### **Figures & statistics**

## General indicators

Number of trips (in millions)	2011	2010
Total	329.9	311.6
1-trip tickets	14.5	13.8
5-trip tickets	2.2	1.9
10-trip tickets		
1-day tickets	4.0	3.6
School season tickets		
General season tickets		207.7
Events	0.2	0.2
Special transport + minibus for disabled people	1.1	1.2

### Distribution of trips (in %)

Total	100.00	100.00
1-trip tickets	4.40	4.43
5-trip tickets	0.67	0.63
10-trip tickets	9.38	
1-day tickets	1.22	1.15
School season tickets		
General season tickets	68.22	
Events	0.07	0.06
Special transport	0.34	0.38

in millions of trips)*	nsport 2011	2010
otal	329.9	311.6
Metro		
Tram		
Bus		

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

General total	39,233,344	38,953,014
Tram	12,188,614	
Bus (including night bus)	20,932,608	
Metro	5,233,497	5,319,385
Minibus	539,176	
Special transport	339,450	

### Income from passengers traffic (in euro)

General total	233,375,639.0	219,907,262.2
Direct income from the traffic	175,284,639.0	165,712,262.2
- Tickets	25,889,107.4	
- Passes	38,211,857.0	
- School season tickets	13,165,228.5	13,069,180.1
- General season tickets + Personnel of bpost and Belgacom	90,884,732.8	
- Discount on sales	148,030.2	-213,566.0
- Special transport	1,892,863.4	
- Transport for disabled people		
- Other (one-day tickets )	4,002,883.1	
- Right of use		
- Events		214,435.4
Indirect income from the traffic	58,091,000.0	
- Endowments for preferential rates	58,091,000.0	54,195,000.0
Net income from traffic/trip		
Operational cost/trip	1.53	
Sales revenues		
Advertising	2,613,614	
Rental		

<b>Places-kilometres in passengers service</b> (in millions) standard used since 2006 of 4 p/m <sup>2</sup>	2011	2010
Total	7,091.9	6,926.1
Metro	3,705.5	3,722.8
Tram	1,897.6	1,716.2
Bus (including night bus)	1,488.8	

### Target trip speed in winter service (in km/hour) Weekly average

Metro		
Tram		16.7
Bus (without Noctis)	16.7	17.0

### Daily variations from Monday to Friday

Metro
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- peak hours		
- off-peak hours		
- evening		
Tram		
- peak hours	15.8	15.8
- off-peak hours		16.5
- evening		
Bus		
- peak hours		15.8
- off-peak hours		16.4
- evening		20.6

# Sectification % of customers benefiting from a CEN certified service 97.78 97.87 Metro 100.00 100.00 Tram 99.71 100.00 Bus 92.30 91.55 % of ISO certified services 48.20 47.60

Accessibility for PRM	2011	2010
% of vehicles accessible		
Metro	100	100
Tram	37.8	
Bus (except minibus and special transport)		55.5
% of stations accessible	31.8	

Rate of availability of the escalators (en %)		
Complete fleet *	95.3	95.3
Metro		
Premetro	95.0	
* Elevators and horizontal escalators included.		

Fight against fare-dodging		
Number of passengers checked		3,139,543
Rate of visible fare-dodging		3.76 %
Amount of surcharges received (in €)	2,318,380	2,684,331
- on the spot		
- through CCP/bank		2,649,603

Report of vehicles parked in breach of the law		
Official reports written	 	
Removal of the vehicles in breach of the law	 	



Total staff	2011	2010
Staff working within the company		6,632
Staff on secondment	111	116
Inactive staff		
% of women in the company		
Full-time equivalent (FTE)	6,549	6,484

### Nationality of the personnel

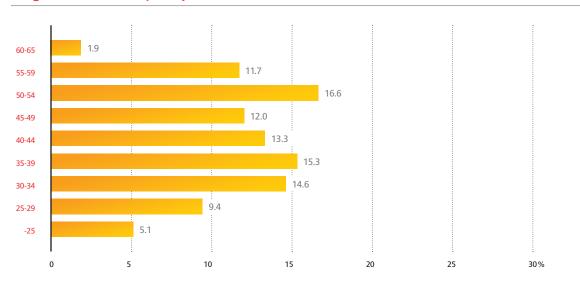
Belgian staff	 6,163
Nationals of other European Union countries	 
Nationals of Non-European Union countries	 

### Variation of the staff members

Hired	621	
Accepted for retirement in the course of the year	216	
Departures	300	

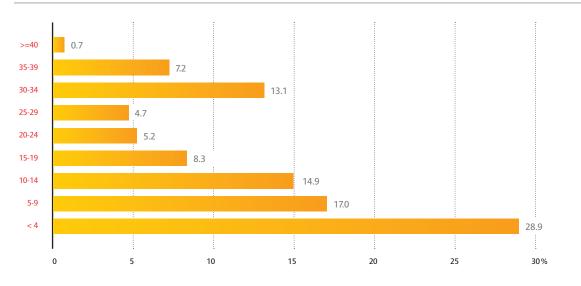
### Training

Number of training hours	 
Number of people trained	 
Percentage of training cost in the total staff-related cost	 



### Age distribution of the personnel in 2011 (in %)





Distribution of the personnel by category	2011	2010
Workers		4,960
Employees + technical staff		

# Environmental indicators

Air	2011	2010
% of clean vehicles		
% of clean buses		
Number of trams and metrocars (electrical traction)		
Number of clean buses		541
Noise		
Handling of nuisances related to tramway		
Tracks ground (km)		
Tracks treated with anti-vibration systems (km)		
Tracks treated with rubber surface systems (km)	6.7	6.6
Water		
Water consumption (m <sup>3</sup> )		105,848
Waste		
% of stations with selective sorting		
% of sites involved in selective sorting		
Energy		
HV-energy consumption (in kWh)		247,017,232
% of green electricity consumption		
Environmental management		
Number of sites certified as «eco-dynamic enterprises»		
% of workers on certified sites		63.7
Soil		



Axes lengths (in km)	2011	2010
Total length of the metro axis (including the end points)	39.9	
Total length of the tram axis	138.9	136.4
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
Length of the tram axis in dedicated lanes (including tunnels)		
Total length of the bus axis (excluding Noctis)		363.6
Total length of Noctis network		

### **Stops**

Metro stations (1 name = 1 station)	69	
Total number of stops on the surface		
Number of surface stops with shelter	1,440*	1,460
* Calculating methodology including only the served bus stops.		

### Average distance between stops (in metres)

Buses	414	412
Trams excluding the premetro	395	
Metro and premetro	589	589
Network average	419	419

Iomenclature of the lines (total length in operation (in km))	2011
letro	
1 Stockel – Gare de l'Ouest	
2 Simonis (Elisabeth) – Simonis (Léopold II)	
5 Herrmann-Debroux – Erasme	
<b>6</b> Roi Baudouin – Simonis (Elisabeth)	
ram	
3 Esplanade – Churchill (1)	
<b>4</b> Gare du Nord – Parking Stalle	
<b>7</b> Heysel - Vanderkindere	
<b>19</b> Groot-Bijgaarden – De Wand	
23 Vanderkindere – Heysel	
24 Vanderkindere – Schaerbeek Gare (2)	
<b>25</b> Boondael Gare – Rogier (4)	11.4

31 Gare du Nord – Marius Renard (3)	
32 Gare du Nord – Drogenbos Château (3)	
<b>33</b> Bordet Station – P Stalle (3)	
<b>39</b> Montgomery – Ban Eik	
44 Montgomery – Tervuren Station	
51 Heysel – Van Haelen	
55 Bordet Station – Rogier	
62 Da Vinci – Bienfaiteurs	
81 Marius Renard – Montgomery (1)	
82 Berchem Station – Drogenbos Château (1)	
<b>83</b> Berchem Station – Montgomery (3)	
92 Schaerbeek Gare – Fort-Jaco	
94 Stade – Herrmann-Debroux (5)	
97 Louise – Dieweg	
(1) Not operated after 8 PM	

(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

### Autobus

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)	
20 Hunderenveld – Etangs Noirs	
21 Ducale – Brussels Airport (4)	
22 Luxembourg – Montgomery (1)	4.7
27 Gare du Midi – Andromède	10.0
28 Brabançonne – Konkel	
29 De Brouckère – Hof Ten Berg	
34 Porte de Namur – Sainte-Anne (5)	
36 Schuman – Konkel	12.2
38 De Brouckère – Héros	
41 Herrmann-Debroux – Héros	
42 Viaduc E40 – Transvaal	10.7
43 Observatoire – Kauwberg (13)	14.1
45 Roodebeek – Saint-Vincent	7.3
46 Moortebeek – De Brouckère	
47 Vilvoorde Station – De Brouckère (6)	14.7
48 Bourse – Uccle Stalle	
49 Gare du Midi – Bockstael	12.9
50 Gare du Midi – Lot Station	
53 Hôpital Militaire – UZ Brussel (7)	
54 Luxembourg – Forest centre	
57 Hôpital Militaire – Gare du Nord (8)	
58 Vilvoorde Station – Yser (9)	11.3
59 (H) Etterbeek-Ixelles – Bordet Station	
60 Ambiorix – Uccle Calevoet	
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)	
66 Péage – De Brouckère	9.1
69 Schaerbeek Gare – Jules Bordet (8)	4.1
71 De Brouckère – Delta	
72 Devèze-ULB – ADEPS (9) (14)	5.3
<b>75</b> CERIA – Bon Air (10)	<b>5.1</b>
<b>76</b> Kraainem – Oppem (10)	5.0
77 Kraainem – Hippodrome (8)	4.5
78 Humanité – Gare du Midi (1)	<b>5.1</b>
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	
95 Bourse – Heiligenborre	11.5
98 CERIA – Héros (9) (12)	8.4

- (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 betweer	
	Val Maria/Mariëndal and UZ 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)

<b>N04</b> Bourse – Cimetière de Bruxelles	
N05 Bourse – Kraainem	10.3
N06 Bourse – Musée du Tram	
N08 Bourse – Wiener	
N09 Bourse – Herrmann-Debroux	10.9
N10 Bourse – Fort-Jaco	10.3
N11 Bourse – Uccle Calevoet	9.0
N12 Bourse – Carrefour Stalle	
N13 Bourse – Westland Shopping	
N16 Bourse – Berchem station	
N18 Bourse – Heysel	
(1) Only operated during the night from Friday to Saturday and from Saturday to Sunday	

Prices (in euro)	2011	2010
Entire network		
1-trip ticket sold outside the vehicle (2) (5)	1.80	
1-trip ticket sold on board the vehicle (2) (5)		
5-trip ticket (3) (5)		
10-trip ticket (2) (5)		
1-day ticket (2) (5)		
3-day ticket (1) (5)		
Group ticket (1) (5)		10.00
MoBIB 1-trip ticket (1) (5) (7)		1.60
MoBIB 10-trip ticket (1) (5) (7)		11.20
MoBIB 1-day ticket (1) (5) (7)		4.20
MoBIB 3-day ticket (1) (5) (7)		
MTB season ticket (2) (5)		
1 month	51.00	50.50
1 month junior	39.50	33.50
1 month senior		
12 months	536.00	530.00
12 months junior		352.00
12 months senior		410.00
School season tickets (1) (5)		
Family with 1 or 2 children		
- 1 <sup>st</sup> season ticket		200.00
- 2 <sup>nd</sup> season ticket		120.00
Family with 3 or more children		
- 1 <sup>st</sup> season ticket		
- 2 <sup>nd</sup> and 3 <sup>rd</sup> season ticket		80.00
- 4 <sup>th</sup> season ticket and following	free	free
STIB season ticket (1) (5)		
1 month		45.00
1 month junior		30.50
1 month senior		35.00
12 months		473.00
12 months junior		320.00
12 months senior		
"J" season ticket 6-11 years (1) (5)	free	free
+ 65 years season ticket (4) (5)	free	free

### **Airport Line**

1-trip ticket sold outside the vehicle		3.00
1-trip ticket sold on board the vehicle		5.00
10-trip ticket		21.00
STIB + Airport 1 month season ticket		48.00
STIB + Airport 12 months season ticket		
BIM season ticket (1) (5)		
1 month	7.70	7.70
1 year		79.00
Brussels Card (6)		
24 hours		24.00
48 hours		34.00
72 hours		40.00
(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 STIR network, on the urban Brussels network of the SNCR (1st &	2nd class) and on the suburban	

(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	2011	2010
Total number of vehicles on the network	1,046	1,011
Metro		
- U4 trains (composed of 4 cars)		
- U5 trains (composed of 5cars)		
- Boa trains (composed of 6 cars)	21	15
Tram		
- Type 4000 articulated trams		
- Type 3000 articulated trams		
- Type 2000 articulated trams		
- Articulated trams with 4 bogies	61	61
- Articulated trams with 3 bogies	105	124
- Trams with 2 bogies		0
Bus		
- Standard buses	471	454
- Articulated buses		
- Special transport buses		
- Midibuses		
- Minibuses for disabled people		



Buildings and stations	2011	2010
Fixed installations in operation		
Depots - Tram	6	6
- Bus		
- Metro		
Workshops		
- Tram	2	2
- Mixed bus and tram		
- Bus		2
- Metro		2
- Infrastructures		5
Metro and premetro stations	69	69
- of wich connecting stations		

### **Electricity and signalling**

#### **Electrical power installed**

Traction (in kW)	 
Lighting and driving force (in kVA)	
HV-distribution boxes	 6
Transformer sub-stations	 
Traction sub-stations	
HV cables in service (in km)	 

### LV cables in service (en km)

Tram 700 V	184	
Metro 900 V	. 85	85

### Metro signalling (1)

Electrically controlled switches	 
Signal boxes	
(1) Delta and Demets complexes not included.	

Rails (in km)	2011	2010
Simple rails in operation	400.7	394.3
Metro	87.2	
- Surface	12.3	12.3
- Tunnel		
Tram	273.4	268.5
- Surface	248.2	
- Premetro	14.6	14.6
- Various tunnels (Simonis, Montgomery, Constitution, rue Couverte, De Wand – Gros Tilleul)	10.6	10.1
Depots and workshops	40.1	
- Tram	24.5	22.9
- Metro	15.6	
Construction		
Rails (km of simple rails)	<b>1.7</b>	6.1
Switches		31
Common crossings		47
Replacement		
Rails (km of simple rails)	8.2	
Switches	11	15
Common crossings	23.5	29
Dismantling		
Tracks (km of simple rails)	0.1	0.2

### **Aerial equipment**

Maintenance, replacement, repair		
Trolley wire replacement (in km)		3.5
Replaced suspension cables (in km)		19.8
Posts installed		
Posts removed		
Electrical switching control mechanisms Installed	25	
Removed		
In service		
Remote controls of traffic lights and tram signalling Commissioned	3	32
Out of service		
In service		224
Pending		13



Public tenders	Number of files 2011	Price in euro
Transaction of more than 5,500 euro		
Belgium		270,738,688.43
- Works		16,344,022.72
- Supplies		
- Services		
Europe		26,399,818,419.55
- Works	1	
- Supplies		
- Services		

Traffic accidents	2011	2010
Outstanding cases		5,307
Rate of frequency of accidents (per million place-km)		
Tram		1.39
Premetro	0.19	0.30
Metro	0.05	0.06
Bus		1.98
Network average	0.72	0.76
Financial costs in euro (per million place-km)		
Tram		
Premetro	<b></b>	5.93
Metro	7.85	17.75
Bus		
Network average	264.76	240.03

Passengers accidents and others (per million places-km)		2011		2010
	Customers	Third party	Customers	Third party
Tram		1.20	0.13	1.26
Premetro			0.21	0.08
Metro		0.04	0.01	0.04
Autobus	0.29	1.57	0.30	1.69
Network average			0.11	0.66

Incidents	2011	2010
Disruption of services		
Tram		
Autobus		
Agressions (staff and customers)		
Vandalism, public disorder, unlawful postings, etc.		

Insurance management (premiums paid in euro)	2011	2010
Total	9,412,017.23	8,845,414.72
Work accidents	5,276,613.87	4,682,211.03
All industrial and fire risks		
Civil liability "operation"		442,625.38
Hospitalization	2,712,754.01	2,684,603.15
Other		
Construction all risks		

Legal service and litigation |