

## Metro Customer Services

Metro has two customer service offices in downtown Seattle to serve you.

|   |  |
|---|--|
| <b>King Street Center</b><br>201 S Jackson St<br>Monday-Friday<br>8:30 am - 4:30 pm | <b>Transit Tunnel</b><br>Westlake Station<br>Last four / first four<br>business days each month<br>8:30 am - 4:30 pm |
|---|--|

At both locations buy ORCA cards, bus passes, senior permits and taxi scrip, and get information about bus service. Only the King Street Center office registers applicants for disability permits and provides lost-item return service on weekdays.

Customer Service (general information, trip planning, comments and lost & found)

|  |                           |
|--|---------------------------|
| Seattle metro calling area .....         | 206-553-3000              |
| Toll Free .....                          | 1-800-542-7876            |
| Hearing impaired .....                   | TTY Relay: 711            |
| Metro Online / Online Trip Planner ..... | www.kingcounty.gov/metro  |
| Carpool/Vanpool .....                    | 206-625-4500              |
| Hearing Impaired .....                   | TTY Relay: 1-800-833-6388 |

|                        |                |
|------------------------|----------------|
| Community Transit..... | 1-800-562-1375 |
| Pierce Transit.....    | 1-800-562-8109 |

## ORCA Card

Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi and Washington State Ferries) use a common fare-payment system called ORCA (One Regional Card for All). The ORCA card works as cash or a pass, and it automatically tracks the value of your fares and transfers, letting you move easily between the participating transportation systems.

Get your ORCA card online at [www.orcacard.com](http://www.orcacard.com), by phone at 1-888-988-6722 (ORCA) or TTY Relay: 711 (1-888-889-6368), at ticket vending machines in Sounder and Link rail stations, or at one of the transit agency customer service offices. The ORCA Web site also provides information on how to use the card, as well as locations at which they can be reloaded with a new pass or additional cash.

## Online Trip Planning

Use Metro's online Trip Planner to plan trips on scheduled service in King, Pierce and Snohomish counties. It provides details on transit stops, routes and schedules. Trip Planner itineraries do not include service disruptions and reroutes caused by weather, emergencies, traffic, events or construction.

Trip Planner includes Metro Transit, Pierce Transit, Community Transit, Everett Transit, ST Express buses, Link light rail, Sounder commuter rail, King County Water Taxi, Washington State Ferries, the Seattle Center Monorail, and Seattle Streetcar.

[www.kingcounty.gov/tripplanner](http://www.kingcounty.gov/tripplanner)

## Snow/Emergency Service Servicio de emergencia/ nieve

During most snow conditions, this route will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, it will not operate. Visit [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) and sign up for Transit Alerts to stay informed during adverse conditions.

*Durante la mayoría de las nevadas, esta ruta operará por la ruta designada que se muestra en este programa. En el caso poco frecuente que Metro declare una emergencia, no operará. Visite [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) y regístrese para obtener Alertas de Tránsito y mantenerse informado durante las condiciones adversas.*

## Need more information or assistance?

- Visit Metro Online at [kingcounty.gov/metro](http://kingcounty.gov/metro)
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except for major holidays (May 29, July 4, and Sept. 4).
  - 6 am - 8 pm for trip planning assistance
  - 8 am - 5 pm for ORCA assistance and customer comments

## How To Pay

Upon boarding, pay your fare with exact change or a convenient regional ORCA card. ORCA cards are sold in downtown Seattle at Metro customer service offices in King Street Center and the Westlake tunnel station.

## What To Pay

|   | 1 Zone   | 2 Zone |
|---|--|--------|
| <b>Adults</b> (19 and older), Off Peak                                      | \$2.50   | \$2.50 |
| <b>Adults</b> (19 and older), Peak  | \$2.75   | \$3.25 |
| <b>ORCA LIFT Fare,*</b> all times   | \$1.50   | \$1.50 |
| <b>Youth</b> (6-18 yrs), all times  | \$1.50   | \$1.50 |
| <b>RRFP cardholders</b> (registered seniors, Medicare, disabled), all times | \$1.00   | \$1.00 |
| <b>Children</b> (thru age 5), all times                                     | Four may ride free with person paying adult fare |        |

\*Income Qualified

## Cuánto pagar

|  | Zona 1  | Zona 2 |
|--|---|--------|
| <b>Adultos</b> (19 años y mayor) fuera de hora pico  | \$2.50  | \$2.50 |
| <b>Adultos</b> (19 años y mayor) en hora pico  | \$2.75  | \$3.25 |
| <b>Tarifa ORCA LIFT,*</b> a toda hora  | \$1.50  | \$1.50 |
| <b>Jóvenes</b> (6-18 años), a toda hora  | \$1.50  | \$1.50 |
| <b>Titulares de tarjetas RRFP</b> (personas mayores registradas, Medicare, discapacitados), a toda hora. | \$1.00  | \$1.00 |
| <b>Niños</b> (hasta los 5 años), a toda hora.  | Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto. |        |

\*Ingresos que reúnan los requisitos

## VanShare You know a good thing when you ride!

Let VanShare bridge the gap in your commute. Starting a vanshare is simple. You just need five people including a volunteer driver. Use it to make the connection to your final destination from any transportation terminal.

To start a VanShare, phone us at 206-625-4500 or e-mail us at [VanShare@kingcounty.gov](mailto:VanShare@kingcounty.gov). Link to our web page through Metro Online [kingcounty.gov/metro](http://kingcounty.gov/metro)

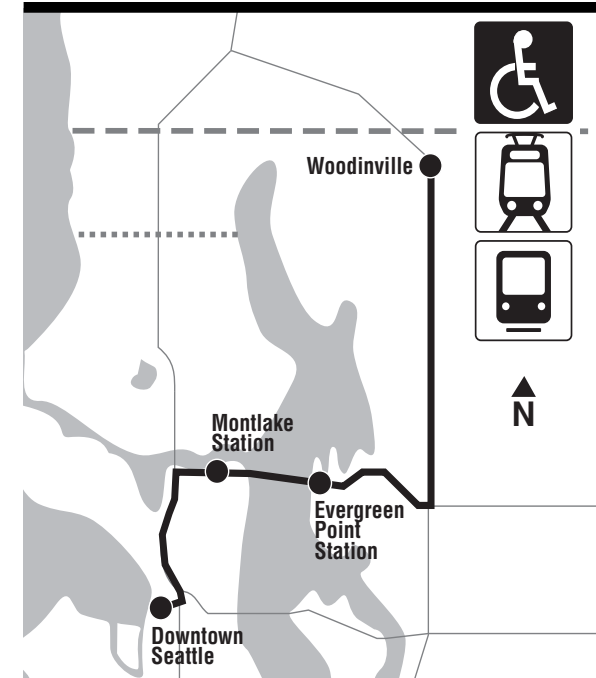


This paper uses minimum 30% post-consumer fibers; acid and chlorine free.  
Inks: Environmentally sensitive vegetable-based.

# 311

## Woodinville, Montlake, Downtown Seattle

March 11, 2017 thru September 22, 2017  
11 de marzo de 2017 a través de 22 de septiembre de 2017

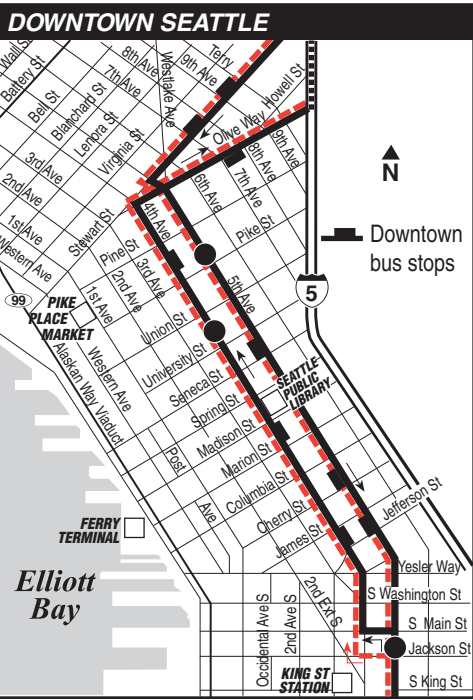
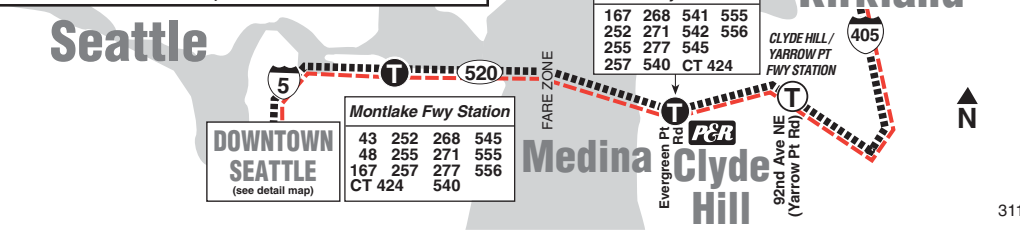


King County  
**METRO**

We'll Get You There

### MAP LEGEND

- Makes all regular stops.
- EXPRESS SERVICE: Makes limited or no stops. *Hace pocas paradas o no las hace.*
- SNOW route. *Ruta para casos de nieve.*
- TIME POINT/INTERMEDIAS: Street intersection used for time schedule reference point listed at the top of time columns to estimate bus arrival and trip times.
- TRANSFER POINT/LUGAR DE TRASBORDO: Route intersection for transferring to the connecting route or routes indicated.
- TIME POINT/TRANSFER POINT. INTERMEDIAS / LUGAR DE TRASBORDO.
- FARE ZONE Additional fare required.
- PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.



### Holiday Information/ Información sobre feriados

There is no service on this route on weekends or the following holidays. *No hay servicio en esta ruta los fines de semana ni el siguiente feriados:*

- Memorial Day May 29  
*Día de Conmemoración el 29 de mayo*
- Independence Day July 4  
*Día de la independencia el 4 de julio*
- Labor Day Sept. 4  
*Día del trabajo el 4 de septiembre*

### Accessible Formats

People with disabilities who need this information in accessible formats may call 206-477-6066 (voice) or TTY Relay: 711.

**Metro Customer Service**  
**206-553-3000**

### Bike & Ride

Metro buses have bike racks that hold three bikes. The racks are easy to use at no extra cost. Just follow the simple instructions posted near the rack. You may load or unload your bike anytime at all regular Metro bus stops, including downtown Seattle and the transit tunnel.

## 311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

| Woodinville P&R            | Brickyard P&R                            | Totem Lake Station  | Evergreen Point Station         | Montlake Station           | Downtown Seattle  |                          |
|----------------------------|--|---------------------|---------------------------------|----------------------------|-------------------|--------------------------|
| 140th Ave NE & NE 179th St | I-405 south-bound on-ramp at NE 160th St | I-405 & NE 128th St | On SR-520 at Evergreen Point Rd | On SR-520 at Montlake Blvd | 5th Ave & Pike St | 5th Ave S & S Jackson St |
| 5:12                       | 5:21†                                    | 5:24†               | 5:34†                           | 5:38†                      | 5:47†             | 5:53†                    |
| 5:42                       | 5:51†                                    | 5:55†               | 6:05†                           | 6:09†                      | 6:18†             | 6:24†                    |
| 6:02                       | 6:14†                                    | 6:18†               | 6:30†                           | 6:34†                      | 6:43†             | 6:50†                    |
| 6:17                       | 6:29†                                    | 6:33†               | 6:47†                           | 6:51†                      | 7:00†             | 7:08†                    |
| 6:32                       | 6:46†                                    | 6:50†               | 7:06†                           | 7:10†                      | 7:20†             | 7:28†                    |
| 6:47                       | 7:01†                                    | 7:06†               | 7:22†                           | 7:26†                      | 7:37†             | 7:46†                    |
| 7:00                       | 7:16†                                    | 7:21†               | 7:37†                           | 7:41†                      | 7:53†             | 8:02†                    |
| 7:13                       | 7:29†                                    | 7:34†               | 7:50†                           | 7:54†                      | 8:06†             | 8:16†                    |
| 7:26                       | 7:42†                                    | 7:47†               | 8:03†                           | 8:08†                      | 8:21†             | 8:31†                    |
| 7:39                       | 7:55†                                    | 8:00†               | 8:16†                           | 8:21†                      | 8:33†             | 8:43†                    |
| 7:54                       | 8:10†                                    | 8:15†               | 8:31†                           | 8:36†                      | 8:48†             | 8:56†                    |
| 8:13                       | 8:29†                                    | 8:34†               | 8:50†                           | 8:55†                      | 9:06†             | 9:13†                    |
| 8:33                       | 8:49†                                    | 8:54†               | 9:10†                           | 9:14†                      | 9:25†             | 9:32†                    |

AM – Lighter Type PM – Darker Type

To WOODINVILLE →

| Downtown Seattle         |                         | Montlake Station           | Evergreen Point Station         | Totem Lake Station  | Brickyard P&R                            | Woodinville P&R            |
|--------------------------|-------------------------|----------------------------|---------------------------------|---------------------|--|----------------------------|
| 5th Ave S & S Jackson St | 4th Ave & University St | On SR-520 at Montlake Blvd | On SR-520 at Evergreen Point Rd | I-405 & NE 128th St | I-405 north-bound on ramp at NE 160th St | 140th Ave NE & NE 179th St |
| 3:16                     | 3:22                    | 3:35†                      | 3:39†                           | 3:54†               | 4:00†                                    | 4:14†                      |
| 3:42                     | 3:48                    | 4:03†                      | 4:08†                           | 4:23†               | 4:29†                                    | 4:43†                      |
| 4:01                     | 4:08                    | 4:23†                      | 4:28†                           | 4:43†               | 4:49†                                    | 5:03†                      |
| 4:13                     | 4:20                    | 4:35†                      | 4:40†                           | 4:55†               | 5:01†                                    | 5:15†                      |
| 4:25                     | 4:32                    | 4:47†                      | 4:52†                           | 5:09†               | 5:15†                                    | 5:29†                      |
| 4:37                     | 4:44                    | 5:00†                      | 5:05†                           | 5:22†               | 5:28†                                    | 5:42†                      |
| 4:48                     | 4:56                    | 5:12†                      | 5:17†                           | 5:34†               | 5:40†                                    | 5:54†                      |
| 5:00                     | 5:08                    | 5:26†                      | 5:32†                           | 5:47†               | 5:53†                                    | 6:06†                      |
| 5:11                     | 5:20                    | 5:38†                      | 5:43†                           | 5:58†               | 6:04†                                    | 6:17†                      |
| 5:40                     | 5:48                    | 6:03†                      | 6:08†                           | 6:23†               | 6:29†                                    | 6:42†                      |
| 6:10                     | 6:17                    | 6:32†                      | 6:37†                           | 6:52†               | 6:57†                                    | 7:10†                      |
| 6:40                     | 6:46                    | 7:01†                      | 7:05†                           | 7:19†               | 7:24†                                    | 7:36†                      |

AM – Lighter Type PM – Darker Type

### Limited Stop Information

Route 311 makes no stops between NE 128th St Freeway Station (I-405 & NE 128th St) and Stewart St & Yale Ave EXCEPT at Yarrow Point, Evergreen, and Montlake freeway stations. To Woodinville, Route 311 makes no stops between Olive Way & Terry Ave and NE 128th Freeway Station EXCEPT at Montlake, Evergreen and Yarrow Point freeway stations.

### Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: \$2.75 one-zone and \$3.25 two-zone fares apply.

### Timetable Symbol/ Símbolo del programa

‡ - Estimated time. *Tiempo estimado.*