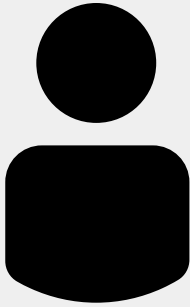


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- **Find a Route**

Enter Route Name or Number



- [Fares](#)

- **Local Bus & Light Rail**

- 1-Day 1-Ride**

-

Full Fare

\$4.00 \$2.00

Ages 19-64

Reduced Fare

\$2.00 \$1.00

Ages 6–18, 65+, Medicare, people with disabilities.

Children 5 and under ride for free

[See All Fare Types](#)

-

- [All Fares](#)
 - [Where to Buy](#)
 - [Order Online](#)
 - [Fare Vending Machines](#)
 - [Student Fares](#)
 - [Reduced Fare Program](#)

- **Find a Nearby Retail Location**

Enter Street, City, or Zip Code



- [How to Ride](#)



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○ Upcoming Events

Nov
16
Mon

[Grab and Go Week at Mariscos Las Glorias](#)

10 a.m. - 9 p.m.

Mariscos Las Glorias, Phoenix

Nov
16
Mon

[Es la Semana de Pedidos Para Llevar en Mariscos Las Glorias](#)

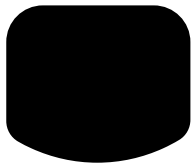
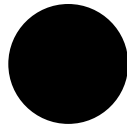
10 a.m. - 9 p.m.

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COVID-19 updates: face coverings required

Video player configuration error

Error 153

Watch video on YouTube

[Learn more](#)

Error 153

[What you need to know](#)

[Stay safe while you ride](#)

[Face coverings required](#)

[Service updates](#)

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What you need to know

Upcoming service adjustments

Phoenix City Council has reinstated early morning bus service beginning Monday, Oct. 26. Morning service on weekdays begins at 4 a.m. and 5 a.m. on the weekends. The reinstated service is reflected in our [transit book](#) and listed on each of the route pages. See the Phoenix City Council action approved on October 21, visit phoenix.gov/newsroom/public-transit/1585.

Please check our [Rider Alert](#) page for any additional current adjustments to service.

Face covering distributions

- Friday, November 13
 - 7-10 a.m.: Washington/Central Ave light rail station
 - 2-5 p.m.: Jefferson/1st Ave light rail station

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Stay safe while you ride

Valley Metro's top priority is the safety of our riders and operators. We continue to follow guidelines provided by our local and federal government, as well as the Centers for Disease Control and Prevention.

- Valley Metro encourages all riders to continue to practice social distancing of 6 feet while waiting and onboard public transit.
 - Consider skipping a row of seats between yourself and other riders if possible.
 - Look for social distancing instructions or physical guides.
- We require riders to wear a face covering when on board.
 - From the CDC, [cloth face coverings](#) are meant to protect other people in case the wearer is unknowingly infected but does not have symptoms.
- Wash your hands or use hands sanitizer before traveling and again when you reach your destination.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid contact with high-touch areas when possible.
 - Wash or sanitize your hands after contact with high-touch areas.
- RideChoice customers choosing Uber as their mode of transportation are required to wear face coverings. This is an Uber policy and the driver can refuse to provide travel.

For additional recommendations from the CDC for traveling safely on transit, visit [cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html).

[Arizona Department of Health Services](#) website has additional information and resources on COVID-19.



Valley Metro has joined 165 transit agencies across North America who are committing to maintain measures that help ensure the safe return of public transit riders as we recover from the COVID-19 pandemic.

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Face coverings required

Valley Metro is requiring all riders to wear face coverings on all public transit services: bus, light rail, paratransit, Dial-a-Ride and vanpools. This includes on-board vehicles and at stops, stations and transit centers.

A face covering must cover the rider's nose and mouth and can include bandanas and scarves. Children under the age of two should not wear face coverings, as well as those with medical conditions preventing them from wearing masks. It may not be obvious to riders who is unable to wear a face covering, so we ask that riders be considerate of those without one. All transit personnel will be instructed to not prevent riders without a face covering from boarding or riding.

Beginning June 22, face coverings will be available (as supply allows) for riders at the following transit center windows:

- Central Station (302 N. 1st Ave., Suite 120, north side of the building)
- Ed Pastor (Central Ave./Broadway Rd.)
- Metrocenter (Metrocenter Mall)
- Sunnyslope (3rd St./Dunlap Ave.)

Beginning July 1, face coverings will be available at the following Phoenix Public Library locations:

- Burton Barr
- Cesar Chavez

- Desert Sage
- Harmon
- Palo Verde
- Saguaro
- Yucca

Starting July 13, face coverings will be available (as supply allows) during normal business hours at the following Tempe locations:

- Tempe Transportation Center
- Tempe Public Library
- Escalante Community Center
- Westside Multigenerational Center
- North Tempe Multigenerational Center

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Service updates

Beginning Monday, September 14, the [Route 685 rural bus](#) will be reinstating the two northbound and two southbound trips that were suspended due to COVID-19. The trips that are being reinstated are:

- 1:48 a.m. northbound from Ajo Transportation Center
- 5:15 a.m. southbound from Desert Sky Transit Center
- 2:19 p.m. northbound from Ajo Transportation Center
- 7 p.m. southbound from Desert Sky Transit Center

Beginning August 3, Scottsdale trolley service will operate weekdays 6 a.m.-7 p.m.

- [68th St/Camelback Rd \(68CM\)](#)
- [Miller/Hayden \(MLHD\)](#)
- [Mustang \(MSTG\)](#)
- Old Town Trolley (OLDT) is still suspended until further notice.

Starting Tuesday, July 28 until further notice, the following Rt. 685 trips are canceled.

- 1:48 a.m. northbound from Ajo Transportation Center
- 5:15 a.m. southbound from Desert Sky Transit Center
- 2:19 p.m. northbound from Ajo Transportation Center
- 7 p.m. southbound from Desert Sky Transit Center

Starting Monday, July 27, select Express bus service will be reinstated. Tempe Orbit Circulators will return to pre-COVID service levels operating every 15 minutes. For additional information on reinstated trips visit valleymetro.org/news/reinstating-express-service-and-tempe-orbit-service-levels.

Beginning June 1, the Valley Metro Mobility Center will re-open Monday-Friday from 8:30 a.m.-4:30 p.m. for all services. We require anyone coming into the Mobility Center to wear a face covering.

Starting Monday, May 18, some early, late and weekend trips are temporarily eliminated on these five routes.

- [Route 30-University Dr](#)
- [Route 45-Broadway Rd](#)

- [Route 61-Southern Ave](#)
- [Route 77-Baseline Rd](#)
- [Route 108-Elliot Rd/48th St](#)

Beginning Monday, May 18, Tempe FLASH bus service will be suspended until August 20, 2020.

Starting Monday, May 4, due to the continued impacts of COVID-19, the city of Phoenix Public Transit Department will reduce service on bus routes in Phoenix. See the Phoenix City Council action approved on April 23, visit phoenix.gov/newsroom/public-transit/1161.

Beginning the week of April 13, passenger space on buses will be limited for the safety of the operators and riders. If the rider capacity is reached, bus operators may not allow boardings until additional capacity is available. Plan ahead as these adjustments may impact your travel time. To see the Phoenix City Council action approved on April 6, visit phoenix.gov/newsroom/public-transit/1078.

Starting Monday, April 13, Avondale Zoom will now be served by 40 ft. buses with front and rear doors. For the safety of riders and operators, passengers will enter and exit using the rear doors.

Beginning Saturday, April 11, light rail will be on an adjusted schedule Monday-Saturday. The first full trip on light rail begins around 4:45 a.m. with the last trip starting at 11 p.m. Adjustments include 15-minute frequency 5 a.m.-6 p.m. with no late night service on Friday and Saturday. Sunday service will remain the same.

- [Eastbound light rail schedule, Monday-Saturday](#)
- [Westbound light rail schedule, Monday-Saturday](#)

On Thursday, April 9, Peoria on the Go (POGO) will suspend service until further notice.

Starting Monday, April 6, Tempe Orbit routes will have an adjusted schedule. Please use the schedules listed online.

- [Tempe Orbit route schedules](#)

Effective Monday, April 6, Express and RAPID schedules reduced until further notice.

- [Express & RAPID bus schedules](#)

Customer Service

We are still providing trip planning assistance at (602) 253-5000, however, we may be experiencing a high volume of calls. Alternate ways to contact us:

- Email us at csr@valleymetro.org
- Login to the [Customer Assistance System](#) to offer kudos, make a suggestion or file a complaint. If this is your first time using the Customer Assistance System, use this [Registration Page](#) to create a new account.

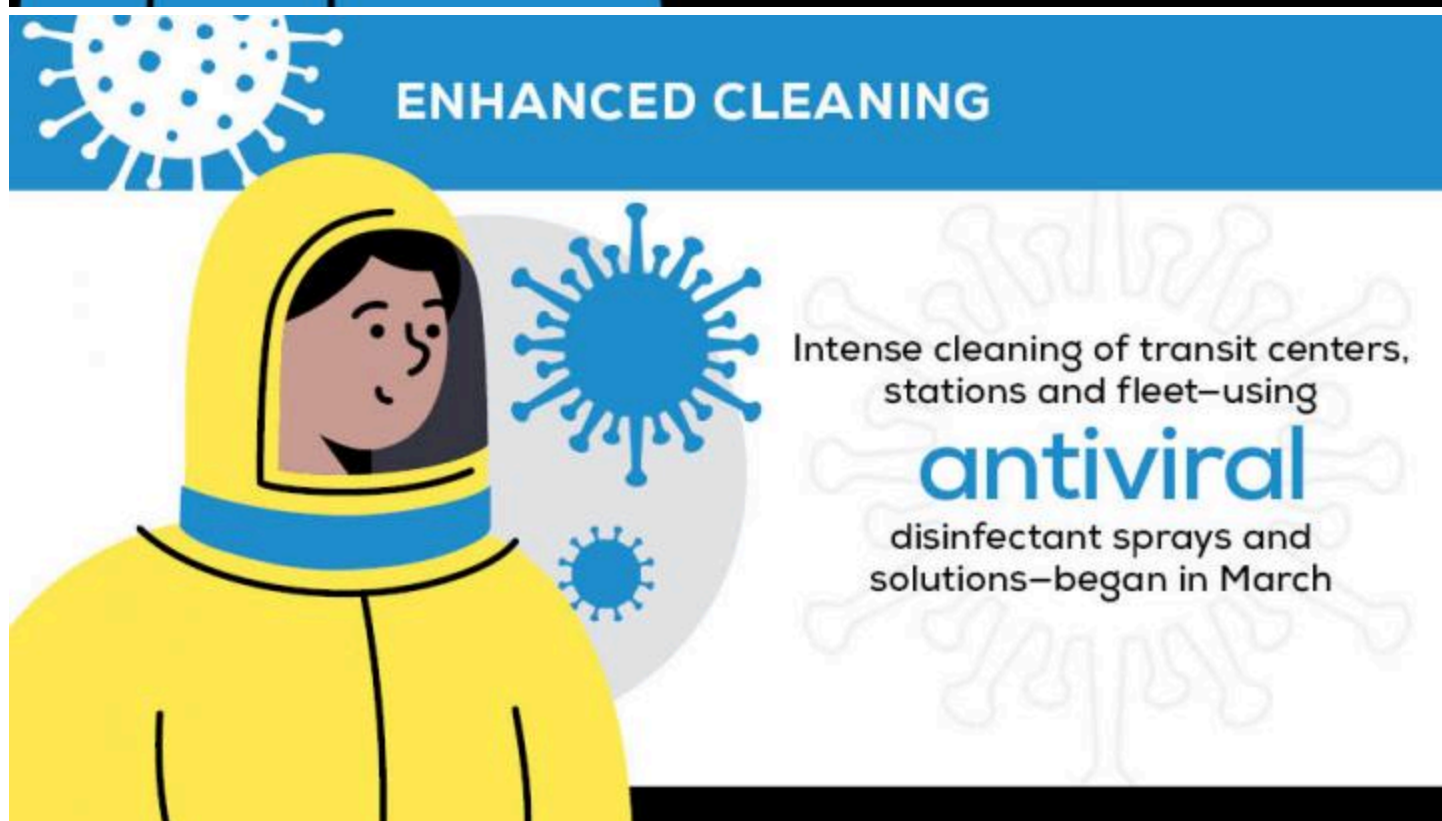
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Preventive measures

We have added temporary safety measures on board buses and light rail:

- Bus riders are asked to board from the rear door to enhance the distance between operators and passengers.
- Seats near the operator are blocked off for the safety of operators and riders.
- Valid fare is required for each bus and light rail trip.
 - To find a fare retailer near you visit valleymetro.org/fares/where-to-buy.

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SOCIAL DISTANCING



In March, riders began using
rear doors
to board & exit the bus



PERMANENT BARRIERS



873

permanent barriers are being
installed on buses this fall and
winter to help protect and
distance operators and riders



SOCIAL DISTANCING



In March,
visual fare inspection
began on bus and rail.



COVID SIGNAGE



In April, more than
15K signs
were posted urging
social distancing and limiting
bus boardings



HELP STOP THE SPREAD



Beginning in April, riders were asked to **wear face coverings** for safety. On July 1, it was required.



ESSENTIAL TRIPS



During the pandemic, transit riders were taking **essential trips**:

65%
work

58%
grocery store



PARATRANSIT RIDERS



Seating limits on
paratransit
vehicles began in June



FREE FACE COVERINGS



Thanks to FEMA¹ and FTA²,
Valley Metro distributed more than
20K
free face coverings to riders
and operators in June and July

¹ Federal Emergency Management Agency

² Federal Transit Administration



TO RETURN TO TRANSIT, RIDERS WANT TO SEE...



a **decline** in the spread of COVID-19

53%

wearing face coverings

50%

enforced social distancing

48%



WHAT ELSE IS IMPORTANT TO RIDERS



89% enhanced cleaning
inside buses

88% enhanced cleaning
inside rail cars

87% keeping riders informed
of service updates

85% being responsive

Transit Riders Are Most Concerned About: Use of face coverings (36%), social distancing (47%), enhanced cleaning (31%).

Enhanced Cleaning: Intense cleaning of transit centers, stations and fleet—using antiviral disinfectant sprays and solutions—began in March.

Social Distancing: In March, riders began using rear doors to board and exit the bus.

Permanent Barriers: 873 permanent barriers are being installed on buses this fall and winter to help protect and distance operators and riders.

Social Distancing: In March visual fare inspection began on bus and rail.

Covid Signage: In April, more than 15K signs were posted urging social distancing and limiting bus boardings.

Help Stop the Spread: Beginning in April, riders were asked to wear face coverings for safety. On July 1, it was required.

Essential Trips: During the pandemic transit riders were taking essential trips: 65% work, 58% grocery store.

Paratransit Riders: Seating limits on paratransit vehicles began in June.

Free Face Coverings: Thanks to Federal Emergency Management Agency and Federal Transit Administration, Valley Metro distributed more than 20K free face coverings to riders and operators in June and July.

To Return to Transit, Riders Want to See a decline in the spread of COVID-19 (53%), wearing face coverings (50%), enforced social distancing (48%).

What Else is Important to Riders: Enhanced cleaning inside buses (89%), enhanced cleaning inside rail cars (88%), keeping riders informed of service updates (87%), being responsive (85%).

Customer Resources

- [Access to facilities](#)
- [Rider survey results \(442KB PDF\)](#)
- [Frequently Asked Questions \(203KB PDF\)](#)

Sanitation

- [Enhanced cleaning protocols](#)

Operator Safety

- [Protecting our operators](#)

More Resources

- [Twitter](#)
- [Facebook](#)
- [Subscribe to Valley Metro Updates](#)
- [Rider Alerts](#)
- [U.S. Center for Disease Control](#)
- [Arizona Department of Health Services](#)
- [Customer Service](#)
- [AZ 2-1-1](#)
- [Heroes](#)

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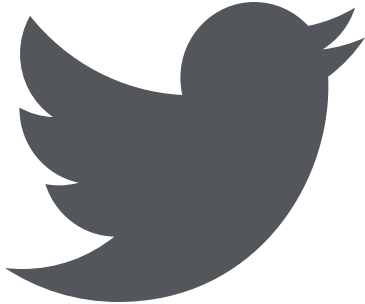
Contact Us

[Email Us](#)

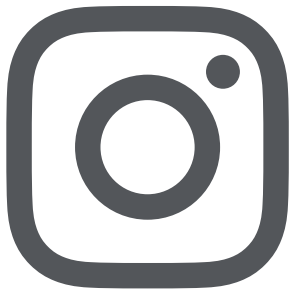
[\(602\) 253-5000](#) or TTY [\(602\) 251-2039](#)



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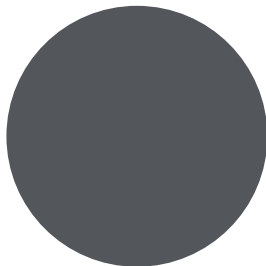
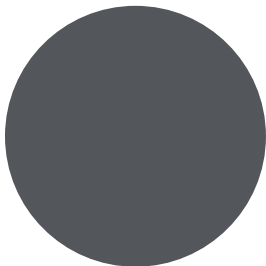
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Civil Rights Protections

Valley Metro is committed to operating its programs and services without regard to disability, race, color or national origin, and encourage diversity on our committees and advisory boards, in accordance with applicable federal statutes:

Title II of the Americans with Disabilities Act | [ADA Public Notice/Policy Statement](#) | [ADA Complaint Process](#)

Title VI of the Civil Rights Act | [Title VI Public Notice/Policy Statement](#) | [Title VI Complaint Process](#)

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