

City of Phoenix Public Transit Department / Valley Metro – COVID-19 Updates

Service Updates

- Currently, service is still on a regular schedule. Depending on further guidance, service may be reduced.
- Beginning March 21, City of Phoenix and Valley Metro are adding 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. Valid fare is still required. Your safety is very important and so is the health of our frontline staff. We believe it is important to follow the recommended guidelines from the Center for Disease Control's (CDC) recommended distancing protocols.
- Valley Metro Customer Service continues to be available for riders with transit planning needs. We are currently experience a high call volume. For more ways to contact Customer Service visit <https://www.valleymetro.org/news/valley-metro-customer-service-during-covid-19>.

Preventive measures

We want your ride to be safe, clean and comfortable, but please do your part:

- Stay home when you are sick
- Wash your hands with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth
- Cover your cough or sneeze into your elbow
- Get plenty of sleep, be physically active, manage your stress, drink fluids and eat healthy food.
- Visit the U.S. Center for Disease Control site or the Arizona Department of Health Services site for additional updates.

Customer Access at Transit Facilities

Buses are still providing service at transit centers.

Beginning Monday, March 23, 2020, customer service windows at the following transit centers will be closed as a precautionary measure:

- Central Station (Central Avenue and Van Buren Street)
- Ed Pastor (Central Avenue and Broadway Road)
- Sunnyslope (3rd Street and Dunlap Avenue)
- Metrocenter (Metrocenter Mall)

Fares may be purchased at fare vending machines located on light rail platforms, at [participating retailers](#) or [online](#). For an appointment to reclaim lost and found items, call (602) 534-5053, weekdays 8 a.m. - 4 p.m. Visit the [Phoenix newsroom](#) for additional information.

On Monday, March 23, 2020, the Mobility Center at 4600 E. Washington in Phoenix will be closed to the public as our commitment to the safety and well-being of our community. Click on the following links to find out more about purchasing [Reduced fare](#) or the [ADA Platinum Pass](#). The Mobility Center is also not conducting in-person ADA assessments at this time.

Also:

- Access to Public Transit Department offices at 302 N. First Ave. (across from Central Station) will be by appointment only. To make an appointment, please email pubtrans@phoenix.gov, or call 602-262-7242.
- Valley Metro's administrative offices at 101 N. 1st Avenue in Phoenix are closed to the public.

Enhanced Cleaning Protocols

City of Phoenix and Valley Metro contractors use a regularly scheduled (daily) cleaning process for transit fleet and public spaces. With the advent of COVID-19 in the U.S., we are enhancing the cleaning and disinfecting regimens on public transit.

We are now fogging once a week for buses and once a month for light rail vehicles. Fogging is a higher quality cleaning process to reduce germs from spreading and living on high touch areas.

The high-touch areas (stanchions, handrails, seat rails and fareboxes) in buses are wiped down nightly, except for the day the bus is fogged. The buses are now being disinfected daily as well. Floors are vacuumed and mopped, seats are cleaned, and walls are wiped down regularly.

At light rail stations, fare vending machines, handrails, water fountains, call boxes, seats and armrests are cleaned daily and disinfected.

All fare inspections on light rail are now visual, meaning that fare is still required but there will be no contact to inspect fares.

Protecting our Operators

The City of Phoenix and Valley Metro care about the health and well-being of our community. The lifeline service we provide only happens with equal care and concern for our front-line staff and passengers.

Beginning Saturday, March 21, 2020, Valley Metro, in concert with the city of Phoenix Public Transit Department, will institute additional, temporary safety measures on our transit vehicles that will enhance distancing between operators and passengers by requiring passengers to enter/exit through the rear doors. Passengers are still expected to pay and have evidence of a valid fare prior to boarding. Fare inspection by bus operators and rail security officers will be limited in keeping with CDC recommended

distancing protocols. We will evaluate this temporary measure through the month of April.

This precaution follows the advice of public health and safety professionals and is consistent with our commitment to keep our front-line staff and passengers safe. Public transportation is critical to our community.