

PASSENGER'S GUIDE



Metro
de Lima

#NosCuidamosTodos

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MESSAGE OF LÍNEA 1



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 /Lineauno.pe /Lineauno.pe

COVID- 19: IN THE ELEVATOR

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.

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

COVID- 19: IN SWIVEL

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

FLORCITA, LET'S AVOID EATING IN STATIONS AND TRAINS.

IF WE ALL MAKE AN EFFORT AND TAKE CARE, WE WILL TRAVEL SAFELY AND ABOVE ALL HEALTHY

FOR YOUR SAFETY WE ASK YOU TO FOLLOW THESE RECOMMENDATIONS FOR AN EASY JOURNEY, TAKING CARE OF YOU AND OTHERS.



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.

REMEMBER, WEARING MASK IN STATIONS AND TRAINS IS OPTIONAL

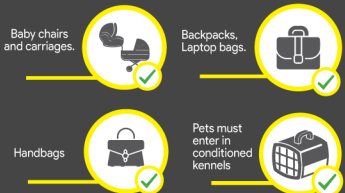
IF YOU SNEEZE OR COUGH COVER YOUR NOSE AND MOUTH WITH YOUR FOREARM. AVOID TOUCHING YOUR FACE

ALWAYS KEEP 1 METER AWAY FROM ANYONE, ESPECIALLY AT THE ENTRANCE OF THE STATION AND ON THE PLATFORM.

- Avoid traveling if you have a cold or fever. It is for your safety and that of others.
- Access or stay in the system will be restricted if the passenger fails to use a KN95 or double mask, a surgical mask and, on top of it, a community mask.

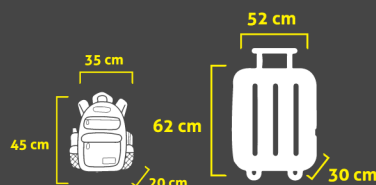


IN TIMES OF GREATER AFFLUENCE (*)



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

REST OF THE DAY



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.



- 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.

TRAVELING IN LÍNEA 1



Get your card at the official buy and recharge points.



Recharge your card in advance and for several trips, avoid the informal shopping.

GENERAL REQUIREMENTS

Learn how to buy and recharge your LÍNEA 1 card.

Steps to recharge your card at TVM.

1. Place your card in the reader
2. Select **"Recharge Balance"**.
3. Choose the amount to top up.
4. Enter the money.
5. Leave your card in the reader and **do not withdraw it until you receive your receipt**.
6. Withdraw your receipt and change, if applicable, as well as your card.



Steps to recharge at the ticket office.

1. Go to the ticket office
2. Have your money on hand.
3. Give your card and the amount to be recharged to the station agent.
4. Receive your card and receipt.



Link your DNI with your LÍNEA 1 card

How to LINK your DNI to your LÍNEA 1 card?

1. Enter our website **"www.lineauno.pe"**
2. Look for the option **"Link your ID"**.
3. Fill out the form with all your information and your card number.
4. Click on **"SEND"** and **that's it!**



Precaution!





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.

For your safety, if you enter the system accompanied by kids using carts, walkers and tricycles, either with push or mechanics (ride-ons):

- Watch over them at all times and never be separated from them.
- Let's avoid using them inside the platform so as not to generate accidents with serious consequences.
- When entering and leaving the train, we must lift it to avoid get stuck.

SECURITY

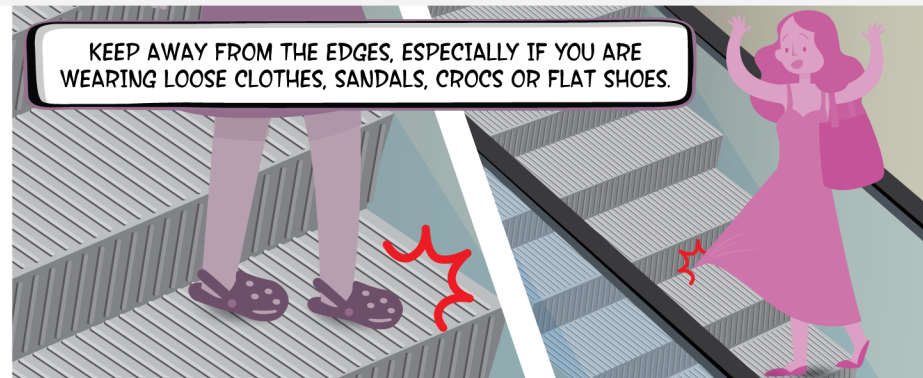
General safety rules on stairs:

- Always hold the handrails.
- Never run, play or jump.
- 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.



ELECTRIC STAIRS / 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.

IT IS FORBIDDEN TO USE THE STAIRS WITH BOTH HANDS OCCUPIED.

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



If you have reduced mobility, use the elevator.



If you have a baby trolley use the elevator.



Carrying cars with cargo or rolling suitcases is prohibited.



The use of the handrail is mandatory.



Playing on the railings is prohibited.



It is forbidden to place your feet on the edges or brushes.



Running or jumping on the stairs is prohibited.



Sitting on the stairs is prohibited.



It is forbidden to use the stairs with both hands occupied.

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

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

ALWAYS KEEP YOUR RIGHT SIDE ON THE ELECTRIC STAIRS, AND LEAVE THE LEFT SIDE FREE FOR PASSENGERS WHO DECIDE TO WALK

NEVER RUN, PLAY OR JUMP.







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.

SECURITY

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 WHEEL-CHAIRES CAN REQUEST ASSISTANCE TO THE STATION STAFF.

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

It is forbidden to transit with:



- You can only enter the stations with folding scooters and during off-peak hours.
- Remember that when you are inside the train you must carry it vertically next to your body in order not to cause discomfort to the rest of the passengers.



PEOPLE WITH REDUCED MOBILITY



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 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.

EMERGENCIES



FAMILIARIZE WITH THE EVACUATION MAP WHICH THERE IS AT EACH STATION

IN CASE OF EMERGENCIES: THE ARMS OF THE SWIVELS RETRAIN TO ALLOW THE EVACUATION OF PASSENGERS.

AT THE STATION

IN CASE OF EMERGENCIES: FOLLOW THE SIGNALS TOWARDS THE DOORS. IN ADDITION, YOU CAN USE THE EMERGENCY EXIT DOORS LOCATED AT THE END OF THE STATIONS.

REMEMBER TO MAKE A GOOD USE OF THESE DOORS. DO NOT OBSTRUCT THIS TRAFFIC UNNECESSARILY OR USE THEM AS AN ALTERNATE EXIT.



TO LOCATE THESE ELEMENTS, LOOK FOR THE SIGNALS SHOWN, WHICH USUALLY ARE LOCATED NEAR THE ENTRANCE, IN SOME COLUMNS, AND IN STRATEGIC PLACES OF THE STATION. THE USE OF THIS EQUIPMENT MUST BE MADE BY FOLLOWING SPECIFIC INSTRUCTIONS, AND ONLY IF IT IS SAFE TO USE THEM

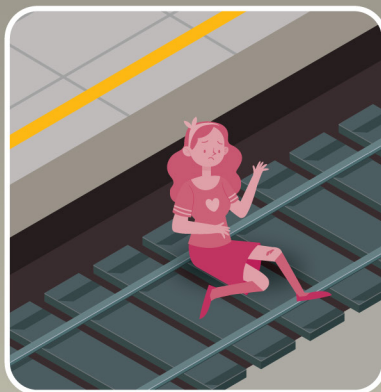
IN THE EVENT OF FIRE, REPORT IT IMMEDIATELY TO LINEA 1 STAFF AND ACTIVATE THE CLOSEST FIRE ALARM.

THE EMERGENCY STOP BUTTONS ARE LOCATED AT THE END OF THE ELECTRIC STAIRS, AND MUST ONLY BE USED IN CASES OF EMERGENCIES.



THE PLATFORMS HAVE SAFETY EQUIPMENT AND THE EMERGENCY BUTTONS ARE PROPERLY SIGNALLED

In case a passenger enters the train tracks:



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

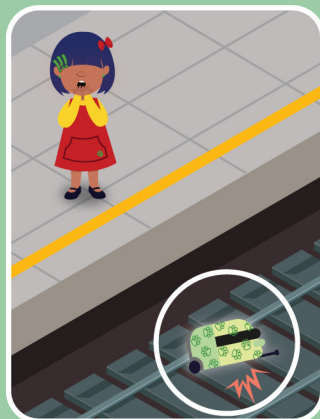


- 2 Press the emergency button located on the platform to inform LINEA 1 so they can stop the system and activate the protocol.



- 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.

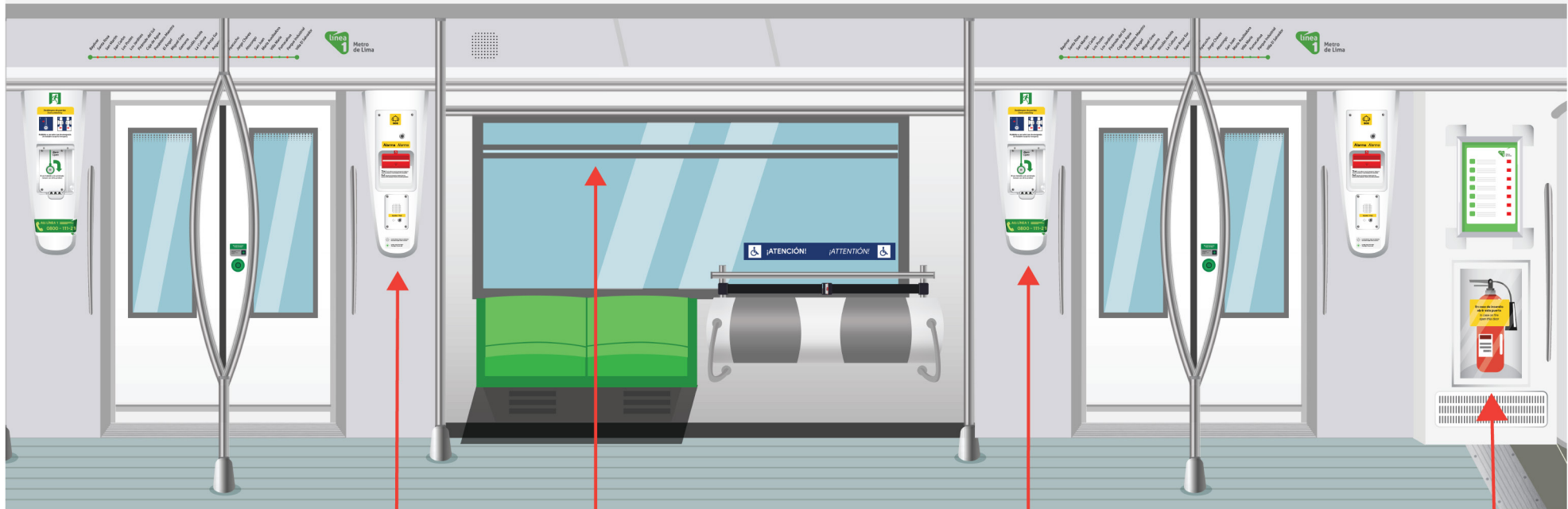
Emergency exit from the train tracks to the platform

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.





Ventilation window:

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



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.



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.



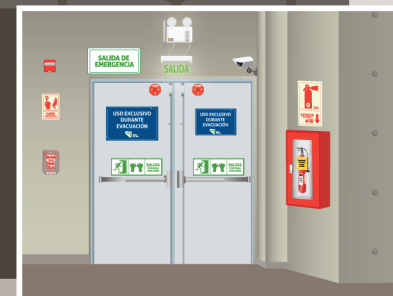
Unlocking doors:

- 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.

Do not enter under the influence of alcohol or drugs



Do not carry risky or flammable objects.



Do not ride on skateboard or roller skates.



Do not sell things in an ambulatory way, save waiting line for someone else, or resell train tickets.



Do not eat food inside trains or platforms.



Do not carry metal balloons.



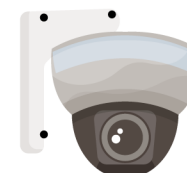
Fake Cards

The use of anomalous cards, purchased at unofficial points of sale and recharge, to enter and use the system is prohibited.

(Resolución de Consejo Directivo No. 0011-2023-CD-OSITRAN).

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.





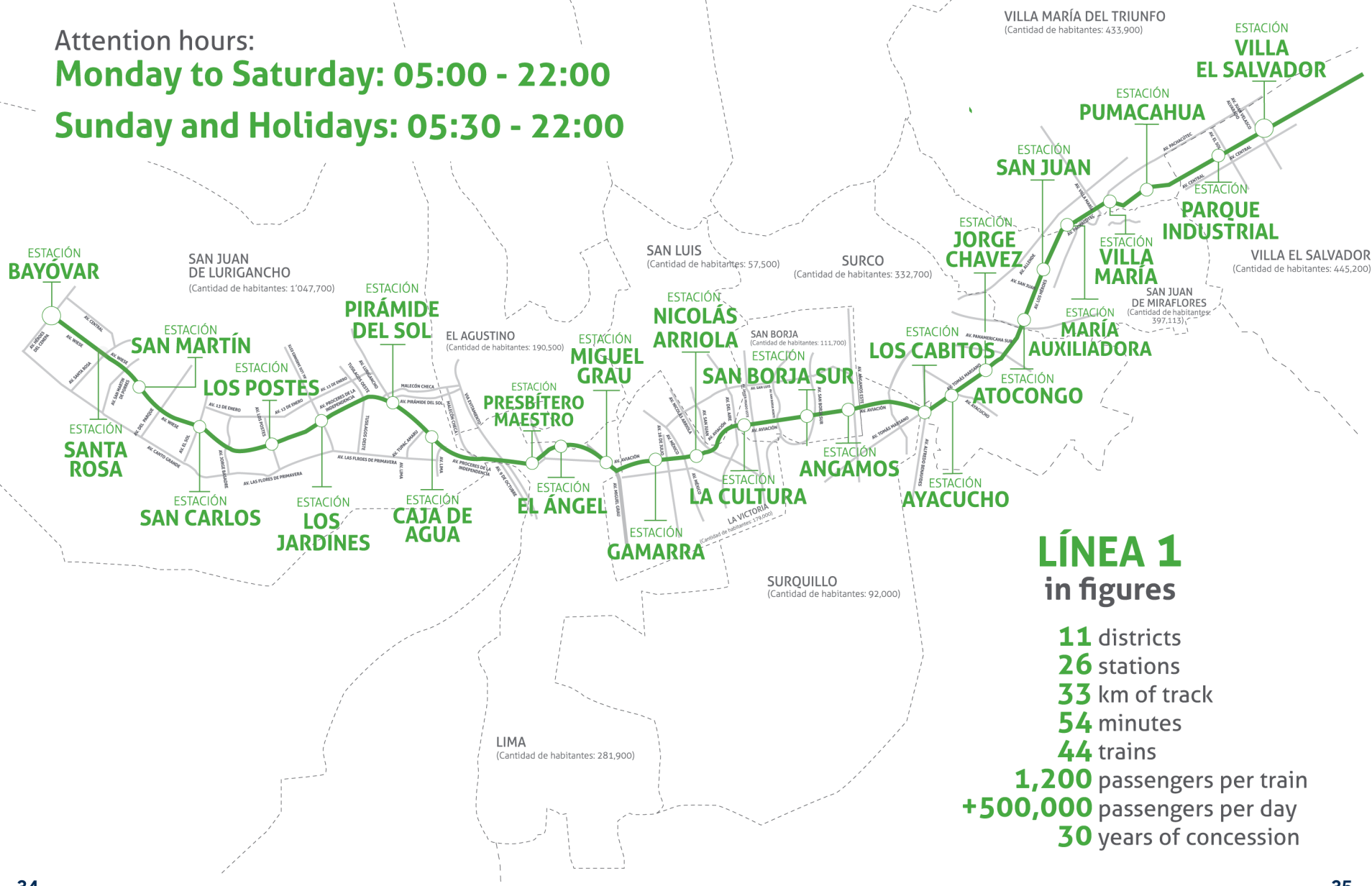
Metro
de Lima

MAP OF THE SYSTEM

Attention hours:

Monday to Saturday: 05:00 - 22:00

Sunday and Holidays: 05:30 - 22:00



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:

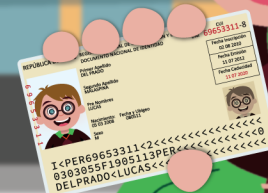
Travel fee: S/ 0.75 (Monday to Friday),
S/ 1.50 (Saturdays, Sundays and holidays).

University and superior institute students:

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



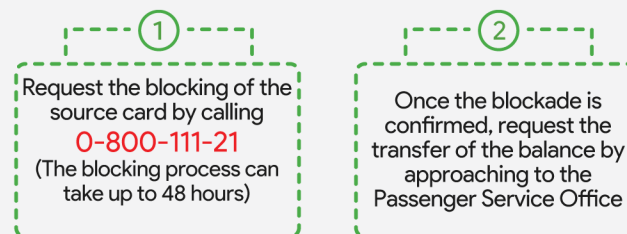
YOU CAN ASSOCIATE YOUR ID TO THE LINEA 1 CARD AT WWW.LINEAUNO.PE AND VERIFY THE NUMBER OF THE DOCUMENT ASSOCIATED TO YOUR CARD AT THE PASSENGER SERVICE OFFICE.



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:

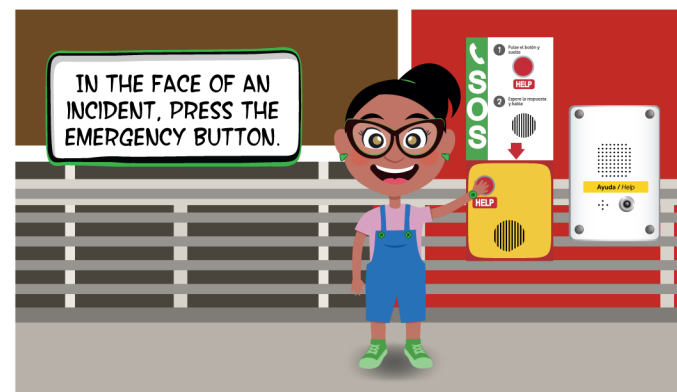
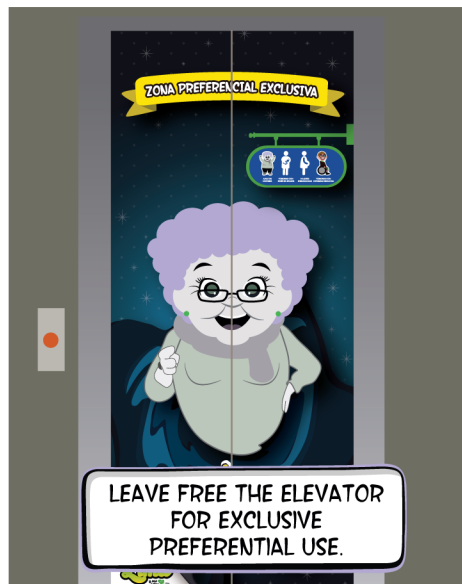


(*) The Passenger Service Office is located in the stations of Cabilos and Presbítero Maestro.

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

If your card is damaged, we can transfer the balance to your new card just by presenting your valid identity document and the damaged card at the Passenger Service Offices located at the Cabilos and Presbítero de Maestro stations.





#NosCuidamosTodos



Call Center:
0-800-111-21

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