

STATISTICS

2024



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LET'S MOVE BRUSSELS





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Statistics

1

General indicators

2

Human
resources indicators

3

Environmental
indicators

4

Network &
rolling stock

5

Infrastructures

6

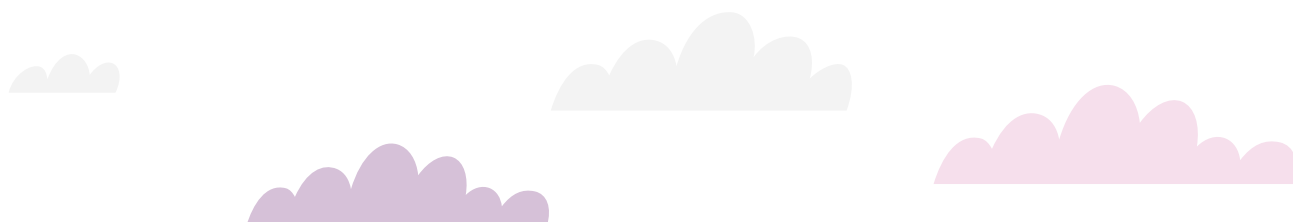
Legal service
& litigation

GENERAL INDICATORS



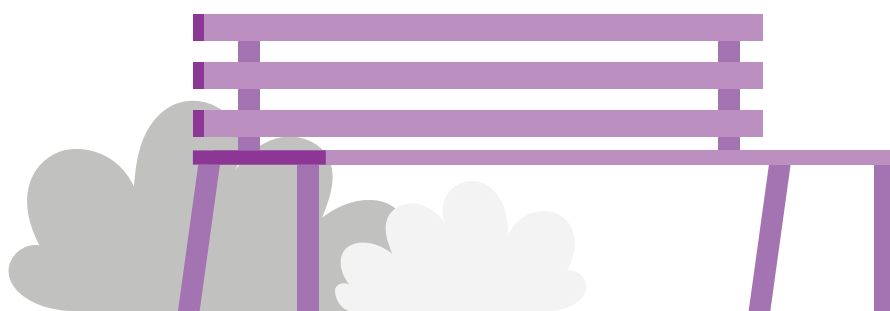
Distribution of the network by method of transport (in millions of trips)

	2024	2023
TOTAL	401.9	375.8
Metro	138.3	130.8
Tram	141.3	129.4
Bus	122.1	115.5
TaxiBus	0.2	0.2



Actual kilometres covered, in customer service (in km-convoyed)

	2024	2023
TOTAL	52,808,888	53,471,760
Metro	5,933,421	5,834,373
Tram	15,350,413	15,566,231
Bus (including night bus)	30,080,935	30,827,318
TaxiBus	1,444,118	1,243,838





Income from passengers traffic (in €)	2024	2023
TOTAL	237,389,432.87	290,898,603.80
Direct income from the traffic	226,208,300.80	214,543,603.80
Tickets	23,208,344.32	22,943,703.05
Passes	39,196,885.48	39,433,143.95
EMV	25,570,406.66	20,418,032.08
School season tickets	2,068,796.27	2,024,003.93
General season tickets	126,586,922.90	119,951,872.44
Discount on sales	-113,042.73	-89,819.02
TaxiBus	421,976.88	328,237.93
Other (1-day tickets)	5,104,777.86	5,402,160.60
Right of use	3,387,189.22	2,969,931.54
Events	701,700.94	1,076,934.30
Shuttle	74,343.00	85,403.00
Indirect income from the traffic	11,181,132.07	76,355,000.00
Endowments for preferential rates	11,181,132.07	76,355,000.00
Net income from traffic/trip	0.59	0.77
Operational cost/trip	2.38	2.38
SALES REVENUES		
Advertising	7,822,482	7,358,860
Rental	8,507,196	6,641,992



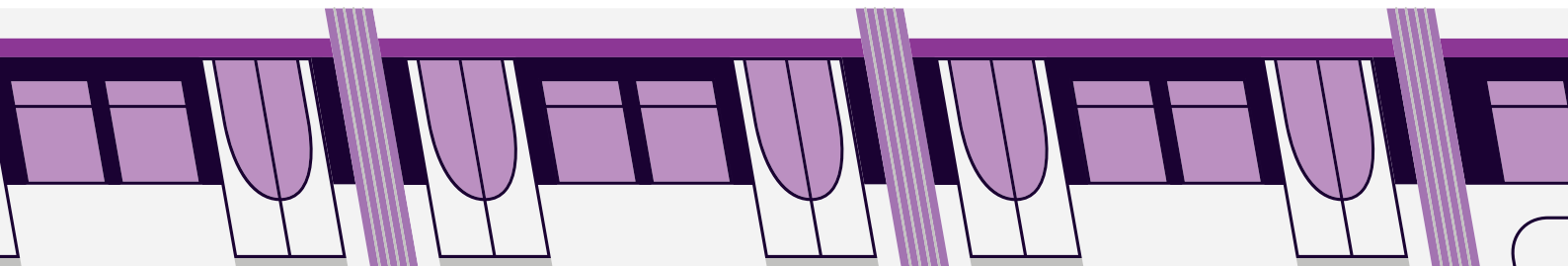
Number of tickets sold	2024	2023
Number of tickets loaded on the MOBIB card	3,100,000	3,100,000
Number of tickets payed by EMV	12,501,000	9,900,000
Number of season tickets loaded on the MOBIB card	2,000,000	1,900,000
Number of school season tickets issued	174,881	171,867
Number of school Brupass passes issued	13,074	13,194
Number of season ticket 18-24 Brussels resident	66,463	60,916

Places-kilometres in passengers service (in millions)	2024	2023
TOTAL	9,816.6	9,839.3
Metro	4,294.7	4,201.6
Tram	2,986.0	3,054.7
Bus (including night bus)	2,521.5	2,570.5
TaxiBus	14.4	12.4





Target trip speed in winter service (in km/h)	2024	2023
WEEKLY AVERAGE		
Metro	27.9	27.9
Tram	16.2	16.2
Bus (without Noctis)	15.8	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	29.2
Tram		
• Peak hours	15.4	15.6
• Off-peak hours	15.9	15.9
• Evening	17.5	17.6
Bus		
• Peak hours	14.1	14.1
• Off-peak hours	15.2	15.2
• Evening	18.8	18.7



% Certified services**2024****2023****% "NF SERVICE" CERTIFIED SERVICES**

100

100

% OF ISO CERTIFIED SERVICES

ISO 9001*

86

69

ISO 14001

100

100

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

Accessibility**2024****2023****PERCENTAGE OF VEHICLES ADAPTED FOR PRM**

Metro, low floor vehicles

100

100

Tram, low floor vehicles

71.5

69

Bus (except for TaxiBus), equipped with a ramp

100

100

NUMBER OF ACCESSIBUS LINES

63

65

NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS

55

55

SPECIFIC SERVICES

Number of assistances in metro stations

1,550

1,580

Number of TaxiBus trips

207,561

179,626

Number of tickets for persons with a visual impairment

1,962

1,924

Number of "Free guide" tickets

1,682

1,338

Rate of availability of the escalators and lifts (in %)***2024****2023**

Lifts

98.27

98.10

Escalators

94.43

95.41

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



Fight against fare-dodging	2024	2023
Number of passengers checked	1,722,896	1,423,461
Number of PV	110,772	93,458
Rate of visible fare dodging	6.43%	6.57%
Amount of surcharges received (in €)	6,660,487	5,608,217

Report of vehicles parked in breach of the law	2024	2023
Official report written	4,480	5,036
Removal of the vehicles in breach of the law	59	48



HUMAN RESOURCES INDICATORS

Total staff	2024	2023
TOTAL	10,550	10,477
• of which staff working within the company	9,709	9,698
• of which staff working on secondment	191	187
• of which inactive staff	650	592
FULL-TIME EQUIVALENTS (FTE)	10,273.87	10,205.40
% OF WOMEN IN THE COMPANY	10.9	10.9
NUMBER OF NATIONALITIES IN THE COMPANY	56	54

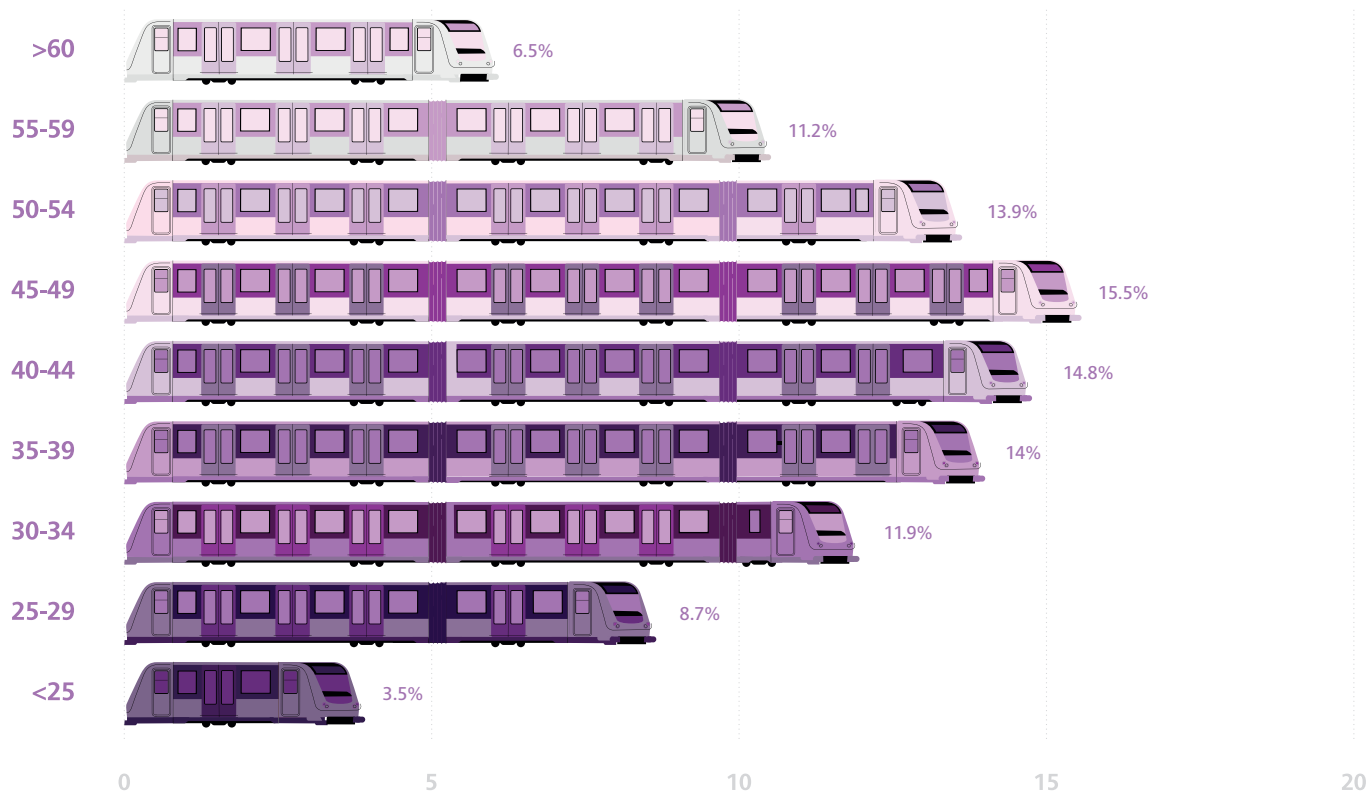
Variation of the staff members	2024	2023
Hired (new employees)	755	732
Departures	682	610
• of which accepted for retirement in the course of the year	108	95

Distribution of the personnel by category	2024	2023
Workers	7,209	7,146
Employees + technical staff	3,341	3,331

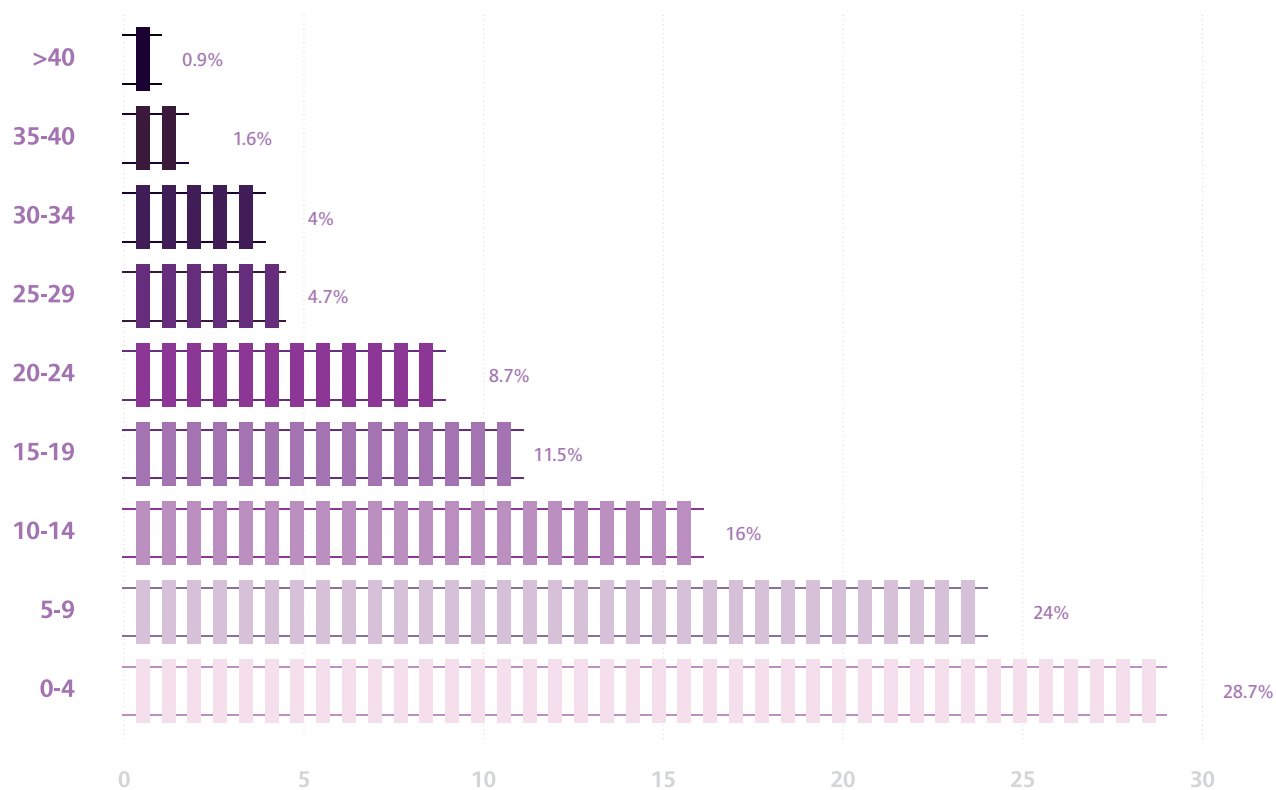
Training	2024	2023
Number of training hours	523,894	398,199
Number of people trained	10,418	7,381
% of training cost in the total staff-related cost	4.97%	4.21%



Age distribution of the personnel in 2024



Distribution of the personnel by seniority in 2024

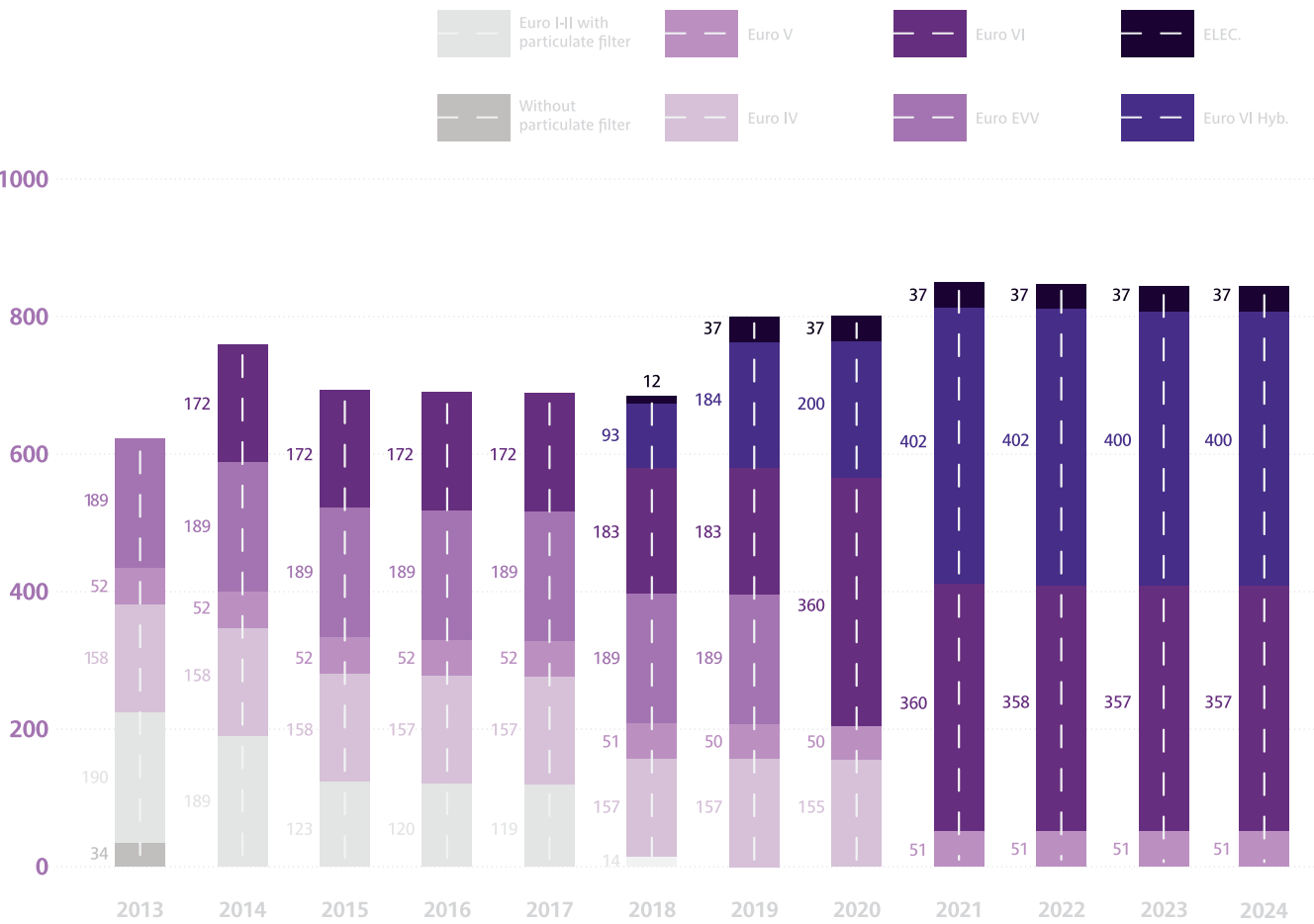


ENVIRONMENTAL INDICATORS



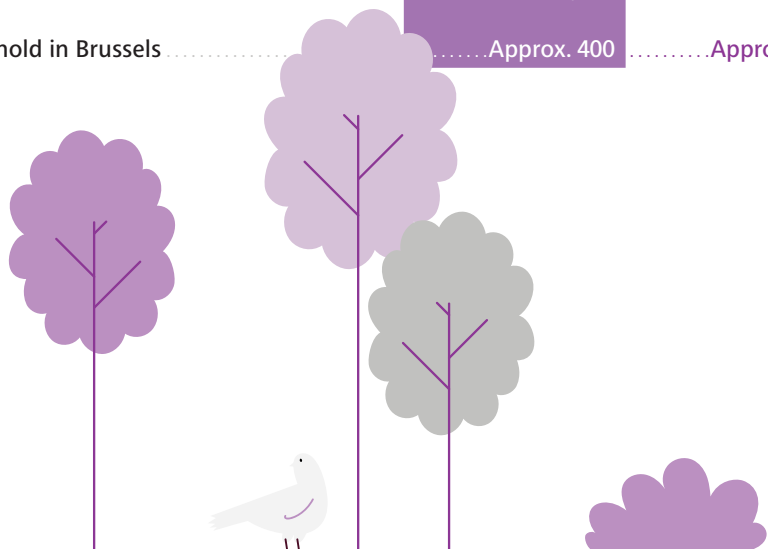
Air	2024	2023
% of buses with thermal engines equipped with particle filters	100	100
Number of trams and metrocars (electrical traction)		
• Tram	410	402
• Metro	493	477
Number of buses with thermal engines equipped with particle filters	820	820

Evolution chart of emission standards





Noise	2024	2023
Handling of nuisances related to tramway		
• Tracks ground (km)	76.02	51.12
• Tracks treated with anti-vibration systems (km)	4.05	10.51
• Tracks treated with rubber surface systems (km)	15.54	18.93
Water		
Water consumption (m³)	121,479	147,804
Waste		
% of sites involved in selective sorting	100	100
Energy		
HV-energy consumption (in kWh)	241,906,079	243,400,187
% renewable energy	100	100
Solar panels		
Number of sites equipped with solar panels	5	5
Number of solar panels	5,478	5,478
Number of m²	9,383	9,383
Power (kWp)	1,789	1,789
Average consumption equivalent of a household in Brussels	Approx. 400	Approx. 400

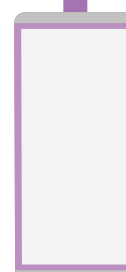
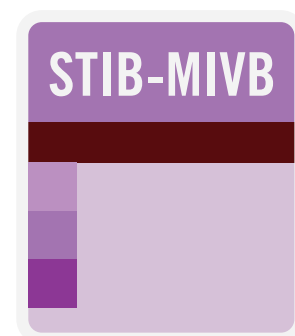


NETWORK & ROLLING STOCK

Axis lengths (in km)	2024	2023
Total length of the metro axis (including the end points)	39.78	39.78
Total length of the tram axis	151.80	150.40
• of which length of the tram axis in tunnels (including access ramps in operation)	13.00	12.96
• of which length of the tram axis on the level	43.06	43.03
• of which length of the tram axis in dedicated lanes (including tunnels)	95.73	94.45
Total length of the bus axis (excluding Noctis)	373.04	375.58
Total length of Noctis network	90.50	89.80

Stops	2024	2023
Metro stations	69	69
Total number of stops	2,223	2,203
Number of surface stops with shelter	1,545	1,529

Average distance between stops (in meters)	2024	2023
Bus	424	421
Trams excluding premetro	418	410
Metro and premetro	590	590
Network average	436	433





Naming of the lines		2024	2023
METRO			
1	Gare de l'Ouest · Stockel	12.5	12.5
2	Simonis · Elisabeth	10.3	10.3
5	Erasme · Herrmann-Debroux	17.3	17.3
6	Roi Baudouin · Elisabeth	15.5	15.5
TRAM			
3	Esplanade · Churchill	-	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 · Groot-Bijgaarden	9.8	5.7
10	Hôpital Militaire · Churchill	14.9	-
18	Albert · Van Haelen	5.1	5.1
19	De Wand · Simonis	5.0	9.1
25	Rogier · Boondael Gare	11.4	11.4
35	Esplanade · Bienfaiteurs	8.1	-
39	Ban-Eik · Montgomery	8.8	8.8
44	Montgomery · Tervuren Station	9.4	9.4
51	Stade · Gare du Midi	8.2	8.2
55	Da Vinci · Rogier	5.9	5.9
62	Eurocontrol · Heysel	12.7	10.2
81	Marius Renard · Montgomery	12.1	12.1
82	Gare de Berchem · Drogenbos	13.4	13.4
92	Schaerbeek Gare · Fort-Jaco	12.6	12.6
93	Stade · Legrand	11.4	11.4
97	Louise · Dieweg	9.6	9.6

Naming of the lines (continued)		2024	2023
BUS			
12	Brussels Airport · Trône	13.6	13.4
13	Étangs Noirs · UZ-VUB	7.9	7.8
14	UZ-VUB · Gare du Nord	6.1	6.1
17	Beaulieu · Heiligenborre	5.4	5.4
20	Hunderenveld · Gare du Nord	8.0	8.0
21	Maes · Luxembourg	10.4	10.2
27	Luxembourg · Pléiades	7.0	7.0
28	Brabançonne · Konkel	6.1	6.0
29	De Brouckère · Hof ten Berg	9.2	9.2
33	Dansaert · Louise	3.1	3.0
34	Porte de Namur · Sainte-Anne (1)	6.9	6.9
36	Maelbeek · Konkel	12.4	11.9
37	Albert · Gare de Linkebeek	9.8	9.7
38	Gare Centrale · Héros	8.3	8.2
41	Héros · Transvaal	9.8	9.8
42	Viaduc E40 · Roodebeek	4.8	4.8
43	Observatoire · Vivier d'Oie (2)	12.6	12.6
45	Roodebeek · Saint-Vincent	6.7	6.6
46	Moortebeek · Pannenhuis	11.4	9.4
47	Vilvoorde Station · Heembeek	10.3	9.0
48	Anneessens · Decroly	8.8	8.8
49	Gare du Midi · Simonis	10.9	10.5
50	Gare du Midi · Lot Station	10.6	10.6
52	Gare Centrale · Forest (Bervoets)	4.8	4.8
53	Westland Shopping · Hôpital Militaire	14.2	14.4
54	Trône · Forest (Bervoets)	7.5	7.5
56	Maelbeek · Buda	11.9	12.5
57	Gare du Nord · Hôpital Militaire	-	8.7



58	Vilvoorde Station · Albert II	10.9	10.9
59	Hôpital Etterbeek-Ixelles · Bordet Station	10.1	10.1
60	Ambiorix · Uccle Calevoet	10.9	10.5
61	Gare du Nord · Montgomery	5.8	5.8
63	Gare Centrale · Cimetière de Bruxelles	6.4	6.4
64	Porte de Namur · Bordet Station	7.9	7.8
65	Gare Centrale · Machelen	13.0	13.0
66	Gare Centrale · Péage	8.2	8.2
69	Schaerbeek Gare · Jules Bordet (4)	4.1	4.1
71	De Brouckère · Delta	7.7	7.6
72	ULB · ADEPS	5.2	5.2
73	CERIA · Gare du Midi	6.1	6.1
74	Clémence Everard · Uccle-Stalle	9.9	9.9
75	Héros · Bon Air	11.5	11.5
76	Kraainem · Oppem (3)	4.9	4.9
77	Kraainem · Hippodrome (4)	4.4	4.4
78	Humanité · Gare du Midi	4.6	4.6
79	Kraainem · Maelbeek	7.9	7.1
80	Porte de Namur · Haren	13.5	13.5
83	Gare de Berchem · Val Maria	13.1	13.1
86	Machtens · Bockstael	7.4	7.4
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	9.5	9.4

(1) Only operated between Porte de Namur and Auderghem-Shopping (extended to Rond-point du Souverain) after 8 PM

(2) Only operated between Héros and Vivier d'Oie after 8 PM

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

(4) Only operated during peak hours from Monday to Friday

Naming of the lines (continued)	2024	2023
NOCTIS NETWORK (1)		
N04 Gare Centrale · Cimetière de Bruxelles	9.0	9.0
N05 Gare Centrale · Kraainem	10.4	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	8.5	8.1

(1) Only operated during the night from Friday to Saturday and from Saturday to Sunday



Prices (in €)	2024	2023
TICKETS		
Brupass 1 journey ticket (2) (3)	2.60	2.40
Brupass 10 journey tickets (2) (3)	18.20	16.80
School pass (1) (3)	16.00	-
STIB 1 journey (1) (3)	2.20*	2.10*
STIB 1 day (1) (3)	8.00*	7.50*
Brupass 1 day (2) (3)	9.10	8.40
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)	8.00	7.50
Brupass XL 1 journey (3) (4)	3.50	3.20
Brupass XL 10 journeys (3) (4)	24.50	22.40



BRUPASS SEASON TICKETS (2) (3)

1 month	65.00	60.00
12 months	650.00	600.00

BRUPASS XL SEASON TICKETS (3) (4)

1 month	91.00	84.00
12 months	910.00	840.00

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 18-24 BRUSSELS RESIDENT (1) (3)

STIB 18-24 years Brussels resident 12 months 1 st purchase	12.00	12.00
STIB 18-24 years Brussels resident 12 months 2 nd purchase	12.00	12.00
STIB 18-24 years Brussels resident 12 months 3 rd purchase and following	Free	Free

STIB SEASON TICKETS (1) (3)

1 month	52.00	49.00
12 months	520.00	499.00
Season ticket STIB -12 years	Free	Free
Season ticket 65+ ("65 years and more") non Brussels resident	60.00	60.00
Season ticket 65+ ("65 years and more") Brussels resident	12.00	12.00

AIRPORT LINE (1)

STIB + Airport Line 1 month (1)	64.00	60.00
1 journey Airport2City (1)	7.50*	7.00*
10 journey tickets Airport2City (1)	49.20	46.00

BIM SEASON TICKET (1) (4)

1 month	8.10	8.10
12 months	85.00	85.00

*A supplement of € 0.50 will be added to the stated amount as the journey is loaded onto a paper ticket

(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 (2nd class)

(3) Except for trips from the airport

(4) Valid on the STIB network, on the urban Brussels network of the SNCB (2nd class) and on the urban and suburban network of De Lijn and TEC and on the extended area Brupass XL

Fleet of rolling stock in operation

2024

2023

TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,357	1,347
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Metro

Trains U4 (composed of 4 cars)	5	7
Trains U5 (composed of 5 cars)	37	37
Trains Boa (composed of 6 cars)	21	21
Trains M7	27	23
Total	90	88

Tram

Type 4000 articulated trams	70	70
Type 3000 articulated trams	172	158
Type 2000 articulated trams	51	51
Articulated trams with 4 bogies	59	60
Articulated trams with 3 bogies	58	63
Total	410	402

Bus

Standard buses	279	279
Hybrid standard buses	236	236
Electric standard buses	5	5
Articulated buses	129	129
Articulated hybrid buses	164	164
Articulated electric buses	25	25
Electric midibus	7	7
TaxiBus	12	12
Total	857	857

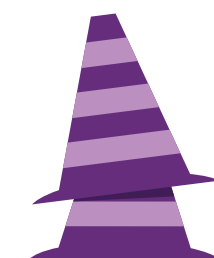


INFRASTRUCTURES

Buildings and stations	2024	2023
Tramway depot	7	7
Bus depot	5	5
Metro depot	3	3
Tramway workshop	7	7
Bus workshop	5	5
Metro workshop	3	3
Mixed workshop	3	3
Metro and premetro stations	69	69
• of which connecting stations	9	9

Electricity and signalling	2024	2023
ELECTRICAL POWER INSTALLED		
HV-distribution boxes	6	6
Transformer sub-stations	120	119
Traction sub-stations	120	118
HV CABLES IN SERVICE (in km)	560	550
LV CABLES IN SERVICE (in km)		
Tramway 700 V	254	244
Metro 900 V	111.5	110
METRO SIGNALLING (1)		
Electrically controlled switches	121	94
Signal boxes	82	81

(1) Delta and Demets complexes not included



Rails (in km)

2024

2023

SIMPLE RAILS IN OPERATION (in km)

Metro

• Surface	11.62	11.62
• Tunnel	75.30	75.34
Total	86.92	86.96

Tram

• Surface	277.59	274.96
• Premetro	16.33	16.29
• Various tunnels (1)	9.67	9.62
Total	303.60	300.88

(1) Tunnels Simonis, Montgomery, Constitution, rue Couverte, De Wand-Gros Tilleul

Depots and workshops (in km)

• Tram	32.81	32.98
• Metro	23.77	23.77
• Total	56.58	56.75
Total	447.09	444.59

CONSTRUCTION

Rails (km of simple rails)	4.25	8.52
Switches	12	19
Common crossings	24	23

REPLACEMENT

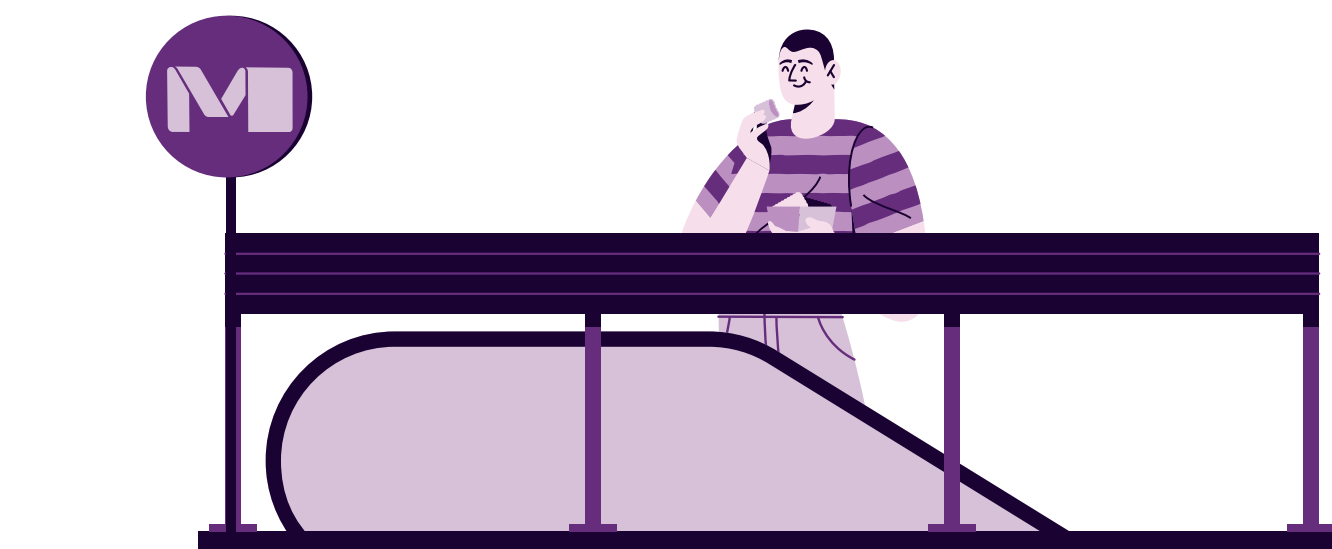
Rails (km of simple rails)	12.82	13.50
Switches	15	22
Common crossings	26	69

DISMANTLING

Rails (km of simple rails)	0.00	0.00
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Aerial equipment	2024	2023
MAINTENANCE, REPLACEMENT, REPAIR		
Trolley wire replacement (in km)	774	674
Replaced suspension cables (in km)	0.09	0.15
Posts installed	158	307
Posts removed	98	83
MAINTENANCE SIGNALISATION TRAM		
Electrical switching control mechanisms		
Installed	8	11
Removed	2	5
In service	367	365
Remote controls of traffic lights and tram signalling		
Commissioned	10	12
Out of service	5	15
In service	293	288



LEGAL SERVICE & LITIGATION

Public tenders	2024	2023
Allocation of public procurement	Amount (in €)	Cases
Contracts for works	86,417,893.67	12
Contracts for deliveries	278,737,080.01	44
Contracts for services	234,382,525.00	52
Total	599,537,498.68	108
Orders	Amount (in €)	Cases
Orders for works	86,184,660.75	443
Orders for deliveries	232,626,870.32	42,828
Orders for services	189,015,621.16	5,957
Total	507,827,152.23	49,228
Traffic accidents	2024	2023
OUTSTANDING CASES	4,417	4,621
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.49	0.48
Metro	0.03	0.03
Bus	1.12	1.18
Network average	0.45	0.47
FINANCIAL COSTS IN € (per million places-km)		
Tram	385.39	536.35
Metro	54.00	46.01
Bus	1,447.15	1,212.42
Network average	514.69	504.44



Passengers accidents and others (per million places-km)

	2024		2023	
	Travellers	Third parties	Travellers	Third parties
Tram	0.09	0.40	0.07	0.38
Metro	0.03	0.00	0.02	0.00
Bus	0.22	0.89	0.22	1.17
Network average	0.10	0.35	0.09	0.43

Incidents

	2024	2023
DISRUPTION OF SERVICES		
Tram	472	419
Bus	849	845
Metro	3	6
Aggressions staff and customers (number of new cases)	995	948
Vandalism, public disorder, unlawful posting, etc.	194	247

Insurance management (in €)

	2024	2023
TOTAL	26,135,676	23,936,586
Work accidents	9,968,328	8,655,711
All industrial and fire risks (including fire and water damage)	1,960,358	1,732,878
Civil liability "operation"		
• of which premiums insurances	2,772,003	2,772,003
• of which own insurance	5,748,858	5,272,430
Hospitalization	5,118,705	4,888,700
Others	567,424	614,864

