

3-16-09 PEC mkg
2009-130057

December 2008 Snow Event After-Action Report

King County Department of Transportation
Metro Transit Division
March 10, 2009

After-Acton Report: Areas of Focus

- Adverse Weather Plan
- Internal communications
- Resources
- Interagency coordination
- Communication with the public

Recommendations:

Reduced-Service Snow Plan

- Make adjustments to planned snow re-routes
- Develop multiple reduced-service plans
 - 10%, 20%, 50% reductions

Recommendations:

Internal Communications

- Establish Control Center and Customer Information Office support
- Refresh bus operator training
- Institute improved system for tracking route changes
- New radio system will be installed by early 2011

Recommendations: Resources

- Identify Metro staff who can fulfill support roles to augment normal staffing
- Ensure that supplies are adequate
- Evaluate needs for additional snow removal equipment

Recommendations:

Interagency Coordination

- Establish MOU with City of Seattle
 - Metro liaison at SDOT Charles St. facility
 - Coordinated priority snow routes
 - 3rd Avenue plowing
- Update transit priority snow routes with local jurisdictions annually
 - Meetings upcoming with geographically-grouped jurisdictions
 - Must have commitment to keep priority routes open in order to provide transit service
- Conduct “snow drill” exercise

Recommendations: Communication with the Public

- Redesign Metro Online web site
- Utilize additional public communication channels, including Twitter, www.twitter.com, and blogs, www.kingcounty.gov/kcnews
- Develop and implement Transit Alert system
- Integrate communication tools



Metro Transit

We'll Get You There

METRO Online

Search

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Page

Tools

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- Metro Online Home
- Travel Options
- Online Tools
- Updates
- Programs
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- Site Index
- Department of Transportation
- Road Services
- King County International Airport
- Fleet Administration
- Popular topics
- DOT Online services
- DOT Travel options
- DOT Bicycling, walking
- DOT About Us
- Dept. of Transportation Metro Transit Division
- King Street Center 201 S Jackson St. Seattle, WA 98104

We'll get you there
Schedulast: enter a bus route number:



Route # Find

- Regional Trip Planner - Transit itineraries using scheduled service
- Or find:
 - » Bus Stops
 - » Routes
 - » Schedules near locations
 - » Online Pass Sales
 - » Escalator Information
 - » Transfer
 - » Track your bus by location
 - » Track your bus by map

Where do you want to go?

- Elliot Bay Water Taxi
 - King County Park & Ride lots
 - Popular destinations
 - Link Union Streetcar (L)
 - Transit System map
 - Regional and area maps
- (L) = external link

Alerts

- Advanced Weather
- News Center
- RPIN - Regional Public Information Network

News

- New Tools for staying in tune w/transit disruptions
- Economic downturn could force deep cuts in bus service
- News Center

Contact us

- Lost & Found
- Metro Phone numbers
- Procurement & Contract information
- Send a comment
- King County Job openings
- Drive for Metro Part-Time

Services

- Accessible Services
- Customer Services
- Employer Concessions Services
- Rideshare Options & Services
- School Field Trip Program
- Senior Services
- Telework Seattle

Reports

- Rider & Performance Reports

Metro Online - Revised homepage



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Historical Calendar
 Keep track of history with an



How-To Guides
 New to transit? Become an

Quick Links
 Schedules Maps Alerts
 Bus Tracker Chicago Card Fare Info

Transit Trip Planner

Start (e.g. O'Hare Airport)

End (e.g. 111 State St, Chicago, IL)

Leave flow

Depart at or Arrive by

Get Directions

For regional trip plans, use RTA Trip Planner.

System Status

Rail:	Planned Work
Red Line	Normal Service
Blue Line	Normal Service
Brown Line	Normal Service
Green Line	Normal Service
Orange Line	Normal Service
Purple Line	Normal Service

Chicago Transit Authority



Check out the only two things moving on the road this morning.

From the Seattle Post-Intelligencer, Dec. 21, 2008

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