MTA Service Alerts

Overview

General Description

The Metropolitan Transportation Authority (MTA) is a public-benefit corporation responsible for public transportation in the state of New York serving 12 counties in southeastern New York, along with two counties in southwestern Connecticut under contract to the Connecticut Department of Transportation (CDOT). The MTA is the largest transportation network in North America.

Subway service within New York City is operated by MTA New York City Transit (NYCT).

Bus service within New York City is operated by MTA agencies New York City Transit (NYCT) and MTA Bus Company (MTABC).

MTA Staten Island Railway (SIR) is the only rapid transit line on Staten Island, providing local service 24/7 between St. George, where timed connections are available with the Staten Island Ferry to Manhattan, and Tottenville, running along the east side of the island. It is owned by the Staten Island Rapid Transit Operating Authority (SIRTOA) and is operated by MTA New York City Transit (NYCT).

The Long Island Rail Road (LIRR) is the busiest commuter railroad in North America, serving customers from Manhattan to the eastern tip of Suffolk County on Long Island.

Metro-North Railroad (MNR) is the second-busiest commuter railroad in North America, connecting Manhattan with the Bronx, the Hudson Valley, and Connecticut.

MTA Bridges and Tunnels (B&T) operates seven bridges and two tunnels in New York City and will administer the Central Business District (CBD) Tolling Program.

Service alerts in the MTA system are generated to inform passengers of both scheduled and unscheduled events that may affect the travel. These events can range from planned maintenance and construction activities to unexpected incidents such as accidents, track maintenance, or police matters and more. The process of creating alerts involves the continuous monitoring of the transit system, including station locations, track statuses, and external factors that might impact service. When a potential disruption is identified, an alert is generated to provide passengers with timely and accurate information about how their travel might be affected.

This dataset provides an archive of service alerts published in GTFS (General Transit Feed Specification) real-time. More information about the real-time alerts can be found at the developer page on the MTA website.

For each service alert, there is an alert ID, an event ID to group service alerts that represent updates for a particular incident, event ID that is a unique identifier for each group of service alerts that represent all updates for a particular incident, an update number, the date and time, the agency, the status label, the affected subway/rail line, branch, or bus routes, an overview of the impact to service, and a description of the impacts of the disruption. The agencies in this dataset are NYCT Subway, NYCT Bus, LIRR, MNR and B&T.

The status labels in the dataset are arrival-information-outage, boarding-change, buses-detoured, busing, cancellations, crowding, delays, delays-and-cancellations, detour, detours, essential-service, expect-delays, express-to-local, extra-service, holiday-service, information-outage, local-to-express, multiple-changes, multiple-impacts, no-scheduled-service, on-or-close, part-suspended, planned-work, reroute, saturday-schedule, service-change, severe-delays, shuttle-buses-detoured, slow-speeds, some-delays, some-reroutes, special-event, special-notice, special-schedule, station-notice, stations-skipped, stops-skipped, substitute-buses, sunday-schedule, suspended, trains-rerouted, weekday-service, and weekend-service.

This dataset was published during the first phase of the MTA's commitment to increasing transparency. We continually examine all our published and publishable data with a view to both providing datasets that can be effectively utilized by our customers and the public at large, and to providing regular, automated updates to these datasets efficiently and sustainably. Consequently, this dataset may be restructured and/or combined with other similar datasets in the future.

Data Collection Methodology

The MTA's service alerts, both real-time and planned, are meticulously crafted by the customer communications teams. For real-time alerts, the process begins with drafting the necessary alerts within the MTA's alert system. Once finalized, these alerts are then disseminated across multiple channels including the MTA website, mobile applications, email, SMS, X (formerly Twitter), and the MTA's extensive digital screen network. Planned alerts, on the other hand, are prepared and entered into the alerts system well in advance of any upcoming service changes. The team is usually notified of such changes up to one month ahead of time, allowing for ample preparation and review.

Statistical and Analytic Issues

This data is available starting on April 28, 2020.

This dataset lacks certain fields that are available in the GTFS-RT format, which offers a more detailed view of real-time transit disruptions. Specifically, the following GTFS-RT fields are not represented in this dataset: trip_id and stop_id.

Alerts related to Elevators and Escalators (E&E) are not included in this dataset at this time but may be added in a future release.

Limitations of Data Use

There are no limitations on the data at this time.

Release Notes

Version 1.0.0 initial release 05/01/2024