



Connecting the community

Phoenix Sky Harbor International Airport has achieved a new, impressive level of service with the introduction of the PHX Sky Train™

The PHX Sky Train will forever be known in Phoenix as one of the greatest, most forward-thinking projects of our time

It was a project not only years in the making, but one that was highly anticipated by members of the community, travellers and the aviation industry. On 8 April 2013, the PHX Sky Train™ opened at Phoenix Sky Harbor International Airport, and has been dazzling community members and travellers alike with its state-of-the-art design and fast connection between Sky Harbor’s busiest terminal, economy parking, and the regional rail system, ever since.

A state-of-the-art ride and facilities

“The PHX Sky Train will forever be known in Phoenix as one of the greatest, most forward-thinking projects of our time,” said City of Phoenix Aviation Director Danny Murphy at the PHX Sky Train’s Grand Opening. “Planned years ago, built today and lasting well into the future,

the PHX Sky Train will be a state-of-the-art customer service asset.”

Construction of the Sky Train was set in motion in April 2009 as U.S. Secretary of Transportation Ray LaHood took part in the official ground breaking of the PHX Sky Train. In June of the same year, major contractors for the project were announced along with Bombardier as the official train car provider.

Guideway construction began later in 2009 and a local road, 44th Street, was converted from a divided freeway to a city street so that it could be transformed into a future guideway for the PHX Sky Train. In 2010, construction began on the three PHX Sky Train stations, which are being completed in phases.

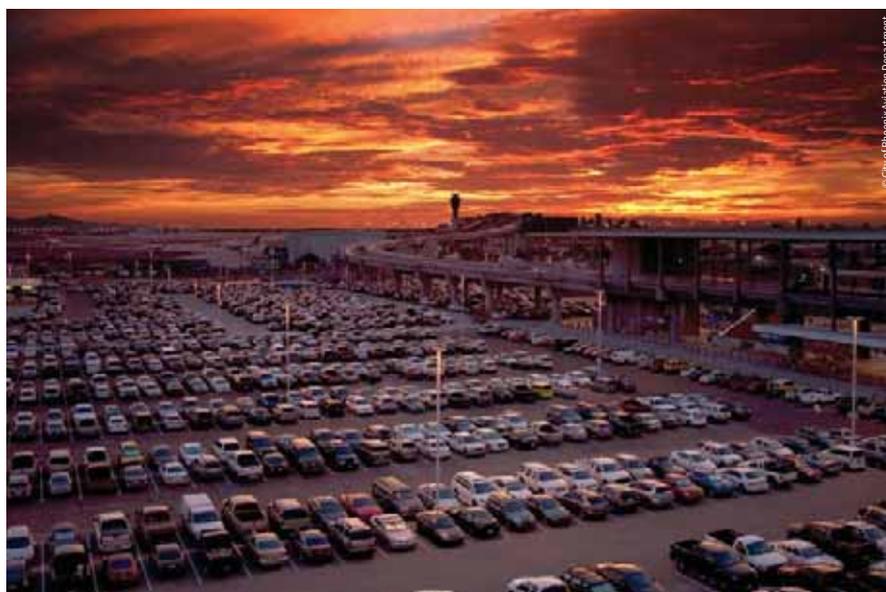
The sleekly designed black and silver cars by Bombardier are electrically-powered. The automated and driverless train cars carry up to

53 passengers and operate on a centre-rail guideway. Trains run continuously in both directions and operate 24 hours a day, 365 days a year, and arrive as frequently as every three minutes. There are 18 train cars which can be assembled into two- or three-car trains, and run at an average speed of 23 miles per hour. Phoenix Sky Harbor has the ability to operate four-car trains in the future to meet passenger demand. For passengers, the ride is short – taking just two minutes from Terminal 4, which serves approximately 80 per cent of passenger traffic, to East Economy Parking. From there, it is only a three minute ride to the 44th Street Station, which connects with the METRO light-rail station, serving Phoenix and the surrounding communities.

The Sky Train is the first mass transit system in the world to cross over an active taxiway. A bridge, 90-feet above the taxiway and 125-feet above the ground, is high enough for a 747 to pass below. In fact, the taxiway bridge required 3,000 cubic yards of concrete. When the PHX Sky Train took its first ride over the taxiway bridge in June 2012, excitement built in the community among those who were eager to try out the new train. Since its opening, community members and travellers alike have not been disappointed by the smooth ride and great views over the taxiway bridge.

Well-received by riders

Since its opening in April 2013, ridership has continued to be high. “Ridership on the PHX Sky Train is exceeding our expectations,” Murphy said. “We are pleased with the reception from travellers and the



East Economy Station

For travellers, the PHX Sky Train is a gem, providing a gateway to the rest of the city

community – the success of this project could not have happened without the hard work of our great staff.”

In fact, on an average day, 10,000 passengers ride the PHX Sky Train – exceeding previously projected forecasts by approximately 3,000 passengers per day. In the first two months of operation, more than half a million passengers rode the train. Phoenix Sky Harbor looks forward to surpassing the million passenger mark by the end of the summer.

Designed with the traveller in mind

From its conception, there were two main goals of the PHX Sky Train project – to connect the community from the airport to the city’s METRO light-rail system and to provide an environmentally-friendly option to reduce traffic and curb congestion at the airport. The project has achieved both.

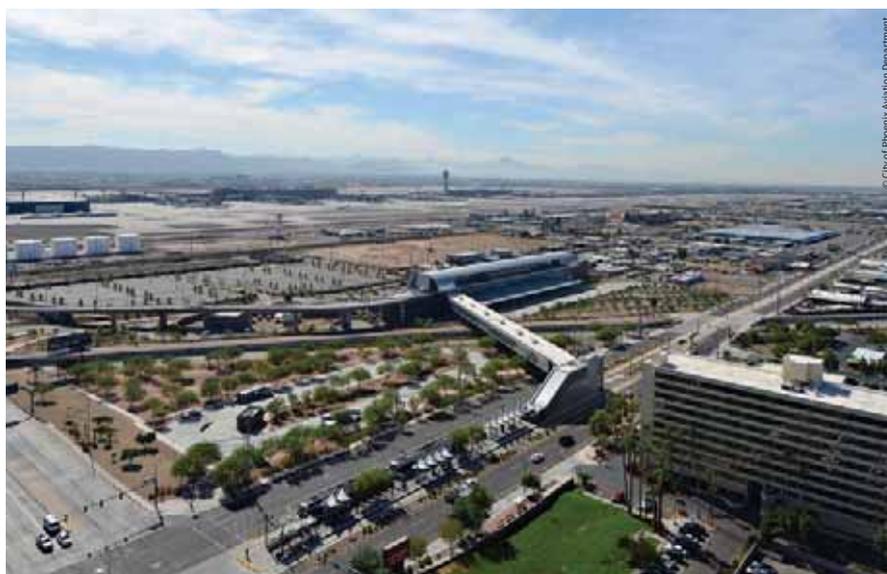
The connection from Phoenix Sky Harbor International Airport, also known as America’s Friendliest Airport®, to the community via the PHX Sky Train is seamless. From Terminal 4, it is only a five-minute ride to the 44th Street Station where travellers cross a beautiful terrazzo walkway and descend an escalator or elevator to board the METRO light-rail, connecting passengers to Downtown Phoenix and the neighbouring cities of Tempe and Mesa. A ticket vending machine to purchase METRO light-rail tickets is even available at the PHX Sky Train Station so travellers can purchase tickets before reaching the METRO light-rail platform.

“The PHX Sky Train’s connection to light-rail paves the way for convenient, multi-modal transportation to and from the airport and is a true point of pride for our city,” said Phoenix Mayor Greg Stanton at the Grand Opening of the PHX Sky Train.

For travellers, the PHX Sky Train is a gem, providing a gateway to the rest of the city – making the journey from Terminal 4 to downtown Phoenix quick and easy.

Amenities galore

Passengers have also been raving about the variety of amenities offered at the stations.



The PHX Sky Train connection to the regional light rail system

Passenger Movement

At 44th Street and East Economy stations, travellers are even able to print their airline boarding passes before taking the PHX Sky Train to the terminal.

Another service, Early Bag Check, has been extremely well-received. This service, also available at both East Economy and 44th Street stations, eliminates the need for those travelling with Southwest Airlines or US Airways to bring their checked luggage aboard the train and check it in at the terminal. Now, they can check it at the station before boarding. At East

Friendly Parking is also available both in the East Economy garages and the surface parking area. These spaces, set aside for families travelling with young children, are located closer to elevators and the PHX Sky Train Station.

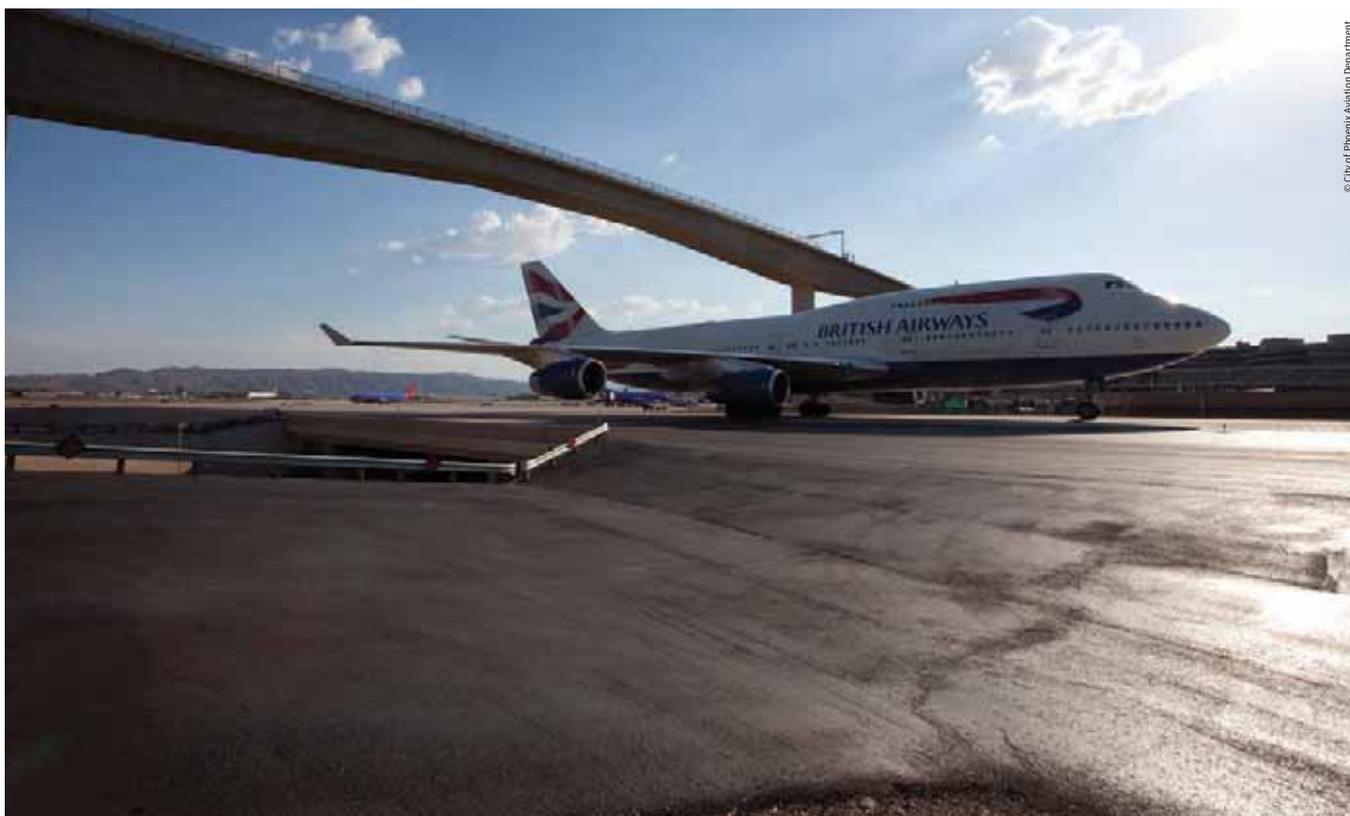
The airport's new front door

Perhaps one of the greatest amenities is that the 44th Street Station serves as a new front door to the airport. In addition to connecting the airport with the METRO light-rail, the

congestion and no longer circling the terminals to pick up their party.

"44th Street PHX Sky Train Station provides travellers with a gateway into and out of the airport," said Acting Deputy Aviation Director for Operations, Steve Grubbs. "Many great services are available for travellers such as Early Bag Check, and picking up and dropping off at the station is a much easier alternative than driving into the airport."

The opening of the PHX Sky Train has also made it easier for passengers and airport



© City of Phoenix Aviation Department

The PHX Sky Train is the first mass transit system in the world to cross an active taxiway

Economy Parking, travellers do not even have to exit their cars. They simply pull up to the kerb, and a friendly employee will take and process their bags. The best part of this service? There is no additional cost, though airline bag fees still apply. Early Bag Check operates seven days a week, including holidays between 4am and 6pm. The success is in the numbers – in just over a month from 8 April 2013, Early Bag Check had checked nearly 14,000 bags.

In addition to boarding pass kiosks and Early Bag Check, the stations also offer pet parks. At the East Economy station, parking circulator vehicles are available for travellers who park further from the station. Family

With a goal of reducing kerb congestion and traffic at the airport, the PHX Sky Train also has other tangible benefits to help the environment

station features a free mobile phone waiting lot as well as short-term parking meters. For those picking up travellers flying into Terminal 4, this offers an easier alternative to driving into the airport. In fact, the mobile phone waiting lot and short-term parking meters are only a few seconds walk from the station; making it easy for travellers to board the PHX Sky Train at Terminal 4, and take the five minute ride to the station. For drivers, it means less kerb

employees to cycle to the airport. 44th Street Station features 22 bicycle racks and lockers, making it easy for individuals to cycle to the station, secure their bicycle, and board the PHX Sky Train to the airport.

Better for the environment

With a goal of reducing kerb congestion and traffic at the airport, the PHX Sky Train also has other tangible benefits to help the environment. These include not only encouraging alternative transportation by connecting the airport with the METRO light-rail, but reducing greenhouse gas emissions. It is estimated that in its first stage, the PHX Sky Train will reduce emissions by nearly 6,000 tons a year.

"This project is a significant milestone in Sky Harbor's growth," said City Manager David

Cavazos. “It makes travelling easier by relieving the roadways of congestion and will further connect our community with sustainable transportation options.”

The PHX Sky Train project was awarded a Leadership in Energy and Environmental Design (LEED) Gold certification by the U.S. Green Building Council. This certification provides confirmation by a third-party that the project was planned and completed using recognised methods to increase the use of recycled materials, efficiency of mechanical systems and reduce the consumption of limited resources. In fact, the stations use 30 per cent less power, have at least 10 per cent recycled content in the building materials, and more than half of all construction demolition waste was recycled or salvaged.

One-of-a-kind beauty

The PHX Sky Train project is not only Gold LEED certified, but has also received honours for the beautifully designed public art commissioned by the Phoenix Office of Arts and Culture Public Arts Program. In April 2013, the PHX Sky Train terrazzo projects were bestowed with the prestigious honour of ‘Job of the Year’ by the National Terrazzo and Mosaic Association at their meeting in Italy. Phoenix was selected among 15 merit award winners.

Each station features terrazzo floors, with four different artists providing the designs for the public spaces. Every floor is unique. The Terminal 4 station also includes two stained glass murals entitled ‘Trace Elements’ by Daniel Mayer that showcase leaves of Arizona trees. At 44th Street Station, a sculptural ceiling installation by the team of Mario Madayag and Michael Parekawkhai with Paul Deeb illustrates the brilliant blue Arizona sky combined with an interpretation



44th Street PHX Sky Train Station offers a variety of amenities for the travelling public

The PHX Sky Train is already achieving its goals of providing a seamless and vital connection between the airport and the community

of the role water plays in Arizona. Each art element provides something special for travellers to enjoy while riding on the PHX Sky Train and also serves as a point of pride for community members.

The future

Construction is underway for Stage 1A – the next stage of the PHX Sky Train project. This segment will connect Terminal 4 with Terminal 3. A short walkway will be available for those travelling to and from Terminal 2. Stage 1A is expected to be completed in 2015. In the future, the PHX Sky Train will serve the consolidated Rental Car Centre in its final stage.

The PHX Sky Train is already achieving its goals of providing a seamless and vital connection between the airport and the community as well as being environmentally-friendly.

“We look forward to the future stages where we can continue to surpass our

customers’ expectations by providing the amenities they want and the utmost customer service,” said Murphy.

For travellers at Phoenix Sky Harbor, the addition of the PHX Sky Train means more efficient travel between Terminal 4, East Economy Parking and the METRO light-rail connection with added services to make their travel even easier.

For the community, the PHX Sky Train is also a boost to the economy. Phoenix Sky Harbor International Airport in general is a large economic engine for the Phoenix area and the state of Arizona. The PHX Sky Train project is no different – it created jobs for the community when opportunities were very much needed. Since 2008 when construction began, 8,000 jobs have been created for both Stage 1 and 1A of the project. And, the \$1.58 billion project is funded through airport revenues and passenger fees not local tax dollars.

America’s Friendliest Airport® looks forward to continuing to serve passengers and providing world-class customer service with the future stages of the PHX Sky Train.

Positive feedback

Since its launch, The PHX Sky Train has been very well received, particularly on social media – read some positive passenger tweets below:

Nicole Mangino: *‘Props to @phxskyharbor, taking Sky Train for very first time today. Very easy. From office to light rail to airport very quickly!’*

Ken Colburn: *‘The best kept secret at Sky Harbor; check your bags at the East Economy parking lot (at Early Bag Check)’*

Kim Miller: *‘#skyharbor early bag check rocks! Nicest staff ever! Way to represent.’*



Heather Lissner is a Public Information Officer for the City of Phoenix Aviation Department, where she is responsible for Sky Harbor’s social media initiatives and website. With more than 12 years of experience in the public relations industry, Heather has worked with the Aviation Department since 2007. She holds a bachelor’s degree from Indiana University and is currently pursuing a Master’s degree in Communications from The Johns Hopkins University.