

SCHEDULE 4

Regulation 5(3)

Service Permit Applications

Information to be provided by an applicant

1. Particulars of the proposed route, timetable, frequency of service, target market, start date, fare structure and fare levels.
2. The applicant's operator licence number or, where the applicant has applied for an operator's licence and that application is still outstanding, the date upon which the application for an operator's licence was submitted to the Department of the Environment.
3. The applicant's full name, position within the company, trading name (if applicable), business address, business telephone number and business e-mail address (if available).
4. Particulars of seating capacity, accessibility features and proposed overnight location of each vehicle to be used to provide the service.
5. Customer care policies and procedures, including particulars of staff training provision and any customer feedback procedures.
6. Particulars of any sub-contracting arrangement with any other operator in respect of the services to be provided under the service permit application.
7. Documentary evidence of demand for the service.
8. Particulars as to how the service will be publicised and what customer information will be provided.
9. Contingency arrangements in the event of vehicle breakdown.