Institutional presentation 2023
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 2022

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**

549,790,000 passengers carried (total within IFS scope: 720.8)

59% Percentage of journeys within the scope of its activities

Source: TMB (2022)

**Workforce**

8,693 staff employed

**Supply**

22,581* Seats-km

143,630** Journeys per carriage/useful km

* Millions

** Thousands
Recovery of passenger numbers

Following the exceptional circumstances during the Covid-19 pandemic, in 2022 demand for buses and the metro steadily recovered, although it has not yet reached the volume of passengers in 2019, before the outbreak of the pandemic. Specifically in the case of the TMB network, 549.79 million passengers were carried in 2022, representing growth of nearly 125 million compared to the previous year, i.e. an increase of 29.2%.

Source: TMB (2022)
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 teamwork.
— Recognition, equality and personal and professional growth.
— Innovative ambition, technological avant-garde and constant improvement.
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, AMBICI, etc.).
- Subjects of the Programme Contract with ATM.
- And other mobility services (cable car, tourist bus, etc.).

**External consultancy and foreign 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.

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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.
The new AMBici shared electric bike service is being introduced at 200 stations in 15 metropolitan municipalities: L’ Hospitalet de Llobregat, Badalona, Cornellà de Llobregat, Santa Coloma de Gramenet, El Prat de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Adrià de Besòs, Sant Joan Despí, Sant Just Desvern, Molins de Rei, Sant Boi de Llobregat, Viladecans, Gavà and Castelldefels.
IFS
Integrated Fare System
346 municipalities
9,061 km² 5.7 million inhabitants

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

AMB
Barcelona Metropolitan Area
36 municipalities
636 km², 3.3 million inhabitants

Barcelona
101.35 km², 1.6 million inhabitants

1. Bitllet senzill: 2023 Vàlid per 1 viatge en bus o metro TMB

2. Airport fee included
dies: days
from the first validation
48 h: 48 hours

Hola Barcelona Travel Card

Integrated tickets
Shared tickets
Personal tickets
T-mobilitat
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 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).
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

This is an inter-administrative consortium whose purpose is to coordinate co-operation between the administrations responsible for services and public transport infrastructures, and to coordinate and plan transport for the Barcelona Metropolitan Region. It is made up of the Generalitat de Catalunya (51%), Barcelona City Council (25%) and Barcelona Metropolitan Area (24%). The General Government Administration (GGA) is an observer. It includes the entire Integrated Fare System (IFS) in the area of Barcelona and the entire metropolitan region (346 municipalities).

Generalitat de Catalunya

Involving the railway part through the VPD department.

AMB: Area Metropolitana de Barcelona

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

Ajuntament de Barcelona

Barcelona City Council is the institution that regulates public space in the city, including urban planning and mobility.

Other TMB municipal councils

TMB provides service to Barcelona and 10 other municipalities (15 if those covered by AMBici are included) where over 3 million people live.
The demand for collective public transport within the Integrated Fare System in the Barcelona area amounted to 720.8 million journeys in 2022. 549.79 million journeys correspond to TMB, representing a 59%.

720,800,000 travellers on public transport

59%
549,790,000*
TMB users

Source: ATM (2022)
*Not including details of the Montjuïc Cable Car
Distribution of public transport users by operators

- TMB 59% (Bus and Metro)
- Urban buses 4.2%
- DGTM buses 4.4%
- TRAM 2.9%
- Bus Metropolità (indirect management) 10%
- FGC 8.5%
- Rodalies de Catalunya (Renfe) 10.8%

Source: ATM (2022)
Public transport in the metropolitan region of Barcelona

<table>
<thead>
<tr>
<th></th>
<th>Journeys 2022*</th>
<th>Journeys 2021*</th>
<th>Total increase in passenger numbers</th>
<th>% increase in number of journeys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro</td>
<td>371.7</td>
<td>278.2</td>
<td>93.5</td>
<td>33.6</td>
</tr>
<tr>
<td>Bus</td>
<td>178.1</td>
<td>147.3</td>
<td>30.8</td>
<td>20.9</td>
</tr>
<tr>
<td>Total TMB</td>
<td>549.8</td>
<td>425.5</td>
<td>124.3</td>
<td>29.2</td>
</tr>
<tr>
<td>FCG</td>
<td>79.0</td>
<td>60.9</td>
<td>18.1</td>
<td>29.7</td>
</tr>
<tr>
<td>Rodalies</td>
<td>100.3</td>
<td>76.5</td>
<td>23.8</td>
<td>31.1</td>
</tr>
<tr>
<td>Tram</td>
<td>26.8</td>
<td>20.4</td>
<td>6.4</td>
<td>31.3</td>
</tr>
<tr>
<td>Bus Metropolità (indirect management)</td>
<td>92.8</td>
<td>69.7</td>
<td>23.1</td>
<td>33.1</td>
</tr>
<tr>
<td>DGTG buses</td>
<td>40.1</td>
<td>30.9</td>
<td>9.2</td>
<td>29.7</td>
</tr>
<tr>
<td>Urban buses</td>
<td>39.4</td>
<td>33.5</td>
<td>5.9</td>
<td>17.6</td>
</tr>
<tr>
<td>Total</td>
<td>928.2</td>
<td>717.4</td>
<td>210.8</td>
<td>29.3</td>
</tr>
</tbody>
</table>

Source: ATM (2022)
### Profile of the resident Bus customer

- **Gender**
  - Women: 70%
  - Men: 30%

- **Age**
  - 16% Up to 25 years old
  - 17% 25-35 years old
  - 18% 36-45 years old
  - 14% 46-55 years old
  - 19% 56-65 years old
  - 4% +65 years old

- **Place of residence**
  - Barcelona city: 84%
  - Rest of AMB: 12%
  - Outside AMB: 4%

- **Employment status**
  - Employed: 62%
  - Students: 16%
  - Home makers: 1%
  - Retired: 17%
  - Unemployed: 4%

### Profile of the resident Metro customer

- **Gender**
  - Women: 63%
  - Men: 37%

- **Age**
  - 23% Up to 25 years old
  - 28% 25-35 years old
  - 16% 36-45 years old
  - 4% 46-55 years old
  - 11% 56-65 years old
  - 4% +65 years old

- **Place of residence**
  - Barcelona city: 67%
  - Rest of AMB: 25%
  - Outside AMB: 8%

- **Employment status**
  - Employed: 72%
  - Students: 17%
  - Home makers: 1%
  - Retired: 5%
  - Unemployed: 5%

### The profile of the non-resident tourist customer

- **Gender**
  - Women: 53%
  - Men: 47%

- **Age**
  - 38% Up to 24 years old
  - 38% 25-44 years old
  - 9% 45-64 years old
  - 15% 65-74 years old
  - 9% +75 years old

- **Origin**
  - National: 8%
  - International: 92%

Source: TMB and EPC 2022
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 for its management are: the culture of innovation, constant improvement, thoroughness 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 inform, assist and interact with public transport users. Buying tickets online and validating using a mobile phone are other digital services we offer through our channels.

In person and telephone customer service:

Punts TMB
(from 8 am to 9 pm)
900 70 11 49
010 line open from Monday to Sunday, 24 hours a day.

Social networks
Twitter (@TMB_Bcn and @TMBinfo)
Instagram (@tmb_bcn) Facebook, Facebook Messenger, WhatsApp, LinkedIn, YouTube, Slideshare, Spotify.
Main tags to follow:
#metrobcn and #busbcn
The Hola Barcelona brand, which covers tourist mobility services, has an active online presence to promote itself internationally, facilitate the online purchase of tickets and improve the travel experience.

We bring Barcelona and its visitors closer together from a different perspective to that of a tourist guide, through our websites and social network profiles.
Bus
Barcelona Buses

With a fleet of more than 1,100 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.

Source: TMB (2022)
Currently, more than 175 million passengers per year use the TMB bus network (178 if the Bus Turístic is included), about 19% of all passengers in the metropolitan region.

Source: TMB (2022)
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.
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**: 384 vehicles
- **Ponent**: 162 vehicles
- **Zona Franca**: 358 vehicles
- **Triangle**: 228 vehicles

Source: TMB (2022)
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.

- 438 hybrid buses (diesel+electric)
- 350 natural gas buses
- 265 diesel buses
- 71 electric buses
- 8 hydrogen buses

Source: TMB (2022)
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.
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.

Source: TMB (2022)
The TMB metro network connects Barcelona with seven cities in its metropolitan area.

<table>
<thead>
<tr>
<th>Line</th>
<th>Length in km*</th>
<th>Number of stations</th>
<th>Trains during rush hour</th>
<th>Frequency (rush hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>20.2</td>
<td>30</td>
<td>35</td>
<td>2'52”</td>
</tr>
<tr>
<td>L2</td>
<td>12.8</td>
<td>18</td>
<td>20</td>
<td>3’15”</td>
</tr>
<tr>
<td>L3</td>
<td>17.8</td>
<td>26</td>
<td>26</td>
<td>3’24”</td>
</tr>
<tr>
<td>L4</td>
<td>16.5</td>
<td>22</td>
<td>20</td>
<td>3’57”</td>
</tr>
<tr>
<td>L5</td>
<td>18.6</td>
<td>27</td>
<td>36</td>
<td>2’33”</td>
</tr>
<tr>
<td>L9 North/ L10 North</td>
<td>10.4</td>
<td>12</td>
<td>6’4”</td>
<td>**6’04”</td>
</tr>
<tr>
<td>L10 South/ L10 South</td>
<td>26.1</td>
<td>23</td>
<td>9’5”</td>
<td>***7’22”</td>
</tr>
<tr>
<td>L11</td>
<td>2.3</td>
<td>5</td>
<td>2</td>
<td>7’55”</td>
</tr>
<tr>
<td>Cable car</td>
<td>0.7</td>
<td>2</td>
<td>2</td>
<td>10’00”</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>125.4</strong></td>
<td><strong>165</strong></td>
<td><strong>165</strong></td>
<td></td>
</tr>
</tbody>
</table>

*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)

Source: TMB (2022)
Metro service

With its extensive timetable, over 371.68 million passengers now use the TMB metro network each year; this is 40% of all passengers in the metropolitan region.

Opening times

<table>
<thead>
<tr>
<th>Days</th>
<th>Timings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work days (Mondays to Thursdays), Sundays and bank holidays</td>
<td>5.00 am - Midnight</td>
</tr>
<tr>
<td>Fridays and the days before public holidays</td>
<td>5.00 am - 2.00 am</td>
</tr>
<tr>
<td>Saturdays</td>
<td>Opening at 5 am; continuous service throughout Saturday night to Sunday</td>
</tr>
<tr>
<td></td>
<td>Sundays</td>
</tr>
<tr>
<td></td>
<td>Continuous service throughout Saturday night to Sunday; Closing at midnight on Sunday</td>
</tr>
<tr>
<td>24 December</td>
<td>Closes at 11.00 pm</td>
</tr>
</tbody>
</table>

19,055.69 Seats-km (millions)
102,246.51 Usable vehicle-km (thousands)
371.68 Journeys (millions)
3.64 Passengers per car (useful km)
97.52 Travellers-km (seats-km/1,000)
5.00km Average distance travelled per journey

Source: TMB (2022)
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, 93% 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 for 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.
A metro network with comprehensive safety

**The safety of people and facilities**, an adapted safety model that is flexible in relation 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 safety 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 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
38.8 kilometres
40 stations in total
10 new interconnections with other lines and services

Source: TMB (2022)
Leisure transport
2022 was a year of recovery, after the fall in demand in 2020 and 2021 due to the Covid-19 pandemic. However, it can be seen that from spring and summer on, a certain degree of normality returned, with the definitive end of the lockdowns and of most of the restrictive measures in place since the start of the pandemic.
Barcelona Bus Turístic

The Barcelona Bus Turístic is the city's official tourist bus. It offers two different routes to plan your visit to Barcelona with just one ticket, and during the summer there is also a night tour.

2 routes
65 open top double decker buses
2,946,277 passengers each year

Barcelona Night Tour Bus
(night service during the summer)

www.barcelonabusturistic.cat

Source: TMB (2022)
A bus to see the very best of Barcelona

The Red Route and the Blue Route, two 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

2 routes
65 vehicles
34 stops
Since 1987, a pioneer service

- **363 days**: Every day of the year, except 1 January and 25 December
- **5 mins**: High frequency. A bus every 5 minutes in high season
- **16**: Audio in 16 languages
- **24 or 48 hours**: Ticket for 24 or 48 consecutive hours + a child and senior citizen ticket (> 65 years old or with > 33% disability)
- **Discounts**: Exclusive discounts to enjoy the best museums, attractions, shows and establishments
- **+95%**: High passenger satisfaction index

Source: TMB (2022)
Barcelona Night Tour Bus

A unique night tour

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

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

Scheduled departures by language (Catalan, Spanish, English) at 9.30 pm and 9.45 pm

Source: TMB (2022)
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 pm and 8 pm (except 24-25-31/12 and 1/1).

Approximate journey time: 1 h and 15min

Source: TMB (2022)
Montjuïc Cable Car

Barcelona from the sky Renovated in 2007 with the most demanding safety and accessibility measures, 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

- **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 (2022)
The implementation of the new AMBici electric bike sharing service has begun. The service includes 200 stations covering 15 municipalities in the metropolitan area: L’ Hospitalet de Llobregat, Badalona, Cornellà de Llobregat, Santa Coloma de Gramenet, El Prat de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Adrià de Besòs, Sant Joan Despí, Sant Just Desvern, Molins de Rei, Sant Boi de Llobregat, Viladecans, Gavà and Castelldefels.
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.
Routes 2023

Trips leaving from Barcelona

- Montserrat
- Colònia Güell
- Barcelona
- El Penedès
- Girona
- Figueres
- Vall de Núria
You can consult the information in this institutional presentation with data from previous years through the following link:

**Institutional presentation TMB 2022**
Thank you very much