

# Winter Rider's Guide



## Plan Extra Time For Your Commute.

During periods of heavy snow and ice, buses, like personal vehicles, will sometimes fall behind schedule, but rest assured operators will be working to reach your stop as soon as possible.

Take an earlier trip. Plan extra time to get home. Buses not only get slowed down by the snow, but also by surrounding traffic.

Allowing for extra time is the best way to get around during winter weather travel.

## BOARDING IN AREAS WITH ICE AND SNOWBANKS

In areas covered with snow and ice, or blocked by a snow bank, please wait at the closest cleared driveway or corner.

- When possible, try not to stand in the street or wait at the top of a snow bank. Snow and ice in the street or on a snow bank can be slippery and unsafe.
- When the bus approaches, be aware of the outside mirror, as it extends from the side of the bus.



## BE CAREFUL WHEN BOARDING

- When the bus approaches, wave to the operator to signal the bus to stop.
- Wait until the bus has come to a complete stop before trying to board.
- For added safety, the bus will stop to leave space between the bus door and a snow bank or snow-covered curb. This allows passengers room to step onto the bus.
- Melting snow and ice can make bus floors slippery. Make sure to hold handrails when boarding, walking or standing inside the bus.
- When reaching your destination, the driver will stop at the bus stop or the nearest safe location.

## ADDITIONAL RIDING INFO TIPS

- When riding at night, hold a flashlight so that the driver can see you waiting at a stop.
- If possible, wear reflective apparel or safety bands on your coat or other clothing.
- Reflective clothing is always recommended when traveling at night.
- During poor weather, drivers maintain schedules as traffic and weather conditions allow. If the weather is extreme, buses can fall behind.

## STAY INFORMED

- Metro runs during even the most extreme of circumstances. However, on occasion, service may be discontinued due to heavy snow and ice. During these rare times, Metro does its best to keep buses running as long as possible, so everyone is able to get to where they need to go.
- Click on [nfta.com](http://nfta.com) or check your favorite radio or television station for updates regarding inclement weather service information.
- Subscribe to Metro's Instant Updates and receive e-mails and text alerts. Go to [nfta.com](http://nfta.com) to register.
- Contact Metro's Customer Care department at 855-7211 for additional information.

## BUS STOPS AND SNOW REMOVAL

Bus stops covered in snow and ice can be difficult to use. We must depend on everyone to properly clear snow and ice from the stop to ensure using public transit is safe and accessible for all passengers.

There are over 4,000 bus stops within the Metro system, mostly located on public

streets and sidewalks. Depending on the location, the responsibility for clearing snow/ice falls to one of several entities – the NFTA, the property owner/tenant, or a municipality. When you notice a stop that is obstructed by snow, it's important to know who to contact to file a complaint.

## BUS STOPS CLEARED BY THE NFTA

The NFTA is responsible for clearing snow at the Metropolitan Transportation Center, Metro Rail stations, bus loops and transit centers such as the Niagara Falls Transportation Center and Portage Road Transit Center. The NFTA also has snow removal agreements for other transit centers and Park & Rides. If you notice a Metro location obstructed by snow/ice, please notify Metro's Customer Care department at 716-855-7211 or e-mail us at [info@nfta.com](mailto:info@nfta.com).

## FOR ALL OTHER BUS STOPS

All other bus stops are addressed by the municipality in which they are located. Most municipalities have delegated this responsibility to the adjacent property owner/tenants. The municipality in which the bus stop is located has the responsibility to enforce snow removal, as defined by local ordinance. If you notice one of these stops is obstructed by snow/ice, please refer to our website at [metro.nfta.com/snow](http://metro.nfta.com/snow) and click on "Municipality Snow Contacts" to find the contact information for the department that will address your problem.

