

# STATISTICS #2020



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# GENERAL INDICATORS

## Distribution of the network by method of transport with en new calculation method\* (in millions of trips)

	2020	2019
<b>TOTAL</b> .....	<b>244.2</b>	<b>427.5</b>
Metro.....	87.6	163.0
Tram.....	86.2	154.1
Bus.....	70.3	110.3
Taxibus.....	0.1	0.2

\* Since the beginning of the corona crisis, it has no longer been possible to use the reference method in order to estimate the number of journeys made on the STIB network. As from mid-March, ridership has been calculated on the basis of measurements from automatic counters and then compared with the average number of journeys made on the STIB network before the crisis.

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

	2020	2019
<b>TOTAL</b> .....	<b>46,123,800</b>	<b>48,284,596</b>
Metro.....	5,559,002	5,796,114
Tram.....	14,564,427	15,862,136
Bus (including night bus).....	25,180,092	25,593,700
Taxibus.....	820,279	1,032,646

## Income from passengers traffic (in €)

	2020	2019
<b>TOTAL</b> .....	<b>213,554,295.5</b>	<b>285,787,871</b>
<b>Direct income from the traffic</b> .....	<b>152,902,295.5</b>	<b>225,135,871</b>
Tickets.....	16,728,495.1	36,384,181.5
Passes.....	20,479,604.0	40,789,524.2
School season tickets.....	7,063,645.0	7,319,170.3
General season tickets.....	105,848,688.0	131,306,717.7
Discount on sales.....	-51,399.1	-33,010.7
B-Post Transports.....	76,738.8	485,278.3
Taxibus.....	189,536.3	265,971.4
Other (1-day tickets).....	1,417,477.1	5,536,077.5
Right of use.....	1,019,949.2	2,022,880.0
Events.....	129,561.1	1,059,080.7
<b>Indirect income from the traffic</b> .....	<b>60,652,000</b>	<b>60,652,000</b>
Endowments for preferential rates.....	60,652,000	60,652,000
<b>Net income from traffic/trip</b> .....	<b>0.87</b>	<b>0.67</b>
<b>Operational cost/trip</b> .....	<b>3.13</b>	<b>1.69</b>
<b>Sales revenues</b>		
Advertising.....	5,110,146	7,594,082
Rental.....	4,848,836	7,973,252

**Places-kilometres in passengers service** (in millions)(Standard used since 2006 of 4p/m<sup>2</sup>)

	2020	2019
<b>TOTAL</b> .....	<b>8,831.8</b>	<b>9,185.5</b>
Metro .....	3,918.5	4,077.8
Tram .....	2,826.8	3,050.7
Bus (including night bus) .....	2,078.3	2,046.7
Taxibus .....	8.2	10.3

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

Metro .....	27.9	27.9
Tram .....	16.2	16.1
Bus (without Noctis) .....	15.5	15.7

**DAILY VARIATIONS FROM MONDAY TO FRIDAY****Metro**

- Peak hours .....	26.9	26.9
- Off-peak hours .....	27.4	27.4
- Evening .....	29.2	29.2

**Tram**

- Peak hours .....	15.6	15.4
- Off-peak hours .....	16.1	15.9
- Evening .....	17.6	17.5

**Bus**

- Peak hours .....	14.3	14.5
- Off-peak hours .....	15.0	15.2
- Evening .....	18.7	19.0

**% Certified services**

<b>% 'NF SERVICE' CERTIFIED SERVICES</b> .....	100	100
<b>% OF ISO 9001* CERTIFIED SERVICES</b> .....	74	71
<b>% OF ISO 14001 CERTIFIED SERVICES</b> .....	100	100

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



## Accessibility

	2020	2019
<b>% OF VEHICLES ADAPTED FOR PRM</b>		
Metro, low floor vehicles.....	100	100
Tram, low floor vehicles.....	55.6	55.4
Bus (except for Taxibus), equipped with a ramp.....	84.0	84.0
<b>NUMBER OF ACCESSIBUS LINES</b> .....	39	25
<b>NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS</b> .....	49	48
<b>SPECIFIC SERVICES</b>		
Number of assistances in metro stations.....	1,340	2,822
Number of Taxibus trips.....	98,774	147,656
Number of tickets for persons with a visual impairment.....	1,769	1,759
Number of 'Free guide' tickets.....	1,055	1,112

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

Lifts.....	98.90	98.62
Escalators.....	96.84	96.98

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

## Fight against fare-dodging

Number of passengers checked.....	354,735	1,311,448
Number of PV.....	21,889	71,455
Rate of visible fare dodging.....	6.17%	5.45%
Amount of surcharges received (in €).....	2,589,508	4,628,191

## Report of vehicles parked in breach of the law

Official report written.....	4,800	7,621
Removal of the vehicles in breach of the law.....	32	38

# HUMAN RESOURCES INDICATORS

Total staff	2020	2019
<b>TOTAL</b> .....	<b>9,843</b>	<b>9,420</b>
- of which staff working within the company .....	9,414	9,028
- of which staff working on secondment .....	156	139
- of which inactive staff .....	429	392
<b>FULL-TIME EQUIVALENTS (FTE)</b> .....	<b>9,624.5</b>	<b>9,203.6</b>
<b>% OF WOMEN IN THE COMPANY</b> .....	<b>11.22</b>	<b>11.18</b>

## Nationality of the personnel

Belgian staff .....	8,667	8,317
Nationals of other European Union countries .....	831	778
Nationals of non-European Union countries .....	345	325

## Variation of the staff members

Hired (new employees) .....	884	862
Departure .....	461	582
- of which accepted for retirement in the course of the year .....	169	234

## Distribution of the personnel by category

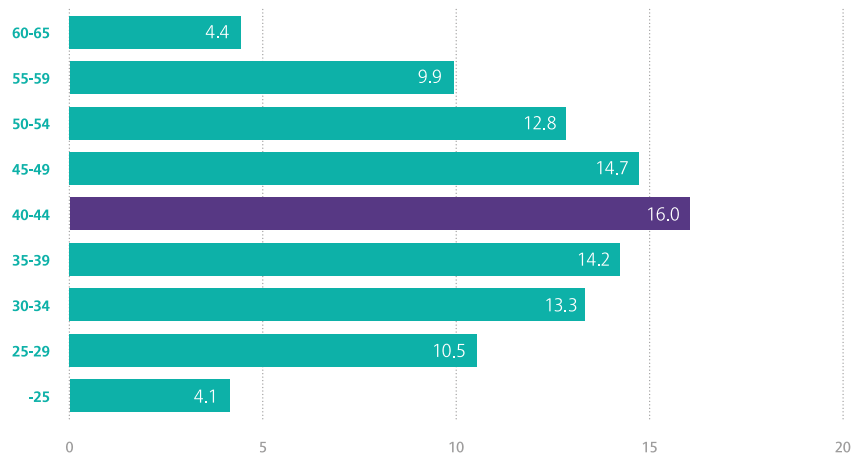
Workers .....	6,696	6,631
Employees + technical staff .....	3,147	2,789

## Training

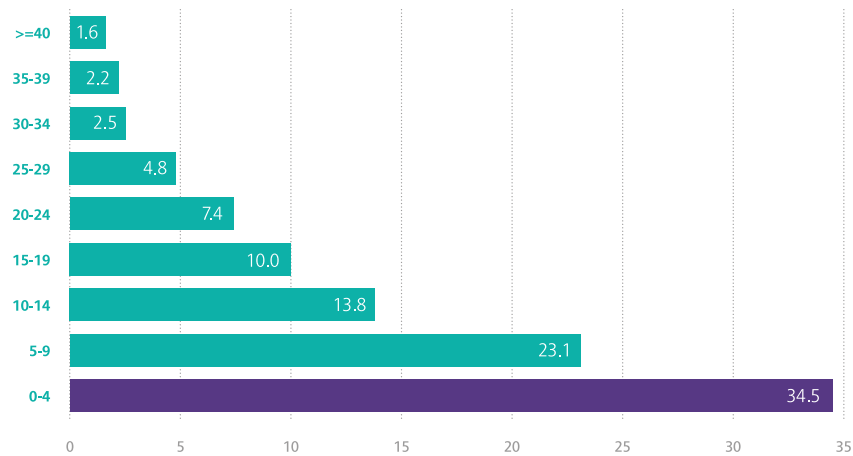
Number of training hours .....	432,254	531,846
Number of people trained .....	7,059	6,635
% of training cost in the total staff-related cost .....	4.33%	4.93%



**AGE DISTRIBUTION OF THE PERSONNEL (IN %)**



**DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)**



# ENVIRONMENTAL INDICATORS

Air	2020	2019
% of buses equipped with particle filters .....	100%	100%
Number of trams and metrocars (electrical traction)		
- Tram .....	395	397
- Metro .....	343	343
Number of buses equipped with particle filters .....	816	800

Noise		
Handling of nuisances related to tramway		
- Tracks ground (km) .....	42.83	38.23
- Tracks treated with anti-vibration systems (km) .....	9.44	5.32
- Tracks treated with rubber surface systems (km) .....	14.96	8.83

Water		
Water consumption (m <sup>3</sup> ) .....	112,107	120,098

Waste		
% of sites involved in selective sorting .....	100	100

Energy		
HV-energy consumption (in kWh) .....	236,826,458	251,215,521
% renewable energy .....	100	100



# NETWORK & ROLLING STOCK

## Axis lengths (in km)

	2020	2019
Total length of the metro axis (including the end points)	39.9	39.9
Total length of the tram axis	147.1	147.1
of which length of the tram axis in tunnels (including access ramps in operation)	12.4	12.4
of which length of the tram axis on the level	49.0	49.1
of which length of the tram axis in dedicated lanes (including tunnels)	85.7	85.7
Total length of the bus axis (excluding Noctis)	362.3	364.4
Total length of Noctis network	89.7	89.8

## Stops

Metro stations	69	69
Total number of stops *	2,165	2,190
Number of surface stops with shelter *	1,496	1,480

\*Since 2019 a new calculation method is being used that doesn't take temporary stops into account.

## Average distance between stops (in metres)

Bus	417	417
Trams excluding premetro	409	409
Metro and premetro	590	590
Network average	430	430

## Naming of the lines

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



	2020	2019
<b>TRAM</b>		
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	13.8
9 Arbre Ballon - Simonis	4.1	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	15.6
55 Da Vinci - Rogier	5.9	5.9
62 Eurocontrol - Cimetière de Jette	10.3	10.3
81 Marius Renard - Montgomery	12.1	12.1
82 Berchem Station - Drogenbos Château (2)	13.4	13.4
92 Schaarbeek Gare - Fort-Jaco	12.6	12.6
93 Stade - Legrand	11.5	11.5
97 Louise - Dieweg	9.6	9.6

(1) Only operated after 8 PM

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

	2020	2019
<b>BUS</b>		
12 Brussels Airport - Trône (1)	13.2	13.2
13 Étangs Noirs - UZ-VUB	7.8	8.3
14 Heysel - Gare du Nord	9.4	9.4
17 Beaulieu - Heiligenborre	5.4	5.4
20 Hunderenveld - Gare du Nord	8.5	8.5
21 Maes - Luxembourg	10.2	10.2
27 Gare du Midi - Pléiades	10.8	9.9
28 Brabançonne - Konkel	6.0	6.0
29 De Brouckère - Hof ten Berg	9.3	9.4
33 Dansaert - Louise	3.0	3.1
34 Porte de Namur - Sainte-Anne (2)	6.9	6.9
36 Schuman - Konkel	11.9	11.9
37 Albert - Gare de Linkebeek	9.7	9.7
38 Gare Centrale - Héros	8.2	8.4
41 Héros - Transvaal	9.8	9.8
42 Viaduc E40 - Roodebeek	4.8	4.8
43 Observatoire - Vivier d'Oie (3)	12.6	12.6
45 Roodebeek - Saint-Vincent	6.6	6.6
46 Moortebeek - WTC/Glibert	9.3	9.3
47 Vilvoorde Station - Heembeek	9.5	15.1
48 Anneessens - Decroly	8.3	8.3
49 Gare du Midi - Simonis	10.7	10.7
50 Gare du Midi - Lot Station	10.5	10.5
53 Moortebeek - Hôpital Militaire	14.4	14.5
54 Trône - Forest Centre (Bervoets)	7.5	7.5
56 Schuman - Buda	12.5	
57 Gare du Nord - Hôpital Militaire	8.7	8.7
58 Vilvoorde Station - Yser (4)	11.2	11.2
59 Hôpital Etterbeek-Ixelles - Bordet Station	10.1	10.1



	2020	2019
60 Ambiorix - Uccle Calevoet .....	10.5	10.7
61 Gare du Nord - Montgomery .....	5.8	5.8
63 Gare Centrale - Cimetièrre de Bruxelles .....	6.3	6.3
64 Porte de Namur - Bordet Station .....	7.9	7.9
65 Gare Centrale - Machelen .....	13.1	13.1
66 De Brouckère - Péage .....	9.1	9.1
69 Schaerbeek Gare - Jules Bordet (5) .....	4.1	4.1
70 Albert - Homborch (6) .....	7.4	
71 De Brouckère - Delta .....	7.7	7.5
72 ULB - ADEPS (4) .....	5.2	5.2
75 Campus CERIA - Bon Air .....	5.1	4.7
76 Kraainem - Oppem (7) .....	4.9	4.9
77 Kraainem - Hippodrome (5) .....	4.4	4.4
78 Humanité - Gare du Midi .....	4.6	4.6
79 Kraainem - Schuman .....	7.2	7.2
80 Porte de Namur - Haren .....	13.5	13.5
83 Berchem Station - Heysel .....	7.6	7.6
86 Machtens - Gare Centrale .....	5.4	5.4
87 Simonis - Beekkant .....	10.7	10.7
88 De Brouckère - UZ-VUB .....	10.9	10.8
89 Westland Shopping - Bockstael .....	8.2	8.2
95 Grand-Place - Wiener .....	9.4	9.5
98 CERIA - Héros (8) .....	8.4	8.4

(1) Express line, not serving all the stops

(2) Only operated between Porte de Namur and Auderghem-Shopping (extended to Rond-point du Souverain) after 8 PM

(3) Only operated between Héros and Vivier d'Oie after 8 PM

(4) Not operated after 10 PM

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

(6) Only operated from Monday to Friday to 10 PM + limited service between Albert and Coghen on Saturday

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

(8) Not operated after 10 PM and on Sundays and public holidays

**NOCTIS NETWORK (1)**

N04 Gare Centrale - Cimetièrre de Bruxelles .....	8.9	9.0
N05 Gare Centrale - Kraainem .....	10.1	10.2
N06 Gare Centrale - Musée du Tram .....	10.0	10.1
N08 Gare Centrale - Wiener .....	10.6	10.7
N09 Gare Centrale - Herrmann-Debroux .....	11.7	11.8
N10 Gare Centrale - Fort-Jaco .....	10.8	11.0
N11 Gare Centrale - Homborch .....	12.9	13.0
N12 Gare Centrale - Carrefour Stalle .....	8.9	9.0
N13 Gare Centrale - Westland Shopping .....	7.2	7.2
N16 Gare Centrale - Berchem Station .....	10.0	10.0
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 €)

	2020	2019
<b>ENTIRE NETWORK</b>		
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 sold on board the vehicle (1) (4)	€ 2.50**	€ 2.50
STIB 1-trip (1) (4)	€ 2.10*	€ 2.10
STIB 24 h	€ 7.50*	€ 7.50
Maximum daily rate for payments by EMV credit card (i.e. credit cards with NFC contactless technology or credit card technology working on an NFC smartphone or another connected device)	€ 7.50	
JUMP 24h on MOBIB (2)	€ 7.50	€ 7.50
JUMP 48h on MOBIB (2)	... no longer available	€ 14.00
JUMP 72h on MOBIB (2)	... no longer available	€ 18.00
<b>MTB Season Tickets (2) (4)</b>		
1 month	€ 55.50	€ 55.50
12 months calendar	€ 583.00	€ 583.00
<b>School Season Tickets (1) (4)</b>		
<b>Family with kids</b>		
1 <sup>st</sup> season ticket	€ 50.00	€ 50.00
2 <sup>nd</sup> season ticket	€ 50.00	€ 50.00
3 <sup>rd</sup> season ticket and following	Free	Free
<b>STIB Season Tickets (1) (4)</b>		
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 abd more") (1) (4)	€ 60.00	€ 60.00
Season ticket 65+ BIM "Entitled Increased Contribution" (1) (4)	Free	Free



	2020	2019
<b>AIRPORT LINE (1)</b>		
1-trip ticket sold outside the vehicle .....	no longer available	€ 4.50
1-trip ticket sold on board the vehicle .....	no longer available	€ 6.00
10-trip ticket .....	no longer available	€ 32.00
Season ticket STIB + Airport 1 month .....	€ 60.00	€ 60.00
1-trip Go2City (1) .....	7€*	
1-trip Go2City sold on board of the vehicle (1) .....	7.5 €**	
10-trip ticket Go2City (1) .....	46.00 €	
<b>BIM SEASON TICKET</b>		
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 (2nd class)

(3) Valid on the STIB network, on the urban Brussels network of the NCB (1st and 2nd class) and on the urban and suburban network of De Lijn and Tec

(4) Except for trips from the 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

\* a supplement of 0,50 EUR will be added to the stated amount when the journey is loaded onto a paper ticket.

\*\* a supplement of 0,50 EUR will be added to the stated amount when the journey is loaded onto a paper ticket.

### Fleet of rolling stock in operation

<b>TOTAL NUMBER OF VÉHICULES ON THE NETWORK .....</b>	<b>1,277</b>	<b>1,263</b>
<b>Metro</b>		
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
<b>Tram</b>		
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 .....	63	65
Total .....	395	397
<b>Bus</b>		
Standard buses .....	406	407
Hybrid standard buses .....	110	110
Electric standard buses .....	5	5
Articulated buses .....	160	160
Articulated hybrid busses .....	91	74
Articulated electric busses .....	25	25
Electric midibus .....	7	7
Taxibus .....	12	12
Total .....	816	800

# INFRASTRUCTURE

Buildings and stations	2020	2019
<b>FIX INFRASTRUCTURE IN OPERATION</b>		
<b>Depots</b>		
- Tram .....	7	7
- Bus .....	5	5
- Metro .....	2	2
<b>Workshops</b>		
- Tram .....	7	7
- Bus .....	5	5
- Metro .....	3	3
- Infrastructures .....	7	8
- Mixed bus and tram .....	1	1
- Mixed bus and metro .....	2	2
<b>Metro and premetro stations</b> .....	69	69
- of which connecting stations .....	9	9

## Electricity and signalling

<b>ELECTRICAL POWER INSTALLED</b>		
Traction (in kW) .....	290,699	290,699
Lighting and driving force (in kVA) .....	116,730	113,210
HV-distribution boxes .....	6	6
Transformer sub-stations .....	113	110
Traction sub-stations .....	103	103
<b>HV CABLES IN SERVICE (IN KM)</b> .....	528	523.4
<b>BT cables in service (in km)</b>		
Tramway 700 V .....	225	220.6
Metro 900 V .....	105	103.2
<b>Metro Signalling (1)</b>		
Electrically controlled switches .....	88	88
Signal boxes .....	81	81

(1) Delta and Demets complexes not included



Rails (in km)	2020	2019
<b>Simple rails in operation (km)</b>		
<b>Metro</b>		
- Surface .....	12.1	12.1
- Tunnel .....	75.2	75.1
Total .....	87.3	87.3
<b>Tram</b>		
- Surface .....	263.5	263.6
- Premetro .....	14.6	14.6
- Various tunnels (1) .....	11.3	11.3
Total .....	289.4	289.5
<small>(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.</small>		
<b>Depots and workshops (km)</b>		
- Tram .....	33.3	33.3
- Metro .....	17	15.8
- Total .....	50.2	49.1
Total .....	426.9	425.9
<b>CONSTRUCTION</b>		
Rails (km of simple rails) .....	8.6	0.3
Switches .....	42	14
Common crossings .....	46	22
<b>REPLACEMENT</b>		
Rails (km of simple rails) .....	17.4	10.4
Switches .....	20	13
Common crossings .....	31	25
<b>DISMANTLING</b>		
Rails (km of simple rails) .....	0	0.2

### Aerial equipment

#### MAINTENANCE, REPLACEMENT, REPAIR

Trolley wire replacement (in km) .....	16.7	16.0
Replaced suspension cables (in km) .....	0.506	0.05
posts installed .....	241	118
posts removed .....	106	82

#### Maintenance signalisation Tram

##### ELECTRICAL SWITCHING CONTROL MECHANISMS

Installed .....	26	34
Removed .....	5	7
In Service .....	390	385

##### REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING

Commissioned .....	23	36
Out of service .....	8	10
In service .....	271	264

# LEGAL SERVICE & LITIGATION

Public tenders	2020	2020
<b>Allocation of public procurement</b>	<b>Amount</b>	<b>Case</b>
- Contracts for Works .....	49,468,276.55	9
- Contracts for Deliveries .....	128,771,846.16	85
- Contracts for Services .....	181,315,081.12	88
Total .....	359,555,203.83	182
<b>Orders</b>	<b>Amount</b>	<b>Case</b>
- Orders for Works .....	297,577,262.91	987
- Orders for Deliveries .....	271,956,802.55	42,250
- Orders for Services .....	132,404,329.46	3,220
Total .....	701,938,394.92	51,457

Traffic accidents	2020	2019
<b>OUTSTANDING CASES</b> .....	3,985	5,491
Frequency rate of accidents (per million places-km)		
Tram .....	0.47	0.60
Metro .....	0.03	0.05
Bus .....	1.22	1.68
Network average .....	0.45	0.60
Financial Costs in € (per million places-km)		
Tram .....	319.24	167.04
Metro .....	14.78	24.75
Bus .....	863.43	1,176.08
Network average .....	312.72	329.84



### Passengers accidents and others (per million places-km)

	2020		2019	
	Voyageurs	Tiers	Voyageurs	Tiers
Tram .....	0.07	0.40	0.09	0.51
Metro .....	0.01	0.02	0.02	0.03
Bus .....	0.17	1.05	0.23	1.45
Network average .....	0.07	0.38	0.09	0.51

### Incidents

#### DISRUPTION OF SERVICES

Tram .....	328	388
Bus .....	554	763
Metro .....	2	6
Agressions (staff and customers - number of new cases) .....	736	824
Vandalism, public disorder, unlawful positings, etc. ....	90	140

### Insurance management (in €)

<b>TOTAL</b> .....	<b>14,658,480.98</b>	<b>13,505,204.79</b>
Work accidents .....	5,083,327.00	4,522,410.80
All industrial and fire risks .....	647,822.31	664,335.19
Civil liability "operation"		
- of which premiums insurances .....	887,583.35	838,143.27
- of which own insurance .....	2,761,865.79	2,820,185.66
Cybersecurity .....	125,000.00	191,526.03
Hospitalization .....	4,676,936.56	3,985,513.35
Others .....	475,945.97	483,090.49







**BRUSSELS, IT'S ALL OF US**