

GENERAL INDICATORS

Distribution of the network by method of transport with en new calculation method* (in millions of trips)

	2020	2019
TOTAL	244.2	427.5
Metro	87.6	163.0
Tram	86.2	154.1
Bus	70.3	110.3
Taxibus	0.1	0.2

* 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, 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)

	2020	2019
TOTAL	46,123,800	48,284,596
Metro	5,559,002	5,796,114
Tram	14,564,427	15,862,136
Bus (including night bus)	25,180,092	25,593,700
Taxibus	820,279	1,032,646

Income from passengers traffic (in €)

	2020	2019
TOTAL	213,554,295.5	285,787,871
Direct income from the traffic	152,902,295.5	225,135,871
Tickets	16,728,495.1	36,384,181.5
Passes	20,479,604.0	40,789,524.2
School season tickets	7,063,645.0	7,319,170.3
General season tickets	105,848,688.0	131,306,717.7
Discount on sales	-51,399.1	-33,010.7
B-Post Transports	76,738.8	485,278.3
Taxibus	189,536.3	265,971.4
Other (1-day tickets)	1,417,477.1	5,536,077.5
Right of use	1,019,949.2	2,022,880.0
Events	129,561.1	1,059,080.7
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	0.87	0.67
Operational cost/trip	3.13	1.69
Sales revenues		
Advertising	5,110,146	7,594,082
Rental	4,848,836	7,973,252

Places-kilometres in passengers service (in millions)(Standard used since 2006 of 4p/m²)

	2020	2019
TOTAL	8,831.8	9,185.5
Metro	3,918.5	4,077.8
Tram	2,826.8	3,050.7
Bus (including night bus)	2,078.3	2,046.7
Taxibus	8.2	10.3

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

Metro	27.9	27.9
Tram	16.2	16.1
Bus (without Noctis)	15.5	15.7

DAILY VARIATIONS FROM MONDAY TO FRIDAY**Metro**

- Peak hours	26.9	26.9
- Off-peak hours	27.4	27.4
- Evening	29.2	29.2

Tram

- Peak hours	15.6	15.4
- Off-peak hours	16.1	15.9
- Evening	17.6	17.5

Bus

- Peak hours	14.3	14.5
- Off-peak hours	15.0	15.2
- Evening	18.7	19.0

% Certified services

% 'NF SERVICE' CERTIFIED SERVICES	100	100
% OF ISO 9001* CERTIFIED SERVICES	74	71
% OF ISO 14001 CERTIFIED SERVICES	100	100

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



Accessibility

	2020	2019
% OF VEHICLES ADAPTED FOR PRM		
Metro, low floor vehicles.....	100	100
Tram, low floor vehicles.....	55.6	55.4
Bus (except for Taxibus), equipped with a ramp.....	84.0	84.0
NUMBER OF ACCESSIBUS LINES	39	25
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	49	48
SPECIFIC SERVICES		
Number of assistances in metro stations.....	1,340	2,822
Number of Taxibus trips.....	98,774	147,656
Number of tickets for persons with a visual impairment.....	1,769	1,759
Number of 'Free guide' tickets.....	1,055	1,112

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

Lifts.....	98.90	98.62
Escalators.....	96.84	96.98

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

Fight against fare-dodging

Number of passengers checked.....	354,735	1,311,448
Number of PV.....	21,889	71,455
Rate of visible fare dodging.....	6.17%	5.45%
Amount of surcharges received (in €).....	2,589,508	4,628,191

Report of vehicles parked in breach of the law

Official report written.....	4,800	7,621
Removal of the vehicles in breach of the law.....	32	38