

WELCOME TO BUS-PORT HAMBURG

OUR USER REGULATIONS



2025

Regulations for the use of ZOB Hamburg

ZOB Hamburg has a number of specific rules that apply to bus companies and bus drivers. This information sheet lists the most important points to ensure that everything runs smoothly.

1. General information on the operating procedure

ZOB Hamburg has 17 bus platforms and 12 break areas (berths) for regional and long-distance traffic as well as for occasional traffic. Bus platforms 1 to 14 are designed to be so-called “bus bays” that buses drive into forwards and reverse back out again for departure.

The bus bays are long enough to fit 15 m buses. Bus platforms 15 to 17 are designed as normal bus stops.

There is also a separate lane with berths for the HVV city bus service (HOCHBAHN and VHH companies) and a departure stop for these HVV buses.

Operation and passenger information are managed by an electronic control and passenger information system (PIS). This consists of a dispatch workstation in the ZOB supervision area, central display boards at the entrance to the ZOB and in the hall of the customer centre, as well as display boards on each bus platform.

2. Information for bus drivers

2.1 Approach

Access to the ZOB is via Adenauerallee. Access is only possible from the west (main station).

2.2 Traffic regulations at the ZOB

You are only permitted to drive at walking speed (5 km/h) across the entire ZOB site. Speeds are monitored. Special attention should be paid to buses reversing out of the bus bays. Reversing buses have priority. Always stop and do not continue until the reversing bus has completed its manoeuvre. The bus driver is responsible and liable for damages.

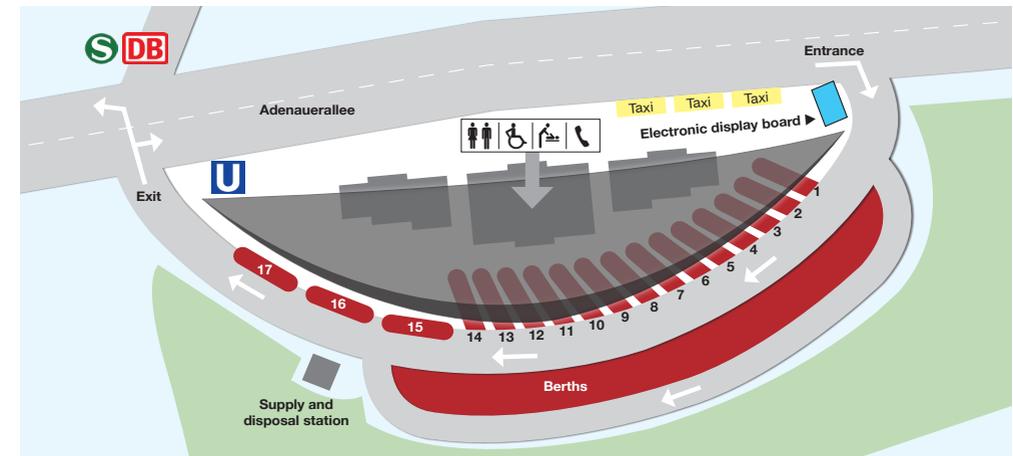


2.3 Finding the bus platform number

Assigning buses to platforms is carried out daily by an electronic system. There are therefore no fixed bus platform allocations and bus platform allocation may change daily. At the entrance to the ZOB you will find a large electronic display board on the right-hand side of the road, which lists all 17 bus platforms. For pre-reserved bus platforms, the name of the tour operator and the place of departure or destination of the bus are shown. Bus platforms that are already in use are marked “belegt/occupied”. Look for

the bus platform appropriate for your route. Buses can use non-occupied berths (“Free bus bay”) without advance reservation.

If your bus route is not listed on the board, drive into a free bus platform (display board shows: “Free bus bay”). Then register immediately with the ZOB supervisory team.



2.4 Entering a bus bay

The bus platforms are numbered in the direction of travel, i.e. bus bays 1 to 14 come first and then bus bays 15 to 17. There is an electronic display board at the front of each bay that clearly shows the number of the bus platform and again the name of the tour operator and the departure or destination of the bus.

When you have reached the correct bus bay, drive right up to the end of the bus bay. This is the only way for the system to detect that your bus has arrived via an infrared sensor. If the information on the display board is missing or incorrect, please contact the ZOB supervisor immediately. You will find an in-

tercom system on the right-hand column of the display board. Please press the top button “ZOB-Aufsicht”.

2.5 Bus is ready for boarding

When your bus (departure) is ready to board, press the lower button “Einsteigebereit” on

the microphone unit (right column of the display board). Two green circles will now flash alternately both on the bus platform and on the display board in the customer hall, signalling to your passengers that they can board the bus.

2.6 Departure

To leave the bus bay, please switch on the bus hazard warning lights and carefully reverse the bus so that you can leave the ZOB in the direction of the exit. The infrared sensor on the display board detects that your bus has left as soon as you have reversed out by approx. 1 m. Even if reversing buses have priority, it is extremely important to drive carefully and in such a

way that hazards/accidents are avoided. The bus driver is responsible and liable for damages.

2.7 Delays/early arrivals

If your arrival or departure is expected to be pushed forward or delayed by more than 15 minutes, we need this information as early as possible so that we can take this into account when planning the bus platform allocation. Otherwise it may be the case that the bus platform provided for you is occupied by another bus. You should therefore report any early or late arrivals as soon as possible, even while on the move by mobile phone. There are two ways to do this:

If your tour operator operates a travel agency or a counter at Hamburg ZOB that has access to the PIS, report your schedule alteration to this office.

In other cases, please inform the ZOB supervisory team. They can be contacted daily between 5.30 a.m. and 11 p.m. Phone number +49 (0)40 247 576.

2.8 Environmental protection

In order to reduce CO₂ emissions and noise, waiting buses are not permitted to idle their engines. The engine must be switched off. Violations are punishable.

2.9 User charges

The user charges in accordance with the applicable table of charges are collected by our staff in cash from the bus driver

or invoiced monthly to companies with whom we have an agreement.

2.10 Service facilities

At ZOB Hamburg, we also offer special service facilities for bus drivers. In the basement of the central building you will



find a toilet. To use this, you will need 1 euro coins, which can be obtained from the change machine. For your passengers, it might be of interest that there is also a disabled access toilet and a baby changing room available.

At the level of bus platform 16, you will find a supply and waste disposal station in the left-hand lane, where you can get your bus ready for a new journey.

A drainage channel enables the emptying of your bus toilet. A water connection to supplement the water supply is available,

A fee is charged for the use of this station. If you want to use the station, please contact our supervisory team. You can also use the intercom system attached to each bus platform for this purpose.

3. Information for bus companies and tour operators

3.1 Timetable information

For the information of your passengers and for the timely coordination and planning of the operating procedure, especially bus platform allocation, it is imperative that we know all planned arrivals and departures from the ZOB Hamburg by the time the bus platforms are allocated at the latest.

Such notifications must therefore be received 48 hours before departure. If journeys are not reported or are reported late, this will lead to increased expenditure in the processing of operations and must therefore be charged in accordance with the table of charges.



Notifications can be made in writing to ZOB Hamburg-Betriebsaufsicht, Adenauerallee 78, 20095 Hamburg, by fax (+49 (0)40 2804 497) or by email to anmeldungen@zob-hamburg.de. For regular journeys, a single notification is sufficient, which is valid until revoked or until a date specified by you.

3.2 Alterations (early arrivals, delays, cancellations, changes)

Information about changes and alterations to the timetable is of great importance for passenger information as well as for the scheduling of operations (bus platform occupancy). There are two procedures for this:

If you have rented rooms at the ZOB, it is possible to access the ZOB PIS via a Web browser. You will then always have an up-to-date overview of all arrivals and departures at the ZOB including the planned bus platform numbers. You can also enter schedule alterations directly in the system for the buses for which you are responsible. These are then displayed both in the ZOB supervisory area and on all passenger information boards. In the event of major alterations, the ZOB supervisor will assign a different bus platform to the route in question if necessary.

In all other cases, please contact the ZOB supervisor by telephone.

We are happy to support you so that you and your passengers feel at home here at the ZOB Hamburg. Give us a call: +49 (0)40 247 576.

User charges

valid from 1 March 2025

Each use of a bus platform or a break area (berth) is subject to a charge. This applies to arrivals and departures.

Regular stays at a bus platform comprise a maximum of 20 minutes. For longer stays, surcharges are applicable. Exceptions to this are public transport departures of the Hamburger Verkehrsverbund (HVV). The maximum length of stay for HVV departures is 4 minutes.

The following fees must be paid when using a bus platform (gross figures):

Stay of up to 20 minutes:	EUR 14
Every additional 20 minutes commenced:	EUR 14
Buses that are part of the HVV public transport system:	EUR 3/use

For invoicing of the usage fees, users shall submit the total amount of usage (listed separately according to usage times) to ZOB Hamburg GmbH by the 12th of the following month at the latest without being requested to do so. If such a submission is not made, ZOB Hamburg GmbH will charge according to its own records.

The following fees are to be paid cash when using a berth/break spaces/supply or disposal station (gross figures):

up to 2 hours:	EUR 16
up to 6 hours:	EUR 29
up to 24 hours:	EUR 40
Use of the bus supply and disposal station:	EUR 17