

APPENDIX D
Stakeholder Questions

PASSENGER RAIL LIBERALISATION IN EUROPE

Questionnaire no.:

Interviewer:

Date:

General Views

General (to be filled in in advance of interview)

Organisation: _____ Country: _____

Interviewee: _____

Sector: Public Private Public/private

Nature of organisation (tick one only):

a	<input type="checkbox"/> Infrastructure managers	f	<input type="checkbox"/> Incumbent railway operators	k	<input type="checkbox"/> Environmental and safety groups
b	<input type="checkbox"/> Passenger organisations	g	<input type="checkbox"/> General consumer groups	l	<input type="checkbox"/> Transport (or other responsible) ministry
c	<input type="checkbox"/> Labour groups	h	<input type="checkbox"/> Supplier representatives	m	<input type="checkbox"/> Financial institutions and other investors
d	<input type="checkbox"/> Rail regulatory bodies	i	<input type="checkbox"/> New railway undertakings	n	<input type="checkbox"/> Public authorities contracting rail services
e	<input type="checkbox"/> Competition authorities	j	<input type="checkbox"/> Leasing companies	o	<input type="checkbox"/> Other: _____

Introduction: This consultation is part of an European Commission funded project looking at the impact assessment from the gradual opening up (or liberalisation) of the market for international and domestic rail passenger services across Europe (EU 25).

Objective: The objective of the stakeholder analysis is to undertake an assessment of the views, interests and driving forces for a positive market development.

Definition: For the purpose of this study Liberalisation means the opening up of part or all of the market for passenger services by rail.

Q1. What are your organisation's attitudes towards different levels of passenger rail liberalisation?

	Very beneficial	Beneficial	No effect	Not very Beneficial	Not at all beneficial
a Total liberalisation of operations	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Partial liberalisation of operations, (only high speed or cross border services)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Limited liberalisation of operations	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Liberalisation of infrastructure	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e No liberalisation, current arrangement best for community	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Comment: (please explain the reasoning)	_____				

Q2. What are the perceived driving forces for positive market development towards passenger rail liberalisation?

	Very important	Important	No effect	Not very important	Not at all important
a Political will	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Economic characteristics of the country	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Strong private sector	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Comment: _____	_____				

Q3. What do you believe are the opportunities provided from passenger rail liberalisation from your organisation's prospective?

	Very important	Important	No effect	Limited	Very limited
a Increased market share, improved competitiveness	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Wider opportunities for the introduction of new/improved products and services	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Improved service provision and quality (information, reservation and ticketing)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d More consistent technical standards, especially facility cross border operations	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Comment: _____	_____				

Q4. What do you perceive as key constraints currently affecting passenger rail liberalisation?

	Very Likely	Likely	No effect	Unlikely	Very Unlikely
a Legal and regulatory	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Political	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Infrastructure and technical (track gauge, electrification, signalling, inter-operability)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Resources, investment and available funding	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Market (e.g. size, structure)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Particular stakeholder vested interests	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
h Comment: _____	_____				

Transport Ministries

QT1. Could you please summarise the current organisational structure for the passenger rail industry within your country:

	Go to QT3		In the process	Go to QT8
	Total	Partial		No
QT2. Which passenger rail services have been liberalised in your country?				
a High speed - Domestic (national)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b High speed - International (cross-border)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Other long distance/regional - Domestic (national)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Other long distance/regional - International (cross-border)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Urban/commuter/local	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g Comment: _____				

	Go to QT4		Go to QT5		
	Very	Moderate	Slight	Not at all	N/A
QT3. If liberalised, how successful has it been?					
a High speed - Domestic (national)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b High speed - International (cross-border)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Other long distance/regional - Domestic (national)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Other long distance/regional - International (cross-border)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Urban/commuter/local	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g Comment: _____					

	Very important	Quite important	Not very important	Not important
QT4. If successful (very/moderate/slight), what were the main reasons for that success?				
a Strong political commitment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Services well run	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Increased service quality	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Reduced subsidy	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Improved rail market share	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g Comment: _____				

	Very important	Quite important	Not very important	Not important
QT5. If passenger rail liberalisation has not been successful, what were the main problems?				
a Insufficient political commitment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b Complex market structure	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c Lack of clear regulatory framework	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d Technical and physical practicalities	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e Increased costs associated with implementing liberalisation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f Other: _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g Comment: _____				

	(tick all that apply)
QT6. If liberalised, have there been any complaints or concerns raised by new or incumbent railway undertakings or other parties as a result of liberalisation?	
a Insufficient political commitment	<input type="checkbox"/>
b Competition concerns	<input type="checkbox"/>
c Regulatory issues	<input type="checkbox"/>
d Quality of service	<input type="checkbox"/>
e Practicalities	<input type="checkbox"/>
f Increased costs	<input type="checkbox"/>
g Subsidies	<input type="checkbox"/>
h Other: _____	<input type="checkbox"/>

	Definitely Contributed	No
QT7. Have these issues/complaints led to changes in the Legal/Regulatory Framework?		
a	<input type="text"/>	<input type="text"/>
b	<input type="text"/>	<input type="text"/>
c	<input type="text"/>	<input type="text"/>
d	<input type="text"/>	<input type="text"/>
e	<input type="text"/>	<input type="text"/>
f	<input type="text"/>	<input type="text"/>
g	<input type="text"/>	<input type="text"/>
h	<input type="text"/>	<input type="text"/>

i Comment: _____

QT8. If no liberalisation has been achieved to date, what is the expectation of liberalisation of passenger services occurring in the next few (3) years in the following markets?

	Very Likely	Likely	No effect	Unlikely	Very Unlikely
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QT9. In your opinion, what impact has passenger rail liberalisation had (in case already liberalised, or is expected to have in case not liberalised) on the following areas:

	Very beneficial	Beneficial	No impact	Adverse	Very Adverse
QT9.1 Integration					
a Intra-modal interchange (rail-rail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Inter-modal interchange (rail-other modes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Why? _____					

QT9.2 Social					
a Social deprivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Accessibility levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Why? _____					

QT9.3 Sustainability					
a Reduced environmental impacts from modal shift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Reduced environmental impacts from a more modern rail system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Why? _____					

QT9.4 Transport					
a Increase in rail demand and modal share on rail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Reduced road traffic growth and congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Why? _____					

QT9.5 Economic					
a Reduction in travel costs (fares), from competition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Travel time savings, from better service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Local/regional/national economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Economic regeneration and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Why? _____					

QT9.6 Financial					
a Reduction in subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Increase in operating and administrative costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Why? _____					

QT9.7 Legislative					
a More effective regulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Why? _____					

QT9.8 Safety					
a Better safety regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Lower accident risk and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c More consistent accident reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Why? _____					

QT9.9 Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a Why? _____					

QT10. Was the EU Interoperability Directory implemented in your country?	Total	Partial	In the process	No
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QT11. If so, how successful was it?

Very	Moderate	Limited	Unsuccessful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a Why? _____

QT12. How useful will it be (has it been) for liberalisation?

Very	Moderate	Limited	Not useful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QT13. Is the prospect of further liberalisation of rail passenger services addressed in the national transport/rail sector planning process? If so, how?

QT14. How would existing plans for the railway industry be affected by further liberalisation (i.e. going beyond existing EU legislative requirements)?

QT15. Is there any particular organisation that you would strongly recommend us to get in touch in regard to specific issues raised in this questionnaire?

QT16. Any other comment?





Operator Stakeholders

Q01. What are the rail passenger services operated by your organisation?

(tick all that apply)

- a High speed - Domestic (national)
- b High speed - International (cross-border)
- c Other long distance/regional - Domestic (national)
- d Other long distance/regional - International (cross-border)
- e Urban/commuter/local
- f Other: _____

Q02. For each of the above services you operate, who do you consider to be your main competitors?

	Air	Other rail	Bus	Metro	Car	N/A
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q03. What is/are the most commercially attractive?

(1 for "most attractive", 2 for "second most attractive", etc.)

- a High speed - Domestic (national)
- b High speed - International (cross-border)
- c Other long distance/regional - Domestic (national)
- d Other long distance/regional - International (cross-border)
- e Urban/commuter/local
- f Other: _____

Q04. Have any of these markets been the subject of passenger rail service liberalisation?

	Total	Partial	In the process	No
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q05. If liberalised, how successful has it been?

	Very	Moderate	Slight	Not at all	N/A
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q06. If liberalised, has liberalisation improved integration and interface with other transport service providers (both rail and non-rail) - e.g. through-ticketing, inter-availability, inter-changeability of tickets?

	Domestic				International			
	Greatly	Significantly	Slightly	No	Greatly	Significantly	Slightly	No
a Connecting with other Rail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Connecting with Bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Connecting with Air services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Connecting with Light Rail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Connecting with Metro services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Comment: _____								

Q07. If your country fully liberalised rail passenger services, would you enter new markets? If so which?

	Domestic				International	
	Very Likely	Likely	No effect	Unlikely	Very Unlikely	
a High speed domestic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Other land distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Urban	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Comment: _____						

Q08. If the EU fully liberalised rail passenger services, would you enter new markets, if so which:

	Domestic				International	
	Very Likely	Likely	No effect	Unlikely	Very Unlikely	
a High speed - other country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - international (cross border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Long distance - regional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Cross border - regional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban - other country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Comments: _____						

Q09. How would you expect rail liberalisation to affect the rail passenger services you operate in terms of:

	Sign. Increase		Increase		Neutral		Decrease		Sign. Decrease	
a Fares and revenues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Subsidies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Comment: _____										

Q010. Do you perceive any of the following issues to be a problem if your markets were subject to liberalisation?

	Yes	Possibly	No
Q010.1 Access to infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
Q010.2 Access to rolling stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
Q010.3 Access to required train path	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
Q010.4 Loss of revenue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
Q010.5 Reduced operational efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
Q010.6 Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			

Q011. Any other comment?



Infrastructure Stakeholders

Q1. What is the rail passenger infrastructure provided by your organisation? (tick all that apply)

a High speed - Domestic (national)

b High speed - International (cross-border)

c Other long distance/regional - Domestic (national)

d Other long distance/regional - International (cross-border)

e Urban/commuter/local

f Other: _____

Q12. What is/are the most commercially attractive? (tick all that apply)

a High speed - Domestic (national)

b High speed - International (cross-border)

c Other long distance/regional - Domestic (national)

d Other long distance/regional - International (cross-border)

e Urban/commuter/local

f Other: _____

Q13. Have any of these markets been the subject of passenger rail liberalisation?

	Total	Partial	In the process	No
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. If liberalised, how successful has it been?

	Very	Moderate	Slight	Not at all	N/A
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. Do you perceive any of the following issues to be a problem if your markets were (are) subject to liberalisation?

Q15.1 Capital (implementation) costs Yes Possibly No

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.2 Renewals and maintenance costs

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.3 Setting of access charges

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.4 Possession costs

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.5 Capacity allocation

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.6 Other:

a If Yes/Possibly, in what way? _____

b If Yes/Possibly, how have these issues been (expected to be) resolved? _____

Q15.7 Comment: _____

Q16. To what extent has the infrastructure acted as a constraint on liberalisation. Have the problems identified been addressed and if so what remedies have been proposed/implemented?

Q17. Who is responsible for managing any cost recovery and how are necessary track possessions co-ordinated with multiple railway undertakings?

Q18. Who is responsible for identifying potential improvements to the infrastructure (e.g. increase capacity), and how is such work managed and funded?

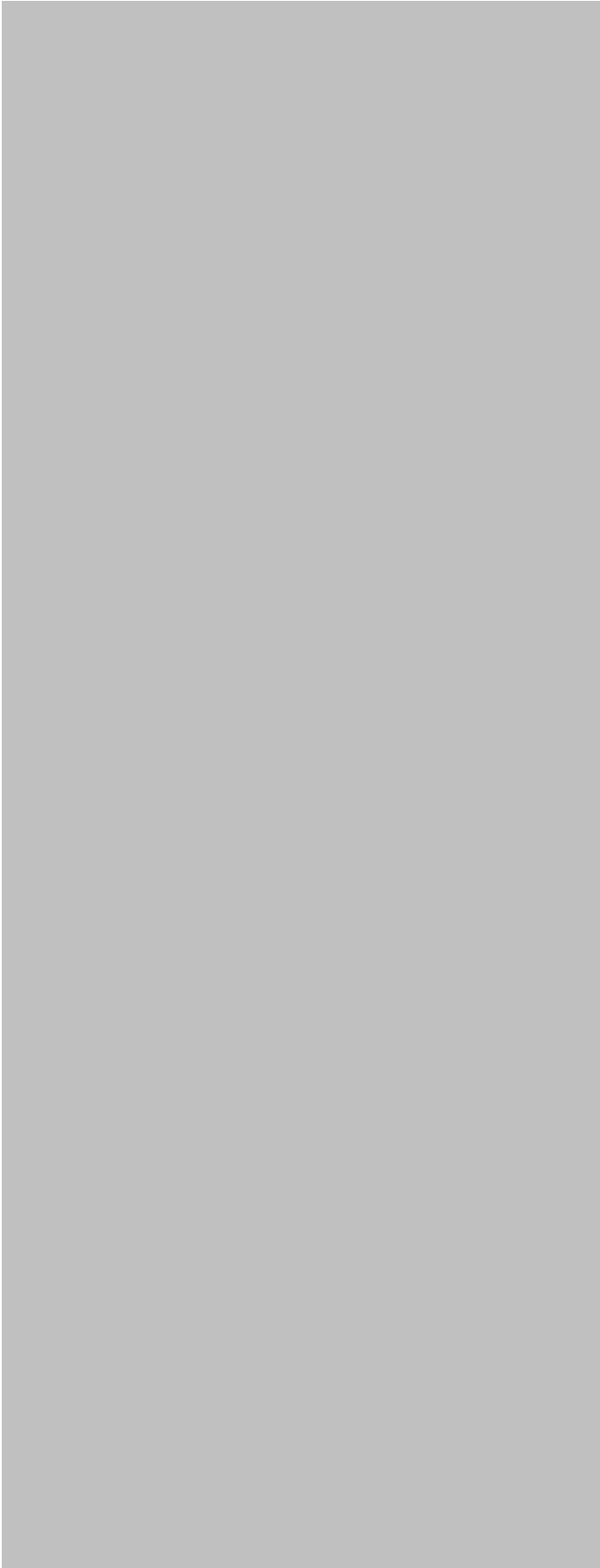
Q19. What changes, if any, have been made to the structure of charges for access to rail infrastructure in order to accommodate liberalisation? What effect have these had?

Q10. How are train paths allocated among multiple railway undertakings, how are priorities set (e.g. as between different types of service) and how is the working timetable established in a liberalised environment?

Q11. How are infrastructure standards established at the national and international levels (e.g. concerning the interface between fixed infrastructure and rolling stock gauge clearances etc)? What measures are in place to encourage appropriate standards of and improvements in the reliability of the infrastructure and the reliability and punctuality of train services?

Q12. To what extent are track access rights established prior to liberalisation still in place? How will these change after liberalisation?

Q13. Any other comment?



Regulatory Authorities

QR1. What rail passenger services are covered in your country's regulatory regime? (tick all that apply)

a High speed - Domestic (national)

b High speed - International (cross-border)

c Other long distance/regional - Domestic (national)

d Other long distance/regional - International (cross-border)

e Urban/commuter/local

f Other: _____

QR2. Have they been liberalised?

	Total	Partial	In the process	No
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QR3. If liberalised, how successful has it been?

	Very	Moderate	Slight	Not at all	N/A
a High speed - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b High speed - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other long distance/regional - Domestic (national)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Other long distance/regional - International (cross-border)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Urban/commuter/local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QR4. If liberalised, have there been any complaints or concerns raised by new or incumbent railway undertakings or other parties as a result of liberalisation? (tick all that apply)

a Insufficient political commitment

b Competition concerns

c Regulatory issues

d Quality of service

e Practicalities

f Increased costs

g Subsidies

h Other: _____

i Comment: _____

QR5. If so, have these been dealt with, and if so what result? (tick all that apply)

a Insufficient political commitment

b Competition concerns

c Regulatory issues

d Quality of service

e Practicalities

f Increased costs

g Subsidies

h Other: _____

i Comment: _____

QR6. Have they contributed to changes in the legal/regulatory framework? If so in what way? (tick all that apply)

a Insufficient political commitment

b Competition concerns

c Regulatory issues

d Quality of service

e Practicalities

f Increased costs

g Subsidies

h Other: _____

i Comment: _____

QR7. Do you perceive any of the following issues to be a problem if your markets were (are) subject to liberalisation:

	Yes	Possibly	No
QR7.1. Access to infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.2. Access to Rolling Stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.3. Access to train paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.4. Pricing of access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.5. Investment in capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.6. Regulatory regime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.7. Inter operability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a If Yes/Possibly, in what way? _____			
QR7.8. Comment: _____			

QR8. To what extent and how has existing EU legislation concerning the rail passenger sector been implemented within the member state?

QR9. On what main policy objectives is the existing regulatory framework based? Were these objectives influenced by mainly regional, national or international considerations?

QR10. In your view, is the existing/proposed regulatory framework adequate in terms of accommodating further liberalisation of either domestic or international rail passenger services?

	Totally	Partially	Slightly	Inadequate	N/A
a Existing regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Proposed regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Comment: _____					

QR11. If partially/slightly/inadequate, what changes are required?

QR12. Was the EU Interoperability Directory implemented in your country?

	Total	Partial	In the process	No
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

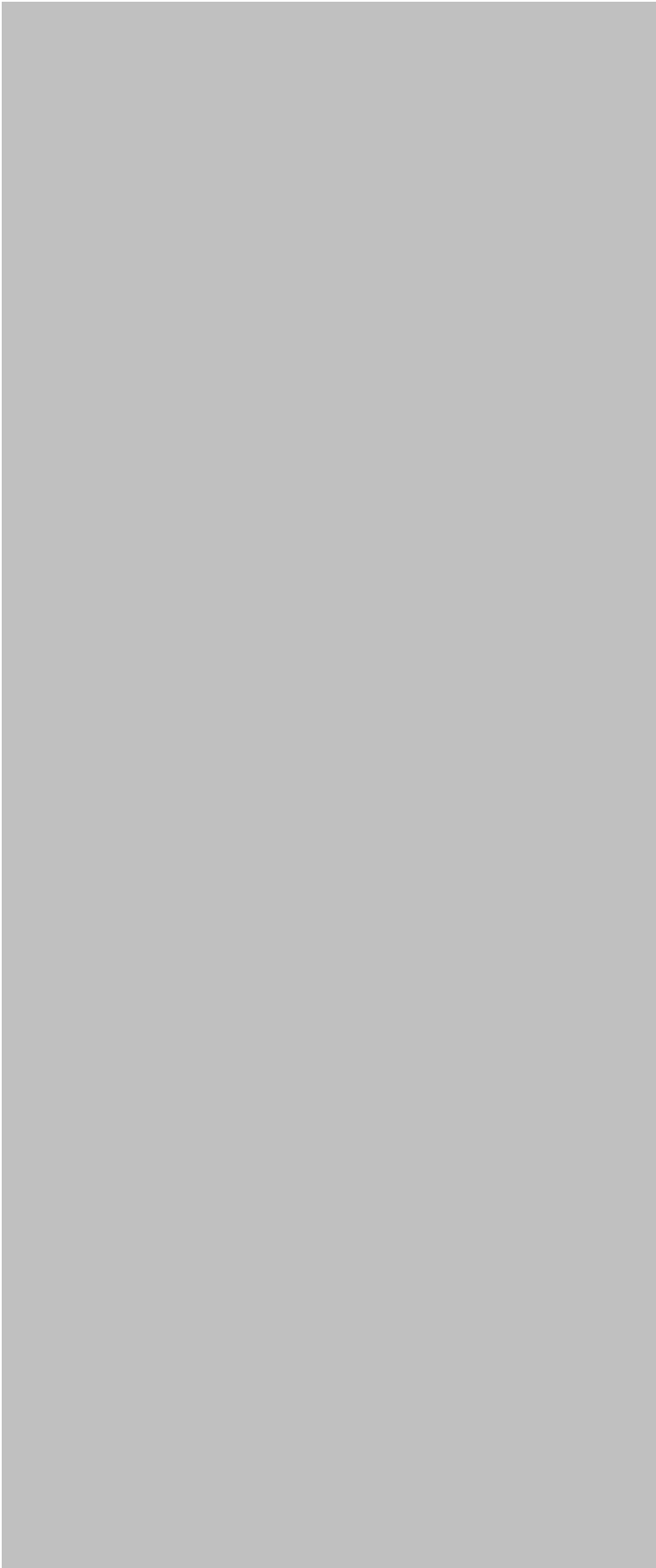
QR13. If so, how successful was it?

	Very	Moderate	Limited	Unsuccessful
a Why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QR14. How useful will it be (has it been) for liberalisation?

	Very	Moderate	Limited	Not useful
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QR15. Any other comment?



Competition Authorities

QC1. If passenger rail services have been liberalised, have there been any competition complaints or concerns raised as a result?

QC2. If so, have these been dealt with? If so, with what result?

QC3. Have they contributed to changes in the legal/regulatory framework? If so in what way?

QC4. Do you perceive any of the following issues to be a problem if your markets were (are) subject to liberalisation:

QC4.1. Access to infrastructure
 a If Yes/Possibly, in what way? _____

Yes	Possibly	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QC4.2. Access to Rolling Stock
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.3. Access to train paths
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.4. Pricing of access
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.5. Investment in capacity
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.6. Regulatory regime
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.7. Inter operability
 a If Yes/Possibly, in what way? _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

QC4.8. Comment: _____

QC5. In your view, is the existing/proposed regulatory framework adequate in terms of accommodating further liberalisation of either domestic or international rail passenger services?

	Totally	Partially	Slightly	Inadequate	N/A
a Existing regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Proposed regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Comment:	_____				

QC6. If partially/slightly/inadequate, what changes are required?

QC7. Any other comment?



Rolling Stock Manufacturers and Leasing Stakeholders

Q15.1 What passenger rolling stock markets do you supply to?

	Main business	Here and there	Expect to supply in future
a High speed - Domestic (national)			
b High speed - International (cross-border)			
c Other long distance/regional - Domestic (national)			
d Other long distance/regional - International (cross-border)			
e Urban/commuter/local			
f Other			
g Comment			

Q15.2 Which of your current markets have been the subject of rail liberalisation?

	Yes	In the process	No
a High speed - Domestic (national)			
b High speed - International (cross-border)			
c Other long distance/regional - Domestic (national)			
d Other long distance/regional - International (cross-border)			
e Urban/commuter/local			
f Other			
g Comment			

Q15.3 If liberalised, how successful has it been?

	Very successful	Successful	Not at all	Not successful
a High speed - Domestic (national)				
b High speed - International (cross-border)				
c Other long distance/regional - Domestic (national)				
d Other long distance/regional - International (cross-border)				
e Urban/commuter/local				
f Other				
g Comment				

Q15.4 How do you believe that passenger rail liberalisation has affected (or will affect) your business?

	Very beneficial	Beneficial	No impact	Adverse	Very Adverse
a High speed - Domestic (national)					
b High speed - International (cross-border)					
c Other long distance/regional - Domestic (national)					
d Other long distance/regional - International (cross-border)					
e Urban/commuter/local					
f Other					
g Comment					

Q15.5 Do you perceive any of the following issues to be a problem if your markets were (and) subject to rail liberalisation?

	Yes	Probably	No
a Access to rolling stock			
b Availability of funds for rolling stock			
c Leasing structure			
d Second hand market			
e Other			
f Comment			

Q15.6 Are there any other issues/problems to your business associated with passenger rail liberalisation?

Q15.7 If the EU fully liberalised rail passenger services, would you enter into new markets? If so which?

Q15.8 Any other comment?

Environmental, Safety and Passenger Organisations

QE1: Have any of these markets been the subject of passenger rail service liberalisation?

	Total	Partial	In the process		No
a) High speed - Domestic (national)					
b) High speed - International (cross-border)					
c) Other long distance/regional - Domestic (national)					
d) Other long distance/regional - International (cross-border)					
e) Urban/commuter/local					
f) Other: _____					
g) Comment: _____					

QE2: If liberalised, how successful has it been?

	Very	Moderate	Slight	Not at all	NA
a) High speed - Domestic (national)					
b) High speed - International (cross-border)					
c) Other long distance/regional - Domestic (national)					
d) Other long distance/regional - International (cross-border)					
e) Urban/commuter/local					
f) Other: _____					
g) Comment: _____					

QE3: How beneficial/detrimental has liberalisation been, or could be, in contributing to the objectives of your organisation, according to the following passenger rail services?

	Very beneficial	Beneficial	No impact	Adverse	Very Adverse
a) High speed - Domestic (national)					
b) High speed - International (cross-border)					
c) Other long distance/regional - Domestic (national)					
d) Other long distance/regional - International (cross-border)					
e) Urban/commuter/local					
f) Other: _____					
g) Why? Please comment: _____					

QE4: In your view, what would need to be changed to ensure a more liberalised passenger rail market?

QE5: Any other comment?
