

# 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 a.m. - 4:30 p.m.
- Transit Tunnel**  
Westlake Station  
Last four / first four  
business days each month  
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.

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 ..... 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

## 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.

### RIDER ALERT

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

# 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](mailto:VanShare@kingcounty.gov). Link to our web page through Metro at [kingcounty.gov/metro](http://kingcounty.gov/metro)

## 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 service is available only from 8 pm to 5 am and is for dropping off riders only. Night Stop is not provided in downtown Seattle.

## Night Rider Tip

You can help drivers spot you when it is dark or during times of reduced visibility by wearing light-colored clothing and by standing in the most visible area of the bus stop. We don't want to miss you!

## 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](http://kingcounty.gov/metro).

# 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](http://www.kingcounty.gov/tripplanner)

## 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](http://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 re-loaded with a new pass or additional cash.

Intérpretes  
Переводчик  
Перекладач  
Turjubaan  
Thông Dịch Viên

የቃል አስተርጓሚ  
ਇੰਟਰਪਰੈਟਰ  
翻譯員  
통역사

**Interpreter**  
206-553-3000

This paper uses minimum 30% post-consumer fibers; acid and chlorine free.  
Inks: Environmentally sensitive vegetable-based.

# Snow/Emergency Service

## Servicio de emergencia/ nieve

During most snow conditions, these routes will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, they will not operate. Visit [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) and sign up for Transit Alerts to stay informed during adverse conditions.

*Durante la mayoría de las condiciones de nieve, estas rutas operarán por la rutas para nevadas que se muestran en este programa. En el caso poco frecuente que Metro declare una emergencia, no operarán. Visite [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) y regístrese para recibir Alertas de tránsito y manténgase informado durante las condiciones adversas.*

## Need more information or assistance?

- Visit Metro online at [kingcounty.gov/metro](http://kingcounty.gov/metro)
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except major holidays (2018: Nov 12, 22, 23, Dec. 25; 2019: Jan. 1, 21, Feb. 18).
  - 6 a.m. - 8 p.m. for trip planning assistance
  - 8 a.m. - 5 p.m. for ORCA assistance and customer comments

## 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.

**Metro Customer Service**  
**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 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

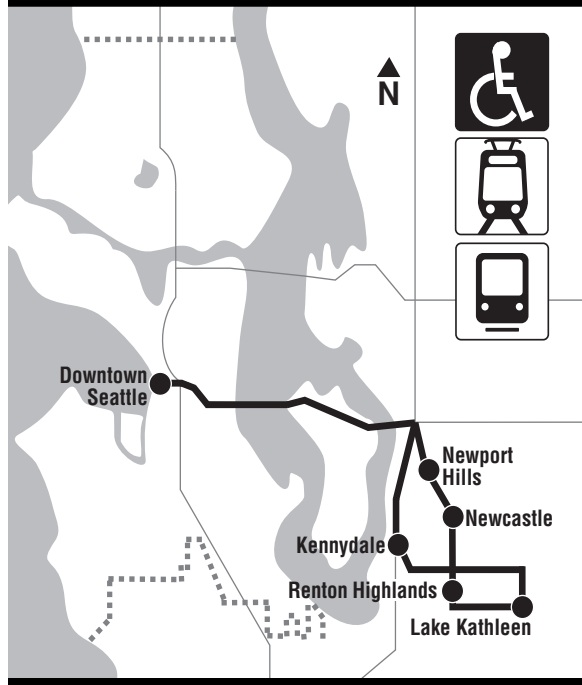
## Accessible Formats

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

# 111, 114

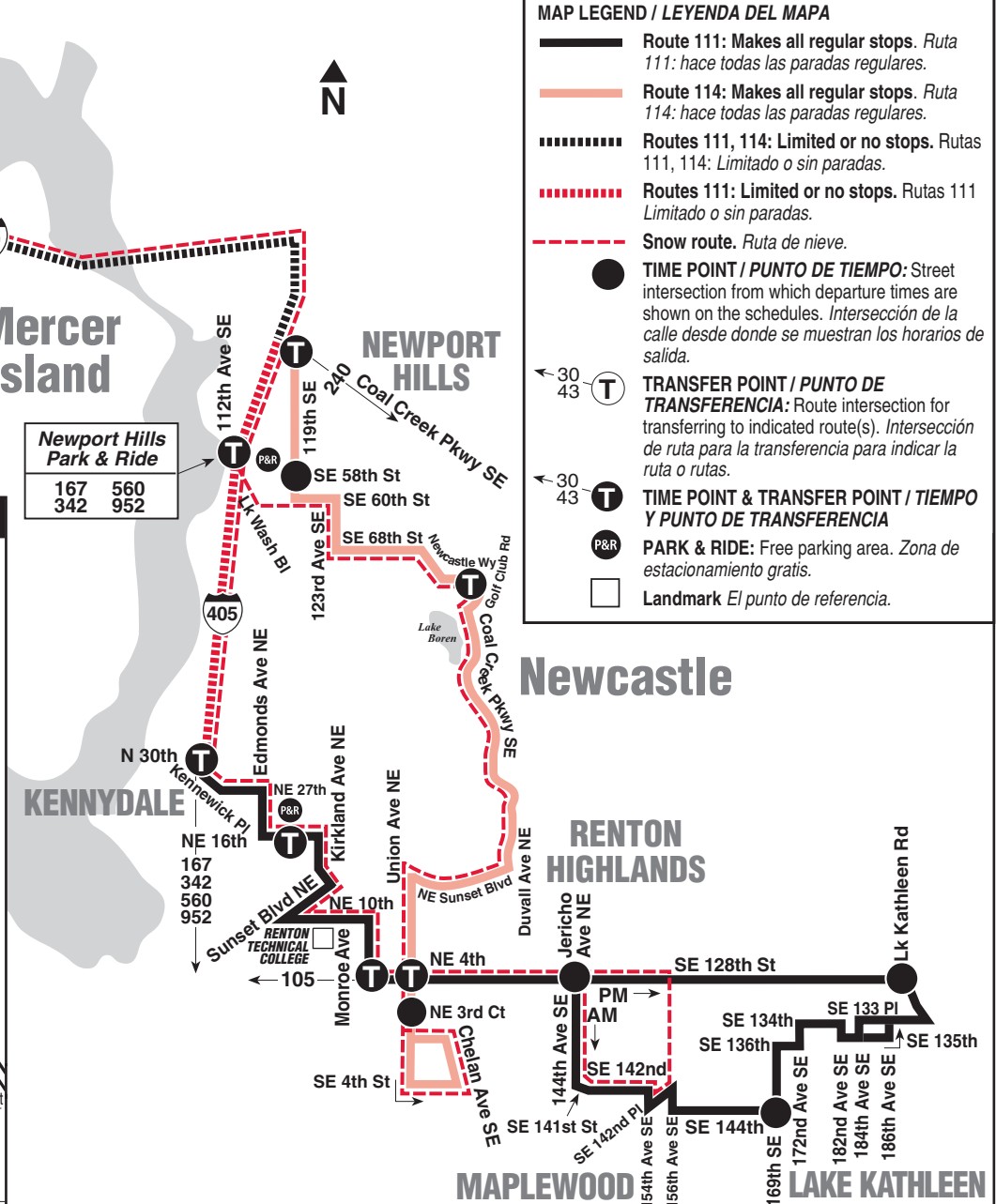
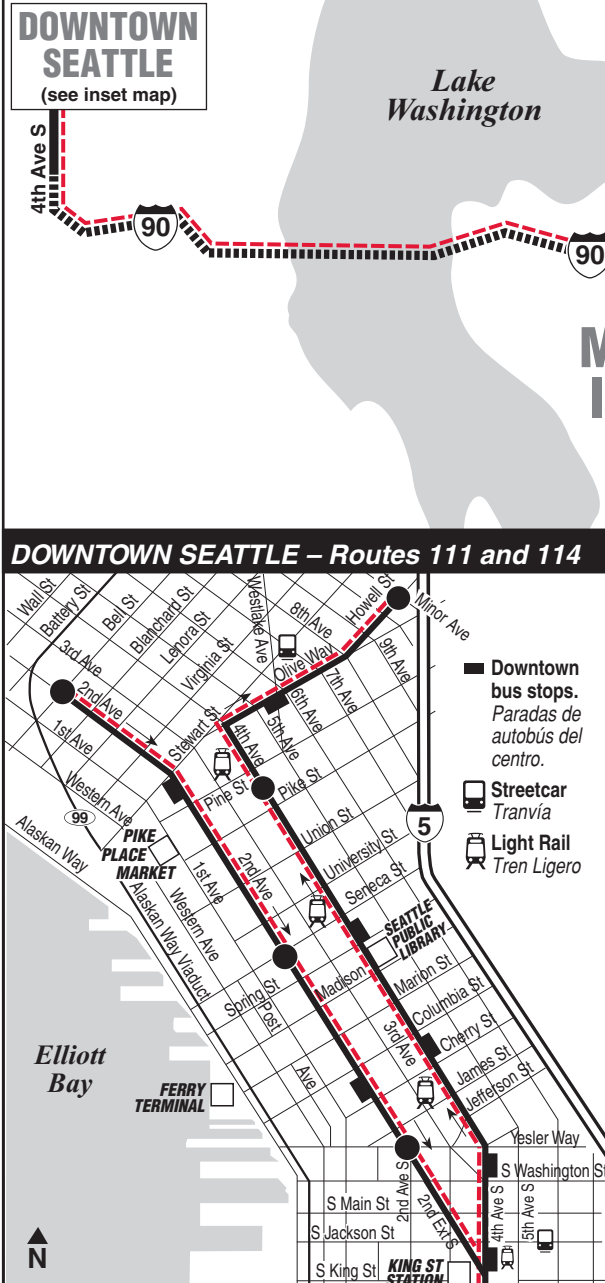
**Lake Kathleen, Maplewood, Newcastle, Renton Highlands, Kennydale, Newport Hills, Downtown Seattle**

**September 22, 2018 thru March 22, 2019**  
*Del 22 de septiembre de 2018 al 22 de marzo de 2019*



**King County METRO**

**Routes 111, 114**



- MAP LEGEND / LEYENDA DEL MAPA**
- Route 111:** Makes all regular stops. *Ruta 111: hace todas las paradas regulares.*
  - Route 114:** Makes all regular stops. *Ruta 114: hace todas las paradas regulares.*
  - Routes 111, 114:** Limited or no stops. *Rutas 111, 114: Limitado o sin paradas.*
  - Routes 111:** Limited or no stops. *Rutas 111 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**
  - P&R:** PARK & RIDE: Free parking area. *Zona de estacionamiento gratis.*
  - Landmark:** *El punto de referencia.*

**Newport Hills Park & Ride**

167	560
342	952

**111 WEEKDAY/Entre semana**

To DOWNTOWN SEATTLE →

Maplewood	Lake Kathleen	Renton Highlands P & R	Kennydale	Newport Hills P&R	Downtown Seattle
Jericho Ave NE & NE 4th St	169th Ave SE & SE 144th St	Lk Kathleen Rd SE & SE 128th St	NE 4th St & Monroe Ave NE	Edmonds Ave NE & NE 16th St	NE 30th St & I-405
5:16	5:24	5:31	5:41	5:50	5:55†
5:30	5:38	5:45	5:56	6:05	6:10†
5:45	5:54	6:02	6:14	6:23	6:28†
6:01	6:11	6:19	6:31	6:40	6:47†
6:14H	6:24H	6:32H	6:44H	6:53H	7:00H†
6:31	6:41	6:49	7:01	7:11	7:20†
6:47	6:57	7:05	7:17	7:27	7:36†
7:08	7:18	7:26	7:38	7:48	7:58†
7:29	7:39	7:47	7:59	8:09	8:19†

To LAKE KATHLEEN →

Downtown Seattle	Newport Hills P&R	Kennydale	Renton Highlands P & R	Lake Kathleen	Maplewood
2nd Ave & Bell St	2nd Ave & Seneca St	2nd Ave & Ext S & Yesler Way	112th Ave SE & I-405	N 30th St & I-405	Edmonds Ave NE & NE 16th St
3:33	3:37	3:42	4:19†	4:25†	4:31†
3:58	4:02	4:07	4:44†	4:50†	4:56†
4:21	4:26	4:32	5:11†	5:17†	5:23†
4:36H	4:41H	4:47H	5:26H†	5:32H†	5:38H†
4:52	4:57	5:03	5:39†	5:45†	5:51†
5:12	5:17	5:23	5:59†	6:05†	6:11†
5:32	5:37	5:43	6:19†	6:25†	6:31†
6:01	6:06	6:12	6:48†	6:54†	7:00†

AM – Lighter Type PM – Darker Type

**114 WEEKDAY/Entre semana**

To DOWNTOWN SEATTLE →

Renton Highlands	Newcastle	Newport Hills	Downtown Seattle
Union Ave NE & NE 3rd Ct	Union Ave NE & NE 4th St	Coal Creek Pkwy SE & Newcastle Way	119th Ave SE & SE 58th St
5:31	5:37	5:48	5:54
5:56H	6:02H	6:14H	6:21H
6:19	6:25	6:37	6:45
6:43	6:50	7:04	7:12
7:01	7:08	7:23	7:31
7:16H	7:23H	7:38H	7:46H
7:31	7:38	7:53	8:01
7:46	7:53	8:08	8:16

To RENTON HIGHLANDS →

Downtown Seattle	Newport Hills	Newcastle	Renton Highlands
2nd Ave & Bell St	2nd Ave & Seneca St	2nd Ave & Ext S & Yesler Way	Coal Creek Pkwy & I-405
4:00	4:04	4:09	4:41†
4:20H	4:25H	4:31H	5:09H†
4:40	4:45	4:52	5:30†
5:00	5:05	5:12	5:50†
5:20H	5:25H	5:32H	6:10H†
5:40	5:45	5:52	6:30†

AM – Lighter Type PM – Darker Type

**Timetable Symbols**

H - This trip does NOT operate on Nov. 12 & 23, Dec. 24, 26-28 & 31, Jan. 21 and Feb. 18.

**Símbolo del programa**  
‡ - Estimated time. *Tiempo estimado*

**Limited Stop Information**

Route 111 makes no stops between I-405 & N 30th St and 4th Ave S & S Jackson St except at I-405 & 112th Ave SE.

Route 114 makes no stops between I-405 & Coal Creek Pkwy SE and 4th Ave S & S Jackson St.

**Snow/Emergency Service**  
**Servicio de emergencia/nieve**

During most snow conditions, these routes will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, they will not operate. Visit [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) and sign up for Transit Alerts to stay informed during adverse conditions.

*Durante la mayoría de las condiciones de nieve, estas rutas operarán por las rutas para nevadas que se muestran en este programa. En el caso poco frecuente que Metro declare una emergencia, no operarán. Visite [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) y regístrese para recibir Alertas de tránsito 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 los fines de semana ni el siguiente feriados:*

- Thanksgiving Nov. 22
- Día de acción de gracias* *el 22 de noviembre*
- Christmas Dec. 25
- Navidad* *el 25 de diciembre*
- New Year Jan. 1, 2019
- Año nuevo* *el 1 de enero de 2019*