



### The history of the control centre for buses and trams

In the 1950s, traffic on the streets of Munich became so congested that in 1956 the public transport company connected their emergency vehicles to the city radio of the time. This way, they could react more quickly to disruptions and carriage breakdowns. In 1966, a radio centre was set up in Sophienstrasse and in 1968, radio operations were temporarily moved to the Station House at Karlsplatz (Stachus). In 1970, all buses and, in 1971, all newer trams were fitted with VHF radios.

As traffic grew, so did the demands for a control centre. In 1990, the computer-controlled operations control system (RBL) was created and housed in what was then the control centre for buses and trams in the transport authority's main building at Einsteinstrasse 28. In August 2002, the control centre for buses and trams moved to the headquarters of Stadtwerke München (Munich City Utilities) in Moosach.

### The history of the underground operations centre

In the early days, the underground operations were controlled from a small signal box at the Münchner Freiheit underground station. It was not until 1980 that the control centre moved to the basement at Marienplatz (see photo above). For 24 years, the dispatchers monitored operations from there. At that time, the points and signals were still set without exception by the signal boxes on site. Since the underground control centre moved to the Stadtwerke headquarters in Moosach, the signal box technology has been operated remotely. For the first time, this enabled the jobs of signal box operation and dispatch to take place simultaneously in the same room, which has facilitated co-ordination.



**5,800**  
deployments a year by  
underground guards

**61,000**  
operational reports per year



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## The MVG Operations Centre

The control room for the underground,  
buses and trams in Munich

## The nerve-centre of Munich's public transport system is here

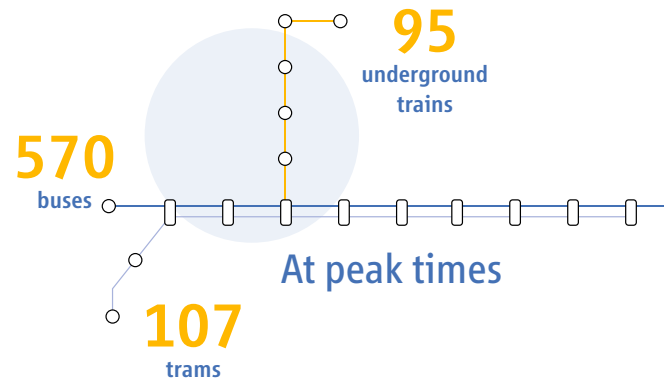
The MVG Operations Centre controls and monitors the operation of the underground, buses and trams. Since Autumn 2021, MVG has a joint control centre for all three operating branches in a new building constructed specifically for this purpose.

### Large control room for the underground, buses and trams

The MVG Operations Centre is located at the Stadtwerke headquarters in Munich-Moosach where there are 34 modern workstations on a floor area of around 800 square metres. Up to 30 employees work together 24 hours a day, 7 days a week in a large control room to ensure that passengers reach their destination safely and are kept well-informed, whether they are travelling on the underground, by bus or by tram.

### Fast and comprehensive communication

In the event of a disruption, the passenger information dispatchers immediately provide information about restrictions and recommendations for alternative options – and this is across all public transport networks, so that passengers can reach their destination as quickly as possible. They have a modern IT platform available for this purpose. Consistent, fast and targeted information is then communicated via departure monitors, announcements at the station and via the live ticker in the app, as well as on the website.



### Malfunctions quickly fixed and impacts minimized

If a train blocks a section of track or if a road accident affects a bus or tram route, the dispatchers direct the other vehicles on the line around the affected area by having them turn around early or by setting up a shuttle service. If necessary, they also arrange replacement services with buses or taxis. The extended arm of the dispatchers are the accident assistance vehicles that patrol the city round the clock – for urgent and critical incidents even with blue light.

Leading this are transport supervisors who undertake a variety of tasks: they help with defective vehicles, record accidents and, in case of a fault, they can also man a signal box on site. Disruption managers co-ordinate major events around the clock, liaise with operations managers and ensure the smooth running of the MVG Operations Centre. If drivers are absent at short notice, personnel dispatchers look for replacements. The signaller work is critical for the running of the underground. Signallers monitor the points and signals and intervene in the automatic control system if necessary.

### On site and in action around the clock



Service personnel are also on duty on the underground around the clock. They are deployed to short-term disruptions as well to planned construction sites or major events. They regularly check the stations to ensure they are in good operational order and are on hand to provide advice and information to passengers. The MVG Operations Centre is additionally responsible for co-ordination and the underground guards also work there. Like the passenger information dispatchers, they continually monitor the individual stations and have access to around 2,000 cameras. If a passenger presses the call button on an emergency pillar, they are immediately connected to the operations centre whose employees can assist further.

### Digitalisation of the technical systems

In the next few years, a new operations system for buses and trams will be introduced. A new control system is also being developed for the underground. Passengers will also benefit from this, among other things through the improved display of live departure times as well as through optimized information on diversions or disruptions caused by a fault.

