# Metro Customer Services

Metro 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**
  - Monday–Friday: 8:30 a.m.–1 p.m.
  - Monday–Friday: 2 p.m.–4:30 p.m.

Seattle metro calling area: 206-553-3000

Toll Free: 1-800-542-7876

Hearing Impaired: WA Relay: 711

Campus Villaggio

Hearing Impaired: WA Relay: 1-800-833-6388

Community Transit: 1-800-562-1375

Pierce Transit: 1-800-582-1375


## Accessible Formats
- **Metro Website/Trip Planner**
- **Metro Customer Service**
- **TTY/Hearing Impaired**

**Metro Customer Service**
- **206-553-3000**

**Metro Website/Trip Planner**
- kingcounty.gov/metro

**TTY/Hearing Impaired**
- WA Relay: 711

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**What To Pay**

<table>
<thead>
<tr>
<th>Category</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (19 and older)</td>
<td>$2.75</td>
</tr>
<tr>
<td>Youth (13–18 yrs)</td>
<td>$1.50</td>
</tr>
<tr>
<td>ORCA LIFT*</td>
<td>$1.00</td>
</tr>
<tr>
<td>ORCA LIFT (6-18 yrs)</td>
<td>$1.50</td>
</tr>
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</tr>
</tbody>
</table>

*Income Qualified. *Beneficarios que reúnan los requisitos.

**Children**

- **ORCA LIFT**
  - (hasta los 5 años): $1.50
  - (6-18 yrs): $1.50
  - (19 años y mayor): $2.75

**Children (hasta los 5 años)**

- Four may ride with person paying adult fare.

**Discounts**

- **Medicare, disabled**
  - Adults: $2.75
  - Youth (13–18 yrs): $1.50

**ORCA cards**

- **Register seniors, Medicare, disabled.**
- **Titulares de tarjetas ORCA revalidadas, Medicare, discapacitados.**

**Community Transit**

- **(voice) or TTY Relay: 711.**
- **206-553-3000**

**Metro Website/Trip Planner**

- **kingcounty.gov/metro**

**TTY/Hearing Impaired**

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**How to Pay**

- At the time 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 or with activated Transit GO Ticket (mobile ticket) or valid transfer to the driver. Metro transfers are valid on King County only. See “How to pay” on Metro’s website for more information.

Pague su pasaje al abordar el autobús. Pague en efectivo (cantidad exacta), con tarjeta regional ORCA o con boleto activado (boleto electrónico) o con boleto transferido al conductor. Las transferencias son válidas solo en King County. Para mayor información, vea “Cómo pagar” en la página web de Metro.

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**Transit Alerts**

Metro offers an alert subscription service via email or text. You choose the route information you want and we will send it to you. Go to Metro’s website to sign up.

**Rider Alert**

This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.

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**How to Get Around**

- **23rd Ave S Center Center**
- **21st Ave SW Center Center**
- **308th St Center Center**

**23rd Ave S Center Center**

- **Bay 9**
- **Federal Way Lakes Federal Way Bay 9**

**Federal Way Federal Way**

- **903 SUNDAY/domingo**

**901 SATURDAY/sábado**

- **903 SATURDAY/sábado**

**Need more information or assistance?**

- Visit Metro online at kingcounty.gov/metro
- 6 a.m.–8 p.m. for trip planning assistance
- 8 a.m.–5 p.m. for ORCA assistance and customer comments

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**Date**

- September 21, 2019 thru March 20, 2020
**LEYENDA DEL MAPA**

- **Puget Sound**
- **antelación.**
- **estacionamiento gratis.**
- **Free parking area.**
- **Snow route.**
- **Áreas de servicio alternativeas / flexibles DART 901 y 901/903 DART alternative/flexible service areas:**
  - **Ruta 901 del autobús.**
  - **Ruta 903 del autobús.**

**NORTHEAST**

- **SW 342nd St**
- **SW 340th St**
- **187**

**ANTICIPACIÓN**

**NORTHWEST**

- **SW 336th St**
- **SW Campus Dr**
- **181**

**SOUTHWEST**

- **SW 301st St**
- **SW Campus Dr**
- **Federal Way**

**COUNTY**

- **197**
- **179**
- **30**

**THE POINT OF REFERENCE.**

- **transfering to indicated route(s).**
- **INTERSECTIONS DE TRANSFIRNCIA PARA INDICAR LA RUTA O**
- **TRANSFIRNCIA PARA EL PUNTO DE REFERENCIA PARA Nevadas.**
- **transfer to other routes, including routes 577 and 578 to the Federal Way Transit Center and most continue on their alternate route (901 to 903, or 903 to 901; see schedules for times). All trips pass through Federal Way accessible dial-a-ride transit (DART) vans provide half-hour service at Metro bus stops (see schedules for times). You need to make your trip request at least two days in advance.**

**DURANTE LA MAYORIA DE LAS NEVADAS, ESTAS RUTAS SE MUESTRAN EN EL PROGRAMA. En el caso en que se prevenga una contingencia, estas rutas seguiran operando como rutas designadas la Red de Emergencia para Nevadas. En el caso de que se declare una emergencia, la ruta DART 901 dejar границ y solo la Ruta 903 seguirá funcionando como una ruta designada de la Red de Emergencia para Nevadas. Gíe unconstitutional or illegal and request for receive Avisos de transporte y mantenerse informado durante las condiciones adversas.**

**Holiday Information/Información sobre feriados**

The Sunday schedule shown in this timetable will be operated on the following holidays.

- **Thanksgiving**
  - November 28

- **Thanksgiving**
  - November 25

- **Christmas**
  - December 25

- **New Year**
  - January 1

**Get real-time bus arrival information on your mobile device.**

**Text your bus stop number to 62550.**

**Routes 901 and 903 Service Information**

Federal Way accessible dial-a-ride transit (DART) offers you two transportation services: fixed and (limited) variable routing. Routes 901 and 903 provide DART service in portions of the Federal Way area as follows.

- **Monday-Friday:**
  - 7:00 a.m. - 8:00 p.m.
  - 9:00 a.m. - 7:30 p.m.
  - 10:00 a.m. - 5:00 p.m.
  - Saturday:**
  - 9:00 a.m. - 5:00 p.m.

**Reservations/Variable Routing**

You can request off-route trips in DART with the DART service area by calling the DART reservation office. You need to make your trip request at least two hours before you want to pick up, and you can make your reservations for up to 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 1-866-261-DART (3278) (voice), or 1-800-444-1646 (TTY) during the following hours.

- **Monday-Friday:**
  - 5:00 a.m. - 11:00 p.m.
  - 9:30 a.m. - 3:30 p.m.

Leave a message at all other times.

Make reservations online at:

[http://www.hopelink.org/programs/dart.htm](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 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 need to board/exit at a location a block or more away from your destination address.

**Scheduling Service/Fixed Routing**

DART vans provide half-hour service at Metro bus stops (see schedules for times). You can transfer to other routes, including routes 577 and 578 to downtown Seattle. For more information, call Metro’s Rider Information at 206-553-3000 or check schedules at the transit center.