







## NAČRTUJTE POTOVANJE Z LPP

Informacije o točnih prihodih avtobusov LPP so na voljo na povezavi **“Načrtovanje z Google zemljevidi”** na **www.lpp.si** in na aplikaciji Urbana za telefone z operacijskim sistemom android 5.0 ali več.

### SPLOŠNE INFORMACIJE

Splošni prevozni pogoji, podrobni vozni redi, informacije o cenah, vrstah kartic Urbana in vrstah vozovnic so na voljo na **www.lpp.si** in v potniškem centru LPP. Vstop in izstop z avtobusa sta dovoljena le na označenih postajališčih. Vstop je dovoljen le pri prvih vratih, izstop pa na vseh ostalih. Na postajališčih izven ljubljanske obvoznice voznik ni dolžan ustaviti, če v avtobusu ni potnikov za izstop in na postajališču ni potnikov za vstop. Pred izstopom se je potrebno postaviti k izstopnim vratom. V vozilih, ki imajo ob vratih tipko za izstop, se vrata odprejo s pritiskom na tipko. Ob vsakem vstopu na avtobus se je treba validirati s kartico Urbana, s tem se hkrati izvede plačilo voznje. Voznjo je mogoče plačati tudi z mobilnim telefonom (Moneta) ali mobilno aplikacijo Urbana z uporabo tehnologije NFC na pametnih telefonih in urah z operacijskim sistemom Android. Veljaven prevozni izkaz so tudi vozovnice za mestni promet naložene na kartico IJPP.

### OBRATOVALNI ČAS AVTOBUSOV

Linije mestnih avtobusov večinoma obratujejo od 5.00 do 22.30 ure.

**Nočni čas obratovanja linij:** N1, 2 in 6 (22.30 - 0.20 / 2.50 - 4.50), N3, N5 in 11B (21.00 - 0.20 / 2.50 - 4.50).

**Ob sobotah ne obratujejo linije:** 3B, 11 (obratuje linija 11B), 15, 18L, 22, 23, 24, 26, 30, 52, 53, 61, 71, 72, 73 in 78.

**Ob nedeljah in praznikih ne obratujejo linije:** 1 (obratujeta podaljšani liniji 1B in 1D), 3B, 7L, 8, 11 (obratuje linija 20Z), 15, 18 (obratuje skrajšana linija 18L), 20, 21, 22, 23, 24, 26, 27 (obratuje skrajšana linija 27K), 30, 40, 42, 43, 44, 48, 53, 60, 61, 71, 72, 73 in 78.

**Ob nedeljah in praznikih avtobusi z jutranjim obratovanjem začnejo voziti eno uro kasneje.**

### NAČINI PLAČILA

Na mestnih avtobusih v Ljubljani uporabljamo elektronski plačilni sistem. Storitev potovanja plačujemo z brezkontaktno pametno kartico Urbana z veljavno vozovnico ali dobroimetjem.

**Vrednostna kartica URBANA** je rumene barve, brez imena in primka in je prenosna. Nanjo se lahko naložijo dobroimetje v vrednosti od 0,05 do 50,00 EUR in / ali prenosna mesečna ali prenosna letna vozovnica.

**Terminska kartica URBANA** je zelene ali rumene barve (kartico rumene barve izdaja v Mestna knjižnica Ljubljana), izdana je na ime in priimek, ni prenosna. Nanjo se lahko naložita izbrana mesečna ali prenosna letna vozovnica in dobroimetje.

Poleg kartice Urbana je v uporabi tudi aplikacija **IJPP** za integriran javni potniški promet, ki jo uporabljajo dijaki in študentje upravičeni do subvencioniranih vozovnic. Aplikacijo IJPP si lahko naložijo na kartico IJPP ali kartico Urbana. Na kartico IJPP ni mogoče naložiti dobroimetja, na kartico Urbana pa ga lahko naložite.

Plačilo z Urbano je možno na vseh linijah LPP. Z validacijo Urbane ob vstopu na avtobus potnik plača potovanje, ki vključuje prevoz od točke A do B. Validacija Urbane je potrebna ob vsakem vstopu na avtobus, tudi ob prestopanju. Znotraj 90 minut od prve validacije je prestopanje brezplačno, in sicer v vseh smereh in znotraj območij, ki jih je potnik izbral.

Nakup in polnjenje kartice Urbane sta možna na vseh mestih, označenih z okroglo rdečo nalepko z napisom Urbana. Seznam prodajnih mest si lahko pogledate na naši spletni strani: **www.lpp.si/javni-prevoz/prodajna-mesta-voznovic**.

Območje, v katerem se potovanje začne, je vedno prvo območje, sledi drugo in tretje - meje so določene na shemi linij z rdečo cezuro. Ob nakupu terminske Urbane kupite vedno ustrezno območno vozovnico za eno, dve ali tri območja.

**Posebnosti:** Z dobroimetjem na kartici je mogoče plačati voznjo eni ali večim osebam hkrati, vendar je potrebno slednje sporočiti vozniku pred validacijo kartice Urbane. Če imamo terminsko vozovnico, ki velja npr. samo za eno območje, želimo pa potovati v dveh ali treh območjih, plačamo prevoz v drugo ali tretje območje v celoti z dobroimetjem na vozovnici.

Če imamo vrednostno vozovnico, je potrebno število območij pravilno določiti na validatorju pred validacijo razen, če potujete samo v enem območju. Pri plačilu prevoza na medkrajevnem avtobusu je potrebno pred prislonitvijo kartice na validator vozniku avtobusa povedati izstopno postajo.

Plačilo je možno tudi z uporabo pametnega telefona in ure s tehnologijo NFC ter operacijskim sistemom Android 5.0 ali več; oba morata imeti naloženo mobilno aplikacijo Urbana. Pred validiranjem vozovnice s telefonom ali uro bodimo pozorni na to, da sta oba odklenjena in da je NFC funkcija vključena.

**Nakup in polnjenje kartice Urbana**

Kartico Urbano lahko kupite in nanjo naložite dobroimetje v Potniškem centru LPP, Bavarski dvor (Slovenska c. 56, 1000 Ljubljana, tel.: 01 430 51 75), na Avtobusni postaji v Ljubljani na Trg OF 4, na urbanomatih zelene barve, ki stojijo večinoma na avtobusnih postajališčih, v večjih trgovskih centrih Mercatorja, Spara in Interspara, na izbranih bencinskih servisih Petrola in v izbranih poslovalnicah Pošte Slovenije, v kioskih in trafikah ter TIC-ih.

### VRSTE VOZOVNIC

Vrednostno vozovnico uporabimo za plačilo enkratnega prevoza ene ali več oseb hkrati, in sicer z dobroimetjem na kartici Urbana. Omenjeni prevoz vključuje brezplačno prestopanje v roku 90 minut.

Plačilo z mobilnim telefonom uporabimo za eno potovanje na vseh linijah LPP, ki ne vključuje brezplačnega prestopanja. Za plačilo potnik pokliče telefonsko številko 1899 in takoj prisloni telefon k validatorju.

Terminska vozovnica omogoča neomejeno število voženj na vseh linijah od 1. dne v tekočem mesecu do 1. delovnega ali 5. dne v naslednjem mesecu, odvisno od vrste terminske vozovnice.

O načinu pridobitve šolskih vozovnic si lahko preberete več na povezavi **www.lpp.si/uporabne-informacije-za-potnike/solska-mesecna-vozovnica**.

Upokojenska mesečna vozovnica omogoča potniku s statusom upokojenja neomejeno število potovanj na vseh linijah LPP in v izbranih območjih. Pridobi jo lahko vsak upokojenec na podlagi predložitve odločbe ZPIZ o upokojitvi in osebnega dokumenta ter oseba, starejša od 65. let (na podlagi veljavnega osebnega dokumenta).

**Mesečna vozovnica s popustom za brezposelne** omogoča neomejeno število potovanj brezposelni osebi na linijah LPP znotraj skupine postajališč MOL. Potnik pridobi omenjeno vozovnico tako, da uveljavi svoj status na podlagi osebnega dokumenta in potrdira Zavoda RS za zaposlovanje o vpisu v evidenco brezposelnih oseb, ki ne sme biti starejše od 30 dni.

**Prenosne terminske vozovnice** veljajo za neomejeno število voženj na vseh linijah v izbranih območjih, pridobi pa jih lahko vsaka pravna ali fizična oseba.

Veljavnost vozovnic

Splošne, upokojenske in ne-subvencionirane šolske vozovnice veljajo od 1. dne v tekočem do 5. dne v naslednjem mesecu. Subvencionirane dijaške in študentske vozovnice veljajo od 1. dne v tekočem mesecu do 1. delovnega dne v naslednjem mesecu. Letna prenosna vozovnica velja od 1. 1. v tekočem do 5. 1. v naslednjem letu.

#### NADZOR

Nadzor plačila voznine (kontrolorji in vozniki) ter nadzor veljavnosti vozovnic (kontrolorji in mestni inšpektorji) se izvajata ob vstopu v vozilo oziroma med vožnjo vozila. Potnik mora na zahtevo kontrolnega organa pokazati Urbano in se v primeru neprenosljive vozovnice na zahtevo kontrolorja ali mestnega inšpektorja izkazati z lastnim dokumentom s sliko. Ob nadzoru mora potnik na zahtevo zapustiti vozilo, če nima kartice, se ni validiral in s tem plačal voznje, ali če ima neveljavno kartico. Potniku se odvzame kartica Urbana, če se ni validiral in s tem ni plačal voznje, ali če ima neveljavno kartico ali neveljavno vozovnico na kartici. Mestni inšpektor lahko v primeru kršitev izreče globo v višini 40 EUR, enak znesek se plača za ponovno izdajo odvzete kartice.

#### PREVOZ OTROK

Otroci do šestega (6.) leta starosti in organizirane skupine vrčevskih otrok uporabljajo javni mestni prevoz brezplačno, brez predhodno izdane vozovnice. Predložiti je potrebno le osebni dokument (tudi ob kontroli kartice). Otok, ki potuje z LPP, mora biti v spremstvu polnoletne osebe ali mladoletne osebe, starejše od deset (10) let, če to dovolijo starši, posvojitelji ali skrbniki otroka. Prevoz otroškega vozička je brezplačen.

#### PREVOZ ŽIVALI IN PRTLJAGE

Prevoz psov (razen službenih in psov vodičev) je v mestnem prometu dovoljen izven prometnih konic in pod pogojem, da je pes čist, zdrav, na vrvici, ima nagobčnik ter ima dokazilo o cepljenju proti steklini. Prevoz drugih malih živali je v mestnem prometu dovoljen le v kletkah ali na drug primeren način, ki ne moti in ne ovira ostalih potnikov, ob izpolnjevanju higiensko sanitarnih predpisov. Prevoz navedenih živali je brezplačen.

Prevoz osebne prtljage in invalidskih vozičkov je brezplačen. Prevoz večjih kosov prtljage, ki bi ovirali druge potnike, ni dovoljen.

#### BUSBONTON

Na avtobusih je prepovedano kajenje ter uživanje hrane in pijače. Voznik, kontrolor, mestni redar in mestni inšpektor lahko prepovedo vstop oziroma zahtevajo, da potnik zapusti vozilo, če s svojim obnašanjem ogroža javni red in mir, kaže vidne znake opitosti ali omamljenosti ali povzroča škodo drugim potnikom ali opremi avtobusa.

Na avtobus ni dovoljeno prinesiti vnetljivih, eksplozivnih, strupenih ali kako drugače nevarnih snovi, orožja in drugih zakonsko prepovedanih predmetov.

V skladu z busbontonom potnike naprošamo, da z voznikom v času voznje ne govorijo, odstopijo sedež starejšim, upoštevanjo potrebe ljudi s posebnimi potrebami, se po avtobusu ne vozijo z rolko, kotalkami ali rolerji in primerno skrbijo za lastnino LPP.

#### Z ZLOŽLJIVIM KOLESOM NA AVTOBUS

Kolo pred vstopom na avtobus zavarujte s primerno torbo in vstopite na avtobus na sprednjih ali sredinskih vratih. Z zložljivim kolesom lahko potujete izven koničnega časa na vseh mestnih avtobusih: ob delavnikih, med 9. in 13. uro in od 18. ure dalje, ter neomejeno ob praznikih in vikendih. Zložljivo kolo ne sme presegati velikosti osebne prtljage (110 cm X 70 cm X 30 cm) določene s Splošnimi prevoznimi pogoji LPP in ne sme biti težje od 15 kg.

Zložljivo kolo odložite na tla, v prostor, ki je rezerviran za otroške vozičke in ga pripnite na vertikalni prijemalni drog. V primeru, da potnik na zložljivo kolo ne namesti zaščite, odgovarja za škodo po splošnih pravilih o odškodninski odgovornosti. Če potujete z zložljivim kolesom, lahko s seboj nosite le še nahrbtnik. Prednost pred potniki z zložljivimi kolesi

imajo ostali potniki, potniki na invalidskih vozičkih in mame ter očetje z otroškimi vozički.

## EN

#### EN

#### PLAN YOUR JOURNEY WITH LPP

Information about LPP bus arrivals is available on **www.lpp.si/en** -Planning My Route (with Google)- and by use a mobile application Urbana on smart phone with Android operating system 5.0 or higher.

#### GENERAL INFORMATION

Terms of use, schedules, fares, types of Urbana cards and types of tickets are available on www.lpp.si and at LPP Information Centres. Entering and exiting is permitted only at designated stops. Passengers may only enter through the front door next to the driver and exit through the other doors. At bus stops located outside of Ljubljana the driver is not required to stop the bus if there are no passengers in the bus wishing to exit and no passengers at the bus stop wishing to enter. Some busses have an exit button next to the exit door.

The fare must be paid immediately after entry with a validation of Urbana card. The fare is possible to pay with your smart phone, by useNFC technology (The Android operating system is required) and by use mobile application Urbana. You can use also smart watches. It is also possible to loaded a ticket on the IJPP card.

### OPERATING HOURS AND BUS SCHEDULE INFORMATION

Most bus routes operate from 5:00 a.m. to 10:30 p.m.

**Night routes operate as follows:** N1, 2 and 6 (10:30 p.m. - 0:20 a.m. / 2:50 a.m. - 4:50 a.m.), N3, N5 and 11B (9:00 p.m. - 0:20 a.m. / 2:50 a.m. - 4:50 a.m.).

**On Saturdays there is no service on routes:** 3B, 11 (use route 11B instead), 15, 18L, 22, 23, 24, 26, 30, 52, 53, 61, 71, 72, 73 and 78 .

**On Sundays and holidays no service on routes:** 1 (use extended routes 1B and 1D), 3B, 7L, 8, 11 (use route 20Z), 15, 18 (use shortened route 18L), 20, 21, 22, 23, 24, 26, 27 (use shortened route 27K), 30, 40, 42, 43, 44, 48, 53, 60, 61, 71, 72, 73 and 78.

**On Sundays and holidays some routes (morning service) start one hour later.**

#### MODES OF PAYMENT

Fares on Ljubljana city buses are paid electronically. They are paid by a contactless Urbana smart card, a valid pass or credit.

The value **URBANA** card is yellow, nameless and transferrable. It can be loaded with credit amounting from EUR 0.05 to 50.00 and / or a transferrable monthly or annual pass.

The term **URBANA** card is green or yellow (the yellow card is issued by the Mestna Knjižnica Ljubljana library), issued in the name of the holder, non-transferrable. It can be loaded with your selected monthly or transferrable annual pass and credit.

In addition to the Urbana card, the IJPP integrated public transport app is used by students, recipients of subsidised passes. They can load the IJPP app on an IJPP card or an Urbana card. An IJPP card cannot be loaded with credit, whereas you can load credit on an Urbana card.

All LPP will accept Urbana as a mode of payment. Validating your Urbana upon getting on a bus, you will pay the fare from Point A to Point B. You must validate your Urbana at the beginning of each ride on a bus, including when you change buses. Bus changes to all destinations inside the zones selected by the passenger are free of charge within 90 minutes from the initial validation.

The zone where a journey begins is always the first zone, followed by the second and third zones - the zone limits are separated by red lines on the route map. Always purchase the correct zone pass for one, two or three zones when buying an Urbana card.

You can buy and load your Urbana at any place with the red logo inscribed with Urbana. See the list of our retailers on our website: **www.lpp.si/javni-prevoz/prodajna-mesta-voznovic**.

**Note:** You can pay fares for one or more passengers using the credit on your card, however you must inform the driver of your intention before validating your Urbana.

If you own a term pass for one zone only, for example, but you wish to travel in two or three zones, you will pay your fares into the second or third zones in full from the credit on your card. If you own a value pass, you must specify the number of zones on the validating machine before validating the card, unless you are traveling within a single zone.

Before holding your card against the validating machine on a regional coach to pay your fare, you must inform the driver of your final destination.

You can pay your fare using a smart phone or watch featuring the NFC technology and Android 5.0, or newer; download the Urbana mobile app to both devices. Make sure that your phone and watch are unlocked and the NFC function on before validating your pass on either device.

**Purchasing an Urbana card and loading credit**

You can buy your Urbana card and load credit on it at the LPP Passenger Centre, Bavarski Dvor (56 Slovenska Cesta, 1000 Ljubljana, Tel.: 01 430 51 75), the

Ljubljana bus station on 4 Trg OF, at any of the green Urbana machines, which are mostly located in the immediate vicinity of bus stops, at selected petrol stations and post offices, in several Mercator, Spar and Interspar shopping centres, at kiosks and newsagents', and at Tourist Information Centres.

### TYPES OF PASSES

A **value pass** can be used to pay one way fares for one or more passengers from the credit on your Urbana card. These fares include free bus changes within 90 minutes.

Using a **mobile phone**, you can pay one way fares on all LPP routes, but free bus changes are not included. To pay your fare, dial 1899 and immediately hold your phone against a validating machine.

A **term pass** provides an unlimited number of rides on all routes from the first day of the current month to the first workday, or the fifth day, of the next month, depending on the type of term pass.

To read more about the acquisition of a school pass, please visit this link: **www.lpp.si/uporabne-informacije-za-potnike/solska-mesecna-vozovnica**.

A **pensioner's monthly pass** enables a passenger with the status of a pensioner an unlimited number of rides on all LPP routes within the selected zones.

The pass can be acquired by a pensioner upon submitting their ZPIZ (Pension and Invalidity Insurance) retirement notice and an ID, as well as by any person older than 65 (based upon their ID).

A **monthly pass with an unemployment allowance** provides an unemployed person with an unlimited number of LPP bus rides within the City of Ljubljana bus stop chain. A passenger can acquire this pass by verifying their status based on an ID and a Republic of Slovenia Employment Office proof of entry in the unemployment register not older than 30 days.

A **transferrable term pass** provides an unlimited number of lines on all routes in selected zones, and it can be acquired by any legal entity or private individual.

**Duration of passes**

General, pensioner and non-subsidised school passes are valid from the first day of the current month until the fifth day of the next month.

Subsided student passes are valid from the first day of the current month until the first day of the next month. A transferrable annual pass is valid from the 1<sup>st</sup> January of the current year until the 5<sup>th</sup> January of the next year.

#### SURVEILLANCE

The control of the payment of the fare (control officers and drivers) and the control of the validity of the tickets (controllers and city inspectors) are carried out when the passenger enters the vehicle or while the vehicle is moving. The passenger must show Urbana at the request of the inspection body and, in the case of a non-transferable ticket he/she will be asked also to show her/his personal document with a picture, which should be provided. During supervision, the passenger must leave the vehicle upon request, if she/he does not have Urbana, has not validated her-/himself and thereby did not pay for the ride, or if she/he has an invalid Urbana. Passenger's Urbana will be taken away if he/she has not validated her/his Urbana and thereby did not paid for the ride or if she/he has an invalid Urbana or an invalid ticket on Urbana. The City Inspector may impose a fine of 40 EUR in the event of a breach, the same amount will be paid for the reissued Urbana or withdrawn Urbana which has been given back to the passenger.

## SI

## www.lpp.si

#### SI

**Potniški center LPP, Slovenska 56, Ljubljana** / LPP Information Centre Slovenska 56, Ljubljana Vsak delavnik od 6.30 do 19. ure / Every working day from 6:30 a.m. to 7:00 p.m.

**Najdeni predmeti / Lost & Found** Vsak dan 24h / 7 dni v tednu / 24h / 7 days a week

**Najdene, izgubljene, ukradene in odvzete vozovnice / Lost, stolen, confiscated and found tickets** Vsak delavnik od 6.30 do 19. ure / Every working day from 6:30 a.m. to 7:00 p.m. Prijavo sporočite v roku 24 ur / If you have lost Urbana, give us a call in 24h

**Informacije o točnih prihodih avtobusov in o poteku linij / Information on bus arrivals and bus routes** Vsak dan 24h / 7 dni v tednu / 24h / 7 days a week (cena klica je 1,09 € z DDV) / (Call price € 1.09 including VAT)

**Informacije za osebe s posebnimi potrebami / Information for persons with disabilities** (Demand-Responsive Transport) Vsak dan 24h / 7 dni v tednu / 24h / 7 days a week

**Prevoz na klic EURBAN / Call on demand EURBAN** Vsak dan 24h / 7 dni v tednu / 24h / 7 days a week

**Mnenja in pobude / Passengers' opinions and initiatives** Vsak delavnik od 8. do 15. ure / Every working day from 8:00 a.m. to 3:00 p.m.

**Kavalir / "Kavalir"** Brezplačna vožnja po centru mesta / Free ride (pedestrian zone)

### CHILDREN

Children up to the age of 6 years travel free of charge. Children's Urbana cards are available at LPP Information Centre. Children up to the age of 6 years must travel with adults (over 18) or be accompanied by an older child of minor (over 10) with consent of parents, legal guardians or foster parents of the child.

No charge for transport of prams and strollers.

#### ANIMALS AND LUGGAGE

Dogs on city buses are allowed except during rush hours. Dogs must be clean, healthy and on a leash. They must wear a muzzle and have a valid vaccination certificate. Other small animals can only travel in cages and in a manner that doesn't disturb or endanger other passengers. There is no fare for animal transport. There is no additional charge for personal luggage. Larger pieces of luggage that could present an obstruction for other passengers are not allowed on the bus.

#### BUSBONTON

Smoking, eating and drinking are not allowed on the bus. Drivers, control officers and city inspectors can deny entry and enforce the passenger to leave the bus if the passenger's behaviour represents a danger to law and order, if the passenger is visibly drunk or intoxicated or is causing damage to other passengers or the vehicle's equipment.

Highly inflammable, explosive, toxic or other hazardous materials, firearms and other objects forbidden by law may not be brought onto the buses. In accordance with "BUSBONTON" we ask the passengers not to address the driver during the ride, to move towards the back exit door, to give up their seat to the elderly, to consider people with special needs, not to use their rollers, skateboards or roller blades while on the bus and to take appropriate care of LPP property.

#### WITH A FOLDING BIKE ON A BUS

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.

Javno podjetje Ljubljanski potniški promet, d.o.o. Celovška cesta 160, 1000 Ljubljana tel.: + 386 (0) 1 58 22 460 fax: + 386 (0) 1 58 22 550

## mail@lpp.si