



## A message from Metro Transit General Manager Kevin Desmond



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### Join us in preparing for travel when it snows

Snow has been falling around King County today—and forecasters agree that this winter will be colder and wetter than normal, thanks to La Niña. Here at Metro, we've spent many months preparing to operate as safely and reliably as possible when roads are snowy or icy, and to keep our riders informed about changes in service.

#### **We worked with cities and other agencies to plan snow routes**

After the big storms two years ago, we revamped our snow routes—alternative routing that usually moves a bus to plowed streets and away from hills. We coordinated with agencies in charge of plowing to align our plans wherever possible.

#### **We created an online snow map**

We assigned all Metro bus routes to one or more of seven geographic areas in King County. Buses will switch to their snow routes when road conditions in their area make it necessary. A color-coded online [snow map](#) shows the status of bus routes in each area.

- Green means buses are operating on normal routes in that area.
- Yellow means some—but not all—routes in that area are on snow routes, so riders should check the status of their buses.
- Red means all bus routes are on snow routing in that area.

In case extremely severe weather conditions occur, we also planned an [Emergency Service Network](#) that would reduce Metro service to about 70 bus routes operating on key corridors. In the unlikely event we activate this network, the entire online snow map will be blue. I expect this to happen rarely.

We've made many other improvements in our snow operations and communications procedures—and we've practiced them.

#### **We are also urging bus riders to take these steps to prepare for winter travel:**

- **Sign up now for [Transit Alerts](#)** for the bus routes you use. If a route switches to snow routing, Metro will send an e-mail or text message.
- **Find the snow route for your bus** on [Metro Online](#) or the printed timetable. Not all bus routes have snow routes, but many do.
- **Bookmark Metro's [Alerts Center](#)**, so you can easily check the status of your bus before you leave home or work.
- **Call the Customer Information Office**, 206-553-3000, if you don't have web access. Callers who speak limited English can request an interpreter. (Wait times can be long during snow events.)

We also want our customers to keep in mind that Metro's online Bus Tracker cannot provide accurate location or arrival information for buses that move to snow routes, and our online Trip Planner does not provide snow routing information. Metro is installing GPS in the bus fleet over the next two years and will be able to provide improved real-time location data after the fleet is upgraded.

When storms hit, we'll be doing our best to operate safely and reliably and keep you informed. Customers can get the most benefit of our preparations by taking the steps above. I hope you will visit Metro Online soon and sign up for Transit Alerts—and have a safe and happy holiday season.

Sincerely,

Kevin Desmond, General Manager  
King County Metro Transit