



**T2050  
LONG-TERM  
PERFORMANCE  
METRICS  
REPORT  
JANUARY 2021 –  
DECEMBER 2025**

# MESSAGE FROM LEADERSHIP

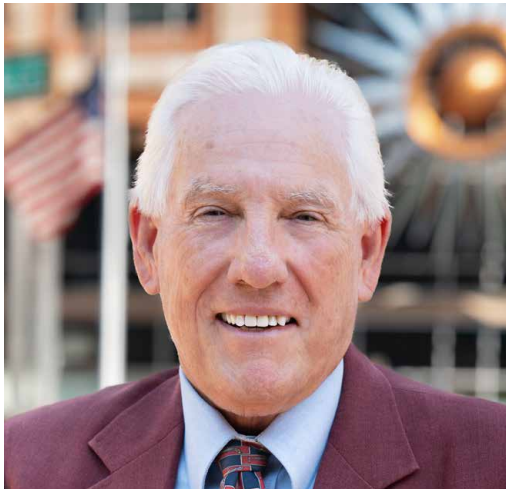


Mayor Kate Gallego

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"T2050 continues strengthening Phoenix's transportation infrastructure, expanding accessibility for all our users and supporting transit-oriented corridor development. As the fifth largest city in the nation and one of the fastest growing, I am determined to make sure that our world-class city has the infrastructure to match. In the last five years, we upgraded bus bays, added more shaded bus shelters, added more than 200 miles of bike lanes and opened two major light rail extensions. All light rail stations are fully compliant with the Americans with Disabilities Act (ADA), improving access and usability for all riders. Safety improvements to our streets, including more than 100 High-Intensity Activated crossWalk (HAWK) signal installations and implementation of the Vision Zero Road Safety Action Plan (RSAP), make for a better pedestrian experience. As we look ahead to the next five years, we will continue to strive to provide safe, reliable and accessible transportation for Phoenix."

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Commissioner David Moody, Chair,  
Citizens Transportation Commission

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"From January 2021 through December 2025, the T2050 program continued to demonstrate the impact of strong planning, strategic investment and consistent community oversight. Throughout this period, the Citizens Transportation Commission has remained committed to ensuring the voter-approved plan delivers real value for Phoenix residents. Together, we have advanced major infrastructure upgrades, expanded accessibility, improved safety, supported economic resilience along transit corridors and strengthened the daily travel experience for riders across our city. Serving as Chair during this time has been an honor, and I am proud of the Commission's role in upholding transparency, accountability and a shared vision for a safer, more connected and more sustainable Phoenix."

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# OVERVIEW

Phoenix’s 35-year Transportation 2050 (T2050) plan dedicates revenue to improving transit service and the street network throughout the city. On Aug. 25, 2015, Phoenix voters approved Proposition 104, which replaced the previous 0.4% sales tax with a 0.7% sales tax. Additionally, the plan is funded by federal, regional and local sources. The new sales tax became effective Jan. 1, 2016, and allocates 70 cents of each \$100 spent to the city’s transportation needs. Approximately 86% of funds are dedicated to public transit and 14% to supplement street maintenance and improvement funds.

A significant value of T2050 is the ability of the city to sustainably prepare and manage the transportation system for growth. During the second 5-year phase of T2050, between 2021 and 2025, Phoenix’s population remained relatively stable at approximately 1.7 million. Over the same period, employment (total number of people employed) recovered from 828,000 in 2020 to approximately 906,000 in 2025.

This report details the progress made toward achieving the T2050 program goals during the second 5 years of the 35-year program. Achievements are shared to showcase how the funding and plan decisions positively impact Phoenix.

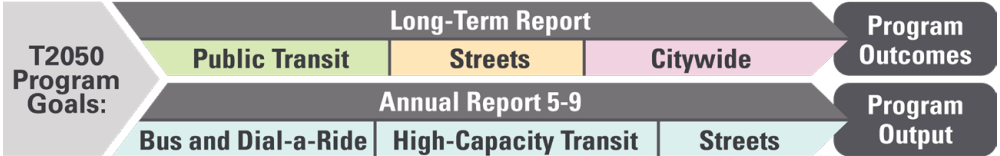
## Performance Measures and Outcomes

The city continually collects and analyzes data to measure the performance of its programmatic efforts on the transportation system and the impacts and benefits of the program to residents and commuters. To measure progress toward achieving the goals of the T2050 program, performance measures were identified in three focus areas: public transit, streets and citywide.

|                        | PUBLIC TRANSIT                                                                                                                      | STREETS                                                                                                                                 | CITYWIDE                                                                                                                                                                                                                    |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| T2050 PROGRAM OUTCOMES | <ul style="list-style-type: none"> <li>Improve Access</li> <li>Optimize Transit Ridership</li> <li>Increase Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>Improve Reliability</li> <li>Create Multimodal Options</li> <li>Increase Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>Improve Mobility and Access</li> <li>Increase Safety</li> <li>Maintain Quality of Infrastructure</li> <li>Improve Public Perception</li> <li>Support Economic Development</li> </ul> |

The outcomes described by the performance measures represent the progress of the T2050 program so far. This report documents those outcomes and provides supporting data and graphical representations. The metrics in this report use 2016 as the baseline year for comparison on continual progress.

Due to the diverse range of metrics, data sources and collection methods, tabulations vary from 4½ to 5½ years and are reported either in fiscal or calendar years. Detailed year-to-year data based on the fiscal year can be found in the [published annual reports](#).



Programmatic Objectives

The citywide sales tax authorized by voter-approved Proposition 104 went into effect on Jan. 1, 2016. Shortly thereafter, the T2050 Leadership Team, composed of a deputy city manager and the directors and deputy directors of the Street Transportation and Public Transit departments, established short- and long-term goals based on the ballot language and objectives of the program. While these goals are anticipated to evolve as the program progresses, the city places emphasis on regularly measuring and reporting progress.

The program’s long-term, 35-year goals and status of completion as of the date of this report are listed in **Table 1**.

Short-term performance metrics take inventory of **what** the program has accomplished and are numerical, for example, the number of new streetlights or miles of light rail service. Short-term metrics are measured annually and documented in the T2050 annual progress reports.

Long-term performance metrics measure **why** the improvements are made and are objective in nature, for example, enhancing multimodal options or improving user satisfaction. Long-term performance is measured every 5 years and is documented in the T2050 Long-Term Performance Metrics Report.

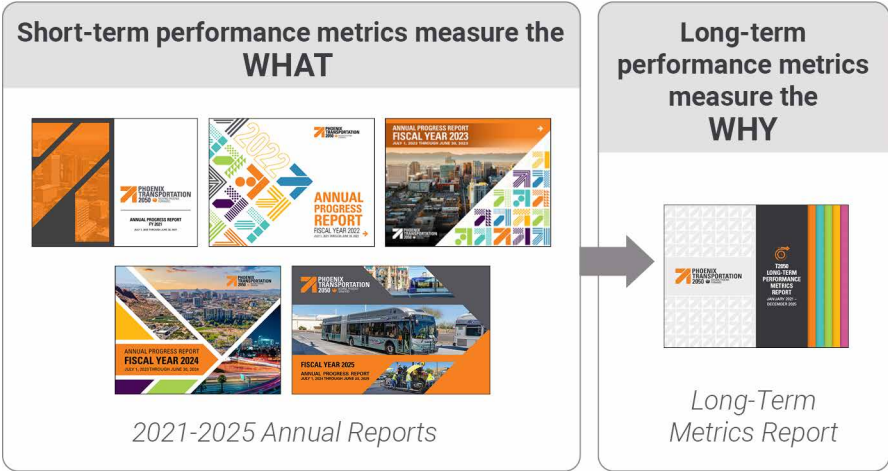
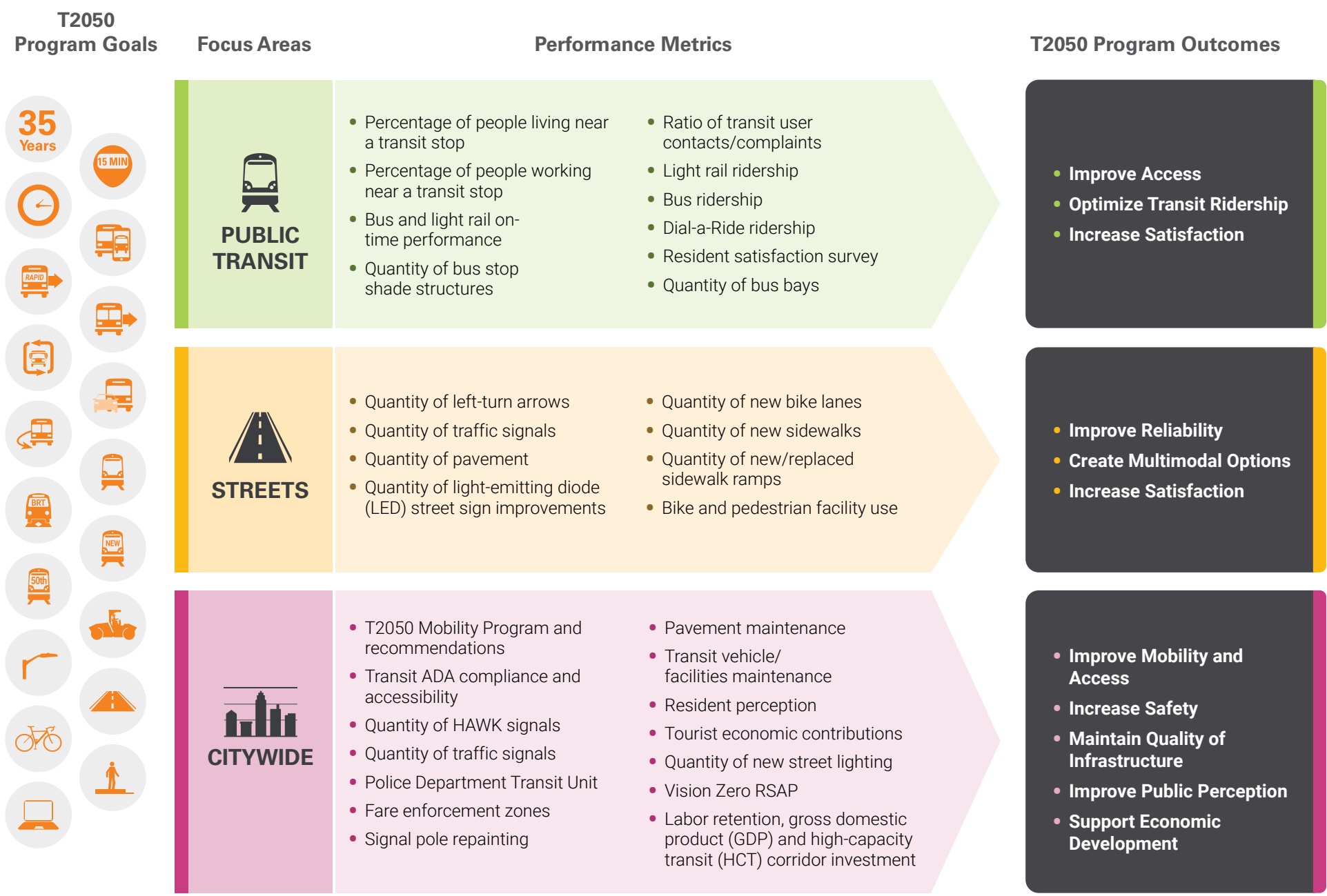


Table 1 – T2050 Goals Established at Program Onset

| 5-YEAR PROGRESS | PROGRAM 35-YEAR GOALS |                                                                                                                    |
|-----------------|-----------------------|--------------------------------------------------------------------------------------------------------------------|
|                 |                       | <b>CONTINUE</b> local bus, RAPID commuter bus, neighborhood circulator and Dial-a-Ride service <b>FOR 35 YEARS</b> |
|                 |                       | <b>PROVIDE 15-MINUTE FREQUENCY</b> on half of all bus routes                                                       |
|                 |                       | <b>EXTEND AND ADD</b> new RAPID service                                                                            |
|                 |                       | <b>PURCHASE NEW</b> buses and Dial-a-Ride vehicles                                                                 |
|                 |                       | <b>EXTEND</b> bus and Dial-a-Ride service hours to match light rail hours                                          |
|                 |                       | <b>EXTEND AND ADD BUS SERVICE</b> to unserved major streets                                                        |
|                 |                       | <b>ADD NEW</b> circulator service                                                                                  |
|                 |                       | <b>BUILD NEW</b> Park-and-Ride lots                                                                                |
|                 |                       | <b>BUILD</b> additional bus bays                                                                                   |
|                 |                       | <b>CONTINUE 17 MILES</b> of light rail service                                                                     |
|                 |                       | <b>PROVIDE 75 MILES</b> of new bus rapid transit service                                                           |
|                 |                       | <b>ADD 42 MILES</b> of new light rail in Phoenix                                                                   |
|                 |                       | <b>BUILD NEW</b> light rail station at 50th Street (completed Apr. 25, 2019)                                       |
|                 |                       | <b>680 MILES</b> of new overlays on arterial/major streets                                                         |
|                 |                       | <b>2,000 NEW</b> streetlights                                                                                      |
|                 |                       | <b>\$240 MILLION</b> for new roads and upgraded bridges                                                            |
|                 |                       | <b>1,080 MILES</b> of new bike lanes                                                                               |
|                 |                       | <b>135 MILES</b> of new sidewalks                                                                                  |
|                 |                       | <b>ENHANCE</b> technology                                                                                          |

Below expected target Approaching expected target At or above expected target



# PUBLIC TRANSIT

## Performance Metrics

- Percentage of people living near a transit stop
- Percentage of people working near a transit stop
- Bus and light rail on-time performance
- Quantity of bus stop shade structures
- Ratio of transit user complaints
- Transit user survey satisfaction
- Light rail ridership
- Bus ridership
- Dial-a-Ride ridership
- Resident satisfaction survey
- Quantity of bus bays

## T2050 Program Outcomes

- **Improve Access**
- **Optimize Public Transit Ridership**
- **Increase Satisfaction**

An array of transit services is available in Phoenix. In addition to commonly known fixed-route bus and light rail services, transit options also include neighborhood circulators, RAPID/Express commuter routes and complementary paratransit service (Dial-a-Ride).

The Phoenix Public Transit Department (PTD) coordinates with Valley Metro, the regional public transit agency that provides coordinated transportation services to riders in the metro area. PTD is dedicated to

moving transit riders in a safe, efficient and convenient manner via the regional transit network.

Trends in resident access to transit, rider satisfaction and transit ridership in Phoenix were measured to understand how the T2050 program has enhanced the transit system in its second 5 years. These metrics were chosen to consistently evaluate how the Phoenix transit system meets the city's transit needs and demand over 5-year intervals.



*T2050 supports increased frequency and extended local bus routes because improving access is an integral T2050 program outcome.*



*Optimizing transit ridership is a T2050 program outcome measured, in part, by light rail ridership.*

# Improve Access

Many residents and commuters rely on the accessibility and frequency of improved transit services. The combination of extended service hours, increased frequency of service, extended routes and new routes has resulted in a more holistic transit network serving the growing Phoenix population.

The population of Phoenix has grown since 2021, adding approximately 48,600 people through 2024. As the city continues to grow in both population and jobs, the transit network must be maintained and evolve to provide for a larger demand in service and access.



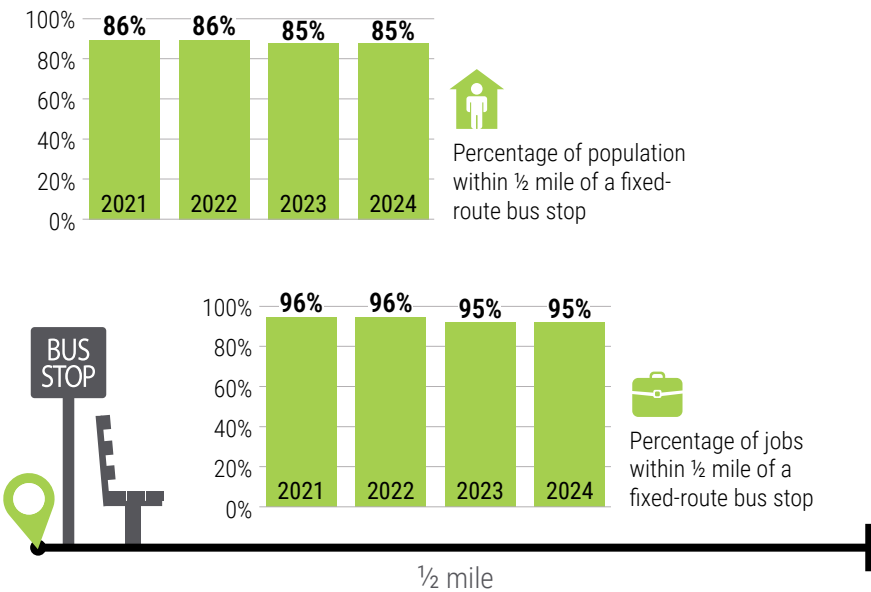
Public transit investments bring people closer to the places and opportunities that matter most, connecting communities, expanding access to jobs and recreation, and fostering a stronger sense of unity.

To maintain transit network efficiency, network coverage and density must grow with the population. **Figure 1** shows the percentage of population and jobs within 1/2 mile of typical transit service routes from 2021 to 2024, demonstrating that even with significant increases in population and employment, access to transit is maintained.

## Maintaining Population Coverage



Figure 1 – City Bus Network



# Optimize Transit Ridership

Transit ridership is a standardized metric derived from boarding data collected across the transit system. Ridership numbers are used to inform decision-makers on the performance of transit systems depending on the area serviced, frequency, routes and modes available.

The current modes of transit are bus, light rail transit (LRT) and Dial-a-Ride service. As the most prominent service, bus ridership makes up 72.4% of the entire transit network, LRT provides 26.2% of ridership, and Dial-a-Ride contributes about 1.4% of ridership (for the 5-year period of 2021 to 2025).

**Figure 2, Figure 3, and Figure 4** illustrate ridership by transit mode, with the numbers representing total boardings, which also reflect the number of riders. Bus transit leads transit ridership in Phoenix, as seen in **Figure 3**, as a result of the extensive and accessible network of bus

routes and stops. The service frequency of buses has strategically increased along with existing service route extensions and the addition of new routes.

LRT is a critical component of Phoenix’s transit infrastructure. Since its launch in December 2008, the system has far exceeded original ridership projections and undergone three extensions in Phoenix, with additional extensions planned. There are 50 stations along the 38.5 miles of LRT routes in the metropolitan region, of which 34 stations and 23.4 miles are in Phoenix. Ridership numbers for LRT are shown in **Figure 2**.

Dial-a-Ride service is an equitable transit mode servicing those unable to utilize local bus service due to disability. This service is committed to providing a safe and convenient transportation option suitable to those in need of ADA paratransit services. Dial-a-Ride ridership in Phoenix is shown in **Figure 4**.



Figure 2 – LRT Ridership in Phoenix

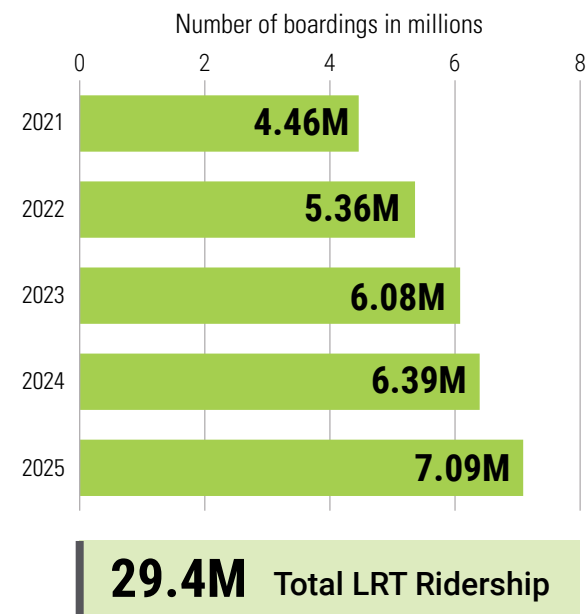


Figure 3 – Bus Ridership in Phoenix

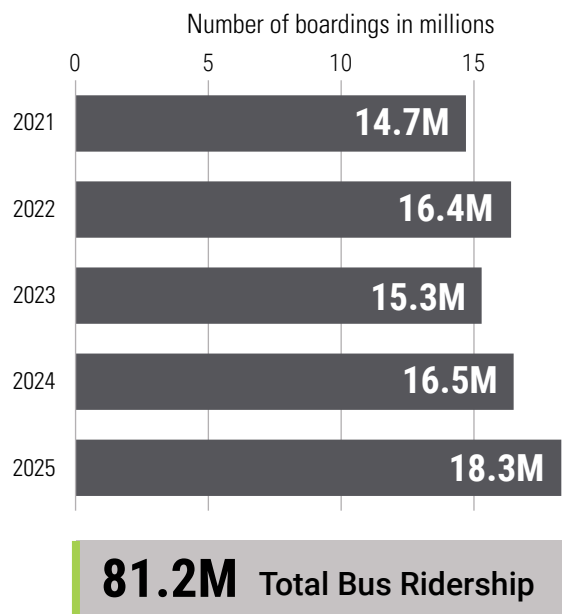
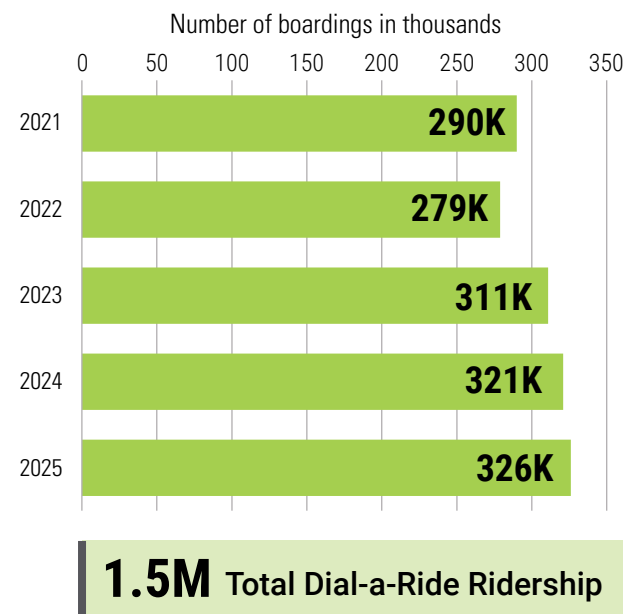


Figure 4 – Dial-a-Ride Ridership in Phoenix



# Increase Satisfaction

Measuring rider satisfaction provides the valuable feedback needed to continue to implement the program’s goals of comfort at stations and stops from shade structures, installation of bus bays and on-time performance of transit vehicles.

Bus shelter shade structures at stops provide protection from common local environmental elements, such as extreme heat and seasonal monsoons. Structures are also illuminated to provide increased user visibility and perceived safety. As of 2025, there were 4,063 bus stops in Phoenix, and approximately 78% of those bus stops have shade structures. **Figure 5** depicts the number of new bus shelter shade structures installed with T2050 funding. Additionally, bus bays are being added to multiple station locations for safer loading and unloading of passengers with a reduced impact on through traffic. A Service Reliability Work Group has been established for Phoenix’s bus service. The group meets regularly and seeks to improve on-time performance in light of street restrictions and closures, special events, and other traffic-related impediments encountered by vehicles. Similar efforts are being developed for the regional light rail system, including traffic signal timing and improvements to the system’s traffic signal priority equipment.



Figure 5 – Bus Shelter Shade Structures Installed

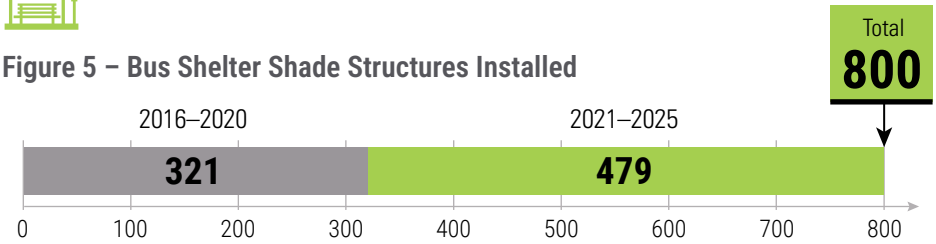
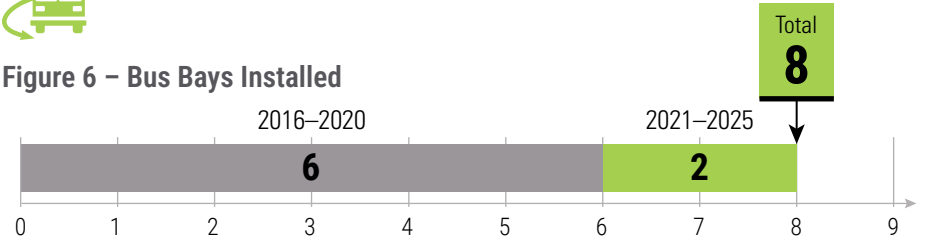


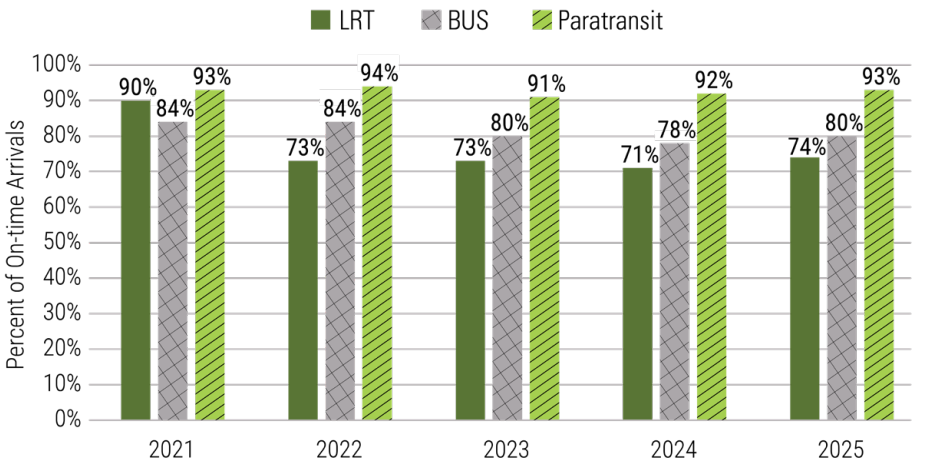
Figure 6 – Bus Bays Installed



The punctual arrival of vehicles is a determining factor in meeting the riders’ satisfaction with the service. **Figure 7** displays the percentage of on-time arrivals for each transit mode.



Figure 7 – On-Time Performance of Public Transit Vehicles

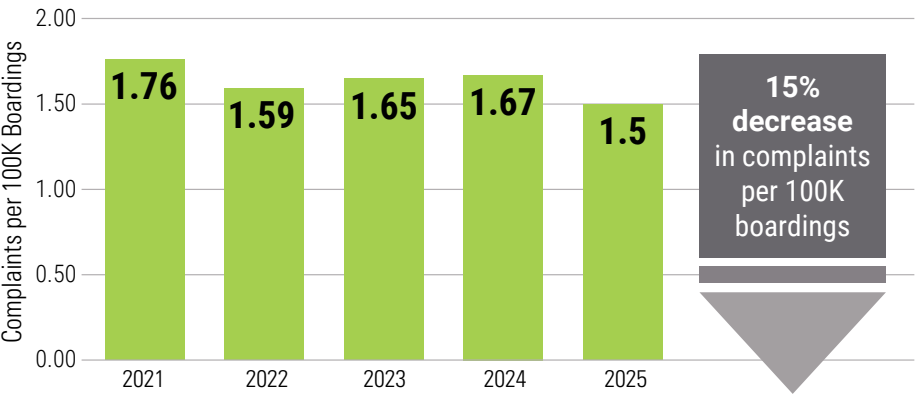


Shaded bus stops increase user satisfaction, an important T2050 program outcome.

The measurement of passenger contacts and complaints is an industry standard for understanding rider satisfaction with the overall transit experience. The total number of complaints is counted per 100,000 boardings. The ratio of rider complaints for City of Phoenix bus service is shown in **Figure 8**.



Figure 8 – Bus User Complaints per 100K Boardings



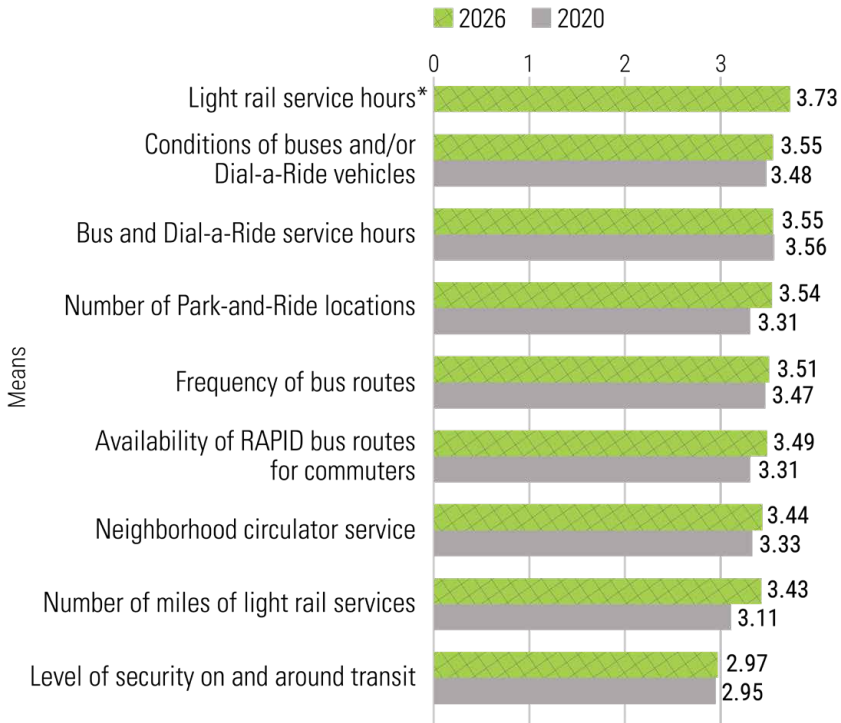
Feedback provided in the resident satisfaction survey helps track the T2050 program outcome of increasing satisfaction.

**Figure 9** shows the percentage of respondents satisfied with individual aspects of the transit service experience. This survey was conducted in January and February 2026 and shows that even with population growth and rising demand, public satisfaction has remained stable during the second five years of the T2050 program, compared with its first five years. This metric is used to measure the progress of ridership satisfaction throughout the T2050 program lifespan.



Figure 9 – Resident Satisfaction with Public Transit

Summary of ratings on a scale of 1 to 5, with 5 meaning very satisfied



\*Data not collected in 2020



# STREETS

## Performance Metrics

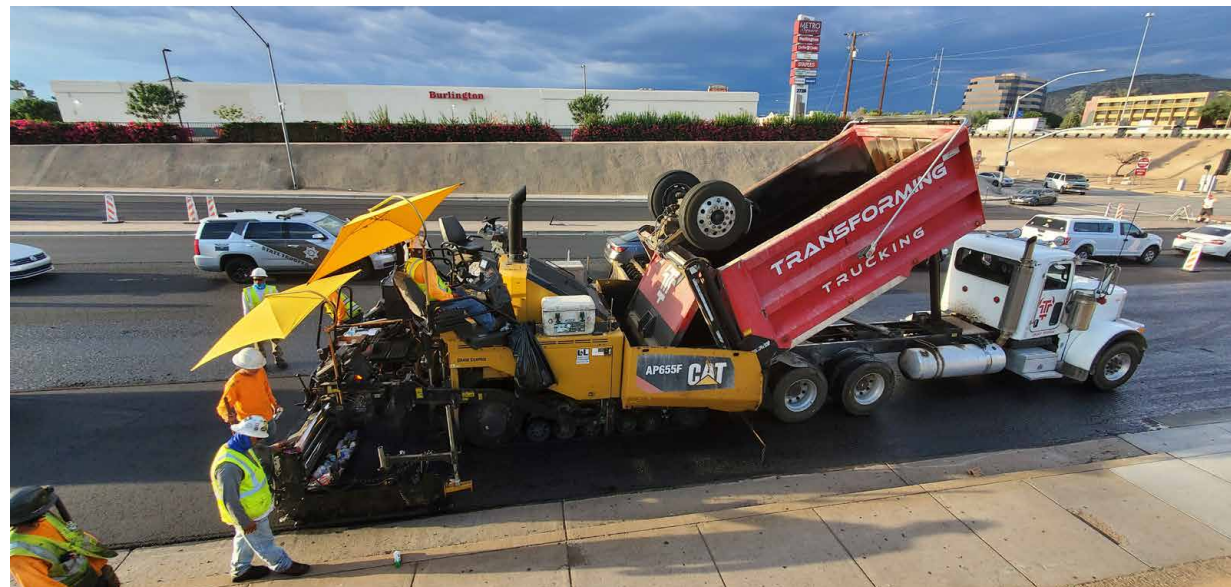
- Quantity of left-turn arrows
- Quantity of traffic signals
- Quantity of pavement
- Quantity of LED street sign improvements
- Quantity of new bike lanes
- Quantity of new sidewalks
- Quantity of new/replaced sidewalk ramps
- Bike and pedestrian facility use

## T2050 Program Outcomes

- **Improve Reliability**
- **Create Multimodal Options**
- **Increase Satisfaction**

T2050 street infrastructure goals are the responsibility of the Street Transportation Department. The department is dedicated to moving people—including pedestrians, bicyclists and motorists—and goods in a safe, efficient and convenient manner via the street network.

While paving and maintaining roads is the foundation of these services, the department is also responsible for all street-related infrastructure such as street signs, traffic signals, streetlights, bikeways, ADA ramps and sidewalks. Other essential functions include technical review for private development projects, landscaping within the city right-of-way, construction inspections, materials testing and the use of geographic information system (GIS) software for desktop, survey and web-based mapping analysis.



*Improving reliability is a T2050 program outcome that requires closely tracking the quality of infrastructure improvements made throughout the city.*

## Improve Reliability

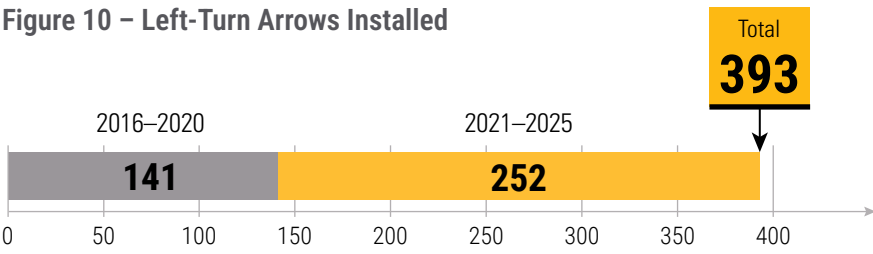
The reliability of the Phoenix street network is measured to maintain user satisfaction and safety. Maintaining safe and reliable roadway infrastructure ensures a consistent experience and an improved level of service for all roadway users.

Methods employed to meet reliability goals include the addition of left-turn arrows at existing traffic signals; installation of new traffic signals where average daily traffic patterns, pedestrian counts warrant and funding is available; and installation of signals with advanced detection hardware.

Left-turn arrows provide either a dedicated turning segment of signal timing phases or controlled flashing yellows as an option for varying traffic and roadway conditions. **Figure 10** shows the number of left-turn arrows added to the existing transportation signal network.



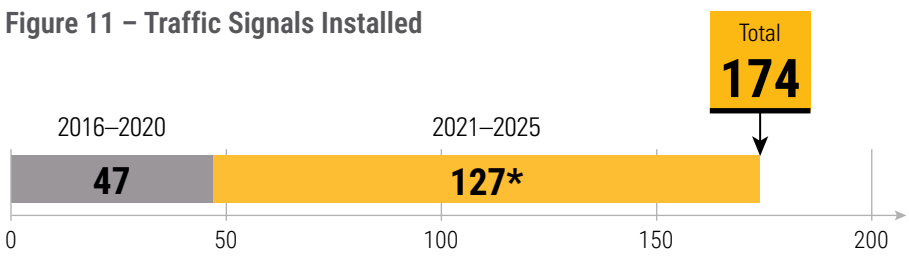
Figure 10 – Left-Turn Arrows Installed



The city adds new traffic signals to the network as intersections see increased intensity of land uses and traffic. **Figure 11** shows the number of new traffic signals installed since T2050 began. Signals are now being equipped with advanced detection hardware for increased efficiency.



Figure 11 – Traffic Signals Installed



\*All signals installed from FY 2021 to 2025 have advanced detection.



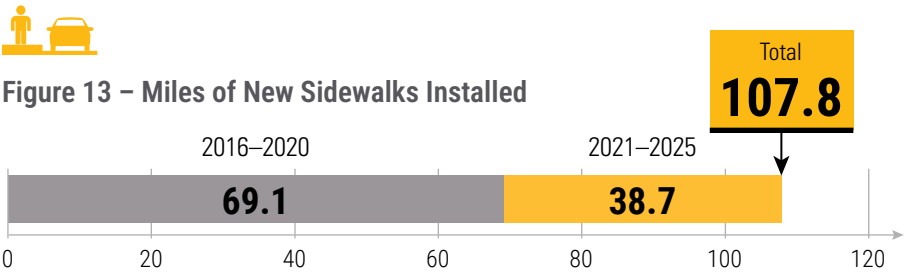
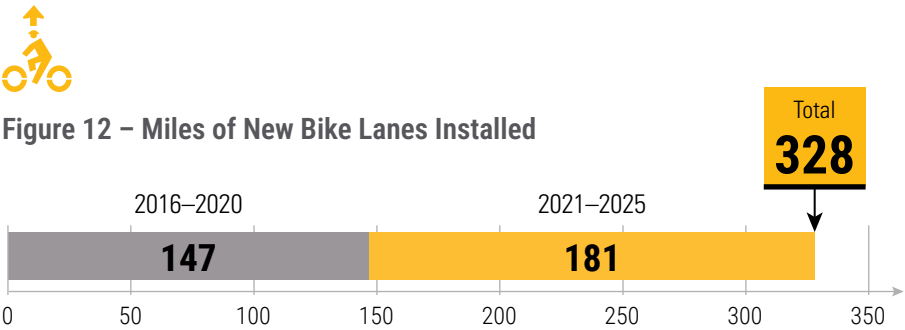
*Maintaining traffic signals is an integral part of improving network reliability.*

# Create Multimodal Options

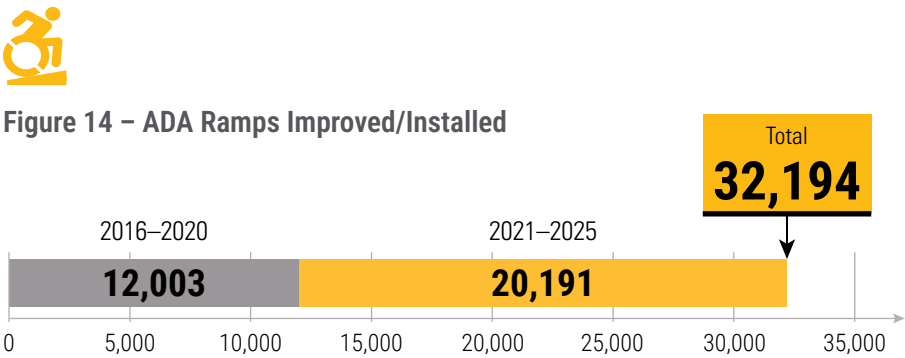
The city committed, through T2050, to increasing multimodal mobility options. The City Council unanimously approved the Active Transportation Plan (ATP) in May 2023, which provides a roadmap for improving conditions for people walking, bicycling and rolling in Phoenix. The ATP includes technical design guidance for bike/walk/roll infrastructure, policy recommendations, and network development through the Phoenix Connected Active Neighborhoods Program. The ATP provides the overarching framework for the design and construction of sidewalks, bike lanes, trails and other pedestrian infrastructure, such as ADA ramps.

New bike lanes and sidewalks improve connectivity between neighborhoods, main thoroughfares, and the places people want to go. Providing space for non-motorist road users often increases roadway capacity, reduces the number of cars on the road and improves safety for all road users. Furthermore, new sidewalks serve to complete the street and provide a safer pedestrian realm.

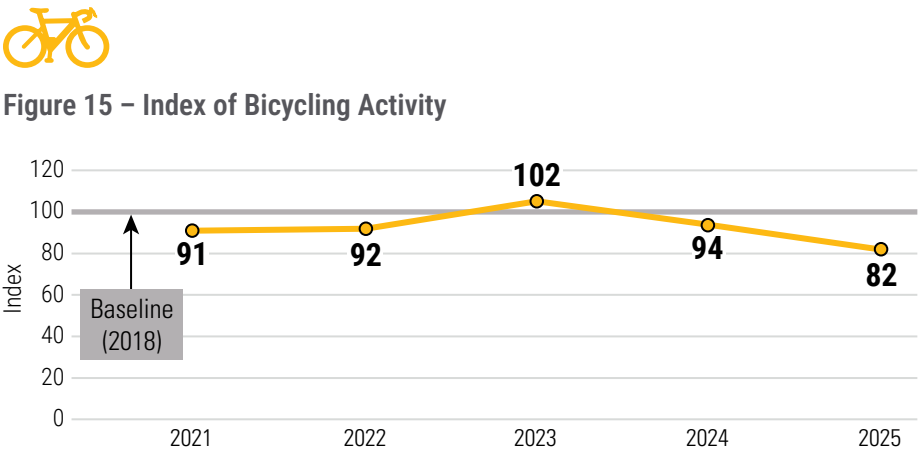
The miles of new bike lanes installed are shown by fiscal year in **Figure 12**. The miles of new sidewalks installed are shown in **Figure 13**.



Adding and replacing ADA ramps brings the city further into compliance with ADA standards. The ramps provide greater safety and accessibility for the disabled, elderly, visually impaired and limited-mobility populations. **Figure 14** illustrates the cumulative progress made toward reaching this T2050 goal.



Since 2018, 5-day bike counts have been conducted at 40 locations across Phoenix for assessment of growth. The number of bicyclists is recorded at about half of the locations in the spring and the other half in the fall. **Figure 15** shows the total bike counts over the 5-day period. Construction can impact these numbers at various locations in a given year, so the city uses 2018 as the baseline. Every year with more bicyclists than those counted in 2018 gets a score over 100.

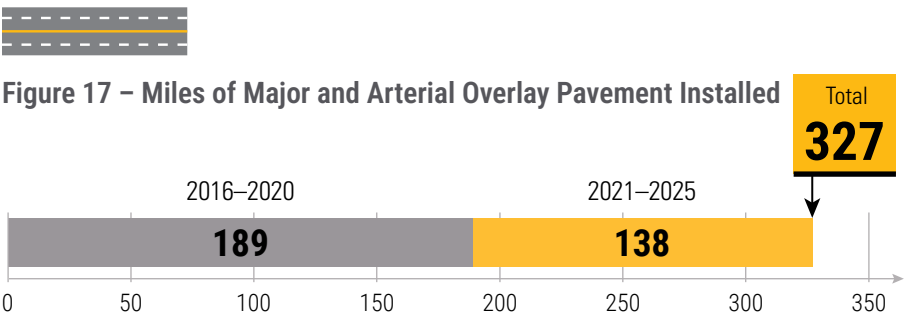
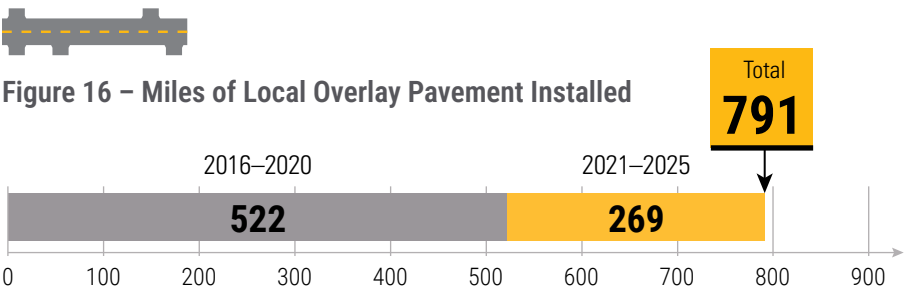


# Increase Satisfaction

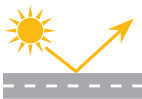
Understanding user satisfaction with transportation infrastructure is a key component to achieving T2050 goals. A user's general satisfaction has been shown to grow from the rise in quality of street facilities and maintenance, as well as with the wayfinding access provided to streets via illuminated street signs.

Street facility maintenance is managed through pavement preservation and mill and overlay projects. These projects provide the foundation for all modes of transportation to move seamlessly through the city and allow for the inclusion of multimodal facilities such as bike lanes, pedestrian crossings and ADA-compliant amenities in most projects.

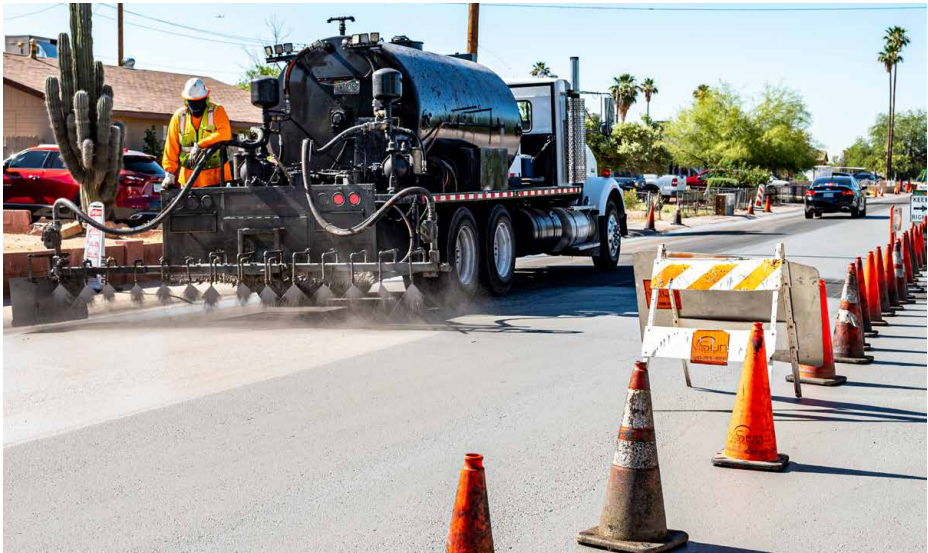
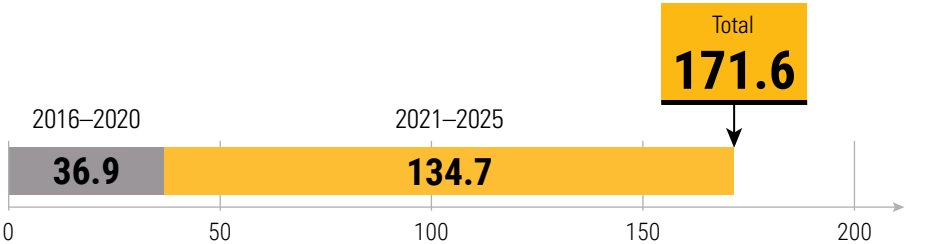
**Figure 16** and **Figure 17** show the accumulation of pavement overlays completed on local and arterial streets through T2050 funding. Pavement maintenance projects on major and arterial streets use T2050 funds, while pavement maintenance projects on local streets use other funding sources, like Arizona Highway User Revenue Fund and Phoenix's General Obligation Bond.



After a pilot program throughout 2020 and 2021, the Street Transportation Department began its Cool Pavement program in 2022 by applying cool pavement coatings to selected streets across the city. The coatings, which are lighter in color than traditional asphalt coatings, reflect sunlight and retain less heat compared with traditional asphalt coatings. Therefore, cool pavement has the potential to offset the effects of the urban heat island in Phoenix. **Figure 18** shows the accumulation of cool pavement miles completed on local streets.



**Figure 18 – Miles of Local Cool Pavement Installed**

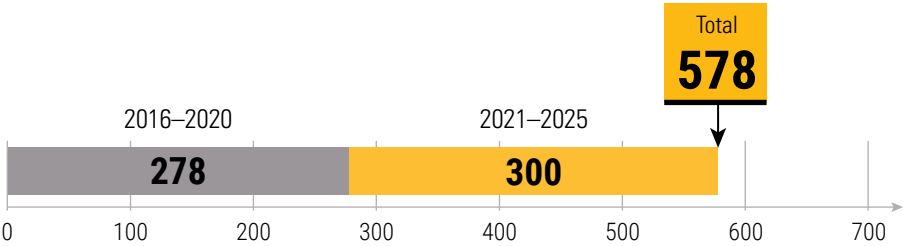


Cool pavement is a surface treatment that is applied on top of the existing asphalt pavement.

Illuminated street signs provide better visual guidance to motorists, bicyclists and pedestrians, allowing all commuters to traverse the city more confidently outside of daylight hours. **Figure 19** shows the number of illuminated street signs installed since T2050 began.

MAIN STREET

Figure 19 – Illuminated Street Signs Installed



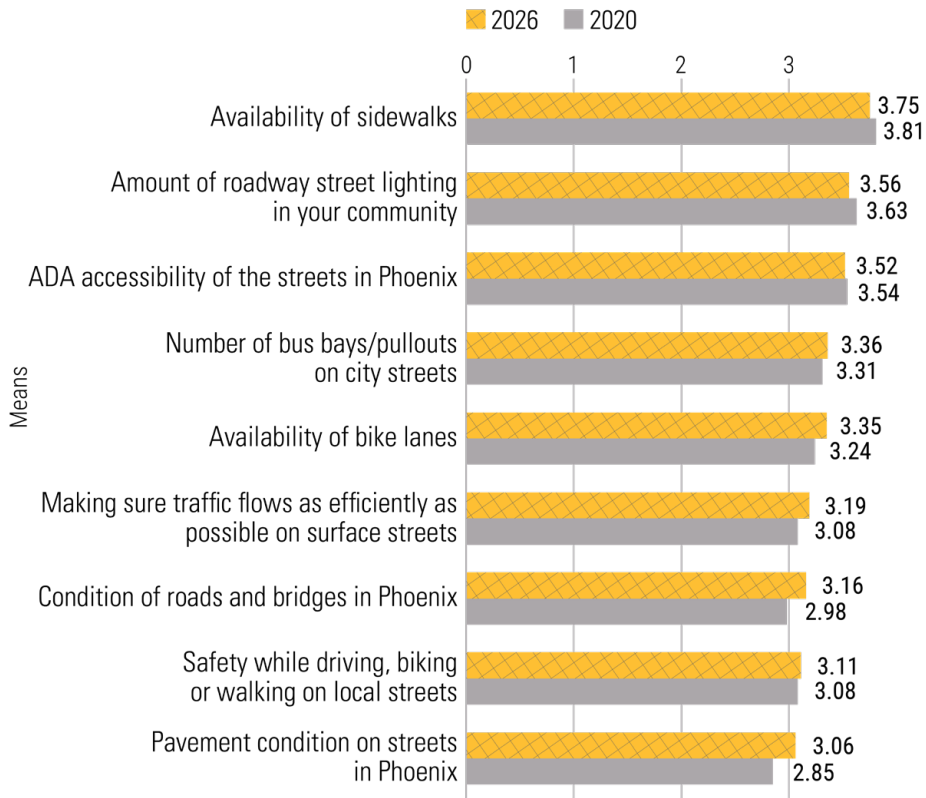
The quality of pavement is tracked because pavement condition is an indicator of user satisfaction.

A phone survey was completed in 2026 to determine Phoenix residents’ awareness of, and satisfaction with, the overall T2050 program so far. Despite a growing population and increased demand, **Figure 20** shows public satisfaction has remained stable in the second five years of the T2050 program compared with the first five years of the program.



Figure 20 – Resident Satisfaction with Streets

Summary of ratings on a scale of 1 to 5, with 5 meaning very satisfied





# CITYWIDE

## Performance Metrics

- T2050 Mobility Program and recommendations
  - Transit ADA compliance and accessibility
  - Quantity of HAWK signals
  - Quantity of traffic signals
  - Police Department Transit Unit
- Fare enforcement zones
  - Signal pole repainting
  - Pavement maintenance
  - Transit vehicle/ facilities maintenance
  - Resident perception
- Tourist economic contributions
  - Quantity of new street lighting
  - Vision Zero RSAP
  - Labor retention, GDP, and HCT corridor investment

## T2050 Program Outcomes

- **Improve Mobility and Access**
- **Increase Safety**
- **Maintain Quality of Infrastructure**
- **Improve Public Perception**
- **Support Economic Development**

The T2050 program serves the Phoenix community's transportation needs through its citywide projects and improvements. T2050 revenues supplement other sources of transportation funding, allowing the city to accomplish more.

Through its second 5 years of implementation, the program has allowed both the Public Transit and Street Transportation departments to improve mobility access, safety, and infrastructure quality and benefit the local economy. Through these improvements, T2050 leverages multi-departmental assets to stretch project funding further.



Supporting economic development is a key T2050 program outcome.

## Improve Mobility and Access

The T2050 program has supported a series of initiatives to improve the public’s mobility and access to and on Phoenix’s transportation network, including bicycle use on transit, the ADA Self-Evaluation and Transition Plan and the active transportation and mobility improvements program.

As part of a program of continuous monitoring and improvement, these projects were measured against citywide mobility and access performance measures to quantify their effectiveness in connecting more people to places of work, education, healthcare and recreation and understand how they contribute to the transportation network.

100%   
of light rail stops  
are ADA compliant

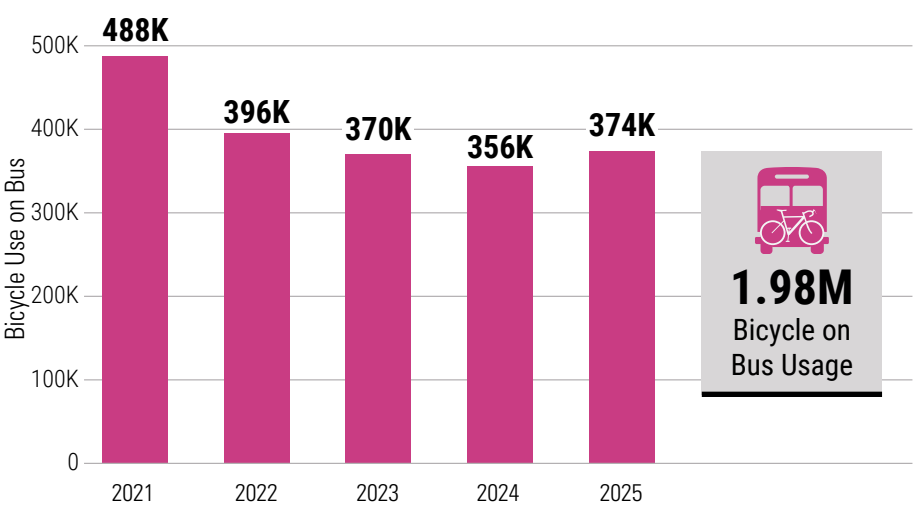
In 2022, Phoenix’s Street Transportation Department launched the Cool Corridors program to implement strategies for reducing heat island effects in identified corridors and provide pedestrians, bicyclists and transit users with relief from high temperatures. When feasible, Cool Corridor investments align with major construction and capital improvement program projects to maximize impact and efficiency.



*This Cool Corridors project installed 100 trees along an existing pedestrian path next to 42nd Street between Windrose Drive and Sweetwater Avenue.*

The number of bicycles used in concert with the public transportation system is a good indicator of how well a multimodal system meets the unique needs of bicyclists. Providing adequate storage for bicycles on the front of buses and in LRT trains increases travel options for these users. Currently, the number of bikes stowed on LRT is not a tracked metric. **Figure 21** shows the numbers of bicycles used on buses.

**Figure 21 – Bicycle on Bus Usage**



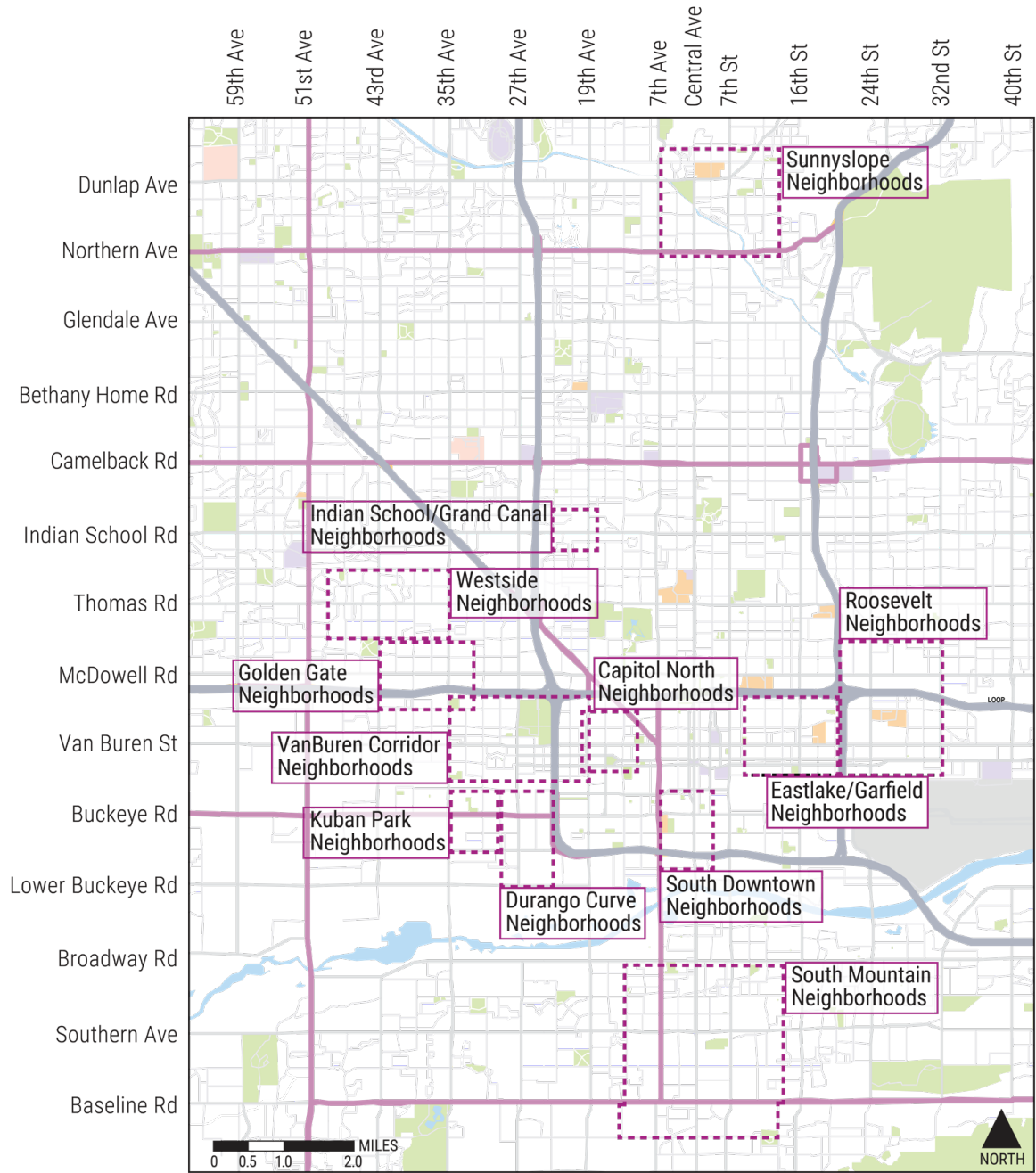
The South Central LRT Extension/Downtown Hub advanced multimodal mobility by integrating shared-use paths, first/last-mile connections and enhanced pedestrian and bicycle access to stations. These improvements promote alternative transportation options and reduce vehicle dependency.

To address Phoenix’s extreme heat conditions, the South Central LRT Extension/Downtown Hub incorporated heat island reduction strategies, including expanded shade structures and significant tree canopy enhancements. Existing mature trees were preserved whenever possible, and all removed trees were replaced at required ratios using drought-tolerant, desert-adaptive species. These improvements support cooler microclimates, reduce radiant heat exposure and improve pedestrian comfort along the corridor.

The T2050 Mobility Improvements program works to improve mobility, safety and connectivity of all roadway users. Mobility studies were a major part of the program. Thirty-nine locations were identified for study at the inception of T2050; 12 studies were conducted between 2018 and 2021, all of which have been completed (**Figure 22**). Study areas were selected by analyzing datasets including where people walk, ride bicycles and ride transit most often; locations where these vulnerable road users are being hit by vehicles; and where system deficiencies and/or gaps exist in active transportation infrastructure.

The analysis of these study areas provided decision-makers with information about the specific needs of neighborhoods. An existing conditions report was drafted for each study area to provide a summary of on-the-ground conditions, including the barriers that prevent people of all ages and abilities from reaching their important destinations. The studies included public outreach to key community members and identified key destinations, existing pedestrian and bicycle networks, transit facilities, and zoning and land use dynamics. Recommendations for mobility solutions focus on all streets, with an emphasis on providing safe, convenient ways for people of all ages and abilities to walk and bike to their important destinations.

**Figure 22 – Mobility Area Study Completion**



The city is consistently working to upgrade infrastructure and build facilities to meet ADA requirements. Currently, the city is executing a 4-year project to develop the ADA Self-Evaluation and Transition Plan to ensure compliance with federal accessibility standards and improve equity across all communities. The project scope includes:

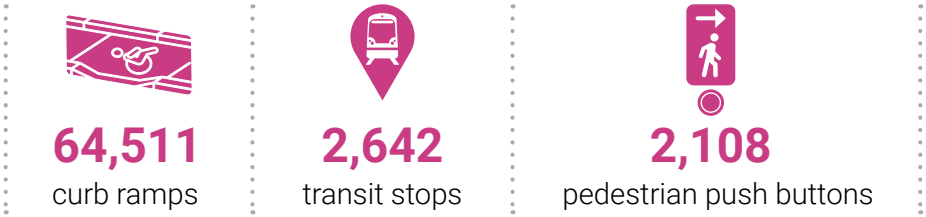
- Policy Evaluation: Comprehensive review and assessment of the city’s policies and documents focused on public rights-of-way and related facilities.
- Self-Evaluation Report: A detailed report identifying all areas in the public right-of-way that are out of compliance and proposing actionable solutions.
- Transition Plan: A strategic plan outlining necessary steps, timelines and prioritization for achieving full ADA compliance.
- Technical Infeasibility Process: A framework to address and manage technical challenges encountered during construction projects.



For ADA inventory assessments, this custom-built Segway travels along sidewalks across the city to capture data on slope, cross slope, sidewalk heaves and other deformities.

Collecting data on existing conditions starts the process of making improvements that reduce barriers to everyday activities. This project will also help the city in achieving its 12-year Curb Ramp Correction program goals by bringing current curb ramps into compliance.

**ADA Self-Evaluation and Transition Plan Evaluated July 2024 through December 2025**



This initiative, aligned with the U.S. Department of Transportation’s 2025 adoption of Public Right-of-Way Accessibility Guidelines, will identify barriers, prioritize improvements and track progress through the city’s EZ-Map GIS layer to create a more inclusive city for all.

**Increase Safety**

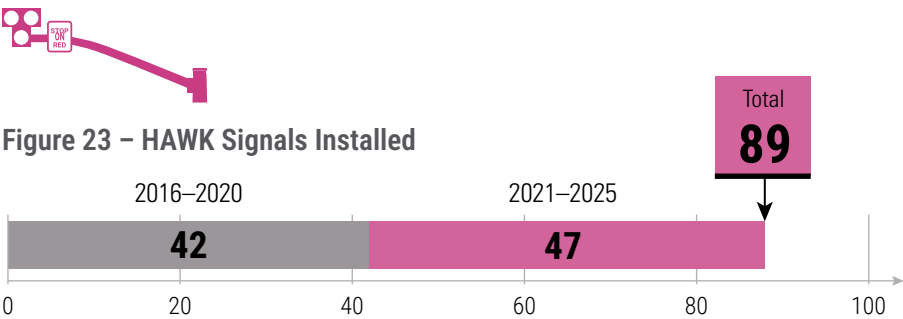
To increase safety across the city, a multi-faceted approach of assessment and subsequent action has been implemented, with T2050 funding enabling the necessary improvements. The citywide safety improvement performance measures consist of increased installation of HAWK signals, additional street lighting installation, reduction in transit vehicle crashes, reduction in overall transportation fatalities and injuries, addition of protected bike lanes, presence of the Phoenix Transit Police or security staff, increased public safety communication, and fare enforcement. In combination, these performance measures account for a continuous focus on safety across the city’s transportation network.

Roadway Safety

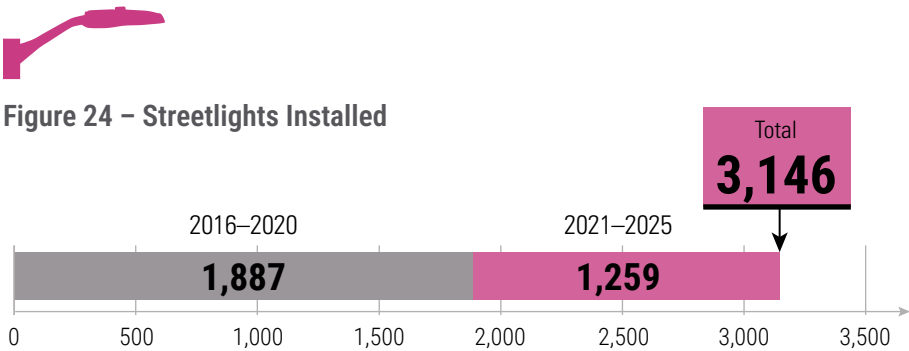
Promoting a safe environment for all roadway users is of the utmost importance in transportation development decisions.

The HAWK signals improve pedestrian and bicycle safety at mid-block locations on arterial roads. They provide a dedicated and delineated space for crossing, with a painted crosswalk and signal to stop traffic. These crossings provide an effective break in traffic for people to safely cross the road at a designated location. Increased funding for pedestrian and multimodal signals enhances safety for these users.

Figure 23 shows the number of HAWK signals installed between 2016 and 2025. The city installed 20 HAWK signals before the T2050 program began, so there were 109 total HAWK signals installed on Dec. 31, 2025.



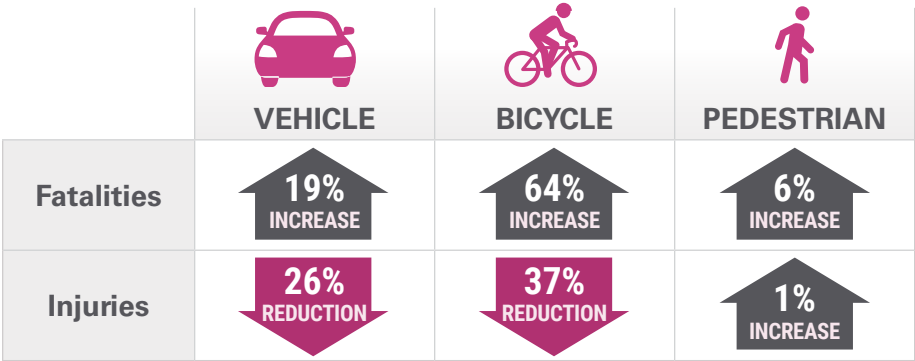
Streetlights increase nighttime safety for all transportation facility users by providing higher levels of visibility. The installation of streetlights at bus stops and along sidewalks provides greater visibility to both vehicles and pedestrians. Newly installed streetlights now come standard with LED lighting. These updated lights illuminate the streets approximately 53% more and reduce electricity needs, saving the city approximately \$3.5 million annually. Figure 24 displays the number of new streetlights installed since the T2050 program launch.



T2050 funding provides safe crossings for pedestrians and bicyclists, one of the ways the program increases safety.

The level of safety on Phoenix roadways is measured by the number of fatalities and injuries by mode. As the city’s growing population brings more drivers, safety infrastructure such as HAWKs, streetlights, protected bike lanes and sidewalks contribute to the ability to reduce instances of fatality or injury. **Figure 25** compares the average crash rate per 100,000 residents from 2016 to 2019 with 2021 to 2024, which is a key assessment of the overall safety in the Phoenix transportation landscape.

**Figure 25 – Average Crash Rate Change: 2016–2019 vs. 2021–2024\***



*\*Crash rates are expressed as crashes per 100,000 residents.*

Understanding the importance of safety as a core function, Phoenix has invested in a comprehensive RSAP to further existing efforts. In January 2022, the Phoenix City Council approved incorporating the goals of Vision Zero into the RSAP.

Vision Zero is built around a core philosophy that traffic-related deaths and serious injuries are preventable. The Vision Zero Network recognizes cities taking action toward adopting this approach as “Vision Zero Communities.”

The RSAP includes a method for evaluating data and determines a High Injury Network that identifies problem locations and prioritizes solutions, providing a framework and key strategies for safety enhancements citywide.

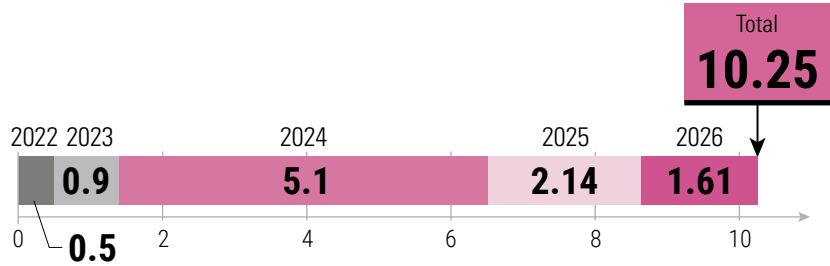
Furthermore, to capture the ongoing improvements and identify new problem areas and changes to the previously identified problem locations, the city has developed Vision Zero RSAP Annual Reports, which provide an update to the community about traffic safety and crash trends in Phoenix.

To make safety improvements, the city has dedicated \$10 million in annual funding. Additionally, in keeping with the T2050 program’s goal of leveraging local funding to obtain other funding, the city has successfully applied for federal grant funding under the Safe Streets and Roads for All (SS4A) competitive grant program. The city has been awarded funding in all four rounds of the SS4A program, totaling \$51 million for safety improvements across the city.

Since T2050’s inaugural year, a primary goal has been to increase bicyclist safety. As bicycling is a common commuter mode of transportation, the development of protected bike lanes reduces instances of preventable crashes. T2050 provides the necessary investment to increase the level of active transportation mode choices.



**Figure 26 – Miles of Protected Bike Lanes Installed by Fiscal Year**

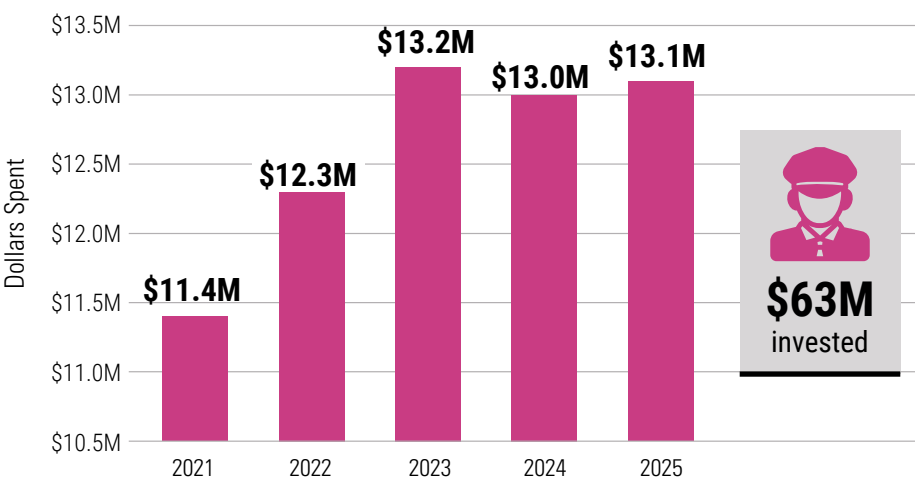


As measured from July 2021 to December 2025

Public Transit Safety

PTD received additional T2050 funding that enabled an increase in Phoenix Transit Police or security staff. The presence and capabilities of these units to respond to incidents or provide support to local law enforcement elevates the state of perceived and real security at transit stations. These units provide an active safety component for the transit network, and their budget (in millions) can be seen in **Figure 27**.

Figure 27 – Public Transit Security Investment



Increasing safety is a T2050 citywide objective that requires investment across all transportation modes.

As part of Valley Metro’s Respect the Ride code of conduct, fare zone striping was installed at each light rail station. The Paid Fare Zone design includes brightly colored sections painted onto the pavement, posted signage at entrances and, in some locations, physical barriers. Electronic ticket machines are located outside the zone as another indication that payment is required before entering. The signs raise passenger awareness of the rules of riding.

All light rail stations are Paid Fare Zones



The City of Phoenix, in close partnership with Valley Metro Rail, continues to prioritize safety by implementing proactive strategies aimed at reducing collisions across the light rail system. Through ongoing data-driven evaluations, infrastructure improvements and community education efforts, both agencies remain committed to creating a safer environment for riders, operators and the public. These collaborative actions reinforce a shared dedication to enhancing system reliability and protecting everyone who interacts with the rail network.

## Maintain Quality of Infrastructure

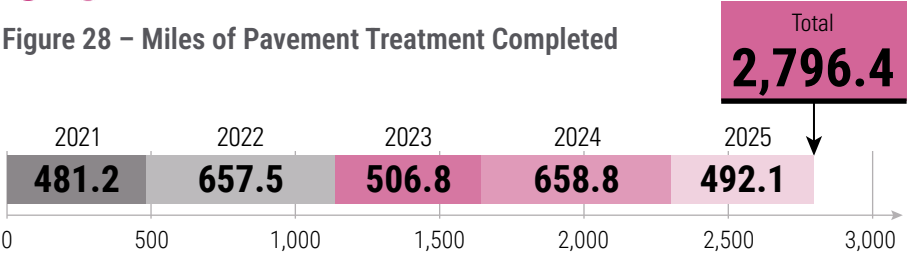
### Roadway Infrastructure

The T2050 program allocates funds to the construction and maintenance of city streets. Each year, the Phoenix City Council approves a 5-year pavement maintenance program. The program balances current pavement conditions, appropriate types of pavement treatments and budget allocations.

By increasing funding and improving the pavement treatment schedule, the funds from T2050 have enabled the Street Transportation Department to effectively treat one of the largest city road networks in the nation. A well-maintained network lowers car maintenance costs for the public, increases traction during poor weather conditions, extends pavement service life and has long been a source of pride in Phoenix. **Figure 28** is a representation of the miles of pavement treatment completed on an annual basis.

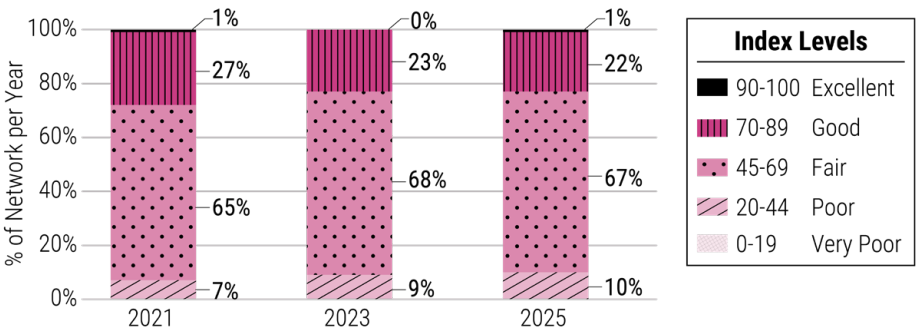


Figure 28 – Miles of Pavement Treatment Completed



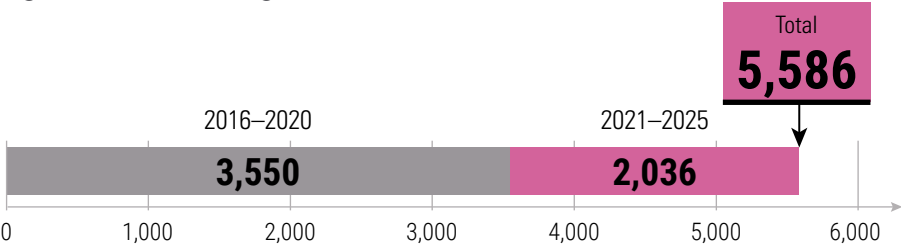
Average pavement conditions, based on a citywide assessment, are summarized in **Figure 29**. The condition index is a total of the roads in service in Phoenix and the rating of condition. Roads rated from 90 to 100 are of a high quality state of repair. Roads rated from 70 to 89 have been recently treated and meet state of good repair standards. Roads rated 45 to 69 are in fair condition and are serviceable. Roads rated below 44 are in poor or failing conditions and should be resurfaced or, in some cases, reconstructed.

Figure 29 – Pavement Condition Index



Increases in T2050 funding drive a continued commitment to preserve the city’s invested assets, such as traffic signal poles, to extend their service life. As an ongoing maintenance activity, T2050 funds the painting of signal poles as a fiscally responsible effort to prolong the functional lifespan of these assets by deterring the formation of rust. **Figure 30** displays the number of city signal poles that have been repainted since T2050 began.

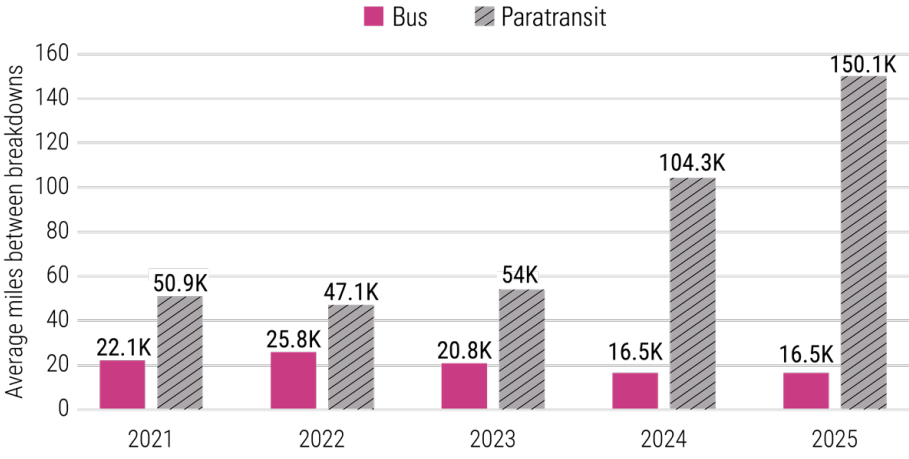
Figure 30 – Painted Signal Poles at Intersections



Public Transit Infrastructure

T2050 funding has resulted in an increase of bus and facility maintenance. The effort has been guided by the Transit Asset Management Plan (TAMP). The plan is a formal response to the Moving Ahead for Progress in the 21st Century Act, which required the Federal Transit Administration to establish new asset management requirements for all grant recipients. The results of this new TAMP are measured by the average miles (in thousands) between each service call (breakdowns) for bus transit, as shown in **Figure 31**.

Figure 31 – Bus and Paratransit Vehicle Maintenance



LRT plays a critical role in maintaining the quality, reliability and longevity of Phoenix’s transportation and utility infrastructure. By coordinating transit construction with comprehensive infrastructure upgrades, these investments address aging assets, reduce long-term maintenance needs and ensure that public facilities continue to meet performance, safety and accessibility standards throughout their service life.

LRT-related Utility Infrastructure Installed 2021 to 2025

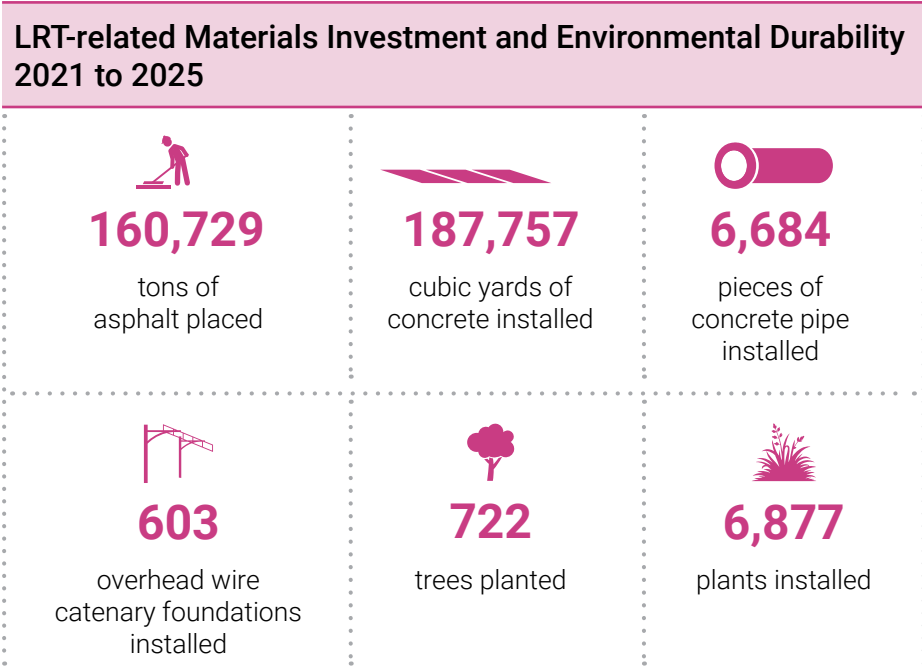
|                                                                                                                                              |                                                                                                                           |                                                                                                                                       |                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <br><b>13.45</b><br>miles of water line                   | <br><b>5.93</b><br>miles of sewer line | <br><b>8.56</b><br>miles of storm drain            | <br><b>1.6</b><br>miles of private irrigation     |
| <br><b>0.62</b><br>miles of Salt River Project irrigation | <br><b>3.99</b><br>miles of gas line   | <br><b>14.32</b><br>miles of communication conduit | <br><b>11.76</b><br>miles of power infrastructure |

These coordinated utility upgrades strengthen system reliability, reduce the risk of service failures and ensure that essential infrastructure remains in a state of good repair capable of supporting long-term light rail operations and future corridor development.

LRT-related New Public Infrastructure and Safety Enhancement 2021 to 2025

|                                                                                                                        |                                                                                                                     |                                                                                                                      |                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <br><b>295</b><br>Catch basins    | <br><b>319</b><br>Manholes     | <br><b>242</b><br>Fire hydrants | <br><b>99</b><br>Backflow preventers                 |
| <br><b>562</b><br>Traffic signals | <br><b>285</b><br>Streetlights | <br><b>466</b><br>ADA ramps     | <br><b>65</b> Signalized<br><b>45</b> Non-signalized |

The city has delivered substantial improvements to surface and safety infrastructure, reinforcing the condition, functionality and maintainability of LRT assets. These improvements enhance drainage performance, traffic operations, emergency response readiness and pedestrian accessibility, contributing to a safer, more resilient transportation network with lower life cycle maintenance costs.



Construction activities prioritized materials and designs intended to withstand heavy use, reduce deterioration and support efficient maintenance practices. These investments extend the service life of roadway, pedestrian and transit facilities.

The city used Steel Fiber Reinforced Concrete (SFRC) on the Northwest LRT Extension Phase II to replace traditional rebar-reinforced concrete, which reduced material use, accelerated construction and improved long-term durability. **Figure 32** shows the substantial benefits the SFRC approach delivered.

Figure 32 – Benefits of SFRC



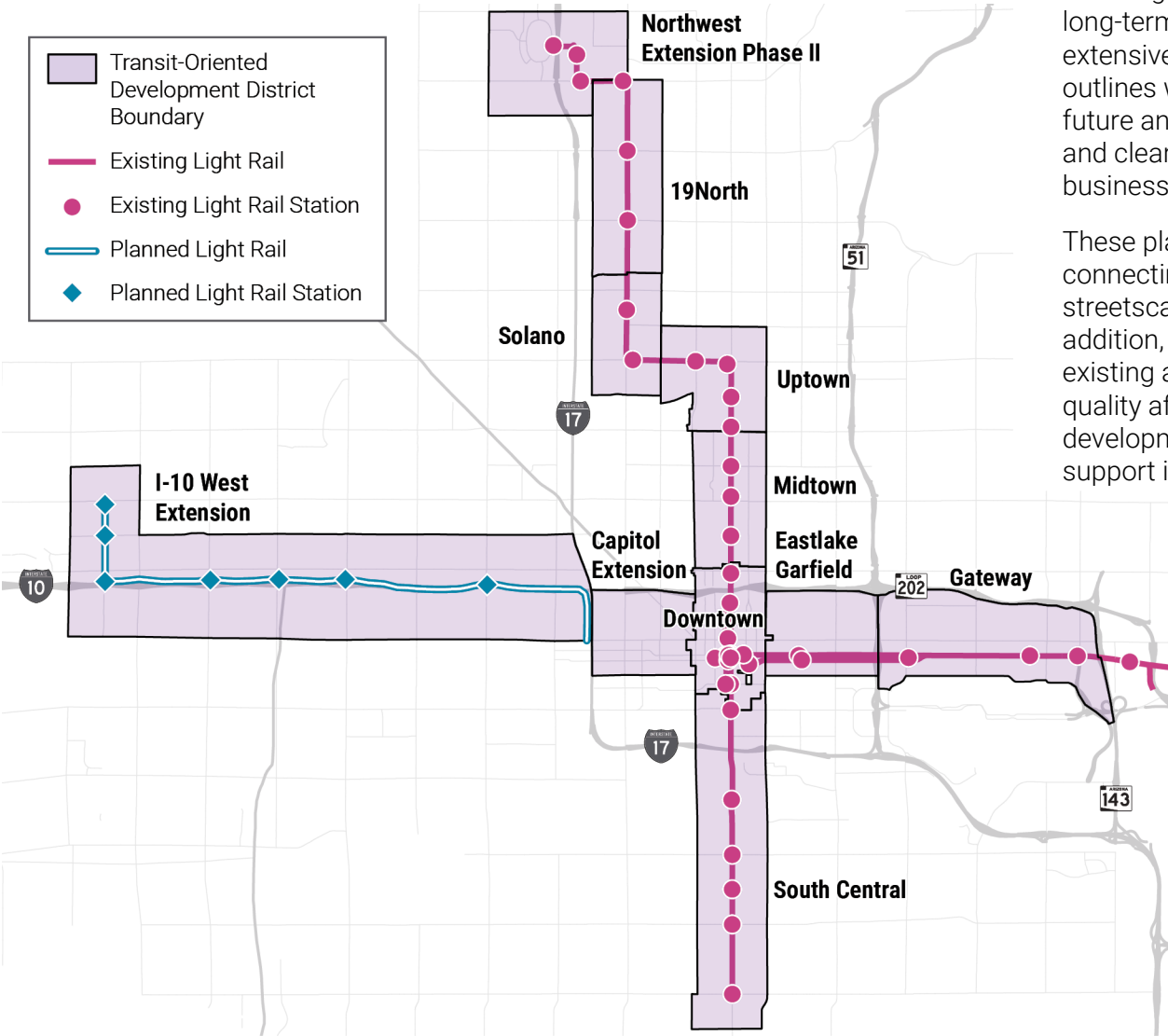
South Central LRT Extension/Downtown Hub sustainability measures included the use of recycled concrete for aggregate base, reducing material demand and landfill waste and the use of regionally sourced materials to minimize transportation impacts and support the local economy.

Both the Northwest LRT Extension Phase II and South Central LRT Extension/Downtown Hub projects incorporated a series of integrated green stormwater infrastructure features designed to manage stormwater sustainably in the dense urban corridor, including planting drought-tolerant, desert-adaptive vegetation that provides stormwater treatment and meaningful heat-mitigation benefits.

# Support Economic Development

As part of the citywide performance measures, economic development activity and growth were measured by capital investments along T2050 HCT corridors, labor trends and regional GDP.

Figure 33 – Phoenix Transit-Oriented Communities



## Transit-Oriented Community Programs

Over the past decade, the City of Phoenix has advanced the city’s T2050 long-range vision by creating transit-oriented community (TOC) policy plans for seven light-rail corridor areas, with three more underway, as shown in **Figure 33**. These plans move beyond traditional redevelopment by focusing on walkability, multimodal connectivity and the long-term benefits of high-capacity transit. Built through extensive and equitable community engagement, each plan outlines who the community is today, what it wants for the future and how to get there, resulting in tailored strategies and clear implementation roadmaps for the city, partners, businesses and residents.

These plans integrate active transportation improvements by connecting pedestrian and bicycle networks with coordinated streetscape themes and actionable resource plans. In addition, the city has established strategies to preserve existing affordable housing and increase the supply of high-quality affordable housing through zoning requirements and development incentives, ensuring that light rail investments support inclusive and transit-accessible communities.

Adopted by the Phoenix City Council, the TOC policy plans now guide land use decisions, shape future transportation and infrastructure investments, strengthen the City’s ability to pursue funding opportunities and help diverse stakeholders work toward a shared vision for vibrant, transit-supported neighborhoods.

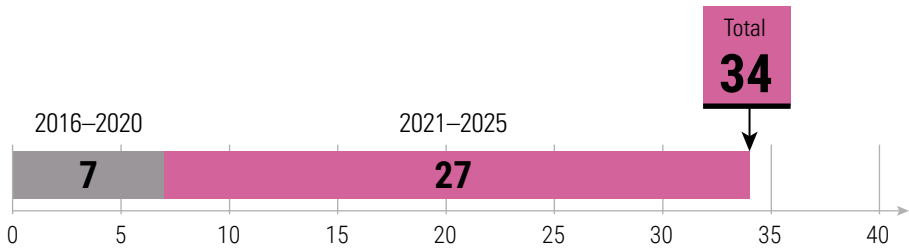
As the HCT system expands through 2050, the city will continue to pursue future grant opportunities to ensure that growth along these corridors remains inclusive, accessible and responsive to community needs.



Public art increases user satisfaction, an important T2050 program outcome.

In addition to policy planning, the city has invested in visible corridor enhancements that reinforce positive public perception of light rail investments and contribute to overall corridor quality. Public art and placemaking efforts strengthen corridor identity, celebrate cultural expression and foster community pride.

Figure 34 – Art Installations Installed



### Small Business Financial Assistance Program Pilot

The City of Phoenix successfully concluded the Small Business Financial Assistance Program (SBFAP) pilot, which operated from March 2021 through March 2025. The program supported locally owned small and micro-businesses along the Northwest LRT Extension Phase II and the South Central LRT Extension/Downtown Hub corridors—the areas most directly affected by light rail construction. In total, 295 grants totaling \$1,766,571 were awarded to help businesses cover essential operating expenses such as rent, utilities, insurance and payroll.

295 SBFAP grants  
totaling **\$1.8M**  
2021 to 2025

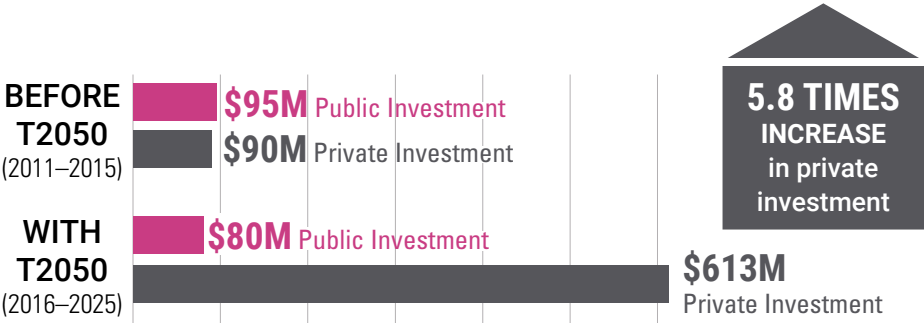
Through T2050 resources and a grant from the Phoenix Community Development Investment Corporation, SBFAP was designed to address varying levels of construction-related impacts. Tier I grants—initially \$3,000 and increased to \$4,500 in the final program year—helped offset inflationary pressures and ensure full utilization of available funding. Tier II grants of up to \$9,000 provided targeted support to businesses demonstrating measurable revenue losses attributable to construction.

By focusing assistance on the corridors experiencing the most intensive construction activity, the city ensured that financial support was closely aligned with project impacts. The successful delivery of the SBFAP reflects the city’s commitment to pairing major transit investments with responsive mitigation strategies that promote economic stability and community resilience. As T2050-funded light rail construction continues, future business assistance efforts will build on the pilot’s performance and tailor program design to corridor-specific conditions and long-term transit and economic goals.

### High-Capacity Transit Corridor Investment

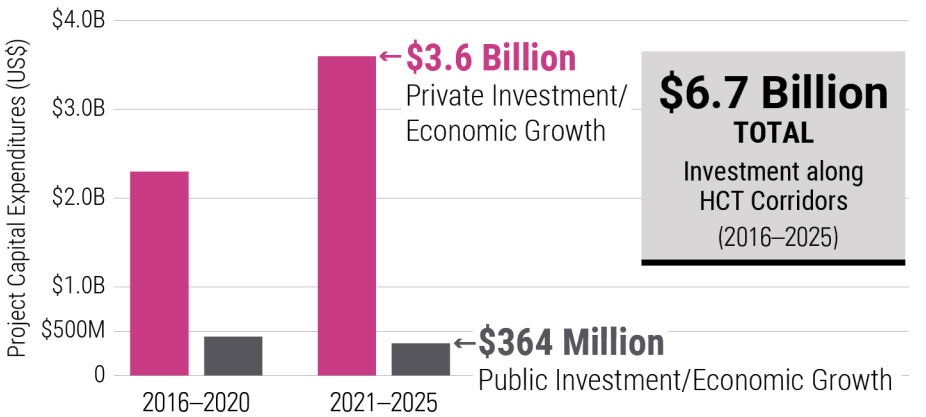
The city’s level of transportation infrastructure growth and improvements is a contributor toward overall economic metrics. It is important to identify correlations between infrastructure investment and economic growth by monitoring localized areas of transportation infrastructure improvements, collecting citywide labor trend data and identifying regional GDP trends. This data may be used to inform whether improved street infrastructure and/or new transit services from T2050 projects have had a positive correlation to the city’s economic activity. The levels of annual HCT corridor investment before and after T2050 are shown in **Figure 35**.

**Figure 35 – Average Annual HCT Corridor Investment (million dollars)**



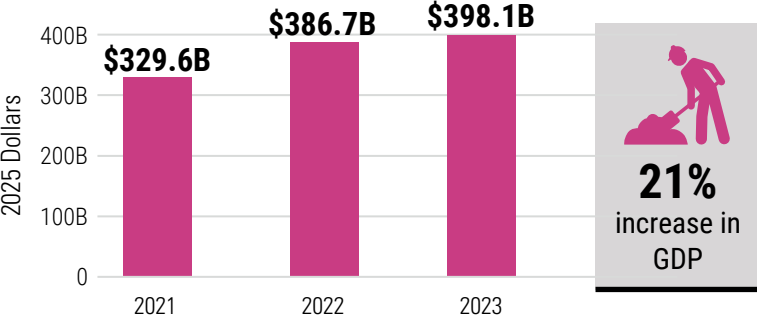
Initial public investment across the city is commonly followed by greater private investment. This trend has been identified in multiple cities with large public investments in HCT infrastructure. The investments surrounding existing and future LRT corridors throughout Phoenix are shown in **Figure 36**.

**Figure 36 – Cumulative HCT Corridor Investment**



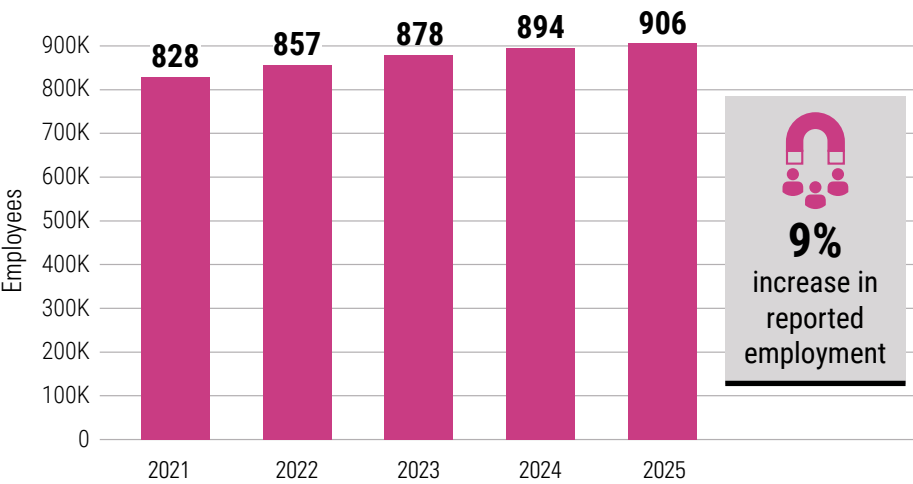
GDP is a common marker of economic health for a metropolitan statistical area (MSA). An increase in GDP is correlated with capital improvements that support the growth and quality of a regional transportation network. By providing a safe and efficient means for the public to participate in the workforce, the overall economic status improves. The Phoenix-Mesa-Chandler MSA GDP is shown in **Figure 37**.

**Figure 37 – Regional GDP (billion dollars)**



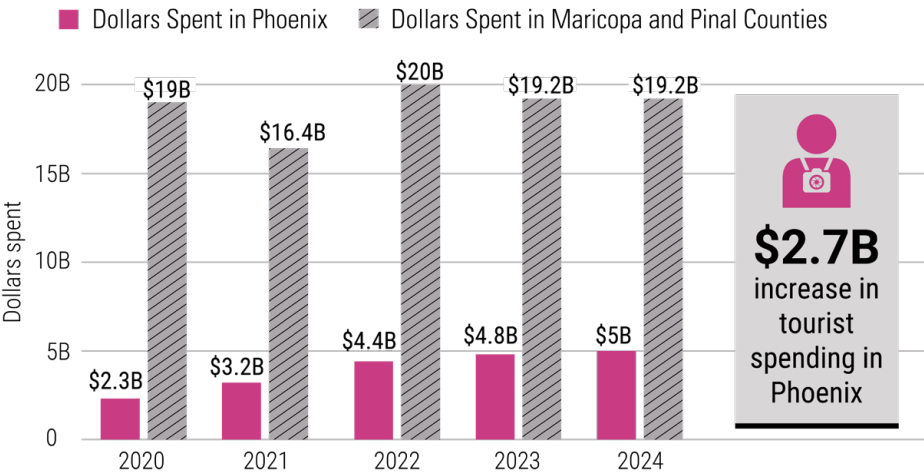
Labor statistics highlight the broader economic benefits of developing a robust and resilient transportation network. Employment growth is supported by strategic investment of public funds in infrastructure and by providing a strong foundational network for the movement of people and goods. **Figure 38** illustrates the number of Phoenix-area workforce (in thousands) by year between 2021 and 2025.

Figure 38 – Labor Statistics



A goal of the T2050 program is to increase tourist spending on transportation through the availability of new transportation options in the Phoenix metropolitan area. A visitor’s ability to more easily navigate the city in a timely manner provides the opportunity to visit more attractions or venues. **Figure 39** summarizes the annual tourist spending since 2020.

Figure 39 – Annual Tourist Spending (billion dollars)



Improving mobility and access is an important T2050 program outcome because a world-class city requires a world-class transportation system.

# Improve Public Perception

## T2050 Program Public Satisfaction Outcomes

A phone survey was conducted to measure Phoenix residents' awareness of, and satisfaction with, the T2050 program. **Figure 40** summarizes the survey results, including the public's satisfaction with the city's use of T2050 revenues, familiarity with the T2050 program and the quality of public transportation.

The surveying process concurrently gathered information on the public use of the streets network and infrastructure by asking respondents about changes in travel patterns. **Figure 41** shows the percentage of respondents who use a particular mode more in 2025 than in 2020.

Figure 40 – Resident Perception January 2026

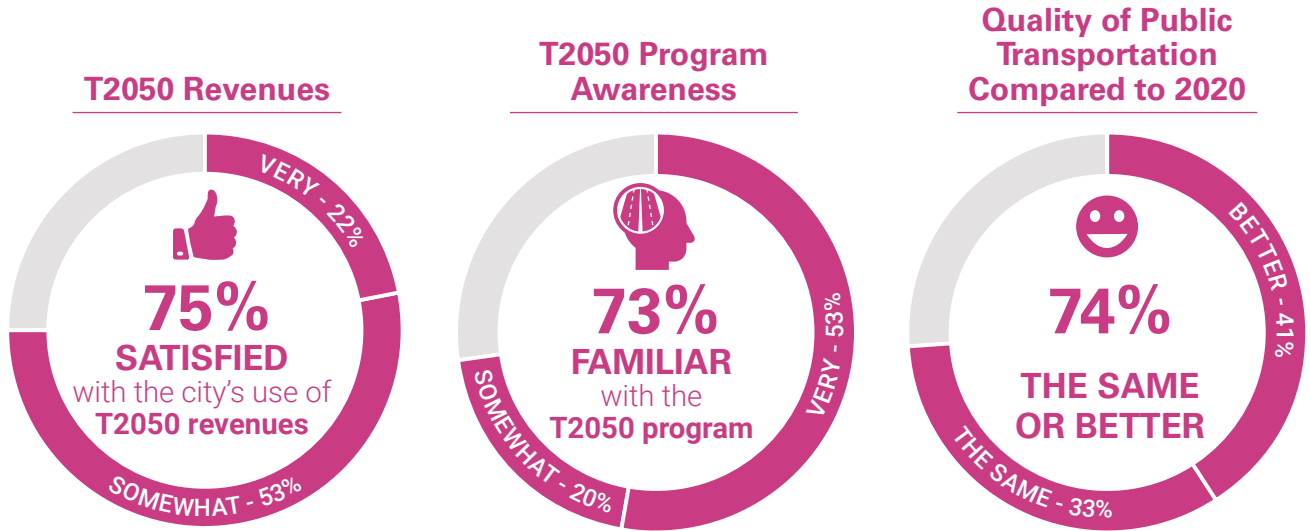
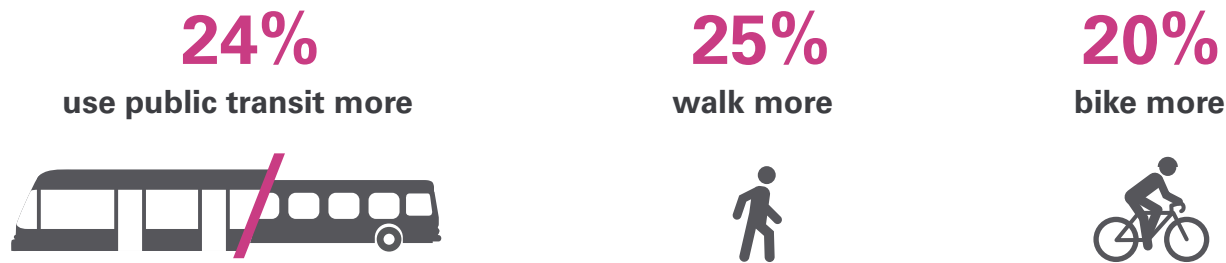


Figure 41 – Change in Transportation Choice



# APPENDIX

|                | PERFORMANCE METRIC                                | SOURCE                                                    |
|----------------|---------------------------------------------------|-----------------------------------------------------------|
| PUBLIC TRANSIT | Total employment                                  | Community and Economic Development Department             |
|                | Percent working within 1/2 mile of a transit stop | Community and Economic Development Department             |
|                | Total population                                  | Community and Economic Development Department             |
|                | Percent living within 1/2 mile of a transit stop  | Community and Economic Development Department             |
|                | LRT on-time performance trends                    | Valley Metro                                              |
|                | Bus on-time performance trends                    | Public Transit Department                                 |
|                | Dial-a-Ride on-time performance                   | Public Transit Department                                 |
|                | Bus user complaints                               | Public Transit Department                                 |
|                | Shade structure                                   | Public Transit Department                                 |
|                | LRT ridership                                     | Valley Metro                                              |
|                | Bus ridership                                     | Valley Metro                                              |
|                | Total ridership                                   | Valley Metro                                              |
|                | Dial-a-Ride ridership                             | Valley Metro                                              |
|                | Total bus operation miles                         | Public Transit Department                                 |
|                | Bus stops in service                              | Public Transit Department                                 |
| STREETS        | New signals                                       | Street Transportation Department                          |
|                | Left-turn arrows added                            | Street Transportation Department                          |
|                | Illuminated street name signs added               | Street Transportation Department                          |
|                | New major and arterial pavement overlay miles     | Street Transportation Department                          |
|                | New local pavement overlay miles                  | Street Transportation Department                          |
|                | Bike counts @ 40 locations                        | T2050 Program Management Consultant (PMC) Bike/Ped Counts |
|                | Bike counts @ 40 locations on weekends            | T2050 PMC Bike/Ped Counts                                 |

|          | PERFORMANCE METRIC                                     | SOURCE                                        |
|----------|--------------------------------------------------------|-----------------------------------------------|
| STREETS  | Bike counts @ 40 locations on weekdays                 | T2050 PMC Bike/Ped Counts                     |
|          | ADA ramps (new or upgraded)                            | Street Transportation Department              |
|          | Bike lane miles installed                              | Street Transportation Department              |
|          | Miles of new sidewalks                                 | Street Transportation Department              |
| CITYWIDE | Bikes on transit usage                                 | Valley Metro                                  |
|          | Reassessment of T2050 Mobility Program recommendations | Street Transportation Department              |
|          | Transit enforcement unit (cost)                        | Public Transit Department                     |
|          | HAWK signals                                           | Street Transportation Department              |
|          | Streetlights added                                     | Street Transportation Department              |
|          | Total vehicle fatalities per 100K residents            | T2050 PMC Safety Analysis                     |
|          | Total vehicle injuries per 100K residents              | T2050 PMC Safety Analysis                     |
|          | Total pedestrian fatalities per 100K residents         | T2050 PMC Safety Analysis                     |
|          | Total pedestrian injuries per 100K residents           | T2050 PMC Safety Analysis                     |
|          | Total bike fatalities per 100K residents               | T2050 PMC Safety Analysis                     |
|          | Total bike injuries per 100K residents                 | T2050 PMC Safety Analysis                     |
|          | Number of repainted signal poles                       | Street Transportation Department              |
|          | Average miles between transit vehicle breakdown        | Public Transit Department                     |
|          | Pavement condition index                               | Street Transportation Department              |
|          | Total miles of pavement treatment                      | Street Transportation Department              |
|          | Capital improvement trends (MSA GDP)                   | Community and Economic Development Department |
|          | Employment trends                                      | Community and Economic Development Department |
|          | Tourist direct travel spending on transportation       | Arizona Office of Tourism                     |
|          | Light rail corridor investment (public)                | Community and Economic Development Department |
|          | Light rail corridor investment (private)               | Community and Economic Development Department |



## T2050 Long-Term Performance Metrics Report

For more information regarding the T2050 Program and its progress reports,  
please visit [phoenix.gov/t2050/progress](http://phoenix.gov/t2050/progress).

