

Institutional presentation 2021



Transports
Metropolitans
de Barcelona



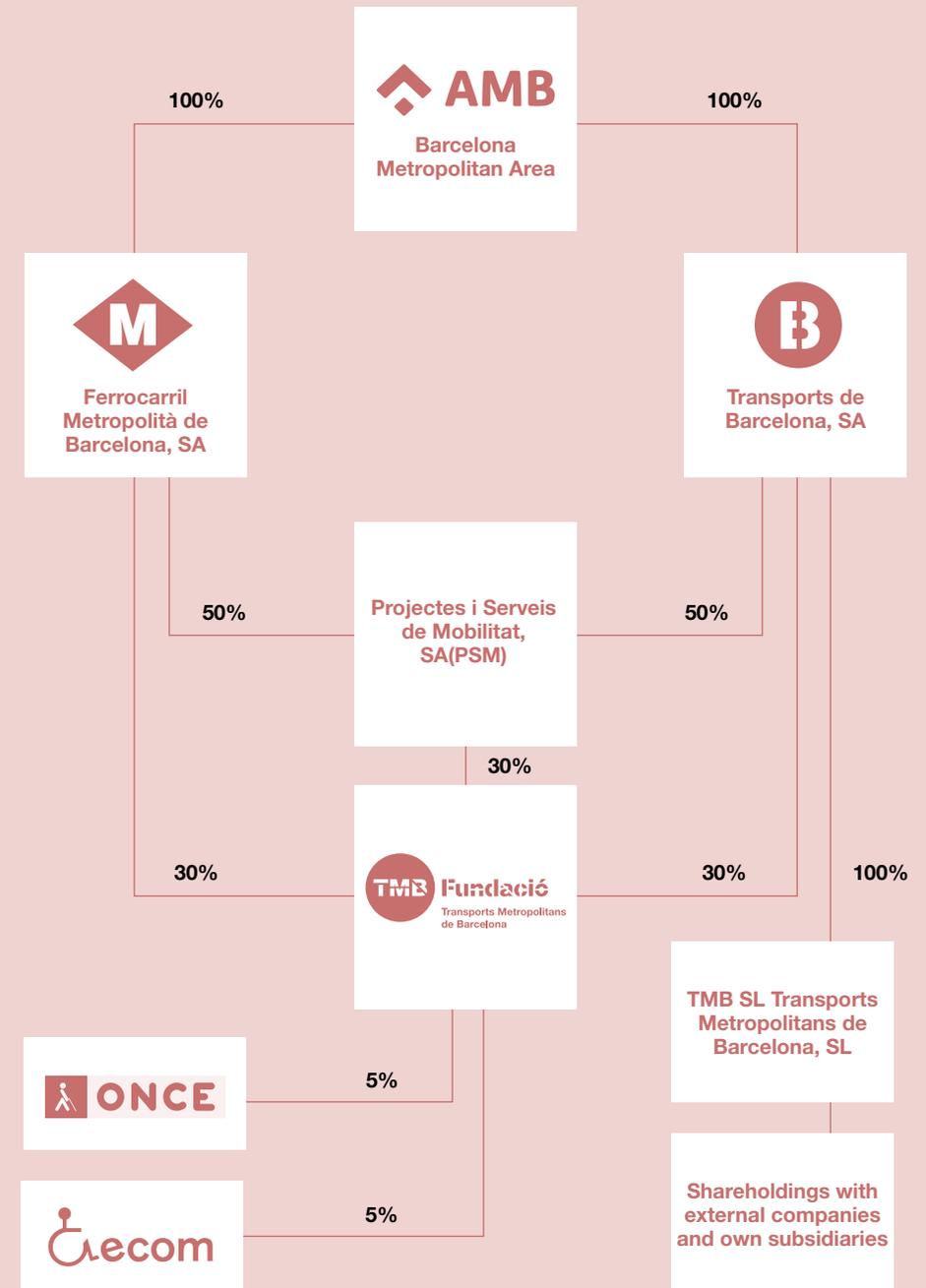
What is TMB?





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.



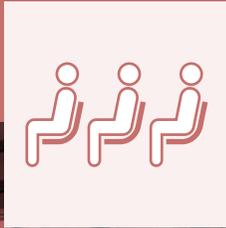


Global activity 2020

TMB serves 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.

Demand



333,400,000

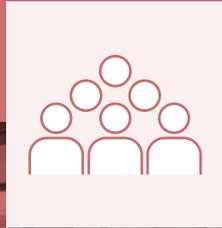
Users transported
(total within IFS scope:
565.500.000)



58.9%

Percentage of
journeys within
the scope of its
activities

Workforce



8,335

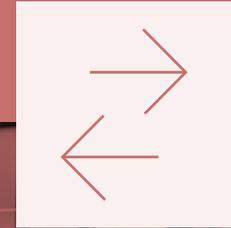
Employed workers

Supply



20,614.39

Seats-km



131,860.25

Journey per
carriage/useful km



Comparison of mobility with 2019

Due to the exceptional situation of Covid-19, metro and bus services have suffered a significant drop in passenger numbers in 2020.

The outlook to recover demand for 2021 is linked to the evolution of restrictions on activity and mobility.

Administrations and transport operators have adapted to the exceptional situation caused by pandemic, re-enforcing and certifying safety and hygiene protocols.

Source: TMB (2020)

TMB passenger numbers (including leisure transport)

(Millions of passengers)

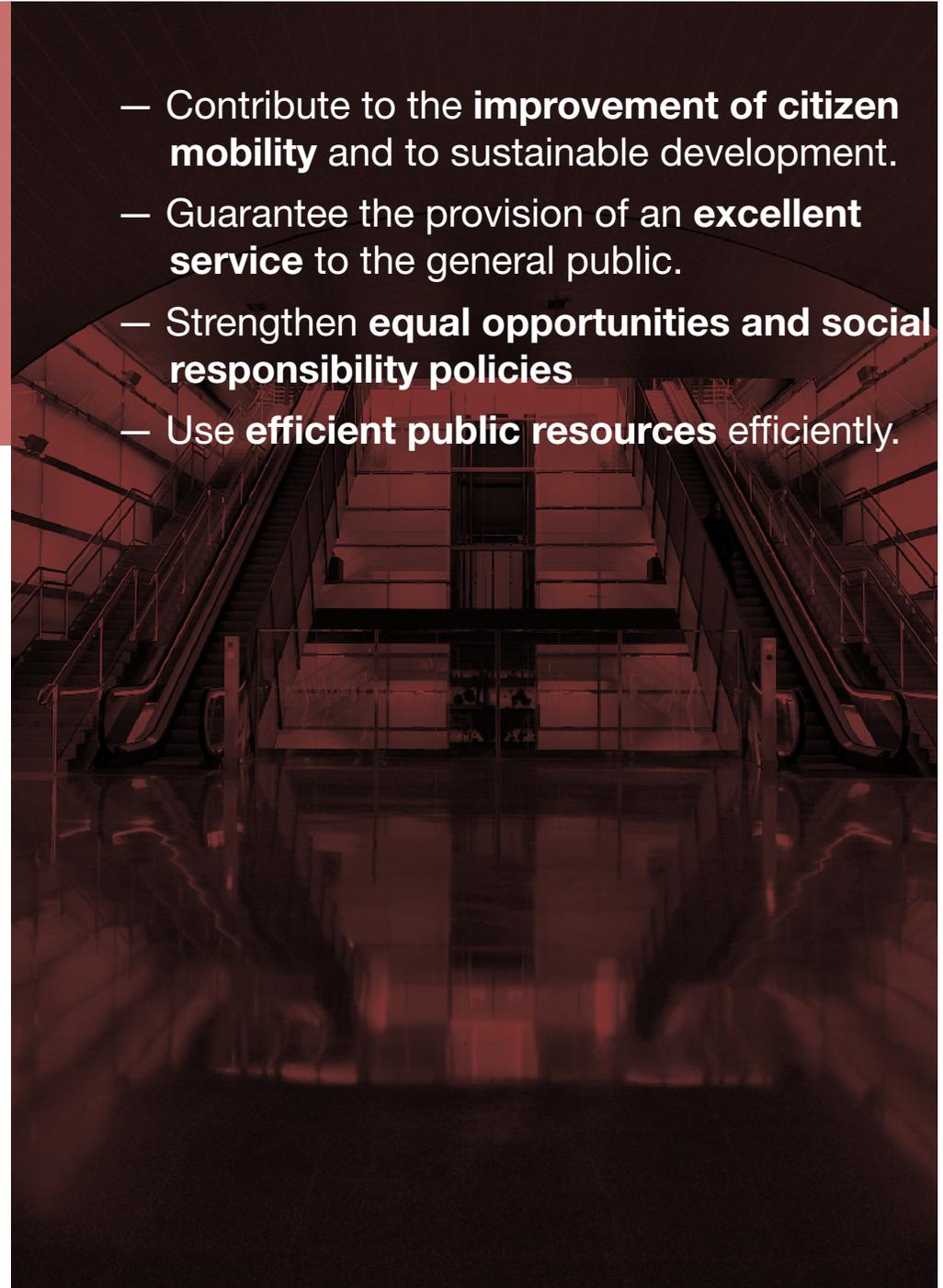




Mission

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

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





Vision

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

- For its integrated management of services to the general public, of metro and buses and other mobility modes and services.
- For its commitment to urban sustainability and the environment.
- For the technical quality it provides and for the quality perceived by the general public and their stakeholders.
- For the efficiency of its processes and the optimization of its use of resources.
- For the innovation and efficient application of technology as a lever to improve service.
- For the values that employees project with their behaviour and the excellence of their work.
- For its commitment to society, to the general public, to stakeholders and to its own workforce.



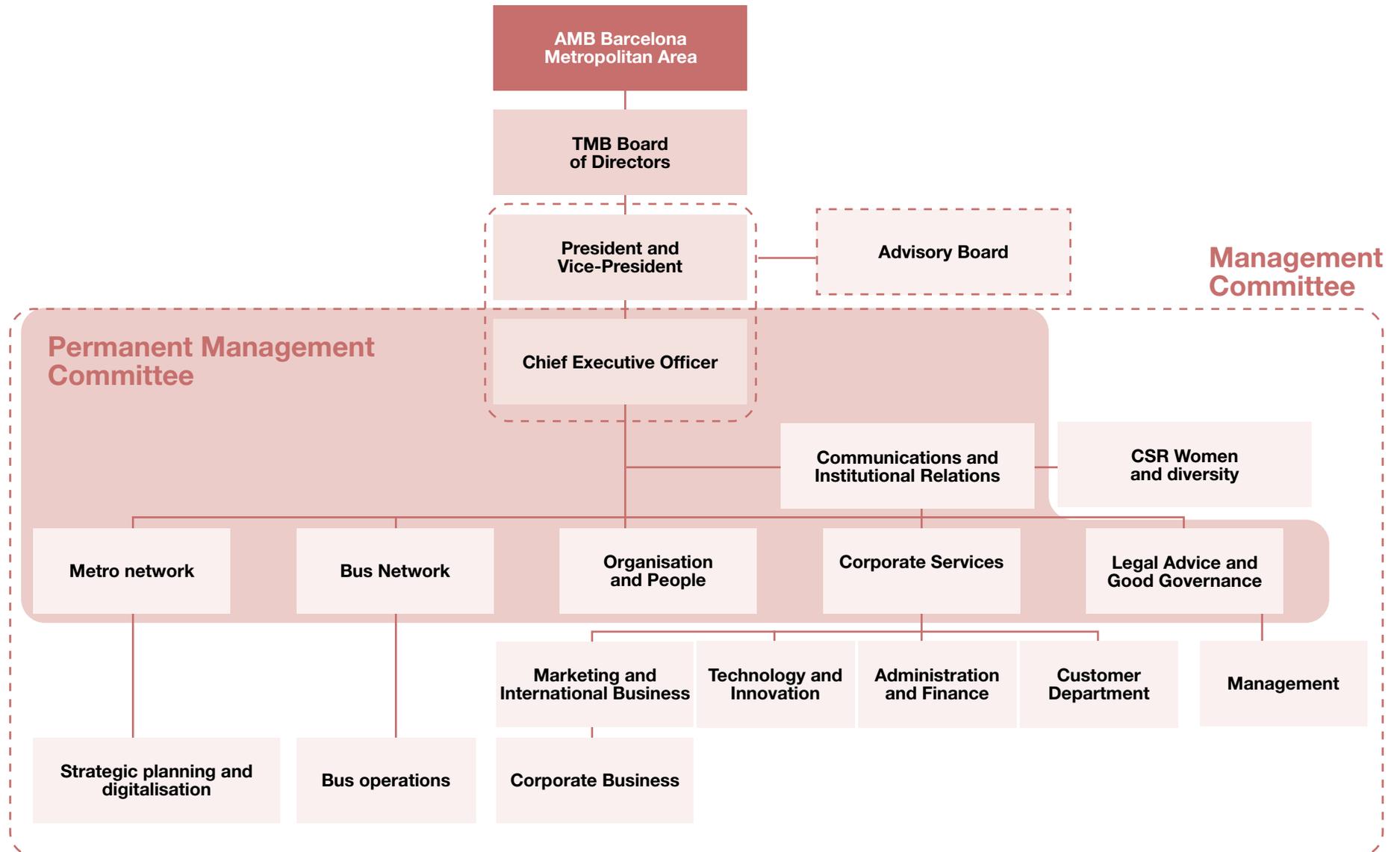
Values

The values that guide TMB's activities are essential for fulfilling its commitment to society: workers, citizens and stakeholders:

- Vocation of public service, and excellent service.
- Efficient management.
- Socially responsible behaviour.
- Values of equal opportunities, diversity, integrity, honesty and respect.
- Transparency.
- Commitment.
- Leadership and team work.
- Recognition, equality and personal and professional growth.
- Innovative ambition, technological avant-garde and constant improvement.



TMB Administration and Management Bodies



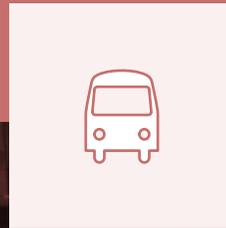


TMB services and products



Metro

- Metro services under direct management of the AMB.
- Accessory revenues linked to Metro activity and assets.
- Subjects of the Programme Contract with ATM.



Bus

- Bus services under direct management of the AMB.
- Accessory revenues linked to Bus activity and assets.
- Subjects of the Programme Contract with ATM.



Mobility services

- Public mobility services under direct management of the AMB, (shared bicycle services, scooters, etc.).
- And other mobility services (cable car, tourist bus, etc.).



Outside business

- Engineering and consultancy services in TMB activities.
- Operation of Bus services and other mobility systems through competitive bidding.
- Other businesses that can bring benefits to TMB.



TMB Foundation

- Promotion of public transport and sustainable mobility.
- To promote social responsibility policies for all companies in the TMB group.
- To develop social, cultural, educational and civic projects.
- Conservation and dissemination of the historic heritage of public transport.

Own resources

Own resources and/or integration of suppliers and partners

In the Barcelona Metropolitan Area

Outside the metropolitan area



Scope of action

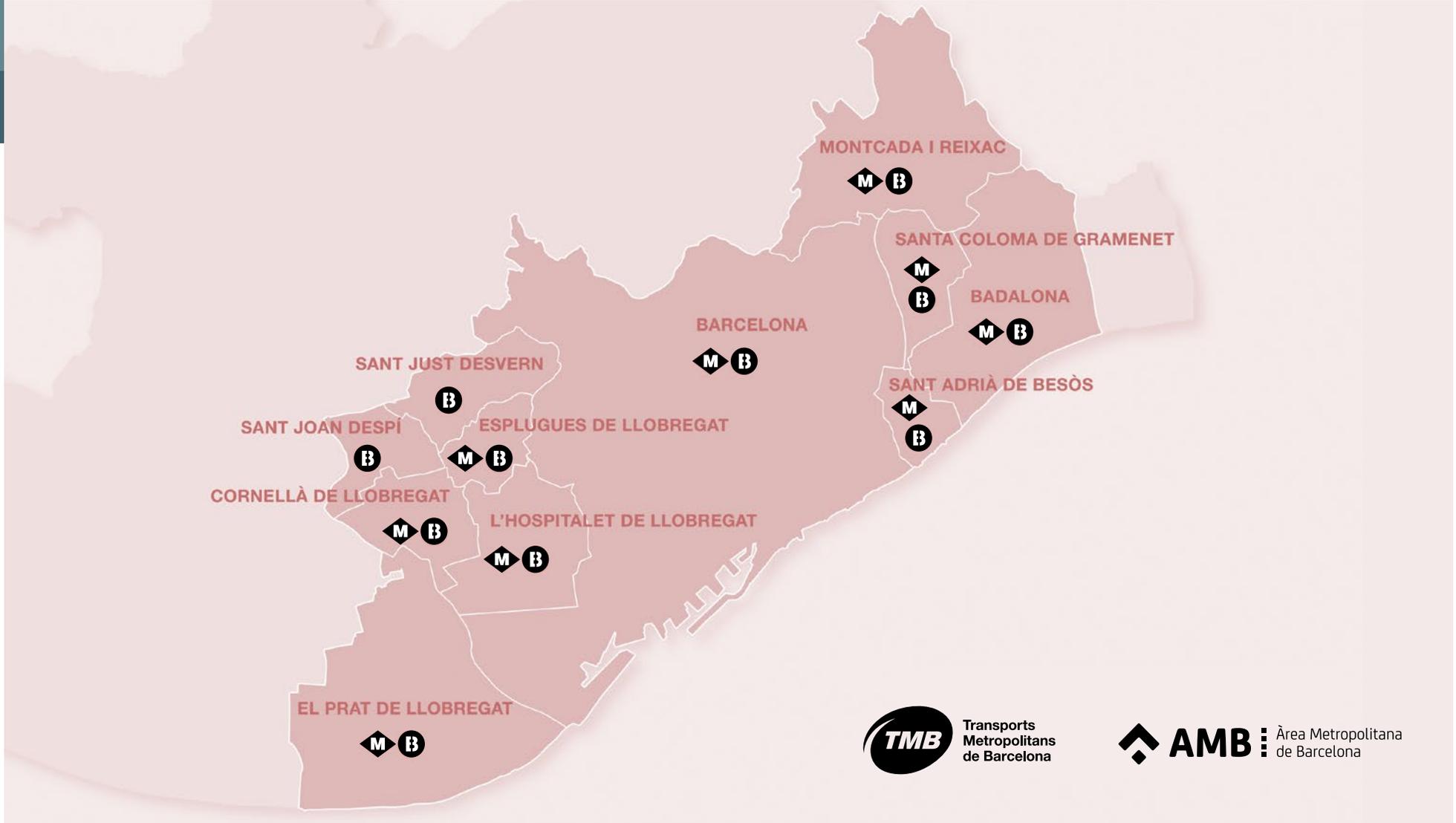
Barcelona Metropolitan Area Metropolitan Region

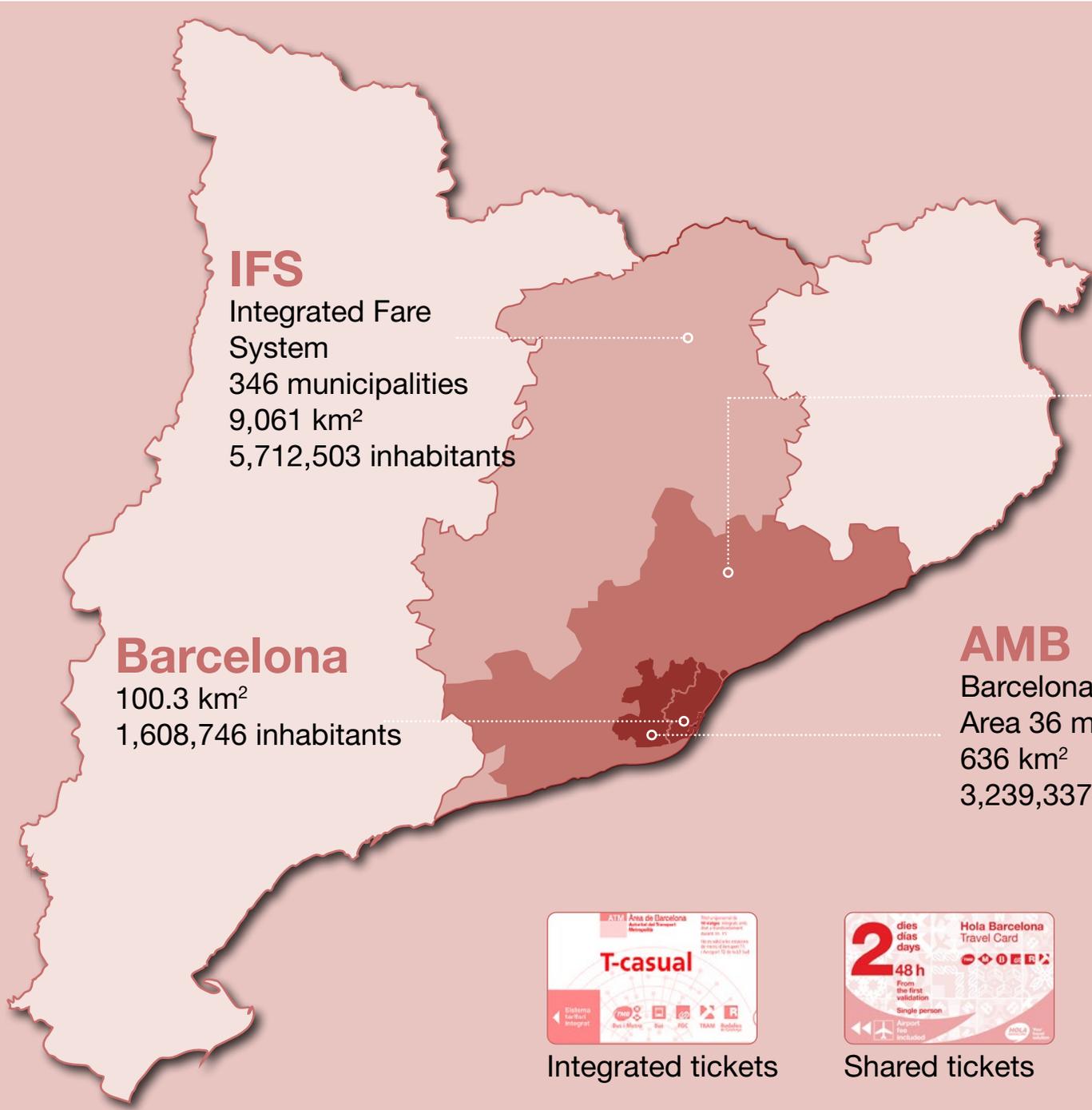
TMB provides services in the area of Barcelona and its metropolitan area, included in the Integrated Fare System (IFS) of the Barcelona metropolitan region.





TMB scope of action





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

100.3 km²
 1,608,746 inhabitants

AMB

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



Integrated tickets



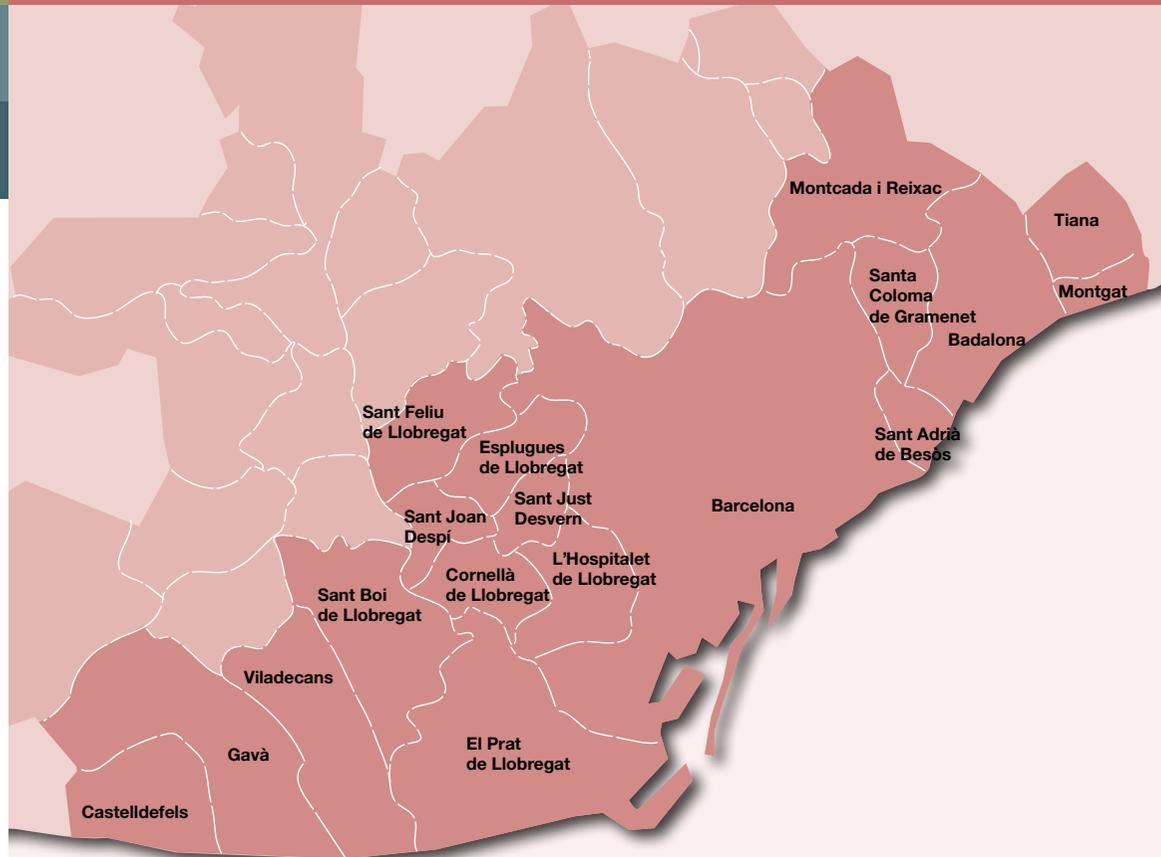
Shared tickets



Personal tickets



The Shared Fare System



The Hola 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 Hola Barcelona card is a single-person ticket that allows non-residents of Barcelona to travel as many times as they like on: metro, bus (TMB), railway (FGC Zone 1), Montjuïc Funicular, tram (TRAM) and Rodalies de Catalunya trains (Zone 1).



FGC

Ferrocarrils de la Generalitat de Catalunya



Rodalies de Catalunya



TRAM

TMB

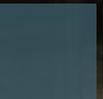


B

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Institutional environment





Political environment

Transports Metropolitans de Barcelona (TMB) takes as a reference framework the master plans and mobility of institutions with competence in public transport and mobility:

Institutions



Involving the railway part through the GDPR department



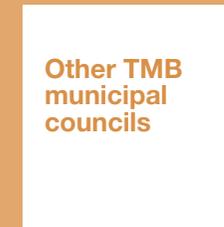
The AMB has **competences in the planning and management of mobility and public transport** in the 36 municipalities of the metropolitan area of Barcelona.



This is an inter-administrative consortium whose purpose is to coordinate co-operation between the administrations responsible for services and public transport infrastructures.



Barcelona City Council is **the institution** which regulates public space in the city, including **urban planning and mobility** amongst others.

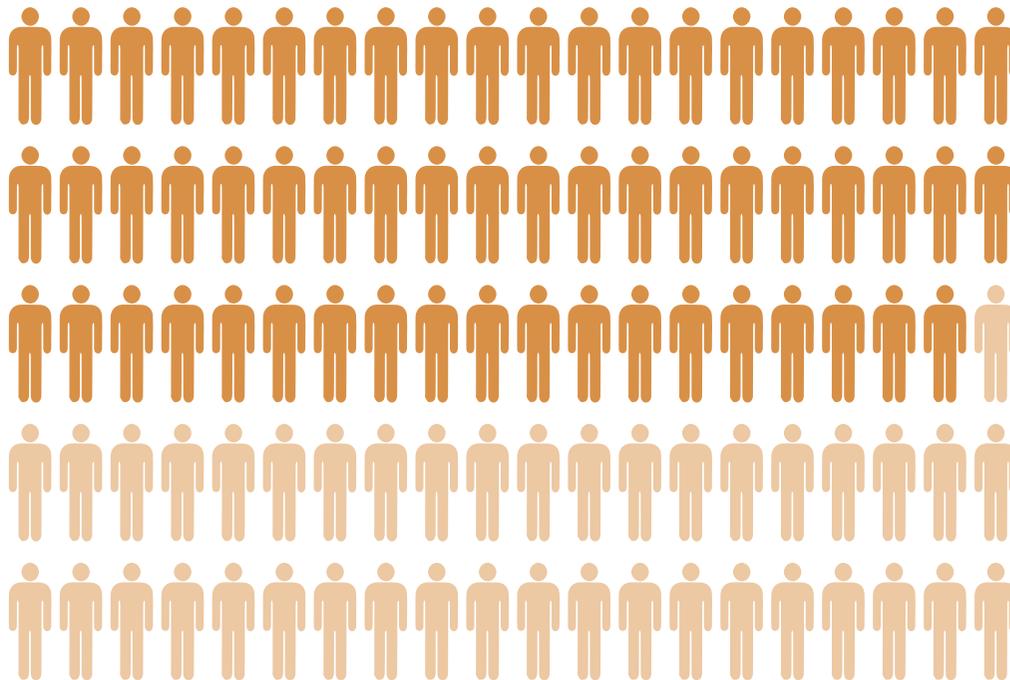


TMB provides service to Barcelona and 10 other municipalities in its metropolitan area where over 2.5 million people live.



Mobility in the TMB caption area

The demand for collective public transport within the Integrated Fare System in the Barcelona area amounted to 565.5 million journeys in 2020. 333.4 million journeys correspond to TMB, representing a 58.9%.



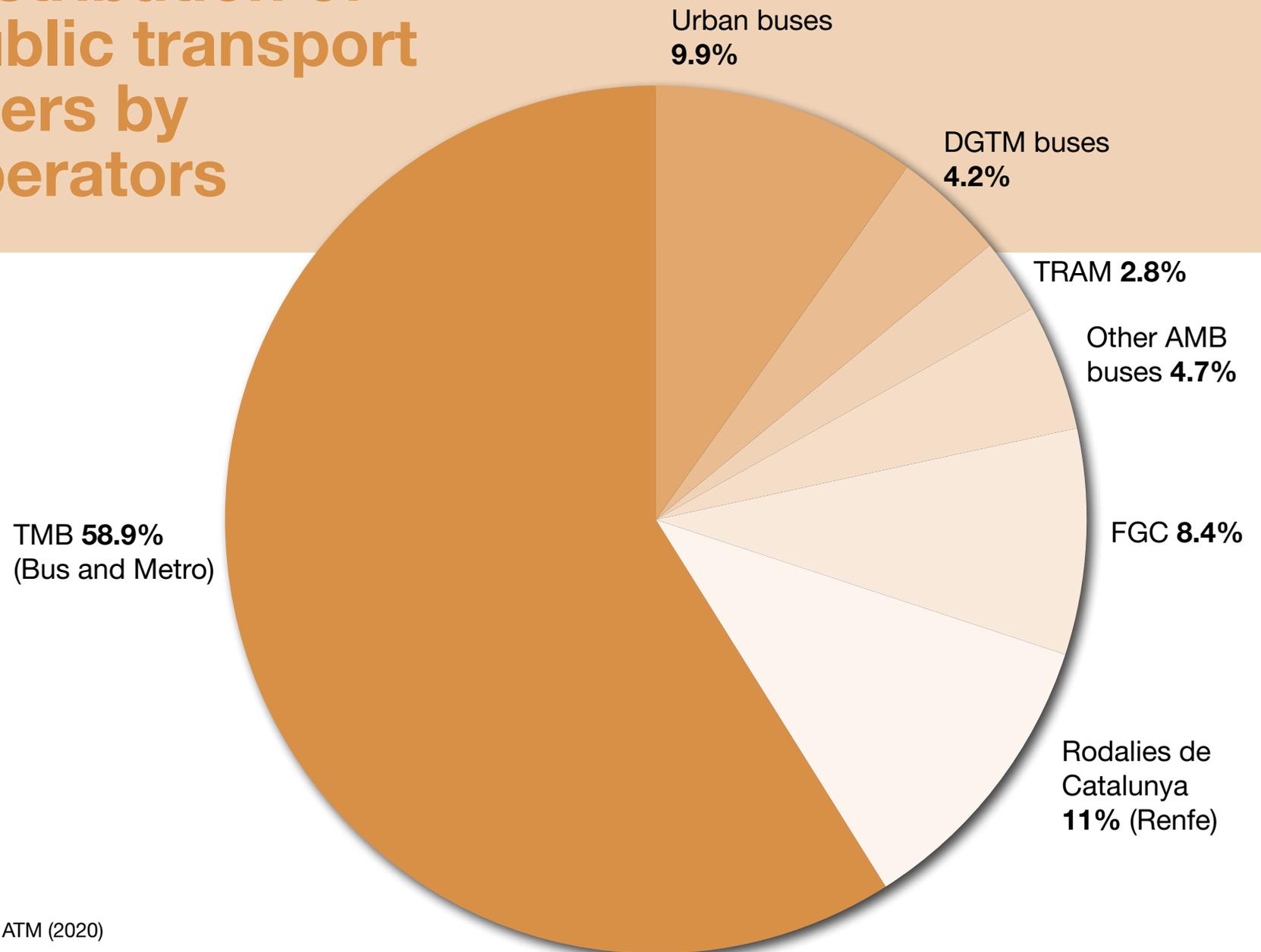
58.9%
333,400,000*
TMB users

**565,500,000 travellers
on public transport**

Source: ATM (2020) *Not including details of the Montjuïc Cable Car



Distribution of public transport users by operators



Source: ATM (2020)

Public transport in the metropolitan region of Barcelona

Variation 2020/2019

	Journeys 2020*	Journeys 2019*	Total amount	%
Metro	217.9	411.9	-194	-47.1
Bus	115.5	215.4	99.9	-46.4
Total TMB	333.4	627.3	-293.9	-46.9
FCG	47.5	91.1	43.6	-47.8
Rodalies	62.1	119.2	57.1	-47.9
Tram	16.0	29.8	13.8	-46.2
AMB buses	55.8	102.8	47	-45.7
DGTM buses	23.6	41.5	17.9	-43.3
Urban buses	26.7	44.9	18.2	-40.4
Total	565.5	1,056.6	491.5	-46.5

Source: ATM (2020)

* Millions



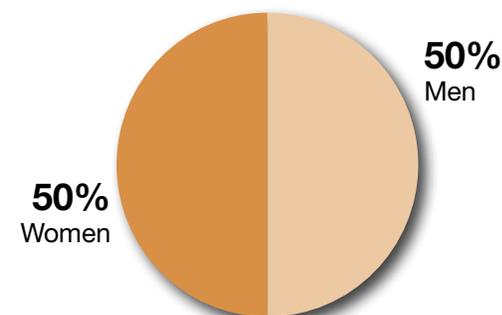
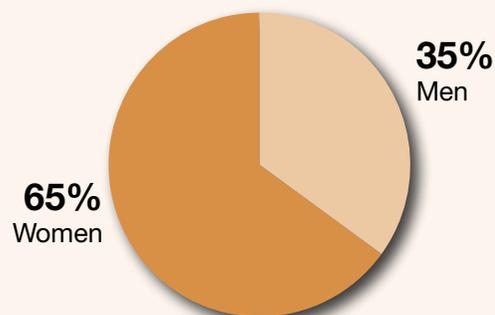
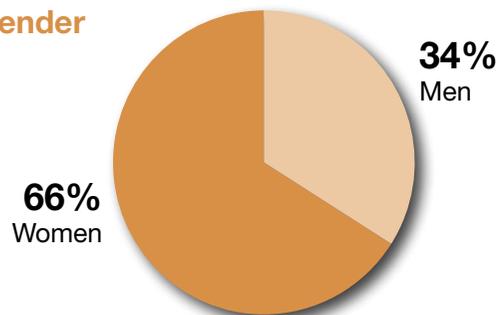
THE profile of the resident Bus customer

Profile of the resident Metro customer

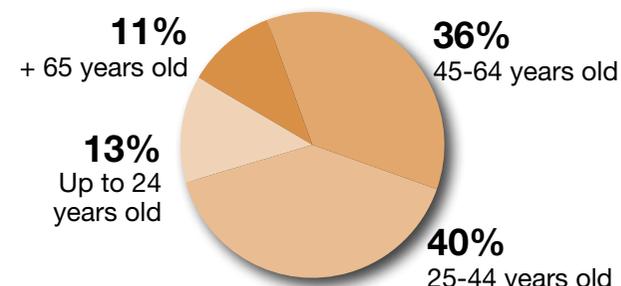
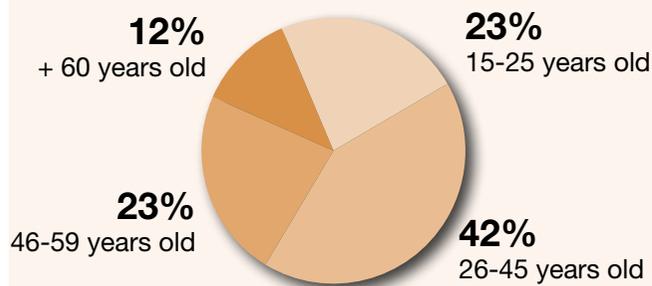
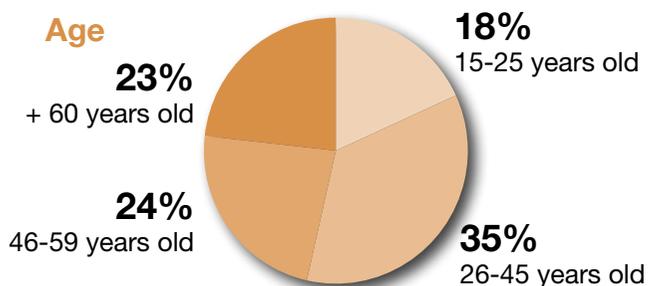
The profile of the non-resident tourist customer*



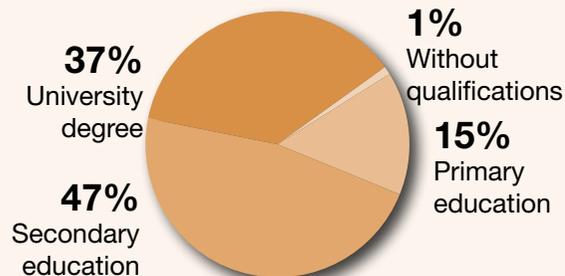
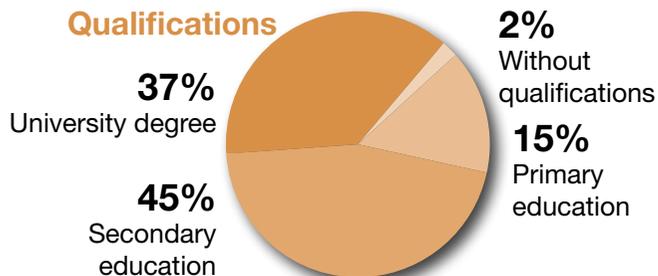
Gender



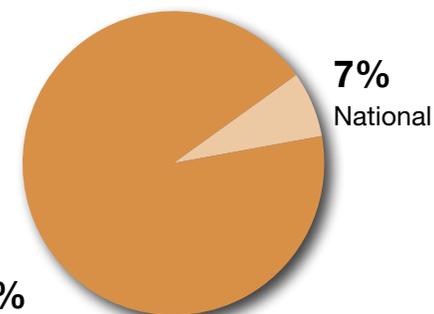
Age



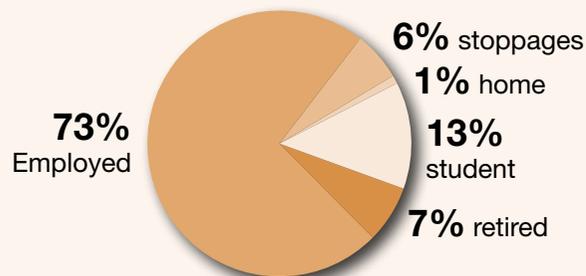
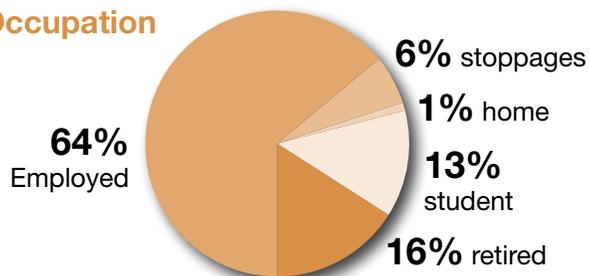
Qualifications



Origin



Occupation



(* Visitor data cannot be updated as no further study has been done due to the pandemic.

Source: TMB and Òmnibus (2020)



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.

These are the fundamental criteria of its management: **the culture of innovation, continuous improvement, rigour and transparency.**

Its main objective is to be a leading 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.

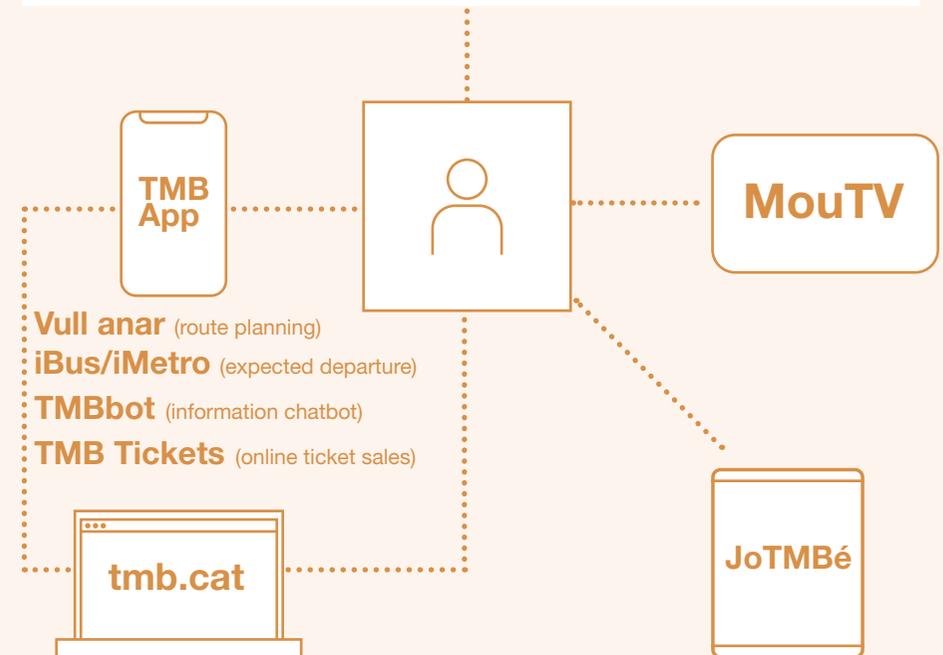
In person and telephone customer service:

TMB offices 902 075 027 (from 8 am to 9 pm)
The phone number line **010** is open from Monday to Sunday 24 hours a day

Social networks

Twitter ([@TMB Barcelona](#) and [@TMBInfo](#)) Instagram ([@tmb_bcn](#)) Facebook, Facebook Messenger, LinkedIn, YouTube, Slideshare, Spotify and Alexa

Main tags to follow:
[#metrobcn](#) and [#busbcn](#)





Non resident scope

Connecting with visitors

The “**Hola 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.

Social networks

Barcelona Bus Turistic Instagram

([@BarcelonaBusTuristic](#))

Hola Barcelona Instagram

([@HolaBarcelona.TravelSolution](#))

Tripadvisor and YouTube

Main tags to follow: #HolaBarcelona

#SayHolaBarcelona



E-commerce

www.holabarcelona.com



Barcelona Bus Turistic App



Hola Barcelona Blog



www.barcelonabusturistic.cat



www.telefericdemontjuic.cat



www.catalunyabusturistic.com

TMB



B

M



Bus





Barcelona Buses

With a fleet of more than 1,000 vehicles, all of which are adapted for people with reduced mobility and have visual and acoustic information, and 103 lines, the TMB bus network covers Barcelona and 10 cities in its metropolitan area.

1,134 adapted vehicles

833.91¹ km

2,606² bus stops: 1,419 bus shelters + 1,187 bus stop flag poles

219,4 km bus lanes

103 lines

Source: TMB (2020)

1) Conventional lines + high performance lines + local lines

2) Not including the Barcelona Bus Turístic or Tramvia Blau lines



115,080,000

Currently, more than **115.08 million** passengers per year use the TMB bus network (115.47 if we include the Bus Turístico), about **20.4%** of all passengers in the metropolitan region.



3,346.07
Seats-km
(millions)



38,964.61
Usable vehicle-km
(thousands)



115.08
Journeys
(millions)



2.96
Passengers per
car (useful km)

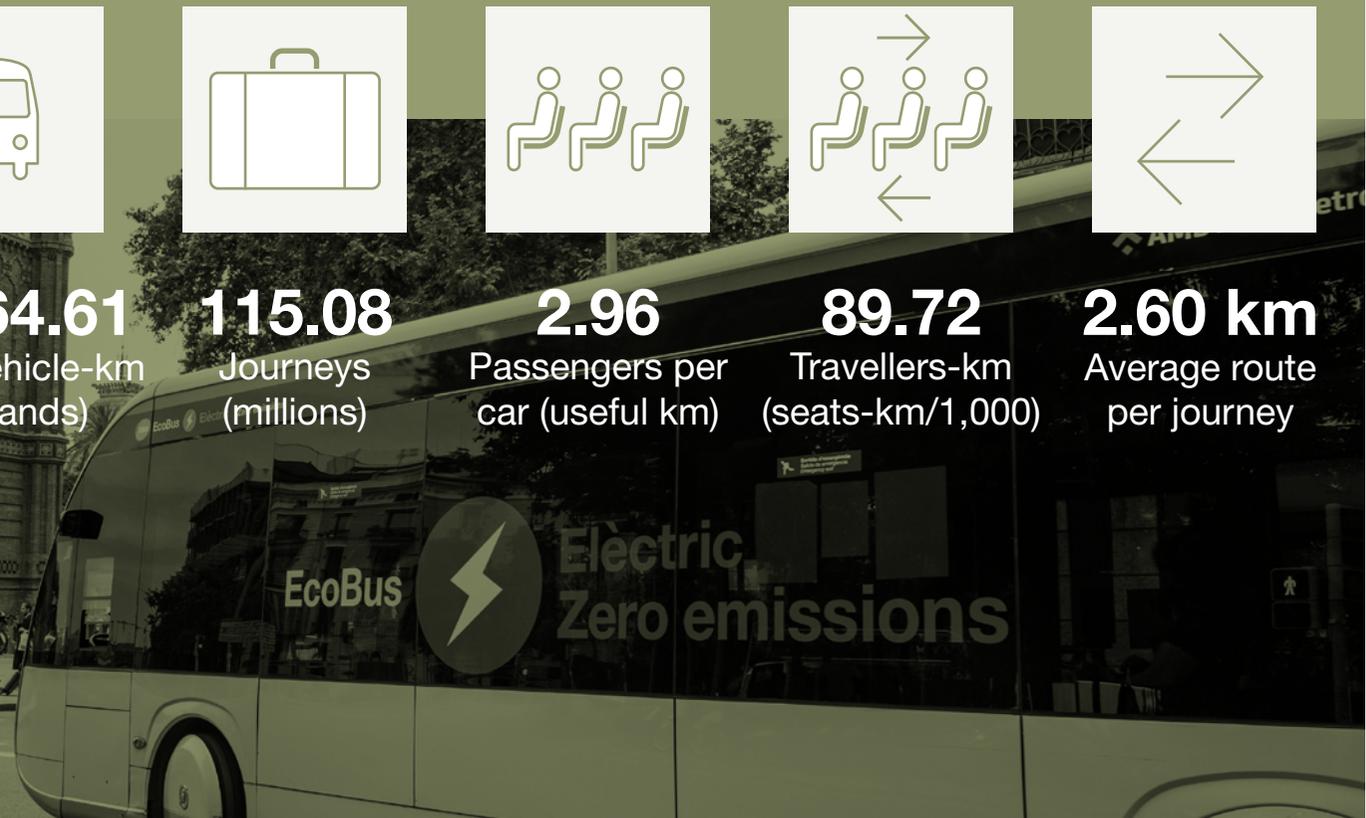


89.72
Travellers-km
(seats-km/1,000)



2.60 km
Average route
per journey

Source: TMB (2020)





Support centre for the bus network

CSXB

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 information systems and assistance systems are controlled.





1,134 vehicles

Sant Just Desvern

Business operating centres

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

Esplugues de Llobregat

Cornellà de Llobregat

L'Hospitalet de Llobregat



Ponent
156 vehicles

Zona Franca
352 vehicles

El Prat de Llobregat



Montcada i Reixac,

Horta
390 vehicles

Santa Coloma de Gramenet



Badalona

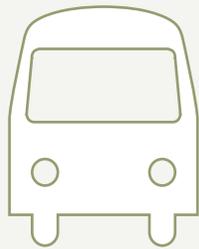
Triangle
265 vehicles

Sant Adrià del Besòs



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.



388
natural gas buses



383
diesel buses



354
hybrid buses
(diesel+electric)



9
electric buses

TMBBM

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

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 frequent stops: 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.



Metro



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 162 stations and more than 160 trains running at peak times.

8 lines

5 conventional lines

3 automatic lines

123 km route

162 stations

162 trains

Source: TMB (2020)





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

* The interval of 6'04" is valid for the individual sections of L9 Nord and L10 Nord, while on the common section it is 3'02". ** The interval of 7'21" is valid for the individual sections of L9 Sud and L10 Sud, while on the common section it is 2'06" and 5'15" (asymmetric).

	Length km	Number of stations	Trains during rush hour	Frequency (rush hour)
L1	20.2	30	34	2'56"
L2	12.8	18	20	3'15"
L3	17.8	26	26	3'23"
L4	16.5	22	20	3'51"
L5	18.6	27	36	2'35"
L9 North/ L10 North	10.4	12	6'4"	*6'04"
L10 South/ L10 South	23.7	20	9'4"	**7'20"
L11	2.3	5	2	7'30"
Cable car	0.7	2	2	10'00"
Total	123	162	163	

Source: TMB (2020)



Metro service

With its extensive timetable, over 217 million passengers now 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 am - Midnight

Fridays and the days before public holidays

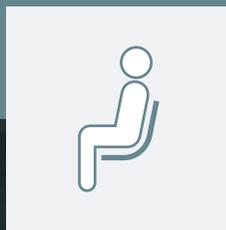
5.00 am - 2.00 am

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

Continuous service

24 December

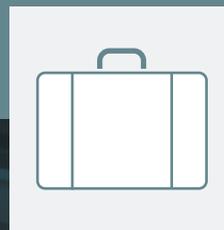
Closes at 11.00 pm



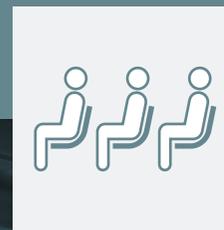
17,268
Seats-km
(millions)



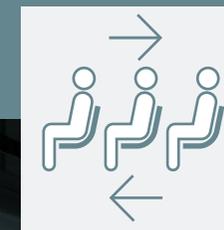
92,895.64
Usable vehicle-km
(thousands)



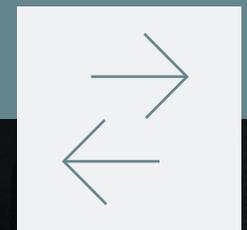
217.93
Journeys
(millions)



2.35
Passengers per
car (useful km)



63.10
Travellers-km
(seats-km/1,000)



5.00km
Average route
per journey



Metro Control Centre

CCM

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.**

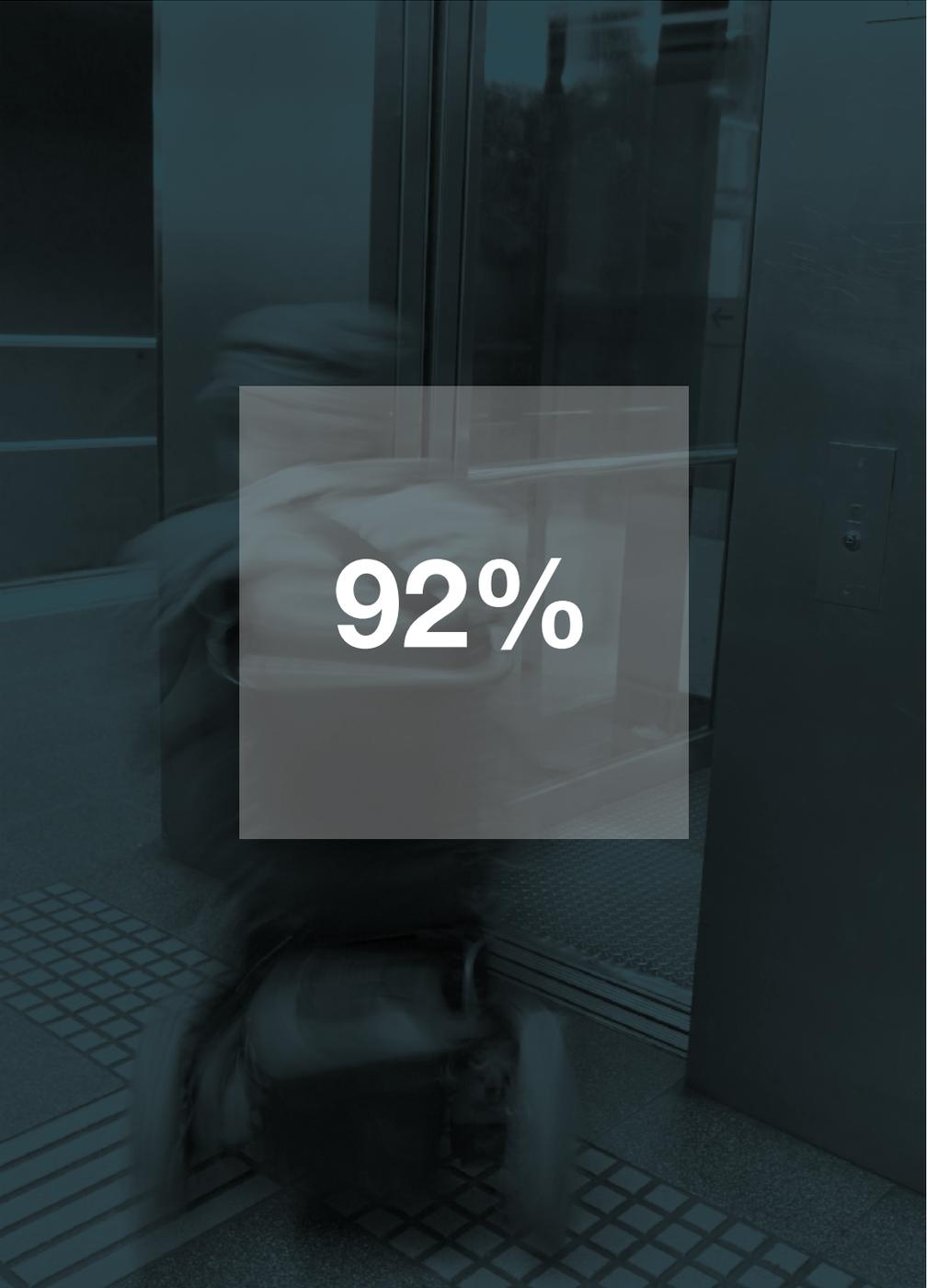
Network security is managed from the Centre for Security and Civil Protection (CSPC), also located in the same building as the CCM.



An adapted network

Currently, 92% of the TMB metro network is adapted for people with reduced mobility.

We are working towards full accessibility incorporating elements that facilitate access and use of the network to all citizens, considering customer diversity with a 360° view (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 priority to use reserved areas or train access.



92%

A metro network with comprehensive safety



The safety of people and facilities, an adapted safety model 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.

TMB

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 driverless trains.





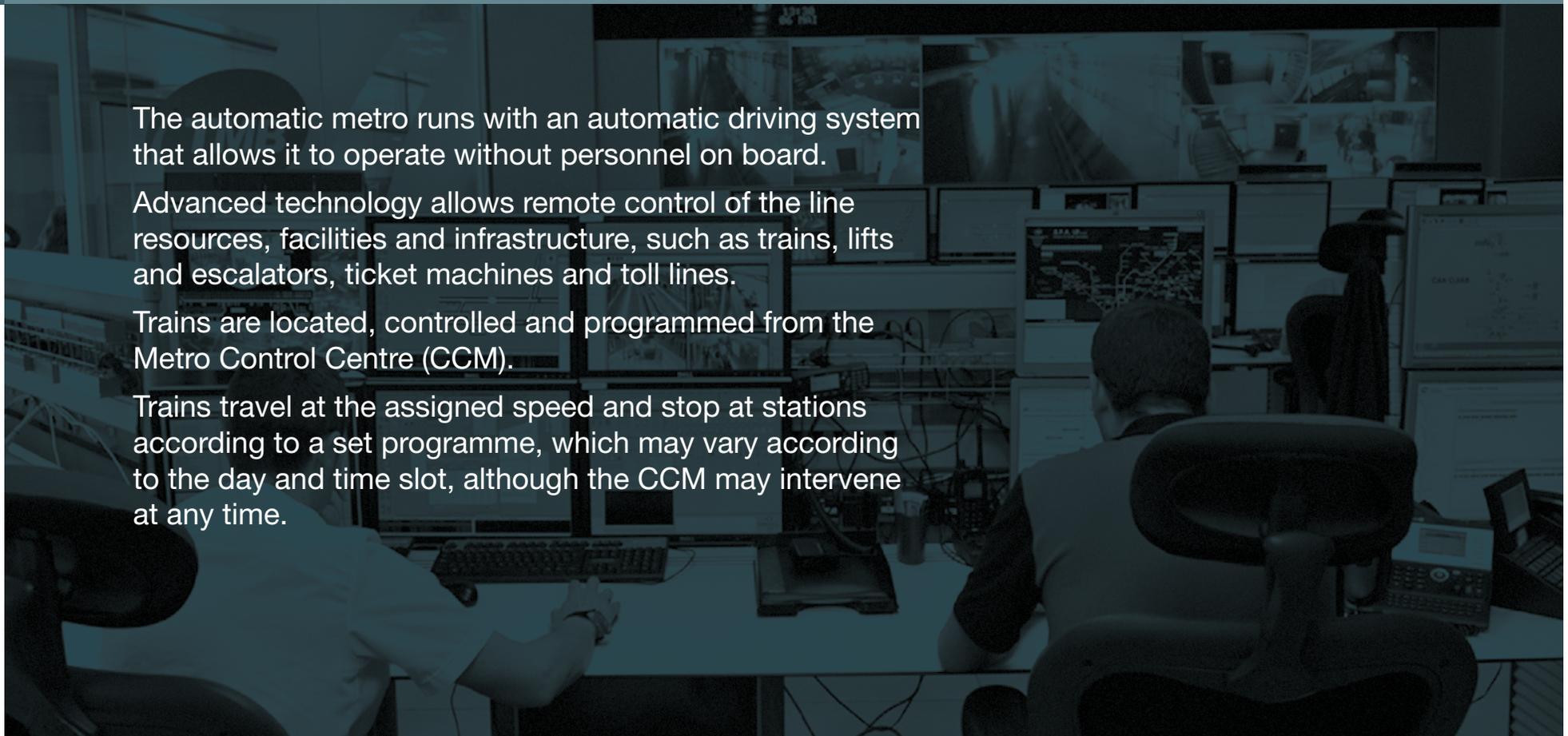
How does it work?

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

Advanced technology allows 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.



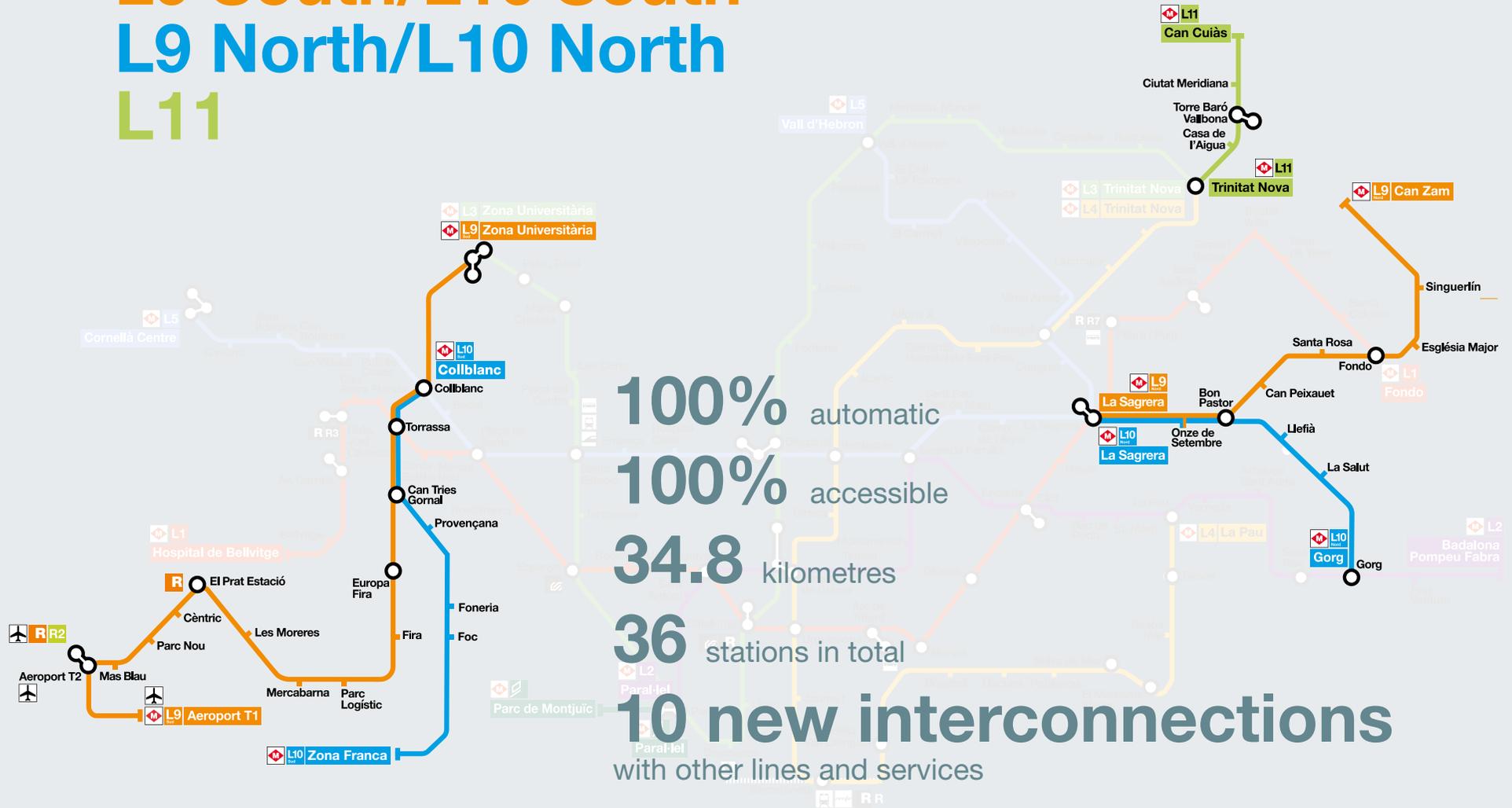


Automated lines

L9 South/L10 South

L9 North/L10 North

L11



100% automatic

100% accessible

34.8 kilometres

36 stations in total

10 new interconnections
with other lines and services



Leisure transport

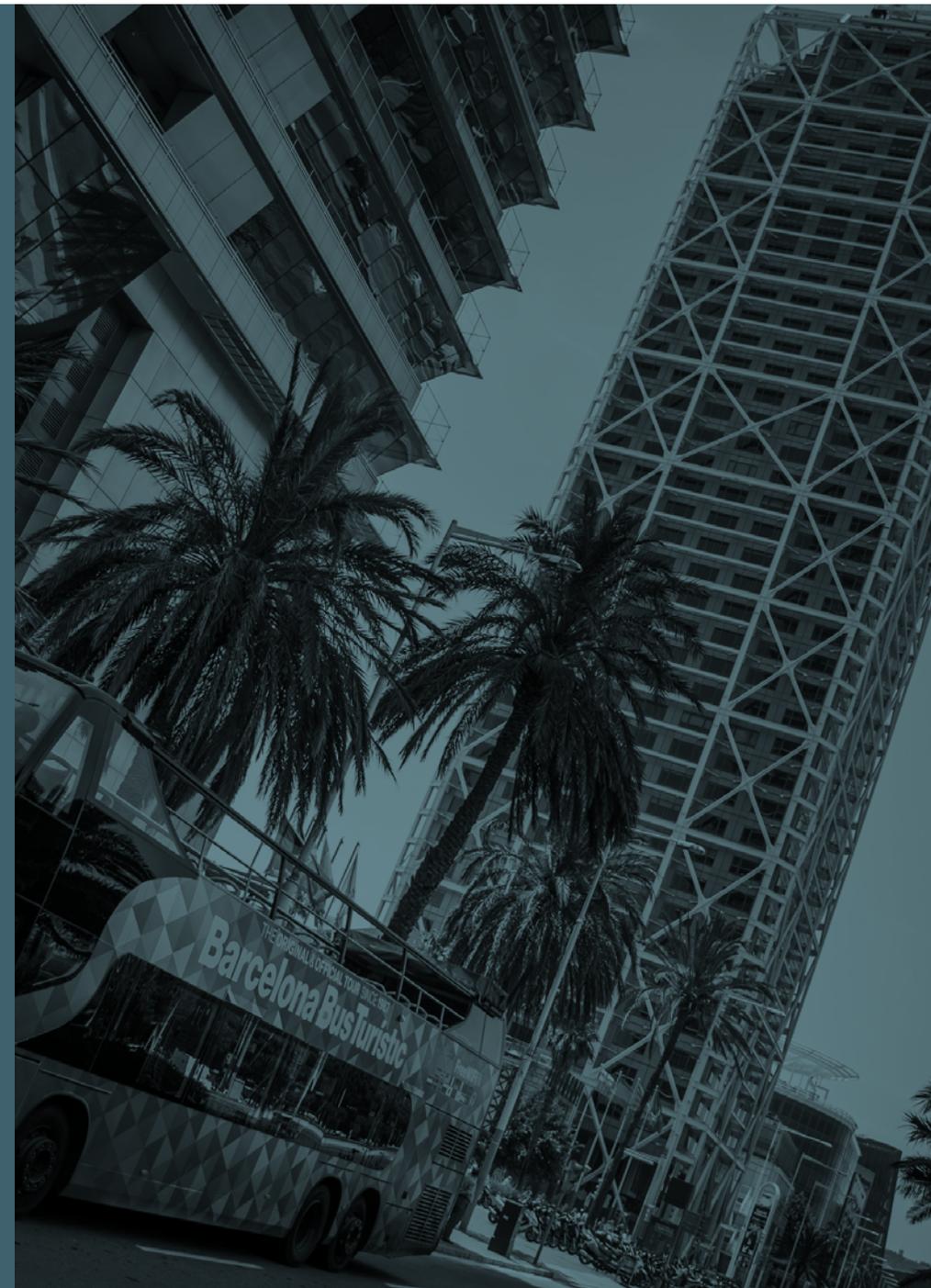


le Montjuïc



The global situation as a result of COVID is unique and different from anything previously experienced.

The tourism sector was one of the hardest hit by the impact of the COVID and, as a result, TMB's leisure transport has been affected by the lack of tourists visiting our city, with a notable decline in passenger numbers in 2020.





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.

3 routes

77 open top double decker buses

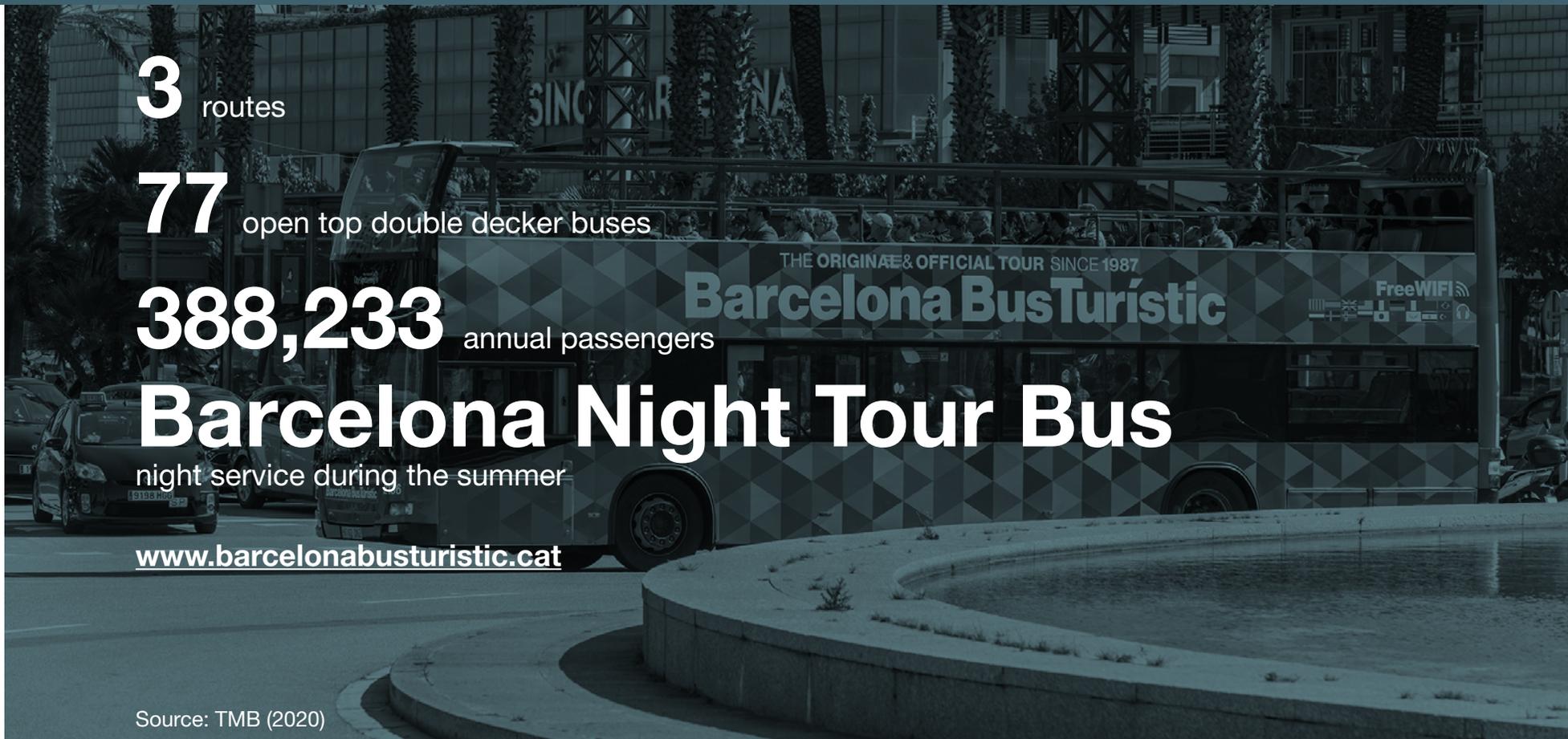
388,233 annual passengers

Barcelona Night Tour Bus

night service during the summer

www.barcelonabusturistic.cat

Source: TMB (2020)





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 iconic 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
14 stops

Red Route
23.89 km
22 stops

Green Route
7.55 km
8 stops



3 routes



77 vehicles



44 stops





Since 1987, a pioneer service



363 days

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



5 min

High frequency. A bus every 5 minutes in high season



16

Audio in 16 languages



1 or 2 days

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



Discounts

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



+ 95%

High passenger satisfaction index

TMB



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Barcelona Night Tour Bus

A unique night tour

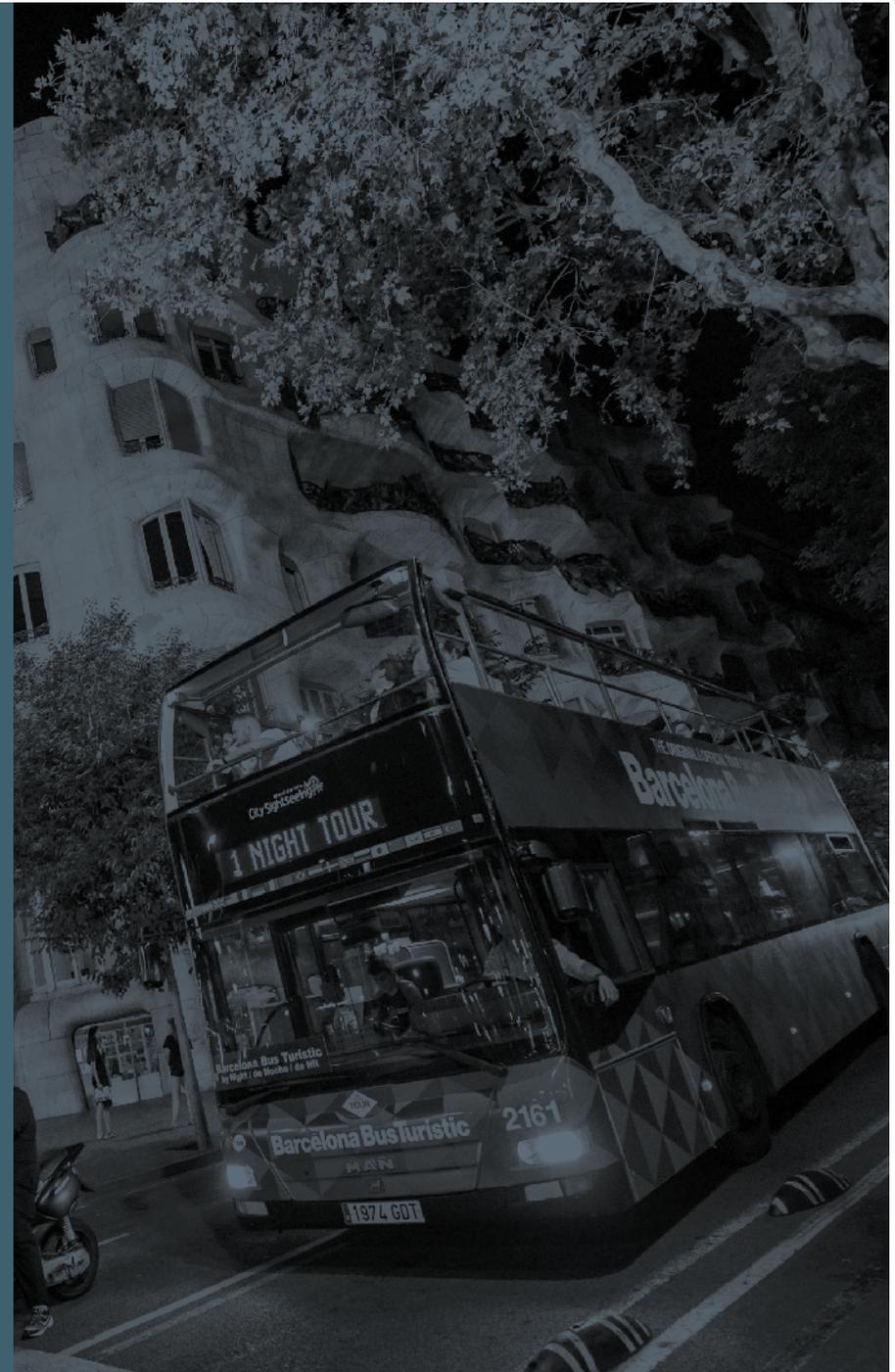
This is a very special service from Barcelona Bus Turístic: a night trip by bus that leaves from Plaça de Catalunya to discover the lights of the most iconic corners of the city.

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

Departures at **21.30**

Approximate journey time:
2 h and 30 min

Source: TMB (2020)





Barcelona Panoràmica

A very special route

Guided by our staff in Catalan and Spanish, visit the most emblematic sites of Barcelona from another perspective.

From 10 July to 25 October, departures on **Friday, Saturdays and Sundays.**

Times **16: 00 - 18.00 - 20.00**

Approximate journey time:
1 h and 50min

Source: TMB (2020)



5,351 tickets sold

44,559 euros Income/VAT

71% occupation

84% adults

16% children under the age of 4

72% of TMB sales



Barcelona Christmas Tour

The most magical and festive route

A night tour, guided live in Catalan and Spanish by our staff. Starting and ending in Plaça de Catalunya, from the upper floor of our panoramic bus, enjoy a unique experience, seeing the Christmas decoration and lighting of the city's streets.

From 27 November to 3 January, departures from **Thursday to Sunday** (except 24- 25-31/12 and 1/01).

Times **18.00 - 19.45**

Approximate journey time:
1 h and 15min

Source: TMB (2020)

3,147 tickets sold

31,318 euros Income/VAT

92% occupation

78% adults

22% children under the age of 4

95% of TMB sales





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

1,620,000 annual passengers

752 metres long

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

Source: TMB (2020)





Tramvia Blau

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.

1,276 metre journey

93 metre climb

3.6 metres/second

48 people per tram

32 passengers seated

16 passengers standing

**The Tramvia Blau
is temporarily closed due
to modernization works
to its infrastructure**

Source: TMB (2020)

TMB



Catalunya Bus Turístic

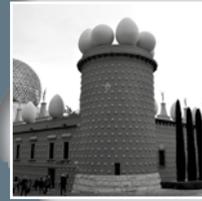
Departures from Barcelona to discover all the secrets of Catalonia

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



El Penedès

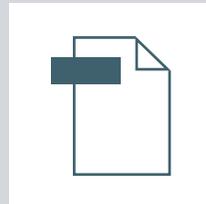


Barcelona

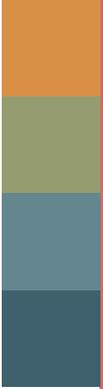
Routes 2021

Trips leaving
from Barcelona

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



Institutional presentation TMB 2020



Thank you very much



Transports
Metropolitans
de Barcelona