

STATISTICS 2019



Société des Transports Intercommunaux de Bruxelles

.brussels 
IT'S ALL OF US

GENERAL INDICATORS

Number of trips (in millions)

	2019	2018
TOTAL	433.5	417.6
1-trip tickets	18.1	16.9
5-trip tickets	1.4	1.4
10-trip tickets	31.2	30.6
1-day tickets	3.3	3.0
School season tickets	103.2	98.2
General season tickets	272.7	265.2
Events	3.3	2.1
Taxibus	0.2	0.1
B-Post (+ diverse contracts)	0.1	0.1

Distribution of trips (in %)

TOTAL	100	100
1-trip tickets	4.18	4.05
5-trip tickets	0.32	0.33
10-trip tickets	7.20	7.33
1-day tickets	0.76	0.72
School season tickets	23.80	23.52
General season tickets	62.91	63.51
Events	0.76	0.50
Taxibus	0.05	0.02
B-Post (+ diverse contracts)	0.02	0.02

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

TOTAL	433.5	417.6
Metro	165.3	147.1
Tram	156.2	165.5
Bus	111.8	104.8
Taxibus	0.2	0.1

Distribution of the network by method of transport (in millions of trips) with a new calculation method*

TOTAL	427.5	409.8
Metro	163.0	144.4
Tram	154.1	162.5
Bus	110.3	102.9
Taxibus	0.2	0.1

*In accordance with the public service contract 2019-2023, a new estimation method for the ridership on the STIB network has been established since 01/01/2019 – based on the validation of tickets – and will be the reference from now on.

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

	2019	2018
TOTAL	48,284,596	46,661,042
Metro	5,796,114	5,655,280
Tram	15,862,136	15,285,744
Bus (including night bus)	25,593,700	24,859,567
Taxibus	1,032,646	860,451

Income from passengers traffic (in €)

GENERAL TOTAL	285,787,871	276,417,243
Direct income from the traffic	225,135,871	215,765,243
Tickets	36,384,181.5	34,238,115.3
Passes	40,789,524.2	39,906,872.2
School season tickets	7,319,170.3	6,928,611.0
General season tickets	131,306,717.7	126,028,556.4
Discount on sales	-33,010.7	-58,193.4
B-Post Transports	485,278.3	489,978.7
Taxibus	265,971.4	207,558.8
Other (1-day tickets)	5,536,077.5	5,030,370.3
Right of use	2,022,880.0	2,294,791.1
Events	1,059,080.7	698,582.2
Indirect income from the traffic	60,652,000	60,652,000
Endowments for preferential rates	60,652,000	60,652,000
Net income from traffic/trip	0.67	0.66
Operational cost/trip	1.69	1.41
Sales revenues		
Advertising	7,594,082	7,190,365
Rental	7,973,252	7,342,186

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

	2019	2018
TOTAL	9,185.5	8,877.1
Metro.....	4,077.8	3,976.4
Tram.....	3,050.7	2,931.6
Bus (including night bus).....	2,046.7	1,960.5
Taxibus.....	10.3	8.6

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

Metro.....	27.9	28.0
Tram.....	16.1	15.9
Bus (without Noctis).....	15.7	15.9

DAILY VARIATIONS FROM MONDAY TO FRIDAY**Metro**

- Peak hours.....	26.9	26.9
- Off-peak hours.....	27.4	27.6
- Evening.....	29.2	29.4

Tram

- Peak hours.....	15.4	15.3
- Off-peak hours.....	15.9	15.6
- Evening.....	17.5	17.2

Bus

- Peak hours.....	14.5	14.8
- Off-peak hours.....	15.2	15.3
- Evening.....	19.0	19.1

% of certified services

% OF 'NF SERVICE' CERTIFIED SERVICES	100	100
% OF ISO CERTIFIED SERVICES*	71	73

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

Accessibility**2019****2018****% OF VEHICLES ADAPTED FOR ACCESSIBILITY**

Metro, low floor vehicles.....	100	100
Tram, low floor vehicles.....	55.4	55.4
Bus (except for Taxibus), equipped with a ramp.....	84.0	81.0

NUMBER OF ACCESSIBUS LINES	25	16
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NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	48	47
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SPECIFIC SERVICES

Number of assistances in metro stations.....	2,822	2,116
Number of Taxibus trips.....	147,656	108,596
Number of tickets for persons with a visual impairment.....	1,759	1,661
Number of 'Free guide' tickets.....	1,112	1,707

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

Lifts.....	98.62	98.98
Escalators.....	96.98	96.36

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

Fight against fare-dodging

Number of passengers checked.....	1,311,448	1,175,427
Number of PV.....	71,455	61,957
Rate of visible fare-dodging.....	5.45%	5.27%
Amount of surcharges received (in €).....	4,628,191	4,273,653

Report of vehicles parked in breach of the law

Official report written.....	7,621	7,888
Removal of the vehicles in breach of the law.....	38	56

HUMAN RESOURCES INDICATORS

Total staff	2019	2018
TOTAL	9,420	9,037
- of which staff working within the company	9,028	8,636
- of which staff on secondment	139	137
- of which inactive staff	392	401
FULL-TIME EQUIVALENTS (FTE)	9,203.6	8,798.7
% OF WOMEN IN THE COMPANY	11.18	10.71

Nationality of the personnel

Belgian staff	8,317	8,032
Nationals of other European Union countries	778	701
Nationals of non-European Union countries	325	304

Variation of the staff members

Hired (new employees)	965	862
Departure	582	598
- of which accepted for retirement in the course of the year	234	218

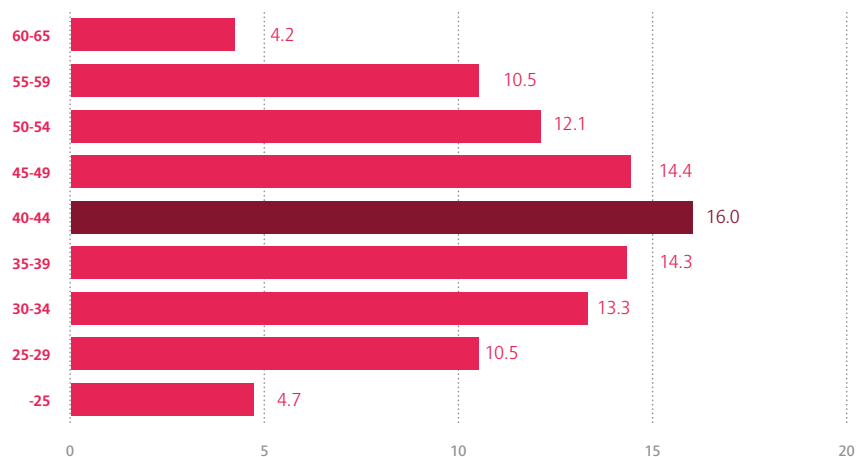
Distribution of the personnel by category

Workers	6,631	6,393
Employees + technical staff	2,789	2,644

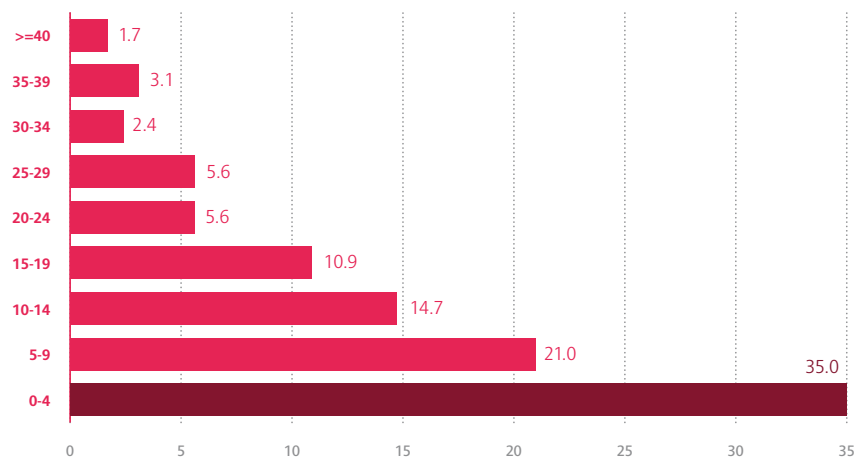
Training

Number of training hours	531,846	360,944
Number of people trained	6,635	7,591
% of training cost in the total staff-related cost	4.93%	3.88%

AGE DISTRIBUTION OF THE PERSONNEL (IN %)



DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)



ENVIRONMENTAL INDICATORS

Air

	2019	2018
% 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	800	699

Noise

Handling of nuisances related to tram

- Tracks ground (km)	38.23	44.98
- Tracks treated with anti-vibration systems (km)	5.32	2.83
- Tracks treated with rubber surface systems (km)	8.83	9.69

Water

Water consumption (m³)	120,098	128,606
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Waste

% of sites involved in selective sorting	100	100
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Energy

HV-energy consumption (in kWh)	251,215,521	248,501,394
% of renewable energy	100	100

NETWORK & ROLLING STOCK

Axis lengths (in km)

	2019	2018
Total length of the metro axis (including the end points)	39.9	39.9
Total length of the tram axis	147.1	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 level	49.1	49.1
- of which length of the tram axis in dedicated lanes (including tunnels)	85.6	85.6
Total length of the bus axis (excluding Noctis)	364.4	352.0
Total length of Noctis network	89.8	88.5

Stops

Metro stations	69	69
Total number of stops*	2,160	2,190
Number of surface stops with shelter*	1,480	1,563

*Since 2019 a new calculation method is being used that doesn't take temporary stops into account.

Average distance between stops (in metres)

Bus	417	425
Trams excluding premetro	409	411
Metro and premetro	590	590
Network average	430	430

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

	2019	2018
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 Arbre Ballon - Simonis.....	4.1	4.1
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.....	15.6	15.6
55 Da Vinci - Rogier.....	5.9	5.9
62 Eurocontrol - Cimetière de Jette.....	10.3	10.3
81 Marius Renard - Montgomery.....	12.1	12.1
82 Berchem Station - Drogenbos Château (2).....	13.4	13.4
92 Schaerbeek Gare - Fort-Jaco.....	12.6	12.6
93 Stade - Legrand.....	11.5	11.5
97 Louise - Dieweg.....	9.6	9.6

(1) Only operated after 8 PM

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

BUS		
12 Brussels Airport - Trône (1).....	13.2	14.0
13 Étangs Noirs - UZ-VUB.....	8.3	7.2
14 Heysel - Gare du Nord.....	9.4	6.7
17 Beaulieu - Heiligenborre.....	5.4	5.4
20 Hunderenveld - Gare du Nord.....	8.5	9.4
21 Maes - Luxembourg.....	10.2	14.1
27 Gare du Midi - Andromède.....	9.9	9.9
28 Brabançonne - Konkel.....	6.0	6.0
29 De Brouckère - Hof ten Berg.....	9.4	9.5
33 Dansaert - Louise.....	3.1	3.1
34 Porte de Namur - Sainte-Anne (2).....	6.9	7.0
36 Schuman - Konkel.....	11.9	11.8
37 Albert - Gare de Linkebeek.....	9.7	8.3
38 Gare Centrale - Héros.....	8.4	9.8
41 Héros - Transvaal.....	9.8	4.9
42 Viaduc E40 - Roodebeek.....	4.8	14.0
43 Observatoire - Vivier d'Oie (3).....	12.6	7.1
45 Roodebeek - Saint-Vincent.....	6.6	7.5
46 Moortebeek - WTC/Glibert.....	9.3	15.5
47 Vilvoorde Station - De Brouckère (4).....	15.1	8.1
48 Anneessens - Decroly.....	8.3	12.9
49 Gare du Midi - Simonis.....	10.7	10.5
50 Gare du Midi - Lot Station.....	10.5	14.1
53 Moortebeek - Hôpital Militaire.....	14.5	7.5
54 Trône - Forest Centre (Bervoets).....	7.5	8.8
57 Gare du Nord - Hôpital Militaire.....	8.7	11.2
58 Vilvoorde Station - Yser (5).....	11.2	10.1
59 Hôpital Etterbeek-Ixelles - Bordet Station.....	10.1	10.6

	2019	2018
60 Ambiorix - Uccle Calevoet	10.7	5.8
61 Gare du Nord - Montgomery	5.8	6.3
63 Gare Centrale - Cimetière de Bruxelles	6.3	12.9
64 Porte de Namur - Bordet Station	7.9	8.3
65 Gare Centrale - Machelen	13.1	9.0
66 De Brouckère - Péage	9.1	4.1
69 Schaerbeek Gare - Jules Bordet (6)	4.1	7.6
71 De Brouckère - Delta	7.5	5.2
72 ULB - ADEPS (5)	5.2	4.8
75 Campus CERIA - Bon Air	4.7	4.9
76 Kraainem - Oppem (7)	4.9	4.4
77 Kraainem - Hippodrome (6)	4.4	5.1
78 Humanité - Gare du Midi	4.6	7.2
79 Kraainem - Schuman	7.2	12.7
80 Porte de Namur - Haren	13.5	8.3
83 Berchem Station - Heysel	7.6	
86 Machtens - Gare Centrale	5.4	5.8
87 Simonis - Beekkant	10.7	10.8
88 De Brouckère - UZ-VUB	10.8	10.5
89 Westland Shopping - Bockstael	8.2	8.2
95 Grand-Place - Wiener	9.5	9.5
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 Kauwberg after 8 PM

(4) Only operated between Heembeek and De Brouckère from Monday to Friday during off-peak hours and on Saturday during the day

(5) Not operated after 10 PM

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

(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	9.2
N05 Gare Centrale - Kraainem	10.2	10.4
N06 Gare Centrale - Musée du Tram	10.1	10.1
N08 Gare Centrale - Wiener	10.7	10.6
N09 Gare Centrale - Herrmann-Debroux	11.8	11.7
N10 Gare Centrale - Fort-Jaco	11.0	10.9
N11 Gare Centrale - Homborch	13.0	13.0
N12 Gare Centrale - Carrefour Stalle	9.0	9.5
N13 Gare Centrale - Westland Shopping	7.2	7.0
N16 Gare Centrale - Berchem Station	10.0	10.0
N18 Gare Centrale - Heysel	8.1	8.2

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

Prices (in €)

2019

2018

ENTIRE NETWORK

Jump 1-trip ticket on MoBIB sold outside the vehicle (2) (4)	€ 2.10	€ 2.10
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	€ 2.50
STIB 1-trip CLT* sold outside the vehicle (1) (4)	€ 2.10	€ 2.10
STIB CLT* 24h (1)	€ 7.50	€ 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 st season ticket	€ 50.00	€ 50.00
- 2 nd season ticket	€ 50.00	€ 50.00
- 3 rd 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

	2019	2018
AIRPORT LINE (1)		
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
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 SNCB (1 st & 2 nd 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

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,263	1,162
Metro		
- 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
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	65	65
Total	397	397
Bus		
Standard buses	407	411
Hybrid standard buses	110	103
Electric standard buses	5	5
Articulated buses	160	161
Articulated hybrid buses	74	
Articulated electric buses	25	
Electric midibus	7	7
Taxibus	12	12
Total	800	699

INFRASTRUCTURE

Buildings and stations

2019

2018

FIX INFRASTRUCTURE IN OPERATION

Depots

- Tram.....	7	7
- Bus.....	5	4
- Metro.....	2	2

Workshops

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

Metro and premetro stations

.....	69	69
- of which connecting stations.....	9	9

Electricity and signalling

ELECTRICAL POWER INSTALLED

Traction (in kW).....	290,699	287,499
Lighting and driving force (in kVA).....	113,210	113,100
HV-distribution boxes.....	6	6
Transformer sub-stations.....	110	110
Traction sub-stations.....	103	103

HV CABLES IN SERVICE (in km)	523.44	516.28
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LV CABLES IN SERVICE (in km)

Tram 700 V.....	220.57	216.77
Metro 900 V.....	103.16	95.92

METRO SIGNALLING (1)

Electrically controlled switches.....	88	87
Signal boxes.....	81	79

(1) Delta and Demets complexes not included

Rails (in km)**2019****2018****SIMPLE RAILS IN OPERATION (km)****Metro**

- Surface	12.1	12.1
- Tunnel	75.2	75.1
Total	87.3	87.3

Tram

- Surface	263.7	263.7
- Premetro	14.6	14.6
- Various tunnels (1)	11.3	11.3
Total	289.6	289.6

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

Depots and workshops (km)

- Tram	33.3	33.4
- Metro	15.8	15.5
- Total	49.1	48.9
Total	425.9	425.7

CONSTRUCTION

Rails (km of simple rails)	0.3	5.4
Switches	14	13
Common crossings	22	14

REPLACEMENT

Rails (km of simple rails)	10.4	11.7
Switches	13	15
Common crossing	25	27

DISMANTLING

Rails (km of simple rails)	0.2	0.3
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Aerial equipment**MAINTENANCE, REPLACEMENT, REPAIR**

Trolley wire replacement (in km)	16	13.7
Replaced suspension cables (in km)	0.05	2.95
Posts installed	118	228
Posts removed	82	116

Maintenance signalisation Tram**ELECTRICAL SWITCHING CONTROL MECHANISMS**

Installed	34	39
Removed	7	31
In service	385	393

REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING

Commissioned	36	21
Out of service	10	12
In service	264	228

LEGAL SERVICE & LITIGATION

Public tenders

	2019	2019
Allocation of public procurement	Amount	Case
- Contracts for Works	2,171,388.00	3
- Contracts for Deliveries	152,653,272.61	97
- Contracts for Services	164,717,360.64	119
Total	319,542,021.25	219
Orders	Amount	Case
- Orders for Works	98,526,184.00	474
- Orders for Deliveries	235,947,651.00	44,653
- Orders for Services	107,939,511.00	6,064
Total	442,413,346.00	51,191

Traffic accidents

	2019	2018
OUTSTANDING CASES	5,491	5,774
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.60	0.73
Metro	0.05	0.05
Bus	1.68	1.75
Network average	0.60	0.65
FINANCIAL COSTS IN € (per million places-km)		
Tram	167.04	280.25
Metro	24.75	12.49
Bus	1,176.08	1,005.56
Network average	329.84	321.20

Passengers accidents and others (per million places-km)**2019****2018**

	2019		2018	
	Passengers	Others	Passengers	Others
Tram	0.09	0.51	0.11	0.62
Metro	0.02	0.03	0.02	0.03
Bus	0.23	1.45	0.28	1.47
Network average	0.09	0.51	0.11	0.54

Incidents**DISRUPTION OF SERVICES**

Tram	388	366
Bus	763	695
Metro	6	3
Agressions (staff and customers – number of new cases)	824	964
Vandalism, public disorder, unlawful postings, etc.	140	80

Insurance management (in €)

TOTAL	13,505,204.79	15,858,440.76
Work accidents	4,522,410.80	7,246,680.24
All industrial and fire risks	664,335.19	593,586.79
Civil liability "operation"		
- of which premiums insurances	838,143.27	795,266.25
- of which own insurance	2,820,185.66	2,851,279.76
Cybersecurity	191,526.03	
Hospitalization	3,985,513.35	3,844,966.59
Others	483,090.49	526,661.13

KEY FIGURES

433.5 MILLION TRIPS

48.3 MILLION KILOMETRES COVERED

9,420 EMPLOYEES

4 METRO LINES

18 TRAM LINES

50 BUS LINES

11 NIGHT BUS LINES



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