

“I am mobile”

Travelling by bus, train and tram in Tyrol

Information for migrants



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Easy navigation – with these symbols



Visit and ask



It's easier with
modern technology



A helpful
tip



A way to
save money

More information is also available at www.vvt.at/konkret or
in Turkish at www.vvt.at/tuerkisch.

This information folder is also available in
German, Turkish, Arabic, Pashto and Persian.



'Mobility without barriers' is a joint project run by Klimabündnis Tirol, Ökoinstitut Alto Adige, the Province of Tyrol and the Autonomous Province of Alto Adige. It is co-financed by the European Fund for Regional Development 'Interreg IV A Italy - Austria' and as part of the 2007-2013 'Strength through diversity' programme for increasing the regional competitiveness of Tyrol.



Everyone in Tyrol should have unrestricted and straightforward access to public transport, as this provides us all with flexible, independent and climate-friendly mobility that also helps promote integration. The Province of Tyrol considers the sustainable development of public mobility in Tyrol to be a key objective. For people with an immigrant background, the cultural differences and the fact that they speak a different mother tongue often present major challenges when using public transport. This information folder aims to help provide any additional knowledge and information that is required in order to travel by bus, train or tram.

Ingrid Felipe


Deputy Governor and Provincial Minister for Transport

Christine Baur Member of the Regional Government


responsible for Social Affairs and Integration


Welcome to the Tyrolean public transport network!

To help you reach your destination quickly, safely and as cheaply as possible, we have created this folder containing the most important information on buses, trains and trams in Tyrol.

All public transport in Tyrol is coordinated by the transport association VVT (Verkehrsverbund Tirol) – except in Innsbruck (core zone). The **VVT**  is responsible for all timetables and prices. It is the central point of contact for questions relating to connections and tickets. In Innsbruck, the IVB tariffs are set by IVB, the city administration and IKB.

However, there are many companies that operate buses, trams and trains. The main ones are:

IVB  **INNSBRUCK** : Innsbrucker Verkehrsbetriebe operates the buses and trams in Innsbruck.

Postbus  : Postbus is the largest bus company in Tyrol. There are also a number of other bus companies that operate regional buses and regional taxis in Tyrol.

ÖBB  : Austrian Federal Railways operates trains in Austria and of course in Tyrol.

**We wish you safe and happy travels
with public transport in Tyrol!**

Information points and the internet – get the information you need!



VVT – Verkehrsverbund Tirol



The VVT customer centres provide all information on bus, tram and train travel in Tyrol, including timetables, tickets and reductions. Visit the centres to have your questions answered!

Customer centre at Innsbruck Main Station

Sterzinger Straße 3, A-6020 Innsbruck

Tel.: +43 (0)512 56 16 16

Service tel.: Mon.-Fri. 8 am-noon and 1:30 pm-5:30 pm

Opening times: Mon.-Fri. 7:30 am-6 pm

Customer centre at Reutte station

Bahnhofstraße 21, A-6600 Reutte

Tel.: +43 (0)5672 71 165

Opening times: Mon.-Fri. 10 am-4 pm

Internet

E-mail: info@vvt.at

www.vvt.at (information on timetable and prices)



Smartphone app

The VVT SmartRide app features all bus/train/tram connections across the whole of Austria



The following transport companies provide means of transport and drivers, along with information on the areas they serve:



IVB – Innsbrucker Verkehrsbetriebe



IVB operates the buses and trams in Innsbruck (core zone). In Innsbruck (core zone), all journeys cost the same – no matter how long. Information on timetables, tickets and reductions is available from the IVB customer centre or at www.ivb.at.

IVB customer centre

Stainerstraße 2, A-6020 Innsbruck

Tel.: +43 (0)512 53 07 500

Opening times: Mon.-Fri. 7:30 am-6 pm

Internet

E-mail: office@ivb.at

www.ivb.at



Smartphone app

IVB-Scout and IVB-Ticketshop





ÖBB Austrian Federal Railways



For information on all aspects of train travel, timetables and prices, visit the travel centre at Innsbruck Main Station or the information desks in all larger stations: St. Anton am Arlberg (open during the winter season), Landeck, Ötztal, Seefeld, Jenbach, Wörgl, Kufstein, Kitzbühel and St. Johann in Tirol.

Travel centre at Innsbruck Main Station

Ticket sales every day from 6:30 am-8:45 pm

The ÖBB customer service hotline is open 24 hours a day!

Tel.: +43 (0)517 17

Internet

www.oebb.at



Smartphone app

ÖBB Scotty (for timetable information),
ÖBB Tickets (for ticket purchases)





Ticket prices for buses/trains/trams

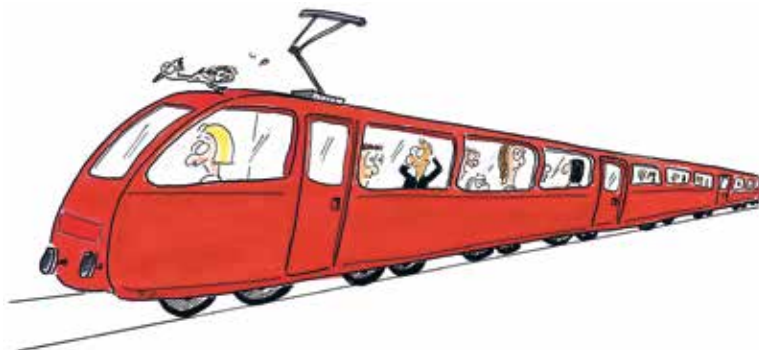
All ticket prices and reductions (e.g. for families, children, senior citizens, students and disabled people) can be found in the **VVT tariff folder**, with the **IVB tariff folder** providing the corresponding information for Innsbruck. The tariff folders are available from the VVT and IVB customer centres and at the train stations.

Fares for the connections can also be found on the internet at **www.vvt.at** and **www.ivb.at**. In addition, the VVT SmartRide app provides information on ticket prices.



Important: VVT does not provide any information on the Vorteils card rail cards from ÖBB. If you have an ÖBB Vorteils card Classic, Family or Jugend and want to know the price of your train ticket, please visit the ÖBB website at **www.oebb.at**. For all information on Vorteils cards, call the ÖBB hotline on +43 (0)517 17.

The VVT website features all information on connections and ticket prices.



Prices for train tickets

All ticket prices and information on reductions (ÖBB Vorteils card and other offers) are available on the ÖBB website at www.oebb.at. Enter your departure station and your destination, then click on 'Ticket and prices' in the list of results. On the next page, you can find out the reduced ticket price with an ÖBB Vorteils card. You can also purchase the ticket online right away.




SCOTTY – der Routenplaner für ÖBB.





 Deutsch | English

www.oebb.at

Fahrplanauskunft
Stationeninformation
Züge/Linien
Expresse
Fahrtplaner
Anreisezeit
Strecke/Information

Ihre Anfrage

von:	WIEN	Datum:	Fr, 03.04.2015
nach:	SCHNIZ	Ziel:	09:10 (Abfahrt)

[Anfrage löschen](#)
[Neue Anfrage](#)
[Weiterfahrt](#)
[Rückfahrt](#)

Übersicht

Abfahrtsort

Station	Datum	Ziel	Stunde	Linie	Verkehrsmodell	Ticket
Verbindungen sortieren nach: Abfahrt						
+ Früher später +						
1. Innsbruck Hbf	03.04.2015	09:13 ab 09:22 an	0:10	0	REX	Ticket und Preise
2. Innsbruck Hbf	03.04.2015	09:28 ab 09:54 an	0:26	0	REX	Ticket und Preise
3. Innsbruck Hbf (Busbahnhof Steig 0)	03.04.2015	09:43 ab 09:57 an	0:52	0	REX	Ticket und Preise
4. Innsbruck Hbf	03.04.2015	09:49 ab 10:00 an	0:10	0	REX	Ticket und Preise

[Details für alle anzeigen](#)
[Druckansicht](#)
[Fahrplaner](#)



Which tickets are available?

Single ticket

This ticket is valid for one journey in one direction. Important: within the IVB network, you can only change to other lines within 30 minutes.

Day ticket

The day ticket is valid for an unlimited number of journeys on one calendar day. Important: in Innsbruck (core zone), only the 24h ticket is available.

24h ticket

This ticket is only available in Innsbruck (core zone). The 24h ticket is valid for a period of 24 hours, starting from the time when the ticket is validated on public transport or from the date and time stated on the ticket. It is valid for an unlimited number of journeys in the core zone and beyond until the scheduled destination is reached.

8-journey ticket

This ticket is only available in Innsbruck (core zone). The ticket is valid for eight journeys in Innsbruck (core zone).

Weekly and monthly tickets

These tickets are valid for a week or a month from the date of issue. As there is no name on the ticket, it can be transferred to another person.

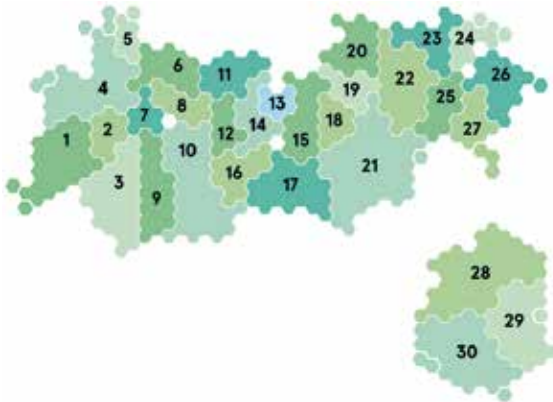


All VVT tickets can be purchased with a surcharge for passengers changing to IVB in Innsbruck!

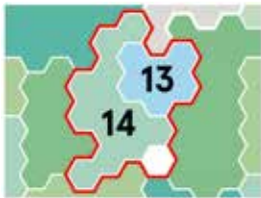


Jahres-Ticket LAND and Jahres-Ticket REGION

The Jahres-Ticket LAND (annual provincial ticket) is valid for all forms of public transport (bus, train and tram) in Tyrol and in Innsbruck (core zone). The tickets are only valid for one person and are non-transferable. They are valid for one year from the date of purchase.



The Jahres-Ticket REGION (annual regional ticket) can be purchased for two neighbouring areas that are connected by a bus or train line.





Where can you buy your tickets?

There are a number of different ways to buy a ticket:

From your bus driver: whereas drivers of IVB buses are only able to sell single and 8-journey tickets, the drivers of regional buses outside of Innsbruck are also able to provide day, weekly and monthly tickets (note: on lines T and A, only single and 8-journey tickets are available). Drivers of regional buses are also able to sell tickets for multiple zones, even if the bus does not travel there.

From booking offices: these include train stations, ÖBB travel centres for train tickets and most tobacconists. In Innsbruck, the booking offices provide all tickets up to the monthly ticket. All tickets (including annual tickets) are available from the VVT and IVB customer centres.

At ticket machines: ÖBB ticket machines at train stations, IVB ticket machines and short-stay parking zone machines with ticket function across all of Innsbruck, and four VVT ticket machines at Innsbruck Main Station.

Online: ÖBB train tickets can also be purchased online – simply visit the ÖBB website at www.oebb.at and click 'Book ticket now'.

App: purchase your Innsbruck ticket quickly and easily via the IVB-Ticketshop app. This ensures that you always have your mobile ticket with you on your smartphone. Alternatively, you can also buy and print out your ticket online via the ticket shop (ticketshop.ivb.at).



IVB tickets are cheaper when purchased from a booking office, via IVB-Ticketshop (app or online version) or at a ticket machine! Tickets for Vorteils card Classic, Family and Jugend are cheaper when bought at ÖBB ticket machines!



Important: IVB single tickets, 24h tickets and 8-journey tickets from ticket machines or booking offices must be validated on the bus/ tram during each journey. Only then are the tickets valid!

Reductions and discounts – enjoy cheaper travel!



Children (up to their 15th birthday), young people (up to their 20th birthday), disabled people and senior citizens receive **reductions on single tickets, day tickets and the 8-journey ticket in Innsbruck (core zone)**. Children (up to their 6th birthday) travel with an accompanying person for free (2 children travel for free per accompanying person, with the reduced tariff charged for each additional child). IVB also provides reductions for individuals undertaking basic military service and alternative social service.

Schul-Ticket & Lehr-Ticket and SchulPlus-Ticket & LehrPlus-Ticket

for school pupils and apprentices up to their 24th birthday: applications for these tickets can be obtained directly from schools and can also be submitted at the VVT and IVB customer centres. More information is available under 'Tickets' on the VVT website at **www.vvt.at**.

Semester-Ticket for students under 27: semester tickets are available for the city and/or region. Applications can be submitted in the VVT and IVB customer centres. More information is available under 'Tickets' on the VVT website at **www.vvt.at** and under 'Tickets/Tariffs' on the IVB website at **www.ivb.at**.

Jahres-Ticket Senioren for people aged 62 and up: with this annual ticket for senior citizens, you can travel by bus, tram and train throughout Tyrol for a year – including Innsbruck (core zone) and the Nightliners. More information is available under 'Tickets' on the VVT website at **www.vvt.at**.



Families – travelling with children: as a family, you can enjoy cheaper train, bus and tram travel throughout Tyrol. All you need is the free 'Familienpass Tirol' (for information, visit **www.familienpass-tirol.at**). To qualify for the Familienpass, you need to have a valid residence in Tyrol but you do not have to provide proof of citizenship.

More information is available on the VVT website at **www.vvt.at**, at the VVT, online at **www.ivb.at**, in the IVB tariff folder and at **www.oebb.at**.



IVB 'Sozialtarif': people in Tyrol who receive Mindestsicherung (needs-based minimum benefit) can purchase the monthly ticket for a lower price. Visit the IVB customer centre for more information.

VVT Jahres-Ticket LAND SPEZIAL: if you show an up-to-date notification stating that you are receiving Ausgleichszulage (equalisation supplement), you can purchase the annual ticket for a lower price.

ÖBB Vorteilscard: ÖBB provides its own 'Vorteilscards' that enable you to travel by train for less (not valid on buses). The ÖBB Vorteilscard 'Jugend' is available to anyone aged under 26, the 'Senior' version is suitable for anyone aged 62 and up, the 'Family' card enables up to four accompanying children to travel for free even if they are not the cardholder's children and the 'Classic' option is open to all other travellers.



ÖBB Vorteilscard 66: it costs less to buy the Vorteilscard Classic online than at a ticket desk. This card does not feature any special requirements and is only available online at tickets.oebb.at.

ÖBB SparSchiene: ÖBB also provides a range of tickets that are particularly affordable. They are available in limited numbers and can only be used to travel on the train for which the ticket was purchased. The SparSchiene tickets are only available for connections between larger cities. For more information, visit the ÖBB website at www.oebb.at.

ÖBB Gruppenticket: the bigger the group of people travelling together, the cheaper this ticket becomes – even for groups as small as two. The ÖBB Gruppenticket cannot be combined with an ÖBB Vorteilscard.

Timetable and route map – find the right bus and train!



Timetable and booklet

Information on departure times can be found in the **timetable booklets from VVT** (available for all lines). There is a dedicated **line folder** for every line in the IVB network. All timetables are available at the VVT and IVB customer centres and at the train stations. A timetable featuring the departure times is also on display at every stop.

Route map

The route map helps you gain an overview of the stops and your options for changing between lines. IVB provides a route map for Innsbruck, with VVT issuing several for the larger cities in Tyrol.





These are available on the VVT website at **www.vvt.at** by clicking 'Services', then 'Downloads'. The IVB lines can be found under 'Lines' at **www.ivb.at**.

Timetable information on the internet

You can check connections on the websites of VVT (**www.vvt.at**), IVB (**www.ivb.at**), ÖBB (**www.oebb.at**) and Postbus (**www.postbus.at**) or via the smartphone app. For help with checking this information online, visit www.vvt.at/konkret. This help is also available in Turkish at www.vvt.at/tuerkisch.



Tickets and prices – know the cost even before you travel!

Public transport in Tyrol is divided into tariff zones that are used to calculate the ticket price. VVT tickets are valid on **buses, trains and trams**. VVT calculates the tariff based on 'honeycombs' (=zones).

ÖBB tickets are therefore valid on all forms of transport within the VVT network in Tyrol. This does not apply for any reduced tickets that are only valid with the ÖBB Vorteils card Classic, Family or Jugend, as these are exclusively for use on trains.

This is a zone:



This is the Innsbruck core zone:



Zone plan and examples

**A journey within one zone
in the region.**

Example: from Mils to Hall

Fare: 1 zone



**A journey through multiple zones
in the region.**

Example: from Inzing to Völs

Fare: 3 zones



A journey within Innsbruck (core zone).

Example: from Maria-Theresien-Straße
to Schützen-Straße

Fare: Innsbruck (core zone)



A journey to/from Innsbruck (core zone) without changes.

The journey in Innsbruck (core zone) counts once (1 zone).

Example: from Innsbruck to Wattens

Fare: 4 zones



A journey through Innsbruck (core zone).

The journey in Innsbruck (core zone) counts twice (2 zones).

Example: from Völs to Hall

Fare: 5 zones

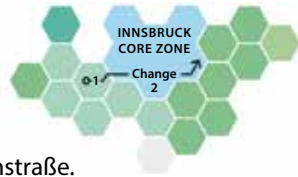


A journey to/from Innsbruck (core zone) with changes.

The journey in Innsbruck (core zone) counts once. The Innsbruck (core zone) surcharge is included.

Example: from Völs to Innsbruck, Schützenstraße.

Fare: 2 zones + change in Innsbruck (core zone)



Important note on 'change in Innsbruck': if you start a journey outside of Innsbruck and then have to change to another line in Innsbruck, you have to pay the Innsbruck (core zone) surcharge. This surcharge for passengers changing in Innsbruck can be purchased with your ticket from any regional bus driver. If you travel by train and wish to use the buses in Innsbruck, you can purchase the surcharge from the ticket machine together with your VVT ticket. At ÖBB ticket machines in Tyrol, you will receive a VVT ticket – except in the case of ÖBB reductions.



For journeys within Innsbruck, you can change to other lines within 30 minutes on a single ticket.

Tips for using the bus and train – everything else you need to know!

Park+Ride

If you wish to park your car at a train station and continue your journey by bus or train, you can make use of the Park+Ride facilities that are available in Tyrol. Anyone who purchases a VVT annual ticket receives an annual Park+Ride ticket free of charge at the VVT customer centre in Innsbruck. If you purchase a day, weekly or monthly ticket, you will receive the free Park+Ride ticket straight from the ÖBB ticket machine itself. The following Park+Ride facilities are available (the latest information is available at www.vvt.at under 'Service'):



Oberland: Imst-Pitztal, Landeck-Zams, St. Anton am Arlberg, Ötztal, Seefeld in Tirol, Kematen

Wipptal/Stubai: Steinach am Brenner, Matrei am Brenner

Unterland: Jenbach, Schwaz, Hall in Tirol, Fritzens-Wattens, Kufstein, Pill-Vomperbach, Brixlegg, Rattenberg-Kramsach

Drautal: Lienz

Brixental: Kitzbühel, St. Johann in Tirol, Fieberbrunn

Real-time display

Many larger stops feature a real-time display including the bus number, destination and waiting time in minutes.



Nightliner

If you want to go out on a Friday, Saturday or before a public holiday, the Nightliners (including trains) are there to take you home throughout the night.



ASTI – Innsbruck call and collect shared taxi

The call and collect shared taxi can drive you home from any IVB stop. If you do not have a mobile phone, your bus driver can make the call for you.



Operating times: between 8 pm and 6 am in Hötting and St. Nikolaus and between 11 pm and 6 am throughout the city.
Tel.: +43 (0)512 55 1719

Lost property

If you forget something on the train or bus, there is a good chance of getting it back. What kind of bus were you travelling on – a regional bus or a bus in Innsbruck? You can pick up your lost property from the respective customer centre.

IVB Fundbüro (lost property office)

KundInnencenter, Stainerstraße 2, 6020 Innsbruck

Tel.: +43 (0)512 53 07 103

Opening times: Mon.-Thu. 7:30 am-4 pm and Fri. 7:30 am-noon

Postbus service number

Tel.: +43 (0)512 390390

ÖBB lost property office

Contact via the hotline: +43 (0)1 93000 22 2 22

Contact information for additional transport companies is available in the respective timetables or from the VVT customer centre on +43 (0)512 561616

Dogs on board

When travelling by train, a ticket must be purchased for any dogs that are not transported in pet carriers or bags. All dogs travel for free within Tyrol on a VVT ticket, but they must wear a muzzle at all times (except for assistance dogs with a permit). Please ensure that your dog does not disturb other passengers. The conditions of carriage of the transport company in question must be observed.



© iStock.com/GlobalP



Cycling – the healthy option, supported by VVT, IVB, ÖBB and Postbus!

Bicycle transport

If it is possible for bicycles to be transported, they are conveyed free of charge on VVT bus routes. Any available equipment for securing your bike must be used. Unfortunately, it is impossible to guarantee that bicycles can be transported and the driver has the final say on whether bicycles can be taken on board. Bicycle transport on trains is subject to a surcharge and the corresponding ticket can be purchased from the ticket machine. Although suburban S-Bahn trains and regional REX trains do not require reservations for bicycles, this is necessary on other trains.

Stadtrad Innsbruck

In Innsbruck, you can also hire an IVB 'Stadtrad' (city bike). Once you have completed the free registration, you are able to hire city bikes for a fee. For more information, visit stadtrad.ivb.at.

Stadtrad[®]
Innsbruck

Cycling courses for women from different cultures

The cycling courses for women from different cultures are provided for free by Klimabündnis Tirol in collaboration with interested municipalities and local organisations. The cycling courses aim to reduce any uncertainty or anxiety among women who have never ridden a bike before or have not done so for a long time. For information, contact: Klimabündnis Tirol, Anichstraße 34, 6020 Innsbruck; tel.: +43 (0)512 583558-0; fax extension: -20; e-mail: tirol@klimabuendnis.at

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