

Respondent's Details

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I am responding: as an individual on behalf of an organisation

Is your response confidential? If so, please explain why (see Appendix 1 "Confidentiality of Consultations – Freedom of Information Act 2000").

Provision is made throughout this questionnaire for you to provide additional comments. If, however, you wish to provide more detailed comments on any aspect of the consultation, please feel free to append additional materials and supplementary documents, clearly marked and cross-referenced to the relevant questions, as necessary.

Questions on Detailed Policy Proposals

Question 1 (page 15)

Do you agree that the Department should have the necessary authority to implement the Rapid Transit proposals?

Yes No

Comments:

Yes. It is sensible that the Department holds necessary authority to implement the Rapid Transit proposals. This capability should enable the system to be delivered more quickly.

Question 2 (page 16)

Do you agree that the Department should take land acquisition powers for the implementation of the Rapid Transit system?

Yes No

Comments:

No comment.

Question 3 (page 16)

Do you agree that the Department should have the power to purchase, lease and dispose of goods, services and facilities for the Rapid Transit system?

Yes No

Comments:

Transdev believes that the key point in this respect is who is best placed to achieve value for money for the Department and the Rapid Transit system.

From our experience in other projects, it may be beneficial to consider private sector procurement in some areas e.g. vehicles, where it could be possible to leverage existing relationships/agreements with suppliers.

As an operator, we would seek a high level of involvement in issues like depot purchase (because of its impact on operational performance) and the design and purchase of vehicles (key in delivering the right passenger experience).

Question 4 (page 17)

Do you agree that a performance-based contract should be introduced for the operation of the Rapid Transit system?

Yes No

Comments:

Transdev believes performance-based contracts are effective. In our experience, the better performance regimes tend to be simple in approach and have a limited number of measures. Other important considerations will be:-

- Putting a limit on the level of reward and penalties that can be applied. Financially based performance regimes can be very effective up to a point. However if the risk is too great, a risk premium may be charged by the private sector.
- A sensible approach to making allowance, by way of relief, for circumstances outside the franchise operators control e.g. action by highways/utilities etc.
- Targets need to be easily measurable and unambiguous.

Question 5 (page 18)

Do you agree that the Department should be responsible for:

- specifying Rapid Transit service requirements, quality-of-service and the fare levels;
- awarding the Rapid Transit contract; and
- monitoring and reporting on Rapid Transit operator performance?

Yes **No**

Comments:

The Department should be responsible for awarding the Rapid Transit contract.

The private sector operator would expect to monitor and report on operational performance to the Department as part of the operating franchise agreement.

Issues such as fare levels have a crucial impact on the degree of patronage risk the private sector operator might be prepared to take. The more empowered the operator is in areas such as fare policy, the more risk they may be prepared to take.

Question 6 (page 18)

What are your views on the proposal to offer financial incentives to the Rapid Transit operator to grow the Rapid Transit market, introduce innovation and improve services?

Comments:

Transdev would welcome these proposals. It is in everyone's interest to have an operator who is incentivised to grow patronage as well as run a high quality service to the Department's specification. Our experience with other systems shows it is important that the incentives are set at the right level to ensure the benefits DRD intend through such a scheme are delivered.

Question 7 (page 20)

Do you agree with the proposed powers to regulate passenger conduct on Rapid Transit Vehicles and in/on Rapid Transit premises?

Yes **No**

Comments:

Yes. Transdev would recommend consultation with the operator who could help apply best practice in this area drawn from their experience of operating other comparable systems.

Question 8 (page 21)

Do you agree that the dedicated public transport corridors on which Rapid Transit operates should be strictly enforced?

Yes **No**

Comments:

Transdev's experience in operating successful BRT schemes in France and the Netherlands has shown that segregation and total priority at traffic lights are critical in delivering an efficient BRT. Transdev believes that this degree of priority will optimise the service attractiveness of the BRT through speed and reliability, and enable DRD to secure the maximum urban and social benefits from the project.

Question 9 (page 21)

Do you agree with the proposed powers for the Department to install, operate and maintain off-board ticketing machines?

Yes **No**

Comments:

The Department may secure better value for money if private sector partners' procure this equipment.

Please make any further comments on the Detailed Policy Proposals here, ensuring that you clearly refer to any relevant questions or responses submitted above.

Questions on Integrated Impact Assessment

In considering these questions you should bear in mind that it is proposed that a further Integrated Impact Assessment screening exercise will be undertaken prior to the implementation phase of the Rapid Transit project.

Question 1

Do you have any views on the Integrated Impact Assessment Screening conclusion reached by the Department?

Yes No

Comments:

Question 2

Are there any particular equality issues that need to be considered in relation to the policy proposals contained in the Detailed Policy Proposals booklet?

Yes No

Comments:

Comments on Equality Screening

We welcome your comments on any aspect of the draft equality screening document. Please bear in mind that it is proposed that a further screening exercise will be undertaken prior to the implementation phase of the Rapid Transit project.

Comments: