

GENERAL INDICATORS

Number of trips (in millions)

| | 2017 | 2016 |
|------------------------------|--------------|--------------|
| TOTAL | 400.9 | 369.5 |
| 1-trip tickets | 16.4 | 15.5 |
| 5-trip tickets | 1.3 | 1.2 |
| 10-trip tickets | 30.2 | 28.6 |
| 1-day tickets | 2.7 | 2.1 |
| School season tickets | 89.2 | 73.6 |
| General season tickets | 259.7 | 247.3 |
| Events | 1.2 | 1.0 |
| Taxibus | 0.10 | 0.09 |
| B-Post (+ diverse contracts) | 0.10 | 0.06 |

Distribution of trips (in %)

| | 2017 | 2016 |
|------------------------------|------------|------------|
| TOTAL | 100 | 100 |
| 1-trip tickets | 4.09 | 4.19 |
| 5-trip tickets | 0.34 | 0.33 |
| 10-trip tickets | 7.53 | 7.74 |
| 1-day tickets | 0.67 | 0.57 |
| School season tickets | 22.25 | 19.92 |
| General season tickets | 64.78 | 66.93 |
| Events | 0.3 | 0.28 |
| 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)

| | 2017 | 2016 |
|--------------|--------------|--------------|
| TOTAL | 400.9 | 369.5 |
| Metro | 151.7 | 136.8 |
| Tram | 149.1 | 136.2 |
| Bus | 100.2 | 96.5 |

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

| | 2017 | 2016 |
|---------------------------|-------------------|-------------------|
| TOTAL | 45,882,095 | 45,684,568 |
| Metro | 5,620,470 | 5,490,557 |
| Tram | 15,149,691 | 15,157,048 |
| Bus (including night bus) | 24,708,454 | 24,634,772 |
| Taxibus | 403,480 | 402,191 |

Income from passengers traffic (in €)

| | | |
|---|----------------------|----------------------|
| GENERAL TOTAL | 269,344,617 | 263,977,288 |
| Direct income from the traffic | 208,692,617.0 | 202,458,288.0 |
| Tickets | 33,788,661.2 | 32,267,034.6 |
| Passes | 40,265,999.0 | 38,395,030.0 |
| School season tickets | 6,480,821.0 | 8,457,255.1 |
| General season tickets | 120,290,112.8 | 116,642,794.3 |
| Discount on sales | -54,582.0 | -28,076.8 |
| B-Post Transports | 345,614.1 | 176,689.2 |
| Taxibus | 171,028.0 | 141,183.4 |
| Other (1-day tickets) | 4,583,093.9 | 3,615,836.8 |
| Right of use | 2,088,371.2 | 2,197,371.0 |
| Events | 733,497.8 | 593,170.6 |
| Indirect income from the traffic | 60,652,000 | 61,519,000 |
| Endowments for preferential rates | 60,652,000 | 61,519,000 |
| Net income from traffic/trip | 0.67 | 0.71 |
| Operational cost/trip | 1.45 | 1.65 |
| Sales revenues | | |
| Advertising | 7,257,231 | 6,367,337 |
| Rental | 6,683,260 | 6,238,724 |

Places-kilometres in passengers service (in millions)

Standard used since 2006 of 4p/m²

| | 2017 | 2016 |
|---------------------------------|----------------|----------------|
| TOTAL | 8,819.2 | 8,721.2 |
| Metro | 3,949.5 | 3,858.0 |
| Tram | 2,910.0 | 2,912.1 |
| Bus (including night bus) | 1,959.7 | 1,951.1 |

Target trip speed in winter service (in km/hour)

WEEKLY AVERAGE

| | | |
|----------------------------|------|------|
| Metro | 28.0 | 28.0 |
| Tram | 15.9 | 16.0 |
| Bus (without Noctis) | 15.9 | 16.1 |

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 | 15.8 |
| - Evening | 17.2 | 17.6 |

Bus

| | | |
|------------------------|------|------|
| - Peak hours | 14.8 | 14.8 |
| - Off-peak hours | 15.3 | 15.6 |
| - Evening | 19.1 | 19.7 |

Number of customers benefiting from a CEN certified service

| | | |
|---|--------------------|--------------------|
| NUMBER OF PASSENGERS | 400,549,960 | 369,484,611 |
| Total certified | 400,549,960 | 369,484,611 |
| - Metro | 151,662,290 | 134,810,625 |
| - Tram | 149,052,131 | 126,390,021 |
| - Bus (except for Noctis) | 99,835,539 | 108,195,934 |
| % OF CEN CERTIFIED SERVICES | 100 | 100 |
| % OF ISO CERTIFIED SERVICES* | 71 | 71 |

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

Adapted for PMR

| | 2017 | 2016 |
|---|-----------|-----------|
| % OF ADAPTED VEHICLES | | |
| Metro..... | 100 | 100 |
| Tram..... | 55.4 | 55.0 |
| Bus (without Taxibus)..... | 83.4 | 83.4 |
| NUMBER OF STATIONS WITH PLATFORMS ACCESSIBLE TO PRM..... | 47 | 45 |

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

| | 2017 | 2016 |
|-----------------|-------|-------|
| Lifts..... | 99.14 | 98.90 |
| Escalators..... | 96.51 | 95.69 |

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

Fight against fare-dodging

| | 2017 | 2016 |
|---|-----------|-----------|
| Number of passengers checked..... | 1,457,570 | 1,408,538 |
| Number of PV..... | 82,260 | 59,186 |
| Rate of visible fare-dodging..... | 5.60 % | 4.15 % |
| Amount of surcharges received (in €)..... | 5,091,553 | 3,924,232 |

Report of vehicles parked in breach of the law

| | 2017 | 2016 |
|---|-------|--------|
| Official report written..... | 9,040 | 10,554 |
| Removal of the vehicles in breach of the law..... | 68 | 61 |