

PASSENGERS GUIDE

Dirección Bayovar
Andén Norte

ANGAMOS

Dirección Villa el
Andén Sur

FOR US, YOUR
SECURITY COMES
FIRST



MAX 1 POR PERSONA
DE 10:00 A 17:00



Metro
de Lima

contigo
somos
mejores

INDEX

Message of LÍNEA 1

Travel safe in LÍNEA 1 of the Metro de Lima 1

COVID - 19

For your safety 2

Travelling in LÍNEA 1

General Requirements 6

Security

Entrance / Exit doors 9

Electric stairs / stairs 11

Elevators 13

On the platform 15

Inside the train 17

People with reduced mobility (PMR) 19

Emergencies

At the station 21

On the platform 23

Inside the train 25

Emergency procedures 27

In case of fire 29

Information

Dangerous objects 30

Security in LÍNEA 1 31

Map of the system 32

Cards and rates 35

LÍNEA 1 Culture 37

Travel safe in LÍNEA 1 of the Lima Metro

For LÍNEA 1, the security of its passengers is the most important.

We are the most reliable, modern and safe transportation means in the city.

Maintaining a safe train system requires not only our dedication, but also your support and cooperation.

This guide will provide you with necessary information about the security recommendations in LÍNEA 1, and will help you to understand how you can contribute to a safe trip, both for you and other passengers.

Your understanding and cooperation will help us to improve security awareness in LÍNEA 1.

As we strive to keep improving, we invite you to help us to maintain a safe system, and to send us any comments or suggestions through our website: www.lineauno.pe.

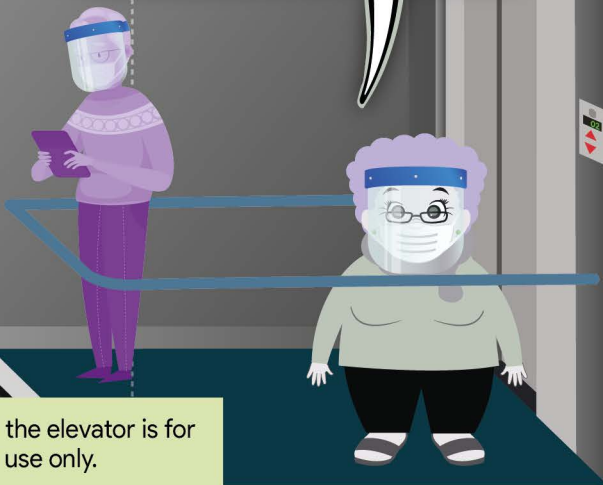
We count on your support to make each journey on LÍNEA 1 a safe and pleasant trip.

More information
<https://www.lineauno.pe>



[/Lineauno.pe](https://www.facebook.com/Lineauno.pe) [/Lineauno.pe](https://www.youtube.com/Lineauno.pe) [/Lineauno.pe](https://www.twitter.com/Lineauno.pe)

FOR YOUR SAFETY, THE CAPACITY OF THE ELEVATORS IS FOR 2 PERSONS ONLY. YOU MUST LOOK AT THE WALL WITHOUT TOUCHING IT AND RESPECTING DE METER OF DISTANCE BETWEEN OTHERS.



- Remember, the elevator is for preferential use only.

ZONA PREFERENCIAL

ZONA EXCLUSIVA

EL ASCENSOR ES EXCLUSIVAMENTE PARA NOSOTROS

¡PÓRTATE BIEN Y USA LAS ESCALAS!

IF YOU NEED A WHEEL CHAIR TO MOVE AROUND AND NEED TO USE THE ELEVATOR, YOU CAN ONLY ENTER WITH ONE COMPANION.



Dirección Bayovar Andén Norte

GAMARRA

Dirección Villa el Salvador Andén Sur

FOR YOUR SAFETY, DON'T FORGET TO MAINTAIN THE SOCIAL DISTANCE (1 METER) AND RESPECT THE LINES AT THE ENTRANCE OF EVERY STATION.



- Respect the capacity to get in the station. It has been calculated to avoid crowds



¡OH, SORRY FLOR!, I FORGOT, I CAN'T TOUCH MY FACE. JIJIJI



IF EVERYONE TRY HARDER TO ACCOMPLISH THE RULES, WE CAN TRAVEL SAFE AND ABOVE ALL HEALTHY.



FOR YOUR SAFETY AND FOLLOWING THE RECOMMENDATIONS OF AUTHORITIES, ITS NECESSARY TO ACCOMPLISH NEW MEASUREMENTS WHEN YOU TRAVEL WITH US. WE ASK YOU TO FOLLOW THESE RECOMMENDATIONS FOR AN EASY JOURNEY, TAKING CARE OF YOU AND OTHERS.

YOU SHOULD ALWAYS WEAR A MASK, WHEN LEAVE HOME. THE USE IS MANDATORY.



WASH YOUR HANDS FOR 20 SECONDS BEFORE AND AFTER USING THE METRO

ALWAYS LEAVE YOUR HOUSE WITH YOUR ID AND YOUR PERMISSION TO TRANSIT.



AVOID TOUCHING THE DOORS TO GO OUT OR ENTER THE TRAIN. THEY OPEN AUTOMATICALLY.



IF YOU SNEEZE OR COUGH COVER YOUR NOSE AND MOUTH WITH YOUR FOREARM. AVOID TOUCHING YOUR FACE

ALWAYS KEEP 1 METER AWAY FROM ANYONE, ESPECIALLY ON THE PLATFORM AND INSIDE THE TRAIN.



• Avoid traveling if you have a cold or fever. It is for your safety and that of others.



REFILL IN ADVANCE AND FOR SEVERAL TRIPS, AVOID INFORMAL BUYING.

IT IS FORBIDDEN TO EAT INSIDE THE SYSTEM.

PETS CAN ONLY TRAVEL IN SPECIAL BOXES, WITH THE EXCEPTION OF GUIDE DOGS.

NEVER ENTER A RESTRICTED ACCESS AREA OF LINEA 1.

SMOKING IS FORBIDDEN IN PUBLIC PLACES ACCORDING TO LEY N° 29517.

NEVER PLAY, RUN OR PUSH INSIDE THE SYSTEM.

MAKE SURE YOUR PACKAGE OR LUGGAGE COMPLIES WITH THE RULES OF LINEA 1. AT THE ENTRANCE OF EACH STATION YOU CAN FIND A PACKAGE MEASURER.

PERMITTED PACKAGES

IN TIMES OF GREATER AFFLUENCE (*)	REST OF THE DAY
<ul style="list-style-type: none"> Baby chairs and carriages Backpacks Laptop bags and the like Handbags 	

(*) Monday to Saturday from 06:00 to 10:00 am and from 05:00 to 09:00 pm.

Remember, one package per person.

- The following objects are forbidden inside the system:
- Any package or luggage that does not comply with what is indicated.
 - Heavy objects that could be dangerous or that may cause inconvenience to other passengers.
 - Baby carriages loaded with objects.
 - Animals, birds or livestock, except for guide dogs and pets in special boxes, as indicated above.
 - Dangerous or flammable objects, paint, thinner, pressurized gas, liquefied petroleum gas, kerosene (see page 30).
 - Do not bring metal balloons inside the system.

IF YOU TRAVEL WITH A BABY CARRIAGE, IN A WHEELCHAIR, OR USE A CANE OR A WALKER, OR ANY MOBILITY ASSISTANCE DEVICE, ALWAYS USE THE ELEVATOR.

- Be especially careful with children and elderly adults.
- Be especially careful during wet weather, since the floor may be slippery.
- Avoid distracting with your mobile phone while walking, you could cause an accident.
- Take care of your belongings, especially if they occupy space and if they have sharp or punching edges, to avoid harming other passengers.
- Contact LINEA 1 staff if you need help or assistance, and inform them immediately in case of an accident or emergency.



Dirección Bayóvar
Andén Norte

GAMARRA

Dirección Villa el Salvador
Andén Sur



Atención
Preferencial



DO NOT STAND OR WAIT AT
THE ENTRANCE AREA.

24°C 14:19
When using electric stairs,
keep loose clothes away
from steps and edges.

DO NOT RUN THROUGH
THE SWIVEL.

RESPECT THE PREFERENTIAL
ATTENTION. PLEASE ALWAYS GIVE
THE PRIORITY OF PASSAGE TO
PREFERENTIAL PASSENGERS.

ALWAYS HOLD SMALL
CHILDREN BY THE HAND.

**Before passing through the
entrance swivel:**

- For your safety, after validating the card in the turnstile reader and we have confirmation of entry when the green arrow lights up, make your entry by carefully turning the arm of the turnstile.

**Before passing through the
exit swivel:**

- Pass your card through the reader and make sure the green arrow lights up to exit.

Before passing through the special preferential entrance / exit:

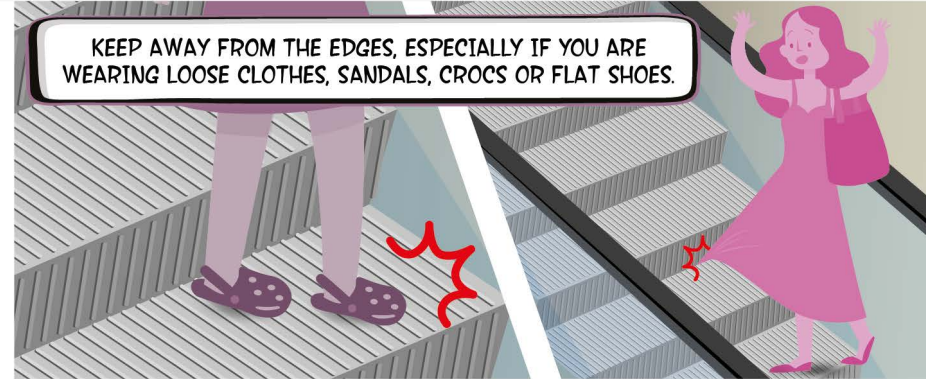
- Wait behind the yellow line until it is free.
- **Entrance:** Place your card on the reader.
- **Exit:** Place your card on the reader.
- Make sure that the screens show the **GREEN** arrow and that the door has been opened.
- Walk straight through the door.

General safety rules on stairs:

- Always hold the handrails.
- Do not lean to the sides or lean on the handrails.
- Do not stand still or stop in the area at the beginning or end of the stairs.
- In case of emergency, immediately press the STOP button on the electrical stairs.



KEEP AWAY FROM THE EDGES, ESPECIALLY IF YOU ARE WEARING LOOSE CLOTHES, SANDALS, CROCS OR FLAT SHOES.



ALWAYS USE THE STAIRS BY THE RIGHT, FOLLOWING THE DIRECTION OF THE ARROWS.

KEEP ALERT! DO NOT DISTRACT WITH THE MOBILE PHONE.

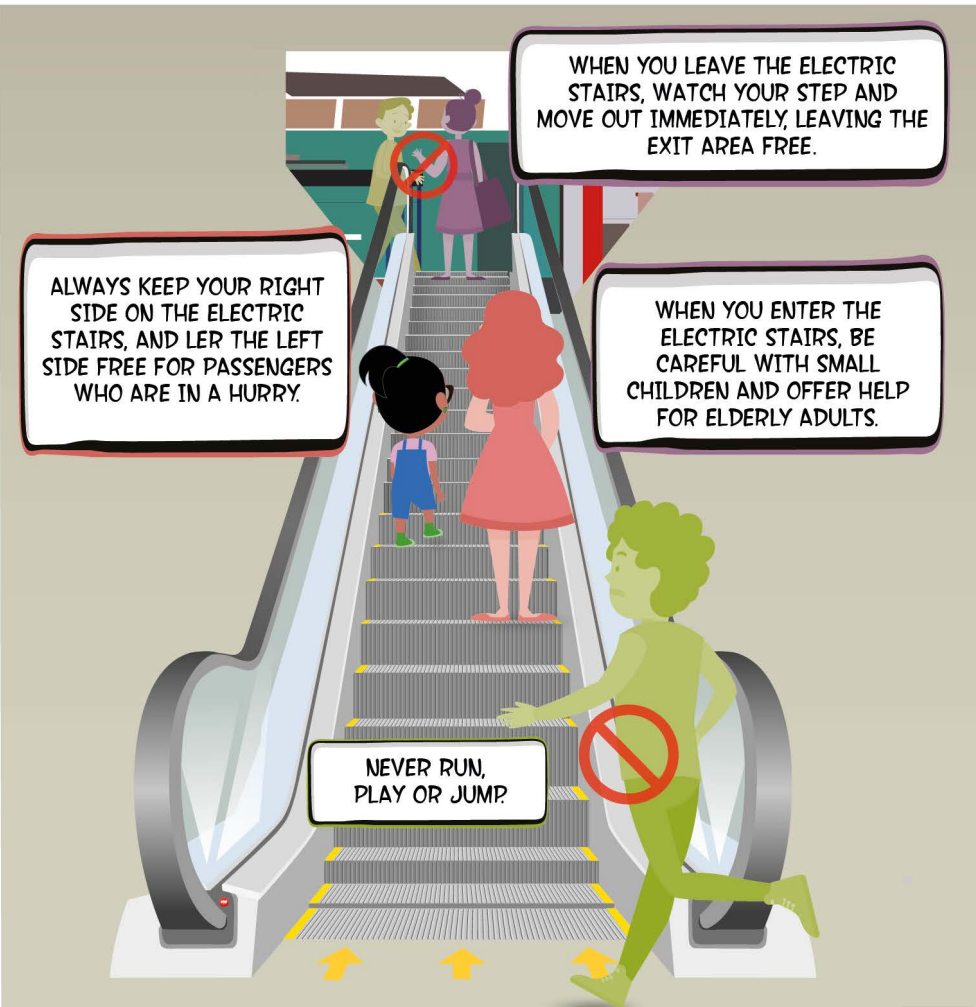


DO NOT USE STAIRS IF YOU WALK WITH A BABY CARRIAGE OR WHEELCHAIR.

WHEN YOU LEAVE THE ELECTRIC STAIRS, WATCH YOUR STEP AND MOVE OUT IMMEDIATELY, LEAVING THE EXIT AREA FREE.

ALWAYS KEEP YOUR RIGHT SIDE ON THE ELECTRIC STAIRS, AND LET THE LEFT SIDE FREE FOR PASSENGERS WHO ARE IN A HURRY.

WHEN YOU ENTER THE ELECTRIC STAIRS, BE CAREFUL WITH SMALL CHILDREN AND OFFER HELP FOR ELDERLY ADULTS.



NEVER RUN, PLAY OR JUMP.



The elevator is exclusively for preferential passengers:

- Elderly adults.
- People with babies in arms or in a carriage.
- Pregnant women.
- People with reduced mobility.



When you use the elevator:

- Do not exceed the maximum capacity (7 people).
- Take a step back and stay away from the elevator door.
- Keep your belongings away from the door.
- Do not force the elevator door to open it.
- If the elevator stops between the floors or the doors do not open, press the emergency button, keep calm and wait for help.



- Always give priority to passengers who need it.
- Allow passengers to exit the elevator before you enter.

OBSTRUCTING THE CLOSURE OF DOORS WHEN ENTERING OR LEAVING THE TRAIN MAY PUT YOUR LIFE AT RISK. WHEN YOU HEARD THE DOORCLOSING ALERT, WAIT FOR THE NEXT

WHEN YOU ARE BOARDING THE TRAIN:
 - LET PEOPLE LEAVE BEFORE YOU ENTER.
 - BE CAREFUL WITH THE SPACE BETWEEN THE PLATFORM AND THE TRAIN.
 - DO NOT BLOCK THE TRAIN DOORS WHEN THEY ARE CLOSING.

IF YOUR BELONGINGS ARE TRAPPED BY THE DOORS OF THE TRAIN AND IT BEGINS TO MOVE:
 - LET THEM GO IMMEDIATELY.
 - ASK THE LINEA 1 STAFF FOR HELP.

DO NOT KEEP YOUR LOOK ONLY ON YOUR MOBILE PHONE WHEN YOU ARE WALKING.

ALWAYS HOLD SMALL CHILDREN BY THE HAND.



- Never, under any circumstances enter the railway or go beyond the barriers located at the ends of the platform.
- If you need help or assistance, use the SOS emergency button located in the middle of the platform to communicate with LINEA 1 staff.

GIVE THE SEAT TO PREFERENTIAL PASSENGERS.

KEEP ALERT AND PAY ATTENTION TO THE MESSAGES AND SIGNALS OF THE LINEA 1 SYSTEM AND STAFF.

PROHIBIDO INGRESAR A LA VÍA FÉRREA, BAJO PENA DE CÁRCEL (ART. 283° DEL CÓDIGO PENAL)

PUT THE BRAKE AND SECURE TO YOUR BABY'S CARRIAGE WHEN YOU ARE WAITING FOR THE TRAIN, AND ALWAYS KEEP AN EYE ON YOUR BABY.

CHILDREN SHOULD ALWAYS BE HELD BY THE HAND ESPECIALLY ON THE PLATFORM.

WAIT BEHIND THE YELLOW LINE.



- Wait for the train neatly behind the yellow line.
- Make sure all your belongings are behind the yellow line as well.
- Be especially careful during wet weather, as the floor may be slippery.

MAKE SURE THAT YOUR BODY, HANDBAG, BACKPACK OR ANY OTHER BELONGINGS DO NOT INTERRUPT THE CLOSURE OF THE DOORS.



ALWAYS KEEP HELD TO THE HANDRAILS WHEN THE TRAIN IS MOVING.

OFFER YOUR SEAT TO ANYONE WHO NEEDS IT, ESPECIALLY TO PREFERENTIAL PASSENGER.

PAY ATTENTION TO THE SOUND ANNOUNCEMENTS INSIDE THE TRAIN.

AVOID EATING INSIDE THE TRAINS OR IN THE SYSTEM.

ALWAYS LISTEN TO MUSIC WITH HEADPHONES.

KEEP AWAY FROM THE DOORS, KEEP YOUR HANDS AND FINGERS AWAY FORM THE SPACE BETWEEN THE TRAIN AND THE DOORS.

IF YOU CARRY A BACKPACK, PLACE IT TO THE FRONT TO NOT MAKE OTHER PASSENGERS FEEL UNCOMFORTABLE



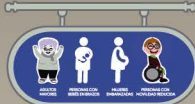
- In the event of contingency, the train is the safest place. Follow the instructions of the staff.
- Always walk towards the center of the train, do not stay by the door.
- Do not lean on the handrails or sit on the train floor.
- Place your packages in assigned areas, do not leave them where they could obstruct the passage.

- In case of EMERGENCY, press the button to communicate with the driver.
- If you feel sick, seek assistance with LINEA 1 staff at the next station.

At the station:

- Passengers in motorized wheelchairs should use it at a speed equivalent to walking.
- Passengers in wheelchairs should use the elevator to move between floors. They should not use the stairs.

PASSENGERS IN WHEELCHAIRS CAN REQUEST ASSISTANCE TO THE STATION STAFF.



IF THE ELEVATOR OR THE PLATFORM LIFTS OF THE STATION DO NOT WORK, ASK THE STAFF FOR HELP.



Traveling by train:

- A staff member will assist you when you go up and will place you in the designated space for wheelchairs.
- Be careful with the space between the train and the platform.
- After boarding, always park and secure your wheelchair in the multipurpose space located in the extremes of the cars.

PASSENGERS IN WHEELCHAIRS SHOULD BE CAREFUL WHEN APPROACHING TO PILLARS OR WALLS IN CORNERS TO AVOID ACCIDENTS



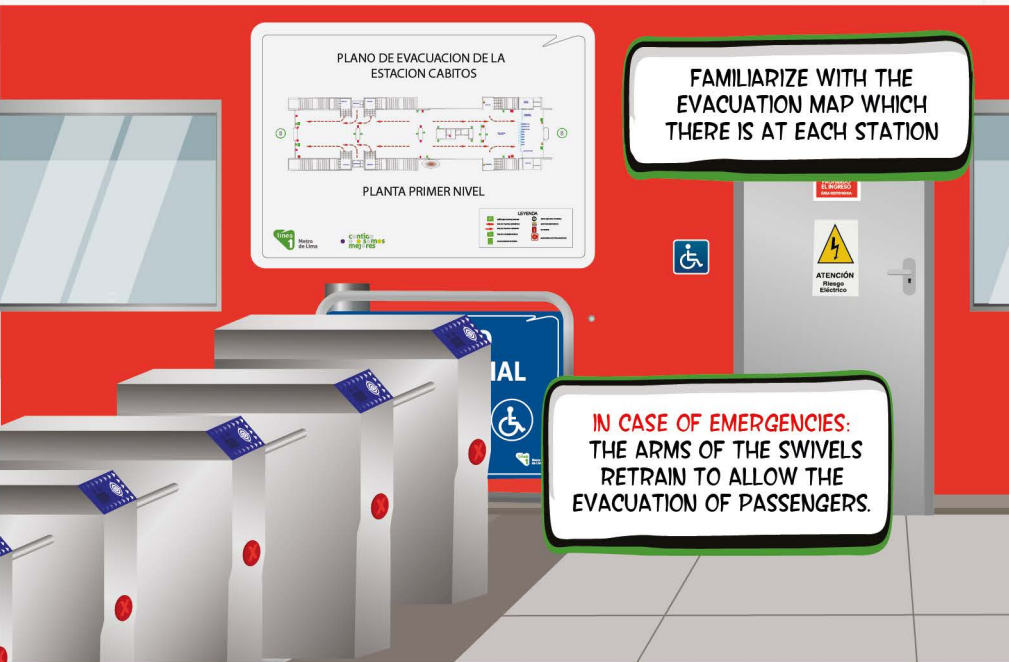
Its is forbidden to transit with:



- You can only enter with a skateboard, a scooter or skates if they are kept away in a backpack or bag that meets the allowed sizes.
- The articles must pass through the packet measurer located at the stations.

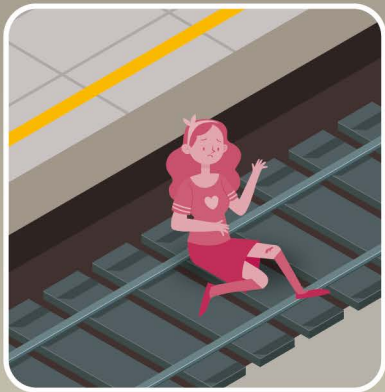


- Passengers using wheelchairs or motorized wheelchairs must be people with reduced mobility or people with disabilities.
- A child using a wheelchair or a motorized wheelchair must be accompanied by an adult for as long as they are in the system.
- The total weight of the wheelchair or the motorized wheelchair and the passenger must not exceed more than 200 kilos.
- Mobility assistants based on combustion engines are not allowed anywhere in the system.



THE PLATAFORMS HAVE SAFETY EQUIPMENT AND THE EMERGENCY BUTTONS ARE PROPERLY SIGNALAED

In case a passenger enters the train tracks:



1 In an emergency situation, if someone falls on the train tracks.

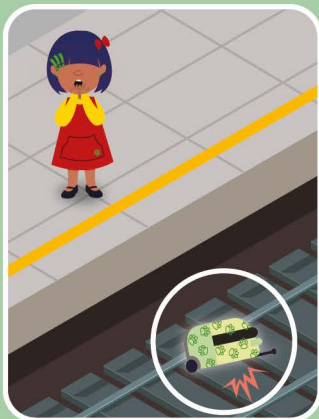


2 Press the emergency button located on the platform to inform LINEA 1 so they can stop the system and activate the protocol.



3 Immediately report the incident to the nearest LINEA 1 staff. Never try to go down the train tracks.

In case an object falls to the train tracks:



1 If something falls on the train tracks.



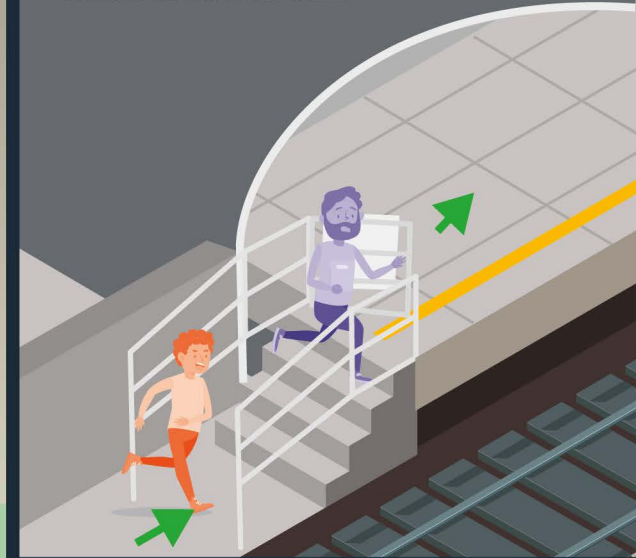
2 Communicate with LINEA 1 staff through the emergency button for assistance.



3 Never try to recover the object by yourself. LINEA 1 staff will handle it.

Emergency exit from the train tracks to the platform

The emergency exit doors to evacuate passengers from the train tracks to the platform are located at both the end of the platform. They should be used only in case of evacuation from the train.



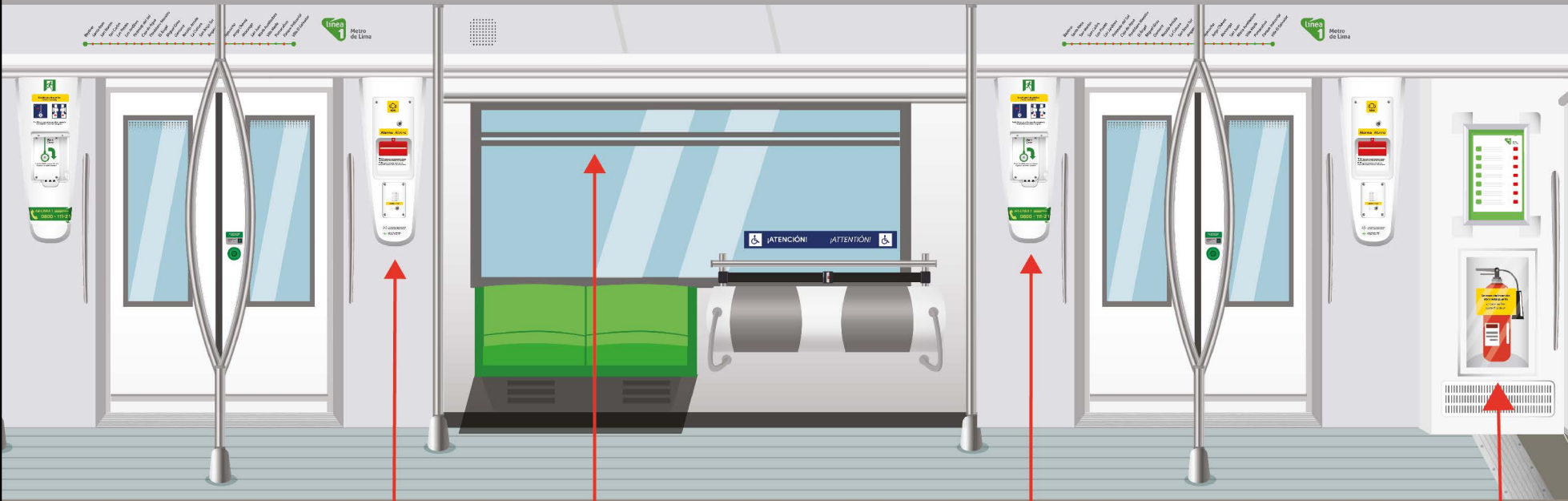
Never, under any circumstances, enter the train tracks or go beyond the platform barriers.

DANGER

It is forbidden to enter the train tracks under jail penalty (article 283 the Criminal Code)

Electrified section

Trains running at high speed



Ventilation window:

- In an emergency, windows can be opened if ventilation is necessary. The windows are located in the middle of each car.



Fire extinguisher:

- The location of the extinguishers is signaled.
- They are usually located in the aisle between the cars.
- Follow the instructions and use them only when it is safe.



Emergency intercom with the driver

- The intercom can be used only in case of emergency; it is located on the right side of all the doors. Through it, you can communicate with the train driver.
- If you feel sick, please contact the LINEA 1 staff at the next station.



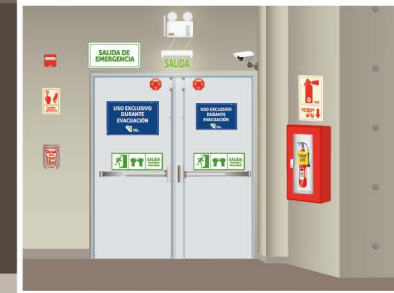
Unlocking doors:

- These should only be used under the order of the train driver and in case of evacuation.
- Passengers should always be aware of the surroundings before leaving the train, under the driver's instructions.
- Going down the train track is always a risk, because it is energized; therefore, always follow the instructions of the staff.



During an evacuation:

- Keep calm.
- Pay attention to the sound announcements.
- Follow the instructions and directions of LINEA 1 staff.
- Do not stop to look or take pictures.



Passengers with disabilities who require assistance:

- Request assistance from other passengers.
- If it is safe, wait for LINEA 1 staff.

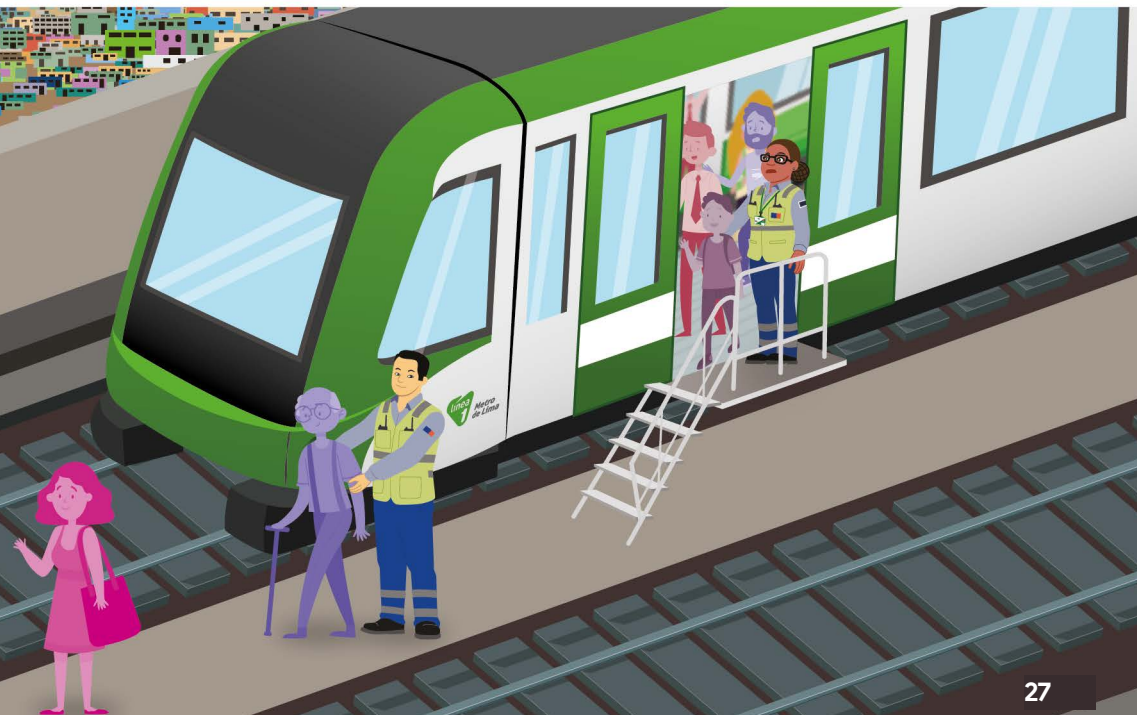
Evacuation from a platform or station:

- Find the nearest exit, as instructed by LINEA 1 staff.
- Emergency exits are located at the ends of platform or stations.
- Use the nearest staircase to exit.
- Do not use the elevator.

Evacuation from the train:

The evacuation from the train will normally be done at the nearest station, for better handling of the incident. In the event that the emergency requires an evacuation of the train to the train tracks, you must take into consideration:

- Wait for instructions from LINEA 1 staff.
- **Never get off to the train tracks without staff authorization.**
- Do not carry any luggage or package with you.
- Place these objects on the seats, where they do not block the exit of other passengers.
- Do not lift anything on the head to avoid electric shock, due to the high voltage of the nearby equipment.
- The evacuation will be done through the central path between the two tracks, to avoid electric shocks.



REPORT THE FIRE IMMEDIATELY TO LINEA 1 STAFF. COMMUNICATE WITH THE DRIVER THROUGH THE INTERCOM LOCATED AT THE RIGHT SIDE OF THE DOOR.

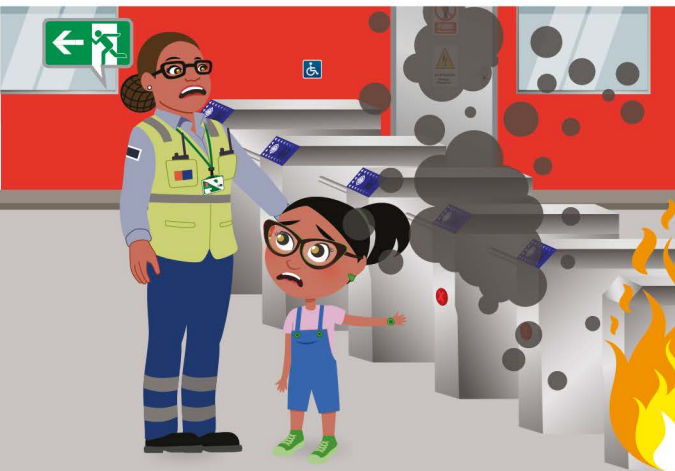
FOLLOW INSTRUCTIONS GIVEN BY LINEA 1 STAFF TO LEAVE THE TRAIN.

DO NOT CARRY ANY BIG PACKAGE WITH YOU, PLACE IT ABOVE THE SEATS SO THAT IT DOES NOT INTERRUPT THE EXIT OF THE OTHER PASSENGERS.

OFFER ASSISTANCE TO ANYONE WHO NEEDS IT AND HELP MOBILIZE PASSENGERS WITH DISABILITIES TOWARDS A SAFE AREA.



Use the fire extinguisher if it is safe to do so.



If fire is discovered at the station:

- Report fire to LINEA 1 staff or break the glass of the fire alarm.
- Follow the instructions of LINEA 1 staff or emergency staff to leave the station.
- Do not use the elevator.
- Use the fire extinguisher if it is safe to do so.



Fire outside the train:

- Stay inside the train, it is the safest place.
- Stay calm follow the instructions of LINEA 1 staff.

Dangerous Objects

The LINEA 1 staff may deny entrance to any part of the system to any passenger carrying a dangerous object, or carrying a large number of items for commercialization.

*Passengers who need an oxygen tank to breathe can take it, provided that it does not exceed a volume of 1.7 liters and is store in an appropriate container.



Security in the system

- There are cameras installed on the stations and platforms for handling them and for the safety of passengers.



Stay alert and take action

Although all areas of the system are being regularly patrolled by LINEA 1 and Railway Police staff, we need your help to maintain safety.

If you see something suspicious, like:

- Passengers who behave strangely.
- Luggage, backpacks or any object without an owner.
- Passengers carrying dangerous or flammable objects.
- Any incident or thing you find unusual.

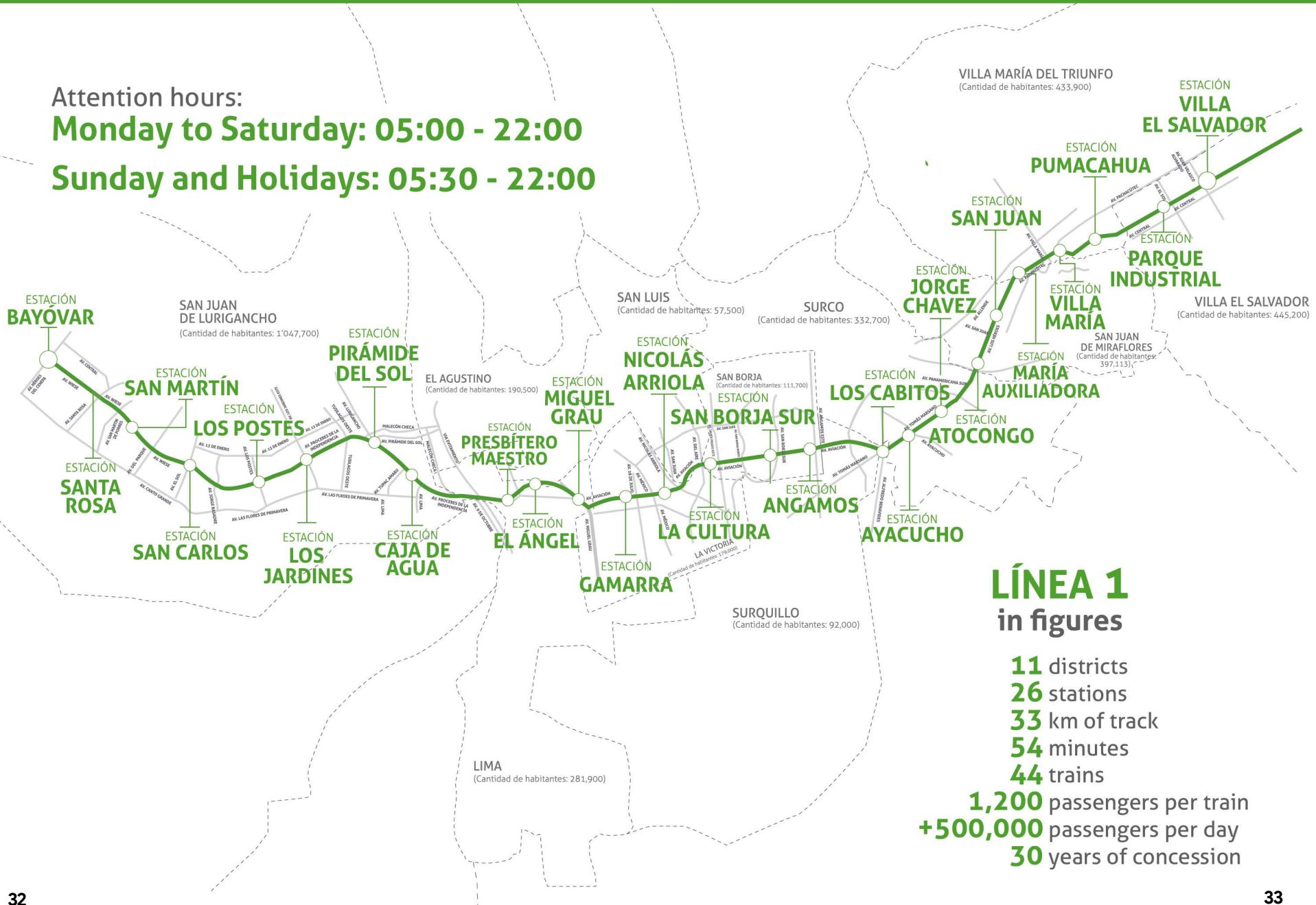
Report it to LINEA 1 staff or the Railway Police immediately.



Attention hours:

Monday to Saturday: 05:00 - 22:00

Sunday and Holidays: 05:30 - 22:00



LÍNEA 1 in figures

- 11** districts
- 26** stations
- 33** km of track
- 54** minutes
- 44** trains
- 1,200** passengers per train
- +500,000** passengers per day
- 30** years of concession

Adult card:

- ♥ Price of the card: S/5.00
- ♥ Travel fee: S/1.50



Student card:

Consult the conditions of use, the requirements to obtain or renew it and the places to do the procedure at www.lineauno.pe.

♥ **Schoolchildren:**

Travel fee: S/ 0.75 (Monday to Friday),
S/ 1.50 (Saturdays, Sundays and holidays).

University and superior institute students:

Travel fee: S/ 0.75 (Monday to Saturday),
S/ 1.50 (Sundays and holidays).

YOU CAN ASSOCIATE YOUR ID TO THE LINEA 1 CARD AT WWW.LINEAUNO.PE AND VERIFY THE NUMBER OF THE DOCUMENT ASSOCIATED TO YOUR CARD AT THE PASSENGER SERVICE OFFICE.



Transfer of the balance between cards:

In case of loss or theft of your card, you should get a new card in order to continue using the service. If you had a changed balance to be used, we can transfer it to your new card if and only if the cards are associated with your ID.

The transfer of balance to card is carried out in two steps:

① Request the blocking of the source card by calling **0-800-111-21** (The blocking process can take up to 48 hours)

② Once the blockade is confirmed, request the transfer of the balance by approaching to the Passenger Service Office

(*) The Passenger Service Office is located at the Cabitos Station. Check the hours of service at: www.lineauno.pe

The balance to be transferred will be that existing in the card at the time of making the blocking operation effective in our system.

In case of a deterioration of your card, we can transfer the balance to your new card just by presenting your current identity document and the deteriorated card at the Passenger Service Office, located at the Cabitos Station.



TO MAKE THIS BENEFIT EFFECTIVE, YOU MUST CHECK WITH OUR STAFF AT STATIONS BY PRESENTING YOUR IDENTIFICATION DOCUMENT WHENEVER YOU ARE REQUIRED

RECHARGE IN ADVANCE AND FOR SEVERAL TRIPS.



ZONA PREFERENCIAL EXCLUSIVA



LEAVE FREE THE ELEVATOR FOR EXCLUSIVE PREFERENTIAL USE.

WAIT FOR THE TRAIN BEHIND THE YELLOW LINE.



ENTERING THE TRAIN TRACKS IS A CRIME.



ALLOW PEOPLE TO EXIT BEFORE ENTERING THE TRAIN.



GIVE THE SEAT TO PREFERENTIAL PASSENGERS



IN THE FACE OF AN INCIDENT, PRESS THE EMERGENCY BUTTON.



IN THE EVENT OF A CONTINGENCY WAIT WITHIN THE TRAIN.



KEEP THE FACILITIES CLEAN.





Call Center:
0-800-111-21

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