

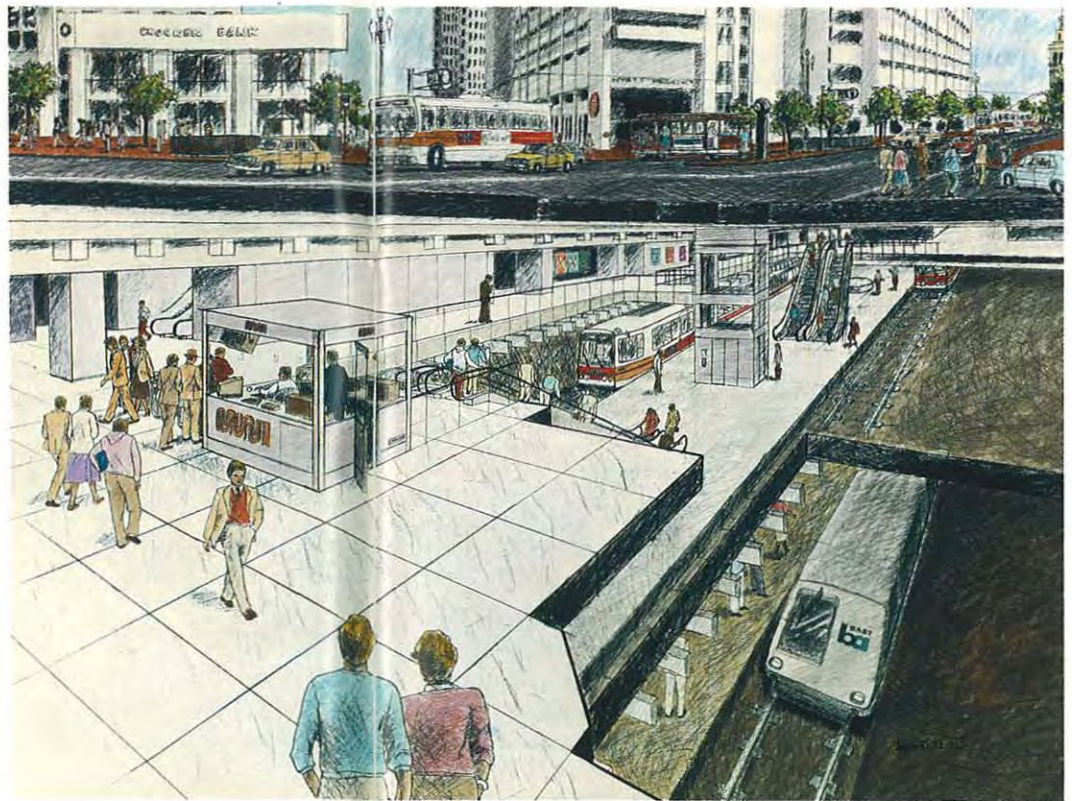
METRO GUIDE



INTRODUCTION

Welcome to Muni Metro! This brochure introduces you to Muni's light rail system, and offers a full description of its features.

Five lines operate in the Muni Metro. Cars of the J, K, L, M and N lines run in the Market Street subway downtown, and branch off to serve different neighborhoods of the city. Tunnel portals are located at Duboce Avenue and Church Street and at West Portal. The light rail vehicles feature high/low steps at center doors. In the subway, these steps remain flush with the car floor and station platforms. For street operation, the steps lower for easy access to the pavement.



SUBWAY STATIONS

Muni Metro has nine subway stations: Embarcadero, Montgomery, Powell, Civic Center, Van Ness, Church, Castro, Forest Hill, and West Portal.

STATION ENTRANCES

Orange Muni or BART/Muni signposts mark subway entrances on the street. Near the top of the stairs, brown signs list the different Metro lines which stop below.



MEZZANINE



The mezzanine is the level immediately below the street, where you pay your fare and enter the Metro system. At Embarcadero, Montgomery, Powell, and Civic Center Stations, Muni Metro shares the mezzanine with BART,

the Bay Area Rapid Transit system. BART and Muni maintain separate station agent booths and faregates. Muni booths are marked with orange and BART with blue. Change machines may be used by all passengers. Ticket machines issue BART tickets only. Though BART and Muni share the mezzanine level, they do *not share the same platforms and rail lines*. Be sure to choose the right faregates.

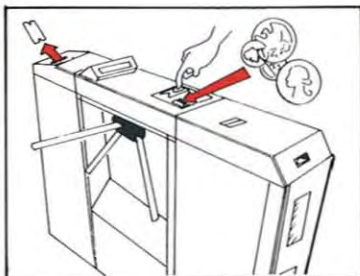
All stations west of Civic Center serve Muni only. At Forest Hill and West Portal Stations, the faregates are at street level. Muni-only facilities do not include change machines.

FARE PAYMENT

Methods of passing through the fare gates vary with the type of fare paid. Fare rates are posted at the station agent's booth and on the LRV fare box. (For more information, consult Muni's *Fare Guide*.)

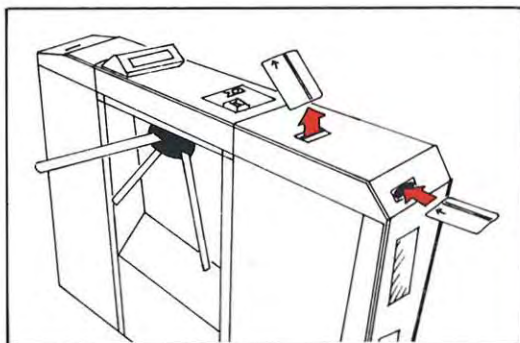
ADULT FARE (Ages 18-64)

Deposit exact change in the slot on top of any fare gate. For transfer, push the black button after depositing fare.



FAST PASSES AND SENIOR, YOUTH OR DISCOUNT PASSES

Insert the pass into the slot at the front corner of the gate. When it reappears on top, remove the pass to release the turnstile. All *monthly* passes with a *magnetic strip* can be inserted into the fare gate; please *do not* try to enter by showing them to the station agent.



SENIOR, YOUTH OR DISCOUNT FARE

THE AGENT MUST BE PRESENT TO RELEASE THE GATE. Make sure a station agent is on duty before depositing fare. Deposit fare in gate nearest station agent booth. Most Metro stations feature two booths. If there is no agent on duty, use the other booth.

TRANSFERS

When entering a Metro station, use the gate nearest booth, and give transfer to agent. Cash-fare passengers can get a transfer for use on other Muni lines by pushing the black button on the fare gate.

NOTE: STATION AGENTS DO NOT HANDLE MONEY.

DIRECTIONS IN THE SUBWAY

WHICH PLATFORM?



When you first reach the platform level, look for the DOWNTOWN/OUTBOUND signs. Downtown is the east-bound, inbound platform serving trains headed for EMBARCADERO. The outbound platform serves westbound trains to the outlying neighborhoods.

WHICH TRAIN?

Two sets of signs help you choose the right car. First, check the electronic signs along the platform which identify approaching vehicles and show where each will stop. When a train arrives look for the black and white signs on the front and sides of the LRV, showing its letter and route (M Ocean View, K Ingleside, etc.)



On the downtown platform, all cars, regardless of their route signs, go to EMBARCADERO. On the outbound platform, each LRV takes a different route, so be sure to board the vehicle signed for your line. Often, several cars with different destinations run together as a train to speed up subway service, so check the signs carefully. While waiting for your train, please stand back from the edge of the platform. Watch out for the gap between train and platform when boarding.

WHICH STATION?

Station identification signs vary in color and style. Look for them along the outer walls or above the center of the platform.

ON THE TRAIN

In the subway, the operator stops at every station and controls all doors. The stop request is for *street use only*. Operators announce approaching stations for your convenience. For further details, consult the Metro map over the route sign.

WHICH WAY OUT?

When leaving the subway, follow the EXIT signs up to the mezzanine level: signs on the walls indicate which end of the platform to exit for specific streets. *You do not need a ticket, pass, or transfer to pass through exit turnstile*. On the mezzanine, follow the signs to the street exit you want.

METRO — SURFACE OPERATION

On the street, stops are marked by a yellow band painted on a pole or a brown and orange sidewalk sign. LRVs operating on the surface stop every few blocks.



BOARDING

Check for oncoming traffic before approaching the car. Board by the front door only. As you enter, deposit exact fare in the farebox, show a valid Muni pass, or give the operator your transfer. Operators cannot make change or accept paper money. They issue transfers upon request and *only at the time when fare is paid*. If you don't have your fare ready or you want to ask a question, please stand to the side, allowing other passengers to board.

RIDING

Hold on, as quick stops are sometimes necessary. In crowded trains, be careful not to lean against the touch bars which open the doors.



GETTING OFF

LRVs are equipped with stop request cords. When you pull the cord, the red STOP REQUEST sign lights up over the operator's cab. Use the center or rear doors to exit whenever possible. Open the door by touching one of the bars on either side of the stairway. Check for oncoming traffic before venturing into the street.

SERVICES AND GUIDELINES

PUBLIC ANNOUNCEMENTS

Muni broadcasts service information in stations and trains for your convenience.

STATION AGENTS

Muni station agents are on duty at the fare-gate booths to answer questions, assist the disabled, and help with special fares and lost items.

WHITE COURTESY TELEPHONES

For station agent assistance, pick up a white courtesy telephone.

COMMENDATIONS AND COMPLAINTS

We hope your ride on Muni will be a pleasant one. If you think your operator has done a good job, or if you have experienced a problem, please write to the Muni Community Affairs Department, Passenger Service, 949 Presidio, Room 222, San Francisco, CA. 94115, or phone 923-6164.

LOST AND FOUND

For lost and found items, contact a station agent or dial 923-6168 during business hours.

SECURITY

For your security and protection, transit and plain-clothes police regularly patrol the Metro system.

REGULATIONS

In Muni Metro stations and cars, please refrain from smoking, eating or drinking, littering and playing sound equipment.

Violators are subject to fine under State Penal Code Section 640.



BICYCLES

Bicycles are not allowed in Metro stations or vehicles.

ANIMALS

Dogs are allowed on Muni vehicles from 9 AM – 3 PM and from 7 PM – 5 AM. Dogs may ride on a short leash with a muzzle (one per vehicle) or inside hand-held enclosed containers. All other animals must be carried in enclosed containers. *Animal owners must pay the same fare for their animals as they do for themselves.* Service dogs for the handicapped may ride free at all times.

ROUTES

J CHURCH Outbound

Subway: Embarcadero through Van Ness Stations.
Surface: via Church St. out to 30th St.
Neighborhoods: Downtown, and Noe Valley
Serves: Downtown, Civic Center, Van Ness, Mission Dolores Park, and 24th St.

K INGLESIDE Outbound

Subway: Embarcadero through West Portal Stations.
Surface: via West Portal Ave., Junipero Serra, then Ocean Ave. to Balboa Park Station.
Neighborhoods: Downtown, Castro, Forest Hill, Laguna Honda, West Portal, St. Francis Wood, and Ingleside.
Serves: Downtown, Civic Center, Van Ness, Forest Hill, West Portal, City College of San Francisco, and BART at Balboa Park Station.

L TARAVAL Outbound

Subway: Embarcadero through West Portal Stations.
Surface: via Ulloa St., 15th Ave., Taraval St., and 46th Ave. to the Great Highway.
Neighborhoods: Downtown, Castro, Forest Hill, Laguna Honda, West Portal, Parkside, and the Sunset District.
Serves: Downtown, Civic Center, Van Ness, Forest Hill, West Portal, San Francisco Zoo (Muni riders get a discount with a transfer), and the beach.

M OCEAN VIEW Outbound

Subway: Embarcadero through West Portal Stations.
Surface: via West Portal Ave., 19th Ave., Randolph St., Broad St., and San Jose Ave. to Balboa Park Station.
Neighborhoods: Downtown, Castro, Forest Hill, Laguna Honda, West Portal, St. Francis Wood, Park Merced, Ingleside, and Ocean View.
Serves: Downtown, Civic Center, Van Ness, Forest Hill, West Portal, Stonestown, San Francisco State University, and BART at Balboa Park.

N JUDAH Outbound

Subway: Embarcadero through Van Ness Stations.
Surface: via Duboce Ave., Carl St., Irving St., 9th Ave., and Judah St. out to the Great Highway.
Neighborhoods: Downtown, Fillmore, Haight, and Sunset Districts.
Serves: Downtown, Civic Center, Van Ness, Franklin Hospital, University of California Medical Center, Golden Gate Park, and Ocean Beach.

ELDERLY & HANDICAPPED ACCESS

SUBWAY ELEVATORS

Station facilities include elevators *for passengers who have difficulty using stairs*. Call the station agent over the elevator's intercom or telephone for assistance. Most stations have two elevators: one from the north side of Market Street to the station mezzanine, another from mezzanine to train platforms. (In BART/Muni stations be sure to tell the station agent which platform you want, BART or Muni Metro.)

PRIORITY SEATS

Muni reserves seats for senior or handicapped passengers at the front and back of the LRV.

WHEELCHAIR ACCESS AT SURFACE STOPS

Handicapped platforms which are wheelchair-accessible from the street are located on the L Taraval line near the Zoo (46th Ave. & Wawona), and on the M Ocean View line at San Francisco State University (19th Ave. & Holloway), and on the N Judah near Carl & Cole Streets, and at the Ocean Beach.



METRO STATION SAFETY TIPS

Position wheelchairs by the forward panel in the doorway, directly across from the door used to enter the car. Wheelchairs should be oriented at right angles to the direction of travel, facing the aisle, with brakes locked. Reposition wheelchairs in the doorway on the *left* side of the car before the train leaves the subway tunnel. Many wheelchair users prefer to back on and off the car to ease crossing the small gap between car and platform.

Blind persons who use a long cane should be especially careful to touch the floor of a car with their cane before boarding, to make sure they have located the doorway and not the space between cars.

INFORMATION

For further information concerning handicapped access, contact Muni's Office for the Elderly and Handicapped or ask station agents for the *Elderly and Handicapped Guide to Muni Metro* or the *Handicapped Platforms* brochure. (TTY for the deaf and hearing impaired only: 558-2337).

SAN FRANCISCO ATTRACTIONS

Fisherman's Wharf Exit at Powell Street Station. Board any cable car at Powell and Market Streets.

Pier 39 Exit at Embarcadero Station. Walk to Fremont on the south side of Market. At the passenger island in Fremont Street, board the 42 DOWNTOWN LOOP, ride to Bay & Stockton and walk three blocks north.

Coit Tower Exit at Montgomery Station. Walk west one block to 3rd and Market Streets. Board the 30 STOCKTON coach. Get off at Union Street and transfer to a 39 COIT coach across the street.

Chinatown/North Beach Exit at Montgomery Station. Walk west one block to 3rd and Market Streets. Board a 30 STOCKTON coach. Board a 30 STOCKTON coach.

Palace of Fine Arts/Exploratorium Exit at Montgomery Station. Walk west one block to 3rd and Market Streets. Ride a 30 STOCKTON coach which says Jefferson Loop or Broderick to the last stop.

Golden Gate Bridge/U.S. Army Presidio Ride the N Judah Metro line to 19th Avenue. Transfer to a 28 19TH AVENUE or 29 SUNSET coach northbound.

Palace of the Legion of Honor Ride the N Judah Metro line to 46th Avenue. Transfer to an 18 46TH AVENUE coach northbound.

Nob Hill Exit at Embarcadero Station. Board a cable car at Drumm and California Streets.

DeYoung Museum/Aquarium Ride the N Judah Metro line to 9th Avenue and Judah Street. Transfer to a 44 O'SHAUGNESSY coach northbound.

For your convenience, Muni offers a special brochure called "Tours of Discovery in San Francisco". A number of routes are described to take you to a wide variety of the City's many sights. For further information, call 673-MUNI.

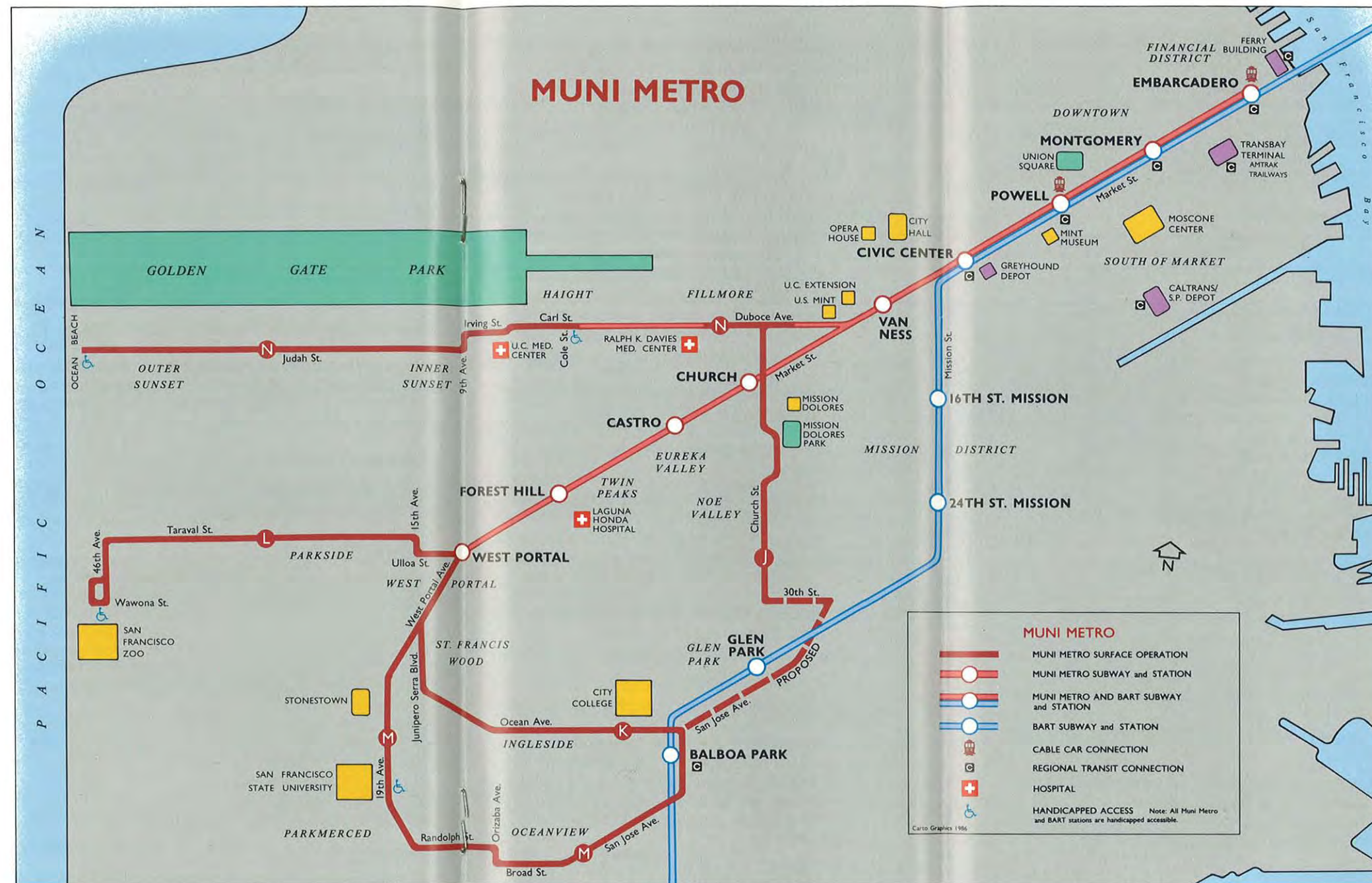
SCHEDULE

MUNI METRO operates:

Weekdays 5 AM–12:30 AM
Saturdays 6 AM–12:30 AM
Sundays 9 AM–12:30 AM

Frequency

Weekdays: Every 6-10 minutes until 6 PM.
Every 10 minutes after 6 PM.
Weekends: Every 8-20 minutes until 6 PM.
Every 20 minutes after 6 PM.



Owl Service: (12:30 AM–5 AM)

Owl Service motorcoaches replace Muni Metro lines J, K, L, and N with surface transportation from midnight until morning. There is no Owl Service on the M line. Frequency: N and J every 30 minutes until 5 AM; K and L every 60 minutes until 5 AM.



Muni information: 673-MUNI

REGIONAL TRANSIT CONNECTIONS



BART

Get off at Embarcadero, Montgomery, Powell, Civic Center, or Balboa Park Stations for a direct connection to BART. BART serves San Francisco, Daly City, and the East Bay. To transfer, you must exit through the Muni faregates and enter the BART faregates on the mezzanine. (At Balboa Park Station, Metro stops on the surface.)

TRANSFERS:

BART WITH A MUNI FAST PASS



Muni's adult fare Fast Pass is valid on BART for travel within San Francisco between Embarcadero and Balboa Park Stations. Only certain BART faregates accept Fast Passes; look for the BART/Muni sticker above the ticket slot.

BART TO MUNI: BART passengers can buy a special BART/Muni transfer from a white machine beside the ADD FARE facilities in the BART *paid area*. The transfer is valid on any Muni vehicle for travel to and from BART stations. It divides into two portions. The out-bound portion is good on the same day until the time printed on the ticket. The return portion is good for 72 hours from time of purchase.

BART: 788-BART

FERRIES *Red & White Fleet* GOLDEN GATE TRANSIT

Get off at Embarcadero Station for ferries to Tiburon, Sausalito, and Larkspur. Exit from the station at Drumm and Market Streets. Walk toward the Ferry Building on Market Street, across Justin Herman Plaza and under the elevated freeway to the Ferry Terminal and Pier 1.

RED & WHITE FLEET service to Sausalito: 788-1880
to Tiburon: 546-2815

GOLDEN GATE ferry service to Sausalito
and Larkspur: 332-6600

GOLDEN GATE BUS DEPOT GOLDEN GATE TRANSIT

Get off at Civic Center Station for Golden Gate bus services to Marin. Exit from the station at the U.N. Plaza. Walk to the bus shelter on 7th Street north of Market.

GOLDEN GATE: 332-6600

TRANSBAY TERMINAL

A.C. Transit, SamTrans, Golden Gate Transit, Amtrak, Trailways Buses

Get off at Montgomery Station for the Transbay Terminal and bus services to Marin, the East Bay, and the Peninsula. Exit from the station at 2nd and Market Streets. Then either transfer to a 5, 6, or 38 coach on Market Street or walk down Market to 1st Street and turn right. The Terminal is at Mission and 1st Streets.

A.C. TRANSIT service to the East Bay:	839-2882
GOLDEN GATE service to Marin:	332-6600
SAMTRANS service to the Peninsula:	761-7000
AMTRAK:	(800) 872-7245
TRAILWAYS:	982-6400

GREYHOUND DEPOT

Get off at Civic Center Station for Greyhound bus services. Use the 7th Street exit and walk down 7th to terminal.

GREYHOUND: 433-1500

AIRPORT BUSES AIRPORTER samTrans

Get off at Embarcadero Station for AIRPORTER bus service from the Hyatt Regency Hotel. Get off at Civic Center Station for SamTrans airport buses 7F (no baggage allowed) and 7B departing from the corner of 7th & Mission Streets.

AIRPORTER: 673-2432
SAMTRANS: 761-7000

CALTRAIN

Get off at Powell Street Station for CalTrain/Southern Pacific train services to the Peninsula and San Jose. Exit from the station at 4th Street. Transfer to a 30 STOCKTON trolley coach for the Depot.

CALTRAIN: 495-4546 or 557-8661

SAFETY

If an emergency occurs on board:

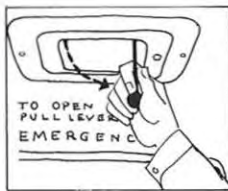
1. LISTEN FOR INSTRUCTIONS

Follow emergency instructions.

2. PREPARE TO LEAVE CAR

Doors will normally be opened by the operator. If you see a walkway, use center doors on that side. If not, use any door with the steps down.

Emergency door-release latches are located in the ceiling beside doors. Use only when instructed to by operator. After releasing latch, push door outward and sideways to open. Step out carefully.



3. ASSIST DISABLED PASSENGERS

Help elderly and disabled passengers — leave wheel-chairs on board and carry disabled persons to a place of safety.

4. WALK TO NEAREST EXIT

Check yellow markers on tunnel walls for nearest exit. Stay close to walls and away from tracks. Track switches may move at any time. The tracks carry no dangerous electric current; however, do not touch any hanging wires or obstructions.

Move quickly, but do not run. Use stairs — not elevators — to get to the street.

TRAIN EVACUATION TIPS

In most emergencies the operator stops the train. In special circumstances, when passengers must stop the train, use the red emergency stop switch in the small opening over the route sign, adjacent to center doors. Push switch down to stop the train. In most cases, it is safer to wait until train reaches station.

For more safety details, consult Muni's brochure entitled *Metro Safety Guide and Map*.

RIDING TIPS

- Hold onto pole or bar in case car stops suddenly.
- Keep hands, feet and loose clothing away from the articulated section in the center of the car.
- When doors close, a bell rings; stand back. Do not lean on doors at any time.
- A warning bell rings as steps move up and down to platform or street level. Stay off moving steps.

DELAYS

If your car or train stops between subway stations, do **not** open the doors. Most such stops are line delays, not emergencies. Stay on board. Listen for information on the public address system.

FIRE IN TUNNEL

DO NOT open doors or windows unless instructed to do so. The Metro cars are air-tight. You are safe with the doors and windows closed. Fans will clear the tunnel of smoke. When it is safe, you may be instructed to leave the car.

VANDALISM

Muni's anonymous witness program, We TIP, gives you the opportunity to report major crimes (including serious vandalism and graffiti) without anyone ever knowing you made the call.

Call toll free (800)78-CRIME. You may receive rewards of up to \$500 for information leading to the arrest and conviction of felons.



METRO OVERVIEW

The Muni Metro light rail system carries San Francisco's unique rail history into its newest era. Opened in 1912, Muni was the first publicly owned system in North America. Today's LRVs (Light Rail Vehicles) run on rail routes over half a century old. Metro remains the core of a balanced and diverse network of Muni transit services.

While most American cities were busy disposing of their electric transit networks, San Francisco continued to upgrade its system. In 1944, Muni bought the Market Street Railway, eliminating its major competitor and becoming one of the largest transit systems on the West Coast. In the 1960s, the Bay Area Rapid Transit District (BART) agreed to build a two-level rapid transit subway under Market Street, accommodating both BART and Muni Metro. The Market Street subway greatly improved the efficiency of Muni's inner-city rail service.

Soon afterwards, Muni decided to replace its aging PCCs (Presidents' Conference Committee cars). Muni joined forces with Boston's MBTA (Massachusetts Bay Transportation Authority) to develop common specifications for their LRVs. The larger combined order lowered the price tag on each vehicle. The contract was the first joint venture of such magnitude to be negotiated in the United States. By 1973, the Boeing Vertol Company had begun building the first hundred LRVs, the 1200 series. Meanwhile, the city replaced track, overhead wire and power distribution systems along its five streetcar lines.

In February 1980, Muni began to phase in Metro service using all new vehicles and electric equipment. Recently, Muni ordered 30 more LRVs, a 1300 series which incorporates improvements in design. In this decade of rising gasoline prices, traffic and parking problems, the new Metro system helps Muni meet increasing public demand for modern mass transit alternatives.

THE LRV

Muni Metro's 130 Light Rail Vehicles were built by the Boeing Vertol Company. The LRV measures 71 feet in length, weighs 33 tons, carries a maximum of 219 passengers, and operates at speeds up to 50 miles per hour. These double-ended, articulated vehicles can reverse directions without a track loop. Special features of the LRV include couplers (so up to four cars can run in a train), high/low steps, and overhead electric power lines, all of which enable them to function efficiently both on the street and in the subway.

MUNI METRO EXPANDS

METRO'S NEW TURNAROUND

To speed Metro operations and increase flexibility, designs are now in preparation for a new underground turnaround facility near the Ferry Building.

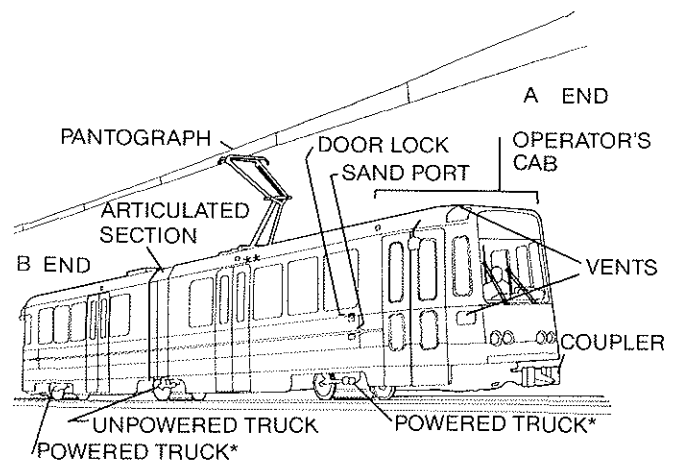
This simplified layout will improve Metro's efficiency by shortening the time it takes to ready cars for the return trip.

In addition, the new facilities will allow for the extension of Muni Metro service southward to the China Basin area. The turnaround is an integral element of this extension, which includes a new portal to allow Metro cars to come to the surface.

When design and engineering are complete, construction is estimated to take approximately three years.

J CHURCH EXTENSION

Preliminary engineering and design is underway to extend the J Metro line from 30th & Church Streets to the Balboa Park BART Station. This will provide direct service from Market Street via Noe Valley to Glen Park, Ocean View, S.F. State University and the Stonestown shopping center. This new connection to downtown will offer better service to the southern portion of the city from the Mission District, and improved flexibility of operation. Once funding approvals are complete, construction is expected to take two years.

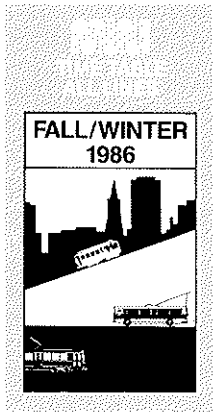


*WITH DYNAMIC PNEUMOHYDRAULIC AND MAGNETIC TRACK BRAKES

**GREEN LIGHT INDICATING DOOR LOCK RELEASE

TIMETABLES

Muni's free timetable booklet gives complete schedule information for all transit lines. Get one from Metro stations, Fast Pass outlets, the City Hall Information Booth, Muni (949 Presidio) and libraries.



MUNI FAST PASS



- Good on BART within San Francisco
- Good on cable cars, too!
- A single, monthly fee gives you access to unlimited riding every day, any hour, all month!

For information on sales locations, call 923-6051 or 673-MUNI.

Muni's New Map We'll Take You There!

ORDER FORM

Mail to: MUNI MAP
949 Presidio Avenue, Room 222
San Francisco, CA 94115

Please send me _____ copies of the official new MUNI Map @ \$1.75 each (includes \$.50 each for postage and handling).

Total payment enclosed \$ _____
(check or money order only; payable to S.F. Municipal Railway)

Name _____

Address _____

City _____ Zip _____

ALLOW TWO WEEKS FOR DELIVERY

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