



SBB Facts and Figures

2018

Imprint

As part of its annual reporting, SBB publishes a wide range of facts and figures about itself at reporting.sbb.ch. The information on the site comes from SBB, and any exceptions are mentioned in the footnotes. SBB's information can be used freely if the source "reporting.sbb.ch" is given. The information provided also includes links to third-party websites. SBB does not accept any responsibility for the accuracy, completeness or legality of the content on these websites.

Published by SBB:

Bernhard Meier, Head of Public Affairs and Regulation

Stephan Osterwald, Head of Transport Economics, Statistics and Research Collaboration

Editors:

Stefan Weigel and Raphael Meyer, SBB Group Statistics

Technical realization:

SBB IT Group-level Units

Translations:

SBB Language Services

Contact:

SBB

Group Statistics

KOM-PGA-VSF

Hilfikerstrasse 1

CH - 3000 Bern 65

stat@sbb.ch

Origin:

<https://reporting.sbb.ch/en/home>

Print date:

29.03.2019

© SBB AG



Transportation

		2014	2015	2016	2017	2018	Δ%	
Passenger services – offer								
1	Train-kilometres	vehicle-km m	147.2	148.6	151.8	150.6	147.5	-2.1
1	Long-Distance Services	vehicle-km m	67.9	68.5	68.9	67.6	66.2	-2.1
1	Regional Services	vehicle-km m	79.3	80.1	82.9	83.0	81.3	-2.1
	Rail services	train-km m	76.3	76.9	79.7	80.0	80.4	0.4
2	Bus services	bus-km m	3.0	3.2	3.2	3.0	0.9	-70.4
	Seat-kilometres offered	seat-km offered m	65,602	65,792	68,642	68,195	67,456	-1.1
	Seats offered on average per train	number	446	443	452	453	457	1.1
	Long-Distance Services	number	636	626	640	650	651	0.1
	Regional Services	number	292	297	306	302	303	0.4
Passenger services – sales								
3	SBB points of sale	number	718	720	721	720	719	-0.1
4	Staffed by SBB employees	number	179	176	170	166	156	-6.0
5	Staffed by agencies	number	57	53	50	49	48	-2.0
	With self-service	number	482	491	501	505	515	2.0
6	Ticket sales	Tickets m	85.0	87.6	92.4	98.9	107.4	8.6
	Digital channels (sbb.ch and SBB Mobile)	Tickets m	13.1	18.0	24.4	32.4	44.3	36.8
	Ticket machines	Tickets m	48.9	47.9	49.3	48.4	46.5	-3.9
	Automatic travelcard renewal	Tickets m	1.4	1.3	2.0	2.9	3.4	19.4
	Counters	Tickets m	20.9	19.8	16.0	14.6	12.7	-13.2
	Rail Service and GA Travelcard Helpdesk	Tickets m	0.6	0.6	0.6	0.4	0.3	-35.4
	Self-service quota	%	74.7	76.8	82.1	84.8	87.9	3.2
	of which via digital channels	%	15.4	20.5	26.4	32.7	41.2	8.5
	Regular customers (GA and Half-Fare travelcards)	travelcards m	2.796	2.793	2.867	3.011	3.088	2.5
	GA travelcards (network season tickets)	Travelcards m	0.453	0.460	0.472	0.480	0.490	2.1
7	<u>GA travelcard rate by canton</u>							
	Aargau	%	6.5	6.6	6.8	7.0	7.3	0.3
	Appenzell Ausserrhoden	%	4.2	4.3	4.6	4.4	4.4	0.0
	Appenzell Innerrhoden	%	2.6	2.5	2.3	2.2	2.3	0.2
	Basel-Landschaft	%	3.5	3.5	3.6	3.6	3.6	0.0
	Basel-Stadt	%	5.9	5.9	5.9	5.8	5.8	0.0
	Bern / Berne	%	9.8	9.8	9.9	10.0	10.0	0.0
	Fribourg / Freiburg	%	4.7	4.7	4.8	4.9	4.9	0.0
	Genève	%	1.4	1.4	1.4	1.4	1.4	0.0
	Glarus	%	5.4	5.3	5.4	5.5	5.7	0.2
	Graubünden / Grigioni / Grischun	%	4.4	4.4	4.4	4.4	4.4	0.1



		2014	2015	2016	2017	2018	Δ%	
	Jura	%	3.6	3.5	3.8	3.8	3.9	0.0
	Luzern	%	6.1	6.0	6.0	6.0	6.1	0.1
	Neuchâtel	%	3.8	3.9	4.0	4.0	4.1	0.1
	Nidwalden	%	2.8	2.8	3.2	3.4	3.5	0.1
	Obwalden	%	2.6	2.5	2.7	2.7	2.8	0.1
	Schaffhausen	%	6.0	6.2	6.4	6.4	6.7	0.3
	Schwyz	%	5.0	5.0	5.2	5.3	5.5	0.2
	Solothurn	%	7.2	7.3	7.5	7.6	7.7	0.1
	St. Gallen	%	4.9	5.0	5.0	5.2	5.2	0.0
	Thurgau	%	5.0	5.0	5.0	5.0	5.0	0.0
	Ticino	%	0.8	0.8	0.9	1.0	1.0	0.1
	Uri	%	4.6	4.7	4.5	4.5	4.3	-0.2
	Valais / Wallis	%	5.4	5.4	5.5	5.5	5.5	0.0
	Vaud	%	4.1	4.2	4.2	4.1	4.1	0.0
	Zug	%	6.6	6.6	6.9	7.2	7.2	0.0
	Zürich	%	6.3	6.3	6.3	6.4	6.4	0.1
	Half-Fare travelcards	Travelcards m	2,344	2,332	2,395	2,531	2,598	2.6
8	<u>Half-Fare travelcard rate by canton</u>							
	Aargau	%	27.8	27.2	27.3	28.3	28.5	0.2
	Appenzell Ausserrhoden	%	28.5	28.5	31.2	32.3	32.8	0.5
	Appenzell Innerrhoden	%	24.5	24.0	24.9	26.1	26.9	0.8
	Basel-Landschaft	%	28.0	27.0	26.9	27.8	27.7	-0.1
	Basel-Stadt	%	35.6	34.2	33.6	34.0	34.3	0.3
	Bern / Berne	%	34.6	34.4	34.8	36.0	36.4	0.4
	Fribourg / Freiburg	%	19.0	18.9	19.2	20.2	20.5	0.3
	Genève	%	15.6	14.9	15.2	16.1	16.3	0.2
	Glarus	%	25.6	24.8	25.5	26.1	26.5	0.3
	Graubünden / Grigioni / Grischun	%	28.7	28.4	28.8	30.0	30.6	0.6
	Jura	%	17.8	17.5	18.1	19.4	19.5	0.1
	Luzern	%	33.2	32.6	32.7	33.9	34.5	0.6
	Neuchâtel	%	19.7	19.6	19.9	20.8	21.3	0.5
	Nidwalden	%	34.1	33.5	36.1	37.9	38.8	1.0
	Obwalden	%	31.3	30.9	33.1	34.8	35.9	1.2
	Schaffhausen	%	30.3	29.6	29.6	30.3	30.5	0.2
	Schwyz	%	29.6	29.4	30.5	32.2	33.1	0.9
	Solothurn	%	27.7	27.3	27.6	28.8	29.1	0.3
	St. Gallen	%	27.4	27.1	27.4	29.6	29.3	-0.2
	Thurgau	%	27.5	27.3	27.3	27.9	28.2	0.3
	Ticino	%	10.2	9.9	10.3	11.2	11.9	0.7



			2014	2015	2016	2017	2018	Δ%
	Uri	%	31.5	31.2	28.8	30.4	31.5	1.1
	Valais / Wallis	%	25.5	25.6	26.1	27.4	28.0	0.6
	Vaud	%	24.4	24.0	24.5	25.6	26.0	0.4
	Zug	%	39.1	38.5	39.0	41.9	41.6	-0.3
	Zürich	%	37.9	37.0	37.0	38.5	38.7	0.2
Passenger services – demand								
9	Passenger-traffic performance	Pkm m	18,231	18,560	18,960	18,501	18,608	0.6
9	Long-Distance Services	Pkm m	13,348	13,543	13,742	13,280	13,324	0.3
	Regional Services	Pkm m	4,883	5,017	5,218	5,221	5,284	1.2
	Rail services	Pkm m	4,861	4,995	5,194	5,197	5,254	1.1
10	Bus services	Pkm m	22	22	24	25	30	22.9
	Growth in demand during time of peak traffic	%	1.1	2.0	2.1	0.6	0.4	-0.2
11	Long-Distance Services	%	0.8	1.6	1.3	0.9	0.2	-0.7
	Regional Services	%	2.1	3.1	4.0	-0.1	1.0	1.1
	Growth in demand during off-peak periods	%	1.0	1.9	2.5	0.1	0.4	0.3
11	Long-Distance Services	%	0.1	1.8	1.7	-0.2	0.0	0.2
	Regional Services	%	4.4	2.3	5.2	1.2	1.8	0.6
9	Average load factor	%	28.1	28.6	28.0	27.5	27.9	0.4
9	Long-Distance Services	%	30.9	31.6	31.1	30.2	30.9	0.7
	Regional Services	%	22.5	22.7	22.1	22.4	22.4	0.0
9	Passenger volume in terms of journeys	PJ m	430.4	441.8	458.4	452.4	455.9	0.8
9	Average number of passengers per day	m PJ/day	1.18	1.21	1.25	1.24	1.25	0.8
9	Average passengers per train	number	127	128	128	125	127	1.2
9	Average length of journey	km	41.1	40.8	40.2	39.7	39.8	0.1
12	Modal split of passenger traffic	%	20.6	20.6	20.6	20.3	–	–
13	of which railway	%	16.6	16.7	16.7	16.5	–	–
14 Passengers boarding and alighting at stations								
15	Zürich HB	JL/working day	441,400	–	466,800	–	–	–
16	Bern	JL/working day	202,600	–	210,000	–	–	–
17	Basel SBB	JL/working day	112,900	–	114,200	–	–	–
	Lausanne	JL/working day	107,100	–	108,900	–	–	–
	Winterthur	JL/working day	105,200	–	108,000	–	–	–
	Luzern	JL/working day	91,800	–	96,200	–	–	–
	Zürich Oerlikon	JL/working day	84,500	–	85,700	–	–	–
18	Zürich Stadelhofen	JL/working day	81,100	–	83,300	–	–	–
	Olten	JL/working day	78,100	–	81,300	–	–	–



		2014	2015	2016	2017	2018	Δ%	
17	Genève	JL/working day	70,700	–	73,700	–	–	
Freight services								
19	Volume of freight traffic	net tonnes m	53.1	51.1	53.5	53.2	51.9	-2.4
20	Wagonload freight	net tonnes m	34.9	33.0	32.1	30.8	31.1	0.9
	Intermodal transport	net tonnes m	18.2	18.1	21.4	22.4	20.8	-7.0
	Lorry shuttle	net tonnes m	3.6	3.6	3.4	3.6	3.2	-10.8
	Unaccompanied intermodal transport	net tonnes m	14.5	14.5	18.0	18.8	17.6	-6.3
	Average volume of freight traffic per day	net tonnes/day	210,000	205,000	210,000	210,000	205,000	-2.4
21	Freight-traffic performance	net tonne-km m	14,478	15,065	16,559	16,699	16,974	1.7
	SBB Cargo Ltd	net tonne-km m	6,562	6,334	6,539	6,534	6,616	1.3
	SBB Cargo International Ltd	net tonne-km m	9,054	9,952	11,163	11,374	11,659	2.5
22	<u>by FSO traffic type</u>							
20	Wagonload freight	net tonne-km m	6,367	6,188	5,918	5,871	5,952	1.4
	Intermodal transport	net tonne-km m	8,111	8,877	10,641	10,827	11,022	1.8
	Lorry shuttle	net tonne-km m	585	605	551	561	495	-11.8
	Unaccompanied intermodal transport	net tonne-km m	7,526	8,272	10,090	10,266	10,527	2.5
23	<u>Loaded wagons of SBB Cargo Ltd (Switzerland)</u>							
24	– System wagonload freight	Wagons	–	–	–	569,360	573,101	0.7
24	– Single wagonload freight	Wagons	–	–	–	69,370	68,370	-1.4
	– Block trains	Wagons	–	–	–	217,695	225,107	3.4
25	Modal split of freight traffic	%	37.8	38.4	39.0	36.9	–	–
19	Trans-alpine freight SBB Cargo	net tonnes m	17.6	18.4	20.3	20.8	20.2	-3.0
	<u>by transit route</u>							
	Gotthard	net tonnes m	14.6	13.7	14.7	12.8	13.9	8.4
20	Wagonload freight	net tonnes m	5.6	5.7	6.0	5.8	5.9	2.9
	Lorry shuttle	net tonnes m	0.4	0.3	0.3	0.3	0.2	-21.7
	Unaccompanied intermodal transport	net tonnes m	8.6	7.7	8.4	6.7	7.7	14.5
	Simplon	net tonnes m	3.1	4.7	5.6	8.0	6.3	-21.2
20	Wagonload freight	net tonnes m	1.9	1.8	1.5	1.0	1.1	7.5
	Unaccompanied intermodal transport	net tonnes m	1.2	3.0	4.0	7.0	5.2	-25.4
22	<u>by FSO traffic type</u>							
20	Wagonload freight	net tonnes m	7.5	7.5	7.6	6.8	7.0	3.6
	Lorry shuttle	net tonnes m	0.4	0.3	0.3	0.3	0.2	-21.8
	Unaccompanied intermodal transport	net tonnes m	9.8	10.6	12.4	13.7	12.9	-5.9



		2014	2015	2016	2017	2018	Δ%	
26	SBB market share of trans-alpine railway freight							
	%	58.1	59.0	64.6	68.0	64.9	-3.1	
	SBB Cargo Ltd	28.9	27.6	29.8	26.2	26.8	0.6	
	SBB Cargo International Ltd	29.2	31.4	34.8	41.8	38.1	-3.7	
Infrastructure								
27	Number of trains on the network	number/day	10,110	10,320	10,608	10,671	10,708	0.3
27	Passenger traffic	number/day	8,263	8,468	8,757	8,829	8,917	1.0
27	Freight traffic	number/day	1,847	1,852	1,851	1,842	1,791	-2.8
	Train paths sold or used by the infrastructure manager	in-path km m	178.5	180.1	183.7	182.3	182.3	0.0
	SBB Infrastructure train paths sold	train-path km m	173.3	174.8	178.3	176.9	177.0	0.1
	Passenger traffic	train-path km m	143.9	145.4	149.3	148.4	148.6	0.1
	SBB Passenger Traffic including subsidiaries	train-path km m	132.2	133.3	136.9	135.8	135.5	-0.2
	Other passenger traffic companies	train-path km m	11.8	12.1	12.5	12.6	13.1	3.9
	Freight traffic	train-path km m	29.3	29.4	29.0	28.5	28.4	-0.2
	SBB Cargo Ltd and SBB Cargo International Ltd	in-path km m	23.4	23.1	23.4	23.2	22.8	-1.5
	Other freight traffic companies	train-path km m	5.9	6.4	5.6	5.3	5.6	5.5
28	Subsidiary train paths sold	train-path km m	4.2	4.1	4.1	4.2	4.2	-1.8
	Sensetalbahn and Thurbo	train-path km m	1.2	1.2	1.2	1.2	1.2	1.1
	Zentralbahn (metre gauge)	train-path km m	3.0	2.9	3.0	3.1	3.0	-2.9
	Train paths used by the infrastructure managers	in-path km m	1.09	1.17	1.27	1.18	1.22	3.5
	SBB Infrastructure	train-path km m	1.08	1.16	1.26	1.17	1.21	3.3
29	Subsidiaries	train-path km m	0.01	0.01	0.01	0.01	0.01	34.2
30	Train density	trains/route/day	157.7	158.6	160.9	156.8	157.1	0.1
31	Passenger trains	trains/route/day	134.9	135.9	138.8	135.5	135.6	0.0
32	Freight trains	trains/route/day	27.5	27.6	27.0	26.1	26.0	-0.2
33	Trans-alpine freight on SBB Infrastructure	net tonnes m	32.3	33.1	33.5	32.3	33.0	2.0
	<u>by transit route</u>							
34	Gotthard	net tonnes m	18.4	17.8	16.6	14.8	16.9	13.7
20	Wagonload freight	net tonnes m	5.5	5.2	5.0	5.1	5.0	-1.5
	Lorry shuttle	net tonnes m	0.3	0.3	0.3	0.3	0.2	-22.0
34	Unaccompanied intermodal transport	net tonnes m	12.6	12.3	11.3	9.5	11.7	23.0
35	Simplon	net tonnes m	13.9	15.3	16.9	17.5	16.1	-7.9
20	Wagonload freight	net tonnes m	2.0	2.1	2.4	1.5	1.6	7.9
	Lorry shuttle	net tonnes m	3.3	3.3	3.1	3.3	3.0	-9.9



		2014	2015	2016	2017	2018	Δ%	
35	Unaccompanied intermodal transport	net tonnes m	8.6	9.9	11.4	12.7	11.5	-9.3
36	<u>by traffic type</u>							
37	Wagonload freight	net tonnes m	7.5	7.3	7.4	6.6	6.6	0.7
	Lorry shuttle	net tonnes m	3.6	3.6	3.4	3.6	3.2	-10.9
	Unaccompanied intermodal transport	net tonnes m	21.2	22.2	22.7	22.2	23.2	4.5
38	Modal split of trans-alpine freight	%	67.7	69.1	71.0	69.9	70.5	0.6

Operating performance

Operating performance (trains and buses)		vehicle-km m	181.9	184.3	189.0	188.1	184.9	-1.7
1	SBB passenger services	vehicle-km m	147.2	148.6	151.8	150.6	147.5	-2.1
1	Long-Distance Services	vehicle-km m	67.9	68.5	68.9	67.6	66.2	-2.1
	Regional Services standard gauge	train-km m	73.3	74.0	76.7	77.0	77.4	0.5
	Regional Services metre gauge (Zentralbahn)	train-km m	3.0	3.0	3.0	3.1	3.0	-2.8
2	Regional bus services	bus-km m	3.0	3.2	3.2	3.0	0.9	-70.4
	SBB Cargo Ltd and SBB Cargo International Ltd.	train-km m	33.6	34.5	36.0	36.3	36.2	-0.2
	Freight trains	train-km m	30.2	30.9	32.4	33.0	33.1	0.2
	Wagonload freight	train-km m	18.0	18.3	18.2	18.6	18.6	-0.2
	Intermodal transport	train-km m	12.2	12.6	14.2	14.4	14.5	0.7
	Light engines	train-km m	3.4	3.6	3.6	3.3	3.2	-4.3
	Construction and maintenance trains SBB Infrastructure	train-km m	1.1	1.2	1.3	1.2	1.2	3.5

Footnotes: Traffic

- 1 Including bus lines.
- 2 Issuance of several major bus traffic concessions as of the timetable change in December 2017.
- 3 The number of points of sale within SBB cannot be considered in relation to the number of SBB train stations: sales points at stations whose infrastructure belongs to SBB may also be operated by transport companies other than SBB; in addition, SBB has points of sale that are not located in train stations (e.g. Genève Balexert) or in SBB stations (e.g. Konstanz).
Retroactive correction of value for 2017: 720 instead of 719 points of sale.
- 4 Retroactive correction of value for 2017: 166 instead of 165 points of sale (Renens EPFL).
- 5 Migrolino, Valora, Swiss Post, station operator.
- 6 The total ticket sales also include sales via partner distribution.
- 7 Proportion of the population with a GA travelcard.
- 8 Proportion of the population with a Half-Fare travelcard.
- 9 Periodic adjustment of extrapolation parameters leads to a method-related reduction in passenger kilometres and passenger journeys for long-distance services; including retroactive adjustment of the figures for 2017.
- 10 Taking into account passenger kilometres for rail replacement services from 2018 onwards.
- 11 Thanks in no small part to the success of the supersaver ticket, the weekend traffic performance of long-distance services has increased by approximately 2 per cent.



- 12 Percentage of all public transport of motorised passenger traffic by rail and road; in terms of transport performance in Switzerland in passenger-kilometres, excluding human-powered mobility. Source: Federal Statistical Office – Mobility and Transport. Latest reference year: 2017.
- 13 Railway's share of motorised passenger traffic by rail and road; in terms of transport performance in Switzerland in passenger- kilometres, excluding human-powered mobility. Source: Federal Statistical Office – Mobility and Transport. Latest reference year: 2017.
- 14 This only takes rail passengers into consideration.
- 15 This also comprises ZLOE, ZMUS and ZUSZ, but not the SZU Uetliberg line.
- 16 Without RBS.
- 17 Without SNCF.
- 18 Without Forchbahn.
- 19 Consolidated figures for SBB Cargo Ltd and SBB Cargo International Ltd. The categorisation into wagonload freight and intermodal transport is performed in the same way as the traffic volume, i.e. by FSO (Federal Statistical Office) traffic type, based on the NHM codes of the wagons rather than on SBB Cargo's product lines.
- 20 Includes wagonload freight block trains.
- 21 Consolidated figures for SBB Cargo Ltd and SBB Cargo International Ltd.
- 22 In the categorisation by FSO (Federal Statistical Office) traffic type, the differentiation between wagonload freight and intermodal transport is based on the NHM codes of the wagons rather than on SBB Cargo's product lines.
- 23 Traffic of SBB Cargo Ltd only (Switzerland). It is not possible to make a comparison with the figures published for the volume of freight traffic and freight tonne-kilometres.
- 24 2017 and 2018 figures adjusted for traffic linked to sugar beet harvesting.
- 25 Railway's share of total freight traffic by rail and road; in terms of transport performance in Switzerland in net-net tonne-kilometres. Source: Federal Statistical Office – Mobility and Transport. Latest reference year: 2017.
- 26 Intramodal market share, measured by traffic volume in net-net tonnes. Source: Federal Office of Transport – shift of freight from road to rail. Latest reference year: 2017.
- 27 Monday to Friday; excluding Zentralbahn (metre gauge).
- 28 Sensetalbahn, Thurbo and Zentralbahn are subsidiaries of SBB Passenger Traffic.
- 29 Sensetalbahn, Thurbo and Zentralbahn are passenger transport subsidiaries.
- 30 Only train paths sold are taken into account.
- 31 Only routes used for passenger services are taken into account. Only train paths sold are taken into account.
- 32 Only routes used for freight services are taken into account.
- 33 Traffic volume for all railway undertakings on SBB Infrastructure.
- 34 Compensation for decline in traffic in the previous year due to interruption on the Rhine valley line and displacement of traffic from Simplon to Gotthard.
- 35 Displacement of traffic from Simplon to Gotthard.
- 36 The categorisation according to mode of transport is based on the freight train category specified by freight traffic companies when ordering train paths.
- 37 Includes wagonload freight block trains. General decline in trans-alpine wagonload freight combined with lost traffic due to the interruption on the Rhine valley line at Rastatt.
- 38 Proportion of trans-alpine road and rail freight in Switzerland transported via rail, measured by traffic volume in net-net tonnes. Source: Federal Office of Transport – shift of freight from road to rail. Latest reference year: 2017.



Quality

		2014	2015	2016	2017	2018	Δ%	
1	Safety							
	Derailements	number	1	5	0	4	4	0.0
	Collisions involving train runs	number	1	4	5	6	7	16.7
	Accidents at level crossings	number	11	8	10	12	15	25.0
	Accidents to passengers or third parties gaining access to trains	number	5	2	2	2	1	-50.0
	Punctuality – passenger traffic							
2	Customer punctuality	%	87.7	87.8	88.8	90.2	90.1	-0.1
3	Customer-weighted connection punctuality	%	97.1	97.0	96.7	97.2	97.0	-0.1
	Punctuality – freight traffic							
4	Three-minute punctuality for domestic service	%	77.2	74.9	73.8	74.9	77.7	2.8
	Connectivity							
5	Proportion of rolling stock with mobile radio signal boosters	%	–	–	42.3	46.6	51.4	4.8
6	Long-Distance Services fleet	%	–	–	76.7	77.0	79.5	2.5
7	Regional Services fleet	%	–	–	11.4	19.6	26.2	6.6
8	Proportion of the route network used by passenger services with 4G coverage	%	–	–	94.7	97.0	97.7	0.7
	Stations with SBB WiFi	number	52	79	79	79	79	0.0
	Registered customers	m	–	1.31	2.06	1.18	1.48	25.4
	Volume of data downloaded	TB	–	14.9	16.2	14.1	16.9	19.9
	Customer satisfaction							
	Overall customer satisfaction index	index (0–100)	74.3	74.8	75.0	74.7	75.0	0.3
	Customer satisfaction: Passenger Division	index (0–100)	73.6	74.1	74.4	74.7	75.1	0.5
	Customer satisfaction: Real Estate Division	index (0–100)	76.5	77.4	77.3	78.5	78.5	0.0
	Customer satisfaction: Freight Division	index (0–100)	72.6	72.6	72.8	69.2	69.4	0.3

Footnotes: Quality

- From the infrastructure manager's point of view: SBB network including Thurbo and Sensetalbahn, excluding Zentralbahn.
- Percentage of passengers who arrive on time or less than three minutes late. All railway undertakings; measured at key operating locations of the SBB infrastructure.
- All railway undertakings, measured at key operating points of SBB Infrastructure.
- Percentage of freight trains for domestic services which arrive on time or less than three minutes late, metered at key operating control points for all railway undertakings.
- In order to ensure that reception inside the train is just as good as it is outside, mobile network providers and SBB are using signal boosters in trains. In vehicles it is modernising, SBB will also be rolling out high-frequency windows that let mobile signals through.



- 6 As a basic principle, all long-distance services' rolling stock provided for regular deployment is equipped with signal boosters. The Astoro fleet is an exception to this and will be upgraded accordingly over the coming months and years. Old rolling stock that is not used regularly or is soon to be scrapped will not be upgraded.
- 7 By 2024 the regional fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through. The latest multiple units such as the Regio double-deck trains already have them.
- 8 4G coverage is the basic requirement for a good and fast mobile data connection.



Sustainability

		2014	2015	2016	2017	2018	Δ%	
Energy and climate								
1	Energy consumption	GWh	2,466	2,500	2,583	2,552	2,544	-0.3
2	Traction current	GWh	1,722	1,731	1,815	1,780	1,760	-1.1
	Own consumption for traction current supply	GWh	145	153	131	126	126	0.2
3	Diesel for rail traction	GWh	103	103	106	112	116	3.6
	Fuel for road vehicles, machines and equipment	GWh	44	45	46	47	48	0.8
	Electricity for buildings and facilities	GWh	240	243	258	270	281	4.1
	Thermal energy for buildings and facilities	GWh	212	224	227	217	213	-1.6
	Heating oil	GWh	81.3	81.5	82.2	82.0	77.4	-5.5
	Natural gas	GWh	88.1	91.2	94.9	86.4	80.3	-7.0
	Propane	GWh	4.7	10.1	7.1	9.4	6.5	-30.8
	Biogas	GWh	–	0.2	0.1	0.2	1.4	801.3
	Wood	GWh	8.7	9.9	6.3	12.4	14.9	21.0
	District heating	GWh	29.3	31.1	36.6	26.3	32.5	23.9
4	Specific energy consumption of railway passenger transport	kWh/100 Pkm	–	8.41	8.58	8.54	8.44	-1.2
5	Specific energy consumption of railway freight traffic	kWh/100 net tonne-km	–	4.45	4.45	4.35	4.34	-0.1
6	Greenhouse gas emissions from energy consumption	t	137,545	132,575	136,189	133,582	132,195	-1.0
3	Traction current	t	10,410	10,145	12,533	12,028	11,893	-1.1
	Own consumption for traction current supply	t	2,139	2,258	1,935	1,856	1,859	0.2
3	Diesel for rail traction	t	41,636	41,842	42,840	45,260	46,872	3.6
	Fuel for road vehicles, machines and equipment	t	13,349	13,599	13,655	14,214	14,333	0.8
	Electricity for buildings and facilities	t	13,070	4,866	3,875	2,696	2,245	-16.7
	Thermal energy for buildings and facilities	t	56,940	59,865	61,351	57,527	54,993	-4.4
7	Specific greenhouse gas emissions of railway passenger transport	g/100 Pkm	–	8.23	13.06	13.31	14.05	5.5
3	Specific greenhouse gas emissions of railway freight traffic	g/100 net tonne-km	–	146.6	152.5	171.1	187.5	9.6
Noise protection								
	Low-noise rolling stock SBB Passenger Traffic	%	96.9	97.2	97.6	97.6	97.7	0.1
	Low-noise freight wagons SBB Cargo	%	91.6	92.6	92.9	93.6	93.7	0.1
	Total length of noise barriers	km	332	348	355	362	372	2.8



		2014	2015	2016	2017	2018	Δ%	
Stock consumption								
	Track construction materials	t	590,722	588,829	592,434	654,255	721,404	10.3
	Gravel	t	71,000	67,451	29,462	22,100	62,900	184.6
	Ballast	t	434,000	426,759	468,873	530,000	536,500	1.2
	Line sleepers	t	31,605	37,325	38,614	40,911	55,127	34.7
8	produced from concrete	t	24,847	32,571	28,819	33,728	49,327	46.2
	produced from wood	t	4,550	3,286	5,021	4,269	3,204	-25.0
	produced from steel	t	2,208	1,468	4,774	2,914	2,596	-10.9
	Points sleepers	t	14,157	17,662	13,385	14,903	15,287	2.6
	produced from concrete	t	12,130	15,488	9,926	12,009	12,456	3.7
	produced from wood	t	2,027	2,174	3,459	2,894	2,831	-2.2
	Rails	t	39,960	39,632	42,100	46,340	51,590	11.3
	Lubricants	t	704	740	670	640	598	-6.6
	Chemicals	t	180	176	158	165	168	2.0
	Acids, alkaline solutions, chemicals	t	73	71	70	79	74	-6.3
	Paints, lacquers, thinners	t	105	103	85	83	92	10.8
	Herbicides	t	2.2	2.8	3.0	2.8	2.2	-22.6
9	Road salt	t	112	530	284	367	8	-97.8
	Copy paper	t	418	395	359	321	281	-12.4
Waste								
	Industrial waste	t	—	392,354	357,477	364,466	320,419	-12.1
10	Track excavation waste (ballast, sand and gravel)	t	334,150	303,188	253,820	268,260	231,518	-13.7
	of which recycled and reused	%	79.5	85.2	81.4	83.1	80.0	-3.1
11	Metals	t	—	67,942	80,420	73,492	73,730	0.3
11	Concrete sleepers	t	—	14,415	17,526	15,641	6,195	-60.4
12	Building materials, excavation	t	—	4,288	2,620	3,755	5,074	35.1
13	Wood	t	—	1,130	1,259	1,611	1,598	-0.8
11	Paper, cardboard	t	—	453	524	769	776	0.9
14	Plastic, rubber	t	—	292	454	372	454	22.2
11	Electronic waste	t	—	201	279	133	241	81.3
15	Organic waste, compost	t	—	99	98	78	94	21.6
11	Glass	t	—	129	146	127	94	-25.8
12	Other industrial waste	t	—	216	331	228	645	182.3
	Hazardous wastes	t	—	56,327	61,800	51,648	44,634	-13.6
16	Heavily contaminated spoil	t	—	40,855	40,081	32,989	23,566	-28.6
13	Contaminated old wood (wooden sleepers)	t	—	12,410	18,592	15,205	17,435	14.7
12	Cleaning residue	t	—	640	860	756	985	30.4
14	Chemicals	t	—	847	579	835	759	-9.1



		2014	2015	2016	2017	2018	Δ%	
13	Used oil , transformer oil	t	—	714	760	605	618	2.2
13	Slurry	t	—	435	447	572	533	-6.8
11	Accumulators, batteries	t	—	260	327	393	417	6.3
14	Contaminated containers	t	—	54	53	54	48	-11.1
12	Other hazardous waste	t	—	113	100	241	273	13.1
	Public refuse	t	37,760	37,184	36,566	35,758	35,176	-1.6
13	Combustible waste	t	31,440	31,126	30,192	29,145	28,844	-1.0
17	Paper, cardboard	t	6,120	5,673	5,908	6,017	5,739	-4.6
17	Glass	t	21	39	44	58	64	9.3
17	PET	t	158	294	329	395	395	0.0
17	Aluminium	t	21	52	93	142	134	-5.6

Footnotes: Sustainability

- 1 Data on SBB Ltd and SBB Cargo Ltd.
- 2 SBB's point of view as a railway undertaking; consumption in Switzerland only; including SBB Cargo International Ltd.
- 3 SBB's point of view as a railway undertaking; consumption in Switzerland only; including SBB Cargo International Ltd.
- 4 Converted to petrol equivalent, this equates to 0.943 l of petrol per 100 passenger kilometres. This takes into account the consumption and activities of SBB as a railway undertaking in Switzerland, including standard gauge subsidiaries of SBB Regional Services.
- 5 Converted to diesel equivalent, this equates to 0.436 l of diesel per 100 net ton-kilometres. This takes into account the consumption and activities of SBB as a railway undertaking in Switzerland, including SBB Cargo International Ltd.
- 6 Including upstream chain: greenhouse gas emissions by upstream industrial processes such as manufacture, storage or transport of raw materials, semi-manufactures or products (grey energy).
- 7 This takes into account the consumption and activities of SBB as a railway undertaking in Switzerland, including standard gauge subsidiaries of SBB Regional Services.
- 8 Sharp increase in the demand for concrete sleepers due to the SBB Infrastructure investment strategy of favouring concrete over wooden sleepers.
- 9 97.8% decrease due to outsourcing of winter business at the stations to external suppliers.
- 10 Waste disposal: recycling and reuse where possible; remaining quantities are deposited.
- 11 Waste disposal: recycling.
- 12 Waste disposal: recycling, thermal recovery or landfill.
- 13 Waste disposal: thermal recovery.
- 14 Waste disposal: recycling or thermal recovery.
- 15 Waste disposal: composting, fermentation.
- 16 Waste disposal: landfill.
- 17 Collected and reused by type.



Rolling stock

		2014	2015	2016	2017	2018	Δ%	
1	Rolling stock owned by SBB							
	Electric multiple units	number	492	504	522	543	572	5.3
	Long-Distance Services multiple units	number	98	99	101	107	114	6.5
	Regional Services multiple units	number	394	405	421	436	458	5.0
	of which metre gauge	number	20	20	25	25	25	0.0
	Power cars	number	141	134	121	121	121	0.0
	of which metre gauge	number	1	1	1	1	1	0.0
	Mainline locomotives	number	689	688	677	659	648	-1.7
	Passenger services	number	335	335	335	335	335	0.0
	of which metre gauge	number	8	8	8	8	8	0.0
	Freight services	number	354	353	342	324	313	-3.4
	Shunting locomotives	number	244	239	240	222	222	0.0
	Passenger services	number	54	54	51	47	45	-4.3
	of which metre gauge	number	3	3	3	3	3	0.0
	Freight services	number	92	92	86	75	76	1.3
	of which hybrid drive	number	30	30	30	30	30	0.0
2	Infrastructure	number	98	93	103	100	101	1.0
	Shunting tractors	number	266	262	257	257	250	-2.7
	Passenger services	number	29	29	24	24	22	-8.3
	of which metre gauge	number	9	9	8	8	7	-12.5
	Freight services	number	45	41	41	41	39	-4.9
2	Infrastructure	number	192	192	192	192	189	-1.6
	Passenger coaches	number	2,379	2,359	2,292	2,248	2,208	-1.8
	1st and 2nd class coaches	number	1,937	1,923	1,872	1,841	1,805	-2.0
	of which metre gauge	number	32	32	30	28	28	0.0
	Driving trailers	number	418	415	411	403	399	-1.0
	of which metre gauge	number	14	13	12	10	10	0.0
	Luggage vans	number	24	21	9	4	4	0.0
	Freight wagons	number	6,816	6,458	5,937	5,278	5,324	0.9
	Four-wheel wagons	number	3,021	2,897	2,677	2,560	2,555	-0.2
	Eight-wheel wagons	number	3,795	3,561	3,260	2,718	2,769	1.9
2	Infrastructure special vehicles with self-propulsion	number	155	164	160	147	157	6.8
2	Infrastructure service vehicles	number	1,688	1,745	1,909	2,028	1,854	-8.6



		2014	2015	2016	2017	2018	Δ%	
3	Traction vehicles in SBB Cargo's possession							
	Mainline locomotives	number	327	323	332	344	338	-1.7
	of which permitted on foreign networks	number	101	103	108	130	132	1.5
	Shunting locomotives	number	93	91	89	82	85	3.7
	Diesel-powered	number	63	60	58	50	52	4.0
	Hybrid drive	number	30	31	31	32	33	3.1
	Shunting tractors	number	45	41	41	43	42	-2.3
	SBB Passenger Traffic – services							
	Multiple units with dining car	number	64	65	67	69	72	4.3
	of which metre gauge	number	4	4	4	4	4	0.0
	Dining cars (coaches)	number	44	44	44	44	44	0.0
	of which metre gauge	number	0	0	0	0	0	–
	Air-conditioned passenger coaches	number	1,621	1,691	1,721	1,762	1,786	1.4
4	Proportion of rolling stock with mobile radio signal boosters	%	–	–	42.3	46.6	51.4	4.8
5	Long-Distance Services fleet	%	–	–	76.7	77.0	79.5	2.5
6	Regional Services fleet	%	–	–	11.4	19.6	26.2	6.6
	Noise protection							
	Traffic	%	96.9	97.2	97.6	97.6	97.7	0.1
	Low-noise freight wagons SBB Cargo	%	91.6	92.6	92.9	93.6	93.7	0.1

Footnotes: Rolling stock

- 1 Fleet at year-end.
- 2 Not including rolling stock hired in order to cover short-term peak requirements.
- 3 Rolling stock available to SBB Cargo Ltd and SBB Cargo International Ltd for operational use, especially including rolling stock leased for longer periods, but excluding rolling stock owned by SBB Cargo Ltd that is leased out to third parties. The difference between ownership and possession of rolling stock is currently only relevant to freight services.
- 4 In order to ensure that reception inside the train is just as good as it is outside, mobile network providers and SBB are using signal boosters in trains. In vehicles it is modernising, SBB will also be rolling out high-frequency windows that let mobile signals through.
- 5 As a basic principle, all long-distance services' rolling stock provided for regular deployment is equipped with signal boosters. The Astoro fleet is an exception to this and will be upgraded accordingly over the coming months and years. Old rolling stock that is not used regularly or is soon to be scrapped will not be upgraded.
- 6 By 2024 the regional fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through. The latest multiple units such as the Regio double-deck trains already have them.

Stations

		2014	2015	2016	2017	2018	Δ%
Railway stations (passenger services)							
Stations and stops	number	794	794	795	793	793	0.0
¹ Stations and stops by infrastructure manager							
SBB Infrastructure	number	747	747	747	745	745	0.0
Sensetalbahn (standard gauge)	number	3	3	3	3	3	0.0
Thurbo (standard gauge)	number	14	14	14	14	14	0.0
Zentralbahn (metre gauge)	number	31	31	32	32	32	0.0
Stations and stops by canton							
Aargau	number	–	–	64	64	64	0.0
Appenzell Ausserrhoden	number	–	–	0	0	0	–
Appenzell Innerrhoden	number	–	–	0	0	0	–
Basel-Landschaft	number	–	–	21	21	21	0.0
Basel-Stadt	number	–	–	4	4	4	0.0
Bern / Berne	number	–	–	89	89	89	0.0
Fribourg / Freiburg	number	–	–	33	32	32	0.0
Genève	number	–	–	16	16	16	0.0
Glarus	number	–	–	16	16	16	0.0
Graubünden / Grigioni / Grischun	number	–	–	3	3	3	0.0
Jura	number	–	–	13	13	13	0.0
Luzern	number	–	–	45	45	45	0.0
Neuchâtel	number	–	–	25	25	25	0.0
Nidwalden	number	–	–	7	7	7	0.0
Obwalden	number	–	–	11	11	11	0.0
Schaffhausen	number	–	–	4	4	4	0.0
Schwyz	number	–	–	15	15	15	0.0
Solothurn	number	–	–	21	21	21	0.0
St. Gallen	number	–	–	50	50	50	0.0
Thurgau	number	–	–	63	63	63	0.0
Ticino	number	–	–	34	34	34	0.0
Uri	number	–	–	5	5	5	0.0
Valais / Wallis	number	–	–	28	28	28	0.0
Vaud	number	–	–	77	76	76	0.0
Zug	number	–	–	19	19	19	0.0
Zürich	number	–	–	130	130	130	0.0
Germany	number	–	–	2	2	2	0.0



		2014	2015	2016	2017	2018	Δ%	
2	Stations and stops with disabled access	number	432	445	454	369	386	4.6
	of which SBB infrastructure	number	401	414	422	335	352	5.1
3	SBB points of sale	number	718	720	721	720	719	-0.1
4	Staffed by SBB employees	number	179	176	170	166	156	-6.0
5	Staffed by agencies	number	57	53	50	49	48	-2.0
	With self-service	number	482	491	501	505	515	2.0
	News stands at stations	number	275	253	242	243	232	-4.5
6	Convenience stores	number	137	142	144	148	152	2.7
7	Advertising media	number	–	8,791	8,879	8,819	8,506	-3.5
	Promotions at railway stations	number	6,603	8,700	8,110	9,875	10,638	7.7
P+Rail and Bike+Rail								
	Railway stations with P+Rail	number	590	592	591	591	–	–
	P+Rail parking spaces for private cars	number	27,135	27,708	28,016	28,215	–	–
	Parking spaces for bikes managed by SBB	number	88,802	90,813	93,248	93,648	–	–
8	Station users							
	Aarau	MP/working day	–	71,000	72,000	73,000	72,000	-1.4
	Baden	MP/working day	–	63,000	63,000	63,000	61,000	-3.2
	Basel SBB	MP/working day	135,000	134,000	135,000	133,000	134,000	0.8
	Bellinzona	MP/working day	–	–	–	15,000	15,000	0.0
	Bern	MP/working day	305,000	313,000	318,000	324,000	326,000	0.6
	Biel/Bienne	MP/working day	–	68,000	67,000	67,000	69,000	3.0
	Chur	MP/working day	–	27,000	27,000	27,000	27,000	0.0
	Fribourg/Freiburg	MP/working day	–	31,000	31,000	31,000	31,000	0.0
	Genève	MP/working day	–	151,000	163,000	166,000	171,000	3.0
	Genève Aéroport	MP/working day	–	41,000	42,000	44,000	44,000	0.0
	Lausanne	MP/working day	140,000	143,000	149,000	148,000	145,000	-2.0
	Lugano	MP/working day	–	–	–	24,000	26,000	8.3
	Luzern	MP/working day	157,000	159,000	163,000	164,000	167,000	1.8
	Neuchâtel	MP/working day	–	33,000	33,000	33,000	33,000	0.0
	Olten	MP/working day	–	73,000	74,000	75,000	76,000	1.3
9	St. Gallen	MP/working day	77,000	78,000	77,000	–	–	–
	Thun	MP/working day	–	43,000	43,000	42,000	49,000	16.7
	Winterthur	MP/working day	115,000	121,000	121,000	117,000	121,000	3.4
	Zug	MP/working day	62,000	64,000	66,000	66,000	66,000	0.0
	Zürich Altstetten	MP/working day	–	57,000	60,000	64,000	62,000	-3.1
	Zürich Enge	MP/working day	–	21,000	23,000	23,000	25,000	8.7
	Zürich Hardbrücke	MP/working day	–	39,000	48,000	–	49,000	–



		2014	2015	2016	2017	2018	Δ%
Zürich HB	MP/working day	437,000	437,000	439,000	438,000	443,000	1.1
Zürich Oerlikon	MP/working day	–	–	–	106,000	112,000	5.7
Zürich Stadelhofen	MP/working day	–	92,000	95,000	100,000	99,000	-1.0

Footnotes: Stations

- 1 Lucerne is counted as a railway station both by SBB and Zentralbahn; however, it is only counted once in total.
- 2 On the basis of new provisions by the Federal Office of Transport for stations situated on bends in the track, 100 stations previously declared suitable for passengers with disabilities no longer meet these requirements; retroactive adjustment of 2017 figures.
- 3 The number of points of sale within SBB cannot be considered in relation to the number of SBB train stations: sales points at stations whose infrastructure belongs to SBB may also be operated by transport companies other than SBB; in addition, SBB has points of sale that are not located in train stations (e.g. Genève Balexert) or in SBB stations (e.g. Konstanz).
Retroactive correction of value for 2017: 720 instead of 719 points of sale.
- 4 Retroactive correction of value for 2017: 166 instead of 165 points of sale (Renens EPFL).
- 5 Migrolino, Valora, Swiss Post, station operator.
- 6 Aperto, Avec., Coop Pronto, Migrolino, Spar.
- 7 Analogue and digital advertising spaces.
- 8 Station users: rail/public transport passengers, customers using shops and other outlets at stations, passers-by.
- 9 No reliable results available for 2018 due to large worksites.



Infrastructures

		2014	2015	2016	2017	2018	Δ%	
Network								
1	Network operated	km	3,162	3,165	3,230	3,232	3,228	-0.1
	multi-track	km	1,752	1,757	1,839	1,846	1,851	0.3
1	single-track	km	1,410	1,408	1,392	1,386	1,377	-0.6
2	Average distance between stations/stops	km	3.98	3.99	4.06	4.08	4.07	-0.1
	Degree of electrification	%	100.0	100.0	100.0	100.0	100.0	0.0
3	Route network equipped with GSM-R	%	—	72.0	74.0	77.0	79.6	2.6
Route network by infrastructure manager								
1	SBB infrastructure (standard gauge)	km	3,019	3,023	3,088	3,089	3,086	-0.1
	Turbo (standard gauge)	km	38	38	38	38	38	0.0
	Sensetalbahn (standard gauge)	km	7	7	7	7	7	0.0
	Zentralbahn (metre gauge)	km	98	98	98	98	98	-0.1
Route network by canton								
	Aargau	km	295	295	295	295	295	0.0
	Appenzell Ausserrhoden	km	0	0	0	0	0	—
	Appenzell Innerrhoden	km	0	0	0	0	0	—
	Basel-Landschaft	km	90	90	90	90	90	0.0
	Basel-Stadt	km	22	22	22	22	22	0.0
	Bern / Berne	km	372	372	373	373	373	0.0
	Fribourg / Freiburg	km	127	127	127	127	127	0.0
	Genève	km	39	39	39	39	39	0.0
	Glarus	km	41	41	41	41	41	0.0
	Graubünden / Grigioni / Grischun	km	20	20	36	36	36	0.0
	Jura	km	54	54	54	54	54	0.0
	Luzern	km	147	147	147	147	147	0.0
	Neuchâtel	km	114	115	115	115	115	0.0
	Nidwalden	km	20	20	20	20	20	0.0
	Obwalden	km	37	37	37	37	37	0.0
	Schaffhausen	km	12	11	11	11	11	0.0
	Schwyz	km	65	65	65	65	65	0.0
	Solothurn	km	91	91	91	92	92	0.0
	St. Gallen	km	233	234	234	234	234	0.0
	Thurgau	km	185	184	184	184	184	0.0
	Ticino	km	178	179	211	211	211	0.0
	Uri	km	54	54	71	71	70	-0.8
	Valais / Wallis	km	132	133	133	133	133	0.0
	Vaud	km	294	293	293	293	293	0.0
	Zug	km	41	41	42	42	42	0.0
	Zürich	km	475	479	479	479	476	-0.6
	Other countries	km	22	21	21	21	21	0.0



		2014	2015	2016	2017	2018	Δ%	
Fixed installations								
	Train signals	number	31,886	32,513	33,460	33,408	34,704	3.9
	of which SBB infrastructure	number	31,266	31,874	32,813	32,752	34,009	3.8
	Signal boxes in operation	number	538	522	515	506	502	-0.8
	of which SBB infrastructure	number	517	502	496	487	483	-0.8
	Level crossings	number	1,153	1,110	1,084	1,068	1,066	-0.2
	of which SBB infrastructure	number	955	938	934	933	932	-0.1
4	Railway tunnels: tunnel sections	number	—	303	313	316	321	1.6
4	of which SBB infrastructure	number	—	284	294	297	302	1.7
5	Railway tunnels: total length	km	—	271.1	386.1	387.8	388.5	0.2
5	of which SBB infrastructure	km	—	259.5	374.6	376.2	376.9	0.2
6	Railway bridges: construction units	number	5,926	6,005	6,004	6,006	6,015	0.1
6	of which SBB infrastructure	number	5,686	5,765	5,761	5,761	5,768	0.1
7	Railway bridges: total length	km	98.7	104.6	104.6	104.5	105.9	1.4
7	of which SBB infrastructure	km	94.4	100.4	100.3	100.2	101.6	1.4
Electricity for railway operations								
	Hydroelectric plants	number	6	7	7	7	7	0.0
	Transformer stations	number	7	8	8	8	8	0.0
8	High-voltage lines 134 kV	km	1,854	1,873	1,872	1,872	1,872	0.0
	Electricity produced and procured	GWh	3,292	3,507	3,463	3,452	4,200	21.7
	Electricity used for railway operations	GWh	2,381	2,411	2,458	2,389	2,339	-2.1
	SBB Infrastructure	GWh	2,089	2,098	2,143	2,067	2,033	-1.7
9	Other infrastructures	GWh	292	314	315	322	306	-4.8
10	Proportion of traction current from renewable sources	%	97.1	99.1	91.9	91.4	90.0	-1.4

Footnotes: Infrastructures

- 1 Hinwil-Bäretswil line sold to ST.
- 2 Approximated data.
- 3 SBB infrastructure, excluding subsidiaries.
- 4 A tunnel may consist of several tunnel sections.
- 5 Total length of tunnel sections.
- 6 A railway bridge may consist of several construction units. Railway bridges are bridges for tracks in SBB's route network on which scheduled rail services run, regardless of whether or not the bridge belongs to SBB. SBB itself also owns other bridges such as footbridges on platforms and over roads, bridges for wild animals, etc.
- 7 Total length of construction units. Railway bridges are bridges for tracks in SBB's route network on which scheduled rail services run, regardless of whether or not the bridge belongs to SBB. SBB itself also owns other bridges such as footbridges on platforms and over roads, bridges for wild animals, etc.
- 8 Cables or overhead line; the figure refers to the train path length and not the circuit length.
- 9 SBB subsidiary companies' infrastructure (Sensetalbahn, Thurbo, Zentralbahn) and third-party infrastructure (BLS, MGB, SOB, etc.).
- 10 The electricity mix is declared on the basis of proof of origin. Precise management of the electricity mix began in 2018.



Personnel

		2014	2015	2016	2017	2018	Δ%	
SBB Group								
	Number of staff	FTE	32,857	33,081	33,119	32,754	32,309	-1.4
1	- Parent company	FTE	27,423	27,574	27,547	27,182	26,866	-1.2
	of which in Switzerland	FTE	27,410	27,554	27,535	27,174	26,859	-1.2
	- Subsidiaries	FTE	5,434	5,507	5,572	5,572	5,442	-2.3
	of which in Switzerland	FTE	4,939	5,019	5,060	4,978	4,822	-3.1
Workforce by division								
	Passenger Services	FTE	14,263	14,270	14,279	14,234	13,990	-1.7
	SBB Ltd, Passenger Division	FTE	12,444	12,443	12,459	12,492	12,394	-0.8
	Operations/production	FTE	2,503	2,135	2,110	2,153	2,153	0.0
	Technicians/maintenance	FTE	2,635	3,081	3,092	3,038	3,066	0.9
	Motive power unit drivers and train crew	FTE	4,571	4,555	4,598	4,654	4,615	-0.8
	Sales and customer service	FTE	1,890	1,837	1,766	1,744	1,700	-2.5
	Administration	FTE	844	836	892	904	860	-4.9
	Subsidiaries	FTE	1,819	1,827	1,820	1,742	1,596	-8.4
	Real Estate	FTE	817	817	791	779	776	-0.4
	Freight services	FTE	2,995	3,111	3,075	3,114	3,084	-1.0
	SBB Cargo Ltd	FTE	2,397	2,480	2,402	2,350	2,275	-3.2
	Operations/production	FTE	1,086	1,203	1,173	1,192	1,167	-2.1
	Technicians/maintenance	FTE	208	201	176	165	159	-3.4
	Motive power unit drivers	FTE	618	564	559	525	516	-1.6
	Sales and customer service	FTE	133	133	132	131	119	-9.3
	Administration	FTE	353	379	361	337	313	-7.1
	Subsidiaries	FTE	598	631	673	765	810	5.9
	Infrastructure	FTE	10,376	10,313	10,323	10,077	9,857	-2.2
	SBB Ltd, Infrastructure Division	FTE	9,527	9,450	9,449	9,205	9,016	-2.1
	Operations/production	FTE	3,685	3,480	3,385	3,252	3,187	-2.0
	Technicians/maintenance	FTE	4,734	4,937	5,093	5,049	4,996	-1.1
	Motive power unit drivers	FTE	431	403	397	372	352	-5.3
	Administration	FTE	677	629	574	532	479	-9.9
	Subsidiaries	FTE	849	864	873	872	841	-3.6
	Group-level units	FTE	4,406	4,570	4,651	4,550	4,602	1.1
	Group-level units SBB Ltd	FTE	2,238	2,385	2,446	2,356	2,406	2.1
	IT	FTE	980	1,073	1,104	1,077	1,089	1.2
2	Human Resources	FTE	703	747	733	672	715	6.4
	Other group-level units	FTE	555	564	609	607	602	-0.9
	Subsidiaries	FTE	2,168	2,185	2,205	2,194	2,196	0.1



		2014	2015	2016	2017	2018	Δ%	
Parent company (SBB Ltd and SBB Cargo Ltd)								
1	Number of staff	FTE	27,423	27,574	27,547	27,182	26,866	-1.2
	of which motive power unit drivers and train crew	FTE	5,620	5,533	5,568	5,551	5,484	-1.2
	Motive power unit drivers, SBB Passenger Traffic	FTE	2,440	2,485	2,578	2,661	2,637	-0.9
	Train crew, SBB Ltd Passenger Traffic	FTE	2,131	2,070	2,019	1,993	1,977	-0.8
	Motive power unit drivers SBB Cargo	FTE	618	564	559	525	516	-1.6
	Motive power unit drivers SBB Infrastructure	FTE	431	403	397	372	352	-5.3
3	Staff motivation	Index (1–100)	75	75	74	75	73	-2.7
3	Staff satisfaction	Index (1–100)	66	64	66	65	66	1.5
	Response rate for personnel appraisals	%	–	95.7	92.7	95.0	93.3	-1.7
	Women	%	–	93.9	91.1	92.7	91.1	-1.7
	Men	%	–	96.1	93.1	95.5	93.9	-1.7
	Turnover	FTE	1,722	1,876	1,791	1,999	1,851	-7.4
	Women	FTE	388	415	394	440	349	-20.5
	Men	FTE	1,334	1,462	1,397	1,560	1,502	-3.7
	Absences	days per FTE	13.1	13.6	13.5	13.5	13.9	3.2
	Sickness	days per FTE	10.3	10.9	11.0	11.1	11.4	2.9
	Accident	days per FTE	2.8	2.7	2.5	2.4	2.5	4.6
	Occupational accidents with work absence	Number/100 empl.	1.7	1.7	1.5	1.6	1.5	-5.2
4	Fatalities	number	34	30	23	37	25	-32.4
5	of which due to occupational accidents	number	0	0	0	0	3	–
Workforce by type of employment contract								
	GAV (Collective Labour Agreement)	FTE	26,186	26,354	26,353	25,992	25,636	-1.4
	OR (Code of Obligations)	FTE	1,237	1,221	1,194	1,191	1,230	3.3
6	Hired staff	FTE	1,121	2,873	2,998	3,139	3,253	3.6
Workforce by workplace canton								
	Aargau	FTE	718	688	727	716	673	-6.0
	Appenzell Ausserrhoden	FTE	0	0	0	0	0	–
	Appenzell Innerrhoden	FTE	0	0	0	0	0	–
	Basel-Landschaft	FTE	510	481	485	497	486	-2.2
	Basel-Stadt	FTE	1,665	1,086	1,020	1,002	970	-3.2
	Bern / Berne	FTE	6,344	6,545	6,564	6,502	6,570	1.0
	Fribourg / Freiburg	FTE	290	284	273	234	206	-11.7
	Genève	FTE	969	963	959	925	912	-1.4
	Glarus	FTE	7	10	10	6	6	-9.8
	Graubünden / Grigioni / Grischun	FTE	199	173	166	164	161	-1.9
	Jura	FTE	170	173	169	161	159	-1.5
	Luzern	FTE	1,200	1,076	1,015	849	804	-5.3
	Neuchâtel	FTE	192	187	169	151	152	0.5
	Nidwalden	FTE	0	0	0	0	0	–
	Obwalden	FTE	0	0	1	1	1	-8.3



		2014	2015	2016	2017	2018	Δ%
Schaffhausen	FTE	125	130	142	139	135	-2.4
Schwyz	FTE	225	217	208	218	204	-6.4
Solothurn	FTE	2,330	3,000	3,065	3,103	3,049	-1.7
St. Gallen	FTE	1,056	1,042	1,047	1,058	1,035	-2.2
Thurgau	FTE	196	191	187	185	182	-1.8
Ticino	FTE	1,931	1,969	1,979	1,942	1,909	-1.7
Uri	FTE	219	237	247	216	210	-2.5
Valais / Wallis	FTE	1,121	1,102	1,063	1,065	1,050	-1.4
Vaud	FTE	2,568	2,621	2,653	2,665	2,663	-0.1
Zug	FTE	146	142	140	152	147	-3.5
Zürich	FTE	5,226	5,235	5,248	5,223	5,175	-0.9
Other countries	FTE	13	20	12	8	6	-33.9

Diversity of personnel in parent company

1	Total employees of parent company	Employees	28,946	29,147	29,152	28,767	28,488	-1.0
	<u>according to language of communication</u>							
	German	%	73.9	73.8	73.6	73.6	73.7	0.0
	among employees without management function	%	72.1	71.8	71.6	71.6	71.5	-0.1
	among specialist managers	%	87.8	87.6	87.1	86.7	86.4	-0.3
	among senior managers	%	78.3	78.5	78.3	78.1	78.5	0.4
	among first-line managers	%	72.8	73.0	72.7	72.6	73.1	0.4
	among middle managers	%	83.2	83.2	82.8	82.4	82.5	0.0
	among top managers	%	92.8	92.7	93.0	93.2	92.9	-0.3
	French	%	18.6	18.6	18.7	18.8	18.9	0.0
	Without management function	%	19.7	19.8	20.0	20.1	20.2	0.1
	Specialist manager	%	10.4	10.4	10.8	11.0	11.0	0.0
	Senior manager	%	15.5	15.3	15.4	15.4	15.4	0.0
	First-line manager	%	19.1	19.0	19.1	19.1	19.1	0.0
	Middle manager	%	12.2	12.2	12.4	12.6	12.8	0.2
	Top manager	%	6.2	6.3	6.0	5.7	5.4	-0.4
	Italian	%	7.5	7.6	7.6	7.5	7.5	-0.1
	Without management function	%	8.2	8.3	8.4	8.2	8.2	0.0
	Specialist manager	%	1.8	2.0	2.0	2.3	2.5	0.2
	Senior manager	%	6.2	6.2	6.4	6.4	6.0	-0.4
	First-line manager	%	8.0	8.0	8.3	8.3	7.8	-0.4
	Middle manager	%	4.6	4.6	4.9	5.0	4.7	-0.2
	Top manager	%	1.0	1.0	1.0	1.0	1.7	0.7
	<u>according to age</u>							
	Younger than 30	%	13.7	13.5	13.3	13.2	13.0	-0.1
	Without management function	%	96.0	96.1	96.2	96.8	96.7	-0.1
	Specialist manager	%	1.5	1.4	1.3	1.2	1.3	0.1
	Senior manager	%	2.5	2.5	2.5	2.0	2.0	0.0
	30 to 39	%	19.6	19.8	20.1	20.3	20.7	0.4



		2014	2015	2016	2017	2018	Δ%
Without management function	%	77.9	77.5	77.8	78.3	78.3	-0.1
Specialist manager	%	10.3	11.1	11.7	11.9	12.5	0.6
Senior manager	%	11.8	11.4	10.4	9.8	9.2	-0.6
40 to 49	%	30.1	28.9	28.0	26.9	26.1	-0.9
Without management function	%	76.9	75.4	74.2	73.5	73.1	-0.4
Specialist manager	%	8.9	10.0	11.0	12.0	13.1	1.1
Senior manager	%	14.2	14.6	14.8	14.5	13.8	-0.7
50 to 59	%	29.7	30.6	31.3	31.8	31.7	-0.1
Without management function	%	82.8	82.3	81.6	81.3	80.8	-0.5
Specialist manager	%	6.1	6.7	7.6	8.3	9.6	1.3
Senior manager	%	11.1	11.1	10.7	10.4	9.5	-0.8
60 and older	%	6.9	7.3	7.3	7.8	8.5	0.6
Without management function	%	86.6	85.7	85.4	85.3	85.2	-0.1
Specialist manager	%	5.6	6.0	6.5	7.3	8.2	0.8
Senior manager	%	7.8	8.3	8.2	7.4	6.7	-0.7
Female employees	%	16.7	16.9	17.0	17.1	17.3	0.2
Without management function	%	17.3	17.4	17.4	17.5	17.6	0.2
Specialist manager	%	17.7	18.0	19.3	19.4	19.2	-0.2
Senior manager	%	11.6	12.1	12.2	12.0	12.3	0.3
First-line manager	%	11.4	12.3	12.4	11.8	12.6	0.8
Middle manager	%	11.3	11.4	11.4	11.7	11.5	-0.2
Top manager	%	19.2	22.0	20.7	19.7	20.3	0.6
7 Part-time employees	%	17.7	18.6	19.3	19.9	20.9	1.0
Women	%	51.3	53.6	54.4	54.5	55.6	1.1
Men	%	11.0	11.5	12.1	12.7	13.7	0.9
Non-Swiss employees	%	13.9	14.4	15.0	15.3	15.6	0.3
External entries	number	—	2,263	1,896	1,809	1,885	4.2
Women	number	—	618	487	479	526	9.8
Younger than 30	number	—	361	317	306	312	2.0
30 to 39	number	—	147	106	104	127	22.1
40 to 49	number	—	78	54	60	53	-11.7
50 to 59	number	—	30	10	9	28	211.1
60 and older	number	—	2	0	0	6	—
Men	number	—	1,645	1,409	1,330	1,359	2.2
Younger than 30	number	—	750	688	656	612	-6.7
30 to 39	number	—	483	402	365	428	17.3
40 to 49	number	—	275	219	198	203	2.5
50 to 59	number	—	106	72	77	90	16.9
60 and older	number	—	31	28	34	26	-23.5
Number of nationalities	number	84	95	98	99	101	2.0



		2014	2015	2016	2017	2018	Δ%	
Training, professional re-orientation and social issues								
	Trainees and higher education interns	Employees	—	102	113	111	118	6.3
	Training positions filled by "Login" at SBB	Employees	1,421	1,488	1,459	1,426	1,387	-2.7
	"Login" interns at SBB	Employees	—	171	176	159	162	1.9
8	Labour market centre	FTE	127	81	55	65	71	8.2
9	anyway	FTE	—	94	90	87	85	-1.9
	Integration positions	FTE	—	45	62	62	69	12.5

Footnotes: Staff

- 1 SBB Ltd and SBB Cargo Ltd.
- 2 Increase due to merging of central HR functions from the Group divisions.
- 3 2015, 2017: partial survey; 2014, 2016, 2018: full survey.
- 4 Fatalities due to sickness, non-occupational accidents and occupational accidents.
- 5 One third-party employee died in an occupational accident while conducting work for SBB in 2018.
- 6 The FTE from hired staff is not included when calculating the number of staff.
- 7 "Part-time" means employment relationships of less than 100 per cent.
- 8 The job market centre is part of the Group's Human Resources department and is responsible for professional re-orientation within SBB.
- 9 Anyway is part of the Group's Human Resources department and is responsible for professional reintegration within SBB.



Finance

		2014	2015	2016	2017	2018	Δ%	
Income statement								
1	Operating income	CHF m	8,664	8,786	8,988	9,442	9,645	2.2
	Traffic revenue	CHF m	4,042	4,109	4,146	4,280	4,382	2.4
	Passenger revenues	CHF m	3,045	3,155	3,165	3,316	3,393	2.3
	Long-Distance Services	CHF m	2,258	2,340	2,319	2,428	2,483	2.3
	Regional Services	CHF m	787	814	846	888	909	2.5
	Freight revenues	CHF m	866	822	851	838	868	3.6
	Operating services revenue	CHF m	47	44	48	39	35	-9.8
	Revenue from infrastructure use	CHF m	84	88	82	87	86	-0.2
2	Public-sector funding	CHF m	2,249	2,291	2,466	2,666	2,720	2.0
	Grants for regional passenger services	CHF m	587	602	624	622	653	5.0
	Contributions to the rail infrastructure	CHF m	1,637	1,670	1,826	2,030	2,058	1.4
	Grants for freight traffic	CHF m	25	19	16	13	8	-41.3
	Rental income from real estate	CHF m	424	440	458	487	508	4.5
	Other income	CHF m	858	830	820	827	841	1.7
	Own work capitalised	CHF m	1,091	1,116	1,098	1,183	1,194	0.9
	Operating expenses	CHF m	-8,350	-8,479	-8,700	-8,941	-9,059	-1.3
	Cost of materials	CHF m	-751	-751	-721	-747	-728	2.5
	Personnel expenses	CHF m	-4,041	-4,121	-4,168	-4,213	-4,226	-0.3
	Other operating expenses	CHF m	-1,704	-1,667	-1,681	-1,755	-1,833	-4.5
	Depreciation	CHF m	-1,854	-1,940	-2,130	-2,226	-2,273	-2.1
	Depreciation of tangible assets	CHF m	-1,736	-1,812	-1,984	-2,066	-2,096	-1.5
	Depreciation of intangible assets	CHF m	-118	-128	-146	-160	-177	-10.6
	Operating result/EBIT before write-down	CHF m	314	307	288	501	586	16.9
	Write-down	CHF m	0	0	0	-189	0	100.0
	Operating result/EBIT	CHF m	314	307	288	313	586	87.4
	Financial result	CHF m	-133	-198	-120	-104	-105	-1.8
	Financial income	CHF m	54	12	27	22	13	-41.0
	Financial expenses	CHF m	-186	-210	-147	-126	-119	5.7
3	Profit from real estate sales	CHF m	190	142	225	207	107	-48.4
	Income taxes	CHF m	5	-5	-10	-11	-13	-13.5
	Minority interests	CHF m	-4	0	-3	-6	-6	-1.1
4	Consolidated result	CHF m	373	246	381	399	568	42.5
Balance sheet								
	Assets	CHF m	37,867	39,258	44,039	45,174	46,565	3.1
	Current assets	CHF m	2,208	1,709	1,794	1,963	2,063	5.1
	Fixed assets	CHF m	35,660	37,549	42,245	43,211	44,502	3.0
	Financial assets	CHF m	496	485	386	403	431	6.9
	Property, plant and equipment	CHF m	27,237	28,224	32,827	33,234	33,671	1.3
	Assets under construction	CHF m	7,039	7,878	8,039	8,604	9,421	9.5



		2014	2015	2016	2017	2018	Δ%	
	Intangible assets	CHF m	888	963	993	969	978	0.9
	Equity and liabilities	CHF m	37,867	39,258	44,039	45,174	46,565	3.1
	Public loans (Federal and cantonal)	CHF m	13,261	14,278	18,932	19,563	20,251	3.5
5	Interest-bearing debt	CHF m	8,600	8,792	9,199	9,022	9,279	2.9
	Other foreign capital	CHF m	4,629	4,565	3,903	4,177	4,050	-3.0
	Equity, incl. minority interests	CHF m	11,378	11,623	12,005	12,412	12,985	4.6
6 Free cash flow								
	Total cash flow	CHF m	286	-340	-137	212	42	-80.3
	Cash flow from financing for commercial investments and pension fund restructuring	CHF m	492	183	402	-184	257	239.6
	Free cash flow after public-sector financing of rail infrastructure	CHF m	-205	-523	-540	396	-215	-154.2
	Cash flow from public-sector financing of rail infrastructure	CHF m	1,885	2,073	2,142	1,950	2,012	3.2
	Free cash flow before public-sector financing of rail infrastructure	CHF m	-2,090	-2,596	-2,682	-1,553	-2,227	-43.4
	Cash flow from investing activities	CHF m	-3,003	-3,398	-2,860	-3,169	-3,445	-8.7
	Cash flow from operating activities	CHF m	913	802	178	1,616	1,218	-24.6
Public-sector funding								
	Total public-sector funding	CHF m	3,208	3,388	13,150	3,371	3,466	2.8
	Payments reflected in income statement	CHF m	2,249	2,291	2,466	2,666	2,720	2.0
	Contributions to the rail infrastructure	CHF m	1,637	1,670	1,826	2,030	2,058	1.4
	Grants for regional passenger services	CHF m	587	602	624	622	653	5.0
	Grants for freight traffic	CHF m	25	19	16	13	8	-41.3
	Increase in loans, non-repayable contributions	CHF m	959	1,097	10,684	705	746	5.8
	Increase in loans for financing of rail infrastructure	CHF m	862	1,017	4,655	631	688	9.1
	Non-repayable contributions to investments	CHF m	97	80	6,029	74	58	-21.6
Investment								
	Investment reflected in the balance sheet	CHF m	3,462	3,596	6,955	3,539	3,564	0.7
	Passenger services	CHF m	848	828	578	722	750	4.0
	Real Estate	CHF m	458	551	554	683	619	-9.5
	Freight services	CHF m	16	28	18	30	34	10.6
	Infrastructure	CHF m	2,084	2,140	5,771	2,075	2,138	3.1
	Network	CHF m	1,963	2,018	5,693	1,998	2,029	1.5
	Energy	CHF m	122	123	79	77	110	42.7
	Other	CHF m	56	49	33	29	23	-20.3



		2014	2015	2016	2017	2018	Δ%
SBB as a purchaser							
Purchasing volume	CHF m	4,957	4,797	4,509	4,911	5,223	6.3
Proportion of suppliers based in Switzerland	%	87.9	86.7	89.0	87.5	87.5	0.1
7 Suppliers	number	15,894	15,775	15,237	14,838	14,808	-0.2
7 Proportion of suppliers based in Switzerland	%	92.1	91.9	92.0	91.1	90.7	-0.4

Footnotes: Finance

- 1 Revenue in 2018 was CHF 8,451 million (operating income minus retained earnings; previous year: CHF 8,259 million, +2.3 per cent).
- 2 Only payments reflected in income statement.
- 3 Up to 2016: Non-operating result.
- 4 The earnings contribution for areas entitled to public-sector funding is earmarked and is credited in full to the corresponding reserves for the future in accordance with the legal requirements.
- 5 Net interest-bearing debt was CHF 8.62 billion, previous year: CHF 8.41 billion, +2.5 per cent.
- 6 Free cash flow relates to the financial resources readily available to the company after all expenses within the financial year, i.e. the net inflow of liquidity.
- 7 Only suppliers with a purchasing volume of more than CHF 2,000 were taken into account.

Segments

		2014	2015	2016	2017	2018	Δ%	
1	Passenger Traffic – income statement							
	Operating income	CHF m	4,730	4,899	4,853	5,020	5,091	1.4
	of which traffic revenue	CHF m	3,144	3,256	3,269	3,409	3,483	2.2
	Operating expenses	CHF m	-4,552	-4,661	-4,661	-4,791	-4,809	-0.4
	Operating result	CHF m	179	238	193	229	282	23.4
	Net income for the year	CHF m	104	131	139	186	241	29.9
	Passenger Traffic – key figures							
	Earnings per passenger-kilometre	CHF/Pkm	0.169	0.173	0.170	0.182	0.185	1.7
	Earnings per passenger journey	CHF/PJ	7.17	7.25	7.02	7.44	7.55	1.5
	Operating expenses per train-kilometre	CHF/train-km	30.3	31.4	30.7	31.8	32.6	2.5
2	Grant efficiency – Regional Services	CHF/train-km	7.67	7.83	7.85	7.80	8.35	7.0
3	Percentage of costs covered by revenue – Regional Services	%	60.3	58.9	59.0	61.2	61.8	0.6
1	Real Estate – income statement							
	Operating income	CHF m	731	778	787	794	819	3.1
	of which third-party rental income	CHF m	417	433	451	480	502	4.6
	Operating expenses	CHF m	-526	-555	-557	-546	-566	-3.7
	Operating result	CHF m	206	223	230	249	253	1.7
4	Net income for the year	CHF m	11	12	12	10	10	4.1
	Real Estate – key figures							
	Sales by third parties in the 32 biggest SBB railway stations	CHF m	1,533	1,560	1,587	1,627	1,687	3.7
	of which Zurich HB	CHF m	346	362	364	365	378	3.5
	Income from disposal of non-operating real estate	CHF m	190	141	221	204	107	-47.6
	Book value of assets	CHF m	4,514	4,838	5,227	5,526	5,930	7.3
5	Freight services – income statement							
	Operating income	CHF m	986	951	979	960	988	2.9
	of which traffic revenue	CHF m	897	870	903	888	918	3.4
	Operating expenses	CHF m	-949	-980	-978	-1,013	-971	4.1
	Operating result	CHF m	37	-29	1	-241	16	106.8
	Net income for the year	CHF m	33	-22	1	-239	13	105.4
	Freight services – key figures							
	Operating expenses per train-kilometre	CHF/train-km	31.4	31.7	30.2	30.7	29.4	-4.3
	Net tonne-kilometres per Swiss franc in operating expenses	net tonne-km/CHF	15.3	15.4	16.9	16.5	17.5	6.0



		2014	2015	2016	2017	2018	Δ%	
6	Infrastructure – income statement							
	Operating income	CHF m	3,842	3,907	4,041	4,353	4,421	1.6
	of which revenue from use of infrastructure	CHF m	1,090	1,103	1,123	1,213	1,200	-1.1
	Operating expenses	CHF m	-4,048	-4,124	-4,282	-4,395	-4,487	-2.1
	Operating result	CHF m	-205	-217	-241	-42	-66	-58.5
7	Net income for the year	CHF m	-66	-96	-103	100	78	-21.5
	Infrastructure – key figures							
	Income per train-path kilometre	CHF/train-path km	6.29	6.31	6.30	6.86	6.78	-1.2
8	Operating expenses per train-path kilometre	CHF/train-path km	14.17	14.84	14.43	14.68	14.51	-1.2
	Ratio of income from use of infrastructure to operating expenses	%	26.9	26.7	26.2	27.6	26.7	-0.9

Footnotes: Segment finance

- 1 Segment accounting: intra-group income and expenses not eliminated.
- 2 Grants per train-kilometre: the lower the absolute figure, the higher the assumed efficiency.
- 3 Ratio of revenue from users to total expenditure for the operation of regional traffic lines.
- 4 Net income for 2018 prior to compensation payments: CHF 339 million. Previous year: CHF 435 million, -22.1 per cent.
- 5 Segment accounting: intra-group income and expenses not eliminated. Consolidated figures for SBB Cargo Ltd and SBB Cargo International Ltd.
- 6 SBB infrastructure. Segment accounting: intra-group income and expenses not eliminated.
- 7 The earnings contribution from Infrastructure Network is earmarked and is put into reserves in accordance with the Railways Act. The cash-effective earnings contribution from Infrastructure Energy is reinvested in energy installations.
- 8 Net operating expenses per train-path kilometre sold.