



LJUBLJANSKI POTNIŠKI PROMET - LPP

Zapelji se na www.lpp.si Take a ride on www.lpp.si



ALI TE LAHKO ZAPELJEM?
LET'S TAKE A RIDE!



The most important task of the public company Javno podjetje Ljubljanski potniški promet d.o.o. (LPP) is to provide safe, reliable and smooth-running public transport in the area of the entire City Municipality of Ljubljana and sixteen suburban municipalities. Our wish and goal is to make sure that buses will become the best alternative to private cars since in this way we can remove private vehicles from urban areas to ensure a healthy environment for future generations. To provide comfortable, safe and fast transport to Ljubljana's citizens as well as for those living in the suburban municipalities, it is necessary to work as a team and in coordination: this is the daily motto of the almost 1,000 employees of our company. By purchasing new, modern, air-conditioned, environment and disabled friendly buses, along with regular training of the drivers, optimisation of the schedules and many other projects and measures for sustainable mobility, we provide public transport services of increasing quality. Consequently, a growing number of people are deliberately opting for public transport in Ljubljana and its surroundings.

METHANE BUSES

Modernisation of the LPP city passenger transport fleet of 280 buses in the last five years has significantly contributed to comfortable traveling and simultaneously to an improved healthy living environment. Hundred new environment friendly buses bought in recent years, meeting the Euro 5 or Euro 6 standards, among them 36 methane buses for a nicer and healthier environment, cleaner air and lower noise levels, will convince even the most zealous advocates of traveling by private cars in urban areas. By setting up a methane filling station together with Energetika Ljubljana we also obtained ideal conditions for our methane fleet.



Did you know? That the engine of a bus using natural gas or methane meets the strictest criteria regarding emissions and the EEV standard, which means there are almost zero emissions of particles of just a few thousands of a millimetre that harm people and the environment. Moreover, the contents of carbon monoxide (CO), nitrogen oxides (NOX) and carbohydrates (HC) are extremely low.*

**EEV - European emission standards define the acceptable limits for exhaust emissions of new vehicles sold in EU member states; they are defined in a series of European Union directives.*

LPP Information Centre

Slovenska 56, Ljubljana

+ 386 (0)1 43 05 174

+ 386 (0)1 43 05 176

Confiscated and found tickets

Every working day from 7 am to 7 pm

+ 386 (0)1 43 05 177

Lost & Found

24h/7 days a week

+ 386 (0)1 58 22 464

Only in Slovenian language

Information on bus arrivals

24h/7 days a week

(Call price € 1.0519 including VAT)

090 7220

Only via Slovenian mobile phone

Information for persons with disabilities

(Demand-Responsive Transport)

24h/7 days a week

+ 386 (0)1 58 22 425

+ 386 (0)51 44 99 92

Passengers' opinions and initiatives

Every working day from 8 am to 3 pm

+ 386 (0)1 58 22 506

More about LPP: www.lpp.si/en, mail@lpp.si.

Accurate information on LPP bus arrivals is available on www.lpp.si/en »Planning My Route (with Google)« as well as on bus.talktrack.com.

Please, look for departure times of buses also on bus stops' schedules and bus stops' displays.

If you have a Slovenian mobile phone please call **090 72 20** for exact information on departures of buses. Call costs from Telekom Slovenia operating line is € **1.0519 incl. VAT**. The price of calls from other networks provide other operators.

You can read more about **LPP BUS INFO** (information via sms) on www.lpp.si/en/public-transport/information-bus-arrivals.



Get around Ljubljana from A to B with the application for smartphones.

Information on bus arrivals: <http://bus.talktrack.com/Default.aspx?culture=en-GB>

Ljubljana is one of the first cities in Europe to introduce uniform payments for city services. Thus the everyday errands became simpler, cheaper, more user-friendly and convenient.

The Urbana single city card is a no-contact smart card, allowing quick and convenient cash-free payment for rides on all LPP lines. The Urbana card enables you a free-of-charge switching of buses within 90 minutes from the time of the first validation i.e. payment of the ride. The Urbana card is permanent and credit on the card does not lapse.



The Urbana card can also be used to pay for cable-car rides to the Ljubljana Castle, parking fees for white zones and parking lots managed by Javno podjetje Ljubljanska parkirišča in tržnice as well as the services of the Ljubljana City Library.

E-mail: urbana@lpp.si.

URBANA TIME CARD

It is green and is used as a carrier for all types of monthly tickets. It is issued to a specific holder and is not transferable. It enables an unlimited number of rides on all LPP bus routes.

Urbana time card can be obtained with an identity card for the 1st time:

- at LPP Information Centre, Slovenska 56, Ljubljana,
- at the Ljubljana Bus Station.



In addition to a monthly ticket, the green Urbana time card can be topped up with a credit (up to € 50) for possible paying of other services that are included in the city card system Urbana: (LPT parking facilities and parking payment machines, rental of books (Mestna knjižnica Ljubljana), funicular railway to Ljubljana Castle and BicikeLJ).

URBANA VALUE CARD

It is yellow, it bears no name of the holder and is transferable. It can be topped up with a credit of up to € 50. Urbana can also be used as a membership card of Ljubljana City Library. If you already have Urbana, take it with you to the library and your name and surname as well as registration number will be imprinted.



You can purchase and top-up **Urbana value card**:

- at green stand-alone machines or Urbanomats which can be mostly found near bus stops,
- in larger shopping centres Mercator and Spar,
- at selected Petrol stations,
- at newsagents' and tobacconists',
- at Tourist Information Centres
- and at Ljubljana Bus Station.



More information on page 20.

QUANTITY TICKET

Quantity ticket is valid for a selected number of journeys within certain route and enables you to travel on all inter-urban buses within 90 minutes. By purchasing ten trips you can get 5% discount, by purchasing twenty trips 7,5% discount and by purchasing thirty trips 10% discount on the full value of your purchase. The date when your purchased journeys are expiring, is written on the invoice you received.

ZONES - UNIFORM PAYMENT SYSTEM IN ALL ZONES



Please, choose the appropriate zone on the validator.

Payment with Urbana enables all passengers to travel within 90 minutes within a selected number of zones. The zone in which your journey starts is always in Zone 1; if you travel further on, the Zone 1 is followed by Zone 2 or / and then by Zone 3. Thus, a passenger traveling in Municipality of Ljubljana only moves within one zone; a passenger traveling from Ljubljana to Iška vas, Vodice or Polhov Gradec moves through two zones. Passenger, who travels to Grosuplje through Škofljica travels through three zones.

All types of tickets are therefore selected with regard to the starting point of the travel and the crossing of the borders of individual zones.

ZONES - UNIFORM PAYMENT SYSTEM IN ALL ZONES

If a passenger has a valid Urbana time card and monthly ticket for a single zone and at the same time wishes to travel in two or three zones, the passenger will pay a ride with the credit on his card. However, if you have bought the appropriate Urbana before you started the journey, then selecting of the zones on the validator is not anymore necessary.

Important:

- If you have an Urbana value card, the number of zones should be correctly determined on validator before validation, unless you are traveling in one zone only.*
- If you have an Urbana time card which is valid for one zone only, and you want to travel in two or three zones, the system will automatically deduct credit from your time card.*
- If there is no monthly ticket on your time card Urbana, your ride will be automatically deducted from the credit on your time card.*

ZONES - UNIFORM PAYMENT SYSTEM IN ALL ZONES

Choose Zone 1, 2 or 3 according to the below Table Of Zones.

TABLE OF ZONES

VSTOP / ENTRY IZSTOP / EXIT	MOL	BREZOVIKA 1	BREZOVIKA 3	ŠKOFLJICA	MEDVODE	IŠKA VAS	GROSUPLJE	VODICE	POLHOV GRADEC	DOBROVA
MOL	1	1	3	1	1	2	3	2	2	1
BREZOVIKA 1	1	1	2	1	1	2	3	2	2	1
BREZOVIKA 3	3	2	1	3	3	3	3	3	3	3
ŠKOFLJICA	1	1	3	1	1	2	2	2	2	1
MEDVODE	1	1	3	1	1	2	3	2	2	1
IŠKA VAS	2	2	3	2	2	1	3	2	2	2
GROSUPLJE	3	3	3	2	3	3	1	3	3	3
VODICE	2	2	3	2	2	2	3	1	2	2
POLHOV GRADEC	2	2	3	2	2	2	3	2	1	2
DOBROVA	1	1	3	1	1	2	3	2	2	1

<http://www.lpp.si/en/public-transport/map-zones>

<http://www.lpp.si/en/public-transport/map-bus-routes>

The payment of the fare and the validity of tickets is controlled by drivers, control officers and city inspectors when entering the vehicle and during the ride. When the passenger is required to show Urbana time card to the control officer a personal identity document with photo should be provided. Urbana can be withdrawn if the passenger has not validated herself/himself and thus did not pay the ride or if the passenger has invalid Urbana or invalid ticket on Urbana. City inspector in the event of breach imposes a fine of EUR 40, the same amount shall be paid when Urbana has been removed and reissued.

LOST AND STOLEN URBANA

Please, report lost, stolen or destroyed Urbana immediately by calling 00386 (0)1 43 05 175 (every working day from 7 am to 7 pm). You may be asked to visit the LPP Information Centre at Slovenska 56, 1000 Ljubljana if your card has been found. Revocated Urbana can no longer be activated. Re-issue costs are paid in accordance to the valid price list of the company LPP.

CHILDREN

Children under six years of age and organized groups of kindergarten children are using city public transport free of charge, without previously issued ticket. Children up to the age of six years must travel with adults (over 18 year's old) or be accompanied by an older child (over 10 year's old) with consent of parents, legal guardians or foster parents of the child. No charge for transport of prams (baby buggies) is required.

LUGGAGE AND ANIMALS

Dogs (with the exception of service dogs and guides) on city buses are allowed off-peak times. Dogs must be clean, healthy and on leash. They must wear muzzle and have a valid vaccination certificate. Other small animals can only travel in cages and in a manner that does not disturb or endanger other passengers and meets the hygienic sanitary regulations. Animal transport is free of charge. There is no additional charge for personal luggage as well. Larger pieces of luggage that could present an obstruction for other passengers are not allowed on the bus.

For all who walk with difficulty access to all major destinations in the city walking zone is provided by three electrical vehicles; all are called »Kavalir«. A Kavalir can take up to five passengers at the same time. It costs nothing to ride Kavalir. Kavalir 1 and Kavalir 2 are driving in the centre of Ljubljana from April until the end of October, in the period around November 1st they move to Žale graveyard area. Kavalir 3 has a regular route in the summer. In the winter, when the other two cavaliers are resting, Kavalir 3 is on demand.

Schedule Kavalir 1 and Kavalir 2:

April 1st to October 31st, every day - 8 am to 8 pm.

Schedule Kavalir 3:

Runs all year, every day - 8 am to 8 pm.

Ordering a ride:

00386 (0)31 666 331

00386 (0)31 666 332



<http://www.lpp.si/en/information-bus-arrivals/kavalir>

By using **Demand-Responsive Transport** service passengers with disabilities can travel safely and independently on all LPP routes.

How does it work? The passenger calls the LPP traffic control centre and the number 00386 (0)1 58 22 425 or 00386 (0)51 44 99 92 requesting transport on a certain day at a certain hour and receives immediate feedback on the possibility of the transport and confirmation/reservation of it. LPP traffic control center then informs the driver when the passenger is traveling so he/she can ensure the safety of the passenger.



Demand Responsive Transport via sms can use deaf, hard of hearing, deafblind and people using sign language. Sms to 00386 (0)51 44 99 92.

EXAMPLE-SMS: "I'd like to reserve demand responsive transport, entering at bus stop REMIZA, at 13.30, line 1, direction Šentvid. I'm a blind person, the driver should tell me where to get off, at the bus stop "Podgora".

EXAMPLE ANSWER LPP: "Line 1 arrives at 1.32 pm at your bus stop, direction Vižmarje (Šentvid), best regards, LPP." With this reply, you gain a confirmation to your sms, and you can be sure that the driver knows your route and will respect your wish.

IMPORTANT: If you want to take a ride on a bus with a ramp or on a low-floor bus, you need to reserve demand responsive transport at least 24 hours before you travel.

Being mobile in modern times means to participate in the life of the city, to taste independence and to enjoy socializing. Ljubljana public transport therefore prepared for all passengers some guidance and useful information for comfortable and efficient traveling.

- Always plan your trip. If time permits, check bus arrivals on the website [**www.lpp.si/en**](http://www.lpp.si/en) before traveling.
- Leave your home on time and avoid traveling in peak-times between 7 am and 9 am and between 3 pm and 5 pm, if you can. Before traveling, check your credit on Urbana On-Line or at Urbanomat.
- When transferring to another bus use all the relevant information displayed at bus stops and bus arrival displays .
- At the bus stop, we stand at least 40 cm away from the edge of the sidewalk so the arrival of the bus is safe for passengers. Passengers with wheelchairs or baby buggies, please, enter at the middle door.
- If you are in a wheelchair, please, wait at the beginning of the bus stop, so you can immediately signal to the driver how do you want to enter and where do you want to get off.
- While driving, check the brakes on disability chairs or buggies and thus facilitate safe traveling for all participants.

- Traffic conditions are unpredictable. Please, do always grasp the hand-hold bar and stand with your feet apart for better stability or sit down, if possible.
- Young people, please, give up your sit to elderly people.
- The ideal seat for elderly passengers is close to the front or the central part of the vehicle.
- When traveling, please hold the bar and release it only when your hand firmly holds the next one.
- Pickpockets love crowded places. Do not place your bag aside, carry it in front of you, with the zipper facing your body. Use a bag which can be hung across the chest so you can grab the holding bar.
- Did you know that the driver of the bus has only 20 seconds stop for all passengers to enter the bus? Walk toward the rear exit door and thus enable other passengers to enter the bus in fast and safe manner.
- We do not eat or drink on the bus.
- Please, watch out for cyclists when entering and exiting the bus at bus stops where cycle tracks are in the vicinity.

Ever more passengers of Ljubljanski potniški promet (LPP) are following the trends of intermodal travel in larger cities. Different forms of travel include riding on a bus and simultaneously using a folding bicycle.

- Before entering the bus, please secure your folding bike with appropriate bag.
- You may enter the city bus with a folding bike either through the front or the middle door.
- You can travel with a folding bike on working days on all city bus lines between 9 am and 1 pm, and after 6 pm as well as without limits on holidays and weekends.
- A folding bike may not exceed the size of personal baggage (110 cm x 70 cm x 30 cm) defined in the General Transport Terms and Conditions of LPP and may not be heavier than 15 kg.
- Put the bike on the floor in the area reserved for prams and fix it to a vertical pole by means of a corresponding fixing strap. If a passenger does not put protective equipment on their folding bike, they are liable for any damage according to the general regulations on liability for damages.
- If you travel with a folding bike, you should carry only one additional rucksack with you.
- Passengers, passengers on wheelchairs and parents with prams have priority over passengers with folding bikes.

- ① Touch Screen
- ② Card Reader
- ③ Coin Receiver
- ④ Receipt Printer
- ⑤ Keypad for Entering a PIN
- ⑥ Credit /Debit Card Receiver
- ⑦ Banknotes' acceptance



<http://www.lpp.si/javni-prevoz/ceniki>

<http://www.lpp.si/javni-prevoz/prodajna-mesta-vozovnic>

<http://www.jhl.si/enotna-mestna-kartica-urbana/nadzor-nad-placilom-veljavnost-jo-kartice>



Zapelji se na www.lpp.si



Mestna občina
Ljubljana



NOVEMBER 2014

Ljubljanski potniški promet, d.o.o., Celovška 160, 1000 Ljubljana

Fotografija: Tamara Deu, Tomaž Jakhel

Besedila in oblikovanje: LPP d.o.o.

Naklada 5 000