

Fahrgast-Charta, informal translation

Health is currently the number one priority – this applies to the whole of public life. Therefore, it is necessary for our passengers and employees to follow a few guidelines regarding local public transport.

1. Prior to the journey

Planning your journey:

- Passengers who feel ill should not use local public transportation
- Passengers should avoid journeys during peak times
- Passengers should purchase tickets in advance before departure (online or at ticket machines)
- Passengers should wash or disinfect hands thoroughly before starting the journey

When waiting and boarding, passengers should consider the following:

- When waiting at the station or stop, passengers should keep a sufficient distance
- If possible, passengers should also wear mouth and nose protection in the station or waiting area (obligatory for the metro)
- All available entry and exit areas / doors should be used
- Before boarding, passengers should allow other passengers to disembark safely by waiting at a sufficient

The following guidelines apply to employees:

- All employees are provided with protective equipment and pay specific attention to cleaning or disinfecting the workplace

2. During the journey

Passengers protect mouth and nose:

- Passengers should wear mouth-and-nose protection masks during the entire journey.
- Instead of a mouth-and-nose protection mask, passengers can also use scarves or cloths.
- Passengers should not leave used mouth-and-nose protection masks on public transport when they disembark.
- Passengers should cough or sneeze only into the bent elbow or in a handkerchief.

Passengers should keep their distance:

- Passengers should keep the necessary distance despite the use of mouth-and-nose protection
- Passengers should leave their seat as late as possible before leaving the bus & train
- Passengers should be distributed as "loosely" as possible between seating and standing areas in the vehicle.

The following guidelines apply to employees:

- In order to maintain the necessary social distance, the passenger compartment is separated from the drivers compartment
- Mouth and nose protector masks will be used by staff when having contact with passengers .
- The front entrance doors on city buses remain closed; there is no ticket sale by employees on the bus

3. After the journey

These guidelines apply to passengers:

- Dispose used tissues immediately (waste bin!) and discard or wash used masks
- Wash or disinfect hands thoroughly

4. Control

Each and every individual is responsible for compliance with these guidelines.

The executive is responsible for monitoring the legal requirements and any sanctions resulting from them.