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.

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**
(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
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.

**Social Media**
- **Twitter**
  twitter.com/mtamaryland
- **Facebook**
  facebook.com/mtamaryland
- **Instagram**
  instagram.com/mtamaryland

**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** 106.5 FM
- **WTHU** 1450 AM
- **WTOP** 103.5 FM
- **WTZT** 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

**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

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.

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