Information about Public Transport

Following the announcement of the extraordinary situation for the whole of Switzerland, the system coordinators of the public transport industries SBB and PostBus have - in consultation with the Federal Office of Transport - decided to reduce their services. The reasons for this are a slump in demand and possible staff shortages at transport companies. The public transport services of ZVV will also be reduced.

Detailed information about ZVV service reduction (only German)

- As of Monday, March 23, 2020, the public transport services of ZVV will gradually be reduced. Basic service provides for passengers to be able to count on functioning travel chains even in this extraordinary situation.
- Transport service to hospitals and further basic supply facilities (distribution centers etc.) have priority.
- The transport companies kindly ask their customers to only travel when absolutely necessary and to stay at home in case of symptoms of illness.
- Passengers should consult the online timetable on www.zvv.ch before each journey; the timetables get updated regularly.
- Please buy tickets electronically (webshop, app).
- Please follow the hygiene recommendations of the Federal Office for Public Health.

The reduced timetable is effective at least until April 26, 2020 and will continuously be updated online.

The canton of Zurich supports the Federal Government's decision to keep public transport running for as long as possible. The service reductions are coordinated throughout Switzerland. From a greater perspective, the following goals were pursued when making the adjustments:

- Maintenance of basic service incl. first and last scheduled transportation.
- Continued functioning travel chains, in other words, good coordination of connections avoiding larger accumulations of passengers.
- The social distancing rule may be observed wherever possible.
- Transport service to hospitals and further basic supply facilities (distribution centers etc.) have priority.
Information from the Driver and Vehicle Licensing Office

Licensing
- The Driver and Vehicle Licensing Office and the Vessels Registration Office remain available via post, e-mail and telephone.
- For emergencies, drop-in centers at the Driver and Vehicle Licensing Offices Zürich-Albisgütli and Winterthur are open during business hours.
- The Driver and Vehicle Licensing Offices in Bassersdorf, Bülach, Hinwil and Regensdorf as well as the Vessels Registration Office in Oberrieden are closed.

Vehicle inspections
- All vehicle inspections, follow-up inspections and vessel inspections are canceled. New appointments will be sent at a later date.
- Urgent vehicle inspections for vehicles for basic supply vehicles can be arranged by telephone. They take place in Zürich-Albisgütli and Winterthur. The following are considered basic supply vehicles: Heavy goods vehicles, vehicles for the transportation of hazardous goods and for professional passenger transport, vehicles with blue light sirens, work motor vehicles and agricultural vehicles as well as private import vehicles with expiring registration. Licensing inspection for basic supply vehicles (e.g. food and infrastructure) are also possible. Other vehicle inspections are not possible. Zürich-Albisgütli: 058 811 00 00, Winterthur 058 811 00 00.
- For vehicle inspections due to police reports, the Driver and Vehicle Licensing Office will send new appointments. They will also keep taking place.

Driver's license medical and psychological assessments
Due to limited capacity in the health care system, medical and psychological assessment are currently not possible (this includes age-related check-ups).

Medical examinations
Due to the extraordinary situation, we are stopping all invitations for regular periodic control examinations pursuant to the Admittance of Vehicles and Users Ordinance (VZV).
- Motor vehicle drivers from the age of 75 up (senior citizens).
- Holders of higher driver's license categories (for instance trucks, buses, permits for professional passenger transport/taxis).

We will send out new invitations at a later date.
In case you have to comply with enacted medical obligations, please note the following:

- You must continue to comply with the enacted medical obligations.
- Due to the coronavirus epidemic, you currently do not need to submit medical progress reports, urine sample analyses and examination results of driver’s license medical assessments (incl. abstinence controls).
- We will check at a later date whether you have complied with the obligations and then invite you accordingly.
- If you have to do monthly urine sample checks for cannabis, but it is currently not possible, please expect us to check the compliance with cannabis abstinence at a later date, possibly by means of hair analysis.

The examinations necessary for re-issuance of the driver’s license can currently not be carried out.

**Theory and driver’s license tests**
There are no theory and driver’s license tests.

**Other frequently asked questions from A-Z**

**Foreign driver’s license (exchange)**
If you are unable to submit your application (e.g. no eye test or identification check possible), we can extend your deadline for the exchange. Please send an e-mail to: info@stva.zh.ch

**Provisional Driver’s License**
We cannot accept applications for provisional driver’s licenses without an eyesight test.

If your provisional driver’s license expires within 2 months, you can request a renewal by e-mail: info@stva.zh.ch

**New production license plate exchange**
You can order, however you cannot stop by to exchange. We will contact you as soon as you can stop by again. If you have lost a license plate, please call us: 058 811 35 35.

**Post Offices: Only retrieving of license plates**
The 13 main post offices are unavailable for Driver and Vehicle Licensing Office transactions. Only exception: Retrieving license plates for license plates which are already deposited at your post office.

**Invoices**
We send out invoices with a payment deadline of 120 instead of 30 days.
Daily license plates
The service is not available on site. Please send your documentation by post and we will send you the daily license plate.

Border crossing points

In order to implement the nationwide extension of border controls in Switzerland, smaller border crossing points will be closed to passenger traffic and frontier traffic will be channeled to larger border crossing points.

It is the Confederation which provides information about which crossing points are still open and who is allowed to use the “green lanes”.

- Open border crossing points (DE, FR, IT)
- Use of "green lanes" and extension of the customs clearance hours (DE, FR, IT)