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
- 6 a.m.–8 p.m. for trip planning and lost & found calls
- 8 a.m.–5 p.m. for fare/pass information and customer comments

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

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, the Seattle Center Monorail 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 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.

What To Pay

<table>
<thead>
<tr>
<th>Adults (19 and older)</th>
<th>$2.75</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (19 años y mayor)</td>
<td>$2.75</td>
</tr>
<tr>
<td>Youth (6-18 yrs)</td>
<td>$1.50</td>
</tr>
<tr>
<td>Jóvenes (6-18 años)</td>
<td>$1.50</td>
</tr>
<tr>
<td>ORCA LIFT Fare*</td>
<td>$1.50</td>
</tr>
<tr>
<td>Tarifa ORCA LIFT*</td>
<td>$1.50</td>
</tr>
<tr>
<td>RFFP cardholders (registered seniors, Medicare, disabled)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Titulares de tarjetas RFFP (personas mayores registradas, Medicare, discapacitados)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Children (thru age 5)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Four may ride free with person paying adult fare</td>
<td>$1.00</td>
</tr>
<tr>
<td>Niños (hasta los 5 años)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

*Income Qualified *Ingresos que reúnan los requisitos

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.

Access to Fare Information
- Get 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. Customer Service hours may change in response to public health guidance.

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. Customer Service hours may change in response to public health guidance.

King Street Center
Lost & Found
201 S Jackson St
Monday–Friday
8:30 a.m.–4:30 p.m.
Seattle metro calling area
206-553-3000
Toll Free
1-800-542-7876
Hearing impaired
WA Relay: 711
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

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

Metro Customer Service
206-553-3000

Metro Website/Trip Planner
kingcounty.gov/metro

TTY/Hearing Impaired
WA Relay: 711

RIDER ALERT
This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.
Snow/Emergency Service
Servicio de emergencia/nieve

During snow conditions, service on this route may be interrupted due to inoperable road conditions. 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, or call the reservation office at 855-233-6043.

Durante las condiciones de nieve, el servicio en esta ruta puede ser interrumpido debido a condiciones de carretera inoperables. En el raro caso de que Metro declare una emergencia, no funcionará. Visite kingcounty.gov/metro/snow y registrese para recibir alertas de tránsito para mantenerse informado durante condiciones adversas, o llame a la oficina de reservas al 855-233-6043.

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. 26
- Christmas: Dec. 25
- New Year: Jan. 1, 2021
- Año nuevo: el 1 de enero de 2021

Reservations / Flexible Routing
You can request off-route trips within the flexible service area by calling the reservation office. You need to make your trip request at least two hours before you want to be picked up, and you can make your reservations for 30 days at a time, up to 30 days in advance. Reservations will be taken on a first-come, first-served bases.

Reservations can be made by calling 1-855-233-6043 (voice), or 1-800-246-1646 (TTY) during the following hours:
- Monday-Friday: 5:00 a.m. - 11 p.m.
- Saturday: 7:00 a.m. - 9:00 p.m.
- Sunday/Holidays: 9:00 a.m. - 6:00 p.m.

Leave a message at all other times.

Make reservations online at http://www.hopelink.org/programs/dart.htm

A limited number of off-route deviations, only, can be made on any given trip. Vans can deviate from their fixed routes to serve other locations within the service area, but they can not necessarily provide door-to-door service due to safety and other operational considerations (narrow streets, cul-de-sacs, etc.). You may need to board/deboard at a location a block or more away from the location you requested.

Route 631 Service Information
Gregory Heights accessible transit offers you two transportation services: fixed and limited flexible routing.

Route 631 provides flexible service in portions of the Gregory Heights area at the following times:
- Monday-Friday: 8:00 a.m. - 4:30 p.m.

Route 631 is a local community service route for Burien, provided on a demonstration basis under Metro's Alternative Services Program. The route is a partnership between Metro and the City of Burien, providing loop service in the Gregory Heights area centered on the Burien Transit Center. At the Transit Center, transfers can be made to routes serving downtown Seattle, West Seattle, Renton, SeaTac and Bellevue. For more information, call Metro Customer Information at 206-553-3000, or visit www.kingcounty.gov/metro.

Get real-time bus arrival information on your mobile device. Text your bus stop number to 62550.