

REGULATIONS OF PASSENGER AND LUGGAGE TRANSPORTATION BY PUBLIC TRANSPORT OF VILNIUS CITY MUNICIPALITY

CHAPTER I

GENERAL PROVISIONS

1. The regulations of transportation of passengers and luggage by public transport of Vilnius City Municipality (hereinafter referred to as the Regulations) were prepared in accordance with the Road Transport Code of the Republic of Lithuania, the Regulations of Passenger and Luggage Transportation by Road Transport approved by Order No. 3-223, 13 April 2011, of the Minister of Transport and Communications “On the Approval of Regulations of Passenger and Luggage Transportation by Road Transport” and other legislation governing transportation of passengers and luggage.
2. The Regulations determine the procedure of using public transport of Vilnius City Municipality, the duties and responsibilities of the carrier, the driver, and the passengers, the rights of passengers, and the procedure of control of carriers, drivers and passengers.
3. Transportation of passengers and luggage by public transport is organised by Vilnius City Municipality (hereinafter referred to as the Municipality) or authorized institution.
4. Definitions that are used in these Rules:
 - 4.1. A ticket means paper or electronic document of a specified form, giving the right to use public transport of Vilnius City Municipality;
 - 4.2. Traffic timetable refers to rules, defining time of arrival and departure of vehicle to and from the initial, final, and intermediary stops of the route;
 - 4.3. Electronic ticket means electronic limited ticket with the duration of 1 day or longer, dedicated for one passenger to go by public transport during the specified period;
 - 4.4. Authorised institution refers to the municipal enterprise authorised by Vilnius City Municipality, which plans routes, prepares timetables, issues permits for the carrier to transport passengers over the route, ensures the production and distribution of tickets, performs passenger and traffic control in the vehicles of the carrier, and other functions specified in the legislation;
 - 4.5. Passenger control means the inspection of passenger tickets by the authorised institution or the carrier;

- 4.6. The start of passenger control is the moment when public transport vehicle approaches the ramp of the stop which the vehicle is nearing and in which the inspectors perform passenger control and the driver blocks ticket validators;
- 4.7. The end of passenger control is the moment when the driver unblocks ticket validators, and the inspector marks the end of passenger control in special inspection devices;
- 4.8. A route means a route of a street or a road, over which passengers are transported by vehicle in defined frequency intervals, boarding/discharging passengers during the trip only at stops designed for that purpose, according to pre-arranged timetables;
- 4.9. A stop means location intended for passengers to wait for a vehicle, as well as for safe boarding/exit;
- 4.10. "A stop on demand" means a stop for the awaiting of public transport, not included in the timetables of public transport, where the driver is not obliged to stop if there are no passengers wishing to board or exit the vehicle;
- 4.11. Vehicles are public transport vehicles for the transportation of passengers to compulsorily serviced routes approved by the Order of the Director of the Municipality Administration;
- 4.12. Single-use ticket is a paper ticket purchased from the driver for one passenger's single trip by public transport without transfers until the end of the route or an electronic 30-minute or 60-minute ticket for one passenger's trip by public transport (with or without transfers).

5. Other definitions used in these Rules shall have the same meaning as defined in the Road Transport Code and other legislation governing carriage over the local (municipal) regular communication routes.

CHAPTER II

ORGANIZATION OF PUBLIC TRANSPORT TRAFFIC

6. Local regular traffic of public transport is organised over the roads and streets, the conditions of which comply with the Requirements for Streets and Roads, where the traffic of a regular passenger transport takes place, approved by the Order No. 3-747 of the Minister of Transport and Communications of the Republic of Lithuania "On the Approval of the Requirements for Streets and Roads, where the Traffic of Regular Passenger Transport Takes Place" of 29 November 2011.

7. During regular routes, public transport shall arrive at the stops in the time specified in the timetables.

8. Routes of local regular public transport shall be initiated, amended or terminated on the initiative of the Municipality or the authorised institution in accordance with legislation.

9. The carrier shall have the right to temporarily suspend regular traffic of vehicles in case of impassable roads, extreme weather conditions or natural disasters by notifying the Municipality and the authorised institution.

10. The Municipality and the authorised institution shall arrange the traffic of public transport so that the supremacy is provided to public transport, e.g. creation of lanes dedicated only to public transport (lanes "A") and granting the supremacy rights at the regulated intersections.

11. The Municipality and the authorised institution shall ensure proper and safe infrastructure for the transportation of passengers: maintenance of streets and intersections, lighting, construction of stops, as well as shall perform all other actions that are necessary to maintain proper condition of the infrastructure. They shall also ensure effective control of the use of infrastructure for the intended purpose (e.g. blocking of entrances to stops, traffic circles, etc.).

CHAPTER III

STOPS

12. Stops shall be equipped according to requirements specified in the Road Technical Regulation KRT 1.01:2008 "Automobile roads" and Construction Technical Regulation STR 2.06.04:2014 "Streets and Roads of Local Significance. General Requirements". Road signs "Bus stop" shall be placed according to the requirements specified in the Traffic Rules, the Rules for the Installation and Vertical Marking of Road Signs, and the description for the procedure of the installation and maintenance of technical traffic regulation measures in Vilnius city.

13. Locations of stops in local (municipal) regular communication routes shall be specified, and the information at public transport stops shall be published and updated by the authorised institution after coordinating it with the Municipality.

14. Based on the flows and demand of passengers, "stops on demand" can be provided. They shall be equipped in accordance with the procedure specified in paragraph 25 of the Rules.

CHAPTER IV

DUTIES AND RESPONSIBILITIES OF THE CARRIER AND THE DRIVER

15. The carrier shall be obliged to:

- 15.1. ensure compliance with the established routes and traffic timetables;
- 15.2. ensure safe transportation of passengers, pets and luggage;
- 15.3. ensure cleanliness of vehicles;
- 15.4. display these Rules, as well as extracts from the legislation of the Republic of Lithuania governing transportation privileges on the vehicles in the prominent places;
- 15.5. specify vehicle's garage number, as well as phone numbers of the carrier and control services governing the carriers and passengers or their authorised legal persons.
- 15.6. ensure the provision of information about the "stops on demand" that are upcoming in the route, in vehicles that are providing passenger transportation services in routes, where the "stops on demand" are built.

16. The driver shall have the right to:

- 16.1. discharge passengers without a ticket or those who refuse to buy a ticket;
- 16.2. refuse to accept on board or discharge passengers at the nearest stop who are under the influence of psychoactive substances (drugs, medication or other intoxicating substances), wear dirty clothes or carry luggage that is prohibited to transport;
- 16.3. politely and respectfully ask passengers to conduct themselves in a vehicle properly, i.e. do not make noise, do not consume alcohol drinks, do not litter (in case of littering, to collect trash and take it away), do not stain or damage surfaces of a vehicle in another way, and to observe other obligations specified in these Rules and other legislation;
- 16.4. exercise control on behalf of the carrier.
- 16.5. call the police for passengers who violated provisions of paragraphs 16.1, 16.2 and 16.3, and refused to exit the vehicle.

17. The driver shall be obliged to:

- 17.1. be thoughtful, attentive and helpful, announce the names of stops, and if a passenger asks, inform about the route and the terms of payment;

- 17.2. pay special attention to passengers with disability, help them to board/exit the vehicle;
- 17.3. comply with the schedule, the established routes and traffic timetables, as well as inform passengers about the changed route;
- 17.4. block electronic ticket machines before driving into the entrance of the stop, where the passenger control will be performed, and immediately inform the passengers that passenger control will be performed at the nearest stop;
- 17.5. at the request of the controller, provide the following trip documents: the trip sheet, a copy of the licence or a copy of the Community licence, permit to carry passengers on regular routes, traffic timetable approved by the Municipality, and other statutory documents.
- 17.6. at the stops that specify boarding through the front door, stop according to the markings, take the passengers only through the front door, and discharge only after making sure that all passengers who want to go by public transport have already boarded;
- 17.7. always turn off the engine of a vehicle at the final stop of the route;
- 17.8. to sell tickets to passengers only when the vehicle is stopped at the stop;
- 17.9. ensure a proper amount of low value coins and tickets of all values;
- 17.10. ensure safety of items left behind by the passengers, if such are found in the vehicle.

18. The carrier shall ensure that the driver wears neat and clean working uniform during working hours.

19. Drivers are not allowed to smoke, play music or talk on phone without hands-free equipment in the vehicle.

20. The driver stops the vehicle at the stops in accordance with the specified signs no further than 15 cm from the border of the sidewalk if there is no obstacle in the public transport stop and the existing infrastructure allows for it, and, in the locations without a sidewalk, he stops by the roadside in accordance with the regulations of Road Traffic Rules. The entrance/exit doors are opened only after the vehicle comes to a complete stop.

21. The carrier and the driver shall be liable for the breach of these Rules according to the legislation of the Republic of Lithuania.

CHAPTER V

THE RIGHTS, DUTIES AND RESPONSIBILITY OF PASSENGERS

22. Passengers shall wait for the vehicles at stops, as far as possible from the edge of the sidewalk and shall be allowed to board the vehicle only after it stops completely. The vehicle that started to drive away from the stop shall not accept passengers.

23. Passengers shall board and exit a vehicle according to the information signs placed by the carrier on door. It is forbidden to board/exit the vehicle after an audio signal has sounded.

24. Passengers shall get ready to exit in advance before the vehicle arrives at the stop, i.e. come closer to the exit door (all, except the first one). If needed, the vehicle can be boarded through the front door by the disabled, passengers with young children, pregnant women and elderly passengers. If the vehicle is full, passengers shall be discharged at the stops through the front door.

25. A passenger wishing to exit at the "stop on demand" shall press the button "STOP", and if such button is absent, he/she shall notify the driver in advance while the vehicle of the public transport is standing at the stop, which is before the "stop on demand". The driver shall stop at the "stop on demand" and take passengers who are waiting for public transport and standing by the road sign "Bus stop".

26. The disabled, passengers with young children, pregnant women and elderly passengers shall have a priority to board the vehicle. Other passengers shall relinquish the seats that are marked with inscriptions "For passengers with children" and "For the disabled " or other respective symbols.

27. People with disabilities in wheelchairs, as well as young children in strollers shall be transported, except the cases, when the wheelchair or the stroller does not fit into the cabin of the vehicle. No fee shall be charged for the wheelchair and the stroller.

28. A passenger shall have the right to make a comment towards other passengers who are behaving improperly and inform the driver about the damage of the vehicle and the persons who are making damage to the vehicle and its equipment.

29. A passenger wishing to activate a ticket on the mobile app shall assume responsibility for the functionality of the used phone device, connection disturbances and other obstacles.

30. Passengers shall be obliged to:

- 30.1. prepare the ticket owned before entering the vehicle and validate/activate the ticket owned immediately after boarding;
- 30.2. purchase a ticket from the driver and immediately validate/activate it if the passenger does not own his/her own ticket;
- 30.3. ensure in advance as precise amount of money as possible for the purchase of the ticket, when they want to buy a single use ticket from the driver;
- 30.4. follow the rules, information signs that are displayed on the vehicle, as well as requirements that are announced by audio signals;
- 30.5. possess a properly marked/activated ticket until the end of the trip, prepare it for the inspection immediately after the announcement that passenger control will be performed shortly, and provide it to the driver or persons conducting passenger control;
- 30.6. possess a valid document entitling to use a ticket with a privilege (if a ticket was bought with a discount);
- 30.7. take care of the safety of one's own and transported possessions and, if there are unoccupied seats, sit down; to hold onto the rail installed in the vehicle while standing, to not lean on the door of the vehicle while it is in transit, to not disturb the driver's right-hand visibility by standing near the front door of the vehicle, to not leave personal belongings when exiting;
- 30.8. assume responsibility for smearing the clothing or possessions of other passengers;
- 30.9. fulfil lawful demands of controllers and the driver;
- 30.10. give to the driver the items that they found in the vehicle and that do not belong to them.

31. Passengers shall be prohibited:

- 31.1. to validate/activate several tickets with discounts specified in legislation instead of a single ticket;
- 31.2. when the vehicle is moving, to open the driver's cabin or otherwise disturb the driver;
- 31.3. to ride while inebriated or under the influence of psychoactive substances (drugs, medicine, and other intoxicating substances), while emitting a strong odor, dressed in dirty clothes, to smear and damage the exterior and interior of the vehicle, to put legs on the seats, to allow children to stand on the seats, to put a pet or luggage on a seat, to play music at loud volume or commit other public order offences;

31.4. to smoke, eat, drink (except for liquids in special sealed containers dedicated for drinks), to bring in liquids in unsealed containers, to litter, cause loud noise, play loud music and otherwise disturb the driver and passengers or disturb the public order in other ways;

31.5. to ride inside the vehicle using transported scooters, skateboards, segways, rollerblades, or other micromobility vehicles.

32. If the vehicle breaks down, the validated/activated ticket grants the right for the passenger to ride another vehicle until the final stop of the route or under the conditions specified in the ticket.

33. The damage caused to the carrier (disturbed schedule of the route, damaged exterior or interior of the vehicle, broken or scratched window, etc.), the guilty party shall reimburse in accordance with legislation.

CHAPTER VI

TICKETS AND THEIR VALIDATION

34. Tickets shall be made of paper or recorded and stored in the digital database (electronic tickets), or shall be purchased using “m. Ticket” mobile app or other mobile apps that are adapted for smart mobile devices.

35. A single use paper ticket shall be marked using electromechanical or mechanical ticket marking machine.

36. An electronic ticket is activated using the validator or another device. An electronic ticket, which is recorded and stored in the digital database, is activated by putting the card on the electronic validator inside the vehicle or by using other devices dedicated to the activation of the electronic ticket. An electronic ticket is valid for the period specified on the ticket. During the period of its validity, the electronic ticket does not have to be activated for the second time.

37. a ticket purchased using the mobile app shall be activated in accordance with the regulations of the usage of the mobile app.

38. A passenger who has boarded the vehicle and does not have a valid activated ticket shall immediately purchase/activate a ticket at the same stop using one of the specified methods:

38.1. by activating an electronic ticket;

38.2. by purchasing a ticket from e-wallet;

38.3. by purchasing a single use ticket from the driver;

38.4. activate the ticket using m. Ticket or other mobile apps.

39. Tickets in mobile apps are activated after the activation period specified in the regulations of their usage.

40. A validated single-use paper ticket purchased from the driver grants the right to ride one vehicle in one direction of the route until the final stop of the route. An activated electronic ticket or a ticket purchased using a mobile app grants the right to ride the vehicle in accordance with the regulations specified on it.

41. A passenger intending to buy a ticket or, who is unable to provide a valid document entitling him/her to transportation privileges, during passenger control shall buy a full price ticket.

42. Passengers shall be entitled to privileges in accordance with the Law on Transport Privileges of the Republic of Lithuania.

43. A ticket shall be considered invalid if during the inspection it cannot be decrypted (decoded) from the electronic ticket media, its number is illegible or a mark made by the ticket marking machine on a single use ticket or a ticket bought from a driver cannot be recognised;

44. A passenger shall have the right to return unused (not activated) tickets within 14 calendar days from the purchase of tickets according to procedure defined in legislation and the Municipal Enterprise "Susisiekimo paslaugos". Money for the tickets shall be refunded no later than within 14 calendar days from the date on which the request and purchase document were submitted and the ticket was surrendered. Money for the tickets that were purchased from the driver shall be refunded by the carrier according to the prescribed order.

CHAPTER VII

LUGGAGE TRANSPORTATION

45. A passenger shall have the right to carry one unit of a hand luggage free of charge, the dimensions of which do not exceed 60x40x20 cm or the total of the dimensions of which does not exceed 120 cm. The restriction of dimensions shall not be applied to winter sports items and one hand baggage unit carried by schoolchildren or students, which is necessary for education or studies.

46. A passenger who has marked additional single use (full price) ticket purchased from the driver shall have the right to:

44.1. carry a second unit of a hand luggage free of charge, the dimensions of which do not exceed 60x40x20 cm or the total of the dimensions of which does not exceed 120 cm.

46.2. carry hand luggage which has dimensions larger than 60x40x20 cm or the sum of dimensions larger than 120 cm, but it must not disturb the passengers, be cumbersome, smudge the seats of the vehicle or the passengers' clothing.

47. Passengers shall be responsible for the safety of luggage they are transporting.

48. It is forbidden to carry in vehicles flammable, explosive, smelly, radioactive substances, compressed and liquefied gases (excluding gases in portable containers), as well as sharp, pointed, bulky items that disturb passengers, guns without following the requirements of gun transportation, and items that could stain the seats of the vehicle or cloths of passengers. It is also forbidden to transport bicycles by vehicles, unless the vehicle has an area that is specially designated for that purpose.

CHAPTER VII

TRANSPORTATION OF PETS

49. Passengers shall have the right to carry pets in a container free of charge.

50. A container with a pet shall allow passengers to pass by. It cannot be bulky or stain the seats of the vehicle or cloths of passengers.

51. Passengers who have documents indicating vaccination shall have the right to transport a dog in the vehicle without a container free of charge. The dog shall wear a muzzle (except for dogs which do not have muzzles adapted for them because of their breed), be held on a leash no longer than 0.5 m, and shall not occupy a seat.

52. If a pet stained the cabin of the vehicle, the passenger, who is transporting it shall immediately clean up the stained spot of the cabin.

53. Passengers shall be responsible for damage caused to health, life, property and peace of mind of other passengers, and shall compensate the damage. Passengers shall also comply with the Rules on Pet and Animal Keeping in the territory of Vilnius city approved by the Council of Vilnius City Municipality.

CHAPTER IX

BICYCLE TRANSPORTATION

54. Bicycles can be transported in the vehicles which are marked with special signs giving permission for the transportation of bicycles.

55. Passengers with a bicycle shall enter the vehicle using only the second door of the vehicle, next to which there is a special designated place for the transportation of bicycles.

56. Bicycles may be transported when the transportation does not hinder safe and comfortable trip of other passengers:

56.1. A passenger wishing to transport a bicycle in the vehicle which has a special designated place for bicycle transportation shall be the last one to board the vehicle;

56.2. A passenger shall board the vehicle with a bicycle only after making sure that the bicycle is clean, and the transportation of which will not hinder other passengers onboard;

56.3. After boarding the vehicle with a bicycle, the passenger shall secure the bicycle using a special fastening device located inside the vehicle;

56.4. A passenger who is transporting a bicycle shall assume responsibility for stained cloths and possessions of other passengers as well as for the threat to the security of other passengers onboard as a result of the transportation of the bicycle.

57. If the place where bicycles can be transported is occupied by other passengers on board, the bicycle cannot be transported by public transport.

58. The bicycle can be transported if the bicycle-fastening location and the place intended for persons with disabilities and wheelchairs are free. If a person with a wheelchair desires to board the vehicle, the passenger who is transporting a bicycle shall give his/her place to the person with disability and exit the vehicle at the same stop.

59. Scooters, electric scooters (speed of up to 25 km/h, power no greater than 1 kW), segways, skateboards and other micromobility vehicles can be transported in public transport without securing them with special fastening device.

CHAPTER X

PASSENGER CONTROL

60. Passenger control can be performed by control services of municipal institutions or their authorised offices, employees of the carrier or its authorised legal entity (hereinafter referred to as the controller), as well as state institutions to whom such right is granted by law.

61. The inspector shall wear identification badge (identity card or pin) or a uniform and show controller's licence upon request of a passenger.

62. Electronic tickets and tickets purchased using the mobile app shall be inspected by the inspector using special inspection methods.

63. Upon request of the inspector, passengers shall present a properly validated/activated ticket.

64. After presenting a validated/activated discounted ticket to the inspector, the passenger shall also present a valid document which confirms the person's right to the discount.

65. The passenger shall be considered to be riding without a ticket or transporting a school-aged child (up to 14 years old), also a child who is fourteen to sixteen years old shall be considered to be riding without a ticket if during passenger control he/she did not present any ticket; he/she presented a valid (activated) discounted ticket but did not present a valid document which confirms the person's right to the discounted transport; he/she presented an unvalidated single-use paper ticket purchased from the driver, a validated single-use paper ticket purchased from the driver but validated in another vehicle, a single-use paper ticket purchased from the driver and validated multiple times, a ticket validated/activated during passenger control, an invalid (non-activated) ticket.

66. A passenger who has purchased a ticket with a discount but is unable to provide a necessary documents, entitling to use a ticket with a transport privilege, riding onboard without a ticket, transporting a child from school age to fourteen years old without a ticket, a child from fourteen to sixteen years old riding without a ticket or a passenger, who has not paid for the luggage or carries forbidden luggage, shall be subject to administrative liability pursuant to the

procedure specified by law. The inspector shall have the right to discharge passengers from the vehicle.

67. If the inspector establishes a violation of these Rules, he/she shall draft a protocol of administrative violations to the passenger and, under appropriate conditions, shall also write an administrative order or issue a decision. The case of administrative violation shall be examined according to the procedure laid down in the Code of Administrative Violations of the Republic of Lithuania.

68. If the controller establishes a violation of these Rules, a passenger shall provide his/her identity document upon request of the controller.

69. The controller shall have the right to:

69.1. discharge a passenger who has ridden without a ticket or violated the public order or these Regulations.

69.2. demand that a passenger who has ridden without a ticket would present a document confirming his/her identity for the writing of the report of administrative offence;

69.3. bring the passengers not younger than 16 years of age to the police station if they rode without a ticket, did not have or refused to present their identity documents which are required to draft a report of administrative offence;

69.4. confiscate invalid or counterfeit tickets and documents;

69.5. demand that passengers perform his/her lawful orders;

69.6. enter a bus/trolleybus out of turn regardless of the number of passengers onboard.

69.7. board the public transport vehicle without queueing regardless of the number of passengers.

70. Imposition of administrative penalty shall not release passengers from the obligation to pay for further ride and/or carriage of luggage.