

SBB RailCity quality standards.



RailCity

SBB RailCity. Shopping at the station.



SBB RailCity – Quality at the station.

SBB RailCities are more than just important junctions for public transport. They stand for SBB and its products. As a living part of the cityscape and urban experience, they are attractive places for people to meet. SBB takes this very much into account, paying special attention to the functionality, facilities and architectural design of these stations.

SBB RailCities are customer-friendly, multi-functional service centres, open to customers and visitors from morning to night, 365 days a year. The enclosed brochure shows which standards we use to define our high quality levels for SBB RailCities. We conduct regular internal inspections to ensure that all requirements are met. You will find SBB RailCity in Basel, Bern, Geneva, Lausanne, Lucerne, St.Gallen, Winterthur, Zug and Zurich.

Attractive ambience

SBB RailCities are designed to be user-friendly and clearly laid out. Excellent lighting gives customer a sense of safety and well-being, even in spaces they are unfamiliar with. Decorations and artworks keep SBB RailCities fresh and interesting for customers.

To make things even more attractive, SBB RailCities hold regular promotions and events. The website at www.railcity.ch and information points provide continually updated information on the attractive programme at each SBB RailCity. Promotions and events at SBB RailCities are of a high quality, and help to create a really pleasant atmosphere. That's why we give them our special attention. Promotions and events are organized so that they do not interrupt customer flow. SBB RailCities have an e-Board, where customers can keep in constant touch with daily politics, the economy and sport. The e-Board also serves as an attractive advertising platform for outside businesses and their products. Every SBB RailCity has a heated, smoke-free, waiting area monitored by security, where customers can wait without having to make a purchase.

SBB RailCity – Well-being at the station.

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Cleanliness

SBB RailCities achieve a high average standard of cleanliness through regular internal and external quality checks. In regular surveys, customers rate average cleanliness as at least good. A generous number of waste bins, ashtrays and plastic bottle containers enable customers to dispose of rubbish easily, without going out of their way.

Ecological concerns are high on our list in terms of waste disposal. Every SBB Rail-City has a hygiene centre, which is open every day from 6.00 to at least 22.00. Disabled persons and children up to the age of six accompanied by paying adults may use this service free of charge.



Safety

Stationary security service teams and regular police patrols in SBB RailCities provide a visible presence for the personal safety of our customers, partners and employees. All public areas at SBB RailCities have round-the-clock video monitoring. For data protection reasons, SBB recordings are automatically deleted after 24 hours. Emergency phones at suitable locations ensure that professional help can be summoned quickly in an emergency.



SBB RailCity – Shopping at the station.

SBB services

SBB offers the following services at SBB RailCities:

- Ticket sales service from Monday to Friday from 6.00 to at least 21.00, and at least 20.00 on Saturdays, Sundays and public holidays
- SBB travel bureau
- Modern ticket machines, where our customers can obtain train tickets for the whole of Switzerland and pay by cash or credit/debit card.
- Western Union currency exchange/transfer service
- Event ticket sales point
- Left luggage/luggage check-in
- Check-in-counter/flight luggage check-in
- Safe deposit boxes with video monitoring
- SBB lost property office
- Courier and express service

Shopping facilities

SBB RailCities offer customers the opportunity to go shopping in all the stores from early till late, from Monday to Friday up to at least 21.00, and at least 20.00 on Saturdays, Sundays and public holidays. Services are of prime importance, and cater for the daily needs of our customers.

SBB RailCities offer the following services every day up to at least 23.00:

- One convenience store
- One newspaper kiosk

Alcoholic drink is not available from kiosks and convenience stores between 22.00 and 6.00.



SBB RailCity – Shopping at the station.

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Catering

SBB RailCities offer our customers the following choice of places to eat:

- Take-away – with snacks and drinks for consumption on the premises or to take away
- At least one staffed restaurant and smoke-free zones, open until at least 22.00 every day
- At least one staffed café/bar in a central location, open until at least 23.00 every day
- Vending and drinks machines on the platforms

Further services

SBB RailCities offer the following services from a service centre:

- Cash dispenser, Postomat machine CHF/Euros
- Letter boxes and stamp machines
- Public telephones
- Photo booths
- Hygiene centre
- Tourist/hotel information
- Meeting and conference rooms
- Public Wireless LAN Hotspot
- Health services
- Dry cleaning
- Hairdresser

Mobility services

- Car rental
- CarSharing (Mobility)
- Short-term parking/multi-storey car park
- Moped and motorbike parking
- Bicycle park
- Taxis



SBB RailCity – Station services.

Station information

A station map is available at central points in all SBB RailCities, enabling our customers to find their way about easily. A unique passenger information service helps customers to find their way about quickly and easily. Arrival and departure screens provide information to our customers at suitable locations. Screens and clocks are in constant operation. Targeted announcements on the public address system provide our customers with important rail information (e.g. platform changes). SBB RailCities in Bern, Basel, Geneva and Zurich have a staffed

SBB Infopoint at a central location, open daily from at least 7.00 to 20.00. Customers can obtain all kinds of information here.

Shopping information

To help customers find their way around the shops, we provide information on shopping and services at station approaches and central points at each individual SBB RailCity. You can find more information on SBB RailCity shopping at www.railcity.ch.



SBB RailCity – Station services.

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Disability-friendly facilities

SBB RailCities are accessible to disabled persons throughout:

- Special paving or electronic guiding systems are in place to guide customers safely to and from trains
- Mobility assistants are available to help customers (phone 0800 007 102; mobil@sbb.ch)
- Entrances to stores, restaurants and platforms are accessible to disabled persons
- Use of hygiene centres is free for disabled persons (excl showers)

Technical facilities

Our technical building management team ensures that technical facilities such as escalators and lifts are properly maintained and in good working order. Lift facilities are equipped with an emergency phone and alarm system. If a fault occurs, assistance will arrive within 10 minutes. If an escalator breaks down, assistance will also arrive within 10 minutes.



SBB RailCity – Your station team.

Centermanagement – SBB RailCity Team

Every SBB RailCity is run by an on-site centermanagement team. We maintain a dependable business relationship with our leaseholders, customers and partners.

- The commercial facilities management team is responsible for looking after lease agreements, marketing, running promotions and events, issuing statements for service charges and operational costs and overall commercial operations.
- The infrastructure facilities management team looks after domestic servicing and maintenance, cleaning, supplies and waste disposal.
- The technical facilities management team looks after the maintenance and operation of technical facilities.

A telephone hotline is available to leaseholders to deal with breakdowns, failures and other similar problems, and operates throughout the period when the particular SBB RailCity is open for business. Depending on the urgency of the incident, appropriately trained staff can assist within a specified time frame.



The centre management facility is open for our customers and partners from 8.00 to 12.00 and 13.30 to 16.45, Monday to Friday.

SBB RailCity – a strong presence.

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Marketing and Communications

Our commercial approach to our customers and the market is a consistent one. We check leaseholder and customer satisfaction on a regular basis and implement the appropriate measures accordingly. We have a positive approach to measuring ourselves against other market players, for example airports, international stations and shopping centres, and are always looking to improve. We like to be in regular communication with our customers. Each SBB RailCity plans and implements its own marketing and communications initiatives, using centre advertising and sales promotions to stimulate business. A consistent brand presence is important to us: the SBB.

Action plan and standards inspection

If SBB RailCities still fail to meet certain standards, this will be remedied as soon as practically possible. Quality standards are inspected regularly, and adapted to changed requirements.

The quality standards in place are not an integral part of SBB Immobilien lease agreements.



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petauto
How is it to be noisy?
Just ask the next person smiling.

→

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