

Figures & statistics 2010



General indicators

Number of trips (in millions)	2010	2009
Total	311.6	290.6
1-trip tickets	13.8	13.1
5-trip tickets	1.9	1.9
10-trip tickets	31.4	31.5
1-day tickets	3.6	3.9
School season tickets	51.8	39.3
General season tickets	207.7	199.3
Events	0.2	0.4
Special transport + minibus for disabled people	1.2	1.2

Distribution of trips (in %)	2010	2009
Total	100.00	100.00
1-trip tickets	4.43	4.51
5-trip tickets	0.63	0.65
10-trip tickets	10.08	10.84
1-day tickets	1.15	1.34
School season tickets	16.62	13.52
General season tickets	66.65	68.58
Events	0.06	0.14
Special transport	0.38	0.41

Distribution of the network by method of transport

(in millions of trips)

	2010	2009
Total	311.6	290.6
Metro	150.8	133.4
Tram	81.2	76.3
Bus	79.6	80.9

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

General total	38,953,014	38,662,231
Tram	11,775,843	11,739,898
Bus (including night bus)	20,955,513	20,862,517
Metro	5,319,385	5,136,554
Minibus	533,268	506,241
Special transport	369,005	417,021

Income from passengers traffic (in euro)

General total	219,907,262.2	207,150,040.8
Direct income from the traffic	165,712,262.2	155,324,040.8
- Tickets	23,826,857.4	23,240,912.7
- Passes	38,072,451.5	37,965,971.3
- School season tickets	13,069,180.1	9,826,312.7
- General season tickets + Personnel of La Poste and Belgacom	84,136,495.4	77,872,778.0
- Discount on sales	-213,566.0	-182,777.4
- Special transport	2,035,829.9	2,224,421.0
- Transport for disabled people	67,514.0	62,338.9
- Other (one-day tickets)	3,591,884.1	3,537,943.1
- Right of use	911,180.4	355,110.4
- Events	214,435.4	421,030.0
Indirect income from the traffic	54,195,000.0	51,826,000.0
- Endowments for preferential rates	54,195,000.0	51,826,000.0
Net income from traffic/trip	0.71	0.71
Operational cost/trip	1.41	1.48
Sales revenues		
Advertising	2,438,457.0	2,512,139.0
Rental	5,608,130.0	5,341,673.0

Places-kilometres in passengers service

(in millions) standard used since 2006 of 4 p/m²

	2010	2009
Total	6,926.1	6,772.5
Metro	3,722.8	3,636.1
Tram	1,716.2	1,669.5
Bus (including night bus)	1,487.1	1,466.9

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

Weekly average

Metro	28.4	28.2
Tram	16.7	16.8
Bus (without Noctis)	17.0	17.0

Daily variations from Monday to Friday

Metro		
- peak hours	27.6	27.5
- off-peak hours	28.3	28.1
- evening	29.1	28.9
Tram		
- peak hours	15.8	15.8
- off-peak hours	16.5	16.5
- evening	18.9	19.2
Bus		
- peak hours	15.8	15.8
- off-peak hours	16.4	16.4
- evening	20.6	20.5

Certification

% of customers benefiting from a CEN certified service	97.87	97.64
Metro	100	100
Tram	100	94.40
Bus	91.55	88.70
% of ISO certified services	47.6	46.1

Accessibility for PRM	2010	2009
% of vehicles accessible		
Metro	100	100
Tram	30.0	21.7
Bus (except minibus and special transport)	55.5	36.5
% of stations accessible	31.7	29.3

Rate of availability of the escalators		
Complete fleet*	95.3	94.6
Metro	96.6	94.9
Premetro	93.7	93.7
* Elevator and horizontal escalators included		

Fight against fare-dodging		
Number of passengers checked	3,139,543.0	3,299,664.0
Rate of visible fare-dodging	3,76%	3,16%
Amount of surcharges received (in €)	2,684,331.0	2,379,721.0
- on the spot	34,728.0	47,376.0
- through CCP/bank	2,649,603.0	2,332,345.0

Report of vehicles parked in breach of the law		
Official reports written	20,787	18,024
Removal of the vehicles in breach of the law	267	345



Human Resources indicators

Total staff	2010	2009
Staff working within the company	6,632	6,630
Staff on secondment	116	122
Inactive staff	80	58
% of women in the company	9	8
Full-time equivalent (FTE)	6,484	6,478

Nationality of the personnel

Belgian staff	6,163	6,132
Nationals of other European Union countries	470	477
Nationals of Non-European Union countries	195	201

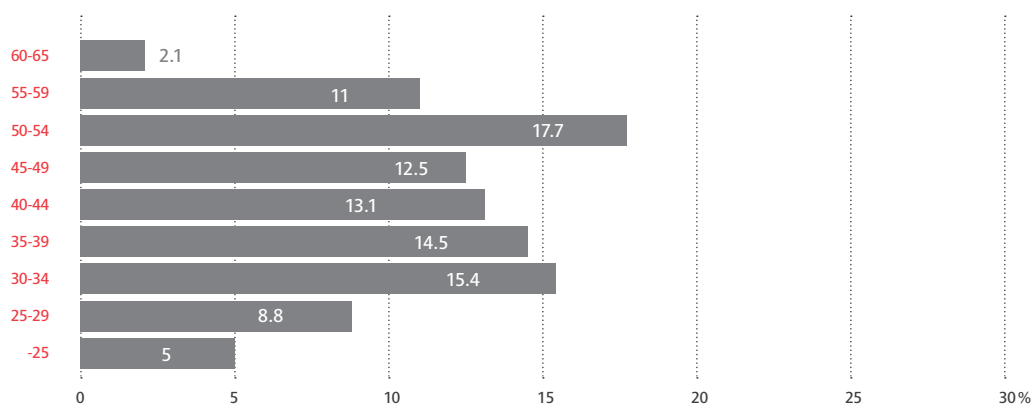
Variation of the staff members

Hired	430	644
Accepted for retirement in the course of the year	193	182
Departures	219	162

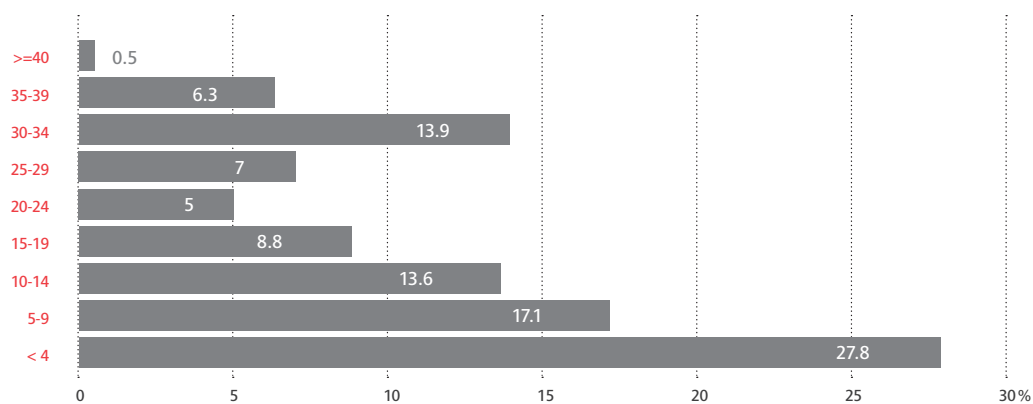
Training

Number of training hours	189,122	252,223
Number of people trained	4,117	5,826
Percentage of training cost in the total staff-related cost	2.28	4.53

Age distribution of the personnel in 2010 (in %)



Distribution of the personnel by seniority in 2010 (in %)



Distribution of the personnel by category

	2010	2009
Workers	4,960	4,987
Employees + technical staff	1,868	1,823

Environmental indicators

Air	2010	2009
% of non-polluting vehicles	94.2	89.8
% of non-polluting buses	88.1	79.3
Number of trams and metrocars (electrical traction)	644	639
Number of non-polluting buses	541	494

Noise		
Handling of nuisances related to tramway		
Tracks ground (km)	33.8	25.1
Tracks treated with anti-vibration systems (km)	1.9	7.8
Tracks treated with rubber surface systems (km)	6.6	12.3

Water		
Water consumption (m ³)	105,848	109,408

Waste		
% of stations with selective sorting	25	25
% of sites involved in selective sorting	100	100

Energy		
HV-energy consumption (in kWh)	247,017,232	236,307,204
% of green electricity consumption	30	19.5

Environmental management		
Number of sites certified as "eco-dynamic enterprises"	11	10
% of workers on certified sites	63.7	62

Soil		
Number of sites (excluding tracks) cleaned up during the year	0	1



Network and Rolling Stock

Axes lengths (in km)	2010	2009
Total length of the metro axis (including the end points)	39,9	39,9
Total length of the tram axis	136,4	133,4
Total length of the tram axis in tunnels (including access ramps in operation)	12,1	12,1
Total length of the tram on street level	49,1	48,8
Length of the tram axis in dedicated lanes (including premetro access ramps)	75,2	72,5
Total length of the bus axis (excluding Noctis)	363,6	365,5
Total length of Noctis network	83,7	118,9

Stops

Metro stations (1 name = 1 station)	69	69
Total number of stops on the surface	2,210	2,263
Number of surface stops with shelter	1,460	1,437

Average distance between stops (in metres)

Buses	412	426
Trams excluding the premetro	392	392
Metro and premetro	589	591
Network average	419	419

Nomenclature of the lines (total length in operation (in km))

	2010
Metro	
1 Stockel – Gare de l'Ouest	12.5
2 Simonis (Elisabeth) – Simonis (Léopold II)	10.4
5 Herrmann-Debroux – Erasme	17.3
6 Roi Baudouin – Simonis (Elisabeth)	15.5
Tram	
3 Esplanade – Churchill (1)	13.1
4 Gare du Nord – Parking Stalle	10.1
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 – Marius Renard (3)	8.5

32 Gare du Nord – Drogenbos Château (3)	10.4
33 Bordet Station – P Stalle (3)	15.2
39 Montgomery – Ban Eik	8.8
44 Montgomery – Tervuren Station	9.4
51 Heysel – Van Haelen	15.9
55 Bordet Station – Rogier	6.0
81 Marius Renard – Montgomery (1)	12.1
82 Berchem Station – Drogenbos Château (1)	13.4
83 Berchem Station – Montgomery (3)	13.9
92 Schaerbeek Gare – Fort-Jaco	12.6
94 Stade – Herrmann-Debroux (5)	18.3
97 Louise – Dieweg	9.6

(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 Buyl in the evening and on Sundays

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

Bus

12 Brussels City – Brussels Airport (1-11)	13.5
13 Simonis – UZ Brussel (2)	5.5
14 Gare du Nord – UZ Brussel (2)	7.4
15 Gare du Nord – UZ Brussel (3)	10.0
17 Beaulieu – Heiligenborre (10)	5.4
20 Hunderenveld – Etangs Noirs	6.0
21 Ducale – Brussels Airport (4)	15.0
22 Luxembourg – Montgomery (1)	4.7
27 Gare du Midi – Andromède	10.0
28 Brabançonne – Konkel	6.0
29 De Brouckère – Hof Ten Berg	9.5
34 Porte de Namur – Sainte-Anne (5)	7.0
36 Schuman – Konkel	12.2
38 De Brouckère – Héros	9.4
41 Herrmann-Debroux – Héros	9.2
42 Viaduc E40 – Transvaal	10.7
43 Observatoire – Kauwberg (13)	14.1
45 Roodebeek – Saint-Vincent	7.3
46 Moortebeek – De Brouckère	7.8
47 Vilvoorde Station – De Brouckère (6)	14.7
48 Bourse – Uccle Stalle	8.4
49 Gare du Midi – Bockstael	12.9
50 Gare du Midi – Lot Station	10.5
53 Hôpital Militaire – UZ Brussel (7)	14.5
54 Luxembourg – Forest centre	7.8
57 Hôpital Militaire – Gare du Nord (8)	8.9
58 Vilvoorde Station – Yser (9)	11.3
59 (H) Etterbeek-Ixelles – Bordet Station	11.1
60 Ambiorix – Uccle Calevoet	10.8
61 Montgomery – Gare du Nord	5.9
63 De Brouckère – Cimetière de Bruxelles	7.3
64 Machelen – Porte de Namur	13.2
65 Bourget – Gare Centrale (15)	8.6

66 Péage – De Brouckère	9.1
69 Schaerbeek Gare – Jules Bordet (8)	4.1
71 De Brouckère – Delta	7.8
72 Devèze-ULB – ADEPS (9) (14)	5.3
75 CERIA – Bon Air (10)	5.1
76 Kraainem – Oppem (10)	5.0
77 Kraainem – Hippodrome (8)	4.5
78 Humanité – Gare du Midi (1)	5.1
79 Kraainem – Schuman	7.4
80 Porte de Namur – Maes	12.8
84 Beekkant – Heysel	13.7
86 Machtens – De Brouckère	4.5
87 Berchem Station – Simonis	4.9
88 Heysel – De Brouckère	10.7
89 Bockstael – Westland Shopping	8.3
95 Bourse – Heiligenborre	11.5
98 CERIA – Héros (9) (12)	8.5

(1) Operated from Monday to Friday, except evenings

(2) Not operated after 8 PM

(3) Only operated after 8 PM

(4) Serves Brussels Airport in the evening and on Saturday, Sunday and public holidays

(5) Only operated between Porte de Namur and Rond point du Souverain in the evenings

(6) Only operated between Vilvoorde Station and Heembeek

(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 evening

(10) Not operated in the evening and on Sunday

(11) Express line, not serving all the stops

(12) Operated from Monday to Friday

(13) Only operated in the evening between Kauwberg and Héros

(14) Only operated on Saturday and Sunday between Herrmann-Debroux and ADEPS

(15) Only operated during peak hours between Bourget and Central Station

Length of the Noctis axis (1)

N04 Bourse – Cimetière de Bruxelles	8.9
N05 Bourse – Kraainem	10.3
N06 Bourse – Musée du Tram	9.3
N08 Bourse – Wiener	9.8
N09 Bourse – Herrmann-Debroux	10.9
N10 Bourse – Fort-Jaco	10.3
N11 Bourse – Uccle Calevoet	9.1
N12 Bourse – Carrefour Stalle	8.3
N13 Bourse – Westland Shopping	5.4
N16 Bourse – Berchem station	9.1
N18 Bourse – Heysel	8.0

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

Prices (in euro)**2010****2009****Entire network**

1-trip ticket sold outside the vehicle (2) (5)	1.70	1.70
1-trip ticket sold on board the vehicle (2) (5)	2.00	2.00
5-trip ticket (3) (5)	7.30	7.30
10-trip ticket (2) (5)	12.30	12.30
1-day ticket (2) (5)	4.50	4.50
3-day ticket (1) (5)	9.50	9.50
Group ticket (1) (5)	10.00	10.00
MoBIB 1-trip ticket (1) (5) (7)	1.60	1.60
MoBIB 10-trip ticket (1) (5) (7)	11.20	11.20
MoBIB 1-day ticket (1) (5) (7)	4.20	4.20
MoBIB 3-day ticket (1) (5) (7)	9.20	9.20

MTB season ticket (2) (5)

1 month	50.50	49.50
1 month junior	33.50	33.00
1 month senior	39.00	37.00
12 months	530.00	495.00
12 months junior	352.00	330.00
12 months senior	410.00	370.00

School season tickets (1) (5)**Family with 1 or 2 children**

- 1 st season ticket	200.00	200.00
- 2 nd season ticket	120.00	120.00

Family with 3 or more children

- 1 st season ticket	160.00	160.00
- 2 nd and 3 rd season ticket	80.00	80.00
- 4 th season ticket and following	free	free

STIB season ticket (1) (5)

1 month	45.00	44.00
1 month junior	30.50	30.00
1 month senior	35.00	33.00
12 months	473.00	440.00
12 months junior	320.00	300.00
12 months senior	368.00	330.00
"J" season ticket 6-12 years (1) (5)	free	free
+ 65 years season ticket (4) (5)	free	free

Airport Line

1-trip ticket	3.00	3.00
1-trip ticket sold inside the vehicle	5.00	4.00
10-trip ticket	21.00	21.00
STIB + Airport 1 month season ticket	48.00	48.00
STIB + Airport 12 months season ticket	504.00	480.00

BIM season ticket (1) (5)

1 month	7.70	7.70
1 year	79.00	77.00

Brussels Card (6)

24 hours	24.00	20.00
48 hours	34.00	28.00
72 hours	40.00	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 (1st & 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

Fleet of rolling stock in operation

2010

2009

Total number of vehicles on the network	1,011	1,015
Metro	60	60
- U4 trains (composed of 4 cars)	8	8
- U5 trains (composed of 5 cars)	37	37
- Boa train (composed of 6 cars)	15	15
Tram	337	332
- Type 4000 articulated trams	27	19
- Type 3000 articulated trams	74	53
- Type 2000 articulated trams	51	51
- Articulated trams with 4 bogies	61	61
- Articulated trams with 3 bogies	124	128
- Trams with 2 bogies	0	20
Bus	614	623
- Standard buses	454	463
- Articulated buses	83	83
- Special transport buses	30	30
- Midibuses	29	29
- Minibuses for disabled people	18	18



Infrastructure

Buildings and stations

Fixed installations in operation

	2010	2009
Depots		
- Tram	6	6
- Bus	3	3
- Metro	2	2
Workshops		
- Tram	2	2
- Mixed bus and tram	1	1
- Bus	3	2
- Metro	2	2
- Infrastructures	5	7
Metro and premetro stations	69	69
- of wich connecting stations	9	9

Electricity and signalling

Electrical power installed

Traction (in kW)	265,644	228,430
Lighting and driving force (in kVA)	100,915	102,548
HV-distribution boxes	6	6
Transformer sub-stations	95	99
Traction sub-stations	98	92
HV cables in service (in km)	477	472

LV cables in service (en km)

Tram 700 V	180	171
Metro 900 V	85	83

Metro signalling (1)

Electrically controlled switches	88	88
Signal boxes	85	85

(1) Delta and Demets complexes not included.

Rails (in km)	2010	2009
Simple rails in operation	394.3	386.7
Metro	87.2	87.4
- Surface	12.3	12.2
- Tunnel	74.9	75.1
Tram	268.5	262.6
- Surface	243.8	237.9
- Premetro	14.6	14.6
- Various tunnels (Simonis, Montgomery, Constitution, rue Couverte, De Wand – Gros Tilleul)	10.1	10.1
Depots and workshops	38.6	36.7
- Tram	22.9	21.2
- Metro	15.6	15.5
Construction		
Rails (km of simple rails)	6.1	7.8
Switching	31	31
Common crossings	47	56
Replacement		
Rails (km of simple rails)	9.2	14.9
Switching	15	23
Common crossings	29	35
Dismantling		
Tracks (km of simple rails)	0.2	0.3

Aerial equipment		
Maintenance, replacement, repair		
Trolley wire replacement (km)	3.5	8.8
Replaced suspension cables (in km)	19.8	15.9
Posts installed	236	467
Posts removed	76	137
Electrical switching control mechanisms		
Installed	10	9
Removed	1	2
In service	274	222
Remote controls of traffic lights and tram signalling		
Commissioned	32	3
Out of service	3	1
In service	224	195
Pending	13	4

Public tenders	Number of files 2010	Price in euro
Transaction of more than 5,500 euro	906	96,612,198.61
Belgium	877	69,946,252.61
- Works	132	34,170,859.04
- Supplies	390	15,153,265.80
- Services	355	20,622,127.77
Europe	29	26,665,946.00
- Works	0	0.00
- Supplies	17	15,758,441.25
- Services	12	10,907,504.75

Traffic accidents	2010	2009
Outstanding cases	5,307	5,219
Rate of frequency of accidents (per million place-km)		
Tram	1.39	1.46
Premetro	0.30	0.06
Metro	0.06	0.05
Bus	1.98	1.99
Network average	0.76	0.77
Financial costs in euro (per million place-km)		
Tram	291.08	318.96
Premetro	5.93	4.13
Metro	17.75	12.93
Bus	777.93	775.43
Network average	240.03	243.33

Passengers accidents and others

(per million places-km)

	2010		2009	
	Customers	Third party	Customers	Third party
Tram	0.13	1.26	0.20	1.26
Premetro	0.21	0.08	0.01	0.05
Metro	0.01	0.04	0.02	0.03
Autobus	0.30	1.69	0.29	1.70
Network average	0.11	0.66	0.11	0.65

Incidents

	2010	2009
Disruption of services		
Tram	504	517
Autobus	596	714
Agressions (staff and customers)	799	935
Vandalism, public disorder, unlawful postings, etc.	373	453

Insurance management (premiums paid in euro)

	2010	2009
Total	8,845,414.72	8,397,747.47
Work accidents	4,682,211.03	3,940,257.76
All industrial and fire risks	715,612.26	847,206.34
Civil liability "operation"	442,625.38	442,625.38
Hospitalization	2,684,603.15	2,587,613.67
Other	272,318.97	518,294.20
Construction all risks	48,043.93	61,750.12