

**Institutional
presentation**

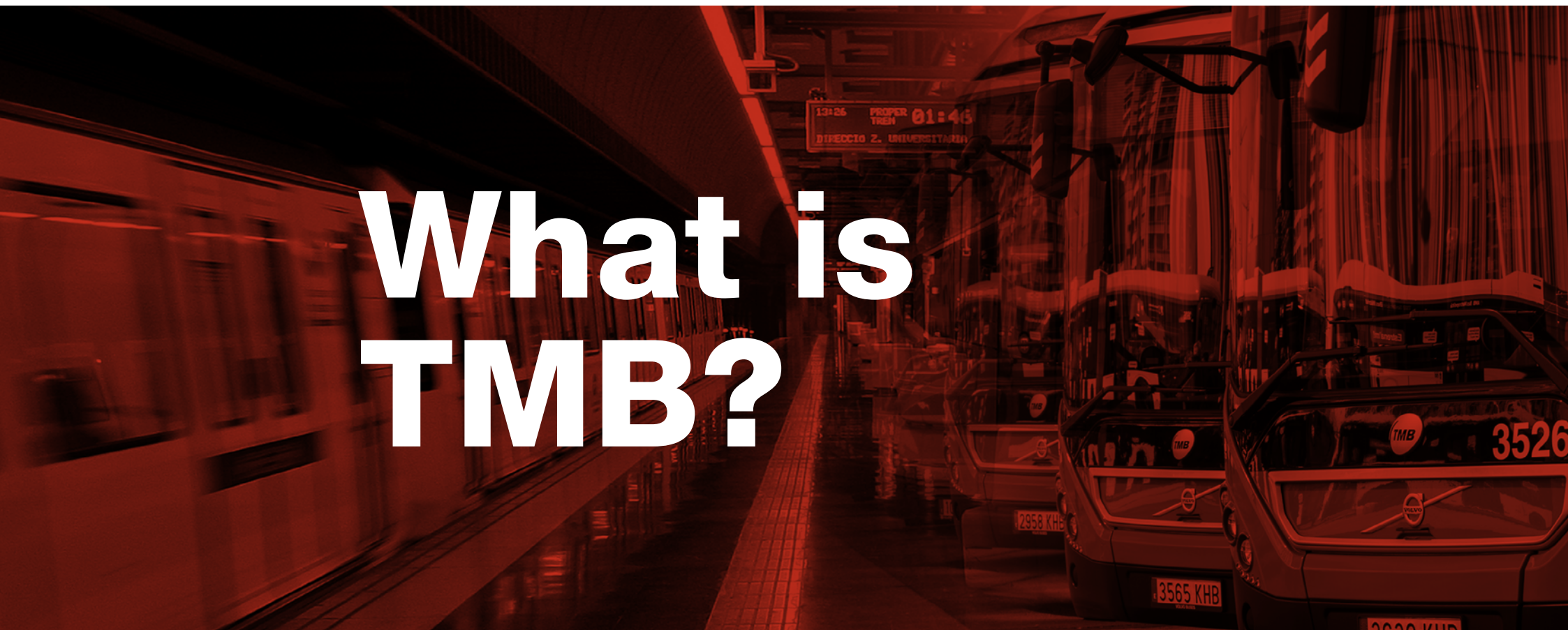
2023



Transports
Metropolitans
de Barcelona

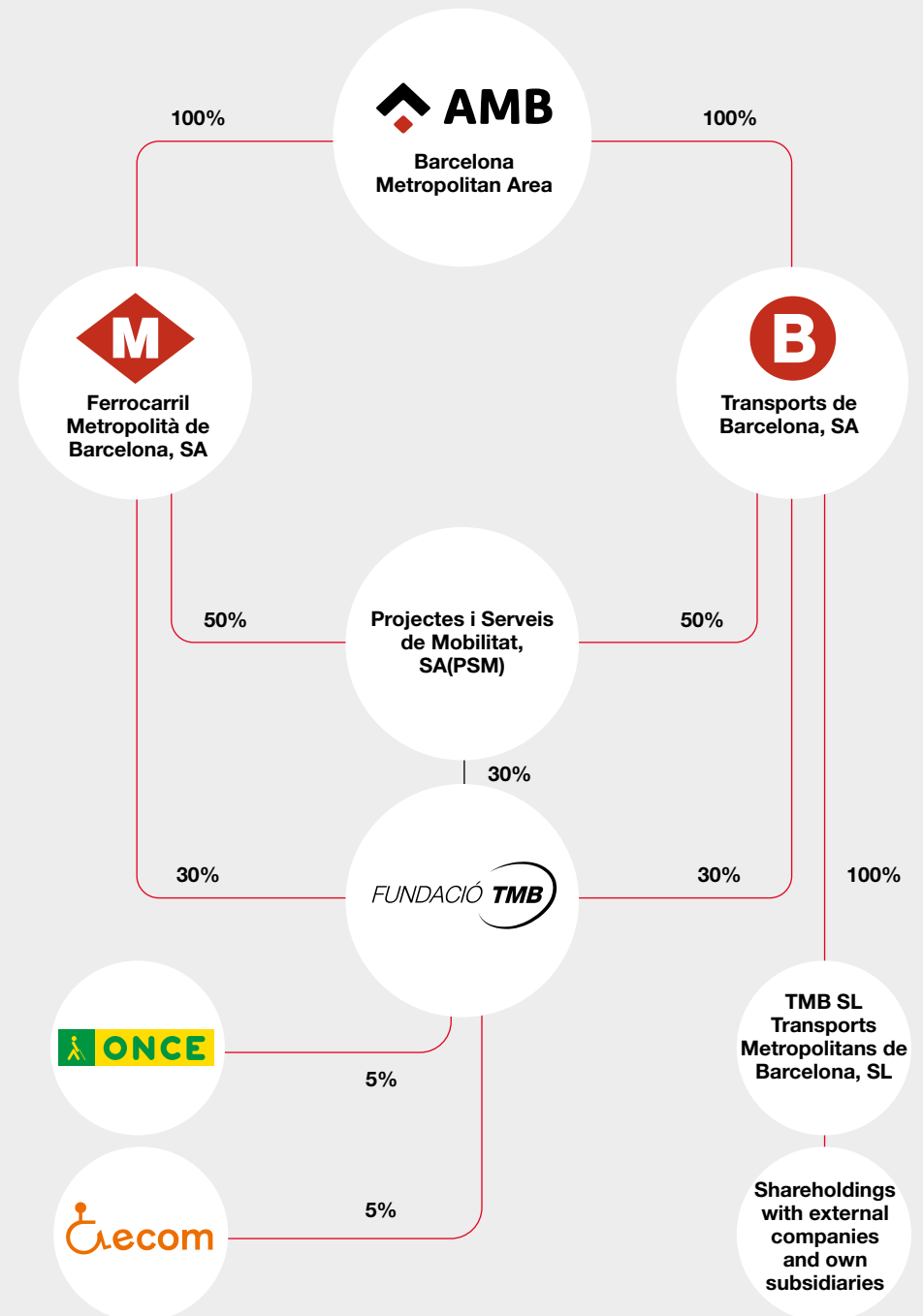
BARCELONA't
amb TMB

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

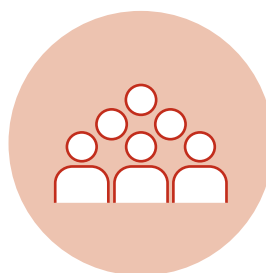


549,790,000
passengers carried
(total within IFS scope:
720.8)



59%
Percentage of
journeys within
the scope of its
activities

Workforce



8,693
staff employed

Source: TMB (2022)

Supply



22.581*
Seats-km

* Millions



143,630**
Journeys per carriage/
useful km

**Thousands

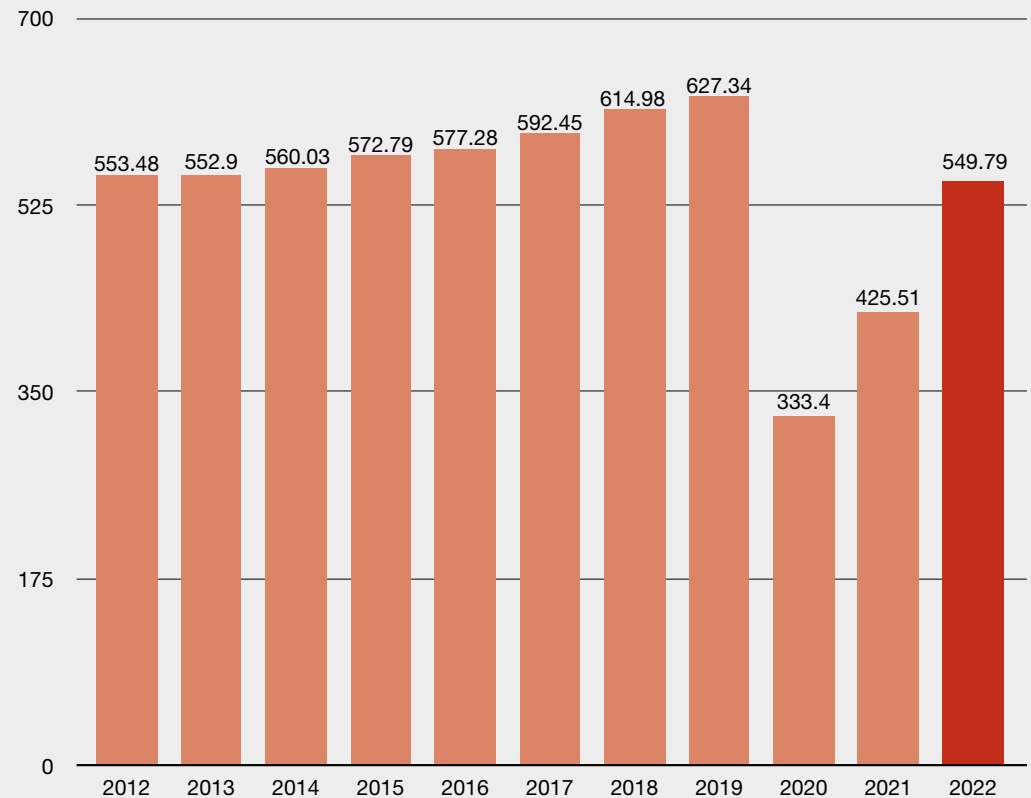


Recovery of passenger numbers

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)

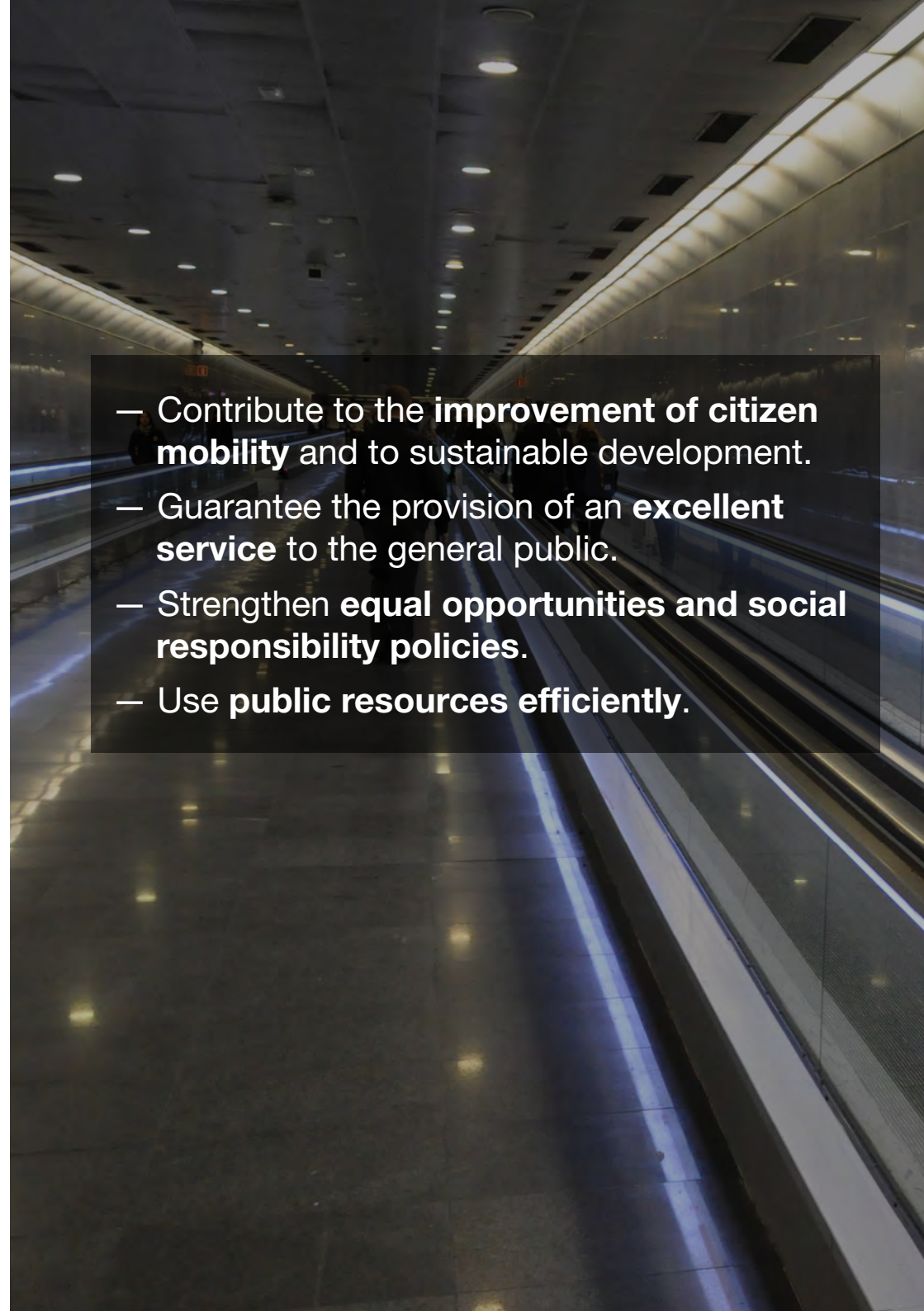
**TMB passenger numbers
(including leisure transport)**
(Millions of passengers)



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:

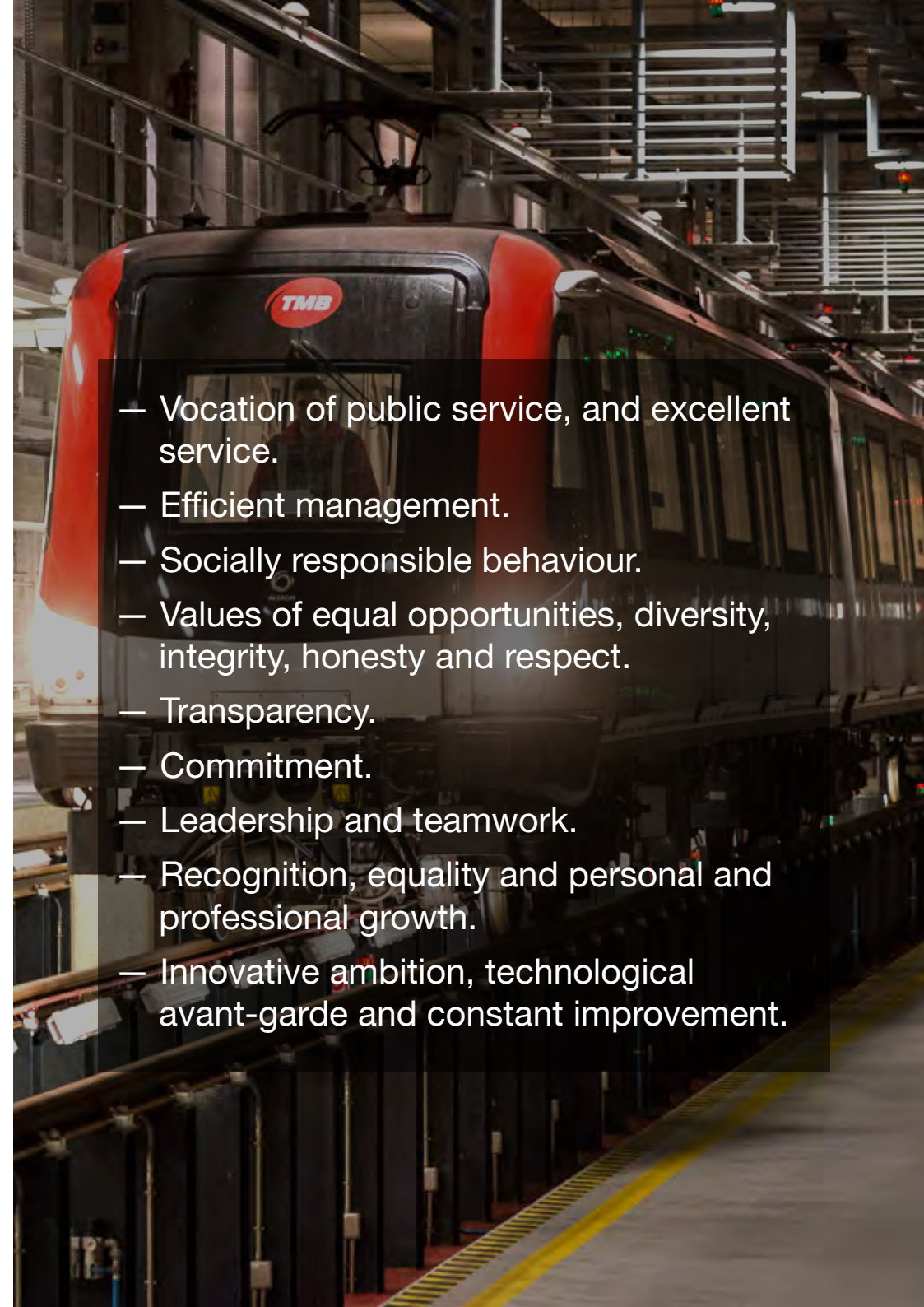
- For its integrated management of services to the general public, of metro and buses and other mobility modes and services.
- For its commitment to urban sustainability and the environment.
- For the technical quality it provides and for the quality perceived by the general public and their stakeholders.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



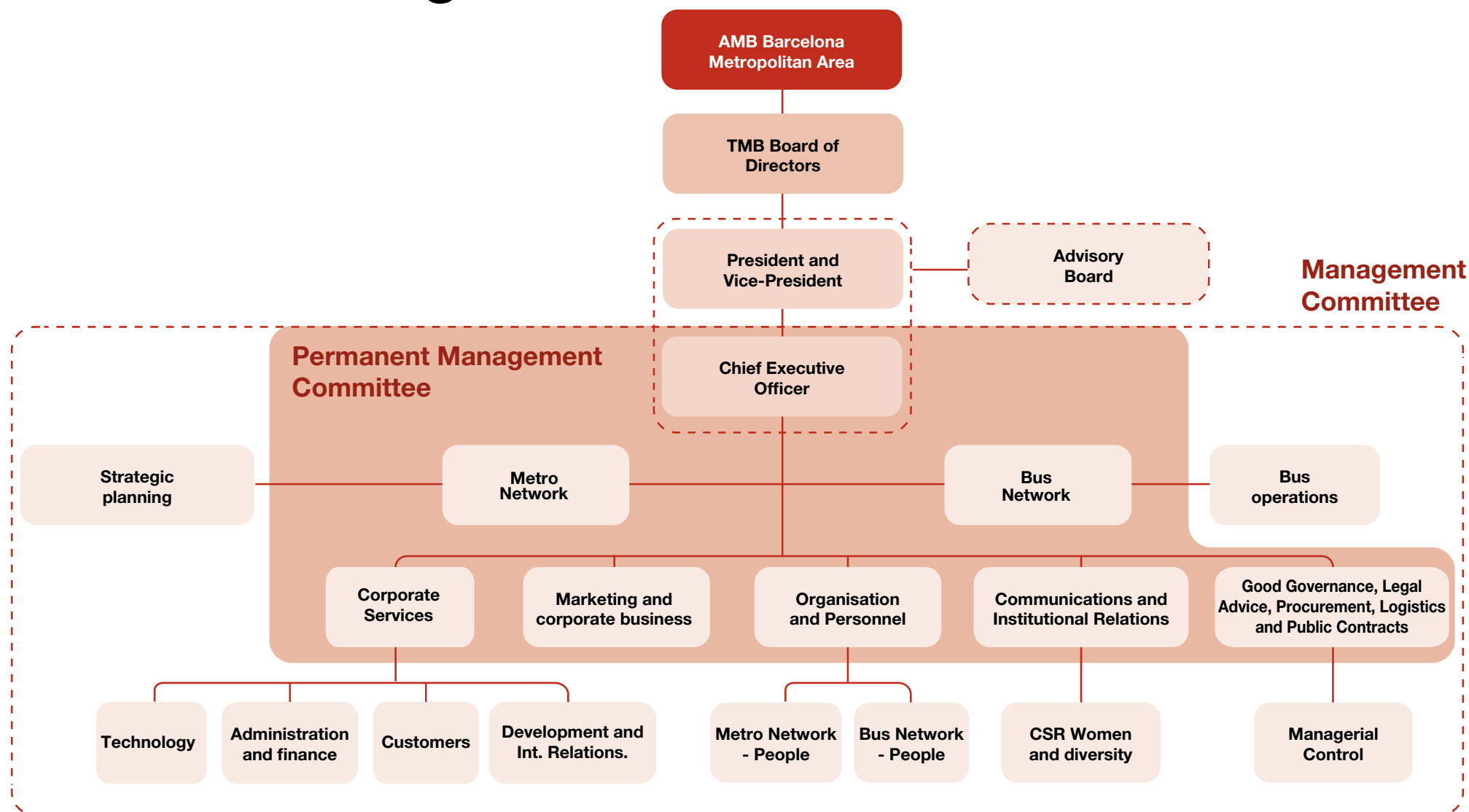
Values

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 teamwork.
- 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, AMBICI, etc.).
- 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.

Outside the metropolitan area



TMB Foundation

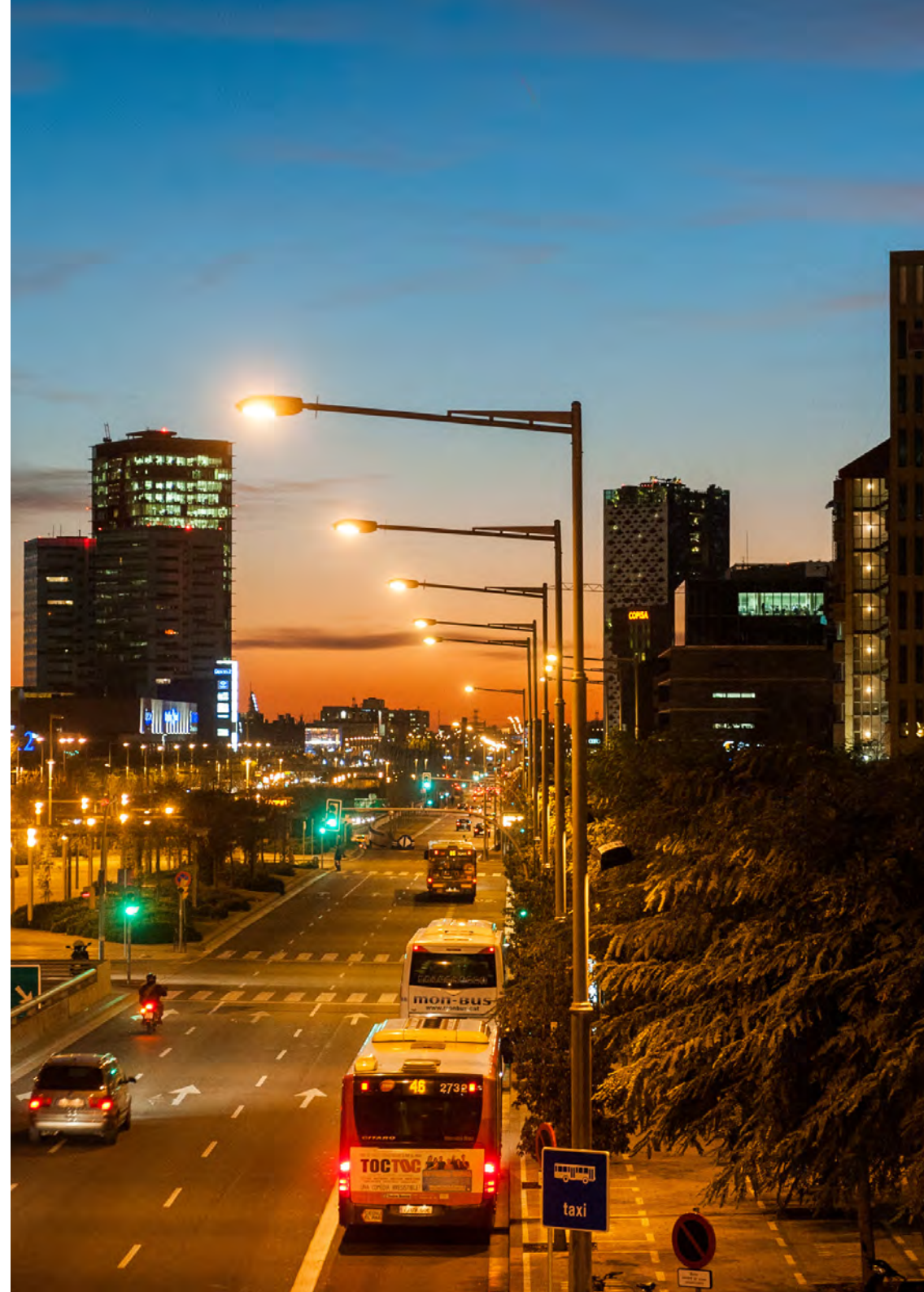
- Promotion of public transport and sustainable mobility.
- To promote social responsibility policies for all companies in the TMB group.
- To develop social, cultural, educational and civic projects.
- Conservation and dissemination of the historic heritage of public transport.

In the Barcelona Metropolitan Area

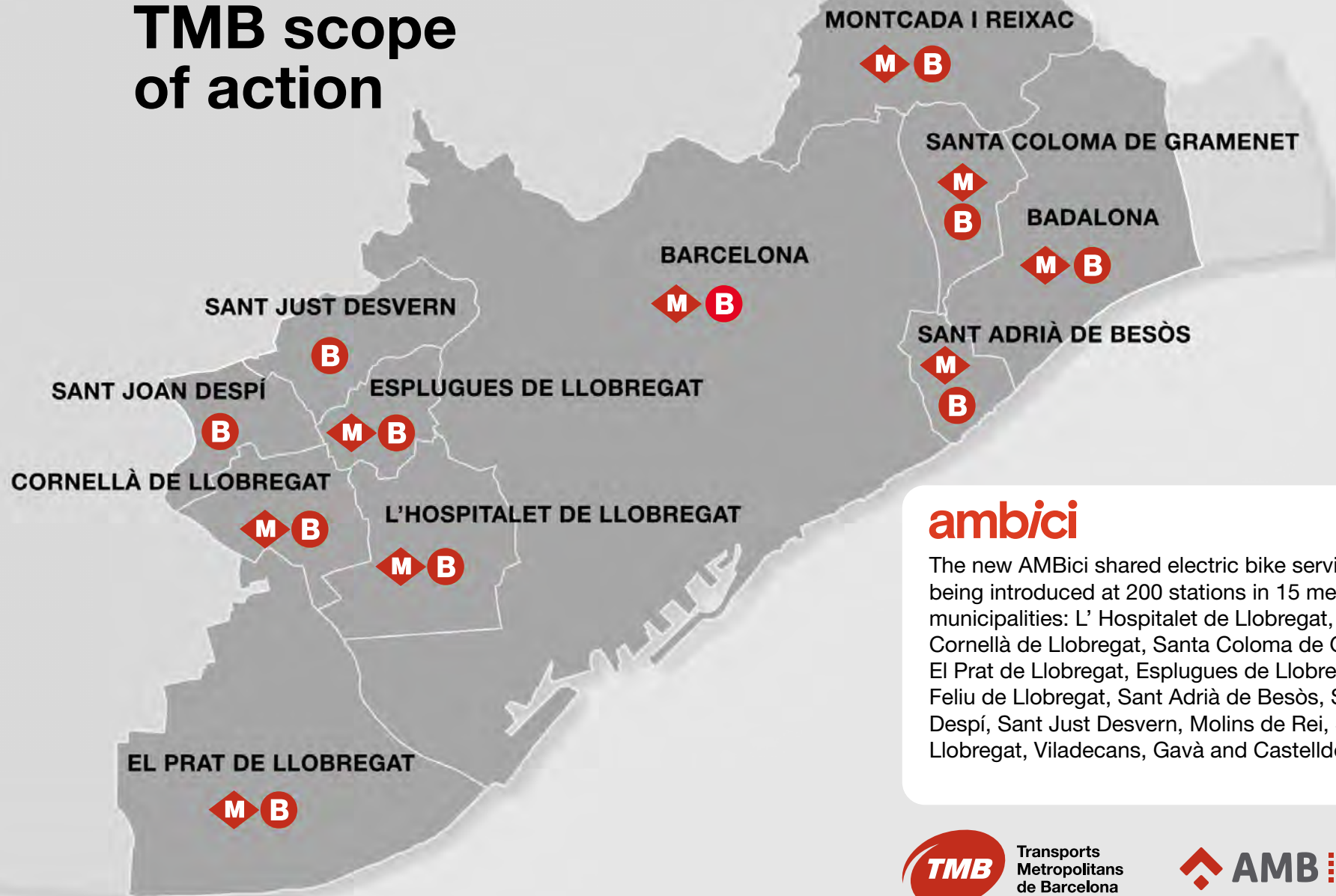
Scope of action

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.

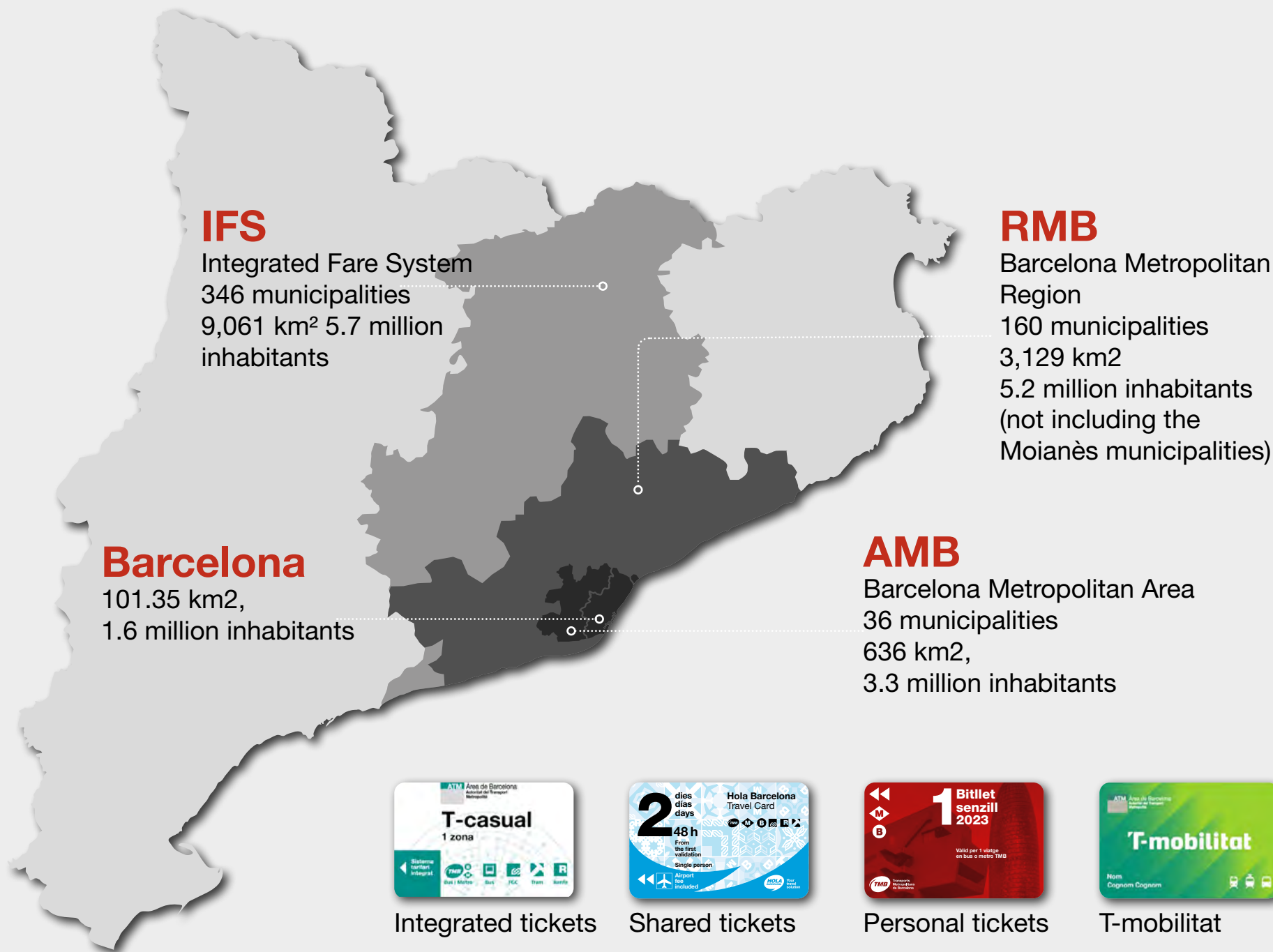


TMB scope of action



ambici

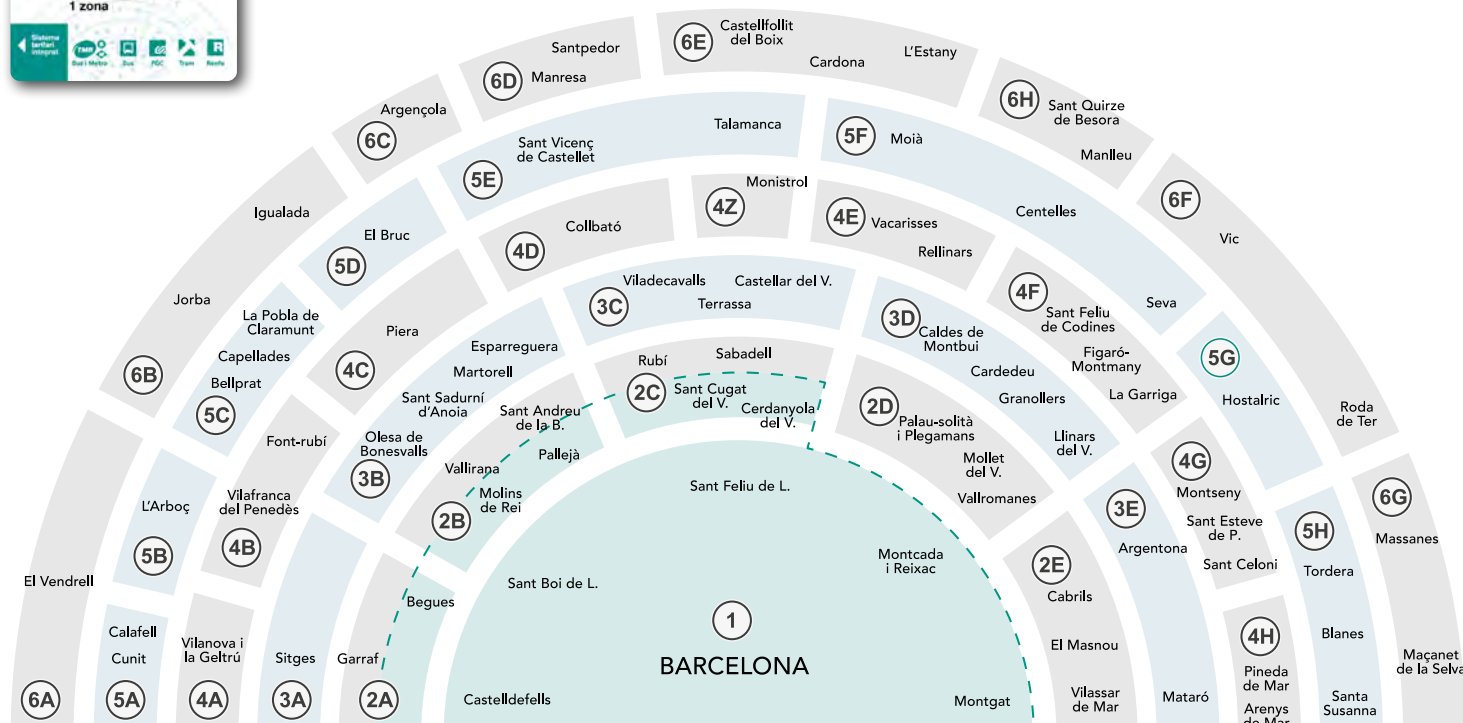
The new AMBici shared electric bike service is being introduced at 200 stations in 15 metropolitan municipalities: L' Hospitalet de Llobregat, Badalona, Cornellà de Llobregat, Santa Coloma de Gramenet, El Prat de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Adrià de Besòs, Sant Joan Despí, Sant Just Desvern, Molins de Rei, Sant Boi de Llobregat, Viladecans, Gavà and Castelldefels.



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.

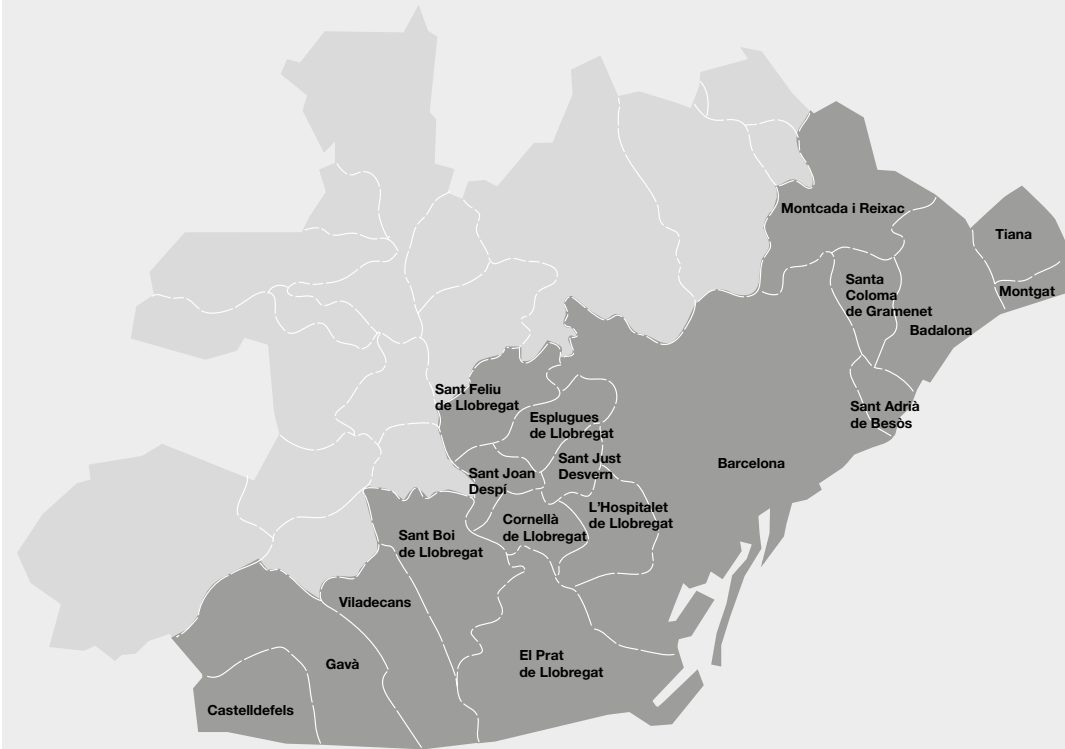


The Shared Fare System

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).





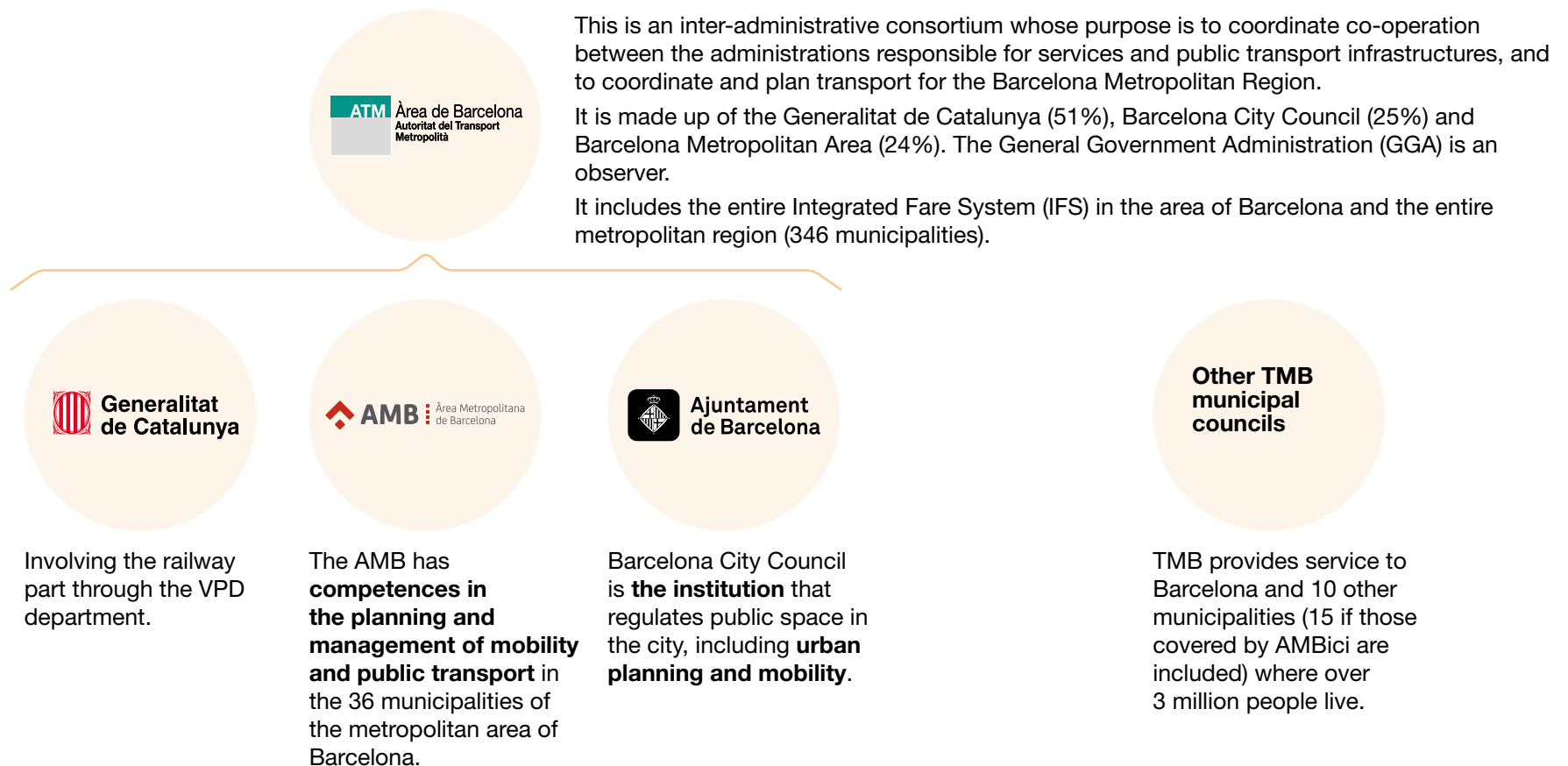
Institutional environment

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



Mobility in the TMB caption area



**720,800,000 travellers
on public transport**

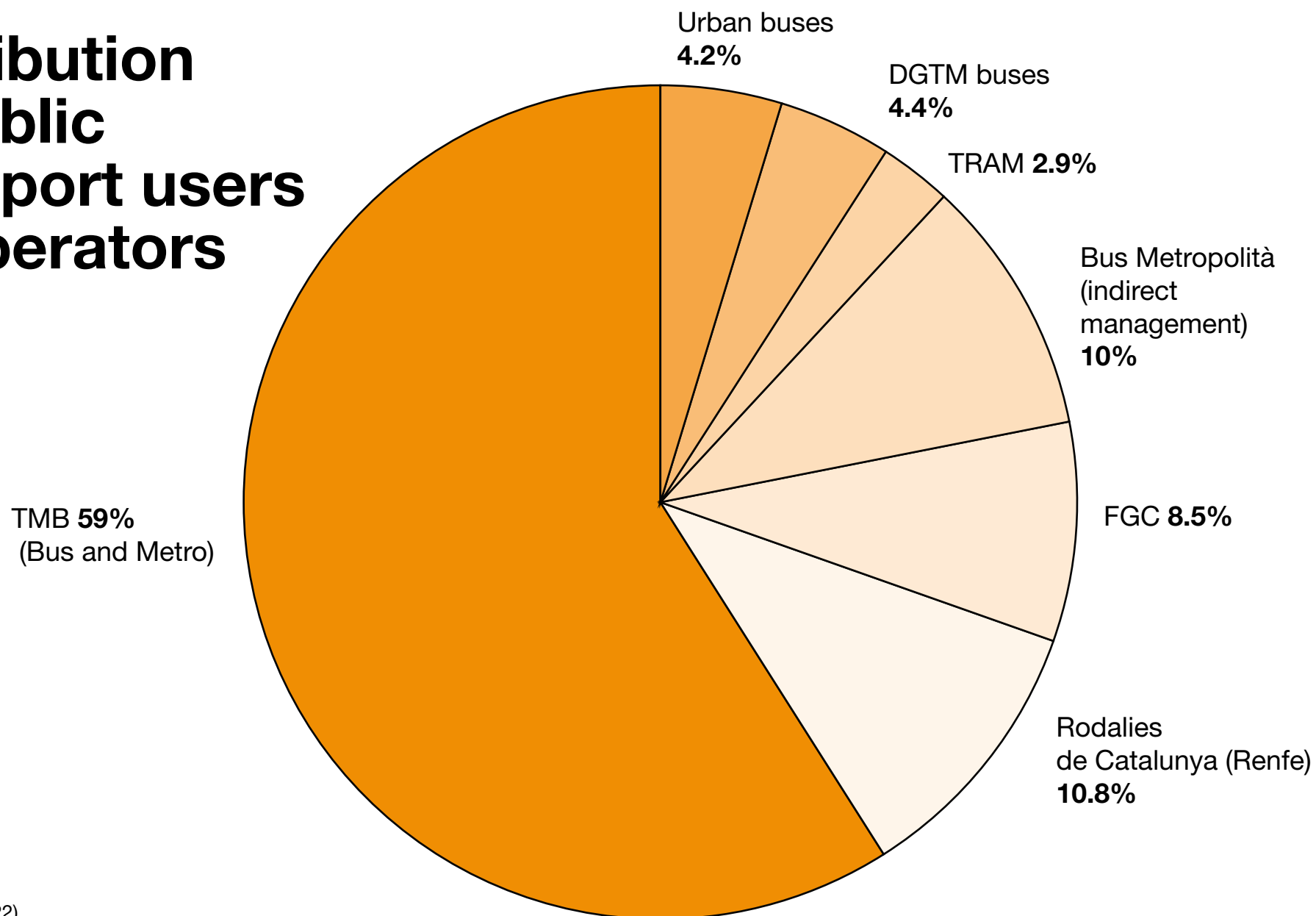
The demand for collective public transport within the Integrated Fare System in the Barcelona area amounted to 720.8 million journeys in 2022. 549.79 million journeys correspond to TMB, representing a 59%.

59%
549,790,000*
TMB users

Source: ATM (2022)

*Not including details of the Montjuïc Cable Car

Distribution of public transport users by operators



Public transport in the metropolitan region of Barcelona

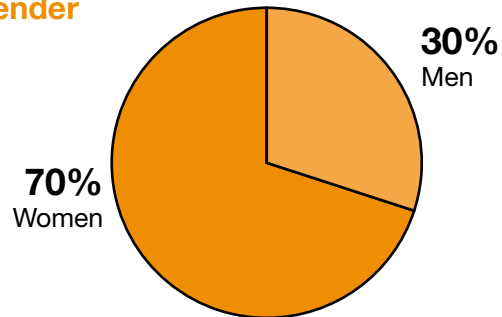
	Journeys 2022*	Journeys 2021*	Total increase in passenger numbers	% increase in number of journeys
Metro	371.7	278.2	93.5	33.6
Bus	178.1	147.3	30.8	20.9
Total TMB	549.8	425.5	124.3	29.2
FCG	79.0	60.9	18.1	29.7
Rodalies	100.3	76.5	23.8	31.1
Tram	26.8	20.4	6.4	31.3
Bus Metropolitana (indirect management)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

Source: ATM (2022)

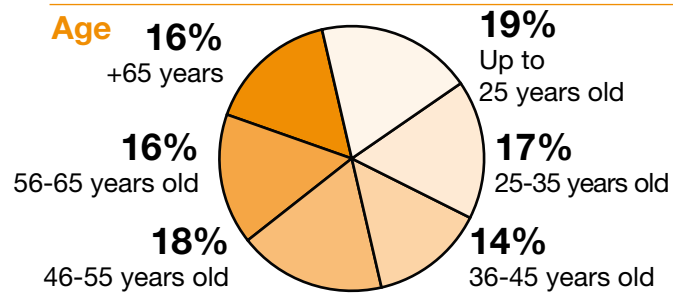
* Millions

THE profile of the resident Bus customer

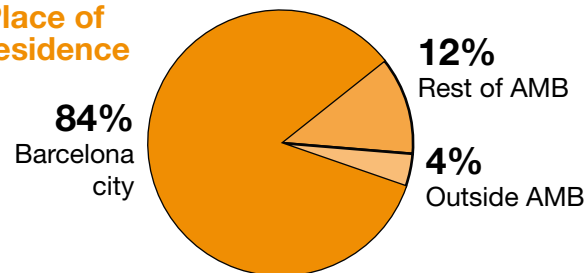
Gender



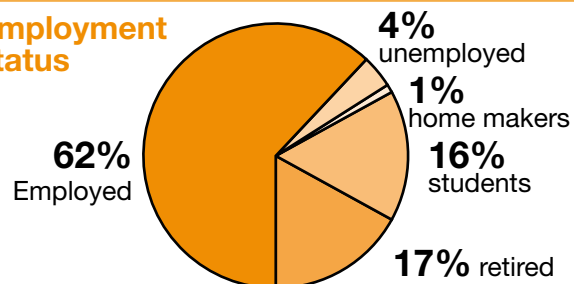
Age



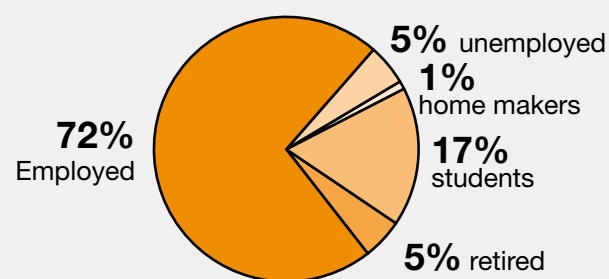
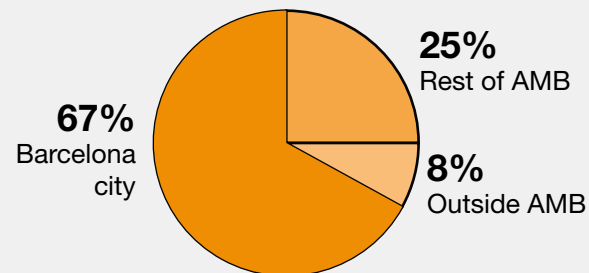
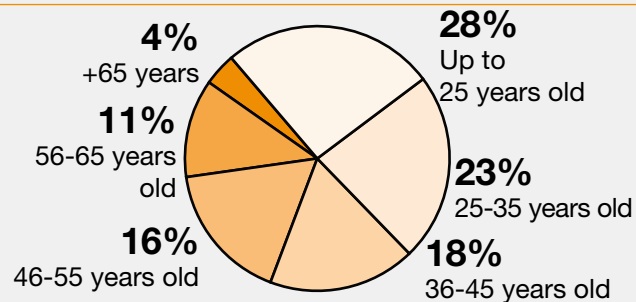
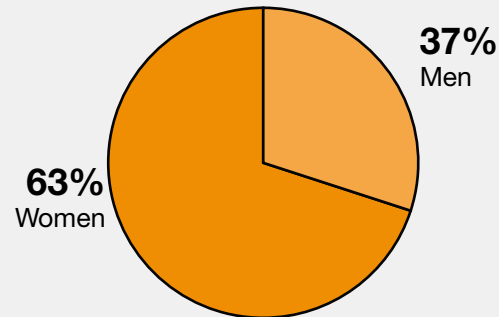
Place of residence



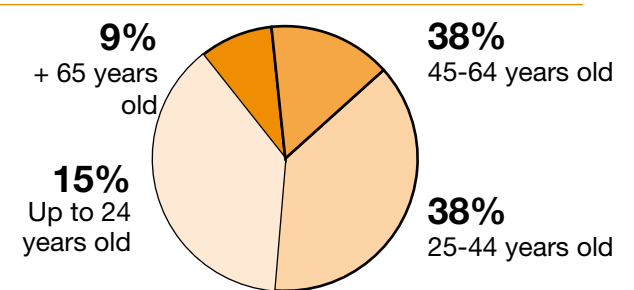
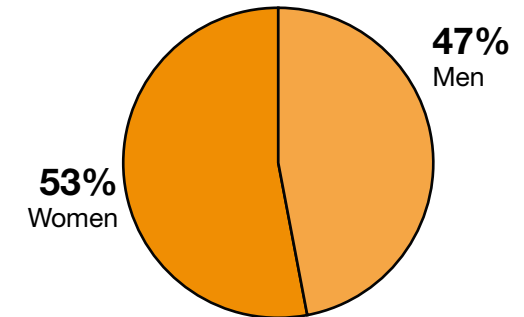
Employment status



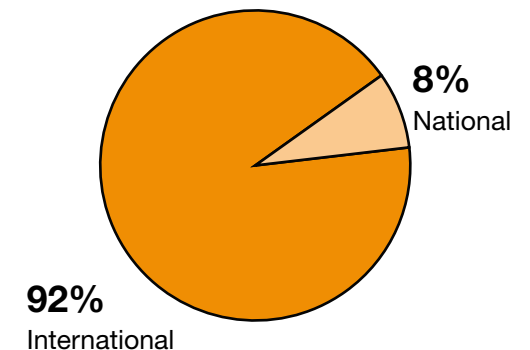
Profile of the resident Metro customer



The profile of the non-resident tourist customer



Origin



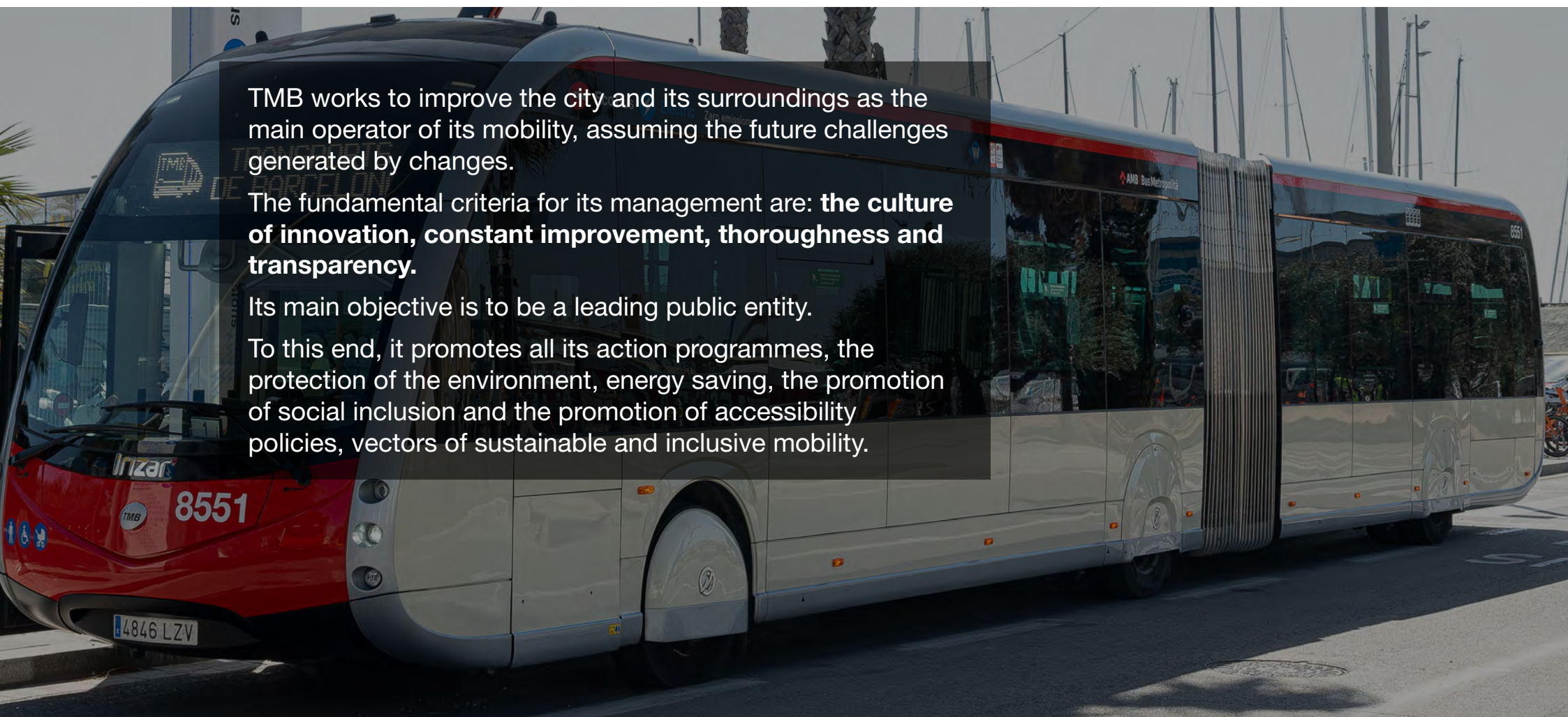
A management model based on commitment and social responsibility

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)

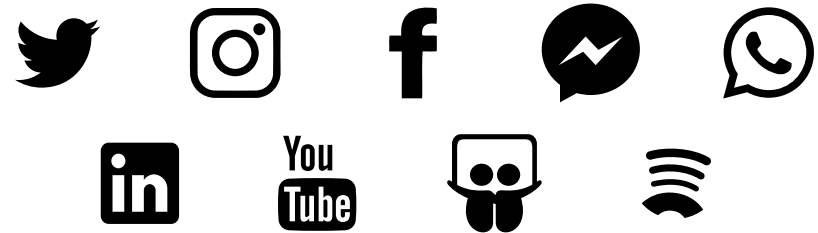
900 70 11 49

010 line open from Monday to Sunday, 24 hours a day.

Social networks

Twitter ([@TMB Barcelona](#) and [@TMBinfo](#))
Instagram ([@tmb_bcn](#)) Facebook, Facebook Messenger, WhatsApp, LinkedIn, YouTube, Slideshare, Spotify.

Main tags to follow:
#metrobcn and #busbcn



TMBbot
(information via chatbot)

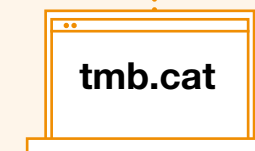


Barcelona journey planner
(route planning)

iBus/iMetro
(expected departure times)

TMB Tickets
(online ticket sales)

TMB News
TMB Foundation
Transparency Portal



Online customer service



Non resident scope

Connecting with visitors

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.

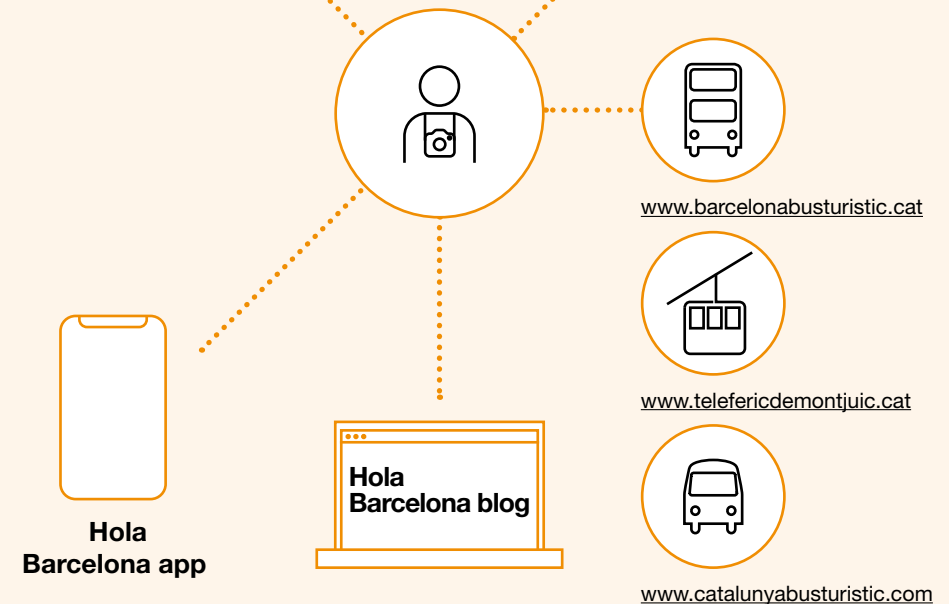
Social networks

Instagram (@ **BarcelonaBusTuristic**) and Facebook Barcelona Bus Turístic.
Instagram (@ **HolaBarcelona.Traveller Solution**) and Facebook for Hola Barcelona.
Trip Advisor and YouTube

Main tags to follow:
#HolaBarcelona #SayHolaBarcelona



E-commerce
www.holabarcelona.com



The image shows the interior of a bus, viewed from the front looking towards the back. Rows of seats with a dark, patterned fabric are visible on both sides of a central aisle. Metal handrails and vertical poles are positioned throughout the cabin. The floor is a light-colored carpet. A white wheelchair symbol is painted on the floor in the aisle. The entire image is covered with a semi-transparent teal filter. The word "Bus" is written in large, white, bold letters across the center of the image.

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.

1,132 adapted vehicles

821.85¹ km

2,619² bus stops: 1,432 bus shelters + 1,187 bus stops

221,8 km bus lanes

103 lines

Source: TMB (2022)

1) Conventional lines + high performance lines + local lines

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

175,160,000

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



3,525.51
Seats-km
(millions)



41,383.04
Usable vehicle-km
(thousands)



175.16
Journeys (millions)



4.30
Passengers per car
(useful km)



131.35
Travellers-km
(seats-km/1,000)



2.60 km
Average distance
travelled per
journey





Support centre for the bus network

CSXB

From the CSXB, the bus fleet is coordinated in real time to guarantee the performance of the planned service, line times are managed and regulated, incidents that may occur are minimised, and the information systems and assistance systems are controlled.

1,132 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
384 vehicles



Triangle
228 vehicles



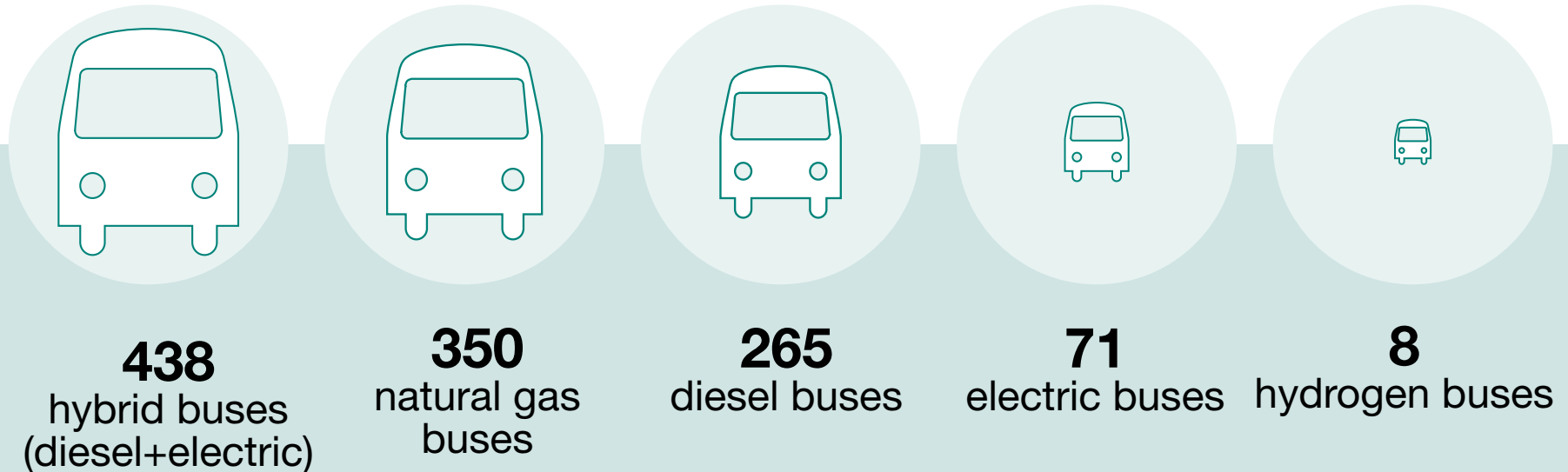
Ponent
162 vehicles



Zona Franca
358 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

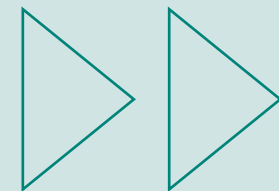


Where we come from

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

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.



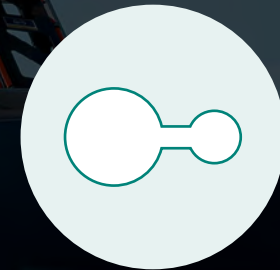
Connected

Maximum connectivity: reaching all areas of the city, improving connection with other bus lines and other means of public transport.



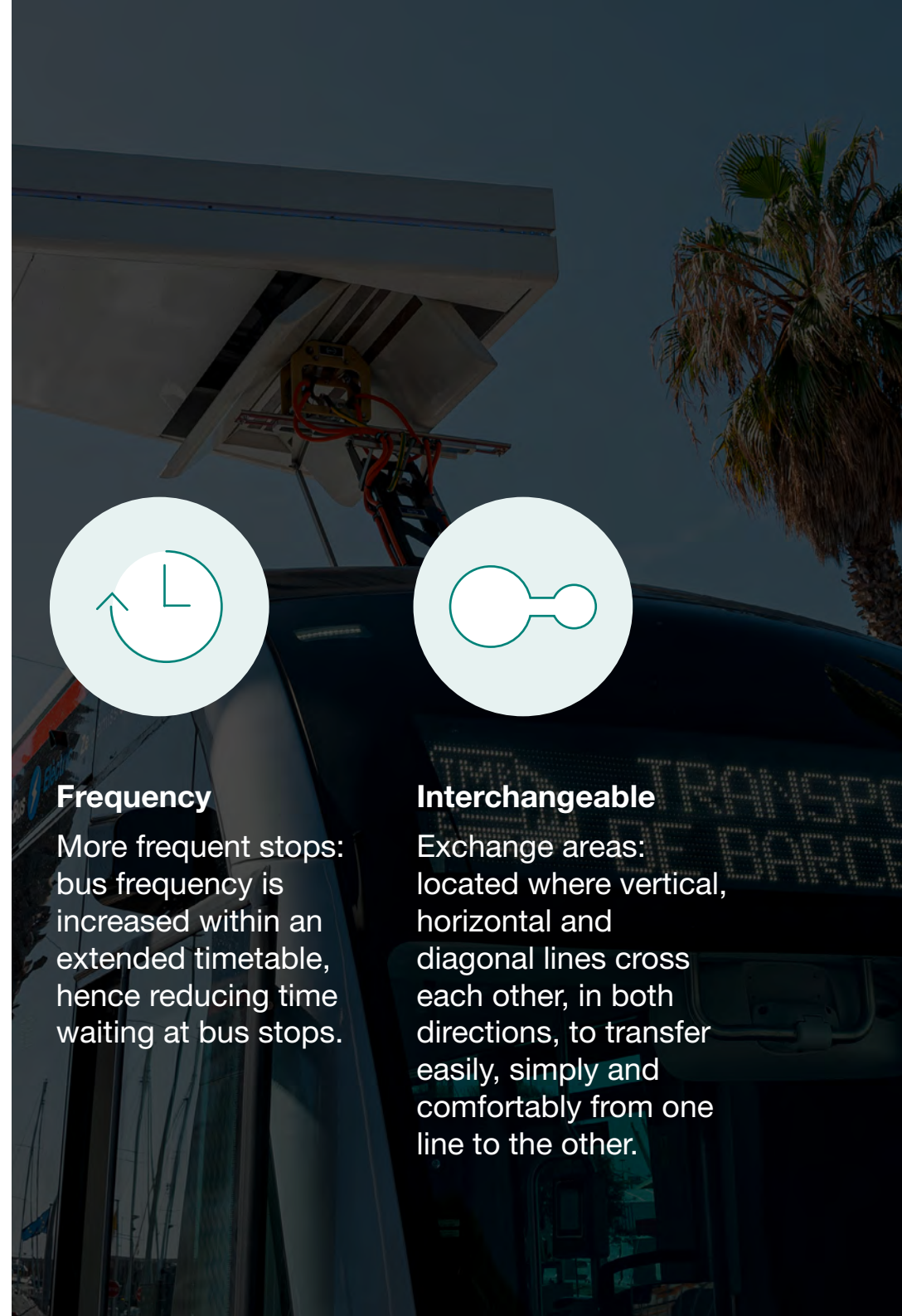
Frequency

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

A blue-tinted photograph of a subway station platform. A train is stopped at the platform, and several passengers are visible, some boarding and some waiting. The platform has a tiled floor and a wall with signs. The word "Metro" is overlaid in large white letters.

Sud
Collblanc

Sortida

Devinsuts 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

Source: TMB (2022)

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 in 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	3'57''
L5	18.6	27	36	2'33''
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	7'55''
Cable car	0.7	2	2	10'00''
Total	125.4	165	165	

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.



19,055.69

Seats-km
(millions)



102,246.51

Usable vehicle-km
(thousands)



371.68

Journeys (millions)

Source: TMB (2022)

Opening times

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

5.00 am -Midnight

Fridays and the days before public holidays

5.00 am - 2.00 am

Saturdays

Opening at **5 am**; continuous service throughout Saturday night to Sunday

Sundays

Continuous service throughout Saturday night to Sunday;

Closing at **midnight** on Sunday

24 December

Closes at 11.00 pm



3.64

Passengers per
car (useful km)



97.52

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



5.00km

Average distance
travelled per
journey

A person wearing a red vest is seated at a desk in a control room, facing multiple computer monitors. The monitors display various data, including maps and technical diagrams. The room is dimly lit, with the primary light source being the screens. The text 'Metro Control Centre' is overlaid in large white letters 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, 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.

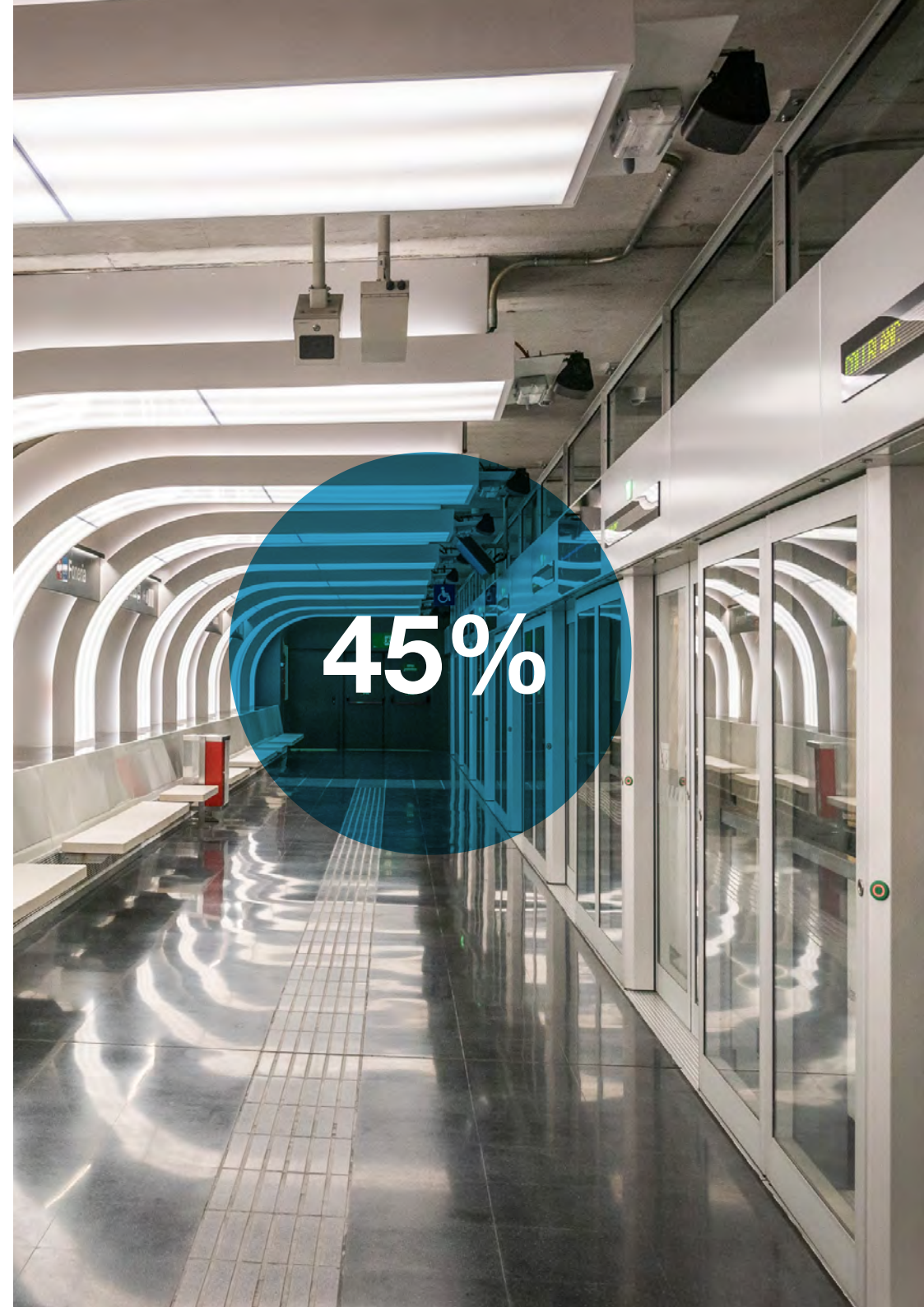


Employee safety, an occupational risk prevention policy that contributes to improving the health, safety and well-being of workers as a necessary condition for the effectiveness and sustainability of the company.

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).

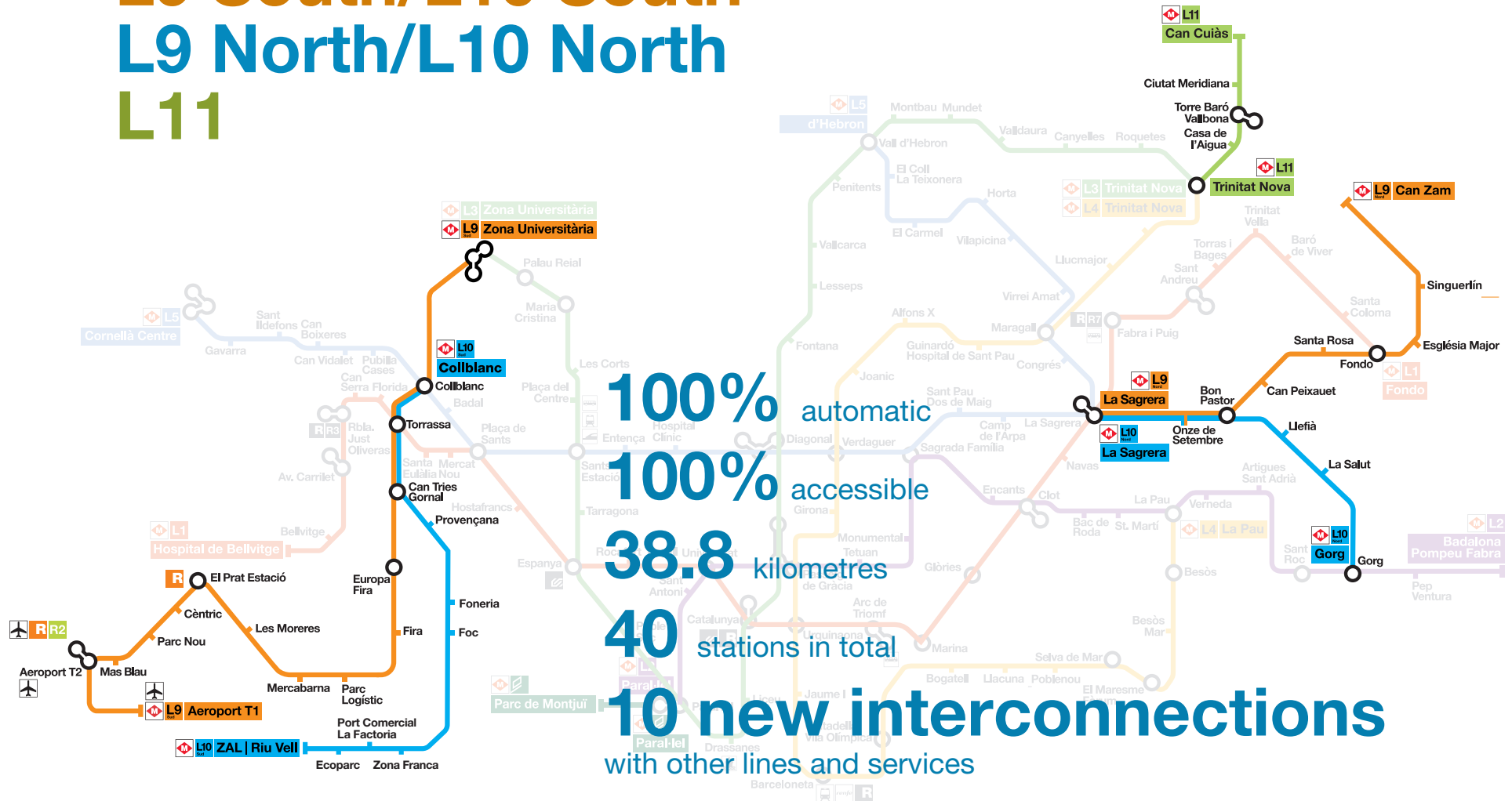
Trains travel at the assigned speed and stop at stations according to a set programme, which may vary according to the day and time slot, although the CCM may intervene at any time.

Automated lines

L9 South/L10 South

L9 North/L10 North

L11





Leisure transport

 Telefèric de Montjuïc

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

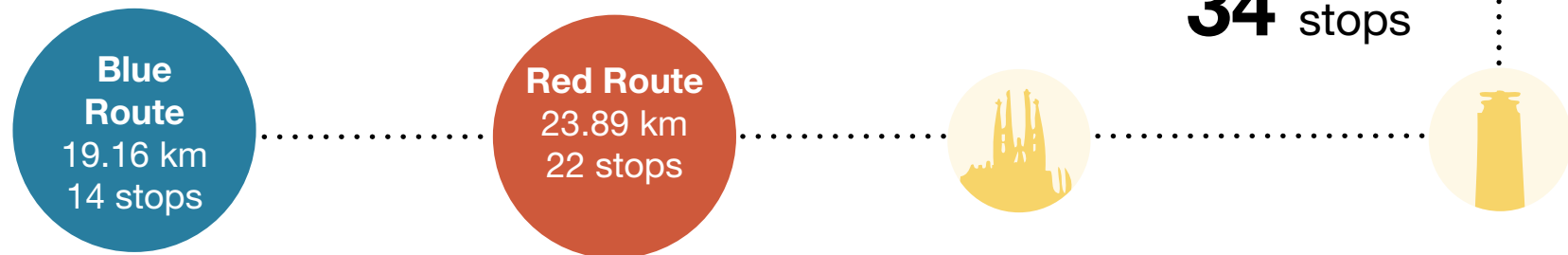
Source: TMB (2022)



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.



Since 1987, a pioneer service



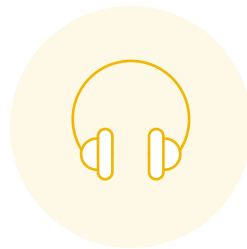
363 days

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



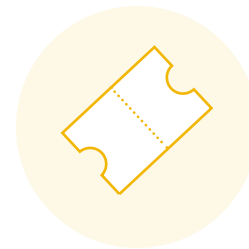
5 mins

High frequency.
A bus every 5 minutes in high season



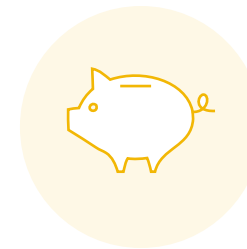
16

Audio in 16 languages

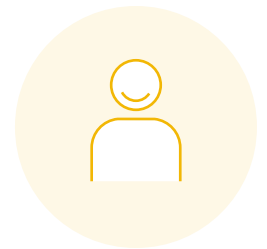


24 or 48 hours Discounts

Ticket for 24 or 48 consecutive hours
+ a child and senior citizen ticket
(> 65 years old or with > 33% disability)



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



+95%

High passenger satisfaction index

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.

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)

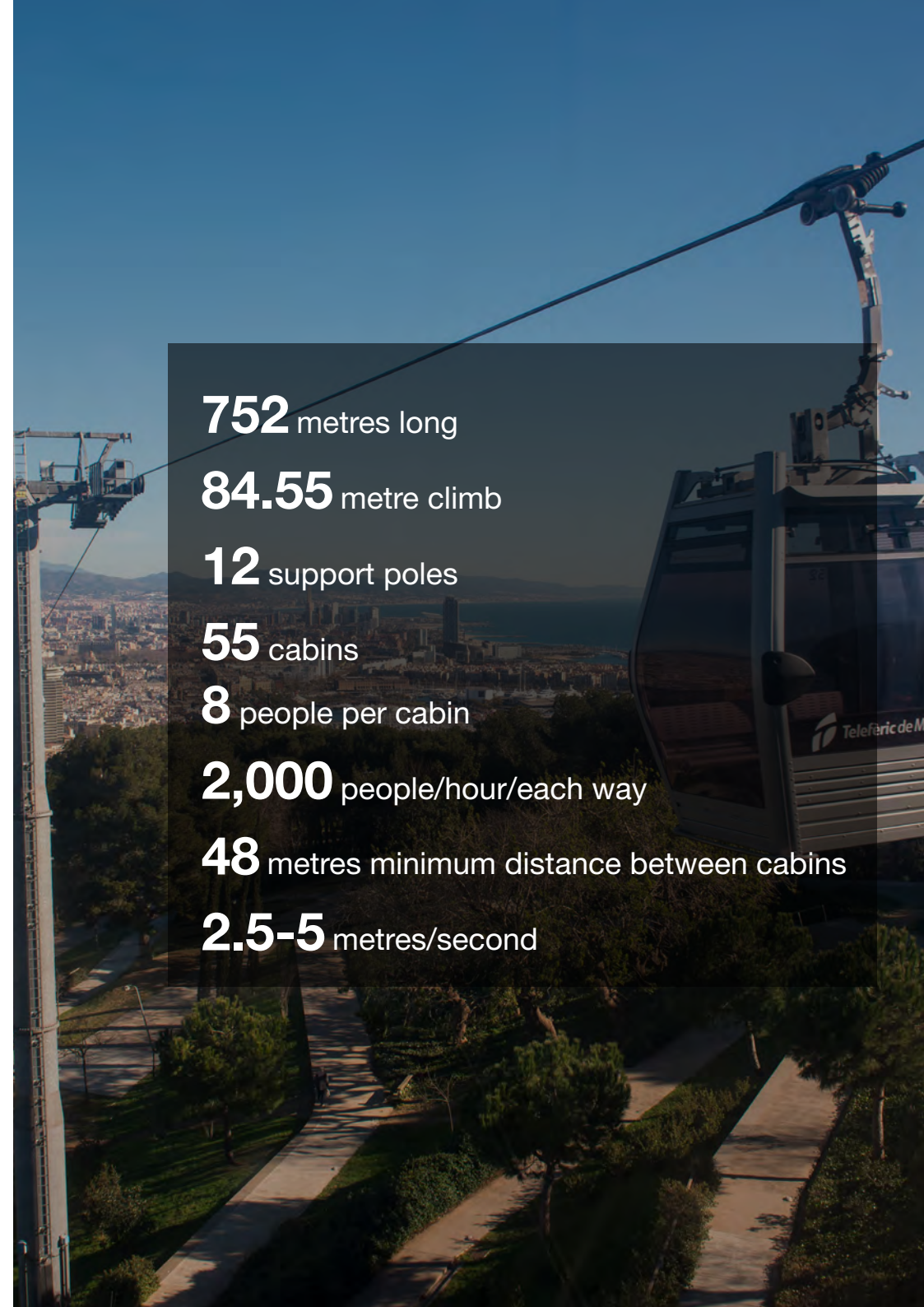


Montjuïc Cable Car

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

Source: TMB (2022)



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

ambici

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.

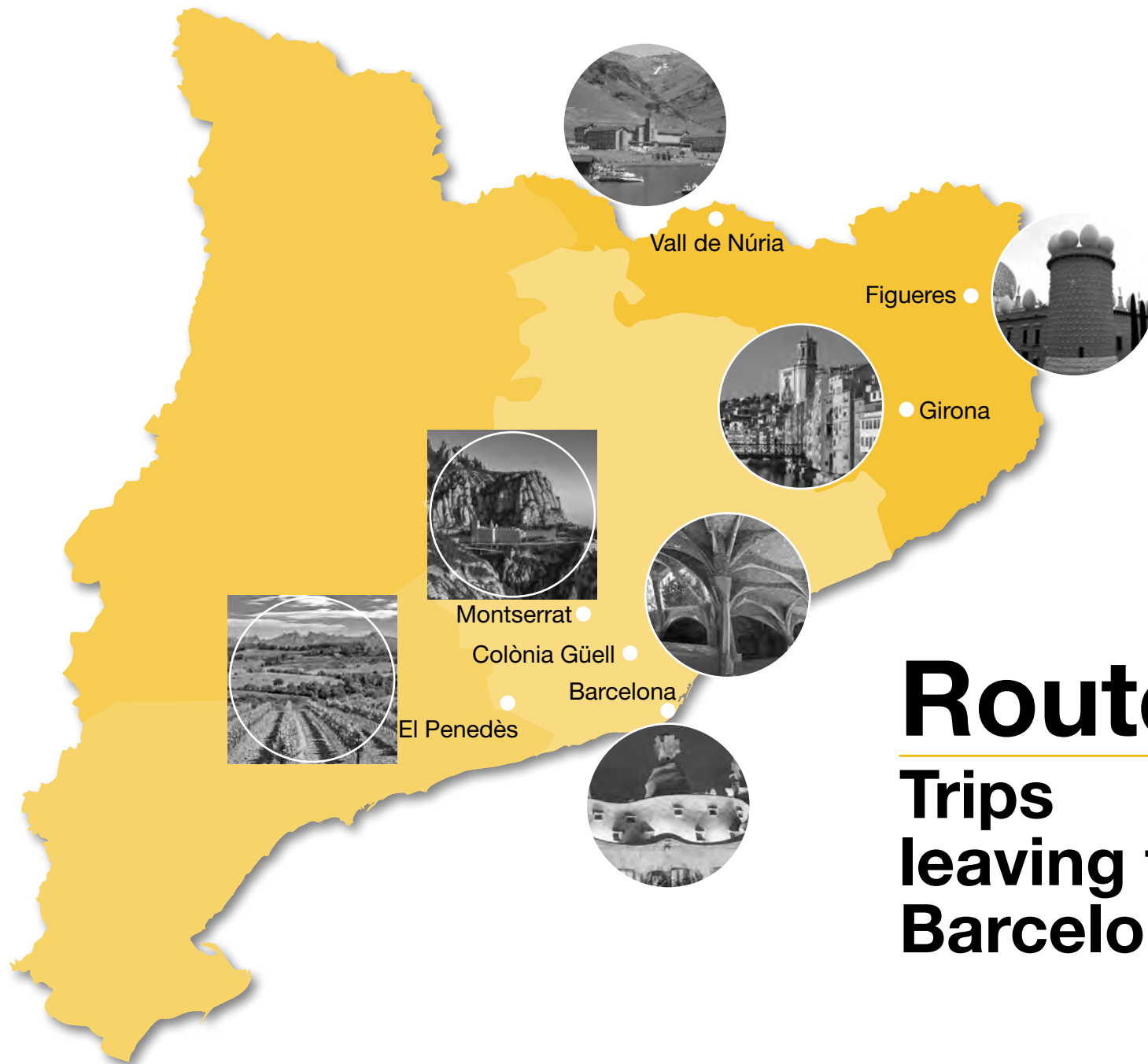


Catalunya Bus Turístic

**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**

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

