SUSTAINABLE DEVELOPMENT REPORT 2015

Complete Table of Sustainable Development Indicators 2011-2015



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SUSTAINABLE DEVELOPMENT REPORT 2015
COMPLETE TABLE OF INDICATORS 2011-2015

GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 1:	mprove service to maximize the benefits of public transit										
	Service offering (thousands of km travelled)	162,007	168,278	167,679	162,981	161,724	-0.8%	-0.2%	173,300	206,200	
	Metro	77,129	78,162	77,993	77,681	<i>78,257</i>	0.7%	1.5%	77,900	97,200	1
	Surface network	84,878	90,116	89,686	85,300	83,468	-2.1%	-1.7%	95,400	109,000	
	Service offering (billions of seat-km)	12.4	12.8	12.7	12.5	12.5	-0.3%	0.6%			2
	Metro	8.5	8.6	8.5	8.5	8.6	0.7%	1.3%			
	Surface network	3.9	4.2	4.1	4.0	3.9	-2.7%	-0.8%			
	Ridership (millions of trips)	404.8	412.6	416.5	417.2	413.3	-0.9%	13.8%	423	540	
	Passenger-kilometres (millions)	3,374	3,438	3,503	3,509	3,476	-0.9%	3.0%			1 and 3
	Modal share (all modes) of public transit on the island of Montréal	32%	32%	31%	31%	31%	0.0%	-1.0%			3
	Modal share (all modes) of public transit toward downtown, morning rush hour	63%	63%	66%	66%	66%	0.0%	3.0%			3
G4-PR1	Sense of security – bus survey (%)	93%	94%	94%	93%	94%	1.0%	1.0%	93%	93%	
G4-PR1	Sense of security – metro survey (%)	93%	92%	93%	92%	94%	2.0%	1.0%	93%	93%	
G4-HR7	Percentage of security officers trained in the company's human rights policies or procedures applicable to their activities	100%	100%	100%	100%	100%	0.0%	0.0%			4
G4-PR5	Customer satisfaction (satisfied and very satisfied) (%)	89%	88%	85%	87%	85%	-2.0%	-4.0%	88%	90%	
	Network coverage rate (%)										
	% of dwellings within 500 m – morning rush hour	99.3%	99.4%	99.3%	98.9%	98.9%	0.0%	-0.4%			
	% of dwellings within 500 m – day	98.7%	98.8%	98.8%	98.3%	98.3%	0.0%	-0.3%			
	% of dwellings within 500 m – evening	98.5%	98.5%	98.5%	98.0%	98.0%	0.0%	-0.5%			
	% of dwellings within 500 m – Saturday	98.6%	98.6%	98.6%	98.1%	98.1%	0.0%	-0.5%			
	% of dwellings within 500 m – Sunday	98.5%	98.6%	98.6%	98.1%	98.1%	0.0%	-0.5%			
	% of dwellings within 1,000 m – night	94.7%	94.7%	94.7%	94.4%	94.4%	0.0%	-0.2%			
G4-EC1 G4-EC7	Capital investment in developing infrastructure and improving public transit (\$M)	220	213	300	159	200	25.9%	-9.1%			
G4-PR1	Average age of metro cars (years)	40	41	42	43	44	2.3%	10.0%			
G4-PR1	Average age of bus fleet (years)	4.4	5.3	6.2	6.9	7.8	13.0%	79.3%			
	Total number of buses in fleet	1,680	1,712	1,730	1,767	1,721	-2.6%	2.4%	1,868	2,089	
	Number of articulated buses	202	202	220	257	257	0.0%	27.2%			
G4-PR1	Number of buses with bicycle racks	12	22	45	45	45	0.0%	275.0%			5
G4-PR1	Number of bicycle parking spaces next to metro stations	3,032	3,032	3,064	3,004	3,148	4.8%	3.8%	3,200	3,500	6

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 2: I	Make public transit accessible to as many people as possible										
G4-EC7	Number of metro stations with elevators	8	8	8	9	10	11.1%	25.0%	11	13	7
G4-EC7	Percentage of metro stations with elevators	12%	12%	12%	13%	15%	1.5%	2.9%			7
G4-EC7	Percentage of metro stations with escalators	88%	88%	88%	88%	88%	0.0%	0.0%			
G4-EC7	Percentage of wheelchair-accessible bus lines	75%	74%	95%	95%	95%	0.0%	20.4%			
G4-EC7	Percentage of buses with front ramp	51%	52%	52%	53%	55%	1.4%	3.9%			
G4-EC7	Number of paratransit trips (thousands of trips)	2,859	3,056	3,233	3,460	3,628	4.9%	26.9%	3,400	4,300	8
G4-EC7	By minibus	395	400	396	435	437	0.5%	10.6%			8
G4-EC7	By accessible taxi	635	723	767	848	903	6.5%	42.3%			8
G4-EC7	By taxi	1,828	1,933	2,069	2,177	2,288	5.1%	25.1%			8
G4-EC7	Paratransit service – number of trips by type of customer (thousands of trips)	2,859	3,056	3,233	3,460	3,628	4.9%	26.9%			8
G4-EC7	Ambulatory customers	1,631	1,784	1,896	1,987	2,083	4.8%	27.7%			8
G4-EC7	Wheelchair users	408	389	<i>375</i>	388	383	-1.2%	-6.2%			8
G4-EC7	Variable	820	883	961	1,086	1,163	7.1%	41.8%			8
G4-EC7	Paratransit service – total number of customers	22,322	23,996	25,541	27,032	28,885	6.9%	29.4%			9
G4-EC8 G4-SO1	Number of hours worked at minimum wage needed to buy a monthly pass	7.54	7.63	7.59	7.83	7.77	-0.8%	3.1%			
G4-EC8 G4-SO1	Percentage of reduced-fare trips	32.2%	31.6%	31.6%	31.9%	32.2%	0.3%	0.0%			
G4-EC8 G4-SO1	Number of free trips (millions)	1.3	1.9	2.3	2.2	2.4	18.4%	84.2%			

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 3: 0	Contribute to urban planning										
G4-SO1	Bus priority measures (km)	136.0	147.8	162.7	208.7	223.7	7.2%	64.5%	375 (in	2017)	
	Average journey speed (km/h)	18.1	18.2	18.1	18.0	17.9	-0.8%	-1.4%			10
GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 4: (Optimize the STM's economic contribution and performance										
	Standard & Poor's credit rating	A+	A+	A+	A+	AA-			A+	A+	
	Moody's credit rating	Aa2	Aa2	Aa2	Aa2	Aa2			Aa2	Aa2	
G4-9	Total operating revenues (\$M)	1,163	1,321	1372	1260	1314	4.3%	13.0%			
G4-EC1	Passenger revenue (\$M)	533	564	581	599	613	2.4%	15.0%			
G4-EC1	Contribution from the Montréal urban agglomeration (\$M)	388	373	403	384	418	8.8%	7.8%			
G4-EC4	Subsidies from the Québec government (\$M)	134	260	274	155	175	12.9%	30.2%			11 and 12
G4-EC4	Regional contributions and contributions from municipalities outside Montréal (\$M)	71	82	84	84	66	-21.6%	-6.7%			12
G4-EC4	Other revenue and surpluses (deficits) carried forward (\$M)	36	43	29	37	41	11.0%	13.6%			11 and 12
G4-EC1	Payroll (\$M)	639	691	737	736	745	1.2%	16.6%			
G4-EC1	Tax spinoffs attributable to employee salaries (\$M)	146	156	159	136	147	7.9%	0.7%			
G4-EC1	Acquisitions of goods and services (\$M)	665	578	709	586	643	9.6%	-3.4%			13
G4-EC1	Operations	267	288	297	282	284	0.9%	6.6%			
G4-EC1	Investments	398	290	412	304	358	17.6%	-10.1%			13
G4-EC1	Tax spinoffs attributable to acquisitions of goods and services (\$M)	76	73	94	76	85	11.4%	11.1%			13
G4-EC8	Number of jobs sustained by acquisitions of goods and services	3,476	3,397	4,200	3,344	3,555	6.3%	2.3%			13
G4-EC9	Percentage of acquisitions of goods and services produced in Québec	43%	47%	48%	50%	48%	-2.0%	5.1%			13
	Average operating cost per trip (bus and metro) (\$)	2.41	2.55	2.63	2.56	2.69	5.1%	11.6%	2.66	2.83	
	Percentage of projects over \$1 million that have undergone a sustainable development assessment	n/a	70%	100%	100%	100%	0.0%	n/a	100%	100%	

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 5: F	Reduce our ecological footprint										
	Percentage of ISO 14001-based elements implemented	40%	n/a	50%	63%	76%	13.0%	36.0%	100%	100%	
G4-EN3	Total energy consumption (PJ – 1015 joules)	3.9	3.9	3.9	4.0	3.9	-1.1%	1.4%			
G4-EN3	From non-renewable sources	2.4	2.4	2.4	2.5	2.4	-3.3%	-2.3%			
G4-EN3	From renewable sources	1.4	1.5	1.5	1.5	1.5	2.5%	7.6%			
G4-EN3	Percentage of energy consumed from renewable sources	37%	38%	38%	38%	39%	1.4%	2.3%			
G4-EN3	Breakdown of energy consumption (TJ)	3,861	3,854	3,915	3,958	3,914	-1.1%	1.4%			
G4-EN3	Diesel	1,997	1,981	1,974	1,898	1,856	-2.2%	-7.1%			
G4-EN3	Gasoline	24	28	24	27	25	-7.2%	2.9%			
G4-EN3	Natural gas	404	391	443	527	490	-7.0%	21.3%			
G4-EN3	Propane	1	n/a	n/a	n/a	n/a	n/a	n/a			
G4-EN3	Hydropower	1,368	1,385	1,407	1,437	1,468	2.2%	7.3%			
G4-EN3	Biodiesel	67	69	66	69	76	10.1%	13.4%			
G4-EN5	Total energy consumption per passenger-km (MJ)	1.14	1.12	1.12	1.13	1.13	-0.2%	-1.6%			3
G4-EN7	Total energy consumption per seat-km (MJ)	0.31	0.30	0.31	0.32	0.31	-0.8%	0.8%			
G4-EN5	Total energy consumption per million km travelled (GJ – 109 joules)	23,830	22,904	23,346	24,284	24,204	-0.3%	1.6%			
G4-EN5	Energy consumption (electricity and gas) of surface buildings (kJ/m²/degree-day of heating)	607.7	614.8	597.8	613.3	592.7	-3.4%	-2.5%			
G4-EN5	Gas consumption of surface buildings (kWh/m²/degree-day of heating)	109.8	110.5	114.0	115.7	108.2	-6.5%	-1.5%			
	Total area of sites investigated that belong to the STM	629,270	630,290	630,290	634,255	634,255	0.0%	0.8%			
	Total area of contaminated sites investigated that belong to the STM	39,456	41,283	41,433	42,463	46,191	8.8%	17.1%			
	Percentage of sites investigated that show contamination	6%	7%	7%	7%	7%	0.6%	1.0%			
	Quantity of contaminated soil treated during the year (tonnes)	3,760	22,254	4,980	34	0	-	-			14
G4-EN24	Number of spills reported during the year	12	10	11	1	8	700.0%	-33.3%			
G4-EN24	Quantity of spilled products (litres)	2,314	587	3,050	100	4,590	4490.0%	98.4%			
G4-EN24	Recovery rate of spilled products (%)	41%	74%	97%	95%	74%	-21%	34%			
G4-EN29	Number of environmental non-compliance notices	1	2	4	10	1	-90%	0%			15

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 5: F	Reduce our ecological footprint (continued)										
G4-EN23	Residual non-hazardous materials recovered (tonnes)	4,826	4,003	3,512	3,591	3,614	0.6%	-25.1%			18
G4-EN23	Newspapers in the metro	994	1,422	1,357	1,149	991	-13.8%	-0.4%			17
G4-EN23	Household paper and cardboard	245	267	292	278	283	1.6%	15.4%			17
G4-EN23	Household plastic, glass and metal	6	6	35	43	58	34.7%	863.2%			17
G4-EN23	Plastic, glass and metal from the metro network	6	31	30	22	19	-14.0%	208.3%			17
G4-EN23	Metal	2,583	799	<i>753</i>	828	986	19.1%	-61.8%			17
G4-EN23	Construction/renovation/demolition (CRD) waste	550	976	506	503	377	-25.0%	-31.4%			17 and 18
G4-EN23	Bus and car tires	181	305	318	526	654	24.2%	261.1%			17
G4-EN23	Metro tires	133	83	84	117	115	-1.9%	-13.6%			17
G4-EN23	Other rubber	n/a	n/a	23	19	15	-20.1%	n/a			17
G4-EN23	Wood	115	96	115	89	106	19.4%	-7.5%			17
G4-EN23	Mechanical, electrical and electronic components	11	18	0	10	11	n.d.	-1.5%			17
G4-EN23	Glass	2	0	0	7	0	n.d.	-			17
G4-EN23	Residual materials disposed of (tonnes)	2,863	2,006	2,313	1,889	2,007	6.3%	-29.9%			18
G4-EN23	Total residual materials generated (tonnes)	7,689	6,009	5,825	5,480	5,621	2.6%	-26.9%			18
G4-EN23	Rate of residual-material diversion from disposal (%)	62.8%	66.6%	60.3%	65.5%	64.3%	-1.2%	2%	70%	80%	18
G4-EN23	Residual hazardous materials (RHMs) recovered (tonnes)	2,555	2,782	2,991	4,419	5,031	13.8%	96.9%			
G4-EN23	Used detergent solutions	1,322	1,428	1,136	970	1,193	22.9%	-9.8%			17
G4-EN23	Sludge from drainage system maintenance	471	556	1,017	2,601	3,039	16.8%	545.1%			17
G4-EN23	Waste oil and solvents, oily water in tanks	423	436	448	417	385	-7.7%	-9.0%			17
G4-EN23	RHMs in containers (solvents, antifreeze, paint, etc.)	235	267	290	313	319	1.8%	35.6%			17
G4-EN23	Lead storage batteries	84	72	<i>75</i>	89	72	-19.3%	-14.1%			17
G4-EN23	Lights containing mercury waste	19	23	25	28	23	-15.1%	22.2%			17
G4-EN23	Percentage of residual hazardous materials diverted from disposal	23%	23%	61%	88%	88%	0.5%	65.2%			

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
	imit our atmospheric emissions										
G4-EN15	Total direct GHG emissions (t CO ₂ e)	163,979	162,896	164,603	163,877	158,206	-3.5%	-3.5%			19
G4-EN15	Direct GHG emissions from stationary sources (t co₂e)	23,573	23,305	25,997	30,166	27,579	-8.6%	17.0%			
G4-EN15	Direct GHG emissions from mobile sources (t co ₂ e)	140,406	139,591	138,606	133,710	130,627	-2.3%	-7.0%			
G4-EN18	Total GHG emissions per km travelled (g CO ₂ e)	1,012	968	982	1,005	978	-2.7%	-3.4%			
G4-EN18	Total GHG emissions per passenger-km (g CO ₂ e)	48.6	47.4	47.0	46.7	45.5	-2.6%	-6.4%	42.0	39.0	3
G4-EN27	Total GHG emissions per seat-km (g CO₂e)	13.2	12.7	13.0	13.1	12.7	-3.1%	-4.1%			
	Bus GHG emissions per passenger-km (g CO ₂ e)	111.2	108.5	108.3	103.9	102.3	-1.6%	-8.0%			3
G4-EN27	Bus GHG emissions per seat-km (g CO₂e)	34.6	32.0	32.4	32.4	32.4	0.14%	-6.3%			
	Bus GHG emissions per km travelled (g CO ₂ e)	1,591	1,491	1,493	1,509	1,503		-5.5%			
G4-EN27	Percentage of passenger-km travelled in electric mode	64.0%	64.0%	64.7%	64.7%	64.7%	0.0%	0.7%			3
G4-EN27	Trips using electricity	68.9%	68.9%	69.6%	69.6%	69.5%	0.0%	0.7%	75%	86%	3
G4-EN21	Direct emissions of atmospheric contaminants (tonnes)										19
G4-EN21	NOx emissions	780.99	775.64	778.02	751.59	736.50		-5.7%			
G4-EN21	Percentage of NOx emissions from mobile sources	97.0%	97.1%	96.2%	96.1%	96.2%	0.2%	-0.7%			
G4-EN21	SO ₂ emissions	3.31	3.27	3.58	3.24	3.17	-2.1%	-4.3%			
G4-EN21	Percentage of SO ₂ emissions from mobile sources	84.2%	84.8%	77.0%	82.1%	82.3%	0.1%	-2.0%			
G4-EN21	VOC emissions	42.93	42.51	40.02	40.08	35.88	-10.5%	-16.4%			
G4-EN21	Percentage of VOC emissions from mobile sources	63.1%	64.0%	66.7%	65.8%	71.7%	5.9%	8.6%			
G4-EN21	CO emissions	217.80	229.45	225.24	233.91	224.52	-4.0%	3.1%			
G4-EN21	Percentage of CO emissions from mobile sources	92.7%	93.3%	91.8%	91.2%	91.5%	0.2%	-1.2%			
G4-EN21	Total particulates (total PM)	26.46	26.28	26.52	25.41	24.91	-2.0%	-5.9%			
G4-EN21	Percentage of total PM from mobile sources	97.1%	97.2%	95.8%	96.4%	96.5%	0.1%	-0.5%			
G4-EN21	Particulates (PM10)	26.38	26.21	26.51	25.41	24.91	-2.0%	-5.6%			
G4-EN21	Percentage of PM10 from mobile sources	97.4%	97.4%	95.8%	96.4%	96.5%	0.1%	-0.8%			
G4-EN21	Particulates (PM2,5)	23.45	23.29	23.61	22.59	22.14	-2.0%	-5.6%			
G4-EN21	Percentage of PM2,5 from mobile sources	96.7%	96.8%	95.3%	96.0%	96.1%	0.1%	-0.6%			
G4-EN27	Bus NOx emissions per passenger-km (g)	0.61	0.60	0.59	0.57	0.56	-1.1%	-7.3%			3
G4-EN27	Bus NOx emissions per seat-km (g)	0.19	0.18	0.18	0.18	0.18	0.6%	-5.6%			
G4-EN27	Total bus particulate emissions per passenger-km (g)	0.02	0.02	0.02	0.02	0.02	-1.1%	-7.3%			3
G4-EN27	Total bus particulate emissions per seat-km (g)	0.01	0.01	0.01	0.01	0.01	0.6%	-5.6%			
	Number of hybrid buses	8	8	8	8	8	0.0%	0.0%			
	Percentage of hybrid or electric small service vehicles	n/a	n/a	8%	8%	9%	1.4%	n/a			
	Average intensity of GHG emissions from small service vehicles (g CO2e / km)	265.9	262.3	246.6	224.0	216.0	-3.6%	-18.8%			

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Priority 7: P	Priority 7: Practise sustainable procurement										
G4-EN32	Percentage of contracts in progress during the year that include sustainability criteria	8%	17%	19%	21%	27%	6.4%	18.9%	50%	90%	
G4-FN32	Percentage of the value of contracts in progress during the year that include sustainability criteria	42%	62%	68%	73%	74%	6 1.0%	32.3%	60%	90%	
(74-FN37	Percentage of contracts in progress awarded with a preferential margin linked to sustainability	0%	6%	5%	10%	25%	6 15.5%	25.0%			
(74-FN3)	Percentage of the value of contracts in progress during the year awarded with a preferential margin linked to sustainability	0%	61%	79%	80%	81%	6 0.9%	80.5%			

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GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 8: /	Act as a responsible employer										
G4-9	Total workforce	9,344	9,777	9,775	9,544	9,506	-0.4%	1.7%			20
G4-10	Permanent	9,044	9,415	9,374	9,199	9,149	-0.5%	1.2%			20
G4-10	Temporary	300	362	401	345	357	3.5%	19.0%			20
G4-10	Percentage of permanent employees	97%	96%	96%	96%	96%	-0.1%	-0.5%			
G4-10	Breakdown of workforce by age bracket (%)										
G4-10	1992 to present (Generation C)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
G4-10	1980 to 1991 (Generation Y)	10.1%	11.6%	12.6%	13.7%	14.5%	0.9%	4.4%			
G4-10	1965 to 1979 (Generation X)	43.3%	45.6%	46.9%	48.2%	50.4%	2.2%	7.0%			
G4-10	1945 to 1964 (Baby Boomer)	46.3%	42.7%	40.4%	38.0%	35.0%	-3.0%	-11.3%			
G4-10	1944 and earlier (Veteran)	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%	-0.2%			
G4-LA1	Diversity of permanent workforce										
G4-LA1 G4-10	Percentage of women	24.1%	24.3%	24.4%	24.7%	24.8%	0.1%	0.7%			20
G4-LA1	Percentage of visible and ethnic minorities	20.3%	21.8%	22.6%	23.3%	24.7%	1.4%	4.4%			20
G4-LA1	Percentage of employees with disabilities	0.5%	0.5%	0.4%	0.4%	0.4%	0.0%	-0.1%			20
G4-LA1	Percentage of Aboriginal employees	0.4%	0.5%	0.5%	0.5%	0.5%	0.0%	0.1%			20
G4-LA12	Diversity of permanent management employees										
G4-LA12	Percentage of women	27.4%	29.7%	30.6%	33.5%	35.3%	1.7%	7.9%			20
G4-LA12	Percentage of visible and ethnic minorities	4.9%	5.6%	5.5%	6.1%	7.8%	1.7%	2.9%			20
G4-LA12	Percentage of employees with disabilities	0.7%	0.7%	0.3%	0.3%	0.3%	0.0%	-0.3%			20
G4-LA12	Percentage of Aboriginal employees	0.3%	0.3%	0.3%	0.6%	0.7%	0.0%	0.4%			20
G4-LA1	Average length of employment (years)	10.4	10.1	10.3	10.7	11.2	4.3%	8.2%			20
G4-LA1	Employee turnover (% of employees who leave the STM)	5.1%	4.8%	4.1%	3.5%	4.1%	0.6%	-0.9%			20
G4-LA6	Work-related accident frequency	6.5	6.1	5.1	5.9	6.3	6.8%	-3.1%	6.0	5.5	21
G4-LA6	Work-related accident severity	208.5	237.6	248.6	313.4	338.8	8.1%	62.5%	230.0	205.0	21
G4-LA6	Absenteeism rate	7.6%	7.5%	7.8%	8.5%	8.7%	0.2%	1.1%			
G4-11	Percentage of unionized employees	89%	90%	91%	89%	90%	0.4%	0.1%			
G4-LA5	Percentage of workforce represented on occupational health and safety committees	89%	90%	91%	89%	90%	0.4%	0.1%			22

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SUSTAINABLE DEVELOPMENT REPORT 2015
COMPLETE TABLE OF INDICATORS 2011-2015

GRI	Indicator	2011	2012	2013	2014	2015	Change 2014-2015	Change 2011-2015	Target 2015	Target 2020	Note
Priority 9:	Train and equip our employees and raise their awareness										
	Employee mobilization (points)	n/a	n/a	+27	n/a	n/a	n/a		+ 30	+ 40	
G4-LA9	Expenditure on training (\$M)	13	12	10	9	10	6.5%	-24.5%			
G4-LA9	Percentage of payroll devoted to training	2.0%	1.8%	1.4%	1.2%	1.3%	0.1%	-0.7%			
G4-LA9	Employee training (person-hours)	248,629	237,166	149,876	133,452	145,740	9.2%	-41.4%			
G4-LA9	Average number of training hours per employee	28.8	26.1	16.3	14.7	16.4	11.8%	-42.9%	29	30	
G4-LA9	Executives – operations	48.3	38.3	35.3	40.9	24.0	-41.3%	-50.3%			
G4-LA9	Divisional clerks	55.2	57.3	41.0	74.5	51.8	-30.4%	-6.0%			
G4-LA9	Managers	5.3	5.1	8.3	7.0	5.3	-24.5%	-1.3%			
G4-LA9	Unionized professionals	10.7	10.8	10.5	8.8	13.6	54.7%	26.9%			
G4-LA9	Non-unionized professionals	0.3	0.2	0.3	0.3	0.1	-57.4%	-58.9%			
G4-LA9	Foremen	17.1	12.2	14.2	28.4	22.7	-20.2%	32.3%			
G4-LA9	Inspectors	35.7	78.4	47.6	22.9	26.0	13.5%	-27.2%			
G4-LA9	Adm., tech. and prof. employees	5.5	5.5	4.6	3.8	7.2	90.4%	31.3%			
G4-LA9	Drivers	33.2	34.6	15.8	10.9	17.9	65.0%	-46.0%			
G4-LA9	Maintenance employees	33.2	20.8	17.9	17.5	15.6	-11.0%	-53.0%			
G4-EC1	Donations (\$)	1,028,115	1,086,255	1,109,164	875,471	860,759	-1.7%	-16.3%			_

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SUSTAINABLE DEVELOPMENT REPORT 2015 COMPLETE TABLE OF INDICATORS 2011-2015

G4-22 G4-23	Explanatory notes
1	The figures for 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.
2	The seat-km indicator is based on customer-service kilometres travelled and STM rolling stock load factors.
3	The results of the Origin-Destination 2013 survey were announced in 2014. Retroactive corrections were made in the figures for this survey (passenger-km and modal share of public transit) presented in the
	Sustainable Development Report 2013.
4	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.
5	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.
6	The Laval stations were not included in 2011, as the bicycle stands there do not belong to the STM. However, since this indicator is based on customer service, the figures have been adjusted.
7	Remark: At one of the 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.
8	Trips for 2011 have been adjusted to include metropolitan travel.
9	The methodology for calculating the number of paratransit customers was amended in 2015 to be consistent with internal calculation methods. All active paratransit customers are included. The historical
	data for 2011 to 2014 have been adjusted in keeping with this methodology.
10	Following a software update, the calculation of average journey speed for 2013 and 2014 was adjusted in 2015.
	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
11	changes are available in the STM's 2013 Financial Report (available in French only), section 2. Modification de méthodes comptables, pp. 42-43
	(http://www.stm.info/sites/default/files/pdf/fr/14001_rap_financer_2013_web_2.pdf).
	In the 2015 financial information, the company's consolidated financial statements have been adjusted to harmonize with the city of Montréal in terms of recognizing multiyear payments to be received from
12	the Québec government (PS 3410 - Government Transfers). The figures for 2014 have been corrected accordingly. Details of these changes may be found in the 2015 Annual Report (available in French only)
	in the Informations financières section, under Notes complémentaires, 3. Redressement des États financiers consolidés.
13	For 2011, contractual advances for the purchase of new metro cars were omitted from the data entry process.
14	Following receipt of an environmental monitoring report in January 2014, a correction was made in the total quantity of contaminated soil disposed of in 2012.
15	Following verification of the records, the number of environmental non-compliance notices in 2013 was adjusted.
16	In the Sustainable Development Report 2013, complaints related to recovery facilities (20 complaints) were not included. This omission has been recitified.
17	Residual-material categories were revised between the 2013 and 2014 reports.
18	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.
19	The figures shown for 2012 to 2014 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 figures published here accurately reflect STM emissions.
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. Every unionized employee is thus represented on a health and safety committee.
23	We did not measure employee mobilization in 2015 owing to a change in methodology. The new approach will be developed in 2016.