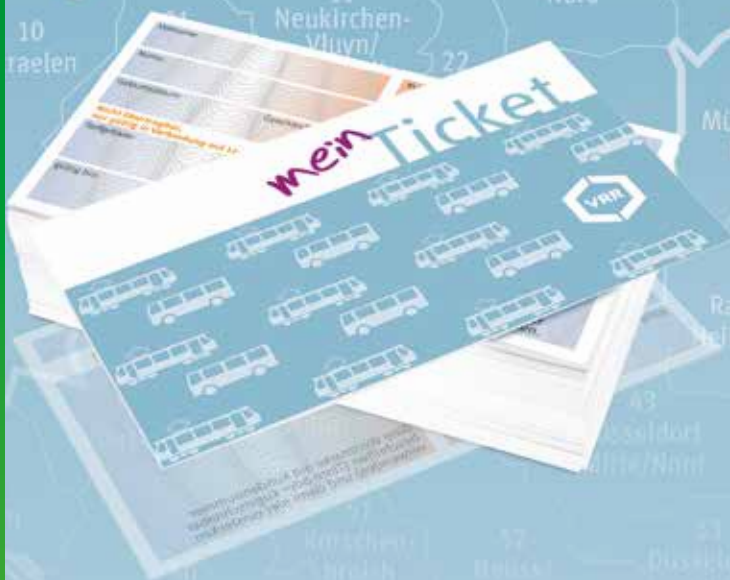


2023

SozialTicket



The personal tickets for bus & train

The SozialTicket options in the VRR will keep you mobile in your place of residence or in the towns of your district at a low price. You will receive the personal tickets for bus and train if you, for example

- receive unemployment benefits II and social benefits (SGB II)
- receive social assistance (SGB XII)
- receive housing benefit
- are eligible for benefits under SGB VIII
- are eligible for benefits under the Asylum Seekers' Benefits Act,

or

- are eligible for benefits under the Federal Pensions Act are.

The relevant authorities in your city will be able to tell you whether you are eligible in your district or not. They will also provide you with the necessary certificate of eligibility (carrier card) or a notice for purchase of a SozialTicket.

Transferability

SozialTickets are personal tickets that cannot be transferred to any other persons. They are valid around the clock in their respective area of validity for all scheduled buses, XBuses, city train, RB, and RE train lines as well as for trams and underground trains. Your SozialTicket will be valid for price level A in your town if you live in an independent town. If you live in a town that is part of a district, your SozialTicket will be valid in all towns of the district in the district price category.

Passenger transport

The monthly ticket and subscription option of the SozialTicket also lets you take along up to three children younger than 15

on buses and trains in your respective area of validity from 7 p.m. onwards from Monday to Friday, and all day on weekends, public holidays, and on 24 and 31 December.

Mobility guarantee

The mobility guarantee will apply to you in case of delays caused by traffic jams, parking issues, or vehicles and operating equipment problems. This applies if the local public transport you are trying to use is cancelled or departs from the departure stop with a delay of at least 20 minutes as compared to the timetable. You must switch to the alternative means of transport within 60 minutes. If you travel by IC/EC or ICE instead, or if you are taking a taxi or a sharing service (e.g., car, bike, e-trekker sharing, on-demand transport), we will reimburse up to 30.00 euros between 5 a.m. and 8 p.m. and up to 60.00 euros between 8 p.m. and 5 a.m. if you have a SozialTicket.

SozialTicket subscription as chip card (price level A/district level)

The subscription is sold as an eTicket on a chip card called “meinTicket” for the respective price level A or district level at the transport company’s KundenCenter. The SozialTicket subscription costs 36.22 euros per month.

Important: The SozialTicket is a personal ticket and only valid together with an ID card or other official photo .



This is how it works!

1. Employees of the competent authority issue customers with a certificate of eligibility (carrier card) or a notice for purchasing a SozialTicket..
2. Customers present the carrier card or notice at the respective KundenCenter and complete the direct debit authorisation on site. The subscription is valid in the same way as the certificate of eligibility/notice.
3. The chip card will be mailed to customers – the chip card is called “meinTicket”.
4. Customers with a chip card can then travel in the respective area (price level A or district level). In case of an inspection, it will be sufficient to present the chip card and the ID card or another official photo ID as it is a personal ticket. It is not necessary to carry the carrier card or the notice.
5. The transport company will inform the customer that their eligibility, and thus the subscription, is about to expire before the end of the period of validity of the certificate of eligibility.
6. To renew the subscription, the customer must go to the relevant authority to renew the certificate of eligibility by acquiring a new carrier card or a new notice.
7. They then present their renewed certificate of eligibility at the KundenCenter. If there already is an entry in the transport company’s customer portal, the chip card will be renewed in the system.
8. If the subscription or certificate of eligibility is not to be renewed yet, the entitlement to travel on the meinTicket chip card will expire automatically. The chip card must be returned to the transport company.
9. If the entitlement expires before the expiry of the certificate of eligibility/carrier card (e.g., by acquiring a new job), notice of termination must be given to the transport company in writing and the chip card must be returned to the transport company as soon as possible.

SozialTicket monthly ticket (price level A/district)

The SozialTicket costs 41.20 euros per month as a monthly ticket. The monthly ticket can be purchased in the respective price level A or district level at the KundenCenter locations or at the ticket vending machines of the transport companies

Important: The certificate of eligibility and the monthly token will only be valid in conjunction with your ID card or other official photo ID when you are travelling by public transport.

This is how it works!

Employees of the competent authority issue customers with a certificate of eligibility (carrier card) or a regular notice for purchasing a SozialTicket.

If customers only receive a regular notice, they need to go to the KundenCenter to have the certificate of eligibility issued as a carrier card for legitimation. Only the carrier card will serve as a verification feature for inspecting personnel, among other things.

In addition to the personal details, the area of validity of the SozialTicket and the date until which the certificate of eligibility is valid will be noted. The monthly tickets must no longer be used following expiration of the validity of the certificate of eligibility. An Increased transport charge will be applied without the certificate of eligibility as a carrier card.



Important: Furthermore, the certificate of eligibility must not be written on, corrected, or amended. This will render it invalid.

The token (price level A or district level), which is valid for one month, can be purchased from the KundenCenter and sales offices of the transport companies, the travel centres of Deutsche Bahn, and the ticket vending machines. Carefully transfer the six-digit ID at the upper right onto your token (see arrow).



Finally, fold the token and insert it into the flap provided on the right-hand side of the plastic cover from above. Now you can use the SozialTicket to travel by bus and train.



Important: Please bring your ID card or another official photo ID with you for verification. If your token has expired but your certificate of eligibility continues to be valid, you can collect a new token for another month from the offices listed above.

ZusatzTicket

Would you like a little more? One ZusatzTicket per ride will extend the validity of your ticket to the entire VRR area or allow you to travel in 1st class.

ZusatzTickets (all prices given in euros)

ZusatzTicket	3,80
ZusatzTicket of 4	13,70

FahrradTicket

Take your bike with you anywhere in the VRR. Valid for 24 hours from validation.

FahrradTicket (all prices given in euros)

FahrradTicket	3,80
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Mobile timetable information and ticket purchase with the new VRR App



Do you still have questions?
Our staff will be happy to help you:

Service Telephone 0 800 6/50 40 30

(free of charge from any German network)

You may contact the Smart Number around the clock.

Online timetables

www.vrr.de

Verkehrsverbund Rhein-Ruhr
AugustastraÙe 1
45879 Gelsenkirchen

We wish you a pleasant journey
your Verkehrsverbund Rhein-Ruhr

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