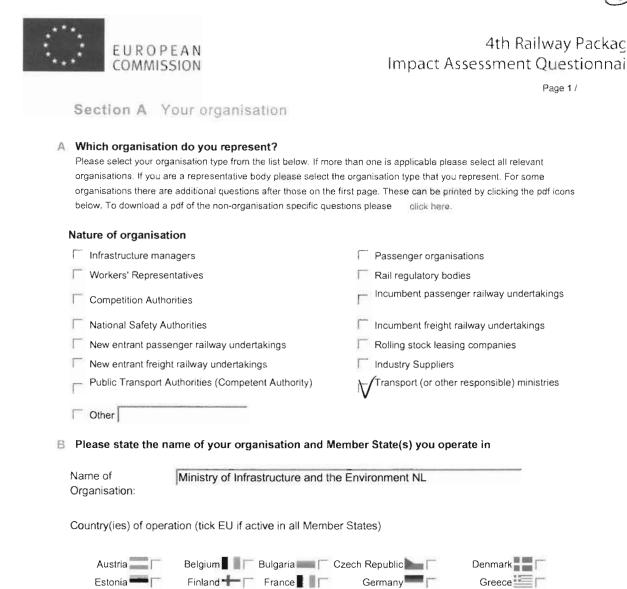
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## Section B The quality of rail services in the EU

Ireland

Slovenia

The Commission has set out in its "Road Map towards a Single European Transport Area" a number of initiatives, the first of which is creating a true internal market for rail services. This is seen as a necessary step to eliminate the problems that are restricting the development of the rail sector, in particular its competitive position compared to other transport modes which is driven by the general problem of deficiencies in the quality and efficiency of rail services. The issue of quality is of fundamental importance to the analysis to be undertaken in this impact assessment.

Italy

Poland

Spain

Latvia 🔤 🦳

Portugal

Lithuania

Romania

Sweden

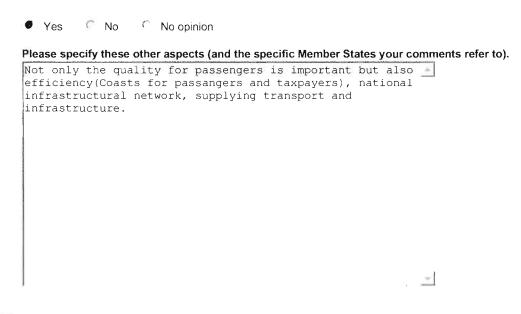
For the purposes of this survey we consider quality to include: punctuality, passenger comfort, on board services (including type, cleanliness, accessibility), information, service frequency, intramodal and intermodal integration. Quality also relates to the punctuality, reliability and customer needs for freight services.

Slovakia

All of the EU

Luxembourg Netherlands

Q1.1 Following from the description set out above, are there any other aspects relating to the quality of rail services that you think are relevant?



Q1.2a How would you rate the quality of rail services in your home country?

Please choose a number in the range 1 to 5, where 1=very bad and 5=very good.

	1	2	3	4	5	No opinion	N/A
Rail passenger services		C	$C_{-}$	C	C	0	C
Rail freight services	C	C	$\cap$	C	C	۲	C

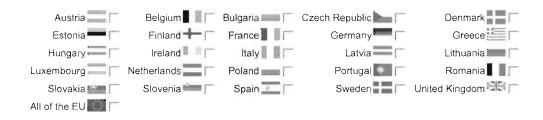
Please comment and provide any evidence and data that can substantiate your response.

It is not the task of the Ministry to give an opinion about quality. The quality of rail passenger services, main railway network, is monitored and published via performance indicators. In addition the quality can partly be measured by its impact on volumes transported.

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Q1.2b Looking at other countries you operate in, where do you think the quality of the passenger rail sector is a problem?

You can select more than one Member State



Please comment and provide any evidence and data that can substantiate your response.



Q1.2c Looking at other countries you operate in, where do you think the quality of the freight rail sector is a problem?

You can select more than one Member State

Austria	Belgium 📕 📗 🦵	Bulgaria 📖 Г	Czech Republic	Denmark 📕
Estonia 📟	Finland 🕂 🗖	France 🖥 📗 🦵	Germany	Greece
Hungary 🦳 🦵	Ireland 🖉 💷 🦵	Italy	Latvia	Lithuania
Luxembourg	Netherlands	Poland	Portugal	Romania
Slovakia	Slovenia	Spain 📃 [	Sweden	United Kingdom 🔠 🥅
All of the EU				

Please comment and provide any evidence and data that can substantiate your response.

 - A-
Ψ.

Q1.3 Do you consider quality issues are different for passenger services provided under public service contracts and those provided by open access?

Yes No Vo Vo Opinion

If yes, please explain what are the reasons for such distinction in your view and provide, where possible, examples and statistical data:

1.

~



Q1.4 To what extent do you think that the quality of rail services affects the competitiveness of the rail sector in the country(ies) you operate in?

	To a great extent	To some extent	To a minor extent	Not at ali	No opinion
Freight services	$\mathcal{C}$	0	(	C	C
Passenger services	Č	•	C	ſ	5
Please explain your Quality is one the rail passer items are also infrastructure etc.Quality-ite	of the items in nger and rail f important (i.a conditions, pr	impacting the freight marke a. frequencie ricing in all	development o t, where other s,	ALTON: NO.	

Q1.5a To what extent do you believe that the following quality and financial elements affect demand for rail passenger services?

Quality elements						
		a great ktent	To some extent	To a minor extent	Not at all	No opinion
Service frequency		5		$C^{*}$	C	$\sim$
Intramodal integration (between rail services of different operators including through-ticketing)		<u>(</u>	0	C	5	C
Intermodal integration (e.g. interchange road-rai including the possibility of integrated ticketing)	il	C	Ø	C	C	C
Punctuality		5	0	6	$\sim$	C
On board services (e.g. train cleanliness, air conditioning, etc.)		C	Ø	C.	$\langle $	C
Information to passengers		Ø	C	C	C	C
Financial elements						
	To a great extent		ome " lent	o a minor extent	Not at all	No opinion
Ticket prices	C	(	J.	C	C	C
PUBLIC Subsidies for in FRASER. DEVelopm.	et association i			C	ĉ	

1

 $\langle \tilde{c} \rangle$ 

 $\mathbf{T}$ 

Public funding for public service contract C C C

Other problem elements, quality or financial (please specify in the comment box)

Commuters are much less sensitive to price than leisuretravellers. It is possible to have profitable PSO's without competition on busy lines/networks.

Q1.5b To what extent do you believe that the following quality elements affect demand for rail freight services?

	To a great extent	To some extent	To a minor extent	Not at all	No opinion
Reliability	<b>#</b>	C	C	6	C
Punctuality	(°		$\sim$	C	C
Service offer adapted to customers' needs	5	0	C	C	C
Price	۲	Č	<~~~	$\langle  \rangle$	Ć
Intermodality	C	ø	C	ζ	C

## Other problem elements (please specify in the comment box)

Rail freight market, particular intermodal transport, Ashows to be sensitive to price competition with road and inland waterways.

-

Q1.5c Please rank the following elements from the one with the greatest importance to the one with the least importance for the competitiveness of the rail sector, unless you have indicated "no opinion" or "not at all" in question 1.5a.

## Passenger services

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## Rank importance (1=most important S=least important)

1 -

D.

Intramodal integration (between rail services of different operators including through- ticketing)	1 -
Intermodal integration (e.g. interchange road-rail including the possibility of integrated ticketing)	5 -
On board services (e.g. train cleanliness, air conditioning, etc.)	3 -
Information to passengers	2
Ticket prices	4 •
Public subsidies for infrastructure development	
Public funding for public service contract compensation	

## Other elements (please specify in the comment box):

Punctuality - reliability of rail passenger services important to remain attractive.

Q1.5d Please rank the following elements from the one with the greatest importance to the one with the least importance for the competitiveness of the rail sector, unless you have indicated "no opinion" or "not at all" in guestion 1.5b.

Rail freight services.

	Rank importance
	(1=most important 5=least important)
Reliability	1 -
Punctuality	2 -
Service offer adapted to customers' needs	3 -
Price	4 -
Intermodality	2 -

## Please comment and provide any evidence and data that can substantiate your response

15

-

Section C Issues affecting the quality of rail passenger services in the EU

The European Commission believes that domestic rail passenger services suffer from a low level of quality and efficiency which leads to poor inter-modal performance. According to a preliminary analysis by the European Commission this situation can be attributed to the presence of several obstacles which hamper market access, limits new entrants and hinder the internal market for rail passenger services. We have identified four main drivers affecting the quality of rail services in the EU, each of them comprising a number of elements. We are interested in your opinion with respect to these issues.

# Q2.1 To what extent do you agree that the following aspects affect the quality of rail services and have an impact on the competitiveness of the rail sector in the EU?

	Strongly agree	Partially agree	Neither agree nor disagree	Partially disagree	Strongly disagree	No opinion
Access barriers for railway undertakings	( <sup>m</sup>	Ţ	5	<u>_</u>	C	ø
Discriminatory framework conditions	C	C	C	C	C	ø
Inadequate regulatory oversight	C	Ċ	C	$\langle \cdot \rangle$	$\langle $	ð
Lack of competitive incentives on railway undertakings to improve quality/ reduce fares	C	Ĉ	C	C	C	ø
Other:	C	C	C	C	C	Ø

### Please explain your suggested "Other" category in more detail

Only relevant in case of market opening. Both public tendering and awarding service contracts directly are succesfull. The results of the benchmark are good fort the Neteherlands See also the Dutch report: Evaluation spoorwegwet 2009. 5

## Q2.2 To what extent do you believe that the following factors contribute to each of the problems listed in the previous question?

a) Access barriers for railway undertakings to the rail sector

	To a great extent	To some extent	To a minor extent	Not at all	No opinion
Constraints concerning access to rail related services	Ć	C	ſ	C	۲
Infrastructure capacity constraints	C		C	C	C
Constraints on rolling stock availability	r	C	6	$\mathcal{C}$	Ø
Other:	C	C	C	6	C

## Please comment and provide any evidence and data that can substantiate your response.

See also the report: Programma Hoogfrequent Spoor. On a limited number of crucial locations infrastructure capacity will be increased

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#### b) Discriminatory framework conditions

	To a great extent	To some extent	To a minor extent	Not at all	No opinion
Insufficient independence of Infrastructure Manager functions (in relation to capacity allocation and charging)	~	Ĉ	<u>(</u>	C	9
Lack of financial/ technical transparency	C	C	Ĉ	ſ	0
Other:	C	C	C	C	C

## Please comment and provide any evidence and data that can substantiate your response.

A good cooperation between the infraprovider and the operator is nessesary.

c) Inadequate Regulatory Oversight

-

	To a great extent	To some extent	To a minor extent	Not at ail	No opinion	
Inadequate scope of regulatory competences (e.g. extending scope to open access and public service contracts for domestic passenger services including the definition of public service contracts)	ſ	C	r	C	2	
Inadequate resources/ regulatory expertise (e.g. in terms of staff numbers necessary to react to a market with multiple operators or with sufficient experience in dealing with regulatory issues)	C	C	Ŷ	1	•	
Divergent interpretation of legislation	C	C	C	C	۲	
Other:	C	C	C	(	õ	

#### Please comment and provide any evidence and data that can substantiate your response.

```
Output steering as part of the public service contract in _____
combination with criteria (i.e. price, information,
quality) in the public service contract is the instrument
for the national authority (ministry of infrastructure
and environment). This instrument is working satisfactory.
```

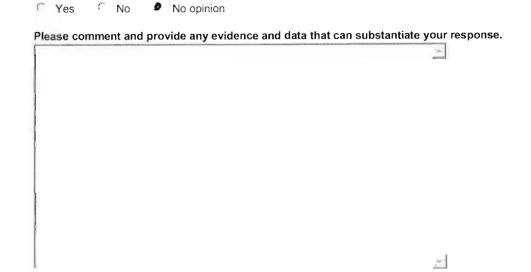
#### d) Lack of competitive incentives on railway undertakings to improve quality/reduce fares

	To a great extent	To some extent	To a minor extent	Not at all	No opinion
Lack of competitive award of Public Service Contracts	C	C	ſ	C	0
Inadequate definition and scope of public service obligations	Č	1	Ċ	C	۶
Lack of open access rights	C	C	$\sim$	C	Ø
Other:	5	C	C	C	$\sim$

#### Please comment and provide any evidence and data that can substantiate your response.

```
Railway undertaking NS holds main network concession 2005- 🔺
 2015 as result of a PSO compliant direct award and will
obtain for the concession 2015-2025.
WS pays a concession fee of 20 mlh per year to the State
(in 2012, 30 mln in 2013 and 2014).
No more direct subsidy flows (for some regional lines)
from the State to NS in 2015 and further.
WS is only allowed to increase fares on majority of trips
(second class singles) with CPI each year, while NS costs
each year increase with approx. CIPI + 1%.
This leads to an increase of efficiency within NS each
year and a limited increase of fares.
NS shows overall signs of strongly increased financial
performance in 2005-2011.
This is due ඟ increased passenger volumes (13,5 blm
passenger kilometers in 2005 and 16,1 bln passenger
kilometers in 2011) against a limited increase of fares.
                                                           -
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Q2.4 What effect do the following external factors have on the competitiveness of the rail sector?

	Very positive	Positive	Neither positive nor negative	Negative	Very negative	No opinion
Increasing road congestion	C	۲	Ċ	C	6	C
Improving quality of domestic air transport services	$\langle \cdot \rangle$	C	٥	C	C	C
Decreasing price of air transport services	C	C	Ø	C	C	Ċ
Deteriorating state of the economy	C	C	C	9	C	C
Increasing road pricing	r	ø	C	C	Ċ	5
Other:	C	(		C	~	C

### Please comment and provide any evidence and data that can substantiate your response.

The main use of railtransport is dependent of the growth of the economy. The other factors only have a local effect for the use of railtransport. See also the enclosed "pyramid" for railtransport.

w

## Section D The objectives of this policy initiative

The European Commission wishes to contribute to the completion of the internal market for transport through improvements to the operation of the integrated EU railway system and its institutional framework. In order to do this a number of potential objectives have been identified.

Do you believe that the following objectives address the issues previously discussed in Section C of this survey? Click here to see issues

	Yes	No	No opinion
Improve access to infrastructure at cost-reflective charges that create appropriate incentives for new entrants	Ø	C	C
Improve access to rolling stock on competitive terms for new entrants		C	C
Ensure independent decision making in relation to provision of, and charges for, infrastructure management functions	Ô	C	C
Enhance regulatory competencies in relation to competitive award of public service contracts	C	1	ø
Improve access to rail related services (station facilities and ticketing and information systems)	ø	C	C
Ensure competitive award of public service contracts	C	C	Ø
Ensure a consistent open access approach to domestic rail passenger markets	C	6	Ø.
Please comment and/or add other objectives			
<ul> <li>Crossborder certification of new material/rolling stock is needed and usefull.</li> <li>Competitive award on PSO contracts can be positive on regional, more isolated lines. NL opinion is that Member State should be able to decide whether to tender or not</li> </ul>	A		

-

## Section E Policy options

main railway network.

The European Commission has identified a number of options that could contribute to the fulfilment of the policy objectives illustrated in the previous section and, utimately, improve the competitiveness of the EU railway sector. Please provide your view on the different policy options illustrated below which are related to two main areas of intervention: market opening of rail passenger services and independence of infrastructure management.

## Market opening

The Commission has stated in its Road Map that it will seek to establish an attractive and dynamic open rail market. We discuss in this section the various options for completing the process of market opening.

Q4.1a Do you agree that further market integration of the rail sector should be progressed by opening of domestic passenger services through new open access rights?

Strongly agree	Partially agree	Neither agree nor disagree	Partially disagree	Strongly disagree	No opinion
C	C	C	$\sim$	Ø	C
	umplete remainder at on: 5/8/2012 c:		uter time		

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Till 2025 there it a PSO contract is foreseen with the national railway undertaking NS. A contract with the main issues, is already signed between the minister and the NS.In order to ensure a minimum level of quality, PSO's are needed. For public services transport PSO-contracts are obliged in the Netherlands.

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Q4.1b What effect would further market opening (through new open access rights in the domestic market) have on the following areas?

	Very positive	Positive	No effect	Negative	Very negative	No opinion
Service frequency	<u>(</u>	$\sim$	C	C	$\sim$	ø
Intramodal integration (between rail services of different operators including through-ticketing)	C	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Ĉ	C	C	6
Intermodal integration (e.g. interchange road-rail including the possibility of integrated ticketing)	C	$\langle $	C	C	C	6
Punctuality	C	C	0	C	C	4
On board services (e.g. train cleanliness, air conditioning, etc.)	Ċ	C	C	C	<u>k</u>	0
Information to passengers	C	6	C	C	(m	
Ticket prices	C	C	C	C	<u>~</u>	۲
Public subsidies for infrastructure development	C	$\langle \cdot \rangle$	6	C	С	ð
Public funding for public service contract compensation	C	C	$\tilde{c}$	r	C	a

## Please explain your answer providing, where possible, national examples and statistical data

NL has a reservation against more open access services in <u></u> case it affects in a negative way the use of existing capacity and the issue of cherry picking is not solved. NL is of the opinion that such a decision should be taken on a national level and not on a EU-level.

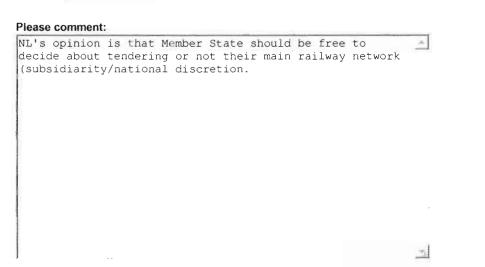
Q4.2a Do you agree that further market integration of the rail sector should be progressed by opening of domestic passenger services through compulsory competitive tendering for public service contracts?

## ... 4th Railway Package Impact Assessment - Common Questions

C

C

strongly DisABREE



 $\mathcal{C}$ 

Q4.2b What effect would further market opening (through compulsory competitive tendering for public service contracts) have on the following areas?

	Very posìtive	Positive	No effect	Negative	Very negative	No opinion
Service frequency	C	c			C	(
Intramodal integration (between rail services of different operators including through-ticketing)	r	C	C	C	$\sim$	<u>(</u>
Intermodal integration (e.g. interchange road-rail including the possibility of integrated ticketing)	C	C	C	C	C	C
Punctuality	C	C	C	C	C	C
On board services (e.g. train cleanliness, air conditioning, etc.)	C	5	$\langle \cdot \rangle$	5	C	C
Information to passengers	C	C	C	C	C	$\sim$
Ticket prices	5	$\sim$	C	C	C	C
Public subsidies for infrastructure development	C	C	C	C	C	C
Public funding for public service contract compensation	C		C	C	C	C

# Please explain your answer providing, where possible, national examples and statistical data

NL's opinion is that Member State should be free to decide about tendering or not their main railway network (subsidiarity/national discret.ion.

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Od 3a. If some or all of your network were to be opened to open access operations, please outline your

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		Very positive	Positive	No effect	Negative	Very negative	No opinion
a)	A continuation of the existing arrangements in Member States in relation to the provision of open access arrangements	ſ	C	C	Ç	Ĉ	æ
b)	Open access on routes not covered by public service contracts	r	C	C	C	C	Ð
c)	Open access as in option (b), but also permitted on routes covered by public service contracts though Member States could limit access if economic viability of public service contract is affected	C	C	C	C	C	ø
d)	Open access unrestricted on certain types of services (such as long-distance, high-speed or premium airport services)	C	C	C	C	C	Ø
e)	Open access unrestricted on all routes (maintaining the possibility of public funding for unprofitable services)	C	C	C	1	C	Ø
f)	Other	C	С	C	C	C	C

Please provide details of any "Other" option that you have inserted and consider may be relevant.

NL has a strong reservation against more open access services because in case it affects in a negative way the use of existing capacity. Furthermore it will resulting in cherry picking and increasing costs for the gouvernment because the non-profitable lines need compensation.

Q4.3b Please rank the following options for which you believe there will be a positive or very positive effect from the one which you think is most appropriate to meet the objectives presented in Section D to the one which is the least appropriate. Click here to see objectives

~

		Rank importance (1=most positive 6=least positive)
a)	A continuation of the existing arrangements in Member States in relation to the provision of open access arrangements	
b)	Open access on routes not covered by public service contracts	
c)	Open access as in option (b), but also permitted on routes covered by public service contracts though Member States could limit access if economic viability of public service contract is affected	
d)	Open access unrestricted on certain types of services (such as long-	
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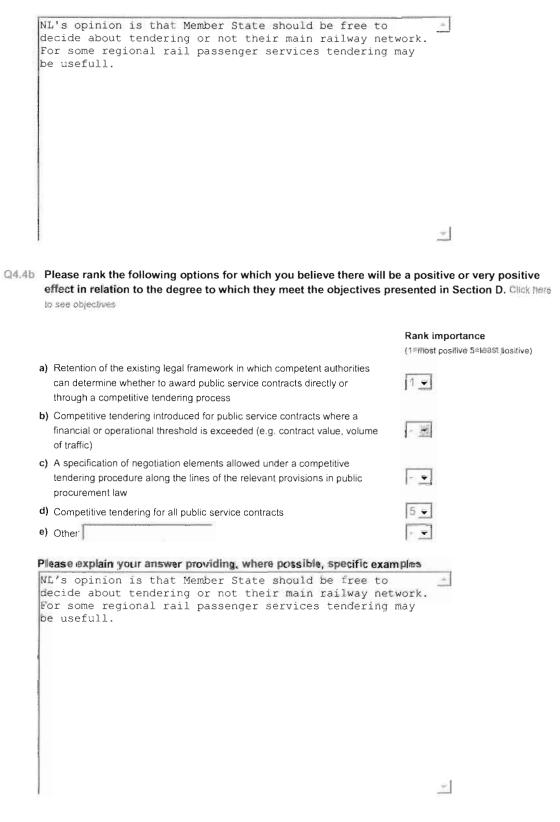
e)	Open access unrestricted on all routes (maintaining the possibility of public funding for unprofitable services)	
f)	Other	
Pleas	se explain your answer providing, where possible, specific examples	
ser exi pic	has a strong reservation against more open access vices because it affects in a negative way the use of sting capacity. Furthermore it will result in cherry king resolting is higher costs for the government ause non-profitable lines need compensation.	
		2

Q4.4a If some or all of your network were subject to competitive tendering, please outline your views on the following ways in which such a policy might be implemented:

		Very positive	Positive	No effect	Negative	Very negative	No opinion
a)	Retention of the existing legal framework in which competent authorities can determine whether to award public service contracts directly or through a competitive tendering process	C	~	C	C	C	ø
b)	Competitive tendering introduced for public service contracts where a financial or operational threshold is exceeded (e.g. contract value, volume of traffic):						
	i) Financial: where the total contract value is greater than a pre determined figure	C	C	C	C	C	٠
	<i>ii)</i> Operational: where the contract covers more than a pre determined percentage of the total network according to an agreed metric.	C	٢	C	C	C	Ø
	iii) Other:	C	~	C	C	C	$\sim$
c)	A specification of negotiation elements allowed under a competitive tendering procedure along the lines of the relevant provisions in public procurement law	Ċ	ζ.	5	<u>(</u>	Ċ	б
d)	Competitive tendering for all public service contracts	(***	C	$C_{-}$	C	C	۲
e)	Other	r	C	C	(~	C	C

## Please provide details of any "Other" option that you have inserted and consider may be

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## Q4.5a What is the view of your organisation on each of the following framework conditions?

		Very positive	Positive	No effect	Negative	Very negative	No opinion
a)	Compulsory transfer of rolling stock to new operator	C	ø	C	C	~	l'anna
b)	Creation of rolling stock leasing	Ċ	<i>.</i>		C	5	C

## Improved access to rolling stock

÷

	trains for public service contracts.						
C)	Rolling stock to be provided by competent authority	C	C	C	C	<u>(</u>	,
d)	Other	C	C	C	C	C	ς.

Please provide details of any "Other" option that you have inserted and consider may be relevant.

A provision for a transfer excists in the Netherlands. In <u></u>the Netherlands ther is also experience with rolling stock.

Improved access to rail related services, in particular ticketing

		Very positive	Positive	No effect	Negative	Very negative	No opinion
a)	Reinforced access rules for ticketing facilities	C	9	C	$\langle  \rangle$	5	Ċ
b)	Compulsory through-ticketing	Ċ	0	Ċ	C	C	6
c)	Inter-availability of tickets	<u>_</u>	0	$\langle \cdot \rangle$	C	C	C
d)	Other	C	C	C	C	$\sim$	<i>(</i> ~

Please provide details of any "Other" option that you have inserted and consider may be relevant.

No problems with this issue in the Netherlands, although \_\_\_\_\_\_ issues with new OV Chipcard are still to be solved.

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Tendering procedures

	Very	Positive	No	Negative	Very	No
a dear a malition	positive		effect		negative	opinion
(a) clean conditions SLAFF protection	l curvey al r	andher title		C	Ċ	C
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	protected during the transfer from one operator to another.						
b)	Extending the competence of the regulatory bodies in the tendering process to cover areas such as defining the criteria that authorities are to use in formulating tenders.	Ċ	C	~~~	C	C	*
c)	Mandatory application of compensation rules in Annex to Regulation 1370/2007 in case of a single bidder	C	C	C	C	C	9
d)	Other	C	C	C	C	C	C

Please provide details of any "Other" option that you have inserted and consider may be relevant.

's opinion is that Member State should be free to	2000 C. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
cide about tendering or not of their main railway	anator
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twork. For some regional rail passenger services	
ndering may be usefull.	
adering hay be aborarr.	
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Q4.5b Please rank each of the following framework conditions for which you believe there will be a positive or very positive effect in relation to the degree to which they meet the objectives presented in Section D. Click here to see objectives

Improved access to rolling stock

- a) Compulsory transfer of rolling stock to new operator
- b) Creation of rolling stock leasing companies that are to provide trains for public service contracts.
- c) Rolling stock to be provided by competent authority.
- d) Other

Please explain your answer providing, where possible, specific examples

## Rank importance (1=most positive 4=least positive)



*.*``

-

case of tendering PSO-contracts.Provincies are free to include in the tendering procedure the transfer of existing rolling stock to the new railway undertaking.	
	-
Improved access to rail related services, in particular ticketing	
	Rank impo
	4=least posit
a) Reinforced access rules for ticketing facilities	1
b) Compulsory through-ticketing.	1
c) Inter-availability of tickets.	
d) Other	· ·
Member States should be free to decide about regulatory measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously relevant.	<u>_</u>
measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously	*
measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously	*
measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously	*
measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously relevant.	(1=most po
measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously relevant.	(1=most po
<pre>measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously relevant. Tendering procedures a) Clear conditions to be introduced on the manner in which staff is appropriately</pre>	(1=most po 4=least pos
<ul> <li>measures regarding the ticketing issues between railway undertakings. All options mentioned are simultaniously relevant.</li> <li>Tendering procedures</li> <li>a) Clear conditions to be introduced on the manner in which staff is appropriately protected during the transfer from one operator to another.</li> <li>b) Extending the competence of the regulatory bodies in the tendering process to cover areas such as defining the criteria that authorities are to use in formulating</li> </ul>	Rank imp (1=most po 4=least pos

 $\geq$ 

NL's opinion is that Member State should be free to decide about tendering or not their main railway network. For some regional rail passenger services tendering may be usefull.

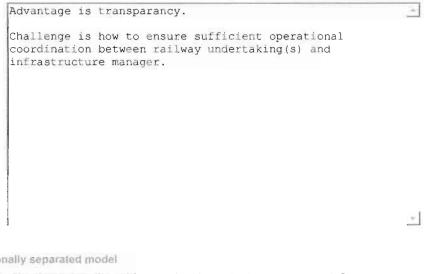
## Enhanced independence of infrastructure management

The Commission has stated in its White Paper that it will seek to ensure effective and non-discriminatory access to rail infrastructure in particular through structural separation (enhanced independence of infrastructure management) between infrastructure management and service provision. We discuss in this section the various options for this enhanced independence of infrastructure management.

## Q5.1 Currently, Member States have chosen to adopt different approaches to vertical separation. Which of the following vertical separation models exist in your country(ies) of operation:

Institutional separation	Partial separation (Infrastructure Manager and Railway Undertaking separated but some Infrastructure Manager activities undertaken by the Railway Undertaking)	Partial integration (Infrastructure Manager and Railway Undertaking under the same holding company)	Full integration with independent allocation and charging bodies
۲	$\sim$	(~·	C

## Q5.2 Please explain what the advantages and disadvantages are of the model(s) you have selected in question 5.1



Institutionally separated model

Q5.3 To what extent does this model address the following aspects?

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	To a great extent	To some extent	To a minor extent	Not at all	No opinion
Ensuring financial transparency	۵	C	C	C	C
Preventing discriminatory practices	۲	r	$\langle \cdot \rangle$	C	C
Facilitating cross-border cooperation	0	۲	$\subset$	C	C
Avoiding too extensive and costly regulatory oversight	C	0	C	C	$\sim$
Limiting transaction costs	C	C	9	C	C
Ensuring alignment/coordination between infrastructure management and provision of transport services	С	C	Ø	C	C
Other:	C	C	C	C	C

## Please provide evidence and any data that you may have to support your view.

NL infrastructure manager ProRail has set up an operational control centre (OCCR) to coordinate closely with the railway undertakings in case of disturbances on the network. This OCCR has been audited by the Ministry in 2012.

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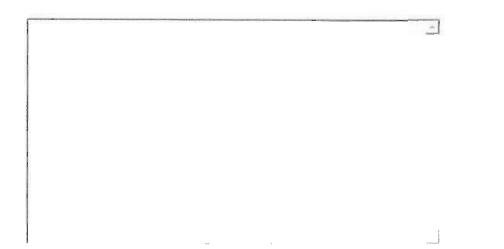
Non-institutionally separated model

## Q5.4 To what extent does this model address the following aspects?

	⊺o a great extent	To some extent	To a minor extent	Not at all	No opinion
Ensuring financial transparency	Ć	C	۲	C	C
Preventing discriminatory practices	C	C	۲	C	$\mathcal{C}$
Facilitating cross-border cooperation	C	C	5	Ø	C
Avoiding too extensive and costly regulatory oversight	C	C	C		C
Limiting transaction costs	C	$\sim$	•	C	C
Ensuring alignment/coordination between infrastructure management and provision of transport services	C	C <sup>eres</sup>	C	C	ſ
Other:	C	r	C	C	C

Please provide evidence and any data that you may have to support your view.

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Q5.5 For which of the following functions do you consider that independence of decision making must be reinforced to ensure non-discrimination?

	Yes	No	No opinion
Capacity allocation (including traffic management)	•	C	C
Infrastructure maintenance activities	C	$\langle \cdot \rangle$	ø
Infrastructure charging	۲	C	ſ
Infrastructure planning and financing	5	C	Ø
Other:	$\langle  \rangle$	C	C

Please provide where possible examples including quantified data as well as any detailed comment on different activities and functions listed above

servi		infrastructure	from providing	railway	<u></u>
Î					
Pleas	e rank the follo	wing options from t	he one which you t	nink is most a	ppropriate to me
obiec	tives presented	in Section D to the	one which is the le	ast appropriat	e. Click here to see

objectives

functions

e) Other

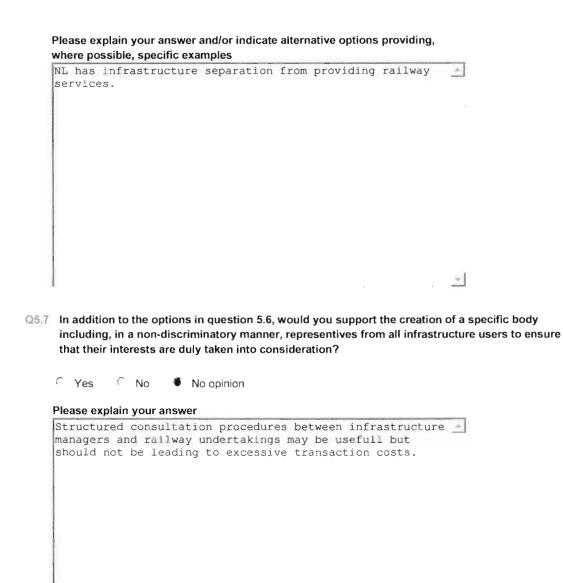
**Rank** importance (1=most appropriate 5-least appropriate) - b) Existing separation requirements (legal, organisational and decision making) but - -- -- •

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also applying to additional functions of the infrastructure manager c) Institutional separation applying only to the body in charge of the essential

a) Existing separation requirements (legal, organisational and decision making)

d) Institutional separation applying to all functions of the Infrastructure Manager



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