



U2xU4 Pilgramgasse: Shuttle service for passengers with restricted mobility

Wiener Linien attaches great importance to ensuring accessibility for passengers with restricted mobility. This core issue is considered for the barrier-free access at more than 1,100 tram and bus stops and 109 underground stations, and also for the purchase of new vehicles – including the Flexity trams or the next generation “X-Wagen” type underground cars.

With the construction of the U2xU5 intersection, Wiener Linien is the contracting entity of the currently largest inner-city construction site for public transport in Austria. To be able to transport up to 300 million additional passengers per year in an environmentally responsible manner in future, however, diverse work needs to be completed at other underground stations as well.

One of these is the U4 station Pilgramgasse. Underneath the existing station, a new U2 station is being built, scheduled for completion by 2027. The on-site construction work is enormous. To provide even better accessibility in the area of the station, Wiener Linien jointly with advocacy groups for issues relating to the equal treatment of people with disabilities, have created an additional offer.

As from 15 April until further notice, people with restricted mobility plus the person accompanying them as registered in their official disability ID card, can make use of a free shuttle service. The shuttle minivan is operated by Wiener Lokalbahnen Verkehrsdienste and is available to passengers on seven days a week during the U4 operating hours. People who wish to make use of this service can travel conveniently from A to B without barriers and without having to change lines.

“Once again, Wiener Linien has proven that barrier-free access is not just a buzzword for it. The shuttle service offers an additional travel option for people with restricted mobility in the surroundings of Pilgramgasse underground station,” as Hans-Jürgen Groß, group representative for accessible mobility at Wiener Stadtwerke, explains.

People interested in making use of this offer should book the shuttle service on the previous day by sending an e-mail to wlv.dispo@wlb.at or telephonically at 01/815 60 70. Bookings made on the same day might be subject to a waiting period of more than 30 minutes. The currently valid mandatory wearing of FFP2 face masks, including its exceptions, also applies in the shuttle vehicle.

Prerequisites for using the shuttle service:

- A valid ticket for zone 100: Passengers will be required to sign a confirmation that they have used the shuttle service on the vehicle. After that, the ticket can be used to continue the journey.

- The pick-up and/or drop-off point must be situated within a designated area around Pilgramgasse underground station (see map)
- The journey must be from Pilgramgasse in direction Heiligenstadt or coming from Hütteldorf to the Station Pilgramgasse.