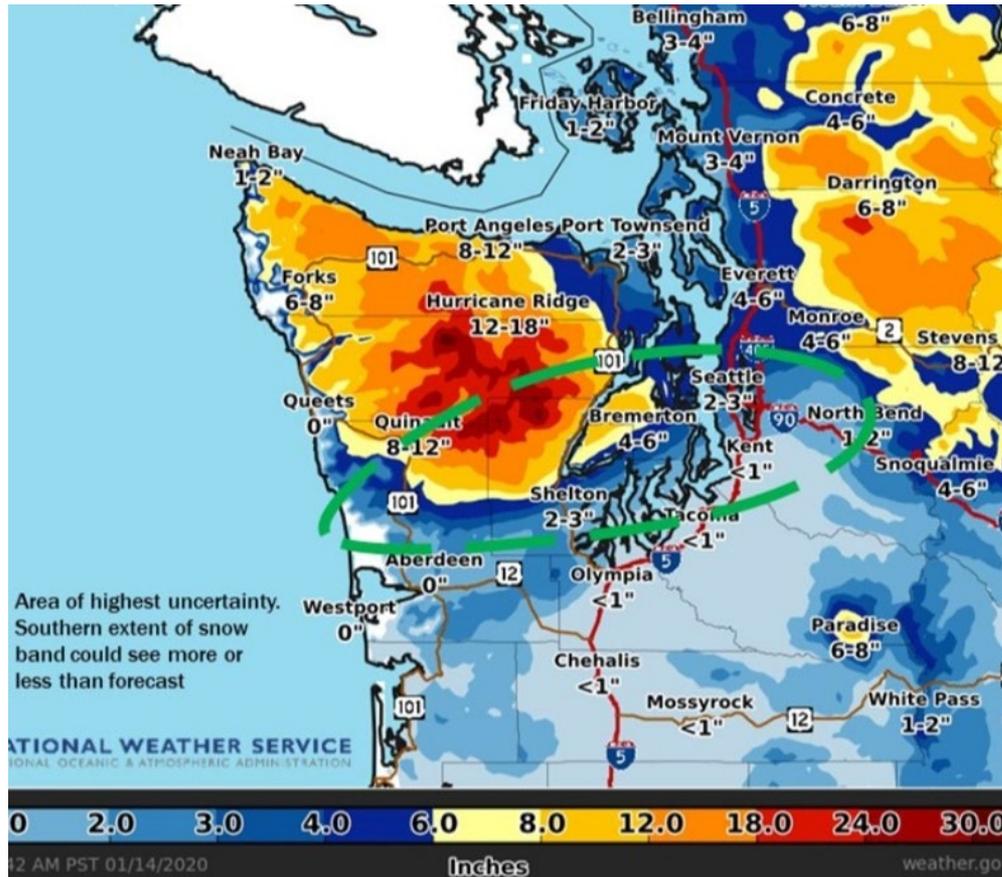


# Road Services Division Winter Weather Response January 2020



**King County**  
Local Services

# Overview of the Winter Weather Event



Source: National Weather Service, January 14, 2020

- 6 day weather event.
- Most county arterials remained open.
- Greatest snow accumulations around I-90 corridor and NE King County.
- Some accumulations in higher elevations within SE King County.
- Skykomish experienced severe snow accumulation.



# Winter Weather Response January 2020



Clearing snow on Woodinville-Duvall Road

## Vital Stats

- **75** staff on 12 hour shifts for **6** days (Sunday 1/12 and ended Friday 1/17).
- **22** trucks with plows and sanders.
- **Over 6,200** lane miles plowed and/or sanded.
- **2,200** tons of sand used.
- **1,100** tons of salt used
- Mobilized Roads crews and equipment from west King County to support north east areas.



# Roads Winter Weather Response January 2020

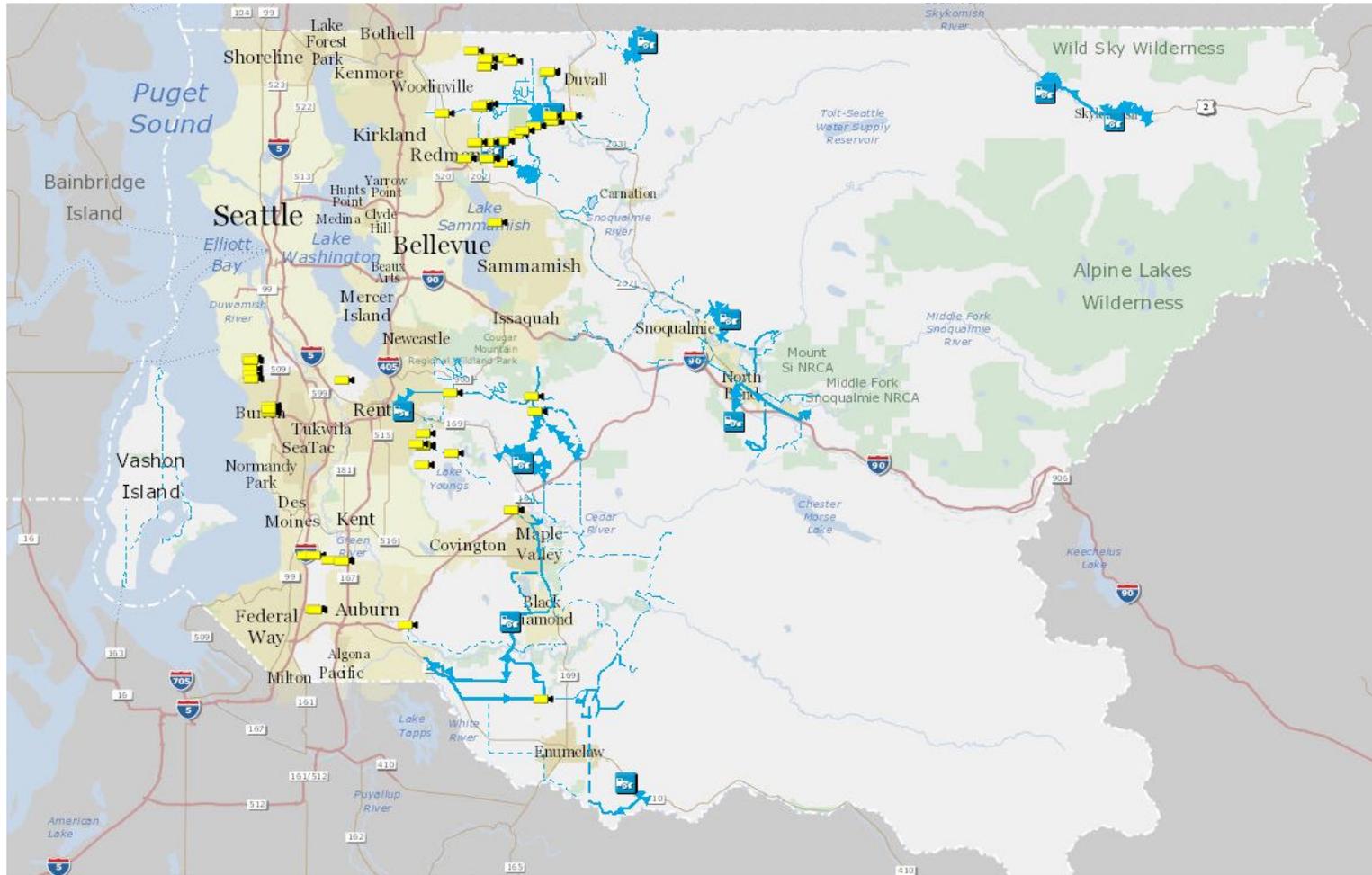
## Skykomish

- 4 person Roads crew treated 30 miles of UKC roads in Skykomish.
- 8 staff members continuously cleared ice and snow, by hand, from the Baring Bridge.
- Dozens of downed trees caught in power lines - conditions were too hazardous to plow some roads.
- Helped plow the town's roads to allow access to/from Skykomish.
- Plowed the Baring Fire station parking lots so the fire station could operate as an emergency shelter.
- Crews assisted with delivering a generator to the local K-12 school.



Roads cleared a school parking lot and road in support of delivering a large generator to a Skykomish school.

# Automatic Vehicle Location



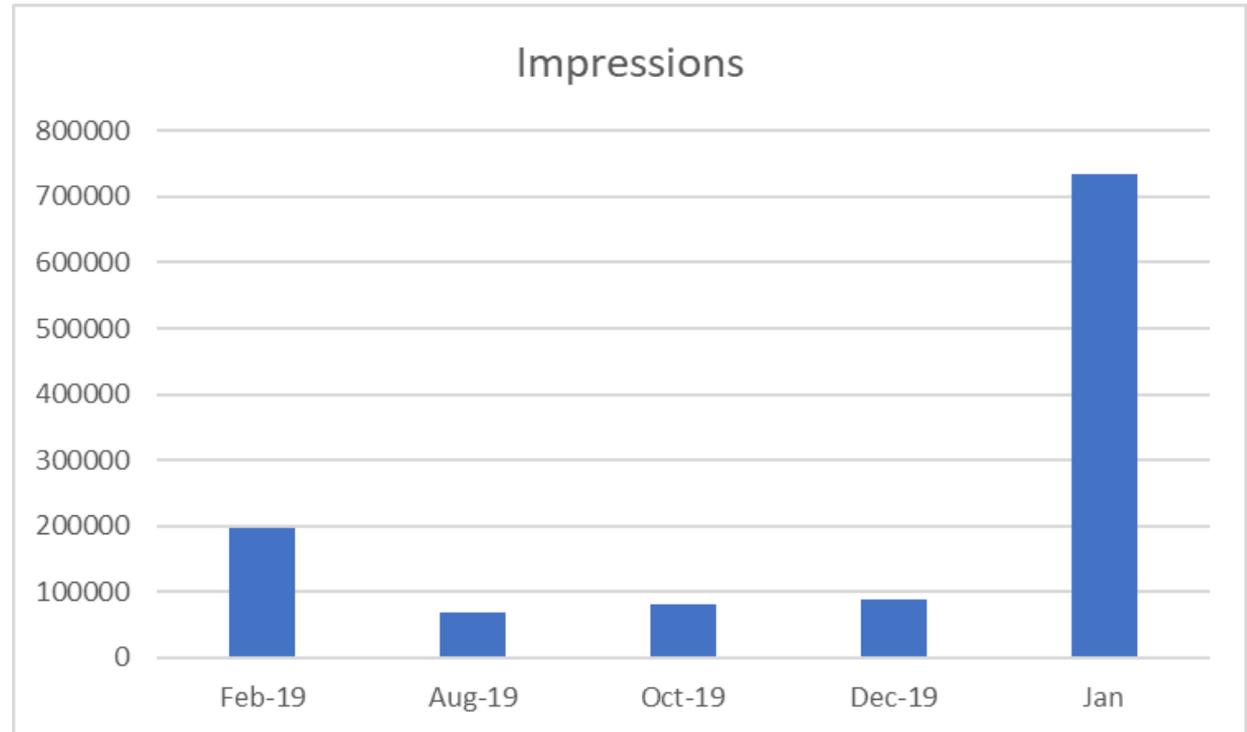
Roads maintenance vehicle activity, from AVL map, from the morning of January 15th



# Roads Winter Weather Response January 2020

## Communicating with our Customers

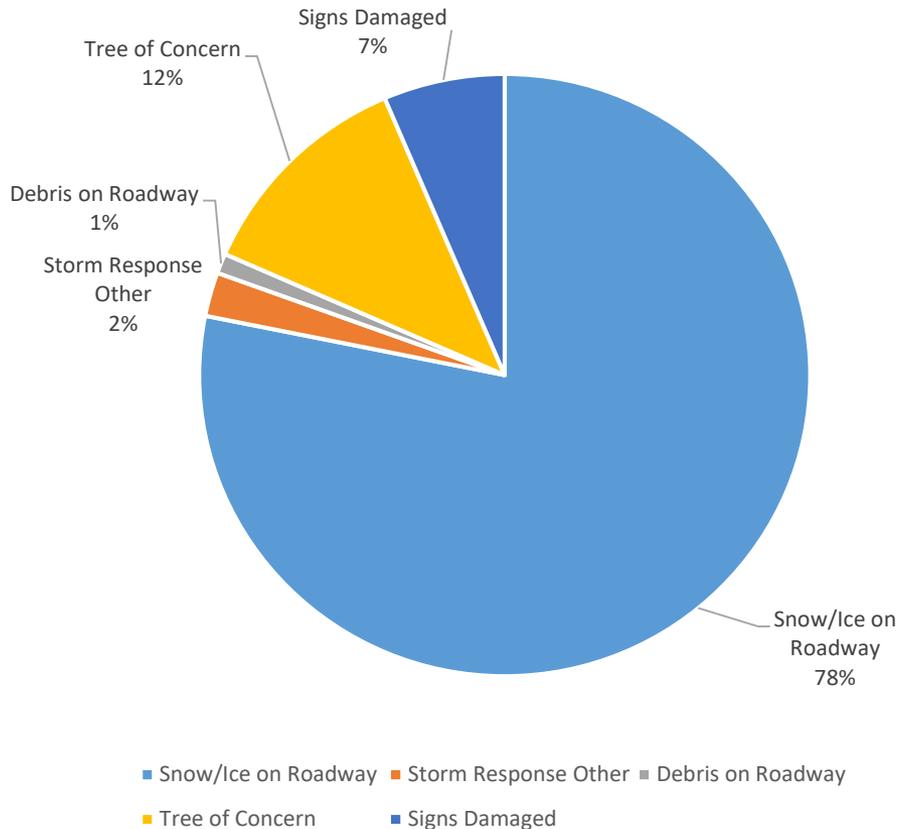
- Over **1,000** customer service calls resulted in **467** location-specific service requests.
- Enhanced use of social media in support of enhanced customer service and communication.



Large spike in Twitter impressions during January 2020 snow event.

# Winter Weather Response January 2020

## Customer Service Requests by Type



- 78% snow/ice on roadway
- 17% downed trees
- 7% signs damaged
- 2% other
- 1% debris on roadway

# Roads Winter Weather Response January 2020

## Customer Feedback

*"...you're here now and we are so grateful!" -AM 1/15/20*

*"We can't get mail, we can't go to doctor appts., no garbage pickup, we can't get groceries. Many of us are elderly and live alone. We PLEAD to you to plow us clear so that we can get out." 1/15/20*

*"...thank you all for everything you do to keep everyone safe as well as all the extra hard work!" -TK 1/13/20*

*"Thanks so much for your quick response." -LC 1/14/20*



Roads maintenance shop in snow-covered Skykomish



Clearing 140<sup>th</sup> Place and Avondale Road Northeast



Downed tree over a power line in Skykomish

