



SBB Facts and Figures

2019



Imprint

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Remarks:

Owing to rounding, the sums of the figures in the tables may differ from the totals stated.

Data in italics is not directly comparable with the current data due to restatement.

Transportation

		2015	2016	2017	2018	2019	Δ%	
Passenger services – offer								
1	Train-kilometres	vehicle-km m	148.6	151.8	150.6	147.5	151.0	2.4
1	Long-Distance Services	vehicle-km m	68.5	68.9	67.6	66.2	67.3	1.6
1	Regional Services	vehicle-km m	80.1	82.9	83.0	81.3	83.7	3.0
	Rail services	train-km m	76.9	79.7	80.0	80.4	82.9	3.1
	Bus services	bus-km m	3.2	3.2	3.0	0.9	0.8	-6.6
	Seat-kilometres offered	seat-km offered m	65,792	68,642	68,195	67,456	68,950	2.2
	Seats offered on average per train	number	443	452	453	457	457	-0.1
	Long-Distance Services	number	626	640	650	651	647	-0.5
	Regional Services	number	297	306	302	303	306	1.1
Passenger services – sales								
2	SBB points of sale	number	720	721	720	719	721	0.3
	Staffed by SBB employees	number	176	170	166	156	145	-7.1
3	Staffed by agencies	number	53	50	49	48	46	-4.2
	With self-service	number	491	501	505	515	530	2.9
4	Ticket sales	Tickets m	87.6	92.4	98.9	107.4	123.6	15.1
	Digital channels (sbb.ch and SBB Mobile)	Tickets m	18.0	24.4	32.4	44.3	65.2	47.4
	of which EasyRide (check in/check out)	Tickets m	—	—	0.0	0.0	0.8	1600.1
	Ticket machines	Tickets m	47.9	49.3	48.4	46.5	42.2	-9.2
	Automatic travelcard renewal	Tickets m	1.3	2.0	2.9	3.4	3.7	8.0
	Counters	Tickets m	19.8	16.0	14.6	12.7	11.5	-9.3
5	SBB Contact Center	Tickets m	0.6	0.6	0.4	0.3	0.1	-51.9
	Self-service quota	%	76.8	82.1	84.8	87.9	90.6	2.7
	of which via digital channels	%	20.5	26.4	32.7	41.2	52.8	11.5
6	Regular customers (GA and Half-Fare travelcards)	Travelcards m	2.793	2.867	3.011	3.088	3.221	4.3
7	GA travelcards (network season tickets)	Travelcards m	0.460	0.472	0.480	0.490	0.500	1.9
8	GA travelcard rate by canton							
	Aargau	%	6.6	6.8	7.0	7.3	7.5	0.2
	Appenzell Ausserrhoden	%	4.3	4.6	4.4	4.4	4.5	0.0
	Appenzell Innerrhoden	%	2.5	2.3	2.2	2.3	2.6	0.2
	Basel-Landschaft	%	3.5	3.6	3.6	3.6	3.6	0.0
	Basel-Stadt	%	5.9	5.9	5.8	5.8	5.8	0.0
	Bern / Berne	%	9.8	9.9	10.0	10.0	10.0	0.0
	Fribourg / Freiburg	%	4.7	4.8	4.9	4.9	5.0	0.1
	Genève	%	1.4	1.4	1.4	1.4	1.4	0.0
	Glarus	%	5.3	5.4	5.5	5.7	5.7	0.1



		2015	2016	2017	2018	2019	Δ%	
	Graubünden / Grigioni / Grischun	%	4.4	4.4	4.4	4.4	-0.1	
	Jura	%	3.5	3.8	3.8	3.9	4.0	0.1
	Luzern	%	6.0	6.0	6.0	6.1	6.1	0.0
	Neuchâtel	%	3.9	4.0	4.0	4.1	4.3	0.2
	Nidwalden	%	2.8	3.2	3.4	3.5	3.5	0.0
	Obwalden	%	2.5	2.7	2.7	2.8	2.8	-0.1
	Schaffhausen	%	6.2	6.4	6.4	6.7	6.6	-0.1
	Schwyz	%	5.0	5.2	5.3	5.5	5.7	0.2
	Solothurn	%	7.3	7.5	7.6	7.7	7.8	0.1
	St. Gallen	%	5.0	5.0	5.2	5.2	5.3	0.1
	Thurgau	%	5.0	5.0	5.0	5.0	5.0	0.1
	Ticino	%	0.8	0.9	1.0	1.0	1.1	0.1
	Uri	%	4.7	4.5	4.5	4.3	4.3	0.0
	Valais / Wallis	%	5.4	5.5	5.5	5.5	5.5	0.0
	Vaud	%	4.2	4.2	4.1	4.1	4.2	0.1
	Zug	%	6.6	6.9	7.2	7.2	7.4	0.1
	Zürich	%	6.3	6.3	6.4	6.4	6.5	0.0
7	Half-Fare travelcards	Travelcards m	2.332	2.395	2.531	2.598	2.722	4.8
9	Half-Fare travelcard rate by canton							
	Aargau	%	27.2	27.3	28.3	28.5	29.5	1.0
	Appenzell Ausserrhoden	%	28.5	31.2	32.3	32.8	34.2	1.4
	Appenzell Innerrhoden	%	24.0	24.9	26.1	26.9	28.8	1.9
	Basel-Landschaft	%	27.0	26.9	27.8	27.7	28.5	0.8
	Basel-Stadt	%	34.2	33.6	34.0	34.3	35.2	0.9
	Bern / Berne	%	34.4	34.8	36.0	36.4	37.6	1.2
	Fribourg / Freiburg	%	18.9	19.2	20.2	20.5	21.5	1.1
	Genève	%	14.9	15.2	16.1	16.3	17.1	0.7
	Glarus	%	24.8	25.5	26.1	26.5	27.5	1.0
	Graubünden / Grigioni / Grischun	%	28.4	28.8	30.0	30.6	32.1	1.5
	Jura	%	17.5	18.1	19.4	19.5	20.5	1.0
	Luzern	%	32.6	32.7	33.9	34.5	35.9	1.4
	Neuchâtel	%	19.6	19.9	20.8	21.3	22.5	1.2
	Nidwalden	%	33.5	36.1	37.9	38.8	40.6	1.8
	Obwalden	%	30.9	33.1	34.8	35.9	38.0	2.0
	Schaffhausen	%	29.6	29.6	30.3	30.5	31.6	1.1
	Schwyz	%	29.4	30.5	32.2	33.1	34.8	1.7
	Solothurn	%	27.3	27.6	28.8	29.1	30.0	0.9
	St. Gallen	%	27.1	27.4	29.6	29.3	30.8	1.4
	Thurgau	%	27.3	27.3	27.9	28.2	29.6	1.4



		2015	2016	2017	2018	2019	Δ%	
	Ticino	%	9.9	10.3	11.2	11.9	13.0	1.1
	Uri	%	31.2	28.8	30.4	31.5	34.0	2.5
	Valais / Wallis	%	25.6	26.1	27.4	28.0	29.3	1.3
	Vaud	%	24.0	24.5	25.6	26.0	27.1	1.2
	Zug	%	38.5	39.0	41.9	41.6	43.2	1.7
	Zürich	%	37.0	37.0	38.5	38.7	40.0	1.3
Passenger services – demand								
	Passenger-traffic performance	Pkm m	18,560	18,960	18,501	18,608	19,689	5.8
	Long-Distance Services	Pkm m	13,543	13,742	13,280	13,324	14,199	6.6
	Regional Services	Pkm m	5,017	5,218	5,221	5,284	5,491	3.9
	Rail services	Pkm m	4,995	5,194	5,197	5,254	5,459	3.9
10	Bus services	Pkm m	22	24	25	30	31	3.7
	Growth in demand during time of peak traffic	%	2.0	2.1	0.6	0.4	4.2	3.8
11	Long-Distance Services	%	1.6	1.3	0.9	0.2	4.5	4.3
	Regional Services	%	3.1	4.0	-0.1	1.0	3.4	2.4
	Growth in demand during off-peak periods	%	1.9	2.5	0.1	0.4	6.2	5.8
11	Long-Distance Services	%	1.8	1.7	-0.2	0.0	6.6	6.6
	Regional Services	%	2.3	5.2	1.2	1.8	4.9	3.1
	Average load factor	%	28.6	28.0	27.5	27.9	28.9	1.0
	Long-Distance Services	%	31.6	31.1	30.2	30.9	32.6	1.7
	Regional Services	%	22.7	22.1	22.4	22.4	22.3	-0.1
	Passenger volume in terms of journeys	PJ m	441.8	458.4	452.4	455.9	482.5	5.8
	Average number of passengers per day	m PJ/day	1.21	1.25	1.24	1.25	1.32	5.8
	Average passengers per train	number	128	128	125	127	131	3.3
	Average length of journey	km	40.8	40.2	39.7	39.8	39.7	-0.1
12	Modal split of passenger traffic	%	20.6	20.6	20.4	20.0	—	—
13	of which railway	%	16.7	16.7	16.5	16.1	—	—
Passengers boarding and alighting at stations								
15	Zürich HB	JL/working day	—	466,800	—	471,300	—	—
16	Bern	JL/working day	—	210,000	—	206,400	—	—
17	Basel SBB	JL/working day	—	114,200	—	111,000	—	—
	Winterthur	JL/working day	—	108,000	—	109,300	—	—
17	Lausanne	JL/working day	—	108,900	—	102,500	—	—
	Luzern	JL/working day	—	96,200	—	97,900	—	—
	Zürich Oerlikon	JL/working day	—	85,700	—	94,700	—	—



		2015	2016	2017	2018	2019	Δ%	
	Olten	JL/working day	—	81,300	—	83,000	—	—
18	Zürich Stadelhofen	JL/working day	—	83,300	—	82,800	—	—
17	Genève	JL/working day	—	73,700	—	70,700	—	—
Freight services								
19	Volume of freight traffic	net tonnes m	51.1	53.5	53.2	51.9	50.8	-2.1
20	Wagonload freight	net tonnes m	33.0	32.1	30.8	31.1	29.6	-4.7
	Intermodal transport	net tonnes m	18.1	21.4	22.4	20.8	21.2	1.7
21	Lorry shuttle	net tonnes m	3.6	3.4	3.6	3.2	2.8	-11.3
	Unaccompanied intermodal transport	net tonnes m	14.5	18.0	18.8	17.6	18.4	4.1
22	Average volume of freight traffic per day	net tonnes/day	205,000	210,000	210,000	205,000	200,000	-2.4
23	Freight-traffic performance	net tonne-km m	15,065	16,533	16,699	16,974	16,377	-3.5
	SBB Cargo Ltd (Switzerland)	net tonne-km m	6,334	6,539	6,534	6,616	5,979	-9.6
	SBB Cargo International Ltd	net tonne-km m	9,952	11,113	11,374	11,659	11,498	-1.4
24	<u>by FSO traffic type</u>							
20	Wagonload freight	net tonne-km m	6,188	5,918	5,871	5,952	5,407	-9.2
	Intermodal transport	net tonne-km m	8,877	10,616	10,827	11,022	10,971	-0.5
21	Lorry shuttle	net tonne-km m	605	551	561	495	414	-16.3
	Unaccompanied intermodal transport	net tonne-km m	8,272	10,065	10,266	10,527	10,556	0.3
25	<u>Loaded wagons of SBB Cargo Ltd (Switzerland)</u>							
	- System wagonload freight	Wagons	—	—	569,360	573,101	554,507	-3.2
	- Single wagonload freight	Wagons	—	—	69,370	68,370	64,871	-5.1
	- Block trains	Wagons	—	—	217,695	225,107	214,810	-4.6
26	Modal split of freight traffic	%	38.4	39.0	36.8	36.6	—	—
19	Trans-alpine freight SBB Cargo	net tonnes m	18.4	20.3	20.8	20.2	19.3	-4.3
	<u>by transit route</u>							
	Gotthard	net tonnes m	13.7	14.7	12.8	13.9	14.4	4.3
20	Wagonload freight	net tonnes m	5.7	6.0	5.8	5.9	5.6	-6.1
21	Lorry shuttle	net tonnes m	0.3	0.3	0.3	0.2	0.0	-100.0
	Unaccompanied intermodal transport	net tonnes m	7.7	8.4	6.7	7.7	8.9	15.3
	Simplon	net tonnes m	4.7	5.6	8.0	6.3	4.9	-23.0
20	Wagonload freight	net tonnes m	1.8	1.5	1.0	1.1	0.6	-46.0
	Unaccompanied intermodal transport	net tonnes m	3.0	4.0	7.0	5.2	4.3	-18.1
24	<u>by FSO traffic type</u>							
20	Wagonload freight	net tonnes m	7.5	7.6	6.8	7.0	6.2	-12.4
21	Lorry shuttle	net tonnes m	0.3	0.3	0.3	0.2	0.0	-99.8
	Unaccompanied intermodal transport	net tonnes m	10.6	12.4	13.7	12.9	13.2	1.8



		2015	2016	2017	2018	2019	Δ%	
27	SBB market share of trans-alpine railway freight	%	59.0	64.6	68.0	64.9	—	—
	SBB Cargo Ltd (Switzerland)	%	27.6	29.8	26.2	26.8	—	—
	SBB Cargo International Ltd	%	31.4	34.8	41.8	38.1	—	—
Infrastructure								
28	Number of trains on the network	number/day	10,320	10,608	10,671	10,708	10,991	2.6
28	Passenger traffic	number/day	8,468	8,757	8,829	8,917	9,223	3.4
28	Freight traffic	number/day	1,852	1,851	1,842	1,791	1,768	-1.3
	Train paths sold or used by the infrastructure manager	in-path km m	180.1	183.7	182.3	182.3	185.8	1.9
	SBB Infrastructure train paths sold	train-path km m	174.8	178.3	176.9	177.0	180.2	1.8
	Passenger traffic	train-path km m	145.4	149.3	148.4	148.6	151.8	2.2
	SBB Passenger Traffic including subsidiaries	train-path km m	133.3	136.9	135.8	135.5	138.4	2.1
	Other passenger traffic companies	train-path km m	12.1	12.5	12.6	13.1	13.4	2.5
	Freight traffic	train-path km m	29.4	29.0	28.5	28.4	28.4	-0.1
	SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd	in-path km m	23.1	23.4	23.2	22.8	22.4	-1.8
	Other freight traffic companies	train-path km m	6.4	5.6	5.3	5.6	5.9	6.6
29	Subsidiary train paths sold	train-path km m	4.1	4.1	4.2	4.2	4.4	5.5
30	Sensetalbahn and Thurbo	train-path km m	1.2	1.2	1.2	1.2	1.4	17.6
	Zentralbahn (metre gauge)	train-path km m	2.9	3.0	3.1	3.0	3.0	0.8
	Train paths used by the infrastructure managers	in-path km m	1.17	1.27	1.18	1.22	1.22	-0.1
	SBB Infrastructure	train-path km m	1.16	1.26	1.17	1.21	1.21	0.4
31	Subsidiaries	train-path km m	0.01	0.01	0.01	0.01	0.01	-41.7
32	Train density	trains/route/day	158.6	160.9	156.8	157.1	159.1	1.3
33	Passenger trains	trains/route/day	135.9	138.8	135.5	135.6	137.9	1.7
34	Freight trains	trains/route/day	27.6	27.0	26.1	26.0	25.7	-1.3
35	Network usage efficiency	trains/m-t/day	81.0	81.4	78.4	77.7	78.6	1.1
36	Trans-alpine freight on SBB Infrastructure	net tonnes m	33.1	33.5	32.3	33.0	32.0	-3.1
	<u>by transit route</u>							
37	Gotthard	net tonnes m	17.8	16.6	14.8	16.9	17.2	1.8
20	Wagonload freight	net tonnes m	5.2	5.0	5.1	5.0	4.5	-10.2
21	Lorry shuttle	net tonnes m	0.3	0.3	0.3	0.2	0.0	-100.0
37	Unaccompanied intermodal transport	net tonnes m	12.3	11.3	9.5	11.7	12.7	8.8
37	Simplon	net tonnes m	15.3	16.9	17.5	16.1	14.8	-8.1
20	Wagonload freight	net tonnes m	2.1	2.4	1.5	1.6	1.8	8.3



		2015	2016	2017	2018	2019	Δ%	
	Lorry shuttle	net tonnes m	3.3	3.1	3.3	3.0	2.8	-4.9
37	Unaccompanied intermodal transport	net tonnes m	9.9	11.4	12.7	11.5	10.2	-11.3
38	by traffic type							
20	Wagonload freight	net tonnes m	7.3	7.4	6.6	6.6	6.3	-5.6
	Lorry shuttle	net tonnes m	3.6	3.4	3.6	3.2	2.8	-11.5
	Unaccompanied intermodal transport	net tonnes m	22.2	22.7	22.2	23.2	22.9	-1.2
39	Modal split of trans-alpine freight	%	69.1	71.0	69.9	70.5	—	—

Operating performance

	Operating performance (trains and buses)	vehicle-km m	184.3	189.0	188.1	184.9	187.5	1.4
1	SBB passenger services	vehicle-km m	148.6	151.8	150.6	147.5	151.0	2.4
1	Long-Distance Services	vehicle-km m	68.5	68.9	67.6	66.2	67.3	1.6
	Regional Services standard gauge	train-km m	74.0	76.7	77.0	77.4	79.9	3.2
	Regional Services metre gauge (Zentralbahn)	train-km m	3.0	3.0	3.1	3.0	3.0	0.6
	Regional bus services	bus-km m	3.2	3.2	3.0	0.9	0.8	-6.6
	SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd.	train-km m	34.5	36.0	36.3	36.2	35.3	-2.5
	Freight trains	train-km m	30.9	32.4	33.0	33.1	32.2	-2.6
	Wagonload freight	train-km m	18.3	18.2	18.6	18.6	17.5	-6.0
	Intermodal transport	train-km m	12.6	14.2	14.4	14.5	14.7	1.7
	Light engines	train-km m	3.6	3.6	3.3	3.2	3.1	-1.4
	Construction and maintenance trains SBB Infrastructure	train-km m	1.2	1.3	1.2	1.2	1.2	0.3

Footnotes: Transportation

- Including bus lines.
- 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 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).
- Migrolino, Valora, Swiss Post, station operator.
- The total ticket sales also include sales via partner distribution.
- Formerly Rail Service and GA Travelcard Helpdesk.
- National Direct Service GA travelcards and Half-Fare travelcards.
- National Direct Service travelcards.
- Proportion of the population with a GA travelcard.
- Proportion of the population with a Half-Fare travelcard.
- Taking into account passenger kilometres for rail replacement services from 2018 onwards.
- Weekend demand has grown by a substantial 8.5 percent in long-distance services too.
- 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.



- 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.
- 14 This only takes rail passengers into consideration. Passengers changing trains are counted twice – i.e. as both alighting and boarding.
- 15 Includes ZLOE, ZMUS and ZUSZ, too.
- 16 Without RBS and TPF.
- 17 Passengers boarding and alighting to/from abroad are only partially recorded.
- 18 Without Forchbahn.
- 19 Consolidated figures for SBB Cargo Ltd (Switzerland) 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 Basel Kleinhüningen–Lugano Vedeggio domestic lorry shuttle ceased operation on 9 December 2018.
- 22 This is equivalent to around 16,500 truck journeys, assuming 252 working days and an average load weight of 12.4 tonnes.
- 23 Consolidated figures for SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd.
- 24 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.
- 25 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.
- 26 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.
- 27 Intramodal market share, measured by traffic volume in net tonnes. Source: Federal Office of Transport – shift of freight from road to rail.
- 28 Monday to Friday; excluding Zentralbahn.
- 29 Sensetalbahn, Thurbo and Zentralbahn are subsidiaries of SBB Passenger Traffic.
- 30 SBB Infrastructure absorbed the infrastructure of its Thurbo subsidiary with effect from 2019, but train path kilometres on the relevant infrastructure are still recorded separately for 2019.
- 31 Sensetalbahn, Thurbo and Zentralbahn are passenger transport subsidiaries.
- 32 Only train paths sold on SBB infrastructure are taken into account.
- 33 Only takes account of sections of SBB infrastructure travelled by passenger services.
- 34 Only takes account of sections of SBB infrastructure travelled by freight services.
- 35 In accordance with network status report requirements; SBB infrastructure only.
- 36 Traffic volume for all railway undertakings on SBB Infrastructure.
- 37 Displacement of traffic from Simplon to Gotthard.
- 38 The categorisation according to mode of transport is based on the freight train category specified by freight traffic companies when ordering train paths.
- 39 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.

Quality

		2015	2016	2017	2018	2019	Δ%	
Safety								
1	Derailements	number	5	0	4	4	3	-25.0
	Collisions involving train runs	number	4	5	6	7	5	-28.6
	Accidents at level crossings	number	8	10	12	15	15	0.0
	Accidents to passengers or third parties gaining access to trains	number	2	2	2	1	1	0.0
Punctuality – passenger traffic								
2	Customer punctuality	%	87.8	88.8	90.2	90.1	89.5	-0.6
3	Customer-weighted connection punctuality	%	97.0	96.7	97.2	97.0	96.8	-0.2
Punctuality – freight traffic								
4	Customer punctuality	%	—	—	—	89.4	91.9	2.5
Connectivity								
5	Proportion of rolling stock with mobile radio signal boosters	%	—	42.3	46.6	51.4	56.8	5.4
6	Long-Distance Services fleet	%	—	76.7	77.0	79.5	83.7	4.3
7	Regional Services fleet	%	—	11.4	19.6	26.2	29.5	3.3
8	Railway network with 4G coverage	%	—	94.7	97.0	97.7	99.1	1.4
	Stations with SBB WiFi	number	79	79	79	79	79	0.0
	Registered customers	m	1.31	2.06	1.18	1.48	1.55	4.7
	Volume of data downloaded	TB	14.9	16.2	14.1	16.9	18.3	8.3
Customer satisfaction								
	Overall customer satisfaction index	index (0–100)	74.8	75.0	74.7	75.0	75.8	1.2
	Customer satisfaction: Passenger Division	index (0–100)	74.1	74.4	74.7	75.1	75.5	0.6
	Customer satisfaction: Real Estate Division	index (0–100)	77.4	77.3	78.5	78.5	79.7	1.5
	Customer satisfaction: Freight Division	index (0–100)	72.6	72.8	69.2	69.4	70.9	2.2

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 points of SBB infrastructure.
- All railway undertakings, measured at key operating points of SBB Infrastructure.
- Punctuality of consignments, SBB Cargo AG (Switzerland).
- 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.
- 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 Proportion of the route network used by passenger services with 4G coverage. 4G coverage is the basic requirement for a good and fast mobile data connection.

Sustainability

		2015	2016	2017	2018	2019	Δ%	
Energy and climate								
1	Energy consumption	GWh	2,496	2,577	2,545	2,528	2,481	-1.9
2	Traction current	GWh	1,731	1,815	1,780	1,760	1,734	-1.5
	Own consumption for traction current supply	GWh	156	131	126	126	140	11.2
2	Diesel for rail traction	GWh	103	106	112	116	108	-6.4
	Fuel for road vehicles, machines and equipment	GWh	38	40	40	32	30	-6.5
	Electricity for buildings and facilities	GWh	243	258	270	281	264	-5.8
	Thermal energy for buildings and facilities	GWh	224	227	217	213	204	-4.1
	Heating oil	GWh	81.5	82.2	82.0	77.4	59.8	-22.7
	Natural gas	GWh	91.2	94.9	86.4	80.3	75.6	-5.9
	Propane	GWh	10.1	7.1	9.4	6.5	6.3	-3.2
	Biogas	GWh	0.2	0.1	0.2	1.4	2.0	49.7
	Wood	GWh	9.9	6.3	12.4	14.9	11.4	-23.8
	District heating	GWh	31.1	36.6	26.3	32.5	49.3	51.4
3	Specific energy consumption of railway passenger transport	kWh/100 Pkm	8.41	8.58	8.54	8.44	7.90	-6.4
2	Specific energy consumption of railway freight traffic	kWh/100 net tonne-km	4.45	4.45	4.35	4.34	4.35	0.1
Greenhouse gas emissions from energy consumption								
4	Greenhouse gas emissions from energy consumption	t	132,616	136,189	133,582	132,195	123,705	-6.4
2	Traction current	t	10,145	12,533	12,028	11,893	11,714	-1.5
	Own consumption for traction current supply	t	2,299	1,935	1,856	1,859	1,950	4.9
2	Diesel for rail traction	t	41,842	42,840	45,260	46,872	43,674	-6.8
	Fuel for road vehicles, machines and equipment	t	13,599	13,655	14,214	14,333	12,506	-12.7
	Electricity for buildings and facilities	t	4,866	3,875	2,696	2,245	1,549	-31.0
	Thermal energy for buildings and facilities	t	59,865	61,351	57,527	54,993	52,312	-4.9
3	Specific greenhouse gas emissions of railway passenger transport	g/100 Pkm	8.23	13.06	13.31	14.05	13.15	-6.4
2	Specific greenhouse gas emissions of railway freight traffic	g/100 net tonne-km	146.6	152.5	171.1	187.5	187.4	-0.1
Noise protection								
	Low-noise rolling stock SBB Passenger Traffic	%	97.2	97.6	97.6	97.7	98.0	0.3
	Low-noise freight wagons SBB Cargo	%	92.6	92.9	93.6	93.7	97.3	3.7
	Total length of noise barriers	km	348	355	362	372	373	0.3



		2015	2016	2017	2018	2019	Δ%	
Stock consumption								
	Track construction materials	t	594,133	597,913	660,273	730,238	670,128	-8.2
	Gravel	t	67,451	29,462	22,100	62,900	41,574	-33.9
	Ballast	t	426,759	468,873	530,000	536,500	510,261	-4.9
	Line sleepers	t	43,584	44,171	47,403	64,260	54,573	-15.1
	produced from concrete	t	38,407	33,983	39,771	58,164	47,836	-17.8
	produced from wood	t	3,855	5,892	5,009	3,759	4,302	14.5
	produced from steel	t	1,321	4,296	2,623	2,337	2,434	4.2
	Points sleepers	t	16,707	13,307	14,430	14,988	13,670	-8.8
	produced from concrete	t	14,765	9,463	11,448	11,874	11,492	-3.2
	produced from wood	t	1,942	3,844	2,982	3,114	2,178	-30.1
	Rails	t	39,632	42,100	46,340	51,590	50,050	-3.0
	Lubricants	t	740	670	640	598	628	5.0
	Chemicals	t	176	158	165	168	177	5.2
	Acids, alkaline solutions, chemicals	t	71	70	79	74	74	0.0
	Paints, lacquers, thinners	t	103	85	83	92	101	9.8
5	Herbicides	t	2.8	3.0	2.8	2.2	1.9	-15.3
	Road salt	t	530	284	367	8	13	60.0
6	Copy paper	t	395	359	321	281	192	-31.7
Waste								
	Industrial waste	t	392,354	357,477	364,466	320,419	339,402	5.9
7	Track excavation waste (ballast, sand and gravel)	t	303,188	253,820	268,260	231,518	242,669	4.8
	of which recycled and reused	%	85.2	81.4	83.1	80.0	78.3	-1.7
8	Metals	t	67,942	80,420	73,492	73,730	77,140	4.6
8	Concrete sleepers	t	14,415	17,526	15,641	6,195	11,898	92.1
9	Building materials, excavation	t	4,288	2,620	3,755	5,074	3,865	-23.8
10	Wood	t	1,130	1,259	1,611	1,598	1,667	4.3
8	Paper, cardboard	t	453	524	769	776	805	3.8
11	Plastic, rubber	t	292	454	372	454	513	13.0
8	Electronic waste	t	201	279	133	241	326	35.0
12	Organic waste, compost	t	99	98	78	94	55	-42.0
8	Glass	t	129	146	127	94	166	75.9
9	Other industrial waste	t	216	331	228	645	299	-53.6
	Hazardous wastes	t	56,327	61,800	51,648	44,634	45,939	2.9
13	Heavily contaminated spoil	t	40,855	40,081	32,989	23,566	19,435	-17.5
10	Contaminated old wood (wooden sleepers)	t	12,410	18,592	15,205	17,435	22,419	28.6
9	Cleaning residue	t	640	860	756	985	1,097	11.3
11	Chemicals	t	847	579	835	759	807	6.4



		2015	2016	2017	2018	2019	Δ%	
10	Used oil , transformer oil	t	714	760	605	618	768	24.2
10	Slurry	t	435	447	572	533	560	5.0
8	Accumulators, batteries	t	260	327	393	417	394	-5.5
11	Contaminated containers	t	54	53	54	48	50	5.8
9	Other hazardous waste	t	113	100	241	273	408	49.5
	Public refuse	t	10,980	11,893	12,655	11,863	12,866	8.5
14	Combustible waste	t	9,487	10,148	10,898	10,316	11,429	10.8
15	Paper, cardboard	t	1,107	1,279	1,162	954	849	-11.0
15	Glass	t	39	44	58	64	58	-9.0
15	PET	t	294	329	395	395	384	-2.7
15	Aluminium	t	52	93	142	134	146	8.7

Footnotes: Sustainability

- 1 Data on SBB Ltd and SBB Cargo Ltd (Switzerland).
- 2 SBB's point of view as a railway undertaking; consumption in Switzerland only; including SBB Cargo International Ltd.
- 3 This takes into account the consumption and activities of SBB as a railway undertaking in Switzerland, including standard gauge subsidiaries of SBB Regional Services.
- 4 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).
- 5 Optimisation and reduction of glyphosate use.
- 6 Marked decline due to outsourcing of SBB print media services.
- 7 Waste disposal: recycling and reuse where possible; remaining quantities are deposited.
- 8 Waste disposal: recycling.
- 9 Waste disposal: recycling, thermal recovery or landfill.
- 10 Waste disposal: thermal recovery.
- 11 Waste disposal: recycling or thermal recovery.
- 12 Waste disposal: composting, fermentation.
- 13 Waste disposal: landfill.
- 14 Volume of waste sent by SBB for thermal recovery.
- 15 Collected and reused by type.

Rolling stock

		2015	2016	2017	2018	2019	Δ%	
1	Rolling stock owned by SBB							
	Electric multiple units	number	504	522	543	572	603	5.4
2	Long-Distance Services multiple units	number	99	101	107	114	142	24.6
	Regional Services multiple units	number	405	421	436	458	461	0.7
	of which metre gauge	number	20	25	25	25	25	0.0
	Power cars	number	134	121	121	121	121	0.0
	of which metre gauge	number	1	1	1	1	1	0.0
	Mainline locomotives	number	688	677	659	648	627	-3.2
	Passenger services	number	335	335	335	335	334	-0.3
	of which metre gauge	number	8	8	8	8	8	0.0
	Freight services	number	353	342	324	313	293	-6.4
	Shunting locomotives	number	239	240	222	222	220	-0.9
	Passenger services	number	54	51	47	45	43	-4.4
	of which metre gauge	number	3	3	3	3	3	0.0
	Freight services	number	92	86	75	76	76	0.0
	of which hybrid drive	number	30	30	30	30	30	0.0
3	Infrastructure	number	93	103	100	101	101	0.0
	Shunting tractors	number	262	257	257	250	237	-5.2
	Passenger services	number	29	24	24	22	19	-13.6
	of which metre gauge	number	9	8	8	7	4	-42.9
	Freight services	number	41	41	41	39	35	-10.3
3	Infrastructure	number	192	192	192	189	183	-3.2
	Passenger coaches	number	2,359	2,292	2,248	2,208	2,169	-1.8
	1st and 2nd class coaches	number	1,923	1,872	1,841	1,805	1,770	-1.9
	of which metre gauge	number	32	30	28	28	28	0.0
	Driving trailers	number	415	411	403	399	396	-0.8
	of which metre gauge	number	13	12	10	10	10	0.0
	Luggage vans	number	21	9	4	4	3	-25.0
	Freight wagons	number	6,458	5,937	5,278	5,324	5,038	-5.4
	Four-wheel wagons	number	2,897	2,677	2,560	2,555	2,345	-8.2
	Eight-wheel wagons	number	3,561	3,260	2,718	2,769	2,693	-2.7
3	Infrastructure special vehicles with self-propulsion	number	164	160	147	157	162	3.2
3	Infrastructure service vehicles	number	1,745	1,909	2,028	1,854	1,815	-2.1

		2015	2016	2017	2018	2019	Δ%	
4	Traction vehicles in SBB Cargo's possession							
	Mainline locomotives	number	323	332	344	338	319	-5.6
	of which permitted on foreign networks	number	103	108	130	132	122	-7.6
	Shunting locomotives	number	91	89	82	85	84	-1.2
	Diesel-powered	number	60	58	50	52	51	-1.9
	Hybrid drive	number	31	31	32	33	33	0.0
	Shunting tractors	number	41	41	43	42	39	-7.1
	SBB Passenger Traffic – services							
	Multiple units with dining car	number	65	67	69	72	93	29.2
	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	1,691	1,721	1,762	1,786	1,785	-0.1
5	Proportion of rolling stock with mobile radio signal boosters	%	—	42.3	46.6	51.4	56.8	5.4
6	Long-Distance Services fleet	%	—	76.7	77.0	79.5	83.7	4.3
7	Regional Services fleet	%	—	11.4	19.6	26.2	29.5	3.3
	Noise protection							
	Low-noise rolling stock SBB Passenger Traffic	%	97.2	97.6	97.6	97.7	98.0	0.3
	Low-noise freight wagons SBB Cargo	%	92.6	92.9	93.6	93.7	97.3	3.7

Footnotes: Rolling stock

- 1 Fleet at year-end.
- 2 Increase attributable to the acquisition of double-deck long-distance and Giruno multiple units.
- 3 Not including rolling stock hired in order to cover short-term peak requirements.
- 4 Rolling stock available to SBB Cargo Ltd (Switzerland) 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 (Switzerland) that is leased out to third parties. The difference between ownership and possession of rolling stock is currently only relevant to freight services.
- 5 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.

Stations

		2015	2016	2017	2018	2019	Δ%	
Stations								
	Stations and stops	number	794	795	793	793	798	0.6
1	<u>Stations and stops by infrastructure manager</u>							
2	SBB Infrastructure	number	747	747	745	745	764	2.6
	Sensetalbahn (standard gauge)	number	3	3	3	3	3	0.0
3	Thurbo (standard gauge)	number	14	14	14	14	—	—
	Zentralbahn (metre gauge)	number	31	32	32	32	32	0.0
<u>Stations and stops by canton</u>								
	Aargau	number	—	64	64	64	64	0.0
	Appenzell Ausserrhoden	number	—	0	0	0	0	—
	Appenzell Innerrhoden	number	—	0	0	0	0	—
	Basel-Landschaft	number	—	21	21	21	21	0.0
	Basel-Stadt	number	—	4	4	4	4	0.0
4	Bern / Berne	number	—	89	89	89	89	0.0
	Fribourg / Freiburg	number	—	33	32	32	33	3.1
	Genève	number	—	16	16	16	20	25.0
	Glarus	number	—	16	16	16	16	0.0
	Graubünden / Grigioni / Grischun	number	—	3	3	3	3	0.0
	Jura	number	—	13	13	13	13	0.0
5	Luzern	number	—	45	45	45	45	0.0
	Neuchâtel	number	—	25	25	25	25	0.0
	Nidwalden	number	—	7	7	7	7	0.0
	Obwalden	number	—	11	11	11	11	0.0
	Schaffhausen	number	—	4	4	4	4	0.0
	Schwyz	number	—	15	15	15	15	0.0
	Solothurn	number	—	21	21	21	21	0.0
	St. Gallen	number	—	50	50	50	50	0.0
	Thurgau	number	—	63	63	63	63	0.0
	Ticino	number	—	34	34	34	34	0.0
	Uri	number	—	5	5	5	5	0.0
	Valais / Wallis	number	—	28	28	28	28	0.0
	Vaud	number	—	77	76	76	76	0.0
	Zug	number	—	19	19	19	19	0.0
	Zürich	number	—	130	130	130	130	0.0
	Germany	number	—	2	2	2	2	0.0



		2015	2016	2017	2018	2019	Δ%	
	Stations and stops with disabled access	number	445	454	369	386	419	8.5
	of which SBB infrastructure	number	414	422	335	352	397	12.8
6	SBB points of sale	number	720	721	720	719	721	0.3
	Staffed by SBB employees	number	176	170	166	156	145	-7.1
7	Staffed by agencies	number	53	50	49	48	46	-4.2
	With self-service	number	491	501	505	515	530	2.9
	News stands at stations	number	253	242	243	232	229	-1.3
8	Convenience stores	number	142	144	148	152	153	0.7
9	Advertising media	number	8,791	8,879	8,819	8,506	8,279	-2.7
	Promotions at railway stations	number	8,700	8,110	9,875	10,638	12,057	13.3
P+Rail and Bike+Rail								
	Railway stations with P+Rail	number	592	591	591	590	588	-0.3
	P+Rail parking spaces for private cars	number	27,708	28,016	28,215	28,455	28,999	1.9
	Parking spaces for bikes managed by SBB	number	90,813	93,248	93,648	94,074	95,546	1.6
10	Station users							
	Aarau	MP/working day	71,000	72,000	73,000	72,000	76,000	5.6
	Baden	MP/working day	63,000	63,000	63,000	61,000	60,000	-1.6
	Basel SBB	MP/working day	134,000	135,000	133,000	134,000	136,000	1.5
	Bellinzona	MP/working day	—	—	15,000	15,000	15,000	0.0
	Bern	MP/working day	313,000	318,000	324,000	326,000	330,000	1.2
	Biel/Bienne	MP/working day	68,000	67,000	67,000	69,000	69,000	0.0
	Chur	MP/working day	27,000	27,000	27,000	27,000	28,000	3.7
	Fribourg/Freiburg	MP/working day	31,000	31,000	31,000	31,000	32,000	3.2
	Genève	MP/working day	151,000	163,000	166,000	171,000	177,000	3.5
	Genève Aéroport	MP/working day	41,000	42,000	44,000	44,000	46,000	4.5
	Lausanne	MP/working day	143,000	149,000	148,000	145,000	152,000	4.8
	Lugano	MP/working day	—	—	24,000	26,000	26,000	0.0
	Luzern	MP/working day	159,000	163,000	164,000	167,000	167,000	0.0
	Neuchâtel	MP/working day	33,000	33,000	33,000	33,000	33,000	0.0
	Olten	MP/working day	73,000	74,000	75,000	76,000	77,000	1.3
	St. Gallen	MP/working day	78,000	77,000	—	—	82,000	—
	Thun	MP/working day	43,000	43,000	42,000	49,000	45,000	-8.2
	Winterthur	MP/working day	121,000	121,000	117,000	121,000	128,000	5.8
	Zug	MP/working day	64,000	66,000	66,000	66,000	68,000	3.0
11	Zürich Altstetten	MP/working day	57,000	60,000	64,000	62,000	—	—
	Zürich Enge	MP/working day	21,000	23,000	23,000	25,000	25,000	0.0
	Zürich Hardbrücke	MP/working day	39,000	48,000	—	49,000	55,000	12.2



		2015	2016	2017	2018	2019	Δ%
Zürich HB	MP/working day	437,000	439,000	438,000	443,000	461,000	4.1
Zürich Oerlikon	MP/working day	—	—	106,000	112,000	117,000	4.5
Zürich Stadelhofen	MP/working day	92,000	95,000	100,000	99,000	100,000	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 Absorption by SBB of the infrastructure of its Turbo subsidiary on 1 January 2019 and start of CEVA operations on 15 December 2019.
- 3 Absorption by SBB of the infrastructure of its Turbo subsidiary on 1 January 2019.
- 4 Interlaken Ost station is shared by BOB, BLS and Zentralbahn and is counted accordingly.
- 5 Lucerne station is shared by SBB and Zentralbahn and is only counted once here.
- 6 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 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).
- 7 Migrolino, Valora, Swiss Post, station operator.
- 8 Aperto, Avec., Coop Pronto, Migrolino, Spar.
- 9 Analogue and digital advertising spaces.
- 10 Station users: rail/public transport passengers, customers using shops and other outlets at stations, passers-by. Passengers changing trains count as one movement of persons.
- 11 No reliable results available for 2019 due to large worksites.

Infrastructures

		2015	2016	2017	2018	2019	Δ%	
Network								
1	Network operated	km	3,165	3,230	3,232	3,228	3,236	0.3
	multi-track	km	1,757	1,839	1,846	1,850	1,873	1.2
2	single-track	km	1,408	1,392	1,386	1,377	1,363	-1.0
3	Average distance between stations/stops	km	3.99	4.06	4.08	4.07	4.06	-0.4
	Degree of electrification	%	100.0	100.0	100.0	100.0	100.0	0.0
4	Route network equipped with GSM-R	%	72.0	74.0	77.0	79.6	—	—
4	ETCS-equipped route network	%	50.1	78.5	98.1	100.0	100.0	0.0
Route network by infrastructure manager								
5	SBB infrastructure (standard gauge)	km	3,023	3,088	3,089	3,086	3,132	1.5
6	Thurbo (standard gauge)	km	38	38	38	38	0	-100.0
	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	373	373	373	373	0.0
	Fribourg / Freiburg	km	127	127	127	127	127	0.0
1	Genève	km	39	39	39	39	48	22.8
	Glarus	km	41	41	41	41	41	0.0
	Graubünden / Grigioni / Grischun	km	20	36	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	115	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	11	11	11	11	11	0.0
	Schwyz	km	65	65	65	65	65	0.0
	Solothurn	km	91	91	92	92	92	0.0
	St. Gallen	km	234	234	234	234	234	0.0
	Thurgau	km	184	184	184	184	184	0.0
	Ticino	km	179	211	211	211	210	-0.4
	Uri	km	54	71	71	70	71	0.8
	Valais / Wallis	km	133	133	133	133	133	0.0
	Vaud	km	293	293	293	293	293	0.0
	Zug	km	41	42	42	42	41	-0.6
	Zürich	km	479	479	479	476	476	0.0
	Other countries	km	21	21	21	21	21	0.0



		2015	2016	2017	2018	2019	Δ%	
Fixed installations								
	Train signals	number	32,513	33,460	33,408	34,704	34,271	-1.2
6	of which SBB infrastructure	number	31,874	32,813	32,752	34,009	33,725	-0.8
	Signal boxes in operation	number	522	515	506	502	510	1.6
6	of which SBB infrastructure	number	502	496	487	483	482	-0.2
	Level crossings	number	1,110	1,084	1,068	1,066	1,065	-0.1
6	of which SBB infrastructure	number	938	934	933	932	960	3.0
1	Railway tunnels: total items	number	—	284	286	289	299	3.5
1	of which SBB infrastructure	number	—	268	270	273	283	3.7
1	Railway tunnels: total length of all bores	km	271.1	386.1	387.8	388.5	394.5	1.5
1	of which SBB infrastructure	km	259.5	374.6	376.2	376.9	382.9	1.6
7	Railway bridges: construction units	number	6,005	6,004	6,006	6,015	6,036	0.3
6	of which SBB infrastructure	number	5,765	5,761	5,761	5,768	5,838	1.2
7	Railway bridges: length of all construction units	km	104.6	104.6	104.5	105.9	106.7	0.7
6	of which SBB infrastructure	km	100.4	100.3	100.2	101.6	103.6	2.0
Electricity for railway operations								
	Hydroelectric plants	number	7	7	7	7	7	0.0
	Transformer stations	number	8	8	8	8	8	0.0
8	High-voltage lines 134 kV	km	1,873	1,872	1,872	1,872	1,876	0.2
	Electricity produced and procured	GWh	3,507	3,463	3,452	4,200	4,213	0.3
	Electricity used for railway operations	GWh	2,411	2,458	2,389	2,339	2,313	-1.1
	SBB infrastructure	GWh	2,098	2,143	2,067	2,033	2,013	-1.0
9	Other infrastructures	GWh	314	315	322	306	300	-2.3
10	Proportion of traction current from renewable sources	%	99.1	91.9	91.4	90.0	90.0	0.0

Footnotes: Infrastructures

- Commencement of CEVA operations on 15 December 2019.
- Decrease in the number of routes designated as single track for calculation purposes due to improved data basis.
- Approximated data.
- SBB infrastructure, excluding subsidiaries.
- Absorption by SBB of the infrastructure of its Turbo subsidiary on 1 January 2019 and start of CEVA operations on 15 December 2019.
- Absorption by SBB of the infrastructure of its Turbo subsidiary on 1 January 2019.
- 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.
- Cables or overhead line; the figure refers to the train path length and not the circuit length.
- SBB subsidiary companies' infrastructure (Sensetalbahn, Turbo, Zentralbahn) and third-party infrastructure (BLS, MGB, SOB, etc.).
- The electricity mix is declared on the basis of proof of origin. Precise management of the electricity mix began in 2018.



Personnel

		2015	2016	2017	2018	2019	Δ%
SBB Group							
Number of staff	FTE	33,081	33,119	32,754	32,309	32,535	0.7
- SBB Ltd and SBB Cargo Ltd (Switzerland)	FTE	27,574	27,547	27,182	26,866	26,983	0.4
of which in Switzerland	FTE	27,554	27,535	27,174	26,859	26,977	0.4
1 - Subsidiaries	FTE	5,507	5,572	5,572	5,442	5,553	2.0
of which in Switzerland	FTE	5,019	5,060	4,978	4,822	4,852	0.6
Workforce by division							
Passenger Services	FTE	14,270	14,279	14,234	13,990	14,193	1.4
SBB Ltd, Passenger Division	FTE	12,443	12,459	12,492	12,394	12,557	1.3
Operations/production	FTE	2,135	2,110	2,153	2,153	2,281	6.0
Technicians/maintenance	FTE	3,081	3,092	3,038	3,066	3,188	4.0
Motive power unit drivers and train crew	FTE	4,555	4,598	4,654	4,615	4,578	-0.8
Sales and customer service	FTE	1,837	1,766	1,744	1,700	1,694	-0.4
Administration	FTE	836	892	904	860	815	-5.2
Subsidiaries	FTE	1,827	1,820	1,742	1,596	1,636	2.5
Real Estate	FTE	817	791	779	776	790	1.9
Freight services	FTE	3,111	3,075	3,114	3,084	3,132	1.5
SBB Cargo Ltd (Switzerland)	FTE	2,480	2,402	2,350	2,275	2,220	-2.4
Operations/production	FTE	1,203	1,173	1,192	1,167	1,136	-2.7
Technicians/maintenance	FTE	201	176	165	159	157	-1.2
Motive power unit drivers	FTE	564	559	525	516	511	-1.0
Sales and customer service	FTE	133	132	131	119	111	-6.3
Administration	FTE	379	361	337	313	304	-2.8
Subsidiaries	FTE	631	673	765	810	912	12.6
Infrastructure	FTE	10,313	10,323	10,077	9,857	9,777	-0.8
SBB Ltd, Infrastructure Division	FTE	9,450	9,449	9,205	9,016	8,951	-0.7
Operations/production	FTE	3,480	3,385	3,252	3,187	3,160	-0.8
Technicians/maintenance	FTE	4,937	5,093	5,049	4,996	4,984	-0.3
Motive power unit drivers	FTE	403	397	372	352	326	-7.4
Administration	FTE	629	574	532	479	479	-0.1
Subsidiaries	FTE	864	873	872	841	826	-1.8
Group-level units	FTE	4,570	4,651	4,550	4,602	4,644	0.9
Group-level units SBB Ltd	FTE	2,385	2,446	2,356	2,406	2,464	2.4
IT	FTE	1,073	1,104	1,077	1,089	1,150	5.6
Human Resources	FTE	747	733	672	715	685	-4.1
Other group-level units	FTE	564	609	607	602	629	4.5
Subsidiaries	FTE	2,185	2,205	2,194	2,196	2,179	-0.8



		2015	2016	2017	2018	2019	Δ%
SBB Ltd and SBB Cargo Ltd (Switzerland)							
Number of staff	FTE	27,574	27,547	27,182	26,866	26,983	0.4
of which motive power unit drivers and train crew	FTE	5,533	5,568	5,551	5,484	5,416	-1.2
Motive power unit drivers, SBB Passenger Traffic	FTE	2,485	2,578	2,661	2,637	2,605	-1.2
Train crew, SBB Ltd Passenger Traffic	FTE	2,070	2,019	1,993	1,977	1,973	-0.2
Motive power unit drivers SBB Cargo Ltd (Switzerland)	FTE	564	559	525	516	511	-1.0
Motive power unit drivers SBB Infrastructure	FTE	403	397	372	352	326	-7.4
2 Staff motivation	Index (1–100)	75	74	75	73	73	0.0
3 Staff satisfaction	Index (1–100)	64	66	65	66	66	0.0
Response rate for personnel appraisals	%	95.7	92.7	95.0	93.3	93.3	-0.1
Women	%	93.9	91.1	92.7	91.1	90.8	-0.3
Men	%	96.1	93.1	95.5	93.9	93.8	0.0
Turnover	FTE	1,876	1,791	1,999	1,851	1,956	5.7
Women	FTE	415	394	440	349	388	11.1
Men	FTE	1,462	1,397	1,560	1,502	1,568	4.4
Absences	days per FTE	13.6	13.5	13.5	13.9	13.9	-0.6
Sickness	days per FTE	10.9	11.0	11.1	11.4	11.3	-1.5
Accident	days per FTE	2.7	2.5	2.4	2.5	2.6	3.5
Occupational accidents with work absence	Number/100 empl.	1.7	1.5	1.6	1.5	—	—
4 Fatalities	number	30	23	37	25	31	24.0
5 of which due to occupational accidents	number	0	0	0	3	1	-66.7
Workforce by type of employment contract							
GAV (Collective Labour Agreement)	FTE	26,354	26,353	25,992	25,636	25,660	0.1
OR (Code of Obligations)	FTE	1,221	1,194	1,191	1,230	1,323	7.6
6 Hired staff	FTE	2,873	2,998	3,139	3,253	3,474	6.8
Workforce by workplace canton							
Aargau	FTE	688	727	716	673	646	-3.9
Appenzell Ausserrhoden	FTE	0	0	0	0	0	—
Appenzell Innerrhoden	FTE	0	0	0	0	0	—
Basel-Landschaft	FTE	481	485	497	486	476	-2.1
Basel-Stadt	FTE	1,086	1,020	1,002	970	949	-2.2
Bern / Berne	FTE	6,545	6,564	6,502	6,570	6,761	2.9
Fribourg / Freiburg	FTE	284	273	234	206	200	-3.0
Genève	FTE	963	959	925	912	955	4.7
Glarus	FTE	10	10	6	6	5	-10.5
Graubünden / Grigioni / Grischun	FTE	173	166	164	161	153	-4.6
Jura	FTE	173	169	161	159	158	-0.3
Luzern	FTE	1,076	1,015	849	804	798	-0.7
Neuchâtel	FTE	187	169	151	152	142	-6.7
Nidwalden	FTE	0	0	0	0	0	—
Obwalden	FTE	0	1	1	1	0	-100.0



		2015	2016	2017	2018	2019	Δ%
Schaffhausen	FTE	130	142	139	135	135	-0.2
Schwyz	FTE	217	208	218	204	199	-2.6
Solothurn	FTE	3,000	3,065	3,103	3,049	3,082	1.1
St. Gallen	FTE	1,042	1,047	1,058	1,035	1,008	-2.6
Thurgau	FTE	191	187	185	182	181	-0.2
Ticino	FTE	1,969	1,979	1,942	1,909	1,877	-1.7
Uri	FTE	237	247	216	210	192	-9.0
Valais / Wallis	FTE	1,102	1,063	1,065	1,050	1,036	-1.4
Vaud	FTE	2,621	2,653	2,665	2,663	2,712	1.8
Zug	FTE	142	140	152	147	147	0.3
Zürich	FTE	5,235	5,248	5,223	5,175	5,164	-0.2
Other countries	FTE	20	12	8	6	5	-5.8

7 Diversity of personnel							
Total employees of SBB Ltd and SBB Cargo Ltd (Switzerland)	Employees	29,147	29,152	28,767	28,488	28,650	0.6
<u>according to language of communication</u>							
German	%	73.8	73.6	73.6	73.7	73.6	-0.1
among employees without management function	%	71.8	71.6	71.6	71.5	71.3	-0.2
among specialist managers	%	87.6	87.1	86.7	86.4	86.3	-0.2
among senior managers	%	78.5	78.3	78.1	78.5	78.4	-0.1
among first-line managers	%	73.0	72.7	72.6	73.1	72.5	-0.5
among middle managers	%	83.2	82.8	82.4	82.5	82.6	0.1
among top managers	%	92.7	93.0	93.2	92.9	92.3	-0.5
French	%	18.6	18.7	18.8	18.9	19.1	0.2
Without management function	%	19.8	20.0	20.1	20.2	20.5	0.3
Specialist manager	%	10.4	10.8	11.0	11.0	11.1	0.1
Senior manager	%	15.3	15.4	15.4	15.4	15.9	0.5
First-line manager	%	19.0	19.1	19.1	19.1	20.2	1.1
Middle manager	%	12.2	12.4	12.6	12.8	12.9	0.1
Top manager	%	6.3	6.0	5.7	5.4	6.6	1.2
Italian	%	7.6	7.6	7.5	7.5	7.3	-0.1
Without management function	%	8.3	8.4	8.2	8.2	8.1	-0.1
Specialist manager	%	2.0	2.0	2.3	2.5	2.6	0.1
Senior manager	%	6.2	6.4	6.4	6.0	5.6	-0.4
First-line manager	%	8.0	8.3	8.3	7.8	7.3	-0.6
Middle manager	%	4.6	4.9	5.0	4.7	4.5	-0.2
Top manager	%	1.0	1.0	1.0	1.7	1.0	-0.7
<u>8 according to age</u>							
Younger than 30	%	13.5	13.3	13.2	13.0	13.3	0.2
Without management function	%	96.1	96.2	96.8	96.7	96.5	-0.2
Specialist manager	%	1.4	1.3	1.2	1.3	1.5	0.2
Senior manager	%	2.5	2.5	2.0	2.0	2.0	0.0
30 to 39	%	19.8	20.1	20.3	20.7	21.6	0.9



		2015	2016	2017	2018	2019	Δ%	
	Without management function	%	77.5	77.8	78.3	78.3	77.6	-0.6
	Specialist manager	%	11.1	11.7	11.9	12.5	13.1	0.5
	Senior manager	%	11.4	10.4	9.8	9.2	9.3	0.1
	40 to 49	%	28.9	28.0	26.9	26.1	24.9	-1.2
	Without management function	%	75.4	74.2	73.5	73.1	72.5	-0.6
	Specialist manager	%	10.0	11.0	12.0	13.1	14.4	1.3
	Senior manager	%	14.6	14.8	14.5	13.8	13.0	-0.8
	50 to 59	%	30.6	31.3	31.8	31.7	31.4	-0.3
	Without management function	%	82.3	81.6	81.3	80.8	79.7	-1.1
	Specialist manager	%	6.7	7.6	8.3	9.6	10.8	1.2
	Senior manager	%	11.1	10.7	10.4	9.5	9.4	-0.1
	60 and older	%	7.3	7.3	7.8	8.5	8.8	0.4
	Without management function	%	85.7	85.4	85.3	85.2	84.8	-0.3
	Specialist manager	%	6.0	6.5	7.3	8.2	8.8	0.6
	Senior manager	%	8.3	8.2	7.4	6.7	6.4	-0.3
	Female employees	%	16.9	17.0	17.1	17.3	17.7	0.4
	Without management function	%	17.4	17.4	17.5	17.6	18.0	0.4
	Specialist manager	%	18.0	19.3	19.4	19.2	19.6	0.4
	Senior manager	%	12.1	12.2	12.0	12.3	13.1	0.8
	First-line manager	%	12.3	12.4	11.8	12.6	13.4	0.8
	Middle manager	%	11.4	11.4	11.7	11.5	12.1	0.7
	Top manager	%	22.0	20.7	19.7	20.3	22.4	2.1
9	Part-time employees	%	18.6	19.3	19.9	20.9	21.6	0.6
	Women	%	53.6	54.4	54.5	55.6	55.3	-0.3
	Men	%	11.5	12.1	12.7	13.7	14.3	0.6
	Non-Swiss employees	%	14.4	15.0	15.3	15.6	16.3	0.7
	External entries	number	2,263	1,896	1,809	1,885	2,674	41.9
	Women	number	618	487	479	526	725	37.8
	Younger than 30	number	361	317	306	312	395	26.6
	30 to 39	number	147	106	104	127	212	66.9
	40 to 49	number	78	54	60	53	86	62.3
	50 to 59	number	30	10	9	28	32	14.3
	60 and older	number	2	0	0	6	0	-100.0
	Men	number	1,645	1,409	1,330	1,359	1,949	43.4
	Younger than 30	number	750	688	656	612	876	43.1
	30 to 39	number	483	402	365	428	619	44.6
	40 to 49	number	275	219	198	203	308	51.7
	50 to 59	number	106	72	77	90	125	38.9
	60 and older	number	31	28	34	26	21	-19.2
	Number of nationalities	number	95	98	99	101	100	-1.0



		2015	2016	2017	2018	2019	Δ%	
10	Training, professional re-orientation and social issues							
	Trainees and higher education interns	Employees	102	113	111	118	118	-0.2
	Training positions filled by "Login" at SBB	Employees	1,488	1,459	1,426	1,387	1,367	-1.5
	"Login" interns at SBB	Employees	171	176	159	162	155	-4.1
11	Labour market centre	FTE	81	55	65	71	48	-31.8
12	anyway	FTE	94	90	87	85	85	-0.1
	Integration positions	FTE	45	62	62	69	69	-0.7

Footnotes: Personnel

- 1 Subsidiaries of SBB AG and SBB Cargo AG (Switzerland).
- 2 2015, 2017: partial survey; 2016, 2018, 2019: full survey.
- 3 2015, 2017, 2019: partial survey; 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 2019.
- 6 The FTE from hired staff is not included when calculating the number of staff.
- 7 SBB Ltd and SBB Cargo Ltd (Switzerland)
- 8 Yearly average headcount for 2019.
- 9 "Part-time" means employment relationships of less than 100 per cent.
- 10 SBB Ltd and SBB Cargo Ltd (Switzerland).
- 11 The job market centre is part of the Group's Human Resources department and is responsible for professional re-orientation within SBB.
- 12 Anyway is part of the Group's Human Resources department and is responsible for professional reintegration within SBB.



Finance

		2015	2016	2017	2018	2019	Δ%	
Income statement								
1	Operating income	CHF m	8,786	8,988	9,442	9,645	9,864	2.3
	Traffic revenue	CHF m	4,109	4,146	4,280	4,382	4,439	1.3
	Passenger revenues	CHF m	3,155	3,165	3,316	3,393	3,468	2.2
	Long-Distance Services	CHF m	2,340	2,319	2,428	2,483	2,532	2.0
	Regional Services	CHF m	814	846	888	909	936	2.9
	Freight revenues	CHF m	822	851	838	868	835	-3.8
	Operating services revenue	CHF m	44	48	39	35	39	9.9
	Revenue from infrastructure use	CHF m	88	82	87	86	97	12.5
2	Public-sector funding	CHF m	2,291	2,466	2,666	2,720	2,802	3.0
	Grants for regional passenger services	CHF m	602	624	622	653	684	4.7
	Contributions to the rail infrastructure	CHF m	1,670	1,826	2,030	2,058	2,117	2.8
	Grants for freight traffic	CHF m	19	16	13	8	1	-88.7
	Rental income from real estate	CHF m	440	458	487	508	559	10.0
	Other income	CHF m	830	820	827	841	841	0.1
	Own work capitalised	CHF m	1,116	1,098	1,183	1,194	1,222	2.4
	Operating expenses	CHF m	-8,479	-8,700	-8,941	-9,059	-9,377	-3.5
	Cost of materials	CHF m	-751	-721	-747	-728	-738	-1.4
	Personnel expenses	CHF m	-4,121	-4,168	-4,213	-4,226	-4,314	-2.1
	Other operating expenses	CHF m	-1,667	-1,681	-1,755	-1,833	-1,982	-8.1
	Depreciation	CHF m	-1,940	-2,130	-2,226	-2,273	-2,343	-3.1
	Depreciation of financial assets	CHF m	—	0	0	0	-13	—
	Depreciation of tangible assets	CHF m	-1,812	-1,984	-2,066	-2,096	-2,137	-2.0
	Depreciation of intangible assets	CHF m	-128	-146	-160	-177	-194	-9.4
	Operating result/EBIT before write-down	CHF m	307	288	501	586	487	-16.8
	Write-down	CHF m	0	0	-189	0	0	—
	Operating result/EBIT	CHF m	307	288	313	586	487	-16.8
	Financial result	CHF m	-198	-120	-104	-105	-91	13.8
	Financial income	CHF m	12	27	22	13	11	-12.2
	Financial expenses	CHF m	-210	-147	-126	-119	-102	13.6
3	Profit from real estate sales	CHF m	142	225	207	107	86	-20.1
	Income taxes	CHF m	-5	-10	-11	-13	-14	-10.1
	Minority interests	CHF m	0	-3	-6	-6	-4	28.9
4	Consolidated result	CHF m	246	381	399	568	463	-18.5
Balance sheet								
	Assets	CHF m	39,258	44,039	45,174	46,565	48,918	5.1
	Current assets	CHF m	1,709	1,794	1,963	2,063	2,342	13.5
	Fixed assets	CHF m	37,549	42,245	43,211	44,502	46,576	4.7
	Financial assets	CHF m	485	386	403	431	345	-20.0
	Property, plant and equipment	CHF m	28,224	32,827	33,234	33,671	35,118	4.3

		2015	2016	2017	2018	2019	Δ%	
	Assets under construction	CHF m	7,878	8,039	8,604	9,421	10,097	7.2
	Intangible assets	CHF m	963	993	969	978	1,017	3.9
	Equity and liabilities	CHF m	39,258	44,039	45,174	46,565	48,918	5.1
	Public loans (Federal and cantonal)	CHF m	14,278	18,932	19,563	20,251	21,730	7.3
5	Interest-bearing debt	CHF m	8,792	9,199	9,022	9,279	9,624	3.7
	Other foreign capital	CHF m	4,565	3,903	4,177	4,050	4,113	1.6
	Equity, incl. minority interests	CHF m	11,623	12,005	12,412	12,985	13,451	3.6
6 Free cash flow								
	Total cash flow	CHF m	-340	-137	212	42	53	26.7
	Cash flow from financing for commercial investments and pension fund restructuring	CHF m	183	402	-184	257	346	34.7
	Free cash flow after public-sector financing of rail infrastructure	CHF m	-523	-540	396	-215	-293	-36.3
	Cash flow from public-sector financing of rail infrastructure	CHF m	2,073	2,142	1,950	2,012	2,123	5.5
	Free cash flow before public-sector financing of rail infrastructure	CHF m	-2,596	-2,682	-1,553	-2,227	-2,416	-8.5
	Cash flow from investing activities	CHF m	-3,398	-2,860	-3,169	-3,445	-3,617	-5.0
	Cash flow from operating activities	CHF m	802	178	1,616	1,218	1,201	-1.4
Public-sector funding								
7	Total public-sector funding	CHF m	3,388	13,150	3,371	3,466	4,374	26.2
	Payments reflected in income statement	CHF m	2,291	2,466	2,666	2,720	2,802	3.0
	Contributions to the rail infrastructure	CHF m	1,670	1,826	2,030	2,058	2,117	2.8
	Grants for regional passenger services	CHF m	602	624	622	653	684	4.7
	Grants for freight traffic	CHF m	19	16	13	8	1	-88.7
7	Increase in loans, non-repayable contributions	CHF m	1,097	10,684	705	746	1,572	110.7
7	Increase in loans for financing of rail infrastructure	CHF m	1,017	4,655	631	688	1,479	115.1
	Non-repayable contributions to investments	CHF m	80	6,029	74	58	92	58.4
Additions to assets								
	Additions to assets reflected in the balance sheet	CHF m	3,596	6,955	3,539	3,564	4,534	27.2
8	Passenger services	CHF m	828	578	722	750	895	19.2
	Real Estate	CHF m	551	554	683	619	586	-5.3
	Freight services	CHF m	28	18	30	34	34	1.3
9	Infrastructure	CHF m	2,140	5,771	2,075	2,138	2,993	40.0
9	Network	CHF m	2,018	5,693	1,998	2,029	2,847	40.4
	Energy	CHF m	123	79	77	110	146	33.0
	Group-level units	CHF m	49	33	29	23	26	15.4



		2015	2016	2017	2018	2019	Δ%	
SBB as a purchaser								
	Purchasing volume	CHF m	4,797	4,509	4,911	5,223	5,646	8.1
	Proportion of suppliers based in Switzerland	%	86.7	89.0	87.5	87.5	88.7	1.2
10	Suppliers	number	15,775	15,237	14,838	14,808	15,542	5.0
10	Proportion of suppliers based in Switzerland	%	91.9	92.0	91.1	90.7	90.6	-0.1

Footnotes: Finance

- 1 Revenue in 2019 was CHF 8641 million (operating income minus retained earnings; previous year: CHF 8451 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 8.91 billion, previous year: CHF 8.62 billion, +3.4 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 Additional loans taken out as a result of subsequent additions to assets in connection with the Gotthard Base Tunnel.
- 8 Expansion of regional and long-distance service fleets; capitalisable additions to fixed and intangible assets reflected in the balance sheet.
- 9 Increase attributable particularly to CEVA, construction of the Eppenbergr tunnel and the upgrade of the north-south corridor to 4 metres headroom as well as subsequent additions to assets in connection with the Gotthard Base Tunnel.
- 10 Only includes billers with a purchasing volume of more than CHF 2,000 in 2019.

Segments

		2015	2016	2017	2018	2019	Δ%	
1	Passenger Traffic – income statement							
	Operating income	CHF m	4,899	4,853	5,020	5,091	5,184	1.8
	of which traffic revenue	CHF m	3,256	3,269	3,409	3,483	3,559	2.2
	Operating expenses	CHF m	-4,661	-4,661	-4,791	-4,809	-4,928	-2.5
	Operating result	CHF m	238	193	229	282	256	-9.4
	Net income for the year	CHF m	131	139	186	241	215	-11.1
	Passenger Traffic – key figures							
	Earnings per passenger-kilometre	CHF/Pkm	0.173	0.170	0.182	0.185	0.179	-3.4
	Earnings per passenger journey	CHF/PJ	7.25	7.02	7.44	7.55	7.29	-3.4
	Operating expenses per train-kilometre	CHF/train-km	31.4	30.7	31.8	32.6	32.6	0.1
2	Grant efficiency – Regional Services	CHF/train-km	7.83	7.85	7.80	8.35	8.49	1.6
3	Percentage of costs covered by revenue – Regional Services	%	58.9	59.0	61.2	61.8	61.8	0.0
1	Real Estate – income statement							
	Operating income	CHF m	778	787	794	819	876	7.0
4	of which third-party rental income	CHF m	433	451	480	502	552	9.9
	Operating expenses	CHF m	-555	-557	-546	-566	-600	-6.1
	Operating result	CHF m	223	230	249	253	276	9.0
5	Net income for the year	CHF m	12	12	10	10	10	0.2
	Real Estate – key figures							
	Sales by third parties in the 32 biggest SBB railway stations	CHF m	1,560	1,587	1,629	1,674	1,757	5.0
	of which Zurich HB	CHF m	362	364	365	378	394	4.3
	of which Berne	CHF m	195	196	192	193	206	6.5
	of which Lucerne	CHF m	121	144	155	156	160	2.9
	of which Basel	CHF m	134	128	125	126	129	2.4
	of which Geneva	CHF m	107	113	114	126	124	-1.5
	of which Winterthur	CHF m	69	74	75	76	76	0.4
	of which Lausanne	CHF m	58	52	51	51	71	38.4
	of which St. Gallen	CHF m	31	28	32	41	49	18.8
	of which Zug	CHF m	36	35	37	39	40	4.0
	Income from disposal of non-operating real estate	CHF m	141	221	204	107	84	-21.3
	Book value of assets	CHF m	4,838	5,227	5,526	5,930	6,178	4.2



		2015	2016	2017	2018	2019	Δ%	
6	Freight services – income statement							
	Operating income	CHF m	951	979	960	988	943	-4.5
	of which traffic revenue	CHF m	870	903	888	918	886	-3.5
	Operating expenses	CHF m	-980	-978	-1,013	-971	-943	2.9
	Operating result	CHF m	-29	1	-241	16	0	-99.6
	Net income for the year	CHF m	-22	1	-239	13	3	-76.6
	Freight services – key figures							
	Operating expenses per train-kilometre	CHF/train-km	31.7	30.2	30.7	29.4	29.3	-0.3
	Net tonne-kilometres per Swiss franc in operating expenses	net tonne-km/CHF	15.4	16.9	16.5	17.5	17.4	-0.7
7	Infrastructure – income statement							
	Operating income	CHF m	3,907	4,041	4,353	4,421	4,506	1.9
	of which revenue from use of infrastructure	CHF m	1,103	1,123	1,213	1,200	1,231	2.6
	Operating expenses	CHF m	-4,124	-4,282	-4,395	-4,487	-4,631	-3.2
	Operating result	CHF m	-217	-241	-42	-66	-125	-89.2
8	Net income for the year	CHF m	-96	-103	100	78	23	-71.2
	Infrastructure – key figures							
	Income per train-path kilometre	CHF/train-path km	6.31	6.30	6.86	6.78	6.83	0.8
9	Operating expenses per train-path kilometre	CHF/train-path km	14.84	14.43	14.68	14.51	14.16	-2.4
	Ratio of income from use of infrastructure to operating expenses	%	26.7	26.2	27.6	26.7	26.6	-0.2

Footnotes: Segments

- 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 Pronounced growth in advertising following re-tendering of third-party advertising; also increases in the areas of training and health.
- 5 Net income for 2019 prior to compensation payments: CHF 339 million. Previous year: CHF 339 million, +0.0 per cent.
- 6 Segment accounting: intra-group income and expenses not eliminated. Consolidated figures for SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd.
- 7 SBB infrastructure. Segment accounting: intra-group income and expenses not eliminated.
- 8 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.
- 9 Net operating expenses per train-path kilometre sold.