

Public transport in and around Hamburg



Komm gut nach Hause



Welcome on board

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 730 rapid transit and regional rail lines, bus and ferry services make sure that you get wherever you want to go.

Convincing arguments

2.5 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:

- 1 ticket
- 1 integrated network of transport services



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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. Hamburg AB comprises the city of Hamburg and a number of surrounding towns and country districts.

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 1 of more than 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 Hamburg AB 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 are like on the roads.

U U1 • U2 • U3 • U4

S S1 • S11 • S2 • S21 • S3 • S31

A A1 • A2 • A3

R RB 11 • 31 • 32 • 33 • 38 • 41 • 61 • 71 • 81 • 82
RE 1 • 3 • 4 • 5 • 6 • 7 • 8 • 70 • 80 • 83

RB (RegionalBahn) | Trains stop at all stations on the line in question.

RE (RegionalExpress) | Fast connections – trains only stop at most-used stations.

You can find an overview of the network of the rapid transit and regional rail services on p.27.

Travel wide-gauge

About 700 bus lines run in addition to the rapid transit and regional trains.



Metro buses (MetroBusse) | Lines 1–27 run a service every few minutes connecting you to the rapid transit and regional rail services in Hamburg AB. You can find an overview of the Metro bus lines on pp. 8/9.



Express buses (SchnellBusse) | Lines 31–49 are fast, direct services for an extra upgrade fare which get you from the outskirts of the city into the centre in comfort without the need to change buses.

Shuttle buses (EilBusse) | Lines E40–E86 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) | Lines 600–688 run Sunday night until Thursday night in most parts of Hamburg. At the weekends, they supplement the all-night regular services.

Watertight



Ferries (Fähren) | Lines 61–75 Enjoy a trip with 1 of our 8 ferry services in the Port of Hamburg and along the River Elbe. Your HVV ticket is valid here, too.

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 transit and regional trains keep going well into the night for you in Hamburg AB. 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 transit services in Hamburg and Norderstedt keep running every 20 minutes through the night. Moreover, there is a network of special bus services. So go out and have a night on the town – we will make sure you get home safe and sound.

Night buses

run Sunday night until Thursday night after the rapid transit system closes down (around half past midnight) in most parts of Hamburg every half hour or full hour. They supplement the all-night regular services at the weekends and take passengers out to Hamburg’s surrounding region. 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. 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.



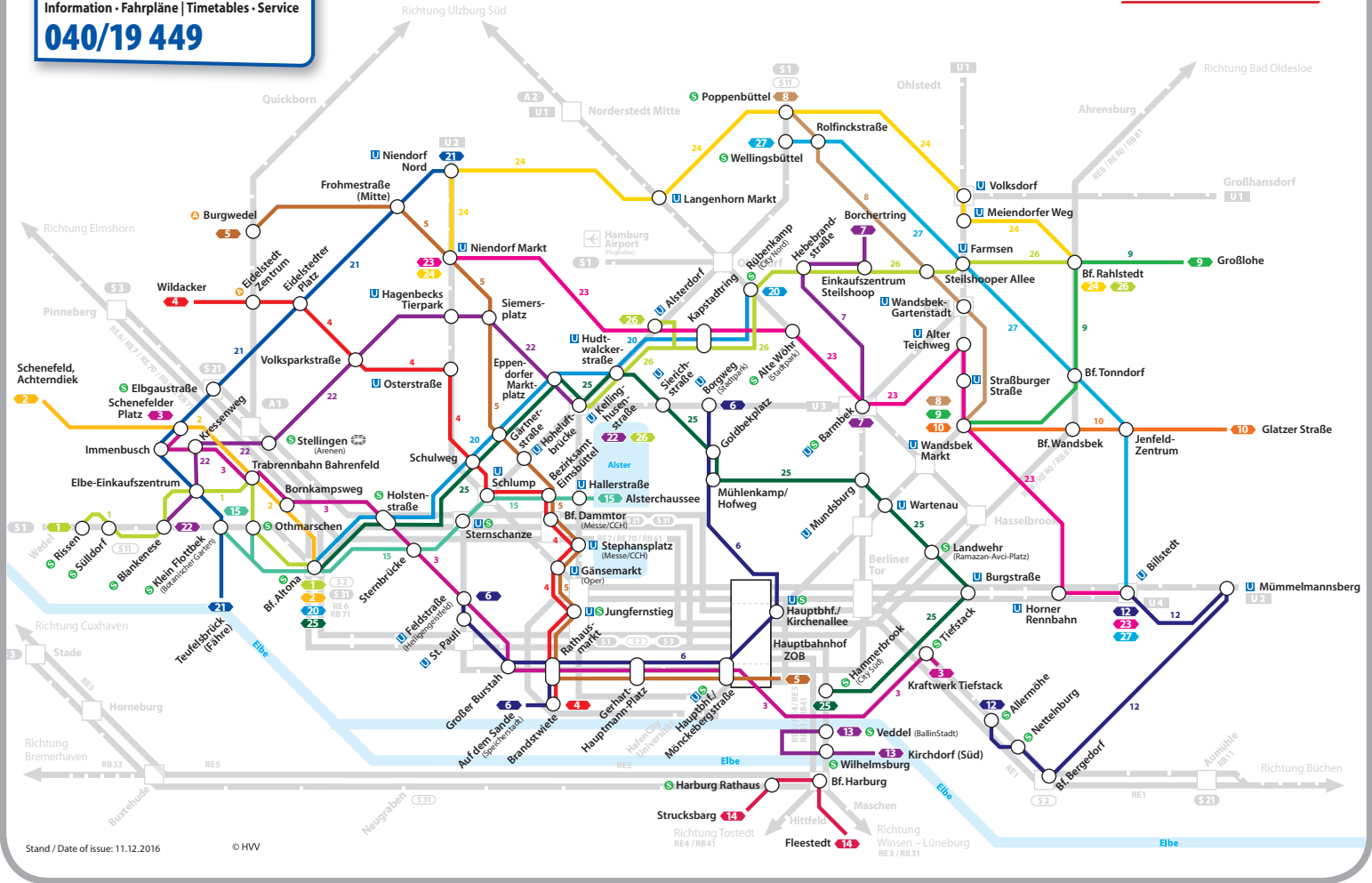
i Put 2 + 2 together

The HVV has cooperation arrangements with many 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 in fare rings ABCDE. Please make sure to check that this information is printed on your theatre or entrance ticket.

hvv.de

Information · Fahrpläne | Timetables · Service

040/19 449



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Get on at the front

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

Tickets are valid on all HVV services, whether you travel by bus, train or harbour ferry. Children under the age of 6 and dogs travel free of charge.

And off you go!

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 2 of you.

-> for as many journeys as you need, transferable, valid until 6 am the following morning

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

Buying single and day tickets

You can obtain single and day tickets from bus drivers, ticket machines, the online shop at hvv.de or on your smartphone.

You will find ticket machines at many bus stops and every

U S A R station. N.B. Tickets cannot be bought on the trains.



SAVE MONEY WITH THE APP!

HVV App

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 HVV App for iOS and Android. For single, day, group and supplementary tickets you get 3% off!

Single and day tickets

Areas Fare zones see p. 28 for further details	Single Tickets Einzelkarten 1 person 1 trip	9 am Day Tickets ¹ 9-Uhr-Tageskarten 1 person + 3 children aged 6 – 14	All Day Tickets Ganztageskarten 1 person + 3 children aged 6 – 14	9 am Group Tickets ¹ 9-Uhr-Gruppenkarten up to 5 persons any age	Single Tickets Child Einzelkarten Kind aged 6 – 14	9 am Day Tickets Child ¹ 9-Uhr-Tageskarten Kind aged 6 – 14
Hamburg AB or 1–2 fare rings	3.20	6.20	7.60	11.80	1.20	2.30
3 fare rings	5.20	10.20	11.60	18.30	–	–
4 fare rings	7.10	12.40	15.20	23.60	–	–
Fare rings ABCDE	8.70	16.40	19.00	26.50	2.40	4.60
Short journey Kurzstrecke in Hamburg AB only	1.60	Upgrade fare Express bus/1st class trains RB/RE Zuschlag SchnellBus/1. Klasse RB/RE		valid in fare rings ABCDE for 1 journey (single and season tickets) or for 1 day (day and group tickets)	2.00	² valid in the city centres of Buxtehude, Lüneburg and Stade as well as in Adendorf, Bad Bramstedt, Bad Oldesloe, Bad Segeberg, Elmshorn, Geesthacht, Mölln, Ratzeburg, Reinfeld, Schwarzenbek, Uetersen/Tornesch, Wahlstedt and Winsen (Luhe)
Local journey Nahbereich in Hamburg AB only	2.20	Short trip (Express bus) Kurzfahrt (SchnellBus)		valid in Hamburg AB only	2.20	
1 fare zone in fare rings CDE only	2.20	Citycard Stadtverkehr ²		valid for 1 journey incl. Express bus	1.50	
2 fare zones in fare rings CDE only	2.90	Bicycle Ticket Fahrradkarte RB/RE		1 day for 1 bike on regional trains RB/RE, valid in fare rings ABCDE	3.50	
		U S Platform Ticket Bahnsteigkarte		valid for 1 hour at the station where you bought it	0.30	

¹ 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

Getting much more than just a ticket

With the Hamburg CARD, you can travel in the HVV area as a single passenger or a group of visitors – and you get up to 50% reduction on the entrance fee to more than 150 tourist attractions.

It is valid in Hamburg AB, comprising the city of Hamburg and a number of surrounding towns and country districts.

Hamburg CARD (Hamburg AB)	All Day Tickets 1 person + 3 children aged 6–14	Group Tickets up to 5 persons any age
1 day	9.90	18.50
2 days	18.90	32.90
3 days	25.50	44.50
4 days	33.90	58.50
5 days	41.50	73.50

Hamburg CARD plus Region

is valid in fare rings ABCDE.

All Day Tickets

1 person + 3 children aged 6–14:
1 day = € 21.50 | 3 days = € 58.50

Group Tickets

up to 5 persons any age:
1 day = € 34.90 | 3 days = € 89.50



You can buy the Hamburg CARD at our ticket machines, in the online shop at hvv.de, with the HVV App and in all HVV service centres. And on top of that the Hamburg CARD is available at Hamburg Tourist Information (Central Station, harbour, airport) as well as in many Hamburg hotels and youth hostels – and also on 040/300 51 400 (Mon – Sat 9 am – 7 pm) or at www.hamburg-card.de.

Tip: If you are here for more than 5 days, our weekly 24/7 Season Ticket is ideal for you. You can get it in the online shop at hvv.de, with the HVV App and in all HVV service centres. You don't need a photo. And you are free to choose the day you want it to start! See p. 14 for further details.

You've got a ticket to ride

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

i Our tickets have new, upbeat names, but otherwise everything stays the same! The General Season Ticket is now called 24/7 Season Ticket, the CC Ticket is Off-Peak Season Ticket. And the Greater Hamburg Area (fare rings AB) is now Hamburg AB.

24/7 Season Tickets (Vollzeit-Karten)

A month's travel at a reasonable price

Off-Peak Season Tickets (Teilzeit-Karten)

Just right for those who can travel outside peak hours – incl. Express bus, 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.

Season tickets for senior citizens 63+ (Seniorenkarten)

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 school children, apprentices and students (Schüler, Auszubildende und Studierende)

Reduced-price season tickets are available for all those attending normal primary or secondary school or in a recognised course of vocational training. To get this you need to fill out a HVV entitlement form, see pp. 16/17.

Season tickets for school children, apprentices and students as well as the corresponding upgrades are valid for 1 calendar month. At many colleges and universities, students automatically get a SemesterTicket for fare rings ABCDE.

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. Season tickets are not transferable.

You can buy the pass and the sticker at our HVV service centres, see p. 18. All locations can be found at hvv.de. Please make sure to bring along a photo for your personal pass.

Areas Fare zones see p. 28 for further details	24/7 Season Tickets Vollzeit-Karten			
	Flexi-week	Flexi-month	All year ¹ (per month)	Saved with subscription ⁴
1 fare zone in fare rings CDE only	13.30	50.50	41.40	109.20
2 fare zones	17.30	65.90	54.10	141.60
3 fare zones	24.20	92.00	75.40	199.20
Hamburg AB or 4 fare zones	27.70	105.40	86.40	228.00
Hamburg AB + 1 fare zone or 5 fare zones	34.90	132.80	108.90	286.80
Hamburg AB + 2 fare zones or 6 fare zones	42.00	159.70	131.00	344.40
Hamburg AB + 3 fare zones or 7 fare zones	49.10	186.70	153.10	403.20
Fare rings ABCDE	55.40	210.80	172.80	456.00
Upgrade for Express bus/1st class on regional trains RB/RE				
Fare rings ABCDE	13.70	52.00	43.10	106.80

- 1] With **all-year 24/7 Season Tickets** you can travel in fare rings ABCDE at weekends and on public holidays irrespective of the area of validity specified on your ticket. 1 other person + 3 children (aged 6–14) can accompany you free of charge.
- 2] **Off-Peak Season Tickets** incl. Express bus, without 1st class on regional trains RB/RE 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. You will need an upgrade ticket for the 1st class on regional trains RB/RE.
- 3] **Season tickets for senior citizens 63+** 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.
- 4] **Saving per year** compared with buying 12 monthly season tickets

Supplementary tickets

Hamburg AB or 1–2 fare rings	2.20
3 fare rings	4.40
Fare rings ABCDE	6.60

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

Season tickets

Off-Peak Season Tickets ² Teilzeit-Karten			Senior citizens 63+ ³ Senioren		
Flexi-month	All year (per month)	Saved with subscription ⁴	Flexi-month	All year (per month)	Saved with subscription ⁴
36.80	30.10	80.40	36.80	30.10	80.40
–	–	–	–	–	–
42.00	34.40	91.20	–	–	–
61.40	50.30	133.20	61.40	50.30	133.20
–	–	–	–	–	–
84.40	69.20	182.40	84.40	69.20	182.40
–	–	–	–	–	–
101.80	83.50	219.60	101.80	83.50	219.60
Upgrade for Express bus/1st class on regional trains RB/RE					
26.00	21.30	56.40	26.00	21.30	56.40

Season tickets

For 24/7 and Off-Peak Season Tickets, season tickets for senior citizens 63+ and the upgrades for the Express bus/1st class on regional trains RB/RE you can choose the time they are to be valid flexibly: e.g. from Tuesday to the following Monday or from the 18th of a month to the 17th of the following month.

All season tickets and upgrades 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).

For all season tickets: The upgrade fare for Express bus/1st class on regional trains RB/RE is € 2.00 per journey, valid in fare rings ABCDE.

Season tickets are not transferable.

Point to note: Many companies offer their employees the ProfiCard. Ask your employer for further details! You can find out more at hvv.de/en -> Tickets -> ProfiCard for employees.

Apprentices and students

Apprentices, trainees and students are entitled to reduced-price monthly and all-year season tickets. You need a HVV entitlement form. Information, forms to fill out and tickets can be obtained at any HVV service centre, see p. 18.

Apprentices/trainees: the HVV entitlement forms must be validated by the firm at which you are employed as well as the competent accreditation authority (e.g. the chamber of crafts or commerce).

Students: if you have not automatically been issued with a SemesterTicket, get a HVV entitlement form and have it validated by your place of education.

Season tickets for apprentices and students

Areas Fare zones see p. 28 for further details	Apprentices and Students Auszubildende und Studierende		
	Calendar month	All year (per month)	Saved with subscription ¹
1 fare zone in fare rings CDE only	37.80	31.00	81.60
2 fare zones	49.40	40.50	106.80
3 fare zones	69.00	56.50	150.00
Hamburg AB or 4 fare zones	79.00	64.80	170.40
Hamburg AB + 1 fare zone or 5 fare zones	99.60	81.60	216.00
Hamburg AB + 2 fare zones or 6 fare zones	119.70	98.20	258.00
Hamburg AB + 3 fare zones or 7 fare zones	140.00	114.80	302.40
Fare rings ABCDE	158.00	129.60	340.80
Upgrade for Express bus/1st class on regional trains RB/RE			
Fare rings ABCDE	52.00	43.10	106.80

1| **Saving per year** compared with buying 12 monthly season tickets

Season tickets for school children, apprentices and students as well as the corresponding upgrades are valid for 1 calendar month. All season tickets and upgrades 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).

School children

For children in normal primary or secondary education there are also reduced-price monthly and all-year season tickets. You need a HVV entitlement form for this, which must be filled out and then validated by the school. The form can be obtained at any HVV service centre, or often from the school secretariat.

Additional ticket: do you have more than 1 child going to school? Then the first child can get a main ticket and the other(s) an additional ticket. You save about 20% with this arrangement. When you buy the additional ticket you need to show the main ticket as proof of entitlement. These tickets can be obtained at any HVV service centre, see p. 18.

Season tickets for school children

Areas Fare zones see p. 28 for further details	Main tickets Schüler-Hauptkarten			Additional tickets Geschwister-Nebenkarten		
	Calendar month	All year (per month)	Saved with subscription ¹	Calendar month	All year (per month)	Saved with subscription ¹
1 fare zone in fare rings CDE only	37.80	31.00	81.60	28.50	23.40	61.20
Hamburg AB, administrative district or 2 fare zones (if crossing districts)	49.40	40.55	106.20	40.10	32.95	85.80
Fare rings ABCDE	69.00	56.50	150.00	59.70	48.90	129.60
Upgrade for Express bus/1st class on regional trains RB/RE						
Fare rings ABCDE	52.00	43.10	106.80	52.00	43.10	106.80

1| **Saving per year** compared with buying 12 monthly season tickets

The upgrade fare for Express bus/1st class on regional trains RB/RE is € 2.00 per journey, valid in fare rings ABCDE.

Season tickets are not transferable.

Supplementary tickets

Hamburg AB or 1–2 fare rings	2.20
3 fare rings	4.40
Fare rings ABCDE	6.60
Child (aged 6 – 14) fare rings ABCDE	1.20

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

HVV service centres

You can come in to any of about 90 HVV service centres to get advice on the best ticket for you, buy the stickers for your month-long season ticket or sign on for an all-year season ticket. On top of that, you can get free information brochures, entitlement forms for apprentices/trainees and much more. You can find addresses and opening times at hvv.de/en -> **Service** and under **040/19 449**. We look forward to seeing you there.

HVV service centres in the Hamburg city centre as per Jan 2017	
HVV-Kundenzentrum	Johanniswall 2, corner of Steinstraße, Mon – Fri 8 am – 6 pm
Hauptbahnhof	Wandelhalle, entrance Kirchenallee, Mon – Fri 6 am – 9 pm, Sat + Sun 8 am – 9 pm
Hauptbahnhof	U Hauptbahnhof Süd, entrance Kirchenallee, Mon – Fri 6 am – 8 pm, Sat + Sun 10 am – 6 pm
Hauptbahnhof	metronom, across from Saturn, Steintorwall 15, Mon – Fri 8 am – 7 pm
Berliner Tor	U Berliner Tor, switchh Point, Beim Strohhause 38, Mon – Fri 7 am – 7 pm
Dammtor	Bf. Dammtor, Hamburger Abendblatt Ticketshop, Mon – Fri 8 am – 7.45 pm, Sat 10 am – 4 pm
Jungfernstieg	U Jungfernstieg, entrance Neuer Wall, Alsterpassage, Mon – Fri 8 am – 7 pm

Special information for refugees

You can find detailed information with lots of pictograms on how to use buses and rail services as well as useful addresses and links in the PDF brochure “Get started with HVV”. The brochure, in German, English, Arabic and Farsi, is available at hvv.de/en -> **Service** -> **Refugees**.



Online shop at hvv.de



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

You can also order the following season tickets and stickers:

- 24/7 Season Tickets (monthly and all-year)
- Off-Peak Season Tickets (monthly and all-year)
- monthly season tickets for senior citizens 63+ (only the stickers)

For your personal pass you will need a 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.



SAVE MONEY WITH THE APP!

HVV App

With the HVV App for iOS and Android you can buy single, day, group, weekly or supplementary tickets as well as the Hamburg CARD on your smartphone.

3%

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

hvv.de

Information • Fahrpläne | Timetables • Service

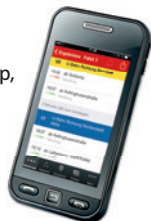
040/19 449

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

Timetable information

HVV App

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 HVV App for iOS and Android. 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.

Real time info

You can see at a glance in the HVV App and the timetable info at hvv.de if buses or trains are running on time (+0) or how many minutes they are late (e.g. +1). This applies so far to Autokraft, HOCHBAHN U und S-Bahn Hamburg S as well as the regional trains RB/RE run by DB, erixx, evb and metronom.

Timetables

The HVV timetable is published once a year in a convenient format in 8 different versions: for Hamburg AB and 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.



Travel information

Interactive network overview

At hvv.de/en -> **Timetables** -> **Line and route network plans** -> **Network overview** 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 **“show on map”**. You can use additional functions by clicking on the stops.

Find your way

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. 27). 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.



Dial-a-ride taxi



Dial-a-ride taxis or minibuses – Anruf-Sammel-Taxi (AST), Anruf-Bus (AB) and Anruf-Sammel-Mobil (ASM) – are a special demand-responsive mobility service in addition to the regular bus services: it varies from region to region and is tailored to meet your needs. In some areas we can even deliver you direct to your door. Information under **040/19 449**




Park+Ride

About 22,000 parking spaces are available at 110 Park+Ride stations for the rapid transit and regional rail services. These stations are designated with the symbol **P+R** on the rapid transit/regional rail network overview, see p. 27.



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 RB/RE you need an extra Bicycle Ticket (Fahrradkarte RB/RE) which costs € 3.50 per bike for the whole day. It is valid in fare rings ABCDE. 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. Please do not take your bike onto the open deck on the ferries.

Wheelchair users and 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.

Lost and found



Autokraft

Tel: 0431/666-0
www.autokraft.de

KVG

Tel: 04141/525-0
www.kvg-bus.de
info@kvg-bus.de




Items left on the -Bahn,  AKN, HOCHBAHN and VHH buses as well as the HADAG ferries will be passed on to the Hamburg lost-and-found office after a few days.

Zentrales Fundbüro Hamburg

(central lost-and-found office Hamburg)

Bahrenfelder Straße 254 – 260 | 22765 Hamburg
Tel: 040/428 11-35 01 | Fax 040/427 31-30 82
www.hamburg.de/altona/fundsuche-online
zentrales-fundbuero@altona.hamburg.de

Items left on the -Bahn and on Deutsche Bahn trains are first of all collected when the train reaches its terminus station. The central lost-and-found office in Hamburg is the DB luggage service at Central Station (next to the ticket office in the concourse).
Tel: 040/39 18-28 57 (Mon – Sun 8 am – 8 pm)

After about 1 week lost items will be sent to the DB central lost-and-found office in Wuppertal:

Hotline 0900/199 05 99*
www.fundservice.bahn.de

* 59 ct/min. on landline, prices for mobile calls may vary,
Mon – Sat 8 am – 8 pm, Sun 10 am – 8 pm

If items have been lost in another train, please contact the transport company concerned directly:

erixx

St.-Viti-Straße 15 | 29525 Uelzen
Tel: 05191/969 44-260 (Mon – Fri 7.30 am – 6.30 pm)
www.erixx.de/service/fundbuero
fundbuero@erixx.de

evb

Am Bahnhof 1 | 27432 Bremervörde
Tel: 04761/99 31-59 (Mon – Thu 7.30 am – 4.30 pm,
Fri 7.30 am – 12 pm)
info@evb-elbe-weser.de

metronom

St.-Viti-Straße 15 | 29525 Uelzen
Tel: 0581/97 164-165 (Mon – Fri 7.30 am – 6.30 pm)
www.der-metronom.de/service/fundbuero
fundbuero@der-metronom.de

nordbahn

Grüner Deich 15 | 20097 Hamburg
Tel: 040/303 977-333 (Mon – Fri 7.30 am – 6.30 pm)
www.nordbahn.de/service/fundsachen
moin@nordbahn.de

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 open to the next carriage or have large windows between them. 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. If an incident occurs, you should inform the driver straight away: 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 videotapes are wiped clean.


Security guards

A total of 700 train attendants are there for your protection on the rapid transit and regional rail lines     – day and night, around the clock. On regional trains 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.




The emergency call pillars on the -Bahn are silver-coloured with a red shining top. In cases of danger to life and limb you can stop underground trains entering and leaving the station by pulling down the emergency lever.



Emergency brake

If the emergency brake in the train is activated, the underground and rapid transit trains   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 (with the exception of the HADAG ferries as well as DB and nordbahn trains) and at the underground and rapid transit    stations.

Mobility is for everyone

At hvv.de/en -> **Service** -> **Mobility-impaired passengers** you can find all you need to know about barrier free mobility in the HVV. There are detailed sketches of all stops on the rapid transit and regional rail network in the HVV area with details of entrances and exits, lifts, stairs, escalators, toilets, bus stops and the surrounding streets. You can also download the sketches of the stops as a PDF file. A live info display will tell you whether the lifts are currently operating. On top of this you can access the details of arrangements for getting on and off trains or changing from a bus line to a train.



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. 27 opposite.

Our buses go down on their knees for you

Most of the buses in operation in Hamburg AB 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 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. Just give a hand signal 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, with newer buses 350 kg.



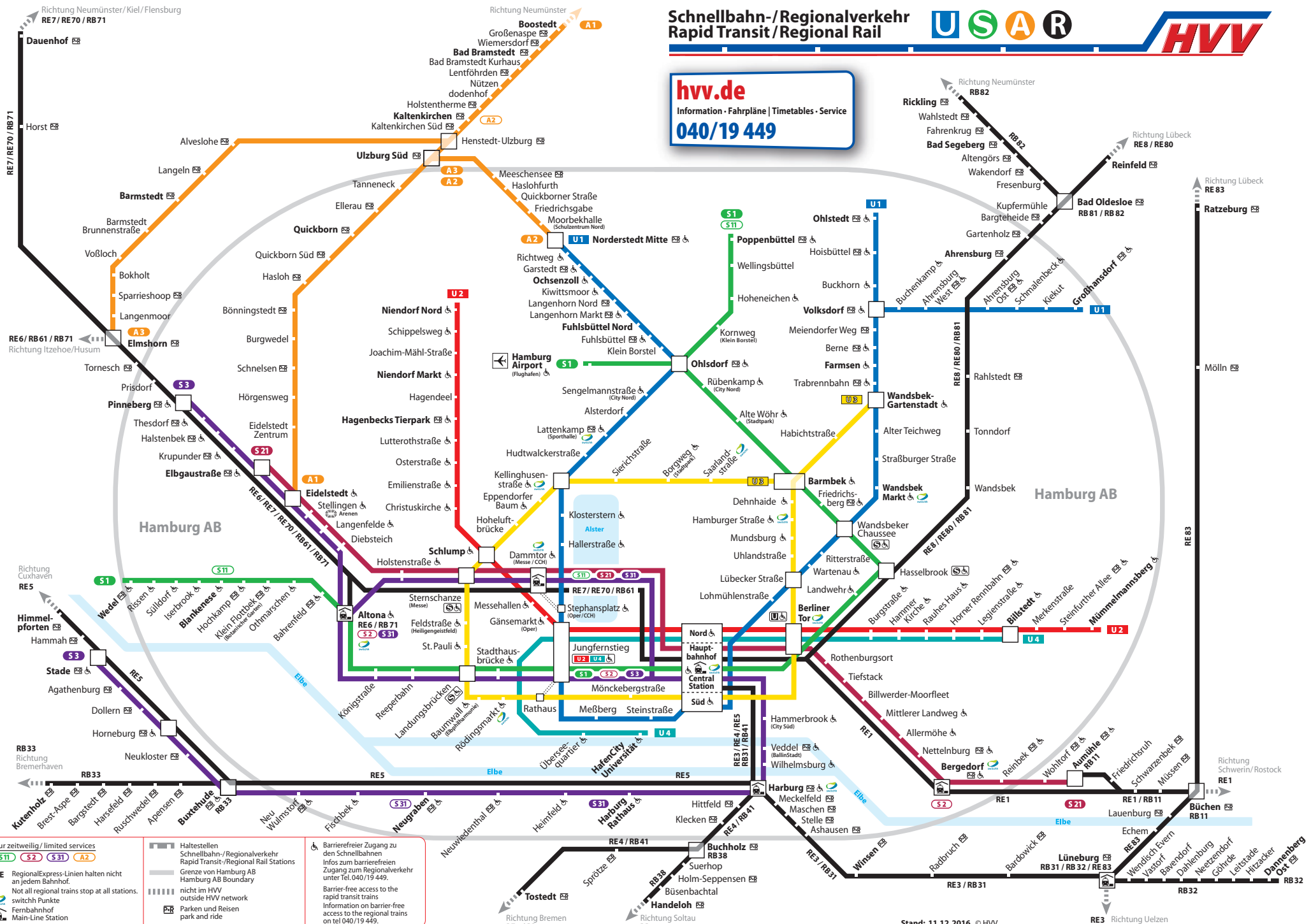
i Timetables in Braille

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

Schnellbahn-/Regionalverkehr Rapid Transit/Regional Rail



hvv.de
Information · Fahrpläne | Timetables · Service
040/19 449



Nur zeitweilig / limited services
S11 S2 S31 A2

RE Regional-Express-Linien halten nicht an jedem Bahnhof.
 Not all regional trains stop at all stations.

switch Punkte
 Fernbahnhof
 Main-Line Station

Haltestellen Schnellbahn-/Regionalverkehr
 Rapid Transit/Regional Rail Stations

Grenze von Hamburg AB
 Hamburg AB Boundary

nicht im HVV
 outside HVV network

Parken und Reisen
 park and ride

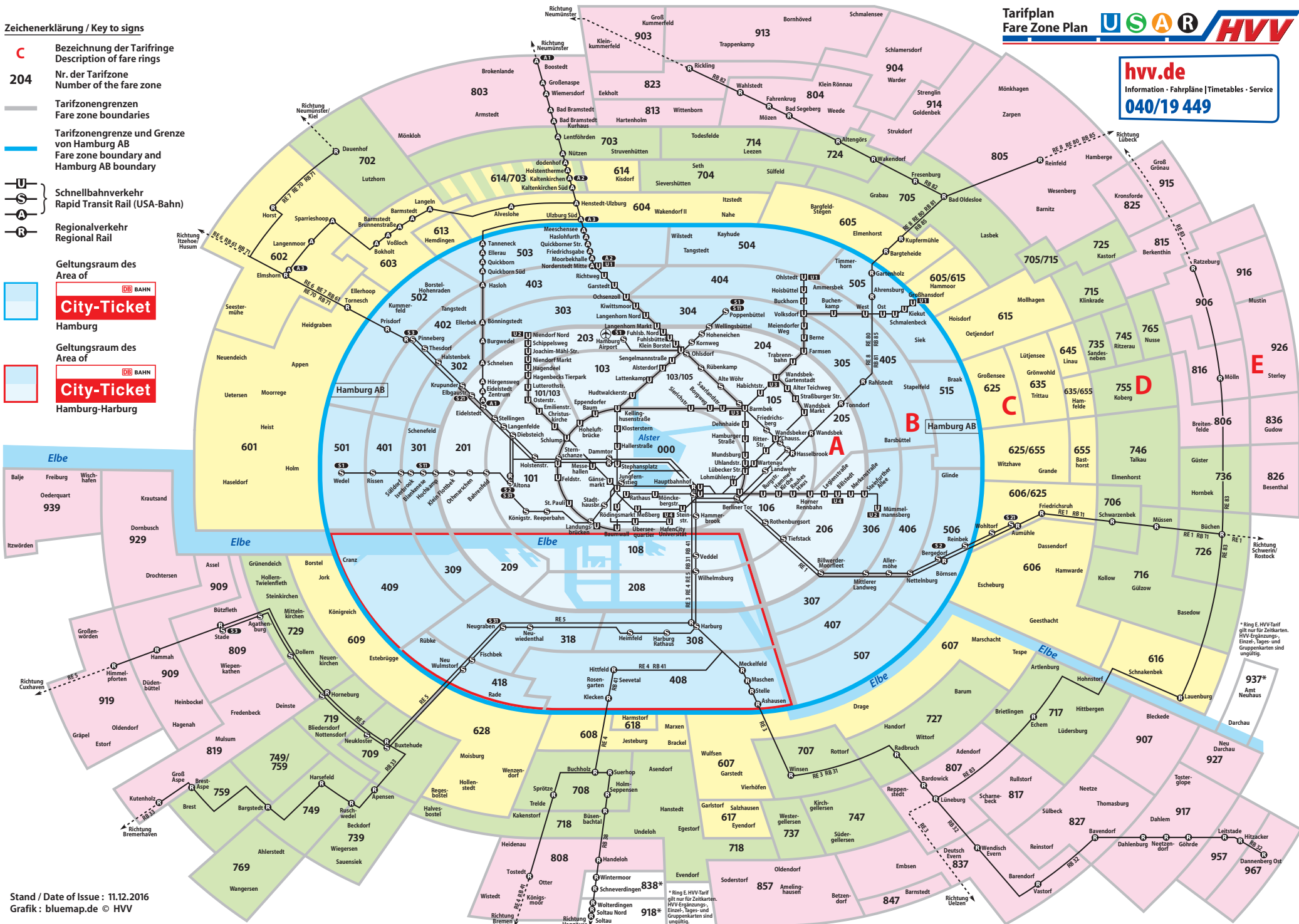
Barrierereifer Zugang zu den Schnellbahnen
 Infos zum barrierefreien Zugang zum Regionalverkehr unter Tel. 040/19 449.
 Barrier-free access to the rapid transit trains
 Information on barrier-free access to the regional trains on tel 040/19 449.

Stand: 11.12.2016 © HVV

Zeichenerklärung / Key to signs

- C** Bezeichnung der Tarifringe
Description of fare rings
- 204** Nr. der Tarifzone
Number of the fare zone
- Tarifzongrenzen
Fare zone boundaries
- Tarifzongrenze und Grenze von Hamburg AB
Fare zone boundary and Hamburg AB boundary
- Schnellbahnverkehr
Rapid Transit Rail (USA-Bahn)
- Regionalverkehr
Regional Rail
- Geltungsraum des Area of
 - City-Ticket**
Hamburg
 - City-Ticket**
Hamburg-Harburg

hvv.de
Information · Fahrpläne | Timetables · Service
040/19 449



* Ring E HVV-Tarif gilt nur für Zeitkarten. HVV-Ergänzung-, Einzel-, Tages- und Gruppenkarten sind unzulässig.