

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.–4:30 p.m.

Lost & Found
 Monday–Friday
 8:30 a.m.–1 p.m.
 2 p.m.–4:30 p.m.

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 WA Relay: 711
 Metro website / Trip Planner
 www.kingcounty.gov/metro
 Next Bus? Text your stop # to 62550
 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

Text for Bus Times

If you want bus arrival times at your stop, both scheduled times and real times, try Metro's new texting tool for getting up to the next three trips of any route that serves your bus stop. Simply text your bus stop number to 62550 and follow the prompts. Bus stop numbers can be found at all Metro bus stops, via Metro's Trip Planner, the Puget Sound Trip Planner app, on Metro timetables (at timepoints, only; space available), and on Metro's website, kingcounty.gov/metro.

Accessible Formats

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

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

Need more 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 27, July 4, and Sept. 2).
 - 6 a.m.–8 p.m. for trip planning assistance
 - 8 a.m.–5 p.m. for ORCA assistance and customer comments

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 muestre 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

Adults (19 and older)	\$2.75
Youth (6-18 yrs)	\$1.50
ORCA LIFT Fare*	\$1.50
RRFP cardholders (registered seniors, Medicare, disabled)	\$1.00
Children (thru age 5)	Four may ride free with person paying adult fare

*Income Qualified

Cuánto pagar

Adultos (19 años y mayor)	\$2.75
Jóvenes (6-18 años)	\$1.50
Tarifa ORCA LIFT*	\$1.50
Titulares de tarjetas RRFP (personas mayores registradas, Medicare, discapacitados)	\$1.00
Niños (hasta los 5 años)	Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.

*Ingresos que reúnan los requisitos

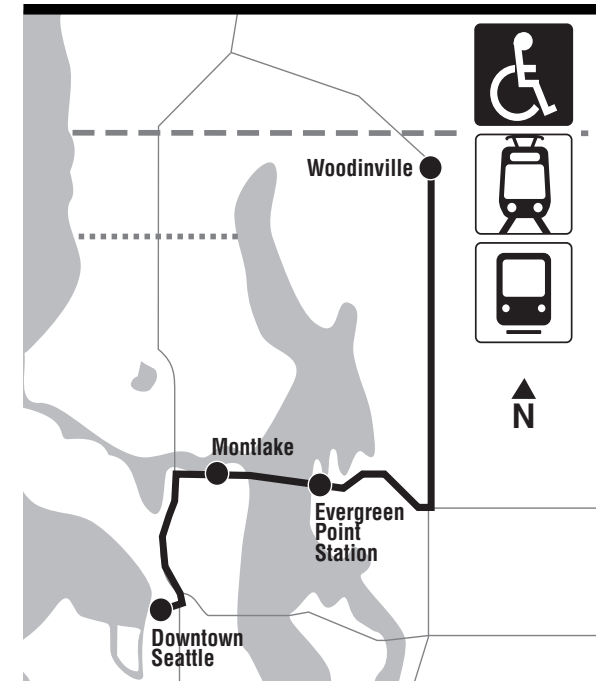
Metro Customer Service 206-553-3000

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 Inks: Environmentally sensitive vegetable-based.

311

Woodinville, Montlake, Downtown Seattle

March 23 thru September 20, 2019
 Del 23 de marzo al 20 de septiembre de 2019



MAP LEGEND / LEYENDA DEL MAPA

- Makes all regular stops. *Hace todas las paradas regulares.*
- Limited or no stops. *Limitado o sin paradas.*
- Snow route. *Ruta de nieve.*
- TIME POINT / PUNTO DE TIEMPO:** Street intersection from which departure times are shown on the schedules. *Intersección de la calle desde donde se muestran los horarios de salida.*
- TRANSFER POINT / PUNTO DE TRANSFERENCIA:** Route intersection for transferring to indicated route(s). *Intersección de ruta para la transferencia para indicar la ruta o rutas.*
- TIME POINT & TRANSFER POINT / TIEMPO Y PUNTO DE TRANSFERENCIA**
- PARK & RIDE:** Free parking area. *Zona de estacionamiento gratis.*

Brickyard P&R
237 342
238 532
255 535
257 952

Totem Lake Freeway Station
237 243 342 952
On NE 128th St
235 252 277 535
237 255 342 952
238 257 532

Evergreen Point Freeway Station
167 268 541 555
252 271 542 556
255 277 545
257 540 CT 424

Woodinville
NE 179th St
NE 175th St
NE 170th St
138th PINE
140th Ave NE
132nd Ave NE
131st Ave NE
522
202

Seattle
DOWNTOWN SEATTLE (see detail map)

Medina
Clyde Hill
Evergreen Pt Rd
92nd Ave NE (Yarrow Pt Rd)

Kirkland
CLYDE HILL / YARROW PT FWY STATION

311

Montlake Freeway Station

Although not referenced in the schedules, the Montlake Freeway Station will remain open and served by Route 311 through approximately June 2019. At that time, it will close when WSDOT resumes the rebuilding of SR-520. Please watch for future Rider Alerts giving notification of the exact closure date, or call Metro at 206-553-3000 for more information.

DOWNTOWN SEATTLE

- Downtown bus stops. *Paradas de autobuses del centro*
- Light Rail *Tren Ligero*
- Streetcar *Tranvía*

PIKE PLACE MARKET
FERRY TERMINAL
SEATTLE PUBLIC LIBRARY
KING ST STATION

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

Timetable Symbol/
Símbolo del programa

‡ - Estimated time. *Tiempo estimado.*

311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point 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	5th Ave S & Pike St 5th Ave S & Jackson St	
Stop #75995	Stop #82700	Stop #82687	Stop #71355	Stop #760 Stop #843	
5:12	5:21‡	5:24‡	5:34‡	5:47‡	5:53‡
5:42	5:51‡	5:55‡	6:05‡	6:20‡	6:26‡
6:02	6:14‡	6:18‡	6:30‡	6:45‡	6:52‡
6:17	6:29‡	6:33‡	6:47‡	7:02‡	7:13‡
6:32	6:46‡	6:50‡	7:06‡	7:23‡	7:34‡
6:47	7:01‡	7:06‡	7:22‡	7:39‡	7:50‡
7:00	7:16‡	7:21‡	7:37‡	7:56‡	8:07‡
7:13	7:29‡	7:34‡	7:50‡	8:11‡	8:22‡
7:26	7:42‡	7:47‡	8:03‡	8:26‡	8:37‡
7:39	7:55‡	8:00‡	8:16‡	8:39‡	8:50‡
7:54	8:10‡	8:15‡	8:31‡	8:54‡	9:05‡
8:13	8:29‡	8:34‡	8:50‡	9:13‡	9:22‡
8:33	8:49‡	8:54‡	9:10‡	9:33‡	9:40‡

To WOODINVILLE →

Downtown Seattle	Evergreen Point Station	Totem Lake Station	Brickyard P&R	Woodinville P&R	
5th Ave S & S Jackson St	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	
Stop #840	Stop #997	Stop #71348	Stop #82878	Stop #82700	Stop #75992
3:15	3:22	3:44‡	3:59‡	4:05‡	4:19‡
3:39	3:46	4:12‡	4:27‡	4:33‡	4:47‡
3:59	4:06	4:34‡	4:49‡	4:55‡	5:09‡
4:11	4:18	4:46‡	5:01‡	5:07‡	5:21‡
4:23	4:30	4:58‡	5:15‡	5:21‡	5:35‡
4:35	4:42	5:10‡	5:27‡	5:33‡	5:47‡
4:47	4:54	5:24‡	5:41‡	5:47‡	6:00‡
4:58	5:05	5:37‡	5:52‡	5:58‡	6:11‡
5:10	5:17	5:49‡	6:04‡	6:10‡	6:23‡
5:40	5:47	6:19‡	6:34‡	6:40‡	6:53‡
6:12	6:19	6:47‡	7:02‡	7:07‡	7:19‡
6:42	6:48	7:14‡	7:28‡	7:33‡	7:45‡

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 27
Día de los Caídos	el 27 de mayo
Independence Day	July 4
Día de la independencia	4 de julio
Labor Day	September 2
Día del Trabajo	2 de septiembre

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.