

GENERAL INDICATORS

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

	2021	2020
TOTAL	273.8	244.2
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)

TOTAL	50,577,447	46,123,800
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 €)

TOTAL	218,329,012.3	213,554,295.5
Direct income from the traffic	154,377,012.3	152,902,295.5
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
Indirect income from the traffic	63,951,999.99	60,652,000.0
Endowments for preferential rates	63,951,999.99	60,652,000.0
Net income from traffic/trip	0.80	0.87
Operational cost/trip	2.79	3.13
Sales revenues		
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/m²)

TOTAL	9,427.7	8,831.8
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)

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

% Certified services

% 'NF SERVICE' CERTIFIED SERVICES	100	100
% OF ISO 9001* CERTIFIED SERVICES	66	74
% OF ISO 14001 CERTIFIED SERVICES	100	100

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



Accessibility

	2021	2020
% 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	100	84.0
NUMBER OF ACCESSIBUS LINES	54	39
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	50	49
SPECIFIC SERVICES		
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