

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 %)

	2018	2017
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)

	2018	2017
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**

	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