

# PASSENGER'S GUIDE



#NosCuidamosTodos



Call Center:  
0-800-111-21

Contact us at:  
[escribenos@lineauno.pe](mailto:escribenos@lineauno.pe)

Follow us on



Download our mobile application as "LÍNEA 1" from:



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## 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 ststem 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](https://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 /Linea1oficial /Lineauno.pe /Lineauno.pe



## EXCLUSIVE ENTRY FOLDING BIKES

### GENERAL INDICATIONS

Maximum measure: ring 20"



The entry of the bicycle is allowed during all service hours.



#### Before entering.

Entry will only be allowed if the bicycle meets the indicated dimensions of this measurer.



The bicycle must be entered under the regular entry turnstiles.



#### In the station.

In the station the bike should be moved only by the static stairs or elevator.

They can enter the system with alternative folding mobility items (Scooters, unicycle, among others)

It must be foldable, and for entry it must be loaded and carried in a vertical position, next to the passenger's body.

The structure or design must not include any sharp parts, which could cause discomfort and/or risk to the safety of other passengers.



For safety, the bicycle must not have any protruding part or sharp point.



#### On board of the train.

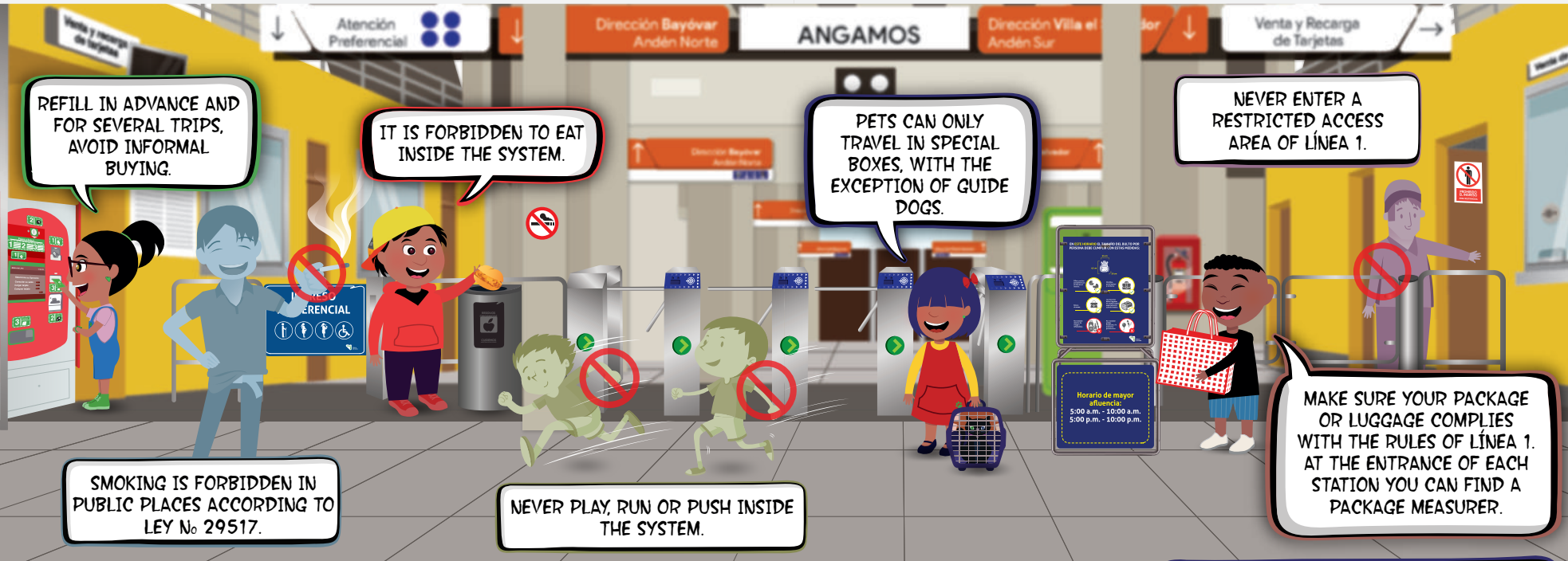
When you situate yourself inside the train, avoid blocking the space near the doors, as well as the space reserved for people with disabilities.



Is not allowed the the acces with electric folding bikes or with a combustion engine bikes.

REMEMBER TO FOLLOW  
THESE RECOMMENDATIONS  
FOR YOUR SAFETY



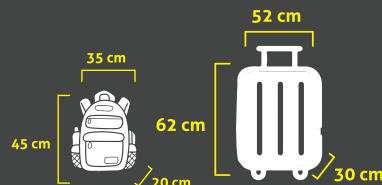


## IN TIMES OF GREATER AFFLUENCE (\*)



(\*) Monday to Sunday 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.





Get your card at the official buy and recharge points.



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

Let's be responsible passengers! Remember that the maximum number of passes allowed on the same day and at the same station is 10. If you exceed this amount, your card will be blocked and you will not be able to use the system.

If you need more information, you can contact our station staff or call toll-free at 0800-111-21

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.
5. Cuenta tu vuelto y verifica que sea el correcto antes de retirarte de la ventanilla.



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!**

This way, if your card is lost or stolen, you can recover your balance.



Caution!



Remember that the use of anomalous cards (adulterated, cloned or fraudulent) to enter the system is prohibited.

IN SELF-SERVICE MACHINES  
YOU CAN DO 3 TYPES OF  
OPERATIONS

- ✓ RECHARGE BALANCE
- ✓ CHECK BALANCE
- ✓ BUY CARD



SELF-SERVICE MACHINES

WHenever you use the self-service  
machines, carefully check the  
ticket you are going to insert.

Bills of 10, 20, 50  
soles are accepted



MAKE SURE IT IS IN  
GOOD CONDITION

Bills of 100 or 200  
soles **are not accepted**



FOR NO REASON DO YOU USE  
COUNTERFEIT, DAMAGED, WORN,  
BROKEN OR TAPED COINS OR BILLS.



Deteriorated, worn, torn or  
taped bills or coins **are not  
accepted.**

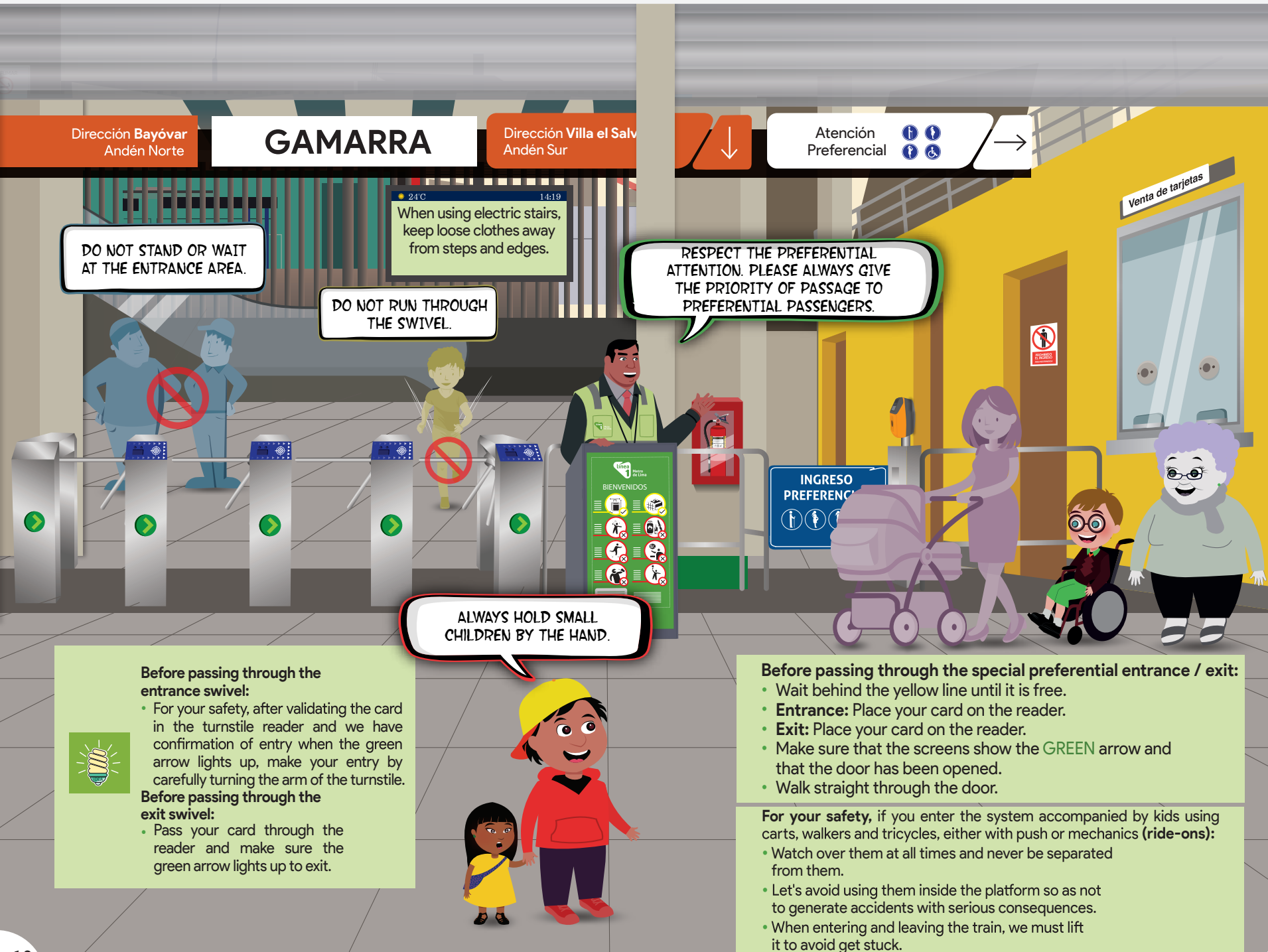


COUNTERFEIT, DAMAGED, WORN-OUT  
COINS OR BILLS. CAN CAUSE THE  
MACHINE TO JAM



MY MONEY  
IS IN THE  
MACHINE.

Let's use self-service  
machines carefully.



Dirección Bayóvar  
Andén Norte

**GAMARRA**

Dirección Villa el Salvador  
Andén Sur

Atención  
Preferencial

DO NOT STAND OR WAIT  
AT THE ENTRANCE AREA.

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.

**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.

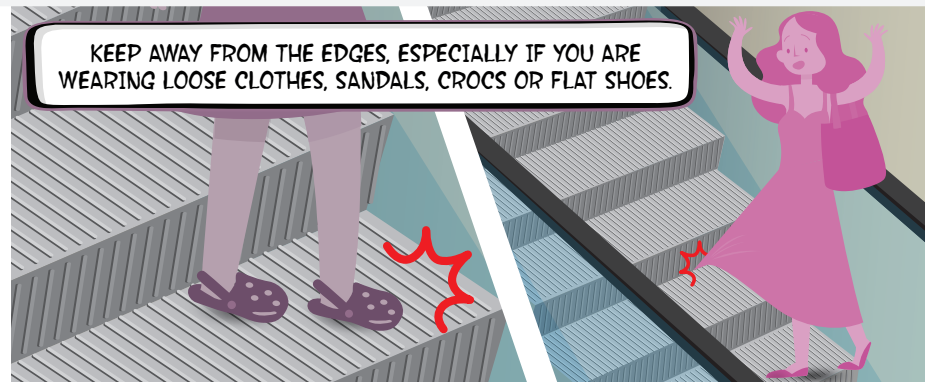


## General safety rules on stairs:

- 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.



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

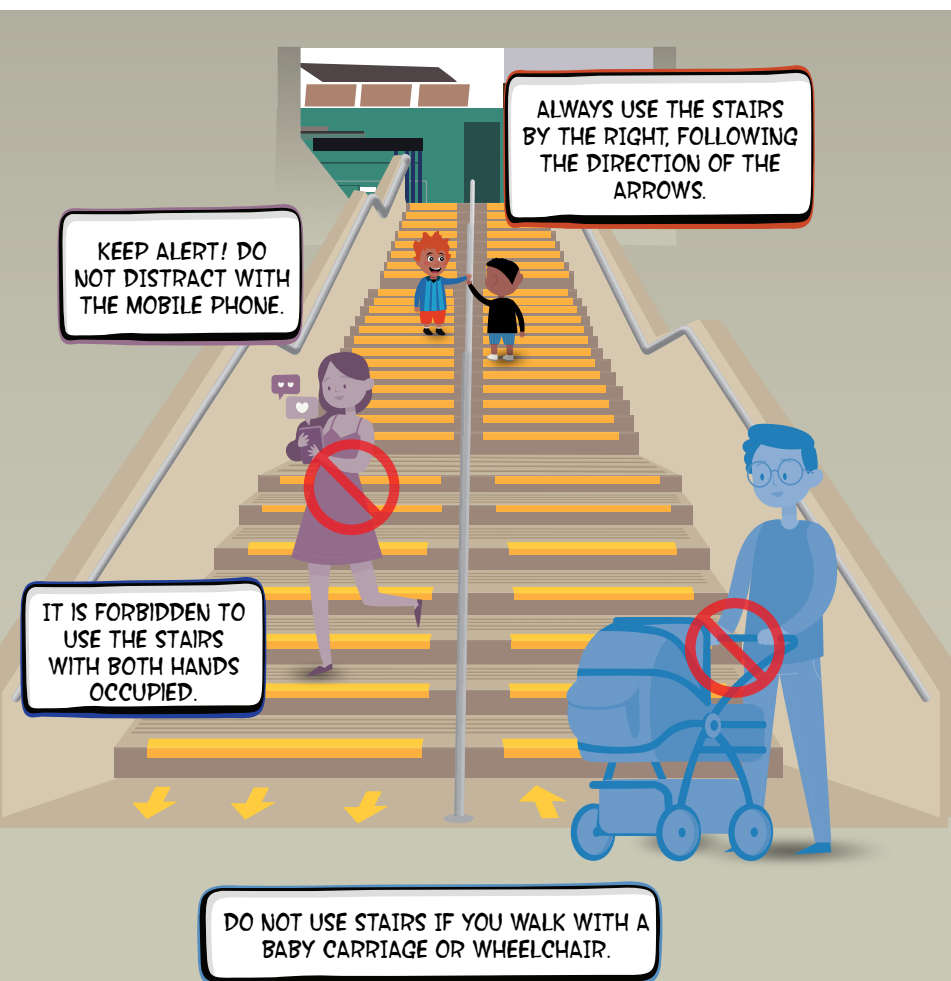


ALWAYS USE THE STAIRS BY THE RIGHT, FOLLOWING THE DIRECTION OF THE ARROWS.

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 MECHANIC STAIRS, BE CAREFUL WITH SMALL CHILDREN AND OFFER HELP FOR ELDERLY ADULTS.

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

NEVER RUN, PLAY OR JUMP



## ELEVATORS



*Children under 10 years of age must not use the elevator alone. They must always be accompanied by an adult.*

*The elevator is not a play area, so children should NOT jump, yell, or press the intercom. Its use is for people with reduced mobility, older adults, mothers or fathers with children and for emergencies.*



*Do not let children press the elevator buttons, it can delay the trip and damage the equipment components.*



**BE CAREFUL WHEN ENTERING AND EXITING THE ELEVATOR!**

*Be careful when entering and exiting the elevator! Check that the cabin be at floor level.*



## MECHANIC STAIRS

*Adults and children must always hold on to the handrail. Children under the age of 10 must be accompanied by an adult.*



**WE ALWAYS BE ATTENTIVE WHEN USING THE MECHANIC STAIRS**

*When going up the stairs, keep children one step ahead, when going down the stairs the child should go to the side and never allow them to step on the sides and space between skirting boards and steps.*



*Children's shoes with rubber soles can have a dangerous grip when in contact with mechanic stairs, making the equipment difficult to use. In these cases, it is preferable to use the elevator or the fixed stairs.*



*Before going up or down, check that the laces of your children's shoes or slippers are well tied.*





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 FROM 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.

TO OPEN THE TRAIN DOORS, WE SHOULD WAIT TILL THE TRAIN IS COMPLETELY PARK AND THEN PUSH THE GREEN BUTTON

- 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 WHEEL-  
CHAIRS CAN REQUEST  
ASSISTANCE TO THE  
STATION STAFF.

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

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



## 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.

## Its is forbidden to transit with:



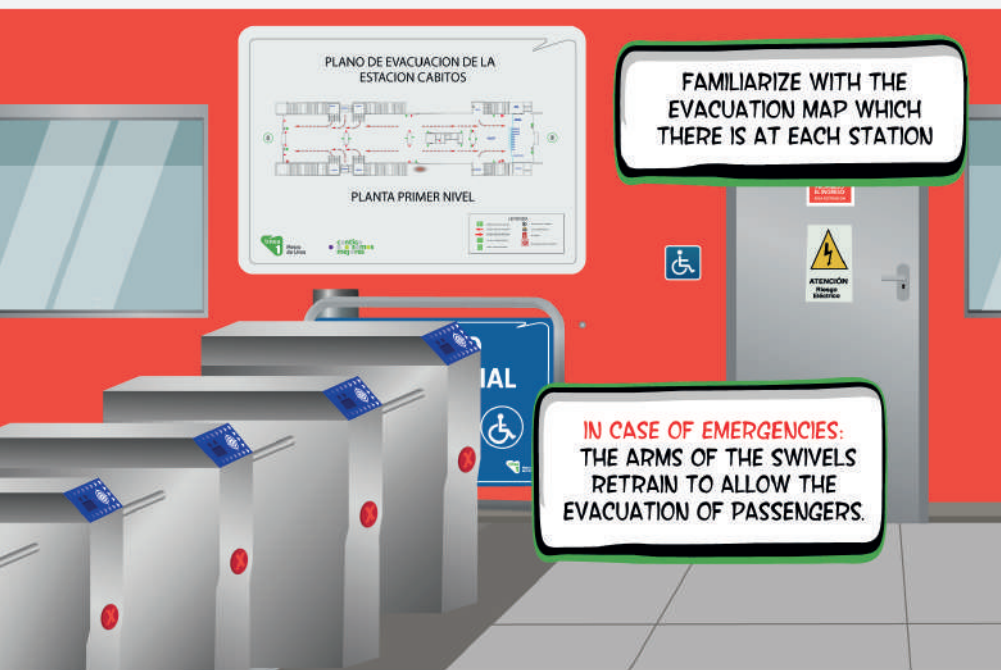
- You can only enter the stations with folding scooters and during off-peak hours.
- Remember that when you are inside the train you must carry it vertically next to your body in order not to cause discomfort to the rest of the passengers.



- 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



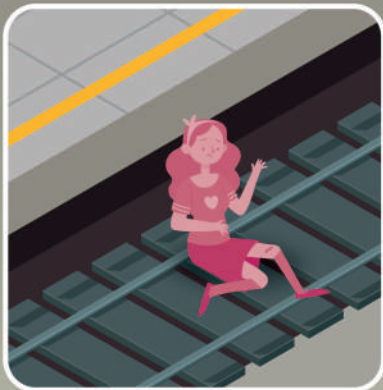
## AT THE STATION





## THE PLATAFORMS 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.

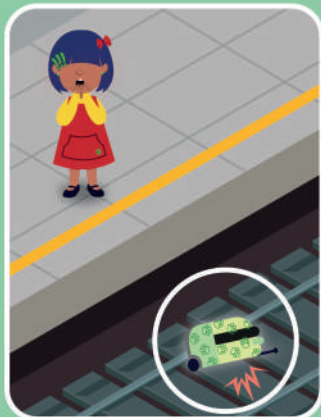


- 2 Press the emergency button located on the platform to inform LINEA 1 so they can stop the system and activate the protocol.



- 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.

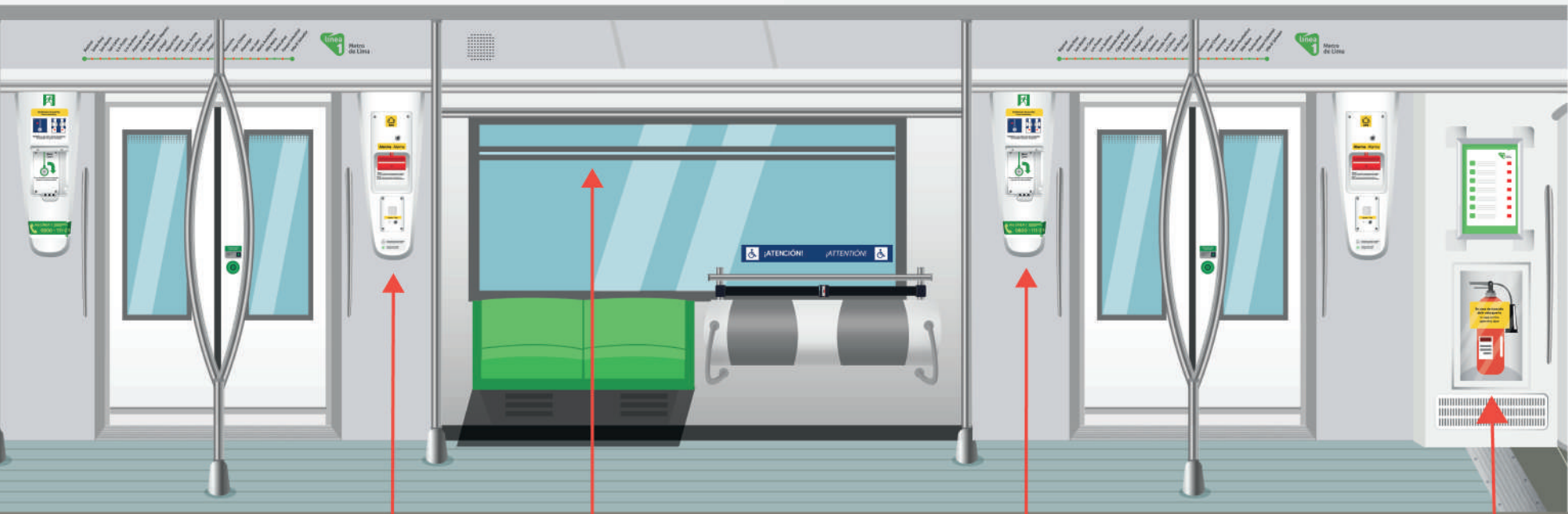
## Emergency exit from the train tracks to the platform

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.



## 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.



## 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.



## Street Sale

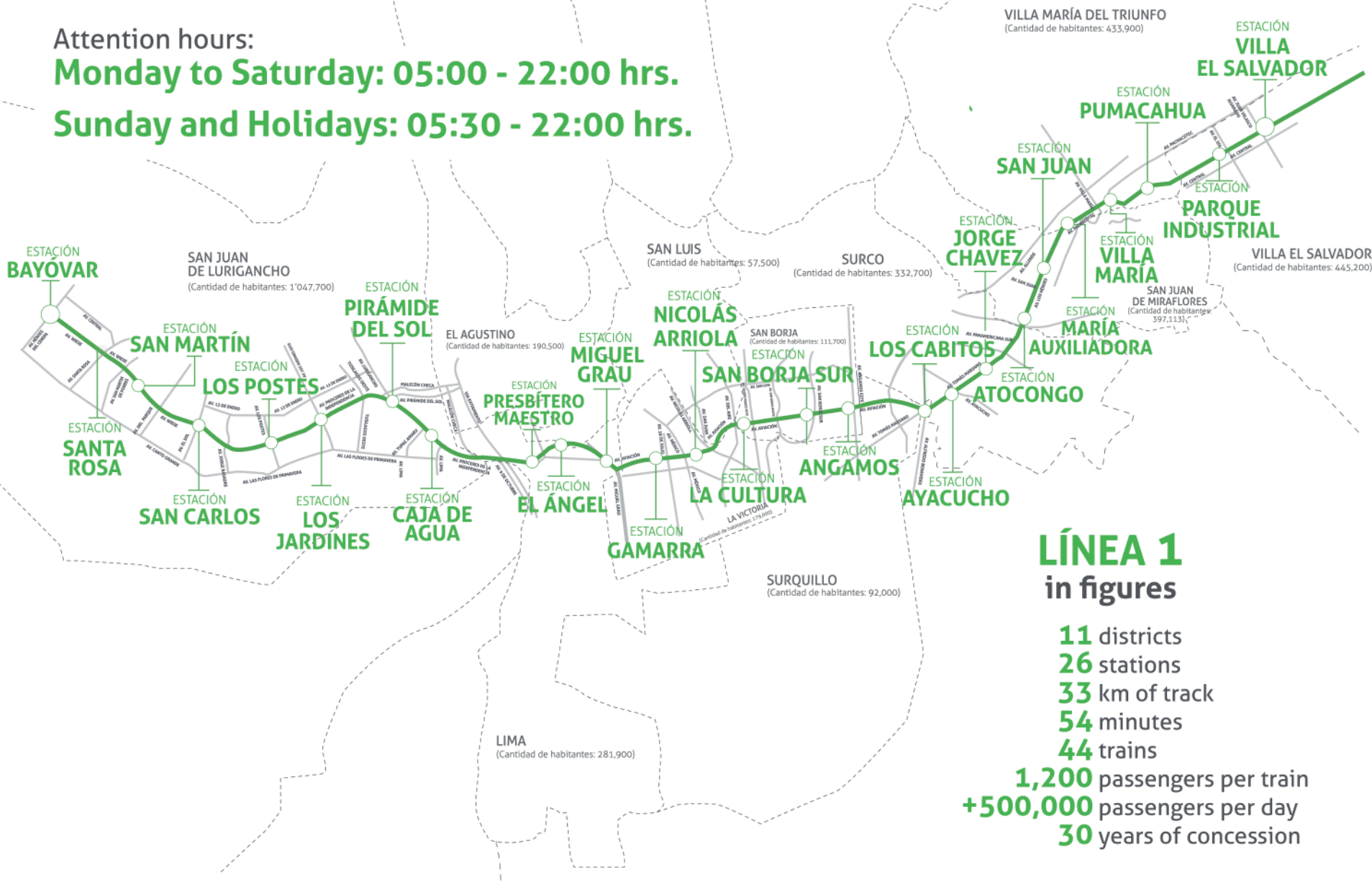
Remember that this activity is prohibited outside and inside the stations, as well as on platforms and cars.



Attention hours:

**Monday to Saturday: 05:00 - 22:00 hrs.**

**Sunday and Holidays: 05:30 - 22:00 hrs.**



## 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](http://www.lineauno.pe).

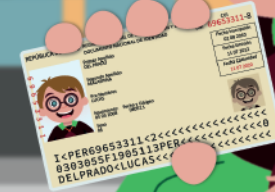
#### ♥ Schoolchildren:

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](http://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 in the stations  
of Cabitos 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 Cabitos and Presbítero de Maestro stations.



TO MAKE THE BENEFIT EFFECTIVE, THE PASSENGER MUST SHOW THE  
**RESPECTIVE CARD OR IDENTIFICATION DOCUMENT**, AS THE CASE MAY BE.

\* ONLY WITH THE PRESENTATION OF THE YELLOW CARD ISSUED BY CONADIS.



RECHARGE IN  
ADVANCE AND FOR  
SEVERAL TRIPS.



ZONA PREFERENCIAL EXCLUSIVA

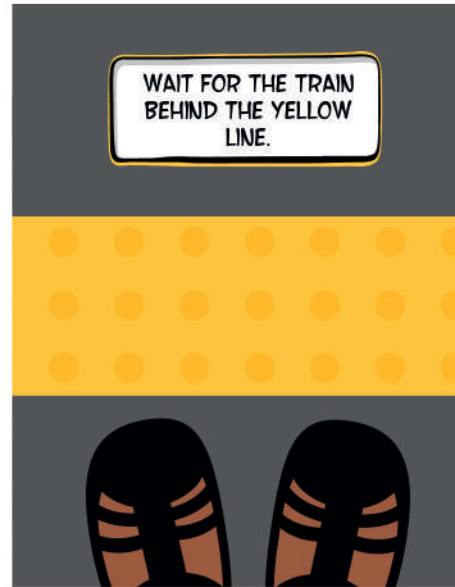


LEAVE FREE THE ELEVATOR  
FOR EXCLUSIVE  
PREFERENTIAL USE.

GIVE THE SEAT TO  
PREFERENTIAL  
PASSENGERS



WAIT FOR THE TRAIN  
BEHIND THE YELLOW  
LINE.



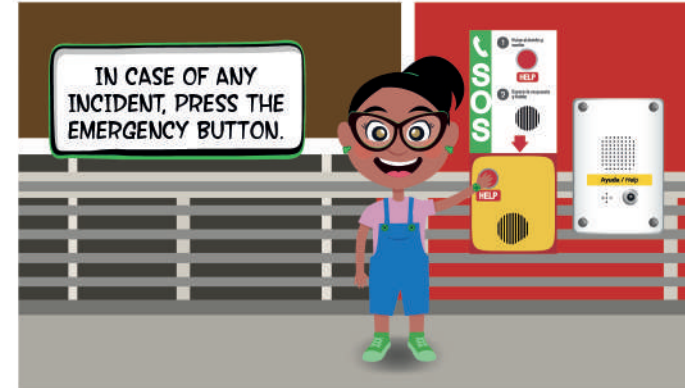
ENTERING THE TRAIN  
TRACKS IS A CRIME.



ALLOW PEOPLE TO EXIT  
BEFORE ENTERING THE TRAIN.



IN CASE OF ANY  
INCIDENT, PRESS THE  
EMERGENCY BUTTON.



IN THE EVENT OF  
A CONTINGENCY  
WAIT WITHIN THE  
TRAIN.



KEEP THE FACILITIES  
CLEAN.



#NosCuidamosTodos