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Press Release

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Metro-North

IMMEDIATE

MTA Metro-North Railroad's Guide to Winter Weather Travel

Severe winter weather can create hazardous travel conditions throughout Metro-North Railroad's region and hamper our ability to provide customers with normal service.

Stay informed by checking out www.mta.info for updates, including modified emergency schedules, sign up for email and text message alerts, listen to television and radio news, call our Customer Information Center at 212-532-4900 for current service conditions, keep a copy of the current Metro-North timetable and listen for public address announcements at stations, and on board trains if you are already traveling.

Metro-North wants its customers to understand and be prepared for any service changes made due to winter weather conditions. Remember: In severe winter weather, Metro-North Railroad's goal is to provide you with the best and safest service available, and to return to regularly scheduled service as soon as possible.

Snow, sleet and severe sub-freezing temperatures can affect our "cars" much like they affect your cars. Moisture from ice and snow can freeze in brake lines, air compressors and door mechanisms, causing them to malfunction.

On older equipment, blowing snow can get into traction motors, which turn the train car's wheels, causing them to short out. The design of our latest M7 car – and upcoming M8 car – places critical components inside, making them less susceptible to, but not immune from, the effects of moisture.

When a Metro-North car is out of service, it affects many commuters. While we work to get our train cars back "on the road" as soon as possible, trains may have fewer cars – and therefore, fewer seats – creating more crowded conditions than usual.

Extreme cold and drifting snow also takes its toll on our tracks, affecting switches and signals along the right-of-way, which can delay trains.

When a storm is predicted, we have to start planning changes to service, appropriate levels of staffing and to begin to take precautions with our trains and infrastructure.

Trains are stored in shops and in the Grand Central to protect them from the storm. Track and switch maintainers are sent to check switch heaters and keep them clear of snow and ice.

In an official state of emergency stay safe and stay home, if at all possible. Metro-North Railroad will only operate enough trains to help clear tracks and transport emergency personnel until weather conditions improve. We may have to suspend all service to certain line segments, depending on the condition of the right-of-way.

Once the storm is over, we know customers expect us to operate full service immediately but experience tells us we cannot "ramp up" that quickly. Trains that were operating during the storm may be subject to some of the weather-related damage mentioned earlier. The same holds true for our right-of-way and the parking facilities we own and operate.

Because of these and other weather-related factors, we will upgrade judiciously. For example, we will upgrade from a Sunday schedule to a Saturday schedule only when we believe we can reliably operate the additional trains that this level requires. We will do our best to recover quickly. Please bear in mind that overcrowded conditions will still be likely. If you can travel outside of "peak" hours, please do so.