Fast facts

Last updated Nov. 14, 2008

Accessibility	METRO's system is fully accessible and incorporates the recommendations of a local Accessibility Advisory Committee. The system meets or exceeds all standards set by the Americans with Disabilities Act. ▪ ADA-compliant station entry ramps and two-foot-wide textured warning strips mark the boundaries between the sidewalk and the street, the street and station entrances, and the edges of the station platforms. ▪ Vehicle entrances are at the same level as the station platform, providing no-step boarding. METRO vehicles use a hydraulic leveling feature to ensure that there are no vertical gaps between the vehicle and the station platform. The horizontal gap between vehicle and platform is approximately 2.5 inches. ▪ Four areas for wheelchairs in each vehicle and wide aisles accommodate wheelchairs. Wheelchairs do not need tie-downs on METRO vehicles because the braking action is computer-controlled and smooth, even during emergency braking, and there is minimal lateral movement. ▪ Emergency call boxes at each station and at park-and-rides. Calls are answered by a METRO dispatcher. ▪ Spoken and visual announcements at stations and inside trains. ▪ Braille and spoken instructions on fare vending machines, and Braille signs at stations. ▪ Warning bells when the train begins movement. ▪ In the extremely unlikely case of a power disruption, light rail vehicles can be easily pushed by METRO crews to the nearest station platform to permit passengers to deboard at the platform. Vehicle doors can be opened manually.
Airport	METRO connects to Phoenix Sky Harbor International Airport at the light rail station at 44th and Washington streets. From the METRO station, passengers cross the street to the south and board a free airport shuttle bus. The airport shuttle bus connects to all terminals and arrives approximately every ten minutes. The airport has begun construction of an automated train system that will eventually run between the 44th Street / Washington light rail station, east economy parking lot, airport terminals, and the new rental car facility. Stage one of the automated train, which will stop at east economy parking and Terminal 4, is scheduled to be connected to the light rail station by 2013. Stage Two will connect Terminal Four to Terminal Three, a new terminal to replace Terminal Two and the Airport Rental Car Center. Development of Stage Two is set to begin in 2016 and to be operational by 2020. Sky Harbor automated trains will run 24 hours, seven-days per week, arriving at stations every two minutes during peak hours and getting most passengers to their destinations within five minutes after boarding. Baggage carts will be allowed on the trains, easing travel between airport facilities.
Art	Artworks are incorporated into each light rail station and other system elements. The $6.3 million art budget represents one-half of one percent of the cost of the entire 20-mile light rail system. The METRO bridge over Tempe Town Lake features a

	fiber-optic lighting system that can display millions of color combinations and patterns. The bridge lights create a special display each time a train passes over it at night. Studies have shown that public art case increase ridership, reduce vandalism and better connect stations to the neighborhood in which they are situated. The Federal Transit Administration recommends spending one-half to one-percent of the construction budget on art, and there are ordinances in Phoenix, Tempe and Mesa that require or recommend that public art be installed as part of capital improvement projects.
Bikes	• Four bike racks inside each light rail vehicle • Bike racks at each park-and-ride • Bike symbols on the outside of the train windows show riders which door is closest to the bike rack • Bike riders must load their bike into the rack, or to stand next to the bike, keeping aisles and doorways clear.
Bus connections	METRO light rail service is coordinated with bus service to provide a seamless system of public transportation throughout the Valley. Your transit pass is good for both rail and bus. For bus schedules and trip planning visit ValleyMetro.org on the Internet.
Capacity	Each METRO vehicle can seat 66 passengers and comfortably accommodate 175 people with a maximum capacity of 226. The light rail system can accommodate up to 12,000 passengers per hour, the same as a six-lane freeway. METRO anticipates at least 26,000 boardings per day in the first year of operation; most light rail systems in the West have far exceeded their initial ridership projections.
Cost of building	The cost of the 20-mile starter line is $1.4 billion including financing costs. Funding sources included a $587 million federal New Starts grant and $59 million in an Congestion Mitigation and Air Quality grant. The rest is funded with local sales taxes in Phoenix and Tempe, and General Fund monies in Mesa, with a small portion of the 20-mile starter line funded by the county's Proposition 400 half-cent sales tax. The city of Phoenix will pay for construction of the Northwest Extension and the city of Glendale passed a sales tax to pay for a future extension to downtown Glendale.
Employment	All METRO jobs are posted on our Web site at MetroLightRail.org. The 68 light rail operator positions will be hired by the METRO's operations vendor, Alternate Concepts Inc.
Events	METRO can handle large event crowds. METRO coordinates with local police and fire departments to move large crowds to and from facilities such as Chase Field, US Airways Center, ASU stadiums, and events such as the Tempe Block Party and Festival of the Arts. Staging areas are built into the system design and station platforms can accommodate the boarding of 600 passengers onto one three-car train within 30 seconds.
Extensions	• **Northwest.** Length is 5 miles. Runs north 19th Avenue toward Rose Mofford

	Park. This extension will be built in two phases: the first phase will total 3.2 miles and terminate at Dunlap Avenue. Opens in 2012. Funded by the city of Phoenix Transit 2000 tax. • **Tempe South**: Two miles, runs southbound on Rural Road from Apache to Southern in Tempe. Opens in 2015 • **Central Mesa.** Runs 2.7 additional miles eastward on Apache Blvd to the downtown area. Opens 2015. • **Glendale.** Alignment not yet determined. Opens 2017. Locally funded with city taxes. • **I-10 West**. Ten miles, running near the freeway and ending at 79th Ave. Opens 2019 • **Northeast.** Runs 12 miles northeast toward Paradise Valley Mall. Opens 2025. It is important to note that light rail extensions are not automatically assumed to be the best options for these planning corridors. Other modes that will be considered include expanded local bus service, bus rapid transit and streetcar service. Planning for light rail extensions begins 9-10 years prior to the opening date. For complete information on high-capacity transit corridors call the Maricopa Association of Governments and ask to receive the Regional Transportation Plan. This plan is also available on the MAG website at mag.maricopa.gov For more information, visit the Web page for the extension in which you are interested: metrolightrail.org/**northwest** metrolightrail.org**/tempesouth** metrolightrail.org/**centralmesa** metrolightrail.org**/I-10west** metrolightrail.org/**glendale** metrolightrail.org/**procurement**
Fares	Your transit pass is good for rail or bus. Passes expire at 2:59 a.m. on the following day. If you buy a pass for light rail / local bus and then decide to take a Express or RAPID bus, simply pay the difference in cash at the bus farebox. METRO uses a proof-of-payment system. Pass cards or paper passes must be activated at station platforms or on buses before boarding the train. Violators are subject to fines. Reduce fares are available to: Children five years old and under - free Youth ages 6-18 Seniors 65 and over Persons with a disability

<table>
<tr><td>Fares</td><td>
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<tr><td>Local bus / Light rail</td><td>1 ride</td><td>$1.25</td></tr>
<tr><td></td><td>All day pass</td><td>$2.50</td></tr>
<tr><td></td><td>3 day pass</td><td>$7.50</td></tr>
<tr><td></td><td>7 day pass</td><td>$17.50</td></tr>
<tr><td></td><td>31 day pass</td><td>$45</td></tr>
<tr><td>Senior – Youth – Disabled</td><td>1 ride</td><td>$0.60</td></tr>
<tr><td></td><td>All day pass</td><td>$1.25</td></tr>
<tr><td></td><td>3 day pass</td><td>$3.75</td></tr>
<tr><td></td><td>7 day pass</td><td>$8.75</td></tr>
<tr><td></td><td>31 day pass</td><td>$22.50</td></tr>
<tr><td>Express / RAPID bus</td><td>1 ride</td><td>$1.75</td></tr>
<tr><td></td><td>All day pass</td><td>$3.50</td></tr>
<tr><td></td><td>31 day pass</td><td>$68</td></tr>
<tr><td>Platinum Pass (Employee pass)</td><td>Local</td><td>Up to $45/mo</td></tr>
<tr><td></td><td>Express</td><td>Up to $68/mo</td></tr>
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<tr><td>Fare enforcement</td><td>
METRO operates on a proof-of-payment system. Because METRO stations are dedicated to transit use only, you must hold a valid pass to be on the station platform. METRO security officers will regularly patrol the system and will ask passengers at random to produce a valid transit pass. Violators are subject to fines ranging from $50 to $500 and may lose their transit privileges.

The METRO fare system is a buy-then-activate system, which allows you to purchase a pass without having to use it immediately. You are required to activate your pass immediately before you ride. Activation allows the transit system to track ridership, transit use and payments.

A 1-ride fare pays for one-way travel on light rail or the bus. Purchase a 1-ride fare for rail at a vending machine and keep your receipt as proof of payment. On the bus, simply pay cash at the farebox.

All-day, 3-day, 7-day and 31-day passes can be activated by:
− Choose the “activate” option when you buy your pass at the vending machine.
− Place a pass purchased earlier into the activation slot on the vending machine
− Dip your pass into a bus farebox

Employer-issued Platinum Pass or ASU transit cards must be tapped on a validator target before each boarding. The orange target is located on the upper right side of the fare vending machine; some stations also have stand-alone targets mounted near the station entrance.

Transfer to an Express or RAPID bus. If you buy a light rail or local bus pass and then decide to take an Express or RAPID bus, simply pay the upgrade difference in cash at the bus farebox. Credit cards are not accepted on the bus.
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<tr><td>Hours of operation and frequency</td><td>
Tentative hours and frequency are:

Hours. The weekday service day begins at 4:40 a.m. on all platforms; the weekend service day begins at 5 a.m. On both weekdays and weekends, trains depart all platforms for the last full-trip of the evening at 11 p.m., arriving at their respective ends-of-the-line at midnight.
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	Weekdays. Every 10 minutes from 6 a.m. to 7 p.m. All other hours, every 20 minutes. **Weekends and holidays.** Every 15 minutes from 6 a.m. to 7 p.m. All other hours, every 20 minutes. During special events, trains may operate more frequently, or for longer hours, to accommodate large crowds. METRO will operate 365 days a year.
METRO	The brand name of both the Valley's light rail system, and the agency formed to plan, build and operate the system. METRO and Valley Metro are two separate agencies that work together to provide transportation solutions to the Valley. METRO is responsible for light rail and Valley Metro is responsible for providing connectivity between rail and bus service, and for coordinating city bus and rideshare services. METRO was formed as a nonprofit public corporation in 2002 by the cities of Phoenix, Tempe, Mesa and Glendale. Also on the board are the cities of Chandler, Peoria and Scottsdale.
Noise	The noise generated by a METRO train is less than the ambient noise level of street traffic. METRO's noise management program includes automatic adjustments for the announcements on station platforms to match volume to the background noise at the time of the announcement. For example, the system will automatically increase volume if a truck passes by and decrease volume at night when the background noise is low. Platform speakers are positioned so that sound coming from each speaker does not have to cover a distance greater then the width of the platform itself. The train bell is 50 decibels, about the volume of a telephone ring. The train horn is very loud but is only used when needed to prevent accidents. METRO has evaluated noise levels on similar systems in the U.S. and has concluded that our noise management system is state of the art. Any reports of noise problems associated with our system receive our immediate attention and, if needed, corrective action.
Parades	Three large parades that used to be held on Central Avenue in Phoenix—the Fiesta Bowl Parade, Electric Light Parade and Veterans Day Parade—have been permanently relocated in order to accommodate the marching bands and balloon entries. Smaller parades such as St. Patrick's Native Connections and the Pride parades, will travel Third Street and will allow participants to stage festivals at Hance or Indian School Steele parks. Larger parades such as the Fiesta Bowl, Veterans Day and Electric parades will travel Central Avenue, turn east onto Camelback Road, then south on Seventh Street. The zigzag route allows parade participants to use large staging lots at the beginning and end of the parade routes.
Park-and-rides	Park and rides are monitored by security cameras, security officers and police patrols. No overnight parking is permitted. Cars left in lots after the end of the

	METRO service day are subject to being ticketed and/or towed. Locations: ▪ Montebello and 19th Avenue - 794 spaces ▪ 19th Avenue and Camelback – 410 spaces ▪ Central Avenue and Camelback –135 spaces ▪ 38th Street and Washington – 189 spaces ▪ Dorsey Lane / Apache Blvd – 190 spaces ▪ McClintock Drive / Apache Blvd – 300 spaces ▪ Loop 101 Freeway / Apache Blvd –693 spaces ▪ Sycamore / Main Street – 802 spaces
Pollution	The METRO light rail system is emission-free because it is powered by electrical power. The METRO system is expected to reduce airborne emissions by more than 12 tons each day compared to emissions associated with the same amount of passengers in cars.
Power system and overhead power lines	The overhead wiring system that provides electrical power to the trains consists of 750v high-voltage lines typically placed at 16 feet above ground. These lines are not accessible to the general public and when they are lower than 16 feet, such as around overpasses, they are clearly marked. These power lines should be treated with the same respect given to electric company power lines. Workers whose jobs may put them near the lines are given special safety training. METRO also provides special safety education to those who own or manage buildings or other structures near METRO power lines.
Route description	▪ Begin at 19th and Montebello, just south Bethany Home Rd. ▪ South to Camelback Rd. ▪ East on Camelback to Central Avenue ▪ At 1st Ave, southbound trains travel on 1st Ave … northbound trains travel on Central Ave ▪ East and westbound on Jefferson and Washington ▪ Washington continues eastbound to Tempe Town Lake bridge in order to cross the lake ▪ East on Third St. along the abandoned railroad track line to Sun Devil Stadium/College Drive ▪ South to University, then southeast on Terrace Road ▪ East on Apache Blvd until it turns into Main Street in Mesa ▪ East on Main Street, ending at Sycamore just east of Dobson.
Rules of conduct	METRO policies and city transit ordinances protect the safety, security and health of our passengers. Violators are subject to fines ranging from $50 to $500 dollars and may lose their public transit privileges. 1. You may not eat on the train, although you may carry groceries. Beverages must be in a closed, spill-proof container such as a commuter cup. 2. Customers using audio or video devices are required to use earphones.

	3. Alcohol and tobacco are prohibited. 4. Federal regulations prohibit the transportation of flammable, explosive or hazardous materials. 5. Vandalism or willful destruction of METRO property is prohibited. 6. You may not lie down on the seats or place your feet on them. 7. You may not spend more than one hour at a METRO station. 8. Guide or service animals are permitted on the train. All other animals must be carried inside a completely enclosed and secured cage or carrying case small enough to fit on a rider's lap and must not endanger or disturb other passengers.
Safety around light rail	**Driving, walking and bike riding** ▪ Never stop or park your car or bike on light rail tracks. Don't walk or stand on tracks. ▪ Stop on red. Make left turns only with a green arrow. ▪ Look both ways before crossing the tracks by car or bike. Pedestrians should cross only at crosswalks and obey the crosswalk signs. ▪ Never drive your car or ride a bike in the light rail tracks, the area in which the train operates. ▪ Light rail trains are extremely quiet—there is no clickety-clack or engine noise. Always look both ways when crossing the tracks and look for flashing train headlights and listen for warning bells and horns. ▪ The ends of a light-rail train are identical. White headlights show a train approaching, red taillights show it moving away. ▪ METRO's overhead power lines are high voltage; exercise the same caution you would around electric company power lines. ▪ Parents should hold the hands of small children when near METRO tracks and when on station platforms. **Teach your kids** ▪ Stop, look and listen around light rail tracks. ▪ Cross intersections only in a crosswalk and to obey the crosswalk signs. ▪ At crosswalks, get off bikes and skateboards and walk them through the crosswalk. ▪ Never play near the tracks, and don't fly kites or airplane models near the tracks because of the overhead power lines. ▪ Skateboarding, rollerblading and riding bikes on the tracks or on light rail platforms is not safe and is not permitted.
Safety and security design	**METRO safety measures** ▪ A curb separating the light rail tracks from automobile traffic ▪ Signalized intersections for pedestrians and auto traffic ▪ Signage to warn motorists and pedestrians of the light rail tracks and approaching trains ▪ Bells to alert passengers, pedestrians and motorists to trains arriving and

	departing at stations, or in crowded pedestrian environments during special events. ▪ The headlights and turn signals will flash when the audible warnings are initiated as a visual warning for the hearing impaired. **Passenger, station and parking security** ▪ Closed circuit TV cameras at each station, park-and-ride and inside the vehicles, which are monitored by the central operations center ▪ Security officers in uniform and plain-clothes; police patrols of vehicles, station platforms and park-n-ride lots ▪ Emergency phones and safety lighting at each station
Speed	METRO travels at posted speed limits on city streets, to a maximum of 35 miles an hour. Average projected speed during rush hour is 25 mph. If METRO eventually extends onto a freeway corridor, the train will travel at 55 miles per hour, which is its maximum rated capacity.
Stations and transit centers	There are 28 stations on the starter line. Each is 300 feet long and 16 feet wide, and are positioned either in the median or alongside outer curbs. Stations have tensile fabric for shade canopies and louvered shade panels to throw shade no matter the direction of the sun. Amenities include trees and plants, benches and drinking fountains, electronic display boards, security cameras and security phones, fare machines and bike racks. **STATION NAMES are the same as their location** *Stations with an asterisk are also transit centers. Transit centers service as hubs for more bus connections and include commuter kiss-and-ride drop-off areas.* Montebello / 19th Avenue* 19th Avenue / Camelback 7th Avenue / Camelback Central Avenue / Camelback* Campbell / Central Avenue Indian School / Central Avenue Osborn / Central Avenue Thomas / Central Avenue Encanto / Central Avenue McDowell / Central Avenue Roosevelt / Central Avenue Van Buren / Central Avenue* Van Buren / 1st Avenue* Washington / Central Avenue Jefferson / 1st Avenue 3rd Street / Washington 3rd Street / Jefferson 12th Street / Washington 12th Street / Jefferson 24th Street / Washington 24th Street / Jefferson

	38th Street / Washington* 44th Street / Washington* Priest Drive / Washington Center Parkway/Washington Mill Avenue / Third Street Veterans Way / College Avenue* University Drive / Rural Road Dorsey Lane / Apache Boulevard McClintock Drive / Apache Boulevard Smith-Martin / Apache Boulevard Price-101 / Apache Boulevard Sycamore / Main Street*
Travel times and route length	Approximate travel times: − Entire 20-mile route: 60 minutes − Chris-Town Mall to downtown Phoenix, 20 minutes − Chris-Town Mall to the airport, 35 minutes − Chris-Town Mall to ASU, 45 minutes − Downtown Phoenix to PHX Airport Shuttle) 15 minutes − Downtown Phoenix to downtown Tempe, 25 minutes − Downtown Phoenix to Sycamore Transit Center (Mesa), 40 minutes − Downtown Tempe to Sycamore Transit Center (Mesa), 20 minutes The METRO starter line is 20 miles total. Phoenix: 13.34 miles Tempe: 5.5 miles Mesa: .97 miles
Vehicles	METRO currently has 50 vehicles in its fleet with capacity to expand to 100 vehicles. **FEATURES OF THE VEHICLES** ▪ Four hanging interior bike racks ▪ Space for four wheelchairs plus wide aisles to accommodate wheelchairs ▪ Air conditioned to 74-78 degrees ▪ 92 feet long. Weighs 102,000 pounds. ▪ Capacity: 66 seated, 175 total comfort capacity with a max. capacity of 226. ▪ Can be linked into trains of up to three vehicles. ▪ Electrically powered using a 750-volt DC traction power system ▪ Has two driver cabs, one at each end ▪ Manufacturer is Kinkisharyo of Japan.
Vendors	If you're interested in becoming a contractor or vendor, visit MetroLightRail.org and click on the links to the employment page or the procurement page.