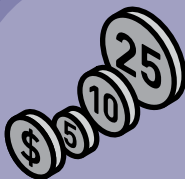


Metro Bus and Metro Rail Rider's Guide

January 2007



- > Fares
- > Passes & Tokens
- > Safety Tips
- > Disabled Services
- > Contact Information
- > And More!



Metro[™]
America's Best

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Go Metro

It's easy! Metro can take you just about anywhere in LA County. Let this booklet show you how.

**Metro's Rider's Guide
is available in alternative
formats upon request.
Please call 213.922.7023.**

Effective 1/07
Information Subject
to Change

Start here

- > Call **1.800.COMMUTE**, the Metro System's toll-free telephone information number for all LA county transit services. Tell the customer representative where you are starting from, where you want to go, and the time and day you want to travel. You'll find out what bus or rail line to take and where to catch it.
- > You can also get customized itineraries 24 hours a day on our **Metro Trip Planner** at *metro.net*.

Metro Information Hours

Monday – Friday	6:30 am – 7 pm
Saturday & Sunday	8 am – 4:30 pm

Our representatives can mail you a timetable listing all hours of service for your bus or rail line.

Best times to call:

Monday – Friday	11 am – 3 pm
Saturday & Sunday	10 am – 3 pm

Paying your fare

- > Metro Bus operators do not carry change. Please have exact fare when you board.
- > Two children under age 5 may travel free with each fare-paying adult on bus or rail.
- > On Metro Rail and the Metro Orange Line, buy your tickets before you board from self-service ticket vending machines (see page 13).
- > Metro Day Passes may be purchased on board any Metro Bus or from self-service ticket vending machines at stations.

	Regular	Senior/ Disabled/ Medicare*
Base Fare Required for each boarding	\$1.25	\$0.45
Metro Day Pass Good for local travel all day; Zone charges may apply on some lines	\$3.00	\$1.50
Metro-to-Muni Transfer Required for transfer to municipal lines; Not valid on Metro Bus and Metro Rail	\$0.25	\$0.10
Freeway Express Add-Ons Bus only on freeway routes		
Zone 1	\$0.50	\$0.25
Zone 2	\$1.00	\$0.50
Metro Bus Night Service 9 pm – 5 am, bus only	\$0.75	\$0.35

Warning: Failure to pay the proper fare is a violation of Section 640 Penal Code and may result in a fine up to \$250 and 48 hours community service.

Eating, drinking and smoking are not permitted in Metro Rail trains or stations or in Metro Buses.

* See page 5 for eligibility requirements.

Ways to save

- > Prepaid passes and tokens can save you time and money. Accepted as base fare, they're sold in advance at Metro Customer Centers and more than 650 other locations including Ace Cash Express, Cash It Here, Nix Check Cashing, Ralph's, Pavilions, Pay It Back Cashing and Vons. For a complete directory of Metro pass and token sales outlets, check our website at metro.net.

Weekly Pass	\$14
Semi-Monthly Pass	\$27
Monthly Pass	\$52
Freeway Express Stamp Bus only; maximum two zones	\$15 per zone
EZ transit pass Good for travel on Metro Bus, Metro Rail, Metro Orange Line and many additional carriers	\$58
EZ Premium Stamp May only be affixed to EZ transit pass	\$15 per zone
Token (Bags only) Valid for base fare; sold in bags of ten	\$11.00

Money-Saving Tips

Buying a pass is often less expensive than paying the \$1.25 base fare. The chart below can help you find the best pass value for your needs.

If you buy a:	You save:
Day Pass (\$3)	after 2 boardings per day
Weekly Pass (\$14)	after 11 boardings per week
Semi-Monthly Pass (\$27)	after 21 boardings per half month
Monthly Pass (\$52)	after 41 boardings per month

Special pass offers

- > Reduced fare programs allow eligible applicants to obtain an appropriate ID card. Cardholders purchase reduced fare stamps each month and affix them to the card, which then functions as their valid pass. Monthly stamps can be purchased with your ID card at any Metro pass sales outlet.

Student/K-12 Monthly

\$20

Pick up a photo-less Metro Student Fare ID Card at participating schools or at any Metro Customer Center. Proof of student eligibility may be required to obtain a card. There is no charge for the card itself; a school ID may be required when purchasing monthly stamps.

College/Vocational Monthly

\$30

Get an application at school, any Metro Customer Center or online at metro.net. Completed applications, a full-face photo, proof of enrollment and a \$1 fee can be submitted at any Metro Customer Center, or mailed to the Metro Reduced Fare Office at the address below.

Senior/Disabled/Medicare Monthly

\$12

Senior/Disabled/Medicare EZ transit pass

\$29

Seniors 62 years or older qualify for a Metro Senior ID Card. There is no charge for the card itself, but you must supply a full-face photo (1" x 1-1/4") along with valid ID showing proof of age (California ID or Driver's License, passport, or a birth certificate accompanied by any photo ID). You can get your Metro Senior ID Card immediately at any Metro Customer Center, some regional Senior Centers and the Metro San Fernando Valley Sector Office. Seniors may also mail in copies of the required documentation and a photo to the Metro Reduced Fare Office at the address below.

To obtain Metro's Disabled ID Card, you must provide proof of eligibility or a Medicare card. Applications are available at any Metro Customer Center or online at metro.net. Completed applications, a full-face photo, required documentation and a \$2 fee can be submitted at any Metro Customer Center, or mailed to:

Metro Reduced Fare Office, One Gateway Plaza, M.S. 99-PL-4, Los Angeles, CA 90012-2952. For more information about reduced fare programs, call 213.680.0054.

There are no zone charges for Metro pass holders in the above categories (with the exception of EZ transit pass).

Go anywhere with Metro Bus

> The Metro System offers nearly 200 bus lines to take you wherever you want to go. An easy-to-understand numbering system helps to identify each line:

1-99	Local routes to/from Downtown Los Angeles
100-299	Local routes in other areas
300-399	Limited stop routes
400-499	Express routes to/from Downtown Los Angeles
500-599	Express routes in other areas
600-699	Special service routes (e.g., Hollywood Bowl Summer Service)
700-799	Metro Rapid priority service



Reading a timetable

> Timetables show when a bus or train will arrive at major stops along the route.

- ① Find the heading for the departure point nearest you (be sure you have the correct direction and time of travel).
- ② Look down the column under your departure heading to find the time you will need to be at the bus stop or rail station.
- ③ Locate the heading for your destination.
- ④ Read across from your departure time to determine your arrival time.
- ⑤ If you need to transfer, follow the same steps for the second route. (Your destination point on the first route will be your departure point on the second route.)
- ⑥ If you want to reach a destination by a specific time, it may be easier to work backwards. In other words, find the arrival time you want for your destination first; then reverse the process to find the time you should be at the first stop to begin your trip.

Getting on and off a Metro Bus

Catching The Bus

- > Arrive at your bus stop five to ten minutes early. Wait on the sidewalk by the bus sign, away from the curb.
- > Check the headsign above the windshield of the bus for the route number and destination. Make sure to check the headsign just before boarding since buses may sometimes change routes.
- > Signal the operator to stop for you by waving. Wait until the bus comes to a complete stop and the door opens all the way before boarding.

Leaving The Bus

- > Watch for your destination. If you are not familiar with the area, ask the operator to call out your street.
- > About one block before your stop, signal the operator to let you off. Press the rubber strip or pull the cord located between the windows to activate the buzzer.
- > Whenever possible, please exit using the rear door. This speeds the boarding of new passengers.
- > Finally, check to be sure you have all your belongings with you—and don't forget your bike if you used the bike rack!

Get there safely

General Safety

- > Never run after or next to a moving bus or train.
- > Don't play near buses, trains or tracks; pushing and shoving can cause accidents.
- > Hold on to your child when a train or bus approaches.
- > Wait for the vehicle to stop before approaching.
- > Wait for exiting passengers to leave, then board.
- > Watch your step, especially at night or in wet weather.
- > Take a seat if possible; use handrails/handholds.
- > Be ready to exit when you arrive at your stop.
- > Step away after exiting.

Bus Tips

- > Wait on the sidewalk away from the curb, not in or near the street.
- > When using bike racks, always stay in view of the bus operator.
- > Alert the operator before retrieving your bike from the rack and exit through the front door.
- > When standing, stay behind the yellow line, not on the steps.
- > Keep all parts of your body inside the bus.
- > Exit through rear doors whenever possible.
- > If you drop something when exiting, leave it on the ground until the bus drives away.

Rail Tips

- > Always stand away from the edge of platform.
- > Don't skate or ride your bike on platforms, stairs or escalators.
- > Watch the gap between the platform and train.
- > Don't lean against train doors; keep hands clear.
- > Never climb railroad vehicles or walk on the tracks.

Always be aware

Your security is Metro's top priority. We take every precaution to keep your trip safe. But the real eyes and ears of the system are YOU.

Here's how you can help:

- > **Be aware**
If someone riding near you forgets a personal item, remind them to take it along.
- > **Be informed**
Know the location of emergency phones and memorize the Metro Sheriff's Hotline: 1.800.950.SAFE (7233).
- > **Be alert**
Report any suspicious behavior, persons in unauthorized areas or unattended packages to Metro or Sheriff's personnel immediately.



Metro welcomes riders with disabilities

Metro fully supports the needs of the disabled community by ensuring that all bus lines are accessible through wheelchair lifts or ramps. Our rail system is ADA-compliant for passengers with hearing, mobility and visual impairments. Metro offers reduced fares to passengers with Disabilities (see page 5). In addition, riders with current Access Services ID cards may ride Metro Bus and Metro Rail at no charge.

To further assist those with visual impairments, Metro provides braille-encoded and large type “Metro Flash Books” for signaling the correct bus. For more information please call 213.922.7023.

The Los Angeles County Metropolitan Transportation Authority is also the primary funding source for Access Services Incorporated, the federally-required ADA paratransit service. This service is offered to individuals whose disabilities prevent them from independently using regular bus or rail service. It is comparable to fixed-route service and offers 24-hours-a-day curb-to-curb service. Rides need to be scheduled at least one day in advance. For more information, please call Access Services Incorporated at 1.800.827.0829.

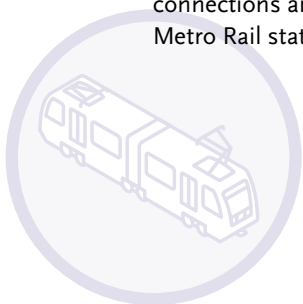


Speed your trip with Metro Rail

The Metro Rail system is comprised of the Metro Blue, Green, Red, Purple and Gold lines.

- > The Metro Blue Line runs north and south between Long Beach and Los Angeles.
- > The Metro Green Line crosses the Blue Line, running east and west between Norwalk and Redondo Beach, curving south near the Los Angeles International Airport.
- > The Metro Red Line subway meets the Blue Line in Los Angeles and provides service through Downtown, Hollywood and the San Fernando Valley, where it meets the Metro Orange Line transitway.
- > The Metro Purple Line subway shares six stations with the Red Line Downtown and continues to the Mid-Wilshire area.
- > The Metro Gold Line connects with the Red and Purple Lines at Union Station, and runs northeast to Pasadena.

A wide range of Metro and municipal connections are available at all Metro Rail stations.



Ticket machines at stations

Self-service ticket vending machines are located at each Metro Rail station and at Metro Orange Line stations. Step-by-step instructions are displayed on the screen.

- 1 > The first step is to select a ticket option: **One Way**, for a single boarding on a single line; **Day Pass** for all day travel on all Metro Bus and Metro Rail lines, and **Metro to Muni Transfer**, for transfer to a non-Metro connecting bus.

Be sure to select the senior/disabled/Medicare option if you have valid proof of senior/disabled/Medicare status.

- 2 > Now insert payment (bills or coins). You will receive a ticket along with any change.

A one-way ticket is good for up to two hours from the time purchased in any direction from the station of origin on one line only. NOTE: Ticket is NOT valid for transfer to other lines; another ticket must be purchased when changing lines.

A Metro Day Pass can be presented for fare all day on all Metro Bus or Metro Rail line on the date purchased. Zone charges may apply on some lines.

- 3 > There are no conductors to collect tickets or gates to pass through. Los Angeles Sheriff's Department fare inspectors randomly check to see that passengers have valid tickets or passes. If you cannot show proof of payment, the inspector may issue a citation and you may be fined.

All Metro passes are honored as proof of fare on Metro Rail and the Metro Orange Line. You need not buy a ticket in addition to your pass.

More questions? Call Metro

Metro Contacts

Metro Information	1.800.COMMUTE
Wheelchair Lift Hotline	1.800.621.7828
Hearing-Impaired Hotline	1.800.252.9040 (TDD)
Lost and Found	323.937.8920
Bicycle Locker Rentals	213.922.2660
Bicycle Parking	213.922.3446

Concerns About Metro Service?

Passengers who use Metro service may have questions or concerns that they need to discuss with a Metro passenger relations representative. If reporting a specific incident, please note if at all possible the bus number (located on the front of the bus and inside the bus above the fare box) and/or the operator's badge number (located on the patch on the driver's right sleeve), along with the date, time and location of the incident, and the direction of travel. This service is available weekdays from 8 am to 4:15 pm at 213.922.6235. Visit metro.net and click on "Customer Relations" to submit comments online anytime.

Taking Bicycles

All Metro Buses are equipped with bike racks. The racks carry only two bikes; if full, please wait for the next bus.

Bikes are permitted on Metro Rail trains under certain conditions. Bike permits are no longer required. For the most current guidelines, call 1.800.COMMUTE or visit metro.net.

Find us here, find us there

metro.net

Metro's website at *metro.net* provides trip planning information, timetables, rideshare tips, general information about Metro, press releases, customer information, employment opportunities, Metro Board information, vendor services and more.

Local Management

Management of Metro Bus service is organized into five geographic regions. Each region has its own general manager, concentrating exclusively on bus service in their area.

Metro San Fernando Valley	818.701.2800
Metro Westside/Central	213.922.1200
Metro South Bay	310.225.6000
Metro Gateway Cities	562.658.0200
Metro San Gabriel Valley	626.454.2800

Other Bus Service In Your Neighborhood

In addition to Metro Bus service, other transit agencies provide rides throughout the greater LA area. For more information about their fares, routes and schedules, please call them directly or you may call 1.800.COMMUTE.

Metrolink Information

For information on Metrolink, Southern California's long-distance commuter rail system, call 1.800.371.LINK (5465). Speech and hearing-impaired commuters may call 1.800.698.4TDD.

Note: Valid Metrolink monthly passes and tickets also are accepted as the EZ transit pass. Holders of this fare media must pay zone charges when applicable.

We're here to help

- > Metro Customer Centers are here to serve you. For information about our system or to purchase tokens or passes, visit one of the following Metro Customer Centers:

Union Station/Gateway Transit Center – East Portal

Downtown Los Angeles
6 am – 6:30 pm
Monday through Friday

Baldwin Hills Crenshaw Center

3650 Martin Luther King Bl
Suite 101 B
Los Angeles
10 am – 6 pm
Tuesday through Saturday

East Los Angeles Center

4501 B Whittier Bl
Los Angeles
10 am – 6 pm
Tuesday through Saturday

Wilshire/La Brea Center

(includes Lost and Found)
5301 Wilshire Bl
Los Angeles
9 am – 5 pm
Monday through Friday