

STM ANNUAL REPORT 2014

Sustainable Development Report

# Complete table of sustainability indicators 2006-2014

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note
											2013-2014	2006-2014	2015	2020	
<b>Priority 1: Improve service to maximize the benefits of public transit</b>															
LT3	Service provided (thousands of km travelled)	129,629	134,017	147,294	153,566	157,669	162,007	168,278	167,679	162,981	-2.8%	25.7%	173,300	206,200	
LT3	<i>Metro</i>	59,839	64,296	75,149	76,232	76,541	77,129	78,162	77,993	77,681	-0.4%	29.8%	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	85,300	-4.9%	22.2%	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	12.5	-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	8.5	0.3%	n.a.			
LT3	<i>Surface network</i>	n.a.	n.a.	n.a.	n.a.	3.7	3.9	4.2	4.1	4.0	-3.9%	n.a.			
LT3	Ridership (millions of trips)	363.4	367.5	382.5	382.8	388.6	404.8	412.6	416.5	417.2	0.2%	14.8%	423	540	
LT3	Passenger-kilometres (millions)	2,821	2,854	3,188	3,190	3,239	3,374	3,438	3,503	3,509	0.2%	24.4%			1 and 3
LT3	Modal share (all modes) of public transit on the island of Montréal	29%	29%	32%	32%	32%	32%	32%	31%	31%	0.0%	1.8%			3
LT3	Modal share (motorized modes) of public transit on the island of Montréal	32%	32%	38%	38%	38%	38%	38%	37%	37%	0.0%	5.0%			4
LT3	Modal share (all modes) of public transit toward downtown, morning rush hour	55%	55%	63%	63%	63%	63%	63%	66%	66%	0.0%	11.2%			3
LT3	Modal share (motorized modes) of public transit toward downtown, morning rush hour	58%	58%	68%	68%	68%	68%	68%	72%	72%	0.0%	14.0%			4
G4-PR1	Sense of security – bus survey (%)	91%	89%	93%	92%	93%	93%	94%	94%	93%	-1.0%	2.0%	93%	93%	
G4-PR1	Sense of security – metro survey (%)	87%	89%	89%	90%	93%	93%	92%	93%	92%	-1.0%	5.0%	93%	93%	
G4-HR7	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%	100%	0.0%	n.a.			5
G4-PR5	Customer satisfaction (satisfied and very satisfied) (%)	84%	82%	82%	86%	87%	89%	88%	85%	87%	2.0%	3.0%	88%	90%	
LT3	Network coverage rate (%)														
LT3	% of dwellings within 500 m – morning rush hour	98.2%	n.a.	n.a.	n.a.	98.9%	99.3%	99.4%	99.3%	98.9%	-0.4%	0.7%			
LT3	% of dwellings within 500 m – day	97.4%	n.a.	n.a.	n.a.	98.6%	98.7%	98.8%	98.8%	98.3%	-0.4%	0.9%			
LT3	% of dwellings within 500 m – evening	97.2%	n.a.	n.a.	n.a.	98.5%	98.5%	98.5%	98.5%	98.0%	-0.5%	0.8%			
LT3	% of dwellings within 500 m – Saturday	97.3%	n.a.	n.a.	n.a.	98.5%	98.6%	98.6%	98.6%	98.1%	-0.5%	0.8%			
LT3	% of dwellings within 500 m – Sunday	97.2%	n.a.	n.a.	n.a.	98.5%	98.5%	98.6%	98.6%	98.1%	-0.5%	0.9%			
LT3	% of dwellings within 1,000 m – night	88.7%	n.a.	n.a.	n.a.	90.9%	94.7%	94.7%	94.7%	94.4%	-0.2%	5.7%			
G4-EC1 G4-EC7	Capital investment in developing infrastructure and improving public transit (\$M)	40	50	144	149	270	220	213	300	159	-47.0%	291.9%			
G4-PR1	Average age of metro cars (years)	35	36	37	38	39	40	41	42	43	2.4%	22.9%			
G4-PR1	Average age of bus fleet (years)	8	9	9	8	6	4	5	6	7	11.3%	-17.1%			
LT2	Total number of buses in fleet	1,591	1,589	1,671	1,680	1,705	1,680	1,712	1,730	1,767	2.1%	11.1%	1,868	2,089	
LT3	Number of articulated buses	0	0	0	22	140	202	202	220	257	16.8%	n.a.			
G4-PR1	Number of buses with bicycle racks	0	0	0	0	0	12	22	45	45	0.0%	n.a.			6
G4-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	3,004	-2.0%	n.a.	3,200	3,500	7

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note
											2013-2014	2006-2014	2015	2020	
<b>Priority 2: Make public transit accessible to as many people as possible</b>															
G4-EC7	Number of metro stations with elevators	-	3	3	6	8	8	8	8	9	12.5%	n.a.	11	13	8
G4-EC7	Percentage of metro stations with elevators	-	4%	4%	9%	12%	12%	12%	12%	13%	1.5%	n.a.			
G4-EC7	Percentage of metro stations with escalators	88%	88%	88%	88%	88%	88%	88%	88%	88%	0.0%	0.5%			
G4-PR1	Percentage of metro stations with warning tiles on the platforms	0%	4%	12%	35%	46%	48%	49%	100%	100%	0.0%	100.0%			
G4-EC7	Number of wheelchair-accessible bus lines	154	154	154	155	156	159	161	209	209	0.0%	35.7%			
G4-EC7	Percentage of wheelchair-accessible bus lines	80%	81%	79%	77%	75%	75%	74%	95%	95%	0.0%	14.8%			
G4-EC7	Percentage of buses with front ramp	0%	0%	0%	9%	35%	51%	52%	52%	53%	1.0%	53.1%			
G4-EC7	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	100	-19.4%	-17.4%			
G4-EC7	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	3,460,410	7.0%	76.1%	3,400,000	4,300,000	9
G4-EC7	<i>By minibus</i>	403,779	394,113	400,440	414,960	412,416	395,412	400,406	396,422	435,240	9.8%	7.8%			9
G4-EC7	<i>By accessible taxi</i>	222,942	309,125	390,177	432,607	537,370	634,788	722,612	767,429	848,390	10.5%	280.5%			9
G4-EC7	<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	2,176,780	5.2%	62.7%			9
G4-EC7	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	3,460,410	7.0%	76.1%			9
G4-EC7	<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	1,987,309	4.8%	77.1%			9
G4-EC7	<i>Wheelchair users</i>	400,089	408,250	413,560	417,179	419,759	408,303	388,809	375,461	387,598	3.2%	-3.1%			9
G4-EC7	<i>Variable</i>	442,526	515,623	594,540	661,057	761,432	819,659	882,673	961,102	1,085,503	12.9%	145.3%			9
G4-EC7	Paratransit service – total number of customers	12,542	13,677	14,789	15,772	16,838	18,005	19,170	20,166	27,032	34.0%	115.5%			
G4-EC7	<i>With a motor disability</i>	8,751	9,740	10,658	11,452	12,309	13,300	14,241	14,988	19,922	32.9%	127.7%			
G4-EC7	<i>With an intellectual disability</i>	2,153	2,141	2,187	2,182	2,214	2,249	2,332	2,398	2,670	11.3%	24.0%			
G4-EC7	<i>With a psychological disability</i>	874	968	1,049	1,148	1,273	1,363	1,500	1,696	3,152	85.8%	260.6%			
G4-EC7	<i>With a visual impairment</i>	764	828	895	990	1,042	1,093	1,097	1,084	1,288	18.8%	68.6%			
G4-EC7	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	3,460,410	7.0%	76.1%			9
G4-EC7	<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	2,251,411	8.8%	112.9%			9
G4-EC7	<i>Intellectual disability</i>	693,621	673,118	697,208	710,584	732,334	733,330	750,861	771,238	772,801	0.2%	11.4%			9
G4-EC7	<i>Psychological disability</i>	125,118	132,268	142,048	155,839	173,101	196,677	221,329	238,796	274,103	14.8%	119.1%			9
G4-EC7	<i>Visual impairment</i>	88,329	99,934	108,649	126,168	136,289	139,086	147,518	152,533	162,095	6.3%	83.5%			9
G4-SO1	Number of Navette Or routes	0	0	3	7	10	10	13	13	13	0.0%	n.a.			
G4-EC8 G4-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	7.59	7.83	3.2%	n.a.			
G4-EC8 G4-SO1	Percentage of reduced-fare trips	36%	36%	35%	33%	32%	32%	32%	32%	32%	0.2%	-4.6%			
G4-EC8 G4-SO1	Number of free trips (millions)	n.a.	n.a.	n.a.	1.4	1.3	1.3	1.9	2.3	2.2	-13.2%	n.a.			

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<b>Priority 3: Contribute to urban planning</b>															
G4-SO1	Lanes with bus priority measures (km)	60.9	60.9	63.2	99.1	100.7	136.0	147.8	162.7	208.7	28.3%	242.7%	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	18.1	0.0%	1.7%			

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note
											2013-2014	2006-2014	2015	2020	
<b>Priority 4: Optimize the STM's economic contribution and performance</b>															
	Standard & Poor's credit rating	n.a.	n.a.	n.a.	n.a.	n.a.	A+	A+	A+	A+	n.a.	n.a.	A+	A+	
	Moody's credit rating	n.a.	n.a.	n.a.	n.a.	n.a.	Aa2	Aa2	Aa2	Aa2	n.a.	n.a.	Aa2	Aa2	
G4-EC1	Total operating revenues (\$M)	801	817	907	981	1,063	1,163	1,321	1,395	1,391	-0.3%	73.6%			10
G4-EC1	Passenger revenue (\$M)	395	416	445	463	488	533	564	581	599	3.1%	51.8%			10
G4-EC1	Contribution from the city of Montréal (\$M)	278	277	302	332	359	388	373	403	384	-4.8%	38.2%			10
G4-EC4	Subsidies from the Québec government (\$M)	45	55	75	95	113	134	260	274	269	-2.0%	493.0%			10 and 11
G4-EC4	Regional contributions and contributions from municipalities outside Montréal (\$M)	54	57	58	59	71	71	82	84	85	1.1%	58.1%			10
G4-EC4	Other revenue and surpluses (deficits) carried forward (\$M)	29	12	28	33	31	36	43	52	54	4.7%	84.7%			10 and 11
G4-EC1	Payroll (\$M)	502	510	548	574	598	639	691	737	736	-0.1%	46.4%			
G4-EC1	Tax spinoffs attributable to employee salaries (\$M)	120	117	113	116	134	146	156	159	136	-14.1%	14.1%			
G4-EC1	Acquisitions of goods and services (\$M)	380	397	526	622	796	665	578	709	586	-17.3%	54.1%			12
G4-EC1	Operations	171	177	213	244	261	267	288	297	282	-5.1%	64.9%			
G4-EC1	Investments	209	220	314	378	535	398	290	412	304	-26.0%	45.3%			12
G4-EC1	Tax spinoffs attributable to acquisitions of goods and services (\$M)	46	45	57	61	82	76	73	94	76	-18.9%	67.1%			12
G4-EC8	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	3,344	-20.4%	54.6%			12
G4-EC9	Percentage of acquisitions of goods and services produced in Québec	45%	45%	49%	42%	41%	43%	47%	48%	50%	1.5%	5.3%			12
LT3	Average operating cost per trip (bus and metro) (\$)	1.92	1.97	2.07	2.21	2.30	2.38	2.52	2.59	2.56	-1.2%	33.2%	2.66	2.83	
G4-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	5.7	-0.8%	0.4%			
	Percentage of projects that have undergone a sustainable development assessment	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	70%	100%	100%	0.0%	0.0%	100%	100%	

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note	
											2013-2014	2006-2014	2015	2020		
<b>Priority 5: Reduce our ecological footprint</b>																
	Percentage of ISO 14001-based elements implemented	n.a.	50%	63%	13.0%	n.a.	100%	100%								
G4-EN3	Total energy consumption (PJ – 1015 joules)	3.1	3.4	3.6	3.8	3.8	3.9	3.9	3.9	4.0	1.1%	28.8%				
G4-EN3	<i>From non-renewable sources</i>	2.0	2.2	2.3	2.4	2.4	2.4	2.4	2.4	2.5	0.5%	21.8%				
G4-EN3	<i>From renewable sources</i>	1.1	1.2	1.4	1.3	1.3	1.4	1.5	1.5	1.5	2.2%	42.0%				
G4-EN3	Percentage of energy consumed from renewable sources	34%	36%	38%	36%	36%	37%	38%	38%	38%	0.4%	10.3%				
G4-EN3	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	3,957,882	1.1%	21.2%				
G4-EN3	<i>Diesel</i>	1,787,357	1,697,775	1,705,477	1,822,160	1,927,148	1,997,271	1,981,309	1,973,585	1,898,179	-3.8%	6.2%				
G4-EN3	<i>Gasoline</i>	23,267	31,714	31,523	30,907	15,743	24,300	28,061	24,160	26,944	11.5%	15.8%				
G4-EN3	<i>Natural gas</i>	413,647	456,840	456,432	494,455	424,075	403,696	390,701	443,104	526,815	18.9%	27.4%				
G4-EN3	<i>Propane</i>	n.a.	326	500	510	510	578	n.a.	n.a.	n.a.	n.a.	n.a.				
G4-EN3	<i>Hydropower</i>	1,042,555	1,237,469	1,355,337	1,343,752	1,347,579	1,368,002	1,384,919	1,407,492	1,437,096	2.1%	37.8%				
G4-EN3	<i>Biodiesel</i>	-	1,433	51,366	65,550	66,164	66,830	69,188	66,345	68,848	3.8%	n.a.				
G4-EN5	Total energy consumption per passenger-km (MJ)	1.09	1.20	1.13	1.18	1.17	1.14	1.12	1.12	1.13	0.9%	3.5%				3
G4-EN7	Total energy consumption per seat-km (MJ)	n.a.	n.a.	n.a.	n.a.	0.31	0.31	0.30	0.31	0.32	2.2%	n.a.				
G4-EN5	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	24,284	4.0%	2.4%				
G4-EN5	Energy consumption of surface buildings (kJ/m <sup>2</sup> /degree-day of heating)	n.a.	n.a.	n.a.	n.a.	n.a.	607.7	614.8	597.8	613.3	2.6%	n.a.				
G4-EN5	Gas consumption of surface buildings (kWh/m <sup>2</sup> /degree-day of heating)	n.a.	n.a.	n.a.	n.a.	n.a.	109.8	110.5	114.0	115.7	1.5%	n.a.				
	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	634,255	0.6%	n.a.				
	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	42,463	2.5%	n.a.				
	Percentage of sites investigated that show contamination	n.a.	n.a.	n.a.	7%	8%	6%	7%	7%	7%	0.1%	n.a.				
	Quantity of contaminated soil treated during the year (tonnes)	n.a.	n.a.	n.a.	5,724	316	3,760	22,254	4,980	34	-99.3%	n.a.				13
G4-EN24	Number of spills reported during the year	2	0	4	0	8	12	10	11	1	-90.9%	-50.0%				
G4-EN24	Recovery rate of spilled products (%)	98%	n.a.	100%	n.a.	97%	41%	74%	97%	95%	-2%	-3%				
G4-EN29	Number of environmental non-compliance notices	0	1	3	0	5	1	2	4	10	150%	n.a.				14
	Number of environment-related complaints	200	234	201	167	297	383	309	244	280	15%	40%				15

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<b>Priority 5: Reduce our ecological footprint (continued)</b>															
G4-EN23	Residual non-hazardous materials recovered (tonnes)	1,959	1,577	3,168	3,121	4,048	4,826	4,003	3,512	3,591	2.3%	83.3%			17
G4-EN23	<i>Newspapers in the metro</i>	500	650	797	842	861	994	1,422	1,357	1,149	-15.4%	129.7%			16
G4-EN23	<i>Household paper and cardboard</i>	60	96	92	179	178	245	267	292	278	-4.6%	363.8%			16
G4-EN23	<i>Household plastic, glass and metal</i>	4	9	5	2	3	6	6	35	43	23.8%	972.5%			16
G4-EN23	<i>Plastic, glass and metal from the metro network</i>	n.a.	n.a.	n.a.	n.a.	n.a.	6	31	30	22	-27.1%	n.a.			16
G4-EN23	<i>Metal</i>	1,143	533	1,871	1,736	2,673	2,583	799	753	828	10.0%	-27.6%			16
G4-EN23	<i>Construction/renovation/demolition (CRD) waste</i>	n.a.	n.a.	n.a.	n.a.	n.a.	550	976	506	503	-0.6%	n.a.			16 and 17
G4-EN23	<i>Bus and car tires</i>	170	170	170	223	192	181	305	318	526	65.7%	209.6%			16
G4-EN23	<i>Metro tires</i>	82	119	97	79	65	133	83	84	117	38.6%	42.8%			16
G4-EN23	<i>Other rubber</i>	n.a.	23	19	-15.0%	n.a.			16						
G4-EN23	<i>Wood</i>	n.a.	n.a.	136	60	70	115	96	115	89	-22.2%	n.a.			16
G4-EN23	<i>Mechanical, electrical and electronic components</i>	n.a.	n.a.	n.a.	n.a.	6	11	18	0	10	n.a.	n.a.			16
G4-EN23	<i>Glass</i>	n.a.	n.a.	n.a.	n.a.	n.a.	2	0	0	7	n.a.	n.a.			16
G4-EN23	Residual non-hazardous materials sent to landfill (tonnes)	n.a.	2,277	2,637	2,160	2,788	2,863	2,006	2,313	1,889	-18.4%	n.a.			17
G4-EN23	Total residual non-hazardous materials generated (tonnes)	n.a.	3,854	5,805	5,281	6,836	7,689	6,009	5,825	5,480	-5.9%	n.a.			17
G4-EN23	Rate of residual-material diversion from landfill (%)	n.a.	40.9%	54.6%	59.1%	59.2%	62.8%	66.6%	60.3%	65.5%	5.2%	n.a.	70%	80%	17
G4-EN23	Residual hazardous materials (RHMs) recovered (tonnes)	2,494	2,586	2,177	2,757	2,632	2,555	2,782	2,991	4,419	47.7%	77.2%			
G4-EN23	<i>Used detergent solutions</i>	1,400	1,405	1,087	1,444	1,269	1,322	1,428	1,136	970	-14.6%	-30.7%			16
G4-EN23	<i>Sludge from drainage system maintenance</i>	520	507	361	611	555	471	556	1,017	2,601	155.7%	400.3%			16
G4-EN23	<i>Waste oil and solvents, oily water in tanks</i>	305	363	348	381	482	423	436	448	417	-6.9%	36.7%			16
G4-EN23	<i>RHMs in containers (solvents, antifreeze, paint, etc.)</i>	164	203	230	206	231	235	267	290	313	7.8%	91.6%			16
G4-EN23	<i>Lead storage batteries</i>	82	87	122	89	73	84	72	75	89	19.4%	9.1%			16
G4-EN23	<i>Lights containing mercury waste</i>	24	21	29	25	22	19	23	25	28	12.7%	16.6%			16
G4-EN23	Percentage of residual hazardous materials reclaimed and recycled (%)	n.a.	n.a.	n.a.	n.a.	n.a.	23%	23%	61%	88%	26.7%	n.a.			

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note
											2013-2014	2006-2014	2015	2020	
<b>Priority 6: Limit our atmospheric emissions</b>															
G4-EN15	Total direct GHG emissions (t CO <sub>2</sub> e)	147,624	145,737	146,698	156,791	159,632	163,979	162,896	164,603	163,877	-0.4%	11.0%			18
G4-EN15	Direct GHG emissions from stationary sources (t CO <sub>2</sub> e)	21,314	25,557	25,833	27,839	24,397	23,573	23,305	25,997	30,166	16.0%	41.5%			
G4-EN15	Direct GHG emissions from mobile sources (t CO <sub>2</sub> e)	126,310	120,180	120,865	128,952	135,235	140,406	139,591	138,606	133,710	-3.5%	5.9%			
G4-EN18	Total GHG emissions per km travelled (g CO <sub>2</sub> e)	1,139	1,087	996	1,021	1,012	1,012	968	982	1,005	2.4%	-11.7%			
G4-EN18	Total GHG emissions per passenger-km (g CO <sub>2</sub> e)	52.3	51.1	46.0	49.1	49.3	48.6	47.4	47.0	46.7	-0.6%	-10.7%	42.0	39.0	3
G4-EN27	Total GHG emissions per seat-km (g CO <sub>2</sub> e)	n.a.	n.a.	n.a.	n.a.	13.2	13.2	12.7	13.0	13.1	0.7%	n.a.			
G4-EN18	Bus GHG emissions per passenger-km (g CO <sub>2</sub> e)	106.6	98.9	100.2	106.3	112.0	111.2	108.5	108.3	103.9	-4.0%	-2.5%			3
G4-EN27	Bus GHG emissions per seat-km (g CO <sub>2</sub> e)	n.a.	n.a.	n.a.	n.a.	35.3	34.6	32.0	32.4	32.4	0.00%	n.a.			
G4-EN18	Bus GHG emissions per km travelled (g CO <sub>2</sub> e)	1,745	1,639	1,595	1,579	1,609.5	1,591	1,490.8	1,493.4	1,509.2	1.1%	-13.5%	6%		
G4-EN27	Percentage of passenger-km travelled in electric mode	59.5%	59.5%	64.0%	64.0%	64.0%	64.0%	64.0%	64.7%	64.7%	0.0%	5.2%			3
G4-EN27	Trips using electricity	64.0%	64.0%	68.7%	68.9%	68.9%	68.9%	68.9%	69.6%	69.6%	0.0%	5.5%	75%	86%	3
G4-EN21	NOx from stationary sources														18
G4-EN21	NOx from mobile sources	19.55	21.15	21.40	27.70	24.66	23.79	22.84	29.89	29.46	-1.4%	50.7%			
G4-EN21	Percentage of NOx emissions from mobile sources	967.66	918.60	950.17	1,021.42	1,073.30	757.20	752.80	748.13	722.13	-3.5%	-25.4%			
G4-EN21	SO <sub>2</sub> from stationary sources	98.02%	97.75%	97.80%	97.36%	97.75%	96.95%	97.06%	96.16%	96.08%					
G4-EN21	SO <sub>2</sub> from mobile sources	0.23	0.20	0.23	0.55	0.53	0.52	0.50	0.82	0.58	-29.7%	151.9%			
G4-EN21	Percentage of SO <sub>2</sub> emissions from mobile sources	13.78	13.04	13.48	14.50	15.30	2.79	2.77	2.75	2.66	-3.4%	-80.7%			
G4-EN21	VOCs from stationary sources	98.36%	98.49%	98.32%	96.36%	96.66%	84.21%	84.84%	76.96%	82.11%					
G4-EN21	VOCs from mobile sources	27.31	23.50	21.35	24.79	23.88	15.83	15.30	13.33	13.71	2.9%	-49.8%			
G4-EN21	Percentage of VOC emissions from mobile sources	35.67	38.02	36.74	38.48	38.98	27.10	27.21	26.70	26.37	-1.2%	-26.1%			
G4-EN21	CO from stationary sources	56.63%	61.80%	63.25%	60.82%	62.02%	63.12%	64.01%	66.70%	65.79%					
G4-EN21	CO from mobile sources	14.93	16.85	16.90	19.29	16.74	16.00	15.45	18.38	20.54	11.7%	37.6%			
G4-EN21	Percentage of CO emissions from mobile sources	297.97	312.21	323.15	329.26	323.30	201.80	214.00	206.86	213.37	3.1%	-28.4%			
G4-EN21	Total particulates (total PM) from stationary sources	95.23%	94.88%	95.03%	94.47%	95.08%	92.65%	93.27%	91.84%	91.22%					
G4-EN21	Total particulates (total PM) from mobile sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	0.91	-19.3%	84.8%			
G4-EN21	Percentage of total PM from mobile sources	40.28	38.05	39.38	42.25	44.64	25.68	25.54	25.40	24.51	-3.5%	-39.2%			
G4-EN21	Particulates (PM <sub>10</sub> ) from stationary sources	98.80%	98.78%	98.77%	98.02%	98.25%	97.06%	97.18%	95.77%	96.44%					
G4-EN21	Particulates (PM <sub>10</sub> ) from mobile sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	0.91	-19.3%	84.8%			
G4-EN21	Particulates (PM <sub>2.5</sub> ) from stationary sources	40.18	38.04	39.37	42.25	44.64	25.60	25.47	25.39	24.50	-3.5%	-39.0%			
G4-EN21	Particulates (PM <sub>2.5</sub> ) from mobile sources	0.49	0.47	0.49	0.85	0.80	0.78	0.74	1.12	0.91	-19.3%	84.8%			
G4-EN21	NOx from stationary sources	36.29	34.27	35.45	38.04	40.23	22.67	22.55	22.49	21.69	-3.5%	-40.2%			
G4-EN27	Bus NOx emissions per passenger-km (g)	n.a.	0.78	0.81	0.85	0.90	0.61	0.60	0.59	0.57	-3.8%	n.a.			3
G4-EN27	Bus NOx emissions per seat-km (g)	n.a.	n.a.	n.a.	n.a.	0.28	0.19	0.18	0.18	0.18	0.3%	n.a.			
G4-EN27	Total bus particulate emissions per passenger-km (g)	n.a.	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.02	-3.8%	n.a.			3
G4-EN27	Total bus particulate emissions per seat-km (g)	n.a.	n.a.	n.a.	n.a.	0.01	0.01	0.01	0.01	0.01	0.3%	n.a.			
LT3	Number of hybrid buses	0	0	8	8	8	8	8	8	8	0.0%	n.a.			
LT2	Percentage of hybrid or electric service vehicles	15%	n.a.	14%	15%	20%	n.a.	20%	22%	24%	1.9%	8.7%			

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note	
											2013-2014	2006-2014	2015	2020		
<b>Priority 7: Practise sustainable procurement</b>																
G4-EN32	Percentage of contracts in progress during the year that included sustainability criteria	n.a.	n.a.	n.a.	n.a.	n.a.	8%	17%	19%	21%	1.6%	n.a.	50%	90%	19	
G4-EN32	Percentage of the value of contracts in progress during the year that included sustainability criteria	n.a.	n.a.	n.a.	n.a.	n.a.	42%	62%	68%	73%	5.1%	n.a.	60%	90%	19	
G4-EN32	Percentage of contracts in progress awarded with a preferential margin linked to sustainability	n.a.	n.a.	n.a.	n.a.	n.a.	0%	6%	5%	10%	4.5%	n.a.			19	
G4-EN32	Percentage of the value of contracts in progress during the year awarded with a preferential margin linked to sustainability	n.a.	n.a.	n.a.	n.a.	n.a.	0%	61%	79%	80%	0.6%	n.a.			19	

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note	
											2013-2014	2006-2014	2015	2020		
<b>Priority 8: Act as a responsible employer</b>																
G4-10	Total workforce	7,975	8,043	8,452	8,608	8,991	9,344	9,777	9,775	9,544	-2.4%	19.7%			20	
G4-10	<i>Permanent</i>	7,542	7,654	8,090	8,279	8,686	9,044	9,415	9,374	9,199	-1.9%	22.0%			20	
G4-10	<i>Temporary</i>	433	389	362	329	305	300	362	401	345	-14.0%	-20.3%			20	
G4-10	Percentage of permanent employees	95%	95%	96%	96%	97%	97%	96%	96%	96%	0.5%	1.8%				
G4-10	Percentage of workforce aged under 30	7%	7%	7%	8%	7%	7%	7%	6%	5%	-0.9%	-2.0%				
G4-10	Percentage of workforce aged 30 to 50	63%	63%	63%	63%	63%	63%	63%	63%	58%	-4.7%	-4.6%				
G4-10	Percentage of workforce aged over 50	31%	31%	29%	29%	29%	30%	30%	32%	37%	5.6%	6.6%				
G4-LA1	Diversity of workforce															
G4-LA1	<i>Percentage of women</i>	21.8%	22.6%	23.1%	23.2%	23.9%	24.1%	24.3%	24.4%	24.6%	0.2%	2.8%			20	
G4-LA1	<i>Percentage of visible and ethnic minorities</i>	11.8%	13.4%	15.5%	17.1%	18.8%	20.5%	22.1%	23.0%	23.6%	0.6%	11.7%			20	
G4-LA1	<i>Percentage of employees with disabilities</i>	1.0%	0.9%	0.8%	0.6%	0.5%	0.5%	0.5%	0.5%	0.4%	0.0%	-0.5%			20	
G4-LA1	<i>Percentage of Aboriginal employees</i>	0.3%	0.3%	0.4%	0.4%	0.4%	0.5%	0.5%	0.5%	0.5%	0.0%	0.2%			20	
G4-LA12	Diversity of management employees															
G4-LA12	<i>Percentage of women</i>	18.0%	18.5%	21.7%	21.3%	24.7%	27.6%	29.8%	30.5%	33.5%	3.0%	15.6%			20	
G4-LA12	<i>Percentage of visible and ethnic minorities</i>	4.1%	3.1%	4.4%	3.7%	4.5%	4.9%	5.6%	5.5%	6.1%	0.7%	2.0%			20	
G4-LA12	<i>Percentage of employees with disabilities</i>	0.5%	0.9%	0.8%	0.7%	0.7%	0.6%	0.7%	0.3%	0.3%	0.0%	-0.1%			20	
G4-LA12	<i>Percentage of Aboriginal employees</i>	0.5%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.6%	0.3%	0.2%			20	
G4-LA1	Average length of employment (years)	13.2	12.8	11.9	11.4	10.8	10.4	10.1	10.3	10.7	3.9%	-18.8%			20	
G4-LA1	Employee turnover (% of employees who leave the STM)	6.04%	6.54%	6.68%	5.62%	5.29%	4.98%	4.25%	3.78%	4.43%	0.7%	-1.6%			20	
G4-LA6	Work-related accident frequency	11.0	10.0	9.4	7.9	6.8	6.5	6.1	5.1	5.9	15.7%	-46.4%	6.0	5.5	21	
G4-LA6	Work-related accident severity	310.6	331.8	329.0	270.9	245.1	208.5	237.6	248.6	313.4	26.1%	0.9%	230.0	205.0	21	
G4-LA6	Number of fatalities caused by a work-related accident or disease	0	0	0	0	0	0	1	0	0	-	-				
G4-LA6	Absenteeism rate	7.6%	7.6%	7.7%	7.2%	7.5%	7.6%	7.5%	7.8%	8.5%	0.7%	0.9%				
G4-11	Percentage of unionized employees	92%	91%	91%	90%	90%	89%	90%	91%	89%	-1.5%	-2.3%				
G4-LA5	Percentage of workforce represented on occupational health and safety committees	92%	91%	91%	90%	90%	89%	90%	91%	89%	-1.5%	-2.3%			22	

GRI	Indicator	2006	2007	2008	2009	2010	2011	2012	2013	2014	Change		Target		Note
											2013-2014	2006-2014	2015	2020	
<b>Priority 9: Train and equip our employees and raise their awareness</b>															
G4-LA9	Employee mobilization (points)	-4	n.a.	n.a.	+23	n.a.	n.a.	n.a.	+27	n.a.	n.a.	n.a.	+30	+40	
G4-LA9	Expenditure on training (\$M)	11	11	11	10	12	13	12	10	9	-12.2%	-17.6%			
G4-LA9	Percentage of payroll devoted to training	2.2%	2.2%	2.0%	1.8%	2.1%	2.0%	1.8%	1.4%	1.2%	-0.2%	-1.0%			
G4-LA9	Employee training (person-hours)	187,882	223,613	243,590	222,364	255,492	248,629	237,166	149,876	133,452	-11.0%	-29.0%			
G4-LA9	<i>Executives – operations</i>	n.a.	15,513	13,392	14,842	12,199	16,279	13,520	12,733	16,396	28.8%	n.a.			
G4-LA9	<i>Divisional clerks</i>	n.a.	6,001	8,958	6,736	8,822	8,124	8,500	6,943	14,439	108.0%	n.a.			
G4-LA9	<i>Managers</i>	n.a.	1,262	1,093	880	1,665	1,601	1,586	2,569	2,149	-16.3%	n.a.			
G4-LA9	<i>Unionized professionals</i>	n.a.	2,594	2,162	2,556	3,044	3,710	4,147	4,412	3,728	-15.5%	n.a.			
G4-LA9	<i>Non-unionized professionals</i>	n.a.	268	223	263	158	343	484	391	396	1.1%	n.a.			
G4-LA9	<i>Foremen</i>	n.a.	2,605	2,095	2,102	3,079	2,858	2,153	2,689	5,454	102.8%	n.a.			
G4-LA9	<i>Inspectors</i>	n.a.	55,763	15,837	19,254	13,759	4,262	11,833	8,097	3,856	-52.4%	n.a.			
G4-LA9	<i>Adm., tech. and prof. employees</i>	n.a.	5,107	5,157	4,208	6,351	4,725	5,070	4,360	3,664	-16.0%	n.a.			
G4-LA9	<i>Drivers</i>	n.a.	93,544	148,253	111,542	127,160	124,148	136,195	61,159	41,209	-32.6%	n.a.			
G4-LA9	<i>Maintenance employees</i>	n.a.	34,964	42,115	53,479	72,610	75,984	49,101	42,620	42,163	-1.1%	n.a.			
G4-LA9	Average number of training hours per employee	25.2	29.6	31.0	27.5	30.6	28.8	26.2	16.3	14.7	-10.0%	-41.7%	29	30	
G4-EC1	Donations (\$)	670,037	760,109	819,431	920,295	1,007,931	1,028,115	1,086,255	1,109,164	875,471	-21.1%	30.7%			

**G4-22 / G4-23 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 Origin-Destination 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	The results of the Origin-Destination 2013 survey were announced in 2014. Retroactive corrections have been made in the figures for this survey (passenger-km and modal share of public transit) presented in the Sustainable Development Report 2013.
4	To ensure consistency with the results of the Origin-Destination 2013 survey, the figures for modal share of motorized modes have been adjusted for the 2008 survey.
5	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.
6	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.
7	The Laval stations were not included in 2011, as the bicycle 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.
8	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.
9	Trips for 2006 to 2011 have been adjusted to include metropolitan travel.
10	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.
11	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 ( <a href="http://www.stm.info/sites/default/files/pdf/fr/14001_rap_financer_2013_web_2.pdf">http://www.stm.info/sites/default/files/pdf/fr/14001_rap_financer_2013_web_2.pdf</a> ).
12	For 2010 and 2011, contractual advances for the purchase of new metro cars were omitted from the data entry process.
13	Following receipt of an environmental monitoring report in January 2014, a correction was made to the total quantity of contaminated soil treated of in 2012.
14	Following verification of the records, the number of environment-related non-compliance notices in 2013 was adjusted.
15	In the Sustainable Development Report 2013, complaints related to recovery facilities (20 complaints) were not included. This omission has been rectified.
16	Residual-material categories were revised between the 2013 and 2014 reports.
17	Following receipt of a report in 2014 on a construction/renovation/demolition operation, 65 tonnes of CRD materials were added to the 2013 figure shown in the 2014 report.
18	The figures shown for 2012 and 2014 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.
19	Revision of the method for calculating this indicator revealed that the figures published for 2011 to 2013 were incomplete. The contract for the acquisition of the new Azur cars, which includes numerous sustainability criteria, had not been factored in. Accordingly, the indicators for contracts in progress during the year that included sustainability criteria were revised upward for the years 2011 to 2013.
20	The STM acquired a new tool in 2013 for tracking human resources, which allowed us to update our workforce figures.
21	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.
22	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.