

GENERAL INDICATORS

Number of trips (in millions)

	2016	2015
TOTAL	369.5	370.2
1-trip tickets	15.5	15.6
5-trip tickets	1.2	1.3
10-trip tickets	28.6	34.6
1-day tickets	2.1	2.5
School season tickets	73.6	65.9
General season tickets	247.3	249.2
Events	1.0	1.0
Taxibus	0.09	0.07
B-Post (+ diverse contracts)	0.06	0.06

Distribution of trips (in %)

	2016	2015
TOTAL	100	100
1-trip tickets	4.19	4.22
5-trip tickets	0.33	0.34
10-trip tickets	7.74	9.35
1-day tickets	0.57	0.68
School season tickets	19.92	17.79
General season tickets	66.93	67.32
Events	0.28	0.27
Taxibus	0.02	0.02
B-Post (+ diverse contracts)	0.02	0.01

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

	2016	2015
TOTAL	369.5	370.2
Metro	134.8	134.9
Tram	126.4	132.7
Bus	108.3	102.6

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

	2016	2015
TOTAL	45,684,568	44,746,069
Metro	5,490,557	5,453,135
Tram	15,157,048	14,694,644
Bus (including night bus)	24,634,772	24,139,215
Taxibus	402,191	459,075

Income from passengers traffic (in €)

GENERAL TOTAL	263,977,288.0	271,885,785.0
Direct income from the traffic	202,458,288.0	211,233,785.0
Tickets	32,267,034.6	32,612,230.4
Passes	38,395,030.0	45,684,178.8
School season tickets	8,457,255.1	9,811,857.6
General season tickets	116,642,794.3	115,764,379.4
Discount on sales	-28,076.8	-1,344,405.2
B-Post Transports	176,689.2	177,654.7
Taxibus	141,183.4	112,028.3
Other (1-day tickets)	3,615,836.8	4,267,370.5
Right of use	2,197,371.0	3,451,074.0
Events	593,170.6	697,416.5
Indirect income from the traffic	61,519,000.0	60,652,000.0
Endowments for preferential rates	61,519,000.0	60,652,000.0
Net income from traffic/trip	0.71	0.73
Operational cost/trip	1.65	1.49
Sales revenues		
Advertising	6,367,337.0	5,432,076.0
Rental	6,238,724.0	5,579,942.0

Places-kilometres in passengers service (in millions)

Standard used since 2006 of 4p/m²

	2016	2015
TOTAL	8,721.2	8,544.4
Metro	3,858.0	3,823.2
Tram	2,912.1	2,819.3
Bus (including night bus)	1,951.1	1,901.9

Target trip speed in winter service (in km/hour)

WEEKLY AVERAGE

Metro	28.0	28.0
Tram	16.0	16.0
Bus (without Noctis)	16.1	16.0

DAILY VARIATIONS FROM MONDAY TO FRIDAY

Metro

- Peak hours	26.9	26.9
- Off-peak hours	27.6	27.6
- Evening	29.4	29.4

Tram

- Peak hours	15.3	15.3
- Off-peak hours	15.8	15.8
- Evening	17.6	17.7

Bus

- Peak hours	14.8	14.7
- Off-peak hours	15.6	15.5
- Evening	19.7	19.6

Number of customers benefiting from a CEN certified service

NUMBER OF PASSENGERS	369,484,611	370,103,604
Total certified	369,484,611	370,103,604
- Metro	134,810,625	134,949,084
- Tram	126,390,021	132,681,728
- Bus	108,195,934	102,472,791
% OF CEN CERTIFIED SERVICES	100	100
% OF ISO CERTIFIED SERVICES*	71	70.59

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

Adapted for PMR

	2016	2015
% OF ADAPTED VEHICLES		
Metro.....	100.00	100.00
Tram.....	55.4	55.4
Bus (without Taxibus).....	83.4	83.3
NUMBER OF STATIONS WITH PLATFORMS ACCESSIBLE TO PRM.....	45	41

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

Lifts.....	98.90	99.09
Escalators.....	95.69	94.95

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

Fight against fare-dodging

Number of passengers checked.....	1,408,538	2,358,000
Number of PV.....	59,186	60,585
Rate of visible fare-dodging.....	4.15 %	3.95 %
Amount of surcharges received (in €).....	3,924,232	3,881,018

Report of vehicles parked in breach of the law

Official report written.....	10,554	12,676
Removal of the vehicles in breach of the law.....	61	66