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

Source: TMB (2020)
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)
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.
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 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
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 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:

In Institutions

- **Generalitat de Catalunya**
  - Involving the railway part through the GDPR 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.

- **Àrea de Barcelona**
  - This is an inter-administrative consortium whose purpose is to coordinate cooperation between the administrations responsible for services and public transport infrastructures.

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

- **Other TMB municipal councils**
  - TMB provides service to Barcelona and 10 other municipalities in its metropolitan area where over 2.5 million people live.
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%.

565,500,000 travellers on public transport

333,400,000* TMB users

Source: ATM (2020) *Not including details of the Montjuïc Cable Car
Distribution of public transport users by operators

- TMB 58.9% (Bus and Metro)
- Urban buses 9.9%
- DGTM buses 4.2%
- TRAM 2.8%
- Other AMB buses 4.7%
- FGC 8.4%
- Rodalies de Catalunya 11% (Renfe)

Source: ATM (2020)
Public transport in the metropolitan region of Barcelona

Variation 2020/2019

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

Source: ATM (2020)
### THE profile of the resident Bus customer

<table>
<thead>
<tr>
<th>Gender</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>34%</td>
<td></td>
<td>66%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>15-25 years old</th>
<th>26-45 years old</th>
<th>+ 60 years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>18%</td>
<td>35%</td>
<td>6%</td>
</tr>
<tr>
<td>Women</td>
<td>23%</td>
<td>21%</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>University degree</th>
<th>Secondary education</th>
<th>Without qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>40%</td>
<td>45%</td>
<td>25%</td>
</tr>
<tr>
<td>Women</td>
<td>37%</td>
<td>40%</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Employed</th>
<th>stoppages</th>
<th>home</th>
<th>student</th>
<th>retired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>64%</td>
<td>6%</td>
<td>1%</td>
<td>13%</td>
<td>16%</td>
</tr>
</tbody>
</table>

(*) 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

MouTV

App

Vull anar (route planning)
iBus/iMetro (expected departure)
TMBbot (information chatbot)
TMB Tickets (online ticket sales)

JoTMBé

tmb.cat
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 Turístic Instagram (@BarcelonaBusTurístic)
- Hola Barcelona Instagram (@HolaBarcelona_TravelSolution)
- TripAdvisor and YouTube

Main tags to follow: #HolaBarcelona #SayHolaBarcelona

E-commerce
- www.holabarcelona.com

Hola Barcelona Blog

Non resident scope

Barcelona Bus Turístic App

E-commerce
- www.barcelonabusturistic.cat
- www.telefericdemontjuic.cat
- www.catalunyabusturistic.com
Bus
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
833.91 km
2,606 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
Currently, more than 115.08 million passengers per year use the TMB bus network (115.47 if we include the Bus Turístic), about 20.4% of all passengers in the metropolitan region.

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.
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.

1,134 vehicles

- Horta: 390 vehicles
- Triangle: 265 vehicles
- Zona Franca: 352 vehicles
- Ponent: 156 vehicles

Source: TMB (2020)
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.

Source: TMB (2020)
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’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).

<table>
<thead>
<tr>
<th>Line</th>
<th>Length 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>34</td>
<td>2’56”</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>3’23”</td>
</tr>
<tr>
<td>L4</td>
<td>16.5</td>
<td>22</td>
<td>20</td>
<td>3’51”</td>
</tr>
<tr>
<td>L5</td>
<td>18.6</td>
<td>27</td>
<td>36</td>
<td>2’35”</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>23.7</td>
<td>20</td>
<td>9’4”</td>
<td>**7’20”</td>
</tr>
<tr>
<td>L11</td>
<td>2.3</td>
<td>5</td>
<td>2</td>
<td>7’30”</td>
</tr>
<tr>
<td>Cable car</td>
<td>0.7</td>
<td>2</td>
<td>2</td>
<td>10’00”</td>
</tr>
<tr>
<td>Total</td>
<td>123</td>
<td>162</td>
<td>163</td>
<td></td>
</tr>
</tbody>
</table>

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.

Source: TMB (2020)
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.
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.

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

Source: TMB (2020)
Leisure transport
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.
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.
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

Source: TMB (2020)
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)
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: 1h and 15min

Source: TMB (2020)
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)
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 2021

Trips leaving from Barcelona

- Montserrat
- Colònia Güell
- Figueres
- Girona
- Vall de Núria
- Barcelona
- El Penedès
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