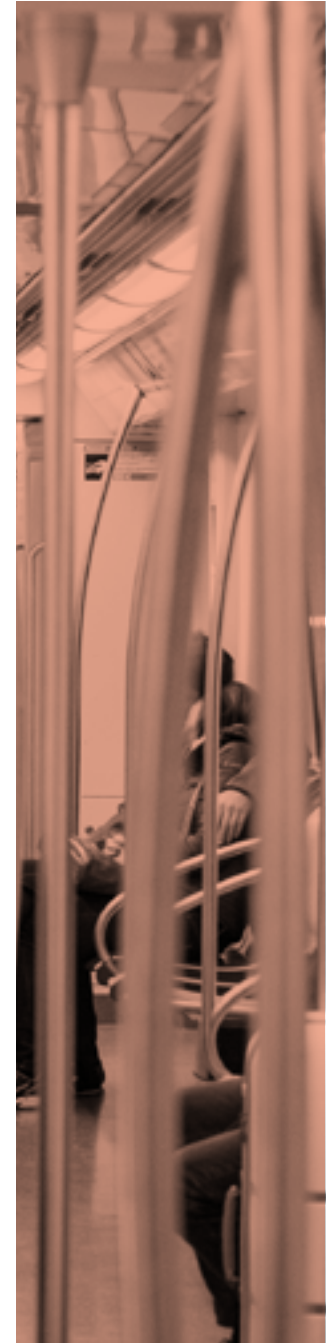




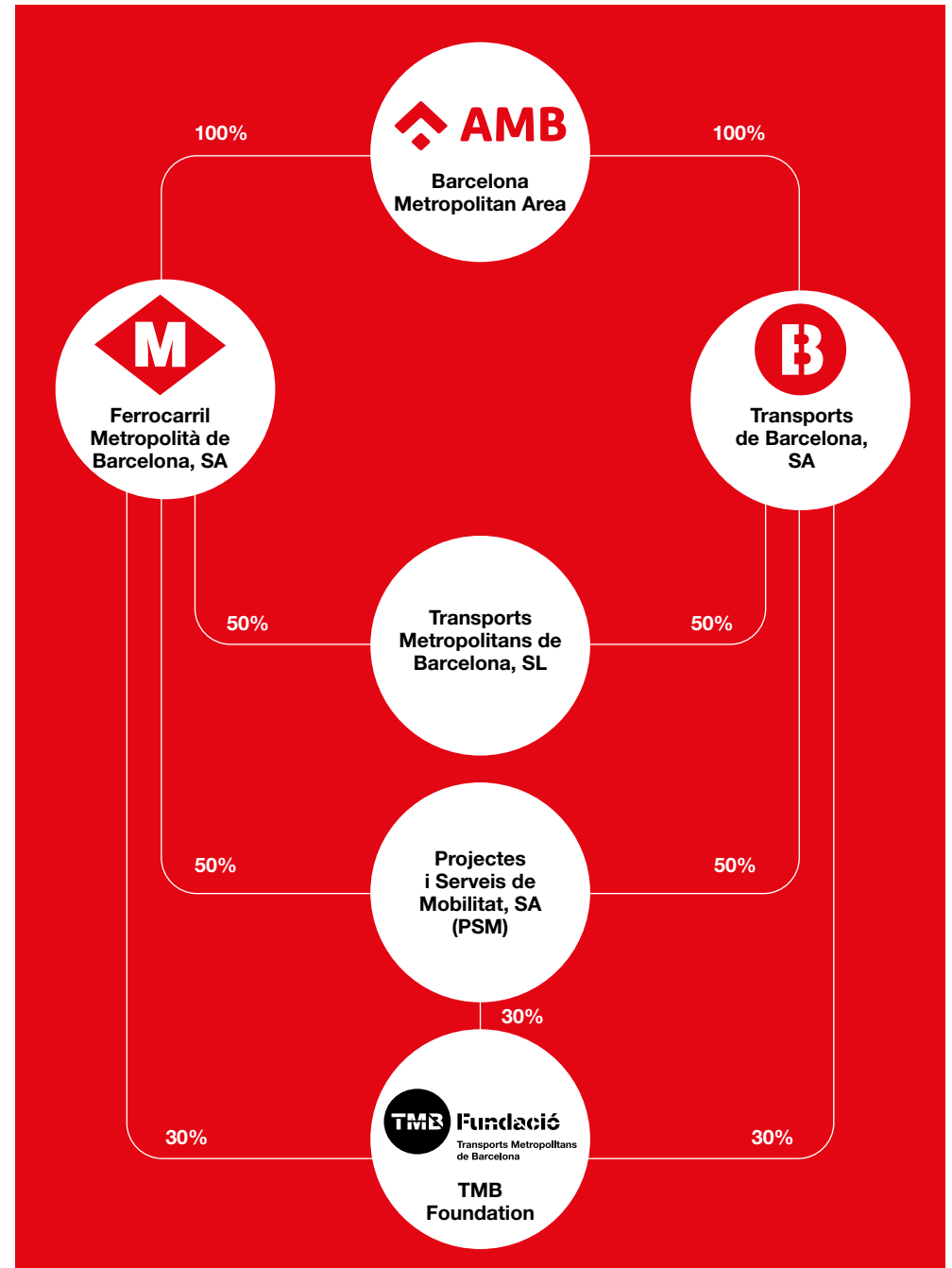
**Transports
Metropolitans
de Barcelona**

What is *TMB*



Transports Metropolitans de Barcelona (TMB) is the common name for the companies **Ferrocarril Metropolità de Barcelona, SA**, and **Transports de Barcelona, SA**, that 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, as well as the **TMB Foundation**, which looks after the historical heritage of TMB and promotes the values of public transport through social and cultural activities.



Global activity 2019

TMB provides service to the city of Barcelona and a further 10 municipalities in its metropolitan area.

It is the leading public transport operator in Catalonia and a point of reference for citizen mobility in Europe and the rest of the world.

Source: TMB (2019)

Demand



627,350,000

Users transported
(total within IFS scope: 1,056,600,0



59.4%

Percentage of journeys
within the scope of its activities



8,438

Employed
workers

Supply



21,345.10

Seats-km




138,608.57

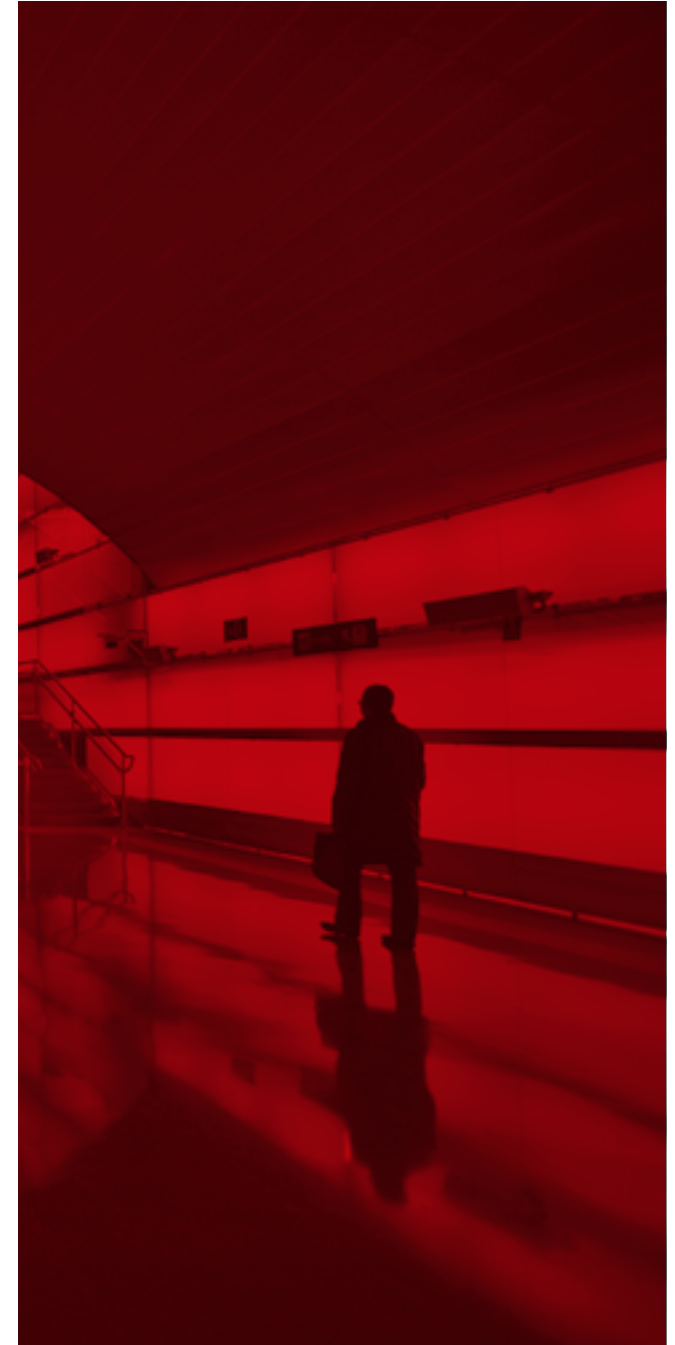
Journey per
carriage/useful km

Mission



We are here to offer a network of public transport that..

- Contributes to the improvement of citizen mobility and to the sustainable development of the metropolitan area.
 - Guarantees the best customer service.
 - Develops social responsibility policies.
 - Respects an economic feasibility and efficiency framework.
 - Offers a comprehensive solution, including buses and metro.
- 





Vision

**We want to be
a competitive
transport and
citizen mobility
company as well
as world reference:**

- Due to its contribution to improving mobility in the metropolitan area, urban sustainability and the environment.
- For its technical quality and the quality perceived by our citizens.
- For the efficiency of its processes and the optimization of resources.
- For the innovation and efficient use of technology as a lever to improve service.
- For the excellence of its workers.
- For their commitment to society, to the citizens and to the workers themselves.
- For its presence in international areas.

A red-tinted photograph of the interior of a bus, showing the driver's seat, steering wheel, and dashboard. The word "Values" is overlaid in large white letters.

Values

A grey-tinted photograph of the interior of a bus, showing the driver's seat, steering wheel, and dashboard. The text is overlaid in black.

They are the ones that guide our activity and they are essential to continue improving the future of the organisation.

- A calling and a commitment to public service.
- Excellent service with efficient management.
- We are committed to our workers, citizens, clients and society.
- Socially responsible behaviour.
- Values of equality, integrity, honesty and respect.
- Transparency.
- Leadership and team work.
- Recognition, equality and personal and professional growth.
- Innovative and technologically advanced ambition.

TMB administrative bodies and management

Transports de Barcelona, SA
Board of Directors



Ferrocarril Metropolità de Barcelona, SA
Board of Directors



Presidency



Vice-presidency



Managing Director

Communications and
Institutional Relations



Governance and Legal
Advice



Management and
Corporate Control



Metro network



Bus network



Administration
and Finance



Organisation
and People



Marketing
and International Business



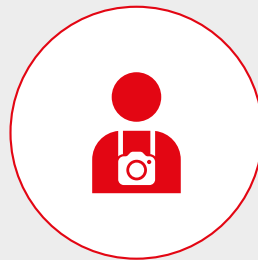
Innovation and
Technology

TMB Services and products



Regular transport

- Bus network
- Metro network



Tourism services

- Barcelona Bus Turístic
- Catalunya Bus Turístic
- Montjuïc Cable Car
- Tramvia Blau



Non-fare business

- Commercial areas
- Automated sales and services
- Special services
- Recordings and photo reports
- Telecommunications (FO-3G/4G)
- Advertising
- Sales channels (DA - E-COMMERCE)



International business

- Transport consultancy
- Operation and maintenance of other transport networks

Scope of action

Barcelona

Metropolitan area

Metropolitan region

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

Source: Mobility Observatory
ATM 2019 /
Demographic Data AMB 2019 /
IDESCAT

IFS

Integrated Fare System
346 municipalities
9,061 km²
5,712,503 inhabitants

RMB

Barcelona
Metropolitan Region
160 municipalities
3,129 km²
5,151,263 inhabitants
(not including the
Moianès municipalities)

Barcelona

101.35 km²
1,636,762 inhabitants

AMB

Barcelona
Metropolitan Area
36 municipalities
636 km²
3,239,337 inhabitants



Integrated tickets



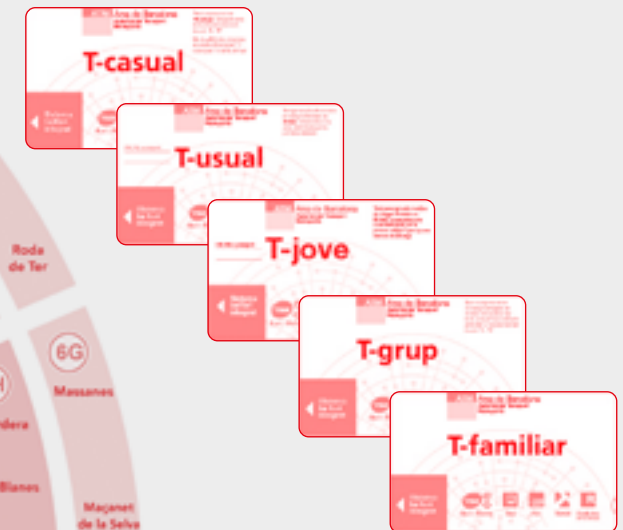
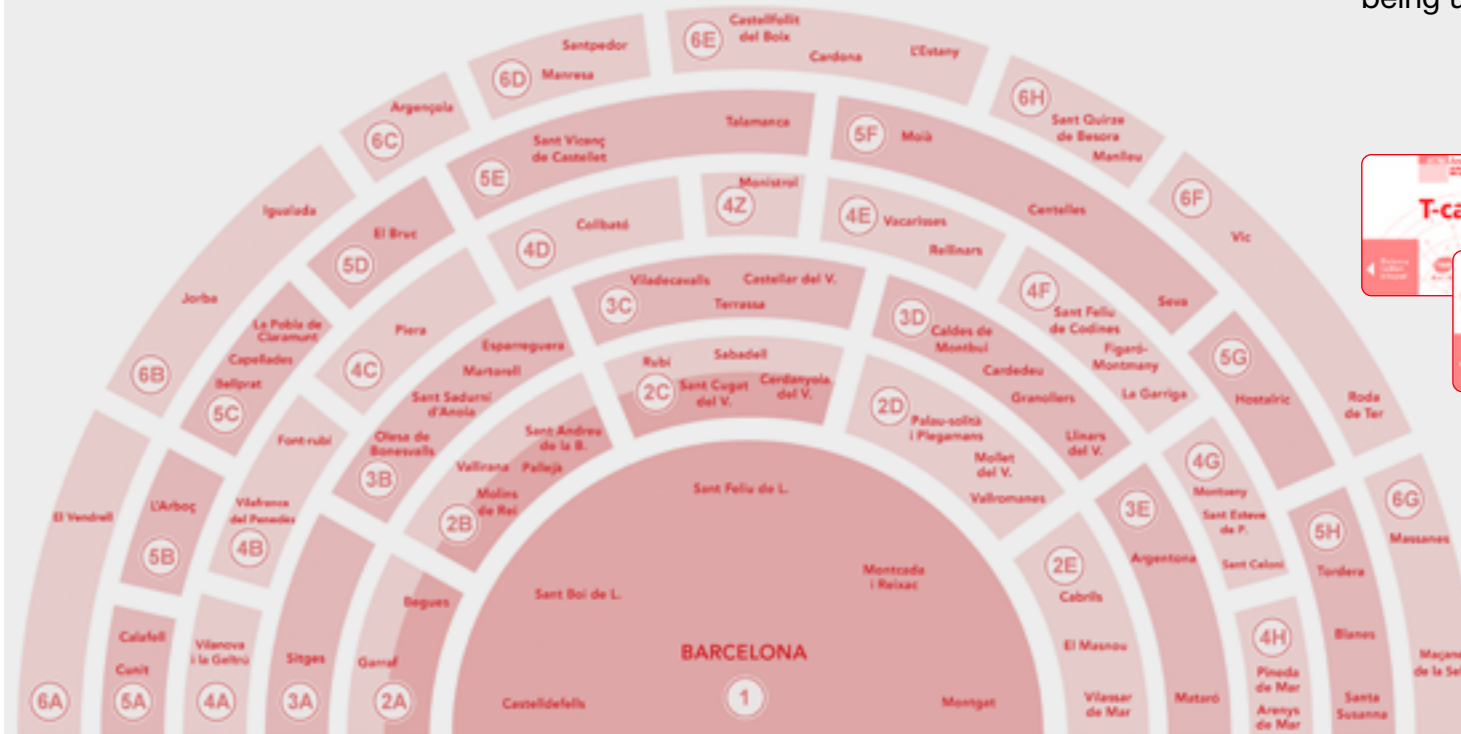
Shared tickets

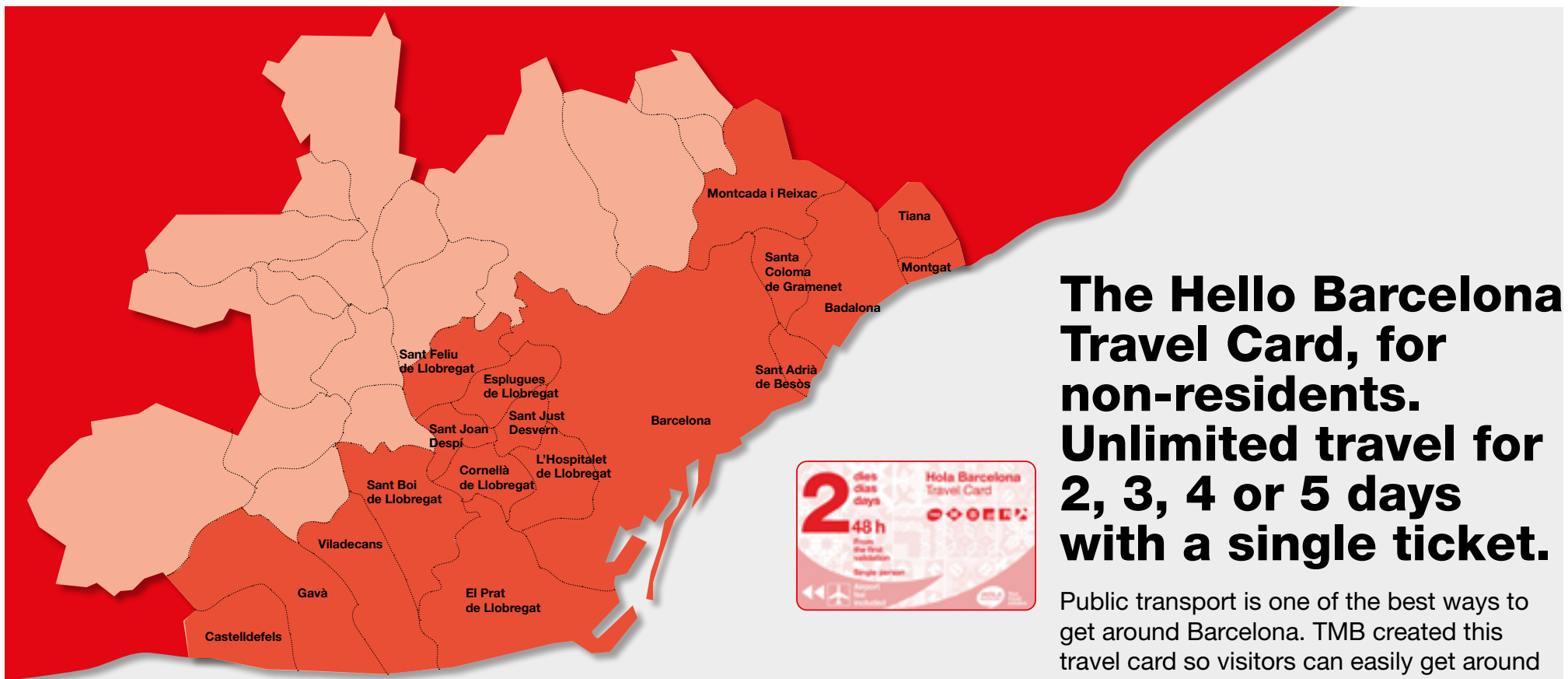


Personal tickets

The System Integrated Fares for residents

It allows travel on all the means of transport needed (metro, urban, metropolitan and intercity buses, tram, Ferrocarrils de la Generalitat de Catalunya i Rodalies de Catalunya), with a single ticket, allowing transfers without additional costs. This system allows travel on four different means of transport and transferring between them within the time and area limits indicated on the number of zones purchased for the card being used.





The Hello Barcelona Travel Card, for non-residents. Unlimited travel for 2, 3, 4 or 5 days with a single ticket.

Public transport is one of the best ways to get around Barcelona. TMB created this travel card so visitors can easily get around the city.

The Hello Barcelona card is a single-person card allowing Barcelona non-residents to use it as much as they need: metro, bus (TMB), railway (FGC, zone 1), Montjuïc Funicular, tram (TRAM) and Rodalies de Catalunya (zone 1).

The System Shared fare



FGC
Ferrocarrils
de la Generalitat
de Catalunya

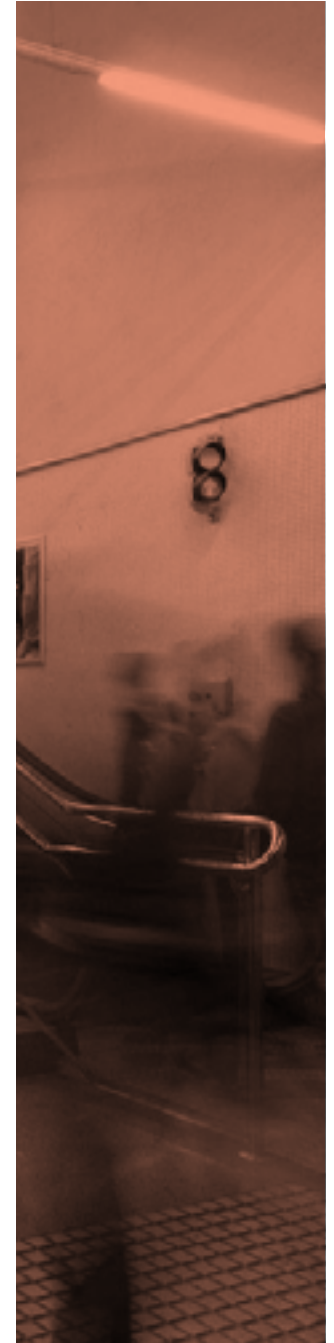


Rodalies
de Catalunya



TRAM

Institutional environment

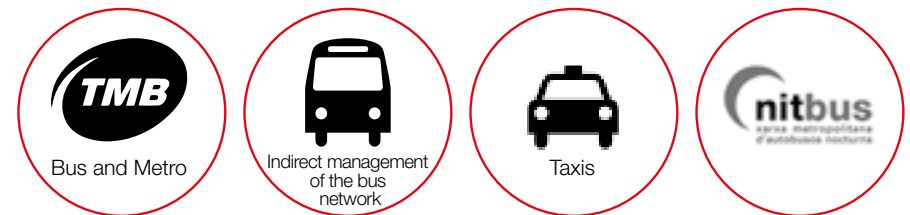


Transport administrators and operators

The public administrations and operators that interact with TMB are the institutions and companies that are responsible for the operation within the Metropolitan Area of Barcelona.

The importance of public administrations as a TMB interest group is due to their funding, their role as a regulating entity (regulations and legislation) and their shareholding.

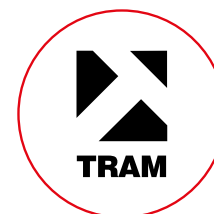
Barcelona Metropolitan Area



Generalitat de Catalunya



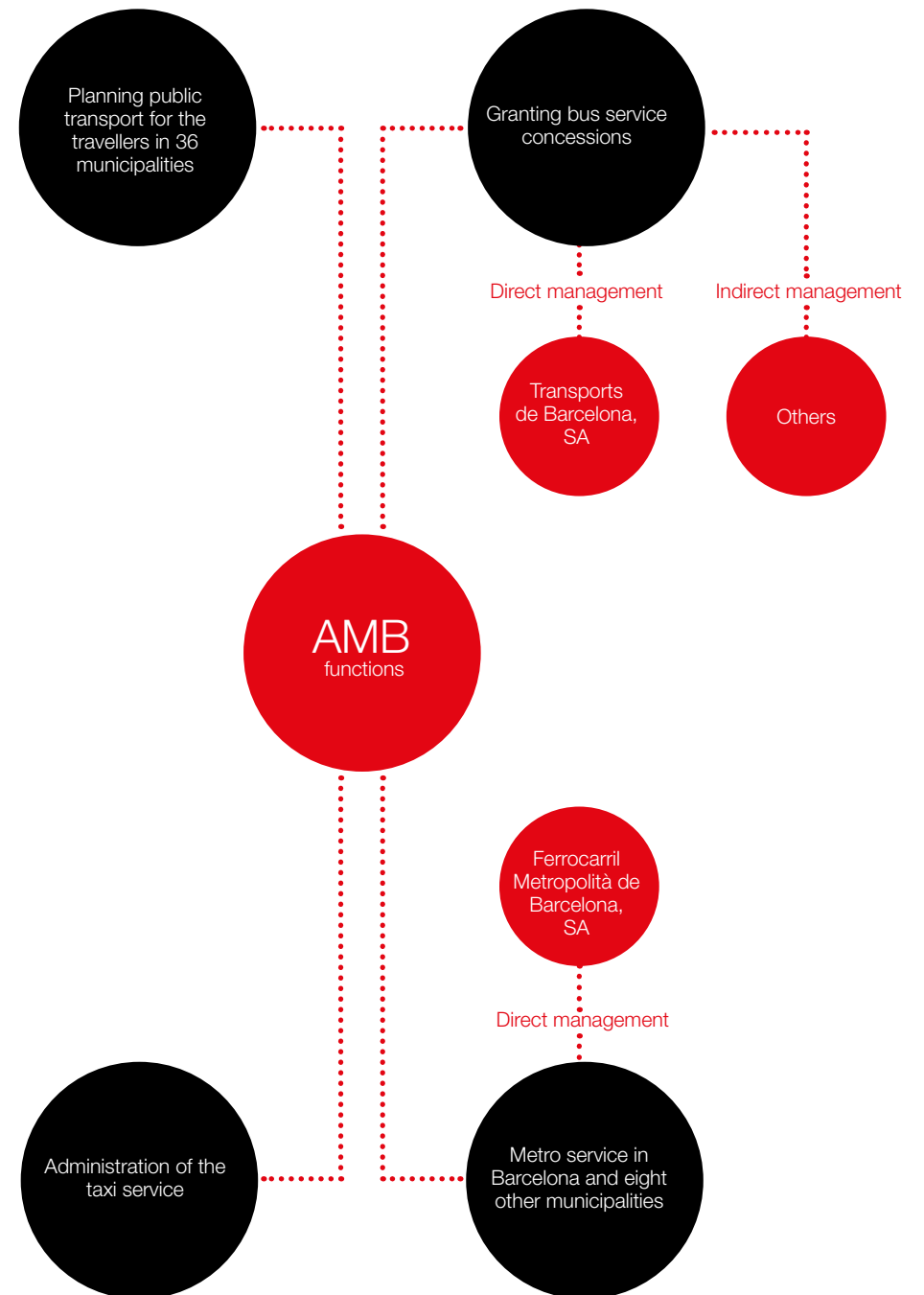
Metropolitan Transport Authority



Area Metropolitana de Barcelona (AMB)

Competent in the fields of territory and urbanism, transport and mobility, environment, economic promotion and strategic planning. Regarding transport, its functions are as shown in the diagram on the right.

* Badalona, Cornellà de Llobregat, Esplugues de Llobregat, l'Hospitalet de Llobregat, el Prat de Llobregat, Sant Adrià de Besòs, Santa Coloma de Gramenet and Montcada i Reixac.



Autoritat del Transport Metropolità (ATM)

A consortium incorporated in 1997 to coordinate and plan the transport in the metropolitan region of Barcelona. It is made up of the Generalitat de Catalunya (51%), the Barcelona Town Hall (25%) and the Barcelona Metropolitan Area (24%). The General Government Administration (GGA) is an observer.

Functions: major infrastructure planning, fare integration, programme contracts and infrastructure agreements.

ATM scope: including the entire Integrated Fare System (IFS) in the area of Barcelona and the entire metropolitan region (346 municipalities).

Government General Administration

Generalitat de Catalunya

AMB

Barcelona Town Hall

Other municipalities (group of municipalities with urban transport)

ATM

Adif

FGC

Regional Mainline Trains

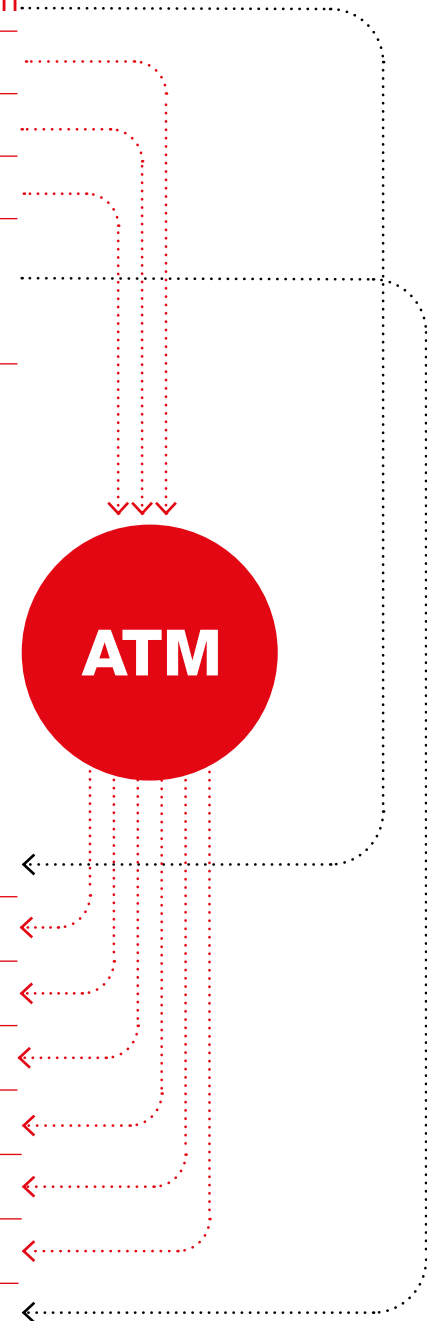
DGTM concessions

AMB Concessions

Metropolitan Tram

TMB

Town hall concessions



Mobility in the TMB caption area

The demand for collective public transport within the Integrated Fare System in the Barcelona area amounted to 1,056.6 million journeys in 2019. 627.3 million journeys correspond to TMB, representing a 59.4%.



59.4%

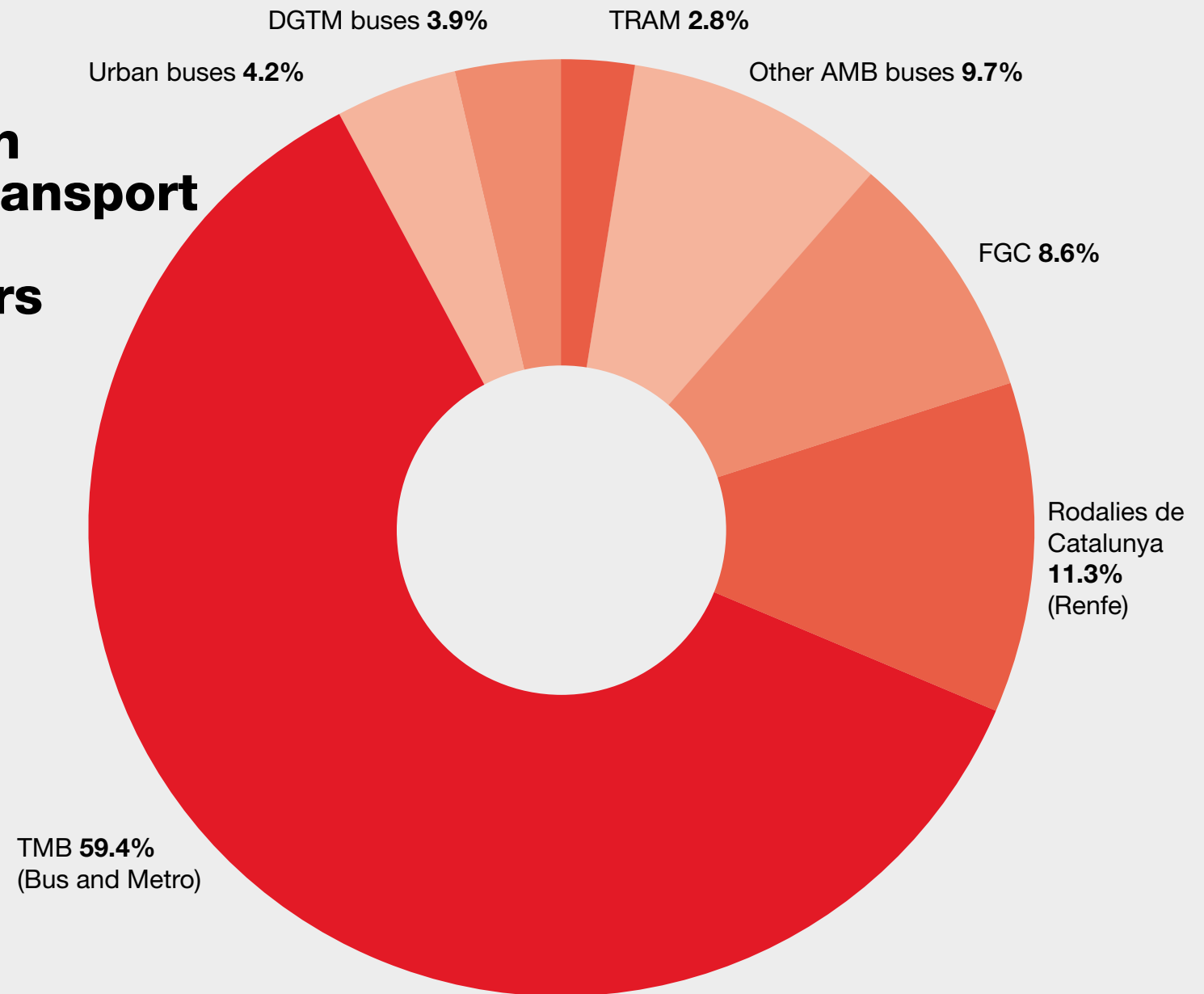
627,350,000*
TMB users

**1,056,600,000 travellers
on public transport**

Source: ATM (2019)

*Not including details of the Montjuïc Cable Car

Distribution of public transport users by operators



Source: ATM (2019)

Public transport in the metropolitan region of Barcelona

Variation 2019/2018

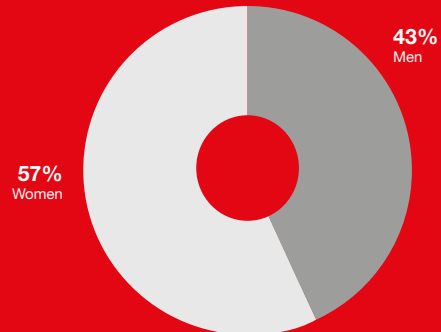
* Millions

	Journeys 2019*	Journeys 2018*	Total amount	%
Metro	411.9	407.5	4.4	1.1
Bus	215.4	207.5	7.9	3.8
Total TMB	627.3	615.0	12.3	2.0
FCG	91.1	87.2	3.9	4.4
Regional mainline trains	119.2	116.2	3.0	2.7
Tram	29.8	29.1	0.7	2.4
AMB buses	102.8	95.8	6.9	7.3
DGTM buses	41.5	39.2	2.3	7.0
Urban buses	44.9	42.9	2.0	4.6
Total	1,056.6	1,025.4	31.2	3.1

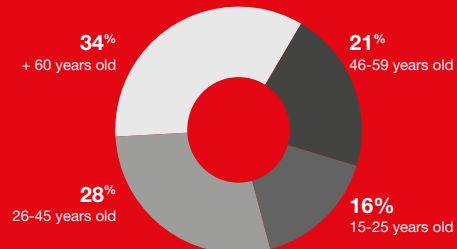
Source: ATM (2019)

Profile resident client Bus

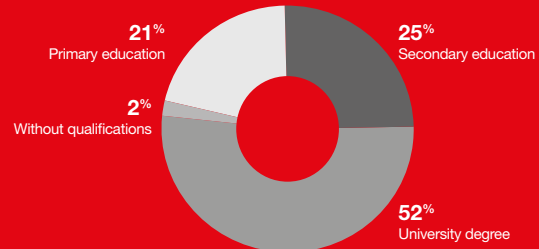
Gender



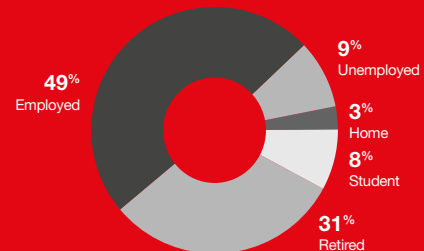
Age



Qualifications

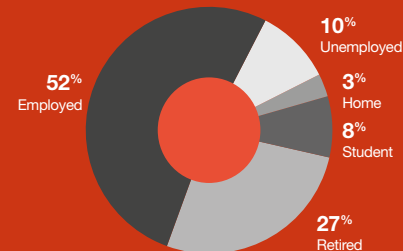
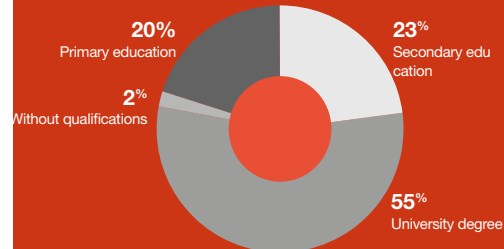
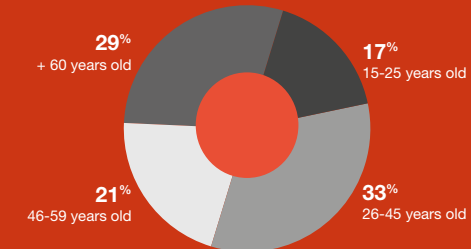
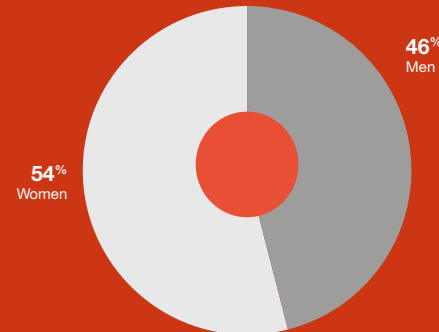


Occupation

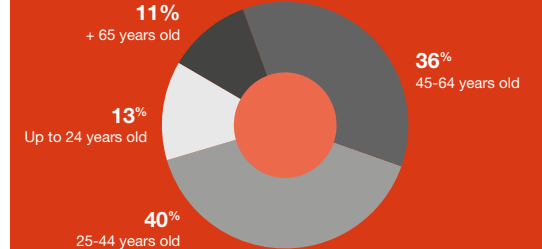
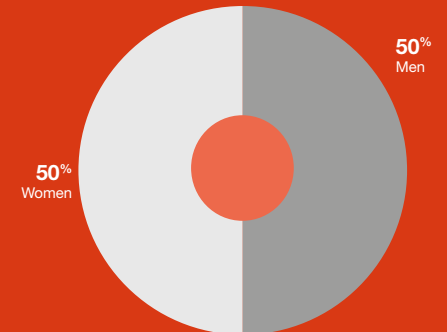


Source: TMB and Òmnibus (2019)

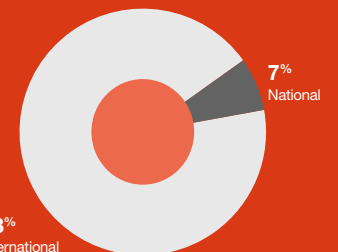
Profile resident client Metro



Client profile Non-resident tourist

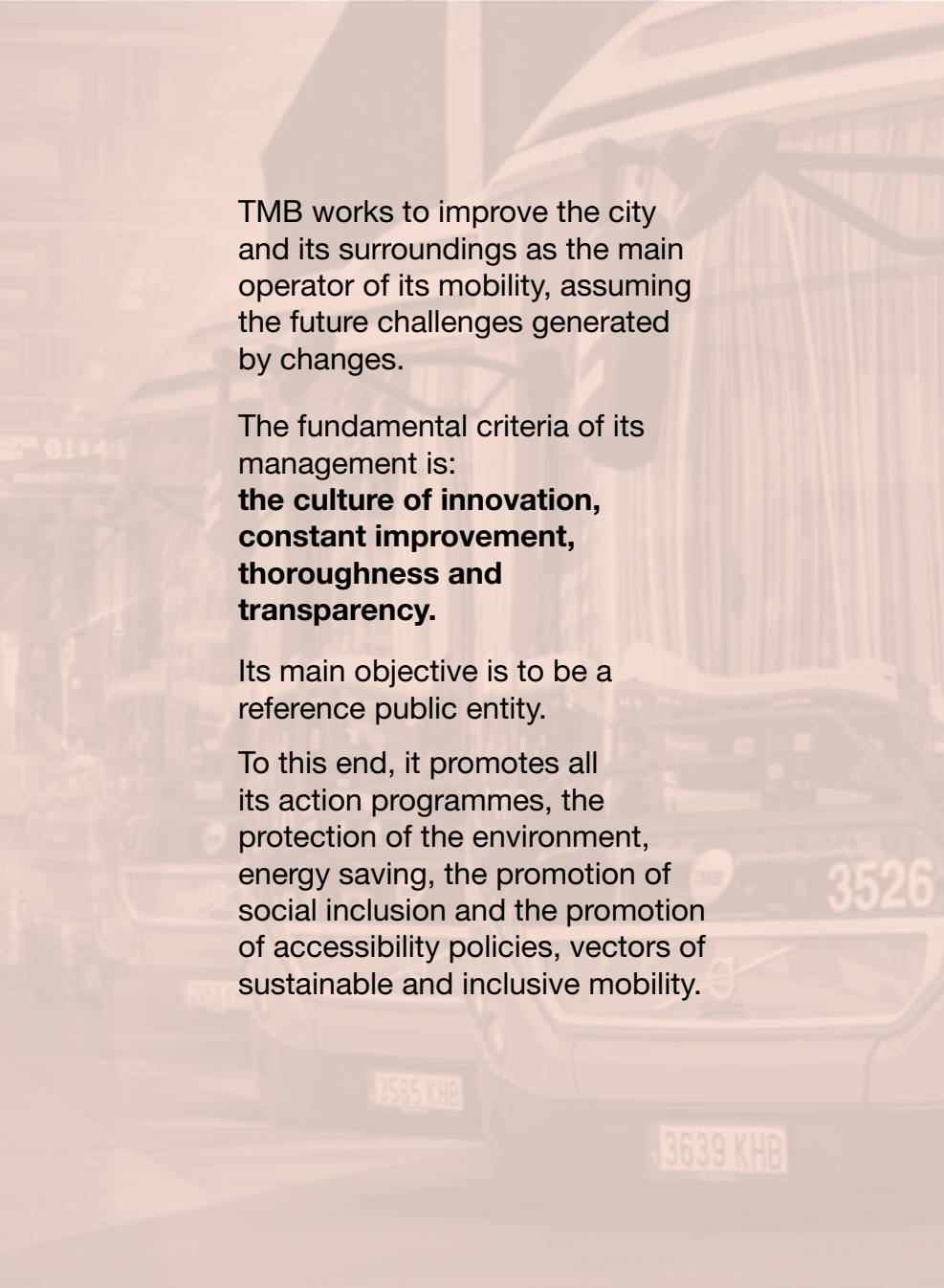


Origin





A management model based on commitment and social responsibility.



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

The fundamental criteria of its management is:
**the culture of innovation,
constant improvement,
thoroughness and
transparency.**

Its main objective is to be a reference public entity.

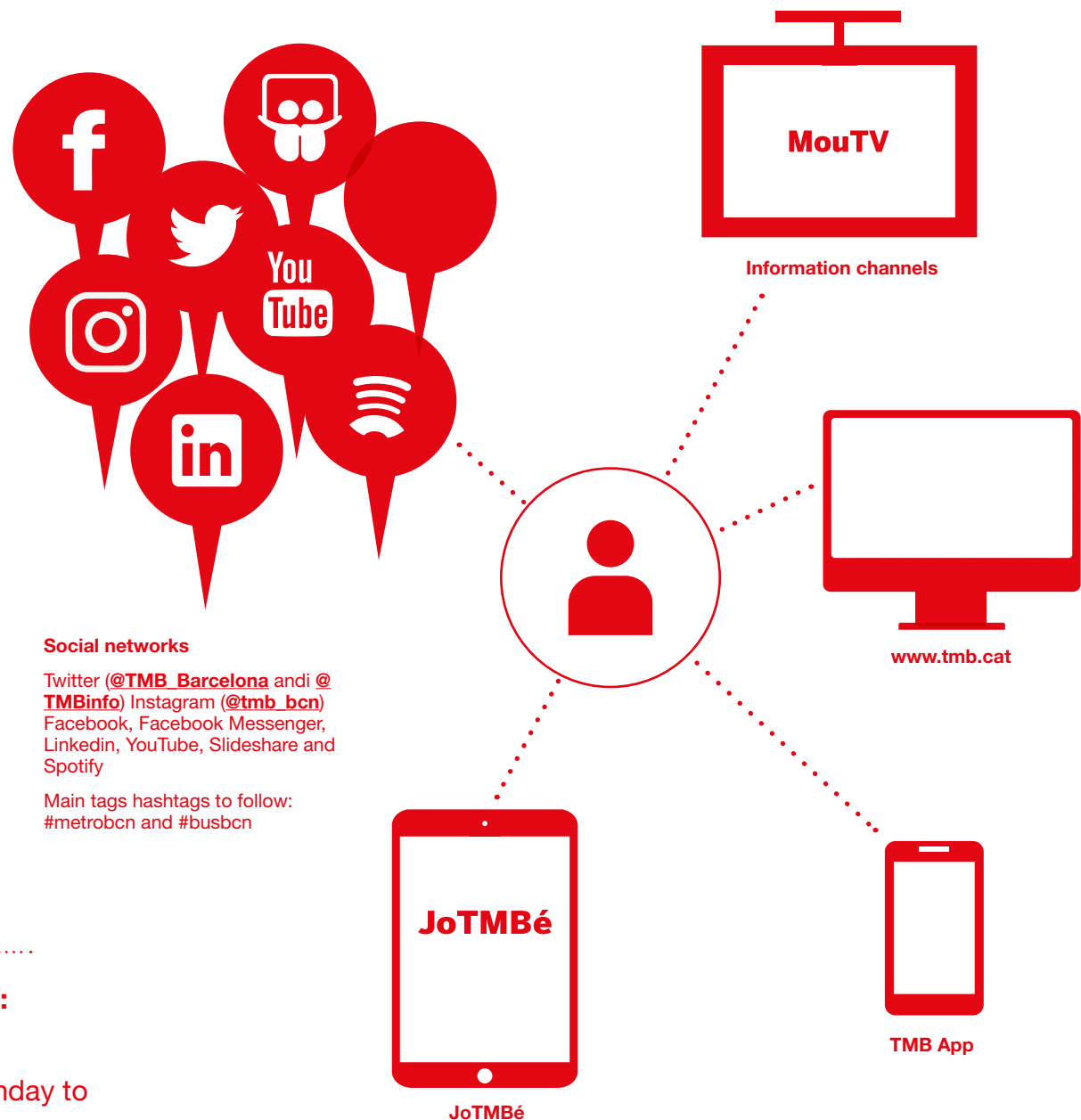
To this end, it promotes all its action programmes, the protection of the environment, energy saving, the promotion of social inclusion and the promotion of accessibility policies, vectors of sustainable and inclusive mobility.

Close to people

TMB has developed a set of digital tools designed to communicate, inform, assist, share and relate to people and to adapt to their needs at all times.

In person and telephone customer service:

TMB offices 902 075 027 (from am to pm)
The phone number line **010** is open from Monday to Sunday 24 hours a day



Non resident scope

Connecting with visitors

The "**Hello Barcelona**" brand, which encompasses mobility services for tourists and non-residents, also has an active digital presence to enhance the travel experience.

We join Barcelona and its visitors closer together with a different point of view than the tour guide approach, through our websites and social network profiles.



Your
travel
solution

E-commerce

www.holabarcelona.com



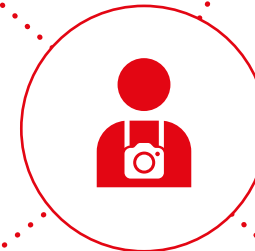
www.barcelonabusturistic.cat



www.telefericdemontjuic.cat



www.catalunyabusturistic.com



Barcelona
Bus Turistic
App

Social networks

Barcelona Bus Turistic Instagram profile
(@**BarcelonaTouristBus**) Hello
Barcelona Instagram profile (@
HelloBarcelona.TravelSolution)
Tripadvisor and YouTube

Main hashtags to follow:

#HelloBarcelona
#SayHelloBarcelona



Barcelona Buses

With a fleet of more than 1,000 vehicles, all of which are adapted for the disabled and have visual and acoustic information and 102 lines, the TMB bus network covers Barcelona and 10 cities in its metropolitan area.

Source: TMB (2019)

1,157
adapted vehicles

835.06¹
km

2,600²
bus stops: 1,421 bus shelters +
1,179 bus stop flag poles

211.72
km bus lanes

102
lines

1) Conventional lines + high performance lines + proximity lines

2) Does not include the Barcelona Bus Turistic lines nor the Tramvia Blau

211,100,000

Currently, more than **211.10 million** passengers per year use the TMB bus network (215.40 if we include the Bus Turístico), about **20.4%** of all passengers in the metropolitan region.

Source: TMB (2019)



Seats-km (million)
3,718.10



Carriages-useful km (thousands)
43,508.07



Journeys (million)
211.10



Passengers per carriage (useful km)
4.95



Passengers-km (seats-km/1,000)
162.21



Average length of a journey
2.80 km



CSXB



Support centre for the bus network

From the CSXB, the bus fleet is coordinated in real time to guarantee the performance of the planned service, line times are managed and regulated, incidents that may occur are minimised, and the service information and assistance systems are controlled.

Source: TMB (2019)

1,157
vehicles

Business operating centres

TMB has four garages or business operation centres (CONO), which are responsible for the management of the assigned bus lines, and carry out the service programming and planning.



Horta
402 vehicles



Triangle
265 vehicles



West zone
157 vehicles



Zona Franca
363 vehicles



425
diesel
buses



376
natural gas
buses



9
electric
buses



347
hybrid buses
(diesel+electric)

Source: TMB (2019)

The most environmental friendly bus fleet in Europe


In addition, TMB's commitment to sustainability and improving air quality translates into the most environmental friendly bus fleet in Europe. Every year, TMB replaces buses that have reached the end of their 14-15 useful lives with newer and more efficient ones that reduce contamination.

Accessibility

An adapted network

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





A bus network that a 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 until they created an illogical network, with unnecessary lines and routes that slowed down their speed and frequency. Connection between city areas was inconsistent, the network was confusing and difficult to interpret on a map.



Where are we heading for

Once implemented, the new bus network will consist of 28 high performance lines, 17 will be vertical (sea-*mountain), 8 will be horizontal (Llobregat-Besòs) and 3 will run diagonally. In addition, there will also be 36 conventional lines and 37 local lines.

Characteristics of the bus network



Easy

Easy to use: bus lines with more direct and straight routes, designed with more efficiency and logic.



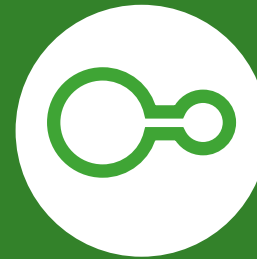
Connected

Maximum connectivity: reaching all areas of the city, improving connection with other bus lines and other means of public transport.



Frequency


More frequency: bus frequency is increased within an extended timetable, hence reducing time waiting at bus stops.



Interchangeable

Exchange areas: located where vertical, horizontal and diagonal lines cross each other, in both directions, to transfer easily, simply and comfortably from one line to the other.





Barcelona metro network

Barcelona's metro network has eight lines (five conventional and three automatic) and also includes the Montjuïc Funicular. In total, there are 160 stations and more than 157 trains running at peak times.

Source: TMB (2019)

8

lines

5

conventional lines

3

automatic
lines

121.4

km route

160

stations

157

trains

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

*The frequency of 6' 04" is valid for the individual section of the L9 North and L10 North lines; in the shared section it is 3' 02" .

**The frequency of 7' 21" is valid for the individual section of L9 South and L10 South; in the shared section it is 2' 06" and 5' 15" (asymmetric).

	Length km	Number of stations	Train during rush hour	Frequency (rush hour)
L1	20.2	30	31	3'14"
L2	12.8	18	20	3'15"
L3	17.8	26	26	3'23"
L4	16.5	22	20	3'51"
L5	18.6	26	33	2'44"
L9 North/ L10 North	10.4	12	6/4	*6'04"
L10 South/ L10 South	22.1	19	9/4	**7'21"
L11	2.3	5	2	7'30"
Funicular	0.7	2	2	10'00"
Total	121.4	160	157	

Source: TMB (31/12/2019)

Metro service

Its extensive timetable, allows over 411 million passengers currently use the TMB metro network each year; this is 39% of all passengers in the metropolitan region.

Timetable

Work days (Mondays to Thursdays), Sundays
and bank holidays

5.00-24.00 h

Fridays and the days before bank holidays

5.00-2.00 h

Saturdays and the days before 1st January, 24th June
and other indicated festivities

Ongoing service

24th December

Closes at 23:00 h

Source: TMB (2019)



Seat-km (millions)

17,627



Carriages-useful km (thousands)

95,100.50



Travellers (millions)

411.95



Travellers per carriage (useful km)

4.33



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

116.85



Average length of a journey

5.00 km



CCM



Metro Control Centre

The centre operates all year round, 24 hours a day, and uses the most advanced technology to ensure the metro network is operated correctly.

The CCM manages all the resources involved in operating the metro network, in an integrated manner:

- **Train operations.**
- **Train station assistance.**
- **Energy management.**
- **Customer information.**

Network security is managed from the Centre for Security and Civil Protection (CSPC), also located in the same building as the CCM.



An adapted network

Currently, 91% of the TMB metro network is adapted for people with reduced mobility.

We work for full accessibility incorporating elements that facilitate access and use of the network to all citizens, considering customer diversity with a 360° vision (people with visual and hearing disabilities, people with intellectual disabilities, senior citizens and children), thus improving essential elements such as acoustic and screen information, signs and preference to use reserved areas or train access.

91%

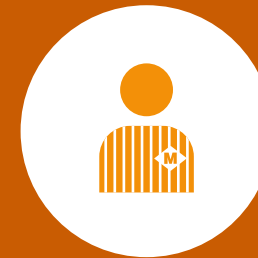
A metro network with comprehensive safety



The safety of people and facilities, a safety model adapted and flexible to new challenges, efficient, sustainable, innovative and coordinated with public safety resources.



Travel safety, a railway safety culture where everyone is involved in identifying and controlling the risks of our activities in order to mitigate them, minimise them and ensure the integrity of employees, customers and the service.




Employee safety, an occupational risk prevention policy that contributes to improving the health, safety and well-being of workers as a necessary condition for the effectiveness and sustainability of the company.



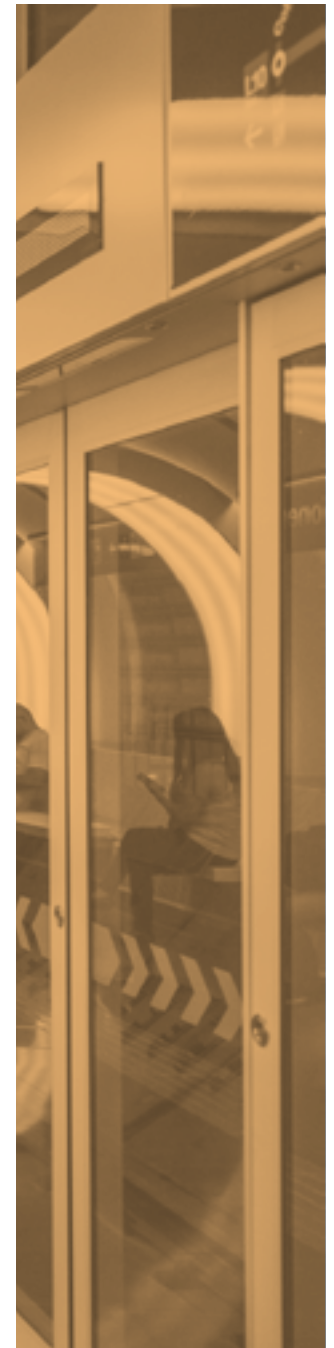
29.6%

**The automatic metro,
a better service**



Technology for maximum security,
more flexibility, more reliability,
more efficiency, more information
and personalised assistance.

29.6% of Barcelona's metro
network operates with trains
without a driver.





How does it work?



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

Advanced technology allows a remote control of the line resources, facilities and infrastructure, such as trains, lifts and escalators, ticket machines and toll lines.

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

Trains travel at the assigned speed and stop at stations according to a set programme, which may vary according to the day and time slot, although the CCM may intervene at any time.

Automatic lines

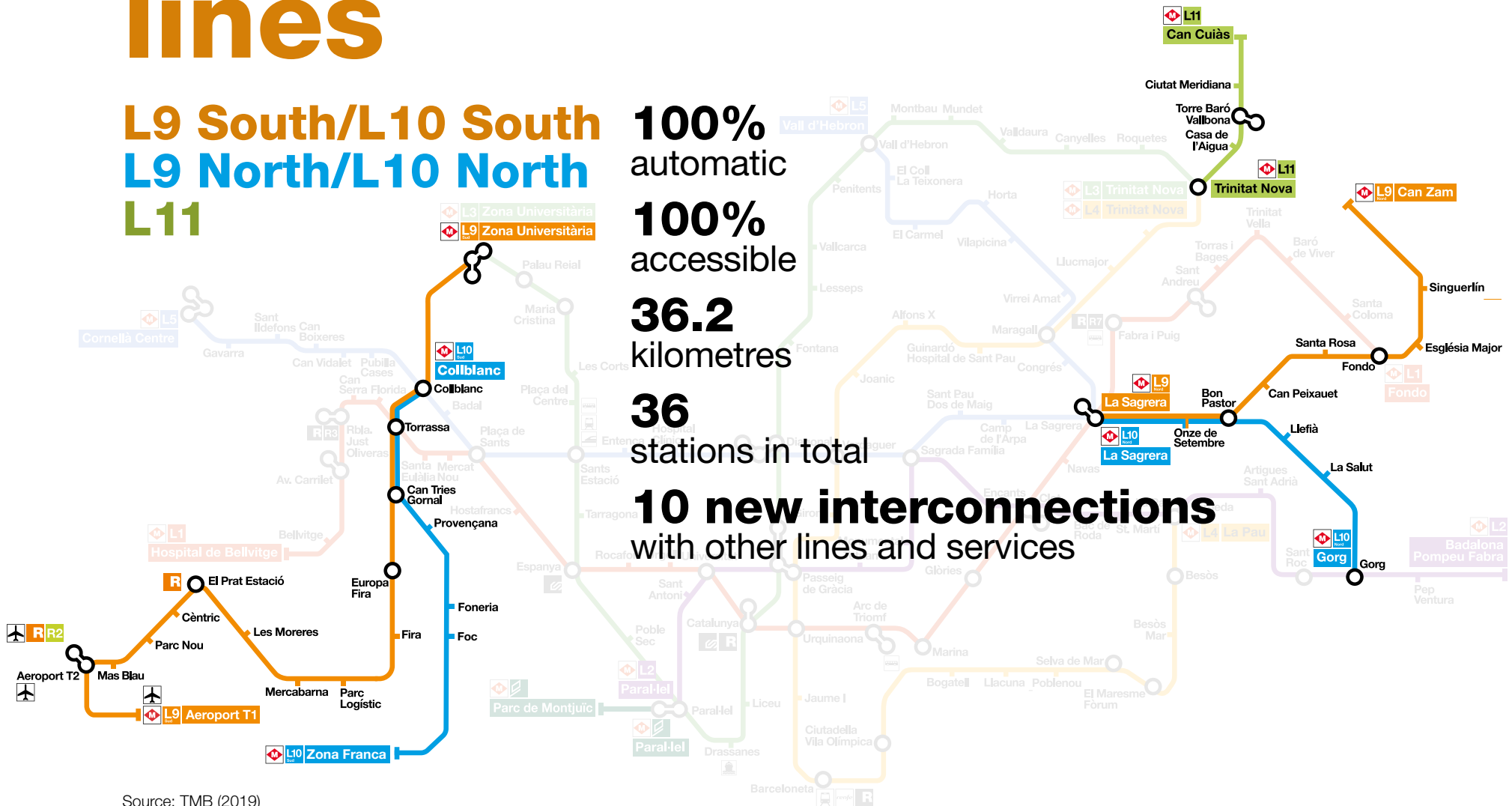
L9 South/L10 South
L9 North/L10 North
L11

100%
automatic
100%
accessible

36.2
kilometres

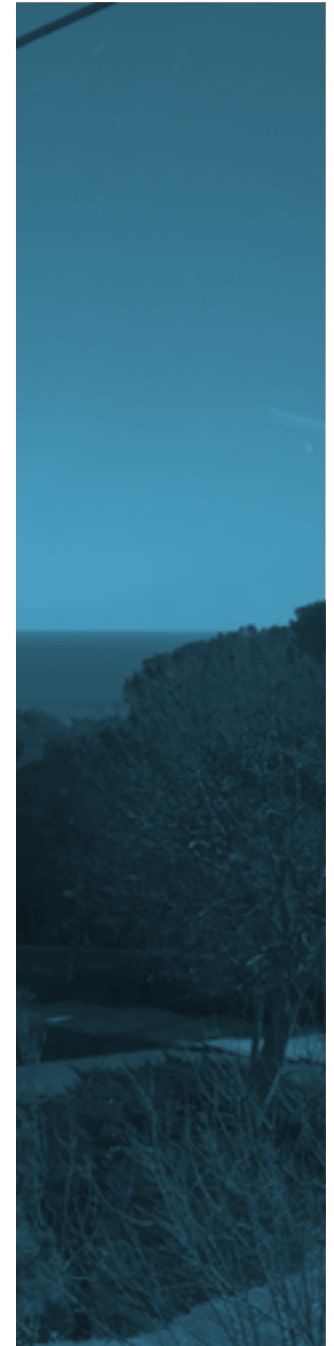
36
stations in total

10 new interconnections
with other lines and services



Source: TMB (2019)

Leisure transport





Barcelona Bus Turístic

The Barcelona Bus Turístic is the city's official tourist bus.

It offers three different routes to plan your visit in Barcelona with just one ticket, and also offers a night tour during the summer.

Source: TMB (2019)

3

routes

77

open top double decker buses

4,300,000

annual passengers

Barcelona Night Tour Bus

Special night service during the summer

www.barcelonabusturistic.cat

A bus to see the very best of Barcelona

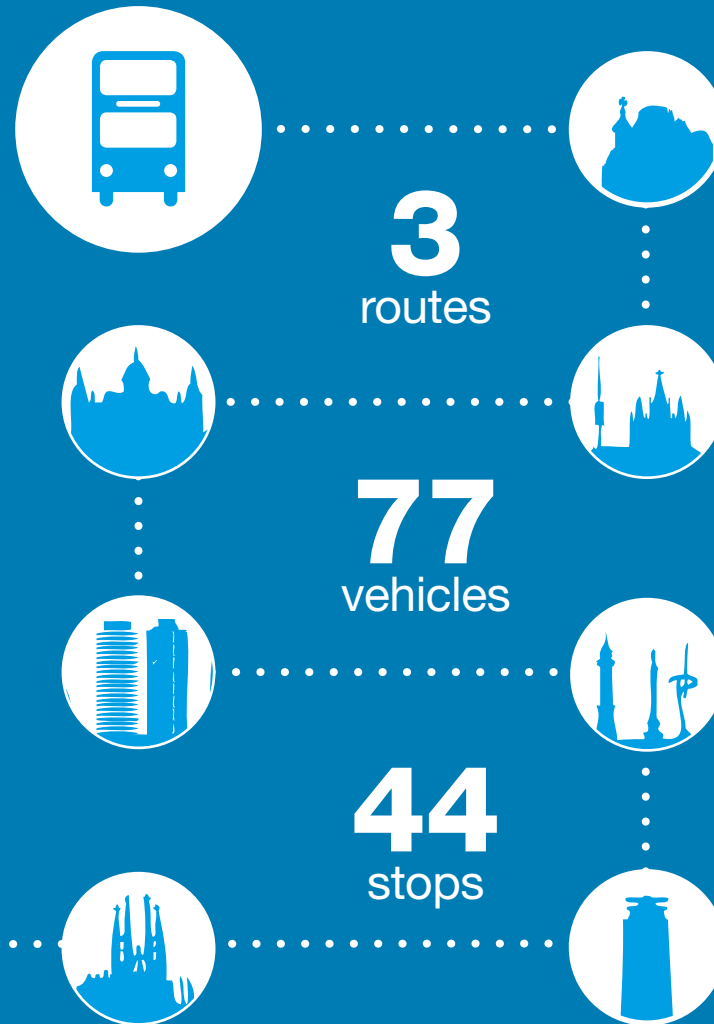
The **Red Route**, the **Blue Route** and the **Green Route**, three different itineraries with a single ticket to visit the most emblematic corners of the city, hop off, visit the site on foot, hop back on the bus and continue on the same route or change at the transfer stops.

You can do this as many times as you wish.

Blue Route
19.16 km
15 stops

Red Route
23.89 km
22 stops

Green Route
7.56 km
8 stops



Since 1987, a pioneer service

Source: TMB (2019)



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

363 days



High frequency. A bus every
5 minutes in high season

5 min



Audio in 16 languages

16



Ticket for 1 or 2 consecutive days + a child
and senior citizen ticket (> 65 years old
or disabled > 33%)

1 or 2 days



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

Discounts



High rate of passenger satisfaction

+ 95%.

Barcelona Night Tour Bus

A unique night tour

This is a special service offered by Barcelona Bus Turístic: a night trip by bus that leaves from Plaça de Catalunya to discover the lights of the most emblematic corners of the city.

From June to September:
departures on **Fridays, Saturdays
and Sundays.**

Departures at **21:30 h**

Approximate journey time:
2 h and 30 min

Source: TMB (2019)




Montjuïc Cable Car

Barcelona from the sky

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

The Montjuïc Cable Car has three stations: Parc Montjuïc - Castell - Mirador

 Telefèric de Montjuïc

1,620,000
annual passengers

752
metres long

A 84.55
metre climb

12
support poles

55
cabins

8
people per cabin

2,000
people/hour/each way

48
metres minimum distance between cabins

2.5-5
metres/second



1,276
metre journey

A **93**
metre climb

3.6
metres/second

48
people per tram

32
passengers seated

16
passengers standing



Tramvia Blau

As a unique means of transport the Tramvia Blau dates from 1901 and is the survivor of Barcelona's old tram lines.

It ascends 1,276 metres to the foot of the Tibidabo Funicular, surrounded by modernist and noucentist buildings that look out over nature and magnificent views of the city.

The Tramvia Blau is temporarily closed due to modernization works to the infrastructure



Catalunya Bus Turístic

Departures from Barcelona to discover all the secrets of Catalonia

The mountain of Montserrat and its Escolania, the surreal art of Dali, wine and cava, the cities of Barcelona and Girona, the best gastronomy, the authentic Modernism, the Pyrenees and the valley of Nuria and the best shopping, among others.



Vall de Núria

Figueres

Girona

Montserrat

Colònia Güell

Barcelona

El Penedès

Routes 2020

**Itineraries
from Barcelona**

You can consult the information in this institutional presentation with data from previous years through the following link:



Institutional presentation
TMB 2019

**Thank you
very much**



**Transports
Metropolitans
de Barcelona**