Always willing to listen

The employees of the ombudsperson office are the link between any construction site and local residents. They are always willing to listen to the concerns of local residents, provide first-hand information and work to find solutions. Each construction phase has its own contact persons who can be reached by local residents either at the construction site office or by telephone.

Please direct general questions about underground construction work to **u2u5@wienerlinien.at** or call our customer care department on **017909 100.**

Ombudsperson office contact details

U5 Frankhplatz
frankhplatz@wienerlinien.at
01 7909 - 67930

U2xU5 Rathaus
rathaus@wienerlinien.at
01 7909 - 67230

U2 Neubaugasse
neubaugasse@wienerlinien.at
01 7909 - 67630

U2 Pilgramgasse
pilgramgasse@wienerlinien.at
01 7909 - 67830

U2 Reinprechtsdorfer Straße
reinprechtsdorfer-strasse
@wienerlinien.at
01 7909 - 67330

U2 Matzleinsdorfer Platz
matzleinsdorfer-platz
@wienerlinien.at
01 7909 - 67730

Do you want to find out more?

Visit us at u2u5.wien.at

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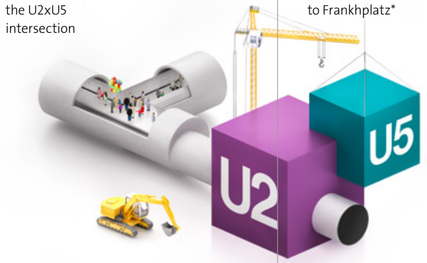
Intersection U2xU5 / 10.2020

Vienna's underground network

On 3 November 1969, work started on the construction of the Vienna underground network, on three lines at the same time. The first sections of the U1, U2 and U4 underground lines formed the basis for the network which was continuously expanded in the following years.

Since the ceremonial opening of the first section between Karlsplatz and Reumannplatz in 1978, the network has grown to a length of over 83 kilometres and today has 109 stations.

Back to the future: from Day 1 to Wienerberg



*Depending on the results of the ongoing procurement process

Let's check out the underground

The underground was something fascinating for Vienna's inhabitants many years before it even opened. The idea of travelling under Stephansplatz was unimaginable. What a great idea it was to build a tunnel under the Danube Canal.

Some 50 years after starting to build an underground network in Vienna, we are again at work in the heart of the city. Vienna is being given new lifelines so that the bustling centre remains well connected to the outer districts.

U5 fully automated into the future

Many people are already familiar with fully automated underground networks in other major cities such as Paris or Barcelona. This technology has long since been tried and tested internationally. That's why new underground lines these days are mainly completely automated.

The time for fully automated underground operations has finally arrived in Vienna with the construction of the U5, providing an opportunity for the operator of Vienna's underground system to gain valuable experience in converting existing stations and building new ones: The stations from Karlsplatz to Rathaus will be refurbished and equipped with platform screen doors, and a brand new station will be built at Frankhplatz.

Safe

The platform screen doors only open once the train has pulled into the station. Delays caused by items on the tracks will also be a thing of the past.

Flexible

Short-term additional demand, e.g. during major events, can be responded to easier and faster.

User-friendly

Wiener Linien personnel will be available to help passengers both on trains and platforms.

Did you know?

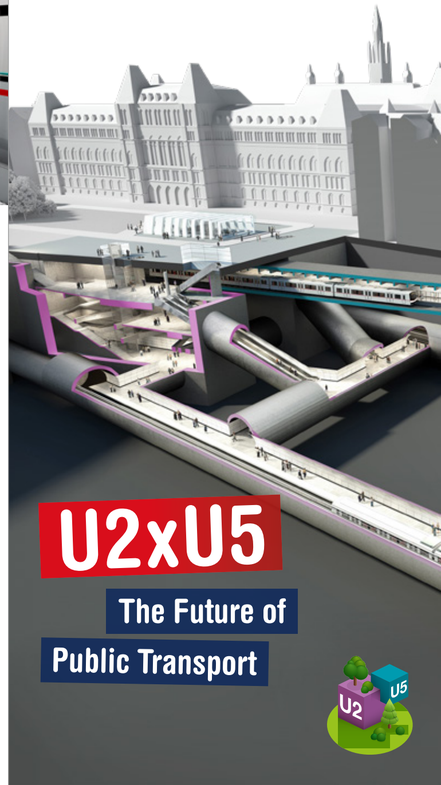
Trains on the U1, U2, U3 and U4 lines have always operated semi-automatically and are assigned speeds by the control centre.

Fully automated underground operations have already been thoroughly tried and tested worldwide. Systems with platform screen doors improve safety levels.

U2xU5 App

Discover the new stations in **3D** and **augmented reality**

WIENER LINIEN
The city is yours.



U2xU5

The Future of Public Transport

Public transport for the climate

The U2xU5 intersection is the largest climate protection project in Vienna and also the city's largest current infrastructure project.

Every euro invested in expanding high-performance and passenger-friendly public transport reduces CO_2 emissions caused by cars and therefore protects the environment.

The city's public transport network is continuously growing to ensure that Vienna remains as popular as it is. This will benefit both the people of Vienna today and future generations to come.

More green spaces for more quality of life

Investments in our public transport system protect the environment and create more high-quality space in the city. Fewer cars means more urban space which, for example, can be used for parks and planting trees.

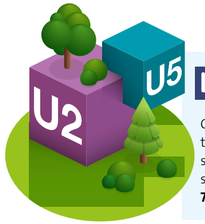
Bus, tram and the underground are the keys to a greener future. This is what Vienna could look like in future.

U2xU5 intersection benefits ...

... 1.3 billion passengers a year. This will sustainably ensure there is enough space on public transport. The U2xU5 expansion project will provide space for more than 300 million additional passengers.

... saving up to 75,000 tonnes of CO_2 per year. The possibility of switching from private transportation (cars, motorbikes, etc.) to public transport means potential savings of up to 75,000 tonnes of CO_2 per year as a result of the U2xU5 intersection. In order to absorb the same amount of CO_2, this would require immediately planting six million 30-year-old beech trees in Vienna. This is equivalent to a forest the size of the 1st to the 11th Districts combined or the same size as the 22nd District.

.... more efficient use of space. The expansion of the underground network will also create more green space and enable more environmentally-friendly urban planning by reducing private transport. The U2xU5 intersection will cut private transport by 550 million kilometres per year.

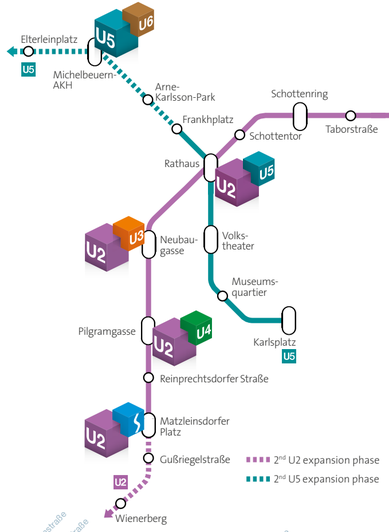


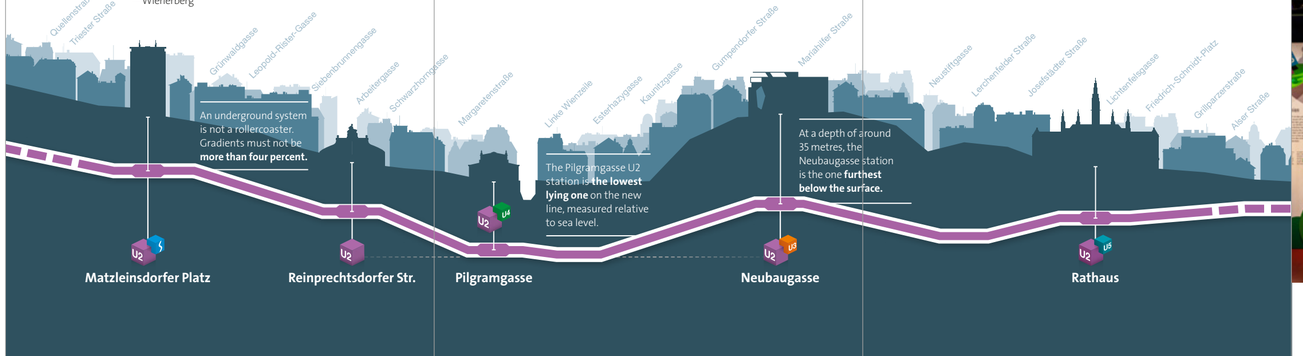
Less CO_2

Once completed, the U2xU5 intersection can achieve savings of up to **75,000 tonnes of CO_2**

Minimal disruption saves 20,000 truckloads

T**he environment and residents are taken into consideration** even during the construction phase. Similar to modern keyhole surgery, the work mostly takes place underground. All of the earth excavated by the tunnelling machine is removed via a central shaft at Matzleinsdorferplatz. This avoids 20,000 truckloads through the city and 75 tonnes of CO_2.





Next stop: the future

Vienna is a vibrant city – and vibrant cities grow. By 2030, over two million people will be living here. In order to keep pace with this growth, the public transport network also needs to be expanded.

Strengthening the hub

The U2xU5 intersection will significantly consolidate the heart of Vienna's underground network. The positive impacts of this project, however, will be felt far beyond the city centre. New interchange options will take the strain off heavily used services. The entire public transport network will become even more efficient and fit for a city of two million.

More climate protection

Expanding public transport equals active climate protection.
By using public transport, you are protecting the environment.

More convenience

One in three passengers travels using the 13a, 6, 43, U3 and U6. The U2xU5 intersection will provide real relief for these lines.

The new underground lines

The U2xU5 intersection actually consists of two projects: The new U5 will operate on the existing U2 tracks between Karlsplatz and Rathaus, leading to the Frankhplatz station in the first construction phase.

The U2 will run on completely new tracks heading south from the Schottentor station. The new U2 will pass under the existing platforms at the Rathaus station and travel to Matzleinsdorfer Platz via the Neubaugasse, Pilgramgasse and Reinprechtsdorfer Strasse stations.

More jobs

The investments in the U2xU5 intersection are creating or safeguarding 30,000 jobs.

More connections

Today, there are ten stations in the underground network where two lines meet. The U2xU5 intersection will add a further four such stations.

U2xU5 infocentre

Delving deep. What's on offer at the U2xU5 infocentre? Find out here in a direct and interactive way about the planning, construction and operation of the new underground lines.

The multimedia exhibition offers an exciting insight into the history and future of Vienna's underground system. You can try your luck as a tunnel builder or plan the U7.

A model of a station with platform screen doors provides you with insights into the fully-automated future of the U5. A model of the rolling stock lets you try out the seats on the new underground trains which will be operating.

Opening times

Mon. & Wed. & Thu. 14:00 to 18:00
Tue. & Fri. 09:00 to 13:00

Closed on Saturdays, Sundays and public holidays.

We look forward to your visit.

The U2xU5 infocentre is located on the mezzanine level of the **Volkstheater underground station** near the Burggasse entrance/exit and next to the station monitoring centre.

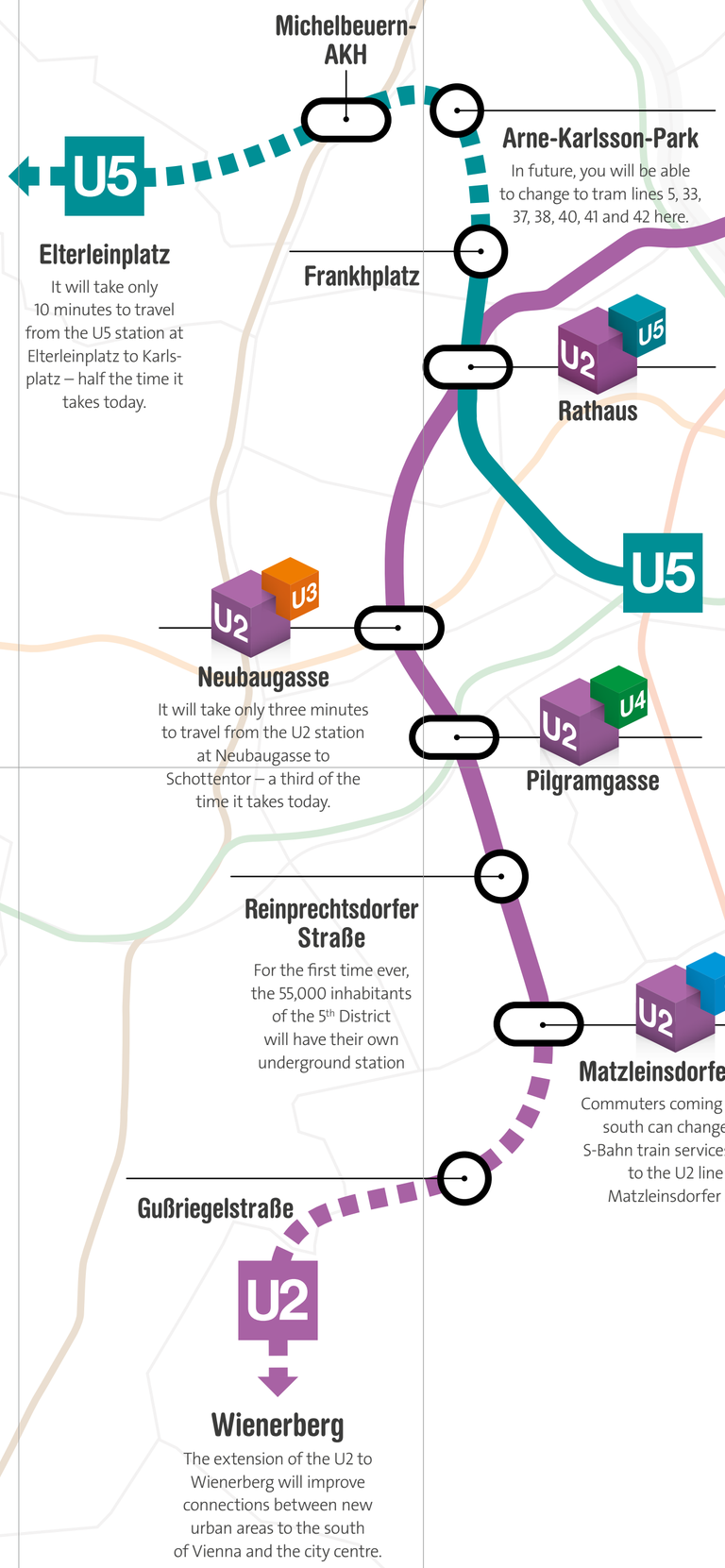
Underground construction

More infos at u2u5.wien.at

The new U2xU5 intersection will bring many advantages for Vienna's public transport network.

The positive environmental impact of the new underground lines include environmentally-friendly urban planning and additional green space in the city.

New direct connections make the underground network an efficient and environmentally-friendly means of travel within the city.



More climate protection

Enormous potential to save CO_2 due to people switching from cars to public transport

Space for 300 million additional passengers and a total of 1.3 billion passengers a year

More space for plants and trees by reducing private transport

Even more efficient public transport

Taking the strain off heavily used services such as the 13A, 43, 6, U3 and U6

Four new underground connections and one new connection to the S-Bahn network in southern Vienna: changing trains will be even faster

Investments in the local economy

30,000 jobs by investing in the expansion of the underground network and the U2xU5 intersection