

# Transports publics genevois

## Facts and figures 2016

---



σtpg

---

# Achievements in the financial year 2016

---

## January

### **Service speed**

tpg launches a campaign to remind customers of the best practices to adopt on entering and exiting vehicles to save time at stops and not slow down network operation. In this way tpg raises customers' awareness of their impact on service speed and vehicle punctuality.

With the support of



---

## March

### **Combined tickets**

For the Geneva International Motor Show, tpg starts selling tickets from automatic dispensing machines that combine travel pass with entry to the event.

### **Business strategy**

In consultation with the canton's multimodal strategy Mobility 2030, tpg's board of directors launches Cap 2030, a strategic reflection on the future.

### **Pensioners' solidarity fund**

Management and unions agree on the methods of providing a solidarity fund for company pensioners.  
From 1 January 2017, current staff will have to work the equivalent of an extra two minutes a day (in proportion to their hours worked per week).

---





---

## April

### **Sale of travel products**

Through a partnership with the Raitour-Frantour tour operator, tpg expands the range of products and services offered to customers. Now people can buy travel from tpg agencies and from a reservation system accessed via the company website.

### **Partnership**

tpg receives the 'ideal partner' award from HEPIA!

### **Service promotion**

Under the theme of 'mobile life', tpg launches a three-phase communication campaign to promote its services and the extra benefits of travel passes.

Visually, customers are highlighted through photos showing the type of passengers who travel on tpg vehicles daily.

---



---

## May

### **Fraud**

Following increased foreign currency payments at ticket machines, tpg complains and takes immediate steps to end this practice.

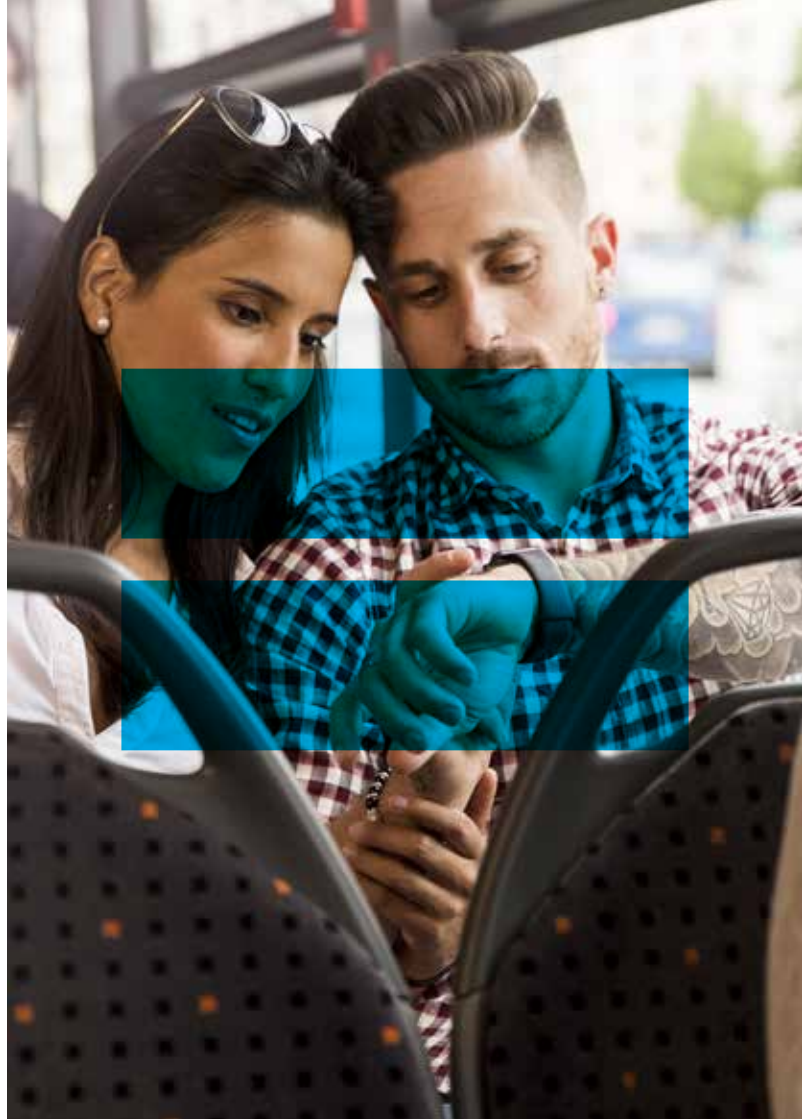
### **2015 financial results and future prospects**

tpg's interim chair of the board of directors, together with its chief executive officer and chief financial officer, present the results of the 2015 financial year to the media and highlight the company's future prospects.

### **tpg app on Apple Watch**

From the end of May, connected passengers access real-time tpg network information via the tpg app specially designed for Apple Watch.

---





---

## June

### **Carouge bridge repairs**

The tram service is suspended between Armes and Blanche from 13 June to 28 August 2016 due to renovation work on the Carouge bridge. Lines 12 and 18 turn round at Augustins and Blanche respectively. Line 15 on the Acacias bridge is temporarily extended between Palettes and Armes to serve Carouge, replacing lines 12 and 18.

---

---

## July

### Presidency

Named on 16 March by the State Council, Anne Hornung-Soukup becomes tpg's Chair of the Board of Directors on 1 July 2016. She brings a wealth of professional experience gained in the financial and business strategy consulting sectors, in particular as deputy director of a bank, founder and administrator of a trust company in Geneva, and director and administrator of various Geneva and international associations.

### TOSA bus

The all-electric TOSA bus and the project to introduce a fleet entirely comprising this type of vehicle are presented to the media at a joint press conference of the Department of the Environment, Transport and Agriculture, Department of Security and Economy, tpg, Geneva Office for the Promotion of Industries and Technologies, Services Industriels de Genève, and ABB Sécheron SA. Orders for 12 vehicles and fixed infrastructure between tpg, ABB and HESS are symbolically signed before the media.

---





---

## September

### **GE-Respecte campaign**

tpg joins the campaign launched by the Department of the Environment, Transport and Agriculture, which brings together several Greater Geneva mobility organisations to invite road users to show respect and courtesy to each other. 'GE-Respecte' is a wordplay on GE for Geneva, and 'je' meaning 'I', to signify 'I respect'.

---



---

## October

### **Press conference on the end of year timetable change**

The Department of the Environment, Transport and Agriculture, tpg and unireso organise a joint press conference at Bachet to present to the media planned service improvements in the December timetable change and respond to their questions on the impact the referendum blocking the fare rise could have on planned network changes.

---





---

## November

### **Rate rise**

Following the collection of signatures needed to trigger a referendum, the rise in unireso fares scheduled to be applied in December is blocked. The subject will be put to the vote of Genevans in 2017.

### **Improvements to mobile and web search**

Travel route search is now integrated with tpg's mobile application (on iOS and Android), so avoiding users being redirected to an external site. In addition to conventional search by address or stop, customers can now select their departure and destination locations by simply pressing a dynamic map to get the recommended route.

### **Management resignations**

Nicolas Charbonnier, Director of Human Resources, announces his departure from tpg and leaves the company at the end of the month. Benjamin Vincent, Director of Finance, also announces his resignation for 2017.

---

---

## December

### **Strike notice**

On 5 December, management receives notice of a strike by the unions. Several meetings take place in December to discuss union demands.

### **Inauguration of *Pink Monochrome* by Pipilotti Rist**

The *Pink Monochrome*, a tram completely in pink, is unveiled to the public on 1 December. A work of the Swiss artist Pipilotti Rist, it is part of the art&tram project. This public art project was launched in 2009 by four municipalities crossed by tram line 14 – Lancy, Onex, Confignon and Bernex – to which the City of Geneva is associated, and which is managed by the Canton of Geneva.

### **Regional tickets by SMS**

At the end of the year, three-zone regional unireso tickets (Swiss zones only) join the range of travel tickets available for purchase by SMS or through tpg mobile apps.

---

---

### **Introduction of the SwissPass card**

From 12 December onwards, customers can buy or renew their unireso Tout Genève and regional (Swiss zones only) annual travel pass and obtain it on the new SwissPass card, which combines the holder's mobility and leisure services on a single card.

### **Schedule change**

On Sunday 11 December, tpg takes advantage of the traditional year-end timetable change to present adjustments and new developments that simplify travel for the region's inhabitants, while taking into account the current financial context. These are: merging lines 32 and 35 for a faster link between Jonction, Plainpalais and Champel districts and the HUGs; faster journeys in Champagne with the introduction of the new line J; route changes on lines K and L; replacement of the Proxibus and Télébus services by a new line P; extension of lines B and U; schedule changes in accordance with observed passenger numbers before the morning rush hour and early Saturday evening on most urban lines; changes of terminus and routes on some tpg and Noctambus lines; and finally the removal of the Chêne-Bougeries stop in anticipation of future works on the Chêne road.

---

# Key figures of financial year 2016

## Key figures

### Passengers

Millions of trips	213.8
Millions of trips x km	533.8
Thousands of trips daily average	584.2
Millions of revenue earning km travelled	25.3
CHF million passenger revenue	145.3

### Market

Population of the canton of Geneva	497'000
Population of the tpg service area	491'600

### tpg services

<b>Revenue earning vehicle-kilometres travelled</b>	
 Tram	4'600'000
 Trolleybus	3'842'000
 Bus	16'836'000
<b>Total</b>	<b>25'278'000</b>

### Passengers carried




On urban routes	189'469'000
On regional routes	17'917'000
<b>Total number of trips per year</b>	<b>213'809'000</b>
Average per day	584'178
Trips per inhabitant in the service area	435

### Passengers carried on the tram network




<b>Total per year</b>	<b>87'999'405</b>
<b>Average per day</b>	<b>240'436</b>

## Services

### Number of routes

 Tram	4
 Trolleybus	6
 Bus	49
- Urban routes	28
- Regional routes	21
<b>Total</b>	<b>59</b>

### Length of network operated

including service route	km
 Tram	33.1
 Trolleybus	30.4
 Bus	363.5
- Urban network	193.8
- Regional network	175.5
<b>Total</b>	<b>427.0</b>

### Vehicle fleet

Articulated trams	104
Articulated trolleybuses	94
Minibuses	6
Buses	37
Articulated buses	195
<b>Total fleet</b>	<b>436</b>






### Average age of vehicles

	years
 Tram	15
 Trolleybus	10
 Bus	7

### Number of passenger places in vehicles

basis: standing room 6-8 persons/m<sup>2</sup>

 Tram	31'830
 Trolleybus	12'830
 Bus	32'754
<b>Total</b>	<b>77'414</b>

<b>Number of place-km available</b>	<b>3'220'620'953</b>
-------------------------------------	----------------------

<b>Number of vehicle-km available per inhabitant in the service area</b>	<b>51</b>
--	-----------

### Number of employees\*

Operations	1'311
Workshops, depots and facilities	310
Administration and support	217
<b>Total</b>	<b>1'838</b>

\* full-time equivalent

### Ticket sales outlets

tpg agencies	3
Mobile agency	1
Retailers	89
Ticket machines at stops	655
of which - electric powered	591
- solar powered	64
Onboard ticket machines	164

## Finance

### Costs

	KCHF	%
Staff costs	232'138	55.9
Goods and services	122'871	29.6
Losses on reports and debtors	3'046	0.7
Depreciation	42'658	10.3
Financial costs	14'594	3.5
<b>Total costs</b>	<b>415'306</b>	<b>100</b>

### Revenue

	KCHF	%
unireso transport revenue		
- Tickets	44'817	11.0
- Season tickets	74'503	18.3
- Various	8'978	2.2
Other passenger revenue	17'002	4.2
Contributions	242'833	59.6
Various operating revenue	17'394	4.3
Financial revenue	1'880	0.5
Share of profits of associated companies	282	0.1
<b>Total revenue</b>	<b>407'689</b>	<b>100</b>

## Financial performance analysis by traction type

### Costs and revenue by traction type

revenue earning km

	2016 CHF	Tram CHF	Trolleybus CHF	Bus CHF
Total costs	15.8	26.7	19.3	12.1
Transport revenue	6.8	14.9	7.8	4.4

### Costs and revenue by traction type

per 1,000 place-km available

	2016 CHF	Tram CHF	Trolleybus CHF	Bus CHF
Total costs	124.4	102.4	168.5	128.8
Transport revenue	53.8	57.1	68.1	47.3

### Distribution analysis by urban and regional routes

	2016	Urban routes	Regional routes
Passengers	213'809'000	189'469'000	17'917'000
Revenue earning km	25'278'000	18'542'000	5'020'000

	CHF	CHF	CHF
Total costs	400'547'867	330'940'000	54'299'000
Transport revenue	173'139'469	148'053'000	19'016'000

## Statistics

---

	2016
Population of the canton of Geneva	497'000
Population of the tpg service area	491'600
Total vehicle-km travelled	25'278'000
Vehicle-km travelled per vehicle	57'977
Trips per vehicle-km travelled	8.46
Km travelled per tpg driver	18'831
Passengers carried, total per year	213'809'000
Passengers carried, average per day	584'178
Trips per inhabitant in the service area	435
Number of motor vehicles	436
Length of network operated, in km	427
Passenger places in vehicles	77'414
Vehicle-km available per inhabitant in the service area	51.4
Number of employees	1'838

## Glossary

---

### Kilometres x vehicles travelled

Total revenue earning kilometres and service kilometres travelled in a year, for all vehicles, less towed-vehicle kilometres.

### Revenue earning kilometres

Kilometres available to clients.

### Service kilometres

Kilometres between the depot and the route at the start (and end) of service.

### Length of network operated

Sum of sections operated. The sections operated by several routes and/or in different ways are counted only once.

### Type of traction

tpg operates three types of traction: tram, trolleybus and bus.

### Places x kilometres

Corresponds to service : km x vehicles multiplied by average vehicle capacity on the basis of 4 people standing per square metre.

### Urban network

Network operated within the urban area by routes 1 to 57.

### Regional network

Network operated outside the urban area by routes A to Z and 61.

### Trip

Each trip in a tpg vehicle in the territory concerned (CH or F).

### Trips x kilometres

Corresponds to service use: all kilometres travelled by passengers.

### Trips per inhabitant

Number of trips per person living less than 300 metres from a stop on the urban network or 500 metres from a stop on the regional network.