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

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

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 ................... 1-800-542-7876
TTY Relay: 711

Metro Online / Online Trip Planner
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, 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

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 and sign up for Transit Alerts to stay informed during adverse conditions.

During 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 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
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

<table>
<thead>
<tr>
<th>1 Zone</th>
<th>2 Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (19 and older), C/D Peak</td>
<td>$2.50</td>
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<tr>
<td>Adults (19 and older)</td>
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</tr>
<tr>
<td>ORCA LIFT Fare*</td>
<td>$1.50</td>
</tr>
<tr>
<td>Youth (6-18 yrs), all times</td>
<td>$1.50</td>
</tr>
<tr>
<td>RRFP cardholders (registered seniors, Medicare, disabled), all times</td>
<td>$1.00</td>
</tr>
<tr>
<td>Children (thru age 5), all times</td>
<td>Four may ride free with person paying adult fare</td>
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Inclusive Qualifying

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. Link to our web page through Metro Online kingcounty.gov/metro

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

This paper uses minimum 30% post-consumer fibers; acid and chlorine free.

Inks: Environmentally sensitive vegetable-based.

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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 feriado:

<table>
<thead>
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<tbody>
<tr>
<td>Memorial Day</td>
<td>May 29</td>
</tr>
<tr>
<td>Día de Día de la Independencia</td>
<td>July 4</td>
</tr>
<tr>
<td>Día del trabajo</td>
<td>Sept. 4</td>
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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