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.

King Street Center
Lost & Found
201 S Jackson St
Monday–Friday
8:30 a.m.–4:30 p.m.

Customer Service (general information, trip planning, comments and lost & found)
Seattle metro calling area……………. 206-553-3000
Carpool/ Vanpool …………………….. 206-625-4500
Hearing impaired …………………….. WA Relay: 711
Metro website / Trip Planner
………. www.kingcounty.gov/metro

Next Bus? Text your stop # to ……………….. 62550

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/holiday (May 27, July 4, and Sept. 2).

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.

What to Pay

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

Night Rider Tip
You can help drivers spot you when it is dark or during times of reduced visibility by wearing light-colored clothing and by standing in the most visible area of the bus stop. We don’t want to miss you!

How to Use ORCA
You can use ORCA cards, bus passes, senior permits and taxi scrip to ride all participating transportation systems.

Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, King County Water Taxi, Washington State Ferries, the Seattle Center Monorail, and Seattle Streetcar) 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.

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.

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.

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 LIFT*
Youth (6-18 yrs) $1.50
Adults (19 and older) $2.75
Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.

Ingresos que reúnan los requisitos

Cómo pagar

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

*Income Qualified

RIDER ALERT
This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.
**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 a.m. - 4:30 p.m.

**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 basis.

Reservations can be made by calling 1-855-233-6043 (voice), or 1-800-246-1646 (TTY) during the following hours:
- **Monday-Friday**: 5 a.m. - 11 p.m.
- **Saturday**: 7:30 a.m. - 9:30 p.m.
- **Sunday/Holidays**: 9:30 a.m. - 6:30 p.m.

Leave a message at all other times.

Make reservations online at [http://www.hope-link.org/programs/dart.htm](http://www.hope-link.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 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](http://www.kingcounty.gov/metro).

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**Snow Service/ Servicio de nieve**

During snow conditions, Route 631 is canceled. For possible alternative service, please call Metro at 206-553-3000. Also, visit kingcounty.gov/Metro/snow to register for Transit Alerts so that you can stay informed during adverse weather conditions.

**Holiday Information/ Información sobre feriados**

There is no service on this route on weekends or the following holidays.

- Memorial Day
- Independence Day
- Labor Day

There is no service on this route on weekends or the following holidays.

- Memorial Day
- Independence Day
- Labor Day

**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, plus the downtown transit tunnel for light rail.

**Accessible Formats**

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