

Valley Metro

Ride Guide

BUS & LIGHT RAIL

APRIL 2017



How to Ride



- Plan your trip using the online trip planner at [valleymetro.org](http://valleymetro.org), Ridekick®, the Transit Book or contact Customer Service.
- Buy a transit pass at any light rail station, transit center, retail outlet or online. For a list of retail locations, visit [valleymetro.org/saleslocations](http://valleymetro.org/saleslocations).
- Activate your pass before boarding and keep your pass as proof of payment. Platinum Pass/ASU U-Pass users, validate before each trip by touching your card to the orange sensor at a fare vending machine.
- Arrive at the bus stop or rail station five minutes before scheduled departure. Be visible and stay in the safe zone, away from the curb or platform edge. Have your fare ready.
- Let others exit before boarding. On-board buses, pay your fare and move quickly to a seat. If no seat is available, stand in a safe area behind the yellow line at the front of the bus.
- On the bus, major streets and stops are announced and visually displayed. Watch or listen for your stop. About a block before your destination, pull the cord or press the strip near the window to signal the operator. On rail, trains stop at every station. Upcoming stops are announced. Signs on the front and side of the train show the train's final destination.
- Bus riders should exit through the back door when possible.

Connections



BUS & LIGHT RAIL

Plan your trip using the many bus connections that meet at each light rail station. Your All-Day or multi-day pass is valid for both bus and light rail. Use the online trip planner or Ridekick® to plan your trip.

AIRPORT

Connect to Phoenix Sky Harbor International Airport from the 44th St/Washington station using PHX Sky Train®. Sky Train provides free rides to all terminals and the East Economy parking lot. Service operates 365 days a year, 24 hours a day, with five-minute frequency.

PARK-AND-RIDE

Along the light rail alignment, there are 11 park-and-ride locations where customers can park their vehicle for free and access Valley Metro Rail. Valley Metro park-and-rides are for daily transit use only. Overnight parking is prohibited and can result in towing. Visit [valleymetro.org/parkandride](http://valleymetro.org/parkandride) for more information.

Fare Information



Local bus and light rail share the same fare structure and pass types. Passes can be purchased from fare vending machines, online, at transit centers or at nearly 800 Valleywide retail locations. Visit [valleymetro.org/saleslocations](http://valleymetro.org/saleslocations) for a complete list. Express/RAPID refers to express bus service which has an upgraded cost.

|                     | Local Bus/<br>Light Rail | Reduced <sup>2</sup> | Express/<br>RAPID |
|---------------------|--------------------------|----------------------|-------------------|
| 1-Ride <sup>1</sup> | \$2.00                   | \$1.00               | \$3.25            |
| All-Day<br>Pass     | \$4.00                   | \$2.00               | \$6.50            |
| 7-Day <sup>3</sup>  | \$20.00                  | \$10.00              | N/A               |
| 15-Day <sup>3</sup> | \$33.00                  | \$16.50              | N/A               |
| 31-Day <sup>3</sup> | \$64.00                  | \$32.00              | \$104.00          |

<sup>1</sup> The 1-Ride fare is valid for a single trip on bus or light rail, not both. 1-Ride fares purchased through the fare vending machines are good for light rail only.

<sup>2</sup> Reduced fare is valid for youth 6 through 18, seniors 65 and older, persons with disabilities and Medicare cardholders only. Proof of eligibility is required.

<sup>3</sup> Valid for consecutive days only.

# Fare Vending Machines



Fare vending machines are located at each light rail station. An All-Day or multi-day pass is also valid on bus for the purchased time period.

- Choose full fare, reduced fare (youth, senior, disabled or Medicare cardholders) or Express/RAPID bus.
- Select the fare type: 1-Ride, All-Day, 7-Day, 15-Day or 31-Day. The 1-Ride fare is valid for light rail only.
- Select the number of passes you wish to buy.
- Select “Activate” now (if you are planning to ride immediately) or wait to activate to use at a later date. The 1-Ride fare is automatically activated upon purchase.
- To pay, select credit or debit card or insert cash or coins. Bills larger than \$20 are not accepted.
- Remove your passes and pick up your change and/or receipt. Change is dispensed in coins.

# Conduct & Rules



Obey the following rules on buses and light rail.

- Smoking of any products is prohibited. No eating, loud music, skateboarding or littering.
- Service animals assisting persons with disabilities and pets in secured carriers are welcome. All animals must be kept under control at all times.
- Beverages must be in spill-proof containers.

Please note that an assault on a bus or light rail operator is a crime under Arizona’s criminal statutes.

# Proof of Payment



Light rail operates on a proof-of-payment system. Fare inspectors regularly patrol the system and ask passengers at random to produce a valid transit pass and proof of eligibility for reduced fares. Violators are subject to fines ranging from \$50 to \$500 and can lose their transit privileges.

All-Day and multi-day passes must be activated before boarding. Once activated, multi-day passes are valid for the number of consecutive days listed on the pass. Both All-Day and multi-day passes expire at 2:59 a.m. the next day.

All-Day, 7-Day, 15-Day and 31-Day passes can be activated in the following ways:

- Choose the “activate” option when you buy your pass at the vending machine.
- Place a pre-purchased pass into the “Validator” slot on the vending machine.
- Dip your pass into a bus farebox.

A 1-Ride fare is activated automatically with purchase and allows you to ride once on light rail; be sure to keep your receipt as proof of payment. A 1-Ride fare purchased at a bus farebox requires exact change and is valid for bus travel only.

Employer-issued Platinum Passes, ASU U-Passes and other plastic cards must be validated or touched to the orange target on vending machines or standalone targets before each boarding. To ensure proper validation, hold the card flat against the orange sensor until you hear a confirmation ding or “Enjoy Your Ride” appears on screen.

# Contact Information



Customer Service: 602.253.5000  
TTY: 602.251.2039 (for the hearing impaired)  
Customers can obtain information about various transit services by using our automated phone system 24 hours a day, 365 days a year. Hablamos español.

## CUSTOMER SERVICE BUSINESS HOURS

- Weekdays, 6 a.m. - 8 p.m.
- Saturdays, 7 a.m. - 7 p.m.
- Sundays and designated holidays, 8 a.m. - 5 p.m.
- Closed New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day

## LOST AND FOUND INFORMATION: 602.253.5000

Use the automated system for help. When prompted, say “Lost and Found” and provide the route number. Follow provided instructions.





# Safety Tips



## BUS

- Never run after or next to a moving bus.
- Do not cross in front of or behind the bus.
- Always use the crosswalk and obey traffic signals.
- When waiting for the bus, be visible and stay in the safe zone away from the curb.
- If you drop something when exiting, leave it on the ground until the bus drives away.

## RAIL

- Do not walk in the trackway.
- Light rail is quiet. Look for flashing headlights and listen for warning bells and horns.
- Do not step in front or between trains for any reason. Always stand behind the textured warning strip on the platform.
- Do not run for the train. Another one will come along in minutes.
- Use the handrails at all times when entering and exiting the train.

## TRANSIT WATCH

Help improve transit safety and security by reporting any and all suspicious activities to Valley Metro Customer Service. In case of emergencies, call 911.

# Accessibility



**All Valley Metro vehicles are 100% mobility aid accessible.**

- Light rail vehicle entrances are at the same level as station platforms.
- Buses have ramps or lifts and room for two to three wheelchairs. Light rail vehicles have four spaces for wheelchairs located near the first and last set of doors. If spaces are full, use wide aisleways.
- Light rail stations and major bus stops are both announced and/or visually displayed at stops, stations and inside buses and trains.
- Braille and verbal instructions in English and Spanish are available at fare vending machines. The Transit Book is available in large print. Contact Customer Service for more information.

# Service Animals



Valley Metro welcomes people with disabilities and their service animals. A service animal must be individually trained to assist its handler with tasks of daily living. Animals which offer protection, companionship or emotional support are not considered service animals and are subject to Valley Metro’s pet policy. Transit personnel may ask whether an animal is a service animal and what tasks the animal is trained to perform. Your service animal must be under your control and must not sit on seats or block exits or aisles. You and your service animal may be asked to leave if your service animal soils or damages Valley Metro facilities or threatens the safety of any other person or service animal.

# Bikes on Board



Bike lockers and/or racks are located at most park-and-rides, transit centers, on bus and light rail vehicles and some station platforms. Locking a bike to station fences or other structures is prohibited.

## TIPS FOR BUS RIDERS:

- All buses have racks in front to accommodate two bikes. If the racks are full, please wait for the next bus.
- Have your bike ready to load by removing all accessories. You are responsible for loading and unloading your bike.
- If possible, sit near the front of the bus. Exit through the front door and advise the bus operator that you are removing your bike.
- Making sure you remain visible to the operator, release the hook and lift your bike. Return the rack to its upright position and move away from the bus.

## TIPS FOR LIGHT RAIL RIDERS:

- Enter the train at the doors nearest the bike symbol and place your bike in the rack. You may also stand with your bike if the racks are full and you do not block aisles or doorways.
- If a train is full, bike riders must wait for the next train to ensure the safety and comfort of all passengers.

*Valley Metro is not responsible for theft or damage to bicycles on transit system property.*

# Service Hours



Transit service is provided 365 days a year on many local routes throughout the Valley. Service will operate on major holidays (see below) using a Sunday schedule. Express/RAPID routes do not operate on these holidays.

- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and Friday after Thanksgiving
- Christmas Eve and Christmas Day
- New Year’s Eve and New Year’s Day

Light rail may offer extended service on certain holidays depending on special events in your area. Visit [valleymetro.org](http://valleymetro.org) for more information.

# Customer Rights



Valley Metro customers using public transit are given equal access to programs and services without regard to race, color, disability or national origin in accordance with Title VI of the Civil Rights Act.

For more information, visit [valleymetro.org/rights](http://valleymetro.org/rights).

# Retail Locations



In addition to transit centers and [valleymetro.org](http://valleymetro.org), there are nearly 800 authorized retail locations where you can purchase transit passes. Retailers include:



*Walgreens*



SAFEWAY 



Pass types vary by location. Please call ahead to verify stock, store hours and methods of payment accepted.

For a complete list of retail locations, visit [valleymetro.org/saleslocations](http://valleymetro.org/saleslocations) or call 602.253.5000.

# When is your NextRide?



Text, call or go online to receive arrival times at your stop.

## TEXT\*

- Find your station **STOP#**
- Text **22966\*** and enter 5-digit **STOP#** and press send
- Get the next arrival times at your stop

## WEBSITE

- On your phone, go to [valleymetro.org](http://valleymetro.org)
- Enter **STOP#**
- Select "GO"

## CALL

- Call 602.253.5000
- Say "NextRide" when prompted
- Say or enter the **STOP#** located at your stop

*\* Standard text messaging rates apply.*



NextRide

(602) 253-5000  
[valleymetro.org/nextride](http://valleymetro.org/nextride)

# STOP# 10001

## Call or Text

-  1. Call (602) 253-5000
-  2. Say NextRide
-  3. Say or enter **STOP#**
-  1. Text **22966**
-  2. Enter 5-digit **STOP#**
-  3. Press send