

115

GENERAL INDICATORS

Number of trips (in millions)	2014	2013
TOTAL	364.6	354.8
1-trip tickets	14.2	14.4
5-trip tickets	0.7	0.7
10-trip tickets	39.5	38.6
1-day tickets	2.4	2.4
School season tickets	64.1	60.5
General season tickets	241.8	236.7
Events	1.3	1.0
Taxibus	0.6	0.5

Distribution of trips (in %)

TOTAL	100	100
1-trip tickets	3.89	4.06
5-trip tickets	0.20	0.21
10-trip tickets	10.82	10.88
1-day tickets	0.67	0.67
School season tickets	17.58	17.06
General season tickets	66.33	66.71
Events	0.35	0.28
Taxibus	0.16	0.13

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

TOTAL	364.6	354.8
Metro	133.4	138.3
Tram	131.3	128.9
Bus	99.9	87.6

Actual kilometers covered, in customer service

(in km-convoyed)

2014**2013**

TOTAL	42,057,408	40,987,829
Metro	5,388,931	5,387,661
Tram	13,837,606	13,102,011
Bus (including night bus)	22,322,220	21,912,815
Taxibus	508,651	530,662
Special transport	deleted	54,680

Income from passengers traffic (in €)

GENERAL TOTAL	266,826,090.0	258,368,776.5
Direct income from the traffic	206,840,090.0	199,868,776.5
Tickets	29,230,103.8	28,499,192.7
Passes	49,685,254.2	46,759,704.3
School season tickets	9,570,869.8	12,982,883.8
General season tickets	111,756,179.5	104,978,687.6
Discount on sales	-27,824.3	-368,568.8
Transports bpost	198,683.2	570,815.1
Taxibus	91,431.1	73,385.5
Other (one-day tickets)	3,840,600.6	3,388,513.7
Right of use	1,770,937.5	2,038,112.3
Events	723,854.6	946,050.5
Indirect income from the traffic	59,986,000.0	58,500,000.0
Endowments for preferential rates	59,986,000.0	58,500,000.0
Net income from traffic/trip	0.73	0.73
Operational cost/trip	1.58	1.61
Sales revenues		
Advertising	2,014,702.0	2,134,921.0
Rental	5,209,700.0	5,430,119.0

Places-kilometres in passengers service(in millions) standard used since 2006 of 4 p/m²

	2014	2013
TOTAL	8,088.3	7,608.4
Metro	3,782.9	3,755.1
Tram	2,627.4	2,371.7
Bus (including night bus)	1,678.0	1,481.6

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

Metro	27.8	27.8
Tram	16.1	16.3
Bus (without Noctis)	16.5	16.6

DAILY VARIATIONS FROM MONDAY TO FRIDAY**Metro**

- Peak hours	26.7	26.7
- Off-peak hours	27.4	27.4
- Evening	29.1	29.1

Tram

- Peak hours	15.4	15.5
- Off-peak hours	15.9	16.1
- Evening	18.0	18.1

Bus

- Peak hours	15.2	15.5
- Off-peak hours	16.0	16.1
- Evening	20.0	20.1

Number of customers benefiting from a CEN certified service

NUMBER OF PASSENGERS	364,582,616	354,181,021
Total certified	364,582,616	343,141,757
- Metro	133,379,258	138,347,920
- Tram	131,328,311	120,471,783
- Bus	99,342,733	84,322,054
% OF CEN CERTIFIED SERVICES	100	97
% OF ISO CERTIFIED SERVICES*	65	40

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

Accessibility for PRM**2014****2013****% OF ACCESSIBLE VEHICLES**

Metro	100	100
Tram	55.4	44.6
Bus (except Taxibus)	83.3	68.3

NUMBER OF STATIONS WITH LIFTS	39	33
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Rate of availability of the escalators (in %)

Complete fleet*	95.71	95.95
- Metro	95.81	96.10
- Premetro	95.08	94.89

* Elevators and horizontal escalators included.

Fight against fare-dodging

Number of passengers checked	2,440,649	3,032,206
Number of pv	58,576	74,010
Rate of visible fare-dodging	3.54 %	4.34 %
Amount of surcharges received (in €)	3,943,622	4,285,353

Report of vehicles parked in breach of the law

Official reports written	13,491	14,846
Removal of the vehicles in breach of the law	97	140

HUMAN RESOURCES INDICATORS

Total staff	2014	2013
TOTAL	7,625	7,251
Staff working within the company	7,429	7,050
Staff on secondment	111	107
Inactive staff	85	94
FULL-TIME EQUIVALENTS (FTE)	7,282	6,881
% OF WOMEN IN THE COMPANY	9.05 %	9.00 %

Nationality of the personnel

Belgian staff	6,829	6,499
Nationals of other European Union countries	543	504
Nationals of Non-European Union countries	253	248

Variation of the staff members

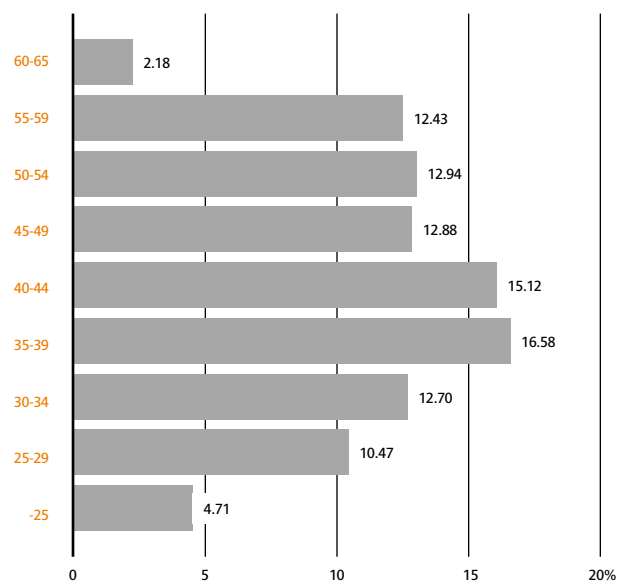
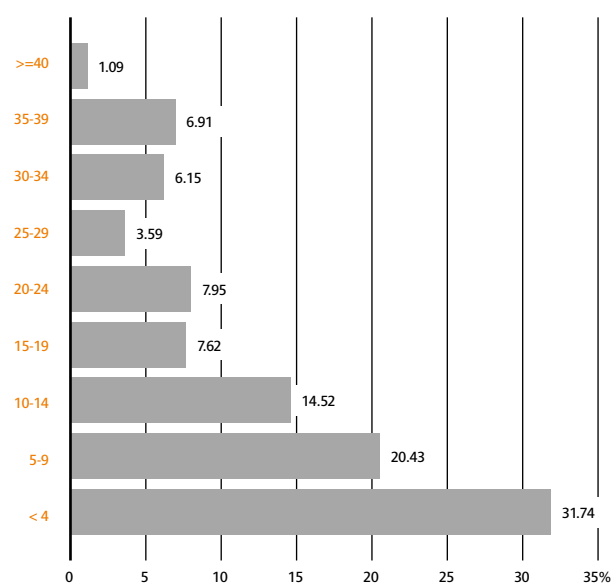
Hired	853	663
Departures	479	498
- of which accepted for retirement in the course of the year	178	248

Distribution of the personnel by category

Workers	5,424	5,221
Employees + technical staff	2,201	2,030

Training

Number of training hours	325,504	385,047
Number of people trained	5,921	4,357
% of training cost in the total staff-related cost	2.92	2.70

Age distribution of the personnel (in %)**Distribution of the personnel by seniority** (in %)

ENVIRONMENTAL INDICATORS

Air

	2014	2013
% of clean vehicles	100	94.6
% of clean buses	100	88.2
Number of trams and metrocars (electrical traction)	729	693
Number of clean buses	706	558

Noise

Handling of nuisances related to tramway

- Tracks ground (km)	47.25	47.79
- Tracks treated with anti-vibration systems (km)	6.9	8.8
- Tracks treated with rubber surface systems (km)	10.4	9.6

Water

Water consumption (m ³)	140,524	107,061
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Waste

% of stations with selective sorting	27	27
% of sites involved in selective sorting	100	100

Energy

HV-energy consumption (in kWh)	232,357,048	237,495,239
% renewable energy	100	100

NETWORK & ROLLING STOCK

Axis lengths (in km)	2014	2013
Total length of the metro axis (including the end points)	39.9	39.9
Total length of the tram axis	140.9	139.6
- 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	48.6	48.7
- of which length of the tram axis in dedicated lanes (including tunnels)	80.3	78.9
Total length of the bus axis (excluding Noctis)	356.7	356.8
Total length of Noctis network	84.1	82.9

Stops

Metro stations	69	69
Total number of stops	2,150	2,154
Number of surface stops with shelter	1,471	1,472

Average distance between stops (in metres)

Bus	411	418
Trams excluding premetro	397	392
Metro and premetro	591	591
Network average	418	424

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

TRAM

3 Esplanade – Churchill	13.1	13.1
4 Gare du Nord – Stalle (P)	9.7	9.7
7 Heyssel – Vanderkindere	16.1	16.1
19 De Wand – Groot-Bijgaarden	9.2	9.3

	2014	2013
25 Rogier – Boondael Gare (1)	11.4	11.4
31 Gare du Nord – Marius Renard (2)	8.1	8.1
32 Da Vinci – Drogenbos Château (2)	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	15.8
55 Da Vinci – Rogier	5.9	5.9
62 Eurocontrol - Cimetière de Jette (3)	10.3	3.8
81 Marius Renard – Montgomery (4)	12.1	12.1
82 Berchem Station – Drogenbos Château (4)	13.4	13.4
83 Berchem Station – Montgomery (2)	13.9	13.9
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 between Rogier and Buyl in the evening and on Sundays and public holidays

(2) Only operated after 8 PM

(3) Only operated between Da Vinci and Cimetière de Jette in the evening, on Saturdays, Sundays and public holidays.

(4) Not operated after 8 PM

BUS

12 Brussels Airport – Brussels City (1) (2)	13.7	13.5
13 UZ Brussel – Simonis (3)	5.4	5.6
14 UZ Brussel – Gare du Nord (3)	7.4	7.4
15 UZ Brussel – Gare du Nord (4)	9.9	9.9
17 Beaulieu – Heiligenborre	5.4	5.4
20 Hunderenveld – Étangs Noirs	5.9	6.0
21 Brussels Airport – Luxembourg (5)	14.3	14.1
22 Montgomery – Luxembourg (2)	4.6	4.8
27 Andromède – Gare du Midi	10.0	10.0
28 Brabançonne – Konkel	6.1	6.1
29 Hof ten Berg – De Brouckère	9.6	9.6
34 Porte de Namur – Sainte-Anne (6)	6.9	6.9
36 Schuman – Konkel	12.1	12.1
38 De Brouckère – Héros	9.4	9.4
41 Transvaal – Héros	9.9	9.9
42 Viaduc E40 – Musée du Tram	7.1	7.1
43 Observatoire – Kauwberg (7)	14.1	14.1
45 Saint-Vincent – Roodebeek	7.4	7.3
46 De Brouckère – Moortebeek	7.7	7.8
47 Vilvoorde Station – De Brouckère (8)	14.9	14.9
48 Bourse – Uccle Stalle	8.3	8.4
49 Bockstael – Gare du Midi	12.6	12.6
50 Gare du Midi – Lot Station	10.5	10.5
53 Hôpital Militaire – Dieleghem (9)	14.6	14.2
54 Trône – Forest Centre (Bervoets)	7.5	7.5
57 Hôpital Militaire – Gare du Nord (10)	8.7	8.7
58 Vilvoorde Station – Yser (11)	11.3	11.3
59 Bordet Station – Hôpital Etterbeek-Ixelles	10.2	10.1

	2014	2013
60 Ambiorix – Uccle Calevoet	10.6	10.6
61 Gare du Nord – Montgomery	5.9	5.9
63 Cimetière de Bruxelles – De Brouckère	7.2	7.2
64 Machelen – Porte de Namur (12)	13.0	13.3
65 Bourget – Gare Centrale (13)	8.4	8.4
66 Péage – De Brouckère	9.1	9.1
69 Schaerbeek Gare – Jules Bordet (10)	4.1	4.1
71 De Brouckère – Delta	7.7	7.8
72 Devèze-ULB – ADEPS (11)	5.3	5.3
75 Bon Air – CERIA	4.7	5.2
76 Kraainem – Oppem (14)	4.9	4.9
77 Kraainem – Hippodrome (10)	4.5	4.5
78 Gare du Midi – Humanité (2)	5.1	5.1
79 Kraainem – Schuman	7.4	7.4
80 Maes – Porte de Namur	12.8	12.8
84 Heysel – Beekkant	13.7	13.7
86 Machtens – De Brouckère	4.5	4.5
87 Berchem Station – Simonis	4.8	4.9
88 Heysel – De Brouckère	10.9	10.9
89 Bockstael – Westland Shopping	8.2	8.1
95 Bourse - Wiener	9.7	11.5
98 CERIA – Héros (11) (15)	8.4	8.3

(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 8pm, on Saturdays, Sundays and public holidays.

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

(7) Only operated between Héros and Kawberg 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) Only operated between Val Maria and UZ Brussel after 8 PM

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

(11) Not operated after 10 PM

(12) Only operated between Cortenbach and Porte de Namur after 10 PM

(13) Part Bourget-NATO only operated during peak hours from Monday till Friday

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

(15) Not operated on Sunday and public holidays

NOCTIS NETWORK (1)

N04 Bourse – Cimetière de Bruxelles	8.7	8.9
N05 Bourse – Kraainem	10.3	10.3
N06 Bourse – Musée du Tram	9.3	9.3
N08 Bourse – Wiener	9.8	9.8
N09 Bourse – Herrmann-Debroux	10.9	10.9
N10 Bourse – Fort-Jaco	10.3	10.3
N11 Bourse – Uccle Calevoet	9.1	9.0
N12 Bourse – Stalle (P)	8.3	8.3
N13 Bourse – Westland Shopping	5.4	5.5
N16 Bourse – Berchem Station	9.3	9.1
N18 Bourse – Heysel	8.1	8.2

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

Prices (in €)**2014****2013****ENTIRE NETWORK**

1-trip ticket sold outside the vehicle (2)(4)	2.10	2.00
1-trip ticket sold on board the vehicle (2)(4)	2.50	2.50
5-trip ticket (3)(4)	8.00	7.70
10-trip ticket (2)(4)	14.00	13.50
1-day ticket (2)(4)	7.00	6.50
3-day ticket (1)(4)	deleted	14.00
School card (1)(4)	15.00	15.00
MOBIB 1-trip ticket (1)(4)(6)	2.00	1.90
MOBIB 10-trip ticket (1)(4)(6)	12.50	12.00
DISCOVER BRUSSELS 24h (MOBIB 1 day)	7.00	6.50
DISCOVER BRUSSELS 48h (MOBIB 2 days)	13.00	11.00
DISCOVER BRUSSELS 72h (MOBIB 3 days)	17.00	14.00

MTB SEASON TICKET (2)(4)

1 month	55.50	54.00
12 months	583.00	567.00

SCHOOL SEASON TICKETS (1)(4)**Family with children**

- 1 st season ticket	120.00	120.00
- 2 nd season ticket	50.00	50.00
- 3 rd season ticket and following	free	free

STIB SEASON TICKET (1)(4)

1 month	49.00	47.50
12 months	499.00	499.00
"J" season ticket 6-11 years (1)(4)	free	free
Season ticket 65+ ("65 years and more") (1)(4)	60.00	60.00
Season ticket 65+ "BIM" (Bénéficiaire de l'Intervention Majorée – Entitled Increased Contribution) (1)(4)	free	free

AIRPORT LINE (1)

1-trip ticket sold outside the vehicle	4.00	4.00
1-trip ticket sold on board the vehicle	6.00	6.00
10-trip ticket	28.00	27.00
STIB + Airport 1 month season ticket	deleted	50.00
STIB + Airport 12 months season ticket	deleted	525.00

Prices (in €)**2014****2013****BIM SEASON TICKET (1)(4)**

1 month	8.10	8.10
1 year	85.00	85.00

BRUSSELS CARD (5)

24 hours	24.00	24.00
48 hours	36.00	34.00
72 hours	43.00	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 STIB network, on the urban Brussels network of the SNCB (1st & 2nd class) and on the suburban network of De Lijn and TEC

(4) Except on the line Bourget-Brussels Airport

(5) Valid on the STIB network except on the line Bourget-Brussels Airport; with entrance to 25 museums

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

Fleet of rolling stock in operation

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,160	1,039
METRO	66	66
Trains U4 (composed of 4 cars)	8	8
Trains U5 (composed of 5 cars)	37	37
Trains Boa (composed of 6 cars)	21	21
TRAM	388	357
Type 4000 articulated trams	70	60
Type 3000 articulated trams	141	120
Type 2000 articulated trams	51	51
Articulated trams with 4 bogies	61	61
Articulated trams with 3 bogies	65	65
BUS	706	616
Standard buses	526	471
Articulated buses	162	83
Special transport buses	deleted	15
Midibuses	12	29
Taxibus	6	18

INFRASTRUCTURE

Buildings and stations

2014

2013

FIXED INFRASTRUCTURE IN OPERATION

Depots

- Tram	6	6
- Bus	3	3
- Metro	2	2

Workshops

- Tram	2	2
- Mixed bus and tram	1	1
- Bus	3	3
- Metro	2	2
- Infrastructures	7	7

Metro and premetro stations

- of which connecting stations	69	69
	9	9

Electricity and signalling

ELECTRICAL POWER INSTALLED

Traction (in kW)	270,381	271,039
Lighting and driving force (in kVA)	109,050	107,390
HV-distribution boxes	6	6
Transformer sub-stations	101	100
Traction sub-stations	103	100

HV CABLES IN SERVICE (in km)	494	492
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LV CABLES IN SERVICE (in km)

Tramway 700 V	198.8	194.5
Metro 900 V	86	85

METRO SIGNALLING (1)

Electrically controlled switches	87	87
Signal boxes	79	79

(1) Delta and Demets complexes not included.

Rails (in km) 2014 2013

SIMPLE RAILS IN OPERATION	406.8	401.8
Metro	87.1	87.2
- Surface	12.1	12.3
- Tunnel	75.0	74.9
Tram	277.4	274.4
- Surface	252.2	249.1
- Premetro	14.6	14.6
- Various tunnels (1)	10.7	10.7
Depots and workshops	42.2	40.2
- Tram	26.5	24.5
- Metro	15.6	15.6

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

CONSTRUCTION

Rails (km of simple rails)	2.019	0.565
Switches	21	9
Common crossings	31	13

REPLACEMENT

Rails (km of simple rails)	15.529	18.323
Switches	18	6
Common crossings	35	4

DISMANTLING

Tracks (km of simple rails)	0.734	1.3131
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Aerial equipment

MAINTENANCE, REPLACEMENT, REPAIR

Trolley wire replacement (in km)	18.25	22.9
Replaced suspension cables (in km)	19.17	16.6
Posts installed	292	192
Posts removed	217	133

ELECTRICAL SWITCHING CONTROL MECHANISMS

Installed	11	6
Removed	2	2
In service	295	286

REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING

Commissioned	20	3
Out of service	0	2
In service	249	229
Pending	5	17

LEGAL SERVICE & LITIGATION

Public tenders (Number of files)

	2014	2013
TRANSACTION OF MORE THAN 5,500€	1,849	1,309
Belgium	1,604	1,244
- Transactions executed according to work	182	123
- Transactions executed according to supplies	766	769
- Transactions executed according to services	656	352
Europe	245	65
- Transactions executed according to work	6	6
- Transactions executed according to supplies	174	34
- Transactions executed according to services	65	25

Traffic accidents

OUTSTANDING CASES	5,435	5,188
RATE OF FREQUENCY OF ACCIDENTS (per million place-km)		
Tram	0.77	1.07
Premetro (as from 2014, added to tram/metro by type of accident)	-	0.15
Metro	0.05	0.07
Bus	1.92	2.04
Network average	0.67	0.70
FINANCIAL COSTS IN € (per million place-km)		
Tram	202.80	185.28
Premetro (as from 2014, added to tram/metro by type of accident)	-	14.92
Metro	28.31	17.01
Bus	931.49	910.71
Network average	272.37	230.49

Passengers accidents and others (per million places-km)

	2014		2013	
	Customers	Third party	Customers	Third party
Tram	0.10	0.67	0.13	0.94
Premetro (as from 2014, added to tram/metro by type of accident)	—	—	0.11	0.04
Metro	0.02	0.03	0.02	0.04
Bus	0.29	1.63	0.32	1.71
Network average	0.10	0.57	0.11	0.59

Incidents

DISRUPTION OF SERVICES

Tram	423	516
Bus	459	465
Agressions (staff and customers – number of new cases)	740	751
Vandalism, public disorder, unlawful postings, etc.	191	224

Insurance management (in €)

TOTAL	13,762,517.80	11,432,223.23
Work accidents	6,351,698.88	5,211,169.34
All industrial and fire risks	879,000.70	808,274.09
Civil liability "operation"		
- of which premises insurances	665,266.25	442,625.38
- of which own insurance	2,202,968.07	1,708,543.23
Hospitalization	3,316,313.46	2,931,125.70
Other	347,270.44	330,485.49

KEY FIGURES

7,625 staff

364.6 million trips

42.06 million kilometres covered

4 metro lines

19 tram lines

50 bus lines

11 night lines



.brussels 
IT'S ALL OF US