

SPOKANE TRANSIT WINTER CONTINGENCY PLAN

During the winter months, weather conditions can quickly challenge the region's transportation network. This booklet is a reference for STA customers to use in planning for these events.

Because STA service is entirely dependent on the conditions of streets and roads, this plan has been coordinated with each of the jurisdictions in the STA service area. It is consistent with their snow removal plans and they have placed a high priority on maintaining transit routes. As a result, this plan contends with the most extreme weather conditions.

Pre-planned Bus Detours

Unless noted, bus service will run on regular routes as close to the schedule as possible. Customers should expect some delays due to road and traffic conditions.

Many bus routes have specific segments that historically become blocked during snow/ice storms. Hills and narrow streets lined with parked cars are the most common problem areas.

The pre-planned detours anticipate these conditions so that when STA must implement a detour, customers know the alternate routing and can plan accordingly. The snow detour segments appear on the maps of the affected schedules.

Detours will only be in effect as needed and for the minimum time possible.

STA vehicles will use chains under severe conditions and for a limited duration in selected areas. The benefits of doing so, however, must be weighed against safety and operational issues.

There will be rare instances when even detoured routes are not passable. In these cases, the best course of action is to close a route temporarily.

STA will announce all detours and closures through standard communication methods with as much notice as possible. A list of STA information sources may be found on the following page.

Paratransit Services

Unrestricted Paratransit service will be provided under most conditions with the same constraints that affect scheduled bus service.



During extreme weather conditions, Paratransit may be forced to limit service levels using the following guidelines:

1. General Snow Conditions

Some geographic areas and/or specific site service may be restricted if severe snow and ice exist. Communications will occur directly with the customer involved or through the web site.

2. Extreme Snow Conditions

Additional restrictions may be made to service areas, service hours, number of daily allowed trips or trip purposes.

3. Critical Snow Conditions

This status is declared when public safety is in question and service delivery is shut down. STA will make every effort to provide emergency service for life sustaining trips.

Coordination with other regional emergency services will generally occur.

STA will endeavor to contact individual customers.

CONTACT STA

BUS CUSTOMERS

Customer Service Information Call Center

**328-RIDE
(509) 328-7433**

- Customer Service Representatives are available to answer detailed questions.
- Informational voice recordings are provided with updates.

Hours:

**Monday - Saturday
7:00AM – 7:00PM**

**Sunday and Holidays
8:00AM – 6:00PM**

The volume of customers who can be served by telephone during extreme weather conditions is limited by the number of customer service representatives and the overall capacity of the telephone system (CenturyLink). If you are put on hold, please be patient as calls are addressed in the order they are received.



PARATRANSIT CUSTOMERS

For inquiries about Paratransit service level restrictions visit the STA website or call:

(509) 328-1552

GENERAL INFORMATION

www.spokanetransit.com

Online information includes route and detour maps and plans.

Detours in effect are posted as information is available.

Planned service for morning & evening peak travel times is posted no later than 6:00AM and 4:30PM during extreme weather conditions.

E-mail messages received via the web site can be answered within 24 hours on weekdays.

STALinked: Sign up for notices at spokanetransit.com.



Check the web site for other opportunities to receive service notifications from Spokane Transit.

Radio/Television

STA will update local radio and television stations with current routing status.

Local traffic reports are excellent sources of information regarding delays and closures on streets and arterials used by STA, and provide the best information to alert customers to conditions that impact STA's service.

Notes:

