

# MOVE ACHIEVE SUCCEED

Sustainable Development Report 2012

COMPLETE TABLE OF INDICATORS 2006-2012

SOCIETY IN MOTION 

**COMPLETE TABLE OF SUSTAINABLE DEVELOPMENT INDICATORS 2006-2012**

GRI	INDICATOR (unit of measurement)	2006	2007	2008	2009	2010	2011	2012	CHANGE		TARGET		Explanatory notes
									2011-2012 (%)	2006-2012 (%)	VALUE	HORIZON	
<b>ECONOMIC PERFORMANCE</b>													
EC1	Payroll (\$M)	502	510	548	574	598	639	691	8	38			
EC1	Donations (\$)	670,037	760,109	819,431	920,295	1,007,931	1,028,116	1,086,255	6	62			
EC1	Acquisitions of goods and services (\$M)	380	397	526	622	796	665	578	-13	52			1
EC1	<i>Operations</i>	171	177	213	244	261	267	288	8	68			
EC1	<i>Investments</i>	209	220	314	378	535	398	290	-27	38			1
EC1	Tax spinoffs attributable to acquisitions of goods and services (\$M)	46	45	57	61	82	76	73	-5	59			1
EC1	Tax spinoffs attributable to employee salaries (\$M)	120	117	113	116	134	146	156	7	31			
EC1	Capital investment in developing infrastructure and improving public transit (\$M)	41	50	144	149	270	220	213	-3	426			
EC1	Total operating revenues (\$M)	801	817	907	981	1,063	1,163	1,224	5	53			2
EC1	<i>Passenger revenue (\$M)</i>	395	416	445	463	488	533	564	6	43			2
EC1	<i>Contribution from the city of Montréal (\$M)</i>	278	277	302	332	359	388	373	-4	34			2
EC4	<i>Subsidies from the Québec government (\$M)</i>	45	55	75	95	113	134	161	19	254			2
EC4	<i>Regional contributions and contributions from municipalities outside Montréal (\$M)</i>	54	57	58	59	71	71	82	16	52			2
EC4	<i>Other revenue and surpluses (deficits) carried forward (\$M)</i>	29	12	28	33	31	36	45	25	55			2
EC6	Acquisitions of goods and services produced in Québec (\$M)	170	178	260	263	328	285	270	-5	59			2
EC6	Percentage of acquisitions of goods and services produced in (%)	45	45	49	42	41	43	47	402 BP	213 BP			2
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	-2	57			2
EC8	Number of metro stations with elevators (out of 68 stations)	0	3	3	6	8	8	8	0	--			
EC8	Number of elevators	0	9	9	17	24	24	24	0	--	26	2013	
EC8	Number of metro stations with escalators (out of 68 stations)	57	60	60	60	60	60	60	0	5			
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	-14	-39			

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<b>ECONOMIC PERFORMANCE</b>													
EC8	Percentage of buses with low floor or front ramp (%)	65	69	73	79	90	100	100	0 BP	3520 BP			
EC8	Total number of bus routes in the network	192	190	196	202	209	213	218	2	14			
EC8	Number of wheelchair-accessible bus routes	154	154	154	155	156	159	161	1	5			
EC8	Percentage of wheelchair-accessible bus routes (%)	80	81	79	77	75	75	74	-79 BP	-636 BP			
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	7	56			3
EC8	<i>By minibus</i>	403,779	394,113	400,440	414,960	412,416	395,412	400,406	1	-1			3
EC8	<i>By accessible taxi</i>	222,942	309,125	390,177	432,607	537,370	634,788	722,612	14	224			3
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	6	44			3
EC8	Paratransit service – total number of customers	12,542	13,677	14,789	15,772	16,838	18,005	19,170	6	53			3
EC8	<i>With a motor disability</i>	8,751	9,740	10,658	11,452	12,309	13,300	14,241	7	63			3
EC8	<i>With an intellectual disability</i>	2,153	2,141	2,187	2,182	2,214	2,249	2,332	4	8			3
EC8	<i>With a psychological disability</i>	874	968	1,049	1,148	1,273	1,363	1,500	10	72			3
EC8	<i>With a visual impairment</i>	764	828	895	990	1,042	1,093	1,097	0	44			3
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	7	56			3
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	8	83			3
EC8	<i>Intellectual disability</i>	693,621	673,118	697,208	710,584	732,334	733,330	750,861	2	8			3
EC8	<i>Psychological disability</i>	125,118	132,268	142,048	155,839	173,101	196,677	221,329	13	77			3
EC8	<i>Visual impairment</i>	88,329	99,934	108,649	126,168	136,289	139,086	147,518	6	67			3
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	7	56			
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	9	59			
EC8	<i>Wheelchair users</i>	400,089	408,250	413,560	417,179	419,759	408,303	388,809	-5	-3			
EC8	<i>Variable</i>	442,526	515,623	594,540	661,057	761,432	819,659	882,673	8	99			

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									2011-2012 (%)	2006-2012 (%)	VALUE	HORIZON	
<b>ENVIRONMENTAL PERFORMANCE</b>													
EN1	Paper consumption (75g/m <sup>2</sup> ) (tonnes)	n.a.	n.a.	91	82	80	84	86	3	--			
EN1	Average paper consumption per employee (75g/m <sup>2</sup> ) (kg)	n.a.	n.a.	10.8	9.6	8.8	9.0	8.8	-2	--			
EN3	Total energy consumption (PJ - 10 <sup>15</sup> joules)	3.1	3.4	3.6	3.8	3.8	3.9	3.9	0	25			4
EN3	<i>From non-renewable sources</i>	2.0	2.2	2.3	2.4	2.4	2.4	2.4	-1	19			4
EN3 - LT4	<i>From renewable sources</i>	1.1	1.2	1.4	1.3	1.3	1.4	1.5	1	37			4
EN3 - LT4	Percentage of energy consumed from renewable sources (%)	34	36	38	36	36	37	38	56 BP	323 BP			
EN3 - LT	Total consumption per million km travelled (GJ - 10 <sup>9</sup> joules)	23,712	25,538	24,440	24,547	24,029	23,830	22,904	-4	-3			
EN3 - LT	Total consumption per million passenger-km (MJ - 10 <sup>6</sup> joules)	1.1	1.2	1.1	1.2	1.2	1.1	1.1	-2	3			
EN5	Estimated fuel savings from emission reduction initiatives (GJ - 10 <sup>9</sup> joules)	496	518	539	512	511	534	542	2	9			
EN11	Area of STM sites investigated (m <sup>2</sup> )	--	--	--	559,343	573,613	629,270	630,290	0	--			
EN11	Area of investigated sites that were contaminated (m <sup>2</sup> )	--	--	--	41,301	44,764	39,456	41,283	5	--			
EN11	Percentage of contaminated sites (%)	--	--	--	7	8	6	7	28 BP	--			
EN11	Quantity of contaminated soil treated during the year (tonnes)	--	--	--	5,724	315	3,760	18,516	392	--			
EN16	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	-1	9			
EN16	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	-1	11			
EN16	Total direct GHG emissions (t CO <sub>2</sub> e)	147,624	145,737	146,698	156,791	159,632	163,979	162,896	-1	10			
EN16	Per km travelled (g CO <sub>2</sub> e)	1,139	1,083	992	1,021	1,012	1,012	968	-4	-15			
EN16	Per passenger-km (g CO <sub>2</sub> e)	52.3	51.1	46.0	49.1	49.3	48.6	47.4	-3	-9	45	2020	
EN18	Initiatives to reduce GHG emissions and reductions achieved												
EN18 - LT5	Percentage of drivers trained in green driving (%)	60	78	77	n.a.	n.a.	n.a.	n.a.	--	--			
EN18 - LT5	Reduction in emissions through green driving (t CO <sub>2</sub> e)	1,673	1,702	3,210	n.a.	n.a.	n.a.	n.a.	--	--			
EN18 - LT5	Use of biodiesel (t CO <sub>2</sub> e)	0	99	3,536	4,513	4,555	4,601	4,763	4	--			

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<b>ENVIRONMENTAL PERFORMANCE</b>													
EN18 - LT5	Use of hybrid buses (t CO <sub>2</sub> e)	n.a.	n.a.	300	300	300	260	183	-30	--			
EN18 - LT5	Installation of TopoDyn transmission programmer (t CO <sub>2</sub> e)	n.a.	n.a.	40	70	125	600	11,376	1,796	--			
EN18 - LT5	Use of EMP electric fans (t CO <sub>2</sub> e)	n.a.	n.a.	20	20	125	600	5,511	819	--			
EN18 - LT5	New engines with particle filters (t CO <sub>2</sub> e)	--	--	--	--	--	--	3,269	--	--			
EN18 - LT5	Total various initiatives (t CO <sub>2</sub> e)	1,673	1,801	7,106	4,903	5,105	6,061	25,102	314	1400			
EN20	Direct emissions of airborne contaminants (tonnes)												
EN20	NOx from stationary sources	19.6	21.2	21.4	27.7	24.7	23.8	22.8	-4	17			
EN20	NOx from mobile sources	967.7	918.6	950.2	1,021.4	1,073.3	757.2	752.8	-1	-22			5
EN20	Percentage of NOx emissions from mobile sources (%)	98.0	97.7	97.8	97.4	97.8	97.0	97.1	10 BP	-96 BP			
EN20	SO <sub>2</sub> from stationary sources	0.2	0.2	0.2	0.5	0.5	0.5	0.5	-5	115			
EN20	SO <sub>2</sub> from mobile sources	13.8	13.0	13.5	14.5	15.3	2.8	2.8	-1	-80			5
EN20	Percentage of SO <sub>2</sub> emissions from mobile sources (%)	98.4	98.5	98.3	96.4	96.7	84.2	84.8	63 BP	-1352 BP			
EN20	VOCs from stationary sources	27.3	23.5	21.3	24.8	23.9	15.8	15.3	-3	-44			
EN20	VOCs from mobile sources	35.7	38.0	36.7	38.5	39.0	27.1	27.2	0	-24			5
EN20	Percentage of VOC emissions from mobile sources (%)	56.6	61.8	63.2	60.8	62.0	63.1	64.0	89 BP	738 BP			
EN20	CO from stationary sources	14.9	16.9	16.9	19.3	16.7	16.0	15.4	-3	3			
EN20	CO from mobile sources	298.0	312.2	323.2	329.3	323.3	201.8	214.0	6	-28			5
EN20	Percentage of CO emissions from mobile sources (%)	95.2	94.9	95.0	94.5	95.1	92.7	93.3	61 BP	-196 BP			
EN20	Total particulates (total PM) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	0.7	-5	51			
EN20	Total particulates (total PM) from mobile sources	40.3	38.1	39.4	42.3	44.6	25.7	25.5	-1	-37			5
EN20	Percentage of total PM from mobile sources (%)	98.8	98.8	98.8	98.0	98.3	97.1	97.2	12 BP	-162 BP			
EN20	Particulates (PM <sub>10</sub> ) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	0.7	-5	51			
EN20	Particulates (PM <sub>10</sub> ) from mobile sources	40.2	38.0	39.4	42.3	44.6	25.6	25.5	-1	-37			5
EN20	Particulates (PM <sub>2.5</sub> ) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	0.7	-5	51			

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<b>ENVIRONMENTAL PERFORMANCE</b>													
EN20	Particulates (PM <sub>2.5</sub> ) from mobile sources	36.3	34.3	35.5	38.0	40.2	22.7	22.6	-1	-38			5
EN22	Residual hazardous materials (RHMs) recovered (tonnes)	2,494	2,586	2,177	2,757	2,632	2,555	2,782	9	12			
EN22	<i>Used detergent solutions</i>	1,400	1,405	1,087	1,444	1,269	1,322	1,428	8	2			
EN22	<i>Sludge from drainage system maintenance</i>	520	507	361	611	555	471	556	18	7			
EN22	<i>Used oil and solvents, oily water in tanks</i>	305	363	348	381	482	423	436	3	43			
EN22	<i>RHMs in containers (solvents, antifreeze, paint, etc.)</i>	113	121	186	148	179	190	207	9	83			
EN22	<i>Lead storage batteries</i>	82	87	122	89	73	84	72	-14	-12			
EN22	<i>Oil filters and aerosols</i>	23	30	35	45	42	40	49	23	115			
EN22	<i>Fluorescents</i>	24	21	29	25	22	19	23	21	-2			
EN22	<i>Alkaline electrolytes</i>	20	39	2	1	1	0	1	250	-93			
EN22	<i>Nickel-cadmium storage batteries</i>	6	10	0	8	7	2	5	238	-2			
EN22	<i>Batteries</i>	2	3	7	4	3	3	4	15	73			
EN22	Percentage of residual hazardous materials reclaimed and recycled (%)	n.a.	n.a.	n.a.	n.a.	n.a.	23	23	-60 BP	--	70	2015	
EN22	Non-hazardous materials recovered (tonnes)	1,959	1,577	3,168	3,121	4,048	4,826	4,003	-17	104			
EN22	<i>Plastic, glass, household metal</i>	4	9	5	2	3	6	6	0	50			
EN22	<i>Paper and cardboard</i>	60	96	92	179	178	245	267	9	345			
EN22	<i>Wood (palettes)</i>	n.a.	n.a.	136	60	70	115	96	-17	--			
EN22	<i>Metal</i>	1,143	533	1,871	1,736	2,673	2,583	799	-69	-30			
EN22	<i>Mechanical, electrical and electronic components</i>	n.a.	n.a.	n.a.	n.a.	6	11	18	64	--			
EN22	<i>Glass (pilot project for recovering laminated windshields)</i>	0	0	0	0	0	2	0	-100	--			
EN22	<i>Metro tires</i>	82	119	97	79	65	133	83	-38	1			
EN22	<i>Bus and car tires</i>	170	170	170	223	192	181	305	69	79			
EN22	<i>Newspapers in the metro</i>	500	650	797	842	861	994	1,422	43	184			
EN22	<i>Other products (plastic, glass and household metal in the metro - concrete - asphalt)</i>	0	0	0	0	0	556	1,007	81	--			
EN22	Residual materials sent to landfill (tonnes)	n.a.	2,277	2,637	2,160	2,788	2,863	2,006	-30	--			

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<b>ENVIRONMENTAL PERFORMANCE</b>													
EN22	Total residual materials generated (tonnes)	n.a.	3,854	5,805	5,281	6,836	7,689	6,009	-22	--			
EN22	Recovery rate of residual non-hazardous materials (%)	n.a.	41	55	59	59	63	67	385 BP	--	70	2015	
EN23	Number of buses equipped with non-spill fuel delivery systems	491	703	1,166	1,280	1,500	1,674	1,712	2	249			
EN23	Percentage of buses equipped with non-spill fuel delivery systems (%)	31	44	70	76	89	100	100	36 BP	6,914 BP			
EN23	Number of spills reported during the year	2	0	4	0	8	12	10	-17	400			
EN23	Recovery rate of spilled products (%)	98	0	100	0	98	43	74	3,100 BP	-2,400 BP			
EN28	Number of environment-related legal non-compliance notices	0	1	3	0	5	1	2	100	--			
<b>SOCIAL PERFORMANCE: LABOUR PRACTICES AND DECENT WORK</b>													
LA management	Percentage of employees with access to flextime programs (%)	39.4	40.2	40.3	39.8	40.4	40.1	40.1	0 BP	70 BP			
LA1	Total workforce	7,932	7,996	8,398	8,603	8,985	9,346	9,772	5	23			
LA1	<i>Permanent</i>	7,495	7,606	8,036	8,247	8,680	9,042	9,409	4	26			
LA1	<i>Temporary</i>	437	390	362	356	305	304	363	19	-17			
LA1	Percentage of permanent employees (%)	94	95	96	96	97	97	96	-46 BP	179 BP			
LA1	Percentage of workforce aged under 30 (%)	n.a.	n.a.	n.a.	n.a.	n.a.	7	7	-34 BP	--			
LA1	Percentage of workforce aged 30 to 50 (%)	n.a.	n.a.	n.a.	n.a.	n.a.	63	63	-13 BP	--			
LA1	Percentage of workforce aged over 50 (%)	n.a.	n.a.	n.a.	n.a.	n.a.	30	30	47 BP	--			
LA10	Employee training (person-hours)	180,187	217,619	239,284	215,861	248,847	241,382	232,586	-4	29			6
LA10	Expenditure on training (\$M)	11	11	11	10	12	13	12	-4	12			
LA10	Percentage of payroll devoted to training (%)	1.4	1.3	1.2	1.1	1.2	1.1	1.0	-9 BP	-37 BP			
LA13	Diversity of workforce												
LA13	Percentage of women (%)	22	23	23	23	24	24	24	20 BP	260 BP			
LA13	Percentage of visible and ethnic minorities (%)	12	14	16	18	19	21	23	150 BP	1,040 BP			
LA2	Average length of employment (years)	14	13	12	11	11	10	10	-3	-26			

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<b>SOCIAL PERFORMANCE: LABOUR PRACTICES AND DECENT WORK (cont'd)</b>													
LA2	Employee turnover (% of employees who leave the STM)	6.1	6.6	6.7	5.6	5.4	5.0	4.3	-70 BP	-180 BP			
LA4	Percentage of unionized employees (%)	92	91	91	90	90	89	90	30 BP	-180 BP			
LA6	Percentage of workforce represented on occupational health and safety committees (%)	n.a.	n.a.	n.a.	n.a.	n.a.	75	75	0 BP	--			
LA7	Work-related accident frequency	11.0	10.0	9.5	7.7	7.0	6.4	6.1	-5	-45			
LA7	Work-related accident severity	316.0	341.5	339.7	281.2	254.5	212.2	251.2	18	-21			
LA7	Number of days lost following a work-related accident or disease	20,564	22,251	23,094	19,534	18,225	16,294	20,325	25	-1			7
LA7	Number of fatalities caused by a work-related accident or disease	0	0	0	0	0	0	1	100	100			
LA7	Absenteeism rate	7.61	7.59	7.72	7.21	7.42	7.53	7.53	0	-1			
<b>SOCIAL PERFORMANCE: HUMAN RIGHTS</b>													
HR8	Percentage of security officers trained in the company's human rights policies or procedures applicable to their activity	n.a.	n.a.	n.a.	n.a.	100	100	100	0	--			8
<b>SOCIAL PERFORMANCE: COMMUNITY</b>													
S01	Number of Navette Or and Taxi Or routes	0	0	3	7	10	10	13	30	--			
S01	Number of reduced-fare or free trips (millions)	121	121	120	114	113	118	118	0	-2			
S01	Number of free trips (millions)	n.a.	n.a.	n.a.	1.4	1.3	1.3	1.9	51	--			
S01	Number of medium or long-term passes sold (millions)	5.6	5.6	5.8	5.6	5.7	5.8	5.7	-2	1			
<b>PRODUCT RESPONSIBILITY</b>													
PR1	Number of buses with bicycle racks	0	0	0	0	0	15	30	100	--			
PR1	Number of metro stations with bicycle stands (out of 68 stations)	n.a.	n.a.	n.a.	n.a.	n.a.	56	59	5	--			
PR1	Number of bicycle stands installed next to stations (7 parking spaces per stand)	n.a.	n.a.	n.a.	n.a.	n.a.	435	435	0	--			9
PR1	Percentage of metro stations with warning tiles on the platforms (%)	0	4	12	35	46	47	49	200 BP	--	99	2013	

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<b>PRODUCT RESPONSIBILITY (cont'd)</b>													
PR1	Number of metro stations with stairs equipped with marker strips (out of 68 stations)	0	29	46	49	58	63	68	8	--	68	2011	
PR5	Customer satisfaction (satisfied and very satisfied) (%)	84	82	82	86	87	89	88	-100 BP	420 BP	87	2011	
PR6	Percentage of Web sites that meet international accessibility standards (%)	0	0	0	50	50	50	50	0 BP	--			
PR8	Number of environment-related complaints	n.a.	n.a.	n.a.	167	297	383	309	-19	--			
<b>LOGISTICS AND TRANSPORTATION SECTOR SUPPLEMENT</b>													
LT2	Total number of buses in fleet	1,591	1,589	1,671	1,680	1,684	1,680	1,712	2	8			
LT3 - EN18	Hybrid buses	0	0	8	8	8	8	8	0	--			
LT3 - EN18	Articulated buses	0	0	0	22	140	202	202	0	--	202	2012	
LT2 - PR1	Average age of bus fleet (years)	8.3	8.8	8.8	8.5	5.8	4.4	5.3	22	-36			
LT2 - PR1	Average age of metro cars (years)	35	36	37	38	39	40	41	3	17			
LT3	Service provided (thousands of km travelled)	129,629	134,513	147,860	153,587	157,690	162,007	168,278	3.9	30		2012	
LT3	<i>Bus</i>	69,790	69,721	72,144	77,335	81,128	84,878	90,116	6.2	29	88,018	2012	
LT3	<i>Metro</i>	59,839	64,792	75,715	76,253	76,563	77,129	78,162	1.3	31	78,390	2012	10
LT3	Passenger-kilometres (millions)	2,821	2,854	3,188	3,190	3,239	3,374	3,438	1.9	22			10
LT3	Percentage of passenger-km travelled in electric mode (%)	60	60	64	64	64	64	64	0 BP	400 BP			
LT3	Number of trips (ridership) (millions)	363.4	367.5	382.5	382.8	388.6	404.8	412.6	1.9	14	410.0	2012	
LT3	Network coverage rate (%)												
LT3	% of dwellings within 500 m – morning rush hour		98.2			98.9		99.3	99.4	10 BP	120 BP		
LT3	% of dwellings within 500 m – day		97.4			98.6		98.7	98.8	10 BP	140 BP		
LT3	% of dwellings within 500 m – evening		97.2			98.5		98.5	98.5	0 BP	130 BP		
LT3	% of dwellings within 500 m – Saturday		97.3			98.5		98.6	98.6	0 BP	130 BP		
LT3	% of dwellings within 500 m – Sunday		97.2			98.5		98.5	98.6	10 BP	140 BP		
LT3	% of dwellings within 1,000 m – night		88.7			90.9		94.7	94.7	0 BP	600 BP		
LT3	Modal share of public transit on island of Montréal. Source: 2003 and 2008 Origin-Destination surveys (%)		32					36		s.o.	400 BP		

**COMPLETE TABLE OF SUSTAINABLE DEVELOPMENT INDICATORS 2006-2012**

GRI	INDICATOR (unit of measurement)	2006	2007	2008	2009	2010	2011	2012	CHANGE		TARGET		Explanatory notes
									2011-2012 (%)	2006-2012 (%)	VALUE	HORIZON	

**LOGISTICS AND TRANSPORTATION SECTOR SUPPLEMENT (cont'd)**

LT3	Modal share of public transit toward downtown, morning rush hour. Source Origin-Destination survey (%)	58		66					s.o	800 BP			
LT3	Average journey speed (km/h)	17.8	17.8	17.8	17.8	17.8	18.1	18.2	1	2			
LT6	Lanes with bus priority measures (km)	61	61	63	99	101	136	148	9	143	370	2020	

## EXPLANATORY NOTES

- For 2010 and 2011, contractual advances for the purchase of new metro cars were omitted from the data entry process.
- On January 1, 2009, the company adopted the public sector accounting standards, which enable it to satisfy the requirements of the Act respecting public transit authorities 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 the financial statements provided on pages 25 to 50 of the 2009 Annual Financial Report, available on the STM Web site.
- Trips in previous years have been revised to include metropolitan travel.
- Consumption of the different forms of energy breaks down as follows:

ENERGY SOURCE	UNIT	Conversion GJ	Consumption						
			2006	2007	2008	2009	2010	2011	2012
<b>NON-RENEWABLE</b>									
Diesel	litres		46,208,828	43,892,829	44,091,962	47,108,581	49,822,867	51,635,755	51,223,087
	GJ	0.039	1,787,357	1,697,775	1,705,477	1,822,160	1,927,148	1,997,271	1,981,309
Gasoline	litres		671,295	914,989	909,502	891,712	454,222	701,108	809,595
	GJ	0.035	23,267	31,714	31,523	30,907	15,743	24,300	28,061
Natural gas	m <sup>3</sup>		11,152,716	12,317,264	12,306,269	13,331,441	11,433,875	10,884,421	10,534,045
	GJ	0.037	413,647	456,840	456,432	494,455	424,075	403,696	390,701
Propane	litres		n.a.	12,778	19,570	19,967	19,967	22,650	n.a.
	GJ	0.026	n.a.	326	500	510	510	578	

<b>RENEWABLE</b>									
Hydropower	kWh		289,598,656	343,741,522	376,482,585	373,264,336	374,327,590	380,000,603	384,699,750
	GJ	0.004	1,042,555	1,237,469	1,355,337	1,343,752	1,347,579	1,368,002	1,384,919
Biodiesel	litres		-	37,052	1,327,980	1,694,663	1,710,547	1,727,756	1,788,719
	GJ	0.039	-	1,433	51,366	65,550	66,164	66,830	69,188

- The figures presented for 2012 do not include emissions caused by propane use by surface and underground service 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 2012 figures published here accurately reflect STM emissions in 2012.

## EXPLANATORY NOTES

6 Person-hours of training by employee category are as follows:

EMPLOYEE CATEGORY	2006	2007	2008	2009	2010	2011	2012	Number	Average
Executives – operations	N.A.	15,513	13,392	14,842	12,199	16,279	13,520	394	34
Divisional clerks	N.A.	6,001	8,958	6,736	8,822	8,124	8,500	209	41
Managers	N.A.	1,262	1,093	880	1,665	1,601	1,586	303	5
Unionized professionals	N.A.	2,594	2,162	2,556	3,044	3,710	4,147	385	11
Unionized non-professionals	N.A.	268	223	263	158	343	484	115	4
Foremen	N.A.	2,605	2,095	2,102	3,079	2,858	2,153	184	12
Inspectors	N.A.	55,763	15,837	19,254	13,759	4,262	11,833	188	63
Adm., tech. and prof. employees	N.A.	5,107	5,157	4,208	6,351	4,725	5,070	927	5
Drivers	N.A.	93,544	148,253	111,542	127,160	124,148	136,195	4,446	31
Maintenance employees	N.A.	34,964	42,115	53,479	72,610	75,984	49,101	2,258	22

7 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.

8 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.

9 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.

10 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).