

# Rider's Guide

## Guia do Passageiro



### Operating Hours

- Every day starting at 4:40 a.m., closing from midnight, varying from station to station (last train time posted near the turnstiles);
- Transfer between any subway lines and also to CPTM (train service) lines is guaranteed, as long as the passenger gets to the last transfer area until midnight;
- Transfer to CPTM (train service) can be made free of charge during the whole operation hours at Brás, Luz, Palmeiras-Barra Funda and Tamanduateí stations. At Tatuapé and Corinthians-Itaquera stations, the transfer is free only from Monday to Friday, from 10 a.m. to 5 p.m. and from 8 p.m. to midnight; on Saturdays, the transfer is free from 10 a.m. to midnight; and on Sundays and holidays throughout the operation hours.



### Tickets, Cards and Free Access

- Avoid queues. Save time by recharging your cards or buying in advance your tickets for future journeys;
- Children, before age 6, travel for free and must be with their guardians throughout the journey. Adults, at the age of 65, are entitled to free travel and to have the Special Single Ticket - Elderly (Federal Law 10.741/03 - Statute of the Elderly). Disabled and unemployed persons, duly accredited (State Decree 32.144/90) and agents of São Paulo State Military Police, São Paulo State Civil Police and São Paulo City Metropolitan Civil Guard, when in uniform or by presenting their professional identification card, are also entitled to free travel. (Free access granted only by showing functional identification is conditioned to the Covid-19 pandemic period.) Please refer to Priority Attendance in this Guide;
- Special tickets for the elderly and unemployed are individual, non-transferable and subject to the supervision and penalties provided for by law. Those tickets are accepted only at specific turnstiles (yellow square sign) and their use requires proof documents;
- People with disabilities and the elderly may obtain a specific card from SPTTrans (São Paulo Bus Agency). More information on [www.sptrans.com.br](#);
- The unemployed worker's credential is a benefit provided to the unemployed worker who has registered in their professional record issued by the Ministry of Labor (or Economy) the dismissal from the last job dated for more than 30 (thirty) days and less than 180 (one hundred and eighty) days. More information on [www.cptm.sp.gov.br](#);
- The Metro Company is not responsible for tickets bought outside the ticket offices of the stations or authorized points of purchase. Adulterated or counterfeit tickets will be seized and their holders will be forwarded to the Police Station (Art. 293 of Federal Decree 2.848/40);
- After the release of the tickets or cards by the turnstile, pass within 20 seconds not to lose the right to travel;
- Take care of your tickets or cards during their validity: avoid crushing, piercing or placing them close to humidity, magnets or heat sources;
- Metro offers a variety of cards for the passengers, including fare discounts. For more details, please refer to our Customer Service (see section in this Guide) and posters available at the stations.



### Public Toilets

- Line 1-Blue: Jabaquara, at the bus terminal; Conceição, in the free area; Vila Mariana, at the bus terminal; Ana Rosa, at the bus terminal; Paraisó, in the free area; Sé, in the paid area; São Bento, in the paid area; Armênia, at the bus terminal; Portuguesa-Tietê, at the bus terminal;
- Line 2-Green: Vila Madalena, at the bus terminal; Paraisó, in the free area; Ana Rosa, at the bus terminal; Chácara Klabin, in the transfer area to Line 5-Lilac; Sacomã, in the free area; Tamanduateí, in the paid area; Vila Prudente, in the paid area;
- Line 3-Red: Corinthians-Itaquera, at the bus terminal; Artur Alvim, at the bus terminals; Patriarca-Vila Ré, at the bus terminals; Guilhermina-Esperança, at the bus terminals; Vila Matilde, at the north bus terminal; Penha, at the bus terminals; Carrão-Assai Atacadista, at the bus terminals; Tatuapé, at the bus terminals; Belém, at the bus terminals; Brás, at the bus terminal; Pedro II, in the free area; Sé, in the paid area; Palmeiras-Barra Funda, in the free area and at the long distance bus terminal;
- Line 15-Silver: In paid areas of the following stations: Oratório, São Lucas, Camilo Haddad, Vila Tolstói, Vila União, Jardim Planalto, Sapopemba, Fazenda da Juta, São Mateus and Jardim Colonial;
- Individuals with disabilities or reduced mobility, the elderly, pregnant women and people with lap children may request an employee access to the toilets in the indoor (restricted) areas of any station.



### Bicycles and Scooters

- Bicycle access is allowed from Monday to Friday, from 10 a.m. to 4 p.m. and from 9 p.m. until the last train; on Saturdays, Sundays and holidays, the access is allowed throughout the operation hours;
- Each passenger may carry one bicycle, either conventional or electric. The bicycle must be clean (without any dirt, mud or grease). In Metro facilities, bicycles must be carried on foot. Children under 12 must always be accompanied by an adult;
- Folding scooters may be carried every day throughout the operation hours as long as they are folded and clean. Non-folding scooters are not allowed;
- Before validating your ticket or card, please notify an employee that you are carrying a bicycle; they will release the gate nearest the turnstile as soon as the ticket or card is validated. If necessary, for operational reasons, bicycle boarding will be suspended regardless of time;
- On fixed stairs, carry your bike in your arms for going up or down. On escalators, transport is allowed only for going up; wait for the other passengers to clear the stairs and carry the bike with the brakes applied. Carrying bicycles in elevators is prohibited. On the platform, wait for boarding in the signposted area (last car), keeping your bike behind the yellow track. Before boarding, always give preference to other passengers and make sure there is room in the signposted area inside the train: up to 4 bikes are allowed in each trip;
- The cyclist is responsible for any damage caused to other passengers, to him/herself or to the public property, trains and stations;
- At stations with bike attaching posts, please remember to use your own lock.



### Pets

- Carrying pets in the Metro is not allowed from 6:00 a.m. to 10:00 a.m. and from 4:00 p.m. to 7:00 p.m., Monday to Friday. On Saturdays, Sundays and holidays, access is allowed throughout the operation hours;
- The animals must weigh a maximum of 10kg (22lbs.) and be kept in appropriate and clean boxes. For security, put your name and phone number on the box;
- Transport of ferocious or poisonous animals is not permitted;
- Animal transfer must take place without compromising passengers' comfort and safety and must not compromise or cause any change in the functions of the transportation system (State Law 16.930/19);
- Guide dogs' access is allowed regardless of day and time, both in helping people with visual impairment, as well as in the process of socialization and training of these animals.



### Customer Service

#### Information Center ■ 0800 770 7722



Available every day from 5:00 a.m. to midnight. Call the Information Center free of charge to find out about the condition of the lines, Metro opening hours, incident reports, travel information, etc.

#### Metrô Conecta ■ Free application



Download it from the App Store® or Google Play®. Use the app to make suggestions, compliments, and also report misconduct, vandalism, irregular trade in trains and stations, and inappropriate passenger behavior. If you are a victim or witness an occurrence of sexual abuse, please report it.

#### SMS Segurança ■ (+55 11) 97333 2252



Send a text message (SMS) to report irregular commerce, offenses and vandalism on trains and stations. The Metro Company guarantees anonymity. Please inform in the message: characteristics of the offender; the car number (available on stickers on the inside and outside walls of the train); the line and the next station.

#### Contact us ■ [www.metro.sp.gov.br](http://www.metro.sp.gov.br)



#### Follow us on Social Media!



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#### SIC - Citizen Information Service ■ Metro Transparency.

Find out information about the management and activities of the São Paulo Metro Company: [www.metro.sp.gov.br/sic](http://www.metro.sp.gov.br/sic)



#### Ombudsman ■ Second level customer service:

<http://www.metro.sp.gov.br/fale-conosco/ouvidoria/>



### Fostering Civic Engagement

#### ■ Advanced Posts for Women's Support

Women victims of violence can count on reception, attendance and reporting services at Santa Cecília and Luz stations. The initiative is a partnership between the Municipal Secretariat for Human Rights and Citizenship of the City of São Paulo and the Metro; they are open from Monday to Friday, from 8 a.m. to 6 p.m., excluding holidays.

#### ■ Service Posts for People with Disabilities

People with disabilities have specialized service at the Tatuapé and Palmeiras-Barra Funda stations. In these places, small repair services are provided for wheelchairs and canes for the blind; Deaf people have Libras (Brazilian Sign Language) translators available to receive their demands. Opening hours: 8 a.m. to 5 p.m., Monday to Friday, excluding holidays.



### Lost & Found and other services

■ **Lost & Found:** If you have lost any objects at Metro stations or in trains, please go to the Lost & Found Office at Sé Station or contact us through the Information Center, toll-free call 0800 770 7722 (for details, see Customer Service in this Guide). If you find any object, please contact a Metro employee who will report the incident and forward the object to the office.

■ **Malls (Shopping Centers):** Some Metro stations have direct connection to shopping centers, which make it easier to purchase products and services, in a faster and safer way. These places have specialized services for wheelchairs and canes for the blind; Deaf people have Libras (Brazilian Sign Language) translators available to receive their demands. Opening hours: 8 a.m. to 5 p.m., Monday to Friday, excluding holidays.



### Priority Attendance

■ Persons with disabilities or reduced mobility, passengers carrying lap children, senior citizens over 60, pregnant women and autistic people have priority attendance to buy tickets or pass the turnstiles without standing in lines, use the priority seats of trains and stations, in addition to elevators (Federal Laws 10.048/00 and 10.741/03 - Elderly Statute and State Law 16.756/18);

■ Not all passengers entitled to priority attendance have the right to free access;

■ Obese passengers, wheelchair users or people pushing baby strollers must go through the gate next to the turnstiles, as long as they have validated the ticket or card at the nearest turnstile;

■ People over 65 can get a specific card for free access by registering with SPTTrans (São Paulo Bus Agency - details on website: [bilhetetunico.sptrans.com.br](http://bilhetetunico.sptrans.com.br)) or EMTU - BOM Card - Metropolitan Bus Ticket (details on website: [cartaoabom.net](http://cartaoabom.net)). The Metro Central Ticket Office also offers services to obtain these cards. Please refer to Tickets, Cards and Free Access in this Guide. With these cards, passengers gain autonomy and easiness of use.



### Priority Boarding and Accessibility

■ Metro organizes priority boarding at some stations during rush hours through an operational strategy that involves signaling and directing passengers flow. People with this need must be guided by visual communication on the platform for boarding in the first car of each train. Metro employees guide the correct use of preferred boarding. Our Customer Service (please refer to the corresponding section in this Guide) detail stations and times where priority boarding is performed;

■ Subway stations are accessible to people with disabilities or reduced mobility. There are priority elevators and escalators at stations. All stations have tactile paving that guide visually impaired passengers to boarding areas on platforms, passing through ticket offices, turnstiles and toilets;

■ Upon request, the person with disability is supported individually by the Metro employees.



### Prohibited Practices

Based on São Paulo Metro Transport, Traffic and Safety Regulations (Municipal Decree 15.012/78), it is forbidden to:

■ Sell, distribute goods or printed matter and post posters without prior permission;

■ Address passengers to offer services;

■ Ask for aims or present yourself in conditions that cause disturbance to other passengers;

■ Travel without using a valid ticket or card;

■ Sit on the floor, steps or walls, or lie on the floor of stations and trains. This practice poses a risk of accidents and impairs the circulation of people;

■ Carry objects larger than 150x60x30cm (59x24x12 in.) or that, even within the allowable dimensions, cause disturbance or risk to other passengers, or volumes that cannot be carried by one person. The subway is for passenger transport only. Backpacks should be carried by the hand strap, surfboards should be carried upright and, like bicycles and folding scooters, skateboards and rollerblades should be packed or in a protective cover;

■ Carry explosive, flammable or toxic materials;

■ Skate, bike, rollerblade, scooter or similar object using in stations and trains. When transporting and crossing the station, ramps or crosswalks, all these objects must be carried on foot. Parking outside the bike attaching posts or abandoning own or rented bicycles and scooters in the areas delimited by the white track at the station access is also prohibited, as this practice obstructs the flow of passengers and brings risks of accidents. Please also refer to Bicycles and Scooters sections in this Guide.

Other laws include:

■ Smoking (State Law 13.541/09);

■ Playing musical instruments, listening to radios or using other sound devices unless by headphones or with prior authorization (Municipal Law 15.937/13);

■ Triggering alarms improperly (Decree Law 3.688/41, Art. 41 - Penal Contraventions Act);

■ Make cultural activities and performances by street artists, without prior permission, less than 05 meters (06 yd.) away from Metro station entrances and exits as well as inside the stations (Municipal Decree 55.140/14);

■ Throwing trash on the railway or on the floor, damaging, soiling, writing or drawing on walls, glass, panels or equipment (Decree Law 3.688/41, Art. 37);

■ Transporting animals, in violation of current legislation (State Laws 10.784/01 and 16.930/19). Please refer to Pets section in this Guide;

■ Bearing firearms, except duly authorized persons (Federal Law 10.826/03 of the Disarmament Statute);

■ Drinking alcohol (State Law 10.951/01) or travel while intoxicated, without self-control (Art. 62 of Decree 3688/41 - Penal Contraventions Act);

■ Use or carry any type of illicit drug (Federal Law 11.343/06 - Drug Law);

■ Supporters, on the way to sporting events, carrying any instrument that may be used to practice violence (Federal Law 10.671/03 - Statute of the Supporter).

Passengers who violate these regulations are subject to penalties as provided by law, including loss of travel right.



### For your Safety

#### In case of train evacuation:

1 ■ Never go down to the rails;

2 ■ Keep calm;

3 ■ Follow the instructions of Metro employees;

4 ■ Leave bulky objects behind;

5 ■ Walk down the emergency walkway using the handrail;

6 ■ Carry children on your lap or by their hands and help people who walk with difficulty.

#### Platforms and Trains:

Do not cross the yellow track before the train doors are open. Wait for the other passengers to leave the train before boarding. When the bell rings, do not get on or off the train. Release the train doors to avoid system-wide delays. Be careful not to get caught in the doors or fall into the gap between the train and the platform. The road is electrified and can cause fatal accidents.

#### Escalators and Fixed Stairs:

Do not run in the stations, especially on stairs. Be careful when walking on wet floors. On fixed stairs or escalator, always use the handrail, even with packages or a child on your lap. On escalators, keep your feet away from the baseboard and be careful not to trap clothing, shoelaces or thin heels between the steps. Keep children standing, protected in front of your body. Keep yourself to the right side and leave the left side free for circulation.

Using mobile phones requires extra attention to avoid accidents and inconvenience to other passengers, due to possible inattention to the flow of people.

#### Emergency Situations:

Get to know the operating instructions in advance of triggering any type of alarm, safety device or emergency equipment. The misuse of these devices is prohibited by law and can bring serious consequences for the passengers and the Metro system (Art. 41 of Federal Decree 3.6