



SETTING THE WHEELS
OF TOMORROW'S
MOBILITY
IN MOTION TODAY

Sustainable Development Report 2013
COMPLETE TABLE OF INDICATORS 2006-2013

Sustainable Development Report 2013 – COMPLETE TABLE OF INDICATORS 2006–2013

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	Change		Target		Note
										2012–2013	2006–2013	2015	2020	
Priority 1: Improve service to maximize the benefits of public transit														
LT3	Service provided (thousands of km travelled)	129,629	134,017	147,294	153,566	157,669	162,007	168,278	167,679	-0.4%	29.4%	173,300	206,200	
LT3	<i>Metro</i>	59,839	64,296	75,149	76,232	76,541	77,129	78,162	77,993	-0.2%	30.3%	77,900	97,200	1
LT3	<i>Surface network</i>	69,790	69,721	72,144	77,335	81,128	84,878	90,116	89,686	-0.5%	28.5%	95,400	109,000	
LT3	Service provided (billions of seat-km)	n.a.	n.a.	n.a.	n.a.	12.1	12.4	12.8	12.7	-1.1%	n.a.			2
LT3	<i>Metro</i>	n.a.	n.a.	n.a.	n.a.	8.4	8.5	8.6	8.5	-0.9%	n.a.			
LT3	<i>Surface network</i>	n.a.	n.a.	n.a.	n.a.	3.7	3.9	4.2	4.1	-1.6%	n.a.			
LT3	Ridership (millions of trips)	363.4	367.5	382.5	382.8	388.6	404.8	412.6	416.5	1.0%	14.6%	423	540	
LT3	Passenger-kilometres (millions)	2,821	2,854	3,188	3,190	3,239	3,374	3,438	3,471	1.0%	23.0%			1
LT3	Modal share of public transit on island of Montréal. Source: 2003 and 2008 Origin-Destination surveys (%)	32%				36%				n.a.	4.0%			
LT3	Modal share of public transit toward downtown, morning rush hour. Source: Origin-Destination survey (%)	58%				66%				n.a.	8.0%			
PR1	Sense of security – bus survey (%)	91%	89%	93%	92%	93%	93%	94%	94%	0.0%	5.6%	93%	93%	
PR1	Sense of security – metro survey (%)	87%	89%	89%	90%	93%	93%	92%	93%	1.0%	4.5%	93%	93%	
HR8	Percentage of security officers trained in the company's human rights policies or procedures applicable to their activities	n.a.	n.a.	n.a.	n.a.	100%	100%	100%	100%	0.0%	n.a.			3
PR5	Customer satisfaction (satisfied and very satisfied) (%)	84%	82%	82%	86%	87%	89%	88%	85%	-3.0%	1.0%	88%	90%	
LT3	Network coverage rate (%)													
LT3	% of dwellings within 500 m – morning rush hour	98.2%			98.9%			99.3%	99.4%	99.3%	0.0%	1.1%		
LT3	% of dwellings within 500 m – day	97.4%			98.6%			98.7%	98.8%	98.8%	0.0%	1.4%		
LT3	% of dwellings within 500 m – evening	97.2%			98.5%			98.5%	98.5%	98.5%	0.0%	1.3%		
LT3	% of dwellings within 500 m – Saturday	97.3%			98.5%			98.6%	98.6%	98.6%	0.0%	1.3%		
LT3	% of dwellings within 500 m – Sunday	97.2%			98.5%			98.5%	98.6%	98.6%	0.0%	1.4%		
LT3	% of dwellings within 1,000 m – night	88.7%			90.9%			94.7%	94.7%	94.7%	0.0%	6.0%		
EC1	Capital investment in developing infrastructure and improving public transit (\$M)	40	50	144	149	270	220	213	300	40.8%	640.2%			
LT2 - PR1	Average age of metro cars (years)	35	36	37	38	39	40	41	42	2.8%	20.4%			
LT2 - PR1	Average age of bus fleet (years)	8	9	9	8	6	4	5	6	17.0%	-25.5%			
LT2	Total number of buses in fleet	1,591	1,589	1,671	1,680	1,705	1,680	1,712	1,730	1.1%	8.7%	1,868	2,089	
LT3 - EN18	Number of articulated buses	0	0	0	22	140	202	202	220	8.9%	n.a.			
PR1	Number of buses with bicycle racks	0	0	0	0	0	12	22	45	104.5%	n.a.			4
PR1	Number of bicycle parking spaces next to metro stations	n.a.	n.a.	n.a.	n.a.	n.a.	3,032	3,032	3,064	1.1%	n.a.	3,200	3,500	5

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Priority 2: Make public transit accessible to as many people as possible														
EC8	Number of metro stations with elevators	-	3	3	6	8	8	8	8	0.0%	n.a.	11	13	6
EC8	Percentage of metro stations with elevators	-	4%	4%	9%	12%	12%	12%	12%	0.0%	n.a.			
EC8	Percentage of metro stations with escalators	88%	88%	88%	88%	88%	88%	88%	88%	0.0%	0.5%			
PR1	Percentage of metro stations with warning tiles on the platforms	0%	4%	12%	35%	46%	48%	49%	100%	51.5%	100.0%			
EC8	Number of wheelchair-accessible bus lines	154	154	154	155	156	159	161	209	29.8%	35.7%			
EC8	Percentage of wheelchair-accessible bus lines	80%	81%	79%	77%	75%	75%	74%	95%	21.1%	14.8%			
EC8	Percentage of buses with front ramp	0%	0%	0%	9%	35%	51%	52%	52%	0.5%	52.1%			
EC8	Number of visually impaired or intellectually disabled customers on the regular network that obtained a free pass for their personal attendant	121	143	135	115	104	86	74	124	67.6%	2.5%			
EC8	Number of paratransit trips	1,964,779	2,107,204	2,281,446	2,438,722	2,684,746	2,858,573	3,055,937	3,232,756	5.8%	64.5%	3,400,000	4,300,000	7
EC8	<i>By minibus</i>	403,779	394,113	400,440	414,960	412,416	395,412	400,406	396,422	-1.0%	-1.8%			7
EC8	<i>By accessible taxi</i>	222,942	309,125	390,177	432,607	537,370	634,788	722,612	767,429	6.2%	244.2%			7
EC8	<i>By taxi</i>	1,338,058	1,403,966	1,490,829	1,591,155	1,734,960	1,828,373	1,932,919	2,068,905	7.0%	54.6%			7
EC8	Paratransit service – number of trips by type of customer	1,964,779	2,107,204	2,281,446	2,438,722	2,684,746	2,858,573	3,055,937	3,232,756	5.8%	64.5%			7
EC8	<i>Ambulatory customers</i>	1,122,164	1,183,331	1,273,346	1,360,486	1,503,555	1,630,611	1,784,455	1,896,193	6.3%	69.0%			7
EC8	<i>Wheelchair users</i>	400,089	408,250	413,560	417,179	419,759	408,303	388,809	375,461	-3.4%	-6.2%			7
EC8	<i>Variable</i>	442,526	515,623	594,540	661,057	761,432	819,659	882,673	961,102	8.9%	117.2%			7
EC8	Paratransit service – total number of customers	12,542	13,677	14,789	15,772	16,838	18,005	19,170	20,166	5.2%	60.8%			
EC8	<i>With a motor disability</i>	8,751	9,740	10,658	11,452	12,309	13,300	14,241	14,988	5.2%	71.3%			
EC8	<i>With an intellectual disability</i>	2,153	2,141	2,187	2,182	2,214	2,249	2,332	2,398	2.8%	11.4%			
EC8	<i>With a psychological disability</i>	874	968	1,049	1,148	1,273	1,363	1,500	1,696	13.1%	94.1%			
EC8	<i>With a visual impairment</i>	764	828	895	990	1,042	1,093	1,097	1,084	-1.2%	41.9%			
EC8	Paratransit service – number of trips by type of disability	1,964,779	2,107,204	2,281,446	2,438,722	2,684,746	2,858,573	3,055,937	3,232,756	5.8%	64.5%			7
EC8	<i>Motor disability</i>	1,057,711	1,201,884	1,333,541	1,446,131	1,643,022	1,789,480	1,936,229	2,070,189	6.9%	95.7%			7
EC8	<i>Intellectual disability</i>	693,621	673,118	697,208	710,584	732,334	733,330	750,861	771,238	2.7%	11.2%			7
EC8	<i>Psychological disability</i>	125,118	132,268	142,048	155,839	173,101	196,677	221,329	238,796	7.9%	90.9%			7
EC8	<i>Visual impairment</i>	88,329	99,934	108,649	126,168	136,289	139,086	147,518	152,533	3.4%	72.7%			7
SO1	Number of Navette Or routes	0	0	3	7	10	10	13	13	0.0%	n.a.			
SO1	Number of hours worked at minimum wage needed to buy a monthly pass	n.a.	n.a.	n.a.	n.a.	n.a.	7.54	7.63	7.83	2.7%	n.a.			
SO1	Percentage of reduced-fare trips	36%	36%	35%	33%	32%	32%	32%	28.2%	-3.5%	-8.3%			
SO1	Number of free trips (millions)	n.a.	n.a.	n.a.	1.438	1.315	1.278	1.935	2.298	36.3%	n.a.			

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Priority 3: Contribute to urban planning														
LT6	Lanes with bus priority measures (km)	60.9	60.9	63.2	99.1	100.7	136.0	147.8	162.7	10.1%	167.2%	375 (in 2017)		
LT3	Average journey speed (km/h)	17.8	17.8	17.8	17.8	18.0	18.1	18.2	18.1	-0.5%	1.7%			
Priority 4: Optimize the STM's economic contribution and performance														
EC1	Standard & Poor's credit rating	n.a.	n.a.	n.a.	n.a.	n.a.	A+	A+	A+	n.a.	n.a.	A+	A+	
EC1	Moody's credit rating	n.a.	n.a.	n.a.	n.a.	n.a.	Aa2	Aa2	Aa2	n.a.	n.a.	Aa2	Aa2	
EC1	Total operating revenues (\$M)	801	817	907	981	1,063	1,163	1,321	1,357	2.7%	69.3%			8
EC1	Passenger revenue (\$M)	395	416	445	463	488	533	564	581	3.1%	47.2%			8
EC1	Contribution from the city of Montréal (\$M)	278	277	302	332	359	388	373	388	4.0%	39.5%			8
EC4	Subsidies from the Québec government (\$M)	45	55	75	95	113	134	260	274	5.5%	505.0%			8 and 9
EC4	Regional contributions and contributions from municipalities outside Montréal (\$M)	54	57	58	59	71	71	82	84	3.0%	56.4%			8
EC4	Other revenue and surpluses (deficits) carried forward (\$M)	29	12	28	33	31	36	43	29	-31.9%	-0.1%			8 and 9
EC1	Payroll (\$M)	502	510	548	574	598	639	691	737	6.6%	46.6%			
EC1	Tax spinoffs attributable to employee salaries (\$M)	120	117	113	116	134	146	156	159	1.5%	32.8%			
EC1	Acquisitions of goods and services (\$M)	380	397	526	622	796	665	578	709	22.8%	86.3%			10
EC1	Operations	171	177	213	244	261	267	288	297	3.4%	73.9%			
EC1	Investments	209	220	314	378	535	398	290	412	42.0%	96.5%			10
EC1	Tax spinoffs attributable to acquisitions of goods and services (\$M)	46	45	57	61	82	76	73	94	29.4%	106.0%			10
EC6	Number of jobs sustained by acquisitions of goods and services	2,163	2,369	2,942	3,011	3,753	3,476	3,397	4,200	23.7%	94.2%			10
EC6	Percentage of acquisitions of goods and services produced in Québec	45%	45%	49%	42%	41%	43%	47%	48%	1.6%	3.7%			10
LT3	Average operating cost per trip (bus and metro) (\$)	1.92	1.97	2.07	2.21	2.30	2.41	2.55	2.63	3.3%	37.0%	2.66	2.83	
SO1	Number of medium or long-term passes sold (millions)	5.6	5.6	5.8	5.6	5.7	5.8	5.7	5.7	-0.1%	1.2%			
GRI1-2	Percentage of projects that have undergone a sustainable development assessment	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	70%	100%	30.0%	n.a.	100%	100%	

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Priority 5: Reduce our ecological footprint														
EN30	Percentage of ISO 14001-based elements implemented	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	50%	n.a.	n.a.	100%	100%	
EN3	Total energy consumption (PJ – 1015 joules)	3.1	3.4	3.6	3.8	3.8	3.9	3.9	3.9	1.6%	27.4%			
EN3	From non-renewable sources	2.0	2.2	2.3	2.4	2.4	2.4	2.4	2.4	1.7%	21.2%			
EN3 - LT4	From renewable sources	1.1	1.2	1.4	1.3	1.3	1.4	1.5	1.5	1.4%	39.0%			
EN3 - LT4	Percentage of energy consumed from renewable sources	34%	36%	38%	36%	36%	37%	38%	38%	-0.1%	3.2%			
EN3-4	Breakdown of energy consumption (GJ)	3,266,827	3,425,557	3,600,635	3,757,332	3,781,220	3,860,678	3,854,177	3,914,686	1.6%	19.8%			
EN3	Diesel	1,787,357	1,697,775	1,705,477	1,822,160	1,927,148	1,997,271	1,981,309	1,973,585	-0.4%	10.4%			
EN3	Gasoline	23,267	31,714	31,523	30,907	15,743	24,300	28,061	24,160	-13.9%	3.8%			
EN3	Natural gas	413,647	456,840	456,432	494,455	424,075	403,696	390,701	443,104	13.4%	7.1%			
EN3	Propane	n.a.	326	500	510	510	578	n.a.	n.a.	n.a.	n.a.			
EN4	Hydropower	1,042,555	1,237,469	1,355,337	1,343,752	1,347,579	1,368,002	1,384,919	1,407,492	1.6%	35.0%			
EN3	Biodiesel	-	1,433	51,366	65,550	66,164	66,830	69,188	66,345	-4.1%	n.a.			
EN3	Total energy consumption per passenger-km (MJ)	1.1	1.2	1.1	1.2	1.2	1.1	1.1	1.1	0.6%	3.5%			
EN3	Total energy consumption per seat-km (MJ)	n.a.	n.a.	n.a.	n.a.	0.3	0.3	0.3	0.3	2.7%	n.a.			
EN3 - LT	Total energy consumption per million km travelled (GJ – 109 joules)	23,712	25,633	24,534	24,550	24,033	23,830	22,904	23,346	1.9%	-1.5%			
EN3	Energy consumption of surface buildings (kJ/m ² /degree-day of heating)	n.a.	n.a.	n.a.	n.a.	n.a.	608	615	598	-2.8%	n.a.			
EN11	Total area of sites investigated that belong to the STM	n.a.	n.a.	n.a.	559,343	573,613	629,270	630,290	630,290	0.0%	n.a.			
EN11	Total area of contaminated sites investigated that belong to the STM	n.a.	n.a.	n.a.	41,301	44,764	39,456	41,283	41,433	0.4%	n.a.			
EN11	Percentage of sites investigated that show contamination	n.a.	n.a.	n.a.	7%	8%	6%	7%	7%	0.0%	n.a.			
EN11	Quantity of contaminated soil treated during the year (tonnes)	n.a.	n.a.	n.a.	5,724	316	3,760	18,516	4,980	-73.1%	n.a.			
EN23	Number of spills reported during the year	2	0	4	0	8	12	10	11	10.0%	450.0%			
EN23	Recovery rate of spilled products (%)	98%	-	100%	-	97%	41%	74%	97%	23%	0%			
EN28	Number of environment-related legal non-compliance notices	0	1	3	0	5	1	2	2	0%	n.a.			
PR8	Number of environment-related complaints	200	234	201	167	297	383	309	224	-28%	12%			

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Priority 5: Reduce our ecological footprint (continued)														
EN22	Residual non-hazardous materials recovered (tonnes)	1,959	1,577	3,168	3,121	4,048	4,826	4,003	3,448	-13.9%	76.0%			
EN22	Household plastic, glass and metal	4	9	5	2	3	6	6	35	477.5%	766.3%			
EN22	Household paper and cardboard	60	96	92	179	178	245	267	292	9.3%	386.5%			
EN22	Wood	n.a.	n.a.	136	60	70	115	96	115	19.4%	n.a.			
EN22	Metal	1,143	533	1,871	1,736	2,673	2,583	799	748	-6.4%	-34.6%			
EN22	Mechanical, electrical and electronic components	n.a.	n.a.	n.a.	n.a.	6	11	18	5	-71.5%	n.a.			
EN22	Glass (pilot project for recovering laminated windshields)	n.a.	n.a.	n.a.	n.a.	n.a.	2	n.a.	n.a.	n.a.	n.a.			
EN22	Metro tires	82	119	97	79	65	133	83	84	1.8%	3.0%			
EN22	Bus and car tires	170	170	170	223	192	181	305	340	11.6%	100.2%			
EN22	Newspapers in the metro	500	650	797	842	861	994	1,422	1,357	-4.5%	171.5%			
EN22	Plastic, glass and metal in the metro	0	0	0	0	0	6	31	30	-4.8%	n.a.			
EN22	Concrete and asphalt	n.a.	n.a.	n.a.	n.a.	n.a.	550	976	442	-54.7%	n.a.			
EN22	Residual non-hazardous materials sent to landfill (tonnes)	n.a.	2,277	2,637	2,160	2,788	2,863	2,006	2,312	15.3%	n.a.			
EN22	Total residual non-hazardous materials generated (tonnes)	n.a.	3,854	5,805	5,281	6,836	7,689	6,009	5,760	-4.1%	n.a.			
EN22	Recovery rate of residual non-hazardous materials (%)	n.a.	40.9%	54.6%	59.1%	59.2%	62.8%	66.6%	59.9%	-6.8%	n.a.	70%	80%	
EN22	Residual hazardous materials (RHMs) recovered (tonnes)	2,494	2,586	2,177	2,757	2,632	2,555	2,782	2,991	7.5%	19.9%			
EN22	Used detergent solutions	1,400	1,405	1,087	1,444	1,269	1,322	1,428	1,136	-20.4%	-18.9%			
EN22	Sludge from drainage system maintenance	520	507	361	611	555	471	556	1,017	83.0%	95.7%			
EN22	Used oil and solvents, oily water in tanks	305	363	348	381	482	423	436	448	2.7%	46.8%			
EN22	RHMs in containers (solvents, antifreeze, paint, etc.)	113	121	186	148	179	190	207	224	8.4%	98.5%			
EN22	Lead storage batteries	82	87	122	89	73	84	72	75	4.0%	-8.7%			
EN22	Oil filters and aerosols	23	30	35	45	42	40	49	57	17.3%	152.0%			
EN22	Fluorescents	24	21	29	25	22	19	23	25	5.7%	3.5%			
EN22	Alkaline electrolytes	20	39	2	1	1	0	1	0	-67.1%	-97.7%			
EN22	Nickel-cadmium storage batteries	6	10	0	8	7	2	5	4	-23.1%	-24.5%			
EN22	Batteries	2	3	7	4	3	3	4	4	7.4%	85.5%			
EN22	Percentage of residual hazardous materials reclaimed and recycled (%)	n.a.	n.a.	n.a.	n.a.	n.a.	23%	23%	61%	38.5%	n.a.			

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Priority 6: Limit our atmospheric emissions														
EN16	Total direct GHG emissions (t CO ₂ e)	147,624	145,737	146,698	156,791	159,632	163,979	162,896	164,603	1.0%	11.5%			11
EN16	Direct GHG emissions from stationary sources (t CO ₂ e)	21,314	25,557	25,833	27,839	24,397	23,573	23,305	25,997	11.5%	22.0%			
EN16	Direct GHG emissions from mobile sources (t CO ₂ e)	126,310	120,180	120,865	128,952	135,235	140,406	139,591	138,606	-0.7%	9.7%			
EN16	Total GHG emissions per km travelled (g CO ₂ e)	1,139	1,087	996	1,021	1,012	1,012	968	982	1.4%	-13.8%			
EN16	Total GHG emissions per passenger-km (g CO ₂ e)	52.3	51.1	46.0	49.1	49.3	48.6	47.4	47.4	0.1%	-9.4%	42.0	39.0	
EN16	Total GHG emissions per seat-km (g CO ₂ e)	n.a.	n.a.	n.a.	n.a.	13.2	13.2	12.7	13.0	2.2%	n.a.			
EN16	Bus GHG emissions per passenger-km (g CO ₂ e)	n.a.	98.9	100.2	106.3	111.8	111.2	108.5	107.2	-1.3%	n.a.			
EN16	Bus GHG emissions per seat-km (g CO ₂ e)	n.a.	n.a.	n.a.	n.a.	35.2	35	32.0	32.4	1.3%	n.a.			
LT3	Percentage of passenger-km travelled in electric mode	59.5%	59.5%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%	0.0%	4.5%			
LT3	Trips using electricity	64.0%	64.0%	68.7%	68.9%	68.9%	68.9%	68.9%	68.8%	0.0%	4.8%	75%	86%	
EN20	Direct emissions of airborne contaminants (tonnes)													11
EN20	NOx from stationary sources	19.55	21.15	21.40	27.70	24.66	23.79	22.84	29.89	30.9%	52.9%			
EN20	NOx from mobile sources	967.66	918.60	950.17	1,021.42	1,073.30	757.20	752.80	748.13	-0.6%	-22.7%			
EN20	Percentage of NOx emissions from mobile sources	98.02%	97.75%	97.80%	97.36%	97.75%	96.95%	97.06%	96.16%					
EN20	SO ₂ from stationary sources	0.23	0.20	0.23	0.55	0.53	0.52	0.50	0.82	66.5%	258.2%			
EN20	SO ₂ from mobile sources	13.78	13.04	13.48	14.50	15.30	2.79	2.77	2.75	-0.6%	-80.0%			
EN20	Percentage of SO ₂ emissions from mobile sources	98.36%	98.49%	98.32%	96.36%	96.66%	84.21%	84.84%	76.96%					
EN20	VOCs from stationary sources	27.31	23.50	21.35	24.79	23.88	15.83	15.30	13.33	-12.9%	-51.2%			
EN20	VOCs from mobile sources	35.67	38.02	36.74	38.48	38.98	27.10	27.21	26.70	-1.9%	-25.2%			
EN20	Percentage of VOC emissions from mobile sources	56.63%	61.80%	63.25%	60.82%	62.02%	63.12%	64.01%	66.70%					
EN20	CO from stationary sources	14.93	16.85	16.90	19.29	16.74	16.00	15.45	18.38	19.0%	23.1%			
EN20	CO from mobile sources	297.97	312.21	323.15	329.26	323.30	201.80	214.00	206.86	-3.3%	-30.6%			
EN20	Percentage of CO emissions from mobile sources	95.23%	94.88%	95.03%	94.47%	95.08%	92.65%	93.27%	91.84%					
EN20	Total particulates (total PM) from stationary sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	51.3%	128.8%			
EN20	Total particulates (total PM) from mobile sources	40.28	38.05	39.38	42.25	44.64	25.68	25.54	25.40	-0.6%	-37.0%			
EN20	Percentage of total PM from mobile sources	98.80%	98.78%	98.77%	98.02%	98.25%	97.06%	97.18%	95.77%					
EN20	Particulates (PM ₁₀) from stationary sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	51.3%	128.8%			
EN20	Particulates (PM ₁₀) from mobile sources	40.18	38.04	39.37	42.25	44.64	25.60	25.47	25.39	-0.3%	-36.8%			
EN20	Particulates (PM _{2.5}) from stationary sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	51.3%	128.8%			
EN20	Particulates (PM _{2.5}) from mobile sources	36.29	34.27	35.45	38.04	40.23	22.67	22.55	22.49	-0.3%	-38.0%			
EN16	Bus NOx emissions per passenger-km (g)	n.a.	0.78	0.81	0.85	0.90	1.18	0.60	0.59	-1.3%	n.a.			
EN16	Bus NOx emissions per seat-km (g)	n.a.	n.a.	n.a.	n.a.	0.28	0.19	0.18	0.18	1.2%	n.a.			
EN16	Total bus particulate emissions per passenger-km (g)	n.a.	0.03	0.03	0.04	0.04	0.04	0.02	0.02	-1.3%	n.a.			
EN16	Total bus particulate emissions per seat-km (g)	n.a.	n.a.	n.a.	n.a.	0.01	0.01	0.01	0.01	1.2%	n.a.			
EN18	Number of hybrid buses	0	0	8	8	8	8	8	8	0.0%	n.a.			
EN18	Percentage of hybrid or electric service vehicles	15%	-	14%	15%	20%	-	20%	22%	1.4%	6.8%			

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GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	Variation		Target		Note
										2012–2013	2006–2013	2015	2020	
Priority 7: Practise sustainable procurement														
EC9	Percentage of contracts* in progress during the year that included sustainable development criteria	n.a.	n.a.	n.a.	n.a.	n.a.	8%	17%	19%	2.1%	n.a.	50%	90%	
EC9	Percentage of the value of contracts* in progress during the year that included sustainable development criteria	n.a.	n.a.	n.a.	n.a.	n.a.	5%	33%	54%	20.3%	n.a.	60%	90%	
EC9	Percentage of contracts in progress* awarded with a preferential margin linked to sustainable development	n.a.	n.a.	n.a.	n.a.	n.a.	0%	2%	3%	0.5%	n.a.			
EC9	Percentage of the value of contracts* in progress during the year awarded with a preferential margin linked to sustainable development	n.a.	n.a.	n.a.	n.a.	n.a.	0%	26%	53%	27.1%	n.a.			
Priority 8: Act as a responsible employer														
LA1	Total workforce	7,975	8,043	8,452	8,608	8,991	9,344	9,777	9,775	0.0%	22.6%			12
LA1	Permanent	7,542	7,654	8,090	8,279	8,686	9,044	9,415	9,374	-0.4%	24.3%			12
LA1	Temporary	433	389	362	329	305	300	362	401	10.8%	-7.4%			12
LA1	Percentage of permanent employees	95%	95%	96%	96%	97%	97%	96%	96%	-0.4%	1.3%			
LA1	Percentage of workforce aged under 30	7%	7%	7%	8%	7%	7%	7%	6%	-0.8%	-			
LA1	Percentage of workforce aged 30 to 50	63%	63%	63%	63%	63%	63%	63%	63%	-0.6%	-			
LA1	Percentage of workforce aged over 50	31%	31%	29%	29%	29%	30%	30%	32%	1.5%	-			
LA13	Diversity of workforce													
LA13	Percentage of women	21.8%	22.6%	23.1%	23.2%	23.9%	24.1%	24.3%	24.4%	0.2%	2.6%			12
LA13	Percentage of visible and ethnic minorities	11.8%	13.4%	15.5%	17.1%	18.8%	20.5%	22.1%	23.0%	0.9%	11.2%			12
LA13	Percentage of employees with disabilities	1.0%	0.9%	0.8%	0.6%	0.5%	0.5%	0.5%	0.5%	0.0%	-0.5%			12
LA13	Percentage of Aboriginal employees	0.3%	0.3%	0.4%	0.4%	0.4%	0.5%	0.5%	0.5%	0.0%	0.2%			12
LA13	Diversity of management employees													
LA2	Percentage of women	18.0%	18.5%	21.7%	21.3%	24.7%	27.6%	29.8%	30.5%	0.7%	12.6%			12
LA2	Percentage of visible and ethnic minorities	4.1%	3.1%	4.4%	3.7%	4.5%	4.9%	5.6%	5.5%	-0.1%	1.3%			12
LA2	Percentage of employees with disabilities	0.5%	0.9%	0.8%	0.7%	0.7%	0.6%	0.7%	0.3%	-0.3%	-0.1%			12
LA2	Percentage of Aboriginal employees	0.5%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.0%	-0.1%			12
LA2	Average length of employment (years)	13.2	12.8	11.9	11.4	10.8	10.4	10.1	10.3	2.5%	-21.8%			12
LA2	Employee turnover (% of employees who leave the STM)	6.04%	6.54%	6.68%	5.62%	5.29%	4.98%	4.25%	3.77%	-0.5%	-2.3%			12
LA7	Work-related accident frequency	11.0	10.0	9.4	7.9	6.8	6.5	6.0	5.2	-13.3%	-52.7%	6.0	5.5	12
LA7	Work-related accident severity	310.6	331.8	329.0	270.9	245.1	208.5	246.5	257.6	4.5%	-17.1%	230.0	205.0	12
LA7	Number of days lost as a result of a work-related accident or disease	20,564	22,251	23,094	19,534	18,225	16,105	19,951	20,895	4.7%	1.6%			13
LA7	Number of fatalities caused by a work-related accident or disease	0	0	0	0	0	0	1	0	-	-			
LA7	Absenteeism rate	7.6%	7.6%	7.7%	7.2%	7.4%	7.5%	7.5%	7.8%	0.3%	0.2%			
LA4	Percentage of unionized employees	92%	91%	91%	90%	90%	89%	90%	91%	1.0%	-0.8%			
LA6	Percentage of workforce represented on occupational health and safety committees	92%	91%	91%	90%	90%	89%	90%	91%	1.0%	-0.8%			14

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GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	Variation		Target		Note
										2012–2013	2006–2013	2015	2020	
Priority 9: Train and equip our employees and raise their awareness														
LA10	Employees made aware of sustainable development (%)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	-	-	100%	100%	15
LA10	Employee mobilization (points)	-4	n.a.	n.a.	+23	n.a.	n.a.	n.a.	+27	-	-	+30	+40	
LA10	Expenditure on training (\$M)	11	11	11	10	12	13	12	10	-16.3%	-6.2%			
LA10	Percentage of payroll devoted to training	2.2%	2.2%	2.0%	1.8%	2.1%	2.0%	1.8%	1.4%	-21.4%	-36.0%			
LA10	Employee training (person-hours)	187,882	223,613	243,590	222,364	255,492	248,629	237,166	149,876	-36.8%	-20.2%			
LA10	Average number of training hours per employee	25.2	29.6	31.0	27.5	30.5	28.8	26.1	16.3	-37.6%	-35.2%	29	30	
LA10	<i>Executives – operations</i>	51.0	57.7	44.7	45.9	37.5	48.3	38.3	35.3	-7.8%	-30.8%			
LA10	<i>Drivers</i>	28.0	27.4	41.9	30.3	34.2	32.5	33.8	15.5	-54.2%	-44.8%			
LA10	<i>Divisional clerks</i>	66.0	38.2	54.0	54.1	59.6	55.2	57.3	41.0	-28.4%	-37.9%			
LA10	<i>Foremen</i>	22.2	20.8	15.1	14.0	19.1	17.1	12.2	14.2	16.4%	-35.9%			
LA10	<i>Managers</i>	5.5	5.8	4.6	3.4	5.9	5.3	5.1	8.3	61.7%	49.6%			
LA10	<i>Inspectors</i>	30.7	376.1	157.3	167.4	114.6	35.7	78.4	47.6	-39.3%	55.0%			
LA10	<i>Maintenance employees</i>	23.6	16.9	19.4	24.6	32.5	33.2	20.8	17.9	-13.6%	-24.1%			
LA10	<i>Adm., tech. and prof. employees</i>	4.5	7.6	7.1	5.7	8.0	5.5	5.5	4.6	-16.5%	2.0%			
LA10	<i>Non-unionized professionals</i>	3.6	3.1	2.4	2.9	1.6	3.4	4.3	3.4	-20.9%	-4.6%			
LA10	<i>Unionized professionals</i>	10.7	11.6	8.9	9.6	10.0	10.7	10.8	10.5	-3.0%	-1.5%			
EC1	Donations (\$)	670,037	760,109	819,431	920,295	1,007,931	1,028,116	1,086,255	1,109,164	2.1%	65.5%			

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Explanatory Notes	
1	The figures for 2006 to 2011 have been adjusted to take into account the new calculations required by the update of the OD survey conducted in 2008, which included the effect of opening the metro stations in Laval (the figures for 2006 and 2007 do not include this effect).
2	The seat-km indicator is based on vehicle-km travelled and STM rolling stock load factors.
3	All our inspectors receive training at Québec's École nationale de police. This includes human rights and diversity training in keeping with the STM's internal guidelines.
4	The figures for 2011 and 2012 have been adjusted. Previously published figures related to the number of buses equipped with anchors for attaching bicycle racks. The amended figures relate to the number of buses actually equipped with racks.
5	The Laval stations were not included in 2011, as the stands do not belong to us. However, this indicator is based on customer service rather than internal management. We have therefore adjusted the data for 2011.
6	Remark: At one of the eight stations with elevators (Place Bonaventure), the platforms are not connected to the street. While this station is equipped with an elevator, it therefore cannot be considered universally accessible.
7	Trips for 2006 to 2011 have been adjusted to include metropolitan travel.
8	On January 1, 2009, the company adopted the public sector accounting standards, which enable it to satisfy the requirements of the <i>Act respecting public transit authorities</i> and the consolidation requirements of the Montréal Urban Agglomeration. Consequently, the financial statements for previous years that were drawn up according to the accounting standards of the CICA Handbook – Accounting have been restated to take into account the differences with the new accounting framework, the CICA Public Sector Accounting Handbook. The changes in accounting policies have been applied retroactively to January 1, 2008. The financial statements for previous years have been restated to take these changes into account. For further details on the impact of these changes, see the notes to financial statements provided on pages 25 to 50 of the 2009 Financial Report, available on the STM website.
9	Following a change in accounting methods, the 2012 figures for "Subsidies from the Québec government" and "Other revenue and surpluses (deficits) carried forward" have been adjusted. Details of these changes are available in the STM's 2013 Financial Report, section 2, "Modification de méthodes comptables" p. 42–43 (http://www.stm.info/sites/default/files/pdf/fr/14001_rap_financer_2013_web_2.pdf).
10	For 2010 and 2011, contractual advances for the purchase of new metro cars were omitted from the data entry process.
11	The figures shown for 2012 and 2013 do not include emissions caused by propane use by surface and underground vehicles, as the data are not available. In past years, emissions related to propane use were approximately 0.02% of total emissions. We can therefore state that the figures published here accurately reflect STM emissions.
12	The STM acquired a new tool in 2013 for tracking human resources, which allowed us to update our workforce figures.
13	The changes made in the results from previous years stem from the annual retroactive update of the records of Québec's Commission de la santé et sécurité du travail. The Commission conducts this type of update every year.
14	The provisions of every union's collective agreement call for health and safety committee meetings to be held. In this way, every unionized employee is represented on a health and safety committee.
15	The method for calculating the "Employees made aware of sustainable development" indicator is currently being developed