



GENERAL INDICATORS

Number of trips (in millions)

	2007	2008
1-trip tickets	14,1	13,8
5-trip tickets	2,2	2,0
10-trip tickets	32,8	32,9
1-day tickets	6,1	5,0
School subscriptions	36,4	34,7
General subscriptions	184,4	195,6
Events	0,1	0,8
Special transport + minibus for handicapped people	1,2	1,2
Total	277,3	286,1

Distribution of trips (in %)

1-trip tickets	5,10	4,82
5-trip tickets	0,81	0,71
10-trip tickets	11,84	11,51
1-day tickets	2,19	1,75
School subscriptions	13,13	12,13
General subscriptions	66,49	68,38
Events	0,02	0,28
Special transport	0,42	0,42
Total	100,00	100,00

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

Underground	128,3	135,5
Tram	73,2	73,8
Bus	75,8	76,8
Total	277,3	286,1

Production real kilometres covering in service for customers (in km-convoyed)

Tram	11 740 594	11 668 997
Bus (including night bus)	20 500 356	20 888 019
Underground	4 883 716	4 838 301
Minibus	518 639	524 369
Special transport	446 922	420 564
General total	38 090 227	38 340 250

	2007	2008
Income from passenger traffic (in €)		
<i>Direct income from the traffic</i>		
Tickets	23 552 680,7	24 512 844,6
Passes	36 832 971,6	37 644 157,1
School subscriptions	9 121 642,3	8 765 666,6
General subscriptions + Personnel of La Poste and Belgacom		
+ Personnel of La Poste and Belgacom	68 569 932,3	78 514 344,4
Discount on sales	- 225 824,0	- 212 890,6
Special transport	2 149 697,7	2 140 531,0
Transport for handicapped people	60 471,2	64 009,4
Other (one-day tickets)	3 973 885,7	3 822 539,4
Right of use	0	230 876,4
Total of direct income	144 035 457,7	155 482 078,4
<i>Indirect income from the traffic</i>		
Endowments for preferential rates	47 652 064,0	49 716 298,0
Total	191 687 521,7	205 198 376,4
Income from the traffic/trips	€ 0,69	€ 0,72
Sales revenues (in €)		
Advertising	2 214 245	2 441 242
Rental	4 140 968	4 598 102
Places-kilometres in service to passengers (in millions) (new standard used in 2006 of 4 p/m²)		
Underground	2 796,9	3 388,6
Tram	1 556,3	1 656,3
Bus (including night bus)	1 426,8	1 445,1
Special transport	34,4	32,7
Total	5 814,4	6 522,7
Overall trip speed in winter service (in km/hour)		
Weekly average		
Underground	29,8	29,0
Tram	16,9	16,8
Bus	17,2	16,9
<i>Daily variations from Monday to Friday</i>		
Underground		
peak hours	28,9	28,2
off-peak hours	29,4	28,6
evening	31,1	30,5
Tram		
peak hours	15,8	16,0
off-peak hours	16,6	16,4
evening	19,3	19,2
Autobus		
peak hours	15,5	15,9
off-peak hours	16,5	16,3
evening	20,5	20,3
Percentage of customers benefiting from a CEN certified service	94,0%	96,8%
Underground	100,0%	100,0%
Tram	89,9%	93,1% *
Bus	88,4%	93,9% *

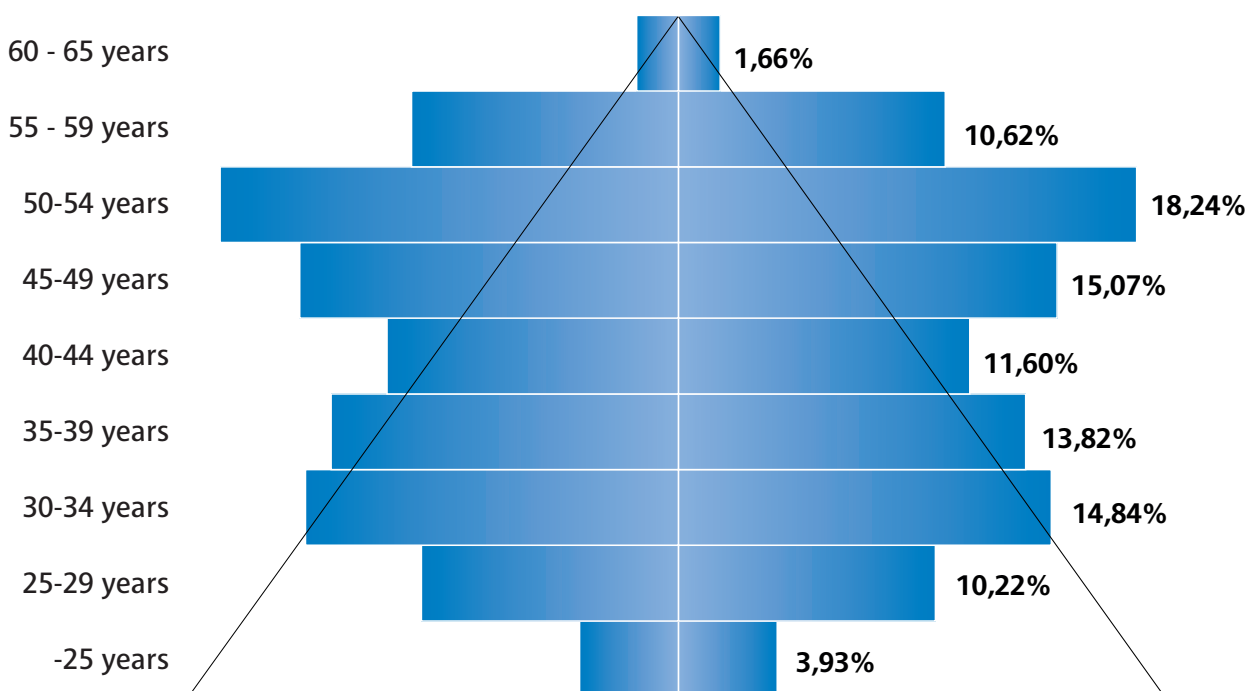
* The lines of tram 51 and 81 and the lines of buses 12, 49 and 88 are excluded from the counting giving rise to the certification

	2007	2008
Percentage of services ISO certified	46,00%	46,00%
Accessibility for PRMs		
<i>Percentage of accessible vehicles</i>		
Underground	100,0%	100,0%
Tram	18,7%	20,7%
Bus	31,1%	34,0%
<i>Percentage of accessible stations</i>	23,5%	30,9%
Rate of availability of the escalators *	95,55%	94,84%
Underground	95,70%	94,92%
Premetro	94,34%	94,39%
* <i>Elevator and horizontal escalators included</i>		
Fight against fraud		
Number of investigation reports written up	38 156	37 206
Number of passengers checked	2 307 037	3 225 559
Rate of visible fraud	2,69%	2,39%
Amount of surcharges received		
on the spot	€ 53 656,0	€ 62 808,0
through CCP/bank	€ 2 656 381,7	€ 2 829 389,9
Total	€ 2 710 037,7	€ 2 892 197,9
Official reports written		
Official reports written	11 464	12 342
Removal of the vehicles in breach of the law	280	343

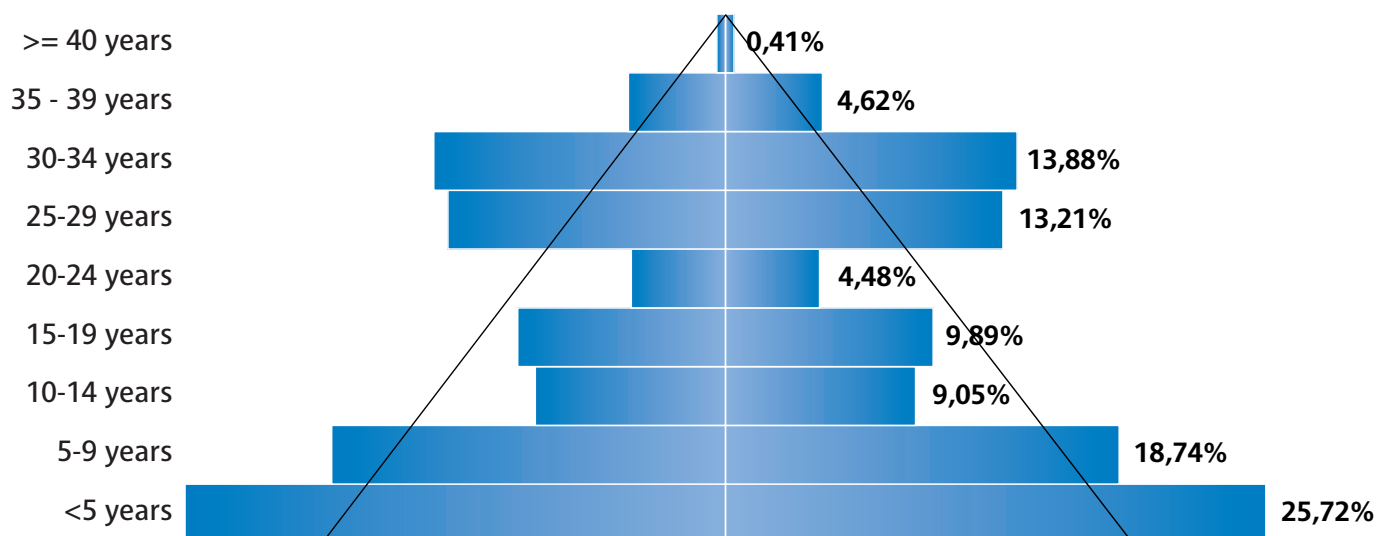
INDICATORS HUMAN RESOURCES

	2007		2008	
Total staff				
Staff working in the society	M 5 834	F 476	M 5 906	F 480
Staff on secondment	M 100	F 38	M 95	F 35
Inactive staff	M 44	F 6	M 44	F 3
Total M/F	M 5 978	F 520	M 6 045	F 518
General total		6 498		6 563
Full time equivalent (FTE) in the company		6 211		6 258
Nationality of the personnel				
Belgian staff		5 884		5 940
Nationals of other European Union countries		433		440
Nationals of Non-European countries		181		183
Variation of the staff members				
Accepted for retirement in the course of the year	M 77	F 11	M 116	F 19
Deceased	M 15	F 1	M 7	F 1
Resigned and dismissed	M 169	F 29	M 197	F 32
Hired	M 424	F 53	M 419	F 51
Total staff as at 31 December	M 5 978	F 520	M 6 045	F 518
Difference in comparison with the preceding year	M plus 96	F plus 9	M plus 67	F plus 2
KM/FTE		6 267		6 301

Distribution of the personnel by age



Distribution of the personnel by years of seniority



	2007	2008
Training		
Number of hours of training	215 901	257 138
People in training	4 836	5 096
Percentage of the cost of training in the wage bill	2,61%	3,31%
Workplace accidents		
Accidents on the way to and from work	66	77
Workplace accidents	548	518
Rate of frequency	58,41	55,49
Rate of seriousness	1,51	1,86
Absenteeism for illness		
Percentage	7,0	7,2
Activities of the Occupational Medicine Service		
Medical examinations	7 207	7 773
Electro-cardiograms	2 363	2 452
Vaccinations	1 322	1 244
X-ray examinations	681	575

	2007	2008
ENVIRONMENTAL INDICATORS		
Air		
Percentage of clean vehicles	87,3%	87,7%
Percentage of clean buses	75,6%	75,0%
Number of trams and underground trains (electrical traction)	543	636
Number of clean buses	446	466
Noise		
<i>Handling of nuisances related to tramway</i>		
Tracks ground (km)	47,57	15,01
Tracks treated with anti-vibration systems (km)	3,56	1,88
Tracks treated with rubber surface systems (km)	5,20	1,88
Water		
Consumption of water (m ³)	91 094	89 133
Waste		
Percentage of stations with selective sorting	20%	21%
Percentage of sites involved in selective sorting	100%	100%
Energy		
HV-energy consumed (in kWh)	223 406 338	231 485 292
Percentage green electricity	8,83%	19,80%
Environmental management		
Number of sites certified as "eco-dynamic enterprises"	4	8
Percentage of workers in the certified sites	33,20%	48,70%
Soil		
Number of sites (outside of tracks) cleaned up during the year	0	2

	2007	2008
NETWORK		
Lengths of the axis (in km)		
Total length of the tram axis	131,6	133,1
Total length of the underground axis (including the terminals)	39,7	39,9
Total length of the tram axis in tunnels (including access ramps in operation)	11,7	12,0
Length of the tram axis in special headquarters (tunnels included)	71,0	70,9
Total length of the bus axis (without Noctis)	359,5	360,7
Total length of Noctis network	131,0	112,0
Stopping points		
Underground stations (1 name = 1 station)	69	69
Total number of stops on the surface	2180	2208
Number of surface stops provided with shelter	1298	1307
<i>Average distance between stops (in metres)</i>		
Buses	405	401
Trams aside from the premetro	387	381
Underground and premetro	611	611
Average of the network	415	411

2008

Nomenclature of the lines

Total length in operation (in km)

Metro

1A: Roi Baudouin - Herrmann-Debroux	17,2
1B: Erasme - Stockel	18,5
1A and 1B: joint section Beekkant - Merode	6,1
2: Delacroix - Simonis	8,0

Total

43,7

Tram

3 Gare du Nord - Churchill ⁽¹⁾	6,9
4 Esplanade - Parking Stalle	15,9
19 Groot-Bijgaarden - De Wand	9,3
23 Vanderkindere - Heysel	16,1
24 Vanderkindere - Schaerbeek Gare ⁽²⁾	11,2
25 Boondael Gare - Rogier ⁽⁴⁾	11,4
31* Gare du Nord - M. Renard ⁽³⁾	8,1
32* Gare du Nord - Drogenbos Château ⁽³⁾	9,9
33* Bordet Station - Churchill ⁽³⁾	12,1
39 Montgomery - Ban Eik	8,8
44 Montgomery - Tervuren Station	9,3
51 Heysel - Van Haelen ⁽⁶⁾	15,9
55 Bordet Station - Rogier ⁽¹⁾	5,7
56 Schaerbeek Gare - Gare du Nord ⁽²⁾	3,0
81 M. Renard - Montgomery ⁽¹⁾	12,1
82 Berchem Station - Drogenbos Château ⁽¹⁾	13,5
83* Berchem Station - Montgomery ⁽³⁾	13,9
92 Schaerbeek Gare - Fort-Jaco	12,6
94 Stade - Herrmann-Debroux ⁽⁵⁾	18,3
97 Louise - Parking Stalle	7,5

Total

221,4

* Not entered into the total account

⁽¹⁾ Not operated after 8 PM

⁽²⁾ Operated from Monday till Friday, except in the evening

⁽³⁾ Only operated after 8 PM

⁽⁴⁾ Only operated between Rogier and Buylin the evening and on Sundays

⁽⁵⁾ Operated in 2 sections before 8 PM: Stade - Legrand and Louise - Herrmann-Debroux

⁽⁶⁾ Temporary diverted towards Stadion during construction work at the terminus Heysel

Autobus

12 Brussels City - Brussels Airport (1-11)	13,7
13 Simonis - UZ Brussel ⁽²⁾	5,5
14 Gare du Nord - UZ Brussel ⁽²⁾	7,3
15 Gare du Nord - UZ Brussel ⁽³⁾	9,7
17 Beaulieu - Heiligenborre	5,3
20 Hunderenveld - Delacroix	7,5
21 Ducale - Brussels Airport ⁽⁴⁾	15,1
22 Luxemburg - Montgomery ⁽¹⁾	4,8
27 Gare du Midi - Andromède	9,8
28 Brabançonne - Konkel	5,9
29 De Brouckère - Hof Ten Berg	9,2
34 Porte de Namur - Sainte-Anne ⁽⁵⁾	6,9
36 Schuman - Konkel	12,0
38 De Brouckère - Héros	9,1
41 Esplanade - Parking Stalle	9,1
42 Viaduc E40 - Transvaal	10,2
43 Héros - Vivier d'Oie	9,4
45 Roodebeek - Saint-Vincent ⁽⁶⁾	7,1
46 Moortebeek - De Brouckère	7,7
47 Vilvoorde Station - De Brouckère	14,3
48 Bourse - Uccle Stalle	8,5
49 Gare du Midi - Bockstael	12,7
50 Gare du Midi - Lot	10,6
53 Hôpital Militaire - UZ Brussel ⁽⁷⁾	14,4
54 Luxembourg - Forest centre	7,0
57 Hôpital Militaire - Gare du Nord ⁽⁸⁾	8,8
58 Vilvoorde Station - Yser ⁽⁹⁾	11,2
59 Bordet Station - (H) Etterbeek-Ixelles ⁽⁹⁾	9,9
60 Ambiorix - Uccle Calevoet	11,0
61 Montgomery - Gare du Nord	5,9
63 De Brouckère - Cimetière de Bruxelles	7,2
64 Machelen - Porte de Namur	12,8
65 Bourget - Gare Centrale	8,4
66 Péage - De Brouckère	9,1
69 Schaerbeek Gare - Jules. Bordet ⁽⁸⁾	4,0
71 De Brouckère - Delta	7,6
72 Devèze-ULB - ADEPS ⁽¹⁾	5,2
75 CERIA - Bon Air	5,0
76 Kraainem - Oppem ⁽¹⁰⁾	4,9
77 Kraainem - Hippodrome ⁽⁸⁾	4,1
78 Humanité - Gare du Midi ⁽¹⁾	5,1
79 Schuman - Kraainem	7,3
80 Porte de Namur - Maes	12,6
84 Beekkant - Heysel	13,6
85 Berchem Station - Delacroix	5,4
87 Basilix - Simonis	4,1
88 Machtens - Heysel	14,8
89 Pannenhuis - Westland Shopping	7,7
95 Bourse - Wiener	9,3
98 CERIA - Héros ⁽¹⁾	8,5

Total

436,1

⁽¹⁾ Operated from Monday to Friday, except evenings⁽²⁾ Not operated after 8 PM⁽³⁾ Only operated after 8 PM⁽⁴⁾ Serves Brussels Airport at evening and on Saturday, Sunday and public holidays⁽⁵⁾ Only operated between Porte de Namur and Rond point du Souverain in the evenings⁽⁶⁾ Not operated at the end of the evening, on Sundays and public holidays⁽⁷⁾ In the evening, on Saturdays, Sundays, and public holidays, only operated between Val Maria/Mariëndal and AZ Brussel⁽⁸⁾ Only operated during peak hours from Monday to Friday⁽⁹⁾ Not operated in the evenings⁽¹⁰⁾ Not operated in the evening and on Sunday⁽¹¹⁾ Express line, not serving all the stops

Length of the Noctis axis*

N01 De Brouckère - Peter Benoit	7,9
N02 De Brouckère - St-Vincent	8,0
N04 De Brouckère - Cimetière de Bruxelles	8,7
N05 De Brouckère - M. Thiry	9,9
N06 Bourse - Musée du tram	9,2
N07 Bourse - Herrmann-Debroux	8,8
N08 Bourse - Wiener	9,6
N09 Bourse - Boondaal Gare	7,3
N10 Bourse - Fort-Jaco	10,1
N11 Bourse - Uccle Calevoet	8,9
N12 De Brouckère - Carrefour Stalle	8,8
N13 Bourse - Westland Shopping	7,7
N14 De Brouckère - Westland Shopping	7,1
N15 Porte de Namur - Hunderenveld	9,4
N16 Porte de Namur - Berchem station	9,8
N17 Gare du Midi - Heysel	12,1
N18 Gare du Midi - Heysel	9,4

Total 152,6

*Only operated in the night from Friday to Saturday and from Saturday on Sunday

Prices

Entire network

1 single fare ticket sold outside the vehicles ⁽²⁾ ⁽⁵⁾ ⁽⁸⁾	€ 1,70
1 single fare ticket sold on board the vehicles ⁽²⁾ ⁽⁵⁾	€ 2,00
5-trip ticket ⁽³⁾ ⁽⁵⁾ ⁽⁸⁾	€ 7,00
10-trip ticket ⁽²⁾ ⁽⁵⁾ ⁽⁸⁾	€ 11,50
1-day ticket ⁽²⁾ ⁽⁵⁾ ⁽⁸⁾	€ 4,50
3-days ticket ⁽¹⁾ ⁽⁵⁾ ⁽⁸⁾	€ 9,50
Group ticket ⁽¹⁾ ⁽⁵⁾	€ 10,00

<i>MoBIB 1 single fare ticket</i> ⁽¹⁾ ⁽⁵⁾ ⁽⁷⁾ ⁽⁸⁾	€ 1,60
MoBIB 10-trip ticket ⁽¹⁾ ⁽⁵⁾ ⁽⁷⁾ ⁽⁸⁾	€ 11,20
MoBIB 1-day ticket ⁽¹⁾ ⁽⁵⁾ ⁽⁷⁾ ⁽⁸⁾	€ 4,20
MoBIB 3-days ticket ⁽¹⁾ ⁽⁵⁾ ⁽⁷⁾ ⁽⁸⁾	€ 9,20

Subscription MTB ⁽²⁾ ⁽⁵⁾

1 month	€ 46,50
1 month junior	€ 31,00
1 month senior	€ 33,50
12 months	€ 465,00
12 months junior	€ 310,00
12 months senior	€ 335,00

Schools subscription ⁽¹⁾ ⁽⁵⁾

- family with 1 or 2 children:	1st subscription	€ 200,00
	2nd subscription	€ 120,00
- family with 3 or more children:	1st subscription	€ 160,00
	2nd and 3rd subscription	€ 80,00
	4th subscription and following	free

STIB subscription ⁽¹⁾ ⁽⁵⁾:

1 month	€ 41,50
1 month junior	€ 28,00
1 month senior	€ 30,00
12 months	€ 415,00
12 months junior	€ 280,00
12 months senior	€ 300,00
Subscription "J" 6-12 years ⁽¹⁾ ⁽⁵⁾	free
Subscription 65 years ⁽⁴⁾ ⁽⁵⁾	free

Airport Line

Single fare ticket	€ 4,00
10-trip ticket	€ 21,00
Subscription STIB+Airport 1 month	€ 45,00
Subscription STIB+Airport 12 months	€ 450,00

Subscription "VIPO" ⁽¹⁾ ⁽⁵⁾

1 month	€ 7,70
1 year	€ 77,00

Noctis ticket (night network)

single fare ticket	€ 3,00
10-trip ticket	€ 21,00

Brussels Card ⁽⁶⁾

24 hours	€ 20,00
48 hours	€ 28,00
72 hours	€ 33,00

⁽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 SNCB (2nd class) and on the suburban network of De Lijn and TEC

⁽⁴⁾ Valid on the STIB network and the networks of De Lijn and TEC

⁽⁵⁾ Except on the line NATO-Brussels Airport and on the Noctis network

⁽⁶⁾ Valid on the STIB network except on the line NATO-Brussels Airport and the Noctis network; with entrance to 25 museums

⁽⁷⁾ Travel contract charged on the new MoBIB smartcard of the STIB

⁽⁸⁾ Fares 2008 as from July, 1st 2008

	2007	2008
Fleet of rolling stock in operation		
Metro		
Underground units of 2 cars (280 pl)	53	53
Underground units of 3 cars (420 pl)	37	37
Boa (728 pl)	6	15
Total	96	105
Tram		
Type 4000 articulated trams	19	19
Type 3000 articulated trams	42	49
Type 2000 articulated trams	51	51
Articulated trams with 4 bogies	61	61
Articulated trams with 3 bogies	128	128
Trams with 2 bogies	25	21
Total	326	329
Autobus		
Standard buses	462	461
Articulated buses	63	83
Special transport buses	30	30
Midibuses	41	29
Minibuses for handicapped people	18	18
Total	614	621
Total number of vehicles on the network	1036	1055

2007

2008

INFRASTRUCTURES

Buildings and stations

Fixed installations in operation

Depots

tram	5	5
autobus	3	3
underground	1	2

Ateliers

tram	2	2
mixed bus and tram	1	1
autobus	1	2
underground	1	2
infrastructures	2	2

Underground and premetro stations

	69	69
among them connecting stations	9	9

Electricity and signalisation

Electrical power installed

Traction (in kW)	225 560	228 240
Lighting and driving force (in kVA)	97 787	100 797
HV-distribution boxes	6	6
Transformer sub-stations	96	98
Traction sub-stations	91	91
HV cables in service (in km)	468	470
LV cables in service (in km):		
tramway 700 V	166	169
underground 900 V	75	80

Underground signalling ⁽¹⁾:

electrically controlled switches	79	79
signal boxes	72	74

⁽¹⁾ Delta and Demets complexes not included

Routes (in km)

Simple routes in operation (km)

Underground

Surface	12,3	12,2
Tunnel	73,6	74,2

Total

85,9 86,4

Tram

Surface	238,5	237,5
Premetro	14,6	14,6
Various tunnels ⁽¹⁾	8,4	10,0

Total

261,5 262,1

Depots and workshops (km)

Tram	15,6	19,3
Metro	12,3	14,9

Total

27,9 34,2

General total

375,3 382,7

	2007	2008
Construction		
Routes (km of simple routes)	3,5	7,3
Switching	22	47
Common crossings	26	63
Replacement		
Routes (km of simple routes)	11,1	6,0
Switching	14	19
Common crossings	22	24
Dismantling		
Tracks (km of simple tracks)	1,7	1,3
Aerial equipment		
Maintenance, replacement, repair		
Trolley wire replacement (km)	8,7	23,5
Replaced suspension cables (km)	10,5	12,8
Posts installed	133	166
Posts removed	78	33
Electrical switching control mechanisms		
Installed	21	25
Removed	3	5
In service	199	215
Remote controls of traffic lights and tram signalling		
Put in service	0	0
Out of service	1	1
In service	194	193
Pending	4	4

(1) *Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.*

LEGAL AND LITIGATION SERVICE

Public tenders

Belgian legislation, in force since 1 May 1997, stipulates the free choice between procedures: auction, call for tenders and negotiated contract, but requires, when the transaction exceeds € 135 000 carrying out advertising in their Bulletin des Adjudications. Notices of the transactions and qualification systems are published in the Bulletin of Adjudications and in the Official Journal of the European financial thresholds (€ 412 000 for supplies and services - € 5 150 000 for works) are reached

	2008	
	Number of files	Sum in €
Transaction of more than € 5 500	683	519 978 080,75
BELGIUM		
Transactions executed according to a restricted call for tenders	40	6 204 001,35
Works	0	0
Supplies	16	1 951 077,35
Services	24	4 252 924,00
Transactions executed according to the negotiated procedure with advertising	3	2 245 932,75
Works	3	2 245 932,75
Supplies	0	0
Services	0	0
Transactions executed according to the negotiated procedure with advertising	29	11 275 655,64
Works	14	8 163 736,84
Supplies	9	1 783 604,32
Services	6	1 328 314,48
Transactions executed according to the negotiated procedure without advertising	559	29 260 963,90
Works	67	11 231 171,68
Supplies	295	8 679 422,96
Services	197	9 350 369,26
Total	631	48 986 553,64
EUROPE		
Transactions executed according to the negotiated procedure with advertising	34	437 344 222,69
Works	1	22 579 817,15
Supplies	23	385 287 922,82
Services	10	29 476 482,72
Transactions executed according to the negotiated procedure without advertising	6	2 021 920,00
Works	1	239 118,00
Supplies	3	1 516 802,00
Services	2	266 000,00
Transactions executed according to the open general call for tender procedure	10	31 343 071,92
Works	0	0
Supplies	5	30 062 916,92
Services	5	1 280 155,00

	2007	2008		
Transactions executed according to the open general call for tender - restricted procedure	2	282 312,50		
Works	0	0		
Supplies	0	0		
Services	2	282 312,50		
Total	52	470 991 527,11		
Haulage accidents				
Open files	5 705	5 534		
Rate of frequency of accidents (per million place-km)				
Tram	1,74	1,60		
Premetro	0,28	0,16		
Underground	0,12	0,08		
Bus	1,94	2,04		
Network average	0,95	0,85 *		
<i>*In 2008 the number of places/km was based on the production of real kilometres in service for customers, while the calculation of this number was based the past couple of years on the theoretical kilometre production</i>				
Financial costs (per million places-km)				
Tram	€ 459,01	€ 349,98		
Premetro	€ 67,56	€ 40,46		
Underground	€ 18,95	€ 92,32		
Bus	€ 915,56	€ 1 094,46		
Network average	€ 347,39	€ 371,92		
Accidents of passengers and others (per million places-km)				
	Customers	Third party	Customers	Third party
Tram	0,26	1,48	0,21	1,39
Premetro	0,25	0,02	0,10	0,07
Underground	0,11	0,01	0,02	0,05
Bus	0,30	1,64	0,33	1,71
Network average	0,20	0,75	0,14	0,71
Incidents				
Disruption of services				
Tram		545		534
Bus		544		610
Infractions that staff are responsible for		298		288
Assaults		1 376		1283
Collection incidents with judicial pursuit of fraudulent non-payers-repeat offenders				
Vandalism, disturbance of the peace, unlawful posters, etc.		306		683
Insurance management (premiums paid in €)				
Disorganization of the services principally for:				
Work accidents		€ 5 288 760,86		€ 4 387 244,45
All industrial and fire risks		€ 778 215,83		€ 768 803,08
Civil liability "Operation"		€ 440 285,00		€ 435 785,00
Hospitalisation		€ 2 316 467,63		€ 2 374 087,12
Other		€ 229 427,29		€ 236 655,91
TRC Haren		€ 95 136,04		€ 52 474,82
Total of premiums paid		€ 9 148 292,65		€ 8 255 050,38