



2020/2021

Berlin step-free access

simple english

BVG

WEIL WIR DICH LIEBEN.

RE4-RE5-RB10

Naturkunde-
museum

Oranie-
burge



FEX

U5



Hauptbahnhof

Bunde-
tag

Bellevue



Hansa-
platz



Mendelssohn-
Partholdy-Park

Step-free through Berlin

Dear passengers,

with us, you will always arrive at your destination! Are you using a wheelchair, walking aid or a cane to get around? No problem! All urban and underground trains and buses are accessible for impaired passengers. Most stations can be accessed step-free. Our ferries also have no barriers (exception: the  F24 rowing boat in Rahnsdorf).

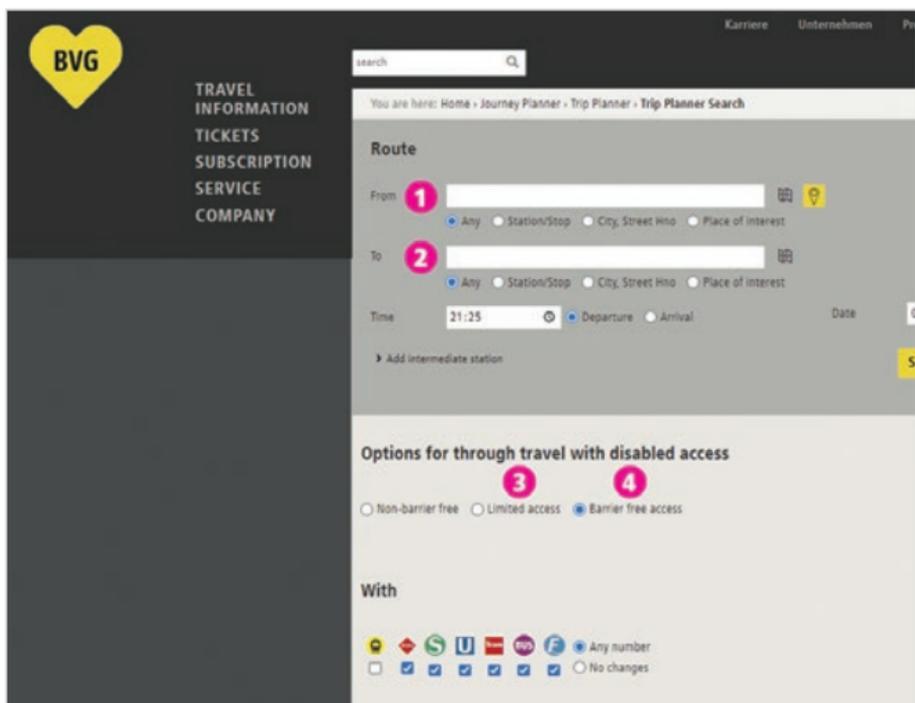
Get more information from the BVG Customer Service Centres or by calling +49 (0) 30 19 44 9.

How to plan a step-free trip

You can easily plan your trip with the BVG App or on the internet. Go to www.bvg.de/en and under **travel information** go to **accessible search**.

Here's how to plan a trip with the **trip planner**:

- 1 Enter the starting point of your trip here.
- 2 Enter the destination point of your trip here.
- 3 Limited access means you will be able to use escalators at all points.
- 4 Barrier free access means you will have lifts or ramps at all points.



The screenshot shows the BVG Trip Planner Search interface. On the left is a dark sidebar with the BVG logo and navigation links: TRAVEL INFORMATION, TICKETS, SUBSCRIPTION SERVICE, and COMPANY. The main content area has a search bar at the top. Below it, the breadcrumb path is: You are here: Home > Journey Planner > Trip Planner > Trip Planner Search. The 'Route' section contains 'From' and 'To' input fields, both marked with a pink circle '1' and '2' respectively. Below these are radio buttons for 'Any', 'Station/Stop', 'City, Street Hno', and 'Place of Interest'. The 'Time' field is set to 21:25 with 'Departure' selected. There is an 'Add intermediate station' link. The 'Options for through travel with disabled access' section has three radio buttons: 'Non-barrier free', 'Limited access', and 'Barrier free access', with the last one selected and marked with a pink circle '3' and '4'. The 'With' section has a row of icons for different transport modes (bus, tram, U-Bahn, S-Bahn, ferry) and checkboxes for 'Any number' and 'No changes'.

Urban and underground trains

Many urban and underground train stations have a guidance system for visually impaired passengers. Most stations and platforms can be accessed step-free, with the aid of lifts or mobile folding ramps. Please look out for the following symbols on the line network and at the stations.



Stations with this symbol have a lift.



Stations with this symbol have a fixed-position ramp.



In order for you to find the right exit, more and more station exits have letter marks that are easily understandable.

Information on broken lifts

You can inform yourself here:

- Internet: www.BVG.de, under „all faulty lifts“
- or at: www.brokenlifts.org and in the BVG App
- Receive emails by registering at www.BVG.de under „Meine BVG“
- Announcement service phone: +49 (0) 30 256-22096
- S-Bahn-Customer-Hotline: +49 (0) 30 297-43333



Tram

Barrier free trams operate on all lines. Partially though, some trams with steps may be used, especially on the line  **M17**. Please inform yourself on the internet or the BVG App about which trams are operating before starting your journey. The information boards at tram stops also show which trams are not barrier-free and have steps.



Buses

All our buses are barrier-free. The only exception are some historical buses on line  **218** that have steps and are therefore not barrier-free.

Using your electro mobile

What you need to know:

You may use an electro mobile as a transport aid. Please note that the electro mobile itself, including yourself and any luggage, shouldn't weigh more than 350 kg. It should be at most 1.2 metres long. In some trams, it might also only be allowed to be 1.1 metres long. These trams have the wheelchair symbol on the first door. The electro mobile must have 4 wheels and should be parked along the direction of travel. Please ensure to sit back-facing the direction of travel for a safe journey.

Getting in and out with a wheelchair

You may generally take your aid with you for free in all buses and trains, if it doesn't weigh more than 350 kg with yourself and your luggage. If you need support, please get in contact with our staff and clearly indicate that you want to board the bus or train. We will gladly help you! Please apply the brakes on your wheelchair and hold on while the bus or train is moving.

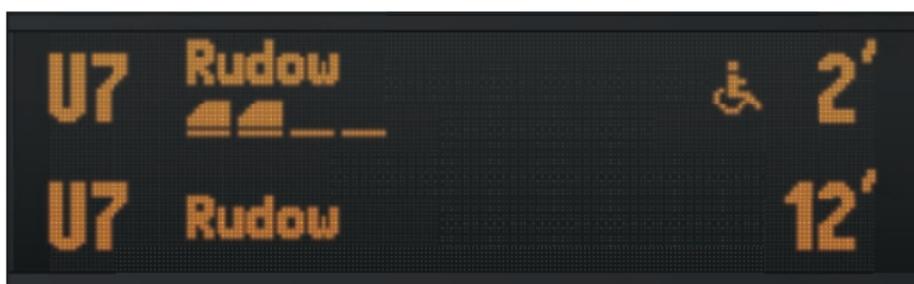
What to look out for when travelling by tram

 Please position yourself at the front of the tram stop to enter the tram from the first or second door. If the tram stop is not barrier free, please clearly indicate your wish to enter the tram and our staff will gladly help you with a ramp or electric lift. As soon as you want to exit the tram, press the stop button with the wheelchair sign before reaching the stop. This will keep the door open to give you enough time to exit the tram.

What to look out for when travelling with underground trains

U Please be aware that some platforms may be lower or higher than the train itself. There could also be a gap between the platform and the train. All barrier-free stations have mobile folding ramps to easily help you get on and off the train. If you need such a ramp, please wait at the front end of the platform, where the first train carriage stops.

Clearly indicate you wish to enter the train and our staff will gladly help you. Please also mention the stop you want to leave the train again.



The digital displays on platforms show the next train departure times. If a wheelchair symbol is shown, you can enter the train without the need of a ramp.

What to look out for when travelling by bus

BUS Our buses have fold-out ramps at the second door. Our staff will gladly open the ramp for you. Please also mention the stop you want to get off again and press the stop button shortly before reaching the stop.

Inside the bus, please use the special backrests and safety clips. It's best if you position yourself facing the back of the bus.



Do you wish to travel by bus after 8 PM?

The BVG offers a special service: you may get off the bus between stations, if you wish. This is possible on all bus lines and night buses in the tariff zones B and C. Please tell the bus driver where you wish to get off. The bus can only make one stop between two stops. The driver will decide where the bus will stop.

Here's where you cannot get off the bus after 8 PM:

At no-parking zones, right-of-way-areas, in areas with snow and ice and at construction sites. Buses also can't stop on streets where many cars are parked.

The perfect way to orient yourself



There are suitable seats on buses and trains for passengers with disabilities.

These seats are indicated with picture symbols and are particularly suitable for disabled passengers. They are located close to the doors and have enough space.

Visually impaired or blind passengers

At train stations and bus/tram stops: A lot of stations and stops are equipped with orientation aids for visually impaired or blind passengers. These include tactile pavement on the ground, white stripes on the steps and Braille in the lifts. At underground stations, the trains are announced by their end station. In the case of construction works or delays, further announcements will inform you on the platforms and in trains.

In the vehicles: The interiors have a high-contrast design. There are grab rails in every part of the vehicle which are connect to each other. This way, you can orient yourself better and move around safely. In all buses and trains, the individual stations are also announced so that you'll never miss your stop. You will hear a loud warning signal before the doors automatically close.

Please note that on most underground stations, you will need to leave the train on the left side in the direction of travel. Should a platform be on the right side, you will hear the announcement "Ausstieg rechts", meaning "exit on the right".

Hearing impaired or deaf passengers

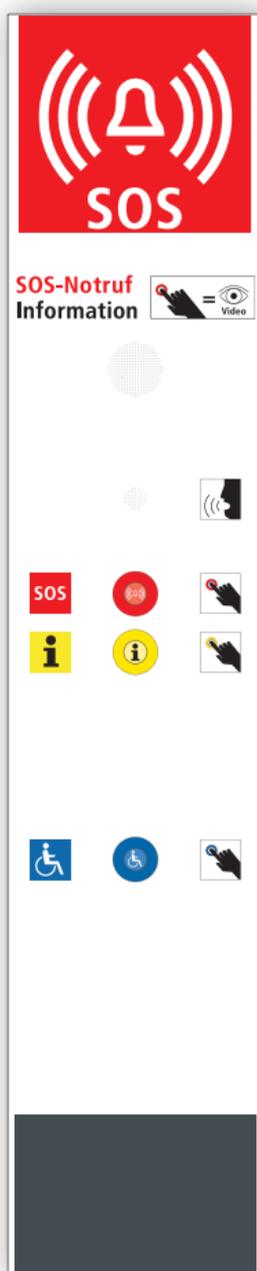
At train stations and bus/tram stops: Digital displays show the next departure times and directions. Any service announcements and disruptions are also displayed.

In vehicles: Digital displays show the next station. You have enough time to leave the vehicle. Warning signs light up when the door is closing.

Information and emergency pillars at underground stations

Do you have a question? Do you need help?

No problem. Every underground station is equipped with information and emergency pillars. They each have a selection of buttons. You will always be connected to one of our staff when pressing one of the buttons. You will be able to talk to our staff through a microphone. For example, you could ask about timetables or order a taxi. In case of danger, you can also call for help.



How the pillar works:

Red button: 

Press this button to get help.

Yellow button: 

Press this button to get information.

Blue button: 

This button can easily be reached by wheelchair users. You will be connected with our staff for information and assistance.

Hearing impaired and deaf passengers

Please press the red button . The pillar is equipped with a camera. Our staff can see you when the light is on at the top of the pillar. Please place your hands on your ears. That way, our staff will recognise that you can't hear. Please stay by the emergency pillar and wait for our staff to arrive. They will be able to assist you further. A staff member will be with you within 15 minutes.

Travelling safely with a walking frame by bus and train



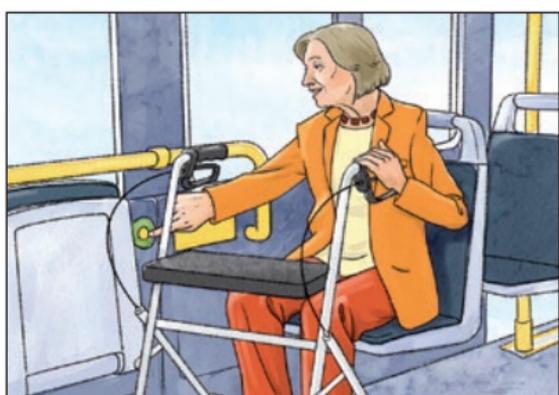
- 1.** Tilt the walking frame slightly forward when getting on a vehicle.



- 2.** Hold on tight and push the back wheels forward.



- 3.** Look for a seat and apply the walking frame breaks.



- 4.** If you wish to get off, please press the stop button in good time.



- 5.** Be careful when getting off while facing forward. Front wheels could slip between the vehicle and the platform.



- 6.** It's safer to get off the vehicle facing backwards.



- 7.** Hold on tight and get off the vehicle.



- 8.** Stand with both feet securely on the platform. Then grip your walking frame.

BVG mobility trainings 2021

Are you worried about getting on a bus or a train with a walking aid, wheelchair or cane? Don't worry! You can practice at one of the free BVG mobility training sessions. Our friendly staff will help you. You are welcome to bring your attendant along. Just come around. No need for application. Please note that these trainings will be in German.

Thursday, April 29; 10 AM to 12 PM:  and 
Lichtenberg, BVG depot, Siegfriedstraße 30-45

Wednesday, May 5; 10 AM to 1 PM: 
Zehlendorf, in front of the town hall, Kirchstraße, stop of line 118

Thursday, May 20; 10 AM to 12 PM: 
Wedding, BVG depot, Müllerstraße 79

Thursday, June 17; 10 AM to 12 PM: 
Marzahn-Hellersdorf, at Elsterwerdaer Platz underground station, last stop of bus line 154

Thursday, June 24; 10 AM to 12 PM: 
Spandau, BVG depot, Am Omnibushof 1-11

Thursday, August 19; 10 AM to 12 PM: 
Charlottenburg, in front of Zoologischer Garten station, at the stop positions of bus lines 249, N26 (position 9)

Thursday, August 26; 10 AM to 12 PM: 
Tempelhof-Schöneberg, at Innsbrucker Platz station, at the stops of bus lines M48, M85 und 187 direction city centre

Thursday, September 16; 10 AM to 12 PM: 
Charlottenburg, Adenauerplatz underground station, Kurfürstendamm after Lewishamstraße/Brandenburgische Straße direction Zoologischer Garten (stop of lines M19, M29, X10, 109, 110)

Saturday, September 18; 10 AM to 12 PM:  and 
Marzahn, BVG depot, Landsberger Allee 576

Thursday, Oktober 28; 10 AM to 12 PM: 
Mitte, Alexanderplatz U5 underground station, platform 3

Training for blind and visually impaired passengers

Thursday, November 18; 10 AM to 12 PM: 
Mitte, Alexanderplatz U5 underground station, platform 3

Trainings might have to be rescheduled. Please check for latest information at www.BVG.de, keyword "Mobilitätshilfen" or by phone +49 (0) 30 19 449.

Bus and train escort service

If you don't want to travel around Berlin by bus and train alone, then well-trained helpers will gladly accompany you. The VBB (Berlin and Brandenburg transport agency) offers free bus and train escort services.

Get more information by calling +49 (0) 30 34 64 99 40 or in the internet: www.vbb.de.



Prams and bicycles

You can bring prams and bicycles along on all vehicles. There is one exception: you can't take bicycles on the bus. There are symbols on the doors indicating where you can get on the vehicles with a pram or a bicycle. There is plenty of space there. If the vehicle is full of other passengers, please wait for the next one.



Please mind that passengers with wheelchairs or prams should be able to board first, then those with bicycles.

We wish you a good and safe journey on our buses and trains in Berlin.

Your BVG

Tickets

Do you have an orange-green ID for severely disabled persons?

If you are living in Germany you could apply for a supplementary sheet with tokens at the Versorgungsamt (pensions and social security authority). Then you will be able to travel on buses and trains without a ticket. The supplementary sheet with the tokens costs 40 euro and is valid for six months. For some groups of severely disabled people e.g. those with BI or H passes, the tokens are free.

Please note: You should always have your ID for severely disabled persons and the supplementary sheet with you at all times while travelling.

Tickets for Berlin (tariff fares ABC) in Euros

valid from January 1, 2021

 Single ticket / 2 hours in one direction	AB	BC	ABC
 Standard fare	3,00	3,50	3,80
 Reduced fare (6–14 years)	1,90	2,40	2,70
 4-trip ticket / 2 hours in one direction	AB	BC	ABC
 Standard fare	9,40	12,60	13,80
 Reduced fare (6–14 years)	5,80	8,60	9,80
 24-hours-ticket (1)	AB	BC	ABC
 Standard fare	8,80	9,20	10,00
 Reduced fare (6–14 years)	5,60	5,90	6,10

(1) Including 3 children between 6-14 years old.



Other tickets for people visiting Berlin:

The "Berlin CityTourCard" and the "Berlin WelcomeCard". These tickets offer many discounts with our partners. Find more information online at www.BVG.de and in BVG customer service centres.



You can buy tickets:

- at ticket machines in every station
- at all selling points with the BVG symbol
- on trams and buses (single and 24 hour tickets).



Tickets have to be validated

It is advisable to buy your ticket before you start your journey. Tickets need to be validated in the tram or bus. You can also buy a ticket from the bus driver or at the ticket machines on trams. These tickets are already validated. You can buy tickets for urban and underground trains at ticket machines located on the platforms. These tickets need to be validated on the platforms.

Service



Public transport information on the internet:

Berliner Verkehrsbetriebe (BVG): www.BVG.de

S-Bahn Berlin: www.s-bahn-berlin.de



Lost property office BVG / S-Bahn GmbH ·

Rudolfstraße 1-8, 10245 Berlin

Online search · www.BVG.de/Fundbuero

We're ramping up our service.

It will only take a minute.



WEIL WIR DICH LIEBEN.



We make it easy for you to get around Berlin. Choose the 'Barrier free access' option in the BVG app and enjoy city travel as it should be – without obstacles.

[BVG.de/Barrierefrei](https://www.bvg.de/Barrierefrei)

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www.BVG.de; info@bvg.de

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