

For more light rail construction information in your area:

Mesa— www.cityofmesa.org/transportation

Phoenix— <http://phoenix.gov/maillist/pubtrans/subscribe.html>, enter e-mail address and select “Subscribe”

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www.ValleyMetro.org

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Construction Updates

Spotlighting light rail construction and how it affects bus riders

Passenger Concerns

My bus is late all the time because of construction delays. What do I do?

Passengers are encouraged to go to the Valley Metro Web site or call customer service to plan an alternate route to avoid construction areas. If a new route is not an option, please do your best to plan ahead for construction delays.

My bus stop was removed or relocated. When will it return to the previous location?

During construction, bus stops are removed or relocated for the safety of the passengers. Most stops will be back at their original locations when construction is completed. However, if your bus stop was in a spot where the light rail route runs along the street curb, the stop has already been moved permanently to a location where it is safe to pick up passengers.

Why are so many bus stops being permanently closed along Washington and Jefferson streets?

Along many parts of Washington and Jefferson streets the new light rail tracks are next to the street curb, leaving no room for continuing bus service. These bus routes have already been re-routed and are picking up passengers at other nearby bus stops.

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I wanted to get off the bus but the bus operator would not stop because we were in a construction zone. Why can't I get a courtesy stop in a construction zone?

There are many obstacles in a construction zone that make it unsafe for pedestrians. No courtesy stops can be made in construction zones for the safety of all passengers.

What is a construction zone?

A construction zone is any area of street or highway in which construction, maintenance or utility work is being conducted. During the light rail construction there will be trenches, pot holes, barricades and fencing in many of these construction zones.

My bus route changes all the time because of light rail construction. How do I know what to expect?

Although many buses are back on regular route, please check the current bus book for bus routing. The Valley Metro Web site and customer service also have the correct information on bus routing. If you know your route is being affected by construction, please plan ahead and check your route status through one of these sources.

Why does the weekend Red Line make different stops than the weekday Red Line?

The Red Line will follow the same route from Monday through Saturday unless there are street closures and detours along the route. On Sunday, the Red Line does not go into Mesa and, therefore, stops at Apache and Price in Tempe.

When will the light rail construction be finished?

Construction on various segments of light rail will be completed at different times but the service will start operating in December 2008.

How will bus service change when the light rail construction is finished?

METRO, the new light rail service is designed to work with Valley Metro bus service. Most routes will continue to run as normal throughout the Valley but with some changes to ensure easy bus/rail transfer points. Once light rail is operational, bus frequency will be adjusted along those streets shared by both services.

Quick Tips for Passengers:

Before the bus arrives:

- Arrive 5 minutes early
- Make sure you are at the right bus stop

When you see the bus:

- Signal to let the bus operator know you want to get on
- Gather your personal belongings
- Fold baby strollers or other bulky items

Getting on the bus:

- Be ready with your money, tickets, passes or transfer slips
- Request a transfer slip if needed
- Quickly take a seat

Before your bus stop:

- Pull the bell cord to signal to the bus operator that you would like to stop
- Gather your personal belongings