



# LJUBLJANSKI POTNIŠKI PROMET - LPP

Take a ride on [www.lpp.si](http://www.lpp.si)



LET'S TAKE A RIDE!



## ABOUT THE COMPANY

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.



Mestna občina  
Ljubljana



Modernisation of the LPP city passenger transport fleet of 280 buses from the year 2006 onwards has significantly contributed to comfortable traveling and simultaneously to an improved healthy living environment. All 132 new environment friendly buses bought in recent years, meeting the Euro 5 or Euro 6 standards, among them 68 CNG 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 CNG filling station together with Energetika Ljubljana on cesta Ljubljanske brigade 1, we also obtained ideal conditions for our CNG 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

**Confiscated and found tickets**

Every working day from 6.30 am to 7 pm

**+ 386 (0)1 43 05 174****+ 386 (0)1 43 05 175****+ 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 and bus lines**

24h/7 days a week

*(Call price € 1.0519 including VAT)***090 7220**

Only via Slovenian mobile phone

**Demand-Responsive Transport**

- for persons with disabilities

- with electric vehicles **URBAN**

24h/7 days a week

**+ 386 (0)1 58 22 425****+ 386 (0)51 44 99 92****+ 386 (0)51 240 240****+ 386 (0)1 58 22 555****Passengers' opinions and initiatives**

Every working day from 8 am to 3 pm

24h/7 days a week

**+ 386 (0)1 58 22 506**More about LPP: [www.lpp.si/en](http://www.lpp.si/en), [mail@lpp.si](mailto:mail@lpp.si).

Accurate information on LPP bus arrivals is available on [www.lpp.si/en](http://www.lpp.si/en) »**Planning My Route (with Google)**« as well as on [bus.lpp.si](http://bus.lpp.si). 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).



**Mobile application Urbana** offers a friendly and simple user experience to holders of smart phones equipped with NFC and Android 4.4 or more.



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

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.

**Urbana** 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. If you do not use Urbana, the card is outdated after five years.

The Urbana card can except for the buses also be used to pay for **EURBAN**, 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.

#### URBANA TIME OR PERSONALIZED CARD

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

**Personalized Urbana time card** can be obtained with an identity card:

- at LPP Information Centre, Slovenska 56, Ljubljana,
- at the Ljubljana Bus Station and
- at Tourist Agency PAV (Cankarjeva 4, Vrhnika).

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.



### 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

[www.jhl.si/en/single-city-card-urbana](http://www.jhl.si/en/single-city-card-urbana)

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,
- at LPP Info Point (Slovenska cesta 56, 1000 Ljubljana),
- at Ljubljana Bus Station,
- in larger shopping centres Mercator and Spar,
- at selected Petrol stations,
- at selected offices of Pošta Slovenija,
- at newsagents' and tobacconists',
- at Tourist Information Centres and
- with help of Mobile App Urbana.



- 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



## 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.

### Examples:

- 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.
- A 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.

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 in additional zone with the credit on his card. However, if you have bought the appropriate monthly ticket for additional 2<sup>nd</sup> and / or 3<sup>rd</sup> zone 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, a ride for one zone will be always automatically deducted from the credit on your time card, therefore, if you travel in Zone 2 or 3, type correct zone number in the validator and then validate your Urbana.*

# 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	BREZOVIČA 1	BREZOVIČA 3	ŠKOFLJICA	MEDVODE	IŠKA VAS	GROŠUPLJE	VODICE	POLHOV GRADEC	DOBROVA
MOL	1	1	3	1	1	2	3	2	2	1
BREZOVIČA 1	1	1	2	1	1	2	3	2	2	1
BREZOVIČA 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
GROŠUPLJE	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

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 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 € 40, the same amount shall be paid when Urbana has been removed and reissued.

### LOST AND STOLEN URBANA

Please, report and cancel lost, stolen or destroyed Urbana immediately by calling 00386 (0)1 43 05 175 (every working day from 6.30 am to 7 pm). Revocated Urbana can no longer be activated. However, in case of misused Urbana, the owner still pays all the re-issuing costs, if he did not cancel Urbana before it has been withdrawn by control stuff. 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) 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. For service dogs, which are marked as such and have no need for muzzle, there are no special time limits for traveling on the buses.

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.

It is important to allow the invisible to become visible and disability change into ability. We know that many deaf, hard of hearing, blind and visually impaired are not recognized as such at first glance and are therefore hardly to be helped on the public transport. Sometimes, they are even not noticed by drivers. Therefore, we've decided to gather all the important associations and organizations responsible for people with disabilities and asked them to join in the new project called "Ljubljana Public Transport Identification Card".

It is a fact, that people with disabilities want to travel, visit their friends and be independent. And sometimes they even want to be helped. When traveling with LPP, they can choose to be recognized as persons with disabilities and show the driver our »LPP Identification Card« in order to get immediate help.

Please, look at LPP Identification Cards on the web site at [www.lpp.si/en/informations-passengers/lpp-identification-cards-disabled](http://www.lpp.si/en/informations-passengers/lpp-identification-cards-disabled). Choose the right one, print it and fill it in with your personal data. When you enter the bus or you find yourself in a stressful situation, you can show it to the bus driver if you need his help.

## DEMAND - RESPONSIVE TRANSPORT FOR PERSONS WITH DISABILITIES

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. You can also use Demand Responsive Transport via sms. Send it 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 person with disability. The driver should tell me where to get off, if I want to get to the bus stop "Podgora".

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



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«. Kavalir can take up to five passengers. You can stop Kavalir and hop on or off whenever you like. It costs nothing to ride Kavalir. The Kavalir fleet is available on the main cemetery Žale around November 1<sup>st</sup>.

**Schedule:**

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

**Ordering a ride:**

00386 (0)31 666 331

00386 (0)31 666 332



**EURBAN** is a new form of our Demand-Responsive Transport service. The basic service is available within the area of the Ljubljana City Municipality. The service is ordered through LPP. If a passenger takes an **EURBAN** electric vehicle at LPP stop during regular schedules, they will pay a city bus fare. This type of transport is available where buses are scarce on certain days or at certain hours. The passenger is required to order this kind of journey at two hours' notice at least.



Electric vehicles named „EURBAN“ and LPP drivers

In the future, the expanded service might offer more kinds of journey, but at a higher price. In this case, passengers will be choosing between departures outside schedules.

**EURBAN** vehicles are at the moment on test and currently\* operating only on Line 26 ( Mali Lipoglav - Tuji Grm).

\* *September 2016*

Electric train Urban is composed of a towing vehicle and cars measuring a total of 19 m in length. The cars are closed and heated in winter. The cars are equipped to resemble city buses, and fitted with audio/video equipment, so that a tourist guide may plug in a microphone, among other things. The roof of the vehicle includes 12 photovoltaic panels fuelling the train with electricity during the ride.



The electric motor of the vehicle works by two-stage recuperation, charging battery cells while braking, particularly when driving downhill. The top speed of the train is 25 km/h. Urban operates according to the schedules published online.

*For detailed information about electric train trips please call 090 7220 - 24 h / 7 days a week.  
(The rate for a call from the Telekom Slovenija) network is € 1.0519 (VAT included); calls from other networks are charged by network providers.)*

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 your card by help of 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.
- Please, 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.

## WITH A FOLDING BIKE ON A BUS

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 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, so you can have free hands to grab a hand-hold bar.
- Passengers, passengers on wheelchairs and parents with prams have priority over passengers with folding bikes.

P + R parking costs for a personal vehicle are € 1.20 / day (including VAT). Parking is payable from Monday to Friday between 6 am and 20 pm. Please, pay for the current day of parking at Urbanomat: by cash, by Urbana, Mobile App Urbana or Moneta.

After you have paid, you are entitled to two trips by city bus until 23:59 (11.59 pm) on the day parking has been paid.

P + R parking lots in the area of MOL:

- P + R Ježica (Lines 8, 11 and 21),
- P + R Dolgi most (Lines 1D, 6 and 6B),
- P + R Stožice (Lines 18, 20 and 24),
- P + R Studenec (Lines 11, 20, 22, 24 and 25),
- P + R Barje (Line 9).

## TAKE A TRIP WITH LPP

**TAKE LINES 25 (MEDVODE - ZADOBROVA) AND 5 (PODUTIK - ŠTEPANJSKO NASELJE)**

Trekking trip itinerary: Take Line 25 to Medno (»Medno« bus stop). Walk on the road from there to Žlebe. Climb the Sv. Katarina hill from Žlebe, and continue on the gravel road to Toško Čelo, where you can take a lunch break. Having eaten, return to the valley and use Line 5 at the »Podutik« end bus stop to take you home. The trip is estimated as an easy one; it will take you approximately 4 hours. You can take this trip any day of the week including Saturdays and Sundays taking into account regular schedules.

**TAKE LINES 3G (BEŽIGRAD - GROSUPLJE) OR 3B (LITOSTROJ - ŠKOFLJICA) AND 13 (SOSTRO - BEŽIGRAD)**

Trekking trip itinerary: Take Lines 3G or 3B and ride to Lavrica (get off at the »Lavrica« bus stop). Continue on foot towards Orle, Podmolnik, and Sadinja Vas, and then to Sostro, where you can get on LPP Line 13 at the »Sostro« bus stop to take you home. The trip is estimated as an easy one; it will take you approximately 3 hours. You can take this trip any day of the week including Saturdays and Sundays taking into account regular schedules.

*For detailed information about regular schedules of LPP city, integrated and suburban lines please call 090 7220 - 24 h / 7 days a week. (The rate for a call from the Telekom Slovenija) network is € 1.0519 (VAT included); calls from other networks are charged by network providers.)*



**TAKE LINES 19I (TOMAČEVO - IŠKA VAS END STOP) AND 19B (JEZERO - TOMAČEVO)**

Trekking trip itinerary: Walk from Line 19I end stop (Iška Vas) to the Rakitna and Gornji Ig crossroad. There is a parking lot at the crossroad. A scenic path to the summit of the Krim hill will take you approximately 2 ½ h. Returning from the summit walk past Ledena Jama and Planinca to the village of Jezero and get on Line 19B at the »Jezero« bus stop to take you home. The trip is estimated as an easy one; it will take you approximately 3 hours. You can take this trip any day of the week including Saturdays and Sundays taking into account regular schedules.



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»The Detective and the Dragon« is a pleasant and amusing show for children revealing the multi-layered journeys by means of public transport in the city. Rules of behaviour within the micro-social environment of a city bus are an important recurring motif of the show.

Intriguing dialogue between the bus driver and the detective, both after the naughty Ljubljana Dragon that still pollutes Ljubljana with smoke and fire brings the audience to a surprising conclusion at the end of the performance.

As a curiosity, »The Detective and the Dragon«, a theatre performance intended by LPP for school children and companies, is played by Ljubljana Public Transport drivers .

Director: Nick Upper

Costume designer: Barbara Stupica

Actors: Zlatko and Brane Iskra, Maja Sedej Prosenec, Edin Makić

Written by: Tamara Deu

Schools can book the performance free of charge via telephone:  
01 58 22 500 or 01 58 22 564



**OKTOBER 2016**

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

Fotografija: Tamara Deu, Tomaž Jakhel, Perica Ivešič

Besedila in oblikovanje: LPP d.o.o.

Naklada 2 000