

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)

	2022	2021
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

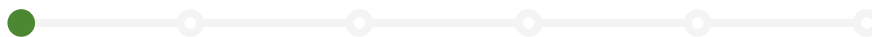
Bus

- 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