

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.

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

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, 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

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



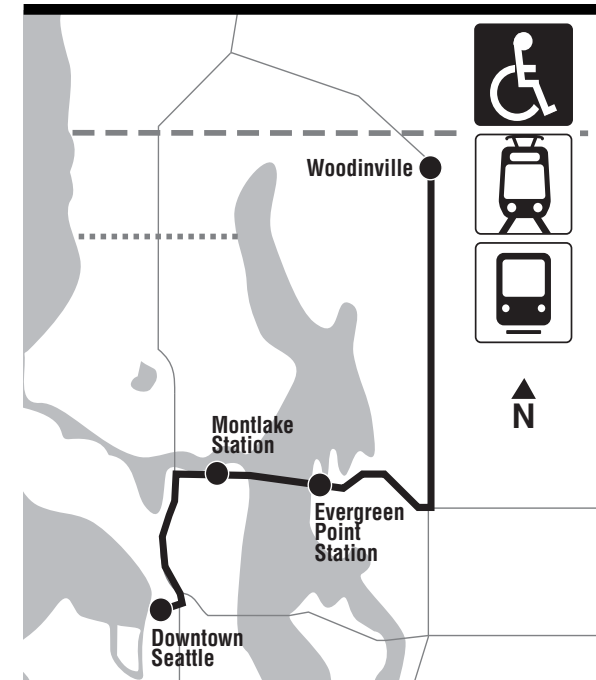
This paper uses minimum 30% post-consumer fibers; acid and chlorine free. Inks: Environmentally sensitive vegetable-based.

311

**Woodinville,
Montlake,
Downtown Seattle**

September 22, 2018 thru March 22, 2019

Del 22 de septiembre de 2018 al 22 de marzo de 2019



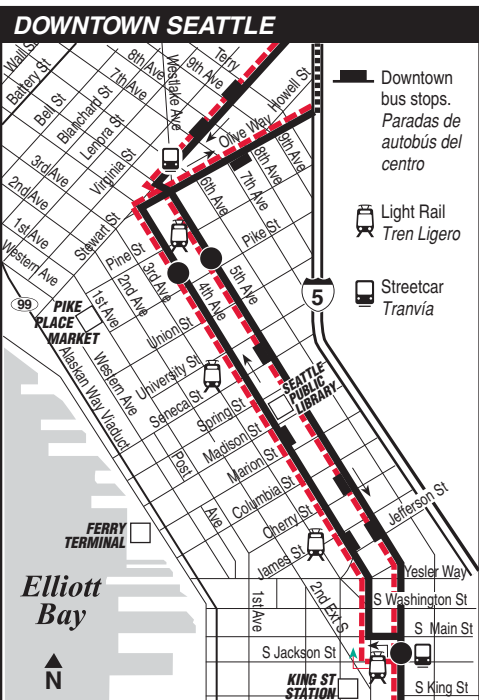
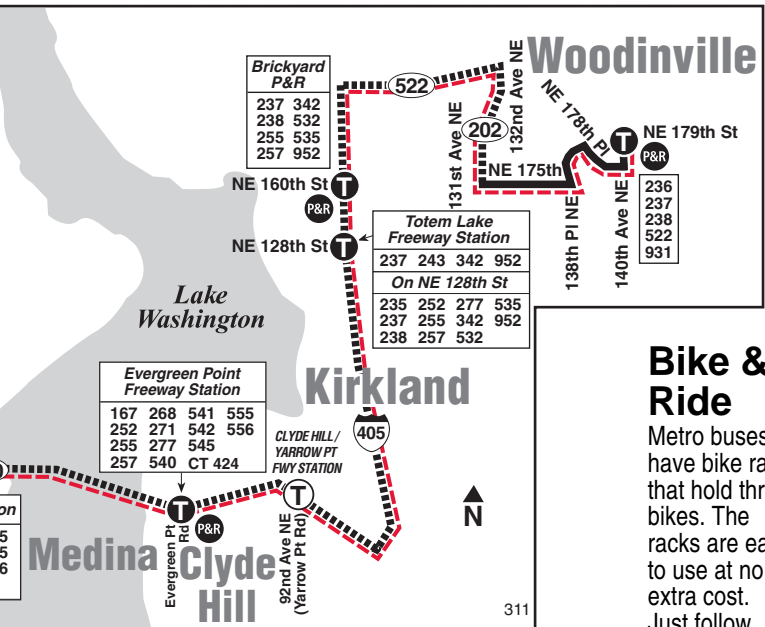
King County
METRO

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.*

Montlake Fwy Station

43	252	268	545
48	255	271	555
167	257	277	556
CT 424		540	



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*

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.

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.

311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point Station	Montlake 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	On SR-520 at Montlake Blvd	5th Ave & Pike St	5th Ave S & Jackson St
Stop #75995	Stop #82700	Stop #82687	Stop #71355	Stop #71344	Stop #760	Stop #843
5:12	5:21‡	5:24‡	5:34‡	5:38‡	5:47‡	5:53‡
5:42	5:51‡	5:55‡	6:05‡	6:09‡	6:18‡	6:24‡
6:02H	6:14H‡	6:18H‡	6:30H‡	6:34H‡	6:43H‡	6:50H‡
6:17	6:29‡	6:33‡	6:47‡	6:51‡	7:00‡	7:08‡
6:32	6:46‡	6:50‡	7:06‡	7:10‡	7:20‡	7:28‡
6:47	7:01‡	7:06‡	7:22‡	7:26‡	7:37‡	7:46‡
7:00	7:16‡	7:21‡	7:37‡	7:42‡	7:57‡	8:07‡
7:13	7:29‡	7:34‡	7:50‡	7:55‡	8:10‡	8:20‡
7:26H	7:42H‡	7:47H‡	8:03H‡	8:08H‡	8:23H‡	8:33H‡
7:39	7:55‡	8:00‡	8:16‡	8:21‡	8:35‡	8:45‡
7:54	8:10‡	8:15‡	8:31‡	8:36‡	8:50‡	8:59‡
8:13	8:29‡	8:34‡	8:50‡	8:55‡	9:06‡	9:15‡
8:33	8:49‡	8:54‡	9:10‡	9:14‡	9:25‡	9:32‡

To WOODINVILLE →

Downtown Seattle	Montlake Station	Evergreen Point Station	Totem Lake Station	Brickyard P&R	Woodinville P&R
5th Ave S & S Jackson St	4th Ave & Pike St	On SR-520 at Montlake Blvd	On SR-520 at Evergreen Point Rd	I-405 & NE 128th St	I-405 north-bound on ramp at NE 160th St
Stop #840	Stop #700	Stop #71350	Stop #71348	Stop #82878	Stop #82700
3:15	3:22	3:40‡	3:44‡	3:59‡	4:05‡
3:39	3:48	4:08‡	4:13‡	4:28‡	4:48‡
3:59H	4:08H	4:28H‡	4:33H‡	4:48H‡	5:08H‡
4:11	4:20	4:40‡	4:45‡	5:00‡	5:06‡
4:23	4:32	4:52‡	4:57‡	5:14‡	5:20‡
4:35	4:44	5:05‡	5:10‡	5:27‡	5:33‡
4:46	4:56	5:17‡	5:22‡	5:39‡	5:45‡
4:58	5:08	5:31‡	5:37‡	5:52‡	5:58‡
5:09	5:20	5:43‡	5:48‡	6:03‡	6:09‡
5:38	5:48	6:08‡	6:13‡	6:28‡	6:34‡
6:10	6:17	6:37‡	6:42‡	6:57‡	7:02‡
6:39	6:46	7:06‡	7:10‡	7:24‡	7:29‡

AM – Lighter Type PM – Darker Type

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:*

- 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*

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.