



EURO
CITIES



Independent mobility for all

Improving public transport

Recognising the need to adapt its public transport infrastructure to the requirements of residents and commuters, Ljubljana has introduced 16 different mobility measures. Particular attention was paid to vulnerable groups of citizens, such as the disabled.

Meeting citizens' needs

Ljubljana plays an important role in the Slovenia's economy: almost a third of the country's trade takes place within the capital and roughly a quarter of all employed people work there. This is reflected by the number of people commuting over both long and short distances, the majority choosing to drive instead of taking public transport.

It wasn't until recently that Ljubljana decided to undertake a number of measures to tackle challenges like noise, air pollution and congestion.

As a partner in the CIVITAS ELAN project, which aimed to develop clean mobility solutions together with citizens, Ljubljana teamed up with the public transport company, LPP to take steps towards making the bus service faster, more effective, more customer-focused and less polluting, thus more appealing to users.

Measures included the deployment of hybrid vehicles and the introduction of a smart electronic card for an integrated payment system. The city also launched initiatives to promote cycling and walking, such as expanding pedestrian zones and creating park & ride facilities, but the most interesting and innovative initiatives were introduced to help people with disabilities to travel as independently as possible.



Through several reconstructions and urban redevelopment projects, the city added many new pedestrian areas, green spaces, riverbanks, bridges and squares. These have all been closed to traffic, becoming pedestrian areas and increasing the quality of life in the city centre. The CIVITAS ELAN project was essential to help not only Ljubljana, but also our project partner cities – Ghent, Zagreb, Brno and Porto – make a giant step towards sustainable mobility.

Zoran Jankovič, mayor of Ljubljana

cities in action

July 2013

where: Ljubljana, Slovenia
what: mobility, social affairs
when: 2008+

Steps to independence

The first step was to update the bus fleet with specially adapted, low-floor buses with ramps. Secondly, LPP carried out a survey and consulted with stakeholder organisations to discuss how best to address the different needs of disabled citizens. The users' and the organisations' input influenced the process, forcing LPP to do some changes to the first project idea. The result is a demand-responsive service.

The service consists of a trip planner application developed by TELARGO and managed by LPP's employees. The user calls the service number and provides information about their expected journey and specific needs, e.g. space for a wheelchair. The dispatcher uses special software to check whether the journey is available or feasible. Finally, the driver receives the confirmed journey information, including on/off stops and help required by the user. In case of last minute problems the driver can communicate with the service centre which contacts the user.

Training sessions were organised for drivers to equip them with the skills to deal with different types of disabilities, including mental development difficulties. The service is particularly important for the latter group as the driver is aware of the planned journey and can, for example, help the person remember where to get off.

Explore the city by 'Kavalir'

Another measure that was implemented to support the mobility of disadvantaged groups is the 'Kavalir'. Initially a pilot project, Kavalir is the name given to the two electric vehicles with up to six places each, operating in the city centre pedestrian zone.

The on-call service is free of charge. It was introduced as a way of transporting elderly people and people with physical disabilities from a bus stop to their final destination in the historical centre. But recent studies have revealed that, in addition to people with disabilities and elderly people using the services to run their errands, tourists have

increasingly started using the service for sightseeing in Ljubljana's old town. In 2012, the service became permanent.



The Kavalir vehicle is especially welcomed by the elderly who have walking difficulties, as it enables freedom and interaction with others. Also, Kavalir drivers are always kind and ready to help out.

Jožica Pitarevič, user of the Kavalir vehicle

