Annual report

2012

INDEX

Pablo Cavero Martínez de Campos
President

In 2012, the Consorcio Regional de Transportes de Madrid (CRTM), the sole public transport authority in the Region of Madrid, continued its coordination and organisation of the transport system and forged ahead with its strategies to maximise operational efficiency, optimise existing re¬sources and match transport services to new mobility characteristics. All of this was done with the aim of maintaining our acclaimed quality levels.

The total demand in 2012 reached 1,429.0 million journeys, which represents a 4.46% decrease with respect to the previous year. All the transport modes reflect this general downward trend, which varies between 0.95% for Renfe-Cercanías to 9.40% for light rails. The figure for annual mobility on public transport is an average of 220.2 journeys per inhabitant, an indicator which has also dropped, although it still maintains the Region of Madrid as a national benchmark in terms of public transport use.

The production of public transport services in 2012 has been reduced by 2% compared to that in 2011.

New technologies were another major area of activity for the CRTM in 2012, continuing with the consolidation of the Suburban Road Transport Modernisation Plan as well as with the development of the Collective Public Transport Integrated Management Centre (CITRAM), an instrument for the coordinated management of incidents in the different networks and real-time information provided to users.

But, from a point of view of benefitting the citizen, the most important facet of 2012 was the launching of the contactless Public Transport Card. The migration process started with the zone A Youth Card at the beginning of May, which means that, by December, no magnetic cards for this

Jose Manuel Pradillo Pombo
Managing Director

type of Travel card were being sold. At the end of the year almost 150,000 cards were operative among this type of user. The change for the zone A Standard Card began on the 15th of October and, by the end of 2012, there were almost 230,000 applications from this group of user.

During 2012 the Consorcio Regional de Transportes de Madrid has been visited by 40 delegations from all over the world, keen to learn about the planning construction and operation of public transport infrastructures and networks and about the Region's integrated public transport system.

2012 saw the consolidation of the Consorcio Regional de Transportes de Madrid's corporate social responsibility activities aimed at its customers, as well as the diffusion of press releases through the web sites.

Another relevant aspect of 2012 was the finalization of the activities corresponding to the 25th Anniversary of the inauguration of the Consorcio Regional de Transportes de Madrid. These activities began in February of the previous year and ended on the 16th of April with the celebraton of the first edition of the Awards for the Promotion of Public Transport and Sustainable Mobility. The aim of these awards is to recognise actions in favour of public transport and sustainable mobility being carried out by people, companies and institutions in the Region of Madrid.

The pages that follow offer detailed information about the fruits reaped from our labour in 2012, a year in which we devoted particular attention to improving the consortium's image among the people of Madrid, who rate their transport system as one of the best in the world.

1

THE ORGANISATION

1 THE ORGANISATION

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

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

Within 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 creating a closer relationship with the users.

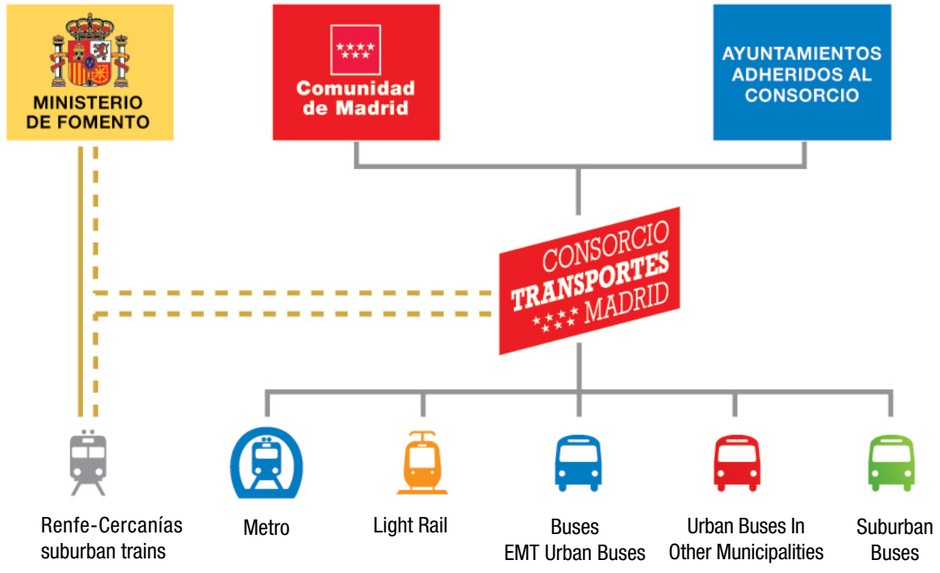
The CRTM began its operations in March 1986, which means that 2012 marked the 26th anniversary of it activities.

1.1 The Institutional And Operating Framework

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

The Spanish railway network Renfe- Cercanías 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.

ORGANISATIONAL STRUCTURE



The CRTM is governed by a Board of Directors, which acts either directly or through an Executive Committee. The composition of these bodies in 2012 was as follows:

BOARD OF DIRECTORS AS OF THE 31ST DECEMBER 2012

Job Title	Name and Surnames	Representing
Chairman	Pablo Cavero Martínez de Campos	Madrid Regional Council
Vice-chairman	Concepción Dancausa Treviño	Madrid City Council
Members	Francisco de Borja Carabante Muntada	Madrid Regional Council
	Federico Jiménez de Parga Maseda	Madrid Regional Council
	Raimundo Herráiz Romero	Madrid Regional Council
	Elena Collado Martínez	Madrid Regional Council
	Rafael Orihuela Navarro	Madrid City Council
	Antonio de Guindos Jurado	Madrid City Council
	Francisco Javier Rubio de Urquía	Madrid City Council
	Miguel Ángel Rodríguez Herrero	Madrid City Council
	José Luis Fernández-Quejo del Pozo	Associated Councils
	Francisco Javier Fernández Abad	Associated Councils
	Eugenio Morales Tomillo	Associated Councils
	Mario Gómez Aller Iglesias	Associated Councils
	Alfonso Sánchez Marcos	Associated Councils
	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	Business associations
	Gustavo SaMaya Estrada	Consumer associations
Non-member secretary	Joaquín Nieto Fernández	

EXECUTIVE COMMITTEE AS OF THE 31ST OF DECEMBER 2012

Job Title	Name and Surnames
Chairman	Pablo Cavero Martínez de Campos
Member	Concepción Dancausa Treviño
Member	Antonio de Guindos Jurado
Member secretary	Francisco de Borja Carabante Muntada

MANAGING DIRECTOR AS OF THE 31ST OF DECEMBER 2012

José Manuel Pradillo Pombo

The operating framework is illustrated in the diagrams below:

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

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

OPERATORS OF MODAL INTERCHANGE STATIONS

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

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

1.2 Transport Operators

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

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

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

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

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

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

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

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

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

The concessions are granted by the CRTM, but in the case of those that require the construction of railway infrastructure (with the exception of the Parla Tramway) the awarding body was Madrid Transport Infrastructures (MINTRA), a defunct public organisation now belonging to the Transport and Infrastructure Ministry of the Madrid Regional Government. The latter is now responsible for maintaining and managing regionally owned railway infrastructures, including the Pinto-San Martin de la Vega suburban branch line currently operated by Renfe-Cercanias, which has been granted use of the infrastructure.

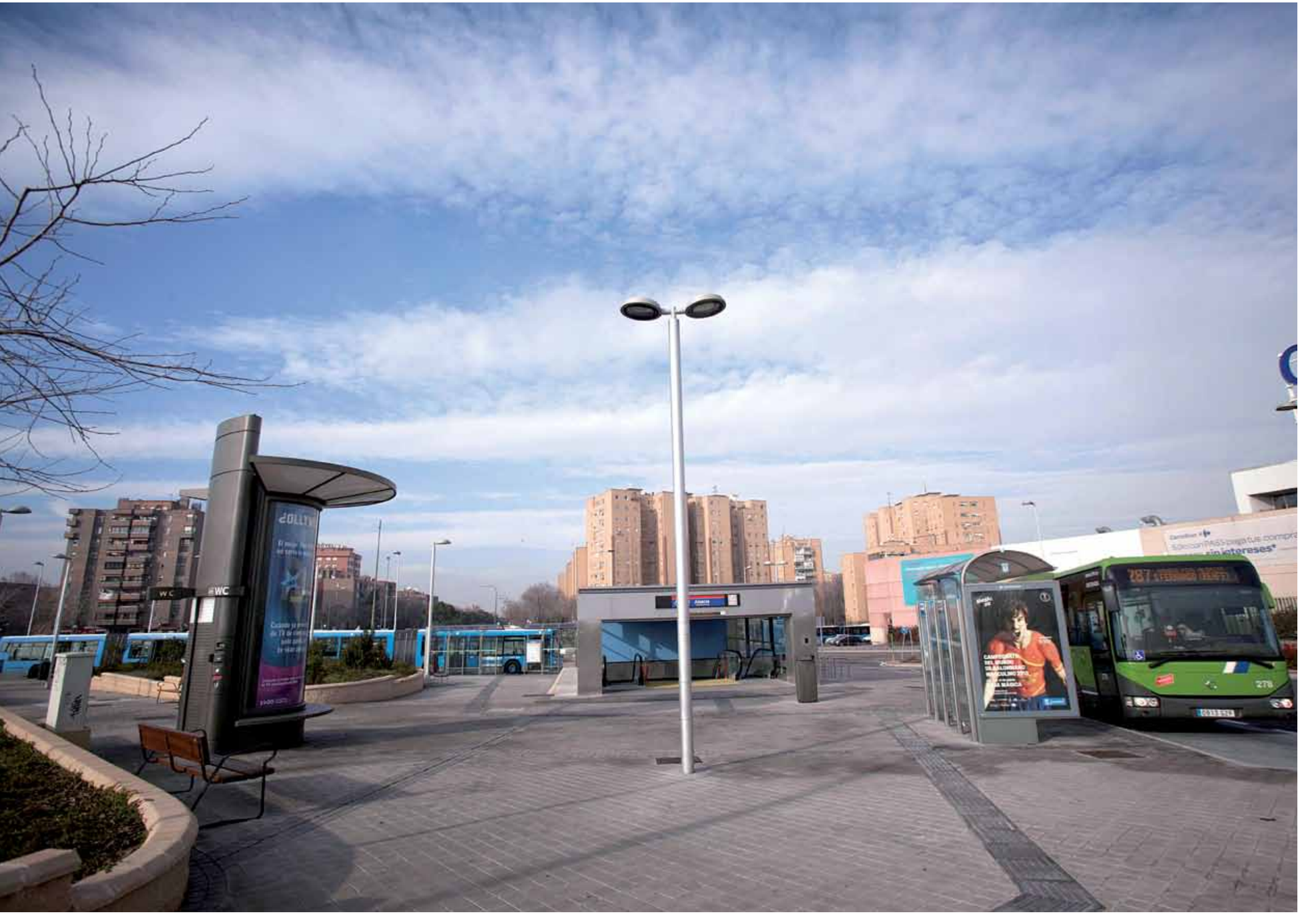
The concessionaires of the transport interchanges carried out the construction works in accordance with CRTM approved projects and acquired the right to run the public works to recover their investment and receive the economic benefits detailed in the conditions which applied to the contract and which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

- The payment of a tax for each bus which is not owned by the CRTM and which accesses the Interchange facilities.

- The payment of a tax per passenger on the regular lines owned by the CRTM.
- Rent from the commercial premises and income deriving from advertising or any other use, authorised by the CRTM, which produces financial revenue.

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

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



2

TRANSPORT SUPPLY

2 TRANSPORT SUPPLY

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

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

Firstly the characteristics of the provided service in each of the modes are defined and summarised. Then the fare system for 2012 is described along with the network of infrastructures on which Madrid's public transport system runs: the modal interchange stations, the infrastructure of bus stops, intelligent transport systems and the information systems. Lastly, the accessibility conditions of the network and rolling stock/fleet of buses are described.

2.1. Services Provided

The provision of services in 2012 for the entire Region of Madrid public transport system was almost 2% lower than in 2011. However, in the case of Renfe-Cercanías, there has been a slight increase in the said services.

The following table presents the key facts and figures regarding services provided in 2012. The report divides the overall system into its six modes, thus facilitating its analysis and comprehension.

It should be noted that the 'Length/Network' only considers the actual lines in the network and does not include duplicated sections used by

Metro

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

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

The Metro Network remained stable during 2012, comprising, as of the 31st of December 2012, a total of 12 lines plus the branch line between the Ópera and Príncipe Pío stations, covering length of 287.01 km and including a total of 238 stations/network.

various routes, whereas 'Length/Line or Route' is the sum of the lengths of all the lines or routes. Similarly, 'Stations or Stops/Network' counts every station or stop as one, whereas 'Stations or Stops/Route or Line' represents the sum of all the stations or stops on all routes or lines.

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

THE PUBLIC TRANSPORT SYSTEM OF THE REGION OF MADRID IN 2012

Modes of Transport	No. of Lines	Length/ network (km)	Length/ lines (km)	No. of stations or stops/network	No. of stations or stops/line or route	No. of vehicles (carriages/buses)	Vehicles/km (millions)
Metro	12 + Ramal	287,0	287,0	238	291	2.303	191,3
Urban Buses in Madrid City EMT*	217	1.546,7	3.940,3	4.626	11.032	2.009	93,6
Urban Buses in other Municipalities	118	669,7	1.724,0	3.031	4.171	276	20.3
Suburban Buses	348	3.382,7	20.278,0	6.988	17.729	1.712	169,5
Light Rail	4	35,5	35,5	56	57	44	13,3
Suburban Rail	9	384,2	778,3	92	166	1.330	144,5

* Includes Route 500 operated by Autobuses Prisei S.L.

STRUCTURE OF THE METRO NETWORK

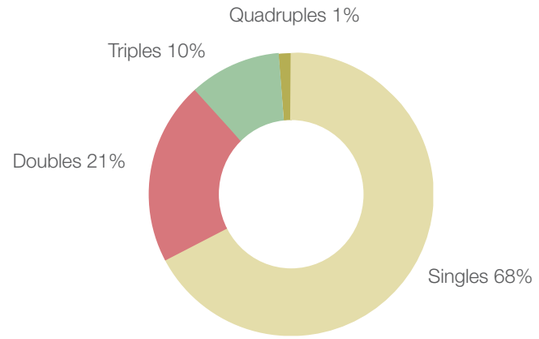
Year	Length (km)	Stations/network	Stations/line
2003	245,82	188	237
2004	245,82	188	237
2005	245,82	188	237
2006	252,10	194	243
2007	277,94	230	283
2008	278,71	232	285
2009	278,71	232	285
2010	281,15	233	286
2011	287,01	238	291
2012	287.01	238	291

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

STATIONS: LINE AND TYPE

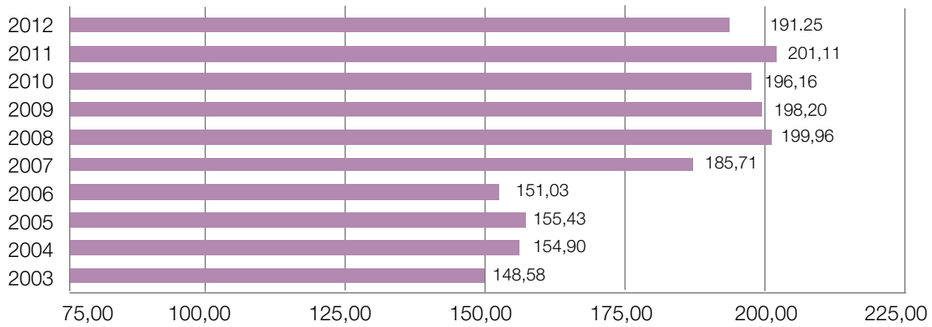
Lines	Stations/line: Singles	Doubles	Triples	Quadruples	Total	Nº Transf.
Branch line	0	0	2	0	2	2
1	24	6	3	0	33	9
2	10	6	4	0	20	10
3	11	4	3	0	18	7
4	14	5	3	1	23	9
5	21	8	3	0	32	11
6	14	8	5	1	28	14
7	17	5	0	1	23	6
Metro Este	7	1	0	0	8	1
8	5	2	1	0	8	3
9	16	5	1	1	23	7
TFM	5	1	0	0	6	1
10	10	6	5	0	21	11
Metro Norte	10	1	0	0	11	1
11	6	1	0	0	7	1
12	27	1	0	0	28	1
Total	**197**	**60**	**30**	**4**	**291**	

DISTRIBUTION OF METRO STATIONS BY TYPE



Production in 2012, valued in millions of vehicles/kilometre, reached a total of 191.2, which means a decrease of 4.9% compared to the previous year.

ANNUAL EVOLUTION OF SUPPLY (millions of vehicles/kilometre)



Similarly, during peak times on weekdays, when 294 trains were in operation, the average interval between services was 4.5 minutes. Meanwhile, in 2012, the average speed of trains has been practically constant, at 29.74 km/h.

SERVICES PER LINE AT PEAK TIME ON A WEEKDAY (NOVEMBER 2012)

Line	Trains	Carriages/train	Speed of Operation (km/h)	Time of Journey (min)	Interval (min)
1	33	6	21,99	119,21	3,68
2	19	4	24,79	64,77	3,54
3	24	6	24,31	66,26	2,9
4	25	4	21,43	80,36	3,33
5	29	6	23,25	116,15	4,06
6 (direction 1)	20	6	24,08	58,56	3,05
6 (direction 2)	13	6	25,42	55,49	4,51
7	18	6	28,20	81,38	4,64
Metroeste	6	3	36,14	29,20	5,06
8	11	4	39,55	47,05	4,48
9	19	6	26,92	84,96	4,57
TFM	7	3	54,66	41,81	6,1
10	32	6	28,97	97,45	3,09
Metronorte	11	3	38,01	48,26	4,57
11	5	4	26,61	30,97	5,75
12 (direction 1)	10	3	39,60	61,56	6,42
12 (direction 2)	10	3	39,77	61,30	6,37
Branch line	2	4	11,67	10,06	5,03

The rolling stock in service during 2012 has not varied with respect to 2011, being formed of 2,303 carriages, underling the fact that more than 50% of them belong to series 2000 and 3000, and that their average age is 13.4 years.

Finally, it is worth indicating that, during 2012, the Escalator Renovation Plan, undertaken over the period running from 2008 to 2012, has been practically completed. This involved the complete replacement of 281 escalators in accordance with European EN115 standards. Over the last year a total of 14 escalators have been substituted in the Príncipe de Vergara, Méndez Álvaro and Ciudad Universitaria stations.

With regards to the works carried out in 2012, worthy of note are those in relation to the Line Renovation Plan to attain greater levels of safety and comfort, and the remodelling and improvement of several stations, including Pueblo Nuevo, Sol or Legazpi, as well as the remodelling of different emergency exits in order to guarantee the safety of passengers and employees when faced with possible controlled evacuations from the Metro de Madrid facilities.

ROLLING STOCK

Year	Type of vehicle							
	Series 2000	Series 3000	Series 5000	Series 6000	Series 7000	Series 8000	Series 9000	Total
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	724	456	352	132	222	225	258	**2.369**
2011	724	476	202	132	222	289	258	**2.303**
2012	724	476	202	132	222	289	258	**2.303**

AUXILIARY FACILITIES

Year	Escalators turnstiles	Lifts	Vending machines	Mechanical
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
2011	1.694	519	1.536	2.649
2012	1.694	519	1.536	2.700

Finally, it should be pointed out that improvement and renovation works on MetroSur (line 12), included in the Plan for the Improvement of the Metro de Madrid, were carried out during the summer. These works were performed on two stretches and affected the municipalities of Alcorcón and Getafe. The works involved the improvement of the track - injections, the execution of transversal dikes, widening and adaptation of the drainage channel between the tracks, etc. and lasted approximately one and a half months. During this time this trajectory was substituted by a special bus service, whose timetables and frequencies were similar to those which would have been provided by metro line 12 over the same period.

Urban Buses In Madrid (EMT)

On 31 December 2012 the EMT bus network was composed of 216 routes of which 178 are daytime routes and 38 are night bus routes although 14 of them only run on weekend nights and on nights before holidays.

ANNUAL EVOLUTION OF EMT ROUTES

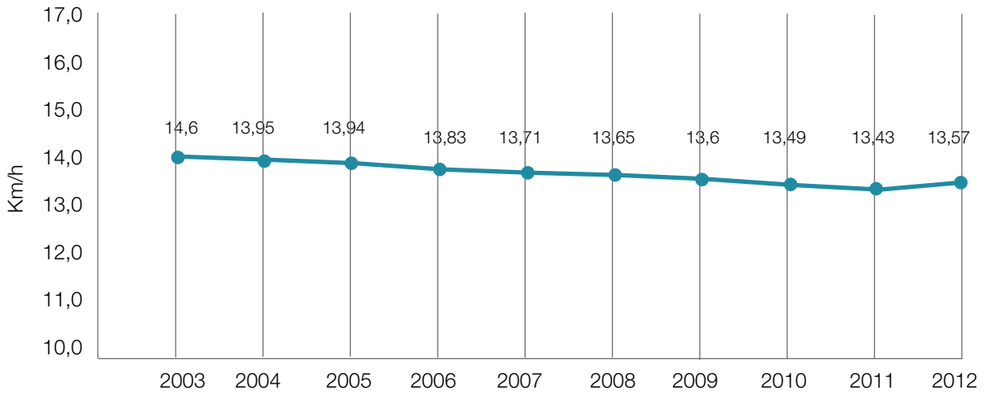
		Daytime routes					Night-time routes			
Year	Standard	Airport Express	Work	Univ.	S.S.*	Total	Búhos	MetB.	Total	Total
2003	148	1	0	8	5	162	26	0	26	**188**
2004	152	1	0	8	7	168	26	0	26	**194**
2005	154	0	0	8	6	168	26	0	26	**194**
2006	157	0	0	8	6	171	26	12	38	**209**
2007	155	0	3	7	5	170	26	12	38	**208**
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**
2011	161	1	6	7	2	177	26	12	38	**215**
2012	161	1	6	7	3	178	26	12	38	**216**

The total number of kilometres covered in 2012 was 93.10 million, down by only 2.5% in relation to the figure for 2011. Similarly, the hours/bus and journeys/bus figures were lower than the previous year. However, the downward trend of the average speed of the EMT network over the last decade has stopped, and it has increased to 13.57 km/h in 2012. The network has 94.5 km of bus lanes, 35 of which have dividers designed by the Madrid City Council, and another 8.4 km in separated, dedicated bus lanes.

ANNUAL EVOLUTION OF EMT SERVICES

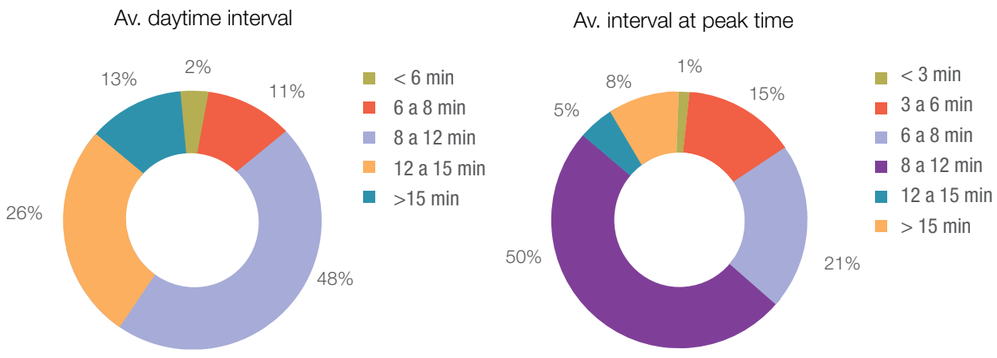
Year	Buses	Buses/km (millions)	Hours/bus (millions)	Journeys/bus (millions)	Speed (km/h)
2003	1.958	96,74	6,88	12,01	14,06
2004	1.958	96,78	6,94	11,99	13,95
2005	1.994	97,53	6,99	12,06	13,94
2006	2.022	99,93	7,23	12,29	13,83
2007	2.033	97,10	7,07	11,71	13,71
2008	2.060	95,54	7,00	11,54	13,65
2009	2.092	100,41	7,38	12,02	13,60
2010	2.100	100,02	7,42	12,00	13,49
2011	2.095	95,45	7,11	11,29	13,43
2012	2.000	93,10	6,86	10,80	13,57

ANNUAL EVOLUTION OF THE SPEED



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 12.9% of routes. Intervals between buses are shorter during peak times, with 36.5% of routes offering intervals of less than 8 minutes.

DISTRIBUTION OF THE DAYTIME ROUTES BY INTERVAL



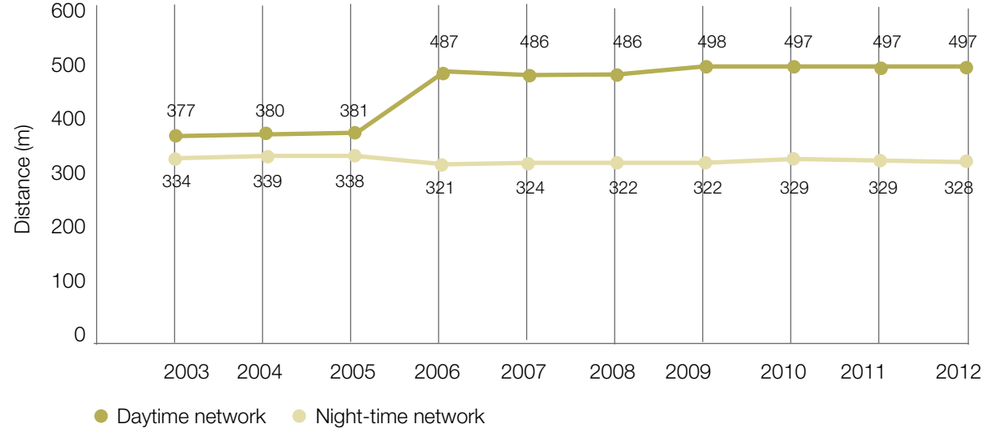
The length/route of the daytime network, this being the sum of the return journey length of each route, remained the same in 2012, while the average length of the routes is 16.67 km. The number of stops/route is 9,056, which gives an average value of 51 stops per route (return journey).

ANNUAL EVOLUTION OF THE DAYTIME NETWORK

Year	No. of Routes	Length/routes (km)	Stops/route	Avg. Length of route (km)	Avg. no. of stops/route	Avg. Length between stops (m)
2003	162	2.562	7.662	15,81	47	334
2004	168	2.667	7.870	15,88	47	339
2005	168	2.662	7.880	15,84	47	338
2006	171	2.764	8.621	16,16	50	321
2007	170	2.830	8.737	16,65	51	324
2008	174	2.882	8.940	16,56	51	322
2009	177	2.911	9.045	16,45	51	322
2010	177	2.985	9.079	16,86	51	329
2011	177	2.972	9.037	16,79	51	329
2012	178	2.967	9.056	16,67	51	328

The average length between stops has remained the same as the previous year - around 328 and 497 metres for the daytime and night-time networks, respectively.

ANNUAL EVOLUTION OF THE DISTANCE BETWEEN STOPS



In 2012 the EMT fleet comprised 2,000 vehicles, which means a reduction of 4.5% as regards 2011, with an average age of 6.2 years, all of which have a low floor and access ramp for the disabled. Of these 2,000 vehicles, 742 run on compressed natural gas, 20 are electric and the rest use biosiesel, a mix with a 20% biofuel content.

ANNUAL EVOLUTION OF THE FLEET

Year	Type of vehicle							Age average
	Diesel	Biodiesel	CNG	Bioethanol	Hydrogen	Electric	Total	
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
2011	0	1.419	651	5	0	20	**2.095**	6,0
2012	0	1.238	742	0	0	20	**2.000**	6,2

In 2012 the CRTM conducted 9 important actions across the EMT network aimed at improving accessibility to certain areas in the city.

The most important actions during the year have been:

- The inauguration of route 177, Plaza de Castilla – Marqués de Viana, whose main aim is to provide service for residents in the Almenara and Valdeacederas districts. It should be pointed out that, due to the peculiar geometrical characteristics of the streets in these neighbourhoods, it has been necessary to use a model of bus 8 metres shorter than the normal 12 metres, in order to establish this service.

- Incorporation of route 180 to the EMT network. As a result of different events which take place during the course of the year in the installations of the Caja Mágica, a route has been inaugurated to cover this service. A bus leaves every 10 minutes from the Plaza Legazpi on those days when events have been programmed.

- Modification of the itinerary of route 137 to provide a link to the Centro de Especialidades (Speciality Centre) Peña Grande on Isla Cerdeña Street.

- The merger of routes 2 and 202 into route 2 in order to optimise the service and improve the regularity of the same. The itinerary of route 2 has also been modified in order to include that of route 202 in the vicinity of the Hospital Gregorio Marañon and the Maternidad de O'Donnell.

WORKS IN THE EMT NETWORK

Year of. Establish.	New special	Modificat. routes	Extension.	Routes discon	Total
2006	16	8	4	0	28
2007	3	12	8	2	25
2008	4	7	5	0	16
2009	3	14	12	0	29
2010	1	6	4	1	12
2011	0	1	2	0	3
2012	2	3	3	1	9

Urban Buses in Other Municipalities.

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 (the suburban network complementing the urban network).
- Municipalities with an urban network as well as the urban services provided by the suburban network (urban networks with a limited scope).
- Municipalities where the urban service operates through the suburban bus network.

Consequently, the actual supply of urban transport services is much greater than that reflected in the municipal urban networks alone. The specific network of urban routes in Zones B and C covers 36 municipalities, although there is only an independent urban service contract in 7 of these. Furthermore, in 2 of the municipalities the urban service is provided directly by the local council: Fuenlabrada (via a municipal company), and Pedrezuela.

There are 118 urban routes in these zones, of which 72 are operated via suburban concessions, and a total of 9,190 journeys are made on a normal weekday in winter.

During 2012, a new route has been put into service in the municipality of Tres Cantos and a total of 9, affecting another 7 towns, have been discontinued. Of these, two have been taken out of service in each of the towns of Guadarrama and Pinto, and one in Arganda del Rey, Parla, Rivas-Vaciamadrid, San Martín de la Vega and Torrelodones. On the other hand, in the municipalities of Algete and El Molar, the urban service itself has been discontinued and is now being carried out by suburban routes.

NUMBER OF VEHICLES BY AGE

Age	> 10 years	5-10 years	< 5 years	Total
Number	3	139	134	276
%	0,0 %	50,4 %	48, 6 %	100,0 %

The number of vehicles in the fleet on the urban bus routes in Zones B and C is 276 and 155 of these have concessions owned by the CRTM. The remaining 121 vehicles are used on the 72 urban routes which are under suburban concessions. In 2012, 18 urban buses were renovated in the urban bus fleet, which means that the average age of the buses is 4.77 years. Furthermore, every single vehicle in the fleet is accessible to persons with reduced mobility.

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

Municipality	No. of Routes	No. journeys/weekday	Type of concession
Alcala de Henares	11	1.638	URCM
Alcobendas	8	586	VCM
Alcorcón	2	239	VCM
Aranjuez	4	368	URCM
Arganda del Rey	3	342	URCM
Boadilla del Monte	3	274	VCM
Cercedilla	2	55	VCM
Ciempozuelos	1	114	VCM
Colmenar Viejo	6	252	VCM
Collado Villalba	8	231	VCM
Coslada	1	51	VCM
El Escorial	1	6	VCM
Fuenlabrada	5	639	Municipal
Getafe	7	494	VCM
Guadarrama	1	19	VCM
Leganés	1	108	VCM
Majadahonda	2	128	VCM
Meco	1	24	VCM
Morata de Tajuña	1	8	VCM
Móstoles	4	286	VCM
Navalcarnero	1	66	VCM
Parla	3	293	VCM
Pedrezuela	1	14	Municipal
Pinto	1	134	VCM
Pozuelo de Alarcón	4	433	VCM
Rivas-Vaciamadrid	1	58	VCM
Las Rozas de Madrid	1	32	VCM
San Fernando de Henares	1	32	VCM
San Lorenzo de El Escorial	3	114	VCM
San Martín de la Vega	1	48	VCM
San Sebastián de los Reyes	3	178	VCM
Torrejón de Ardoz	6	666	URCM
Torrelodones	4	170	URCM
Valdemorillo	5	50	URCM
Valdemoro	7	770	URCM
Tres Cantos	4	270	VCM
TOTAL	**118**	**9.190**	

* Type of concession

URCM	Urban concession (7 municipalities)
VCM	Under the suburban concession (27 municipalities)
Municipal	Direct management by municipality (2 municipalities)

Suburban Buses

The suburban bus network of the Region of Madrid remained practically unchanged in 2012 and, as of the 31st of December of that year, it comprised 348 routes, 33 of which correspond to night services.

Six routes have come into service in 2012:

- Route 154: Madrid (Chamartín) – San Sebastián de los Reyes (Circular)
- Route 158: Madrid (Pinar de Chamartín) – San Sebastián de los Reyes (Tempranales)
- Route 413: Pinto (FF.CC.) – San Martín de la Vega
- Route 519A: Móstoles (Hospital Rey Juan Carlos) – Villaviciosa de Odón (El Bosque)
- Route 519B: Móstoles (Hospital Rey Juan Carlos) – Villaviciosa de Odón
- Route 580: Majadahonda (Hospital) – Brunete

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

The scheduled number of journeys for the entire suburban network is 23,148 journeys in a working day in winter, 992 of which correspond to those made during peak time in a single direction.

DISTRIBUTION OF THE SERVICES BY CORRIDOR

Access Corridor	No. of routes	No. of journeys	
		in peak time, 1 direction	per day
Madrid-Alcobendas-San Sebastián Reyes (A-1)	30	84	1.653
Madrid-San Fernando-Torrejón-Alcalá (A-2)	17	85	1.531
Madrid-Coslada-San Fernando (M-201)	5	19	494
Madrid-Mejorada-Rivas Vaciamadrid-Arganda (A-3)	20	65	1.351
Madrid-Pinto-Valdemoro-Aranjuez (A-4)	15	42	998
Madrid-Getafe-Parla (A-42)	15	48	1.361
Madrid-Leganés-Fuenlabrada (M-425 y M-411)	14	54	1.651
Madrid-Móstoles-Alcorcón (A-5)	24	102	2.715
Madrid-Pozuelo-Boadilla (M-502 y M-511)	12	41	890
Madrid-Pozuelo-Majadahonda-Las Rozas (A-6)	56	191	4.217
Madrid-Tres Cantos-Colmenar Viejo (M-607)	12	33	856
Rest of the Corridors and transversal routes	128	228	5.431
Region of Madrid TOTAL	**348**	**992**	**23.148**

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

DISTRIBUTION OF LINES BY INTERVAL PEAK TIME	
Interval	No. of Lines
< 10 minutes	10
10-15 minutes	27
15-20 minutes	35
20-30 minutes	68
30-60 minutes	75
> 60 minutes	97
TOTAL	**312**

The vehicle fleet of the suburban lines was composed, as of the 31st of December 2012, of 1,722 vehicles and a total of 156 vehicles of the regional fleet were renovated. The average age of the vehicle fleet is less than 5 years, specifically, 4.40 years, and all of the vehicles are adapted for use by persons of reduced mobility. Both of these facts were objectives included in the Modernisation Plan.

NUMBER OF VEHICLES BY AGE				
Age	>10 years	5-10 years	< 5 years	Total
Number	0	739	983	1.722
%	0,00 %	42,9%	57,1%	100%

Light Rail

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

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

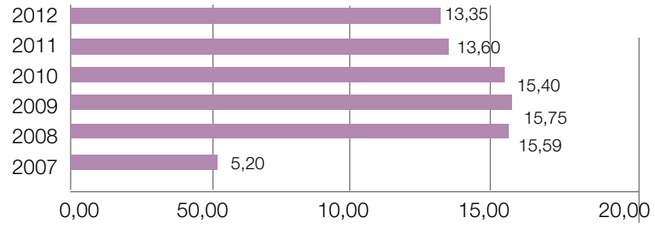
These lines have a total length of 35.4 kilometres and include a total of 52 stations/network.

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

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

The supply registered in 2012 was 13.3 million carriages/kilometre. Remaining almost the same as in 2011 (where there was an adjustment of 12.0% with respect to 2010)

EVOLUTION OF SUPPLY (millions of carriages/kilometre)



At peak time on weekdays, the average interval between services was in the region of 5 minutes, except Line ML4 which had a higher interval of about 6.5 minutes.

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

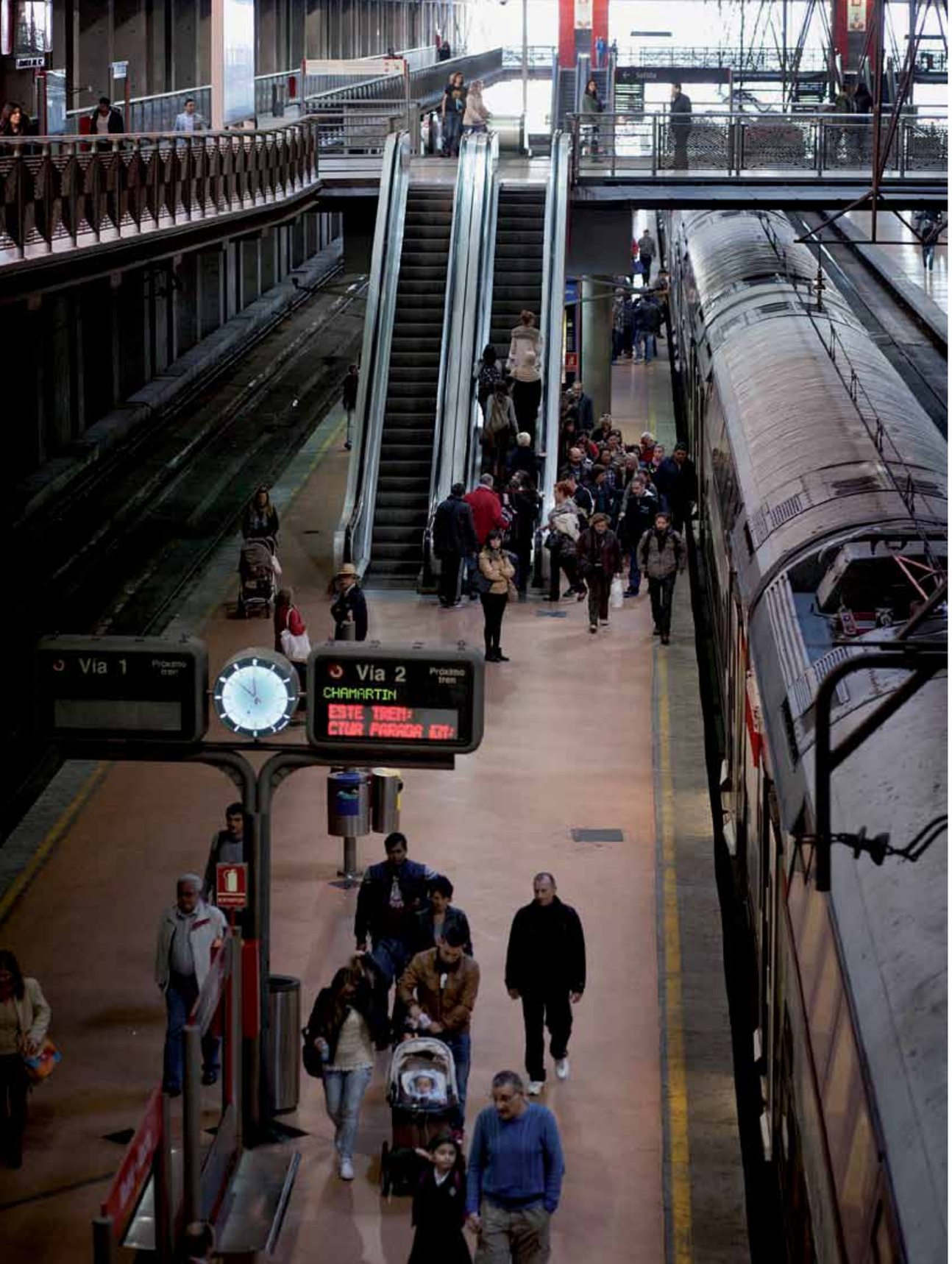
It should also be mentioned that, during the month of March, the operation of express services were inaugurated on line ML3 between Bobadilla and Madrid, thus reducing the duration of the journey by 5 minutes.

In 2012, 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 ON A WEEKDAY

Line	Trains	Carriages/train	Speed of operation (km/h)	Time of journey (min)	Interval at peak time (min)
ML1	8	5	21	15	5
ML2	12	5	24	22	5
ML3	15	5	25	31*	5
ML4	9	5	21	25	6,5

* Express services have a time of journey of 28 minutes



Suburban rail

As of the 31st December 2012 Renfe-Cercanías comprises a total of 9 lines, around 92 stations/network, covering 382.4 km. According to this data there has been a decrease in the kilometres covered by the network with respect to the previous year, this being the result of the discontinuation of the service of line C-3a which connected the Pinto station to that of San Martín de la Vega.

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

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

RENFE-CERCANÍAS LINES AND CONNECTIONS

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

2.2. The Fare System

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

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

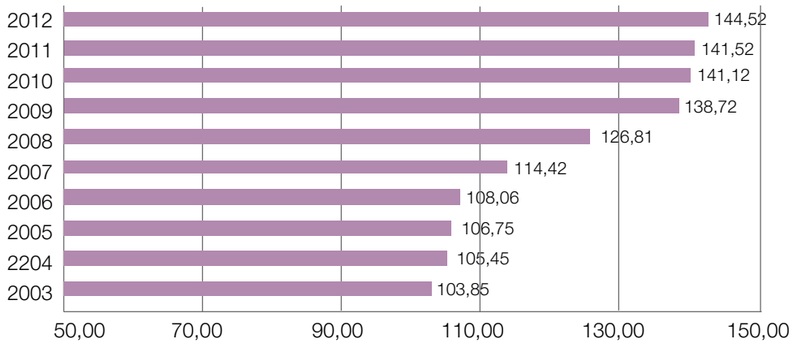
Every mode and every operator is governed by this framework, which means that the degree of integration within the system is very high.

As regards technology, 2012 has seen the launch of the new Public Transport Smart Cards which include a contactless chip. These have already been used by more than 30,000 passengers for their Annual Zone A Travel Cards since 2006.

This means that the technology based on magnetic strips in the Edmonton format will be gradually phased out, as readers to control the access and correct use of the different tickets for all the operators are incorporated into the various fare zones to replace the magnetic validators.

Within the Region of Madrid, supply is somewhere in the region 144.5 million carriages/km, a figure which represents an increase of 2.1% with respect to that registered in 2011.

ANNUAL EVOLUTION OF SUPPLY (millions of carriages/kilometre)



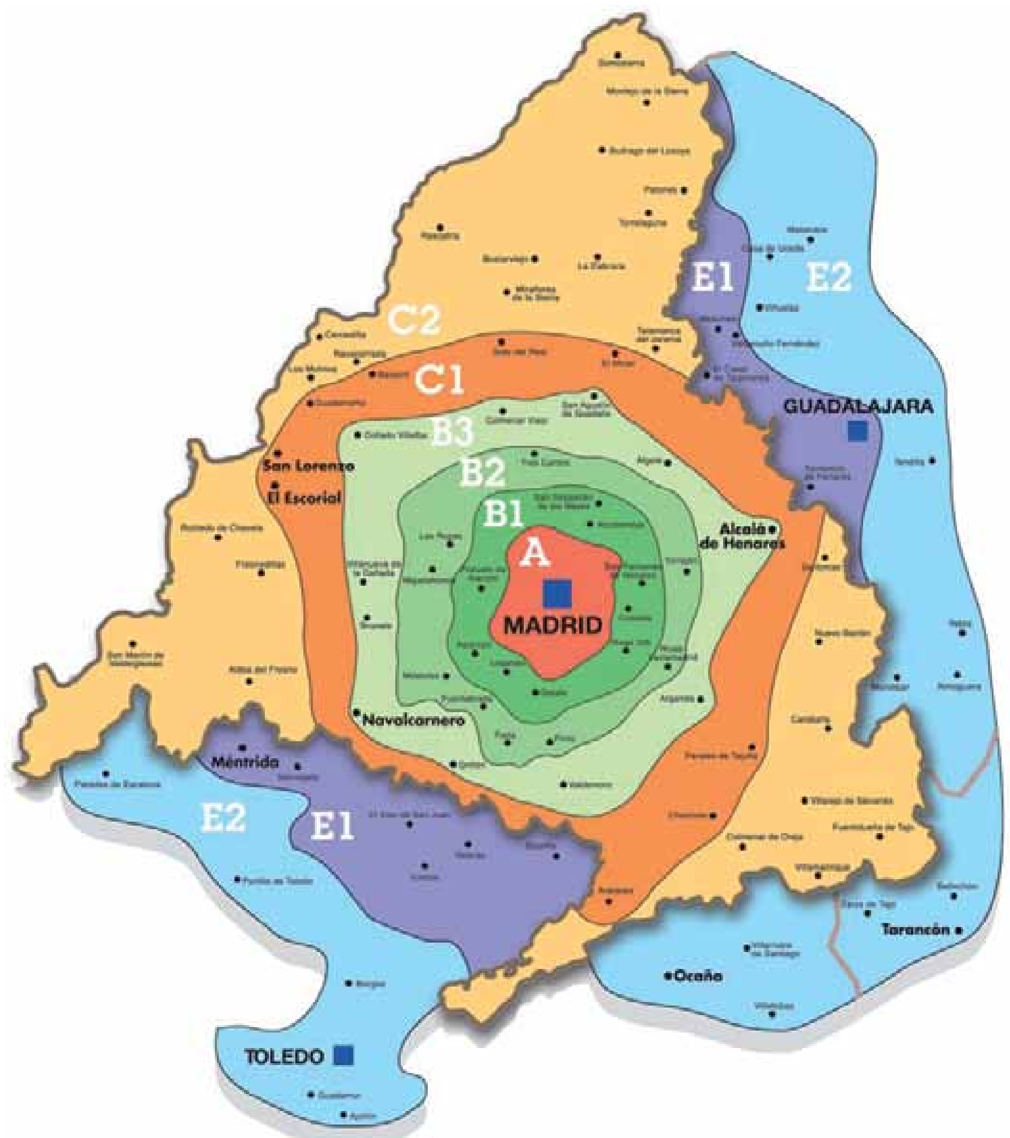
Zoning

The Region of Madrid is divided into six fare zones:

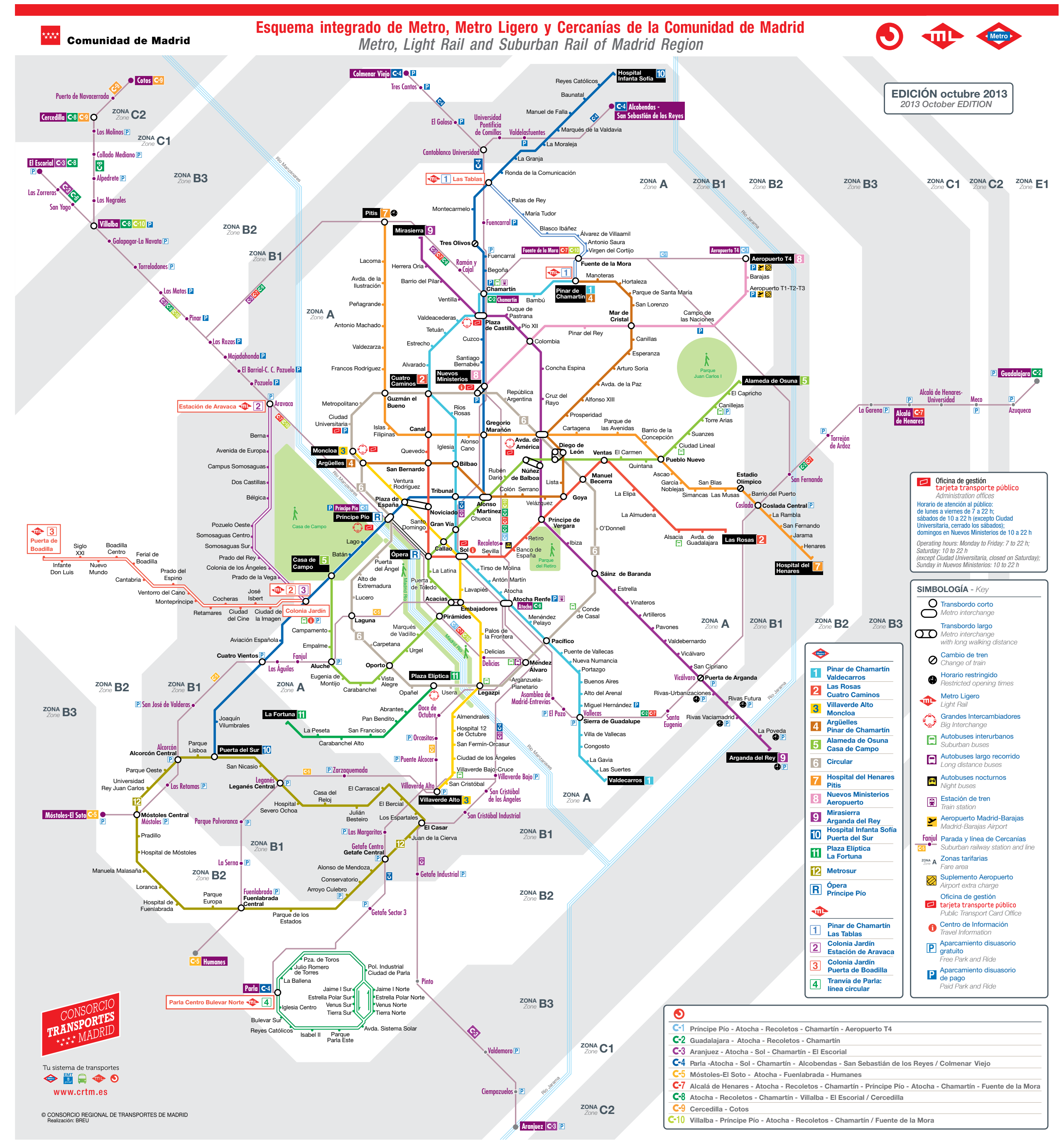
- The central zone (A), which coincides almost exactly with the city of Madrid.
- Three metropolitan zones (B1, B2 and B3), which encompass 8, 14 and 27 municipalities, respectively.
- Two zones (C1 and C2) which complete the area within the regional boundaries and service the populations of another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

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



MAP OF THE METRO, LIGHT RAIL AND RENFE-CERCANÍAS NETWORKS



Ticket Types

There are three basic types of public transport tickets:

- A single-use ticket, issued by each operator, targeted at the occasional user and purchased on the spot. Metro de Madrid and the metro and light rail concessions with connections to the network issue a combined single-use ticket which is valid for all these services.

- An advance-purchase 10-journey ticket aimed at fairly regular users. Zone A includes two types of ticket within this category: a multi-modal ticket (metrobus), which is valid for use throughout the Metro, EMT and ML1, and the ten journey bus pass, exclusively valid for transfers within the EMT, making it possible to change routes within a period of one hour from the first validation. Finally, we have the multi-operator ten journey ticket (unified bus passes) which can be used with any transport operator of urban and suburban road-based services. There is also a combined 10-journey ticket, similar to the combined single use ticket, which can be used on connected metro and light rail services. All of these tickets incorporate Edmonton technology, with the exception of the contactless disposable EMT+EMT 10 journey ticket.

- There is an individual, multi-modal ticket for unlimited use within a given time period and zone. It is called a Travel Card and it is targeted at regular users. Like the 10-journey ticket, it is purchased in advance. Part of the operational characteristics of this ticket has been modified with the introduction of the new contactless travel card, as described below.

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

Travel Card

The defining characteristic of the Travel Card is total fare integration across the entire system. There are three categories, depending on the holder's age: Standard (23 to 64), Youth (under 23) and Senior (65+). The validity period for all categories is one calendar month, although there are also Annual Travel Cards for the Standard and Senior categories. However, as already mentioned, the implementation of the new contactless Public Transport Travel Card mode for ticketing has modified part of the characteristics of the same, as will be described in the corresponding section.

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

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

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

There are also Tourist Travel Cards for unlimited use which are targeted at the floating population. They are issued in two separate zone categories: Zone A cards and T cards (for all zones except the exterior zones). Each one is available for five time periods: 1, 2, 3, 5 and 7 days.
Lastly, the Alcalá University Travel Card is specifically for students and staff at the said university, and allows the user to travel between its campuses in Guadalajara and Alcalá de Henares.

Concessionary Fares

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

- Large Families
- Persons with a disability index of 65% or more
- Persons who are over 65 or disabled, living in the city of Madrid and whose personal income is lower than the IPREM (Multiplier Effect on index of revenue) (7,455.14 Euros per year in 2012).

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

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

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

The Distribution Network

The ticket sales network follows two basic criteria: accessibility to it is guaranteed to users throughout the region and it must be close to the transport system.

There are two large groups of distributors:

- The transport operators
- Networks outside of the operators

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

Multi-modal and multi-operator tickets, which are owned by the CRTM, are sold in the metro network and in two networks outside of the operators: the Estanco (tobacco shops) network and the newspaper kiosk network of the city of Madrid. These form a network with the following sales points:

TRAVEL CARDS

- 1,485 sales points (automated sales machines plus ticket desks) in 331 stations in the metro network.
- 1,070 Estancos: 656 in the city of Madrid and 414 in the rest of the region.

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

METROBÚS TICKETS

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

- 1,485 sales points (automated sales machines plus ticket desks) in 331 stations in the metro network and on Line ML1.
- 656 Estancos and 561 newspaper kiosks in the city of Madrid.

10 JOURNEY EMT TICKET INCLUDING TRANFERS

- 103 estancos in the city of Madrid
- 121 newspaper kiosks in the city of Madrid

UNIFIED BUS PASSES

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

- 722 Estancos, 329 in the city of Madrid and 393 in the rest of the region.
- 42 newspaper kiosks in the city of Madrid.
- The Príncipe Pío, Plaza de Castilla, Moncloa and Plaza Elíptica Interchanges.

Concessionary tickets (Blue Cards and Travel cards with discounts) are limited to sale in 283 newspaper kiosks in the city of Madrid and 603 Estancos in the entire region, respectively.

Prices

There were two fare modifications during 2012. The first came into force on the 1st of May, with the exception of the single-use ticket Zone A of Metro de Madrid, - which started being applied on the 26th of June – and the second on the 1st of September as a consequence of the repercussion (except on single tickets) of the increase of VAT from 8 to 10% approved by the Spanish Government. These changes meant that different prices were in force during three periods over the year, as shown below.

TRAVEL CARD PRICES

TRAVEL CARD PRICES (by fare zone)

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	47,60 €	55,50 €	62,70 €	71,40 €	77,90 €	86,40 €	41,80 €	96,20 €	114,80 €
	1st of May	51,3 0 €	59,80 €	67,60 €	77,00 €	84,00 €	93,20 €	45,00 €	103,80 €	123,80 €
	1st of September	52,20 €	60,90 €	68,80 €	78,40 €	85,50 €	94,90 €	45,80 €	105,70 €	126,00 €
Youth	1st of January	30,50 €	34,60 €	39,30 €	44,90 €	49,00 €	53,90 €	26,50 €	68,20 €	84,90 €
	1st of May	32,90 €	37,30 €	42,30 €	48,40 €	52,80 €	58,10 €	28,50 €	74,80 €	93,10 €
	1st of September	33,50 €	37,90 €	43,00 €	49,30 €	53,70 €	59,10 €	29,00 €	78,30 €	78,30 €
Senior	1st of January				10,90 €					
	1st of May				11,60 €					
	1st of September				12,30 €					
Standard Annual (1)		523,60 €	610,50 €	689,70 €	785,40 €	856,90 €	950,40 €	--	--	--
Senior Annual (1)					119,90 €					

(1) The price of Annual Travel 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 Travel Card for each zone. Price = (No. of months remaining -1) x price of a Monthly Travel Card.

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

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	38,10 €	44,40 €	50,20 €	57,10 €	62,30 €	69,10 €	33,40 €	77,00 €	91,80 €
	1st of May	41,00 €	47,80 €	54,10 €	61,60 €	67,20 €	74,60 €	36,00 €	83,00 €	99,00 €
	1st of September	41,80 €	48,70 €	55,00 €	62,70 €	68,40 €	75,90 €	36,60 €	84,60 €	100,80 €
Youth	1st of January	24,40 €	27,70 €	31,40 €	35,90 €	39,20 €	43,10 €	21,20 €	54,60 €	67,90 €
	1st of May	26,30 €	29,80 €	33,80 €	38,70 €	42,20 €	46,50 €	22,80 €	58,80 €	73,20 €
	1st of September	26,80 €	30,30 €	34,40 €	39,40 €	43,00 €	47,30 €	23,20 €	59,80 €	74,50 €
Senior	1st of January				8,70 €				--	--
	1st of May				9,30 €				--	--
	1st of September				9,40 €				--	--

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

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	23,80 €	27,80 €	31,40 €	35,70 €	39,00 €	43,20 €	20,90 €	48,10 €	57,40 €
	1st of May	25,70 €	29,90 €	33,80 €	38,50 €	42,00 €	46,60 €	22,50 €	51,90 €	61,90 €
	1st of September	26,10 €	30,50 €	34,40 €	39,20 €	42,80 €	47,50 €	22,90 €	52,90 €	63,00 €
Youth	1st of January	15,30 €	17,30 €	19,70 €	22,50 €	24,50 €	27,00 €	13,30 €	34,10 €	42,50 €
	1st of May	16,50 €	18,70 €	21,20 €	24,20 €	26,40 €	29,10	14,30 €	36,80 €	45,80 €
	1st of September	16,80 €	19,00 €	21,50 €	24,60 €	26,90 €	29,60 €	14,50 €	37,40 €	46,60 €
Senior	1st of January				5,40 €				--	--
	1st of May				5,80 €				--	--
	1st of September				5,90 €				--	--

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

Travel Card		A	B1	B2	B3	C1	C2	Inter-zonal Tickets B1-B2, B2-B3, B3-C1, C1-C2	E1	E2
Standard	1st of January	38,10 €	44,40 €	50,20 €	57,10 €	62,30 €	69,10 €	33,40 €	77,00 €	91,80 €
	1st of May	41,00 €	47,80 €	54,10 €	61,60 €	67,20 €	74,60 €	36,00 €	83,00 €	99,00 €
	1st of September	41,80 €	48,70 €	55,00 €	62,70 €	68,40 €	75,90 €	36,60 €	84,60 €	100,80 €
Youth	1st of January	24,40 €	27,70 €	31,40 €	35,90 €	39,20 €	43,10 €	21,20 €	54,60 €	67,90 €
	1st of May	26,30 €	29,80 €	33,80 €	38,70 €	42,20 €	46,50 €	22,80 €	58,80 €	73,20 €
	1st of September	26,80 €	30,30 €	34,40 €	39,40 €	43,00 €	47,30 €	23,20 €	59,80 €	74,50
Senior	1st of January				8,70 €				--	--
	1st of May				9,30 €				--	--
	1st of September				9,40 €				--	--

OTHER TYPES OF TRAVEL CARDS

Blue Card	1st of January	5,50 €	Alcalá University Card	1st of January	17,00 €
	1st of May	5,80 €		1st of May	19,00 €
	1st of September	5,90 €		1st of September	19,30 €

TOURIST CARDS AND CONGRESS TOURIST CARDS

Tourist cards (1)	1st of January	1st of May	Congress tourist cards	1st of January	1st of May
A Zone (1 day)	6,00 €	8,00 €	Congress A Zone (1 day)	4,20 €	5,60 €
A Zone (2 days)	10,00 €	13,40 €	Congress A Zone (2 days)	7,00 €	9,40 €
A Zone (3 days)	13,00 €	17,40 €	Congress A Zone (3 days)	9,10 €	12,20 €
A Zone (5 days)	19,00 €	25,40 €	Congress A Zone (5 days)	13,30 €	17,80 €
A Zone (7 days)	25,00 €	33,40 €	Congress A Zone (7 days)	17,50 €	23,40 €
T Zone (1 day)	12,00 €	16,00 €	Congress T Zone (1 day)	8,40 €	11,20 €
T Zone (2 days)	20,00 €	26,80 €	Congress T Zone (2 days)	14,00 €	18,75 €
T Zone (3 days)	25,00 €	33,40 €	Congress T Zone (3 days)	17,50 €	23,40 €
T Zone (5 days)	36,00 €	48,00 €	Congress T Zone (5 days)	25,20 €	33,60 €
T Zone (7 days)	50,00 €	66,80 €	Congress T Zone (7 days)	35,00 €	46,75 €

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

METRO, EMT, LIGHT RAIL AND PARLA TRAMWAY FARES

Single-use ticket	1st of January	1st of May
EMT ticket	1,50 €	1,50 €
Metro (Metro de Madrid and ML1 (1) ticket	1,50 €	1,50-2,00 €
Metro (MetroSur, MetroNorte-MetroEste) ticket	1,50 €	1,50 €
TMF ticket	1,50 €	2,00 €
Metro Ligero- Light Rail- Oeste (ML2-ML3) ticket	1,50 €	2,00 €
Parla Tramway ticket	1,10 €	1,30 €
Combined Metro ticket	2,00 €	3,00 €

(1) : journeys covering up to 5 stations or less 1,50 €
Journeys covering from 6 to 9 stations: an additional 0,10 € per station
Journeys covering 10 or more stations 2,00 €

10-Journey Tickets	1st of January	1st of May	1st of September
Metrobús ticket	9,30 €	12,00 €	12,20 €
EMT Ticket with transfer	--	18,00 €	18,30 €
MetroSur-MetroNorte-Metro-Este-TFM ticket	9,30 €	11,00 €	11,20 €
TMF ticket	9,30 €	12,00 €	12,20 €
ML2 and ML3 ticket	9,30 €	12,00 €	12,20 €
Parla Tramway ticket	7,00 €	8,40 €	8,50 €
Combined Metro ticket	15,00 €	18,00 €	18,30 €

Airport origin/destination Tickets	1st of January	1st of August
Metro Airport Ticket Surcharge	1,00 €	3,00 €
Single-Use Airport Express Bus ticket	2,00 €	5,00 €

SUBURBAN BUS FARES

Zones	Single-Use Tickets		10-Journey Tickets		Monthly Tickets	
Zone relationship	1st of January	1st of May	1st of September	1st of January	1st of May	1st of September
A-A	1,10 €	1,50 €	1,50 €	--	--	--
A-B1 B1-B2 B2-B3 B3-C1 C1-C2	1,60 €	2,00 €	2,00 €	10,00 €	12,00 €	12,20 €
A-B2 B1-B3 B2-C1 B3-C2	2,10 €	2,60 €	2,60 €	13,20 €	15,80 €	16,10 €
A-B3 B1-C1 B2-C2	3,00 €	3,60 €	3,60 €	19,00 €	22,60 €	23,00 €
A-C1 B1-C2	3,50 €	4,20 €	4,20 €	24,50 €	29,15 €	29,70 €
A-C2	4,30 €	5,10 €	5,10 €	31,00 €	36,75 €	37,40 €
B1-B1 B2-B2 B3-B3 C1-C1 C2-C2	1,10 €	1,30 €	1,30 €	7,00 €	8,40 €	8,50 €

RENFE - CERCANÍAS FARES

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

RENFE- CERCANÍAS FARES

Zones	Single-Use Tickets			10-Journey Tickets			Monthly Tickets		
	January	May	September	January	May	September	January	May	September
One/Two zones	1,35 €	1,50 €	1,55 €	7,40 €	9,30 €	9,45 €	26,60 €	26,60 €	27,10 €
Three zones	1,50 €	1,65 €	1,70 €	11,30 €	12,60 €	12,85 €	33,75 €	33,75 €	34,40 €
Four zones	2,15 €	2,40 €	2,45 €	17,15 €	17,15 €	17,45 €	54,35 €	54,35 €	55,35 €
Five zones	2,80 €	3,2 €	3,25 €	21,15 €	22,40 €	22,80 €	63,10 €	63,10 €	64,30 €
Six zones	3,35 €	3,80 €	3,85 €	26,25 €	26,25 €	26,75 €	74,35 €	74,35 €	75,75 €
Seven zones	4,40 €	5,05 €	5,15 €	32,40 €	35,35 €	36,00 €	85,30 €	85,30 €	86,90 €
Green zone(1)	6,20 €	8,00 €	8,15 €	--	--	--	By zones		

THE NEW PUBLIC TRANSPORT CARD

The new Public Transport Card was introduced on the 3rd of May 2012 for users of the monthly youth season ticket in Zone A.

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

The process of implementation was started in Zone A and involved two different procedures, depending on whether the users already possessed a magnetic Travel Card or were joining the system for the first time.

Users of magnetic Travel Cards were granted a period of 3 months to request the substitution of their cards, free of charge, either by going in person to one of the estancos included in the Zone A network or via Internet. They were also offered the possibility of requesting the change by post. These cards were delivered within a period of approximately 20 days.

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

The process started with users of the Youth Card (Zone A), who were given until the 31st of July to renew free of charge. The magnetic card for this group of users was definitively taken out of service on the 30th of November, which means that the magnetic cards for December 2012 were not put on sale.

The 15th of October saw the start of the introduction of the card among users of the Standard Card for Zone A. Current users of the Travel Card were also granted a period of 3 months to carry out the change free of charge.

An extensive network of offices and estancos has been placed at the disposal of users for the management and personalised processing of the distribution of the new card. In all, new users of the system had at their disposal one office situated in the CRTM itself and another 8 in Metro stations and interchanges, with the addition of 11 estancos before the end of the year. The network for the replacement of cards by users who were already using the Transport Card has made it possible to carry out this operation in 717 estancos, 543 of them in the City of Madrid, as well as via Internet using the website www.tarjetatransportepublico.es.

During 2012 it was possible to top up the Public Transport Card in 198 of the 238 metro network stations, as well as in that of the authorised estancos mentioned above.

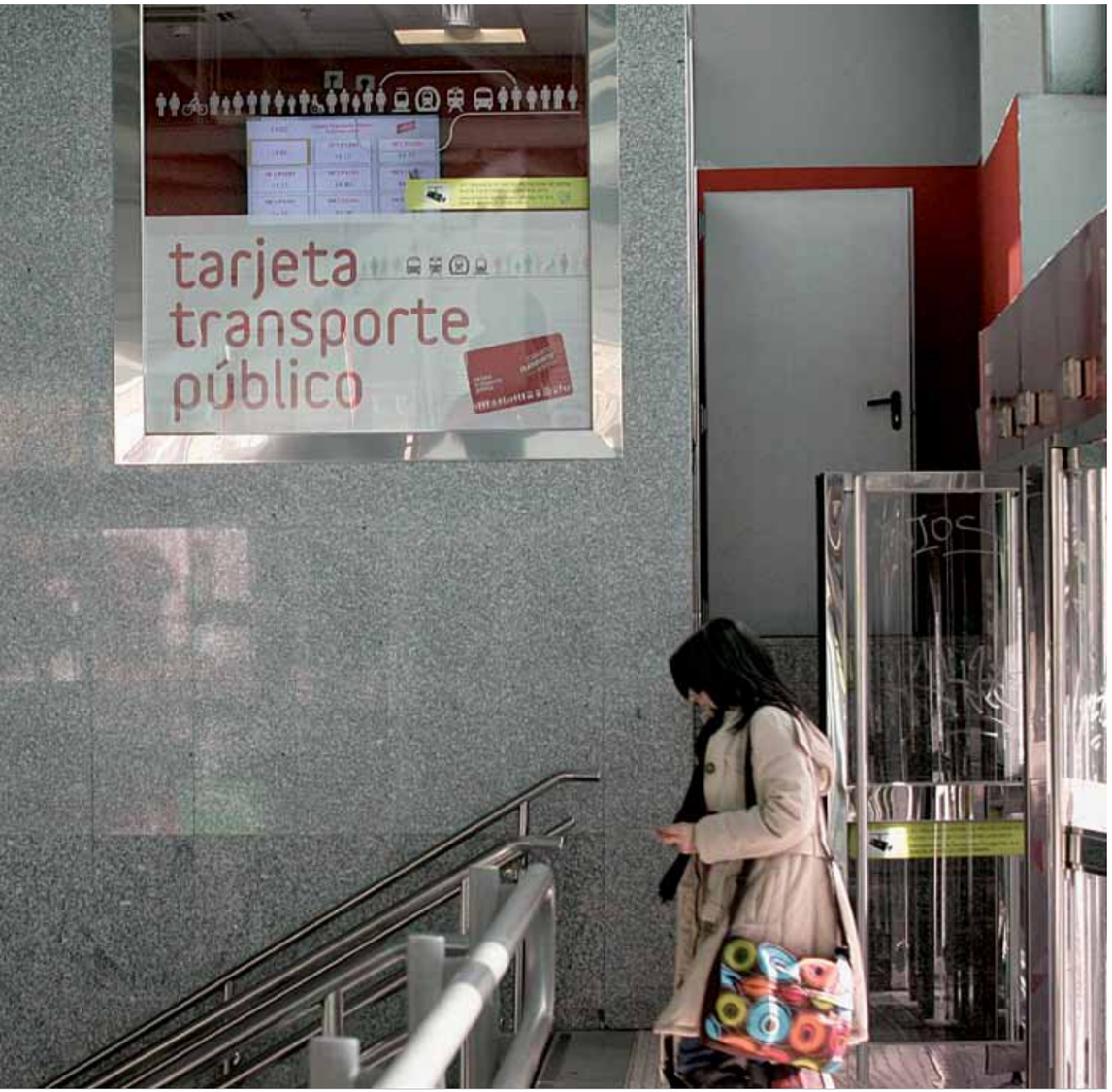
The tables below show the monthly evolution of the new contactless cards held by users over the entire year (2012), distinguishing between the different distribution channels (Internet, processing offices, network of estancos and post, and specific actions carried out for attracting clients among the Youth category).

At the end of 2012, 374,903 users were in possession of the new public transport card, approximately one out of five of which were new users of the Travel Card, mainly young people who had acquired it for the first time. In fact, 39% of the young people who acquired the card in 2012 are new users, and only 3% in the case of the standard card. It should, however, be mentioned that at the end of 2012 both the magnetic and contactless systems coexisted for the Standard zone A travel card.

DISTRIBUTION OF APPLICATIONS FOR CARDS BY YOUNG TRAVEL CARD USERS

Monthly distribution	Distribution Channels					
	Actions for attracting clients	Internet	Post	Estancos	Administration offices	Total
May	116	5.726	69	3.715	1.092	10.718
June	945	5.981	198	10.748	2.903	20.775
July	178	8.067	353	13.219	7.002	28.819
August		1.034	157	1.497	5.238	7.926
September		6.474	268	4.103	8.033	18.878
October		6.562	481	8.712	8.340	24.096
November		4.118	0	12.164	6.516	22.798
December		1.329	0	2.359	8.451	12.139
Total	1.239	39.291	1.526	56.517	47.576	146.149

This table shows the applications presented by new users of the public transport card (56,643) and renewals by those already using the Youth Card (89,506). Although they also had the option of processing their applications via Internet, the majority of new users opted for doing this through a management office (84%). However, there was a distinct increase in the use of Internet (34%), among those who were already users, but the majority went to the estancos (63%).



DISTRIBUTION OF APPLICATIONS FOR CARDS BY STANDARD TRAVEL CARD USERS

Monthly distribution	Distribution Channels				
	Internet	Post	Estancos	Administration offices	Total
October	23.392	729	25.996	571	50.688
November	27.238	0	79.661	2.721	109.620
December	21.207	0	45.060	2.179	68.446
Total	71.837	729	150.717	5.471	228.754

This other table shows how the majority of applications submitted for new cards by users of the Standard Card have either been processed in estancos (66%) or via Internet (31%). As already mentioned, the incidence in the other channels has been lower, due to the incorporation of fewer new users.

A direct survey was carried out in November in order obtain the opinion of users of the Youth Card regarding the new format. The results of this survey, carried out among 400 new and old users of the Youth Transport Card, were favourable in respect of the new card. The overall evaluation of the latter is 8.17 out of 10. Users especially appreciate some functions provided by the technology used in this medium, such as the “the possibility of recovering days in the case of loss or theft”, or “not having to substitute the card due to a change of zone or user profile”. In fact, the majority (87%) indicate a preference for the new card in comparison with the previous one.

The main advantage of the card is its convenience. This is expressed, either by the fact that it allows for a more rapid validation or that it is more convenient and practical. This positive feedback shows that somewhere over half of them have no problems with it, although 23% think that contactless validation sometimes causes problems.

The procedure established for processing the card has received a positive score or 7.8 points out of ten, as has the information provided for the same 7.43. However, in the opinion of users of Youth Card, it would be necessary to improve delivery dates and increase the number of top up points.

2.3. The infrastructure network

Interchanges

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

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

The big interchange stations are different from the other two groups because they are actual infrastructures which were built, above or below ground, at strategic points between networks of different modes of transport metropolitan-regional and urban. Their objective is to improve modal interchange efficiency, safety, accessibility and quality. As shown on the map below, they are usually located on the major access roads to Madrid, thus linking with the services offered by the associated suburban bus routes.

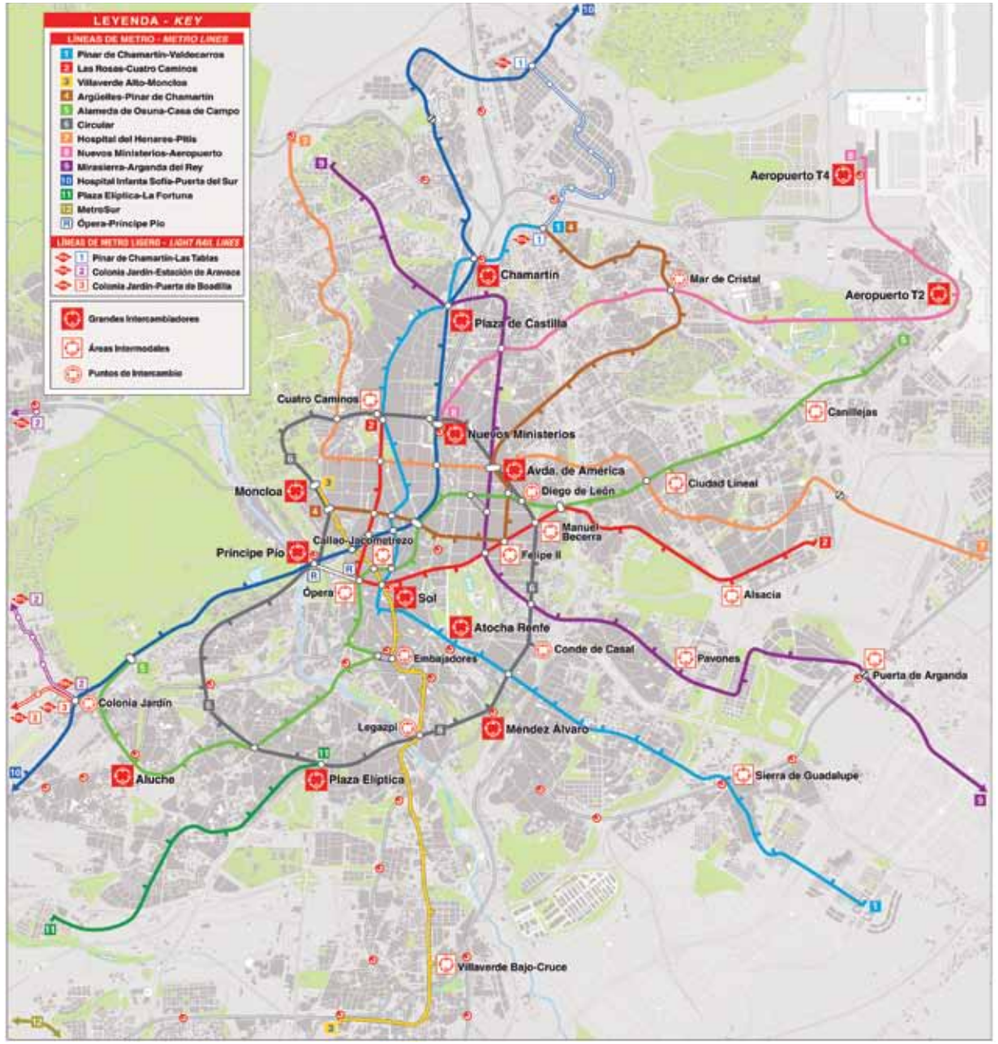
The inter-modal areas are urban areas located at an appropriate linking point between networks of different modes of transport. They improve inter-modal interchange efficiency, safety and accessibility. While the major interchange stations play a vital role in terms of the access to and dispersion of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

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

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

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

LOCATION OF INTERCHANGES ACCORDING TO TYPE



PROVISION OF SERVICES IN MAJOR INTERCHANGES

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

PROVISION OF SERVICES IN INTER-MODAL AREAS

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

PROVISION OF SERVICES AT INTERCHANGE POINTS

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

Park-And-Ride Facilities

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

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

In 2012, the Renfe-Cercanías network had 56 car parks, 7 of which have more than 1,000 spaces, with a total of 20,758 spaces in all.

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

P: Paying parking facilities

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

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

The CRTM currently manages 2,785 parking spaces and is maintaining conversations with different administrations for the medium term development of a car park network. To sum up, the Region of Madrid has a total of 28,527 incentive parking spaces which improve mobility and favour the use of public transport. These parking spaces are divided as follows:

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

Bus Stop Infrastructure

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

In 2012, 93 new bus shelters were installed in the Region of Madrid: 17 New Consortium models and 76 Enthoven models.

When new shelters are 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 shelters, in 2012 the CRTM moved 79 shelters from which 23 were at the request of different companies. Excepting the city of Madrid, the total number of shelters in 2012 was 3,047. Their distribution by municipality is shown on the corresponding map.

Meanwhile, 472 new bus stop poles were installed and 229 were replaced, bringing the total number of poles at suburban bus stops to 4,727.

With regards to the capital, as of the 31st of December 2012 there were 4,205 shelters, which is over three quarters of all bus stops in the city, and 1,162 poles. These figures apply to stops on both urban routes and suburban routes within the municipal area.

The number of shelters in each municipality in the region of Madrid is shown in the Appendix.

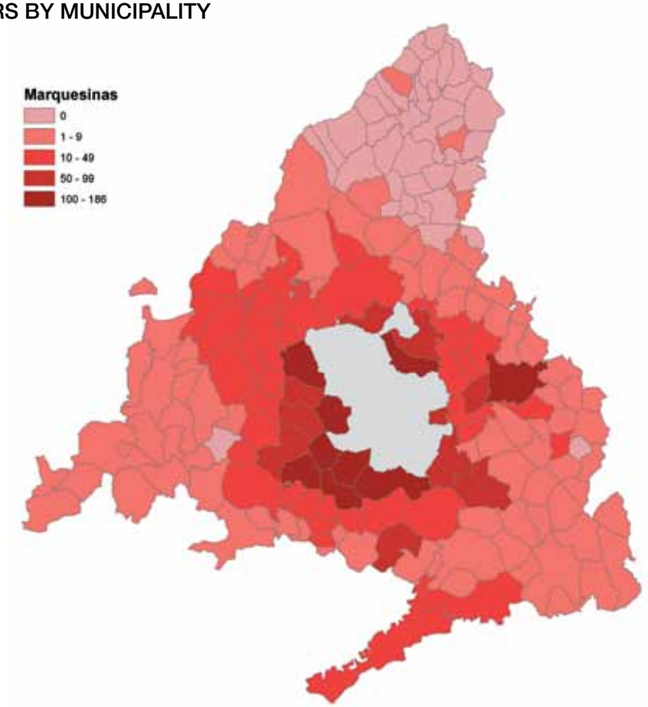
In terms of accessibility, various actions have been carried out including: the movement of 81 shelters to guarantee accessibility; the substitution, in 476 shelters and near 191 poles, of the conventional paving with paving of another colour and texture; the installation of armrests in 458 shelters; and the installation of leaning bars in 505 shelters.

With regards to shelter maintenance and cleaning in the Region of Madrid, 2,168 panels of tempered glass, 260 Plexiglas roofs, 160 Plexiglas half-panels and 21 steel benches were replaced in 2012 and 78,993 complete cleaning operations were carried out. The distribution, by municipality, of the cleaning and maintenance operations can be seen on the corresponding map.

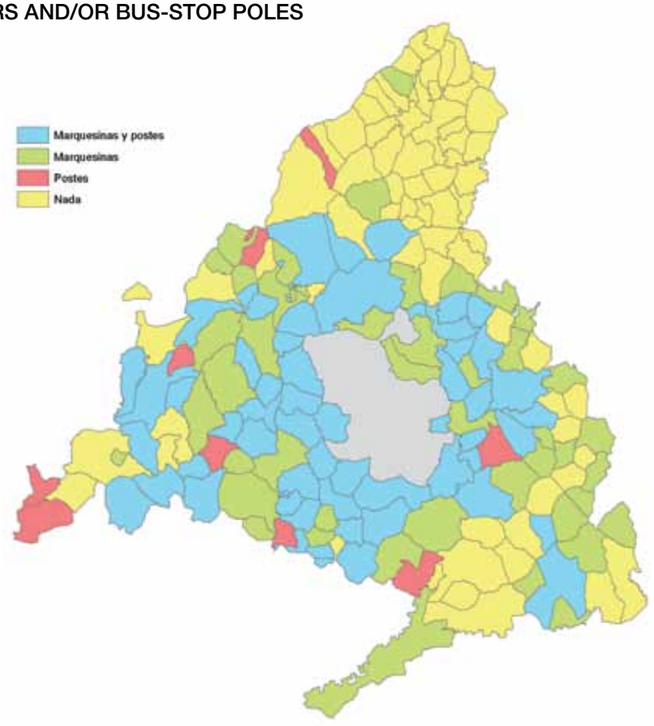
Regarding information, in 2012 timetable and route details were updated at all stops on which some type of action had taken place. This may have involved the reorganisation of the network, changes in the frequency of service or maintenance. Transport information was also posted in Braille in a total of 115 municipalities in order to facilitate the mobility of people with visual impairments.

Furthermore, updated maps of the transport network have been placed in 5 municipalities of the Region of Madrid, Móstoles, Rivas - Vaciamadrid, Torrelodones, Velilla de San Antonio and Villaviciosa de Odón. The substitution of the map of the centre of the different municipalities for that of Madrid Regional transports has continued.

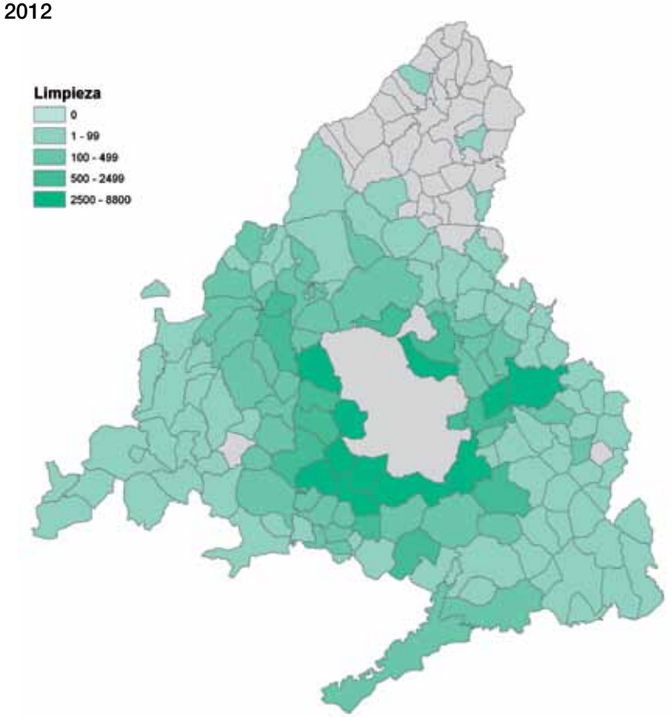
DISTRIBUTION OF SHELTERS BY MUNICIPALITY



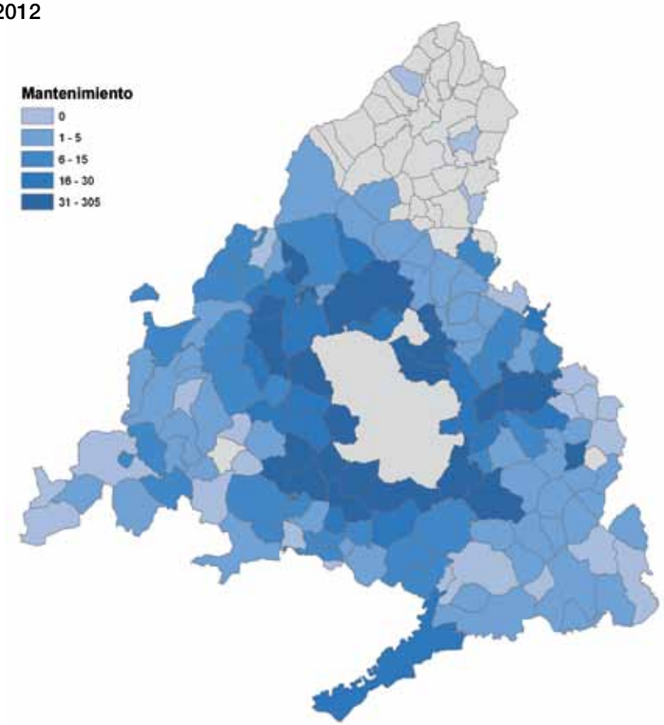
ACCESIBILITY TO SHELTERS AND/OR BUS-STOP POLES



CLEANING OPERATIONS IN 2012



MAINTENANCE WORKS IN 2012



2.4. Intelligent Transport Systems

Integrated Public Transport Management Centre (CITRAM)

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

The ultimate aim of the CITRAM is to monitor and coordinate, in real-time, the various modes of public transport, customers and also the competent agents in the event of incidents or problems in the transport system. In 2012, it further developed action protocols, it made advancements in the integration of signals from transport operators, it developed new computer applications for information.

In 2012 it covered various events, such as the monitoring of the general strikes in March and November. Within the Winter Emergency Plan, the CITRAM supervises compliance with the action protocol signed by each suburban transport company to deal with heavy snow falls.

With regards to the Modernisation Plan of the suburban services, the real time integration of information regarding suburban transport operators in the CRTM has been completed. The CITRAM receives information from the Operational Help Systems (OHS) about all the bus concessionaires integrated into the Centre's own applications.

Smart Travel Card Development And Validation Centre (CDC)

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

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

In 2012 software tools continued to be developed for the analysis of the new requirements of the contactless Smart Travel Card System. Similarly, they have continued incorporating, in accordance with the Suburban Transport Modernisation Plan, the models of every piece of hardware and software application provided to the suburban transport companies with regards to the contact-less ticketing systems, as required in the BIT project. Lastly, it is worth mentioning that all the tests which guarantee compatibility between the new equipment for suburban transport and the rest of the modes of transport have been carried out.

2.5. User information

Transport Information 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).

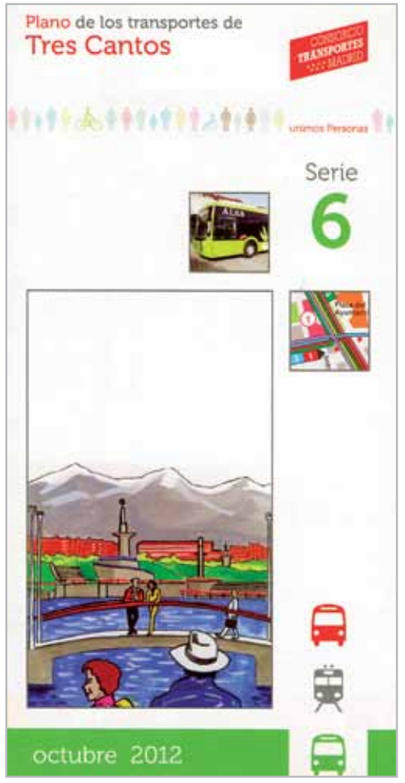
The Transport Map Collection

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

The following information publications were produced in 2012:

- Series 1a: Metro network

Editions published in the months of July, November and December 2012. The CRTM was responsible for the updating of these editions, whose printing was financed by sponsors.



- **Series 6: Municipality transport guides**
  - Transport guide of Móstoles
  - Transport guide of Torrelodones
  - Transport guide of Rivas Vaciamadrid
  - Transport guide of Tres Cantos
  - Transport guide of Villaviciosa de Odón

  (only in PDF format)

  The printing of two of these guides (Móstoles and Rivas Vaciamadrid) was financed by sponsors, while the CRTM was responsible for updating them.

- **Series i: Information leaflets and publications**

These are leaflets published in different formats as a support for different events or to provide information on specific new developments within the transport network.

- Leaflet: new EMT line 177, Plaza de Castilla - Marqués deViana
- Leaflet: follow the Madrid Rock & Roll Marathon on public transport
- Leaflet: unified urban and suburban bus pass prices
- Leaflet. Travel Card prices
- Leaflet: instructions for the new public transport card.
- Annual report of the Consorcio Regional de Transportes de Madrid (CRTM) 2011

During 2012 work was also continued on the preparation and implementation of the Manual for the Standardisation of Signage on CRTM Suburban Buses.

Information Technology

With regards to the improvement of the user information systems, 2012 saw the continued development of the new website and the integration into the Google database of information concerning the services of the public transport system in the Region of Madrid.

Regarding the former, works have continued to migrate the current CRTM website, www.crtm.es, to new a platform based on web services. This will enable most of the contents on this new site to be re-used on different devices and consulted via different applications.

Regarding the latter, the CRTM has continued to work with Google to keep all the information concerning the services of the public transport system in the Region of Madrid up-to-date in Google tools. These tools include Google Transit, which shows users the journey between two locations. All the user has to do is to enter his/her origin and destination in Google Maps and the tool calculates the possible routes and the duration of the journey on public transport.

2.6. Accessibility

In 2012, the promotion of Universal Accessibility on public transport in the Region of Madrid has continued to be affected by the severe restrictions imposed by the economic situation. Despite this, the snapshot of the overall view is encouraging, since the most representative figures of the situation have been maintained and, in some cases, improved in respect to last year, as can be appreciated in the table of synthesised global figures for 2012.

SYNTHESISED GLOBAL FIGURES FOR UNIVERSAL ACCESSIBILITY IN PUBLIC TRANSPORT IN THE REGION OF MADRID.
(As of the 31st of December 2012)

METRO (*)	
Total number of stations/network:	238
Total number of stations/network with universal accessibility measures	124
Total number of stations/network with Universal accessibility (universal measures+lifts)	91
Stations with lifts or ramps:	64%
LIGHT RAIL AND TRAMWAY	
Total number of stations/network:	56
Stations/network with accesible stops	100%
EMT BUSES OF MADRID	
Total fleet:	2.000 autobuses
Accessible fleet:	100%
Variable Message Panels	352
SUBURBAN AND URBAN BUSES IN OTHER MUNICIPALITIES	
Total fleet:	1.998 autobuses
Accessible fleet:	100%
Park with pictographic sign posts of accesibility measures	50 %

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

EMT

It is worth noting that, after reaching the main goal of an entire fleet of accessible urban and suburban buses and having addressed, in previous years, the increasing improvement of the implementation of all types of measures for accessibility, a very interesting new route is now being followed to promote information about accessible transport via ICTs (Information and Communication Technologies). These have a very low cost but imply a high capitalization for the company. The clearest example can be observed in the “projects on the lines of commitment to universal accessibility and accessible technologies via the EMT’s own and other EMT certified Smartphone applications.”

At the end of the year, the EMT gave an impulse to the Open data platform with the intention of providing third parties with information concerning the operation of the service, encouraging the development of new phone applications and integration into external information systems.

As of that moment, a series of Smartphone or Web apps, either developed by the EMT itself of certified by it, have started to appear. These favour the information provided to the passenger, especially those who suffer from some type of disability, by providing them with transport information via universal and usable devices. They are as follows:

- Waiting time Web widgets
- Madrid Metro/Bus/Cercanías Apps for Android
- Urban Step-Madrid for Android
- Madrid transports for Android
- Moovit for Android and IOS
- Madrid Bus for Android and IOS
- GoBusMadrid IOS system
- My stops for Windows Phone

Generally speaking, the intuitive usability of these applications allows you to insert information regarding waiting time for EMT buses into your own Web, exactly as it appears on the Variable Message Panels (VMP) installed in some of the EMT bus stops, or to calculate the most adequate public transport route in real time, based on your point of origin, including the distance to the nearest stop and the time the next bus is due.

On the other hand, the Madrid EMT continues to work on projects following the line of commitment with Universal Accessibility and accessible information and communication technologies onboard buses in Madrid, its participation in the “Con Signs” (With signs) project being worthy of mention.

“Con signos” (With signs) is an experimental project whose aim is to create and put into operation an avatar in 3D equipped with voice recognition which will translate the sounds into Spanish sign language. The idea is to be able to apply this technology to facilitate the access of the deaf or people with auditory disabilities to public transport and tourism services.

‘ConSignos’ (With Signs) is an initiative created at the end of 2010 within the framework Ministry of Industry, Tourism and Commerce’s 2010-2012 Plan Avanza.

The EMT has, for some time, been helping to specify the requirements of this system for urban surface transport by defining the language used for providing information to the client, in order to carry out the translation.

METRO

The installation of high-contrast (yellow) textured slabs with a luminous strip to indicate the edges of the platforms has been continued to include the last two stations, Batán and Lago, where the pavement had not been installed. In these cases ceramic pavements were used.

Within the scope of technological based activities, the pilot project for blind people carried out at the Colombia station for a "Guidance System" based on electromagnetic pathways is worthy of mention.

This system allows the user to reach the desired platform on his/her own, along lobbies, stairs and passageways, with the sole aid of a small receiver which emits a vibration. The blind person immediately realises that he/she has left the route because the device stops vibrating.

The system guides the user to the first of a series of information stands (developed by Metro de Madrid) distributed throughout the station, where he/she can situate him/herself thanks to a relief map with texts in Braille and, push the button corresponding to the desired destination, which he/she can hear from a voice issuing from the stand. In this way he/she can be guided by the device following underground routes which lead the user via stairs, lifts and passageways until he/she reaches the required platform.

The latest version of the provisional document of the "Proyecto de Señalización de Metro" (Metro Signage Project), developed by the Arcadi and Moradiel Design Studio, is being analysed. The CERMI (Spanish Committee of Representatives of Persons of Disabilities) has proposed improvements to a monographic work on the signage of lifts carried out by the CRTM, concerning the contributions of the Technical Commissions for Accessibility of the Council for the Promotion of Accessibility and the Removal of Barriers in the Region of Madrid, thus continuing with the improvements undertaken in collaboration with Metro de Madrid and the design studio.

SUBURBAN AND URBAN BUSES IN MUNICIPALITIES OTHER THAN MADRID

More than 50% of the fleet is already equipped with the complete new system of pictographic signs regarding accessibility features.

TRANSPORT INTERCHANGES

Some of the accessibility features of the Avenida de América Interchange, which is being remodelled, especially as regards signage, are being adjusted.

- Passenger assistance point.
- Signage.
- Pathway criteria.
- External pavement pathways.
- Future on screen and acoustic information in real time (this will not be feasible for some time to come).
- Etcetera.

In line with its aims and functions, as well as its normal activities, which have had great repercussions as regards accessibility, in December 2012, the CRTM organised the "The First Fortnight dedicated to Accessibility on Public Transport", in order to promote and reinforce the importance of activities carried out prior to the International Day of Persons with Disabilities. These include different acts among which, one of the most important was the First Training Course on Accessibility aimed at Suburban Bus Line Concessionary Companies. These were taught by technicians from the Department of Mobility and Accessibility, with the help of a Teaching guide, specifically prepared for this purpose, and distributed to all the operating companies.

The CRTM, as administrative authority of Public Transport in the Region of Madrid, and an entity which is very aware of the principles of universal accessibility and design for all, has also carried out the following actions in 2012:

- Participation of the CRTM as a Member of the Council for the Promotion of Accessibility and the Removal of Barriers in the Region of Madrid.
- Participation in the Technical Committees of the Council for the Promotion of Accessibility and the Removal of Barriers; Railway transport, Road Transport, Transport Interchanges; Urban planning and Building and legislation.
- Elaboration, within the framework of the Transport Technical Committee, of the Guideline document which includes all the technical specifications necessary for the correct design and adequate implementation of pathways in fixed transport infrastructures, included within the sphere of compliance with Decree 13, 2007, which develops the

Technical regulation of the Law on Accessibility in the Region of Madrid. This is now very advanced and quite close to completion.

- Execution of the agreement for collaboration and participation in the teaching of the Postgraduate Course “Universal Accessibility and Design for All” offered by the Autonomous University of Madrid”.
- Participation as a Member of the Consultative Committee of the Observatory for Innovation in Universal Design of the La Salle Innovation Park of Madrid.
- A Sign Language Interpretation On-line Video Service (the SOL Project) at CRTM public information desks.
- Participation in the State Reference Centre for Personal Autonomy and Technical Aid (CEAPAT) work group for the elaboration of a manual on the accessibility to transport of people with an intellectual disability.
- Participation in the State Reference Centre for Personal Autonomy and Technical Aid (CEAPAT) work group for the elaboration of a manual on the easy reading of the Transport system of the Region of Madrid’s fare information.
- Participation, as members of the Jury for the “Universal Accessibility and Design for All” Prizes awarded by the 3M Foundation and the La Salle Innovation Park of Services for People

3

THE PASSENGERS

3 THE PASSENGERS

3.1 Socio-economic baseline figures

The Region of Madrid covers an area of 8,030 km2 and, on the 1st of January 2012 it had a population of 6,489,560 inhabitants, practically the same as that registered in the previous year (-0.11%).

The territorial distribution of the population maintains the tendency, appreciated in previous years, of migration to metropolitan areas with the result that, for the first time, the municipality of Madrid had fewer residents than the rest of the Region.

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

Geographic distribution	Population	Density (inhab/km^2)	Population <23 years	Population 23-64 years	Population ≥23 years
Total	6.498.560	809	23,0 %	61,6 %	15,3 %
Zone A	3.233.527 (49,8 %)	5.348	20,5 %	60,2 %	19,4 %
Zone B	2.797.454 (43,0 %)	2.055	25,4 %	63,5 %	11,1 %
Zone C	467,579 (7,2 %)	87	26,0 %	60,9 %	13,1 %

The representation of the immigrant population, whose contribution to the demographic growth experienced over the last few years was decisive, has lost almost one percentage point during the last year and, in 2012, represented 15.6% of the total population.

One of the causes which explains this fall is the impact of the economic crisis. During 2012, the employment rate in the Region of Madrid has been practically the same, 64.2% of the population, while unemployment has increased by 76,000 people, thus representing 19% of the active population, 2.3 points above that of the previous year.

Meanwhile, the GDP per capita has been reduced by 1.5%, being situated at 29,385 euros in 2012. This descent is slightly higher than that registered in the country as a whole (-1.3%), while the evolution of the regional CPI was the same as the national average, 2.4%.

The number of vehicles also continued on a downward trend, with 668 per 1,000 inhabitants, after reaching it all time high in 2007.

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

3.2 Transport Demand

The total number of journeys made in the public transport system of the Region of Madrid in 2012 rose to 1,429.0 million, which represents a 4.46% decrease in relation to the previous year, or 66.7 million jour¬neys in absolute terms.

This figure represents an average of 220.2 journeys per inhabitant per year, making the Region of Madrid, notwithstanding the fall, a national benchmark in terms of public transport use.

EVOLUTION OF THE ANNUAL DEMAND BY MODE OF TRANSPORT 2002-2012 (MILLIONS)

YEAR	Metro	Urban Buses Madrid (EMT)	Urban Buses in Other Municipalities	Suburban Buses	Light Rail	Renfe Cercanías	TOTAL
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%	0,2%
2008	688,5	429,1	46,8	217,8	14,8	197,4	1.594,4
% VAR 08/07	-0,3%	-6,5%	-0,4%	-2,4%	170,4%	-1,9%	-2,0%
2009	652,9	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	184,3	17,3	181,6	1.482,9
% VAR 10/09	-3,5%	-0,8%	-0,9%	-6,9%	4,4%	-1,3%	-2,8%
2011	637,6	429,3	44,3	185,1	17,4	182,0	1.495,7
% VAR 11/10	1,21%	0,75%	1,63%	0,41%	0,86%	0,25%	0,87%
2012	604,1	408,2	40,9	179,8	15,8	180,3	1.429,0
% VAR 12/11	-5,25%	-4,92%	-7,85%	-2,85%	-9,40%	0,95%	-4,46%

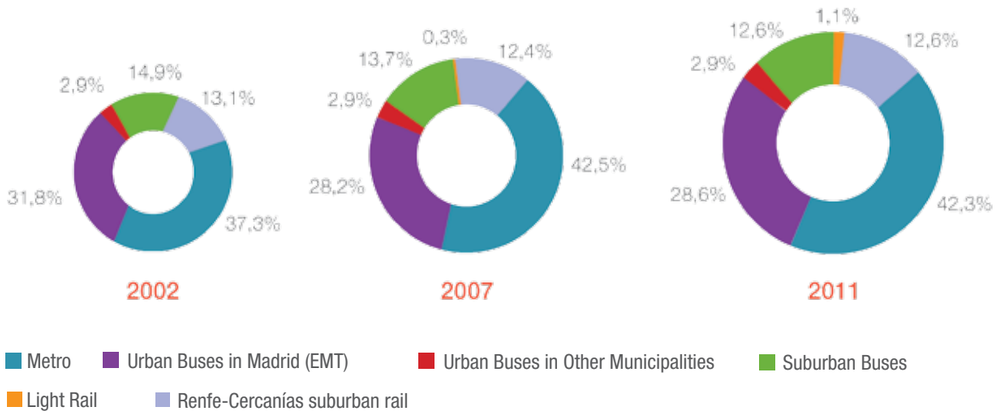
It is important to note in this respect that the figures presented as journeys refer to the commercial stages undertaken by passengers on the bus modes, which means that each time a passenger gets on a bus counts as a journey. However, with regard to the metro and suburban rail networks, journeys are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

All of the modes show a general tendency to fall. Practically half of the overall loss, 33.5 million fewer passengers, corresponds to the metro network as a whole, although it is the light rail which has relatively more unfavourable results, with a fall of 9.4%. In contrast, the demand for Renfe-Cercanías fell by 0.95%.

These results must, in any case, bear in mind some facts which have changed the behaviour of the demand and distort comparative periods. Firstly, all of the services have been affected by two general strikes called for the 29th of March and the 14th of November, with the addition of partial stoppages of different durations. These specifically affected the Metro de Madrid for 19 days during the last quarter, the EMT de Madrid for 9 days during the same period and Renfe-Cercanías for 2 days during the month of September. On the other hand, although to a lesser extent, the celebration in August 2012 of World Youth Day had a negative effect on the interannual comparison of demand for the said month.

The composition of the demand remains very stable in terms of the modes of transport: rail-based modes (metro, light rail and railway) account for 56% of the journeys and the three elements of the bus services (Madrid urban, urban in other municipalities and suburban) make up the remaining 44%.

EVOLUTION OF THE COMPOSITION OF ANNUAL DEMAND BY MODE



In terms of the distribution of demand per ticket type, 2012 saw an unequal balance between the two halves of the year. This was a consequence of decisions made in terms of fares: the price modifications of the 1st of May and the 1st of September. In the year as a whole, the journeys made with Travel Cards rose by more than three points, giving a figure of 70.5%, while single-use and 10-journey tickets give a figure of 9.2% and 18.7% respectively.

DISTRIBUTION OF THE MONTHLY DEMAND BY TICKET TYPE IN 2012 AND VARIATION COMPARED TO THE PREVIOUS YEAR

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others (1)		Total	
Month	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	11.726.920	-18,60%	26.332.517	-1,58%	88.655.907	6,50%	1.678.918	12,07%	128.394.262	1,98%
February	10.640.874	-22,16%	25.001.950	-0,40%	92.866.358	6,88%	1.828.651	12,00%	130.337.833	2,39%
March	11.518.740	-22,10%	25.210.507	-8,70%	95.598.861	-4,86%	1.890.267	3,80%	134.218.375	-7,25%
April	10.714.221	-25,08%	23.332.927	-3,73%	81.364.879	-2,47%	1.693.338	9,10%	117.105.365	-5,19%
May	11.926.242	-22,73%	23.310.434	-12,97%	93.352.964	-0,85%	1.903.384	10,39%	130.493.024	-5,50%
June	11.954.208	-23,19%	21.928.147	-15,23%	89.220.534	2,52%	1.782.146	-0,56%	124.885.035	-4,12%
July	11.605.255	-24,67%	21.025.786	11,79%	1.825.658	5,73%	1.555.609	-17,42%	106.012.307	-2,79%
August	9.113.512	-15,47%	16.004.613	-23,09%	48.695.098	-8,30%	1.311.557	6,08%	75.124.780	-12,57%
September	11.012.455	-4,51%	21.338.809	-25,34%	76.775.044	-0,41%	1.813.111	29,54%	110.939.419	-6,46%
October	11.138.119	-3,46%	22.210.513	-22,92%	98.836.007	7,25%	2.165.081	27,96%	134.349.720	0,11%
November	9.803.275	-1,24%	20.118.215	-26,09%	90.589.932	-4,04%	2.029.968	2,07%	122.541.390	-8,24%
December	10.752.121	-2,37%	21.784.691	-25,42%	80.265.457	-6,19%	1.820.673	17,27%	114.622.942	-9,99%
Total 2012	131.905.942		267.599.109		1.008.046.698		21.472.703		1.429.024.452	
Total 2011	199.572.854		271.148.700		1.005.463.427		19.542.679		1.495.727.660	
% (12/11)	-33,91%		-1,31%		0,26%		9,88%		-4,46%	

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

DISTRIBUTION OF MONTHLY DEMAND BY TICKET TYPE

Metro A total of 604.1 million journeys were made in the metro network in 2012 and this represents a decrease of 5.25 % in relation to the previous year.

It is important to note in this respect that the total journeys for the metro represents the total passenger entries recorded in the network, whatever the fare 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 fare sections and operators does not correspond with the total journeys figure for the metro mode or, in other words, the overall metro network. Consequently, and keeping this circumstance in mind, the operator of Metro de Madrid transported 601.6 million passengers in 2012 and that of Transportes Ferroviarios de Madrid 6.2 million, as shown below.

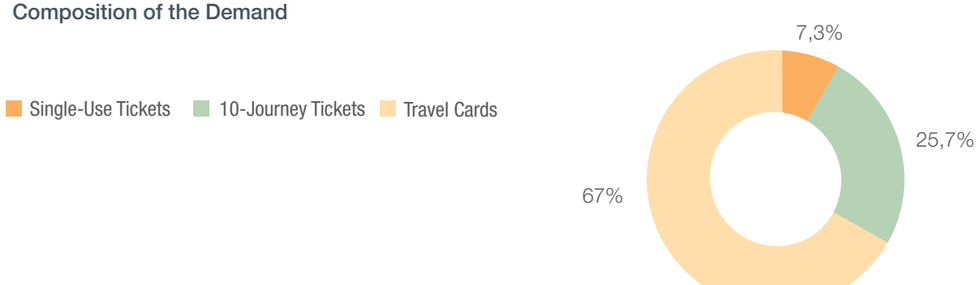
Monthly variations observed in comparison to the previous year, confirm the facts already mentioned. This means that in August there is an 18% fall and the last two months of the year also suffer the effects of the intermittent stoppage of services which began in September.

ANNUAL DEMAND ON THE METRO BY FARE SECTION AND TICKET TYPE IN 2012

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others		TOTAL 2012	%12/11
		% s/ total		% / total		% / total		% / total		
Metro de Madrid	43.807.442	7,28%	154.954.132	25,76%	402.756.017	66,95%	33.919	0,01%	601.551.510	-5,25%
Metro Zone A	39.297.825	6,90%	149.274.761	26,23%	380.550.849	66,87%	569.123.435	5,05%	599.410.227	-5,05%
MetroNorte	1.508.362	17,80%	1.522.978	17,97%	5.443.952	64,23%	8.475.292	-6,94%	9.107.153	-6,94%
MetroEste	842.440	11,01%	871.874	11,39%	5.939.293	77,60%	7.653.607	-5,74%	8.119.859	-5,74%
MetroSur	5.883.123	12,68%	7.065.920	15,23%	33.439.147	72,09%	46.388.190	-6,86%	49.805.816	-6,86%
TFM	961.989	15,57%	1.211.894	19,62%	4.004.178	64,81%	6.178.061	-6,98%	6.641.544	-6,98%
Metro	44.170.011	7,31%	155.332.282	25,71%	404.584.782	66,97%	33.919	0,01%	604.120.994	-5,25%

DISTRIBUTION BY TICKET TYPE ON THE METRO

Composition of the Demand



DISTRIBUTION OF MONTHLY DEMAND BY TICKET TYPE

2012

Month	Single-use Tickets (1)		10-Journey Tickets (2)		Travel Cards		Others (3)		Total	
	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	3.951.070	-48,80%	15.366.533	17,59%	35.243.167	7,06%	4.456	-6,95%	54.565.226	1,60%
February	3.616.967	-50,45%	14.620.197	20,47%	37.271.855	8,62%	4.556	-32,04%	55.513.575	3,27%
March	3.818.196	-52,66%	14.650.222	11,22%	38.487.557	-3,49%	3.736	-35,49%	56.959.711	-6,81%
April	3.624.160	-53,84%	13.771.524	19,38%	32.798.309	-0,53%	3.325	-16,37%	50.197.318	-4,14%
May	4.165.575	-50,58%	13.519.732	7,30%	37.316.976	0,80%	2.764	-27,13%	55.005.047	-5,25%
June	4.149.357	-50,25%	12.555.780	5,27%	35.529.794	4,29%	2.970	-9,09%	52.237.901	-3,87%
July	3.689.214	-55,34%	12.167.364	9,89%	29.308.692	7,61%	1.567	-34,98%	45.166.836	-3,02%
August	2.944.001	-41,96%	9.403.183	-13,25%	20.091.874	-15,55%	1.551	78,28%	32.440.609	-18,29%
September	3.684.287	-22,32%	12.256.794	-18,78%	31.081.129	2,00%	1.538	-57,58%	47.023.748	-6,53%
October	3.697.938	-20,56%	12.698.946	-18,38%	39.221.645	7,97%	3.872	1,84%	55.622.401	-1,63%
November	3.270.504	-18,88%	11.640.634	-20,30%	36.371.430	-2,59%	2.362	-17,27%	51.284.930	-8,39%
December	3.558.742	-20,77%	12.681.373	-21,25%	31.862.355	-7,78%	1.222	0,83%	48.103.692	-12,77%
Total 2012	44.170.011		155.332.282		404.584.782		33.919		604.120.994	
Total 2011	78.956.115		157.709.361		400.887.601		43.095		637.596.172	
% (12/11)		-44,06%		-1,51%		0,92%		-21,29%		-5,25%

(1) Includes Single-use Tickets of various sections and Combined Single-use Tickets
(2) Includes Metrobús Tickets, 10-Journey Tickets of various sections and Combined 10-Journey Tickets.
(3) Ticket Fines

The distribution per ticket type shows a change which is similar to that detailed in the previous section: there is an increase in the use of Travel Cards (67%) at the expense of single-use tickets (7.3%) and 10-journey tickets (25.7%). This is a consequence of the measures taken in fares throughout the year.

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

The table also reveals differences in the evolution of demand in the different sections. Although no significant disparities have been observed, all of the external sections, without exception , have fallen more than the network as a whole. Relatively speaking, Zone A has lost fewer passengers, with a reduction of 5%.

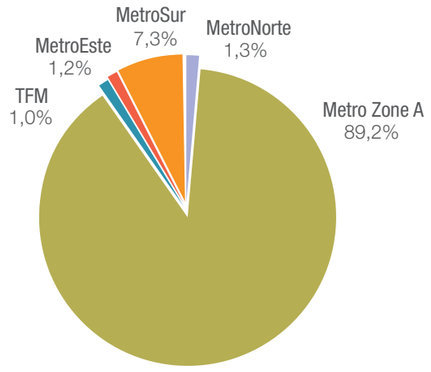
With regards to the spatial configuration of the journeys made across the network as a whole and in each of the fare sections, the table and graph below clearly illustrate the proportion of combined and internal journeys for each section.

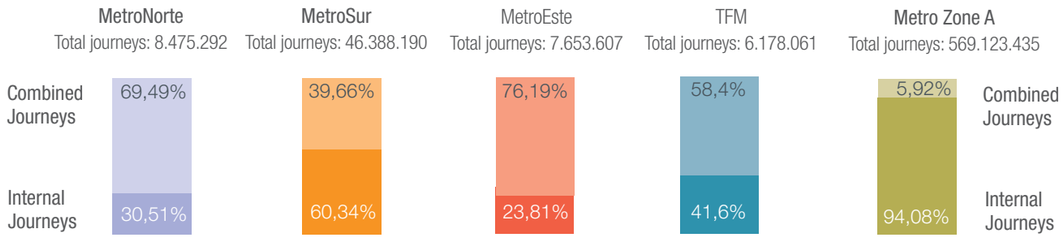
DEMAND ON THE METRO IN 2012. INTERNAL AND COMBINED JOURNEYS AND VARIATION COMPARED TO 2011

	Internal Journeys			Combined Journeys			Total Journeys	
	Journeys	%/ section total	% (12/11)	Journeys	%/ section total	% (12/11)	Journeys	% (12/11)
Metro Zone A	535.425.844	94,08%	-5,05%	33.697.591	5,92%	-5,05%	569.123.435	-5,05%
MetroNorte	2.585.395	30,51%	-8,21%	5.889.897	69,49%	-6,37%	8.475.292	-6,94%
MetroEste	1.822.541	23,81%	-23,73%	5.831.066	76,19%	1,76%	7.653.607	-5,74%
MetroSur	27.988.531	60,34%	-7,30%	18.399.659	39,66%	-6,19%	46.388.190	-6,86%
TFM	2.569.484	41,59%	-6,37%	3.608.577	58,41%	-7,41%	6.178.061	-6,98%

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

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



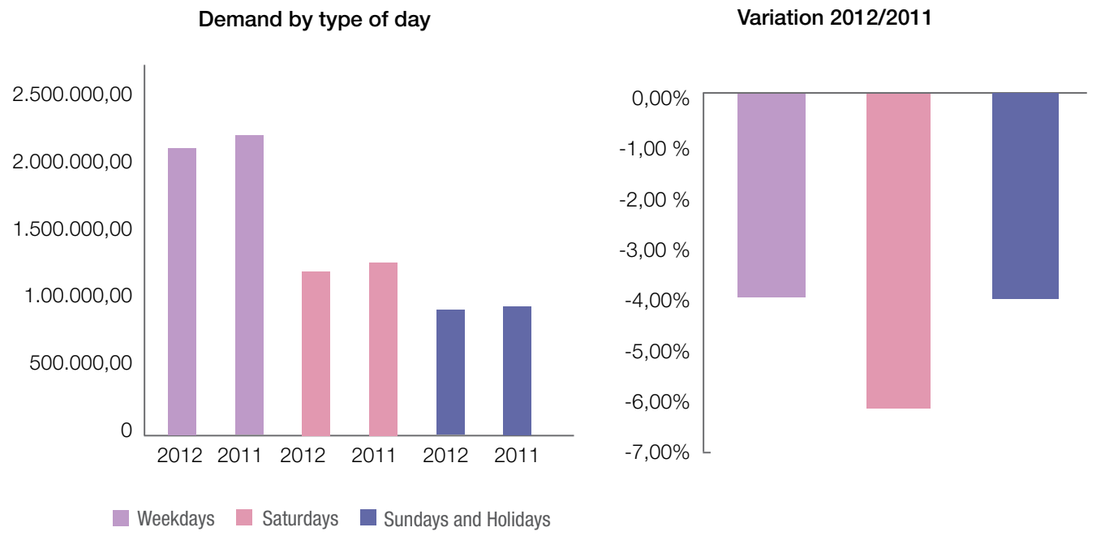


In 2012, a total of 33.7 million combined journeys were made between the different sections of the metro network, representing 5.6%. The remaining journeys were made within each of the five sections, with Zone A logically accounting for the highest proportion (94 %) of all internal journeys made.

Of the four exterior sections, MetroEste appears to have the easiest con¬nections with Zone A, as is shown by the fact that this section has the lowest share of internal journeys (24%). It is followed by MetroNorte where nearly 31% of the journeys are made within Zone B1. At the other end of the spectrum, 60% of the journeys operated by MetroSur are made within that section, which confirms its evident function as a sub-system for inter-connecting the large municipalities in the south of the region. Finally, the section of Line 9 which is operated by TFM and crosses the three zones B, fulfils an intermediate function between the two previous groups with a 42% share of internal journeys, a large proportion of which are stages connected with the Cercanías suburban rail network. In any case, the final balance compared to the previous year indicates that the number of internal journeys has decreased in all sections of the metro.

Analysing demand by type of day offers a complementary picture of passenger behaviour. On an average weekday, Metro de Madrid carried 2,002,646 passengers, down by 3.9% on the figure for the previous year while Saturdays are those days which descend the most, by 6.2%, now representing 55% of weekday figures. The average holiday drops with a relative value very similar to that or working days (3.7%), therefore remaining stable compared to the latter, 42%. The maximum daily average was obtained on weekdays in March (except for the day of the general strike), like the previous year.

DEMAND BY TYPE OF DAY ON THE MADRID METRO



Urban Buses in Madrid (EMT))

Within the capital, which is essentially where the EMT operates, a total of 408.2 million journeys were made in 2012, representing 64.9% of all bus journeys.

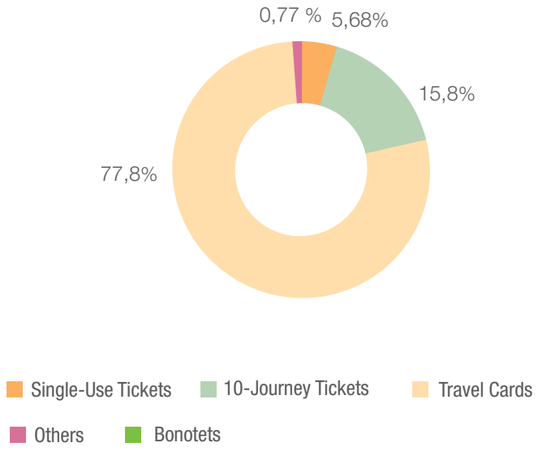
DEMAND BY OPERATOR AND TYPE OF TICKET IN 2012 OF THE URBAN BUSES IN MADRID (EMT)

	Single-use Tickets	10-Journey Tickets	Travel Cards	TOTAL 2012	%12/11
Urban Buses in Madrid (EMT)	23.159.902	64.535.982	317.357.702	408.179.496	-4,92%
EMT	23.032.892	64.249.223	315.077.872	405.485.897	-4,95%
Prisei	127.010	286.759	2.279.830	2.693.599	-0,20%

As shown in the table above, the performance of the mode depends on the municipal operator and there was a 4.95% decrease over the previous year.

With regards to distribution by ticket type, the Travel Card has a particularly high share at almost 78%, while the 10-journey tickets (Metrobus and the new EMT transfer ticket) represents almost 16%. The significance of the latter is irrelevant, among other reasons because it was launched at the end of June. There has been a considerable descent as regards the use of the single ticket by 5.7%, practically half the figure for the previous year. These changes are the result of the fare structure and the relative prices of the different tickets.

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



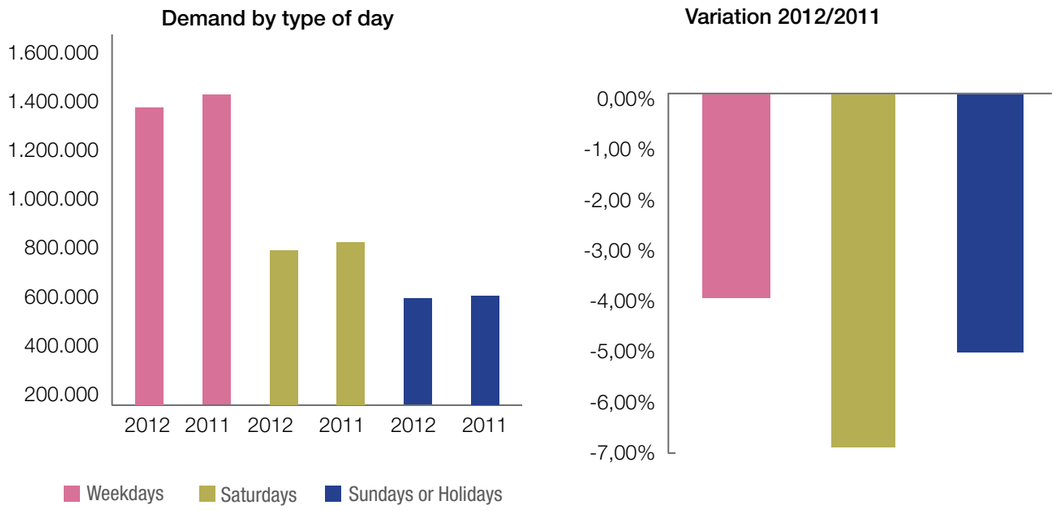
DISTRIBUTION OF ANNUAL DEMAND ON THE EMT BY TICKET TYPE IN 2012

	Single-use Tickets (1)		10-Journey Tickets		10-Journey Tickets EMT+ EMT		Travel Cards		Others (2)		Total	
Month	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	1.974.782	-55,98%	6.539.718	27,16%			28.002.609	5,84%	283.537	5,43%	36.800.646	1,22%
February	1.729.656	-59,03%	6.069.411	27,54%			28.844.814	4,38%	278.565	2,04%	36.922.446	0,10%
March	1.873.796	-59,92%	6.222.220	19,34%			30.414.921	-5,41%	285.118	-16,01%	38.796.055	-8,46%
April	1.758.544	-60,57%	5.603.696	25,15%			25.781.239	-3,99%	244.142	-4,09%	33.387.621	-7,37%
May	2.119.536	-57,34%	5.606.320	11,90%			30.220.531	-1,43%	272.444	-4,37%	38.218.831	-6,61%
June	2.213.719	-55,89%	5.487.689	13,26%	94		28.937.030	2,94%	262.260	-50,99%	36.900.792	-4,18%
July	2.037.719	-57,22%	4.948.024	16,92%	8.844		22.261.205	5,20%	212.325	-72,54%	29.468.117	-4,72%
August	1.666.917	-33,87%	3.619.841	-10,94%	13.494		14.888.909	0,43%	283.443	4,76%	20.472.604	-5,57%
September	1.966.348	-16,23%	5.058.290	-23,54%	15.920		23.953.193	-0,53%	246.693	4,33%	31.240.444	-6,13%
October	2.011.026	-11,02%	5.262.252	-20,72%	18.034		30.692.161	5,60%	265.224	-3,90%	38.248.697	0,02%
November	1.789.801	-10,63%	4.748.018	-24,60%	16.863		28.149.245	-4,85%	243.362	-11,91%	34.947.289	-8,42%
December	2.018.058	-7,66%	5.280.634	-20,06%	16.620		25.211.845	-6,04%	248.797	-8,60%	32.775.954	-8,69%
Total 2012	**23.159.902**		**64.446.113**		**89.869**		**317.357.702**		**3.125.910**		**408.179.496**	
2011	**43.909.344**		**63.900.441**				**317.415.461**		**4.060.726**		**429.285.972**	
% (12/11)		-47,26%		0,85%				-0,02%		-23,02%		-4,92%

(1) Includes Airport Tickets
(2) Includes: Family Discount Tickets, Special Services

The distribution of demand by type of day for the EMT Madrid Operator shows that the loss of journeys is more acute on Saturdays and holidays, with a decrease of 6.7% and 4.9% respectively, as against that of 3.9% on weekdays. The annual average of passengers carried on weekdays is 1,380,120, with Saturdays and holidays representing 52% and 38% of this figure respectively.

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



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

EMT DEMAND BY GROUPS OF ROUTES IN 2012

Group of routes	Total	% /total
Daytime Network	**392.727.725**	**96,85%**
CONVENTIONAL ROUTES	389.903.313	96,16%
WORK CENTRE ROUTES	2.066.322	0,51%
MINIBUS ROUTES	490.918	0,12%
SPECIAL ROUTES	7.675	0,00%
SPECIAL SERVICES	259.497	0,06%
University Network	**5.479.157**	**1,35%**
CONVENTIONAL UNIVERSITY ROUTES	5.479.157	1,35%
Night-time Network	**6.107.792**	**1,51%**
CONVENTIONAL NIGHT-TIME SERVICE ROUTES	5.210.684	1,29%
METRO NIGHT-TIME SERVICE ROUTES (Metrobúho)	897.108	0,22%
Airport Routes	**1.171.223**	**0,29%**
AIRPORT ROUTES	1.047.065	0,26%
NIGHT-TIME AIRPORT ROUTE	124.158	0,03%
TOTAL EMT	**405.485.897**	**100,00%**

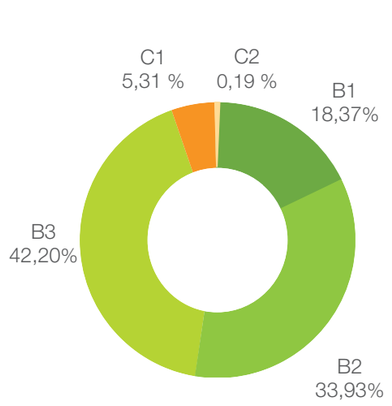
The daytime network accounts for 96.8% of the demand. Interesting to note in this respect is the demand for university services is double the demand for workplace services. Meanwhile, the more than 6 million passengers who use the night-time network are distributed between the conventional services (5.2 million) and nearly 900,000 who use the late-night metro services.

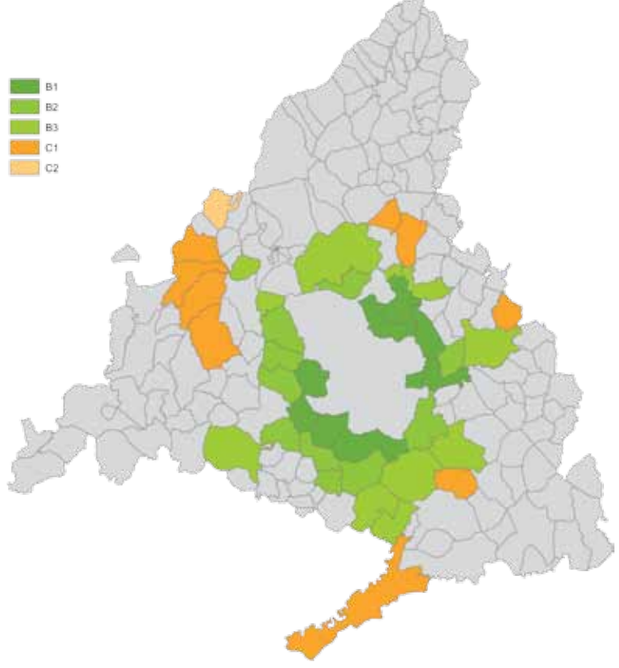
Urban Buses in Other Municipalities

In 2012, a total of 40.9 million journeys were made on urban bus services operated in the other municipalities of the Region of Madrid, a decrease of 7.9% in relation to the previous year, occupying the second place in the classification of modes of transport, after the Light Rail, which have registered the most important fall in demand. These journeys represent 6.5% of the combined figure for all bus modes.

The marked differences between the figures can be explained by a number of factors, but the size of a municipality's population is not the most important. Of the total urban journeys, 95% are made within the metropolitan belt (the B zones), with Zone B3 contributing the greatest number of passengers (17.2 million). The urban service operated in Alcala de Henares accounts for nearly a quarter of the journeys made in this zone (58%). Zone B2 contributes the second-largest number of passengers (13.9 million), followed by Zone B1 with about half that number (7.4 million), and this is also the zone which has resisted best, with a loss of 3.8%. 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.

DISTRIBUTION OF THE DEMAND FOR URBAN BUSES IN OTHER MUNICIPALITIES BY ZONES IN 2012





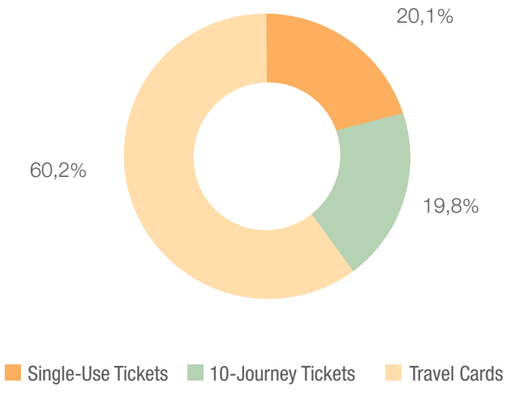
DISTRIBUTION OF THE DEMAND FOR URBAN BUSES IN OTHER MUNICIPALITIES BY MUNICIPALITY AND FARE ZONE IN 2012 AND VARIATION COMPARED TO 2011

	Municipality	Operator		Ticket type					
				Single- Use	10-Journey	Travel Cards	Total Journeys 2012	Total Journeys 2011	%12/11
B1	Alcobendas	Interbús, S. L.	Doroteo Casado Montes	298.678	322.723	1.251.266	1.872.667	1.905.958	-1,75%
	Alcorcón		Arriva De Blas, S.L.	271.353	272.747	1.352.865	1.896.965	1.878.609	0,98%
	Coslada		Empresa Turística de Autobuses, S.A.	13.190	18.860	101.731	133.781	166.590	-19,69%
	Getafe		Avanza Interurbanos, S.L.	218.905	242.759	946.524	1.408.188	1.377.300	2,24%
	Leganés		Empresa Martín, S.A.	93.294	92.734	360.571	546.599	472.132	
	Pozuelo de Alarcón		Llorente Bus,S.L.	108.047	103.413	692.447	903.907	1.244.203	-27,35%
	San Fernando de Henares		Empresa Turística de Autobuses, S.A.	11.650	16.401	73.162	101.213	80.644	25,51%
	San Sebastián de los Reyes	Interbús, S. L.	Transportes Santo Domingo, S.L.	130.527	105.636	405.541	641.704	700.456	-8,39%
B2	Boadilla del Monte		Sanjuan Abad, S.L.	64.386	45.433	382.899	492.718	506.628	-2,75%
	Fuenlabrada		Empresa Municipal de Fuenlabrada	593.896	638.829	2.614.741	3.847.466	4.002.834	-3,88%
	Las Rozas		Autoperiferia, S.A.	13.871	13.605	71.551	99.027	106.851	-7,32%
	Majadahonda		Llorente Bus,S.L.	67.062	62.991	322.996	453.049	334.348	35,50%
	Móstoles		Arriva De Blas, S.L.	225.911	185.874	897.226	1.309.011	1.212.426	7,97%
	Parla		Avanza Interurbanos del Sur, S.L.	535.002	88.780	614.615	1.238.397	1.326.625	-6,65%
	Pinto		Automnibus Interurbanos, S.A.	48.100	85.422	150.519	284.041	332.281	-14,52%
	Rivas-Vaciamadrid		La Veloz, S.A.	104.621	85.227	439.695	629.543	1.264.734	-50,22%
	Torrejón de Ardoz		Nex Continental Holdings, S.L.U.	1.255.689	845.950	2.859.696	4.961.335	5.812.327	-14,64%
	Tres Cantos		Alsa Metropolitana, S.A.U.	133.052	38.572	375.326	546.950	547.611	-0,12%
B3	Alcalá de Henares		Alcalá Bus, S.L.	2.247.522	2.795.860	4.924.367	9.967.749	10.832.674	-7,98%
	Algete		Interbús, S. L.	1.320	7.513	1.682	10.515	1.308	703,90%
	Arganda del Rey		Urbanos de Arganda, S.A.	260.766	371.135	639.086	1.270.987	1.410.251	-9,88%
	Ciempozuelos		Automnibus Interurbanos, S.A.	49.515	23.520	250.500	323.535	341.463	-5,25%
	Collado Villalba		Francisco Larrea, S.A.	167.038	163.699	841.747	1.172.484	1.289.485	-9,07%
	Colmenar Viejo	EMDO, S.A.	Herederos de J. Colmenarejo, S.A.	115.622	71.847	452.099	639.568	648.928	-1,44%
	Navalcalnero		Arriva De Blas, S.L.	39.987	28.093	177.481	245.561	226.045	8,63%
	San Martín de la Vega		La Veloz, S.A.	7.519	14.077	51.144	72.740	163.029	-55,38%
	Torrelodones		Autocares Julián de Castro, S.A.	72.680	84.385	309.917	466.982	501.780	-6,93%
	Valdemoro		Automnibus Interurbanos, S.A.	485.013	855.214	1.729.138	3.069.365	3.327.535	-7,76%
C1	Aranjuez		Autocares Mosamo, S.L.	389.097	308.646	997.799	1.695.542	1.670.362	1,51%
	El Escorial		Autocares Herranz, S.L.	2.210	2.415	3.691	8.316	8.811	-5,62%
	El Molar		Ayuntamiento de El Molar	0	0	0	0	4.270	-100,00%
	Guadarrama		Larrea, S.A.	5.373	2.890	16.940	25.203	40.052	-37,07%
	Meco		Nex Continental Holdings, S.L.U.	3.028	2.075	6.045	11.148	3.145	
	Morata de Tajuña		La Veloz, S.A.	519	410	1.987	2.916	2.643	10,33%
	Pedrezuela		Nex Continental Holdings, S.L.U.	354	232	103	689	10.389	-93,37%
	San Lorenzo del Escorial		Autocares Herranz, S.L.	135.428	60.805	197.583	393.816	454.913	-13,43%
	Valdemorillo		Transportes Urbanos del Noroeste S. L.	5.945	6.456	20.648	33.049	37.043	-10,78%
	Villalbilla		Trap, S.A.	0	0	0	0	2.911	-100,00%
C2	Cercedilla		Larrea, S.A.	17.027	7.463	52.744	77.234	84.733	-8,85%
	TOTAL 2012			**8.193.197**	**8.072.691**	**24.588.072**	**40.853.960**	**44.334.327**	**-7,85%**

DISTRIBUTION OF MONTHLY DEMAND OF URBAN BUSES IN OTHER MUNICIPALITIES BY TICKET TYPE

Month	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys	
	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	785.143	-10,21%	761.195	6,10%	2.177.451	4,78%	3.723.789	1,47%
February	726.331	-14,83%	779.398	-1,22%	2.306.598	3,76%	3.812.327	-1,36%
March	756.659	-16,33%	766.120	-10,95%	2.352.411	-9,41%	3.875.190	-11,15%
April	682.111	-18,52%	661.030	-1,10%	1.985.644	-5,81%	3.328.785	-7,88%
May	730.591	-20,83%	727.349	-1,20%	2.296.533	-4,11%	3.754.473	-7,38%
June	754.562	-21,88%	695.352	-4,82%	2.136.934	-2,54%	3.586.848	-7,77%
July	656.502	-28,25%	587.105	-14,60%	1.687.217	0,05%	2.930.824	-10,89%
August	532.264	-29,47%	429.482	-20,15%	1.197.358	-6,60%	2.159.104	-16,13%
September	651.860	-28,51%	647.355	-18,61%	1.824.245	-3,24%	3.123.460	-13,05%
October	688.891	-19,41%	745.173	-8,03%	2.426.457	9,46%	3.860.521	-0,55%
November	611.435	-23,68%	653.767	-19,32%	2.266.878	-4,38%	3.532.080	-11,30%
December	616.848	-21,59%	619.365	-13,72%	1.930.346	-6,18%	3.166.559	-11,10%
Total 2012	8.193.197		8.072.691		24.588.072		40.853.960	
Total 2011	10.381.527		8.860.888		25.091.912		44.334.327	
% (12/11)		-21,08%		-8,90%		-2,01%		-7,85%

DISTRIBUTION OF MONTHLY DEMAND OF URBAN BUSES IN OTHER MUNICIPALITIES BY TICKET TYPE



The local nature of the majority of the journeys made on these services can be seen in the distribution by ticket type. The use of Travel Cards decreased to 60.2%, which indicated no variation with respect to the previous year. The use of the single journey and ten journey tickets also remained the same and this could indicate the occasional nature of a significant part of the demand for this mode of transport.

Suburban Buses

In 2012 a total of 179.8 million journeys were made on suburban bus routes, a decrease of 2.9% compared to the previous year. This group, which represents 28.6% of the total bus journeys made in the Madrid region, obtained the less unfavourable results of this mode.

ANNUAL DEMAND FOR URBAN AND SUBURBAN BUSES OTHER MUNICIPALITIES BY OPERATOR AND TICKET TYPE

	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys		
	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	%s/Total	% (12/11)
Arriva De Blas, S.L.	4.223.574	-19,94%	3.557.731	5,84%	23.477.175	4,14%	31.258.480	14,00%	0,25%
Nex Continental Holdings, S.L.U.	6.318.200	13,75%	3.023.992	7,31%	13.497.145	-12,21%	22.839.337	10,23%	-3,82%
Llorente Bus,S.L.	2.393.038	-18,83%	1.960.814	-3,75%	15.667.716	-5,94%	20.021.568	8,96%	-7,49%
Empresa Martín, S.A.	2.624.855	-24,08%	1.797.224	-8,69%	12.898.493	0,00%	17.320.572	7,76%	-5,97
Interbús, S. L.	2.038.367	-24,10%	1.856.637	-6,12%	9.273.777	-0,65%	13.168.781	5,90%	-5,92%
Autoperiferia, S.A.	1.705.957	-22,75%	1.528.111	-2,85%	7.676.289	1,39%	10.910.357	4,89%	-3,89%
Alcalá Bus, S.L.	2.247.522	-13,07%	2.795.860	-18,66%	4.924.367	2,38%	9.967.749	4,46%	-7,98%
Empresa Turística de Autobuses, S.A.	1.340.746	-25,86%	1.465.550	-5,87%	6.958.317	-1,57%	9.764.613	4,37%	-6,42%
Avanza Interurbanos, S.L.	1.138.826	-21,89%	958.260	-6,22%	6.459.548	-0,38%	8.556.634	3,83%	-4,55%
La Veloz, S.A.	1.271.538	-26,86%	798.550	15,86%	6.162.835	0,69%	8.232.923	3,69%	-3,69%
Automnibus Interurbanos, S.A.	1.434.990	-20,59%	1.367.159	-1,10%	5.380.201	2,47%	8.182.350	3,66%	-3,05%
Larrea, S.A.	1.247.704	-21,13%	838.462	4,65%	5.665.551	2,66%	7.751.717	3,47%	-1,90%
Avanza Interurbanos del Sur, S.L.	1.905.628	-23,82%	960.484	-9,01%	4.525.339	-1,05%	7.391.451	3,31%	-9,09%
Herederos de J. Colmenarejo, S.A.	870.904	-20,33%	691.703	5,27%	3.188.460	1,49%	4.751.067	2,13%	-2,88%
Autocares Julián de Castro, S.A.	647.069	-17,50%	788.438	12,69%	3.190.072	0,40%	4.625.579	2,07%	-0,77%
Alsa Metropolitana, S.A.U.	873.341	50,29%	442.019	-5,16%	2.668.138	-9,53%	3.983.498	1,78%	-0,32%
Empresa Municipal de Fuenlabrada	593.896	-24,37%	638.829	1,68%	2.614.741	0,98%	3.847.466	1,72%	-3,88%
Francisco Larrea, S.A.	453.266	-23,75%	437.517	23,12%	2.882.624	-2,41%	3.773.407	1,69%	-3,33%
Autocares Herranz, S.L.	759.276	-17,55%	340.308	9,47%	2.302.042	-0,50%	3.401.626	1,52%	-4,06%
Sanjuan Abad, S.L.	337.922	-44,17%	204.331	11,68%	2.679.268	19,19%	3.221.521	1,44%	6,11%
Argabús, S.A.	431.105	-20,68%	301.004	-3,02%	1.960.742	5,70%	2.692.851	1,21%	-0,59%
Doroteo Casado Montes	301.124	-23,35%	279.384	0,00%	1.415.517	5,34%	1.996.025	0,89%	2,78%
Autocares Mosamo, S.L.	389.097	-28,89%	308.646	68,46%	997.799	6,15%	1.695.542	0,76%	1,51%
Autocares Beltrán, S.A.	232.106	-24,84%	171.911	25,57%	1.258.615	-0,75%	1.662.632	0,74%	-2,99%
Transportes Santo Domingo, S.L.	183.111	-20,65%	115.758	15,13%	1.066.233	-4,98%	1.365.102	0,61%	-6,07%
Urbanos de Arganda, S.A.	260.766	-27,13%	371.135	-20,64%	639.086	9,29%	1.270.987	0,57%	-9,88%
Alsa Continental Auto, S.A.	0	0,00%	66.137	0,00%	1.178.731	11,26%	1.244.868	0,56%	17,50%
C.E.V.E.S.A.	199.254	-6,09%	19.302	0,00%	1.003.199	-0,47%	1.221.755	0,55%	-0,77%
El Gato, S.L.	357.420	-16,36%	77.603	0,00%	718.654	4,59%	1.153.677	0,52%	0,09%
Transportes Alacuber, S.A.	93.126	-22,19%	129.797	-3,13%	780.993	-7,53%	1.003.916	0,45%	-8,59%
Autocares Samar, S.A.	0	0,00%	0	0,00%	901.624	7,18%	901.624	0,40%	7,18%
Empresa Ruiz, S.A.	256.873	-19,44%	64.225	0,00%	477.474	-0,34%	798.572	0,36%	-4,70%
Sealsa, S.L.	0	0,00%	0	0,00%	383.174	12,70%	383.174	0,17%	12,70%
Castromil. S.A.U.	70.860	-18,93%	41.616	0,00%	86.076	5,06%	198.552	0,09%	-2,28%
Transportes Urbanos del Noroeste, S. L.	5.945	-45,06%	6.456	0,00%	20.648	-16,98%	33.049	0,01%	-10,78%
EMDO, S.A.	3.779	-14,87%	0	0,00%	14.821	-7,65%	18.600	0,01%	-9,22%
Auro Res, S.A.	14.882	0,00%	0	0,00%	2.794	-83,34%	17.676	0,01%	5,40%
Ayuntamiento de El Atazar	9.787	-3,71%	0	0,00%	7.554	0,39%	17.341	0,01%	-1,97%
Ayuntamiento de Puebla de la Sierra	1.550	-19,90%	0	0,00%	2.216	-6,34%	3.766	0,00%	-12,44%
TOTAL	**37.237.404**	**-16,43%**	**28.404.953**	**-0,83%**	**155.008.048**	**-0,77%**	**220.650.405**	**98,79%**	**-3,82%**

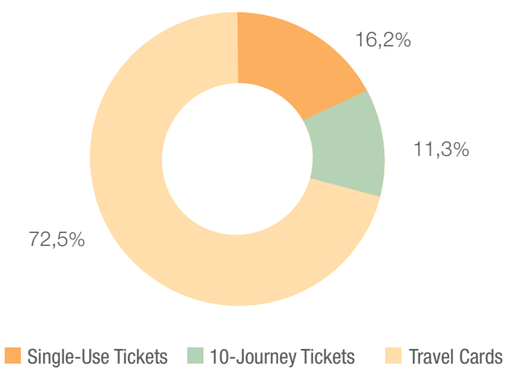
The previous table shows all the bus journeys made in the Region of Madrid, except for those in the capital, and therefore includes the figures for the previous section. Thus, the aggregate figure for each operator represents the global turnover, regardless of the diverse nature of the services provided. Therefore it can be seen that the operators have provided 3.82% less journeys than the previous year.

DISTRIBUTION OF MONTHLY DEMAND FOR SUBURBAN BUSES BY TICKET TYPE AND VARIATION COMPARED TO 2011

	Single-use tickets		10-Journey Tickets		Travel Cards		Total Journeys	
Month	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	2.550.109	-10,86%	1.779.720	15,78%	11.381.954	5,90%	15.711.783	3,74%
February	2.312.152	-17,71%	1.807.021	16,21%	12.089.929	7,40%	16.209.102	3,76%
March	2.615.492	-8,94%	1.816.989	-1,44%	12.258.943	-7,77%	16.691.424	-7,31%
April	2.408.353	-13,29%	1.631.460	5,15%	10.467.957	-4,02%	14.507.770	-4,78%
May	2.538.746	-16,02%	1.784.854	3,72%	11.886.868	-2,98%	16.210.468	-4,62%
June	2.620.170	-15,62%	1.749.193	3,06%	11.278.453	0,56%	15.647.816	-2,31%
July	2.605.363	-16,99%	1.642.003	4,22%	9.446.958	3,78%	13.694.324	-0,89%
August	2.103.737	-18,29%	1.307.293	-4,12%	6.633.513	-5,27%	10.044.543	-8,19%
September	2.456.946	-16,93%	1.752.328	-2,66%	10.066.492	-3,31%	14.275.766	-5,89%
October	2.492.978	-16,10%	1.872.886	8,45%	12.904.648	9,81%	17.270.512	4,98%
November	2.120.271	-14,27%	1.629.134	-5,65%	11.787.142	-4,38%	15.536.547	-5,99%
December	2.219.890	-14,97%	1.559.381	-7,41%	10.217.119	-5,80%	13.996.390	-7,56%
Total 2012	29.044.207		20.332.262		130.419.976		179.796.445	
Total 2011	34.174.786		19.782.457		131.112.544		185.069.787	
% (12/11)		-15,01%		2,78%		-0,53%		-2,85%

Here, journeys using Travel Cards represent 72.5% and, in this case, the use of the single journey ticket (16.2%) is superior to that of the 10 journey ticket (11.3%). The interpretation of these figure could be related to a certain dissuasive effect of the absolute value of the prices of ten journey tickets when purchasing them in advance, as well as the fact that, as these tickets have been recently introduced, they are not well established in the concessions and routes.

DISTRIBUTION OF ANNUAL DEMAND FOR SUBURBAN BUSES BY TICKET TYPE IN 2012



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

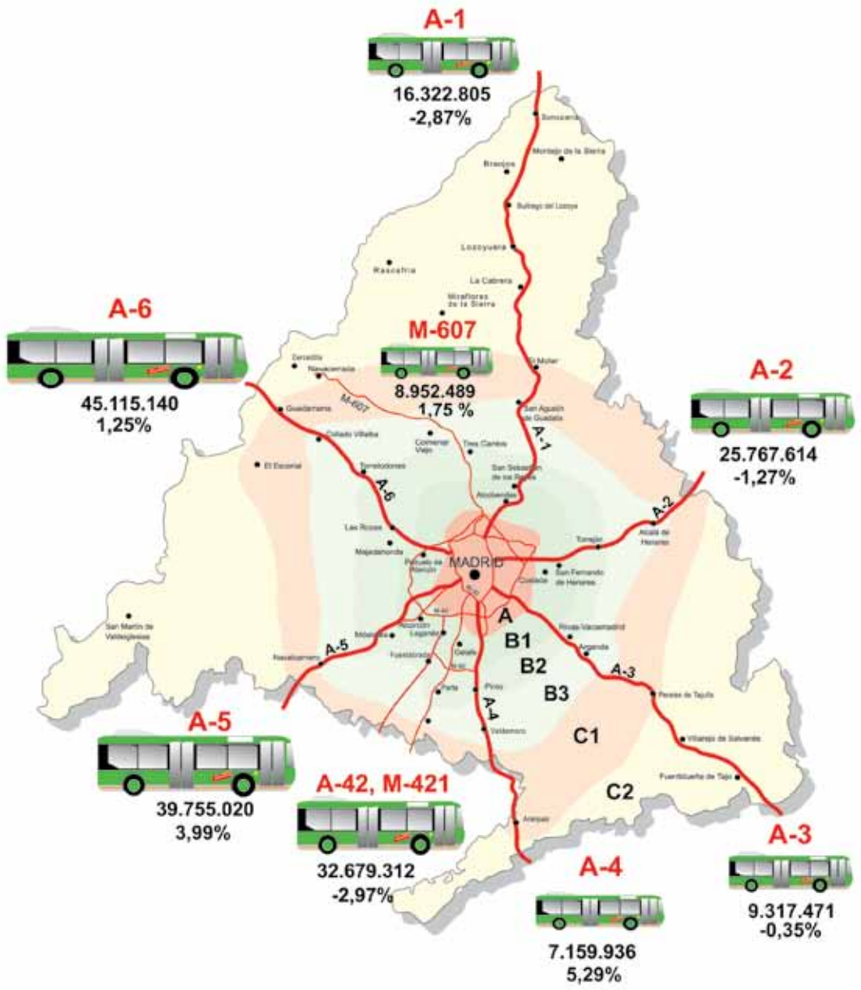
DISTRIBUTION OF ANNUAL DEMAND OF SUBURBAN BUSES BY CORRIDOR

	2012		2011	
CORRIDOR	Total Journeys	% /TOTAL	Total Journeys	%12/11
A-1	15.527.161	8,64%	16.322.805	-4,87%
A-1 (R)	15.049.608	96,92%	15.858.278	-5,10%
A-1 (T)	477.553	3,08%	464.527	2,80%
A-2	25.087.222	13,95%	25.767.614	-2,64%
A-2 (R)	22.688.426	90,44%	23.263.589	-2,47%
A-2 (T)	2.398.796	9,56%	2.504.025	-4,20%
A-3	9.530.199	5,30%	9.317.471	2,28%
A-3 (R)	9.060.551	95,07%	8.767.496	3,34%
A-3 (T)	469.648	5,18%	549.975	-14,61%
A-4	7.486.964	4,16%	7.159.936	4,57%
A-4 (R)	6.371.372	85,10%	6.240.682	2,09%
A-4 (T)	1.115.592	17,51%	919.254	21,36%
A-42-M421	30.439.682	16,93%	32.679.312	-6,85%
A42-M421(R)	23.255.487	76,40%	24.895.885	-6,59%
A42-M421(T)	7.184.195	30,89%	7.783.427	-7,70%
A-5	39.564.027	22,00%	39.755.020	-0,48%
A-5 (R)	32.745.088	82,76%	32.814.991	-0,21%
A-5 (T)	6.818.939	20,82%	6.940.029	-1,74%
A-6	43.312.637	24,09%	45.115.140	-4,00%
A-6 (R)	38.675.086	89,29%	40.547.945	-4,62%
A-6 (T)	4.637.551	11,99%	4.567.195	1,54%
M-607	8.848.553	4,92%	8.952.489	-1,16%
M-607(R)	6.862.331	77,55%	6.986.866	-1,78%
M-607(T)	1.986.222	28,94%	1.965.623	1,05%
TOTAL	179.796.445	100,00%	185.069.787	-2,85%
(R) Radial routes	154.707.949	86,05%	159.375.732	-2,93%
(T) Transversal routes	25.088.496	13,95%	25.694.055	-2,36%

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

Of the nearly 180 million journeys made on suburban services, 86% correspond to radial routes beginning or ending in Madrid. The corridor with the highest number of bus journeys to Madrid is the A-6 with more than 43 million, followed by the A-5 with 39.6 million. The southern axis of the A-4, with 7.5 million, produces the lowest number of journeys, despite the fact that its traffic has increased by 4.6%, double that of the only other corridor, the A-3, which shows an increase in passengers.

DISTRIBUTION OF ANNUAL DEMAND FOR SUBURBAN BUSES BY CORRIDOR



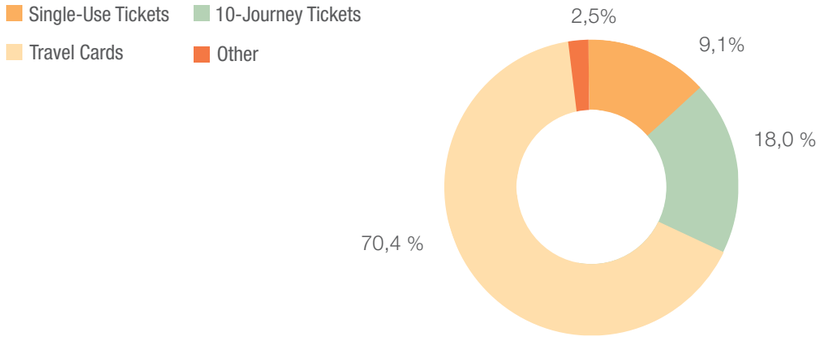
Light Rail

In 2012 the three light rail operators in the region carried 15.8 million passengers. As a whole, the variation compared to 2011 showed, as it has been previously mentioned, the worst result of all the modes, with a decrease of 9.4%. However, the differences in variation between the operators are significant, as can be seen in the following table, in which the Metro Ligero-Light Rail- Oeste stands out with a 13.7% decrease.

DISTRIBUTION OF ANNUAL DEMAND FOR LIGHT RAIL BY OPERATOR AND TICKET TYPE IN 2012 AND VARIATION COMPARED TO 2011

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others		TOTAL 2012	%12/11
		% /tot. 2012		% /tot. 2012		% /tot. 2012		% /tot. 2012		
MLM	257.885	5,44%	1.402.859	29,61%	3.076.123	64,93%	624	0,01%	4.737.491	-3,78%
MLO	708.181	10,96%	880.020	13,62%	4.873.543	75,42%			6.461.744	-13,67%
TP	476.470	10,42%	556.673	12,17%	3.150.360	68,89%	389.526	8,52%	4.573.029	-8,54%
Metros Ligeros	1.442.536	9,15%	2.839.552	18,00%	11.100.026	70,38%	390.150	2,47%	15.772.264	-9,40%

DISTRIBUTION OF ANNUAL DEMAND FOR LIGHT RAIL BY TICKET TYPE



LIGHT RAIL. DEMAND BY THE DIFFERENT OPERATORS

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

DISTRIBUTION OF MONTHLY DEMAND FOR LIGHT RAIL BY TICKET TYPE IN 2012 AND VARIATION COMPARED TO 2011

Month	Single-use Tickets (1)		10-Journey Tickets (2)		Travel Cards		Others (3)		Total	
	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	142.390	-34,71%	298.621	7,35%	998.585	5,71%	34.338	13,35%	1.473.934	0,19%
February	156.332	-24,57%	264.733	-0,38%	1.057.695	3,83%	34.858	10,98%	1.513.618	-0,62%
March	140.424	-38,65%	292.476	-0,76%	1.059.366	-11,04%	37.317	2,42%	1.529.583	-12,64%
April	126.778	-40,66%	262.627	11,72%	882.671	-4,80%	30.716	-9,45%	1.302.792	-7,59%
May	129.675	-43,48%	263.969	0,30%	1.009.348	-5,71%	38.558	2,15%	1.441.550	-9,95%
June	136.054	-43,32%	251.499	0,35%	974.538	0,59%	34.055	1,90%	1.396.146	-6,48%
July	120.065	-47,24%	226.386	1,34%	765.861	3,73%	25.015	-10,84%	1.137.327	-6,57%
August	86.818	-40,08%	174.070	-16,53%	508.700	-20,32%	19.935	-12,59%	789.523	-22,19%
September	109.563	-41,69%	213.092	-32,19%	881.069	-2,45%	33.847	2,17%	1.237.571	-13,96%
October	129.248	-29,76%	214.772	-23,69%	1.076.208	2,66%	38.581	12,28%	1.458.809	-5,77%
November	86.377	-40,58%	199.519	-32,44%	1.011.153	-5,75%	33.366	-2,20%	1.330.415	-14,04%
December	78.812	-48,43%	177.788	-38,00%	874.832	-5,19%	29.564	-7,33%	1.160.996	-16,73%
Total 2012	**1.442.536**		**2.839.552**		**11.100.026**		**390.150**		**15.772.264**	
Total 2011	**2.379.868**		**3.197.227**		**11.444.368**		**387.598**		**17.409.061**	
% 12/11		-39,39%		-11,19%		-3,01%		0,66%		-9,40%

(1) Includes Single-Use and Combined Single-Use Tickets.
(2) Includes 10-Journey and Combined 10-Journey Tickets.
(3) The Parla Tramway includes Staff Passes, Disabled Passes and Senior Passes, and the MLM includes journeys without tickets.

Renfe-Cercanías Suburban rail

The suburban rail mode, provided by a single operator in the Madrid region, Renfe-Cercanías, carried 180.3 million passengers in 2012, representing 12.6 % of the total demand. This share is slightly above that of the previous year given that, as already mentioned, this is the mode in which demand has suffered the least reduction.

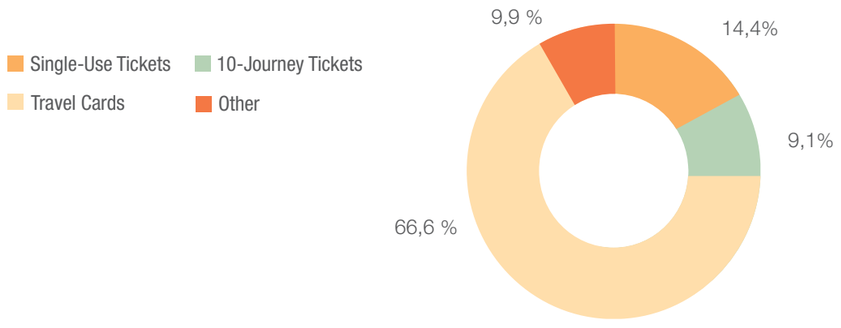
Here, as in the case of the metro mode, and due to the free transfer between lines, the Travel Card has a lower participation than the average, 66.6%, despite the fact that journeys using this ticket have experimented a slight increase of 0.4%.

DISTRIBUTION OF MONTHLY DEMAND FOR RENFE-CERCANÍAS BY TICKET TYPE IN 2012 AND VARIATION COMPARED TO 2011

	Single-use Tickets		10-Journey Tickets		Travel Cards		Others (1)		Total	
Month	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)	Journeys	% (12/11)
January	2.323.426	-7,03%	1.586.730	3,99%	10.852.141	7,51%	1.356.587	13,61%	16.118.884	5,26%
February	2.099.436	-7,50%	1.461.190	6,29%	11.295.467	8,11%	1.510.672	14,30%	16.366.765	6,18%
March	2.314.173	-6,44%	1.462.480	-5,77%	11.025.663	-3,06%	1.564.096	8,67%	16.366.412	-2,80%
April	2.114.275	-12,15%	1.402.590	7,08%	9.449.059	-2,16%	1.415.155	12,35%	14.381.079	-1,72%
May	2.242.119	-13,34%	1.408.210	-5,11%	10.622.708	-1,23%	1.589.618	13,72%	15.862.655	-2,23%
June	2.080.346	-22,10%	1.188.540	-14,96%	10.363.785	-0,97%	1.482.861	21,51%	15.115.532	-4,05%
July	2.496.392	-6,26%	1.446.060	12,75%	8.355.725	4,33%	1.316.702	21,90%	13.614.879	4,45%
August	1.779.775	-14,70%	1.057.250	-17,10%	5.374.744	-3,36%	1.006.628	6,84%	9.218.397	-6,56%
September	2.143.451	-14,86%	1.395.030	-13,64%	8.968.916	-3,94%	1.531.033	35,92%	14.038.430	-3,82%
October	2.118.038	-19,11%	1.398.450	-9,15%	12.514.888	6,51%	1.857.404	34,80%	17.888.780	3,49%
November	1.924.887	-14,21%	1.230.280	-17,00%	11.004.084	-6,03%	1.750.878	4,49%	15.910.129	-7,02%
December	2.259.771	-17,38%	1.449.530	-10,98%	10.168.960	-1,77%	1.541.090	23,56%	15.419.351	-3,40%
Total 2012	**25.896.089**		**16.486.340**		**119.996.140**		**17.922.724**		**180.301.293**	
Total 2011	**29.771.214**		**17.467.110**		**119.511.541**		**15.282.476**		**182.032.341**	
% (12/11)		-13,02%		-5,61%		0,41%		17,28%		-0,95%

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

DISTRIBUTION OF ANNUAL DEMAND FOR RENFE-CERCANÍAS BY TICKET TYPE IN 2012

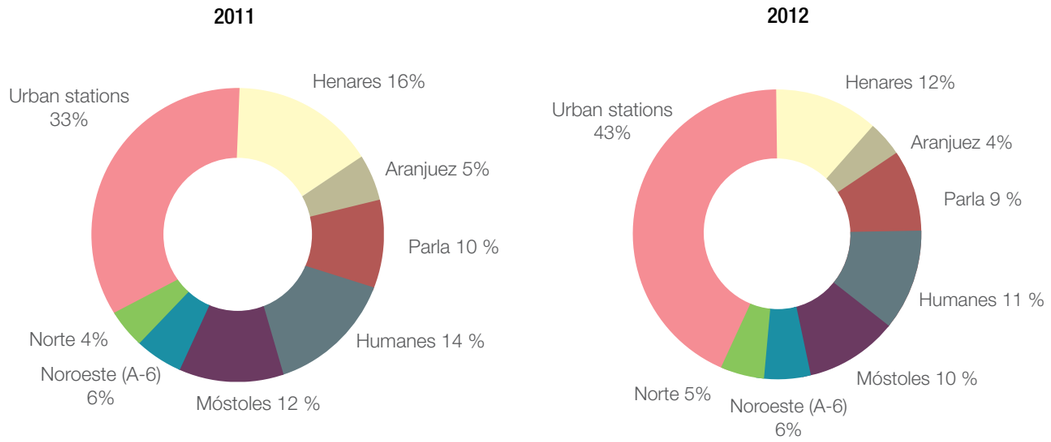


With regards to spatial distribution, the following table and graph show the distribution of transported passengers by corridor on an average weekday in March and the comparison with the previous year. The diversity of the result must be highlighted. It is a consequence of the internal restructuring of the demand which occurred after the last updates. The figure which stands out most is the notable increase in the demand in the city (Zones 0 and A).

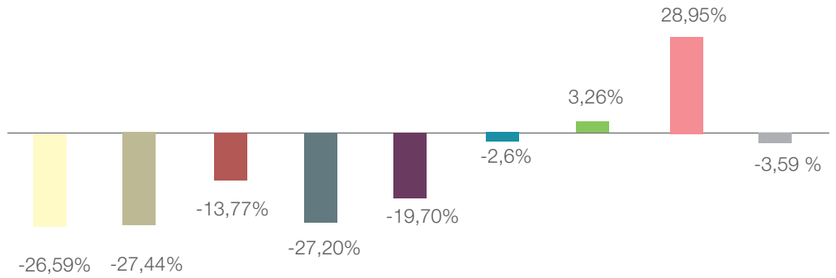
PASSENGERS TRAVELLING ON RENFE-CERCANÍAS TRAINS BY CORRIDOR (AVERAGE WEEKDAY IN MARCH)

CORRIDOR	Passengers 2012	Passengers 2011	%(12/11)
Henares	139.757	136.583	2,32%
Aranjuez	44.329	40.422	9,67%
Parla	87.827	87.141	0,79%
Humanes	128.417	154.994	-17,15%
Móstoles	106.617	133.870	-20,36%
Noroeste (A-6)	49.649	47.163	5,27%
Norte	37.538	40.519	-7,36%
Urban Stations (Madrid)	295.287	218.504	35,14%
Total	889.421	859.196	3,52%
Total	**889.421**	**859.196**	**3,52%**

PASSENGERS TRAVELLING ON RENFE-CERNCANÍAS BY CORRIDOR ON AN AVERAGE WEEKDAY IN MARCH



VARIATION 2011-2012 BY CORRIDOR



3.3 Ticket Sales

This section shows the results of the sales of tickets that are issued by the CRTM, i.e. those which are viable for use on the services of more than one operator. In 2012 these included: Metrobús 10-journey tickets which are valid for Zone A of the Madrid metro, EMT buses, Line CM-500 run by Prisei and Madrid Light Rail (line ML1); unified bus passes or 10-Journey tickets valid for road-based urban and suburban operators; combined single-use and 10-journey tickets valid for various sections of the metro network and the light rail lines connected to it; and all Travel Cards. The new 10 journey ticket with transfer for EMT lines is not included as its use is exclusive to this operator.

The 2012 figures for these three ticket types and the variations compared to 2011 are shown in the table below.

MULTIMODAL TICKET SALES (2012/2011)			
	2012	2011	%12/11
Combined Single-use Metro Tickets	2.961.819	3.648.535	-18,82%
Combined 10-Journey Metro Tickets	486.769	449.844	8,21%
Metrobús Tickets	21.814.890	21.849.311	-0,16%
Monthly Travel Cards	14.279.464	13.638.640	4,70%
Annual Travel Cards	98.916	100.188	-1,27%
Blue Cards	600.350	464.185	29,33%
Tourist Travel Cards	574.848	989.811	-41,92%
Alcalá University Cards	10.891	10.410	4,62%
Unified Bus Passes	2.883.216	3.035.315	-5,01%

The evolution of the various ticket types showed very disparate trending as they have been affected by various events. A consequence of the fare changes is the decrease of Metrobús 10-Journey tickets and the increase of the Travel Cards. The reduction in the number of tourist tickets is due to the extraordinary event which took place during the previous year (World Youth Day). The figure for the Blue Card is also noteworthy, with an increase of 29%. Unified bus passes have remained stable, although there is a 5% negative balance due to refund carried out by the distribution network.

Shown below is the percentile distribution of sales by network. As can be observed, Metro de Madrid has the highest number of sales of multi-modal tickets, with a 65.8% share of the total. It accounts for 80.6% of sales of metrobus tickets and 50.2% of monthly Travel Cards.

The second highest distributor, Logista, accounts for 93.5% of the sales of unified bus passes for the suburban bus network and 45.5% of the monthly travel cards.

Two years after their creation, the unified bus passes for suburban operators have registered sales of 2.9 million units, 5% less than the previous year. Their distribution by zones indicates acceptance of this ticket in urban services, given that the overall amount of inter-zone tickets represents 46.5% of the whole, while that with best sales corresponds to zone B3, 15.8%, immediately followed by the ticket for transfers between zones A and B1. All of which shows that this type of ticket has greater acceptance as regards shorter journeys carried out on this mode of transport, while, for longer distances, occasional users are more inclined to opt for single-use tickets and those who require more frequent monthly travel choose the Travel Card.

2012 closed with a record figure for sales of Travel cards: 16.1 million (all types), up by 5.0% on the previous year.

These results depended on various factors. The first factor is demographic, as shown by the continued increase, by 5.6% this year, of Senior Travel Cards; the second factor was the increase by one year of the validity of the Youth Travel Card in the second half of the previous year, and is therefore reflected when comparing the first six months of both years; the consolidation of concessionary tickets; and lastly, and most importantly, the movement of Metrobus users to Zone A Travel Cards.

The figures shown in the tables below include the top ups of the new contactless Public Transport Travel Card carried out by users. As already mentioned, the card began to be introduced in May for users of the Youth Card in zone A and on the 15th of October for users of the Standard Card in the same zone. Consequently, the top ups of this type of card have little significance. Magnetic Youth Cards were retired from use on the 30th of November which means that all the sales of the latter, valid for 30 days from their first use, correspond to top ups of contactless cards between the months of May and December.

MULTIMODAL TICKET SALES BY DISTRIBUTION NETWORK IN 2012

	Travel Cards		Metrobús	Metro Combined Single-use	Metro Combined 10-Journey	Tourist Travel Cards	Alcalá Univ. Cards	Suburban Bus Passes	Total
	Monthly	Annual							
CRTM	0,36%	100,00%	0,03%			0,00%	100,00%	-0,06%	0,39%
Metro de Madrid	50,15%		80,64%	96,25%	96,14%	66,43%			65,78%
EMT(1)	4,03%								1,37%
Metro Ligero Oeste S.A.				0,00%	3,86%				0,30%
Logista	45,45%		12,26%					93,49%	27,76%
AVPPM			7,07%					0,35%	3,55%
Neoturismo						33,57%			0,44%
Intercambiador Plaza Castilla								2,17%	0,14%
Intercambiador Príncipe Pío								2,32%	0,15%
Intercambiador Plaza Elíptica								1,05%	0,07%
Intercambiador Moncloa								0,68%	0,04%
Total	**100,00%**	**100,00%**	**100,00%**	**100,00%**	**100,00%**	**100,00%**	**100,00%**	**100,00%**	**100,00%**

(1) Tarjeta Azul

EVOLUTION IN SALES OF TRAVEL CARDS BY TYPE (2002-2012)

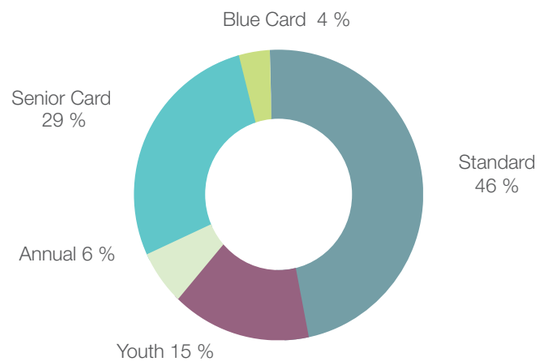
YEAR	Standard	Youth	Annual (1)	Senior (2)	Blue Card	TOTAL
2002	7.696.020	1.931.609	822.679	2.882.589		13.332.897
%VAR. 02/01	2,62%	-4,77%	4,10%	3,22%		1,69%
2003	7.922.381	1.839.796	852.443	2.942.851		13.557.471
%VAR. 03/02	2,94%	-4,75%	3,62%	2,09%		1,68%
2004	8.046.156	1.752.371	871.025	2.987.023		13.656.575
%VAR. 04/03	1,56%	-4,75%	2,18%	1,50%		0,73%
2005	8.176.130	1.723.581	899.494	3.091.332		13.890.537
%VAR. 05/04	1,62%	-1,64%	3,27%	3,49%		1,71%
2006	8.295.749	1.650.962	913.253	3.242.599		14.102.563
%VAR. 06/05	1,46%	-4,21%	1,53%	4,89%		1,53%
2007	8.221.693	1.600.059	945.442	3.389.360		14.156.554
%VAR. 07/06	-0,89%	-3,05%	3,52%	4,53%		0,39%
2008	8.016.238	1.570.368	951.802	3.583.828		14.122.236
%VAR. 08/07	-2,50%	-1,86%	0,67%	5,74%		-0,24%
2009	7.199.226	1.468.818	951.432	3.764.339	178.474	13.562.289
%VAR. 09/08	-10,19%	-6,47%	-0,04%	5,04%		-3,97%
2010	7.447.012	1.724.270	939.444	4.102.935	377.426	14.591.087
% VAR. 10/09	3,44%	17,39%	-1,26%	8,99%	111,47%	7,59%
2011	7.370.611	2.120.291	937.809	4.396.898	464.185	15.289.794
% VAR. 11/10	-1,03%	22,97%	-0,17%	7,16%	22,99%	4,79%
2012	7.435.088	2.449.268	930.986	4.642.104	600.350	16.057.796
% VAR. 12/10	0,87%	15,52%	-0,73%	5,58%	29,33%	5,02%

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

All of this resulted in a record sales figure for 2012, which in turn gave rise to record rates of penetration for Travel Cards 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 rate of 28.1% for the 8-22 age group, 19.1% for the 23-64 group and 49.1% for the 65-85 group. One in every four inhabitants in the Madrid region between 8 and 85 years old uses some form of Travel Card for their daily journeys by public transport.

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

DISTRIBUTION OF TRAVEL CARD SALES BY TYPE 2012



However, the evolution of sales by zone offers a completely different picture. In this case, the zone A Travel Cards take first place, with an increase of almost 450,000 units, 8.4%, over the year as a whole, which can be explained by the measures taken in terms of fares, which have relatively favoured for Travel Cards as against the zone A 10-journey ticket (metrobús), although the EMT's 10-journey ticket with transfer had still not penetrated among this operator's users.

These are followed by the inter-zone cards, much lower as regards the absolute values, but with a significant relative growth rate, 7,5%, which indicates that this type of cards continue to establish themselves amongst users of the metropolitan zones. Transport cards for zones E have also registered a growth (6.2%) above that of the general average. However, this represents half of the increase registered in the previous year. This type of travel cards are, undoubtedly, those that have been most affected by circumstantial aspects of the user population. C zones show a discrete 3.5% increase, while those corresponding to the metropolitan zones remain stable, at 0.8%. This means that zone A continues to occupy the top spot in the distribution by zone, with a share of almost 35%, followed closely by zones B and Senior Travel Cards, both around 29%, while there is an approximation between the number of users of zone C and inter-zone travel cards.

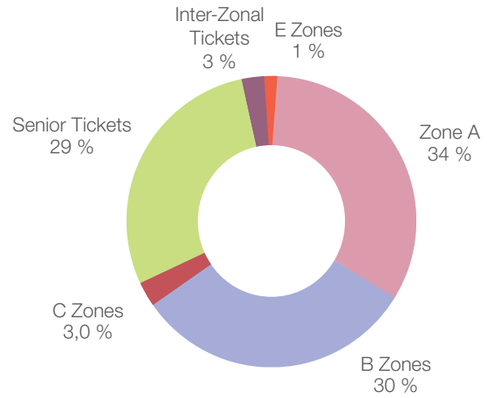
During the year a total of 366,342 top ups of the new contactless travel card have been carried out, 85% of which corresponded to those carried out by young people, in consonance with the evolution with the introduction of the new card. In short, of the 1,060,915 units of zone A Youth cards sold during 2012, practically 30%, almost 312,000 of them have been used for the new contactless public transport travel card.

EVOLUTION IN SALES OF TRAVEL CARDS BY ZONE (2002-2012)

Year	Zone A	B Zones	C Zones	Inter-zonal	E Zones	Senior Cards	TOTAL
2002	4.442.653	5.529.164	426.663		51.828(2)	2.882.589	13.332.897
%VAR02/01	2,96%	-0,52%	2,41%		81,01%	3,22%	1,69%
2003	4.518.950	5.577.260	454.453		63.957(2)	2.942.851	13.557.471
%VAR03/02	1,72%	0,87%	6,51%		23,40%	2,09%	1,68%
2004	4.503.032	5.612.786	479.420		74.314(2)	2.987.023	13.656.575
%VAR04/03	-0,35%	0,64%	5,49%		16,19%	1,50%	0,73%
2005	4.527.608	5.691.174	496.577		83.846(2)	3.091.332	13.890.537
%VAR05/04	0,55%	1,40%	3,58%		12,83%	3,49%	1,71%
2006	4.532.632	5.740.128	500.594		86.610(2)	3.242.599	14.102.563
%VAR06/05	0,11%	0,86%	0,81%		3,30%	4,89%	1,53%
2007	4.435.296	5.734.960	509.867		87.071(2)	3.389.360	14.156.554
%VAR07/06	-2,15%	-0,09%	1,85%		1,11%	4,53%	0,39%
2008	4.332.493	5.337.888	499.529	281.692(1)	86.806(2)	3.583.828	14.122.236
%VAR08/07	-2,32%	-2,35%	-2,03%	4,79%	-0,30%	5,74%	-0,24%
2009	4.266.735(3)	4.690.596	440.002	323.705(1)	76.912(2)	3.764.339	13.562.289
%VAR09/08	-1,52%(3)	-12,13%	-11,92%	14,91%(1)	-11,40%(2)	5,04%	-3,97%
2010	4.918.640(3)	4.696.330	438.939	354.046(1)	80.197(2)	4.102.935	14.591.087
% var 10/09	15,28%	0,12%	-0,24%	9,37%	4,27%	8,99%	7,59%
2011	5.182.281(3)	4.775.936	456.704	387.683(1)	90.292(2)	4.396.898	15.289.794
% var 11/10	5,36%	1,70%	4,05%	9,50%	12,59%	7,16%	4,79%
2012	5.617.832 (3)	4.812.524	472.725	416.700 (1)	95.911 (2)	4.642.104	16.057.796
% var 12/11	8,40%	0,77%	3,51%	7,48%	6,22%	5,58%	5,02%

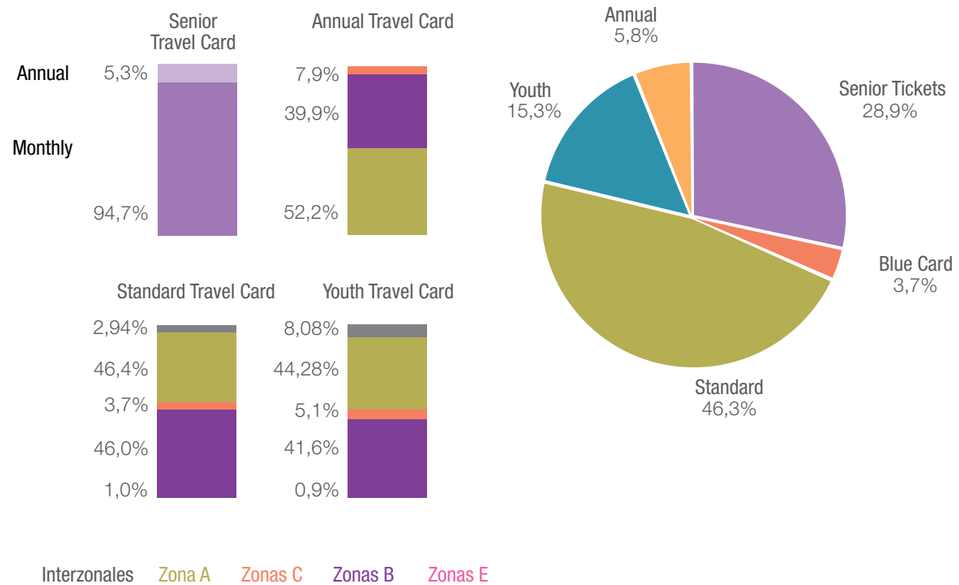
(1) B1-B2, B2-B3, B3-C1 and C1-C2 cards. Up to 2007, B Zones included B1-B2 cards.
(2) Zone outside Region of Madrid, corresponding to Castile-La Mancha.
(3) Includes Blue Cards

DISTRIBUTION OF TRAVEL CARD SALES BY ZONE 2012



The monthly distribution of Travel Card sales reveals a degree of seasonality similar to the one of the general demand, being in both cases November the peak month of sales of Travel Cards, although there are differences between types of travel card where, the maximum number of sales for Standard cards are recorded in October and in December for Senior cards.

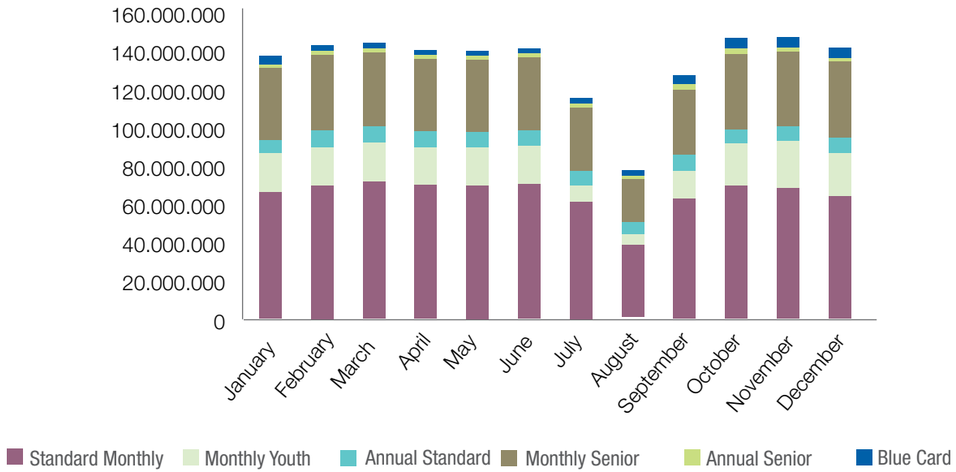
DISTRIBUTION OF TRAVEL CARD SALES BY TYPE AND ZONE



DISTRIBUTION OF TRAVEL CARD SALES BY TYPE IN 2012 AND VARIATION COMPARED TO 2011

	Standard Monthly		Youth Monthly		Annual Standard		Monthly Senior		Annual Senior		Total by type: Blue Card		Total	
Month	Sales	% 12/11	Sales	% 12/11	Sales	% 12/11	Sales	% 12/11	Sales	% 12/11	Sales	% 12/11	Sales	% 12/11
January	626.631	2,23%	221.002	-3,47%	76.395	0,36%	386.226	8,21%	19.907	-1,15	48.042	36,41%	1.378.203	7,92%
February	652.948	0,13%	242.998	5,49%	77.065	0,28%	385.722	6,17%	20.282	-0,60%	48.882	33,62%	1.427.897	5,87%
March	658.551	-3,96%	245.945	4,92%	77.371	-0,09%	389.654	5,79%	20.430	-0,90%	49.778	35,86%	1.441.729	3,25%
April	637.551	-1,72%	235.381	12,86%	77.517	0,03%	374.186	3,68%	20.519	-0,88%	48.951	34,11%	1.394.105	4,20%
May	639.404	-4,38%	228.874	9,34%	77.619	-0,84%	383.408	4,83%	20.552	-1,05%	50.697	37,99%	1.400.554	2,43%
June	661.452	2,66%	208.160	10,96%	77.654	-0,91%	380.826	6,33%	20.612	-0,97%	51.255	33,15%	1.399.959	6,98%
July	577.496	4,64%	98.816	21,28%	77.761	-1,04%	315.013	8,63%	20.686	-0,76%	46.571	31,50%	1.136.343	7,38%
August	401.969	1,93%	71.351	23,42%	77.802	-1,19%	245.916	5,32%	20.735	-0,75%	39.349	34,39%	857.122	5,22%
September	602.543	5,38%	184.336	26,38%	77.911	-1,27%	338.006	6,66%	20.785	-0,72%	48.806	21,55%	1.272.387	8,33%
October	678.318	4,67%	246.062	12,82%	77.824	-1,23%	390.838	6,79%	20.821	-0,79%	54.893	22,35%	1.468.756	6,68%
November	667.107	0,65%	252.530	3,87%	78.033	-1,38%	396.893	4,59%	20.882	-0,86%	55.772	20,17%	1.471.217	2,74%
December	631.118	0,28%	213.813	-7,75%	78.034	-1,38%	408.323	5,12%	20.882	-0,86%	57.354	19,77%	1.409.524	0,85%
TOTAL 2012	**7.435.088**		**2.449.268**		**930.986**		**4.395.011**		**247.093**		**600.350**		**16.057.796**	
TOTAL 2011	**7.370.611**		**2.120.291**		**937.809**		**4.147.670**		**249.228**		**464.185**		**15.289.794**	
%2012/2011	0,87%		15,52%		-0,73%		5,96%		-0,86%		29,33%		5,02%	

MONTHLY DISTRIBUTION OF TRAVEL CARD SALES BY TYPE IN 2012



With regards to concessionary tickets in 2012, a total of 1,272,706 monthly cards were sold - just under half of which were Blue Cards - showing that around 70,000 low-income people are benefiting from this card category. The increase in sales of these types of tickets was 23.2%.

DISTRIBUTION OF THE SALE OF CONCESSIONARY TICKETS 2012

Sales	G.L.F. (1)	S.L.F. (2)	DISA. (3)	G.L.F. + DISA.	S.L.F. + DISA.	Total L.F. + DISA.	Card Blue	Total
2012	514.395	84.291	72.075	1.416	179	672.356	600.350	1.272.706
2011	432.829	69.018	65.419	1.276	202	568.744	464.185	1.032.929
% 12/11	18,84%	22,13%	10,17%	10,97%	-11,39%	18,22%	29,33%	23,21%

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

COMPOSITION OF THE SALE OF CONCESSIONARY TICKETS 2012

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

MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE IN 2012 AND VARIATION COMPARED TO 2011

Standard tourist card

Month	Zone A					Zone T					TOTAL	
	1 day	2 days	3 days	5 days	7 days	1 day	2 days	3 days	5 days	7 days	TOTAL 2012	%(12/11)
January	3.497	420	487	278	245	191	15	15	13	12	5.173	61,91%
February	3.411	382	559	274	194	158	20	14	16	6	5.034	66,03%
March	3.990	427	537	293	180	208	20	14	19	5	5.693	52,34%
April	3.996	602	1.087	691	235	244	21	29	36	9	6.950	55,20%
May	2.838	384	563	251	111	152	9	18	16	4	4.346	21,50%
June	2.575	332	517	295	116	115	11	10	10	11	3.992	2,62%
July	2.818	522	590	340	240	148	22	25	7	5	4.717	5,03%
August	2.905	453	605	429	227	123	25	17	16	15	4.815	-11,68%
September	1.934	265	308	194	89	128	23	11	11	7	2.970	-37,34%
October	2.180	302	479	315	152	83	5	14	13	7	3.550	-35,58%
November	2.098	261	397	166	63	55	10	9	9	0	3.068	-38,37%
December	2.742	383	532	321	141	154	6	11	7	9	4.306	-35,53%
TOTAL 2012	**34.984**	**4.733**	**6.661**	**3.847**	**1.993**	**1.759**	**187**	**187**	**173**	**90**	**54.614**	
Total 2011	**32.494**	**4.919**	**7.050**	**4.055**	**2.228**	**2.170**	**215**	**312**	**204**	**113**	**53.760**	
% (12/11)	7,66%	-3,78%	-5,52%	-5,13%	-10,55%	-18,94%	-13,02%	-40,06%	-15,20%	-20,35%		1,59%

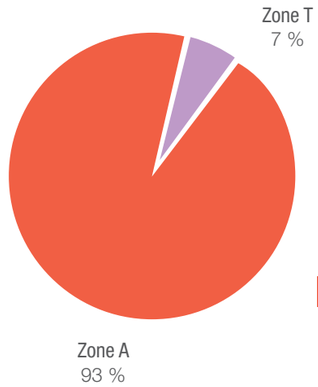
During 2012, sales of the different types of Tourist Tickets (Standard, Juner and Congress) reached the figure of 574,848 units. Their comparison with the previous year is influenced by the exceptional sales produced in August 2011, brought about by the celebration of the World Youth Day Without taking August into consideration there was 4.35% increase. Behaviour over the year was very variable, with notable increases during the first quarter as opposed to negative results obtained over almost all the last half of the year.

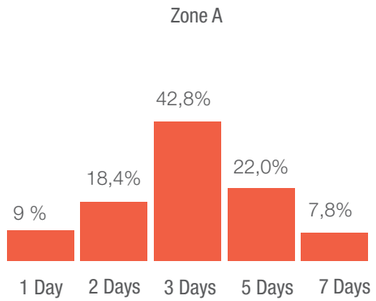
MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY TYPE AND ZONE IN 2012 AND VARIATION COMPARED TO 2011

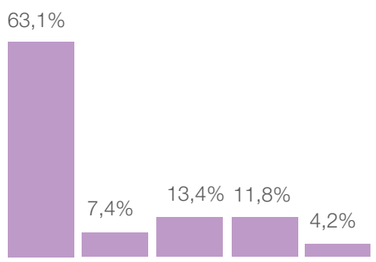
Tourist card for children

Month	Zone A					Zone T					TOTAL	
	1 day	2 days	3 days	5 days	7 days	1 day	2 days	3 days	5 days	7 days	TOTAL 2012	%(12/11)
January	8.571	4.301	9.817	5.114	1.830	2.409	195	336	273	128	32.974	20,51%
February	7.626	4.287	11.419	5.967	1.827	1.402	151	294	313	107	33.393	21,41%
March	10.418	5.998	15.160	8.231	2.546	2.246	229	504	341	139	45.812	15,21%
April	12.765	6.644	19.284	12.352	3.263	2.163	230	617	559	164	58.041	20,40%
May	14.249	5.778	12.944	6.292	1.912	1.062	206	382	260	65	43.150	6,21%
June	13.223	5.630	11.242	4.934	1.868	1.232	146	259	232	55	38.821	1,88%
July	16.808	5.807	9.454	4.847	2.412	1.755	165	248	222	117	41.835	17,88%
August	18.071	5.660	9.720	6.625	3.026	1.194	153	218	298	89	45.054	-90,60%
September	15.695	5.991	11.205	6.339	2.631	994	161	336	234	105	43.691	-2,23%
October	15.213	6.153	13.542	7.664	2.451	1.113	163	248	285	78	46.910	-6,84%
November	12.999	5.439	11.611	5.003	1.421	765	104	169	147	52	37.710	-1,05%
December	11.898	4.689	8.947	5.499	1.933	753	79	196	119	79	34.192	-15,57%
TOTAL 2012	**157.536**	**66.377**	**144.345**	**78.867**	**27.120**	**17.088**	**1.982**	**3.807**	**3.283**	**1.178**	**501.583**	
Total 2011	**113.157**	**63.510**	**153.074**	**79.083**	**28.097**	**25.938**	**2.812**	**139.802**	**4.245**	**300.114**	**909.832**	
% (12/11)	39,22%	4,51%	-5,70%	-0,27%	-3,48%	-34,12%	-29,52%	-97,28%	-22,66%	-99,61%		-44,87%

DISTRIBUTION OF TOURIST CARD SALES BY NUMBER OF DAYS AND ZONES



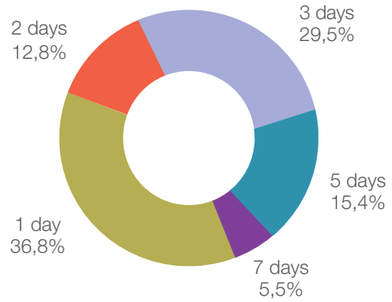




MONTHLY DISTRIBUTION OF TOURIST CARD SALES BY NUMBER OF DAYS IN 2012 AND VARIATION COMPARED TO 2011

Month	1 day		2 days		3 days		5 days		7 days		TOTAL	
	Sales	% /Tot.	Sales	% /Tot.	Sales	% s/Tot.	Sales	% /Tot.	Sales	% /Tot.	TOTAL 2009	% /Tot.
January	14.698	36,42%	4.961	12,29%	11.695	28,98%	5.878	14,56%	3.130	7,75%	40.362	100,00%
February	12.597	31,86%	4.890	12,37%	13.093	33,12%	6.820	17,25%	2.134	5,40%	39.534	100,00%
March	16.862	32,00%	6.674	12,67%	17.011	32,29%	9.266	17,59%	2.876	5,46%	52.689	100,00%
April	19.168	26,63%	7.497	10,42%	27.350	38,00%	14.281	19,84%	3.671	5,10%	71.967	100,00%
May	18.301	37,89%	6.377	13,20%	14.594	30,21%	6.919	14,32%	2.112	4,37%	48.303	100,00%
June	17.148	39,01%	6.119	13,92%	13.030	29,64%	5.585	12,71%	2.073	4,72%	43.955	100,00%
July	21.536	44,07%	6.523	13,35%	12.129	24,82%	5.839	11,95%	2.842	5,82%	48.869	100,00%
August	22.293	43,19%	6.291	12,19%	11.863	22,98%	7.818	15,14%	3.357	6,50%	51.622	100,00%
September	18.751	39,59%	6.440	13,60%	12.629	26,66%	6.709	14,17%	2.833	5,98%	47.362	100,00%
October	18.589	36,75%	6.623	13,09%	14.383	28,43%	8.303	16,41%	2.688	5,31%	50.586	100,00%
November	16.023	39,18%	5.817	14,22%	12.177	29,77%	5.346	13,07%	1.538	3,76%	40.901	100,00%
December	15.547	40,18%	5.157	13,33%	9.886	25,55%	5.946	15,37%	2.162	5,59%	38.698	100,00%
TOTAL 2012	**211.513**	**36,79%**	**73.369**	**12,76%**	**169.840**	**29,55%**	**88.710**	**15,43%**	**31.416**	**5,47%**	**574.848**	**100,00%**
Total 2011	**176.242**	**17,81%**	**72.691**	**7,34%**	**316.148**	**31,94%**	**91.222**	**9,22%**	**333.508**	**33,69%**	**989.811**	**100,00%**

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



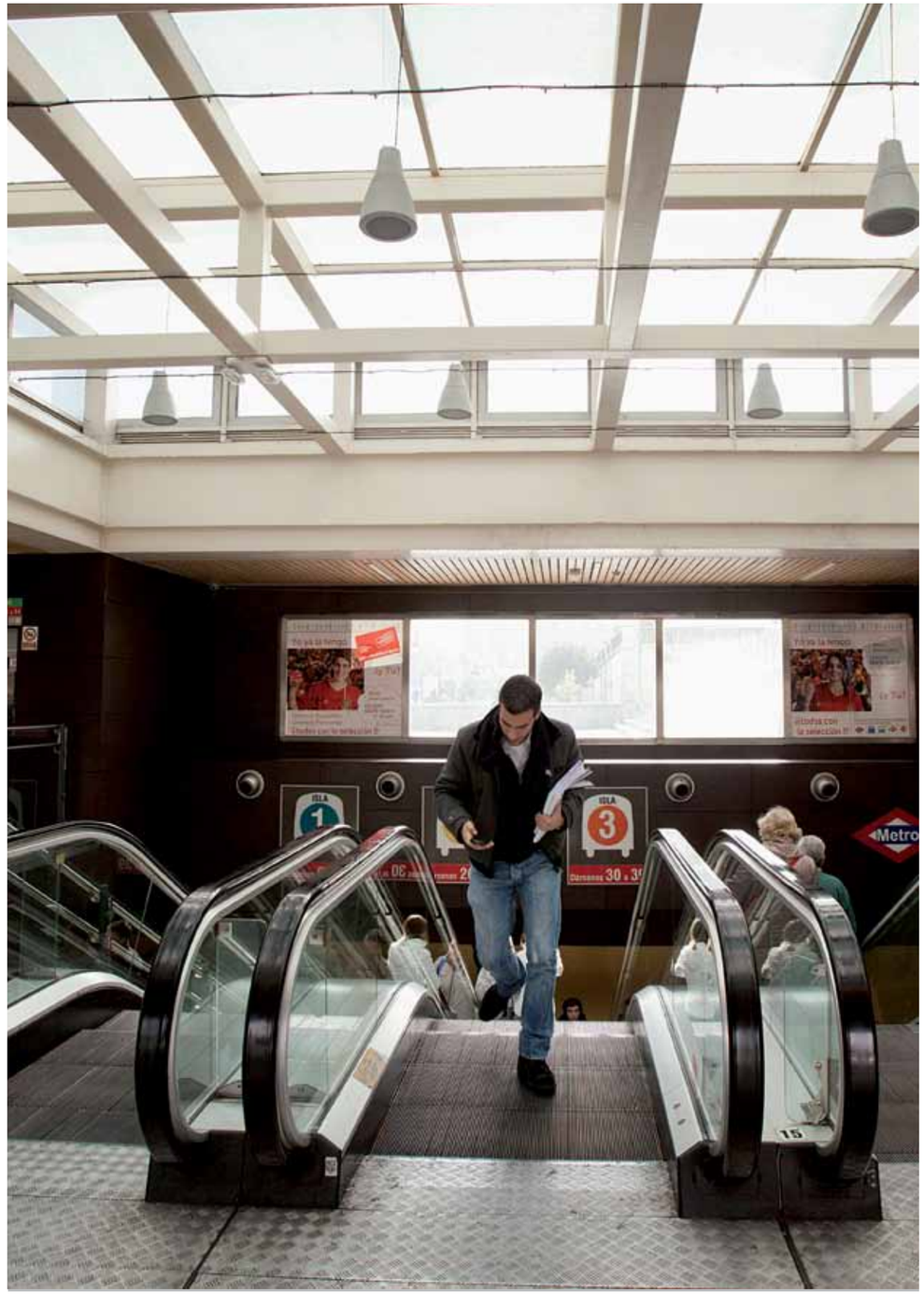
Zone A regains its absolute predominance over the other zones, producing almost 95% of the sales. These results were altered during the previous year by the special event already mentioned. By periods of validity, the distribution remains very stable: 1 day and 3 day cards are the most requested, with 36.8% and 29.6% shares, respectively.

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

AVERAGE NO. OF JOURNEYS/MONTH BY CARD-HOLDER BY TYPE OF TRAVEL CARD 2012

Type of Travel Card	Total Journeys	Travel Cards Sold	Journeys per Card-holder	%12/11
Standard Monthly Zone A Card	271.704.431	3.447.170	78,82	-5,96%
Standard Monthly B Zones Card (not inter-zonal)	349.148.790	3.422.367	102,02	1,28%
Standard Monthly C Zones Card (not inter-zonal)	23.347.940	273.007	85,52	0,33%
Standard Monthly Inter-zonal Card	8.995.123	218.763	41,12	-3,34%
Standard Monthly E Zones Card	5.294.645	73.781	71,76	0,44%
Standard Monthly Card Total	**658.490.928**	**7.435.088**	**88,57**	**-2,28%**
Youth Monthly Zone A Card	64.819.015	1.084.418	59,77	-4,51%
Youth Monthly B Zones Card (not inter-zonal)	66.979.799	1.018.984	65,73	-6,72%
Youth Monthly C Zones Card (not inter-zonal)	6.484.854	125.799	51,55	-6,03%
Youth Monthly Inter-zonal Card	5.861.419	197.937	29,61	-10,72%
Youth Monthly E Zones Card	1.161.173	22.130	52,47	-8,17%
Youth Monthly Card Total	**145.306.260**	**2.449.268**	**59,33**	**-5,86%**
Standard Annual Zone A Card	18.293.228	485.894	37,65	-2,50%
Standard Annual B Zones Card	10.872.366	371.173	29,29	0,66%
Standard Annual C Zones Card	2.035.879	73.919	27,54	2,60%
Annual Card Total	**31.201.473**	**930.986**	**33,51**	**-1,15%**
Senior Card	144.532.959	4.642.104	31,14	-5,30%
Blue Card	23.239.495	600.350	38,71	-1,58%
Total 2012 (1)	**1.002.771.116**	**16.057.796**	**62,45**	**-4,16%**

(1) Excludes Tourist Travel Cards



3.4 Quality Management

The CRTM approaches quality of service from the perspective of an in¬tegrated 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 uninte¬rrupted chain for the users, from the beginning to the end of their journey.

Following the creation in 2002 of the European UNE-EN 13816 standard (Transportation, Logistics and Services. Public passenger transport. Service quality definition, targeting and measurement) 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 fo¬remost 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 which govern the provision of each service.
- To provide a homogeneous level of service in the different transport modes.
- To monitor services to ensure that they meet users' expectations and to guarantee a minimum level of customer satisfaction with the service offered by each operator.
- To provide users with a direct channel of communication for making complaints or suggestions about the public transport system, bringing the company closer to the users.

Technical Quality

The objectives relative to the technical quality of the different services are specified in the introduction to technical requirements of the contractual agreements signed with each of the operators.

The European UNE-EN 13816 norm has standardised the minimum levels of quality demanded from the operators and, although the extension of certification processes in the same is not obligatory, it does mean an advance in the implementation of quality management systems. In this respect, all of Metro de Madrid's service has been certified since 2011 and, although up to now, only two of the EMT lines have been certified,

it is currently working on the extension of quality systems throughout the entire company.

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

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

The first group refers to the essential elements necessary to carry out the service, in accordance with the Plan for the Modernisation of General Use, Permanent, Regular, Road-based Passenger Transport Services of the Region of Madrid. The second refers to the contractual obligation of the concessionaire with the CRTM to provide periodic information, non-

compliance with which will involve economic consequences. Finally, a series of indicators relative to the characteristics of the service were defined. These were grouped into eight broad areas: the service offered, accessibility, user information, comfort, safety, environmental impact, customer service and security. These indicators are applied by way of an incentive as they may have a positive, negative or neutral economic effect on the results obtained by the operator, depending on the level of compliance achieved.

During 2012 the operators have finalised the implementation of the procedures necessary to comply with the demands of the plan and have obtained the certification corresponding to the UNE EN 13816 standard which, although not obligatory, is encouraged.

In fact, at the end of 2012 almost all of the suburban transport companies (86%) were in possession of the benchmark UNE EN 13816 standard certification for passenger transport included in the specifications of the Quality Plan. Of the 5 concessions which still do not have it, 3 do have a certification which does not include the specifications of the Plan and the other 2 are working to obtain it during 2013.

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

Regulation	Certified concessions
ISO 9001	35
ISO 14001	27
OHSAS 18001	8
UNE EN 13816	32
Madrid Excelente	10
Total concessions	37

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

Complaints and Suggestions

During 2012, the process for the opening of channels and the integration of sources to receive complaints and suggestions presented before the public transport system in the Region of Madrid has continued. This has made it possible to double the number of files processed compared to the previous year.

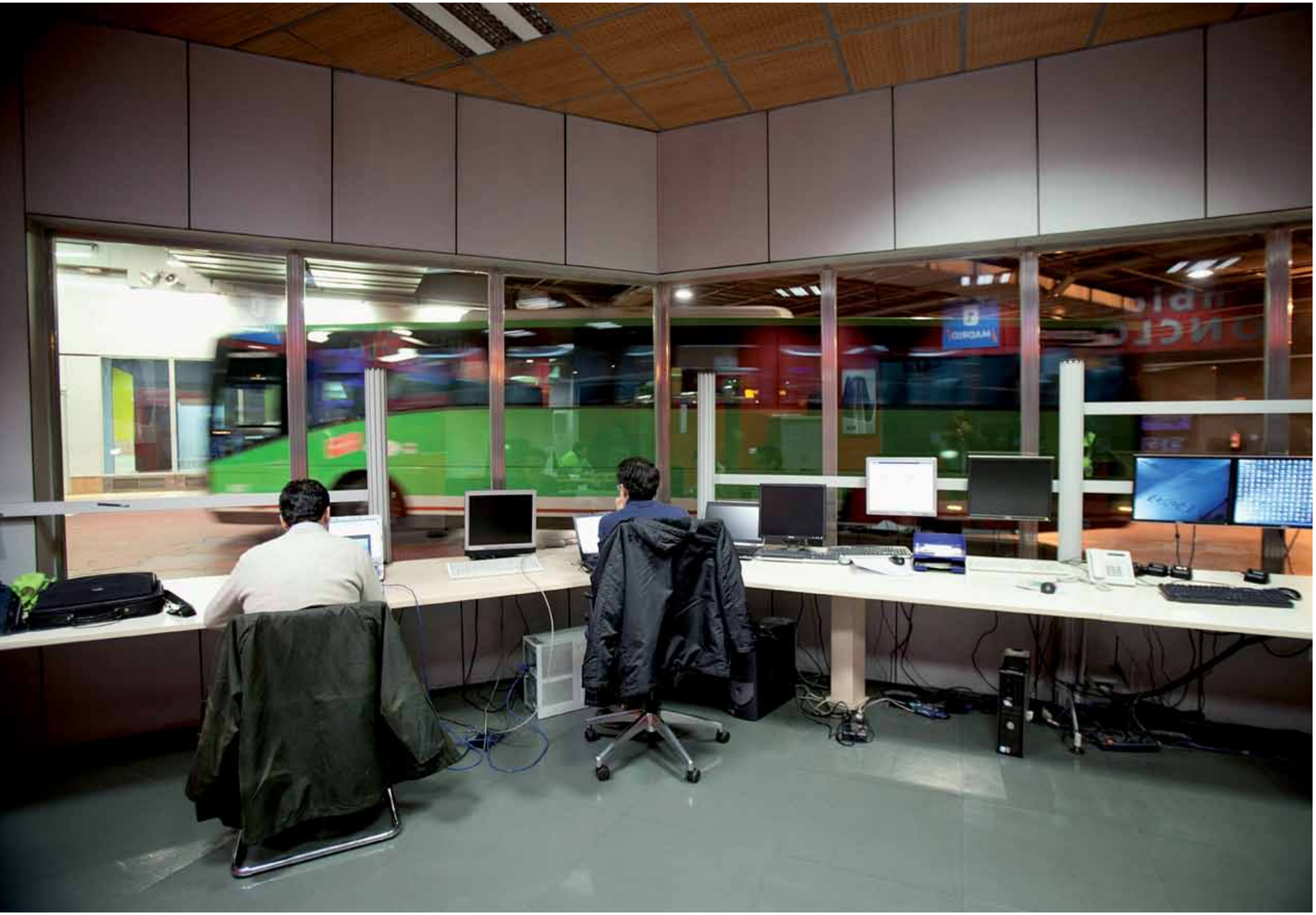
This means that there has been an emphasis on the presence of the official CRTM complaints and suggestion form included on the website of all suburban bus services.

Tools for the automatic exchange of information for the reception of complaints and suggestions issued through Metro de Madrid have also been established. These developments can be added to the prior ones which include the integration of the light rail and interchanges and the inauguration of an online mailbox for complaints and suggestions on the CRTM website.

During 2012 these developments have made it possible to process a total of 19,762 complaints regarding incidences which affected the Madrid regional transport network as a whole and 831 suggestions for its improvement. Relatively speaking, there is an average of 14.4 complaints and suggestions per million passengers.

The total number of complaints and suggestions are distributed as follows: 10,527 correspond to the Metro network (51.1%), 102 to EMT services (0.7%), 7,311 to suburban transport services (35.5%), 107 to Renfe Cercanías (0.5%), 550 to the three light rail operators (2.7%), 135 to interchange activity (0.7%) and 1,815 to the activity of CRTM itself (8.8%). The numerical importance of the Metro and the services of suburban operators in complaints and suggestions as a whole is, as already mentioned, due to the fact that they are processed through CRTM's centralised management service.

Furthermore, the Citizens' Advice and Information Bureau of the Region of Madrid (SYRE) received 1,524 claims and suggestions relative to the transport system, 383 more than those registered for this service during 2011.



4

STUDIES AND PROJECTS

4 STUDIES AND PROJECTS

4.1 Studies

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

- **Studies for the development of the accessibility to centres of interest results manager.** In terms of transport planning, aspects related to territorial accessibility and the obtaining of the parameters and indicators necessary to evaluate the said accessibility have special relevance. The CRTM has been developing its own methodology for obtaining indicators, based on the corporative Geographic Information System and a macroscopic model of the public transport networks. This study addresses the development of a tool to view and manage the indicators of accessibility to focal points and public services in the Region of Madrid, an initial phase being applied to medical centres. The viewer is conceived as an intuitive, easy to use application for a direct search and print out of the results.

- **Study of commercial bus speed in Alcalá de Henares.** The commercial speed of urban and suburban buses is one of the factors with a higher influence on the operation, quality of service and costs associated with public transport routes. It is possible to achieve an increase in the commercial speed of buses which do not use dedicated lanes by adopting measures for bus prioritisation. For this purpose, a year ago the CRTM carried out a study which included an inventory of the different types of measures, their field of application, their cost and their impact on the operation. Based on this precedent, a practical implementation was carried out on an existing network: the Alcalá de Henares urban bus network. Based on the premises of the

general study an analysis of the urban routes in this municipality has been carried out and the opportunities for improving existing speeds have been identified.

- **Field research within the framework of the monitoring of the EBSF project.** During 2012 the following tasks were undertaken for the monitoring of the EBSF project – European Bus System of the Future:

  Number of passengers on the suburban bus routes being studied (651, 651A, 652, 653, 654 y 655), all of which are lines which connect Majadahonda to Madrid (Moncloa).

  A survey was carried out onboard the buses on the routes being studied, with a sample comprising 2,000 interviews.

  A telephone survey was performed among residents in the municipality of Majadahonda, with a sample of 800 interviews.

- **Supply and demand studies in the EMT and Metro de Madrid.** The CRTM conducts annual studies of the services provided and the demand generated in the metro and EMT networks in order to optimise the resources available with the object of providing the optimum transport service.

- **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.

- **Control and monitoring of public transport infrastructure projects.** This consists of analysing, discussing, proposing solutions and monitoring the progress of the various intermodalities, special tracks, dedicated bus lanes and bus control centres which, as well as the specific and current problems of mobility on public transport, address those derived from the execution of the urban and infrastructure development carried out in Madrid, in order to contribute to a better articulation of the territory.

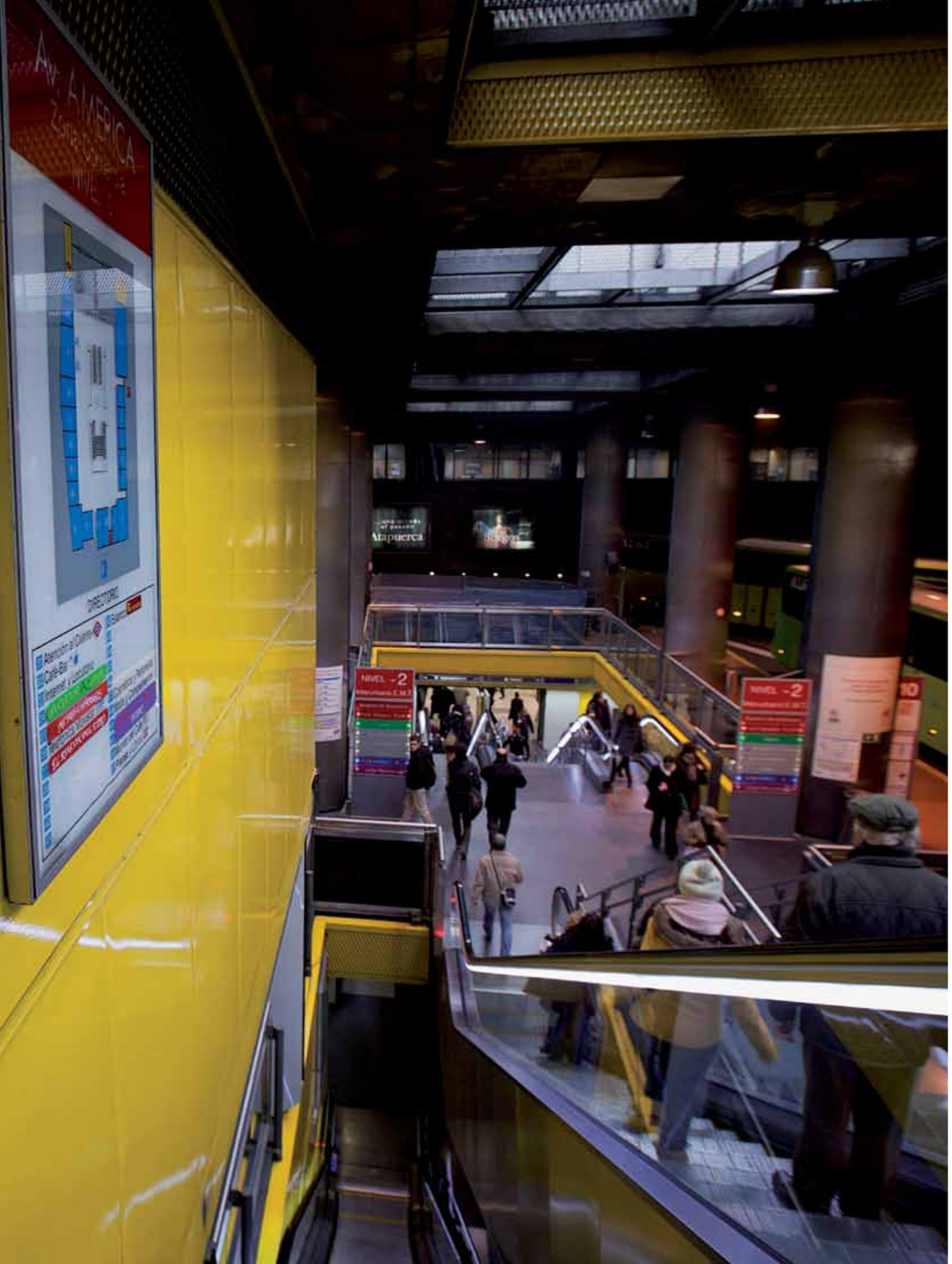
- **Study of the measures proposed in the revision of the General Plan for Madrid City Planning and the alternatives included in the Mobility Guideline Plans as regards public transport**. This consists of analysing, discussing, proposing solutions and controlling the evolution of the different projects derived from the revision of the city's General Plan for Urban Planning (PGOUM), in which one of the most important elements to be taken into consideration is the reservation of space for the exclusive use of public transport. The Madrid City Council's Strategic Surface Plan includes, amongst other measures, a Guideline Plan for the Atocha-Camino Corridor, a Priority Pedestrianisation Plan for the Sol-Carretas-Jacinto Benavente Corridor, adaptation of the roads for the Madrid Río-O'Donell Bicycle Lane and an analysis of the spaces for public transport within the area of the central city denominated M-10.

- **Updating the information on the EMT bus network in the CRTM's 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.

- **The development of computer applications to manage the mobility variables in the municipality of Madrid and to establish a general transport strategy**. The management of mobility and demand variables in the city of Madrid, disaggregated into reduced territorial units, and their correlation with the evolution with the transport services offered in the said areas, allow for a more detailed knowledge for the preparation of a transport strategy which favours the synergies detected and allows better advantage to be taken of the resources available.

- **Studies and assessments carried out for the re-arranging of the suburban and urban routes in municipalities in the Region of Madrid**. The CRTM carries out this type of study in order to have at its disposal the data necessary to make it possible to adjust transport supply to demand. During 2012, an analysis has been carried out of, amongst others, the demands on the suburban lines of the north-eastern area of the Region of Madrid, as well as the flow of passengers through the Collado Villalba station.

- **Study to evaluate the introduction of the public transport card.** At the end of 2012, once the first phase of the introduction of the card had been completed, a study was carried out in order to know the evaluation of the process among users of the Youth Card in zone A. A survey was also carried out among Senior users, in order to detect their potential acceptance, given that usage habits amongst this sector of the population are very different from those of the Standard and Youth cards and their behaviour towards the change of medium could vary. The results of the survey showed high acceptance of the card among young people, who gave it an average score of 8.17 out of 10. Among senior citizens, the results indicated that, although they do show a greater resistance to change, the majority would accept the substitution of the medium, given that they value the speed and convenience of use that it introduces. The work has also allowed us to discover the preferences for the different distribution networks used for putting the new card into operation.



- **Study to verify the indicators established in the Suburban transport Quality Plan**. Among the proposals put forwards by the Quality Plan was that the CRTM would perform a series of service inspections in order to verify the level of compliance reached in the indicators which cannot be obtained by using the data presented by an operator in accordance with the requirements established in the said Plan. For this purpose, approximately 1,600 inspections were carried out on vehicles distributed among the 37 suburban transport concessions which form the network. The verification included aspects relative to the signage and obligatory information on the buses, the adoption of a corporate image on the latter, the behaviour of the driver and checking of the passenger information points (PIV) currently available. The overall results show that the indicators of the plan are satisfactorily complied with.

- **Quality survey of the transport concessions corresponding to suburban services.** The Quality Plan for suburban operators includes the evaluation of user opinion by means of the construction of a synthetic indicator of satisfaction, the Service Quality index. Depending on the relative score obtained in this index, with respect to the average of concessions, it will have either a positive or negative repercussion on the operator's results for the financial year. During 2012 preparatory works has been commenced on a survey to be carried out at the beginning of 2013.

4.2 New Technologies

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

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

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

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

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

The following actions have therefore been carried out: Research on new contactless ticketing mediums and automatic sales systems for non personalised transport documents and a new centralised security system for smart transport ticketing.

The BIT project (Smart Transport Ticketing) offers a wide range of possibilities and must therefore cover the proposed technological expectations. This means that “contactless” mediums and automatic sales systems compatible with the current BIT system must be selected for non personal transport documents.

The “contactless” cards from the Smart Transport Ticketing which have currently been designed by the CRTM are personal and are capable of including all the available transport documents: personal and non personal. The personal cards are integrated into the CRTM’s BIT security system.

On the other hand, future users of a CRTM "contactless" card who only use non personal transport documents will be provided with an anonymous "contactless" card, as it will contain no season tickets. This means that it is necessary to adapt and integrate the mediums and related information into the CRTM's SECEBIT (BIT Centralised Security) and new developments for the updating of the HSM's (Cryptographic Servers)

Integration of the "contactless" ticketing systems originating from suburban transport in accordance with the Modernisation Plan

All the aspects related to the introduction of the Smart Transport Ticketing are closely interlinked with the requirements on this subject specified in the Modernisation Plan, in accordance with the Region of Madrid Law 5/2009 of the 20th October. This means that it has been necessary to check, analyse and evaluate to ensure that the "contactless" ticketing systems comply with the requirements of the Modernisation plan and CRTM specifications.

Semantic Web

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

Task 1: The CRTM designs, defines and develops the families of ontologies (using OWL tags) related to public transport. This task, which began in 2010, was consolidated in 2011 but will remain "alive" during the entire project, as concepts that require formal definition are constantly arising.

Task 2: 2012 saw the start of the task of adapting the information from the "Mobility Observatory" (web version) to the extraction processes in order to facilitate the automation of the semantic annotation.

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

Task 3: Non-embedded annotation: The retrieval and automatic interpretation of information in natural language for subsequent formalisation using specific public transport ontologies.

Task 4: Semantic data mining of public transport information.

Task 5: The launch of a semantic search engine based on CRTM ontologies and annotations, a natural language user interface and a SPARQL query processor.

4.3 Intermodality

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

- **Remodelling of the Avenida de América interchange.** The CRTM continues with works for the remodelling and expansion of the Avenida de América interchange with the object of providing it with the same conditions of comfort and quality available at the newly built interchanges. The interchange is being kept open at all times while the works are underway in order to cause the least possible inconvenience to users and to maintain an excellent transfer between suburban bus routes and the four metro lines. The first phase of the works, carried out without road occupation, was completed in June 2012 and comprised the construction of five new emergency stairs, two of them in tunnels, the replacement of the escalators and the execution of new natural ventilation openings. The second phase of the works, with an investment of 45 million euros, began in July 2012,

once road occupations and traffic interruptions had been agreed on with the Madrid City Council's Department of Urban Mobility, and is expected to be completed during the spring of 2014. The preparation of the Special Plan, in conjunction with the Madrid City Council, was commenced in 2012.

- **Legazpi Transport Interchange.** The CRTM is still carrying out proposals and studies regarding the Legazpi transport interchange. Their aim is to permit its technical and economic feasibility by using the old Fruit and Vegetable Market building. The following studies have been carried out for this purpose: study of traffic from the Glorieta de Cadiz to the Plaza de Legazpi; structural feasibility study of the adaptation of the Fruit and Vegetable Market building; draft project of the interchange adjusting it to the requirements of the exceptional modification to the PGOU (General Plan for Urban Planning).

- **Conde de Casal Interchange**. During 2012 the CRTM has continued to study a proposal which might make the Conde de Casal interchange feasible. It has carried out the following studies for this purpose: study of traffic in the affected area; special plan for the control of usage in urban environments; study of the environmental impact; draft project for implementation; and the drawing up of the special implementation plan.

- **Economic and financial feasibility studies of transport infrastructures.** With regard to the Interchanges Plan, various feasibility studies have been carried out in order to be able to call for tenders taking into account the current conditions of the financial market. In this respect, during 2012 work was continued on the Legazpi and Conde de Casal interchanges and on the Canillejas and Puerta de Arganda modal interchange park and ride facilities.

- **Chamartín Interchange.** With respect to the Charmartín interchange, in 2012 the CRTM studied a breakdown of the budget by actions in order to be able to evaluate the same and collaborate with the Madrid City Council in the elaboration of the new urban agreement.

- **Draft project for a car park and intermodal area in Puerta de Arganda.** The CRTM has continued to work on this intermodal point in order to improve the conditions of interchange between bus, private car, metro and train. A surface car park with 70 spaces has been set up and a 4 story high rise park and ride facility with 297 spaces is being considered. This contemplates the creation of an intermodal area with 6 bays within the enclosure and the generation of a retail space to help to recover the investment.

- **Modal interchange parks and ride facilities.** Within its policy of promoting the use of public transport by facilitating intermodality, the CRTM has carried out a specific study of the measurement of the main locations, selected together with the Madrid City, for the construction of a network of modal interchange park and ride facilities.

- **Study for the classification and rating of the 128 intermodal points in the municipality of Madrid.** Improvement of intermodality is an objective that CRTM has been pursuing since its creation in 1985. With regard to the municipality of Madrid the CRTM has a developed a methodology in order to rate and classify the most important transport hubs within the system. With this objective in mind, a series of criteria have been established, making it possible to classify the main intermodal hubs into 5 categories: Long distance infrastructures; Major interchange; Interchange; Intermodal area; Interchange point.

  In order to improve the conditions of intermodality (transfer, information, accessibility, safety, quality of waiting, etc), a very exhaustive study of the location and a qualitative and quantitative assessment of 128 intermodal points within the municipality has been carried out, as well as an analysis of what each one of them needs to improve its quality.

- **Preliminary study of the Complejo Canalejas bus terminal in the calle Sevilla (Madrid Included in the operation which the Madrid** City Council wishes to carry out on the site of the former Banesto Bank in calle Sevilla and Calle Alcalá, known as the Complejo Canalejas, is the construction of an underground urban bus terminal to improve conditions in the vicinity. The CRTM has made proposals for functional implementation in order to advise on the improvement of intermodality and the smooth running of the terminal.

- **Analysis of public transport infrastructures for the Advance of the PGOUM.** The CRTM continues to prepare documentation to be included in the Advance of the PGOUM and thus contribute to the improvement of transport infrastructures, both as regards current and future planning. This documentation is a preliminary draft of that which will be included in and form part of the General Plan for Urban Planning which is currently being written.

4.4 Sustainable Urban Mobility Plans: actions financed within the 2008-2012 Action Plan of Energy Saving and Efficiency Strategy (E4+).

The 2008-2012 Action Plan is one of the strategies launched by the Spa¬nish Government to meet European commitments in matters of energy saving and diversification and environmental policy. The plan provides a framework for financing the measures adopted in the different Autono¬mous Regions to fulfil the goals defined in the Energy Saving and Efficien¬cy Strategy. In the Madrid Regional Government, funding is channelled through a Framework Collaboration Agreement with the Institute for Ener¬gy Saving and Diversification (IDAE).

In 2007, coinciding with the 2005-2007 Action Plan, the CRTM was de¬signated as the official agent for managing part of the funds allocated for measures in the Madrid transport sector. CRTM management focused on Measure 1, Sustainable Urban Mobility Plans (SUMP). This measure includes the following actions: carrying out urban mobility studies to promote more 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.

No budget was allocated to the agreement in 2012, which has had a notable influence on the scarcity of new studies or action of this nature. However, it should be pointed out that the following studies, which had received public support in the previous financial year, were carried out. These studies provide continuity to the line followed by the CRTM to promote sustainable mobility plans in extensive areas of economic activity and focal points for travel in the region:

- **Sustainable Mobility Plan for the Ciudad Universitaria Campus.** The CRTM directed the study for this Plan in conjunction with the University Campus Urban Planning Consortium (CUCUM) -with representation from the Complutense, Polytechnic and Open (UNED) universities- and the collaboration of the Madrid City Council. Around 150,000 people study or work in Madrid's the Ciudad Universitaria Campus, generating 325,000 journeys every day in order to reach their activities. 60% of these journeys are carried out on public transport, 35% in private vehicles and 5% on foot. Practically 2 out of 3 journeys are carried out on public transport. Despite this, the area is not a stranger to a variety of mobility problems, especially in matters related to through traffic, parking and universal accessibility. One aspect that the study has underlined is the need to promote cycling mobility whose current use is very low. The PMUS of the Ciudad Universitaria defines a series of plans and actions aimed at a more efficient, quality mobility. It has been developed through an extensive process of consensus and participation which, apart from the promoters of the Plan, included the different agents and collectives on Campus.
- **Sustainable Mobility Plan in the Arroyo de la Vega Business Park.** The CRTM has promoted this plan, with the collaboration of the Alcobendas Town Council and the Alcobendas Business Association (AICA). In the Arroyo de la Vega area there are almost 300 companies which, together, employ 15,000 workers. The modal split of journeys generated by this employment is characterised by a high participation of private vehicles (70% of the journeys) and a low public transport share (25%). The associated problems are those characteristic of this model of mobility: road congestion during entry and exit times, parking conflicts, high accident rate, etc. The study proposals are aimed at correcting these problems by means of different plans of action which include measures that will act on public and soft modes of transport, the regulation of traffic and the management of parking and mobility, amongst others.

4.5 European Projects

EBSF – European Bus System of the Future

Within the framework of the 7th Framework Programme for Research in the European Union, in September 2008 the CRTM, along with 46 Eu¬ropean associates, embarked on the EBSF Project - the European Bus System of the Future. The project's aim is to create a new concept and develop an innovative, high quality urban bus system which will show the potential of a new generation of urban and suburban bus networks. Having obtained the requirements of this system, in terms of user needs, infrastructure, operation and vehicles, the results have been applied to four vehicle prototypes in seven case studies in various cities. One of these case studies started in Madrid in October 2011 under the leadership of the CRTM. It features the routes which link Majadahonda and Moncloa via the BUS-VAO (Madrid's dedicated bus lane system) which passes by the Majadahonda Renfe-Cercanías station, integrating information about these bus routes, the Cercanías trains, the Bus-Vao and the Moncloa interchange.

The technology platform used in the development of the project was ba¬sed on wireless communication networks and WEB tools to facilitate data sharing with other transport modes and systems, including private vehi¬cles. Information will be provided on board the buses and at stops around the city via electronic displays or wireless access (WiFi/Bluetooth).

The end of the project was marked by an event held in Brussels in October 2012, during which its main results were presented. This event and the project in general have had great repercussions at a European level, and are very well valued by the representatives of the European Commission. For this reason, and to continue delving deeper into the Bus System of the Future and make public the potential of the EBSF results, the 3iBS project, detailed below has taken over.

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

INVOLVE - Involving the Private Sector in the Mobility Management

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

The project is formed by 12 partners from 10 countries, 4 of them new member States. The project leader is traffiQ (Frankfurt Public Transport Authority), and the other partners, together with the CRTM, are public authorities, transport operators, energy agencies and universities, specifically, those of Klaidpeda (Lithuania), Macedonia Central (Greece), Reggio Emilia (Italy), Livorno (Italy), Prague (Czech Republic), Podravje (Slovenia), London (UK), Roermond (the Netherlands), Warsaw (Poland) and Rotterdam (the Netherlands).

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

Further information is available at **www.involve-project.eu.**

Securestation

The European SECURESTATION Project, which started in 2011, aims to establish the design base of stations and transport interchanges of all sizes. It intends to set the basic parameters that need to be considered, both on a structural level and in the various facilities, so that these infrastructures become elements with increased security in the event of any unforeseen circumstance, whether it is a terrorist attack or a simple theft. To achieve this, all the operational procedures involved in these infrastructures are being reviewed, analysing the new challenges that these scenarios create, from the point of view of the security measures and the new security technology that may need to be deployed.

In 2012, the CRTM has started to develop the smoke evacuation systems and to design mechanisms for evacuating people in the event of a terrorist attack.

The four most important objectives of the project are:

- To increase security in public transport stations via improvements in the design of structures, interiors and the services within the infrastructure.
- To ensure the cost-effectiveness of the adopted measures via the application of risk assessment methodologies which prioritise the adopted measures based on the prior design.
- To create a constructive design manual which will serve as a support tool for owners and operators, with the objective of increasing secu-

rity in the event of: a terrorist attack; attacks involving the dispersion of particles; or a fire.

- To homogenise the risk assessment methodologies, technologies and design solutions, thus supporting their wide-spread application by numerous organisations related to public transport in the EU.

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

SECUR-ED – Secured Urban Transportation – European Demonstration

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

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

The objective of the work group led in Madrid by the CRTM is focused on the management of the information that will be distributed to the various parties that will be involved in possible incidents. The aim is to ensure, with the help of new technologies, the real-time reception and distribution of information at the beginning and throughout an event which affects security in the transport system. A quick and correct response is based on sharing the relevant, up-to-date information for each actor involved, to keep it up-to date and make it as concise and coherent as possible. The coordinated response includes the transport authority, operators, emergency services, infrastructure managers and users of the transport.
In short, the aim is to manage the resources in order to provide a response which minimises the negative effects on public transport facilities and on the people.

These technological developments will be put to the test in 5 different scenarios within the public transport system in our region. These simulations will involve a great number of the transport networks and interchanges in Madrid, as well as the emergency services and the managers of road infrastructures.

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

COST Action TU1103 – Tramway System Operation and Safety with Regards to Public Spaces

This COST Action, which started in September 2011, is aimed at improving the design and urban integration of tramway systems to reduce their negative impact at points of conflict with other users of the pubic space. In addition to Spain, the other countries involved in the COST Action are the Czech Republic, France, Germany, Ireland, Italy, Poland, Portugal, Switzerland and the UK.

This action is structured around a methodology based on existing data and experiences and therefore practical results and solutions are obtained for transport operators and authorities. The shared information concerns the risks and accident rates of tramway systems in an urban environment, operation methods and good practice, always bearing in mind different cultural and historical contexts. After European specialists have shared the available data and results, their analyses and comparisons of accidents and incidents, the action will improve safety as a whole, homogeneously and at the lowest possible cost.

Beyond the internal exchanges, in the 4 years of the project, important communications tasks at various levels (recommendations, websites, etc.) have taken place to allow the Europe-wide diffusion of the project's results.

Further information can be found at **www.tram-urban-safety.eu**

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

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

The project began in October 2012 and has a completion period of 36 months.

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

More information at **www.nodes-interchanges.eu.**

3iBS – Intelligent, Innovative, Integrated Bus Systems

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

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

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

4.6 Other International Projects

QUITO (ECUADOR)

November 2011 saw the conclusion of the joint works whose aim of was to define the Integrated Mass Transit System (IMTS) of the Metropolitan District of Quito and the design of the first line of the Quito Metro and in which CRTM took an active part (together with Metro de Madrid, Mintra and the Agustín de Betancourt Foundation) to establish the legislative and regulatory reference framework, as well as to develop a proposal for the re-arrangement of the transport services in the city of Quito.

As a continuation of this initial work, in 2012 Metro de Madrid, S.A. drew up a project for the layout of the first metro line.

Over the last year the CRTM also collaborated actively with the Municipality on the presentation of the proposed solution for the Quito Municipal Transport System, explaining the scope of the suggested proposal and presenting the solutions being considered and, at the same time, gathering all the different opinions and considerations of the opinion groups that were taking part in the encounters for the presentation of the project.

5

CORPORATE AND SOCIAL COMMITMENT

5 CORPORATE AND SOCIAL COMMITMENT

The Consorcio Regional de Transportes de Madrid (CRTM) pursues various corporate social responsibility activities connected with its customers, social progress, interest groups and training.

5.1. Our Commitment to Customers

Corporate Communication Plan

2012 has been characterised by the consolidation and continuity of the line of communication created with one clearly defined objective, to increase user perception of public transport as a Transport System, all in consonance with the current economic context.

Even so, it has been possible to develop a communication plan with the support, alliances and collaboration of both institutions and private enterprises, which have perceived the Public Transport System as a strategic communication ally, as a great “shop window”.

During 2012 the communications plan considered the key objective, as regards users, to be the launching of the new Public Transport Card, as a “product” that the CRTM was placing at the disposal of the customer to make his/her mobility easier, safer and more convenient.

Users themselves were the protagonists of the different waves carried out to make the new Public Transport Card known. The latter recommended its use and emphasized its advantages, following the same line of communication as campaigns carried out in previous years to consolidate the core values of the CRTM.

The new contactless technology of the card made it necessary to inform the customers and make them aware of its availability and usability. On the other hand, due to technological demands which have conditioned the communication plan, its implementation will be carried out in different phases.

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

- Entertainment and leisure channel on suburban buses: Canal Bus
- Screens at Interchanges
- Canal Bidiscount (Bidiscount channel) at the Moncloa and Plaza Elíptica interchanges
- Canal Metro
- Hoardings on the different Metro lines
- Informative flyers and catalogues
- Vinyl sticker advertising on glass windows at the interchanges
- Direct marketing activities at universities, secondary schools, schools and in spaces where young audiences gather to watch the Ukraine and Poland European Championship matches, or the Madrid Rock en Río festival.

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

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

Amongst other actions carried out throughout 2012, we can highlight the collaboration with Radio Sol XXI and its 'Diverclub' (Funclub) show, a program which aims to be educational, original and humorous. It is aimed at children between 4 and 12 and airs early in the morning and early in the afternoon. The idea proposed by the CRTM was a quiz with simple but educational questions related to Madrid's Public Transport System.

Moreover, and as the culmination of the 25th Anniversary of the creation of the CRTM, numerous public and private institutions participated in the I edition of the Awards for the Promotion of Public Transport and Sustainable Mobility in the Region of Madrid, The universe of participants and the success of different the candidates, ensured the triumph of this edition.

Press Communication Plan

On the other hand, conscious of the role played by the media in the diffusion of the new developments in the public transport system, the CRTM has reinforced its communications office in order to establish a fluid relationship with the different media so that information about the organism reaches a broader spectrum of citizens.

The direct consequence has been the progressive increase in press releases throughout 2012, with an average of 16 notes per month at the end of this period, as well as direct contact with communication media. The latter have improved their knowledge about the CRTM's functions, which means that their diffusion of the same to the people of Madrid has also improved.

Obviously, the communication developed has been divided between information strictly about services for the user, technical information, which has been very well received among specific media in the sector, where CRTM is becoming a reference, and general information based on the entity's activities, objectives and milestones.

Thus, during 2012, the CRTM issued a total of 112 press releases, 81 of which corresponded to communications relative to the public transport service itself and the rest to actions carried out by the CRTM in other, wider areas than just the functioning of the different modes of transport.

Announcements concerning the introduction of the new contactless technology Public Transport Card and the participation of the CRTM in actions of solidarity and corporate social responsibility, which represent a plus as regards the quality of public transport, have been of great importance in this last field.

All of this has led to the consolidation of a relationship with media outlets, making it possible to lay the foundations for future press actions that will continue to increase the information that the citizens have on CRTM and open other direct fields of communication, both for users and the media.

Appendix 2 includes a list of the notes released during the year by date.

5.2. Our Social Commitment

In its social commitment to public transport users, the CRTM has actively collaborated with public and private institutions in the promotion of various activities centred on communicating that the public transport system is also an area of social and cultural progress, thus enhancing the user's experience of public transport.

Corporative Social Responsibility Activities

Within the institutional context, collaboration with different regional ministries has helped the social positioning of the CRTM by taking advantage of synergies, in which, through the promotion of its cultural and social activities, the social character of the Public Transport System has been strengthened. This is the case of the Regional Ministry of Culture and the Madrid Blood Transfusion Centre. The CRTM has also collaborated in the organisation of sports activities with a high social value.

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

Some examples of collaboration during 2012 that should be mentioned are:

- Teatralia
- XII Contemporary Stage Festival
- Summer Cinema
- Summer Classics
- Book Night
- Madrid on stage
- Books in the Streets, in collaboration with the Madrid Book Publishers Association.
- Dance Day, in collaboration with the ONCE Foundation in which people with various levels of disabilities took part.
- International Women's Day.
- Participation in the Madrid Tennis Open, promoting and increasing public transport for users to get to and from the event.
- Madrid Rock and Roll Marathon, with over 23,000 participants this year, as the mobility coordinator for the different users.

- IX edition of the Women's race, as the public transport coordinator for this event which mobilised more than 10,000 people. It is considered to be the European race that gathers together the largest concentration of women.
- Blood Donation Campaign, in collaboration with the Madrid Blood Transfusion Centre. Information and promotion on the various channels and media of the Transport system, Universities Campaign and the Summer Campaign.
- "Lo que de verdad importa" (What really matters) Foundation
- Mobility week, with the debut of the "tapas route" as a recreational element of its celebration.
- Itinerant exhibitions

Participation in the European Mobility Week

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

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

The objective of the slogan chosen this year, "Participate in your city's mobility plans: move in the right direction!, is to demonstrate how a Sustainable Urban Mobility Plan (PMUS) can be useful for providing a planned and integrating focus, which takes into account all the transport modes in the city and its surrounding areas. The PMUS define a set of interrelated measures which, step by step, lead to the satisfaction of the mobility needs of citizens and companies while, at the same time, improving quality of life in the city. Moreover, an integrating focus on planning offers a competitive advantage, which has been more and more often been shown to be a necessary condition for gaining access to the financial opportunities that are so important for the economic development of cities.

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

- The European Mobility Week Tapes Route, an initiative that the CRTM has put into motion for the first time, in order to bring together leisure and public transport. The participating bars and restaurants presented a "Mobility Tapa", which they offered to customers at a price of 1.50 euros per tapa, drink not included, on presentation of a travel card or the new Public Transport Card.

- Exhibitions: Alcala de Henares "25th Anniversary" and "How do you move around?" and Stop accidents with the Pons Foundation at the Plaza de Castilla interchange.
- Promotion of Metro Green Trails: Publicity has been given to trips along two of these Green Trails, the Casa de Campo and Madrid Río.
- Seminars: Collaboration in the organization of three seminars:
  - In conjunction with the Madrid City Council and the Chamber of Commerce. Seminar on the "Ribera del Loira Mobility Plan", Monday 17th September.
  - In collaboration with the Madrid Branch of the Civil Engineers' Association. Seminar "Towards sustainable mobility", Wednesday 19th September.
  - Aranjuez Town Council. Technical Session on the "Sustainable urban mobility plans", Friday 21st September.
- Activities at the Plaza Elíptica interchange, Friday, 21st September, the car free day: Afternoon of culture with music performances.

5.3. Our Commitment to Common Interest Groups

Participation in Associations of the Sector

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

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

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

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

The CRTM holds one of the EMTA vice-chairs and is an active participant in the meetings, forums and working groups organised by the association. It also created the Barometer of Public Transport in the European Metropolitan Areas, an up-date of which was drawn-up at the end of 2012.

Two meetings of the general assembly were held during 2012, one in Prague and one in Berlin.

ITS Spain, www.itsspain.com

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

The CRTM was one of the key founding members of ITS Spain. The consortium is represented on the ITS Spain Executive Committee and chairs its Public Transport Committee. It participated in the XII Spanish Congress held in Madrid from the 24th to the 26th April 2012.

Within this field, the CRTM actively participates in working groups to analyse the technical, economic and functional feasibility of NFC technology in public transport.

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

The Spanish Public Transport Authorities Think Tank is an initiative of the Ministries of Environment and Public works which was created in 2002. One of the initiatives of this Think Tank was to create a Metropolitan Mobility Observatory (OMM) to compile and analyse the key public transport figures for the main Spanish metropolitan areas with their own Public Transport Authority. The aim was to demonstrate how public transport contributes to a better quality of life and the sustainable development of our cities. In 2012 the CRTM participated in the IX Technical Session, organised in San Sebastián between the 6th and 8th of April, and also attended operational meetings of the Observatory.

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

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

Visitas internacionales y asesoramiento internacional

The CRTM's experience and Madrid's integrated transport system model attract numerous delegations that are keen to learn about the planning and construction of new infrastructures in the region and about the integrated public transport management system. In 2012, 40 delegations visited the Madrid region from all over the world.

Countries from all corners of the globe have shown interest in Madrid's infrastructures and services. To be precise, this year the CRTM has received foreign delegations from the following countries: Argentina, Brazil, Canada, Colombia, Korea, Ecuador, the U.S.A., France, Finland, Holland, Indonesia, Norway, Panama, Peru, Poland, the U.K., Russia, Serbia, Singapore, South Africa and Venezuela.

During 2012 the CRTM has also carried out a series of collaborations with transport authorities from other countries that are studying its creation and had requested information about Madrid's experience.

On the 10th of June, a meeting, organised through Madrid network, was held at the central office of the World Bank in Washington. In addition to

Delegations from cities and regions all over the world which have visited Madrid. 2012

El CRTM es miembro de los organismos internacionales UITP y EMTA

presentations by other enterprises and organisms, the CRTM explained the management and integration model of the Madrid Region's Public Transport System, the experience acquired and future projects. Advantage was taken of the trip to make contact with APTA (American Public Transportation Association), TRB (Transportation Research Board), and EMBARQ (The World Research Institute Centre for Sustainable Transport).

As a result of this meeting with the World Bank, the CRTM was invited by the Bank and by the Moroccan Ministry of the Interior to take part in a series of sessions on "Governance and sustainable mobility" held in Rabat on the 3rd of October, with an intervention entitled "Integration Institutionelle, la clef pour le succes de l'Autorité organisatrice de Madrid".

Finally, the Santiago de Chile Department of Transport invited the CRTM to take part in the Workshop on the "Institutional character of the transport authority" as part of the United Nations Development Programme.

5.4. Our Commitment to Training

Congresses, Seminars, Sessions

Throughout 2012 the CRTM has organised congresses, sessions and seminars in which participation by the sector was high:

- The XII Spanish Conference on Intelligent Transport Systems, organised by ITS Spain, was held in Madrid between the 24th and 26th of April 2012. The CRTM participated as a strategic sponsor, both by giving speeches and running a stand.
- On the 19th of September 2012, a seminar on "The Management of Sustainable Mobility in Madrid" was organised within the framework of the European Mobility Week, with the collaboration of the Madrid Branch of the Civil Engineers' Association.

Moreover, due to the fact that the Region of Madrid's transport system is a national and international benchmark, the CRTM is invited to participate in numerous conferences and congresses. The following stand out during 2012:

- 24th - 25th January: An invitation from the European programme BEST (Benchmarking in European Service of Public Transport) to contribute CRTM's experience with the EMTA barometer, collecting and analysing data, while, at the same time, receiving information about the system software being developed as a tool to be used by EMTA members to facilitate access to and analysis of the data. The meeting was held in Helsinki.
- 5th May: Festival with B for bike in Matadero. Participation in a round table on Dialogues on Urban Mobility "Shortcuts to coexistence between people on the move".
- 11th May: Technical Session "Safety at Large Recreational Events" which took place in the Centro Unificado de Seguridad (Unified Safety Centre) CUS, calle Alfredo Nobel, 10, Alcorcón - Madrid, organised by Previnsa and the Fuego Foundation.
- 31st May: II Sessions on ITS in the Car Park held at the Hotel Foxá M30, Madrid and organised by ITS Spain.
- 14th June: International Seminar "New approaches to the planning and management of transport systems in the cities of Lima and Callao". Intervention on "Organisation and institutional character of transport in the city of Madrid". Lima, Perú.
- 21st September: Aranjuez, interventions on mobility tendencies in cities and the Sustainable Urban Mobility Plans, as part of a Technical Session on Sustainable Mobility.
- 18th-19th October: The International Congress "Fire Computer Modelling" organised by the GIDAI Group and held at the University of

Cantabria, in which CRTM took part with a conference on Smoke Modelling in transport interchanges.

- 6th-7th November: Participation in the congress Urban transport and Mobility Europe, 2012, in Prague, with an intervention about “Urban Mobility Plans in the region of Madrid. The role of the Public Transport Authority”
- 8th November: XXX Informative Session on consumption “Consumer services”, with the intervention “Public transport, an essential service”
- 15th-16th November: International Encounter on Best practices and sustainable mobility in Cali (Colombia), organised by SIBRT, with a lecture on: Madrid’s experience in the integration of transport modes. Mobility authority
- 18th November: 10th Annual Conference of the International Association for the History of Transport, Traffic and Mobility with a lecture on the 100 years of history of transport interchanges in Madrid.
- 19th-20th November: XXVI General Assembly of Alamys in Granada. Participation in the session “The perception of the population and the vision of public authorities. The role of transport authorities”.
- 23rd November: Presentation of the EMTA barometer as part of the Session “Mobility observatories in Spain” held at the Madrid School of Civil Engineering.
- 29th November: Round table “Governance and Mobility” as part of the National Environment Congress (CONAMA).
- 29th November; POLIS Annual Conference in the city of Peruggia (Italy) during which CRTM took part in a conference on the Innovation of transport interchanges.
- 14th December: Aranjuez. Participation in the Session “Sustainable Development and Climatic Change” organised, amongst others, by the Aranjuez Town Council, with an intervention on the Institutional impulse to Sustainable Mobility in the Region of Madrid.

University and Training

During 2012 the CRTM collaborated with the King Juan Carlos University in the organisation of the University Master’s Degree in Transport and Mobility Management. CRTM was responsible for the subjects “Public transport system modes and systems” and ·”Mobility infrastructures” and also contributed to that of “Transport and Sustainable Mobility”.

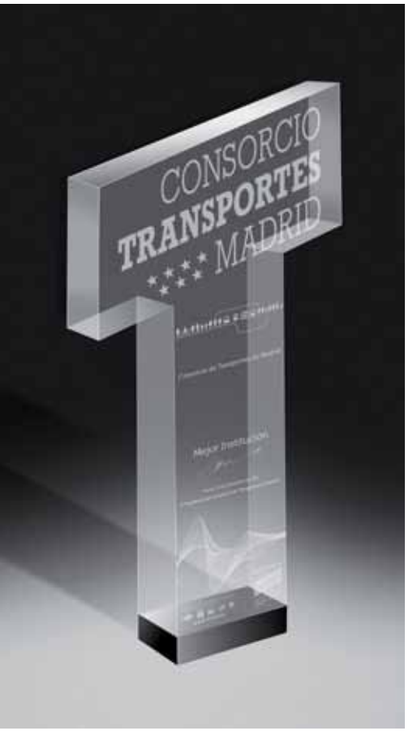
The CRTM has also organised, in conjunction with the IDAE and the Madrid Chamber of Commerce, a 40 hour Business Mobility Coordinator Course which took place fromthe 16th of March to the 18th of May.

The second edition of the 200 hour Technical Specialist Training Course for Sustainable Urban Mobility Plans (PMUS) was held during 2012. This was a consequence of the collaboration between the CRTM, the Madrid Branch of the Civil Engineer’s association and the Institute for Diversification and Energy Saving (IDAE).

Other CRTM educational collaborations in 2012 were:

- XXXIV Advanced course on Territorial and Urban Studies, organised by the National Institute of Local Administration (INAP).
- XXVI General Course on Terrestrial Transport organised by the Spanish Railways Foundation.
- XXXVI Iberoamerican Municipal Training Programme. Sustainable Urban Mobility Module.
- XXII Civil Engineering summer course on “Spanish Civil Engineering abroad”, promoted by the Engineering and Society Foundation.
- University Master’s degree in “Urban and Territorial Planning”, run by the School of Architecture of the Polytechnic University of Madrid.

Finally, the CRTM collaborates with the School of Civil Engineering of the Polytechnic University of Madrid’s Transyt Institute and with the Chair of Sustainable Mobility. It also awards a prize for works by students in the subject of Economics of Transport.



5.5 I Awards for the Promotion of Public Transport and Sustainable Mobility

On the 16th of April the CRTM presented the Awards for the Promotion of Public Transport and Sustainable Mobility in the Region of Madrid, during an act presided by the Deputy Regional Minister of Transport and Infrastructures, Borja Carabante, and the Managing Director of the CRTM, in the presence of a large number of members of the public.

The aim of these Prizes for the Promotion of Public Transport and Sustainable Mobility is to recognise actions in pro of public transport and sustainable mobility that are carried out by people, companies and institutions in the Region of Madrid during 2012.

The prizes were divided into two large categories: one dedicated to workers employed by companies in the public transport sector and the other to enterprises and institutions that have taken initiatives for the promotion of public transport and sustainable mobility.

The category of Awards to enterprises and institutions that have taken measures to promote public transport and sustainable mobility is divided into four areas: private enterprises; public and private institutions, such as schools, universities, hospitals, etc.; Town Councils, and a special category dedicated to events or people that support public transport and sustainable mobility. A total of 12 prizes were awarded, three per area.

The prizes in this category were awarded to:

a) Private enterprises that promote sustainable mobility
- Ferrovial SA, for the implementation of mobility plans in all its offices
- Grupo Leche Pascual SA, for the introduction of actions for sustainable mobility
- Empresa Martín SA, for the purchase of 40 CNG buses for its fleet

b) Public and private institutions, non-profit making organisations, etc.
- Renfe Cercanías Madrid, for the development of a programme of school activities based on the train.
- En bici por Madrid (Madrid by bike), for promoting the use of the bicycle for getting to work.
- Ecomovilidad.net, for being a reference media on the Internet in pro of sustainable mobility

c) Town Councils
- Majadahonda, for the development of different measures within its Mobility Plan

- Soto del Real, for the development of different measures within its Mobility Plan
- Rivas-Vaciamadrid, for the development of different measures within its Mobility Plan

d) Special category
- Madrid City Council, for the development of the programme safe school route in 22 schools
- The Organisation of WYD2011 Madrid - Archbishopric of Madrid, for the implementation of sustainable mobility during the event
- Carlos Moreno “El Pulpo” – Cadena Cien, for promoting the use of public transport among his audience

The aim of the category of Awards to workers employed by companies in the public transport sector is to recognise their professional trajectory in enterprises such as Metro de Madrid, EMT de Madrid, urban buses in other municipalities, suburban buses, Cercanías Renfe, Light Rail and interchanges. These Awards are intended for workers in any area of the operating companies, be they drivers, inspectors, watchmen, workshop personnel, technicians, etc., all of whose daily labour has converted the Region of Madrid’s public transport system into a world reference.

A total of 11 prizes were awarded in this Category, to:

a) Metro de Madrid: Francisco Campillo Fuertes and Óscar González de la Riva

b) EMT de Madrid: Jorge Pérez Fernández and Raúl Díaz Alcoceba

c) Renfe-Cercanías: José Ignacio Rodríguez González and Susana Tato Fernández

d) Suburban bus companies: Lorenzo García Mejía (empresa De Blas – Grupo Arriva) and Juan Carlos Herranz Díaz (Autocares Herranz, SL)

e) Urban bus companies in other municipalities of the Region of Madrid: Ricardo Pérez Luque (Alsa Urbanos, Torrejón)

f) Light rail, tramways and TFM: Luisa Ribeiro da Silva Manchás (Metro Ligero Oeste, SA)

g) Interchanges: Pedro Granda Posadas (ITEMOSA, Moncloa Interchange)

The act closed with the presentation of awards to workers of the Consorcio Regional de Tranportes de Madrid in recognition of 25 years service to this organism.

6

FUNDING

6.1 The Budget

6.2 Funding

6 FUNDING

6.1 The Budget

As of the 31st of December 2012, the difference between income (declared assets) and expenditure (declared liabilities) produced a budget surplus of 1.6 million Euros for the year, as the figures on the following page clearly show.

This budget assessment takes into account all income and expenditure items, regardless of the real year in which they occurred. The accrual of these items yields the final financial statement for the year, which in 2012 showed a lost of 9.0 million Euros.

CURRENT FINANCIAL STATEMENT CRTM 2012	
	REAL 2012
I.- INCOME	2.328.396.895,75 €
- Contributions to the CRTM	1.298.265.319,99 €
- Income from fares	1.026.859.199,46 €
- Income from the CRTM	3.272.376,30 €
II.- EXPENDITURE	2.337.434.595,71 €
- Internal running of the CRTM	53.653.804,91 €
- Transport operators fare compensation	2.228.678.922,27 €
- Administrative concessions	46.103.898,54 €
- Other current and equity expenses	8.997.969,99 €
- Obligations from previous fiscal years	0,00 €
III.- DIFFERENCE (I-II)	-9.037.699,96 €

CRTM BUDGET BALANCE 2012 LIMITED AND ESTIMATED BUDGET (EUROS)	
INCOME	Declared Assets 2012
Chap. III.- Taxes and Other Income	12.079.741,95
Chap. IV.- Current Transfers	1.297.640.193,49
Chap. V.- Capitalizations	1.589.888,10
Chap. VII.- Equity Transfers	824.889,00
Chap. VIII.- Financial Assets	9.069,59
TOTAL RESTRICTED INCOME	**1.312.143.782,13**
Income from revenue	922.469.246,75
TOTAL ESTIMATED INCOME	**922.469.246,75**
TOTAL INCOME	**2.234.613.028,88**
EXPENDITURE	Declared Liabilities 2012
Chap. I.- Staff Expenditures	5.784.035,98
Chap. II.- Current Goods and Services Expenses	5.228.001,51
Chap. IV.- Current Transfers	1.256.542.946,50
Chap. VI.- Real Estate Investments	1.083.044,42
Chap. VII.- Equity Transfers	0,00
Chap. VIII.- Financial Assets	13.612,00
TOTAL RESTRICTED EXPENDITURE	**1.268.651.640,41**
Raw Materials for Operations	4.046.203,10
Other Outsourced Operations	38.207.269,29
Refunds	926.858.954,85
Cancellation / Return of Sales	-4.719.424,65
TOTAL ESTIMATED EXPENDITURE	**964.393.002,59**
TOTAL EXPENDITURE	**2.233.044.643,00**
	DEC. ASSETS - DEC. LIAB. 2012
I.- LIMITED BUDGET TOTAL	**43.492.141,72**
II.- ESTIMATED BUDGET TOTAL	**-41.923.755,84**
TOTAL FOR YEAR (I+II)	**1.568.385,88**

6.2 Funding

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

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

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

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

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

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

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

- In accordance with the provisions of Law 6/2011 dated 28th December regarding the Fiscal and Administrative Measures of the Region of Madrid and the project of the new Accession Agreement between the CRTM and the Madrid City Council, the needs of zone A are financed as follows:

  - EMT de Madrid, RENFE and road concessions: 50% by the Region of Madrid and 50% by the Madrid City Council.
  - Remaining zone A needs: 100% by the Region of Madrid.

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

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

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

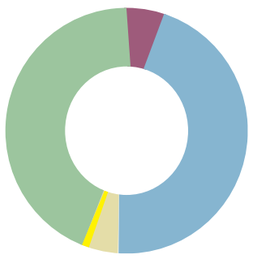
Sources	2012
Central Government	116.509.426,18
Madrid Regional Council	1.083.433.719,95
Madrid City Council	91.212.534,99
Local corporations and autonomous regions	7.109.638,87
Income from revenue	1.026.859.199,46
Source funding total	2.325.124.519,45

CONSORCIO TRANSPORTES MADRID

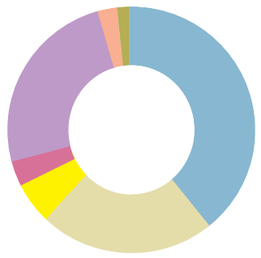
TOTAL OBLIGATIONS

2012 50.381.428,61

Allocation of funds / current obligations	2012
Metro de Madrid, S.A.	914.603.758,61
The Municipal Transport Company of Madrid, S.A. (EMT)	489.226.462,52
Renfe-Cercanías Suburban rail	138.452.083,58
Railway concessions (TFM, Light Rail)	125.941.572,00
Road Concessions (Urban and Suburban Buses)	572.884.251,56
Other Obligations (Govt. Concessions, Metrobuhos Late-Night Service, etc.)	42.672.662,53
Total Allocation of Funds (Obligations)	2.334.162.219,41
Results for the Year	-9.037.699,96



Sources	
Central Government	116.509.426,18
Madrid Regional Council	1.083.433.719,95
Madrid City Council	91.212.534,99
Local Corporations and Autonomous Regions	7.109.638,87
Income from Revenue	1.026.859.199,46
Source Funding Total	2.325.124.519,45



Allocation of Funds/Obligations	
Metro de Madrid	914.603.758,61
EMT	489.226.462,52
Renfe-Cercanías Suburban rail	138.452.083,58
Railway Concessions	125.941.572,00
Road Concessions	572.884.251,56
Other Obligations	42.672.662,53
Consorcio Regional de Transportes de Madrid Obligations	50.381.428,61
Total Allocation of Funds	2.334.162.219,41

BALANCE SHEET AS OF 31/12/2012 (EUROS)

ASSETS			LIABILITIES		
	A 31/12/12	A 31/12/11		A 31/12/12	A 31/12/11
A) FIXED ASSETS	**36.814.358,93**	**40.065.619,98**	**I. OWN FUNDS**	**168.489.501,49**	**84.355.879,47**
Intangible Fixed Assets	45.511.641,46	45.510.001,46			
- Amort. Ac. Intan. Fixed Assets	(12.136.014,08)	(9.102.000,30)	Positive Earnings from Previous Years	395.039.060,62	395.039.060,62
Tangible Fixed Assets	17.877.468,39	16.797.391,67	Negative Earnings from Previous Years	(310.683.181,15)	(70.328.461,04)
- Amort. Ac. Tan. Fixed Assets	(14.438.973,35)	(13.140.009,36)	Total for the Year	84.133.622,02	(240.354.720,11)
Deposits	236,51	236,51	**II. PROVISION FOR LIABILITIES**	**14.203,73**	**1.392.914,13**
2. CURRENT ASSETS	**411.357.675,25**	**395.374.900,17**	**III. SHORT TERM PAYABLES**	**279.668.328,96**	**349.691.726,55**
Budgetary Receivables	318.841.859,33	300.939.203,02	Budgetary Payables	249.437.923,02	334.610.196,95
Non-Budgetary Receivables	25.651,44	143.566,94	Non-Budgetary Payables	24.861.988,27	15.510.447,13
Govt. Institutions	19.851.420,45	21.231.809,82	Govt. Institutions	425.746,90	515.671,81
Other Payables	3.375,94	3.375,94	Other Receivables	4.923.659,50	(959.849,71)
Other Financial Investments	20.079,48	15.537,07	Securities and Other Deposits Received	19.011,27	15.260,37
Treasury	72.615.288,61	73.041.407,38			
TOTAL ASSETS	**448.172.034,18**	**435.440.520,15**	**TOTAL LIABILITES**	**448.172.034,18**	**435.440.520,15**

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDING

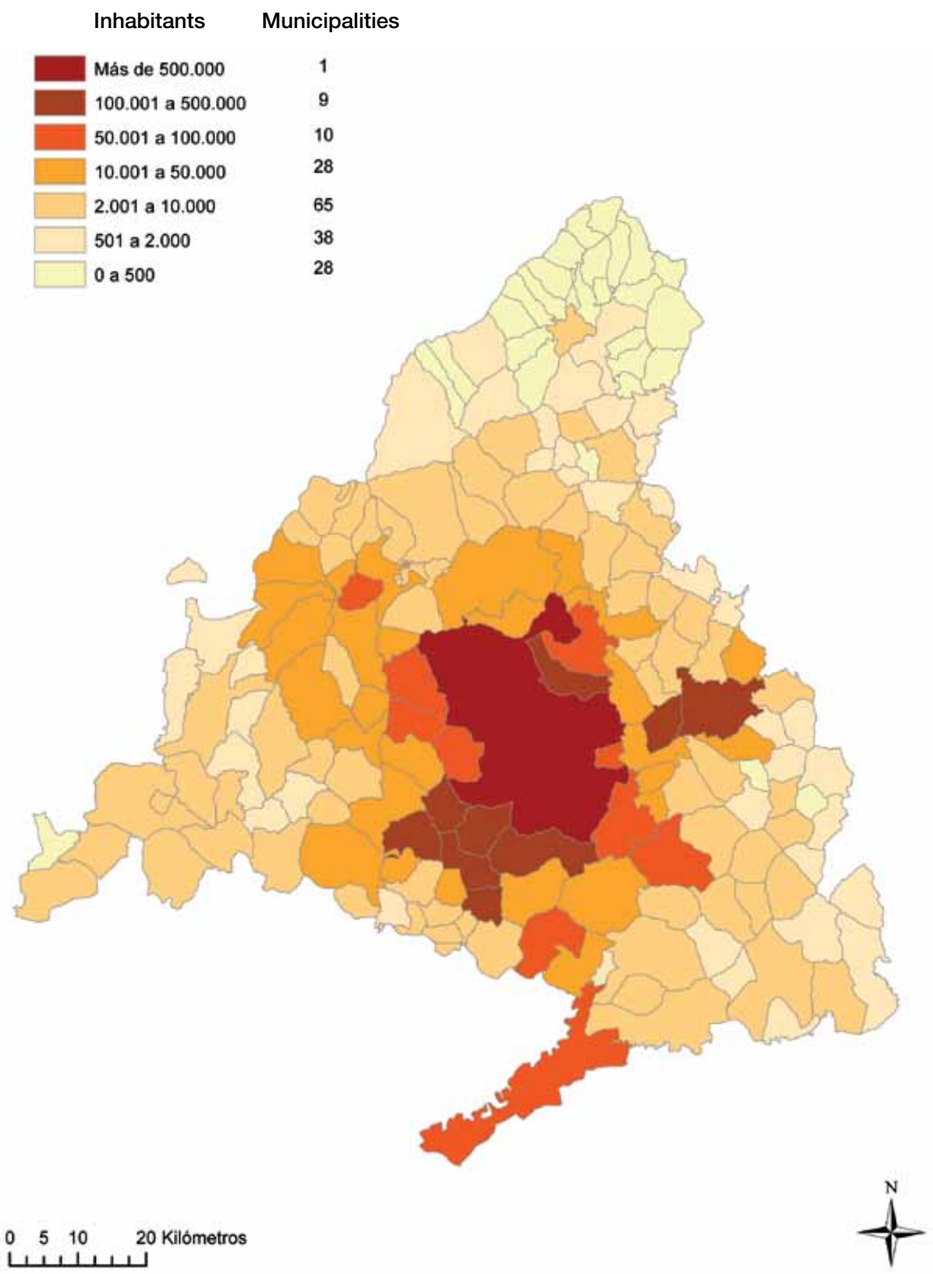
31ST DECEMBER 2012 (EUROS)

	2012	2011		2012	2011
A) EXPENDITURES	**2.151.849.307,51**	**2.349.882.983,63**	**B) INCOME**	**2.235.982.929,53**	**2.109.528.263,52**
Supplies	**4.046.203,10**	**2.767.893,39**	**Sales and Services Provided**	**923.399.850,66**	**863.622.372,32**
Cons. of raw materials and consumables	4.046.203,10	2.767.893,39	Sales	922.469.246,75	863.014.013,09
Other Ordinary Operating Expenditures	**50.536.469,74**	**52.835.582,38**	**Provisions of services**	**930.603,91**	**608.359,23**
Staff expenditures	5.784.035,98	6.105.274,12	Other Ordinary Operating Income	14.117.996,38	5.516.356,49
- Wages, salaries and similar expenditures	4.440.187,71	4.759.364,60	Tax revenues	0,00	535,86
- Welfare charges	1.343.848,27	1.345.909,52	Reimbursements	138.394,02	137.817,37
Provisions for the amort. of fixed assets	4.332.977,77	4.106.652,57	Other operating income	12.389.714,26	4.173.521,26
Other operating expenditures	40.419.196,15	42.564.402,56	- Acces. and current operating Income	11.010.744,02	424.317,08
- Exterior services	40.419.196,15	42.564.402,56	Excess provisions for liabilities and expenditures	1.378.970,24	3.749.204,18
Provisions for responsibilities	259,84	59.253,13	Other similar interests and income	1.589.888,10	1.204.482,00
Transfers and Subsidies	**2.030.338.658,47**	**2.198.222.719,41**	**Transfers and Subsidies**	**1.298.465.082,49**	**1.240.379.094,71**
Current Transfers	156.207.140,95	148.846.308,06	Current Subsidies	1.297.640.193,49	1.238.706.812,71
Current Subsidies	1.874.131.517,52	2.049.376.411,35	Equity Subsidies	824.889,00	1.672.282,00
Equity Subsidies	0,00	0,00	Extraordinary Income	0,00	10.440,00
Profit and Loss from Other Years	**66.927.976,20**	**96.052.187,45**			
Savings in the fiscal year	**84.133.622,02**		**Dissavings in the fiscal year**		**240.354.720,11**
GENERAL TOTAL	**2.235.982.929,53**	**2.349.882.983,63**	**GENERAL TOTAL**	**2.235.982.929,53**	**2.349.882.983,63**

APPENDIX 1

Transport infrastructure by municipality

DISTRIBUTION OF MUNICIPALITIES BY INHABITANT



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

The first block shows the population as of the 1st of January 2011, the fare zone to which the municipality belongs, and the number of Travel Card sales outlets in the municipality. In the case of municipalities marked with an asterisk, the fare zone does not include the entire municipal area but it does cover the whole of the urban area. For example, in the case of Madrid, the districts of El Pardo and El Goloso belong to Zone B1. Rivas Vaciamadrid is an exceptional case in that this municipality straddles zones B1 and B2, with a similar population in each.

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

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

ID	MUNICIPALITY	POPULATION (01/01/2011)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
								Routes according to type					
					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
1	Acebeda (La)	65	C2		2	3	1	1	1	0			
2	Ajalvir	4.203	B2	1	4	18	14	0	3	0			
3	Alameda del Valle	243	C2		2	3	0	1	1	0			
4	Álamo (El)	8.701	C1	1	4	25	6	2	2	0			
5	Alcalá de Henares	203.924	B3	28	33	322	153	6	15	11	3		
6	Alcobendas	111.040	B1	12	45	245	163	30	1	9	2	4	
7	Alcorcón	169.308	B1	17	35	210	127	17	12	2	3	5	2
8	Aldea del Fresno	2.559	C2	1	6	14	6	5	0	0			
9	Algete	20.585	B3	3	13	45	23	7	2	2			
10	Alpedrete	13.480	C1	1	7	24	16	5	2	0	2		
11	Ambite	591	C2	1	3	7	2	1	2	0			
12	Anchuelo	1.188	C1*		2	2	1	1	1	0			
13	Aranjuez	56.877	C1*	11	11	132	39	3	3	4	1		
14	Arganda del Rey	55.506	B3*	8	23	161	51	11	8	4		2	
15	Arroyomolinos	22.476	B3	1	5	85	17	7	3	0			
16	Atazar (El)	102	C2		1	1	1	0	0	0			
17	Batres	1.552	C1	1	3	14	2	1	3	0			
18	Becerril de la Sierra	5.355	C1*	1	5	18	8	3	2	0			
19	Belmonte de Tajo	1.580	C2	1	3	4	2	1	2	0			
20	Berzosa del Lozoya	227	C2		2	4	1	1	1	0			
21	Berrueco (El)	606	C2		4	8	2	3	1	0			
22	Boadilla del Monte	47.037	B2	3	11	181	98	4	4	3			8
23	Boalo (El)	7.037	C1*	3	7	31	15	3	2	0			
24	Braojos	204	C2		2	1	1	1	1	0			
25	Brea de Tajo	572	C2	1	2	5	2	1	1	0			
26	Brunete	10.064	B3*	2	7	25	13	3	3	0			
27	Buitrago del Lozoya	2.031	C2	1	12	8	2	2	8	0			
28	Bustarviejo	2.266	C2	1	1	18	6	1	0	0			
29	Cabanillas de la Sierra	751	C2		7	6	3	6	1	0			
30	Cabrera (La)	2.565	C2	1	8	10	3	7	1	0			

ID	MUNICIPALITY	POPULATION (01/01/2011)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
								Routes according to type					
					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
31	Cadalso de los Vidrios	2.944	C2	1	3	11	2	2	1	0			
32	Camarma de Esteruelas	6.808	C1	1	2	19	8	0	2	0			
33	Campo Real	5.668	C1	2	3	8	4	1	2	0			
34	Canencia	484	C2	1	5	1	1	2	3	0			
35	Carabaña	2.052	C2	1	2	18	4	1	1	0			
36	Casarrubuelos	3.279	C1		2	9	4	3	1	0			
37	Cenicientos	2.110	C2	1	2	14	1	2	0	0			
38	Cercedilla	6.986	C2	3	5	62	9	2	1	2	2		
39	Cervera de Buitrago	183	C2		2	5	1	1	1	0			
40	Ciempozuelos	23.716	B3*	2	7	44	8	2	3	1	1		
41	Cobeña	6.823	B3	1	3	14	11	1	1	0			
42	Colmenar del Arroyo	1.565	C2	1	2	11	3	2	0	0			
43	Colmenar de Oreja	8.432	C2	3	4	19	10	2	2	0			
44	Colmenarejo	8.753	B3*	1	5	17	12	1	2	0			
45	Colmenar Viejo	46.321	B3*	8	25	103	37	13	4	7	1		
46	Collado Mediano	6.697	C1*	1	4	14	7	2	2	0	1		
47	Collado Villalba	61.955	B3*	9	28	104	49	12	4	8	1		
48	Corpa	643	C2	1	2	2	1	1	1	0			
49	Coslada	91.832	B1	12	14	146	69	8	2	2	2	4	
50	Cubas de la Sagra	5.332	C1	1	2	17	11	1	1	0			
51	Chapinería	2.145	C2	1	1	1	2	1	0	0			
52	Chinchón	5.404	C1	1	4	37	5	2	2	0			
53	Daganzo de Arriba	9.560	B3*	1	4	16	12	0	3	0			
54	Escorial (El)	15.161	C1	3	14	41	16	4	6	5	2		
55	Estremera	1.486	C2	1	3	7	2	1	2	0			
56	Fresnedillas de la Oliva	1.592	C2		2	11	2	1	1	0			
57	Fresno de Torote	2.089	C1	1	2	8	5	0	1	0			
58	Fuenlabrada	198.132	B2	15	27	231	124	7	10	5	2	5	
59	Fuente el Saz de Jarama	6.379	C1	1	4	18	8	2	1	0			
60	Fuentidueña de Tajo	2.077	C2	1	5	8	5	2	3	0			

ID	MUNICIPALITY	POPULATION (01/01/2011)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
								Routes according to type					
					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
61	Galapagar	32.930	B3*	4	10	79	47	5	3	0	2		
62	Garganta de los Montes	396	C2	1	5	13	0	2	3	0			
63	Gargantilla del Lozoya y Pinilla de Buitrago	369	C2		5	10	3	2	3	0			
64	Gascones	184	C2		2	2	1	1	1	0			
65	Getafe	171.280	B1	18	38	305	100	18	6	7	5	8	
66	Griñón	9.752	B3*	1	2	27	13	1	1	0			
67	Guadalix de la Sierra	6.100	C2	1	3	14	8	2	1	0			
68	Guadarrama	15.534	C1	3	10	52	10	6	3	3			
69	Hiruela (La)	56	C2		1	1	1	0	0	0			
70	Horcajo de la Sierra	167	C2		2	6	2	1	1	0			
71	Horcajuelo de la Sierra	95	C2		2	1	0	2	1	0			
72	Hoyo de Manzanares	7.812	B3	2	3	33	18	2	1	0			
73	Humanes de Madrid	18.870	B3	3	5	44	24	0	5	0	1		
74	Leganés	187.125	B1	22	24	284	186	12	5	2	3	6	
75	Loeches	7.990	B3*	1	5	32	6	2	2	0			
76	Lozoya	635	C2	1	2	4	1	1	1	0			
78	Madarcos	53	C2		2	1	1	1	1	0			
79	Madrid	3.233.527	A*	602	415	5335	4205	192	6	216	37	190	10
80	Majadahonda	70.198	B2	5	29	176	87	14	9	2	1		
82	Manzanares el Real	7.949	C1*	1	2	8	6	1	1	0			
83	Meco	12.797	C1*	1	4	21	7	2	3	1	1		
84	Mejorada del Campo	22.902	B2	3	7	30	20	3	3	0			
85	Miraflores de la Sierra	5.979	C2	2	1	10	4	1	0	0			
86	Molar (El)	8.226	C1	2	8	9	4	6	2	1			
87	Molinos (Los)	4.590	C2	1	3	17	8	2	1	0	1		
88	Montejo de la Sierra	354	C2		4	3	1	1	1	0			
89	Moraleja de Enmedio	4.984	B3	1	4	31	14	1	3	0			
90	Moralzarzal	12.126	C1	1	7	19	11	4	1	0			
91	Morata de Tajuña	7.515	C1	2	4	19	9	2	1	1			
92	Móstoles	206.031	B2	20	37	235	125	11	14	4	2	5	

ID	MUNICIPALITY	POPULATION (01/01/2011)	FARE ZONE	TRAVEL CARD SALES POINTS	BUS NETWORK						RAIL MODES		
								Routes according to type					
					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
93	Navacerrada	2.793	C2	1	4	16	4	1	3	0			
94	Navalafuente	1.220	C2	1	2	9	5	1	1	0			
95	Navalagamella	2.392	C2	1	3	4	2	2	1	0			
96	Navalcarnero	25.453	B3*	3	17	75	16	7	7	1			
97	Navarredonda y San Mamés	141	C2		3	5	1	1	2	0			
99	Navas del Rey	2.666	C2	1	1	8	5	1	0	0			
100	Nuevo Baztán	6.239	C2	1	3	31	13	1	2	0			
101	Olmeda de las Fuentes	338	C2		3	4	0	1	2	0			
102	Orusco de Tajuña	1.300	C2	1	3	4	2	1	2	0			
104	Paracuellos de Jarama	19.882	B1	1	7	83	33	0	1	1			
106	Parla	124.208	B2	10	14	151	46	7	4	4	1		19
107	Patones	521	C2	1	2	4	1	1	1	0			
108	Pedrezuela	5.020	C1	1	9	21	7	6	2	1			
109	Pelayos de la Presa	2.572	C2	1	1	8	8	1	0	0			
110	Perales de Tajuña	2.877	C1	1	8	10	4	4	4	0			
111	Pezuela de las Torres	796	C2	1	2	6	7	1	1	0			
112	Pinilla del Valle	215	C2		2	3	2	1	1	0			
113	Pinto	46.763	B2	5	15	75	35	8	4	3	1		
114	Piñuécar	168	C2		6	6	2	2	2	0			
115	Pozuelo de Alarcón	83.844	B1	8	31	283	111	16	4	4	1		17
116	Pozuelo del Rey	1.019	C1*	1	2	4	2	1	1	0			
117	Prádena del Rincón	127	C2		4	2	1	1	1	0			
118	Puebla de la Sierra	99	C2		1	1	0	0	0	0			
119	Quijorna	3.130	C1	1	1	8	4	1	0	0			
120	Rascafría	1.956	C2	1	3	12	3	2	1	0			
121	Redueña	291	C2		3	1	1	1	1	0			
122	Ribatejada	664	C1	1	3	9	3	1	1	0			
123	Rivas-Vaciamadrid	75.444	B1/B2	2	26	206	86	18	3	2		3	
124	Robledillo de la Jara	106	C2		3	7	2	1	2	0			
125	Robledo de Chavela	4.058	C2	1	4	31	5	1	3	0	1		

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								Routes according to type					
					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
126	Robregordo	65	C2		2	2	1	1	1	0			
127	Rozas de Madrid (Las)	90.390	B2	5	43	226	105	30	6	1	3		
128	Rozas de Puerto Real	469	C2	1	1	8	1	1	0	0			
129	San Agustín de Guadalix	12.770	B3*	1	8	13	6	7	1	0			
130	San Fernando de Henares	41.376	B1	5	22	80	29	14	4	2		3	
131	San Lorenzo del Escorial	18.545	C1*	4	13	59	12	2	7	5			
132	San Martín de la Vega	19.615	B3	2	8	53	19	3	2	2			
133	San Martín de Valdeiglesias	8.365	C2	1	2	7	3	1	1	0			
134	San Sebastián de los Reyes	81.466	B1*	7	35	171	85	23	2	6		3	
135	Santa María de la Alameda	1.245	C2		2	18	7	0	2	0	1		
136	Santorcaz	816	C2	1	2	4	1	1	1	0			
137	Santos de la Humosa (Los)	2.367	C1*		1	5	3	0	1	0			
138	Serna del Monte (La)	104	C2		3	4	2	2	1	0			
140	Serranillos del Valle	3.631	C1		2	18	9	1	1	0			
141	Sevilla la Nueva	8.887	C1	1	5	17	11	1	4	0			
143	Somosierra	92	C2		2	2	1	1	1	0			
144	Soto del Real	8.480	C1	1	5	23	13	4	1	0			
145	Talamanca de Jarama	3.178	C2	1	3	6	3	1	1	0			
146	Tielmonth	2.616	C2	1	2	8	3	1	1	0			
147	Titulcia	1.206	C1	1	2	2	1	1	1	0			
148	Torrejón de Ardoz	125.331	B2	12	20	142	74	7	6	6	1		
149	Torrejón de la Calzada	7.666	B3*	1	6	16	9	5	2	0			
150	Torrejón de Velasco	4.161	B3*	1	2	9	4	1	1	0			
151	Torrelaguna	4.860	C2	2	8	5	2	1	5	0			
152	Torrelodones	22.680	B3	3	22	132	28	12	3	5	1		
153	Torremocha de Jarama	877	C2		3	2	2	1	1	0			
154	Torres de la Alameda	7.906	C1	1	4	22	6	1	3	0			
155	Valdaracete	665	C2	1	2	6	2	1	1	0			
156	Valdeavero	1.411	C1		3	2	2	0	2	0			
157	Valdelaguna	863	C2		2	6	1	1	1	0			

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					Number of Routes	Number of Stops	Number of Bus Shelters	Radials to Madrid	Transversals in Other Municipalities	Urban	Renfe-Cercanías Stations	Metro Stations	Light Rail Stations
158	Valdemanco	949	C2		1	5	2	1	0	0			
159	Valdemaqueda	859	C2	1	2	10	2	1	2	0			
160	Valdemorillo	11.762	C1	1	11	106	22	3	3	5			
161	Valdemoro	70.315	B3	5	19	158	57	5	5	7	1		
162	Valdeolmos-Alalpardo	3.576	C1	1	2	11	3	1	1	0			
163	Valdepiélagos	571	C2		2	1	0	1	1	0			
164	Valdetorres de Jarama	4.170	C1	1	3	15	4	2	0	0			
165	Valdilecha	2.816	C2	1	1	4	2	1	0	0			
166	Valverde de Alcalá	464	C1*		2	2	1	0	2	0			
167	Velilla de San Antonio	12.037	B2*	1	5	18	8	2	2	0			
168	Vellón (El)	1.764	C2	1	5	14	4	3	2	0			
169	Venturada	1.897	C2	1	8	7	5	6	2	0			
170	Villaconejos	3.484	C1*	1	4	5	3	2	2	0			
171	Villa del Prado	6.495	C2	2	4	19	7	3	1	0			
172	Villalbilla	11.010	C1	1	8	67	21	2	6	0			
173	Villamanrique de Tajo	795	C2		2	3	1	1	1	0			
174	Villamanta	2.505	C2		7	11	3	5	1	0			
175	Villamantilla	1.183	C2		1	8	3	0	1	0			
176	Villanueva de la Cañada	18.425	B3*	2	12	95	29	6	5	0			
177	Villanueva del Pardillo	16.509	B3	2	7	21	13	5	2	0			
178	Villanueva de Perales	1.486	C2		2	8	0	1	1	0			
179	Villar del Olmo	2.135	C2		3	1	1	1	2	0			
180	Villarejo de Salvanés	7.452	C2	2	7	16	4	3	4	0			
181	Villaviciosa de Odón	26.708	B2	3	10	103	59	3	5	0			
182	Villavieja del Lozoya	273	C2		4	5	1	1	3	0			
183	Zarzalejo	1.517	C2	1	4	16	2	0	4	0	1		
901	Lozoyuela-Navas-Sieteiglesias	1.200	C2	1	8	17	3	4	4	0			
902	Puentes Viejas	667	C2		4	12	4	2	2	0			
903	Tres Cantos	41.302	B2	4	17	115	70	8	1	3	1		
	* Urban area only	6.498.560		1.003	1.690	12.495	7.323	799	418	360	89	238	56

APPENDIX 2

Web news

DATE	HEADLINE
January	
4/1/12	Changes to the EMT terminals at the Avenida de América interchange
11/1/12	Reorganisation of suburban line 171 and urban line 8 “Circular Ciudalcampo” timetables
11/1/12	Changes to the itinerary of suburban line 511 in the Ensanche Sur Area of Alcorcón
11/1/12	Technical Specialist Training Course in Sustainable Urban Mobility Plans
12/1/12	Interchanges, the first cardio-protected facilities in the Madrid transport system
12/1/12	Suspension of Guadarrama urban lines 1 and 2
12/1/12	Emergency drill on the Light Rail line ML2
16/1/12	News stops on lines 645 and L-4 in San Lorenzo de El Escorial
20/1/12	Fusion of urban lines C4 and C5 of Arganda in a new line C4
23/1/12	Changes to services on suburban line 333
23/1/12	Changes to services on suburban lines 441 and 443
February	
2/2/12	Changes to services on suburban line 313
9/2/12	New stops on suburban lines 313 and 321
9/2/12	Adjustments to stops by several suburban lines on their way through Parla
14/2/12	A delegation from Rio de Janeiro together with the World Bank visits the Consorcio de Transportes de Madrid with the World Bank
20/2/12	Modification of the service on suburban line 423
20/2/12	Reorganisation of the Pinto urban service
23/2/12	Partial modification of the itinerary of EMT line 137, Ciudad Puerta de Hierro-Fuencarral
24/2/12	New terminal for suburban line 211 at the Canalejas Intermodal area
24/2/12	Modifications to suburban lines 211, 212 and 214
27/2/12	New itinerary of the Arganda delRey urban line 1
March	
1/3/12	Modification of the itinerary of line 313
1/3/12	New stop at Alcalá de Henares for lines 260 and 320
7/3/12	Launching of the ML3 light rail express service without stops between Ferial de Boadilla and Colonia Jardín stations
7/3/12	Modification of suburban line 211 departure times
15/3/12	EMT Special Service due to the service stoppage between Chamartín and Pitis of Cercanías Renfe stations
16/3/12	Reorganisation of the Mostoles transport network coinciding with the opening of the new hospital
20/3/12	Transfer of the suburban line 510A terminal
20/3/12	Publication of the new transport of Móstoles map
26/3/12	The Consorcio de Transportes de Madrid presents La Veloz company’s 6 new suburban buses
26/3/12	The CRTM launches the Awards for the Promotion of Public Transport and Sustainable Mobility
28/3/12	New route 413 “Pinto (FF.CC.) - San Martín de La Vega”
28/3/12	Minimum transport services in Madrid due to the general strike on Thursday, 29th March
30/3/12	Reorganisation of lines in the municipality of Torrelodones

DATE	HEADLINE
April	
10/4/12	Publication of the Velilla de San Antonio transport map
16/4/12	Today, Monday 16th April the Consorcio de Transportes de Madrid will present the Awards for the Pro motion of Public Transport
17/4/12	Extension of suburban line 652
17/4/12	The Consorcio de Transportes de Madrid will present the Awards for the Promotion of Public Transport and Sustainable Mobility
18/4/12	The Consorcio de Transportes de Madrid, coordinator of Public Transport for the Rock`n´Roll Madrid Marathon
26/4/12	The Regional Minister of Transport and Infrastructure opened the exhibition “Peatón, no atravieses tu vida- (Pedestrian do not cross your life)”
26/4/12	Reorganisation of lines in the municipality of San Sebastián de los Reyes
26/4/12	Reorganisation of timetables for suburban lines 151, 153 and 156
27/4/12	The Regional Minister of Transport and Infrastructure has presented 14 new buses belonging to the De Blas company, Móstoles
27/4/12	Modification of the timetable and itinerary of Urban line 3 in El Escorial
27/4/12	Reorganisation of Valdemoro urban bus services
30/4/12	Instructions for the exchange of 10-journey tickets bought before the 1st May 2012
30/4/12	The Consorcio Regional de Transportes de Madrid to launch the contactless card for the zone A Youth Card on the 3rd May
May	
4/5/12	The Consorcio de Transportes de Madrid promotes public transport among people attending the Mutua Madrid Open
4/5/12	This Sunday 6th May, the Consorcio Regional de Transportes de Madrid collaborates with the Woman’s Race
4/5/12	The Consorcio Regional de Transportes de Madrid extends the Alcorcón Urban line 2 to provide service to the Ensanche Sur
9/5/12	Presentation of the modification of line 428 which offers a direct connection to the Valdemoro and Geta fe hospitals
10/5/12	The Consorcio de Transportes modifies the EMT line 62 Príncipe Pío-Puerto Serrano itinerary
18/5/12	New EMT line 177 to connect Plaza de Castilla and Marqués de Viana
24/5/12	Recommendations for access to zones prepared for the celebration of the King’s Cup final match
28/5/12	Last week, the Consorcio Regional de Transportes de Madrid was visited by countries from three continents
30/5/12	Publication of the Villaviciosa de Odón Transport Map
June	
4/6/12	The Regional Minister of the Transport and Infrastructure presented Interbús’s new buses
4/6/12	The Consorcio de Transportes de Madrid supports the use of public transport related to leisure in MLO
11/6/12	Last week, the Consorcio Regional de Transportes de Madrid received delegations from Shanghai,

DATE	HEADLINE
	Sudáfrica and Moscú
13/6/12	Modification of the suburban line 627 in Villanueva de la Cañada
14/6/12	Reorganisation of lines in the municipality of Rivas Vaciamadrid
14/6/12	Publication of the Rivas VaciamadridTransport Map
18/6/12	Modification of itineraries in Valladolid city centre
18/6/12	Modification of the night services hub for suburban lines 641 and 642
22/6/12	The Region of Madrid presents a new free wifi service at big Madrid transport interchanges
25/6/12	New 10-journey ticket with EMT Bus+Bus transfer
25/6/12	New single Metro ticket for Zones A and ML1 depending on the stations visited

July

3/7/12	New winter and summer timetables for concession lines Madrid - Alcobendas - Algete - Tamajón
4/7/12	Suburban line 154 summer timetables for working days, from Monday to Friday
4/7/12	New edition of the map “Comunidad de Madrid Metro network” Series 1A of the Consorcio de Transportes de Madrid
4/7/12	Modification of winter and summer timetables for lines 461, 468, 469, 471 and Parla urban line 4
5/7/12	Experts from the different cities taking part in the European project SECUR-ED pool their advances in Madrid
6/7/12	New suburban line 212 timetables, working days from Monday to Friday
9/7/12	The Consorcio de Transportes de Madrid gives Spanish Football team shirts to the competition winners
12/7/12	Readjustment of suburban line 663 timetables on working dayst from Monday to Friday during the month of August
13/7/12	Extension of the period of application of the suburban line 601 August timetable
13/7/12	Partial interruptions at MetroSur stations in Alcorcón-Móstoles and Getafe due to renovation work
20/7/12	The Regional Vice minister of Transports presented the results of the introduction of the new card, which started in May
24/7/12	Opening of the new station Ruta Verde de Casa de Campo
24/7/12	New Urban Service in San Martín de La Vega
25/7/12	A new system gives real time information about the Las Rozas bus service at stops and onboard vehicles
26/7/12	The Region of Madrid improves the mobility of 8 municipalities in the south with a further bus renewal
26/7/12	Closure of the Atocha-Recoletos strethch of the Atocha-Chamartín railway tunnel
31/7/12	The Consorcio Regional de Transportes de Madrid inaugurates two exhibitions about public transport
31/7/12	EMT Special service San Cipriano – Puerta de Arganda

August

13/8/12	The Region of Madrid bets on sustainable transport and tries out a new hybrid bus in Móstoles
13/8/12	Closure of line 9 between Puerta de Arganda and San Cipriano stations, for maintenance and improvement works
13/8/12	The Region boosts the tourist travel card with the incorporation of new national and international sales points
16/8/12	Delegations from cities all around the world visit the Consorcio de Transportes de Madrid during the first semester of 2012

DATE	HEADLINE
23/8/12	Relocation of long distance lines on level 2 of the Avenida de América interchange
27/8/12	Modification of the timetables and itinerary of line 462 “Getafe – Parla
27/8/12	New line 580 “Majadahonda (Hospital) - Brunete
28/8/12	Reorganisation of the timetables of lines 651, 652 and 654 lines in Majadahonda
29/8/12	Modification of the itinerary and timetables of urban line 4 “Hospital – Perales del Río”

September

4/9/12	Recovery of the Metro (MetroSur) line 12 service
4/9/12	Completion of the improvement works on Metro line 9
7/9/12	Special service by Renfe Cercanías to el Puerto de Navacerrada for the Spanish Cycling Tour 2012
7/9/12	Publication of the new Map-Guide of the UCM (Universidad Complutense of Madrid)
10/9/12	Modification of the itinerary of urban line 1 in Móstoles
13/9/12	European Mobility Week 2012. Come and get to know the Madrid Ruta Verde (Green Trail) Stations
14/9/12	Travel Card users will be able to try tapas at reduced prices
18/9/12	The Consorcio Regional de Transportes de Madrid actively participates in t the European Mobility Week
19/9/12	The new 30-day public transport card will definitively substitute the magnetic Youth Travel Card A in December
20/9/12	The exhibition “Pedestrian, do not cross your life” installed at the Plaza de Castilla interchange
20/9/12	Getafe GBici, a new public bicycle rental system with the support of the Consocio de Transportes de Madrid
20/9/12	The Region of Madrid creates a direct bus line connecting Brunete and the Puerta de Hierro Hospital
24/9/12	Modification of the service on suburban line 331
25/9/12	New suburban line 158 and suppression of service by the current lines 152B and 153B
27/9/12	Modifications to suburban lines 545 and 546 timetables
27/9/12	Direct services to the Rey Juan Carlos Hospital in Móstoles in the municipalities on the M-501 and M-507corredors

October

1/10/12	The Ecuadorian Minister of Transport and Public Works visits the de Moncloa interchange
7/10/12	The Consorcio de Transportes de Madrid, recognised as Friendly Company by the Down Syndrome Foundation of Madrid
10/10/12	The Consorcio Regional de Trasportes de Madrid unifies EMT lines 2 and 202 to avoid duplication
10/10/12	Modification of the itinerary of suburban line 224 I in Torrejón de Ardoz
11/10/12	The Consorcio Regional de Trasportes de Madrid extends EMT line 103 improving the connection with the El Pozo station
11/10/12	The Consorcio coordinates with Metro a 35% increase of services on four lines due to the Military parade
15/10/12	The contactless card available to users of the Zone A Regular Transport Card
15/10/12	Presentation in Brussels of the results of the pilot Project to create the “European Bus of the Future”
16/10/12	Reorganisation of lines of the municipality of Tres Cantos
18/10/12	The Consorcio de Transportes de Madrid renews the suburban bus fleet in 4 municipalities of the southwest
26/10/12	The Consorcio Regional de Transportes de Madrid reinforces the urban bus service to the cemetries

DATE	HEADLINE
30/10/12	Renewal of the agreement concerning the Transport Travel Card between Madrid and Castilla-La Mancha
30/10/12	Eight municipalities in the northeast of the region modernise their bus fleet
30/10/12	The Consorcio de Transportes publishes 20,000 maps to inform about the reorganisation of the bus net work in Tres Cantos
30/10/12	The Consorcio Regional de Transportes participates in an EU NODES project
31/10/12	Modification of the timetables forf suburban lines 321 and 313

November

5/11/12	100,000 new zona A transport cards of zone A issued to young people
6/11/12	The Consorcio Regional de Transportes remodels EMT stops in the Puerta de Arganda intermodal area after improvement works
12/11/12	The Consorcio Regional de Transportes tocarry out a survey among suburban bus users improve the service
13/11/12	Madrid interchanges, an example to be followed according to researchers of the history of transport and mobility
22/11/12	Users of Metro Ligero -Light Rail- Oeste will have Access a free wifi connection during their journey
22/11/12	Real time information on the Torrejón bus service
22/11/12	The Plaza Elíptica Interchange, becomes a model of critical infrastructure security for the Fuego Foundation
26/11/12	The Consorcio Regional de Transportes receives 12,000 requests for regular zone A public transport cards in one month
27/11/12	A simulation allows the Moncloa interchange self-protection to be checked
27/11/12	The Consorcio Regional de Transportes, European leader in involving the private sector in the mobility management
27/11/12	The Consorcio de Transportes de Madrid promotes new technologies on the region's buses
28/11/12	Public transport supports the fight against AIDS through different initiatives
29/11/12	The Consorcio Regional de Transportes collaborates with the congress "Lo que de verdad Importa-What really matters", to be attended by 2,500 young people

December

3/12/12	End of the zone magnetic Youth Travel Card
4/12/12	The film "Thel Hobbit: an Unexpected Journey" gets onboard public transport
13/12/12	Training sessions on accessibility for suburban bus staff
17/12/12	Timetables for working days, Mondays to Fridays, over the Christmas period for the Madrid - Leganés – Fuenlabrada concession lines
17/12/12	Ttimetables for working days, Mondays to Fridays, over the Christmas period for the Madrid – Alcobendas - Algete – Tamajón concession lines
17/12/12	Unification of suburban lines 416 and 417
17/12/12	Coslada bus shelters updated to provide real time information
19/12/12	Madrid Public transport to publicise the short film of Icíar Bollaín for Aldeas Infantiles
20/12/12	Interchange Christmas holiday opening and closing times
20/12/12	Metro and EMT services on Christmas and New Year's Eve 2012

DATE	HEADLINE
27/12/12	The Consorcio Regional de Transportes de Madrid shares experiences with the American Association of Public Transport
27/12/12	Modification of the itinerary of Urban lines 1 and 6 of through the Barrio delPilar in Alcalá de Henares
28/12/12	New line 650 "Pozuelo de Alarcón - Hospital - Majadahonda"

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