

# 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  
 Carpool/Vanpool ..... 206-625-4500  
 Hearing Impaired ..... WA Relay: 1-800-833-6388

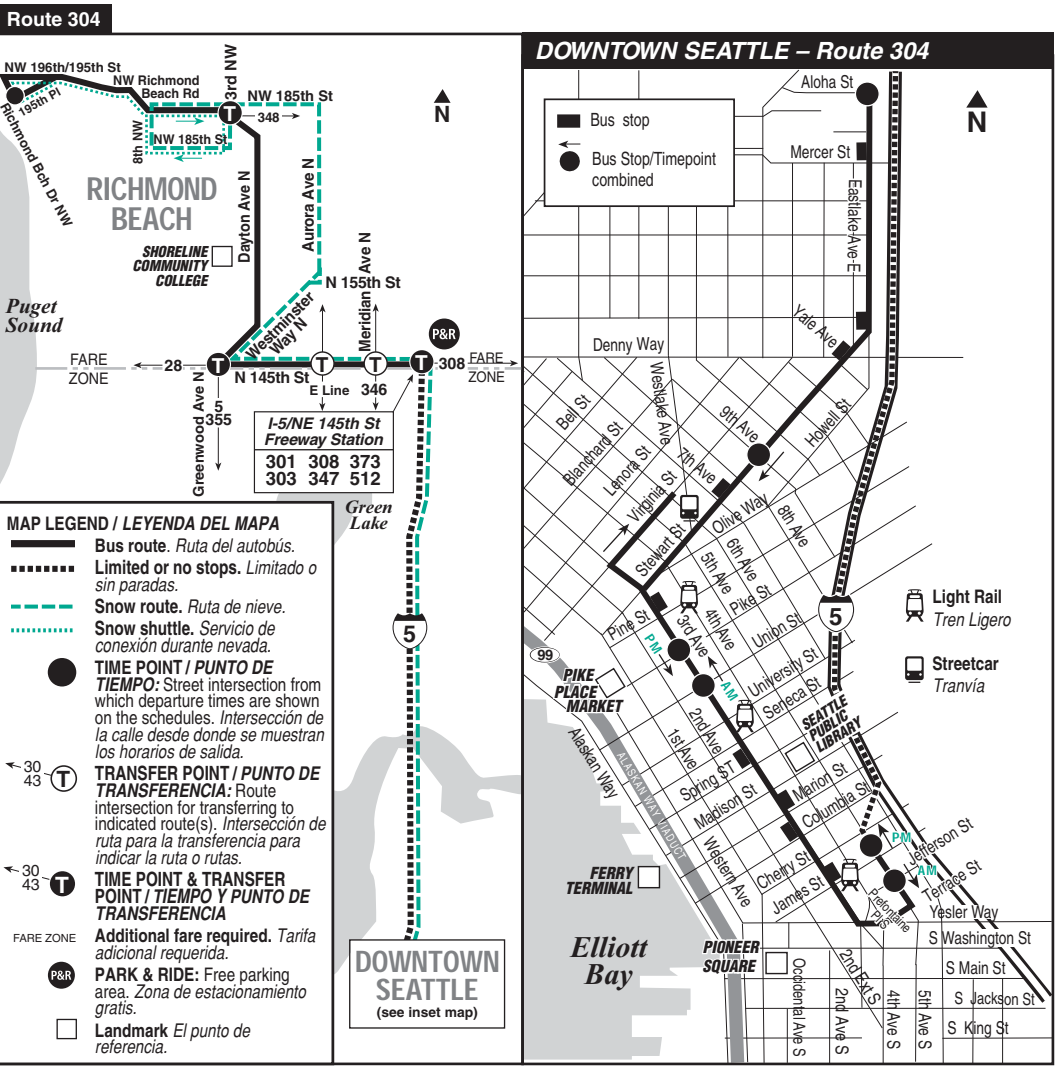
Community Transit ..... 1-800-562-1375  
 Pierce Transit ..... 1-800-562-8109

# 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 mantenerse informado durante las condiciones adversas.*



### Fare Change

Effective July 1, 2018, Metro will convert to a single Adult fare of \$2.75, anytime, anywhere. 1-Zone/2-Zone fares and peak/off-peak fares will no longer apply. A partir del 1º de julio del 2018, Metro cobrará una tarifa única de \$2.75 para adultos. Ya no se aplicarán tarifas de zona 1/zona 2 y hora pico. No habrá cambios en el costo para jóvenes, niños, ORCA LIFT y RRF.

## Metro Customer Service

### 206-553-3000

**Interpreter**  
 206-553-3000

Intérpretes  
 Переводчик  
 Перекладач  
 Turjubaan  
 Thông Dịch Viên

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 ഋटवधरैवत  
 翻譯員  
 통역사

# 304 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Richmond Beach		Downtown Seattle			
Richmond Beach Dr NW & NW 195th PI	Richmond Beach Rd & 3rd Ave NW	N 145th St & Greenwood N	I-5 & NE 145th St	5th Ave & Jefferson St	3rd Ave & Union St
6:07	6:14	6:21‡	6:28‡	6:43‡	6:52‡
6:39	6:46	6:56‡	7:05‡	7:21‡	7:30‡
7:13	7:20	7:30‡	7:39‡	7:58‡	8:08‡
7:35	7:42	7:52‡	8:01‡	8:20‡	8:30‡

AM – Lighter Type PM – Darker Type

To RICHMOND BEACH →

Eastlake		Downtown Seattle			Richmond Beach		
Eastlake Ave E & Aloha St	Stewart St & 9th Ave	3rd Ave & Pike St (southbound)	5th Ave & James St	I-5 & NE 145th St	N 145th St & Greenwood Ave N	Richmond Beach Rd & 3rd Ave NW	Richmond Beach Dr NW & NW 195th PI
3:26	3:33	3:39	3:48‡	4:04‡	4:11‡	4:21‡	4:32‡
3:56	4:03	4:09	4:19‡	4:37‡	4:46‡	4:56‡	5:07‡
4:31	4:39	4:45	4:55‡	5:13‡	5:22‡	5:32‡	5:43‡
4:55	5:04	5:11	5:21‡	5:39‡	5:48‡	5:59‡	6:10‡
5:34	5:41	5:47	5:56‡	6:12‡	6:20‡	6:31‡	6:42‡

AM – Lighter Type PM – Darker Type

# Route 304 Holiday Information/ Ruta 304 información sobre feriados

There is no service on routes 301 or 304 on weekends or the following holidays. No hay servicio en rutas 301 o 304 los fines de semana ni los siguientes feriados:

- Memorial Day May 28 el 28 de mayo
- Día de Commemoración
- Independence Day July 4 4 de julio
- Día de la independencia
- Labor Day Sept. 3 3 de septiembre
- Día del trabajo

# 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.

# Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: \$2.75 one-zone and \$3.25 two-zone fares apply. Las áreas sombreadas en los horarios de la semana indican viajes en hora punta: Se aplican tarifas de \$2.75 de una zona y \$3.25 de dos zonas.

The fare zone for Route 304 is N 145th St. An additional fare will be collected on trips that cross this boundary. Route 304 trips that start or end anywhere along 145th St will not require zone fare.

# 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)

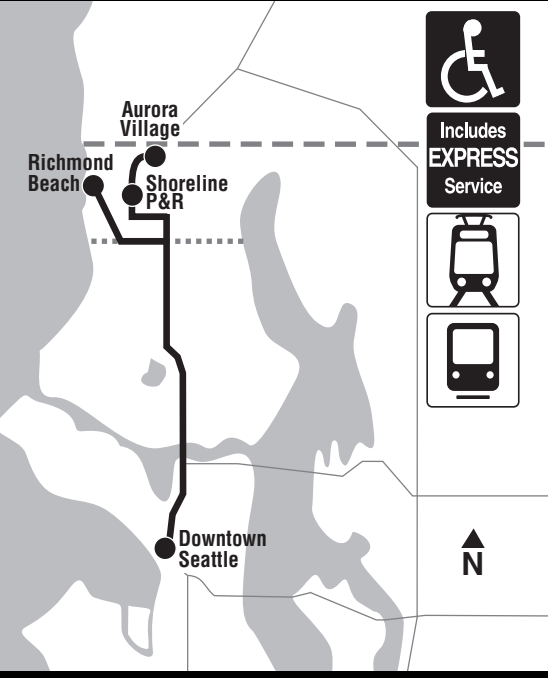
# Timetable Symbol/Símbolo del programa

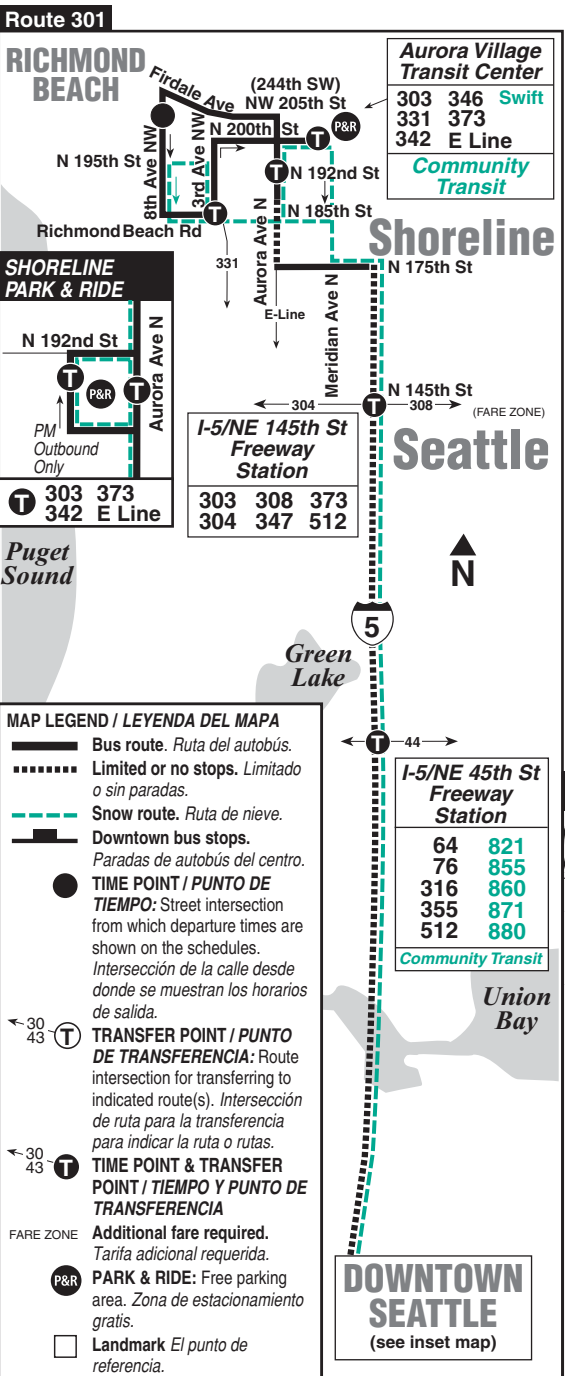
‡ - Estimated time. Tiempo estimado.

# 301, 304

## Aurora Village, Richmond Beach, Shoreline P&R, Downtown Seattle

March 10 thru September 21, 2018  
 Del 10 de marzo al 21 de septiembre de 2018





## Route 301 Holiday Information/ Ruta 301 información sobre feriados

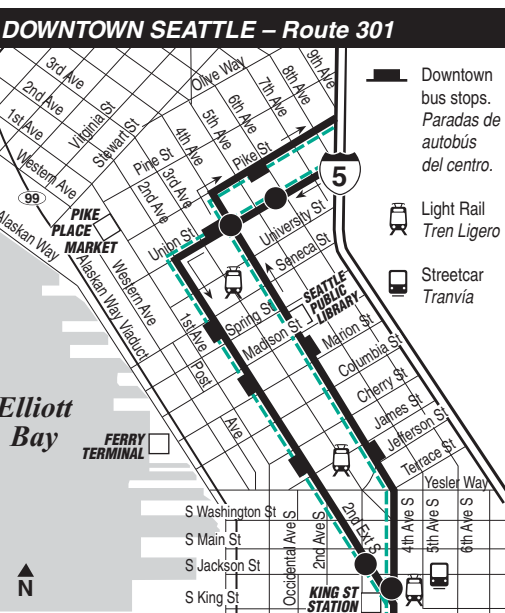
There is no service on routes 301 or 304 on weekends or the following holiday. *No hay servicio en rutas 301 o 304 los fines de semana ni los siguientes feriado:*

Memorial Day	May 28
<i>Día de Commemoración</i>	<i>el 28 de mayo</i>
Independence Day	July 4
<i>Día de la independencia</i>	<i>4 de julio</i>
Labor Day	Sept. 3
<i>Día del trabajo</i>	<i>3 de septiembre</i>

## Accessible Formats

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

## Metro Customer Service 206-553-3000



## 301 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Aurora Village TC, Bay 1	Richmond Beach	Shoreline Park & Ride	Downtown Seattle				
N 200th St & Ashworth N	8th Ave NW & NW 205th St	Richmond Beach Rd & 3rd Ave NW	Aurora Ave N & N 192nd St	I-5 & NE 145th St	I-5 & NE 45th St	Union St & 5th Ave	2nd Ave Ext S & S Jackson St
4:43	—	—	4:46	4:53‡	5:02‡	5:09‡	5:18‡
5:24	5:31	5:35	5:43	5:50‡	5:59‡	6:06‡	6:15‡
6:03E	—	—	6:06E	—	—	6:27E‡	6:36‡
6:14E	6:22E	6:26E	6:34E	—	—	6:56E‡	7:06‡
6:17E	—	—	6:21E	—	—	6:42E‡	6:52‡
6:39E	6:47E	6:51E	6:59E	—	—	7:25E‡	7:35‡
6:49E	—	—	6:53E	—	—	7:18E‡	7:28‡
7:02E	—	—	7:06E	—	—	7:34E‡	7:45‡
7:15E	—	—	7:19E	—	—	7:47E‡	7:58‡
7:23E	—	—	7:27E	—	—	7:57E‡	8:08‡
7:25E	7:34E	7:39E	7:47E	—	—	8:16E‡	8:27‡
7:31E	—	—	7:35E	—	—	8:05E‡	8:16‡
7:51E	—	—	7:55E	—	—	8:24E‡	8:34‡
8:01E	—	—	8:05E	—	—	8:34E‡	8:45‡
8:13E	—	—	8:17E	—	—	8:46E‡	8:57‡
8:25E	—	—	8:29E	—	—	8:56E‡	9:07‡
8:50E	—	—	8:54E	—	—	9:17E‡	9:28‡
<b>4:29</b>	—	—	<b>4:34</b>	<b>4:43‡</b>	<b>4:54‡</b>	<b>5:09‡</b>	<b>5:22‡</b>
<b>4:59</b>	—	—	<b>5:04</b>	<b>5:14‡</b>	<b>5:25‡</b>	<b>5:40‡</b>	<b>5:53‡</b>
<b>5:34</b>	—	—	<b>5:38</b>	<b>5:46‡</b>	<b>5:55‡</b>	<b>6:10‡</b>	<b>6:20‡</b>

To RICHMOND BEACH, AURORA VILLAGE →

Downtown Seattle	Shoreline Park & Ride	Richmond Beach	Aurora Vill TC, Bay 1
4th Ave S & S Jackson St	4th Ave & Union St	I-5 & NE 45th St	I-5 & NE 145th St
7:05	7:09	7:23‡	7:30‡
7:29	7:34	7:48‡	7:55‡
8:00	8:05	8:19‡	8:26‡
<b>2:54E</b>	<b>2:59E</b>	—	<b>3:19E‡</b>
<b>3:27E</b>	<b>3:32E</b>	—	<b>3:53E‡</b>
<b>3:45E</b>	<b>3:50E</b>	—	<b>4:05E‡</b>
<b>4:00E</b>	<b>4:05E</b>	—	<b>4:24E‡</b>
<b>4:10E</b>	<b>4:15E</b>	—	<b>4:39E‡</b>
<b>4:22E</b>	<b>4:28E</b>	—	<b>4:49E‡</b>
<b>4:38E</b>	<b>4:44E</b>	—	<b>5:02E‡</b>
<b>4:50E</b>	<b>4:56E</b>	—	<b>5:19E‡</b>
<b>4:59E</b>	<b>5:05E</b>	—	<b>5:33E‡</b>
<b>5:06E</b>	<b>5:13E</b>	—	<b>5:42E‡</b>
<b>5:13E</b>	<b>5:20E</b>	—	<b>5:50E‡</b>
<b>5:23E</b>	<b>5:30E</b>	—	<b>5:57E‡</b>
<b>5:39E</b>	<b>5:45E</b>	—	<b>6:05E‡</b>
<b>5:54E</b>	<b>6:00E</b>	—	<b>6:15‡</b>
<b>6:10E</b>	<b>6:15E</b>	—	<b>6:19‡</b>
<b>6:35E</b>	<b>6:40E</b>	—	<b>6:20E‡</b>
—	—	—	<b>6:33E‡</b>
—	—	—	<b>6:43‡</b>
—	—	—	<b>6:47‡</b>
—	—	—	<b>6:52‡</b>
—	—	—	<b>6:53‡</b>
—	—	—	<b>7:10E‡</b>

## Timetable Symbols

E - Express. Does not serve NE 45th & I-5. Selected trips serve NE 145th & I-5 northbound (see schedule).

## Simbolo del programa

‡ - Estimated time. *Tiempo estimado*

## Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: \$2.75 one-zone and \$3.25 two-zone fares apply. *Las áreas sombreadas en los horarios de la semana indican viajes en hora punta: Se aplican tarifas de \$2.75 de una zona y \$3.25 de dos zonas.*

## 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.orcard.com](http://www.orcard.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.

## 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 for major holidays (May 28, July 4, September 3, 2018).
  - 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

Effective July 1, 2018, Metro will convert to a single Adult fare of \$2.75, anytime, anywhere. 1-Zone/2-Zone fares and peak/off-peak fares will no longer apply. ORCA LIFT, Youth, RRF and child fares will not change.

	1 Zone	2 Zone
<b>Adults</b> (19 and older), Off Peak	\$2.50	\$2.50
<b>Adults</b> (19 and older), Peak	\$2.75	\$3.25
<b>ORCA LIFT</b> Fare,* all times	\$1.50	\$1.50
<b>Youth</b> (6-18 yrs), all times	\$1.50	\$1.50
<b>RRFP cardholders</b> (registered seniors, Medicare, disabled), all times	\$1.00	\$1.00
<b>Children</b> (thru age 5), all times	Four may ride free with person paying adult fare	

\*Income Qualified

## Cuánto pagar

A partir del 1º de julio del 2018, Metro cobrará una tarifa única de \$2.75 para adultos. Ya no se aplicarán tarifas de zona 1/zona 2 y hora pico. No habrá cambios en el costo para jóvenes, niños, ORCA LIFT y RRF.

	Zona 1	Zona 2
<b>Adultos</b> (19 años y mayor) fuera de hora pico	\$2.50	\$2.50
<b>Adultos</b> (19 años y mayor) en hora pico	\$2.75	\$3.25
Tarifa <b>ORCA LIFT</b> *, a toda hora	\$1.50	\$1.50
<b>Jóvenes</b> (6-18 años), a toda hora	\$1.50	\$1.50
<b>Titulares de tarjetas RRF</b> (personas mayores registradas, Medicare, discapacitados), a toda hora.	\$1.00	\$1.00
<b>Niños</b> (hasta los 5 años), a toda hora.	Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.	

\*Ingresos que reúnan los requisitos