

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
- 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 posted 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.
- **Local and Express bus routes may be altered** and limited to larger streets during severe weather until smaller streets have been plowed or conditions improve.
- When conditions are wet and temperatures are freezing or below, **Light Rail and Metro Subway vehicles** are typically deployed to run without passengers throughout the night to keep tracks clear of snow buildup and/or to maintain vigilance against ice buildup on tree branches and overhead lines.
- **Commuter Bus routes** that do not operate during the morning commute will not operate in the afternoon. MDOT MTA takes its cues from the U.S. Office of Personnel Management if received in a timely manner, 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.
- **Mobility Service may be limited to medical emergencies** in cases of severe weather. Please call 410-764-8181 to cancel or check on the status of your ride.

Transit Information Contact Center
(Monday - Friday, 6 a.m. - 7 p.m.)
410-539-5000

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

MARC Train
1-800-325-RAIL (7245)

MD Relay Users
7-1-1

Mobility Paratransit
410-764-8181

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

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.

**MDOT MTA Transit Information
Contact Center**

410-539-5000

866-743-3682

Maryland Relay Dial (marcar) 7-1-1



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.maryland.gov/enotifications.

Online at mta.maryland.gov

You'll find the most current source of information regarding MDOT MTA service at mta.maryland.gov/service-alerts. Click on the button(s) under the Service Alerts section 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:

Twitter
twitter.com/mtamaryland

Facebook
facebook.com/mtamaryland

Instagram
instagram.com/mtamaryland



WTTZ-FM 93.5

The MDOT MTA radio station WTTZ-FM 93.5 is the most comprehensive broadcast 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
WEAA	88.9 FM
WFMD	930 AM
WHFC	91.1 FM
WHGM	1330 AM
WICL	95.9 FM
WJZ	105.7 FM
WLIF	101.9 FM
WLTF	97.5 FM
WMVK	107.3 FM
WOLB	1010 AM
WRNR	740 AM
W293AM Martinsburg	106.5 FM
WTHU	1450 AM
WTOP	103.5 FM
WTTZ	93.5 FM
WWIN	95.9 FM
WWMX	106.5 FM
WBAL-TV	Channel 11
WBFF-TV	Channel 45
WUSA-TV	Channel 9
Comcast-TV 10	Martinsburg

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



Mobile Fares



Download CharmPass and make fare payment faster and easier, with free transfers between Local Bus, Light Rail and Metro Subway when traveling within a span of 90 minutes. Using transit on non-consecutive days? Check out the CharmFlex option on CharmPass and get a discount on regular fares any time you use transit.

mta.maryland.gov/charmpass



Track Your Ride



The Transit app is another handy tool worth downloading onto your smartphone. It uses GPS technology to let you know when your bus and train will arrive at your stop. You can also plan your transit trip, get directions to the closest bus stop and much more.

mta.maryland.gov/transit

