

Düsseldorf

Accessible travel



As of March 2026

 **Rheinbahn**

Welcome to the Rheinbahn

We want to make travelling with the Rheinbahn accessible and safe for all.





In this leaflet you will find information on our services and accessible travel.

We are continuing to make our stops accessible for all.

The map (on the last page) shows all the accessible stops in Düsseldorf.

The wheelchair symbol shows you which stops are accessible.

Some stops are only partially accessible. Please see the table for more information.

-  City railway / High-floor
-  City railway / Low-floor
-  Tram / Low-floor
-  Bus

* Partially accessible

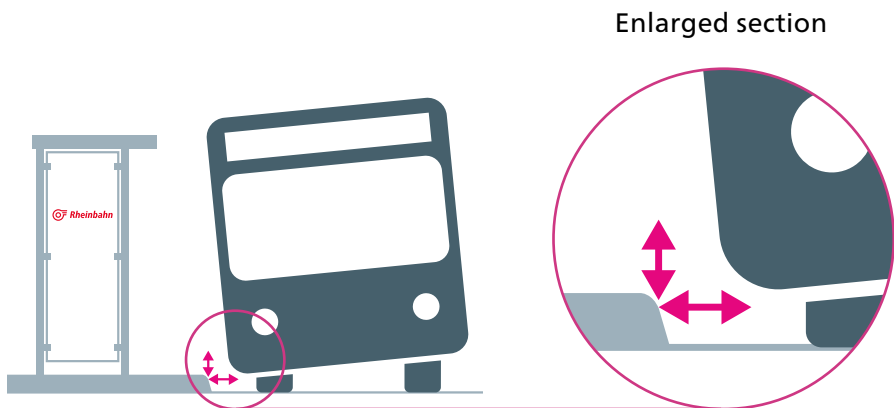
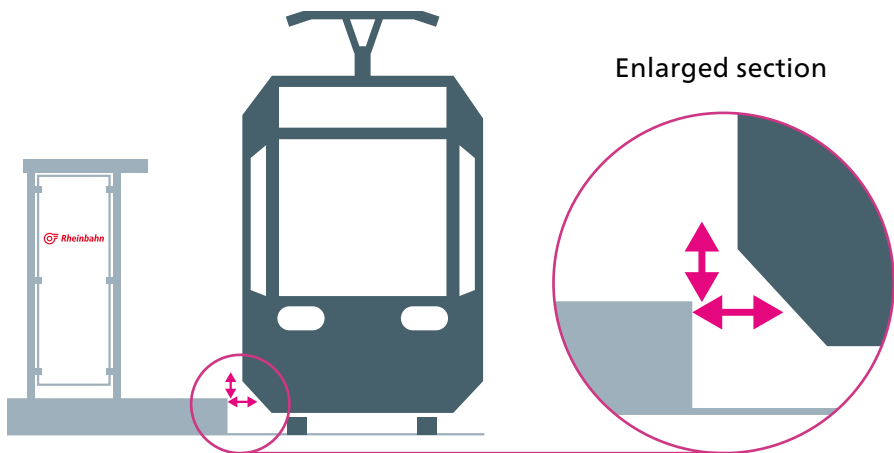


Getting on and off safely

* Partially accessible stops

Stop	Line	Note
Auf'm Hennekamp	U72 U73 704	Step-free access is only available on U72, U73 and 704.
Birkenstraße	708 709	Only platform 2 is accessible. Trams 708 and 709 depart from here to "Düsseldorf Hbf".
Brehmplatz	U71 706 708	Platform 2 is only partially accessible. Please only use the first door.
D-Flingern S	706 709	Tram 706: Only platforms 1 and 2 are accessible. Tram 709: Platform 4 is only partially accessible. Please use the first door.
Dörpfeldstraße	U73	This platform is only partially accessible. Please use the first door.
Friedingstraße	U73	This platform is only partially accessible. Please use the first door.
Gerhardstraße	U72	This platform is only partially accessible. Please use the first door.
Helmholtzstraße	704 707	Only platform 1 is accessible. Trams 704 and 707 depart from here to Bilk.
Luisenstraße	705	Step-free access is only available on bus 705.
Rather Waldstadion	U72	The only step-free access is via the forest path.
Universität Nord/ Christophstraße	704	Getting off the tram is not step-free. There is step-free access when getting on the tram.
Von-Gahlen-Straße	U73	This platform is only partially accessible. Please use the first door.

Distances at accessible bus stops



The step onto the bus or train can be as high as 8 cm.



The gap between the platform and the train or bus can be as wide as 7 cm.



City railway

In Düsseldorf the city trains run above ground and underground.

The underground lines are called the “U-Bahn”.

There are two types of trains:

Low-floor trains

These trains often have step-free access.

On the map the low-floor train lines are shown in turquoise:

U71 **U72** **U73** **U83**

High-floor trains

These trains do not always have step-free access.

On the map the high-floor train lines are shown in blue:

U70 **U75** **U76** **U77**
U78 **U79**

Coming soon: train lines

U80 **U81**

All underground stations have step-free access to trains.

Above ground there are many stops with level platforms.

Doors on our buses and trains

Our buses and trains have safety sensors in the doors. They close automatically and stop if something is in the way.



Tram

Our trams are low-floor trams.

Many stops have step-free access.

On the map the tram lines are shown in red.

Please note:

- Access is step-free at the first door.
- To keep the doors open, press the button with the wheelchair symbol. (see picture below)
- There is a reserved space for a wheelchair or pushchair opposite the door.

Exit button

On our buses and trains, the button with the wheelchair symbol is at a low level.

Press the button when you wish to get off.





Bus

Our buses are low-floor buses.

They can be lowered to make it easier for you to get on.

On the map bus routes are shown in grey.

Please note:

- Access is step-free at the second door.
- There is a reserved space for a wheelchair or pushchair with impact protection.
- Before getting off, press the button with the wheelchair symbol. The driver will then lower the bus.
- Many buses have wheelchair ramps. The driver will unfold the ramp.

Information

www.rheinbahn.de/barrierefrei

Mobility guide

- Information on taking electric wheelchairs, bikes or scooters
- Information on e-scooter training courses

0211 5 82 01

mobilitaetsbildung@rheinbahn.de

Customer services

0800 6 50 40 30 (free from all German networks)

Timetables

0800 3 50 40 30 (free from all German networks)

Rheinbahn Escort Service

0211 5 82 34 56


Accessible public transport in Düsseldorf

0211 8 99 54 26

Customer Centre

- Opening hours, please see: rheinbahn.de/kundencenter

 Düsseldorf Hauptbahnhof
Immermannstraße 65 a

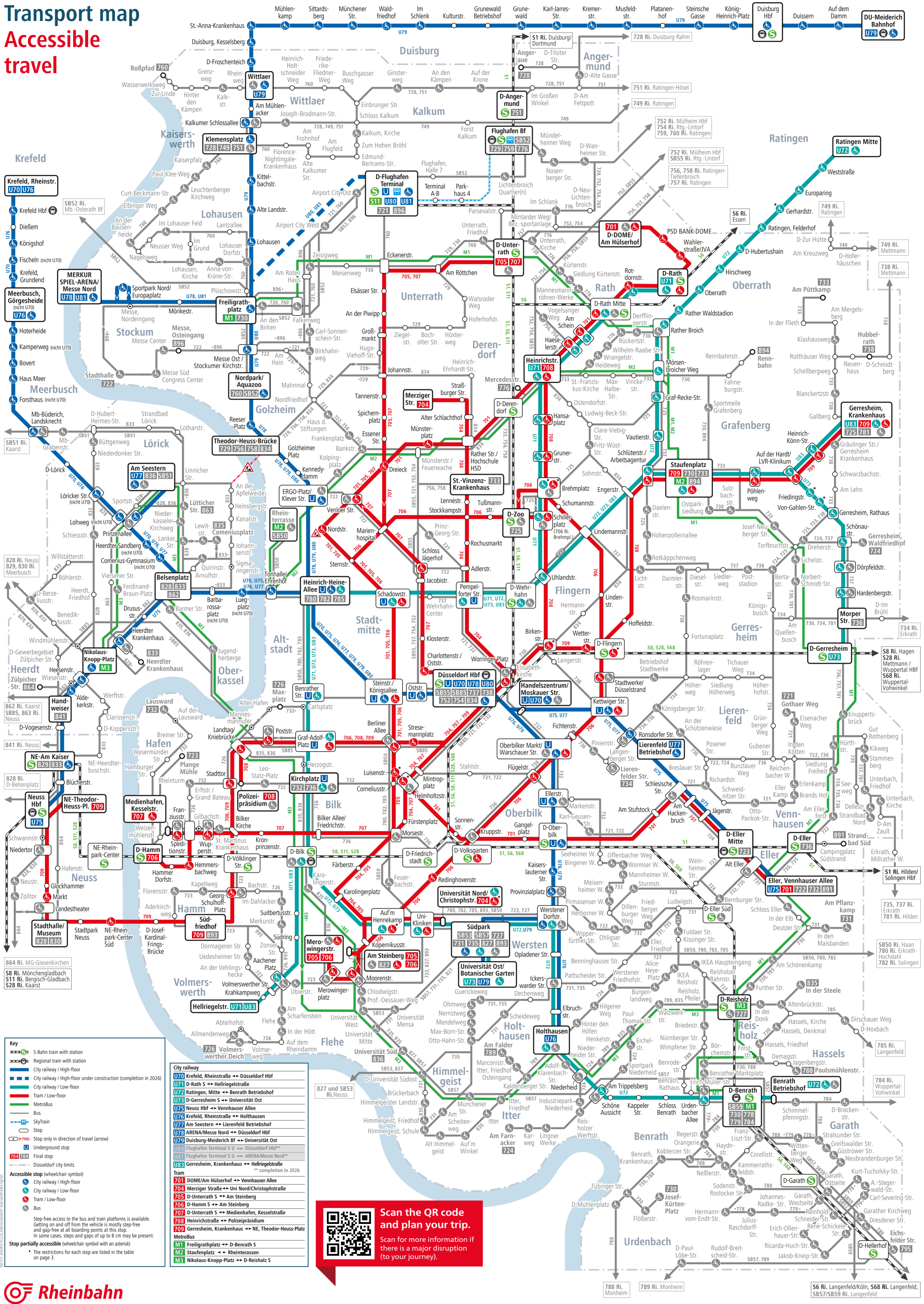
 Heinrich-Heine-Allee
Heinrich-Heine-Allee 23

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Transport map

Accessible travel



Key

- S-Bahn train with station
- Regional train with station
- City railway / High-floor
- City railway / High-floor under construction (completion in 2026)
- Tram / Low-floor
- Metrobus
- Bus
- SkyTrain
- Stop only in direction of travel (arrow)
- Underground stop
- Final stop
- Düsseldorf city limits

Accessible stop (wheelchair symbol)

- City railway / High-floor
- City railway / Low-floor
- Tram / Low-floor
- Bus

Step-free access to the bus and train platforms is available. Getting on and off from the vehicle is mostly step-free and gap-free at all boarding points at this stop. In some cases, steps and gaps of up to 8 cm may be present.

Stop partially accessible (wheelchair symbol with an asterisk)

- The restrictions for each stop are listed in the table on page 3.

City railway

- U70 Krefeld, Rheinstraße → Düsseldorf Hbf
- U71 D-Rath S → Hellriegelstraße
- U72 Ratingen, Mitte → Benrath Betriebsbahnhof
- U73 D-Gerresheim S → Universität Ost
- U75 Neuss Hbf → Vennhauser Allee
- U76 Krefeld, Rheinstraße → Holthausen
- U77 Am Seestern → Lierenfeld Betriebsbahnhof
- U78 ARENA/Messe Nord → Düsseldorf Hbf
- U79 Duisburg-Meiderich Bf → Universität Ost
- U80 Flughafen Terminal S U → Düsseldorf Hbf
- U81 Flughafen Terminal S U → ARENA/Messe Nord
- U83 Gerresheim, Krankenhaus → Hellriegelstraße

Tram

- 701 DOME/Am Hülserhof → Vennhauser Allee
- 704 Merziger Straße → Uni Nord/Christophstraße
- 705 D-Unterrath S → Am Steinberg
- 706 D-Hamm S → Am Steinberg
- 707 D-Unterrath S → Medienhafen, Kesselstraße
- 708 Heinrichstraße → Polizeipräsidium
- 709 Gerresheim, Krankenhaus → NE, Theodor-Heuss-Platz

Metrobus

- M1 Freiligrathplatz → D-Benrath S
- M2 Staufenplatz → Rheinterrassen
- M3 Nikolaus-Knopp-Platz → D-Reisholz S

Scan the QR code and plan your trip.

Scan for more information if there is a major disruption (to your journey).