

Two years after it was implemented

T-mobilitat has tallied nearly two million new registrations and exceeds three million daily validations

- The incorporation of the T-mobilitat rechargeable cardboard format in the main travel passes pushed validations of the contactless system up to three million per weekday, now representing 91% of the total number of trips with integrated travel passes and 70% of the total of the system.
- Currently, the personalised plastic card remains the main T-mobilitat format chosen by commuters travelling with integrated passes (67%) compared to the cardboard (28%) format or Android phones (5%).
- It has been fully deployed in the region across all six rate rings of the Barcelona ATM.

Barcelona, 15 March 2024. - After two years after the launch of T-mobilitat, the contactless and rechargeable ticket system on the Barcelona area public transport network, **nearly two million users have signed up for the new system**. Three months have passed since the sale of T-usual, T-casual, T-grup and T-familiar magnetic tickets in self-vending machines came to a halt and the implementation of the new rechargeable cardboard T-mobilitat card format, validations with the new contactless system **now exceed 3 million weekday trips**.

As for travel passes, **the most used in the latter card format is the T-usual**, which makes up **70.7%** of all validations, followed by T-casual with 24.54%, T-familiar with 4.53% and T-grup with less than 1% of all trips.

Following the trend of the growing demand for public transport, more than 93 million trips were taken in January 2024 in the total of the integrated fare system of the Barcelona ATM, 64.9 million of which were made with T-mobilitat, which represent **more than 70% of all trips** that are made by public transport in the Barcelona area - including other operator-specific passes that are still distributed in the old magnetic format - and **more than 91% of validations with integrated passes**,

Tickets available with T-mobilitat

After more than two years since its deployment, **all integrated passes are now available with T-mobilitat**; excluding minority titles such as T-dia, T-verda or subsidised T-usual for the unemployed, which will soon be available.

As for the type of card most used, the personalised **plastic** variety is the most used by users (67%), followed by **cardboard** T-mobilitat card (28%) and the Android **smartphone** (5%).

T-mobilitat is implemented throughout the entire network

The expansion of T-mobilitat outside the metropolitan area of Barcelona, carried out progressively by operators and zones, is fully available throughout the **rail and bus network** in the six rings of the Barcelona ATM area.

The Support and Information Centre, new hub for *mobilitat*

The growth of the T-mobilitat project has also been evident in customer service data. Over the course of 2023, the Support and Information Centre (CAI) of the T-mobilitat received up to 346,170 calls to the free helpline, 47,000 inquiries through social media, 106,350 in-person visitors, and manages 16,000 requests submitted via forms.

Comparative table by year of the T-mobilitat project

	Commissioning (December 2021)	One year later (December 2022)	Two years later (January 2024)
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) T-casual T-familiar 	<p>All integrated passes</p> <p>*Except T-dia, T-verda and the subsidised T-usual for the unemployed.</p>
Ticket zones	1 zone	6 zones	6 zones
T-16 in T-mobilitat	-	150,000 cards	485,724 cards
Deployment	Rail network: 70% Bus network: 50%	Rail network: 100% Bus network: 80%	Rail network: 100% Bus network: 100%
Individuals registered	86,000	700,000	1,967,724
Daily validations	80,000 validations on weekdays	460,000 validations on weekdays	3 million validations on weekdays
Cumulative validations	-	65 million	485 million
Daily loads and top-ups	800 (average January 2022)	6,550 (average November 2022)	56,000 (average January 2024)
Card vs. Phone vs cardboard	97% - 3%	93% - 7%	67% - 5% - 28%
Annual CAI services	<ul style="list-style-type: none"> Calls: 7380 Social media: 1325 Visits: 1804 Forms: 470 <p>(Assistance made in the first month of operation)</p>	<ul style="list-style-type: none"> Calls: 126,883 Social media: 19,437 Visits: 36,669 Forms: 8,084 	<ul style="list-style-type: none"> Calls: 346,170 Social media: 47,000 Visits: 106,350 Forms: 16,000