

ANNUAL REPORT 2013

CONSORCIO
TRANSPORTES
MADRID





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Pablo Cavero Martínez de Campos
President

In 2013, the Consorcio Regional de Transportes de Madrid (CRTM) continued its coordination and organisation of the transport system, maximising operational efficiency, optimising existing resources and permanently adapting the services to the citizen's needs. All of this was done with the aim of maintaining our acclaimed quality levels.

2013 registered a total demand of 1,369.7 million journeys, an average of 210.8 per inhabitant, an indicator which continues to maintain the Region of Madrid as a national reference in the use of public transport.

Together with the management of public transport services and the construction of infrastructures such as, for example, the remodelling of the Avenida de America interchange, new technologies were another major area of activity for the CRTM in 2013, continuing with the consolidation of the Suburban Road Transport Modernisation Plan, incorporating 216 new vehicles in order to improve environmental efficiency and sustainability, as well as with the development of the Collective Public Transport Integrated Management Centre (CITRAM), an instrument for the coordinated management of incidents in the different networks and real-time information provided to users.

The introduction of the new contactless Public Transport Card has also continued and extended to include Annual cards. The network for top ups has been expanded by adding Bankia ATMs to the points already existing in estancos (tobacconists) and in Madrid Metro stations.



Jesús Valverde Bocanegra
Managing Director

During 2013 the Consorcio Regional de Transportes de Madrid has been visited by 41 delegations from all over the world, keen to learn about the planning, construction and integrated operation of public transport infrastructures and networks.

Active participation in European R&D projects has continued during this year with the start of a new project, OPTICITIES, which studies ways to improve the mobility of people in an urban context by means of the use of ITS technologies in 6 European metropolitan regions.

Both the Consorcio Regional de Transportes de Madrid's corporate social responsibility activities aimed at its customers and the dissemination of press releases via the web have been consolidated. Worthy of mention is the active participation of the Consorcio Regional de Transportes de Madrid in activities of the European Mobility week which, as in previous years, was held between the 16th and 22nd of September with the theme "Move for cleaner air".

Finally, the second edition of the Prizes for the Promotion of Public Transport and Sustainable Mobility was announced at the end of the year. The aim of these prizes is to recognise actions in pro of public transport and sustainable mobility being carried out by people, companies and institutions in the Region of Madrid.

The pages that follow offer detailed information about the fruits reaped from our labour in 2013, a year in which we devoted particular attention to improving the consortium's image among the people of Madrid, who rate their transport system as one of the best in the world.



1

THE ORGANISATION

1.1 The institutional and operating framework

1.2 Transport operators



1 THE ORGANISATION

The Consorcio Regional de Transportes de Madrid (CRTM) is the Public Transport Authority of the Region of Madrid.

Created under Law 5/1985 of the 16th of May, passed by the Madrid Assembly, the CRTM is an Independent Agency of the Madrid Regional Government. It is responsible for providing and managing all public passenger transport services attached to the Madrid Regional Government and to all the municipal councils in the region.

Within the scope of the law by which it was created, its principal functions and objectives are as follows:

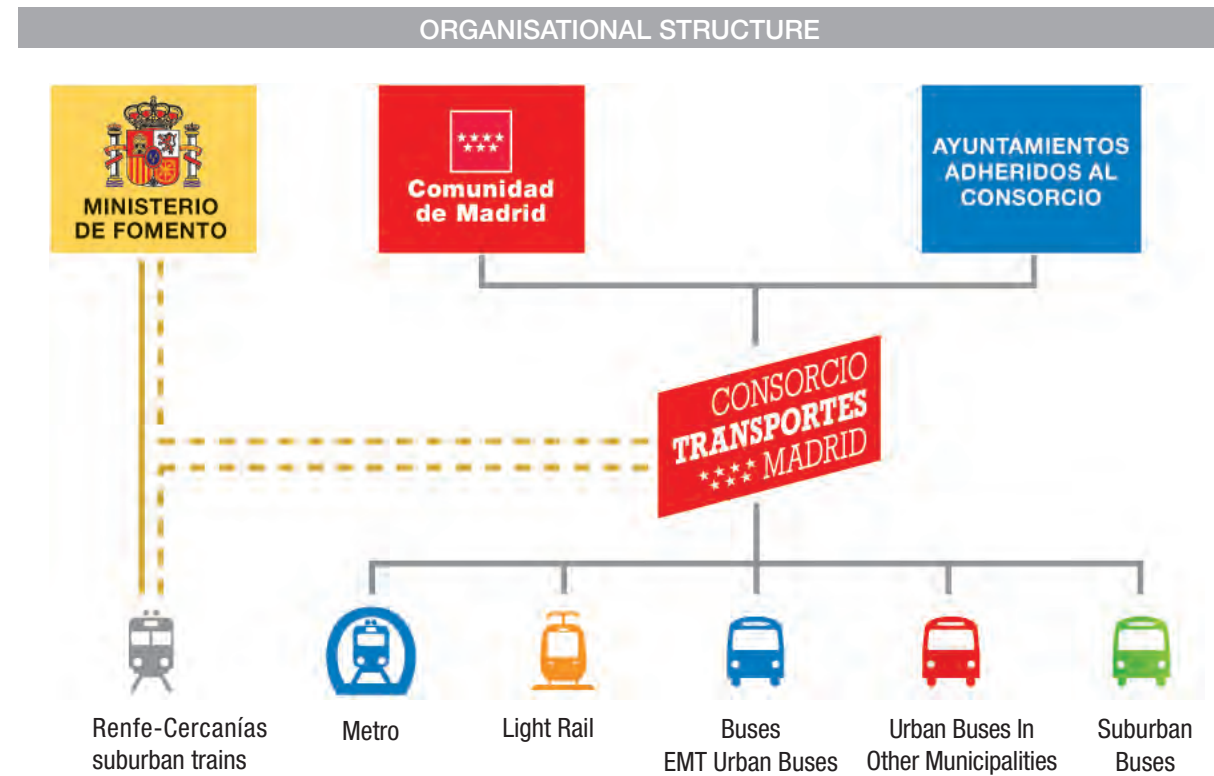
- Planning public transport infrastructures, with a particular emphasis on the migration to modal integration.
- Creating an integrated fare system for all transport modes.
- Establishing a stable financing framework.
- Planning services and coordinating the operating programmes of all transport modes.
- Controlling and monitoring the financial management of the different operators.
- Creating a global image for the public transport system by creating a closer relationship with the users.

The CRTM began its operations in March 1986, which means that 2013 marked the 27th anniversary of its activities.

1.1 The institutional and operating framework

The CRTM is made up of a group of public administrations which have transferred their authority to the consortium for the joint management of public transport. This means that the companies responsible for operating public transport services are not directly integrated into the CRTM, but are dependent on the same through the adhesion of the government bodies responsible for the services they provide.

The Spanish railway network Renfe belongs to the Ministry of Public Works and therefore falls outside the consortium's direct jurisdiction, but the Central Government, which helps finance the network, is represented on the CRTM Board of Directors.



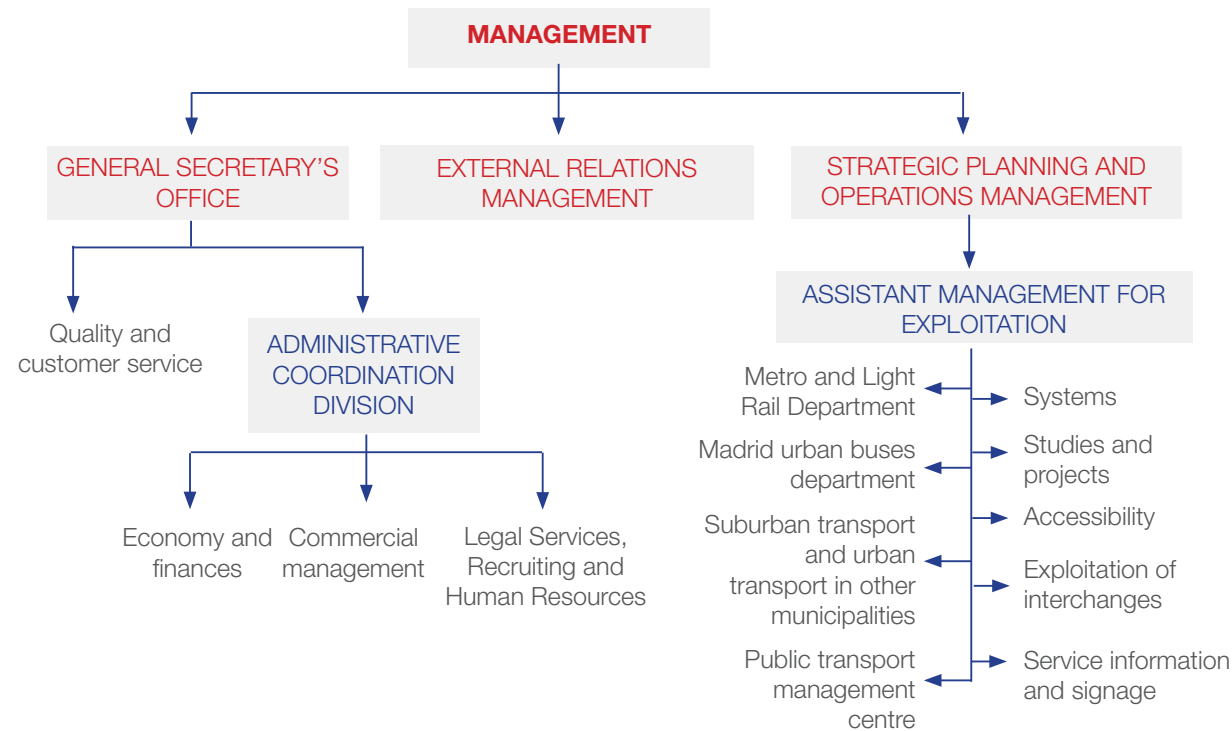
The CRTM is governed by a Board of Directors, which acts either directly or through an Executive Committee. The composition of these bodies in 2013 was as follows:

BOARD OF DIRECTORS AS OF THE 31ST DECEMBER 2013		
Job Title	Name and Surnames	Representing
Chairman	Pablo Cavero Martínez de Campos	Madrid Regional Council
Vice-chairman	Concepción Dancausa Treviño	Madrid City Council
Members	Francisco de Borja Carabante Muntada	Madrid Regional Council
	Federico Jiménez de Parga Maseda	Madrid Regional Council
	Raimundo Herráiz Romero	Madrid Regional Council
	Elena Collado Martínez	Madrid Regional Council
	Matilde García Duarte	Madrid Regional Council
	José María Rotellar García	Madrid Regional Council
	Francisco Javier Rubio de Urquía	Madrid City Council
	Diego Sanjuanbenito Bonal	Madrid City Council
	José Luis Fernández-Quejo del Pozo	Associated Councils
	Daniel Ortiz Espejo	Associated Councils
	Eugenio Morales Tomillo	Associated Councils
	Joaquín del Moral Salcedo	Central Government
	María del Mar Angulo Pérez	Central Government
	David Jabato García Valenciano	CC.OO.
	Antonio Oviedo García	U.G.T.
Francisco Javier Carbajo de la Fuente	Business associations	
Juan Carlos Herranz Arranz	Business associations	
Gustavo Samayoa Estrada	Consumer associations	
Non-member secretary	Jesús Mora de la Cruz	

EXECUTIVE COMMITTEE AS OF THE 31ST OF DECEMBER 2013	
Job Title	Name and Surnames
Chairman	Pablo Cavero Martínez de Campos
Member	Elena Collado Martínez
Member	Concepción Dancausa Treviño
Member	Francisco Javier Rubio de Urquía
Member	Diego Sanjuanbenito Bonal
Member secretary	Francisco de Borja Carabante Muntada

MANAGING DIRECTOR AS OF THE 31ST OF DECEMBER 2013
 Jesús Valverde Bocanegra

ORGANIC STRUCTURE OF THE CONSORCIO REGIONAL DE TRANSPORTES DE MADRID



The operating framework is illustrated in the diagrams below:

ROAD-BASED PASSENGER TRANSPORT

	Empresa Municipal of Transport of Madrid (EMT), S.A.	A public company owned by Madrid City Council.(one line is operated by a private company)
	Suburban Bus Companies	26 private companies which were awarded 29 contracts for the management of public services.
	Urban Bus Companies	In 9 municipalities urban services are provided either directly (7) or via a concession (2). In addition, urban services are operated in another 27 municipalities within the framework of the suburban operator".

RAIL-BASED PASSENGER TRANSPORT

	Metro de Madrid, S.A.	A public company owned by Madrid City Council (75%) and the Madrid Regional Government (25%).
	Renfe-Cercanías	A public company owned by the Central Government.
	Private metro operators	2 concessions: extensions of Line 8 (Barajas-Airport T4) and Line 9 (Puerta de Arganda-Arganda del Rey), operated by TFM.
	Private Light Rail and Tramway Operators	3 public works concessions for the construction and operation of Light Rail Lines ML1, ML2 and ML3 and the Parla Tramway.

OPERATORS OF MODAL INTERCHANGE STATIONS



5 public works concessions for the construction and exploitation of the following interchanges:

- The Avenida de América Transport Interchange
- The Moncloa Transport Interchange
- The Plaza de Castilla Transport Interchange
- The Plaza Elíptica Transport Interchange
- The Príncipe Pío Transport Interchange



1.2 Transport operators

The different transport services are provided by legally constituted, independently-run public and private companies.

The two main regional and municipal operators, Metro de Madrid and Empresa Municipal de Transportes de Madrid (EMT) respectively, are each governed by an annual agreement based on the approval of a break-even fare per passenger and the commitment to a series of quality service standards.

The third major public operator in the region, Renfe-Cercanías suburban rail, has an agreement with the CRTM governing the use of multi-modal tickets and the revenue derived from them.

The municipality of Fuenlabrada manages its urban transport services directly and so it receives compensation from the CRTM on a monthly basis for journeys made with multi-modal tickets.

The indirect management of road-based public transport services is carried out by the various private operators which have been given the corresponding administrative contracts for the management of public services, in accordance with Law 16/1987 of the 30th of July, concerning Terrestrial Transport.

In addition, Law 5/2009 of the 20th of October, concerning Road-based Transport and Mobility Management, passed by the Madrid Assembly, constitutes a third regulation for the regional transport system. It was under the terms of this law that in December 2009 the concessionaires of public road passenger transport, governed by the CRTM, applied for the validation of their concession contracts.

This led to the creation of a single financial system for all the concessionaires, based on the operation of services at their own risk and liability, and to the introduction of a system of rewards and penalties in accordance with the objectives of the CRTM Quality Plan for all new concession contracts.

Rail-based public transport services and those associated with the modal complementarity and interconnection offered at transport interchanges requiring the construction of infrastructures are provided by private companies that have been awarded the corresponding public works contracts.

Therefore, once the period of the concession is over, the infrastructure created by the concessionaires returns to the Public Administration.

The concessions are granted by the CRTM, but in the case of those that require the construction of railway infrastructure (with the exception of the Parla Tramway) the awarding body was Madrid Transport Infrastructures (MINTRA), a defunct public organisation now belonging to the Transport, Infrastructure and Housing Ministry of the Madrid Regional Government. The latter is now responsible for maintaining and managing regionally owned railway infrastructures.

The concessionaires of the transport interchanges carried out the construction works in accordance with CRTM approved projects and acquired the right to run the public works to recover their investment and receive the economic benefits detailed in the conditions which applied to the contract and which are as follows:

- The payment of a tax for each bus which is not owned by the CRTM and which accesses the Interchange facilities.
- The payment of a tax per passenger on the regular lines owned by the CRTM.
- Rent from the commercial premises and income deriving from advertising or any other use, authorised by the CRTM, which produces financial revenue.

The CRTM pays the concessionaires of the light rail and the Barajas Airport T4 section of Line 8 the agreed technical fare, based on real passenger demand. The deficit between the break-even fare and the monies collected by the Parla Tramway is divided in half and covered by the CRTM and Parla Town Council.

Finally, as the concessionaire for the Puerta de Arganda-Arganda del Rey section of Metro Line 9, the Madrid Railway Transport operator (TFM) receives compensation for passengers who use the Travel Card. This compensation is calculated according to the fare established in the contract and is updated in line with the CPI, as indeed are all other passenger fares received directly by the operator. The contract also includes a complementary sum per passenger carried, up to a specific level of demand.



2

TRANSPORT SUPPLY

- 2.1 Services provided
- 2.2 The fare system
- 2.3 The infrastructure network
- 2.4 Intelligent transport systems
- 2.5 User information
- 2.6 Accessibility



2 TRANSPORT SUPPLY

The public transport system in the Region of Madrid comprises a set of interrelated elements which are coordinated by the Consorcio Regional de Transportes de Madrid (CRTM).

These elements are divided into various different groups (described below), in each of which the CRTM plays a central role by defining policies, programmes and lines of action.

Firstly the characteristics of the provided service in each of the modes are defined and summarised. Then the fare system for 2013 is described along with the network of infrastructures on which Madrid's public transport system runs: the modal interchange stations, the infrastructure of bus stops, intelligent transport systems and the information systems.

Finally, the accessibility conditions of the infrastructures, the rolling stock and the transport service provided are described.

2.1 Services provided

The provision of services in 2013 for the entire Region of Madrid public transport system was almost 3.7% lower than in 2012. However, in the case of Renfe-Cercanías suburban rail, there has been a slight increase in the said services.







The following table presents the key facts and figures regarding services provided in 2013. The report divides the overall system into its six modes, thus facilitating its analysis and comprehension.



It should be noted that the 'Length/Network' only considers the actual lines in the network and does not include duplicated sections used by various routes, whereas 'Length/Line or Route' is the sum of the lengths of all the lines or routes. Similarly, 'Stations or Stops/Network' counts every station or stop as one, whereas 'Stations or Stops/Route or Line' represents the sum of all the stations or stops on all routes or lines.

Finally, in terms of railways, 'Length' refers to double track length, whereas for buses it refers to the both the outgoing and return journeys of the routes.

THE PUBLIC TRANSPORT SYSTEM OF THE REGION OF MADRID IN 2013

Modes of Transport	Nº. of Lines	Length/ network (km)	Length/ lines (km)	Nº. of stations or stops/network	Nº. of stations or stops/line or route	Nº. of vehicles (carriages/buses)	Vehicles/km (millions)
 Metro	12 + branch line	287,0	287,0	238	291	2.394	169,2
 Urban Buses in Madrid City EMT(1)	204	1.517,7	3.578,0	4.634	10.688	1.914	91,8
 Urban Buses in other Municipalities (2)	118	669,7	1.724,0	3.031	4.171	276	20,3
 Suburban Buses (2)	348	3.382,7	20.278,0	6.988	17.729	1.722	169,5
 Light Rail	4	35,5	35,5	56	57	44	13,3
 Suburban Rail	9	391,0	778,3	92	166	1.042	145,0

(1) Includes Route 500 operated by Autobuses Prisei S.L.

(2) Starting from 2013 the length of the network will be measured by the itinerary of the route and not by its axis, as it had been done until 2012.

Metro

Metro de Madrid is the public entity that operates the metro network. Although most of the network is part of Fare Zone A, the municipality of Madrid, a few sections fall outside this zone, in another 11 municipalities. This means that there are internal journeys limited exclusively to these sections outside Zone A and combined journeys between Zone A and the other zones.

There are four metro sections outside Zone A: MetroSur (comprising the Joaquín Vilumbrales station on Line 10 and Line 12, in zones B1 and B2); MetroNorte (Line 10 between the La Granja and Hospital Infanta Sofía stations, in Zone B1); MetroEste (the section of Line 7 between the Barrio del Puerto and Hospital del Henares stations, in Zone B1); and the TFM or the section of Line 9 between the Puerta de Arganda and Arganda del Rey stations, which crosses zones B1, B2 and B3. This section is operated by Metro de Madrid under the terms of an agreement with the concessionaire Transportes Ferroviarios de Madrid, S.A. [Madrid Railway Transport] (TFM).

The Metro Network remained stable during 2013, comprising, as of the 31st of December 2013, a total of 12 lines plus the branch line between the Ópera and Príncipe Pío stations, covering length of 287.01 km and including a total of 238 stations/network.

STRUCTURE OF THE METRO NETWORK

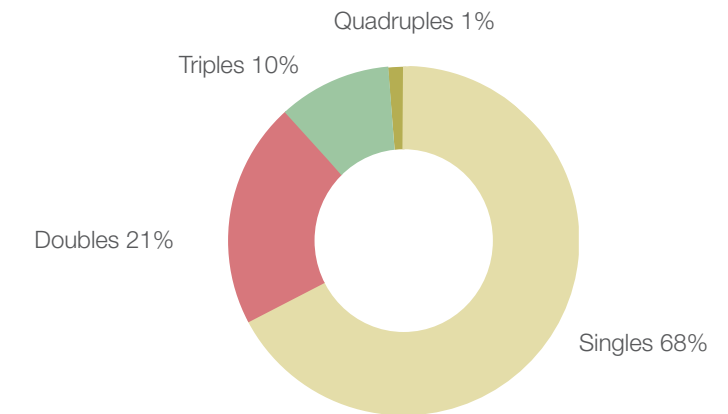
Year	Length (km)	Stations/network	Stations/line
2004	245,82	188	237
2005	245,82	188	237
2006	252,10	194	243
2007	277,94	230	283
2008	278,71	232	285
2009	278,71	232	285
2010	281,15	233	286
2011	287,01	238	291
2012	287,01	238	291
2013	287,01	238	291



Of these 238 stations (stations/network), 41 are multiple, meaning that they allow passengers to change from one line to another, and the remaining 197 are singles as they have just one line. Therefore, if every multiple station is counted once every time a line passes through it, the total number of stations per line is 291. 21% of these are double, 10% are triple and 1% are quadruple (Avenida de America).

STATIONS: LINE AND TYPE						
Lines	Stations/line				Total	N° Transf.
	Singles	Doubles	Triples	Quadruples		
Branch line	0	0	2	0	2	2
1	24	6	3	0	33	9
2	10	6	4	0	20	10
3	11	4	3	0	18	7
4	14	5	3	1	23	9
5	21	8	3	0	32	11
6	14	8	5	1	28	14
7	17	5	0	1	23	6
Metro Este	7	1	0	0	8	1
8	5	2	1	0	8	3
9	16	5	1	1	23	7
TFM	5	1	0	0	6	1
10	10	6	5	0	21	11
Metro Norte	10	1	0	0	11	1
11	6	1	0	0	7	1
12	27	1	0	0	28	1
Total	197	60	30	4	291	

DISTRIBUTION OF METRO STATIONS BY TYPE



Production in 2013, valued in millions of vehicles/kilometre, reached a total of 169.16, which means a decrease of 11.6% compared to the previous year.

ANNUAL EVOLUTION OF SUPPLY (millions of vehicles/kilometre)



During peak times on weekdays, when 296 trains were in operation, the average interval between services was 4.54 minutes. Meanwhile, in 2013, the average speed of trains has been quite constant, at 28.04 km/h.

SERVICES PER LINE AT PEAK TIME ON A WEEKDAY (NOVEMBER 2013)					
Line	Trains	Carriages/train	Speed of Operation (km/h)	Time of Journey (min)	Interval (min)
1	33	6	21,15	123,95	3,8
2	19	4	23,38	68,59	3,69
3	24	6	23,78	67,69	2,86
4	25	4	21,63	79,49	3,14
5	29	6	22,42	120,53	4,1
6 (direction 1)	20	6	21,53	65,64	3,34
6 (direction 2)	13	6	24,61	57,32	4,39
7	18	6	26,82	85,59	4,7
Metroeste	6	3	31,13	33,84	5,71
8	11	4	41,68	44,68	4,11
9	19	6	25,35	90,13	4,71
TFM	7	2	49,17	46,48	5,77
10	32	6	26,70	106,33	3,47
Metronorte	11	3	35,54	51,57	4,66
11	5	4	26,90	30,64	5,88
12 (direction 1)	11	3	35,32	69,00	6,23
12 (direction 2)	11	3	35,88	67,93	6,12
Branch line	2	4	11,75	9,98	5,00

The rolling stock in service during 2013 has increased with respect to 2012 by 91 carriages, being formed of 2,394 carriages, underling the fact that more than 50% of them belong to series 2000 and 3000, and that their average age is 13.08 years.

Outstanding among the actions carried out during 2013 are those associated with the renovation of the track infrastructure, to achieve better indexes of safety and comfort, the remodelling and improvement of various stations and those carried out on pumping wells to adapt them to current regulations as regards conditions of accessibility and health standards.

Finally, it should be noted that during the summer of 2013, work was carried out on the consolidation, waterproofing and installations of the line 1 tunnel, in the stretch between the Bilbao and Tribunal stations, reinforcing it and making it structurally sustainable.

ROLLING STOCK								
Year	Type of vehicle							Total
	Series 2000	Series 3000	Series 5000	Series 6000	Series 7000	Series 8000	Series 9000	
2004	718	-	352	123	216	141	-	1.550
2005	728	-	352	123	222	141	-	1.566
2006	736	140	352	129	222	148	96	1.823
2007	736	368	352	132	222	155	192	2.157
2008	736	432	352	132	222	155	246	2.275
2009	736	432	352	132	222	155	252	2.281
2010	724	456	352	132	222	225	258	2.369
2011	724	476	202	132	222	289	258	2.303
2012	724	476	202	132	222	289	258	2.303
2013	724	500	202	99	222	389	258	2.394

AUXILIARY FACILITIES				
Year	Escalators turnstiles	Lifts	Vending machines	Mechanical
2004	1.240	255	695	1.481
2005	1.240	261	700	1.495
2006	1.331	317	938	1.624
2007	1.600	436	1.421	2.430
2008	1.614	468	1.462	2.503
2009	1.634	492	1.449	2.552
2010	1.650	499	1.453	2.609
2011	1.694	519	1.536	2.649
2012	1.694	519	1.536	2.700
2013	1.694	519	1.536	2.700





Urban Buses in Madrid (EMT)

On the 31st of December 2013, the Madrid urban bus network, operated by the Empresa Municipal de Transportes (EMT), is comprised by a total of 203 routes, 177 of which run during the day and 26 at night; these latter are in service every day of the year.

ANNUAL EVOLUTION OF EMT ROUTES

Year	Daytime routes						Night-time routes			
	Standard	Airport Express	Work	Univ.	S.S.*	Total	Búhos	MetB.	Total	Total
2004	152	1	0	8	7	168	26	0	26	194
2005	154	0	0	8	6	168	26	0	26	194
2006	157	0	0	8	6	171	26	12	38	209
2007	155	0	3	7	5	170	26	12	38	208
2008	159	0	3	7	5	174	26	12	38	212
2009	162	0	6	7	2	177	26	12	38	215
2010	161	1	6	7	2	177	26	12	38	215
2011	160	1	7	7	2	177	26	12	38	215
2012	160	1	7	7	3	178	26	12	38	216
2013	160	1	7	6	3	177	26	0	26	203

The total number of kilometres covered in 2013 was 91.26 million, which represents a decrease of 1.8% in relation to the figure for 2012. On the same lines, the hours/bus and journeys made also show a similar relative descent.

ANNUAL EVOLUTION OF EMT SERVICES

Year	Buses	Buses - km (millions)	Total	(%)	Hours/bus (millions)	Journeys/bus (millions)	Speed (km/h)
2004	1.958	96,78	0,04	0,0%	6,94	11,99	13,95
2005	1.994	97,53	0,75	0,8%	6,99	12,06	13,94
2006	2.022	99,93	2,40	2,5%	7,23	12,29	13,83
2007	2.033	97,10	-2,83	-2,8%	7,07	11,71	13,71
2008	2.060	95,54	-1,56	-1,6%	7,00	11,54	13,65
2009	2.092	100,41	4,87	5,1%	7,38	12,02	13,60
2010	2.100	100,02	-0,39	-0,4%	7,42	12,00	13,49
2011	2.095	95,45	-4,57	-4,6%	7,11	11,29	13,43
2012	2.000	93,10	-2,36	-2,5%	6,86	10,80	13,57
2013	1.903	91,26	-1,83	-2,0%	6,75	10,58	13,52

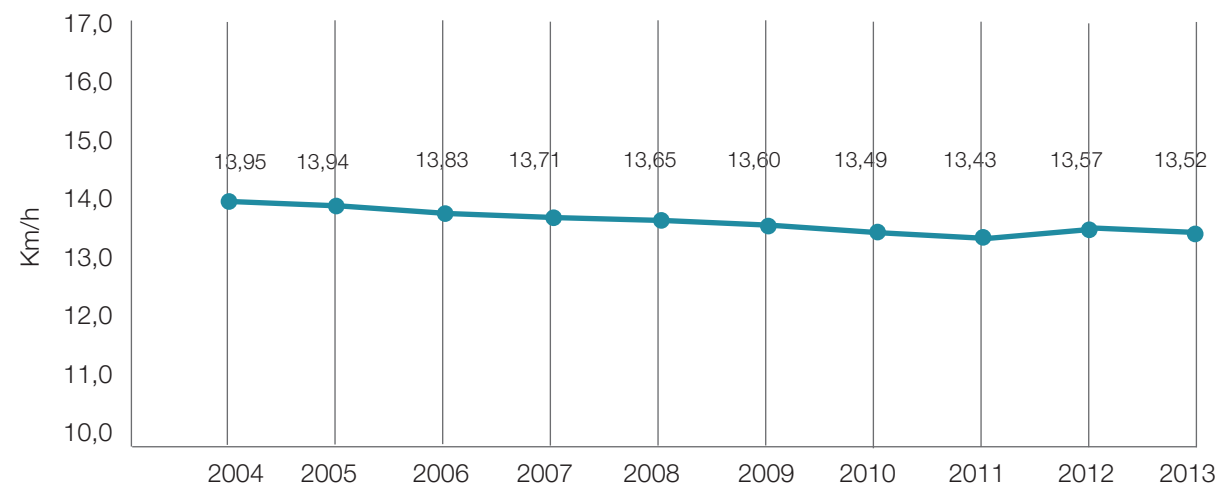
As to the evolution of the average speed of the EMT network, this is now situated at 13.52 km/h, a figure similar to that reached in 2010 and 0.4% lower than the one registered in 2012.

It should be pointed out that, in order to maintain the standards of quality as regards speed, the network comprises 93.6 km of bus lanes, 39 of

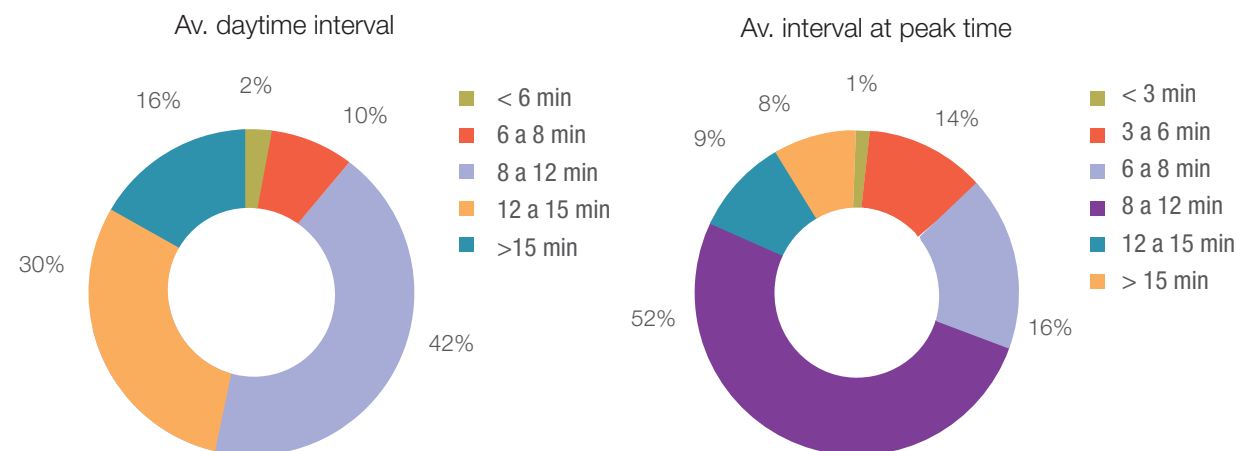
which have dividers designed by the Madrid City Council to separate the buses from other traffic, and another 8.4 km of dedicated bus lanes.

Due to the heterogeneity of the network, the intervals between buses vary from one route to another, although the average daytime interval is between 8 and 12 minutes on the majority of routes and only exceeds 15 minutes on 16.4% of routes part of the network. Intervals between buses are shorter during peak times, with 30.5% of routes offering intervals of less than 8 minutes.

ANNUAL EVOLUTION OF THE SPEED



DISTRIBUTION OF THE DAYTIME ROUTES BY INTERVAL



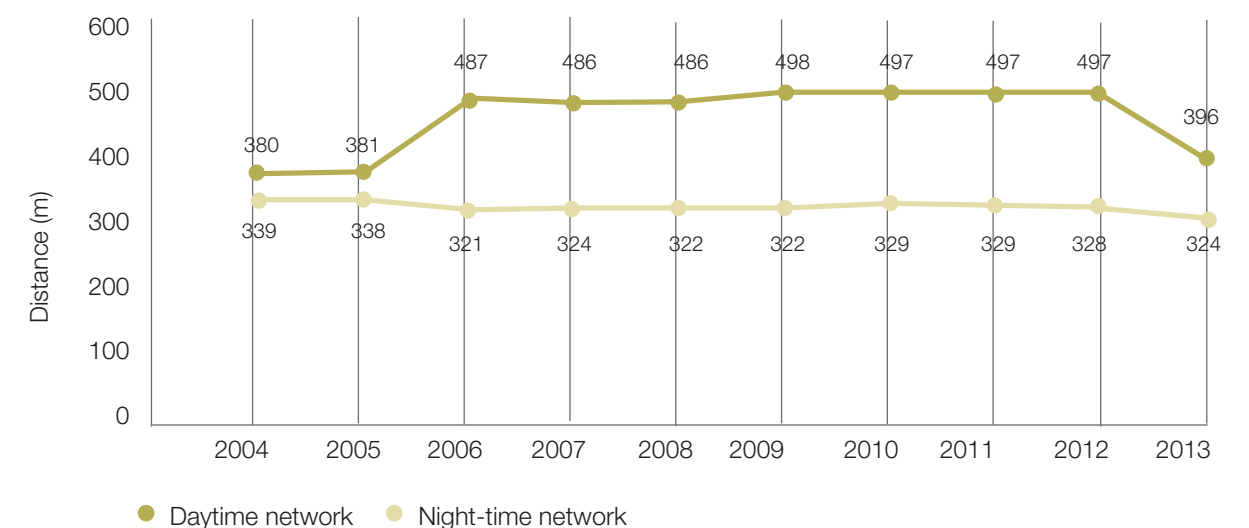
ANNUAL EVOLUTION OF THE DAYTIME NETWORK

Year	No. of Routes	Length/routes (km)	Stops/route	Avg. Length of route (km)	Avg. no. of stops/route	Avg. Length between stops (m)	Av. Length night int.
2004	168	2.667	7.870	15,88	47	339	380
2005	168	2.662	7.880	15,84	47	338	381
2006	171	2.764	8.621	16,16	50	321	487
2007	170	2.830	8.737	16,65	51	324	486
2008	174	2.882	8.940	16,56	51	322	486
2009	177	2.911	9.045	16,45	51	322	498
2010	177	2.985	9.079	16,86	51	329	497
2011	177	2.972	9.037	16,79	51	329	497
2012	178	2.967	9.056	16,67	51	328	497
2013	177	2.920	9.012	16,49	51	324	396

The length of the daytime network, expressed as the sum of the lengths of the return journey for each of the routes forming part of the network has reached 2,920 km, while the average length per route is 16.49 km. For its part, the total number of stops per line is 9,012, which gives an average of 51 stops per line (return journey), a figure which has remained stable since 2007.

Due to the reorganisation of the night-time network, the length between stops has been reduced from 497 m 396 m. In the case of the day-time network, the same distance has suffered a 1% decrease, which means that there is a stop every 324 m.

ANNUAL EVOLUTION OF THE DISTANCE BETWEEN STOPS



In 2013, the EMT fleet comprised 1,903 vehicles, which means a decrease of almost 5% compared with 2012. The fleet has an average age of 6.6 years. All the buses in the fleet have a low floor, a lateral kneeling mechanism and an unfolding ramp to facilitate the access of people with reduced mobility or in wheelchairs. Of the 1,903 vehicles in activity, 791 run on compressed natural gas (CNG), 20 are electric and the rest use biodiesel, a mix with a 20% biofuel content. Lastly, a free broadband WI-FI access has been made available on all the buses in the fleet.

ANNUAL EVOLUTION OF THE FLEET								
Year	Type of vehicle						Total	Age average
	Diesel	Biodiesel	CNG	Bioethanol	Hydrogen	Electric		
2004	1.800	0	155	0	3	0	1.958	4,9
2005	1.814	6	165	6	3	0	1.994	5,2
2006	1.603	209	202	5	3	0	2.022	5,4
2007	787	882	351	5	0	8	2.033	5,7
2008	794	860	381	5	0	20	2.060	5,7
2009	0	1.656	411	5	0	20	2.092	5,6
2010	0	1.610	465	5	0	20	2.100	6,1
2011	0	1.419	651	5	0	20	2.095	6,0
2012	0	1.238	742	0	0	20	2.000	6,2
2013	0	1.092	791	0	0	20	1.903	6,6

In 2013 the CRTM conducted 23 important actions across the EMT network aimed at improving accessibility to certain areas and at adjusting the services provided to the passengers' demand. The most important actions during the year have been:

- Extension of the itinerary of routes T23 Puerta de Arganda – P.I. de Vicalvaro and T61 Estación Cercanías de Fuencarral – Las Tablas, in order to improve accessibility both to the Industrial estate via the first route and to the urban residential and tertiary developments included in the Las Tablas Urban Action Programme (PAU for its initials in Spanish), via the second.
- Discontinuation of Route I Ciudad Universitaria – Campus de Somosaguas.
- Union of the night-time networks EMT, Búhos (owls) and MetroBuhos in order to simplify night traffic while, at the same time, providing accessibility to two urban areas which had no EMT night routes available in the immediate vicinity.

This action involved the discontinuation of 14 night time routes (12 Metro-Buho lines and two circular night lines which operated at the weekend),

the modification of 4 routes (N15, N17, N22 and N23) to adjust their itineraries to the passengers' and the creation of 2 new night-time routes (N25 and N26) to serve part of the districts of Carabanchel and Vallecas; as well as increasing the supply of services in order to maintain the standards of quality.

WORKS IN THE EMT NETWORK					
Year of. Establish.	New special	Modificat. routes	Extension.	Routes discon	Total
2006	16	8	4	0	28
2007	3	12	8	2	25
2008	4	7	5	0	16
2009	3	14	12	0	29
2010	1	6	4	1	12
2011	0	1	2	0	3
2012	1	3	3	1	8
2013	2	4	2	15	23



Urban Buses in other municipalities

The urban services provided in the different municipalities fall into three broad categories:

- Municipalities with their own fully developed urban network which operates most of the urban journeys (the suburban network complementing the urban network).
- Municipalities with an urban network as well as the urban services provided by the suburban network (urban networks with a limited scope).
- Municipalities where the urban service operates through the suburban bus network.

Consequently, the actual supply of urban transport services is much greater than that reflected in the municipal urban networks alone. The specific network of urban routes in Zones B and C covers 35 municipalities, although there is only an independent urban service contract in 6 of these. Furthermore, in 2 of the municipalities the urban service is provided directly by the local council: Fuenlabrada (via a municipal company), and Pedrezuela.

There are 107 urban routes in these zones, of which 73 are operated via suburban concessions, and a total of 6,155 journeys are made on a normal weekday in winter.

During 2013, a new route has been put into service in the municipality of Alcalá de Henares and a total of 10, affecting another 3 towns, have been discontinued. Of these, four have been taken out of service in the town of Collado Villalba, and one in Pozuelo de Alarcón. On the other hand, in the municipality of Valdemorillo, the urban service itself has been discontinued and is now being carried out by suburban routes.

NUMBER OF VEHICLES BY AGE

Age	> 10 years	5-10 years	< 5 years	Total
Number	3	171	130	304
%	1,0 %	56,2 %	42,8 %	100,0 %

The number of vehicles in the fleet on the urban bus routes in Zones B and C is 304 and 148 of these have concessions owned by the CRTM and 156 vehicles are used on the 73 urban routes which are under suburban concessions. In 2013, 25 urban buses were renovated in the urban bus fleet, which means that the average age of the buses is 4.7 years. Furthermore, every single vehicle in the fleet is accessible to persons with reduced mobility.

URBAN BUS ROUTES IN ZONES B AND C: DISTRIBUTION BY MUNICIPALITY

Municipality	Nº. of Routes	Nº. journeys/weekday	Type of concession
Alcalá de Henares	11	1.377	URCM
Alcobendas	8	398	VCM
Alcorcón	2	204	VCM
Aranjuez	4	376	URCM
Arganda del Rey	3	214	URCM
Boadilla del Monte	3	208	VCM
Cercedilla	2	55	VCM
Ciempozuelos	1	57	VCM
Colmenar Viejo	6	181	VCM
Collado Villalba	4	95	VCM
Coslada	1	38	VCM
El Escorial	1	6	VCM
Fuenlabrada	5	431	Municipal
Getafe	7	407	VCM
Guadarrama	1	19	VCM
Leganés	1	108	VCM
Majadahonda	2	64	VCM
Meco	1	13	VCM
Morata de Tajuña	1	8	VCM
Móstoles	3	250	VCM
Navalcarnero	1	66	VCM
Parla	3	121	VCM
Pedrezuela	1	14	Municipal
Pinto	1	62	VCM
Pozuelo de Alarcón	3	155	VCM
Rivas-Vaciamadrid	1	29	VCM
Las Rozas de Madrid	1	24	VCM
San Fernando de Henares	1	24	VCM
San Lorenzo de El Escorial	3	100	VCM
San Martín de la Vega	1	16	VCM
San Sebastián de los Reyes	3	104	VCM
Torrejón de Ardoz	6	305	URCM
Torrelodones	4	112	URCM
Valdemorillo	0	0	URCM
Valdemoro	7	385	URCM
Tres Cantos	4	129	VCM
TOTAL	107	6.155	

* Type of concession
 URCM Urban concession
 VCM Under the suburban concession
 Municipal Direct management by municipality

* Starting from 2013 the calculation of the no. of journeys varies, the complete itinerary of circular lines being considered as one sole journey.



Suburban buses

The suburban bus network of the Region of Madrid, as of the 31st of December of 2013, it comprised 324 routes, 30 of which correspond to night services.

One route has come into service in 2013:

- Route 650: Pozuelo de Alarcon – Hospital Majadahonda

The network of suburban routes is run by 26 different companies under 29 administrative concessions. Similarly, as previously mentioned, urban routes in the municipalities in Zones B and C fall within these same concessions.

The scheduled number of journeys for the entire suburban network is 20,417 journeys in a weekday in winter, 888 of which correspond to those made during peak time in a single direction.

DISTRIBUTION OF THE SERVICES BY CORRIDOR			
Access Corridor	Nº. of routes	Nº. of journeys	
		In peak time, 1 direction	Per day
Madrid-Alcobendas-S. Sebastián R. (A-1)	29	74	1.497
Madrid-S. Fernando-Torrejón-Alcalá (A-2)	14	77	1.325
Madrid-Coslada-S.Fernando (M-201)	5	16	442
Madrid-Mejorada-Rivas V.-Arganda (A-3)	18	54	1.245
Madrid-Pinto-Valdemoro-Aranjuez (A-4)	14	41	801
Madrid-Getafe-Parla (A-42)	13	44	1.087
Madrid-Leganés-Fuenlabrada (M-425 y M-411)	14	59	1.557
Madrid-Móstoles-Alcorcón (A-5)	24	82	2.631
Madrid-Pozuelo-Boadilla (M-502 y M-511)	12	41	880
Madrid-Pozuelo-Majadahonda-Las Rozas (A-6)	54	177	3.823
Madrid-Tres Cantos-Colmenar Viejo (M-607)	11	29	783
Rest of the Corridors and transversal routes	116	194	4.346
Region of Madrid TOTAL	324	888	20.417

The scheduled number of journeys for the various routes of the network is logically heterogeneous and corresponds to the varying demand in municipalities with different population numbers and characteristics.



DISTRIBUTION OF LINES BY INTERVAL (WEEKDAY*)	
Interval	Nº. of Lines
< 10 minutes	7
10-15 minutes	19
15-20 minutes	31
20-30 minutes	55
30-60 minutes	84
> 60 minutes	128
TOTAL	324

* Neither the day time routes nor routes that only operate at weekends have been taken into consideration

The vehicle fleet of the suburban lines was composed, as of the 31st of December 2013, of 1,883 vehicles and a total of 280 vehicles of the regional fleet were renovated. The average age of the vehicle fleet is less than 5 years, specifically, 4.3 years, and all of the vehicles are adapted for use by persons of reduced mobility. Both of these facts were objectives included in the Modernisation Plan.

NUMBER OF VEHICLES BY AGE				
Age	>10 years	5-10 years	< 5 years	Total
Number	0	870	1.013	1.883
%	0,00 %	46,2%	53,8%	100%

Light rail

The light rail, surface urban railway of the Region of Madrid, has been in service since 2007. The system comprises the 4 lines listed below:

- ML1: Pinar de Chamartín – Las Tablas
- ML2: Colonia Jardín – Estación de Aravaca
- ML3: Colonia Jardín – Puerta de Boadilla
- ML4: Tranvía de Parla (Línea Circular)

These lines have a total length of 35.4 kilometres and include a total of 52 stations/network.

As a result of the calls for tenders for the execution and exploitation of these lines, the light rail services are run by three concessionary companies: Metros Ligeros (Light Rail) de Madrid, which runs line ML1; Metro Ligero Oeste, which runs lines ML2 y ML3; and Tranvía de Parla (Parla Tramway), which runs line ML4.

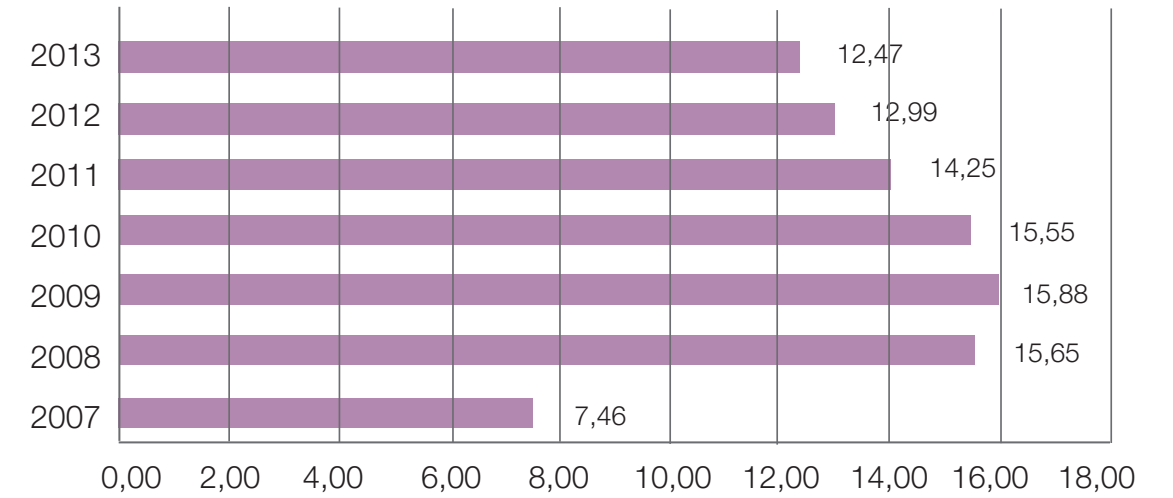
The main function of the light rail is to serve as a feeder network for other railway systems. Connections between the light rail network and the metro network take place at Pinar de Chamartín and Las Tablas stations for line ML1, and at Colonia Jardín station for lines ML1, ML2 and ML3. Connection to the Renfe-Cercanías suburban rail network takes place on lines ML2 and ML4, at Fuente de la Mora, Aravaca and Parla respectively.

The supply registered in 2013 was 12.47 million carriages/kilometre, which represents a variation of -4.0% with respect to 2012 (where there was an adjustment of 12.0% with respect to 2011)





EVOLUTION OF SUPPLY (millions of carriages/kilometre)



At peak time on weekdays, the average interval between services was in the region of 5 minutes for Line ML1, 6 minutes for Lines ML2 and ML3 and 7 minutes for Line ML4.

The two urban lines, ML1 and ML4, maintain a high commercial speed, somewhere in the region of 20 km/h, as they use a special track. Lines ML2 and ML3, whose itineraries are more suburban, reach higher commercial speeds, around 24 Km/h.

In 2013, the light rail network comprised 44 trains, all state-of-the-art CI-TADIS 302-TGA models with cutting-edge features and a fully integrated low floor.

SERVICES PER LINE ON A WEEKDAY

Line	Trains	Carriages/train	Speed of operation (km/h)	Time of journey (min)	Interval at peak time (min)
ML1	7	5	20	18	5
ML2	10	5	24	22	6
ML3	13	5	25	32*	6
ML4	7	5	20	25	7

* Express services have a time of journey of 28 minutes



Suburban rail

As of the 31st December 2013 Renfe-Cercanías suburban rail comprises a total of 9 lines, around 92 stations/network, covering 391 km. According to this data there has been a small increase in the kilometres covered by the network with respect to the previous year. This includes the stretch from El Escorial to Santa Maria de la Alameda, with train services managed by Cercanías.

Similarly, 3 out of all the stations do not belong to the Region of Madrid. These are Azuqueca, Guadalajara and Cotos. The first two form part of line C-2 and Cotos belongs to line C-9.

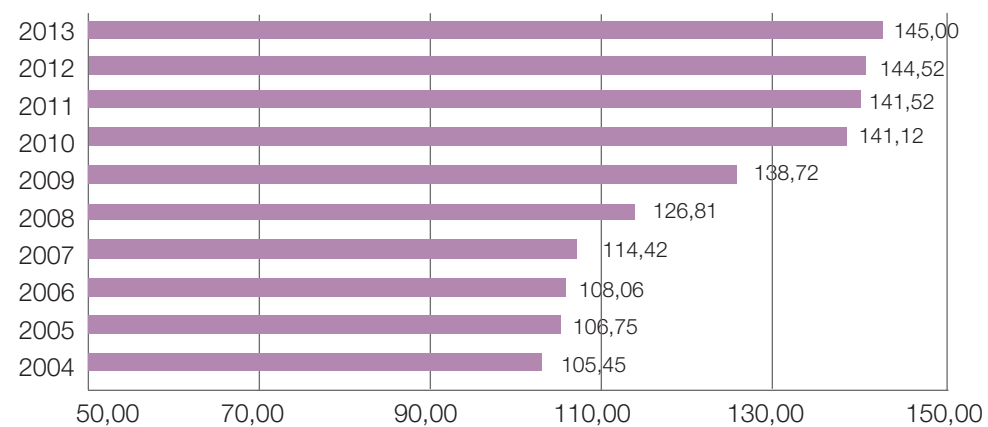
If the stations are counted separately for each of the lines, the network comprises 166 stations/line, which means that 38 stations service at least two lines, i.e. more than a third of the total. The following table shows the connections between the different lines. Line C-7 is the one with the greatest number of connections with other lines.

RENFE-CERCAÑÍAS LINES AND CONNECTIONS									
Lines	C-1	C-2	C-3	C-4	C-5	C-7	C-8	C-9	C-10
C-1	10	4	3	3	2	9	4	0	9
C-2		18	3	3	1	14	4	0	4
C-3			23	5	1	5	13	0	8
C-4				18	2	3	3	0	3
C-5					23	2	1	0	2
C-7						30	6	0	14
C-8							41	1	9
C-9								3	0
C-10									49
Total connections	34	33	38	22	11	53	41	1	49
Stations/line	10	18	23	18	23	30	22	3	19



Within the Region of Madrid, supply is somewhere in the region 145 million carriages/km, a figure which represents an increase of 0.3% with respect to that registered in 2012.

ANNUAL EVOLUTION OF SUPPLY (millions of carriages/kilometre)



2.2 The Fare system

Fares for public transport in the Region of Madrid are calculated using a zone system in which the price of a journey depends on the zones through which it passes. There are three ticket types and three general passenger categories.

According to the law under which the Consortium was created, tickets which are used with more than one operator belong to the CRTM, which is responsible for their issue and sale.

Every mode and every operator is governed by this framework, which means that the degree of integration within the system is very high.

As regards technology, the introduction of the new Public Transport Card with a contactless chip, which started for users as a whole during the previous year, has continued in 2013. In short, as from the month of August all zone A monthly travel card holders were already using the new card.



Ticket types

There are three basic types of public transport tickets:

- A single-use ticket, issued by each operator, targeted at the occasional user and purchased on the spot. Metro de Madrid and the metro and light rail concessions with connections to the network issue a combined single-use ticket which is valid for all these services.
- An advance-purchase 10-journey ticket aimed at fairly regular users. Zone A includes two types of ticket within this category: a multi-modal ticket (metrobus), which is valid for use throughout the Metro, EMT and ML1, as well as the Prisei company's concession, within the Madrid city limits; and the ten journey bus pass, exclusively valid for transfers within the EMT, making it possible to change routes within a period of one hour from the first validation. Finally, we have the multi-operator ten journey ticket (unified bus passes) which can be used with any transport operator of urban and suburban road-based services. There is also a combined 10-journey ticket, similar to the combined single use ticket, which can be used on connected metro and light rail services. The technology of all these tickets is based on magnetic strips in the Edmonson format, with the exception of the contactless disposable EMT+EMT 10 journey ticket.
- There is an individual, multi-modal ticket for unlimited use within a given time period and zone. It is called a Travel Card and it is targeted at regular users. Like the 10-journey ticket, it is purchased in advance. Part of the operational characteristics of this ticket has been modified with the gradual introduction of the new contactless travel card, from May 2012.

The sections of the metro network and the light rail lines connected to it which are outside zone A (MetroSur, which in fare terms includes La Fortuna station of Line 11, MetroNorte, MetroEste and the section of Line 9 between Puerta de Arganda and Arganda del Rey) form a unique fare zone with regards to single-use tickets and 10-journey tickets. The applicable prices do not conform to the zone structure, as will be explained further on. There is surcharge for use of the stations which service the airport terminals but this waived for holders of any type of Travel Card and tourist travel tickets. Finally, there is a special ticket for the EMT Expres Aeropuerto (Airport Express) line.



Travel cards

The defining characteristic of the Travel Card is total fare integration across the entire system. There are three categories, depending on the holder's age: Standard (23 to 64), Youth (under 23) and Senior (65+). The validity period for all categories of magnetic strip format is one calendar month, although there are also Annual Travel Cards for the Standard and Senior categories. The validity period of the travel cards backed by the new contactless technology is 30 days starting from their first use.

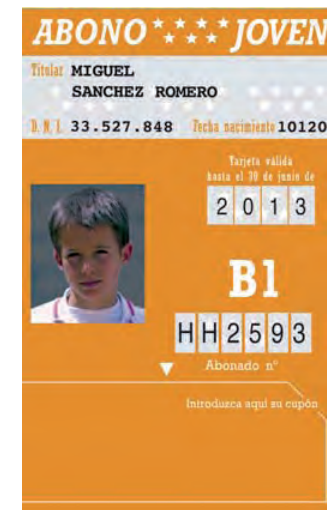
Regarding the valid zones, every zone includes the previous one, meaning that a C2 Travel Card is valid for the entire region. The Senior Travel Card is also valid for the whole region. There are certain exceptions where the use of Travel Cards (C2 and Senior) can also be used on specific services between Madrid and Castile-Leon: when they are combined with complementary cards issued by the relevant operator.

Travel Cards for use in Zone A are not valid for the interior routes in this zone serviced by suburban buses.

In the case of the Inter-zonal Travel Cards, the valid area is defined as the sum of two adjacent zones. The purpose of these cards is to meet the mobility needs of users who do not need to travel into central Zone A. This Travel Card category is not available for the exterior zones, E1 and E2.

There are also Tourist Travel Cards for unlimited use which are targeted at the floating population. They are issued in two separate zone categories: Zone A cards and T cards (for all zones except the exterior zones). Each one is available for five time periods: 1, 2, 3, 5 and 7 calendar days starting from the first time it is used.

Lastly, the Alcalá University Travel Card is specifically for students and staff at the said university, and allows the user to travel between its campuses in Guadalajara and Alcalá de Henares.



Concessionary fares

There are three types of collectives which benefit from a discount in the general price:

- Large Families
- Persons with a disability index of 65% or more
- Persons who are over 65 or disabled, living in the city of Madrid and whose personal income is lower than the IPREM (Multiplier Effect on index of revenue) (7,455.14 Euros per year in 2013, the same as the previous year).

In the case of large families, and in compliance with national laws, the members of general category and special category large families receive a 20% and 50% discount, respectively, on the price of a Travel Card.

The second group (persons with a disability index of 65% or more) gets a 20% discount on the Travel Card price.

The third collective can purchase a ticket which was created especially for them: the Blue Card. This is a personal, monthly (thirty days once substituted for the contactless card) and unlimited use Travel Card for services of the Metro (Zone A), Line ML1 and the EMT.

The distribution network

The sales network for advance-purchase tickets (ten journey tickets and cards) follows two basic criteria: accessibility to it is guaranteed to users throughout the region and it must be close to the transport system. Single use tickets are acquired from the different operators at the moment the service is used. During 2013, and as a result of the progressive advance of the contactless card, the sales network has been expanded to include Bankia's network of ATMs (in August) and Light Rail West's network of automated sales machines (in May). The coexistence between the two technologies, magnetic and contactless, throughout the whole financial year, has resulted in the overlapping of both networks, as described below.

There are two large groups of distributors:

- The transport operators
- Networks outside of the operators

As a general rule, the transport operators sell tickets which are for use only within their own network.

Multi-modal and multi-operator tickets, which are owned by the CRTM, are sold in the metro network, in transport interchanges and in three networks outside of the operators: the network provided by Logista, basically consisting of estancos and other authorised establishments, the

newspaper kiosk network in the city of Madrid and Bankia's ATMs; and the transport interchanges. All of these finally form a network with the following sales points:

TRAVEL CARDS

- 1,434 sales points (automated sales machines plus ticket desks) in 332 stations in the metro network.
- 1.071 Estancos and other authorised establishments: 648 in the city of Madrid and 423 in the rest of the region (910 with top-up facilities for the new contactless card).
- 541 Bankia ATMs in the city of Madrid (for the top-up of the new contactless card only).
- 65 automated sales machines at 28 stops in the Light Rail West network (for the top-up of the new contactless card only).

TOURIST TRAVEL CARDS

Tourist Travel Cards are distributed via a Metro Madrid network, the Internet and a specialised network which includes tour operators and travel agents, etc.

METROBÚS TICKETS

10-journey tickets for Metro Zone A, EMT de Madrid services, Line 500 of the Prisei company and Line ML1 (Madrid Light Rail), with the following distribution networks

- 1,466 sales points (automated sales machines plus ticket desks) in 332 stations in the metro network and on Line ML1.
- 648 Estancos and 561 newspaper kiosks in the city of Madrid.

10 JOURNEY EMT TICKET INCLUDING TRANSFERS

A contactless ticket valid for 10 journeys with transfer within the EMT de Madrid network:

- 177 estancos in the city of Madrid
- 74 newspaper kiosks in the city of Madrid

UNIFIED BUS PASSES

10-journey tickets valid for travel with urban and suburban road-based transport operators:

- 769 Estancos, 376 in the city of Madrid and 393 in the rest of the region.
- 42 newspaper kiosks in the city of Madrid.
- The Príncipe Pío, Plaza de Castilla, Moncloa and Plaza Elíptica Interchanges.

CONCESSIONARY TICKETS

Concessionary tickets (Blue Cards and Travel cards with discounts) in a magnetic strip based format are limited to sale in 283 newspaper kiosks in the city of Madrid and 603 Estancos in the entire region, respectively. As they are incorporated into the new contactless card, their sales network will be the general one for this type of technology.

Prices

In 2013 there was a modification of the prices of the services run by the CRTM which came into force on the 1st February. This meant a 4.6% rise in the prices of Travel cards, while the prices of the remaining tickets remained unchanged.

TRAVEL CARD PRICES

TRAVEL CARD PRICES (by fare zone)

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets		
								B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	52,20€	60,90€	68,80 €	78,40 €	85,50 €	94,90 €	45,80 €	105,70 €	126,00 €
	1st of February	54,60 €	63,70 €	72,00 €	82,00 €	89,50 €	99,30 €	47,90 €	110,60 €	131,80 €
Youth	1st of January	33,50 €	37,90 €	43,00 €	49,30 €	53,70 €	59,10 €	29,00 €	78,30 €	78,30 €
	1st of February	35,00 €	39,60 €	45,00 €	51,60 €	56,20 €	61,80 €	30,30 €	78,30 €	97,40 €
Senior	1st of January					11,80 €				
	1st of February					12,30 €				
Standard Annual		546,00 €	637,00 €	720,00 €	820,00 €	895,00 €	993,00 €	--	--	--
Senior Annual					123,00 €					

DISCOUNT PRICES FOR LARGE FAMILIES - GENERAL CATEGORY (by fare zone)

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets		
								B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	41,80 €	48,70 €	55,00 €	62,70 €	68,40 €	75,90 €	36,60 €	84,60 €	100,80 €
	1st of February	43,60 €	50,90 €	57,50 €	65,60 €	71,60 €	79,40 €	38,30 €	88,40 €	105,40 €
Youth	1st of January	26,80 €	30,30 €	34,40 €	39,40 €	43,00 €	47,30 €	23,20 €	59,80 €	74,50 €
	1st of February	28,00 €	31,60 €	36,00 €	41,20 €	44,90 €	49,40 €	24,20 €	62,60 €	77,90 €
Senior	1st of January					9,40 €				
	1st of February					9,80 €				

DISCOUNT PRICES FOR LARGE FAMILIES - SPECIAL CATEGORY (by fare zone)

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets		
								B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	26,10 €	30,50 €	34,40 €	39,20 €	42,80 €	47,50 €	22,90 €	52,90 €	63,00 €
	1st of February	27,30 €	31,80 €	36,00 €	41,00 €	44,70 €	49,60 €	23,90 €	55,30 €	65,90 €
Youth	1st of January	16,80 €	19,00 €	21,50 €	24,60 €	26,90 €	29,60 €	14,50 €	37,40 €	46,60 €
	1st of February	17,50 €	19,80 €	22,50 €	25,70 €	28,10 €	30,90 €	15,10 €	39,10 €	48,70 €
Senior	1st of January					5,90 €				
	1st of February					6,10 €				

DISCOUNT PRICES FOR PERSONS WITH A DISABILITY INDEX OF 65% OR HIGHER (by fare zone)

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets		
								B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	41,80 €	48,70 €	55,00 €	62,70 €	68,40 €	75,90 €	36,60 €	84,60 €	100,80 €
	1st of February	43,60 €	50,90 €	57,50 €	65,60 €	71,60 €	79,40 €	38,30 €	88,40 €	105,40 €
Youth	1st of January	26,80 €	30,30 €	34,40 €	39,40 €	43,00 €	47,30 €	23,20 €	59,80 €	74,50 €
	1st of February	28,00 €	31,60 €	36,00 €	41,20 €	44,90 €	49,40 €	24,20 €	62,60 €	77,90 €
Senior	1st of January					9,40 €				
	1st of February					9,80 €				

OTHER TYPES OF TRAVEL CARDS

Blue Card	1st of January	5,90 €	Alcalá University Card	1st of January	19,30 €
	1st of February	6,20 €		1st of February	20,20 €

TOURIST CARDS

Tourist cards	1st of January
Zone A (1 day)	8,40 €
Zone A (2 days)	14,20 €
Zone A (3 days)	18,40 €
Zone A (5 days)	26,80 €
Zone A (7 days)	35,40 €
Zone T (1 days)	17,00 €
Zone T (2 days)	28,40 €
Zone T (3 days)	35,40 €
Zone T (5 days)	50,80 €
Zone T (7 days)	70,80 €

A 50% discount for children under 11.
The Tourist Congress card is sold with different discounts (between 30 and 60%) depending on the number required.

METRO, EMT, LIGHT RAIL AND PARLA TRAMWAY FARES

Single-use ticket	1st of January
EMT ticket	1,50 €
Metro (Metro de Madrid and ML1) (1) ticket	1,50-2,00 €
Metro (MetroSur, MetroNorte-MetroEste) ticket	1,50 €
TMF ticket	2,00 €
Metro Ligero- Light Rail- Oeste (ML2-ML3) ticket	2,00 €
Parla Tramway ticket	1,30 €
Combined Metro ticket	3,00 €
(1) Journeys covering up to 5 stations or less	1,50 €
Journeys covering from 6 to 9 stations:	an additional 0,10 € per station
Journeys covering 10 or more stations	2,00 €
10-Journey Tickets	1st of January
Metrobús ticket	12,20 €
EMT Ticket with transfer	18,30 €
MetroSur-MetroNorte-Metro-Este-TFM ticket	11,20 €
TMF ticket	12,20 €
ML2 and ML3 ticket	12,20 €
Parla Tramway ticket	8,50 €
Combined Metro ticket	18,30 €
Airport origin/destination Tickets	1st of January
Metro Airport Ticket Surcharge	3,00 €
Single-Use Airport Express Bus ticket	5,00 €

SUBURBAN BUS FARES

Zones	Single-Use Tickets	10-Journey Tickets
List of zones	1st of January	1st of January
A-A	1,50 €	--
A-B1 B1-B2 B2-B3 B3-C1 C1-C2	2,00 €	12,20 €
A-B2 B1-B3 B2-C1 B3-C2	2,60 €	16,10 €
A-B3 B1-C1 B2-C2	3,60 €	23,00 €
A-C1 B1-C2	4,20 €	29,70 €
A-C2	5,10 €	37,40 €
B1-B1 B2-B2 B3-B3 C1-C1 C2-C2	1,30 €	8,50 €

FARE CONCESSIONS INSIDE MADRID

List of zones	Single-Use Tickets	10-Journey Tickets
	1st of January	1st of January
Concessions inside the City of Madrid	1,50 €	12,20 €

RENFE - CERCANÍAS SUBURBAN RAIL FARES

Fares for Cercanías suburban rail tickets, i.e. those not part of the CRTM fare system and therefore not approved by it, are determined by the number of zones travelled. The configuration has two differences compared to the one established by the CRTM: there is an additional zone, called Zone 0, inside CRTM Zone A and there is an extension of Zone C2 to Guadalajara.

RENFE- CERCANÍAS FARES

Zones	Single-Use Tickets	10-Journey Tickets	Monthly Tickets	University Term Card
	January	January	January	January
One/Two zones	1,60 €	9,70 €	27,90 €	87,75 €
Three zones	1,75 €	13,20 €	35,40 €	110,90 €
Four zones	2,50 €	17,95 €	57,00 €	179,00 €
Five zones	3,30 €	23,45 €	66,20 €	208,35 €
Six zones	3,95 €	27,55 €	78,00 €	258,75 €
Seven zones	5,30 €	37,05 €	89,50 €	328,45 €
Green zone (*)	8,40 €	-	(*)	

Green Zone: One flat fare from any zone in the Cercanías suburban rail network on line C9, 8.40 € per journey for a single ticket and 16.89 € return.

(*) For journeys between line C-9 Cercedilla-Cotos (Green Zone) and the other lines in the Madrid Cercanías suburban rail node, including journeys within line C-9, the prices defined for the general zone fare system will be valid only for the Monthly Card up to a maximum of seven zones.

THE NEW PUBLIC TRANSPORT CARD

The new Public Transport Card was introduced in May 2012 for users of the monthly youth season ticket in Zone A. The substitution of the technology continued during 2013, which means that the process in Zone A was completed over this period with the definitive extinction of the magnetic based standard, youth and Blue cards.

The new card is personal and is based on contactless technology, prepared to include and manage tariffs offered by the transport system.



the Region of Madrid (LineaMadrid), which is the channel through which requests by users of this type of ticket are received.

An extensive network of offices and estancos has been placed at the disposal of users for the management and personalised processing of the distribution of the new card. In all, new users of the system had at their disposal one office situated in the CRTM itself and another 8 in Metro stations and interchanges, another office in the EMT Madrid installations, as well as four outlets in the Logista network.



The migration of the zone A standard card was completed in June 2013, which means that all the journeys made by these users during the second half of the year in this zone were carried out using the new card. The definitive incorporation of Blue Card holders to the new card took place in August. The implementation process has continued according to the guidelines established during the previous year.

This means that the users of magnetic cards have a period of 3 months to request the free replacement of the same, either by going to the zone A estancos network or via the Internet. The cards will be delivered within a period of approximately 20 days.

New users had to make an appointment for their request to be attended by one of the network of offices expressly created the previous year to manage this demand, as well as to resolve any problems which might arise from the same. In this case the card was issued immediately and cost 4 euros. There was also the possibility of requesting the card via Internet, receiving it by post within a period of 5 days.

The renovation of the Blue Card has been carried out ex-officio, by means of between the CRTM and the Citizens' Advice and Information Bureau of



The tables below show the monthly evolution of the new contactless cards incorporated in the system over the year 2013, distinguishing between the different distribution channels (Internet, processing offices, network of estancos and post).

At the end of 2013, 799,332 users were in possession of the new public transport card, distributed between holders of the Standard (530,788), Youth (203,155) and Blue Cards (65,389).

Worthy of mention is the importance of the activity of the administrative offices, which have carried out a total of 132,977 operations for the processing and delivery of cards to users, 27.7% of the total of standard and youth cards issued in 2013.

Also worthy of mention is the importance of the internet channel, which represents 36.1% of the total number of cards issued.

One of the aspects derived from the introduction of the new public transport card most valued by users is the possibility of recovering the content in the case of loss or theft of the same.

2013 - DISTRIBUTION OF THE PERSONALISATION OF CARDS FOR STANDAR CARD USERS

Monthly distribution	Distribution Channels			Total
	Internet	Estancos	Administration offices	
January	30.415	87.843	4.374	122.632
February	27.778	45.699	3.493	76.970
March	3.358	5.044	2.660	11.062
April	23.138	5.195	3.135	31.468
May	36.009	3.409	3.893	43.311
June	9.393	16.694	13.492	39.579
July	6.640	4.760	13.586	24.986
August	4.422	0	8.606	13.028
September	6.476	0	9.673	16.149
October	5.185	0	12.345	17.530
November	2.214	0	7.957	10.171
December	2.034	0	4.035	6.069
Total 2013	157.062	168.644	87.249	412.955

29,055 card replacement operations, including the recovery of the existing content of the one cancelled, were carried out during 2013. This represents 3.6% of the total number of cards in existence as of the 31st December.



2013 - DISTRIBUTION OF THE PERSONALISATION OF CARDS FOR YOUTH CARD USERS

Monthly distribution	Distribution Channels			Total
	Internet	Estancos	Administration offices	
January	1.642	2.112	5.080	8.834
February	747	1.439	3.413	5.599
March	793	381	1.890	3.064
April	662	337	1.938	2.937
May	605	261	2.479	3.345
June	832	425	3.320	4.577
July	940	209	3.781	4.930
August	1.023	0	3.689	4.712
September	5.527	0	9.583	15.110
October	2.130	0	6.542	8.672
November	625	0	2.602	3.227
December	694	0	1.411	2.105
Total 2013	16.220	5.164	45.728	67.112

There is a marked difference between the behaviour of the different types of users. More than half of the operations have been carried out on youth cards which represents a quarter of the total number. The operations carried out implied an average replacement of 15.6 days, with an average refund of 22.65 Euros. In short, citizens have recovered 658,012 Euros contained in cards which have been cancelled due to loss or theft.



2.3 The infrastructure network

Interchanges

The interconnection between the different modes of the transport system is clearly reflected in the infrastructures created to facilitate inter-modal transport, such as the interchange stations. These infrastructures enhance global mobility as well as the quality of the services provided, offering added benefits to passengers as they travel around the region.

Based on their characteristics, they are divided into three groups: big interchange stations, inter-modal areas and interchange points. They all facilitate connections to large capacity modes of transport, whether it is with the metro or rail services.

The big interchange stations are different from the other two groups because they are actual infrastructures which were built, above or below ground, at strategic points between networks of different modes of transport. Their objective is to improve modal interchange efficiency, safety, accessibility and quality. As shown on the map below, they are usually located on the major access roads to Madrid, thus linking with the services offered by the associated suburban bus routes, as well as the big national and international intermodal hubs such as the airport, railway and long distance bus stations, apart from those between the metro and Cercanías suburban rail.

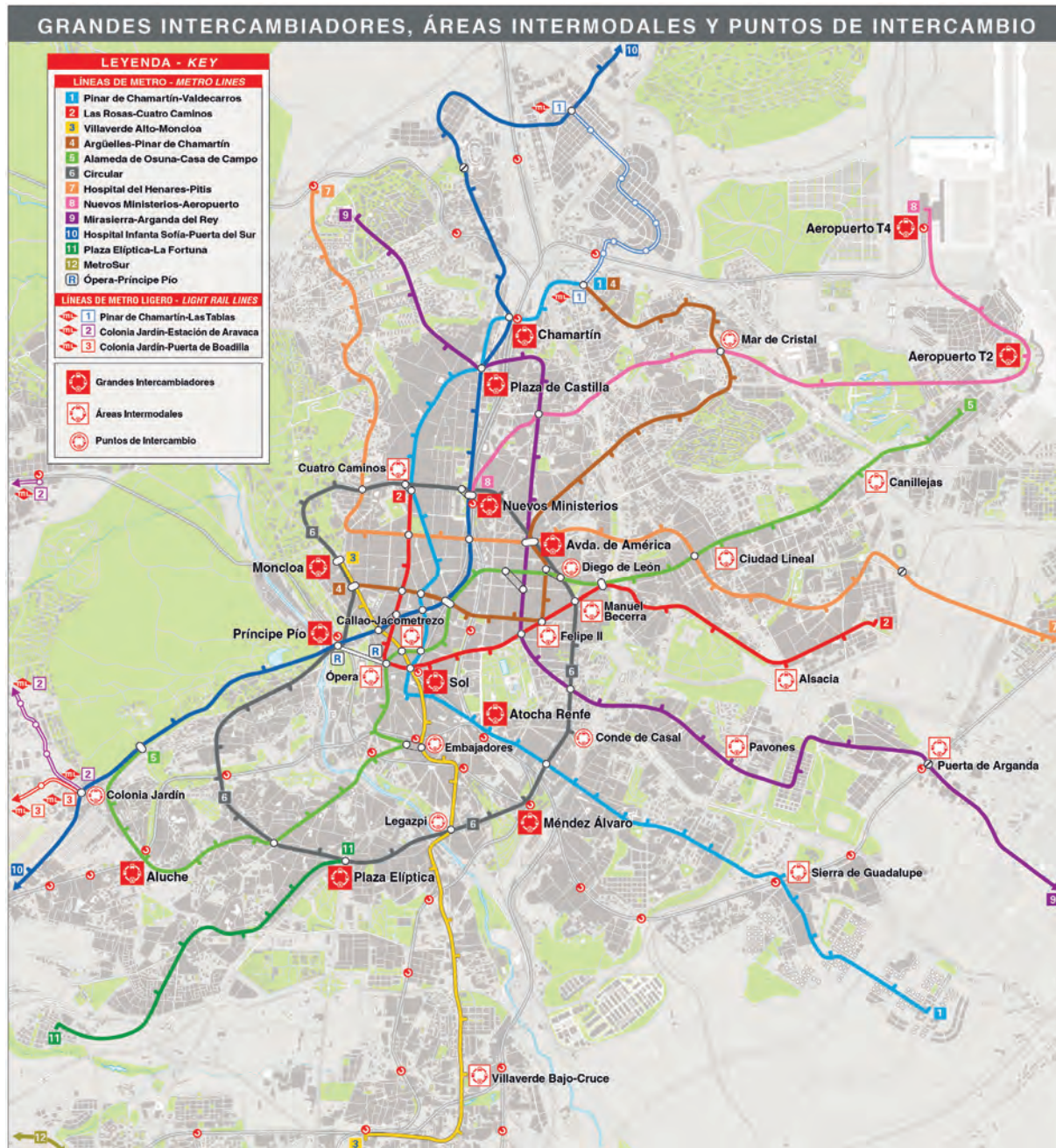
The inter-modal areas are urban areas located at an appropriate linking point between networks of different modes of transport. They improve inter-modal interchange efficiency, safety and accessibility. While the major interchange stations play a vital role in terms of the access to and dispersion of urban journeys, these areas are designed to solve mainly urban problems and are therefore integrated into the city landscape.

Lastly, the interchange points are informative elements integrated into the city landscape and designed to link the transport networks together. Due to the considerable demand, they are the subject of analysis and monitoring to improve modal interchange.

In accordance with this classification, the following tables present the basic facts and figures for these hubs in relation to the transport services provided. The first block shows the connections with rail modes, broken down into two groups: metro and light rail lines, and railway lines.

The second block shows the urban and suburban bus routes which run to the points listed.

LOCATION OF INTERCHANGES ACCORDING TO TYPE



PROVISION OF SERVICES IN MAJOR INTERCHANGES

Major interchanges	Metro and ML lines	Suburban rail lines	Suburban bus routes		Urban bus routes		
			Terminals	Through stations	Terminals	Local terminals	Through stations
Airport T1-T2-T3	1	-	2	-	-	-	3
Airport T4	1	1	-	2	-	2	-
Aluche	1	1	17	-	3	2	4
Atocha-RENFE	1	7	-	3	8	4	8
Avenida de América	4	-	13	-	4	-	7
Chamartín	2	6	2	1	1	-	1
Méndez Álvaro	1	4	5	-	-	2	4
Moncloa	2	-	47	-	3	8	5
Nuevos Ministerios	3	6	-	-	-	1	8
Plaza de Castilla	3	-	35	-	14	3	4
Plaza Elíptica	2	-	11	-	3	-	6
Príncipe Pío	3	3	20	1	2	-	9
Sol	3	2	-	-	-	12	1

PROVISION OF SERVICES IN INTER-MODAL AREAS

Callao - Jacometrezo	3	-	-	-	6	-	5
Canillejas	1	-	3	16	3	-	5
Ciudad Lineal	1	-	4	-	5	1	3
Cuatro Caminos	3	-	-	-	8	1	3
Felipe II	2	-	-	-	8	-	8
Manuel Becerra	2	-	-	-	8	-	9
Ópera	3	-	-	-	3	-	-
Pavones	1	-	-	-	6	-	3
Sierra de Guadalupe	1	2	-	-	3	1	4
Villaverde Bajo-Cruce	1	-	5	10	2	-	2
Alsacia	1	-	1	-	1	-	3
Puerta de Arganda	1	2	1	-	4	-	2

PROVISION OF SERVICES AT INTERCHANGE POINTS

Conde de Casal	1	-	14	3	-	3	5
Diego de León	3	-	-	-	4	-	6
Embajadores	2	1	-	-	7	-	7
Legazpi	2	-	8	1	8	-	11
Colonia Jardín	3	-	1	12	-	-	2
Mar de Cristal	2	-	-	-	6	-	2



Park-and-ride facilities

These act as an interface between private vehicles and public transport, and are mainly associated with large capacity public transport, i.e. the metro network and, primarily, the Renfe-Cercanías suburban rail network. However, to lesser extent, they can be associated with buses, as long as the said buses run in dedicated bus lanes and therefore produce a decrease in journey times.

The Renfe-Cercanías suburban rail network is the natural point of reception for this type of journey since, over a number of years, the necessary infrastructure has been installed in certain stations to enable users to carry out an efficient and comfortable exchange between private vehicle and train by means of park-and-ride (incentive parking) facilities.

In 2013, the Renfe-Cercanías suburban rail network had 56 car parks, 7 of which have more than 1,000 spaces, with a total of 20,758 spaces in all.

CAR PARKS \geq 1.000 spaces	
Pinar de Las Rozas	1.370
Móstoles-El Soto	1.339
Zarzaquemada	1.240
Majadahonda	1.200
Villalba	1.200
Aranjuez	1.000
El Barrial-Centro	
Comercial-Pozuelo	1.000

Equipment and signage of stops

Bus stop equipment programme

This represents an average of 370 spaces per car park. The car parks in CRTM fare zones are located as follows: Zone A has 15% of the total, Zone B has 75%, Zone C has 2% and Zone E has 8%.

The CRTM has been betting on the creation of a network of incentive car parks associated with public transport for years. Many of them have been built in connection with big transport interchanges and others are being developed through specific agreements with municipal councils. The CRTM currently manages 2,785 parking spaces.

To sum up, the Region of Madrid has a total of 28,527 incentive parking spaces which improve mobility and favour the use of public transport. These parking spaces are divided as follows:

- Managed by Cercanías Madrid: 20,578 spaces.
- Managed by the CRTM: 2,785 spaces.
- Free access: 5,164 spaces.

In order to improve the quality of the service it provides the CRTM has, since 1989, been carrying out the Equipment and Signage Plan for bus stops on Suburban routes. Quality improvement is approached on four fronts: the signage and identification of the bus stop, information to users about the services, protection of users against inclement weather, thus improving their comfort while waiting for the bus, and the configuration of a coordinated and integrated collective public transport image.

This plan is carried out via two programmes: the Bus Stop Equipment Programme and the Bus Stop Signage Programme.

In 2013, 58 new bus shelters were installed in the Region of Madrid: 18 Renovated Consortium models and 40 Enthoven models.

The Enthoven model was launched in 2009 and has been gradually installed over a period of four years from 2010 to 2013. Apart from already being adapted to the regulations on accessibility, it has a modern look, is functional and is comfortable for the user. This shelter also has more supports for transport information. Advantage has been taken of this new model to make a change in the signage, which means that route identifiers have been assigned the colour corresponding to the sub-network to which they belong (green for suburban and red for urban routes).

The Renovated Consortium model is based on the Standard Consortium shelter, but its roof has been changed for one with a lesser curvature, thus

giving it a more contemporary appearance. It is, like the Enthoven shelter, adapted to the regulations on accessibility.

As to relocation, in 2013 the CRTM moved a total of 57 shelters of its own accord and another 41 at the request of different companies.

All this means that, as of the 31st December 2013, 3,102 shelters had been installed under this programme. Their distribution by municipality is shown on the corresponding map.

With regards to the maintenance of shelters, 1,842 panels of tempered glass, 274 Plexiglas roofs, 149 Plexiglas half-panels and 30 stainless steel benches were replaced in 2013. The distribution by municipality of the panels of tempered glass replaces is shown on the corresponding map.

109,546 cleaning operations have been carried out on the shelters. Their distribution by municipalities is shown on the corresponding map.

Within the signage carried out as part of this programme, as many maps of the transport network updated editions published by the CRTM in 2013 have been posted in 5 municipalities. These municipalities are Aranjuez, Fuenlabrada, Getafe, Rivas-Vaciamadrid and Velilla de San Antonio.

Two decrees on accessibility were published in 2007, one on a regional level, Decree 13/2007, and another on a national level. R.D. 1544/2007.



The requirements imposed by these go in four directions. In the first place we have the dimensions of the accesses and enclosures. Secondly, we have the conditions under which the wait is carried out. In the third place there is the paving on top of which the stop is installed. And, in the fourth place, there is the transport information.

Pursuant to Decree 13/2007 and R.D. 1544/2007, different actions have been carried out as regards accessibility. First of all 64 shelters have been moved in order to guarantee an accessible entrance and pedestrian route. Secondly, the conventional paving has been replaced in a total of 225 shelters by one of a differentiated colour and texture. Thirdly, arm rests have been installed in 323 shelters and perch seats in 283.

Bus stop signage programme

As regards the signage of stops, in 2013 a total of 496 posts were installed, 254 of type II and 242 of type III. The latter was launched in 2009 to facilitate the substitution of information concerning timetables and itineraries and to hamper the vandalism to which it is subjected. This means that there were 4,476 sign posts as of the 31st of December 2013.

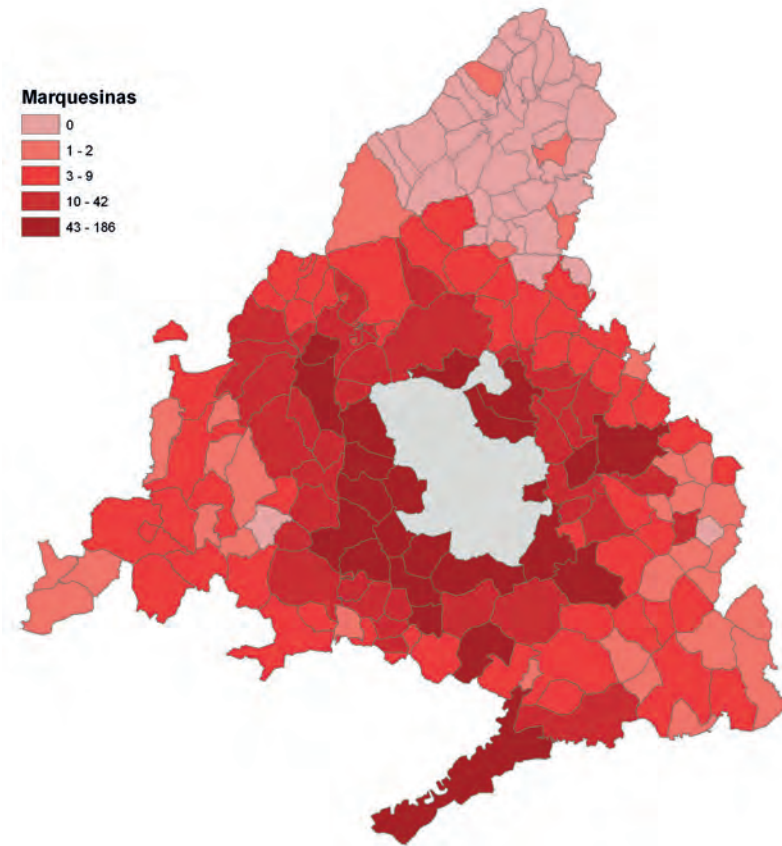
As for maintenance, 164 type II and 16 type III posts were replaced during 2013.

In 2013 the corresponding timetable and route details were updated at all stops on which some type of action had taken place, either due to the reorganisation of the network, adjustment of supply to demand or maintenance.

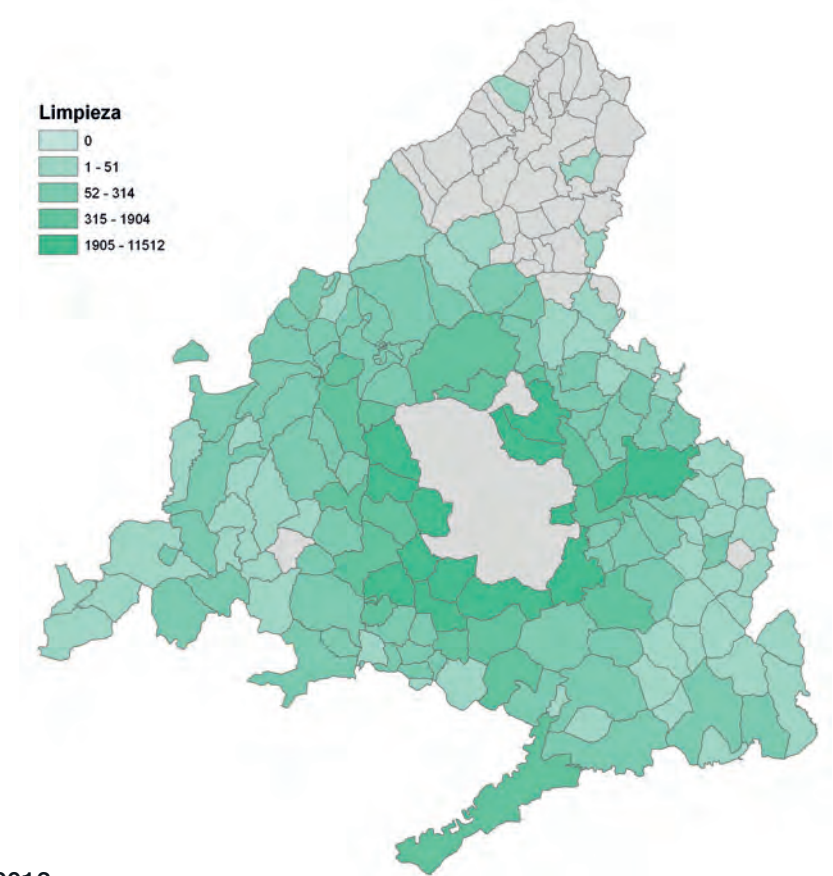
In 2013, pursuant to the application of Decree 13/2007 and R.D. 1544/2007 to this programme, the conventional paving around 203 posts was replaced by another of a differentiated colour and texture.

The situation of the two programmes as regards accessibility is shown on the corresponding map, action having already been taken in 121 municipalities.

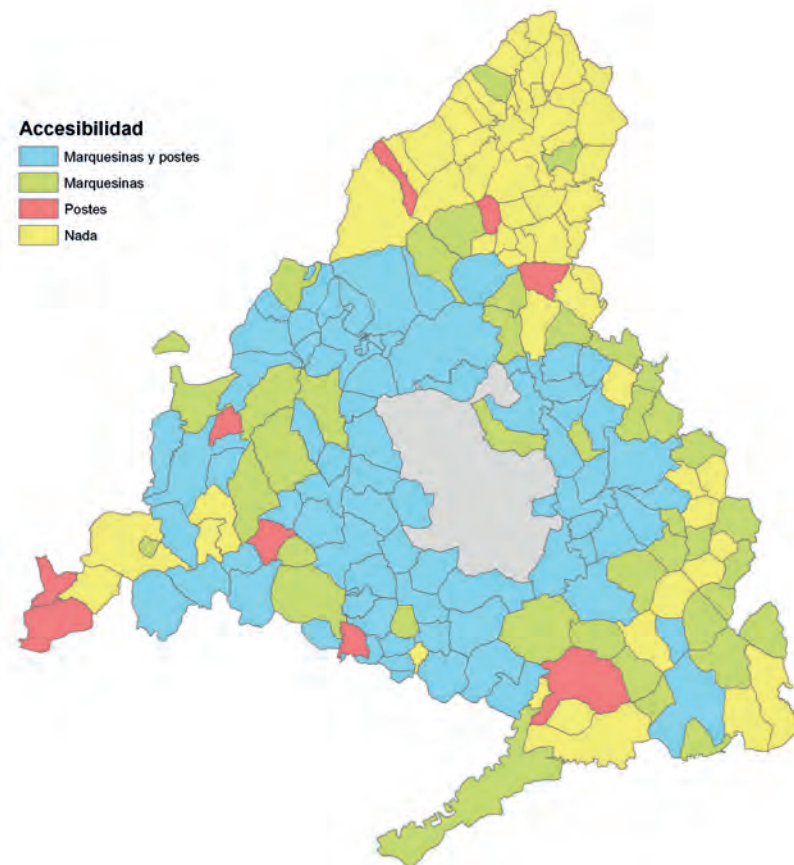
DISTRIBUTION OF SHELTERS BY MUNICIPALITY



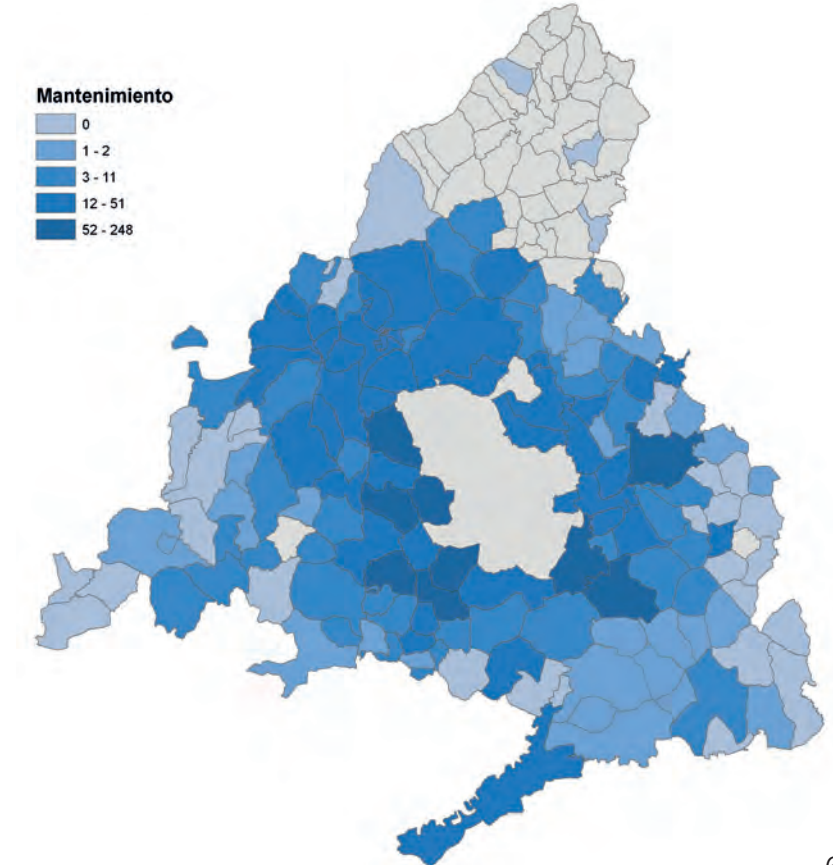
CLEANING OPERATIONS IN 2013



ACCESIBILITY TO SHELTERS AND/OR BUS-STOP POLES



MAINTENANCE WORKS IN 2013



Integrated Public Transport Management Centre (CITRAM)

2.4 Intelligent transport systems

The CITRAM is a management centre which collects real-time information of the different operators and infrastructures of the public transport system in the Region of Madrid, aiming at monitoring its operations. The centre is operational for 24 hours a day, 365 days a year. This centre was officially inaugurated in August 2013.

The ultimate aim of the CITRAM is to monitor and coordinate, in real-time, the various modes of public transport, customers and also the competent agents in the event of incidents or problems in the transport system. During 2013, action protocols have been consolidated, the integration of signals from transport operators has been completed and new computer applications have been explored. Outstanding amongst these is the pilot of the so called "decision engine": a tool that fuses together the information from different multimodal applications in a clear and precise manner, thus facilitating rapid decision making and reducing to a minimum the repercussions that the said incidence might have on users.

During 2013 specific strikes in different means of transport have been covered from the CITRAM. Following a line for the constant improvement of the execution of contingency action plans, a series of emergency simulations have also been carried out. These were not just limited to public transport means and operators but also included emergency services and law enforcement agencies.

By opening new channels for the integration of information in real time the CITRAM, in conjunction with the companies which operate suburban bus routes, has started to develop computer applications with the aim of providing users with coordinated and homogenous information regarding any incidences which can be shown on screens situated inside shelters and buses.

During 2013, the CITRAM once again proved to be an effective tool, both within the framework of international collaboration projects and the Olympic candidature "Madrid2020", for the management of exceptional situations such as emergencies or those involving crowds.

Smart Travel Card Development and Validation Centre (CDC)

Created in 2006, the CDC is a benchmark technology centre for guaranteeing the compatibility of all hardware and software elements, equipment and systems that form part of, or will form part of, Madrid's Smart Travel Card System (BIT project).

In line with the relevant ISO standards, the CDC has all the necessary equipment for conducting rigorous technical tests of everything that is connected in any way to the BIT project.

In 2013 software tools continued to be developed for the analysis of the new requirements of the contact-less Smart Travel Card System. Similarly, they have continued incorporating, in accordance with the Suburban Transport Modernisation Plan, the models of every piece of hardware and software application provided to the suburban transport companies with regards to the contact-less ticketing systems, as required in the BIT project. Lastly, it is worth mentioning that all the tests which guarantee compatibility between the new equipment for suburban transport and the rest of the modes of transport have been carried out.



Transport information publications

2.5 User information

In accordance with one of its most important stated purposes, “to provide user information” (art. 2.2.j of the law under which the consortium was created), the CRTM has implemented the Informative Transport Publications Programme (ITPP).

The Transport Map Collection

- Series 1: Various pocket maps for the main railway networks in the region: Metro, Light Rail and Renfe-Cercanías suburban rail.
- Series 2: Publications for visitors to Madrid, such as tourists and students. There are two titles in the series: Map 2a, Sightseeing in Central Madrid using Public Transport and Map 2b, Sightseeing in the Madrid Region using Public Transport.
- Series 3: Transport map for the City of Madrid.
- Series 4: Transport map for the Region of Madrid.
- Series 5: Transport map for the various districts of Madrid.
- Series 6: Transport map for the municipalities in the Region of Madrid.
- Series 7: Maps of the night bus networks for the City and Region of Madrid.
- Series 8: Madrid transport guide.
- Series 9: Transport guide to the radial corridors in the Region of Madrid.
- Series 10: Local area transport guides and/or maps of urban routes in the different municipalities.
- Series 11: Guides to university transport facilities and services.
- Series 12: Transport interchange guides.
- Series 13: Hiking and excursion maps from metro and RENFE suburban rail stations.
- Series 14: Public transport to industrial estates, recreational areas and commercial areas.
- Series 15: Maps of routes by operator/area.
- Series i: Information leaflets.



The following information publications were produced in 2013:

- **Series 1a: Metro network**
Publication in May of the Metro network map on the occasion of the IOC delegation's visit to Madrid and another published in December with the collaboration of different sponsors who have financed its printing.
- **Series 3. Madrid Transport Map**
Paper edition published in May 2013 together with a special non-folded edition in PVC for EMT shelters in the city of Madrid.
- **Series 6: Municipality transport guides**
 - Aranjuez transport guide

The updating of numerous maps in series 6 was commenced during the last quarter of 2013 with a view to their inclusion on the Consorcio's website.
- **Series i: Information leaflets and publications**
These are leaflets published in different formats as a support for different events or to provide information on specific new developments within the transport network.
 - Annual report of the Consorcio Regional de Transportes de Madrid (CRTM) 2012
 - English edition of the publication “Madrid a World Reference”
 - Map of the Madrid night bus network
 - Map-Guide of the Complutense University of Madrid (UCM)
 - Map of the Madrid Marathon on public transport
 - Leaflet: new suburban bus route 824
 - Leaflet: instructions for the new public transport card.
 - Leaflet: instructions for the Tourist Travel Card.
 - Leaflet: unified urban and suburban bus pass prices

Information technology

With regards to the improvement of the user information systems, over this last year the CRTM has set into motion the Friends of Public Transport Club, born with the aim of making it possible for all users of the Public Transport System to benefit from a series of advantages and discounts on cultural, sporting and leisure activities within the Region of Madrid. Work has also continued on the migration of the CRTM's current website, www.crtm.es.

Moreover, during 2013 the CRTM has once again become an example of technological innovation in the field of public transport. On this occasion it has, in conjunction with its technological partner Google, once more drawn on the support of the new technologies by including the Region of Madrid's transport interchanges in internal Google maps, thus becoming the first regional infrastructures to be included on this platform which allows customers to navigate their interior using their mobile or tablet.









As in previous years and in order to disseminate information on the public transport offered in the Region of Madrid, the CRTM has also continued to collaborate with Google in order to keep this information up-to-date in Google tools such as Maps and Transit, utilities which make it possible to locate the transport network and calculate the route between two geographical locations from any type of device.



2.6 Accessibility

The line of continuity, whose trajectory and the development of projects and actions have been again marked by the economic crisis and the important limitation of resources was maintained during 2013. Despite this important limiting factor, a gradual improvement of universal accessibility in the Transport System has been achieved and actions have been undertaken to promote the right to mobility of all the people in the Region of Madrid.

As regards Universal Accessibility, the synthetic magnitudes representative of the situation have continued to progress towards higher levels. The table below shows the figures obtained on the 31st of December 2013.

SYNTHESISED GLOBAL MAGNITUDES FOR UNIVERSAL ACCESSIBILITY IN PUBLIC TRANSPORT IN THE REGION OF MADRID (As of the 31st of December 2013)			
		METRO (*)	
		Total number of stations/network	238
		Total number of stations/network with universal accessibility measures	124
		Total number of stations/network with Universal accessibility (universal measures+lifts)	91
		Stations with lifts or ramps	64%
		LIGHT RAIL AND TRAMWAY	
		Total number of stations/network	56
		Stations/network with accesible stops	100%
		EMT BUSES OF MADRID	
		Total fleet	2.000 autobuses
		Accessible fleet	100%
		Variable Message Panels	352
		SUBURBAN AND URBAN BUSES IN OTHER MUNICIPALITIES	
		Total fleet	1.998 autobuses
		Accessible fleet	100%
		Park with pictographic sign posts of accesibility measures	75 %

(*) Sol station has no accessibility features for Line 1 in the direction of Pinar de Chamartín.



EMT

The new buses with an extended platform adapted for wheel chairs, a total of five hundred units, can accommodate one person in a wheel chair and one unfolded pushchair at the same time.

The Empresa Municipal de Transportes de Madrid's (EMT) "open data" platform has made it possible to place interesting applications for web sites or mobile devices, some developed by the EMT itself and others by independent companies, at the passengers' disposal, thus improving accessibility to the Madrid urban bus network.

The implementation of a pilot project in five hundred shelters has also been started up. This provides information about the transport services at the corresponding stops by means of a dual technology, NFC transmissions and QR codes, thus substantially improving accessibility to the said service information. Furthermore, these technologies are much more efficient than the traditional information in Braille which, however, they do not replace. They also improve the situation as regards vandalism.

Generally speaking, we have continued along the line of using Information and Communication Technologies (ICT) and have also foreseen the introduction of a Gamification platform to attract potential travellers and make their time onboard the buses more pleasant, in this case through a network game incentivised with prizes for the best cyber-players. Initially, this platform has contributed no important innovations in the field of accessibility but, given the open and promotional nature of its design, it will also permit the development of accessible games applications.

METRO

The budgetary constraints due to the economic crisis have made it necessary to reduce actions for the adaptation of more stations by the installation of lifts, but the line of improving accessibility measures and maintaining its conditions in stations along the network has continued.

In this sense, actions have continued to improve accessibility in stations, as well as to provide care for customers in general and for the disabled in particular, in order to improve their transit through lobbies and platforms by means of the adaptation of spaces and installations.

The following actions stand out:

- Installation of electromechanical automation for automatic, easy-open, folding doors in 13 Metro Madrid stations.
- Supply and installation of protections for setbacks in 14 stations on Line 1 and the assembly of platform security zone elements in 17 on the same Line.
- Installation of Line 3 external lift signage with letters in relief and Braille.
- Installation of perch seats in the lobbies of 50 stations.

It has always been a priority with Metro Madrid to improve the reliability, safety and the degree of passengers' comfort in relation to these elements, as well as to improve their transport capacity. This is why, this year, the replacement of the step chains (affecting a total of 64 escalators) has continued and control mechanisms and improvements to the safety measures of these elements of vertical transport have been introduced. These include, for example, the modification and installation of the hand-rail speed controls of 20 escalators, the remodelling of the machinery pits of 103 of them and the supply of sign and safety barriers.

On the other hand, there has also been a continued effort dedicated to the provision of rolling stock equipped with access flanges and the alteration of platforms to achieve a perfect interface between the latter and



the coaches with flanges. These actions have led to much improved conditions of accessibility, especially for travellers who get around in wheel chairs and who now have these improvements at their disposal on lines 2, 3, 4, 6 (partially), 7, 7b, 10b (partially), 11 (partially) and the Branch line.

Work has also continued on the document for the updating and renovation of the signage of the Metro network “Proyecto de Señalización de Metro” (Metro Signage Project) developed by the Arcadi and Moradiel Design Studio, which counts on the contributions of the CRTM and the Madrid Regional Office of the CERMI (Spanish committee of representatives of persons of disabilities).

SUBURBAN AND URBAN BUSES IN MUNICIPALITIES OTHER THAN MADRID

More than 75% of the fleet is already equipped with the complete new system of pictographic signs regarding both external and internal accessibility features and elements incorporated into the buses.

Worthy of mention is the installation of external loudspeakers to broadcast the corresponding messages about the service at bus stops. This is extremely useful for the visually impaired.

The gradual incorporation of variable information panels, which also include voice messages, at bus stops constitutes another important improvement to accessibility in this surface transport network.

TRANSPORT INTERCHANGES

Work has continued on the remodelling of the Avenida de America interchange, which is being equipped with all the accessibility measures, through the coordination of the concessionaire with the CRTM and the associative movement for the disabled (CERMI) within the framework of the Technical Commission for Accessibility of the Madrid Regional Committee for the Promotion of Accessibility and the Removal of Barriers.





3

THE PASSENGERS

- 3.1 Socio-economic baseline figures
- 3.2 Transport demand
- 3.3 Ticket sales
- 3.4 Quality management



3 THE PASSENGERS

3.1 Socio-economic baseline figures

The Region of Madrid covers an area of 8,025.7 km² and, on the 1st of January 2013 it had a population of 6,495,551 inhabitants, practically the same as that registered in the previous year (-0.05%).

The territorial distribution of the population maintains the tendency, appreciated in previous years, of migration to metropolitan areas, the share of zone A (city of Madrid) falling by one percentage point in the total population with regards to the previous year.

The table below shows the geographical distribution of the population, as well as by age group. The territorial and age structures defined for the application of the fare system were used as a reference for this classification. The most notable characteristics are how the population density varies within the different areas and its progressive rejuvenation in those zones most distant from the capital.

Geographic distribution	Population		Density (inhab/km ²)	Youth Card (<23 years)	Standard Card (23-64 years)	Senior Card (≥65 years)
	Total	%				
Total	6.495.551	100%	809	23,0%	61,2%	17,5%
Zone A	3.164.336	48,7%	9.757	20,3%	59,9%	19,8%
Zone B	2.858.735	44,0%	1.185	25,5%	62,8%	11,7%
Zone C	472.480	7,3%	89	26,0%	60,6%	13,3%



The representation of the immigrant population, whose contribution to the demographic growth experienced over the last few years was decisive, has lost almost one percentage point during the last year and, in 2013, represented 14.8% of the total population.

One of the causes which explains this fall is the impact of the economic crisis. During 2013, the employment rate in the Region of Madrid fell to represent 63.1% of the population during the last quarter of the year, against 64.2% the year before, while unemployment has increased by 25,600 people, thus representing 21.0% of the active population, 2 points above that of the previous year.

The GDP per capita, established at 29,585, remains practically the same as the previous year, and is over 30% higher than the national average. The regional year-on-year CPI was 0.2%, very similar to that of the nation as a whole (0.3%) while the average for all twelve months of the year was 1.3% (1.4% national average).

The number of private cars per thousand inhabitants has picked up slightly with respect to the previous year and is now situated at 507.9, after reaching its all time high in 2007.

This set of indicators demonstrates the continuity of a high level of deterioration of economic activity which is, without a doubt, influencing the evolution of the results of the use of the transport system shown below.

3.2 Transport demand

The total number of journeys made in the public transport system of the Region of Madrid in 2013 rose to 1,369.7 million, which represents a 4.15% decrease in relation to the previous year, or 59.3 million journeys in absolute terms.

This figure represents an average of 210.8 journeys per inhabitant per year, making the Region of Madrid, notwithstanding the fall, a national benchmark in terms of public transport use.

EVOLUTION OF THE ANNUAL DEMAND BY MODE OF TRANSPORT 2002-2013 (MILLIONS)

YEAR	Metro	Urban Buses Madrid (EMT)	Urban Buses in Other Municipalities	Suburban Buses	Light Rail	Renfe Cercanías	TOTAL
2004	618,4	476,9	42,7	230,4		195,3	1.563,6
% VAR 04/03	2,4%	0,7%	-2,6%	0,2%		1,5%	1,3%
2005	647,0	473,5	43,4	228,9		199,00	1.591,8
% VAR 05/04	4,62%	-0,71%	1,80%	-0,64%		1,89%	1,80%
2006	660,3	485,8	45,8	226,8		204,3	1.623,0
% VAR 06/05	2,1%	2,60%	5,5%	-0,9%		2,6%	2,0%
2007	690,9	458,8	47,0	223,2	5,5	201,2	1.626,6
% VAR 07/06	4,6%	-5,6%	2,6%	-1,6%		-1,5%	0,2%
2008	688,5	429,1	46,8	217,8	14,8	197,4	1.594,4
% VAR 08/07	-0,3%	-6,5%	-0,4%	-2,4%	170,4%	-1,9%	-2,0%
2009	652,90	429,73	44,04	197,88	16,54	184,00	1.525,08
% VAR 09/08	-5,17%	0,15%	-5,88%	-9,16%	11,38%	-6,79%	-4,35%
2010	630,0	426,1	43,6	179,8	17,3	181,6	1.478,4%
%VAR 10/09	-3,5%	-0,8%	-0,9%	-9,1 %	4,4%	-1,3%	-3,1%
2011	637,6	429,3	44,33	185,1	17,4	182,0	1.495,7
% VAR 11/10	1,2%	0,7%	1,6%	0,4%	0,9%	0,2%	0,9%
2012	604,1	408,2	40,9	179,8	15,8	180,3	1.429,0
%VAR 12/11	-5,3%	-4,9%	-7,9%	-2,8%	-9,4%	-1,0%	-4,5%
2013	560,4	406,8	37,9	171,0	14,5	179,0	1.369,7
% VAR 13/12	-7,24%	-0,33%	-7,17 %	-4,88%	-8,25%	-0,70%	-4,15%

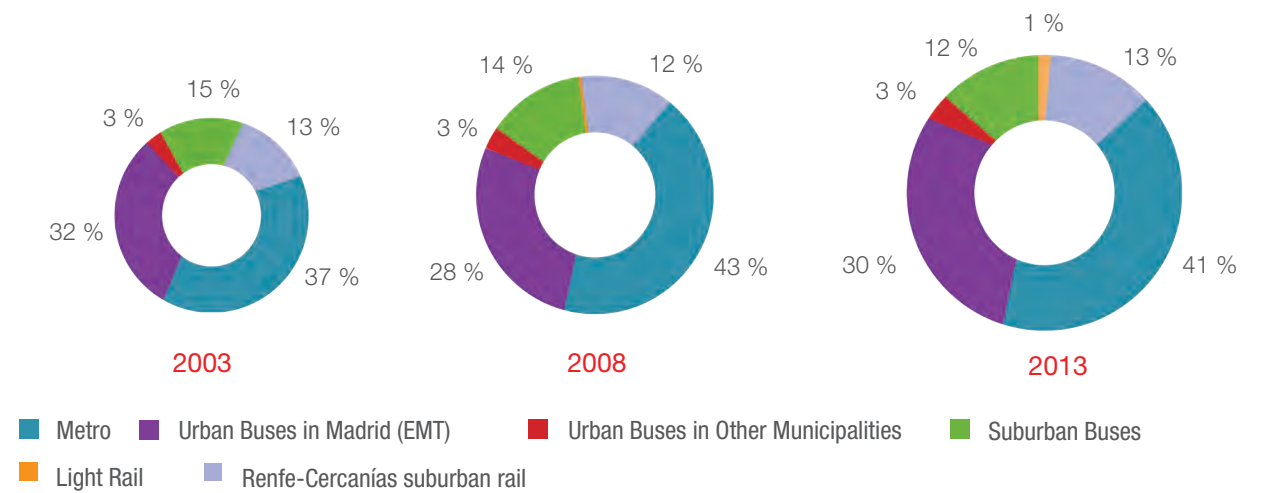
It is important to note in this respect that the figures presented as journeys refer to the commercial stages undertaken by passengers on the bus modes, which means that every time a traveller accesses each route this counts as a journey, while transfers between lines in the metro and suburban rail networks are not considered as journeys, which means that these are counted in respect of each passenger who accesses the network. Exceptions are the connections between light rail Line ML1 operated by Madrid Light Rail and the Metro network. They are not penalised from the fare point of view, although they are counted as different modes and therefore affect the calculation of the total journeys.

All of the modes show a general tendency to fall. Practically half of the overall loss, 33.5 million fewer passengers, however, the greater part of the set back corresponds to the metro network, with a loss of 43.7 million passengers, 7.2% relatively speaking, although it is the light rail which has relatively more unfavourable results, with a fall of 8.25%. In contrast, Renfe-Cercanías suburban rail is the mode where the demand shows the least unfavourable behaviour (-0.7%).

Comparison with the previous year in terms of homogeneity, in other words, taking into account those aspects relative to the calendar or to circumstantial situations which may have affected the evolution of the demand, does not alter the results, given that the only two aspects with a certain significance have, between them, neutralised the effects. Thus, given that, on the one hand, 2012 was a leap year and, on the other, a series of recurrent partial stoppages in Metro Madrid during 2013, both effects, once corrected, and being of opposite sign, produce a homogenous comparative result very similar to the already commented direct result.

Although the composition of the demand remains very stable in terms of modes of transport, since the rail-based modes (metro, light rail and railway) account for 55% of the total number of journeys, the greatest relative loss of demand has been suffered by the metro, since this sub-group has ceded one point in favour of the three types of bus services (Madrid urban, urban in other municipalities and suburban) which account for the remaining 45%. This is basically due to the performance of the bus in the capital which has remained very close to that of the previous year and is the mode with the best comparative results.

EVOLUTION OF THE COMPOSITION OF ANNUAL DEMAND BY MODE



In terms of the distribution of demand per ticket type, 2013 saw an unequal balance throughout the year, with higher falls of single and ten journey tickets with respect to the Travel card, which registered a loss of 2.5% during the year as a whole, below the general average, as against the 10.8% and 9.1% of the single-use and ten journey tickets respectively. This means that the Travel Card represents 71.8% of the total number of journeys, the highest share since its creation, followed by the ten journey ticket with 17.8% and the single-use ticket with 8.6%.

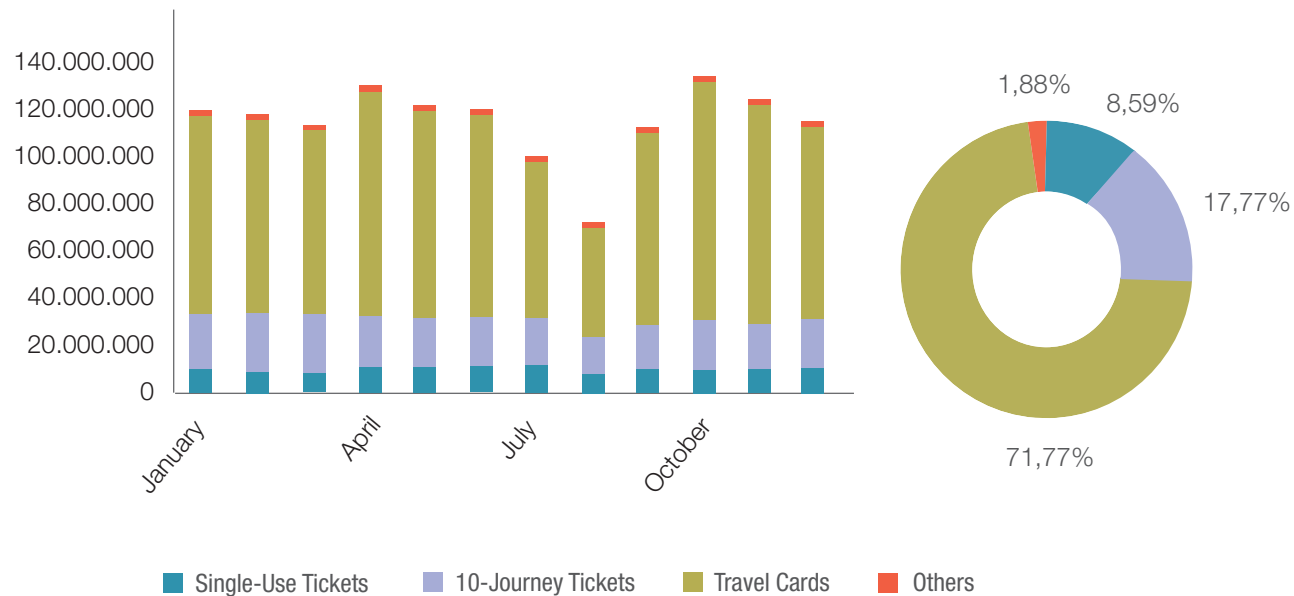


DISTRIBUTION OF THE MONTHLY DEMAND BY TICKET TYPE IN 2013 AND VARIATION COMPARED TO THE PREVIOUS YEAR

Month	Single-use Tickets		10-Journey Tickets		Travel Cards		Others (1)		Total	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	9.674.644	-17,50%	21.205.024	-19,47%	86.537.625	-2,39%	1.993.020	18,71%	119.410.313	-7,00%
February	8.717.027	-18,08%	19.712.795	-21,15%	87.487.397	-5,79%	2.174.883	18,93%	118.092.102	-9,40%
March	9.166.893	-20,42%	19.244.978	-23,66%	81.257.336	-15%	2.154.602	13,98%	111.823.809	-16,69%
April	9.728.594	-9,20%	21.093.228	-9,60%	94.643.374	16,32%	2.320.603	37,04%	127.785.799	9,12%
May	10.008.52	-16,08%	20.655.149	-11,39%	89.161.425	-4,49%	2.255.523	18,50%	122.080.622	-6,45%
junio	10.448.218	-12,60%	20.828.784	-5,01%	83.563.283	-6,34%	2.155.756	20,96%	116.996.041	-6,32%
July	10.525.204	-9,31%	20.515.419	-2,43%	69.247.980	-3,59%	1.902.143	22,28%	102.190.746	-3,60%
August	8.461.758	-7,15%	14.559.197	-9,03%	44.867.468	-7,86%	1.407.736	7,33%	69.296.259	-7,76%
September	10.464.023	-4,98%	20.838.892	-2,34%	76.170.112	-0,79%	2.167.734	19,56%	109.640.761	-1,17%
October	10.413.568	-6,51%	22.262.834	0,24%	97.903.249	-0,94%	2.571.861	18,79%	133.151.512	-0,89%
November	9.471.665	-3,38%	20.287.628	0,84%	90.733.758	0,16%	2.447.891	20,59%	122.940.942	0,33%
December	10.555.475	-1,83%	22.132.348	1,60%	81.388.926	1,40%	2.164.505	18,88%	116.241.254	1,41%
Total 2013	117.635.594		243.336.276		982.962.034		25.716.257		1.369.650.161	
Total 2012	131.905.942		267.599.109		1.008.046.698		21.472.703		1.429.024.452	
% (13/12)	-10,82%		-9,07%		-2,49 %		19,76%		-4,15%	

(1) Includes:
 Metro and Madrid Light Rail: Ticket fines.
 Urban Buses in Madrid (EMT): Family Cards and Special Services.
 Parla Tramway Tickets: Employee Passes, Disabled Passes and Senior Passes.

DISTRIBUTION OF MONTHLY DEMAND BY TICKET TYPE



3. The passengers

Metro

A total of 560.4 million journeys were made in the metro network in 2013 and this represents a decrease of 7.24% in relation to the previous year.

It is important to note in this respect that the total journeys for the metro represents the total passenger entries recorded in the network, whatever the fare zone. Together with the fact that combined journeys between different zones are only counted once, this therefore means that the algebraic sum of the journeys in the different fare zones and operators does not correspond with the total journeys figure for the metro mode or, in other words, the overall metro network.

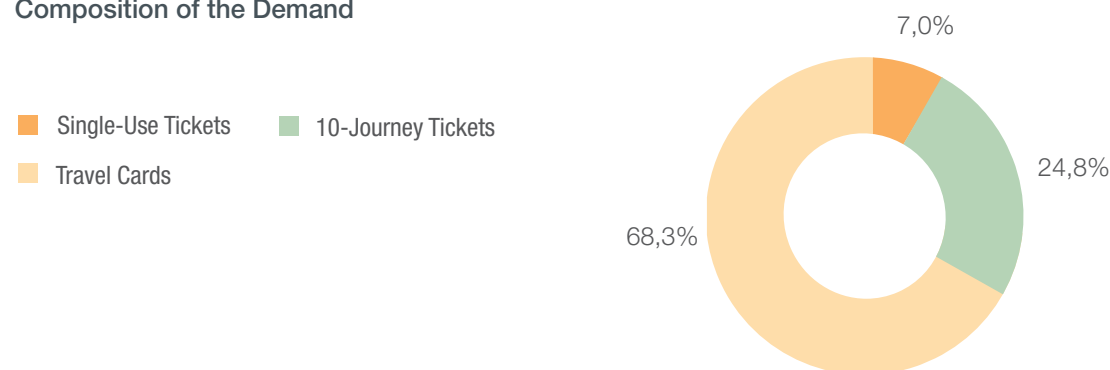
Consequently, and keeping this circumstance in mind, the operator of Metro de Madrid transported 557.9 million passengers in 2013 and that of Transportes Ferroviarios de Madrid 5.9 million, as shown below.

ANNUAL DEMAND ON THE METRO BY FARE SECTION AND TICKET TYPE IN 2013

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others		TOTAL 2013	%13/12
		% s/ total		% / total		% / total		% / total		
Metro de Madrid	38.860.395	6,97%	138.351.794	24,80%	380.655.347	68,23%	26.049		557.893.585	-7,26%
Metro Zone A	34.526.420	6,55%	133.607.772	25,33%	359.357.339	68,13%			527.491.531	-7,32%
MetroNorte	1.298.880	16,77%	1.356.887	17,52%	5.089.734	65,71%			7.745.501	-8,61%
MetroEste	718.047	10,19%	783.488	11,12%	5.543.166	78,69%			7.044.701	-7,96%
MetroSur	5.226.410	12,68%	5.965.174	14,47%	30.018.725	72,84%			41.210.309	-11,16%
TFM	753.703	12,84%	1.169.812	19,93%	3.946.528	67,23%			5.870.043	-4,99%
Metro	39.140.177	6,98%	138.715.037	24,75%	382.492.729	68,26%	26.049	0,00%	560.373.992	-7,24%

DISTRIBUTION BY TICKET TYPE ON THE METRO

Composition of the Demand



DISTRIBUTION OF MONTHLY DEMAND BY TICKET TYPE

Month	Single-use Tickets (1)		10-Journey Tickets (2)		Travel Cards		Others (3)		Total	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	3.185.768	-19,37%	12.032.662	-21,70%	33.949.338	-3,67%	3.498	-21,50%	49.171.266	-9,89%
February	2.972.087	-17,83%	11.362.936	-22,28%	34.602.696	-7,16%	3.726	-18,22%	48.941.445	-11,84%
March	3.107.024	-18,63%	11.155.505	-23,85%	32.202.779	-16,33%	2.075	-44,46%	46.467.383	-18,42%
April	3.256.500	-10,14%	11.989.276	-12,94%	36.955.767	12,68%	2.188	-34,20%	52.203.731	4,00%
May	3.381.003	-18,83%	11.806.536	-12,67%	34.585.358	-7,32%	2.578	-6,73%	49.775.475	-9,51%
June	3.401.611	-18,02%	11.780.763	-6,17%	32.356.465	-8,93%	2.464	-17,04%	47.541.303	-8,99%
July	3.308.120	-10,33%	11.542.825	-5,13%	26.675.190	-8,99%	345	-77,98%	41.526.480	-8,06%
August	2.735.555	-7,08%	8.211.972	-12,67%	17.443.989	-13,18%	587	-62,15%	28.392.103	-12,48%
September	3.453.213	-6,27%	11.605.124	-5,32%	29.390.425	-5,44%	1.614	4,94%	44.450.376	-5,47%
October	3.496.219	-5,45%	12.566.948	-1,04%	37.069.079	-5,49%	2.919	-24,61%	53.135.165	-4,47%
November	3.240.758	-0,91%	11.658.796	0,16%	35.225.375	-3,15%	2.759	16,81%	50.127.688	-2,26%
December	3.602.319	1,22%	13.001.694	2,53%	32.036.268	0,55%	1.296	6,06%	48.641.577	1,12%
Total 2013	39.140.177		138.715.037		382.492.729		26.049		560.373.992	
Total 2012	44.170.011		155.332.282		404.584.782		33.919		604.120.994	
% (13/12)		-11,39%		-10,70%		-5,46%		-23,20%		-7,24%

(1) Includes Single-use Tickets of various sections and Combined Single-use Tickets

(2) Includes Metrobús Tickets, 10-Journey Tickets of various sections and Combined 10-Journey Tickets.

(3) Ticket Fines

The distribution per ticket type shows a change which is similar to that detailed in the previous section: there is an increase in the use of Travel Cards (68.3%) at the expense of single-use tickets (7.0%) and 10-journey tickets (24.8%). And this despite the fact that the only price variation which took place was the increase of the travel cards, all of which makes it possible to conclude that the effects produced by move towards the travel card during the previous year have continued, especially during the first six months of the year.

The metro sub-group which operates in Zone A has a very different composition with respect to that of the other four sections, outside the said area. In these, the use of single journey and ten journey tickets is very similar between them and different from the average, with a higher share of the former, while, in Zone A, in consonance with its extension, it is only a reflection of the whole.

The table also reveals differences in the evolution of demand in the different sections. Although no significant disparities have been observed, all of the external sections, with the exception of the stretch operated by TFM, have fallen more than the network as a whole. Relatively speaking, this one has lost fewer passengers, with a reduction of 5%.

With regards to the spatial configuration of the journeys made across the network as a whole and in each of the fare sections, the table and graph below clearly illustrate the proportion of combined and internal journeys for each section.

In 2013, a total of 29 million combined journeys were made between the different sections of the metro network, representing 5.2%. The remaining journeys were made within each of the five sections, with Zone A logically accounting for the highest proportion (94.5 %) of all internal journeys made.

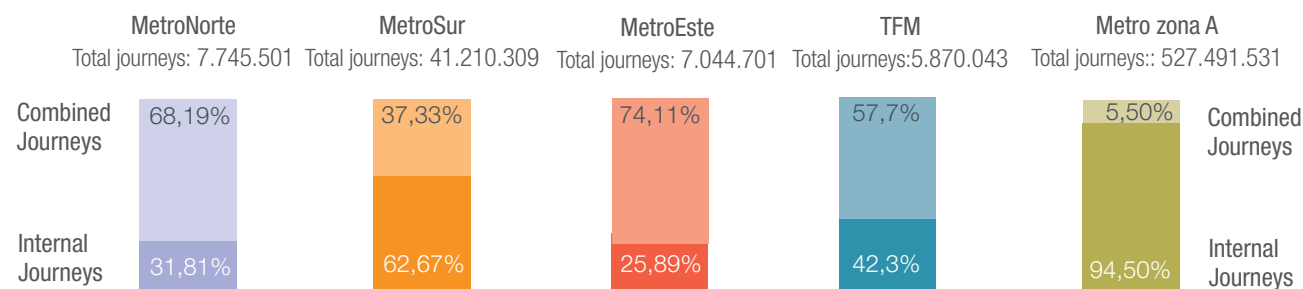
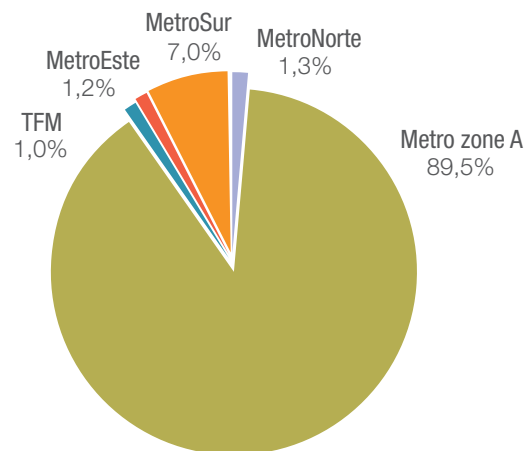
Of the four exterior sections, MetroEste appears to be the one with the highest share of travellers with zone A, 74.1%, followed by MetroNorte, with 68.2%. At the other end of the spectrum, 62.7% of the journeys operated by MetroSur are made within that section, which confirms its evident function as a sub-system for inter-connecting the large municipalities in the south of the region. Finally, the section of Line 9 which is operated by TFM and crosses the three zones B, fulfils an intermediate function between the two previous groups with a 42,3% share of internal journeys, a large proportion of which are stages connected with the Cercanías suburban rail network. In any case, the final balance compared to the previous year indicates that the number of internal journeys has increased in all sections of the metro.

DEMAND ON THE METRO IN 2013. INTERNAL AND COMBINED JOURNEYS AND VARIATION COMPARED TO 2012

	Internal Journeys			Combined Journeys			Total Journeys	
	Journeys total	%/ section	% (13/12)	Journeys	%/ section	% (13/12)	Journeys	% (13/12)
Metro Zone A	498.477.389	94,50%	-6,90%	29.014.142	5,50%	-13,90%	527.491.531	-7,32%
MetroNorte	2.463.684	31,81%	-4,71%	5.281.817	68,19%	-10,32%	7.745.501	-8,61%
MetroEste	1.823.863	25,89%	0,07%	5.220.838	74,11%	-10,47%	7.044.701	-7,96%
MetroSur	25.827.788	62,67%	-7,72%	15.382.521	37,33%	-16,40%	41.210.309	-11,16%
TFM	2.480.407	42,26%	-3,47%	3.389.636	57,74%	-6,07%	5.870.043	-4,99%

The number of Metro journeys is calculated by adding the number of journeys in Metro Zone A (internal and combined) to the internal journeys in the other sections (MetroNorte, MetroEste, MetroSur y TFM).

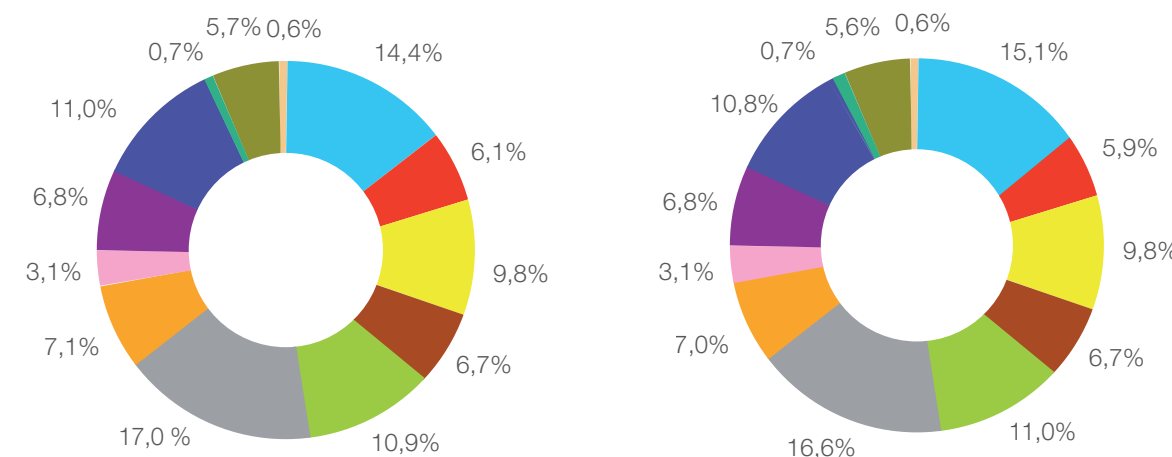
DEMAND ON THE METRO BY FARE SECTION. INTERNAL AND COMBINED JOURNEYS



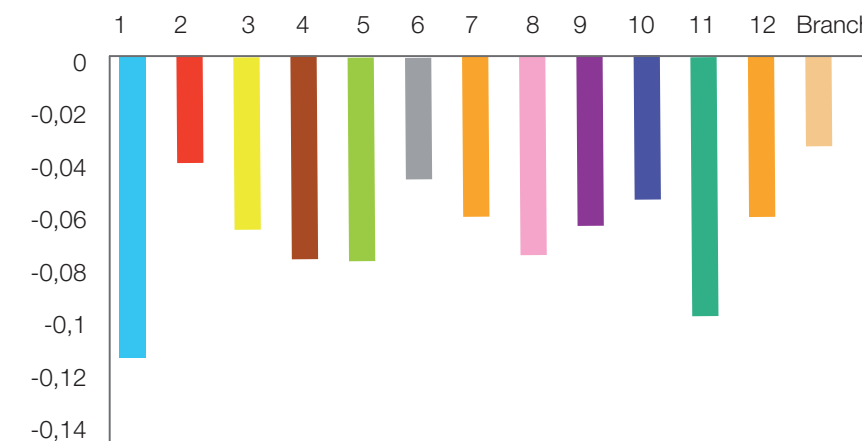
With regards to the distribution of the demand by lines and, especially, in respect of the Metro de Madrid operator, line 6 maintains its dominant position, having transported almost 100 million passengers and also presented a rate of descent lower than the general average. Line 1 is that which falls the most, with a loss of 11.6%, and lines 11, 4, 5 and 8 also present above average reductions.

METRO DE MADRID JOURNEY PER LINE

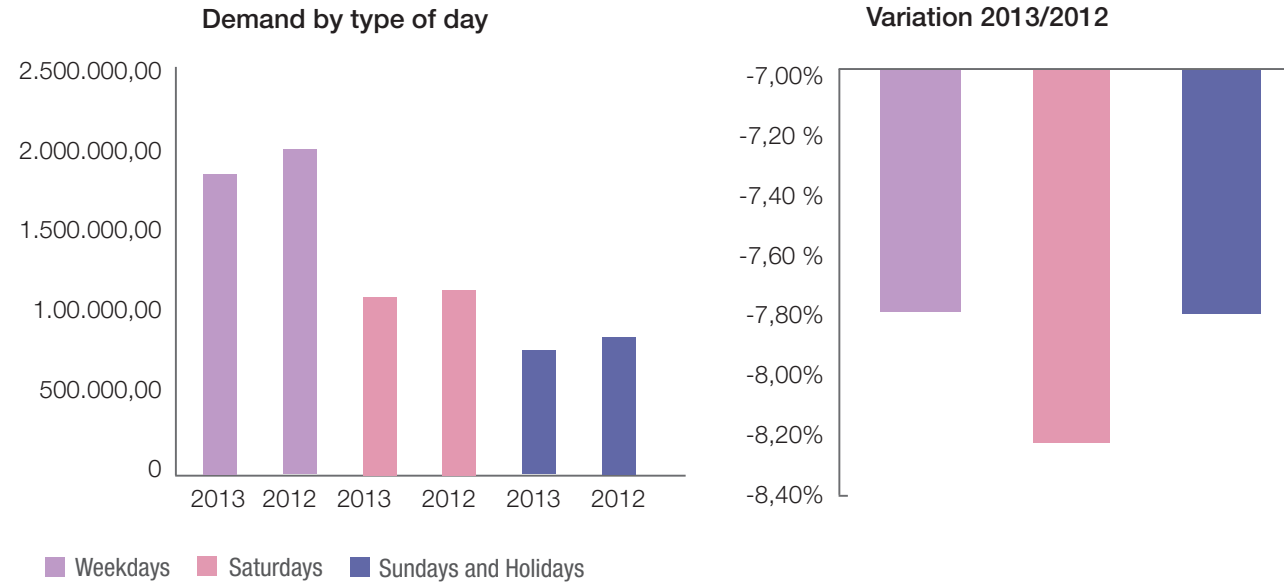
Lines	2013	2012	% (13/12)
1	80.197.111	90.698.963	-11,58%
2	34.201.273	35.711.318	-4,23%
3	54.818.212	58.809.316	-6,79%
4	37.252.383	40.421.246	-7,84%
5	60.888.569	66.235.774	-8,07%
6	95.066.723	99.680.555	-4,63%
7	39.689.193	42.210.919	-5,97%
8	17.334.390	18.841.206	-8,00%
9	38.089.151	40.833.291	-6,72%
10	61.124.870	64.923.602	-5,85%
11	3.933.301	4.373.887	-10,07%
12	31.736.012	33.891.514	-6,36%
Branch	3.536.348	3.662.826	-3,45%
Fine Ticket	26.049	33.919	
Special Services		1.223.174	
TOTAL	557.893.585	601.551.510	-7,26%



PERCENTUAL CHANGE BY LINE 2012/2013



DEMAND BY TYPE OF DAY ON THE MADRID METRO



Analysing demand by type of day offers a complementary picture of passenger behaviour. On an average weekday, Metro de Madrid carried 1,840,082 passengers, down by 7.5% on the figure for the previous year while holidays are those days which descend the most, by 8.3%, now representing 41% of weekday figures. The average Saturday drops with an intermediate value between them (7.9%), representing almost 57% of weekday figures. The maximum daily average was obtained on weekdays in February.

Urban buses in Madrid (EMT)

Within the capital, which is essentially where the EMT operates, a total of 406.8 million journeys were made in 2013, representing 66.1% of all bus journeys.

DEMAND BY OPERATOR AND TYPE OF TICKET IN 2013 OF THE URBAN BUSES IN MADRID (EMT)

	Single-use Tickets	10-Journey Tickets	Travel Cards	TOTAL 2013	%13/12
Urban Buses in Madrid (EMT)	23.742.087	59.683.129	320.079.505	406.818.779	-0,33%
EMT	23.611.250	59.423.116	317.753.942	404.102.366	-0,34%
Prisei	130.837	260.013	2.325.563	2.716.413	0,85%

As shown in the table above, the performance of the mode depends on the municipal operator and there was a 0.34% decrease over the previous year.

With regards to distribution by ticket type, the Travel Card has a particularly high share at 78.7%, while the 10-journey tickets (Metrobus and the new EMT transfer ticket) fall to 14.7%. The significance of the latter, with fewer than 250,000 journeys, continues to be irrelevant. The single-use ticket remains stable at 5.8%.



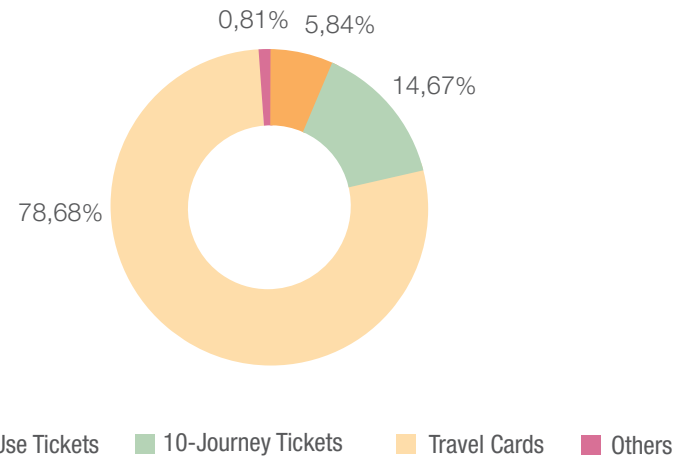
(1) Includes Airport Tickets

(2) Includes: Family Discount Tickets, Special Services

DISTRIBUTION OF THE ANNUAL DEMAND IN URBAN BUSES IN MADRID CITY (EMT) IN 2013 BY TYPE OF TICKET

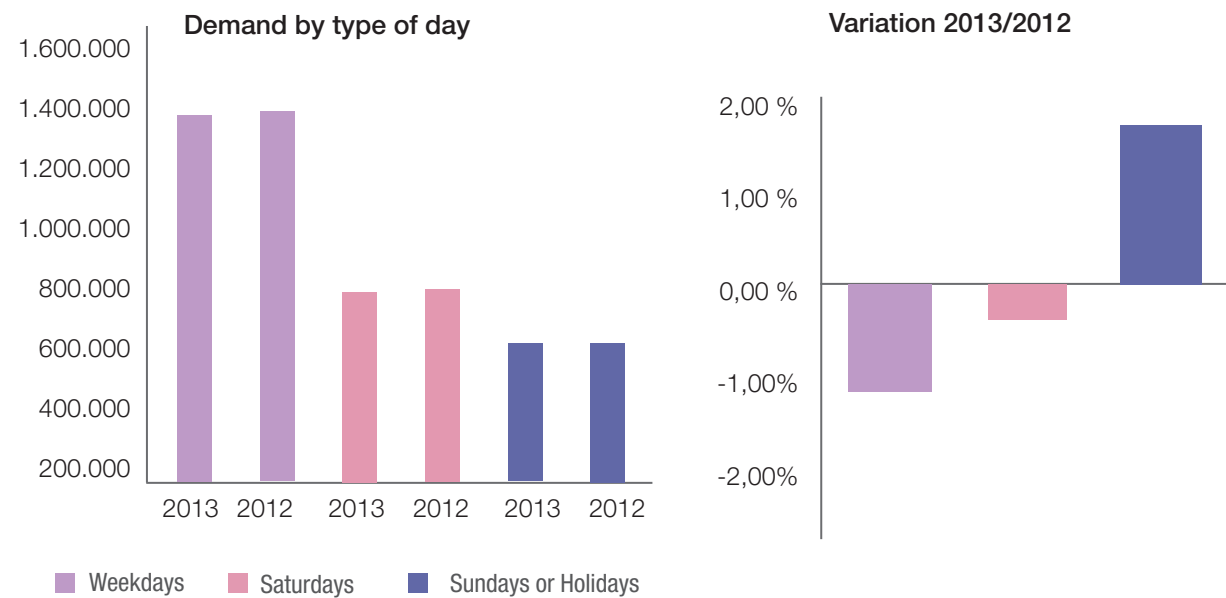
Month	Single-use Tickets (1)		10-Journey Tickets		10 journeys including transfer		Travel Cards		Others (2)		Total	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	1.898.434	-3,87%	5.214.553	-20,26%	19.232		27.514.371	-1,74%	275.188	-2,94%	34.921.778	-5,11%
February	1.679.075	-2,92%	4.702.673	-22,52%	19.942		27.652.062	-4,14%	269.899	-3,11%	34.323.651	-7,04%
March	1.783.477	-4,82%	4.635.307	-25,50%	18.729		26.393.663	-13,22%	259.882	-8,85%	33.091.058	-14,71%
April	1.960.168	11,47%	5.170.821	-7,72%	22.496		31.027.934	20,35%	286.064	17,17%	38.467.483	15,21%
May	2.054.279	-3,08%	5.093.207	-9,15%	21.238		29.622.928	-1,98%	273.657	0,45%	37.065.309	-3,02%
June	2.104.838	-4,92%	5.249.868	-4,33%	21.157	22407,45%	27.892.877	-3,61%	265.034	1,06%	35.533.774	-3,70%
July	2.151.871	5,60%	5.225.207	5,60%	22.148	150,43%	22.659.376	1,79%	251.300	18,36%	30.309.902	2,86%
August	1.728.084	3,67%	3.486.317	-3,69%	14.669	8,71%	14.715.988	-1,16%	163.374	-42,36%	20.108.432	-1,78%
September	2.130.012	8,32%	5.089.790	0,62%	21.333	34,00%	24.939.730	4,12%	273.475	10,86%	32.454.340	3,89%
October	2.169.513	7,88%	5.444.414	3,46%	24.569	36,24%	31.996.262	4,25%	342.885	29,28%	39.977.643	4,52%
November	1.946.787	8,77%	4.877.556	2,73%	21.833	29,47%	29.440.724	4,59%	319.497	31,28%	36.606.397	4,75%
December	2.135.549	5,82%	5.244.437	-0,69%	21.633	30,16%	26.223.590	4,01%	333.803	34,17%	33.959.012	3,61%
Total 2013	23.742.087		59.434.150		248.979		320.079.505		3.314.058		406.818.779	
2012	23.159.902		64.446.113		89.869		317.357.702		3.125.910		408.179.496	
% (13/12)		2,51%		-7,78%		0,86%			6,02%			-0,33%

DISTRIBUTION OF DEMAND ON MADRID URBAN BUS (EMT) BY TICKET TYPE



The distribution of demand by type of day for the EMT Madrid Operator shows that the loss of journeys is more acute on holidays and weekdays, with a decrease of 1.7% and 1% respectively, as against that of 0.3% on Saturdays. The annual average of passengers carried on weekdays is 1,366,362, with Saturdays and holidays representing 52% and 38% of this figure respectively.

EVOLUTION OF THE DEMAND BY TYPE OF DAY ON THE EMT NETWORK



The distribution of EMT passengers according to the indicated types of sub-networks is shown in the following table:

EMT DEMAND BY GROUPS OF ROUTES IN 2013		
Group of routes	Total	%/total
Daytime Network	391.823.739	96,96%
CONVENTIONAL ROUTES	389.317.055	96,34%
WORK CENTRE ROUTES	1.952.059	0,48%
MINIBUS ROUTES	502.822	0,12%
SPECIAL ROUTES	0	0,00%
SPECIAL SERVICES	51.803	0,01%
University Network	5.491.688	1,36%
CONVENTIONAL UNIVERSITY ROUTES	5.491.688	1,36%
Night-time Network	5.833.897	1,44%
CONVENTIONAL NIGHT-TIME SERVICE ROUTES	5.235.951	1,30%
METRO NIGHT-TIME SERVICE ROUTES (Metrobúho)	597.946	0,15%
Airport Routes	953.042	0,24%
AIRPORT ROUTES	880.502	0,22%
NIGHT-TIME AIRPORT ROUTE	72.540	0,02%
TOTAL EMT	404.102.366	100,00%

The daytime network accounts practically for 97% of the demand. Interesting to note in this respect is the demand for university services is double the demand for workplace services. Meanwhile, the almost 6 million passengers who use the night-time network are distributed between the conventional services (5.2 million) and nearly 600,000 who use the late-night metro services, the latter having suffered an important setback, losing practically 300,000 passengers with respect to the previous year.



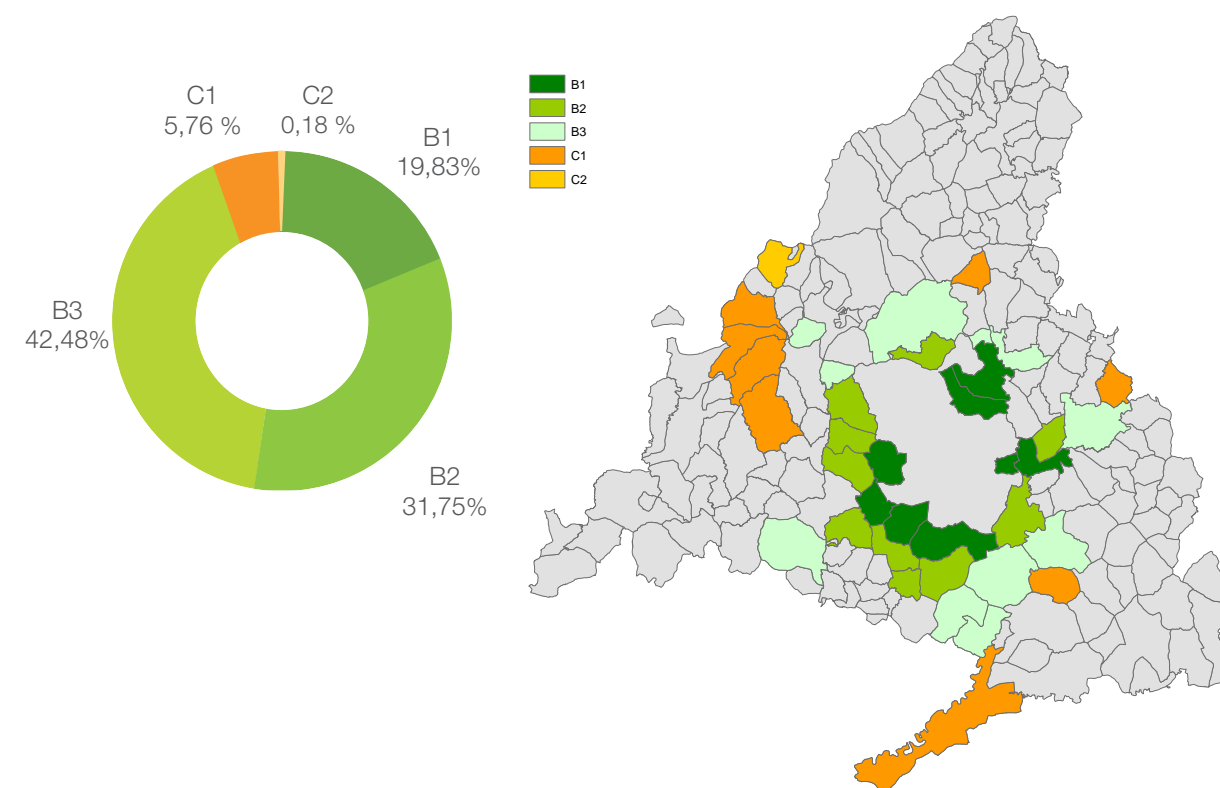
Urban buses in other municipalities

In 2013, a total of 37.9 million journeys were made on urban bus services operated in the other municipalities of the Region of Madrid, a decrease of 7.2% in relation to the previous year. These journeys represent 6.2% of the combined figure for all bus modes, of inferior significance to that of the previous year due to their greater relative loss as regards the general whole.

The marked differences between the figures can be explained by a number of factors, but the size of a municipality's population is not the most important. Of the total urban journeys, 94% are made within the metropolitan belt (the B zones), distributed from the 42.5% of zone B3 down to the 19.8% of zone B1. Worthy of mention is the Alcala de Henares urban bus service, with 57% of the journeys in zone B3 and almost a quarter of the total. We can therefore draw the conclusion that in the zone closest to the municipality of Madrid, the internal mobility needs of the different municipalities are mainly met by suburban services.

During 2013, on the other hand, a variety of service restructurings have been carried out in order to adapt the offer to the evolution of the demand and to use all the resources existing in each of the concessions with greater efficiency. This is at the root of the majority of those cases in which comparative figures with the previous year show significant falls (Rivas Vaciamadrid, San Martin de la Vega, etc.)

DISTRIBUTION OF THE DEMAND FOR URBAN BUSES IN OTHER MUNICIPALITIES BY BELTS



URBAN JOURNEYS IN URBAN BUSES OTHER MUNICIPALITIES BY MUNICIPALITY AND FARE ZONES

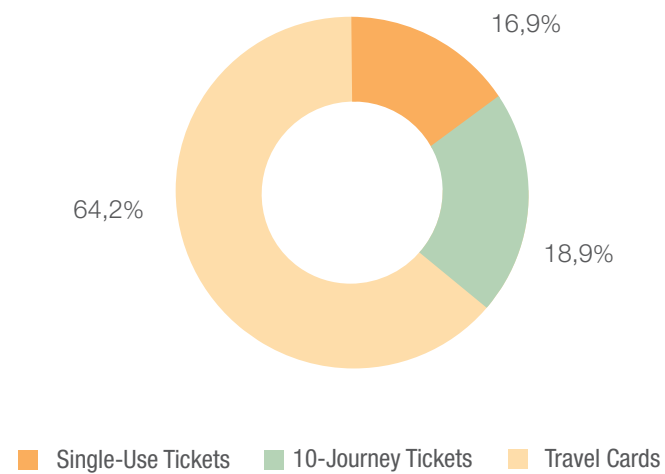
Municipality	Operator	Ticket type			Total Journeys 2013	Total Journeys 2012	%13/12	
		Single- Use	10-Journey	Travel Cards				
Alcobendas	Interbús, S. L.	Doroteo Casado Montes	271.294	333.899	1.325.643	1.930.836	1.872.667	3,11%
Alcorcón		Arriva De Blas, S.L.	229.976	257.989	1.321.682	1.809.647	1.896.965	-4,60%
Coslada		Empresa Turística de Autobuses, S.A.	11.417	19.969	131.063	162.449	133.781	21,43%
Getafe		Avanza Interurbanos, S.L.	205.603	249.706	1.047.277	1.502.586	1.408.188	6,70%
B1 Leganés		Empresa Martín, S.A.	84.574	86.100	381.514	552.188	546.599	1,02%
Pozuelo de Alarcón		Llorente Bus,S.L.	101.724	108.609	674.926	885.259	903.907	-2,06%
San Fernando de Henares		Empresa Turística de Autobuses, S.A.	7.961	11.796	44.275	64.032	101.213	-36,74%
San Sebastián de los Reyes	Interbús, S. L.	Transportes Santo Domingo, S.L.	114.221	101.109	398.029	613.359	641.704	-4,42%
Boadilla del Monte		Sanjuan Abad, S.L.	51.818	45.427	385.296	482.541	492.718	-2,07%
Fuenlabrada		Empresa Municipal de Fuenlabrada	523.549	656.281	2.547.748	3.727.578	3.847.466	-3,12%
Las Rozas		Autoperiferia, S.A.	7.705	8.213	42.474	58.392	99.027	-41,03%
Majadahonda		Llorente Bus,S.L.	37.674	35.568	197.454	270.696	453.049	-40,25%
B2 Móstoles		Arriva De Blas, S.L.	193.697	180.921	826.652	1.201.270	1.309.011	-8,23%
Parla		Avanza Interurbanos del Sur, S.L.	510.895	81.624	576.786	1.169.305	1.238.397	-5,58%
Pinto		Automnibus Interurbanos, S.A.	46.016	85.061	184.368	315.445	284.041	11,06%
Rivas-Vaciamadrid		La Veloz, S.A.	5.931	8.352	39.302	53.585	629.543	-91,49%
Torrejón de Ardoz		Nex Continental Holdings, S.L.U.	878.632	664.774	2.635.993	4.179.399	4.961.335	-15,76%
Tres Cantos		Alsa Metropolitana, S.A.U.	110.275	45.531	427.590	583.396	546.950	6,66%
Alcalá de Henares		Alcalá Bus, S.L.	1.509.584	2.422.004	5.257.443	9.189.031	9.967.749	-7,81%
Algete		Interbús, S. L.	640	6.386	2.262	9.288	10.515	-11,67%
Arganda del Rey		Urbanos de Arganda, S.A.	208.128	313.833	611.743	1.133.704	1.270.987	-10,80%
Ciempozuelos		Automnibus Interurbanos, S.A.	38.268	18.468	240.705	297.441	323.535	-8,07%
B3 Collado Villalba		Francisco Larrea, S.A.	157.068	153.232	1.004.748	1.315.048	1.172.484	12,16%
Colmenar Viejo	EMDO, S.A.	Herederos de J. Colmenarejo, S.A.	98.868	68.110	443.818	610.796	639.568	-4,50%
Navalcarnero		Arriva De Blas, S.L.	34.072	28.726	174.367	237.165	245.561	-3,42%
San Martín de la Vega		La Veloz, S.A.	2.027	6.464	22.753	31.244	72.740	-57,05%
Torrelodones		Autocares Julián de Castro, S.A.	61.867	87.269	301.750	450.886	466.982	-3,45%
Valdemoro		Automnibus Interurbanos, S.A.	404.961	737.362	1.693.655	2.835.978	3.069.365	-7,60%
Aranjuez		Autocares Mosamo, S.L.	351.314	268.570	1.099.082	1.718.966	1.695.542	1,38%
El Escorial		Autocares Herranz, S.L.	1.458	3.198	3.513	8.169	8.316	-1,77%
Guadarrama		Larrea, S.A.	4.781	2.161	17.261	24.203	25.203	-3,97%
Meco		Nex Continental Holdings, S.L.U.	3.199	2.924	11.042	17.165	11.148	53,97%
C1 Morata de Tajuña		La Veloz, S.A.	344	860	2.051	3.255	2.916	11,63%
Pedrezuela		Nex Continental Holdings, S.L.U.	2.421	3.382	3.252	9.055	689	1214,22%
San Lorenzo de El Escorial		Autocares Herranz, S.L.	119.948	57.408	198.795	376.151	393.816	-4,49%
Valdemorillo		Transportes Urbanos del Noroeste S. L.	4.009	6.735	15.899	26.643	33.049	-19,38%
C2 Cercedilla		Larrea, S.A.	14.915	7.970	45.372	68.257	77.234	-11,62%
TOTAL 2013			6.410.834	7.175.991	24.337.583	37.924.408	40.853.960	-7,17%



MONTHLY DISTRIBUTION OF URBAN BUS JOURNEYS OTHER MUNICIPALITIES BY TICKET TYPE

Month	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	565.753	-27,94%	652.176	-14,32%	2.180.549	0,14%	3.398.478	-8,74%
February	503.612	-30,66%	624.984	-19,81%	2.178.256	-5,56%	3.306.852	-13,26%
March	504.388	-33,34%	579.350	-24,38%	2.032.723	-13,59%	3.116.461	-19,58%
April	551.691	-19,12%	660.693	-0,05%	2.385.088	20,12%	3.597.472	8,07%
May	550.348	-24,67%	624.818	-14,10%	2.212.096	-3,68%	3.387.262	-9,78%
junio	576.694	-23,57%	610.590	-12,19%	2.051.581	-3,99%	3.238.865	-9,70%
July	597.503	-8,99%	552.572	-5,88%	1.680.090	-0,42%	2.830.165	-3,43%
August	459.418	-13,69%	389.250	-9,37%	1.113.277	-7,02%	1.961.945	-9,13%
September	555.274	-14,82%	619.132	-4,36%	1.874.163	2,74%	3.048.569	-2,40%
October	556.523	-19,21%	699.735	-6,10%	2.470.435	1,81%	3.726.693	-3,47%
November	488.811	-20,06%	611.670	-6,44%	2.244.573	-0,98%	3.345.054	-5,30%
December	500.819	-18,81%	551.021	-11,03%	1.914.752	-0,81%	2.966.592	-6,31%
Total 2013	6.410.834		7.175.991		24.337.583		37.924.408	
Total 2012	8.193.197		8.072.691		24.588.072		40.853.960	
% (13/12)		-21,75%		-11,11%		-1,02%		-7,17%

DISTRIBUTION OF THE ANNUAL DEMAND ON URBAN BUSES OTHER MUNICIPALITIES BY TICKET TYPE



The local nature of the majority of the journeys made on these services can be seen in the distribution by ticket type. In this case the participation of Travel Cards decreased to 64.2%, although it should be pointed out that its setback was smaller than that of the other single-use and ten journey tickets whose importance has noticeably decreased with respect to the previous year.

Suburban buses

In 2013 a total of 171 million journeys were made on suburban bus routes, a decrease of 4.9% compared to the previous year. Their share of the total number of bus journeys made in the Region is very similar to that obtained in 2012, 27.8%. It should be pointed out that 2.6 million of this total figure correspond to concessions outside the Region of Madrid carried out with zone E travel cards, under the current agreement with the Regional Government of Castile La Mancha.



BUS JOURNEYS BY OPERATOR AND TICKET TYPE (SUBURBAN AND URBAN BUSES IN OTHER MUNICIPALITIES)

	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys		
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	%/Total	% (13/12)
Arriva De Blas, S.L.	3.609.509	-14,54%	3.441.211	-3,28%	23.274.053	-0,87%	30.324.773	14,33%	-2,99%
Nex Continental Holdings, S.L.U.	3.468.993	-45,10%	2.732.714	-9,63%	15.139.013	12,16%	21.340.720	10,08%	-6,56%
Llorente Bus, S.L.	2.126.874	-11,12%	1.826.631	-6,84%	13.752.260	-12,23%	17.705.765	8,37%	-11,57%
Empresa Martín, S.A.	2.184.485	-16,78%	1.639.306	-8,79%	12.424.234	-3,68%	16.248.025	7,68%	-6,19%
Interbús, S. L.	1.745.345	-14,38%	1.739.106	-6,33%	8.994.856	-3,01%	12.479.307	5,90%	-5,24%
Autoperiferia, S.A.	1.498.076	-12,19%	1.487.966	-2,63%	7.464.902	-2,75%	10.450.944	4,94%	-4,21%
Alcalá Bus, S.L.	1.509.584	-32,83%	2.422.004	-13,37%	5.257.443	6,76%	9.189.031	4,34%	-7,81%
Empresa Turística de Autobuses, S.A.	1.128.684	-15,82%	1.357.630	-7,36%	6.640.918	-4,56%	9.127.232	4,31%	-6,53%
Avanza Interurbanos, S.L.	973.785	-14,49%	900.020	-6,08%	6.109.988	-5,41%	7.983.793	3,77%	-6,69%
Autómnibus Interurbanos, S.A.	1.228.996	-14,36%	1.236.467	-9,56%	5.309.853	-1,31%	7.775.316	3,67%	-4,97%
La Veloz, S.A.	1.090.525	-14,24%	780.954	-2,20%	5.869.567	-4,76%	7.741.046	3,66%	-5,97%
Larrea, S.A.	1.067.675	-14,43%	825.853	-1,50%	5.572.871	-1,64%	7.466.399	3,53%	-3,68%
Avanza Interurbanos del Sur, S.L.	1.610.880	-15,47%	857.283	-10,74%	4.170.622	-7,84%	6.638.785	3,14%	-10,18%
Herederos de J. Colmenarejo, S.A.	775.556	-10,95%	651.821	-5,77%	3.199.989	0,36%	4.627.366	2,19%	-2,60%
Autocares Julián de Castro, S.A.	556.512	-13,99%	793.766	0,68%	3.180.027	-0,31%	4.530.305	2,14%	-2,06%
Alsa Metropolitana, S.A.U.	674.372	-22,78%	440.146	-0,42%	2.812.716	5,42%	3.927.234	1,86%	-1,41%
Francisco Larrea, S.A.	400.476	-11,65%	419.399	-4,14%	2.952.169	2,41%	3.772.044	1,78%	-0,04%
Empresa Municipal de Fuenlabrada	523.549	-11,85%	656.281	2,73%	2.547.748	-2,56%	3.727.578	1,76%	-3,12%
Sanjuan Abad, S.L.	311.057	-7,95%	217.958	6,67%	2.808.807	4,83%	3.337.822	1,58%	3,61%
Autocares Herranz, S.L.	668.470	-11,96%	346.620	1,85%	2.243.451	-2,55%	3.258.541	1,54%	-4,21%
Argabús, S.A.	389.299	-9,70%	283.760	-5,73%	2.022.726	3,16%	2.695.785	1,27%	0,11%
Doroteo Casado Montes	264.767	-12,07%	285.919	2,34%	1.398.386	-1,21%	1.949.072	0,92%	-2,35%
Autocares Mosamo, S.L.	351.314	-9,71%	268.570	-12,98%	1.099.082	10,15%	1.718.966	0,81%	1,38%
Autocares Beltrán, S.A.	186.426	-19,68%	177.510	3,26%	1.210.168	-3,85%	1.574.104	0,74%	-5,32%
Alsa Continental Auto, S.A.	-	-	-	-	1.296.658	10,00%	1.296.658	0,61%	4,16%
Transportes Santo Domingo, S.L.	163.944	-10,47%	119.761	3,46%	970.809	-8,95%	1.254.514	0,59%	-8,10%
C.E.V.E.S.A.	181.384	-8,97%	32.629	69,04%	960.871	-4,22%	1.174.884	0,56%	-3,84%
Urbanos de Arganda, S.A.	208.128	-20,19%	313.833	-15,44%	611.743	-4,28%	1.133.704	0,54%	-10,80%
El Gato, S.L.	327.558	-8,35%	168.130	116,65%	632.008	-12,06%	1.127.696	0,53%	-2,25%
Transportes Alacuber, S.A.	97.571	4,77%	112.878	-13,03%	804.209	2,97%	1.014.658	0,48%	1,07%
Autocares Samar, S.A.	-	-	-	-	886.120	-1,72%	886.120	0,42%	-1,72%
Empresa Ruiz, S.A.	226.143	-11,96%	70.106	9,16%	484.301	1,43%	780.550	0,37%	-2,26%
Sealsa, S.L.	-	-	-	-	398.200	3,92%	398.200	0,19%	3,92%
Castromil, S.A.U.	64.545	-8,91%	47.258	13,56%	91.736	6,58%	203.539	0,10%	2,51%
Transportes Urbanos del Noroeste, S. L.	4.009	-32,57%	6.735	4,32%	15.899	-23,00%	26.643	0,01%	-19,38%
Auto Res, S.A.	-	-	-	-	20.841	645,92%	20.841	0,01%	17,91%
EMDO, S.A.	3.506	-7,22%	-	-	13.657	-7,85%	17.163	0,01%	-7,73%
Ayuntamiento de El Atazar	7.891	-19,37%	105	0,00%	8.970	18,75%	16.966	0,01%	-2,16%
Ayuntamiento de Puebla de la Sierra	1.117	-27,94%	-	-	2.133	-3,75%	3.250	0,00%	-13,70%
TOTAL	29.631.005	-20,43%	26.660.330	-6,14%	152.654.004	-1,52%	208.945.339	100,00%	-5,30%

The previous table shows all the bus journeys made in the Region of Madrid, except for those in the capital, and therefore includes the figures for the previous section. Thus, the aggregate figure for each operator represents the global turnover, regardless of the diverse nature of the services provided. Therefore it can be seen that the operators have provided 5.3% less journeys than the previous year.

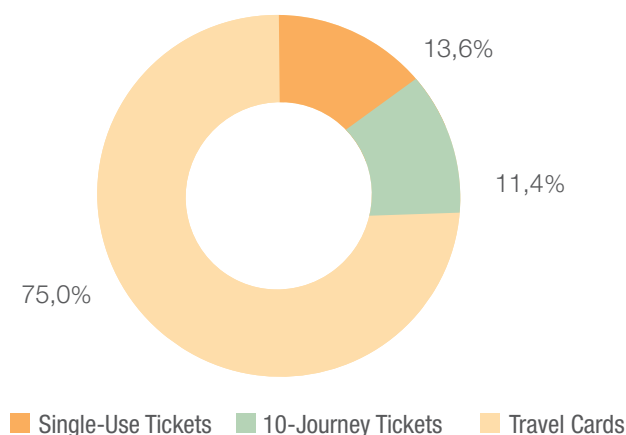


MONTHLY DISTRIBUTION OF SUBURBAN BUS JOURNEYS BY TICKET TYPE

Month	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	1.942.689	-23,82%	1.651.020	-7,23%	11.269.822	-0,99%	14.863.531	-5,40%
February	1.721.331	-25,55%	1.571.595	-13,03%	11.439.879	-5,38%	14.732.805	-9,11%
March	1.795.768	-31,34%	1.488.693	-18,07%	10.497.486	-14,37%	13.781.947	-17,43%
April	1.923.312	-20,14%	1.707.559	4,66%	12.512.262	19,53%	16.143.133	11,27%
May	1.969.458	-22,42%	1.639.391	-8,15%	11.491.990	-3,32%	15.100.839	-6,85%
junio	2.097.796	-19,94%	1.655.147	-5,38%	10.777.547	-4,44%	14.530.490	-7,14%
July	2.200.413	-15,54%	1.626.985	-0,91%	9.300.664	-1,55%	13.128.062	-4,14%
August	1.787.361	-15,04%	1.261.865	-3,47%	5.978.586	-9,87%	9.027.812	-10,12%
September	2.097.289	-14,64%	1.798.397	2,63%	10.132.071	0,65%	14.027.757	-1,74%
October	1.996.241	-19,93%	1.867.001	-0,31%	12.871.443	-0,26%	16.734.685	-3,10%
November	1.782.597	-15,93%	1.638.142	0,55%	11.834.054	0,40%	15.254.793	-1,81%
December	1.905.916	-14,14%	1.578.544	1,23%	10.210.617	-0,06%	13.695.077	-2,15%
Total 2013	23.220.171		19.484.339		128.316.421		171.020.931	
Total 2012	29.044.207		20.332.262		130.419.976		179.796.445	
% (13/12)		-20,05%		-4,17%		-1,61%		-4,88%

Here, journeys using Travel Cards represent 75.0% and, in this case, the use of the single journey ticket (13.6%) is superior to that of the 10 journey ticket (11.4%). The interpretation of these figure could be related to a certain dissuasive effect of the absolute value of the prices of ten journey tickets when purchasing them in advance, as well as the fact that, as these tickets have been recently introduced, they are not well established in the concessions and routes.

DISTRIBUTION OF ANNUAL DEMAND FOR SUBURBAN BUSES BY TICKET TYPE IN 2013



With regards to the spatial configuration of the demand for these services, the following table shows the distribution between the eight radial access routes to the capital, differentiating in each case between the routes that begin or end in city of Madrid (radial) and the routes between municipalities other than the capital (transversal).

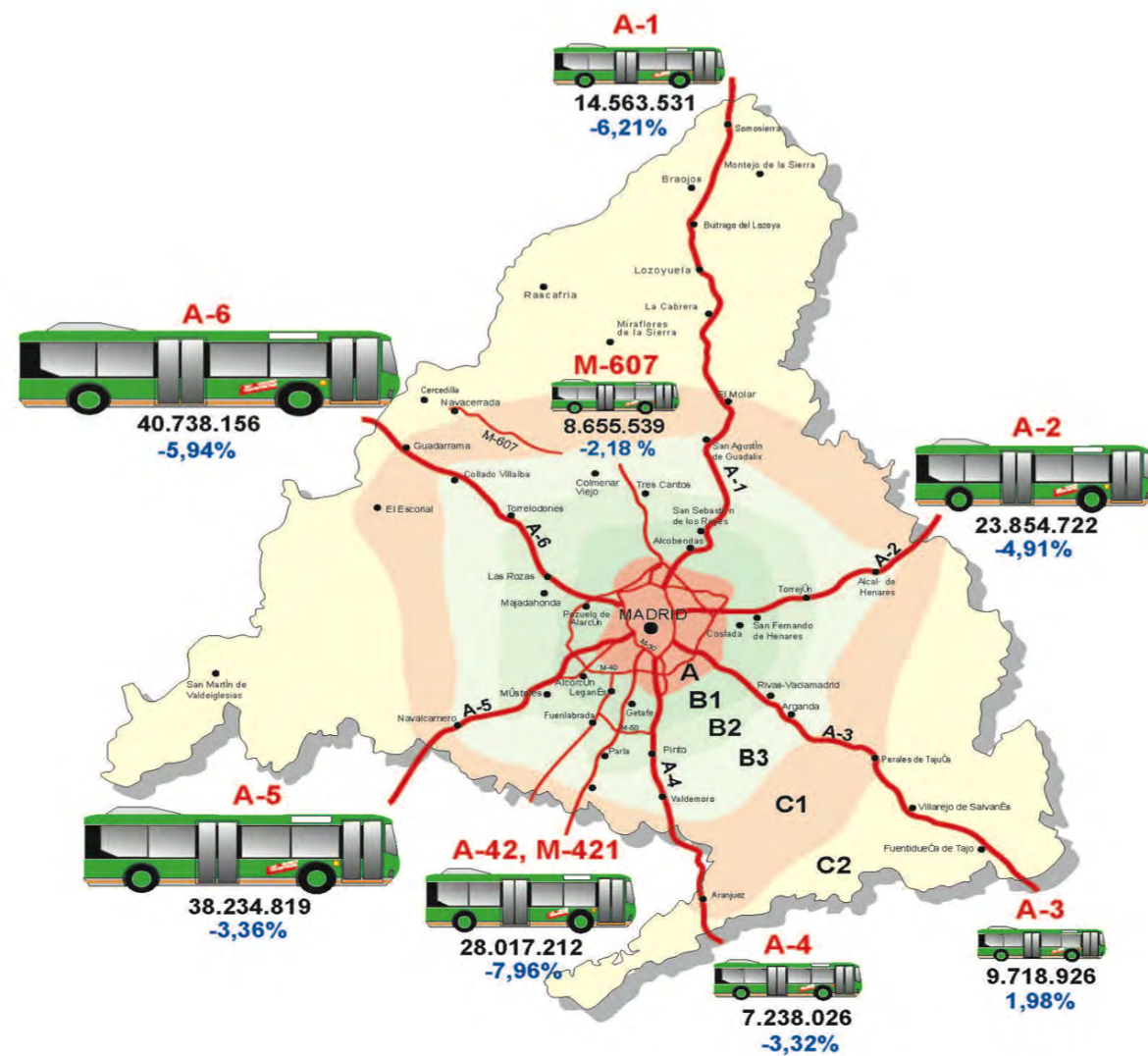
DISTRIBUTION OF ANNUAL DEMAND FOR SUBURBAN BUSES BY CORRIDOR

CORRIDOR	2013		2012	
	Total Journeys	% /TOTAL	Total Journeys	%13/12
A-1	14.563.531	8,52%	15.527.161	-6,21%
A-1 (R)	14.203.766	97,53%	15.049.608	-5,62%
A-1 (T)	359.765	2,47%	477.553	-24,66%
A-2	23.854.722	13,95%	25.087.222	-4,91%
A-2 (R)	21.762.591	91,23%	22.688.426	-4,08%
A-2 (T)	2.092.131	8,77%	2.398.796	-12,78%
A-3	9.718.926	5,68%	9.530.199	1,98%
A-3 (R)	9.304.805	95,74%	9.060.551	2,70%
A-3 (T)	414.121	4,26%	469.648	-11,82%
A-4	7.238.026	4,23%	7.486.964	-3,32%
A-4 (R)	6.131.995	84,72%	6.371.372	-3,76%
A-4 (T)	1.106.031	15,28%	1.115.592	-0,86%
A-42-M421	28.017.212	16,38%	30.439.682	-7,96%
A42-M421(R)	21.626.821	77,19%	23.255.487	-7,00%
A42-M421(T)	6.390.391	22,81%	7.184.195	-11,05%
A-5	38.234.819	22,36%	39.564.027	-3,36%
A-5 (R)	31.886.327	83,40%	32.745.088	-2,62%
A-5 (T)	6.348.492	16,60%	6.818.939	-6,90%
A-6	40.738.156	23,82%	43.312.637	-5,94%
A-6 (R)	36.842.340	90,44%	38.675.086	-4,74%
A-6 (T)	3.895.816	9,56%	4.637.551	-15,99%
M-607	8.655.539	5,06%	8.848.553	-2,18%
M-607(R)	6.710.876	77,53%	6.862.331	-2,21%
M-607(T)	1.944.663	22,47%	1.986.222	-2,09%
TOTAL	171.020.931	100,00%	179.796.445	-4,88%
(R) Radial routes	148.469.521	86,81%	154.707.949	-4,03%
(T) Transversal routes	22.551.410	13,19%	25.088.496	-10,11%

(R) Passengers on radial routes (origin/destination the city of Madrid).
(T) Passengers on transversal routes.

Of the 171 million journeys made on suburban services, 86,8% correspond to radial routes beginning or ending in Madrid. The corridor with the highest number of bus journeys to Madrid is the A-6 with more than 40 million, followed by the A-5 with 38.2 million. The southern corridor of the A-4, with 7.2 million, produces the lowest number of journeys, and the one which has experienced the biggest drop is that in the south corresponding to the A-42 and M-421 hub, with a fall of almost 8%.

DISTRIBUTION OF ANNUAL DEMAND FOR SUBURBAN BUSES BY CORRIDOR



Light rail

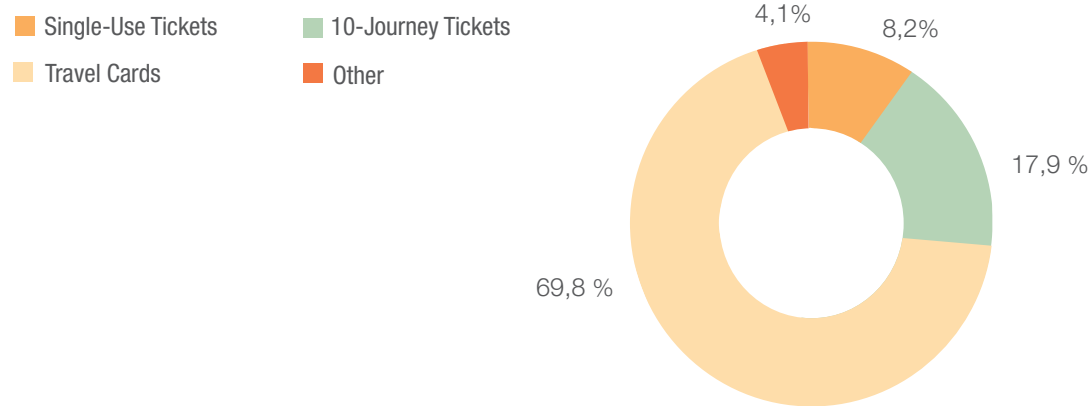
In 2013 the three light rail operators in the region carried 14.5 million passengers. As a whole, the variation compared to 2012 showed, as it has been previously mentioned, the worst result of all the modes, with a decrease of 8.25%. However, the differences in variation between the operators are significant, as can be seen in the following table, in which the Metro Ligero- Light Rail- Oeste stands out with a 14.1% decrease.



DISTRIBUTION OF ANNUAL DEMAND FOR LIGHT RAIL BY OPERATOR AND TICKET TYPE IN 2013

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others		TOTAL 2013	%13/12
	Journeys	% /tot. 2013	Journeys	% /tot. 2013	Journeys	% /tot. 2013	Journeys	% /tot. 2013		
MLM	198.737	4,51%	1.197.673	27,19%	3.008.223	68,29%	719	0,02%	4.405.352	-7,01%
MLO	579.717	10,45%	856.054	15,43%	4.112.095	74,12%			5.547.866	-14,14%
TP	411.956	9,12%	530.133	11,73%	2.978.108	65,92%	597.781	13,23%	4.517.978	-1,20%
Light Rails	1.190.410	8,23%	2.583.860	17,86%	10.098.426	69,78%	598.500	4,14%	14.471.196	-8,25%

DISTRIBUTION OF ANNUAL DEMAND FOR LIGHT RAIL BY TICKET TYPE



DISTRIBUTION OF MONTHLY DEMAND FOR LIGHT RAIL BY TICKET TYPE

Month	Single-use Tickets (1)		10-Journey Tickets (2)		Travel Cards		Others (3)		Total	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	101.773	-28,53%	231.591	-22,45%	919.886	-7,88%	47.876	39,43%	1.301.126	-11,72%
February	89.680	-42,63%	217.525	-17,83%	936.357	-11,47%	48.431	38,94%	1.291.993	-14,64%
March	90.246	-35,73%	200.384	-31,49%	835.788	-21,10%	45.712	22,50%	1.172.130	-23,37%
April	98.937	-21,96%	233.993	-10,90%	1.011.401	14,58%	54.368	77,00%	1.398.699	7,36%
May	98.608	-23,96%	226.539	-14,18%	923.558	-8,50%	54.308	40,85%	1.303.013	-9,61%
June	107.593	-20,92%	226.089	-10,10%	873.615	-10,36%	56.123	64,80%	1.263.420	-9,51%
July	127.684	6,35%	190.682	-15,77%	729.602	-4,73%	42.176	68,60%	1.090.144	-4,15%
August	75.295	-13,27%	149.914	-13,88%	439.414	-13,62%	33.229	66,69%	697.852	-11,61%
September	111.171	1,47%	228.396	7,18%	771.808	-12,40%	51.882	53,28%	1.163.257	-6,00%
October	100.942	-21,90%	240.767	12,10%	965.724	-10,27%	59.044	53,04%	1.366.477	-6,33%
November	90.520	4,80%	218.801	9,66%	907.512	-10,25%	54.180	62,38%	1.271.013	-4,46%
December	97.961	24,30%	219.179	23,28%	783.762	-10,41%	51.171	73,09%	1.152.073	-0,77%
Total 2013	1.190.410		2.583.860		10.098.426		598.500		14.471.196	
Total 2012	1.442.536		2.839.552		11.100.026		390.150		15.772.264	
% 13/12		-17,48%		-9,00%		-9,02%		53,40%		-8,25%

(1) Includes Single-Use and Combined Single-Use Tickets.

(2) Includes 10-Journey and Combined 10-Journey Tickets.

(3) The Parla Tramway includes Staff Passes, Disabled Passes and Senior Passes, and the MLM includes journeys without tickets.

LIGHT RAIL. DEMAND BY TYPE OF OPERATOR



There are internal differences between the three operators as regards the distribution of travellers according to type of ticket. This means that while Metros Ligeros de Madrid reflects the functioning of integrated fares with Metro de Madrid, as indicated in the preceding chapter, there is a greater similarity between Tranvía de Parla and Metro Ligerero Oeste, despite the different type of service offered by each one of them. However, in the case of the Tranvía de Parla, the high participation in the Travel Card indicates that a large proportion of its journeys forms part of a stage involving connection to the suburban rail.

Renfe-Cercanías Suburban rail

The suburban rail mode, provided by a single operator in the Madrid region, Renfe-Cercanías, carried 179 million passengers in 2013, representing 13.1 % of the total demand. This share is slightly above that of the previous year given that, as already mentioned, this is the mode in which demand has suffered the least reduction.

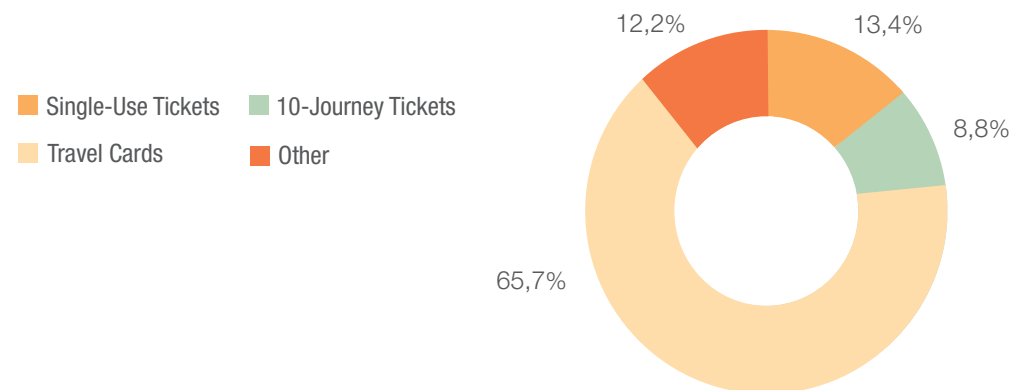
Here, as in the case of the metro mode, and due to the free transfer between lines, the Travel Card has a lower participation than the average, 65.7%. What is relevant is the considerable increase of journeys included in the table under the heading "Others", and which basically correspond to Renfe's own monthly travel card.

DISTRIBUTION OF MONTHLY DEMAND FOR RENFE-CERCANÍAS BY TICKET TYPE

Month	Single-use Tickets		10-Journey Tickets		Travel Cards		Others (1)		Total	
	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)	Journeys	% (13/12)
January	1.980.227	-14,77%	1.403.790	-11,53%	10.703.659	-1,37%	1.666.458	22,84%	15.754.134	-2,26%
February	1.751.242	-16,59%	1.213.140	-16,98%	10.678.148	-5,47%	1.852.827	22,65%	15.495.357	-5,32%
March	1.885.990	-18,50%	1.167.010	-20,20%	9.294.897	-15,70%	1.846.933	18,08%	14.194.830	-13,27%
April	1.937.986	-8,34%	1.308.390	-6,72%	10.750.922	13,78%	1.977.983	39,77%	15.975.281	11,09%
May	1.954.829	-12,81%	1.243.420	-11,70%	10.325.495	-2,80%	1.924.980	21,10%	15.448.724	-2,61%
June	2.159.686	3,81%	1.285.170	8,13%	9.611.198	-7,26%	1.832.135	23,55%	14.888.189	-1,50%
July	2.139.613	-14,29%	1.355.000	-6,30%	8.203.058	-1,83%	1.608.322	22,15%	13.305.993	-2,27%
August	1.676.045	-5,83%	1.045.210	-1,14%	5.176.314	-3,69%	1.210.546	20,26%	9.108.115	-1,20%
September	2.117.064	-1,23%	1.476.720	5,86%	9.061.915	1,04%	1.840.763	20,23%	14.496.462	3,26%
October	2.094.130	-1,13%	1.419.400	1,50%	12.530.306	0,12%	2.167.013	16,67%	18.210.849	1,80%
November	1.922.192	-0,14%	1.260.830	2,48%	11.081.520	0,70%	2.071.455	18,31%	16.335.997	2,68%
December	2.312.911	2,35%	1.515.840	4,57%	10.219.937	0,50%	1.778.235	15,39%	15.826.923	2,64%
Total 2013	23.931.915		15.693.920		117.637.370		21.777.650		179.040.855	
Total 2012	25.896.089		16.486.339		119.996.140		17.922.724		180.301.292	
% (13/12)		-7,58%		-4,81%		-1,97%		21,51%		-0,70%

(1) Renfe Monthly Travel Cards, Renfe Cards, etc.

DISTRIBUTION OF ANNUAL DEMAND FOR RENFE-CERCANÍAS BY TICKET TYPE IN 2013

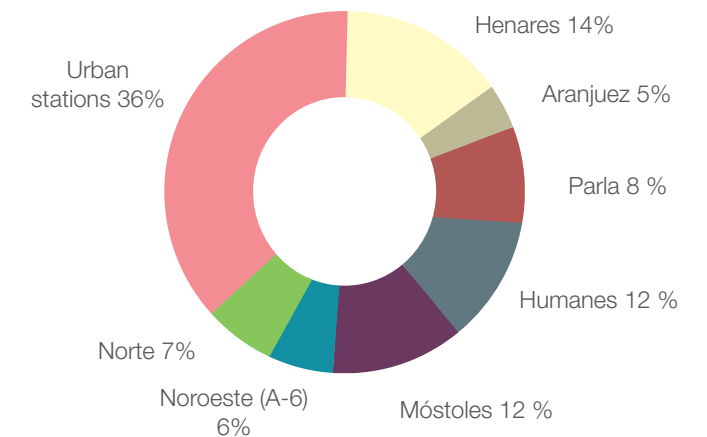


On an average working day in November 677,480 journeys are carried out on Renfe-Cercanías suburban rail. Their spatial distribution is shown in the table and graph below. Worthy of note is the importance of the so called urban stations (basically zones 0 and A), with a 36% share, which has been increasing as a result of the internal restructuring of the demand produced since the last actions on the network.

PASSENGERS BOARDING AND ALIGHTING BY CORRIDOR (AVERAGE NOVEMBER WORKING DAY)

CORRIDOR	Passengers 2013	%
Henares	97.047	14,32%
Aranjuez	31.419	4,64%
Parla	57.889	8,54%
Humanes	80.878	11,94%
Móstoles	80.995	11,96%
Noroeste (A-6)	42.731	6,31%
Norte	44.781	6,61%
Estaciones Urbanas	241.740	35,68%
Total	677.480	100,00%

PASSENGERS TRAVELLING ON RENFE-CERCANÍAS BY CORRIDOR ON AN AVERAGE WEEKDAY IN NOVEMBER 2013





3.3 Ticket sales

This section shows the results of the sales of tickets that are issued by the CRTM, i.e. those which are viable for use on the services of more than one operator. In 2013 these included: Metrobús 10-journey tickets which are valid for Zone A of the Madrid metro, EMT buses, Line CM-500 run by Prisei and Madrid Light Rail (line ML1); unified bus passes or 10-Journey tickets valid for road-based urban and suburban operators; combined single-use and 10-journey tickets valid for various sections of the metro network and the light rail lines connected to it; and all Travel Cards, including Tourist Travel Cards.

The 2013 figures for these three ticket types and the variations compared to 2012 are shown in the table below.

MULTIMODAL TICKET SALES 2013/2012			
	2013	2012	%13/12
Combined Single-use Metro Tickets	2.178.484	2.961.819	-26,45%
Combined 10-Journey Metro Tickets	429.214	486.769	-11,82%
Metrobús Tickets	19.091.004	21.814.890	-12,49%
Monthly Travel Cards	14.061.177	14.279.464	-1,53%
Annual Travel Cards	92.718	98.916	-6,27%
Blue Cards	620.475	600.350	3,35%
Tourist Travel Cards	469.667	574.848	-18,30%
Alcalá University Cards	11.862	10.891	8,92%
Alcalá University Cards	2.518.287	2.883.216	-12,66%

The evolution of the different ticket types shows a general downward tendency, the only exceptions being the Blue Card and the Alcalá University Card, two minority tickets. The fall of the demand over the system as a whole, with the special significance it has had for the Metro de Madrid operator, is logically at the root of the fall in sales.

Shown below is the percentile distribution of sales by network. As can be observed, Metro de Madrid has the highest number of sales of multi-modal tickets, with a 64.7% share of the total. It accounts for 80.2% of sales of metrobus tickets and 51% of monthly and 30 day Travel Cards. Bankia's network of ATM's, which began to operate during the second half of August, has only a token participation.

The second highest distributor, Logista, accounts for 93.8% of the sales of unified bus passes for the suburban bus network and 46.2% of the monthly and 30 day travel cards .

Two years after their creation, the unified bus passes for suburban operators have registered sales of 2.5 million units, 12.7% less than the previous year. Their distribution by zones indicates acceptance of this ticket in urban services, given that the overall amount of inter-zone tickets represents 48.4% of the whole, while that with best sales corresponds to zone B3, 16.4%, closely followed by that of zone B2, with 15.9% of the total sales. All of which shows that this type of ticket has greater acceptance as regards shorter journeys carried out on this mode of transport, while, for longer distances, occasional users are more inclined to opt for single-use tickets and those who require more frequent monthly travel choose the Travel Card.



MULTIMODAL TICKET SALES BY DISTRIBUTION NETWORK IN 2013

	Travel Cards		Metrobús	Metro Combined	Metro Single-use	Metro 10-Journey	Tourist Travel Cards	Alcalá Univ. Cards	Suburban Bus Passes	Total
	Monthly	Annual								
CRTM	0,46%	100,00%	0,03%					100,00%	0,01%	0,45%
Metro de Madrid	50,96%		80,22%	96,68%	95,93%	45,98%				64,68%
EMT (1)	2,33%									0,87%
Metro LigerO Oeste S.A.	0,03%			3,32%	4,07%					0,24%
Logista	46,17%		13,11%						93,77%	29,49%
BANKIA	0,05%									0,02%
AVPPM			6,65%						0,47%	3,24%
Neoturismo						54,02%				0,64%
Intercambiador Plaza Castilla									2,05%	0,13%
Intercambiador Príncipe Pío									2,15%	0,14%
Intercambiador Plaza Elíptica									0,85%	0,05%
Intercambiador Moncloa									0,21%	0,01%
Intercambiador Avda. América									0,49%	0,03%
Total	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

(1) Blue card

2013 saw a decline in the sales of travel cards, showing a loss of 1.7% with respect to the previous year and total of 15.8 million for all the types. Only senior travel cards and the blue card (which is also basically for people over 65) show an increase in sales, while standard travel cards fall by 5.5% and youth cards by 0.9%

The increase in prices of the travel card does not seem to be at the root of this loss, since no movement of passengers towards alternative tickets has been observed and, as already mentioned above, the latter also close the year with drops in sales.

It should be remembered that in 2013 the magnetic type youth card had already been phased out in Zone A, which means that the sales of this type of ticket always corresponds to the top-ups of the new 30 day public transport card. The standard card, on its part, also belongs to this scenario as from July, month in which the magnetic card ceased to exist, as does the Blue Card where the definitive substitution of the technology took place in August. Thus, as already indicated in the corresponding section, as of this month it was possible to consider the implementation of the new card in zone A to be complete.

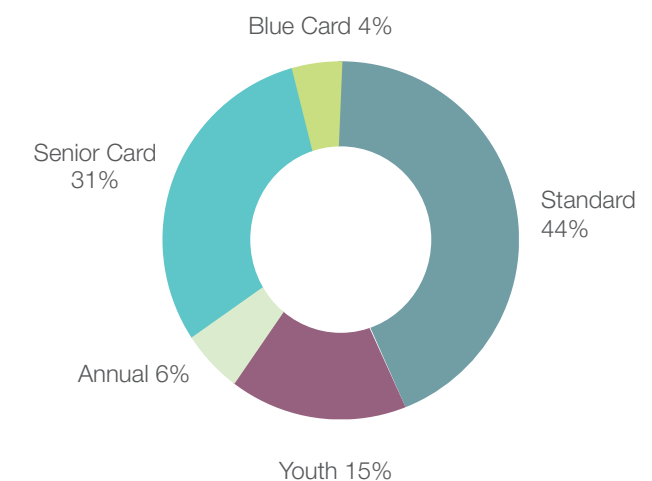
EVOLUTION IN SALES OF TRAVEL CARDS BY TYPE (1992-2013)						
YEAR	Standard	Youth	Annual (1)	Senior (2)	Blue Card	TOTAL
2004	8.046.156	1.752.371	871.025	2.987.023		13.656.575
%VAR. 04/03	1,56%	-4,75%	2,18%	1,50%		0,73%
2005	8.176.130	1.723.581	899.494	3.091.332		13.890.537
%VAR. 05/04	1,62%	-1,64%	3,27%	3,49%		1,71%
2006	8.295.749	1.650.962	913.253	3.242.599		14.102.563
%VAR. 06/05	1,46%	-4,21%	1,53%	4,89%		1,53%
2007	8.221.693	1.600.059	945.442	3.389.360		14.156.554
%VAR. 07/06	-0,89%	-3,05%	3,52%	4,53%		0,39%
2008	8.016.238	1.570.368	951.802	3.583.828		14.122.236
%VAR. 08/07	-2,50%	-1,86%	0,67%	5,74%		-0,24%
2009	7.199.226	1.468.818	951.432	3.764.339	178.474	13.562.289
%VAR. 09/08	-10,19%	-6,47%	-0,04%	5,04%		-3,97%
2010	7.447.012	1.724.270	939.444	4.102.935	377.426	14.591.087
%VAR. 10/09	3,44%	17,39%	-1,26%	8,99%	111,47%	7,59%
2011	7.370.611	2.120.291	937.809	4.396.898	464.185	15.289.794
%VAR. 11/10	-1,03%	22,97%	-0,17%	7,16%	22,99%	4,79%
2012	7.435.088	2.449.268	930.986	4.642.104	600.350	16.057.796
%VAR. 12/11	0,87%	15,52%	-0,73%	5,58%	29,33%	5,02%
2013	7.024.847	2.428.193	884.444	4.826.377	620.475	15.784.336
%VAR. 13/12	-5,52%	-0,86%	-5,00%	3,97%	3,35%	-1,70%

(1) Figures converted to months for Annual Cards
(2) Includes Annual Senior Cards



The penetration rates of the travel card (month of maximum sales in relation to the number of inhabitants in that age group) obtained from these results were 27.2% for the population aged between 8 and 22; 17.8% for the population aged between 23 and 64; and 49.8% for the population aged between 65 and 85. This means that one in every four inhabitants in Madrid aged between 8 and 85 uses some type of Travel card for their daily journeys.

DISTRIBUTION OF TRAVEL CARD SALES BY TYPE 2013



This disparity in the evolution of the different types of travel card has meant that the senior travel cards (including the blue card) already represent more than a third of the total, 35% as against the 15% of the youth card and the 44% of standard card.

The evolution of sales by zones provides a complementary perspective. The travel cards which have fallen well above the average are those corresponding to zones A and B, especially the latter, which suffer a fall of 5.7%, while those of zone A lose 3.2%. Therefore, and although it is early to obtain conclusions regarding the possible modification of purchase habits as a result of the change of the validity period associated with the substitution of the technology, the lower fall in sales in zone A seems to indicate that this fact is not having a significant influence on them. Zone C travel cards also suffer a loss that is very little more than the whole while, however, inter-zone cards, which continue to be of very little importance, 2.7% of the total, are still registering positive variations, a 2.3% increase during the last financial year. It is, therefore, the Senior travel cards, with an increase of very nearly

4%, that stem and cushion the fall of overall sales. Finally, the behaviour of the zone E exterior travel cards, i.e. those used between the regions of Madrid and Castile-La Mancha, has also followed the general tendency, although with a moderate 1.1% fall.

This means that zone A continues to occupy the top spot in the distribution by zone, with a share of 34.4%, followed by Senior travel cards, with 30.6% and zones B, with 28.8%, while zone C and inter-zone travel cards are growing closer together as regards the number of users.

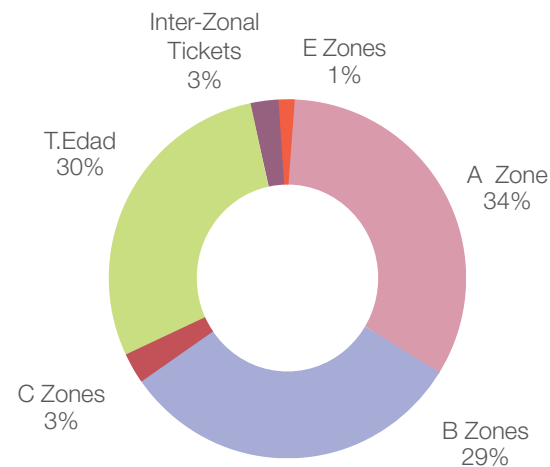
During the year a total of 3,549,559 top ups of the new contactless travel card have been carried out, a quarter of the total sales of monthly travel cards. These top ups correspond to all the zone A Youth travel cards and to nearly half of the Standard and Blue cards, both in this same zone, which completed their migration to the new technology during the second half of the year.



EVOLUTION IN SALES OF TRAVEL CARDS BY ZONES (1992-2013)							
AÑO	Zones A	Zones B	Zones C	Inter-zonal	Zones E	Senior Cards	TOTAL
2004	4.503.032	5.612.786	479.420		74.314(2)	2.987.023	13.656.575
% VAR 04/03	-0,35%	0,64%	5,49%		16,19%	1,50%	0,73%
2005	4.527.608	5.691.174	496.577		83.846(2)	3.091.332	13.890.537
% VAR 05/04	0,55%	1,40%	3,58%		12,83%	3,49%	1,71%
2006	4.532.632	5.740.128	500.594		86.610(2)	3.242.599	14.102.563
% VAR 06/05	0,11%	0,86%	0,81%		3,30%	4,89%	1,53%
2007	4.435.296	5.734.960	509.867		87.071(2)	3.389.360	14.156.554
% VAR 07/06	-2,15%	-0,09%	1,85%		1,11%	4,53%	0,39%
2008	4.332.493	5.337.888	499.529	281.692(1)	86.806(2)	3.583.828	14.122.236
% VAR 08/07	-2,32%	-2,35%	-2,03%	4,79%	-0,30%	5,74%	-0,24%
2009	4.266.735(3)	4.690.596	440.002	323.705(1)	76.912(2)	3.764.339	13.562.289
% VAR 09/08	-1,52%	-12,13%	-11,92%	14,91%	-11,40%	5,04%	-3,97%
2010	4.918.640(3)	4.696.330	438.939	354.046(1)	80.197(2)	4.102.935	14.591.087
% VAR 10/09	15,28%	0,12%	-0,24%	9,37%	4,27%	8,99%	7,59%
2011	5.182.281(3)	4.775.936	456.704	387.683(1)	90.292(2)	4.396.898	15.289.794
% VAR 11/10	5,36%	1,70%	4,05%	9,50%	12,59%	7,16%	4,79%
2012	5.617.832(3)	4.812.524	472.725	416.700(1)	95.911(2)	4.642.104	16.057.796
% VAR 12/11	8,40%	0,77%	3,51%	7,48%	6,22%	5,58%	5,02%
2013	5.436.538(3)	4.539.671	460.744	426.125(1)	94.881(2)	4.826.377	15.784.336
% VAR 13/12	-3,23%	-5,67%	-2,53%	2,26%	-1,07%	3,97%	-1,70%

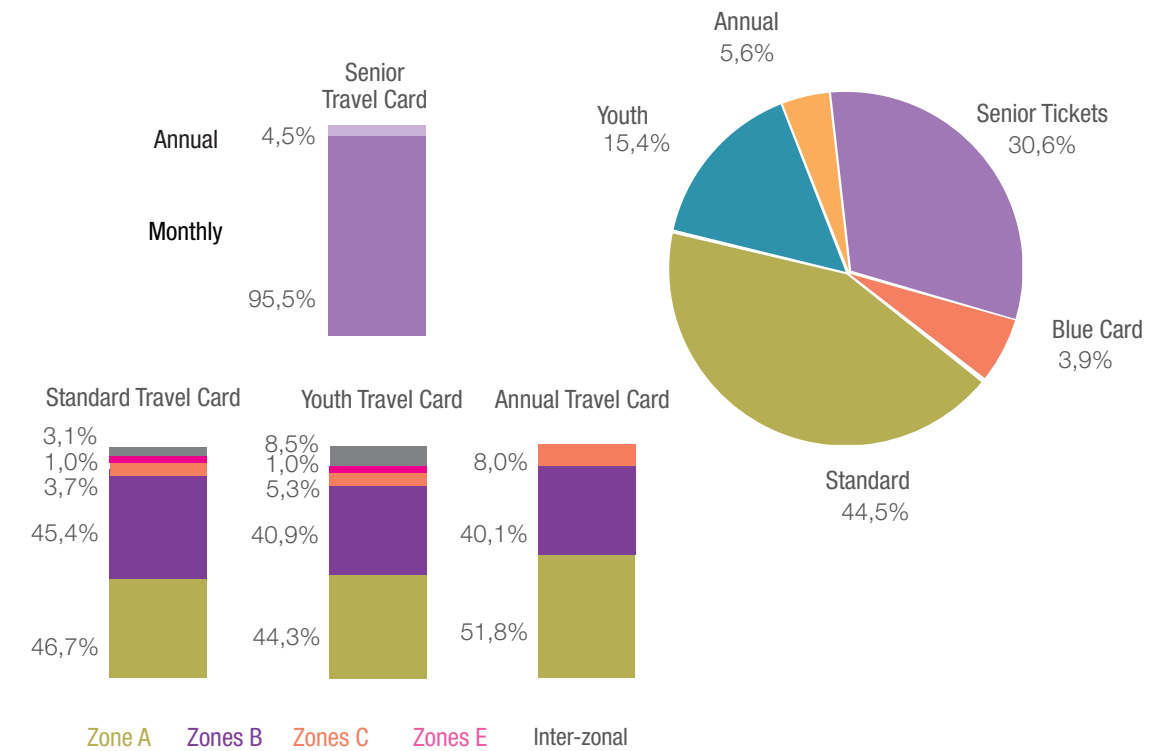
(1) B1-B2, B2-B3, B3-C1 and C1-C2 cards. Up to 2007, B Zones included B1-B2 cards.
(2) Zone outside Region of Madrid, corresponding to Castile-La Mancha.
(3) Includes Blue Cards

DISTRIBUTION OF TRAVEL CARD SALES BY ZONE 2013



The monthly distribution of Travel Card sales reveals a degree of seasonality similar to that of the demand, although differences are beginning to appear. These are related to the change in the validity period of travel cards with the arrival of the new contactless version and its greater flexibility as regards the calendar (30 days from its first use). Thus, the peak month as regards journeys is October, while the highest number of travel cards was sold in January. October and April have occupied the next place as regards number of sales. These differences are also apparent by types of card, since the month of maximum sales for standard cards was January, while that for Youth cards was October and, as usual, December in the case of Senior cards.

DISTRIBUTION OF TRAVEL CARD SALES BY TYPE AND ZONE

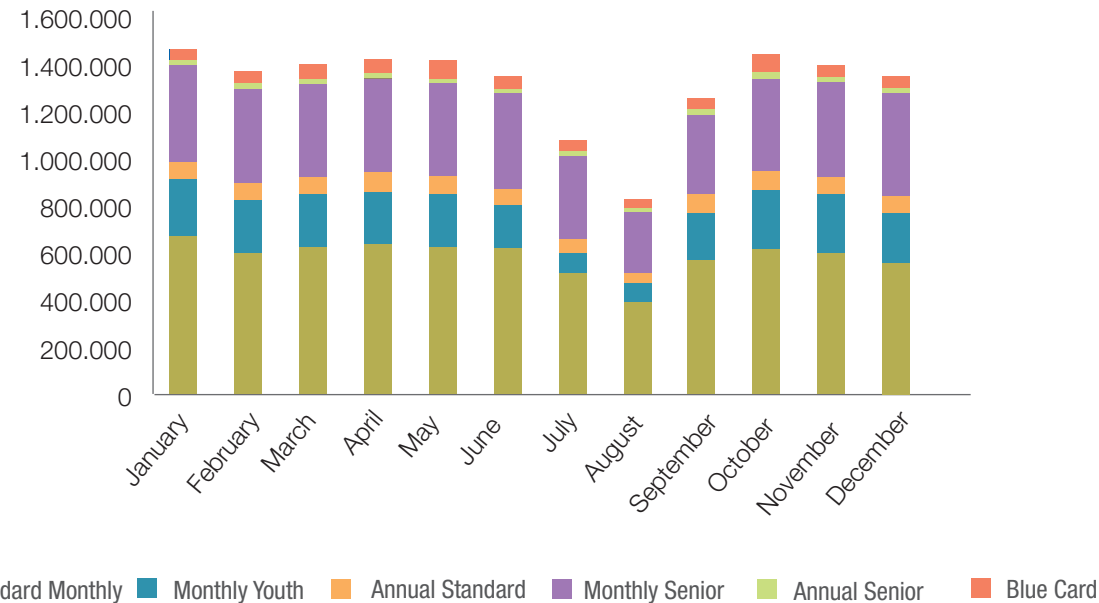


MONTHLY DISTRIBUTION OF TRAVEL CARD SALES BY TYPE IN 2013

Month	Total by type													
	Standard Monthly		Youth Monthly		Annual Standard		Monthly Senior		Annual Senior		Blue Card		Total	
	Sales	% 13/12	Sales	% 13/12	Sales	% 13/12	Sales	% 13/12	Sales	% 13/12	Sales	% 13/12	Sales	% 1/12
January	676.073	7,89%	240.118	8,65%	72.177	-5,52%	405.909	5,10%	17.348	-12,85%	57.069	18,79%	1.468.694	6,57%
February	604.349	-7,44%	228.492	-5,97%	72.868	-5,45%	391.937	1,61%	17.799	-12,24%	56.140	14,85%	1.371.585	-3,94%
March	622.608	-5,46%	228.185	-7,22%	73.343	-5,21%	402.860	3,39%	18.008	-11,86%	59.154	18,84%	1.404.158	-2,61%
April	633.131	-0,69%	240.163	2,03%	73.840	-4,74%	401.273	7,24%	18.120	-11,69%	59.922	22,41%	1.426.449	2,32%
May	625.062	-2,24%	228.807	-0,03%	73.933	-4,75%	401.538	4,73%	18.179	-11,55%	71.707	41,44%	1.419.226	1,33%
June	617.646	-6,62%	183.721	-11,74%	73.785	-4,98%	401.623	5,46%	18.230	-11,56%	56.675	10,57%	1.351.680	-3,45%
July	514.643	-10,88%	89.998	-8,92%	73.941	-4,91%	329.712	4,67%	18.293	-11,57%	54.377	16,76%	1.080.964	-4,87%
August	380.919	-5,24%	68.353	-4,20%	73.964	-4,93%	255.540	3,91%	18.349	-11,51%	33.045	-16,02%	830.170	-3,14%
September	566.112	-6,05%	201.389	9,25%	74.141	-4,84%	355.697	5,23%	18.413	-11,41%	41.436	-15,10%	1.257.188	-1,19%
October	626.879	-7,58%	250.721	1,89%	74.056	-4,84%	411.444	5,27%	18.461	-11,33%	45.581	-16,96%	1.427.142	-2,83%
November	596.781	-10,54%	249.314	-1,27%	74.198	-4,91%	419.350	5,66%	18.520	-11,31%	42.196	-24,34%	1.400.359	-4,82%
December	560.644	-11,17%	218.932	2,39%	74.198	-4,92%	431.254	5,62%	18.520	-11,31%	43.173	-24,73%	1.346.721	-4,46%
TOTAL 2013	7.024.847		2.428.193		884.444		4.608.137		218.240		620.475		15.784.336	
TOTAL 2012	7.435.088		2.449.268		930.986		4.395.011		247.093		600.350		16.057.796	
%2013/2012		-5,52%		-0,86%		-5,00%		4,85%		-11,68%		3,35%		-1,70%



MONTHLY DISTRIBUTION OF TRAVEL CARD SALES BY TYPE IN 2013



■ Standard Monthly ■ Monthly Youth ■ Annual Standard ■ Monthly Senior ■ Annual Senior ■ Blue Card

MONTHLY DISTRIBUTION OF TOURIST CARD SALES IN 2013 BY NUMBER OF DAYS

Month	1 day		2 days		3 days		5 days		7 days		TOTAL	
	Sales	% Tot.	Sales	% Tot.	Sales	% Tot.	Sales	% s/Tot.	Cupones	% Tot.	TOTAL 2009	% Tot.
January	14.724	45,89%	4.252	13,25%	7.919	24,68%	3.888	12,12%	1.305	4,07%	32.088	100,00%
February	14.439	39,85%	4.451	12,29%	10.393	28,69%	5.379	14,85%	1.568	4,33%	36.230	100,00%
March	15.944	38,16%	4.997	11,96%	12.583	30,12%	6.419	15,36%	1.834	4,39%	41.777	100,00%
April	17.344	36,72%	5.540	11,73%	13.956	29,55%	8.203	17,37%	2.185	4,63%	47.228	100,00%
May	16.385	37,41%	5.275	12,04%	12.870	29,38%	7.237	16,52%	2.037	4,65%	43.804	100,00%
June	16.166	33,61%	5.152	10,71%	9.829	20,44%	14.427	30,00%	2.520	5,24%	48.094	100,00%
July	17.282	47,31%	4.428	12,12%	8.028	21,98%	4.616	12,64%	2.173	5,95%	36.527	100,00%
August	17.635	47,82%	4.608	12,50%	7.600	20,61%	4.782	12,97%	2.252	6,11%	36.877	100,00%
September	16.082	42,01%	4.576	11,95%	9.489	24,79%	5.789	15,12%	2.341	6,12%	38.277	100,00%
October	16.099	36,91%	5.109	11,71%	12.090	27,72%	7.903	18,12%	2.416	5,54%	43.617	100,00%
November	12.613	37,77%	4.136	12,39%	9.850	29,50%	4.715	14,12%	2.081	6,23%	33.395	100,00%
December	12.320	38,80%	3.617	11,39%	8.114	25,55%	5.289	16,66%	2.413	7,60%	31.753	100,00%
TOTAL 2012	187.033	39,82%	56.141	11,95%	122.721	26,13%	78.647	16,75%	25.125	5,35%	469.667	100,00%
Total 2011	211.513	36,79%	73.369	12,76%	169.840	29,55%	88.710	15,43%	31.416	5,47%	574.848	100,00%

DISTRIBUTION OF THE SALE OF CONCESSIONARY TICKETS 2013

Sales	G.L.F. (1)	S.L.F. (2)	DISA. (3)	G.L.F. + DISA.	S.L.F. + DISA.	Total L.F. + DISA.	Card Blue	Total
2013	527.461	89.317	81.466	2.449	309	701.002	620.475	1.321.477
2012	514.395	84.291	72.075	1.416	179	672.356	600.350	1.272.706
% 13/12	2,54%	5,96%	13,03%	72,95%	72,63%	4,26%	3,35%	3,83%

(1) G.L.F. (GENERAL category Large Families)
 (2) S.L.F. (SPECIAL category Large Families)
 (3) DISA. (DISABLED People with disability rate > 65%)

COMPOSITION OF THE SALE OF CONCESSIONARY TICKETS 2013

Sales	G.L.F. (1)	S.L.F. (2)	DISA. (3)	G.L.F. + DISA.	S.L.F. + DISA.	Total L.F. + DISA.	Card Blue	Total
% without Blue Card	76,10%	12,14%	11,50%	0,22%	0,04%	100,00%		
% % with Blue Card	41,90%	6,68%	6,33%	0,12%	0,02%	55,06%	44,94%	100,00%

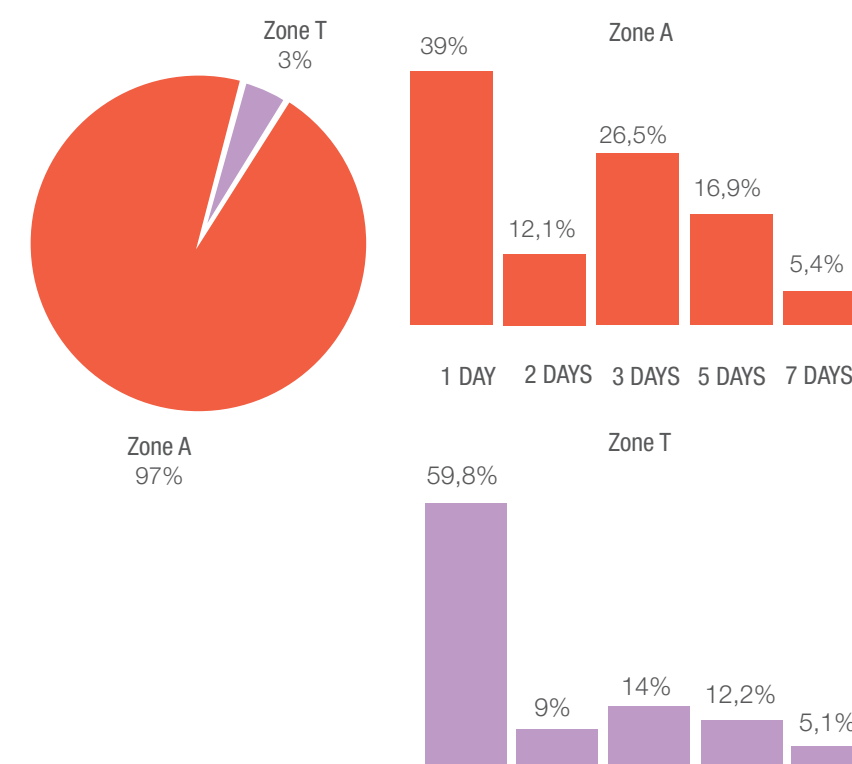
As for concessionary tickets, a total of 1,321,474 cards belonging to the different categories were sold in 2013, 3.8% less than the previous year. Almost half, 46.9%, correspond to cards for users belonging to large families, almost the same figure as for Blue Card beneficiaries, while the remaining 6.2% are acquired by the disabled. It is, however, necessary to point out the important setback experienced by the sale of these tickets, which had been registering much higher rates of variation in previous years. Part of this behaviour change can be explained by the updating of the review of compliance with requirements for the Blue Card which was carried out when the new technology was introduced, and which has to do with the freezing of the IPREM over the last few years, as opposed to pension increases, which has meant that this right has not been renewed for a collective of around 12,000 individuals.

During 2013, sales of the different types of Tourist Tickets (Standard, Junior and Congress) reached the figure of 469,667 units, 18.3% fewer than the previous year. It should be pointed out that the entry of foreign visitors also fell by almost 6%, and that internal tourism decreased as well. The sale of congress tickets has been particularly affected, with a fall of almost 37%. Within the general downward tendency, behaviour throughout the year is very variable, the only outstanding positive note corresponding to the month of June, due to the concentration of several congresses, and the maximum fall came in April, with a drop of 34.4% in relation to the previous year.

MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE IN 2013

Month	Standard tourist card										TOTAL	
	Zone A					Zone T					TOTAL 2013	%(13/12)
	1 day	2 days	3 days	5 days	7 days	1 day	2 days	3 days	5 days	7 days		
January	11.338	3.895	7.414	3.564	1.178	1.029	96	187	143	50	28.894	-12,37%
February	11.714	4.151	9.401	4.707	1.418	654	75	108	183	68	32.479	-2,74%
March	12.931	4.597	11.797	6.005	1.701	549	116	168	120	53	38.037	-16,97%
April	14.160	5.142	13.120	7.657	1.983	664	122	207	174	84	43.313	-25,38%
May	14.034	4.878	12.103	6.748	1.892	639	133	244	197	71	40.939	-5,12%
June	13.529	4.736	9.011	4.729	2.141	722	124	182	120	67	35.361	-8,91%
July	14.163	3.922	7.207	4.149	1.916	797	139	202	138	72	32.705	-21,82%
August	14.877	4.150	6.980	4.342	2.041	685	80	142	147	47	33.491	-25,66%
September	13.841	4.208	9.053	5.430	2.188	707	156	162	175	52	35.972	-17,67%
October	13.659	4.740	11.452	7.124	2.211	715	111	210	168	70	40.460	-13,75%
November	10.615	3.844	9.443	4.504	1.973	588	76	141	100	46	31.330	-16,92%
December	9.805	3.247	7.552	4.874	2.233	647	57	109	139	41	28.704	-16,05%
TOTAL 2013	154.666	51.510	114.533	63.833	22.875	8.396	1.285	2.062	1.804	721	421.685	
Total 2012	157.536	66.377	144.345	78.867	27.120	17.088	1.982	3.807	3.283	1.178	501.583	
% (13/12)	-1,82%	-22,40%	-20,65%	-19,06%	-15,65%	-50,87%	-35,17%	-45,84%	-45,05%	-38,79%		-15,93%

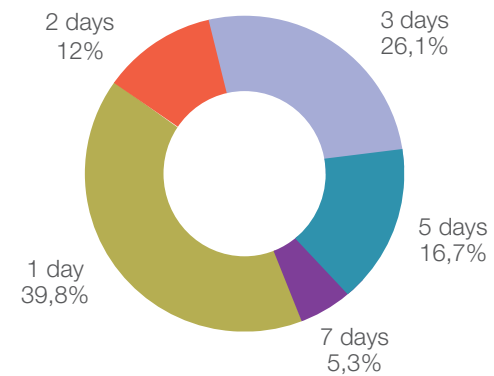
DISTRIBUTION OF TOURIST CARD SALES IN 2013 BY NUMBER OF DAYS AND ZONES



MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE IN 2013

Month	Tourist card for children										TOTAL	
	Zone A					Zone T					TOTAL 2013	%(13/12)
	1 day	2 days	3 days	5 days	7 days	1 day	2 days	3 days	5 days	7 days		
January	2.240	258	310	171	68	117	3	8	10	9	3.194	-38,26%
February	2.016	222	380	181	80	55	3	4	8	2	2.951	-41,38%
March	2.401	277	457	284	76	63	7	9	10	4	3.588	-36,98%
April	2.464	269	473	368	113	56	7	4	4	5	3.763	-45,86%
May	1.646	253	411	263	72	66	11	6	9	2	2.739	-36,98%
June	1.723	223	314	212	101	92	3	17	9	8	2.702	-32,31%
July	2.200	341	480	305	178	126	19	10	6	6	3.671	-22,18%
August	2.006	360	467	298	162	67	18	12	5	3	3.398	-29,43%
September	1.469	196	259	159	95	63	12	7	8	5	2.273	-23,47%
October	1.654	247	407	301	127	68	10	9	5	8	2.836	-20,11%
November	1.348	210	265	106	56	62	6	1	5	6	2.065	-32,69%
December	1.788	307	446	272	129	80	6	7	4	10	3.049	-29,19%
TOTAL 2013	22.955	3.163	4.669	2.920	1.257	915	105	94	83	68	36.229	
Total 2012	34.984	4.733	6.661	3.847	1.993	1.759	187	187	173	90	54.614	
% (13/12)	-34,38%	-33,17%	-29,91%	-24,10%	-36,93%	-47,98%	-43,85%	-49,73%	-52,02%	-24,44%		-33,66%

TOTAL DISTRIBUTION BY NUMBER OF DAYS (ZONE A + ZONE T)



Zone A regains its absolute predominance over the other zones, producing almost 97.0% of the sales. By periods of validity, the distribution remains very stable: 1 day and 3 day cards are the most requested, with 39.8% and 26.1% shares, respectively.

Finally, the following table provides important information on the behaviour of card-holders, i.e. the average number of journeys made by each card-holder on each transport mode.

AVERAGE NO. OF JOURNEYS/MONTH BY CARD-HOLDER BY TYPE OF TRAVEL CARD 2013				
Type of Travel Card	Total Journeys	Travel Cards Sold	Journeys per Card-holder	%13/12
Standard Monthly Zone A Card	260.923.451	3.282.775	79,48	0,84%
Standard Monthly B Zones Card	312.998.138	3.409.399	91,80	-6,68%
Standard Monthly C Zones Card	21.964.892	262.406	83,71	-1,99%
Standard Monthly E Zones Card	4.848.371	70.267	69,00	-3,85%
Standard Monthly Card Total	600.734.852	7.024.847	85,52	-3,44%
Youth Monthly Zone A Card	69.222.436	1.074.951	64,40	7,73%
Youth Monthly B Zones Card	74.672.486	1.190.835	62,71	4,49%
Youth Monthly C Zones Card	8.180.217	137.793	59,37	17,22%
Youth Monthly E Zones Card	1.617.929	24.614	65,73	25,27%
Youth Monthly Card Total	153.693.068	2.428.193	63,30	6,69%
Standard Annual Zone A Card	18.682.977	458.337	40,76	8,27%
Standard Annual B Zones Card	13.425.340	355.101	37,81	29,07%
Standard Annual C Zones Card	2.443.759	71.006	34,42	24,96%
Annual Card Total	34.552.076	884.444	39,07	16,57%
Senior Card	164.406.887	4.826.377	34,06	9,41%
Blue Card	24.820.988	620.475	40,00	3,34%
Total 2013 (1)	982.962.034	15.784.336	62,27	-0,28%

(1) Excludes Tourist Travel Cards

The average number of journeys per month for all card holders is 62.27, 0.28% lower than the previous year, continuing the downward trend of the last few years. It is, however, necessary to point out the internal differences, depending on the types of card, given that it is only the standard card holders who reduce their mobility with respect to the previous year (3.4%), while the other profiles (youth, senior, annual and blue card) increase the average monthly number of journeys made.



3.4 Quality management

The CRTM approaches quality of service from the perspective of an integrated transport system. Its goal is therefore to achieve homogeneous service levels and evaluation methodologies for all modes. Underpinning this goal is the view of the provision of a transport service as an uninterrupted chain for the users, from the beginning to the end of their journey.

Conscious of the strategic importance of strengthening the quality of service, the area of Quality and Customer Service was created as part of the modification of the organic structure of services carried out in 2013. This section answers directly to the Office of the General Secretary and combines the necessary resources and services to provide a comprehensive picture of the quality of service in the organism itself, thus providing backup for the task of controlling the quality produced by the different service operators.

The CRTM pursues the following aims to guarantee quality of service:

- To ensure that the public transport services provided by the different operators meet the level of technical quality defined by the CRTM in the agreements and concession contracts which govern the provision of each service.
- To provide a homogeneous level of service in the different transport modes.
- To monitor services to ensure that they meet users' expectations and to guarantee a minimum level of customer satisfaction with the service offered by each operator.
- To provide users with a direct channel of communication for making complaints or suggestions about the public transport system, bringing the company closer to the users.

Technical quality

The objectives relative to the technical quality of the different services are specified in the introduction to technical requirements of the contractual agreements signed with each of the operators. The CRTM progresses towards the gradual introduction of indicators aimed at service users and not only at reflecting their technical availability. In this respect, one of the objectives set by the new organisation is the introduction of quality indicators into the management of service operation contracts.

Following this objective, in 2013 a specific agreement, regulating the operator's obligations and renewing the CRTM's commitment to the quality of service by means of the introduction of quality indicators into



the supervision of compliance with the commitments acquired within the framework of the said agreement, was signed between EMT and CRTM.

The European UNE-EN 13816 norm has standardised the minimum levels of quality demanded from the operators and, although the extension of certification processes in the same is not obligatory, it does mean an advance in the implementation of quality management systems. In this respect, although the management system of each of the operators has achieved a different level of maturity, all of them are advancing in the same direction, towards the strengthening of quality as the backbone of the offer. All of Metro Madrid's services have been certified since 2011 and EMT, although this is not the case for all its network, is working on the extension of the certification to include all the company's routes.

Other transport operators do have the certifications included in their respective concessions, although, as in the case the light rail operators and the concessionaires of the transport interchanges, this is not a substitute for compliance with the technical requirements established in the concession contracts.

In the case of concessions for road-based transport, the instrument generally used for the implementation of quality management systems was the Quality Plan for the General Use, Permanent, Regular, Road-based Passenger Transport Services of the Region of Madrid, approved in 2010. This plan contemplates both compliance with a series of service indicators and optional certification in accordance with the UNE EN 13816 standard. Three groups of conditions which must be complied with have been established: minimum requirements to cover the service, management responsibilities and attributes or characteristics of the service that will affect the economic results.

During 2013 the operators have continued with the implementation of the procedures necessary to comply with the demands of the plan and have obtained the certification corresponding to the UNE EN 13816 standard which, although not obligatory, is encouraged.

At the end of 2013 almost all of the suburban transport companies (89%) were in possession of the benchmark UNE EN 13816 standard certification for passenger transport included in the specifications of the Quality Plan. Of the 4 concessions which still do not have it, 1 do have a certification which does not include the specifications of the Plan and the other 3 are working to obtain it during 2014.

The Quality Plan has meant an important momentum for obtaining other service certifications as regards environmental and occupational risk management. In effect, with the exception of two, all of the companies are certified in the ISO 9001 standard. The following table shows a summary of the certifications obtained by all the operators as a whole.

Regulation	Certified concessions
ISO 9001	35
ISO 14001	27
OHSAS 18001	8
UNE EN 13816	34
Madrid Excelente	10
Total concesiones	36

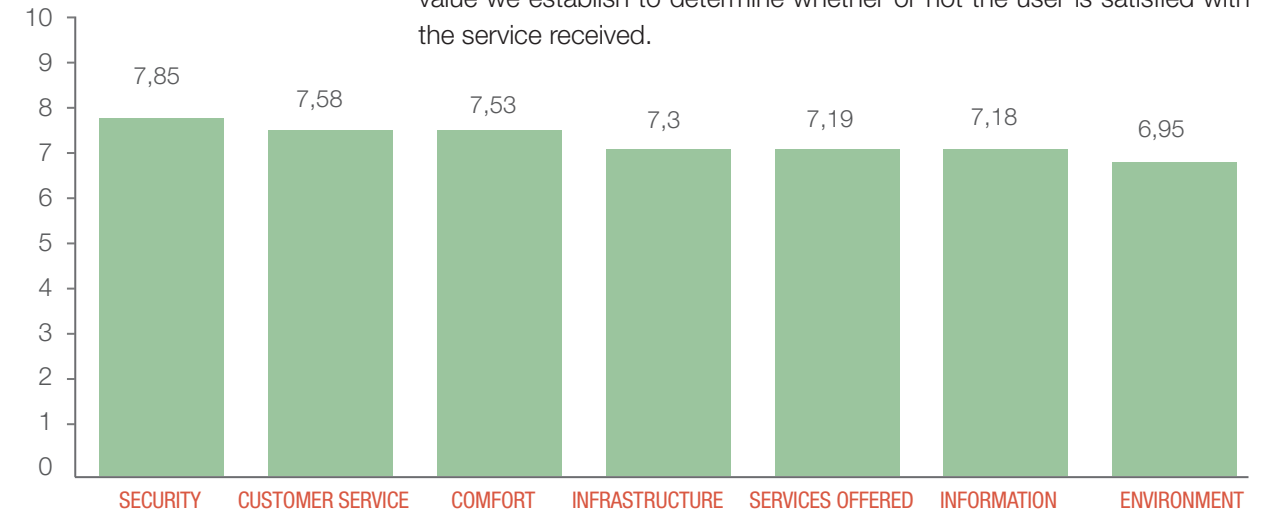
This table does not include other relevant management systems implemented in the process for the improvement of the sector, as they are still in a minority. This is the case of companies which have introduced corporate social responsibility systems (SGE21, RS10) or are participating in the Community eco-management and audit scheme (EMAS, Carbon footprint, Energy Management), or specific safety certification for buses and coaches (CSEEA-INSIA, ISO 39001).

Quality perceived and expected

The CRTM's commitment to the users of the system has been translated into the systematic carrying out of research which makes it possible to know how users perceive the public transport service they normally use.

As part of the suburban road transport quality plan the CRTM assumes the commitment of carrying out an evaluation of user satisfaction regarding this mode. With this object in mind, a detailed study was carried out on the 37 suburban and urban transport concessions in other municipalities outside the city of Madrid, which existed in 2013. A series of global and specific indicators of the different service characteristics were obtained from this work, which have revealed the favourable effect of the implementation of quality control systems for operations management. As a consequence of this, the synthetic indicator, on a scale of 0 to 10, of this mode's quality of service is 7.40, which means that it has increased significantly in comparison to the data obtained in the previous edition of this study (6.96). The value reached can be interpreted as a satisfactory perception of the quality of service.

The graph below shows all the values obtained in each dimension of the service for all the network operators in detail. Satisfaction is above 7 points in practically all the dimensions, this being the minimum standard value we establish to determine whether or not the user is satisfied with the service received.



Complaints and suggestions

In 2013 the Madrid regional transport system received a total of 59,870 complaints and suggestions. Unlike other years, this figure takes into account the data referring to all the regional transport operators and the CRTM. An important change with respect to 2012 is that all the complaints and suggestions received by Renfe-Cercanías suburban rail and by EMT are taken into account and not just those the user lodged with the CRTM, as occurred in previous years. This counting change gives a better idea of the requests received from users of the public transport system. The CRTM has been working on data integration as an objective for several years and the different operators have gradually been included.

Relatively speaking, the volume of complaints and suggestions received implies a ratio of 43.6 per million journeys made on the Region of Madrid's public transport system.

The total number of complaints and suggestions are distributed as follows: 20,742 correspond to the Metro network (35%), 15,829 to Renfe-Cercanías services (27%), 11,251 to suburban transport services (19%), 8,851 to EMT (15%), 2,402 to CRTM (4%) and 525 to the Light Rail (1%).

Furthermore, the Citizens' Advice and Information Bureau of the Region of Madrid (SYRE) received 2,332 claims and suggestions relative to the transport system, which means a net increase of 808 as regards to those registered for this service during 2012.



4

STUDIES AND PROJECTS

- 4.1 Studies
- 4.2 New technologies
- 4.3 Intermodality
- 4.4 The Integrated Public Transport Management Centre (CITRAM)
- 4.5 European projects



4 STUDIES AND PROJECTS

4.1 Studies

The studies and projects carried out by the Consorcio Regional de Transportes de Madrid (CRTM) address the functions and aims of the various areas under its jurisdiction. Among those carried out in the past year the following should be mentioned:

- **Opinion survey regarding the quality of service on the suburban network during 2013.** The framework of the suburban road transport Quality Plan includes the evaluation of the quality of the service offered by suburban operators. During 2013, a representative survey of all the 29 CRTM suburban transport concessionaires in existence this year was performed regarding satisfaction with the service. A total of 13,000 interviews were carried out. The object of this work is, on the one hand, to have an in-depth evaluation of compliance with users' expectations regarding each of the aspects that affect their satisfaction and, on the other, to obtain a synthetic indicator of the quality of the service of each of the concessionaires and the network as a whole. In addition, amongst other aspects, the factors which have higher influence on opinions regarding the service, level of loyalty of users regarding the same and the ranking of priority strategic actions to improve the quality of the service have been analysed.
- **Survey of the spatial characteristics of the demand for the Madrid Renfe-Cercanías network (2013).** The purpose of this survey was to quantify and describe the current daily passenger demand in the Madrid Renfe- Cercanías network. Over 200,000 passengers were polled, representing 23.4% of all the network users. The results provided the origin-destination matrices by ticket type, thus revealing the structure of the distances covered by travel card holders and



enabling the CRTM to calculate the compensation owing to Renfe-Cercanías for passengers using this type of ticket.

- **Survey to determine and characterise the demand for the Madrid EMT daytime routes on workdays.** This survey is included within the work that the CRTM has been carrying out to analyse the demand for public transport in Madrid and, in this specific case, as regards the EMT, in order to plan and programme the services to be provided. In this way, and using methodology based on “self-administered surveys” almost 165,000 of them have been carried out in order to characterise the demand of the approximately 1,525,000 passengers who use EMT every day, which implies an overall error of 0.25% and of 3.2% for each line. Under these conditions, the purpose of the work can be structured as gaining knowledge of the demand of the passengers according to stops, time periods and ticket types; the characterisation of the mobility of EMT passengers based on the motive of the journey and the modal chain; comparison between the programmed and real service, as well as that of the main figures of journeys carried out by bus with studies performed in previous years and the adjustment of the service provided by the EMT to adequate the levels of the service to users’ demands.
- **Supply and demand studies in the EMT, Metro de Madrid and the light rail.** The CRTM conducts annual studies of the services provided and the demand generated in the metro, EMT networks and the light rail in order to optimise the resources available with the object of providing the optimum transport service.
- **Field work to collect data referring to the Metro Madrid network peak time demand on working days.** The CRTM needs to know the degree of compliance with scheduled services and the operational characteristics and use of the different routes, all of which must be coordinated with the overall transport plan. One of the functions of the CRTM is to define the programming of the offer of transports and, specifically, the service provided by Metro Madrid. The correct formulation of the said programming demands precise knowledge of the occupation of the different lines as an indicator as to how the offer of services meets the passengers’ demands.





4.2 New technologies

The CRTM promotes technological innovation through actions such as the integration of information, in real time, of all the transport modes into one Management Centre (CITRAM) or the introduction of the new travel card systems based on contactless technology.

The overall aim of these actions is to achieve technological integration and thus guarantee interoperability between the different systems and operators.

The CRTM is carrying out actions so that, based on the integration of information achieved; it can use new channels to put it within the reach of the users. These actions include:

- Supply information about multi-modal journeys.
- Merge public transport information with traffic and incident data.
- Improvement of the management and safety infrastructures in complex multi-modal environments such as the underground interchanges.
- Manage the integration between the operation systems of the suburban road transport operators and the various innovative technology systems implemented by the CRTM.

Similarly, the intelligent ticketing systems based on contact-less technology, such as the BIT (Smart Transport Ticketing) project, constitute another area of technological advance that is being explored by the CRTM for application to the public transport system.

The contactless BIT cards which have currently been designed by the CRTM and the Public Transport Card are personal and are capable of including all the available transport documents: personal and non personal. The personal cards are integrated into the CRTM's BIT security system.

In 2013, the BIT system validation infrastructure has extended to suburban operators, which means that the system has been established throughout the entire Region of Madrid. As a result, at the end of 2013, all annual season tickets for all the fare zones (A, B and C) were manufactured using the contactless support, which began to be used on the 1st of January 2014.

The network for top ups has been improved, adding to the already existing automated machines in the Metro and points situated in estancos (tobacconists), more than 800 BANKIA ATMs where any user of the BIT system can also top up his/her Public Transport Card.

All aspects related to the introduction of the BIT system are closely inter-linked with the requirements on this subject specified in the Modernisation Plan, in accordance with the Madrid Regional Government Law 5/2009 of the 20th October. This means that it has been necessary to check, analyse and evaluate to ensure that the “contactless” ticketing systems comply with the requirements of the Modernisation plan and CRTM specifications.



4.3 Intermodality

In terms of intermodality improvement, CRTM activity has focused on: the completion of the Transport Interchanges Plan, the impulse of the modal interchange car parks plan and the improvement of the main intermodal points of the transport system.

- **Remodelling of the Avenida de América interchange.** The CRTM continues with works for the remodelling and expansion of the Avenida de América interchange with the object of providing it with the same conditions of comfort and quality available at the newly built interchanges. The interchange is being kept open at all times while the works are underway in order to cause the least possible inconvenience to users and to maintain an excellent transfer between suburban bus routes and the four metro lines. The second phase of the works was completed in June 2013 with the inauguration of the totally reformed level-1 for long distance buses. The complete remodelling of the interchange is foreseen for the spring of 2014. This will involve an investment of 45 million Euros. During the third phase, part of the suburban bus lines will provide their services from level-1 in order to allow the remodelling of level-2 to be carried out in an orderly manner.
- **Analysis of public transport infrastructures for the Advance of the PGOU of Madrid.** The CRTM continues to prepare documentation to be included in the Advance of the PGOU of Madrid and thus contribute to the improvement of transport infrastructures, both as regards current and future planning. This documentation is a preliminary draft of that which will be included in and form part of the General Plan for Urban Planning which is currently being written.



4.4 The Integrated Public Transport Management Centre (CITRAM)

The Integrated Public Transport Management Centre (CITRAM) is the first in Europe to coordinate and control all means of public transport in the region. It was officially inaugurated in August 2013 after five years of work, during which the more than 40 operators which service the Region of Madrid have been gradually included. This centre carries out the management in real time of all the Metro, Light Rail, Urban and Suburban Bus, Suburban rail lines and interchanges and also connects to the cameras of the Department of traffic and 112 Emergencies.

The centre receives information in real time from the different operators. This makes it possible to improve the service by providing an effective response to the needs of the passengers, keeping them informed at all times, thus maintaining the high quality of public transport in Madrid which has become an international reference point.

The centre is operative 24/7 and is situated in the installations of the CRTM. CITRAM has an operations room, a crisis room for key interventions during multitudinous events or those which may cause a great impact on the network of public transport, such as big sporting events, celebrations, protests, snowfalls or different demonstrations and strikes.

The inauguration of this centre has been the result of the intense and constant planning and development work which the Community of Madrid has carried out by means of the CRTM. The first step was taken in 2008 by including the information regarding the interchanges which had been inaugurated or remodelled at that time (Plaza de Castilla, Plaza Elíptica, Príncipe Pío and Moncloa). The Metro, Light Rail and EMT were subsequently included and, thanks to the Modernisation Plan of Suburban buses, the lines which provide services to the 179 municipalities included in the Region of Madrid. It has also been included in the overall information concerning the suburban rail and road networks and in that of the different emergency services so that complete and up to date information regarding all the public transport system in the region is available at all times.

In order to process all this information, the CRTM has developed “custom made” tools which include the data of each means of transport which, should any incidence occur, will make it possible to act using a global system approach. An alarm protocol with different levels of action in the face of any disruption of the public transport system, based on the time involved, the seriousness and the number of customers implicated, has also been established.

Outstanding amongst the above mentioned tools is the incidence management system (GEIS), into which each operator will include the information relative to its network, making it possible to execute a system of automatic alarms in the face of any incidents during operations. Moreover, the closed circuit television “CCTV multimodal” allows the integrated visualisation of images from more than 20,000 video cameras proceeding from different sources. On its part, the graphic supervisor (SGRAF) makes it possible to obtain a visual and geo-referenced synthesis of the state of the public transport system, with different thematic layers, cartographic bases and the location of 5,000 public transport vehicles in real time. Finally, the passenger information system (SGIP) unifies all the information offered to public transport users by sending coordinated notices to the more than 6,000 dynamic information panels situated throughout the transport system.



SECURESTATION
Passenger station
and terminal design
for safety, security
and resilience to
terrorist attack

4.5 European projects

Ten partners from 6 different countries are participating in the SECURESTATION project, which is co-funded under the EU Seventh Framework Programme. The objective is to establish a series of guidelines for the design of multimodal stations in order to provide them with sufficient security parameters, both on a structural level and as regards installations, so that these types of stations become structures with increased security in the face of any external aggression. The project began in 2011 and runs for a duration of 36 months.

The project will generate two main results: a risk analysis methodology that can be adapted to the special characteristics of large transport stations and a good practice guide that will include the different recommendations proposed by the project partners, based on the different work and simulations carried out throughout the project to increase security in multimodal stations in the face of any type of external aggression.

The CRTM has led the analysis and design of the different fire protection systems and means of evacuation. To this end, during 2013, the CRTM has developed a series of computational simulations regarding both fires and evacuation. These have been the centre point of the research work carried out. The objective of these simulations has been to analyse different fire protection and evacuation strategies in order to, finally, propose a series of guidelines for the design, on a structural level, of installations, and of actions to be taken in the face of any type of emergency.

Further information can be found at www.securestation.eu.



SECUR-ED –
Secured Urban
Transportation
– European
Demonstration

The SECUR-ED (Secured Urban Transportation – European Demonstration) Project is a collaboration project that is co-funded by the 7th Framework Programme of the European Union (2007 – 2013). This project, which started in 2011 and will last for 42 months, involves 39 European associates including Transport Authorities, Operators, Industries and Research Centres.

The aim of SECUR-ED is to test how the use of new technologies combined with the training of teams can improve security on public transport all over Europe. To that effect, modular solutions will be developed and validated in real situations via the demonstrations that will take place in four large European regions (Madrid, Paris, Milan and Berlin), as well as in other smaller cities (Bucharest, Brussels, Lisbon, Izmir, Bilbao and Bergen), making this project an example to be followed. The various modules to be developed (CCTV, video-analysis, early CBRN threat detection, tracking, communications and information management applications) will be created with standardised protocols so that they are interoperable and easily integrated.

In the case of Madrid, the project is centred on the automation of the information processes between the agents involved and the integration of systems to help decision making and the supervision of the security of Madrid's different public transport networks. In other words, the idea is to manage the resources in order to provide a coordinated response that will minimise negative effects on people and goods. This coordinated response includes: the transport authority, operators, and emergency services, managers of infrastructures and users of the transport system.

During the second half of 2013 the technological developments created within the framework of the SECUR-ED project were tested in 4 different scenarios within our region's public transport system which involved a large number of Madrid's transport networks and interchanges, as well as emergency services and managers of road infrastructures, showing how the solution could be applied to real circumstances. These simulations took place during various sessions carried out both at the Plaza de Castilla and Moncloa interchanges (the infrastructures where the simulation was carried out) and at the CRTM's Integrated Public Transport Management Centre (CITRAM) from which a coordinated management of the incidents was carried out.

These sessions, which complied with the objectives of the CRTM within the project, were followed by experts in fields such as transport, industry and emergencies, as well as by members of the European Commission.

Further information can be found at www.secur-ed.eu.





INVOLVE - Involving the Private Sector in the Mobility Management

Within the Cooperation programme INTERREG IV-C, the CRTM is taking part in the INVOLVE project (Involving the Private Sector in Mobility Management), whose aim is to provide local and regional authorities with tools and good practice to promote cooperation with the private sector in order to solve mobility management problems in centres of economic activity, industrial areas, business parks, etc., in order to provoke a modal change towards more sustainable modes of transport in European regions.

The project is formed by 11 partners from 10 countries, 4 of them new member States. The project leader is traffiQ (Frankfurt Public Transport Authority), and the other partners, together with the CRTM, are public authorities, transport operators, energy agencies and universities, specifically, those of Klaipeda (Lithuania), Macedonia Central (Greece), Reggio Emilia (Italy), Prague (Czech Republic), Podravje (Slovenia), Birmingham (UK), Roermond (The Netherlands), Warsaw (Poland) and Rotterdam (the Netherlands).

The project began in January 2012 with technical visits to the regions for the identification and analysis of good practice in each one of them and to assess the transferability of these measures. During the 3-year project, each partner in the project will have hosted a conference to import the ideas of the visiting experts and later prepare a Plan for the implementation of the said measures at regional level. The result of the project will be a document indicating the methodologies to be applied, including an application for smart-phones.

Further information can be found at www.involve-project.eu.



3iBS – Intelligent, Innovative, Integrated Bus Systems

As a follow up of the EBSF (European Bus System of the Future) European project and in accordance with the results and innovations developed by the said project, as well as with the previous and current activities and research projects, 3iB has undertaken to improve the image of the urban bus. From October 2012, and over a period of 30 months, 3iBS is carrying out research on the bus system, what advantage is taken of it and the putting into practice of key solutions, as well as promoting diffusion and knowledge exchange on a global scale. 3iBS is promoting the best practices and the exchange of ideas and it will provide developing countries with solutions and innovating concepts. Finally, 3iBS will provide the perfect platform to systemise the framework of future research in the EU centred on innovative urban bus systems.

The CRTM leads several work packages within the project and is also one of its study cases. Their aim is to provide an exchange of experiences between already existing innovative bus systems, in order to draw up a set of directives for the application of concepts (intermodality, level of service, energy efficiency, etc.) and recommendations for future research.

Information on this project can be obtained at www.3ibs.eu.

NODES – New tools for Design and Operation of Urban Transport Interchanges

The overall aim of NODES is to build a set of tools to help European cities with the design and operation of new interchange points, as a way of providing more support, services and satisfaction to users, operators and social and economic actors. The results will be validated in different European cities. The project began in October 2012 and has a completion period of 36 months.

Thanks to its wide experience in these matters CRTM heads the work group which has developed the design criteria for urban planning and will take part in the other work groups on subjects like design, information, maintenance and renewable energies.

More information at www.nodes-interchanges.eu.

TEA - Transport Equity Analysis: assessment integration of equity criteria in transportation planning

This COST Action, which began in 2013, is aimed at developing a complete framework which includes equity as part of the evaluation of investments in transport and transport policies, in the measurement of the traditional value of time, that of global wealth and the consideration of multiple factors concerning equity, such as social justice, tariffs, quality of transport, etc.



All this will be carried out by means of the development of different indicators, a review of existing literature, modelling and evaluation and, finally, the dissemination of the results.

The project partners are universities or research institutes in Madrid, France, Belgium, Croatia, Denmark, Estonia, Germany, Greece, Hungary, Israel, Italy, Malta, the Netherlands, Poland, Portugal, Serbia, Slovenia, Sweden, Switzerland and the United Kingdom. The presidency of COST Action has its seat in the Polytechnic University of Madrid and the CRTM participates in their meetings and will carry out a pilot study regarding tariffs and social equity.

Further information can be found at www.teacost.eu.

OPTICITIES – Enhancing Smart Mobility

The objective of the OPTICITIES project is to develop and validate strategies and tools to promote the multimodal and integral management of the transport network, including road traffic, public, friendly modes and freight transport. To be specific, the aim is to improve the urban mobility of people and merchandise in the urban context by using ITS in 6 European metropolitan areas (Birmingham, Wroclaw, Gothenburg, Lyon, Madrid and Turin) in order to offer a high level of information and transport management services. In order to do this an Open based innovative integrated urban mobility platform will be developed.

This data will promote and facilitate private-public associations.

The CRTM participates in this project, in collaboration with the Madrid City Council, as one of the case study regions for the development of management and information tools directed at public transport users.

25 partners from 8 Member States are taking part in this project, which includes the experience of 6 cities/public authorities, the knowledge of important research centres, providers of information services and the automobile industry, as well as the multiplier effect of the most important European city and public transport networks. This project began in November 2013 and will last 3 years, with a total budget of 13 million Euros. This is one of the most important projects concerning the establishment of ITS in the urban environment and one of those that completes the projects co-financed by the EU commission's Seventh Research and Development programme.

Information about this project is available at www.opticities.com.





5

CORPORATE AND SOCIAL COMMITMENT

- 5.1. Our commitment to customers
- 5.2. Our social commitment
- 5.3. Our commitment to common interest groups
- 5.4. Our commitment to training and knowledge

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5 CORPORATE AND SOCIAL COMMITMENT

As part of its corporate and social commitment to the users of public transport, the Consorcio Regional de Transportes de Madrid (CRTM) has actively collaborated with public and private institutions in the promotion of various activities aimed at communicating that the public transport system is also an area of social and cultural progress, thus enhancing the user's experience of public transport.

5.1 Our commitment to customers

2013 has been a year characterised by the austerity of all resources. Even so, the CRTM's obligation to the customer was to continue to communicate and provide information regarding the introduction of the new Public Transport Card.

Within this framework of budgetary austerity the strategy has been to implicate Institutions, People and Companies in the Region of Madrid's transport system by placing at the disposal of the CRTM the image of people or brands to reinforce the communication and dissemination of the new Public Transport Card. Here, we should mention the Spanish Handball Federation, Cirque du Soleil, Muyumana artistic group, Real Madrid (Basketball Section), Madrid Open Tennis (Manolo Santana), the athlete of recognised prestige Chema Martínez, etc..., and must underline the fact that this has been at no cost for the CRTM, thanks to the generosity in the ceding of the images, both of the artists and the brands they were representing.

This communication strategy on the part of CRTM has made it possible to maintain the continuity of the different waves to provide information to

Corporate Communication Plan

users concerning the new Public Transport Card and the different phases of its introduction at a very low cost.

On the other hand, the Madrid Transport System has been established as a strategic communications ally for trademarks and social and cultural institutions which perceive the System as an immense communication channel through which millions of people pass every day. Apart from the above, also worthy of mention are the Film Symphony Orchestra, the Rock'n Roll Madrid Marathon, the Women's Race, the Regional Ministry of Culture, Aladina Foundation, Cadena 100, MMT Insurance, the Youth Choir of the Region of Madrid, Warner Bros Pictures, etc., with the clearly defined objective of providing Public Transport users with an added value.

To sum up, during the financial year 2013 more than 100 communication activities have been undertaken, distributed between campaigns, events and acts, given that the dimensions of a Transport System like the CRTM demanded this special effort. Appendix 2 includes a list of the most important activities carried out in 2013.

The communication channel and supports used for the launch of the new Public Transport Card have mainly been the transport system's own:

- Screens at Interchanges
- Entertainment and leisure channel on suburban buses: Canal Bus
- Canal Bidiscount (Bidiscount channel) at the Moncloa and Plaza Elíptica interchanges
- Canal Metro
- Hoardings on the different Metro stations
- Informative flyers and catalogues
- Vinyl sticker advertising on glass windows at the interchanges
- DIN A4 vinyl posters to be placed in public transport vehicles

These communication channels were supplemented by the support of the media which have participated disinterestedly in the diffusion of the new card, as well as those companies and institutions that have ceded spaces during the celebration of their events for the dissemination and promotion of the Public Transport Card by means of specific mentions, at no cost to the CRTM.

The different activities carried out inside the five great Madrid interchanges to spread awareness of the new Card deserve a special mention.

Amongst other actions carried out throughout 2013, we can highlight the collaboration with Radio Sol XXI and its 'Diverclub' (Funclub) show, a program which aims to be educational, original and humorous. It is aimed at children between 4 and 12 and airs early in the morning and early in the afternoon. The idea proposed by the CRTM was a quiz with simple but educational questions related to Madrid's Public Transport System.

On the other hand, the announcement of the II edition of the Awards for the Promotion of Public Transport and Sustainable Mobility in the Region of Madrid has been reinforced by the participation of public and private institutions. The range of participants and the prestige of the different candidates ensured the success of this edition, whose award ceremony was held in 2014.





Press Communication Plan

The CRTM has continued to promote the presence of the media, taking into account the fundamental role these play in the diffusion of new changes in the public transport system. This line of work, which was started the previous year, has been based on the confection of press releases and dossiers, which have increased 36% in comparison with the previous financial year.

A total of 153 press notes have been released based on four essential issues:

- service information for users
- activity of the CRTM in the international scene, both as regard European projects and visits
- the organism's initiatives in the field of Corporate Social Responsibility and
- the evolution of the introduction of the Public Transport Card, including all the measures which have been adopted to this end.

The direct consequence has been that CRTM's image has gained importance amongst the general public who now conceive it as the maximum responsible for transport and a model organism which also provides added value to the mobility of its users, thanks to its social initiatives as well as those to promote customer loyalty.

The relationship with the media has been established and strengthened and we have become a basic source of information for them and, therefore, for the citizens. This means that the impact on the different media channels has also been increased.

However, press activity has not only been centred on the media. The intention of the CRTM, taking into account the numerous agents intervening in the transport sector, has been to increase communication between all these assets and use their synergies.

In this way, relationships with other organisms (Madrid Regional Government), operators (Metro, Light Rail, EMT and suburban companies), entities (NGOs and professional schools) and international organisations have been improved, in order to reach a greater number of users by means of their channels and to carry out joint actions. This collaboration has been considered as cumulative to achieve common objectives.

In short, this has meant intense work due to the opening of new fields that will continue to be developed, as well as maintaining the achievements

obtained. On the other hand, new technologies are a challenge for the CRTM and, although the results are still not visible, numerous projects are being carried out in this area in order to increase communications. Amongst these are a new website, the platform, club of friends of public transport and social networks, which it is hoped will become a reality in the near future.

Appendix 3 includes a list of the notes released during the year by date.

5.2 Our social commitment

As part of its corporate and social commitment, the CRTM has carried out numerous Social, Cultural and Sport actions within the transport system aimed at informing public transport users of the numerous activities carried out by institutions such as Children's Villages, Manos Unidas, the Spanish Red Cross, the Spanish Heart Foundation, the Multiple Sclerosis Foundation, the Down's Syndrome Foundation Madrid, etc.

Corporate social responsibility activities

Alliances with People, Institutions and Companies and collaboration with different regional ministries have helped the social positioning of the CRTM by taking advantage of synergies. Through these, and the dissemination of its cultural and social activities, the CRTM has promoted the social character of the Public Transport System. An example of this is the collaboration with the Regional Ministry of Culture, Tourism and employment in the campaigns "Fomento del Empleo" (promotion of employment) and "Emprende Tú Negocio" (Start your business) and the Madrid Blood Transfusion Centre. The CRTM has also collaborated in the organisation of sports activities with a high social content.

On the other hand, the CRTM has cooperated with NGOs and institutions, giving an added value to public transport by collaborating in the promotion of social, human, educational and environmental values.

Some examples of collaboration during 2013 that should be mentioned are:

- Teatralia
- XII Contemporary Stage Festival
- Book Night
- Ruta Quetzal (Quetzal route), carrying out an activity with young people participating in the route, as well as placing a poster in the Núñez de Balboa station, with Miguel de la Cuadra Salcedo, in order to celebrate the 500th anniversary of the discovery of the Mar del Sur (the Pacific Ocean).



- Books in the Streets, in collaboration with the Madrid Book Publishers Association.
- International Women's Day.
- The Down Syndrome's race
- Suma Flamenca Festival.
- Red Cross
- Participation in the Madrid Tennis Open, promoting and increasing public transport for users to get to and from the event.
- Madrid Rock and Roll Marathon, with over 30,000 participants this year, as the mobility coordinator for the different users, apart from the exhibition of the photography competition.
- X edition of the Women's race, as the public transport coordinator for this event which mobilised more than 10,000 people. It is considered to be the European race that gathers together the largest concentration of women.
- Blood Donation Campaign, in collaboration with the Madrid Blood Transfusion Centre. Information and promotion on the various channels and media of the Transport system.
- The European Mobility Week.
- Stroke information campaign in conjunction with the Regional Ministry of Health.
- Itinerant exhibitions

Participation in the European mobility week

The European Mobility Week (SEM) is an annual campaign on sustainable urban mobility, organised with the support of the Directorates-General for the Environment and Transport of the European Commission and coordinated in Spain by the Ministry of Agriculture, Food and Environment.

The aim of the campaign, which runs from 16 to 22 September every year, is to encourage European local and regional authorities to introduce and promote sustainable transport measures and to invite their citizens to seek alternatives to the use of private cars. The Week culminates on the 22nd September with the celebration of 'In Town without my Car!' day, during which participating towns and cities set aside one or several areas for the sole use pedestrians, cyclists and public transport during the entire day.

The theme chosen for 2013 was, "Move for cleaner air!", with the intention of pointing out the need to improve the quality of the air in our cities.

During the course of this week the CRTM has promoted a series of activities like:

- Monday, September 16th: Inauguration in Getafe of the exhibitions "Madrid Tramways" and "How do you move around?"
- Monday, September 16th: Inauguration in Móstoles of the exhibition "and How do you move around?"
- Tuesday, September 17th: Tour of the Ciudad Universitaria Green Trail
- Wednesday, September 18th: Symposium on the corporate profitability of the transport cheque held at the Chamber of Commerce and Industry of Madrid and the award of diplomas corresponding to the II Business Mobility Coordinator Course.
- Thursday, September 19th: Inauguration of Boadilla Green Trail station
- Friday, September 20th: Inauguration of the Stop Accidents exhibition at the Plaza de Castilla interchange

Participation in associations of the sector

5.3 Our commitment to common interest groups

The CRTM is a member of all the main public transport associations:

UITP: International Association of Public Transport, www.uitp.org

The CRTM is a member of the UITP and participates in various commissions and committees such as: The Transport Authorities Committee, The Transport and City Commission and the Light Rail Committee. The CRTM has a representative on the UITP Executive Board.

In November two UITP activities organised by the CRTM were held in Madrid:

- 4th-5th November: Meeting of the Committee of Transport Organising Authorities and the workshop held on an "Easier, faster, cheaper approach to mobility surveys",
- 6th-8th November: Meeting of the Policy Board of this institution with the presence of 70 people from all over the world.

EMTA (Autoridades Europeas de Transporte Metropolitano): European Metropolitan Transport Authorities, www.emta.com

The CRTM holds one of the EMTA vice-chairs and is an active participant in the meetings, forums and working groups organised by the association. It also created the Barometer of Public Transport in the European Metropolitan Areas, an up-date of which was drawn-up at the end of 2013.

Two meetings of the general assembly were held during 2013, in Copenhagen and Vienna.

ITS Spain www.itsspain.com

The Forum on New Transport Technologies, ITS Spain, is a non-profit-making association of public, private and academic sectors involved in Intelligent Transport Systems. Its mission is to make the mobility of people and goods across the different modes of transport, safer, more sustainable and more efficient.

The CRTM was one of the key founding members of ITS Spain. It is also a member of its Executive Committee and Chairs its Public Transport Committee.

Within this field, the CRTM actively participates in working groups to



analyse the technical, economic and functional feasibility of NFC technology in public transport.

The Public Transport Authorities Think Tank: Metropolitan Sustainable Mobility Observatory.

www.observatoriomovilidad.es

The Spanish Public Transport Authorities Think Tank is an initiative of the Ministries of Environment and Public works which was created in 2002. One of the initiatives of this Think Tank was to create a Metropolitan Mobility Observatory (OMM) to compile and analyse the key public transport figures for the main Spanish metropolitan areas with their own Public Transport Authority. The aim was to demonstrate how public transport contributes to a better quality of life and the sustainable development of our cities.

In 2013, the CRTM took part in the X Technical Session of the Metropolitan Mobility Observatory (OMM), held in Lerida on the 6th of June. These technical sessions have been held since 2005, their principal objective being to present the Observatory's annual report as well as different papers on the subject of mobility. The contents of this X Session dealt with "Mobility and urbanism in intermediary cities".

European Centre of Employers and Enterprises providing Public services (CEEP www.ceep-spain.org)

The CRTM is a member of CEEP, a European organism, organised into national sections, which all public and private enterprises or associations that provide a service of general interest in any territory or sector can join. The CEEP is one of the three European Social Partners and represents a quarter of employment throughout the European Union.

International visits and advice

The CRTM's experience and Madrid's integrated transport system model attract numerous delegations that are keen to learn about the planning and construction of new infrastructures in the region and about the integrated public transport management system. In 2013, 41 delegations visited the Madrid region from all over the world.

Countries from all corners of the globe have shown interest in Madrid's infrastructures and services. To be precise, this year the CRTM has received foreign delegations from the following countries: Angola, Argentina, Brazil, Colombia, Chile, China, U.S.A., Egypt, Finland, France, Ireland, Israel, Italy, Kazakhstan, Malaysia, Morocco, Mexico, Norway, Oman, Paraguay, Peru, Dominican Republic, Singapore, South Africa and Switzerland.

During 2013 the CRTM has also carried out a series of collaborations with transport authorities from other countries that are studying its creation and had requested information about Madrid's experience. This is the case of the Organising Authority of Urban Transport in Casablanca (AODUC-Morocco).

As a result of the contacts developed over the years, the World Bank invited the CRTM to a workshop in Jakarta, with the aim of making known the experience of the CRTM and other transport authorities in order to create the authority of this great metropolis.



Delegations from cities and regions all over the world which have visited Madrid. 2013



Madrid 2020

El CRTM has maintained a very active collaboration with the Madrid City Council and the Spanish Olympic Committee as regards the Madrid 2020 candidacy in the area of transport.

During the visit of the International Olympic Committee Evaluation Commission to Madrid from the 18th to the 21st of March, the CRTM was in charge of defending the candidacy's public transport proposal, one which was positively evaluated by the said Committee. In the end, the choice of the host of the 2020 Olympic Games, carried out on the 7th of September in Buenos Aires (the Argentine), fell on the candidacy presented by Tokyo.

Congresses, seminars, sessions

5.4 Our commitment to training and knowledge

Throughout 2013 the CRTM has organised congresses, sessions and seminars in which participation by the sector was high:

- 21st March: Technical session on "Sustainable Urban Mobility Plans: Directives for its preparation and implementation. The European perspective", in conjunction with the Polytechnic University of Madrid's Transport Research Centre (TRANSyT).
- 18th September: Double information day held at the Chamber of Commerce and Industry of Madrid on the European Involve project and the Transport cheque. This session ended with the award of diplomas to the students participating in the Business Mobility Coordinator Course, jointly organised by both institutions.
- 5th November: Technical session on an "Easier, faster, cheaper approach to mobility surveys", included within the activities carried out during the meeting of the Committee of Transport Organising Authorities of the UITP in Madrid.
- 16th - 17th December: Technical sessions on "Universal Accessibility to Transport".

Moreover, due to the fact that the Region of Madrid's transport system is a national and international benchmark, the CRTM is invited to participate in numerous conferences and congresses. The following stand out during 2013:

- 5th - 14th March: Civil Engineering Week in Madrid. Participation with a conference on "Transport challenges in the Region of Madrid", as well as in round tables in the municipalities of Fuenlabrada, Alcorcón and Tres Cantos.
- 9th - 10th April. Paper presented in the Smart and Healthy Public Transport Congress held in Pielsen, Czech Republic.
- 9th - 11th April. Participation in the MetroRail Congress in Madrid, with the paper "Integrating public transport networks in the Madrid region: Metro the backbone of the system".
- 25th - 27th April: Participation in the 5th International Congress of the Mexican Association of Transport and Mobility, held in Mexico City, with a paper on "The model for the integration of Madrid's public transport: future challenges. The planning of Integrated Transport Systems".
- 16th-17th May: Participation in the European Commission's prospective study on the future of mobility in Brussels.
- 29th May: Paper presented in the UITP World Congress in Geneva.
- 4th - 7th June: participation in the III Congress of Best Practices SI-

BRT in Latin America, which took place in Belo Horizonte (Brazil), with a paper on the “EU experience in quality management and measurement”.

- 19th – 20th June: Participation in the Euromed European Project Seminar in Jerusalem and Tel Aviv (Israel) on the Integration of transport and urban planning.
- 4th July: Seminar organised by the Technological Corporation of Andalusia (CTA as per its Spanish acronym) on “Urban transport: technological solutions and intermodality” with a speech on “Mobility and Transport in Madrid2020”.
- 10th July: Participation in a seminar of the European Quest project in Madrid with a paper on “Sustainable Urban Mobility Plans in the Context of the Region of Madrid. Planning, development and financing”.
- 10th September: Participation in the seminar of the 20th ACEA Scientific Advisory Group Meeting (Brussels), with a paper on “Cost Action TU0603:BHLS. Some European examples”.
- 18th September: participation in a technical session of the EMT Madrid with a paper on the “Current situation and next steps to be taken for the introduction of the public transport card”.
- 7th – 10th October: LTA-UITP Singapore International Transport Congress and Exhibition (SITCE) 2013: People-centred mobility for liveable cities (Singapore);, with a paper on “Sustainable Mobility and Public Transport in Madrid in a Challenging Economic Environment”.
- 15 – 18 October: Traffic Forum 2013 (Madrid), with a paper on “Public transport and sustainable mobility in times of crisis”.
- 27th November: Seminar on the Transport of persons in the Region of Madrid: evolution, current situation and challenges, held by the School of Industrial Engineers of the Polytechnic University of Madrid (UPM), with a paper on “The integration of the transport system in the Region of Madrid”.

University and training

During 2013 the CRTM collaborated with the King Juan Carlos University in the organisation of the University Master’s Degree in Transport and Mobility Management. CRTM was responsible for the subjects “Public transport system modes and systems” and “Mobility infrastructures” and also contributed to that of “Transport and Sustainable Mobility”.

The CRTM has also organised, in conjunction with the Madrid Chamber of Commerce and Industry, a 40 hour Business Mobility Coordinator Course which took place from the 16th of May to the 2nd of July.

Moreover, the CRTM has organised from the 18th to the 19th of December Training courses on “Universal accessibility for Bus Line Concessionary Companies”



Other CRTM educational collaborations in 2013 were:

- XXVI General Course on Terrestrial Transport organised by the Spanish Railways Foundation.
- University Master’s degree in “Urban and Territorial Planning”, run by the School of Architecture of the Polytechnic University of Madrid.

Accessibility

Worthy of mention is the celebration of the Second Week of Accessibility to Public Transport in the Region of Madrid, first held last year, and whose most important events were:

- Technical sessions on “Universal Accessibility to Transport (from the 16th to the 17th of December).
- Second edition of Training courses on Universal accessibility aimed at Bus Line Concessionary Companies held on the 18th and 19th of December. These are based on a manual specifically devised for this type of training programmes and have counted on the educational participation of CRTM technicians dedicated to accessible mobility, as well as that of reputed experts of great prestige in the sector, among which the presence of the disability rights movement stands out.



Other actions carried out during the 2013 financial year were:

- Participation as a Member of the Council for the Promotion of Accessibility and the Removal of Barriers in the Region of Madrid and of the Permanent Commission.
- Participation in the Technical Committees of the Council for the Promotion of Accessibility and the Removal of Barriers; Railway transport, Road Transport, Transport Interchanges; Urban planning and Building, New Legislation, Pathways, III Action Plan for Disabled People and Analysis of Barriers.
- Elaboration, within the framework of the Transport Technical Committee, of the Guideline document which includes all the technical specifications necessary for the correct design and adequate implementation of pathways in fixed transport infrastructures, included within the sphere of compliance with Decree 13, 2007, which develops the Technical regulation of the Law on Accessibility in the Region of Madrid.
- Execution of the agreement for collaboration and participation in the teaching of the Postgraduate Course “Universal Accessibility and Design for All” offered by the Autonomous University of Madrid”.
- Participation as a Member of the Consultative Committee of the Observatory for Innovation in Universal Design of the La Salle Innovation Park of Madrid.
- A Sign Language Interpretation On-line Video Service (the SOL Project) at CRTM public information desks.
- Participation in the State Reference Centre for Personal Autonomy and Technical Aid (CEPAT) work group for the elaboration of a manual on the accessibility to transport of people with an intellectual disability.
- Participation in the State Reference Centre for Personal Autonomy and Technical Aid (CEPAT) work group for the elaboration of a manual on the easy reading of the Transport system of the Region of Madrid’s fare information.
- Analysis of alternative public transport solutions in situations where the metro service is deteriorated like, for example, when a station’s street lifts are out of order.
- Development of ontologies for the execution of the Agreement with the Polytechnic University of Madrid regarding the design of the Semantic Web which will notably improve the accessibility of automated research in documents and data interchange, which will be adap-

ted to the Directive 2010/40/UE on the reuse of information from the Public Sector. Collaboration with the Faculty of Computer Science’s Ontology Engineering Investigation Group (OEG).

- Development of networks for an accessibility model in the Region of Madrid.
- Participation, as members of the Jury for the “Universal Accessibility and Design for All” Prizes awarded by the 3M Foundation and the La Salle Innovation Park of Services for People.
- Papers in congresses, technical sessions, seminars and different technical - information events (National Centre for Accessibility Technologies - CENTAC, Collective Urban Transport Association- ATUC, different municipalities, etc).
- Partner of the European SIMON Project, dealing with the management of reserved parking areas for mobility impaired people, public transport and accessible travel planning.
- Collaboration with the Madrid City Council to take part in the European accessible city awards.





6

FUNDING

6.1 The budget

6.2 Funding



6 FUNDING

6.1 The budget

As of the 31st of December 2013, the difference between income (declared assets) and expenditure (declared liabilities) produced a budget surplus of 71.6 million Euros for the year, as the figures on the following page clearly show.

This budget assessment takes into account all income and expenditure items, regardless of the real year in which they occurred. The accrual of these items yields the final financial statement for the year, which in 2013 showed a profit of 46.3 million Euros.

CURRENT FINANCIAL STATEMENT CRTM 2013	
	REAL 2013
I.- INCOME	2.040.285.448,41 €
- Contributions to the CRTM	1.029.725.514,42 €
- Income from fares	1.004.985.620,00 €
- Income from the CRTM	5.574.313,99 €
II.- EXPENDITURE	1.993.980.342,88 €
- Internal running of the CRTM	54.327.378,29 €
- Transport operators fare compensation	1.867.296.654,45 €
- Administrative concessions	67.667.528,43 €
- Other current and equity expenses	4.688.781,71 €
III.- DIFFERENCE (I-II)	46.305.105,53 €

CRTM BUDGET BALANCE 2013 LIMITED AND ESTIMATED BUDGET (EUROS)	
INCOME	Declared Assets 2013
Cap. III.- Taxes and Other Income	3.751.028,31
Cap. IV.- Current Transfers	1.055.121.816,29
Cap. V.- Capitalizations	1.445.104,59
Cap. VII.- Equity Transfers	252.434,00
Cap. VIII.-Financial Assets	27.089,79
TOTAL RESTRICTED INCOME	1.060.597.472,98
Income from revenue	914.748.933,43
TOTAL ESTIMATED INCOME	914.748.933,43
TOTAL INCOME	1.975.346.406,41
EXPENDITURE	Declared Liabilities 2013
Cap. I.- Staff Expenditures	5.959.945,35
Cap. II.- Current Goods and Services Expenses	4.290.375,30
Cap. IV.- Current Transfers	934.488.336,88
Cap. VI.- Real Estate Investments	435.619,86
Cap. VII.- Equity Transfers	0,00
Cap. VIII.- Financial Assets	13.612,00
TOTAL RESTRICTED EXPENDITURE	945.187.889,39
Raw Materials for Operations	3.627.060,30
Other Outsourced Operations	40.140.452,66
Refunds	914.788.253,96
TOTAL ESTIMATED EXPENDITURE	958.555.766,92
TOTAL EXPENDITURE	1.903.743.656,31
	DEC. ASSETS - DEC. LIAB. 2013
I. LIMITED BUDGET TOTAL	115.409.583,59
II. ESTIMATED BUDGET TOTAL	-43.806.833,49
TOTAL FOR YEAR (I+II)	71.602.750,10

6.2 Funding

The transport system of the Region of Madrid is funded by contributions from several levels of the Central Government and by the revenue obtained from users.

In accordance with the terms of the law by which it was created and the powers conferred on it, the CRTM is the official receiving body for all public contributions, regardless of their provenance, destined to fund the transport services it provides.

The transport system's financial needs are derived from the contractual obligations undertaken with the different operators, as described in the section titled Transport Operators. These obligations are basically payments for services rendered, either per passenger or per unit of production, which includes all operating costs and, when appropriate, the amortisation of infrastructures through levies on their use.

In this respect, it is important to note that in the case of Renfe-Cercanías suburban rail and the road concessions not under the purview of the CRTM but included in the geographic area covered by the CRTM Travel Card, the financial obligations undertaken are limited to compensation for the use of these cards by passengers. In other words, they only include an unspecified part of the production cost of these services.

With regards to the contributions of users—namely the revenue obtained from the sale of the various tickets and cards (including multimodal tickets sold directly by the CRTM and independent tickets issued by different operators)—these are included in the total amount of revenue collected across the system. Consequently, the revenue received directly by operators are always considered deductible income and are subtracted from the monthly payments made to each operator.

The difference between the financial obligations undertaken and the revenue obtained from ticket sales is covered by the public funding from various government institutions, known as the “fare subsidy”.

The CRTM has a Contract programme with the Central Government regarding the funding of its transport services. Under the terms of this agreement, the government makes financial contributions to the transport system in accordance with the obligations acquired by the CRTM. Once this funding has been subtracted from the total amount of the CRTM's financial obligations and the revenue of each operator has been determined according to how often their services are used, all outstanding obligations are covered in the following manner:



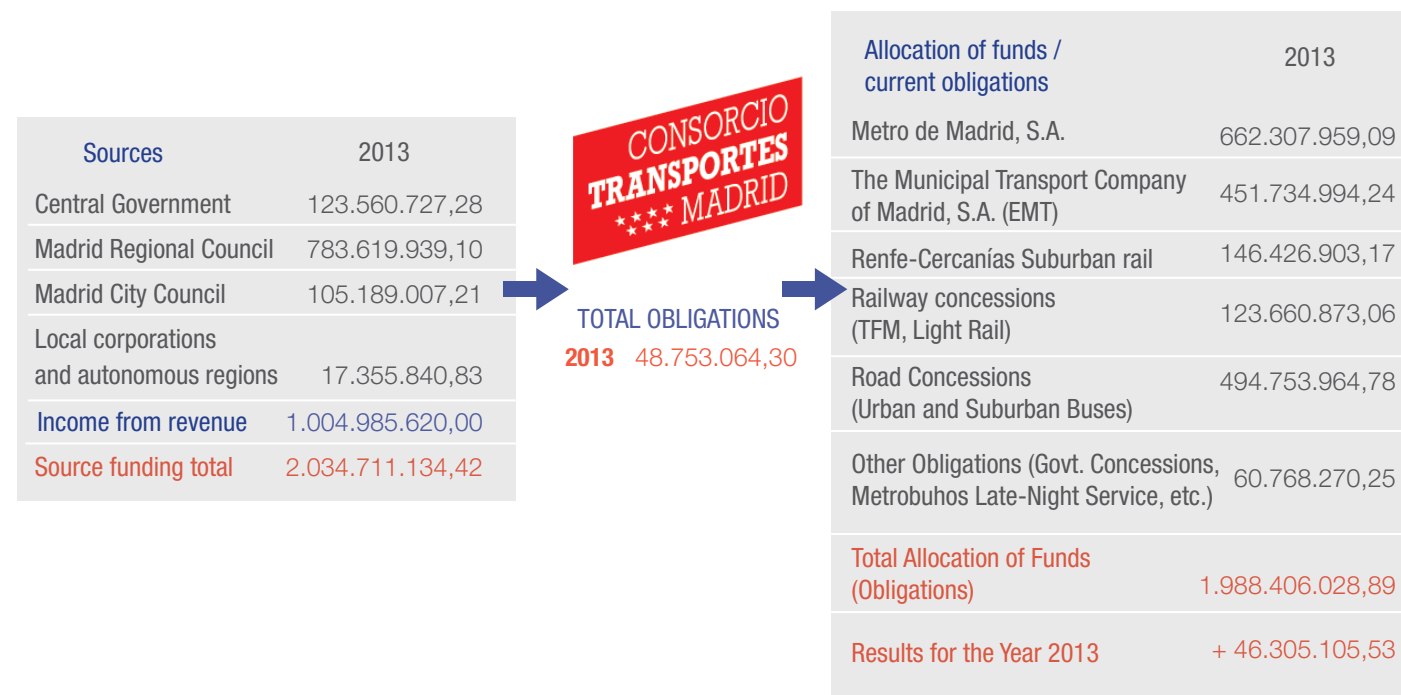
zones, are covered entirely by the Madrid Regional Government, except for the urban services in municipalities within these zones, where half of the operating costs are covered by the respective municipal councils.

- The obligations deriving from the use of exterior Travel Cards (Zones E1 and E2 in Castile-La Mancha) and combined tickets on specific services between Madrid and the provinces of Avila and Segovia are covered by the Regional Governments of Castile-La Mancha and Castile-Leon, respectively, and by the Regional Government of Madrid in accordance with the funding agreements signed with each.

The following chart provides an overview of the CRTM funding scheme.

FUNDING SCHEME OF THE CRTM CONTRIBUTIONS TO THE OBLIGATIONS OF THE TRANSPORT SYSTEM (EUR)

- In accordance with the provisions of the Agreement regulating the conditions of accession of the Madrid City Council to the CRTM, the obligations of Zone A are financed in the following manner:
 - The obligations of the EMT Madrid, Renfe-Cercanías suburban rail and Road concessions: 50% by the Region of Madrid and 50% by the Madrid City Council.
 - The obligations derived from Intermodal Transport Interchanges: 90% by the Madrid Regional Government and the remaining 10% by the Madrid City Council.
 - Marketing and distribution costs of travel cards: 75% by the Madrid Regional Government and 25% by the Madrid City Council.
 - CRTM operating expenses: 83% by the Madrid Regional Government and the remaining 17% by the Madrid City Council.
 - Remaining zone A obligations (Metro de Madrid and others): 100% by the Madrid Regional Government
- The obligations pertaining to zones B and C, once deducted the contribution made by the Central Government Administration for these



2 C. Caminos

Estaciones:

Ópera

Santo Domingo
Noviciado

San Bernardo

Quevedo
Canal

Cuatro Caminos

Correspondencias:

5 Alameda de Osuna
Casa de Campo

R Opera
Príncipe Pío

3 Villaverde Alto
Moncloa

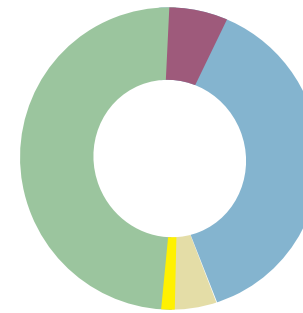
10 Hospital Infanta Sofía
Puerta del Sur

4 Argüelles
Pinar de Chamartín

7 Hospital del Henares
Pitis

8 Pinar de Chamartín
Aldecarros

9 Argüelles
Circular

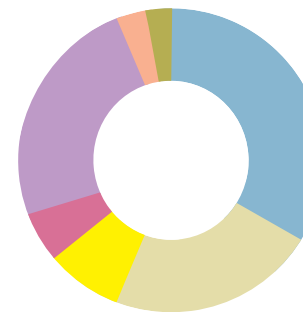


Sources

Central Government	123.560.727,28
Madrid Regional Council	783.619.939,10
Madrid City Council	105.189.007,21
Local Corporations and Autonomous Regions	17.355.840,83
Income from Revenue	1.004.985.620,00

Source Funding Total

2.034.711.134,42



Allocation of Funds/Obligations

Metro de Madrid	662.307.959,09
EMT	451.734.994,24
Renfe-Cercanías Suburban rail	146.426.903,17
Railway Concessions	123.660.873,06
Road Concessions	494.753.964,78
Other Obligations	60.768.270,25
Consortio Regional de Transportes de Madrid Obligations	48.753.064,30

Total Allocation of Funds

1.988.406.028,89

BALANCE SHEET AS OF 31/12/2013 (EUR)

	ASSETS		LIABILITIES	
	A 31/12/13	A 31/12/12	A 31/12/13	A 31/12/12
A) FIXED ASSETS	33.046.844,22	36.814.358,93	I. OWN FUNDS	217.301.518,69
Intangible Fixed Assets	45.511.641,46	45.511.641,46	Positive Earnings from Previous Years	479.172.682,64
- Amort. Ac. Intan. Fixed Assets	(15.170.178,16)	(12.136.014,08)	Negative Earnings from Previous Years	(310.683.181,15)
Tangible Fixed Assets	17.735.016,30	17.877.468,39	Total for the Year	48.812.017,20
- Amort. Ac. Tan. Fixed Assets	(15.029.871,89)	(14.438.973,35)	II. PROVISION FOR LIABILITIES	14.203,73
Deposits	236,51	236,51	III. SHORT TERM PAYABLES	195.856.931,18
2. CURRENT ASSETS	380.125.809,38	411.357.675,25	Budgetary Payables	165.942.391,71
Budgetary Receivables	163.052.373,70	318.841.859,33	Non-Budgetary Payables	25.673.243,10
Non-Budgetary Receivables	12.946,70	25.651,44	Govt. Institutions	507.535,88
Govt. Institutions	37.738.165,45	19.851.420,45	Other Receivables	3.722.106,72
Other Payables	3.375,94	3.375,94	Securities and Other Deposits Received	11.653,77
Other Financial Investments	6.601,69	20.079,48		
Treasury	179.312.345,90	72.615.288,61		
TOTAL ASSETS	413.172.653,60	448.172.034,18	TOTAL LIABILITES	413.172.653,60

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDING

 31ST DECEMBER 2013 (EUR)

	2013		2012	
	2013	2012	2013	2012
A) EXPENDITURES	1.926.507.299,42	2.151.849.307,51	B) INCOME	1.975.319.316,62
Supplies	3.627.060,30	4.046.203,10	Sales and Services Provided	915.827.816,71
Cons. of raw materials and consumables	3.627.060,30	4.046.203,10	Sales	914.748.933,43
Other Ordinary Operating Expenditures	54.614.770,69	50.536.469,74	Provisions of services	1.078.883,28
Staff expenditures	5.959.945,35	5.784.035,98	Other Ordinary Operating Income	4.117.249,62
- Wages, salaries and similar expenditures	4.644.977,40	4.440.187,71	Tax revenues	0,00
- Welfare charges	1.314.967,95	1.343.848,27	Reimbursements	310.403,57
Provisions for the amort. of fixed assets	4.203.134,57	4.332.977,77	Other operating income	2.330.573,34
Other operating expenditures	44.451.690,77	40.419.196,15	- Acces. and current operating Income	2.330.573,34
- Exterior services	44.451.690,77	40.419.196,15	Excess provisions for liabilities and expenditures	0,00
Provisions for responsibilities	0,00	259,84	Other similar interests and income	1.476.272,71
Transfers and Subsidies	1.857.682.241,46	2.030.338.658,47	Transfers and Subsidies	1.055.374.250,29
Current Transfers	156.762.849,34	156.207.140,95	Current Subsidies	1.055.374.250,29
Current Subsidies	1.700.919.392,12	1.874.131.517,52	Equity Subsidies	252.434,00
Equity Subsidies	0,00	0,00	Equity Subsidies	0,00
Profit and Loss from Other Years	10.583.226,97	66.927.976,20		
Savings in the fiscal year	48.812.017,20	84.133.622,02	Dissavings in the fiscal year	0,00
GENERAL TOTAL	1.975.319.316,62	2.235.982.929,53	GENERAL TOTAL	1.975.319.316,62

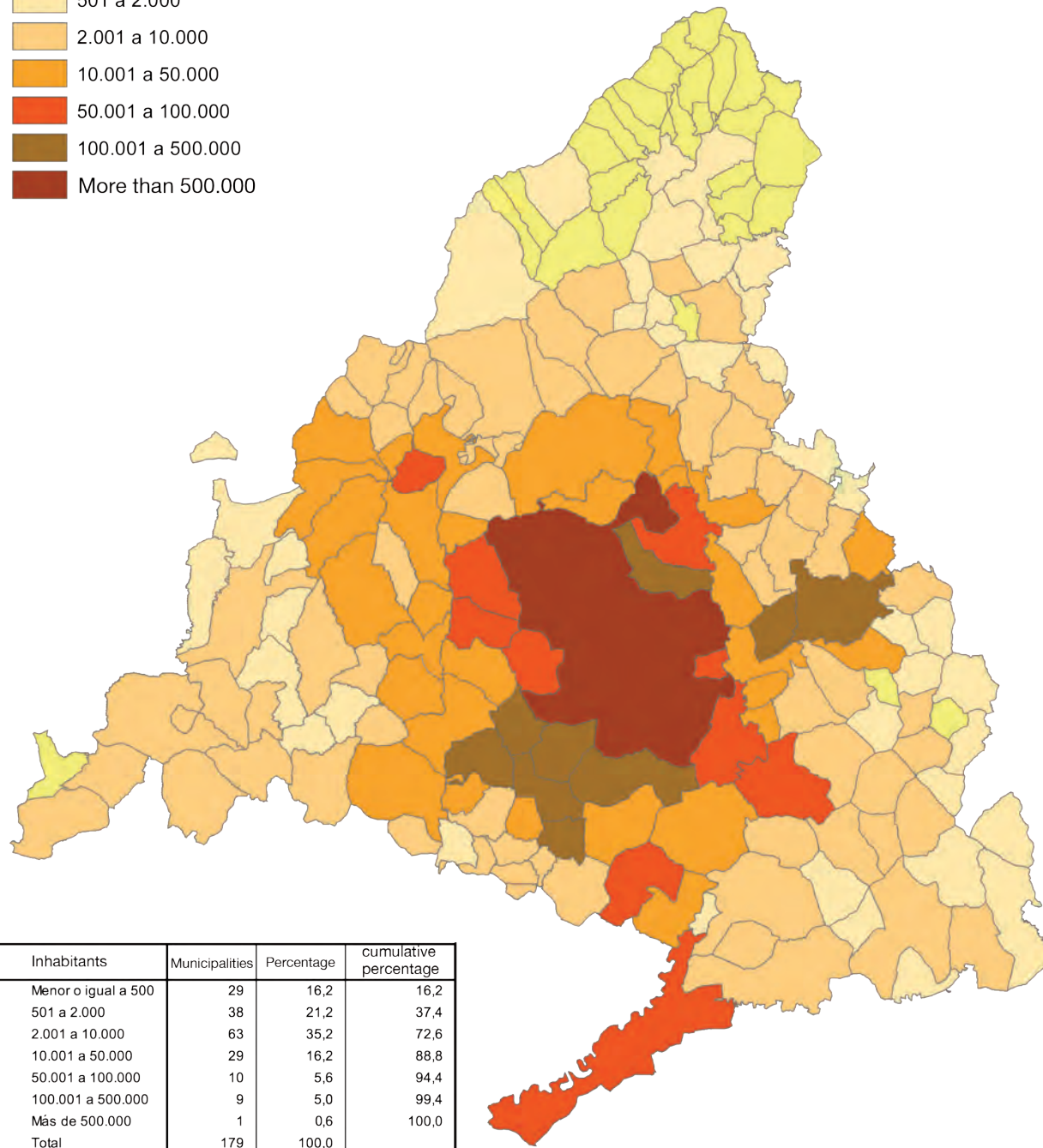
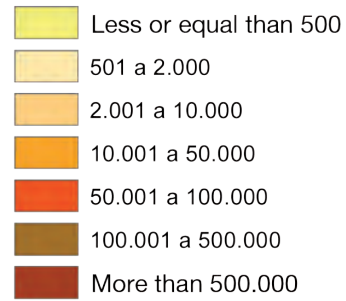




APPENDIX 1
Transport
infrastructure by
municipality

DISTRIBUTION OF MUNICIPALITIES BY INHABITANT

Inhabitants 2013



Inhabitants	Municipalities	Percentage	cumulative percentage
Menor o igual a 500	29	16,2	16,2
501 a 2.000	38	21,2	37,4
2.001 a 10.000	63	35,2	72,6
10.001 a 50.000	29	16,2	88,8
50.001 a 100.000	10	5,6	94,4
100.001 a 500.000	9	5,0	99,4
Más de 500.000	1	0,6	100,0
Total	179	100,0	

The table below contains the basic variables and indicators relating to the transport systems of the 179 municipalities in the Region of Madrid.

The first block shows the population as of the 1st of January 2013, the fare zone to which the municipality belongs, and the number of Travel Card sales outlets in the municipality. In the case of municipalities marked with an asterisk, the fare zone does not include the entire municipal area but it does cover the whole of the urban area. For example, in the case of Madrid, the districts of El Pardo and El Goloso belong to Zone B1. Rivas Vaciamadrid is an exceptional case in that this municipality straddles zones B1 and B2, with a similar population in each.

The second block shows the variables relating to bus services, including the total number of urban and suburban routes that operate in the municipality, the bus stops per route type, and the number of bus shelters.

Finally, the third block refers to rail modes and shows the number of metro, light rail and suburban rail stations in each municipality.

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK					RAIL MODES			
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations	
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations				
Acebeda (La)	67	C2	2	3	1	1	1	0				
Ajalvir	4.261	B2	1	3	18	14	0	3	0			
Alameda del Valle	248	C2	2	3	0	1	1	0				
Álamo (El)	8.845	C1	1	4	25	6	2	2	0			
Alcalá de Henares	204.823	B3	28	31	326	152	6	13	12	3		
Alcobendas	112.196	B1	16	37	242	165	28	1	8	2	4	
Alcorcón	169.773	B1	22	26	212	131	17	7	2	3	5	2
Aldea del Fresno	2.574	C2	1	5	12	6	5	0	0			
Algete	20.136	B3	3	11	44	23	8	2	1			
Alpedrete	13.996	C1	1	7	25	16	5	2	0	2		
Ambite	586	C2	1	3	7	2	1	2	0			
Anchuelo	1.209	C1*		1	2	1	0	1	0			
Aranjuez	57.728	C1*	10	9	129	44	3	2	4	1		
Arganda del Rey	55.981	B3*	10	20	163	51	9	8	3		2	
Arroyomolinos	24.313	B3	1	10	87	30	7	3	0			
Atazar (El)	103	C2		0	1	1	0	0	0			
Batres	1.558	C1	1	3	14	2	1	2	0			
Becerril de la Sierra	5.388	C1*	1	4	16	8	3	1	0			
Belmonte de Tajo	1.591	C2	1	3	4	2	1	2	0			
Berzosa del Lozoya	214	C2		2	4	1	1	1	0			
Berrueco (El)	633	C2		4	8	2	3	1	0			
Boadilla del Monte	47.587	B2	3	10	176	96	4	3	3			8
Boalo (El)	7.050	C1*	3	4	31	14	3	1	0			
Braojos	210	C2		2	1	1	1	1	0			
Brea de Tajo	563	C2	1	2	3	2	1	1	0			
Brunete	10.075	B3*	2	6	26	13	3	3	0			
Buitrago del Lozoya	1.964	C2	1	10	8	2	2	8	0			
Bustarviejo	2.372	C2	1	1	18	6	1	0	0			
Cabanillas de la Sierra	743	C2		7	6	3	6	1	0			
Cabrera (La)	2.613	C2	1	9	11	3	7	2	0			

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations	
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations				
Cadalso de los Vidrios	2.915	C2	1	2	11	2	2	0	0			
Camarma de Esteruelas	6.995	C1	1	2	19	8	0	2	0			
Campo Real	5.715	C1	2	3	8	5	1	2	0			
Canencia	483	C2	1	5	1	1	2	3	0			
Carabaña	2.017	C2	1	2	18	4	1	1	0			
Casarrubuelos	3.361	C1		4	9	4	3	1	0			
Cenicientos	2.091	C2	1	2	14	1	2	0	0			
Cercedilla	6.890	C2	3	4	62	8	2	0	2	2		
Cervera de Buitrago	180	C2		2	5	1	1	1	0			
Ciempozuelos	23.950	B3*	2	6	44	8	2	3	1	1		
Cobeña	6.984	B3	1	3	14	11	2	1	0			
Colmenar del Arroyo	1.581	C2	1	2	11	3	2	0	0			
Colmenar de Oreja	8.424	C2	3	4	19	10	2	2	0			
Colmenarejo	8.919	B3*	1	3	17	11	1	2	0			
Colmenar Viejo	46.955	B3*	8	24	99	37	12	5	7	1		
Collado Mediano	6.746	C1*	1	3	17	7	2	1	0	1		
Collado Villalba	62.684	B3*	8	20	94	45	12	4	4	1		
Corpa	658	C2	1	1	2	1	0	1	0			
Coslada	91.425	B1	16	12	142	70	8	2	2	2	4	
Cubas de la Sagra	5.525	C1	1	2	17	11	1	1	0			
Chapinería	2.194	C2	1	1	1	2	1	0	0			
Chinchón	5.428	C1	1	4	38	5	2	2	0			
Daganzo de Arriba	9.793	B3*	1	3	16	13	0	3	0			
Escorial (El)	15.197	C1	3	14	39	18	4	6	4	2		
Estremera	1.468	C2	1	3	9	2	1	2	0			
Fresnedillas de la Oliva	1.577	C2		2	11	2	1	1	0			
Fresno de Torote	2.043	C1	1	1	8	4	0	1	0			
Fuenlabrada	197.520	B2	20	22	236	126	8	9	5	2	5	
Fuente el Saz de Jarama	6.324	C1	1	4	21	8	3	1	0			
Fuentidueña de Tajo	2.108	C2	1	5	8	5	2	3	0			

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations	
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations				
Galapagar	32.523	B3*	4	8	84	47	5	3	0	2		
Garganta de los Montes	393	C2	1	5	13	0	2	3	0			
Gargantilla del Lozoya y Pinilla de Buitrago	368	C2		5	10	3	2	3	0			
Gascones	176	C2		2	2	1	1	1	0			
Getafe	172.526	B1	27	31	313	99	18	6	7	5	8	
Griñón	9.873	B3*	1	2	27	13	1	1	0			
Guadalix de la Sierra	6.071	C2	1	2	14	7	1	1	0			
Guadarrama	15.712	C1	3	10	51	10	6	3	1			
Hiruela (La)	51	C2		0	1	1	0	0	0			
Horcajo de la Sierra	169	C2		2	6	2	1	1	0			
Horcajuelo de la Sierra	86	C2		3	1	0	2	1	0			
Hoyo de Manzanares	7.872	B3	1	4	33	18	3	1	0			
Humanes de Madrid	19.248	B3	3	5	44	23	0	5	0	1		
Leganés	186.995	B1	28	24	288	185	18	4	2	3	6	
Loeches	8.078	B3*	1	4	32	10	2	2	0			
Lozoya	625	C2	1	2	4	1	1	1	0			
Madarcos	55	C2		2	1	1	1	1	0			
Madrid	3.207.247	A*	1.531	387	5.313	4.776	182	2	203	37	190	10
Majadahonda	70.386	B2	5	24	179	90	13	9	2	1		
Manzanares el Real	8.053	C1*	1	2	9	6	1	1	0			
Meco	12.925	C1*	1	5	21	7	2	2	1	1		
Mejorada del Campo	23.048	B2	3	6	30	21	3	3	0			
Miraflores de la Sierra	5.907	C2	2	1	10	4	1	0	0			
Molar (El)	8.365	C1	2	8	9	4	6	2	0			
Molinos (Los)	4.485	C2	1	2	17	8	2	0	0	1		
Montejo de la Sierra	359	C2		2	3	1	1	1	0			
Moraleja de Enmedio	4.937	B3	1	4	31	14	1	3	0			
Moralzarzal	12.168	C1	1	5	19	12	4	1	0			
Morata de Tajuña	7.553	C1	2	4	19	9	2	1	1			

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations	
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations				
Móstoles	206.451	B2	25	30	240	128	12	14	4	2	5	
Navacerrada	2.863	C2	1	2	17	5	1	1	0			
Navalafuente	1.223	C2	1	2	9	5	1	1	0			
Navalagamella	2.436	C2	1	3	5	2	2	1	0			
Navalcarnero	26.085	B3*	3	15	75	16	7	7	1			
Navarredonda y San Mamés	128	C2		4	6	1	2	2	0			
Navas del Rey	2.684	C2	1	1	7	5	1	0	0			
Nuevo Baztán	6.299	C2	1	3	32	13	1	2	0			
Olmeda de las Fuentes	340	C2		3	4	0	1	2	0			
Orusco de Tajuña	1.308	C2	1	3	4	2	1	2	0			
Paracuellos de Jarama	21.128	B1	1	2	82	33	0	1	1			
Parla	125.634	B2	10	13	148	44	7	3	3	1	19	
Patones	502	C2	1	2	10	1	1	1	0			
Pedrezuela	5.082	C1	1	9	21	7	6	2	1			
Pelayos de la Presa	2.537	C2	1	1	6	8	1	0	0			
Perales de Tajuña	2.990	C1	1	8	10	4	4	4	0			
Pezuela de las Torres	798	C2	1	1	8	2	0	1	0			
Pinilla del Valle	210	C2		2	3	2	1	1	0			
Pinto	46.870	B2	5	14	74	35	9	4	1	1		
Piñuécar	176	C2		4	6	2	2	2	0			
Pozuelo de Alarcón	84.474	B1	8	22	283	117	15	4	3	1	17	
Pozuelo del Rey	1.052	C1*	1	2	5	3	1	1	0			
Prádena del Rincón	126	C2		2	2	1	1	1	0			
Puebla de la Sierra	96	C2		1	1	0	0	0	0			
Quijorna	3.190	C1	1	1	8	4	1	0	0			
Rascafría	1.893	C2	1	3	12	3	2	1	0			
Redueña	284	C2		3	1	1	2	1	0			
Ribatejada	696	C1		2	9	3	1	1	0			
Rivas-Vaciamadrid	78.133	B1/B2	5	20	210	86	16	3	1		3	
Robledillo de la Jara	102	C2		3	7	2	1	2	0			

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations	
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations				
Robledo de Chavela	4.137	C2	1	4	31	5	1	3	0	1		
Robregordo	60	C2		2	4	1	1	1	0			
Rozas de Madrid (Las)	91.806	B2	5	40	224	108	33	6	1	3		
Rozas de Puerto Real	484	C2	1	1	6	1	1	0	0			
San Agustín de Guadalix	12.955	B3*	1	8	13	6	6	2	0			
San Fernando de Henares	41.226	B1	8	20	79	29	14	4	2		3	
San Lorenzo del Escorial	18.495	C1*	4	13	57	22	2	7	4			
San Martín de la Vega	19.672	B3	2	8	52	19	3	3	2			
San Martín de Valdeiglesias	8.524	C2	1	1	10	3	1	0	0			
San Sebastián de los Reyes	82.090	B1*	10	29	173	88	20	3	6		3	
Santa María de la Alameda	1.214	C2		2	18	8	0	2	0	1		
Santorcaz	845	C2	1	1	4	1	0	1	0			
Santos de la Humosa (Los)	2.421	C1*		1	5	3	0	1	0			
Serna del Monte (La)	93	C2		3	4	2	2	1	0			
Serranillos del Valle	3.816	C1		2	18	9	1	1	0			
Sevilla la Nueva	8.925	C1	1	5	17	12	1	4	0			
Somosierra	82	C2		2	2	1	1	1	0			
Soto del Real	8.519	C1	1	5	23	13	4	1	0			
Talamanca de Jarama	3.211	C2	1	3	6	3	2	1	0			
Tielmes	2.658	C2	1	2	8	3	1	1	0			
Titulcia	1.237	C1	1	2	2	1	1	1	0			
Torrejón de Ardoz	123.761	B2	12	16	139	76	6	4	6	1		
Torrejón de la Calzada	7.743	B3*	1	6	16	9	5	1	0			
Torrejón de Velasco	4.177	B3*	1	2	9	4	1	1	0			
Torrelaguna	4.861	C2	2	7	6	2	2	5	0			
Torrelorones	22.782	B3	3	19	117	28	12	3	4	1		
Torremocha de Jarama	892	C2		2	5	2	1	1	0			
Torres de la Alameda	7.899	C1	1	4	22	6	1	3	0			
Valdaracete	669	C2	1	2	8	2	1	1	0			
Valdeavero	1.494	C1		2	2	2	0	2	0			

MUNICIPALITY	POPULATION (01/01/2013)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK					RAIL MODES		
				Number of Stops	Number of Bus Shelters	Routes according to type			Renfe-Cercanías	Metro Stations	Light Rail Stations
						Radials to Madrid	Transversals in Other Municipalities	Urban Stations			
Valdelaguna	871	C2	2	6	1	1	1	0			
Valdemanco	958	C2	3	6	2	1	2	0			
Valdemaqueda	882	C2	1	2	10	2	1	1	0		
Valdemorillo	11.988	C1	1	6	54	22	3	3	0		
Valdemoro	71.578	B3	5	16	158	60	5	4	7	1	
Valdeolmos-Alalpardo	3.633	C1	1	2	15	3	1	1	0		
Valdepiélagos	574	C2	2	2	1	0	1	1	0		
Valdetorres de Jarama	4.176	C1	1	3	17	4	3	0	0		
Valdilecha	2.910	C2	1	1	4	2	1	0	0		
Valverde de Alcalá	453	C1*	1	2	2	1	0	2	0		
Velilla de San Antonio	12.246	B2*	4	4	18	8	2	2	0		
Vellón (El)	1.824	C2	1	6	16	4	4	2	0		
Venturada	1.968	C2	1	8	7	6	6	2	0		
Villaconejos	3.495	C1*	1	3	5	3	2	1	0		
Villa del Prado	6.502	C2	2	3	19	7	3	0	0		
Villalbilla	11.643	C1	1	6	67	21	0	6	0		
Villamanrique de Tajo	798	C2	2	2	3	1	1	1	0		
Villamanta	2.514	C2	5	5	10	3	5	0	0		
Villamantilla	1.238	C2	1	1	5	2	0	1	0		
Villanueva de la Cañada	18.734	B3*	2	12	94	27	6	6	0		
Villanueva del Pardillo	16.690	B3	2	7	22	13	5	2	0		
Villanueva de Perales	1.458	C2	2	2	8	0	1	1	0		
Villar del Olmo	2.115	C2	3	3	1	1	1	2	0		
Villarejo de Salvanés	7.389	C2	2	7	16	5	3	4	0		
Villaviciosa de Odón	26.982	B2	3	8	99	58	3	5	0		
Villavieja del Lozoya	277	C2	5	5	5	1	2	3	0		
Zarzalejo	1.553	C2	1	4	16	2	0	4	0		
Lozoyuela-Navas-Sieteiglesias	1.216	C2	1	8	17	3	4	4	0		
Puentes Viejas	648	C2	4	4	12	4	2	2	0		
Tres Cantos	41.896	B2	4	13	111	69	8	1	4		
	6.495.551		1.977		12.428	7.943		326	87	238	56

* Zone corresponding to the urban area

** Sales outlets in metro concourses and ATMs are counted as well as the network of estancos

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APPENDIX 2

List of actions

January:

- 16th January: Presentation of the information campaign regarding the Public Transport Card (TTP) with the Spanish Handball Team in the Husa Princesa Hotel
- 23rd January: Signature of the Collaboration agreement between the Regional Ministry of Health and the CRTM for the dissemination throughout the CRTM of information related to the early detection of strokes

February:

- 2nd February: Inauguration of line 822: Alcala de Henares - Airport
- 14th February: Wi-Fi service in DeBlas line 522
- 15th February: Act at Nuevos Ministerios during which Spanish Handball Team shirts were distributed and TTP number 500,000 was formally delivered
- 22nd February: Showing of the Madrid Public Transport System to the Authorities of Oman at the Nuevo Ministerios station
- 27th February: presentation in Colmenarejo of the Julian de Castro hybrid bus

March:

- 4th March: Filming of the MMT Insurance Spot with the Real Madrid Basketball team in the Metro de Manoteras vehicle depots
- 6th March: Visit by the Prince and the President of the Region of Madrid to the Mirasierra station.
- 8th March: Campaign to donate one euro for each Public Transport Card to Manos Unidas for the campaign "There is no justice without equality"
- 12th March: Inauguration of the Civil Engineering Week in Madrid
- 13th March: Presentation by the Cirque du Soleil of the spot to promote public transport
- 19th March: Inauguration at the Principe Pio interchange of the photographic exhibition on the previous year's Madrid Marathon
- 21st March: Presentation of the DeBlas hybrid bus to be incorporated into Mostoles urban routes

April:

- 3rd April: Presentation of the future suburban station near the Torrejon Hospital
- 8th April: Presentation of the e-commerce via Bidiscount which makes it possible to buy products, associated with a QR code, shown on the screens.
- 16th April: Kooza Workshops-Cirque du Soleil at the Moncloa interchange

- 29th April: Presentation of the CRTM's spot to promote the X edition of Women's Race and public transport
- 29th April: dance day workshops at the Moncloa interchange

May:

- 5th May: Women's Race prize awards
- 9th May: Presentation of the agreement with Madrid Open Tennis
- 14th May: Presentation of the free Wi-Fi service in bus shelters
- 17th May: Accompaniment of the Casablanca transport authority's delegation
- 22nd May: Signature at the CRTM of the cooperation agreement with LTA Singapore
- 23rd May: Closure of the encounter of Spanish construction companies with the transport delegation from Singapore

June:

- 11th June: installation of the Aladina Foundation post-boxes in the transport interchanges, in an act carried out at Moncloa
- 13th June: Casting among public transport users for the poster of the Mostoles European Mobility Week
- 14th June: Inauguration of the exhibition on the Huefa European Champions league, Poland 2012, at the Moncloa interchange, to recall the first anniversary of this sporting event which coincided with the start of the Confederations Cup, which included 21 photographs ceded by the Polish Cultural Institute which reflect the spirit of the Spanish fans during the Championship.
- 18th June: Signature of the agreement with the Directorate General for Tourism regarding Legacy Cities
- 20th June: Inauguration of the Manos Unidas' exhibition "Objective: Africa" at the Principe Pio interchange

July:

- 8th July: Visit of the Astana (Kazakhstan) delegation to the Nuevos Ministerios station to learn about Madrid's public transport system
- 9th July: Presentation of the campaign for the promotion of public transport in Mostoles
- 14th July: Presentation of the new contactless touristic card at Barajas airport
- 18th July: Mobility activity with participants of the BBVA's Quetzal route at Moncloa and Madrid Río
- 17th July: Signature of the cooperation agreement between the CRTM and the Aranjuez city council regarding the financing of the urban public transport service
- 29th July: Presentation of the new application for the inspection of stops



August:

- 11th August: Presentation of the new project for top ups of the contactless public transport card in Bankia ATMs
- 21st August: Inauguration of CITRAM by the president of the Community of Madrid

September:

- 16th September: Inauguration in Getafe of the exhibitions Tramways and How do you move around?: an act included in EMW2013
- 16th September: Inauguration in Móstoles of the exhibition How do you move around?: an act included in EMW2013
- 17th September: Tour of the Ciudad Universitaria Green Trail: an act included in EMW2013
- 18th September: Symposium on the corporate profitability of the transport cheque held at the Chamber of Commerce and Industry of Madrid: an act included in EMW2013
- 19th September: Inauguration of the Boadilla Green Trail Station: an act included in EMW2013
- 20th September: Inauguration of the Stop Accidents exhibition at the Plaza de Castilla interchange: an act included in EMW2013
- 22nd September: Madrid runs for Madrid
- 24th September: Presentation of the courses given to interchange workers on the use of the defibrillators situated in these installations.

October:

- 3rd October: Red Cross Flag day act at the Queen's table
- 6th October: Prize-giving ceremony at the Madrid Down Syndrome's race
- 9th October: concert of the Film Symphony Orchestra at Moncloa
- 16th October: Act at the Plaza Elíptica interchange for cardiopulmonary resuscitation day
- 29th October: presentation in Galapagar of the new Julian de Castro buses
- 30th October: placement of the Green Trail Station sign at Arganda
- 30th October: SECUR-ED simulation: I Workshop on technological integration for the improvement of public transport security. Madrid Demonstrator

November

- 5th-8th November: Meeting of the UITP Policy Board at the Meliá Madrid Princesa hotel in Madrid. Reception on the 5th in the Casa de la Panadería and dinner on the 7th in the Palacete de los Duques de Pastrana
- 14th November: Mayumana concert at the Moncloa interchange

- 20th November: Presentation of the Manos Unidas international campaign at the Moncloa interchange
- 26th-27th November: Demonstration of the SECUR-ED project: II Conference on technological integration for the enhancement public transport security. Madrid demonstration
- 28th November: Accompaniment of the Xunta de Galicia's delegation to introduce them to the technology of the Public Transport Card

December:

- 3rd December: Act in conjunction with the Aladina Foundation at the Moncloa interchange
- 10th December: presentation of the improvement to the Mostoles urban and suburban transport
- 11th December: Centenary of the company Julian de Castro in Galapagar
- 13th December: Presentation of Books in the Streets at the Moncloa interchange
- 16th-20th December: Accessibility Week, with technical sessions on the 16th and 17th
- 17th December: Concert of the Youth Choir of the Madrid Region at the Plaza de Castilla interchange
- 18th December: Act in conjunction with the Multiple Sclerosis Foundation at the Moncloa interchange
- 27th December: Presentation at CITRAM of the special public transport service over the Christmas period

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25 ANOS Anuario Nacional de Música

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APPENDIX 3
Web news

DATE	HEADLINE
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January

9.1.13	Change of the itinerary of Suburban bus route 212 in Paracuellos de Jarama
9.1.13	New route 526 "Fuenlabrada – Móstoles (Railway)" and discontinuation of route 525
11.1.13	A new shuttle bus service will connect Legazpi and the Caja Mágica during the World Handball Championship
17.1.13	The national handball team promotes the new Public Transport Card
22.1.13	The network of offices for the processing of the Public Transport Card extended
24.1.13	Public transport users learn to detect stroke symptoms
28.1.13	The Madrid public transport system pays tribute to the handball world champions
28.1.13	575,000 tourist travel cards were sold in 2012, 4% more than the previous year.
29.1.13	The public transport fares to come into force on the 1 February 2013, with an average increase of 3%, have been approved
30.1.13	New itinerary of route 824 "Madrid (Airport) – Alcalá de Henares" and discontinuation of lines 225 and 225 ^a

February

1.2.13	Extension of the itinerary of suburban bus route 226
6.2.13	Modification of itineraries and new urban route in Alcalá de Henares
7.2.13	The Consorcio Regional de Transportes de Madrid a European reference for the management of public/private transport
8.2.13	The Madrid public transport network, an example for European cities
8.2.13	The INVOLVE project issues its first Newsletter
12.2.13	New urban bus route 3 terminal at Móstoles Pradillo
14.2.13	The Consorcio Regional de Transportes de Madrid collaborates in the Engineering Week which will start with a photography competition.
15.2.13	Half a million of the people of Madrid already have the contactless transport card
19.2.13	The CRTM increases the number of trips on the bus route connecting Alcalá de Henares with Barajas Airport
20.2.13	Changes on Suburban bus routes 496, 497 and 498
21.2.13	Changes in the itinerary of suburban bus route 157C
22.2.13	The Region becomes a reference for Oman's new Transport Plan
25.2.13	Light Rail West informs the employees of Ciudad Grupo Santander of the benefits of this transport
25.2.13	The Region analyses the quality of the suburban services by gathering users' opinions
27.2.13	The region extends the hybrid interurban bus system to the A-6 corridor
28.2.13	Restructuring of suburban routes 622 and 628 and urban route L1 in Las Rozas

March

5.3.13	MMT and Real Madrid collaborate with the Region to promote transport
7.0.13	It will be possible to top-up Public Transport Cards at ATMs
7.3.13	The Region studies how to promote the use of the bicycle and public transport
8-3-13	La Comunidad impulsa la donación de un euro por cada Tarjeta Transporte Público a Manos Unidas

DATE	HEADLINE
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8.3.13	The Region launches the donation to Manos Unidas of one euro for every Public Transport Card
14.3.13	Cirque du Soleil joins the Region's commitment to public transport
14.3.13	The Consorcio Regional de Transportes de Madrid to preside the area of transport of the European Centre of Employers and Enterprises providing Public services
20.3.13	Direct bus services to the Rey Juan Carlos hospital in Móstoles
20.3.13	The Consorcio Regional de Transportes de Madrid presents the European SECUR-ED project during the 2013 HOMSEC fair
20.3.13	The handball world cup exhibited at the Moncloa Interchange
21.3.13	The Madrid Marathon, the only one in the world that it will be possible to follow on public transport
21.3.13	The first hybrid bus joins the Móstoles urban fleet
22.3.13	Route U Avenida de Seneca – Paraninfo brings its service timetable forward by 15 minutes

April

1.4.13	The Blue Card goes over to the new contactless technology
1.4.13	The Region will convert Metro trains and platforms into stages with theatrical productions lasting from two to six minutes
1.4.13	Users of the Youth Card give the new contactless card an 8 out of 10
2.4.13	The Consorcio Regional de Transportes de Madrid leads the drive of sustainable urban mobility plans in the region
5.4.13	The Consorcio de Transportes de Madrid draws up a new Metro network map
8.4.13	The Region facilitates "virtual shop windows" at the Moncloa Interchange to make purchases via mobile phones
15.4.13	The Plaza de Castilla Interchange houses the photographic exhibition on the Spanish handball team
18.4.13	The Consorcio de Transportes de Madrid takes the Cirque du Soleil to the Moncloa Interchange
23.4.13	The Consorcio de Transportes de Madrid a Metro Rail 2013 award winner
26.4.13	The Region supports the Madrid Marathon, the only one that can be followed on public transport
26.4.13	The Region converts the Moncloa Interchange into a ballroom for Dance Day
29.4.13	Special public transport plan for the X Women's Race

May

3.5.13	The Region installs panels with public transport information in real time in hospitals
3.5.13	The Consorcio de Transportes de Madrid to reinforce public transport at Arguelles and Moncloa for the Women's Race
6.5.13	The Consorcio de Transportes de Madrid takes you to the Mutua Madrid Open in the most convenient, fast and economic way
9.5.13	The name of EMT route E changed to be known as Plaza Conde de Casal-Sierra de Guadalupe
14.5.13	The Consorcio Regional de Transportes de Madrid promotes the training of business mobility coordinators
14.5.13	The Region to offer free Wi-Fi service in suburban bus shelters
17.5.13	The Consorcio de Transportes de Madrid reinforces several EMT bus routes for the final of the Copa del Rey

DATE	HEADLINE
20.5.13	The Regional public transport service becomes an example to be followed by Casablanca
23.5.13	The Region provides real time information in the Pozuelo bus shelters
23.5.13	Collaboration between Madrid and Singapore to improve public transport technology, management and safety
24.5.13	The Region promotes the meeting between Spanish companies and those responsible for the expansion of the Singapore public transport system
31.5.13	Santa Maria de la Alameda, Robledo and Zarzalejo residents will be able to use the travel card on a new railway service
31.5.13	The Consorcio de Transportes de Madrid publishes 5,000 new public transport maps for bus shelters
June	
4.6.13	As of the 1 July the magnetic card will not be valid in Zone A
6.6.13	New pocket map of the Madrid Metro network
7.6.13	The director of the Consorcio de Transportes de Madrid receives the Civil Engineers' Association's medal of merit
11.6.13	Madrid public transport becomes a recipient of messages of encouragement for children with cancer
12.6.13	Casting among public transport users to form part of the 2013 Mobility Week poster
14.6.13	Regional public transport recalls the spirit of the Spanish fans during the Huefa European Champions league in Poland
18.6.13	Plaza Elíptica becomes the second Interchange with a "virtual shop window"
19.6.13	The Region creates the brand "Legacy Cities" to promote Aranjuez, Alcalá and San Lorenzo de El Escorial
21.6.13	The Region to make Manos Unidas' work known on public transport advertising media
21.6.13	Madrid's Regional public transport, a technological reference at the XIII national ITS congress held in San Sebastian
21.6.13	The Region of Madrid confirms its commitment to finding new sources of financing for public transport
25.6.13	The Consorcio Regional de Transportes de Madrid offers its experience in Israel as part of the European project "Euromed"
25.6.13	Public transport one of the key elements for the IOC's positive assessment of the Madrid 2020 candidacy
26.6.13	The Region concludes the works on the 1st floor of the Avenida de América Interchange
27.6.13	The Consorcio Regional de Transportes de Madrid unifies the opening times of all the interchanges
27.6.13	For the Malayan transport authorities the Consorcio Regional de Transportes de Madrid is a model to follow
28.6.13	Public transport card administrative offices will be open until 10 pm at weekends
28.6.13	Restructuring of the Aranjuez urban transport to improve coverage, especially to the Hospital del Tajo
July	
1.7.13	The Region provides the new Getafe districts with public transport
2.7.13	Madrid and Castile La Mancha renew the agreement to use the travel card in both regions
4.7.13	Completion of the 2nd business mobility coordinator training course

DATE	HEADLINE
8.7.13	Real time information in Fuenlabrada bus shelters
8.7.13	The London and Madrid transport authorities take part in a seminar on transport during Olympic games
9.7.13	The Consorcio Regional de Transportes de Madrid conveys its condolences for the fatal accident in Tornadizos
9.7.13	The Region shows its integrated transport system to a delegation from Kazakhstan
10.7.13	Suburban bus route 334 will stop at the new Rivas "Primero de Mayo" health centre
10.7.13	The Region of Madrid's public transport passengers are the protagonists of the campaigns to promote its use
16.7.13	The tourist card changes its old format for that of the new Public Transport Card
17.7.13	The Consorcio Regional de Transportes de Madrid improves bus connections between municipalities in the sierra norte
17.7.13	The Region improves Aranjuez's urban transport with the restructuring of the bus routes
19.7.13	The Consorcio Regional de Transportes de Madrid promotes a mobility activity with Quetzal Route participants
23.7.13	The CRTM takes stock of the European project INVOLVE, on public/private transport management, which it heads
25.7.13	The Consorcio Regional de Transportes de Madrid joins the mourning for the Santiago railway accident and conveys it condolences
29.7.13	The Region starts to use a new software application to reduce vandalism at public transport stops
31.7.13	Timetable changes on Torrejón de Ardoz urban bus routes
31.7.13	The Blue Card available with contactless support as of 1 August
31.7.13	The Region of Madrid will keep Public Transport Card processing offices open in August
31.7.13	Foreign students at the Complutense to have a special public transport map
August	
1.8.13	The Region to improve the Cercanías (Suburban rail) service between Torrejón de Ardoz and the Chamartín railway station
2.8.13	The Consorcio Regional de Transportes de Madrid opens the period for the presentation of candidates for the Mobility Awards
13.8.13	The Region of Madrid sets into motion the top-up of Public Transport Cards at ATMs
22.8.13	González visits the "brain" of the Region's transport, a pioneering centre in Europe and key for Madrid 2020

DATE	HEADLINE
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September

3.9.13	This month the CRTM resumes the leadership of the European project INVOLVE on public/private mobility management
5.9.13	Completion of the Bilbao-Sol works on Metro line 1, reopening on Sunday, a week earlier than expected
6.9.13	The Consorcio de Transportes coordinates the public transport measures for the 2020 Olympic City election events
10.9.13	French MPs and experts seek solutions for the Paris metropolitan area mobility problems in Madrid.
16.9.13	The CRTM inaugurates the new itinerary of route T61 to the benefit of Las Tablas workers and residents
16.9.13	The CRTM celebrates the European Mobility Week 2013 with exhibitions, green trails and new services
16.9.13	The Consorcio Regional de Transportes de Madrid, a reference for the Kazakhstan transport authorities
17.9.13	The caravan of bicycles promoted with the collaboration of the CRTM celebrates Mobility Week in the Ciudad Universitaria
18.9.13	The CRTM brings public transport closer to young people by means of two exhibitions in Getafe and Móstoles
23.9.13	The Region inaugurates the Boadilla green trail, combining the use of bicycle and Light Rail
23.9.13	The Region raises road safety awareness through the "Stop Accidents" exhibition
23.9.13	The CRTM publishes a special map to get to the "Madrid runs for Madrid" race by public transport
24.9.13	Transport interchange personnel receive cardiopulmonary resuscitation training
25.9.13	The deadline to take part in the Mobility Awards announced by the CRTM extended to the 25 October
26.9.13	The Consorcio Regional de Transportes de Madrid shares its experience with the Inter-American Development Bank
27.9.13	Restructuring of the Madrid night-time bus network to avoid duplications and provide service to new zones

October

03.10.13	The CRTM establishes a plan to provide information about the new Madrid "búhos" (owls) network during its first weekend in operation.
5.10.13	The Consorcio Regional de Transportes de Madrid advises Jakarta on the creation of a Metropolitan Transportation Authority
4.10.13	The regional public transport system recognised by the Red Cross as the institution's main collaborator
6.10.13	The Consorcio Regional de Transportes de Madrid recognised as a "friendly company" by the Down Syndrome Foundation
9.10.13	A Film Symphony Orchestra "flash mob" surprises public transport users
11.10.13	The Consorcio de Transportes reinforces the service on three Metro lines due to a parade by the Armed Forces
14.10.13	Madrid's public transport is an international reference for cities in Finland and Chile
15.10.13	The Consorcio Regional de Transportes transforms the Moncloa interchange into a cardiopulmonary resuscitation classroom
16.10.13	The Consorcio Regional de Transportes de Madrid reinforces the urban bus service to cemeteries
16.10.13	The Consorcio Regional de Transportes de Madrid re-elected vice-president of the European Metropolitan Transport Association EMTA
18.10.13	Restructuring of bus transport in Arganda and other municipalities in the south-eastern area to adapt them to the demand

DATE	HEADLINE
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19.10.13	Restructuring of the Alcalá urban bus service, improving the coverage of the municipality's business zone.
23.10.13	New bus timetables for Majadahonda 25.10.13 The Consorcio Regional de Transportes de Madrid reorganises the Pozuelo bus service
26.10.13	New night timetables for urban buses in Alcalá de Henares
27.10.13	New urban bus timetables for Boadilla del Monte
28.10.13	The Region incorporates new buses into its north-western suburban routes
29.10.13	Modification of the urban routes in Torreloa
30.10.13	The Region increases the number of Green Trails by bike from transport infrastructures to six
31.10.13	The Consorcio Regional de Transportes de Madrid reorganises the night bus service in Las Rozas

November

5.11.13	The Region shows the advantages offered by the Public Transport Card for mobility studies
7.11.13	The CRTM resumes its activity in the European project INVOLVE, which involves the private sector in mobility management
8.11.13	The CRTM connects Sevilla la Nueva, Villamantilla and Villanueva de Perales with the new Navalcarnero medical centre
12.11.13	Public transport infrastructures and services maintain their importance over the next few days during Science Week
12.11.13	The Consorcio de Transportes de Madrid receives the Executive Board of the International Association of Public Transport
12.11.13	The CRTM hosts a public transport security simulation demonstration within the framework of the European Secur-ed project
14.11.13	The Mayumana group encourages the people of Madrid to use public transport to get around at the Moncloa interchange
15.11.13	Madrid's public transport system recognised at European level by the annual railway prizes
17.11.13	The CRTM increases to 70 the number of municipal offices where Zone B Public Transport Youth Cards can be renewed
20.11.13	The CRTM facilitates public transport users' collaboration in the Manos Unidas action "24 hours that move the world"
24.11.13	The Consorcio Regional de Transportes de Madrid extends the new Public Transport Card to annual cards
27.11.13	Madrid's public transport, an example for Europe in emergency management
28.11.13	The Region shows Galicia the advantages of the New Public Transport Card

December

- 3.12.13 Public transport exhibits 1,500 messages of encouragement from the people of Madrid to children with cancer
- 9.12.13 The CRTM extends the period for the free replacement of zones B1, B2 and B3 Public Transport Youth Cards
- 10.12.13 The Region improves transport in Mostoles by redesigning the offer of urban bus routes and new shelters
- 11.12.13 The Region of Madrid's suburban buses record 180 million passengers per year
- 16.12.13 "Books in the Streets" continues to promote reading on public transport
- 17.12.13 On national multiple sclerosis day, the CRTM raises public transport users' awareness of the illness
- 18.12.13 Annual Card users can collect their new Public Transport Card after the tariff freeze
- 19.12.13 Start up of the European OPTICITIES project in which the CRTM shares its experience as an integral mobility manager
- 23.12.13 The Consorcio de Transportes de Madrid coordinates all the public transport timetables for Christmas Eve and Christmas Day
- 27.12.13 Today, from the CITRAM, Cervero presented the special transport measures for the New Year's and Three King's Day celebrations

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