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| **PROCEDURES FOR ORGANISING AND OPERATING ROUTES**  Specific terms used in this Annex:  **Route measurement record** means a document describing the route and route segments by direction and indicating the distance between route segments.  **A plan for release of public transport vehicles for routes** means the number of vehicles required to serve the routes, provided by the Authorized Body, which includes information on the number of vehicles required to serve the routes by vehicle type.  **Atypical situation** means a traffic or other situation in which public transport is no longer guaranteed to run according to the schedule provided by the Authorized Body.   1. **Procedures for organising and operating the routes**    1. **Route organisation:**       1. The Authorized Body shall be responsible for the organisation of the routes by drawing up the routes, the public transport schedules (template of a schedule form is added in Annex 1 to the Technical specification), the measurement records (in accordance with the template form in Annex 9 to the Contract), the selection of the number and capacity of the vehicles to serve the route and the provision of this information to the Carrier.       2. The Carrier shall ensure that the routes specified by the Authorized Body are served in accordance with the list of routes to be served approved by Vilnius City Municipality Administration, and that the routes are served in accordance with the schedule provided by the Authorized Body and the Public Transport Vehicle Release Plan.       3. The establishment/deletion of routes, the modification and/or extension of route sections shall be carried out by the Authorized Body in accordance with the Authorized Body's description of procedures for the initiation, establishment, deletion and modification of public transport routes, or another document. The Authorized Body may make changes to the number of vehicles on the routes and shall inform the Carrier thereof.       4. At the end of the calendar month, the Authorized Body must submit a report to the municipality by the 14th day of the following month (the next working day if it is a public holiday), which must include information on changes in the organisation of public transport (i.e. changes in routes, mileage on routes, etc.). If necessary, the report may be made available on a separate request by the Municipality. In this case, the report must be submitted to the Municipality within 5 (five) working days of receipt of the request.       5. If the need arises, the Authorized Body may organise additional journeys on the routes served by the Carrier, and the Carrier shall carry out such journeys in accordance with the procedures laid down in the Contract and the legislation.       6. Data and reports relating to public transport routes and their organisation (e.g. mileage, cancellations, punctuality, etc.) and service shall be available to the Carrier through remote access to the public transport data system or other alternative application provided by the Authorized Body.    2. **Route serving (operation) procedures.**       1. The Carrier operates passenger transport services on fixed routes. Changes to routes may be temporary planned and temporary unplanned. Temporary planned route changes are made when events or street infrastructure repairs planned by the municipality and/or organisations, institutions, communities, private businesses affect route schedules and traffic organisation. Temporary unplanned route changes are made in cases of unplanned event and atypical situations.       2. The Carrier must provide passenger transportation services on the routes established by the Authorized Body.       3. **Route re-routing / creation of a new route.** The Authorized Body undertakes to inform the Carrier about the change, extension, creation of the route no later than 15 (fifteen) calendar days before the date of its entry into force, unless the Authorized Body cannot inform the Carrier within these deadlines for objective reasons or decisions adopted by other legislation (for example, if due to the reasons beyond the will of the Municipality or the Authorized Body, traffic is being reorganized, a certain street is closed, information is obtained later than the established deadline, etc.).       4. **Route measurement records**          1. The Authorized Body shall draw up measurement records for the route(s) and update them as necessary, e.g. when a new route comes into force or an existing route is changed, or when new public transport stops are installed or existing stops on the Carrier's routes are removed. The Authorized Body undertakes to provide the Carrier with the route measurement records in paper and/or electronic form no later than 15 (fifteen) calendar days before the routes come into force.          2. The acts of measurement of the route must be approved by the Authorized Body, by the signatures of the responsible employees of the Carrier no later than 5 (five) calendar days before the date of their entry into force, unless the Authorized Body is unable to submit acts to the Carrier within these deadlines for objective reasons or decisions adopted by other legislation (for example, if due to the reasons beyond the control of the will of the Municipality or the Authorized Bare the reorganization of traffic, the closure of a certain street, information is received later than the established deadline, etc.).       5. **The changes of public transport route schedules**          1. The Authorized Body shall inform the Carrier of changes in the schedules of the routes and submit the schedules no later than 10 (ten) calendar days before the date of their entry into force, unless the Authorized Body cannot inform the Carrier within these deadlines for objective reasons or decisions adopted by other legislation (for example, if due to the reasons beyond the will of the Municipality and the Authorized Body, traffic is being reorganized, a particular street is closed, information is obtained later than the established deadline, etc.).          2. The Authorized Body shall submit the schedules in paper and/or electronic form, which shall be approved by the signatures of the Authorized Body, the Carrier and the responsible employees of the Municipality at least 5 (five) calendar days before the date of their entry into force.          3. The procedures for drawing up and coordinating schedules for new routes are the same as those for changes to schedules.       6. **In case of temporary planned changes (traffic restrictions due to street infrastructure repair/reconstruction)**          1. **Route change.** The Authorized Body shall inform the Carrier of changes to the schedules due to temporary traffic restrictions at least three (3) working days before the restrictions are due to take place, except where the Authorized Body is unable to inform the Carrier within this time limit due to important reasons (e.g. the Authorized Body is informed of temporary traffic restrictions less than three (3) working days before the temporary traffic restrictions take effect).          2. **Measuring records**             1. The Authorized Body undertakes to provide the Carrier with the route measurement records, which shall be provided in paper and/or electronic form, at least 3 (three) working days prior to the change of routes, unless the Authorized Body is unable to provide the Carrier with the route measurement records within this time limit due to important reasons (e.g. where the Authorized Body becomes aware of temporary traffic restrictions less than 3 working days before the change of routes).             2. Route measurement records must be approved by the signatures of the Authorized Body and the Carrier's responsible employees at least 1 (one) working day before they come into force.          3. **The changes of public transport route schedules**             1. The Authorized Body shall inform the Carrier of changes to the schedules due to temporary traffic restrictions and shall provide the schedules at least three (3) working days before the restrictions are due to take place, except where the Authorized Body is unable to inform the Carrier within this time limit due to important reasons (e.g. the Authorized Body becomes aware of temporary traffic restrictions less than three (3) working days before the temporary traffic restrictions take effect).             2. The Authorized Body shall submit the schedules in paper and/or electronic form, which shall be approved by the signatures of the Authorized Body, the Carrier and the responsible employees of the Municipality at least 1 (one) working day before the date of their entry into force.             3. After the expiry of the provisional schedules, the standard schedules are reverted to.       7. **For temporary planned changes (events)**          1. Route change. The Authorized Body shall inform the Carrier of changes to the routes due to events at least 5 (five) working days before the date of the scheduled event, unless the Authorized Body is unable to inform the Carrier within this schedule for important reasons (e.g. the Authorized Body becomes aware of the event less than 5 working days before the event).          2. **Measuring records**              1. The Authorized Body undertakes to provide the Carrier with the route measurement records in paper and/or electronic form at least 5 (five) working days before the date of the event, unless the Authorized Body is unable to inform the Carrier within this time limit due to important reasons (e.g. the Authorized Body becomes aware of temporary traffic restrictions less than 5 working days before they take place).             2. The route measurement records must be approved by the signatures of the Authorized Body, the Carrier and the responsible employees of the Municipality at least 3 (three) working days before they enter into force.          3. **The changes of public transport route schedules**             1. For changes in the organisation of public transport traffic during events, the Authorized Body shall inform the Carrier of changes in the schedules of the routes and shall provide the schedules at least 5 (five) working days in advance, unless, where the Authorized Body is unable to inform the Carrier within these deadlines for objective reasons or decisions taken by other legal acts (e.g. traffic re-routing, closure of a street, etc.)).             2. The Authorized Body shall submit the schedules in paper and/or electronic form, which shall be approved by the signatures of the Authorized Body, the Carrier and the responsible employees of the Municipality at least 3 (three) working days before the date of their entry into force.             3. At the end of the temporary schedule validity, the standard schedules are reverted to.       8. **The case of temporary changes to unscheduled routes.** In those cases where the Authorized Body cannot objectively inform the Carrier in advance of changes to the routes (e.g. due to an accident on a thermal route, a road subsidence, a traffic accident or any other atypical situation), the Traffic Management Centre of the Authorized Body shall carry out the changes to the routes in real time. Route schedules and measurement records are not compiled and provided to the Carrier.    3. **Procedures for the execution of fixed-route journeys**       1. The Carrier must ensure that the passenger service is operated in accordance with the following conditions. The Authorized Body responsible for the control of the performance of public transport journeys.       2. **Journeys are divided into completed and uncompleted journeys**          1. a completed journey shall be defined as each fully completed journey on a route defined by the Authority in accordance with an agreed schedule;          2. an incomplete journey is any journey which is not fully completed when the vehicle does not leave the departure point, arrive at the terminal stop or return to the departure point of the route at the time specified in the schedule.       3. **Procedures for justifying non-compliance with a route.** A failure to complete a journey shall be excused (i.e. the Carrier shall not be liable to penalties) if any of the following events occur during the journey which make it impossible to continue the journey, provided that the Carrier's driver notifies the Authorized Body's Traffic Management Centre within 15 minutes of the occurrence of the event of the circumstances in question:          1. damage, destruction or malfunctioning of the vehicle or of the equipment required for the Carrier, not due to the fault of the Carrier or to causes attributable to it;          2. when the safety of passengers or traffic is endangered (e.g. riots, fights, theft, contamination of the vehicle with harmful substances, death of a passenger or driver, illness, accident);          3. an accident involving a vehicle that was not the fault of the driver of the vehicle;          4. The Traffic Management Centre recorded traffic congestion that resulted in the vehicle not arriving on time.       4. In cases where the Carrier's driver for unjustifiable reasons deviates from the route by no more than 10 (ten) percent, the Carrier shall be charged mileage only for the mileage actually covered on the route.       5. **Arrangements and deadlines for reconciling missed journeys**          1. The Carrier shall submit to the Traffic Management Centre by e-mail each day for the preceding day (or, in the case of a non-working day, by the first working day thereafter) a report of the unfulfilled journeys. The Traffic Management Centre shall reconcile the outstanding trip report received and agree it with the Carrier by e-mail within 1 (one) working day (if it is a non-working day, by the first working day thereafter).          2. By accepting the missed journey, the Carrier also accepts the mileage of the missed journey, which the Carrier can see by logging into the electronic report of cancelled journeys.          3. At the end of the current month, the Traffic Management Centre of the Authorized Body shall provide the Carrier with a reconciliation of the previous month's outstanding journeys, electronically, no later than the 4th day of the following month (or, in the case of a non-working day, the first working day following), which the Carrier undertakes to reconcile within one (1) working day (or, in the case of a non-working day, by the first working day following).          4. In the event of disagreement over the cancelled journeys, the Party disagreeing with the agreed cancelled journeys shall provide written reasons for the disagreement.          5. **Monitoring the punctuality of public transport.** A punctual journey shall be defined as the arrival of the vehicle at the terminal stop not later than three (3) minutes after the scheduled time and not earlier than the scheduled time, the departure from the terminal stop not earlier than the scheduled time and not later than three (3) minutes after the scheduled time, and the departure from the interchange point stop not earlier than the scheduled time and not later than three (3) minutes after the scheduled time. An untimely journey shall be defined as a journey where the vehicle arrives late at the terminal stop or is more than three (3) minutes late departing from the terminal stop (even though it arrived on time at the terminal stop) or departs from the departure point earlier than the scheduled time, or where the vehicle departs from the interchange stop more than three (3) minutes after the time scheduled or departs earlier than the scheduled time from the interchange point stop.          6. The Carrier must ensure punctuality in the provision of passenger transport services.          7. The Authorized Body shall be responsible for monitoring the punctuality of public transport services.          8. The Traffic Management Centre of the Authorized Body shall carry out punctuality checks every day at selected stops on the routes on the basis of the readings of the Authorized Body's e-ticketing equipment and/or other equipment and/or reports and/or other equivalent documents issued by the Municipality or the Authorized Body's inspectors.       6. **Only the following circumstances shall be considered as justifiable deviations from the agreed schedule**          1. Force majeure circumstances;          2. when the Carrier's driver informs the Authorized Body's Traffic Management Centre of circumstances that prevent the journey from following the planned traffic schedule on the route due to traffic restrictions and/or traffic conditions (traffic disruptions, congestion, traffic accidents, emergency situations, road obstructions, etc). The Carrier shall provide visual evidence, if required, upon request by the Authorized Body;          3. the driver of the vehicle leaves the last stop of the route 3 (three) minutes late or more, but enters its schedule at the first stops of the route, in which case the irregularity shall not be included in the list of penalties. This justification does not apply to justifying rush hours on public transport;          4. the driver of the vehicle has left the Carrier's public transport park on time, but during the zero journey the driver has encountered obstacles beyond his control (traffic light failures, traffic accidents, traffic congestion, etc.) and the zero journey has been delayed, in which case an untimely departure from the terminal stop shall be justified, provided that the driver departs from the terminal stop immediately after arriving at the terminal stop.       7. **Procedures and deadlines for reconciling the Carrier's punctuality**          1. The Traffic Management Centre of the Authorized Body monitors the punctuality of the Carrier's journeys on a daily basis. Punctuality is monitored from the departure stops of the terminal route stops and from the interchange points at the stops. The irregularities noted shall be entered in the punctuality report to which the Carrier has access.          2. Punctuality is assessed on weekdays, excluding the peak period, i.e. the time from 7 am to 9 am and from 4 pm to 7 pm, but on days off punctuality is assessed throughout the day. The punctuality irregularity report includes irregularities detected after the elimination of the weekday peak period, including irregularities detected when the vehicle arrived earlier than the scheduled time, but not including delays. In the event of changes in circumstances, the time intervals specified in this clause for the assessment of punctuality may be modified by the Authorized Body.          3. The Carrier must justify/refute the irregularity no later than 4 (four) working days after the submission of the electronic punctuality report. If the Carrier fails to give reasons within the time limit, the Carrier shall be deemed to have accepted the irregularity.          4. At the end of the current month, the Traffic Management Centre of the Authorized Body shall reconcile with the Carrier the number of public transport punctuality irregularities for the previous month by no later than the 8th (eighth) day of the following month (or, if it is a non-working day, by the first working day thereafter). The Traffic Management Centre coordinates the number of punctuality irregularities with the Carrier by email.          5. In the event of disagreement over punctuality, the Party disagreeing with the agreed punctuality shall submit its reasons for disagreement in writing by the 5th day of the following month (or, in the case of a non-working day, by the first working day thereafter).       8. **Procedures for replacing a vehicle during a journey, requirements for a replacement vehicle and principles for organising replacements**          1. The Carrier must operate the routes with vehicles that are in good working order. If a vehicle breaks down during the journey, the Carrier shall be responsible for replacing the vehicles.          2. **Vehicle replacement procedure**             1. In the event of a breakdown of the vehicle serving the route, the Carrier shall, not later than thirty (30) minutes after the breakdown of the vehicle serving the route, provide a technically operable replacement vehicle complying with the requirements set out in this Contract for the route of the failed vehicle. Any delay of more than 10 (ten) minutes in the provision of a replacement vehicle in good working order and complying with the requirements set out in this Contract shall be deemed to be a missed journey. The replacement vehicle must join the route in accordance with the planned schedule at a location agreed with the public transport control centre (dispatching centre).             2. The replacement vehicle shall comply with the requirements for vehicles described in the Technical Specification and Annex 2 of the Contract.          3. **Procedures and deadlines for agreeing on the mileage**             1. For interrupted routes and deviations of public transport routes in atypical situations, the mileage must be agreed between the Traffic Management Centre of the Authorized Body and the Carrier on a daily basis for the preceding day;             2. at the end of the calendar month, the Authorized Body shall submit to the Carrier for approval the Route Plan Summary for the current month and a revised statement of the previous month's scheduled mileage on the routes served by the Carrier and a statement of the actual mileage for the previous month. The Authorized Body shall provide the Carrier with the documents by the 7th day of the month (or on the first working day following a public holiday).             3. the Carrier shall reconcile the documents submitted by the Authorized Body by the 9th day of the month (or the first working day following a public holiday).             4. in the event of a disagreement on the actual mileage, the Party disagreeing with the agreed actual mileage shall provide written arguments on the reasons for the disagreement by the 5th day of the following month (or, in the case of a non-working day, by the first working day thereafter).    4. **Control of public transport**       1. The public transport control staff of the Authorized Body carries out passenger and Carrier controls in accordance with the procedures laid down by law.       2. The public transport control staff of the Authorized Body shall have the right to carry out controls on the Carrier and the passengers without interfering with the punctuality of public transport and the driver's working and resting patterns.       3. The Carrier shall provide all facilities for the public transport control of the Authorized Body to inspect the crew of the public transport vehicle, passenger tickets, take photographs and make recordings (including video and audio recordings) in the Carrier's vehicles.    5. **Procedures for the exercise of Carrier’s control**       1. The control of the condition of the Carrier's vehicles includes criteria for:          1. Inspection of the exterior and interior cleanliness of the vehicle. If the public transport control staff of the Authorized Body visually detects non-compliance of a vehicle with the requirements set out in Annex 2, they shall record it in the TPPRS system. When a violation is detected, the vehicle garage number, route, time and stop of the violation are automatically recorded, the nature of the violation is recorded, and photographs of the violation are attached, the specific location of the vehicle and the specific violations are recorded, and the reason for the violation is given (e.g. dirty vehicle body, air conditioning not working, etc.).          2. Measurement of the air temperature in the passenger compartment by the public transport control staff of an Authorized Body. The results of the measurement shall be recorded in a photo image, which shall capture and clearly show the display of the temperature measuring instrument with the recorded temperature results. Each measurement is recorded in a separate photo.          3. Determination of the condition and safety of the vehicle's passenger compartment components (handrails, seats, backrests, etc.) (see Annex 2, paragraph 1.2.6). Visually detected breaches are photographed and recorded in the TPPRS system. When a violation is detected, the specific location with the violation must be recorded. When recording the results of the inspection, photographs shall be taken of the general view and the detailed view.          4. Determining the technical condition of the passenger service door mechanism. Visually detected non-compliance is photographed and recorded (in the TPPRS). When a violation is detected, the specific location with the violation must be recorded. The results of the inspection shall be recorded in a general image and the Carrier shall comment on the breaches recorded within 4 days in the information system of the Authorized Body where the breaches were recorded.          5. The Carrier must respond and indicate when the breach recorded in the information system of the Authorized Body will be rectified. Depending on the breach recorded, the Carrier must agree with the Authorized Body a time limit for rectifying the breach.       2. The public transport control staff of the Authorized Body shall control the Carrier without disturbing the drivers' rest and work routines and without infringing the requirements of the Road Traffic Regulations.       3. When the Authorized Body's control of the Carrier’s vehicle is completed, the the driver shall be clearly signalled by a clearly expressed wave of the hand.       4. The Carrier must ensure that the driver is in possession of the documents required by law during the journey and that he presents them to the Public Transport Control Officer of the Authorized Body upon request.       5. When carrying out an inspection (control) of the Carrier, the public transport control staff of the Authorized Body shall follow the procedure for recording breaches set out in this Annex.       6. At the end of the current month, the Carrier must reconcile the number of detected breaches in the information system of the Authorized Body within 3 days. Uncommented or unreviewed by the Carrier breaches shall be deemed to be included in the overall breach report (see Carrier's breach report - Penalty Act).       7. The Authorized Body shall include in the Carrier's overall breach report the breaches recorded during the current month (see Carrier's breach report-penalty act).       8. The Carrier must submit a monthly report to the Authorized Body on occurrences, accidents and incidents involving the Carrier's driver and involving injury to passengers or other road users. The Carrier's information must include the date, time and circumstances of the incident and other relevant details.   **Municipality Authorized Body Carrier**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |