



STATISTICS 2018



Société des Transports Intercommunaux de Bruxelles

.brussels 
IT'S ALL OF US

GENERAL INDICATORS

Number of trips (in millions)

	2018	2017
TOTAL	417.6	400.9
1-trip tickets	16.9	16.4
5-trip tickets	1.4	1.3
10-trip tickets	30.6	30.2
1-day tickets	3.0	2.7
School season tickets	98.2	89.2
General season tickets	265.2	259.7
Events	2.1	1.2
Taxibus	0.10	0.10
B-Post (+ diverse contracts)	0.10	0.10

Distribution of trips (in %)

TOTAL	100	100
1-trip tickets	4.05	4.09
5-trip tickets	0.33	0.34
10-trip tickets	7.33	7.53
1-day tickets	0.72	0.67
School season tickets	23.52	22.25
General season tickets	63.51	64.78
Events	0.50	0.3
Taxibus	0.02	0.02
B-Post (+ diverse contracts)	0.02	0.02

Distribution of the network by method of transport (in millions of trips)

TOTAL	417.6	400.9
Metro	147.1	145.4
Tram	165.5	150.8
Bus	104.8	104.7
Taxibus	0.1	0.1

Actual kilometres covered, in customer service (in km-convoyed)**2018****2017**

TOTAL	46,661,042	45,882,095
Metro	5,655,280	5,620,470
Tram	15,285,744	15,149,691
Bus (including night bus)	24,859,567	24,708,454
Taxibus	368,989	403,480
Taxibus (Taxis verts)	491,462	-

Income from passengers traffic (in €)

GENERAL TOTAL	276,417,243	269,344,617
Direct income from the traffic	215,765,243.0	208,692,617.0
Tickets	34,238,115.3	33,788,661.2
Passes	39,906,872.2	40,265,999.0
School season tickets	6,928,611.0	6,480,821.0
General season tickets	126,028,556.4	120,290,112.8
Discount on sales	-58,193.4	-54,582.0
B-Post Transports	489,978.7	345,614.1
Taxibus	207,558.8	171,028.0
Other (1-day tickets)	5,030,370.3	4,583,093.9
Right of use	2,294,791.1	2,088,371.2
Events	698,582.2	733,497.8
Indirect income from the traffic	60,652,000	60,652,000
Endowments for preferential rates	60,652,000	60,652,000
Net income from traffic/trip	0.66	0.67
Operational cost/trip	1.41	1.45
Sales revenues		
Advertising	7,190,365	7,257,231
Rental	7,342,186	6,683,260

Places-kilometres in passengers service (in millions)Standard used since 2006 of 4p/m²

	2018	2017
TOTAL	8,877.1	8,819.2
Metro.....	3,976.4	3,949.5
Tram.....	2,931.6	2,910.0
Bus (including night bus).....	1,960.5	1,959.7
Taxibus.....	8.6	-

Target trip speed in winter service (in km/hour)**WEEKLY AVERAGE**

Metro.....	28.0	28.0
Tram.....	15.9	15.9
Bus (without Noctis).....	15.9	15.9

DAILY VARIATIONS FROM MONDAY TO FRIDAY**Metro**

- Peak hours.....	26.9	26.9
- Off-peak hours.....	27.6	27.6
- Evening.....	29.4	29.4

Tram

- Peak hours.....	15.3	15.3
- Off-peak hours.....	15.6	15.6
- Evening.....	17.2	17.2

Bus

- Peak hours.....	14.8	14.8
- Off-peak hours.....	15.3	15.3
- Evening.....	19.1	19.1

% of certified services

% OF CEN CERTIFIED SERVICES	100	100
% OF ISO CERTIFIED SERVICES*	73	71

* Calculated on the basis of FTE present in the certified departments.

Accessibility**2018****2017****% OF VEHICLES ADAPTED FOR ACCESSIBILITY**

Metro, low floor vehicles.....	100	100
Tram, low floor vehicles.....	55.4	55.4
Bus (except for Taxibus), equipped with a ramp.....	81.0	83.4

NUMBER OF ACCESSIBUS LINES

16 6

NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS

47 47

SPECIFIC SERVICES

Number of assistances in metro stations.....	2,116	1,806
Number of Taxibus trips.....	108,596	91,954
Number of tickets for persons with a visual impairment.....	1,661	1,400
Number of 'Free guide' tickets.....	1,107	977

Rate of availability of the escalators and lifts (in %)*

Lifts.....	98.98	99.14
Escalators.....	96.36	96.51

(*) According to the definition "percentage travellers having received a conform service"

Fight against fare-dodging

Number of passengers checked.....	1,175,427	1,457,570
Number of PV.....	61,957	82,260
Rate of visible fare-dodging.....	5.27%	5.60%
Amount of surcharges received (in €).....	4,273,653	5,091,553

Report of vehicles parked in breach of the law

Official report written.....	7,888	9,040
Removal of the vehicles in breach of the law.....	56	68

HUMAN RESOURCES INDICATORS

Total staff	2018	2017
TOTAL	9,037	8,773
- of which staff working within the company	8,636	8,384
- of which staff on secondment	137	127
- of which inactive staff	401	389
FULL-TIME EQUIVALENTS (FTE)	8,798.7	8,525.33
% OF WOMEN IN THE COMPANY	10.71	10.24

Nationality of the personnel

Belgian staff	8,032	7,774.00
Nationals of other European Union countries	701	683.00
Nationals of non-European Union countries	304	316.00

Variation of the staff members

Hired (new employees)	862	705
Departure	598	524
- of which accepted for retirement in the course of the year	218	209

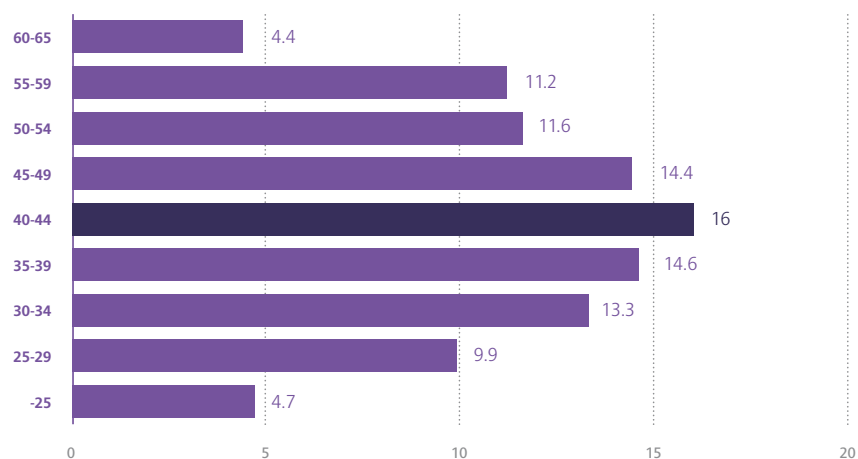
Distribution of the personnel by category

Workers	6,393	6,236
Employees + technical staff	2,644	2,537

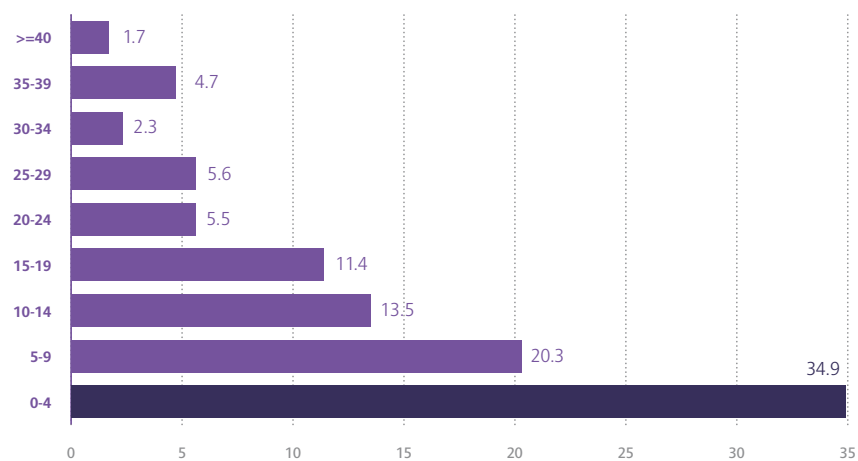
Training

Number of training hours	360,944	375,277
Number of people trained	7,591	7,024
% of training cost in the total staff-related cost	3.88%	3.91%

AGE DISTRIBUTION OF THE PERSONNEL (IN %)



DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)



ENVIRONMENTAL INDICATORS

Air	2018	2017
% of buses equipped with particle filters	100%	100%
Number of trams and metrocars (electrical traction)		
- Tram	397	397
- Metro	343	343
Number of buses equipped with particle filters	699	701

Noise

Handling of nuisances related to tramway		
- Tracks ground (km)	44.98	51.91
- Tracks treated with anti-vibration systems (km)	2.83	6.16
- Tracks treated with rubber surface systems (km)	9.69	16.75

Water

Water consumption (m³)	139,637	127,638
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Waste

% of sites involved in selective sorting	100	100
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Energy

HV-energy consumption (in kWh)	248,501,394	246,270,070
% renewable energy	100	100

NETWORK & ROLLING STOCK

Axis lengths (in km)

	2018	2017
Total length of the metro axis (including the end points)	39.9	39.9
Total length of the tram axis	147.1	140.6
- of which length of the tram axis in tunnels (including access ramps in operation)	12.4	12.1
- of which length of the tram axis on the level	49.1	44.7
- of which length of the tram axis in dedicated lanes (including tunnels)	85.6	83.8
Total length of the bus axis (excluding Noctis)	352.0	351.3
Total length of Noctis network	88.5	83.9

Stops

Metro stations	69	69
Total number of stops	2,190	2,168
Number of surface stops with shelter	1,563	1,525

Average distance between stops (in metres)

Bus	425	408
Trams excluding premetro	411	406
Metro and premetro	590	590
Network average	430	419

Naming of the lines Total length in service (in km)

METRO			
1	Gare de l'Ouest – Stockel	12.5	12.5
2	Simonis – Elisabeth	10.4	10.4
5	Erasme – Herrmann-Debroux	17.3	17.3
6	Roi Baudouin – Elisabeth	15.5	15.5

	2018	2017
TRAM		
3 Esplanade - Churchill.....	13.1	13.1
4 Gare du Nord - Stalle (P).....	9.7	9.7
7 Heysel - Vanderkindere.....	16.1	16.1
8 Louise - Roodebeek.....	13.8	-
9 Arbre Ballon - Simonis.....	4.1	-
19 De Wand - Groot-Bijgaarden.....	9.2	9.2
25 Rogier - Boondael Gare.....	11.4	11.4
32 Da Vinci - Drogenbos Château (1).....	15.3	15.3
39 Ban Eik - Montgomery.....	8.8	8.8
44 Montgomery - Tervuren Station.....	9.4	9.4
51 Stade - Van Haelen.....	15.6	15.5
55 Da Vinci - Rogier.....	5.9	5.9
62 Eurocontrol - Cimetière de Jette (2).....	10.3	10.3
81 Marius Renard - Montgomery.....	12.1	12.1
82 Berchem Station - Drogenbos Château (3).....	13.4	13.4
92 Schaerbeek Gare - Fort-Jaco.....	12.6	12.6
93 Stade - Legrand.....	11.5	11.5
97 Louise - Dieweg.....	9.6	9.5

(1) Only operated after 8 PM

(2) Only operated between Da Vinci and Cimetière de Jette in the evening, on Saturdays, Sundays and public holidays

(3) Only operated between Berchem Station and Gare du Midi after 8 PM

BUS

12 Brussels Airport - Brussels City (1) (2).....	14.0	13.5
13 UZ-VUB - Simonis.....	7.2	5.4
14 UZ-VUB - Gare du Nord.....	6.7	6.8
17 Beaulieu - Heiligenborre.....	5.4	5.4
20 Hunderenveld - Gare du Nord.....	9.4	5.8
21 Brussels Airport - Luxembourg (3).....	14.1	14.0
27 Andromède - Gare du Midi.....	9.9	9.8
28 Brabançonne - Konkel.....	6.0	6.0
29 Hof ten Berg - De Brouckère.....	9.5	9.2
33 Dansaert - Louise.....	3.1	-
34 Porte de Namur - Sainte-Anne (4).....	7.0	7.0
36 Schuman - Konkel.....	11.8	11.8
38 Gare Centrale - Héros.....	8.3	8.2
41 Transvaal - Héros.....	9.8	9.7
42 Viaduc E40 - Roodebeek.....	4.9	6.9
43 Observatoire - Kauwberg (5).....	14.0	14.0
45 Saint-Vincent - Roodebeek.....	7.1	7.1
46 Anneessens - Moortebeek.....	7.5	7.5
47 Vilvoorde Station - De Brouckère (6).....	15.5	15.5
48 Grand-Place - Decroly.....	8.1	8.1
49 Bockstael - Gare du Midi.....	12.9	12.9
50 Gare du Midi - Lot Station.....	10.5	10.5
53 Hôpital Militaire - UZ-VUB.....	14.1	15.0
54 Trône - Forest Centre (Bervoets).....	7.5	7.5
57 Hôpital Militaire - Gare du Nord (2).....	8.8	8.8
58 Vilvoorde Station - Yser (7).....	11.2	11.2
59 Bordet Station - Hôpital Etterbeek-Ixelles.....	10.1	10.1

2018

2017

60	Ambiorix - Uccle Calevoet	10.6	10.5
61	Gare du Nord - Montgomery	5.8	5.7
63	Cimetière de Bruxelles - Gare Centrale	6.3	6.2
64	Machelen - Porte de Namur (8)	12.9	12.9
65	Bourget - Gare Centrale	8.3	8.3
66	Péage - De Brouckère	9.0	9.0
69	Schaerbeek Gare - Jules Bordet (9)	4.1	4.1
71	De Brouckère - Delta (10)	7.6	7.5
72	Devèze-ULB - ADEPS (7)	5.2	5.2
75	Bon Air - CERIA	4.8	4.7
76	Kraainem - Oppem (11)	4.9	4.9
77	Kraainem - Hippodrome (9)	4.4	4.4
78	Gare du Midi - Humanité	5.1	5.1
79	Kraainem - Schuman	7.2	7.1
80	Maes - Porte de Namur	12.7	12.7
84	Heyssel - Berchem Station	8.3	7.7
86	Machtens - Gare Centrale	5.8	5.8
87	Simonis - Beekkant	10.8	10.7
88	Heyssel - De Brouckère	10.5	10.5
89	Bockstael - Westland Shopping	8.2	8.1
95	Grand-Place - Wiener	9.5	9.5
98	CERIA - Héros (7) (12)	8.4	8.4

(1) Express line, not serving all the stops

(2) Not operated after 8 PM and on Saturday, Sunday and public holidays

(3) Part Permeke-Brussels Airport only operated after 8 PM, on Saturdays, Sundays and public holidays.

(4) Only operated between Porte de Namur and Auderghem-Shopping (operated until the rond-point du Souverain) after 8 PM

(5) Only operated between Héros and Kauwberg after 8 PM

(6) Only operated between Heembeek and De Brouckère from Monday to Friday during off-peak hours and on Saturday during the day

(7) Not operated after 10 PM

(8) Only operated between Omnisports Haren and Porte de Namur after 10 PM

(9) Only operated during peak hours from Monday to Friday

(10) Also operated during the night from Tuesday to Friday until 3 AM

(11) Not operated after 8 PM and on Sundays and public holidays

(12) Not operated on Sunday and public holidays

NOCTIS NETWORK (1)

N04	Gare Centrale - Cimetière de Bruxelles	9.2	9.0
N05	Gare Centrale - Kraainem	10.4	10.3
N06	Gare Centrale - Musée du Tram	10.1	10.1
N08	Gare Centrale - Wiener	10.6	10.6
N09	Gare Centrale - Herrmann-Debroux	11.7	11.6
N10	Gare Centrale - Fort-Jaco	10.9	10.9
N11	Gare Centrale - Homborch	13.0	13.1
N12	Gare Centrale - Stalle (P)	9.5	9.3
N13	Gare Centrale - Westland Shopping	7.0	7.0
N16	Gare Centrale - Berchem Station	10.0	10.0
N18	Gare Centrale - Heyssel	8.2	8.1

(1) Only operated during the night from Friday to Saturday and from Saturday to Sunday

Prices (in €)

2018

2017

ENTIRE NETWORK

Jump 1-trip ticket on MoBIB sold outside the vehicle (2) (4)	€ 2.10	€ 2.10
Jump 5-trip ticket on MoBIB (3) (4)	€ 8.00	€ 8.00
Jump 10-trip ticket on MoBIB (2) (4)	€ 14.00	€ 14.00
School card (1) (4)	€ 15.00	€ 15.00
STIB 1-trip CLT* sold on board the vehicle (1) (4)	€ 2.50	€ 2.50
STIB 1-trip CLT* sold outside the vehicle (1) (4)	€ 2.10	€ 2.10
STIB CLT* 24h (1)	€ 7.50	€ 7.50

* Contactless Ticket

JUMP 24h on MoBIB (2)	€ 7.50	€ 7.50
JUMP 48h on MoBIB (2)	€ 14.00	€ 14.00
JUMP 72h on MoBIB (2)	€ 18.00	€ 18.00

MTB SEASON TICKETS (2) (4)

1 month	€ 55.50	€ 55.50
12 months calendar	€ 583.00	€ 583.00

SCHOOL SEASON TICKETS (1) (4)

Family with kids

- 1 st season ticket	€ 50.00	€ 50.00
- 2 nd season ticket	€ 50.00	€ 50.00
- 3 rd season ticket and following	Free	Free

STIB SEASON TICKETS (1) (4)

1 month	€ 49.00	€ 49.00
12 months	€ 499.00	€ 499.00
Season ticket "J" 6-11 years (1) (4)	Free	Free
Season ticket 65+ ("65 years and more") (1) (4)	€ 60.00	€ 60.00
Season ticket 65+BIM ("Entitled Increased Contribution") (1) (4)	Free	Free

	2018	2017
AIRPORT LINE ⁽¹⁾		
1-trip ticket sold outside the vehicle	€ 4.50	€ 4.50
1-trip ticket sold on board the vehicle	€ 6.00	€ 6.00
10-trip ticket	€ 32.00	€ 32.00
Season ticket STIB + Airport 1 month	€ 60.00	€ 60.00
BIM SEASON TICKET ^{(1) (4)}		
1 month	€ 8.10	€ 8.10
1 year	€ 85.00	€ 85.00
(1) Valid on the entire STIB network		
(2) Valid on the STIB network and on the urban Brussels networks of De Lijn, Tec and SNCB (2 nd class)		
(3) Valid on the STIB network, on the urban Brussels network of the SNCB (1 st & 2 nd class) and on the suburban network of De Lijn and TEC		
(4) Except on the line Bourget-Brussels Airport		
(5) Valid on the entire STIB network except part Bourget-Brussels Airport; pass to 25 museums included		
(6) Transport contract loaded on STIB MoBIB card		

Fleet of rolling stock in operation

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,162	1,164
Metro		
- Trains U4 (composed of 4 cars)	8	8
- Trains U5 (composed of 5 cars)	37	37
- Trains Boa (composed of 6 cars)	21	21
Total	66	66
Tram		
- Type 4000 articulated trams	70	70
- Type 3000 articulated trams	150	150
- Type 2000 articulated trams	51	51
- Articulated trams with 4 bogies	61	61
- Articulated trams with 3 bogies	65	65
Total	397	397
Bus		
Standard buses	411	522
Hybrid standard buses	103	0
Electric standard buses	5	0
Articulated buses	161	161
Electric midibus	7	6
Taxibus	12	12
Total	699	701

INFRASTRUCTURE

Buildings and stations

2018

2017

FIX INFRASTRUCTURE IN OPERATION

Depots

- Tram.....	7	7
- Bus.....	4	4
- Metro.....	2	2

Workshops

- Tram.....	4	3
- Mixed bus and tram.....	1	1
- Bus.....	4	4
- Metro.....	2	2
- Infrastructures.....	8	8

Metro and premetro stations.....	69	69
- of which connecting stations.....	9	9

Electricity and signalling

ELECTRICAL POWER INSTALLED

Traction (in kW).....	287,499	282,699
Lighting and driving force (in kVA).....	113,100	112,900
HV-distribution boxes.....	6	6
Transformer sub-stations.....	110	108
Traction sub-stations.....	103	100

HV CABLES IN SERVICE (in km).....	516.28	505.27
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LV CABLES IN SERVICE (in km)

Tramway 700 V.....	216.77	212.67
Metro 900 V.....	95.92	95.78

METRO SIGNALLING (1)

Electrically controlled switches.....	87	87
Signal boxes.....	79	79

(1) Delta and Demets complexes not included

Rails (in km)	2018	2017
SIMPLE RAILS IN OPERATION (km)		
Metro		
- Surface	12.1	12.1
- Tunnel	75.2	75.1
- Total	87.3	87.2
Tram		
- Surface	263.7	251.3
- Premetro	14.6	14.6
- Various tunnels (1)	11.3	10.7
- Total	289.6	276.6
(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul		
Depots and workshops (km)		
- Tram	33.4	32.5
- Metro	15.5	15.6
- Total	48.9	48.1
Total	425.7	411.9
CONSTRUCTION		
Rails (km of simple rails)	5.4	10.2
Switches	13	79
Common crossings	14	31
REPLACEMENT		
Rails (km of simple rails)	11.7	13.2
Switches	15	131
Common crossing	27	100
DISMANTLING		
Rails (km of simple rails)	0.3	1.9

Aerial equipment

MAINTENANCE, REPLACEMENT, REPAIR		
Trolley wire replacement (in km)	13.7	19.8
Replaced suspension cables (in km)	2.9	4.8
Posts installed	228	143
Posts removed	116	78
ELECTRICAL SWITCHING CONTROL MECHANISMS		
Installed	39	18
Removed	31	18
In service	393	386
REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING		
Commissioned	21	11
Out of service	12	53
In service	228	219

LEGAL SERVICE & LITIGATION

Public tenders

2018

	Amount	Case
Allocation of public procurement		
- Contracts for Works	5,519,513.00	1
- Contracts for Deliveries	832,887,124.60	100
- Contracts for Services	116,385,136.60	148
Total	954,791,774.20	249
Orders		
- Orders for Works	62,499,016.00	475
- Orders for Deliveries	339,934,802.00	35,643
- Orders for Services	174,435,345.00	5,694
Total	576,869,163.00	41,812

Traffic accidents

2018

2017

OUTSTANDING CASES	5,774	5,902
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.73	0.74
Metro	0.05	0.05
Bus	1.75	1.81
Network average	0.65	0.67
FINANCIAL COSTS IN € (per million places-km)		
Tram	280.25	139.35
Metro	12.49	29.67
Bus	1,005.56	957.67
Network average	321.2	272.38

Passengers accidents and others (per million places-km)**2018****2017**

	2018		2017	
	Passengers	Others	Passengers	Others
Tram	0.11	0.62	0.12	0.61
Metro	0.02	0.03	0.02	0.03
Bus	0.28	1.47	0.29	1.52
Network average	0.11	0.54	0.11	0.56

Incidents**DISRUPTION OF SERVICES**

Tram	366	438
Bus	695	648
Metro	3	0
Agressions (staff and customers – number of new cases)	964	834
Vandalism, public disorder, unlawful postings, etc.	80	54

Insurance management (in €)

TOTAL	15,858,440.76	15,526,645.45
Work accidents	7,246,680.24	7,688,586.47
All industrial and fire risks	593,586.79	719,274.47
Civil liability "operation"		
- of which premiums insurances	795,266.25	665,266.25
- of which own insurance	2,851,279.76	2,403,279.99
Hospitalization	3,844,966.59	3,745,297.67
Others	526,661.13	304,940.60

KEY FIGURES

417.6 MILLION TRIPS

46.7 MILLION KILOMETRES COVERED

9,037 EMPLOYEES

4 METRO LINES

18 TRAM LINES

49 BUS LINES

11 NIGHT BUS LINES



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