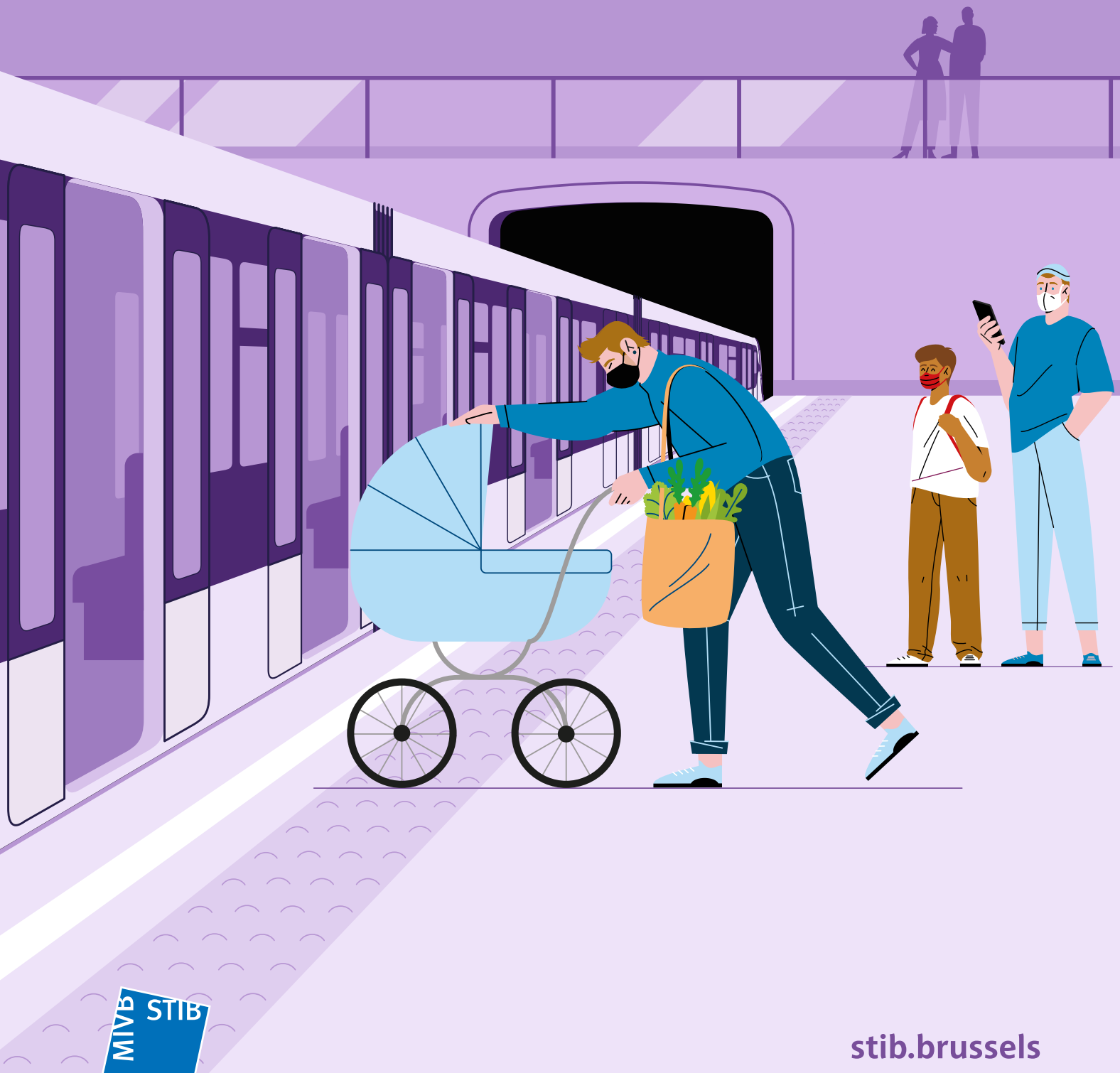


# STATISTICS #2021



[stib.brussels](https://stib.brussels)

**.brussels**   
TOGETHER, LET'S GET BRUSSELS MOVING

# GENERAL INDICATORS

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

	2021	2020
<b>TOTAL</b>	<b>273.8</b>	<b>244.2</b>
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)

	2021	2020
<b>TOTAL</b>	<b>50,577,447</b>	<b>46,123,800</b>
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 €)

	2021	2020
<b>TOTAL</b>	<b>218,329,012.3</b>	<b>213,554,295.5</b>
<b>Direct income from the traffic</b>	<b>154,377,012.3</b>	<b>152,902,295.5</b>
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
<b>Indirect income from the traffic</b>	<b>63,951,999.99</b>	<b>60,652,000.0</b>
Endowments for preferential rates	63,951,999.99	60,652,000.0
<b>Net income from traffic/trip</b>	<b>0.80</b>	<b>0.87</b>
<b>Operational cost/trip</b>	<b>2.79</b>	<b>3.13</b>
<b>Sales revenues</b>		
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 payed 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/m<sup>2</sup>)

<b>TOTAL</b> .....	<b>9,427.7</b>	<b>8,831.8</b>
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

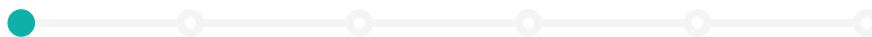
**Target trip speed in winter service (in km/hour)**

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

**% Certified services**

<b>% 'NF SERVICE' CERTIFIED SERVICES</b> .....	100	100
<b>% OF ISO 9001* CERTIFIED SERVICES</b> .....	66	74
<b>% OF ISO 14001 CERTIFIED SERVICES</b> .....	100	100

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



## Accessibility

	2021	2020
<b>% OF VEHICLES ADAPTED FOR PRM</b>		
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
<b>NUMBER OF ACCESSIBUS LINES</b> .....	54	39
<b>NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS</b> .....	50	49
<b>SPECIFIC SERVICES</b>		
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
<b>TOTAL</b> .....	<b>10,221</b> .....	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
<b>FULL-TIME EQUIVALENTS (FTE)</b> .....	10,013 .....	9,624.5
<b>% OF WOMEN IN THE COMPANY</b> .....	11.17% .....	11.22%
<b>NUMBER OF NATIONALITIES IN THE COMPANY*</b> .....	56 .....	

\* New: these data are collected as from 2021

## Variation of the staff members

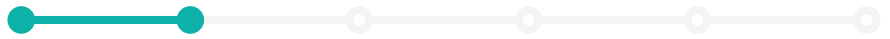
Hired (new employees) .....	858 .....	884
Departures .....	480 .....	461
- of which accepted for retirement in the course of the year .....	118 .....	169

## Distribution of the personnel by category

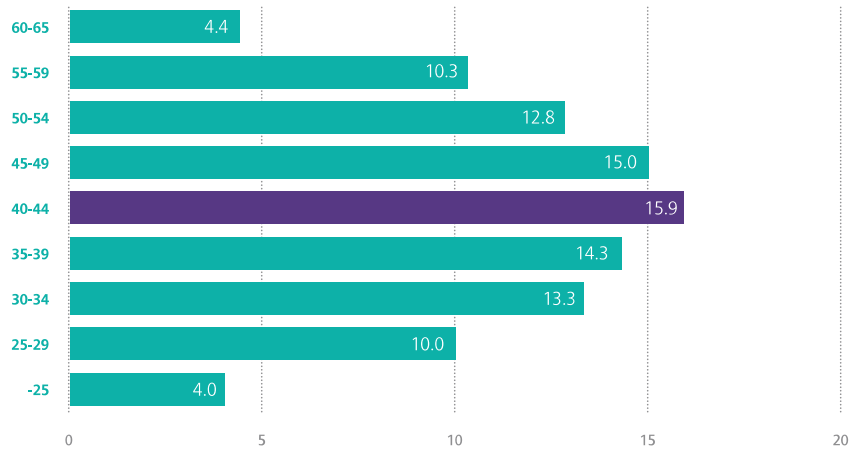
Workers .....	3,178 .....	6,696
Employees + technical staff .....	7,043 .....	3,147

## Training

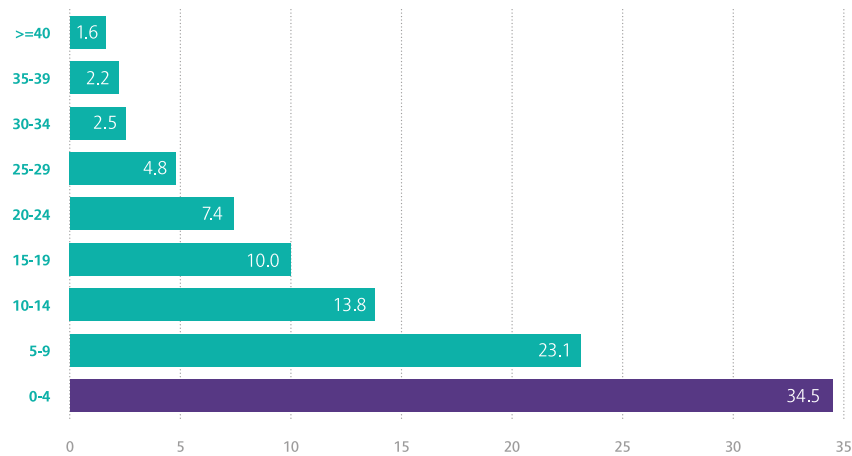
Number of training hours .....	550,041 .....	432,254
Number of people trained .....	6,725 .....	7,059
% of training cost in the total staff-related cost .....	5.07% .....	4.33%



**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 (m <sup>3</sup> ) .....	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 m <sup>2</sup> .....	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
<b>TRAM</b>		
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 - Boondaal 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
<b>BUS</b>		
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 €)	2021	2020
<b>ENTIRE NETWORK</b>		
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	
<b>Brupass Season Tickets (2) (4)</b>		
1 month.....	55.50	55.50
1 year.....	583.00	583.00
<b>Brupass XL Season Tickets (2) (4)</b>		
1 month.....	74.00	
1 year.....	775.00	
<b>School Season Tickets (1) (4)</b>		
<b>Family with children at school</b>		
1 <sup>st</sup> season ticket.....	12.00	50.00
2 <sup>nd</sup> season ticket.....	12.00	50.00
3 <sup>rd</sup> season ticket and following.....	Free	Free
<b>STIB Season Tickets (1) (4)</b>		
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
<b>AIRPORT LINE (1)</b>		
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
<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 NCB (1<sup>st</sup> and 2<sup>nd</sup> 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<sup>st</sup> and 2<sup>nd</sup> 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

<b>TOTAL NUMBER OF VEHICLES ON THE NETWORK</b> .....	<b>1,330</b>	<b>1,277</b>
<b>Metro</b>		
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	8
Total .....	73	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 .....	63	63
Total .....	395	395
<b>Bus</b>		
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	
<b>Metro and premetro stations.....</b>	<b>69</b>	<b>69</b>
- 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

<b>HV CABLES IN SERVICE (in km).....</b>	<b>530</b>	<b>528</b>
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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
<b>SIMPLE RAILS IN OPERATION (KM)</b>		
<b>Metro</b>		
- Surface .....	11.6	12.1
- Tunnel .....	75.3	75.2
Total .....	86.9	87.3
<b>Tram</b>		
- Surface .....	266.5	263.5
- Premetro .....	14.5	14.6
- Various tunnels (1) .....	11.2	11.3
Total .....	292.3	289.4
<small>(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.</small>		
<b>Depots and workshops (km)</b>		
- Tram .....	33.2	33.3
- Metro .....	18.3	17.0
- Total .....	51.6	50.2
Total .....	430.9	426.9
<b>CONSTRUCTION</b>		
Rails (km of simple rails) .....	1.0	8.6
Switches .....	22	42.0
Common crossings .....	34	46.0
<b>REPLACEMENT</b>		
Rails (km of simple rails) .....	16.7	17.4
Switches .....	10	20.0
Common crossings .....	18	31.0
<b>DISMANTLING</b>		
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
<b>Allocation of public procurement</b>	<b>Amount</b>	<b>Case</b>
- 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
<b>Orders</b>	<b>Amount</b>	<b>Case</b>
- 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
<b>OUTSTANDING CASES</b> .....	4,564	5,491
<b>FREQUENCY RATE OF ACCIDENTS</b> (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
<b>FINANCIAL COSTS IN €</b> (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 positings, etc. ....	129	90

### Insurance management (in €)

<b>TOTAL</b> .....	<b>18,473,591.36</b>	<b>14,658,480.98</b>
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
Cybersecurity .....	285,000.00	125,000.00
Hospitalization .....	4,706,468.95	4,676,936.56
Others .....	475,945.97	475,945.97



TOGETHER, LET'S GET BRUSSELS MOVING

