

SCHEDULE 1

Regulation 3(1)

Matters that may be dealt with in a service agreement

1. The public passenger transport services to be provided, including details of routes and frequency of services.
2. Performance obligations.
3. Performance monitoring arrangements.
4. Variation provisions.
5. The general level and structure of fares.
6. Ticketing requirements.
7. Requirements for the subcontracting of services.
8. Audit provisions.
9. Asset ownership.
10. Reporting arrangements.
11. Duration.
12. Dispute resolution mechanisms.
13. The arrangements and mechanisms for the provision of information to passengers in respect of the disruption or amendment of services.
14. Technological requirements.
15. Consideration.
16. Type of ancillary service.
17. Incentives and penalties.