

Ladies and Gentlemen!

Summer holidays are coming to an end, the school year is beginning, the start of the academic year is approaching as well – we realise that due to the above numerous new passengers of the public transport will turn up.

In order to familiarise you (especially parents of the children who will commute to schools by trams and buses of MPK-Łódź, and students – those from Łódź and those who have chosen our city and are only getting to know it) with the functioning of the public transport, we have prepared some tips and information about using the services of MPK-Łódź.

We encourage you to read them and we wish you only pleasant journeys around our city and the neighbouring area!



First contact

At the beginning we encourage you to visit our website www.mpk.lodz.pl on which you can find an extension of all this information, as well as to like our two websites on Facebook.

www.facebook.com/mpklodz – this is a fanpage regarding the functioning of public transport in Łódź, showing the activity of our Company

www.facebook.com/trafficmpklodz - this is a fanpage devoted to changes and obstacles in transport on which we inform our Passengers about any failures, accidents, roadworks and all the changes introduced accordingly.

Moreover, we invite you to watch our channel www.youtube.com/mpklodztraffic on which we put videos regarding the functioning of public transport in Łódź.

If you have any questions, we encourage you to ask them on Facebook, by e-mail to opiniempk@mpk.lodz.pl or by phone on 42 638 90 20 and 801 301 309.

We invite you to read the basic information about the public transport in Łódź!

I. Basic information – did you know that...

— every day 360 buses and 175 trams enter the streets of Łódź?

— trams and buses of MPK-Łódź circle the Earth almost four times every day?* *travel over 150,000 km every day!

— on the area of Łódź there are over 20 tram lines and over 80 bus lines (including lines running at night)?

— on the area of Łódź there are over 2000 public transport stops?

— on the area of Łódź there are: - 2 tram final stops (ET-1 – in Telefoniczna Street and ET-2 in Pabianicka Street), - 2 bus final stops (EA-1 in Limanowskiego Street and EA-2 in Nowe Sady Street)? It is there that we prepare the trams and buses for everyday work.

— over 1040 bus drivers and 640 tram drivers are employed at MPK?

— in Łódź there is no problem with purchasing the tickets of the public transport thanks to a wide sales network including over 2000 points and stores, over 750 ticket machines installed in almost all vehicles of the public transport, 16 stationary ticket machines, and also thanks to the online store www.migawka.lodz.pl and 5 mobile operators enabling the purchase of a ticket via a mobile phone?



II. How it is all organised – about competences

MPK-Łódź Sp. z o.o. renders services on the basis of an agreement signed with the borough of Łódź regarding rendering public services within the organisation of local public transport.

According to this agreement, the responsibilities of the organizer of local public transport (the Road and Transport Authority in Łódź) are different from those of the carrier (MPK-Łódź).

The City Council in Łódź makes decisions about order regulations and tariffs applicable in public transport, and approves the budget for public transport. This means that MPK-Łódź decides neither about the ticket prices, nor about the regulations concerning e.g. reduced fares for public transport.

The Road and Transport Authority in Łódź makes decisions about the system of functioning of the public transport, about the frequency of trams and buses running on particular transport lines, about the route of the lines, about which vehicles service which lines, and also about the location of the stops. They also influence the functioning of transport, e.g. they decide when air conditioning switched on in buses, agrees to roadworks, modernization and purchase of trams and buses and auxiliary vehicles, etc. MPK-Łódź executes the transport orders on the basis of what is expected of us by the Road and Transport Authority, and we are appraised on it.

The tasks entrusted to us by the Road and Transport Authority:

1) executing, on the basis of the instructions from the Road and Transport Authority, transport services :

a) tram,

b) bus which includes: day and night transport, recreational journeys and journeys on special occasions, and transport in replacement vehicles,

2) execution of tram and bus transport services, i.e. day and night transport, recreational journeys and journeys on special occasions, and transport in replacement vehicles,

3) transport of disabled persons in the door-to-door system,

4) drawing up and publishing the timetables,

5) 24/7 traffic control,

6) upkeep, maintenance and current renovations of the tracks and network infrastructure on the area of Łódź,

7) ticket distribution and inspection, and rendering passenger services.



III. A ticket at your fingertips – about the sales network of tickets of the local public transport in Łódź.

Sales system of tickets of the local public transport in Łódź:

- 135 Ticket Sales Points run by MPK-Łódź and our agents,
- over 2000 private stores and newsstands,
- 5 operators of mobile payments enabling the purchase of a ticket via a mobile phone – applications: SkyCash, moBilet, CallPay, mPay and UNIBANK,
- online store www.migawka.lodz.pl enabling the purchase of season tickets,
- over 750 mobile ticket machines in all vehicles of public transport,
- 16 stationary ticket machines.

For more information regarding particular ticket distribution channels go to:

www.mpk.lodz.pl -> For passenger -> Tickets



Types of tickets

In order to travel by public transport in Łódź you can use various types of tickets. You can choose:

- a time-limited ticket valid up to 20, 40 or 60 minutes, or a 24-hour ticket,
- a one-journey ticket valid only in the vehicle where it was validated, without a possibility to change,
- a family one-day or three-day ticket, and a group one-day ticket,
- season ticket encoded on a MIGAWKA card: 3-day, 1-week, 2-week, 30-day, 90-day and 12-month.

More about the ticket tariff on the website: www.mpk.lodz.pl

Time-limited tickets and tariff zones

Time-limited tickets of the public transport can be purchased in traditional (paper) form at sales points, stores, newsstands and at stationary and mobile ticket machines. In addition, time-limited tickets can be bought by mobile phone via mobile applications.

1. Time-limited tickets can be freely combined with one another – it is relevant that in total their cost should total as much as the fare specified in the tariff. You can also buy the so-called extension tickets of: 0.35 zł, 0.40 zł, 0.70 zł and 0.80 zł.
2. The time of the journey and the suitable fare are applicable from the moment of validating the tickets, and at the moment of beginning the journey (immediately after entering the vehicle) you need to validate tickets amounting to the fare in the chosen time period.
3. Suburban tickets: from 1 March 2012 the are serviced by the local public transport was, by decision of the City Council in Łódź, divided into two zones: municipal and suburban. The municipal zone comprises the area of the city of Łódź to its administrative borders, and the suburban zone comprises the area of the city of Łódź and within the administrative borders of the boroughs with which the City of Łódź has signed suitable communal agreements.
4. Time-limited 20 ,40 and 60-minute tickets can be validated both in the municipal and suburban zones. The borders do not matter, only the time of validity of the ticket is taken into account.

All the other types of tickets (one-journey, 24-hour, MIGAWKA card) are divided into municipal and suburban. Municipal tickets are applicable only within the borders of the city of Łódź. In order to travel outside Łódź, you must use a suitable suburban ticket. If you have e.g. a municipal MIGAWKA, and you want to travel outside of Łódź on one occasion, then before crossing the zone border you have to validate a suitable ticket which will be valid on the remaining part of the route. It is most advantageous to use a time-limited ticket, e.g. 40-minute.

5. Transport lines servicing both zones (outside the delineated stops a suburban ticket is applicable):

Line 9 (border: Konstytucyjna - Smulska)

Line 16 (border: Helenówek)

Line 41 (border: Pabianicka - Mały Skręt)

Line 43 (border: Konstytucyjna - Smulska)

Line 46 (border: Helenówek)

Line 50 (border: Gadka Stara Cmentarz)

Line 53 (border: 301/336 Brzezińska)

Line 54 (border: 301/336 Brzezińska)

Lines 60, 60B (border: Dobra Nowiny)

Lines 70, 70B (border: Rzgowska - Zagłoby)

Line 74 (border: Podchorążych - Szczecińska)

Line 74A (border: Złotno - Huta Jagodnica)

Line 78 (border: Szatonia)

Line 82 (border: Rokicińska 427/482)

Lines 88, 88A (border: Marmurowa - Moskuliki)

Line 90 (border: Rokicińska 427/482)

Line 91 (border: Byszewska)

Line 91B (border: 39/40 Grabińska)

Line 94 (within borders 39/40 Grabińska– Moskuliki)

Line N1 (border: Szatonia – on journeys from/to Aleksandrów, 427/482 Rokicińska - on journeys from/to Andrespol)

Line N4 (border: Mały Skręt).

On the remaining transport lines only tickets of the municipal zone are applicable.

Line 84 is an exception. Although its route partly extends outside of Łódź, you can use municipal tickets on the whole route.

6. From 1 March 2012 no payments are required for carrying pets and luggage, including bicycles, on the means of the local public transport in Łódź.

7. Attention! On bus lines No. 6 and 51 on the area of the town of Zgierz only the tariff of the Municipal Transport Service in Zgierz is applicable. The border of the municipal (Łódź) zone are the following stops:

Line 6 – bus stop Konstanyńska – Kocidłowska

line 51 – bus stop Długa – Łagiewnicka.

One-journey tickets

Such a ticket does not entitle you to change. It is valid from the moment of validating it only in the vehicle where it was validated, until the end of the journey of that vehicle. You can buy them at ticket machines and with the drivers. When buying a ticket at the bus or tram driver you must have the right amount prepared because the driver may be unable to give you the change. Moreover, the sales of a ticket cannot cause delay of the vehicle. The sales of these tickets is an emergency form – you must take into account that the driver may not have any because they have sold them previously.

Season tickets

Season tickets are encoded on electronic cards (MIGAWKA cards*). The tickets can be purchased without leaving home in the online store www.migawka.lodz.pl (you can encode, i.e. save the ticket purchased in the online store on your MIGAWKA card with a ticket controller, at a mobile or stationary ticket machine or one of the Passenger Service Points), in some of the Ticket Sales Points and at mobile or stationary ticket machines.

*A MIGAWKA card is an electronic proximity card (resembling a bank card) on which season tickets entitling to travelling by public transport in Łódź are encoded (i.e. saved). It is your personal travel pass for getting around our city.

In order to become the owner of a MIGAWKA card, you just need to file an application with a photo (personally or via the internet), and on the purchase of the next season ticket collect a ready Card.

A MIGAWKA card offers only advantages:

- a possibility to recreate a ticket (the Contract) if the Card is stolen or lost,
- easiness and convenience of using the Card – it fits into a pocket and does not require to memorize any PIN codes,
- a possibility to change the type of season ticket without the need to change the Card,
- a possibility to purchase a ticket online and save it on the Card without the need to go to the Ticket Sales Point,
- multifunctionality and durability of the Card,
- improvement of safety and tightening the ticket sales system,
- ticket inspection conducted via ticket controllers' devices registering the inspection process, facilitating the planning and reporting on activities enabling to encode a ticket purchased previously in the online store,
- a possibility to use special discounts and promotion offers within the programme 'Cheaper with a MIGAWKA card'.

You want to find out about the rules for using a MIGAWKA card, make an application for one, check the validity of your ticket or buy a season ticket?

You must visit our website www.migawka.lodz.pl. Welcome!

More information about particular ticket distribution channels on: www.mpk.lodz.pl -> For passenger -> Tickets



IV. Ticket inspection

- The persons authorised to conduct inspection of tickets and documents entitling to free or reduced journeys, and also to impose and charge additional payments for a lack of a valid ticket are controllers with an ID placed conspicuously ticket issued by the Road and Transport Authority in Łódź.
- Ticket inspection consists in checking or comparing:
 - the authenticity of the ticket,
 - the period of validity of the ticket,
 - the printout from the ticket-puncher on the single ticket belonging to the Passenger with the printout on the control ticket,
 - a document entitling to a free or reduced journey,
 - the right use of a line ticket.
- Ticket controllers, apart from checking the validity of your ticket, can also help you:
 - by giving you information regarding tariffs, tickets, transport line routes, order regulations and additional payments,
 - by coding a season ticket purchased previously in the online store www.migawka.lodz.pl on your MIGAWKA card.
- If you do not have an valid ticket for a journey by means of the public transport, the ticket controller has a right to demand that you make an additional payment for travelling without a valid ticket on the spot or present a document certifying your identity in order to write out a demand to make an additional payment for travelling without a valid ticket.
- The imposed additional payment of 200 zł + the fare (of the value of a suitable single ticket). should be made by the passenger within 30 days from the date of issuing the demand for payment.
- In the case when the additional payment is made within 7 days from the date of issuing the demand for payment the additional payment is reduced to 70 zł + the fare (of the value of a suitable single ticket).
- If a person travelling without a valid ticket does not show a ticket controller a document certifying their identity, the ticket controller can detain the passenger and immediately

pass them on to the Police or other order organs which according to regulations have a right to retain a passenger and take steps aimed at ascertaining their identity. A refusal to present a document to the ticket controller and an attempt to escape are an offence and are subject to a fine.

- In the case of a justified suspicion that a ticket or document entitling to a free or reduced-fare journey is fake or forged, a ticket controller can keep the document on receipt and forward it to a prosecutor or the Police after notifying the person who issued the document.

V. This is worth remembering (records from order and tariff provisions)

- the first action a passenger should take immediately after entering a vehicle is making a payment for the journey. You can make a payment by validating a ticket in a ticket-puncher or purchasing a ticket via a mobile phone,
- the entitlements to free and reduced journeys are stipulated in the Tariff Regulations available on the website www.mpk.lodz.pl, at ticket sales points, in the cases of tram and bus stops and in every tram and bus. We advise you to make sure about the entitlements before taking the journey in order to avoid a fine imposed due to a mistake.

We would like to explain the most common misunderstandings:

- mild or light degree of disability does not entitle to reduced journeys;
 - an ID card of a disabled child does not entitle to free journeys;
 - the Łódź Card of a Large Family does not entitle to free or reduced journeys;
 - for pensioners the only document entitling to a reduction is a pensioner ID card, it cannot be replaced by a decision or ruling;
 - for students the only document entitling to a reduction is a school ID, it cannot be replaced by any certificate;
 - for students of foreign schools the only document entitling to a reduction is the ISIC card, it cannot be replaced by a foreign school or student ID;
 - students and doctorate students are entitled to a reduction regardless of their age and course of studies;
- In the means of public transport in Łódź carrying pets, luggage and bicycles does not require making any additional payments.

VI. Useful contact details:

Our website: www.mpk.lodz.pl

Facebook:

www.facebook.pl/mpklodz
www.facebook.pl/mpklodztraffic

Youtube channel:

www.youtube.com/mpklodztraffic

Infoline of MPK- Łódź

24/4 telephone service on all days of the week

42 638 90 20 801 309 301

Passenger Service Department

– **the Appeals, complaints and motions**

Dział Obsługi Klienta MPK- Łódź

Łódź, 6 Tramwajowa St., 90-132

Appeals and complaints

tel. 42 672 13 43 (on weekdays 8.00-16.00, on Tuesdays until 18.00)

e-mail: opiniempk@mpk.lodz.pl

Lost property

Łódź, 6 Tramwajowa St., 90-132

Tel. 42 672 11 94

