



EMT consulting service





ABOUT US

EMT Madrid is the public company of the City of Madrid, with **75 years of experience in transport and mobility management providing service to the city, its citizens and all those who come to visit us.** Our professionals have first-hand experience with the evolution of the needs and responses faced in terms of mobility.

At **EMT Madrid**, we offer a **wide variety of services and assistance**, both to local governments and to transport operators, in developing solutions to their urban mobility challenges. Our **commitment to sustainable mobility** is the focus whenever our clients share their challenges with EMT.





HOW WE CAN HELP

- 1. Urban transport management**
- 2. Definition of needs and bus maintenance**
- 3. Technology and applications**
- 4. Mobility services**
- 5. Infrastructure design**
- 6. ESG and Accessibility**
- 7. Business management**
- 8. Human Resources**



1. URBAN TRANSPORT MANAGEMENT

The efficient management of a city's bus transport system is a complex process that requires great precision. Sub-processes such as operational planning, the assignment and management of the personnel required for the deployment and operation of the bus network, the maintenance of said network or the methodology in resolving daily incidents are all elements that must run like clockwork to be able to offer quality services. To help, EMT offers the following services:

EMT offers these services

- Technical assistance in service operations management.
- Technical assistance in the design or revision of the service operations model.
- Technical assistance in managing the flow of communications with users.





2. DEFINITION OF NEEDS AND BUS MAINTENANCE

The process of choosing which technology and fuel to use in urban transport service vehicles is a critical decision with many repercussions both internally and externally. There are many possibilities, each with their own advantages and disadvantages. Carrying out studies on the most suitable systems for each particular situation, and having tailor-made maintenance plans, helps transport companies have the most appropriate resources for their operations, thus minimizing potential day-to-day problems. To help, EMT offers the following services:

EMT offers these services

- Technical assistance in the electrification of transport system operations.
- Technical assistance in the installation of a clean fleet (CNG, H2, electric and hybrid).
- Technical assistance in the vehicle acquisition process and/or defining fleet requirements.
- Technical assistance in the engineering, automation and design of maintenance plans.





3. TECHNOLOGY AND APPLICATIONS

Being up-to-date with technological advances by investing and researching improvements that may help the user perceive their experience as being up-to-date. The urban bus service has evolved, leaving behind the model in which vehicles simply moved from one point to another. The user experience now includes additional attractive services. Offering real-time information on the arrival of vehicles, payment methods, incident processing via mobile apps, WIFI connections on the bus itself, video security systems, updated route information on screens... These are just some of the factors that provide advantages and comfort to users during their trip and can make them loyal customers. To help, EMT offers the following services:

EMT offers these services

- Technical assistance in the design and/or implementation of payment systems.
- Technical assistance in the design and/or implementation of ITS technologies.
- Technical assistance in the design and/or implementation of “MaaS” systems.
- Technical assistance in the design and/or development of service information applications.





4. MOBILITY SERVICES

Urban mobility has evolved over the last decade with the entry of services never seen before, such as public bicycle services. Assistance or help in the design of these systems make it possible to customise their development, reducing the usual problems that arise when implementing these systems, which can generate serious obstacles during their management. Moreover, in terms of parking management, the absence of adequate up-to-date technology or an adequate management system reduces potential income and increases costs could be reduced or even eliminated with proper experience. In this area, EMT offers the following solutions:

EMT offers these services

- Technical assistance in the design and/or management of public bicycle systems operations.
- Technical assistance in the direct management of mobility systems.
- Technical assistance in urban parking operations management.





5. INFRASTRUCTURE DESIGN

Having adequate and personalized facilities is essential for the efficient management of any service, not only those oriented towards mobility. With studies on potential improvements in existing facilities, as well as proposals for improvements or comprehensive designs for new facilities, we can help allocate resources to non-priority tasks, thus achieving greater management efficiency. To help, EMT offers the following services:

EMT offers these services

- Technical assistance in the design and/or management of fuel supply and electrical charging facilities.
- Technical assistance in the design and/or management of operations centres, logistics HUBs and parking lots.
- Technical assistance in the design and/or management of facilities maintenance planning.





6. ESG AND ACCESSIBILITY

In addition to daily operations, EMT has a responsibility towards society, and this is to develop collaborative actions with various entities through ESG actions. On the other hand, accessibility is a concept that must integrate the idea of universality, for this reason, it is necessary that the perception transmitted to our potential users is that these services are there for everyone, regardless of their situation. The development of awareness programs or in the evaluation and redesign of elements that contemplate changes aimed at universal accessibility is something we offer assistance and advice on:

EMT offers these services

- Technical assistance in the design and/or implementation of ESG agreements and/or actions.
- Technical assistance in the design and/or implementation of universal accessibility and sensitivity programs.
- Technical assistance in the design and/or revision of urban mobility accessibility elements.



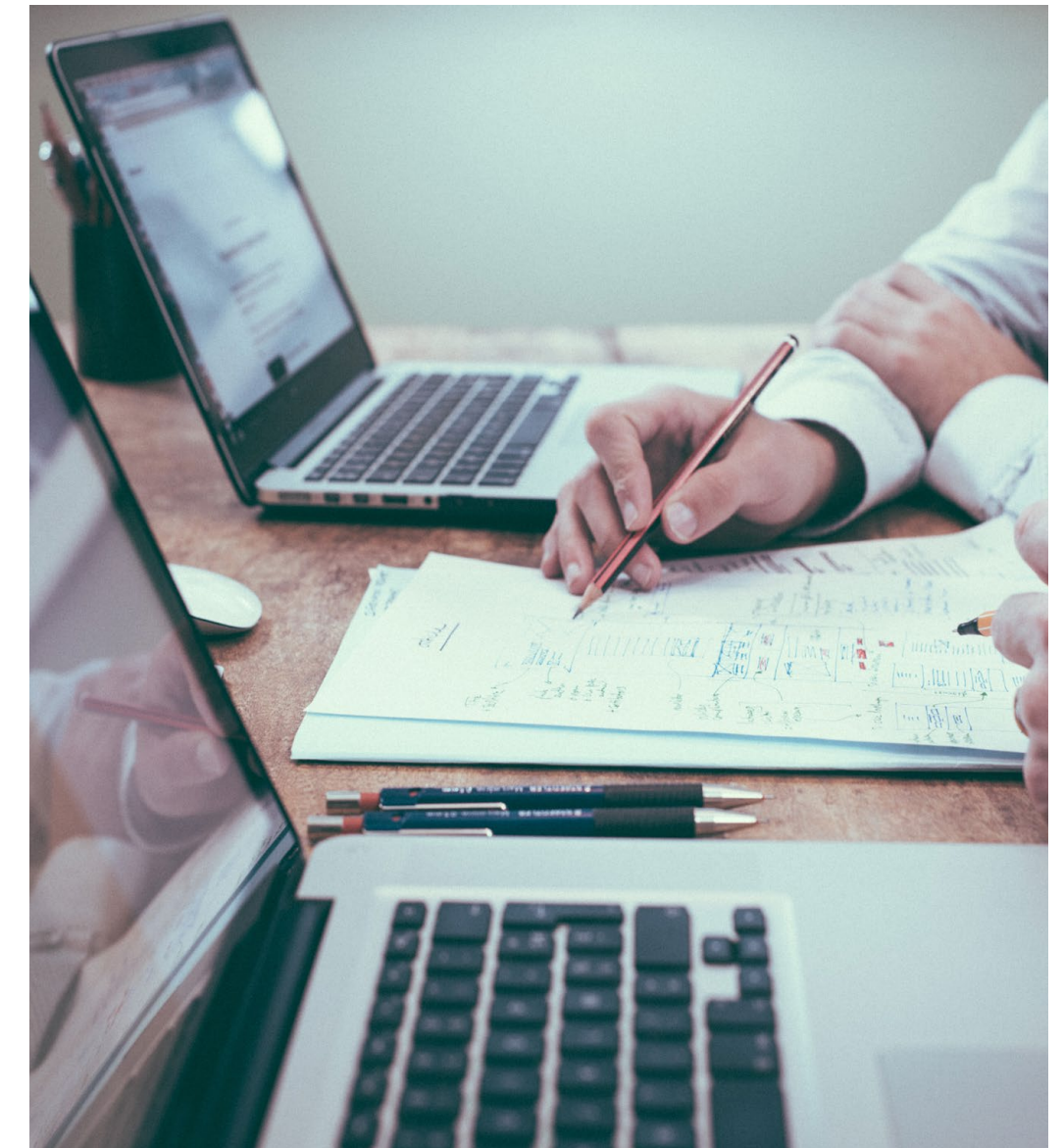


7. BUSINESS MANAGEMENT

The knowledge accumulated in managing tasks such as process optimization, the analysis of results, the implementation of quality systems or the presentation of offers to tenders have generated a considerable success rate. The EMT team has extensive experience in the design and methodologies for the development and execution of Strategic plans, supported by operational and financial forecasts. Many companies are seeking our advisory and assistance services:

EMT offers these services

- Technical assistance in engineering processes and the implementation of quality systems: quality, environmental management and occupational risk prevention.
- Technical assistance in the preparation of tender offers..
- Technical assistance in transport systems audits, the preparation of audit plans and/or the completion of audits.
- Technical assistance in the design and/or revision of cost accounting and results analysis models.
- Technical assistance in the design and/or implementation of strategic plans.
- Technical assistance in preparing calls for applications for aid and subsidies.





8. HUMAN RESOURCES

All public transport company employees require continuous training through training plans that make it possible to educate the staff and assist in the staff recycling process. The elements required for these tasks are very expensive and often use resources that would be required by other areas of the company. Being able to count on advice for these plans, as well as facilities and resources specifically designed for this purpose (simulators), allows the efficient use of the company's resources and helps reduce the risk of outdated staff and avoids more severe consequences, according to the specific local regulations. To help, EMT offers the following services:

EMT offers these services

- Technical and management personnel training services.
- Personnel training services through the use of simulation technologies.
- Technical assistance in the design and/or development of mobility and maintenance personnel hiring plans.





AUTOBÚS

100%

ELECTRICO





EMT by the NUMBERS



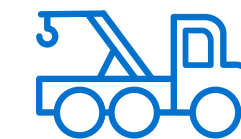
10,045
employees



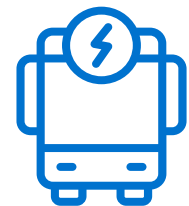
841 million € Budget 2024



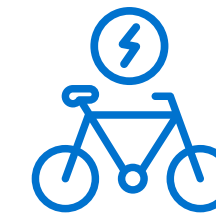
223 lines, a network of
4,098 km., 11,032 bus stops



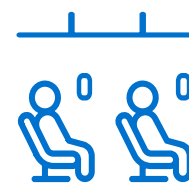
61,856 procedures in 2023
80 tow trucks in 7 depots



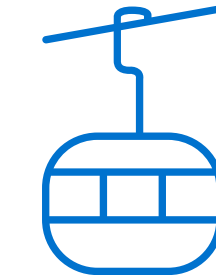
2,102 buses (100% green)
5 operations centers



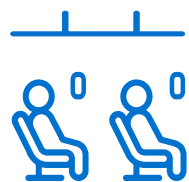
7,500 bicycles (100% electric)
611 stations, 7,613,949 trips/year,
21 districts



454,5 million passengers in 2023



80 cable-car cabins w/maximum
capacity of 1,200 passengers/hour



1,576,466 travellers per workday



12,602 spaces in 28 parking lots





75 YEARS OF EXPERIENCE

On **November 12, 1947**, the first operations of the **Municipal Transport Company of Madrid** began, created by the City Council to **regulate surface transport**. Since then, **the city, its history, its development and its urban landscape have become intimately linked to the history of EMT**.

EMT has become a **world renowned mobility operator and a reference in the management and operation of urban transport**. From **trams and trolleys** to the most modern **electric buses and 219 lines in the city**, EMT is a company that has grown with the values that define it: **sustainability, innovation, accessibility, and a vocation for service**.



75 YEARS OF EXPERIENCE

- 1947** EMT was created to unify urban land transport.
- 1966 Trolley circulation is suppressed.
- 1972 The tram service disappears.
- 1979 The 10-trip bus pass is created.
- 1985 Madrid and EMT join the Regional Transport Consortium.
- 1994** First natural gas bus. First low-floor bus.
- 2001** First experimental project with hydrogen fuel.
- 2005 Mobile Information System (SMS).
- 2007 Adopted contactless BIT (Smart Transport Ticket).
- 2009** First tests with hybrid buses. Bus stop messenger panels.
- 2010 First CNG dispensers. Onboard WIFI. EMT application for iPhone. Opening of Sanchinarro operations centre.



75 YEARS OF EXPERIENCE

- 2012** The first hybrid CNG and electric bus.
- 2014** EMT absorbs Madrid Movilidad: managing parking lots and tow-trucks.
- 2015 USB chargers were installed and granting access to double-strollers.
- 2016** EMT starts managing Bicimad. First 100% electric standard bus.
- 2017 Bicipark comes into service.
- 2018** EMT starts managing Teleférico.
- 2019 Pay-by-card or mobile device installed on whole fleet.
- 2020** EMT Launches Madrid Mobility 360 application. First ZERO-ZERO line.
- 2021** Reached first 15 100%-electric lines.
- 2022 End of diesel buses in circulation.
- 2023 Renovation and enlargement of Bicimad (21 districts). 28 fully electrified bus lines.
- 2024** Green Hydrogen plant operational. H2 buses in operation.

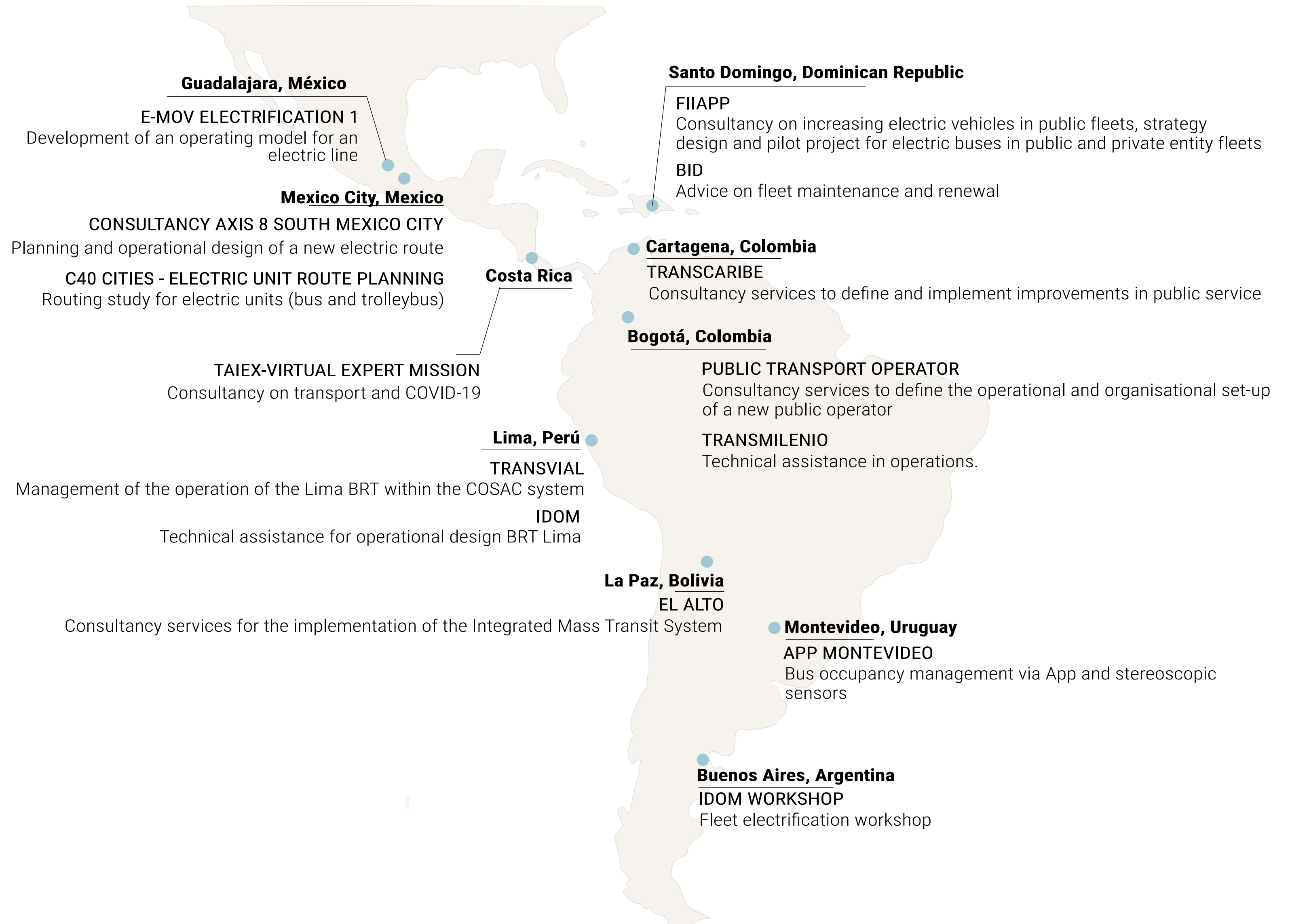


SUCCESS CASES (Spain)





SUCCESS CASES (Latin America)





SUCCESS CASES (Asia)







WHO WE WORK WITH

European Projects the EMT has participated in as a partner



Hyfleet:CUTE



Momentum



iMove



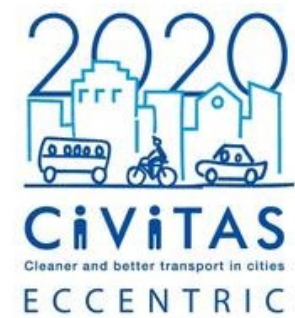
Show



Lead



Scale Up



Eccentric



Solutions Plus



Ikaas



Frevue



Move Us



Cosmos



WHO WE WORK WITH

Organisations and associations the EMT participates in



UITP



Polis



Euro Cities



International
Transport Forum



Urban
Mobility



European
Invest Bank



Civitas
Civinet



ATUC



WHO WE WORK WITH

Companies we have worked with

IDOM

IDOM



Arriva



Transvial



TRN Taryet



CPS
Infraestructuras
Movilidad y Medio
Ambiente SL



Naturgy



Ayto. de
Valencia



Titsa



Mancomunidad
de Pamplona



G-advisory del
Grupo Garrigues





WHERE WE ARE

For any questions or for more information on the services provided by EMT, contact us at the following email address and we'll be available to consider your particular situation to find the best results possible:

consultoria@emtmadrid.es



EMT MADRID

EMT consulting service