



## ORGANIZATION AND PROBLEMS OF FUNCTIONING PUBLIC TRANSPORTATION ON THE EXAMPLE OF THE CITY OF CZĘSTOCHOWA

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**Abstract:** Public transport has a significant role in the carriage of passengers in urban areas. The operation of the passenger transport subsystem in cities at times requires to solve numerous problems. Public transport organizer is responsible for solving transport problems. Types of transport problems depend primarily on the city's functions. For this reason, the article presents the problems of public transport in Czestochowa. It specifies actions that should be taken immediately to encourage users of the urban public transport in Czestochowa to increase the frequency of journeys. These suggestions should constitute an important guideline for the planned actions with regard to the organization of public transport in Czestochowa.

**Keywords:** sustainable development, public transport, organizer of public transport, public transport operator, carrier, problems of public transport

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### Introduction

Stagnation is not a good term for describing the current situation in the world. On the contrary can be observed the presence of constant changes taking place in the different areas of activity. These changes involve political and economic situation, as well as the implementation of new technologies, etc. Making changes largely favours globalization and the progressive development of civilization. This contributed to create new challenges in field of strategic management in organization (including local government units) (Kościelniak, Skowron-Grabowska, Nowodziński 2017, p. 19). Currently, organizations wanting to survive in the market have to think about the long-term prospects of business, setting the directions of activity and types of strategic and operational activities (Stańczyk-Hugiet 2016, p. 6; Brzóska 2017, p. 69). Moreover, in order to provide citizens with a high quality of life, the city authorities should focus on developing a marketing strategy for the city, taking into account social and economic trends (Stefko, Bacik, Fedorko 2017, p. 244). The implementation of marketing strategy allows to increase the attractiveness of urban areas. Increasing attractiveness of urban areas is possible by introducing new solutions among others in freight transport as well as in passenger transport (Skowron-Grabowska 2014, p. 35).

Occurring changes affect the change in passenger transport. The population is more and more mobile. This mobility includes both journeys carried out daily or on an occasional basis. The problems associated with an increase in the mobility of society are most visible in areas of large population concentration, f.ex. in the cities. This promotes the emergence of difficulties in the management of transport in these areas. These difficulties can be overcome by defining, designing and implementing the smart solutions. The European Union clearly emphasises the need to act related to the provision of safe, efficient and high-quality passenger transport services. In the Commission's white paper of 12 September 2001, entitled "European transport policy for the year 2010: time to decide" clarifies that the collective public transport services should be provided, to ensure their transparency and efficiency. A necessary condition in this case is to draw attention to the social and environmental factors and the factors of regional development (Regulation (EC) No 1370/2007 (Rozporządzenie (WE) nr 1370/2007...)), to ensure the availability of services for all groups of passengers. As M. Chłąd states to make this possible, you must allow citizens to use the cheap public transport services without derogating from the quality of the services provided (Chłąd 2011, p. 149). Government, regional and local authorities are responsible for the implementation of these actions. The actions assigned to them should be performed with expediently, effectively and efficiently (Nor Zaini, Kuppusamy 2017, p. 153). The introduction of measures in this regard, the undoubted will to ensure the sustainable development of transport.

### **Organisation of public transport services**

The collective public transport is called widely available regular transport of people executed at specific intervals and after a specific communication line, communication lines or communication network (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 1. paragraph 14). All entities involved in the process of collective public transport management, operate based on the relevant legal regulations (Szczepańska, Budzik, Petryczka 2014, p. 12052). Issues relating to the principles of organizing and functioning of the regular carriage of passengers in public transport collective agreement is carried out in the territory of the Republic of Poland and in cross-border zone saved were in the Act of 16 December 2010 r. the collective public transport. As of March 1, 2011, this Act entered into force. Regulations contained in the Act apply to both transport by road, rail, different rail, linear, linear-off-road, marine as well as inland waterway transport (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 1. paragraphs 1 and 2. 1.). The Act also lays down rules on the financing of the regular carriage of passengers in public transport. As J. Cage organizer is obliged to finance only transportation of public service. Disabled is the possibility of financing by the commercial services (Klatka 2015, p. 27).

The organizer of the public transport is the correct one unit of local government or the competent minister of transport, to ensure the functioning of the public transport in the area (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art.

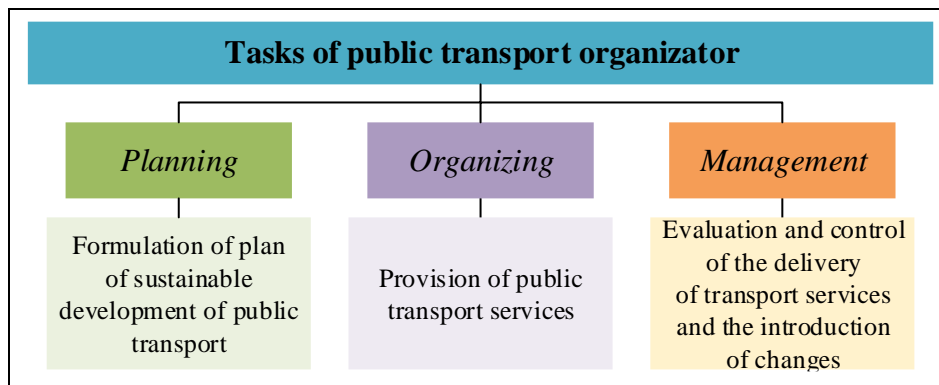
4. paragraphs 1 and 2. 1. paragraph 9). It follows that, for the organisation of passenger transport in the county is the municipality, in the district-a district and in the administrative-state. The municipal passenger transport can take place in the administrative borders of one municipality or contiguous municipalities, among which was the relevant agreement on the organisation of public transport or that have established a relationship villages (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 1. paragraph 3). Passenger services under the public transport carried out in the administrative borders of at least two municipalities and not excessive beyond the boundaries of the district are called regional/county passenger services. It is also possible in this case to operate within the boundaries of the administrative counties. Necessary in this case, however, is the conclusion of an appropriate agreement or create a connection counties (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 1. point 10). In turn, the regional passenger transport by road is called a carriage effected in within the administrative borders of at least two counties. Condition for defining a type of transport regional passenger traffic is not going beyond the borders of one province.

Public transport can be executed by a public transport operator (operator) or carrier (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 6. paragraphs 1 and 2. 1.) with proper qualifications necessary to perform public transport (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 2.) Public transport operator is known as the local government financial undertaking and the trader shall be entitled to operate a business in respect of the carriage of passengers, which has concluded with the organizer of the public transport the agreement for the provision of services in the field of public transport (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 1. paragraph 8). While the carrier is called the trader shall be entitled to operate a business in respect of the carriage of persons based on confirmation of the Declaration and in rail transport-on the basis of a decision to grant an open Access (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 4. paragraphs 1 and 2. 1. paragraph 11).

Tasks of the Transport Organizer (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 7. paragraphs 1 and 2. 4. paragraph 1-6):

- mayor, mayor or president of the city;
- commune association – the board of commune association;
- the city district – mayor of the city of counties;
- district – mayor;
- districts association – the board of districts association;
- province – marshall of province.

The main tasks of Organizer include transport development planning, organizing and managing public transport public transport (*Figure 1*).



**Figure 1. The fundamental task of the organizer of services for public transport**

Source: Own elaboration

According to J. Nowakowska-Grunt and M. Chład problems with operation-German contemporary transport systems require the development of modern strategy is the need to develop transport (Nowakowska-Grunt, Chład 2015, p. 137). This strategy should be based on the organizer's transport plan. Transport plan should define a communication network, which will provide transportation services. The organizer's task is also to develop the principles of organization of the market on the communication network. The transport plan should also include a comprehensive plan for the type and manner of transport services. Necessary in this case is to plan what means of transport will be implemented the services of a public utility. In the transport plan should be also define channels for the transfer information about provided services from service providers (the operator and/or carrier) to recipients (passengers). To develop a plan to meet transport needs, however transport users. This allows you to specify the preferred standard of service. Success of public transport in the transport is to offer such a standard of service that will be more useful than the use of means of transport (Zajac 2014, p. 137). The last issue, which should not be forgotten, is to plan how the activities related to the provision of services in passenger transport, will be funded. In this case, it is necessary to specify the transport plan of all sources of funding, regardless of whether I have the nature of return or non-refundable.

In turn, the organisation of public passenger transport in requires action relating to the maintenance of the infrastructure necessary for the implementation of operations. Necessary in this case is to ensure that appropriate standards of the functioning of the communication stops and train stations, interchanges, and the same means of transport used in the transport. The task of the organizer is also operator selection and/or provider of transport services, and then conclude with them contracts for the provision of services in the field of public transport, including the determination of terms and conditions of communication stops and train stations. The last task having a huge impact on the modelling of transport volume in the collective public transport, is the fixing of charges for carriage and other charges and methods of ticket distribution to recipients of public transport

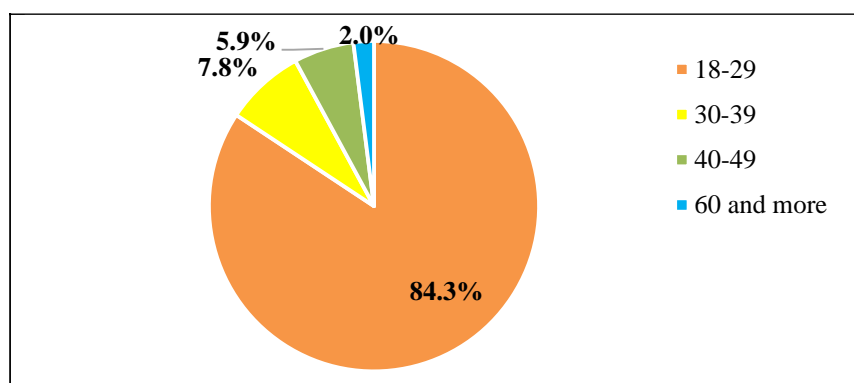
services (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, 15). Pricing of tickets has a significant impact on the shaping of the frequency of use of the public transport services. This task should be carried out considering several factors. The most important of these include the socio-economic and environmental factors.

The final stage related to the operation of public transport is to manage it. In this case the organizer should focus primarily on the evaluation and control of the current functioning of the system of passenger transport services. Control has the task of m.in. check whether the operators and air carriers shall comply with the rules in the field of public transport. It is also in this case, to examine whether and to what extent the met have been shipping needs of recipients (Dz.U. 2011 nr 5 poz. 13 / Journal of Laws No. 5 item 13, art. 43.). To ensure that improving the functioning of the transport action necessary in the process of collective public transport management is correcting the course of existing communication lines. It is also very important making updates timetables, to adapt it to the volume of traffic on a managed by units of local government area.

### The use of public transport by the users of public transport in Częstochowa

To define the directions of changes in the organisation of public transport, necessary to introduce in Częstochowa, a quantitative survey has been carried out in the 2017. The research method was a questionnaire, a tool – a questionnaire survey, which was made to online respondents. Access to an interactive poll was made possible by a direct link that was posted on one of the social networking sites. The study was completely anonymous.

Selection of any sampling was random. The study involved 51 respondents. Research Group comprises of 33 women and 18 men. Questionnaire survey was primarily to young people who use public transportation to meet your transport needs, using public transport to implement trips for educational purposes and (Figure 2).



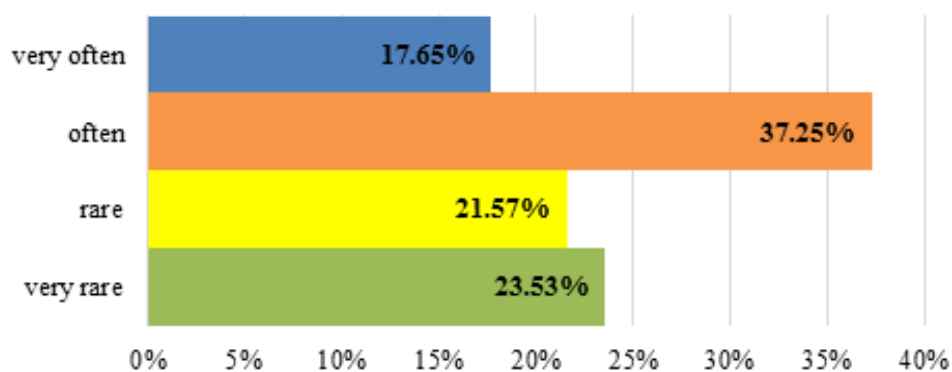
**Figure 2. The age structure of the respondents**

Source: Own elaboration based on the conducted studies

As in the above, the largest group of respondents were between the ages of 18 to 29 years, 84.3% of the respondents. Among these, the largest group were women (63%). In the research group are also persons whose age is in the age group 30-39, 40-49 and 60 years and more. They were successively 7.8%, 5.9% and 2% of the total respondents. In the survey, 35 respondents indicated that they have the Statute of the pupil or student. There were also 26 indications for “active response” and one for the answer “unemployed”. It should be noted that 24 of the respondents admitted that the only learning or studying, another 11 people, that in addition to the fact that they learn and study are also active professionally. 15 respondents pointed out one answer-active professionally.

The questionnaire also included a question whether the study participants are in possession of a driving licence category b. This question was very important in the light of the analysis. The fact that permission to carry a passenger car may contribute to the reduction of interest used by respondents during transport. The results of research allow to conclude that a significant group surveyed people in possession of these rights (92% of the total).

The criterion for the selection of subjects was that they had to use the services provided by the operator of the collective public transport in Częstochowa. As a result, most study participants admitted that travelling by public transit (37.25% of the total). Turn 11 and 12 surveyed uses the services of collective public transport rarely and very rare. The answer „frequently” was selected in 9 cases (*Figure 3*).



**Figure 3. Frequency of the use of public transport by the respondents**

Source: Own elaboration based on the conducted studies

Respondents who use public transport very often (every day) and often (1 to 3 times a week) are primarily the pupils/students and pupils/students that are professionally active. Rarely (1 to 3 times a month) are travelling by public transport as pupils/students, very rarely (a few times a year) – professionally active respondents. The respondent delivered a slight degree of disability is travelling by public transport very often, while the respondent unemployed-often. Half of the

people who do not have permission to drive the car travels by public transport every day, and the second half – 1 to 3 times a month (*Table 1*).

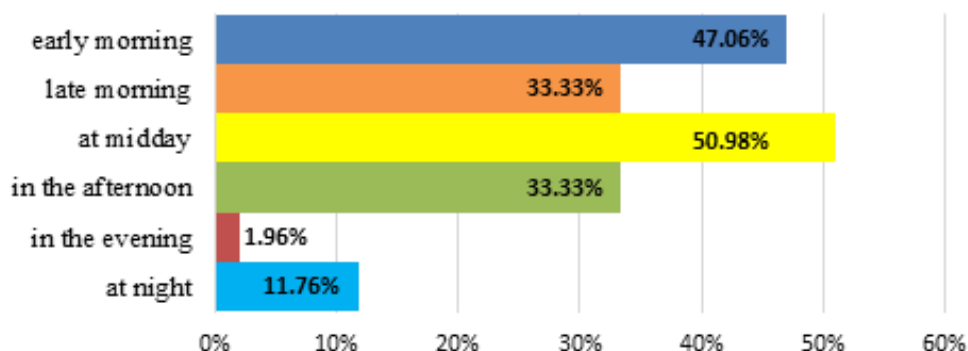
**Table 1. Frequencies by public transport by respondents with and without driving license category B**

The frequency of the use of public transport	Driving license category B “yes”	Driving license category B “no”	The sum
Very often	7	2	9
Often	19	0	19
Rare	9	2	11
Very rare	12	0	12
The sum	47	4	51

Source: Own elaboration based on the conducted studies

As is apparent from the data in *Table 1* despite the fact of having a driving licence of category B, in most cases, respondents who were eligible for this group are moving 1 to 3 times a week by public transit. On the other hand, the 12 surveyed only a few times a month the settlement services operator public transport. However, it can be said that public transport journeys are still attractive for the specified group of people.

Among both women and men is noticeable increased interest in rail transport—that mean trams. This form of transport is selected in 66.67% of the cases. Interviewed men and women had also intended to specify the time of day in which they travel mostly by public transit. The largest group of people admitted that travels by public transport between 12:00-14:00 and 6:00-10:00. These are the hours of the peak traffic (*Figure 4*).



**Figure 4. Time of day in which respondents most often take place journeys by public transport**

Source: Own based on the studies conducted

33.33% of the total respondents travel by bus and/or tram in the morning and afternoon. In the night time 11.76% of the total respondents uses public transportation, in the evening, the least because only 1.96% of the total of the people participating in the survey. A question about the time of day of travel by public transport were the multiple-choice questions. Respondents who select only one answer most travel takes place in the morning, 75% of them are pupils or students. May be due to the fact that pupils/students arrive in the morning for classes by public transit, and then come back on foot to their houses. Respondents who gave two answers most often travel in time periods 6:00-10:00 and 12:00-14:00, 67% of those surveyed are also pupils/students. In this case, it can be concluded that the group surveyed people commute to school/college transport in both parties. Journeys in the afternoon, afternoon and night declared after 2 examined the person, most are active users. Three people claimed that most often travels by bus and/or tram from morning to afternoon. Among them were recorded after one respondent's learn/study an active professionally, one respondent active professionally and one-person learn/study.

### Trends in collective public transport in Częstochowa

Completed study their own allowed in addition to demonstrate the type of means of transport, the frequency and the time of day the implementation of travel by public transport, to define priority directions of changes in the collective public transport in Częstochowa. To make this possible, it became necessary to identify the major problems in this regard. To this end, the interviewees were given a list of 11 factors that to a lesser or greater extent determine the frequency of use in public transport passenger journeys. The task of the respondents was to organize those factors in order of preference. At the first positions were found to the problems which, in the opinion of the interviewees are critical, given the functioning of public transport in Częstochowa. Results of the research were presented in *Table 2*.

**Table 2. Key problems of collective public transport in Częstochowa**

The position	Problems	The importance of the problem
1	Limited accessibility to transport infrastructure	4.5
2	Too low comfort (piston, no air conditioning, the presence of homeless people, the noise of vehicles, etc.)	4.2
3	Too long a journey time (caused by m.in. congestion of streets)	3.7
4	Low frequency of journeys	3.3
5	Low punctuality of connections	3.0
6	Bad technical condition of the rolling stock	2.5
7	Bad technical condition of stops and shelters	2.2



The position	Problems	The importance of the problem
8	Failure of rolling stock to the needs of people with mobility problems and mothers traveling with children in wheelchairs	1.8
9	Excessively high ticket prices	1.3
10	The low level of the safety of passengers inside the bus/tram	1.3
11	The low level of the safety of passengers during boarding and disembarking from the bus/tram	1.0

Source: Own based on the studies conducted

The most significant issue by respondents is limited accessibility to transport infrastructure. This problem, in the opinion of surveyed people has the greatest importance, because it makes it difficult or even impossible to use public transportation. The respondents in this case would this factor at position 1 or 3 in the hierarchy. Interviewees also pointed out the enormous importance of the problem which is too low comfort travel by public transport. For users of Częstochowa transport third problem is too long-time travel. Time travel according to the authors is mainly associated with the occurrence of the Częstochowa roads transport congestion phenomena and focuses on travel undertaken.

Three groups of issues that were presented above, are indicated by respondents on a higher position than even factors f.ex. low frequency of journeys and punctuality. The next three items in the hierarchy occupied the problems related to the maintenance of the public transport, as well as on the technical condition of vehicles. The importance of the problem at a level 2.5 has been assigned by the authors of the issues related to the poor technical condition of the rolling stock of public transport, the importance of 2.2 for factor bad technical condition of stops and shelters, and 1.8 for failure of rolling stock to the needs of people with mobility problems and mothers traveling with children in pushchairs. Low importance of the last listed issue in the hierarchy may be because in the study took part primarily young people. As a rule, they do not have problems with moving and do not pay more attention to the problems associated with the adjustment of means of transport for people who have difficulty moving. However, one person who admitted that he has a slight degree of disability this factor there to position 8 in the hierarchy. By analysing the collected raw data, it can be concluded that the least bothered by the passenger's transport ticket price. You can also come to the conclusion that passengers feel safe during the implementation of the transport processes of collective measures of public transport. For the factors relating to the low level of the safety of passengers inside the bus/tram and the low level of the safety of passengers during boarding and disembarking from the bus/tram were, in fact, go to the importance of the problem to level 1.3 and 1.

Presented problems, ordered by preference surveyed people to see which ones are the most significant for users of public transport in Częstochowa. The last question in the survey was designed to find out the answer to questions that authors question: what factors will encourage respondents to increase the proportion of the use of public transport for journeys? (*Table 3*).

**Table 3. Passenger transport services consumers incentives to use public transport**

Incentives to use public transport	Given answers	The share of answers [%]
Increase the availability of public transport	19	37.3
Increasing the frequency of crossings	19	37.3
To ensure punctuality, carriage	22	43.1
Reduce the time of travel	18	35.3
Improving the condition of stops and shelters	11	21.6
Increasing the quality of the rolling stock companies carrying out transport	27	52.9
Improving the safety of travellers	17	33.3
Adjustment of rolling stock to the needs of people with mobility problems and mothers traveling with children in wheelchairs	12	23.5
Lowering the price of the ticket for public transport	26	51.0
Other, what?	2	3.9

Source: Own based on the studies conducted

In the opinion of the polled factor that could increase the share of public transport in passenger crossings is first of all improve the quality of rolling stock performing the services. This response showed 52.9% of the total of people involved in the study. Not without significance for the respondents are also economic considerations. They claimed that the price of tickets is not the key issues of the functioning of the public transport in Częstochowa. Despite this, in the opinion of every other respondent lowering the price of the ticket for passage would contribute to increase the frequency of travel by public transport. To ensure punctuality, traffic is another matter to use the settlement service provider. This response was indicated by 43.1% of the interviewees. In two cases, 37.3% of all people who have taken part in the study, pointed out the answer: increase the availability of public transport and to increase the frequency of crossings. The introduction of activities that may contribute to improve the situation on these issues to better match public transport network and timetable to the transport needs of the public. Reduce the time of travel is a priority factor for 35.3% of the

interviewees. This activity is viable to implement. In this case the city of Częstochowa, Poland would have to consider the introduction of solutions for the favouring of bus and tram. Improving the safety of passengers is important for 33.3% of the study participants. The response of the rolling stock adjustment to the needs of people with mobility problems and mothers traveling with children in pushchairs and the improvement of the condition of stops and shelters have been selected by 23.5% and 21.6% of the interviewees. In addition, two people have defined other factors that were not considered by the person drawing up the study. These include: install monitors information as in larger cities, showing the actual time of arrival of the rolling stock and the correct synchronizing timetables, to allow better integration of urban transport.

Investment in electronic boards informing passengers at the departure of the means of transport would have been expensive. In the current realities of the local government units on a limited budget, a better solution would be to purchase modern buses and trams. According to M. Kadłubek, the use of modern means of transport (f.ex. electric buses) to the sustainable development of the urban transport settlement (Kadłubek 2015, p. 497). For the integration of urban transport is the goal more realistic. It would be possible by improving the availability of infrastructure for collective passenger transport and timetables are synchronized, the buses and trams to the main passageways.

## **Conclusions**

Public passenger transport is an important element of the transport system in the city. Responsible for the development of urban passenger transport is the responsibility of the organizer. Organizer entrusts the execution of tasks of transport operator and/or carrier. They provide services in the field of public transport. The organizer is responsible for the development of transport planning, organizing and managing public transport public transport. A key task of the organizer is according to the article of the transport plan. This plan should contain a comprehensive description of how to implement the transport services of the public service and provide the basis for strategy development, which the plan refers. Designed strategic plans should aim first and foremost to ensure sustainable urban development. According to A. Mesjasz-Lech urban transport systems significantly impact negatively on the environment. For this reason, the transport management in cities should aim to solve environmental problems and should be treated on an equal footing with the desire for economic development of the city (Mesjasz-Lech 2016, p. 623).

J. Kabus and J. Nowakowska-Grunt in one of the publications they wrote that in the near future, it is desirable to improve the functioning of public transport both in Poland and in the County (Kabus, Nowakowska-Grunt 2016, p. 46). Based on personal research possible was the development directions of change. They should be taken into account during the development of the transport plan for the coming years for the city of the municipality of Częstochowa. The main challenge for local government units in this area is to increase the quality of the rolling stock

of performing the services. In this area of activity, the situation has already begun to change. In the years 2014-2017 Częstochowa city has purchased 50 buses, Solaris and 43 Solbus brand. These buses are modern and ecological vehicles. However, there is still a place to make certain changes in this area. It happens very often that these buses take part in accidents, and, in the case of hybrid buses to their users complain about the noise, which prevails in the interior of the vehicles. Without a doubt, this affects the reduction in the comfort of the use of public transport. Necessary in this case should also become the modernisation of rolling stock line. 13% of rolling stock are in fact trams purchased from 1975-1990.

A major determinant of which could be considered during the development of the transport plan for the city, is to lower the ticket prices for the passage or the introduction of a preferential rates for selected user groups. This action according to the respondents, would significantly increase the frequency of their journey by public transport. The crossings would become a great alternative for freight services operated cars, considering at least in terms of economic factor.

The latest how obvious actions to implement in Częstochowa is ensuring punctuality and frequency of service. According to the authors this is a key question in particular in the opinion of people. This will be a better fit of transport services to the individual needs of their users. The last key issue is to increase the availability of public transport. It seems that this issue is all too obvious. Although to this day in work areas, which are not supported by the operator of public transport. The inhabitants of these districts are forced to implement carriage of individual means of transport. Extension of public transport network and introducing or extending the communication lines could contribute to an increase in the volume of transport thereby reducing transport congestion.

It should be noted that the designed strategic objectives are identical with the objectives that you can define not only for many Polish and European cities. As J. Rymarz, J. Stokłosa and A. Niewczas citing J. Suda the fundamental objectives of the collective public transport management is to ensure punctuality, regularity and reliability of services. It is necessary to also reduce the time executing (Rymarz, Stokłosa, Niewczas 2014, p. 5542).

The task of the organizer of the public transport in Częstochowa is the inclusion of action presented to the transport plan. This will ensure the sustainable development of the city. This development is mainly due to the existence of an efficient transport system, that will provide services to the society (Oliveira et al. 2016, p. 59). Ensuring efficient transport system requires changes. These changes will be possible through the implementation of infrastructure projects. Infrastructural investments are large scale projects. Mostly they are very complex, time consuming and costly (Chadam 2016, p. 34). It is known that the changes will be strategic changes. The authors are aware that planning and implementation of actions in this area may include a long time. However, there is a need to work for their implementation.

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## **ORGANIZACJA I PROBLEMY FUNKCJONOWANIA PUBLICZNEGO TRANSPORTU ZBIOROWEGO NA PRZYKŁADZIE MIASTA CZĘSTOCHOWY**

**Streszczenie:** Publiczny transport zbiorowy ogrywa znaczącą rolę w przewozach pasażerskich na obszarach miejskich. Funkcjonowanie systemu transportu pasażerskiego w miastach wymaga rozstrzygnięcia wielu trudności. Za rozwiązanie problemów transportowych odpowiada organizator publicznego transportu zbiorowego. Rodzaje barier są uzależnione w głównej mierze od tego, jakie funkcje pełni miasto. Z tego względu w artykule zaprezentowano problemy funkcjonowania publicznego transportu zbiorowego w Częstochowie. Na tej podstawie wyszczególnione zostały działania, które powinny zostać niezwłocznie wprowadzone przez organizatora, aby zachęcić osoby korzystające z częstochowskiej komunikacji miejskiej do zwiększenia częstotliwości realizowanych przejazdów. Wskazówki te winny stać się ważnym kierunkowskazem projektowanych działań w zakresie organizacji publicznego transportu zbiorowego w Częstochowie.

**Słowa kluczowe:** publiczny transport zbiorowy, organizator publicznego transportu zbiorowego, operator publicznego transportu zbiorowego, przewoźnik, problemy transportu publicznego