

List of BUS Services 2018



Transports
Metropolitans
de Barcelona

Presentation of TMB

Transports Metropolitans de Barcelona is the joint name of the companies Ferrocarril Metropolità de Barcelona, S.A. and Transports de Barcelona, S.A., which belong to the Metropolitan Area of Barcelona (AMB).

Everyday at TMB, we travel to accompany you to wherever you want to go in the city of Barcelona and in ten municipalities of its Metropolitan Area.

As the main public transport operator for Barcelona, and as part of the daily life of thousands of citizens, TMB provides two regular transport networks (surface transport by bus and underground transport by metro) as well as various leisure transport options.

Transports de Barcelona

The purpose of Autobusos de Barcelona is to be the surface public transport of reference for Barcelona citizens and the metropolitan area of influence, in their daily travel with a sustainable, efficient service, provided with the professionalism of all the staff.

The TMB bus service is a European benchmark regarding innovative projects with a city approach: the transformation of the bus network (new bus network), with the creation of a simple network and other services, and the innovation of the fleet and technology, with a commitment to sustainable energies (electric traction and CNG).

The bus network shares space with other means of mobility, and we are working continuously to guarantee the good travel experience of our passengers. The key processes to guarantee a quality service are:

- Plan the network based on demand and needs of the territory.
- Manage the regulation and incidents of the network, in order to guarantee defined intervals on a daily basis.
- Guarantee a good service to the public by the staff.
- Guarantee excellent maintenance of buses, to ensure maximum reliability and availability.
- Guarantee the maximum sense of safety in travel.

These processes are done always respecting the environment and contributing to sustainable development, both at social, environmental and economic level.



Mission, vision and values of TMB

Mission of TMB (why we exist)

To provide a public transport network:

- that contributes to the improvement of public mobility and to the sustainable development of the Metropolitan Area,
- guarantees the best customer service,
- develops policies aligned with social responsibility,
- within a framework of economic viability and efficiency.

Mission, vision and values of TMB

Vision of TMB (what we want to be)

To be a point of reference throughout Europe as a competitive public transport and mobility company:

- for its contribution to improving mobility in the Metropolitan Area, urban sustainability and the environment;
- for the technical quality provided and the quality perceived by the general public;
- for the efficiency of its processes and optimisation of resources;
- for the efficient use of technology as a lever for improving service levels and efficiency;
- for the excellence of its workers;
- for its commitment to society and the general public;
- for its international presence.

Mission, vision and values of TMB

Values of TMB

- Commitment and a vocation for public services.
- Excellent service, efficient management.
- Socially responsible behaviour.
- Openness to innovation.
- “Win-win” relationships.
- Recognition and fairness.
- Teamwork and team spirit.
- Integrity and honesty.
- Commitment to personal and professional growth.
- Respect.



TMB world

Apart from being a benchmark public transport system for Barcelona and the Metropolitan Area, we also want to become a European benchmark as a mobility manager and a reference in other aspects of organization management and in our relation with society.

We are therefore working to become a reference of improvement not only in urban transport, but also in many aspects of our society.

It is important to highlight the projects and collaborations we are undertaking in significant aspects such as:

Environment

TMB is committed to the future. Hence, our commitment with you is to offer the best transport service, for you to gain time and quality of life. And we do this by taking care of the environment, constructing a city that is more sustainable for everyone and more respectful with our surroundings. We also follow a policy of quality, which develops efficient management to the satisfaction of citizens.

Accessibility

As the main transport operator of the Metropolitan Area, we fully take on the commitment and challenge to improve the life conditions of people with different disabilities.

Within this commitment, we have an Accessibility Master Plan, where the lines of action are defined, with the ultimate goal of achieving universal accessibility in all aspects of services offered by TMB.

TMB world

TMB Culture

TMB Culture encompasses all actions and collaborations done from TMB, with the clear aim of approaching culture and art, displaying it to all our passengers during their travel.

TMB Education

TMB Educa is the educational project of TMB, which opens our doors to schools and promotes social, cultural and environmental values of public transport among children.

We design activities for schools and specific groups to learn how public transport works, and we make passenger transport a means of education.

Heritage

The historic and cultural heritage of TMB buses is an open window to the history of public transport of Barcelona. This heritage displays the evolution of the city at the pace of its public transport.

We work on the restoration and preservation of our vehicles, installations and graphic and documentary archive.



TMB world

Cooperation and Solidarity

The cooperation and solidarity Master Plan expresses our commitment to work in the field of social action. It is based on six different action programmes targeted at extending the culture of cooperation and solidarity within the company.



Service vocation and services provided by Transports de Barcelona

Bus Network

The TMB bus network is formed by around 98 lines of regular transport (classified in: high performance, conventional and local), covering a total length of 833.17 kilometres. 20% of these are bus lanes, with a total of 2,541 stops and four tourist routes.

The mobile fleet is formed by around 1,085 vehicles, 100% of which incorporate the latest technical developments in comfort and quality. The whole fleet is accessible for people with reduced mobility (PRM).

- 55.39% standard buses, 30.42% articulated buses, 2.3% midi buses, 4.79% mini buses and 7.1% double-decker buses
- 34.84% CNG buses; 19.45% electric traction buses; 45.71% diesel buses.

The service is fully regulated through satellite location and tracking of vehicles, which enables the planned circulation to be adjusted, depending on incidents on public streets. Forecasts can also be made in real time on buses passing through stops, in order to give information to passengers.



Service vocation and services provided by Transports de Barcelona

Bus Service

TMB provides the public with a daytime, urban bus service in Barcelona, and an interurban bus service for some municipalities of the metropolitan area.

The bus service is planned based on studies on demand and knowledge of the territory. From these parameters and the road conditions (speed and terrain), the service is formed for each type of day (weekday, Saturday or public holiday), and for each season of the year.

In the “Bus Barcelona” section of the TMB website, you can access each route, and hence the planned service. Through the TMB App, you can also consult the real times of bus stop intervals, information which is also available at the current 550 bus stops.

From the Bus Control Centre and through staff who are spread all over the territory, the whole service is controlled and the regulation of lines is managed to guarantee committed intervals as far as possible. The bus service shares space with other means of transport and events of the city. This leads to an important management of incidents on routes and timetables, to minimize impact on customers.

Service vocation and services provided by Transports de Barcelona

Basic data at 01/01/2018

No. of stops:	2,541
with bus shelter:	1,371
with bus stop pole:	1,170
Bus lane	191.22 km
Length of the network (single and return)	833.17 km

Commercial speed:

Rush hour	11.33 km/h
Average throughout the day	12.06 km/h

Buses adapted to People with Reduced Mobility (PRM)	1,085
Max. number of vehicles (during the rush hour) (not including the Bus Turístic)	856
Average age of the fleet	9.93

Demand (Millions):

Bus network travel	196.97
Total Transports de Barcelona, S.A.	202.05

Rights and obligations

We work to guarantee the good operation, quality and safety of our services for users of public transport. We ask passengers to respect the rules that govern the use of transport and also the people who use the bus on a daily basis.

This link shows you in more detail the rights and obligations of users.

<https://www.tmb.cat/en/customer-service/user-guide>

Commitment to quality and indicators

Aware of the importance of offering a high level of quality in the bus service, TMB started working over a decade ago on quality policies, addressed to improving service management. In this way, it is able to meet the expectations of our users, who are increasingly more demanding.

The implementation of these policies, which are clearly targeted at meeting the needs of our users, resulted in obtaining ISO 9001 and UNE 13816 certifications, in all activities and services referring to the bus service, and ISO 14001 and ISO 50001 for the Environmental and Energy Management System.

With these certifications, the commitment of Transports de Barcelona with its users and the environment where it operates, is clear. This commitment, as could not be otherwise, is focused on meeting the needs of our customers, and to use resources in an effective and efficient way.

In line with these commitments, we annually publish information and transparency, the levels of service quality offered by Transports de Barcelona, for the purpose of meeting the expectations of our users.

All indicators associated to these defined commitments form part of the management indicators of Transports de Barcelona. These are audited annually by the certifying body of ISO 9001, 14001, 50001 and UNE 13816.



Commitment to quality and indicators

Fulfilment of the Offer (Service Offered)

The TMB Bus Service undertakes to fulfil the programmed service provided, to facilitate the mobility of our users and citizens, bearing in mind that the Bus service shares public space and is affected by elements of the surroundings (traffic, works, events in the city,...), by breakdowns in buses, and by incidents that occur during the service.

- The TMB Bus Service undertakes to fulfil 98.34% of services programmed.

Regularity (Time)

With the aim of offering a reliable service, the TMB Bus Service undertakes to meet the programmed frequency intervals, bearing in mind that public surface transport shares public space with other means of transport, events of the city in the public streets, incidents that occur on roads, and incidents of the service.

- The TMB Bus Service undertakes that 80.24% of its services meet the programmed frequency interval..

Punctuality (Time)

- In order to provide a reliable service, the TMB Bus Service undertakes to meet the planned frequency times of lines, which announce the time of buses at a stop, bearing in mind that surface public transport shares public space with other means of transport, events of the city in the public streets, incidents that occur on roads, and incidents of the service.
- The TMB Bus Service undertakes that 79.72% of services meet the planned frequency times.



Commitment to quality and indicators

Accessibility

In order for everyone to be able to use the service, the TMB Bus Service undertakes to take all actions required to guarantee accessibility to all our users. Bus stops are defined in an accessible way, respecting urban planning and landscaping of local councils.

- The TMB Bus Service undertakes that 100% of the fleet is accessible to people with reduced mobility.

Customer Service

The TMB Bus Service undertakes to offer the best service to our users, both in quality and attention provided, and in efficiency in meeting their demands.

- The TMB Bus Service undertakes that 100% of passengers travelling on buses are attended to correctly.
- The TMB Bus Service undertakes that 90% of complaints and claims are answered suitably within a maximum of 29 calendar days.



Commitment to quality and indicators

Information

Aware of the importance of information for users, the TMB Bus Service undertakes to provide the most updated and visible information to facilitate the service to our users.

- The TMB Bus Service undertakes that the index of information quality inside vehicles is 98.5%.
- The TMB Bus Service undertakes that the index of information quality at bus stops is at least 98%.

Safety

We are aware that safety is one of the most significant factors in service quality, hence the TMB Bus Service undertakes to safeguard the safety of our users.

- The TMB Bus Service undertakes to train and periodically recycle 100% of drivers in preventive measures, in accordance with the defined Accident Prevention Programme (PPA).
- The TMB Bus Service undertakes that the mark obtained in safety perception studies is at least 8.5 (over 10).



Commitment to quality and indicators

Preservation

The TMB Bus Service undertakes to offer our users a service with a high level of preservation of vehicles and stops, even though bus stops are owned by local councils.

- The TMB Bs service u undertakes that the preservation quality index of vehicles is over 91.5%.



Ways of participating with Transports de Barcelona

TMB is an organization that is clearly targeted at meeting the needs of our customers.

In order to have maximum information, TMB needs your opinions to improve the service provided. We therefore listen to your comments and analyse which actions could improve the service.

This philosophy of constant listening, together with the ongoing evolution of information systems that surround us, forces us to progress at the same speed as our society.

As a benchmark in mobility, TMB cannot ignore these changes, and therefore we are constantly extending communication with our users.

Ways of participating with Transports de Barcelona

TMB Information Points and Customer Service

If you require an in-person service, we want you to feel comfortable and welcome, so we have designed TMB Information and Service Points.

There are three TMB Information and Service Points in the metro network, where you will receive the personal attention you require. You can also use our online service. Other in-person services include lost property, purchasing passes and cards, etc.

You can contract Punts TMB by phone on 902 07 50 27 (Monday to Sunday, from 8.00 to 21.00 h) or send us your enquiries through the online service.

<https://www.tmb.cat/en/customer-services/points-attention/punt-tmb>

Internet and Social Networks

At TMB, we are aware of the change of habits of our users in using communication channels. We are therefore immersed in an ongoing process to open these new channels, and to establish new communication mechanisms that are more flexible and dynamic with our users.

We make use of Internet and all its environment, along with mobile devices to give information when you need it, and to find out your preferences and listen to your opinions on the service. You can find us on the networks and enjoy the advantages of new technologies.

Complaints, claims and suggestions

TMB and Transports de Barcelona place particular importance on all notifications reaching us from our users, and which are related to the non-compliance of their expectations.

To facilitate these notifications, the following channels are available to send your opinions, complaints, claims and suggestions.

- Postal Address
 - TMB Gestió de QRS
 - C/ 60, núm. 21-23 Sector A Polígon industrial de la Zona Franca
 - 08040 Barcelona
- Phone 900 70 11 49. Mondays to Fridays (except public holidays), from 8.00 a 21.00 h.
- Form on the WEBSITE (www.tmb.cat/en/customer-services/procedures/complaints-claims-suggestions)
- Form available at TMB Information and Customer Service Points

You can also contact TMB through Twitter (@TMBinfo).

Current legislation

The main laws and regulations applicable to Autobusos de Barcelona are given in the following link.

<https://www.tmb.cat/en/customer-services/user-guide/transport-rules-regulations>

Current legislation



Bus Operations Division:
ISO 9001 for activities of the TMB bus service throughout the regular service network, in Barcelona and the metropolitan area: daily planning of routes and times, regulation of lines, management of incidents, control of fraud, maintenance of the fleet, maintenance of infrastructures of centres and lines, along with management of information to the client associated with the service.

The described activities are carried out in the following centres:

- Horta Business Operations Centre (CON)
- Triangle Business Operations Centre (CON)
- Zona Franca I Business Operations Centre (CON)
- Ponent Business Operations Centre (CON)
- Network Support Centre (CSX)



UNE 13816 for passenger transport activities and regular urban and interurban service of all lines managed by the Operational Bus Area, along with the regulation of the transport service and management of incidents by the Network Support Centre.



ISO 14001 and **ISO 50001**
Passenger bus transport service in lines managed by the centre and secondary activities or support to passenger transport of the centre.



Transports de Barcelona, SA forms part of the voluntary initiative to reduce emissions of greenhouse gases, promoted by the Catalan Office of Climate Change.