

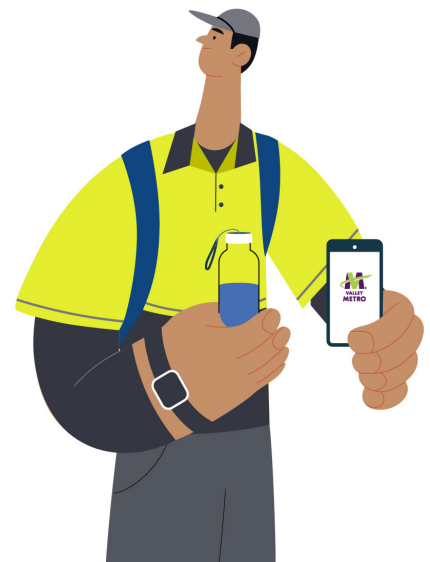
Valley Metro®

Heat Relief Outreach

Stay safe this summer! Valley Metro has an ongoing commitment to health and well-being. We are sharing tips and offering relief to our riders and employees so they stay cooler while being outdoors. Visit valleymetro.org/heatrelief to learn more.

PASSENGER CARE AND OUTREACH

- Customer Experience Coordinators (CECs) conduct regular heat relief outreach at bus stops, transit centers and light rail stops. There are weekly events planned at transit stops and stations beginning in June where cold water, sunglasses, sun block and cooling towels are being distributed.
- Field Security Officers and CECs have resource information about nearby cooling and water distribution sites, as well as how to identify signs of heat stroke or exhaustion.
- Additional outreach events across the summer will include distribution of cards with a QR code to relief sites and safety tips.
- Regular mobile water distribution along the South Central Extension/ Downtown Hub light rail construction corridor plus the donation of water and cooling towels to local cooling centers.
- Communication: rail station announcements directing riders to contact 2-1-1 Arizona for help, posters at bus stops and rail stations with a QR code to cooling sites, PSAs with heat relief tips on buses and light rail, social media posts with tips and a Storylines podcast featuring local heat relief experts.
- Real-time tracking of trains and buses on the Valley Metro app minimizes the time passengers spend waiting in the heat.

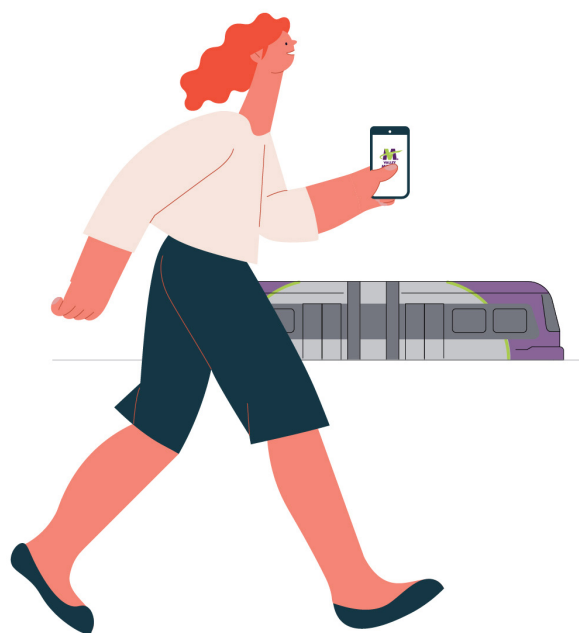


EMPLOYEE CARE

- All employees that work outside receive training on how to stay safe in the intense heat.
- They receive water jugs, water backpacks, sunscreen, hats and long-sleeved uniforms, as well as electrolyte supplements.
- Worker shifts are modified and split up so that time outside is reduced in the summer.
- Inspection periods during warmer periods begin at 5 a.m. and after sundown.

RAIL SYSTEM RESILIENCE

- Valley Metro Rail is designed to withstand the extreme weather conditions of the desert, including temperatures exceeding 110 degrees.
- Each rail car is equipped with four powerful air conditioning units, providing enough cooling power for the equivalent of six average-sized homes.
- Maintenance teams receive training in HVAC systems, including a partnership with The Refrigeration School to ensure expertise in maintaining and troubleshooting air conditioning systems.



INFRASTRUCTURE DESIGN AND ADAPTATION

- Rail tracks are built to accommodate expansion in extreme heat, while concrete adds structural support.
- Overhead wires that power the trains are calibrated to adjust tension to cope with temperature variations.
- Shade canopies have been installed at bus operations facilities to reduce fleet heat absorption. On an 85-degree day, the concrete is up to 45 degrees cooler in the shade.
- 90% of high-use bus stops in Phoenix are shaded.



MAINTENANCE

- Each spring, buses and trains undergo a thorough preventative maintenance inspection for their air conditioning systems.
- Before starting their routes, all buses and trains receive pre-route inspections, with special attention given to the air conditioning units.
- Much of our maintenance work is completed during the overnight hours when it's cooler.

