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**MIVB STIB** Société des Transports Intercommunaux de Bruxelles

 **.brussels**   
**IT'S ALL OF US**

# GENERAL INDICATORS

## Number of trips (in millions)

	2016	2015
<b>TOTAL</b>	<b>369.5</b>	<b>370.2</b>
1-trip tickets	15.5	15.6
5-trip tickets	1.2	1.3
10-trip tickets	28.6	34.6
1-day tickets	2.1	2.5
School season tickets	73.6	65.9
General season tickets	247.3	249.2
Events	1.0	1.0
Taxibus	0.09	0.07
B-Post (+ diverse contracts)	0.06	0.06

## Distribution of trips (in %)

<b>TOTAL</b>	<b>100</b>	<b>100</b>
1-trip tickets	4.19	4.22
5-trip tickets	0.33	0.34
10-trip tickets	7.74	9.35
1-day tickets	0.57	0.68
School season tickets	19.92	17.79
General season tickets	66.93	67.32
Events	0.28	0.27
Taxibus	0.02	0.02
B-Post (+ diverse contracts)	0.02	0.01

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

<b>TOTAL</b>	<b>369.5</b>	<b>370.2</b>
Metro	134.8	134.9
Tram	126.4	132.7
Bus	108.3	102.6

**Actual kilometres covered, in customer service (in km-convoyed)****2016****2015**

<b>TOTAL</b>	<b>45,684,568</b>	<b>44,746,069</b>
Metro	5,490,557	5,453,135
Tram	15,157,048	14,694,644
Bus (including night bus)	24,634,772	24,139,215
Taxibus	402,191	459,075

**Income from passengers traffic (in €)**

<b>GENERAL TOTAL</b>	<b>263,977,288.0</b>	<b>271,885,785.0</b>
<b>Direct income from the traffic</b>	<b>202,458,288.0</b>	<b>211,233,785.0</b>
Tickets	32,267,034.6	32,612,230.4
Passes	38,395,030.0	45,684,178.8
School season tickets	8,457,255.1	9,811,857.6
General season tickets	116,642,794.3	115,764,379.4
Discount on sales	-28,076.8	-1,344,405.2
B-Post Transports	176,689.2	177,654.7
Taxibus	141,183.4	112,028.3
Other (1-day tickets)	3,615,836.8	4,267,370.5
Right of use	2,197,371.0	3,451,074.0
Events	593,170.6	697,416.5
<b>Indirect income from the traffic</b>	<b>61,519,000.0</b>	<b>60,652,000.0</b>
Endowments for preferential rates	61,519,000.0	60,652,000.0
<b>Net income from traffic/trip</b>	<b>0.71</b>	<b>0.73</b>
<b>Operational cost/trip</b>	<b>1.65</b>	<b>1.49</b>
<b>Sales revenues</b>		
Advertising	6,367,337.0	5,432,076.0
Rental	6,238,724.0	5,579,942.0

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

	2016	2015
<b>TOTAL</b> .....	<b>8,721.2</b>	<b>8,544.4</b>
Metro .....	3,858.0	3,823.2
Tram .....	2,912.1	2,819.3
Bus (including night bus) .....	1,951.1	1,901.9

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

Metro .....	28.0	28.0
Tram .....	16.0	16.0
Bus (without Noctis) .....	16.1	16.0

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

- Peak hours .....	26.9	26.9
- Off-peak hours .....	27.6	27.6
- Evening .....	29.4	29.4

**Tram**

- Peak hours .....	15.3	15.3
- Off-peak hours .....	15.8	15.8
- Evening .....	17.6	17.7

**Bus**

- Peak hours .....	14.8	14.7
- Off-peak hours .....	15.6	15.5
- Evening .....	19.7	19.6

**Number of customers benefiting from a CEN certified service**

<b>NUMBER OF PASSENGERS</b> .....	<b>369,484,611</b>	<b>370,103,604</b>
<b>Total certified</b> .....	369,484,611	370,103,604
- Metro .....	134,810,625	134,949,084
- Tram .....	126,390,021	132,681,728
- Bus .....	108,195,934	102,472,791
<b>% OF CEN CERTIFIED SERVICES</b> .....	<b>100</b>	<b>100</b>
<b>% OF ISO CERTIFIED SERVICES*</b> .....	<b>71</b>	<b>70.59</b>

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

**Adapted for PMR**

	2016	2015
<b>% OF ADAPTED VEHICLES</b>		
Metro.....	100.00	100.00
Tram.....	55.4	55.4
Bus (without Taxibus).....	83.4	83.3
<b>NUMBER OF STATIONS WITH PLATFORMS ACCESSIBLE TO PRM.....</b>	<b>45</b>	<b>41</b>

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

Lifts.....	98.90	99.09
Escalators.....	95.69	94.95

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

**Fight against fare-dodging**

Number of passengers checked.....	1,408,538	2,358,000
Number of PV.....	59,186	60,585
Rate of visible fare-dodging.....	4.15 %	3.95 %
Amount of surcharges received (in €).....	3,924,232	3,881,018

**Report of vehicles parked in breach of the law**

Official report written.....	10,554	12,676
Removal of the vehicles in breach of the law.....	61	66

# HUMAN RESOURCES INDICATORS

Total staff	2016	2015
<b>TOTAL</b>	<b>8,295</b>	<b>8,003</b>
- of which staff working within the company	8,217	7,925
- of which staff on secondment	117	106
- of which inactive staff	78	78
<b>FULL-TIME EQUIVALENTS (FTE)</b>	<b>7,975.56</b>	<b>7,679.96</b>
<b>% OF WOMEN IN THE COMPANY</b>	<b>9.78</b>	<b>9.43</b>

## Nationality of the personnel

Belgian staff	7,365	7,124
Nationals of other European Union countries	642	602
Nationals of Non-European Union countries	288	277

## Distribution of the personnel by category

Hired	792	831
- of which new employees	767	819
- of which return from inactivity of long duration	25	12
Departure	500	453
- of which accepted for retirement in the course of the year	156	147

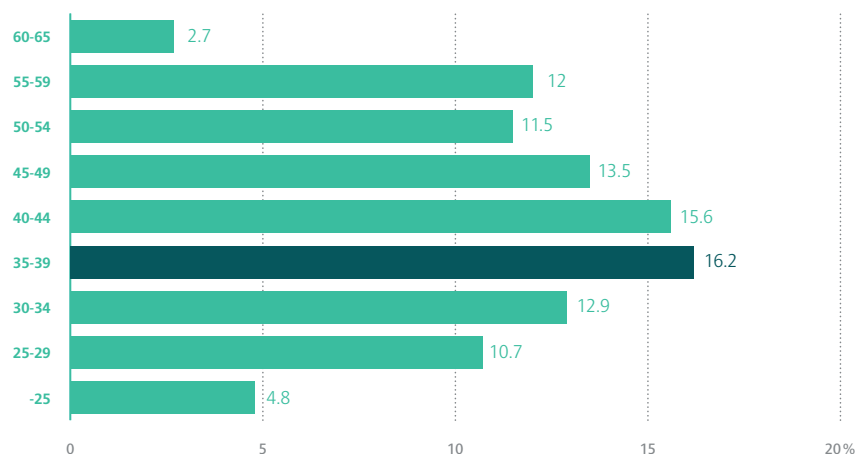
## Variation of the staff members

Workers	5,868	5,701
Employees + technical staff	2,427	2,302

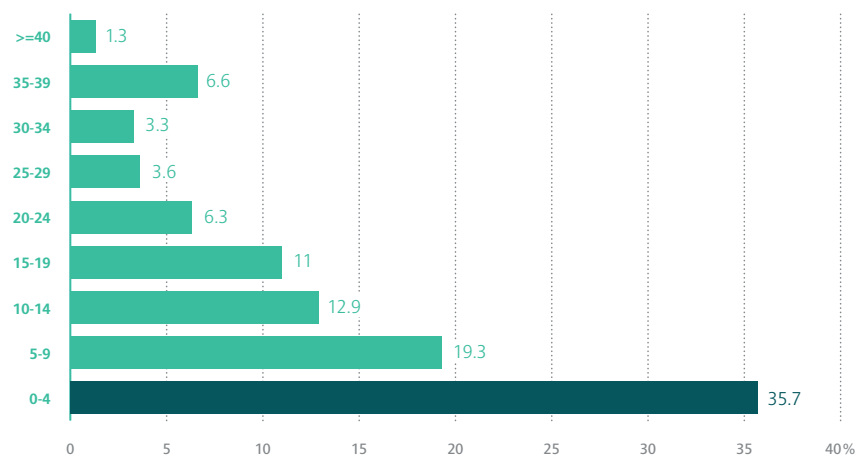
## Training

Number of training hours	283,941	314,683
Number of people trained	7,208	6,333
% of training cost in the total staff-related cost	3.20%	2.85%

## AGE DISTRIBUTION OF THE PERSONNEL (IN %)



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



# ENVIRONMENTAL INDICATORS

## Air

	2016	2015
% of buses equipped with particle filters .....	100%	100%
Number of trams and metrocars (electrical traction)		
- Tram .....	397	397
- Metro .....	343	343
Number of buses equipped with particle filters .....	702	706

## Noise

### Handling of nuisances related to tramway

- Tracks ground (km) .....	49.92	45.48
- Tracks treated with anti-vibration systems (km) .....	5.04	8.10
- Tracks treated with rubber surface systems (km) .....	13.90	12.30

## Water

Water consumption (m³) .....	117,585	111,792
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## Waste\*

% of sites involved in selective sorting .....	100	100
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\* Following the post-attack security measures, the sorting of waste at the stations was temporarily suspended

## Energy

HV-energy consumption (in kWh) .....	242,366,891	240,774,489
% renewable energy .....	100	100



# NETWORK & ROLLING STOCK

## Axis lengths (in km)

	2016	2015
<b>Total length of the metro axis (including the end points)</b> .....	<b>39.9</b>	<b>39.9</b>
<b>Total length of the tram axis</b> .....	<b>141.1</b>	<b>141.1</b>
- 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.....	48.5	48.5
- of which length of the tram axis in dedicated lanes (including tunnels).....	80.6	80.6
<b>Total length of the bus axis (excluding Noctis)</b> .....	<b>356.6</b>	<b>357.0</b>
<b>Total length of Noctis network</b> .....	<b>84.6</b>	<b>84.9</b>

## Stops

Metro stations.....	69	69
Total number of stops.....	2,197	2,170
Number of surface stops with shelter.....	1,548	1,534

## Average distance between stops (in metres)

Bus.....	412	419
Trams excluding premetro.....	404	403
Metro and premetro.....	590	589
Network average.....	421	426

## Naming of the lines Total length in service (in km)

<b>METRO</b>			
<b>1</b>	Gare de l'Ouest – Stockel.....	12.5	12.5
<b>2</b>	Simonis – Elisabeth.....	10.4	10.4
<b>5</b>	Erasme – Herrmann-Debroux.....	17.3	17.3
<b>6</b>	Roi Baudouin – Elisabeth.....	15.5	15.5

2016

2015

# TRAM

3	Esplanade - Churchill	13.1	13.1
4	Gare du Nord - Stalle (P)	9.7	9.7
7	Heysel - Vanderkindere	16.1	16.1
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	15.5	15.5
55	Da Vinci - Rogier	5.9	5.9
62	Eurocontrol - Cimetière de Jette (2)	10.3	10.3
81	Marius Renard - Montgomery	12.1	12.1
82	Berchem Station - Drogenbos Château (3)	13.4	13.4
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 after 8 PM

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

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

# BUS

12	Brussels Airport - Brussels City (1) (2)	13.6	14.1
13	UZ Brussel - Simonis (3)	5.4	5.4
14	UZ Brussel - Gare du Nord (3)	7.3	7.3
15	UZ Brussel - Gare du Nord (4)	9.7	9.7
17	Beaulieu - Heiligenborre	5.4	5.4
20	Hunderenveld - Étangs Noirs	5.8	5.8
21	Brussels Airport - Luxembourg (5)	14.2	14.3
22	Montgomery - Trône (2)	5.4	5.4
27	Andromède - Gare du Midi	9.9	9.9
28	Brabançonne - Konkel	6.0	6.0
29	Hof ten Berg - De Brouckère	9.3	9.4
34	Porte de Namur - Sainte-Anne (6)	7.0	6.9
36	Schuman - Konkel	11.9	11.9
38	Gare Centrale - Héros	8.2	8.2
41	Transvaal - Héros	9.7	9.7
42	Viaduc E40 - Musée du Tram	6.9	6.9
43	Observatoire - Kauwberg (7)	14.0	14.0
45	Saint-Vincent - Roodebeek	7.1	7.1
46	Anneessens - Moortebeek	7.5	7.5
47	Vilvoorde Station - De Brouckère (8)	15.1	14.5
48	Grand-Place - Decroly	8.1	8.0
49	Bockstael - Gare du Midi	12.9	12.9
50	Gare du Midi - Lot Station	10.5	10.4
53	Hôpital Militaire - Dieleghem	14.9	14.9
54	Trône - Forest Centre (Bervoets)	7.5	7.3
57	Hôpital Militaire - Gare du Nord (2)	8.8	8.8
58	Vilvoorde Station - Yser (9)	11.3	11.3
59	Bordet Station - Hôpital Etterbeek-Ixelles	10.0	10.0

2016

2015

60	Ambiorix - Uccle Calevoet	10.5	10.5
61	Gare du Nord - Montgomery	5.7	5.8
63	Cimetière de Bruxelles - Gare Centrale	6.2	6.2
64	Machelen - Porte de Namur (10)	13.0	13.0
65	Bourget - Gare Centrale (11)	8.3	8.3
66	Péage - De Brouckère	9.1	9.1
69	Schaerbeek Gare - Jules Bordet (12)	4.1	4.1
71	De Brouckère - Delta	7.5	7.5
72	Devèze-ULB - ADEPS (9)	5.2	5.2
75	Bon Air - CERIA	4.7	4.7
76	Kraainem - Oppem (13)	4.9	4.9
77	Kraainem - Hippodrome (12)	4.4	4.4
78	Gare du Midi - Humanité	5.1	5.1
79	Kraainem - Schuman	7.2	7.1
80	Maes - Porte de Namur	12.7	12.6
84	Heysel - Berchem Station	7.7	7.7
86	Machtens - Gare Centrale	5.8	5.8
87	Simonis - Beekkant	10.7	10.7
88	Heysel - De Brouckère	10.5	10.6
89	Bockstael - Westland Shopping	8.1	8.1
95	Grand-Place - Wiener	9.5	9.4
98	CERIA - Héros (9) (14)	8.4	8.4

(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 Auderghem-Shopping (operated until the rond-point du Souverain after 8pm).

(7) Only operated between Héros and Kauwberg 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 during peak hours from Monday to Friday

(10) Not operated after 10 PM

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

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

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

(14) Not operated on Sunday and public holidays

## NOCTIS NETWORK (1)

N04	Gare Centrale - Cimetière de Bruxelles	9.0	9.0
N05	Gare Centrale - Kraainem	10.4	10.4
N06	Gare Centrale - Musée du Tram	10.1	10.0
N08	Gare Centrale - Wiener	10.6	10.5
N09	Gare Centrale - Herrmann-Debroux	11.6	11.6
N10	Gare Centrale - Fort-Jaco	10.9	10.9
N11	Gare Centrale - Uccle Calevoet	9.7	9.9
N12	Gare Centrale - Stalle (P)	9.3	9.5
N13	Gare Centrale - Westland Shopping	6.7	7.1
N16	Gare Centrale - Berchem Station	9.7	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 €)

2016

2015

ENTIRE NETWORK

Jump 1-trip ticket on MoBIB sold outside the vehicle (2) (4)	€ 2.10	€ 2.10
Jump 1-trip ticket sold on board the vehicle (2) (4)	now STIB	€ 2.50
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 CLT* sold on board the vehicle (1) (4)	€ 2.50	-
STIB 1-trip CLT* sold outside the vehicle (1) (4)	€ 2.10	-
STIB CLT* 24h (1)	€ 7.50	-

\* Contactless Ticket

JUMP 24h on MoBIB (2)	€ 7.50	€ 7.50
JUMP 48h on MoBIB (2)	€ 14.00	€ 14.00
JUMP 72h on MoBIB (2)	€ 18.00	€ 18.00

MTB SEASON TICKETS (2) (4)

1 month	€ 55.50	€ 55.50
12 months calendar	€ 583.00	€ 583.00

SCHOOL SEASON TICKETS (1) (4)

Family with kids

- 1 <sup>st</sup> season ticket	€ 50.00	€ 120.00
- 2 <sup>nd</sup> season ticket	€ 50.00	€ 50.00
- 3 <sup>rd</sup> season ticket and following	Free	Free

STIB SEASON TICKETS (1) (4)

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 and more") (1) (4)	€ 60.00	€ 60.00
Season ticket 65+BIM ("Entitled Increased Contribution") (1) (4)	Free	Free

	2016	2015
<b>AIRPORT LINE (1)</b>		
1-trip ticket sold outside the vehicle .....	€ 4.50	€ 4.50
1-trip ticket sold on board the vehicle .....	€ 6.00	€ 6.00
10-trip ticket .....	€ 32.00	€ 32.00
Season ticket STIB + Airport 1 month.....	€ 60.00	€ 60.00
<b>BIM SEASON TICKET (1) (4)</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 (2 <sup>nd</sup> class)		
(3) Valid on the STIB network, on the urban Brussels network of the SNCB (1 <sup>st</sup> & 2 <sup>nd</sup> class) and on the suburban network of De Lijn and TEC		
(4) Except on the line Bourget-Brussels 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		

## Fleet of rolling stock in operation

<b>TOTAL NUMBER OF VEHICLES ON THE NETWORK .....</b>	<b>1,165</b>	<b>1,169</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 .....	65	65
Total .....	397	397
<b>Bus</b>		
- Standard buses .....	522	526
- Articulated buses .....	162	162
- Midibuses .....	6	6
- Taxibus .....	12	12
Total .....	702	706

# INFRASTRUCTURE

## Buildings and stations

2016

2015

### FIX INFRASTRUCTURE IN OPERATION

#### Depots

- Tram.....	6	6
- Bus.....	4	4
- Metro.....	2	2

#### Workshops

- Tram.....	3	3
- Mixed bus and tram.....	1	1
- Bus.....	4	3
- Metro.....	2	2
- Infrastructures.....	8	7

Metro and premetro stations.....	69	69
- of which connecting stations.....	9	9

## Electricity and signalling

### ELECTRICIAL POWER INSTALLED

Traction (in kW).....	284,329	282,939
Lighting and driving force (in kVA).....	112,930	110,880
HV-distribution boxes.....	6	6
Transformer sub-stations.....	108	108
Traction sub-stations.....	100	99

<b>HV CABLES IN SERVICE</b> (in km).....	500.09	497
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### LV CABLES IN SERVICE (in km)

Tramway 700 V.....	207.78	203.52
Metro 900 V.....	94.47	92.48

### METRO SIGNALLING (1)

Electrically controlled switches.....	87	87
Signal boxes.....	79	79

(1) Delta and Demets complexes not included

**Rails (in km)****2016****2015****SIMPLE RAILS IN OPERATION (km)****Metro**

- Surface .....	12.1	12.1
- Tunnel .....	75.1	75.0
- Total .....	87.2	87.1

**Tram**

- Surface .....	252.6	252.5
- Premetro .....	14.6	14.6
- Various tunnels (1) .....	10.7	10.7
- Total .....	277.9	277.8

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

**Depots and workshops (km)**

- Tram .....	26.1	26.1
- Metro .....	15.6	15.6
- Total .....	41.7	41.7
Total .....	406.8	406.6

**CONSTRUCTION**

Rails (km of simple rails) .....	0.34	2.69
Switches .....	4	15
Common crossings .....	4	20

**REPLACEMENT**

Rails (km of simple rails) .....	10.99	14.37
Switches .....	19	30
Common crossing .....	55	87

**DISMANTLING**

Rails (km of simple rails) .....	0.19	1.64
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**Aerial equipment****MAINTENANCE, REPLACEMENT, REPAIR**

Trolley wire replacement (in km) .....	19.15 km	14.26 km
Replaced suspension cables (in km) .....	19.78 km	8.72 km
Posts installed .....	236	202
Posts removed .....	151	217

**ELECTRICAL SWITCHING CONTROL MECHANISMS**

Installed .....	20	20
Removed .....	8	4
In service .....	346	340

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

Commissioned .....	15	21
Out of service .....	21	4
In service .....	248	269
Pending .....	5	2

# LEGAL SERVICE & LITIGATION

## Public tenders

2016

	Amount	Case
Allocation of public procurement		
- Contracts for Works .....	40,870,479	16
- Contracts for Deliveries .....	396,723,015	24
- Contracts for Services .....	336,205,944	102
Total .....	773,799,438	142
Orders		
- Order for Works .....	157,118,395	893
- Order for Deliveries .....	412,494,310	33,928
- Order for Services .....	229,650,848	5,941
Total .....	799,263,553	40,762

## Traffic accidents

2016

2015

OUTSTANDING CASES .....	6,036	6,193
RATE OF FREQUENCY OF ACCIDENTS (per million places-km)		
Tram .....	0.74	0.77
Metro .....	0.05	0.04
Bus .....	1.88	2.00
Network average .....	0.69	0.72
FINANCIAL COSTS IN € (per million places-km)		
Tram .....	271.62	265.47
Metro .....	166.95	13.63
Bus .....	1,007.70	1,100.13
Network average .....	390.00	339.02



**Passengers accidents and others** (per million places-km)**2016****2015**

	Passengers	Others	Passengers	Others
Tram .....	0.10	0.64	0.10	0.68
Metro .....	0.02	0.03	0.02	0.03
Bus .....	0.29	1.59	0.28	1.72
Network average .....	0.11	0.58	0.10	0.62

**Incidents****DISRUPTION OF SERVICES**

Tram .....	389	420
Bus .....	608	667
Agressions (staff and customers – number of new cases) .....	790	679
Vandalism, public disorder, unlawful postings, etc. ....	103	166

**Insurance management** (in €)

<b>TOTAL</b> .....	<b>16,071,447.66</b>	<b>15,894,078.14</b>
Work accidents .....	7,054,803.36	7,590,080.89
All industrial and fire risks .....	927,789.69	954,064.44
Civil liability "operation"		
- of which premises insurances .....	665,266.25	665,266.25
- of which own insurance .....	3,401,213.22	2,898,418.17
Hospitalization .....	3,608,929.52	3,457,654.46
Others .....	413,445.62	328,593.93

# KEY FIGURES

**369.5** MILLION TRIPS

**45.6** MILLION KILOMETRES COVERED

**8,295** EMPLOYEES

**4** METRO LINES

**17** TRAM LINES

**50** BUS LINES

**11** NIGHT BUS LINES



**.brussels**   
IT'S ALL OF US