Metro Customer Services
At Metro's Customer Services office you can buy ORCA cards, bus passes, senior permits and transit scrip, get information about bus service, register for disability permits and retrieve items turned into Lost & Found.

King Street Center Lost & Found
201 S Jackson St Monday–Friday
8:30 a.m.–1 p.m.
2 p.m.–4:30 p.m.
8:30 a.m.–4:30 p.m.
Monday-Friday
206-553-3000

Customer Service (general information, trip planning, comments & lost & found)
Seattle metro calling area ... 206-553-3000
Toll Free ... 1-800-542-7876
Hearing impaired ... WA Relay: 711

Next Bus? Text your stop # to 62550
Metrorider / Trip Planner app, on Metro timetables (at timepoints, stops, via Metro's Trip Planner, the Puget Sound Trip Planner... 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 your route that serves your bus stop. Simply text your bus stop number to 62550 and follow the prompts.

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.orccard.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 incl... 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, Monday–Friday except for major/county holidays (May 27, July 4, and Sept. 2).
  – 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 (cambio exacto; 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>(19 and older)</td>
<td>$2.75</td>
</tr>
<tr>
<td>Youth</td>
<td>(6-18 yrs)</td>
<td>$1.50</td>
</tr>
<tr>
<td>ORCA LIFT</td>
<td>Fare*</td>
<td>$1.50</td>
</tr>
<tr>
<td>RRFP cardholders</td>
<td>(registered seniors, Medicare, disabled)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Children</td>
<td>(thru age 5)</td>
<td>Four may ride free with person paying adult fare</td>
</tr>
</tbody>
</table>

*Income Qualified

Children (thru age 5) Four may ride free with person paying adult fare

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>(19 años y mayor)</td>
<td>$2.75</td>
</tr>
<tr>
<td>Jóvenes</td>
<td>(6-18 años)</td>
<td>$1.50</td>
</tr>
<tr>
<td>Tarifa ORCA LIFT</td>
<td></td>
<td>$1.50</td>
</tr>
<tr>
<td>Titulares de tarjetas RRFP (personas mayores registradas, Medicare, discapacitados)</td>
<td></td>
<td>$1.00</td>
</tr>
<tr>
<td>Niños (hasta los 5 años)</td>
<td>Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto</td>
<td></td>
</tr>
</tbody>
</table>

*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.

King County Metro

March 23 thru September 20, 2019
Del 23 de marzo al 20 de septiembre de 2019
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 Alerts de Transito y mantenerse informado durante las condiciones adversas.

Timetable Symbol/ Símbolo del programa
♀ - Estimated time. Tiempo estimado.

Montlake Freeway Station
Although not referenced in the schedules, the Montlake Freeway Station will remain open and served by Route 311 through approximately June 2019. At that time, if it closes when WSDOT resumes the rebuilding of SR-520, please watch for future Rider Alerts giving notification of the exact closure date, or call Metro at 206-553-3000 for more information.

Holiday Information/ Información sobre feriados
There is no service on this route on weekends or the following holidays.

- Memorial Day May 27
- Independence Day July 4
- Labor Day September 2

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.

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