



516 Third Avenue, Council
Chambers, 10th Floor,
Seattle, WA 98104

King County

Meeting Agenda

Regional Transit Committee

Councilmembers:
Steffanie Fain, Chair
Sarah Perry, Pete von Reichbauer

Sound Cities Association:
Vice Chair: Ryan McIrvine, Renton; Neal Black, Kirkland; JC Harris, Des Moines;
Susan Honda, Federal Way; Jim Ribail, Carnation; Pamela Stuart, Sammamish;
Toni Troutner, Kent; Tracy Taylor, Auburn

Alternates:
Vishal Bhargava, Bellevue; Larry Goldman, Lake Forest Park;
Councilmember Julie Hsieh, Mercer Island; Mayor James Mayhew, Snoqualmie;

City of Seattle:
Alexis Mercedes Rinck, Rob Saka
Alternate: Dionne Foster

Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Blake Wells (206-263-1617)

3:00 PM

Wednesday, October 21, 2026

Hybrid Meeting

SPECIAL MEETING

Hybrid Meetings: Attend the King County Council committee meetings in person at Starfire Sports at 14800 Starfire Way, Tukwila, or through remote access. Details on how to attend and/or to provide comment remotely are listed below.

Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

HOW TO PROVIDE PUBLIC COMMENT: The Regional Transit Committee values community input and looks forward to hearing from you on agenda items.



Sign language and interpreter services can be arranged given sufficient notice (206-848-0355).
TTY Number - TTY 711.
Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.



The Committee will accept public comment on items on today's agenda in writing. You may do so by submitting your written comments to committees@kingcounty.gov. If your comments are submitted before 1:00 p.m. on the day of the meeting, your comments will be distributed to the committee members and appropriate staff prior to the meeting.

HOW TO WATCH/LISTEN TO THE MEETING REMOTELY: There are three ways to watch or listen to the meeting:

- 1) Stream online via this link www.kingcounty.gov/kctv, or input the link web address into your web browser.
- 2) Watch King County TV on Comcast channel 22 and 322(HD) and Astound Broadband Channels 22 and 711(HD)
- 3) Listen to the meeting by telephone.

Dial: 1 253 215 8782

Webinar ID: 828 3304 6944

To help us manage the meeting, please use the Livestream or King County TV options listed above, if possible, to watch or listen to the meeting.

1. **Call to Order**

2. **Roll Call**

To show a PDF of the written materials for an agenda item, click on the agenda item below.

3. **Approval of Minutes** **p. 4**

September 16, 2026 meeting minutes

4. **Chair's Report**

5. **General Manager's Report**



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Briefing

6. [Briefing No. 2026-B0123](#) **p. 7**

World Cup Recap: Transit Use, Statistics, and Lessons Learned

Jonathan Rose, FIFA Program Director, Metro Transit Department

Grant Lahmann, Transit Operations Chief of Staff, Sound Transit

Travis Phelps, Director, Management of Mobility Division, Washington State Department of Transportation

Elizabeth Sheldon, Deputy Director and chief Infrastructure Engineer, Seattle Department of Transportation

7. [Briefing No. 2026-B0124](#) **p. 40**

Metro's Severe Weather Response

Jabari Hampton, Assistant Manager - Bus Operations, Metro Transit Department

Jon Bez, Scheduling Superintendent, Metro Transit Department

Verita Johnson, Service Information Chief, Metro Transit Department

Collin Dunphy, Transit Control Center Superintendent, Metro Transit Department

Adjournment



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King County

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Meeting Minutes Regional Transit Committee

Councilmembers:

Steffanie Fain, Chair

Sarah Perry, Pete von Reichbauer

Sound Cities Association:

Vice Chair: Ryan McIrvine, Renton; Neal Black, Kirkland; JC

Harris, Des Moines;

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3:00 PM

Wednesday, September 16, 2026

Hybrid Meeting

DRAFT MINUTES

1. Call to Order

Chair Fain called the meeting to order at 3:01 p.m.

2. Roll Call

Present: 12 - McIrvine, Troutner, Honda, Black, Perry, Fain, von Reichbauer, Turner, Harris, Stuart, Hsieh and Goldman

Excused: 3 - Saka, Rinck and Ribail

3. Approval of Minutes

Vice Chair McIrvine moved approval of the July 15, 2026 meeting minutes. There being no objections, the minutes were approved.

4. Chair's Report

Chair Fain provided an overview of the agenda.

5. Public Comment

The following people were present to provide public comment:

Alex Tsimmerman

6. General Manager's Report

Michelle Allison, General Manager, Metro Transit Department, briefed the committee on the fall service change, free youth transit, and safety and answered questions from the members.

Briefings**7. [Briefing No. 2026-B0103](#)**

Transition to zero-emission fleet, opening of fully-electric Tukwila Base

This matter was presented.

Sunny Knott, ZE Program Director, Metro Transit Department; Adrian Down, ZE Program Deputy Director, Metro Transit Department; Patricia Spanjer, Tukwila Base Activation Lead, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members.

8. [Briefing No. 2026-B0104](#)

RapidRide update on I, J, K, R

This matter was presented.

Jerry Roberson, AICP, RapidRide Expansion Program Lead, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members.

9. [Briefing No. 2026-B0105](#)

ORCA use and distribution

This matter was presented.

Rachel Wilch, Strategic Planning Manager, Fares Program, Metro Transit Department, briefed the committee and answered questions from the members.

Other Business

There was no other business to come before the committee.

Adjournment

The meeting was adjourned at 4:38 p.m.

Approved this _____ day of _____

Clerk's Signature



Metropolitan King County Council Staff Report

Committee:	Regional Transit Committee		
Agenda Item:	6	Analyst(s):	Mary Bourguignon
Proposed No.:	2026-B0123	Meeting Date:	October 21, 2026

OVERVIEW

TOPIC: During today's briefing, presenters from Metro, Sound Transit, the Washington State Department of Transportation, and Seattle Department of Transportation will recap transit use and lessons learned during the 2026 World Cup events in Seattle.

SUMMARY

2026 World Cup events. Seattle served as an official host city for FIFA World Cup 2026, with six matches played at Lumen Field between June 15 and July 6. Metro and Sound Transit services set ridership records during match days, as fans traveled to the games, as well as to watch parties around the region.

The Regional Transit Committee held briefings in 2025 and in early 2026 to learn more about the preparations Metro and other local transit agencies were taking to prepare to meet the needs of residents and tourists during the World Cup events.

During today's briefing, presenters from Metro, Sound Transit, the Washington State Department of Transportation, and Seattle Department of Transportation will recap their experiences, including lessons learned during the World Cup events.

INVITED

- Jonathan Rose, FIFA Program Director, Metro Transit Department
- Grant Lahmann, Transit Operations Chief of Staff, Sound Transit
- Travis Phelps, Director, Management of Mobility Division, Washington State Department of Transportation
- Elizabeth Sheldon, Deputy Director and chief Infrastructure Engineer, Seattle Department of Transportation

ATTACHMENTS

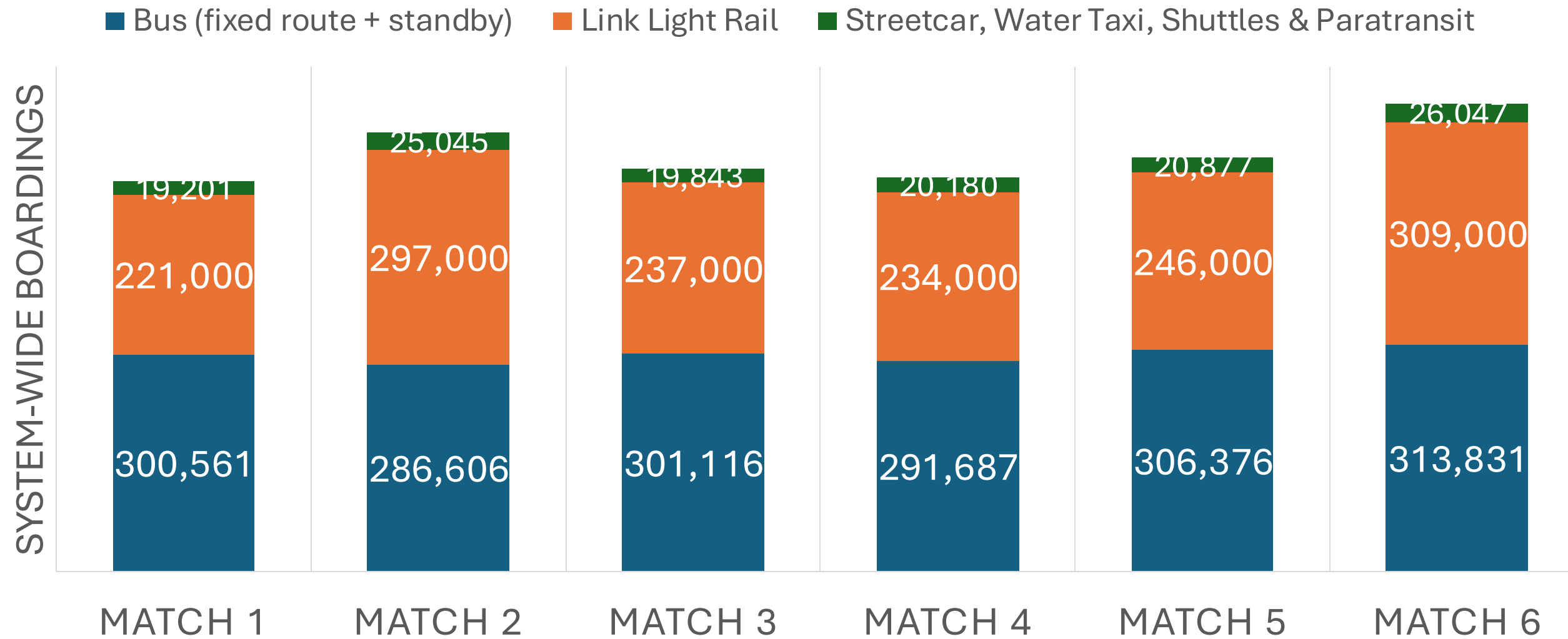
1. Metro World Cup recap
2. Sound Transit World Cup recap
3. WSDOT World Cup recap
4. SDOT World Cup recap

FIFA Men's World Cup Retrospective

Beyond the Stadium: Leveraging Mega Events for Transit Legacy
Impacts

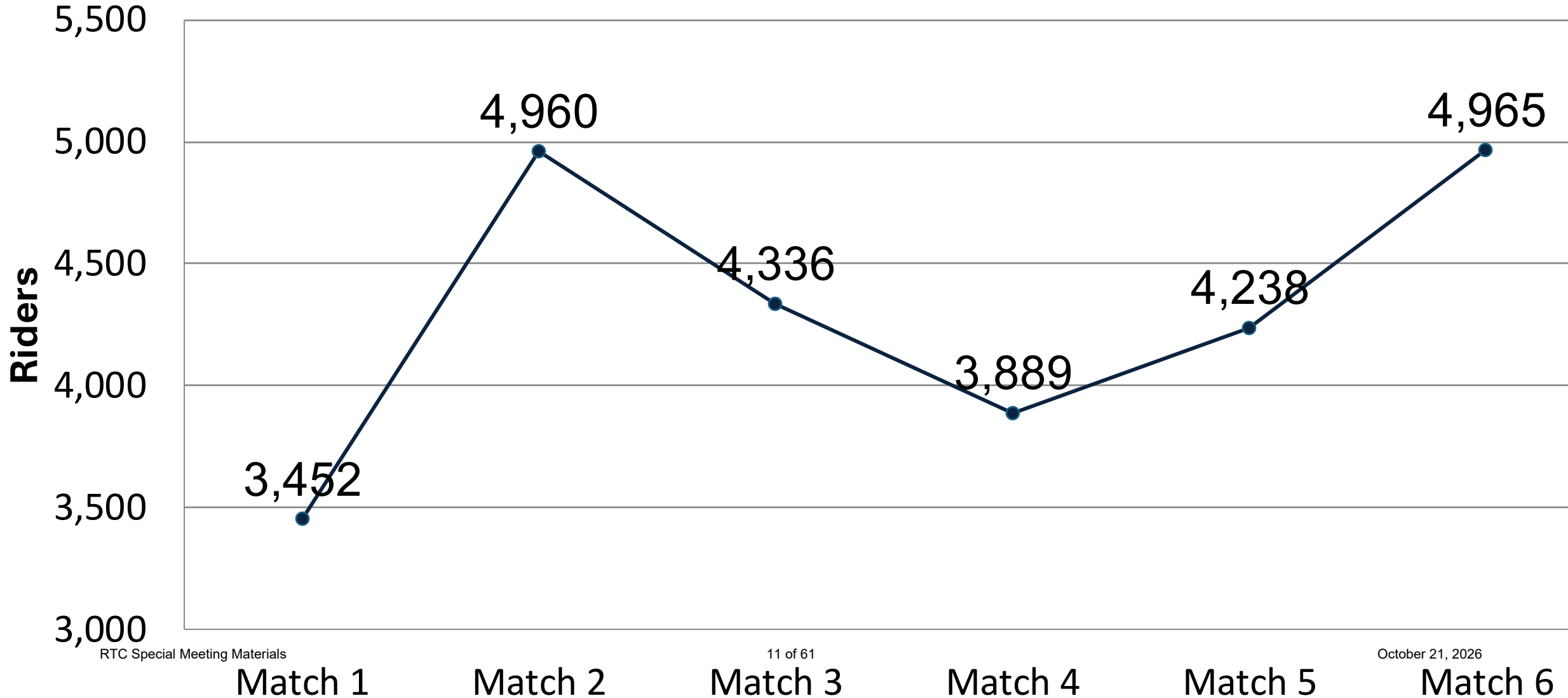
Regional Transit Committee
Wednesday, October 21, 2026

Transit ridership increased across all modes on match days





Metro Match Day Shuttle Ridership by Match



Ridership Summary

- 3.47M boardings across all modes on six match days
- Bus: 1.8M | Link: 1.544M | MMDS Shuttle: 25,840
- Water Taxi record: 9,483 riders on June 19 (Juneteenth)
- Highest single-day total: 648,878 (Match 6)
- Ridership increased across all modes
- **Seattle ranked at or near the top** by The Athletic, Sports Illustrated, Action Network, Transit App
 - “Seattle is winning at hosting the World Cup” -The Urbanist
 - “The buses are everywhere...” – visitor from Dallas



King County

METRO

RTC Special Meeting Materials



Legacy-First Strategy

- Passenger Experience:
 - Tap-to-pay
 - Special Service in trip planners
 - Street Teaming
- Services:
 - Match Day Shuttle - Sponsored
 - Waterfront shuttle - Sponsored
 - ADA Match Day Shuttle
- Workforce & Operational Readiness:
 - Special service in operator pick
 - Mobile Incident Response Vehicle (MIRV) & Service Quality vehicles
 - Operations Center



King County
METRO

RTC Special Meeting Materials
Moving forward together



METRO CONNECTED
THE WORLD

October 21, 2026

Inclusivity Initiative

- **13** Community Based Organizations (CBOs)
- **Micro-grants** (up to \$6,000)
- **Community-led** & culturally relevant events
- Metro **presence** & transit **education** opportunity
- **Long-term** partnerships & future ridership
- Youth Access to matches
- “Transit is not simply about moving people...”



King County

METRO

RTC Special Meeting Materials



Thank you!



King County

METRO

RTC Special Meeting Materials



Sound Transit

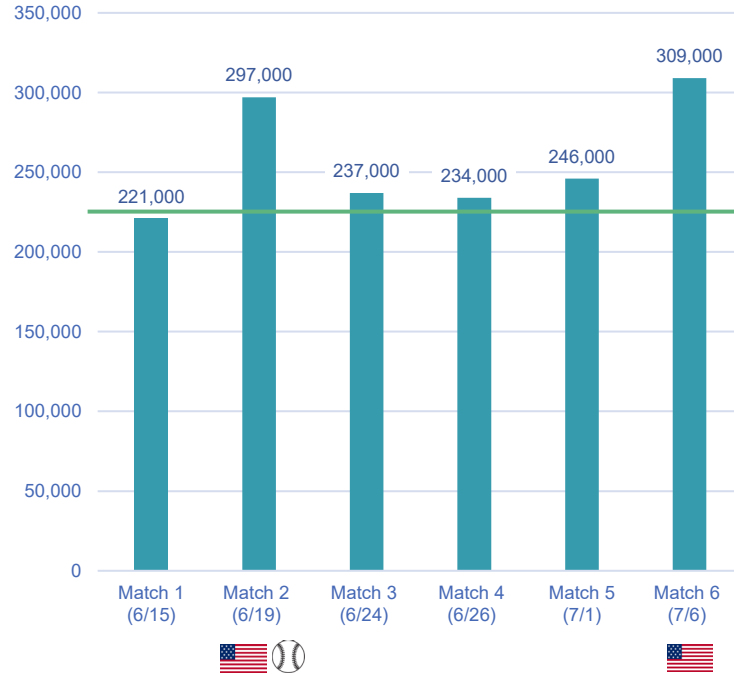
FIFA World Cup Recap

King County Regional Transit Committee – October 21, 2026
Grant Lahmann, Chief of Staff, Transit Operations

World Cup Ridership

Total Ridership during the tournament period: 7.1M
(exceeded typical ridership by 1+ million)

Ridership by Match



Previous Ridership Record: **Seahawks Parade (225,000)**

Ridership by Station

Station	Avg. Non-Match	Avg. Match Day	% Increase
★ Pioneer Square	5.5k	17k	210% ▲
★ Int'l Dist./Chinatown	10.1k	24.4k	141% ▲
★ Stadium	3.8k	8.5k	125% ▲
Westlake	16.8k	26.6k	58% ▲
U District	9.7k	13.2k	36% ▲
Capitol Hill	10.0k	13.6k	36% ▲
SeaTac/Airport	9.9k	12.0k	21% ▲
Marymoor Village	1.6k	4.5k	173% ▲

★ Preferred Stations

3



Station Activations



Preferred Station Routing



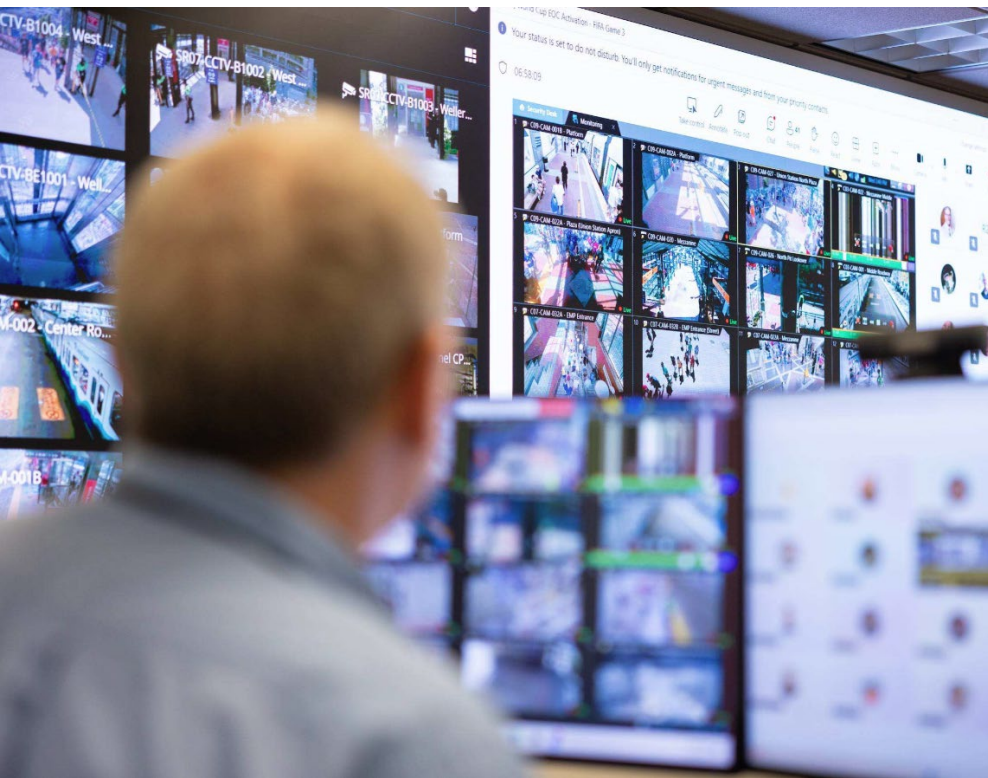
Crowd Management & Boarding Safety



Customer Service



Emergency Management



World Cup Outcomes

Legacy Improvements

-  Preferred Station Routing
-  Accessibility Enhancements (mobility routes and priority boarding zones)
-  Wayfinding and Signage Enhancements
-  Open Payment
-  Emergency Operations Center



Outcomes

- **Improved passenger reliability, experience, and accessibility** across the transit system.
- **Proven capability to maintain high-quality service** during sustained periods of record ridership.
- **Strengthened emergency management capabilities** to improve preparedness and response.
- **Accelerated response and issue resolution** through refined systems and coordination with internal and external partners.
- Transportation is now a **clear and proven asset** for any future major event in the Puget Sound Region

Thank you.



 *soundtransit.org*



WSDOT World Cup Recap

Travis Phelps, Director, Management of Mobility Division
King County Council
October 21, 2026

World Cup traffic trends

Greater Seattle Area

- On World Cup match days, traffic volumes were slightly higher than a typical weekday in the greater Seattle area.
 - Friday, June 19 had some of the highest volumes of the six match days.
- Seattle area travel times were at or below our baseline during the morning and afternoon peak periods.

US-Canada Border

- WSDOT data is limited to the Whatcom County side of the border
- Increased northbound volumes the day prior to matches in Vancouver, BC.
- Slight increases in northbound border wait times.



World Cup ridership trends

Amtrak Cascades

- More than 85,000 riders between June 13 and July 7
- Greatest ridership increase was on trains between Seattle and Vancouver, BC
- Most trains were sold out, particularly on match days

Washington State Ferries

- Daily ridership was up from 2025 on four match days
- Increase in walk on passengers on match days

Travel Washington Intercity Bus

- More than 9,500 riders served across the network between May and July 2026
- At least a 10% increase across all Travel Washington routes



Key Takeaways

- Planning for the unknown is hard!
- Location, location, location
- Build upon plans from past events
- Existing partnerships and relationships were critical
- Early coordination and integration between transportation planning and safety and security planning is important
- Have a unified public message about transportation on match days
- The need to balance construction and maintenance needs and closures with regional mobility during the event
- Rely on existing agency practices and procedures whenever possible

Questions?

Travis Phelps

Director

Management of Mobility Division

travis.phelps@wsdot.wa.gov

206-715-9887

FIFA 2026 World Cup – SDOT

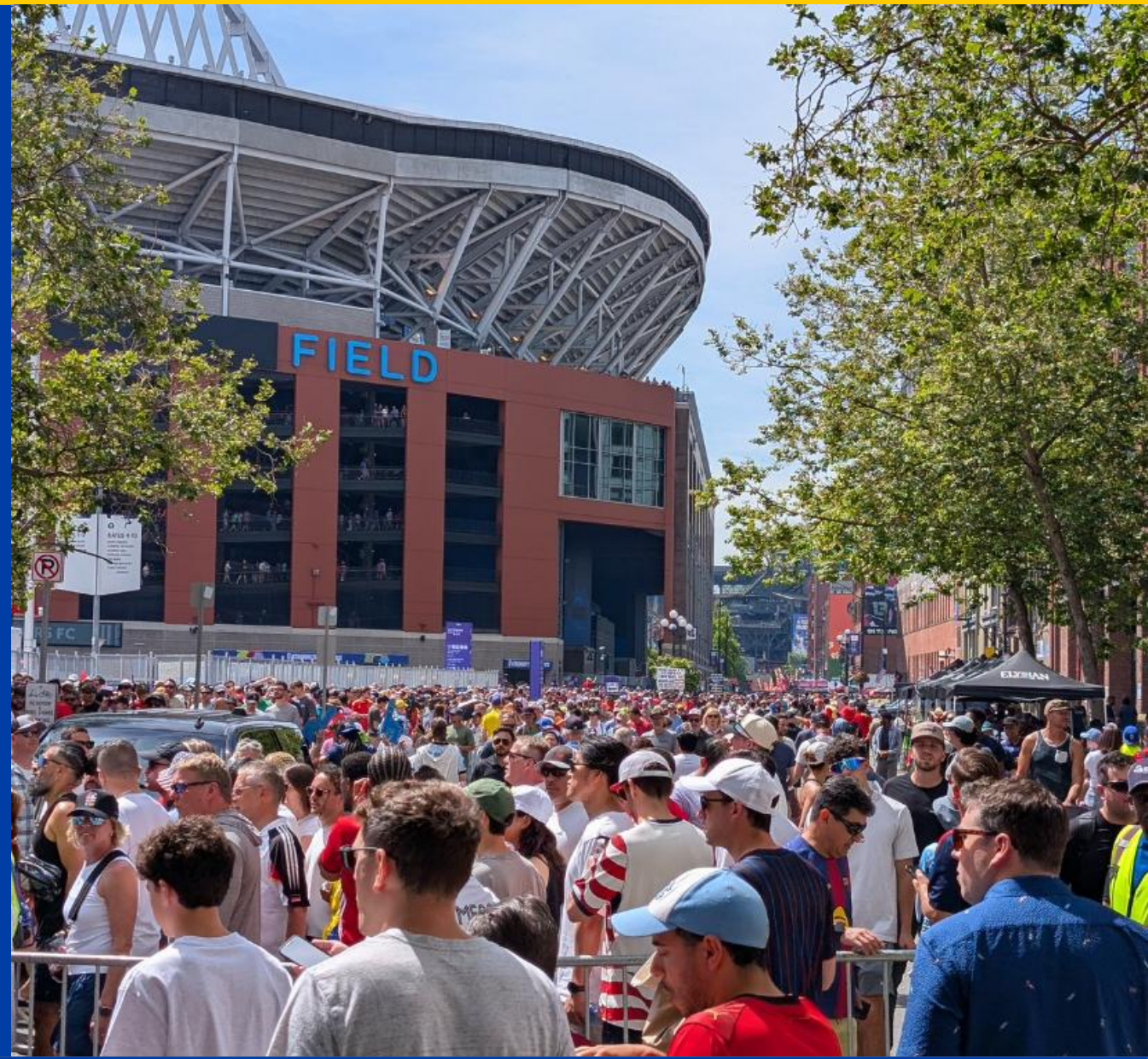


Our Vision

Seattle is an equitable, vibrant, and diverse city where moving around is safe, fair, and sustainable. All people and businesses can access their daily needs and feel connected to their community.

Values & Goals

- Safety
- Equity
- Sustainability
- Mobility & Economic Vitality
- Livability
- Excellence
- Maintenance & Modernization



5 Pillars Approach

1



**Monitor and
operate the
transportation
system**

2



**Reduce
drive-alone
trips, with focus
on transit**

3



**Collaborate with
regional
transportation
partners**

4



**Manage and
maintain the
public right
of way**

5



**Communicate
with the public**

1: Monitor & Operate the Transportation System

Most Successful Tactics:

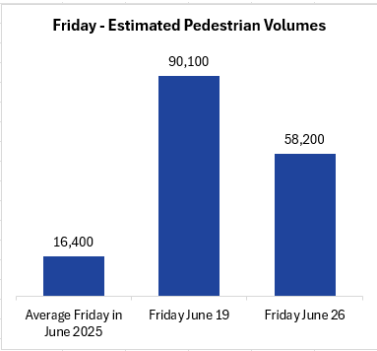
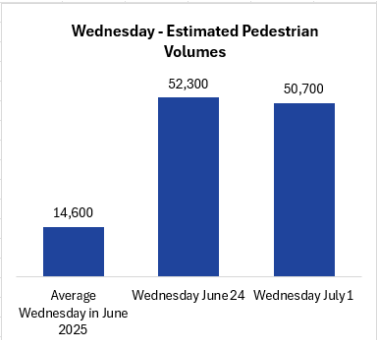
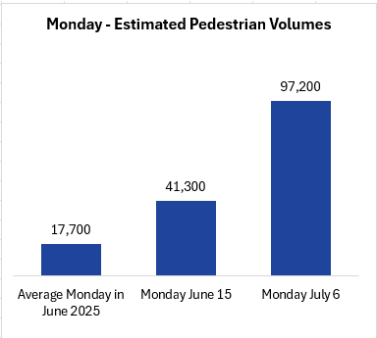
- Activation of SDOT Incident Management Team and Department Operations Center on pre-Match Days and Match Day
- SDOT Incident Commander part of City's Unified Command
- Shared micromobility foot patrol teams to troubleshoot and adjust operations in real-time

Key Metrics:

- Match day pedestrian volumes in the Pedestrian Zone ranged from 2.5x to 5.5x more than the average Monday, Wednesday or Friday in June 2025
- Traffic volumes on downtown streets were lower on match days when compared to the baseline traffic between 2%-20%

What We Learned:

- On-the-ground insight is key to managing issues and pivoting quickly
- Establishing a tighter direct line of communication between SPD event organizer, and SDOT field operations improved street closings and openings



2: Reduce Drive Alone Trips + Transit Focus

Most Successful Tactics:

- Use existing workstreams: Commute Seattle, Commute Trip Reduction, *Flip Your Trip!*
- Shared micromobility parking valet areas identified by SDOT/LOC and managed by Lime
- Geofences to manage shared micromobility parking and operations

Key Metrics:

- FIFA consultations with 30 south downtown worksites representing 16k+ employees
- 5,000 Commute Seattle FIFA resource page views for major employers, buildings
- Flip Your Trip "How-to" videos generated 17,700+ views May-July, 80%+ users watching entire video
- Nearly 400,000 shared micromobility trips across 6 match days
- Highest shared micromobility ridership day ever on June 19, with over 83,000 trips and 5.9 trips per device
- Nearly 3,400 free bike helmets given out by Lime post-match

What We Learned:

- Provide prepared messaging to partners – *Flip Your Trip!* continues to be highlighted by multiple partner organizations
- Micromobility continues to serve as key transit last-mile connector; serves as backup when Link or other modes are full

3: Collaborate w/Regional Partners

Most Successful Tactics:

- Weekly coordination meetings with our partners in advance of FIFA, where decisions were made and documented in a timely manner, so that other partners could adjust to the FIFA landscape that was being formed.
- Close coordination with partners at the Seattle Emergency Operations Center made it easy to manage and resolve issues quickly. Ex. Rollover collision that closed the SR 99 tunnel NB while team USA march to the match kicked off and blocked Alaskan Way on June 19th.
- Coordination of shared micromobility parking valet areas and geofencing with Sound Transit and other partners
- Bike & Scoot to Transit Program to reward people for connecting to Link light rail via shared micromobility

Key Metrics:

- Very few mis-parked shared micromobility devices in Sound Transit station areas, allowing for ease of pedestrian access
- Bike & Scoot to Transit: ~440 qualifying trips to Link stations on match days

What We Learned:

- A simple shared goal (80% Non-SOV) united agencies under a single outcome.



PIONEER SQUARE GAME DAY PEDESTRIAN ZONE

Hours: Street closures will typically begin about 4 hours before match start times and end once the area has been cleaned and can be safely reopened. No parking restrictions start at 2 AM before each match.

- Pedestrian Zone
- One-way Southbound Traffic Allowed
- 🚲 Bike and Scooter Parking
- 🚌 Bus Stop
- 🚕 Taxi Lot
- 🚢 Ferry Traffic Only

Map subject to change. 04/13/26



4: Manage & Maintain Right of Way

Most Successful Tactics:

SDOT had appropriate staff available with adjusted work shifts based on kick-off time, so we always had crew resources available to respond quickly

- SDOT road crews (including heavy equipment operators)
- Signal timing engineers
- Traffic Signal crews
- Seattle Response Teams (SRT)
- Transportation Operations Center (TOC) staffing
- Commercial Vehicle Enforcement Officers
- Staff teams roving to look for issues with Lime and other issues for quick remediation
- SPD Parking Enforcement paired with tow trucks
- Street Use Inspectors paired with SPD and Public Health

Key Metrics:

- Screened over 800 permits for right of way impacts during FIFA

What We Learned:

- Early engagement with Street Use permit holders allowed for rescheduling of the most disruptive work without major schedule disruptions



5: Communicate w/The Public

Most Successful Tactics:

- **Used existing tools:** FlipYourTrip.org traffic up 150%; strong hub for travel info.
- **Multimedia approach:** Maps, videos, photos, quick tips boosted clarity and engagement.
- **Event-driven content:** SDOT and Metro’s “Connect to the Cup” spots w/Telemundo + KIRO boosted reach.
- **Pedestrian + transit guidance:** Pedestrian zone maps and match-day reminders were top-performing posts.
- **Cross-agency coordination:** Metro, WSDOT, Sound Transit, Visit Seattle, King County referrals drove high traffic.
- **Multilingual access:** 12K+ Spanish-language sessions on FlipYourTrip.org.

Key Metrics:

- **Social Media:** 1M impressions, 50K engagements, 75K video views, 1,120 new followers
- **SDOT Blog:** 152K pageviews (up 16%), 121K active users (up 215%)
- **GovDelivery:** 32–45% open rates, 3–5% click rates
- **Web Traffic:** Flip Your Trip traffic up 150%+; pedestrian zone page reached 23,710 views
- **Internal Comms:** 130 employees engaged at tabling; 50 FIFA ORCA cards distributed

What We Learned:

- **Existing tools scale well:** FlipYourTrip.org handled major event traffic without new systems.
- **Visuals outperform text:** Maps + videos reduced confusion and increased engagement.
- **Regional alignment amplifies reach:** Shared messaging minimized misinformation and boosted consistency.
- **Pedestrianization resonates:** Strong public support for car-free areas beyond the event.
- **Engagement peaks early:** Interest highest in June; July content needed novelty.
- **Mobile-first is essential:** Majority of pedestrian zone traffic came from phones.

Seattle – Anticipated Impacts

What We Planned For:



What We Experienced:





Metropolitan King County Council Staff Report

Committee:	Regional Transit Committee		
Agenda Item:	7	Analyst(s):	Mary Bourguignon
Proposed No.:	2026-B0123	Meeting Date:	October 21, 2026

OVERVIEW

TOPIC: During today’s briefing, Metro staff will share information about how Metro responds to severe weather and what riders can expect.

SUMMARY

Three options for bus service during severe weather. During severe weather, Metro uses one of three severe weather plans ([link](#)), which vary by route and the severity of the weather. These are:

- **Buses may run on regular routes.** If the weather is not too bad, the bus may continue to run on its regular route. Riders can consult Metro’s schedules and maps page ([link](#)) to check on the status of a specific route. For information on more than one route at a time, riders can use Metro’s trip planner ([link](#)) and click on “Alerts” for a list of service alerts organized by route.
- **Buses may run on snow routes.** Some buses run on their regular routes unless conditions are so severe that the Emergency Snow Network must be invoked. Some routes are cancelled during snow. And some routes run on designated snow routes during bad weather to avoid hills or other dangerous conditions. Metro’s Snow Routes page ([link](#)) provides information on the service each route provides, and includes links to snow routes where applicable so riders know where to wait if their stop will not be served during bad weather.
- **Emergency Snow Network.** During the worst weather, Metro may enact its Emergency Snow Network ([link](#)). This is a reduced network of bus routes and chained shuttles focused around major roadways that will be plowed and de-iced and that avoid hills. Metro announces the Emergency Snow Network one day in advance. Once invoked, the Emergency Snow Network remains in effect for the entire service day, even if conditions improve.

Other transit services. Other transit services may be delayed or cancelled during bad weather.

- **Access paratransit.** Access riders should contact the call center (1-866-205-5001) during bad weather to learn whether service will be disrupted or suspended. Access attempts to make vehicles available for emergency services, even in severe weather.
- **Water taxi.** Metro advisories ([link](#)) when water taxi service is delayed or disrupted.
- **Metro Flex.** Metro Flex riders should call customer service (206-258-7739) or check the Metro Flex app for more information during bad weather.
- **Streetcar.** Metro operates the Seattle Streetcar under contract to the City of Seattle. Metro posts alerts for the First Hill Streetcar ([link](#)) and the South Lake Union Streetcar ([link](#)).
- **Link light rail or Sounder trains.** Sound Transit posts advisories about service disruptions to Link or Sounder trains ([link](#)).
- **Vanpool.** Metro vanpools are driven by volunteers. Metro asks vanpool groups to coordinate in advance to plan for commutes on severe weather days. Metro provides vanpool groups with an emergency procedures guide to assist ([link](#)).

Links. For more information, riders can consult these online links:

- **Metro winter guide:** <https://kingcounty.gov/en/dept/metro/rider-tools/snow-guide>
- **Schedules and maps:** <https://kingcounty.gov/en/dept/metro/routes-and-service/schedules-and-maps>
- **Snow routes:** <https://kingcounty.gov/en/dept/metro/routes-and-service/snow-routes>
- **Emergency Snow Network:** <https://kingcounty.gov/en/dept/metro/rider-tools/snow-guide#toc-emergency-snow-network>
- **Metro trip planner:** <https://tripplanner.kingcounty.gov/#/app/tripplanning>
- **Metro winter blog:** <https://kingcountymetro.blog/tag/metro-winter/>

INVITED

- Chris O’Claire, Director, Bus Operations, Metro Transit Department
- Jabari Hampton, Assistant Manager - Bus Operations, Metro Transit Department
- Jon Bez, Scheduling Superintendent, Metro Transit Department
- Verita Johnson, Service Information Chief, Metro Transit Department

- Collin Dunphy, Transit Control Center Superintendent, Metro Transit Department

ATTACHMENTS

1. Metro Severe Weather presentation

King County Metro Adverse Winter Weather Response Plans

Regional Transit Committee
Wednesday, October 21, 2026

Agenda

- Introduction and goals
- How Metro plans
- How Metro communicates with riders
- How Metro coordinates in real time
- Q&A



How Metro plans for adverse winter weather events

The origins of Metro's snow response plan

After December 2008 Snow Event, Metro worked to:

- Resolve internal bottlenecks
- Refine Metro's ability to provide service
- Improve external communications & coordination



Adverse winter weather preparation

- Planning starts in the summer
- Cross-functional effort across Metro
- Meetings with SDOT and other local jurisdictions
- Every snow reroute checked and modified as needed
- Adverse Weather Drill held in November
- Individual workgroups train
 - Example: Transit Facilities team performs snowplow driver training.



Increased operational support across Metro



Vehicle Maintenance

Chaining Fleet

Recovering Stuck Coaches

Added Body Repair

Extended Shifts Until Full Recovery



Facilities

Salting/De-icing Operational & Passenger Facilities

Weather response focus

Extended Shifts Until Full Recovery



Rail

24-hour Operation to keep catenary, track and switches clear of ice and operational

Ice trains, Focus on targeted areas, as needed



Contracted Services

Follow the lead of Metro's fixed services for appropriate service level.

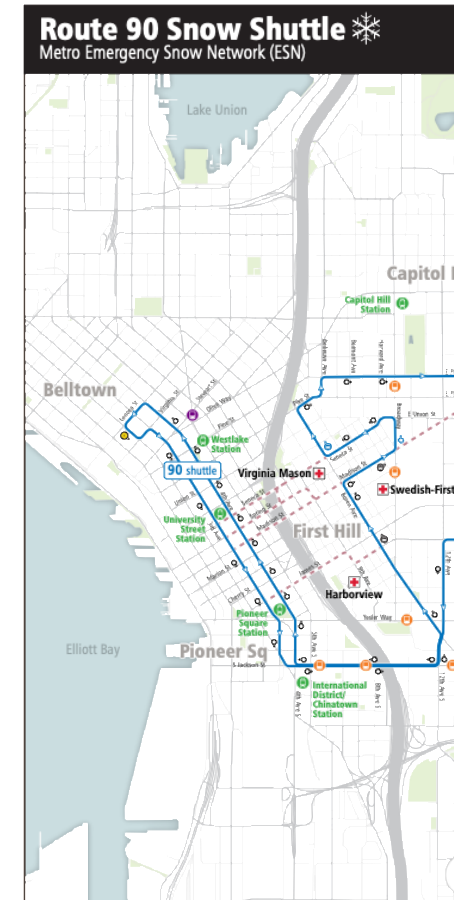
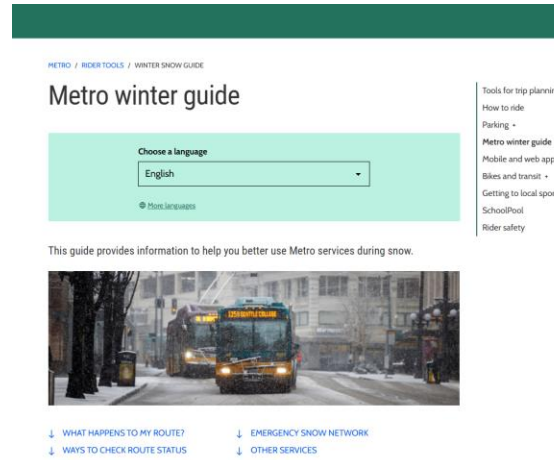
Extra communication needed to support riders.

How Metro communicates with riders about adverse winter weather

Customer Communications

Multiple Metro teams help riders understand service **before** and **during** an event.

- CITRS
- Customer Information
- Service Information
- Web Team/Marketing



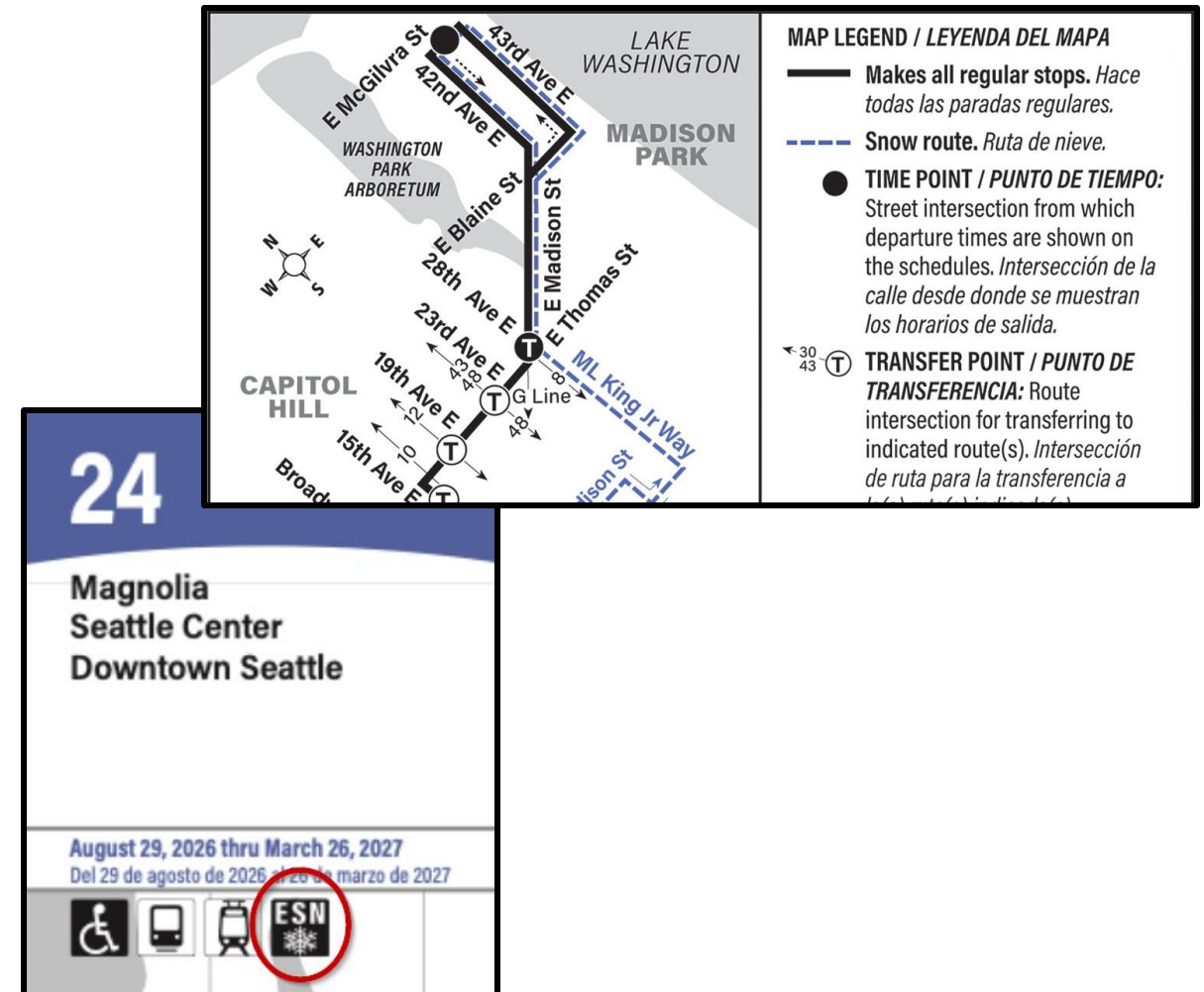
Communications Challenges

- Timetables are printed as early as mid-August, and snow information may be inaccurate or missing due to last-minute changes.
- Text for departure, other real-time information, and 3rd party apps can become unreliable as conditions vary.
- Capacity of teams integral to continuous improvements of these products.



Before an Event

- Customers can view snow routes and maps on printed and digital timetables as early as the Fall Service Change (Late August).
- Individual timetables contain Emergency Snow Network (ESN) indicators.
- The “**Snow Brochure**” and web information are updated in November
 - MetroWinter.com
 - [Metro Winter Blog](#)



Before an Event

Both the brochure and webpage offer the following information:

- What happens to a route when it snows and where to get more information.
- What routes have snow routes and/or ESN Service.
- A map of the network when ESN is activated.
- The webpage and blog are translated into seven languages.

What happens to my bus route when it snows?
Depending on how bad the weather is, three things can happen to your bus:

1. Your bus runs on its regular schedule, or with minor service changes.
2. Your bus runs on its snow route. Some routes or certain trips might be canceled.
3. The Emergency Snow Network (ESN) may go into effect and your bus route may or may not be running. The ESN is a set of designated Metro routes that will operate if our region is broadly impacted by a severe snow event. This selection of routes is designed to serve as many riders as possible on major roadways. See the list of ESN routes on back.

How will I know if my bus route is affected by the weather?
MetroWinter.com provides route specific information, including snow reroutes and a map that shows how weather is affecting bus service in seven areas of King County.

At a glance you can see how weather conditions affect routes in your area based on each area's color.

- Green** means buses are operating on their regular schedules.
- Yellow** means some buses are running on snow routes.
- Red** means all buses are operating on snow routes; some routes may be canceled or delayed.
- Blue** means the Emergency Snow Network is in effect.

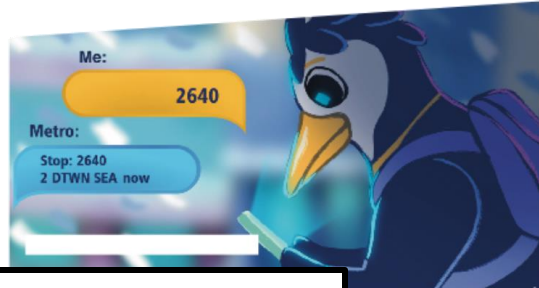
What is the snow route for my bus?
You can find your snow route at snowroutes.MetroWinter.com. Printed timetables include maps of regular and snow routes. Timetables are available on buses or at libraries and transit customer information centers.

If conditions improve during the day, buses operating on their planned snow routes may return to regular or modified service.

How can I find out if my bus is on time or canceled?
When buses are not operating along their regular routes or serving their normal stops, "real-time" departure predictions at specific stops may not be reliable.

Metro recommends that you check to see if your bus is rerouted, or use a bus stop along a flat portion of a cleared major roadway, or a stop at a major transfer point, such as a park-and-ride, transit center, mall, or college.

- **Transit Alerts:** Sign up for transit alerts to get emails or texts about changes in service for routes you select. Visit signup.MetroWinter.com.
- **Text for Departures:** To find the next scheduled or predicted departures at your stop, text* your transit stop ID (on the sign at your bus stop) to this number: 62550. Whether or not real-time information is available, canceled trips are noted in stop specific Text for Departure results.



This guide provides information to help you better use Metro services during snow.

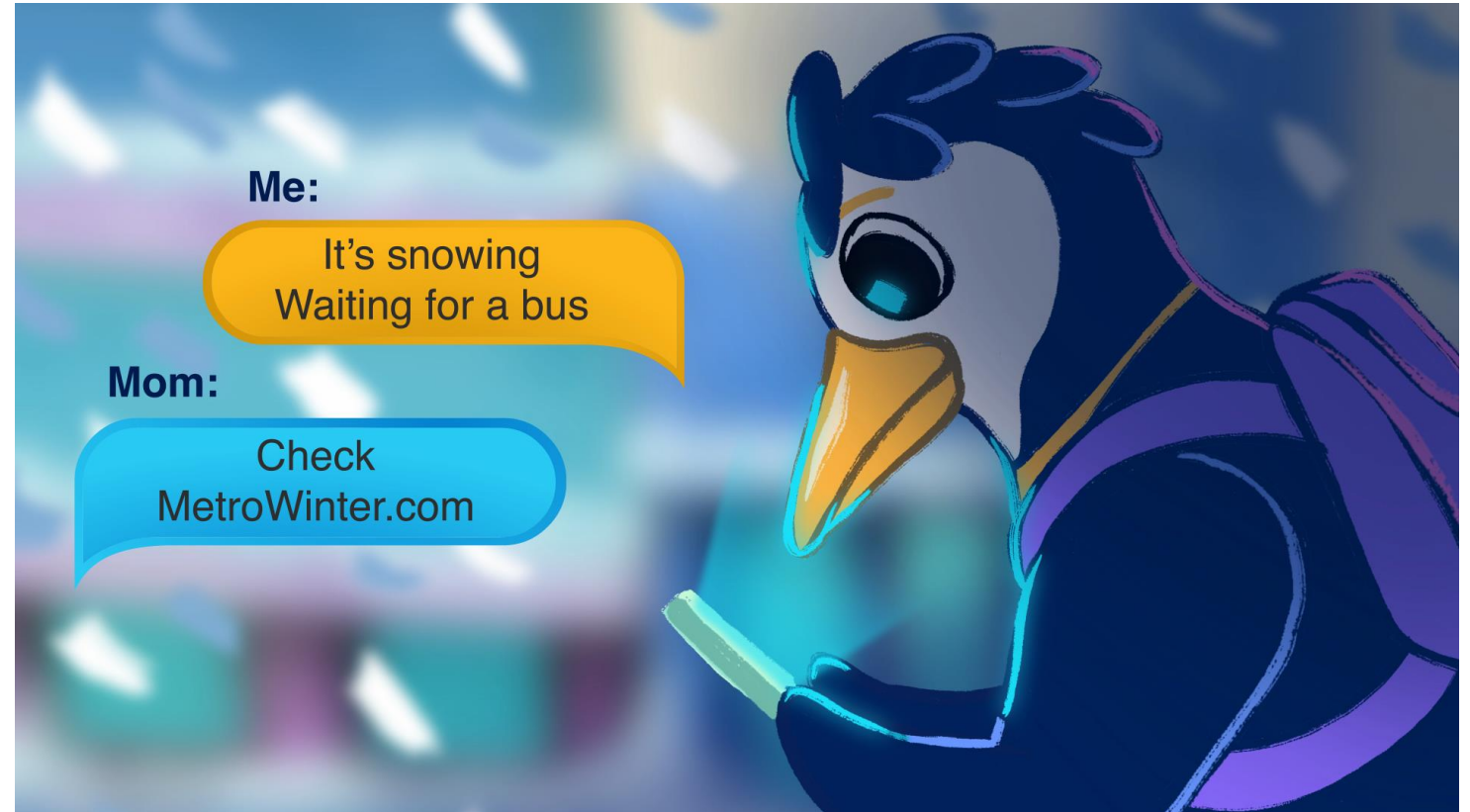


↓ WHAT HAPPENS TO MY ROUTE?
↓ WAYS TO CHECK ROUTE STATUS

↓ EMERGENCY SNOW NETWORK
↓ OTHER SERVICES

During an Event

- Customers are urged to sign up for Transit Alerts for their routes.
- The customer call center has expanded hours and additional coverage.
- Customers can see information updates on the Service Advisories page and via web banners.



During an Event

- The Snow/Ice/Flood web map that indicates the region's status(es) is updated in real-time.
- At stops with real-time information signs (RTIS), customers will see limited status updates.



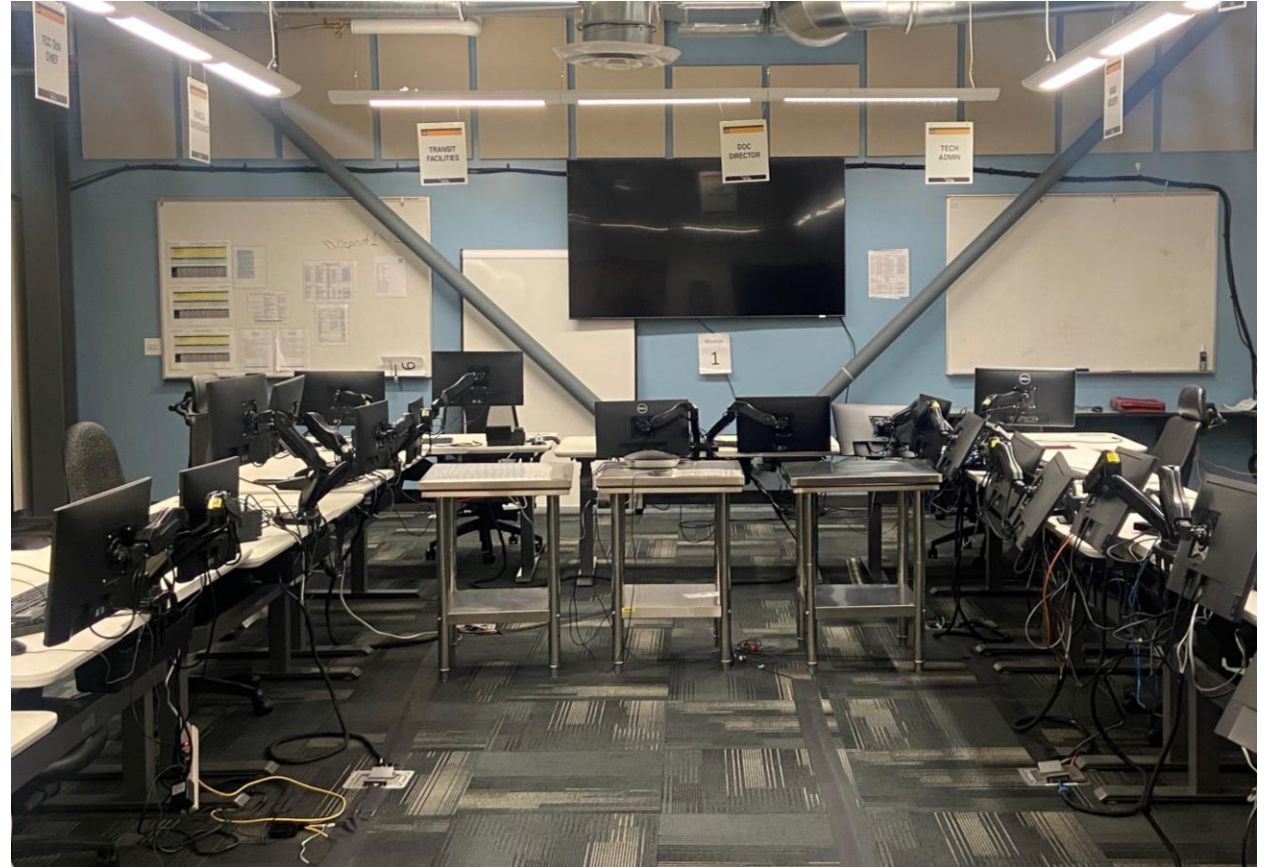
After an Event

- Communications are ramped down to match operational service adjustments.

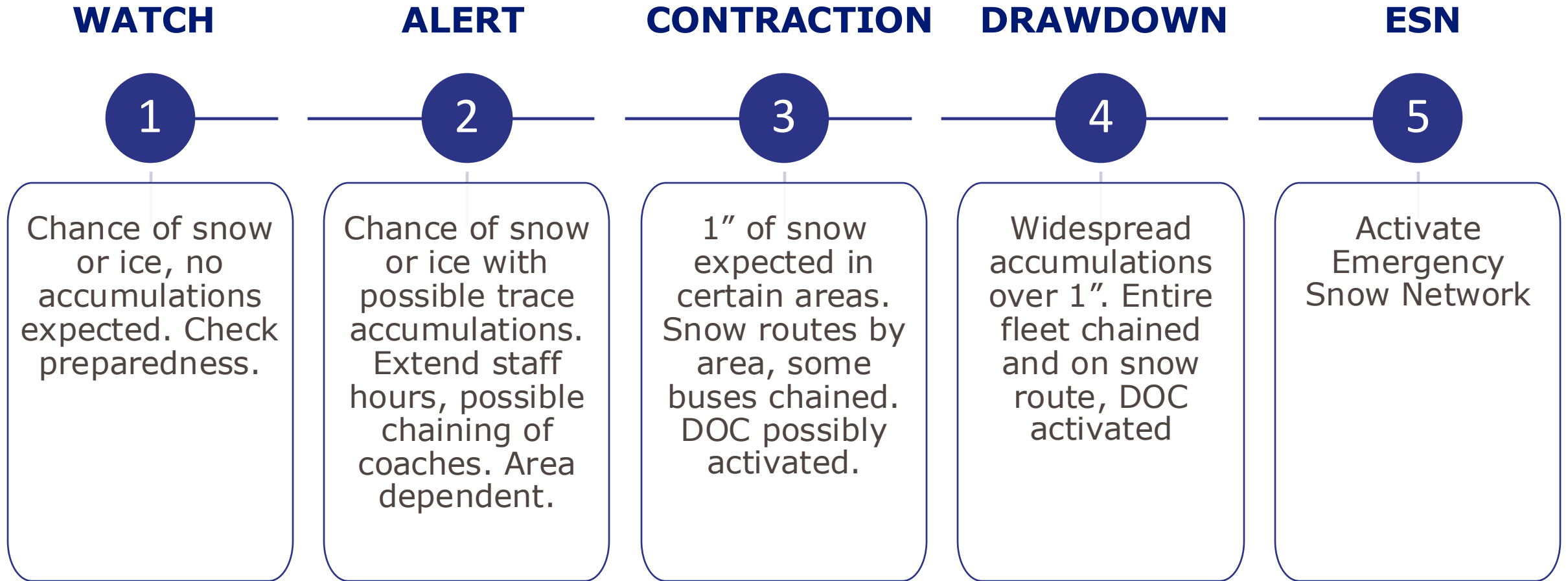
How Metro coordinates in real time during adverse winter weather

Department Operations Center (DOC)

- Multiple workgroups in one room: Facilities, Customer Information, Transit Control Center, Vehicle Maintenance and more
- When activated DOC reps answer questions, gather information, and make decisions
- Makes decisions like chaining the fleet & recommends ESN to Metro leadership.
- Activated in Stages 4 & 5. Possible activation in Stage 3
- 24/7 activation until end of event



Operational Stages



Metro's adverse winter weather framework

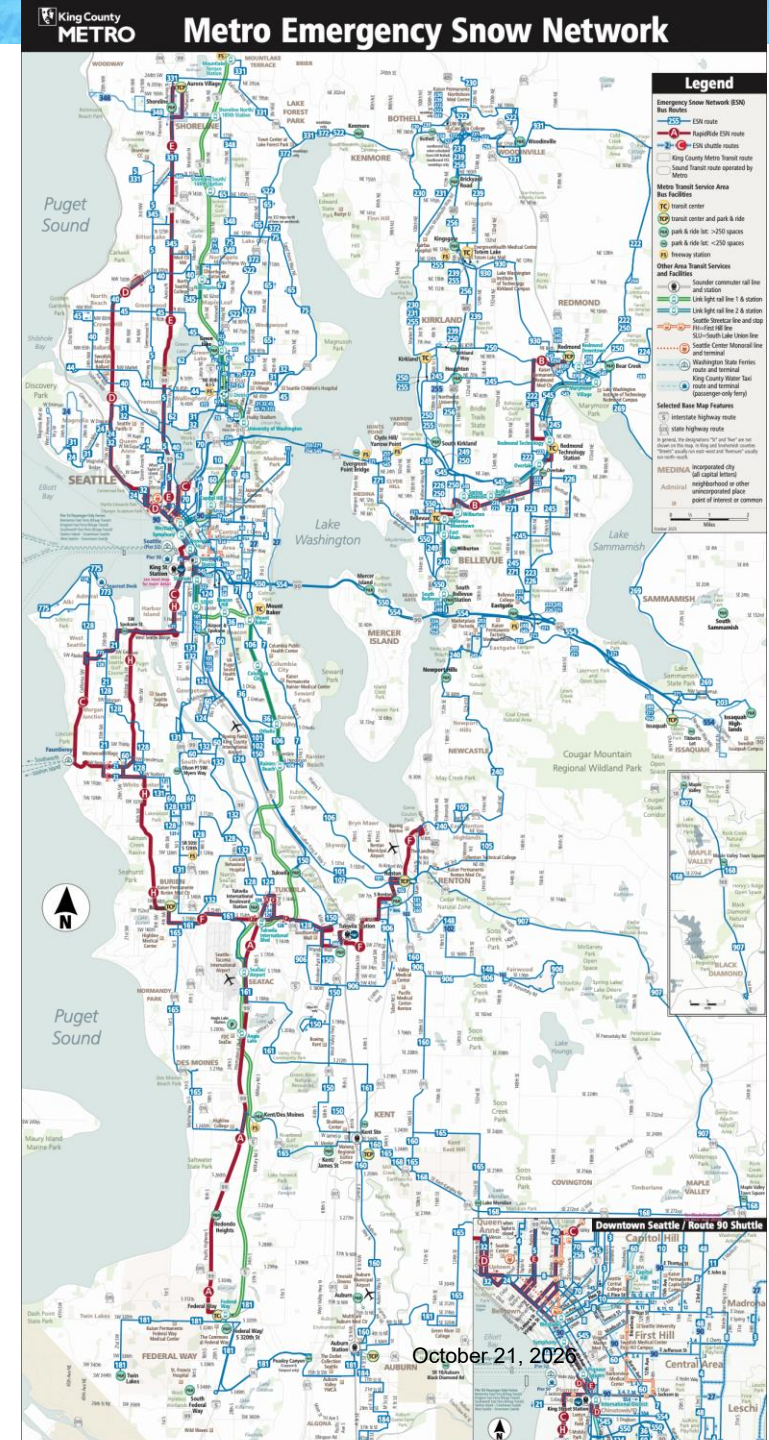
	TOTALS (Weekday)					
Cut levels	Bus Trips	% of All Trips	Peak Coaches Required	% of Coaches	Operator Assignments	% of Ops
Full Weekday	11,799	100%	958	100%	1,882	100%
A Cuts	11,417	96.8%	889	92.8%	1,752	93.1%
A+B Cuts	10,854	92%	823	85.9%	1,632	86.7%
A+B+C Cuts	10,203	86.5%	755	78.8%	1,509	80.2%
A+B+C+D Cuts	9,350	79.2%	689	71.9%	1,390	73.9%
A+B+C+D+ESN Cuts	6,797	59.9%	507	57.0%	1,058	60.4%

2026–27 Emergency Snow Network (ESN)

A Line, B Line, C Line, D Line, E Line, F Line, H Line
3, 4, 5, 7, 10, 31, 32, 36, 39, 40, 43, 44, 48, 60, 65, 67,
70, 72, 75, 77, 101, 105, 106, 128, 131, 132, 148, 150,
160, 161, 164, 166, 168, 181, 184, 230, 231, 239, 240,
243, 245, 250, 255, 270, 331, 345, 348, 522, 545, 547,

Chained Shuttles - 24, 27, 60, 62, 90, 348

DART Routes - 631; 773*; 775*; 903; 906; 907;
930 (*773 and 775 cancelled if no Water Taxi service)





Thank You!

Questions?