



SBB Facts and Figures

2020



Imprint

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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

		2016	2017	2018	2019	2020	Δ%	
Passenger services – offer								
1	Train-kilometres	train-km m	151.8	150.6	147.5	151.0	146.6	-2.9
1	Long-Distance Services	train-km m	68.9	67.6	66.2	67.3	63.8	-5.1
1	Regional Services	train-km m	82.9	83.0	81.3	83.7	82.8	-1.1
	Rail services	train-km m	79.7	80.0	80.4	82.9	81.3	-1.8
2	Bus services	bus-km m	3.2	3.0	0.9	0.8	1.4	74.0
	Seat-kilometres offered	seat-km offered m	67,748	67,233	66,684	68,152	65,526	-3.9
1	Seats offered on average per train	number	452	453	457	457	452	-1.0
	Long-Distance Services	number	640	650	651	647	647	0.0
	Regional Services	number	296	292	300	304	302	-0.6
Passenger services – sales								
3	SBB points of sale	number	721	720	719	721	720	-0.1
	Staffed by SBB employees	number	170	166	156	145	144	-0.7
4	Staffed by agencies	number	50	49	48	46	27	-41.3
	With self-service	number	501	505	515	530	549	3.6
5	Ticket sales	Tickets m	92.4	98.9	107.4	123.6	89.8	-27.4
	Digital channels (sbb.ch and SBB Mobile)	Tickets m	24.4	32.4	44.3	65.2	55.2	-15.5
	of which EasyRide (check in/check out)	Tickets m	—	0.0	0.0	0.8	4.0	391.5
	Ticket machines	Tickets m	49.3	48.4	46.5	42.2	24.7	-41.5
	Automatic travelcard renewal	Tickets m	2.0	2.9	3.4	3.7	3.7	-1.0
	Counters	Tickets m	16.0	14.6	12.7	11.5	6.0	-47.9
6	SBB Contact Center	Tickets m	0.6	0.4	0.3	0.1	0.0	-120.4
	Self-service quota	%	82.1	84.8	87.9	90.6	93.4	2.8
	of which via digital channels	%	26.4	32.7	41.2	52.8	61.4	8.7
7	Regular customers (GA and Half-Fare travelcards)	Travelcards m	2,867	3,011	3,088	3,221	3,160	-1.9
8	GA travelcards (network season tickets)	Travelcards m	0,472	0,480	0,490	0,500	0,439	-12.2
9	GA travelcard rate by canton							
	Aargau	%	6.8	7.0	7.3	7.5	6.5	-1.0
	Appenzell Ausserrhoden	%	4.6	4.4	4.4	4.5	3.9	-0.5
	Appenzell Innerrhoden	%	2.3	2.2	2.3	2.6	2.3	-0.3
	Basel-Landschaft	%	3.6	3.6	3.6	3.6	3.0	-0.6
	Basel-Stadt	%	5.9	5.8	5.8	5.8	4.9	-1.0
	Bern / Berne	%	9.9	10.0	10.0	10.0	8.7	-1.3
	Fribourg / Freiburg	%	4.8	4.9	4.9	5.0	4.4	-0.6
	Genève	%	1.4	1.4	1.4	1.4	1.1	-0.3
	Glarus	%	5.4	5.5	5.7	5.7	5.2	-0.5



		2016	2017	2018	2019	2020	Δ%	
	Graubünden / Grigioni / Grischun	%	4.4	4.4	4.4	4.4	4.0	-0.4
	Jura	%	3.8	3.8	3.9	4.0	3.8	-0.3
	Luzern	%	6.0	6.0	6.1	6.1	5.3	-0.8
	Neuchâtel	%	4.0	4.0	4.1	4.3	3.7	-0.6
	Nidwalden	%	3.2	3.4	3.5	3.5	3.1	-0.5
	Obwalden	%	2.7	2.7	2.8	2.8	2.6	-0.2
	Schaffhausen	%	6.4	6.4	6.7	6.6	5.8	-0.8
	Schwyz	%	5.2	5.3	5.5	5.7	5.0	-0.7
	Solothurn	%	7.5	7.6	7.7	7.8	6.8	-1.0
	St. Gallen	%	5.0	5.2	5.2	5.3	4.7	-0.6
	Thurgau	%	5.0	5.0	5.0	5.0	4.5	-0.5
	Ticino	%	0.9	1.0	1.0	1.1	1.0	-0.1
	Uri	%	4.5	4.5	4.3	4.3	3.9	-0.4
	Valais / Wallis	%	5.5	5.5	5.5	5.5	5.0	-0.5
	Vaud	%	4.2	4.1	4.1	4.2	3.6	-0.5
	Zug	%	6.9	7.2	7.2	7.4	6.3	-1.1
	Zürich	%	6.3	6.4	6.4	6.5	5.6	-0.9
8	Half-Fare travelcards	Travelcards m	2.395	2.531	2.598	2.722	2.721	0.0
10	Half-Fare travelcard rate by canton							
	Aargau	%	27.3	28.3	28.5	29.5	29.3	-0.1
	Appenzell Ausserrhoden	%	31.2	32.3	32.8	34.2	33.8	-0.4
	Appenzell Innerrhoden	%	24.9	26.1	26.9	28.8	29.8	1.0
	Basel-Landschaft	%	26.9	27.8	27.7	28.5	28.1	-0.4
	Basel-Stadt	%	33.6	34.0	34.3	35.2	34.9	-0.3
	Bern / Berne	%	34.8	36.0	36.4	37.6	37.5	-0.1
	Fribourg / Freiburg	%	19.2	20.2	20.5	21.5	21.4	-0.1
	Genève	%	15.2	16.1	16.3	17.1	16.9	-0.2
	Glarus	%	25.5	26.1	26.5	27.5	27.2	-0.3
	Graubünden / Grigioni / Grischun	%	28.8	30.0	30.6	32.1	31.8	-0.3
	Jura	%	18.1	19.4	19.5	20.5	20.1	-0.4
	Luzern	%	32.7	33.9	34.5	35.9	35.9	0.0
	Neuchâtel	%	19.9	20.8	21.3	22.5	22.0	-0.4
	Nidwalden	%	36.1	37.9	38.8	40.6	41.0	0.4
	Obwalden	%	33.1	34.8	35.9	38.0	38.1	0.2
	Schaffhausen	%	29.6	30.3	30.5	31.6	31.7	0.1
	Schwyz	%	30.5	32.2	33.1	34.8	34.7	0.0
	Solothurn	%	27.6	28.8	29.1	30.0	29.7	-0.3
	St. Gallen	%	27.4	29.6	29.3	30.8	30.6	-0.2
	Thurgau	%	27.3	27.9	28.2	29.6	29.3	-0.3



		2016	2017	2018	2019	2020	Δ%
Ticino	%	10.3	11.2	11.9	13.0	12.6	-0.4
Uri	%	28.8	30.4	31.5	34.0	34.0	0.0
Valais / Wallis	%	26.1	27.4	28.0	29.3	28.9	-0.4
Vaud	%	24.5	25.6	26.0	27.1	26.9	-0.3
Zug	%	39.0	41.9	41.6	43.2	42.6	-0.6
Zürich	%	37.0	38.5	38.7	40.0	39.8	-0.1

Passenger services – demand

	Passenger-traffic performance	Pkm m	18,960	18,501	18,608	19,689	11,705	-40.6
	Long-Distance Services	Pkm m	13,742	13,280	13,324	14,199	7,995	-43.7
	Regional Services	Pkm m	5,218	5,221	5,284	5,491	3,710	-32.4
	Rail services	Pkm m	5,194	5,197	5,254	5,459	3,695	-32.3
	Bus services	Pkm m	24	25	30	31	15	-53.3
	Growth in demand during time of peak traffic	%	2.1	0.6	0.4	4.2	-40.3	-44.5
11	Long-Distance Services	%	1.3	0.9	0.2	4.5	-43.3	-47.8
12	Regional Services	%	4.0	-0.1	1.0	3.4	-33.1	-36.5
	Growth in demand during off-peak periods	%	2.5	0.1	0.4	6.2	-39.9	-46.1
11	Long-Distance Services	%	1.7	-0.2	0.0	6.6	-43.0	-49.6
12	Regional Services	%	5.2	1.2	1.8	4.9	-30.0	-34.9
	Average load factor	%	28.0	27.5	27.9	28.9	17.9	-11.0
	Long-Distance Services	%	31.1	30.2	30.9	32.6	19.3	-13.3
	Regional Services	%	22.1	22.4	22.4	22.3	15.3	-7.0
	Passenger volume in terms of journeys	PJ m	458.4	452.4	455.9	482.5	308.7	-36.0
	Passengers per day	m PJ/day	1.25	1.24	1.25	1.32	0.84	-36.2
	Average passengers per train	number	128	125	127	131	81	-38.2
	Average length of journey	km	40.2	39.7	39.8	39.7	37.2	-6.4
13	Modal split of passenger traffic	%	20.6	20.4	20.0	20.7	–	–
14	of which railway	%	16.7	16.5	16.2	16.7	–	–

Passengers boarding and alighting at stations

16	Zürich HB	JL/working day	466,800	–	471,300	–	–	–
17	Bern	JL/working day	210,000	–	206,400	–	–	–
18	Basel SBB	JL/working day	114,200	–	111,000	–	–	–
	Winterthur	JL/working day	108,000	–	109,300	–	–	–
18	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	–	–	–



		2016	2017	2018	2019	2020	Δ%	
	Olten	JL/working day	81,300	—	83,000	—	—	
19	Zürich Stadelhofen	JL/working day	83,300	—	82,800	—	—	
18	Genève	JL/working day	73,700	—	70,700	—	—	
20 Freight services								
21	Volume of freight traffic	net tonnes m	53.5	53.2	51.9	50.8	46.7	-8.2
22	Wagonload freight	net tonnes m	32.1	30.8	31.1	29.6	27.0	-8.8
	Intermodal transport	net tonnes m	21.4	22.4	20.8	21.2	19.6	-7.3
	Lorry shuttle	net tonnes m	3.4	3.6	3.2	2.8	1.8	-35.6
	Unaccompanied intermodal transport	net tonnes m	18.0	18.8	17.6	18.4	17.8	-3.0
23	Volume of freight traffic per day	net tonnes/day	210,000	210,000	205,000	200,000	185,000	-7.5
	Freight-traffic performance	net tonne-km m	16,533	16,699	16,974	16,377	15,978	-2.4
	SBB Cargo Ltd (Switzerland)	net tonne-km m	6,539	6,534	6,616	5,979	5,267	-11.9
	SBB Cargo International Ltd	net tonne-km m	11,113	11,374	11,659	11,498	11,687	1.6
24	<u>by FSO traffic type</u>							
22	Wagonload freight	net tonne-km m	5,918	5,871	5,952	5,407	5,003	-7.5
	Intermodal transport	net tonne-km m	10,616	10,827	11,022	10,971	10,975	0.0
	Lorry shuttle	net tonne-km m	551	561	495	414	266	-35.8
	Unaccompanied intermodal transport	net tonne-km m	10,065	10,266	10,527	10,556	10,709	1.4
25	Modal split of freight traffic	%	39.1	36.8	36.7	37.0	—	—
26	in domestic, import and export traffic	%	20.2	19.4	18.9	19.0	—	—
27	Trans-alpine freight SBB Cargo	net tonnes m	20.3	20.8	20.2	19.3	18.7	-3.2
24	<u>by transit route</u>							
	Gotthard	net tonnes m	14.7	12.8	13.9	14.4	14.6	1.3
22	Wagonload freight	net tonnes m	6.0	5.8	5.9	5.6	4.9	-11.3
28	Lorry shuttle	net tonnes m	0.3	0.3	0.2	0.0	0.0	—
	Unaccompanied intermodal transport	net tonnes m	8.4	6.7	7.7	8.9	9.7	9.2
	Simplon	net tonnes m	5.6	8.0	6.3	4.9	4.1	-16.7
22	Wagonload freight	net tonnes m	1.5	1.0	1.1	0.6	0.3	-48.5
	Unaccompanied intermodal transport	net tonnes m	4.0	7.0	5.2	4.3	3.8	-12.2
24	<u>by FSO traffic type</u>							
22	Wagonload freight	net tonnes m	7.6	6.8	7.0	6.2	5.2	-15.0
28	Lorry shuttle	net tonnes m	0.3	0.3	0.2	0.0	0.0	-100.0
	Unaccompanied intermodal transport	net tonnes m	12.4	13.7	12.9	13.2	13.5	2.2



		2016	2017	2018	2019	2020	Δ%	
29	SBB market share of trans-alpine railway freight	%	64.6	68.0	66.1	63.1	—	—
	SBB Cargo Ltd (Switzerland)	%	29.8	26.2	25.6	23.6	—	—
	SBB Cargo International Ltd	%	34.8	41.8	40.5	39.5	—	—
Infrastructure								
30	Number of trains on the network	number/day	10,893	10,963	11,007	11,294	10,772	-4.6
30	Passenger traffic	number/day	9,038	9,117	9,212	9,522	9,093	-4.5
30	Freight traffic	number/day	1,855	1,846	1,795	1,772	1,679	-5.2
	Train paths sold or used by the infrastructure manager	in-path km m	183.7	182.3	182.3	185.8	180.2	-3.0
	SBB Infrastructure train paths sold	train-path km m	178.3	176.9	177.0	180.2	176.1	-2.3
	Passenger traffic	train-path km m	149.3	148.4	148.6	151.8	149.0	-1.8
	SBB Passenger Traffic including subsidiaries	train-path km m	136.9	135.8	135.5	138.4	134.6	-2.7
	Other passenger traffic companies	train-path km m	12.5	12.6	13.1	13.4	14.4	7.3
	Freight traffic	train-path km m	29.0	28.5	28.4	28.4	27.1	-4.5
	SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd	in-path km m	23.4	23.2	22.8	22.4	21.4	-4.7
	Other freight traffic companies	train-path km m	5.6	5.3	5.6	5.9	5.7	-3.8
31	Subsidiary train paths sold	train-path km m	4.1	4.2	4.2	4.4	2.9	-34.6
32	Sensetalbahn (and Thurbo)	train-path km m	1.2	1.2	1.2	1.4	0.0	-100.0
	Zentralbahn (metre gauge)	train-path km m	3.0	3.1	3.0	3.0	2.9	-4.3
	Train paths used by the infrastructure managers	in-path km m	1.27	1.18	1.22	1.22	1.28	5.0
	SBB Infrastructure	train-path km m	1.26	1.17	1.21	1.21	1.28	5.4
31	Subsidiaries	train-path km m	0.01	0.01	0.01	0.01	0.00	-49.9
33	Train density	trains/route/day	160.9	156.8	157.1	159.1	153.5	-3.5
34	Passenger trains	trains/route/day	138.8	135.5	135.6	137.9	133.4	-3.2
35	Freight trains	trains/route/day	27.0	26.1	26.0	25.7	24.4	-5.1
36	Network usage efficiency	trains/m-t/day	81.4	78.4	77.7	78.6	75.9	-3.4
37	Trans-alpine freight on SBB Infrastructure	net tonnes m	33.5	32.3	33.0	32.0	30.0	-6.2
	<u>by transit route</u>							
	Gotthard	net tonnes m	16.6	14.8	16.9	17.2	17.6	2.6
22	Wagonload freight	net tonnes m	5.0	5.1	5.0	4.5	4.4	-2.8
28	Lorry shuttle	net tonnes m	0.3	0.3	0.2	0.0	0.0	—
	Unaccompanied intermodal transport	net tonnes m	11.3	9.5	11.7	12.7	13.3	4.5



		2016	2017	2018	2019	2020	Δ%	
38	Simplon	net tonnes m	16.9	17.5	16.1	14.8	12.4	-16.4
22	Wagonload freight	net tonnes m	2.4	1.5	1.6	1.8	1.2	-34.5
	Lorry shuttle	net tonnes m	3.1	3.3	3.0	2.8	1.8	-35.4
	Unaccompanied intermodal transport	net tonnes m	11.4	12.7	11.5	10.2	9.4	-8.0
39	<u>by traffic type</u>							
22	Wagonload freight	net tonnes m	7.4	6.6	6.6	6.3	5.5	-11.8
	Lorry shuttle	net tonnes m	3.4	3.6	3.2	2.8	1.8	-35.4
	Unaccompanied intermodal transport	net tonnes m	22.7	22.2	23.2	22.9	22.7	-1.0
40	Modal split of trans-alpine freight	%	71.0	69.9	70.5	70.5	—	—

41 Operating performance								
	Operating performance (trains and buses)	train-km m	189.0	188.1	184.9	187.5	181.8	-3.0
1	SBB passenger services	train-km m	151.8	150.6	147.5	151.0	146.6	-2.9
1	Long-Distance Services	train-km m	68.9	67.6	66.2	67.3	63.8	-5.1
	Regional Services standard gauge	train-km m	76.7	77.0	77.4	79.9	78.5	-1.7
	Regional Services metre gauge (Zentralbahn)	train-km m	3.0	3.1	3.0	3.0	2.9	-4.3
2	Regional bus services	bus-km m	3.2	3.0	0.9	0.8	1.4	74.0
	SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd.	train-km m	36.0	36.3	36.2	35.3	33.9	-3.9
	Freight trains	train-km m	32.4	33.0	33.1	32.2	30.9	-3.9
	Wagonload freight	train-km m	18.2	18.6	18.6	17.5	16.3	-6.8
	Intermodal transport	train-km m	14.2	14.4	14.5	14.7	14.6	-0.5
	Light engines	train-km m	3.6	3.3	3.2	3.1	3.0	-3.0
	Construction and maintenance trains SBB Infrastructure	train-km m	1.3	1.2	1.2	1.2	1.3	4.9

Footnotes: Transportation

- 1 Including bus lines.
- 2 More precise recording of rail replacement services in the new HOP-BASIS system.
- 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 be operated by transport companies other than SBB (e.g. Lyss); 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).
- 4 Migrolino, Valora, station operator; Swiss Post closed its branches at the 2020 timetable change.
- 5 The total ticket sales also include sales via non-staffed partner distribution.
- 6 The SBB Contact Center recorded more refunds than sales in 2020 due to the Covid-19 crisis.
- 7 National Direct Service GA travelcards and Half-Fare travelcards.
- 8 National Direct Service travelcards.
- 9 Proportion of the population with a GA travelcard.
- 10 Proportion of the population with a Half-Fare travelcard.



- 11 The decrease in demand at weekends was just as great as during peak and off-peak times, including the Swiss sections of international services.
- 12 The decrease in demand at weekends was somewhat more marked than during peak times.
- 13 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.
- 14 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.
- 15 This only takes rail passengers into consideration. Passengers changing trains are counted twice – i.e. as both alighting and boarding.
- 16 Includes ZLOE, ZMUS and ZUSZ, too.
- 17 Without RBS and TPF.
- 18 Passengers boarding and alighting to/from abroad are only partially recorded.
- 19 Without Forchbahn.
- 20 Consolidated figures for SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd.
- 21 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.
- 22 Includes wagonload freight block trains.
- 23 This is equivalent to around 15,000 truck journeys, assuming 255 working days and an average load weight of 12.4 tonnes.
- 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 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.
- 26 Railway's share of total freight traffic on rail and road; in terms of the corresponding traffic performance for domestic, import and export traffic in Switzerland in net-net tonne kilometres. Source: Federal Statistical Office – Mobility and Transport.
- 27 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.
- 28 Basel Kleinhüningen–Lugano Vedeggio domestic lorry shuttle ceased operation as of the 2019 timetable change.
- 29 Intramodal market share, measured by traffic volume in net tonnes. Source: Federal Office of Transport – shift of freight from road to rail.
- 30 Monday to Friday; including Zentralbahn.
- 31 Sensetalbahn and Zentralbahn are subsidiaries of SBB Passenger Traffic.
- 32 Turbo infrastructure was taken over by SBB Infrastructure in 2019. Since 2019, services run on Turbo infrastructure are subsumed under SBB Infrastructure. No traffic on the Sensetalbahn in 2020 due to track renewal.
- 33 Only train paths sold on SBB infrastructure are taken into account.
- 34 Only takes account of sections of SBB infrastructure travelled by passenger services.
- 35 Only takes account of sections of SBB infrastructure travelled by freight services.
- 36 In accordance with network status report requirements; SBB infrastructure only.
- 37 Traffic volume for all railway undertakings on SBB Infrastructure.
- 38 Track closure in summer 2020 due to construction work.
- 39 The categorisation according to mode of transport is based on the freight train category specified by freight traffic companies when ordering train paths.
- 40 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.
- 41 Listed here is the operational performance of trains from the point of view of SBB as a transport company and not as a infrastructure manager.

Quality

		2016	2017	2018	2019	2020	Δ%	
1	Safety							
	Derailments	number	0	4	4	2	1	-50.0
	Collisions involving train runs	number	5	6	7	5	10	100.0
	Accidents at level crossings	number	10	12	15	15	12	-20.0
	Accidents to passengers or third parties gaining access to trains	number	2	2	1	1	4	300.0
	Punctuality – passenger traffic							
2	Customer punctuality	%	91.2	91.2	91.2	90.6	93.4	2.7
3	Customer-weighted connection punctuality	%	97.0	97.1	97.0	96.8	97.6	0.8
	Punctuality – freight traffic							
4	Customer punctuality	%	–	–	89.4	91.9	93.5	1.6
	Connectivity							
5	Rolling stock optimised for connectivity	%	42.3	46.6	51.4	57.5	64.1	6.6
6	Long-Distance Services fleet	%	76.7	77.0	79.5	84.0	88.0	4.0
7	Regional Services fleet	%	11.4	19.6	26.2	30.7	37.4	6.7
8	Railway network with 4G coverage	%	94.7	97.0	97.7	99.1	98.6	-0.5
	Stations with SBB WiFi	number	79	79	79	79	79	0.0
	Registered customers	m	2.06	1.18	1.48	1.55	1.07	-31.4
	Volume of data downloaded	TB	16.2	14.1	16.9	18.3	14.5	-21.0
	Customer satisfaction							
	Overall customer satisfaction index	index (0–100)	75.0	74.7	75.0	75.8	76.2	0.5
	Customer satisfaction: Passenger Division	index (0–100)	74.4	74.7	75.1	75.5	77.0	2.0
	Customer satisfaction: Real Estate Division	index (0–100)	77.3	78.5	78.5	79.7	80.5	1.0
	Customer satisfaction: Freight Division	index (0–100)	72.8	69.2	69.4	70.9	67.5	-4.8

Footnotes: Quality

- From the infrastructure manager's point of view: SBB network including Sensetalbahn, excluding Zentralbahn.
- Percentage of passengers who arrive on time or less than three minutes late. All railway undertakings; measured at around 900 SBB Infrastructure operating points.
- All railway undertakings; measured at around 900 SBB Infrastructure operating points.
- 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 and high-frequency windows that let mobile signals through.
- By 2024 the long-distance fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through. Old rolling stock that is only occasionally used or is soon to be scrapped will not be upgraded.
- By 2026 the regional fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through.
- 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

		2016	2017	2018	2019	2020	Δ%	
1	Energy consumption within Switzerland							
	Electricity and fuel consumption	GWh	2,577	2,547	2,518	2,485	2,332	-6.2
2	Traction current	GWh	1,815	1,780	1,760	1,734	1,578	-9.0
	Own consumption for traction current supply	GWh	131	126	126	140	190	35.6
	Diesel for rail traction	GWh	106	112	116	108	102	-5.9
	Fuel for road vehicles, machines and equipment	GWh	40	40	32	31	30	-2.8
	Electricity for buildings and facilities	GWh	258	270	272	264	268	1.3
	Thermal energy for buildings and facilities	GWh	227	219	212	206	196	-4.6
	Heating oil	GWh	82.2	82.0	60.7	51.6	49.0	-5.0
	Natural gas	GWh	94.9	86.9	81.0	79.0	59.9	-24.1
	Propane	GWh	7.1	9.4	6.5	6.3	4.4	-29.8
	Biogas	GWh	0.1	0.2	1.4	1.8	4.2	128.4
	Wood	GWh	6.3	14.2	12.8	13.8	17.1	24.1
	District heating	GWh	36.6	26.3	49.6	53.1	61.6	15.9
3	Specific energy consumption of railway passenger transport	kWh/100 Pkm	8.58	8.54	8.44	7.90	12.13	53.5
2	Specific energy consumption of railway freight traffic	kWh/100 net tonne-km	4.45	4.35	4.34	4.35	4.05	-7.0
1	Greenhouse gas emissions within Switzerland							
4	Greenhouse gas emissions from energy consumption	t	136,165	133,719	131,327	123,491	116,537	-5.6
2	Traction current	t	12,533	12,028	11,893	11,714	10,661	-9.0
	Own consumption for traction current supply	t	1,935	1,856	1,859	2,068	2,804	35.6
	Diesel for rail traction	t	42,840	45,260	46,872	43,674	41,117	-5.9
	Fuel for road vehicles, machines and equipment	t	13,655	14,214	14,333	12,506	11,663	-6.7
	Electricity for buildings and facilities	t	3,875	2,696	2,173	1,549	1,570	1.3
	Thermal energy for buildings and facilities	t	61,327	57,664	54,196	51,980	48,723	-6.3
5	Specific greenhouse gas emissions of railway passenger transport	g/100 Pkm	14.36	14.65	15.45	14.47	22.21	53.5
6	Specific greenhouse gas emissions of railway freight traffic	g/100 net tonne-km	153.1	171.7	188.2	188.0	189.6	0.8
	Noise protection							
	Low-noise rolling stock SBB Passenger Traffic	%	97.6	97.6	97.7	97.8	97.7	-0.2
	Low-noise freight wagons SBB Cargo	%	92.9	93.6	93.7	97.3	98.9	1.5
7	Noise barriers and walls	km	383	391	403	404	408	1.0
7	of which SBB infrastructure	km	382	390	402	403	407	1.0



		2016	2017	2018	2019	2020	Δ%	
1	Stock consumption							
	Track construction materials	t	597,913	660,273	730,238	670,128	611,265	-8.8
	Gravel	t	29,462	22,100	62,900	41,574	49,612	19.3
	Ballast	t	468,873	530,000	536,500	510,261	460,729	-9.7
	Line sleepers	t	44,171	47,403	64,260	54,573	50,335	-7.8
	produced from concrete	t	33,983	39,771	58,164	47,836	45,773	-4.3
	produced from wood	t	5,892	5,009	3,759	4,302	2,557	-40.6
	produced from steel	t	4,296	2,623	2,337	2,434	2,006	-17.6
	Points sleepers	t	13,307	14,430	14,988	13,670	12,154	-11.1
	produced from concrete	t	9,463	11,448	11,874	11,492	10,356	-9.9
	produced from wood	t	3,844	2,982	3,114	2,178	1,798	-17.4
	Rails	t	42,100	46,340	51,590	50,050	38,434	-23.2
	Lubricants	t	670	640	598	628	653	4.0
	Chemicals	t	158	165	168	177	147	-16.7
	Acids, alkaline solutions, chemicals	t	70	79	74	74	60	-18.9
	Paints, lacquers, thinners	t	85	83	92	101	86	-14.9
8	Herbicides	t	3.0	2.8	2.2	1.9	1.3	-27.7
	Road salt	t	284	367	8	13	6	-53.9
	Copy paper	t	359	321	281	192	166	-13.7
1	Waste							
	Industrial waste	t	357,477	364,466	320,419	339,402	254,124	-25.1
9	Track excavation waste (ballast, sand and gravel)	t	253,820	268,260	231,518	242,669	165,459	-31.8
10	Metals	t	80,420	73,492	73,730	77,140	72,947	-5.4
10	Concrete sleepers	t	17,526	15,641	6,195	11,898	9,798	-17.7
11	Building materials, excavation	t	2,620	3,755	5,074	3,865	2,401	-37.9
12	Wood	t	1,259	1,611	1,598	1,667	1,667	0.0
10	Paper, cardboard	t	524	769	776	805	835	3.7
13	Plastic, rubber	t	454	372	454	513	393	-23.3
10	Electronic waste	t	279	133	241	326	235	-28.0
14	Organic waste, compost	t	98	78	94	55	32	-41.4
10	Glass	t	146	127	94	166	184	11.0
11	Other industrial waste	t	331	228	645	299	174	-41.9
	Hazardous wastes	t	61,800	51,648	44,634	45,939	30,625	-33.3
15	Heavily contaminated spoil	t	40,081	32,989	23,566	19,435	15,819	-18.6
12	Contaminated old wood (wooden sleepers)	t	18,592	15,205	17,435	22,419	11,237	-49.9
11	Cleaning residue	t	860	756	985	1,097	966	-11.9
13	Chemicals	t	579	835	759	807	792	-2.0
12	Used oil , transformer oil	t	760	605	618	768	534	-30.5



		2016	2017	2018	2019	2020	Δ%	
12	Slurry	t	447	572	533	560	527	-5.9
10	Accumulators, batteries	t	327	393	417	394	334	-15.2
13	Contaminated containers	t	53	54	48	50	47	-6.3
11	Other hazardous waste	t	100	241	273	408	369	-9.6
16	Public refuse	t	11,893	12,655	11,863	12,866	9,617	-25.3
17	Combustible waste	t	10,148	10,898	10,316	11,429	8,662	-24.2
18	Paper, cardboard	t	1,279	1,162	954	849	489	-42.5
18	Glass	t	44	58	64	58	46	-21.2
18	PET	t	329	395	395	384	302	-21.4
18	Aluminium	t	93	142	134	146	119	-18.2

Footnotes: Sustainability

- 1 Data on SBB Ltd and SBB Cargo Ltd (Switzerland).
- 2 SBB's point of view as a railway undertaking; including SBB Cargo International Ltd.
- 3 SBB's point of view as a railway undertaking; including standard gauge subsidiaries of SBB Regional Services.
- 4 Direct emissions plus upstream emissions (greenhouse gas emissions by upstream industrial processes such as manufacture, storage or transport of raw materials, semi-manufactured products or products; "grey" energy).
- 5 SBB's point of view as a railway undertaking; including standard gauge subsidiaries of SBB Regional Services.
The calculation of these specific emissions follows the standard EN 16258 ("Well-to-Wheel", without shunting and without construction, maintenance and dismantling of energy producing plants).
- 6 SBB's point of view as a railway undertaking, including SBB Cargo International Ltd.
The calculation of these specific emissions follows the standard EN 16258 ("Well-to-Wheel", without shunting and without construction, maintenance and dismantling of energy producing plants).
- 7 Construction length.
- 8 Optimisation and reduction of glyphosate use.
- 9 Quantity of track excavation waste that cannot be cleaned on site and immediately reused as ballast. It is handed over to Swiss waste management companies, which process and reuse around 80 % of it, for example as chips for concrete; the remaining 20 % has to be landfilled. To these quantities must be added the portion of the track excavation waste that is so heavily polluted that it must be disposed of in hazardous waste landfills (see section on hazardous waste).
- 10 Waste disposal: recycling.
- 11 Waste disposal: recycling, thermal recovery or landfill.
- 12 Waste disposal: thermal recovery.
- 13 Waste disposal: recycling or thermal recovery.
- 14 Waste disposal: composting, fermentation.
- 15 Waste disposal: landfill.
- 16 Volume of waste sent by SBB for disposal.
- 17 Volume of waste sent by SBB for thermal recovery.
- 18 Collected and reused by type.

Rolling stock

		2016	2017	2018	2019	2020	Δ%	
1	Rolling stock owned by SBB							
	Electric multiple units	number	522	543	572	603	640	6.1
2	Long-Distance Services multiple units	number	101	107	114	142	170	19.7
	Regional Services multiple units	number	421	436	458	461	470	2.0
	of which metre gauge	number	25	25	25	25	25	0.0
	Power cars	number	121	121	121	121	118	-2.5
	of which metre gauge	number	1	1	1	1	1	0.0
	Mainline locomotives	number	677	659	648	627	598	-4.6
	Passenger services	number	335	335	335	334	334	0.0
	of which metre gauge	number	8	8	8	8	8	0.0
	Freight services	number	342	324	313	293	264	-9.9
	Shunting locomotives	number	240	222	222	220	216	-1.8
	Passenger services	number	51	47	45	43	39	-9.3
	of which metre gauge	number	3	3	3	3	3	0.0
	Freight services	number	86	75	76	76	75	-1.3
	of which hybrid drive	number	30	30	30	30	30	0.0
3	Infrastructure	number	103	100	101	101	102	1.0
	Shunting tractors	number	257	257	250	237	241	1.7
	Passenger services	number	24	24	22	19	18	-5.3
	of which metre gauge	number	8	8	7	4	4	0.0
	Freight services	number	41	41	39	35	29	-17.1
3	Infrastructure	number	192	192	189	183	194	6.0
	Passenger coaches	number	2,292	2,248	2,208	2,169	2,090	-3.6
	1st and 2nd class coaches	number	1,872	1,841	1,805	1,770	1,703	-3.8
	of which metre gauge	number	30	28	28	28	28	0.0
	Driving trailers	number	411	403	399	396	386	-2.5
	of which metre gauge	number	12	10	10	10	9	-10.0
	Luggage vans	number	9	4	4	3	1	-66.7
	Freight wagons	number	5,937	5,278	5,324	5,038	4,655	-7.6
	Four-wheel wagons	number	2,677	2,560	2,555	2,345	2,135	-9.0
	Eight-wheel wagons	number	3,260	2,718	2,769	2,693	2,520	-6.4
3	Infrastructure special vehicles with self-propulsion	number	160	147	157	162	168	3.7
3	Infrastructure service vehicles	number	1,909	2,028	1,854	1,815	1,827	0.7

		2016	2017	2018	2019	2020	Δ%	
4	Traction vehicles in SBB Cargo's possession							
	Mainline locomotives	number	332	344	338	319	312	-2.2
	of which permitted on foreign networks	number	108	130	132	122	130	6.6
	Shunting locomotives	number	89	82	85	84	82	-2.4
	Diesel-powered	number	58	50	52	51	52	2.0
	Hybrid drive	number	31	32	33	33	30	-9.1
	Shunting tractors	number	41	43	42	39	33	-15.4
	SBB Passenger Traffic – services							
2	Multiple units with dining car	number	67	69	72	93	113	21.5
	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	1,721	1,762	1,786	1,785	1,785	0.0
5	Rolling stock optimised for connectivity	%	42.3	46.6	51.4	57.5	64.1	6.6
6	Long-Distance Services fleet	%	76.7	77.0	79.5	84.0	88.0	4.0
7	Regional Services fleet	%	11.4	19.6	26.2	30.7	37.4	6.7
	Noise protection							
	Low-noise rolling stock SBB Passenger Traffic	%	97.6	97.6	97.7	97.8	97.7	-0.2
	Low-noise freight wagons SBB Cargo	%	92.9	93.6	93.7	97.3	98.9	1.5

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 and high-frequency windows that let mobile signals through.
- 6 By 2024 the long-distance fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through. Old rolling stock that is only occasionally used or is soon to be scrapped will not be upgraded.
- 7 By 2026 the regional fleet will be equipped with signal boosters or high-frequency windows that let mobile signals through.

Stations

		2016	2017	2018	2019	2020	Δ%	
Stations								
	Stations and stops	number	795	793	793	798	798	0.0
1	<u>Stations and stops by infrastructure manager</u>							
	SBB Infrastructure	number	747	745	745	764	764	0.0
	Sensetalbahn (standard gauge)	number	3	3	3	3	3	0.0
2	Thurbo (standard gauge)	number	14	14	14	—	—	—
	Zentralbahn (metre gauge)	number	32	32	32	32	32	0.0
<u>Stations and stops by canton</u>								
	Aargau	number	64	64	64	64	64	0.0
	Appenzell Ausserrhoden	number	0	0	0	0	0	—
	Appenzell Innerrhoden	number	0	0	0	0	0	—
	Basel-Landschaft	number	21	21	21	21	21	0.0
	Basel-Stadt	number	4	4	4	4	4	0.0
3	Bern / Berne	number	89	89	89	89	89	0.0
	Fribourg / Freiburg	number	33	32	32	33	33	0.0
	Genève	number	16	16	16	20	21	5.0
	Glarus	number	16	16	16	16	16	0.0
	Graubünden / Grigioni / Grischun	number	3	3	3	3	3	0.0
	Jura	number	13	13	13	13	13	0.0
4	Luzern	number	45	45	45	45	45	0.0
	Neuchâtel	number	25	25	25	25	25	0.0
	Nidwalden	number	7	7	7	7	7	0.0
	Obwalden	number	11	11	11	11	11	0.0
	Schaffhausen	number	4	4	4	4	4	0.0
	Schwyz	number	15	15	15	15	15	0.0
	Solothurn	number	21	21	21	21	21	0.0
	St. Gallen	number	50	50	50	50	50	0.0
	Thurgau	number	63	63	63	63	63	0.0
	Ticino	number	34	34	34	34	34	0.0
	Uri	number	5	5	5	5	5	0.0
	Valais / Wallis	number	28	28	28	28	28	0.0
	Vaud	number	77	76	76	76	75	-1.3
	Zug	number	19	19	19	19	19	0.0
	Zürich	number	130	130	130	130	130	0.0
	Germany	number	2	2	2	2	2	0.0



		2016	2017	2018	2019	2020	Δ%	
	Stations and stops with disabled access	number	454	369	386	419	440	5.0
	of which SBB infrastructure	number	422	335	352	394	414	5.1
5	SBB points of sale	number	721	720	719	721	720	-0.1
	Staffed by SBB employees	number	170	166	156	145	144	-0.7
6	Staffed by agencies	number	50	49	48	46	27	-41.3
	With self-service	number	501	505	515	530	549	3.6
	News stands at stations	number	242	243	232	229	234	2.2
7	Convenience stores	number	144	148	152	153	159	3.9
8	Advertising media	number	8,879	8,819	8,506	8,279	7,985	-3.6
	Promotions at railway stations	number	8,110	9,875	10,638	12,057	—	—
P+Rail and Bike+Rail								
	Railway stations with P+Rail	number	591	591	590	588	—	—
	P+Rail parking spaces for private cars	number	28,016	28,215	28,455	28,999	—	—
	Parking spaces for bikes managed by SBB	number	93,248	93,648	94,074	95,546	—	—
9	Station users							
	Aarau	MP/working day	72,000	73,000	72,000	76,000	57,000	-25.0
	Baden	MP/working day	63,000	63,000	61,000	60,000	46,000	-23.3
	Basel SBB	MP/working day	135,000	133,000	134,000	136,000	92,000	-32.4
	Bellinzona	MP/working day	—	15,000	15,000	15,000	12,000	-20.0
	Bern	MP/working day	318,000	324,000	326,000	330,000	228,000	-30.9
	Biel/Bienne	MP/working day	67,000	67,000	69,000	69,000	53,000	-23.2
	Chur	MP/working day	27,000	27,000	27,000	28,000	21,000	-25.0
	Fribourg/Freiburg	MP/working day	31,000	31,000	31,000	32,000	23,000	-28.1
	Genève	MP/working day	163,000	166,000	171,000	177,000	112,000	-36.7
	Genève Aéroport	MP/working day	42,000	44,000	44,000	46,000	19,000	-58.7
	Lausanne	MP/working day	149,000	148,000	145,000	152,000	97,000	-36.2
	Lugano	MP/working day	—	24,000	26,000	26,000	17,000	-34.6
	Luzern	MP/working day	163,000	164,000	167,000	167,000	105,000	-37.1
	Neuchâtel	MP/working day	33,000	33,000	33,000	33,000	24,000	-27.3
	Oltén	MP/working day	74,000	75,000	76,000	77,000	52,000	-32.5
	St. Gallen	MP/working day	77,000	—	—	82,000	54,000	-34.1
	Thun	MP/working day	43,000	42,000	49,000	45,000	30,000	-33.3
	Winterthur	MP/working day	121,000	117,000	121,000	128,000	92,000	-28.1
	Zug	MP/working day	66,000	66,000	66,000	68,000	48,000	-29.4
10	Zürich Altstetten	MP/working day	60,000	64,000	62,000	—	—	—
	Zürich Enge	MP/working day	23,000	23,000	25,000	25,000	18,000	-28.0
	Zürich Hardbrücke	MP/working day	48,000	—	49,000	55,000	34,000	-38.2



		2016	2017	2018	2019	2020	Δ%
Zürich HB	MP/working day	439,000	438,000	443,000	461,000	295,000	-36.0
Zürich Oerlikon	MP/working day	—	106,000	112,000	117,000	84,000	-28.2
Zürich Stadelhofen	MP/working day	95,000	100,000	99,000	100,000	68,000	-32.0

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.
- 3 Interlaken Ost station is shared by BOB, BLS and Zentralbahn and is counted accordingly.
- 4 Lucerne station is shared by SBB and Zentralbahn and is only counted once here.
- 5 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 (e.g. Lyss); 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).
- 6 Migrolino, Valora, station operator; Swiss Post closed its branches at the 2020 timetable change.
- 7 Aperto, Avec., Coop Pronto, Migrolino, Spar.
- 8 Analogue and digital advertising spaces.
- 9 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.
- 10 No reliable results available for the past two years due to extensive construction work.



Infrastructures

			2016	2017	2018	2019	2020	Δ%
Network								
1	Network operated	km	3,230	3,232	3,228	3,236	3,260	0.7
	multi-track	km	1,839	1,846	1,850	1,873	1,893	1.1
	single-track	km	1,392	1,386	1,377	1,363	1,367	0.3
2	Average distance between stations/stops	km	4.06	4.08	4.07	4.06	4.08	0.7
	Degree of electrification	%	100.0	100.0	100.0	100.0	100.0	0.0
3	ETCS-equipped route network	%	78.5	98.1	100.0	100.0	100.0	0.0
4	Private sidings	number	642	605	573	572	565	-1.2
Route network by infrastructure manager								
1	SBB infrastructure (standard gauge)	km	3,088	3,089	3,086	3,132	3,155	0.7
5	Thurbo (standard gauge)	km	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	0.2
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	373	373	373	373	372	0.0
	Fribourg / Freiburg	km	127	127	127	127	127	0.0
	Genève	km	39	39	39	48	48	0.0
	Glarus	km	41	41	41	41	41	0.0
	Graubünden / Grigioni / Grischun	km	36	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	114	0.0
	Nidwalden	km	20	20	20	20	20	-0.5
	Obwalden	km	37	37	37	37	37	-0.5
	Schaffhausen	km	11	11	11	11	11	0.0
	Schwyz	km	65	65	65	65	65	0.0
6	Solothurn	km	91	92	92	92	96	5.3
	St. Gallen	km	234	234	234	234	234	0.0
	Thurgau	km	184	184	184	184	184	0.0
7	Ticino	km	211	211	211	210	229	8.8
	Uri	km	71	71	70	71	71	0.0
	Valais / Wallis	km	133	133	133	133	133	0.0
	Vaud	km	293	293	293	293	293	0.0



		2016	2017	2018	2019	2020	Δ%
Zug	km	42	42	42	41	41	0.0
Zürich	km	479	479	476	476	476	0.0
Other countries	km	21	21	21	21	21	0.0

Fixed installations

Train signals	number	33,460	33,408	34,704	34,271	34,330	0.2
of which SBB infrastructure	number	32,813	32,752	34,009	33,725	33,809	0.2
Signal boxes in operation	number	515	506	502	508	510	0.4
of which SBB infrastructure	number	496	487	483	480	483	0.6
Level crossings	number	1,084	1,068	1,066	1,065	1,057	-0.8
of which SBB infrastructure	number	934	933	932	960	954	-0.6
1 Railway tunnels: total items	number	284	286	289	299	302	1.0
1 of which SBB infrastructure	number	268	270	273	283	286	1.1
1 Railway tunnels: total length of all bores	km	386.1	387.8	388.5	394.5	429.5	8.9
1 of which SBB infrastructure	km	374.6	376.2	376.9	382.9	418.0	9.2
8 Railway bridges: construction units	number	6,004	6,006	6,015	6,036	6,065	0.5
9 of which SBB infrastructure	number	5,761	5,761	5,768	5,838	5,868	0.5
8 Railway bridges: length of all construction units	km	104.6	104.5	105.9	106.7	108.4	1.6
9 of which SBB infrastructure	km	100.3	100.2	101.6	103.6	105.3	1.6

Electricity for railway operations

Hydroelectric plants	number	7	7	7	7	8	14.3
Transformer stations	number	8	8	8	8	9	12.5
10 High-voltage lines 134 kV	km	1,872	1,872	1,872	1,876	1,876	0.0
11 Electricity produced and procured	GWh	2,850	2,774	3,037	3,116	2,769	-11.1
Electricity used for railway operations	GWh	2,458	2,389	2,339	2,313	2,157	-6.7
SBB Infrastructure	GWh	2,143	2,067	2,033	2,013	1,890	-6.1
12 Other infrastructures	GWh	315	322	306	300	267	-10.7
13 Proportion of traction current from renewable sources	%	91.9	91.4	90.0	90.0	90.0	0.0

Footnotes: Infrastructures

- 1 Commissioning of the Ceneri Base Tunnel and the Eppenbergl Tunnel.
- 2 Approximated data.
- 3 SBB infrastructure, excluding subsidiaries.
- 4 Siding facilities for freight and plant traffic, connected to the SBB network. The number of network connection contracts is given. In individual cases, several accesses to a siding can be covered by one contract.
- 5 Since 2019, the Turbo infrastructure has been an integral part of SBB infrastructure.
- 6 Commissioning of the Eppenbergl Tunnel.
- 7 Commissioning of the Ceneri Base Tunnel.
- 8 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.
- 9 Commissioning of the Ceneri Base Tunnel and its access viaducts.
- 10 Cables or overhead line; the figure refers to the train path length and not the circuit length.



- 11 In net terms regarding bought/exchanged and sold/exchanged.
- 12 SBB subsidiary companies' infrastructure (Sensetalbahn, Zentralbahn) and third-party infrastructure (BLS, MGB, SOB, etc.). Since 2019, the infrastructure of the subsidiary company Thurbo has been part of the SBB infrastructure; from 2020 the corresponding traction current consumption will no longer be billed separately.
- 13 Minimum percentage of rail power from renewable energy sources. The definitive renewable electricity mix is declared on the basis of proof of origin and can only be finalised in spring of the following year.



Personnel

		2016	2017	2018	2019	2020	Δ%	
SBB Group								
	Number of staff	FTE	33,119	32,754	32,309	32,535	33,498	3.0
	- SBB Ltd and SBB Cargo Ltd (Switzerland)	FTE	27,547	27,182	26,866	26,983	27,788	3.0
	of which in Switzerland	FTE	27,535	27,174	26,859	26,977	27,782	3.0
1	- Subsidiaries	FTE	5,572	5,572	5,442	5,553	5,711	2.8
	of which in Switzerland	FTE	5,058	4,976	4,818	4,848	4,948	2.1
Workforce by division								
	Passenger Services	FTE	14,279	14,234	13,990	14,193	14,680	3.4
	SBB Ltd, Passenger Division	FTE	12,459	12,492	12,394	12,557	12,973	3.3
	Operations/production	FTE	2,110	2,153	2,153	2,281	2,397	5.1
	Technicians/maintenance	FTE	3,092	3,038	3,066	3,188	3,313	3.9
	Motive power unit drivers and train crew	FTE	4,598	4,654	4,615	4,578	4,680	2.2
	Sales and customer service	FTE	1,766	1,744	1,700	1,694	1,708	0.8
2	Administration	FTE	892	904	860	815	876	7.4
	Subsidiaries	FTE	1,820	1,742	1,596	1,636	1,707	4.3
	Real Estate	FTE	791	779	776	790	793	0.4
	Freight services	FTE	3,075	3,114	3,084	3,132	3,225	3.0
	SBB Cargo Ltd (Switzerland)	FTE	2,402	2,350	2,275	2,220	2,246	1.2
	Operations/production	FTE	1,173	1,192	1,167	1,136	1,129	-0.7
	Technicians/maintenance	FTE	176	165	159	157	171	8.7
	Motive power unit drivers	FTE	559	525	516	511	509	-0.5
	Sales and customer service	FTE	132	131	119	111	104	-6.7
3	Administration	FTE	361	337	313	304	334	9.9
	Subsidiaries	FTE	673	765	810	912	979	7.4
	Infrastructure	FTE	10,323	10,077	9,857	9,777	9,978	2.1
	SBB Ltd, Infrastructure Division	FTE	9,449	9,205	9,016	8,951	9,130	2.0
	Operations/production	FTE	3,385	3,252	3,187	3,160	3,200	1.3
	Technicians/maintenance	FTE	5,093	5,049	4,996	4,984	5,121	2.8
	Motive power unit drivers	FTE	397	372	352	326	330	1.2
	Administration	FTE	574	532	479	479	478	-0.3
	Subsidiaries	FTE	873	872	841	826	849	2.8
	Group-level units	FTE	4,651	4,550	4,602	4,644	4,821	3.8
	Group-level units SBB Ltd	FTE	2,446	2,356	2,406	2,464	2,645	7.3
4	IT	FTE	1,104	1,077	1,089	1,150	1,258	9.4
	Human Resources	FTE	733	672	715	685	690	0.6
5	Other group-level units	FTE	609	607	602	629	697	10.9
	Subsidiaries	FTE	2,205	2,194	2,196	2,179	2,176	-0.2

		2016	2017	2018	2019	2020	Δ%	
6	SBB Ltd and SBB Cargo Ltd (Switzerland)							
	Number of staff	FTE	27,547	27,182	26,866	26,983	27,788	3.0
	of which motive power unit drivers and train crew	FTE	5,568	5,551	5,484	5,416	5,519	1.9
	Motive power unit drivers, SBB Passenger Traffic	FTE	2,578	2,661	2,637	2,605	2,654	1.9
	Train crew, SBB Ltd Passenger Traffic	FTE	2,019	1,993	1,977	1,973	2,026	2.7
	Motive power unit drivers SBB Cargo Ltd (Switzerland)	FTE	559	525	516	511	509	-0.5
	Motive power unit drivers SBB Infrastructure	FTE	397	372	352	326	330	1.2
7	Staff motivation	Index (1-100)	74	75	73	73	77	5.5
7	Staff satisfaction	Index (1-100)	66	65	66	66	70	6.1
	Response rate for personnel appraisals	%	92.7	95.0	93.3	93.3	94.4	1.1
	Women	%	91.1	92.7	91.1	90.8	92.5	1.7
	Men	%	93.1	95.5	93.9	93.8	94.8	1.0
	Turnover	FTE	1,791	1,999	1,851	1,956	1,716	-12.3
	Women	FTE	394	440	349	388	295	-23.9
	Men	FTE	1,397	1,560	1,502	1,568	1,421	-9.4
	Absences	days per FTE	13.5	13.5	13.9	13.9	14.0	1.1
	Sickness	days per FTE	11.0	11.1	11.4	11.3	11.6	3.2
	Accident	days per FTE	2.5	2.4	2.5	2.6	2.4	-8.0
	Occupational accidents with work absence	Number/100 empl.	1.5	1.6	1.5	1.7	1.5	-8.5
8	Fatalities	number	23	37	25	31	32	3.2
9	of which due to occupational accidents	number	0	0	3	1	0	-100.0
	Workforce by type of employment contract							
	GAV (Collective Labour Agreement)	FTE	26,353	25,992	25,636	25,660	26,380	2.8
	OR (Code of Obligations)	FTE	1,194	1,191	1,230	1,323	1,408	6.4
10	Hired staff	FTE	2,998	3,139	3,253	3,474	3,396	-2.2
	Workforce by workplace canton							
	Aargau	FTE	727	716	673	646	655	1.3
	Appenzell Ausserrhoden	FTE	0	0	0	0	0	—
	Appenzell Innerrhoden	FTE	0	0	0	0	0	—
	Basel-Landschaft	FTE	485	497	486	476	483	1.4
	Basel-Stadt	FTE	1,020	1,002	970	949	960	1.2
	Bern / Berne	FTE	6,564	6,502	6,570	6,761	7,134	5.5
	Fribourg / Freiburg	FTE	273	234	206	200	192	-4.2
	Genève	FTE	959	925	912	955	984	3.1
	Glarus	FTE	10	6	6	5	4	-11.7
	Graubünden / Grigioni / Grischun	FTE	166	164	161	153	150	-2.4
	Jura	FTE	169	161	159	158	156	-1.3
	Luzern	FTE	1,015	849	804	798	780	-2.3
	Neuchâtel	FTE	169	151	152	142	139	-1.8
	Nidwalden	FTE	0	0	0	0	0	—
	Obwalden	FTE	1	1	1	0	0	—



		2016	2017	2018	2019	2020	Δ%
Schaffhausen	FTE	142	139	135	135	133	-1.4
Schwyz	FTE	208	218	204	199	188	-5.3
Solothurn	FTE	3,065	3,103	3,049	3,082	3,212	4.2
St. Gallen	FTE	1,047	1,058	1,035	1,008	1,009	0.1
Thurgau	FTE	187	185	182	181	189	4.1
Ticino	FTE	1,979	1,942	1,909	1,877	1,897	1.1
Uri	FTE	247	216	210	192	179	-6.6
Valais / Wallis	FTE	1,063	1,065	1,050	1,036	1,066	2.8
Vaud	FTE	2,653	2,665	2,663	2,712	2,861	5.5
Zug	FTE	140	152	147	147	150	1.8
Zürich	FTE	5,248	5,223	5,175	5,164	5,262	1.9
Other countries	FTE	12	8	6	5	5	3.2

11 Diversity of personnel								
12	Total employees of SBB Ltd and SBB Cargo Ltd (Switzerland)	Employees	29,152	28,767	28,488	28,650	29,529	3.1
	<u>according to language of communication</u>							
	German	%	73.6	73.6	73.7	73.6	73.6	0.0
	among employees without management function	%	71.6	71.6	71.5	71.3	71.2	-0.1
	among specialist managers	%	87.1	86.7	86.4	86.3	86.6	0.3
	among senior managers	%	78.3	78.1	78.5	78.4	78.0	-0.4
	among first-line managers	%	72.7	72.6	73.1	72.5	71.9	-0.7
	among middle managers	%	82.8	82.4	82.5	82.6	82.4	-0.1
	among top managers	%	93.0	93.2	92.9	92.3	90.7	-1.6
	French	%	18.7	18.8	18.9	19.1	19.2	0.1
	Without management function	%	20.0	20.1	20.2	20.5	20.8	0.2
	Specialist manager	%	10.8	11.0	11.0	11.1	10.9	-0.3
	Senior manager	%	15.4	15.4	15.4	15.9	16.0	0.0
	First-line manager	%	19.1	19.1	19.1	20.2	20.3	0.2
	Middle manager	%	12.4	12.6	12.8	12.9	12.8	-0.1
	Top manager	%	6.0	5.7	5.4	6.6	8.2	1.6
	Italian	%	7.6	7.5	7.5	7.3	7.2	-0.1
	Without management function	%	8.4	8.2	8.2	8.1	8.0	-0.1
	Specialist manager	%	2.0	2.3	2.5	2.6	2.5	-0.1
	Senior manager	%	6.4	6.4	6.0	5.6	6.0	0.4
	First-line manager	%	8.3	8.3	7.8	7.3	7.8	0.5
	Middle manager	%	4.9	5.0	4.7	4.5	4.8	0.3
	Top manager	%	1.0	1.0	1.7	1.0	1.0	0.0
	<u>according to age</u>							
	Younger than 30	%	13.3	13.2	13.0	13.3	13.9	0.6
	Without management function	%	96.2	96.8	96.7	96.5	96.5	0.0
	Specialist manager	%	1.3	1.2	1.3	1.5	1.5	0.0
	Senior manager	%	2.5	2.0	2.0	2.0	2.0	0.0
	30 to 39	%	20.1	20.3	20.7	21.6	22.6	0.9



		2016	2017	2018	2019	2020	Δ%	
	Without management function	%	77.8	78.3	78.3	77.6	77.9	0.3
	Specialist manager	%	11.7	11.9	12.5	13.1	13.1	0.1
	Senior manager	%	10.4	9.8	9.2	9.3	9.0	-0.3
	40 to 49	%	28.0	26.9	26.1	24.9	24.0	-0.9
	Without management function	%	74.2	73.5	73.1	72.5	70.9	-1.7
	Specialist manager	%	11.0	12.0	13.1	14.4	16.2	1.8
	Senior manager	%	14.8	14.5	13.8	13.0	12.9	-0.2
	50 to 59	%	31.3	31.8	31.7	31.4	30.7	-0.7
	Without management function	%	81.6	81.3	80.8	79.7	79.0	-0.7
	Specialist manager	%	7.6	8.3	9.6	10.8	11.7	0.8
	Senior manager	%	10.7	10.4	9.5	9.4	9.3	-0.1
	60 and older	%	7.3	7.8	8.5	8.8	8.9	0.1
	Without management function	%	85.4	85.3	85.2	84.8	84.2	-0.6
	Specialist manager	%	6.5	7.3	8.2	8.8	9.5	0.8
	Senior manager	%	8.2	7.4	6.7	6.4	6.3	-0.2
	Female employees	%	17.0	17.1	17.3	17.7	18.4	0.6
	Without management function	%	17.4	17.5	17.6	18.0	18.6	0.5
	Specialist manager	%	19.3	19.4	19.2	19.6	20.4	0.8
	Senior manager	%	12.2	12.0	12.3	13.1	14.3	1.2
	First-line manager	%	12.4	11.8	12.6	13.4	14.3	0.9
	Middle manager	%	11.4	11.7	11.5	12.1	13.5	1.4
	Top manager	%	20.7	19.7	20.3	22.4	24.5	2.1
13	Part-time employees	%	19.3	19.9	20.9	21.6	22.3	0.7
	Women	%	54.4	54.5	55.6	55.3	55.2	-0.2
	Men	%	12.1	12.7	13.7	14.3	14.8	0.6
	Non-Swiss employees	%	15.0	15.3	15.6	16.3	17.3	1.0
	External entries	number	1,896	1,809	1,885	2,674	2,767	3.5
	Women	number	487	479	526	725	681	-6.1
	Younger than 30	number	317	306	312	395	356	-9.9
	30 to 39	number	106	104	127	212	187	-11.8
	40 to 49	number	54	60	53	86	102	18.6
	50 to 59	number	10	9	28	32	34	6.3
	60 and older	number	0	0	6	0	2	—
	Men	number	1,409	1,330	1,359	1,949	2,086	7.0
	Younger than 30	number	688	656	612	876	882	0.7
	30 to 39	number	402	365	428	619	662	6.9
	40 to 49	number	219	198	203	308	353	14.6
	50 to 59	number	72	77	90	125	157	25.6
	60 and older	number	28	34	26	21	32	52.4
	Number of nationalities	number	98	99	101	100	103	3.0



		2016	2017	2018	2019	2020	Δ%	
11	Training, professional re-orientation and social issues							
	Trainees and higher education interns	Employees	113	111	118	118	108	-8.1
	Training positions filled by "Login" at SBB	Employees	1,459	1,426	1,387	1,367	1,358	-0.6
	"Login" interns at SBB	Employees	176	159	162	155	162	4.2
14	Labour market centre	FTE	55	65	71	48	37	-22.4
15	anyway	FTE	90	87	85	85	87	2.1
	Integration positions	FTE	62	62	69	69	69	0.1

Footnotes: Personnel

- 1 Subsidiaries of SBB AG and SBB Cargo AG (Switzerland).
- 2 Staff increase for resource allocation.
- 3 Transfer of the corresponding IT and COM parts from the Group to SBB Cargo AG.
- 4 Implementation of the internalisation and digitalisation strategy.
- 5 Consolidation of operational purchasing and data management at Group level, new areas for customer orientation and innovation.
- 6 Excluding subsidiaries.
- 7 2016, 2018 – 2019: full survey; 2017: partial survey.
- 8 Fatalities due to sickness, non-occupational accidents and occupational accidents.
- 9 No third-party employee died in an occupational accident while conducting work for SBB in 2020.
- 10 The FTE from hired staff is not included when calculating the number of staff.
- 11 SBB Ltd and SBB Cargo Ltd (Switzerland), excluding subsidiaries.
- 12 Yearly average headcount.
- 13 "Part-time" means employment relationships of less than 100 per cent.
- 14 The job market centre is part of the Group's Human Resources department and is responsible for professional re-orientation within SBB.
- 15 Anyway is part of the Group's Human Resources department and is responsible for professional reintegration within SBB.

Finance

		2016	2017	2018	2019	2020	Δ%	
Income statement								
1	Operating income	CHF m	8,988	9,442	9,645	9,864	9,216	-6.6
	Traffic revenue	CHF m	4,146	4,280	4,382	4,439	3,345	-24.6
	Passenger revenues	CHF m	3,165	3,316	3,393	3,468	2,465	-28.9
	Long-Distance Services	CHF m	2,319	2,428	2,483	2,532	1,697	-33.0
	Regional Services	CHF m	846	888	909	936	768	-18.0
	Freight revenues	CHF m	851	838	868	835	762	-8.8
	Operating services revenue	CHF m	48	39	35	39	29	-24.8
	Revenue from infrastructure use	CHF m	82	87	86	97	89	-8.0
2	Public-sector funding	CHF m	2,466	2,666	2,720	2,802	3,149	12.4
	Grants for regional passenger services	CHF m	624	622	653	684	812	18.6
	Contributions to the rail infrastructure	CHF m	1,826	2,030	2,058	2,117	2,317	9.5
	Grants for freight traffic	CHF m	16	13	8	1	21	2229.8
	Rental income from real estate	CHF m	458	487	508	559	546	-2.4
	Other income	CHF m	820	827	841	841	925	10.0
	Own work capitalised	CHF m	1,098	1,183	1,194	1,222	1,250	2.3
	Operating expenses	CHF m	-8,700	-8,941	-9,059	-9,377	-9,730	-3.8
	Cost of materials	CHF m	-721	-747	-728	-738	-753	-1.9
	Personnel expenses	CHF m	-4,168	-4,213	-4,226	-4,314	-4,360	-1.1
	Other operating expenses	CHF m	-1,681	-1,755	-1,833	-1,982	-2,121	-7.0
	Depreciation	CHF m	-2,130	-2,226	-2,273	-2,343	-2,497	-6.6
	Depreciation of financial assets	CHF m	0	0	0	-13	-7	44.8
	Depreciation of tangible assets	CHF m	-1,984	-2,066	-2,096	-2,137	-2,278	-6.6
	Depreciation of intangible assets	CHF m	-146	-160	-177	-194	-212	-9.3
	Operating result/EBIT before write-down	CHF m	288	501	586	487	-515	-205.6
	Write-down	CHF m	0	-189	0	0	0	—
	Operating result/EBIT	CHF m	288	313	586	487	-515	-205.6
	Financial result	CHF m	-120	-104	-105	-91	-139	-52.9
3	Profit from real estate sales	CHF m	225	207	107	86	44	-48.6
	Income taxes	CHF m	-10	-11	-13	-14	-17	-24.4
	Minority interests	CHF m	-3	-6	-6	-4	10	329.1
	Consolidated result	CHF m	381	399	568	463	-617	-233.1
Balance sheet								
	Assets	CHF m	44,039	45,174	46,565	48,918	51,335	4.9
	Current assets	CHF m	2,062	1,963	2,063	2,111	1,759	-16.7
4	Fixed assets	CHF m	42,245	43,211	44,502	46,807	49,576	5.9
	Financial assets	CHF m	386	403	431	576	530	-8.0
4	Property, plant and equipment	CHF m	32,827	33,234	33,671	35,118	38,921	10.8
	Assets under construction	CHF m	8,039	8,604	9,421	10,097	9,066	-10.2
	Intangible assets	CHF m	993	969	978	1,017	1,060	4.2

		2016	2017	2018	2019	2020	Δ%	
	Equity and liabilities	CHF m	44,039	45,174	46,565	48,918	51,335	4.9
4	Public loans (Federal and cantonal)	CHF m	18,932	19,563	20,251	21,730	23,813	9.6
5	Interest-bearing debt	CHF m	9,199	9,022	9,279	9,624	10,811	12.3
	Other foreign capital	CHF m	3,903	4,177	4,050	4,113	3,873	-5.8
	Equity, incl. minority interests	CHF m	12,005	12,412	12,985	13,451	12,838	-4.6
Free cash flow								
	Total cash flow	CHF m	-137	212	42	53	-299	-662.9
	Cash flow from financing for commercial investments and pension fund restructuring	CHF m	402	-184	257	346	1,202	247.6
	Free cash flow after public-sector financing of rail infrastructure	CHF m	-540	396	-215	-293	-1,500	-412.6
	Cash flow from public-sector financing of rail infrastructure	CHF m	2,142	1,950	2,012	2,123	2,029	-4.4
	Free cash flow before public-sector financing of rail infrastructure	CHF m	-2,682	-1,553	-2,227	-2,416	-3,529	-46.1
	Cash flow from investing activities	CHF m	-2,860	-3,169	-3,445	-3,790	-3,740	1.3
	Cash flow from operating activities	CHF m	178	1,616	1,218	1,374	211	-84.7
Public-sector funding								
7	Total public-sector funding	CHF m	13,150	3,371	3,466	4,374	6,459	47.7
	Payments reflected in income statement	CHF m	2,466	2,666	2,720	2,802	3,149	12.4
	Contributions to the rail infrastructure	CHF m	1,826	2,030	2,058	2,117	2,317	9.5
	Grants for regional passenger services	CHF m	624	622	653	684	812	18.6
	Grants for freight traffic	CHF m	16	13	8	1	21	2229.8
7	Increase in loans, non-repayable contributions	CHF m	10,684	705	746	1,572	3,310	110.6
4	Increase in loans for financing of rail infrastructure	CHF m	4,655	631	688	1,479	2,083	40.8
8	Non-repayable contributions to investments	CHF m	6,029	74	58	92	1,227	1228.6
Additions to assets								
9	Additions to assets reflected in the balance sheet	CHF m	6,955	3,539	3,564	4,534	5,342	17.8
10	Passenger services	CHF m	578	722	750	895	1,187	32.7
	Real Estate	CHF m	554	683	619	586	463	-20.9
	Freight services	CHF m	18	30	34	34	38	11.2
4	Infrastructure	CHF m	5,771	2,075	2,138	2,993	3,633	21.4
4	Network	CHF m	5,693	1,998	2,029	2,847	3,491	22.6
	Energy	CHF m	79	77	110	146	142	-2.7
	Group-level units	CHF m	33	29	23	26	20	-22.6



		2016	2017	2018	2019	2020	Δ%	
SBB as a purchaser								
	Purchasing volume	CHF m	4,509	4,911	5,223	5,646	6,055	7.3
	Proportion of suppliers based in Switzerland	%	89.0	87.5	87.5	88.7	91.2	2.5
11	Suppliers	number	15,237	14,838	14,808	15,542	14,206	-8.6
11	Proportion of suppliers based in Switzerland	%	92.0	91.1	90.7	90.6	90.4	-0.2

Footnotes: Finance

- 1 Revenue in 2020 was CHF 7966 million (operating income minus retained earnings; previous year: CHF 8641 million, -7.8 per cent).
- 2 Only payments reflected in income statement; CHF 277 million of which is based on the Covid-19 Act.
- 3 Up to 2016: Non-operating result.
- 4 On 1 September 2020, SBB AG took charge of the Ceneri Base Tunnel from AlpTransit Gotthard AG (ATG). The takeover meant fixed assets and public loans for financing railway infrastructure rose to CHF 1,555 million.
- 5 Net interest-bearing debt was CHF 10.38 billion, previous year: CHF 8.91 billion, +16.5 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 In September 2020, SBB AG took charge of the Ceneri Base Tunnel from AlpTransit Gotthard AG (ATG). The takeover meant fixed assets and public loans for financing railway infrastructure rose to CHF 1,555 million. At the same time, investments in tunnel excavation of CHF 1,146 million were financed using public investment promotion (funds lost contributions).
- 8 On 1 September 2020, SBB AG took charge of the Ceneri Base Tunnel from AlpTransit Gotthard AG (ATG). In the context of this takeover, investments in tunnel excavation of CHF 1,146 million were financed using public investment promotion (funds lost contributions).
- 9 2020: SBB took over the Ceneri Base Tunnel from AlpTransit Gotthard AG on 1 September.
2016 and 2019: additions to assets in connection with the Gotthard Base Tunnel.
- 10 Expansion of regional and long-distance service fleets; capitalisable additions to fixed and intangible assets reflected in the balance sheet.
- 11 Only includes billers with a purchasing volume of more than CHF 2,000 in 2019.

Segments

		2016	2017	2018	2019	2020	Δ%	
1	Passenger Traffic – income statement							
2	Operating income	CHF m	4,853	5,020	5,091	5,184	4,394	-15.2
	of which traffic revenue	CHF m	3,269	3,409	3,483	3,559	2,546	-28.4
	Operating expenses	CHF m	-4,661	-4,791	-4,809	-4,928	-4,994	-1.3
	Operating result	CHF m	193	229	282	256	-600	-334.4
	Net income for the year	CHF m	139	186	241	215	-669	-411.7
	Passenger Traffic – key figures							
	Earnings per passenger-kilometre	CHF/Pkm	0.170	0.182	0.185	0.179	0.215	20.2
	Earnings per passenger journey	CHF/PJ	7.02	7.44	7.55	7.29	8.15	11.7
	Operating expenses per train-kilometre	CHF/train-km	30.7	31.8	32.6	32.6	34.1	4.3
3	Grant efficiency – Regional Services	CHF/train-km	7.85	7.80	8.35	8.50	10.16	19.6
4	Percentage of costs covered by revenue – Regional Services	%	59.0	61.2	61.8	61.8	50.9	-10.9
1	Real Estate – income statement							
	Operating income	CHF m	787	794	819	876	867	-1.0
	of which third-party rental income	CHF m	451	480	502	552	541	-1.8
	Operating expenses	CHF m	-557	-546	-566	-600	-634	-5.6
	Operating result	CHF m	230	249	253	276	233	-15.4
5	Net income for the year	CHF m	12	10	10	10	10	-2.9
	Real Estate – key figures							
	Sales by third parties in the 33 biggest SBB railway stations	CHF m	1,587	1,629	1,674	1,757	1,286	-26.8
	of which Zurich HB	CHF m	364	365	378	394	251	-36.3
	of which Berne	CHF m	196	192	193	206	148	-27.9
	of which Lucerne	CHF m	144	155	156	160	114	-29.0
	of which Basel	CHF m	128	125	126	129	95	-26.0
	of which Geneva	CHF m	113	114	126	124	83	-32.7
	of which Winterthur	CHF m	74	75	76	76	57	-25.2
	of which Lausanne	CHF m	52	51	51	71	52	-26.8
	of which St. Gallen	CHF m	28	32	41	49	39	-20.4
	of which Zug	CHF m	35	37	39	40	34	-14.5
	Income from disposal of non-operating real estate	CHF m	221	204	107	84	45	-46.9
	Book value of assets	CHF m	5,227	5,526	5,930	6,178	6,487	5.0



		2016	2017	2018	2019	2020	Δ%	
6	Freight services – income statement							
7	Operating income	CHF m	979	960	988	943	889	-5.8
	of which traffic revenue	CHF m	903	888	918	886	807	-9.0
	Operating expenses	CHF m	-978	-1,013	-971	-943	-923	2.2
	Operating result	CHF m	1	-241	16	0	-34	-47958.6
	Net income for the year	CHF m	1	-239	13	3	-26	-974.6
	Freight services – key figures							
	Operating expenses per train-kilometre	CHF/train-km	30.2	30.7	29.4	29.3	29.8	1.8
	Net tonne-kilometres per Swiss franc in operating expenses	net tonne-km/CHF	16.9	16.5	17.5	17.4	17.3	-0.3
8	Infrastructure – income statement							
9	Operating income	CHF m	4,041	4,353	4,421	4,506	4,565	1.3
	of which revenue from use of infrastructure	CHF m	1,123	1,213	1,200	1,231	1,082	-12.1
	Operating expenses	CHF m	-4,282	-4,395	-4,487	-4,631	-4,751	-2.6
	Operating result	CHF m	-241	-42	-66	-125	-186	-49.5
	Net income for the year	CHF m	-103	100	78	23	-46	-303.3
	Infrastructure – key figures							
	Income per train-path kilometre	CHF/train-path km	6.30	6.86	6.78	6.83	6.15	-10.1
10	Operating expenses per train-path kilometre	CHF/train-path km	14.43	14.68	14.51	14.16	14.53	2.6
	Ratio of income from use of infrastructure to operating expenses	%	26.2	27.6	26.7	26.6	22.8	-3.8
	Infrastructure – maintenance indices							
	Tamping of tracks and points	km	641	833	834	853	794	-7.0
	Grinding of tracks and points	km	2,033	2,121	2,337	2,442	2,353	-3.7
	Rail replacement	km	193	162	187	170	158	-7.1
	Track renewal	km	181	212	226	239	165	-31.1

Footnotes: Segments

- 1 Segment accounting: intra-group income and expenses not eliminated.
- 2 Incl. Covid-19 support from the Confederation and Cantons of CHF 148 million for regional traffic.
- 3 Grants per train-kilometre: the lower the absolute figure, the higher the assumed efficiency.
- 4 Ratio of revenue from users to total expenditure for the operation of regional traffic lines.
- 5 Net income for 2020 prior to compensation payments: CHF 244 million. Previous year: CHF 339 million, -27.8 per cent.
- 6 Consolidated figures for SBB Cargo Ltd (Switzerland) and SBB Cargo International Ltd. Segment accounting: intra-group income and expenses not eliminated.
- 7 Incl. Covid-19 support from the Confederation of CHF 19 million for SBB Cargo Ltd (Switzerland).
- 8 SBB infrastructure. Segment accounting: intra-group income and expenses not eliminated.
- 9 Incl. Covid-19 support from the Confederation of CHF 110 million.
- 10 Net operating expenses per train-path kilometre sold.