Ljubljanski potniški promet - LPP

Let's Take A Ride!

Take a ride on www.lpp.si

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. Consequently, a growing number of people are deliberately opting for public transport in Ljubljana and its surroundings.

Methane buses

2

Modernisation of the LPP city passenger transport fleet in the last five years has significantly contributed to comfortable travel by city buses and simultaneously to an improved healthy living environment. Seventy-six new environment friendly buses bought in recent years, meeting the Euro 4 and Euro 5 standards, among them 20 methane buses for a nicer and healthier environment, cleaner air and lower noise levels will convince even the most zealous advocates of travelling 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.*

Contacts

LPP Information Centre
Slovenska 56, Ljubljana

00 386 (0)1 43 05 174
00 386 (0)1 43 05 176

Confiscated and found tickets
Every working day from 7 am to 7 pm

00 386 (0)1 43 05 177

Lost & Found
24h/7 days a week

00 386 (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 72 20
Only via Slovenian mobile phone

Information for persons with disabilities
(Demand-Responsive Transport)
24h/7 days a week

00 386 (0)1 58 22 425
00 386 (0)51 44 99 92

Passengers' opinions and initiatives
Every working day from 8 am to 3 pm

00 386 (0)1 58 22 506

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

Plan your journey with LPP

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/informations-passengers*.

A to B: LJ Get around Ljubljana from A to B with the application for smartphones (iOS).

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, take the cable-car ride).

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 registration number will be imprinted, and if necessary your name and surname as well.

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.

QUANTITY TICKET

Quantity ticket is valid for a selected number of journeys within certain route and enables switching of inter-urban buses within 90 minutes. Disscount of 5 % is offered for the purchase of ten rides. Purchase must be used within one month.

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 without an extra charge. The zone in which the travel starts is always Zone 1, followed by Zone 2, Zone 3 and so on. Thus, for instance, a passenger traveling in Municipality of Ljubljana only moves within one zone; a passenger travelling 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 bought the appropiate card then selecting of the zones 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 automaticaly deduct credit from your time card.*
- *If there is no monthly ticket on your time card Urbana, your ride will be automaticly 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

IZSTOP	MOL	BREZOVICA 1	BREZOVICA 2	ŠKOFLJICA	MEDVODE	IŠKA VAS	GROSUPLJE	VODICE	POLHOV GRADEC	DOBROVA
VSTOP										
MOL	1	1	2	1	1	2	3	2	2	1
BREZOVICA 1	1	1	1	1	1	2	3	2	2	1
BREZOVICA 2	2	1	1	2	2	2	3	2	2	2
ŠKOFLJICA	1	1	2	1	1	2	2	2	2	1
MEDVODE	1	1	2	1	1	2	3	2	2	1
IŠKA VAS	2	2	2	2	2	1	3	2	2	2
GROSUPLJE	3	3	3	2	3	3	1	3	3	3
VODICE	2	2	2	2	2	2	3	1	2	2
POLHOV GRADEC	2	2	2	2	2	2	3	2	1	2
DOBROVA	1	1	2	1	1	2	3	2	2	1

Map of Bus Routes: *www.lpp.si/en/public-transport/map-bus-routes*
Table of Zones: *www.lpp.si/en/public-transport/table-zones*

The payment of the fare and the validity of tickets is controlled by drivers, control officers, city wardens 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 and city policeman in the event of breach impose 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 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.

Demand - responsive transport for persons with disabilities

Demand-Responsive Transport is intended to serve people with disabilities. By using this service the above mentioned passengers can travel safely and indipendently 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.The LPP Traffic Control Centre gives the information about the passenger's trip to the driver who takes the passenger on board of the bus in the appropriate manner at the agreed time and place. In this way the disabled person avoids unnecessary stress, and the driver is informed about a passenger who will require assistance and can act appropriately.

For free seminar (larger groups) please write to: *mail@lpp.si*.

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 partly 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

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 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.

Be safe on the bus & busbonton

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 pasengers 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* before traveling.
- Leave your home five minutes earlier 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.

Be safe on the bus & busbonton

- 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.

Najpomembnejše spletne povezave

Spletna stran	www.lpp.si
-Shema območij -Shema linij -Navodila za potovanje v območjih	http://www.lpp.si/javni-prevoz/sheme-linij
Napovedi prihodov avtobusov	http://bus.talktrack.com/
Napovedi prihodov avtobusov	http://www.lpp.si/info-za-potnike/napovedi-prihodov-avtobusov
Potovanje za osebe s posebnimi potrebami	http://www.lpp.si/uporabne-informacije-za-potnike/prevoz-na-klic
Potovanje z zložljivimi kolesi	http://www.lpp.si/info-za-potnike/navodila-za-zlozljiva-kolesa
Vozni redi	http://www.lpp.si/javni-prevoz/mestni-potniski-promet
Pomembne informacije za dijake in študente	http://www.lpp.si/pomembne-informacije-za-dijake-studente
Vse o subvencionirani šolski mesečni vozovnici	http://www.lpp.si/javni-prevoz/solska-mesecna-vozovnica
Navodila za podaljševanje Urbane na urbanomatu - za dijake in študente	http://www.lpp.si/javni-prevoz/navodila-za-podaljsevanje-urbane-na-urbanomatu
Ministrstvo za infrastrukturo in promet	subvencije.ijpp.si // Portal subvencij potniškega prometa

NOTES

LPP

Take a ride on www.lpp.si

Mestna občina
Ljubljana

August 2013

Ljubljanski potniški promet, d.o.o., Celovška 160, 1000 Ljubljana
Photo: Tamara Deu, Matevž Maček
Copy & Design: LPP d.o.o.
Copies 10 000