

# **425 Market Street Electronic Tenant® Portal**

Created on January 18, 2019

## **Building Amenities: Parking Garage**

The 425 Market Building Garage is open to the public Monday through Friday, 6:00 a.m. to 8:00 p.m., and Saturdays from 7:00 a.m. to 3:00 p.m. The garage is closed on Sundays and some holidays. To leave the parking garage after hours, contact the security officer at the Lobby console. Garage clearance for vehicles is 6'6" and access is from Fremont Street. For current garage rates, please contact the Garage Office at (415) 495-3578 or the Building Office at (415) 495-7333.

If you are not a monthly parker and need to park after the garage is closed, contact the garage manager at (415) 495-3578 to make arrangements.

## **Building Amenities: Other Amenities**

### **AT&T Wireless Store**

(415) 495-2220

Offers wireless voice and data communications technology.

### **Bank of America ATM Branch**

Three ATMs available 24/7 with card access.

### **Barcha Restaurant**

(415) 957-5468

[www.barcha-sf.com](http://www.barcha-sf.com)

Barcha is open Monday - Friday for lunch, happy hour and dinner, and Saturdays for dinner only.

### **Bicycle Parking**

[Bicycle Parking Policy & Locations](#)

### **CorePower Yoga**

(415) 200-4137

Tenants of 425 Market Street receive discounted rates at the CorePower Yoga studio located at 215 Fremont Street. Please bring your business card, or other form of identity to show you are a tenant at 425 Market Street, and receive one (1) week free of Unlimited Yoga for those of you new to CorePower Yoga. Other deals include \$132/month on the Unlimited Black Tag Membership (regular price \$165/month), or \$160 for a 10 Class Pack (regular price \$200).

### **UPS Drop Box**

World's largest package delivery company offers a drop box located on the 1B Level.

### **425 Market Street Shower and Locker Facility**

Tenants and authorized guests are permitted to use the shower and locker facility. There are four (4) private shower rooms that include a shower, mirror, a sink, a toilet, a stool, and a hair dryer. Body wash and shampoo are provided in the shower. The locker facility is unisex and should only be used for securing your belongings while exercising or using a shower room. Individuals are responsible for providing their own locks for the lockers.

## **Telecommunications Services / Internet Services Providers**

### **AT & T**

(800) 331-0500

Provides IP, data, voice, IT/hosting, mobility, managed network solutions, and other communication solutions for large and global businesses.

### **Cogent Communications**

(877) 875-4432

Provides dedicated internet access, IP transit, ethernet point-to-point and colocation services.

### **CenturyLink (formerly known as Level 3 Communications)**

(877) 453-8353

Provides internet access, IP, cloud connect services, and other various communication solutions.

### **Verizon Business**

(877) 297-7816

Provides IP, data, voice, IT/hosting, mobility, managed network solutions, and other communication solutions for large and global businesses.

### **Satel**

(415) 974-5577

Provides DirecTV services.

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**Building Operations: Accounting**

Tenants should refer to their lease or contact the [Building Management Office](#) for rent payment information.

## Building Operations: Building Management

The staff of 425 Market Street is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Suite 955.

**Phone:** (415) 495-7333

**Fax:** (415) 495-4116

**E-Mail:** [425marketst@425marketst.com](mailto:425marketst@425marketst.com)

### **Address:**

Cushman & Wakefield U.S., Inc.  
425 Market Street, Suite 955  
San Francisco, CA 94105

### **Office Hours:**

Building Office hours are from 8:00 a.m. to 5:00 p.m., Monday - Friday. When the Building Office is closed, the phone is answered by a lobby attendant.

*The following personnel are available to address your needs:*

|  |                       |                |  |
|--|-----------------------|----------------|--|
| <i>General Manager</i>                 | <b>James Kilroy</b>   | (415) 495-7333 | <a href="mailto:jkilroy@425marketst.com">jkilroy@425marketst.com</a>   |
| <i>Property Manager</i>                | <b>Del Fuelle</b>     | (415) 495-7333 | <a href="mailto:dfuelle@425marketst.com">dfuelle@425marketst.com</a>   |
| <i>Property Administrator</i>          | <b>Cathryn Trieu</b>  | (415) 495-7333 | <a href="mailto:ctrieu@425marketst.com">ctrieu@425marketst.com</a>     |
| <i>Client Services<br/>Coordinator</i> | <b>Stevenc Relos</b>  | (415) 495-7333 | <a href="mailto:srelos@425marketst.com">srelos@425marketst.com</a>     |
| <i>Chief Engineer</i>                  | <b>Brian Russell</b>  | (415) 495-0201 | <a href="mailto:brussell@425marketst.com">brussell@425marketst.com</a> |
| <i>Security Supervisor</i>             | <b>Cynthia Yarbor</b> | (415) 495-7333 | <a href="mailto:cyarbor@425marketst.com">cyarbor@425marketst.com</a>   |
| <i>Parking Garage Manager</i>          | <b>Enable Soliman</b> | (415) 495-3578 | <a href="mailto:esoliman@425marketst.com">esoliman@425marketst.com</a> |

## **Building Operations: Holidays**

The Building Holidays observed each year are listed below to help you plan during the year.

New Year's Day  
Martin Luther King, Jr. Day  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day (and the day after Thanksgiving)  
Christmas Day

Certain services are not provided on weekends and the holidays listed above. Refer to your lease or contact the [Building Management Office](#) for additional information.

## **Building Operations: Leasing**

The leasing company for 425 Market Street is Cushman & Wakefield. Listed below is the contact information for the authorized representatives:

***Senior Director***

Zach Siegel

(415) 733-3596

[zach.siegel@cushwake.com](mailto:zach.siegel@cushwake.com)

**Leasing Availability:**

- Suite 930 is an office space which has 1,646 rentable square feet. Term upon request.
- Suite 1010 is an office space which has 1,523 rentable square feet. Term upon request.

## **Building Security: Building Access**

The Building is open from 6:00 a.m. to 6:00 p.m., Monday - Friday. Tenants should make sure that their suite doors are closed and locked after 6:00 p.m. to prevent unauthorized access.

All Tenants receive an access card to the building. These cards should be used at all times to enter the building and to use the elevators after hours. Authorized tenant representatives are responsible for entering employee information and employee's access rights in [OneFacility](#). Access card photographs are taken at the Building Office on Mondays, Wednesdays and Fridays from 2:00 p.m. to 3:00 p.m., and Friday mornings by appointment.

For Visitors requiring building access, Tenants have the ability to enter detailed information in [OneFacility](#). This is updated in real-time and monitored by Lobby Security. When the visitor arrives and checks in at the Lobby console, they are issued a 1-day visitor pass to enter the building.

Vendors that a tenant uses on a regular basis will be processed at the Loading Dock (see following page under 'Loading Dock'). Tenants are to provide the Building Office with a list of their vendors and certification that the vendors meet the building's Vendor Insurance Requirements.

If a Tenant does not have their access card, the Tenant will need to present a valid photo ID to the security attendant at one of the security consoles. The attendant will search the OneFacility data base and confirm the tenant's access rights before granting access.

If a Visitor or Tenant Employee is not entered in OneFacility, then the visitor/employee will need to present a valid photo ID to Security and sign-in. Lobby Security will call to obtain a verbal authorization from a tenant contact before granting access. Depending on Lobby traffic and conditions, this process may delay building entry. We strongly urge tenants to always carry their access cards and utilize OneFacility accordingly.



## Building Security: Deliveries

Neither the Building Office nor the security staff will accept deliveries. Deliveries should be made directly to the tenant. The loading dock is located in the garage and accessed from Fremont Street. Freight arriving on the loading dock should be loaded onto the freight elevator and delivered directly to the tenant's suite. Delivery vehicles are limited to 20 minutes at the dock. Security personnel monitor this.

Deliveries that take longer than 20 minutes at the loading dock must be made after normal business hours. It is necessary to provide a security officer to monitor the loading dock and coordinate usage of the freight elevator. These security services will be billed to the tenant by the hour, with a 4-hour minimum.

Freight elevator reservations are entered in [Workspeed](#) and a minimum 24-hour advanced notification is recommended.

During business hours (Monday - Friday, 6:00 a.m. to 6:00 p.m.), the building does not allow exclusive use of the loading dock and the freight elevator. If you are expecting an after-hours delivery, an employee must be in the office to accept the delivery. The Security Officers will not, under any circumstances, hold any packages, mail, keys, etc.

All deliveries on wheels, and deliveries larger than a file box, are required to use a freight elevator.

Wheel assisted carry-on-sized luggage, leather attaché cases or laptop bags and leather legal file cases carried by tenants, visitors and guests are allowed in the passenger elevators.

Portable transportation devices including Razor-type scooters, skateboards, unicycles, hover boards, etc. are not allowed on tenant floors at 425 Market St. unless the device is enclosed in a sturdy bag similar to a back pack (i.e., not a paper or plastic bag). If a bag is not available, the devices can be locked to the bike racks located at the 1B level of the 425 Market Street garage.

## **Building Security: Loading Dock**

The vertical clearance at the loading dock entrance is 12 feet and truck length cannot exceed 35 feet. To avoid unnecessary delays, be sure to notify your mover or shipping company of these dimensions. Access is from the garage ramp on Fremont Street. Delivery vehicles are limited to 20 minutes at the dock. Security personnel monitor this. Deliveries that require more than 20 minutes at the loading dock must be made after normal business hours with a freight elevator reservation in [Workspeed](#).

## **Building Security: General Office Security**

425 Market Street provides security service twenty-four hours a day, seven days a week. While security attendants monitor building activities, tenants must be active in the security of their own offices. The presence of suspicious or unruly persons or any type of emergency should be reported to the Building Office and possibly law enforcement. The Building Office phones ring at the lobby security console after-hours.

## **Building Security: Key and Lock Policy**

Requests for keying of door locks key duplicating and changes to locks should be entered in [Workspeed](#). These services are billable to the tenant. Please call the [Building Management Office](#) for more information.

**Building Security: Lost and Found**

Any item that is found in the building or plaza should be brought to the Building Office or Lobby Security. Lost and found articles will remain in the custody of the Building Office until they are returned to their rightful owner, or disposed thereof as provided by law.

## **Building Security: Solicitation**

Solicitation is not permitted. If you see someone soliciting, please notify the [Building Management Office](#) at (415) 495-7333 and we will send a security attendant to escort them off the premises.

# Emergency Preparedness: 425 Market Street Facility Emergency Plan

The 425 Market Street Facility Emergency Plan is a resource for pre-emergency planning, please [click here](#).

## **Emergency Preparedness: 425 Market Street Life Safety Training Presentation**

<http://425marketstreet.bssnet.com/>

The 425 Market Street Life Safety Training Presentation is an online emergency training program, which is supplemental to the annual Fire & Life Safety Presentation provided by the building's Fire & Life Safety Director. The online presentation includes life safety information specific to 425 Market Street and integrates digital images, 3D graphics, voice narration and text. The duration of the presentation is approximately 30 minutes and you may pause, rewind and forward, as necessary.



## **Emergency Preparedness: Floor Warden Training (FWT) Program**

To view the floor warden presentation, please [click here](#).

- If you are part of the FWT, click the picture to access the presentation.
- As a member of the FWT, you are required to watch the Floor Warden Training Program Presentation in addition to the Occupant Life Safety Training Presentation.

### **Tenant and Property Administrators**

If you are a tenant or property administrator, please click the picture to access the administration tool.

Having problems logging in? [BSSOnline Support/FAQ](#)

## **Introduction: Welcome**

Welcome to the 425 Market Street Electronic Tenant® Handbook.

The information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of 425 Market Street and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Building Management Office is available to help in any way possible.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Building Management Office will do their best to promptly notify you of any changes. Please feel free to contact the [Building Management Office](#) with any questions you may have. We are here to serve you.

## **Introduction: About Cushman & Wakefield**

Property management services at 425 Market Street are provided by an on-site team employed by Cushman & Wakefield U.S., Inc. Founded in 1917, Cushman & Wakefield is the world's largest privately held real estate services firm. We recruit, retain, and train the most experienced and talented real estate professionals, then give them the flexibility and global platform needed to add value. Our 15,000 worldwide employees, located in 221 offices throughout 58 countries, assess each client's needs and implement solutions that fit the client's strategic, operational, and financial goals. We treat real estate portfolios holistically, delivering comprehensive, strategy-based solutions across a full range of locations, properties, and business requirements.

## **Introduction: About 425 Market Street**

The 425 Market Street Building is a 38-story office tower built in 1973 of structural steel, aluminum and glass. The building is 512 feet tall and contains 1.1 million square feet of which approximately 945,000 are leasable space. There are two basement levels designated for parking and two levels at the top for mechanical equipment and storage. Located at the corner of Market and Fremont, this building offers various amenities, and is conveniently located near hotels, restaurants, retail shops, theaters, parking and transportation.

Developed by renowned architects Skidmore, Owings & Merrill, 425 Market Street features a spacious lobby finished in warm wood and marble complemented by an expansive granite-paved plaza. Anodized aluminum and tinted glass enhance the dramatic appearance of the building's exterior. The building is located in the Central Business District at the intersection of Market and Fremont Streets, making it one of the most convenient and desirable business locations in Northern California. Public transportation from Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma counties easily lead to the building. Marin County, East Bay and Peninsula buses, BART, and Muni as well as freeway access are all less than three blocks away. Access to the building is restricted to tenants and authorized visitors. On-site parking is available along with valet service. 425 Market Street is within walking distance of world-class hotels, restaurants and retail shops.

425 Market Street is a smoke-free property.

### **FOR MORE INFORMATION, CONTACT:**

Management Office  
(415) 495-7333  
[Info@425marketst.com](mailto:Info@425marketst.com)

## Introduction: Operating Instructions

### Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### Special Features

This Electronic Tenant® Handbook has special features, such as Instant Alert and a Search engine. In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here](#).

### Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

## Introduction: Videos

## **LEED Certification: Introduction**

### **425 Market Street LEED Certification**

Cushman & Wakefield is proud to share the details of our continuing efforts in pursuit of [LEED](#) (Leadership in Energy and Environmental Design) Recertification in the Existing Building Operations and Maintenance (EBOM) Category through the [United States Green Building Council \(USGBC\)](#). The LEED Recertification program provides building owners and operators a concise framework for identifying and implementing practical and measurable sustainable building design, construction, operations and maintenance solutions. EBOM performance is evaluated in five key areas: Sustainable Sites, Water Efficiency, Energy & Atmosphere, Materials & Resources, and Indoor Environmental Quality.

## LEED Certification: Sustainable Sites

The Sustainable Sites category concentrates on the impact of a building's design and exterior space.

Sustainable Sites considers whether a building is making an effort to reduce light pollution and the heat island effect through its construction materials. It rewards a building for planning and executing appropriate regional landscaping practices to minimize the building's impact on ecosystems and waterways. Landscaping practices should especially concentrate on controlling storm water runoff and reducing erosion. Sustainable Sites also focuses on the transportation practices of the occupants in a building and encourages public modes of transportation.

- 425 Market St. surveyed more than 24% of the building's occupants regarding their means of transportation to work. The response of this representative sample group indicates that more than 95% of the building population uses alternate means of transportation other than driving alone.
- 425 Market St. utilizes drip irrigation and hand watering practices in the maintenance of the exterior landscaping. Drip irrigation works by applying water slowly and directly to the soil. This system allows the water to soak into the soil and applied where it is needed most, at the plant's roots. Besides drip irrigation, the landscapers hand water the planters and small areas of vegetation. Both practices help minimize over watering and runoff.
- 425 Market St. installed a "cool roof" in 2006. A cool roof is usually white or light in color. It is a roofing system that can deliver high solar reflectance and high thermal emittance. This benefits the building and the environment in many ways.
  - A cool roof reduces the building's absorption of heat. White reflective roofs typically increase only 10-25°F above ambient temperature during the day. Buildings with black roofs however can see temperature increases as much as 50°F in the heat of a full sun.
  - A cool roof reduces both building cooling loads and the urban heat island effect. As there is less heat-gain by the building, the demand on the air conditioning system lessens and allows the building both immediate and long-term savings on energy costs.
  - A cool roof reduces air pollution and smog formation.
  - A cool roof enhances the life expectancy of the roof which allows for savings in roof maintenance and replacement expenses.



## LEED Certification: Water Efficiency

The Water Efficiency category focuses on strategies to conserve water. As buildings are major users of our potable water supply, the [USGBC](#) encourages buildings to concentrate on water reduction inside and outside. This is typically achieved through the use of more efficient appliances, fixtures, and fittings, and water-wise landscaping practices. 425 Market Street has implemented the following practices to improve water efficiency.

- 425 Market has installed low-flow fixtures throughout the building (i.e., showerheads, aerators, water closets, and urinals).
- 425 Market's urban landscaping practices facilitate water efficiency. The use of drip irrigation and hand-watering practices reduces water consumption. In addition, the water usage is monitored through an independent sub meter, allowing for detailed tracking of the water usage and ensuring that landscaping practices are consistent with 425 Market St.'s landscaping management program.

## LEED Certification: Energy & Atmosphere

According to the U.S. Department of Energy, buildings use 39% of the energy and 74% of the electricity produced in the United States. The Energy & Atmosphere category promotes strategies that buildings use to conserve energy. Reducing energy consumption improves the energy performance of buildings, reduces operating costs and pollution and enhances occupant comfort. These strategies include Retro-Commissioning; energy use monitoring; efficient design and construction; efficient appliances; systems and lighting; the use of renewable and clean sources of energy, generated on-site or off-site; and many other innovative approaches.

- 425 Market Street participates in PG&E's Retro-Commissioning program. Retro-commissioning is a systematic and documented process of identifying which of the building's systems, including mechanical/HVAC, lighting, plumbing, and standby power, are not performing to their intended level and making necessary repairs or improvements to save energy and cost. In 2014, Taylor Engineering performed a Retro-Commissioning audit of the existing building systems and provided a draft audit report. Once the final report is received and recommendations provided, the building will evaluate each measure for implementation and likely low- and no cost measures will be immediately implemented.
- Cushman Wakefield has been a United States EPA Energy Star Partner since 1999 and has been participating with the EPA on various levels. The EPA Energy Star program provides a standardized methodology that is recognized and accepted throughout the commercial real estate industry. 425 Market Street benchmarks its electricity, gas and water consumption by using the Energy Star web-based tool called "Portfolio Manager". 425 Market St. first earned the Energy Star rating in 2006 and in 2017 achieved an Energy Star rating of 92 out of a maximum point scale of 100.
- 425 Market St. has a building operations plan that identifies what needs of the building and procedures to meet those needs. Through ongoing testing, maintenance, and monitoring of these systems, the building is able to meet these requirements at the most efficient level.

## LEED Certification: Materials & Resources

Office buildings and its occupants use large amounts of materials and resources, and generate tons of waste through its daily operations and while undergoing construction. The Materials & Resources category encourages the selection of materials that is environmentally friendly. This typically includes products that have been sustainably grown, harvested, produced and transported. Increased use of sustainable materials promotes the practices of reuse and recycling, which will reduce the amount of waste going into a building's waste stream.

- Following considerable effort and outreach to tenants, 425 Market St. has achieved a 82% waste diversion rate. The building's waste reduction services contractor, Biagini Waste Reduction Services, performed numerous waste audits to determine the contents of the building's waste stream. The audit results showed that many recyclable and compostable items were being included in the waste stream. In response, Cushman & Wakefield, met with each tenant individually to re-educate the difference between recyclables, compostables and trash and promoted better sorting practices. Additionally, Cushman and Wakefield met with janitorial staff to re-educate and ensure recyclables, compostables, and trash are placed in corresponding receptacles (i.e., recycling compactor, trash container, etc.) prior to leaving the building.
- 425 Market St. utilizes various vendors to recycle electronic waste for the building. The building has installed a drop box in the loading dock for small e-waste items such as cell phones, PDA's, electronic cords and other miscellaneous electronics. For larger e-waste items the building holds e-waste recycling days each quarter. This encourages tenants to recycle all electronic waste when possible so that it can be diverted from the landfill.
- 425 Market St. has a separate collection area in the loading dock where tenants can drop off dead batteries for recycling. The building encourages the proper method of battery disposal. The California Department of Transportation states that each individual battery must be either placed in its own plastic bag or have both terminals taped, even during transportation. The batteries collected at the loading dock are picked up by a battery recycler, Bay Area Battery, for proper handling and recycling.
- 425 Market St. recycles used ballasts, fluorescent lamps and other mercury containing lamps with Regency Lighting. The quantity is recorded and reported to the state at the required times. 425 Market St. complies with all State and Local hazardous waste disposal regulations.
- 425 Market St. always look for ways to reduce the amount of hazardous materials that are used in the building. The building staff examined the level of mercury contained in each light bulb of the 22,000 presently used in the building. By exploring options with our vendors, the building staff was able to find alternate lamps with less mercury content. By using light bulbs with less mercury content, the building reduces the amount of hazardous materials to be disposed.
- 425 Market St. has implemented a desk side recycling program. Tenants separate recyclable materials from trash prior to disposal. All these materials - including plastics, cardboard, paper, bottle and cans - are collected and diverted from landfills.
- 425 Market St. has implemented a composting program. Paper hand towels from the building restrooms, food scraps, and compostable items are diverted to green receptacles on the loading dock that are removed daily.
- 425 Market St. collects its partial toilet paper rolls from the restrooms and donates them to local charities in the San Francisco Bay Area. Delancey Street Foundation and Walden House/HealthRight 360 each pick up two (2) 64-gallon containers of partial toilet rolls for its constituents bi-monthly. Delancey Street Foundation is a self-help organization that assists individuals in acquiring employment skills and achieving economic independence. HealthRight 360/Walden House gives hope, building health, and changes lives for people in need by providing comprehensive, integrated, compassionate care that includes primary medical care, mental health services, and substance use disorder treatment.
- Several tenants at 425 Market St. hire vendors to shred their confidential documents. Currently 20 of 35 floors (of office space) employ document shredding services. The building management office records the volume of shredding from each vendor and tenant. The totals indicate approximately 32,000 pounds of paper is shredded and recycled each month.



## LEED Certification: Indoor Environmental Quality

The U.S. Environmental Protection Agency estimates that most Americans spend about 90% of their day indoors. The vast majority of those work in an office environment. Studies have shown that Indoor Air Quality (IAQ) can be significantly worse than outside air quality. Poor IAQ is a major concern as it can impact the health, comfort, and productivity of the building occupants. This category focuses on a building's strategies to improve indoor air quality and occupant comfort levels.

- 425 Market St. has developed and implemented an Indoor Air Quality (IAQ) management program based on the US Environmental Protection Agency (EPA) standards. The purpose of the IAQ program is to maintain a healthy and comfortable working environment for building tenants. This is achieved through a set of policies and procedures that concentrate on the following: preventative maintenance of the building structures and systems; controlling microbial growth; regulating construction and renovation projects to meet the building Green Construction Policy; and reducing contaminants indoors by using environmentally-friendly products.
- Preventative maintenance plays the most vital role in preventing IAQ problems. Preventative maintenance is the routine inspection, adjustments or repairs of the building systems to make certain the systems operate efficiently. Through scheduled maintenance, potential problems are discovered and fixed in a timely manner. In addition, 425 Market Street's environmental consultant, Environova, performs an annual IAQ test of select floors in the building. This test confirms that the IAQ meets EPA I-BEAM and ASHRAE standards and exceeds the quality of the air outside the building.
- 425 Market St. utilizes filters with a minimum efficiency reporting value (MERV) of 14. MERV 14 filters have an 85% efficiency rate which helps to reduce particulates circulating in the air distribution. The maintenance of these filters is included in the IAQ Best Management Practices program.
- 425 Market St. instituted a green cleaning policy. The policy encourages the use of sustainable products and materials.
  - The building makes every effort to use cleaning products that meet ECOLOGO standards. All products certified to an ECOLOGO standard must meet or exceed each of the listed criteria before receiving the mark. ECOLOGO Certification is classified as an ISO (International Organization for Standardization) Type 1 ecolabel and has been successfully assessed by the Global Ecolabeling Network, further demonstrating its credibility. This set of standards allows buildings to make responsible choices in our purchases that are environmentally friendly.
  - The building also uses green cleaning equipment like microfiber mops and cloths and high-efficiency particulate air (HEPA) filters in vacuums. Microfiber materials have electrostatic properties that give them high dust-attracting power that is helpful in effectively removing dust particulates. The use of HEPA filters in vacuums improves the indoor air quality of the building. HEPA filters remove at least 99.97% of airborne particles that are 0.3 micrometers in diameter.

## LEED Certification: Links & Other Resources

- [U.S. Green Building Council](#)
- [U.S. Environmental Protection Agency](#)
- [SF Environment](#)
- [Energy Star](#)
- [Norcal Waste/SF Recycling](#)
- [MUNI](#)
- [BART](#)
- [511.org](#)
- [Cushman & Wakefield Green Cleaning Policy](#)

## **Policies & Procedures: Contractors**

[Click here to download the 425 Market Street Conditions for Construction and Tenant Construction Standards Manual](#)

[Click here the download the 425 Market Street Asbestos Operations and Maintenance Program Manual](#)

## Policies & Procedures: General Rules and Regulations

The Rules and Relations below are from a lease form and may vary from your Lease.

As used here, all capitalized terms, including, for example, Premises, Landlord, Tenant, Building and Project, shall have the meanings set forth in the Lease of which these Rules and Regulations form a part.

1. No sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the Building or Project or elsewhere on or within the Premises, except in the interior of the Premises, unless approved by the Landlord. Nothing shall be placed near the glass of any window, door, partition, or wall which may appear unsightly from outside the Project and no curtains, draperies, blinds, shutters, shades, screens or other coverings, hangings or decorations shall be attached to, hung or placed in, or used in connection with, any window in the Premises unless approved by the Landlord. In any event, where approved by the Landlord, all such items shall be installed inboard of the standard draperies provided for the Premises and shall in no way be visible from the exterior of the Project. The doors, windows, light fixtures and any lights or skylights that reflect or admit light into the halls or other places of the Building shall not be covered or obstructed.
2. Except for any food and/or beverage services and except for any vending machine services approved by the Landlord for operation in the Project, no part of the Premises shall be used to manufacture any commodity or to prepare or dispense any food or beverage for sale, nor shall any cooking be done or permitted in or about the Premises, and no vending machine or machines of any description which dispense or sell any food, beverage or product shall be installed, maintained or operated in or about the Premises.
3. Nothing shall be done or permitted in or about the Premises, or brought or kept therein, which shall in any way increase the rate of or cause a cancellation of or otherwise affect any fire or other insurance upon the Building, the Project or any property kept therein, or conflict with any fire laws or regulations or with any insurance policy upon the Premises or any part thereof. Unless approved by the Landlord, no kerosene, gasoline or inflammable or combustible fluid or material shall be used or kept in or about the Premises; nor shall any method of heating or air conditioning be used for the Premises other than that supplied by the Landlord. The Tenant shall comply with all fire regulations that may be approved by the Landlord. In the event any use or activity shall lead to an increase in fire or other insurance premiums payable on the insurance obtained by the Landlord, or insurance covering Project Areas for which the Building pays a share, or insurance procured by an individual tenant, the party causing such increase shall be liable for payment of the same to the Landlord, the owners of the Project or such individual tenant, as the case may be. The party so charged with increasing premium costs shall have the right to contest the validity of such increase.
4. Nothing shall be done or permitted in or about the Premises which shall in any way obstruct or interfere with the use of the Premises for their intended purposes, or obstruct or interfere with the rights of any Tenant or occupant of the Project, or injure or annoy them, nor shall the Premises or any part thereof be used for any immoral, unlawful, disorderly or extra-hazardous purpose, or for lodging or sleeping, nor shall any nuisance be caused, maintained or permitted in or about the Premises, nor shall any animals or birds be brought or kept in or about the Premises.
5. The floors of the Building shall not be overloaded, nor shall any safe or other heavy object be installed in the Premises without sufficient provision being made for the proper distribution of the weight thereof.
6. Tenant shall not install any radio or television antenna, loudspeaker or any other device on the exterior of the office building of which the Building is a part.
7. Tenant shall keep its Premises in a good state of preservation and cleanliness. It shall not allow anything whatever to fall from the windows or doors of the Premises, nor shall it sweep or throw from the Premises any dirt or other substance into any of the corridors or halls, elevators, ventilators or elsewhere in the Building or the Project. Refuse shall be placed in containers in such manner and at such times and places as may be directed by the Landlord, the manager of the Building or Project, or its agents.
8. The sidewalks, entrances, elevators, vestibules, stairways, corridors, halls, landings and fire exits must not be obstructed or encumbered or used for any purpose other than ingress and egress to and from the Premises, the Building and the Project.



9. Tenant and occupants shall not cause or permit any disturbing noises or objectionable odors to be produced upon or to emanate from the Premises.
10. Water closets and other water apparatus in the Building shall not be used for any purpose other than those for which they were designed, nor shall any sweepings, rubbish, rags or other articles be thrown into same. Any damage resulting from misuse of any water closets or other apparatus in the Premises shall be repaired and paid for by Tenant.
11. No vehicle belonging to a Tenant or to an employee, licensee, invitee, contractor, agent, client or visitor of a Tenant or occupant shall be parked in such manner as to impede or prevent ready access by any other vehicle to any entrance to or exit from the Building, Project or parking garage.
12. Tenant and occupants and employees, licensees, invitees, contractor, agents, clients or visitors shall not at any time or for any reason whatsoever enter upon or attempt to enter upon the roof of the office building of which the Building is a part.
13. Canvassing, soliciting and peddling in or about the Premises shall be prohibited and Tenant and occupants of the Premises shall cooperate to prevent the same.
14. Unless approved by the Landlord, no hand trucks, except those equipped with rubber tires and side guards, shall be used in or about the Project, and no other carts or vehicles of any kind shall be used in or about the Building except for those which are permitted to be used in the Project's parking garage.
15. No furniture, freight, or equipment of any kind shall be brought into or received in the Project or carried in the elevators, except at such time and in such manner as shall be approved by the Landlord or by the manager of the Building or Project.
16. The bulletin board or directory of the Project shall be used exclusively for the display of the names and locations of the tenants and occupants of the Project, and Landlord reserves the right to exclude any other names there from, to limit the number of names associated with particular occupants of the Building to be identified thereon, and to charge for names associated with such occupants at rates applicable to all occupants of the Building.
17. Tenant shall see that the exterior doors of its Premises are closed and securely locked on Saturdays, Sundays and legal holidays and not later than 7:00 p.m. of each other day. Tenant shall exercise care and caution that all water faucets or water apparatus are entirely shut off before Tenant or its employees leave the Premises, and that all utilities, electricity, gas or air, shall likewise be carefully shut off so as to prevent waste or damage.
18. Tenant shall comply with such security measures and procedures as may be approved by Landlord for the operation of the Building and the conduct of business therein.
19. Complaints regarding services or operation of the Building shall be made in writing to Landlord or the manager of the Building.
20. All work performance by or on behalf of Tenant shall be performed in compliance with the 425 Market Street Tenant Construction Standards and in accordance with the Conditions for Construction and Asbestos Procedures.

These rules and regulations and any consent or approval given hereunder may be added to, amended or repealed at any time by Landlord.

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## **Policies & Procedures: Moving Procedures**

Moves will be conducted after-hours, Monday - Friday, 6:00 p.m. to 6:00 a.m., and anytime on Saturdays & Sundays, subject to availability of freight elevators. Reservations for freight elevators should be entered via [Workspeed](#). A security officer will be necessary to operate the elevator, and a 4-hour minimum is required for booking. Movers must carry insurance and must be approved by Building Management. Advance notice and a reservation are required.

## **Policies & Procedures: Smoking**

425 Market Street maintains a no smoking policy. This includes the building, the exterior property and the plaza and the parking garage. Please smoke at least twenty-five feet from the building.

## **Tenant Services: Building Signage and Directory**

As a service, the Building provides an electronic lobby directory. Tenants may enter a request in [Workspeed](#) or contact [Building Management](#) for information on how to change a name or add a new name to the lobby directory.

## **Tenant Services: Cleaning**

### **Nightly Cleaning**

The janitorial staff removes trash, vacuums and dusts tenant suites and other areas of the building. The restrooms are cleaned and re-stocked. The regular maintenance program also provides cleaning of the interior and exterior windows. Requests for additional/special cleaning and extra trash removal should be entered in [Workspeed](#). For emergency clean up (i.e., spills, toilet overflow, etc.), please contact the [Building Management Office](#) immediately at 495-7333.

### **Procuring Special Janitorial Services**

Special (above-standard) janitorial services may be scheduled as needed for one-time, weekly or monthly projects. These requests should be entered in [Workspeed](#). Services that are considered “special or above-standard” are those which are not typically provided by the day and night janitors, including but not limited to: partition glass cleaning; refrigerator and microwave oven cleaning; carpet shampooing; phone disinfecting, removal of large quantities of crates and boxes, and any other special cleaning needs. Please call the Building Management Office for more information and pricing.

## **Tenant Services: Elevators**

Regular hours are typically Monday - Friday, 6:00 a.m. - 6:00 p.m. After-hours, elevators in operation will be limited and will require a building access card.

### **There are 21 passenger elevators that service the four elevator banks:**

- Low-rise (Lobby plus floors 3 - 16)
- Mid-rise (Lobby plus floors 16 - 27)
- High-rise (Lobby plus floors 27 - 36)
- Shuttle - Parking Garage (Floors 2B, 1B, Lobby and 2)

### **There are two freight elevators:**

- Cab #20 - Large Freight. This elevator serves the entire tower (Floors 2B through 37) and its specifications are:
  - Capacity: 4,500 lbs.
  - Size: 8' W x 5'-7" D x 10' H (13' H at tallest section)
- Cab #1 - Small Freight. This elevator serves the lower floors (Floors 2B through 16) and its specifications are:
  - Capacity: 4,000 lbs.
  - Size: 8' W x 5' D x 8' -6" H

## **Tenant Services: Engineering Services**

The building provides standard and special engineering services for tenant and public areas. Requests should be entered in [Workspeed](#). Please call the [Building Management Office](#) for more information and pricing.

### **Light Replacement**

Light replacement requests should be entered in [Workspeed](#). Be as specific as possible when describing the problem and location. The building's engineering department will replace all standard lights at no additional cost. Any non-standard lights or special fixtures for tenant spaces can be ordered and held in stock to be replaced as necessary at an additional cost. Please call the [Building Management Office](#) for more information and pricing.

## Tenant Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the [Building Management Office](#) as well.

To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

- [Bomb Threat Checklist](#)
- [Building Access Form](#)
- [Floor Warden Form](#)
- [Relocation Plan](#)
- [Persons with Disabilities Form](#)
- [Tenant Contact Form](#)



## Tenant Services: HVAC

All temperature and air circulation is regulated by the Engineering Department. Since the position of the sun, amount of cloud cover, and outside temperature all affect the interior temperature, maintaining optimum comfort levels for all tenants in such a large structure can be challenging. Should the temperature in your office deviate from a comfortable range, please submit a service request through [Workspeed](#) or contact the [Building Management Office](#) promptly. Offices that receive direct sunlight benefit from closing the blinds or shades as this helps to reduce the amount of heat radiated by the sun.

## **Tenant Services: Mail Service**

The 425 Market Street Mail Center is located on the 1B garage level. Postal carriers deliver incoming mail Mondays through Saturdays to the mail center and put mail into tenant mailboxes and parcel boxes. Tenants are encouraged to pick up their mail at the mail center each day possible.

Hours of operation are 6:00 a.m. to 6:00 p.m., Monday - Saturday or by arrangement.

The mail center is accessible by use of a programmed building access card. Please contact your facilities department to open a request with the [Building Management Office](#).

### **Express Mail Drop Box**

- **UPS** - A United Parcel Service express mail drop box is located next to the mail center doorway. Pick-up times are listed on the box.
- **FedEx** - A Federal Express/Kinko's retail outlet is located at 120 Bush Street.

### **U.S. Postal Office**

Embarcadero Center I  
(Gateway Station) 956-5296  
Hours: M-F 8:30 a.m. - 5:30 p.m.

Rincon Center Station 896-0762  
Hours: M-F 7:00 a.m. - 6:00 p.m.

## Tenant Services: Maintenance Requests

General maintenance services provided by the engineering staff include, but are not limited to: replacing light bulbs and/or ballasts, replacing ceiling tiles, maintenance of locks, re-keying and key duplicating, minor plumbing, and occasional installations such as tenant-owned artwork, keyboard trays, or window coverings, etc. These service requests should be entered in [Workspeed](#). Some engineering services may be billable depending on the work required, the material used, and the amount of time spent on the project. When labor and materials exceed \$100.00, the Building Office will ask the authorized tenant representative to sign a Tenant Work Authorization (TWA) to authorize the estimated charge. Please call the [Building Management Office](#) for more information.

## Tenant Services: One Facility

Symmetry Connect is a cloud-based database for the building access system:

- [www.symmetryconnect.com](http://www.symmetryconnect.com)

### **Symmetry Connect Pre-Authorizing Visitors Training Presentation**

The Symmetry Connect Pre-Authorizing Visitors Training Presentation is an executable (.exe) file that will run a training slideshow of how to enter visitors into the visitor access system. This slideshow presentation is open for public viewing. However, only designated staff may enter visitors into the visitor access system. Please check with your Facilities Department and/or Office Manager for access.

[Click here to download Symmetry Connect Pre-Authorizing Visitors Training Presentation](#)

## Tenant Services: Waste Diversion Program

### Recycling, Composting & Landfill Diversion Program

The building participates in recycling and composting services consistent with Recology SF's mandatory ordinance and objective of zero waste by 2020.

Recyclable items include paper products, cardboard boxes, glass, plastic, aluminum cans & foil, to-go coffee cups, molded plastic (clamshells, plastic cups, etc.), milk/juice cartons, aseptic containers and clean, dry, bagged plastic films.

Compostable materials include food scraps, coffee grounds & tea bags, food-soiled paper products such as paper towels/napkins, pizza boxes, wax paper & waxy cardboards and compostable utensils and containers.

Recycling products and compostable waste are hauled-out from the 1B loading dock every week.

425 Market participates in a desk-side recycling program. Tenants separate recyclable materials from trash prior to disposal.

- **Paper, White/Mixed/Newspaper:** Each desk is supplied with a blue, recycle bin for use to dispose of mixed recycling. Each desk-side recycling bin is emptied nightly by the janitor. The Building Office provides blue, 28-quart recycle bins for desk use only. Larger bins may be purchased through the Building Office via Workspeed.
- **Aluminum Cans, Bottles, Plastic containers:** Tenants are asked to discard these items into a blue recycle bin located at each desk or into a recycle bin located at a central location (i.e., Kitchen or Lunch Room).
- **Cardboard boxes:** Cardboard boxes should be broken down flat and placed neatly in the freight elevator lobby for pick up. Janitorial labor is billed to the tenant for excessive boxes and packing materials and if not broken down and sorted for pick-up.
- **Compostable items (food trimmings, plate scrapings, meat, bones, fish, dairy products, baked goods, coffee grounds, coffee filters, soiled paper products, paper towels, paper cups, paper plates, waxed cardboard boxes, milk cartons, floral waste, food service ware labeled "Compostable" or showing the PBI logo):** Tenants are required to separate compostable items from recyclables and trash by throwing out any compostable items in a lined, green compost bin, so that mixed recyclables are not compromised. Compost bins are located at central locations such as kitchens, conference rooms, lunch rooms or coffee bars. Please note that receptacles lined with compostable liners in all restrooms are for paper towels and compostable items only. Compost bins may be purchased through the Building Office via Workspeed.
- **Wood pallets** should be removed by delivery service.
- **Seasonal Cleaning:** If you have extraordinary amounts of recyclables, or need to set up special disposal services, need additional recycle bins and larger bins and barrels, please call the Building Office for more information and rates.
- **Computer/Electronic items:** The Building utilizes an outside vendor who recycles electronic waste by diverting it from the Building's waste stream free of charge. E-waste event days are held every quarter for electronic waste items such as computers, laptops, keyboards, monitors, television sets, toner, speakers, printers, adapters, routers, portable music devices etc. Advanced notice of e-waste days will be provided by the Building Office.
- **Special or Over-Sized Item Disposal:** Items not able to be disposed of in our building waste stream such as broken furniture need to be removed by an outside vendor such as Recycle My Junk. Tenants may schedule their own pick-up or call the Building Office for more information and rates.

### Trash Removal Suggestions

Please do not leave anything on the floor near your trash bin that you do not want discarded. Trash which is too large to be put in a trash bin should be marked "Trash" and placed neatly in the freight elevator lobby. Empty cardboard boxes should be flattened and also placed neatly in the freight elevator lobby. The Building Management Office can arrange for especially large quantities of debris or special removal services. These requests should be entered in [Workspeed](#). Please call the [Building Management Office](#) for more

information and pricing.

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## **Tenant Services: Workspeed**

Workspeed is a comprehensive collaboration tool for property managers, owners, tenants and vendors. Key features of Workspeed include Service Request, Administration, Messages, Building Information, and Reporting.

<https://secure.workspeed.com/>

## **The Neighborhood: Community**

### **Attractions**

#### ***AT&T Park***

24 Willie Mays Plaza  
(415) 972-2000

AT&T Park is home to the San Francisco Giants. The ballpark was completed in 2000 and seats 45,000, and there's not a bad seat in the house. The ballpark is located at 3rd and King Streets, approximately 1.5 miles from 425 Market. Parking is available in lots A, B and C. Alternatively, the San Francisco municipal railway operates a light rail from the Embarcadero Station to the Ballpark. For more information, visit the Giant's Web site for game schedule, seating charts, ticket information, and transportation directions.

#### ***Metreon***

101 Fourth Street  
(415) 369-6000

Metreon is a 350,000 square foot Sony entertainment center at Yerba Buena Gardens offering innovative and interactive games and activities for adults and kids, 15 state-of-the-art movie theatres, a SONY IMAX theatre, ten restaurants and world-class shopping.

#### ***San Francisco Museum of Modern Art***

151 Third Street  
(415) 357-4000

The San Francisco Museum of Modern Art opened in 1935 and was the first museum on the West Coast devoted solely to twentieth-century art. The Third Street location opened in 1995 and was designed by renowned Swiss architect Mario Botta. It houses an impressive permanent collection of painting & sculpture; architecture & design; photography; and media arts. SFMOMA has undertaken an extremely active special exhibitions program, both organizing and hosting traveling exhibitions.

The Museum also has an education and public programs division that offers special exhibition-related events such as artists' talks and lectures; talks and classes about art history; tours for schools, adult groups, and walk-in visitors; family days; monthly hands-on family studios; and creative projects for youth with all levels of familiarity with modern and contemporary art. For more information, visit the SF MOMA's web site at [www.sfmoma.org](http://www.sfmoma.org).

#### ***The Exploratorium***

The Exploratorium is a public learning laboratory in San Francisco exploring the world through science, art, and human perception. Its mission is to create inquiry-based experiences that transform learning worldwide. The Exploratorium is located at Pier 15, The Embarcadero & Green St., San Francisco, CA 94111, a short half-mile walk from 425 Market Street. For tickets and more information please visit [www.exploratorium.edu](http://www.exploratorium.edu).

### **Theatre District**

#### ***American Conservatory Theatre***

415 Geary Boulevard  
(415) 749-2228

The American Conservatory Theatre is an acclaimed training institution and regional theater. Its premier performance was in 1967 and in 1979 won a Tony Award for outstanding theater performance and training. The theatre is located just one block from Union Square between Mason and Taylor Streets.

#### ***Curran Theatre***

445 Geary Street  
(415) 551-2000

The Curran's premiere performance was September 1922 and was called the "handsomest theatre on the coast." After extensive renovations in 1993 - made to accommodate the five year engagement of Andrew Lloyd Webber's mega hit musical, The Phantom of the Opera - the Curran Theatre continues to thrive under the direction of Carole Shorenstein Hays and Scott E. Nederlander. The theatre is located just one block from Union Square between Mason and Taylor Streets.

#### ***Golden Gate Theatre***

1 Taylor Street  
(415) 551-2000



The Golden Gate Theatre opened in 1922 with much fanfare, including lines that wrapped around the block. Protocol necessitated that gentlemen wear top hats and that ladies be dressed in formal gowns when attending the Golden Gate. The grand opening was a highlight on the social calendar in San Francisco. As a key player in the Best of Broadway seasons since 1979, the Golden Gate Theatre has hosted show-stopping musicals. The theatre is located just off Market Street between Taylor and Jones Streets.

***Orpheum Theatre***

1192 Market Street  
(415) 551-2000

This theatre originally opened as a vaudeville theatre in 1926. Through the years, the theatre evolved from vaudeville performances to a movie house and then in 1970, an American Conservatory Theatre production of the breakthrough musical, Hair, was presented and the appearance of the irreverent "tribe" on-stage signaled the reawakening of the Market Street building as a home of legitimate theatre in San Francisco. Today, As the Best of Broadway series continues to play under the direction of Carole Shorenstein Hays and Scott E. Niderlander, the Orpheum Theatre light continues to shine bright. The theatre is located just off Market Street between Hyde and Leavenworth Streets.

***Theatre on the Square***

450 Post Street  
(415) 433-9500

Theatre on the Square was originally a stately meeting hall on the second floor of this uniquely styled, Mediterranean-Gothic building. The Theatre's premier performance was June 1982 with the Tony nominated and Pulitzer Prize winning Talley's Folly by Landford Wilson. Theatre on the Square has presented over 60 productions including some of Broadway's finest Tony award winners. The Theatre and box office is located on the 2nd floor of The Kensington Park Hotel just a half block from Union Square between Mason and Powell Streets.

**Area Shopping**

***Crocker Galleria***

50 Post Street  
(415) 393-1505

Designed after Milan's Galleria Vittorio Emanuele II, this two-level galleria is a beautifully designed shopping center with glass ceilings offering a spacious yet intimate setting. The Galleria offers high-end shopping from internationally renowned designers including Polo Ralph Lauren, Gianni Versace and Nicole Miller.

***Embarcadero Center***

Sacramento and Clay, Battery and Justin Herman Plaza  
(415) 772-0500

The shopping center consists of four multi-level buildings spanning six blocks along the edge of the San Francisco historic waterfront district. The shopping center features more than 125 nationally and locally renowned retailers, indoor and outdoor dining venues, and a five-screen cinema.

***Union Square***

50 Post Street  
(415) 393-1505

Union Square is bounded by Stockton, Powell, Post and Geary streets, and features a manicured park with the naval monument topped with a bronze Goddess of Victory, erected in 1903. The city's first American mayor, John Geary, named Union Square on the eve of the Civil War because demonstrations were held here in support of Union's troops. Today, Union Square is the heart of The City's shopping district offering major department stores, jewelry stores, haute couture, galleries, restaurants and theatres. Saks Fifth Avenue, Neiman-Marcus, Tiffany, Chanel, Burberry are just a sample from this shoppers' paradise.

***Westfield Shopping Centre***

865 Market Street

Find your favorite store and the newest shops for fashion, beauty, lifestyle and fresh food at *Westfield San Francisco Centre*. This 9-story mall features over 170 shops & restaurants, a multiplex & a dome-covered atrium. Their hours are Monday - Saturday 10:00 a.m. to 8:30 p.m., and Sundays from 11:00 a.m. to 7:00 p.m.

**Area Restaurants**

**Barcha**

28 Fremont Street  
(415) 957-5463

**Town Hall**

345 Howard Street  
(415) 908-3900

**Henry's Hunan**

110 Natoma Street  
(415) 546-4999

**Pabu Izakaya**

101 California Street  
(415) 668-7228

**RN74**

301 Mission Street  
(415) 543-7474

**Roy's Restaurant**

575 Mission Street  
(415) 777-0277

**Boulevard Restaurant**

1 Mission Street  
(415) 543-6084

**Tadich Grill**

240 California Street  
(415) 391-1849

**Ozumo**

161 Steuart Street  
(415) 882-1333

**Fast Passes & BART Tickets****Public Transportation**

- MUNI: 673-6864
- BART: 989-2278
- AC Transit: (510) 839 2882
- Golden Gate Transit: 457-3110
- Samtrans: (800) 660-4287
- CalTrain: (800) 660-4287
- Alameda-Oakland Ferry: (510) 522-3300

**Taxis**

- City Wide: 920-0700
- Luxor Cab: 282-4141
- Yellow Cab: 626-2345

**Airport Shuttle**

- Super Shuttle: 558-8500
- Bay Shuttle: 564-3400

**Travel Agency**

- Plaza Travel
- 525 Market Street: 543-8144

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