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 disability permits and retrieve items turned into Lost & Found.

King Street Center
201 S Jackson St
Monday–Friday
8:30 a.m.–1 p.m.
8:30 a.m.–4:30 p.m.

Seattle metro calling area...............206-553-3000
Toll Free ........................................1-800-542-7876
Hearing impaired ..................WA Relay: 711
Carpool/Vanpool ..................206-625-4500
Hearing Impaired ........ WA Relay: 1-800-833-6388

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

Accessible Formats

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

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, the Seattle Center Monorail, and Seattle Streetcar) work together to serve you. This regional fare-payment system is 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 WA 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 website 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.

Priority Seating

All Metro buses are wheelchair accessible. Designated seats in the front of buses are reserved for 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.

For more information about accessible service and bus-acceptable wheelchair/scooter specifications, call 206-553-3000.

How to Pay

At all times, pay your fare when you board the bus. Pay with cash (exact fare; drivers do not carry change), ticket or with a convenient regional ORCA card. Show your activated Transit GO Ticket (mobile ticket) or valid transfer to the driver. Metro transfers are valid on Metro, only. See “How to pay” on Metro’s website for more information.

Pague su pasaje al abordar el autobús. Pague en efectivo (cantidad exacta; los conductores no tienen cambio), con tarjeta regional ORCA o muestra su boleto. Muestre su Transit GO Ticket activado (boleto electrónico) o su boleto transferible al conductor. Las transferencias son válidas sólo en Metro. Para mayor información, vea “Cómo pagar” en la página web de Metro.

What To Pay

Cuánto pagar

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (19 and older)</td>
<td></td>
<td>$2.75</td>
</tr>
<tr>
<td>Adults (19 años y mayor)</td>
<td></td>
<td>$2.75</td>
</tr>
<tr>
<td>Youth (6-18 yrs)</td>
<td></td>
<td>$1.50</td>
</tr>
<tr>
<td>Jóvenes (6-18 años)</td>
<td></td>
<td>$1.50</td>
</tr>
<tr>
<td>ORCA LIFT Fare*</td>
<td>Tarifa ORCA LIFT*</td>
<td>$1.50</td>
</tr>
<tr>
<td>RRFP cardholders (registered seniors, Medicare, disabled)</td>
<td></td>
<td>$1.00</td>
</tr>
<tr>
<td>Titulares de tarjetas RRFP (personas mayores registradas, Medicare, discapacitados)</td>
<td></td>
<td>$1.00</td>
</tr>
<tr>
<td>Children (thru age 5)</td>
<td>Four may ride free with person paying adult fare</td>
<td></td>
</tr>
<tr>
<td>Niños (hasta los 5 años)</td>
<td>Pueden viajar gratis con una persona que pague la tarifa de adulto.</td>
<td></td>
</tr>
</tbody>
</table>

*Income Qualified * Ingresos que reúnan los requisitos
More need information or assistance?

- Visit Metro online at kingcounty.gov/metro
- Call Metro's Customer Information Office, 206-553-3000, Monday-Friday except for major county holidays (May 25, July 3 observed) and Sept. 7
- 6 a.m.–8 p.m. for trip planning assistance
- 8 a.m.–5 p.m. for ORCA assistance and customer comments

Limited Stop Information
To downtown Seattle, Route 217 makes no stops between Hwy 90 & Richards Rd SE and 4th Ave S & S Jackson St EXCEPT on Rainier Ave S & S Charles St. To North Issaquah, Route 217 makes no stops between 2nd Ave Ext S & Yesler Way and Factoria Blvd & SE 36th St EXCEPT on Rainier Ave S & S Norman St.

Timetable Symbol/Símbolo del programa
‡ - Estimated time. Tiempo estimado.

Transit Alerts
Metro offers an alert subscription service via email or text. You choose the route information you want and we will send it to you. Go to Metro's website to sign up.

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 Tráfico y mantenerse informado durante las condiciones adversas.

Holiday Information/Información sobre feriados
There is no service on these routes on weekends or the following holidays. No hay servicio en estas rutas las fines de semana ni el siguiente feriado:

- Memorial Day May 25
- Dia de los Caídos el 25 de mayo
- Independence Day (observed) July 3
- Día de la independencia (observado) 3 de julio
- Labor Day September 7
- Día del Trabajo 7 de septiembre
- 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 at kingcounty.gov/metro