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# Did you know ...

2019 edition

## Foreword

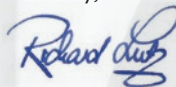
Dear Reader,

Nearly 148 million people used our long distance trains in 2018. But that doesn't mean our work is done. In 2019, we are focusing on making our rail service better. We want to make the rail system much more attractive and reliable. The tracks are full – in some cases too full – thanks to the robust, ongoing trend of shifting traffic to rail. We are increasingly experiencing growing pains, and our customers have often felt them, too.

The solution lies in additional investment. More capacity is crucial for better rail service and better on-time rates. We need more capacity in our infrastructure, our vehicle fleet, and our workforce. With that in mind, we have made the necessary decisions and have established an “Agenda for better rail service.” This agenda is a comprehensive package of concrete improvements we will be making, and it will serve as the basis for a new strategy for the DB Group.

And if you're curious about what bees have to do with Deutsche Bahn, read on. On the pages that follow, you'll find out about many interesting and surprising facts and figures related to the world of Deutsche Bahn.

Sincerely,



**Dr. Richard Lutz**

Chairman of the Management Board and CEO of Deutsche Bahn AG

## The DB Group

Did you know ...

... that the DB Group is one of the **world's leading mobility and logistics companies?**

No. 1 in regional and local rail passenger transport in Europe

No. 1 in rail freight transport in Europe

No. 1 in rail infrastructure in Europe

No. 1 in European land transport

No. 1 in the operation of rail stations in Europe

No. 2 in long distance rail passenger transport in Europe

No. 3 in global air freight

No. 3 in global ocean freight

No. 4 in public road transport in Europe

No. 5 in global contract logistics

... that DB has an **equity ratio** of **23.2%**

... that the DB Group paid a **dividend** of **EUR 450 million** to the German government in 2018?

... that DB has launched its **“Agenda for better rail service”** with the objective of creating the **capacity** necessary to ensure further growth, high-quality service and high on-time rates? DB plans to **invest more than ever before** in rolling stock, infrastructure and staff to foster lasting success and make rail service fit for the mobility of the 21<sup>st</sup> century.

... that DB's **Digital Rail for Germany** program will digitalize the entire rail network, which in turn will **raise rail capacity, quality, efficiency and growth?**

In 2018 the DB Group generated revenues of

**EUR 44.1 billion.**

... that **other European rail companies** generated revenues of approximately:

**SNCF** (France): EUR 33.5 billion (2017)

**FS** (Italy): EUR 9.3 billion (2017)

**ÖBB** (Austria): EUR 5.5 billion (2017)

**SBB** (Switzerland): EUR 8.5 billion (2017)

**NS** (Netherlands): EUR 5.1 billion (2017)

... that the DB Group **purchased goods and services** worth **EUR 34.7 billion** in 2018?

## The DB Group

Did you know...

... that **brand recognition** for the **DB** brand is nearly **100%** in Germany, making it a true household name?

... that **DB's image as an employer** has improved considerably? DB moved from 26<sup>th</sup> place in 2012 to **13<sup>th</sup> place** in 2018 on the Trendence employer ranking scale.

Deutsche Bahn wants to make a substantial contribution to the fight against climate change in Germany and has set itself the target of becoming climate neutral

# by 2050.

... that DB is a **partner** of the **German Olympic and Paralympic teams**, and one of the main sponsors of the **“Jugend trainiert für Olympia/Paralympics”** school sports competition program?

... that DB is a company with a **strong European focus**? Direct long distance links connect Germany to some **150 cities** in Europe. DB offers roughly **240 connections** a day, with ICE or other high-speed service on 50% of those connections. Over **40,000 passengers** use one or more of DB's connections each day.

... that DB represents an international division of labor, cross-border trade, a **Europe without borders**, and **diversity** and **tolerance**? In Germany alone, DB employs people from more than 100 countries. Globally, it employs more than 330,000 people. And DB's customers come from every part of the world.

... that **intensity of use** per kilometer of track in the rail network has **increased by some 50%** since the German Rail Reform in 1994, a much higher rate than the increase for road transport?



## Employees and trainees

Did you know ...

... that DB **employs** some **331,600 people** around the globe, including roughly **205,000** in **Germany**?

Deutsche Bahn employs people from more than

# 100 countries.

... that DB hired more than **24,000 new employees** in 2018 and plans to hire 22,000 in 2019?.

... that DB offers one of the **largest vocational training programs in Germany**? Some **4,000 high school graduates** began their vocational training or cooperative education at DB in 2018.

... that DB offers **permanent positions** to vocational trainees and cooperative education students who complete their training successfully?

**500** different professions, and vocational training programs for 50 professions, are available at DB.

... that junior employees at DB receive a **housing allowance**?

... that DB employees have the option of receiving additional **paid vacation or a pay raise**?

... that DB no longer requires young people to submit a **personal statement** when they apply for a job?

... that DB has 22 training centers, 27 vocational training sites and 18 simulators it uses to **train its employees**?



## Environment

Did you know ...

... that **renewable energy** accounts for **57%** of DB's traction power?

... that the **S-Bahn system in Hamburg** runs on **100% green power**?

# Over 56 million

bees have been given a new home since 2016 on DB land taken out of service.

... that DB is preparing for the impact of climate change with **expanded vegetation management, resilient signaling equipment, heat-resistant vehicle equipment, structural protection, and considerable reductions to carbon emissions?**

... that Cologne is home to the first **fully carbon-neutral ICE maintenance depot**?

... that DB teaches all its train, bus and truck drivers how to **drive in energy-efficient ways**, cutting energy and fuel consumption by up to **10%**?

... that by **redesigning** its trains instead of buying new ones, DB uses up to **80% less material**?

... that DB has installed noise barriers along roughly **1,760 kilometers of line** since 1999, and now uses more than **50,000 low-noise freight cars**?

... that DB's "**This is green.**" campaign highlights environmental protection milestones in roughly **150 projects**?

... that DB has planned or implemented over **25,000 measures** to foster **nature and wildlife conservation** since 2010?

... that long distance travel has been powered by **100% green electricity** for over **140 million passengers** since January 2018?

... that DB wants to use **renewable energy** for **80%** of its traction power consumption **by 2030**?

## Digitalization

Did you know ...

... that DB is already testing new **5G technology** for rail operations using its new **Advanced TrainLab test train**?

... that **drones have been used regularly in rail operations** since 2015, for example to inspect bridges and viaducts, rail buildings, and trees along tracks?

... that some **150,000 passengers** used the **on-demand services** offered by **ioki, DB's new business unit**, to reach their destinations in 2018?

... that DB runs Germany's **first self-driving bus line** on public roads, in the Bavarian town of Bad Birnbach? In 2018, over **20,000 passengers** took the self-driving bus, which drove more than **10,000 kilometers all on its own**.

... that DB brings **virtual switches and trains into the classroom** with **virtual and mixed reality**, which has already been used to train several thousand employees?

... that DB is working with some **30 startups** at DB mindbox to develop products and improvements for train travel?

... that the **CleverShuttle** startup, a DB affiliate, offers cost-effective and **eco-friendly** carsharing solutions **in seven cities**, connecting travelers who have similar destinations?

# 9.8 million

people in Germany use the DB Navigator app each month. That makes it the second most popular travel app in Germany after Google Maps.

... that an **innovative audio system** offered by a startup called Holoplot is being tested at Frankfurt Central? **Announcements** are "beamed" straight to platforms for crystal-clear audibility.

... that DB has a **blockchain team** that tests new technology for use in rail operations and other areas?

## Passenger transport

Did you know ...

... that DB runs **more than 24,000 passenger trains a day**?

... that around **7.3 million people**, including more than **6.9 million regional and local passengers**, use DB's trains and buses in **Germany** each day? In all, DB transports some **2.5 billion people** each year.

... that there are **53 washing facilities** in Germany that clean regional trains every day?

Passengers saved

# 138,5 metric tons

of paper last year by using mobile tickets instead of printed tickets.

... that the DB fleet includes more than **270 high-speed ICE trains**?

... that over **5.2 million people** have a **BahnCard**?



... that the **“DB Streckenagent”** (**“DB line agent”**) app informs commuters about disruptions to service on the lines they use?

... that DB's **long distance trains** served nearly **148 million passengers** in 2018?

... that the **DB Navigator** app was used to book some **28.3 million mobile tickets** in 2018, a 75% increase over 2017?

... that DB's **online tickets** have been booked by people in more than **200 countries**?

... that the **DB Navigator** app also offers tickets for local travel in **29 different regions**, reaching over **56 million people**?

... that over **3 million passengers** have used DB's **self-check-in** function?



## Passenger transport

Did you know...

... that passengers watched a total of **1,010,531 hours** of **movies and TV series** in 2018 using the free **Maxdome video-on-demand service on the ICE portal?**

Kids on Tour has been around for

# 15 years.

In that time, roughly 100,000 journeys have been booked for **Traveler's Aid Society** volunteers to accompany children traveling alone.

... that a **customer call** is answered every **5.7 seconds** by a DB service center employee?

... that the **ICE 4** can seat **830 people**, and has room for 8 bicycles and 4 wheelchairs?

... that over **1.4 million severely disabled people** can use regional and local public transport in Germany for free?

... that DB runs the largest fleet of pedelecs used for **bikesharing** in Germany, with **376 pedelecs**?

... that DB has launched **Medibus**, the first-ever **mobile doctor's office**? It serves a rural area in west-central Germany.

... that DB runs the largest bicycle rental service in Germany? Through **Call a Bike**, it rents out more than **15,000 bicycles** in major German cities.

Following the opening of the high-speed line between Berlin and Munich, rail is now the **number one choice** for travel between the two cities, ahead of air and road.

... that **Flinkster**, DB's carsharing service, has over **4,500 vehicles** available at **2,500 stations** in **400 cities and towns**?

... that over **33 million children** travel for free each year on DB buses and trains, accompanied by their parents or grandparents?



## International passenger transport

Did you know ...

... that **DB Arriva**, a **DB subsidiary** that offers passenger transport outside Germany, is active in **14 different European countries**, and that it handled **some 2.4 billion journeys** in 2018?

... that DB Arriva's **ArrivaClick** service in the UK is the **largest on-demand bus service** of its kind? The **ArrivaClick app** has been **downloaded more than 34,000 times** for a total of **130,000 bus journeys** in Kent and Liverpool.

... that DB Arriva in Copenhagen successfully operates a **DriveNow fleet** with around **500 cars** – **most of them electric** – and **roughly 82,000 registered customers**?

... that DB Arriva in **Jutland** won the only **rail transport contract** put out to tender in Denmark? And for the third time in a row. The service's on-time rate is 99%.

... that DB Arriva in **Limburg**, a province in the Netherlands, has a contract to run integrated **bus and rail service** until 2030 and is a **pioneer in electromobility**? DB Arriva is using **250 new buses** for the service.

... that DB Arriva offers an hourly **direct connection between Aachen and Maastricht** on the **new RE 18**, with a journey time of 55 minutes? The service is the first direct rail link in more than 26 years.

DB Arriva is the number 2 on the UK market, with a market share of

**21%.**

... that DB Arriva is the **largest bus operator in Croatia**? It has more than quadrupled the number of **bus journeys** from 2.6 million to **12.6 million** by acquiring the Autotrans Group.

## Rail freight transport

Did you know...

... that DB Cargo transports over **1 million metric tons of freight** by rail through Germany and Europe on weekdays?

# Over 60%

of the services run by DB Cargo cross at least one national border.

... that DB Cargo's customer service teams processed **1.9 million customer orders** in 2018?

... that DB Cargo's **DBeco plus** program offers 100% **carbon-free rail freight transport** throughout Germany?

... that DB Cargo has equipped over **10,000 freight cars** with **smart sensor** technology?

... that **100,000 standard containers** will be transported by rail between **Europe and China** by 2020? Transport by freight train is **twice as fast** as by ship.

... that DB Cargo runs some **50,000 trains per year** for the European **automotive industry** alone?

... that DB Cargo has **1,600 smart locomotives** that automatically transmit information about the condition they are in? Over 2,000 locomotives in Europe will have the technology by the end of 2020.

... that DB Cargo operates over **50,000 freight cars** with noise-reducing composite brake blocks? Roughly **80% of DB's fleet of freight cars** in Germany are now equipped with these "**whisper brakes**," cutting the noise they produce in half.

## Logistics

Did you know...

... that DB Schenker runs **logistics services – by land, sea and air** – from more than **2,100 locations** in more than **140 countries?**

... that DB Schenker is the market leader in European land transport, carrying **106 million shipments** by road each year?

... that DB Schenker brings some **6,000 standard shipping containers** to their destinations by sea each day?

... that DB Schenker is expanding its role as a pioneer in **connected and autonomous vehicle driving** with its **platooning and Einride development projects?**

... that DB Schenker handles some **1.3 million metric tons** of air freight each year?

... that DB Schenker's new **eSchenker** online portal is the first to bring together all the data for every mode of transport worldwide on one **booking platform**, replacing more than **30 IT systems?** This allows customers to track their orders up to payment.

DB Schenker manages

# 8.3 million

square meters of state-of-the-art logistics facilities.

... that DB Schenker has partnered with the Fraunhofer Institute for Material Flow and Logistics and the University of Dortmund to develop **smart technology** that will enable packages and cargo to pick out their own spots on warehouse racks?

## Infrastructure

Did you know ...

... that the German rail network is **around 33,300 kilometers long**, making it Europe's **longest network**, three times as long as all the German autobahns put together?

... that trains in Germany travel across **25,000 bridges and viaducts** made of steel, concrete and brick and wind their way through roughly **740 tunnels**?

# 40.000 trains

use the DB network around the clock every day.  
That amounts to over 1 billion kilometers per year.

... that DB, together with the German government and other partners, is investing **EUR 10.7 billion** in 2019 to **refurbish and modernize** the existing rail network and stations, and to build new lines and upgrade existing ones?

... that DB provides new habitats for **lizards, bats and other animals**? As compensation for infrastructure projects, it has earmarked over **EUR 770 million** to use **for rare and endangered plant and animal species** by 2030.

... that over **440 rail companies** use DB's rail network?

... that DB invested **EUR 125 million** in **vegetation management** in 2018? More than a thousand **forestry management experts and forestry workers** are making DB's network more stormproof.

... that **EUR 35 billion** has been earmarked for the **modernization, upgrading and new construction of track infrastructure, stations and energy facilities** from 2015 to 2019.

... that DB Energy is the **fifth largest power provider** in Germany and supplies rail operators with **10 tera-watt-hours of traction energy**? Rail transport accounts for nearly 2% of Germany's total power consumption.

## Stations

Did you know ...

... that over 700 stations were **modernized** in 2018?

... that DB operates **5,700 stations in Germany**?

... that the **15 DB Lounges** are used by nearly **14,000** passengers each day?

... that DB has earmarked some **EUR 5.5 billion** to be invested in **modernizing its stations, making them accessible and ensuring their maintenance** between 2017 and 2021?

... that **more than 20 million people** arrive at, depart from and shop at **Germany's rail stations** each day?

Trains stop at DB platforms more than

# 410.000 times

each day.

... that half an hour of **free Wi-Fi** is available to DB customers at over 120 stations?

... that some 78% of DB's platforms are now **wheel-chair accessible**?

... that there is a feature on the **“Bahnhof live” app** and at **www.bahnhof.de** that lets users check **in real time** whether an elevator is working? DB has roughly **2,200 elevators** and **1,000 escalators**. All of them are **monitored remotely by sensors**, which makes it possible to initiate repairs automatically.

... that DB operates Germany's **“green stations”** in Lutherstadt Wittenberg and Horrem? Both the stations are **carbon-neutral**. In addition, the 15 busiest stations in Germany run on **green power**.

... that DB **assisted passengers with reduced mobility** some **850,000 times** at its stations in 2018?

... that DB has over **80 lost and found offices** that collect **250,000 items** left behind at DB stations and on DB trains each year?

... that DB offers a total of **22,000 luggage lockers** for passengers to use at 220 of its stations?

## Services and security

Did you know...

... that DB Services Facility Management cleans some **24 million square meters** of space at rail stations and stops? That is the approximate equivalent of **3,500 soccer fields**.

DB invests

# EUR 170 million

each year in security for its customers and employees.

... that the employees of DB Communications Technology are responsible for maintaining and repairing some **6,500 ticket machines**?

... that DB equips its security staff with **body cameras at 12 major stations** to better ensure the safety of its customers? The measure has been a success: employees with body cameras are not attacked.

... that DB Systel provides services for **100,000 modern digital work spaces** each day?

... that DB Systel manages over **600 IT systems** that keep traffic moving?

... that DB has **4,000 security staff members** who help the **5,000 law enforcement officers from the German Federal Police** keep passengers and employees safe on trains and at stations?

... that DB has **7,400 video cameras at nearly 1,100 stations**, covering more than **85% of passenger flows**? Recordings of the video images are used exclusively by the German Federal Police to investigate crimes.

... that nearly **32,000 cameras** are installed on DB's regional and local trains, offering enhanced security on nearly two-thirds of the trains in the fleet?

... that DB's **12 heavy maintenance depots** will have **redesigned** 114 ICEs and some 410 local trains by 2022?

## The Deutsche Bahn Foundation

Did you know ...

... that Deutsche Bahn Stiftung gGmbH (the Deutsche Bahn Foundation) manages DB's **charitable activities**?

... that the Deutsche Bahn Foundation combines **rail history** with **setting the course for the future**? It runs the **DB Museum**, fosters **integration for marginalized groups**, and supports **volunteering in Germany**.

... that the **DB Museum** in Nuremberg has completed the last phase of the world's only permanent exhibition of **200 years of rail history**, opening a new exhibit called "On separate tracks: the railway in divided Germany from 1945 to 1989"?

... that the Deutsche Bahn Foundation runs the "**Ehrensache**" program, which supports volunteer work by DB employees? As of 2018, it is now also one of the main sponsors of the "**Deutscher Engagementpreis**" for civic engagement.

# 650.000

readers and listeners took part in Germany's read aloud day, promoting reading and reading aloud as a foundation for early childhood learning. The Deutsche Bahn Foundation helped launch the initiative.

... that the Deutsche Bahn Foundation supports the **work of Travelers' Aid Societies** in Germany through measures including video interpretation services at over 20 locations, helping to break down communication barriers?

... that the Deutsche Bahn Foundation has worked with the Off Road Kids foundation for many years to offer **opportunities for homeless youth**? Its "disconnected" exhibition helps raise **public awareness of homelessness among children and young people**. The exhibition, which profiles 20 young people living on the streets, will travel to over a dozen rail stations in 2019.

... that **depression** is a disease, and that the Deutsche Bahn Foundation has partnered with the German Depression Foundation to help **educate** people on the subject? The partners offer **information** and **specific forms of assistance**, such as a survey of depression in Germany and an information hotline.