

700,000 public transport users have signed up for T-mobilitat since it was made available a year ago

- A year after it was launched, over 65 million trips have been made with the new validation system
- On weekdays, 460,000 daily validations with T-mobilitat are made
- Implementation in the surrounding region has reached 100% on trains and 80% on buses

Barcelona, 27 December.- A year after the launch of T-mobilitat, the new system for travelling on the Barcelona area public transport network, approximately **700,000 users have signed up for the new system**, which is currently growing at a rate of **6,500 daily registrations**, and seeing the validation of approximately **460,000 trips a day on weekdays**. All in all, **over 65 million trips** have already been made with T-mobilitat.

On [23 December 2021](#) T-mobilitat made the 1-zone T-usual and T-jove available at standard conditions and prices in the 36 municipalities of the Barcelona Metropolitan Area. The launch came after a period of usability tests open to the public ([First contact](#)), which started in late June of the same year, and offered users the possibility of testing out the new system at a reduced price.

Tickets available with T-mobilitat

A year later, **5 tickets are now available** with T-mobilitat: T-usual (including the FM/FN option for single-parent families and large families), T-jove (including FM/FN), T-casual and T-familiar, as well as T-16, a ticket that already represents nearly 175,000 of the new cards in operation. In terms of the new validation media used the most, the PVC card is used much more (93%) than the mobile phone option (7%), a breakdown that is expected to balance out when the iOS operating system supports validation in late 2023.

Expansion throughout the surrounding region

The T-mobilitat system has gradually been expanding outside the Barcelona metropolitan area since last summer. Currently, the new system allows travel on **100% of the Barcelona ATM's (Metropolitan Transport Authority) railway network**, on the entire Barcelona metropolitan area bus network and on **approximately 80%** of the intercity and urban bus services in rings 2, 3, 4, 5 and 6.

You can go to the [T-mobilitat website to see how the system has expanded](#).

Support and Information Centre

Currently, each month the Support and Information Centre (CAI) receives up to 19,301 calls to the free helpline, 1,429 inquiries through social media and 6,349 in-person visits, and manages 1,421 requests submitted via forms. (data from November 2022).

Comparative table (Launch in December 2021 vs. December 2022)

T-mobilitat	Launch	A year later
Tickets offered	<ul style="list-style-type: none"> • T-usual • T-jove 	<ul style="list-style-type: none"> • T-usual (including FM/FN) • T-jove (also FM/FN) <ul style="list-style-type: none"> • T-casual • T-familiar
Ticket zones	1 zone	6 zones
T-16 in T-mobilitat	-	150,000+ cards
Use in the surrounding region	Rail network: 70% Bus network: 50%	Rail network: 100% Bus network: 80%
Individuals registered	86,000	700,000+
Daily validations	80,000 validations on weekdays	460,000 validations on weekdays
Cumulative validations	-	65 million
Loads and top-ups	Average of 800 daily (January 2022)	Average of 6,550 daily (November 2022)
Card vs. Phone	97% - 3%	93% - 7%
CAI Support	<ul style="list-style-type: none"> • Calls: 7380 • Social media: 1325 • Visits: 1804 • Forms: 470 	<ul style="list-style-type: none"> • Calls: 19,301 • Social media: 1,429 • Visits: 6,349 • Forms: 1,421

Ticket sales channels

In all zones, Barcelona ATM tickets in are sold through the official T-mobilitat sales channels:

- The TMB, Ferrocarrils, Rodalies and TRAM **self-service machines**.
- The [T-mobilitat](#), [TMB](#) and [FGC](#), **websites**, in the case of card purchase.
- The [T-mobilitat](#) , [TMB App](#) and [FGC T-mobilitat](#) **applications**.
- The [T-mobilitat support points set up in the public transport network](#).

Support channels

T-mobilitat offers the public different ways to reach the system so it can answer questions and resolve incidents:

- T-mobilitat on Twitter: [@T_mobilitat](#)
- Telegram support channel: [Telegram Atenció](#)
- **900 928 900** free helpline.
- T-Mobility Centre: [Av. de la Granvia de L'Hospitalet, 16-20](#). [Request an appointment](#).

Please remember that **all individuals 6 and older travelling on public transport must wear a face mask**.

