

European Passenger's Federation Conference on March 15, Basle

- Presentation Pro Bahn Schweiz
- Why do people in Switzerland appreciate the train?

Kurt Schreiber, President Pro Bahn Switzerland

Who are we?



Pro Bahn Switzerland is the lobby organization of public transport customers.

The goals of Pro Bahn Switzerland

- the good has to get even better
- we are the joint, the connection between customers and transport companies
- we help realize a better offer (trains, timetables, stations, services)
- we participate in consultations, mainly about infrastructure

- Pro Bahn Switzerland is accepted by transport companies as well as political bodies because they acknowledge the expertise as well as the fairness and objectivity
- Pro Bahn Switzerland thinks that public transport has only to be as fast as necessary to reach the next hub in time for the connection (rail 2000)

Motto

Slow and steady wins the day...

- What do customers want?





Wish List

- enough seats
- more coaches in the front of the train (!?)
- good connections
- train or bus has to be at the station whenever I need it ...
- get the feeling of being welcome and being cared for = enough employees
- pay little
- toilets clean and available

Enough seats...

Every passenger should have his own seat (declaration made by the „father of Zurich S-Bahn“, Prof. Dr. Hans Künzi, Councillor to Zurich government)

but...

length of train, capacity

Solution (?): Standing areas, therefore reduction of seats

Attention: In your car you are sitting while standing in a traffic jam ... In case of incidents in the train you will be standing when waiting ...



- good connections
train or bus has to
be at the station
whenever I need it
but...
operational reasons



train or bus has to be at the station whenever I need it

Advantages

Protection of environment,
you can work, read, sleep or have a look at
the country while travelling

Disadvantages

You have to be at the station before the train
leaves

Time consumption is 50 % higher (even
more during random times)



Public transport so slow??



Here ist the answer - comparison between road and rail

Road is up to 50 % faster than the rail, especially in peak times

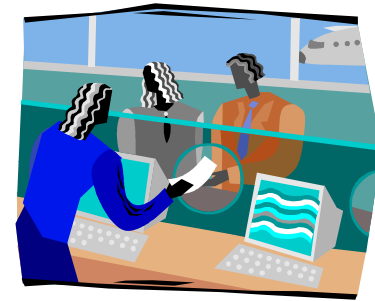
1. you go to the bus stop (speed 5 km/h)
2. You are waiting (speed 0 km/h)
3. Bus goes to railway station (speed 30 km/h)
4. You go to the train (speed 5 km/h)
5. You are waiting for the train (speed 0 km/h)
6. Your are travelling by train (speed 80 – 200 km/h)
7. Your are leaving the train and waiting for the bus (5 km/h + 0 km/h)
8. Bus goes to bus stop (30 km/h)
9. You are walking to final destination point (5 km/h)

get the feeling of being welcome and being cared for = enough employees

- lack of security, not enough measures (according to personal feeling for separation fan-groups from normal passengers, especially late in the evening)
- services offered throughout the train, i.e. dining car not accessible because being in the other train unit
- penalty fare area (supplement 90 Swiss Francs) for all trains. You must have a ticket, otherwise the supplement will be applied...
- Sale of international tickets at the counter only against payment of a supplement of 10 Swiss Francs

get the feeling of being welcome and being cared for = enough employees (follow-up)

- free access to all trains
- personnel's training insufficient, e.g. sale to three persons in a group at different times = 3 tickets with three different routings
- ticket vending machines do not replace persons (reduction of personal may save cost, but will provoke them by others (generality))
- tribunal-court decisions not in favour of customers (i.g. in case of defective ticket machine)
- Price increases only with moderation



Pay little (an extension of Pro Bahn's wish list)

Comparison to the cost of a car

- mobility too cheap ?
- was the hundred francs half-price-ticket in 1986 the wrong measure?
- Public transport covers not its cost – neither does agriculture, but

we do need both



Fares (are they fair?)

Full ticket price is relatively expensive
Zurich – Lausanne – Zürich = CHF 142.– in
the 2nd und CHF 250.– in the first class



Half fare travel card is cheaper

CHF 71.– in 2nd class und CHF 125.– in first class; subject to the
purchase of a half-tax-price card
(fare for one year: CHF 175.--, two years: CHF 330.00, three years:
CHF 450.--)

With one-day travel pass and half price card: CHF 71.– in the 2nd
and CHF 121.– in the first class (valid for the whole Swiss railway
system, including ships, trams, bus and some mountain railways)

toilets clean and available

- comparison with tramway (no toilet) is wrong
- carrier has to take its responsibility
- toilets on many stations are closed without replacement solution
- one toilet per train unit is not sufficient – at least two are needed
- prosecute human pigs (even by survey with video when leaving the toilet)



Why do people in Switzerland appreciate the train?

INTERESSENVERTRETUNG DER KUNDINNEN
UND KUNDEN DES ÖFFENTLICHEN VERKEHRS



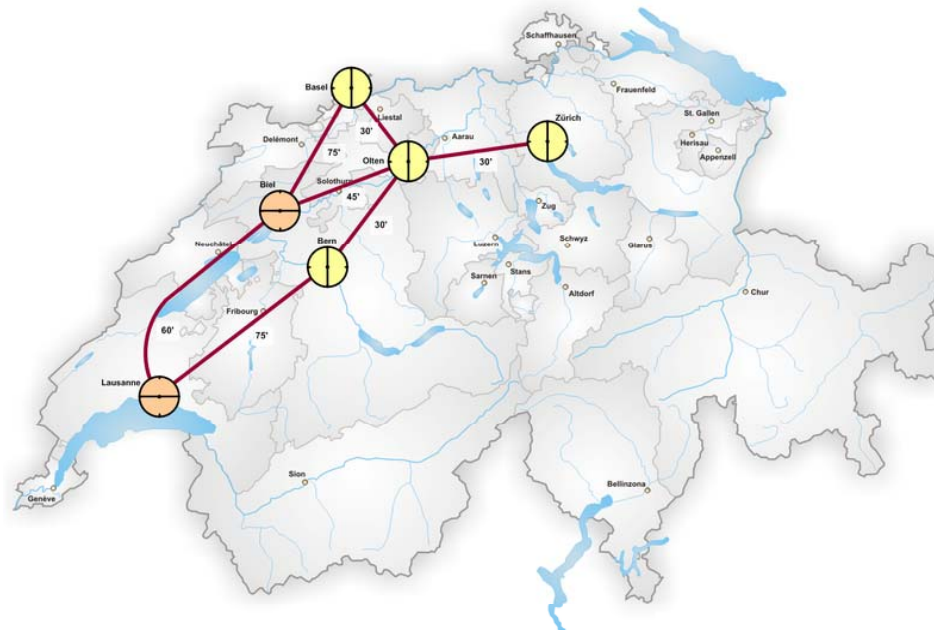
Photo SBB

system Rail 2000

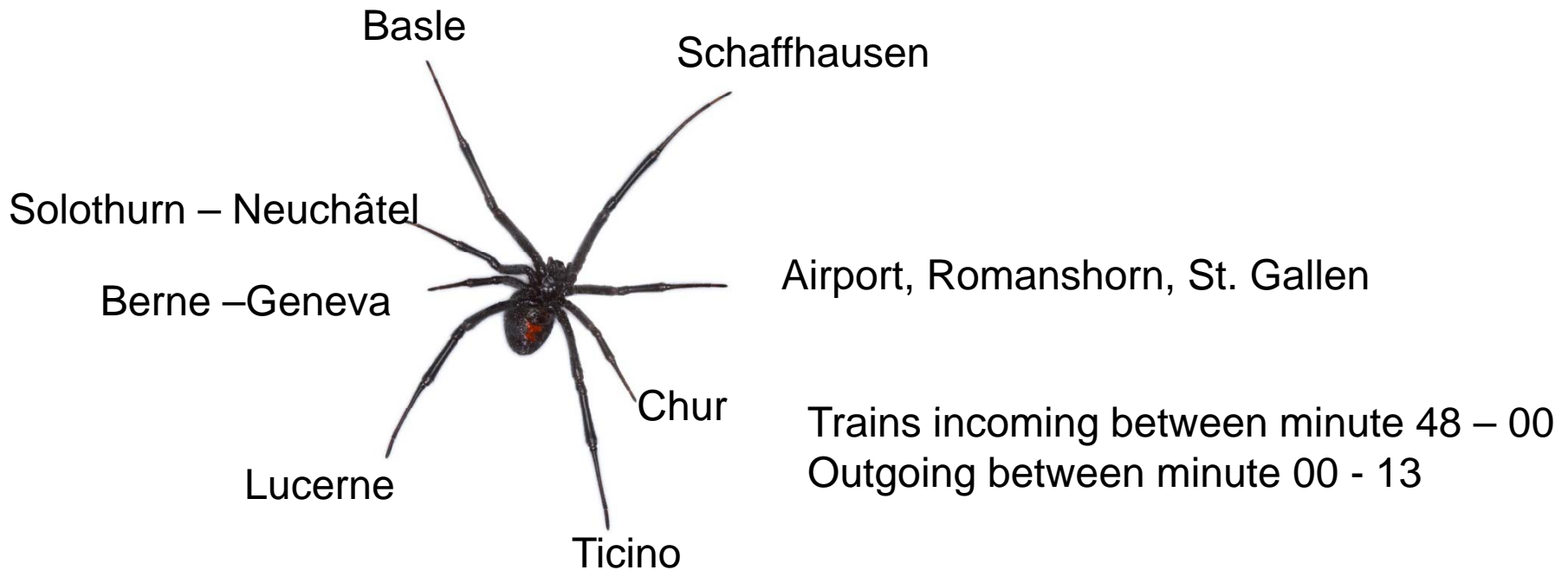
- consists of synchronised offer copied from the Netherlands
- offering good connections in all main centres, such as Zurich, Berne, Basle, Lausanne, Geneva (so called spiders)
- promoting also local traffic (S-Bahn and regional trains): every railway station is served at least once an hour with acceptable connection to Intercity and Interregio trains in the centers)
- **As fast as possible – as quickly as necessary**



System Rail 2000, finished in 2004
with an optimum
(better: maximum) of connections



Spider system in Zurich railway junction



Consequence of spider system in Zurich mainstation at Minute .15



Goals of railway 2000

- Reduced travelling time – not only on principal, but also on branch lines
- Further improvement of offer since 2003
Every 30 minutes an IC- train from center to center, S-Bahn service improved to 15 minutes interval including S-Bahn fast train service on certain lines in the Zurich suburb area



Photo SBB

Railway 2000

- The train has (almost) become a tramway
- Good and attractive relations wherever you go
- A look into the time table is not necessary
- Connections are given at every spider point
- This is also true for busses
- Free access to all trains in national traffic (no problem with seat reservation)

Comparison between road and rail

Traffic development increase in Switzerland from 1970 (100 %) up to 2005

Rail	200 %
Busses	220 %
Cars	220 %
Motorcycles	220 %
Today:	Rail/Tram/Bus ca. 22 %
	others ca. 78 %

The increase of passengers on the Zurich-S-Bahn system is 247 % between 1990 and 2010

The modal split of public transport is growing

Switzerland is world champion for train travelling

- a good and attractive offer throughout the country
- fair prices
- attractive travelling times (despite the fact that car travelling may be faster)
- trains are proper, and security is satisfactory
- security and cleanness is given special attention
- Switzerland's train system is very expensive for the general public, but all credits (rail 2000, Gotthard basic tunnel) have been accepted by the people

Alternatives to mobility

- Space planning / stop of uncontrolled growth of construction (e.g. immediate prohibition of one family-house-constructions?)
- Promote work at home
- Change of firm-residence only in case of absolute necessity (concentration may bring profit for few, but loss for many)

Summary:

public transport is an alternative to the own car if there are

- enough seats
- Good offer – also between 20 and 24 h
- Access to all services (dining car) in the whole train

- Maintain and expand system of rail 2000
- As quickly as possible – as quickly as necessary
- Environment has its price – generality has to pay its contribution
- Environment is worth the price

Thank you for your attention!



Photo SBB