

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.
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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

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

Accessible Formats

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

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

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.

Need more information or assistance?

- Visit Metro online at 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

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

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, RRFPP and child fares will not change.

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

*Income Qualified

Cuánto pagar

A partir del 1° 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 RRFPP.

	Zona 1	Zona 2
Adultos (19 años y mayor) fuera de hora pico	\$2.50	\$2.50
Adultos (19 años y mayor) en hora pico	\$2.75	\$3.25
Tarifa ORCA LIFT,* a toda hora	\$1.50	\$1.50
Jóvenes (6-18 años), a toda hora	\$1.50	\$1.50
Titulares de tarjetas RRFPP (personas mayores registradas, Medicare, discapacitados), a toda hora.	\$1.00	\$1.00
Niños (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

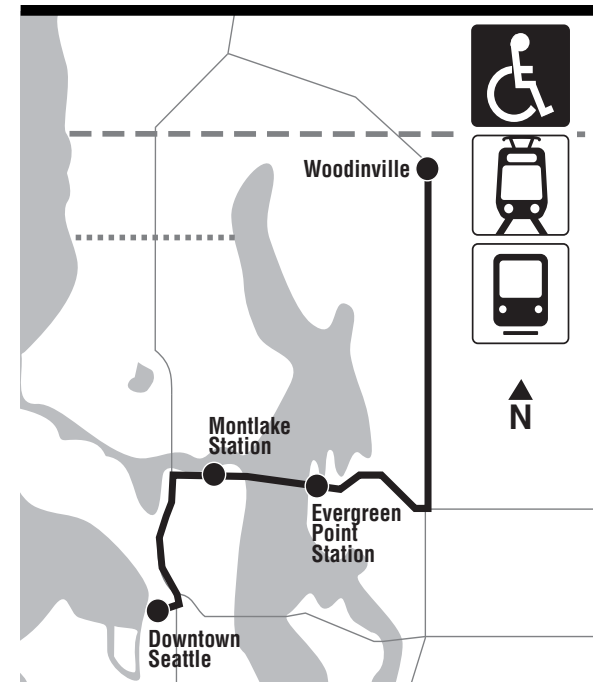


This paper uses minimum 30% post-consumer fibers; acid and chlorine free.
Inks: Environmentally sensitive vegetable-based.

311

Woodinville, Montlake, Downtown Seattle

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



King County
METRO

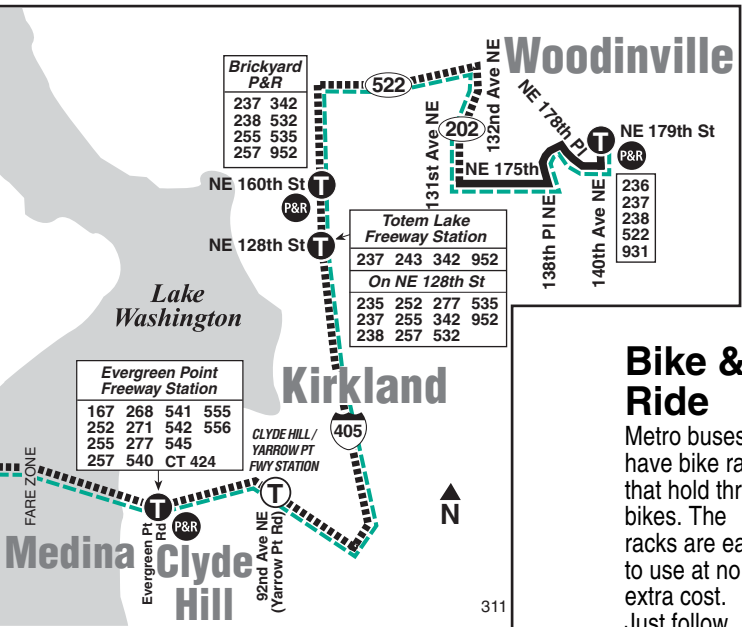
MAP LEGEND / LEYENDA DEL MAPA

- Bus route. Ruta del autobús.
- 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
- FARE ZONE Additional fare required. Tarifa adicional requerida.
- 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	

DOWNTOWN SEATTLE
(see detail map)



311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

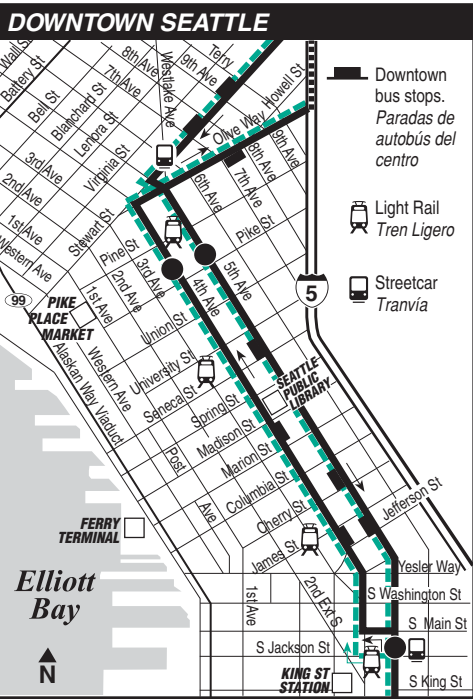
Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point Station	Montlake Station	Downtown Seattle	
140th Ave NE & NE 179th St	I-405 south-bound on-ramp at NE 160th St	I-405 & NE 128th St	On SR-520 at Evergreen Point Rd	On SR-520 at Montlake Blvd	5th Ave & Pike St	5th Ave S & S Jackson St
5:12	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†
6:02	6:14†	6:18†	6:30†	6:34†	6:43†	6:50†
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†
7:26	7:42†	7:47†	8:03†	8:08†	8:23†	8:33†
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†

AM – Lighter Type PM – Darker Type

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	140th Ave NE & NE 179th St
3:15	3:22	3:35†	3:39†	3:54†	4:00†	4:14†
3:39	3:48	4:03†	4:08†	4:23†	4:29†	4:43†
3:59	4:08	4:23†	4:28†	4:43†	4:49†	5:03†
4:11	4:20	4:35†	4:40†	4:55†	5:01†	5:15†
4:23	4:32	4:47†	4:52†	5:09†	5:15†	5:29†
4:35	4:44	5:00†	5:05†	5:22†	5:28†	5:42†
4:46	4:56	5:12†	5:17†	5:34†	5:40†	5:54†
4:58	5:08	5:26†	5:32†	5:47†	5:53†	6:06†
5:09	5:20	5:38†	5:43†	5:58†	6:04†	6:17†
5:38	5:48	6:03†	6:08†	6:23†	6:29†	6:42†
6:10	6:17	6:32†	6:37†	6:52†	6:57†	7:10†
6:39	6:46	7:01†	7:05†	7:19†	7:24†	7:36†

AM – Lighter Type PM – Darker Type



Timetable Symbols
Símbolo 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.*

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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.

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.

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 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>