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Press Release

January 4, 2012

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IMMEDIATE

MTA Continues to Improve Customer Communications with Introduction of New Winter Weather Guide

New Poster Describes Service Changes for All MTA Agencies during Inclement Weather

The Metropolitan Transportation Authority (MTA) is continuing its efforts to improve customer communications with the introduction of the [Winter Weather Guide](#). Harsh winter weather may prevent some MTA services from operating normally, so the MTA has created a colorful and informative poster designed to alert riders to foul weather service changes. The new Winter Weather Guide explains service adjustments for MTA New York City Transit, Long Island Rail Road, Metro-North Railroad, Staten Island Railway and Bridges & Tunnels. This service poster is available for viewing online and posted in subway and rail stations.

The Winter Weather Guide is a handy guide to keep customers informed during periods of heavy snow, ice and freezing rain that require service changes. The poster provides information about service on each of the MTA's agencies with a description of the weather condition and how that weather may affect operations.

The poster details how extreme cold, combined with snow and ice could impact service—ranging from the elimination of express service to the temporary reduction or suspension of service. Similar information is provided for all MTA agencies and it is all part of the MTA's "Know Before You Go" philosophy, which helps keep riders informed and provides as much real-time information as possible.

While forecasted temperatures and snow accumulations play a key role in preparations, the actual intensity of the storm, road conditions, and the ability to clear tracks will dictate the level of service that can be safely provided and/or restored.

When the forecast calls for severe winter weather, MTA customers should allow for additional travel time and remember, service alerts are posted on the MTA home page at www.mta.info. Customers can also tune into local television and radio stations for the latest transit and traffic conditions.