

Eight years of successful operation. We're on the right track.

Introduction to Thurbo regional railway services by Gallus Heuberger, Head of Corporate Communications, at Workshop II of the AER Summer School 2010, 26 August 2010 in Rorschach, Switzerland



Overview

1. Who are we? How is Thurbo structured?
2. The establishment and evolution of Thurbo
3. The importance of rolling stock to our success
4. Some key figures on the company
5. Leisure travel and night-time services
6. Passengers with reduced mobility
7. Questions and discussion

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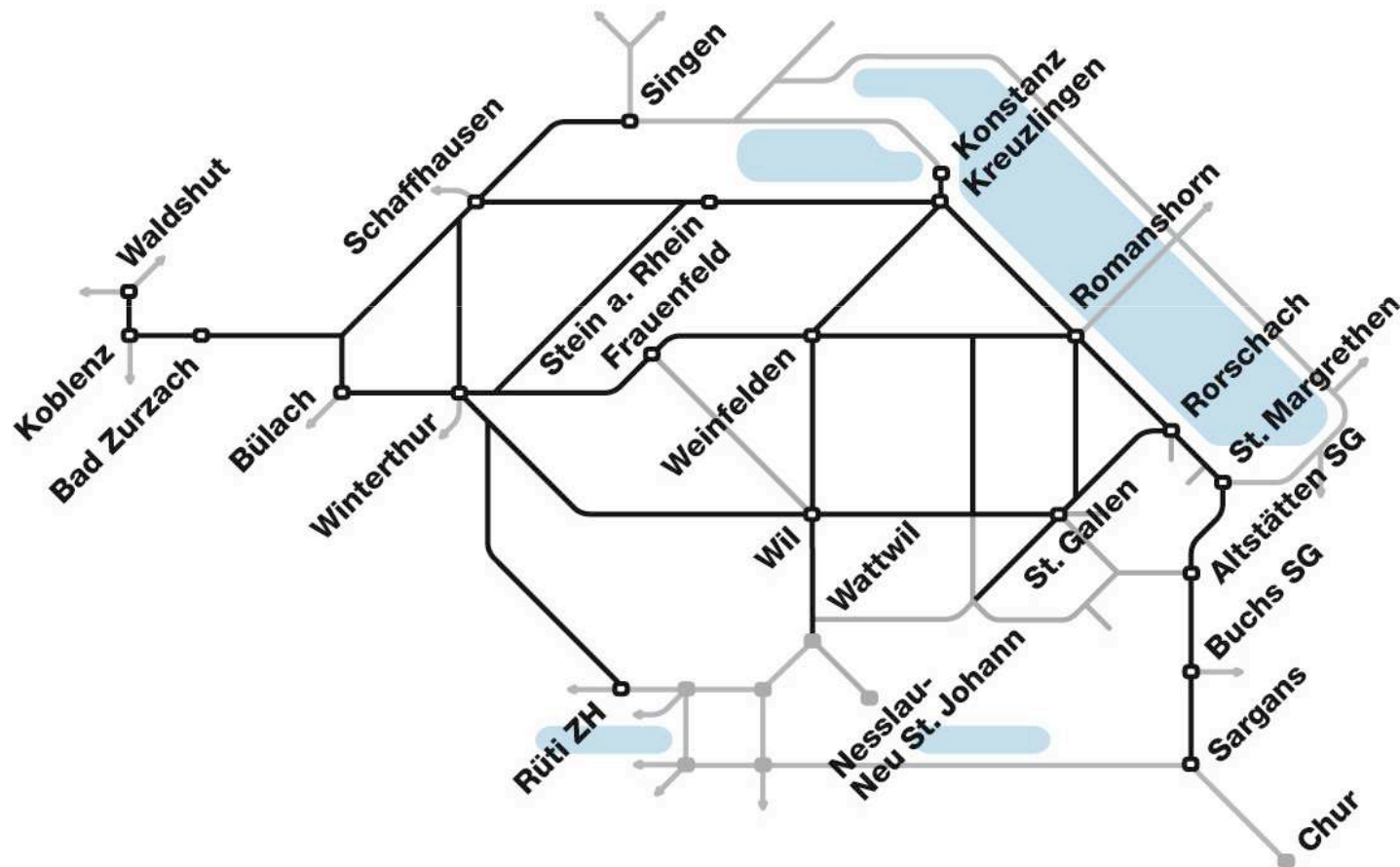
Thurbo is a train operating company headquartered in Kreuzlingen, Switzerland. It serves some 800,000 inhabitants in a catchment area stretching across six Swiss cantons - St. Gallen, Thurgau, Schaffhausen, Zurich, Aargau and Appenzell Ausserrhoden.

Our core objectives can be summed up in 3 key tasks:

- “Provide quality train services”
- “Provide a warm welcome”
- “Operate cost-efficiently”



Thurbo's rail network encompasses some 580 km of track



Our mission is to operate regional passenger services.

This is where our strengths lie – particularly in providing for

- working and student commuters
- leisure travel
- special event/night-time services.

This is what we are good at –
these are our core competencies.

Thanks to our integration with all travel systems and networks operating in our region, and a strategic partnership with a bus company in eastern Switzerland, we offer our clientele a highly coordinated network of transport services from a single source.



As a 90% subsidiary of SBB, we are well positioned to make the best use of the assets and good relations we share with our parent company – all to benefit of our customers. We are a kind of “test laboratory” for SBB.



Canton Thurgau's 10% holding in Thurbo ensures that we are strongly anchored in eastern Switzerland. The cantonal authorities are responsible for ordering regional public transport services and know both about day-to-day life in the region and the cantons' strategic focus.

We are entirely responsible for our own core business.

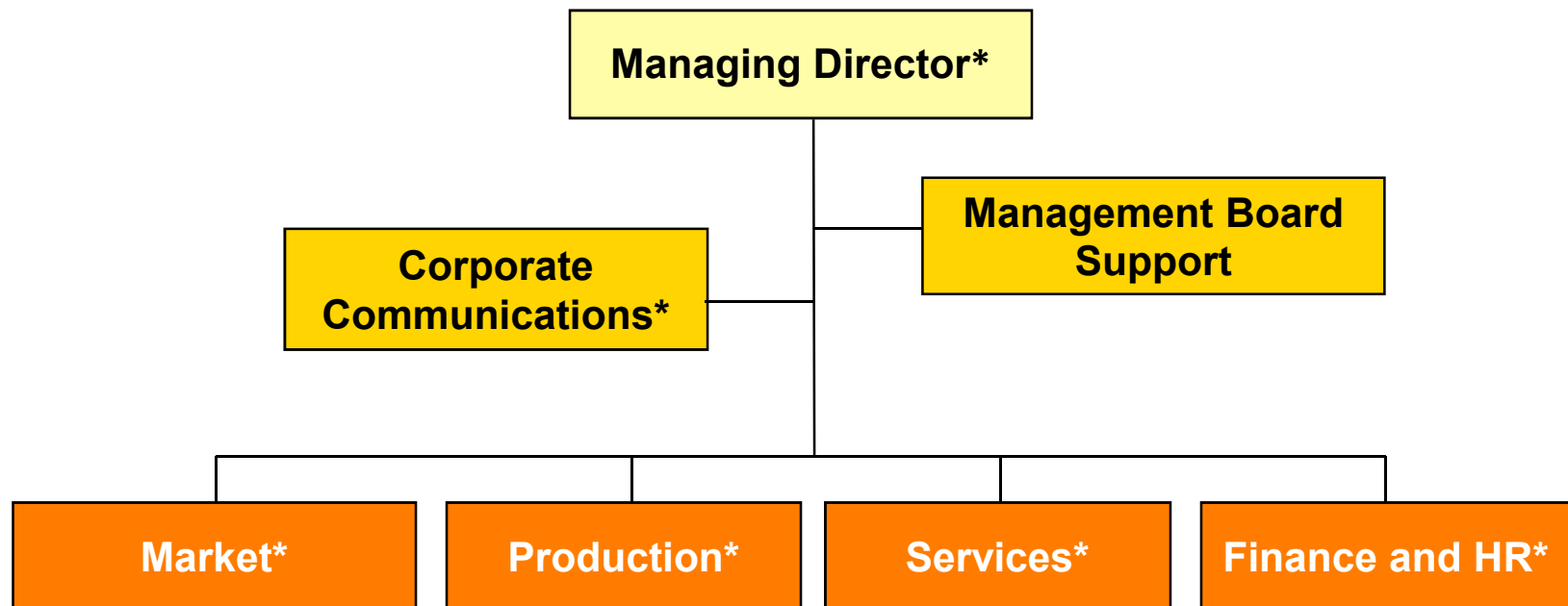
- Our 321 locomotive drivers (12 of whom are currently in training) operate the trains.
- We organise and schedule trains, buses (for external partners) and personnel.
- Our on-board train crews (some 60 employees) and our Customer Service Center in Kreuzlingen look after our customers.
- We maintain good relations with the authorities, government administrative offices, businesses and our partner companies.

Our “shopping trolley” of services includes:

- complete operations management for our network
- distribution and marketing for our services aimed at working and student commuters
- preventive and corrective maintenance and cleaning of vehicles
- the upkeep and expansion of tracks, routes and stations
- the maintenance and updating the rail line we own, i.e. the Wil SG–Weinfelden–Kreuzlingen route (which continues to Konstanz, Germany)

We maintain a lean organisational structure:

(* = member of the Management Board)



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A brief look back:

- Autumn 2000: Decision by SBB and (the former) rail operator *Mittelthurgaubahn* to establish a new regional rail operating company in eastern Switzerland
- September 2001: Turbo founded as a company
- March 2002: New company headquarters opened in Kreuzlingen
- December 2002: Operational launch and dissolving of the smaller of the two parent companies
- November 2003: Delivery of first new vehicle (a GTW 2/6 unit)

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Our vehicle fleet is key to positioning us strategically for success. This rolling stock includes:

- 41 electric articulated railcars (GTW 2/6), short version (second generation; production ended in November 2005)
- 39 three-car electric articulated railcars (GTW 2/8) (last vehicle delivered in June 2007; ten GTW 2/6 railcars additionally expanded to three-car GTW 2/8 units in 2008)
- 10 electric first-generation GTW articulated railcars (taken over from the former rail operator *Mittelthurgaubahn*)
- 4 driving trailers of the first-generation GTW articulated railcars (also taken over from *Mittelthurgaubahn*)

Our GTW articulated railcars from the passenger rail manufacturer STADLER based in Bassnang, Canton Thurgau:



Three-car GTW 2/8 (left) and two-car GTW 2/6 (right)



Our trains are

- modern, comfortable and air-conditioned
- accessible to disabled passengers
- equipped exclusively with low-floor entrances
- designed with large multifunctional compartments
- fitted with transparently configured interiors
(enhancing passenger feeling of security)
- fitted with large panoramic windows

Our trains also feature

- automatic couplings and modular composition
- high availability rates
- a comparatively simple technical design.

→ This translates into a low rate of units in reserve as well as low maintenance costs.

How our passengers rate comfort on Thurbo's trains:

Criterion	OSTWIND (Cantons SG, TG and SH)		Zurich Transport Authority (ZVV)		
	2008	Rail comp. avg.	2004	2006	2008
Ease of boarding and alighting	89	80	69	79	88
Good seating comfort (enough leg room and space to move)	71	70	64	62	69
Low noise level thanks to quiet ride	78	72	59	68	81
Good air quality	74	70	55	64	75
Pleasant interior temperature in summer	76	70	43	57	75
Pleasant interior temperature in winter	81	77	68	75	82

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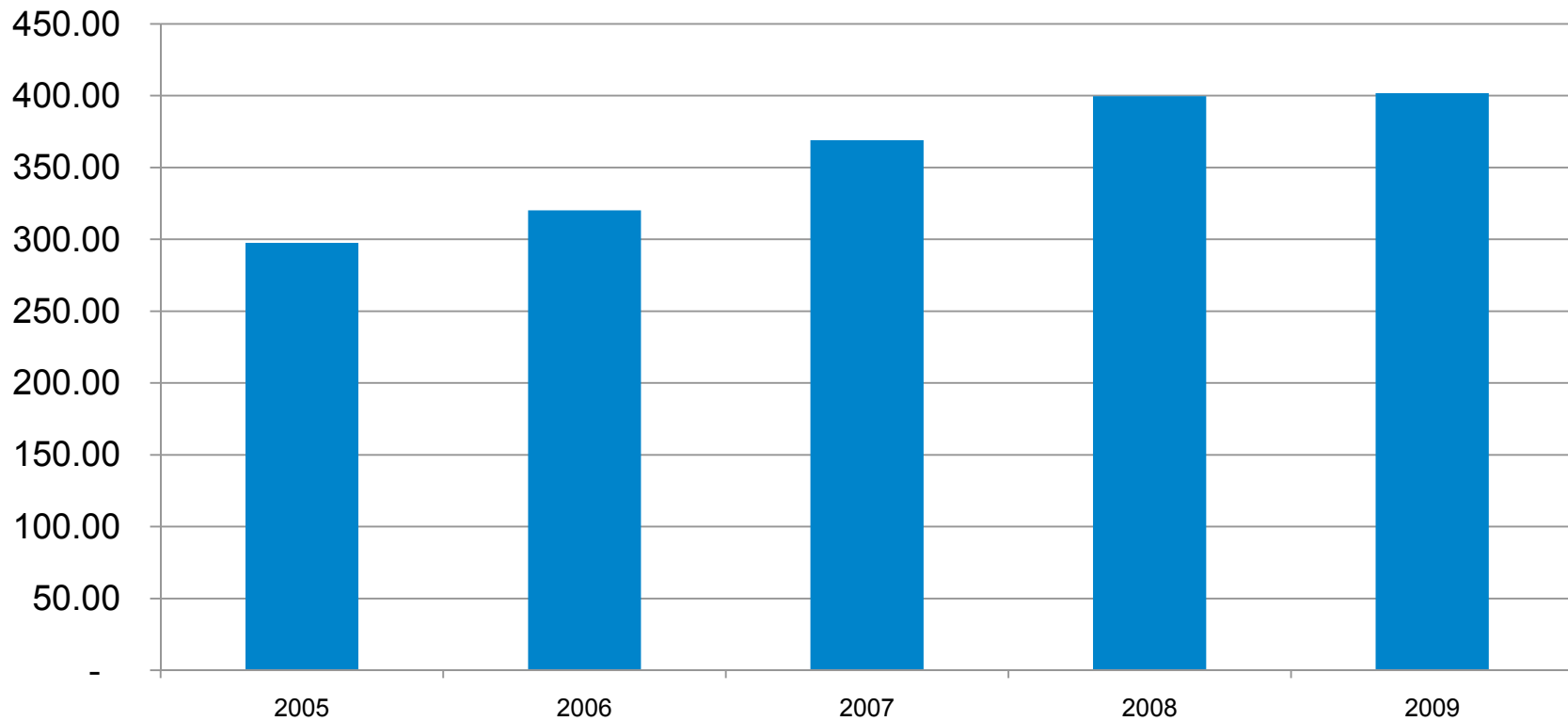
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Some key facts and figures (as at end-2009)

- Total service kilometres offered (rail + bus) 11.5 million
- Number of trains per month approx. 29,000
- Number of boarding passengers per year 29 million
- Passenger-kilometres per year 402 million
- Average travel distance approx. 14 km
- Sales 153 million
- Federal/cantonal subsidies CHF 79 million
- Depreciation of rolling stock CHF 21 million

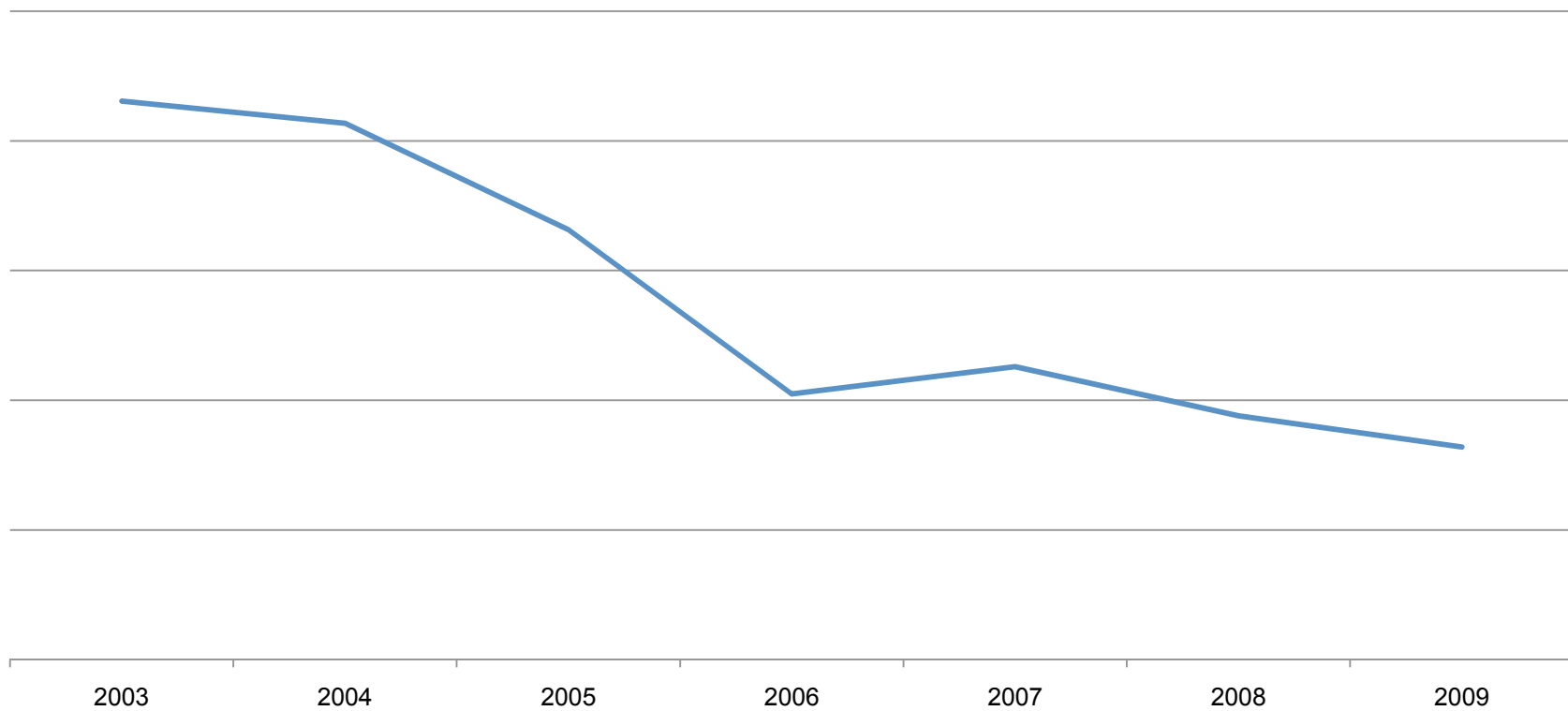
Growth in demand 2005 - 2009

Demand in passenger-kilometres (millions)



Decreasing subsidies from the Swiss federal and cantonal governments

Level of subsidy per train-kilometre



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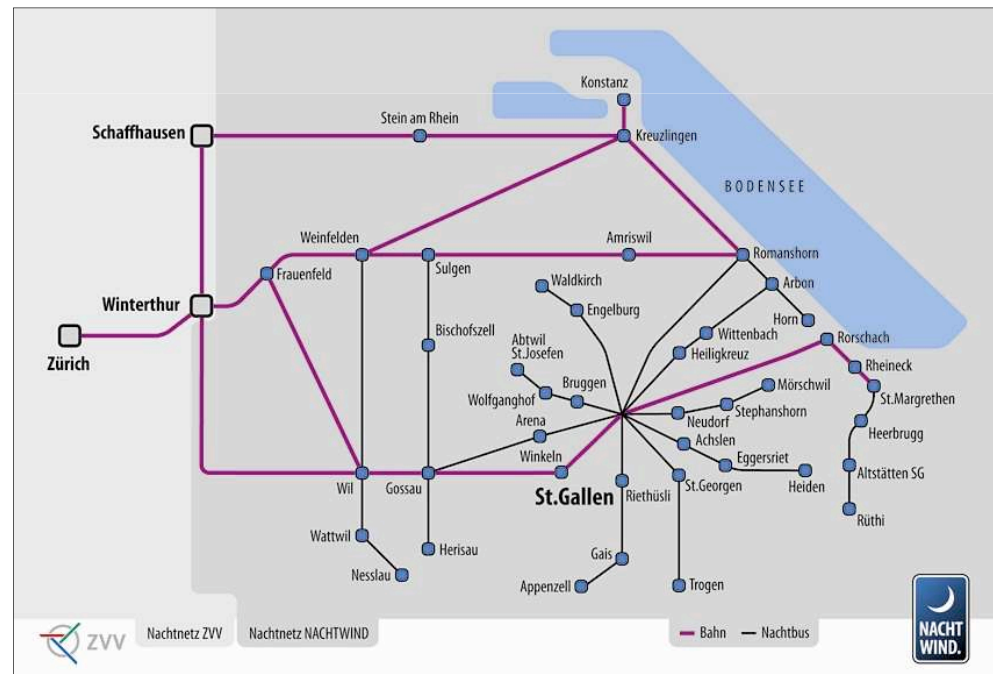
In the leisure market, we market our services as “Thurbo – the leisure time railway”. We primarily promote:

- human-powered mobility:
 - hiking
 - skating
 - cycling
- cooperative agreements with tourism organisations and service providers



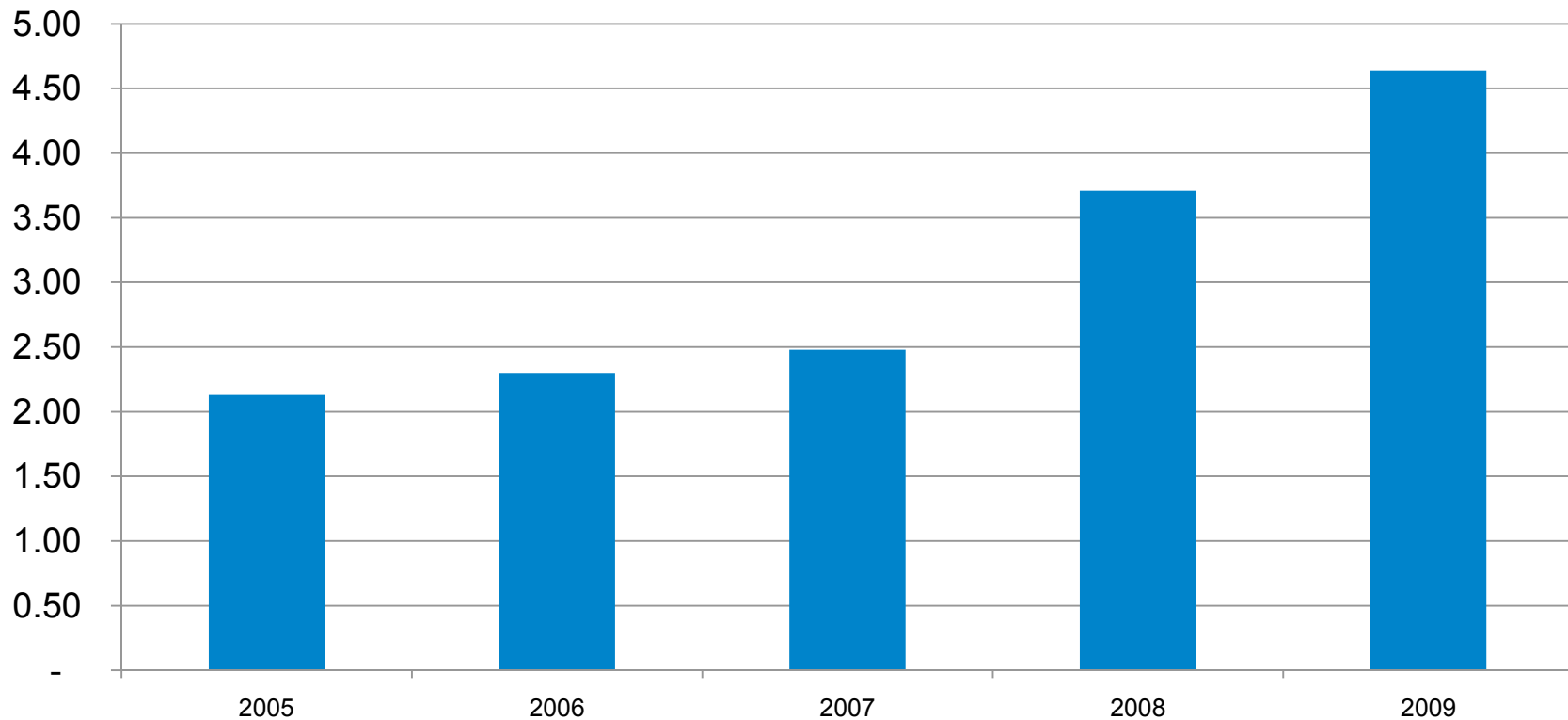
Thurbo's specialism is in the "special events/nightlife" sector:

- Partnerships for events (special service schedules, with Thurbo often acting as the official carrier)
- Special trains
- Provider of “NACHTWIND” rail services
(Thurbo night trains are always staffed)



Growth in demand for night services 2005 - 2009

Demand in passenger-kilometres (millions)



Special train services for events in August 2010 (sampling):

Event	Date	Special services	Additional demand
St. Gallerfest	13-14 Aug.	Additional trains and expanded service hours on S-Bahn lines. Some train intervals shortened to every 20 or 30 minutes.	Weekend of 13-15 Aug.: • 160 special trains • 27 locomotive drivers
Seenachtsfest in Konstanz and Seenachtsfest "Fantastical" in Kreuzlingen	14 Aug. 13-15 Aug.	Additional night trains and special trains. Extended services on regular routes and intervals of 15 minutes.	
Street Parade in Zurich	14 Aug.	Extension of hourly night-train service from Winterthur by one hour (until 4:27 a.m.).	
Eidgenössisches Schwing- und Älplerfest (ESAF) in Frauenfeld (Federal Swiss-style wrestling and Alpine herdsman festival)	20-22 Aug.	Expansion of services on the S30 line. Continuous 30-minute intervals for S8 and S30 services.	Weekend of 20-22 Aug.: • 140 special trains • 17 locomotive drivers
Rhine Falls Fireworks (near Schaffhausen)	20 Aug.	Expanded S-Bahn services on lines S22 and S33.	
Summerdays Festival Arbon	27-29 Aug.	Special trains to Rorschach and Romanshorn every hour (until 3:40 a.m.).	Weekend of 27-29 Aug.: • Expanded train services • 1 locomotive driver
slowUp Bodensee, Lake Constance	29 Aug.	Expanded S-Bahn services on lines S3, S7 and S8.	

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We provide special services for passengers with reduced mobility to ensure they have universal access (a folding ramp stored in the driver's cab is available to facilitate boarding and alighting for passengers in wheelchairs)



Since our inception, we have pursued a vision of being:

- the customer-focused railway serving the region of Winterthur and eastern Switzerland
- the good value railway with an impressive price-performance ratio that gives us that competitive edge
- the colourful railway with its five corporate colours of green, yellow, (grey), purple and blue

And so, ultimately, this is what we are – true to the slogan in our mission statement: “...simply a bit different”.

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Do you have any questions?



Thank you very much for your kind attention!
I hope have an enjoy an exciting stay in eastern
Switzerland.