

The ticketing system operation is ensured by AS Ridango

Free information line 611 8000 (24 hours) – above all closing and malfunctions of bus cards but also other advice. Longer waiting line.

Paid information line 11 800 (24 hours, 0.74 €/minute) - above all advice on the purchase of tickets but also closing and malfunctions of bus cards. Shorter waiting line

On the Internet: www.parnu.pilet.ee e-mail: info@pilet.ee (24 hours)

Bus traffic organized by Pärnu County Public Transport Centre

Free information line 17018 (from 6.30 AM to 8.30 PM)

e-mail info@pytk.ee

website pytk.ee

1. Integrated ticketing system for Pärnu City and County bus lines

- Starting from 1 July 2018, a ticket or a right of free travel on the bus card enable to use both city and county line buses without purchasing separate tickets in the cases specified in clause 2.
- All the buses of the integrated ticketing system bear the stickers „Integrated ticketing system of Pärnu County“ (Pärnumaa ühtne piletisüsteem)



- It is still possible to buy an hourly ticket from the bus driver in cash. On city lines and county lines No. 39 and 40 such a ticket is more expensive than an hourly ticket received upon validation of the bus card.
- Pärnu city lines are numbered 1 – 28 and serviced by AS SEBE. The buses are blue and bear the design of linden blossoms or clouds.
- Pärnu county lines are numbered 33 – 99, 324 – 332, L12 – L38, and long-distance lines within the county are numbered 347, 352, 368. These lines are serviced by AS ATKO Bussiliinid, AS Hansa Bussiliinid, OÜ M.K.Reis-X, OÜ Väandra Karu and AS GoBus. The buses are of different colours.
- When riding on county lines, the ticket prices and the conditions of free travel are not dependent on the residence of the passenger.
- On city lines the fare is cheaper for passengers who are registered in Pärnu County. Therefore, those persons are called Beneficiaries. For persons residing outside Pärnu County the fare is more expensive on city lines, those persons are hereinafter referred to as Tourists
- **A beneficiary is able to use all the benefits only when he or she holds a personalised bus card. If not, then tourist prices shall apply.**

2. Ticket prices

When validating a bus card

	Beneficiary	Tourist
One hour on city and county lines , validated on a city line bus	1 €	2 €
One hour on city and county lines , validated on a county line bus	1 €	Not applicable
One hour on county lines only , validated on a county line bus	Not applicable	1 €
One day on city and county lines , created automatically based on hourly tickets	3 €	5 €
One day on county lines only , created automatically based on hourly tickets	Not applicable	3 €
5 days on city and county lines , created automatically based on hourly and daily tickets	5 €	15 €
5 days on county lines only , created automatically based on hourly and daily tickets	Not applicable	5 €
30 days on city and county lines	10 €	45 €
30 days on city and county lines pupils, students, persons aged 65+, persons with no work ability, persons aged 18+ with a moderate or severe disability	Not applicable	25 €
30 days on county lines only	Not applicable	10 €

Buying from the bus driver in cash, printed

One hour on county lines (city lines cannot be used), sales on a county line bus	1 €	1 €
One hour on county lines (city lines cannot be used), sales on buses No. 39, 40, 57	2 €	2 €
One hour on city lines (county lines cannot be used), sales on a city line bus	3 €	3 €

3. Explanations concerning tickets

- An hourly ticket grants the right to enter different buses within one hour. The travel may be terminated on the same bus also when the hour is completed within the travel
- A day is the so-called „transportation day“ that begins at 4 AM and terminates at 3.59 AM on the following night
- Daily tickets are created automatically onto the card by purchasing hourly tickets in the amount of a daily ticket. When the price of a daily ticket is completed, the subsequent travel on this day will be free of charge and the overpaid amount shall be refunded to the bus card by the end of the day
- Five-day tickets are created automatically onto the card when purchasing hourly and daily tickets within five consecutive days. When the relevant ticket price is completed, the fare shall be free of charge until the end of the fifth day and the overpaid amount shall be refunded to the bus card by the end of the day
- 30-day tickets become effective at 4 AM on the date determined upon purchase and are valid until 3.59 AM of the night following the last date.

- 30-day tickets purchased with a mobile phone and other transactions become effective within 1 minute after the transaction

4. Free travel

- **Free travel on county lines (with a personalised bus card or document evidencing the age)**

All persons below 20 and starting from 63 years of age. Person accompanying a passenger with a profound disability and a person accompanying a disabled passenger aged up to 16. The given accompanying persons need not hold a bus card or a document.

- **Free travel on city lines (only the residents of Pärnu County with a personalised bus card):**

pupils, students, pensioners, persons receiving pension for incapacity for work, deported persons, persons with a moderate or severe disability, persons with no work ability, persons aged 65+, members of a family with 4 and more children, persons under guardianship.

- **Free travel on city lines (regardless of residence, does not need to hold a bus card)**

Disabled passengers up to 18 years of age and a person accompanying him or her, person accompanying a passenger with a profound disability, conscripts of the Defence Forces.

- **Free travel all over Estonia (regardless of residence, does not need to hold a bus card):**

Preschool children, disabled passengers up to 16 years of age, passengers aged 16 and over with a profound disability, passengers with a severe visual disability and individuals accompanying the passengers with a severe or profound visual disability, guide or assistance dogs

5. Right to travel in buses

- In order to receive the right of travel, the passenger must validate the bus card **each time after entering the bus**, purchase a ticket from the bus driver in cash or certify one's age to the bus driver on a county line bus. Age must not be evidenced in any case by a child who is evidently below the age of 14.
- The user of a travel benefit must present an identification to the controller. This is not required from a child who is evidently below the age of 14.

6. Transfer of benefits or a right of free travel onto the bus card

- Benefits arising from the residence and age are automatically created onto a personalised bus card based on the data of the population register.
- The right of free travel of pupils and students is created automatically onto a personalised bus card based on the data of the Education Information System (EHIS) register. In the summer period the data in EHIS may not be correct and therefore the status of a student shall also be granted to passengers below 20 years of age from 1 June to 20 September.
- All the other rights of free travel shall be transferred onto the bus card in Pärnu Bus Station ticket office.

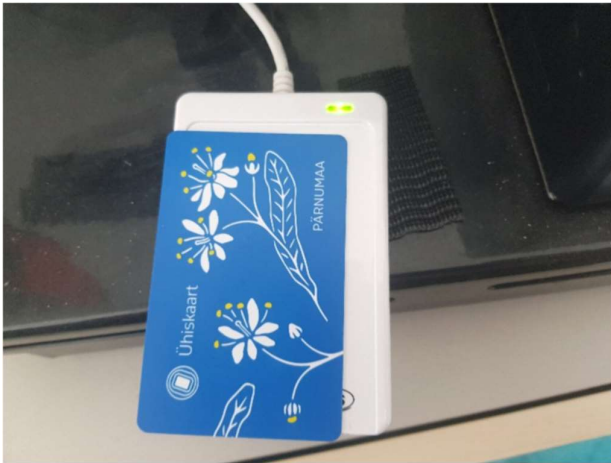
7. Validation of the bus card

Validation means touching with the bus card the spot marked on the validator located by the bus door in order to read the data on the card. At the end of validation you hear a sound.

8. Validators

There are two types of validators:

- On county line buses the validator is a device slightly larger than the bus card and located at the bus driver and it is without a display.



- On city line buses a validator is located by every door, it has a display, signal lights and four keys



Signal lights:

- BLUE – validate the card
- YELLOW – wait for the device to verify the right of travel or sell a ticket
- GREEN – valid right of travel
- RED – no right of travel or insufficient funds on the card

Keys for purchasing a friend ticket:

For the funds on the bus card you may also purchase hourly tickets for up to five companions (so-called „friend tickets“). For this you need to validate your right of travel first, then choose the

number of friend tickets using the arrows and press OK. The selection can be cancelled by pressing X. Validate your card once again to confirm the purchase.

Friend tickets are full price tickets regardless whether the card holder has the right of free travel or travel benefits. It is not possible to connect to city lines using a 1 euro friend ticket purchased on county lines. It is possible the other way around.

9. Bus card

Bus card is a swipe card similar to a bank card.

The smartcards of Pärnu City as well as other Estonian cities, counties or bus companies, e-student cards and ISIC-cards are valid in Pärnu County. The bus card can be used to purchase period tickets onto the card, load money for purchasing hourly tickets with validation and to transfer rights for travel benefits.

The cost of the bus card is 2 euros and it can be purchased from ticket sales points.

10. Personalisation of bus card

Personalisation means linking of the bus card number to the card holder's personal identification code.

With the personalised bus card:

- you can use several benefits connected with age, residence, status etc all over Estonia, many of the benefits are created automatically on the card based on the personal identification code pursuant to the data in state registers
- all the rights of travel, tickets and money are linked with the personal identification code. Upon losing the card these will not get lost but shall transfer to a new card immediately after personalisation of the new bus card.

Every passenger may have only one personalised smartcard regardless of which city, county or carrier has issued the smartcard. **Upon personalisation of a new card all the right of travel and money from the previous card shall be transferred to the new one and there will be no more rights of travel or money on the previous card.**

Students may have simultaneously several personalised bus cards - smartcard, e-student card and ISIC-card. In this case all the cards have the same rights and cash balance.

11. Sales points

- **Pärnu Bus Station ticket office, R-kiosk, Omniva post offices, Selver information counters:** Sale of bus cards and 30-day tickets, loading money onto the bus card, personalisation of bus card
- **On the Internet parnu.pilet.ee :** sale of 30-day tickets, loading money, personalisation of bus card
- **Mobile phone:** sale of 30-day tickets, loading money
- **Bus driver:** sale of tickets on paper. County line bus drivers (except for lines 39, 40, 57) load money onto the card and in Lihula line buses (lines L12 – L38) it is also possible to purchase bus cards.