

Public transport in and around Hamburg



Cinderella on the run

Mehr als ein Ziel

HVV

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Please always get on the bus through the front doors and show your ticket to the driver. This applies on the MetroBus services 4, 5 and 6 Mon. – Sat. from 9 pm. On Sundays and public holidays please always board through the front doors. Please go as far back through the bus as you can and use the rear doors when you get off. Thank you!

The exception to the rule

Wheelchair users and passengers with walkers or prams or who are otherwise impaired in their mobility can of course continue to use the middle doors.

Have a nice trip

The Hamburg Public Transport Association (Hamburger Verkehrsverbund/HVV) provides attractive and modern local transport services at reasonable prices. It was the first of its kind in the world when it was founded in 1965 and has been getting people where they want to go in and around Hamburg ever since. The connections are perfectly organised, with the network covering 30 affiliated transport companies. About 700 rapid transit and regional rail lines, bus and ferry services make sure that you get wherever you want to go.

Convincing arguments

More than 2.4 million people use the HVV network on an average working day, and they all benefit from the advantages a strong transport association can offer them:

- one ticket
- one integrated network of transport services

The HVV area extends over about 8,600 square kilometres in the Hamburg metropolitan region and covers Hamburg itself as well as the administrative districts of Lauenburg, Pinneberg, Segeberg, Stormarn, Harburg, Lüneburg and Stade.

HVV area



A double-track approach

You can reach your destination in comfort by rail, road and river transport. You save time and money, not to mention avoiding the hassle of driving. You are sure to find one of almost 10,000 bus stops, rapid transit or railway stations somewhere near you.

Keeping time

We get you where you want to go. Underground and rapid transit services as well as most Metro buses run at 5 to 10 minute intervals in the Greater Hamburg Area on weekdays up to about 11 pm.

Underground and rapid transit trains keep running in Hamburg and Norderstedt every 20 minutes through the night from Friday to Saturday and Saturday to Sunday and before a public holiday.



Our core competence

The rapid transit and regional rail services provide a network of fast, direct connections spanning the HVV area whatever traffic conditions on the roads.

U U1 • U2 • U3 • U4

S S1 • S11 • S2 • S21 • S3 • S31

A A1 • A2 • A3

R R10 • R11 • R20 • R21 • R30 • R31 • R40 • R41
R50 • R51 • R60 • R70

You can find an overview of the network of the rapid transit and regional rail services on p. 23.

Travel wide-gauge

640 bus lines run in addition to the rapid transit and regional trains.

BUS Metro buses (MetroBusse)

run a service every few minutes connecting you to the rapid transit and regional rail services in the Greater Hamburg Area. You can find an overview of the Metro bus lines on pp. 6/7.



Express buses (SchnellBusse)

are fast, direct services for a supplementary charge which get you from the outskirts of the city into the centre in extra comfort without the need to change buses.

Shuttle buses (EilBusse)

are fast, direct connections to rapid transit stations and run mainly to get people to and from work in the mornings and evenings.

City and regional lines (Stadt- und RegionalBusse)

get you to the rapid transit and regional rail stations and connect outlying villages and metropolitan districts.

Night buses (NachtBusse)

run during the nights from Sunday night until Thursday night after rapid transit services shut down (about half past midnight), serving almost every part of Hamburg.

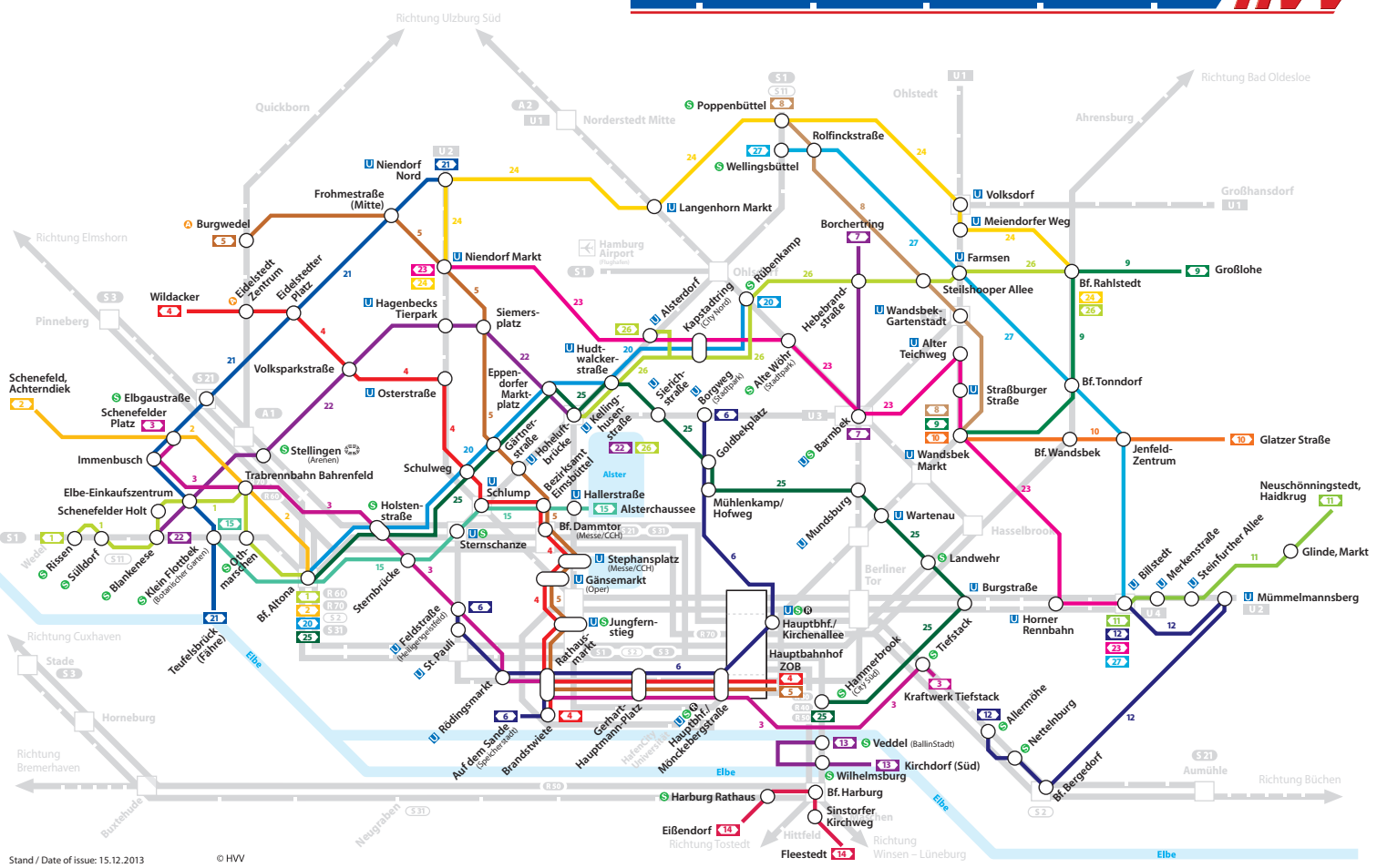
Watertight



Fähre Ferries (Fähren)

Enjoy a trip with one of our 6 ferry services in the Port of Hamburg and along the River Elbe. Your HVV ticket is valid here, too.

MetroBusse / Metro Buses



Stand / Date of issue: 15.12.2013 © HVV

Information • Timetables • Service

www.hvv.de

040-19 449

*You can reach us every day, even at weekends.
We will be happy to advise you on departure times, routes and tickets.*

Tickets are valid on all HVV services, whether you travel by bus, train

or harbour ferry. Children under the age of 6 travel free of charge.

And off you go!

Short journey | For a short trip at a minimum fare – within the Greater Hamburg Area
-> for 1 journey, not transferable

Single tickets | 1 journey for those who only travel with us now and again
-> for 1 journey, no return, not transferable

Day tickets | Travel as often as you like on the same day. Most times it pays to get a 9 am Day Ticket even if you only make 2 journeys. If you travel in a group, you can save money with a 9 am Group Ticket. This gives you flat rate travel for up to 5 people of any age for 1 day. It is even worth it just if there are two of you.
-> for as many journeys as you need, transferable, valid until 6 am the following morning

Single and day tickets

You can buy single and day tickets from bus drivers, ticket machines, the online shop on hvv.de or with your smartphone. You will find ticket machines at many bus stops and every U S A B station.



HVV-App | m.hvv.de | mobilTicket

You can get timetable information and buy single, day, group, weekly or supplementary tickets as well as the Hamburg CARD on your smartphone too with our free HVV-App for iOS and Android or at m.hvv.de. For single, day, group and supplementary tickets you get 3% off!

Tickets do not have to be stamped and cancelled before commencing your journey.

Single and day tickets

Areas Fare zones see p. 24 for further details	Single Ticket Einzelkarte 1 person 1 trip	9 am Day Ticket* 9-Uhr-Tageskarte 1 person + 3 children aged 6 – 14	All Day Ticket Ganztageskarte 1 person + 3 children aged 6 – 14	9 am Group Ticket* 9-Uhr-Gruppenkarte up to 5 persons any age	Single Ticket Child Einzelkarte Kind aged 6 – 14	9 am Day Ticket Child* 9-Uhr-Tageskarte Kind aged 6 – 14
Greater Hamburg Area or 1–2 rings Großbereich oder 1–2 Ringe	3.00	5.90	7.30	10.80	1.10	2.10
3 rings	4.90	9.70	11.10	16.80	–	–
4 rings	6.70	11.80	14.60	21.60	–	–
Entire network Gesamtbereich	8.20	15.60	18.30	25.50	2.20	4.20
Short journey Kurzstrecke only in Greater Hamburg Area	1.50	Supplement Express bus/1 st class Zuschlag SchnellBus/1. Klasse		valid on the entire network for 1 journey (single and season tickets) or for 1 day (day and group tickets)	1.80	[1] The Citycard Stadtkarte is valid in the city centres of Buxtehude, Lüneburg and Stade as well as in Adendorf, Bad Bramstedt, Bad Oldesloe, Bad Segeberg, Elmshorn, Geest- hacht, Mölln, Ratzeburg, Rein- feld, Schwarzenbek, Uetersen/ Tornesch, Wahlstedt and Win- sen (Luhe).
Local journey Nahbereich only in Greater Hamburg Area	2.00			Short trip (Express bus) Kurzfahrt (SchnellBus)	only valid within the Greater Hamburg Area	
1 zone only outside Greater Hamburg Area	2.00	Citycard ^[1] Stadtkarte	valid for 1 journey incl. Express bus	1.40		
2 zones only outside Greater Hamburg Area	2.60	Platform Ticket Bahnsteigkarte	valid for 1 hour at the station where you bought it	0.30		

* valid Mon. – Fri. from 0.00 am to 6 am and from 9 am until 6 am the following morning, all day on Sat., Sun. and public holidays

Just get on

For all those who use our services regularly we offer our weekly and monthly tickets at budget prices – you choose the start date for your ticket to suit your plans. Monthly tickets can also be ordered for the whole year: travel for a full 12 months and save nearly 20 %.

Weekly, monthly and all-year season tickets comprise a personal pass containing a photo of the holder and a sticker showing the validity of the ticket.

You can buy the pass and the sticker at our HVV service centres, e.g. at Hamburg Hauptbahnhof (Hamburg Central Station). All locations can be found on hvv.de. Please make sure to bring along a photo for your personal pass. Season tickets are not transferable.

Points to note | There are special season tickets for schoolchildren and students. Many companies also offer their employees the ProfiCard. Ask your employer for further details!

Areas Fare zones see p. 24 for further details	General Season Ticket Allgemeine Karte				CC Ticket incl. Express bus ¹ CC-Karte		Senior Citizens ² Senioren		Apprentices + Students Auszubildende + Studierende	
	Flexi-Week	Flexi-Month	All year (per month)	Flexi-Month	All year (per month)	Flexi-Month	All year (per month)	Calendar Month	All year (per month)	
1 zone only outside Greater Hamburg Area	12.60	47.90	39.20	34.50	28.30	34.50	28.30	36.00	29.50	
2 zones	16.50	62.60	51.30	–	–	–	–	47.20	38.70	
3 zones	22.90	87.10	71.30	39.40	32.60	–	–	65.40	53.60	
4 zones or Greater Hamburg Area	26.20	99.80	81.90	57.60	47.30	57.60	47.30	75.00	61.60	
5 zones or Greater Hamburg Area + 1 zone	33.00	125.70	103.00	–	–	–	–	94.50	77.50	
6 zones or Greater Hamburg Area + 2 zones	39.80	151.30	124.10	79.20	65.00	79.20	65.00	113.60	93.20	
7 zones or Greater Hamburg Area + 3 zones	46.50	176.80	145.00	–	–	–	–	133.10	109.10	
Entire network Gesamtbereich	52.50	199.60	163.80	95.50	78.60	95.50	78.60	150.00	123.20	
Supplementary fare for Express bus/1st class ^R ¹										
Entire network Gesamtbereich	12.90	49.00	40.70	24.50	20.10	24.50	20.10	49.00	40.70	

¹ CC tickets incl. Express bus are valid for 1 person + 3 children (aged 6–14) Mon.– Fri. from 9 am to 4 pm and from 6 pm until 6 am the following morning, all day on Sat., Sun. and public holidays. The supplementary fare is charged for 1st class on the regional trains ^R.

For all season tickets: The supplementary fare for Express bus/1st class ^R is € 1.80 per journey (valid on the entire network).

² Tickets for senior citizens are valid for 1 person aged 63+ Mon.– Fri. from 9 am until 6 am the following morning, all day on Sat., Sun. and public holidays.

Season tickets

For general weekly and monthly season tickets, CC tickets, tickets for senior citizens and the supplementary tickets for the Express bus/1st class ^R you can choose the time they are to be valid flexibly: e.g. from Tuesday to the following Monday or from the 8th of a month to the 7th of the following month. Season tickets for schoolchildren, apprentices and students as well as the corresponding supplements are valid for 1 calendar month.

All season tickets and supplements are valid from 0.00 am of the first day of validity (or the first day of the calendar month) till close of services on the last day of validity (or the last day of the calendar month). Close of services means 6 am the following morning. All tickets are issued subject to the HVV terms and conditions of carriage (HVV-Gemeinschaftstarif).

Supplementary tickets

Greater Hamburg Area or 1–2 rings Großbereich oder 1–2 Ringe	2.00
3 rings	4.00
Entire network Gesamtbereich	6.00

For 1 journey outside the zones on your season ticket – must be bought when you begin the journey

Online und mobile



Online shop | hvv.de

Go to this site to print out the following tickets straight away: single, day and group tickets, flexible weekly tickets, supplements and bicycle tickets – up to 14 days in advance. The online ticket shop can currently only be accessed on the German website hvv.de.

You can also order the following season tickets and stickers:

- general season tickets (monthly and all-year)
- CC tickets (monthly and all-year)
- monthly tickets for senior citizens (only the stickers)

For your personal pass you will need a passport photo in jpg or png format. Pay by direct debit from a German bank account or by credit card.

You will receive your personal pass within a few working days by post.

mobilTicket


You can get timetable information and buy single, day, group, weekly or supplementary tickets as well as the Hamburg CARD on your smartphone too with our free **HVV-App** for iOS and Android or at m.hvv.de.

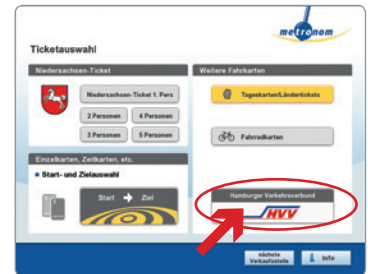


You get 3% off every time you buy a single, day, group or supplementary ticket at the HVV online shop or with your smartphone.

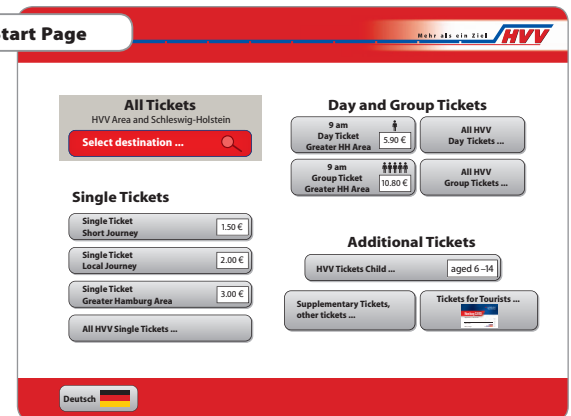
HVV ticket machine

You don't need to know your way around our pricing system to buy your ticket. Every stop in the HVV network is programmed in our ticket machines with their easy-to-use touch screens.

If you are buying a ticket for the local train lines  at a Deutsche Bahn or *metronom* ticket machine, first of all press the field HVV at the bottom right-hand side to get to the HVV start screen.



1 Start Page



Press the red field **Select destination** at the top on the left.

Good to know: You can also get tickets under the Schleswig-Holstein Tariff (SH-Tariff) at machines in the Greater Hamburg Area and the HVV stations in Schleswig-Holstein. That means, for instance, that you can buy a ticket in Neu Wulmstorf that will take you all the way to Westerland on the island of Sylt.

2 Enter destination

Enter your destination via the keyboard on the screen. You will only need the first few letters and the station you want will appear on the list at the left-hand side. Please confirm your destination by pressing the appropriate station in the list. You can also change the place of departure shown on the screen if you need to.

3 Select a ticket

Select the ticket you want in the list shown by pressing on it. You can find information about the tickets under **i**.

4 Payment

The machine will display the price of the ticket. If you want to use the Express bus/1st Class **Ⓡ** (SchnellBus/1. Klasse **Ⓡ**), press the field at the bottom right-hand side before paying. Then pay the amount shown. The machine will print out your ticket and return any change. The ticket does not have to be stamped and cancelled before commencing your journey.

If you want to buy further tickets, press the supermarket trolley icon **Process/add other tickets** at the bottom left-hand side before paying.

Buy your ticket before you travel

Buy your ticket before you start your journey, don't wait till you are standing in front of the bus driver. There are different ways you can do this:

- Ticket machine**
 Buy the ticket at a ticket machine. You will find these machines at many bus stops and every **U** **S** **A** **B** station.
- HVV-Onlineshop | hvv.de**
 You can buy tickets at our online shop on hvv.de and print them out directly – up to 14 days in advance.
- mobilTicket**
 You can buy single, day, group, weekly and supplementary tickets as well as the Hamburg CARD without any hassle with our free-of-charge HVV-App for iOS and Android or at m.hvv.de.

Timetable service

HVV-App | m.hvv.de

You can get timetable information and buy single, day, group, weekly or supplementary tickets as well as the Hamburg CARD on your smartphone too with our free HVV-App for iOS and Android or at m.hvv.de. For single, day, group and supplementary tickets you get 3 % off!

hvv.de/en

You can find your own personal timetable here. Just enter the starting point and destination (stop, street and house number or a place of interest) and the time you wish to leave or arrive. You will receive the connection with the nearest stop, the journey time including walking time as well as the price of a single fare. You can obtain further information by clicking on the tariff agent. For a better overview you can call up a map of the surrounding area of the starting point or destination. There is also a display of the stops or the bus service routes.

Interactive network overview

Under hvv.de -> **Streckennetz** -> **Verkehrsnetz** you can find an interactive network overview showing all HVV services. Just enter a stop, street with/without a house number or a place of interest in the enter field and click on **"in Karte anzeigen"**. You can use additional functions by clicking on the stops.

Timetables

The HVV timetable is published once a year in a convenient format in 8 different versions: for the Greater Hamburg Area and in 7 regional versions for the administrative districts of Lauenburg, Pinneberg, Segeberg, Stormarn, Harburg, Lüneburg and Stade. You can find lots more important information here. The timetables and a map of the HVV area are available at all HVV service centres and at bookshops and newsagents.

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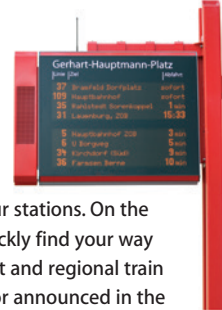
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040-19 449


Good to know

Travel information




We want you to be able to find your way around without any trouble. That's why we hang maps of the surrounding area and of the city, tariff plans, timetables and plans of the different routes at all our stations. On the underground and the trains, you can quickly find your way around using the plan of the rapid transit and regional train lines (see p. 23). The next stop is shown or announced in the underground, trains and buses as well as on the ferries so that you do not miss your stop. Constantly updated displays in the rapid transit stations and at many bus stops tell you when the next train or bus is coming.




Park + Ride

23,000 parking spaces are available at more than 120 Park+Ride stations for the rapid transit and regional rail services. These stations are designated with the symbol  on the rapid transit/regional rail network overview (see p. 23).

Bike on board

On the underground and rapid transit trains    as well as on many bus services you can take your bike free of charge at the following times: Mon. – Fri. before 6 am, 9 am – 4 pm and from 6 pm, on weekends and public holidays all day. It is not permitted Mon. – Fri. from 6 – 9 am and 4 – 6 pm. 2 bikes per set of doors can be carried. Please do not block the area in front of the first set of doors. On the buses, please use the middle doors.

For the regional trains  you need an extra HVV bicycle ticket (Fahradkarte) which costs € 3.50 for the whole day. Bikes can be carried on these trains without time restrictions. Please use the doors marked with a bicycle symbol. You can take your bike on the harbour ferries at any time with no extra charge with the exception of the ferry from Blankenese to Cranz.

Wheelchair users, persons with walkers or with prams naturally have prior rights. It may therefore happen that you have to get off with your bike if the bus or train is full. The decision here is at the discretion of the driver or other official personnel.

Evening and night services

“Off we go” is not only the motto during the day in Hamburg, there is loads going on in the evenings and at night, too – and we will take you there so that you can be part of the action. Take the bus or train to the cinema or theatre, the disco or your favourite club – and we will get you back home again.

Let us take you where the bright lights are

Our buses, rapid transport and regional trains keep going well into the night for you in the Greater Hamburg Area. Underground and rapid transit services and most Metro buses run every 5 or 10 minutes up to about 11 pm on weekdays. All services continue until approx. half past midnight.

In the nights from Friday to Saturday and Saturday to Sunday and before a public holiday, underground and rapid transport services in Hamburg and Norderstedt keep running every 20 minutes through the night. Moreover, there is a network of special night buses. So go out and have a night on the town – we will make sure you get home safe and sound.

Night buses also run Sunday night until Thursday night after the rapid transport system closes down (around half past midnight) in most parts of Hamburg every half hour or full hour. They all meet up at the central junction at Rathausmarkt in front of Hamburg’s Town Hall.



Just stop and get off

In order to get home safely in the evenings, we can offer you a special service in the Greater Hamburg Area. From 7 pm on many buses outside the Hamburg city centre you can just ask the driver to stop where it is convenient for you and get off. This service is available all day on Sundays and public holidays.

Getting off “between stops” means that you get home sooner and have a more comfortable journey in the evenings – and it’s safe as houses!

What you should do

Please remember that the bus driver has to observe normal traffic rules. That means that for your own safety you are not allowed to get off at a red light or in a no stopping area.

- Tell the bus driver where you want to get off in plenty of time. It will then be his decision whether the traffic allows him to stop at the place you want.
- Please only use the front doors when leaving the bus.
- Since it is only possible to ensure safe and uncomplicated unloading of wheelchairs, walkers or prams at regular bus stops, this service is not available for these passengers.

i Put 2 + 2 together

The HVV has cooperation arrangements with many Hamburg theatres and organisers of concerts and other events. The tickets for these double as a return ticket to get there and back and are valid across the entire HVV network. Please make sure to check that this information is printed on your theatre or entrance ticket.

Have a safe journey

We work in close cooperation with the police and the fire services. We make sure that the materials and the design of our constructions come up to the highest safety standards. When we refurbish a station, it is crucial that it is well lit and laid out so that everything can easily be seen.

Safety on the bus

If danger threatens, if you are being molested or property is being damaged, please tell the driver. He can intervene immediately and radio for help. Many buses are also being fitted with surveillance cameras. The video images can often be directly transmitted from the bus to the traffic control centre. This enables us to appraise situations better and to react faster and more appropriately with emergency measures.



Safety on the train

Our modern underground and rapid transit carriages are equipped with large windows between carriages. That gives you a clear view through the entire train, eye contact with other passengers and you can feel more secure if you can see what is

going on. As well as this all the underground and rapid transit trains have surveillance cameras and there is an intercom system next to the doors to speak directly to the driver. He can radio for help immediately. In critical situations call the police (110) or the fire brigade or ambulance service (112): mobile phones have reception in all the tunnels!

Keeping an eye on things

Surveillance cameras allow our specially-trained personnel to keep an eye on what may be happening on the station platforms. Video material can be used as evidence in court. If there is nothing suspicious on them, the video-tapes are wiped clean.

Security guards

A total of 650 train attendants are there for your protection on the underground and rapid transit lines U S A B – day and night, around the clock. On regional trains B the conductors and the drivers are there to help you if they are needed, too.



SOS

There are SOS telephones on all station platforms in the rapid transit network. If you need to, you can get help directly here. As soon as you have pressed the emergency button you are visible on the cameras in the network control centre and our staff there can see what is going on. Even if it is only some information you need – we are glad to help.

At most underground stations U the SOS telephones are orange. In cases of danger to life and limb you can stop underground trains entering and leaving the station by pushing down the emergency brake. The new SOS telephones are silver-coloured with a red shining top.



The emergency brake on the train

If the emergency brake on the train is activated, the underground and rapid transit trains U S A will automatically continue till the next station. Help can be given more simply and swiftly there. If the train stops between stations, the door lock can be released by activating the emergency brake. Only get off the train after being instructed to do so by the train staff. Good to know: all the underground tunnels have exit points which are clearly marked.

No stress while you travel

It is very important to us that you feel safe and well with us. That is why it is strictly forbidden to drink alcohol on board all public transport in the HVV area (with the exception of the HADAG ferries and the Nord-Ostsee-Bahn, nordbahn and DB Regio trains) and at the underground and rapid transport U S A stations.

Mobility is for everyone

hvv.de/en -> All you need to know -> For mobility-impaired passengers

You can find everything you need to know here about barrier free mobility on the HVV network and in the whole of Schleswig-Holstein. By clicking on the link "Haltestellen und besondere Orte" you will find photos and detailed sketches of all stops on the rapid transit and regional rail network with the surrounding streets, details of entrances and exits, lifts, stairs, escalators and toilets. On top of this you can access the details of arrangements for getting on and off trains, changing from a bus line to a train as well as on barrier free access to places of interest and public administration offices in Hamburg.



Our buses go down on their knees for you

Most of the buses in operation in the Greater Hamburg Area are kneeling buses, which lower the side of the bus next to the kerb. They have a ramp to allow wheelchair users and passengers with walkers or prams to enter the bus easily. Kneeling buses also operate on the most frequently used routes outside Hamburg. You can identify the lines which run kneeling buses in the HVV timetables by the ♿ symbol next to them.

Getting on and off using the ramp

Please always use the doors in the middle of the bus. Make sure that you catch the attention of the bus driver or press the button marked with the symbol when you want to get on or off. This is on the right of the central doors (outside) and in the area of the wheelchair space (inside). The bus driver will pull out the ramp for you as soon as the other passengers have got on or off. The ramps can bear a weight of at least 250 kg.



Rapid transit and regional trains

The stations which have barrier free access are marked with the ♿ symbol in the rapid transit/regional rail network overview, see p. 23 opposite.

***i* Timetables in Braille**

Personal timetables in Braille can be ordered free of charge under **040/19 449**.

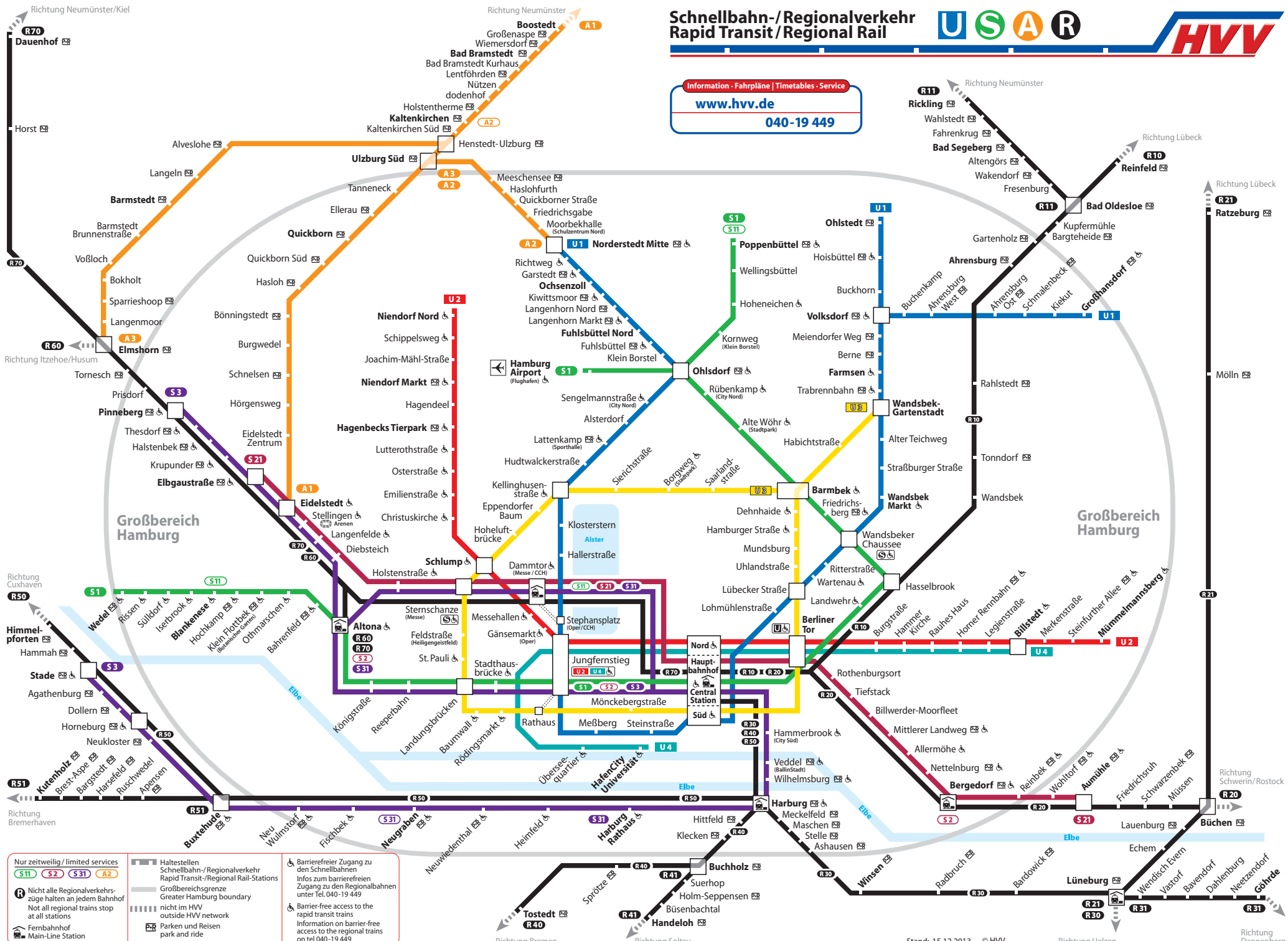
Schnellbahn-/Regionalverkehr Rapid Transit/Regional Rail



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Nur zeitweilig / limited services
S11 S2 S31 A2
 Nicht alle Regionalverkehrs-
 züge halten an jedem Bahnhof
 Not all regional trains stop
 at all stations
 Fernbahnhof
 Main-Line Station

Haltestellen
 Schnellbahn-/Regionalverkehr
 Rapid Transit-/Regional Rail-Stations
 Großbereichsgrenze
 Greater Hamburg boundary
 nicht im HVV
 outside HVV network
 Parken und Reisen
 park and ride

Barrierefreier Zugang zu
 den Schnellbahnen
 Infos zum barrierefreien
 Zugang zu den Regionalbahnen
 unter Tel. 040-19 449
 Barrier-free access to the
 rapid transit trains
 Information on barrier-free
 access to the regional trains
 on tel 040-19 449

Zeichenerklärung / Key to signs

- C** Bezeichnung der Tarifringe
Description of fare rings
- 204** Nr. der Tarifzone
Number of fare zones
- Tarifzongrenzen
Fare zone boundaries
- Tarifzongrenze und Grenze des Großbereichs Hamburg
Fare zone boundary and boundary of Greater Hamburg Area
- U** Schnellbahnverkehr
Rapid Transit Rail (U/S/A-Bahn)
- S**
- A**
- R** Regionalverkehr
Regional Rail

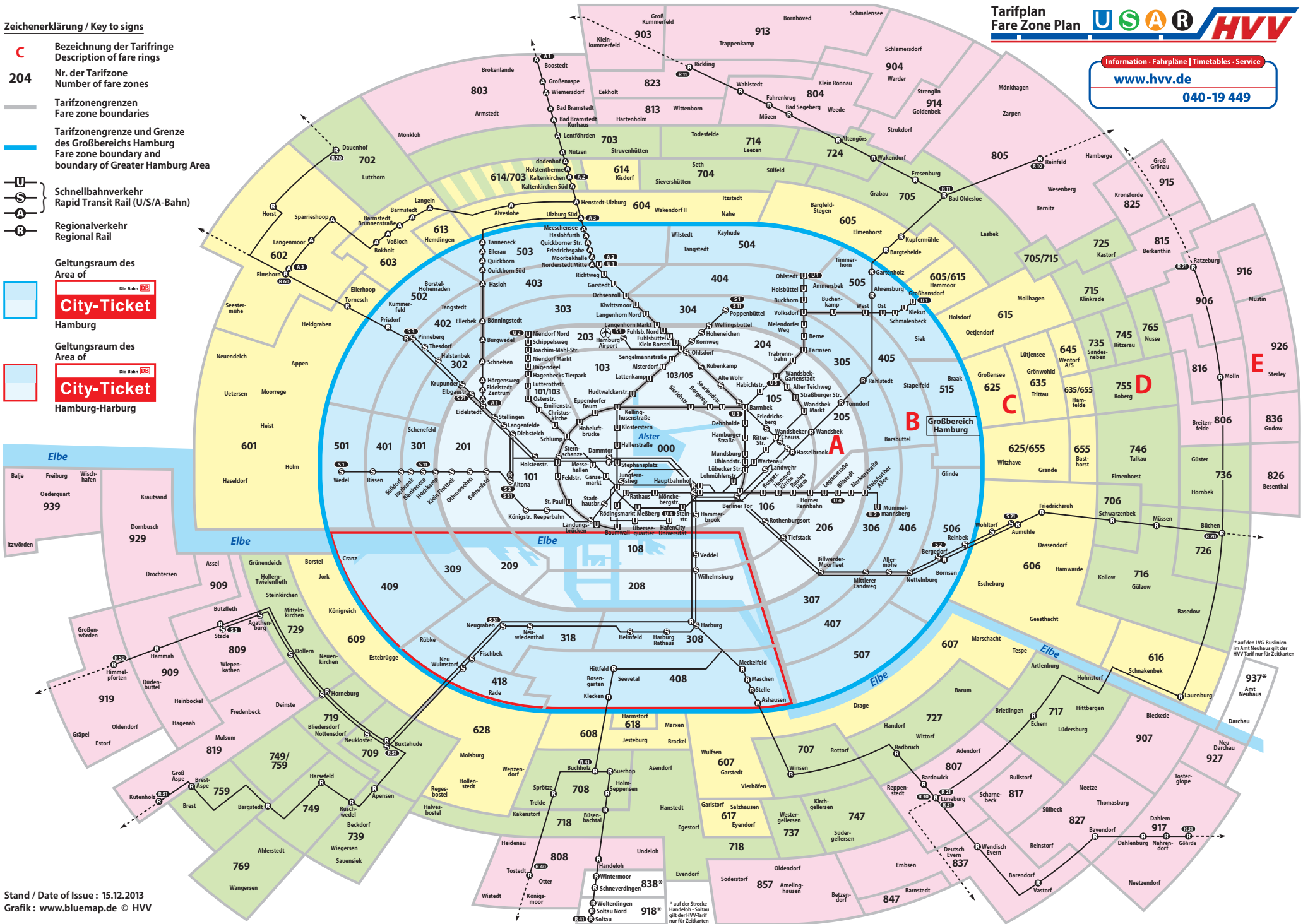
Geltungsraum des Area of

City-Ticket
Hamburg

Geltungsraum des Area of

City-Ticket
Hamburg-Harburg

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