



# The Bergen line

## Experiences with sleeping chairs

Yvonne Torgersen Hetlevik  
Vy tog Vest

Train Academy Day at Norske tog 4th June 2024

# The Bergen Line

## Experiences with sleeping chairs

### 1. The Bergen Line

### 2. Travel by Night

### 3. Products:

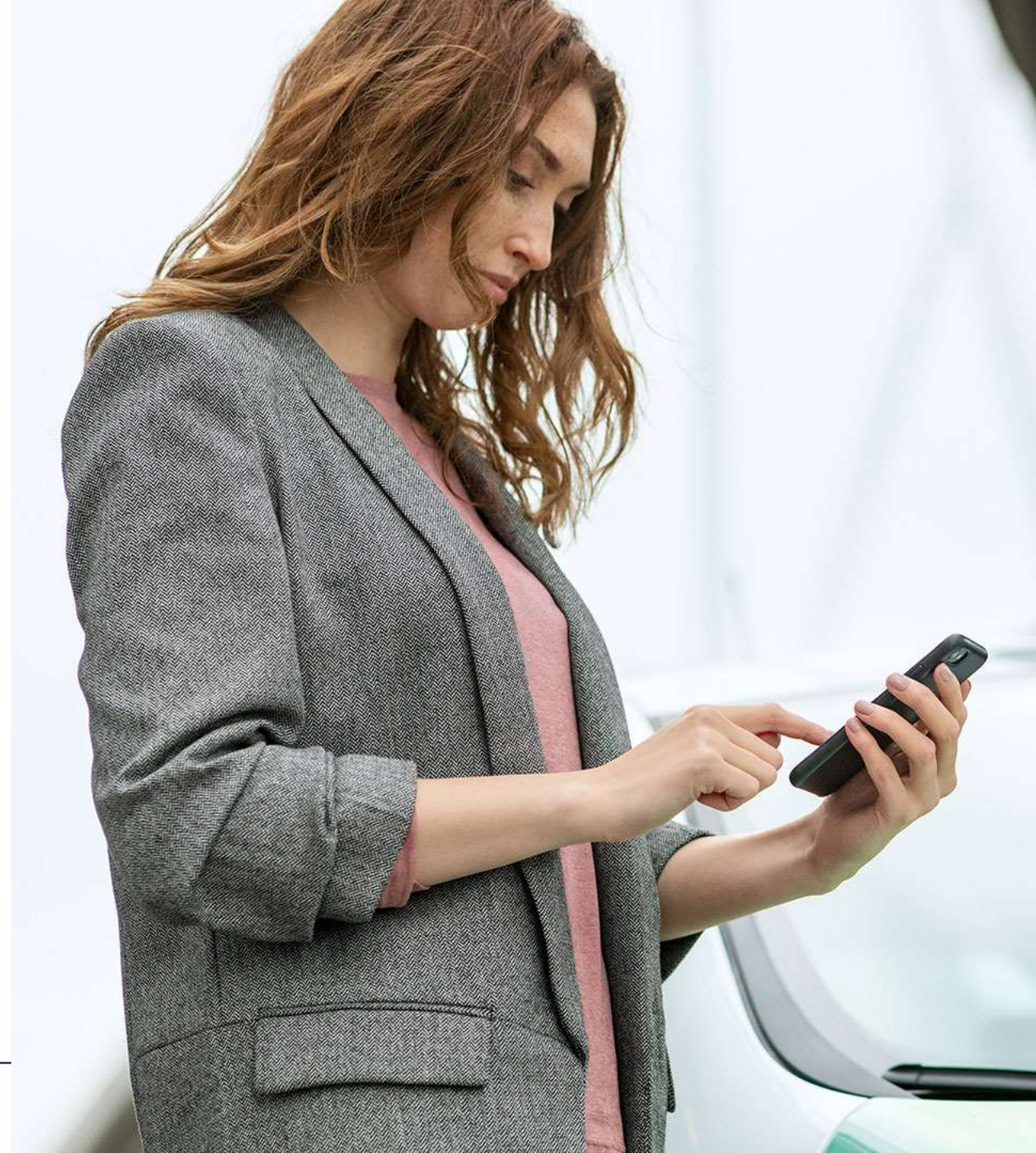
*Ordinary sets, Sleeper, Rest, PlusNight*

### 4. Survey:

*Before, during and after the journey*

### 5. Summary and the way forward

### 6. Questions



# 1. The Bergen Line

# The Bergen Line (Bergensbanen)

## One of Europe's most beautiful train journeys.

### The Bergen Line

- The Bergen Line is the scenic mountain track to the fjords.
- The Bergen Line offers one of the most spectacular scenic experiences in Europe. It crosses the Hardangervidda National Park, onto the Hardangervidda plateau, Europe's largest high mountain plateau.
- The Bergen Railway was built in the period between 1883 and 1909. It had its official opening in 1909.
- The Bergen Line is Northern Europe's highest railway line, with Finse being the highest train station at 1,222 metres above sea level.

### Facts

- To/from Oslo–Bergen
- Departures per day: 6
- Duration between Oslo and Bergen: between 6 hours 32 minutes and 7 hours 23 minutes (depending on day- or night train)
- Construction period: 1894–1909
- Locomotive power: Electric
- Length of track: 471,25 km
- Highest point on the track: 1 237 meters above sea level
- Highest station: Finse (1222 meters above sea level)
- Number of tunnels: 182
- Longest tunnel: Finse tunnel 10,3 km

## 2. Travel by night



# 3. Products

# Products

Ordinary sets



Sleeper



Rest



PlusNight







PlusNight

# PlusNight

## Background

Funding from the stasbudsjettet 2019

Build by; Georg Eknes Industrier

Project leader; Norske Tog

Renovated two old carriages for the purpose.

Building period from 02.21-11.22

Introduced to the market December 2022



**PlusNight** is for people that would like an upgrade from the regular seat, but don't need an own compartment.

## Enjoy your privacy

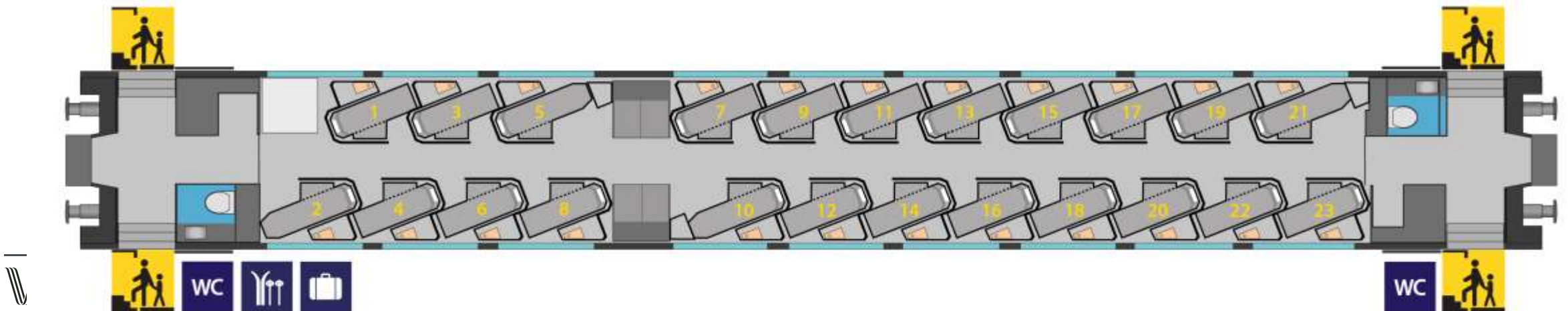
Angled away from the aisle and with a wraparound seat shell, your single seat affords you privacy from your fellow passengers. Sit back and relax with a book or movie, and when you're reading to turn in just lay your seat completely flat. Sweet dreams.

## Relax in your comfort zone

- Seats are the following dimensions when laid completely flat: length 203 cm. The width at the shoulder is 65 cm, and the chair is 81 cm at its widest.

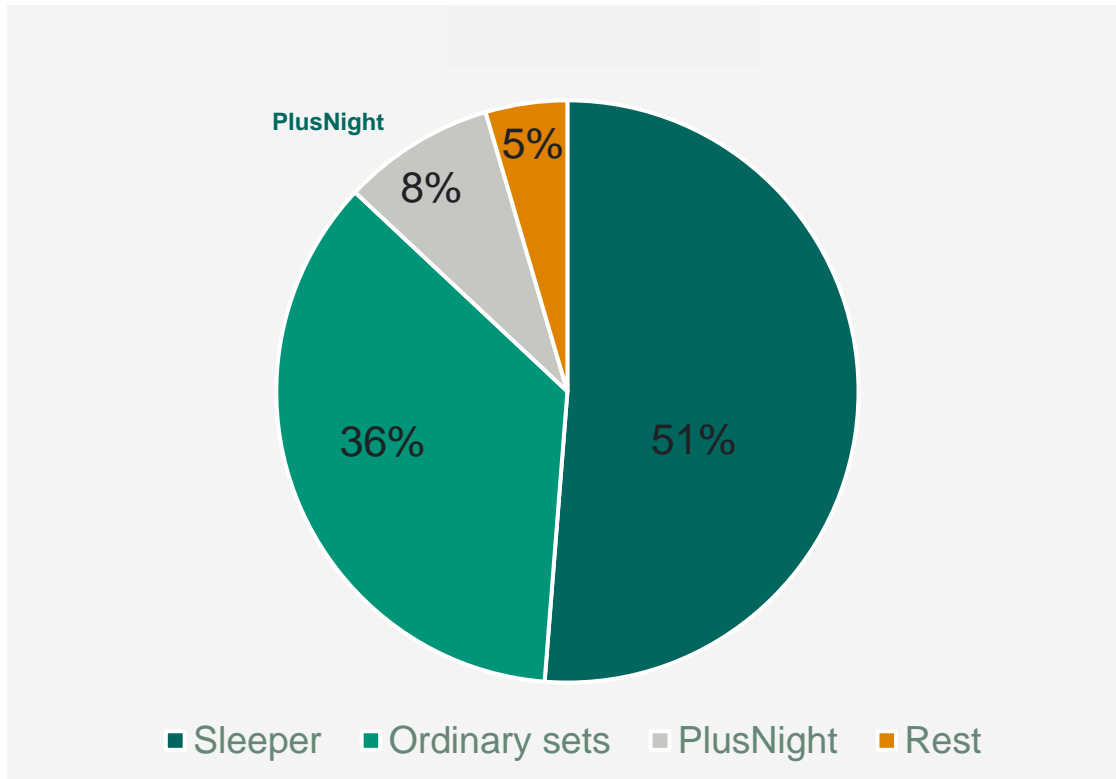
## In short:

- You get your own fully reclining lie-flat seat.
- Every seat features an exclusive privacy pod, a small table, a reading lamp, USB charger and electrical outlet.
- You get a free blanket, earplugs and eye mask.

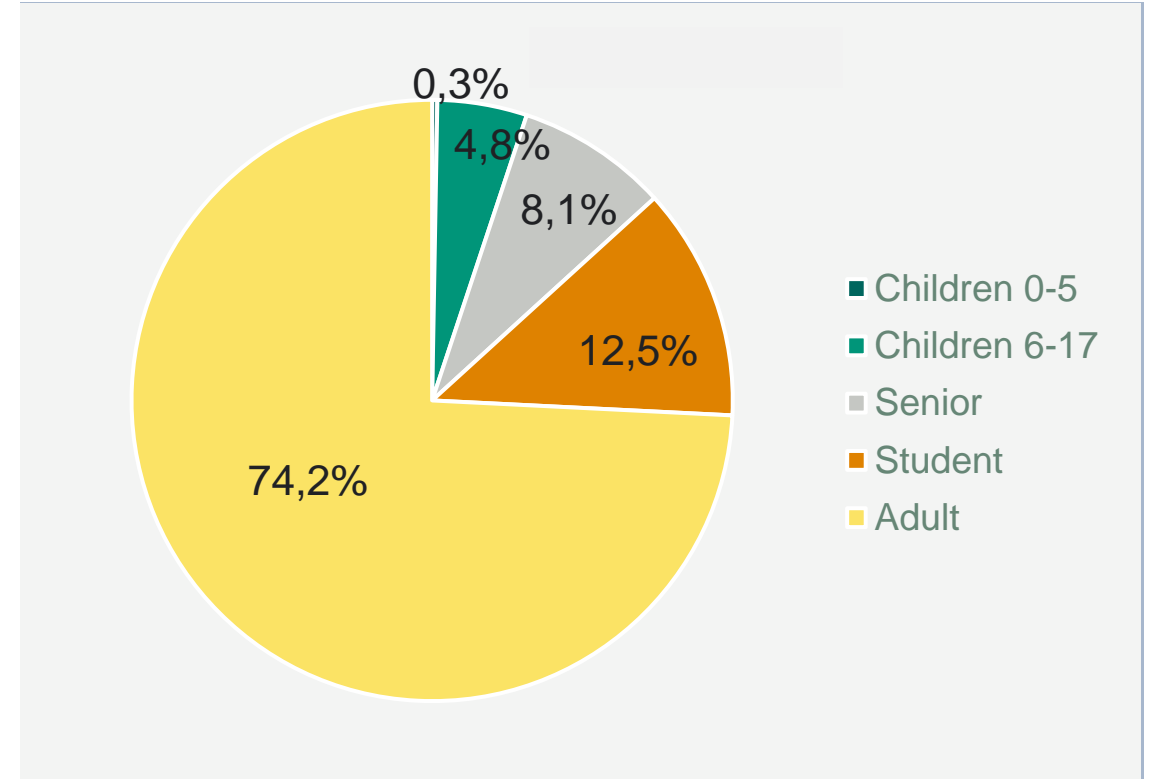


# PlusNight

## Night train products

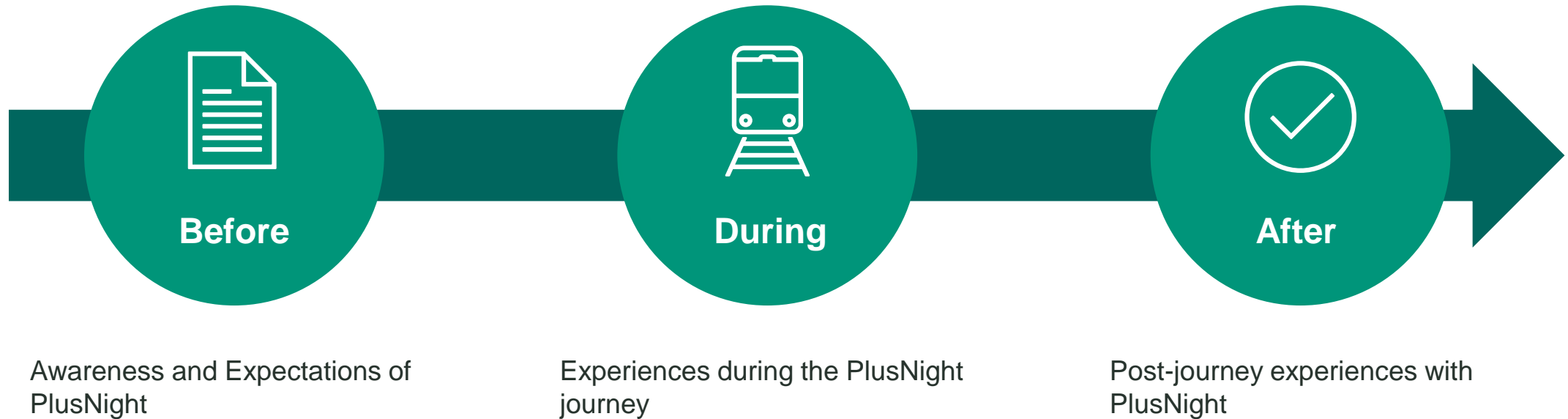


## Passenger segments PlusNight



## 4. Survey: Before, during and after the journey

# We have mapped the customer journey for PlusNight trips for both customers and conductors



# The participants' mental journey, summary



## Expectations

Positive expectations for the journey and the seat.

A good upgrade from a normal seat.

The majority had low expectations of being able to sleep well.

PlusNight provides an opportunity to choose environmentally friendly.



## Experience

They experienced the trip with PlusNight as positive, and many were pleasantly surprised by the seat.

They experienced a safe journey with good comfort and a sense of privacy.

Everyone got to sleep, that was very positive.



## Attitudes

PlusNight lives up to people's expectations and provides good value for money due to better comfort than a normal seat. People are positive about repurchasing. They would recommend PlusNight to others who travel as you did, namely alone. Suitable for leisure travelers and business travelers.

# Key insights

- PlusNight is still little known
- Experienced as a very good alternative between a normal seat and a sleeping compartment
- Gives good value for money
- Saves time and costs
- Safe and comfortable travel
- The seat works well
- One got more sleep than expected





# Plus Night

- Our main goal for this product was a yearly average occupancy for **70%**
- In 2023 we had **80 % average occupancy**.

**Flat-beds on  
The Bergen Line  
is a big success**



# 6. Questions

