

**Institutional
presentation**

2022



Transports
Metropolitans
de Barcelona

BARCELONA't
amb TMB



What is TMB

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DIRECCIO Z. UNIVERSITARIA

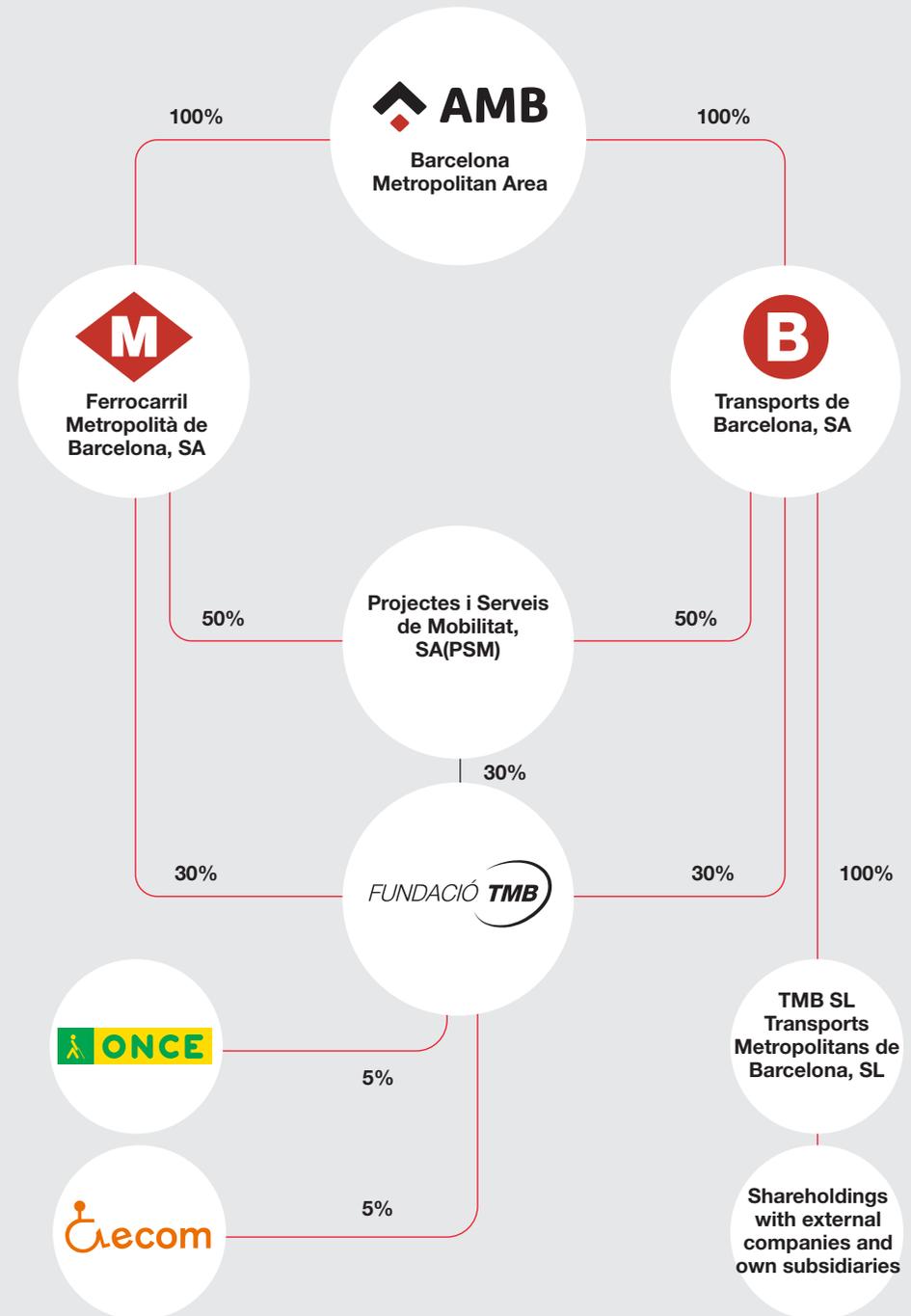
3526

3565 KHB

3000 KHB

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.

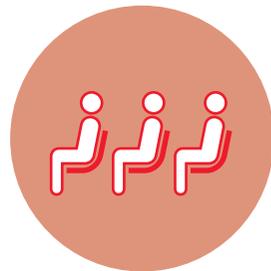


Global activity 2021

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.

Passenger numbers



425,510,000

Users transported (total within IFS scope: 717.474)

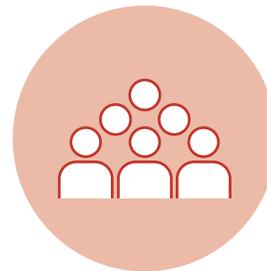
Source: TMB (2021)



59%

Percentage of journeys within the scope of its activities

Staff



8,516

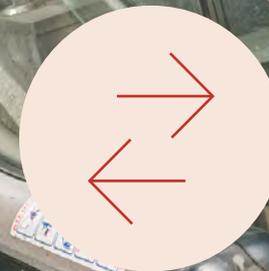
Employed workers

Supply



22,619*

Seats-km

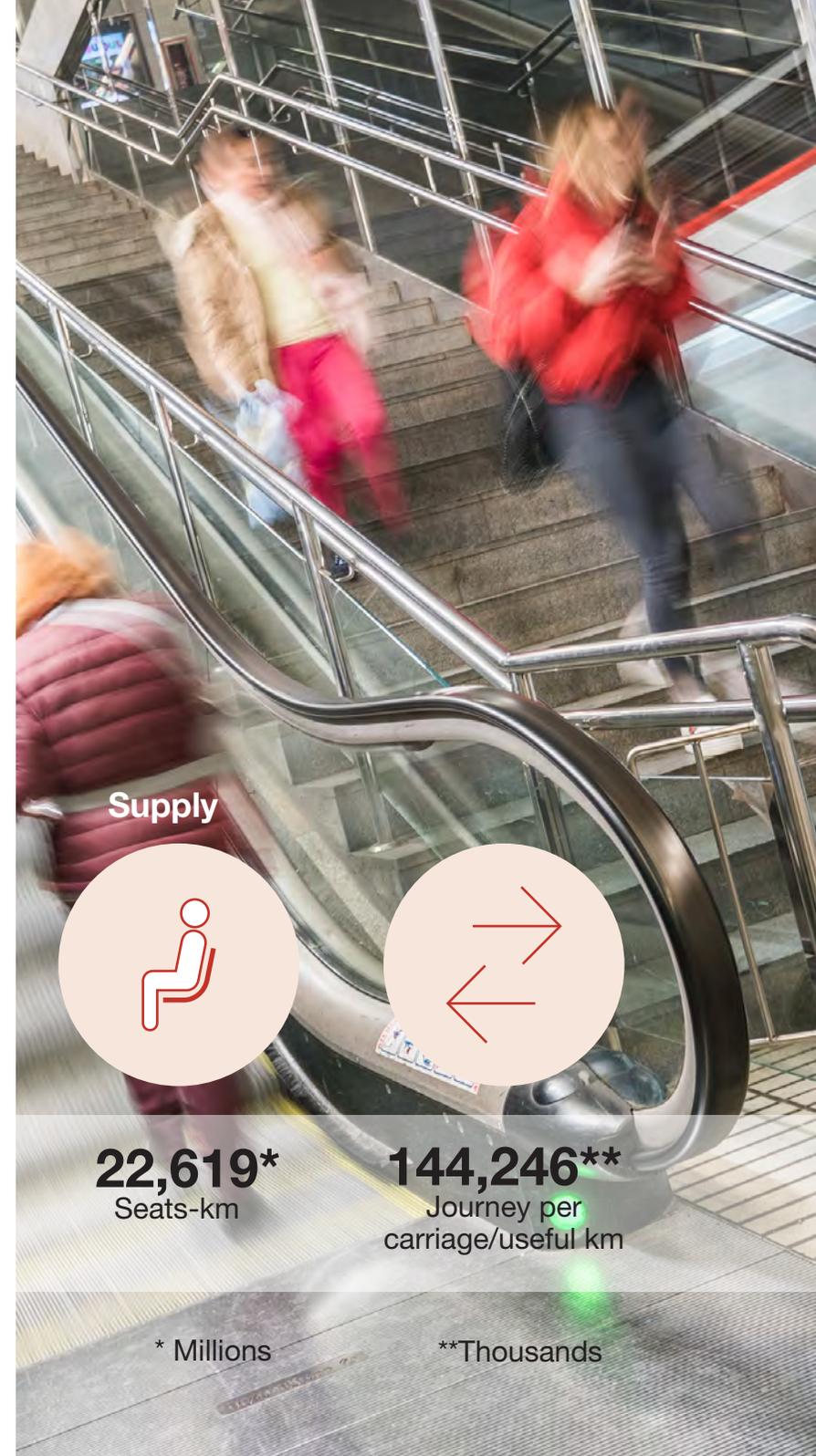


144,246**

Journey per carriage/useful km

* Millions

**Thousands



Comparison of mobility with 2020

Due to the exceptional situation of Covid-19, metro and bus services have suffered a significant drop in passenger numbers in 2021.

The outlook to recover demand for 2022 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 (2021)

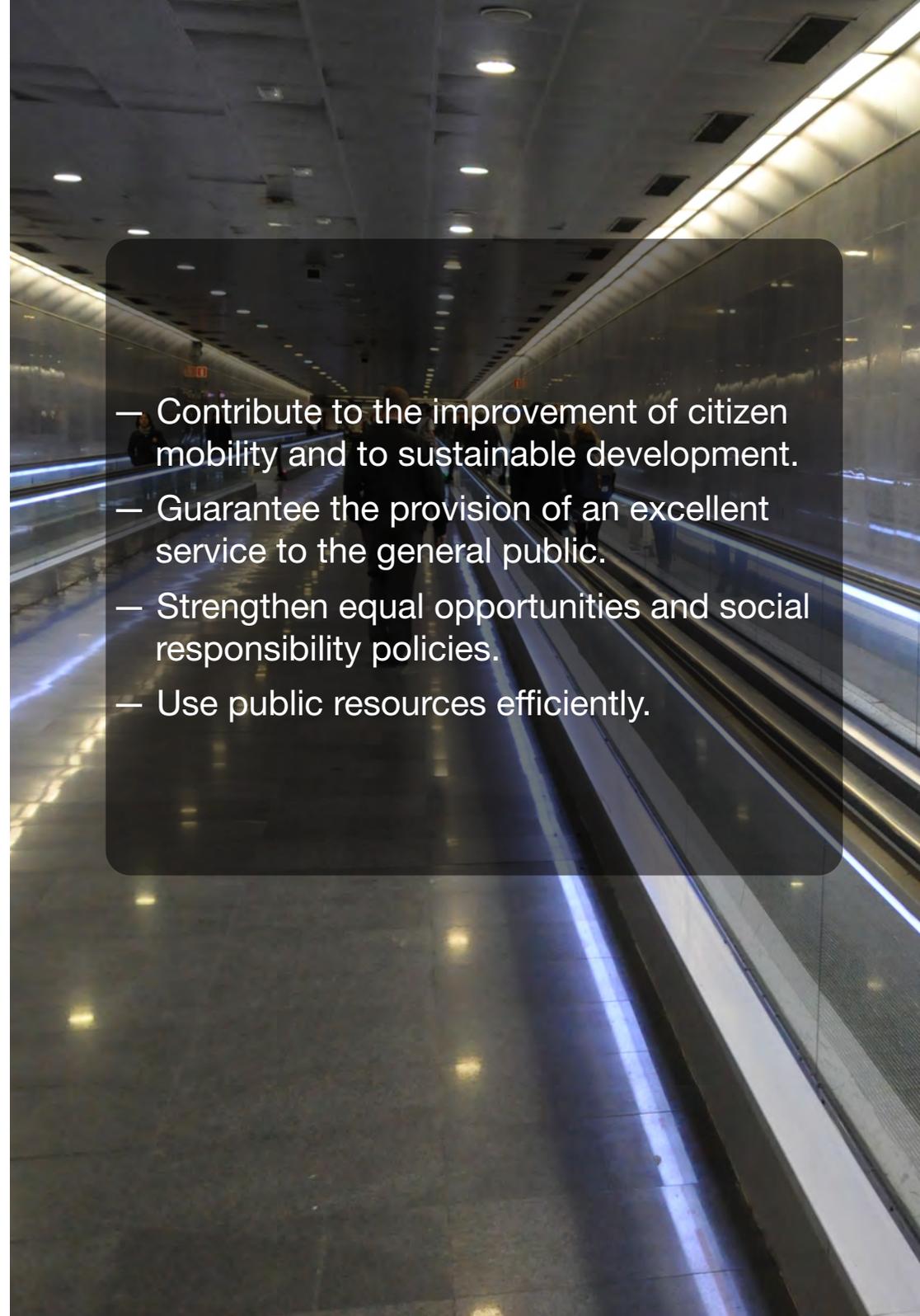
**TMB passenger numbers
(including leisure transport)**
(Millions of passengers)



Mission

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

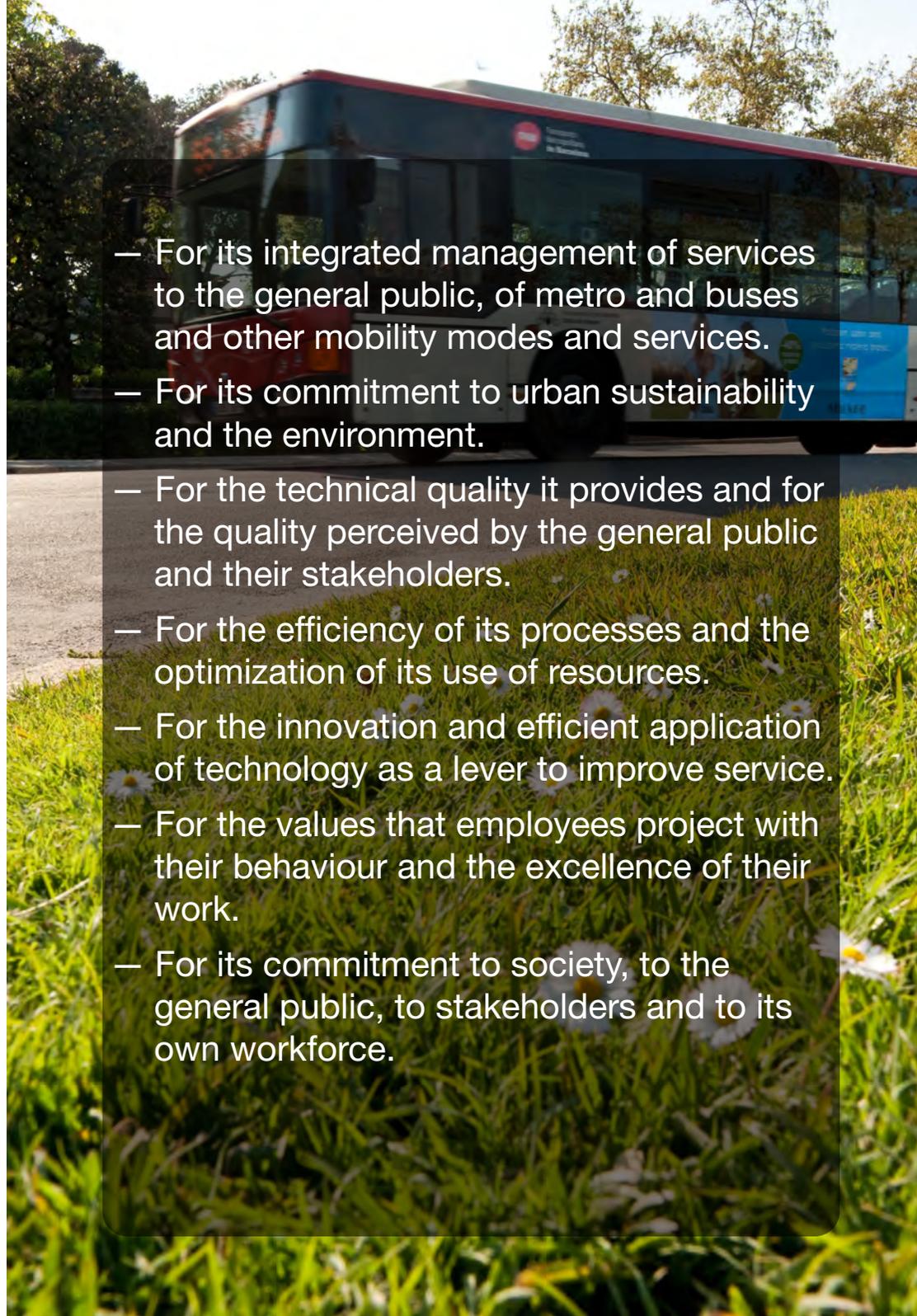
- Contribute to the improvement of citizen mobility and to sustainable development.
- Guarantee the provision of an excellent service to the general public.
- Strengthen equal opportunities and social responsibility policies.
- Use public resources efficiently.



Vision

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

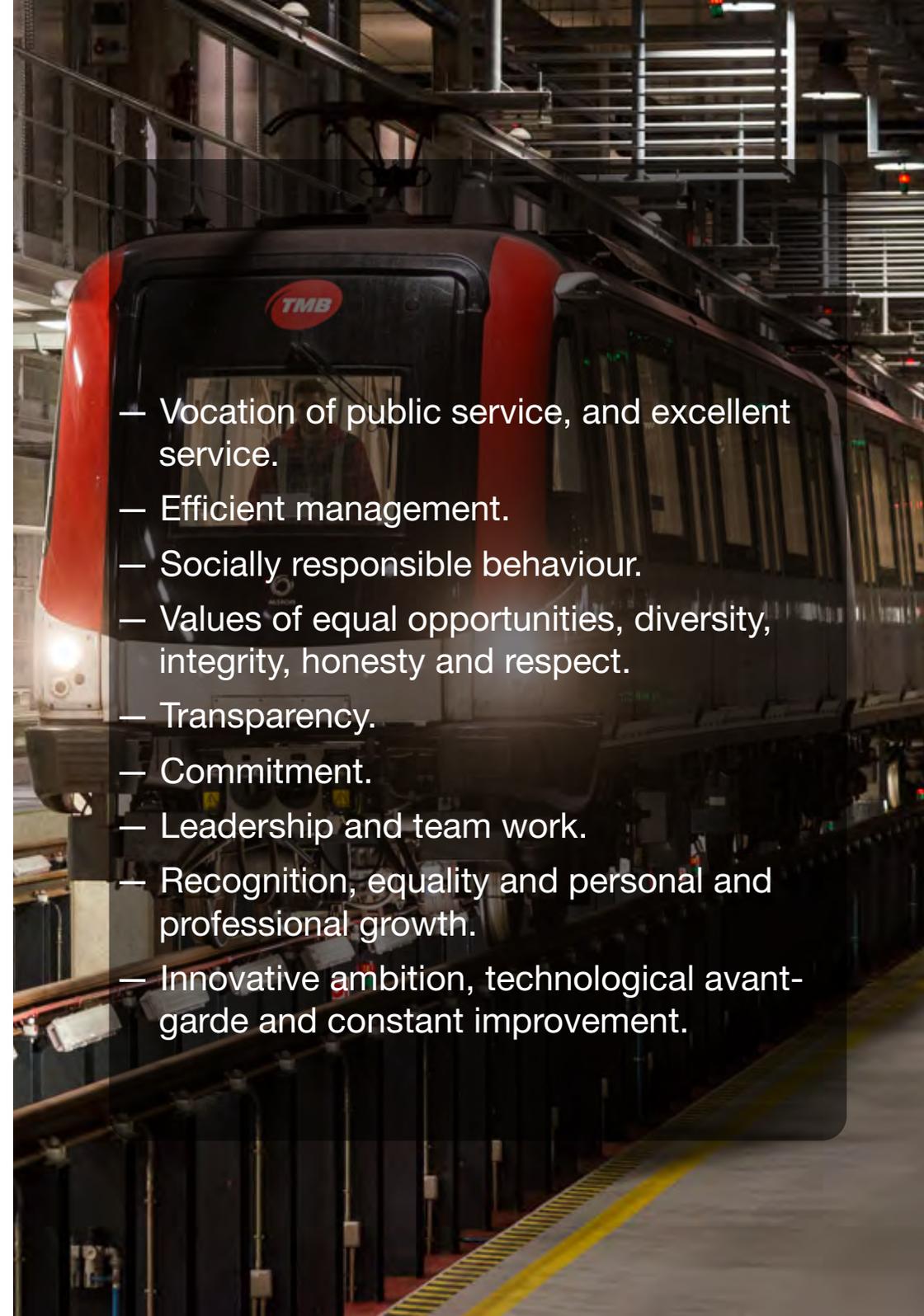
- For its integrated management of services to the general public, of metro and buses and other mobility modes and services.
- For its commitment to urban sustainability and the environment.
- For the technical quality it provides and for the quality perceived by the general public and their stakeholders.
- 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.



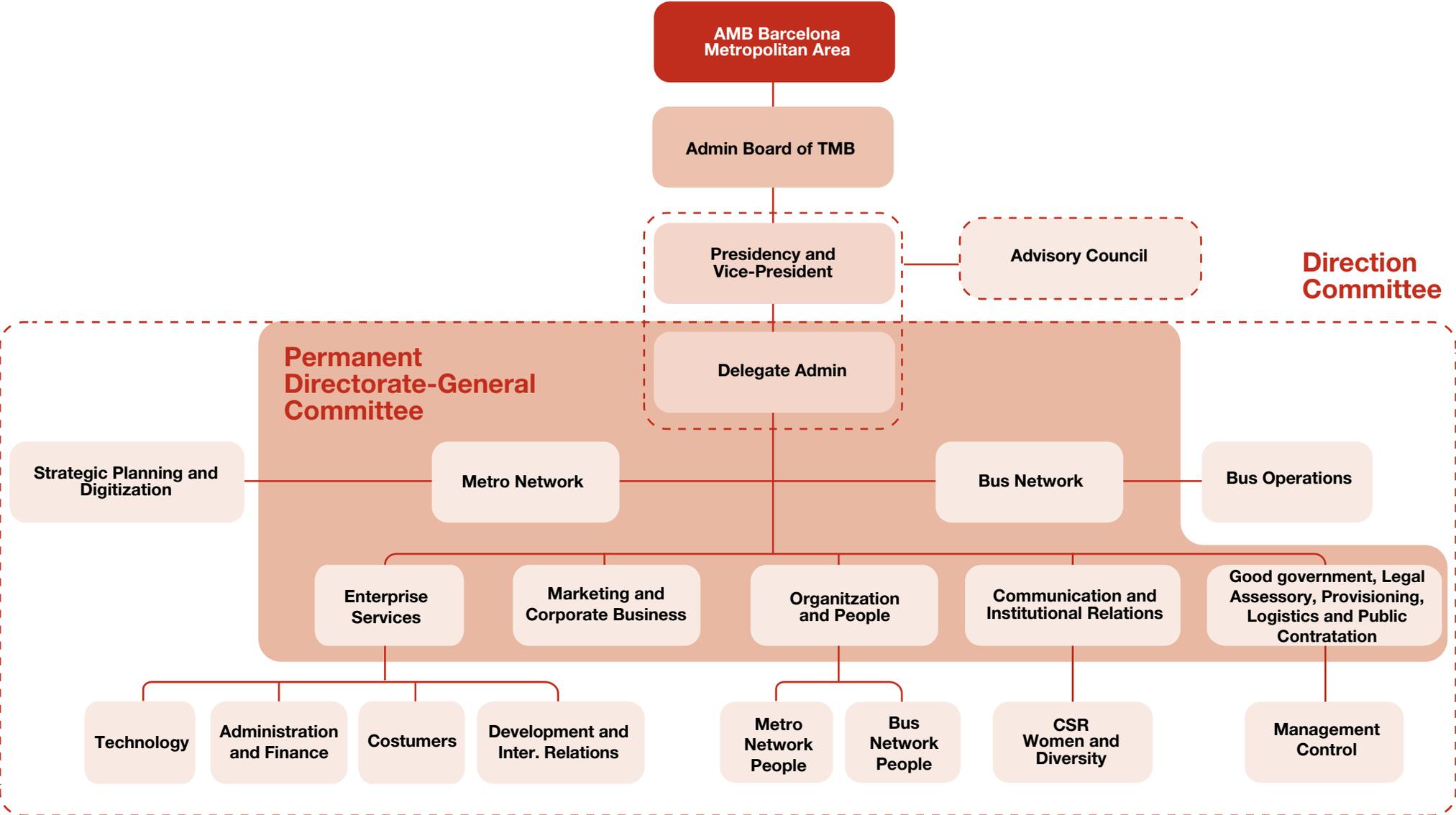
Values

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.

In the Barcelona Metropolitan Area

Outside the metropolitan area

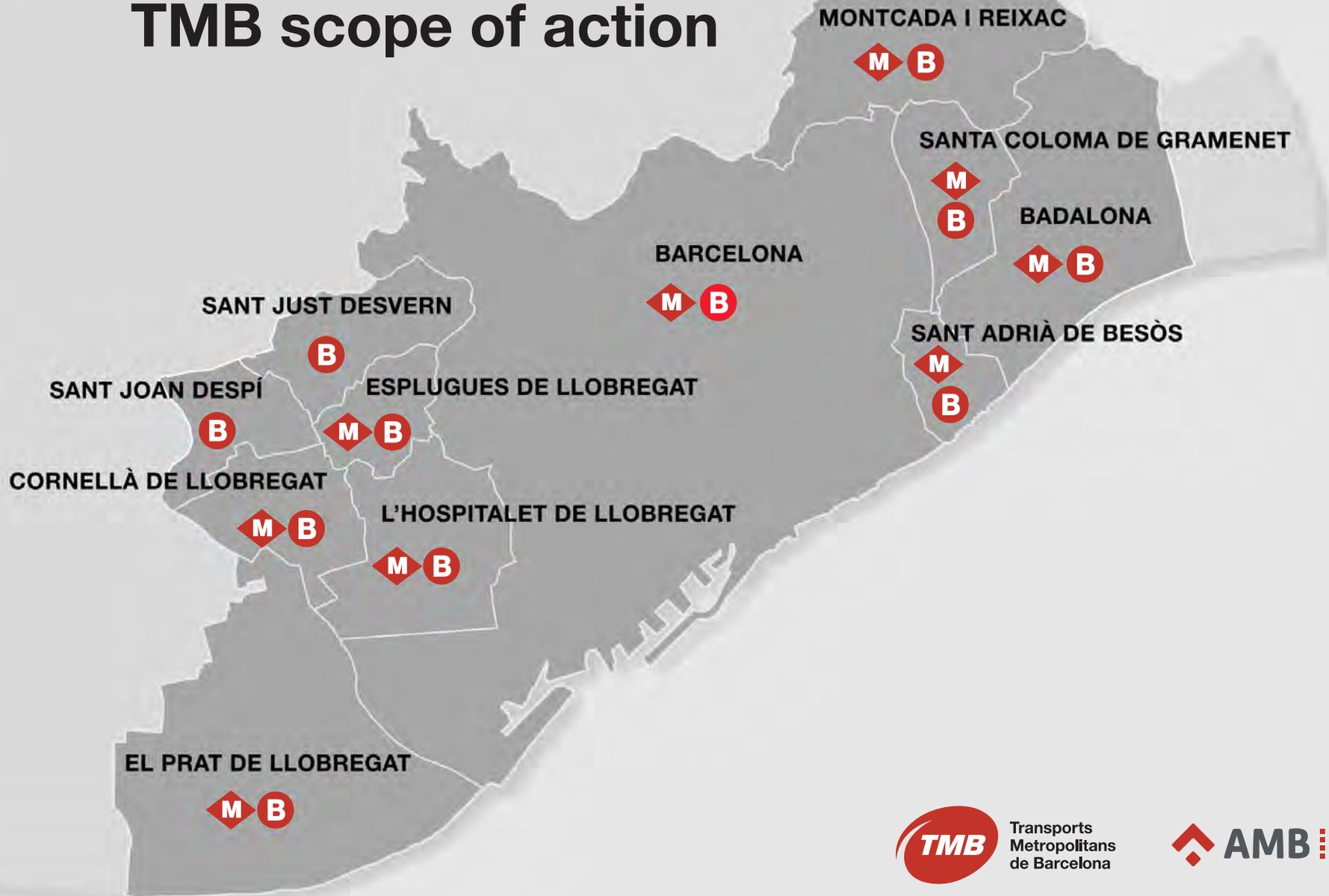
Scope of action

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 5.7 millions of
 inhabitants

RMB

Barcelona Metropolitan
 Region
 160 municipalities 3,129
 km²
 5.2 millions of inhabitants
 (not including the Moianès
 municipalities)

Barcelona

101.35 km² 1.6 millions of
 inhabitants

AMB

Barcelona Metropolitan Area
 36 municipalities 636 km² 3.3
 millions of inhabitants



Integrated tickets



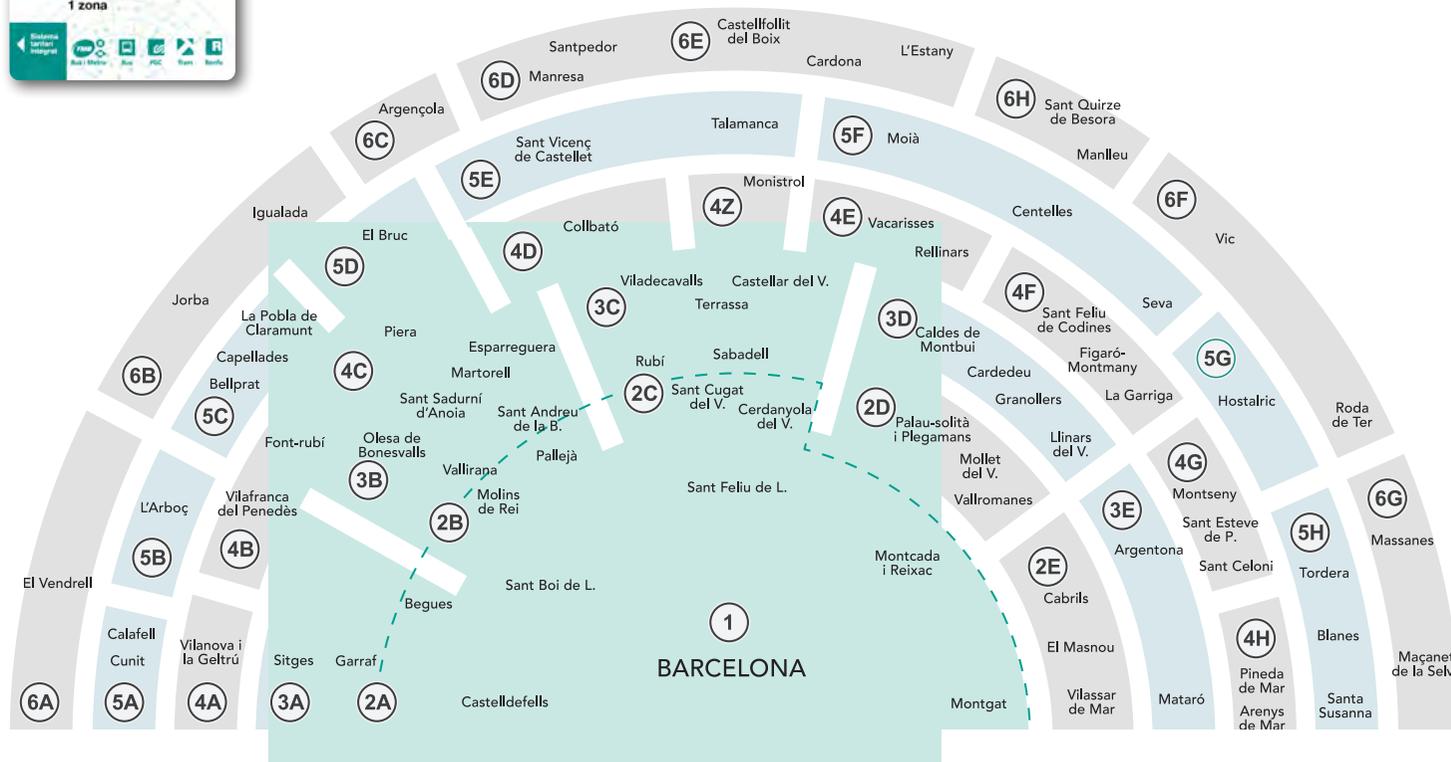
Shared tickets



Personal tickets

Integrated Fare System aimed at residents

It allows travel on all the means of transport needed (metro, urban, metropolitan and intercity buses, tram, Ferrocarrils de la Generalitat de Catalunya and 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 Shared Fare System

The Hello Barcelona Travel Card, for non-residents.

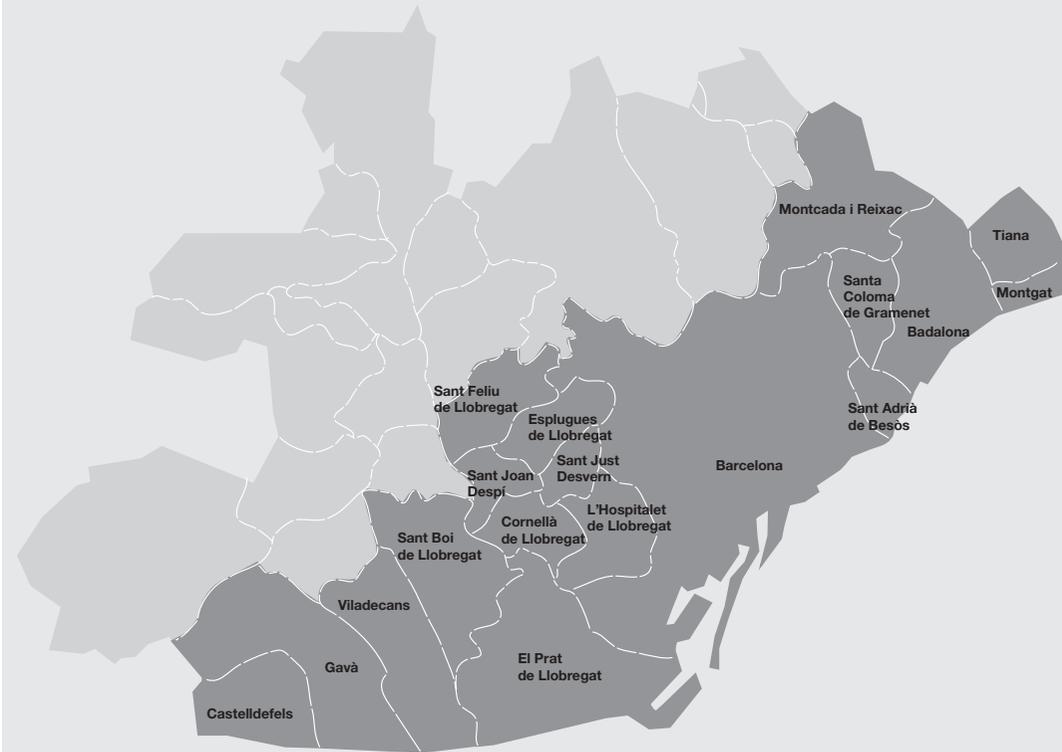
Unlimited travel for 2, 3, 4 or 5 days with a single ticket.

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).





Institutional environment

Political Environment

Barcelona Metropolitan Transport (TMB) takes as reference frame management plans and mobility of institutions with public transport competition and mobility:

Institutions



It is an inter-administrative consortium that aims to articulate cooperation among the incumbent administrations of public transport services and infrastructure and coordinating and planning transport of the metropolitan region of Barcelona. It is integrated by the Generalitat de Catalunya (51%), the City Council of Barcelona (25%) and the Metropolitan Area of Barcelona (24%). The General State Administration (AGE) it is as an observer. It includes the entire Integrated Tarifari System (STI) of the Barcelona area and the entire metropolitan region (346 municipalities).



Implication of the railway part through the VPD department.



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



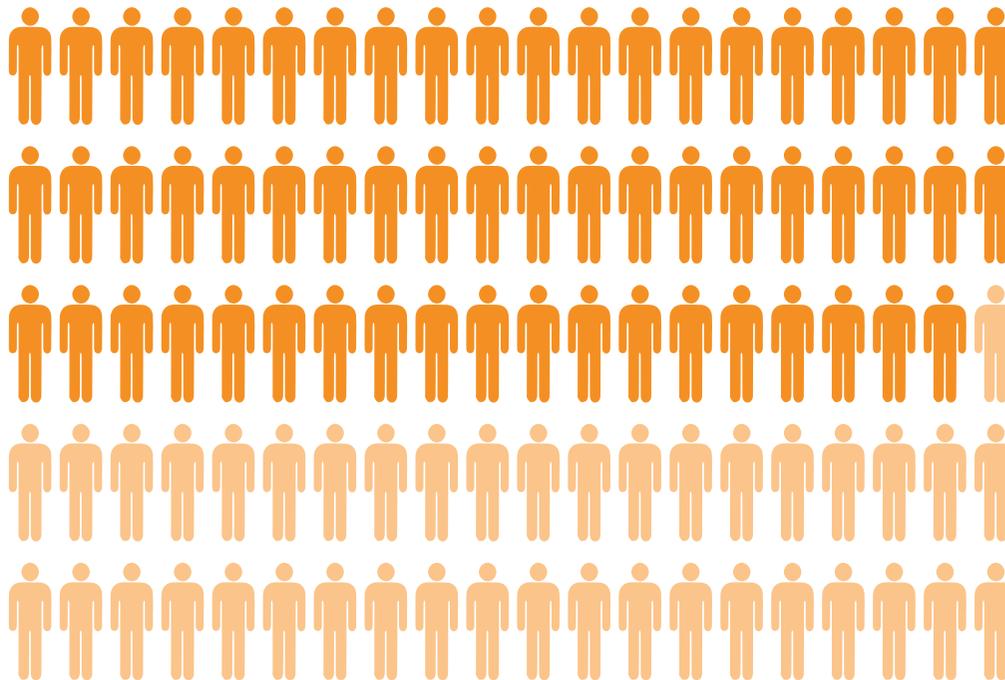
The City Council of Barcelona is **the institution** that regulates the city's public space; this includes **urban planning and mobility** among others.



TMB service in Barcelona and 10 more municipalities in its metropolitan area where more than 2.5 million live of people.

Mobility in the TMB influence area

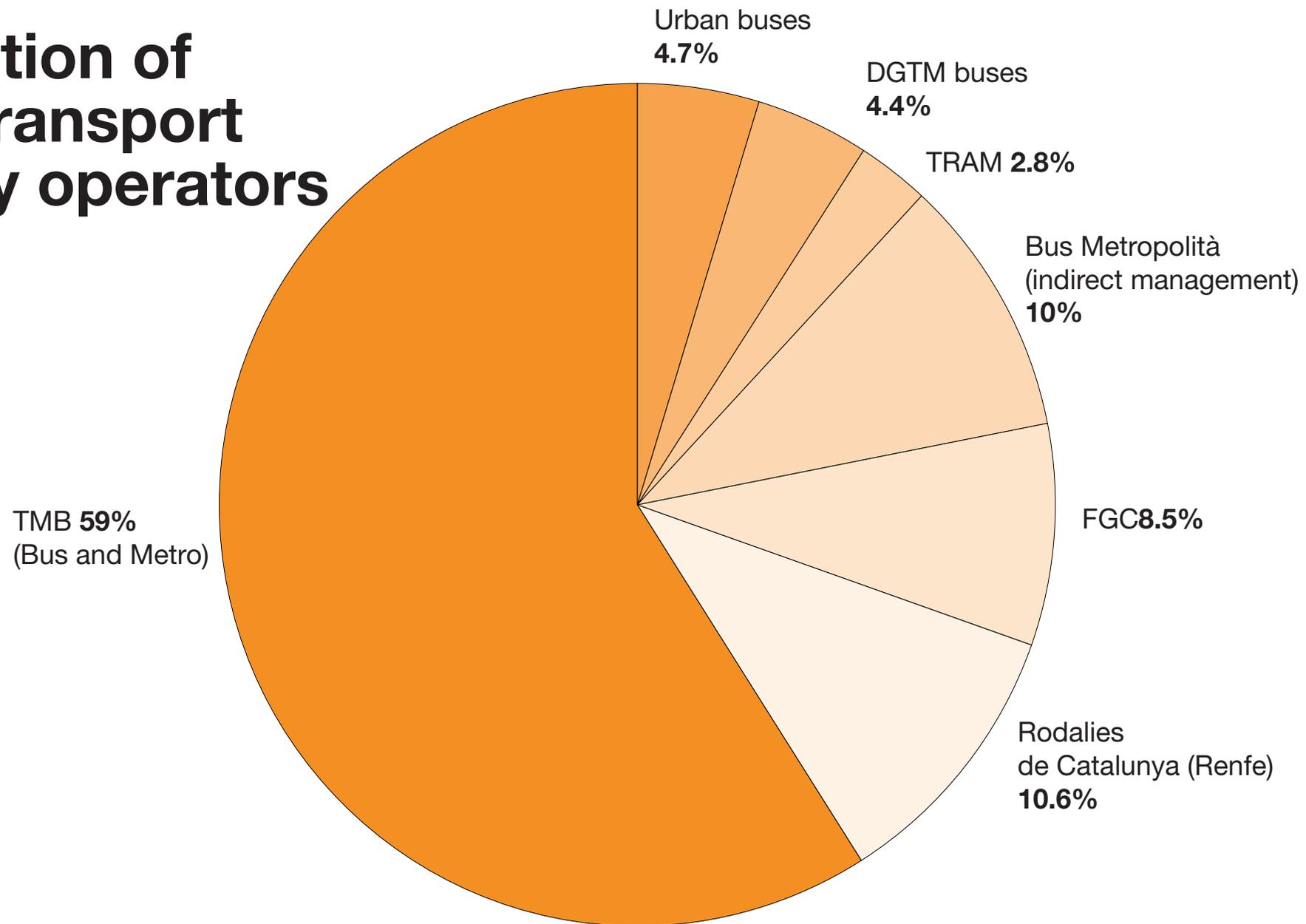
The demand for collective public transport within the Integrated Fare System in the Barcelona area amounted to 717.4 million journeys in 2021. 425.5 million journeys correspond to TMB, representing a 59%.



59%
425,510,000*
TMB users

**717,474,000 travellers
on public transport**

Distribution of public transport users by operators



Source: ATM (2021)

Public transport in the metropolitan region of Barcelona

	Journeys 2021*	Journeys 2020*	Total amount	%
Metro	278.2	217.9	60.3	27.6
Bus	147.3	115.5	31.8	27.5
Total TMB	425.5	333.4	92.1	27.6
FCG	60.9	47.5	13.4	28.2
Regional mainline trains	76.5	62.1	14.6	23.1
Tram	20.4	16.0	4.4	27.5
Bus Metropolità (indirect management)	69.7	55.8	13.9	24.9
DGTM buses	30.9	23.6	7.4	30.3
Urban buses	33.5	26.7	6.8	25.4
Total	717.4	565.5	152.2	26.8

Source: ATM (2021)

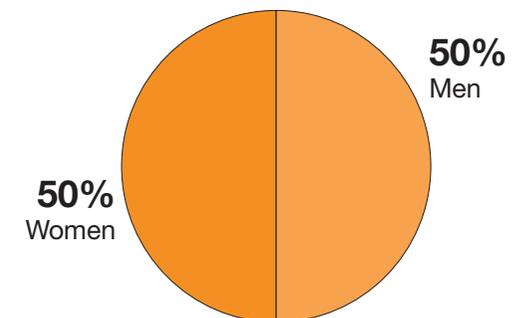
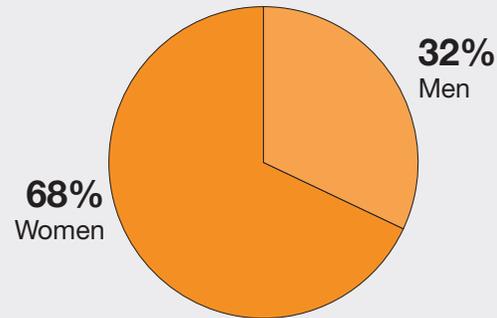
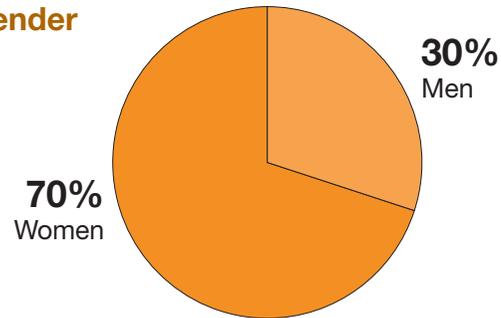
* Millions

The profile of the resident Bus customer

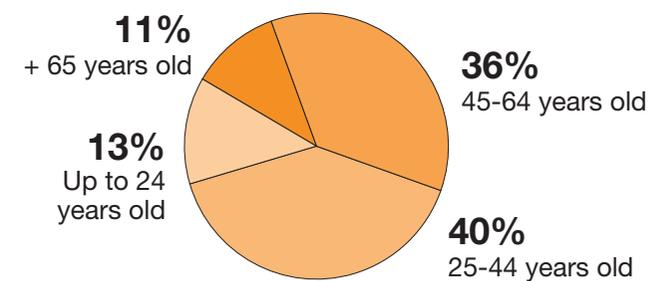
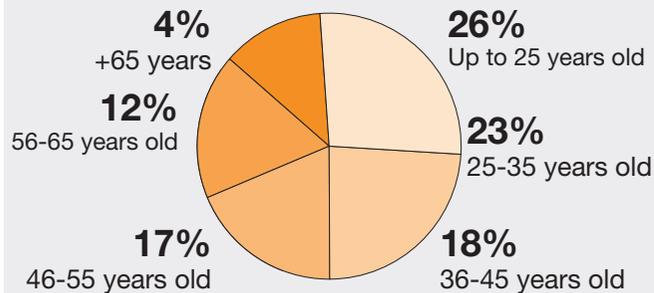
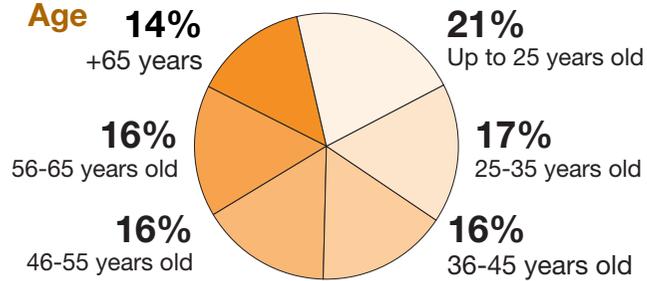
The profile of the resident Metro customer

The profile of the non-resident tourist customer*

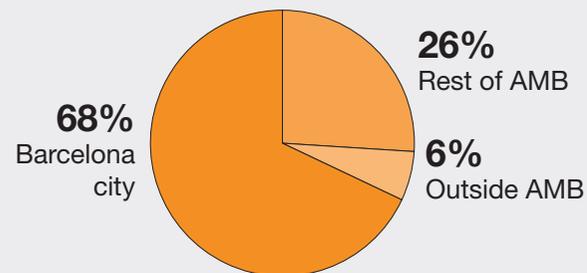
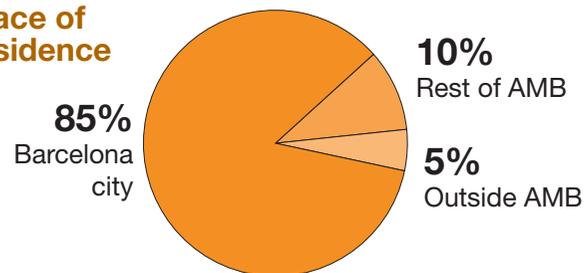
Gender



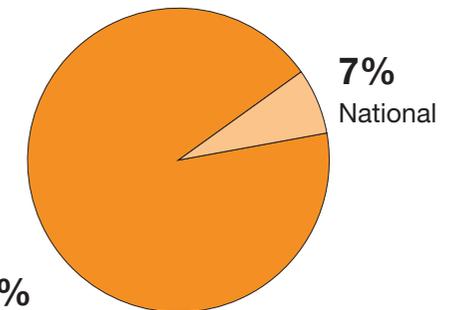
Age



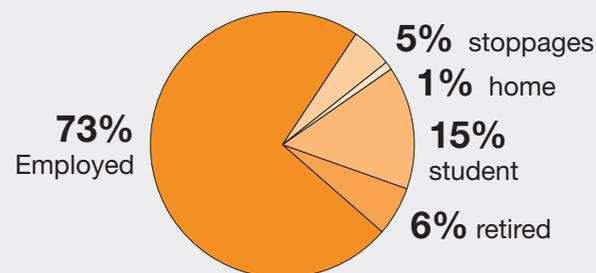
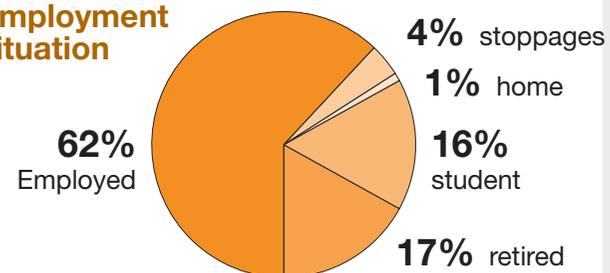
Place of residence



Origin



Employment situation



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

Source: TMB and EPC 2021

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

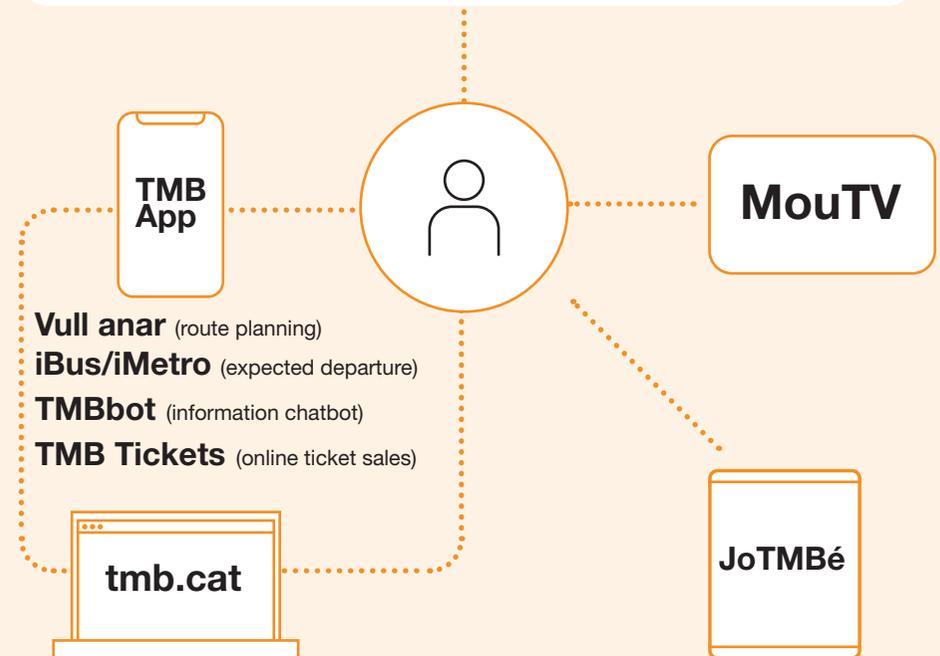
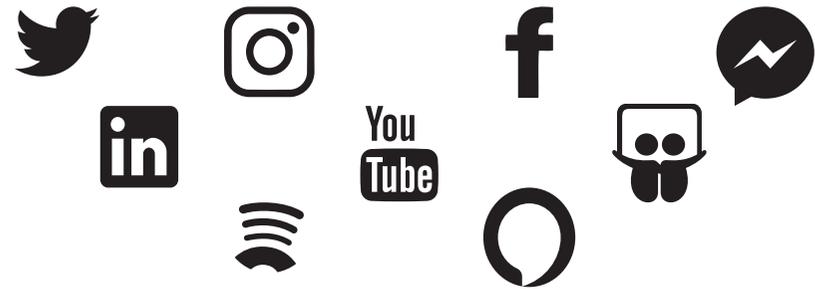
TMB has developed a set of digital tools designed to communicate, inform, assist, share and relate to people and to adapt to their needs at all times.

In person and telephone customer service:
TMB offices 902 075 027 (from 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

The image shows the interior of a bus, specifically the area where wheelchair seats are located. The seats are arranged in two rows, facing each other. Each seat has a metal frame with handrails and a seat with a grid-like pattern. The floor is carpeted and has white markings, including a wheelchair symbol. The entire image is overlaid with a teal color. The word "Bus" is written in large, white, bold letters in the center of the image.

Bus

Barcelona Buses

With a fleet of more than 1,100 vehicles, all of which are adapted for the disabled and have visual and acoustic information and 106 lines, the TMB bus network covers Barcelona and 10 cities in its metropolitan area.

1,135 adapted vehicles

839.21¹ km

2,653² bus stops: 1,421 bus shelters +
1,232 bus stop flag poles

221,8 km bus lanes

106 lines

Source: TMB (2021)

1) Conventional lines + high performance lines + local lines

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

146.630.000

Currently, more than **146 million** passengers per year use the TMB bus network (147 if we include the Bus Turístico), about **20.4%** of all passengers in the metropolitan region.



3,558.80
Seats-km
(millions)



41,937.42
Usable vehicle-km
(thousands)



146.63
Journeys
(millions)



3.51
Passengers per
car (useful km)



107.60
Travellers-km
(seats-km/1,000)



2.60 km
Average route per
journey



A dimly lit control room with several operators at computer workstations. The room is filled with rows of desks, each equipped with multiple computer monitors. The operators are focused on their screens, and the overall atmosphere is professional and busy. The lighting is low, with the primary light source being the screens themselves.

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 service information and assistance systems are controlled.

1,135 vehicles

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.



Horta
393 vehicles



Triangle
225 vehicles



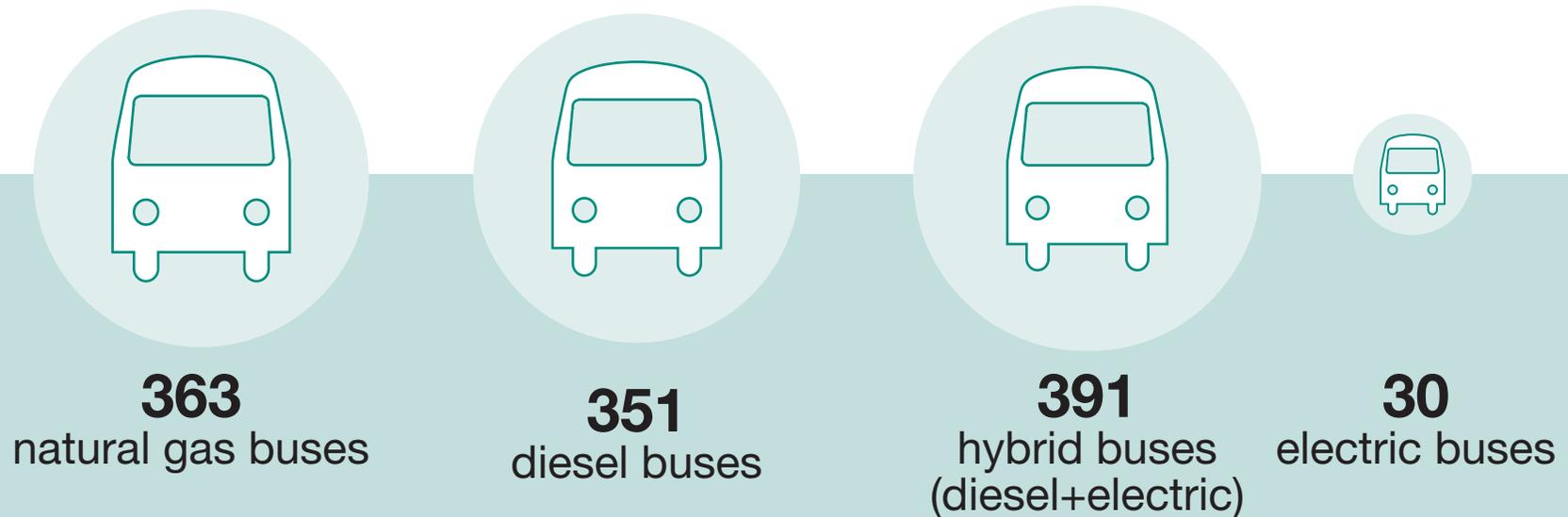
Ponent
164 vehicles



Zona Franca
353 vehicles

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.



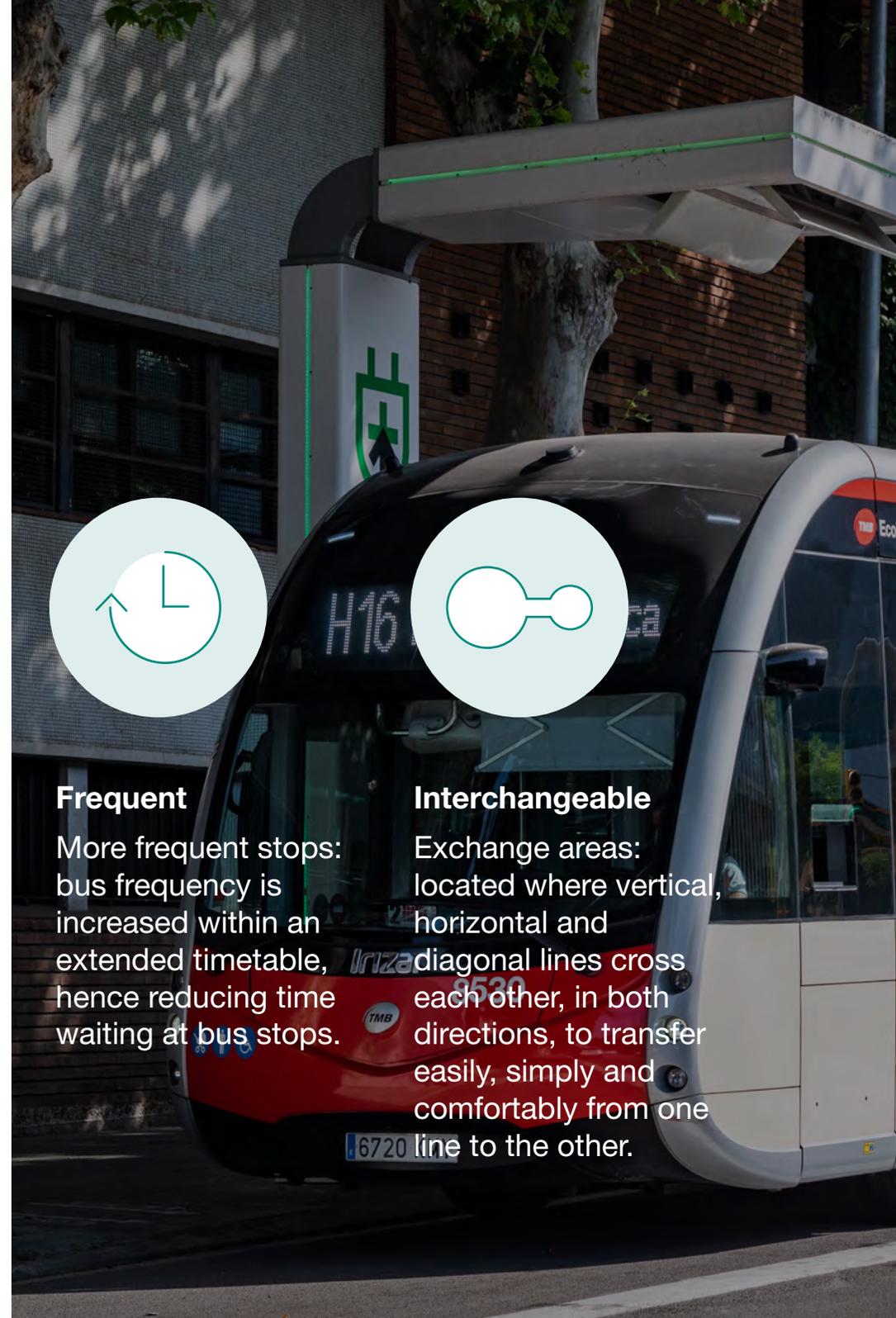
Frequent

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

A blue-tinted photograph of a subway platform at Collblanc station. A train is stopped at the platform with its doors open. People are seen boarding and disembarking. The word 'Metro' is overlaid in large white text on the left side of the image. The station name 'Collblanc' is visible on the wall above the platform. Other signs include 'Sud', 'Sortida', and 'Derriusouts a la L3: Sud'.

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 165 stations and more than 165 trains running at peak times.

8 lines

5 conventional lines

3 automatic lines

125.4 km route

165 stations

165 trains

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

*Distance is measured considering the line in service.

* 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 7'22" is valid for the individual sections of L9 Sud and L10 Sud, while on the common section it is 2'06" and 5'16" (asymmetric)

	Length km*	Number of stations	Trains during rush hour	Frequency (rush hour)
L1	20.2	30	35	2'52"
L2	12.8	18	20	3'15"
L3	17.8	26	26	3'24"
L4	16.5	22	20	3'54"
L5	18.6	27	36	2'36"
L9 North/ L10 North	10.4	12	6'4"	**6'04"
L10 South/ L10 South	26.1	23	9'5"	***7'22"
L11	2.3	5	2	7'30"
Funicular	0.7	2	2	10'00"
Total	125.4	165	165	

Servei de metro

Its extensive timetable, allows over 278.24 million passengers currently use the TMB metro network each year; this is 39% of all passengers in the metropolitan region.



19,059.78

Seats-km
(millions)



102,309.14

Usable vehicle-km
(thousands)



278.24

Journeys
(millions)

Source: TMB (2021)

Timetable

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

5.00-24.00 h

Fridays and the days before public holidays

5.00 am - 2.00 am

Saturdays

at **5.00** hours; continuous service throughout Saturday to Sunday night

Sundays

Continuous service throughout Saturday to Sunday night;

at **24.00** on Sunday

24 December

Closes at 11.00 pm



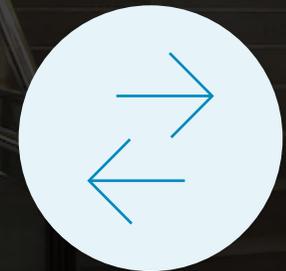
2.72

Passengers per
car (useful km)



72.99

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



5.00 km

Average route per
journey

A person wearing a red vest is seated at a desk in a control room, viewed from behind. The desk is cluttered with multiple computer monitors displaying various data and maps. The room is dimly lit, with the primary light source being the screens. The text 'Metro Control Centre' is overlaid in large white font on the left side of the image.

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 360o 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.



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.

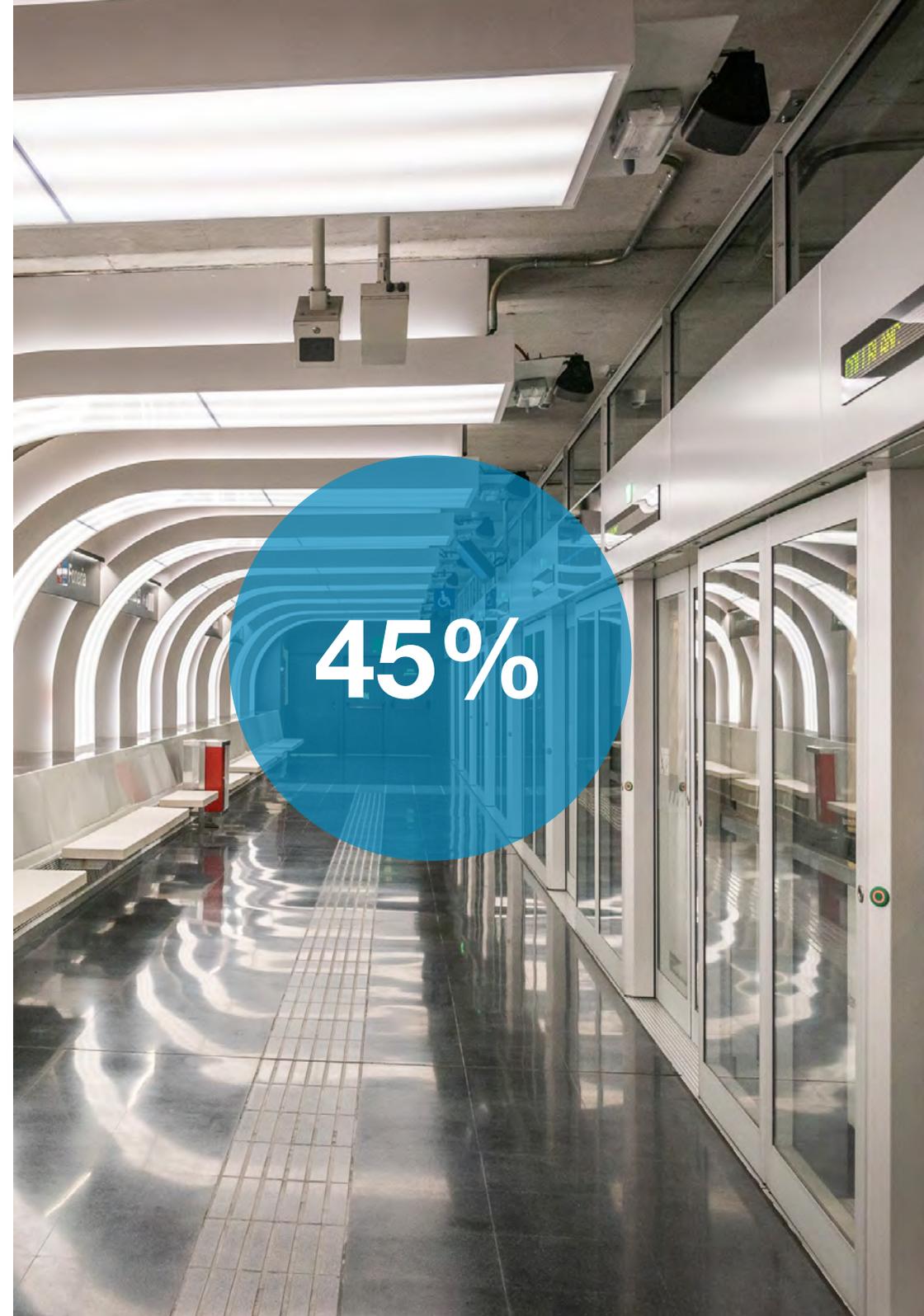


Employee safety, an occupational risk prevention policy that contributes to improving the health, safety and well-being of workers as a necessary condition for the effectiveness and sustainability of the company.

The automatic metro, a better service

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

45% 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).

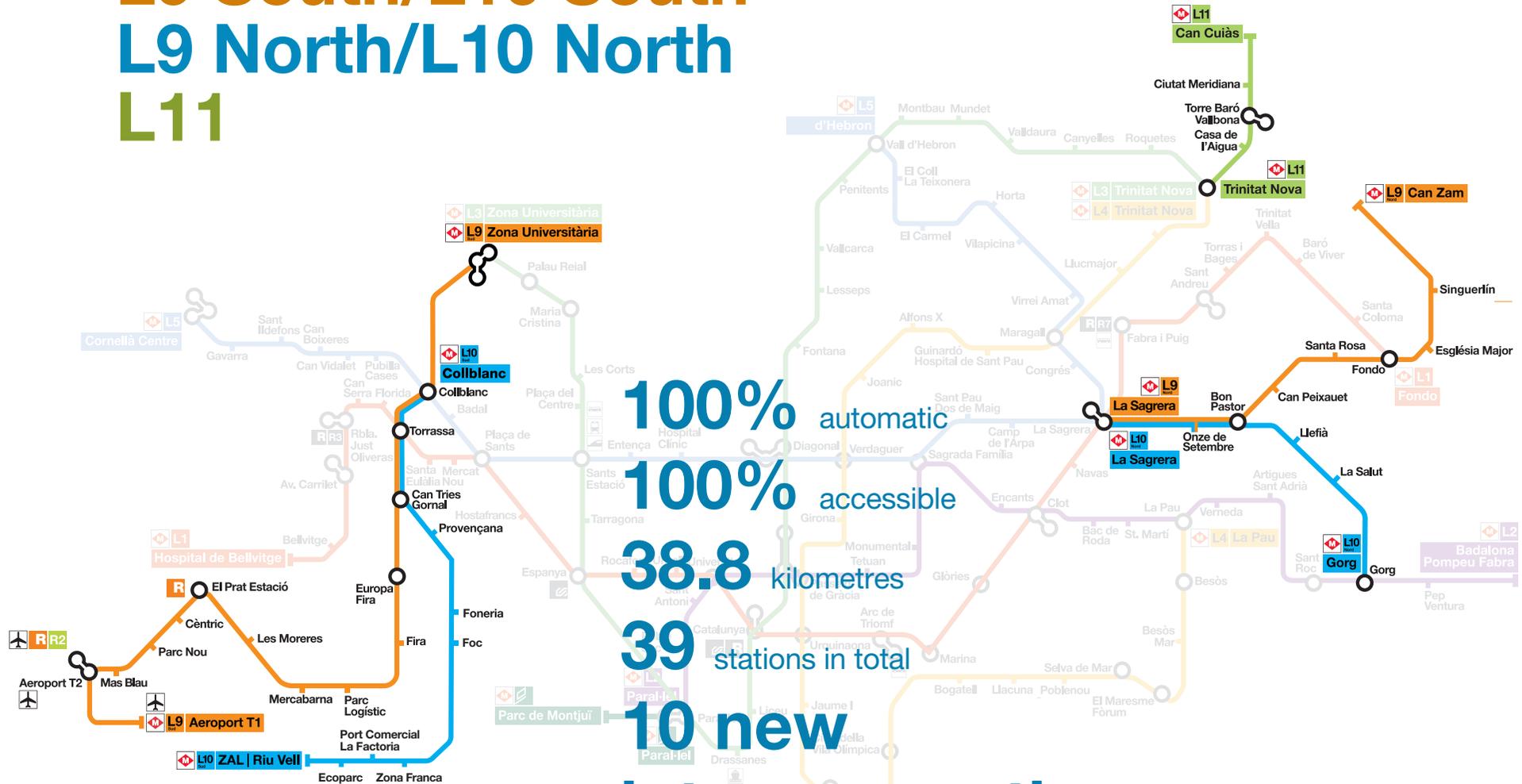
Trains travel at the assigned speed and stop at stations according to a set programme, which may vary according to the day and time slot, although the CCM may intervene at any time.

Automated lines

L9 South/L10 South

L9 North/L10 North

L11



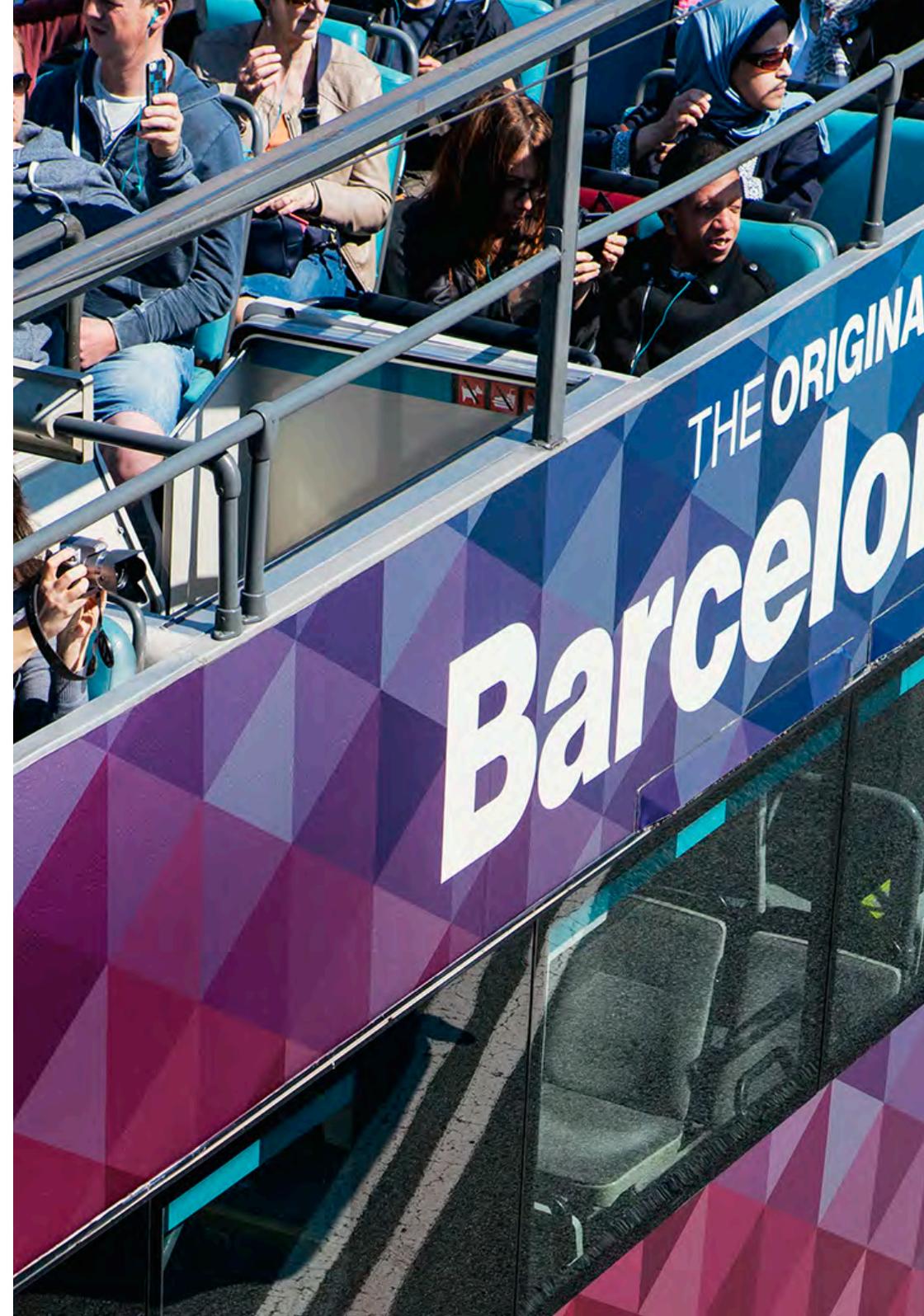


Leisure transport

 Telefèric de 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 2021.



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

65 open top double decker buses

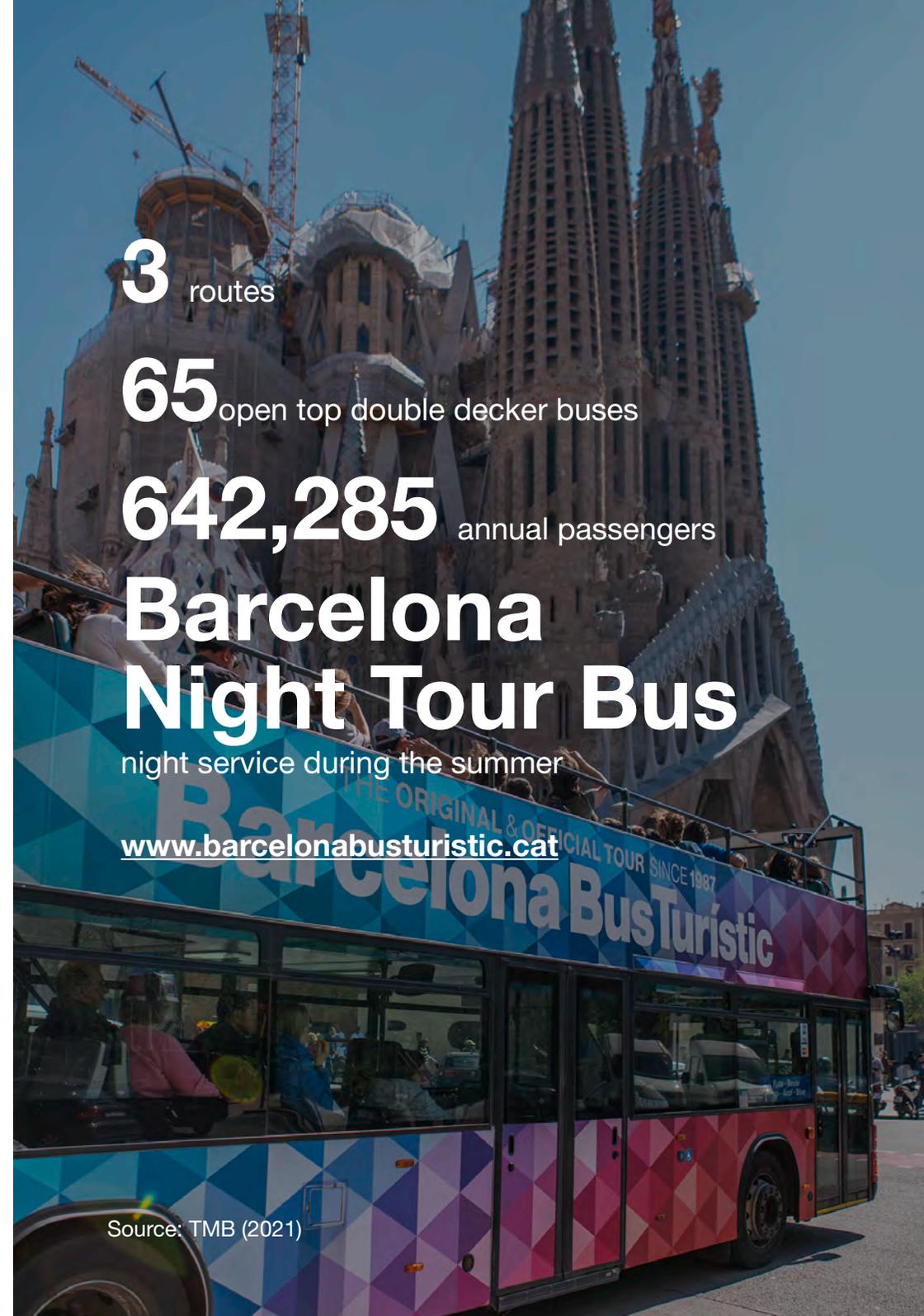
642,285 annual passengers

**Barcelona
Night Tour Bus**

night service during the summer

www.barcelonabusturistic.cat

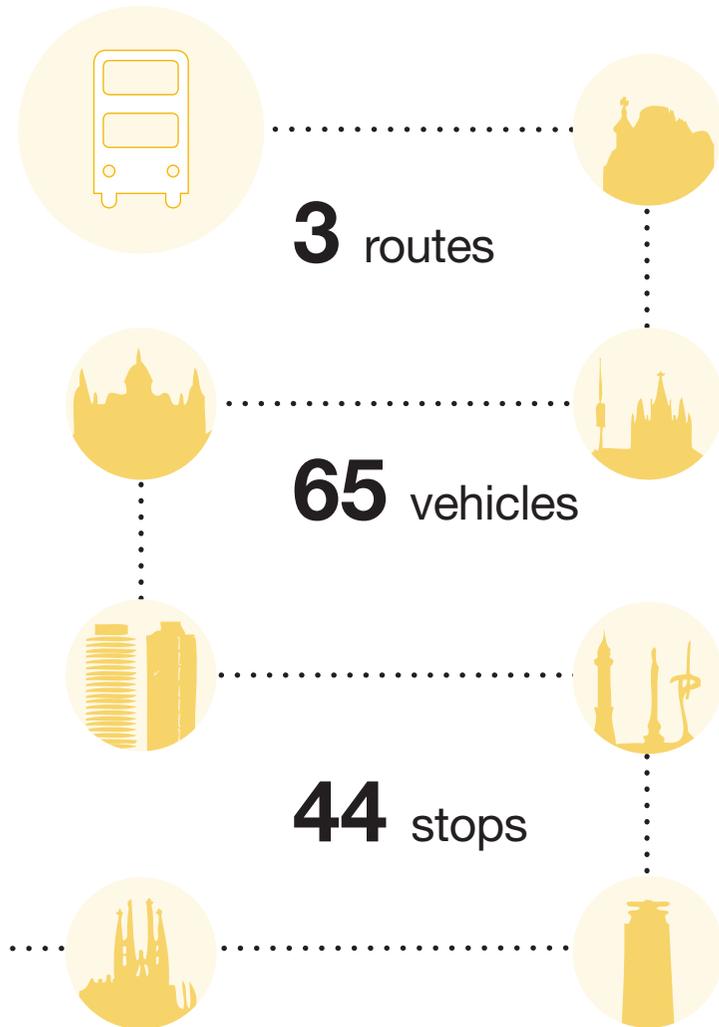
Source: TMB (2021)



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.

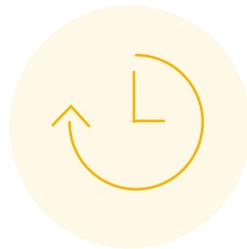


Since 1987, a pioneer service



363 days

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



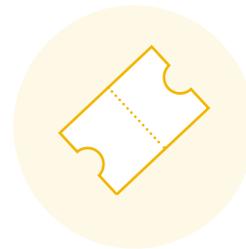
5 min

High frequency.
A bus every 5 minutes in high season



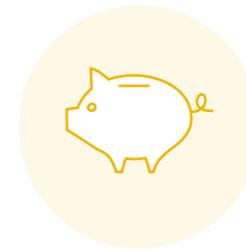
16

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

Barcelona Night Tour Bus

A unique night route

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.

**Daily services from Monday to Sunday
from 1 July to 4 September**

**Scheduled departures by language
(Catalan, Spanish, English) at 21:30
now 21:45**

Source: TMB (2021)



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 26 November to 2 January, daily departures at **6 p.m. and 8 p.m.** Thursday to Sunday (except 24- 25-31/12 and 1/1).

Approximate journey time:

1 h and 15 min

6,363 tickets sold

72,072 euros Income/VAT

95% occupation

83% adults

17% 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

549,858 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 (2021)

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.

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

1,276 metre journey

93 metre climb

3.6 metres/second

48 people per tram

32 passengers seated

16 passengers standing

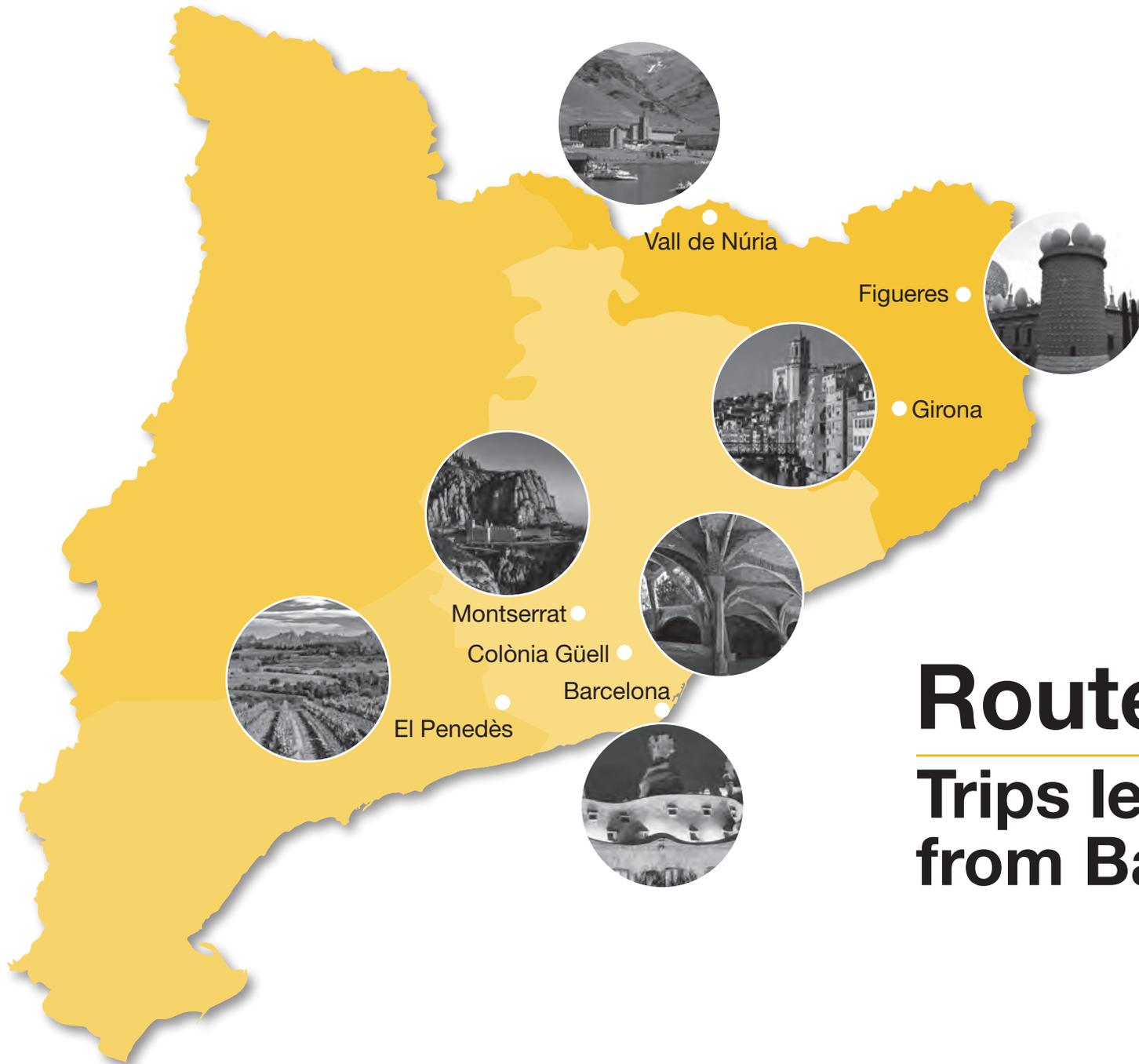
Source: TMB (2021)

Catalunya Bus Turistic

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.





Routes 2022

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

