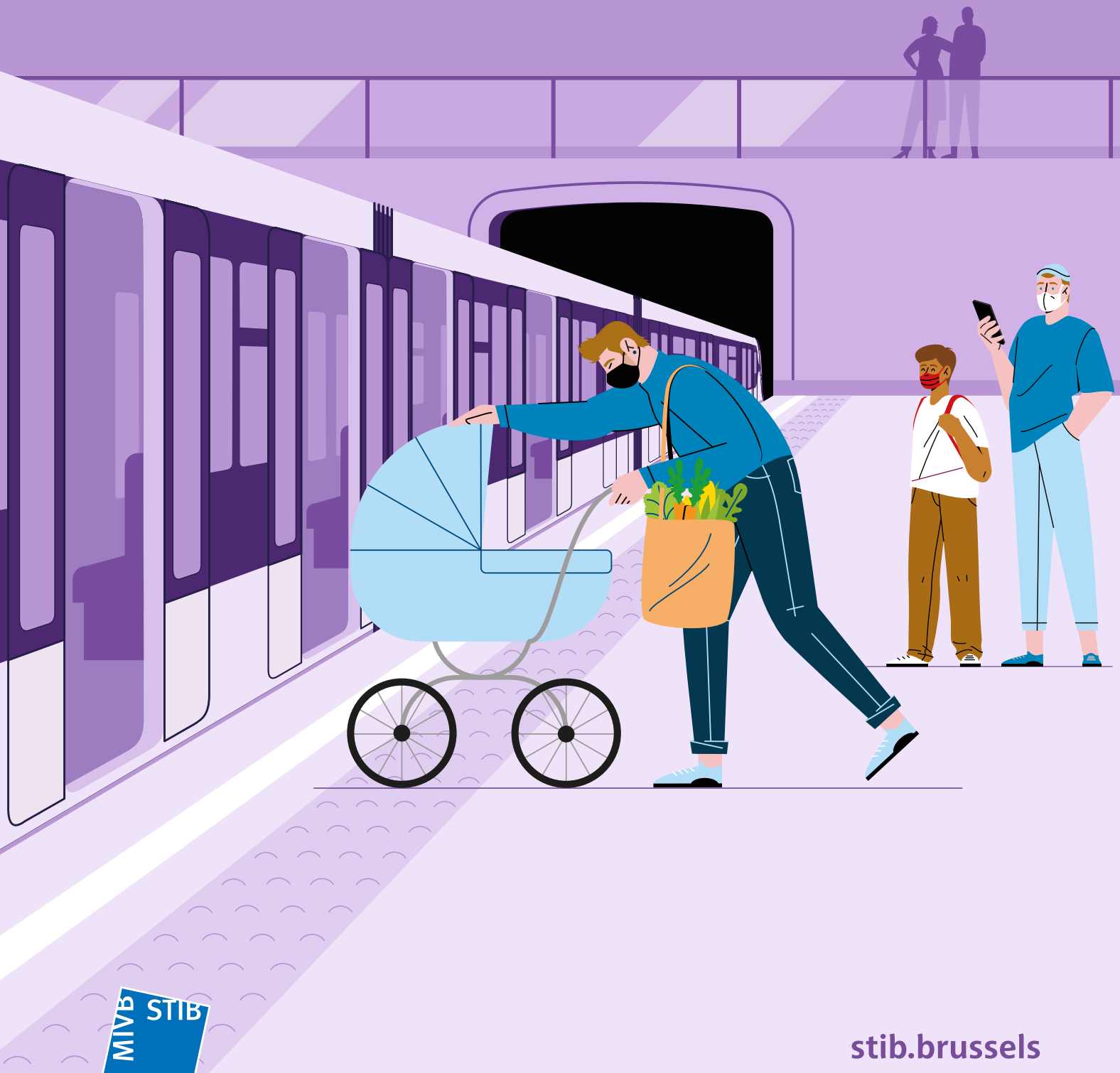


STATISTICS #2021



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GENERAL INDICATORS

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

	2021	2020
TOTAL	273.8	244.2
Metro	96.3	87.6
Tram	90.1	86.2
Bus	87.2	70.3
Taxibus	0.1	0.1

* Since the beginning of the corona crisis, it has no longer been possible to use the reference method in order to estimate the number of journeys made on the STIB network. As from mid-March 2020, ridership has been calculated on the basis of measurements from automatic counters and then compared with the average number of journeys made on the STIB network before the crisis.

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

TOTAL	50,577,447	46,123,800
Metro	5,747,427	5,559,002
Tram	15,726,379	14,564,427
Bus (including night bus)	28,056,824	25,180,092
Taxibus	1,046,817	820,279

Income from passengers traffic (in €)

TOTAL	218,329,012.3	213,554,295.5
Direct income from the traffic	154,377,012.3	152,902,295.5
Tickets	15,895,970.3	16,728,495.1
Passes	26,631,481.3	20,479,604.0
EMV*	6,281,468.3	
School season tickets	5,593,911.5	7,063,645.0
General season tickets	96,321,775.3	105,848,688.0
Discount on sales	-136,547.5	-51,399.1
Bpost Transports - convention ends in 2020	-	76,738.8
Taxibus	248,432.6	189,536.3
Other (1-day tickets)	1,891,873.7	1,417,477.1
Right of use	1,565,110.5	1,019,949.2
Events	83,536.3	129,561.1
Indirect income from the traffic	63,951,999.99	60,652,000.0
Endowments for preferential rates	63,951,999.99	60,652,000.0
Net income from traffic/trip	0.80	0.87
Operational cost/trip	2.79	3.13
Sales revenues		
Advertising	5,960,178	5,110,146
Rental	5,586,026	4,848,836

* New: these data are collected as from 2021

Number of tickets sold*

	2021	2020
Number of tickets loaded on the MOBIB card	2,400,000	
Number of tickets paid by EMV	3,000,000	
Number of season tickets loaded on the MOBIB card	1,500,000	
Number of school season tickets issued	171,909	
Number of school Brupass passes issued	13,296	

* New: these data are collected as from 2021

Places-kilometres in passengers service (in millions)

(Standard used since 2006 of 4p/m²)

TOTAL	9,427.7	8,831.8
Metro	4,052.6	3,918.5
Tram	3,039.4	2,826.8
Bus (including night bus)	2,325.2	2,078.3
Taxibus	10.5	8.2

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

WEEKLY AVERAGE		
Metro	27.9	27.9
Tram	16.3	16.2
Bus (without Noctis)	15.6	15.5
DAILY VARIATIONS FROM MONDAY TO FRIDAY		
Metro		
- Peak hours	26.8	26.9
- Off-peak hours	27.3	27.4
- Evening	29.3	29.2
Tram		
- Peak hours	15.6	15.6
- Off-peak hours	16.0	16.1
- Evening	17.8	17.6
Bus		
- Peak hours	14.1	14.3
- Off-peak hours	15.1	15.0
- Evening	18.7	18.7

% Certified services

% 'NF SERVICE' CERTIFIED SERVICES	100	100
% OF ISO 9001* CERTIFIED SERVICES	66	74
% OF ISO 14001 CERTIFIED SERVICES	100	100

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

Accessibility

	2021	2020
% OF VEHICLES ADAPTED FOR PRM		
Metro, low floor vehicles	100	100
Tram, low floor vehicles	55.6	55.4
Bus (except for Taxibus), equipped with a ramp	100	84.0
NUMBER OF ACCESSIBUS LINES	54	39
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	50	49
SPECIFIC SERVICES		
Number of assistances in metro stations	1,058	1,340
Number of Taxibus trips	138,426	98,774
Number of tickets for persons with a visual impairment	480	1,769
Number of 'Free guide' tickets	267	1,055

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

Lifts	97.60%	98.90%
Escalators	96.24%	96.84%

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

Fight against fare dodging

Number of passengers checked	546,804	354,735
Number of PV	50,166	21,889
Rate of visible fare dodging	9.17%	6.17%
Amount of surcharges received (in €)	3,491,269	2,589,508

Report of vehicles parked in breach of the law

Official written report	4,806	4,800
Removal of the vehicles in breach of the law	46	32

HUMAN RESOURCES INDICATORS

Total staff	2021	2020
TOTAL	10,221	9,843
- of which staff working within the company	9,581	9,414
- of which staff working on secondment	165	156
- of which inactive staff	475	429
FULL-TIME EQUIVALENTS (FTE)	10,013	9,624.5
% OF WOMEN IN THE COMPANY	11.17%	11.22%
NUMBER OF NATIONALITIES IN THE COMPANY*	56	

* New: these data are collected as from 2021

Variation of the staff members

Hired (new employees)	858	884
Departures	480	461
- of which accepted for retirement in the course of the year	118	169

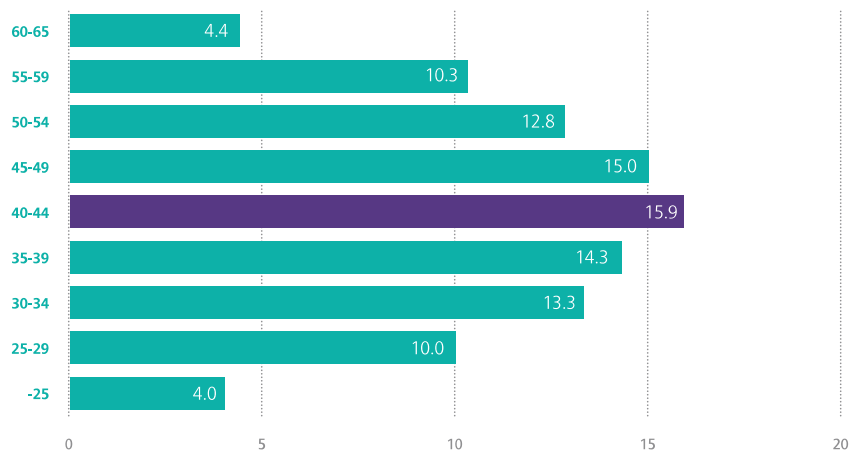
Distribution of the personnel by category

Workers	3,178	6,696
Employees + technical staff	7,043	3,147

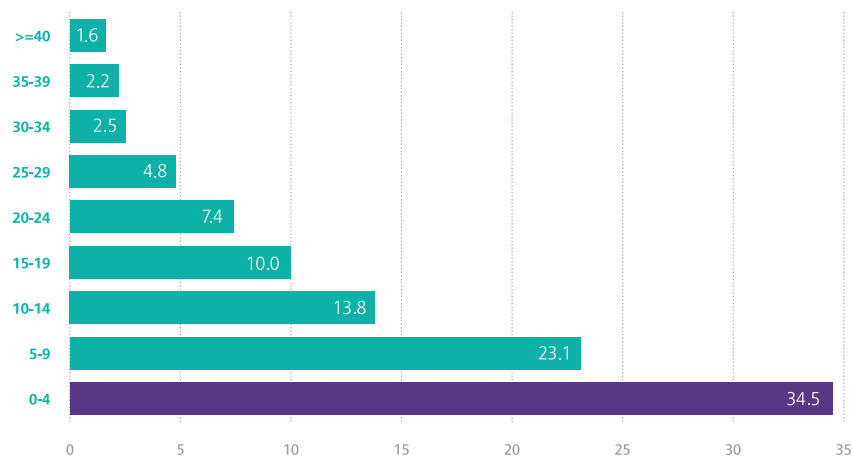
Training

Number of training hours	550,041	432,254
Number of people trained	6,725	7,059
% of training cost in the total staff-related cost	5.07%	4.33%

AGE DISTRIBUTION OF THE PERSONNEL (IN %)



DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)



ENVIRONMENTAL INDICATORS

Air

	2021	2020
% of buses with thermal engines with particle filters	100%	100%
Number of trams and metrocars (electrical traction)		
- Tram	395	395
- Metro	387	387
Number of buses with thermal engines with particle filters	825	779

Noise

Handling of nuisances related to tramway		
- Ground tracks (km)	60.82	42.83
- Tracks treated with anti-vibration systems (km)	6.18	9.44
- Tracks treated with rubber surface systems (km)	12.37	14.96

Water

Water consumption (m³)	117,203	112,107
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Waste

% of sites involved in selective sorting	100	100
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Energy

HV-energy consumption (in kWh)	250,365,959	236,826,458
% renewable energy	100	100

Solar panels*

Number of sites equipped with solar panels	4
Number of solar panels	5,451
Number of m²	9,333
Power (kWp)	1,778
AVERAGE CONSUMPTION EQUIVALENT OF A HOUSEHOLD IN BRUSSELS	between 402 and 440

* New: these data are collected as from 2021

NETWORK & ROLLING STOCK

Axis lengths (in km)

	2021	2020
Total length of the metro axis (including the end points)	39.8	39.9
Total length of the tram axis	147.0	147.1
of which length of the tram axis in tunnels (including access ramps in operation)	12.4	12.4
of which length of the tram axis on the ground level	47.4	49.0
of which length of the tram axis in dedicated lanes (including tunnels)	87.2	85.7
Total length of the bus axis (excluding Noctis)	377.9	362.3
Total length of Noctis network	89.6	89.7

Stops

Metro stations	69	69
Total number of stops	2,188	2,165
Number of surface stops with shelter	1,516	1,496

Average distance between stops (in metres)

Bus	417	417
Trams excluding premetro	409	409
Metro and premetro	590	590
Network average	430	430

Naming of the lines

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

	2021	2020
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
8 Louise - Roodebeek	13.8	13.8
9 Roi Baudouin - Simonis	5.7	4.1
19 De Wand - Groot-Bijgaarden	9.1	9.2
25 Rogier - Boondael Gare	11.4	11.4
39 Ban Eik - Montgomery	8.8	8.8
44 Montgomery - Tervuren Station	9.4	9.4
51 Stade - Van Haelen	15.6	15.6
55 Da Vinci - Rogier	5.9	5.9
62 Eurocontrol - Cimetière de Jette	10.2	10.3
81 Marius Renard - Montgomery	12.1	12.1
82 Berchem Station - Drogenbos Château	13.4	13.4
92 Schaarbeek Gare - Fort-Jaco	12.6	12.6
93 Stade - Legrand	11.4	11.5
97 Louise - Dieweg	9.6	9.6
BUS		
12 Brussels Airport - Trône (1)	13.3	13.2
13 Étangs Noirs - UZ-VUB	7.8	7.8
14 UZ-VUB - Gare du Nord	6.6	9.4
17 Beaulieu - Heiligenborre	5.4	5.4
20 Hunderenveld - Gare du Nord	8.5	8.5
21 Maes - Luxembourg	10.2	10.2
27 Luxembourg - Pléiades	7.0	10.8
28 Brabançonne - Konkel	6.0	6.0
29 De Brouckère - Hof ten Berg	9.2	9.3
33 Dansaert - Louise	3.0	3.0
34 Porte de Namur - Sainte-Anne (2)	6.9	6.9
36 Schuman - Konkel	11.9	11.9
37 Albert - Gare de Linkebeek	9.7	9.7
38 Gare Centrale - Héros	8.2	8.2
41 Héros - Transvaal	9.8	9.8
42 Viaduc E40 - Roodebeek	4.8	4.8
43 Observatoire - Vivier d'Oie (3)	12.6	12.6
45 Roodebeek - Saint-Vincent	6.6	6.6
46 Moortebeek - WTC/Glibert	9.4	9.3
47 Vilvoorde Station - Heembeek	9.0	9.5
48 Anneessens - Decroly	8.8	8.3
49 Gare du Midi - Simonis	10.4	10.7
50 Gare du Midi - Lot Station	10.5	10.5
52 Gare Centrale - Forest National	6.1	
53 Moortebeek - Hôpital Militaire	14.4	14.4
54 Trône - Forest Centre (Bervoets)	7.5	7.5
56 Schuman - Buda	12.5	12.5
57 Gare du Nord - Hôpital Militaire	8.7	8.7
58 Vilvoorde Station - Yser (4)	11.2	11.2
59 Hôpital Etterbeek-Ixelles - Bordet Station	10.1	10.1



	2021	2020
60 Ambiorix - Uccle Calevoet	10.5	10.5
61 Gare du Nord - Montgomery	5.8	5.8
63 Gare Centrale - Cimetière de Bruxelles	6.3	6.3
64 Porte de Namur - Bordet Station	7.9	7.9
65 Gare Centrale - Machelen	13.0	13.1
66 De Brouckère - Péage	9.1	9.1
69 Schaerbeek Gare - Jules Bordet (5)	4.1	4.1
70 Albert - Homborch (6)	7.8	7.4
71 De Brouckère - Delta	7.7	7.7
72 ULB - ADEPS (4)	5.2	5.2
74 Clémence Everard - Uccle-Stalle	9.9	
75 CERIA - Bon Air	5.1	5.1
76 Kraainem - Oppem (7)	4.9	4.9
77 Kraainem - Hippodrome (5)	4.4	4.4
78 Humanité - Gare du Midi	4.6	4.6
79 Kraainem - Schuman	7.1	7.2
80 Porte de Namur - Haren	13.5	13.5
83 Gare de Berchem - Val Maria	13.1	7.6
86 Machtens - Bockstael	7.5	5.4
87 Simonis - Beekkant	10.7	10.7
88 De Brouckère - UZ-VUB	10.9	10.9
89 Westland Shopping - Gare Centrale	8.2	8.2
95 Grand-Place - Wiener	9.4	9.4
98 CERIA - Héros (8)	8.4	8.4

(1) Express line, not serving all the stops

(2) Only operated between Porte de Namur and Auderghem-Shopping (extended to Rond-point du Souverain) after 8 PM

(3) Only operated between Héros and Vivier d'Oie after 8 PM

(4) Not operated after 10 PM

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

(6) Only operated from Monday to Friday to 10 PM + limited service between Albert and Coghen on Saturday

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

(8) Not operated after 10 PM and on Sundays and public holidays

NOCTIS NETWORK (1)

N04 Gare Centrale - Cimetière de Bruxelles	9.0	8.9
N05 Gare Centrale - Kraainem	10.3	10.1
N06 Gare Centrale - Musée du Tram	10.1	10.0
N08 Gare Centrale - Wiener	10.7	10.6
N09 Gare Centrale - Herrmann-Debroux	11.8	11.7
N10 Gare Centrale - Fort-Jaco	10.9	10.8
N11 Gare Centrale - Homborch	13.0	12.9
N12 Gare Centrale - Stalle (P)	9.1	8.9
N13 Gare Centrale - Westland Shopping	7.2	7.2
N16 Gare Centrale - Berchem Station	10.0	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 €)**ENTIRE NETWORK**

	2021	2020
Brupass 1 journey (2) (4)	2.40	2.10
Jump 5 journeys on MOBIB (3) (4)	no longer available	8.00
Brupass 10 journeys (2) (4)	15.00	14.00
School pass(1) (4)	15.00	15.00
STIB 1 journey sold on board the vehicle (1) (4)	2.50 **	2.50 **
STIB 1 journey (1) (4)	2.10 *	2.10 *
STIB 1 day (1) (4)	7.50 *	7.50 *
Brupass 1 day (2) (4)	7.50	7.50
Maximum daily rate for payments by EMV credit card (i.e. credit cards with NFC contactless technology or credit card technology working on an NFC smartphone or another connected device)	7.50	7.50
Brupass XL 1 journey (4) (5)	3.00	
Brupass XL 10 journeys (4) (5)	20.00	

Brupass Season Tickets (2) (4)

1 month	55.50	55.50
1 year	583.00	583.00

Brupass XL Season Tickets (2) (4)

1 month	74.00	
1 year	775.00	

School Season Tickets (1) (4)**Family with children at school**

1 st season ticket	12.00	50.00
2 nd season ticket	12.00	50.00
3 rd season ticket and following	Free	Free

STIB Season Tickets (1) (4)

1 month	49.00	49.00
1 year	499.00	499.00
Season ticket STIB -12 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



	2021	2020
AIRPORT LINE (1)		
STIB + Airport Line 1 month (1).....	60.00	60.00
1 journey Go2City (1).....	7 *	7 *
1 journey Go2City sold on board of the vehicle (1).....	7.5 **	7.5 **
10 journeys Go2City (1).....	46.00	46.00
BIM SEASON TICKET (1) (4)		
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 nd class)		
(3) Valid on the STIB network, on the urban Brussels network of the NCB (1 st and 2 nd class) and on the urban and suburban network of De Lijn and TEC		
(4) Except for trips from the airport		
(5) Valid on the STIB network, on the Brussels urban network of the SNCB (1 st and 2 nd class) and on the Brussels urban and suburban networks of De Lijn and TEC and in the extended Brupass XL zone		
* a supplement of € 0,50 will be added to the stated amount when the journey is loaded onto a paper ticket.		
** a supplement of € 0,50 will be added to the stated amount when the journey is loaded onto a paper ticket.		

Fleet of rolling stock in operation

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,330	1,277
Metro		
Trains U4 (composed of 4 cars).....	7	8
Trains U5 (composed of 5 cars).....	37	37
Trains Boa (composed of 6 cars).....	21	21
Trains M7.....	8	
Total.....	73	66
Tram		
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.....	63	63
Total.....	395	395
Bus		
Standard buses.....	281	406
Hybrid standard buses.....	238	110
Electric standard buses.....	5	5
Articulated buses.....	130	160
Articulated hybrid busses.....	164	91
Articulated electric busses.....	25	25
Electric midibus.....	7	7
Taxibus.....	12	12
Total.....	862	816

INFRASTRUCTURE

Buildings and stations*

	2021	2020
Tramway depot.....	7	
Bus depot.....	5	
Metro depot.....	3	
Tramway workshop.....	7	
Bus workshop.....	5	
Metro workshop.....	2	
Mixed workshop.....	4	
Metro and premetro stations.....	69	69
- of which connecting stations.....	9	9

* As from 2021, a new counting system is used.

Electricity and signalling

ELECTRICAL POWER INSTALLED

HV-distribution boxes.....	6	6
Transformer sub-stations.....	113	110
Traction sub-stations.....	106	103

HV CABLES IN SERVICE (in km).....	530	528
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LV CABLES IN SERVICE (in km)

Tramway 700 V.....	227	225
Metro 900 V.....	107	105

METRO SIGNALLING (1)

Electrically controlled switches.....	88	88
Signal boxes.....	81	81

(1) Delta and Demets complexes not included

**Rails** (in km)

	2021	2020
SIMPLE RAILS IN OPERATION (KM)		
Metro		
- Surface	11.6	12.1
- Tunnel	75.3	75.2
Total	86.9	87.3
Tram		
- Surface	266.5	263.5
- Premetro	14.5	14.6
- Various tunnels (1)	11.2	11.3
Total	292.3	289.4
(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.		
Depots and workshops (km)		
- Tram	33.2	33.3
- Metro	18.3	17.0
- Total	51.6	50.2
Total	430.9	426.9
CONSTRUCTION		
Rails (km of simple rails)	1.0	8.6
Switches	22	42.0
Common crossings	34	46.0
REPLACEMENT		
Rails (km of simple rails)	16.7	17.4
Switches	10	20.0
Common crossings	18	31.0
DISMANTLING		
Rails (km of simple rails)	0	0.2

Aerial equipment

MAINTENANCE, REPLACEMENT, REPAIR		
Trolley wire replacement (in km)	13.7	16.7
Replaced suspension cables (in km)	21	0.5
Posts installed	112	241
Posts removed	70	106

Maintenance tram signalisation

ELECTRICAL SWITCHING CONTROL MECHANISMS		
Installed	30	26
Removed	6	5
In service	373	390
REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING		
Commissioned	27	23
Out of service	4	8
In service	281	271

LEGAL SERVICE & LITIGATION

Public tenders

	2021	2021
Allocation of public procurement	Amount	Case
- Contracts for works	17,082,649.47	15
- Contracts for deliveries	104,216,497.41	78
- Contracts for services	206,611,737.84	84
Total	327,910,884.72	177
Orders	Amount	Case
- Orders for works	119,629,209.39	997
- Orders for deliveries	54,888,758.74	40,309
- Orders for services	301,406,945.76	11,701
Total	475,924,913.89	53,007

Traffic accidents

	2021	2020
OUTSTANDING CASES	4,564	5,491
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.45	0.60
Metro	0.02	0.05
Bus	1.34	1.68
Network average	0.48	0.60
FINANCIAL COSTS IN € (per million places-km)		
Tram	202.97	167.04
Metro	10.82	24.75
Bus	756.84	1,176.08
Network average	259.59	329.84

Passengers accidents and others (per million places-km)

	2021		2020	
	Travelers	Third party	Travelers	Third party
Tram	0.07	0.38	0.07	0.40
Metro	0.01	0.00	0.01	0.02
Bus	0.18	1.17	0.17	1.05
Network average	0.07	0.41	0.07	0.38

Incidents**DISRUPTION OF SERVICES**

Tram	319	328
Bus	629	554
Metro	2	2
Agressions (against staff and customers - number of new cases)	780	736
Vandalism, public disorder, unlawful posittings, etc.	129	90

Insurance management (in €)

TOTAL	18,473,591.36	14,658,480.98
Work accidents	5,243,574.04	5,083,327.00
All industrial and fire risks	1,498,228.00	647,822.31
Civil liability "operation"		
- of which premiums insurances	2,794,928.00	887,583.35
- of which own insurance	3,469,446.40	2,761,865.79
Cybersecurtiy	285,000.00	125,000.00
Hospitalization	4,706,468.95	4,676,936.56
Others	475,945.97	475,945.97

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