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

King Street Center
201 S Jackson St
Monday-Friday
8:30 am - 4:30 pm
Lost & Found
Monday-Friday
8:30 am - 1 pm
2 pm - 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
8:30 am - 1 pm
Monday-Friday

Lost & Found
8:30 am - 4:30 pm
business days each month
8:30 am - 4:30 pm

Web site also provides information on how to use Sounder and Link rail stations, or at one of the participating transportation systems.

 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, or 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.

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>What To Pay</th>
<th>1 Zone</th>
<th>2 Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (19 and older), Off Peak</td>
<td>$2.50</td>
<td>$3.25</td>
</tr>
<tr>
<td>Adults (19 and older), Peak</td>
<td>$2.75</td>
<td>$3.25</td>
</tr>
<tr>
<td>ORCA LIFT Fare* all times</td>
<td>$1.50</td>
<td>$1.50</td>
</tr>
<tr>
<td>Youth (6-18 yrs), all times</td>
<td>$1.50</td>
<td>$1.50</td>
</tr>
<tr>
<td>RRFP cardholders (registered seniors, Medicare, disabled), all times</td>
<td>$1.00</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>
<td></td>
</tr>
</tbody>
</table>

*Income Qualified

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.

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 y registrese para obtener Alertas de Tránsito y mantenerse informado durante las condiciones adversas.

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 count on any scheduled 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

Available formats may call 206-477-6066 (voice) or TTY Relay: 711.

Metro Customer Service
206-553-3000

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

Quick Timetable Tips
1. Locate the WEEKDAY, SATURDAY, or SUNDAY schedule block for the direction you want to go. Timepoints are listed from the beginning of the route (on the left) to the end (on the right).
2. Timepoints in the schedule block correspond with the timepoint dots on the map. If you are boarding at a stop between two timepoints, use the earlier time as a guide.
3. If there is a symbol (letter or character) after a time, look for the explanation under the heading Timetable Symbols.

RIDER ALERT
This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.
### 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:

- **Memorial Day**: May 29
- **Día de la Memoria**: 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

### 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.

### Special Fare Information

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

### 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

### Route 631 Service Information

Gregory Heights accessible transit offers two transportation services: fixed and limited flexible routing.

Route 631 provides flexible service in portions of the Gregory Heights area at the following times:
- **Monday-Friday**: 8 am - 4:30 pm

### Reservations / Flexible Routing

You can request off-route trips within the flexible service area by calling the reservation office. You need to make your trip request at least two hours before you want to be picked up, and you can make your reservations for 30 days at a time, up to 30 days in advance. Reservations will be taken on a first-come, first-served basis.

Reservations can be made by calling 1-855-233-6043 (voice), or 1-800-246-1646 (TTY) during the following hours:
- **Monday-Friday**: 5 am - 11 pm
- **Saturday**: 7:30 am - 9:30 pm
- **Sunday/Holidays**: 9:30 am - 6:30 pm

Leave a message at all other times. Make reservations online at http://www.hope-link.org/programs/dart.htm

A limited number of off-route deviations, only, can be made on any given trip. Vans can deviate from their fixed routes to serve other locations within the service area, but they can not necessarily provide door-to-door service due to safety and other operational considerations (narrow streets, cul-de-sacs, etc.). You may need to board/deboard at a location a block or more away from the location you requested.

Route 631 is a local community service route for Burien, provided on a demonstration basis under Metro’s Alternative Services Program. The route is a partnership between Metro and the City of Burien, providing loop service in the Gregory Heights area centered on the Burien Transit Center. At the Transit Center, transfers can be made to routes serving downtown Seattle, West Seattle, Renton, SeaTac and Bellevue. For more information, call Metro Customer Information at 206-553-3000, or visit www.kingcounty.gov/metro.