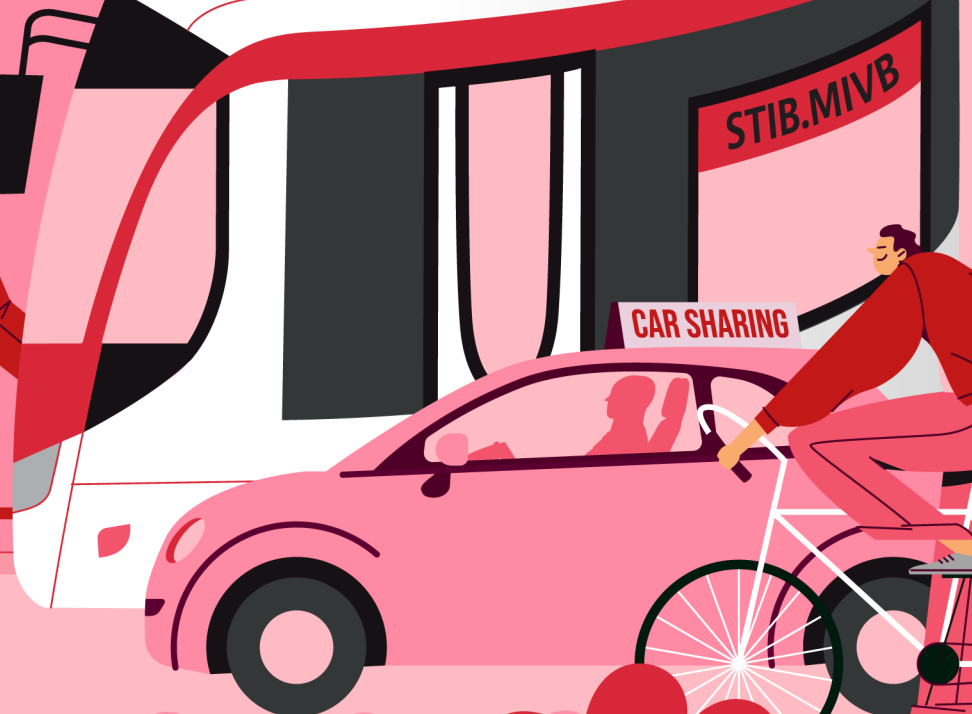
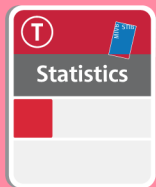


STATISTICS

2023



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Statistics

- 1 General indicators
- 2 Human Resources indicators
- 3 Environmental indicators
- 4 Network & rolling stock
- 5 Infrastructure
- 6 Legal service & litigation

GENERAL INDICATORS



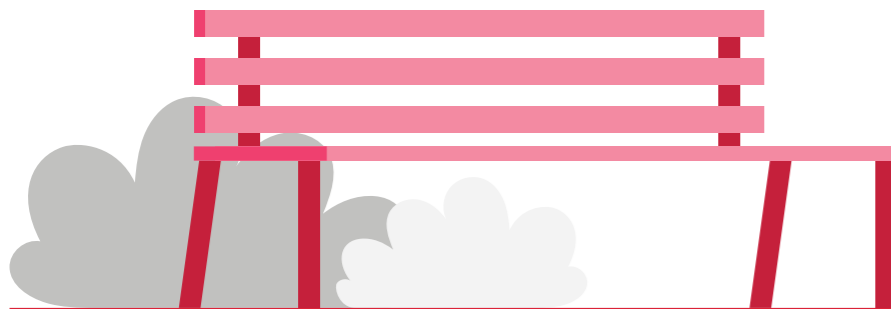
Distribution of the network by method of transport* (in millions of trips)

	2023	2022
TOTAL	375.8	337.7
Metro	130.8	129.2
Tram	129.4	106.6
Bus	115.5	101.8
TaxiBus	0.2	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 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)

	2023	2022
TOTAL	53,471,760	52,725,239
Metro	5,834,373	5,754,995
Tram	15,566,231	15,588,056
Bus (including night bus)	30,827,318	30,329,474
TaxiBus	1,243,838	1,052,714



Income from passengers traffic (in €)

	2023	2022
TOTAL	290,898,603.8	265,239,907.5
Direct income from the traffic	214,543,603.80	190,684,907.48
Tickets	22,943,703.05	21,568,259.37
Passes	39,433,143.95	36,329,061.08
EMV	20,418,032.08	13,552,617.58
School season tickets	2,024,003.93	2,241,632.98
General season tickets	119,951,872.44	109,107,572.56
Discount on sales	-89,819.02	-184,936.17
TaxiBus	328,237.93	289,915.74
Other (1-day tickets)	5,402,160.60	4,453,458.72
Right of use	2,969,931.54	2,456,871.23
Events	1,076,934.30	777,359.39
Shuttle	85,403.00	93,095.00
Indirect income from the traffic	76,355,000.00	74,555,000.00
Endowments for preferential rates	76,355,000.00	74,555,000.00
Net income from traffic/trip	0.77	0.79
Operational cost/trip	2.38	2.31
Sales revenues		
Advertising	7,358,860	6,801,191
Rental	6,641,992	6,208,274

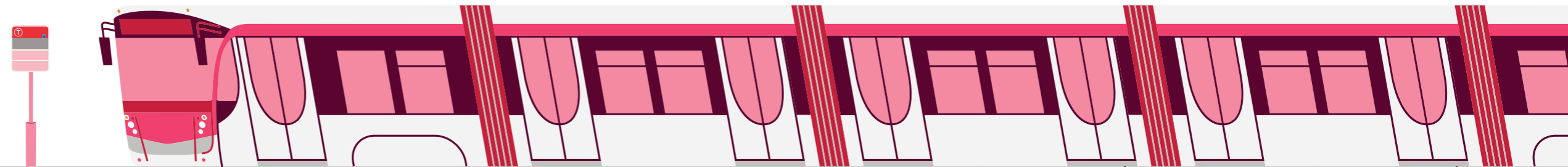


Number of tickets sold	2023	2022
Number of tickets loaded on the MOBIB card	3,100,000	3,000,000
Number of tickets paid by EMV	9,900,000	6,600,000
Number of season tickets loaded on the MOBIB card	1,900,000	1,700,000
Number of school season tickets issued	171,867	164,954
Number of school Brupass passes issued	13,194	13,387
Number of season ticket 18-24 Brussels resident	60,916	54,961

Places-kilometres in passengers service* (in millions)	2023	2022
TOTAL	9,839.3	9,699.0
Metro	4,201.6	4,111.5
Tram	3,054.7	3,018.3
Bus (including night bus)	2,570.5	2,558.6
TaxiBus	12.4	10.5

*Standard used since 2006 of 4p/m²

Target trip speed in winter service (in km/h)	2023	2022
WEEKLY AVERAGE		
Metro	27.9	27.9
Tram	16.2	16.2
Bus (without Noctis)	15.6	15.7
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	15.6	15.5
• Off-peak hours	15.9	15.9
• Evening	17.6	17.5
Bus		
• Peak hours	14.1	14.1
• Off-peak hours	15.2	15.2
• Evening	18.7	18.8



% Certified services	2023	2022
% "NF SERVICE" CERTIFIED SERVICES	100	100
% OF ISO CERTIFIED SERVICES		
ISO 9001*	69	73
ISO 14001	100	100

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

Accessibility	2023	2022
PERCENTAGE OF VEHICLES ADAPTED FOR PRM		
Metro, low floor vehicles	100	100
Tram, low floor vehicles	69	55.6
Bus (except for TaxiBus), equipped with a ramp	100	100
NUMBER OF ACCESSIBUS LINES	65	55
NUMBER OF STATIONS WITH PRM ACCESSIBLE PLATFORMS	55	53
SPECIFIC SERVICES		
Number of assistances in metro stations	1,580	1,705
Number of TaxiBus trips	179,626	158,056
Number of tickets for persons with a visual impairment	1,924	1,832
Number of "Free guide" tickets	1,338	1,126

Rate of availability of the escalators and lifts (in %)*	2023	2022
Lifts	98.10	98.12
Escalators	95.41	95.59

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

Fight against fare-dodging	2023	2022
Number of passengers checked	1,423,461	1,260,675
Number of PV	93,458	89,728
Rate of visible fare dodging	6.57%	7.12%
Amount of surcharges received (in €)	9,885,181	5,137,891

Report of vehicles parked in breach of the law	2023	2022
Official report written	5,036	4,723
Removal of the vehicles in breach of the law	48	56



HUMAN RESOURCES INDICATORS

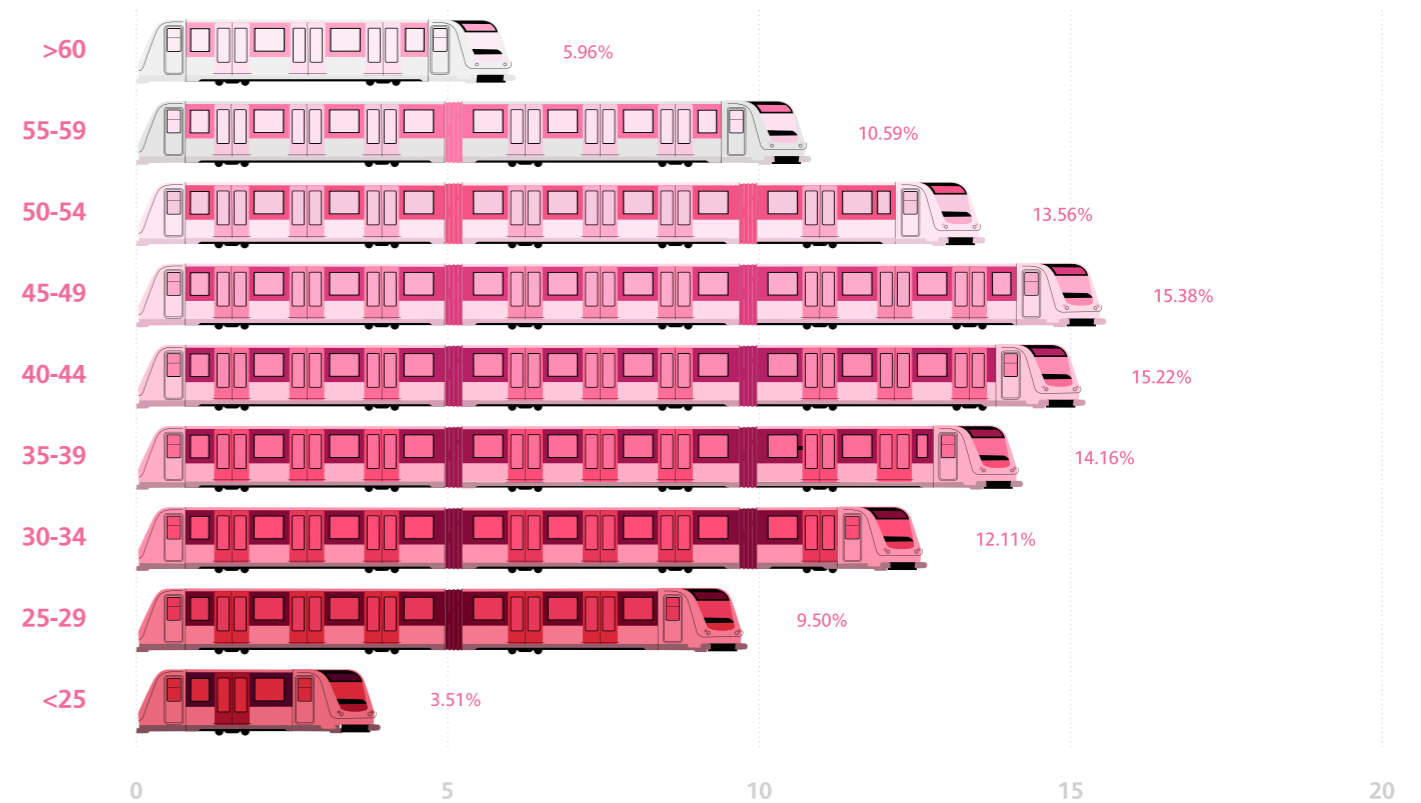
Total staff	2023	2022
TOTAL	10,477	10,355
• of which staff working within the company	9,698	9,633
• of which staff working on secondment	187	179
• of which inactive staff	592	543
FULL-TIME EQUIVALENTS (FTE)	10,205.40	10,113.19
% OF WOMEN IN THE COMPANY	10.94	11.02
NUMBER OF NATIONALITIES IN THE COMPANY	54	57

Variation of the staff members	2023	2022
Hired (new employees)	732	705
Departures	610	571
• of which accepted for retirement in the course of the year	95	114

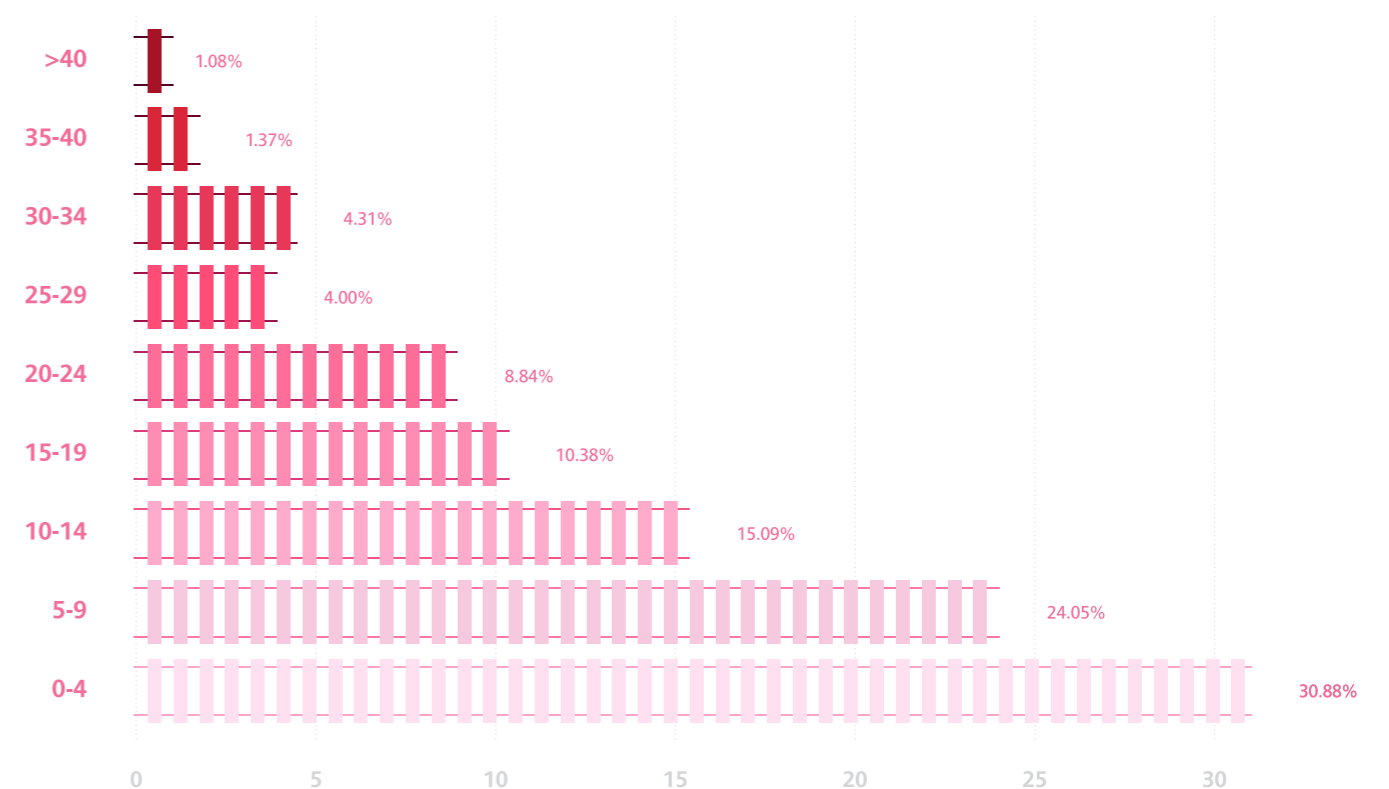
Distribution of the personnel by category	2023	2022
Workers	7,146	7,122
Employees + technical staff	3,331	3,233

Training	2023	2022
Number of training hours	398,199	642,976
Number of people trained	7,381	6,491
% of training cost in the total staff-related cost	4.21	5.50

Age distribution of the personnel in 2023



Distribution of the personnel by seniority in 2023

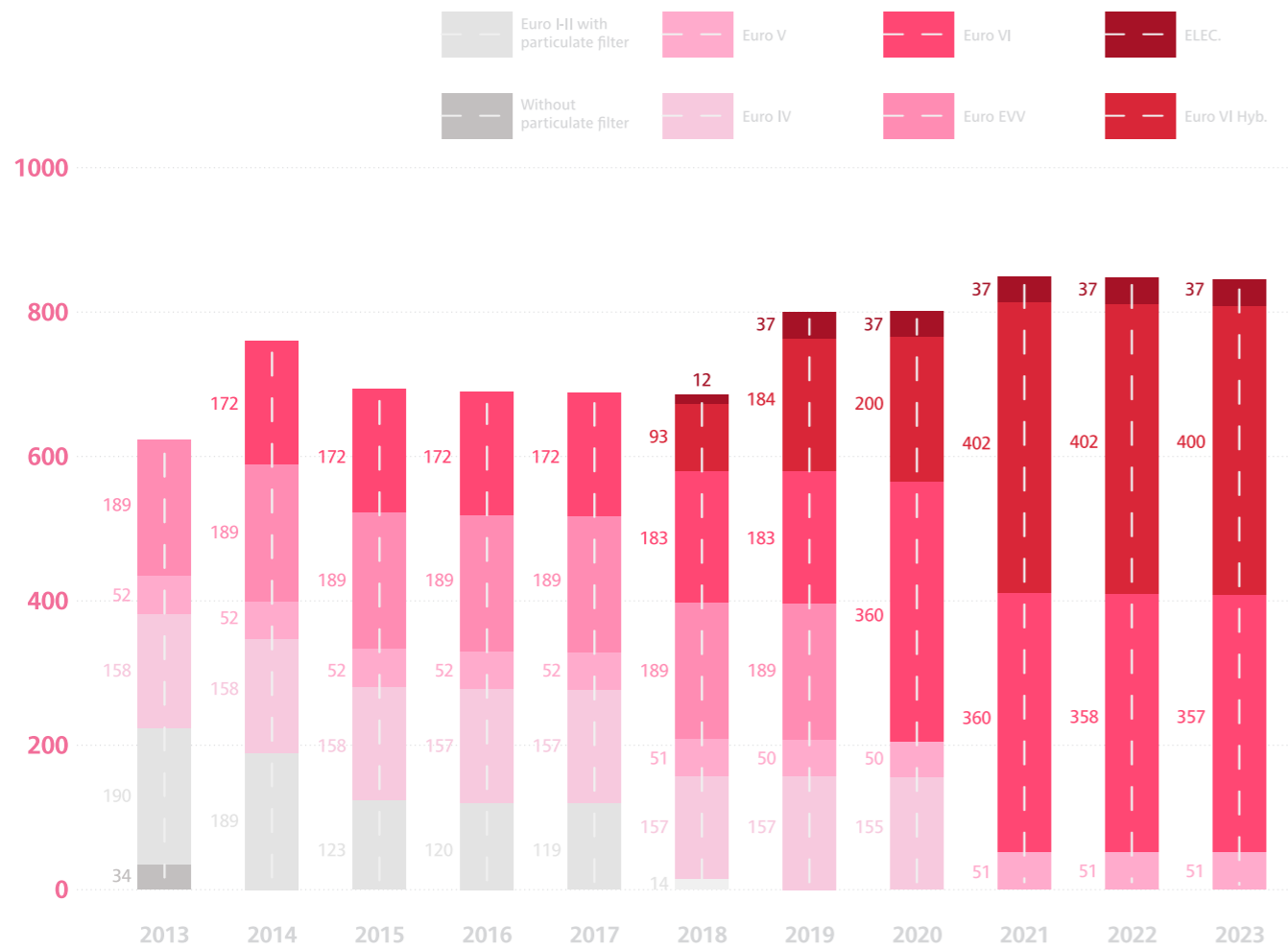


ENVIRONMENTAL INDICATORS



Air	2023	2022
% of buses with thermal engines equipped with particulate filters	100	100
Number of trams and metrocars (electrical traction)		
• Tram	402	395
• Metro	477	447
Number of buses with thermal engines equipped with particulate filters	820	823

Evolution chart of emission standards



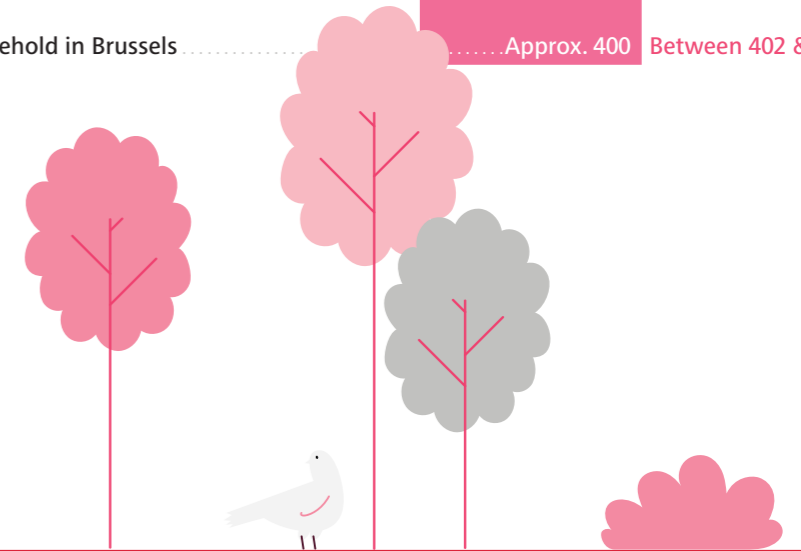
Noise	2023	2022
Handling of nuisances related to tramway		
• Tracks ground (km)	51.12	44.37
• Tracks treated with anti-vibration systems (km)	10.51	8.61
• Tracks treated with rubber surface systems (km)	18.93	11.29

Water	2023	2022
Water consumption (m³)	145,446	129,435

Waste	2023	2022
% of sites involved in selective sorting	100	100

Energy	2023	2022
HV-energy consumption (in kWh)	243,400,187	246,499,433
% renewable energy	100	100

Solar panels	2023	2022
Number of sites equipped with solar panels	5	4
Number of solar panels	5,478	5,451
Number of m²	9,383	9,333
Power (kWp)	1,789	1,778
Average consumption equivalent of a household in Brussels	Approx. 400	Between 402 & 440

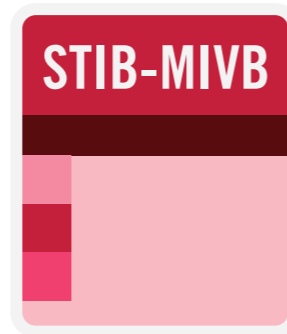


NETWORK & ROLLING STOCK

Axis lengths (in km)	2023	2022
Total length of the metro axis (including the end points)	39.78	39.78
Total length of the tram axis	150.40	148.49
<ul style="list-style-type: none"> of which length of the tram axis in tunnels (including access ramps in operation) 	12.96	12.30
<ul style="list-style-type: none"> of which length of the tram axis on the level 	43.03	49.05
<ul style="list-style-type: none"> of which length of the tram axis in dedicated lanes (including tunnels) 	94.45	87.14
Total length of the bus axis (excluding Noctis)	375.58	376.1
Total length of Noctis network	89.8	89.7

Stops	2023	2022
Metro stations	69	69
Total number of stops	2,203	2,188
Number of surface stops with shelter	1,529	1,497

Average distance between stops (in metres)	2023	2022
Bus	421	419
Trams excluding premetro	410	409
Metro and premetro	590	590
Network average	433	430



Naming of the lines	2023	2022
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	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 · Simonis	5.7	5.7
18 Albert · Van Haelen	5.1	
19 De Wand · Grand-Bigard	9.1	9.1
25 Rogier · Boondael Gare	11.4	11.4
39 Ban-Eik · Montgomery	8.8	8.8
44 Montgomery · Tervuren Station	9.4	9.4
51 Stade · Gare du Midi	8.2	12.6
55 Da Vinci · Rogier	5.9	5.9
62 Eurocontrol · Cimetière de Jette	10.2	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)	2023	2022
BUS		
12 Brussels Airport · Trône	13.4	13.4
13 Étangs Noirs · UZ-VUB	7.8	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	10.2	10.2
27 Luxembourg · Pléiades	7.0	7.0
28 Brabançonne · Konkel	6.0	6.0
29 De Brouckère · Hof ten Berg	9.2	9.2
33 Dansaert · Louise	3.0	3.0
34 Porte de Namur · Sainte-Anne (1)	6.9	6.9
36 Schuman · Konkel	11.9	11.9
37 Albert · Gare de Linkebeek	9.7	9.7
38 Gare Centrale · Héros	8.2	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	6.6	6.6
46 Moortebek · Glibert	9.4	9.4
47 Vilvorde Station · Heembeek	9.0	9.0
48 Anneessens · Decroly	8.8	8.8
49 Gare du Midi · Simonis	10.5	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	14.4	14.4
54 Trône · Forest (Bervoets)	7.5	7.5
56 Schuman · Buda	12.5	12.5
57 Gare du Nord · Hôpital Militaire	8.7	8.7

58 Vilvorde Station · Albert II	10.9	11.1
59 Hôpital Etterbeek-Ixelles · Bordet Station	10.1	10.1
60 Ambiorix · Uccle Calevoet	10.5	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	7.8	7.8
65 Gare Centrale · Machelen	13.0	13.0
66 Gare Centrale · Péage	8.2	8.2
69 Schaerbeek Gare · Jules Bordet (5)	4.1	4.1
70 Héros · Homborch		5.1
71 De Brouckère · Delta	7.6	7.6
72 ULB · ADEPS (3)	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 (4)	4.9	4.9
77 Kraainem · Hippodrome (5)	4.4	4.4
78 Humanité · Gare du Midi	4.6	4.6
79 Kraainem · Schuman	7.1	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	7.5
87 Simonis · Beekkant	10.7	10.7
88 De Brouckère · UZ-VUB	10.9	11
89 Westland Shopping · Gare Centrale	8.2	8.2
90 Jacques Brel · Peterbos	2.2	2.2
95 Grand-Place · Wiener	9.4	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

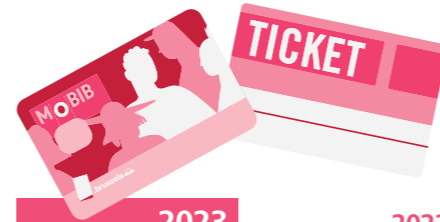
(3) Not operated after 10 PM

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

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

Naming of the lines (continued)	2023	2022
NOCTIS NETWORK (1)		
N04 Gare Centrale · Cimetière de Bruxelles	9.0	9.0
N05 Gare Centrale · Kraainem	10.3	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	8.1	8.1

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



Prices (in €)	2023	2022
TICKETS		
Brupass 1 journey ticket (2) (3)	2.40	2.40
Brupass 10 journey tickets (2) (3)	16.80	15.60
School pass (1) (3)		15.00
STIB 1 journey (1) (3)	2.10*	2.10*
STIB 1 day (1) (3)	7.50*	7.50*
Brupass 1 day (2) (3)	8.40	7.80
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)	7.50	7.50
Brupass XL 1 journey (3) (4)	3.20	3.10
Brupass XL 10 journeys (3) (4)	22.40	21.00

BRUPASS SEASON TICKETS (2) (3)		
1 month	60.00	56.50
12 months	600.00	583.00
BRUPASS XL SEASON TICKETS (3) (4)		
1 month	84.00	78.00
12 months	840.00	780.00
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	49.00	49.00
12 months	499.00	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	
AIRPORT LINE (1)		
STIB + Airport Line 1 month (1)	60.00	60.00
1 journey Airport2City (1)	7.00*	7.00*
10 journey tickets Airport2City (1)	46.00	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

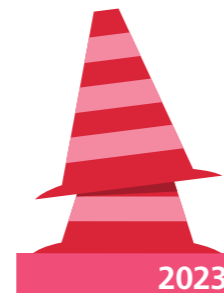
(4) Valid on the STIB network, on the urban Brussels network of the SNCB (2nd class) and on the urban and suburban network of De Lijn and TEC and on the extended area Brupass XL

INFRASTRUCTURE

Fleet of rolling stock in operation	2023	2022
TOTAL NUMBER OF VEHICLES ON THE NETWORK	1,347	1,338
Metro		
Trains U4 (composed of 4 cars)	7	7
Trains U5 (composed of 5 cars)	37	37
Trains Boa (composed of 6 cars)	21	21
Trains M7	23	18
Total	88	83
Tram		
Type 4000 articulated trams	70	70
Type 3000 articulated trams	158	150
Type 2000 articulated trams	51	51
Articulated trams with 4 bogies	60	61
Articulated trams with 3 bogies	63	63
Total	402	395
Bus		
Standard buses	279	280
Hybrid standard buses	236	238
Electric standard buses	5	5
Articulated buses	129	129
Articulated hybrid busses	164	164
Articulated electric busses	25	25
Electric midibus	7	7
TaxiBus	12	12
Total	857	860

Buildings and stations	2023	2022
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		
ELECTRICAL POWER INSTALLED		
HV-distribution boxes	6	6
Transformer sub-stations	119	113
Traction sub-stations	118	106
HV CABLES IN SERVICE (in km)	550	536
LV CABLES IN SERVICE (in km)		
Tramway 700 V	244	235
Metro 900 V	110	108
METRO SIGNALLING (1)		
Electrically controlled switches	94	94
Signal boxes	81	81

(1) Delta and Demets complexes not included



Rails (in km) **2023** 2022

SIMPLE RAILS IN OPERATION (en km)

Metro	2023	2022
• Surface	11.62	11.64
• Tunnel	75.34	75.33
Total	86.96	86.96

Tram	2023	2022
• Surface	274.96	266.41
• Premetro	16.29	14.53
• Various tunnels (1)	9.62	11.30
Total	300.88	292.24

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

Depots and workshops (en km)	2023	2022
• Tram	32.98	33.10
• Metro	23.77	19.88
• Total	56.75	52.98
Total	444.59	432.19

CONSTRUCTION	2023	2022
Rails (km of simple rails)	8.52	1.42
Switches	19.00	19.00
Common crossings	23.00	19.00

REPLACEMENT	2023	2022
Rails (km of simple rails)	13.50	13.29
Switches	22.00	22.00
Common crossings	69.00	61.00

DISMANTLING	2023	2022
Rails (km of simple rails)	0.00	0.00

Aerial equipment **2023** 2022

MAINTENANCE, REPLACEMENT, REPAIR	2023	2022
Trolley wire replacement (in km)	6.74	8.80
Replaced suspension cables (in km)	0.15	0.10
Posts installed	307	158
Posts removed	83	139

MAINTENANCE SIGNALISATION TRAM	2023	2022
Electrical switching control mechanisms		
Installed	11	9
Removed	5	6
In service	365	367

Remote controls of traffic lights and tram signalling	2023	2022
Commissioned	12	9
Out of service	15	1
In service	288	291



LEGAL SERVICE & LITIGATION

Public tenders	2023	2022
Allocation of public procurement	Amount (in €)	Cases
Contracts for works	110,136,122.70	5
Contracts for deliveries	263,667,202.13	40
Contracts for services	142,409,994.33	51
Total	516,213,319.16	96
Orders	Amount (in €)	Cases
Orders for works	71,127,144.00	252
Orders for deliveries	59,226,359.42	39,149
Orders for services	459,846,325.92	10,718
Total	590,199,829.34	50,119
Traffic accidents	2023	2022
OUTSTANDING CASES	4,621	5,072
FREQUENCY RATE OF ACCIDENTS (per million places-km)		
Tram	0.48	0.45
Metro	0.03	0.03
Bus	1.18	1.40
Network average	0.47	0.52
FINANCIAL COSTS IN € (per million places-km)		
Tram	536.35	235.56
Metro	46.01	13.76
Bus	1,212.42	1,183.02
Network average	504.44	392.51

Passengers accidents and others (per million places-km)	2023		2022	
	Travellers	Third parties	Travellers	Third parties
Tram	0.07	0.38	0.07	0.39
Metro	0.02	0.00	0.02	0.00
Bus	0.22	1.17	0.22	1.18
Network average	0.09	0.43	0.09	0.44
Incidents	2023		2022	
DISRUPTION OF SERVICES				
Tram	419		353	
Bus	845		822	
Metro	6		9	
Aggressions staff and customers (number of new cases)	948		863	
Vandalism, public disorder, unlawful posting, etc.	247		224	
Insurance management (in €)	2023		2022	
TOTAL	23,936,586.31	21,632,652.43		
Work accidents	8,655,711.00	7,513,524.00		
All industrial and fire risks (including fire and water damage)	1,732,878.00	1,538,170.99		
Civil liability "operation"				
• of which premiums insurances	2,772,003.00	2,772,003.00		
• of which own insurance	5,272,430.31	4,198,965.13		
Hospitalization	4,888,700.00	4,817,288.81		
Others	614,864.00	792,700.50		

