

It's what MDOT MTA stands for, and that doesn't stop when severe weather starts. So above all else, we do what's needed to make sure that you, our employees, facilities and equipment continue to stay safe no matter what the challenge, even if we have to curtail some or all levels of service. In that case, we'll provide as much advance notice as possible.

We are committed to offering world-class customer service in all kinds of conditions because we recognize the impact that it has on your transit experience.

Among other things, that means conveying information to you as accurately and as quickly as possible on as many communications platforms as practical.

- Online (website and social media)
- Email and text alerts direct to your phone
- Radio
- Broadcast television
- Cable television
- Transit Team reports on WTTZ-FM 93.5
- Transit Information Contact Center help by phone at 410-539-5000

No matter what the weather, the MDOT MTA website at mta.maryland.gov contains the most up-to-date information, with confirmed service changes posted there first, then disseminated to all other information platforms.

- Allow extra time for travel and dress warmly in case your bus or rail vehicle is delayed because of the weather and traffic.
- Don't run to catch your ride! While MDOT MTA regularly clears and salts rail platforms, walkways and parking areas, MDOT MTA does not "own" bus stops or the area around them. Local jurisdictions are responsible for clearing snow from the sidewalks and streets adjacent to the stops. Walk carefully to avoid hidden patches of ice.
- CityLink, LocalLink and Express BusLink routes may be altered and limited to larger streets during severe weather until smaller streets have been plowed or conditions improve.
- Metro SubwayLink trains typically run without passengers after their usual service hours and through the night to keep tracks clear of snow buildup. In extreme conditions, service may need to be curtailed or eliminated.
- Light RailLink "snow trains" are often deployed after service hours to keep tracks clear of snow buildup, and to maintain vigilance against hazardous ice buildup on tree branches and overhead lines.
- Commuter Bus service that has been eliminated for the morning commute will not operate in the afternoon. MDOT MTA takes its cues from the U.S. Office of Personnel Management to determine schedule modifications in case of early release of workers due to severe weather.
- MARC Train Service operates under the "R" schedule during periods of predicted heavy and prolonged snowfall.
- MobilityLink Service may be limited to medical emergencies in cases of severe weather. Please call 410-7640-8181 to cancel or check on the status of your ride.

Transit Information Contact Center

(Mon-Fri., 6 a.m.-7 p.m.)
410-539-5000

Toll-Free

1-866-RIDE-MTA (743-3682)

MARC Train

1-800-325-RAIL (7245)

TTY

410-539-3497

Mobility Paratransit

410-764-8181

MDOT MTA Police (24/7)

410-454-7720

Customer Comment Line

410-333-2354

For more information, or to request this document in an alternate format or translated into another language, please contact the department listed below.

Para mayor información o para solicitar este documento en un formato alternativo o traducido a otro idioma, por favor contacte el departamento enlistado abajo.

欲了解更多信息或欲索取另一种格式或译成其它语言的本文档，请联系下列部门。

Pour plus d'informations, ou pour obtenir ce document sous un format différent ou traduit dans une autre langue, veuillez contacter le département indiqué ci-dessous.

더 자세한 정보가 필요하시거나, 이 문서에 대한 다른 형식의 복사본 또는 다른 언어로 번역된 복사본이 필요하시면 아래 기재된 부서로 문의하시기 바랍니다.

Para sa higit na impormasyon, o para hilingin ang dokumentong ito na nasa panghaliling format o nakasalang-wika sa iba pang wika, mangyaring kontakin ang depertamentong nakalista sa ibaba.

Для получения дополнительной информации или запроса этого документа в альтернативном формате либо в переводе на другой язык, просьба связаться с указанным отделом.

MDOT MTA Transit Information Contact Center
410-539-5000 • 866-743-3682 • TTY 410-539-3497
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KNOW BEFORE YOU GO

When you're headed out the door, you may not always have time to check the latest reports before you leave. That's why MDOT MTA makes its service reports available on all mobile phones, including those that are voice and text-only.

Email/Text

Receive both email and text message alerts for all MDOT MTA service modes. You can even customize your own alert by choosing the service type, station, routes and lines as well as service times and dates. To get started visit mta.marylandalerts.com/LoginC.aspx.

Set it and forget it with the real-time alerts application for bus service. Visit MyMTATrackerAlerts.mta.maryland.gov. (Please note that if you have signed up for MDOT MTA e-notifications in the past, real-time alerts require a separate sign-up.)

Online at mta.maryland.gov

You'll find the most current source of information regarding MDOT MTA service at mta.maryland.gov. Scroll down to the "Service Status" bar on the lower left to access specifics regarding service delays for your particular mode(s) of transit.

Social Media

During times of severe weather, MDOT MTA makes a point of communicating with our customers even more frequently than usual on social media. Here's where to find us:

Facebook

facebook.com/mtamaryland

Twitter

twitter.com/mtamaryland

YouTube

youtube.com/themtamaryland

Instagram

instagram.com/mtamaryland

Tumblr

mtamaryland.tumblr.com/

Living the Transit Lifestyle Blog

mta.maryland.gov/transitblog

LinkedIn

linkedin.com/company/MTAMaryland

Snapchat

mtamaryland

Soundcloud

soundcloud.com/mtamaryland

iTunes

Maryland Transit Times

WTTZ-FM 93.5

The MDOT MTA radio station is the most comprehensive over-the-air source of transit, traffic and weather information in the Baltimore region, covering most of our local service area. The smooth jazz format and frequent information updates are also featured on MDOT MTA's rail platforms.

MDOT MTA Transit Team Network Stations

WCAO	600 AM	Baltimore
WEAA	88.9 FM	Baltimore
WERQ	92.3 FM	Baltimore
WFMD	930 AM	Frederick
WHFC	91.1 FM	Bel Air
WICL	95.9 FM	Hagerstown
WJZ	105.7 FM	Baltimore
WLIF	101.9 FM	Baltimore
WLTF	97.5 FM	Martinsburg, W.V.
WMET	1160 AM	Gaithersburg
WMVK	107.3 FM	Perryville
WNAV	1430 AM	Annapolis
WOLB	1010 AM	Baltimore
WRNR	740 AM	Martinsburg, W.V.
WTHU	1450 AM	Thurmont
WTOP	103.5 FM	Washington
WTTZ	93.5 FM	Baltimore
WWIN	95.9 FM	Baltimore
WWMX	106.5 FM	Baltimore
WYPR	88.1 FM	Baltimore
WBAL-TV	Channel 11	Baltimore
WBFF-TV	Channel 45	Baltimore
WUSA-TV	Channel 9	Washington

Information airs more frequently when the weather has a significant impact on MDOT MTA service.