Emergency Service Plan
Miner Metro Shuttle Service

Parking and Transportation Services has developed an Emergency Service Plan for the Miner Metro Shuttle Service to address Miner Metro customer's needs. Full service will be offered whenever possible. However, when service must be altered due to severe inclement weather conditions/events or other emergency conditions, this plan will provide Miner Metro passengers with the safest and most efficient transportation possible under challenging conditions.

Definition of Severe Inclement Weather Conditions/Events
Weather conditions involving rain, snow, sleet, ice and/or wind of sufficient severity to restrict or prevent normal transportation operations or threaten the safety of students, Miner Metro passengers, or University employees/visitors. Severe inclement weather conditions may result in flooding, icing, high wind conditions, or blockage of roadways that disrupt normal transit operations. Examples of severe weather conditions include snow and ice storms, high winds/sandstorms, heavy rain/hail, or tornadoes.

For Winter Weather Events

How does it work?

- PTS and Shuttle Provider will attempt to start all buses on time.
- Roads that are unsafe for travel will not be serviced.
- Detours will be implemented based upon road accessibility.
- All shuttles will adhere to published times as much as possible and operate until last published departure time.

When classes are delayed or cancelled.

- When the University announces that classes will be cancelled and the University closed early for business due to a severe weather event or other emergency, shuttles will continue to operate one (1) hour past the announced closing time.
- When the University delays opening of Administrative offices and/or the start time of classes, shuttles will begin service one (1) hour prior to announced start time for classes/offices.
- When service is adjusted due to a delayed campus opening, shuttle routes may resume regular schedules in the afternoon, weather permitting.
- In the event of a required evacuation, all shuttle points will serve as pick up points for Miner Metro passengers leaving the campus, unless conditions require more specific locations on the inner campus.
- In extreme situations when the University is closed, shuttle operations will also remain closed.
How will you know when the plan is in effect?

- Campus wide email bulletins
- Parking and Transportation Services website
- Campus wide mobile alert system
- Shuttle provider phone line
- UTEP main webpage
- Media advisories via local radio and television stations