



STATISTICS 2017



Société des Transports Intercommunaux de Bruxelles

.brussels 
IT'S ALL OF US

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 %)*

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

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

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

HUMAN RESOURCES INDICATORS

Total staff	2017	2016
TOTAL	8,773	8,295
- of which staff working within the company.....	8,384	8,217
- of which staff on secondment.....	127	117
- of which inactive staff.....	389	78
FULL-TIME EQUIVALENTS (FTE)	8,525.33	7,975.56
% OF WOMEN IN THE COMPANY	10.24	9.78

Nationality of the personnel

Belgian staff.....	7,774	7,365
Nationals of other European Union countries.....	683	642
Nationals of Non-European Union countries.....	316	288

Variation of the staff members

Hired.....	705	792
- of which new employees.....	705	767
- of which return from inactivity of long duration.....	-	25
Departure.....	524	500
- of which accepted for retirement in the course of the year.....	209	156

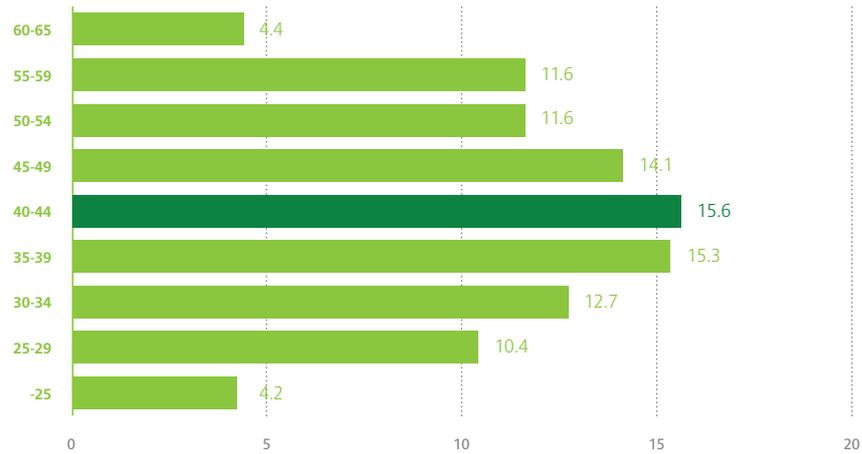
Distribution of the personnel by category

Workers.....	6,236	5,868
Employees + technical staff.....	2,537	2,427

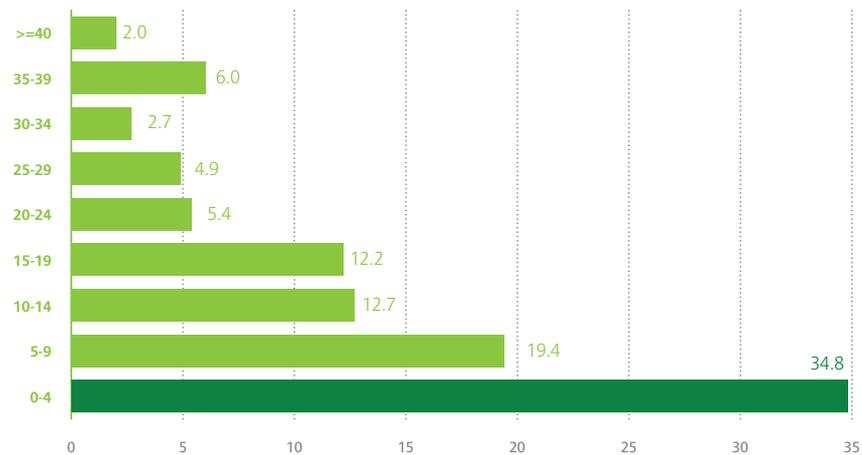
Training

Number of training hours.....	375,277	283,941
Number of people trained.....	7,024	7,208
% of training cost in the total staff-related cost.....	3.91%	3.20%

AGE DISTRIBUTION OF THE PERSONNEL (IN %)



DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)



ENVIRONMENTAL INDICATORS

Air

	2017	2016
% 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	701	702

Noise

Handling of nuisances related to tramway

	2017	2016
- Tracks ground (km)	51.91	49.92
- Tracks treated with anti-vibration systems (km)	6.16	5.04
- Tracks treated with rubber surface systems (km)	16.75	13.90

Water

	2017	2016
Water consumption (m ³)	127,638	117,585

Waste*

	2017	2016
% of sites involved in selective sorting	100	100

* Following the post-attack security measures, the sorting of waste at the stations was temporarily suspended

Energy

	2017	2016
HV-energy consumption (in kWh)	246,270,070	242,366,891
% renewable energy	100	100

NETWORK & ROLLING STOCK

Axis lengths (in km)	2017	2016
Total length of the metro axis (including the end points)	39.9	39.9
Total length of the tram axis	140.6	141.1
- of which length of the tram axis in tunnels (including access ramps in operation)	12.1	12.1
- of which length of the tram axis on the level	44.7	48.5
- of which length of the tram axis in dedicated lanes (including tunnels)	83.8	80.6
Total length of the bus axis (excluding Noctis)	351.3	351.7
Total length of Noctis network	83.9	80.2

Stops

Metro stations	69	69
Total number of stops	2,168	2,197
Number of surface stops with shelter	1,525	1,548

Average distance between stops (in metres)

Bus	408	412
Trams excluding premetro	406	404
Metro and premetro	590	590
Network average	419	421

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

	2017	2016
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
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	15.5	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
94 Louise - Musée du Tram	11.8	11.8
97 Louise - Dieweg	9.5	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)	13.5	13.6
13 UZ Brussel - Simonis (3)	5.4	5.4
14 UZ Brussel - Gare du Nord (3)	6.8	7.3
15 UZ Brussel - Gare du Nord (4)	9.2	9.7
17 Beaulieu - Heiligenborre	5.4	5.4
20 Hunderenveld - Étangs Noirs	5.8	5.8
21 Brussels Airport - Luxembourg (5)	14.0	14.2
22 Montgomery - Trône (2)	5.4	5.4
27 Andromède - Gare du Midi	9.8	9.9
28 Brabançonne - Konkel	6.0	6.0
29 Hof ten Berg - De Brouckère	9.2	9.3
34 Porte de Namur - Sainte-Anne (6)	7.0	7.0
36 Schuman - Konkel	11.8	11.9
38 Gare Centrale - Héros	8.2	8.2
41 Transvaal - Héros	9.7	9.7
42 Viaduc E40 - Musée du Tram	6.9	6.9
43 Observatoire - Kawwberg (7)	14.0	14.0
45 Saint-Vincent - Roodebeek	7.1	7.1
46 Anneessens - Moortebeek	7.5	7.5
47 Vilvoorde Station - De Brouckère (8)	15.5	15.1
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 - Dieleghem	15.0	14.9
54 Trône - Forest Centre (Bervoets)	7.5	7.5
57 Hôpital Militaire - Gare du Nord (2)	8.8	8.8
58 Vilvoorde Station - Yser (9)	11.2	11.3
59 Bordet Station - Hôpital Etterbeek-Ixelles	10.1	10.0

	2017	2016
60 Ambiorix - Uccle Calevoet	10.5	10.5
61 Gare du Nord - Montgomery	5.7	5.7
63 Cimetière de Bruxelles - Gare Centrale	6.2	6.2
64 Machelen - Porte de Namur (10)	12.9	13.0
65 Bourget - Gare Centrale	8.3	8.3
66 Péage - De Brouckère	9.0	9.1
69 Schaerbeek Gare - Jules Bordet (11)	4.1	4.1
71 De Brouckère - Delta (12)	7.5	7.5
72 Devèze-ULB - ADEPS (9)	5.2	5.2
75 Bon Air - CERIA	4.7	4.7
76 Kraainem - Oppem (13)	4.9	4.9
77 Kraainem - Hippodrome (11)	4.4	4.4
78 Gare du Midi - Humanité	5.1	5.1
79 Kraainem - Schuman	7.1	7.2
80 Maes - Porte de Namur	12.7	12.7
84 Heysel - Berchem Station	7.7	7.7
86 Machtens - Gare Centrale	5.8	5.8
87 Simonis - Beekkant	10.7	10.7
88 Heysel - De Brouckère	10.5	10.5
89 Bockstael - Westland Shopping	8.1	8.1
95 Grand-Place - Wiener	9.5	9.5
98 CERIA - Héros (9) (14)	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) Not operated after 8 PM

(4) Only operated after 8 PM

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

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

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

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

(9) Not operated after 10 PM

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

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

(12) Also operated during the night from Tuesday to Friday

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

(14) Not operated on Sunday and public holidays

NOCTIS NETWORK (1)

N04 Gare Centrale - Cimetière de Bruxelles	9.0	9.0
N05 Gare Centrale - Kraainem	10.3	10.4
N06 Gare Centrale - Musée du Tram	10.1	10.1
N08 Gare Centrale - Wiener	10.6	10.6
N09 Gare Centrale - Herrmann-Debroux	11.6	11.6
N10 Gare Centrale - Fort-Jaco	10.9	10.9
N11 Gare Centrale - Homborch	13.1	9.7
N12 Gare Centrale - Stalle (P)	9.3	9.3
N13 Gare Centrale - Westland Shopping	7.0	6.7
N16 Gare Centrale - Berchem Station	10.0	9.7
N18 Gare Centrale - Heysel	8.1	8.1

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

Prices (in €)

2017

2016

ENTIRE NETWORK

Jump 1-trip ticket on MoBIB sold outside the vehicle (2) (4)	€ 2.10	€ 2.10
Jump 1-trip ticket sold on board the vehicle (2) (4)	now STIB	now STIB
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

	2017	2016
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

	2017	2016
TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,164	1,165
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	522	522
- Articulated buses	161	162
- Midibuses	6	6
- Taxibus	12	12
Total	701	702

INFRASTRUCTURE

Buildings and stations

2017

2016

FIX INFRASTRUCTURE IN OPERATION

Depots

- Tram.....	7	6
- Bus.....	4	4
- Metro.....	2	2

Workshops

- Tram.....	3	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).....	282,699	284,329
Lighting and driving force (in kVA).....	112,900	112,930
HV-distribution boxes.....	6	6
Transformer sub-stations.....	108	108
Traction sub-stations.....	100	100

HV CABLES IN SERVICE (in km)

.....	505.27	500.10
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LV CABLES IN SERVICE (in km)

Tramway 700 V.....	212.67	207.78
Metro 900 V.....	95.78	94.48

METRO SIGNALLING (1)

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

(1) Delta and Demets complexes not included

Rails (in km)	2017	2016
SIMPLE RAILS IN OPERATION (km)		
Metro		
- Surface	12.1	12.1
- Tunnel	75.1	75.1
- Total	87.2	87.2
Tram		
- Surface	251.3	252.6
- Premetro	14.6	14.6
- Various tunnels (1)	10.7	10.7
- Total	276.6	277.9
(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul		
Depots and workshops (km)		
- Tram	32.5	26.1
- Metro	15.6	15.6
- Total	48.1	41.7
Total	411.9	406.8
CONSTRUCTION		
Rails (km of simple rails)	10.24	0.34
Switches	79	4
Common crossings	31	4
REPLACEMENT		
Rails (km of simple rails)	13.16	10.99
Switches	131	19
Common crossing	100	55
DISMANTLING		
Rails (km of simple rails)	1.94	0.19

Aerial equipment

	2017	2016
MAINTENANCE, REPLACEMENT, REPAIR		
Trolley wire replacement (in km)	19.85 km	19.15 km
Replaced suspension cables (in km)	4.86 km	19.78 km
Posts installed	143	236
Posts removed	78	151
ELECTRICAL SWITCHING CONTROL MECHANISMS		
Installed	18	20
Removed	18	8
In service	386	346
Pending	2	-
REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING		
Commissioned	11	15
Out of service	53	21
In service	219	248
Pending	6	5

LEGAL SERVICE & LITIGATION

Public tenders

2017

	Amount	Case
Allocation of public procurement		
- Contracts for Works	44,235,470	15
- Contracts for Deliveries	113,144,545	64
- Contracts for Services	96,258,104	86
Total	253,638,119	165
Orders	Amount	Case
- Orders for Works	77,093,182	586
- Orders for Deliveries	170,863,342	36,811
- Orders for Services	79,474,247	6,923
Total	327,430,771	44,320

Traffic accidents

2017

2016

OUTSTANDING CASES	5,902	6,036
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.74	0.74
Metro	0.05	0.05
Bus	1.81	1.88
Network average	0.67	0.69
FINANCIAL COSTS IN € (per million places-km)		
Tram	139.35	271.62
Metro	29.67	166.95
Bus	957.67	1,007.70
Network average	272.38	390.00

Passengers accidents and others (per million places-km)

	2017		2016	
	Passengers	Others	Passengers	Others
Tram	0.12	0.61	0.10	0.64
Metro	0.02	0.03	0.02	0.03
Bus	0.29	1.52	0.29	1.59
Network average	0.11	0.56	0.11	0.58

Incidents**DISRUPTION OF SERVICES**

Tram	438	389
Bus	648	608
Agressions (staff and customers – number of new cases)	834	790
Vandalism, public disorder, unlawful postings, etc.	54	103

Insurance management (in €)

TOTAL	15,526,645.45	16,071,447.66
Work accidents	7,688,586.47	7,054,803.36
All industrial and fire risks	719,274.47	927,789.69
Civil liability "operation"		
- of which premiums insurances	665,266.25	665,266.25
- of which own insurance	2,403,279.99	3,401,213.22
Hospitalization	3,745,297.67	3,608,929.52
Others	304,940.60	413,445.62

KEY FIGURES

400.9 MILLION TRIPS

45.8 MILLION KILOMETRES COVERED

8,773 EMPLOYEES

4 METRO LINES

17 TRAM LINES

50 BUS LINES

11 NIGHT BUS LINES



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