

STATISTICS #2022

STIB-MIVB



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TOGETHER, LET'S GET BRUSSELS MOVING

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GENERAL INDICATORS

Distribution of the network by method of transport* (in millions of trips)	2022	2021
TOTAL	337.7	273.8
Metro	129.2	96.3
Tram	106.6	90.1
Bus	101.8	87.2
Taxibus	0.2	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	52,725,239	50,577,447
Metro	5,754,995	5,747,427
Tram	15,588,056	15,726,379
Bus (including night bus)	30,329,474	28,056,824
Taxibus	1,052,714	1,046,817

Income from passengers traffic (in €)

TOTAL	265,239,907.5	218,329,012.3
Direct income from the traffic	190,684,907.48	154,377,012.3
Tickets	21,568,259.37	15,895,970.3
Passes	36,329,061.08	26,631,481.3
EMV	13,552,617.58	6,281,468.3
School season tickets	2,241,632.98	5,593,911.5
General season tickets	109,107,572.56	96,321,775.3
Discount on sales	-184,936.17	-136,547.5
Taxibus	289,915.74	248,432.6
Other (1-day tickets)	4,453,458.72	1,891,873.7
Right of use	2,456,871.23	1,565,110.5
Events	777,359.39	83,536.3
Shuttles*	93,095.00	-
Indirect income from the traffic	74,555,000.00	63,951,999.99
Endowments for preferential rates	74,555,000.00	63,951,999.99
Net income from traffic/trip	0.79	0.80
Operational cost/trip	2.31	2.79
Sales revenues		
Advertising	6,801,191	5,960,178
Rental	6,208,274	5,586,026

* New: these data are collected as from 2022

Number of tickets sold

	2022	2021
Number of tickets loaded on the MOBIB card	3,000,000	2,400,000
Number of tickets payed by EMV	6,600,000	3,000,000
Number of season tickets loaded on the MOBIB card	1,700,000	1,500,000
Number of school season tickets issued	164,954	171,909
Number of school Brupass passes issued	13,387	13,296
Number of season ticket "STIB 18-24 BRUSSELS"	54,961	

* New: these data are collected as from 2022

Places-kilometres in passengers service (in millions)

(Standard used since 2006 of 4p/m²)

TOTAL	9,699.0	9,427.7
Metro	4,111.5	4,052.6
Tram	3,018.3	3,039.4
Bus (including night bus)	2,558.6	2,325.2
Taxibus	10.5	10.5

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

WEEKLY AVERAGE

Metro	27.9	27.9
Tram	16.2	16.3
Bus (without Noctis)	15.7	15.6

DAILY VARIATIONS FROM MONDAY TO FRIDAY

Metro

- Peak hours	26.8	26.8
- Off-peak hours	27.3	27.3
- Evening	29.2	29.3

Tram

- Peak hours	15.5	15.6
- Off-peak hours	15.9	16.0
- Evening	17.5	17.8

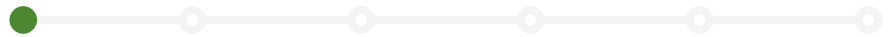
Bus

- Peak hours	14.1	14.1
- Off-peak hours	15.2	15.1
- Evening	18.8	18.7

% Certified services

% 'NF SERVICE' CERTIFIED SERVICES	100	100
% OF ISO 9001* CERTIFIED SERVICES	73	66
% OF ISO 14001 CERTIFIED SERVICES	100	100

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



Accessibility

	2022	2021
% OF VEHICLES ADAPTED FOR PRM		
Metro, low floor vehicles	100	100
Tram, low floor vehicles	55.6	55.6
Bus (except for Taxibus), equipped with a ramp	100	100
NUMBER OF ACCESSIBUS LINES	55	54
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	53	50
SPECIFIC SERVICES		
Number of assistances in metro stations	1,705	1,058
Number of Taxibus trips	158,056	138,426
Number of tickets for persons with a visual impairment	1,832	1,816
Number of 'Free guide' tickets	1,126	1,049

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

Lifts	98.12%	97.60%
Escalators	95.59%	96.24%

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

Fight against fare dodging

Number of passengers checked	1,260,675	546,804
Number of PV	89,728	50,166
Rate of visible fare dodging	7.12%	9.17%
Amount of surcharges received (in €)	5,137,891	3,491,269

Report of vehicles parked in breach of the law

Official written report	4,723	4,806
Removal of the vehicles in breach of the law	56	46

HUMAN RESOURCES INDICATORS

Total staff	2022	2021
TOTAL	10,355	10,221
- of which staff working within the company	9,633	9,581
- of which staff working on secondment	179	165
- of which inactive staff	543	475
FULL-TIME EQUIVALENTS (FTE)	10,113.19	10,013
% OF WOMEN IN THE COMPANY	11.02%	11.17%
NUMBER OF NATIONALITIES IN THE COMPANY	57	56

Variation of the staff members

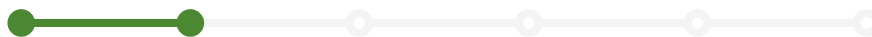
Hired (new employees)	705	858
Departures	571	480
- of which accepted for retirement in the course of the year	114	118

Distribution of the personnel by category

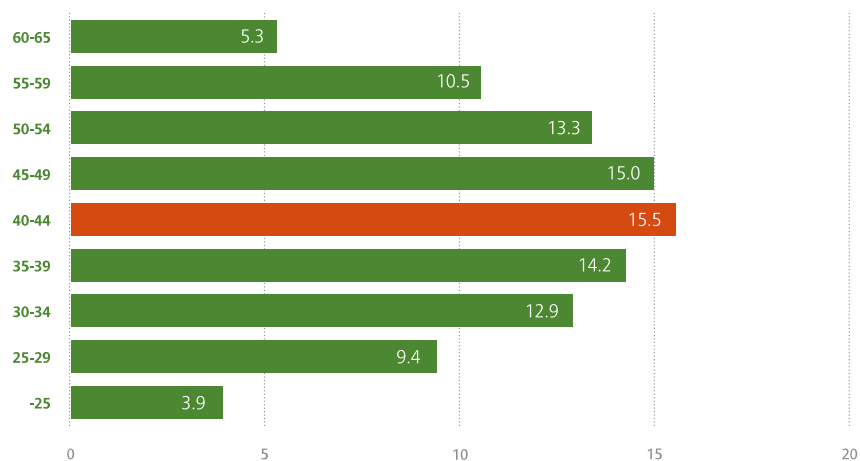
Workers	7,122	7,043
Employees + technical staff	3,233	3,178

Training

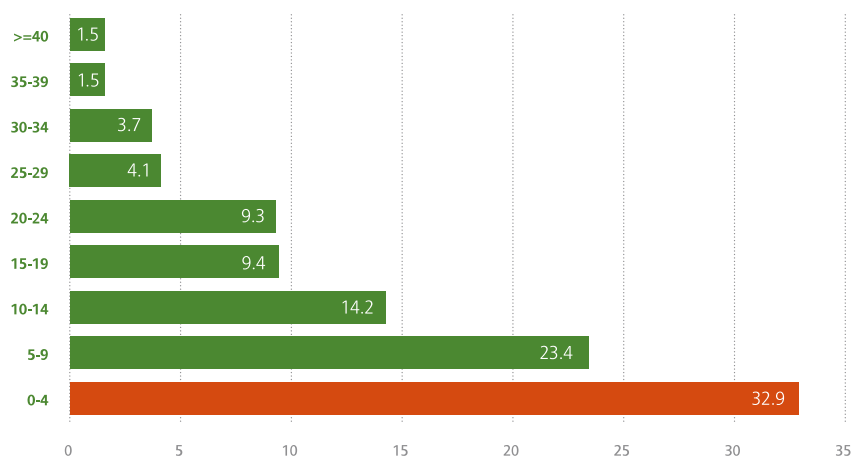
Number of training hours	642,976	550,041
Number of people trained	6,491	6,725
% of training cost in the total staff-related cost	5.50%	5.07%



AGE DISTRIBUTION OF THE PERSONNEL (IN %)



DISTRIBUTION OF THE PERSONNEL BY SENIORITY (IN %)



ENVIRONMENTAL INDICATORS

Air

	2022	2021
% of buses with thermal engines with particle filters	100%	100%
Number of trams and metrocars (electrical traction)		
- Tram	395	395
- Metro	447	387
Number of buses with thermal engines with particle filters	823	825

Noise

Handling of nuisances related to tramway		
- Ground tracks (km)	44.37	60.82
- Tracks treated with anti-vibration systems (km)	8.61	6.18
- Tracks treated with rubber surface systems (km)	11.29	12.37

Water

Water consumption (m³)	129,435	117,203
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Waste

% of sites involved in selective sorting	100	100
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Energy

HV-energy consumption (in kWh)	246,499,433	250,365,959
% renewable energy	100	100

Solar panels

Number of sites equipped with solar panels	4	4
Number of solar panels	5,451	5,451
Number of m²	9,333	9,333
Power (kWp)	1,778	1,778

AVERAGE CONSUMPTION EQUIVALENT OF A HOUSEHOLD IN BRUSSELS	between 402 and 440	between 402 and 440
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NETWORK & ROLLING STOCK

Axis lengths (in km)

	2022	2021
Total length of the metro axis (including the end points)	39.78	39.78
Total length of the tram axis	148.49	147.04
of which length of the tram axis in tunnels (including access ramps in operation)	12.30	12.37
of which length of the tram axis on the ground level	49.05	47.42
of which length of the tram axis in dedicated lanes (including tunnels)	87.14	87.25
Total length of the bus axis (excluding Noctis)	376.1	377.9
Total length of Noctis network	89.7	89.6

Stops

Metro stations	69	69
Total number of stops	2,188	2,188
Number of surface stops with shelter	1,497	1,516

Average distance between stops (in metres)

Bus	419	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	10.3	10.4
5	Erasmus - Herrmann-Debroux	17.3	17.3
6	Roi Baudouin - Elisabeth	15.5	15.5

	2022	2021
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	5.7
19 De Wand - Groot-Bijgaarden	9.1	9.1
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 (1)	12.6	15.6
55 Da Vinci - Rogier	5.9	5.9
62 Eurocontrol - Cimetière de Jette	10.2	10.2
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	11.4
97 Louise - Dieweg	9.6	9.6

(1) Operated as two independent segments: Stade/Stadion – Gare du Midi/Zuidstation and Altitude Cent/Hoogte Honderd – Van Haelen

BUS

12 Brussels Airport - Trône (1)	13.4	13.3
13 Étangs Noirs - UZ-VUB	7.8	7.8
14 UZ-VUB - Gare du Nord	6.1	6.6
17 Beaulieu - Heiligenborre	5.4	5.4
20 Hunderenveld - Gare du Nord	8.0	8.5
21 Maes - Luxembourg	10.2	10.2
27 Luxembourg - Pléiades	7.0	7.0
28 Brabantonne - Konkel	6.0	6.0
29 De Brouckère - Hof ten Berg	9.2	9.2
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 - Glibert	9.4	9.4
47 Vilvorde Station - Heembeek	9.0	9.0
48 Anneessens - Decroly	8.8	8.8
49 Gare du Midi - Simonis	10.5	10.4
50 Gare du Midi - Lot Station	10.6	10.5
52 Gare Centrale - Forest (Bervoets)	4.8	6.1
53 Westland Shopping - Hôpital Militaire	14.4	14.4
54 Trône - Forest (Bervoets)	7.5	7.5
56 Schuman - Buda	12.5	12.5
57 Gare du Nord - Hôpital Militaire	8.7	8.7
58 Vilvorde Station - Albert II (4)	11.1	11.2
59 Hôpital Etterbeek-Ixelles - Bordet Station	10.1	10.1



	2022	2021
60 Ambiorix - Uccle Calevoet	10.5	10.5
61 Gare du Nord - Montgomery	5.8	5.8
63 Gare Centrale - Cimetière de Bruxelles	6.4	6.3
64 Porte de Namur - Bordet Station	7.8	7.9
65 Gare Centrale - Machelen	13.0	13.0
66 Gare Centrale - Péage	8.2	9.1
69 Schaerbeek Gare - Jules Bordet (5)	4.1	4.1
70 Héros - Homborch (6)	5.1	7.8
71 De Brouckère - Delta	7.6	7.7
72 ULB - ADEPS (4)	5.2	5.2
73 CERIA - Gare du Midi	6.1	-
74 Clémence Everard - Uccle-Stalle	9.9	9.9
75 Héros - Bon Air	11.5	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	7.1
80 Porte de Namur - Haren	13.5	13.5
83 Gare de Berchem - Val Maria	13.1	13.1
86 Machtens - Bockstael	7.5	7.5
87 Simonis - Beekkant	10.7	10.7
88 De Brouckère - UZ-VUB	11.0	10.9
89 Westland Shopping - Gare Centrale	8.2	8.2
90 Jacques Brel - Peterbos	2.2	-
95 Grand-Place - Wiener	9.4	9.4

(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 8 PM

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

NOCTISNET (1)

N04 Gare Centrale - Cimetière de Bruxelles	9.0	9.0
N05 Gare Centrale - Kraainem	10.3	10.3
N06 Gare Centrale - Musée du Tram	10.1	10.1
N08 Gare Centrale - Wiener	10.7	10.7
N09 Gare Centrale - Herrmann-Debroux	11.8	11.8
N10 Gare Centrale - Fort-Jaco	10.9	10.9
N11 Gare Centrale - Homborch	13.0	13.0
N12 Gare Centrale - Stalle (P)	9.1	9.1
N13 Gare Centrale - Westland Shopping	7.2	7.2
N16 Gare Centrale - Gare de Berchem	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 €)	2022	2021
ENTIRE NETWORK		
Brupass 1 journey (2) (3)	2.40	2.40
Brupass 10 journeys (2) (3)	15.60	15.00
School pass (1) (3)	15.00	
STIB 1 journey sold on board the vehicle (1) (3)	no longer available	2.50 **
STIB 1 journey (1) (3)	2.10 *	2.10 *
STIB 1 day (1) (3)	7.50 *	7.50 *
Brupass 1 day (2) (3)	7.80	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 (3) (4)	3.10	3.00
Brupass XL 10 journeys (3) (4)	21.00	20.00
BRUPASS SEASON TICKETS (2) (3)		
1 month	56.50	55.50
12 month	583.00	583.00
BRUPASS XL SEASON TICKETS (3) (4)		
1 month	78.00	74.00
12 month	780.00	775.00
SCHOOL SEASON TICKETS (1) (3)		
Family with children at school		
- STIB school season 12 months 1 st purchase	12.00	12.00
- STIB school season 12 months 2 nd purchase	12.00	12.00
- STIB school season 12 months 3 rd purchase and following	Free	Free
SEASON TICKET "STIB 18-24 BRUSSELS" (1) (3)		
- STIB 1-24 years Brussels resident 12 months 1 st purchase	12.00 €	
- STIB 1-24 years Brussels resident 12 months 2 nd purchase	12.00 €	
- STIB 1-24 years Brussels resident 12 months 3 rd purchase and following	Free	
STIB SEASON TICKETS (1) (3)		
1 month	49.00	49.00
12 month	499.00	499.00
Season ticket STIB -12 years (1) (3)	Free	Free
Season ticket 65+ ("65 years and more") (1) (3)	60.00	60.00



	2022	2021
AIRPORT LINE (1)		
STIB + Airport Line 1 month (1).....	60.00	60.00
1 journey Go2City (1).....	7.00	7 *
1 journey Go2City sold on board of the vehicule (1).....	no longer available	7.50 **
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) Except for trips from the airport		
(4) Valid on the STIB network, on the urban Brussels network of the SNCB (2 nd class) and on the urban and suburban network of De Lijn and Tec and on the extended area Brupass XL		
* a supplement of € 0.50 will be added to the stated amount as the journey is loaded onto a paper ticket		
** a supplement of € 0.50 will be added to the stated amount as the journey is loaded onto a paper ticket		

Fleet of rolling stock in operation

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,338	1,330
Metro		
Trains U4 (composed of 4 cars).....	7	7
Trains U5 (composed of 5 cars).....	37	37
Trains Boa (composed of 6 cars).....	21	21
Trains M7.....	18	8
Total.....	83	73
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.....	280	281
Hybrid standard buses.....	238	238
Electric standard buses.....	5	5
Articulated buses.....	129	130
Articulated hybrid busses.....	164	164
Articulated electric busses.....	25	25
Electric midibus.....	7	7
Taxibus.....	12	12
Total.....	860	862

INFRASTRUCTURE

Buildings and stations	2022	2021
Tramway depot.....	7	7
Bus depot.....	5	5
Metro depot.....	3	3
Tramway workshop.....	7	7
Bus workshop.....	5	5
Metro workshop.....	3	2
Mixed workshop.....	3	4
Metro and premetrostations	69	69
- of which connecting stations.....	9	9

Electricity and signalling

ELECTRICAL POWER INSTALLED		
HV-distribution boxes.....	6	6
Transformer sub-stations.....	113	113
Traction sub-stations.....	106	106
HV CABLES IN SERVICE (in km)	536	530
LV CABLES IN SERVICE (in km)		
Tramway 700 V.....	235	227
Metro 900 V.....	108	107
METRO SIGNALLING (1)		
Electrically controlled switches.....	94	88
Signal boxes.....	81	81

(1) Delta and Demets complexes not included



Rails (in km)	2022	2021
SIMPLE RAILS IN OPERATION (KM)		
Metro		
- Surface	11.64	11.6
- Tunnel	75.33	75.3
Total	86.96	87.0
Tram		
- Surface	266.41	266.6
- Premetro	14.53	14.5
- Various tunnels (1)	11.30	11.3
Total	292.24	292.4
(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul.		
Depots and workshops (km)		
- Tram	33.10	33.3
- Metro	19.88	18.4
- Total	52.98	51.6
Total	432.19	431.0
CONSTRUCTION		
Rails (km of simple rails)	1.42	1.08
Switches	19.00	22
Common crossings	19.00	34
REPLACEMENT		
Rails (km of simple rails)	13.29	16.7
Switches	22.00	10
Common crossings	61.00	18
DISMANTLING		
Rails (km of simple rails)	0.00	0.00

Aerial equipment

MAINTENANCE, REPLACEMENT, REPAIR		
Trolley wire replacement (in km)	8.8	13.7
Replaced suspension cables (in km)	0.1	21
Posts installed	158	112
Posts removed	139	70

Maintenance tram signalisation

ELECTRICAL SWITCHING CONTROL MECHANISMS		
Installed	9	30
Removed	6	6
In service	367	373
REMOTE CONTROLS OF TRAFFIC LIGHTS AND TRAM SIGNALLING		
Commissioned	9	27
Out of service	1	4
In service	291	281

LEGAL SERVICE & LITIGATION

Public tenders	2022	2022
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	2022	2021
OUTSTANDING CASES	5,072	4,564
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.45	0.45
Metro	0.03	0.02
Bus	1.40	1.34
Network average	0.52	0.48
FINANCIAL COSTS IN € (per million places-km)		
Tram	235.56	202.97
Metro	13.76	10.82
Bus	1,183.02	756.84
Network average	392.51	257.59

Passengers accidents and others (per million places-km)

	2022		2021	
	Travelers	Third party	Travelers	Third party
Tram	0.07	0.39	0.07	0.38
Metro	0.02	0.00	0.01	0.00
Bus	0.22	1.18	0.18	1.17
Network average	0.09	0.44	0.07	0.41

Incidents**DISRUPTION OF SERVICES**

Tram	353	319
Bus	822	629
Metro	9	2
Agressions (against staff and customers - number of new cases)	863	780
Vandalism, public disorder, unlawful posittings, etc.	224	129

Insurance management (in €)

TOTAL	21,632,652.43	18,473,591.36
Work accidents	7,513,524.00	5,243,574.04
All industrial and fire risks	1,538,170.99	1,498,228.00
Civil liability "operation"		
- of which premiums insurances	2,772,003.00	2,794,928.00
- of which own insurance	4,198,965.13	3,469,446.40
Hospitalization	4,817,288.81	4,706,468.95
Others	792,700.50	760,945.97

