

# Adverse Weather Preparedness and Managing Expectations

**King County Department of Transportation  
Metro Transit Division  
November 22, 2010**



# Service Delivery Approach

- **Prepare**

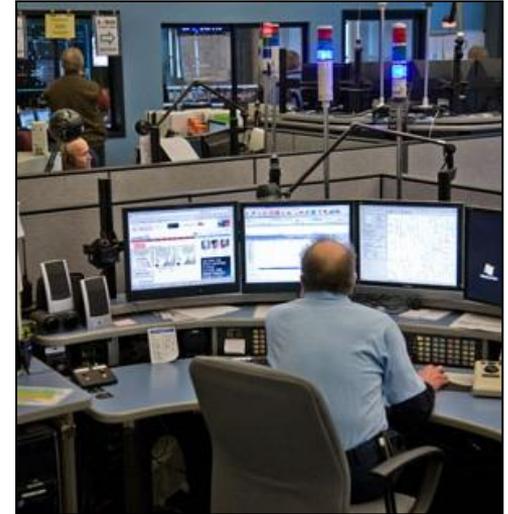
- Weather forecast for snow/ice

- **Snow re-routes**

- Interagency coordination is critical

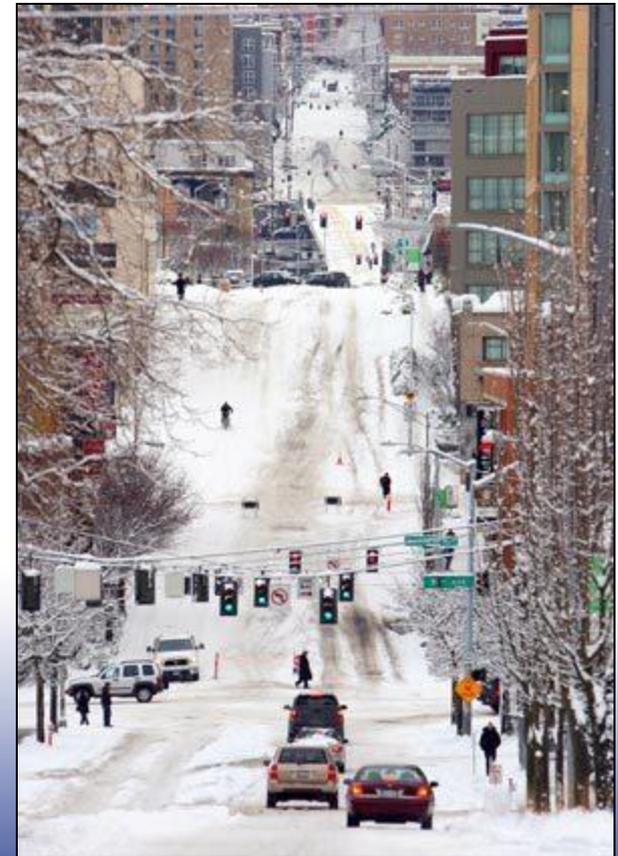
- **Adjust service to match road conditions**

- Chained shuttles
- Trip & route cuts
- Emergency Service Network



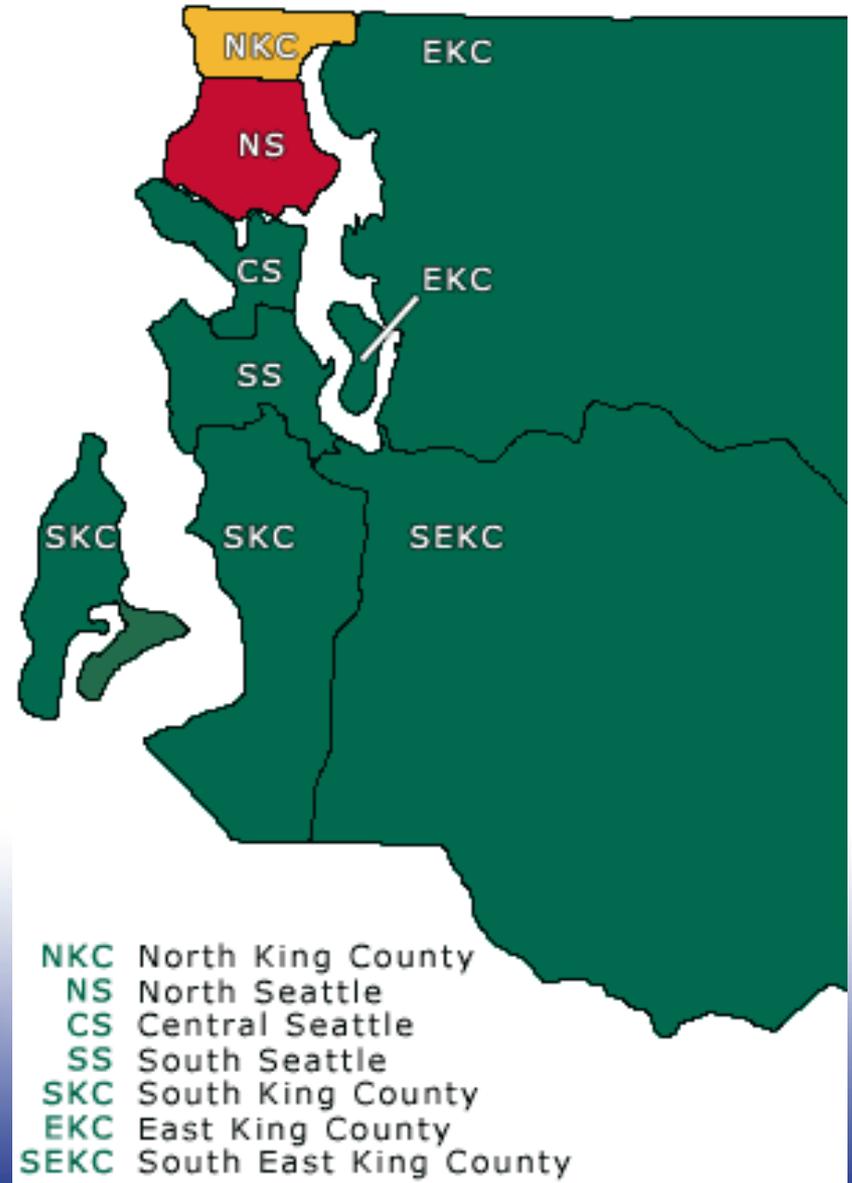
# Interagency Coordination

- Street that are treated/plowed are essential to our operations
- Established MOU with City of Seattle
- Coordination of transit priority snow routes with local jurisdictions
- “Snow drill” exercises



# Snow Re-Routes

- Simplified snow re-routes
- 7 geographic areas
- Easier to communicate



# Emergency Service Network

- Only used in extreme conditions
- Limited routes in operation





# Public Communications Messages

## ■ Prepare

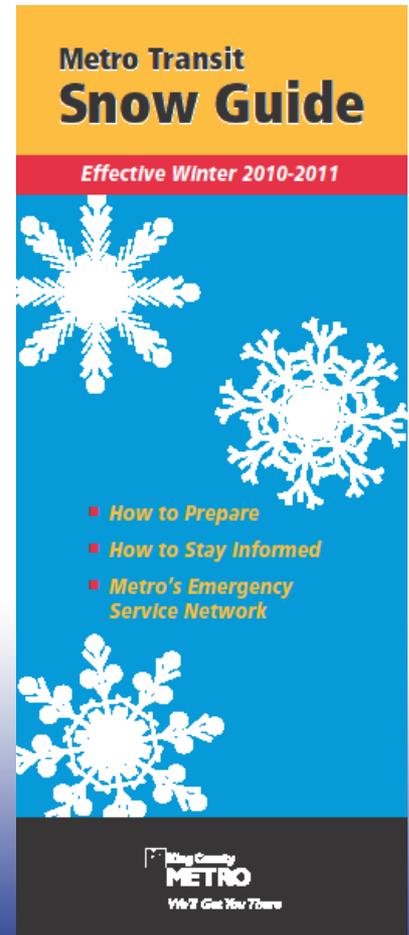
- Sign up for Transit Alerts
- Expect delays, crowding
- Know your snow re-route(s)
- Check Metro Online for most current information

[www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)



# Public Communications Messages

- **Expect snow re-routes**
  - Know travel options
  - Expect delays
- **Emergency Service Network**
  - Limit travel, if possible



Dept. of Transportation  
Metro Transit Division

King Street Center  
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Seattle, WA 98104

We'll Get You There



### TRANSIT NEWS

- [Metro Transit buses on snow routing in North King County](#)
- [Metro Transit preps for possible snowfall](#)

» [More transit news](#)



### eye on your metro commute

Live reports on today's bus service

- [Metro's Monday PM Commute Begins Quietly](#)  
3 p.m. Monday, Oct. 25, 2010

More commute updates: [BLOG](#) [RSS](#)

### GET A TIMETABLE

Route:

### QUICK LINKS



### ALERTS CENTER

-  [Transit Alerts - Sign Up!](#) [RSS](#)
- [Construction & Events](#)
- [Snow, Ice & Flood](#)
- [Emergency Service](#)
- [Eye On Your Metro Commute](#) [RSS](#)

### REGIONAL TRIP PLANNER

*Please Note: Trip Planner provides information on scheduled service.*

#### I'm Traveling:

From

To  [Tips](#)

*Do not include city, state, zip or punctuation.*

#### I Want:

to

at  :   AM  PM

on  (MM/DD/YYYY)

I require an [accessible trip](#)

[Advanced Search](#)

# www.kingcounty.gov/metro



King County

# METRO

## We'll Get You There.

# Public Communications Challenges

- Radio system
  - New radio system not ready until 2011/2012
  - Dedicated phone lines for operators
- No real-time information yet
- Trip Planner, Tracker, Onebusaway.org may not be accurate

# Public Education

- **Awareness campaign**

- Sign up for Transit Alerts:

[www.kingcounty.gov/metro/signup](http://www.kingcounty.gov/metro/signup)

- Web site is best source of information

- Television campaign

- Outreach events

- Printed materials

- **Key – manage expectations**

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