ANNUAL REPORT

2010

CONSORCIO TRANSPORTES MADRID

ANNUAL REPORT

2010

CONSORCIO TRANSPORTES MADRID

In 2010 the Madrid Public Transport Authority, the sole public transport authority in the Community of Madrid, pursued its coordination and organisational tasks related to the transport system and forged ahead with strategies to maximise operational efficiency, optimise existing resources and match transport services to new mobility characteristics, all with aim of maintaining our acclaimed quality levels.

Over the course of 2010, demand continued the downward trend that began in 2008 with the outbreak of the financial crisis, although certain modes showed signs of recovery and profits were therefore slightly better than the previous year. 2010 was also marked by various episodes of social unrest—seven strikes by Metro de Madrid workers between 28 June and 16 July, and the general strike on 29 September—and the year finally closed with 1.4881 billion journeys made, 2.4% less than the previous year. This demand represents an average of 230.4 journeys per inhabitant and year, making the Community of Madrid a national benchmark in the use of public transport.

In relation to transport infrastructure, the main actions were the completion of the metro Line 11 extension to the new La Fortuna station and the inauguration of the Atocha and Canillejas intermodal areas. Meanwhile, work on the extensions of metro lines 2 and 9 progressed at a good pace with the new sections due to open in the first half of 2011.

We also continued to plan for the future, with projects to extend more metro lines and create bus corridors and new interchanges and intermodal areas, and we conducted various studies to maintain a detailed knowledge of the system and adapt it to future mobility needs in line with territorial strategies.

JOSÉ IGNACIO ECHEVERRÍA ECHÁNIZ
Chairman

JOSÉ MANUEL PRADILLO POMBO
Managing Director

The ongoing renewal of the rolling stock and bus fleet continued with 76 new metro coaches, 108 urban buses and 109 suburban buses entering service last year.

New technologies were another major area of activity for the CRTM in 2010 with the launch of the Suburban Road Transport Modernisation Plan, approved by Law 5/2009, and the creation and inauguration of the Collective Public Transport Integrated Management Centre, which coordinates responses to incidents in the different networks and collects real-time information related to users.

2010 was also a crucial year in terms of communicating and reinforcing the consortium's public image. The numerous initiatives that took place in this respect included the launch of a communication plan and a new look for publications, as well as the production of a corporate video about the organisation.

Madrid remains an international benchmark in public transport, as demonstrated by the fact that more than 120 delegations from around the globe visited the region last year. The consortium also organised the Light Rail World Conference, which took place in Madrid in October 2010.

The joint efforts of the public administrations, operators, unions, customers' representatives—in other words, all the agents that contribute to Madrid's transport system—attracted a number of awards in 2010, providing us with an additional stimulus to keep up, and in certain areas even step up, the intensity of our work.

The pages that follow offer detailed information about the fruits reaped from our labour in 2010, a year in which we devoted particular attention to reinforcing the consortium's image among the people of Madrid, who rate their transport system one of the best in the world.

Because "connecting People" and providing the most efficient responses to their diverse mobility needs are our guiding principles and enable us to contribute to the social, environmental and economic sustainability of our region.

1 THE ORGANISATION

The Madrid Public Transport Authority (CRTM) is the public transport authority for the Community of Madrid. Various government bodies, public and private service providers and a network of interchanges contribute to the transport system organised, managed and coordinated by the CRTM.

1 THE ORGANISATION

The Madrid Public Transport Authority (CRTM) is the public transport authority for the Community of Madrid.

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

Within this scope of authority, 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 unifying external relations with users.

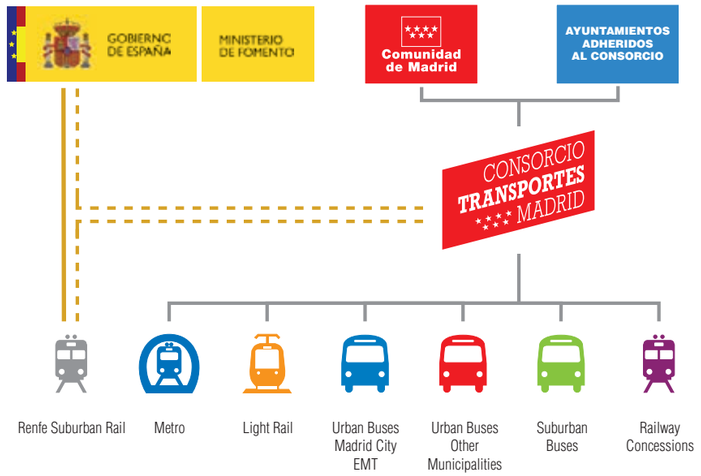
THE INSTITUTIONAL AND OPERATING FRAMEWORK.

The CRTM is made up of a group of public administrations which have transferred their authority to the consortium for the collegiate management of public transport. The transport operators are not consortium members themselves but are nevertheless dependent on it because

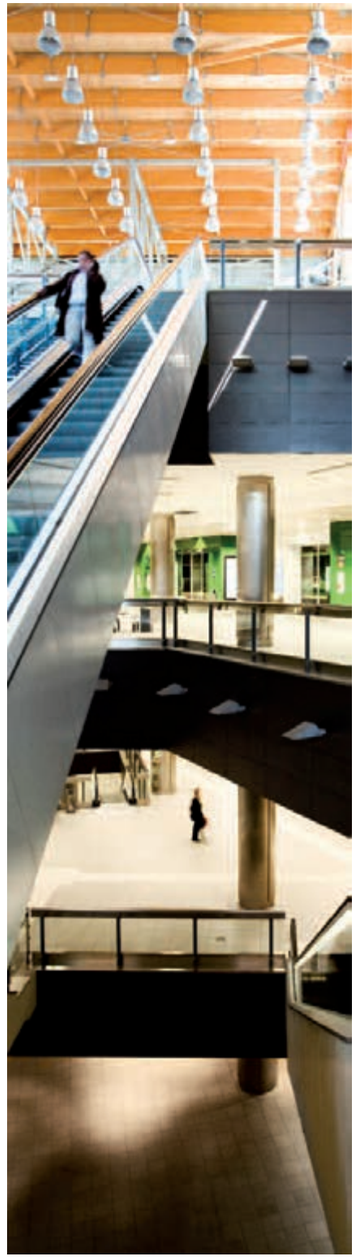
the government bodies responsible for the services they provide are part of the consortium.

Consequently, 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.

INSTITUTIONAL FRAMEWORK FOR THE MADRID PUBLIC TRANSPORT SYSTEM



The CRTM is governed by a Board of Directors, which acts either directly or through an Executive Committee. The composition of these bodies in 2010 was as follows:



COMPOSITION AS AT 31 DECEMBER 2010

BOARD OF DIRECTORS.

Position:	Name:	On behalf of:
Chairman	José Ignacio Echeverría Echániz	Madrid Regional Gov.
Vice-Chair	Juan Bravo Rivera	Madrid City Council.
Members	Luis Armada Martínez-Campos	Madrid Regional Gov.
	Ángel Yuste Castillejo	Madrid Regional Gov.
	Elena Collado Martínez	Madrid Regional Gov.
	Jesús Miguel Trabada Guijarro	Madrid Regional Gov.
	José Ángel Rivero Menéndez	Madrid City Council.
	Pedro Calvo Poch	Madrid City Council.
	Paz González García	Madrid City Council.
	Fernando Autrán Pérez	Madrid City Council.
	José Luis Fernández-Quejo del Pozo	Participating Councils.
	Francisco Javier Fernández Abad	Participating Councils.
	Eugenio Morales Tomillo	Participating Councils.
	Dolores Vela Arrans	Central Government.
	Alfonso Sánchez Marcos	Central Government.
	Manuel Fernández Albano	CC.OO. Trade Union.
	Antonio Oviedo García	U.G.T. Trade Union.
	Francisco Javier Carbajo de la Fuente	Business Associations.
	Juan Carlos Herranz Arranz Eustaquio Jiménez Molero	Business Associations. Consumer and User Assocations.
Non-Board Member Secretary	Joaquín Nieto Fernández	

EXECUTIVE COMMITTEE.

Position:	Name:
Chairman	José Ignacio Echeverría Echániz
Member	Pedro Calvo Poch
Member	Juan Bravo Rivera
Member/Secretary	Luis Armada Martínez-Campos
Managing Director	José Manuel Pradillo Pombo

The operating framework is illustrated in the diagrams below:

ROAD PASSENGER TRANSPORT

Empresa Municipal de Transportes de Madrid, S.A.	Public company owned by Madrid City Council.
Suburban bus companies.	29 private companies operate 31 concessions for the provision of public services.
Urban bus companies in other municipalities.	In 12 municipalities urban services are provided either directly or via a concession.

RAIL PASSENGER TRANSPORT

Metro de Madrid, S.A.	Public company owned by Madrid City Council (75%) and the Madrid Regional Government (25%).
Renfe-Cercanías	Public suburban railway 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	3 public works concessions for the construction and operation of Light Rail lines ML1, ML 2 and ML3 and the Parla Tramway.

OPERATORS OF MODAL INTERCHANGE STATIONS

Five public works concessions for the construction and operation of the following interchanges:

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

OPERATING CONDITIONS.

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, are each governed by an annual agreement approving 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, has an agreement with the CRTM governing the use of multi-modal tickets and the compensation derived from these.

The municipalities of Pedrezuela, El Molar and Fuenlabrada also manage their urban transport services directly (in Fuenlabrada they are provided by the town's own public transport company), for which they receive compensation from the CRTM on a monthly basis for journeys made with multi-modal tickets.

Indirectly managed public road passenger transport services are provided by private operators which have been awarded a public service management contract in accordance with Law 16/1987 of 30 July on Ground Transport Management.

Meanwhile, Law 5/2009 of 20 October on Road Transport and Mobility Management, passed by the Madrid Assembly, constitutes a third regulation for the regional transport system, and 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.

Public rail passenger transport services and those associated with the modal complementarity and interconnection offered at interchanges that require the construction of infrastructures are provided by private companies that have been awarded public works contracts.

These concessions are granted by the CRTM, but in the case of those requiring the construction of railway infrastructure (with the exception of the Parla Tramway) the awarding body is Madrid, Infraestructuras del Transporte (MINTRA), a public organisation belonging to the Transport and Infrastructure Ministry of the Madrid Regional Government. MINTRA is responsible for maintaining and managing regionally-owned railway infrastructures, including the Pinto-San Martín de la Vega suburban branch line currently operated by Renfe-Cercanías, which has been granted use of the infrastructure under the terms of a contract that establishes the service provision cost to be compensated by the CRTM.

The concessionaires for the interchanges have carried out the works in accordance with the project approved by the CRTM, acquiring the right to operate the public infrastructure and recoup their investment as well as to receive the economic compensation agreed in the contract terms. This compensation includes the following:

- A levy for every non-CRTM bus that uses the interchange facilities.
- A tariff for every passenger on regular CRTM lines and routes.

- 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, while the deficit between the break-even fare and the monies collected by the Parla Tramway is covered equally 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 Transit Card. This compensation is calculated according to the fare agreed 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 contemplates a complementary sum per passenger carried up to a specific level of demand.

2 THE SYSTEM

The CRTM plans and manages a complex network of operators, infrastructures and intelligent transport systems which guarantees accessibility for all citizens.

2 THE SYSTEM

The public transport system in the Community of Madrid comprises a set of interrelated elements which are coordinated by the CRTM.

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

The first section of this chapter describes and summarises the characteristics of the services provided by the different modes of transport, with details of the services themselves, the accessibility of the networks and the rolling stock.

The following section describes the fare system currently in force and the infrastructure networks that underpin the public transport system in the Community of Madrid: modal interchange stations, park and ride facilities and equipment at stops, as well as intelligent transport systems and information systems.

The final section describes the actions taken to improve accessibility.

SERVICES PROVIDED.

The year 2010 was characterised by a slight reduction in services provided across the public transport system in the Community of Madrid, with small variations from one mode to another.

However, improvements in the different networks have continued, in terms both of the number of stops and stations and the length and range of the networks, albeit at a slower pace than in recent years.

The following table presents the key facts and figures regarding services provided in 2010 by the six modes into which the overall system has been divided in this report to facilitate its analysis and comprehension.

PUBLIC TRANSPORT SYSTEM IN THE COMMUNITY OF MADRID

Transport Modes	Nº of Routes/ Lines	Length of Network (km)	Length of Routes/Lines (km)	Nº Stations/ Network Stops	Nº Stations/Stops per Line/Route	Nº Vehicles (coaches/buses)	Coaches-km (millions)
Metro	12 + Ramal	281.2	281.2	233	286	2,381	196.2
Urban Buses Madrid City (EMT) (1)	216	1,548.5	3,958.3	4,593	11,053	2,109	100.0
Urban Buses Other Municipalities	127	691.0	1,948.0	3,108.0	4,325	302	21.7
Suburban Buses	348	3,351.3	20,222.7	6,675.0	17,165	1,801	173.6
Light Rail	4	35.5	35.5	56	57	44	15.4
Renfe-Suburban Rail	9	386.6	666.1	98	155	1,042	141.1

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

In the above table, ‘Length of Network’ only includes sections of routes that are not duplicated, whereas ‘Length of Routes’ represents the sum of the lengths of all routes. Similarly, ‘Stations/Stops-Network’ contemplates every stop as unique, whereas ‘Stations/Stops-Route/Line’ represents the sum of all stops on all routes or lines.

Finally, in the railway modes 'Length' refers to double track length, whereas in the bus modes it refers to the length of the return journeys for the different routes.

METRO.

Metro de Madrid is the public entity that operates the metro network. Although most of the network belongs to Fare Zone A, a few sections fall outside this zone, which means that there are internal journeys limited exclusively to these sections 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 (section of Line 7 between the Barrio del Puerto and Hospital del Henares stations, in Zone B1); and 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 [Madrid Railway Transport] (TFM).

If we discount the years when network extension programmes end, there are only minimal variations from one year to another in metro schedules, and 2010 was no exception. The main service indices were similar to the previous year, and the decline in demand did not result in a reduction of services.

As at 31 December 2010, the metro network comprised 12 lines plus the branch line between the Ópera and Príncipe Pío stations, a total length of 281.1 km and 233 stations. The most significant event in 2010 was the inauguration of the La Fortuna station on Line 11, which increased the length of the network by 2.4 km.

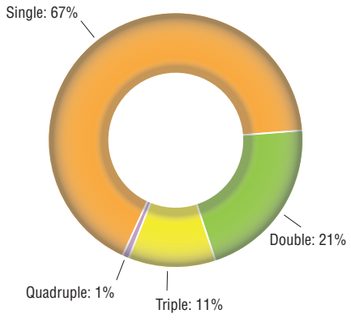
STRUCTURE OF THE METRO NETWORK

Year	Length (km)	Stations-Network	Stations-Line
2001	190.5	156	201
2002	198.0	158	206
2003	245.8	188	237
2004	245.8	188	237
2005	245.8	188	237
2006	252.1	194	243
2007	277.9	230	283
2008	278.7	232	285
2009	278.7	232	285
2010	281.1	233	286

Of these 233 stations, 94 are multiple, meaning that they allow passengers to change from one line to another. Therefore, if every multiple station is counted for every line that passes through it, the total number of stations per line is 286, of which 21% are double, 11% are triple and 1% (Avenida de América) are quadruple.

These multiple stations located at key points are crucial for satisfying mobility needs as they enable passengers to change from one line to another and act as hubs for other transport modes in the system. Line 6 (or the Circular Line) offers the most possibilities in this respect, followed by lines 5 and 10.

DISTRIBUTION OF METRO STATIONS BY NUMBER OF LINE CHANGES

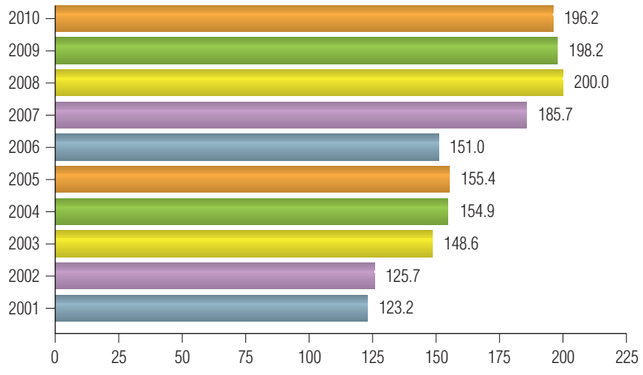


STATIONS/LINE (number of line changes)

Lines	Stations-Line				
	Single	**Double**	**Triple**	**Quadruple**	**Total**
Branch	0	0	2	0	**2**
1	24	6	3	0	**33**
2	6	6	4	0	**16**
3	11	4	3	0	**18**
4	14	5	3	1	**23**
5	21	8	3	0	**32**
6	14	8	5	1	**28**
7	17	5	0	1	**23**
MetroEste	7	1	0	0	**8**
8	5	2	1	0	**8**
9	15	5	1	1	**22**
TFM	5	1	0	0	**6**
10	10	6	5	0	**21**
MetroNorte	10	1	0	0	**11**
11	6	1	0	0	**7**
12	27	1	0	0	**28**
Total	**192**	**60**	**30**	**4**	**286**

Production in the year 2010, valued in millions of coaches-kilometres, fell by 1% in relation to the previous year to 196.2 with service indices therefore remaining stable.

ANNUAL EVOLUTION OF PRODUCTION (millions of coaches-kilometre)



Similarly, during peak times on weekdays, when 299 trains were in operation, the average interval between services was 4 minutes, with intervals of less than 3 minutes on lines 1, 3 and 10. Meanwhile, the average speed of trains increased in 2010 to 30 km/h.

SERVICES FOR EACH LINE AT PEAK TIME ON A WEEKDAY

Line	Trains	Coaches/train	Speed of trains (km/h)	Duration of journey (min)	Interval (min)
1	42	6	21.4	122.3	2.9
2	16	4	18.5	57.5	3.5
3	28	6	24.7	65.2	2.5
4	27	4	21.8	78.9	3.0
5	33	6	23.5	115.1	3.4
6 (direction 1)	19	6	24.6	57.3	3.1
6 (direction 2)	14	6	24.9	56.8	4.0
7	20	6	28.6	80.2	4.0
MetroEste	6	3	35.7	29.5	4.9
8	13	4	42.1	44.3	3.5
9	23	6	26.7	80.8	3.6
TFM	8	3	57.4	39.7	5.8
10	31	6	30.9	91.5	2.9
MetroNorte	11	3	40.3	45.5	3.9
11	4	4	23.6	22.5	5.6
12 (direction 1)	11	3	41.6	58.7	5.3
12 (direction 2)	11	3	41.0	59.5	5.3
Branch	2	4	11.8	10.0	5.0

The distribution of the daytime interval between trains is divided into three main periods, with the shortest interval occurring during the morning peak time.

DISTRIBUTION OF DAYTIME INTERVALS ON A WEEKDAY

Line	Average daytime interval (min)	Morning peak time (min)	Noon peak time (min)	Evening peak time (min)
1	3.5 - 5	2.9	4.3	4.0
2	3.5 - 5	3.5	4.2	4.2
3	3 - 4.5	2.5	3.7	3.6
4	3 - 4.5	3.0	3.9	3.2
5	3.5 - 5	3.4	4.3	4.3
6 (direction 1)	3.5 - 5	3.1	4.4	4.3
6 (direction 2)	4 - 5.5	4.0	4.1	4.0
7	4 - 5.5	4.0	4.3	4.3
MetroEste	5 - 6.5	4.9	5.4	5.3
8	3.5 - 5	3.5	4.5	3.8
9	3.5 - 5	3.6	4.3	4.2
TFM	7.5 - 9	5.8	8.4	8.0
10	3.5 - 5	2.9	4.3	3.4
MetroNorte	4.5 - 6	3.9	5.4	4.5
11	5 - 6.5	5.6	5.5	5.4
12 (direction 1)	6 - 7.5	5.3	7.5	7.5
12 (direction 2)	6 - 7.5	5.3	7.5	7.5
Branch	4.5 - 6	5.0	5.0	5.0

The rolling stock in service during 2010 comprised 2,381 coaches, which represents a 4% increase in relation to the previous year, primarily due to the incorporation of 70 Series 8000 coaches.

The number of auxiliary facilities also increased, most notably the number of lifts and escalators to facilitate mobility and improve accessibility at stations.

ROLLING STOCK

Year	Type of vehicle									
	Coach 300	Coach 1000	Coach 2000	Coach 3000	Coach 5000	Coach 6000	Coach 7000	Coach 8000	Coach 9000	Total
2001	48	132	718	–	352	88	–	–	–	**1,338**
2002	–	–	718	–	352	110	66	111	–	**1,357**
2003	–	–	718	–	352	123	180	141	–	**1,514**
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	–	–	736	456	352	132	222	255	258	**2,381**

AUXILIARY FACILITIES

Year	Escalators	Lifts	Vending Machines	Turnstiles
2001	958	135	487	901
2002	1,009	159	513	956
2003	1,240	254	696	1,484
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

With regard to actions undertaken in 2010, the remodelling and refurbishment works at the Plaza de Castilla station were completed, permitting the inauguration of the interchange, and improvement works were also conducted in the access area. Other actions included the renovation of the Argüelles station on Line 4 and the remodelling of the Ópera station, due to reach completion in 2011.

URBAN BUSES IN MADRID CITY (EMT).

Services remained stable in the year 2010, despite the decline in demand for this network. The most significant action was the inauguration of a 24-hour route to the different terminals at Barajas Airport. During the day, this route commences at the Atocha railway station, but at night it leaves from Plaza de Cibeles, the hub for all night services across the entire network.

As at 31 December 2010, the EMT bus network comprised 215 routes. Of these, 177 are day routes and 38 are night routes, although 14 of the latter routes only operate on weekends and holiday eves.

ANNUAL EVOLUTION OF EMT ROUTES

Year	Day routes						Night routes			Total
	Normal	Airport Express	Work	University	Special services	Total	Owls	Late-night metro	Total	
2001	145	1	0	8	11	**165**	20	0	**20**	**185**
2002	148	1	0	8	5	**162**	26	0	**26**	**188**
2003	148	1	0	8	5	**162**	26	0	**26**	**188**
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**

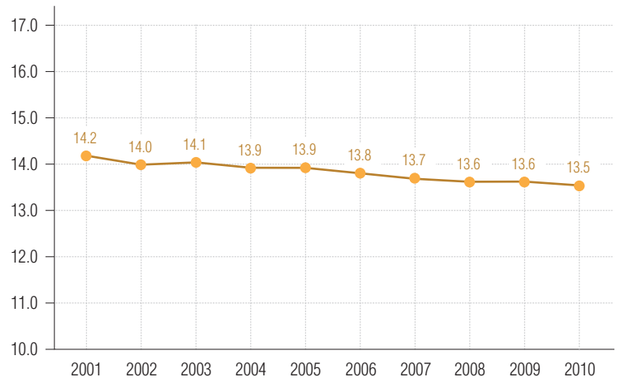
The total number of kilometres covered in 2010 was 100 million, down by only 0.4% in relation to the figure for 2009 and therefore reflecting the stability of the services provided. The hours/coach and journeys/coach figures were also very similar to those reported for the previous year.

ANNUAL EVOLUTION OF EMT SERVICES

Year	Coaches	Coaches-km (millions)	Hours-coach (millions)	Journeys-coach (millions)	Speed (km/h)
2001	1,890	95.9	6.7	12.1	14.2
2002	1,900	96.1	6.9	12.0	14.0
2003	1,958	96.7	6.9	12.0	14.1
2004	1,958	96.8	6.9	12.0	13.9
2005	1,994	97.5	7.0	12.1	13.9
2006	2,022	99.9	7.2	12.3	13.8
2007	2,033	97.1	7.1	11.7	13.7
2008	2,060	95.5	7.0	11.5	13.6
2009	2,092	100.4	7.4	12.0	13.6
2010	2,100	100.0	7.4	12.0	13.5

The average speed at which EMT buses travel has gradually declined over the last decade and fell to 13.5 km/h in 2010, which is 0.8% lower than the 2009 figure. The network comprises 94 km of bus lanes, 39 of which have physical dividers designed by Madrid City Council to separate buses from other traffic.

ANNUAL EVOLUTION OF SPEED (km/h)



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 11% of routes. Intervals between buses are shorter during peak times, with 46.3% of routes offering intervals of less than 8 minutes.

DISTRIBUTION OF DAY ROUTES BY INTERVAL

Average interval

Daily			At peak time		
Range	**Nº routes**	**%**	**Range**	**Nº routes**	**%**
< 6 min	5	2.8%	< 3 min	2	1.1%
6 a 8 min	22	12.4%	3 a 6 min	29	16.4%
8 a 12 min	98	55.4%	6 a 8 min	51	28.8%
12 a 15 min	32	18.1%	8 a 12 min	73	41.2%
> 15 min	20	11.3%	12 a 15 min	9	5.1%
			> 15 min	13	7.3%

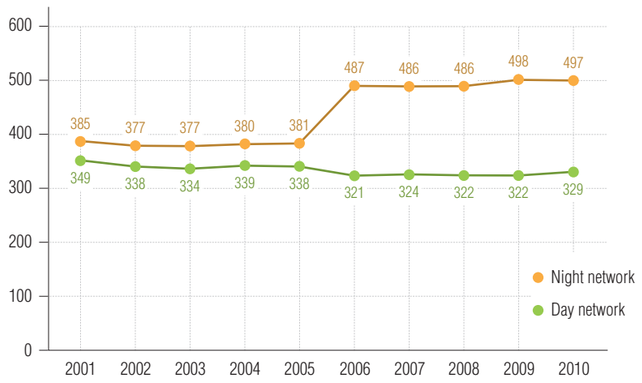
The length of the daytime network, expressed as the sum of the lengths of the return journey for every route, rose by 2.5% in 2010, taking the average route length to 16.9 km. As a result of this increase, there are now 9,079 stops; this means a stop every 329 m.

ANNUAL EVOLUTION OF THE DAYTIME NETWORK

Year	Nº routes	Length of routes (km)	Route stops	Average length of routes (km)	Average nº stops per route	Average distance between stops (min)
2001	165	2,613	7,495	15.8	45	349
2002	162	2,552	7,560	15.7	47	338
2003	162	2,562	7,662	15.8	47	334
2004	168	2,667	7,870	15.9	47	339
2005	168	2,662	7,880	15.8	47	338
2006	171	2,764	8,621	16.2	50	321
2007	170	2,830	8,737	16.6	51	324
2008	174	2,882	8,940	16.6	51	322
2009	177	2,911	9,045	16.4	51	322
2010	177	2,985	9,079	16.9	51	329

The average distance between stops rose in relation to the previous year due to the effect of the express routes, which have far fewer stops. The distance is much greater on night routes and remained stable in relation to the previous year.

ANNUAL EVOLUTION OF DISTANCE BETWEEN STOPS
(distance expressed in metres)



In 2010 the EMT fleet comprised 2,100 vehicles with an average age of 6.1 years, all of which have a low floor and access ramp for the disabled. Of these, 465 run on compressed natural gas, 20 are electric and 5 use bioethanol. Of the remaining buses, 76.7% run on biodiesel, a blend consisting of 80% diesel.

ANNUAL EVOLUTION OF EMT FLEET

Year	Type of vehicle							Average age (years)
	Diesel	Biodiesel	Nat. Gas	Bioethanol	Hydrogen	Electric	Total	
2001	1,820	0	70	0	0	0	**1,890**	5.1
2002	1,790	0	110	0	0	0	**1,900**	4.2
2003	1,829	0	125	0	4	0	**1,958**	4.7
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

In 2010 the CRTM conducted 12 important actions across the EMT network aimed at improving accessibility at some of the existing facilities across the city.

ACTIONS IN THE EMT NETWORK

Year launched	New routes	Major modifications	Extensions	Routes discontinued	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**

The most important actions of the year were:

- Introduction of the 24-hour “Airport Express” route between the Atocha railway station and the various terminals at Barajas Airport. At night the service leaves from Plaza de Cibeles, like all the night services in Madrid.
- Extension of Route 109 to provide a link between the health centre on Calle Gandhi and the Simancas neighbourhood.
- Extension of Route 113 to Plaza de Ciudad Lineal to improve access to the Quintana neighbourhood.
- Extension of Route 137 to Sinesio Delgado to service the schools on Avenida de Mártires Maristas.
- Transfer of the termini for routes 160, 161 and 162 to the Moncloa interchange, thus benefiting users in Aravaca, Valdemarín and El Plantío.
- Modification of termini for routes 155 and 138 at the Aluche interchange to improve services.
- Modification of the Route 108 itinerary along Avenida de Abrantes and transfer of the control point to the Oporto station.

- Transfer of the Route 60 control point, on Sundays and holidays, to Puerta de Toledo, thus avoiding the congestion around Plaza de la Cebada.
- Extension of Route N12 to increase the night service coverage of the Los Rosales neighbourhood.
- Modification of Route N24 in the La Paz neighbourhood to service the Calle Alberto Palacios area.

URBAN BUSES IN OTHER MUNICIPALITIES.

With the exception of the capital, the Madrid urban transport service is heterogeneous, varying from one municipality to the next. This is partly because of the specific characteristics of each municipality (population, area, urban development, etc.), but also because of the spatial configuration of the suburban routes. Furthermore, the way in which the urban services are financed has a decisive impact on the way routes are operated within each municipality.

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

- Municipalities with a fully developed urban network which operates most of the urban journeys (with the suburban network complementing the urban network).
- Municipalities where the urban network complements 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 real range of urban transport services offered is much greater than that reflected in the municipal urban networks alone.

The specific network of urban routes in zones B and C covers 38 municipalities, although there is only an independent urban service contract in eight of these. Furthermore, in three of the municipalities the urban service is provided directly by the local council (Fuenlabrada via a municipal company, El Molar and Pedrezuela).

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

Municipality	Nº routes	Nº journeys/weekday
Alcalá de Henares	11	1,667
Alcobendas	8	425
Alcorcón	2	239
Algete	2	84
Aranjuez	4	368
Arganda del Rey	4	399
Boadilla del Monte	3	274
Cercedilla	2	55
Ciempozuelos	1	114
Colmenar Viejo	6	181
Collado Villalba	8	231
Coslada	1	57
El Escorial	1	8
Fuenlabrada	5	455
Getafe	7	496
Guadarrama	3	54
Majadahonda	2	128
Meco	1	24
El Molar	1	36
Morata de Tajuña	1	8
Móstoles	3	148
Navalcarnero	1	66
Parla	4	173
Pedrezuela	1	20
Pinto	3	254
Pozuelo de Alarcón	4	493
Rivas-Vaciamadrid	1	32
Las Rozas de Madrid	1	32
San Fernando de Henares	1	41
San Lorenzo de El Escorial	3	105
San Martín de la Vega	2	108
San Sebastián de los Reyes	3	116
Torrejón de Ardoz	5	442
Torrelodones	5	288
Valdemorillo	5	50
Valdemoro	7	751
Villalbilla	1	28
Tres Cantos	3	129
Total	**127**	**8,665**

There are 127 urban routes in these zones, of which 77 are operated via suburban concessions, and a total of 8,665 journeys are made on a normal weekday through the year (excluding the summer period).

The CRTM urban concessions have a total fleet of 173 vehicles, which is complemented by the 129 vehicles used on the 77 urban routes operated via suburban concessions.

Fourteen vehicles were replaced during 2010 and the average age of the fleet is currently 4.86 years. Furthermore, every single vehicle in the fleet is accessible to persons with reduced mobility.

NUMBER OF VEHICLES BY AGE

Age	> 10 years	5-10 years	< 5 years	Total
Number	–	77	96	173
%	0%	44.5%	55.5%	100%

SUBURBAN BUSES.

Despite a significant drop in demand, the suburban bus network of the Community of Madrid remained practically unchanged in 2010 and, as at 31 December of that year, comprised 349 routes, 30 of which correspond to night services. This figure also includes four routes which operate exclusively within the city of Madrid, although only one of them belongs to the city's urban bus network, as indicated in the corresponding table.

In 2010 only one new route was created (Route 429: Madrid [Legazpi]- Aranjuez [Pau de la Montaña]).

The suburban routes are operated by 29 different companies via 31 concessions. As indicated above, these concessions operate 77 suburban routes in the municipalities in zones B and C.

On a regular weekday during the year (excluding the summer period), 24,220 journeys are made within the suburban network; of these, 1,038 correspond to peak time journeys in a single direction (no return trip).

DISTRIBUTION OF SERVICES PROVIDED BY CORRIDOR

Access corridor	Nº Routes	Nº Journeys	
		Peak time/direction	Daily
Madrid-Alcobendas-San Sebastián de los Reyes (A-1)	32	94	1,921
Madrid-S. Fernando-Torrejón-Alcalá (A-2)	17	91	1,545
Madrid-Coslada-San Fernando (M-201)	5	19	537
Madrid-Mejorada-Rivas Vaciamadrid-Arganda (A-3)	20	66	1,335
Madrid-Pinto-Valdemoro-Aranjuez (A-4)	15	43	1,000
Madrid-Getafe-Parla (A-42)	15	54	1,542
Madrid-Leganés-Fuenlabrada (M-425 y M-411)	14	62	1,811
Madrid-Móstoles-Alcorcón (A-5)	25	108	2,970
Madrid-Pozuelo-Boadilla (M-502 y M-511)	11	41	870
Madrid-Pozuelo-Majadahonda-Las Rozas (A-6)	57	194	4,332
Madrid-Tres Cantos-Colmenar Viejo (M-607)	13	36	907
Other corridors and intersecting routes	125	230	5,450
Total Community of Madrid	**349**	**1,038**	**24,220**

The services provided in the suburban network obviously vary from route to route to meet the varying needs of municipalities with different populations and characteristics.

DISTRIBUTION OF ROUTES BY INTERVAL (weekday)

Interval	Nº Routes
< 10 minutes	18
10-15 minutes	32
15-20 minutes	45
20-30 minutes	68
30-60 minutes	64
> 60 minutes	119
Total	**346**

The CRTM suburban concessions have a fleet of 1,939 vehicles, of which 129 are used on the 77 urban routes operated via suburban concessions. The vehicles have an average seating capacity of 51 and a standing capacity of 21.

During 2010 a total of 176 vehicles were replaced in the region's fleet. The average age of the fleet is currently 5.56 years, although the Modernisation Plan has set the goal of reducing it to less than 5 years by the end of 2011.

With regard to accessibility for persons with reduced mobility, 1,771 vehicles (91.3% of the total fleet) have low floors and ramps, although the goal is to reach 100% by the end of 2011.

NUMBER OF VEHICLES BY AGE

Age	> 10 years	5-10 years	< 5 years	Total
Number	201	811	929	1,941
%	10.4%	41.8%	47.8%	100%

LIGHT RAIL.

The light rail network in the Community of Madrid comprises four lines which were launched in 2007 as part of the 2003/2007 Expansion Plan. These lines cover a total of 35.4 kilometres and there are 52 stations in the network. The names of the lines are as follows:

- ML1: Pinar de Chamartín-Las Tablas.
- ML2: Colonia Jardín-Aravaca Station.
- ML3: Colonia Jardín-Puerta de Boadilla.
- ML4: Parla Tramway (Circular Route).

The light rail services are operated by three concessionaires: Metros Ligeros de Madrid (Madrid Light Rail), which operates the ML1 line; Metro Ligero Oeste (West Light Rail), which operates lines ML2 and ML3; and the Parla Tramway, which operates the ML4 line.

The principal characteristic of this network is that the trains mainly run above ground (unlike the metro network) and there are only four underground stations. In this respect, the degree of urban integration has been satisfactory and there have not been any conflicts with other uses of public space.

The ML1, ML2 and ML3 light rail lines join up with the metro network and with suburban rail lines ML2 and ML4, and passengers can change between lines ML2 and ML3 at the Colonía Jardín station. Line ML4 also contains a section where there are stations on both sides of the tracks according to the direction of travel, which means that if each station is counted separately there are 19 on this line.

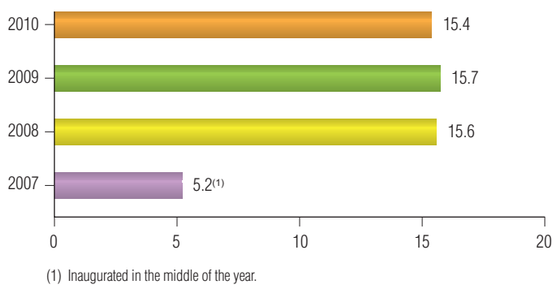
If the Colonia Jardín station is counted separately for lines ML2 and ML3, the total number of stations per line is 57, as shown in the following table:

STATIONS/LINE AND TYPE

Lines	Stations			
	Above ground	Underground	Total	Interchange stations
ML1	4	5	9	2
ML2	10	3	13	2
ML3	15	1	16	1
ML4	19	19	1	1
Total	**48**	**9**	**57**	**6**

Production in the year 2010, valued in millions of coaches-kilometres, fell by 2.2 % in relation to the previous year to 15.4 million kilometres, with service indices therefore remaining stable.

ANNUAL EVOLUTION OF PRODUCTION (millions)



(1) Inaugurated in the middle of the year.

Meanwhile, at peak time on weekdays the average interval between services was in the region of 6 minutes: Line ML1, Pinar de Chamartín-Las Tablas, offers the shortest interval at around 5 minutes. Although all four lines use a special track, the variation in speed reflects their different characteristics: the two urban lines, ML1 and ML4, operate at a lower commercial speed than lines ML2 and ML3 which cover a more suburban itinerary and can therefore travel at a higher speed in the longer sections.

In 2010 the light rail network comprised 44 trains, all state-of-the-art CITADIS 302-TGA models with cutting-edge features and a fully integrated low floor.

SERVICES PER LINE AT PEAK TIME ON A WEEKDAY

Line	Trains	Coaches/train	Speed of trains (km/h)	Duration of journey (min)	Interval (min)
ML1	8	5	21	15	5
ML2	12	5	24	22	6
ML3	15	5	25	32	6
ML4	9	5	21	25	6.5

An interesting aspect of the day-time interval schedule is that during the morning and evening peak times the interval between trains is 2 minutes shorter on every line. Furthermore, information in real time is provided at the stations so that users can see how long they have to wait for the next service.

DISTRIBUTION OF DAY LINES BY INTERVAL

Lines	Av. daytime interval	Morning peak time	Evening peak time
ML1	7	5	5
ML2	8	6	6
ML3	8	6	6
ML4	9	6.5	7

RENFE SUBURBAN RAIL.

In 2010 Madrid's RENFE suburban rail network comprised 9 lines and 98 stations and covered 382 km. Five of the stations are situated outside the Community of Madrid: two of them, Azuqueca and Guadalajara, correspond to Line C-2, and the remaining three stations, Dos Castillas, Vaquerizas and Cotos, correspond to Line C-9.

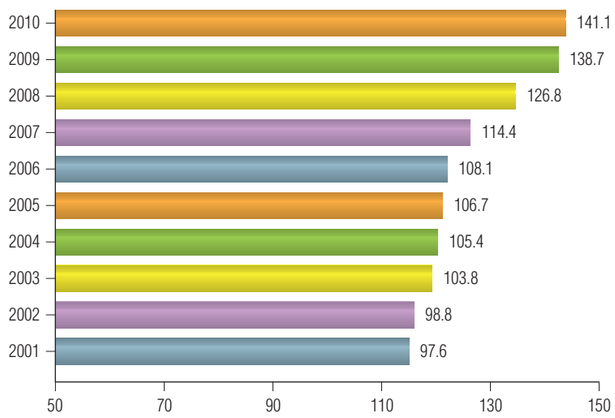
If the stations are counted separately for each of these lines, the network comprises 155 stations in total, which means that 35 stations service at least two lines or more than a third of the total. The following table shows the connections between the different lines; line C-10 has the most connections, with 1.9 connections per station in relative terms.

RENFE SUBURBAN RAIL LINES AND CONNECTIONS

Lines	C-2	C-3	C-3a	C-4	C-5	C-7	C-8	C-9	C-10
C-2		3	0	3	1	14	4	0	4
C-3			1	5	1	3	3	0	3
C-3a				0	0	0	0	0	0
C-4					2	3	3	0	3
C-5						2	1	0	2
C-7							6	0	15
C-8								1	11
C-9									0
C-10									
Total connections	**29**	**19**	**1**	**19**	**9**	**43**	**29**	**1**	**38**
Stations-line	**18**	**1**	**33**	**18**	**23**	**29**	**22**	**9**	**20**

Production has grown steadily in the Community of Madrid over the last ten years, although to a lesser degree in 2010 than in the previous year. In absolute terms, production grew by 2.4 millions of coaches-kilometre, which represents a 1.7% increase in relation to 2009.

ANNUAL EVOLUTION OF PRODUCTION (millions of coaches–kilometre)



THE FARE SYSTEM.

Fares for public transport in the Community 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.

In accordance with the terms of the law under which the consortium was created, tickets used on more than one operator are issued and sold by CRTM.

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

The technology is based on magnetic stripes in the Edmonson format and every operator has ticket validation equipment to monitor access and ensure that the different tickets are used correctly.

The CRTM is phasing in contactless smart cards across the system; to date, over 30,000 passengers use these cards.

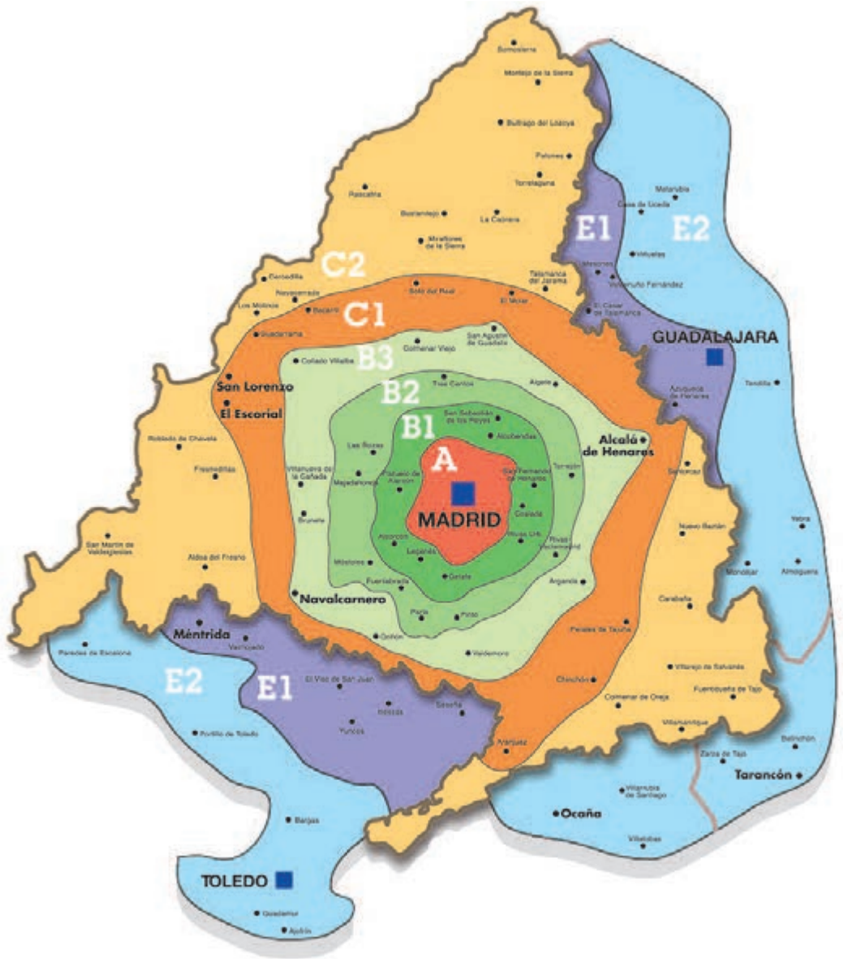
ZONING.

The Community of Madrid is divided into six fare zones:

- A central zone (A), which coincides almost exactly with the city of Madrid.
- Three metropolitan zones (B1, B2 and B3), which encompass 8, 14 and 27 municipalities, respectively.
- Two zones (C1 and C2) which complete the area within the regional boundaries and service the populations of another 129 municipalities.

There are also two external zones (E1 and E2) which are situated in the neighbouring region of Castile-La Mancha at a distance of 59 and 85 km, respectively.

The appendix lists the transport zone for every municipality in the region.


A
B1
B2
B3
C1
C2
E1
E2
MADRID
GUADALAJARA
TOLEDO
Alcalá de Henares
San Lorenzo
El Escorial
Navalcarnero
Méntrida
Ocaña
Tarancón


Comunidad de Madrid
Red de Metro y Metro Ligero
Metro and Light Rail Map
EDICIÓN septiembre 2010
2010 september EDITION
Horario de servicio de 6:00 de la mañana a 1:30 de la madrugada
Operating hours:
from 6:00 am to 1:30 am daily
SIMBOLOGÍA · KEY
LÍNEAS DE METRO · METRO LINES
LÍNEAS DE METRO LIGERO · LIGHT RAIL LINES

TICKET TYPES.

There are three basic types of 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 ten-journey ticket targeted at intermittent users. This ticket type is issued by each operator, except in the case of the ten-journey ticket for Zone A (Metrobús) where it is valid for use on metro, EMT and ML-1 routes. There is also a combined 10-journey ticket, similar to the combined single-use ticket, which can be used throughout the transport network.
- An individual, multimodal ticket for unlimited use within a given time period and zone. This is called a Transit Card and is targeted at regular users. Like the ten-journey ticket, it is purchased in advance.

In the case of the metro and light rail lines connected to the metro network, the sections that fall outside the central Zone A (MetroSur, which for fare purposes also includes the La Fortuna station on Route 11, MetroNorte, MetroEste, and the Route 9 section between

Puerta de Arganda and Arganda del Rey) make up a single fare area for the purposes of the single-use and ten-journey tickets. In other words, the fares applied in this case do not correspond to the zone structure, as will be explained below. Meanwhile, there is surcharge of €1 for use of the stations that service the airport terminals (waived for Transit Card holders of any transport mode and airport employees).

THE TRANSIT CARD.

Total fare integration across the entire system is the defining characteristic of the Transit Card. There are three categories, depending on the holder's age: Standard (22 to 65), Youth (under 22) and Senior (65+). The valid period for all categories is the calendar month, although there are also annual cards for the Standard and Senior categories.

Regarding the valid zones, every zone includes the previous one, so a C2 card is valid for the entire region. The Senior Card is also valid for the whole region. There are certain exceptions where these cards (C2 and Senior) can also be used on specific services between Madrid and Castile-León, combined with complementary cards issued by the relevant operator.

Transit cards for use in Zone A are not valid on suburban bus services on routes in the city of Madrid.

In the case of the inter-zone 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 normally travel in central Zone A. This card category is not available for the exterior zones, E1 and E2.

There are also individual tourist cards for unlimited use targeted at the floating population. These are available in two zone categories –A and T (every zone, including the exterior ones)– and are valid for 1, 2, 3, 5 or 7 days.

Finally, the Alcalá University Card is aimed specifically at the students and staff of this institution and can be used to travel between the different campuses.

FARE CONCESSIONS.

Three groups are eligible for a discount on the standard fare:

- Large families (3 or more children).
- Persons with a disability rating of 65% or higher.
- Senior citizens aged 65 or over and disabled persons resident in the city of Madrid whose personal income is below the Spanish Public Multiple Effect Income Indicator (IPREM), set at 7,455.14 euros per annum in 2010.

In keeping with national legislation, the members of large families in the general (3 children) and special (4 or more children) categories are entitled to a discount on the Transit Card price of 20% and 50%, respectively.

The second group (persons with a disability rating of 65% or higher) are entitled to a 20% discount on the regular Transit Card fare.

Finally, there is a special ticket, known as the Blue Card, for the third group. This is an individual, monthly card for unlimited use of the metro (Zone A) and EMT services.

DISTRIBUTION NETWORK.

The ticket sales network is governed by two basic guidelines: guarantee accessibility for users across the entire region, and ensure proximity of sales outlets to the transport system.

There are two broad groups of distributors:

- Transport operators.
- External networks.

As a general rule, the transport operators sell tickets for exclusive use within their own network. However, the ten-journey tickets for use on suburban buses and urban buses within the different municipalities are sold at tobacconists.

The CRTM multimodal tickets are sold in the metro network and in two external networks: tobacconists and newsstands in the city of Madrid. The distribution network for these tickets therefore comprises the following sales outlets:

Transit Cards.

- 1,643 sales outlets (vending machines and ticket offices) on the concourses of 336 metro stations.
- 1,067 tobacconists: 663 in the city of Madrid and 404 in the rest of the region.

Tourist Cards can also be purchased online and via a specialised network of tour operators, travel agencies, etc.

Metrobús.

This is a 10-journey ticket for metro Zone A, the EMT, Route C-500 operated by Prisei and light rail line ML-1 (Metros Ligeros de Madrid):

- 1,643 sales outlets (vending machines and ticket offices) on the concourses of 336 metro and Line ML-1 stations.
- 663 tobacconists and 560 newsstands in the city of Madrid.

Concessionary tickets (Blue Card and discount cards) are sold in limited numbers at 265 newsstands in the city of Madrid and 605 tobacconists in the region, respectively.

PRICES.

The fares of the different tickets valid during 2010 are shown below. The CRTM did not raise fares to compensate for the 1% VAT increase introduced in July.

Transit Card Prices.

TRANSIT CARD PRICES (by fare zone)

Card	A	B1	B2	B3	C1	C2	Inter-Zones B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	46.00€	53.70€	60.60€	69.00€	75.30€	83.50€	40.40€	93.00€	111.00€
Youth	29.50€	33.50€	38.00€	43.40€	47.40€	52.10€	25.60€	65.90€	32.10€
Senior				10.90€				–	–
Annual Standard (1)	506.00€	590.70€	666.60€	759.00€	878.30€	913.50€	–	–	–
Annual Senior (1)				119.90€				–	–

(1) The price of annual cards purchased during the first quarter of the year will be calculated according to the number of months left in the year minus one, multiplied by the price of the relevant monthly card for each zone. Price = (No. months remaining – 1) x price of monthly card.

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

Card	A	B1	B2	B3	C1	C2	Inter-Zones B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	36.80€	43.00€	48.50€	55.20€	60.20€	66.80€	32.30€	74.70€	88.80€
Youth	23.60€	26.80€	30.40€	34.70€	37.90€	41.70€	20.50€	52.70€	65.70€
Senior				8.70€				–	–

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

Card	A	B1	B2	B3	C1	C2	Inter-Zones B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	23.00€	26.80€	30.30€	34.50€	37.60€	41.70€	20.20€	46.50€	55.50€
Youth	14.70€	16.70€	19.00€	21.70€	23.70€	26.00€	12.80€	32.90€	41.00€
Senior				5.40€				–	–

DISCOUNT PRICES FOR PERSONS WITH A DISABILITY RATE OF 65% OR HIGHER (by zones)

Card	A	B1	B2	B3	C1	C2	Inter-Zones B1-B2 B2-B3 B3-C1 C1-C2	E1	E2
Standard	36.80€	43.00€	48.50€	55.20€	60.20€	66.80€	32.30€	74.40€	88.80€
Youth	23.60€	26.80€	30.40€	34.70€	37.90€	41.70€	20.50€	52.70€	65.70€
Senior				8.70€				–	–

OTHER TYPES OF TRANSIT CARDS

Blue Card	5.50 €	**Alcalá University Card**	16.50 €

TOURIST TRANSIT CARD AND BUSINESS VISITOR CARD

Tourist Card (1)		Business Visitor Card	
Zone A (1 day)	5.20€	Business Visitor Zone A (1 day)	3.65€
Zone A (2 days)	8.80€	Business Visitor Zone A (2 days)	6.20€
Zone A (3 days)	11.60€	Business Visitor Zone A (3 days)	8.15€
Zone A (5 days)	17.60€	Business Visitor Zone A (5 days)	12.30€
Zone A (7 days)	23.60€	Business Visitor Zone A (7 days)	16.50€
Zone T (1 day)	10.40€	Business Visitor Zone T (1 day)	7.30€
Zone T (2 days)	17.60€	Business Visitor Zone T (2 days)	12.40€
Zone T (3 days)	23.20€	Business Visitor Zone T (3 days)	16.30€
Zone T (5 days)	35.20€	Business Visitor Zone T (5 days)	24.60€
Zone T (7 days)	47.20€	Business Visitor Zone T (7 days)	33.00€

(1) Children under 11 qualify for a 50% discount on the price of the Tourist Transit Card.

Metro, EMT, Light Rail and Parla Tramway Fares.

METRO, EMT, LIGHT RAIL AND PARLA TRAMWAY FARES

Single-Use Ticket	euros
EMT Ticket	1.00€
Metro Ticket (Metro de Madrid and ML1-MetroSur-MetroNorte-MetroEste-TFM-ML2-ML3)	1.00€
Parla Tramway Ticket	1.00€
Combined Metro Ticket	2.00€

10-Journey Ticket	euros
Metrobús Ticket	9.00€
MetroSur-MetroNorte-MetroEste-TFM Ticket	9.00€
ML2 and ML3 Ticket	9.00€
Parla Tramway Ticket	6.40€
Combined Metro Ticket	14.50€

Tickets with Airport Origin or Destination	euros
Single-Use Ticket + Surcharge	2.00€
Combined Single-Use Ticket + Surcharge	3.00€
Airport Surcharge Ticket	1.00€
Single-Use Airport Express Bus Ticket	2.00€

A new airport service was inaugurated in November 2010 consisting of an express route operated by EMT. The cost of the ticket is 2 euros and no other ticket or card is valid on this service.

Suburban Bus Fares.

There is a unified price structure for the urban and suburban bus services that operate in the region of Madrid, and in the vast majority of cases prices are applied in accordance with the general zone structure. However, there are still a few concessions that charge fares according to the distance between sections and do not offer 10-journey tickets.

SUBURBAN BUS FARES (euros)

	A		B1		B2		B3		C1		C2	
	Single-Use	10-Journey	Single-Use	10-Journey	Single-Use	10-Journey	Single-Use	10-Journey	Single-Use	10-Journey	Single-Use	10-Journey
A	1.00€											
B1	1.65€	9.10€	1.25€	6.70€								
B2	2.05€	12.90€	1.55€	8.30€	1.25€	6.70€						
B3	2.85€	18.25€	1.85€	10.90€	1.55€	8.30€	1.25€	6.70€				
C1	3.35€	24.00€			1.85€	10.90€	1.55€	8.30€	1.25€	6.70€		
C2	4.25€	29.05€					2.05€	12.45€				

Suburban Rail Fares.

Tickets issued by the suburban rail network, which fall outside the CRTM fare system and are therefore not approved by the CRTM, are calculated according to the number of zones crossed. There are two differences in relation to the CRTM configuration: there is an additional zone, Zone 0, inside the CRTM Zone A, and Zone C2 extends as far as Guadalajara.

SUBURBAN RAIL FARES (euros)

Zones	Single-Use	10-Journey Bonotrén	Monthly Card
One/Two zones	1.25€	7.20€	25.75€
Three zones	1.45€	11.00€	32.65€
Four zones	2.10€	16.65€	52.70€
Five zones	2.70€	20.50€	61.05€
Six zones	3.20€	25.55€	71.95€
Seven zones	4.25€	31.50€	82.55€
Green zone(1)	6.00€	–	According to zones

(1) There is a single price from any zone in the suburban rail network on Route C-9: €6 one-way and €12 return.

THE INFRASTRUCTURE NETWORK.

INTERCHANGES.

The interconnection between the different modes of the transport system is clearly reflected in the infrastructures created to facilitate intermodal 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.

The infrastructures fall into three groups—major interchanges, intermodal areas and interchange points—but all of them offer connections to a large-capacity mode, such as the metro or railway networks.

The major interchanges differ from the other two groups because they tend to be underground constructions which are primarily used for suburban journeys and where passengers can generally change between lines and modes without having to transfer to a surface facility. As shown on the map below, they are usually located on the major access roads to Madrid, thus complementing the services offered by the associated suburban bus routes.

The intermodal areas have a specific infrastructure to accommodate both urban and suburban lines. While the major interchanges play a vital role in terms of access and suburban journeys, these areas are designed to solve urban problems and are therefore located in the city itself.

Finally, the interchange points are mainly situated in central locations and do not offer a specific infrastructure; rather, they are surface facilities in the urban fabric which almost exclusively service urban bus routes.

LOCATION OF MAJOR INTERCHANGES

LOCATION OF INTERMODAL AREAS AND INTERCHANGE POINTS

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 rail lines.

The second block shows the urban and suburban bus routes that service the points listed. The bus modes are broken down by types of route, differentiating between routes that make stops in transit and routes that make terminus stops and therefore undergo inspection at a control centre. In relation to the urban routes, there is a special category for those that make control stops inside the interchange station, the prime examples of which are Moncloa and the Atocha-RENFE stations.

SERVICES PROVIDED AT MAJOR INTERCHANGES

Major interchanges	Metro and LR lines	Suburban rail lines	Suburban bus routes		Urban bus routes		
			Terminus	Transit	Terminus	Terminus in vicinity	Transit
Airport T1-T2-T3	1	–	1	–	–	–	3
Airport T4	1	–	–	2	–	2	–
Aluche	1	–	17	–	3	2	4
Atocha-Renfe	1	6	–	–	8	4	8
Avenida de América	4	–	13	–	4	–	7
Chamartín	2	5	3	1	1	–	1
Méndez Álvaro	1	3	5	–	–	2	4
Moncloa	2	–	49	–	3	8	5
Nuevos Ministerios	3	5	–	–	–	1	8
Plaza de Castilla	3	–	36	–	13	3	4
Plaza Elíptica	2	–	14	–	3	–	6
Príncipe Pío	3	2	20	1	2	–	9
Sol	3	2	–	–	–	12	1

SERVICES PROVIDED AT INTERMODAL AREAS

Intermodal areas	Metro and LR lines	Suburban rail lines	Suburban bus routes		Urban bus routes		
			Terminus	Transit	Terminus	Terminus in vicinity	Transit
Callao-Jacometrezo	3	–	–	–	6	–	6
Canillejas	1	–	3	16	3	–	5
Ciudad Lineal	1	–	4	–	5	1	3
Colonia Jardín	3	–	1	12	–	–	2
Cuatro Caminos	3	–	–	–	8	1	3
Felipe II	2	–	–	–	8	–	8
Manuel Becerra	2	–	–	–	8	–	9
Mar de Cristal	2	–	–	–	6	–	2
Ópera	3	–	–	–	3	–	–
Pavones	1	–	–	–	6	–	3
Sierra de Guadalupe	1	2	–	–	3	1	4
Villaverde Bajo-Cruce	1	–	4	7	2	–	2

SERVICES PROVIDED AT INTERCHANGE POINTS

Interchange points	Metro and LR lines	Suburban rail lines	Suburban bus routes		Urban bus routes		
			Terminus	Transit	Terminus	Terminus in vicinity	Transit
Conde de Casal	1	–	14	3	–	3	5
Diego de León	3	–	–	–	4	–	6
Embajadores	2	1	–	–	7	–	7
Legazpi	2	–	4	6	8	–	11

PARK AND RIDE FACILITIES.

These facilities act as an interface between private vehicles and public transport and are mainly associated with the RENFE suburban rail network. In 2010 there were 56 RENFE suburban railway stations with park and ride facilities, and statistics show that on weekdays 7.5% of suburban rail users travel to the different stations by private vehicle, of which 3.8% are the vehicle drivers and 3.7% are passengers.

Of the total number of stations with park and ride facilities, only five charge a parking fee: El Barrial-Centro Comercial Pozuelo, Majadahonda, Las Rozas, Pinar and Las Matas. All of these are situated in the A-6 corridor. The fees vary according to the number of stays (one, five, ten or monthly) and passengers are obliged to show a transit ticket with at least the same validity as that required for the park and ride facility.

Park and ride facilities can also be found at a number of metro stations situated in the city of Madrid, such as Canillejas, Miguel Hernández, Colonia Jardín and Ciudad Universitaria (the latter inaugurated at the end of 2009), as well as at the five stations on Line 9 located outside the city.

EQUIPMENT.

The CRTM is responsible for the equipment and signage at stops on the suburban bus routes operated in the Community of Madrid, while within the city of Madrid this equipment is the responsibility of Madrid City Council.

In 2010, 130 shelters were installed in the Community of Madrid: 2 Normal Consortium models, 5 New Consortium models and 123 Enthoven models.

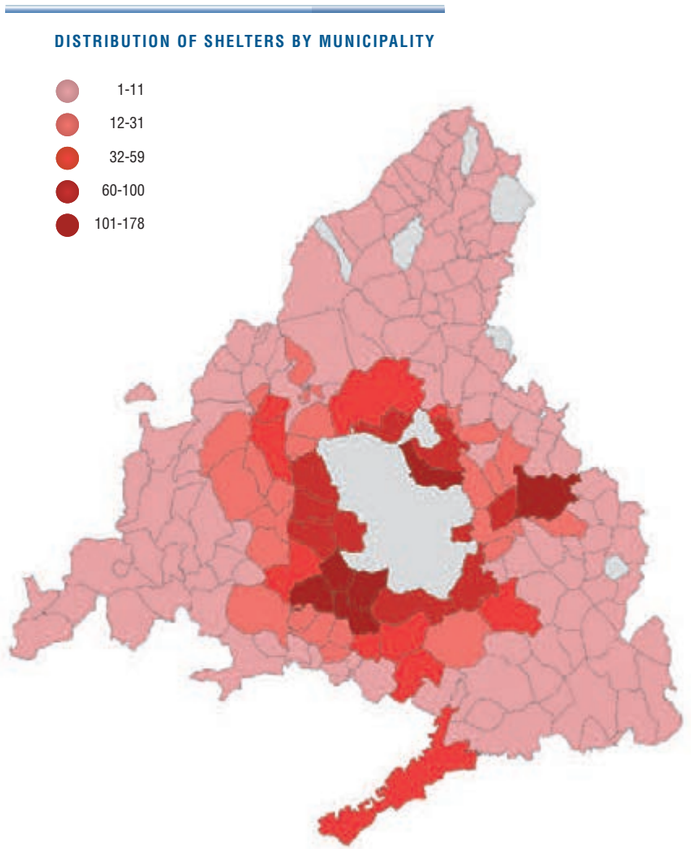
As reflected in the figures above, when new equipment is installed at stops the Enthoven model tends to be used. This model not only has more surfaces for posting transport information but also complies with all the latest legislation on accessibility, a characteristic it shares with the New Consortium model.

In addition to replacing equipment, in 2010 the CRTM moved 43 shelters of its own accord and another 34 at the request of different companies. Excepting the city of Madrid, the total number of shelters in 2010 was 2,974; Leganés and Alcalá de Henares have the highest number.

Meanwhile, 580 new posts were installed and 303 were replaced, bringing the total number of posts at suburban bus stops to 5,882.

With regard to the capital, there are currently 4,155 shelters—which means that over three quarters of all bus stops in the city have a shelter—and 1,193 posts. These figures apply to stops on both urban routes and suburban routes that enter Madrid.

The appendix shows the number of shelters in every municipality in the region of Madrid.



With regard to shelter maintenance and cleaning in the Community of Madrid, 3,019 panels of tempered glass, 454 Plexiglas roofs, 285 Plexiglas half-panels and 58 steel benches were replaced in 2010 and 68,109 complete cleaning operations were carried out.

In relation to accessibility, various actions have been carried out. Most notably, 54 shelters were moved, and at 168 shelters and 199 posts the conventional paving around the stop was replaced by a new material in a different colour and with a different texture. Furthermore, armrests and perch seats were installed at 245 shelters.

Finally, regarding information for passengers, in 2010 timetable and route details were updated at nearly all of the 7,800 stops in the suburban network and transport information in Braille was installed in 66 municipalities to facilitate the mobility of people with visual impairments.

INTELLIGENT TRANSPORT SYSTEMS.

COLLECTIVE PUBLIC TRANSPORT INTEGRATED MANAGEMENT CENTRE (CITRAM).

The CITRAM management system collects real-time information to monitor the efficiency of the public transport system in the Community of Madrid. The centre operates 24 hours a day, 365 days a year.

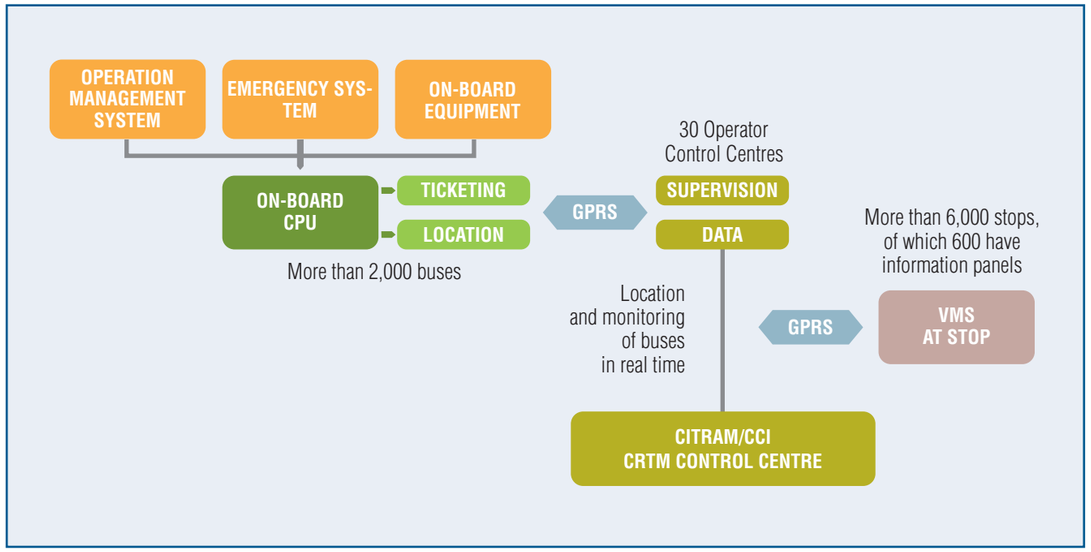
The ultimate aim of the CITRAM is to coordinate the real-time information collected from every public transport mode and orchestrate the response of competent agents in the event of incidents or problems in the transport system.

To ensure the efficient management of the centre, specific shared applications are developed with predefined profiles for every customer, including transport operators, emergency services and public transport users.

These applications use web services to transmit data and data mining to transform it into useful intelligence.

SUBURBAN SERVICES MODERNISATION PLAN.

In order to evaluate the degree of compliance with this plan, in 2010 the CRTM initiated a number of projects with the concessionaires to guarantee the integration and execution of the various mandatory systems. For example, a deferred data sharing protocol between the CRTM and the concessionaires was launched in 2010.



The features that the bus concessionaires must incorporate into their operations by 31 December 2011 can be summarised as follows:

- Intelligent Transport Systems with local control centres integrated with the CRTM's CITRAM.
- Contactless smart ticketing systems integrated with the ITS.
- On-board wireless communication systems for voice and data transmission in real time.
- Real-time information systems for passengers, both on-board and at specific points along routes.
- Security systems on night services based on TV cameras and alarms that sound in the event of an emergency.

The plan affects 2,100 vehicles, 480 routes and over 20,000 route stops (6,000 network-stops).

SMART TRANSPORT TICKETING DEVELOPMENT AND VALIDATION CENTRE (CDC).

Created in 2006, the CDC is a benchmark technology centre for guaranteeing the compatibility of every hardware and software element, equipment and system that forms part of, or is destined to form part of, Madrid's Smart Transport Ticketing 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.

For example, in 2010 climate chambers were installed at the CDC for testing the durability or ageing of smart cards.

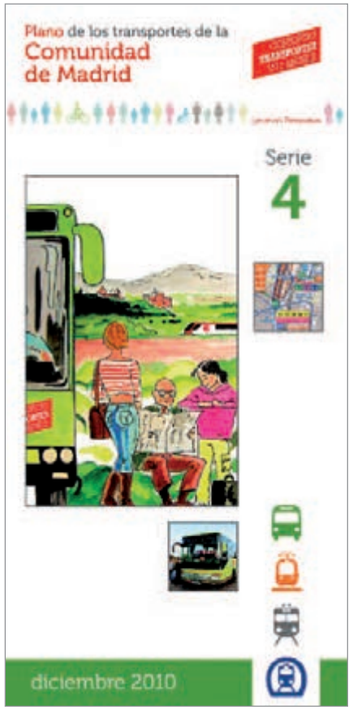
USER INFORMATION.

INFORMATIVE TRANSPORT PUBLICATIONS.

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:** Pocket maps for the main railway networks in the region: Metro, Light Rail and RENFE Suburban Rail.
- **Series 2:** Publications for visitors to Madrid, such as tourists and students. There are two titles in the series: Map **2a**, "*Haciendo Turismo en Transporte Público por el Centro de Madrid*" for sightseeing in the city of Madrid using public transport, and Map **2b**, "*Haciendo Turismo en Transporte Público por la Comunidad de Madrid*" for sightseeing in the Madrid region using public transport.
- **Series 3:** Transport map for the city of Madrid.
- **Series 4:** Transport map for the Community of Madrid.
- **Series 5:** Transport maps for the different districts of Madrid.
- **Series 6:** Transport maps for the different municipalities in the Community 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 Community of Madrid.
- **Series 10:** 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 and/or lines by operator/area.
- **Series i:** Informative leaflets.

The following informative publications were produced in 2010:

Series 1: Metro network.

- Series 1a: *Red de Metro de la Comunidad de Madrid*, September 2010.
- Series 1a: *The Madrid Region Underground and Light Rail Network*, October 2010.

Series 6: Municipality transport maps.

- Guadalix de la Sierra, January 2010.
- Villarejo de Salvanés, January 2010.
- Villaviciosa de Odón, April 2010.
- Loeches, April 2010.
- San Martín de la Vega, October 2010.

Series i: Informative leaflets.

- *Acompaña al Maratón de Madrid en Transporte Público*, on following the Madrid marathon by public transport, April 2010.
- *Prolongación de la línea 632 a la Colonia España de Galapagar*, on the extension of Line 632 to Colonia España de Galapagar, July 2010.
- *Nuevo intercambiador de Aluche*, on the new Aluche Interchange, July 2010.

INFORMATION TECHNOLOGY.

With a view to improving information services for users, in 2010 actions were taken in three areas: the website, the network of transport information points, and integration with Google.

Regarding the first, the consortium's current website, www.crtm.es, is gradually being migrated to a web services platform. This will enable most of the contents on the new site to be re-used on different devices and consulted via different applications.

With regard to the network of information points, 23 of these were installed at the main metro stations and interchanges in 2010. The purpose of these points is to inform passengers about timetables, route maps, fares, the different tickets and transit cards available and new developments within the network.

Meanwhile, the Madrid Region Transport Information System (SITCAM) can be used to plan a journey between any two points in the Community of Madrid using a combination of transport modes.

Finally, the CRTM has entered all information on public transport services in the Community of Madrid into the Google database, thus permitting the use of Google tools from any device. For example, Google Transit can be used to plan a journey between two geographical points: the user enters his/her origin and destination in Google Maps and the tool calculates the possible routes and the duration of the journey on public transport.

The metro, Madrid city urban bus (EMT) and light rail routes were incorporated into the route calculation algorithm in 2010, and the incorporation of the remaining modes is currently at the development stage.

NEW LIFTS INSTALLED AT METRO STATIONS

Stations	Lifts
Plaza de Castilla	10
Sáinz de Baranda	5
Carpetana	6
Pacífico	3
Argüelles	2

ACCESSIBILITY.

The gradual implementation of measures to improve user accessibility for every mode in the Community of Madrid's public transport system continued in 2010.

METRO.

The actions taken in the metro network affected three specific aspects: the replacement of existing lifts with new ones; the replacement of existing escalators and the installation of new sections; and specific accessibility actions to improve paving and signage.

New lifts were installed at stations that are undergoing remodelling works and at others where it was technically feasible, thus creating a more homogeneous service at stations across the network.

Meanwhile, the lifts with the greatest volume of passenger traffic were replaced to improve the services provided in this respect.

Altogether, 26 new lifts were installed in 2010.

The year 2010 also saw the continuation of the Escalator Replacement Plan 2008-2011, which contemplates the complete replacement of 281 escalators. Specifically, 106 escalators were replaced in 2010, most notably at the Núñez de Balboa, Vinateros and Begoña stations but also at Pío XII and Cruz del Rayo.

Finally, the installation of tactile paving (with truncated domes and in a bright, contrasting colour) along the edges of platforms was completed in 2010. This type of paving is particularly beneficial for the visually impaired and has been installed at 93 stations.

URBAN AND SUBURBAN BUSES.

Two types of improvements were made to bus services in 2010: at bus stops, and on vehicles.

In the first case, tactile paving was installed at bus stops to facilitate route selection for people with visual impairments. This type of paving serves two purposes: the truncated-dome variety warns pedestrians of the proximity of the kerb, while the groove variety guides users to the nearest bus stop.

Bus stops also offer information in Braille and variable message signs (VMS) are being installed at the stops with the heaviest use to inform passengers of wait times and any disruptions to the service. These signs incorporate a voice application that users can activate by pressing a special button situated one metre above the ground.

As indicated in the previous section, the number of shelters in the Community of Madrid increased in 2010 and the vast majority of the new models provide additional space for transport information and meet all accessibility standards.

In relation to vehicles, 100% of the EMT fleet and 90% of the buses used in the suburban network are fully accessible; the goal is that all buses will be accessible for persons with reduced mobility (PRM) by the end of 2011. Furthermore, most of the buses used on urban routes have low floors.

Finally, all vehicles are gradually being fitted with the following features to improve general accessibility:

- Access ramps or platforms.
- Reserved seating for PRM.
- Special spaces for wheelchairs, prams and buggies.
- Visible and audible announcements about the next stop.

- Communication Cards (TACs) to assist communication between passengers and drivers.
- External push button to request that the ramp be lowered.
- On-board Wi-Fi services for passengers.

3 THE PASSENGERS

Using public transport systems contributes to the quality of life and is an indicator of their level of acceptance by society. The CRTM is committed to meeting the increasingly diverse and challenging mobility needs of citizens.

3 THE PASSENGERS

THE TRANSPORT DEMAND.

A total of 1.4881 billion journeys were made in the public transport system of the Community of Madrid in 2010, which represents a 2.4% drop in relation to the previous year, or 37 million fewer journeys in absolute terms.

This figure represents an average of 230.4 journeys per inhabitant and year, making the Community of Madrid a national benchmark in terms of public transport use.

EVOLUTION OF DEMAND BY TRANSPORT MODE 2001-2010 (millions)

Year	Metro	Urban Buses Madrid (EMT)	Urban Buses Other Municipalities	Suburban Buses	Light Rail	Suburban Rail	Total
2001	543.0	499.1	43.9	237.8	–	176.5	1,500.4
% Var. (01/00)	–	–	–	–	–	9.5%	3.5%
2002	565.6	481.4	43.4	226.3	–	198.6	1,515.2
% Var. (02/01)	4.2%	-3.6%	-1.3%	-4.9%	–	12.5%	1.0%
2003	604.0	473.8	43.8	229.9	–	192.4	1,544.0
% Var. (03/02)	6.8%	-1.6%	1.0%	1.6%	–	-3.1%	1.9%
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	–	199.0	1,591.8
% Var. (05/04)	4.6%	-0.7%	1.8%	-0.6%	–	1.9%	1.8%
2006	660.3	485.8	45.8	226.8	–	204.3	1,623.0
% Var. (06/05)	2.1%	2.6%	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%	0.5%
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	652.9	429.7	44.0	197.9	16.5	184.0	1,525.1
% Var. (09/08)	-5.2%	0.2%	-5.9%	-9.2%	11.4%	-6.8%	-4.4%
2010	**630.0**	**426.1**	**43.6**	**189.5**	**17.3**	**181.6**	**1,488.1**
% Var. (10/09)	**-3.5%**	**-0.8%**	**-0.9%**	**-4.2%**	**4.4%**	**-1.3%**	**-2.4%**

It is important to note in this respect that the figures presented as journeys refer to the commercial stages undertaken by passengers: in other words, uses of every mode regardless of whether they represent complete or part journeys between an origin or destination. In the metro and suburban rail modes, changes between different lines are not counted as journeys, although they are for the bus and light rail modes.

As an exception within the public transport system, changes between light rail line ML-1 operated by Metros Ligeros de Madrid and the metro network are not penalised from the fare point of view, although they are counted as different modes and therefore impact on the calculation of the total journey figure.

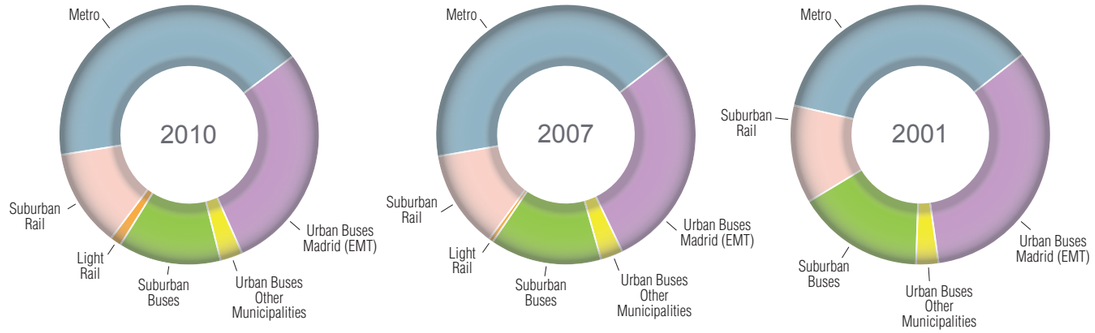
Only the light rail concessions differ from the general downward trend in demand, having risen by 4.4% with an approximate increase of 800,000 passengers.

In spite of the general decline in passengers that began in 2008, coinciding with the economic downturn, there are signs of recovery in certain modes, most notably the EMT services in the capital, and the overall result is therefore not quite as unfavourable as last year.

In any case, these results reflect disruptions such as the strike by Metro de Madrid workers on 28, 29 and 30 June and 1, 2, 14 and 16 July and the general strike of 29 September, which had different repercussions among the various operators and on the system as a whole.

Public transport demand in the Madrid region is primarily concentrated in the rail modes: the metro, suburban rail and light rail combined account for 56% of the journeys made. This predominance is further accentuated if we consider again how changes are treated, and therefore counted, between lines on these modes compared with between bus modes: in this respect there has been a general upward trend in recent years, representing an 8% increase over the last decade.

EVOLUTION BREAKDOWN OF DEMAND BY MODE

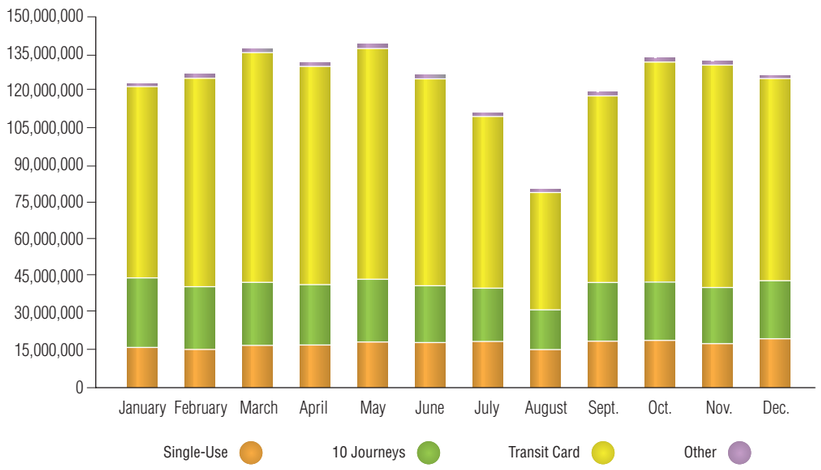


Year	Metro	Urban Buses Madrid (EMT)	Urban Buses Other Municipalities	Suburban Buses	Light Rail	Suburban Rail
2010	42.3%	28.6%	2.9%	12.8%	1.2%	12.2%
2007	42.5%	28.2%	2.9%	13.7%	0.3%	12.4%
2001	36.2%	33.3%	2.9%	15.8%	–	11.8%

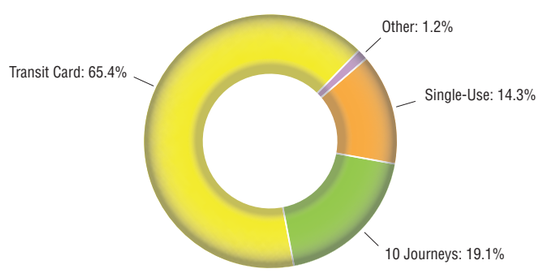
However, 44% of the journeys on public transport modes in the Community of Madrid, as they are currently counted, are made by bus, which also demonstrates the importance of this mode within the system, even though eight points have been lost in the last ten years. The internal distribution between the three groups that comprise the demand for this mode has remained fairly stable throughout this period, with urban journeys in Madrid (EMT) representing 64% of the total, while the number of journeys made on suburban services has fallen.

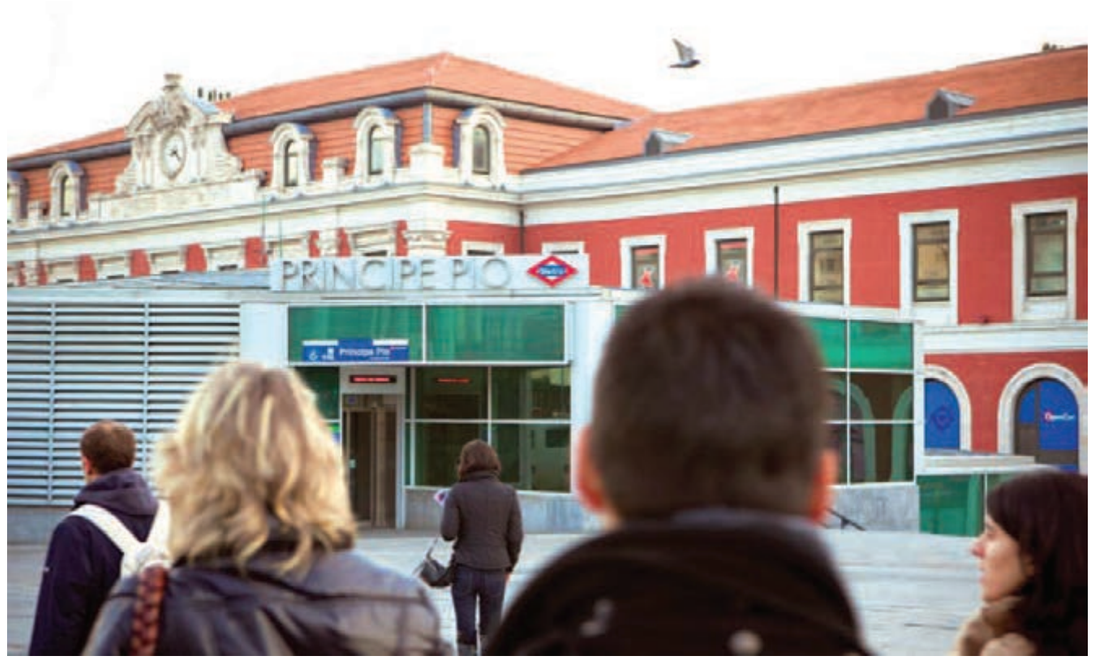
With regard to the distribution of demand by ticket type, transit cards and single-use tickets increased their share in 2010 to the detriment of 10-journey tickets, which fell by five points to 19.1% of the total demand. With a share of 65.4%, transit cards once again account for nearly two thirds of all the journeys made. These changing patterns in the use of tickets reflect the different relative prices between types from one year to another: in 2010 the 10-journey Metrobús ticket lost a large number of passengers to the single-use ticket and transit card for A Zone. May, the month with the highest demand, represented 70% more journeys than August, the month with the lowest mobility demand.

MONTHLY DISTRIBUTION OF DEMAND BY TICKET TYPE



DISTRIBUTION OF DEMAND BY TICKET TYPE

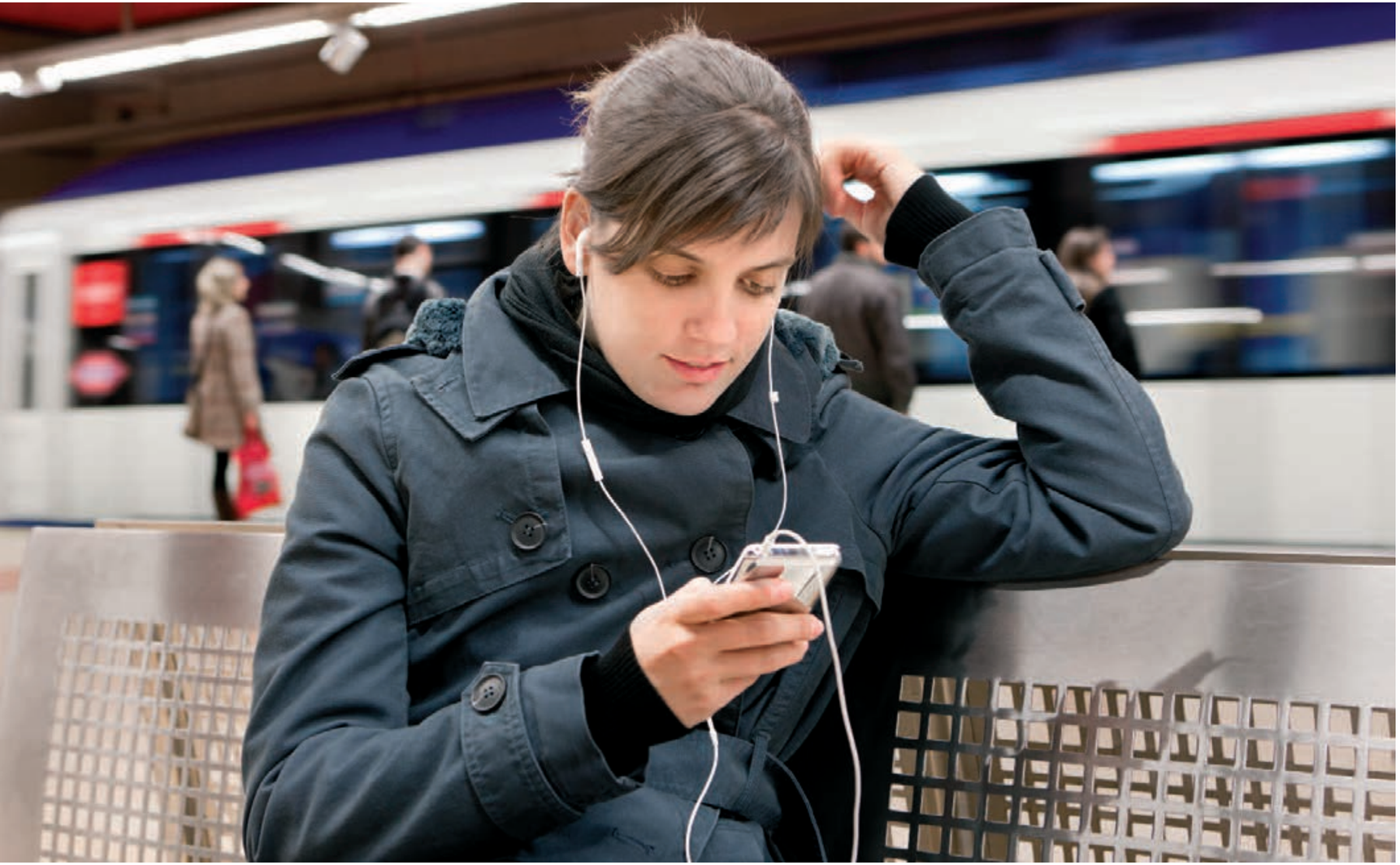




MONTHLY DISTRIBUTION OF DEMAND BY TICKET TYPE

Month	Single-Use	10 Journeys	Transit Card	Other[1]	Total
January	16,273,965	28,073,041	76,848,116	1,419,366	122,614,488
February	15,546,881	25,302,860	83,876,676	1,583,112	126,309,529
March	17,076,009	25,521,014	92,315,469	1,684,784	136,597,276
April	17,104,336	24,673,880	87,519,572	1,651,056	130,948,844
May	18,462,263	25,412,303	92,682,663	1,694,644	138,251,873
June	18,170,784	22,997,629	83,680,092	1,824,938	126,673,443
July	18,781,723	21,495,825	69,925,123	1,438,908	111,641,579
August	15,367,223	16,200,303	47,802,137	1,269,039	80,638,702
September	18,912,291	23,751,936	75,480,350	1,475,146	119,619,723
October	19,121,226	23,761,506	89,470,263	1,624,479	133,977,474
November	17,833,424	22,713,556	91,176,455	1,618,264	133,341,699
December	19,634,646	23,653,512	82,786,510	1,387,214	127,461,882
Total 2010	**212,284,771**	**283,557,364**	**973,563,425**	**18,670,951**	**1,488,076,511**
Total 2009	178,474,918	374,065,284	947,379,235	25,159,642	1,525,079,078
% (10/09)	**18.9%**	**-24.2%**	**2.8%**	**-25.8%**	**-2.4%**

(1) Includes ticket fines (metro network); Special Services (EMT); and Renfe Monthly Card and Renfe Card.



METRO.

A total of 630 million journeys were made in the global metro network in 2010, which represents a decline of 3.5% in relation to the previous year, thus confirming the downward trend that began in 2008.

It is important to note in this respect that the total journeys figure for the metro mode represents the total passenger entries recorded in the network, whatever the section. Together with the fact that combined journeys between different sections are only counted once, this therefore means that the algebraic sum of the journeys in the different sections and operators does not correspond with the total journeys figure for the metro mode or, in other words, the overall metro network. In short, the total journeys figure for the metro mode is obtained by adding the metro journeys in A Zone (internal and combined) to the internal journeys in the sections outside that zone (MetroNorte, MetroEste, MetroSur and TFM).

This figure, which represents 42.3% of the total demand across the transport system, is lower than the result obtained in 2005, which reflects the gravity of the economic crisis and the extent to which it is affecting the mobility of Madrid citizens.

Apart from this cause, which also explains the performance of all the other modes, the above-mentioned strike by Metro de Madrid workers in June and July reinforced these negative results, as shown in the monthly evolution for 2010 compared with the previous year, with figures nearly four times below the annual average.

However, in terms of homogeneity–in other words, if we eliminate the monthly variations from one year to the next–the results are not quite as negative because the decline is one point lower.

METRO DEMAND: OPERATORS, FARE SECTIONS AND TICKET TYPES

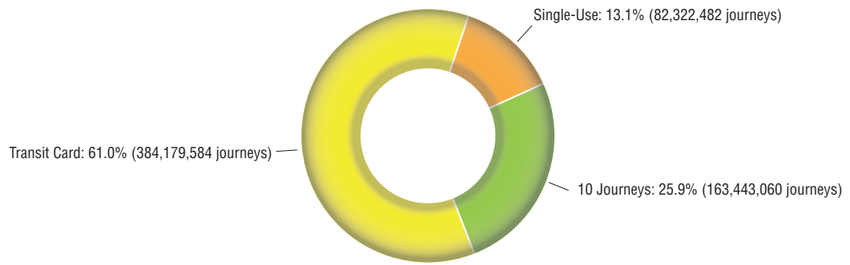
	2010						Total 2010	% (10/09)
	Single-Use	% total	10 Journeys	% total	Transit Card	% total		
Metro de Madrid	81,705,369	13.0%	163,036,573	26.0%	382,314,913	61.0%	627,099,957	-3.5%
Metro A Zone	73,407,835	12.4%	157,105,185	26.6%	360,834,539	61.0%	591,347,560	-3.5%
MetroNorte	2,279,076	26.2%	1,507,548	17.3%	4,907,073	56.4%	8,693,697	3.0%
MetroEste	1,370,666	16.8%	905,690	11.1%	5,861,459	72.0%	8,137,815	1.4%
MetroSur	10,429,082	21.7%	7,492,246	15.6%	30,213,690	62.8%	48,135,018	-3.0%
TFM	1,504,810	23.5%	1,186,539	18.5%	3,704,695	57.9%	6,396,044	-1.2%
Metro	82,322,482	13.1%	163,443,060	25.9%	384,179,584	61.0%	629,988,228	-3.5%

As shown in the table, which indicates the breakdown by ticket type for the two metro operators (Metro de Madrid and TFM), as well as the five fare sections across the network, the metro sub-group which operates in A Zone has a very different breakdown from the other four sections. In these exterior sections the single-use ticket has a much larger share than the 10-journey ticket.

The table also reveals a lack of uniformity in the evolution of demand in the different sections. MetroNorte and MetroEste continue to grow, albeit to a much more modest extent (3.0% and 1.4%, respectively) than in previous years; the performance of MetroSur, with a decline of 3.0%, largely imitates that of the overall network, while TFM has experienced a much more moderate decline of only 1.2%.

The ticket-type distribution reveals a significant change in relation to the previous year, consisting in an increased share for the single-use ticket which has risen by nearly four points since 2009 to 13.1%. This has been to the detriment of the 10-journey ticket, which has lost seven points and now represents nearly a quarter of the total demand.

METRO: DISTRIBUTION BY TICKET TYPE



MONTHLY DISTRIBUTION OF JOURNEYS BY METRO BY TICKET TYPE

Month	Single-Use Ticket[1]		10 Journeys[2]		Transit Card		Other[3]		Total	
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)
January	6,159,258	23.0%	16,830,890	-12.0%	31,402,114	-4.6%	4,242	11.3%	54,396,504	-4.7%
February	5,934,250	30.8%	14,977,804	-17.0%	33,928,770	2.0%	5,579	11.5%	54,846,403	-1.8%
March	6,636,824	34.6%	14,839,344	-19.6%	37,231,743	3.7%	5,457	21.0%	58,713,368	-1.0%
April	6,711,857	38.3%	14,300,075	-18.9%	34,914,059	9.5%	4,662	12.8%	55,930,653	2.8%
May	7,305,361	43.2%	14,732,570	-18.3%	37,026,019	10.4%	4,115	14.7%	59,068,065	4.2%
June	6,542,939	26.1%	12,537,008	-31.4%	30,820,729	-6.1%	3,673	82.8%	49,904,349	-11.3%
July	6,963,235	29.6%	11,959,163	-32.5%	26,740,620	-6.3%	775	-60.5%	45,663,793	-11.5%
August	5,858,080	31.7%	9,064,710	-29.0%	18,584,640	1.4%	2,549	49.7%	33,509,978	-5.7%
September	7,371,291	36.4%	13,421,859	-27.8%	29,754,959	5.0%	2,676	6.1%	50,550,785	-3.4%
October	7,689,908	39.0%	13,688,680	-29.3%	34,878,479	0.8%	4,251	4.3%	56,261,318	-5.4%
November	7,161,280	41.2%	13,063,019	-27.3%	35,805,134	4.6%	3,628	11.1%	56,033,061	-2.2%
December	7,988,199	39.1%	14,027,939	-27.3%	33,092,318	3.4%	1,495	14.4%	55,109,951	-3.4%
Total 2010	**82,322,482**	**–**	**163,443,060**	**–**	**384,179,584**	**–**	**43,102**	**–**	**629,988,228**	**–**
Total 2009	61,186,944	–	215,288,103	–	376,386,350	–	37,888	–	652,899,285	–
% (10/09)	**–**	**34.5%**	**–**	**-241.0%**	**–**	**2.1%**	**–**	**13.8%**	**–**	**-3.5%**

(1) Includes Single-Use across the different fare sections and Combined Single-Use.
(2) Includes Metrobús and 10-Journey tickets across the different fare sections and Combined 10-Journeys.
(3) Ticket fines.

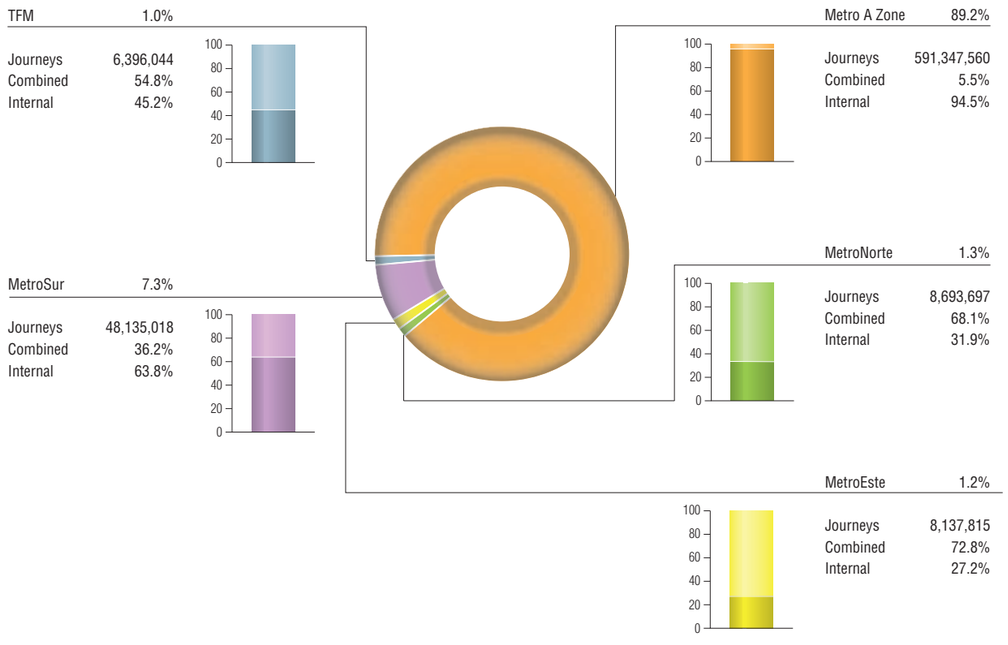
With regard to the spatial configuration of the journeys made across the network as a whole and in each of the fare sections, the table and graph below clearly illustrate the proportion of combined and internal journeys for each section.

METRO DEMAND: INTERNAL AND COMBINED JOURNEYS

	Internal journeys			Combinated Journeys			Total Journeys	% (10/09)
	Journeys	%/total section	% (10/09)	Journeys	%/total section	% (10/09)		
Metro A Zone	558,625,654	94.5%	-5.3%	32,721,906	5.5%	43.1%	591,347,560	-3.5%
MetroNorte	2,771,108	31.9%	-2.5%	5,922,589	68.1%	18.1%	8,693,697	10.6%
MetroEste	2,210,148	27.2%	-1.4%	5,927,667	72.8%	2.5%	8,137,815	1.4%
MetroSur	30,728,039	63.8%	-4.5%	17,406,979	36.2%	-0.5%	48,135,018	-3.0%
TFM	2,888,271	45.2%	-0.8%	3,507,773	54.8%	-1.5%	6,396,044	-1.2%

A total of 32.7 million combined journeys were made between the different sections of the metro network, representing 5.2% of the total demand. The remaining journeys were internal to the five sections, with A Zone logically accounting for the highest proportion of all internal journeys made: 94.5%.

METRO DEMAND: INTERNAL AND COMBINED JOURNEYS



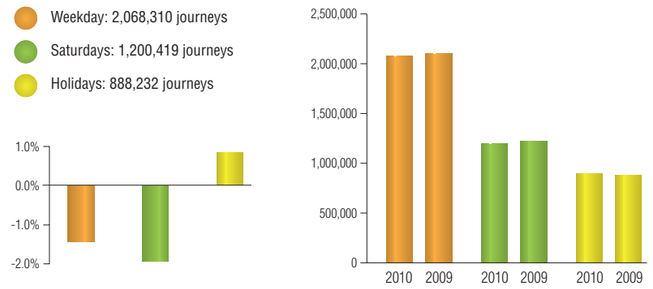
Of the four exterior sections, MetroEste appears to have the easiest connections with A Zone, especially considering the alternatives presented by the other modes. This is shown by the fact that this section has the lowest share of internal journeys (27%), followed by MetroNorte where a third of the journeys are made within Zone B1. At the other end of the spectrum, nearly two thirds of the journeys operated by MetroSur are made within that section, which confirms its evident function as a sub-system for connecting the large municipalities in the south of the region and connections with the suburban rail network. Finally, the section of Line 9 operated by TFM, which as indicated earlier crosses three zones, fulfils an intermediate function between the two previous groups with a 45% share of internal journeys, a large proportion of which are stages connected with the suburban rail network.

Analysing demand by type of day offers a complementary picture of passenger behaviour. In this case, the information presented corresponds to the Metro de Madrid operator only: in other words, it does not include internal journeys in the section operated by TFM.

As an annual average on a weekday, Metro de Madrid carried 2,068,310 passengers in 2010, down by 1.4% on the figure for the previous year. The Saturday figure, which represents nearly 60% of the weekday figure, fell by 2%, while the opposite occurred with the holiday figure, which grew by 0.8% in relation to 2009 and currently represents 43% of the weekday figure. The maximum daily average was obtained on weekdays in March.

It is important to note in this respect that the average figures for type of day do not include atypical phenomena such as strikes and long weekends, etc., which were particularly significant in 2010. Consequently, the year-on-year variation figures are not proportionate to the total demand figures.

METRO DE MADRID: DEMAND BY TYPE OF DAY (10/09)



URBAN BUSES IN MADRID CITY (EMT).

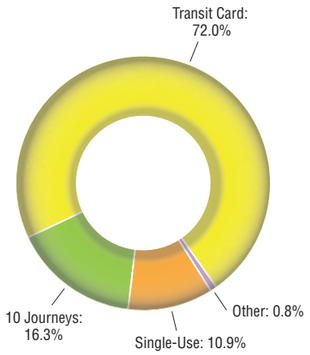
Within the capital, where the EMT basically operates, a total of 426.1 million journeys were made in 2010, representing 64.6% of all bus journeys. Although this is a negative result, having fallen by 0.8%, it is nevertheless the best obtained among all transport modes except for Light Rail, which as indicated earlier was the only one that grew in relation to the previous year.

URBAN BUSES MADRID: JOURNEYS BY OPERATOR AND TICKET TYPE

	Single-Use	10 Journeys	Transit Card	Total 2010	% (10/09)
Urban buses Madrid	46,257,879	69,430,264	306,877,536	**426,093,802**	-0.8%
EMT	45,996,297	69,158,199	304,727,072	**423,409,691**	-0.7%
Prisei[1]	261,582	272,065	2,150,464	**2,684,111**	-18.8%

(1) The 2009 figures include Route 201 operated by ETASA.

DISTRIBUTION OF JOURNEYS BY TICKET TYPE



As shown in the above table relating to journeys by ticket type for the two operators that provide services in this mode, the EMT result is slightly better than the previous year with a decline of only 0.7%.

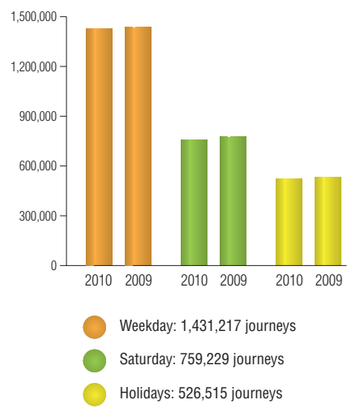
With regard to distribution by ticket type, which is practically the same for both operators, the transit card has a particularly high share at 72%, while the 10-journey ticket (Metrobús) represents 16.3% and the single-use ticket 10.9%.

The modifications in relation to 2009 have arisen as a result of the fare structure and the relative prices of the different tickets. Thus, there has been an evident shift from Metrobús tickets, which have fallen by nearly 33%, to single-use tickets (up by 44%) and transit cards (up by 8.3%).

URBAN BUSES MADRID (EMT): MONTHLY DISTRIBUTION OF JOURNEYS BY TICKET TYPE

Month	Single-Use ticket		10 Journeys		Transit Card		Other		Total	
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)
January	3,201,136	25.2%	6,751,814	-28.8%	23,079,404	1.1%	222,885	1.2%	33,255,239	-5.2%
February	3,141,889	35.2%	5,982,747	-36.2%	25,353,138	5.3%	231,318	4.3%	34,709,092	-3.6%
March	3,530,813	38.4%	6,152,673	-38.3%	28,545,172	7.5%	270,454	13.6%	38,499,112	-2.0%
April	3,651,498	45.7%	5,985,177	-34.2%	27,346,519	15.0%	302,236	41.7%	37,285,430	4.7%
May	3,965,002	46.4%	6,167,271	-32.5%	29,309,791	13.7%	274,001	12.4%	39,716,065	4.9%
June	4,241,922	48.1%	6,226,354	-32.1%	28,172,917	11.7%	497,555	-69.8%	39,138,748	0.6%
July	4,208,994	47.3%	5,536,859	-33.6%	22,110,830	5.3%	428,468	-84.3%	32,285,151	-7.5%
August	3,331,207	42.9%	3,920,922	-29.5%	14,875,604	9.3%	330,637	-88.9%	22,458,370	-8.3%
September	4,161,154	44.6%	5,860,344	-31.6%	23,537,606	8.7%	226,039	-83.6%	33,785,143	-2.0%
October	4,204,534	46.1%	5,713,681	-33.9%	28,163,648	5.3%	244,728	2.9%	38,326,591	-0.5%
November	3,965,999	53.7%	5,370,231	-32.1%	28,350,469	8.8%	252,260	9.0%	37,938,959	3.2%
December	4,392,149	55.0%	5,490,126	-30.8%	25,881,974	10.1%	247,542	8.8%	36,011,791	4.3%
Total 2010	**45,996,297**	**–**	**69,158,199**	**–**	**304,727,072**	**–**	**3,528,123**	**–**	**423,409,691**	**–**
Total 2009	31,863,984	–	103,187,061	–	280,799,614	–	10,574,051	–	426,424,713	–
% (10/09)	**–**	**44.3%**	**–**	**-33.0%**	**–**	**8.2%**	**–**	**-66.6%**	**–**	**-0.7%**

VARIATION OF DEMAND BY TYPE OF DAY (10/09)



The distribution of demand by type of day for the Madrid EMT operator–which is clearly representative of the total–shows how the averages for the three types of day have fallen, although there is a marked difference in performance between weekdays on the one hand and Saturdays and holidays on the other: the decline in the case of the latter two types has been far greater than the global trend, whereas the weekday decline has been much smaller, thus confirming a growing stability and a recovery of demand for the great surface public operator in the city of Madrid.

As shown, in the case of EMT demand there are marked differences between weekdays and all other days, with Saturdays and holidays representing 54% and 37%, respectively, of the passengers carried on weekdays.

Meanwhile, the distribution of EMT passengers by type of internal subnetwork is shown in the following table.

EMT DEMAND BY GROUP OF SERVICES

	Total	% Total
Daily network	**416,159,134**	**98.3%**
Conventional services	408,230,838	96.4%
Workplace services	2,257,391	0.5%
Minibus services	520,174	0.1%
Conventional university services	5,150,731	1.2%
Night network	**6,261,852**	**1.5%**
Conventional late-night services	5,322,065	1.3%
Late-night metro services (Owls)	939,787	0.2%
Special Services	**878,330**	**0.2%**
Special Services	864,576	0.2%
Reinforcement of metro services due to works	13,754	0.0%
Total 2010	**423,409,691**	**100.0%**

The daily network accounts for 98.3% of demand. Interesting to note in this respect is the demand for university services is double the demand for workplace services. Meanwhile, the more than 6 million passengers who use the night network are distributed between the conventional services (5.3 million) and nearly 1 million who use the late-night metro services.

URBAN BUSES IN OTHER MUNICIPALITIES.

In 2010 a total of 43.6 million journeys were made on urban bus services operated in the other municipalities of the Community of Madrid, a decline of 0.9% in relation to the previous year. These journeys represent 6.6% of the combined figure for all bus modes.

DISTRIBUTION OF URBAN BUS JOURNEYS BY MUNICIPALITY AND FARE ZONE (except Madrid city)

Zone B1	Ticket type			Total 2010	% (10/09)	Operators
Municipality	**Single-Use**	**10 Journeys**	**Transit Card**			
Alcobendas	447,865	278,873	1,172,381	1,899,119	5.3%	Interbús / Doroteo Casado Montes
Alcorcón	342,837	311,906	1,201,029	1,855,772	3.5%	Empresa De Blas y Cía.
Coslada	23,240	27,829	120,902	171,971	-0.4%	ETASA
Getafe	289,716	251,995	844,459	1,386,170	-1.0%	Avanza Interurbanos del Sur
Pozuelo de Alarcón	187,112	153,542	848,169	1,188,823	5.1%	Llorente Bus
San Fernando de Henares	15,112	16,518	52,351	83,981	-6.0%	ETASA
San Sebastián de los Reyes	177,636	111,849	404,482	693,967	2.8%	Interbús / Transportes Santo Domingo

Zone B2	Ticket type			Total 2010	% (10/09)	Operators
Municipality	**Single-Use**	**10 Journeys**	**Transit Card**			
Boadilla del Monte	81,196	42,533	370,008	493,737	-0.2%	Sanjuan Abad
Fuenlabrada	830,061	611,152	2,538,926	3,980,139	-0.9%	EMT Fuenlabrada
Las Rozas	15,267	16,327	75,824	107,418	-4.4%	Autoperiferia
Majadahonda	103,611	69,386	292,352	465,349	-15.4%	Llorente Bus
Móstoles	234,094	182,125	637,715	1,053,934	-3.8%	Empresa De Blas y Cía.
Parla	437,809	104,914	587,412	1,130,135	-13.5%	Avanza Interurbanos del Sur
Pinto	95,038	86,671	138,145	319,854	-4.5%	Aisa
Rivas-Vaciamadrid	289,180	206,150	863,994	1,359,324	-5.3%	La Veloz
Torrejón de Ardoz	1,466,979	1,128,705	3,487,090	6,082,774	-4.9%	Nex Continental Holding
Tres Cantos	71,012	62,643	443,301	576,956	6.6%	Alsa Metropolitana

(CONTINUATION) DISTRIBUTION OF URBAN BUS JOURNEYS BY MUNICIPALITY AND FARE ZONE (except Madrid city)

Zone B3		Ticket type		Total 2010	% (10/09)	Operators
Municipality	**Single-Use**	**10 Journeys**	**Transit Card**			
Alcalá de Henares	2,413,773	3,449,336	4,809,611	10,672,720	-1.3%	Gonzalo Pascual Arias
Algete	1,681	12,673	3,175	17,529	-35.7%	Mai-Tours
Arganda del Rey	298,941	599,886	523,023	1,421,850	3.8%	Argabús
Ciempozuelos	67,666	33,437	239,976	341,079	12.0%	Aisa
Collado Villalba	237,987	143,628	882,153	1,263,768	-3.1%	Francisco Larrea
Colmenar Viejo	137,998	55,817	358,217	552,032	-2.4%	Emdo / Herederos de J. Colmenarejo
Navalcarnero	49,434	14,133	115,867	179,434	19.5%	Empresa De Blas y Cía.
San Martín de la Vega	173,346	12,131	42,987	228,464	2.6%	La Veloz
Torrelodones	125,229	77,743	338,183	541,155	3.5%	Autocares Julián de Castro
Valdemoro	1,053,949	483,028	1,717,563	3,254,540	4.4%	Aisa

Zone C1		Ticket type		Total 2010	% (10/09)	Operators
Municipality	**Single-Use**	**10 Journeys**	**Transit Card**			
Aranjuez	379,218	317,895	941,268	1,638,381	2.8%	Autocares Mosamo
El Escorial	1,188	2,384	1,475	5,047	131.7%	Autocares Herranz
El Molar	1,328	0	2,942	4,270	36.7%	Ayuntamiento de El Molar
Guadarrama	10,402	2,007	27,260	39,669	1.9%	Larrea
Morata de Tajuña	1,207	36	3,118	4,361	-12.3%	La Veloz
Pedrezuela	6,955	0	3,187	10,142	-19.6%	Ayuntamiento de Pedrezuela
San Lorenzo del Escorial	130,201	117,243	225,840	473,284	-4.3%	Autocares Herranz
Valdemorillo	15,049	0	20,916	35,965	-0.9%	Urbanos del Noroeste
Villalbilla	2,775	0	2,401	5,176	19.7%	TRAPSA

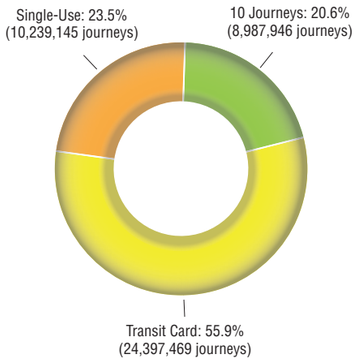
Zone C2		Ticket type		Total 2010	% (10/09)	Operators
Municipality	**Single-Use**	**10 Journeys**	**Transit Card**			
Cercedilla	23,053	3,451	59,767	86,271	-9.6%	Larrea

Total 2010	**10,216,092**	**8,984,495**	**24,337,702**	**43,538,289**	**0.9%**	
Total 2009	9,971,449	10,136,357	23,934,082			

MONTHLY DISTRIBUTION OF JOURNEYS BY TICKET TYPE (Urban Buses Other Municipalities)

Month	Single-Use ticket		10 Journeys		Transit Card		Total journeys	
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)
January	846,014	3.2%	758,545	-11.2%	1,874,797	-4.7%	3,479,356	-4.4%
February	792,484	4.1%	814,962	-10.3%	2,120,622	1.6%	3,728,068	-0.8%
March	857,756	6.6%	850,161	-8.5%	2,306,916	1.7%	4,014,833	0.3%
April	829,035	7.6%	793,300	-4.2%	2,147,654	7.4%	3,769,989	4.8%
May	876,411	5.2%	830,454	-5.7%	2,291,251	5.7%	3,998,116	3.0%
June	913,760	1.7%	771,253	-11.5%	2,115,746	3.8%	3,800,759	-0.2%
July	929,279	2.2%	677,163	-13.8%	1,793,577	-0.4%	3,400,019	-2.7%
August	738,890	2.0%	482,566	-9.4%	1,257,448	3.6%	2,478,904	0.3%
September	907,893	0.9%	748,726	-12.6%	1,892,599	1.2%	3,549,218	-2.1%
October	888,641	0.5%	807,030	-16.2%	2,267,226	-0.5%	3,962,897	-3.9%
November	813,281	-0.9%	784,189	-15.1%	2,324,773	2.6%	3,922,243	-2.2%
December	845,701	1.1%	669,597	-16.6%	2,004,860	1.3%	3,520,158	-2.9%
Total 2010	**10,239,145**	**–**	**8,987,946**	**–**	**24,397,469**	**–**	**43,624,560**	**–**
Total 2009	9,971,449	–	10,136,357	–	23,934,082	–	44,041,888	–
% (10/09)	**–**	**2.7%**	**–**	**-11.3%**	**–**	**1.9%**	**–**	**-0.9%**

URBAN BUSES IN OTHER MUNICIPALITIES: DISTRIBUTION OF JOURNEYS BY TICKET TYPE



The marked differences between the figures can be explained by a number of factors, not least the size of a municipality's population. Of the total urban journeys, 95% are made within the metropolitan belt (the B zones), with Zone B3 contributing the greatest volume of passengers (18.5 million). The urban service operated in Alcalá de Henares accounts for nearly a quarter of the journeys made in this zone. Zone B2 contributes the second-largest volume of passengers (15.6 million), followed by Zone B1 with less than half (7.3 million). 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.

Most the journeys made on these services were local, as shown in the distribution by ticket type where the Transit Card share has fallen to 56% and the remaining passengers are divided more or less evenly between the other ticket types.

SUBURBAN BUSES.

In 2010 a total of 189.5 million journeys were made on suburban bus routes, a decline of 4.2% in relation to the previous year. This group, which represents 28.7% of the total bus journeys made in the Madrid region, obtained the least favourable results of all the bus modes.

The table on the next page shows all the bus journeys made in the Community 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 nature of the services provided.

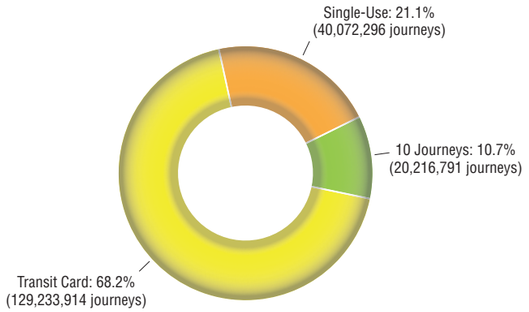
SUBURBAN BUSES: MONTHLY DISTRIBUTION OF JOURNEYS BY TICKET TYPE

Month	Single-Use ticket		10 Journeys		Transit Card		Total journeys	
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)
January	3,194,164	-8.4%	1,716,308	-0.5%	10,048,396	-12.1%	14,958,868	-10.1%
February	3,190,912	-3.7%	1,699,620	-4.6%	10,986,793	-9.0%	15,877,325	-7.5%
March	3,303,614	-7.7%	1,823,871	-2.1%	12,311,035	-5.2%	17,438,520	-5.4%
April	3,189,843	-6.2%	1,751,128	1.1%	11,560,303	-0.1%	16,501,274	-1.2%
May	3,464,912	-2.5%	1,843,810	3.2%	12,257,073	1.4%	17,565,795	0.8%
June	3,512,458	-5.2%	1,714,876	-4.3%	11,150,844	-3.8%	16,378,178	-4.1%
July	3,652,262	-4.4%	1,603,066	-6.5%	9,647,686	-6.4%	14,903,014	-5.9%
August	3,003,398	-3.6%	1,242,350	-0.9%	6,650,520	-2.4%	10,896,268	-2.5%
September	3,540,013	-4.3%	1,757,295	-7.1%	10,216,169	-3.4%	15,513,477	-4.0%
October	3,505,375	-4.8%	1,760,581	-9.9%	11,762,409	-6.0%	17,028,365	-6.2%
November	3,173,300	-7.0%	1,701,102	-6.6%	12,006,080	-0.7%	16,880,482	-2.6%
December	3,342,045	-0.2%	1,602,784	-5.5%	10,636,606	-0.6%	15,581,435	-1.0%
Total 2010	**40,072,296**	**–**	**20,216,791**	**–**	**129,233,914**	**–**	**189,523,001**	**–**
Total 2009	42,121,462	–	21,011,369	–	134,742,359	–	197,875,190	–
% (10/09)	**–**	**-4.9%**	**–**	**-3.8%**	**–**	**-4.0%**	**–**	**-4.2%**

BUS JOURNEYS BY OPERATOR AND TICKET TYPE

Operator	Single-Use ticket		10 Journeys		Transit Card		Total journeys		
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	%/total	% (10/09)
Empresa De Blas y Cía.	5,126,555	0.1%	3,717,390	-7.3%	21,146,047	-0.2%	29,989,992	12.7%	-1.1%
Nex Continental Holding	8,061,681	-15.3%	2,786,531	32.7%	16,873,368	-0.3%	27,721,580	11.7%	-2.9%
Llorente Bus	2,927,583	-4.4%	2,175,578	-6.7%	16,589,567	-9.1%	21,692,728	9.2%	-8.2%
Empresa Martín	3,752,361	3.3%	2,192,436	-8.3%	13,025,452	-4.5%	18,970,249	8.0%	-3.5%
Interbús	2,918,382	-7.2%	1,971,399	-11.3%	9,306,131	-3.1%	14,195,912	6.0%	-5.2%
Autoperiferia	1,994,539	-3.7%	1,645,252	-7.4%	7,410,673	-3.2%	11,050,464	4.7%	-3.9%
Gonzalo Pascual Arias	2,413,773	-0.1%	3,449,336	-9.7%	4,809,611	4.9%	10,672,720	4.5%	-1.3%
ETASA	1,798,883	-8.5%	1,709,718	-9.9%	6,993,132	-8.3%	10,501,733	4.4%	-8.6%
La Veloz	1,703,227	-3.5%	876,081	-8.0%	6,376,954	-2.7%	8,956,262	3.8%	-3.4%
Avanza Interurbanos	1,484,105	-2.0%	1,126,111	-10.9%	6,329,578	-1.6%	8,939,794	3.8%	-2.9%
Aisa	2,278,606	19.2%	948,103	-22.7%	4,886,607	-1.5%	8,113,316	3.4%	0.2%
Avanza Interurbanos del Sur	2,195,770	-12.8%	1,082,558	-7.4%	4,726,528	-13.0%	8,004,856	3.4%	-12.2%
Larrea	1,736,940	0.3%	664,563	3.1%	5,430,735	-8.1%	7,832,238	3.3%	-5.5%
Herederos de J. Colmenarejo	1,540,022	13.5%	493,627	-16.3%	2,679,245	-9.4%	4,712,894	2.0%	-3.9%
Autocares Julián de Castro	789,294	-1.8%	781,707	-6.7%	3,070,637	0.2%	4,641,638	2.0%	-1.4%
Argabús	861,887	1.5%	934,750	-3.8%	2,288,994	3.5%	4,085,631	1.7%	1.3%
Alsa Metropolitana	570,226	-4.8%	504,601	-8.8%	2,923,745	-14.7%	3,998,572	1.7%	-12.7%
EMT Fuenlabrada	830,061	-0.8%	611,152	-6.9%	2,538,926	0.6%	3,980,139	1.7%	-0.9%
Francisco Larrea	624,839	-0.5%	368,487	-14.7%	2,731,728	1.1%	3,725,054	1.6%	-1.0%
Autocares Herranz	882,698	-4.5%	297,547	-3.8%	2,241,273	2.1%	3,421,518	1.4%	-0.2%
Sanjuan Abad	371,994	5.0%	175,251	-1.7%	2,249,292	2.1%	2,796,537	1.2%	2.2%
Doroteo Casado Montes	503,467	3.2%	–	0.0%	1,389,026	4.0%	1,892,493	0.8%	3.8%
Autocares Beltrán	365,025	-5.8%	99,306	9.0%	1,196,728	0.9%	1,661,059	0.7%	-0.2%
Autocares Mosamo	379,218	6.1%	317,895	-19.7%	941,268	12.0%	1,638,381	0.7%	2.8%
Transportes Santo Domingo	257,863	6.1%	94,653	5.2%	1,232,231	-15.7%	1,584,747	0.7%	-11.7%
CEVESA	223,487	-12.0%	–	0.0%	984,004	-8.1%	1,207,491	0.5%	-8.9%
Transportes Alacuber	105,152	-12.7%	167,956	-21.7%	863,880	4.5%	1,136,988	0.5%	-2.1%
El Gato	412,831	-2.5%	–	0.0%	672,348	-1.2%	1,085,179	0.5%	-1.7%
Empresa Ruiz	256,702	-5.1%	–	0.0%	452,180	1.7%	708,882	0.3%	-0.9%
Other operators	154,494	-10.7%	12,749	-32.4%	146,308	3.8%	313,551	0.1%	-5.8%
Non CRTM Depending Concessions	2,789,776	1.3%	–	0.0%	1,125,187	4.0%	3,914,963	1.2%	2.0%
Total	**50,311,441**	**-3.6%**	**29,204,737**	**-6.2%**	**153,631,383**	**-3.4%**	**233,147,561**	**100.0%**	**-3.8%**

SUBURBAN BUSES: DISTRIBUTION OF JOURNEYS BY TICKET TYPE



Only five of the 31 operators closed the year with an increase in the number of passengers carried, which goes some way to explaining the gravity of the economic crisis in this sub-system.

On this occasion, the general decline across the mode has been very similar for all three ticket types, with transit cards representing 68% of the total and 10-journey tickets just 11%.

With regard 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 Madrid (radial) and the routes between municipalities other than the capital (transversal).

DISTRIBUTION OF SUBURBAN JOURNEYS BY CORRIDOR

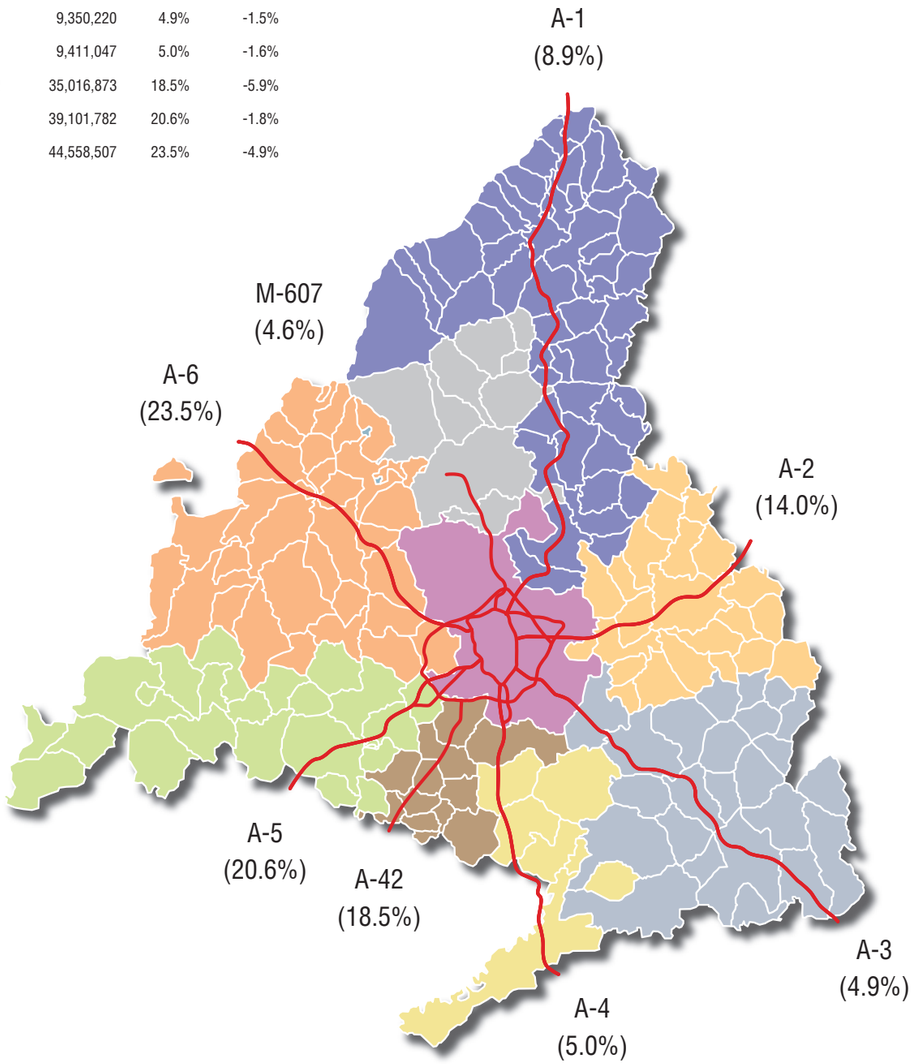
Corridor	2010		2009	% (10/09)
	Total journeys	%/total	Total journeys	
M-607	8,798,329	4.6%	9,557,644	-7.9%
M-607 (R)	6,894,131	78.4%	7,665,522	-10.1%
M-607 (T)	1,904,198	21.6%	1,892,122	0.6%
A-1	16,805,929	8.9%	17,929,145	-6.3%
A-1 (R)	16,374,223	97.4%	17,494,913	-6.4%
A-1 (T)	431,706	2.6%	434,232	-0.6%
A-2	26,480,314	14.0%	27,465,259	-3.6%
A-2 (R)	23,976,443	90.5%	25,068,655	-4.4%
A-2 (T)	2,503,871	9.5%	2,396,604	4.5%
A-3	9,350,220	4.9%	9,492,279	-1.5%
A-3 (R)	8,802,481	94.1%	8,958,818	-1.7%
A-3 (T)	547,739	5.9%	533,461	2.7%
A-4	9,411,047	5.0%	9,560,524	-1.6%
A-4 (R)	8,559,038	90.9%	8,698,238	-1.6%
A-4 (T)	852,009	9.0%	862,286	-1.2%
A-42	35,016,873	18.5%	37,226,396	-5.9%
A-42 (R)	27,258,236	77.8%	28,863,112	-5.6%
A-42 (T)	7,758,637	22.2%	8,363,284	-7.2%
A-5	39,101,782	20.6%	39,802,294	-1.8%
A-5 (R)	32,317,556	82.6%	32,691,230	-1.1%
A-5 (T)	6,784,226	17.3%	7,111,064	-4.6%
A-6	44,558,507	23.5%	46,841,649	-4.9%
A-6 (R)	40,267,809	90.4%	42,708,251	-5.7%
A-6 (T)	4,290,698	9.6%	4,133,398	3.8%
Total (excl. Madrid)	**189,523,001**	**100.0%**	**197,875,190**	**-4.2%**
(R) Radial routes	**164,449,917**	**86.8%**	**172,148,739**	**-4.5%**
(T) Transversal lines	**25,073,084**	**13.2%**	**25,726,451**	**-2.5%**

(R) Passengers on radial routes (origin/destination Madrid).
(T) Passengers on transversal routes (origin/destination other than Madrid).

Of the more than 189 million journeys made on suburban services, 87% 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 nearly 45 million, followed by the A-5 with 39.1 million. The north radial, the M-607, runs through the least populous area and therefore has the lowest number of journeys (8.8 million).

DISTRIBUTION OF SUBURBAN JOURNEYS BY CORRIDOR

Corridors	Journeys	%/total	% 10/09
M-607	8,798,329	4.6%	-7.9%
A-1	16,805,929	8.9%	-6.3%
A-2	26,480,314	14.0%	-3.6%
A-3	9,350,220	4.9%	-1.5%
A-4	9,411,047	5.0%	-1.6%
A-42	35,016,873	18.5%	-5.9%
A-5	39,101,782	20.6%	-1.8%
A-6	44,558,507	23.5%	-4.9%



LIGHT RAIL.

In 2010 the three light rail operators in the region carried 17.3 million passengers. The overall variation in relation to 2009 was positive, with a 4.4% increase. However, as shown in the table below, there are marked differences between operators, and between the Parla Tramway and the other two in particular.

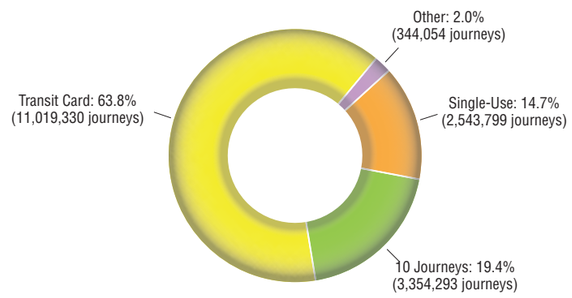
The distribution of passengers by ticket type is very similar for all three operators to the total demand distribution. Even so, there are marked internal differences, especially in the case of the internal operator for the city of Madrid, Metros Ligeros de Madrid, which in practice–and as indicated in the relevant section above–operates in conjunction with the metro network in terms of its fare structure.

LIGHT RAIL: JOURNEYS BY OPERATOR AND TICKET TYPE

Operator	2010								Total 2010	% (10/09)
	Single-Use		10 Journeys		Transit Card		Other			
	Journeys	%/total	Journeys	%/total	Journeys	%/total	Journeys	%/total		
MLM	487,312	9.8%	1,523,588	30.7%	2,952,578	59.5%	418	0.0%	**4,963,896**	1.4%
MLO	1,411,141	18.9%	1,086,150	14.5%	4,976,194	66.6%	0	0.0%	**7,473,485**	0.4%
TP	645,346	13.4%	744,555	15.4%	3,090,558	64.1%	343,636	7.1%	**4,824,095**	15.0%
Light Rail	**2,543,799**	**14.7%**	**3,354,293**	**19.4%**	**11,019,330**	**63.8%**	**344,054**	**2.0%**	**17,261,476**	**4.4%**

(MLM) Metros Ligeros de Madrid / Madrid Light Rail.
(MLO) Metro Ligero Oeste / Light Rail West.
(TP) Tranvía de Parla / Parla Tramway.

LIGHT RAIL: DISTRIBUTION OF JOURNEYS BY TICKET TYPE



LIGHT RAIL: MONTHLY DISTRIBUTION OF JOURNEYS BY TICKET TYPE

Month	Single-Use ticket[1]		10 Journeys[2]		Transit Card		Other[3]	Total	
	Journeys	% (10/09)	Journeys	% (10/09)	Journeys	% (10/09)		Journeys	% (10/09)
January	219,987	23.6%	323,849	-4.7%	850,851	3.3%	20,498	1,415,185	5.5%
February	189,191	12.9%	294,775	-11.5%	957,947	8.3%	24,651	1,466,564	5.8%
March	209,585	8.1%	295,526	-14.4%	1,043,099	9.8%	29,986	1,578,196	6.0%
April	203,279	15.4%	287,347	-11.2%	984,246	15.5%	32,188	1,507,060	11.5%
May	217,942	15.4%	296,308	-13.9%	1,051,126	15.4%	33,195	1,598,571	10.6%
June	217,531	7.4%	267,896	-20.8%	933,512	3.9%	31,199	1,450,138	0.7%
July	214,296	8.2%	242,806	-26.5%	774,169	0.0%	26,445	1,257,716	-3.5%
August	170,252	9.5%	198,751	-14.9%	529,850	5.2%	20,558	919,411	2.8%
September	245,625	13.8%	298,669	-18.3%	888,158	77.0%	32,644	1,465,096	4.1%
October	222,497	8.0%	285,109	-23.3%	1,006,612	2.6%	31,706	1,545,924	-1.0%
November	211,088	10.7%	284,933	-17.8%	1,063,830	8.9%	30,872	1,590,723	4.5%
December	222,526	11.9%	278,324	-17.2%	935,930	11.0%	30,112	1,466,892	5.3%
Total 2010	**2,543,799**	**–**	**3,354,293**	**–**	**11,019,330**	**–**	**344,054**	**17,261,476**	**–**
Total 2009	2,271,862	–	4,007,599	–	10,221,516	–	33,830	16,534,807	–
% (10/09)	**–**	**12.0%**	**–**	**-16.3%**	**–**	**7.8%**	**–**	**–**	**4.4%**

(1) Includes Single-Use and Combined Single-Use.
(2) Includes 10 Journeys and Combined 10 Journeys.
(3) The Parla Tramway includes Staff Pass, Disabled Pass and Senior Pass, and the MLM includes ticket fines.

SUBURBAN RAIL.

The suburban rail mode, provided by a single operator in the Madrid region, Renfe Cercanías, carried 181.6 million passengers in 2010, representing 12% of the total demand.

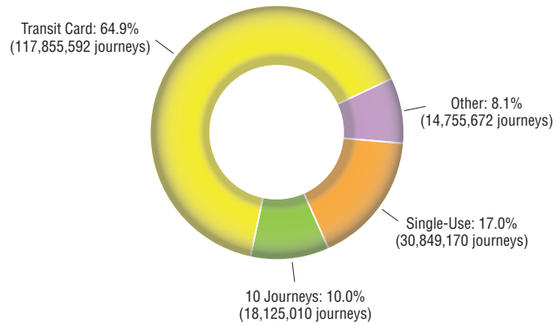
In relative terms, this operator experienced a decline of 1.3%. This was most notable in the use of 10-journey tickets, while transit cards fell by 0.7%. Consequently, the distribution of demand by ticket type shows a slight variation in relation to the previous year.

SUBURBAN RAIL: MONTHLY DISTRIBUTION OF JOURNEYS BY TICKET TYPE

Month	Single-Use ticket	10 Journeys	Transit Card	Other[1]	Total 2010	%(10/09)
	Journeys	Journeys	Journeys	Journeys	Journeys	
January	2,634,526	1,663,770	9,420,218	1,171,741	14,890,255	-7.9%
February	2,281,129	1,510,510	10,345,367	1,321,564	15,458,570	-2.9%
March	2,518,626	1,537,180	10,682,798	1,378,887	16,117,490	-3.2%
April	2,499,281	1,534,310	10,378,077	1,311,970	15,723,638	0.7%
May	2,610,597	1,518,220	10,541,230	1,383,333	16,053,380	0.9%
June	2,718,698	1,455,650	10,282,550	1,292,511	15,749,409	2.4%
July	2,787,629	1,453,610	8,697,405	983,220	13,921,864	-3.6%
August	2,243,677	1,271,450	5,788,800	915,295	10,219,223	2.5%
September	2,662,932	1,641,930	9,019,006	1,213,787	14,537,655	-2.9%
October	2,587,102	1,485,560	11,201,190	1,343,794	16,617,646	-4.4%
November	2,487,161	1,490,670	11,440,733	1,331,504	16,750,068	2.3%
December	2,817,812	1,562,150	10,058,220	1,108,065	15,546,247	2.2%
Total 2010	**30,849,170**	**18,125,010**	**117,855,592**	**14,755,672**	**181,585,444**	**–**
Total 2009	30,781,336	20,035,340	118,668,201	14,513,873	183,998,750	–
% (10/09)	**0.2%**	**-9.5%**	**-0.7%**	**1.7%**	**–**	**-1.3%**

(1) Renfe Monthly Card, Renfe Card, etc.

SUBURBAN RAIL: DISTRIBUTION OF JOURNEYS BY TICKET TYPE



The following table shows the number of passengers who boarded or alighted from a train across all stations on an average weekday in March 2010. The results obtained from this survey are compared with the observations recorded in the previous survey (October 2008).

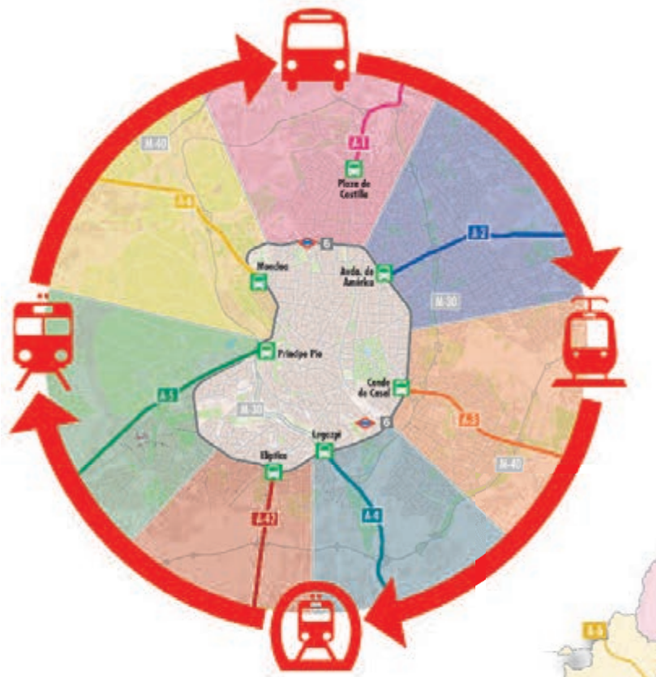
SUBURBAN RAIL: PASSENGERS BOARDING AND ALIGHTING BY STATION

Line		2010	2008
C-2/8	Guadalajara-Atocha-Chamartín-Villalba-El Escorial-Cercedilla	146,736	160,143
C-3	Chamartín-Atocha-Aranjuez	61,499	62,556
C-3a	Pinto-San Martín de la Vega	404	499
C-4	Parla-Atocha-Chamartín-Alcobendas-San Sebastián de los Reyes-Colmenar Viejo	201,652	185,022
C-5	Móstoles-El Soto-Atocha-Fuenlabrada-Humanes	288,864	318,498
C-7	Alcalá de Henares-Atocha-Chamartín-Príncipe Pío-Atocha-Chamartín-Pitis	109,395	120,881
C-10	Villalba-Príncipe Pío-Atocha-Chamartín-Pitis	50,646	52,608
Total		**859,196**	**900,207**

MADRID INTERCHANGES.

The five underground interchanges, situated on the first level of the Madrid transport network, which mainly coincides with the first ring of the metro network (Circular Line 6), are the points of the network that receive the highest volume of passengers.

The interchanges service the population in the principal corridors into which the Community of Madrid is divided and provide access to the city centre, thus facilitating connections between the suburban bus, metro and EMT networks, and in certain cases the suburban rail network as well.



The following tables show the volume of passengers on an average weekday at each of the five interchanges. The figures for both 2009 and 2010 are provided to illustrate the annual evolution of their use and compare it with the evolution of the population in the different corridors and with the total number of passengers who use public transport in the Community of Madrid.

NUMBER OF PASSENGERS AT INTERCHANGES 2009

Corridor	Interchange	Metro	EMT	Suburban buses	Suburban rail	Total	Population
A-1	Plaza de Castilla	83,964	51,574	45,471	–	181,009	385,104
A-2	Avenida de América	96,080	17,579	38,762	–	152,421	561,321
A-42	Plaza Elíptica	42,908	4,261	25,519	–	72,688	293,525
A-5	Príncipe Pío	103,120	1,118	57,114	29,351	190,703	542,249
A-6	Moncloa	133,118	–	100,196	–	233,314	522,394
Total	**–**	**459,190**	**74,532**	**267,062**	**29,351**	**830,135**	**2,304,593**

NUMBER OF PASSENGERS AT INTERCHANGES 2010

Corridor	Interchange	Metro	EMT	Suburban buses	Suburban rail	Total	Population
A-1	Plaza de Castilla	77,422	59,820	47,807	–	185,049	392,019
A-2	Avenida de América	87,536	16,250	37,976	–	141,762	567,391
A-42	Plaza Elíptica	39,046	4,300	23,678	–	67,024	300,307
A-5	Príncipe Pío	92,644	1,366	50,188	27,156	171,354	549,224
A-6	Moncloa	119,192	6,160	96,958	–	222,310	535,402
Total	**–**	**415,840**	**87,896**	**256,607**	**27,156**	**787,499**	**2,344,343**

Overall, the figures reflect the continuing downtrend in the use of the interchanges, with 5.1% or, in absolute terms, 42,636 fewer passengers in 2010 than in 2009.

However, the Plaza de Castilla Interchange experienced a 2.2% increase.

These infrastructures play a crucial role in the global efficiency of the different public transport networks in the Community of Madrid: in 2010 approximately 14% of all the journeys made either began or ended at an interchange, and the figure rises to 36% if only journeys on suburban bus services are taken into account.

TICKET SALES.

This section contains the sales figures for the multimodal tickets, which are the ones issued by the Transport Consortium. In 2010 the ticket types were as follows: (1) the Metrobús 10-journey ticket valid for A Zone of the Metro de Madrid network, EMT bus services in Madrid, Route CM-500 operated by Prisei and the Metros Ligeros de Madrid light rail network; (2) combined, single-use and 10-journey tickets, valid for every section of the metro network and the light rail lines connected to it; and (3) all the transit cards.

The 2010 figures for these three ticket types and the variations in relation to 2009 are shown in the table below.

MULTIMODAL TICKET SALES (10/09)

Ticket	2010	2009	% (10/09)
Metro Combined Single-Use	3,412,689	3,190,144	7.0%
Metro Combined 10-Journeys	380,919	354,618	7.4%
Metrobús	22,674,711	30,305,656	-25.2%
Monthly Transit Card	13,003,345	12,160,969	6.9%
Annual Transit Card	101,664	102,836	-1.1%
Blue Card	377,426	178,474	111.5%
Tourist Card	569,906	404,910	40.7%
Alcalá University Card	9,840	9,958	-1.2%

The most salient aspect, apart from the evolution in the distribution of journeys by ticket type that has been discussed in previous pages, is the sharp fall in Metrobús sales, whose users have switched to either

single-use tickets (only the multimodal variety is under consideration here) or transit cards depending on their degree of mobility. Another aspect to note is the consolidation of the Blue Card, bearing in mind that it was only introduced in 2009, and the significant increase in the use of the Tourist Card, which can be interpreted as a sign of recovery in the region's tourist sector.

The next table shows the proportionate distribution by sales networks for the ticket types that are sold via different categories of outlet. It does not therefore include the following tickets: annual cards, sold exclusively via the CRTM network; combined single-use and 10-journey tickets for the metro network, which are sold via that network and, to a far lesser degree, the light rail network; the Blue Card, sold in limited numbers at newsstands in the city of Madrid; and the Alcalá University Card sold by the University of Alcalá de Henares.

MULTIMODAL TICKET SALES BY DISTRIBUTION NETWORK (%)

Ticket	CRTM	Logista	Metro de Madrid	AVPPM[1]	Neoturismo
Monthly Transit Cards	0.8%	45.1%	54.1%	–	–
Tourist Card	5.4%	–	75.3%	–	19.3%
Metrobús	0.0%	12.2%	79.8%	7.9%	–

(1) Madrid Association of Professional Press Sellers.

Metro de Madrid is the largest ticket distributor by far, especially in the case of Metrobús and tourist cards. In relation to monthly transit cards, the tobacconists across the region have increased their market penetration and currently play a vital role in the sale of these cards for the metropolitan and exterior zones.

The year 2010 closed with a record figure for transit cards: 14.6 million (all types), up by 1 million or 7.6% on the previous year.

These results, which seem to contradict the decline in passenger numbers, can be explained by several factors: demographic reasons, as shown by the continuing upward trend (now close on 10%) in the sales of senior transit cards; the 12-month extension of the valid period of the Youth Card in the second half of the year; the consolidation of the concessionary tickets introduced in 2009, which has stimulated the purchase of transit cards among these collectives; and the relatively cheaper price of the transit cards compared with the sharp increase in the price of the Metrobús 10-journey ticket, which has impacted particularly on transit card sales in A Zone.

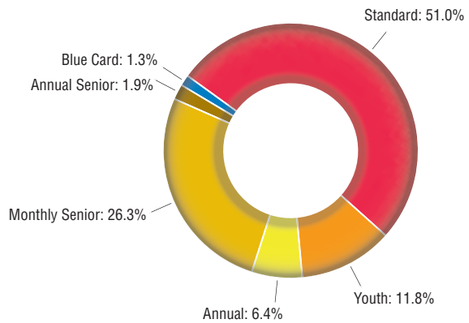
EVOLUTION OF TRANSIT CARD SALES BY TYPE (2001-2010)

Year	Standard	Youth	Annual[1]	Senior[2]	Blue Card	Total
2001	7,499,747	2,028,344	790,247	2,792,679	–	13,111,017
% Var. (01/00)	7.5%	-2.5%	4.8%	5.5%	–	5.2%
2002	7,696,020	1,931,609	822,679	2,882,589	–	13,332,897
% Var. (02/01)	2.6%	-4.8%	4.1%	3.2%	–	1.7%
2003	7,922,381	1,839,796	852,443	2,942,851	–	13,557,471
% Var. (03/02)	2.9%	-4.7%	3.6%	2.1%	–	1.7%
2004	8,046,156	1,752,371	871,025	2,987,023	–	13,656,575
% Var. (04/03)	1.6%	-4.7%	2.2%	1.5%	–	0.7%
2005	8,176,130	1,723,581	899,494	3,091,332	–	13,890,537
% Var. (05/04)	1.6%	-1.6%	3.3%	3.5%	–	1.7%
2006	8,295,749	1,650,962	913,253	3,242,599	–	14,102,563
% Var. (06/05)	1.5%	-4.2%	1.5%	4.9%	–	1.5%
2007	8,221,693	1,600,059	945,442	3,389,360	–	14,156,554
% Var. (07/06)	-0.9%	-3.0%	3.5%	4.5%	–	0.4%
2008	8,016,238	1,570,368	951,802	3,583,828	–	14,122,236
% Var. (08/07)	-2.5%	-1.9%	0.7%	5.7%	–	-0.2%
2009	7,199,226	1,468,818	951,432	3,764,339	178,474	13,562,289
% Var. (09/08)	-10.2%	-6.5%	-0.0%	5.0%	–	-4.0%
2010	**7,447,012**	**1,724,270**	**939,444**	**4,102,935**	**377,426**	**14,591,087**
% (10/09)	**3.4%**	**17.4%**	**-1.3%**	**9.0%**	**111.5%**	**7.6%**

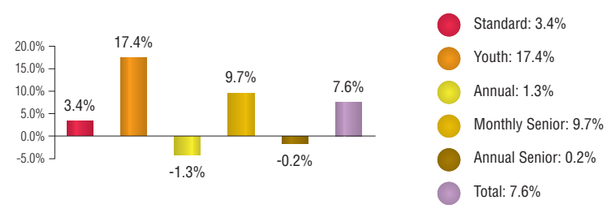
(1) Figures converted to months for Annual Card.
(2) Includes figures converted to months for Annual Senior Card.

As indicated above, all of this resulted in a record sales figure for 2010, which in turn gave rise to record rates of penetration for this ticket among the population as a whole. Thus, if we compare the month with the maximum sales with the number of inhabitants from every demographic profile, we obtain a penetration of 21.6% for the 8-22 age group, 19% for the 23-64 group and 48% for the 65-85 group. One in every four inhabitants in the Madrid region between 8 and 85 years old uses some form of transit card for their daily journeys by public transport.

DISTRIBUTION OF TRANSIT CARD SALES BY TYPE 2010



DISTRIBUTION OF TRANSIT CARD SALES BY TYPE (VARIATION 2010-2009)



Due to all of these factors, the sales figures for every type of transit card except the annual category were higher than the previous year.

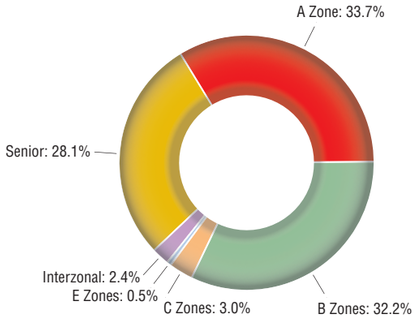
However, the evolution of sales by zone offers a completely different picture. Apart from the stability of the Annual Senior Card and its positive impact on the general average, most of the growth in 2010 was concentrated in A Zone, which recorded an increase of 15.3%, attributed to the aforementioned relative prices of the different tickets. Other minority zones such as the exterior ones, which experienced a 4.3% increase, and the "interzonal" cards valid for adjacent zones, which rose by 9.4%, also contributed in their limited way to raise the general average and in this case can be attributed to the progressive transformation of the spatial configuration of mobility.

EVOLUTION OF TRANSIT CARD SALES BY ZONE 2001-2010

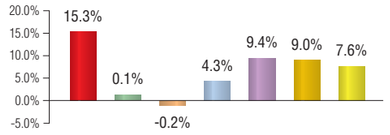
Year	A Zone	B Zones	C Zones	Interzonal	E Zones	Senior	Total
2001	4,314,762	5,558,331	416,613	–	28,632	2,792,679	13,111,017
% Var. (01/00)	4.0%	5.4%	7.3%	–	–	5.5%	5.2%
2002	4,442,653	5,529,164	426,663	–	51,828(1)	2,882,589	13,332,897
% Var. (02/01)	3.0%	-0.5%	2.4%	–	81.0%	3.2%	1.7%
2003	4,518,950	5,577,260	454,453	–	63,957(1)	2,942,851	13,557,471
% Var. (03/02)	1.7%	0.9%	6.5%	–	23.4%	2.1%	1.7%
2004	4,503,032	5,612,786	479,420	–	74,314(1)	2,987,023	13,656,575
% Var. (04/03)	-0.3%	0.6%	5.5%	–	16.2%	1.5%	0.7%
2005	4,527,608	5,691,174	496,577	–	83,846(1)	3,091,332	13,890,537
% Var. (05/04)	0.5%	1.4%	3.6%	–	12.8%	3.5%	1.7%
2006	4,532,632	5,740,128	500,594	–	86,610(1)	3,242,599	14,102,563
% Var. (06/05)	0.1%	-0.9%	0.8%	–	3.3%	4.9%	1.5%
2007	4,435,296	5,734,960	509,867	–	87,071(1)	3,389,360	14,156,554
% Var. (07/06)	-2.1%	-0.1%	1.8%	–	1.1%	4.5%	0.4%
2008	4,332,493	5,337,888	499,529	281,692(2)	86,806(1)	3,583,828	14,122,236
% Var. (08/07)	-2.3%	-2.3%	-2.0%	4.8%	-0.3%	5.7%	-0.2%
2009	4,266,735(3)	4,690,596	440,002	323,705(2)	76,912(1)	3,764,339	13,562,289
% Var. (09/08)	-1.5%(3)	-12.1%	-11.9%	14.9%(2)	-11.4%(1)	5.0%	-4.0%
2010	**4,918,640(3)**	**4,696,330**	**438,939**	**354,046(2)**	**80,197(1)**	**4,102,935**	**14,591,087**
% Var. (10/09)	**15.3%**	**0.2%**	**-0.1%**	**9.4%**	**4.3%**	**9.5%**	**7.6%**

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

DISTRIBUTION OF TRANSIT CARD SALES BY ZONE

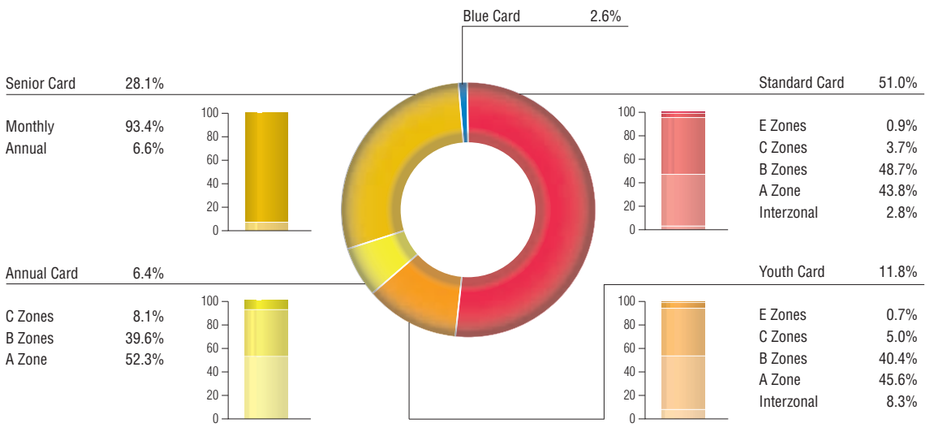


VARIATION 2010-2009



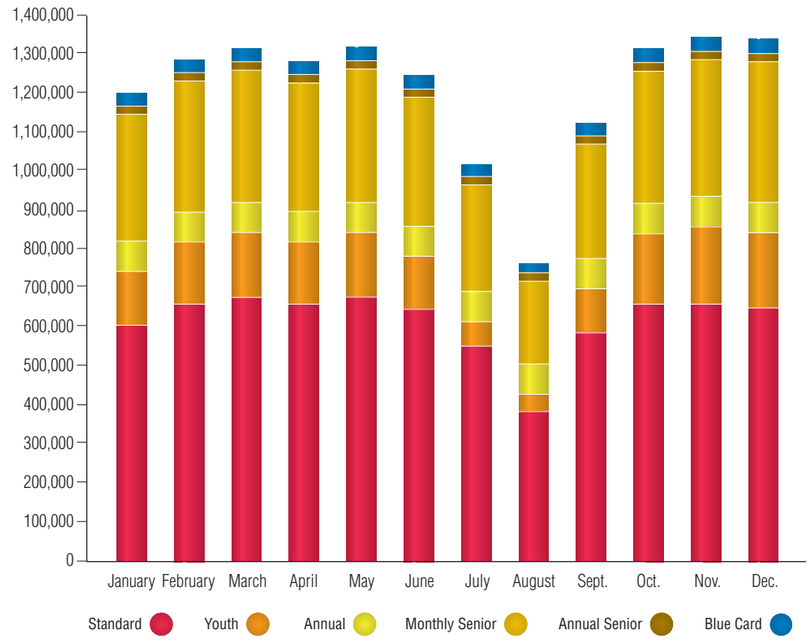
- A Zone: 15.3%
- B Zones: 0.1%
- C Zones: -0.2%
- E Zones: 4.3%
- Interzonal: 9.4%
- Senior: 9.0%
- Total: 7.6%

DISTRIBUTION OF TRANSIT CARD SALES BY TYPE AND ZONE 2010



The monthly distribution of transit card sales reveals a degree of seasonality, with characteristics slightly at odds with the general demand. For example, while the highest number of journeys occurred in the spring, the peak month for transit cards was November, which holds the annual record for both the Youth and Senior transit card types.

MONTHLY DISTRIBUTION OF TRANSIT CARD SALES BY TYPE



MONTHLY DISTRIBUTION OF TRANSIT CARD SALES BY TYPE

Month	Monthly Standard		Monthly Youth		Annual Standard		Monthly Senior		Annual Senior		Blue Card		Total	
	Tickets	% (10/09)	Tickets	% (10/09)	Tickets	% (10/09)	Tickets	% (10/09)	Tickets	% (10/09)	Tickets	% (10/09)	Tickets	% (10/09)
January	608,494	-3.9%	138,501	-3.5%	77,089	-1.4%	326,989	8.5%	21,927	-0.0%	30,074	0.0%	1,203,074	2.1%
February	661,927	1.6%	160,391	5.5%	77,410	-1.5%	336,336	11.3%	22,171	0.1%	31,829	0.0%	1,290,064	6.9%
March	680,498	2.9%	165,988	4.9%	77,990	-1.4%	339,139	10.9%	22,402	0.0%	32,358	0.0%	1,318,375	7.4%
April	662,084	4.7%	161,039	12.9%	78,178	-1.3%	330,137	12.1%	22,501	-0.1%	31,698	720.8%	1,285,637	9.4%
May	680,653	7.0%	165,144	9.3%	78,276	-1.1%	342,132	11.8%	22,568	-0.2%	32,811	168.9%	1,321,584	9.5%
June	648,918	6.2%	136,372	11.0%	78,447	-1.0%	330,762	10.0%	22,630	-0.1%	32,535	78.0%	1,249,664	8.2%
July	554,324	1.6%	63,026	28.7%	78,557	-1.1%	273,375	8.4%	22,689	-0.2%	29,444	54.3%	1,021,415	5.5%
August	386,752	5.0%	44,494	32.3%	78,569	-1.2%	211,752	6.6%	22,690	-0.4%	22,542	41.5%	766,799	6.7%
September	588,125	5.0%	113,661	46.9%	78,710	-1.2%	292,793	9.5%	22,776	-0.2%	30,705	31.0%	1,126,770	9.3%
October	661,784	3.3%	181,790	33.0%	78,598	-1.2%	338,696	8.7%	22,810	-0.3%	33,548	23.8%	1,317,226	8.1%
November	662,271	2.6%	199,073	30.6%	78,810	-1.3%	350,063	8.9%	22,854	-0.5%	34,636	22.5%	1,347,707	7.8%
December	651,182	6.0%	194,791	30.4%	78,810	-1.3%	359,889	8.7%	22,854	-0.5%	35,246	16.3%	1,342,772	9.4%
Total 2010	**7,447,012**	**–**	**1,724,270**	**–**	**939,444**	**–**	**3,832,063**	**–**	**270,872**	**–**	**377,426**	**–**	**14,591,087**	**–**
% (10/09)	**–**	**3.4%**	**–**	**17.4%**	**–**	**-1.3%**	**–**	**9.7%**	**–**	**-0.2%**	**–**	**111.5%**	**–**	**7.6%**

With regard to concessionary tickets, in 2010 a total of 787,560 monthly cards were sold–just under half the amount of Blue Cards–which shows that around 40,000 low-income people are benefiting from this card category. The following table illustrates the annual distribution of concessionary ticket sales.

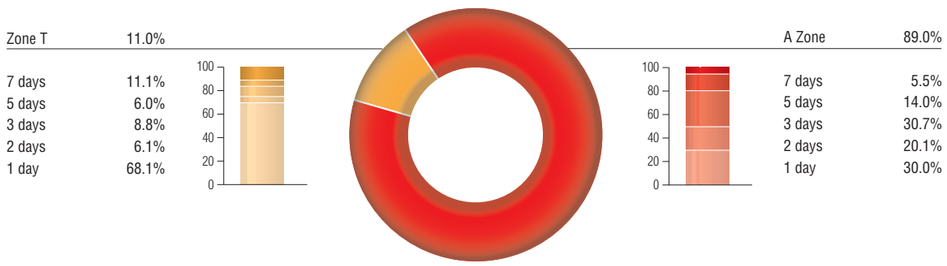
DISTRIBUTION OF CONCESSIONARY TICKET SALES 2010

L.F.G.	L.F.S.	Disabled	L.F.G.+Disabled	L.F.S.+Disabled	Total L.F.+Disabled	Blue Card	Total
307,615	49,409	51,848	1,105	157	410,134	377,426	787,560
75.0%	12.0%	12.6%	0.3%	0.0%	100.0%	–	–
39.1%	6.3%	6.6%	0.1%	0.0%	52.1%	47.9%	100.0%

(L.F.G.) Large Families General.
(L.F.S.) Large Families Special.
(Disabled) People with disability rate of more than 65%.

Tourist card sales were very positive in 2010, rising by 40.8% in relation to the previous year. A total of 569,906 tickets were sold, with a notable peak in June due to a large volume of sales in connection with conferences and other types of collective events (Champions League).

DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE 2010



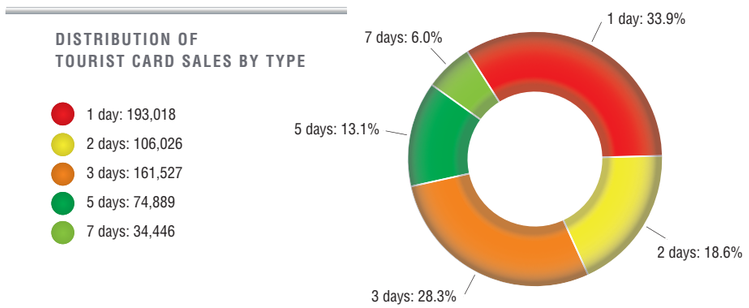
MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE

Month	A Zone					Zone T					Total	
	1 day	2 days	3 days	5 days	7 days	1 day	2 days	3 days	5 days	7 days		
January	9,190	3,896	7,752	3,189	1,181	2,799	157	255	231	661	**29,311**	33.4%
February	9,417	4,899	10,329	4,053	1,702	2,632	169	297	212	662	**34,372**	33.8%
March	11,435	5,405	13,344	6,292	2,433	2,896	301	410	268	714	**43,498**	47.9%
April	14,360	6,700	15,936	6,908	2,277	3,252	294	405	342	535	**51,009**	18.5%
May	15,492	8,036	16,310	7,149	2,684	3,536	370	675	413	677	**55,342**	40.7%
June	12,151	36,368	12,475	8,290	1,887	3,469	344	505	284	479	**76,252**	148.0%
July	13,078	5,497	9,942	4,765	2,631	4,175	304	378	364	497	**41,631**	27.0%
August	14,858	6,139	10,723	6,101	3,031	3,642	323	429	354	369	**45,969**	39.3%
September	14,243	6,490	13,826	5,996	2,879	4,202	435	599	356	623	**49,649**	38.7%
October	13,621	6,977	17,166	6,855	2,532	3,036	371	491	303	441	**51,793**	20.6%
November	11,515	5,624	13,304	4,353	1,561	3,218	239	384	234	471	**40,903**	33.6%
December	12,679	6,312	15,151	7,335	2,985	4,122	376	441	242	534	**50,177**	26.7%
Total 2010	**152,039**	**102,343**	**156,258**	**71,286**	**27,783**	**40,979**	**3,683**	**5,269**	**3,603**	**6,663**	**569,906**	**–**
Total 2009	109,397	50,757	113,118	52,356	21,157	41,148	3,338	4,457	3,615	5,567	**404,910**	–
% (10/09)	**39.0%**	**101.6%**	**38.1%**	**36.2%**	**31.3%**	**-0.4%**	**10.3%**	**18.2%**	**-0.3%**	19.7%	**–**	**40.7%**

Consequently, the distribution by type for 2010 reveals the impact of this singular phenomenon, as shown in the graph below.

The other variables for this type of card remained stable in 2010: A Zone still leads the way, accounting for 89% of all sales, and the highest demand in terms of period of validity remains the 1-day and 3-day categories, at 34% and 28%, respectively. However, in this respect there is a difference between the Zone-A cards and those valid for all zones in that the 1-day category is clearly the most popular period of validity for the latter type, accounting for 68% of sales.

DISTRIBUTION OF TOURIST CARD SALES BY TYPE



Finally, the following table provides important information on the behaviour of card-holders–in other words, the average number of journeys made by card-holder and transport mode.

NUMBER OF JOURNEYS BY CARD-HOLDER AND MODE

Month	Metro	Urban Bus Madrid (EMT)	Urban Bus other municipalities	Suburban Bus	Light Rail[1]	Suburban Rail	Total Operators
January	26.10	19.33	1.56	8.35	0.71	7.83	63.88
February	26.30	19.80	1.64	8.52	0.74	8.02	65.02
March	28.24	21.80	1.75	9.34	0.79	8.10	70.02
April	27.16	21.42	1.67	8.99	0.77	8.07	68.07
May	28.02	22.33	1.73	9.27	0.80	7.98	70.13
June	24.66	22.71	1.69	8.92	0.75	8.23	66.96
July	26.18	21.80	1.76	9.45	0.76	8.52	68.46
August	24.24	19.55	1.64	8.67	0.69	7.55	62.34
September	26.41	21.04	1.68	9.07	0.79	8.00	66.99
October	26.48	21.53	1.72	8.93	0.76	8.50	67.92
November	26.57	21.17	1.72	8.91	0.79	8.49	67.65
December	24.64	19.41	1.49	7.92	0.70	7.49	61.65
Total 2010	**26.33**	**21.03**	**1.67**	**8.86**	**0.76**	**8.08**	**66.72**
Total 2009	27.75	20.90	1.76	9.94	0.75	8.75	69.85
% (10/09)	**-5.1%**	**0.6%**	**-5.2%**	**-10.8%**	**0.2%**	**-7.7%**	**-4.5%**

(1) Includes Light Rail and Parla Tramway.

The average number of journeys by card-holder and month is 66.7, representing a decrease of 4.5% in relation to the previous year. The differences in behaviour between modes can be explained by the structure of the growth in sales from one year to the next, and specifically the impact of A Zone and the Senior Card. What is unusual, however, is the decline in the average number of metro journeys and the strong increase experienced by the EMT services. This may be partly owing to a greater tendency to use the bus for short journeys as a result of the switch from Metrobús tickets to transit cards.

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 user from the beginning to the end of his journey.

Following the creation in 2002 of the European UNE-EN 13816 standard as a benchmark for quality passenger transportation, the CRTM introduced a quality management system for its user-based services. Operators may seek UNE-EN-13816 certification for their services, but first and foremost they must meet CRTM quality standards.

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 governing 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, thus encouraging approachable management.

TECHNICAL QUALITY.

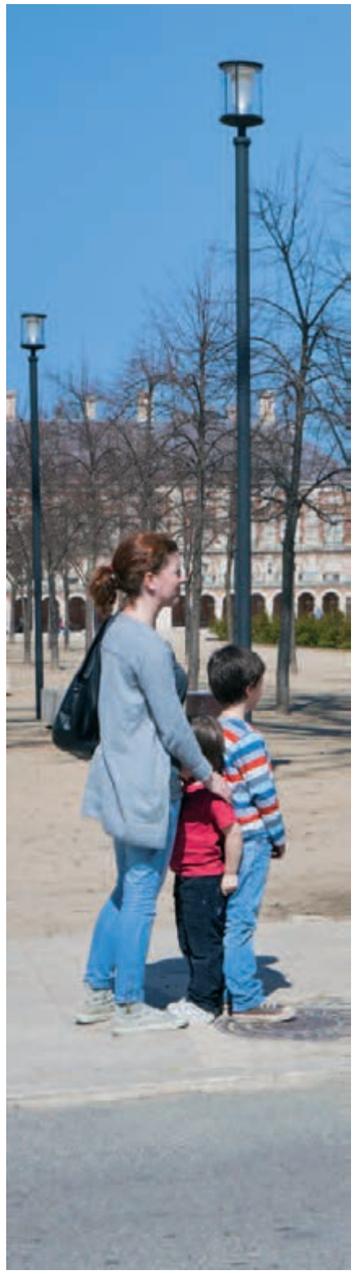
The CRTM defines the service levels for each operator in the corresponding contractual documents.

In the case of the public operators Metro de Madrid and EMT de Madrid, the framework agreements are reviewed annually and state the mandatory quality goals regarding services, regularity, availability of rolling stock and all other equipment, etc. Specific investigations are undertaken to verify that goals are being met and the operators are obliged to submit periodic reports for evaluation by the CRTM.

Although the framework agreements do not include the mandatory possession of specific quality certifications, both operators are currently making progress in this direction: routes 22 and 75 operated by the EMT and lines 2, 8 and 12 and the Branch Line operated by Metro de Madrid have all received certification.

In the case of the urban and suburban road transport concessions, compliance with the production standards defined in the concession contracts is usually verified through inspections and specific investigations.

The new Suburban Road Transport Modernisation Plan includes obliges concessionaires to implement the CRTM Quality Plan. Approved in 2010 and mandatory for all the public transport concessionaires in the Community of Madrid, the plan will be trialled and adjusted over the course of 2011. The plan contemplates the requirements defined in the UNE-EN 13816 standard.



Once again, compliance will be monitored by the CRTM using both internal and external inspection instruments. However, the introduction of certification as an economic incentive for operators creates a third measure for monitoring compliance, this time through the certifying companies.

In relation to the light rail concessions, the European quality standard for scheduled passenger transportation was already in force when these entered service and consequently the concession contracts already include the aforementioned ratification and quality certification requirements. As with the other networks, the CRTM monitors compliance, although as mentioned earlier, mandatory certification introduces a quality guarantee for users.

Meanwhile, the modal interchange infrastructures are also subject to these control measures and the five concession contracts for the construction and operation of the interchanges include quality requirements based on the above-mentioned European standard.

CUSTOMER SATISFACTION.

In accordance with the aforementioned general goals, the CRTM has conducted customer satisfaction surveys in all the transport modes, even though certain operators carry out their own surveys.

The surveys evaluate the service dimensions defined in the UNE-EN 13816 standard and compare the user satisfaction results with those obtained in the technical quality evaluations. In keeping with qualitative investigation techniques, these dimensions were defined according to the service attributes or features required to cover the individual characteristics of every mode and produce a comparative picture for the entire public transport system.

The table below shows the latest results obtained for each service dimension in the different transport modes:

SERVICE SATISFACTION WITH THE TRANSPORT MODES (2009)

	Metro	Urban Bus Madrid (EMT)	Suburban Bus	Light Rail	Suburban Rail	Total
Service provided	6.97	7.00	6.64	7.30	7.00	6.93
Accessibility	7.26	7.33	7.57	7.86	6.90	7.29
Information	7.21	6.57	6.21	6.98	6.60	6.79
Customer service	7.11	7.10	7.19	6.98	6.20	7.00
Comfort	7.04	7.01	7.13	7.65	6.90	7.03
Safety	7.17	7.33	7.63	7.53	6.20	7.17
Environment	–	5.48	6.53	–	–	5.88

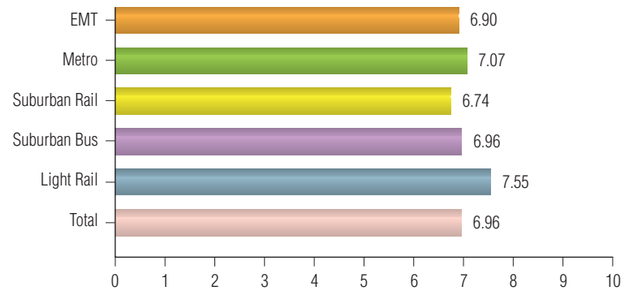
As shown, the efforts undertaken in recent years to guarantee the accessibility of public transport in the Community of Madrid are perceived by users, who are clearly satisfied with this service dimension. This satisfaction applies to the whole network and is particularly high in the case of the light rail mode. Similarly, the comfort and safety of the fleet can be regarded as strengths of the regional public transport system as both dimensions generate a high level of satisfaction. However, although the level of satisfaction with passenger information has improved considerably in recent years, there is still significant room for improvement, especially in the case of suburban bus services.

The least satisfactory service dimension is the one relating to the environmental conditions of the fleet and complementary services, with an average score of less than 6 points. This dimension is only measured in the urban and suburban bus modes because of the specific shared characteristics that differentiate them from the other modes, where these aspects have not been included due to the difficulty for users in evaluating the environmental implications of the services operated.

As a synthetic measure for evaluating the service, a Service Quality Index (SQI) is created annually for each operator and for the network as a whole. The score obtained is the weighted averages of all the

dimensions evaluated for each mode, calculated according to the importance attributed to each dimension. In 2009 the score obtained was 6.96 on a 0-10 scale.

SERVICE QUALITY INDEX FOR OPERATORS (2009)



This synthetic indicator reveals significant differences between operators, with Metro de Madrid and the light rail operators being perceived as providing the highest quality of service.

In relation to the five main interchanges, the table below shows the results obtained in the evaluation undertaken recently in the light of the UNE-EN 13816 categories.

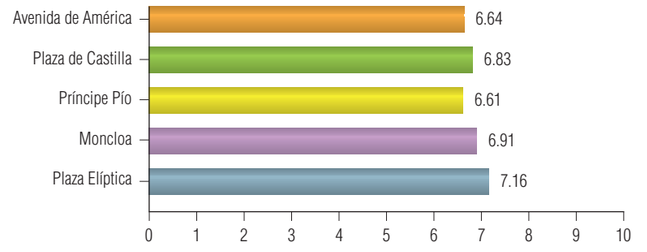
SERVICE SATISFACTION WITH THE INTERCHANGES

	Plaza de Castilla	Avda. de América	Plaza Elíptica	Moncloa	Príncipe Pío
Accessibility	6.88	6.66	7.35	7.26	6.73
Customer service	6.20	6.19	6.55	6.70	6.31
Comfort	6.97	6.76	7.22	7.21	6.70
Information	7.04	6.84	7.20	7.03	6.70
Environment	6.53	5.53	7.26	6.86	6.60
Safety	6.85	6.36	7.30	7.05	6.66
Time	6.24	7.11	7.27	7.32	6.74

Moncloa and Plaza Elíptica are the two interchanges with the highest degree of user satisfaction. Customer service obtains the lowest score in every case, although it is still within a reasonable minimum range. However, the most valued aspects vary from one interchange to another: while accessibility and time are the most satisfactory scores for Plaza Elíptica and Moncloa, it is clearly time for Avenida de América and comfort and information for Plaza Castilla. At Príncipe Pío there is a greater uniformity in the perception of all aspects except customer service. We can therefore draw the general conclusion that there is a positive perception of the most functional aspects of the mission of the interchanges (facilitating the exchange between vehicles and transport modes), despite the differences in the individual scores.

A Service Quality Index has also been created for the interchanges as a synthetic measure of user satisfaction. This indicator is presented in the graph below, which confirms that Plaza Elíptica and Moncloa obtained the highest scores.

SERVICE QUALITY INDEX FOR INTERCHANGES (2010)



COMPLAINTS AND SUGGESTIONS.

In 2010 the CRTM processed 8,277 complaints and suggestions regarding incidents on services and passengers' proposals for improvements. If we relate this figure to total demand across the transport system, we obtain a ratio of 5.6 complaints and suggestions per million passengers.

Of this global figure, 211 (2.5%) refer to the metro network; 188 (2.3%) to services operated by the Madrid EMT; 6,442 (77.8%) to suburban bus services; 604 (7.3%) to the three light rail operators; 105 (1.3%) to the interchanges; and 727 (8.8%) to the CRTM itself. It is important to note in this respect that the CRTM processes all complaints and suggestions from users of suburban road and light rail services; in connection with the other operators, however, it only processes those it receives directly.

In addition to the above, the Customer Service Centre of the Community of Madrid region received 1,812 notifications about the transport system.

Finally, 2010 saw the launch of a new CRTM web facility to allow citizens to submit their complaints and suggestions about the public transport system via this channel.

4 SURVEYS AND PROJECTS

Surveys and projects to address current and future needs, improving interchanges, technological innovation, sustainable urban mobility plans and collaborating in European and other international projects are the core principles that underpin everything the CRTM does.

4 SURVEYS AND PROJECTS

STUDIES.

The studies and projects carried out by the CRTM address the functions and aims of the various areas under its jurisdiction. Among others, these include the following:

- **Survey of peak-time occupation in the EMT network.** 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. The purpose of this survey is to adapt services to demand based on peak-time occupation on the different routes operated by the EMT.

- **Supply and demand surveys in the EMT and metro networks.** The CRTM conducts annual surveys of the services provided and the demand generated in the metro and EMT networks.

- **Survey of the location of termini for collective public transport in the city of Madrid.** The CRTM has examined the location, possible improvements and the dimensions and quality of the waiting areas in these termini, as well as their capacity to cater for disabled people. Their connection possibilities with all the other modes in the public transport system have also been analysed.

- **Production of signs for EMT bus stops.** The CRTM designs and produces the signs for the different EMT routes and liaises with the operator and Madrid City Council over their installation and maintenance.

- **Updating the information on the EMT bus network in the geographic information system (SIGTRA).** To improve schedules and planning within the EMT network, all the itineraries are updated annually in a geographic information system. Among other things, this allows the CRTM to analyse coverage and the services provided, and to conduct spatial and territorial analyses of the demand generated.

- **Basic design for the control centre on Avenida de Logroño under the M-40 motorway.** In light of the future reorganisation of the Avenida de América Interchange and the existing connections with bus routes at the Canillejas Intermodal Area, the CRTM has examined the possibility of building a control centre on Avenida de Logroño.

- **Control and monitoring of public transport infrastructure projects: intermodal areas and bus corridors.** This consists of analysing, discussing, proposing solutions and monitoring the progress of the various intermodality and public transport priority projects, and attempting to solve specific problems arising from current urban development and infrastructure programmes in Madrid in coordination with the relevant city council departments.

- **Number of passengers boarding and alighting from trains in the suburban rail network (March 2010).** The fundamental aim of this survey is to ascertain the number of passengers who board and alight from trains at every station in the suburban rail network, as well as the volume of passengers per section, direction and time period on an average weekday. Surveys are conducted jointly by the CRTM and Renfe-Cercanías, the suburban rail operator and, with the exception of 2005 and 2009, they have been carried out annually since 1990. They usually take place between October and November, although due to exceptional circumstances the 2010 survey took place in March. Data was collected at every station in the Madrid network, except for those on Line C-9.

In 2010 the number of journey stages on an average weekday was 859,196, which represents a drop of 4.6% in relation to 2008. This decline continues the downward trend begun in 2007 with fewer passengers on every line in the network except C-4, which rose by 9.0% in relation to 2008. This line has benefited from its extension in 2008 to Alcobendas and Colmenar Viejo, following the inauguration of the new Atocha-Chamartín tunnel, and from the creation of the new station at Sol in 2009. C-4 is the second most heavily used line in the network, accounting for 23.5% of all journey stages. The busiest line remains C-5, with 33.6% of the demand.

The busiest station is Atocha with 343,841 journey stages (-14.8% in relation to 2008). It is followed at some distance by other stations in the city of Madrid: Nuevos Ministerios with 118,041 stages (-6.9%); Chamartín with 69,009 stages (-3.3%); Méndez Álvaro with 68,031 stages (-5.3%); and the new station at Sol, which recorded 55,365 stages. Outside the city, the stations with the heaviest demand are Parla with 40,805 stages (+5.3%), Fuenlabrada with 38,286 stages (-3.9%) and Móstoles with 33,111 stages (-14.8%).

- **Survey of the spatial characteristics of the demand for the Madrid suburban rail network (2010).** The purpose of this survey was to quantify and describe the current daily passenger demand in the Madrid suburban rail 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 transit card holders and enabling the CRTM to calculate the compensation owing to Renfe-Cercanías for passengers using this type of ticket.

- **Smart card trials.** As part of the project to implement smart cards, trials were conducted during the second half of 2010 to verify the conditions of use, test on-the-spot ticket issuing and top-up applications, and assess the degree of acceptance by

users and the efficiency of the procedures and management applications developed.

The trials were conducted on 1,000 Zone A transit card holders (700 Standard and 300 Youth) resident in the north of the capital, who purchased their cards at the Customer Services Centre of the Nuevos Ministerios metro station and topped them up regularly at 120 automatic machines situated in metro stations in their area of residence.

The service was monitored by conducting a panel survey over the course of the trial period, and a dedicated telephone line was set up to deal with customer enquiries. The trials enabled the CRTM to identify areas of improvement prior to mainstreaming the service and to validate its strengths.

- **Direct investigation of scheduled lines operated under the VCM-200: Barajas-Tres Cantos concession.** The purpose of this survey is to make recommendations regarding the reorganisation and structuring of the VCM-200: Barajas-Tres Cantos concession and develop a new, more rational service which maintains quality levels while reducing the number of vehicles required to operate it.

- **Analysis of winter serviceability of roads used on suburban routes operated by the CRTM and a proposed action protocol.** During certain months of the year adverse weather conditions (heavy snow) disrupt urban and suburban transport services in the Community of Madrid, often leading to cancellations. These disruptions have a huge impact on the quality of services and action protocols need to be defined in order to offer an alternative transport network during these times.

  The survey describes the suburban bus routes by corridor or sector and the general road network, analyses their serviceability during the winter months, and defines a list of action protocol categories based on the problems identified in each area.

NEW TECHNOLOGIES.

The CRTM is promoting technological innovation through actions such as the Suburban Road Transport Modernisation Plan, “contactless” ticketing systems and an integrated management system incorporating the control centres of every transport mode (CITRAM).

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

Meanwhile, Directive 2010/40/EU of the European Parliament and Council of 7 July 2010, published in the Official Journal of the European Union, provides a framework for the deployment of intelligent transport systems (ITS) in the field of road transport and for interfaces with other modes of transport, and the CRTM will base its actions on this directive in the future.

In this respect, the CRTM is currently planning and executing actions to:

- Supply information about multimodal journeys.
- Merge public transport information with traffic and incident data.

- Improve management and safety infrastructures in complex multimodal environments such as the underground interchanges.

Meanwhile, intelligent ticketing systems based on “contactless” technology, such as the BIT project, now at an advanced stage of development, and the emerging Near Field Communication technology constitute another technological initiative that the CRTM is progressively streamlining across public transport in Madrid.

CITRAM-CCI.

The CITRAM (Madrid Transport Information Centre), which is the transport system’s real-time information platform, continues to formulate and refine action protocols for dealing with incidents and problems in the transport system, as well as designing new services for users.

For example, in 2010 it carried out functional analyses and piloted protocols for integrating the intelligent transport systems (ITS) of the road transport concessionaries as these are deployed, in line with the Modernisation Plan.

All the data relating to suburban services will be held at the Suburban Control Centre (CCI), a new centralised unit designed to monitor these operations.

SUBURBAN SERVICES MODERNISATION PLAN.

As part of the Suburban Bus Services Modernisation Plan launched in 2010, the CRTM has developed a deferred data sharing protocol for use with all the concessionaires involved in the plan. This protocol allows the CRTM and the concessionaires to share xml files about the suburban bus network and the demand for services. To facilitate this, the CRTM has provided the concessionaires with xml files containing details of routes, stops, itineraries and timetables across the entire suburban bus network, as well as graphics files with geo-referenced information about stops and itineraries.

It is also developing a web application (GIW) to allow transport operators in the suburban network to propose changes in their routes, timetables, itineraries, etc., directly to the CRTM, which will either approve or reject them, the result being that the database associated with this information is automatically updated.

Operators will also be able to use the application to consult or automatically download reports related to their concessions as xml, excel or pdf files.

BIT DEVELOPMENTS AND ARCHITECTURE.

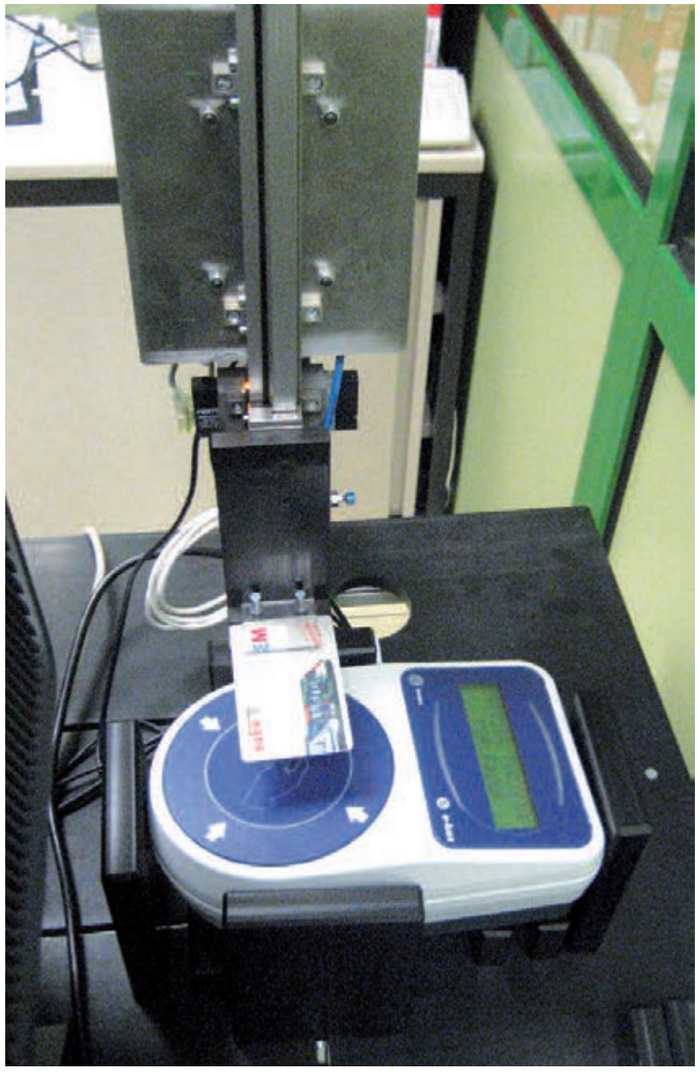
As part of the deployment of the BIT project (Smart Transport Ticketing), in 2010 the CRTM continued developing the different modules for the management application: customer services, card sales and ticket issues / top-ups, penalties, inspection and inventory control.

In 2009 work commenced on the analysis, design and creation of the SPAI (automated information processing system), which was phased in over the course of 2010. The architecture for the SPAI hardware and software systems was originally designed for the BIT project, but last year it was adapted to allow all CRTM projects to share vast volumes of data and is now supported by high transaction load software and a high degree of automation.

Thanks to the SPAI, the CRTM is gradually automating its data sharing processes: format validation of the information received, digital signature authentication, mapping, data conversion, consistency checks to ensure compatibility with master data in corporate databases, etc.

The SPAI comprises one or more SID servers and one or more AP servers, as follows:

- SID server (Data Sharing Server): This server allows the CRTM to share files (usually in the xml format) with external agents: transport operators, card sales networks, ticket issue/top-up networks and manufacturers of pre-personalised and personalised cards.



- SAP server (SPAI Application and Process Server): As the core of the SPAI, this server not only processes the information received from external agents via the SID server but allows the CRTM to generate information for them. SAP servers are supported by JEE (Java Enterprise Edition) technology and operate in horizontal clusters, so the overall SPAI is a cluster system.
- PCM (SPAI Control and Monitoring Panel): This is one of the graphic interfaces of the SPAI. It consists of several modules: configuration, monitoring, alarms, notifications, audits and back-up.

SEMANTIC WEB.

In order to improve access to information on public transport, the CRTM is currently exploring the use of new Semantic Web technologies. It has divided this project into five phases:

- **Phase 1:** In 2010 a family of specific ontologies (hierarchies of concepts, properties and relationships) was defined and developed in the OWL-DL language.

The following phases will be introduced successively over the next few years:

- **Phase 2:** Generation of information in natural language adapted to the ontology concepts.
- **Phase 3:** Non-embedded annotation: the retrieval and automatic interpretation of information in natural language for subsequent formalisation using specific public transport ontologies.
- **Phase 4:** Semantic data mining of public transport information.
- **Phase 5:** Launch of a semantic search engine based on CRTM ontologies and annotations, and a natural language user interface and SPARQL query processor.

INTERMODALITY.

In relation to improving intermodality, last year the CRTM mainly concentrated on the projects for the new Conde de Casal and Legazpi interchanges, on remodelling and extending the Avenida de América Interchange and on the project for the Alsacia Intermodal Area.

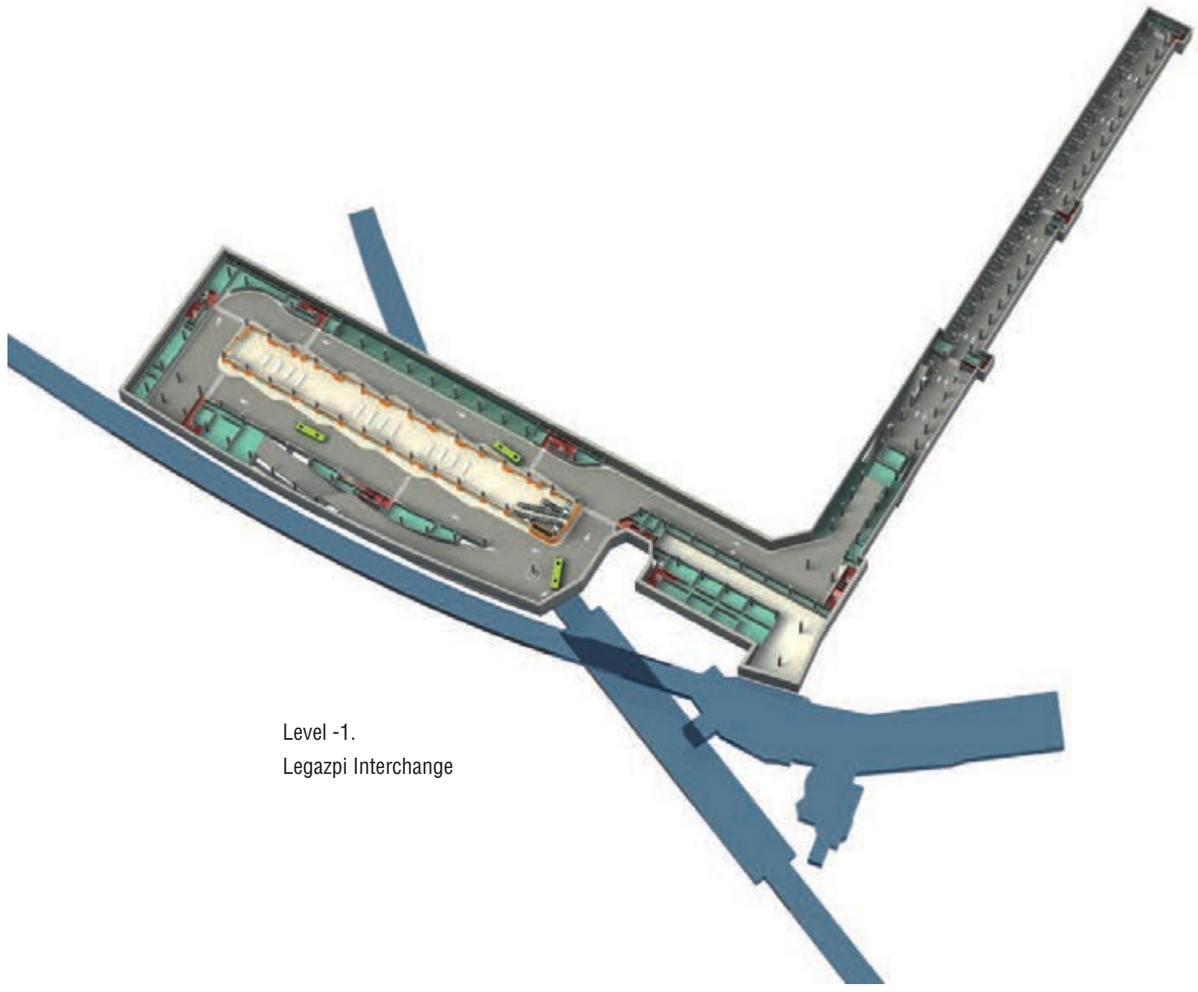
LEGAZPI INTERCHANGE.

The current Legazpi bus terminus is a surface facility situated between Plaza de Legazpi and Plaza de Beata María Ana de Jesús.

The Plaza de Legazpi area is serviced by 26 bus routes (18 urban routes operated by the EMT and eight suburban routes) and two metro lines (3 and 6), which between them carry nearly 9 million passengers a year.

To avoid the congestion that habitually occurs at this point, the CRTM plans to build a new underground interchange situated between the Matadero building and Line 3 of the metro network. This will facilitate connections with metro lines 3 and 6 and, in the future, will cater for the greater demand for suburban transport that will occur in this corridor due to the construction of the bus way and the tertiary and cultural infrastructures that Madrid Council is building in the area (City of Arts, Municipal Urban Planning Office, Madrid River project, etc.).

The interchange will comprise two levels. The first level will contain 14 bays for the suburban and EMT buses entering either from the Puente de Andalucía bridge via a central ramp or from the Paseo de la Chopera boulevard. The second level will provide access to the metro lines and the short-stay car park. In view of the conversion of the old Fruit Market into the headquarters of the municipal urban planning division, the tertiary building, the remodelling of the Matadero building to accommodate the City of Arts and the Madrid River project, which actually commences at Plaza de Legazpi, the interchange will include a short-stay car park with 419 places to cater for the demand for parking. The contract budget for this operation is approximately 50 million euros, not including VAT.



Level -1.
Legazpi Interchange

A short-stay and residents car park will also be built under Paseo de la Chopera to improve parking facilities for the neighbourhood population. There will be a maximum of 540 places, a number of which will be set aside for residents according to demand. The contract budget for this facility is approximately 8 million euros.

CONDE DE CASAL INTERCHANGE.

The current Conde de Casal bus terminus is a surface facility situated alongside the exit and access roads to the A-3 motorway on Avenida del Mediterráneo. Line 6 of the metro, which has the highest mobility and demand in the whole of the Madrid transport system, runs below Calle Doctor Esquerdo.

The Conde de Casal area is serviced by 26 bus routes (nine urban and 17 suburban) and there is one metro line at Conde de Casa–Line 6–currently the busiest service in the network. The Conde de Casal station handles nearly 6 million suburban bus passengers a year.

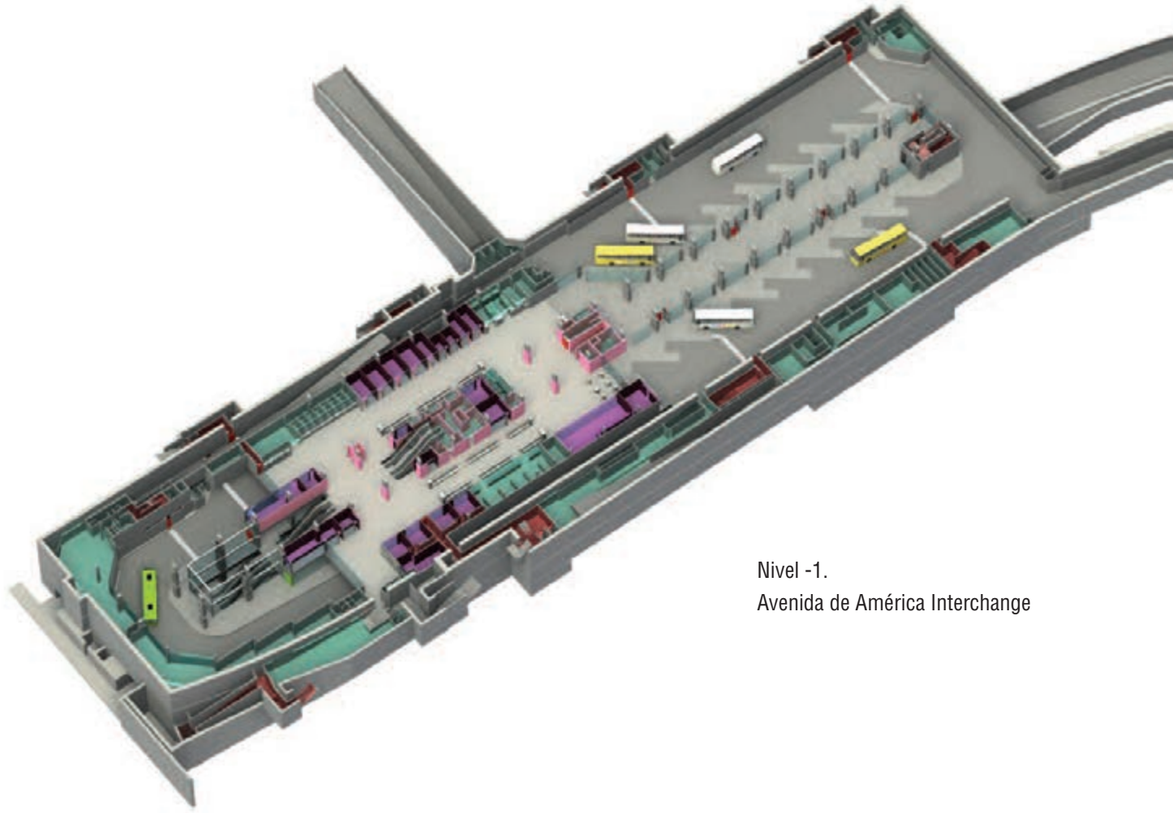
The CRTM has explored different options for the future interchange. The first proposal was for an underground facility, the second one for a surface facility, and third one–currently at the development stage–for a mixed underground/surface facility situated, as in the previous proposals, on Avenida del Mediterráneo.

All the proposals also optimised connections with metro Line 6, removed suburban and urban buses and private vehicles from the surface, catered for the current demand but with possible extensions to absorb the anticipated medium-term demand, and contemplated the possibility of a short-stay car park.

They all also provides solutions for the structural complexity and difficulty of mobility created by building on top of and below the A-3 underpass.

REMODELLING AND EXTENSION OF THE AVENIDA DE AMÉRICA INTERCHANGE.

During the first phase of this project (December 2010-Autumn 2011), the interchange will gain five new emergency staircases, the existing escalators will be replaced by faster and wider models, and extra natural ventilation will be introduced for the bays on levels -1 and -2.



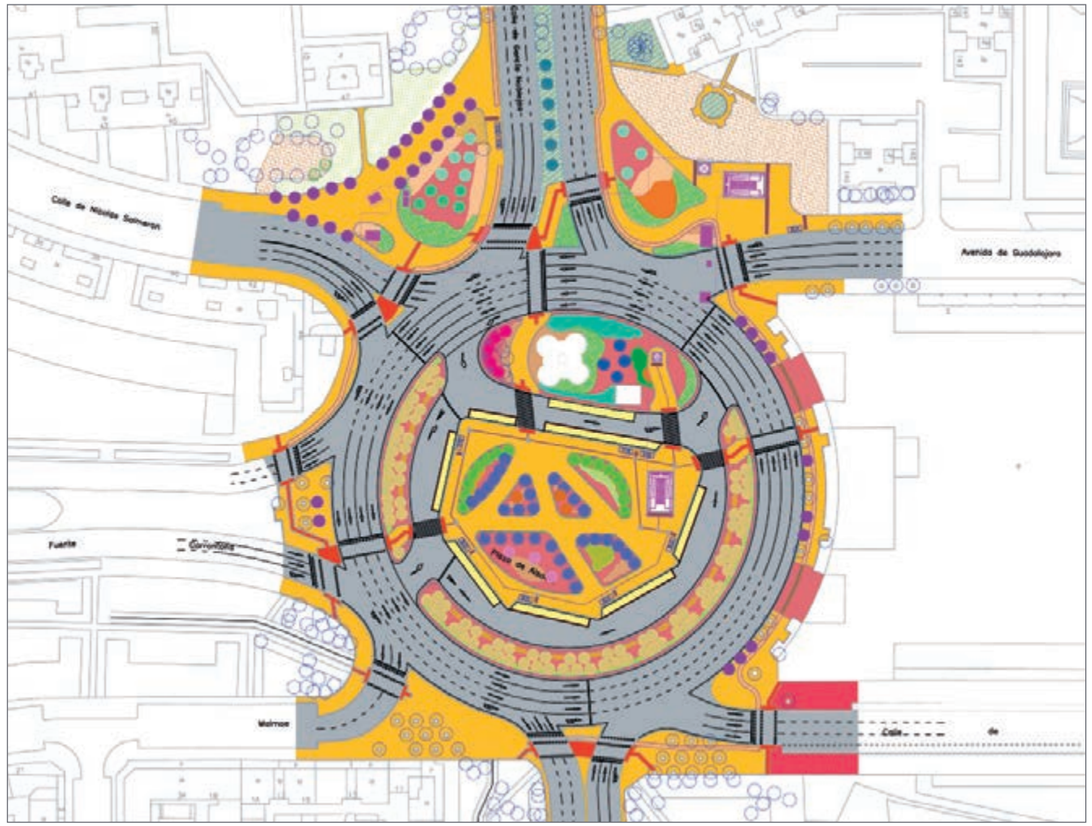
Nivel -1.
Avenida de América Interchange

In the second phase of the project the entire facility will be remodelled. This will include creating a south wing for mechanical rooms, building partitions between the passenger and vehicle areas so that air-conditioning and heating can be installed, building a new emergency exit ramp for buses on Level -1 and a new access ramp to the car park, and remodelling the entire access building and square.

The Avenida de América Interchange opened in 2000 and the project underway aims to bring it into line with the new quality and safety standards adopted in the fourth-generation interchanges inaugurated in 2008.

ALSACIA INTERMODAL AREA.

This intervention by the CRTM aims to facilitate connections between the EMT routes that service the area and the future metro station currently under construction on the Line 2 extension. The great merit of the solution proposed is that the EMT bus stops and the metro access are all situated in the central area of the roundabout, thus reducing the time it takes to change from one mode to another, improving the quality of the exchange and removing the bus stops from the pavements in the vicinity.



URBAN MOBILITY PLANS: ACTIONS FINANCED WITHIN THE 2008-2012 ACTION PLAN OF THE ENERGY SAVING AND EFFICIENCY STRATEGY (E4+).

The 2008-2012 Action Plan is one of the strategies launched by the Government of Spain to meet international commitments in the fields of energy saving and diversification and environmental policy. The plan provides a framework for financing the measures adopted in the different autonomous communities to fulfil the goals defined in the Energy Saving and Efficiency Strategy (E4+). In the Madrid Regional Government, funding is channelled through a Framework Collaboration Agreement with the Institute for Energy Saving and Diversification (IDAE). The budget allocated in 2010 comprised €38.1 from the IDEA and €11.6m from the Madrid Regional Government.

In 2007, coinciding with the 2005-2007 Action Plan, the CRTM was designated as the official agent for managing part of the funds allocated for measures in the Madrid transport sector. The primary measures launched in 2010 were the Sustainable Urban Mobility Plans, a priority area within the E4+ Action Plan. This programme includes the following actions: carrying out urban mobility studies to promote efficient urban and metropolitan mobility; encouraging the use of bicycles as a mode of urban transport; conducting preliminary studies for the deployment of specific measures; running pilot experiments related to urban mobility; monitoring newly deployed measures; and providing mobility management training courses.

The total budget for this programme in 2010 was €2.5m, of which €1.5m was provided by the IDAE. The execution of the programme is divided between actions requested by municipal councils and direct initiatives by the CRTM. In 2010 funding was awarded to 13 municipal councils, which will implement their actions during the course of 2011.

EUROPEAN PROJECTS.

EBSF - EUROPEAN BUS SYSTEM OF THE FUTURE.

This project led by the UITP (International Association of Public Transport) is an initiative under the Seventh European Union Framework Programme. It comprises 47 members from 11 European nations. The project's aim is to create the concept of and develop an innovative, high quality urban bus system which will raise the attractiveness and image of a new generation of urban and suburban bus networks.

The CRTM has played a very active role in the EBSF project since the outset. In 2010, as a member of the Infrastructures and Operations Working Group, it produced an intermodality document recommending a classification system for the different types of interchanges and analysing the functional requirements of each type. The document particularly highlights the success factors and the most innovative aspects.

The CRTM is also conducting one of the seven case studies contained in the ESBF project, specifically relating to the routes that use the reversible BUS-HOV lane between Majadahonda and the capital (Moncloa) and go past the Majadahonda suburban railway station. The aim of the project is to merge all the data about the bus routes, the suburban rail network, the BUS-HOV lane and the Moncloa Interchange. Thirty buses on routes 651, 651A, 652, 653 and 654 are affected by the project. Last year the deployment of equipment continued and the software for providing real-time information, before and during journeys, was developed. The first pilot test will be run in 2011.

The technology platform used to develop the project is based on wireless communication networks and web tools to facilitate data sharing with other modes and transport systems, including private vehicles. Information will be provided on board buses and at stops around the city via electronic panels or wireless access (WiFi / Bluetooth).

Further information about this project is available at www.ebsf.eu.

COST ACTION BHLS – BUSES WITH A HIGH LEVEL OF SERVICE.

This initiative involves 13 European countries and explores BHLS (or bus way) systems in the region, such as the Stockholm Trunk Network in Sweden, the Quality Bus Corridors in Ireland and the UK, the Buses with a High Level of Service in France, and the “Metrobuses” in Germany.

The project, which started in October 2007 and will last four years, will examine a variety of aspects related to these types of systems, such as infrastructure, fleet, operations and social and economic issues.

Two general meetings were held in 2010 involving visits to several systems in the United Kingdom (Manchester, Dartford and Cambridge) and The Netherlands (Enschede, Almere, Purmerend and Amsterdam-Zuidtangent). The specific working groups and the group created to prepare the final report also held meetings.

Further information about this project is available at www.bhls.eu.

OTHER INTERNATIONAL PROJECTS.

QUITO (ECUADOR).

Following an initiative by the Madrid Regional Government, channelled through PromoMadrid Desarrollo Internacional de Madrid S.A., a public company belonging to the Regional Ministry of Economy and Treasury, an agreement has been signed to provide collaboration, advice and technical assistance in the preparation of documents for the Quito Metro Project. The agreement involves the participation of various companies and organisations belonging to the Regional Ministry of Transport and Infrastructures, such as Metro de Madrid S.A., the Madrid Public Transport Authority and Madrid, Infraestructuras del Transport (MINTRA), as well as the Agustín de Betancourt Foundation of the Madrid University School of Civil Engineering and other private transport consultancy companies such as Taryet S.A. and ETT S.A.

The purpose of the collaboration agreement is to define an integrated system of massive transportation (ISMT) for the Metropolitan District of Quito (MDQ), and the project for the city’s first metro line. Its principal aim is to optimise the social efficiency of the transport system, thus promoting the socio-economic development of the city and improving quality of life for its inhabitants.

The CRTM is collaborating in the project by defining the technical and economic aspects to ensure the correct and efficient execution of the consultancy services, technical assistance and mentoring provided in the Quito Metro Project, in accordance with the scope agreed in the contract. However, the main focus of its collaboration is the definition of an integrated transport system.

5 CORPORATE SOCIAL RESPONSIBILITY

The CRTM pursues various corporate social responsibility activities connected with users, social progress, interest groups and training. Its work in these areas has attracted a variety of awards and distinctions.

5 CORPORATE SOCIAL RESPONSIBILITY

OUR RESPONSIBILITY TO USERS: COMMUNICATION.

CORPORATE COMMUNICATION PLAN.

With regard to this aspect of its activities, the year 2010 represented both a qualitative and quantitative leap in the promotion of Madrid's public transport system and the reinforcement of users' perceptions of the CRTM.

The definition and gradual deployment of the Communication Plan and the creation of a consistent line of communication in every message and every channel were the mainstays of the communication strategy.

Last year more than ever before, the focus of every communication activity was the public transport user, based on the following unequivocal principle: “The real protagonist of the Madrid transport system is the user, because we connect People”.

This principle has guided the conceptual and visual development of the numerous actions which were held over the course of the year and can be grouped under two broad headings:

- Corporate Communication to reinforce the public image of the Regional Transport Consortium of Madrid.
- Communication with Users, underpinned by a distinctly didactic and informative aim: What is the Regional Transport Consortium of Madrid and what are the benefits for citizens?

From the corporate point of view, the most important actions were the creation of the corporate campaign, the creation and launch of a

catalogue line, the production of a new corporate video, the visual design of the website, and the groundwork for the consortium's 25th anniversary.

We also reinforced our relations with the specialist and general media, which has raised public awareness about the actions which either the CRTM directly or the transport operators are carrying in their respective areas to improve the quality of the service.

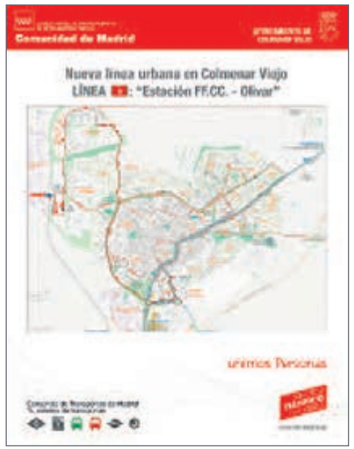
As part of this campaign to promote the image of public transport and encourage its use by the people of Madrid, the CRTM signed agreements with Madrid Zoo-Aquarium, Aldeas Infantiles, the Regional Transfusion Centre and the Spanish National Organisation for the Blind (ONCE), and participated in a wide variety of promotional activities connected with the Champions League, the Madrid Tennis Open, the Women's Race, the University Bike Caravan, International Women's Day, the Madrid Marathon, Europe Day, Music Day, the Night of Books, Science Week and Mobility Week, to name just a few.

OUR RESPONSIBILTY AND CONTRIBUTION TO SOCIAL PROGRESS.

AGREEMENTS.

The CRTM signed a number of agreements last year, including the following:

- Agreements with Connect by Hertz and Respiro, two-car sharing operators, to make it cheaper for transit card holders to join and use these mobility alternatives.
- Agreement with the Madrid Civil Engineers' Association to develop a 200-hour technical training course in Sustainable Urban Mobility Plans to take place during the first half of 2011.
- Fourteen agreements with municipal councils in the Community of Madrid to subsidise the deployment of sustainable urban mobility plans in their areas.



- Agreements to develop sustainable urban mobility plans for specific economic sectors and universities:
  - An agreement with the Mobility Foundation of Madrid City Council to draw up a mobility plan for the Ribera del Loira Business Park and run a workshop on Worker Mobility in Economic Sectors;
  - An agreement with the estate agency Inmobiliaria Urbanitas S.L. to draw up the Mobility to Work Plan in the vicinity of the suburban rail station San Fernando and the Pegaso City business park;
  - An agreement with the University Campus Urban Planning Consortium to draw up a sustainable mobility plan for the Madrid-Moncloa University Campus.
- An agreement with the Autonomous University (La Salle Campus) to award two grants for the postgraduate course Universal Accessibility and Design for All.
- An agreement with Google, Phase 2, to make the entire public transport system in the Community of Madrid available on the platform.

INTERNATIONAL ADVICE AND CONSULTANCY WORK.

The CRTM's experience and integrated management system attract numerous delegations from all over the world keen to learn about the planning and construction of new infrastructures in the region and the integrated public transport management system. Last year 120 delegations visited the Madrid region.

Diverse countries from all four corners of the world have shown interest in Madrid's infrastructures and services. In 2010 the CRTM received delegations from several Spanish cities and numerous foreign ones from countries such as Israel, Portugal, Colombia, the United Arab Emirates, China, Chile, Norway, Finland, France, Italy, Luxembourg, the Netherlands, Costa Rica, Iran, Peru, Hungary, Poland, Belgium, the United States, the United Kingdom, Ecuador, Mexico and Brazil.

But our international collaboration did not end there: in addition to welcoming these delegations, CRTM staff participated in major international projects involving different countries. For example, we provided advice to Peru on planning Line 1 of the metro and reorganising the city's transport system, and to Brazil on the extension of the metro network to the Olympic City in Rio de Janeiro.

OUR RESPONSIBILITY TO COMMON INTEREST GROUPS.

PARTICIPATION IN SECTOR ASSOCIATIONS.

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 very active member of the UITP, participating in different commissions and committees such as the Organising Authorities Committee, the Commission on Transport and Urban Life, the Light Rail Committee and the Business Forum. It is also represented on the UITP Policy Board and on the Editorial Advisory Council of the UITP magazine Public Transport International (PTI).

In 2010 the CRTM hosted meetings of the Commission on Transport and Urban Life (31 May) and the Light Rail Committee (21 October).

EMTA: 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.

In 2010 the EMTA General Assembly met twice, in Budapest and Barcelona, and published the EMTA Barometer, prepared by the CRTM, with facts and figures for the year 2008. In July the CRTM welcomed a visit by the Accessibility working group.

ITS Spain (www.itsspain.com).

The new transport technologies forum, 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 safer, more sustainable and more efficient across the entire transport system, regardless of the mode.

The CRTM was one of the key founding members of ITS Spain. The consortium is represented on the ITS Spain Executive Committee and chairs its Public Transport Committee.

Public Transport Authorities Think Tank: Sustainable Metropolitan Mobility Observatory.

The Spanish Public Transport Authorities Think Tank is an initiative of the ministries of environment and public works and was created in 2002. One of its actions has been to create a Metropolitan Mobility Observatory to compile and analyse the key public transport figures of the main metropolitan areas in Spain which have their own public transport authority, and thus demonstrate how public transport contributes to better quality of life and the sustainable development of our cities. In 2010 the CRTM participated in the 7th Symposium, held in Murcia from 16 to 18 June.

Transport Authorities and Consortiums Committee.

The CRTM is also a member of the Transport Authorities and Consortiums Committee, which acts as a forum where all the transport organisations in Spain can share their strategies.

CONFERENCES, FAIRS AND EXHIBITIONS.

On 28 April 2010, the CRTM, Valdemoro Council and IDAE (Institute for Energy Saving and Diversification) organised a seminar in Valdemoro on sustainable mobility in small and medium-sized municipalities. The event was attended by over 150 people.

From 18 to 20 October, the CRTM and UITP organised the 10th Light Rail World Conference and Study Tour, which was attended by more than 300 delegates from all five continents.

During the course of the two-day event, delegates discussed the experiences presented by more than 30 speakers and visited the four light rail systems in the Community of Madrid.

Meanwhile, the quality of the Community of Madrid's transport system is a national and international benchmark and the CRTM is therefore invited to participate in numerous conferences. The events attended in 2010 include the following:

- Belgium, 3 February: 2nd INTERMODES Convention: *The Liberalisation of Passenger Transportation: New Rights, New Services*.
- Madrid, 10-12 February: *Joint Eurocities Environment Forum and Economic Development Forum*, with a presentation entitled "The European Bus System of the Future" in Workshop 3: Eco-innovation for Smart and Sustainable Cities.
- Barcelona, 22 February: Round table on "Car-Sharing Interoperability" within the European MOMO project (More options for energy efficient mobility through Car-Sharing).
- Porto, 3 March: *Seminar on Mobilidade e Planeamento Urbano no Século XXI* with a presentation entitled "Integration, Urban Planning and Public Transport: A Virtuous Circle".
- Valdemoro, 28 April: Symposium on *Sustainable Mobility in Small and Medium-Sized Municipalities* with a presentation entitled "Sustainable Urban Mobility Plans in the Community of Madrid".
- Cleveland (USA), 30 April-5May: *Bus and Paratransit Conference of the American Public Transportation Association (APTA)* with presentations entitled "Sustainable Urban Mobility Plans in the Madrid Region" and "Buses with a High Level of Service (BHLS): The European Experience".
- Lyon, 20 May: Symposium on *Nouvelles modalités d'exploitation des autoroutes dans les grandes agglomérations en Europe with a presentation* entitled "L'aménagement d'une voie réservée aux bus, aux motos et au covoiturage à Madrid: Le système Bus-Vao de Madrid".
- Lyon, 9-10 June: *6th UITP International Bus Conference*, with a presentation entitled "BHLS: Buslines with a High Level of Service-Europe's Best Practice for Upgrading Bus Network Architecture".
- Valencia, 17 June: Symposium on *The Role of Public-Private Collaboration in the Development of Public Transport Infrastructures*.
- Madrid 29 June: Symposium on *Transport and Climate Change*, organised by the Infrastructures and Services Forum.
- London, 29 June-1 July: Symposium on *Bus Rapid Transit World Europe 2010*, with a presentation entitled "The Madrid Bus-HOV system".
- Madrid, 7-9 July: *CIT 2010, 9th Transport Engineering Conference*, where CRTM technicians gave 29 presentations.

- Bogotá, 16-17 September: *1st National Passenger Transport Convention*, with a presentation entitled “Metropolitan Mobility Challenges: The Madrid Integration Model and the Bus-HOV System”.
- Madrid, 3-4 November: ESRI Conference 2010, where the CRTM presented its Geographic Transport Information System.
- Getafe, 24-26 November: *International Symposium on Sustainable Urban Planning: Cities in Metropolitan Regions*, with a presentation entitled “Mobility Issues in Cities in Metropolitan Regions: The Case of Madrid”.

The CRTM also had a stand at the following trade fairs:

- 11-13 May, Madrid: 10th Spanish Conference on Intelligent Transport Systems.
- 25-27 May, Valencia: RailForum 2010.
- 8-10 June, Paris: Salon de la Mobilité, where it was guest of honour.
- 7-9 July, Madrid: CIT 2010, 9th Transport Engineering Conference.

In the exhibition field, the CRTM organised *Destination Madrid: From the Tramway to Light Rail Transit, 150 Years of History*, inaugurated to coincide with the World Light Rail Convention. Since its stint at the Railway Museum, the exhibition has been displayed at the Pinar de Chamartín and Colonia Jardín stations.

OUR RESPONSIBILTY TO PROVIDE TRAINING.

COURSES AND TRAINING.

CRTM technicians teach on a number of master's and postgraduate specialisation courses, including the following:

- Specialisation course on “Sustainable Transport”, run by the School of Civil Engineering of the Polytechnic University of Madrid.
- Course on “Managing Passenger Public Transport in Local Administrations”, run by the School of Applied Finance AFI.
- General course on “Terrestrial Transport”, run by the Spanish Railways Foundation and the School of Civil Engineering of the Polytecnic University of Madrid.
- Course on “Urban Planning Studies”, run by the National Institute of Local Administration (INAP).
- Master’s course on “Urban and Territorial Planning”, run by the School of Architecture of the Polytechnic University of Madrid.
- Master’s course on “Urban Mobility”, run by the Rey Juan Carlos University and the Polytechnic University of Madrid and sponsored by Madrid City Council.
- Training course on “Bus Corridors: A Strategic Element of Growth in the Use of Urban Public Transport in Our Cities”, run by the Spanish Federation of Municipalities and Provinces (FEMP).
- Master’s course on “Managing Infrastructures, Equipment and Services”, organised by the Madrid Civil Engineers’ Association.

The CRTM also collaborated with the municipal councils of Pozuelo de Alarcón and Valdemoro and Metro Ligero Oeste S.A. in defining and developing contents and materials for training in public transport and road safety education in schools.

OUR CULTURAL RESPONSIBILITY: PUBLICATIONS.

In 2010 the CRTM published the following books:

- *From Tramways to Light Rail Lines in the Madrid Region*, English translation and updated version of the Spanish publication released in 2009 on the history of tramways in Madrid with an overview of this transport mode around the globe and details of the planning, construction and deployment of the four light rail lines in the Community of Madrid.
- *Destino Madrid, del tranvía al metro ligero, 150 años de historia*, catalogue accompanying the exhibition of the same name held at the Madrid Railway Museum.

AWARDS AND DISTINCTIONS 2010.

The CRTM continued to attract awards and distinctions in recognition not only of the efficiency, accessibility and intermodality of the Madrid transport system, but also of our commitment to the many challenges facing society today.

INTERMODES AWARD 2010: INTERMODALITY THROUGH INTERCHANGES.

The aim of “Intermodes” is to create a platform for exchange between all European players in the passenger transport sector. The CRTM received first prize for its contribution to better intermodal facilities.

ITF-UITP AWARD 2010: OUTSTANDING INNOVATION IN PUBLIC TRANSPORT.

This award for outstanding innovation in public transport is awarded by two leading international voices in the transport sector: the International Transport Forum (ITF), an OECD initiative, and the International Association of Public Transport (UITP). Its purpose is to reward innovative public transport projects that specifically address quality of service, the sustainability of public transport systems, intermodal connections between public transport and other modes to ensure a seamless journey, and collaboration and leadership in innovative projects in the public transport sector.

AWARD FOR THE BEST PUBLIC WORK 2010: MADRID CIVIL ENGINEERS’ ASSOCIATION.

The Madrid Civil Engineers’ Association awarded its First Prize for the Best Public Work 2010 to the Madrid Interchange Plan, which competed alongside another 12 major public works for this prestigious award. The jury particularly praised the outstanding features and principal characteristics of the Madrid interchanges: intermodality, safety, accessibility, urban integration and technological innovation.

UITP LRT 2010: BEST LIGHT RAIL INITIATIVE.

At the Light Rail World Congress the UITP granted the Madrid Regional Government the Best Light Rail Initiative Award for its deployment of lines ML2 and ML3 in record time.

CRTM: BUILDER OF THE FUTURE.

The CRTM was awarded the “Builder of the Future” title, granted by the Business Platform of Aldeas Infantiles, for its valuable assistance in enabling this NGO to conduct awareness raising campaigns across the Madrid transport system.

CRTM: AN INSTITUTION THAT SUPPORTS THE ENVIRONMENT.

The Madrid Zoo-Aquarium rewarded the CRTM for its support in promoting sustainable mobility in the Casa de Campo area of Madrid, and for creating contents for its public transport workshops with schoolchildren.

MADRID MARATHON AWARD.

The Madrid Marathon organisers bestowed this distinction on the CRTM at the gala presentation of its 33rd edition in recognition of the consortium's ongoing support over the years and its contribution to the success of this world-class sporting event.

SPANISH FEDERATION OF BLOOD DONORS AWARD.

Over the course of four weeks in April and May 2010, the CRTM conducted a blood drive across the different modes of the Madrid transport system, resulting in a 16% increase of donations in relation to the same period last year. On 14 June, in recognition of these efforts, it received the National Merit for Altruistic Blood Donation.

1ST MADRID TRANSPORT CONSORTIUM AWARD.

Finally, in 2010 the CRTM created the Madrid Transport Consortium Award, granting it to the best paper on public transport given at the Transport Engineering Conference (CIT), which is held every two years.

6 FUNDING

Government institutions and users are the two sources of funding of the Community of Madrid's public transport system. The CRTM is the body responsible for managing this revenue and maintaining the financial stability required to guarantee the system's ability to provide high-quality services.

6 FUNDING

THE BUDGET.

As at 31 December 2010, the difference between income (declared assets) and expenditure (declared liabilities) produced a budget surplus for the year of 64.7 million euros, 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 2010 showed a profit of 11.9 million euros.

FINANCIAL STATEMENT (euros)

	Actual 2010	Actual 2009	% Var. (10/09)
I.- Income	**2,120,508,572.31€**	**2,161,486,171.72€**	**-1.9%**
Contributions to CRTM	1,262,453,620.44€	1,290,346,118.26€	-2.2%
Revenue from fares	854,867,354.41€	865,253,304.69€	-1.2%
CRTM equity	3,187,597.46€	5,886,748.77€	-45.8%
II.- Expenditure	**2,108,633,470.02€**	**2,152,230,652.87€**	**-2.0%**
CRTM internal operating costs	45,789,053.79€	50,957,253.69€	-10.1%
Fare compensation for transport operators	2,005,451,649.51€	2,039,836,541.32€	-1.7%
Government concessions	34,799,499.92€	36,938,352.76€	-5.8%
Other current and equity expenses	20,557,422.34€	22,462,660.64€	-8.5%
Obligations carried over from previous years	2,035,844.46€	2,035,844.46€	0.0%
III.- Difference (I-II)	**11,875,102.29€**	**9,255,518.85€**	**28.3%**

CRTM 2010 BUDGET REPORT. RESTRICTED AND ESTIMATED BUDGET (euros)

INCOME	Declared Assets 2010	Declared Liabilities 2009	% Var. (10/09)
Chap. III.- Taxes and Other Income	77,259,901.72€	18,643,816.50€	314.4%
Chap. IV.- Current Transfers	1,228,106,250.68€	1,269,858,927.80€	-3.3%
Chap. V.- Equity Income	856,568.31€	1,150,547.73€	-25.6%
Chap. VII.- Equity Transfers	12,250,267.00€	50,770,956.00€	-75.9%
Chap. VIII.- Financial Assets	9,047.68€	12,459.10€	-27.4%
Total Restricted Income	**1,318,482,035.39€**	**1,340,436,707.13€**	**-1.6%**
Income from Fares	807,707,472.60€	827,867,854.66€	-2.4%
Total Estimated Income	**807,707,472.60€**	**827,867,854.66€**	**-2.4%**
TOTAL INCOME	**2,126,189,507.99€**	**2,168,304,561.79€**	**-1.9%**

EXPENDITURE	Declared Liabilities 2010	Declared Liabilities 2009	% Var. (10/09)
Chap. I.- Staff Expenses	6,348,323.28€	6,516,807.15€	-2.6%
Chap. II.- Current Goods and Services Expenses	5,636,217.39€	8,010,151.64€	-29.6%
Chap. IV.- Current Transfers	1,197,977,061.82€	1,224,592,702.84€	-2.2%
Chap. VI.- Real Investments	799,713.22€	872,754.34€	-8.4%
Chap. VII.- Equity Transfers	10,000,000.00€	11,361,223.72€	-12.0%
Chap. VIII.- Financial Assets	12,937.76€	9,616.00€	34.5%
Total Restricted Expenditure	**1,220,774,253.47€**	**1,251,363,255.69€**	**-2.4%**
Raw Materials for Operations	2,655,940.27€	2,565,169.65€	3.5%
Other Outsourced Operations	30,549,346.16€	33,048,919.91€	-7.6%
Refunds	810,189,508.86€	827,957,784.69€	-2.1%
Cancellation / Return of Sales	-2,695,460.54€	–	–
Total Estimated Expenditure	**840,699,334.75€**	**863,571,874.25€**	**-2.6%**
TOTAL EXPENDITURE	**2,061,473,588.22€**	**2,114,935,129.94€**	**-2.5%**

	Rec. A.-Rec. L. 2010	Rec. A.-Rec. L. 2009	% Var. (10/09)
I.- Restricted Budget Results	**97,707,781.92€**	**89,073,451.44€**	**9.7%**
II.- Estimated Budget Results	**-32,991,862.15€**	**-35,704,019.59€**	**-7.6%**
RESULTS FOR THE YEAR (I+II)	**64,715,919.77€**	**53,369,431.85€**	**21.3%**

FUNDING.

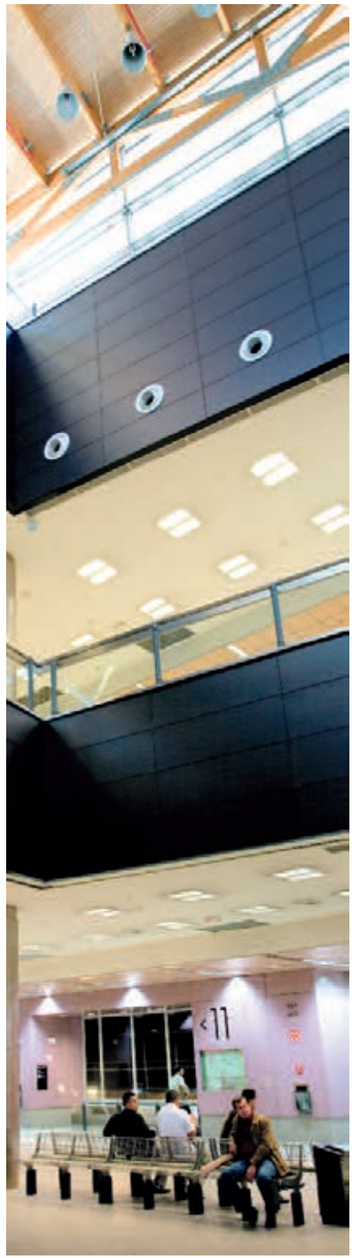
The public transport system of the Community of Madrid is funded by contributions from government institutions at several levels and by the revenue obtained from users.

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 relating to how the system works. 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 Suburban Rail and the road concessions not under the purview of the CRTM yet included in the geographic area covered by the CRTM Transit 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 regard to the contributions of users–namely, revenues obtained from the sale of the various transit 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 revenues 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 revenues obtained from ticket sales is covered by public funding supplied by various government institutions, known as the “fare subsidy”.

The CRTM has a standing agreement with the central government regarding the funding of its transport services. Under the terms of this agreement, the government makes financial contributions 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:

- The obligations pertaining to Zone A are divided equally between the Madrid Regional Government and Madrid City Council.
- The obligations pertaining to zones B and C 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 transit cards (zones E1 and E2 in the autonomous region of Castile-La Mancha) and combined tickets on specific services between Madrid and the provinces of Ávila and Segovia are covered by the regional governments of Castile-La Mancha and Castile-León, 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 FLOW CHART SHOWING CRTM CONTRIBUTIONS TO MEET THE OBLIGATIONS OF THE TRANSPORT SYSTEM. 2010
(Financial Statement in Euros)

Sources of Funding	2010	2009
Central Government	184,315,940.20	181,839,421.59
Regional Government of Madrid	878,299,455.40	893,102,840.07
Madrid City Council	187,913,107.16	200,205,101.72
Social Corporations and Regional Governments	11,925,117.68	15,198,754.89
Revenue Collected	854,867,354.41	865,253,304.69
Total Sources of Funding	**2,117,320,974.85**	**2,155,599,422.96**

CONSORCIO TRANSPORTES MADRID

Total Obligations

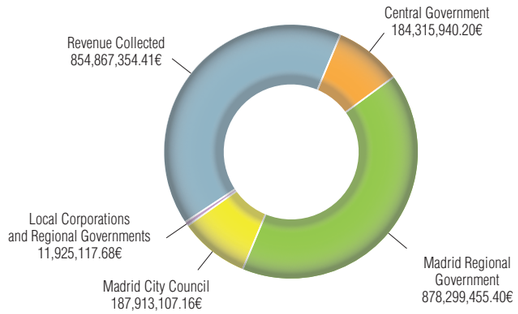
Year 2010
42,601,456.33

Year 2009
45,070,504.92

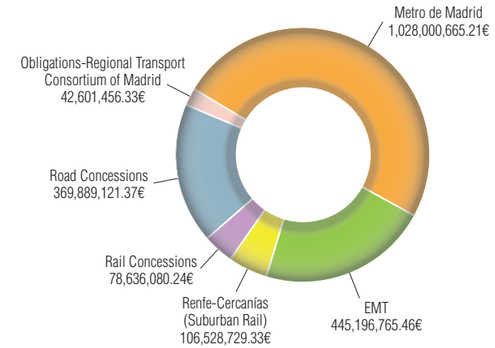
Allocation of Funds	2010	2009
Metro de Madrid, S.A. (Metro)	1,028,000,665.21	1,067,783,272.42
Empresa Municipal de Trans. de Madrid, S.A. (Urban Buses)	445,196,765.46	410,887,537.87
Renfe-Cercanías (Suburban Rail)	106,528,729.33	114,897,522.11
Rail Concesions (TFM, Parla Tramway, Light Rail)	78,636,080.24	79,660,336.28
Road Concessions (Urban and Suburban Buses)	369,889,121.37	395,678,823.34
Other Obligations (Govt. Concessions, Metrobúhos Late-Night Service, etc)	34,593,054.62	32,365,907.17
Total Allocation of Funds (Obligations)	**2,105,445,872.56**	**2,146,343,904.11**
Results for the Year	**11,875,102.29**	**9,255,518.85**

As the chart clearly shows, the CRTM’s total financial obligations have decreased by 1.9% in comparison with 2009, evidencing the effectiveness of the cost-cutting measures introduced.

SOURCES OF FUNDING
(Total Income-Sources of Funding 2,117,320,974.85 €)



ALLOCATION OF FUNDS/ OBLIGATIONS
(Total Allocation of Funds/Obligations 2,105,445,872.56€)



A comparison of the basic financial figures for the system with the number of journeys made yields the following statistics:

- Average revenue per journey: 0.5745 euros.
- Average obligation per journey: 1.4229 euros.
- Average subsidy per journey: 0.8484 euros.

The following tables show the balance sheet as at 31 December 2010 and the profit and loss statement for the year.

BALANCE SHEET AS AT 31/12/2010 (euros)

Assets	At 31/12/2010	At 31/12/2009
A) Fixed Assets	42,533,809.28	45,696,852.47
II. Intangible Fixed Assets	45,510,001.46	45,510,001.46
6. Cur. Amortisation IFA	(6,068,000.20)	(3,034,000.01)
III. Property, Plant & Equip.	15,166,632.15	14,366,918.93
5. Cur. Amortisation PPE	(12,075,060.64)	(11,146,304.33)
V. Finance	236.51	236.51
C) Current Assets	402,599,356.66	351,722,971.89
II.1. Budgetary Receivables	324,819,255.45	196,609,127.97
II.2. Non-Budgetary Receivables	83,813.81	23,878.67
II.3. Govt. Institutions	15,508,607.05	25,387,416.27
II.4. Sundry Receivables	3,375.94	878,590.52
III.2. Other Financial Investments	12,477.16	8,587.08
IV. Cash	62,171,827.25	128,815,371.38
Total Assets	**445,133,165.94**	**397,419,824.36**

Liabilities	At 31/12/2010	At 31/12/2009
A) Equity	324,710,599.58	328,372,308.63
III.1. Positive Results Prev. Years	324,710,060.62	344,693,875.55
III.2. Negative Results Prev. Years	(66,666,751.99)	(66,666,751.99)
IV. Results for the Year	(3,661,709.05)	50,345,185.07
B) Risk Provisions	5,082,865.18	
C) Short-Term Payables	115,339,701.18	69,047,515.73
III.1. Budgetary Payables	108,923,230.33	60,507,027.46
III.1. Non-Budgetary Payables	3,484,499.92	7,797,921.60
III.4. Govt. Institutions	536,517.99	564,970.26
III.5. Sundry Payables	2,370,493.77	160,768.82
III.6. Finance and Other Deposits Received	24,959.17	16,827.59
Total Liabilities	**445,133,165.94**	**397,419,824.36**

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDING ON 31/12/2010 (euros)

	2010	2009
A) Expenditure	**2,129,842,169.36**	**2,117,946,917.62**
2. Supply Expenses	2,655,940.27	2,565,169.65
b) Cost of Materials and Consumables	2,655,940.27	2,565,169.65
3. Other Ordinary Operating Costs	51,579,508.42	51,470,036.72
a) Staff Costs	6,348,323.28	6,516,807.15
a.1) Wages, Salaries and Similar	*4,966,355.68*	*5,133,501.36*
b.2) Employee Benefits	*1,381,967.60*	*1,383,305.79*
c) Prov. for Fixed-Asset Amortisation	3,962,756.41	3,894,756.41
e) Other Operating Costs	36,185,563.55	41,059,071.55
e.1) Outsourced Services	*36,185,563.55*	*41,059,071.55*
g) Provisions for Obligations	5,082,865.18	
4) Transfers and Subsidies	2,015,471,110.14	2,063,911,711.25
a) Current Transfers	117,864,409.37	157,673,405.51
b) Current Subsidies	83,813.81	23,878.67
d) Equity Subsidies	10,000,000.00	11,361,223.72
5. Profit and Loss from Other Years	60,135,610.53	
Profit for the Year	**83,813.81**	**23,878.67**
Total General	**2,129,842,169.53**	**2,168,292,102.69**

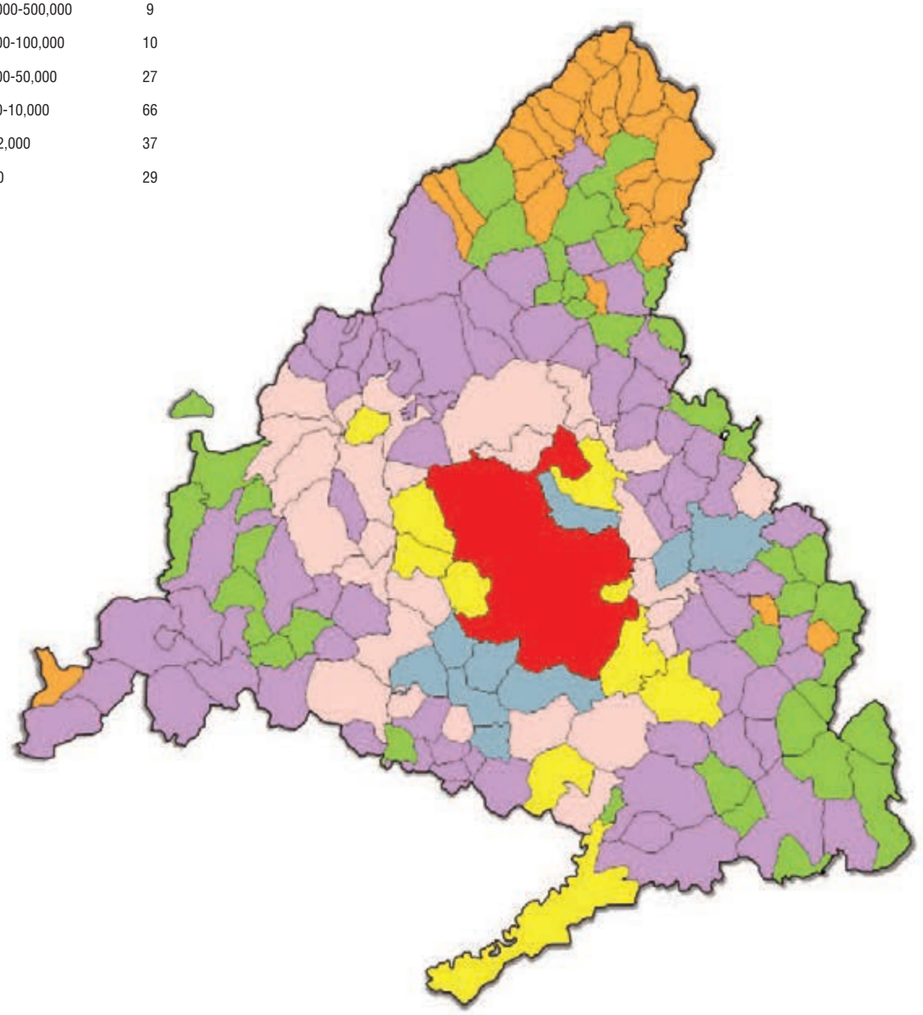
	2010	2009
B) Income	**2,126,180,460.31**	**2,168,292,102.69**
1. Sales and Services Provided	808,511,604.70	828,348,270.92
a) Sales	807,707,472.60	827,867,854.66
b) Services Provided	804,132.10	480,416.26
3. Other Ordinary Operating Income	77,312,337.93	19,313,947.97
a) Tax Revenue	1,539.41	7,216.37
b) Refunds	180,390.50	
d) Other Operating Income	76,273,839.71	18,156,183.87
d.1) Supplementary & Other Operating Income	*76,273,839.71*	*18,156,183.87*
g) Other Interests and Similar Income	856,568.31	1,150,547.73
4) Transfers and Subsidies	1,240,356,517.68	1,320,629,883.80
b) Current Subsidies	1,228,106,250.68	1,269,858,927.80
d) Equity Subsidies	12,250,267.00	50,770,956.00
Loss for the Year	**3,661,709.05**	**0.00**
Total General	**2,129,842,169.36**	**2,168,292,102.69**

APPENDICES

The appendices included in this section contain information about the municipalities in the Madrid region, with basic variables and indicators of their transport infrastructure (Appendix 1) and the subsidies paid to municipal councils pursuant to agreements signed for the development of Urban Mobility Plans (Appendix 2).

DISTRIBUTION OF MUNICIPALITIES BY POPULATION

Population	Municipalities
500,000-3,280,000	1
100,000-500,000	9
50,000-100,000	10
10,000-50,000	27
2,000-10,000	66
500-2,000	37
0-500	29



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

The first block shows the population as at 1 January 2010, the fare zone to which the municipality belongs, and the number of transit 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 the municipality of Madrid, El Pardo and Cantoblanco 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.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
1	Acebeda (La)	59	C2	–	2	3	1	1	1	–	–	–	–
2	Ajalvir	3,909	B2	1	4	18	14	1	3	–	–	–	–
3	Alameda del Valle	239	C2	–	2	3	0	1	1	–	–	–	–
4	Álamo (El)	8,079	C1	1	4	25	6	2	2	–	–	–	–
5	Alcalá de Henares	204,120	B3	28	32	323	155	6	15	11	3	_	_
6	Acobendas	110,080	B1	12	39	245	142	30	1	8	3	4	_
7	Alcorcón	168,299	B1	17	30	196	122	16	12	2	3	5	2
8	Aldea del Fresno	2,483	C2	1	5	14	6	5	–	–	–	–	–
9	Algete	20,481	B3	3	12	67	26	8	2	2	_	_	_
10	Alpedrete	13,163	C1	1	7	24	16	5	2	–	2	–	–
11	Ambite	556	C2	1	3	7	2	1	2	–	–	–	–
12	Anchuelo	1,083	C1*	–	2	2	1	1	1	–	–	–	–
13	Aranjuez	55,054	C1*	12	10	132	38	3	3	4	1	–	–
14	Arganda del Rey	53,135	B3*	8	24	166	52	11	9	4	–	2	–
15	Arroyomolinos	16,207	B3	1	5	78	17	2	3	–	–	–	–
16	Atazar (El)	102	C2	–	1	1	1	–	1	–	–	–	–
17	Batres	1,488	C1	1	3	–	11	2	1	2	–	–	–
18	Becerril de la Sierra	5,159	C1*	1	5	18	8	3	2	–	–	–	–
19	Belmonte de Tajo	1,488	C2	1	3	3	2	1	2	–	–	–	–
20	Berzosa del Lozoya	208	C2	–	2	2	1	1	1	–	–	–	–
21	Berrueco (El)	605	C2	–	4	8	2	3	1	–	–	–	–
22	Boadilla del Monte	44,709	B2	3	11	178	90	4	4	3	–	–	8
23	Boalo (El)	6,638	C1*	3	5	30	14	3	2	–	–	–	–
24	Braojos	191	C2	–	2	1	1	1	1	–	–	–	–
25	Brea de Tajo	556	C2	1	2	5	2	1	1	–	–	–	–
26	Brunete	9,814	B3*	2	6	27	13	3	3	–	–	–	–
27	Buitrago del Lozoya	2,068	C2	1	11	8	2	2	9	–	–	–	–
28	Bustarviejo	2,125	C2	1	1	19	4	1	–	–	–	–	–
29	Cabanillas de la Sierra	743	C2	–	7	6	3	6	1	–	–	–	–
30	Cabrera (La)	2,490	C2	1	8	10	3	7	1	–	–	–	–

(*) Urban area only.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
31	Cadalso de los Vidrios	2,944	C2	1	3	11	3	2	1	–	–	–	–
32	Camarma de Esteruelas	6,610	C1	–	2	21	7	0	2	–	–	–	–
33	Campo Real	5,278	C1	2	4	6	4	1	3	–	–	–	–
34	Canencia	504	C2	1	5	1	1	2	3	–	–	–	–
35	Carabaña	1,991	C2	1	2	16	4	1	1	–	–	–	–
36	Casarrubuelos	3,150	C1	1	3	11	3	2	1	–	–	–	–
37	Cenicientos	2,102	C2	1	2	14	1	2	–	–	–	–	–
38	Cercedilla	7,089	C2	3	5	60	7	2	1	2	6	–	–
39	Cervera de Buitrago	181	C2	–	2	3	1	1	1	–	–	–	–
40	Ciempozuelos	22,656	B3*	2	6	45	8	2	3	1	1	–	–
41	Cobeña	6,164	B3	1	2	14	10	1	1	–	–	–	–
42	Colmenar del Arroyo	1,446	C2	1	2	11	3	2	–	–	–	–	–
43	Colmenar de Oreja	8,397	C2	3	4	19	10	2	2	–	–	–	–
44	Colmenarejo	8,525	B3*	1	2	17	12	1	1	–	–	–	–
45	Colmenar Viejo	44,437	B3*	8	24	102	37	13	4	7	1	–	–
46	Collado Mediano	6,527	C1*	1	4	16	7	2	2	–	1	–	–
47	Collado Villalba	59,900	B3*	9	24	102	48	12	4	8	1	–	–
48	Corpa	593	C2	1	2	2	1	1	1	–	–	–	–
49	Coslada	91,218	B1	12	12	142	68	8	2	2	2	4	–
50	Cubas de la Sagra	4,743	C1	1	2	17	10	1	1	–	–	–	–
51	Chapinería	2,134	C2	1	1	1	2	1	–	–	–	–	–
52	Chinchón	5,344	C1	1	4	38	5	2	2	–	–	–	–
53	Daganzo de Arriba	8,989	B3*	1	3	16	12	0	3	–	–	–	–
54	Escorial (El)	15,108	C1	3	14	37	14	4	6	4	2	–	–
55	Estremera	1,508	C2	1	3	7	2	1	2	–	–	–	–
56	Fresnedillas de la Oliva	1,507	C2	–	2	11	2	1	1	–	–	–	–
57	Fresno de Torote	2,063	C1	1	1	8	5	0	1	–	–	–	–
58	Fuenlabrada	198,973	B2	15	21	216	118	6	10	5	2	5	–
59	Fuente el Saz de Jarama	6,320	C1	1	3	16	8	2	1	–	–	–	–
60	Fuentidueña de Tajo	2,095	C2	1	5	8	5	2	3	–	–	–	–

(*) Urban area only.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
61	Galapagar	32,393	B3*	4	9	77	45	6	2	1	2	–	–
62	Garganta de los Montes	386	C2	1	5	13	0	2	3	–	–	–	–
63	Gargantilla del Lozoya y Pinilla de Buitrago	393	C2	–	5	10	3	2	3	–	–	–	–
64	Gascones	163	C2	–	2	2	1	1	1	–	–	–	–
65	Getafe	169,130	B1	19	31	298	98	18	6	7	5	8	–
66	Griñón	9,546	B3*	1	2	29	13	1	1	–	–	–	–
67	Guadalix de la Sierra	5,877	C2	1	4	14	7	2	2	–	–	–	–
68	Guadarrama	15,155	C1	3	12	90	10	6	3	3	–	–	–
69	Hiruela (La)	66	C2	–	1	1	1	–	1	–	–	–	–
70	Horcajo de la Sierra-Aoslos	171	C2	–	3	10	2	2	1	–	–	–	–
71	Horcajuelo de la Sierra	95	C2	–	2	2	0	1	1	–	–	–	–
72	Hoyo de Manzanares	7,600	B3	2	3	33	18	2	1	–	–	–	–
73	Humanes de Madrid	18,541	B3	3	5	44	24	0	5	–	1	–	–
74	Leganés	187,227	B1	22	16	260	180	11	5	–	3	6	–
75	Loeches	7,267	B3*	1	4	32	6	2	2	–	–	–	–
76	Lozoya	670	C2	1	2	4	1	1	1	–	–	–	–
78	Madarcos	49	C2	–	2	1	1	1	1	–	–	–	–
79	Madrid	3,273,049	A*	601	412	4,883	4,155	193	4	216	35	187	10
80	Majadahonda	69,439	B2	5	23	168	74	14	7	2	1	–	–
82	Manzanares el Real	7,450	C1*	1	2	9	5	1	1	–	–	–	–
83	Meco	12,580	C1*	1	6	22	7	2	3	1	1	–	–
84	Mejorada del Campo	22,812	B2	3	6	30	20	3	3	–	–	–	–
85	Miraflores de la Sierra	5,934	C2	2	1	10	4	1	–	–	–	–	–
86	Molar (El)	7,645	C1	2	9	25	4	6	2	1	–	–	–
87	Molinos (Los)	4,565	C2	1	3	17	8	2	1	–	1	–	–
88	Montejo de la Sierra	364	C2	–	2	3	1	1	1	–	–	–	–
89	Moraleja de Enmedio	4,852	B3	1	5	34	14	1	4	–	–	–	–
90	Moralzarzal	11,801	C1	1	5	19	8	4	1	–	–	–	–
91	Morata de Tajuña	7,382	C1	2	4	19	9	2	1	1	–	–	–
92	Móstoles	206,015	B2	20	29	213	120	12	14	3	2	5	–

(*) Urban area only.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
93	Navacerrada	2,765	C2	1	4	16	4	1	3	–	–	–	–
94	Navalafuente	1,169	C2	–	2	9	5	1	1	–	–	–	–
95	Navalagamella	2,383	C2	1	3	4	2	2	1	–	–	–	–
96	Navalcarnero	23,115	B3*	3	15	69	13	7	7	1	–	–	–
97	Navarredonda y San Mamés	140	C2	–	3	5	1	1	2	–	–	–	–
99	Navas del Rey	2,609	C2	1	1	8	5	1	–	–	–	–	–
100	Nuevo Baztán	6,286	C2	1	3	28	11	1	2	–	–	–	–
101	Olmeda de las Fuentes	308	C2	–	3	4	0	1	2	–	–	–	–
102	Orusco de Tajuña	1,198	C2	1	3	4	1	1	2	–	–	–	–
104	Paracuellos de Jarama	16,219	B1	1	2	79	31	0	1	1	–	–	–
106	Parla	120,182	B2	10	15	141	44	7	4	4	1	15	–
107	Patones	494	C2	1	2	4	1	1	1	–	–	–	–
108	Pedrezuela	4,482	C1	1	8	21	7	6	1	1	–	–	–
109	Pelayos de la Presa	2,544	C2	1	1	8	7	1	–	–	–	–	–
110	Perales de Tajuña	2,894	C1	1	8	10	4	4	4	–	–	–	–
111	Pezuela de las Torres	813	C2	1	2	6	2	1	1	–	–	–	–
112	Pinilla del Valle	209	C2	–	2	3	2	1	1	–	–	–	–
113	Pinto	44,524	B2	5	14	91	33	7	4	3	1	–	–
114	Piñuécar-Gandullas	176	C2	–	3	4	2	1	2	–	–	–	–
115	Pozuelo de Alarcón	82,804	B1	8	24	283	101	16	4	4	1	–	17
116	Pozuelo del Rey	895	C1*	1	2	4	2	1	1	–	–	–	–
117	Prádena del Rincón	127	C2	–	2	2	1	1	1	–	–	–	–
118	Puebla de la Sierra	111	C2	–	1	1	0	–	1	–	–	–	–
119	Quijorna	2,850	C1	1	1	9	4	1	–	–	–	–	–
120	Rascafría	2,004	C2	1	3	9	3	2	1	–	–	–	–
121	Redueña	278	C2	–	2	1	1	1	1	–	–	–	–
122	Ribatejada	656	C1	1	2	9	2	1	1	–	–	–	–
123	Rivas-Vaciamadrid	70,840	B1/B2	2	23	218	85	18	3	2	–	3	–
124	Robledillo de la Jara	94	C2	–	3	7	1	1	2	–	–	–	–
125	Robledo de Chavela	3,876	C2	1	4	25	5	1	3	–	1	–	–

(*) Urban area only.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
126	Robregordo	61	C2	–	2	2	1	1	1	–	–	–	–
127	Rozas de Madrid (Las)	88,065	B2	6	36	224	100	31	4	1	3	–	–
128	Rozas de Puerto Real	446	C2	1	1	6	2	1	–	–	–	–	–
129	San Agustín de Guadalix	11,885	B3*	1	8	13	5	7	1	–	–	–	–
130	San Fernando de Henares	41,384	B1	5	18	81	29	14	3	1	–	3	–
131	San Lorenzo del Escorial	18,352	C1*	4	13	43	8	2	7	4	–	–	–
132	San Martín de la Vega	18,863	B3	2	6	54	19	2	2	2	2	–	–
133	San Martín de Valdeiglesias	8,190	C2	2	2	9	3	1	1	–	–	–	–
134	San Sebastián de los Reyes	78,157	B1*	7	31	163	82	23	2	6	–	3	–
135	Santa María de la Alameda	1,164	C2	–	2	20	6	0	2	–	1	–	–
136	Santorcaz	822	C2	1	2	4	1	1	1	–	–	–	–
137	Santos de la Humosa (Los)	2,165	C1*	–	1	5	3	0	1	–	–	–	–
138	Serna del Monte (La)	99	C2	–	3	4	2	2	1	–	–	–	–
140	Serranillos del Valle	3,440	C1	–	2	18	9	1	1	–	–	–	–
141	Sevilla la Nueva	8,578	C1	1	5	17	9	1	4	–	–	–	–
143	Somosierra	105	C2	–	2	2	1	1	1	–	–	–	–
144	Soto del Real	8,434	C1	1	4	20	9	3	1	–	–	–	–
145	Talamanca de Jarama	2,927	C2	1	2	6	3	1	1	–	–	–	–
146	Tielmes	2,581	C2	1	2	10	3	1	1	–	–	–	–
147	Titulcia	1,179	C1	1	2	1	1	1	1	–	–	–	–
148	Torrejón de Ardoz	118,441	B2	12	18	131	70	7	6	5	1	–	–
149	Torrejón de la Calzada	6,904	B3*	1	7	16	5	5	2	–	–	–	–
150	Torrejón de Velasco	4,091	B3*	1	2	9	5	1	1	–	–	–	–
151	Torrelaguna	4,928	C2	2	6	5	2	1	5	–	–	–	–
152	Torrelodones	22,117	B3	3	18	132	27	11	2	5	1	–	–
153	Torremocha de Jarama	795	C2	–	2	2	2	1	1	–	–	–	–
154	Torres de la Alameda	7,896	C1	1	4	21	5	1	3	–	–	–	–
155	Valdaracete	686	C2	1	2	4	2	1	1	–	–	–	–
156	Valdeavero	1,319	C1	–	2	3	2	0	2	–	–	–	–
157	Valdelaguna	887	C2	1	2	6	1	1	1	–	–	–	–

(*) Urban area only.

MUNICIPALITIES

id	Municipality	Population (01/01/2010)	Fare Zone	Transit Card Sales Outlets	Bus Network						Railway Modes		
								Route Types					
					Nº Routes	Nº Stops	Nº Shelters	Suburban/ Madrid	Other Suburban	Urban	Suburban Rail Stations	Metro Stations	Light Rail Stations
158	Valdemanco	952	C2	–	1	5	2	1	–	–	–	–	–
159	Valdemaqueda	856	C2	1	3	8	3	1	2	–	–	–	–
160	Valdemorillo	11,210	C1	1	11	105	19	3	3	5	–	–	–
161	Valdemoro	65,922	B3	5	17	156	54	5	5	7	1	–	–
162	Valdeolmos-Alalpardo	3,176	C1	1	2	11	3	1	1	–	–	–	–
163	Valdepiélagos	503	C2	–	2	1	0	1	1	–	–	–	–
164	Valdetorres de Jarama	4,042	C1	1	2	17	3	2	–	–	–	–	–
165	Valdilecha	2,828	C2	1	2	5	2	1	1	–	–	–	–
166	Valverde de Alcalá	449	C1*	–	2	2	1	0	2	–	–	–	–
167	Velilla de San Antonio	11,668	B2*	1	4	17	8	2	2	–	–	–	–
168	Vellón (El)	1,702	C2	1	4	14	4	2	2	–	–	–	–
169	Venturada	1,741	C2	1	8	7	5	6	2	–	–	–	–
170	Villaconejos	3,482	C1*	1	4	5	3	2	2	–	–	–	–
171	Villa del Prado	6,462	C2	2	4	19	7	3	1	–	–	–	–
172	Villalbilla	9,819	C1	1	9	66	21	2	6	1	–	–	–
173	Villamanrique de Tajo	795	C2	–	2	3	1	1	1	–	–	–	–
174	Villamanta	2,480	C2	–	6	11	3	5	1	–	–	–	–
175	Villamantilla	952	C2	–	1	8	3	0	1	–	–	–	–
176	Villanueva de la Cañada	17,271	B3*	2	11	86	28	6	5	–	–	–	–
177	Villanueva del Pardillo	15,609	B3	2	7	20	13	5	2	–	–	–	–
178	Villanueva de Perales	1,403	C2	–	2	8	1	1	1	–	–	–	–
179	Villar del Olmo	2,150	C2	–	3	1	1	1	2	–	–	–	–
180	Villarejo de Salvanés	7,394	C2	2	7	16	4	3	4	–	–	–	–
181	Villaviciosa de Odón	26,725	B2	3	8	101	59	3	5	–	–	–	–
182	Villavieja del Lozoya	254	C2	–	4	5	1	1	3	–	–	–	–
183	Zarzalejo	1,511	C2	1	4	14	2	0	4	–	1	–	–
184	Lozoyuela-Navas-Sieteiglesias	1,082	C2	1	8	16	3	4	4	–	–	–	–
185	Puentes Viejas	649	C2	–	4	11	4	2	2	–	–	–	–
186	Tres Cantos	41,147	B2	4	13	105	68	9	1	3	1	–	–

(*) Urban area only.

APPENDIX 2: SUBSIDIES PAID TO MUNICIPAL COUNCILS IN 2010 FOR URBAN MOBILITY PLANS (PMUS).

Municipality	Description of Action	Study Budget Requested	Study Budget Granted	Subsidy Granted (60%-100%)	Local Council Contribution
Alcobendas	Study for implementing a public bicycle system in the Arroyo de la Vega housing estate.	40,000.00€	20,000.00€	12,000.00€	8,000.00€
Aranjuez	Trial run for implementing a shared electric bicycle system for Municipal Inspection Units.	30,000.00€	30,000.00€	18,000.00€	12,000.00€
Las Rozas de Madrid	Trial run: Mobility for schools.	22,000.00€	22,000.00€	13,200.00€	8,800.00€
Mancomunidad Valle de Lozoya	Promotion of urban bicycle transport (140 conventional bicycles, 13 bases, 140 stands).	226,844.00€	195,650.13€	195,650.13€	0.00€
Madrid	Promotion of urban bicycle transport in the municipalities comprising the Valle de Lozoya Community Area.	5,500.00€	6,250.00€	3,750.00€	2,500.00€
	Feasibility study of actions associated with Sustainable Urban Mobility Plans (PMUS), involving drafting of the building plans for the Moncloa Campus Integral Bicycle Plan.	17,400.00€	17,400.00€	10,440.00€	6,960.00€
	Studies to monitor the results of sustainable urban mobility measures implemented in the city of Madrid with regard to the creation of Low Emission Zones, the regulation of loading and unloading activities, and the parking areas policy.	30,000.00€	30,000.00€	18,000.00€	12,000.00€
	Strategy for a network of pedestrian priority routes in the central area of Madrid.	35,400.00€	35,400.00€	21,240.00€	14,160.00€
	Feasibility study regarding the pedestrian priority artery on Sol-Carretas-Jacinto Benavente.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Feasibility study regarding the pedestrian priority artery on Calle Palma.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to evaluate demand, community impact and impact on urban mobility of the cycling route in Calle Bailén and environs, part of the basic cycle route network in Madrid city.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to evaluate demand, community impact and impact on urban mobility of the cycling route along Atocha-Mayor-Alcalá, part of the basic cycle route network in Madrid city.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to evaluate demand, community impact and impact on urban mobility of the cycling route along Castellana-Recoletas-Prado, part of the basic cycle route network in Madrid city.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to monitor the evolution of cyclist mobility on the cycle routes of José del Hierro and Hermanos García Noblejas.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to monitor the evolution of cyclist mobility on the Ciudad Universitaria cycle route.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
	Study to evaluate the economic, social and mobility impact of the pedestrianisation of Calle Fuencarral.	21,240.00€	21,240.00€	12,744.00€	8,496.00€
Majadahonda	Project to promote and publicise the Majadahonda PMUS.	30,000.00€	30,000.00€	18,000.00€	12,000.00€
Móstoles	Feasibility study regarding the implementation of a central area where non-motorised traffic has priority, pursuant to the Móstoles PMUS.	60,000.00€	60,000.00€	36,000.00€	24,000.00€
	Feasibility study regarding the creation of school routes pursuant to the Móstoles PMUS.	50,000.00€	50,000.00€	30,000.00€	20,000.00€
Rivas Vaciamadrid	Implementation of a public bicycle lending service (115 conventional bicycles, 10 electrical, 160 stands).	304,552.00€	195,650.13€	195,650.13€	0.00€
	Trial run for the creation of an electric bicycle fleet.	9,000.00€	9,000.00€	5,400.00€	3,600.00€
San Fernando de Henares	Feasibility study regarding urban bicycle transport.	30,000.00€	30,000.00€	18,000.00€	12,000.00€
Soto del Real	Trial run: School routes in Soto del Real.	30,000.00€	25,000.00€	15,000.00€	10,000.00€
Torrelodones	Sustainable Urban Mobility Plan of Torrelodones.	52,000.00€	52,000.00€	31,200.00€	20,800.00€
Tres Cantos	Implementation of a public bicycle lending service (75 conventional bicycles, 7 bases with 87 stands).	141,471.00€	141,967.74€	141,967.74€	0.00€
	Feasibility study regarding the bicycle lending service in the municipality of Tres Cantos.	5,000.00€	5,000.00€	3,000.00€	2,000.00€
	SUM TOTAL	**1,289,087.00€**	**1,125,238.00€**	**888,450.00€**	**236,788.00€**

PUBLISHED BY
Madrid Public Transport Authority

LAYOUT AND DESIGN
Exilio Gráfico

PHOTOGRAPHS
Jonás Bel and Photographic Archive
of the Madrid Public Transport Authority

www.crtm.es

Plaza del Descubridor Diego de Ordás, 3
28003 Madrid
estudios@crtm.es