

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 %)

	2019	2018
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)

	2019	2018
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*

	2019	2018
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 €)

	2019	2018
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
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	48	47
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