Public Telephones with Button for Direct Connection to the VGF-Security and Service Control Centre

All in all, 99 public telephones are installed in 27 underground subway stations of the VGF. There, emergency calls to 110 and 112 can be made, a special key connects free of charge to the “SaS”-Control Centre.

SOS-Emergency Call

Police and fire brigade will be there at the push of a button. More than 120 appliances of the SOS emergency call system are installed in underground subway stations – on B-Levels and platforms. The positions of the red appliances are indicated by information signs. Instead of calling 110 or 112, a push of a button is enough to establish direct connection to the police or fire brigade.

Emergency Brake on the Platform

Red emergency switches are located on all platforms of the 27 underground subway stations. They switch the signals for all approaching or leaving trains to red, so that in cases of emergency, the trains cannot leave or pull into the stations.
Since May 2006, VGF has been advancing its project “Security and Service” (SaS), with the aim to improve its services and security in its facilities. The project includes the equipment of underground stations with surveillance cameras and SOS- and information pillars to quickly provide help for passengers. In two stages of construction, VGF equipped all 27 underground stations by the end of 2009; in the third stage 16 stations above ground will follow with additional 90 cameras and 31 pillars. Total costs of this project: approximately 6.1 million Euros. The heart is the “Security & Service Control Centre”, the most modern in Germany, which carries out the overall coordination. It is staffed 24 hours a day and can be contacted via the pillars or on the phone. Call 069 213 22708.

Security and Service Control Centre
The “Security & Service Control Centre”, in operation day and night since 2006, is the most modern in Germany. Here, the cameras are operated, emergency calls and information requests from the pillars are received and the operation of the security service is coordinated.