

Message from the Directors



It is our pleasure to present you with the *Annual Report 2000*. This document outlines the efforts undertaken by the STCUM to carry out its mission : to guarantee the trips of individuals travelling on its territory.

The arrival of a new millennium evokes a certain feeling of anticipation, but because we had planned the operation several months in advance, we were able to ensure the transition of our equipment to the 21st century with complete confidence. In the excitement of the moment, we decided to keep the métro stations open the night of December 31, 1999 to January 1, 2000 to enable those wanting to celebrate this momentous occasion to travel on our system with complete peace of mind.

The year 2000 was punctuated by several high points : renewal of the collective agreements with four of our principal unions, the drawing up of our Vision 2002 strategy, the development of projects to improve services and public transit, the solidifying of business partnerships with organizations in Montréal and France, and reflection on the future of the STCUM within the context of the debates surrounding municipal reform.

In terms of results, the year 2000 saw a 1.8 % growth in ridership, an increase of 6 million trips in comparison with 1999. This growth is significant as it took place in a context where the automobile continues to gain ground and to grab a greater share of the market.

The métro system distinguished itself by achieving superb results in the area of dependability. In fact, the figures show that 97.6 % of passengers who took the métro in 2000 reached their destination with less than a five-minute delay. This proves that the measures taken over the last few years to reduce the number of service outages are bearing fruit.

The 23% decrease in crime in the métro system was another achievement worthy of mention. This reduction is attributable, on one hand, to the awareness and prevention efforts undertaken by the Surveillance Service and, on the other hand, to the creation of a coordination team with the CUM police department, thanks to which interventions were handled much more effectively.

As for the bus network, the situation was more difficult as we were at times unable to deliver the scheduled service. The fleet is ageing; inspection, maintenance and repair of certain buses requires more time and, as the tendering process for the contract to purchase buses took longer than expected, the STCUM will not be able to count on new vehicles before 2001. To ease the situation, various measures were implemented in the maintenance area in order to have the greatest number of buses available for service. A major challenge requiring a great deal of energy.

The requests for trips from disabled individuals continue to increase, and the additional financial resources injected by the Québec Transport Department are not sufficient to meet the demand. This situation is of concern to us and is a call to action to the elected officials of the CUM who agreed to increase their contribution to 23.3 %, even though the *Programme d'aide au transport adapté* sets their share at 21 %. It is clear, however, that the municipalities alone cannot absorb the additional costs to meet the demand. This is why the STCUM is working closely with the MTQ to find solutions to improve the quality of services and promote a greater integration of disabled individuals.

Throughout the year, the STCUM continued its efforts to control expenses and maximize the sums allocated to provide a quality service. Its room to manoeuvre is more and more limited, and its investment needs are great. Aware that the decisions that will have to be made in the near future will be critical to the development and promotion of public transit, we will be trying to convince the decision-makers to recognize the predominant place that public transit must occupy in the new city and the importance of allocating more adequate and stable sources of financing. The STCUM very much welcomed the plan introduced by the Transport Minister, Mr. Guy Chevrette. The *Plan de gestion des déplacements* sends a clear signal for the relaunch of public transit, and gives a green light for its development.

The year 2000 saw the emergence of new ideas and projects that will result in more effective organization and mobilization. We are proud of the work accomplished by the STCUM and by the members of the Board of Directors who sat on 16 occasions to analyze more than 225 dossiers and to approve related resolutions. We sincerely thank one and all for their dedication and for their invaluable contribution.

Mr. Frank Zampino, C.A.

Chairman *

Mr. Pierre-Yves Melançon

Vice-Chairman *

Mr. Jacques Fortin

Director General

* Mr. Frank Zampino assumed the post of chairman of the Board of Directors until December 20, 2000. Since then, Mr. Pierre-Yves Melançon replaced him at the post.