

3-10-09 PEC msg
2009-30051

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Email Message Sent to Metro Customer Service

from Shelly Cohen <scohen.personal@gmail.com>
to Customer.Comments@kingcounty.gov

date Mon, Dec 29, 2008 at 8:35 PM
subject Weather Alerts: Dec 29 - Jan 2
mailed-by gmail.com

hide details 12/29/08 Reply

To Whom It May Concern:

With the roads as clear as they were, I did NOT expect ANY cancellations.

I did NOT hear about ANY cancellations on news reports. If there were, when were they, and on which TV or radio stations?

I did NOT read about it in the papers. If there were, which newspapers, and where?

Not everybody has access to the Internet.

On the main page, it should have been made very clear that there were MAJOR cancellations, especially on commuter runs.

Please give me feedback.

Sincerely,

Shelly Cohen
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Seattle, WA 98125

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Comments Regarding December 2008 Snow Event After-Action Report and My Additional Recommendations

By Shelly Cohen

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Comments

- Page 5 – “On December 23,…” If they were posted on buses, I did not notice them until the week of December 29th.
- Page 5 – “On December 23,…” And it was not posted on the stop on NE 125th St and 30th Ave NE, which is the stop for the commuter run of Route 243, and Route 41.
- Page 5 – “On December 23,…” When you went online, there was a very small note as to the where to go to check on the changes. And on Monday, December 29th, the road conditions did not even warrant checking the website!

Recommendations

- Do major cutbacks, but do not totally eliminate commuter runs, even for a regular “Reduced Weekday Schedule”, but especially for a weather event, that may or may not be obvious.
- Since there are many new riders during inclement weather, drivers need to not only announce ADA stops, which did not happen even in downtown Seattle, but it would be helpful to announce all stops.
- Drivers need to remember to pick up passengers on snow reroutes at stops, especially on level streets.
- Where possible, if the driver feels the street is not level enough, the driver should let the rider know to move ahead to a safe location.
- On the website, there needs be a large banner for special notices, so it is more than obvious, not just a small link.