

# ÖBB Progress in customer service and regulatory framework

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# Facts and Figures ÖBB (Basis 2011)

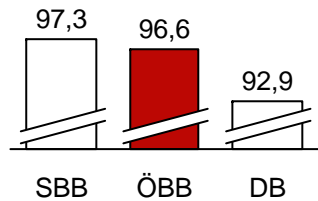


Employees	42.500
Trainees	1.900
Passenger/ Year	460 Mio.
Trains (passenger & cargo) / day	6.500
Bus routes	900



Train kilometers/ year	148 Mio. = 10x daily around the world
Rail network	5.000 km (Vienna - Quebec, Kanada)
Stations and Stops	1.137

# Customer services improved...



**Highest level of punctuality ever**

- **ÖBB trains almost as accurate as SBB**
- Immediate Information on punctuality of trains via **SMS-Service**
- **Passenger satisfaction levels at all time high: 1,7**



**Big success of new pricing scheme: „SparSchiene“**

- New pricing systems inspired by aviation: cheaper tickets at off-peak hours with lower frequency of travellers
- **850.000 tickets sold since September** (350.000 Tickets national)



**New and better onboard catering**

- **Do&CO Catering** as of April 2012 (42 Mio. Euro cost reduction, improved offer for passengers, permanent analysis of customer needs
- **Railjet-Restaurant** new
- **Nespresso-Trolleys** for fresh coffee
- Value for money: **Snackpacks**



**New rolling stock and improved customer services on board**

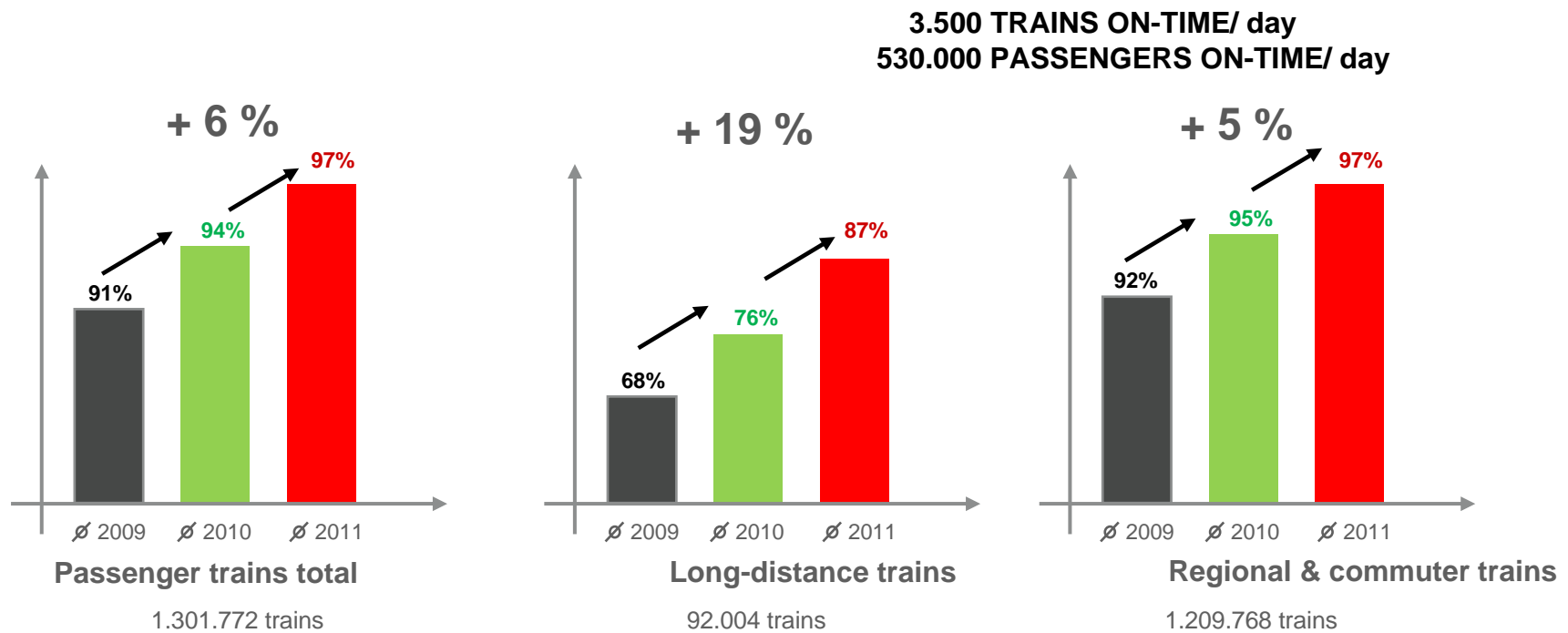
- **WLAN** in railjet and ÖBB-Lounges on stations
- **railjet** going to Southern Austria as of October 2011
- **Seating:** passengers tested comfort of seats before ordering new train material



**Better service and passenger information**

- **CallCenter:** + 60% more staff, response within 20 seconds for 80% of all calls
- Improved **customer information on stations:** dynamic signs, more staff on stations for passenger information, improved information for connecting trains
- **Online traininformationsystem Scotty Mobil** with App
- **Training of elderly** on handling of ticketing machine

# ...ÖBB punctuality: highest level ever...



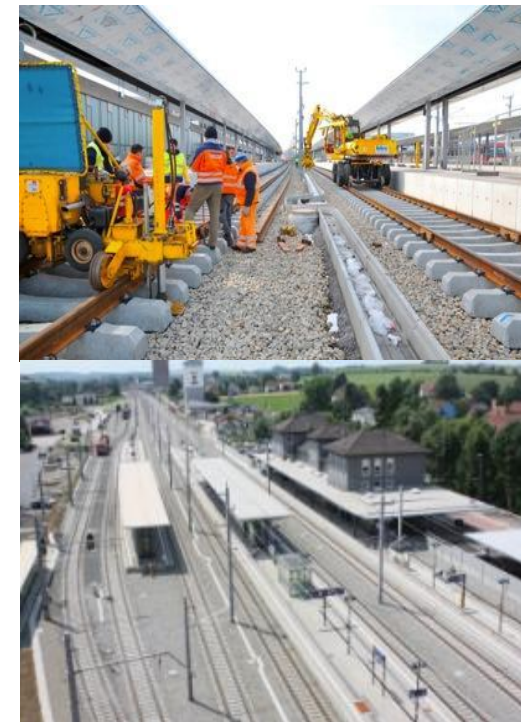
- **Full transparency given:** passengers can **check punctuality levels** per region and route online [www.oebb.at](http://www.oebb.at)

...Investments in rail network: reduce travel times-  
increase capacity by 30% by 2025...



**Travel times city to city: now and in the future**

	<b>Today</b>	<b>In the future</b>
Wien-St. Pölten	0h40	0h25
Wien-Linz	1h34	1h15
Wien-Salzburg	2h45	2h15
Wien-Innsbruck	4h37	4h00
Wien-Bregenz	7h00	6h30
Wien-Graz	2h31	1h50
Wien-Klagenfurt	3h52	2h40
Wien-München	4h16	3h45
Wien-Zürich	8h06	7h20
Wien-Prag	4h46	3h50
Wien-Budapest	2h40	2h20

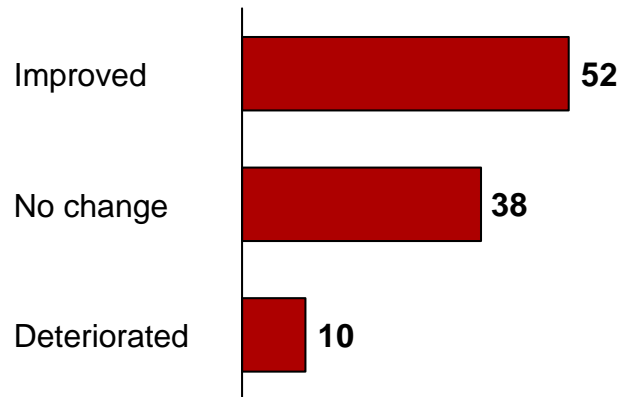


..efforts show result: Customer satisfaction improves!



Rail-Test

**Changes in customer satisfaction levels**  
in %(VCO-Bahntest, sample of 12.000 respondents)



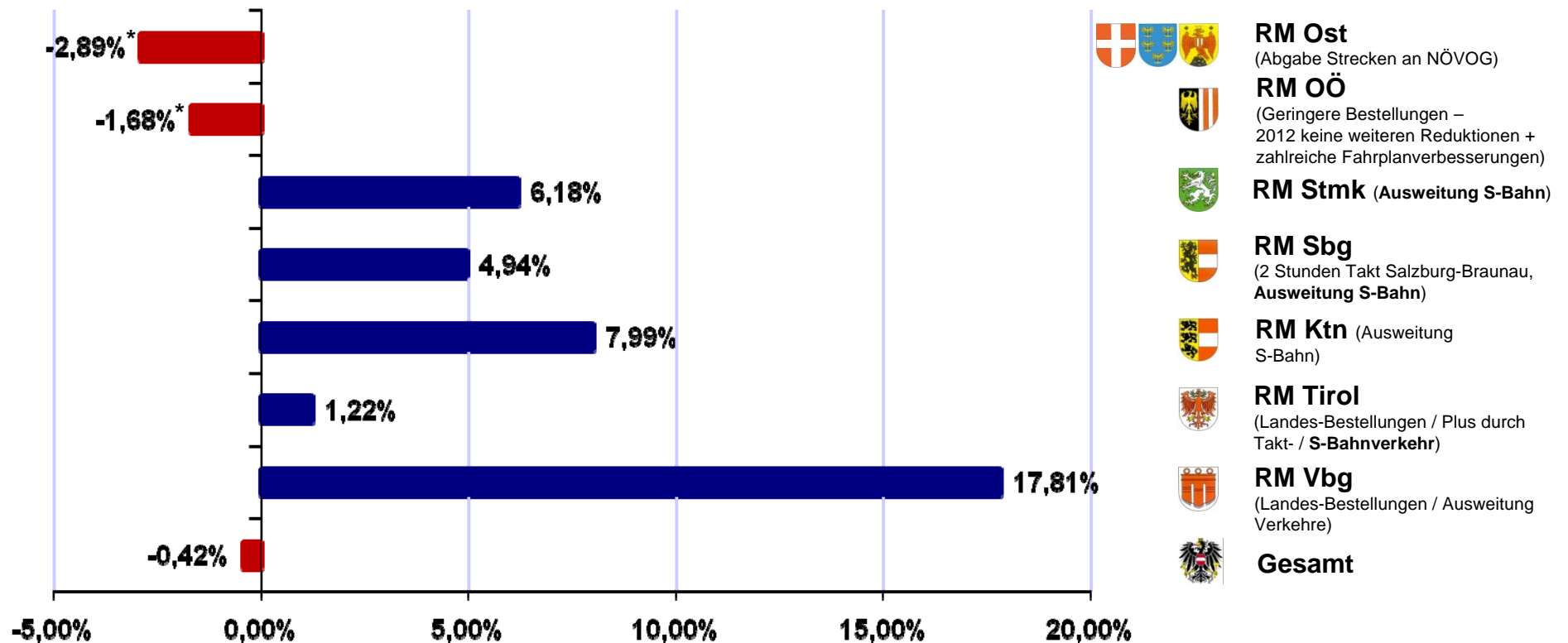
**Overall grade: 2,1**

Scale: 1=best, 5=worst

# Short distance trains: increase of passenger numbers thanks to political will and favorable financing



Increase in number of passengers in % from 2010 – 2011

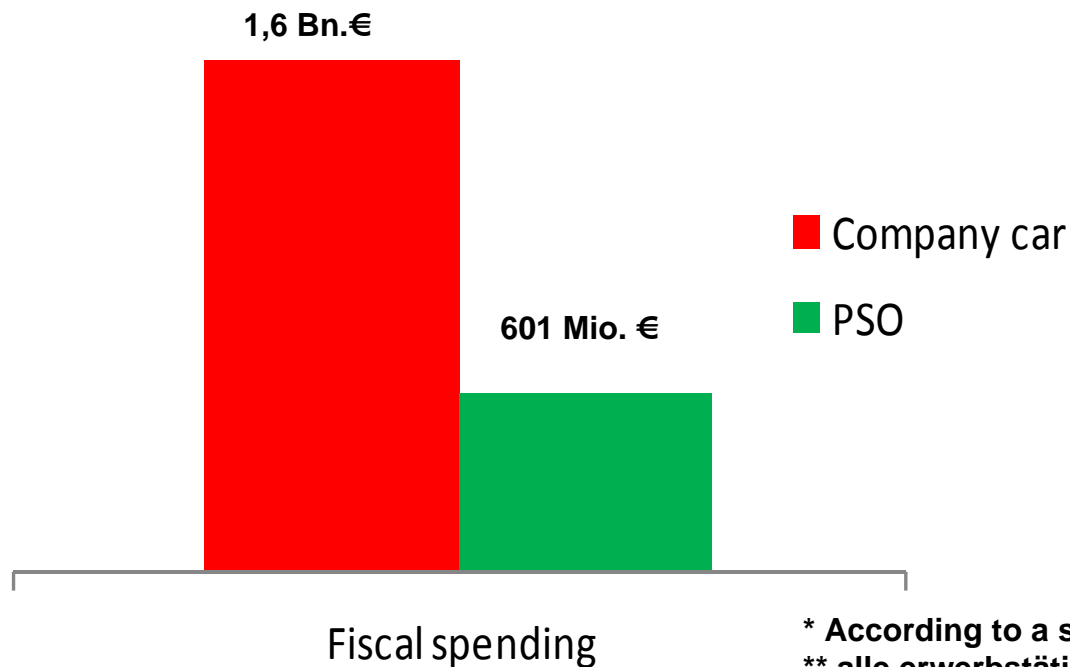


\* Minus durch Einmaleffekte – Aufwärtstrend zu erwarten

## Fiscal benefits for company cars vs. public transport

**Fiscal incentive for company cars in Austria\*: 1,6 Mrd. € (267 Euro / Austrian taxpayer\*\*)**

**Public Service Obligation Austria: 601 Mio. € (100 Euro/ Austrian taxpayer\*\*)**

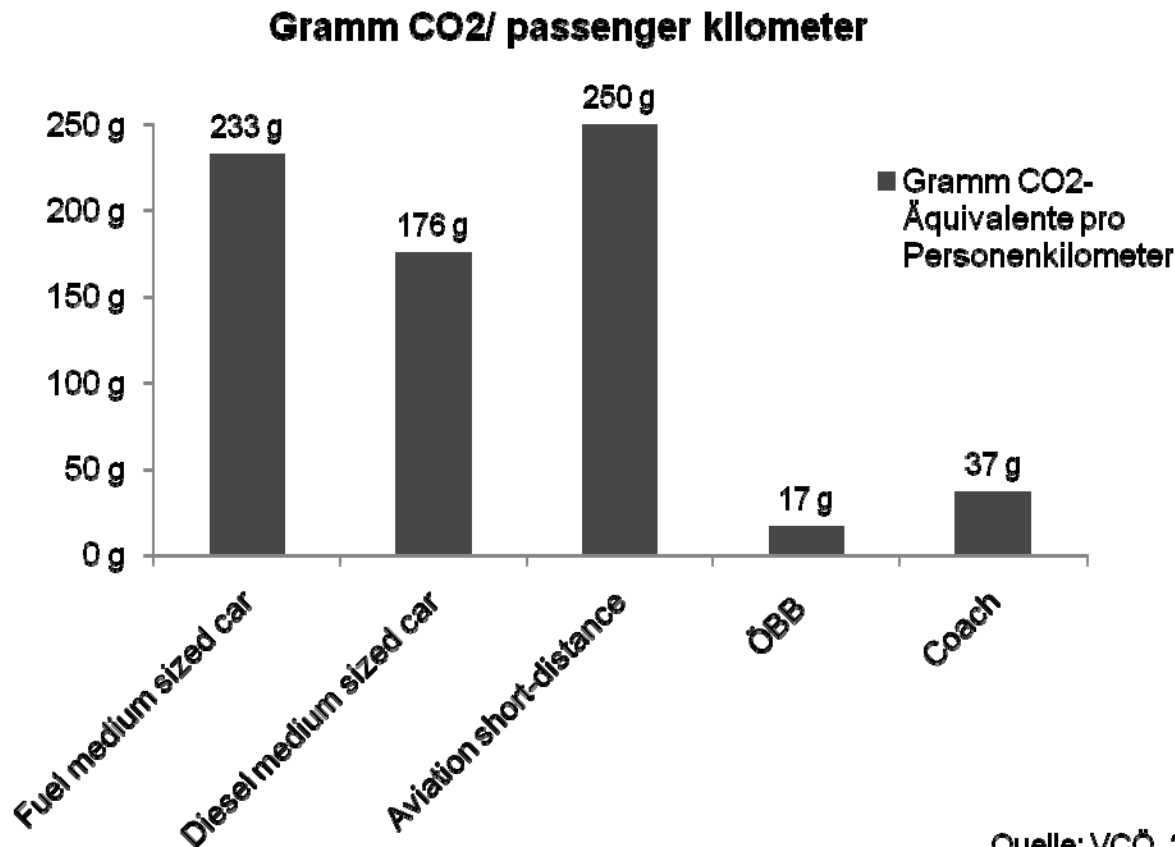


\* According to a study by Experts European Commission

\*\* alle erwerbstätigen Österreicher und Pensionisten



# Rail transport is a sustainable mode of transport



- **93 %** of ÖBB traction is fuelled by **green electricity**, partially produced in ÖBB's hydro power plants
- Rail Transport **reduces Austria's CO<sub>2</sub> emissions by 3 Mio. tons/ year**
- Nevertheless: **fiscal burden on ÖBB for environment fees more than doubles within 3 years**

Quelle: VCÖ, 2011