### Metro Customer Services
At Metro's Customer Services office you can buy ORCA cards, bus passes, senior permits and taxi scrip, get information about bus service, register for a pass or additional cash, obtain your personal customer number, use the Night Rider Program, or buy a new pass or additional cash.

**Metro's website:** kingcounty.gov/metro

**Orca Card office:**
- **30th Av NE:** 8:30 a.m.–4:30 p.m. 2 p.m.–4:30 p.m. Monday–Friday
- **16th Av NE:** 8:30 a.m.–1 p.m. Monday–Friday

**Community Transit Lost & Found**
At Metro's Customer Services office you can buy reroute on this portion of the route (on the left) to the end (on the right). If you are boarding a bus at a stop between two timepoints, use the earlier time as a guide.

**Night Stop Program**
For your added safety at night, you may request to exit the bus at a location along your route other than a regular bus stop. To do so, please go to the front of the bus and ask your driver at least one block before your desired stop. Safety considerations will determine if the driver can comply with your request.

**Night Stop Information**
Transfers to/from Link can be made at the UW Link Station at NE Pacific Pl.

**Priority Seating**
All Metro buses are wheelchair accessible.

**Link Light Rail**
Transfers to/from Link can be made at the UW Link Station at NE Pacific Pl.

**Online Trip Planning**
Use Metro’s online Trip Planner to plan trips on schedule service in King, Pierce and Snohomish counties. It provides details on transit stops, routes and schedules. Trip Planner linearity does not include service disruptions and reroutes caused by weather, emergencies, traffic events or construction.

**VanShare**
VanShare offers rides to seniors and people with disabilities. If you are occupying one of these seats when a person with greater need boards, please offer it to that person.

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

**How to Read a Schedule**
1. Locate the WEEKDAY, SATURDAY, or SUNDAY schedule block for the day of travel.
2. Find the time of your intended bus stop along the route that corresponds to the fare zone and to the time you wish to leave the origination point.
3. Register the number of passengers on your mobile device.
4. Text your bus stop number to 62550.