

stpg

Present Challenges and Future Opportunities

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Chair of the Board of Directors

Tpg (Transports publics genevois)

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A brief history

Geneva Milestones

- **1833** First omnibus launched
- **1855** Merger of multiple private companies to form Compagnie Générale des Omnibus de Genève
- **1862** First horse-drawn tramway line (on rails) in Geneva
Place de Neuve to Carouge.
Line 12: Oldest tram line in Europe still in operation
- **1878** First steam-powered tram
- **1896** First electric tram



Place de Neuve, 1894

A brief history

Milestones

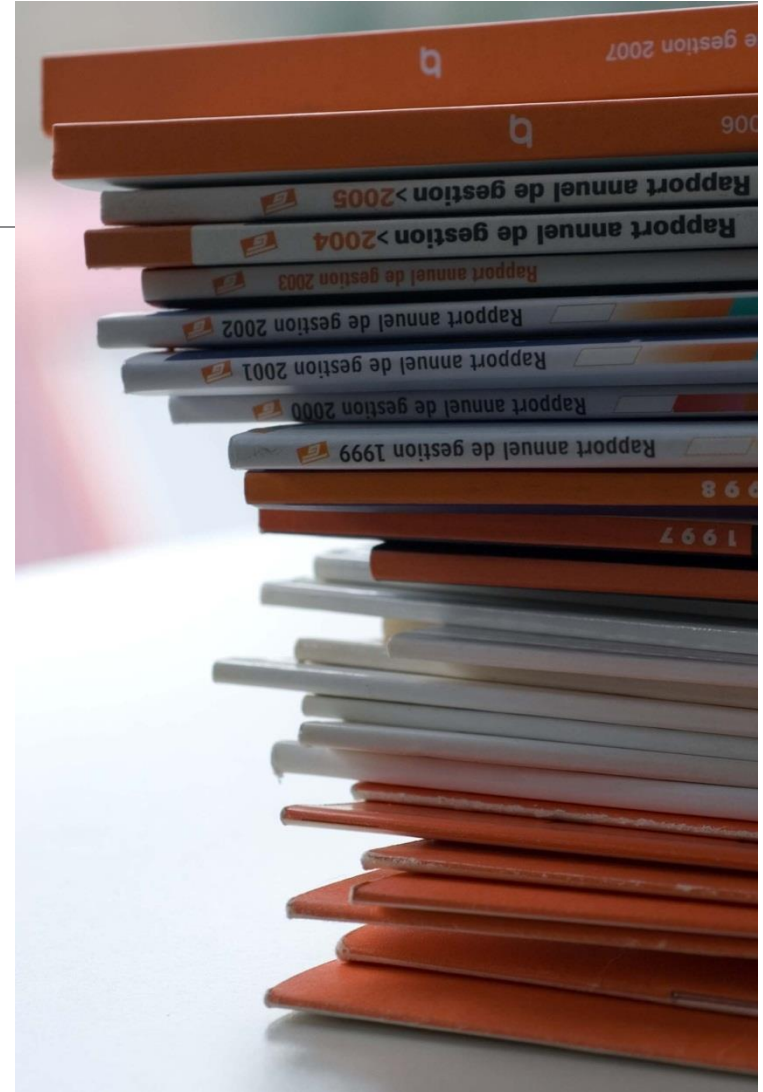
- **1899** Creation of the CGTE (Company of Electric Tramways of Geneva)
- **1902** Hiring of H.B. Bradford
- **1903** General Geneva strike
- **1977** Takeover of the CGTE by the Canton of Geneva under the name Transports publics genevois – tpg
- **1996** Contrat de Prestations (Service contract) between tpg and the Canton of Geneva



State of the company

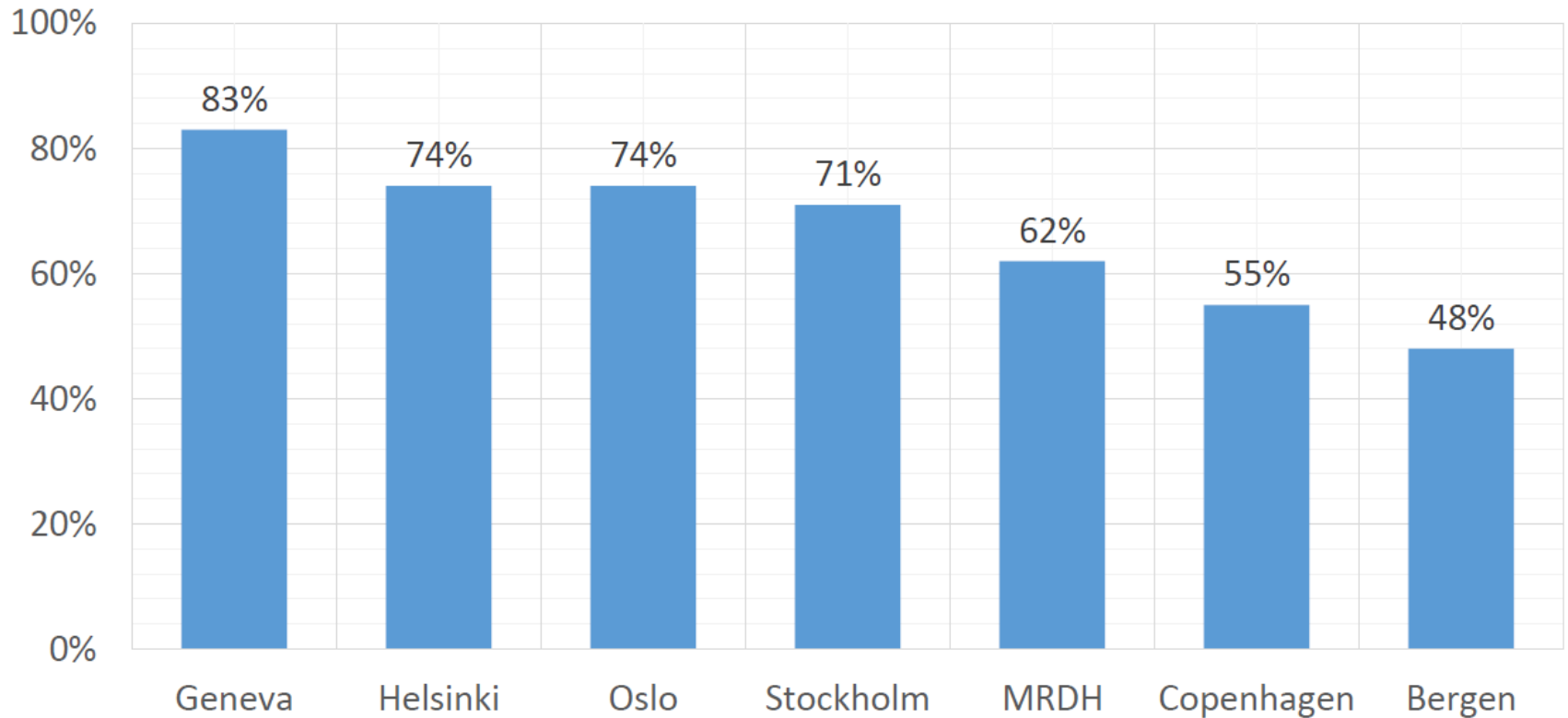
Facts and figures

- **213.8 million** passengers/year (more than 580'000/day)
- **27.8 million** km covered (approximately 72'000/day or nearly twice circumference of earth)
- **58** lines (423 km) for tpg network
- **1885** employees of which 1143 drivers (10% of drivers are women)
- **436** vehicles (238 buses, 94 trolleybuses, 104 trams)
- **7 days** per week, **23 hours** per day



State of the company

Overall satisfaction with public transport - Europe

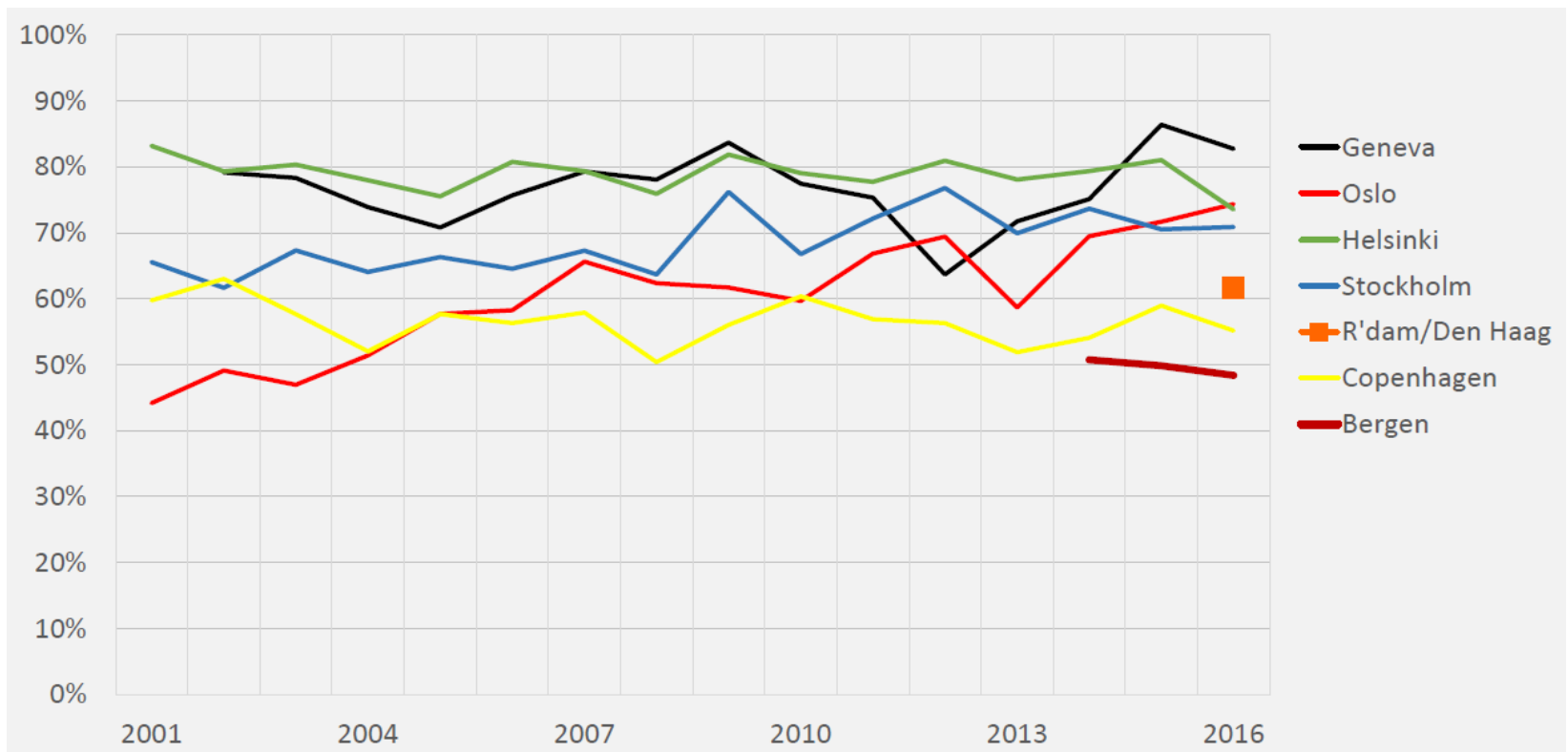


MRDH: Rotterdam/Den Haag

Source: BEST Survey 2016

State of the company

Evolution of client satisfaction



Source: BEST Survey 2016

State of the company

Governance

- **Autonomous Public Establishment**
Set up under Geneva law and owned by the Canton of Geneva
- **Board of Directors**
19 people, of whom 7 women (37%)
 - Chair appointed by the Geneva Cantonal Minister Luc Barthassat
 - 5 representatives appointed by the Geneva Conseil d'Etat (Presidence)
 - 7 representatives appointed by different Geneva political parties
 - 1 representative of the City of Geneva
 - 1 representative of the association of Geneva communities
 - 1 representative of neighboring France
 - 3 representatives of employees and unions
- **Management**
Director General with 7 Department Directors, of whom 2 women



Present challenges

Inside the company

- **Unions**
 - One day strike in November 2014
 - Notice of strike in December 2016
 - Ongoing talks with unions
- **Absenteeism**
 - 7% before the strike in 2014
 - 10% after the strike in 2014 (now 9.9%)
- **Corporate culture**
 - Industrial public sector culture
 - Formal, slow moving
 - Hesitant to communicate externally

Present challenges

Outside the company

- Ticket price**

By law, ticket prices are set by Geneva parliament
May 21st 2017: Geneva voters reject a raise in ticket prices

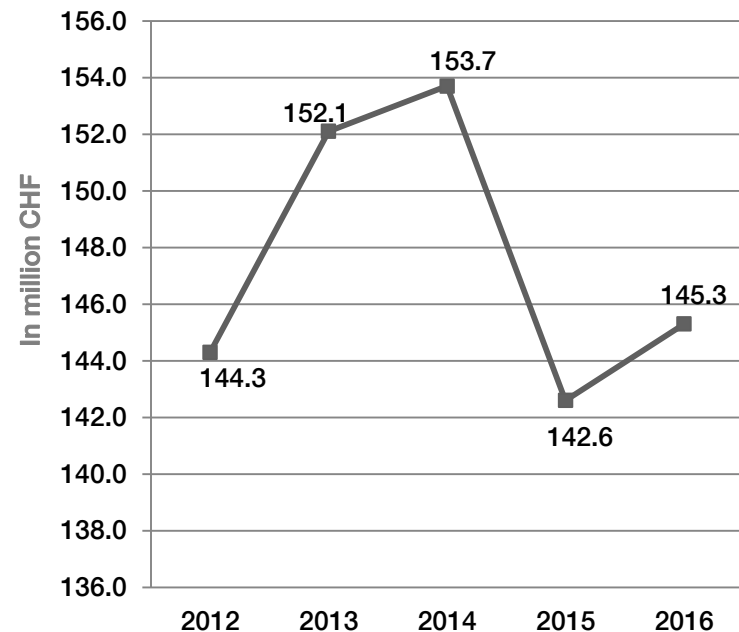
- Political demands**

Service contract: specific requests from the Canton

- Technical & Social Developments**

New competition: Uber, Mobility, Catch-a-car, electric bikes

Transport revenue from tickets



Revenue in 2016	In million CHF	
Tickets & others	164.9	40%
Contributions from the Canton of Geneva	242.8	60%
Total	407.7	100%

Source: facts and figures 2016

Tpg = Innovation



Data collection and use

Detailed information collected on all lines and vehicles, analysis allows tpg to reduce delays & increase efficiency



Electronic shop

- **webshop.tpg.ch**
As of end 2016, SwissPass holders can renew monthly and yearly subscriptions online.
- **Sms tickets – dial 788**
2016 sales increase +22%
Now available on French phones



Recent tpg developments

New Express Lines – as of April 2017

- **Direct buses with less stops**
New service launched
on April 24 2017
Monday to Friday rush hour
- **New lines**
5+, C+, G+ et V+



Future opportunities

TOSA (100% electric bus with fast charging)



- **Innovation**
Total autonomy
Ultra-fast charging
Optimised energy consumption
Local expertise & partners
- **Environment**
Eco-friendly
Urban landscape free of overhead wires

First bus to be delivered in
December 2017

Future opportunities

New maintenance center for 70 trams and 130 buses

En Chardon – at end of Geneva airport runway

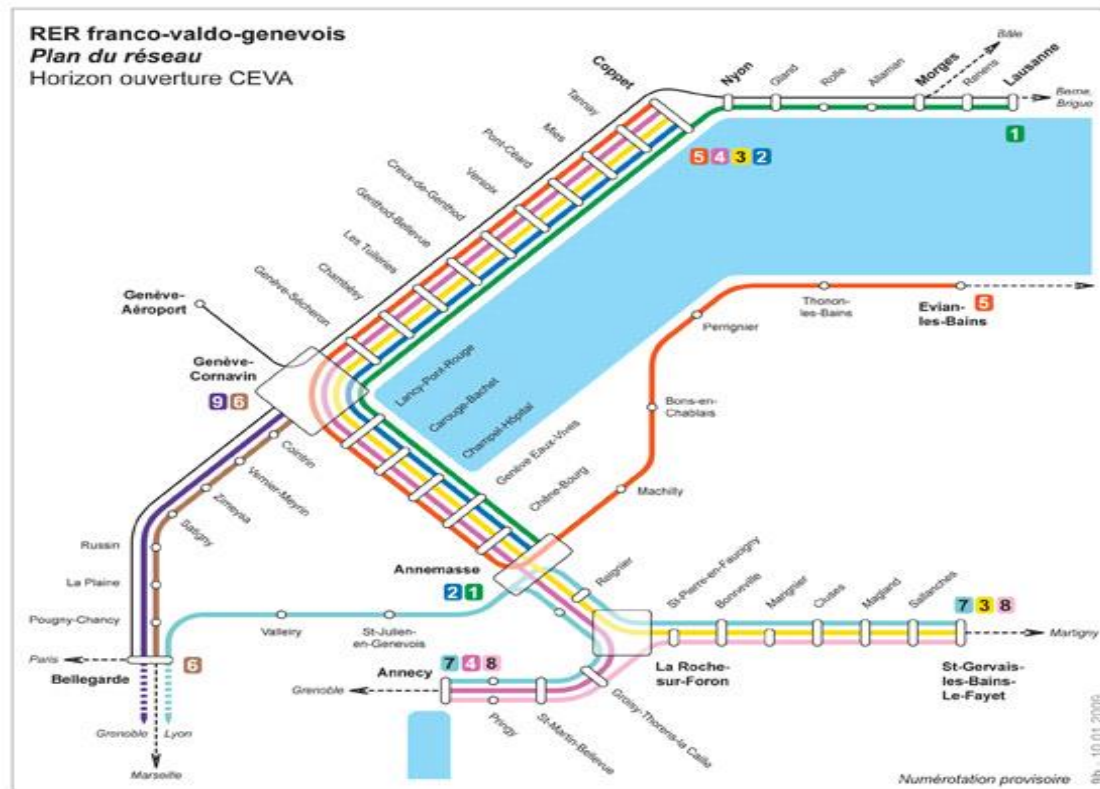
Construction started September 2015

To open end 2019



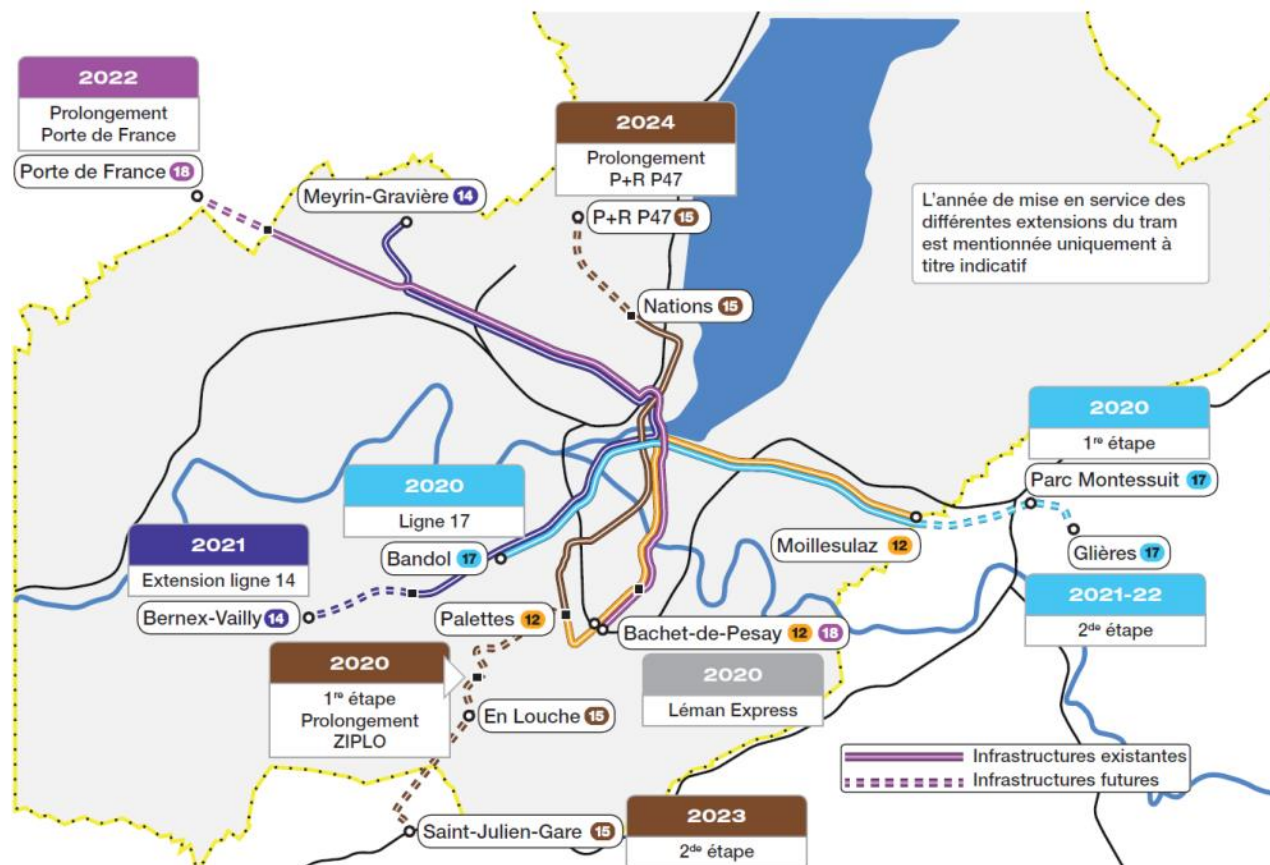
Future opportunities

The launch of LEMAN Express – 2020



Future opportunities

Extension of tram lines – 2020 to 2024



Future opportunities

Driverless shuttle services – 20??



Tests around the world

- Sion
- Lyon, Bordeaux, Paris
- London, Amsterdam
- Dubaï, Doha
- Las Vegas
- Singapore



Tpg – an efficient, high quality public transport network is vital to the economic, social and cultural development of Greater Geneva



Time for questions

