

**Institutional
presentation**

2022



Transports
Metropolitans
de Barcelona

BARCELONA't
amb TMB



What is TMB

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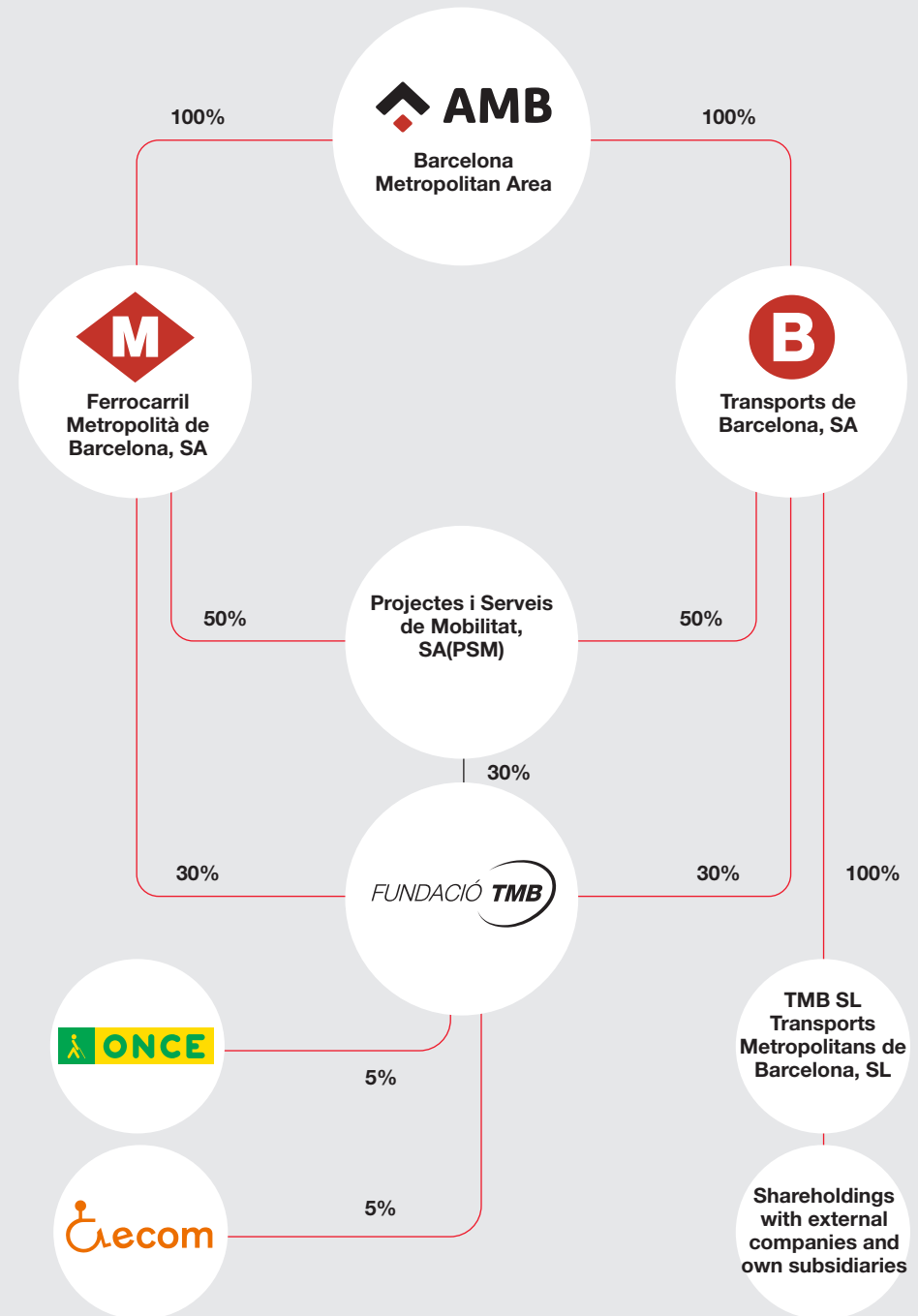
3526

3565 KHB

3000 KHB

Transports Metropolitans de Barcelona (TMB) is the common name for the companies **Ferrocarril Metropolità de Barcelona, SA**, and **Transports de Barcelona, SA**, that manage the metro and bus network in the **Barcelona metropolitan area**.

It also includes the companies **Projectes i Serveis de Mobilitat, SA**, which manages the Montjuïc Cable Car; **Transports Metropolitans de Barcelona, SL**, which manages fare products and other transport services, as well as the **TMB Foundation**, which looks after the historical heritage of TMB and promotes the values of public transport through social and cultural activities.



Global activity 2021

TMB serves the city of Barcelona and a further 10 municipalities in its metropolitan area.

It is the leading public transport operator in Catalonia and a point of reference for citizen mobility in Europe and the rest of the world.

Passenger numbers



425,510,000

Users transported (total within IFS scope: 717.474)

Source: TMB (2021)



59%

Percentage of journeys within the scope of its activities

Staff



8,516

Employed workers

Supply



22,619*

Seats-km

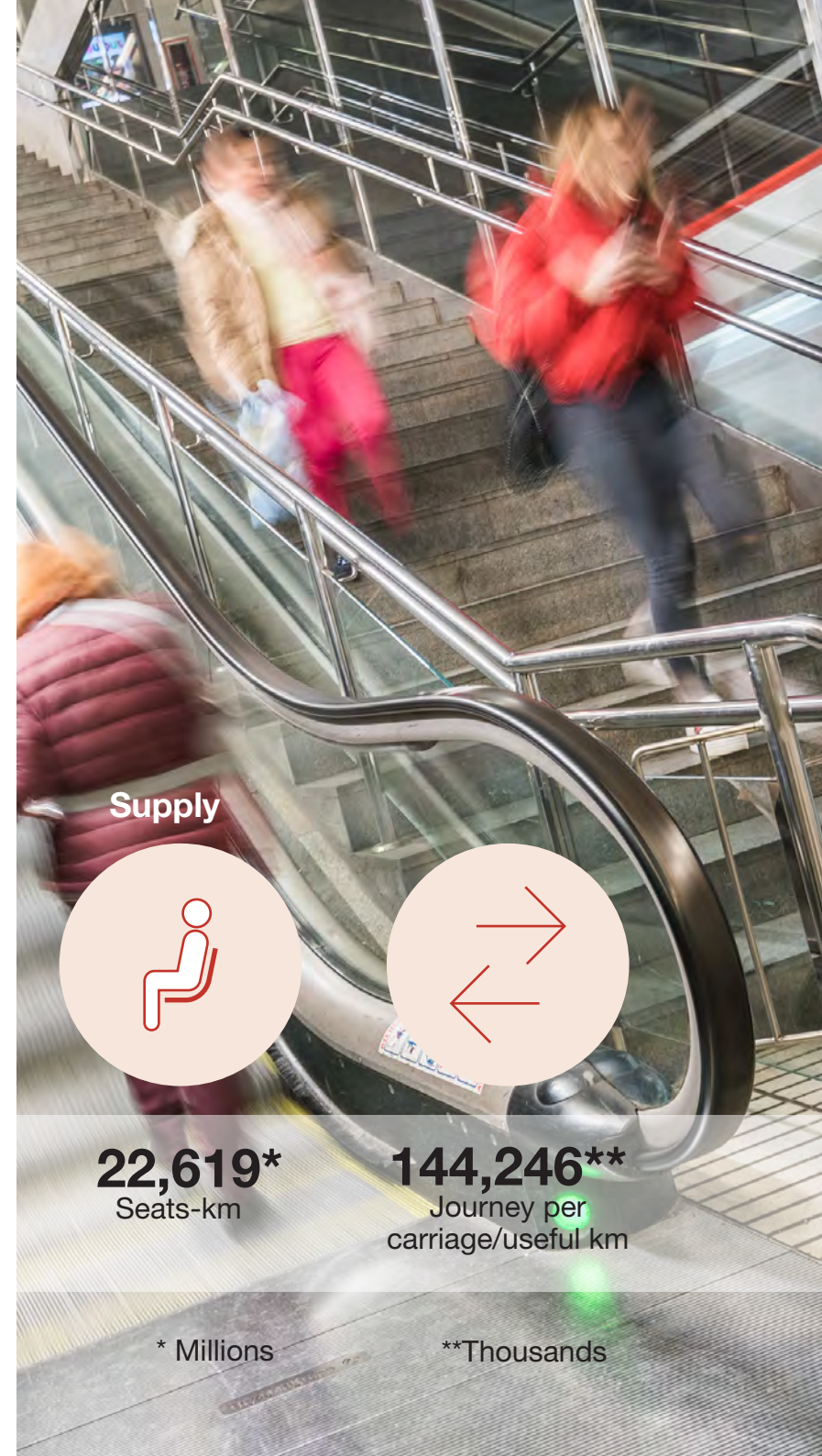


144,246**

Journey per carriage/useful km

* Millions

**Thousands



Comparison of mobility with 2020

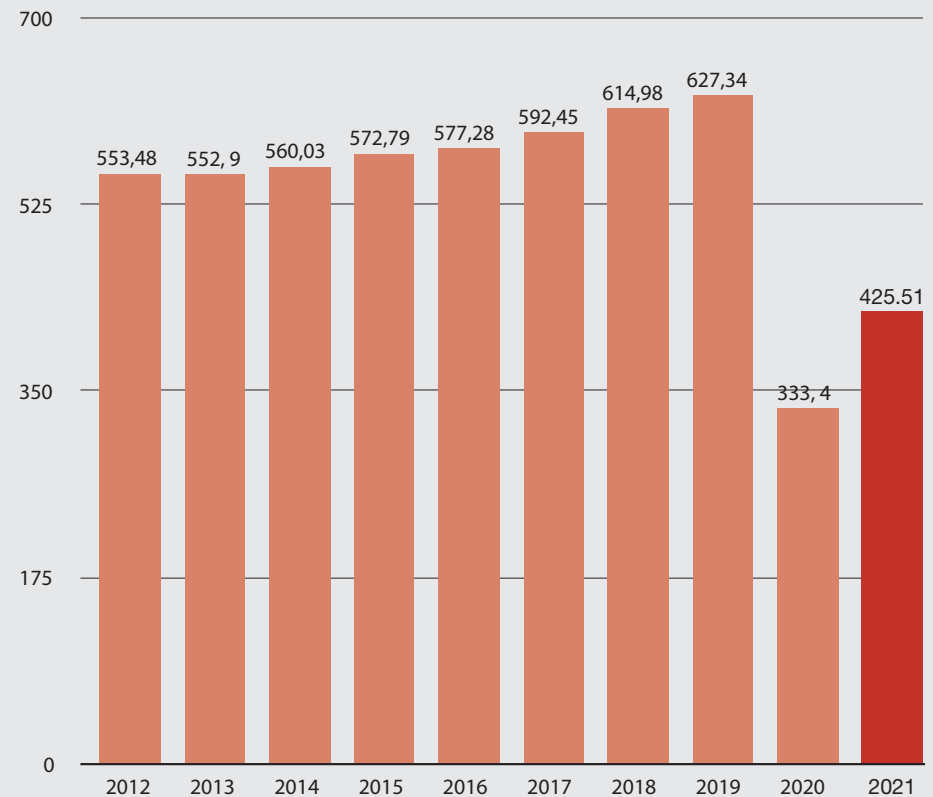
Due to the exceptional situation of Covid-19, metro and bus services have suffered a significant drop in passenger numbers in 2021.

The outlook to recover demand for 2022 is linked to the evolution of restrictions on activity and mobility.

Administrations and transport operators have adapted to the exceptional situation caused by pandemic, re-enforcing and certifying safety and hygiene protocols.

Source: TMB (2021)

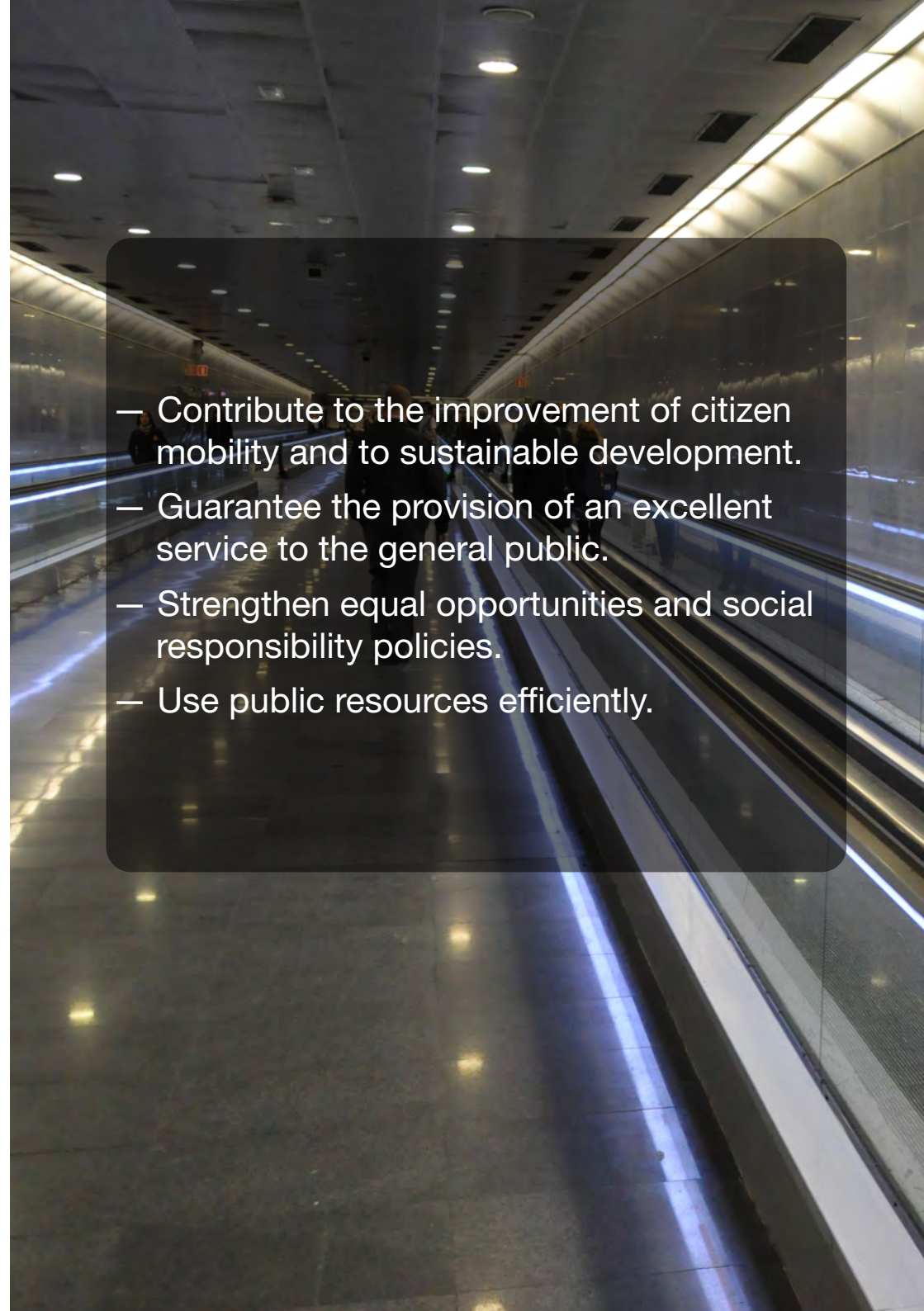
**TMB passenger numbers
(including leisure transport)**
(Millions of passengers)



Mission

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

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



TMB services and products



Metro

- Metro services under direct management of the AMB.
- Accessory revenues linked to Metro activity and assets.
- Subjects of the Programme Contract with ATM.



Bus

- Bus services under direct management of the AMB.
- Accessory revenues linked to Bus activity and assets.
- Subjects of the Programme Contract with ATM.



Mobility services

- Public mobility services under direct management of the AMB, (shared bicycle services, scooters, etc.).
- And other mobility services (cable car, tourist bus, etc.).



Outside business

- Engineering and consultancy services in TMB activities.
- Operation of Bus services and other mobility systems through competitive bidding.
- Other businesses that can bring benefits to TMB.



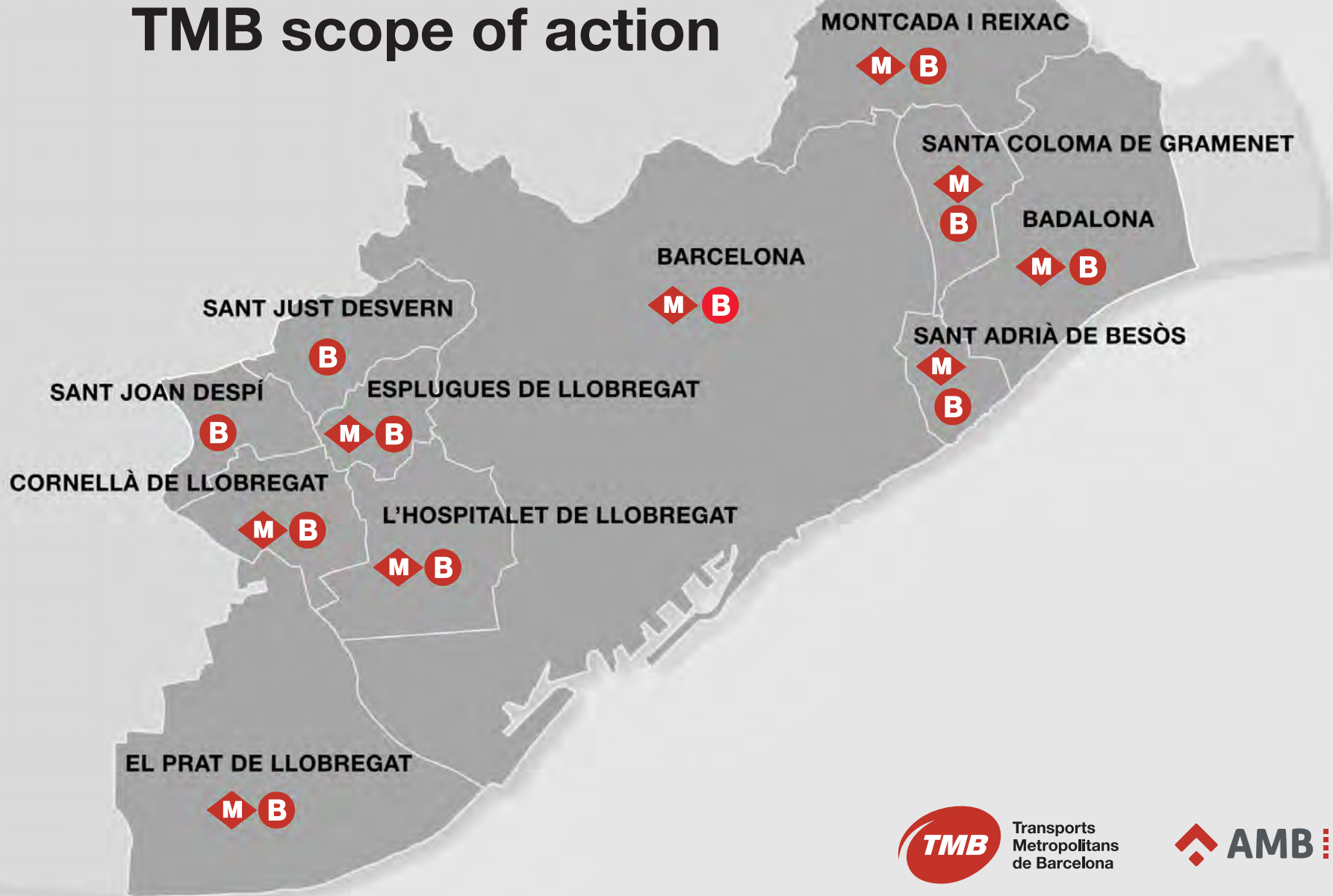
TMB Foundation

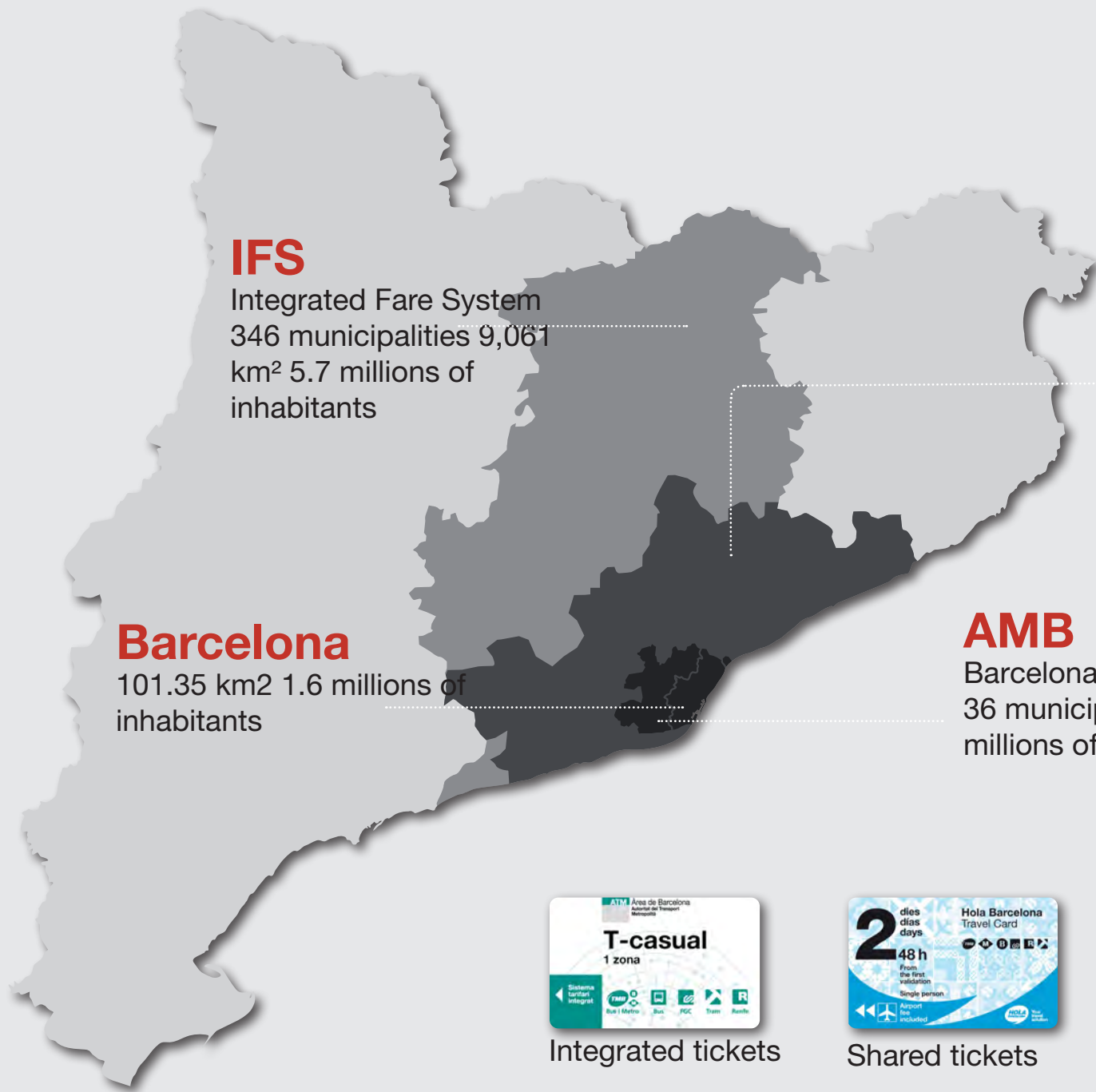
- Promotion of public transport and sustainable mobility.
- To promote social responsibility policies for all companies in the TMB group.
- To develop social, cultural, educational and civic projects.
- Conservation and dissemination of the historic heritage of public transport.

In the Barcelona Metropolitan Area

Outside the metropolitan area

TMB scope of action





IFS

Integrated Fare System
 346 municipalities 9,061
 km² 5.7 millions of
 inhabitants

RMB

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

Barcelona

101.35 km² 1.6 millions of
 inhabitants

AMB

Barcelona Metropolitan Area
 36 municipalities 636 km² 3.3
 millions of inhabitants



Integrated tickets



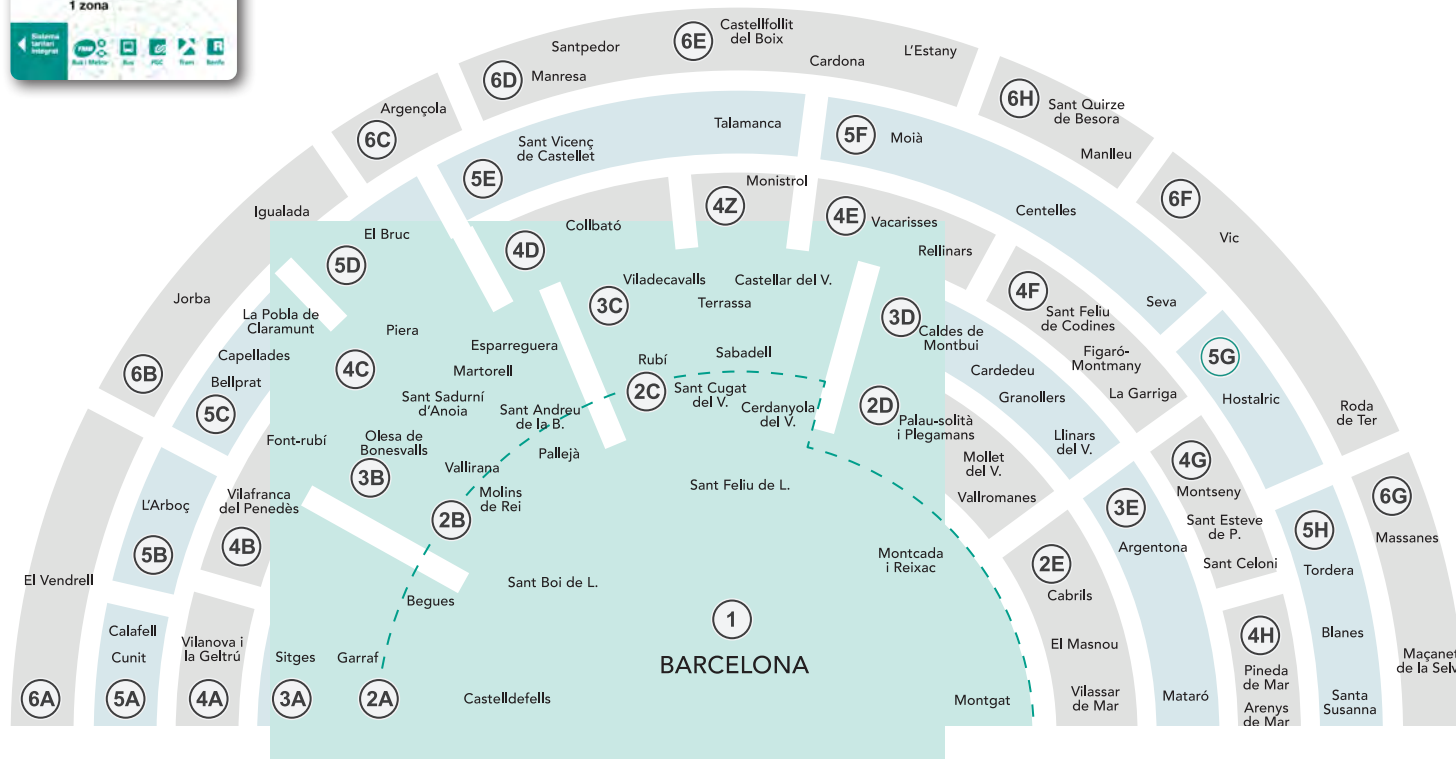
Shared tickets



Personal tickets

Integrated Fare System aimed at residents

It allows travel on all the means of transport needed (metro, urban, metropolitan and intercity buses, tram, Ferrocarrils de la Generalitat de Catalunya and Rodalies de Catalunya), with a single ticket, allowing transfers without additional costs. This system allows travel on four different means of transport and transferring between them within the time and area limits indicated on the number of zones purchased for the card being used.



Mobility in the TMB influence area

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



59%
425,510,000*
TMB users

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

Close to people

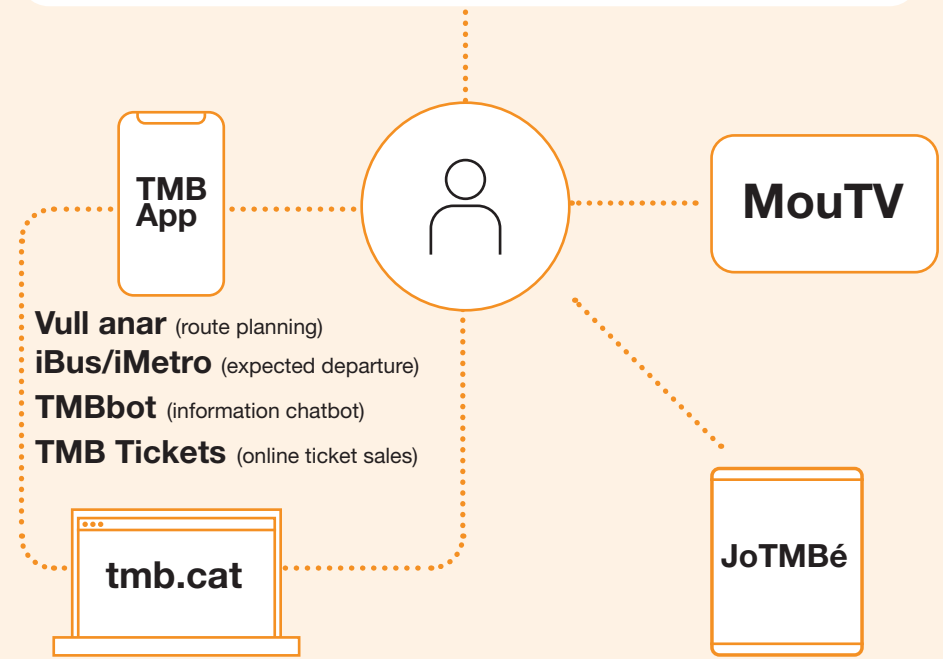
TMB has developed a set of digital tools designed to communicate, inform, assist, share and relate to people and to adapt to their needs at all times.

In person and telephone customer service:
TMB offices 902 075 027 (from 8 am to 9 pm)
The phone number line **010**
is open from Monday to Sunday 24 hours a day

Social networks

Twitter (**@TMB Barcelona** and **@TMBInfo**) Instagram (**@tmb_bcn**)
Facebook, Facebook Messenger, LinkedIn, YouTube, Slideshare,
Spotify and Alexa

Main tags to follow:
#metrobcn and #busbcn



Non resident scope

Connecting with visitors

The “**Hola Barcelona**” brand, which encompasses mobility services for tourists and non-residents, also has an active digital presence to enhance the travel experience.

We join Barcelona and its visitors closer together with a different point of view than the tour guide approach, through our websites and social network profiles.

Social networks

Barcelona Bus Turistic Instagram ([@BarcelonaBusTuristic](#)) Hola Barcelona Instagram ([@HolaBarcelona](#)). [TravelSolution](#)) Tripadvisor and YouTube

Main tags to follow:
#HolaBarcelona #SayHolaBarcelona



E-commerce

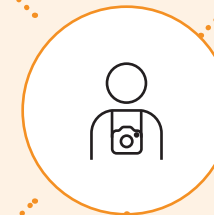
www.holabarcelona.com



Barcelona Bus Turistic App



Hola Barcelona Blog



www.barcelonabusturistic.cat



www.telefericdemontjuic.cat



www.catalunyabusturistic.com

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

Bus

Barcelona Buses

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

1,135 adapted vehicles

839.21¹ km

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

221,8 km bus lanes

106 lines

Source: TMB (2021)

1) Conventional lines + high performance lines + local lines

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

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.



363
natural gas buses



351
diesel buses



391
hybrid buses
(diesel+electric)



30
electric buses

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.



Metro



Sud

Collblanc

Sortida

Derrius 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

An adapted network

Currently, 92% of the TMB metro network is adapted for people with reduced mobility.

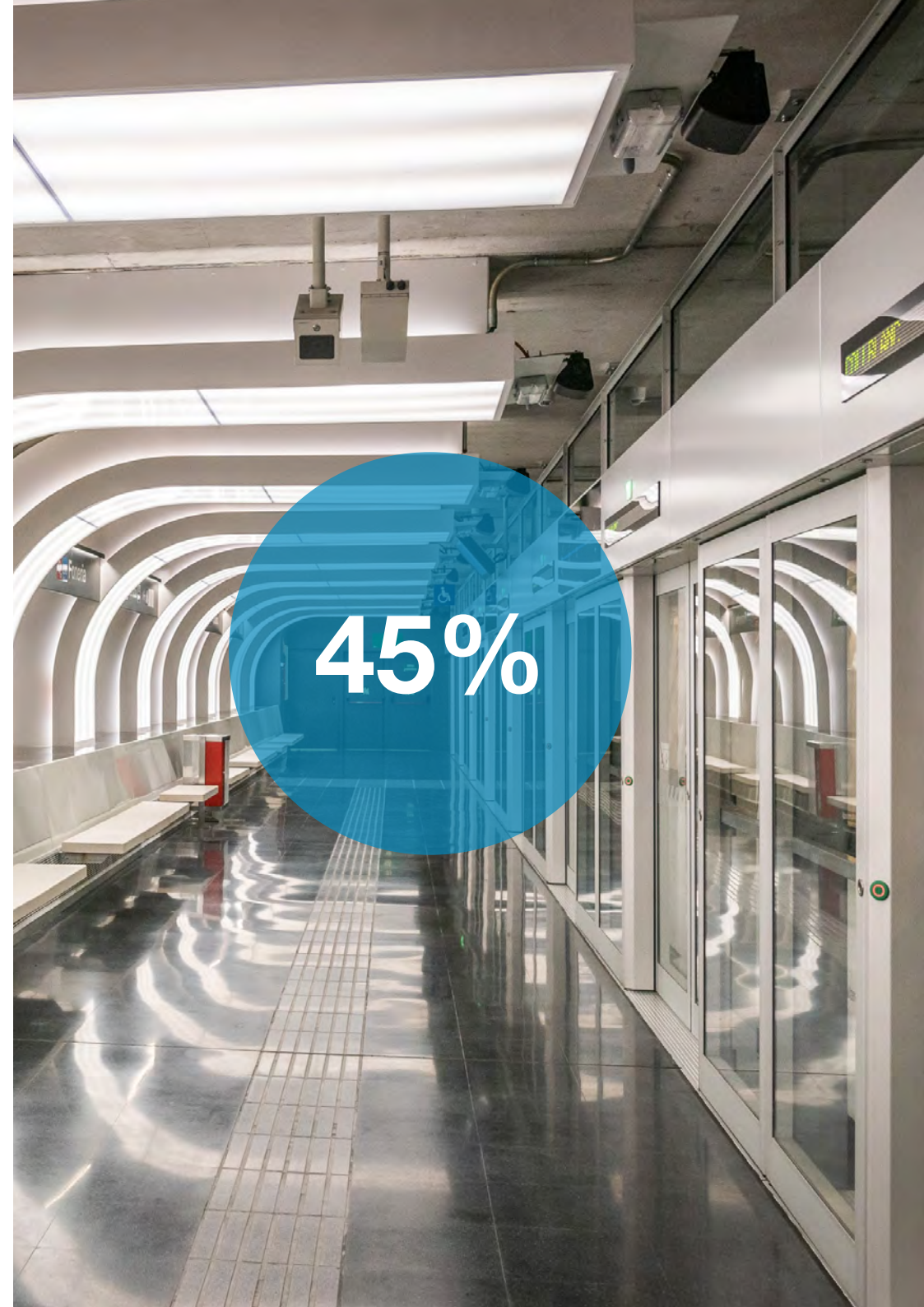
We are working towards full accessibility incorporating elements that facilitate access and use of the network to all citizens, considering customer diversity with a 360o view (people with visual and hearing disabilities, people with intellectual disabilities, senior citizens and children), thus improving essential elements such as acoustic and screen information, signs and priority to use reserved areas or train access.



The automatic metro, a better service

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

45% of Barcelona's metro network operates with trains without a driver.

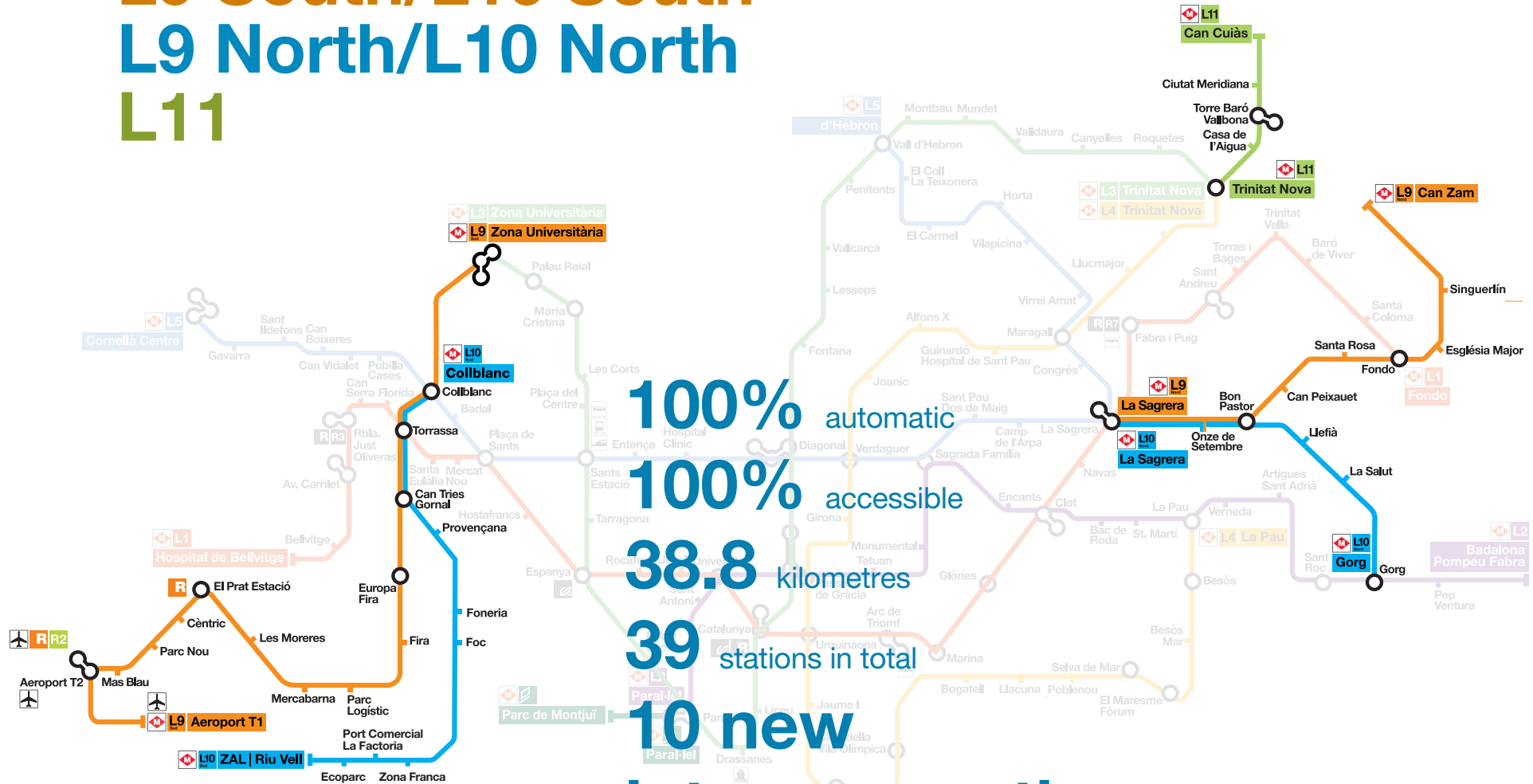


Automated lines

L9 South/L10 South

L9 North/L10 North

L11



100% automatic

100% accessible

38.8 kilometres

39 stations in total

10 new interconnections

with other lines and services

Source: TMB (2021)

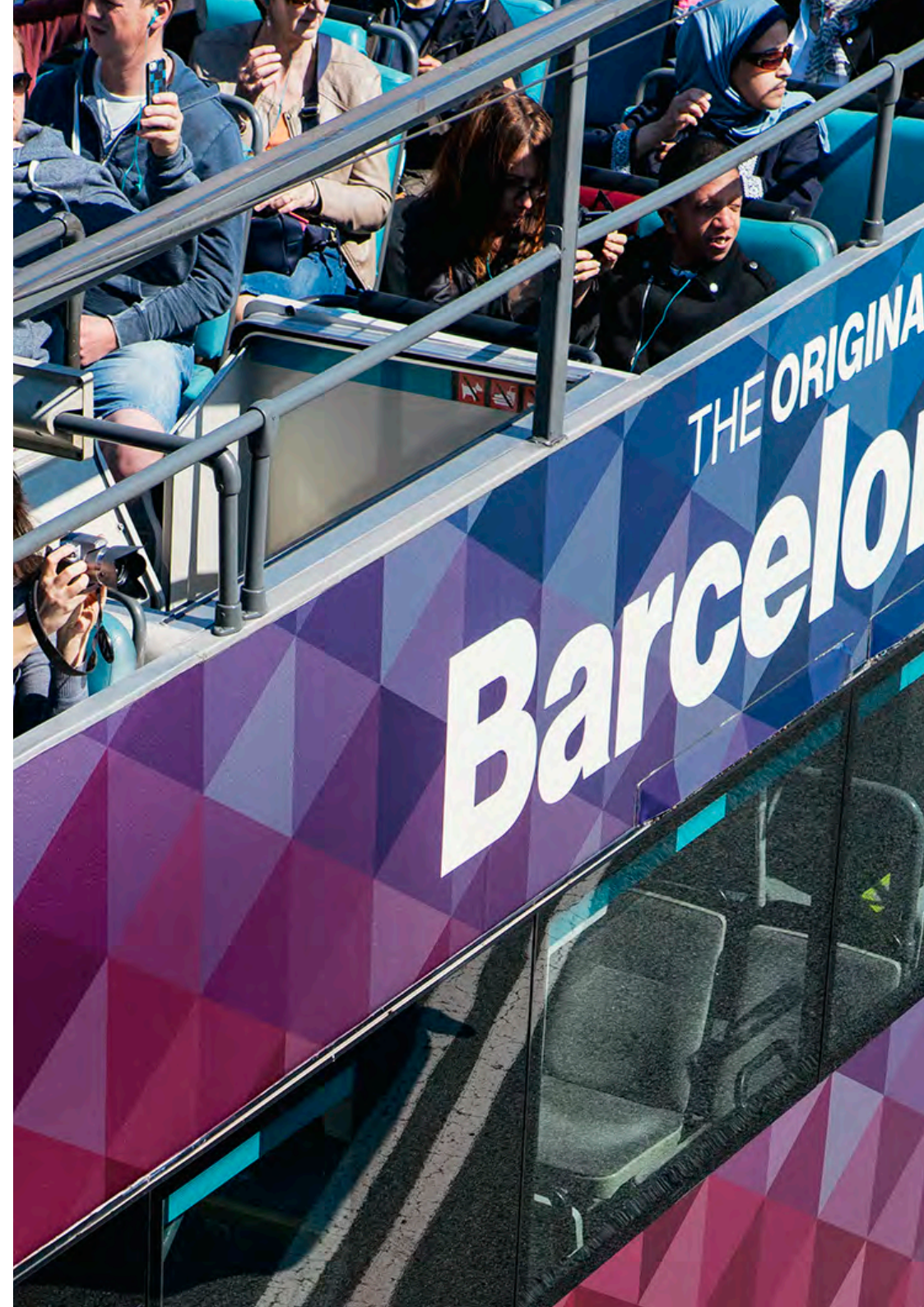


Leisure transport

 Telefèric de Montjuïc

The global situation as a result of COVID is unique and different from anything previously experienced.

The tourism sector was one of the hardest hit by the impact of the COVID and, as a result, TMB's leisure transport has been affected by the lack of tourists visiting our city, with a notable decline in passenger numbers in 2021.



Barcelona Bus Turístic

The Barcelona Bus Turístic is the city's official tourist bus.

It offers three different routes to plan your visit in Barcelona with just one ticket, and also offers a night tour during the summer.

3 routes

65 open top double decker buses

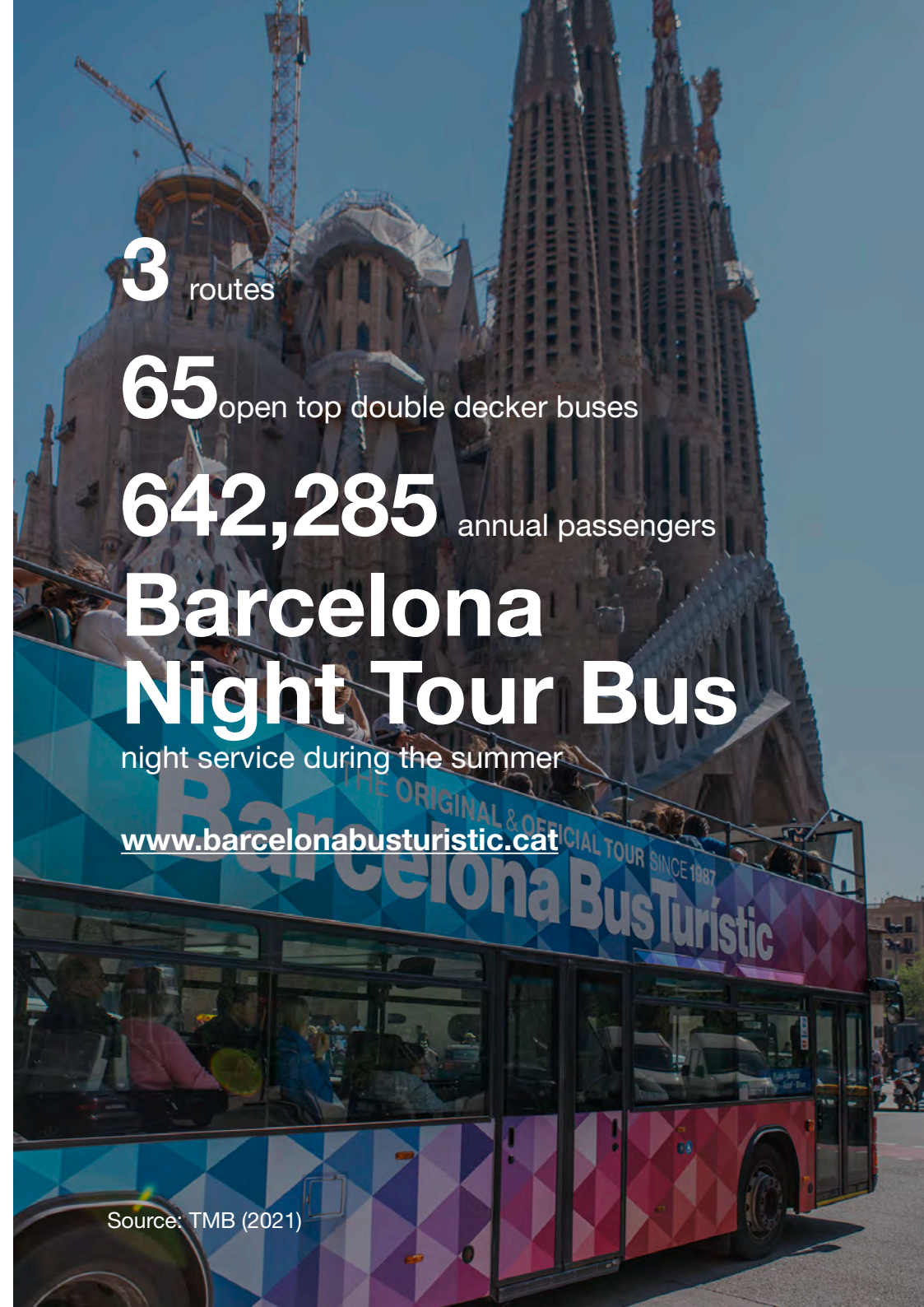
642,285 annual passengers

**Barcelona
Night Tour Bus**

night service during the summer

www.barcelonabusturistic.cat

Source: TMB (2021)



Montjuïc Cable Car

Barcelona from the sky Renovated in 2007 with the most demanding safety and accessibility requirements, the cable car links the city to the top of Montjuïc mountain and offers a unique panoramic view of Barcelona.

The Montjuïc Cable Car has three stations:
Parc Montjuïc - Castell - Mirador

549,858 annual passengers

752 metres long

84.55 metre climb

12 support poles

55 cabins

8 people per cabin

2,000 people/hour/each way

48 metres minimum distance between cabins

2.5-5 metres/second

Source: TMB (2021)

Tramvia Blau

A unique means of transport, the Tramvia Blau dates from 1901 and is the survivor of Barcelona's old tram lines.

It ascends 1,276 metres to the foot of the Tibidabo Funicular, surrounded by modernist and noucentist buildings that look out over nature and magnificent views of the city.

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

1,276 metre journey

93 metre climb

3.6 metres/second

48 people per tram

32 passengers seated

16 passengers standing

Source: TMB (2021)

Catalunya Bus Turistic

Departures from Barcelona to discover all the secrets of Catalonia

The mountain of Montserrat and its Escolania, the surreal art of Dali, wine and cava, the cities of Barcelona and Girona, the best gastronomy, the authentic Modernism, the Pyrenees and the valley of Nuria and the best shopping, among others.



TMB International

The purpose of TMB International consists of sharing TMB's expertise in different areas with companies and organizations around the world.

TMB's areas of activity

Transport systems



Decarbonization



Customer experience



Digital solutions



TMB International

A pilot of Navilens system was implemented by TMB in Singapore Woodlands Integrated Transport Hub (WITH) in 2021.

NAVILENS SYSTEM

Smart tags that make signage and information on metro and bus services available to visually impaired people by reading the tags through the mobile device application. The system is currently operating on the entire bus network and in all stations of the Barcelona metro network.



**Thank you
very much**



**Transports
Metropolitans
de Barcelona**