



**Transports
Metropolitans
de Barcelona**

About TMB



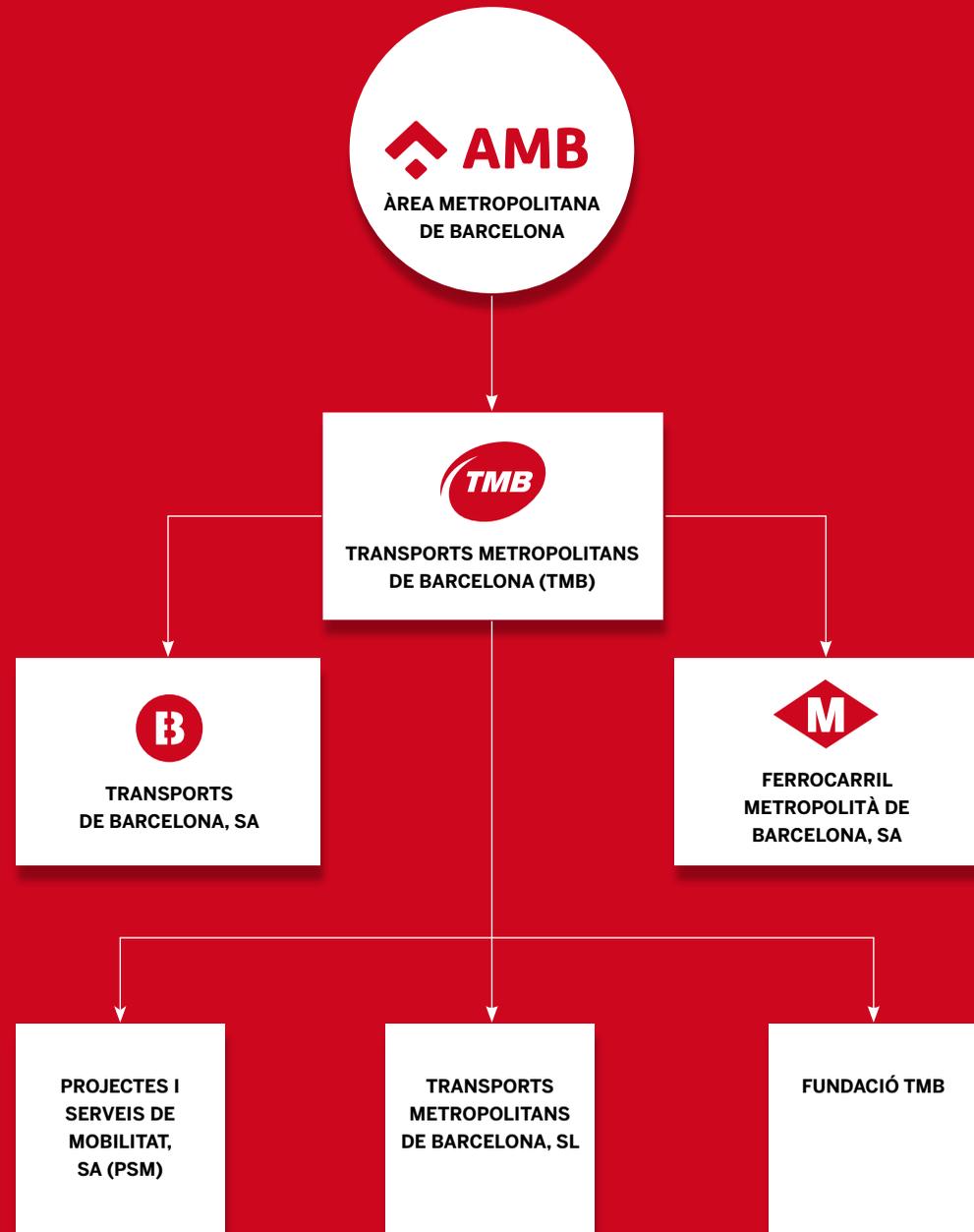
JCDecaux
17.29 Dissabte 27 de desembre
Toca la pantalla y descubre la:
des apps
bicing
PiG
Pasadg de l'Orca
DNA
JCDecaux

Transports Metropolitans de Barcelona (TMB)

is the collective name of the companies Ferrocarril Metropolità de Barcelona, SA, and Transports de Barcelona, SA, which manage the metro and bus networks of the Barcelona metropolitan area.

It also includes Projectes i Serveis de Mobilitat, SA, which manages the Telefèric de Montjuïc (Montjuïc cable car);

Transports Metropolitans de Barcelona, SL, which manages fares and other transport services; and the TMB Foundation, which oversees TMB's historic heritage and promotes the values of public transport through social and cultural activities.



Overall activity in 2017

TMB provides transport in the city of Barcelona and in a further ten municipalities in the metropolitan area. It is the main public transport operator in Catalonia and a benchmark public mobility company in Europe and the world.

DEMAND

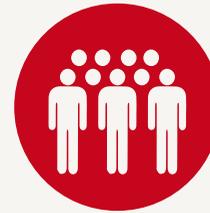


Passengers transported
592,400,000

(GOBAL IN STI: 985,900,000)



Journeys average within the operating area
60.1%



Staff
7,935

SERVICE PROVIDED



Places-km
20,056.90



Journey covered by Cars/Vehicle-Km in operation (thousands)
130,804.03

Mission

To offer a public transport network:

- That contributes to the improvement of public mobility and the sustainable development of the metropolitan area.
- Guaranteeing the best customer services.
- Developing social responsibility policies.
- In a framework of economic viability and efficiency.



Vision

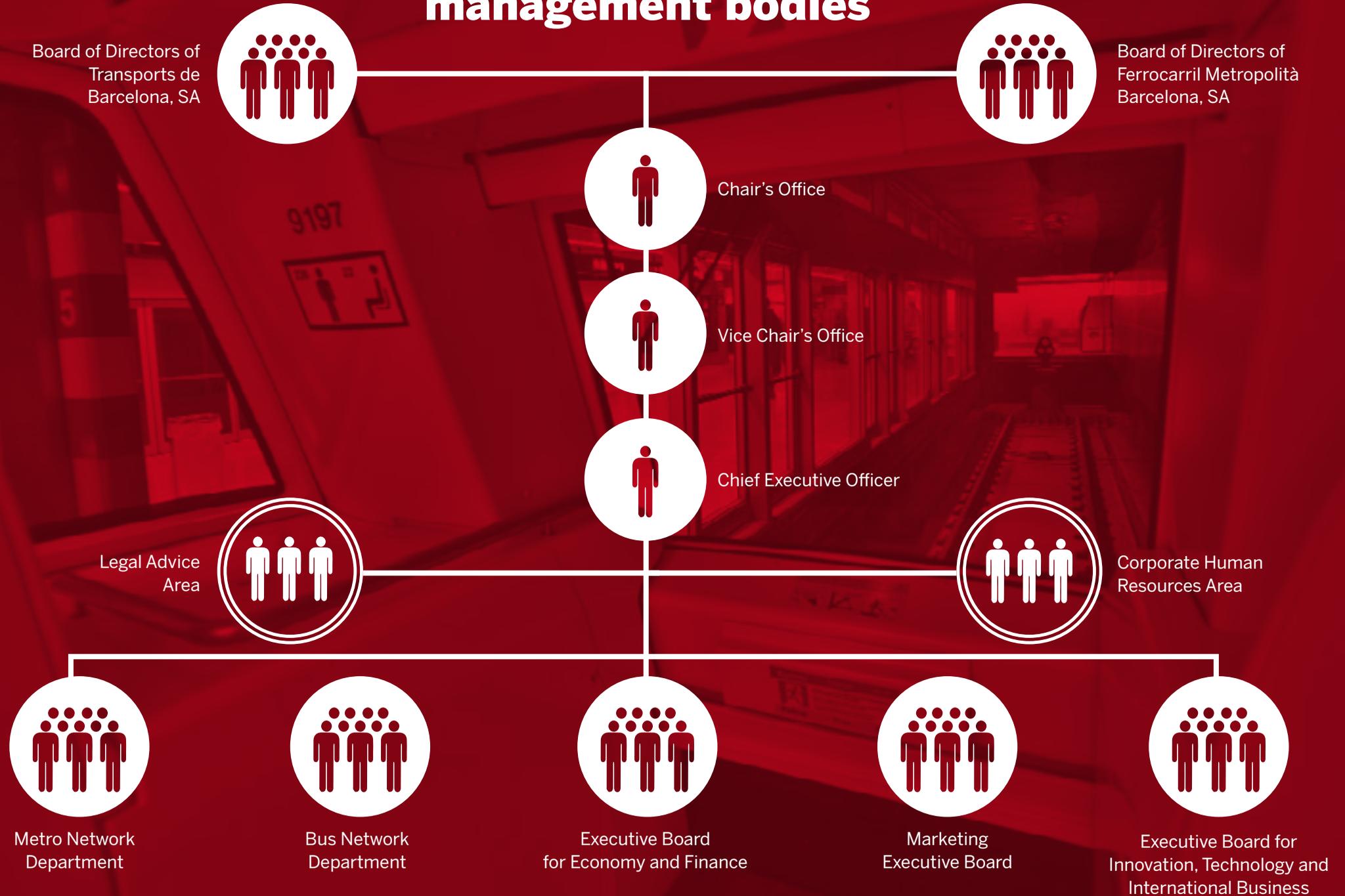
We want to be a competitive public transport and mobility company that is a benchmark in Europe:

- For our contribution to improving mobility in the metropolitan area, urban sustainability and the environment;
- For the technical quality offered and the quality perceived by the public;
- For the efficiency of our processes and our optimisation of resources;
- For our efficient use of technology as a lever in improving service and efficiency;
- For the excellence of our personnel;
- For our commitment to society and citizens;
- For our international presence.

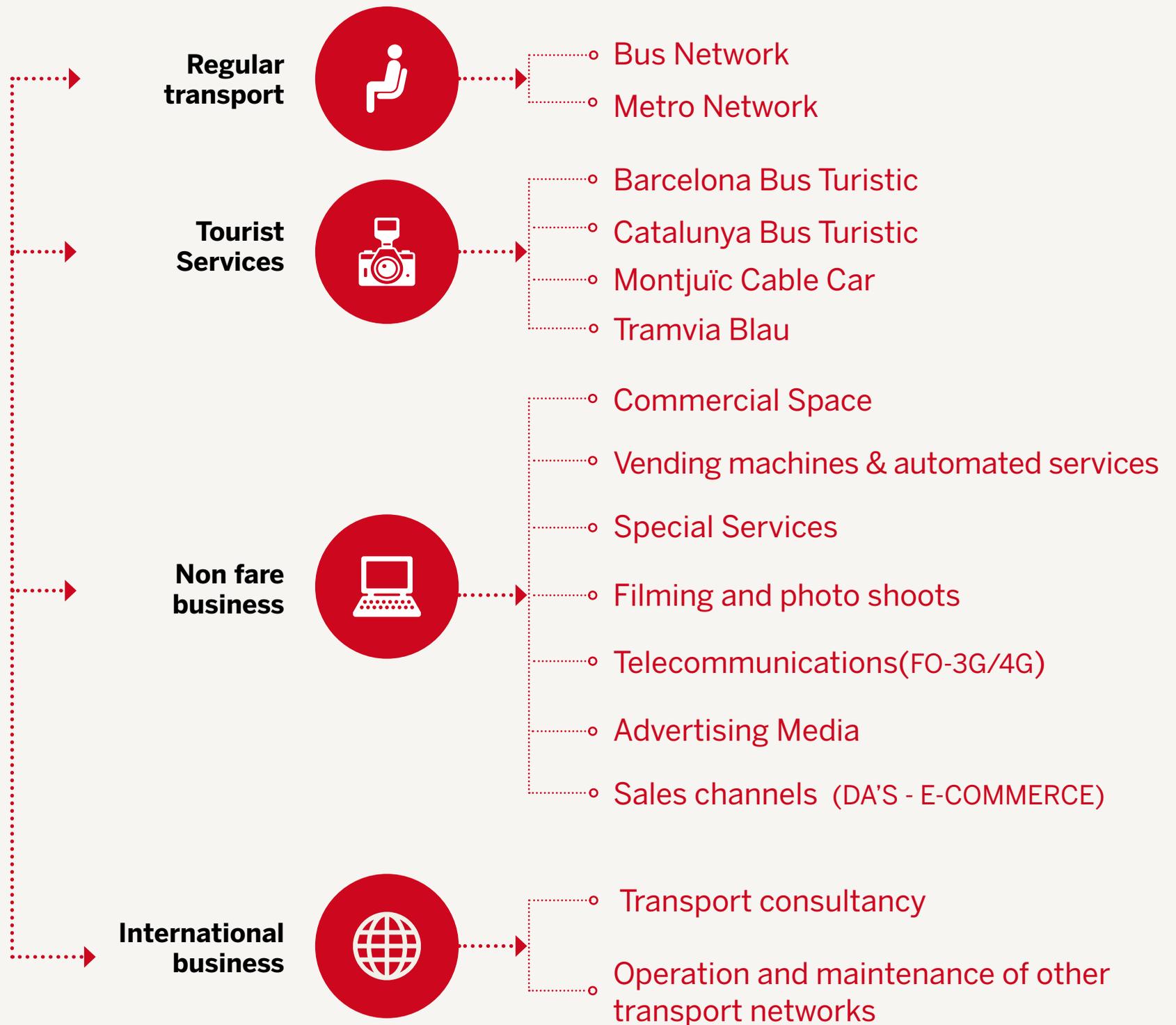
Values

- Commitment and a vocation for public service.
- Excellent service, effective management.
- Socially responsible behaviour.
- Openness to innovation.
- 'Win-win' relations.
- Recognition and equity.
- Teamwork and comradeship.
- Integrity and honesty.
- Commitment to personal and professional growth.
- Respect.

TMB administration and management bodies



TMB services and products





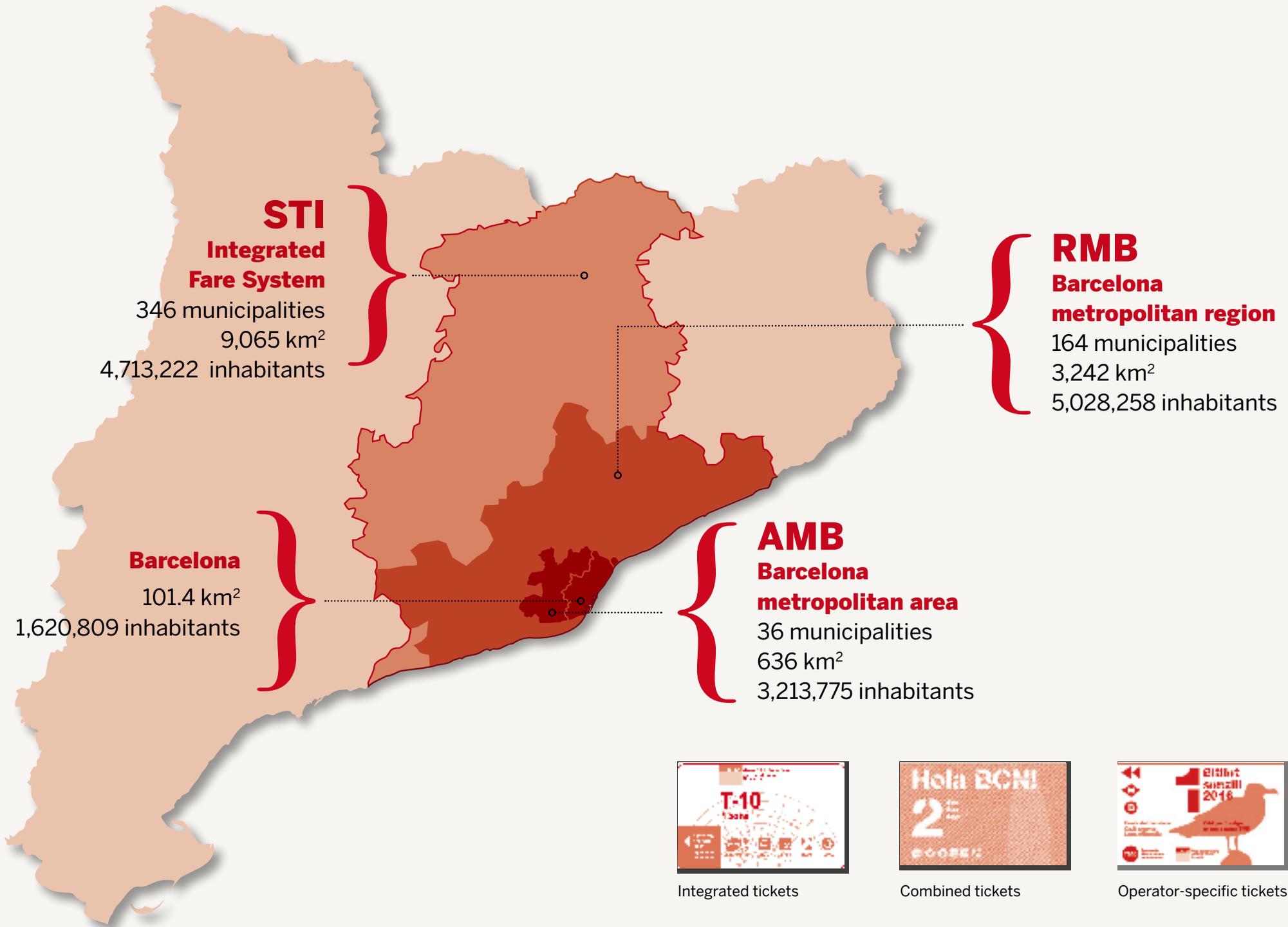
Area of operation

Barcelona

Metropolitan Area

Metropolitan Region

TMB provides services in the city of Barcelona and the metropolitan area that falls within the Integrated Fare System of the Barcelona metropolitan region.



STI
Integrated Fare System
 346 municipalities
 9,065 km²
 4,713,222 inhabitants

RMB
Barcelona metropolitan region
 164 municipalities
 3,242 km²
 5,028,258 inhabitants

Barcelona
 101.4 km²
 1,620,809 inhabitants

AMB
Barcelona metropolitan area
 36 municipalities
 636 km²
 3,213,775 inhabitants



Integrated tickets



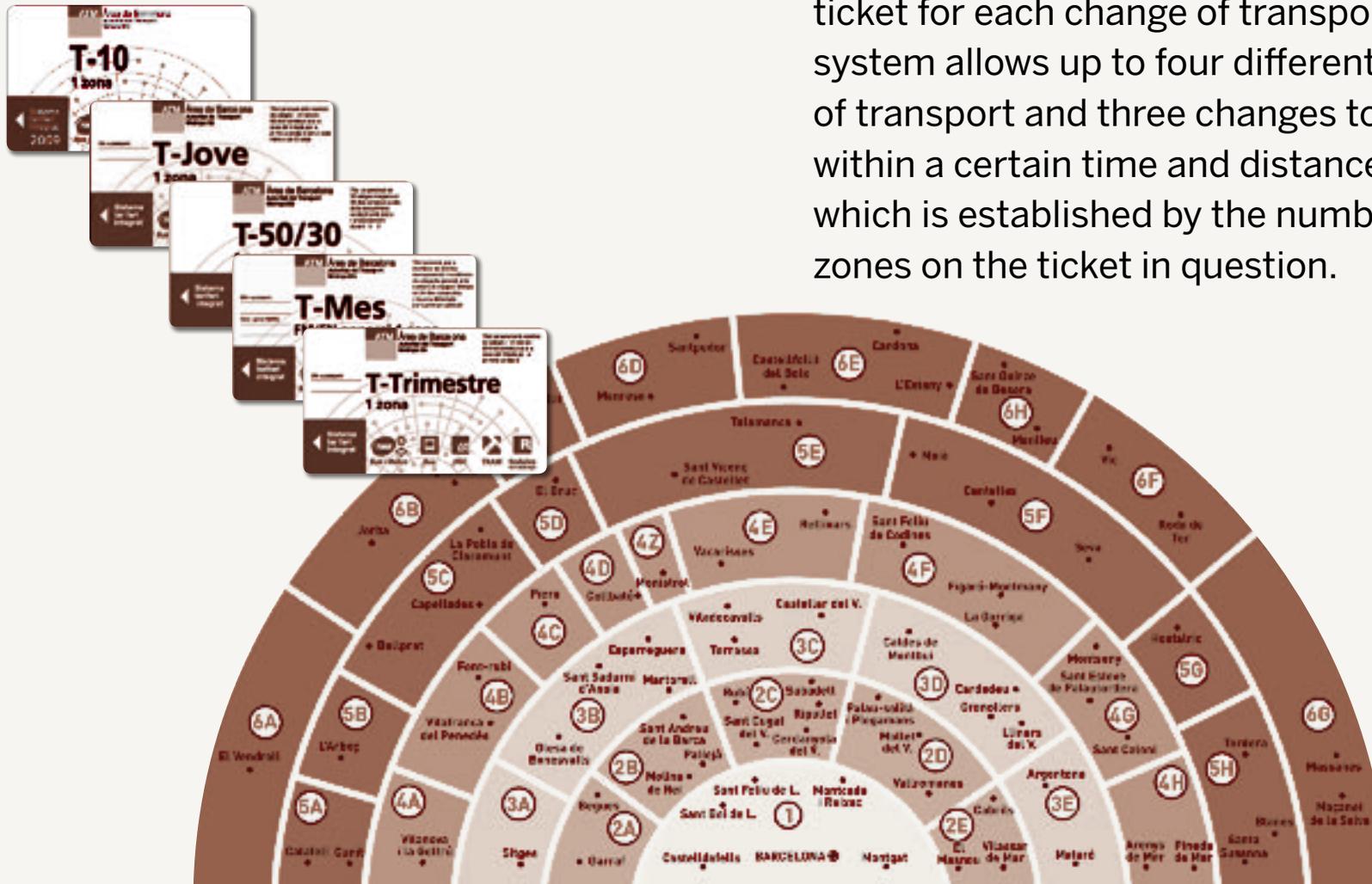
Combined tickets



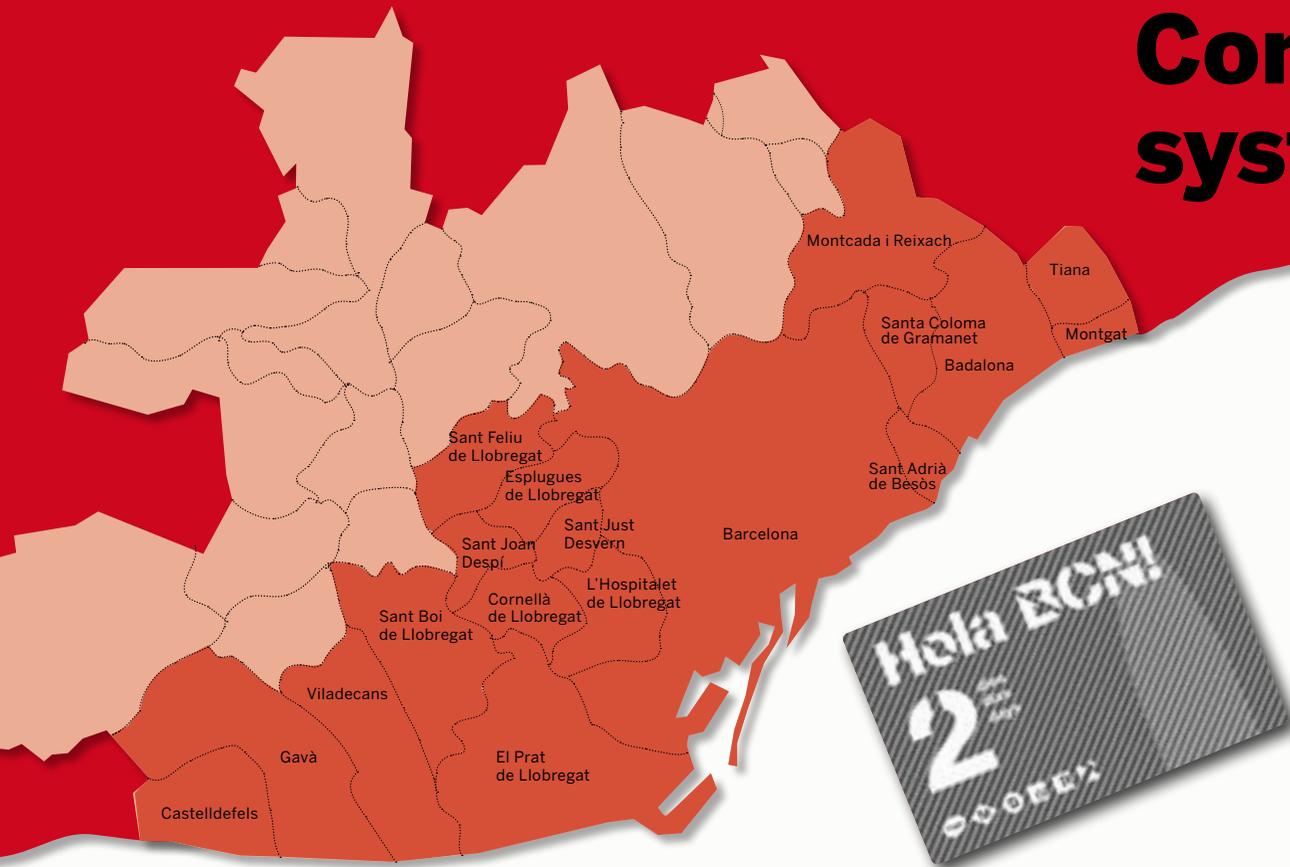
Operator-specific tickets

The Integrated Fare System for residents

This allows users to make a journey that might involve several different modes of transport on a single ticket (metro; urban, metropolitan and interurban buses; tram; FGC railways and Rodalies de Catalunya, the suburban railway network), which reduces the cost of having to buy a separate ticket for each change of transport. The system allows up to four different modes of transport and three changes to be made within a certain time and distance limit, which is established by the number of fare zones on the ticket in question.



Combined fare system



HOLA BCN! travel cards, targeting nonresidents. Unlimited travel for 2, 3, 4 or 5 days with a single card.

Public transport is one of the best ways to get around in Barcelona. So TMB created the Hola BCN! card to take you all over the city. The Hola BCN! travel card is an individual card that lets non-residents of Barcelona take as many journeys as they like on the metro, bus (TMB), urban railway (FGC, zone 1), Montjuïc funicular, tram (TRAM) and local mainline trains (Rodalies de Catalunya, zone 1).



A blurred, orange-tinted photograph of a crowded train platform. People are seen waiting, some standing and some sitting on the ground. A train is visible on the right side of the frame. The overall atmosphere is busy and somewhat somber due to the monochromatic color scheme.

Institutional support

Transport administrators and operators

The public authorities and operators who work with TMB are the institutions and companies in charge of matters concerning the Barcelona metropolitan area.

The importance of the public administration as a TMB stakeholder is related to its financing, regulatory action (legislation and regulations) and its status as a shareholder.

Àrea Metropolitana de Barcelona



Generalitat de Catalunya



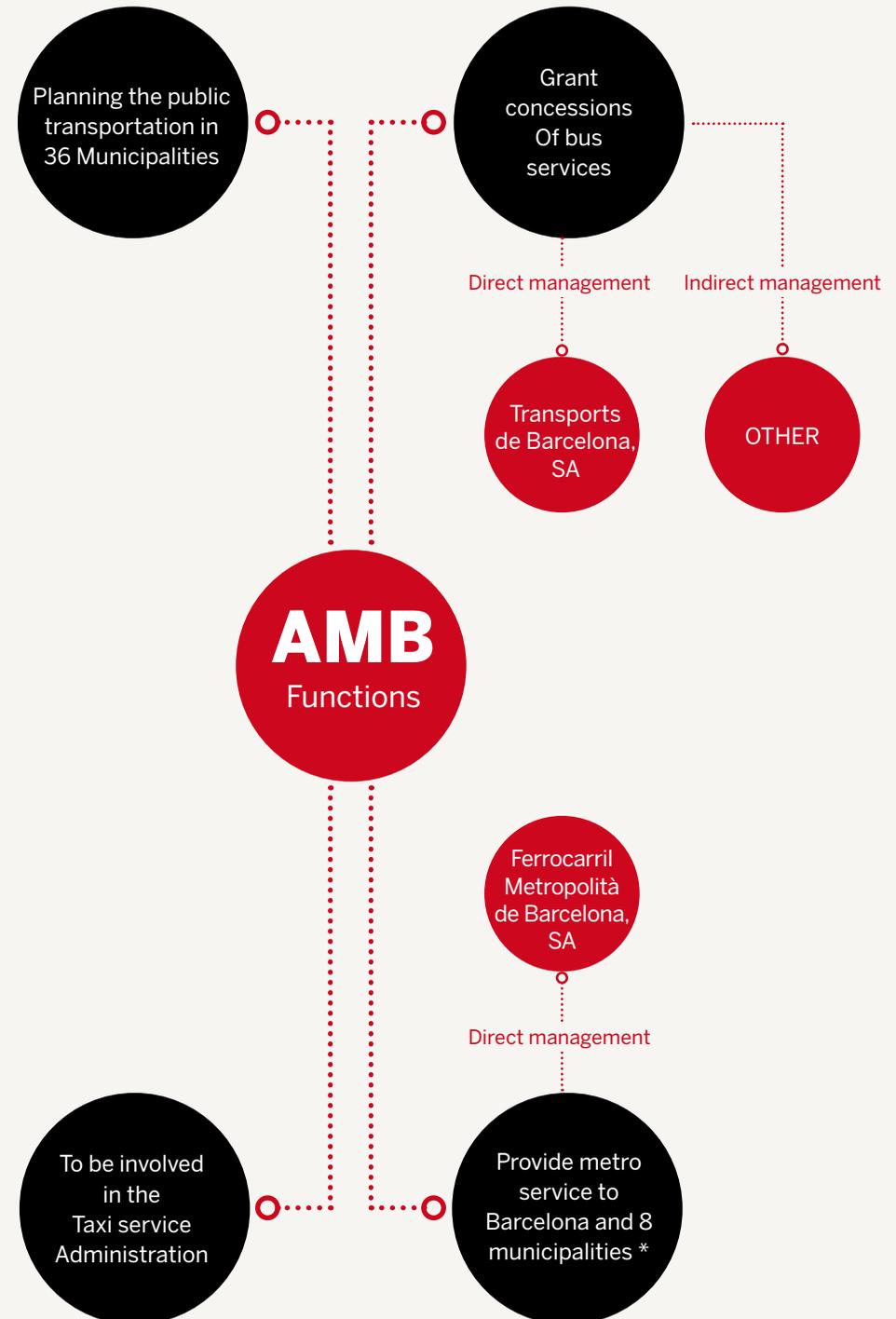
Autoritat del Transport Metropolità



Àrea Metropolitana de Barcelona (AMB)

A supramunicipal administration that comprises 36 municipalities and has authority in the following areas: territory and urban planning, transport and mobility, the environment, economic promotion and strategic planning. It has the following functions in matters of transport.

* 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.

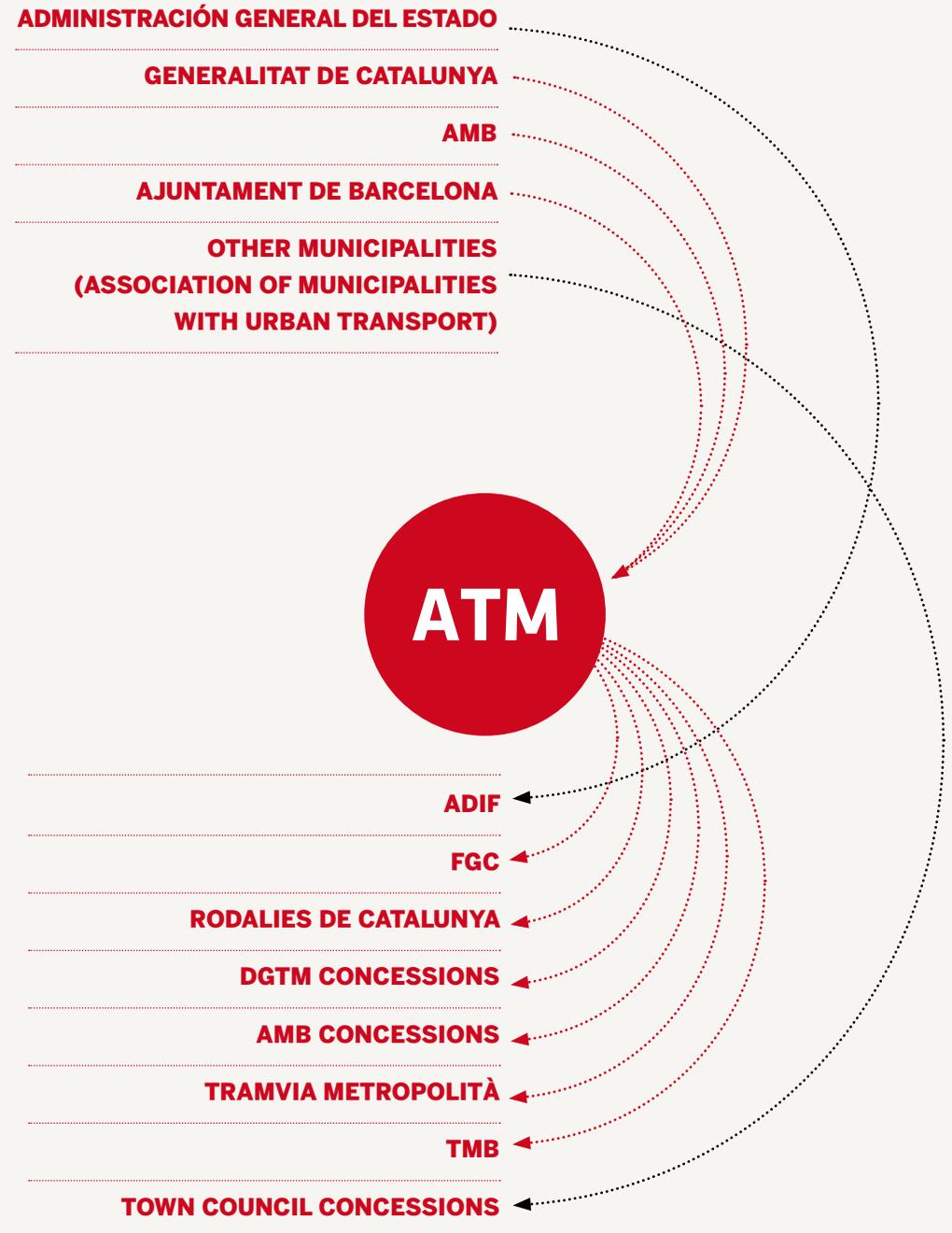


Autoritat del Transport Metropolità (ATM)

A consortium constituted in 1997 by the Government of Catalonia (51%), Barcelona City Council (25%) and the Àrea Metropolitana de Barcelona (24%). The General State Administration (AGE) is present as an observer.

Functions: extensive infrastructure planning, fare integration, coordination of programme contracts and infrastructure agreements.

Area: includes the Integrated Fare System of the Barcelona area and the entire metropolitan region (346 municipalities).



Mobility in TMB's area of influence



The demand for collective public transport within the Integrated Fare System in the Barcelona area was 985.9 million journeys in 2017. Of the total number of journeys made, 592.4 million—60.1%—were made on TMB.

60.1%

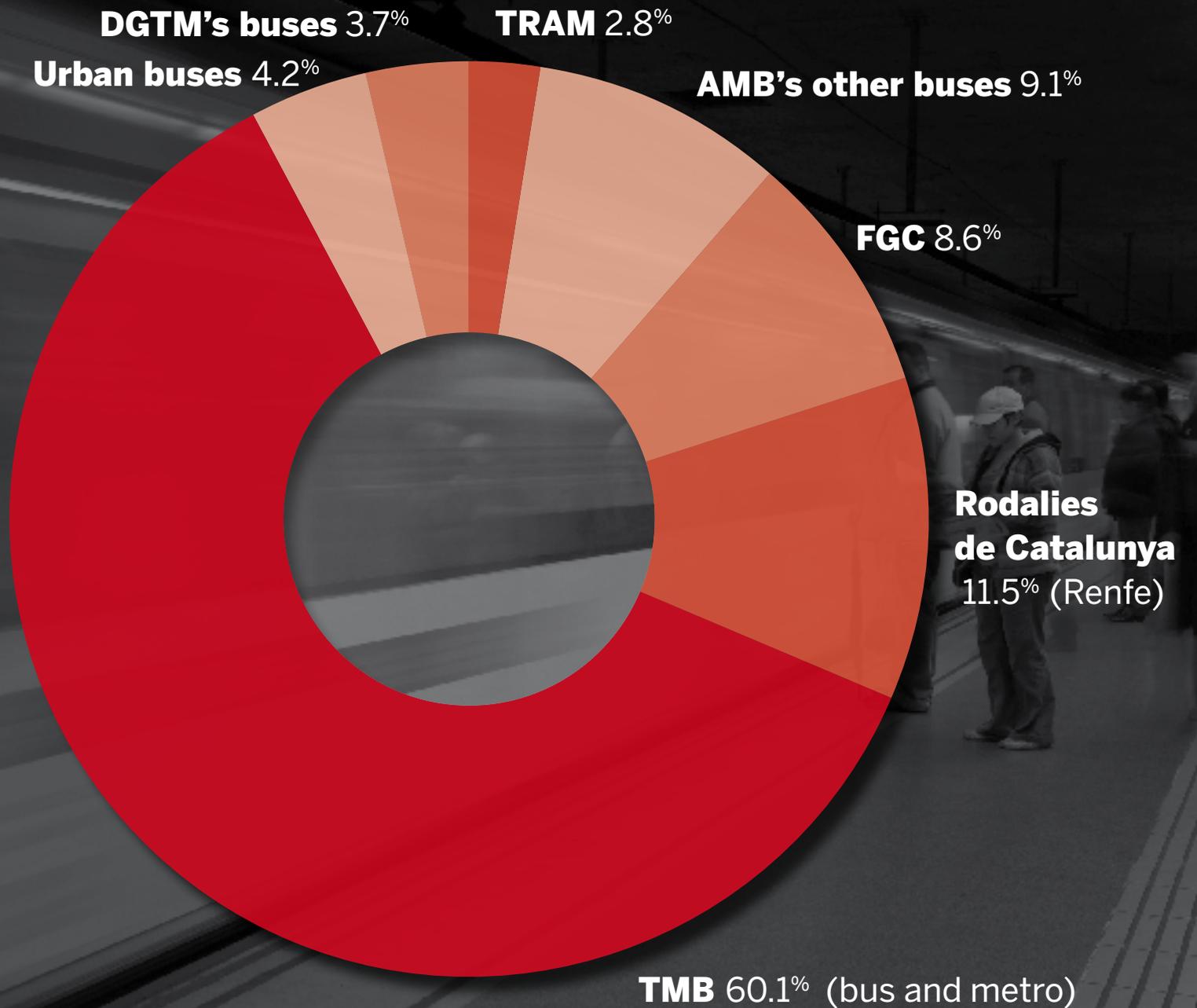
985,900,000

of passengers on public transport

592,400,000

of TMB users

Distribution of public transport passengers by operator



Public transport in the Barcelona metropolitan region

* MILLIONS

VARIATION 2017/16

En millions · En millones · In millions

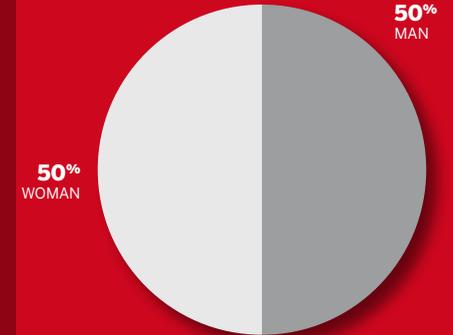
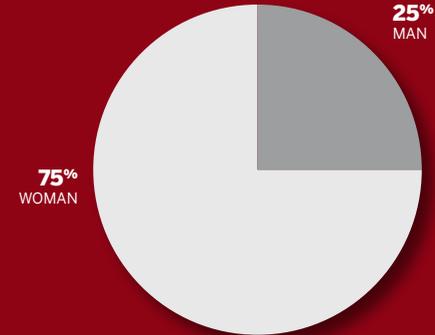
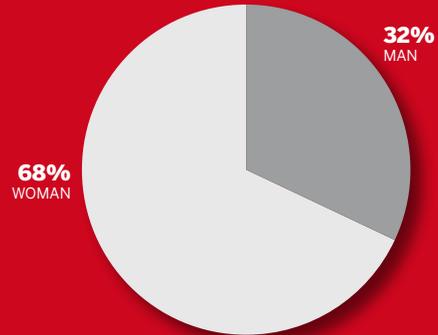
	JOURNEYS IN 2017*	JOURNEYS IN 2016*	ABSOLUTE FIGURES	
				%
METRO	390.4	381.5	8.9	2.3%
BUS	202.0	195.8	6.2	3.2%
TOTAL TMB	592.4	577.3	15.1	2.6%
FGC	84.3	81.4	2.9	3.6%
RODALIES DE CATALUNYA (RENFE)	113.5	108.2	5.3	1.7%
TRAMVIA	28.0	26.8	1.2	4.3%
AMB BUSES	89.9	86.6	3.3	3.9%
DGTM BUSES	36.2	33.9	2.3	7.5%
URBANS BUSES	41.6	39.8	1.8	4.4%
TOTAL	985.9	954.0	31.9	3.3%

RESIDENT CUSTOMER PROFILE BUS

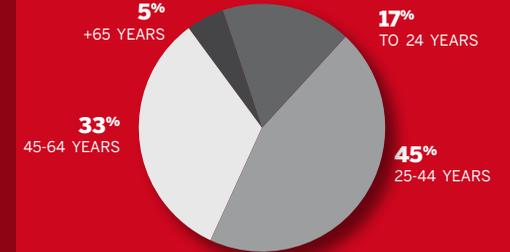
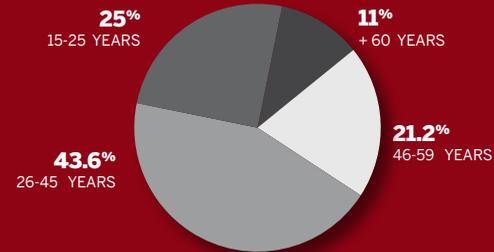
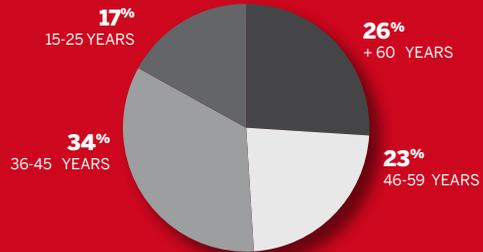
RESIDENT CUSTOMER PROFILE METRO

NON-RESIDENT/TOURIST CUSTOMER PROFILE

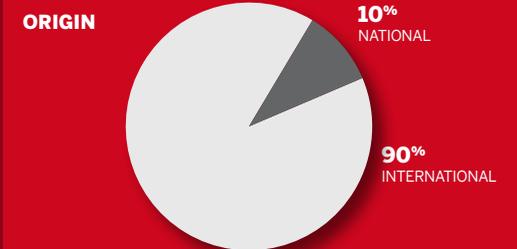
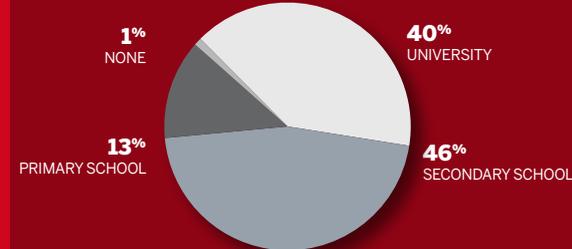
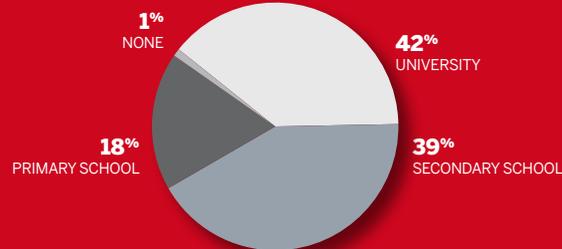
SEX



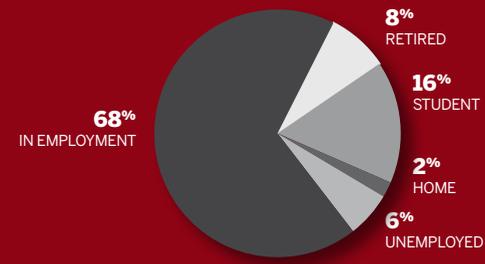
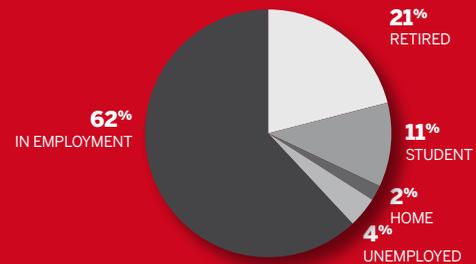
AGE



EDUCATION



EMPLOYMENT



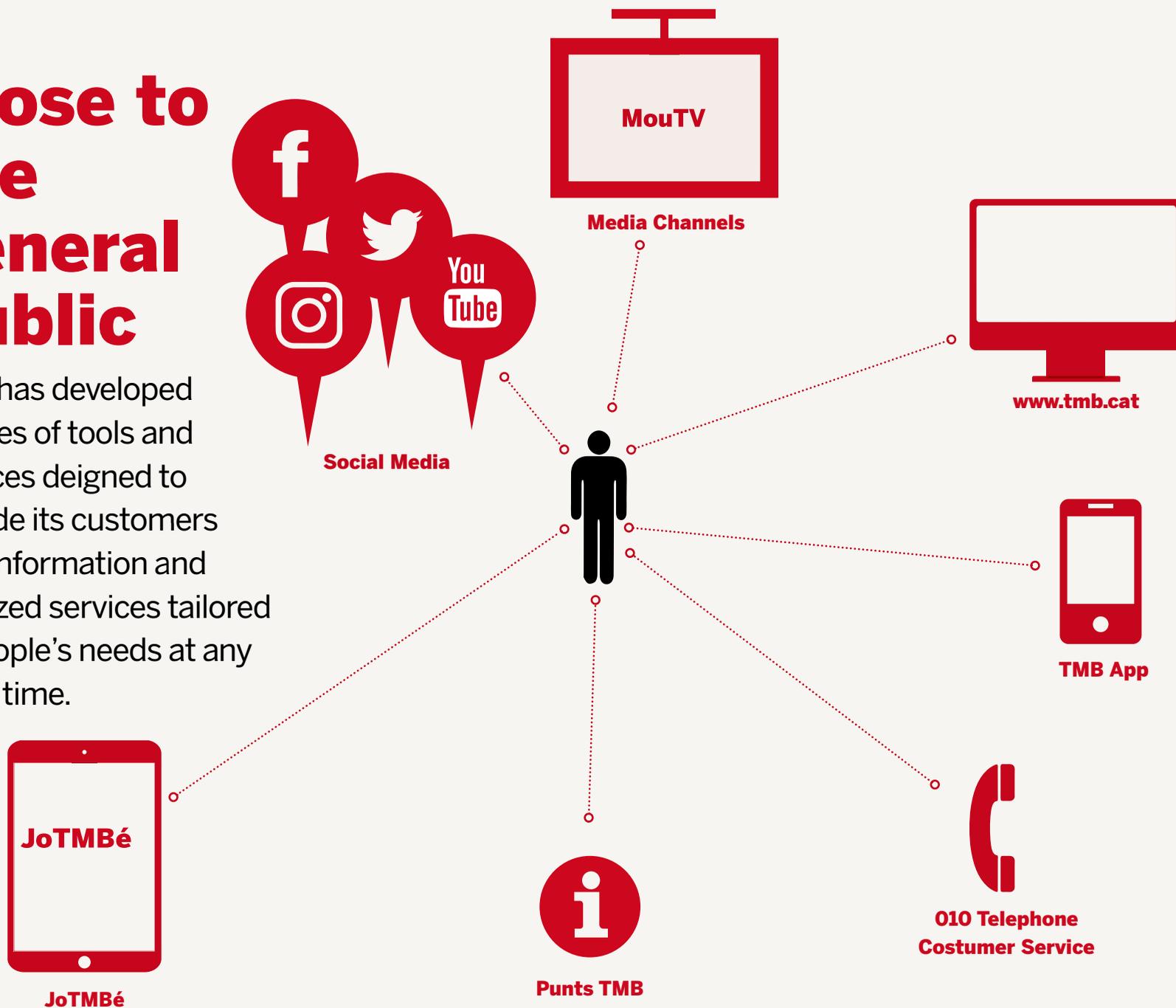
A management model based on commitment and social responsibility

As the main public transport operator, TMB works to improve the city and its environment, taking on board the future challenges that will generate change. **Some of the main principles of its management policy include a culture of innovation, continuous improvement, rigor and transparency.**

Its main objective and mission is to be an exemplary public company. This is the driving force behind all its plans of action, which include protecting the environment, saving energy, promoting social inclusion and facilitating accessibility, all of which are the characteristics of sustainable, inclusive mobility.

Close to the general public

TMB has developed a series of tools and services deigned to provide its customers with information and localized services tailored to people's needs at any given time.



Close to people

DIGITAL TOOLS FOR TMB USERS

Website

www.tmb.cat

Social Media

- **@TMBinfo:** Information and customer service on Twitter. From Mondays to Fridays from 07:00 to 20:00 except public holidays. Service status updates and answers to queries about the Barcelona metro and bus service.
- **@TMB_Barcelona:** Corporate Twitter to share information, interesting facts and experiences relating to public transport.
- **Facebook, Facebook Messenger, Instagram (@tmb_bcn), YouTube and SlideShare**

Our main hashtags are **#busbcn** and **#metrobcn**.

Applications

TMB App: Free app to assist with journeys.

Personalised and general information, service alerts, journey planning, customer service, etc.

JoTMBé

JoTMBé is the personal area of TMB where you can enjoy personalised services and receive bus and metro information, save your transport preferences and take advantage of exclusive special offers on leisure and cultural activities in Barcelona. Access to it is via tmb.cat or through the TMB App.

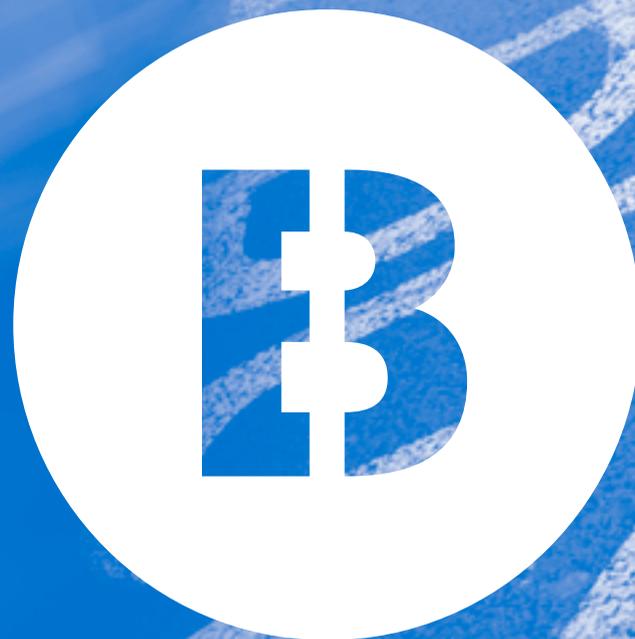
MouTV

TMB channel with service info, news and advertising. 3,000 broadcasting points on buses and in the metro.

CUSTOMER SERVICE IN PERSON AND ONLINE

Punts TMB (Information offices)

- **902 075 027** (from 08:00 to 21:00)
- The number **010** is available to consult Mondays–Sundays, 24 hours a day



Barcelona Buses

With a fleet of over 1000 vehicles, all of them adapted for disabled persons, and 100 lines, the TMB bus network provides service for 10 cities in Barcelona and its metropolitan area.



Source: TMB (2017)



1,085

ADAPTED VEHICLES

833.17¹

KM

2,541²

STOPS: 1.371 SHELTERS + 1.170 STOP POSTS

191.22

KM BUS TRAIL

98

LINES

4,327

STAFF

1)

CONVENTIONAL LINES + HIGH-PERFORMANCE LINES +
NEIGHBOURHOOD LINES

2)

NOT INCLUDING BARCELONA BUS TURÍSTIC AND
TRAMVIA BLAU LINES



196,970,000

The TMB bus network currently has more than 196,97 million passengers a year (202 if we include the Barcelona Bus Turístic and the Tramvia Blau), nearly 20,5% of all passengers in the metropolitan region.



Places-km (MILLIONS)
3,388.12



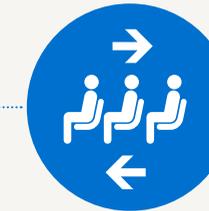
Vehicles-km in operation
(THOUSANDS)
40,585.07



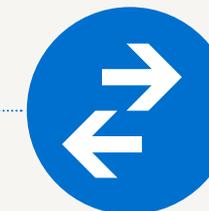
Journeys (MILLIONS)
196.97



Pass./vehicle
(KM IN OPERATION)
4,98



Passengers-km
(PLACES-KM/1,000)
166.98



Average distance
per journey
2.80Km

CSXB

Bus network support centre

The CSXB coordinates the bus fleet in real time to ensure the service operates according to plan, manages and regulates arrival times, minimizing any incidents that may occur and controls information systems to aid service provision.

Business Operations Centres

TMB has four business operations centres (CON) or depots that undertake management of assigned bus lines, programming and service planning.

**1,085
vehicles**



**Horta
348
vehicles**



**Triangle
257
vehicles**



**Ponent
139
vehicles**



**Zona Franca
348
vehicles**



496

DIESEL BUSES



378

NATURAL GAS BUSES



4

FULL ELECTRIC BUSES



207

HYBRID BUSES (DIESEL + ELECTRIC)

The cleanest bus fleet in Europe

TMB's commitment to sustainability and improving air quality make its bus fleet the cleanest in Europe.

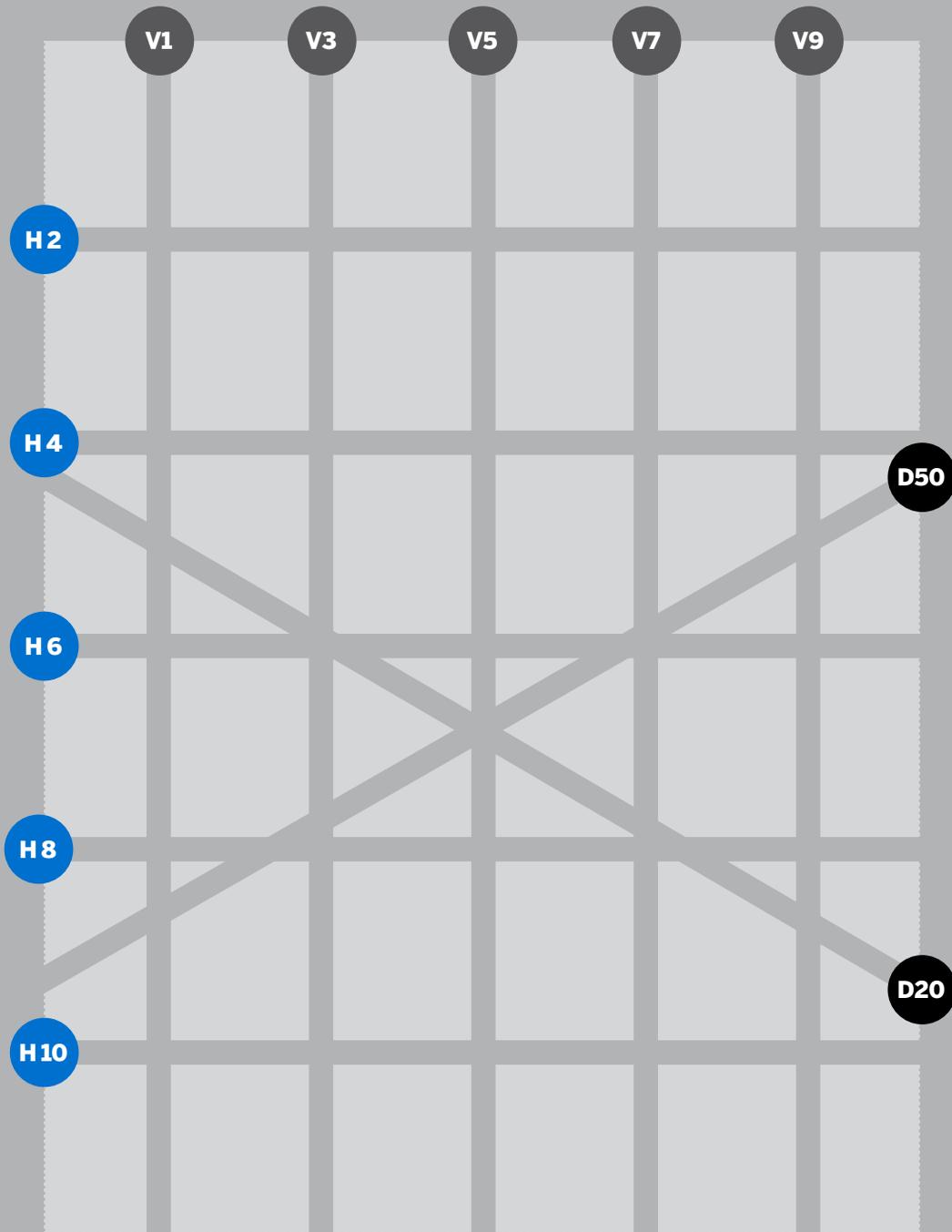
Each year, TMB replaces buses at the end of their useful life (14-15 years) with other more innovative and efficient vehicles in order to reduce pollutant emissions.



An accessible network

The entire TMB bus network has been wheelchair adapted since 2007. We are currently working to make all vehicles accessible to people with functional disabilities.

Accessible



The new Bus network; the network of the 21st century

The new bus network is a project to redraw the bus network in Barcelona according to criteria of ease of use, effectiveness and efficient resource management. Once implementation is complete, citizens will have a bus network that is more readable, with shorter waiting and journey times and enhanced connectivity between different modes of transport: a more attractive and more sustainable public transport network.

The bus network a 21st-century city deserves

Where we've been

A network that was the legacy of the tram network of a century ago. With the growth of Barcelona, the lines were extended and overlapped, creating a network that was illogical, with redundant stretches on a number of lines, and routes that hampered speed and frequency. Links between network areas were often uncertain, hard to understand and difficult to read on a map.

Where we're going

Once implemented, the new bus network will consist of 28 high-performance lines: 17 vertical (sea-mountain), 8 horizontal (Llobregat-Besòs) and 3 diagonal. These are complemented by other conventional and neighbourhood lines.

How it is implemented

Implementation is gradual, and to avoid duplication, existing lines that run on similar routes to new ones are replaced or undergo route alterations.

Features of the new network



Easy

Easier to use: lines with more direct routes, designed to be more efficient and logical.



Connected

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



Frequent

Greater frequency: the buses run more frequently and for longer, shortening waiting times at bus stops.



Interchangeable

Interchange hubs: located where the vertical, horizontal and diagonal lines intersect, in both directions, to switch easily, simply and conveniently from one line to another.



Barcelona metro system

The Barcelona metro has 8 lines (five conventional lines and three automatic) and integrates the Montjuïc funicular service. A total of 156 stations and 150 trains running at peak times.



8

LINES

5

CONVENTIONAL

3

AUTOMATED

119

KM TRACKS

156

STATIONS

150

TRAINS



The TMB metro network connects Barcelona to seven cities in the metropolitan area.

Source: TMB (12/02/2017)

	LENGTH KM	NUMBER OF STATIONS	TRAINS IN RUSH HOUR	FREQUENCY (RUSH HOUR)
L1	20'2	30	30	3'20''
L2	12'8	18	20	3'15''
L3	17'8	26	26	3'21''
L4	16'5	22	19	4'03''
L5	18'6	26	32	2'49''
L9 NORD/L10	10'4	12	6/4	* 6'04''
L9 SUD	19'7	15	9	7'19''
L11	2'3	5	2	7'30''
FUNICULAR	0'7	2	2	10'00''
TOTAL	119'0	156	150	

* The 6' interval corresponds to the individual sections of the L9 Nord and L10, while on the common section it is 3'.

Metro service

With an extensive service schedule, the TMB metro currently carries over 390 million passengers a year, 39,6% of the total number of passengers in the metropolitan region.

OPERATING HOURS (2017)

Weekdays (Monday to Thursday), Sundays and public holidays

5.00-24.00 H

Saturdays and eves of public holidays

5.00-2.00 H

Saturdays and 31 December, 23 June and eves of certain other public holidays

NON-STOP SERVICE

December, 24th

CLOSES AT 23.00



Seats-km (MILLIONS)

16,688.78



Cars/Vehicle-Km
in operation (THOUSANDS)

90,218.96



Journeys (MILLIONS)

390,40



Ratio Cars /Vehicle-Km
in operation (KM IN OPERATION)

4.33



Passengers-km
(PLACES-KM/1,000)

117.10



Average distance
per trip

5.00 km

CCM

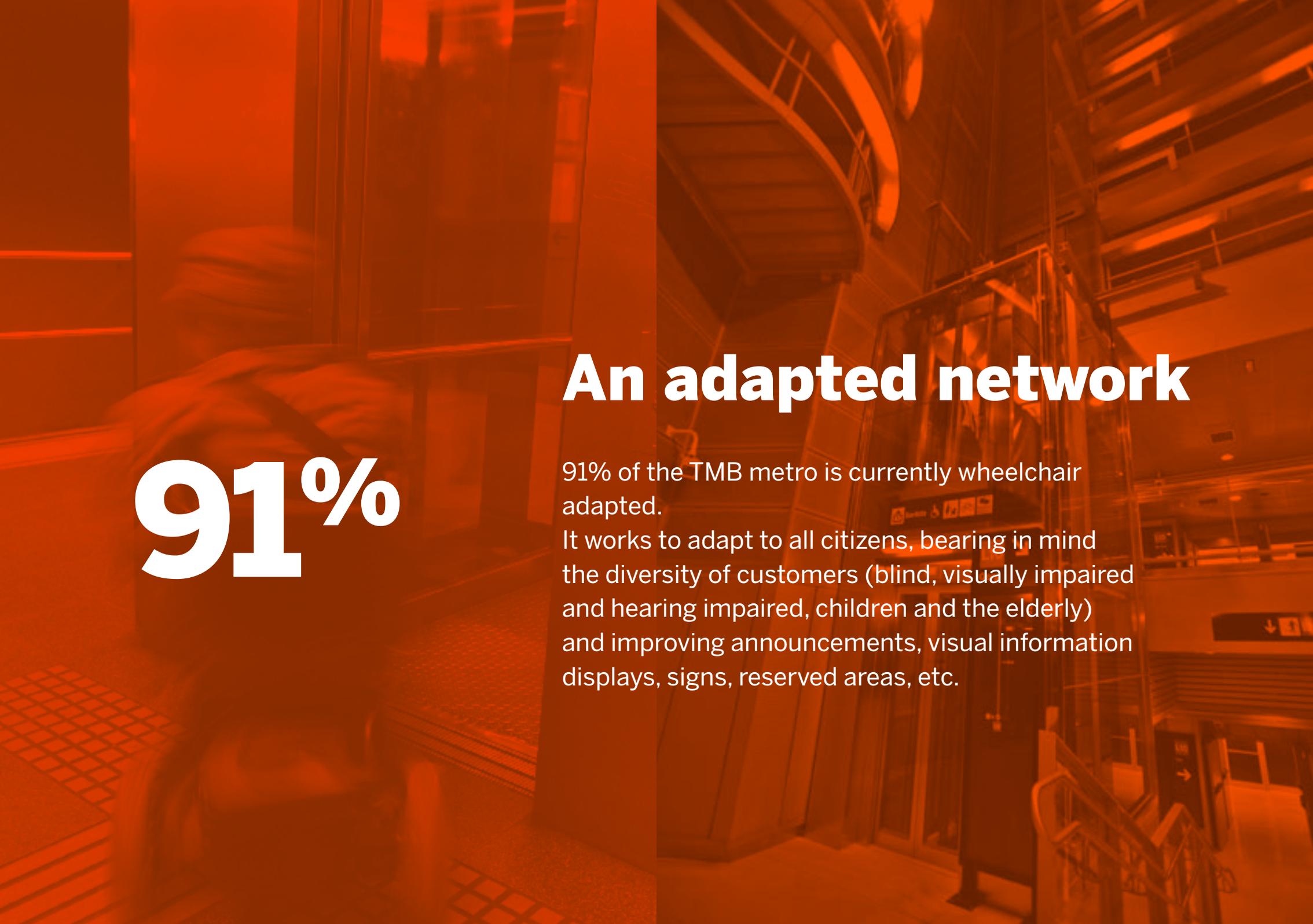
Metro Control Centre

Operates all year round, 24 hours a day, and uses the latest technology to ensure the proper functioning of the metro network,

The CCM handles all the resources involved in the operation of the metro:

- **Trains**
- **Attendance at stations**
- **Power operation**
- **Customer information**

Network security is managed by the Centre for Safety and Civil Defence (CSPC), located in the same building as the CCM.



91%

An adapted network

91% of the TMB metro is currently wheelchair adapted.

It works to adapt to all citizens, bearing in mind the diversity of customers (blind, visually impaired and hearing impaired, children and the elderly) and improving announcements, visual information displays, signs, reserved areas, etc.

A metro network with a comprehensive safety system



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



Traffic safety. A railway safety culture in which everyone gets involved to identify and control the risks of the activity to alleviate them, minimize them and ensure the integrity of employees, customers and service.



Staff safety. A risk prevention policy that contributes to improving the health, safety and welfare of workers as a necessary condition of company efficiency and sustainability.



25%

The automated metro, a better service

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

25% of the Barcelona
metro is driverless.
The L9 Nord/L10,
L9 Sud and L11 are
automated (32.4 km,
of a total 119 km).

How it works?



The metro runs an automated system that allows it to run without staff on board.

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

The trains are located, controlled and programmed from the Metro Control Centre (CCM). The trains travel at the assigned speed, stopping at stations according to a pre-set programme which can vary depending on the day and time, although the CCM can intervene at any time.

L9 Sud

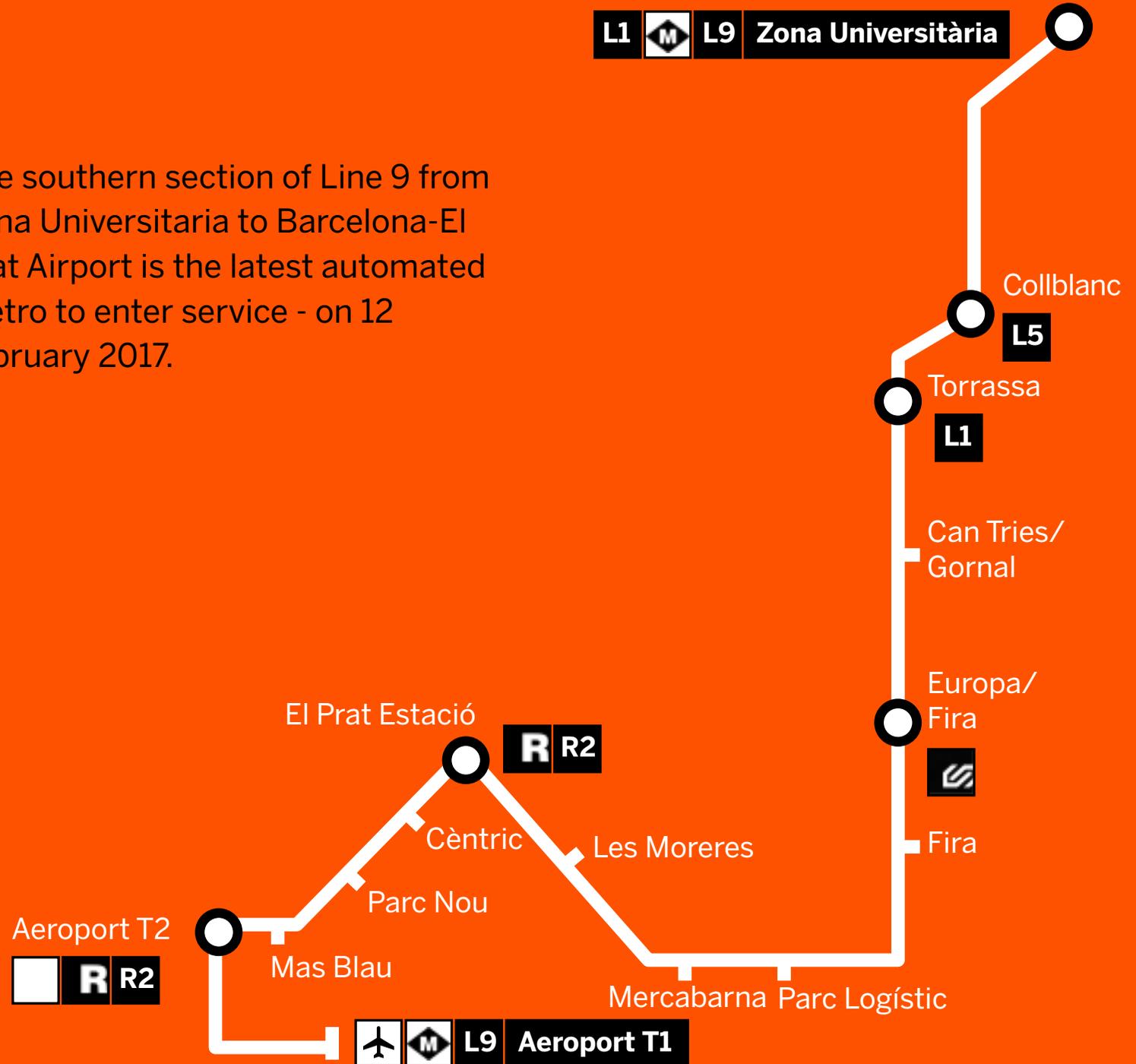
The southern section of Line 9 from Zona Universitaria to Barcelona-El Prat Airport is the latest automated metro to enter service - on 12 February 2017.

100% Automated

19.7 kilometers

15 Stations

7 new links with other lines and services





Transports
Metropolitans
de Barcelona

Leisure Transports

www.tmb.cat

Barcelona Bus Turístic

The Barcelona Bus Turístic is the city's official sightseeing bus. It offers three different routes on which to visit Barcelona on one ticket and a night tour in the summer.

3

ITINERARY

77

OPEN-TOP DOUBLE-DECKER BUS

1,643,243

PASSENGERS A YEAR

Barcelona Night Tour Bus

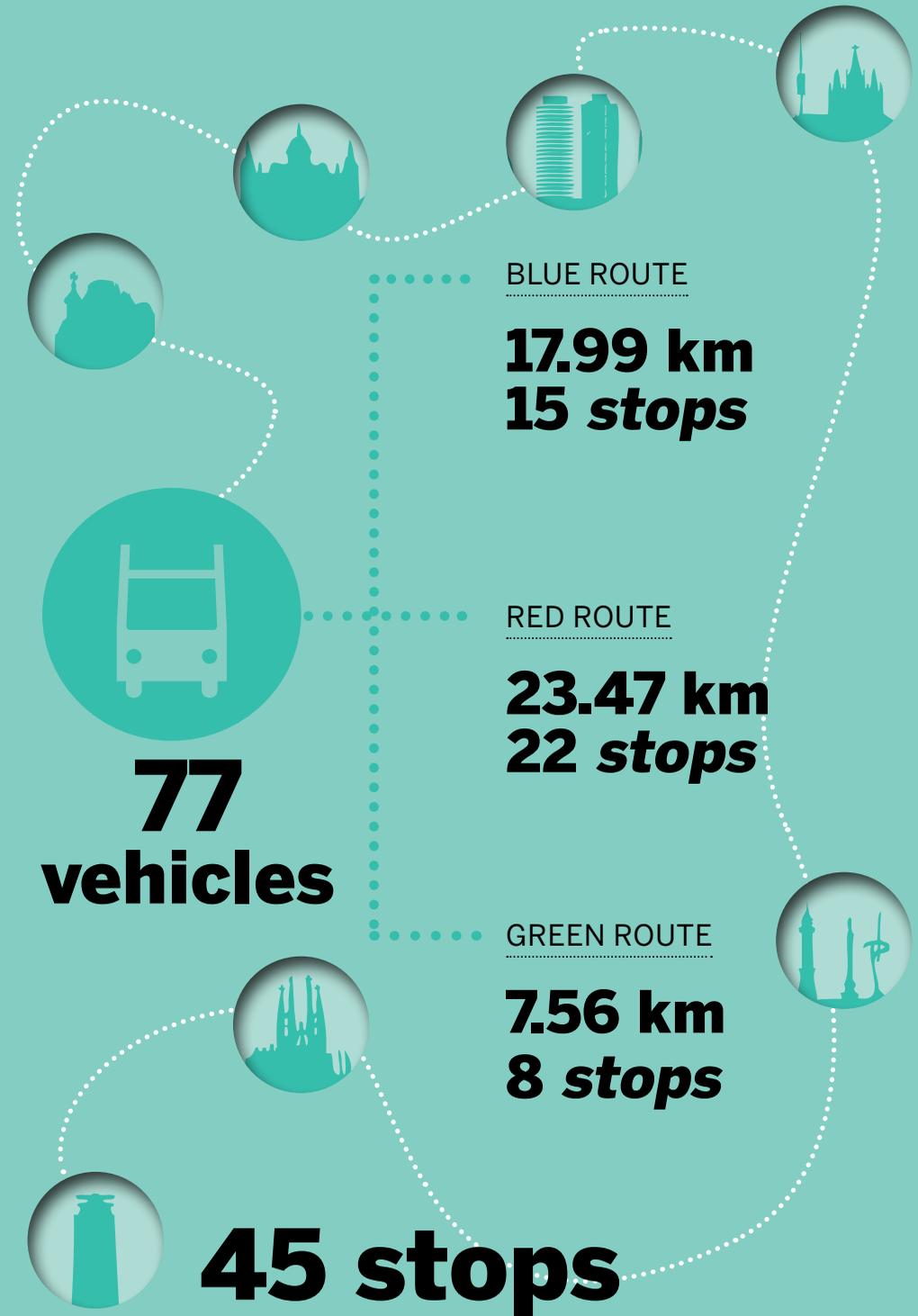
SPECIAL SUMMER NIGHT SERVICE

www.barcelonabusturistic.cat

A bus to see the best of Barcelona

Red Route, Blue Route and Green Route

Three different routes with a single ticket that take you to the sights, lets you hop off and look around, hop back on, continue along the same route or change at a connection point. All this, as many times as you like.



A pioneering service, since 1987



Every day of the year except 1 January and 25 December

363 days



High frequency. A bus every 5 minutes during peak season

5 min



Audio in 16 languages

16



Ticket for 1 or 2 consecutive days +
Children's and senior's ticket (> 65 years or > 33% disability)

1o2 days



Exclusive discounts to enjoy the best museums,
attractions and establishments

Discount



High level of passenger satisfaction

+ 95%



Barcelona Night Tour Bus



5,634
passengers a year

A unique night-time tour
This is a very special
Barcelona Bus Turístic
service: a night-time bus
ride that leaves from Pl. de
Catalonia to see how the
most emblematic sights
light up the city.
From June to September:
departures on Fridays,
Saturdays and Sundays.
Departures at 21.30.
Lasts approximately 2
hours and 30 min.



Telefèric de Montjuïc



1,450,000
Annual passengers

Barcelona from the sky

The cable car connects the city to the top of Montjuïc and gives passengers a unique panoramic view of Barcelona.

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

752 LENGTH (METRES)

84.55 VERTICAL RISE (METRES)

12 SUPPORTS

55 CABINS

8 CAR CAPACITY (PASSENGERS)

48 MINIMUM DISTANCE BETWEEN CARS (METRES)

2.5-5 SPEED (M/S)

Tramvia Blau



140,000
(2017)

A singular means of transport

The Tramvia Blau dates from 1901 and is the last survivor of Barcelona's old tram lines. It covers 1,276 metres up to the foot of the Tibidabo funicular, surrounded by Modernist and noucentiste buildings that give way to nature and magnificent views of the city.

1,276 LENGTH OF ROUTE

93 VERTICAL RISE

3'6 MAXIMUM SPEED (METRES PER SECOND)

48 PASSENGERS CAPACITY/TRAM

32 SEATED

16 STANDING

**TRAMVIA BLAU
IS CLOSED
TEMPORARILY
FOR INFRASTRUCTURE
IMPROVEMENT
WORKS**

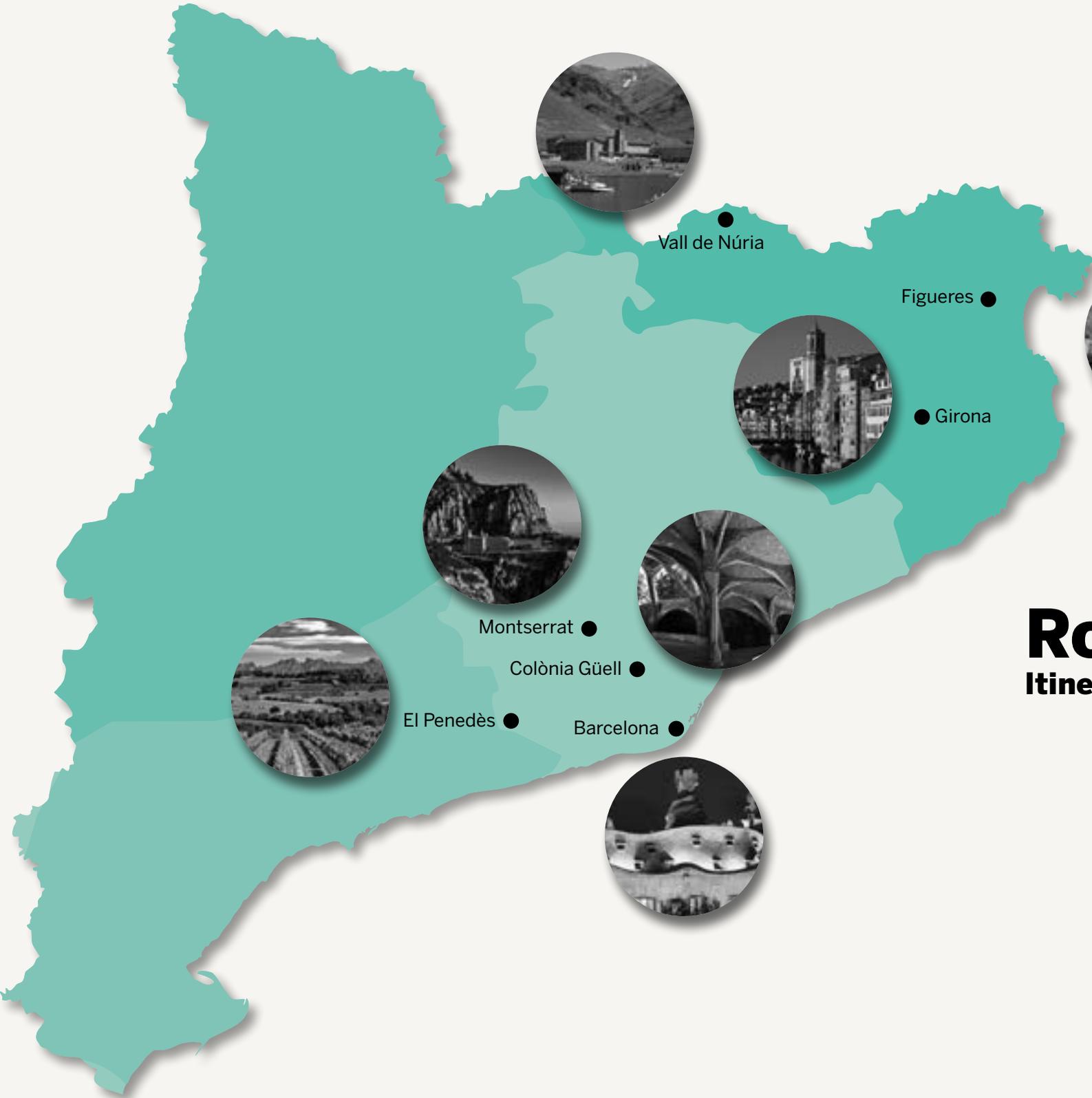
Catalunya Bus Turístic



**Departures from
Barcelona to discover all
the secrets of Catalonia**

Montserrat mountain and its choir school, Dali surrealist art, wine and champagne, the cities of Barcelona, Girona and Badalona, the best food, authentic Catalan Art Nouveau, the Pyrenees and the Núria Valley, the best shopping, and more!





Vall de Núria

Figueres

Girona

Montserrat

Colònia Güell

El Penedès

Barcelona

Routes 2018

Itineraries from Barcelona

Thanks

