Munich Transport Corporation
Ganz einfach mobil
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Dear customers,

Munich continues to grow and expand, and MVG – Munich Transport Corporation – continues to play a key role in keeping Munich moving. We offer everything you need to get from A to B safely, on time and with minimum harm to the environment.

Over the years, we have grown from a traditional public transport corporation into an integrated mobility service provider. Therefore our new motto is: “MVG – Ganz einfach mobil”*. Because we offer more than just underground train, bus, tram or bike transportation.

To ensure you reach your destination in the most efficient way, we are constantly investing in new rolling stock, extending and improving our network, and even offering car-sharing services. Starting this year, MVG customers can also enjoy a direct bike connection. We offer personal advice at our customer centres, and you will find everything you need on the Internet, on social media or by using our “MVG Fahrinfo” app. Our safe mobility training for users of every age has proved very popular with schoolchildren and senior citizens. We offer a wide range of ticket purchasing options: automatic vending machines; season tickets; HandyTicket that allows you to purchase your ticket directly from your mobile phone; and the PrintTicket that allows you to print out your ticket at home. That’s how we ensure mobility for Munich.

As our customers, you have long appreciated this modern range of services. Year on year, you have given us top marks for our services, and we are proud to consistently achieve higher scores than comparable European cities.

In this brochure we invite you to take a look behind the scenes, and see for yourselves how we ensure mobility for Munich. We try to answer the questions that most passengers ask themselves at some point or another. For example, do you know why we issue a new timetable every year? Do you know exactly what happens at the control station?

Hoping that you find this brochure interesting and informative and wishing many enjoyable journeys with MVG!

All the team at Münchner Verkehrsgesellschaft mbH (MVG)

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*MVG – ganz einfach mobil*: the motto contains three statements representing our core concepts. “Ganz” refers to the completeness of the service, “einfach” stands for the simplicity of our services and “mobil” of course refers to the mobility all Munich residents and visitors enjoy thanks to MVG.
Can a major metropolis function without public transport?

It probably could, somehow. At least for a while. But who would ever want to conduct such an experiment? Without buses or trains, there would be bound to be gridlock on the roads, with endless traffic jams for everyone.

In Munich alone, 1.5 million people use buses, trams and underground trains. Day in, day out.

It is impossible to imagine what our streets would look like if all these passengers travelled by car instead. Without public transport, you might never succeed in getting from one end of the city to the other. MVG has long been the linchpin of mobility in Munich, as the historic vehicles at the MVG Museum will attest.

The popular Bavarian folk singer Weiss Ferdl even dedicated a song to the Munich tram. “Hear the rustling of line 8, white and blue, with heavy freight”, it rhymes. The song also contains humorous references to what was then ultra-modern technology. Skits of the legendary Dadaist Munich comedians Karl Valentin and Liesl Karlstadt also dwelled on this topic.

The development of the city and the development of its mass transit system are inextricably linked. Like the Oktoberfest beer festival or the ubiquitous large German pretzel, Munich’s public transport system is a firm fixture in the city’s history and in popular culture. Munich residents from every walk of life use the city’s buses, trams and underground trains. And more of them are doing so every year! Every year for several years, MVG has set passenger volume records. In 2014, 555 million people crisscrossed the city by bus and train. That’s about 11 million more than in the previous year.

The reasons are obvious. Munich’s population is steadily growing. The number of visitors is steadily growing. Environmental awareness is steadily growing, which influences mobility choices. The public transport option is good for the environment.

Munich without MVG would be like Oktoberfest without beer. The popular Bavarian folk singer Weiss Ferdl even dedicated a song to the Munich tram. “Hear the rustling of line 8, white and blue, with heavy freight”, it rhymes. The song also contains humorous references to what was then ultra-modern technology. Skits of the legendary Dadaist Munich comedians Karl Valentin and Liesl Karlstadt also dwelled on this topic.

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Munich Transport Corporation (MVG) is Germany’s biggest exclusively municipal transportation company. Each day, around 1.5 million passengers, including residents, commuters and visitors, travel by bus and tram.

MVG operates 95 km of underground lines, 79 km of tram tracks and a bus network of 447 km.

In order to keep pace with Munich’s growth, MVG invests in new vehicles, new routes, new lines, new infrastructure and in a constant improvement of its range of services.

A 2013 mobility survey showed that 96 per cent of Munich’s residents use buses, trams and the underground.

MVG enjoys a close partnership with the Munich Transport and Tariff Association (MVV). MVG also cooperates with private partners, S-Bahn München (suburban rail) and other regional rail companies.

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Highly awarded

- Best in class: in a study of public transport in 23 European cities, sponsored by ADAC (German Motor Club), Munich was the only city to score “excellent” on travel time, comfort and availability of information.
- In a Germany-wide survey comparing satisfaction with public transport systems, Munich performed above average.
- In the MVG customer satisfaction survey, punctuality, proximity and accessibility of stops and stations, and environmental friendliness received the highest scores.
- Sustainable economic development and environmentally sound policies are the gold standard at MVG. It is one of the most disabled-accessible public transport corporations in Germany.
- MVG has also been recognised for its outstanding architecture. It won the international “Local Rail Award” for its newly designed Münchner Freiheit transport hub.
History

How long have buses and trains rolled through Munich?

Ever since the invention of the telephone. It’s true! In the same year as physicist Johann Philipp Reis presented his revolution in communication in Frankfurt, 1861, Munich coachman Michael Zechmeister achieved another breakthrough: he started operating the first bus line. His business idea of horse-drawn wagons, designated “city omnibuses”, that travelled through Munich’s old town was approved by the city’s local police. There were fixed routes and a regular timetable. Very soon, there was also high demand. Until then, hackney coaches were the sole means of transport in the city of 100,000. One Saturday in the autumn of 1876, the inventive bus operator met his first competition: the first tram made its maiden journey. At 10 a.m. sharp, it set off from Promenadeplatz near the Bayerischer Hof hotel.

The blue wagons rustled over the tracks to Stachus and on to their final destination at Burgfrieden Maillingerstrasse. Hooves clattered over the cobblestones, pulling the tram. The first trams were propelled by genuine horse-power – one horse-power, to be precise. The most important man on board was the coachman or driver. He wore a smart blue uniform and had the illustrious title of “conductor”. The tram, too, was based on private enterprise. The Bavarian fairy-tale king Ludwigs II granted the Belgian Edouard Otlet a licence to operate the tram. “In those times, riding a tram was quite expensive”, says Hans Jürgen Öllinger, head of the MVG Museum. But those who could afford the ride sat on comfortable upholstered seats. Twenty years later, the electric tram made its first appearance in Munich. The fare was significantly cheaper, but the tram was furnished with so-called “American wood seats”. They were fashionable, but they were less comfortable than the upholstered seats. The city’s growth was matched by an expansion of the public transport network. By 1898, Munich already had 12 tram lines. The municipality had taken over the operation of the trams. In the same year, the first motorised buses started plying Munich’s streets. These buses had spoked wheels and solid rubber tyres. In 1906, the first municipal bus line was inaugurated. By this time, Munich’s population had grown to 500,000. It was imperative to move the city’s public transportation into a higher gear. When Munich’s population reached 1.3 million by 1971, many people predicted that the introduction of the city’s first underground line would spell the demise of the tram. But this did not happen. In December 2013, more than 18,000 residents celebrated the inauguration of the extended tram line to Pasing station. MVG’s integrated system of buses, trams and underground lines works a treat. And the good news is that today, everyone can afford upholstered seats.
Why do we see so many new trams in Munich?

Very simple: we are constantly purchasing new trams, while also refitting some of the older ones! Since 2010, 50 trams of the R 2.2 type from the 1990s have been refurnished. However, engineer Tobias Windmüller does not like to speak of “old” trams. “Old is a relative term”, says Windmüller. “The vehicles operated for 15 years. Technologically, they stood the test of time and have served us well.”

By modernising the trams, we are improving them while at the same time retaining what worked well before. It has been a complex and costly programme, but it is cheaper – and more ecologically efficient – than buying new trams. Instead of replacing individual spare parts, we totally revamped the trams. “With this redesign, we wanted to significantly prolong the vehicles’ lifespans”, says Stefan Scherzl, project manager at the rail department. Following the modernisation programme, the trams have a further 35 years of useful operation.

Lots of legroom, indirect light, familiar colours

It took four weeks to turn each “old”, time-tested tram into a new one. The gutting and refitting programme took place at a specialist workshop in Leipzig. By the end of 2013, 50 trains had been refitted. “The new trams are even more comfortable. Some of the disadvantages of the old seat layout have been rectified”, says Windmüller. “Due to the low-floor construction, passengers with long legs experienced discomfort when sitting in seats with opposite seating.” Now there is more legroom. The seating rows have been rearranged and optimised, and redundant partitions have been removed. The result: more spacious interiors. Each train now has a new floor, indirect lighting and information screens. CCTV cameras provide enhanced security. Most of the improvements remain invisible, such as new electronic components. The modern white-and-blue cladding gives the trams a familiar and inviting look.

Track record

- The tram network is 79 km. 55 km of the network are dedicated tracks. All trams enjoy green light priority thanks to the advanced traffic flow signalling system.
- The tram lines serve as an underground feeder service, connecting areas of the city with no underground lines, while also creating powerful ring connections.
- The 13 tram lines and four nightlines have a total of 166 stops.
- In 2014, 118 million passengers took the tram.
- MVG owns 110 low-floor trams. The rolling stock is steadily growing. In the coming years, we plan to introduce longer, coupled trains.
- A customer survey in autumn 2013 showed that 76 per cent of MVG passengers favour a further extension of the Munich tram network.
- Each tram has a lifespan of about 35 years, during which time it travels about three million km.
How come the buses are so punctual?

The answer is: sophisticated planning. Several measures ensure that buses mostly arrive and depart on time. One measure is the separate bus lanes found throughout the city. Munich has 22 km of lanes reserved for buses, making buses less susceptible to traffic jams.

State-of-the-art vehicles also help to meet bus schedules. All MVG buses are fitted with low-floor technology, so they can be lowered at stops. The latest models have additional doors for quicker boarding and alighting. “The fact that bus drivers stopped selling tickets in 2002 definitely enhanced punctuality”, says Thomas Werner, priority signalling engineer at MVG.

Smart bus stop designs add to the efficient operation of buses. Instead of lay-bys, stops are now designed as bus kerbside stops. Because the buses no longer have to pull into and out of a bay, stopping and re-accelerating is faster.

Priority signalling keeps the traffic flowing

To ensure that buses are not unnecessarily held up, traffic lights have priority signalling for buses. This further shortens travel time and improves punctuality. Bus priority signalling was introduced in Munich in 1995 on what is today’s Metrobus Line 58. Today, 13 bus lines enjoy priority signalling. When a bus approaches an intersection, it sends a radio signal to the traffic light a few hundred metres ahead. Pedestrians, bikes and cars have enough time to clear the intersection before the signal turns green for the bus. Buses get priority at 389 out of 784 traffic lights. Each year, another 30 or so traffic lights are added.

Theoretically, this policy of giving buses priority could be seen as discriminating against car drivers. “Bus priority signalling has no negative effect on car, bike or pedestrian traffic”, says Valentin Seifert, MVG priority expert. When more people travel by bus, there will be fewer cars on the road, and Munich’s streets will be relieved of some traffic. For passengers, priority signalling shortens travel time by up to 20 per cent. Customers appreciate this time-saving. A survey among passengers of the 100 Citybus line in 2012 showed that satisfaction regarding punctuality increased significantly after the introduction of priority signalling – from 70 to 88 per cent. Our customers’ satisfaction has always been our first priority!

All MVG buses have dedicated wheelchair access. Folding ramp, climate control systems CCTV for increased security and flat-screen monitors displaying customer information are standard on all MVG buses.

Pioneers in German public transport: Modern low-floor buses were first introduced in 1987. Since 2001, the entire fleet is comprised of low-floor buses.
Why are there no longer any carriages in the new underground?

For the same reason that there are nearly no more phone booths. There is something better that fulfills the same purpose! Today, nearly everyone has a mobile phone. What is true in communication, is also true in transportation.

The underground has developed over the years. The so-called C train, first purchased around 15 years ago, was developed in cooperation with the renowned designer Alexander Neumeister. The latest model, C2, a fully walk-through articulated train, has won the prestigious Red Dot Award for successful product design. Teens, senior citizens, the visually impaired and mothers with buggies will feel better and safer in these underground trains. “The concept of the C train has stood the test of time and continues to be a spectacular success in its latest version”, says MVG chairman Herbert König.

There is always room for improvement in the underground trains

The C2’s wide doors, LED bands at the door edges and an end to individual carriages have greatly improved general passenger flows. This means faster alighting and boarding, and fewer delays. The sophisticated interior layout means that more passengers fit into the train, while there is more room for buggies and wheelchairs. CCTV cameras, TV screens and fire protection equipment are standard. The fact that passengers can see the driver further enhances the feeling of security.

Circular light fixtures accentuate the entry areas, and unlike previous versions, all seats are now upholstered. All these enhancements not only make the trains more comfortable, but they also make sense economically and ecologically. The trains also require less servicing and maintenance. As a result, there is less downtime. Our aim: less crowded trains and more satisfied customers!

Investing in the future

In order to improve its services, MVG continues to invest in new underground trains. The 21 new C2 trains cost 185 million euros. In the future, there will be 39 modern trains with six articulations.

The new C2 train offers space for 940 passengers and can reach a speed of 90 km/h. It can recover more than 50 per cent of its braking energy and nearly all of its parts are recyclable.

A new workshop for articulated underground trains is being built at the technical centre of the Munich underground system.

From late bloomer to pioneer

The Munich underground is a late bloomer. Its maiden journey was in 1971. By comparison: the London tube has been in operation since 1863, and New York’s subway since 1904.

Since the opening of the first MVG underground line, much has changed. We started with four km in underground lines. In 1989 the network extended over 55 km, and was considered fully developed. Today, it covers 95 km.

562 underground carriages commute on eight lines, connecting 100 stations.

With over a million passengers each day, the underground has become the most-used means of transport in Munich. Some 390 million people take the Munich underground every year.

In 1994, MVG pioneered the use of an underground simulator to train drivers. More than 450 drivers undergo additional simulator training at least once a year.
How can you keep track of so many connections?

It requires modern technology and excellent teamwork. At the MVG control centre, traffic is supervised, coordinated and if necessary rerouted. During peak times, some 150 dedicated staff keep track of over 80 underground trains, over 90 trams and some 400 buses. The staff is in constant radio contact with the vehicles and their drivers. Huge flat screens indicate the exact location of each vehicle at any time. To make sure that passengers reach their destinations on time, even in times of traffic jams or technical disruptions, the key watchwords at the control centre are focus and communication. The MVG control centre is divided into two teams: the above-ground control station for buses and trams, and a special control centre for the underground. For example, if a tram driver reports that a car is parked on the tracks the people at the MVG control centre swiftly go into full-throttle mode, organising replacement vehicles, sending announcements to the tram and bus stops and initiating further corrective measures.

Decisions must be made quickly at the control station

Each day, the staff at the bus and tram control station conduct up to 3,000 radio conversations. These expert employees know the transport network like the back of their hand”, says Jens Wagner, head of the operational control department. That is because every staff member at the control station is also a trained bus, tram or underground driver. The staff watches over five to eight monitors at the same time. The monitors show the routes and lines, the location of each vehicle and the schedules. The experts at the underground headquarters coordinate the traffic below the ground. From here, 2,022 signals, 504 points and 1,795 sections of track are operated automatically by remote control. Four employees are responsible for two underground lines: two point operators, one employee for passenger information and one dispatcher. The dispatcher watches over punctuality and connections. In case of disruptions, the dispatcher decides whether to reroute trains and dispatches replacement trains. In addition to operating the underground trains, the employees also monitor the stations – the CCTV cameras transmit their images to their screens. In the event of an emergency, there are direct lines to the police, fire department and the rescue coordination centre. Big events like football matches or Oktoberfest pose special challenges. "When everything runs smoothly, we sometimes even receive praise”, says Jens Wagner. The job of the control centre’s lost and found department is to make passengers happy. “Occasionally we make a live announcement to all drivers when a passenger reports an important lost item”, says Wagner. Thanks to the lost and found department, dentures and dogs have been quickly and efficiently reunited with their owners.
Why don’t underground trains operate throughout the night?

Because at night we clean, maintain and repair the infrastructure, to make sure everything runs smoothly during the day. When the underground is not running, the network is busy with MVG employees doing their jobs.

Professionalism and care are top priorities

There is a lot to do at night. Cleaning, for one thing. Litter, such as old newspapers or empty beverage cups, gets thrown onto the tracks every day. Each night, this rubbish is removed by a giant vacuum cleaner train. At a speed of two km/h, the 1,000-horsepower giant chugs along the tracks, vacuuming up to a quarter ton of litter every night. No underground trains operate between 1.30 and 4.30 a.m. on weekdays, and between 2.30 and 4.30 a.m. on weekends. The people responsible for maintenance and storage don’t have much time to get their work done.

The technical base of the Munich underground is located in Munich Fröttmaning, near the Allianz Arena. At night, material required for any construction and repair work along the tracks and in the tunnels is dispatched from here, and the entire cleaning operation is also coordinated from here.

Their big priority is to avoid any disruptions and ensure the safety of all passengers. That’s why every one of the 562 underground carriages undergoes regular check-ups. Every five weeks, the trains have a maintenance date. Once a year they undergo thorough testing. After running 500,000 km, every last screw of each train is examined. “It works like a car check-up”, explains Günter Sommerfeld, a senior technician at the storage and maintenance facility. “There is the minor service and the major service.”

Mechanics, electricians, welders, upholsterers, engineers and material handlers work hand in hand to ensure that the vehicles get back on track as quickly as possible.

Facts and figures

Around 500 employees at the maintenance and storage facilities ensure that several hundred million passengers every year have a safe journey.

More than 1,000 vehicles, 175 km of tracks, 377 elevators and 771 escalators are regularly inspected and repaired.

Escalators have an operating life of about 30 years, after which they need to be replaced.

Two bus maintenance and storage depots, one tram depot, one main tram workshop and a technical base for the underground trains – what our rolling stock calls home.

At the central storage depot in Munich Fröttmaning, a fully automated high-bay warehouse keeps an inventory of 12,000 spare parts for all vehicles.

Great maintenance pays off: underground trains serve for 40 years, trams for 35 and buses for about 12 years.

Behind the scenes

Vehicle and track maintenance is the main priority of the maintenance and storage facilities and the repair workshops. The staff also repair and renew overhead wires, third rails and more than 170 elevators, as well as stations, stops and ticket vending machines.

The upholstery workshop keeps the seats in excellent condition.

Underground trains, buses and trams are cleaned in fully automated wash bays. It takes 36 minutes to get a 114-metre-long underground train all clean and shiny, 35 minutes for a tram and three minutes for a bus.

The more than 400 buses running are checked daily. Before the drivers start their journey, they check the fuel, oil, radiator fluid and the tyres.
Where do you find out the best route from A to B in Munich?

For all residents of Munich, the underground, buses and trams are excellent transportation options. To get to the nearest station, taking the bike is often the best choice. MVG connects more than 1,200 stops and stations on a network of over 600 km. The network is so big that it might be difficult to navigate.

But no worries. There are lots of ways to find out how to get from A to B. The staff at the customer service centres at Hauptbahnhof (central station), Marienplatz and Sendlinger Tor, at the various Info Points and on the MVG telephone hotline are all highly trained experts who will help you find out the fastest connection and your best ticket option.

"The fare system seems a bit complicated at first glance", says Ulrich Winter, head of the MVG customer centres. "But mobile phone tariffs aren’t simple either. With the help of our great personal and online service, passengers will find exactly the ticket they need and their best ticket option."

Commuters, visitors and passengers who are unfamiliar with our fare system like to use our personal customer service when enquiring about a particular route or fare. "I prefer to talk to a real person" is a familiar statement from passengers.

Our website www.mvg.de allows you to access the same information on connections and fare prices with a few quick clicks. Regular customers can order their season tickets at the MVG customer portal (www.mvg-aboservice.de).

If you have already started your journey and you want to learn the best way to your destination, try our information app "MVG Fahrinfo München". With one click this smartphone app shows when and where to board and how to get there. More than 500,000 active users have already downloaded this free app to their iPhone or Android device. Since December 2013, the app can also be used to purchase a mobile ticket, known as a HandyTicket.

"But digital offerings will never replace personal service", Ulrich Winter is convinced. Which is why face-to-face customer service is being developed even further.

On the modernised mezzanine floor at the Hauptbahnhof underground station, a new customer centre was opened in 2014. All passengers can enjoy personal access to MVG employees – in English and German, Hindi and nine other languages. Not only will you receive a personalised printed schedule, but you can also buy great souvenirs and sturdy umbrellas in case the weather changes for the worse. We won’t allow it to rain on your parade.

Good advice always goes down well

One in three customers at an MVG customer centre has a question on ticket purchase or needs advice on the best connection.

More than 50,000 questions about MVG’s range of services are answered every year at our free phone hotline 0800 344 22 66 00.

MVG has 220,000 subscription ticket holders.

Five underground stations have MVG Info Points. Info Points offer information on schedules and fares, sell tickets and take in found items.

When passengers accidentally leave an item in an underground train, tram, bus or at a station, they can directly contact the MVG lost and found office.

The MVG infocar travels wherever it is needed in Munich, offering different information and personal advice.

The customer magazine "MVG Info" and the "MVG Newsletter" keep customers updated on current issues and interesting stories about getting around in Munich.

For new residents of Munich, since 2005 we have offered a special information package on sustainable mobility in the city.

We communicate details of all extensive disruptions to radio networks and online newspapers.

If we are responsible for a delay of more than 20 minutes, customers can claim the equivalent of a day ticket in the inner district. That’s our guarantee.

With www.mvg.de/multimobil, MVG connects public transport with car-sharing. Subscription ticket holders can avail of special conditions at our car-sharing partners.

At www.mvg-live.de customers can see the real-time departure times of underground trains, buses and trams at any time. We offer information on the functionality of escalators and elevators at www.mvg-zoom.de.

We have a presence on Facebook, Google+, Twitter and on our blog, giving passengers our latest news. We also welcome your feedback.
What are we doing to ensure passenger safety and security?

Lots! Passenger safety is our top priority — whether in underground trains and stations, at a bus stop at night or when boarding a tram.

Our many safety measures (see right box) increase objective safety and contribute to a feeling of personal security. We also offer various training programmes so that everyone can travel around safely.

Since 2000 MVG has offered training programmes in cooperation with schools and preschools in Munich. “Our aim is to teach children and teenagers to travel safely”, explains Ruth Schawohl, who heads the “Mobi-Race” programme. This school programme for pupils in fourth and fifth grade provides theoretical knowledge before the pupils test their new skills and embark on a rally using underground, buses and trams across the entire city.

Great interest in projects for the young and young at heart

The programme has proved very popular. The kids’ feedback: “It was great fun!” Pupils learn how to read timetables and they get to appreciate the connection between choosing a means of transport and protecting the environment and the climate. They also learn a lot about safety features. Nearly 300 school classes involving over 7,000 pupils have already taken part.

Since 2010, MVG has offered senior citizens a special mobility training programme called “Travelling safely on the underground, buses and trains”. The programme is free of charge, and senior citizens are offered tips for safe boarding and alighting, and the use of wheeled walkers and wheelchairs inside the vehicles.

They can practice with no stress or time pressure in a special bus that comes directly to municipal old age homes and day centres. On a subsequent excursion day, they can put their knowledge into practice. “At last, I dare to use public transport again”, said one enthusiastic participant. That’s how it should be: travelling around the city safely.

Just in case you need it

- MVG provides an effective network of emergency features. In case of danger, anyone can help.
- All underground stations are equipped with emergency columns uniting all safety features. A total of 454 emergency columns are installed on platforms and mezzanine floors.
- All elevators are also equipped with an emergency button. This button connects the passenger directly to the MVG control centre.
- All underground trains have an emergency button by each door. The emergency button is directly connected to the driver.
- There are fire extinguishers in all MVG vehicles, and mobile phone reception.
- MVG was the first transport company in the world to equip underground stations with automated defibrillators. Twenty lives have already been saved by these defibrillators.
Is Oktoberfest also a special time for MVG?

Absolutely! Oktoberfest, after all, is the world’s biggest folk festival. More than six million people travel to the fairgrounds during the two weeks in September and October. Over half of these visitors use public transport. While fans from all over the world stream to the city to have beer and fun, the Oktoberfest period means a total ban on leave for all MVG employees. Every day during the festival, our regular staff are reinforced by up to 200 extra employees. At the Theresienwiese underground station alone, the station closest to the fairgrounds, 75 employees make sure all passengers reach the festival – and get home safely. Our legendary public announcements – mostly in Bavarian – reflect the true festival spirit.

“Move on to the middle, if you board here, I promise you that you won’t get a seat.” The aim is to dispatch the trains quickly so that the platforms aren’t too overcrowded. We know from experience that when drivers and announcers use humour, it is appreciated by festival goers.

During Oktoberfest, the MVG team is reinforced by colleagues from transport associations from Vienna to Berlin. Police, emergency services and the Underground Guard work closely together during this period. “We take good care of our passengers – especially because trains and platforms are so crammed”, says Reinhard Harpointner, head of the Oktoberfest service team at Hauptbahnhof station. To make sure everything runs smoothly, technical check-ups are carried out before the festival begins, and additional signage is mounted at the stations. External reinforcement teams are trained, and first-time visitors to the festival are guided by “festival conductors”.

Everyone just wants to have fun: festive spirit on route to the Oktoberfest

In Munich there is never a dull moment: Whether it’s a business fair, a festival or a football match, Munich moves with us. Big events are our speciality.

Driver of a special kind

Football matches, a papal visit, interfaith church meetings, large business fairs or open-air events – MVG makes sure that big events run smoothly, often by adding capacity.

To safeguard smooth operations, we plan well in advance, cooperating with event organisers and adapting scheduled maintenance and construction projects accordingly.

For festivals like Tollwood at Olympia Park, we operate special shuttle buses.

During business fairs, the underground line to the fairgrounds runs at higher frequencies. Multilingual underground hostesses provide assistance to foreign visitors.

When a football match is scheduled at the Allianz Arena, 26,000 fans take the underground – within a two-hour time slot!

MVG’s nightlines are a familiar part of Munich’s nightlife. Four tram nightlines and 12 bus nightlines shuttle the partygoers.

During Oktoberfest, underground trains, buses and trams run at higher frequencies. Six thousand journeys are added during the 16 festival days.

In 2014 nearly four million visitors from all over the world took MVG to the Oktoberfest grounds.

During the world’s biggest folk festival, our drivers work an extra 250 shifts.

At the Theresienwiese underground station, the station closest to the fairgrounds, 40 additional employees make sure all passengers get to the festival – and at peak times 75.

During the festival, the number of passengers who travel between Hauptbahnhof and Theresienwiese stations is three times higher than during regular peak times. At Hauptbahnhof underground station, trains come in every two minutes.

To make sure that the stations don’t look as bad as the area behind the festival tents, 30 additional cleaning staff are deployed.

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What is MVG doing to protect the environment?

A lot! Using public transport is already a big contribution to climate protection. For everyone who decides to swap their private car for a bus, train, bike or shared car, less harmful carbon dioxide is released into the atmosphere.

Sensible and sustainable use of resources is a key theme at MVG. “Compliance with all environmental regulations takes an enormous effort, but it is very important”, says Heinrich Geistlinger, head of the facility and plant service at MVG.

The German Life-Cycle Resource Management Act, for instance, regulates how we handle waste. Accordingly, MVG recycles plastics and separates potential recyclables. We also maintain a site for hazardous wastes. Some of the waste we collect is used to generate energy.

In order to reduce emissions, MVG uses innovative technologies to constantly reduce noise and pollutants. “We are pioneers in this area”, emphasises Geistlinger. All new buses fulfill the highest environmental and emission standards effective at the time of their purchase, currently Euro 6. All Citybuses in Munich are fitted with diesel particulate filters which reduce emitted respirable dust to a minimum.

Energy saving and innovative technologies

The choice of components of the new underground trains was also influenced by environmental considerations. The C2 trains are over 95 per cent recyclable. Modern LED lights replace halogen spotlights.

Energy consumption of trains is reduced by the use of lightweight construction material and by feeding recovered braking energy back into the power cycle. Up to 40 per cent of the energy collected during braking can be reused. Recovering the braking energy is even more efficient in the new underground trains.

Energy consumption has also been reduced at stations: with the help of a groundwater heat pump at Neuperlach Süd and Therese-Giehse-Allee stations, up to 90 per cent of the energy for heating the stations is saved. Our geothermal energy project received the “Energy Masters Award” in 2012.

Numerous innovative mobility initiatives combine private and public transport to entice additional eco-friendly travelling.
How important are sustainable practices for MVG?

MVG aspires to become a pacemaker in sustainable urban development. We work closely with decision-makers and interest groups at a local, national and international level. We support the city of Munich’s goal of massively reducing CO₂ emissions, of improving the energy efficiency of measures already implemented and of intensifying the use of synergies. With more than 544 million passengers a year, MVG offers an eco-friendly alternative to driving a private car.

The formulation of uniform standards for developing transport systems according to principles of sustainability and a sensible use of natural resources is also an important goal of the Association of German Transport Associations (VDV). MVG Chairman Herbert König is its vice president and MVG is an active member of its sub-committee on sustainability.

Forward-looking planning and improved efficiency

At international forums, MVG has repeatedly emphasised its commitment to sustainable development. Herbert König is also the vice president of the International Association of Public Transport (UITP), which is committed to three pillars of sustainable development: efficiency, society and environmental protection.

Quality management and modernising the rolling stock safeguard a sustainable economic development.

MVG contributes to Munich’s society and its residents’ quality of life by comprehensive customer service, accessibility for special needs and safety of transport.

The constant expansion of our network and services, the economical use of resources and the improvement of energy efficiency lie at the core of our ecological activities.

MVG is evolving from just a transport organisation into an integrated mobility service provider for Munich. Following the extension of bike & ride offerings and of our car-sharing cooperation we are now introducing “MVG Bike” to complement underground, bus and tram services.

Sustainable mobility for Munich means that our services will contribute to long-term improvement of the quality of life in Munich for everyone”, says Juliane Pötzsch, responsible for sustainability and quality management in the department for strategic planning projects.

“Public transport offers a central solution to the challenges Munich faces as a growing urban region. Our goal is to contribute to the sustainable development of Munich’s future.”

Our approach is best summarised by the catchphrase “think globally, act locally”, because while focusing on very specific solutions for our city, we try to keep the bigger picture in mind.

One element of sustainable management is forward-looking business planning. In a dialogue with customers, employees and the public, MVG has identified potential improvements and actively involves various interest groups in the decision-making process.

We ensure ecological sustainability by providing eco-friendly vehicles and constantly expanding our services, in pursuance of the goal of further reducing private car use in Munich.

In good company: For young and old, for residents or tourists – going public is good for you and for the environment.
Why do we issue a new timetable every year?

Very simple: "Because the city is constantly changing and we need to adapt the timetable accordingly," explains Thomas Nowak, service planner for the underground and trams at MVG. Together with his colleague Thomas Krauss, who is responsible for planning the bus service, he has been working on the 2014 timetables since 2009. "In order to introduce a new underground train, we must order it three to five years in advance," says Nowak.

The new vehicles are keenly awaited by passengers. That's because passenger numbers have been rising steadily for years. Each year we announce record passenger numbers. The fact that public transport is booming is good for the environment, but it sometimes stretches MVG to its limits. "We can't use longer trains or increase passenger space inside," says Nowak. The only options are to increase the frequency of trains and to wait patiently for the new trains to arrive.

Demand drives supply – if it makes economic sense

The underground is soon due to run at an increased two-minute interval in the city between Hauptbahnhof, Sendlinger Tor and Kolumbusplatz. We urgently need four new trains for that. Since 2014, the X30 Express bus has been plying the streets of Munich. "It has less stops and is therefore much faster, which makes it attractive to passengers," explains Krauss. In Munich, there are ten thousand possible connections. "We continuously analyse millions of pieces of data," says traffic planner Nowak, "and thus ensure that connections are improved."

And if something doesn't work out as well in practice as we intended – there is always a new timetable next year. Guaranteed!

Passengers get great value for money with Munich transport. While the average fare price in Germany rose by 43 per cent over the past ten years, fares in Munich rose by only 31 per cent.

MVG is self-sufficient. Revenues from fares, fees for services outside the municipal area and statutory state subsidies towards reduced fares have to cover our operating costs.

Munich residents are Germany’s heaviest public transport users. Maybe it’s because our services are fully integrated. Planning, maintenance and driver training – we do it all ourselves, with great enthusiasm.

Our new underground trains consume 60 per cent less energy than the trains introduced into service in the 1970s.

Progressive signalling and optimised schedules and roster planning mean that fewer vehicles are necessary to operate a line. The freed-up vehicles can be used elsewhere.

Well-networked: We connect not only 1,200 stops and stations, but we also connect people. In Germany, Munich residents are top in using public transport.

Our aim: be fast and on time

- Some 555 million passengers used MVG transport in 2014. This is 11 million more than in the previous year — the tenth consecutive record.
- Our services have grown by 20 per cent in the past ten years.
- On an average weekday, we complete some 50,000 bus journeys, 2,000 underground journeys and over 2,500 tram journeys.
- MVG employs a total of 1,400 bus, tram and underground train drivers, supported by bus drivers of our private partners.
- In 2014, the scope of our services rose more than four per cent.
- The X30 Express bus runs directly and frequently between three city quarters, stopping at only nine connections to trains, underground or suburban trains. This ring line creates a fast and direct connection, and offers an attractive alternative to the underground.

Good planning creates great savings
The future

Munich keeps growing. The transport network as well?

Naturally! Public transport access to residential, commercial and industrial areas is a core factor in a city’s quality of life. "Munich’s growth is significantly reinforced by MVG’s great services", says Natalie Knoch, city planner at the MVG strategic planning department. Every year, thousands of people move to Munich, to live, study or work. "Additional residential areas must be connected to public transport", explains Knoch. According to the municipal population forecast, the number of residents will rise by another 214,000 by 2030. Demand for public transport is booming – and so is the supply.

When developing infrastructure for public transport, MVG cooperates with Munich’s town planning commission. The plans also include evolving mobility trends. In addition to providing mobility through buses, trams and the underground, MVG plans to offer passengers even greater flexibility in the future. To achieve this, we cooperate with numerous car-sharing providers, and we have introduced our own bike rental system, "MVG Bike".

We plan to be Munich’s central partner for comprehensive mobility solutions, combining all modes of transport. Our goal: a sustainable future of mobility!

Planning for the future with new routes and vehicles

"Early, long-term and well-coordinated planning is key", emphasises Knoch. MVG constantly expands and improves its infrastructure, and the rolling stock is also renewed on a regular basis. Modern vehicles, efficient timetables and increased frequencies ensure that Munich will keep pace with the future. The tram network has grown by more than 20 per cent in the past 15 years. We expect to add another 2.7 km.

In 2014 alone, the bus fleet was extended by 53 vehicles. Starting with the 2013 timetable, the Express bus and trailer buses have been put into operation. Since 2013, a new "university line" operates between various universities. Additional and expanded bus lines create fast connections and reduce some of the load on the underground. Underground stations are being modernised and renovated, with higher frequencies resulting in smooth traffic flow. To ensure the future viability of the underground network, new additions are in the planning stage. The planned U9 will create an additional route through the city centre where traffic is already at its limit.

The "master initiative 2010 – 2020" resulted in an increase of overall transport services by around 4.5 per cent in 2014.

The growth of the rolling stock is being matched by demand for additional skilled drivers. In 2014, MVG hired about 190 new drivers. Another 160 new drivers are planned for 2015.

Passenger space in the underground fleet will rise by 19 per cent by 2018. By 2016, 326 new underground carriages will be delivered.

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In order to ensure the long-term viability of the underground system, MVG is promoting the new U9 underground route through the city centre.

After renovating and redesigning the Hauptbahnhof station, the Marienplatz and Sendlinger Tor stations are now being modernised.

Far-sighted investments: People are increasingly demanding sustainable mobility. Long-term investments in the future of public transport will ensure that this happens.

Fit for the future

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