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EUROPEAN COMMISSION

4th Railway Package Impact Assessment Questionnaire

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Transport Ministries

**Q1 Could you please summarise the current organisational structure of the railway sector in your country, including degree of vertical separation/integration, number of passenger operators, open access operations, public service contracts competitively awarded etc.**

Passengers:  
Main railway network public service contract directly awarded to NS, National railway company. NS is paying an annual price for the public service contract / concession

**Q2.1 What type of rail passenger services are operated within your Member State?** Tick all that apply

- High speed services (with public service obligations)
- High speed services (without public service obligations)
- Other medium/long distance services (with public service obligations)
- Other medium/long distance services (without public service obligations)
- Urban/Suburban/Regional services (with public service obligations)
- Urban/Suburban/Regional services (without public service obligations)
- Please specify other services: \_\_\_\_\_

**Q2.2 What type of rail freight services are operated in your country?** Tick all that apply

- National trainload freight
- National single wagonload freight
- International trainload freight
- International single wagonload freight
- Inter-modal freight
- Please specify other services: \_\_\_\_\_

**Q3 For each of the passenger service categories underneath, what do you consider to be the main competing modes?**

	Air	Other rail	Coach	Metro/Tram/Bus	Car	N/A
High speed services (with public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
High speed services (without public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other medium/long distance services (with public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other medium/long distance services (without public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services (with public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services (without public service obligations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: <u>high speed services to P</u>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q4 For each of the freight sectors underneath, what do you consider to be the main competing modes?**

National trainload freight	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National single wagonload freight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
International trainload freight	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International single wagonload freight	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-modal freight	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: <u>Maritime (short sea) and</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5.1 Have any of these markets been subject to the opening of domestic passenger rail services through open access competition in your country?**

	Total	Partial	In the process	No	N/A
High speed services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5.2 Have any of these markets been subject to the opening of domestic passenger rail services through competitive tendering of public service contracts in your country?**

	Total	Partial	In the process	No	N/A
High speed services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q6.1 Where services have been opened through open access competition, how successful has it been in increasing rail demand?**

	Very positive	Positive	Neutral	Negative	Very negative	No Opinion	N/A
High speed services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Please specify other services: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q6.2 Where services have been opened through competitive tendering of public service contracts, how successful has it been in increasing rail demand?**

	Very positive	Positive	Neutral	Negative	Very negative	No Opinion	N/A
High speed services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please specify other services: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q7.1 In your opinion what would be the most important contributing factors for the success of market opening through open access operations?**

NL has reservations regarding open access operations in case this could reduce the use of existing scarce capacity. Also the issue of cherry-picking has to be dealt with and the amounts for the State will be

**Q7.2 In your opinion what would be the most important contributing factors for the success of market opening through competitive tendering of public service contracts?**

Equal conditions for all players, organise level playing field regarding access to rolling stock and operational staff, stations, passenger information services and ticketing. The PSO-contract is also important.

**Q8 In your country, have there been any complaints or concerns raised by new entrant or incumbent railway undertakings or other parties on the following issues in relation to market opening?**

	Yes	No	No Opinion
Access to infrastructure	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Access to rail related services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to rolling stock	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Regulatory oversight	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where you have responded "yes", please provide further details, including specific evidence. Also, where relevant, please indicate whether changes have been made to the legal/regulatory framework as a result of the complaints/concerns made.

Rail related services: national ticketsystem gives problems by traveling from the main to the local railwayundertakings. Throughticketing is garantueed but additional charges in case of changing operators is an

**Q9.1 If no market opening through open access competition has been achieved to date, what is the expectation of market opening of domestic passenger services through open access competition occurring in the next few (5) years in the absence of new EU requirements in the following markets?**

	Very Likely	Likely	Unlikely	Very unlikely	No opinion	N/A
High speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q9.2 If no market opening through competitive tendering of public service contracts has been achieved to date, what is the expectation of market opening of domestic passenger services through competitive tendering of public service contracts occurring in the next few (5) years in the absence of new EU requirements in the following markets?**

	Very Likely	Likely	Unlikely	Very unlikely	No opinion	N/A
High speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other medium/long distance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urban/Suburban/Regional services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10.1** If markets have been opened, please explain how ticketing is organised. Which of the following applies?

	Yes	No
Internet only tickets for specific operator	<input checked="" type="radio"/>	<input type="radio"/>
Bilateral arrangements on ticketing between operators	<input checked="" type="radio"/>	<input type="radio"/>
Through-ticketing for the whole sector	<input checked="" type="radio"/>	<input type="radio"/>
Inter-availability of tickets between operators for the whole sector	<input checked="" type="radio"/>	<input type="radio"/>
Other: <input type="text"/>	<input type="radio"/>	<input type="radio"/>

**Q10.2** If further ticketing integration was required, how should this integration be achieved?

	Yes	No
Voluntary agreements	<input checked="" type="radio"/>	<input type="radio"/>
Compulsory regulatory measures at Member State level	<input checked="" type="radio"/>	<input type="radio"/>
Compulsory regulatory measures at EU level	<input type="radio"/>	<input checked="" type="radio"/>

**Q11** Where markets have been opened through open access competition, what were the effects in your area of responsibility for the following?

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.1 Revenues from ticket sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

No international new open access services are in service.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.2 Operational efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.3 Private investment in the railways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

11.4 Need of public funds for infrastructure investment

Substantial increase  
  Slight increase  
  Neutral  
  Slight decrease  
  Substantial decrease  
  No opinion

Please explain and provide evidence to support your comments.

**Substantial increase**  
 **Slight increase**  
 **Neutral**  
 **Slight decrease**  
 **Substantial decrease**  
 **No opinion**

11.5 Need of public funds for public service contracts compensation

Substantial increase  
  Slight increase  
  Neutral  
  Slight decrease  
  Substantial decrease  
  No opinion

Please explain and provide evidence to support your comments.

**Substantial increase**  
 **Slight increase**  
 **Neutral**  
 **Slight decrease**  
 **Substantial decrease**  
 **No opinion**

11.6 Infrastructure maintenance and renewal costs

Substantial increase  
  Slight increase  
  Neutral  
  Slight decrease  
  Substantial decrease  
  No opinion

Please explain and provide evidence to support your comments.

**Substantial increase**  
 **Slight increase**  
 **Neutral**  
 **Slight decrease**  
 **Substantial decrease**  
 **No opinion**

11.7 Level of track access charges

Substantial increase  
  Slight increase  
  Neutral  
  Slight decrease  
  Substantial decrease  
  No opinion

Please explain and provide evidence to support your comments.

**Substantial increase**  
 **Slight increase**  
 **Neutral**  
 **Slight decrease**  
 **Substantial decrease**  
 **No opinion**

11.8 Level of use of infrastructure capacity

Substantial increase  
  Slight increase  
  Neutral  
  Slight decrease  
  Substantial decrease  
  No opinion

Please explain and provide evidence to support your comments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.9 Level of use of station facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.10 Total employment (size of workforce)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.11 Administrative costs (e.g. costs of interface with other parties, costs of tendering process)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
11.12 Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please explain and provide evidence to support your comments.

**Q12** Where markets have been opened through competitive tendering of public service contracts, what were the effects in your area of responsibility for the following?

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
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12.1 Revenue from ticket sale	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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**Please explain and provide evidence to support your comments.**

Positive, it reflects an increasing number of passengers. But for regional lines subsidies are paid by local governments to the railway undertaking.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
12.2 Operational efficiency	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please explain and provide evidence to support your comments.**

Slight increase of operational efficiency reflects lower operating costs, while operational quality aspects may also be changed.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
12.3 Private investment in the railways	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please explain and provide evidence to support your comments.**

No structured data available regarding impact on investments.

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
12.4 Need of public funds for infrastructure investment	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please explain and provide evidence to support your comments.**

Railway services, not belonging to the main railway network which have been tendered, sometimes show an increasing use of passengers or the public (local) authority wants to change the infrastructure (more

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
12.5 Need of public funds for public service contracts compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

**Please explain and provide evidence to support your comments.**

The provinces have received a budget for the tendering of the regional rail services, there are no structured data on development of public expenditure from national government and service on the provinces. NS doesn't

	Substantial increase	Slight increase	Neutral	Slight decrease	Substantial decrease	No opinion
<i>infrastructure</i>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

maintenance and renewal costs

Please explain and provide evidence to support your comments.

Due to higher use of the infrastructure.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion

12.7 Level of track access charges

Please explain and provide evidence to support your comments.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion

12.8 Level of use of infrastructure capacity

Please explain and provide evidence to support your comments.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion

12.9 Level of use of station facilities

Please explain and provide evidence to support your comments.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion

12.10 Total employment (size of workforce)

Please explain and provide evidence to support your comments.

Some railway companies with an tendered contract doesn't have conductors on the train.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion



12.11  
 Administrative costs (e.g. costs of interface with other parties, costs of tendering process)

**Please explain and provide evidence to support your comments.**

Administrative costs at provinces and railway undertakings for managing the PSO contracts and tendering procedures.

Substantial increase    Slight increase    Neutral    Slight decrease    Substantial decrease    No opinion

12.12 Other

**Please explain and provide evidence to support your comments.**

**Q13.1 Do you believe that there will be a change in the amount of industrial action (strikes) with further opening of the domestic passenger rail market?**

Increase     Decrease     No change     No opinion

Please explain and provide evidence to support your choice.

**Q13.2 Do you believe that there will be a change in the conditions of employment for rail sector workers (e.g. remuneration level, working hours, job specification) with further market opening?**

Improvement     Worsening     No change     No opinion

Please explain and provide evidence to support your choice.

**Q14 In what ways do you think that the availability of rolling stock for new operators should be addressed? Please tick as many as you wish.**

Yes    Possibly    No    No opinion

Full access to all technical information (infrastructure characteristics determining the rolling stock specification) to be provided by the infrastructure manager and incumbent operator.               

Automatic transfer of rolling stock from one operator to another at the start of a new public service contract.               

Introduce measures so that rolling stock is owned by Competent Authorities and operators bid to use it as part of the public service contract tendering process.               

Introduce measures so that rolling stock is owned by third parties (Rolling

Other measures that you believe could be appropriate:

[Empty text box]

**Please comment**

In cases of competitive tendering the Member State (or the Member States in cases of international PSO contracts) has to ensure a level playing field between operators regarding access to rolling stock. This can be

**Public service contracts**

We discuss in this section specific issues regarding public service contracts

**Q15 Do you procure public service obligation financed services?**

Yes  No

If you are also a Competent Authority that procures public service obligation financed services please do not answer questions 16 to 19 below since these are covered in the Public Transport Authority section of the survey

**Q16.1 Should Public Transport Authorities be subject to defined compliance criteria developed by EU legislation when defining the public service obligations?**

Yes  No  No opinion

**Please indicate why**

[Empty text box]

**Q16.2 To avoid market foreclosure through excessively broadly defined public service obligations, would you agree that existing EU rules should be made more precise on the following issues?**

	Yes	No	No Opinion
Necessity and proportionality to meet public mobility policy objectives	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The scope of the contract (i.e. volume, geographical coverage)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The impact on the public sector funding	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Improving the quality of the train service	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other: [ ]	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

**Q16.3 Should the relevant stakeholders be consulted on the above mentioned criteria before they are enacted?**

Yes  No  No opinion

Please indicate why. If "yes", please indicate how and which relevant stakeholders should be included.

[Empty text box]

**Q17.1 Do you consider that the general principle for awarding public service contracts in rail should be compulsory competitive tendering as in other land transport sectors?**

Yes  No

**Please explain.**

A letter has been sent to NL Parliament 4th April 2012 to clarify the NL position on tendering. I.a. it is stated that for the main railway network member state should be free to decide about competitive tendering of rail

**Q17.2 If competitive tendering of public service contracts were made compulsory, do you agree with including a transitory period to allow for the gradual letting of all public service contracts in order not to limit competition?**

Yes  No  No opinion

**Please comment.**

A transitional period to respect existing and already awarded PSO contracts starting in the near future in line with 1370/2007/EC should be ensured. Also NL has positive experience with gradual introduction of tendering

**Q17.3 Do you consider that there are other reasons for directly awarding public service contracts on a temporary basis?**

Yes  No  No opinion

**Please provide examples.**

**Q18 What provisions should be introduced in relation to the transfer of staff or to social standards when a competitive tender is awarded to a new party?**

In the Netherlands the essential staff (not belong tot the overhead) of the railway undertaking is protected by national law. The staff dealing with the operation of transport keeps their job on the new party.

**Q19 Should there be further EU harmonisation of the procedure for awarding public service contracts?**

Yes  No  No opinion

**Please explain why**

The answer to this question is dependent on the scope of the proposals (regional / national services / service networks etc.)

**Q20 Is there any particular organisation that you would strongly recommend we contact in regard to specific issues raised in this questionnaire?**

NS, the operator of the main network, and all other Dutch rail operators.

**Data Collection**

In addition to data and evidence you may have already supplied in answer to previous questions do you have additional data in the following areas which you are able to provide? We would emphasise that any data that supports your

data supporting your views. All data will be treated in complete commercial confidence unless permission is specifically given.

**Q21 Current market data**

**Do you have any data in the following areas in your country which you could share for the purposes of the study?**

	Yes	No
Passenger demand and revenue	<input checked="" type="radio"/>	<input type="radio"/>
Data on subsidy payments to the railway	<input checked="" type="radio"/>	<input type="radio"/>
Data on costs of Railway Undertakings	<input type="radio"/>	<input checked="" type="radio"/>
Data on the staffing composition of Railway Undertakings	<input type="radio"/>	<input checked="" type="radio"/>
Investment in the railways (particularly rolling stock)	<input type="radio"/>	<input checked="" type="radio"/>
Quality of current services (e.g. customer satisfaction surveys)	<input checked="" type="radio"/>	<input type="radio"/>

**Do you have any of the data above disaggregated by type of service e.g. high speed, long-distance, regional, urban?**

Enclosed are the following documents, regarding the main railway lines (HRN), excluded are the decentralised/regional lines. All the main data are available by the annual reports of railcompanies.

**Q22 Data on the impacts of market opening**

**Do you have data (including studies you have carried out) on the impacts of market opening and new entrants in your country? In particular, do you have data/information on:**

	Yes	No
Impact of market opening on new entrant levels - what effect has it had on the proportion of new entrants over time?	<input checked="" type="radio"/>	<input type="radio"/>
Impact on demand	<input checked="" type="radio"/>	<input type="radio"/>
Impact on service levels (impact on frequency, speed, destinations served)	<input checked="" type="radio"/>	<input type="radio"/>
Impact on modal share of railways	<input type="radio"/>	<input checked="" type="radio"/>
Costs of new entrants relative to incumbents	<input type="radio"/>	<input checked="" type="radio"/>
Staffing levels of new entrants relative to incumbents	<input checked="" type="radio"/>	<input type="radio"/>
Pricing strategy of new entrants	<input type="radio"/>	<input checked="" type="radio"/>
Response of incumbent to liberalisation - reduced costs and fare levels? Improved service?	<input checked="" type="radio"/>	<input type="radio"/>
Impact on public funding of public services	<input type="radio"/>	<input checked="" type="radio"/>
Impact on quality of services (reliability, cleanliness of trains, information provision, security, booking experience etc)	<input type="radio"/>	<input checked="" type="radio"/>

**Please send all information (documents, data, links) to [kevin.dadswell2@sdgworld.net](mailto:kevin.dadswell2@sdgworld.net)**

Eindrapport Decentralisatie en Marktwerking in het Regionaal Spoor-, Stads- en Streekvervoer van MuConsult, 2004  
Evaluatie Wet personenvervoer 2000, Twijnstra Gudde en