Mission

To be the backbone of passenger transport in Bizkaia and to provide a quality service through:

- efficient and transparent management of the available resources
- a commitment to social responsibility and sustainable development
- satisfied staff who are fully engaged in their work
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1976</td>
<td>Bizkaia Transport Consortium set up.</td>
</tr>
<tr>
<td>1987</td>
<td>Construction and Finance Plan approved.</td>
</tr>
<tr>
<td>1988</td>
<td>Restrictive invitation to tender for the Architectural Design. Work began to put Erandio station underground.</td>
</tr>
<tr>
<td>1989</td>
<td>Work began in the centre of Bilbao.</td>
</tr>
<tr>
<td>1993</td>
<td>Metro Bilbao S.A. (plc.) was set up.</td>
</tr>
<tr>
<td>1995</td>
<td>Line 1 in operation.</td>
</tr>
<tr>
<td>2002</td>
<td>Line 2 in operation</td>
</tr>
<tr>
<td>2005</td>
<td>Sestao and Etxebarri stations opened.</td>
</tr>
<tr>
<td>2007</td>
<td>Abatxolo and Portugalete stations opened.</td>
</tr>
<tr>
<td>2009</td>
<td>Peñota and Santurtzi stations opened.</td>
</tr>
</tbody>
</table>
Lay-out: How it was designed

The lay-out for the metropolitan area of Bilbao was designed in a linear fashion with one large central area that covers the heart of the city and two long branches that run on either side of the estuary.

The lay-out is a "Y" shape with either side of the Y following the banks of the estuary and the common "stem" crossing the city centre. Basauri is at the bottom end of the Y and after travelling 10.5 km. to San Inazio the two branches of the Y divide.

The right-hand "branch" follows the same route that the overground railway used to take and ends in Plentzia.

Lay-out: The underground network

<table>
<thead>
<tr>
<th>Line</th>
<th>Stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1</td>
<td>16</td>
</tr>
<tr>
<td>Line 2</td>
<td>10</td>
</tr>
<tr>
<td>Shared</td>
<td>12</td>
</tr>
</tbody>
</table>
Lay-out: Kilometres of track

- Track: 40 kilometres
  - Right bank: 21 km.
  - Left bank: 11 km.
  - Shared line: 8 km.

Population and Transport

Metropolitan area of Bilbao

**Pre-metro:**
- 1,150,000 road trips:
  - 650,000 by car.

**Post-metro:**
- 289,366 trips on average per working day.

Population

**Greater Bilbao:** 1,000,000 habitantes.

**Bilbao city:** 400,000 habitantes.
Population and transport

Greater Bilbao:
Population: 1 million.

Barakaldo (April 02):
4 stations:
95,000 population.

Sestao (January 05):
2 stations:
30,766 population.

Portugalete (January 07):
2 stations:
49,788 population.

Santurtzi (July 09):
2 stations:
47,600 population.

Getxo:
6 stations:
82,000 population.

Bilbao:
11 stations:
356,635 population.

Etxebarri:
1 station:
7,300 population.

Public works and Architecture

Designed by the prestigious architect Sir Norman Foster and awarded the 1998 Brunel Prize for railway Architecture.

A perfect integration of architecture and engineering, aesthetics and functionality and especially customer comfort.

- Near to streets
- Roomy
- Fantastic visibility
- Daylight illumination
Public works and Architecture

Basic information about Foster’s station design:

A. Internally: A cavernous structure. An enormous space with a 160m. long cross-section to locate tracks and platforms as well as sub-levels for entering, leaving and changing platform.

B. The intercommunication area: the sub-levels are used for ticket offices, installations and other service. The stations are large and airy. Passengers don’t feel trapped and have all the services they need.

C. The outside: This is the part of the station that emerges out into the rest of the city’s design. It is the part of Foster’s architecture that is in the street and the most original features are the metro station entrances/exits which have come to be known as “fosteritos”

Stations

38 Stations

- 22 underground stations
- 16 overground stations
Stations

Moving walkways

**Speed:** 0.5 m/s.  **Capacity:** 9,000 people / hour.  **8 moving walkways**

Escalators

Usual means of travelling from street level into station concourse.

**Incline:** 30°.

**Capacity:** 11,700 people / hour.

**Speed:** 0.65 m/s.

**Length:**
Shortest: 4.25 m (Moyua).
Longest: 16.5 m (Sarriko).
Lifts

Mission
To make it easier for people with reduced mobility to access the stations.

Location in underground stations:
- 2 lifts from concourse to platform
- 1 lift from street to concourse

Overground stations:
1 lift from street to station or from station to platform.

Rolling Stock

The cars used in the Bilbao metro (called (U.T. 500, UT 550 and UT 600) have the most modern technological systems in existence in rail transport.

Each car is fitted with a motor for highly efficient power, acceleration and braking.
Rolling Stock

The cars comprising each trainset are coupled together without any kind of separation or doors between them.

This means that each train is one single space. Passengers can hence move around within the train for greater comfort and better passenger distribution. The train body is integral, self-supporting and made of welded stainless steel.

Features of the rolling stock:
- 4 cars per unit, all with motors.
- 1 motor per axle, total of 16.
- Voltage: 1,500 Vcc.
- Length of each trainset: 72,12 m.
- External width: 2,8 m.
- Maximum height: 3,85 m.
- Inter-car communication system using intercirculation rings.
- Air conditioned.
- Service and emergency brakes.
- Passenger capacity (in comfort) (4 people / m2), 458 standing, 112 seated. Total 570.
- Maximum speed: 80 Km/hour.

Types of train:
- **UT-500**: 24 train units, 1995
- **UT-550**: 13 train units, 2000/01
- **UT-600**: 9 train units, 2009/10
Rolling Stock

- **Air conditioned.** Each car has an individual heating/air conditioning unit. Each unit has two independent cooling circuits.

- **Air production.** Each train has two motor-compressor sets providing 10 kg/cm² of compressed air, guaranteeing an air flow of 1,450 litres/minute.

- **Back-up power production.** A static converter produces the electricity necessary to feed all back-up service loads. The train also has a battery system.

---

The cab (UT 500 and 550)

- a) CCTV.
- b) PA system.
- c) TETRA communication.
- d) Record of incidents and faults.
- e) Deadman’s handle.
Rolling Stock

The cab (UT 600)

- a) CCTV.
- b) PA system.
- c) TETRA communication.
- d) Record of incidents and faults.
- e) Deadman’s handle.

Rolling stock

5th carriage

Features of the 22 carriages

- Non-motorised trailer carriages (current carriages are motorised).
- Length: 17.3 m.
- External width: 2.8 m.
- Tare: 27.4 tons.
- Design: no visible differences compared to current carriages.
- Train capacity subsequent to incorporating a fifth carriage: 144 people seated, 574 standing. Total 718.
Rolling stock

5th carriage

New trailer carriages shall be coupled to the centre of the train.

Length of trains featuring a fifth carriage: 86.5 m

All UT 600 units will incorporate a fifth carriage (9 units), and from UT 512 to 524 (13 units).

Adaptations

Incorporating a fifth carriage has brought about a number of adaptations involving Metro Bilbao facilities:

- Signalling
- Modification of the interlocking at Casco Viejo
- Workshops:
  - New hoisting columns
  - Several mechanical modifications
- Tracks and Catenary:
  - New double diagonals at Casco Viejo & Lutxana
  - Catenary modifications
- Stations:
  - Refurbishment of platforms at Bolueta, Lutxana, Urduliz and Plentzia.
- PMC: IT modifications
Safety in transit

a. Driving safety systems:
   - **Automatic Train Protection**: Guarantees that the driver stays within the speed limit and obeys traffic signals, thus avoiding human error.
   - **Automatic Train Operation**: Allows automatic driving between stations and guarantees that the train stops in the right position alongside the platform.

b. Central control post: The Guardian Angel
   Control centre that controls and checks both the correct running of trains and operating of installations.

c. Preventive Maintenance of trains

d. Driving Simulator
Safety in transit: Central Control Post

Here we are referring to the traffic system, power supply, communications and set of metro installations as an illuminated panel of stations, accesses, escalators, pumping and ventilation stations, ticketing offices and passenger access control.

These are the different systems that have made it possible to have a central control post for the Bilbao metro:

- Remote traffic control
- Remote energy control
- Remote communications control
- Remote installations control
- Remote pricing/charging control

Safety installations

1- Videosurveillance and safety systems

2- Fire-fighting systems
   2a- Prevention: structures and materials
   2b- Fire detection: alarm receiving centre
   2c- Extinction
      - Dry fire-fighting hydrant
      - Wet fire-fighting hydrant
      - Under-platform and emergency ventilation
      - Emergency exits
      - Remote installation control

3- Anti-flooding systems
   3a- Prevention: pumping stations
   3b- Flood gates
Safety installations

1- Videosurveillance and safety systems

Mission:
- CCTV used both in running the metro and in guaranteeing passenger safety.
- In each station you can see the recordings of that specific station and in the central control post (CCP) the images of all the stations.

Location:
- In all the underground station. There is a certain number of cameras in each station.
- In strategic locations such as level crossings and Sopolana wagon sheds.

2- Fire-fighting systems:

Prevention: Constructions and materials: reinforced concrete, stainless steel and toughened safety glass.
Fire detection: Alarm receiving Centre in each station and at the CCP.

Extinction:
- Dry fire-fighting hydrant in the underground area to supply fire-fighters with water in the event of an emergency.
- Wet fire-fighting hydrant: the underground stations have four fire hoses connected to mains water.
- Under-platform and emergency ventilation.
- Emergency exits.
- Remote controlled installations.
3- Emergency ventilation

Equipment located in the stations.

Mission:
- To keep the metro stations smoke-free.
- To maintain an even temperature.
- To provide an escape route.
- Also effective in gas and stale-air extraction (to maintain air quality).

Two ways of operation:
- Extraction: Air is sucked in from outside.
- Impulsion: Air is pressure-pushed in from outside.

When the metro is running

Weekdays:
- Monday-Thursday: 6.00 - 23.00
- Friday and eve of holidays: 6.00 - 2.00
- Saturday: 24 hours

Sunday and holidays:
- Every day: 7.00 - 23.00

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Punta</th>
<th>Valle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Etxebarri - San Inazio</td>
<td>2.5’</td>
<td>3’</td>
</tr>
<tr>
<td>Etxebarri - Bidezabal</td>
<td>5’</td>
<td>6’</td>
</tr>
<tr>
<td>Etxebarri - Larrabasterra</td>
<td>10’</td>
<td>6'/12’</td>
</tr>
<tr>
<td>Etxebarri - Plentzia</td>
<td>20’</td>
<td>18’</td>
</tr>
<tr>
<td>Etxebarri – Portugalete</td>
<td>5’</td>
<td>6’</td>
</tr>
</tbody>
</table>

Special services:
- Football matches, concerts, Saint Thomas market, Christmas...

24-hour service:
- Bilbao fiestas and other local town fiestas.
Fares

When the metro is running

<table>
<thead>
<tr>
<th>Ticket types</th>
<th>1 zone</th>
<th>2 zones</th>
<th>3 zones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>1,40</td>
<td>1,50</td>
<td>1,60</td>
</tr>
<tr>
<td>&quot;Gizatrans&quot; pass</td>
<td>0,27</td>
<td>0,27</td>
<td>0,27</td>
</tr>
<tr>
<td>&quot;50 journeys&quot; pass*</td>
<td>24,50</td>
<td>29,00</td>
<td>32,50</td>
</tr>
<tr>
<td>Monthly metro card</td>
<td>29,40</td>
<td>35,00</td>
<td>40,70</td>
</tr>
<tr>
<td>Young person's card*</td>
<td>188,00</td>
<td>221,00</td>
<td>255,00</td>
</tr>
<tr>
<td>Local transport pass</td>
<td>0,69</td>
<td>0,83</td>
<td>0,93</td>
</tr>
</tbody>
</table>

* - Valid for ten journeys
** - Valid for 50 journeys in a 30-day period
*** - Annual
When the metro is running

Combined bus/metro/train passes:

With Euskotren (Basque railways):
- CM (monthly) and CJ (Annual)
- Connecting stations: Bolueta and Casco Viejo

With RENFE (Spanish railways):
- 10 journeys (URIA)
- Connecting stations: Abando and San Mamés

Creditrans:
- Bilbobus, Bizkaibus, La Salve lift, Artxanda funicular, suspensión bridge, Lujua buses and Bilbao tram.
- Credit card which is purchased for a certain amount and then used for journeys (type of oyster card).

When the metro is running

Percentage use of each kind of ticket:

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Percentage of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditrans</td>
<td>53,10%</td>
</tr>
<tr>
<td>Monthly</td>
<td>15,59%</td>
</tr>
<tr>
<td>Gizatrans</td>
<td>10,79 %</td>
</tr>
<tr>
<td>Super 50</td>
<td>8,02%</td>
</tr>
<tr>
<td>Young person´s card</td>
<td>6,07%</td>
</tr>
<tr>
<td>Single</td>
<td>2,61%</td>
</tr>
<tr>
<td>Other</td>
<td>2,81%</td>
</tr>
<tr>
<td>Combined passes</td>
<td>1,01%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>
When the metro is running

Average number of passengers per day:

- Average in winter on a working day: 293,052
- Total number of passengers: 87,043,712

<table>
<thead>
<tr>
<th>Year</th>
<th>Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>31,660,119</td>
</tr>
<tr>
<td>1997</td>
<td>41,493,501</td>
</tr>
<tr>
<td>1998</td>
<td>49,102,360</td>
</tr>
<tr>
<td>1999</td>
<td>50,886,407</td>
</tr>
<tr>
<td>2000</td>
<td>54,173,349</td>
</tr>
<tr>
<td>2001</td>
<td>55,894,768</td>
</tr>
<tr>
<td>2002</td>
<td>66,705,570</td>
</tr>
<tr>
<td>2003</td>
<td>72,609,409</td>
</tr>
<tr>
<td>2004</td>
<td>73,088,978</td>
</tr>
<tr>
<td>2005</td>
<td>77,801,841</td>
</tr>
<tr>
<td>2006</td>
<td>79,780,094</td>
</tr>
<tr>
<td>2007</td>
<td>85,864,456</td>
</tr>
<tr>
<td>2008</td>
<td>83,333,743</td>
</tr>
<tr>
<td>2009</td>
<td>87,043,712</td>
</tr>
</tbody>
</table>

Passengers by station

<table>
<thead>
<tr>
<th>Station</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abando</td>
<td>6,465,604</td>
</tr>
<tr>
<td>Casco viejo</td>
<td>6,355,555</td>
</tr>
<tr>
<td>Moyua</td>
<td>6,353,754</td>
</tr>
<tr>
<td>Indautxu</td>
<td>6,281,666</td>
</tr>
<tr>
<td>San mailhes</td>
<td>5,890,468</td>
</tr>
<tr>
<td>Deusto</td>
<td>5,048,939</td>
</tr>
<tr>
<td>Santutxu</td>
<td>4,862,490</td>
</tr>
<tr>
<td>Gunurtzata</td>
<td>3,671,526</td>
</tr>
<tr>
<td>Barakaldo</td>
<td>3,616,042</td>
</tr>
<tr>
<td>Aretx</td>
<td>3,589,324</td>
</tr>
<tr>
<td>Sarriko</td>
<td>2,587,739</td>
</tr>
<tr>
<td>Algorta</td>
<td>2,582,791</td>
</tr>
<tr>
<td>Portugalea</td>
<td>2,405,250</td>
</tr>
<tr>
<td>Etxebarri</td>
<td>2,371,745</td>
</tr>
<tr>
<td>Bizkaia</td>
<td>2,335,371</td>
</tr>
<tr>
<td>San inazio</td>
<td>2,334,328</td>
</tr>
<tr>
<td>Basarrate</td>
<td>2,279,891</td>
</tr>
<tr>
<td>Bagatza</td>
<td>1,967,440</td>
</tr>
<tr>
<td>Enandio</td>
<td>1,721,935</td>
</tr>
<tr>
<td>Bidezabal</td>
<td>1,535,095</td>
</tr>
<tr>
<td>Bolueta</td>
<td>1,477,461</td>
</tr>
<tr>
<td>Astrabutua</td>
<td>1,418,598</td>
</tr>
<tr>
<td>Ansio</td>
<td>1,292,764</td>
</tr>
<tr>
<td>Santurtzi</td>
<td>1,074,953</td>
</tr>
<tr>
<td>Leioa</td>
<td>1,019,782</td>
</tr>
<tr>
<td>Gobela</td>
<td>930,720</td>
</tr>
<tr>
<td>Abatxola</td>
<td>763,831</td>
</tr>
<tr>
<td>Neguri</td>
<td>702,384</td>
</tr>
<tr>
<td>Pletzia</td>
<td>667,870</td>
</tr>
<tr>
<td>zaspetana</td>
<td>628,151</td>
</tr>
<tr>
<td>Peñota</td>
<td>569,872</td>
</tr>
<tr>
<td>Larrabasteria</td>
<td>441,349</td>
</tr>
<tr>
<td>Barango</td>
<td>417,125</td>
</tr>
<tr>
<td>Albo</td>
<td>380,930</td>
</tr>
<tr>
<td>Lamiakoa</td>
<td>322,112</td>
</tr>
<tr>
<td>Urduliz</td>
<td>304,473</td>
</tr>
<tr>
<td>Luarona</td>
<td>223,805</td>
</tr>
<tr>
<td>Urbinaga</td>
<td>144,554</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>87,043,712</td>
</tr>
</tbody>
</table>
When the metro is running

How customers view the quality of the service they receive (0-10)

Revenue from passenger transport (in thousands of Euros):

Economic management
Economic management

Evolution of revenue – operating expenditure (in thousands of Euros):

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*Operating income</td>
<td>15.622</td>
<td>19.891</td>
<td>23.405</td>
<td>24.531</td>
<td>26.719</td>
<td>27.532</td>
<td>34.259</td>
</tr>
</tbody>
</table>

*1- Operating income: here we include operating income, without financial income or subsidies from the Bizkaia Transport Consortium.

*2- Operating expenditure: this includes operating expenses, without financial costs, financial funding, nor funding of depreciation allowances or provisions.

Coverage ratio

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage ratio</td>
<td>71,06%</td>
<td>82,71 %</td>
<td>91,65 %</td>
<td>92,02 %</td>
<td>91,01 %</td>
<td>86,57 %</td>
<td>84,7%</td>
</tr>
<tr>
<td>Average fair (per trip)</td>
<td>0,48</td>
<td>0,46</td>
<td>0,45</td>
<td>0,46</td>
<td>0,46</td>
<td>0,47</td>
<td>0,48</td>
</tr>
<tr>
<td>Operating deficit per passenger</td>
<td>0,20</td>
<td>0,10</td>
<td>0,04</td>
<td>0,04</td>
<td>0,05</td>
<td>0,08</td>
<td>0,08</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Concept</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage ratio</td>
<td>86,66 %</td>
<td>85,04 %</td>
<td>89,88 %</td>
<td>90,91 %</td>
<td>89,41%</td>
<td>87,48%</td>
<td>84,14%</td>
</tr>
<tr>
<td>Average fair (per trip)</td>
<td>0,49</td>
<td>0,51</td>
<td>0,54</td>
<td>0,55</td>
<td>0,57</td>
<td>0,58</td>
<td>0,59</td>
</tr>
<tr>
<td>Operating deficit per passenger</td>
<td>0,08</td>
<td>0,10</td>
<td>0,03</td>
<td>0,06</td>
<td>0,07</td>
<td>0,09</td>
<td>0,12</td>
</tr>
</tbody>
</table>

*Coverage ratio: is calculated by dividing income by operating expenditure.
Prizes and awards

1997
The designer Michael Weiss was awarded the Spanish Design Association’s prize for the Metro’s furniture.

UNI-2, the company contracted to clean the metro, received the Spanish Technical Institute for Cleaning’s prize for excellence. The Institute says Bilbao’s metro is the cleanest in Europe.

4th Spanish Architecture Biennial Finalist in the Manuel de la Dehesa award.

4th COAVN Architecture prize. Special mention from the jury (outside the competition).

1998
The Brunel railway architecture prize was awarded to Metro Bilbao as a whole and more specifically to Sarriko station.

1999
AENOR gave the Metro Bilbao customer service offices ISO 9002 quality certification.

Prizes and awards

2000
Second prize in the Basque IT awards for the computer programme dealing with the “work-flow of faults”.

National Trophy for Safety at Work 1999. Metro Bilbao was given a special mention for its Association for Accident Prevention.

Recognised as an Equal Opportunities Employer by Emakunde Emakumearen Euskal Erakundea, The Basque Institute for Women.

The company that manufactured the benches in the metro (Akaba, in Irun) was awarded the National Industrial Design Prize by the Ministry for Science and Technology.

Year 2000: Accessibility Prize awarded by the Federation for the Physically Disabled in Bizkaia.
Prizes and awards

2002
**Comeravasa Award.** On the 27th May COPE held the seventh annual Comeravasa Awards and Metro Bilbao was given the prize for the best industrial idea for its recent inauguration of the 2nd underground line.

**ISO 14001 environmental certification.** On the 1st July AENOR gave Metro Bilbao ISO 14001 environmental certification. It is the first railway-related company in the whole of Spain to receive this certification.

2004
**Orbere Prize** for Promoting Gender Policy.

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Prizes and awards

2006
**Diploma for commitment to management excellence.** Mikel Ugalde, Managing Director of Euskalit, The Basque Foundation for Quality gave Josu Sagastagoitia, the Managing Director of Metro Bilbao, this award in the Bilbao Fine Arts Museum. The aim of this diploma is to recognise those Basque organisations that use EFQM as a benchmark to improve their management and that are committed to furthering quality.

**European Certificate for Ethical and Socially Responsible Management.** IAC awarded this certificate to Metro Bilbao, which in this way became the first Spanish transport company to receive European certification as a socially responsible organisation.
Prizes and awards

2006

The European Union awards Metro Bilbao second prize at the EMAS 2006 European Awards. These prizes of the Community System for Eco-management and Eco-auditing (EMAS) are given to those European companies that show greatest commitment and transparency in sustainable development. Metro Bilbao, chosen by The Ministry for the Environment, is the first company in the railway sector to achieve an award in the "Large Company" category and it was nominated by the Spanish Ministry for the Environment for this European prize.

2007

www.metrobilbao.com obtains the award to the best Basque Website in the Company’s section in the V Prizes of El Correo Digital. Mikel Urizarbarrena, president of Panda Software handed over the award to Rafael Sarria, General Manager of Metro Bilbao in the show celebrated in the Guggenheim Museum.

Prizes and awards

2007

In line with the objective of promoting equal opportunities for men and women, on March 8th Metro Bilbao formally joined a select group of companies engaged in equality plans. Coinciding with this new project the Provincial Council of Bizkaia, as the organisation responsible for the Parekatuz network, awarded Metro Bilbao its Certificate of Commitment to Progress towards Gender Equality.

The "Txikiteroenartean" or organising committee of the Fiesta de los Txikiteros/ Txikiteroen Festa Wine-drinkers’ Festival, whose members are the Old Town branch of the Athletic Bilbao Supporters’ Club, the tourist promotion agency Bilbao Iniciativas Turísticas, the Bakers’ Guild of Bizkaia, the Bilbotarrak choir, the Gargantua Company, the flute band Bilboko Txistulariak and the traders’ associations of the Old Town and the La Ribera market, has awarded Metro Bilbao its “Honorary Wine-drinker” award for its services to society in general and in particular for the number of lives that it has probably saved by providing all-night services and thus reducing potential road traffic accidents.
2007

Hearted Companies Award
On the 30th of November Caritas Bilbao Foundation, together with the Trade Chamber of Bilbao, awards Metro Bilbao with this prize for its collaborations with this humanitarian organization, developing socially responsible actions.

Accesit at the European Environment Awards in Management for Sustainable Development, Self-Governing Region Section.
On the 6th of December Metro Bilbao is awarded with this prize for the project: "Metro Bio: el enfoque de Metro Bilbao hacia la sostenibilidad” / “Bio Metro: Metro Bilbao’s approach to sustainable development”. Autonomous president Juan Jose Ibarretxe handed over the award.

2008

European Environment Award in Management for Sustainable Development, Spanish Section.
On the 13th of March Entorno Foundation, in cooperation with the Spanish Government’s Environmental Department, awards Metro Bilbao as a company that shows a solid sustainable development commitment. Felipe de Borbon handed over Rafael Sarria, Managing Director, the award.

2009

Spanish consumers rate Metro Bilbao as best urban transport company in Spain
On June 17 the journal Consumer Management, based on the STIGA Spanish Consumer Satisfaction Index (ISSCE), recognised Metro Bilbao as the leading firm in its Urban Transport category. Following the presentation of the annual results for 2008, the ISSCE study determined that Spanish consumers consider Metro Bilbao to be the best urban transport company in Spain.