

December 2008 Snow Event After-Action Report

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

After-Action 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

http://transit.metrokc.gov/

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Dept. of Transportation
Metro Transit Division

King Street Center
201 S Jackson St
Seattle, WA 98104

We'll get you there

Schedules: enter a bus route number:



Route # 

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Start (e.g. O'Hare Airport)

End (e.g. 1 N State St, Chicago, IL)

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 Depart at or Arrive by

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Historical Calendar
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Rail:

Red Line	Planned Work
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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