

## Tasks of the public transport organizer in the context of the Public Transport Act

Paulina Świerk <sup>1,\*</sup>, Elżbieta Macioszek <sup>2</sup>, Aleksander Sobota <sup>3</sup>

<sup>1</sup> Silesian University of Technology, Faculty of Transport and Aviation Engineering, e-mail: paulina.swierk@polsl.pl

<sup>2</sup> Silesian University of Technology, Faculty of Transport and Aviation Engineering, e-mail: elzbieta.macioszek@polsl.pl

<sup>3</sup> Silesian University of Technology, Faculty of Transport and Aviation Engineering, e-mail: aleksander.sobota@polsl.pl

\* Corresponding author, paulina.swierk@polsl.pl

**Abstract:** The concept of urban transport can be defined as regular, public collective transport carried out at the request of a local government transport organizer. Providing access to collective public transport serves to satisfy one of the contemporary needs of man, and at the same time contributes to reducing the costs of reaching workplaces, shopping and educational centers or reducing the level of congestion in cities. The aim of the article is to present the tasks of the organizer of public collective transport in the light of the Act on public collective transport. In 2023, surveys were conducted with organizers of public collective transport operating in Poland. Ultimately, responses were received from 44 organizers of public collective transport. The article presents the results of surveys conducted with organizers of public collective transport operating in Poland, in which the most important tasks performed by these entities were indicated. These include, among others, ensuring the continuity of communication services, planning a network of connections in the area of the organizer's operation, quality control of transport services or concluding contracts for the provision of transport services.

**Słowa kluczowe:** public transport; public transport organizer; the Public Transport Act

## Zadania organizatora publicznego transportu zbiorowego w świetle Ustawy o publicznym transporcie zbiorowym

Paulina Świerk <sup>1,\*</sup>, Elżbieta Macioszek <sup>2</sup>, Aleksander Sobota <sup>3</sup>

<sup>1</sup> Politechnika Śląska, Wydział Transportu i Inżynierii Lotniczej, e-mail: paulina.swierk@polsl.pl

<sup>2</sup> Silesian Politechnika Śląska, Wydział Transportu i Inżynierii Lotniczej, e-mail: elzbieta.macioszek@polsl.pl

<sup>3</sup> Politechnika Śląska, Wydział Transportu i Inżynierii Lotniczej, e-mail: aleksander.sobota@polsl.pl

\* Corresponding author, paulina.swierk@polsl.pl

**Streszczenie:** Pojęcie transport miejski można definiować jako regularny, publiczny transport zbiorowy wykonywany na zlecenie samorządowego organizatora transportu. Zapewnienie dostępu do zbiorowego transportu publicznego służy zaspokojeniu jednej z współczesnych potrzeb człowieka, a jednocześnie przyczynia się do ograniczenia kosztów dotarcia do miejsc pracy, ośrodków handlowych i edukacyjnych czy zmniejszenia poziomu kongestii w miastach. Celem artykułu jest przybliżenie zadań organizatora publicznego transportu zbiorowego w świetle Ustawy o publicznym transporcie zbiorowym. W 2023 roku przeprowadzono badania ankietowe z organizatorami publicznego transportu zbiorowego funkcjonującymi na terenie Polski. Finalnie otrzymano odpowiedzi od 44 organizatorów publicznego transportu zbiorowego. W artykule przedstawiono wyniki badań ankietowych przeprowadzonych z organizatorami publicznego transportu zbiorowego funkcjonującymi w Polsce, w których wskazano najważniejsze zadania realizowane przez te jednostki. Należą do nich między innymi zapewnienie ciągłości obsługi komunikacyjnej, planowanie sieci połączeń na obszarze działania organizatora, kontrola jakości usług przewozowych czy zawieranie umów o świadczenie usług przewozowych.

**Słowa kluczowe:** publiczny transport zbiorowy; organizator publicznego transportu zbiorowego; ustawa o publicznym transporcie zbiorowym;

---

## 1. Introduction

The concept of urban transport can be defined as regular, public collective transport performed at the request of a local government transport organizer [1-3]. Providing access to public collective transport serves to satisfy one of the contemporary needs of man, and at the same time contributes to reducing the costs of reaching workplaces, shopping and educational centers or reducing the level of congestion in cities. Public collective transport is also particularly important in non-urban areas, where the distance between these centers is significant due to their spatial dispersion. Its implementation requires the actions of local government units or associations of these units. Leaving the provision of transport services to the discretion of entrepreneurs could result in deepening transport exclusion [4]. One of the manifestations of the state's activity in this area is the establishment of legal regulations concerning the organization and functioning of public transport. In the Polish legal system, the basic legal act regulating these issues is Act of 16 December 2010 on public transport. Journal of Laws 2011 No. 5 item 13 [5]. It regulates the principles of organization and functioning of regular passenger transport in public public transport performed on the territory of the Republic of Poland and in the cross-border zone, in road, rail, other rail, cable, cable-terrain, sea and inland navigation. In addition, the act specifies the principles of financing regular passenger transport in public public transport, in the scope of public utility transport, performed on the territory of the Republic of Poland in public public transport.

Based on the provisions regulating the principles of organisation and functioning of passenger transport in collective public transport, it can be stated that the legislator has entrusted tasks in this area to three categories of entities:

- entities acting as the organizer of this transport, which include: the minister responsible for transport, local government units (municipalities, counties and voivodeships) and local government associations (inter-municipal associations, county associations, county-municipal associations, metropolitan associations),
- entities with the status of a public transport operator, which include: a local government budgetary institution and an entrepreneur authorized to conduct business activity in the field of passenger transport who has concluded an agreement with the organizer of public transport for the provision of public transport services on the communication line specified in the agreement,
- carriers, which are entrepreneurs authorized to conduct business activity in the field of passenger transport based on confirmation of the transport notification, and in rail transport,
- based on the decision to grant open access [6].

The shaping of the transport offer in public passenger transport is a complex issue. The transport offer, which concerns public collective transport, is usually the result of comparing the needs of passengers, who are the demand side on the transport services market, with the possibilities of meeting these needs by transport service providers [7,8]. The organizer of public transport undertakes much broader activities than the organization of the passenger transport process itself. It also deals with, among others, the operation of the rolling stock, infrastructure management, provision of passenger information, etc. [9].

The aim of the article is to present the tasks of the organizer of public collective transport in the light of the Act on Public Collective Transport. The article presents the results of surveys conducted with organizers of public collective transport operating in Poland, in which the most important tasks performed by these entities were indicated.

## 2. The most important tasks of the organizer of public transport

The organization of public transport consists in particular in:

- research and analysis of transport needs in public transport, taking into account the needs of disabled people and people with reduced mobility;
- taking action to implement the existing transport plan or to update this plan;
- ensuring appropriate conditions for the functioning of public transport, in particular in the scope of:
  - a) standards for public transport stops and stations,
  - b) using public transport stops and stations,
  - c) functioning of integrated transfer hubs,

- d) the functioning of the integrated tariff and ticketing system,
- e) passenger information system;
- determining the method of marking means of transport used in public utility transport;
- setting the rates for the use of transport stops and stations by operators and carriers, which are not owned or managed by a local government unit and located on transport lines within the area of the organiser's jurisdiction;
- specifying the transport stops and stations owned or managed by a local government unit, available to operators and carriers, as well as the conditions and rules for using these facilities;
- specifying public transport stops and stations that are not owned or managed by a local government unit and are available to all operators and carriers, as well as providing information on the fees for using these facilities;
- preparation and conduct of the procedure leading to the conclusion of a contract for the provision of public transport services;
- concluding a contract for the provision of public transport services;
- setting transport fees and other fees referred to in the Act of 15 November 1984 - Transport Law (Journal of Laws of 2020, item 8 and of 2023, item 1720), for the service provided by the operator in the field of public transport;
- determining the method of distributing tickets for the service provided by the operator in the field of public transport;
- performing the tasks referred to in Article 7(2) of Regulation (EC) No 1370/2007.

However, the tasks of the organizers of public transport often go beyond those listed above. The Resolution No. 111/2024 of the Management Board of the Upper Silesian-Zagłębie Metropolis of April 4, 2024 on the adoption of the Organizational Regulations of the Metropolitan Transport Authority in Katowice [10] presents the Organizational Regulations of the Metropolitan Transport Authority in Katowice. These tasks include 28 different tasks, where only 12 are specified in the Act. The tasks included in [10] are presented below.

- • preparation of assumptions and draft resolutions of the GZM Management Board and the GZM Assembly regarding planning, organizing and managing public transport within the GZM area and local government units that have concluded agreements with GZM, in particular the transport regulations, with the exception of tariffs and price lists for travel and the amount of additional and handling fees applicable in public transport organized by ZTM
- cooperation with other organizational units of GZM in the scope of creating assumptions and draft resolutions of the Management Board and the GZM Assembly related to the implementation of the tasks of these units, in particular tariffs and price lists for travel and the amount of additional and handling fees, the sustainable urban mobility plan and the sustainable development plan for public transport,
- conducting market research on public transport services and other research in order to determine the transport needs of residents,
- giving opinions or agreeing on draft plans for the sustainable development of public transport of other organizers,
- planning and optimisation of the network and layout of public transport lines in the GZM area and local government units that have concluded agreements with GZM,
- developing timetables for public transport organized by GZM,
- conducting proceedings aimed at concluding a contract for the provision of public transport services in accordance with the procedures specified in the provisions of the Act of 16 December 2010 on public transport,
- concluding contracts for the provision of public transport services, taking into account the needs of disabled people, as well as changing, terminating, terminating and withdrawing from these contracts,
- supervision over the provision of transport services by operators in terms of their compliance with legal regulations and the provisions of concluded agreements,
- operator support for the passenger information system, in particular by informing passengers about timetables and their changes, as well as the overall functioning of public transport organised by ZTM,
- carrying out planning work related to public transport,
- preparation of economic analyses related to determining the necessary level of the variable part of the annual contribution and subsidies collected by GZM in connection with organizing public transport,
- settlement of the variable part of the annual contribution and subsidies collected by GZM in connection with the organization of public transport,

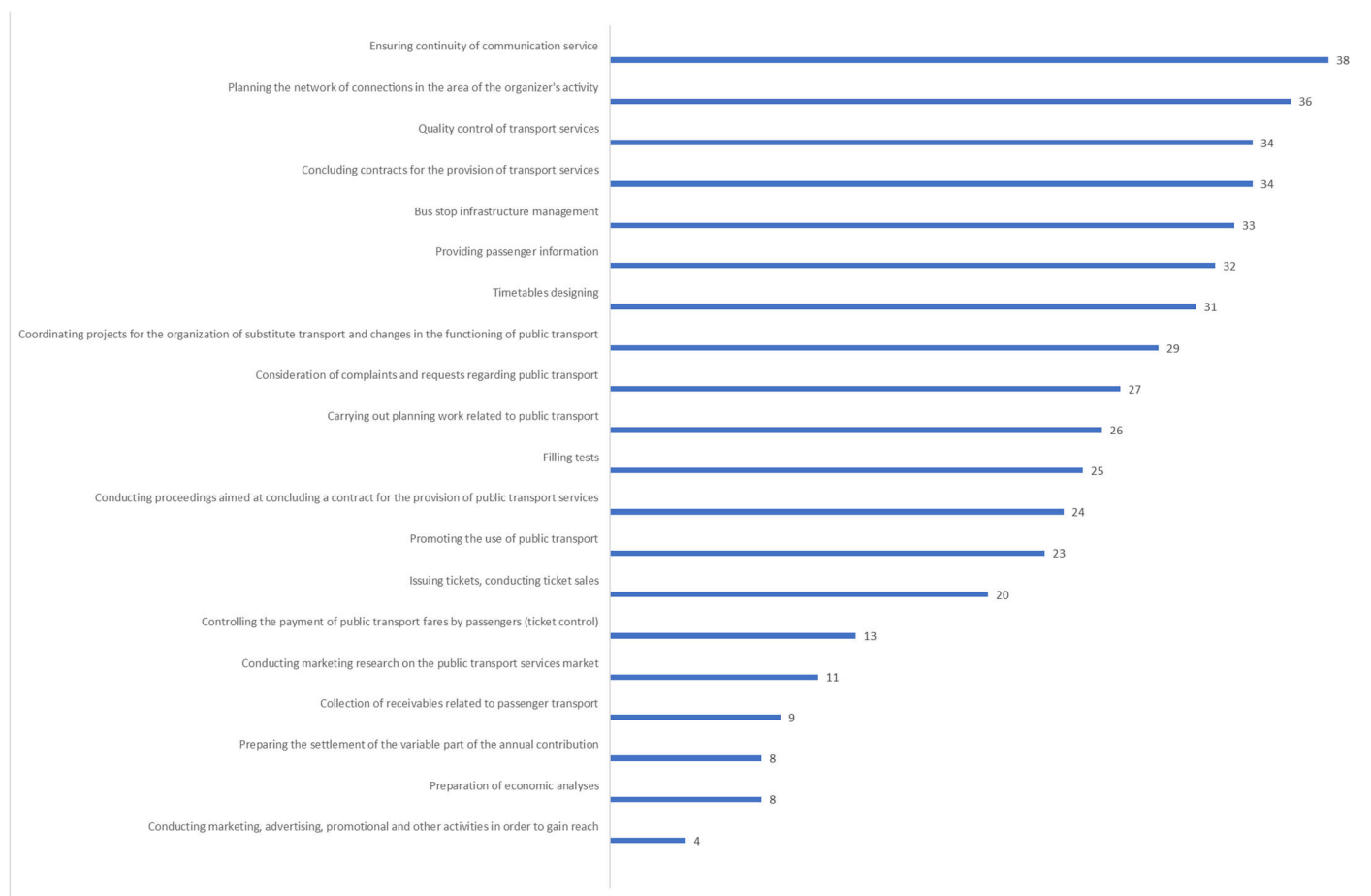
- monitoring the payment of public transport fares by passengers (ticket control),
- cooperation with other entities, including companies established by GZM in the implementation of statutory tasks, in particular in the field of ticket control,
- collection of all receivables within the scope of the business activity and tasks performed,
- making payments, including compensation payments to public transport operators who are internal entities and companies established by GZM;
- issuing tickets, conducting ticket sales and operating the public transport ticket distribution system,
- conducting financial settlements for the distribution of tickets and electronic cards,
- cooperation with other organizers, operators and carriers of public transport in the scope of service, joint implementation agreements, joint tariffs and ticket distribution as well as organization of public transport,
- cooperation in creating and maintaining an integrated tariff and ticketing system,
- management of railway stations and bus stops owned or managed by GZM,
- management and operation of vehicles used to provide transport services, together with the infrastructure related to them, used for their operation, which are the property of or are managed by GZM,
- providing advertising space to other entities, based on concluded contracts and agreements,
- fulfilling the obligations arising from legal provisions regarding publishing information related to the function of the organizer of public transport,
- coordinating projects for the organization of substitute transport and changes in the operation of public transport for the design documentation of investment and renovation tasks related to the need to change the permanent routes of communication lines,
- submitting applications to other entities regarding investment plans and spatial development plans regarding the location of elements of public transport infrastructure,
- consideration of complaints and requests regarding public transport.

### **3. Surveys research conducted with public transport organizers operating in Poland**

In 2023, surveys were conducted with organizers of public collective transport operating in Poland. These surveys were sent by correspondence to all organizers of public collective transport in cities with a population of at least 30,000. These surveys contained 4 introductory questions and 2 main questions. Due to the fact that the subject of the work is the tasks of the organizer of public transport, the article analyzes the responses in this area. Finally, responses were received from 44 organizers of public collective transport.

The figure below shows the results of surveys conducted with organizers of public collective transport in Poland. In the survey, 44 entities organizing public collective transport indicated the most important tasks they perform.

The research shows that the most important task of the organizers of public collective transport is to ensure the continuity of the communication service, plan the network of connections in the area of the organizer's operation, control the quality of transport services and conclude contracts for the provision of transport services. It follows from this that the most important thing is to maintain the reliability of the functioning of public transport. The least important tasks from the point of view of the organizer of public collective transport are conducting marketing, advertising, promotional and other activities in order to obtain income, developing economic analyses and settlement work of the variable part of the annual contribution. This may result from different methods of financing public collective transport.



**Figure 1.** The most important tasks carried out by public transport organizers

#### 4. Results

The aim of the article was to present the tasks of the organizer of public collective transport in the light of the Act on public collective transport. Additionally, the most important tasks of the organizers of public collective transport from their point of view were indicated. The analysis showed that the most important tasks of the organizers are:

- ensuring continuity of communication services,
- planning the network of connections in the area of the organizer's operations,
- quality control of transport services,
- concluding contracts for the provision of transport services

The least important tasks from the point of view of the organizers of public transport are:

- conducting marketing, advertising, promotional and other activities in order to generate income,
- preparation of economic analyses,
- settlement work on the variable part of the annual premium.

According to the authors, the settlement of the variable part of the annual contribution is also an important task carried out by the organizers of public collective transport. However, due to the different methods of settling the performed operational work by operators, this task could have been considered less important than from the authors' perspective.

The authors recommend increasing the priority of the task concerning the variable part of the variable annual contribution. This change could have a positive impact on the financiers of public transport in individual cities. Additionally, the transport offer could take into account the financial possibilities of cities to a greater extent. This would often involve increasing the connections operating in the transfer system.

## Reference

1. Wyszomirski O. Transport Miejski. Ekonomika i organizacja. Wydawnictwo Uniwersytetu Gdańskiego. Gdańsk, 2008.
2. Izdebski M., Jacyma M., Bogdański J. Minimisation of the Energy Expenditure of Electric Vehicles in Municipal Service Companies, Taking into Account the Uncertainty of Charging Point Operation. *Energies* 2024, 17, 2179. <https://doi.org/10.3390/en17092179>
3. Lasotam M., Zabielska A., Jacyna M., Żak J. Research and analysis of the operation of vehicles with various propulsion systems, including costs and CO2 emissions. *Combustion Engines Volume 195, Issue 4, Pages 3 -3, 2023*
4. Błazewski M. Niepomijalność administracji samorządowej w zapewnieniu publicznego transportu zbiorowego. *Acta Universitatis Wratislaviensis. Prawo.* 2020, 331, 39-48.
5. Ustawa z dnia 16 grudnia 2010 r. o publicznym transporcie zbiorowym. *Dz. U.* 2011 nr 5 poz. 13.
6. Masternak M., Masternak M. M. Charakter prawny działalności wykonywanej w dziedzinie publicznego transportu zbiorowego. *Studia Iuridica Toruniensia.* 2017, XXI, 239-257.
7. Kwaśnikowski J., Gramza G. Kształtowanie oferty przewozowej w publicznym transporcie pasażerskim, *Logistyka.* 2011, 6.
8. Poznański J. Wybrane elementy organizacji publicznych przewozów pasażerskich w systemie transportu miejskiego. *Prace Naukowe Politechniki Warszawskiej. Transport,* 2017, 119, 637-645.
9. Zych M., Baran J. Porównanie organizacji komunikacji miejskiej w wybranych miastach świata i Polski. *Logistyka.* 2012, 6, 637-645.
10. Uchwała nr 111/2024 Zarządu Górnośląsko-Zagłębiowskiej Metropolii z dnia 4 kwietnia 2024 r. w sprawie przyjęcia Regulaminu Organizacyjnego Zarządu Transportu Metropolitalnego w Katowicach