

# Statistics

79

# General indicators

## Number of trips

(in millions)

	2013	2012
<b>TOTAL</b> .....	<b>354.8</b>	<b>348.8</b>
1-trip tickets .....	14.4	13.8
5-trip tickets .....	0.7	1.0
10-trip tickets .....	38.6	35.1
1-day tickets .....	2.4	2.7
School season tickets .....	60.5	55.5
General season tickets .....	236.7	239.7
Events .....	1.0	0.1
Special transport + minibus for disabled people .....	0.5	1.0

## Distribution of trips

(in %)

<b>TOTAL</b> .....	<b>100</b>	<b>100</b>
1-trip tickets .....	4.06	3.95
5-trip tickets .....	0.21	0.29
10-trip tickets .....	10.88	10.06
1-day tickets .....	0.67	0.77
School season tickets .....	17.06	15.91
General season tickets .....	66.71	68.70
Events .....	0.28	0.04
Special transport + minibus for disabled people .....	0.13	0.27

## Distribution of the network by method of transport

(in millions of trips)

	2013	2012
<b>TOTAL</b> .....	<b>354.8</b>	<b>348.8</b>
Metro .....	138.3	132.4
Tram .....	128.9	123.5
Bus .....	87.6	93

## Actual kilometers covered, in customer service

(in km-convoyed)

<b>GENERAL TOTAL</b> .....	<b>41,255,149</b>	<b>38,749,865</b>
Metro .....	5,387,661	5,306,856
Tram .....	13,169,005	12,523,612
Bus (including night bus) .....	22,113,141	20,113,197
Minibus .....	530,662	518,068
Special transport .....	54,680	288,132

## Income from passengers traffic

(in €)

<b>GENERAL TOTAL</b> .....	<b>258,368,776.5</b>	<b>244,602,906.6</b>
<b>Direct income from the traffic</b> .....	<b>199,868,776.5</b>	<b>186,102,906.6</b>
Tickets .....	28,499,192.7	27,036,340.2
Passes .....	46,759,704.3	42,254,550.6
School season tickets .....	12,982,883.8	13,985,393.4
General season tickets + Personnel of bpost and Belgacom .....	104,978,687.6	96,936,040.7
Discount on sales .....	-368,568.8	-816,067.8
Special transport .....	570,815.1	1,611,394.6
Transport for disabled people .....	73,385.5	68,893.7
Other (one-day tickets) .....	3,388,513.7	3,349,842.9
Right of use .....	2,038,112.3	1,315,250.6
Events .....	946,050.5	361,267.7
<b>Indirect income from the traffic</b> .....	<b>58,500,000.0</b>	<b>58,500,000.0</b>
Endowments for preferential rates .....	58,500,000.0	58,500,000.0
<b>Net income from traffic/trip</b> .....	<b>0.73</b>	<b>0.71</b>
<b>Operational cost/trip</b> .....	<b>1.61</b>	<b>1.48</b>
<b>Sales revenues</b>		
Advertising .....	2,134,921.0	2,331,985.0
Rental .....	5,430,119.0	5,322,985.0

### Places-kilometres in passengers service

(in millions) standard used since 2006 of 4 p/m<sup>2</sup>

	2013	2012
<b>TOTAL</b> .....	<b>7,617.0</b>	<b>7,214.3</b>
Metro .....	3,798.0	3,755.1
Tram .....	2,249.7	2,015.0
Bus (including night bus) .....	1,569.3	1,444.2

### Target trip speed in winter service

(in km/hour)

WEEKLY AVERAGE		
Metro .....	27.8	28.3
Tram .....	16.3	16.5
Bus (without Noctis) .....	16.6	16.8
DAILY VARIATIONS FROM MONDAY TO FRIDAY		
<b>Metro</b>		
- peak hours .....	26.7	27.3
- off-peak hours .....	27.4	28.1
- evening .....	29.1	29.1
<b>Tram</b>		
- peak hours .....	15.5	15.7
- off-peak hours .....	16.1	16.3
- evening .....	18.1	18.3
<b>Bus</b>		
- peak hours .....	15.5	15.6
- off-peak hours .....	16.1	16.3
- evening .....	20.1	20.3

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

<b>NUMBER OF TRAVELLERS</b> .....	<b>354,787,502</b>	<b>348,851,879</b>
<b>Total certified</b> .....	<b>343,141,757</b>	<b>346,401,095</b>
- Metro .....	138,347,920	132,399,958
- Tram .....	120,471,783	123,432,700
- Bus .....	84,322,054	90,568,437
<b>% OF ISO CERTIFIED SERVICES*</b> .....	<b>40 %</b>	<b>22 %</b>

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

**Accessibility for PRM****2013****2012****% OF ACCESSIBLE VEHICLES**

Metro .....	100.00	100.00
Tram .....	44.57	44.57
Bus (except minibus and special transport) .....	68.30	68.30

**NUMBER OF ACCESSIBLE STATIONS\***

.....	33	30
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\* On a total of 69 stations.

**Rate of availability of the escalators**

(in %)

<b>Complete fleet*</b> .....	95.95	95.34
- Metro .....	96.10	94.04
- Premetro .....	94.89	95.59

\* Elevators and horizontal escalators included

**Fight against fare-dodging**

Number of passengers checked .....	3,032,206	3,743,211
Number of pv .....	74,010	61,309
Rate of visible fare-dodging .....	4.34 %	4.53 %
Amount of surcharges received (in €) .....	4,285,353	3,572,092

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

Official reports written .....	14,846	12,396
Removal of the vehicles in breach of the law .....	140	116

# Human Resources indicators

Total staff	2013	2012
<b>TOTAL</b> .....	<b>7,251</b>	<b>7,093</b>
Staff working within the company .....	7,050	6,899
Staff on secondment .....	107	115
Inactive staff .....	94	79
<b>FULL-TIME EQUIVALENTS (FTE)</b> .....	<b>6,881</b>	<b>6,717</b>
<b>% OF WOMEN IN THE COMPANY</b> .....	<b>9 %</b>	<b>9 %</b>

## Nationality of the personnel

Belgian staff .....	6,499	6,381
Nationals of other European Union countries .....	504	490
Nationals of Non-European Union countries .....	248	222

## Variation of the staff members

Hired .....	663	615
Departures .....	498	455
- of which accepted for retirement in the course of the year .....	248	244

## Distribution of the personnel by category

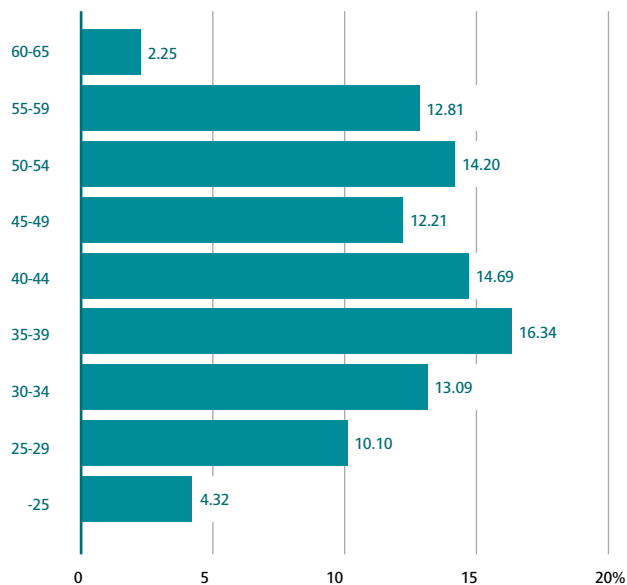
Workers .....	5,221	5,094
Employees + technical staff .....	2,030	1,999

## Training

Number of training hours .....	385,047	402,092
Number of people trained .....	4,357	4,652
% of training cost in the total staff-related cost .....	2.70	2.76

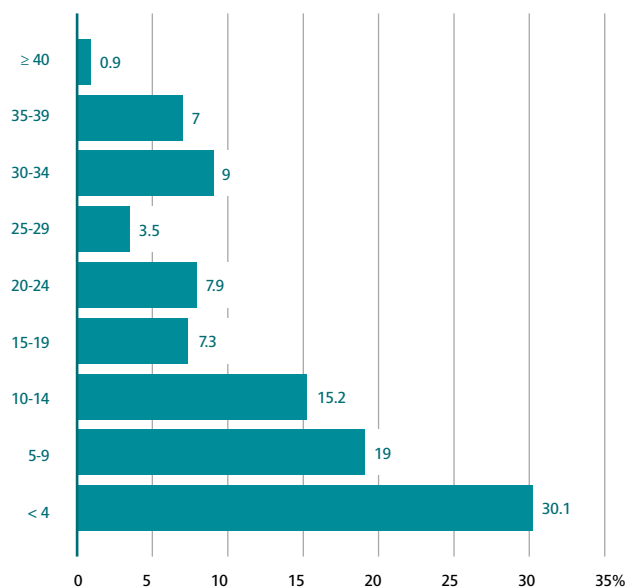
### Age distribution of the personnel

(in %)



### Distribution of the personnel by seniority

(in %)



# Environmental indicators

Air	2013	2012
% of clean vehicles .....	94.6	94.6
% of clean buses .....	88.2	88.2
Number of trams and metrocars (electrical traction) .....	693	693
Number of clean buses .....	558	558

## Noise

Handling of nuisances related to tramway		
- Tracks ground (km) .....	47.79	46.7
- Tracks treated with anti-vibration systems (km) .....	8.8	4.2
- Tracks treated with rubber surface systems (km) .....	9.6	9.2

## Water

Water consumption (m <sup>3</sup> ) .....	107,061	109,685
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## Waste

% of stations with selective sorting .....	27	25
% of sites involved in selective sorting .....	100	100

## Energy

HV-energy consumption (in kWh) .....	237,495,239	234,807,810
% of green electricity consumption .....	100	30

## Environmental management

Number of sites certified as "eco-dynamic enterprises" .....	12	12
% of workers on certified sites .....	87	87



# Network & Rolling Stock

## Axes lengths

(in km)

	2013	2012
Total length of the metro axis (including the end points) .....	39.9	39.9
Total length of the tram axis .....	139.6	139.6
Total length of the tram axis in tunnels (including access ramps in operation) .....	12.1	12.1
Total length of the tram on street level .....	48.7	49.0
Length of the tram axis in dedicated lanes (including tunnels) .....	78.9	78.6
Total length of the bus axis (excluding Noctis) .....	356.8	358.0
Total length of Noctis network .....	82.9	84.1

## Stops

Metro stations .....	69	69
Total number of stops on the surface .....	2,154	2,154
Number of surface stops with shelter .....	1,472	1,455

## Average distance between stops

(en metres)

Buses .....	418	409
Trams excluding the premetro .....	392	398
Metro and premetro .....	591	591
Network average .....	424	418

## Nomenclature des lignes

Longueur totale en exploitation (en km)

<b>METRO</b> .....	<b>55.7</b>	<b>55.7</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
<b>TRAM</b>		
<b>3</b> Esplanade – Churchill .....	13.1	13.1
<b>4</b> Gare du Nord – Stalle (P) .....	9.7	9.7
<b>7</b> Heysel – Vanderkindere .....	16.1	16.1
<b>19</b> De Wand – Groot-Bijgaarden .....	9.3	9.3
<b>25</b> Rogier – Boondael Gare (1) .....	11.4	11.4

	2013	2012
<b>31</b> Gare du Nord – Marius Renard (2) .....	8.1	8.1
<b>32</b> Da Vinci – Drogenbos Château (2) .....	15.3	15.3
<b>39</b> Ban Eik – Montgomery .....	8.8	8.8
<b>44</b> Montgomery – Tervuren Station .....	9.4	9.4
<b>51</b> Heysel – Van Haelen .....	15.8	15.8
<b>55</b> Da Vinci – Rogier .....	5.9	5.9
<b>62</b> Da Vinci – Bienfaiteurs .....	3.8	3.8
<b>81</b> Marius Renard – Montgomery (3) .....	12.1	12.1
<b>82</b> Berchem Station – Drogenbos Château (3) .....	13.4	13.4
<b>83</b> Berchem Station – Montgomery (2) .....	13.9	13.9
<b>92</b> Schaerbeek Gare – Fort-Jaco .....	12.6	12.6
<b>93</b> Stade – Legrand .....	11.5	.....
<b>94</b> Louise – Musée du Tram .....	11.8	20.7
<b>97</b> 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) Not operated after 8 PM

## BUS

<b>12</b> Brussels Airport – Brussels City (1) (2) .....	13.5	13.5
<b>13</b> UZ Brussel – Simonis (3) .....	5.6	5.5
<b>14</b> UZ Brussel – Gare du Nord (3) .....	7.4	7.4
<b>15</b> UZ Brussel – Gare du Nord (4) .....	9.9	10.0
<b>17</b> Beaulieu – Heiligenborre (5) .....	5.4	5.4
<b>20</b> Hunderenveld – Étangs Noirs .....	6.0	6.0
<b>21</b> Brussels Airport – Luxembourg (6) .....	14.1	14.1
<b>22</b> Montgomery – Luxembourg (2) .....	4.8	4.8
<b>27</b> Andromède – Gare du Midi .....	10.0	10.0
<b>28</b> Brabançonne – Konkel .....	6.1	6.1
<b>29</b> Hof ten Berg – De Brouckère .....	9.6	9.6
<b>34</b> Porte de Namur – Sainte-Anne (7) .....	6.9	6.9
<b>36</b> Schuman – Konkel .....	12.1	12.2
<b>38</b> De Brouckère – Héros .....	9.4	9.4
<b>41</b> Transvaal – Héros .....	9.9	9.9
<b>42</b> Viaduc E40 – Musée du Tram .....	7.1	7.1
<b>43</b> Observatoire – Kauwberg (8) .....	14.1	14.1
<b>45</b> Saint-Vincent – Roodebeek .....	7.3	7.3
<b>46</b> De Brouckère – Moortebeek .....	7.8	7.8
<b>47</b> Vilvoorde Station – De Brouckère (9) .....	14.9	14.7
<b>48</b> Bourse – Uccle Stalle .....	8.4	8.4
<b>49</b> Bockstael – Gare du Midi .....	12.6	12.6
<b>50</b> Gare du Midi – Lot Station .....	10.5	10.5
<b>53</b> Hôpital Militaire – UZ Brussel (10) .....	14.2	14.2
<b>54</b> Trône – Forest Centre (Bervoets) .....	7.5	7.5
<b>57</b> Hôpital Militaire – Gare du Nord (11) .....	8.7	8.7
<b>58</b> Vilvoorde Station – Yser (12) .....	11.3	11.3
<b>59</b> Bordet Station – Hôpital Etterbeek-Ixelles .....	10.1	10.1
<b>60</b> Ambiorix – Uccle Calevoet .....	10.6	10.6
<b>61</b> Gare du Nord – Montgomery .....	5.9	5.9

	2013	2012
<b>63</b> Cimetière de Bruxelles – De Brouckère	7.2	7.3
<b>64</b> Machelen – Porte de Namur (13)	13.3	13.2
<b>65</b> Bourget – Gare Centrale (14)	8.4	8.4
<b>66</b> Péage – De Brouckère	9.1	9.1
<b>69</b> Schaerbeek Gare – Jules Bordet (11)	4.1	4.1
<b>71</b> De Brouckère – Delta	7.8	7.8
<b>72</b> Devèze-ULB – ADEPS (12)	5.3	5.3
<b>75</b> Bon Air – CERIA (5)	5.2	5.2
<b>76</b> Kraainem – Oppem (5)	4.9	4.9
<b>77</b> Kraainem – Hippodrome (11)	4.5	4.5
<b>78</b> Gare du Midi – Humanité (2)	5.1	5.1
<b>79</b> Kraainem – Schuman	7.4	7.4
<b>80</b> Maes – Porte de Namur	12.8	12.8
<b>84</b> Heysel – Beekkant	13.7	13.7
<b>86</b> Machtens – De Brouckère	4.5	4.5
<b>87</b> Berchem Station – Simonis	4.9	4.9
<b>88</b> Heysel – De Brouckère	10.9	10.9
<b>89</b> Bockstael – Westland Shopping	8.1	8.0
<b>95</b> Bourse – Heiligenborre (15)	11.5	11.5
<b>98</b> CERIA – Héros (12) (16)	8.3	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) Not operated after 8 PM and on Sunday and public holidays

(6) Only operated between Lekaerts and Luxembourg during off-peak hours, only operated between NATO and Brussels Airport after 8 PM and on Sunday and public holidays

(7) Only operated between Porte de Namur and Rond point du Souverain after 8 PM

(8) Only operated between Héros and Kawberg after 8 PM

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

(10) Only operated between Val Maria and UZ Brussel after 8 PM

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

(12) Not operated after 10 PM

(13) Only operated between Cortenbach and Porte de Namur after 8 PM

(14) Only operated during peak hours between Bourget and NATO from Monday to Friday

(15) Only operated between Wiener and Heiligenborre after 8 PM and on Sunday and public holidays

(16) Not operated on Sunday and public holidays

#### LENGTH OF THE NOCTIS AXIS (1)

<b>N04</b> Bourse – Cimetière de Bruxelles	8.9	8.9
<b>N05</b> Bourse – Kraainem	10.3	10.3
<b>N06</b> Bourse – Musée du Tram	9.3	9.3
<b>N08</b> Bourse – Wiener	9.8	9.8
<b>N09</b> Bourse – Herrmann-Debroux	10.9	10.9
<b>N10</b> Bourse – Fort-Jaco	10.3	10.3
<b>N11</b> Bourse – Uccle Calevoet	9.0	9.0
<b>N12</b> Bourse – Carrefour Stalle	8.3	8.3
<b>N13</b> Bourse – Westland Shopping	5.5	5.5
<b>N16</b> Bourse – Berchem Station	9.1	9.1
<b>N18</b> Bourse – Heysel	8.2	8.4

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

**Prices**

(in €)

**2013****2012****ENTIRE NETWORK**

1-trip ticket sold outside the vehicle (2)(5) .....	2	2
1-trip ticket sold on board the vehicle (2)(5) .....	2.5	2.5
5-trip ticket (3)(5) .....	7.7	7.5
10-trip ticket (2)(5) .....	13.5	13
1-day ticket (2)(5) .....	6.5	6
3-day ticket (1)(5) .....	14	13
Group ticket .....	15	
MoBIB 1-trip ticket (1)(5)(7) .....	1.90	1.8
MoBIB 10-trip ticket (1)(5)(7) .....	12	11.8
DISCOVER BRUSSELS 24h (1-day ticket) .....	6.5	6
DISCOVER BRUSSELS 72h (3-day ticket) .....	14	13
DISCOVER BRUSSELS 48h (new) .....	11	10

**MTB SEASON TICKET (2)(5)**

1 month .....	54	52
1 month junior .....		52
1 month senior .....		52
12 months .....	567	544
12 months junior (no difference anymore) .....		544
12 months senior (no difference anymore) .....		544

**SCHOOL SEASON TICKETS (1)(5)****Family with 1 or 2 children**

- 1 <sup>st</sup> season ticket .....		204
- 2 <sup>nd</sup> season ticket .....		122

**Family with 3 or more children**

- 1 <sup>st</sup> season ticket .....		163
- 2 <sup>nd</sup> and 3 <sup>rd</sup> season ticket .....		81.5
- 4 <sup>th</sup> abonnement and following .....		free

**Family**

- 1 <sup>st</sup> season ticket .....	120	
- 2 <sup>nd</sup> season ticket .....	50	
- 3 <sup>rd</sup> abonnement and following .....	free	

**STIB SEASON TICKET (1)(5)**

1 month .....	47.5	46.5
12 months .....	499	487
"J" season ticket 6-11 years (1)(5) .....	free	free
Season ticket 65 years (4)(5) .....		free
Season ticket 65+ ("65 years and more") .....	60	
Season ticket 65+ BIM ("Bénéficiaire de l'Intervention Majorée") .....	free	

	2013	2012
<b>AIRPORT LINE</b>		
1-trip ticket sold outside the vehicle .....	4	3.5
1-trip ticket sold on board the vehicle .....	6	6
10-trip ticket .....	27	25
STIB + Airport 1 month season ticket .....	50	49
STIB + Airport 12 months season ticket .....	525	514
<b>BIM SEASON TICKET (1)(5)</b>		
1 month .....	8.1	7.9
1 year .....	85	81
<b>BRUSSELS CARD (6)</b>		
24 hours .....	24	24
48 hours .....	34	34
72 hours .....	40	40
(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) Valid on the STIB network and the networks of De Lijn and TEC		
(5) Except on the line NATO-Brussels Airport and on the Noctis network		
(6) Valid on the STIB network except on the line NATO-Brussels Airport and the Noctis network, with entrance to 25 museums		
(7) Travel contract charged on the new MoBIB smartcard of the STIB		

<b>Fleet of rolling stock in operation</b>	2013	2012
<b>TOTAL NUMBER OF VEHICLES ON THE NETWORK .....</b>	<b>1,039</b>	<b>1,050</b>
<b>METRO .....</b>	<b>66</b>	<b>66</b>
U4 trains (composed of 4 cars) .....	8	8
U5 trains (composed of 5cars) .....	37	37
Boa trains (composed of 6 cars) .....	21	21
<b>TRAM .....</b>	<b>357</b>	<b>363</b>
Type 4000 articulated trams .....	60	37
Type 3000 articulated trams .....	120	120
Type 2000 articulated trams .....	51	51
Articulated trams with 4 bogies .....	61	61
Articulated trams with 3 bogies .....	65	94
<b>BUS .....</b>	<b>616</b>	<b>621</b>
Standard buses .....	471	471
Articulated buses .....	83	83
Special transport buses .....	15	20
Midibuses .....	29	29
Minibuses for disabled people .....	18	18

# Infrastructure

<b>Buildings and stations</b>	<b>2013</b>	<b>2012</b>
<b>FIXED INSTALLATIONS IN OPERATION</b>		
<b>Depots</b>		
- Tram .....	6	6
- Bus .....	3	3
- Metro .....	2	2
<b>Workshops</b>		
- Tram .....	2	2
- Bus et tram mixte .....	1	1
- Bus .....	3	3
- Metro .....	2	2
- Infrastructures .....	7	7
<b>Metro and premetro stations</b> .....	<b>69</b>	<b>69</b>
- of wich connecting stations .....	9	9

<b>Electricity and signalling</b>	<b>2013</b>	<b>2012</b>
<b>ELECTRICAL POWER INSTALLED</b>		
Traction (in kW) .....	271,039	267,839
Lighting and driving force (in kVA) .....	107,390	125,970
HV-distribution boxes .....	6	6
Transformer sub-stations .....	100	100
Traction sub-stations .....	100	100
<b>HV CABLES IN SERVICE (in km)</b> .....	<b>492</b>	<b>486</b>
<b>LV CABLES IN SERVICE (in km)</b>		
Tram 700 V .....	194.5	191
Metro 900 V .....	85	85
<b>METRO SIGNALLING (1)</b>		
Electrically controlled switches .....	87	89
Signal boxes .....	79	85

(1) Delta and Demets complexes not included.

**Rails**

(in km)

	2013	2012
<b>SIMPLE RAILS IN OPERATION</b>	<b>401.8</b>	<b>402.3</b>
<b>Metro</b>	<b>87.2</b>	<b>87.2</b>
- Surface	12.3	12.3
- Tunnel	74.9	74.9
<b>Tram</b>	<b>274.4</b>	<b>274.9</b>
- Surface	249.1	249.6
- Premetro	14.6	14.6
- Various tunnels (1)	10.7	10.7
<b>Depots and workshops</b>	<b>40.2</b>	<b>40.2</b>
- Tram	24.5	24.5
- Metro	15.6	15.6
(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.		
<b>CONSTRUCTION</b>		
Rails (km of simple rails)	0.565	3.045
Switches	9	3
Common crossings	13	5
<b>REPLACEMENT</b>		
Rails (km of simple rails)	18.323	12.113
Switches	6	15
Common crossings	4	54
<b>DISMANTLING</b>		
Tracks (km of simple rails)	1.3131	0.131

**Aerial equipment**

	2013	2012
<b>MAINTENANCE, REPLACEMENT, REPAIR</b>		
Trolley wire replacement (in km)	22.9	10.57
Replaced suspension cables (in km)	16.6	18.1
Posts installed	192	122
Posts removed	133	68
<b>ELECTRICAL SWITCHING CONTROL MECHANISMS</b>		
Installed	6	3
Removed	2	1
In service	286	292
<b>REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING</b>		
Commissioned	3	2
Out of service	2	0
In service	229	228
Pending	17	10

# Legal service and litigation

## Public tenders

(Number of files)

	2013	2012
Transaction of more than 5,500€ .....	1,309	1,111
<b>Belgium</b> .....	<b>1,244</b>	<b>1,071</b>
- Works .....	123	172
- Supplies .....	769	623
- Services .....	352	276
<b>Europe</b> .....	<b>65</b>	<b>40</b>
- Works .....	6	0
- Supplies .....	34	15
- Services .....	25	25

## Traffic accidents

	2013	2012
Outstanding cases .....	5.188	5.114
<b>RATE OF FREQUENCY OF ACCIDENTS (per million place-km)</b>		
Tram .....	1.07	1.10
Premetro .....	0.15	0.85
Metro .....	0.07	0.02
Bus .....	2.04	1.97
Network average .....	0.70	0.71
<b>FINANCIAL COSTS IN € (per million place-km)</b>		
Tram .....	185.28	327.23
Premetro .....	14.92	50.44
Metro .....	17.01	10.43
Bus .....	910.71	1,044.05
Network average .....	230.49	296.34



**Passengers accidents and others**

(per million places-km)

	2013		2012	
	Customers	Third party	Customers	Third party
Tram .....	0.13	0.94	0.14	0.96
Premetro .....	0.11	0.04	0.12	0.12
Metro .....	0.02	0.04	0.02	0.05
Bus .....	0.32	1.71	0.32	1.65
Network average .....	0.11	0.59	0.11	0.59

**Incidents**

	2013	2012
<b>DISRUPTION OF SERVICES</b>		
Tram .....	516	410
Bus .....	465	629
Agressions (staff and customers – number of new cases) .....	751	782
Vandalism, public disorder, unlawful postings, etc. ....	224	329

**Insurance management**

(premiums paid in €)

	2013	2012
<b>TOTAL</b> .....	<b>11,432,223.23</b>	<b>11,585,198.81</b>
Work accidents .....	5,211,169.34	5,079,268.33
All industrial and fire risks .....	808,274.09	854,786.76
Civil liability "operation" .....		
- of which premies insurances .....	442,625.38	442,625.38
- of which own insurance .....	1,708,543.23	2,144,918.21
Hospitalization .....	2,931,125.70	2,738,011.75
Other .....	330,485.49	325,588.38
Construction all risks .....	0.00	0.00