

Institutional  
presentation

2024



Transports  
Metropolitans  
de Barcelona

# What is TMB?

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TREN  
DIRECCIO Z. UNIVERSITARIA

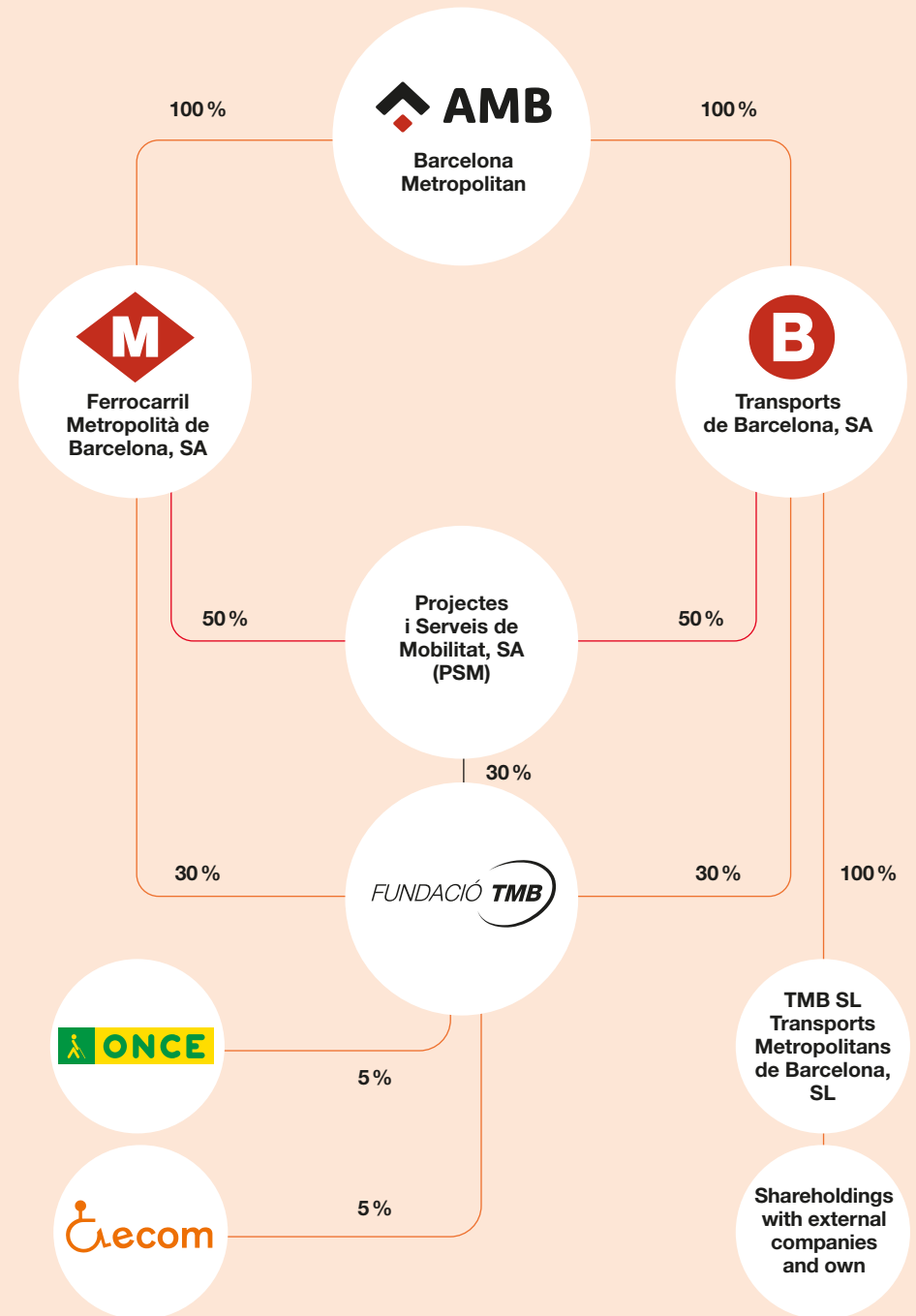
2958 KHB

3565 KHB

3526  
3639 KHB  
VOLVO BUSES

**Transports Metropolitans de Barcelona (TMB)** is the joint name of the companies **Ferrocarril Metropolità de Barcelona, SA** and **Transports de Barcelona, SA**, which manage the metro and bus network in the **Barcelona metropolitan area**.

It also includes the companies **Projectes i Serveis de Mobilitat, SA**, which manages the Montjuïc cable car; **Transports Metropolitans de Barcelona, SL**, which manages fare products and other transport services, and the **Fundació TMB**, which looks after TMB's historical heritage and promotes the values of public transport through social and cultural activities.



# Global activity 2023

TMB provides services in Barcelona and 10 other municipalities in the metropolitan area.

It is the main public transport operator in Catalonia and a leading company for public mobility in Europe and the world.

## Demand



**647,130,000**  
Passengers transported  
(total STI area:928.9)  
STI: Integrated Fare Network

## Workforce



**59 %**  
Percentage of  
trips within the  
scope of action

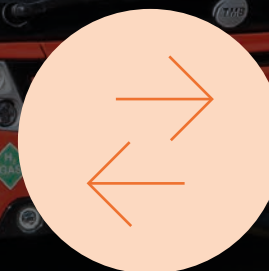


**8,924**  
Employees on the  
payroll

## Offer



**22,126\***  
Places-km



**139,639\*\***  
Distance travelled in cars/  
useful km

Source: TMB (2023)

\*Millions

\*\*Thousands



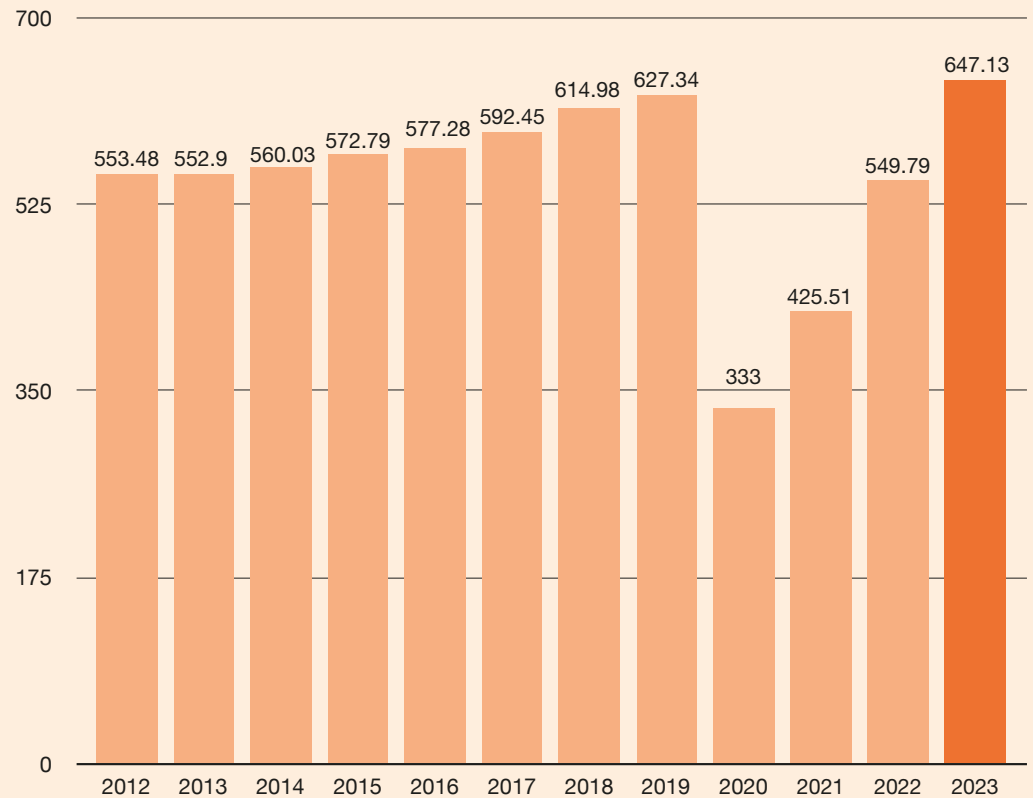
# Recovery in passenger figures

2023 saw continued growth in the demand on TMB networks, and the year ended with a new record number of passengers, also on the metro network.

Specifically, 647.1 million passengers were transported on the TMB network, representing a growth of more than 97 million more than the previous year (+17.7%). This was also a significant improvement on the 2019 passenger figure before the outbreak of the COVID-19 pandemic, with nearly 20 million more users than that year.

Source: TMB (2023)

Evolution of TMB passengers with leisure transport included  
(million passengers)



EcoBus

# Mission

Línies

TMB's mission is to offer comprehensive mobility services, including metro and bus services, which:

H16

V15

Les primeres  
línies de bus  
100% elèctriques  
de TMB.

[tmb.cat](http://tmb.cat)



TMB

Transports  
Metropolitans  
de Barcelona

- Contribute to the **improvement of mobility for the general public** and sustainable development.
- Guarantee the provision of an **excellent service** to the service to general public.
- Strengthen **equal opportunities and social responsibility policies**.
- Make **efficient use of public resources**.

# Vision

**TMB aims to be a benchmark public mobility company in the world:**

- For its integrated management of public, metro and buses and other mobility modes and services.
- For its commitment to urban sustainability and the environment.
- For the technical quality it offers and for the quality perceived by the public and its stakeholders.
- For the efficiency of its processes and the optimisation of the use of resources.
- For innovation and the efficient application of technology as a lever for service improvement.
- For the values that employees convey through their behaviour and the excellence of their work.
- For their commitment to society, to the general public, stakeholders and staff.



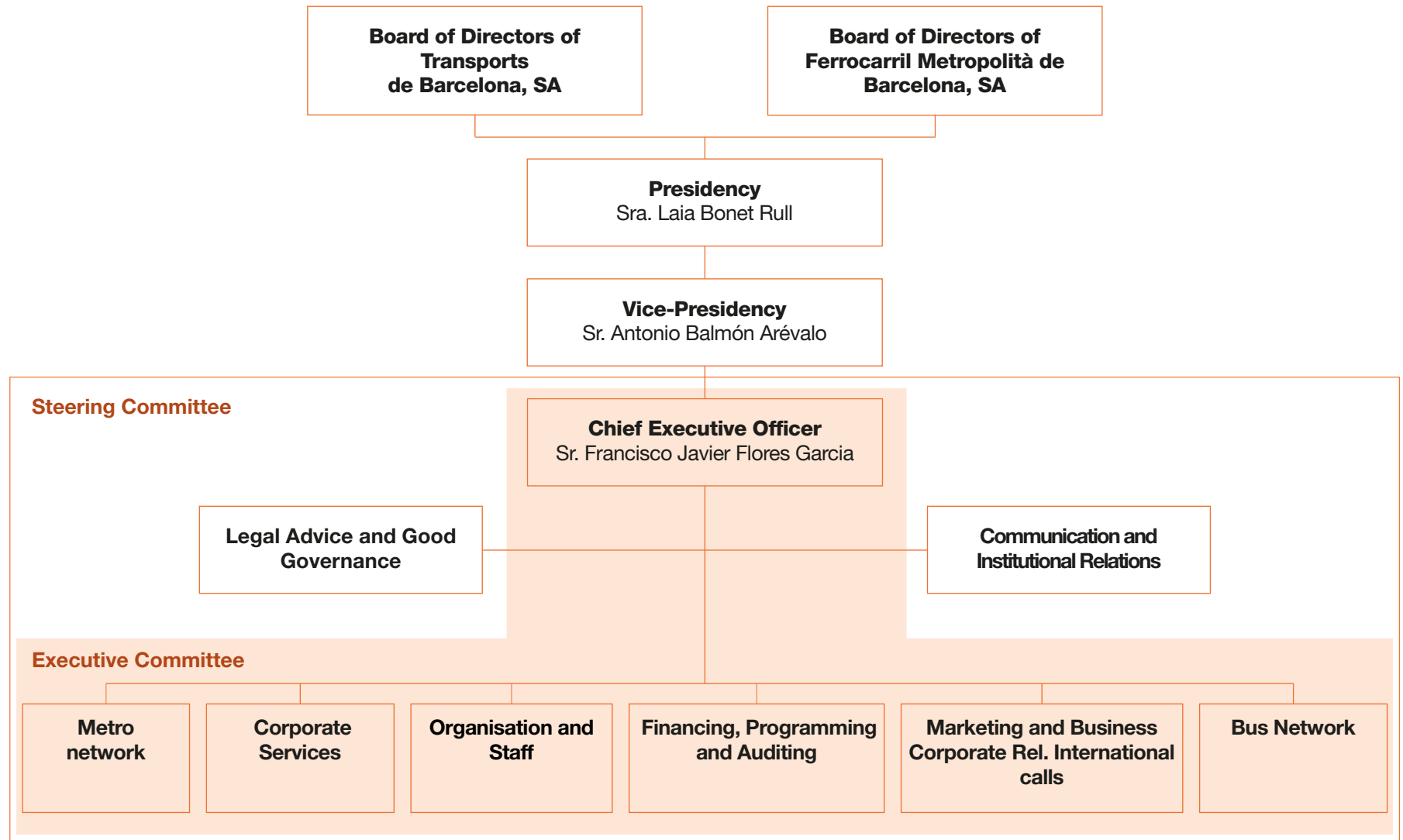
# Values

**The values guiding  
TMB's activity are  
essential  
to comply with  
its commitment to  
society: workers, the  
general public,  
and stakeholders:**

- Commitment to public service and excellent service.
- Efficient management.
- Socially responsible behaviour.
- Values of equal opportunity, diversity, integrity, honesty and respect.
- Transparency.
- Commitment.
- Leadership and teamwork.
- Recognition, equity and personal and professional growth.
- Ambition for innovation, cutting-edge technology and constant improvement.



# Administrative and management bodies of TMB



# TMB services and products



## Metro

- Metro services directly managed by the AMB.
- Ancillary income linked to 'Metro's activity and assets.
- Subject to the Contract with the ATM.



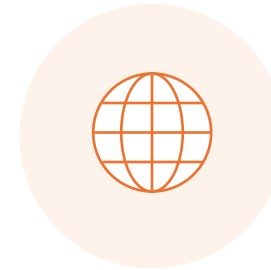
## Bus

- Bus services directly managed by the AMB.
- Ancillary income linked to 'Bus's activity and assets.
- Subject to the Contract with the ATM.



## Mobility Services

- Public mobility services directly managed by the AMB (AMBICI bike-sharing services...) and other mobility services (cable car, tourist bus...).



## External advice and Overseas Business

- Engineering and consultancy services in TMB's activities.
- Operation of bus services and other mobility systems through competitive tendering.
- Other businesses that can bring benefits to TMB.



## TMB Foundation

- Promotion of public transport and sustainable mobility.
- Promote social responsibility policies in all TMB group companies.
- Develop social, cultural, educational and civic projects.
- Conservation and dissemination of the historical heritage of public transport.

In the metropolitan area of Barcelona

Outside the metropolitan area

# Scope of action

Barcelona

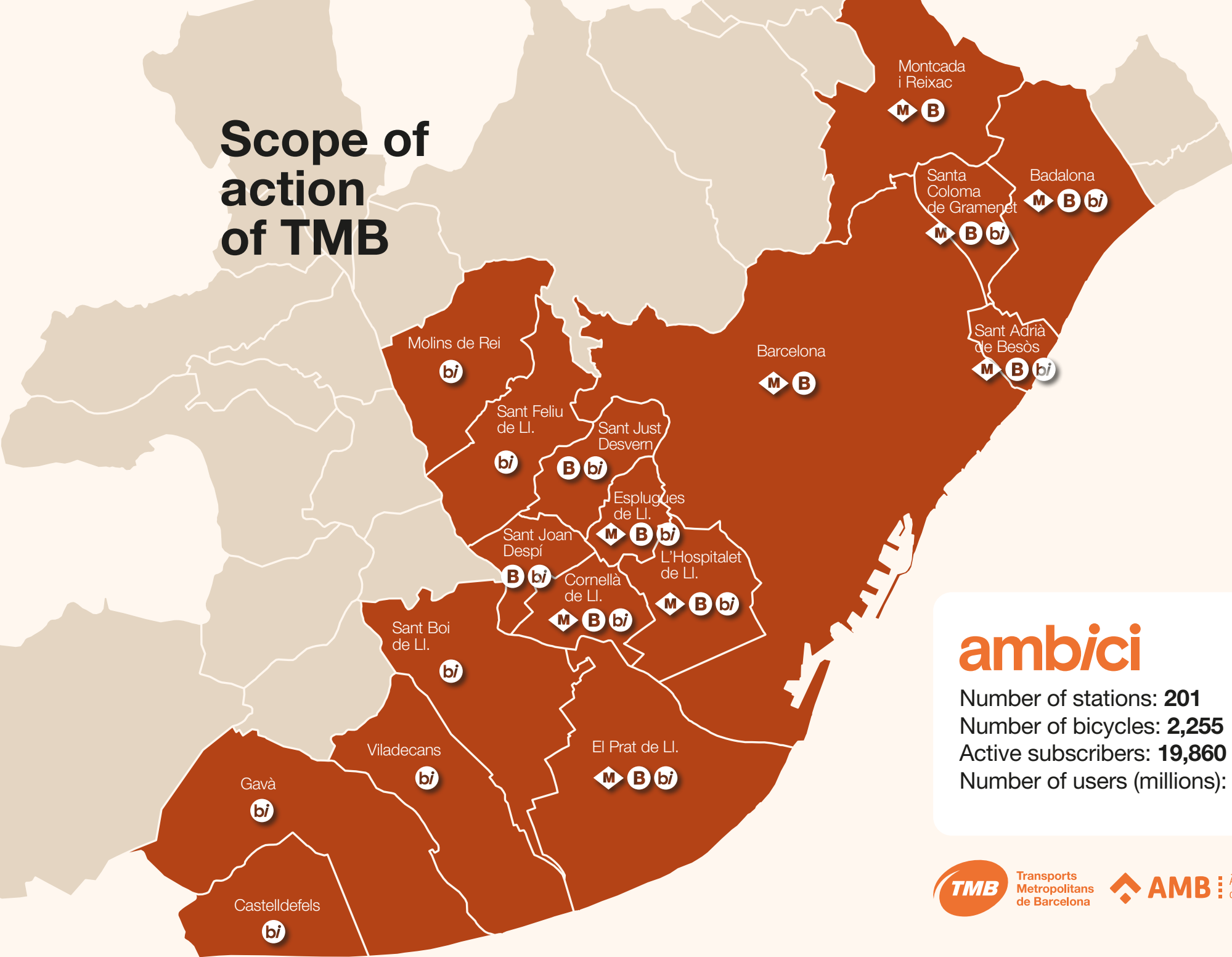
Metropolitan area

Metropolitan region

TMB provides services in Barcelona and its metropolitan area, included in the Integrated Fare System (STI) of the Barcelona metropolitan region.



# Scope of action of TMB



**ambici**

Number of stations: **201**

Number of bicycles: **2,255**

Active subscribers: **19,860**

Number of users (millions): **2.30**



Transports  
Metropolitans  
de Barcelona



AMB Àrea Metropolitana  
de Barcelona



### ITS

Integrated Fare System  
 346 municipalities  
 9,061 km<sup>2</sup>  
 5.7 million people

### RMB

Barcelona Metropolitan Region  
 160 municipalities  
 3,129 km<sup>2</sup>  
 5.2 million inhabitants  
 (not including the municipalities of Moianès)

### Barcelona

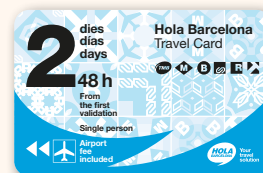
101.35 km<sup>2</sup>  
 1.6 million people

### AMB

Barcelona Metropolitan Area  
 36 municipalities  
 636 km<sup>2</sup>  
 3.3 million inhabitants



Integrated Tickets



Shared Tickets



Own Tickets



T-mobilitat

# The Integrated Fare System aimed at people who are resident in Barcelona



Allows the use of all different means of transport (metro, city buses, suburban buses, metropolitan buses, etc.) and interurban, tramway, Railways of the Generalitat de Catalunya and Rodalies de Catalonia (Suburban Rail), with a single transport ticket, does not penalise travellers when they transfer to another means of transport. This system allows the use of four different means of transport and three transfers within the established time and space constraints of the card.

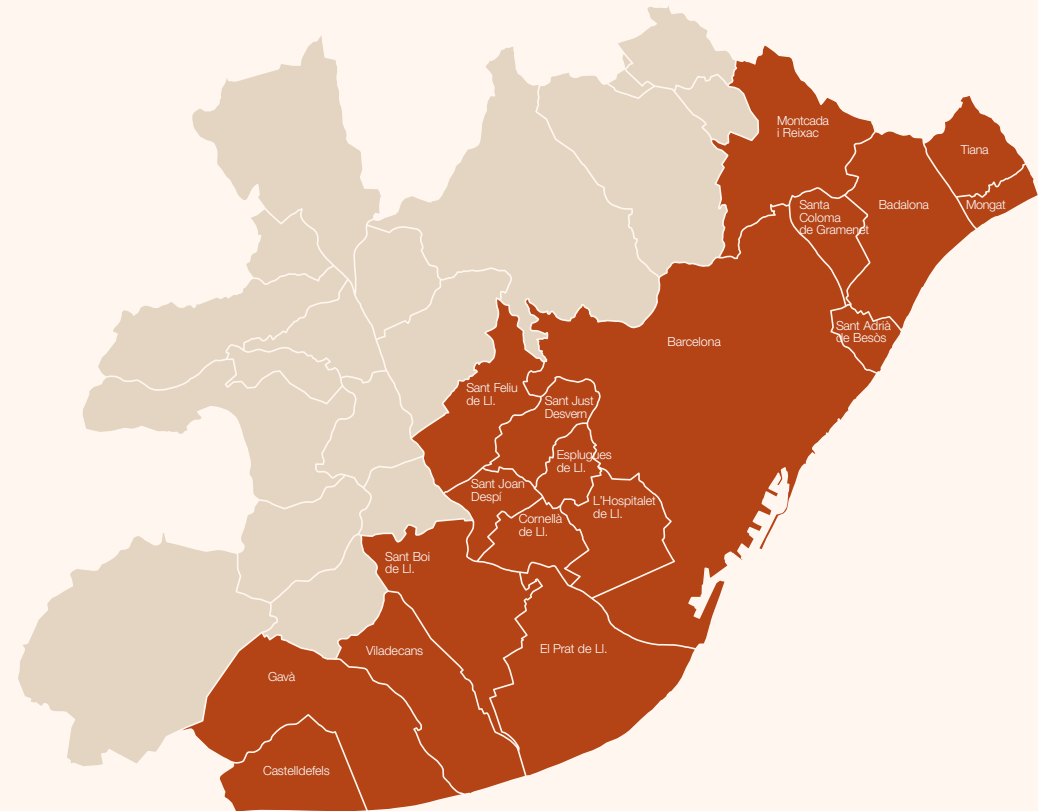


# The Shared Fare System

Hola Barcelona Travel Card, aimed at non-residents.

Unlimited travel for 2, 3, 4 or 5 days with a single card.

Public transport is one of the best ways to get around Barcelona. For this reason, TMB created the card to travel conveniently around the city. The Hola Barcelona card is a single-person ticket that allows non-residents of Barcelona to use the card as many times as they want: metro and bus (TMB), rail (FGC, zone 1), Montjuïc Funicular (TMB), tram (TRAM) and Cercanías de Catalunya trains (zone 1).



The image shows a building facade with a large, dark, oval-shaped logo on the upper right. The logo contains the letters 'TMMB' in a bold, blue, sans-serif font. The building has a grid-like structure of windows and a metal railing on the roof. The overall color scheme is dark blue and black.

*TMMB*

# Institutional environment



# Political environment

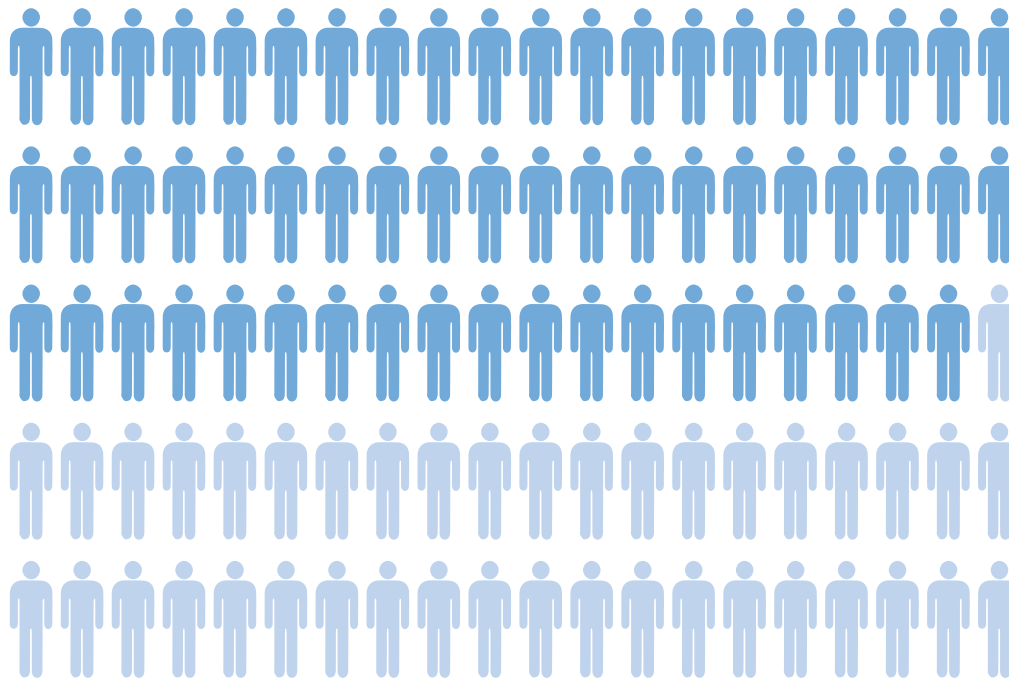
**Transports Metropolitans de Barcelona (TMB)** takes as a frame of reference the master plans and mobility plans for the institutions with authority in public transport and mobility:

## Institutions



# Mobility in TMB's area of influence

The demand for collective public transport in the Barcelona area's Integrated Fare System was set at 928.9 million journeys in 2023. Of the total number of journeys made, 647,130,000 were with the TMB, accounting for 59.4 %.



**928,900,000 public transport passengers**

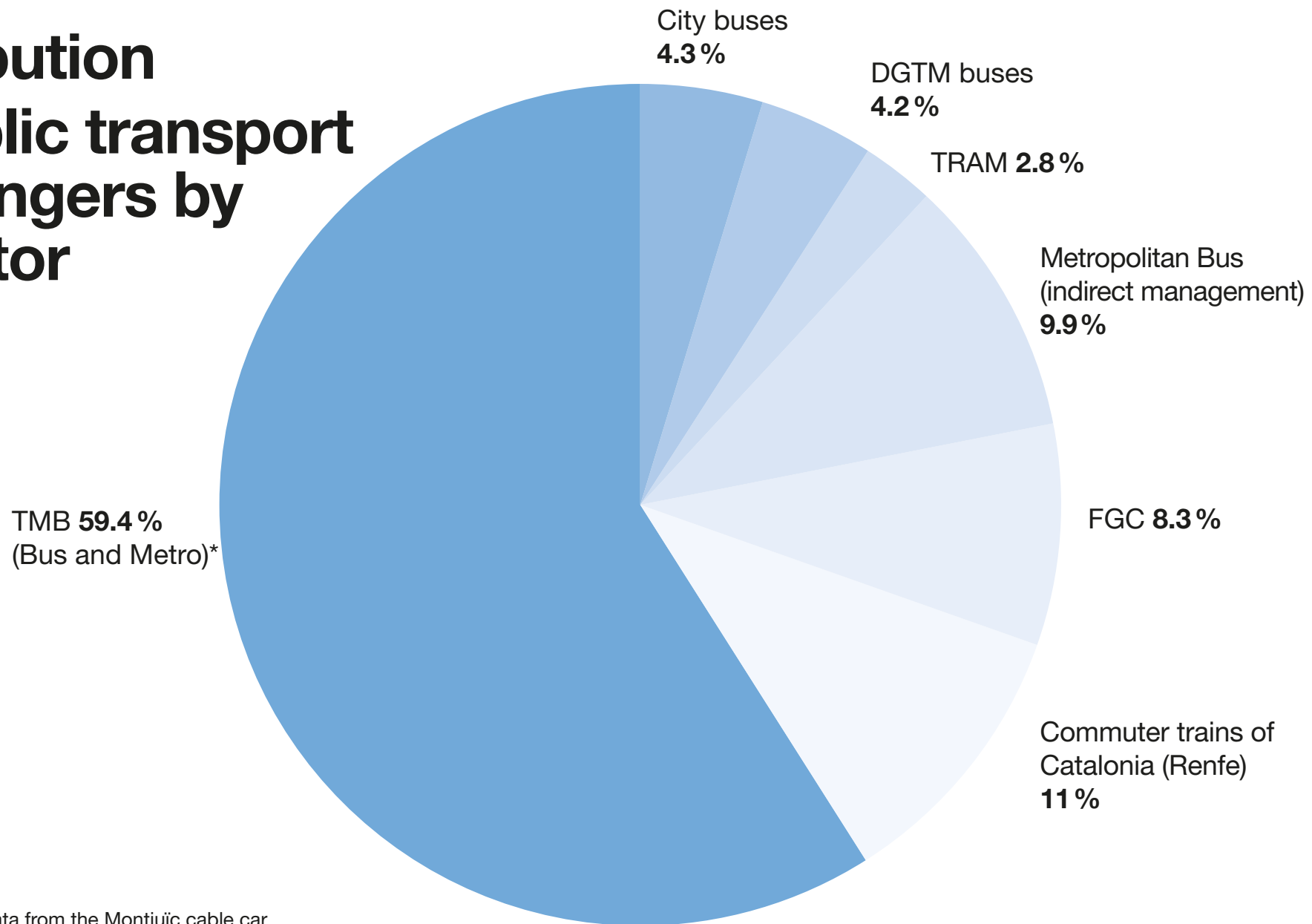
**59.4 %**

**647,130,000\*  
TMB users**

Source: ATM (2023)

\*Does not include data from the Montjuic cable car

# Distribution of public transport passengers by operator



Source: ATM (2023)

\*Does not include data from the Montjuic cable car

# Public transport in the metropolitan region of Barcelona

	Travel 2023*	Travel 2022*	Absolute increase of passengers	% of increase trips
Metro	440.1	371.7	68.4	181.4
Bus	207.1	178.1	29	16.2
<b>Total TMB</b>	<b>647.1</b>	<b>549.8</b>	<b>97.3</b>	<b>17.7</b>
FCG	90.9	79.0	11.9	15.0
Commuter	119.7	100.3	19.4	19.3
Tramway	31.0	26.8	4.2	15.7
Metropolitan Bus (indirect management)	108.0	92.8	15.2	16.4
DGTM buses	45.6	40.1	5.5	13.7
City buses	47.4	39.4	8.0	20.3
<b>Total</b>	<b>1,089.7</b>	<b>928.2</b>	<b>161.5</b>	<b>17.4</b>

Source: ATM (2023)

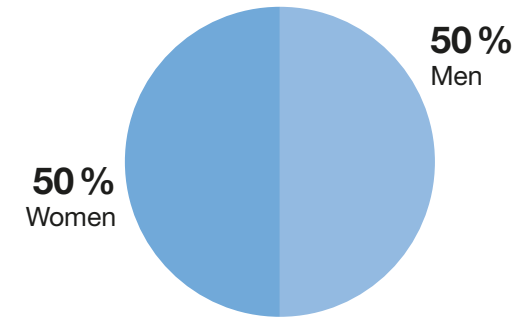
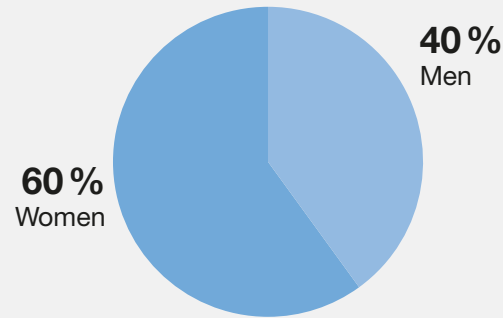
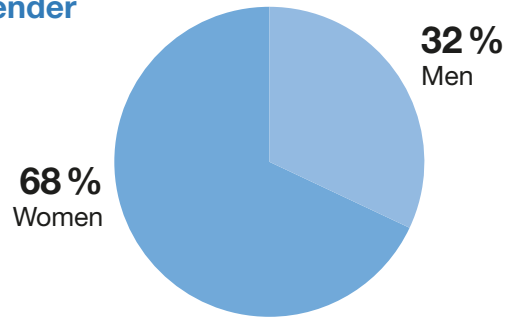
\* Millions

### Bus resident customer profile

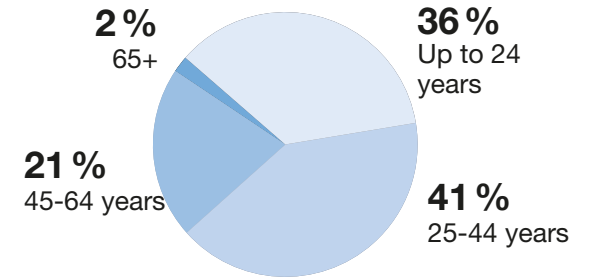
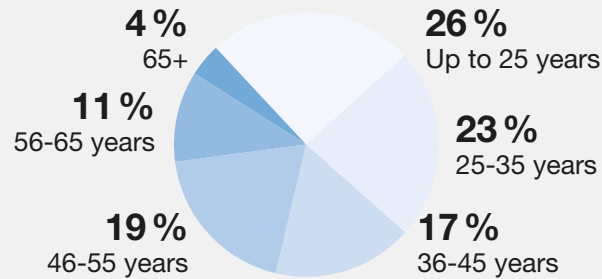
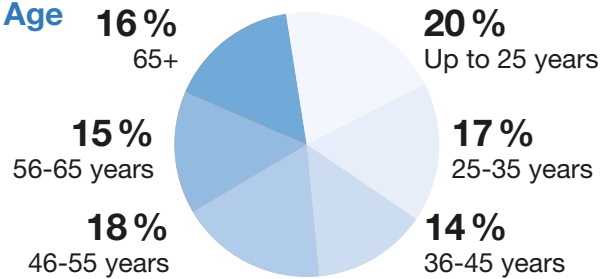
### Metro resident customer profile

### The non-resident-tourist customer profile

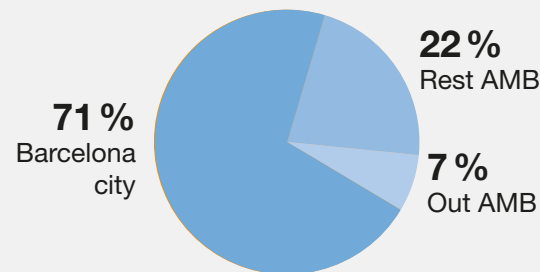
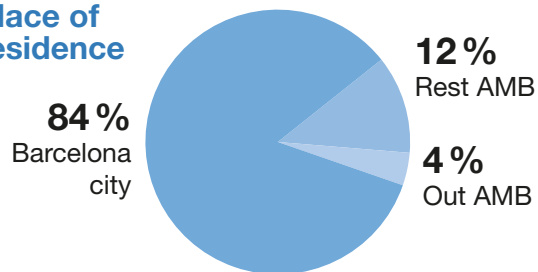
#### Gender



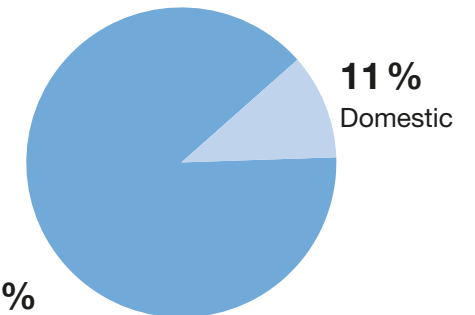
#### Age



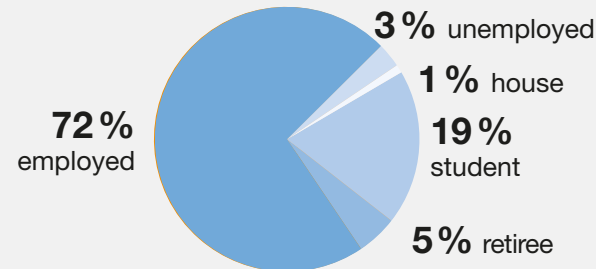
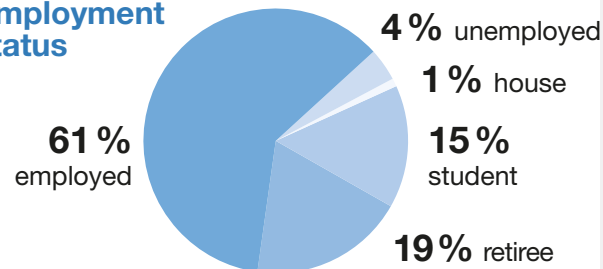
#### Place of residence



#### Source



#### Employment status



# A management model based on commitment and social responsibility

TMB works to improve the city and its environment as the main operator of its mobility, taking on the future challenges generated by the changes.

The fundamental criteria of its management are: a culture of innovation, constant improvement, excellence and transparency.

Its main aim is to be model public sector company.

To this end, it promotes all its action programmes, environmental protection, energy saving, the promotion of social inclusion and the promotion of accessibility policies, vectors of sustainable and inclusive mobility.

# Accessible and approachable

TMB has developed a set of digital tools designed to inform, serve to and interact with public transport users. Buying tickets online and mobile validation are other digital services we offer through our channels.

## Face-to-face and telephone customer service:

### TMB Points

(de 8.00 a 21.00 h)

900 70 11 49

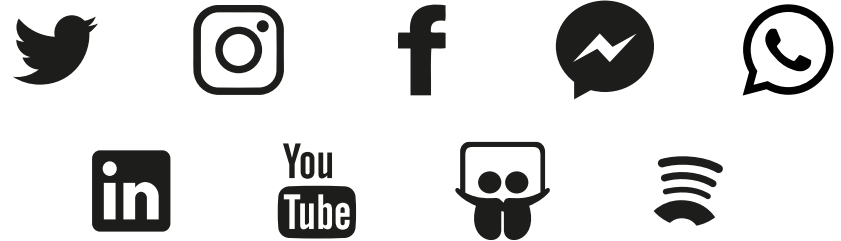
**010** is open from Monday to Sunday, from 0 to 24h.

## Social Media

Twitter(@TMB\_Barcelona and @TMBInfo)

Instagram(@tmb\_bcn) Facebook, Facebook Messenger, WhatsApp, Linkedin, YouTube, Slideshare, Spotify.

Main labels to follow: #metrobcn and #busbcn



### TMBbot

(xatbot information)



### Vull anar

(route planning)

### iBus / iMetro

(real-time bus and metro information)

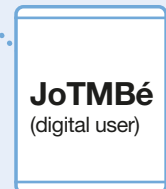
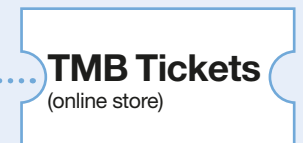
### T-Mobilitat

(validation and top-ups)

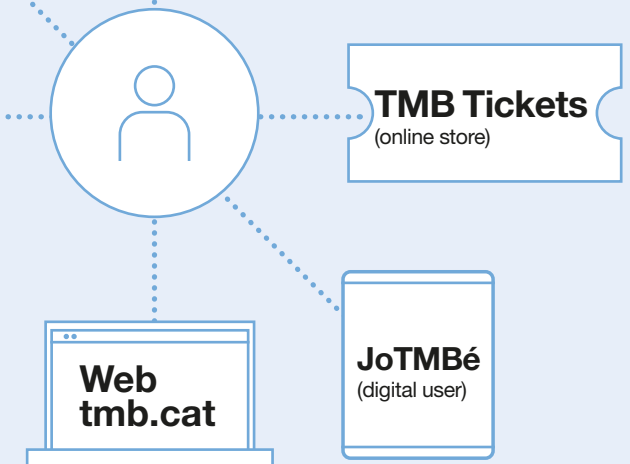
### TMB New

TMB Foundation

Transparency Portal



## Digital customer service



# Services for non-residents

# We connect with the visitor

The **Hola Barcelona** brand, which hosts mobility tourism services, has an active digital presence to make itself known internationally, facilitate online ticket purchases and improve the travel experience.

We bring Barcelona to the visitor from a different point of view to the one offered by tourist guides through our websites, apps and social media profiles.

## Social Media

Instagram ([@BarcelonaBusTuristic](#)) and Facebook del Barcelona Bus Turistic. Instagram ([@HolaBarcelona.TravelSolution](#)) and Facebook del Hola Barcelona. Tripadvisor and YouTube

Main labels to follow: #HolaBarcelona #BarcelonaTravelCard, #BarcelonaBusTuristic #TelefèricdeMontjuïc



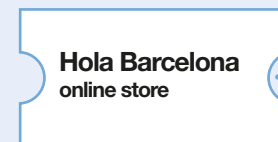
YouTube



f



E-commerce  
[holabarcelona.com](http://holabarcelona.com)



Hola Barcelona  
online store



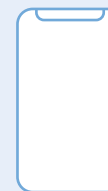
[barcelonabusturistic.cat](http://barcelonabusturistic.cat)



[telefericdemontjuic.cat](http://telefericdemontjuic.cat)



[catalunyabusturistic.com](http://catalunyabusturistic.com)



App Hola  
Barcelona



Blog  
Hola Barcelona



# Bus



# Buses from Barcelona

With a fleet of more than 1,100 vehicles, all adapted for people with reduced mobility, with visual and acoustic information and 103 lines, the TMB bus network provides service in Barcelona and in 10 cities in the rest of its metropolitan area.

**1,140** adapted vehicles

**822.91**<sup>1</sup> km

**2,623**<sup>2</sup> stops: **1,432 bus shelters**  
**1,188 bus stops**

**221.8** km of bus lanes

**103** lines

# 203,320,000

The TMB bus network is currently used by more than **203 million** passengers a year (207 million if the Bus Turístico is included), about **19%** of all passengers in the metropolitan region.



**3,522.14**  
Seats-km  
(millions)



**41,296.26**  
Km per operational  
bus  
(thousands)



**203.32**  
Journeys  
(millions)



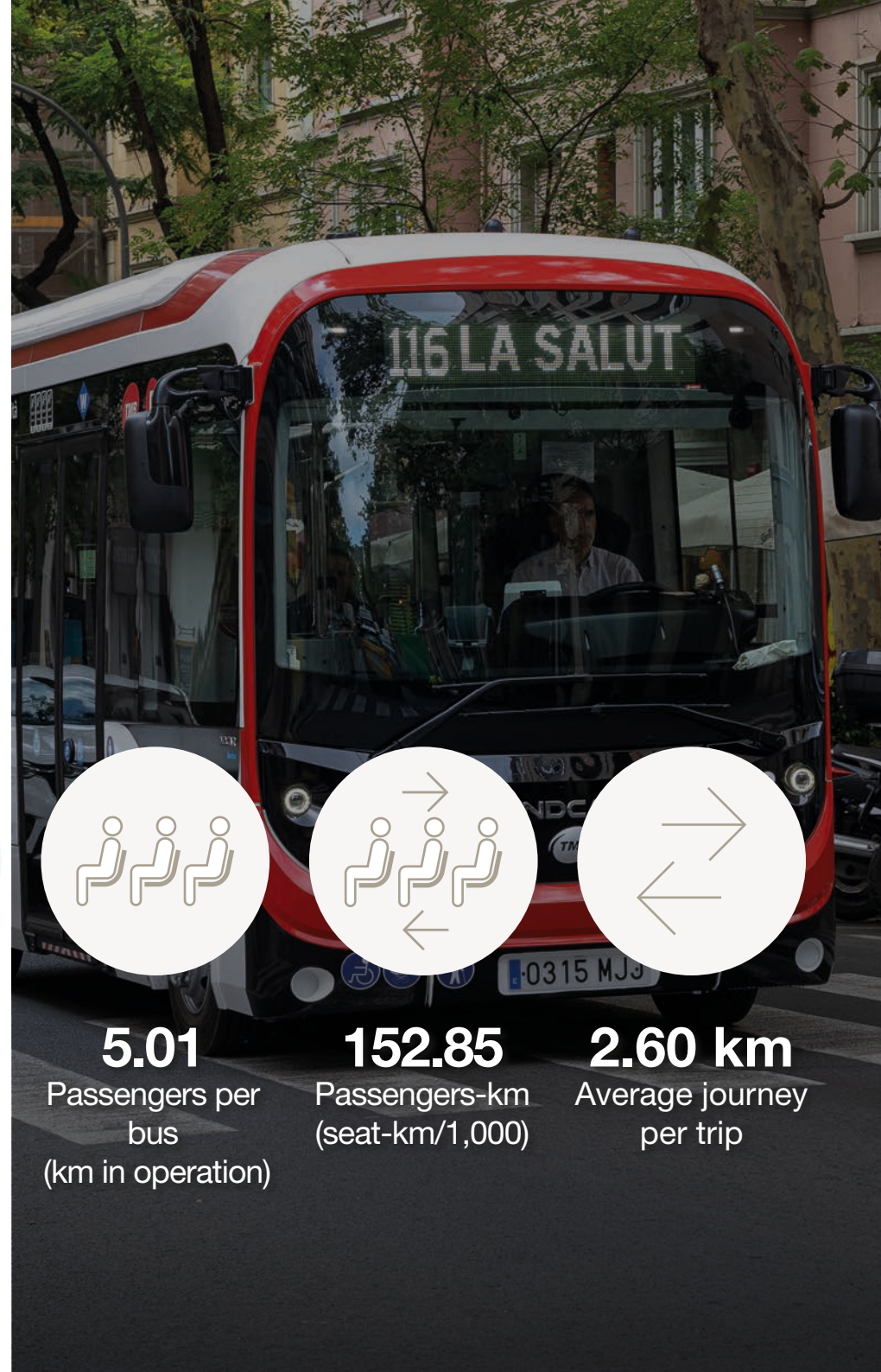
**5.01**  
Passengers per  
bus  
(km in operation)



**152.85**  
Passengers-km  
(seat-km/1,000)



**2.60 km**  
Average journey  
per trip





# Bus Network Support Centre

## CSXB

The **CSXB** coordinates the bus fleet to guarantee the fulfilment of the scheduled service, manages and regulates the times buses actually run, minimises the incidents that may occur, and monitors the information and service delivery support systems.

# 1,140 vehicles

## Operational business centres

TMB has four depots or Business Operations Centres (BOC), which are responsible for managing the assigned bus lines, and carry out the scheduling and planning of the service.



**Horta**  
**395** vehicles



**Triangle**  
**250** vehicles



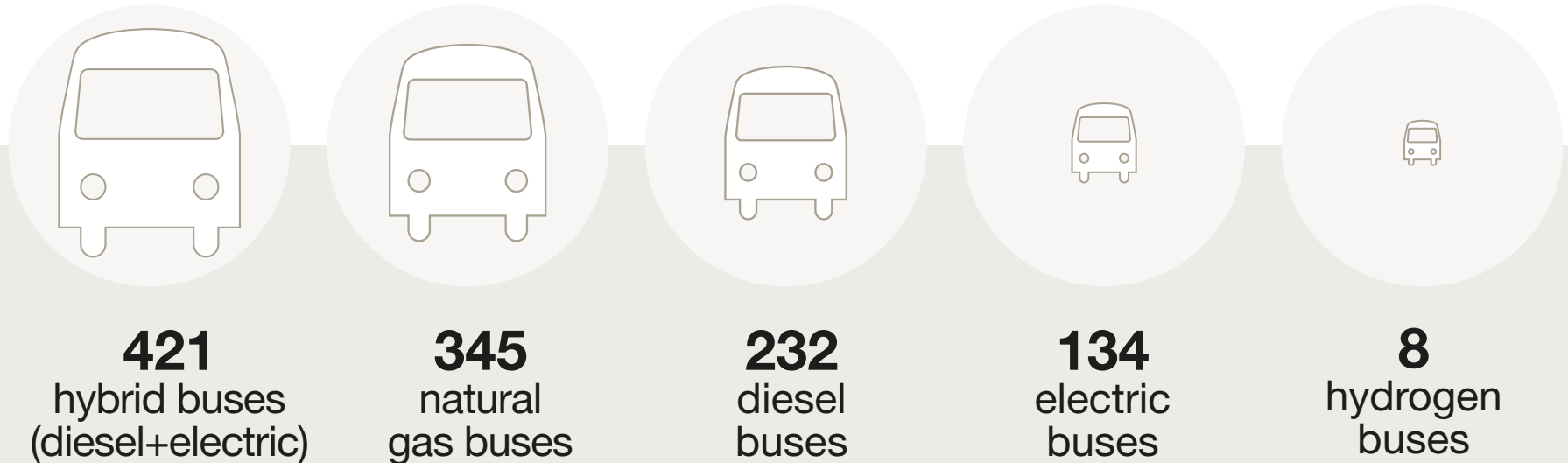
**Ponent**  
**114** vehicles



**Zona Franca**  
**381** vehicles

# Europe's cleanest bus fleet

TMB's commitment to sustainability and improving air quality also makes it possible to have the cleanest fleet of buses in Europe. Every year, TMB replaces buses that have reached the end of their useful life of 14-15 years with more innovative and efficient ones to reduce pollutant emissions.



A black and white photograph showing a person in a wheelchair on a bus ramp. The person is seated in a wheelchair, and their hands are on the large rear wheels. The wheelchair is positioned on a metal ramp that is extended from the bus. The background shows the interior of the bus, including seats and handrails. The overall scene is focused on accessibility in public transport.

# Accessibility

## An adapted network

Since 2007, the entire TMB bus network has been adapted for people with reduced mobility. We work to provide all the facilities to ensure the accessibility chain for everyone, especially for people with sensory and cognitive disabilities.

# The bus network that the 21st century city deserves

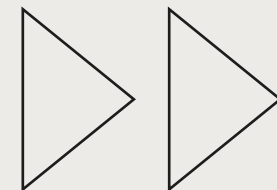


## Where we come from

A network inherited from the tram network of a century ago. As Barcelona grew, the lines were extended and overlapped to the point of creating an illogical network, with redundancy between lines and routes that hampered speed and frequency. It did not guarantee a good connection between different areas and the network was not very user-friendly and was hard to read on a map.

## Where we're headed

Once implemented, the new bus network will be made up of 28 high-performance lines, 17 vertical (sea-mountain), 8 horizontal (Llobregat-Besòs) and 3 diagonal lines. They are complemented by 36 conventional and 37 proximity lines.





# Bus network characteristics



## Easy

Ease of use: lines with more direct and straighter routes, designed more efficiently and logically.



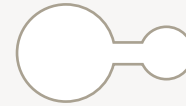
## Connected

Maximum connectivity: it reaches all parts of the city and improves connections with other bus lines and other public transport.



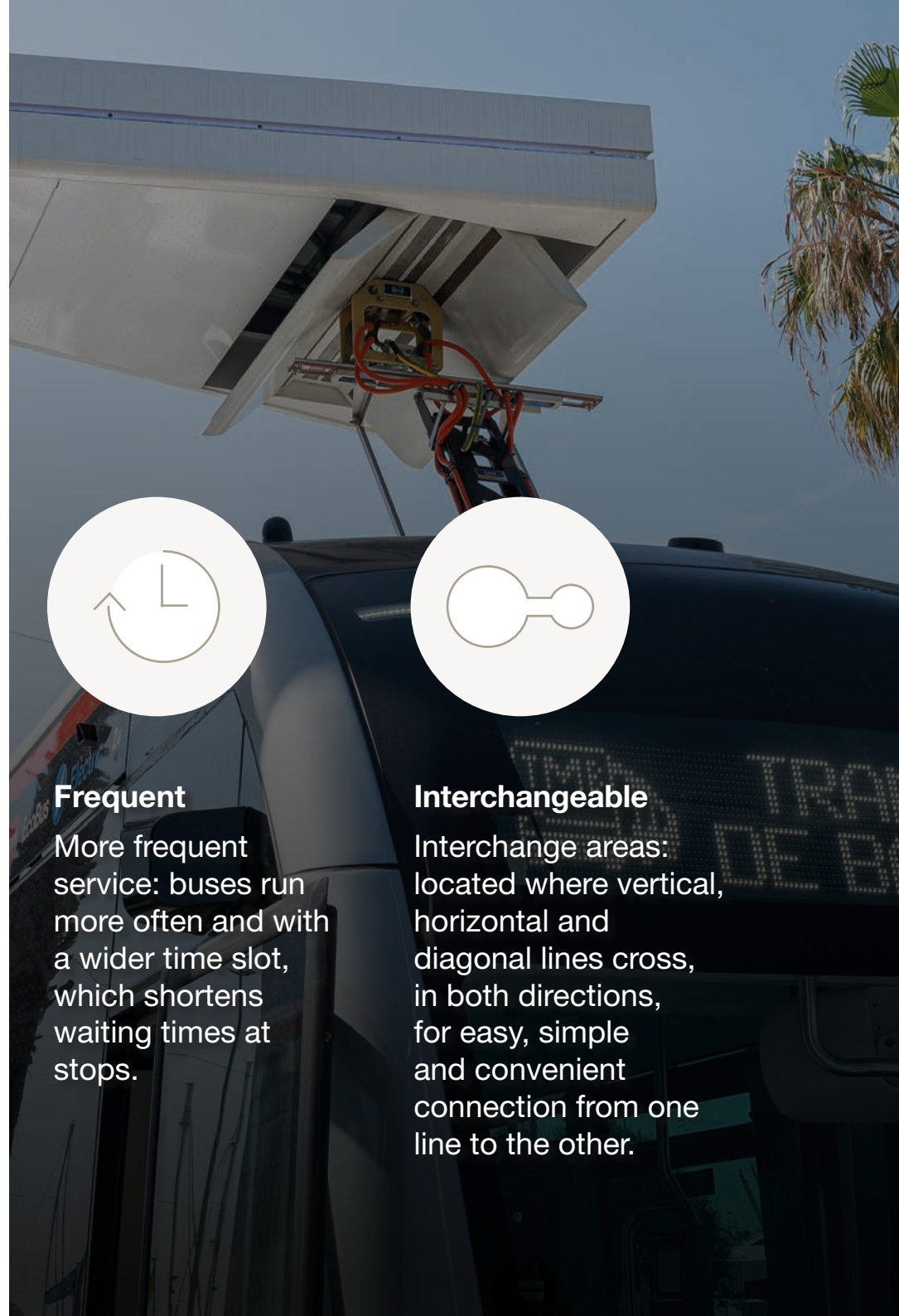
## Frequent

More frequent service: buses run more often and with a wider time slot, which shortens waiting times at stops.



## Interchangeable

Interchange areas: located where vertical, horizontal and diagonal lines cross, in both directions, for easy, simple and convenient connection from one line to the other.





# Metro

# Barcelona metro network

The Barcelona metro network has eight lines (five conventional lines and three automatic lines) and also includes the Montjuïc Funicular is now in service. In total, **165 stations** and more than **167 trains** running at rush hour.

**8** lines

**5** conventional

**3** automatic

**125.4** km of track

**165** stations

**167** trains

# The TMB metro network connects Barcelona with seven cities in its metropolitan area.

\*The distance is measured taking into account the track in commercial service.

\*\*The time between trains of 6'04" applies to the individual section of L9 North and L10 North; for the common section it is 3'02".

\*\*\* The time between trains of 7'22" applies to the individual section of L9 South and L10 South; on the common section it is 2'06" and 5'22" (asymmetric).

	Length km*	Number of stops	Trains at rush hour	Frequency (peak hour)
<b>L1</b>	20.2	30	36	2'55"
<b>L2</b>	12.8	18	20	3'15"
<b>L3</b>	17.8	26	26	3'28"
<b>L4</b>	16.5	22	20	3'57"
<b>L5</b>	18.6	27	37	2'29"
<b>L9 North/ L10 North</b>	10.4	12	6/4	**6'04"
<b>L10 South/ L10 South</b>	26.1	23	9/5	***7'22"
<b>L11</b>	2.3	5	2	7'55"
<b>Funicular</b>	0.7	2	2	10'00"
<b>Total</b>	<b>125.4</b>	<b>165</b>	<b>167</b>	

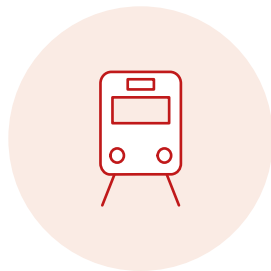
# Metro service

With an extensive service timetable, the TMB metro network is currently used by more than 440.07 million passengers a year, 40 % of the metropolitan region's total number of passengers.



**18,603.58**

Places-km  
(millions)



**98,342.78**

Useful cars-km  
(thousands)



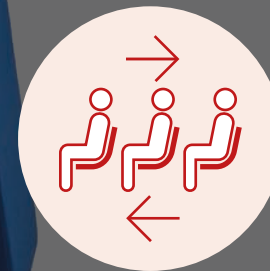
**440.07**

Trips  
(millions)



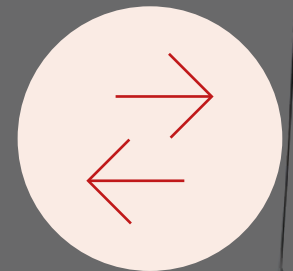
**4.47**

Passengers per  
car  
(km in operation)



**118.28**

Passenger-km  
(seats-km/1,000)



**5.00 km**

Average distance  
per trip

Source: TMB (2023)

## Timetables

Weekdays (Monday to Thursday), Sundays and public holidays  
**5.00 am to midnight**

Fridays and nights before public holiday  
**5.00 am to 2.00 am**

Saturdays

Start at **5.00 am**; continuous service throughout the night from  
Saturday to Sunday

Sundays

Continuous service all night from Saturday to Sunday;  
completion at **midnight** on Sunday

24 December

**Closes at 11.00 pm**

ATENCIÓN!  
¡ATENCIÓN!  
ATTENTION!



Espai reservat  
Espacio reservado  
Reserved area





# Metro Control Centre

## CCM

It operates all year round, 24 hours a day, and uses the most advanced technology to ensure the proper functioning of the metro.

The CCM manages all the resources involved in the operation of the metro network in an integrated manner:

- **The movement of trains.**
- **Assistance at stations.**
- **The energy operation.**
- **Information to clients.**

The security of the network is managed from the Security and Civil Protection Centre (CSPC), also located in the same building as the MCC.

# An adapted network

Currently, 93 % of the TMB metro network is adapted for people with reduced mobility.

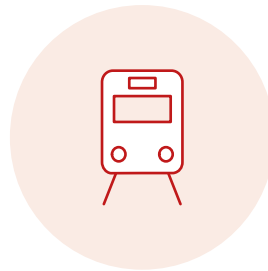
We work towards full accessibility by incorporating elements that facilitate access and use of the network for everyone, thinking of the diversity of the customer with a 360° vision (people with visual and hearing disabilities, people with intellectual disabilities, adults and children) and thus improving essential features such as acoustic and screen information, signage and preference in the use of reserved spaces and access to trains.



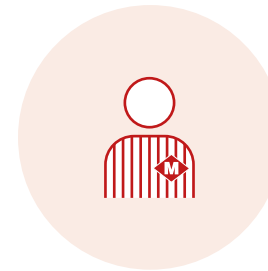
# A metro network with comprehensive security



**Security of people and facilities:** a security model adapted and flexible to new challenges, efficient, sustainable, innovative and coordinated with public security resources.



**Traffic safety:** a railway safety culture where everyone is involved in identifying and controlling the risks of the activity in order to mitigate and minimise them and guarantee the safety of employees, customers and the service.



**Employee safety:** an occupational risk prevention policy that contributes to improving the health, safety and well-being of employees as a necessary condition for the company's efficiency and sustainability.



# The automatic metro, a better service

Technology for maximum safety, more flexibility, more reliability, more efficiency, more information and personalised service.

**45%** of Barcelona's metro network operates with driverless trains.



# How does it work?



The automatic metro runs with an automatic driving system that allows it to operate without personnel on board.

Advanced technology enables remote control of line resources, facilities and infrastructure such as trains, lifts and escalators, ticket dispensers and toll lines.

Trains are located, controlled and programmed from the Metro Control Centre (MCC).

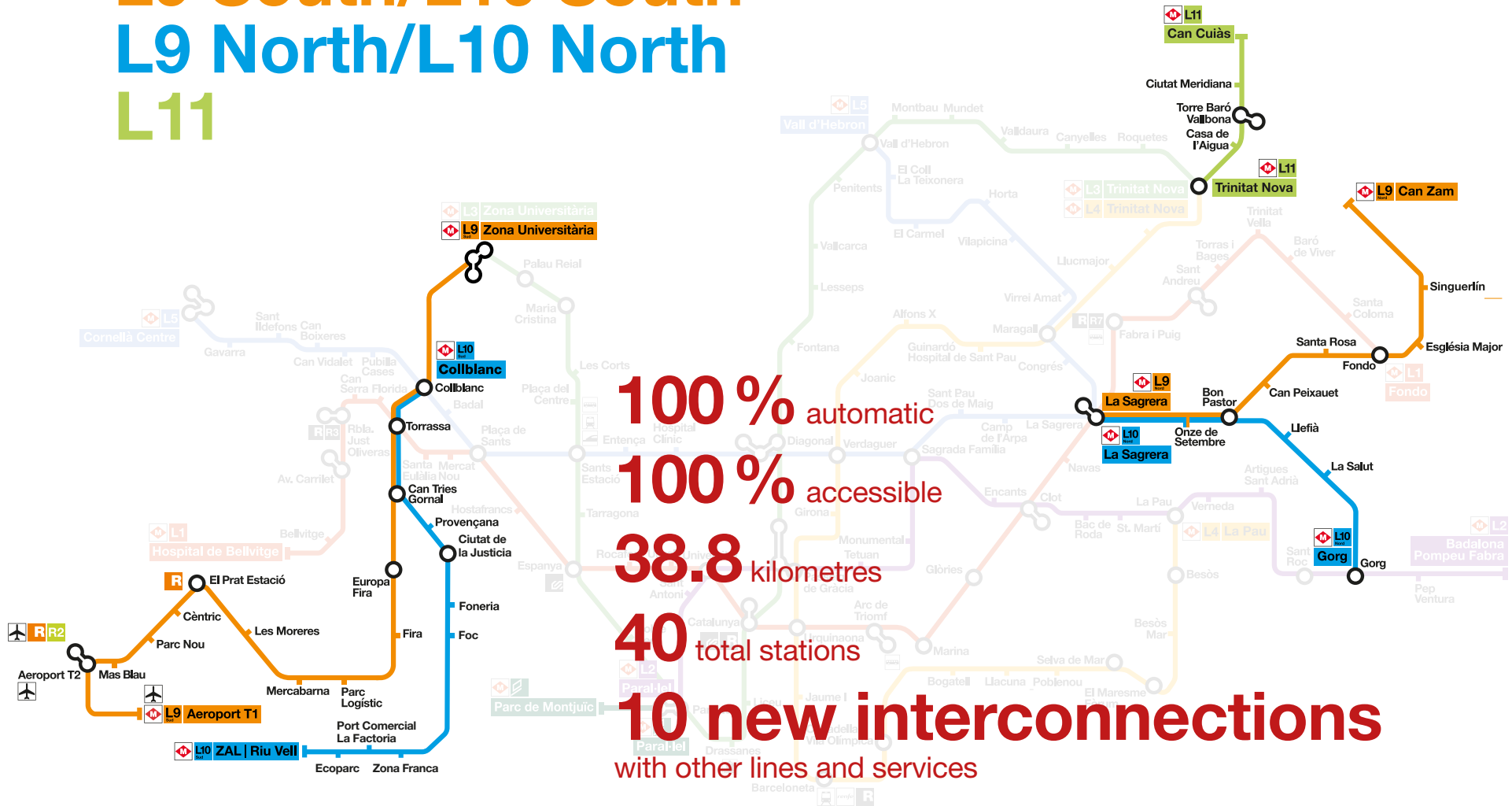
Trains run at the assigned speed and stop at stations according to a predetermined schedule, which may vary according to the day and time slot. However, the MCC may intervene at any time.

# Automatic lines

L9 South/L10 South

L9 North/L10 North

L11



A double-decker sightseeing bus is shown on a city street in Barcelona. The bus is white with a yellow tint overlay. It has "Worldwide City Sightseeing" on the top deck and "Barcelona Bus Turistic 2134" on the front. The license plate is "2266 CXG". The background features a stone building with a tower and a sign for "TRADITIONAL CUISINE".

# Tourist Transports, Hola Barcelona and other shared services

TMB manages tourist services and tourist transport in the city under the brand **Hola Barcelona**:

- Barcelona Bus Turístic
- Barcelona Night Tour
- Montjuïc cable car
- Hola Barcelona Travel Card
- Catalunya Bus Turístic

The first **Hola Barcelona Store** was opened in 2023, located in Plaza Catalunya metro station, with the aim of promoting and marketing TMB's tourist and transport services.



# Barcelona Bus Turístic

The Barcelona Bus Turístic is the official tourist bus of the city. It offers two different routes to plan your visit to Barcelona with a single ticket, and also a night-time itinerary in summer.

**2** itineraries

**65** open-top double-decker buses

**3.74** million passengers annually

**Barcelona Night Tour Bus**

(Special night service in summer)

**Barcelona Christmas Tour**

(night-time route to discover Christmas decorations and illuminations)

[barcelonabusturistic.cat](http://barcelonabusturistic.cat)

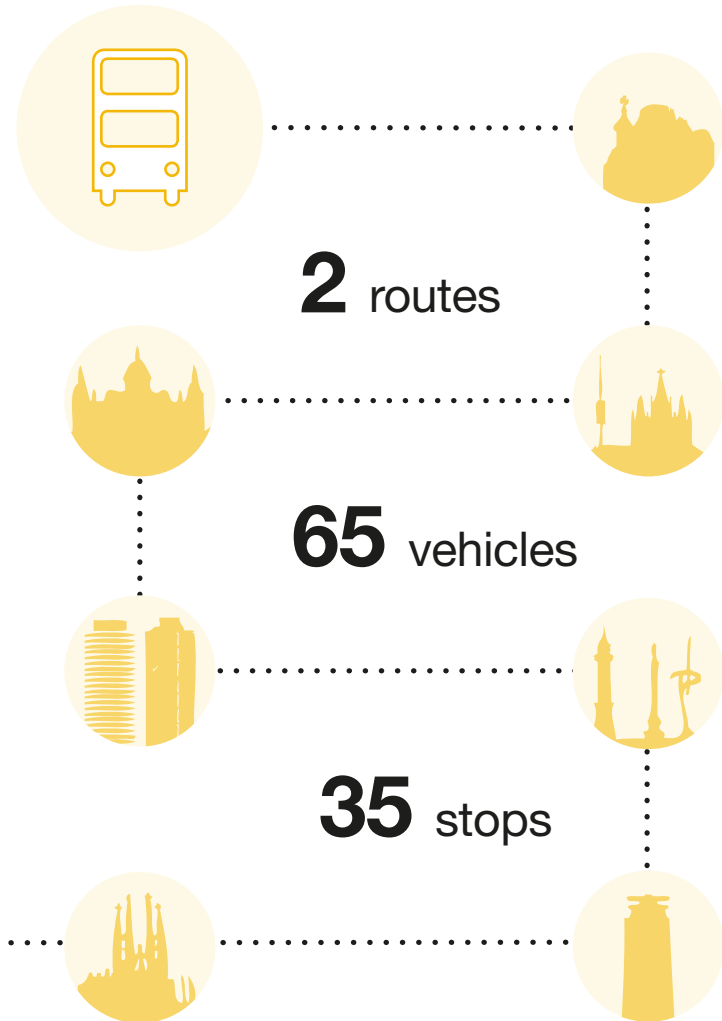
THE ORIGINAL & OFFICIAL TOUR SINCE 1987  
**Barcelona Bus Turístic**

Source: TMB (2023)

# A bus to see the best of Barcelona

The Red Route and the Blue Route: two different itineraries with a single ticket to visit the most iconic places in the city, make a stop, complete the visit on foot, return to the bus, continue along the same route or change at the connecting points.

All this, as many times as you want.



# Since 1987, a pioneering service



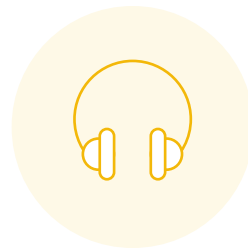
## **363 days**

Every day of the year, except 1 January and 25 December.



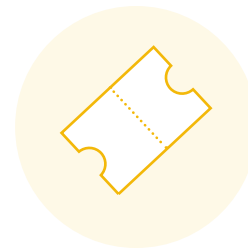
## **5 min**

High frequency. One bus every 5 minutes in high season.



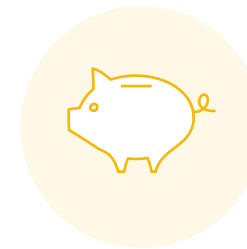
## **16**

Audio in 16 languages.



## **24 or 48 hours**

24 ticket or 48 consecutive hours + children's and senior ticket (> 65 years or disability > 33%).



## **Discounts**

Exclusive discounts to enjoy the best museums, attractions, shows and establishments.



## **95 % +**

High passenger satisfaction rating.



# Barcelona Night Tour Bus

## A unique night-time route

This is a very special Barcelona Bus Turístic service:

a night-time bus tour departing from Plaça de Catalunya to discover the light of the city's most iconic places.

**Daily service and guided tours by language (Catalan, Spanish and English).**

Source: TMB (2023)



# Barcelona Christmas Tour

**The most magical and festive tour at Christmas time.**

A night tour, guided live in Catalan, Spanish and English by our staff.

Starting and finishing in Plaça de Catalunya and from the top floor of our panoramic bus, a unique experience to enjoy the Christmas decorations and illumination of the city's streets.

Source: TMB (2023)



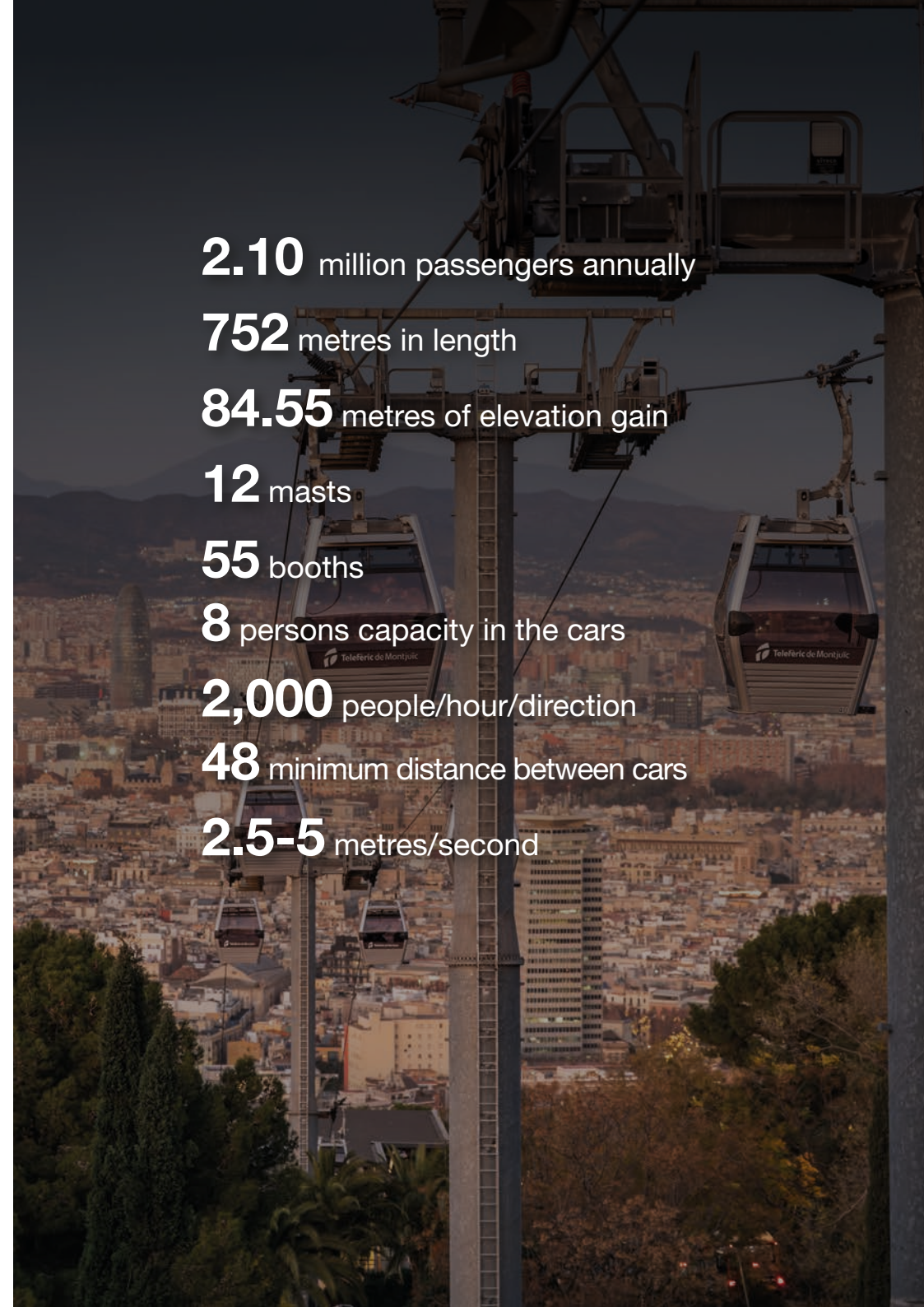
# Montjuïc cable car

## Barcelona from the sky

Renovated in 2007 with the most stringent safety and accessibility measures, the cable car links the city to the top of Montjuïc mountain. It offers a unique panoramic view of Barcelona.

The Montjuïc cable car has three stations:  
**Montjuïc Park - Castle - Viewpoint**

Source: TMB (2023)



**2.10** million passengers annually

**752** metres in length

**84.55** metres of elevation gain

**12** masts

**55** booths

**8** persons capacity in the cars

**2,000** people/hour/direction

**48** minimum distance between cars

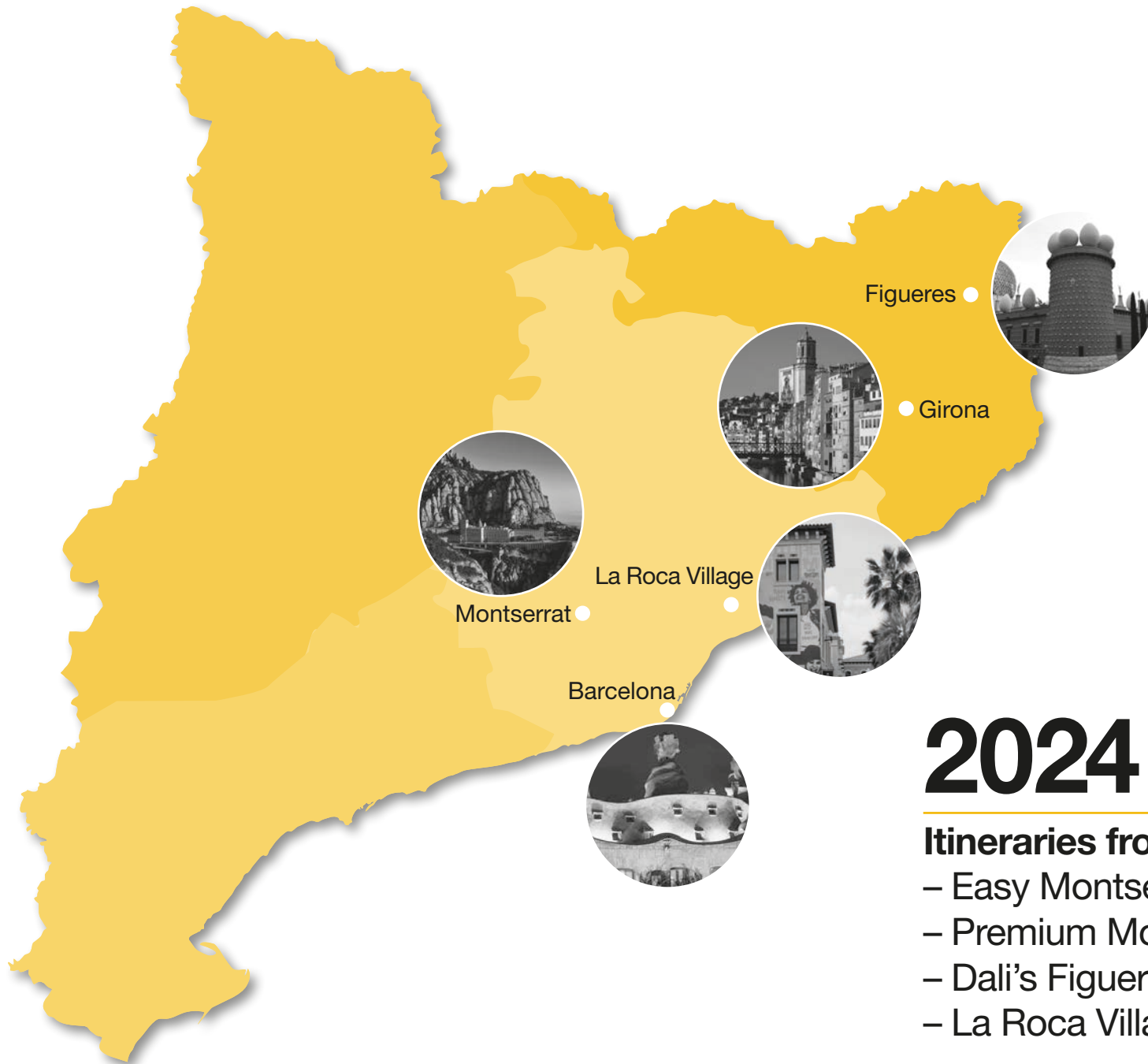
**2.5-5** metres/second

# Catalunya Bus Turístic

**Departures from Barcelona to discover all of Catalonia's secrets**

Catalunya Bus Turístic is a unique one-day excursion service with which we show you the most attractive places in Catalonia: the mountain of Montserrat and its Boys' Choir, the surrealist art of Dalí in Figueres, the best-preserved Jewish quarter in Europe in Girona. It also manages the Shopping Express route to La Roca Village.





# 2024 Routes

## Itineraries from Barcelona

- Easy Montserrat
- Premium Montserrat
- Dali's Figueres & Girona
- La Roca Village Shopping Express

# ambici

The new AMBici electric bike-sharing service has just been rolled out.

It is in 200 stations in 15 towns and cities in the metropolitan area: l'Hospitalet de Llobregat, Badalona, Cornellà de Llobregat, Santa Coloma de Gramenet, el Prat de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Adrià de Besòs, Sant Joan Despí, Sant Just Desvern, Molins de Rei, Sant Boi de Llobregat, Viladecans, Gavà and Castelldefels.



You can view the information related to this same institutional presentation with data from previous years through the following link:



**Institutional  
presentation  
of TMB 2023**

**Thank you  
very much**



**Transports  
Metropolitans  
de Barcelona**