

## How to Reach Us

All numbers, unless otherwise noted, are in the 206 area code.

Rider Information	553-3000 TTY 684-1739
Customer Service	553-3060 TTY 684-2029
Bus Time	287-8463
Pass & Ticket Sales	624-PASS
Lost and Found	553-3090
Carpool & Vanpool	625-4500
Metro Online	<a href="http://transit.metrokc.gov">http://transit.metrokc.gov</a>
Trip Planning	<a href="http://triplanner.metrokc.gov">http://triplanner.metrokc.gov</a>

Alternative Formats Available  
206-684-2046 TTY206-684-2029



**King County**  
**METRO**

Department of Transportation  
Metro Transit Division  
**Sales & Customer Services**

12/05:2500

# Now that the tunnel is closed.

A message from  
the general manager  
of King County  
Metro Transit

December, 2005



**King County**  
**METRO**



To our Customers and Friends,

In late September, the downtown Seattle transit tunnel closed for two years so it could be retrofitted and upgraded for use by buses and light rail trains.

In the process, we significantly changed your commute.

We realize that travel times have increased for some of our customers. Please know that we are closely monitoring our bus operations in downtown Seattle, and are committed to providing you with the best commuting experience we can achieve. In particular, we've been working closely with the City of Seattle to examine ways to improve travel time for buses that use Virginia and Stewart Streets for part of their routes.

New changes on Stewart Street will go into effect early December, and will require modifications to some bus routes and stops. Metro will post Rider Alerts on all affected routes and stops several days prior to implementing the changes and will have people on hand to assist customers at high-usage bus stops. Our Metro Online website (<http://transit.metrokc.gov>) will also carry the latest news and updates.

Now that the tunnel is closed, King County Metro Transit and its partners continue to work hard to make transit service efficient and reliable. Many of our new bus routings are new pathways through the city – for our buses and for your bus driver.

These new routes, along with their associated new stops, intersections, and added traffic pose unique challenges that at times can result in delays. While new changes will help buses move more smoothly, please be aware that your commute times may still be a bit longer than you experienced when the tunnel was open, especially during the holidays.

Metro offers a variety of transportation options to help with commuting, each designed to help increase your ability to get in and out of town, reliably and cost-effectively. We understand that you have a choice in how you commute to Seattle, and we **thank you** for using Metro to do so. We pledge to do everything possible to earn – and keep – your ridership and trust. Your support and satisfaction are vital to us. We welcome your feedback, either by phone at 206-553-3060, or by using the online customer comment form at <http://transit.metrokc.gov>.

As these and other types of changes are evaluated and/or implemented, we will strive to keep you informed and continue to seek your ideas for further improvement.

Sincerely,

A handwritten signature in black ink that reads "Kevin Desmond".

Kevin Desmond  
General Manager  
King County Metro Transit