



## Fast facts

Last updated Sept. 14, 2011

<p><b>Accessibility</b></p>	<p>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.</p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Emergency call boxes at each station and at park-and-rides. Calls are answered by a METRO dispatcher.</li> <li>▪ Spoken and visual announcements at stations and inside trains.</li> <li>▪ Braille and spoken instructions on fare vending machines, and Braille signs at stations.</li> <li>▪ Warning bells when the train begins movement.</li> <li>▪ 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.</li> </ul>
<p><b>Advertising</b></p>	<p>METRO's system advertising program consists of vehicle wraps, vehicle ceiling decals, station wraps and station map case posters. In fiscal year 2010 – 2011, we garnered nearly \$400,000 in advertising revenue that helps to offset the costs of operations.</p> <p>CBS Outdoor is our advertising administrator and can be reached at 602-246-9569.</p>
<p><b>Airport</b></p>	<p>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.</p> <p>The PHX Sky Train™ will soon replace the existing PHX Airport Shuttle. This elevated train will help relieve traffic jams, reduce wait times, provide hassle-free travel in climate controlled vehicles and connect to the Valley's light rail and bus systems. Free to the public, it will run 24-hours with predictable travel times—arriving at stations every three minutes during peak periods and delivering passengers to their destinations within about five minutes of boarding.</p> <p>Stage one of the PHX Sky Train will transport airport visitors and employees between METRO light rail, east economy parking and Terminal 4, which serves 80 percent of Sky Harbor's passengers. Construction will be complete in 2013. Stage</p>

	1a, the extension to the remaining terminals, should be completed by early 2015. Stage Two, which will continue to the Rental Car Center, will be up and running in 2020.
<b>Art</b>	<p>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.</p> <p>Studies have shown that public art can 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.</p>
<b>Bikes</b>	<ul style="list-style-type: none"> <li>• Four bike racks inside each light rail vehicle.</li> <li>• Bike racks at each park-and-ride and near/on many stations.</li> <li>• Bike symbols on the outside of the train windows show riders which door is closest to the bike racks.</li> <li>• Bike riders must load their bike into the rack, or to stand next to the bike, keeping aisles and doorways clear.</li> </ul> <p>Bikes are also permitted on the free PHX Airport Shuttle.</p>
<b>Bus connections</b>	METRO light rail service is coordinated with bus service to provide a seamless system of public transportation throughout the Valley. An all-day transit pass or greater is good for both rail and bus. For bus schedules and trip planning, visit <a href="http://www.valleymetro.org">www.valleymetro.org</a> .
<b>Capacity</b>	<p>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.</p> <p>In 2010, METRO served 12.6 million riders, resulting in an average weekday ridership of 39,335.</p>
<b>Cost of building</b>	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, \$59 million from federal Congestion Mitigation and Air Quality funding and local tax dollars. The local funds are a mix of sales tax revenue from the cities of Phoenix and Tempe, General Fund from Mesa and the county's Proposition 400 half-cent sales tax.
<b>Cost of operations</b>	For fiscal year 2011 – 2012, METRO operations cost is \$35 million paid for by the cities of Phoenix, Tempe and Mesa and approximately 25 percent in fare revenue.
<b>Employment</b>	All METRO jobs are posted on the website at <a href="http://www.valleymetro.org">www.valleymetro.org</a> .

<p><b>Events</b></p>	<p>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.</p>
<p><b>Extensions</b></p>	<p>As one of the country’s fastest-growing metropolitan areas, the Valley of the Sun has a critical need for additional transit options.</p> <p>The <i>Regional Transportation Plan</i>, produced by the Maricopa Association of Governments (MAG), identifies six future high-capacity transit corridors, 37 miles in total. It is METRO’s responsibility to determine the specific transit route for each corridor and examine whether light rail, bus rapid transit, modern streetcar or some other transit mode is best to serve these corridors. All of the high-capacity transit corridors in the plan are scheduled to be in place by 2031.</p> <ul style="list-style-type: none"> <li>• <b>Central Mesa Light Rail Extension:</b> An approximately three-mile extension from the current end-of-line, running east on Main Street through downtown Mesa to Mesa Drive. Scheduled to open in 2016. An unfunded Phase II of the extension could conclude at Gilbert Road.</li> <li>• <b>Tempe Streetcar:</b> A 2.6 mile line from Rio Salado Parkway to Southern Avenue in the Mill Avenue corridor. Scheduled to open in 2016. An unfunded Phase II of the extension could travel east to Rural Road.</li> <li>• <b>Phoenix West:</b> Eleven miles, runs west from downtown Phoenix by the State Capitol area to the I-10 freeway ending at 79th Avenue. Scheduled to open in 2021. Transit mode and route to be determined.</li> <li>• <b>Northwest Light Rail Extension:</b> A five-mile extension from the current end-of-line, running north on 19th Avenue toward Peoria Avenue. This light rail extension will be built in two phases, with the first phase of 3.2 miles terminating at Dunlap Avenue. Phase I is scheduled to open in 2023; Phase II in 2026.</li> <li>• <b>Glendale:</b> Five miles, runs northwest into downtown Glendale. Scheduled to open in 2026. Transit mode and route to be determined.</li> <li>• <b>Northeast Phoenix:</b> Twelve miles, runs northeast towards Paradise Valley Mall. Scheduled to open in 2031. Transit mode and route to be determined.</li> </ul> <p>The corridors will be built using a variety of funds, including regional and city funds and federal grant money. Some bonding may be used to cover timing issues related to the receipt of federal funds. Planning costs are largely supported by the Maricopa County Proposition 400 half-cent transportation sales tax extension approved by voters in 2004.</p> <p>For more information, visit the webpage for the extension in which you are interested:</p> <p>metrolightrail.org/<b>centralmesa</b>  metrolightrail.org/<b>tempestreetcar</b>  metrolightrail.org/<b>phoenixwest</b>  metrolightrail.org/<b>northwest</b>  metrolightrail.org/<b>glendale</b>  metrolightrail.org/<b>northeast</b></p>

<p><b>Fares</b></p>	<p>An all-day pass or greater is good for rail and/or local bus. Day passes begin rolling upon activation and expire at 2:59 a.m. the following day.</p> <p>A 1-ride fare is good for a ride on light rail or bus. If bought at the light rail station fare vending machine, it's valid for only one trip on light rail only.</p> <p>If you buy a pass for light rail / local bus and then decide to take an Express or RAPID bus, simply pay the difference in cash at the bus farebox.</p> <p>METRO passes must be validated at the station platform fare vending machines or on buses before boarding the train. Platinum Passes, ASU U-Passes and Tempe youth passes must be validated or tapped to the orange target located on station fare vending machines before each and every ride. Violators are subject to fines.</p> <p>Reduce fares are available to: Children five years old and under (free); youths ages 6-18; seniors 65 and over; and persons with a disability.</p> <p>For detailed fare information, visit <a href="http://www.metrolightrail.org">www.metrolightrail.org</a>.</p>
<p><b>Fare enforcement</b></p>	<p>METRO operates on a proof-of-payment system. Because METRO stations are dedicated to transit use only, you must hold a validated pass to be on the station platform. METRO security officers regularly patrol the system and ask passengers at random to produce a validated transit pass. Violators are subject to fines ranging from \$50 to \$500, plus any court fees, and may lose their transit privileges.</p> <p><b>A 1-ride fare</b> is activated automatically with purchase and, if bought via a station fare vending machines, allows you to ride once on light rail; be sure to keep your receipt as proof of payment. A 1-ride fare purchased through a bus farebox is not valid on light rail.</p> <p><b>All-day, 3-day, 7-day and 31-day passes</b> can be activated by:</p> <ul style="list-style-type: none"> <li>- Choose the “activate” option when you buy your pass at the vending machine.</li> <li>- Place a pass purchased earlier into the activation slot on the vending machine</li> <li>- Dip your pass into a bus farebox</li> </ul> <p><b>Employer-issued Platinum Pass, ASU U-Pass and other plastic cards</b> must be validated or tapped to the orange target on fare vending machines or stand-alone targets before each and every boarding. To ensure proper validation, hold the card flat against the orange pad until you hear a confirmation ding or “enjoy your ride” appears on screen.</p> <p><b>Transfer to an Express or RAPID bus.</b> 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.</p>
<p><b>Hours of operation and frequency</b></p>	<p><b>Weekdays</b></p> <p><b>Hours.</b> Trains begin the first full trip of the day at 4:40 a.m. Monday through Thursday from the end-of-line stations. The last full trip of the day begins at 11 p.m., arriving at the opposite end-of-line at midnight. On Friday night, service hours are extended; the last full trip of the day begins at 2 a.m., arriving at the opposite end-of-line at 3 a.m. Saturday morning.</p> <p><b>Frequency.</b> Trains arrive every 12 minutes from 7:30 a.m. to 6:30 p.m.; all other hours, every 20 minutes.</p> <p><b>Weekends and holidays</b></p>

	<p><b>Hours.</b> Trains begin the first full trip of the day at 5 a.m. from the end-of-line stations. On Saturday night, service hours are extended; the last full trip of the day begins at 2 a.m., arriving at the opposite end-of-line at 3 a.m. Sunday morning. On Sunday night, the last full trip of the day begins at 11 p.m., arriving at the opposite end-of-line at midnight.</p> <p><b>Frequency.</b> Saturday trains arrive every 15 minutes and every 20 minutes after 7 p.m. through last trip; Sundays and holidays, every 20 minutes.</p> <p>During special events, trains may operate more frequently, or for longer hours, to accommodate large crowds. METRO will operate 365 days a year.</p> <p>Visit <a href="http://www.metrolightrail.org">www.metrolightrail.org</a> for a detailed schedule.</p>
<b>METRO</b>	<p>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.</p> <p>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.</p> <p>METRO was formed as a nonprofit public corporation in 2002 by the cities of Phoenix, Tempe, Mesa and Glendale. The Board also now includes Chandler.</p>
<b>Noise</b>	<p>The noise generated by a METRO train is comparable to 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 than the width of the platform itself.</p> <p>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.</p>
<b>Park-and-rides</b>	<p>Park-and-rides are monitored by security cameras, security officers and police patrols. No overnight parking is permitted. Cars left in lots more than 24 hours are subject to being ticketed and/or towed. Locations:</p> <ul style="list-style-type: none"> <li>▪ Montebello and 19th Avenue - 794 spaces</li> <li>▪ 19th Avenue and Camelback – 410 spaces, 287 shaded</li> <li>▪ 7<sup>th</sup> Avenue and Camelback – 123 spaces, 77 shaded</li> <li>▪ Central Avenue and Camelback –135 spaces, 90 shaded</li> <li>▪ 38th Street and Washington – 189 spaces</li> <li>▪ Dorsey Lane / Apache Blvd – 190 spaces</li> <li>▪ McClintock Drive / Apache Blvd – 300 spaces, inside Grigio Metro garage</li> <li>▪ Loop 101 Freeway / Apache Blvd –693 spaces</li> <li>▪ Sycamore / Main Street – 802 spaces</li> </ul>

<p><b>Power system and overhead power lines</b></p>	<p>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.</p> <p>Traction power substations convert the higher-voltage power provided by the utility company distribution lines into lower-voltage direct current needed to operate light rail vehicles. A typical substation building is 20 feet wide by 40 feet long by 12 feet high. There are 15 substations evenly spread along the line that support the system.</p> <p>If the power goes out in a given area, the system is designed to maintain operations by using power from adjacent substations.</p>
<p><b>Rail Ride program</b></p>	<p>METRO and US Airways Center have a unique ticket partnership, the Rail Ride program, that allows US Airways Center event tickets to be recognized as valid light rail fare on the day of the event for the period beginning four hours prior to the event until the end of the transit day.</p> <p>The Rail Ride program is effective through June 30, 2015. It covers Phoenix Suns and Phoenix Mercury games as well as all other ticketed events at US Airways Center, a total of almost 200 events.</p> <p>Tickets, including print-at-home tickets, must be in your possession when traveling light rail. Events that do not use US Airways Center/Ticketmaster ticketing are not eligible. A will-call or emailed receipt of ticket purchase is not sufficient; actual tickets need to be present.</p>
<p><b>Route description</b></p>	<ul style="list-style-type: none"> <li>▪ Begin at 19th Ave. and Montebello, just south Bethany Home Rd.</li> <li>▪ South to Camelback Rd.</li> <li>▪ East on Camelback to Central Ave.</li> <li>▪ At 1st Ave., southbound trains travel on 1st Ave.; northbound trains travel on Central Ave.</li> <li>▪ East and westbound on Jefferson and Washington.</li> <li>▪ Washington continues eastbound to Tempe Town Lake bridge in order to cross the lake.</li> <li>▪ East on Third St. along the abandoned railroad track line to Sun Devil Stadium/College Dr.</li> <li>▪ South to University, then southeast on Terrace Rd.</li> <li>▪ East on Apache Blvd. until it turns into Main St. in Mesa.</li> <li>▪ East on Main St., ending at Sycamore just east of Dobson Rd.</li> </ul>
<p><b>Rules of conduct</b></p>	<p>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 and may lose their public transit privileges.</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Customers using audio or video devices are required to use earphones.</li> </ol>

	<ol style="list-style-type: none"> <li>3. Alcohol and tobacco are prohibited.</li> <li>4. Federal regulations prohibit the transportation of flammable, explosive or hazardous materials.</li> <li>5. Vandalism or willful destruction of METRO property is prohibited.</li> <li>6. You may not lie down on the seats or place your feet on them.</li> <li>7. You may not spend more than one hour at a METRO station.</li> <li>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.</li> <li>9. Scooters and other mobility assistance devices are permitted on the train if they are electric. For safety reasons, gasoline-powered devices are not permitted on the train.</li> </ol>
<p><b>Safety around light rail</b></p>	<p><b>Driving, walking and bike riding</b></p> <ul style="list-style-type: none"> <li>▪ Never stop or park your car or bike on light rail tracks. Don't walk or stand on tracks.</li> <li>▪ Stop on red. Make left turns only with a green arrow.</li> <li>▪ Look both ways before crossing the tracks by car or bike. Pedestrians should cross only at crosswalks and obey the crosswalk signs.</li> <li>▪ Never drive your car or ride a bike in the light rail tracks, the area in which the train operates.</li> <li>▪ 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.</li> <li>▪ The ends of a light-rail train are identical. White headlights show a train approaching, red taillights show it moving away.</li> <li>▪ METRO's overhead power lines are high voltage; exercise the same caution you would around electric company power lines.</li> <li>▪ Parents should hold the hands of small children when near METRO tracks and when on station platforms.</li> </ul> <p><b>Teach your kids</b></p> <ul style="list-style-type: none"> <li>▪ Stop, look and listen around light rail tracks.</li> <li>▪ Cross intersections only in a crosswalk and to obey the crosswalk signs.</li> <li>▪ At crosswalks, get off bikes and skateboards and walk them through the crosswalk.</li> <li>▪ Never play near the tracks, and don't fly kites or airplane models near the tracks because of the overhead power lines.</li> <li>▪ Skateboarding, rollerblading and riding bikes on the tracks or on light rail platforms is not safe and is not permitted.</li> </ul>
<p><b>Safety and security design</b></p>	<p><b>METRO safety measures</b></p> <ul style="list-style-type: none"> <li>▪ A curb separating the light rail tracks from automobile traffic</li> <li>▪ Signalized intersections for pedestrians and auto traffic</li> <li>▪ Signage to warn motorists and pedestrians of the light rail tracks and</li> </ul>

	<p>approaching trains</p> <ul style="list-style-type: none"> <li>▪ Bells to alert passengers, pedestrians and motorists to trains arriving and departing at stations, or in crowded pedestrian environments during special events.</li> <li>▪ The headlights and turn signals will flash when the audible warnings are initiated as a visual warning for the hearing impaired.</li> </ul> <p><b>Passenger, station and parking security</b></p> <ul style="list-style-type: none"> <li>▪ Closed circuit TV cameras at each station, park-and-ride and inside the vehicles, which are monitored by the central operations center</li> <li>▪ Security officers in uniform and plain-clothes; police patrols of vehicles, station platforms and park-and-ride lots</li> <li>▪ Emergency phones and safety lighting at each station</li> </ul>
<b>Speed</b>	<p>METRO travels at posted speed limits on city streets, to a maximum of 35 miles an hour. Average speed considering all stops and starts is approximately 22 mph. If METRO eventually extends onto a freeway corridor, the train will travel at 55 miles per hour, which is its maximum rated capacity.</p>
<b>Stations and transit centers</b>	<p>There are 28 stations on the starter line. Each is 300 feet long and 16 feet wide, and 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.</p> <p><b>STATION NAMES are the same as their location</b>  <i>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.</i></p> <p>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</p>

	<p>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*</p>
<p><b>Travel times and route length</b></p>	<p>For a detailed schedule, visit <a href="http://www.metrolightrail.org">www.metrolightrail.org</a>. Approximate travel times:</p> <ul style="list-style-type: none"> <li>- Entire 20-mile route: 65 minutes</li> <li>- Montebello to downtown Phoenix: 25 minutes</li> <li>- Montebello to PHX Airport Shuttle: 40 minutes</li> <li>- Downtown Phoenix to PHX Airport Shuttle: 15 minutes</li> <li>- Downtown Phoenix to downtown Tempe: 25 minutes</li> <li>- Downtown Phoenix to downtown Mesa (Sycamore/Main St): 40 minutes</li> <li>- Downtown Tempe to Mesa (Sycamore/Main St): 15 minutes</li> </ul> <p>The METRO starter line is 20 miles total.</p> <p>Phoenix: 13.34 miles  Tempe: 5.5 miles  Mesa: .97 miles</p>
<p><b>Vehicles</b></p>	<p>METRO currently has 50 vehicles in its fleet with capacity to expand to 100 vehicles.</p> <p><b>FEATURES OF THE VEHICLES</b></p> <ul style="list-style-type: none"> <li>▪ Four hanging interior bike racks</li> <li>▪ Space for four wheelchairs plus wide aisles to accommodate wheelchairs</li> <li>▪ Air conditioned to 74-78 degrees</li> <li>▪ 92 feet long. Weighs 102,000 pounds.</li> <li>▪ Capacity: 66 seated, 175 total comfort capacity with a max. capacity of 226.</li> <li>▪ Can be linked into trains of up to three vehicles.</li> <li>▪ Electrically powered using a 750-volt DC traction power system</li> <li>▪ Has two driver cabs, one at each end</li> <li>▪ Manufacturer is Kinkisharyo of Japan.</li> </ul>
<p><b>Vendors</b></p>	<p>If you're interested in becoming a contractor or vendor, visit <a href="http://www.metrolightrail.org">www.metrolightrail.org</a> and click on the links to the employment page or the procurement page.</p>