December 2008 Snow Event After-Action Report

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

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After-Action Report: Areas of Focus

- Adverse Weather Plan

- Internal communications

- Resources

- Interagency coordination

- Communication with the public

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Recommendations:
Reduced-Service Snow Plan

- Make adjustments to planned snow re-routes

- Develop multiple reduced-service plans

  - 10%, 20%, 50% reductions

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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

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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
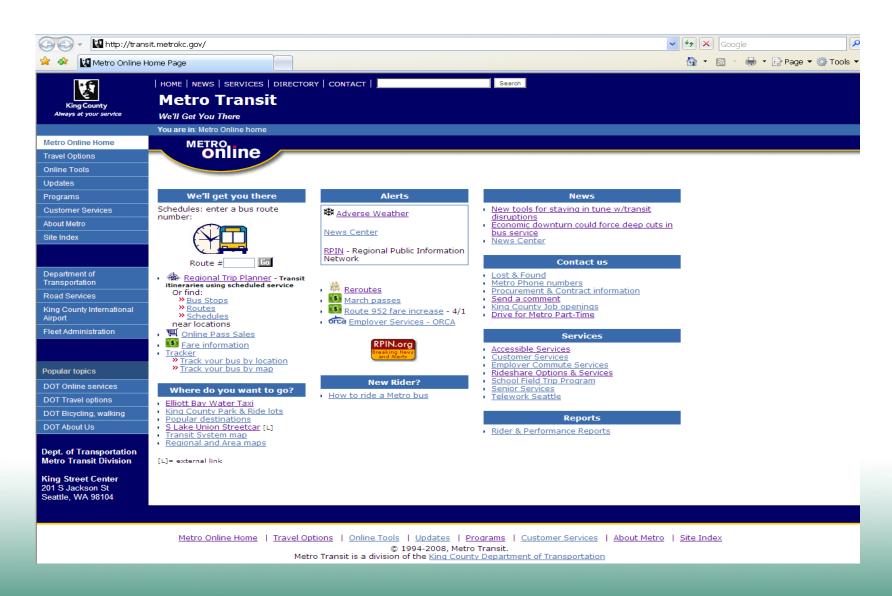
Recommendations: Interagency Coordination

- 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

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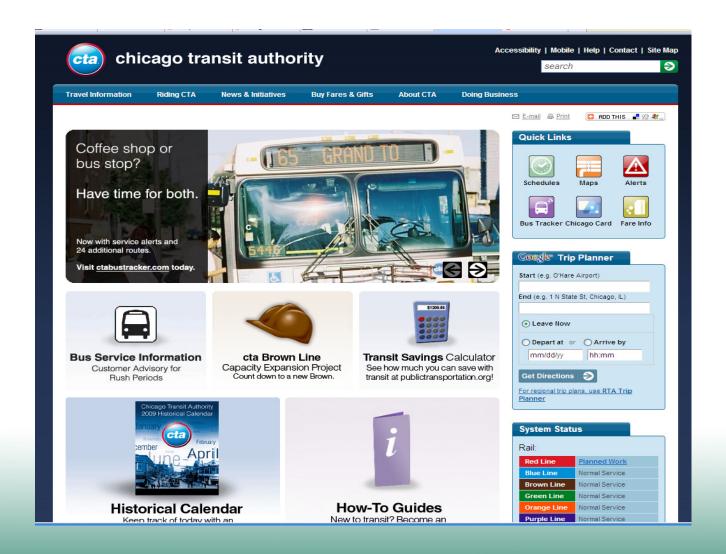METRO

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

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Metro Online – revised home page

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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