

Figures & statistics 2009



General indicators

Number of trips (in millions)	2009	2008
Total	290.6	286.1
1-trip tickets	13.1	13.8
5-trip tickets	1.9	2.0
10-trip tickets	31.5	32.9
1-day tickets	3.9	5.0
School season tickets	39.3	34.7
General season tickets	199.3	195.6
Events	0.4	0.8
Special transport + minibus for handicapped people	1.2	1.2

Distribution of trips (in %)		
Total	100.00	100.00
1-trip tickets	4.51	4.82
5-trip tickets	0.65	0.71
10-trip tickets	10.84	11.51
1-day tickets	1.34	1.75
School season tickets	13.52	12.13
General season tickets	68.58	68.38
Events	0.14	0.28
Special transport + minibus for handicapped people	0.41	0.42

Distribution of the network by method of transport

(in millions of trips)

	2009	2008
Total	290.6	286.1
Underground	133.4	135.5
Tram	76.3	73.8
Bus	80.9	76.8

Production real kilometres covering in service for customers (in km-convoyed)

General total	38,662,231	38,340,250
Tram	11,739,898	11,668,997
Bus (including night bus)	20,862,517	20,888,019
Underground	5,136,554	4,838,301
Minibus	506,241	524,369
Special transport	417,021	420,564

Income from passenger traffic (in €)

Total	207,150,040.8	205,198,376.4
Direct income from the traffic	155,324,040.8	155,482,078.4
- Tickets	23,240,912.7	24,512,844.6
- Passes	37,965,971.3	37,644,157.1
- School season tickets	9,826,312.7	8,765,666.6
- General season tickets + Personnel of La Poste and Belgacom	77,872,778.0	78,514,344.4
- Discount on sales	-182,777.4	-212,890.6
- Special transport	2,224,421.0	2,140,531.0
- Transport for handicapped people	62,338.9	64,009.4
- Other (one-day tickets)	3,537,943.1	3,822,539.4
- Right of use	355,110.4	230,876.4
- Events	421,030.0	-
Indirect income from the traffic	51,826,000.0	49,716,298.0
- Endowments for preferential rates	51,826,000.0	49,716,298.0
Income from the traffic / trips	0.71	0.72
Functioning costs / trip	1.48	1.60
Sales revenues		
Advertising	2,512,139	2,441,242
Rental	5,341,673	4,598,102

Places-kilometres in service to passengers

(in millions) standard used since 2006 of 4 p/m²

	2009	2008
Total	6,772.5	6,490.0
Underground	3,636.1	3,388.6
Tram	1,669.5	1,656.3
Bus (including Noctis)	1,466.9	1,445.1

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

Weekly average

Underground	28.2	29.0
Tram	16.8	16.8
Autobus (without Noctis)	17.0	16.9

Daily variations from Monday to Friday

Underground		
- peak hours	27.5	28.2
- off-peak hours	28.1	28.6
- evening	28.9	30.5
Tram		
- peak hours	15.8	16.0
- off-peak hours	16.5	16.4
- evening	19.2	19.2
Autobus		
- peak hours	15.8	15.9
- off-peak hours	16.4	16.3
- evening	20.5	20.3

Certified services

Percentage of customers benefiting from a CEN certified service	97.6	96.8
Underground	100	100
Tram	94	93.1**
Bus	88.7*	93.9**

* Bus lines 49, 84 and 88 were not taken into account for the calculation of the certification

**Tram lines 51, 81 and bus lines 12, 49 and 88 were not taken into account for the calculation of the certification

Percentage of services ISO certified	46.1	46.0
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Accessibility for PRM 2009 2008

Percentage of vehicles accessible		
Underground	100	100
Tram	21.7	20.7
Bus	36.5	34.0
Percentage of stations accessible		
	29.3	27.2

Rate of availability of the escalators

Complete fleet*	94.6	94.8
Underground	94.9	94.9
Premetro	93.7	94.4

* Elevator and horizontal escalators included

Fight against fare-dodging

Number of passengers checked	3,299,664	3,225,559
Rate of visible fare-dodging	3.16 %	2.39 %
Amount of surcharges received (in €)		
- on the spot	47,376.0	62,808.0
- through CCP/bank	2,332,345.9	2,829,389.9

Report of vehicles parked in breach of the law

Official reports written	18,024	12,342
Removal of the vehicles in breach of the law	345	343

Human resources indicators

Total staff	2009		2008	
	M	F	M	F
Staff working within the company	6,122	508	5,906	480
Staff on secondment	87	35	95	35
Inactive staff	49	9	44	3
Total M/F	6,258	552	6,045	518
General total	6,810		6,563	
Full-time equivalent (FTE) in the company	6,478		6,258	

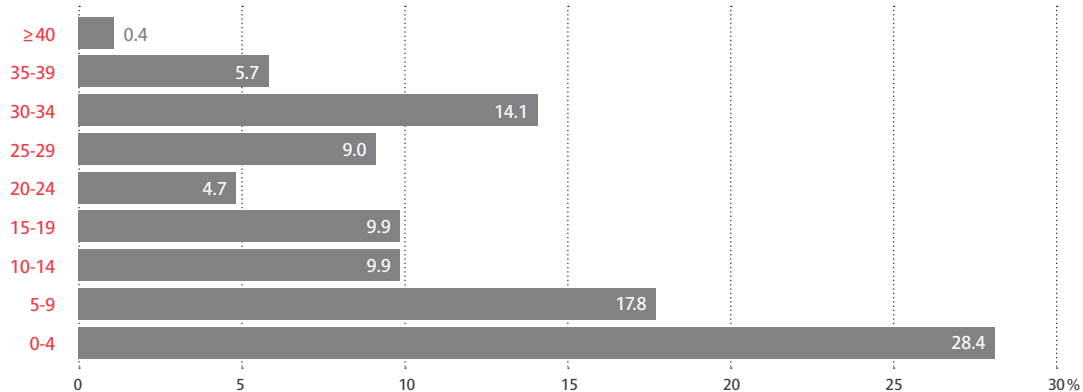
Nationality of the personnel

Belgian staff	6,132	5,940
Nationals of other European Union countries	477	440
Nationals of Non-European Union countries	201	183

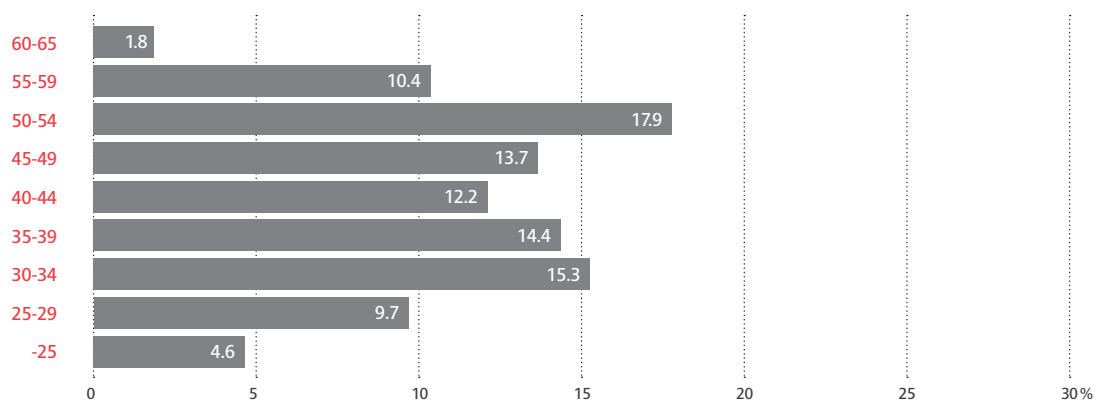
Variation of the staff members

	M	F	M	F
Hired	573	71	419	51
Accepted for retirement in the course of the year	172	10	116	19
Departures	144	18	204	33
Total staff as on 31 December	6,258	552	6,045	518
Difference in comparison with the preceding year	+213	+34	+67	+2

Distribution of the personnel by seniority in 2009 (in %)



Distribution of the personnel by years of age in 2009 (in %)



Distribution of the personnel by category

	2009	2008
Workers	4,987	4,804
Employees + technical staff	1,823	1,759

Training

Number of training hours	252,223	257,138
People in training	5,826	5,095
Percentage of the cost of training in the wage bill	4.53	3.31



Environmental indicators

Air	2009	2008
Percentage of clean vehicles	89.8	87.7
Percentage of clean buses	79.3	75.0
Number of trams and underground trains (electrical traction)	639	636
Number of clean buses	494	466

Noise

Handling of nuisances related to tramway

Tracks ground (km)	25.1	15.0
Tracks treated with anti-vibration systems (km)	7.8	1.9
Tracks treated with rubber surface systems (km)	12.3	1.9

Water

Consumption of water (m ³)	85,769	89,133
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Waste

Percentage of stations with selective sorting	25	21
Percentage of sites involved in selective sorting	100	100

Energy

HV-energy consumed (in kWh)	236,307,204	231,485,292
Green electricity consumed (in kWh)	46,079,905	45,834,088

Environmental management

Number of sites certified as "eco-dynamic enterprises"	10	9
Percentage of workers in the certified sites	62.0	48.7

Soil

Number of sites (outside of tracks) cleaned up during the year	1	2
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Network & Rolling Stock

Lengths of the axis (in km)	2009	2008
Total length of the tram axis	133.4	133.1
Total length of the underground axis (including the terminals)	39.9	39.9
Total length of the tram axis in tunnels (including access ramps in operation)	12.1	12.0
Length of the tram axis in special headquarters (tunnels included)	72.5	70.9
Total length of the bus axis (without Noctis)	365.5	360.7
Total length of Noctis network	118.9	112.0

Stops

Underground stations (1 name = 1 station)	69	69
Total number of stops on the surface	2,263	2,208
Number of surface stops provided with shelter	1,437	1,307

Average distance between stops (in metres)

Buses	426	401
Trams besides the premetro	392	381
Underground and premetro	591	611
Average of the network	419	411

Nomenclature of the lines (Total length in operation, in km) 2009

Metro

1 Stockel – Gare de l'Ouest	12.5
2 Simonis (Elisabeth) – Simonis (Léopold II)	10.4
5 Herrmann–Debroux – Erasme	17.3
6 Roi Baudouin – Simonis (Elisabeth)	15.5

Tram

3 Esplanade – Churchill (1)	13.1
4 Gare du Nord – Parking Stalle	9.9
19 Groot-Bijgaarden – De Wand	9.3
23 Vanderkindere – Heysel	16.1
24 Vanderkindere – Schaerbeek Gare (2)	11.2
25 Boondael Gare – Rogier (4)	11.5

31 Gare du Nord – Marius Renard (3)	8.3
32 Gare du Nord – Drogenbos Château (3)	10.2
33 Bordet Station – P Stalle (3)	14.8
39 Montgomery – Ban Eik	8.8
44 Montgomery – Tervuren Station	9.3
51 Heysel – Van Haelen (6)	15.8
55 Bordet Station – Rogier (1)	5.7
81 Marius Renard – Montgomery (1)	12.0
82 Berchem Station – Drogenbos Château (1)	13.4
83 Berchem Station – Montgomery (3)	13.9
92 Schaerbeek Gare – Fort-Jaco	12.6
94 Stade – Herrmann-Debroux (5)	18.3
97 Louise – Dieweg	9.6

(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

(6) Temporary diverted towards Stadion during construction work at the terminus Heysel

Autobus

12 Brussels City – Brussels Airport (1-11)	14.5
13 Simonis – UZ Brussel (2)	5.5
14 Gare du Nord – UZ Brussel (2)	7.4
15 Gare du Nord – UZ Brussel (3)	9.9
17 Beaulieu – Heiligenborre	5.4
20 Hunderenveld – Etangs Noirs	6.0
21 Ducale – Brussels Airport (4)	15.0
22 Luxembourg – Montgomery (1)	4.9
27 Gare du Midi – Andromède	10.0
28 Brabançonne – Konkel	6.0
29 De Brouckère – Hof Ten Berg	9.5
34 Porte de Namur – Sainte-Anne (5)	6.9
36 Schuman – Konkel	12.2
38 De Brouckère – Héros	9.4
41 Herrmann-Debroux – Héros	9.2
42 Viaduc E40 – Transvaal	10.5
43 Observatoire – Kauwberg	14.1
45 Roodebeek – Saint-Vincent (6)	7.2
46 Moortebeek – De Brouckère	7.7
47 Vilvoorde Station – De Brouckère	14.6
48 Bourse – Uccle Stalle	8.7
49 Gare du Midi – Bockstael	13.0
50 Gare du Midi – Lot Station	10.5
53 Hôpital Militaire – UZ Brussel (7)	14.6
54 Luxembourg – Forest centre	7.7
57 Hôpital Militaire – Gare du Nord (8)	8.9
58 Vilvoorde Station – Yser (9)	11.3
59 (H) Etterbeek-Ixelles – Bordet Station (9)	11.2
60 Ambiorix – Uccle Calevoet	10.8
61 Montgomery – Gare du Nord	5.9
63 De Brouckère – Cimetièrre de Bruxelles	7.3

64	Machelen – Porte de Namur	13.2
65	Bourget – Gare Centrale	8.6
66	Péage – De Brouckère	9.1
69	Schaerbeek Gare – Jules Bordet (8)	4.1
71	De Brouckère – Delta	7.7
72	Devèze-ULB – ADEPS (1)	5.3
75	CERIA – Bon Air	5.1
76	Kraainem – Oppem (10)	5.0
77	Kraainem – Hippodrome (8)	4.1
78	Humanité – Gare du Midi (1)	5.1
79	Kraainem – Schuman	7.4
80	Porte de Namur – Maes	12.8
84	Beekkant – Heysel	13.7
86	Machtens – Gare Centrale	5.5
87	Berchem Station – Simonis	4.9
88	Heysel – De Brouckère	10.7
89	Bockstael – Westland Shopping	8.2
95	Bourse – Wiener	9.7
98	CERIA – Héros (9, 12)	8.5

(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) Not operated at the end of the evening, on Sundays and public holidays

(7) In the evening, on Saturdays, Sundays, and public holidays, only operated between Val Maria/Mariëndal and AZ 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 Saturday

Noctis axis (1)

N01	De Brouckère – Peter Benoit	7.9
N02	De Brouckère – St-Vincent	8.3
N04	De Brouckère – Cimetière de Bruxelles	9.0
N05	De Brouckère – M. Thiry	10.1
N06	Bourse – Musée du Tram	9.4
N07	Bourse – Herrmann-Debroux	9.0
N08	Bourse – Wiener	9.8
N09	Bourse – Boondael Gare	7.4
N10	Bourse – Fort-Jaco	10.3
N11	Bourse – Uccle Calevoet	9.0
N12	De Brouckère – Carrefour Stalle	8.9
N13	Bourse – Westland Shopping	8.1
N14	De Brouckère – Westland Shopping	7.1
N15	Porte de Namur – Hunderenveld	9.5
N16	Porte de Namur – Berchem station	9.9
N17	Gare du Midi – Heysel	12.2
N18	Gare du Midi – Heysel	9.5

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

Entire network

1 single fare ticket sold outside the vehicules (2, 5)	1.70
1 single fare ticket sold on board the vehicules (2, 5)	2.00
5-trip ticket (3, 5)	7.30
10-trip ticket (2, 5)	12.30
1-day ticket (2, 5)	4.50
3-day ticket (1, 5)	9.50
Group ticket (1, 5)	10.00
MoBIB 1 single fare 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-days ticket (1, 5, 7)	9.20

MTB season ticket (2, 5)

1 month	49.50
1 month junior	33.00
1 month senior	37.00
12 months	495.00
12 months junior	330.00
12 months senior	370.00

School season tickets (1, 5)

Family with 1 or 2 children	
- 1 st season ticket	200.00
- 2 nd season ticket	120.00
Family with 3 or more children	
- 1 st season ticket	160.00
- 2 nd and 3 rd season ticket	80.00
- 4 th season ticket and following	free

STIB season ticket (1, 5)

1 month	44.00
1 month junior	30.00
1 month senior	33.00
12 months	440.00
12 months junior	300.00
12 months senior	330.00
"J" season ticket 6-12 years (1, 5)	free
+ 65 years season ticket (4, 5)	free

Airport Line

single fare ticket	3.00
single fare ticket sold inside the vehicle	4.00
10-trip ticket	21.00
STIB+Airport 1 month season ticket	48.00
STIB+Airport 12 months season ticket	480.00

BIM season ticket (1, 5)

1 month	7.70
1 year	77.00

Brussels Card (6)

24 hours	20.00
48 hours	28.00
72 hours	33.00

(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) Valid on the STIB network and the networks of De Lijn and TEC

(5) Except on the line NATO-Brussels Airport

(6) Valid on the STIB network except on the line NATO-Brussels Airport, with entrance to 25 museums

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

Fleet of rolling stock in operation

	2009	2008
Total number of vehicles on the network	1,060	1,055
Metro	105	105
- Underground units of 2 cars (420 pl)	53	53
- Underground units of 3 cars (641 pl)	37	37
- Boa (728 pl)	15	15
Tram	332	329
- Type 4000 articulated trams	19	19
- Type 3000 articulated trams	53	49
- Type 2000 articulated trams	51	51
- Articulated trams with 4 bogies	61	61
- Articulated trams with 3 bogies	128	128
- Trams with 2 bogies	20	21
Bus	623	621
- Standard buses	463	461
- Articulated buses	83	83
- Special transport buses	30	30
- Midibuses	29	29
- Minibuses for handicapped people	18	18



Infrastructure

Buildings and stations 2009 2008

Fixed installations in operation

Depots		
- Tram	6	5
- Bus	3	3
- Underground	2	2
Workshops		
- Tram	2	2
- Mixed bus and tram	1	1
- Bus	3	2
- Underground	2	2
- Infrastructures	7	7
Underground and premetro stations	69	69
among them connecting stations	9	9

Electricity and signalling

Electrical power installed

Traction (in kW)	228,430	228,240
Lighting and driving force (in kVA)	102,548	100,797
HV-distribution boxes	6	6
Transformer sub-stations	99	98
Traction sub-stations	92	91
HV cables in service (in km)	472	470

LV cables in service (in km)

Tram 700 V	171	169
Underground 900 V	83	80

Underground signalling (1)

Electrically controlled switches	88	79
Signal boxes	85	74

(1) Delta and Demets complexes not included

Rails (in km)	2009	2008
Simple rails in operation	386.7	382.7
Underground	87.4	86.4
- Surface	12.3	12.2
- Tunnel	75.1	74.2
Tram	262.6	262.1
- Surface	237.9	237.5
- Premetro	14.6	14.6
- Various tunnels (Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul)	10.1	10.0
Depots and workshops	36.7	34.2
- Tram	21.2	19.3
- Underground	15.5	14.9
Construction		
Rails (km of simple rails)	7.8	7.3
Switching	31	47
Common crossings	56	63
Replacement		
Rails (km of simple rails)	14.9	6.0
Switching	23	19
Common crossings	35	24
Dismantling		
Tracks (km of simple tracks)	0.3	1.3

Aerial equipment

Maintenance, replacement, repair

Trolley wire replacement (km)	8.8	23.5
Replaced suspension cables (in km)	15.9	12.8
Posts installed	467	166
Posts removed	137	33

Electrical switching control mechanisms

Installed	9	25
Removed	2	5
In service	222	215

Remote controls of traffic lights and tram signalling

Put in service	3	0
Out of service	1	1
In service	195	193
Pending	4	4



Legal and litigation service

Public tenders	Nbr dossiers 2009	Amount in €
Transaction of more than € 5,500	769	224,971,209.05
Belgium	716	64,927,173.74
- Works	88	26,794,339.16
- Supplies	360	21,841,319.17
- Services	268	16,291,515.41
Europe	53	160,044,035.31
- Works	3	11,094,426.94
- Supplies	33	111,247,646.24
- Services	17	37,701,962.13

Haulage accidents	2009	2008
Open files	5,219	5,534
Rate of frequency of accidents (per million places-km)		
Tram	1.46	1.60
Premetro	0.06	0.16
Underground	0.05	0.08
Bus	1.99	2.04
Financial costs in euros (per million places-km)		
Tram	318.96	349.98
Premetro	4.13	40.46
Underground	12.93	92.32
Bus	775.43	1 094.46
Network average	243.33	371.92

Accidents of passengers and others

(per million places-km)

	2009		2008	
	Customers	Third	Customers	Third
Tram	0.20	1.26	0.21	1.39
Premetro	0.01	0.05	0.10	0.07
Underground	0.02	0.03	0.02	0.05
Bus	0.29	1.70	0.33	1.71
Network average	0.11	0.65	0.14	0.71

Incidents

Disruption of services

Tram	517	534
Bus	714	610
Assaults (staff and customers)	935	1.283
Vandalism, disturbance of the peace, unlawful posters, etc.	453	683