

TRAM users rate the service above 8 for the fifth consecutive year

- **Trambaix obtains an 8.37 and Trambesòs an 8.12 in the Perceived Quality Index (IQP)**
- **The comfort, accessibility and ease of use of the service are the most highly rated attributes**

Barcelona, December 15, 2025. - According to the Passenger Satisfaction Study that TRAM carries out annually, the results once again place the tram service with an overall rating above 8. Specifically, the passenger has scored the Trambaix network with an 8.37 and the Trambesòs network with an 8.12, thus maintaining a level above 8 for the fifth consecutive year.

At Trambaix, the most highly rated attribute continues to be the ease of access to the platform, which improves compared to last year, from 8.9 in 2024 to 8.97 in 2025. It is followed by the speed of the journey, which also grows from 8.49 in 2024 to 8.56 in 2025, and personal safety, which remains stable at 8.51.

At Trambesòs, ease of access to the platform is once again the most highly rated attribute (9.1), followed by smooth and safe driving. Also noteworthy is the attention and friendliness of the staff, which rises to 8.54, a significant improvement over the previous year's 8.32. These three attributes are also the best rated on the new section from Glòries to Verdaguer, specifically, the route from Monumental to Verdaguer has received an overall score of 8.52.

Security that inspires confidence

Regarding the perception of safety, the overall score is also very good. At Trambaix, users score the safety of the service with an average of 8.75, while in Trambesòs the overall rating is 8.17.

Although the percentage of cases of sexual harassment detected is low (1.7% at Trambaix and 1.3% at Trambesòs), the response of TRAM staff is positively assessed by the users who have used it.

With these results, TRAM consolidates its position as the best-valued, accessible and sustainable means of transport, and reinforces its commitment to the continuous improvement of service and user safety.



Perceived Quality Index in Trambaix



Perceived Quality Index in Trambesòs

User profile

The majority profile is that of a woman, 55.8% at Trambaix and 57.6% at Trambesòs , between 41 and 64 years old at Trambaix and between 26 and 40 years old at Trambesòs, living in the municipality of Barcelona and who uses the tram mainly for work reasons.

Study sample and methodology

The 2025 Passenger Satisfaction Study was carried out in person at TRAM stops between May 26 and June 12, on weekdays and within the time slot of 7 a.m. to 9 p.m. The total sample was 1,100 surveys at Trambaix and 1,103 at Trambesòs. The interviews were distributed in four areas of each network to ensure territorial and time representativeness.