

The STCUM's numbers



Revenue (in millions of dollars) \$ 678 011

A. Contribution from the municipalities of the CUM 231 600

B. Passengers 296 956

C. Miscellaneous contributions 68 036

D. Subsidies from the government of Québec 64 583

E. Other 16 836



Expenses (in millions of dollars) 675 364

A. Bus and métro 530 397

B. Debt servicing and financing 65 143

C. Sinking fund 37 557

D. Paratransit 24 987

E. Maintenance of fixed assets 11 271

F. Capital expenditures fund 5 614

G. Unanticipated expenses 395

In touch with customers

Comments and complaints

Written comments, telephone calls and comments made via the internet.

Number of comments and complaints

1998	16,396
1999	15,904
2000	19,481

We note an increase of more than 22 % compared to 1999, which is attributable, in part, to the addition of personnel and to the growing number of comments sent by electronic messengerie.

TELBUS

TELBUS, the automated telephone system providing bus schedules, responded to 11,840,496 calls during the year, an average of close to 32,351 calls per day. This represents an increase of 10% from 1999.

1996	7,531,339
1997	8,655,807
1998	9,957,392
1999	10,795,550
2000	11,840,496

Planibus

Planibus is a folder providing information on the schedule and route of a bus route. More than three million and a half Planibus folders were distributed to passengers during the three distribution periods in January, June and September.

Infobus

Infobus panels indicate the schedule and route of a bus line at a given location. The some 3,300 Infobus panels spread across STCUM territory are updated three times a year.

A-U-T-O-B-U-S information centre

In 2000, the information centre responded to 3,264,125 calls, an increase of 10.3 % from the previous year. Agents handled 16 % of these calls, with the balance being handled by the automated telephone system.

Web site

Traffic on the web site reached 1,575,591, an average of more than 4,300 visitors per day. The government programme to connect families as well as a new and more accurate tool for measuring web site traffic were the principal reasons for the increase in the number of visitors to the web site.



Dependability of the métro *

(Number of incidents lasting 5 minutes or more)

	1998**	1999	2000
Rolling stock	249	303	358
Fixed equipment	72	51	46
Crimes, illnesses	333	441	408
Operation of trains	42	47	58
Personnel, various	4	4	5
External causes	8	9	8
All causes	708	855	883

Delays (in minutes) *

	1998**	1999	2000
Rolling stock	2,318	2,564	3,036
Fixed equipment	1,115	724	826
Crimes, illnesses	4,030	4,390	4,282
Operation of trains	291	349	412
Personnel, various	29	55	52
External causes	200	208	96
All causes	7,983	8,290	8,704

* The methods of calculation have been changed this year. Thus, the data vary in comparison with those published in previous annual reports. The new method provides more precise information.

** An additional 3,016 minutes and 9 incidents should be added to the data in the category of external causes to take the ice storm into account.

Punctuality of the buses

Performance expressed in %

	1997	1998	1999	2000
On time (-1,+3 min.)	78.33	78.22	72.19	76.8
Early (-5,-2min.)	13.47	12.59	19.89	14.6
Late (+4,+5 min.)	8.20	9.19	7.92	9.6

Vehicles and the system

The fleet of vehicles

1,600 buses	759 métro cars	89 Paratransit minibuses
1,144 standard buses	336 MR-63	7 regular minibuses
456 low-floor buses	423 MR-73	

The system

176 bus routes (including 20 on the night service)

11 reserved lanes covering 45.5 km

4 métro lines totalling 65 km of track and serving 65 stations

Accidents with damages involving a bus or minibus

	1996	1997	1998	1999	2000
	2,781	2,986	2,844	2,897	3,153

Kilometres travelled in 2000

Bus	73,625,998
Métro	58,000,471
Paratransit minibus	3,093,201

Fare structure

	1996	1997	1998	1999	2000
CAM					
Regular fare	\$44.50	\$45	\$45	\$46	\$47
Reduced fare	\$18.50	\$19	\$19	\$19.50	\$20
Weekly CAM					
Regular fare	-	-	\$12	\$12.25	\$12.50
Reduced fare	-	-	\$6	\$6.25	\$6.50
Strip of six tickets					
Regular fare	\$7.75	\$8	\$8	\$8.25	\$8.25
Reduced fare	\$3.75	\$4	\$4	\$4.25	\$4.25
Cash					
Regular fare	\$1.85	\$1.85	\$1.85	\$1.90	\$2
Reduced fare	\$1	\$1	\$1	\$1	\$1
Tourist card					
1 day	\$5	\$5	\$5	\$5	\$7
3 days	\$12	\$12	\$12	\$12	\$14

Sales of fares

Number of fares sold	Regular fare	Reduced fare
CAM	2.3 millions	1.1 million
Weekly CAM	2.8 millions	168 000
Strip of six tickets	6.1 millions	2 millions
Cash payment	24 millions	3 millions
Tourist card		
1 day	98,546	
3 days	27,494	

Métro system

The busiest stations

(entries)

McGill	11,149,026
Berri-UQAM	10,007,535
Henri-Bourassa	7,949,365
Longueuil	7,358,875
Guy-Concordia	7,136,028

The busiest day Thursday, December 14, 2000, with 828,226 entries.

Bus system

The busiest routes

(average weekday ridership)

80-Avenue du Parc	15,900
165-Côte-des-Neiges	19,200
535-Voies réservées du Parc/Côtes-des-Neiges	32,700
	67,800
139-Pie-IX	32,600
505-Voie réservée Pie-IX	7,000
	39,600
67-Saint-Michel	39,200
121-Sauvé/Côte-Vertu	35,300
69-Gouin	29,700

Annual ridership

Approximately 348 million trips were recorded, 6 million more than in 1999, representing an increase of close to 1.8%. It should be noted that the above total includes 1,261,744 trips taken on Paratransit.

The workforce at December 31, 2000

Area of activity	1998	1999	2000
Upper level operations management	287	299	297
Foremen	112	116	116
Managers	151	154	167
Professionals and non-unionized office employees	108	104	96
Unionized professionals	165	182	184
Divisional clerks	203	204	185
Surveillance officers	150	139	146
Unionized office employees	569	568	592
Drivers, operators and employees in related services	3,571	3,551	3,617
Maintenance employees	1,778	1,801	1,869
Total	7,094	7,118	7,269

Representation of women

Women form 16 % of the company's workforce, an increase of 1 % from 1999.

Unions and company associations

Syndicat des chauffeurs d'autobus, opérateurs de métro et employés des services connexes au transport de la STCUM (section locale 1983 – SCFP)

Syndicat du transport de Montréal (Employés d'entretien - CSN)

Syndicat des employé(e)s de bureau, technicien(ne)s et professionnel(le)s de la STCUM (section locale 2850 – SCFP)

Syndicat des employés du transport en commun (section locale 2551 – SCFP)

Fraternité des constables et agents de la paix de la STCUM

Syndicat des professionnelles et professionnels de la STCUM

Association des chefs d'opérations – Bus network

Association des chefs d'opérations – Métro network

Association des contremaîtres

Association des cadres – STCUM