



Barcelona Metro 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 the development of demanding quality standards and a permanent drive for improvement.

In this regard, **Barcelona Metro** works on service quality policies aimed at improving its management and responding to the expectations and needs of users. The result of this commitment is the achievement of certifications across all its activities and services.

The publication of the **Barcelona Metro Service Charter** is intended to provide greater detail on the commitments that this organisation has towards citizens and its customers.

This document has been prepared by Metro; Quality and Environment, and Customers Areas, and approved by the Metro Management.

Ferrocarril Metropolità de Barcelona

The **Barcelona Metro Network**, which has eight lines - five conventional and three automatic - and includes the Montjuic Funicular service, aims to continue leading mobility in Catalonia. We are a benchmark in terms of meeting the expectations of citizens in the Barcelona metropolitan area, as reflected in the latest municipal services survey, which ranks us as one of the highest-rated public services.

The annual Customer Perception Study (EPC) carried out in 2025 awarded the metro service a score of 8.21 out of 10, the highest value in its history. The most highly rated attributes were travel time, connections with other lines and transport modes, general information, service frequency and customer service.

Barcelona Metro is internationally recognised as a model of efficiency, focused on optimising and continuously improving its processes. All this is made possible by a committed and engaged team and by an organisation in which values such as participation and motivation are strongly present.

At **Barcelona Metro**, we know that it is not enough to meet this transport need safely, reliably, accessibly and comfortably; we must also strengthen value-added services for our customers and improve their travel experience.





Ferrocarril Metropolità de Barcelona

Barcelona Metro also places great importance on the sociocultural context in which it operates. We are part of a modern and cosmopolitan city such as Barcelona, and our facilities and equipment must reflect it.

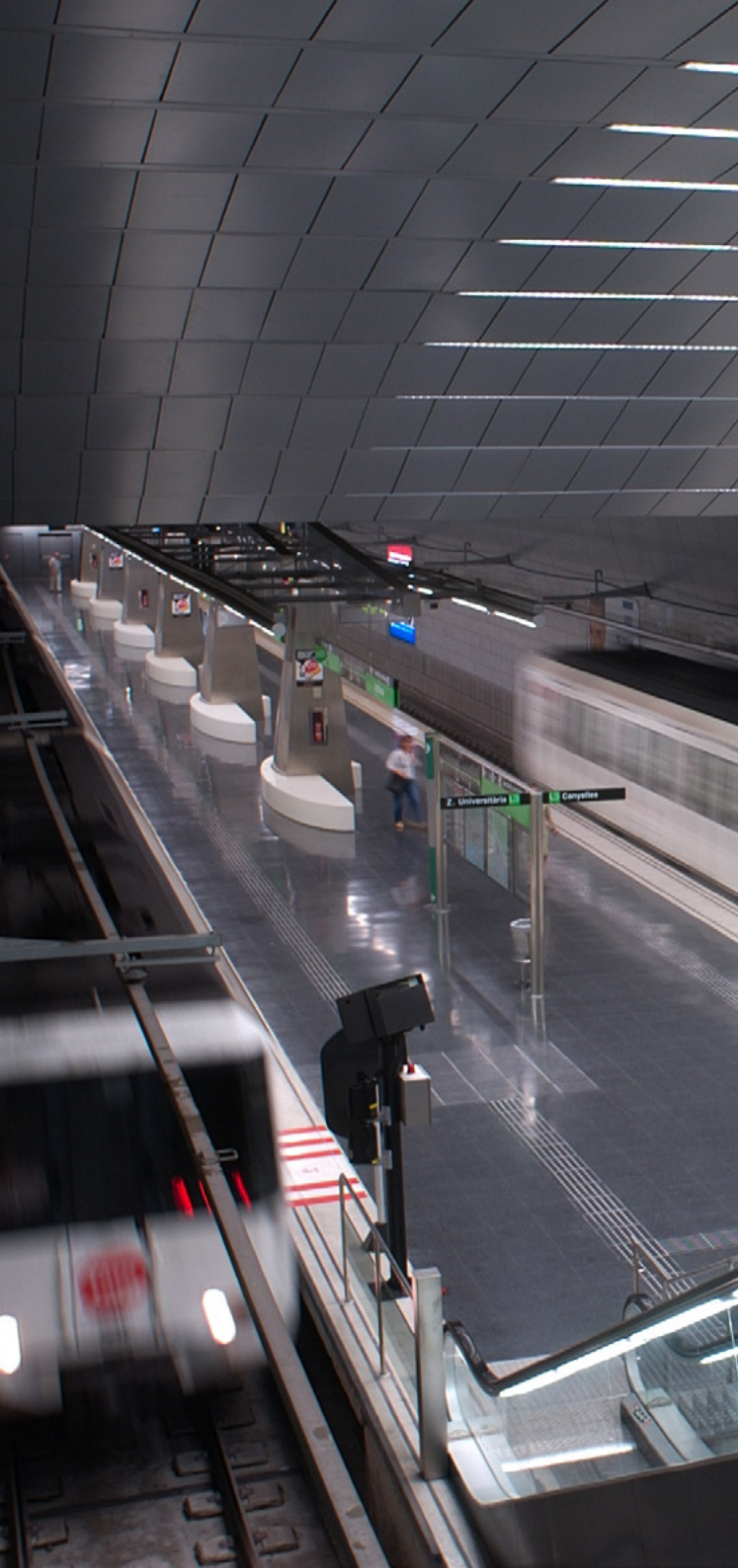
We therefore make a particular effort to remain at the forefront of technological advances and the latest trends, in order to achieve excellence in service provision, as well as in all other aspects related to maintenance quality, which will allow us to earn the recognition that the metro of a city like Barcelona should have.

Finally, our company activity is carried out in an environmentally respectful manner, following strict energy-saving policies and contributing to sustainable development, both socially and economically.

TMB's 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.





TMB's 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's 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.



Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Metro network

At Barcelona Metro, we have eight lines - five conventional lines and three automatic lines - and we also include the Montjuic Funicular in our service.

In total, the network comprises **165** stations and **165** trains in operation at peak hours. (Official data at 31/12/2025)

Metro	Length (km)	Number of stations	Trains at peak hour	Peak-hour headway
L1	20.2	30	34	3'05"
L2	12.8	18	20	3'15"
L3	17.8	26	26	3'28"
L4	16.5	22	20	3'57"
L5	18.6	27	37	2'29"
L9 Nord L10 Nord	10.4	12	6/4	6'04"
L9 Sud L10 Sud	26.1	23	9/5	7'22" *
L11	2.3	5	2	7'55" **
	0.7	2	2	10'00"
Total	125.4	165	165	

* The 6'04" interval applies to the individual section of L9 North and L10 North; on the common section it is 3'02".

** The 7'22" interval applies to the individual section of L9 South and L10 South; on the common section it is 2'06" and 5'16" (asymmetrical).

Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Metro service

The metro operates every day with an extensive service timetable and connects Barcelona with eight other municipalities in its metropolitan area.

Barcelona Metro Network

Metro service timetable

Weekdays (Monday to Thursday), Sundays and mid-week public holidays	5:00 a.m. to midnight
Fridays and public-holiday eves	5:00 a.m. to 2:00 a.m.
Saturday	Starts at 5:00 a.m.; continuous service throughout the night from Saturday to Sunday
Sunday	Continuous service throughout the night from Saturday to Sunday; ends at midnight on Sunday
24 December	5:00 a.m. to 11:00 p.m.





Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Basic figures as at 31/12/2025

Place-km (millions)	26,961.52
Revenue car-km (thousands)	97,398.98
Journeys (millions)	479.91
Passengers / revenue car-km	4.93
Passenger-km (place-km / 1,000)	104.50
Average distance per journey (km)	5.00



Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Metro Control Centre (CCM)

We operate 24 hours a day, all year round, and use the most advanced technology to ensure the correct operation of the Metro Network, both on the current conventional lines (L1, L2, L3, L4 and L5) and on the automatic driverless lines (L9/10 North, L9/10 South and L11).

At the CCM, we manage in an integrated way all the resources involved in operating the Metro Network:

- train circulation
- station assistance
- energy operation
- information for users

Safety and security on the Metro Network

For Barcelona Metro, safety and security are among the basic pillars underpinning the reliability and trust that the citizens of the Barcelona Metropolitan Area expect from a public mobility service, and which the Railway Act (Llei ferroviària) 4/2006 recognises in Article 31.1 as being 'of general interest and essential for citizens'.

At Metro, we look after this safety and security in its three dimensions:

- safety and security related to human causes (Security and Civil Protection)
- technical or railway safety (Railway Safety)
- employee safety (Occupational Health and Safety)



Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Security and Civil Protection

The Security and Civil Protection Unit has the mission of managing, in a centralised manner and with a network-wide vision, the assigned technical systems and human resources, in order to protect people and property in the field of security and civil protection, in coordination with the Metro Control Centre. Our structure includes the following departments:

- Intervention Department
- Civil Protection Department
- Security Department, on which the Security and Civil Protection Unit depends, providing service 24 hours a day, 365 days a year.

Railway Safety

The Railway Safety Unit focuses on identifying and controlling the risks linked to the activity and services provided by Barcelona Metro, in order to mitigate and minimise them and thus guarantee the integrity of employees, users and the safety of the service in general.

We also seek to raise awareness across the organisation of a railway safety culture in which all human resources are involved, in accordance with their responsibilities in this area.

Vocation for service and services provided by Ferrocarril Metropolità de Barcelona

Occupational Health and Safety at Metro

Metro Occupational Health and Safety promotes internal coordination in occupational risk prevention, in accordance with the Health, Safety and Workplace Wellbeing Service, with the aim of carrying out the necessary activities or taking the necessary measures in all productive phases of Barcelona Metro, and with the purpose of avoiding or reducing health risks arising from work and thereby increasing occupational safety and health.



Vocation for service and services provided by Ferrocarril Metropolità 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 commitment and indicators

At **Barcelona Metro**, we are aware of the importance of offering a high level of quality in service provision. For this reason, we work on quality policies aimed at improving service management and thereby responding to the expectations of increasingly demanding users.

The implementation of these policies, clearly oriented towards meeting user's needs, has ultimately resulted in the achievement of ISO 9001, UNE 13816 and ISO 45001 certifications (for all activities and services related to the provision of the Metro service), ISO 14001 (on lines 3, 4, 11, 9N and 9S) and ISO 50001 (on lines 3, 4 and 11).

The achievement of these certifications clearly demonstrates Barcelona Metro's firm commitment to citizens and to the environment in which we operate, focused on meeting users' needs and 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 Barcelona Metro, with the aim of meeting user's expectations.

All the indicators associated with the commitments defined below belongs to Barcelona Metro's management indicators and are audited annually by a certification authority in the ISO 9001, 14001, 50001 and UNE 13816 audits.



Compromiso de calidad e indicadores

Fulfilment of scheduled service (service provided)

Barcelona Metro undertakes to fulfil the scheduled service offer in order to facilitate mobility as much as possible for users and for citizens in general.

- Barcelona Metro undertakes to operate **99.40%** of scheduled services.

Total stoppage time (service provided)

Barcelona Metro continuously monitors the daily scheduled service in order to prevent incidents that cause stoppages and delays, thereby minimising their effects on our user's journeys.

- Barcelona Metro undertakes to have a maximum stoppage time of **34 minutes and 48 seconds** per million kilometres travelled.

Regularity (time)

In order to provide a fast and reliable service, Barcelona Metro undertakes to comply with the scheduled headway tables.

- Barcelona Metro undertakes that **90.44%** of services (except L9 and L10) comply with the scheduled service frequency.



Compromiso de calidad e indicadores

Accessibility

So that everyone can enjoy the service, Barcelona Metro undertakes to carry out the necessary actions to guarantee the mobility of all users at the network's facilities. At TMB, as a company committed to full accessibility, we have developed the corporate website in accordance with the current UNE 139803:2012 standard and adapted it to the guidelines defined by the permanent working group of the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) for level AA.

- Barcelona Metro undertakes to ensure that users have **99.37%** of lifts in operation.
- Barcelona Metro undertakes to ensure that users have **99.07%** of escalators in operation.

Purchase and validation of fare products

In order to facilitate access to the Barcelona Metro service, we undertake to carry out the necessary actions to maintain high service levels in fare product purchase and validation processes.

- Barcelona Metro undertakes to ensure that users have **96.00%** of ticket vending machines in operation.
- Barcelona Metro undertakes to ensure that users have **96.50%** of fare gates in operation.



Compromiso de calidad e indicadores

Customer Care

Barcelona Metro undertakes at all times to offer users the best possible treatment, both in the quality of the care provided and in the efficiency of the response to their requests.

- Barcelona Metro undertakes to make every possible effort to ensure that **90%** of complaints and claims are answered appropriately within a maximum period of **28 calendar days**.
- TMB undertakes to answer **95%** of calls received during service hours on the corporate information and customer care telephone line.
- TMB undertakes to respond appropriately to **95%** of enquiries received via the website and app within a maximum period of 48 working hours.

Information

Barcelona Metro is aware of the importance of information for citizens. We therefore undertake to ensure that static information is properly updated, visible and in an accessible format, in order to make it easier for users to use the service.

- Barcelona Metro undertakes to ensure that the information quality index on trains is above **90%**.
- Barcelona Metro undertakes to ensure that the information quality index in stations is above **90%**.



Compromiso de calidad e indicadores

Safety and security

Barcelona Metro is aware that safety and security are among the most relevant factors in service quality. We therefore undertake to look after user's safety and security at all times.

- **100%** of our trains are equipped with automatic train protection systems.
- Barcelona Metro guarantees care and support for **100%** of security incidents reported to the Security Department.

Cleaning and upkeep

Barcelona Metro undertakes to offer users a service with a high level of quality, both in terms of the cleaning and the upkeep of trains and stations across the network.

- Barcelona Metro undertakes to ensure that the cleaning and upkeep quality index for trains and stations is above **89.95%**.

Compromiso de calidad e indicadores

Environmental impact

Barcelona Metro aims to be a benchmark passenger transport and urban mobility company for its contribution to improving mobility in Barcelona and its metropolitan area, to urban sustainability and to the environment. Barcelona Metro undertakes to offer an efficient, high-quality public transport service that prevents citizens from using private vehicles for their journeys and, therefore, avoids the associated polluting emissions, significantly improving air quality in the Barcelona metropolitan area.

- Barcelona Metro undertakes that avoided carbon dioxide emissions from private vehicle use will exceed **373,982 tonnes/year**.
- Barcelona Metro undertakes that avoided nitrogen oxide emissions from private vehicle use will exceed **1,431 tonnes/year**.
- Barcelona Metro undertakes that avoided particulate matter (PM10) emissions from private vehicle use will exceed **69 tonnes/year**.

Note 1: The higher the demand for public transport, the higher the level of emissions not generated by private vehicles. Therefore, the higher the indicator value, the greater the environmental benefit.



Ways to engage with Metro

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 can help us 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 speed as our society. As a benchmark mobility company, we cannot turn our back on these changes, and for this reason we expand every day the ways in which we communicate with our customers.

As a pioneering company in the use of new technologies and with knowledge of the changing habits of users in the use of communication channels, we are immersed in a continuous process of opening ourselves up to these new channels and establishing new, more agile and dynamic communication mechanisms.

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

We also promote and encourage participatory processes in the field of accessibility with the main institutional and social stakeholders in the sector.



Formas de participación con Metro

Contacting the company

Customers have several options available for contacting TMB:

- **Digital channels:** TMB website and TMBapp, X (formerly Twitter) @TMBinfo, Facebook Messenger and the TMB Bot
- **Telephone channel:** 900 70 11 49
- **In-person channels:** customer service agents at metro stations and 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

Current legislation

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

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



Certifications and agreements



Ferrocarril Metropolità de Barcelona, SA

Passenger transport service on the Metro network.

ISO 9001 and UNE 13816.



Ferrocarril Metropolità de Barcelona, SA

Passenger transport service on the Metro **network**.

ISO 45001.



Ferrocarril Metropolità de Barcelona, SA

Passenger transport service on the Metro network (L3, L4 and L11).

ISO 14001 and ISO 50001.



Ferrocarril Metropolità de Barcelona, SA

It adheres to the voluntary greenhouse gas emissions reduction initiative promoted by the Catalan Office for Climate Change.