

# How to travel by bus and rail



## Your destination:

In every vehicle, there are screens and announcements informing you about the next stop.



If you would like to get off there, please press the STOP button before arrival. The vehicle will halt at the next stop.



The doors will open as soon as the vehicle has stopped at your destination and you have pressed the STOP button on the handrail by the door.

# DSW21 service at a glance

## Timetable information and tickets online:

[www.bus-und-bahn.de](http://www.bus-und-bahn.de)  
[www.netzplan-dortmund.de](http://www.netzplan-dortmund.de)



**Ticket purchase, info + journey planner:**  
DSW21-App

## Timetable and fare information:

Phone 0180.6 504030\* daily around the clock

\*0.20 €/landline call, mobile max. 0.60 €/call

## Free timetable

information (voice computer): Phone 0800.3 504030

## Suggestions and complaints

Phone

0231.955 - 33 85 Mon - Fri 08.00 a.m. - 08.00 p.m.  
[kundenresonanz@dsw21.de](mailto:kundenresonanz@dsw21.de)

## Ticket complaints

Form + phone numbers: [www.bus-und-bahn.de/ebe](http://www.bus-und-bahn.de/ebe)  
[ebe-service@dsw21.de](mailto:ebe-service@dsw21.de)

## KundenCenter (customer service centres)

**Petrikirche at** Mon - Fri 08.00 a.m. - 08.00 p.m.  
**Kampstraße 46** Sat 08.00 a.m. - 04.00 p.m.

**City Railway** Mon - Fri 08.00 a.m. - 06.00 p.m.  
**Hörde Bf**

**Castrop Betriebshof**  
(depot) Mon - Fri 08.00 a.m. - 05.45 p.m.  
**Bahnhofstraße 14**

**HaltePunkt** General information | No sales

**City Railway** Mon - Fri 09.00 a.m. - 05.00 p.m.  
**Kampstraße**

# DSW21

DSW21 (Dortmunder Stadtwerke AG)  
Kommunikation und Information  
Deggingstraße 40  
44141 Dortmund

Telefon 0231.9 55-00  
[www.bus-und-bahn.de](http://www.bus-und-bahn.de)  
[posteingang@dsw21.de](mailto:posteingang@dsw21.de)

Stand: März 2020  
Gestaltung: Akut Werbung | Druck: DSW21 Druckzentrum und Weiterverarbeitung

EN

# Information on bus and rail use



# DSW21

Wir bewegen unsere Stadt

## Welcome to Dortmund

There are many different ways to travel: suburban railway, underground, trams and buses. This information will help you use them.

### How do I plan a trip?



Every bus and every train makes certain stops at regular intervals along its route. Every stop has a timetable displaying information on the lines stopping there.

You can also plan your journey using the DSW21 App or the timetable information on [www.bus-und-bahn.de](http://www.bus-und-bahn.de).



There, you can find out about the best way to travel, how long the trip will take and which ticket you need.

After you have planned your journey, all you need is a valid ticket in the corresponding price category.

## Ticket purchase

### Important to know:

For each trip, you need a valid ticket before you get on!

Children under the age of 6 travel free of charge. Children aged 6-14 pay the child fare.

You can purchase tickets at the following locations:

- on the bus from the driver
- from the ticket vending machine at the stop (ticket purchase possible in some vehicles)
- at railway stations
- at the KundenCenter (customer service centre)
- mobile tickets from the ticket shop at [www.bus-und-bahn.de](http://www.bus-und-bahn.de)

1 The ticket vending machines let you select different languages.



2 There are single tickets ("EinzelTicket") for individual trips. They are valid from your starting point to your destination. A new ticket is required for return trips.

3 If you plan on making several trips, we recommend the 4-trip ticket ("4erTicket") which saves you money compared to the single ticket.

## How to travel by bus and rail

### Important to know:



The ticket must be validated before departure. Please stamp your ticket as illustrated by inserting it into the stamping machine. You will hear a signal as soon as it has been validated.

Without a valid ticket, your trip is considered not paid for and upon inspection, you risk having to pay a higher fare of at least € 60.

### Bus:



Use the entrance by the driver to get on the bus and show your ticket. Or tell the driver your destination or the price category you need and purchase your ticket there.

### Rail:



You can get on and off at any door. The ticket must be purchased and validated before departure. The general rule is: Before you enter, let the other passengers exit.

Vehicles can only be boarded at the stops.