

Here are some basic winter-travel tips for Metro customers:

- Sign up to receive [Transit Alerts](#) for the routes you use most often. If any of those routes begin operating on snow routing – which means some streets and bus stops may be missed – Metro will send an alert to route subscribers. The alerts can be received as email or text messages;
- Check the print and online timetables for snow route maps – **(PLEASE NOTE: our custom bus snow maps are posted on the Lakeside website: <https://www.lakesideschool.org/podium/default.aspx?t=123531>)**
- Look at the new [Metro Snow & Ice Guide](#) on buses and at Metro literature stands for general tips;
- If the weather is bad, check [Metro Online](#) before you travel. If you don't have access to the web, call the Customer Information Office at (206) 553-3000. Be prepared for possible long waits on the phone lines because call volumes increase significantly during bad weather even with increased staffing assigned to the Metro call center;
- Follow Metro on [Twitter](#) (kcmetrobus) and [Facebook](#) (kcmetro) for winter-travel updates, but the first priority for distributing information will be through the Transit Alerts, Metro Online, and the Customer Information phone lines;
- Know that bus tracking programs lose accuracy when buses are rerouted or significantly delayed, so your favorite smartphone apps and online trackers may not be reliable during this time;
- Dress warmly for the walk to the bus stop, expect delays, and wear appropriate footwear for the weather;
- **Head for bus stops on main arterials or at major transfer points such as park-and-ride lots, transit centers, or shopping centers;**
- Riders should wait at bus stops at the very top or very bottom of hills, because buses are often unable to stop for passengers on inclines; and
- Be patient. Buses are not always on schedule in snowy or icy conditions.