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
WJZ	**105.7 FM**	Baltimore
WLIF	**101.9 FM**	Baltimore
WOLB	**1010 AM**	Baltimore
WTOP	**103.5 FM**	Washington
WWIN	**95.9 FM**	Baltimore
WWMX	**106.5 FM**	Baltimore
WYPR	**88.1 FM**	Baltimore
WTHU	**1450 AM**	Thurmont
WNAV	**1430 AM**	Annapolis
WMET	**1160 AM**	Gaithersburg
WRNR	**740 AM**	Martinsburg, WV
WLTF	**97.5 FM**	Martinsburg, WV
WICL	**95.9 FM**	Hagerstown
WBAL-TV	**Channel 11**	Baltimore
WBFF-TV	**Channel 45**	Baltimore
WUSA-TV	**Channel 9**	Washington
Comcast	**Channel 25**	Baltimore County

Information will air more frequently when the weather significantly impacts MTA service.

MTA Transit Team Reports by Phone
410-500-4444
5:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.

Important Telephone Numbers

Bus, Metro Subway, Light Rail and MARC information **410-539-5000**

Toll-free ..... **1-866-RIDE-MTA (743-3682)**

MARC information (toll-free) ..... **1-800-325-RAIL (7245)**

TTY **410-539-3497**

Paratransit **410-764-8181**

MTA Police (24/7) **410-454-7720**

Customer Comment Line **410-333-2354**

www.mta.maryland.gov

Be Prepared For Winter Travel

Here are some pointers to ease your travel on the MTA during snowy weather:

- Please listen to the MTA Transit Team Reports on local television and radio stations, or call MTA information agents at 410-539-5000 (TTY 410-539-3497) for details about your bus or train service and its snow emergency status. The Transit Information Center's normal hours of operation are Monday through Friday from 6:00 a.m. to 11:00 p.m. However, during severe snow emergencies, the Transit Information Center hours may be extended.

- Prior to beginning your trip, you may want to visit the website at www.mta.maryland.gov.

- Please have your cash fare, token, MTA pass or CharmCard ready.

- Allow extra time for travel. Buses and trains can be delayed because of the weather and traffic. Also, remember to dress warmly when traveling.

- We regularly clear platforms, walkways and parking areas of ice and snow, but be cautious and walk slowly and carefully in these areas as well as at bus stops. We rely upon local jurisdictions to clear the snow from sidewalks and streets adjacent to bus stops.

This document is available in an alternative format upon request.

Este documento es disponible en formato alterno si usted lo solicita.

11/13 35k

MARYLAND TRANSIT ADMINISTRATION

SNOW GUIDE

LOCAL BUS • METRO SUBWAY • LIGHT RAIL
MARC TRAIN • COMMUTER BUS • MOBILITY

MTA Maryland

Maryland Department of Transportation

During winter weather emergencies, the Maryland Transit Administration's (MTA) goal is to keep service operating as long as it is safe to do so for both customers and employees. This guide will help customers understand the impacts that harsh winter weather can have on various MTA services, and alerts customers on how to get breaking information on transit services. If severe weather conditions warrant, MTA may have to curtail some or all services depending on the level of snow, the icing conditions and the condition of streets and sidewalks. If service needs to be cancelled altogether, MTA will provide as much advance notice as possible.

Where to go to be in the know

For up to the minute transit information, customers have several sources of information including Transit Team Reports, the MTA website, e-mail alerts and by phone. The MTA Transit Team calls numerous area radio and television stations during peak travel periods with the latest information on delays and diversions on MTA services. As weather-related service adjustments are implemented to ensure safety, the information is transmitted to the MTA website, www.mta.maryland.gov. Go to the MTA Service Status on the home page to view specific information on various MTA transit modes. Customers can also sign up for the MTA e-mail notification process by logging onto the MTA website. On the homepage, click on the envelope to the right that indicates "eNOTIFICATIONS" and follow the instructions to begin receiving e-mail updates on the service or services of choice. Customers may also call **410-539-5000** for information with extended hours often available during weather emergencies.

Bus Service

Many of the routes served by Local Buses involve secondary roads with steep hills and narrow lanes. Icy conditions, unplowed roads or illegally or haphazardly parked cars can prevent MTA buses from safely operating on designated routes during winter weather. Therefore, MTA buses may remain on main streets in Baltimore City and the counties when severe winter weather strikes. As local jurisdictions plow and salt, the MTA will resume safe travel on those roads. Customers are encouraged to call the MTA Transit Information Center at 410-539-5000 for specific Local Bus route information during winter weather emergencies.

Metro Subway

MTA works hard to keep Metro Subway moving during severe weather conditions. Of particular concern are the six aerial stations included along the 14-station line. When snow and ice exists, snow trains typically run after hours continuously to keep tracks clear of snow buildup so trains can safely operate during regular service hours. In extreme snow and/or ice conditions, service may need to be curtailed or eliminated, both for safety and to avoid costly damage to equipment and machinery.

Commuter Bus

In the event that snow necessitates a change or deviation in the morning schedule, riders should listen to the MTA Transit Team Stations, the MTA website and through the MTA e-mail notification service. If the morning service does not operate, then the afternoon service will not operate. Should the U.S. Office of Personnel Management authorize an early release of federal workers due to inclement weather, the MTA will determine if buses are available to depart according to a modified schedule.

Light Rail

Light Rail, which is fully exposed to the elements, can keep moving through most snowy conditions. Snow trains typically run after hours to keep tracks clear of snow buildup so trains can safely operate during regular service hours. However, icy conditions and high levels of drifting snow may lead MTA to eliminate or curtail service due to safety concerns. Heavy snow and ice can accumulate on trees and branches causing them to hang or fall onto the track or overhead lines.

MARC Train Service

During periods of predicted heavy and prolonged snowfall, the MARC Train "S" schedule will go into effect. Passengers should listen for MTA Transit Team announcements on radio and television stations listed in this publication, go to the MTA website, or look for e-mail notifications to determine the operational status of trains and when the transition to a special schedule is going into effect.

Mobility Service

During severe winter driving conditions, MTA's Mobility/Paratransit service may be unable to provide service to secondary roads where MTA Local Bus service has been suspended. In extremely hazardous conditions, Mobility may declare that only medical emergencies will be transported. To check on the status of Mobility service, please call 410-764-8181, then press 4. Status information is also available by tuning in to MTA Transit Team Reports on the radio and TV, and by checking the MTA website at www.mta.maryland.gov. Customers who choose to cancel their trips are encouraged to call the Mobility Cancellation Line at 410-764-8181, choose Option 3 for the cancellation option and then selection Option 2 to speak with an agent. As with other MTA modes of transportation, full Mobility service will resume as soon as conditions allow for the safe transport of customers and Mobility staff.