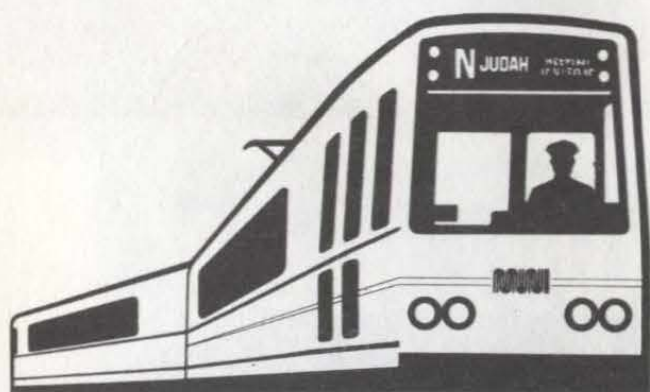


# Elderly and Handicapped Guide to **MUNI METRO**



**SAN FRANCISCO MUNICIPAL RAILWAY**  
949 Presidio Avenue, San Francisco 94115

**MUNI METRO** is the City's new light-rail transit system. The sleek Metro cars and subway station boarding platforms offer expanded access to public transportation.

Under the main stem of Market Street, the new subway from Embarcadero to West Portal stops at eight stations that connect by elevator or ramp to Muni surface lines, to BART, and to other transportation.

The elderly or handicapped, as well as temporarily disabled persons, will find the new Muni Metro system opens a seven-mile-long corridor now for the first time available for accessible travel in San Francisco, and through connection directly to BART, to the greater Bay Area.

#### STATIONS

<b>BART/MUNI METRO</b>	<b>MUNI METRO ONLY</b>
<i>EMBARCADERO</i>	<i>VAN NESS</i>
<i>MONTGOMERY</i>	<i>CHURCH</i>
<i>POWELL</i>	<i>CASTRO</i>
<i>CIVIC CENTER</i>	<i>(FOREST HILL: No access at present)</i>
	<i>WEST PORTAL</i>

## ALL ABOUT MUNI METRO

All passengers may find the general brochure **ALL ABOUT MUNI METRO** contains almost everything they need to know about Muni's new transit system. **ALL ABOUT MUNI METRO** is available free from the Muni station agents and by mail from 673-MUNI.

Once familiar with the **general** Muni system, people with disabilities will need **specific**



information about access to stations, about riding the Metro cars, and about the assistance available from Muni station agents and operators.

*Persons in wheelchairs, for instance, should use Muni Metro **only** in the subway, and **not** on the street, because there is no way to board or exit the Metro cars at street stops other than by steps.*

## MUNI METRO STATION ACCESS

From Embarcadero to Castro all stations have elevator access from the street. Forest Hill Station, until renovation is completed, lacks access. West Portal Station is at street level, and is ramped up to the boarding platform.

## ELEVATORS

Except for West Portal station, each Muni Metro subway station provides at least two elevators:

1. a **street elevator** runs between the Market Street level and the station mezzanine;
2. a **platform elevator** connects the mezzanine to the Metro car boarding platform (as well as to BART at Embarcadero, Montgomery, Powell, and Civic Center).

The street elevator is always located on the **north** side of Market Street. See the other side of this brochure for the exact "Elevator Location List" and for station-by-station directions for elevator access.



## STREET ELEVATOR USE

**ON MARKET STREET**, find the street elevator from the "Elevator Location List." Use the intercom or white courtesy phone to ask the station agent to send you the elevator. Ride elevator down to the mezzanine.

**AT EMBARCADERO, MONTGOMERY, POWELL, AND CIVIC CENTER**, exit onto the mezzanine from the street elevator, and go directly to the gate closest to the Muni station agent **or** to the gate with the sign for "Special Fares."

- *Pay your fare (and obtain a transfer if you need one) or show your Fast Pass, Senior Pass or Discount Fare for Handicapped Pass. Proceed to the platform.*
- *If you have a Fast Pass, Senior Pass or Handicapped Pass, you may bypass the Muni station agent and go directly to the platform elevator where you must display your pass.*



## PLATFORM ELEVATOR USE

At the platform elevator, use the white courtesy phone to request elevator service. Be prepared to answer questions the station agent may ask:

- “Do you wish to ride on BART or MUNI?”
- “Have you paid your fare?”
- “Do you have a Pass?”
- “Would you hold your Pass so it can be seen on the TV monitor?”

When the elevator arrives, enter and ride it down to the boarding platform.

**NOTE:** At **Montgomery, Powell** and **Civic Center**, the Muni station agent booth is at a distance from both elevators. At these two stations, disabled patrons may go directly from the street elevator to the platform elevator without stopping by the station agent booth.

If you so bypass the station agent, and if you do **not** have a Fast Pass or Senior Pass, you can pay your fare in the blue fare box located outside the door of the platform elevator.

**NOTE:** At **Church** and **Castro**, on the mezzanine, you must choose either the INBOUND platform elevator or the OUTBOUND platform elevator, depending on your direction of travel.

## ALL ELEVATOR EXIT USE

To exit from all stations, pick up the white courtesy phone, or press the call button, next to the platform elevator. Ask the station agent to send the elevator to you. Enter the elevator



and reverse the route of entry for that particular station.

You need no ticket or Pass to exit from Muni Metro.

## DIRECTIONAL SIGNS

Signs posted outside and inside elevators and along the station access route will direct your ease of entry and exit.

When in doubt, talk to the station agent on the mezzanine, or call the station agent on the white courtesy phone nearest you.

## HIGH/LOW STEPS

To accommodate both subway-and-street service, the Metro car center doors are designed with "High/Low" steps that, in subway service, "disappear": they rise flush with the Metro car floor and with the station platform. This position allows "stepless" access to the Metro car.

For street service, the Metro operator lowers these steps that "reappear" to provide a two-stair exit down to sidewalk level. A bell rings when the steps start to change position.

***Consequently, persons who have difficulty with steps, and people in wheelchairs, should use the Metro cars only in the Market Street subway from Embarcadero to West Portal.***

***In short, unless you simply wish to tour the length of the lines, be aware that access is limited on the J and N lines beyond Van Ness station, and on the K, L, and M lines beyond West Portal Station.***







## METRO CAR- TO-PLATFORM GAP

In subway service, the Metro car floor is even with the station boarding platform. There is, however, a gap of 4½ inches between the Metro car floor and the platform.

All passengers must be careful boarding and exiting the Metro cars. People in wheelchairs should

enter and exit the Metro car in a backwards direction. (Small wheels will most likely be caught in the gap.) Maneuvering backwards should make negotiation of the gap easier and safer. Muni recommends that wheelchair users travel with a companion — at least until accustomed to entering and exiting the Metro cars and the station elevators.

The 12-inch-wide edge of the boarding platform has a different texture than the rest of the platform. The textured lip, running the length of the platform, will help visually impaired people to recognize the edge.

## TELEPHONES

In all stations, at least one phone is set lower on the mezzanine wall for easy wheelchair access.

Some pay phones, marked with the amplification symbol on the handset, feature volume control for the hearing impaired.



White courtesy phones are provided at all Muni station boarding platforms for your convenience.

## RESTROOMS

Mezzanine restrooms are locked for your protection. In Muni-only stations, see the Muni station agent for admittance. In BART-Muni shared stations, see the BART station agent. Restroom design offers no barrier to wheelchair access.

## STATION AGENTS

Muni station agents can answer your questions about connecting to other Muni lines to complete your trip. The agent can also help you with fare questions, use of special elevators, and lost-and-found items.

Muni station agents are on duty in booths near the Muni Metro fare gate entrance. Station agents carry no change and do not sell Passes.

For assistance, station agents can be called on the white courtesy phones located on Muni Metro station platforms.

## SECURITY

When using elevators, especially those access routes located at the far end of the Muni boarding platform, patrons may proceed assured that the area is under surveillance by either closed-circuit TV or on-duty patrol personnel.

## SAFETY

For your own safety, stay back from the edge of the boarding platform until the approaching cars come to a stop.



On the Metro car, wheelchairs should be placed at right angles to the direction of travel with the brakes locked. Do not place wheelchairs in the articulated section of the car.

Keep wheelchairs clear of doors. Facing toward your forward direction of travel, you will find that at five stations (Embarcadero, Montgomery, Powell, Civic Center, and Van Ness) the Metro car uses doors on the **left** side. At four stations (Church, Castro, Forest Hill, and West Portal) the Metro car uses doors on the **right** side.

## IN CASE OF EMERGENCY

Each Metro car features "Emergency Only" passenger stop switches and door releases. Instructions for emergency use are posted on the Metro cars at the stop switch and door release devices.

In case of emergency:

- ***Listen for announcements, and, if required, evacuation instructions.***
- ***If evacuation is necessary, Muni personnel will assist handicapped persons. If evacuation between stations is necessary, persons in wheelchairs will be carried. Wheelchairs will not be evacuated.***
- ***Emergency Only Phones, located in the subway tunnel and on each station boarding platform, are marked by a blue light. Instructions are on the telephone cover. Push button or lift receiver to dial for a direct line to Muni Central Control.***

## ANIMALS

Dogs may be carried on Metro cars between 9 a.m. and 3 p.m. and between 7 p.m. and 5



a.m. on payment of full fare for the owner and full fare for the dog.

Guide dogs, when on a leash, may ride free at all hours when accompanied by their visually or audially impaired owners. There is no limit to the number of guide dogs allowed on any Muni vehicle.

Dogs other than guide dogs must be muzzled and on short leash or carried in enclosed containers.

No other animals may be carried, unless they ride in enclosed containers not exceeding hand-baggage size.

## LOST AND FOUND

For lost-and-found items, see the Muni station agent or, during weekday business hours, dial 673-2876.

## DISCOUNT FARE FOR HANDICAPPED

For complete information on the Discount Fare for Handicapped, call the Muni Elderly and Handicapped Program Office: 558-2335.

Information in this brochure is subject to change without notice.



### SAN FRANCISCO MUNICIPAL RAILWAY

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FOR INFORMATION  
**Dial 673-MUNI**