



Barcelona Bus Service Charter 2026



Transports
Metropolitans
de Barcelona





TMB Overview

Transports Metropolitans de Barcelona (TMB) is the common 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 de Servei i Mobilitat, SA**, which manages the Montjuic Cable Car; **Transports Metropolitans de Barcelona, SL**, which manages fare products and other transport services; and the TMB Foundation, which looks after TMB's historical heritage and promotes the values of public transport through social and cultural activities.

TMB serves the city of Barcelona and ten other municipalities in the Metropolitan Area. It is the leading public transport operator in Catalonia and a benchmark company in passenger transport and urban mobility in Europe and worldwide.



TMB Overview

The purpose of the metro and bus service provided by TMB is to guarantee the public's universal right to mobility and to make it compatible with the principles of sustainable development, environmental protection, improved quality of life and contribution to social equity. In short, TMB seeks to provide excellent, safe and modern public transport. This commitment is based on the development of demanding quality standards and a permanent drive for improvement.

In this regard, **Barcelona Bus** works on service-quality policies designed to improve its management and respond to user's expectations. The result of this commitment is the certification of all its activities and services. The publication of the Barcelona Bus Services Charter seeks to explain in greater detail the commitments that this organisation has towards citizens and to its customers.

This document has been prepared by the Bus, Quality and Environment, and Customers areas and approved by the Bus Management.

Transports de Barcelona

Transports de Barcelona aims to be a benchmark surface public transport service for the citizens of Barcelona and the Metropolitan Area, and to play an influential role in their daily mobility by offering a sustainable, accessible and efficient service delivered with professionalism by all our employees.

The service provided by Transports de Barcelona is a European benchmark in innovative projects with a city vision, such as the transformation of the bus network through the creation of a simple, high-performance network and the innovation of the fleet and technology, with a clear commitment to sustainable energy sources.

The Bus Network shares space with other modes of transport, and we work every day to ensure a good travel experience for users. The key processes for guaranteeing a quality service are:

- Planning the network in accordance with demand and the needs of the territory.
- Managing network regulation and incidents in order to guarantee the defined intervals on a daily basis.
- Ensuring good user care from staff through all available channels.
- Providing citizens with reliable service information.
- Ensuring excellent maintenance of buses to secure maximum reliability and availability.
- Guaranteeing maximum safety during journeys.

These processes are always carried out with respect for the environment and by contributing to sustainable development at social, environmental and economic levels.





TMB mission, vision and values

TMB's mission is to provide comprehensive mobility services, including metro and buses, that:

- contribute to improving urban mobility and sustainable development;
- guarantee the provision of an excellent service to citizens;
- promote equal opportunity and social responsibility policies; and
- use public resources efficiently.

A close-up, slightly blurred photograph of several rows of red upholstered chairs with a dark grid pattern. The chairs have black plastic armrests and are arranged in a tiered fashion, typical of a theater or lecture hall. The lighting is soft, highlighting the texture of the fabric and the curve of the armrests.

TMB mission, vision and values

TMB aims to be a world-leading urban mobility company:

- Through its integrated management of citizen services, metro and bus services and other modes and mobility services.
- Through its commitment to urban sustainability and the environment.
- Through the technical quality it offers and the quality perceived by citizens and its stakeholders.
- Through the efficiency of its processes and the optimisation of using its resources.
- Through innovation and the efficient application of technology as a lever for service improvement.
- Through the values projected by employees in their behaviour and in the excellence of their work.
- Through its commitment to society, citizens, stakeholders and its own workforce.



TMB mission, vision and values

TMB values

The values that guide TMB's activity are essential to fulfilling its commitment to society: employees, citizens and stakeholders:

- Vocation for public service and excellent service.
- Efficient management.
- Socially responsible behaviour.
- Equal opportunity, diversity, integrity, honesty and respect.
- Transparency.
- Commitment.
- Leadership and teamwork.
- Recognition, fairness and personal and professional growth.
- Innovative ambition, technological leadership and continuous improvement.

Món TMB



TMB promotes continuous improvement in the provision of an essential and universal service for citizens, taking on the future challenges generated by change. **Innovation culture, constant improvement, rigour and transparency** are fundamental management criteria.

Our main objective is to become a benchmark public company. With this objective in mind, TMB promotes all its action programmes, environmental protection, energy savings, social inclusion and accessibility policies - all of them key drivers of sustainable and inclusive mobility.

In this field, it is important to highlight the projects and partnerships we carry out in areas as important as the following:

Environment

TMB carries out its activity with care for the environment and is committed to building a more sustainable city that is more respectful of its surroundings for all citizens.

As part of this commitment, we have environmental, energy and green procurement policies that form the basis for defining and implementing actions and projects aimed at reducing the environmental impacts we generate. These policies allow us to make the development of our activities compatible with the level of environmental commitment demanded by society and, more specifically, by the citizens of the Barcelona area.

Món TMB

Accessibility

At TMB, through the “Pla director d’accessibilitat”, we have defined the strategic and operational lines of action for the continuous improvement of accessibility in all aspects of the services we provide. To achieve this, we have implemented a **management system known as the Operating Code**, which ensures that accessibility in the transport service, and the removal of physical, communication and attitudinal barriers, are addressed across the entire TMB network in a cross-cutting manner.

<https://www.tmb.cat/ca/coneix-tmb/accessibilitat-universal>

Gender equity and diversity

TMB is committed to advancing gender equity, promoting and making visible the fight against gender discrimination, and drawing inspiration from women’s sustainable mobility patterns, since women also represent the majority of TMB users. We also aim to respond to people’s everyday mobility, taking their mobility needs into account; improving connectivity and transport; changing the historically androcentric approach to mobility policies; and focusing on everyday mobility in all its complexity, understanding the diversity of people’s daily activities beyond work-related mobility. Our commitment to gender equity also requires increasing women’s participation in TMB policies, both as users and as employees.



Món TMB

TMB undertakes to address safety by broadening this concept from an intersectional gender perspective. This means going beyond the current concept of safety in mobility and analysing how violence against women and other racist attacks, attacks against LGBTBI people or attacks against people with functional diversity influence people's perceptions of safety depending on their gender identity, and limit the right of women and people with non-binary identities to free and autonomous mobility.

TMB Foundation

The TMB Foundation is a non-profit organisation created in 2010 that safeguards and disseminates TMB's historical and cultural heritage. It also promotes social initiatives that foster inclusion, accessibility, sustainability, cooperation, solidarity and the values of public transport as a sustainable option.

The objectives pursued by the TMB Foundation through its activities fall within several programmes:

- Promoting actions that encourage the inclusion of all groups and guarantee universal accessibility to public transport.
- Developing social, cultural, educational and civic projects, as well as initiatives to promote and preserve TMB's historical and documentary heritage.



Món TMB

TMB Cultura

TMB Cultura encompasses all the activities and collaborations carried out by TMB with the clear purpose of supporting culture and art, bringing them closer to all users during their journeys.

TMB Educa

TMB Educa is TMB's educational project, which opens our doors to schools and promotes the social, cultural and environmental values of public transport among children.

We design activities so that schools and specific groups can learn how public transport works, and we make passenger transport an educational medium.

Cooperation and solidarity

The Cooperation and Solidarity Master Plan is the document that expresses TMB's commitment to working in the field of social action through various action programmes aimed at spreading a culture of cooperation and solidarity within the company.



Món TMB

Historical heritage

The historical and cultural heritage of Barcelona Metro is an open window onto the history of public transport in Barcelona. This heritage makes it possible to understand the evolution of the city in step with its public transport. We work to restore and preserve our vehicles, facilities, and graphic and documentary archive.

Customer Information and Care

At TMB, we work to obtain a 360-degree view of all the aspects that influence our customers' experience, taking into account every possible interaction they may encounter in the service we provide: through staff, communication channels, messages and lived experiences. We analyse the impact they have and how we can manage them.

Using appropriate methodology and tools to listen to the voice of the customer, we seek to be an organisation centred on and committed to users, with the aim of identifying their needs and orienting the transport service towards the majority of our customers.

We also work to provide useful and truthful information that informs customers of the current operating status of our networks, allowing them to choose the best option for their journey. Likewise, in the event of an incident, customers will find a wide range of in-person and remote care channels available, offering the assistance required in due time and form, whenever and wherever it is needed.

Service vocation and services provided by Transports de Barcelona

Bus Network

TMB's bus network is made up of different regular transport lines, grouped into high-performance lines, conventional lines and local neighbourhood lines. Through all these lines, we provide coverage for the city and many municipalities in the Metropolitan Area. In addition, we also manage two tourist lines.

The fleet comprises different vehicle models, but 100% already incorporate the latest technical, comfort, quality and accessibility improvements. The entire fleet is accessible to people with reduced mobility (PRM).

The vehicle typology of our fleet is as follows:

- 54.62% standard buses, 32.20% articulated buses, 2.27% midibuses, 5.24% minibuses and 5.67% double-decker buses.
- 27.37% CNG buses, 17.64% electric-traction buses, 35.97% hybrids, 4% hydrogen fuel-cell buses and 15.02% diesel buses.

Service regulation is carried out by locating and monitoring vehicles via satellite. This enables the planned bus circuits to be adjusted according to incidents on the public highway and allows real-time predictions of vehicle arrival times at stops, so that information can be provided to customers.



Service vocation and services provided by Transports de Barcelona

Key figures as at 31/12/2025°

Number of lines	104
Number of stops	2,635
Bus shelters	1,435
Bus stop poles	1,200
Bus lanes	221.80 km
Network length (half-sum of outbound and return routes)	820 km

Commercial speed

Peak hour	10.8 km/h
Commercial speed - average throughout the day	11.64 km/h
Buses adapted for people with reduced mobility (PRM)	1,146
Maximum number of buses in service at peak hour (excluding the Bus Turístic)	907
Average age of the fleet	8.06 years

Demand (milions)

Bus network journeys	220.45
Total Transports de Barcelona, SA	223.19





Service vocation and services provided by Transports de Barcelona

Bus service

At TMB, we offer citizens a daytime urban bus service in Barcelona and an interurban bus service for some municipalities in its metropolitan area.

The bus service is planned on the basis of demand studies and knowledge of the territory. According to these parameters and the conditions of the roads (speed and topography), the service offer is built for each type of day (working day, Saturday and public holiday) and for each period of the year.

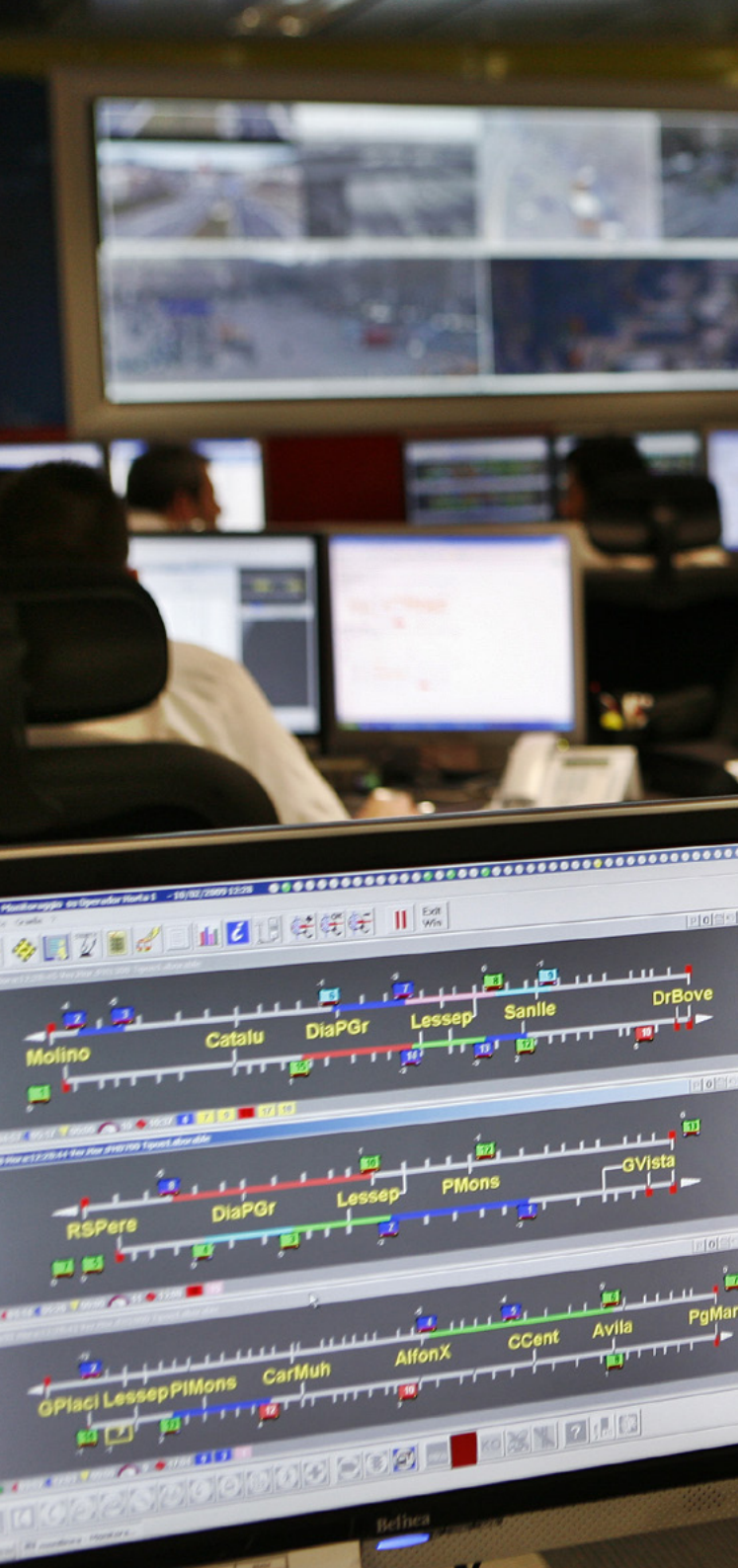
On the corporate website and in the TMB App, under the “Bus Barcelona” section, users can access the timetables for each line and therefore the planned service. At each bus stop, accessible information is available - on digital screens or static signage, and on smart tags for all users - regarding the timetables of the lines that stop there and other information.

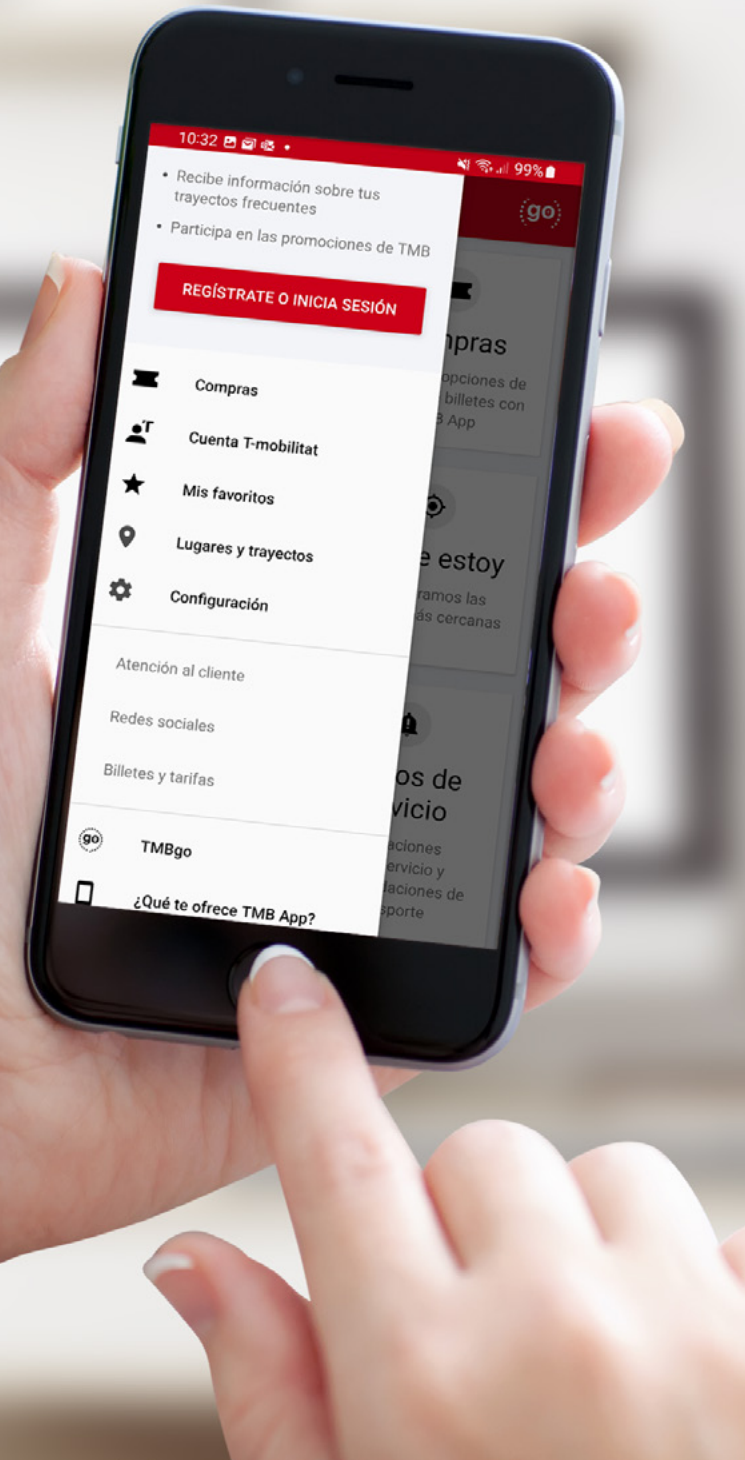
Through the TMB App, users can check real-time arrival information at the stop. This information is also currently available at around 961 stops throughout the network. The app enables route planning through the “Vull anar” function, including planned service changes; it also allows users to find out the arrival time of vehicles on each bus line.

Service vocation and services provided by Transports de Barcelona

Bus Control Centre (CCB)

The entire service is controlled from the **Bus Control Centre (CCB)**, together with the employees who work on the bus network itself, managing line regulation in order to guarantee as far as possible the promised vehicle intervals. The bus service shares space with other modes of transport and with city events, which requires significant management of incidents affecting routes and timetables in order to try to minimise the impact on users.





Service vocation and services provided by Transports de Barcelona

Customer Care

Customers have several options available for contacting TMB:

- **TMB website and TMB App:** a wide range of easy and accessible procedures and forms to process a subsidised fare product, submit a complaint or appeal, manage a T-mobilitat account, ask about a lost item or simply make an enquiry. <https://www.tmb.cat/ca/atencio-al-client>
- **By calling 900 70 11 49**, customers are assisted from Monday to Sunday, from 7 a.m. to 9 p.m.
- Customer service agents at metro stations and **bus drivers** provide in-person assistance whenever customers have any questions.
- **At Punts TMB (four in-person customer service offices)**, we assist our customers from 8 a.m. to 8 p.m. on working days, from 9 a.m. to 5:30 p.m. on Saturdays and from 9 a.m. to 2 p.m. on Sundays and public holidays. <https://www.tmb.cat/ca/atencio-al-client/punts-atencio/punts-tmb>
- Through our **X profile** (formerly Twitter), **@TMBinfo**, and via **Facebook Messenger**, we assist customers every working day from 7 a.m. to 8 p.m.

For emergencies, all metro station concourses and platforms have intercoms available.



Purchase and validation of fare products - contactless technology

In recent years, Barcelona's public transport system has undergone a significant transformation in the way users access and use services. The evolution of fare products has been a key component of this modernisation, marking the transition from a magnetic-card-based system to advanced contactless technology.

The introduction of T-mobilitat marked the beginning of a new era. This system uses contactless cards that allow faster and more efficient validation. T-mobilitat was launched in 2021 and quickly became popular, with more than one million daily journeys made using this technology.

Contactless cards are available in different formats: PVC card, cardboard card and mobile format (electronic wallet), and they offer numerous advantages over magnetic cards. They are more durable and secure, and they allow greater flexibility in managing fare products. Users can recharge their cards at ticket machines or through a mobile application, making it easier to personalise and control transport spending.

The transition from magnetic to contactless technology in Barcelona's fare products represents a significant step towards a more agile, secure public transport system adapted to citizens' needs. With the full implementation of T-mobilitat, users will enjoy an improved and more integrated travel experience.



The T-mobilitat system has introduced significant changes in **payment channels** and in the general characteristics of Barcelona's public transport system:

- 1. Purchase and recharge via mobile phone:** if the mobile phone has NFC technology, users can purchase, recharge and validate fare products directly from the phone.
- 2. Physical sales points and ticket machines:** in addition to digital purchases, users can acquire and recharge their T-mobilitat card at physical sales points and ticket machines distributed throughout the metropolitan area.
- 3. Online personal area:** users can manage fare products and carry out operations such as purchases or recharges through the personal area on TMB's official website.

This technology has also changed the way fare products are validated: it is no longer necessary to insert them; users simply bring them close to the reader and start their journey. This change also contributes to the sustainability of the system, making it more agile and efficient.

Complaints, claims and suggestions

At TMB, we attach particular importance to communications from users. We listen to what we are not doing well, whether we have not met their expectations, and what we can improve.

To facilitate these communications, and so that customers can send us their complaints, claims or suggestions, we make the following channels available:

- **Website form:** <https://www.tmb.cat/ca/atencio-al-client/gestions/queixes-reclamacions-suggeriments>
- **Telephone:** **900 70 11 49**, Monday to Friday on working days from 7:00 a.m. to 9:00 p.m.
- **Paper form:** available at all TMB Metro stations and at Punts TMB
- **Postal mail:** TMB Gestió de QRS, C/ 60, no. 21-23, sector A (polígon industrial de la Zona Franca), 08040 Barcelona



Rights and obligations

We work by focusing our efforts on the customer's perspective, in order to guarantee the proper functioning, quality, safety and accessibility of our public transport services for users. We ask users to respect the rules governing the use of transport services and coexistence among the people who use our services every day.

Further and more detailed information on the rights and obligations of users can be found at the following link:

<https://www.tmb.cat/ca/atencio-al-client/guia-usuari>



Quality commitments and indicators

At **TMB Bus**, we are aware of the importance of offering a high level of quality in service provision. For this reason, we work on quality policies designed to improve service management and thereby respond to the expectations of increasingly demanding users.

The implementation of these policies, which are clearly oriented towards meeting user's needs, ultimately results in the award of ISO 9001, UNE 13816 and ISO 45001 certifications for all activities and services relating to the provision of the bus service, and ISO 14001 and ISO 50001 certifications for the Environmental and Energy Management System.

The award of these certifications makes clear the firm commitment that TMB Bus has to citizens and to the environment in which it operates. This commitment focuses on satisfying user's needs and on using resources effectively and efficiently.

In line with these commitments, and as an exercise in information and transparency, we publish the service quality levels offered by TMB Bus, with the aim of meeting user's expectations.

All the indicators associated with the commitments defined below, belongs to TMB Bus management indicators and are audited annually by the certification authority as part of the ISO 9001, ISO 45001, ISO 14001, ISO 50001 and UNE 13816 audits.

Quality commitments and indicators

Fulfilment of the service offer (service provided)

At TMB Bus, we undertake to fulfil the scheduled service offer in order to facilitate as much as possible the mobility of users and citizens.

- At TMB Bus, we undertake to make every possible effort to guarantee **96.85%** of scheduled services.

Regularity (time)

At TMB Bus, with the aim of offering a reliable service, we undertake to comply with the scheduled service-interval tables.

- At TMB Bus, we undertake to make every possible effort so that **81.88%** of services comply with the scheduled service interval (theoretical interval).

Punctuality (time)

At TMB Bus, with the aim of offering a reliable service, we undertake to comply with the scheduled passing times for lines that publish stop-by-stop timetables.

- At TMB Bus, we undertake to make every possible effort to guarantee that **78.87%** of services comply with the scheduled passing times.



Quality commitments and indicators

Accessibility

With the aim of enabling everyone to use the service, at Transports de Barcelona we undertake to carry out the necessary actions to guarantee the mobility of all users on the network's vehicles and at its stops. At TMB, as a company committed to the continuous improvement of accessibility, we have developed the corporate website in accordance with the current UNE 139803:2012 standard and aligned it with the guidelines defined by the permanent working group "Web Accessibility Initiative" (WAI) of the World Wide Web Consortium (W3C) for level AA.

- At TMB Bus, we undertake to make every possible effort to guarantee that **100%** of the fleet is accessible to people with reduced mobility.
- At TMB Bus, we undertake to make every possible effort to guarantee that **99%** of vehicle ramps in the fleet are available to facilitate access for people with reduced mobility.





Quality commitments and indicators

Customer service

At TMB Bus, we undertake at all times to offer users the best possible treatment, both in the quality of the service provided and in the efficiency of the response to their requests.

- At TMB Bus, we undertake to make every possible effort to guarantee that **100%** of users travelling on our buses receive appropriate treatment.
- At TMB Bus, we undertake to make every possible effort to guarantee that **90%** of complaints and claims are answered appropriately within a maximum period of **28 calendar days**.
- At TMB Bus, we undertake to answer **95%** of calls received during service hours on the corporate information and customer service telephone line.
- At TMB Bus, we undertake to provide an appropriate response to **95%** of enquiries received via the website and app within a maximum period of **48 working hours**.

Quality commitments and indicators

Information

At Transports de Barcelona, we are aware of the importance of information for citizens. We therefore undertake to ensure that static information is properly updated, visible and provided in an accessible format, in order to facilitate user's use of the service.

- At TMB Bus, we undertake to make every possible effort to guarantee that the quality index for information inside vehicles is **98%**.
- At TMB Bus, we undertake to make every possible effort to guarantee that the quality index for information displayed at stops is at least **97%**.



Quality commitments and indicators

Safety

At TMB Bus, we are aware that safety is one of the most relevant factors in service quality. For this reason, we undertake to ensure user's safety at all times.

- At TMB Bus, we undertake to make every possible effort to guarantee the training and periodic refresher training of **100%** of drivers in preventive measures in the workplace, in accordance with the defined Accident Prevention Programme (PPA).
- At TMB Bus, we undertake to make every possible effort to guarantee that the score obtained in customer perception studies for the attribute of safety in driving is at least 8 out of 10.

Conservation and comfort

At TMB Bus, we undertake to offer users a service with a high level of vehicle conservation.

- At TMB Bus, we undertake to make every possible effort to guarantee that the vehicle conservation quality index is above **92%**, taking into account a fleet of more than 1,000 buses of different ages.



Quality commitments and indicators

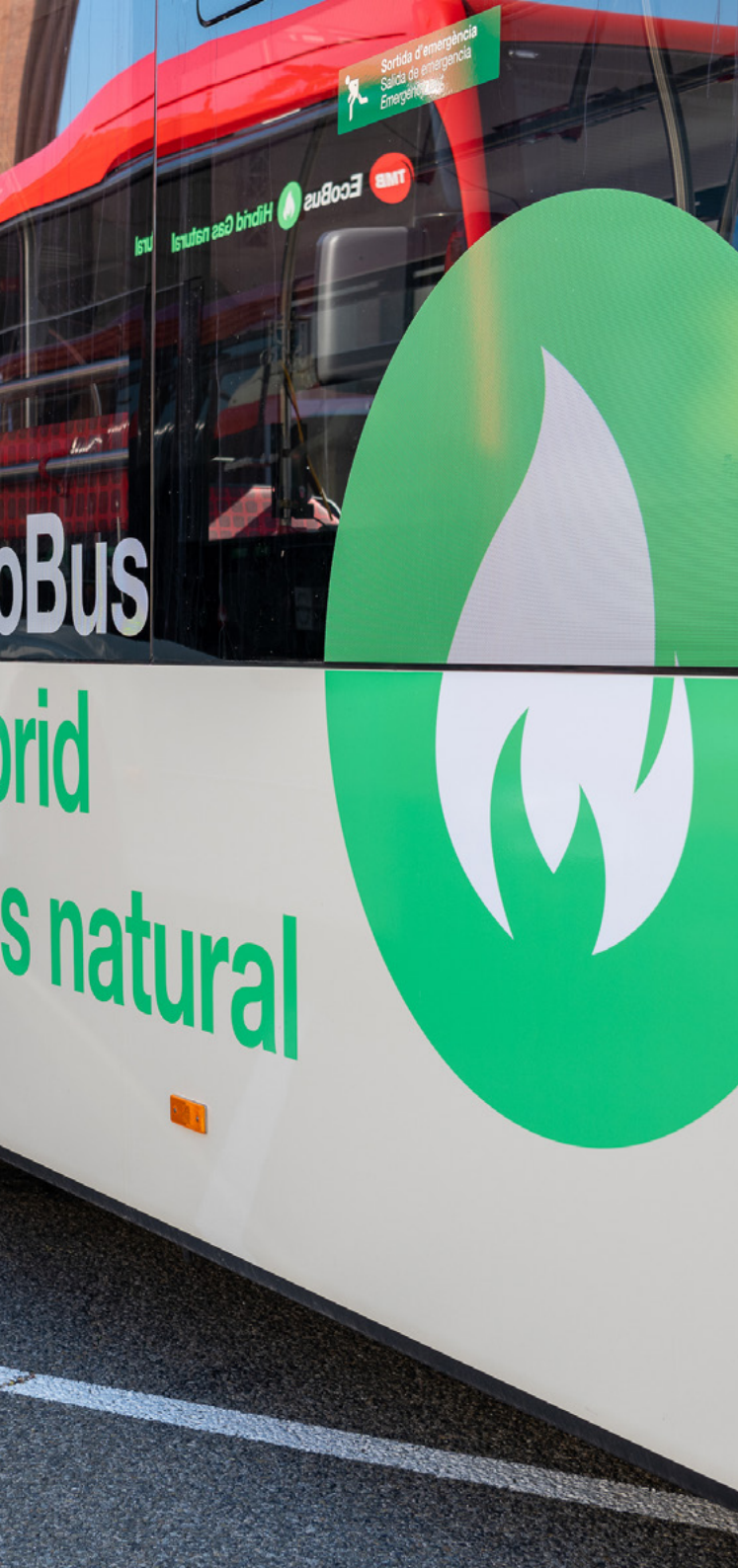
Environment

At TMB Bus, we aim to be a benchmark citizen transport and mobility company for our contribution to improving mobility in Barcelona and its metropolitan area, to urban sustainability and to the environment. At TMB Bus, we undertake to offer an efficient and quality public transport service that avoids the use of private vehicles by citizens for their journeys and, therefore, the associated pollutant emissions, thereby significantly improving air quality in the Barcelona metropolitan area.

- At TMB Bus, we undertake that carbon dioxide emissions not generated by private vehicles will exceed **96,498 tonnes per year**.
- At TMB Bus, we undertake that nitrogen oxide emissions not generated by private vehicles will exceed **369 tonnes per year**.
- At TMB Bus, we undertake that particulate matter (PM10) emissions not generated by private vehicles will exceed **18 tonnes per year**.

Note: the greater the demand for public transport, the higher the level of emissions not generated by private vehicles. Therefore, the higher the value of the indicator, the greater the environmental benefit.

It should be borne in mind that surface public transport shares space with other modes of transport, city events on the public highway and incidents that occur during service.



Forms of participation with Transports de Barcelona

TMB is an organisation clearly oriented towards meeting user's needs.

In order to obtain as much information as possible about users' perception of the service, we need their opinions to improve the service. For this reason, we listen to their comments and analyse which actions allow us to improve the service.

This philosophy of continuous listening, together with the constant evolution of the information systems around us, requires us to evolve at the same pace as society. As a benchmark mobility company, we cannot turn our backs on these changes. For this reason, every day we broaden the ways in which we communicate with our customers.

As a pioneering company in the use of new technologies and one that is aware of changing habits in the use of communication channels by users, we are engaged in an ongoing process of opening ourselves up to these new channels and thereby establishing new, more agile and dynamic communication mechanisms.

We use the internet, with its full ecosystem, and mobile devices to provide users with information when they need it, to get to know them better and to listen to their opinions.

Likewise, we promote and encourage participatory processes in accessibility matters with the main institutional and social stakeholders in the sector.



Forms of participation with Transports de Barcelona

Contact with the company

There are different options available for customers to contact TMB:

- **Digital channels:** TMB website and TMB App, X (formerly Twitter) @TMBinfo, Facebook Messenger and the TMB Bot.
- **Telephone channel:** 900 70 11 49.
- **In-person channels:** Punts TMB.

The head offices are located in the Zona Franca Industrial Estate:

Carrer 60, 21-23, sector A
Polígon industrial de la Zona Franca
08040 Barcelona
Tel.: 93 298 70 00
www.tmb.cat

Current legislation

The following link identifies the main laws and regulations applicable to Barcelona Buses:

<https://www.tmb.cat/ca/atencio-al-client/guia-usuari/normativa-us-transport>



Certifications and agreements



Transports de Barcelona, SA
 Passenger transport service
 on the bus network.
ISO 9001 and UNE 13816.



Transports de Barcelona, SA
 Passenger transport service
 on the bus network.
ISO 45001.



Transports de Barcelona, SA
 Passenger transport service
 on the bus network.
ISO 14001 and ISO 50001.



Transports de Barcelona, SA
 Member of the voluntary
 greenhouse-gas emissions
 reduction initiative promoted by
 the Catalan Office for Climate
 Change.