

COMET Performance Indicators

STM in Relation to Global Peers

February 2025

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1. Performance Summary



Key Findings: STM in Relation to Global Peers

Key Findings

- STM performance has remained **stable** in recent years. Despite the pandemic and its impacts, **STM's position in relation to its peers has remained very consistent**, with STM ranking across many areas in the middle range globally and frequently in the higher range among Western peers in Europe and North America in many areas.
- Measured by the **average train and service capacity** offered, STM metro is slightly smaller than its typical global peers, which impacts its normalised labour productivity and cost efficiency.
- However, in terms of labour inputs, STM is one of the **highest productivity** metros. As a result, despite relatively high wages, STM maintains average operating costs thanks to very good labour productivity.
- Despite a significant drop in revenue due to the pandemic, **STM maintains its position as a medium-cost metro**. This is largely thanks to very low energy unit costs, which have remained stable in Canada but have increased significantly in many other parts of the world.
- STM remains within the group of **medium-reliability metros**. While the Metro performs comparatively well in terms of equipment and staff incidents, **the share of incidents resulting in a longer than 5-minute delay caused by passengers is the highest in COMET**.

Notes on Data

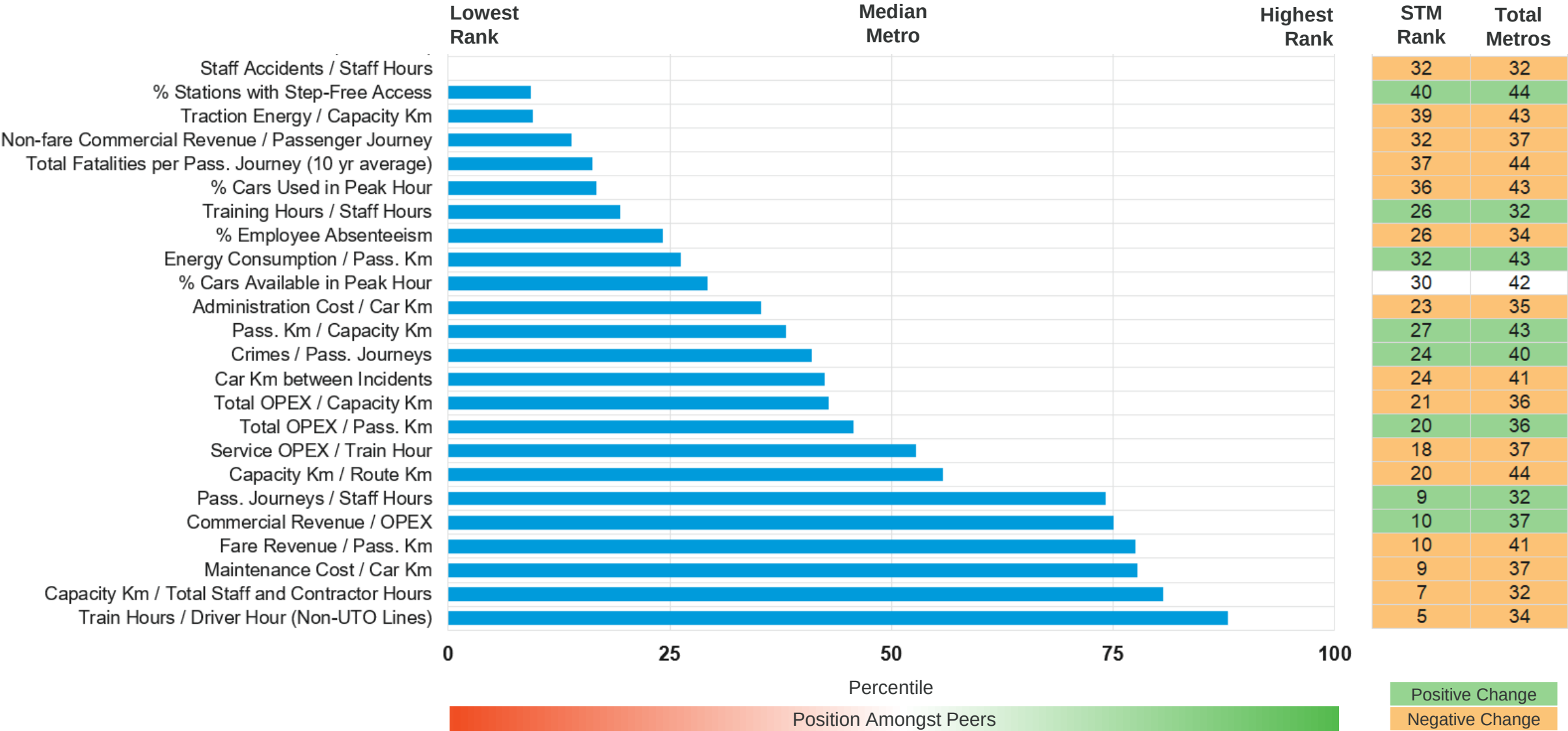
Organisations' performance data has been anonymised, ranked and indexed to a group average of 1 (1 = COMET average) to comply with COMET confidentiality and membership agreements for all graphs apart from the cost recovery graphs as these are already indexed.

Data used in this presentation reflects the 2023 data year, unless if stated otherwise.

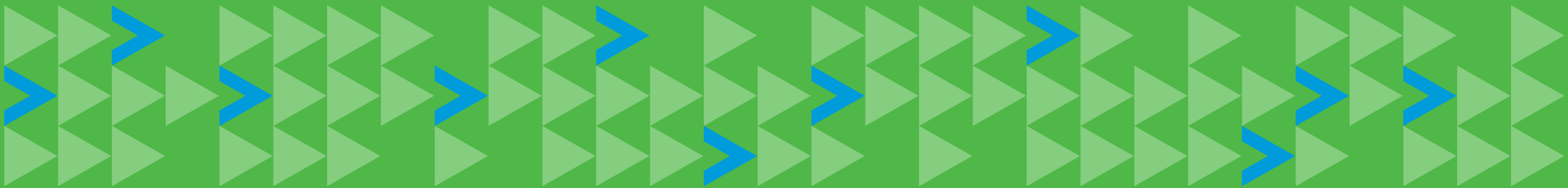
Performance Summary Dashboard

Each indicator in the ranking table is shaded to indicate a positive (green) or negative (orange) change in absolute KPI performance from the last year to the current year. Indicators that are not shaded represent those where 2023 data is not available, where data for the previous year is not available, or where there has been no change.

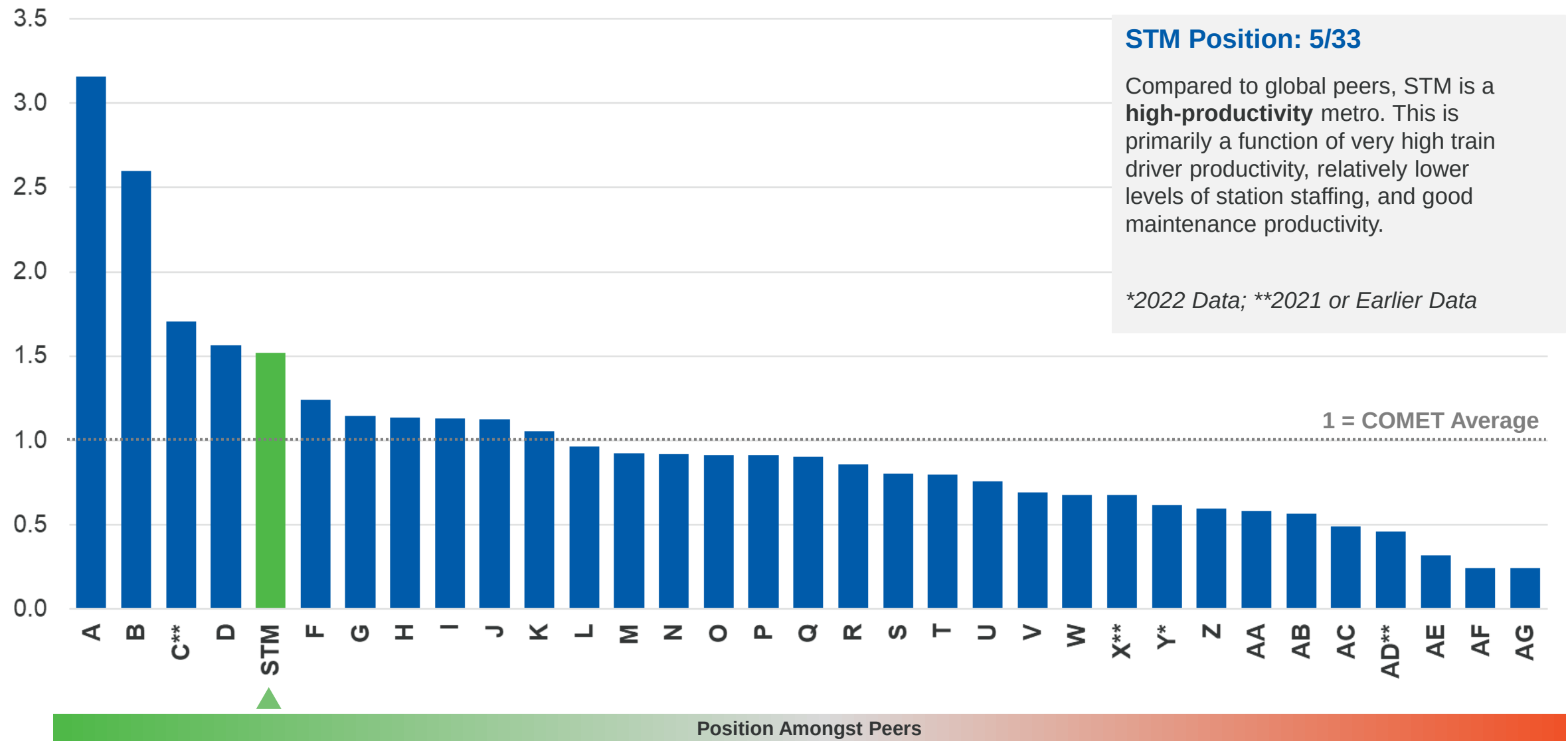
Performance Summary Dashboard



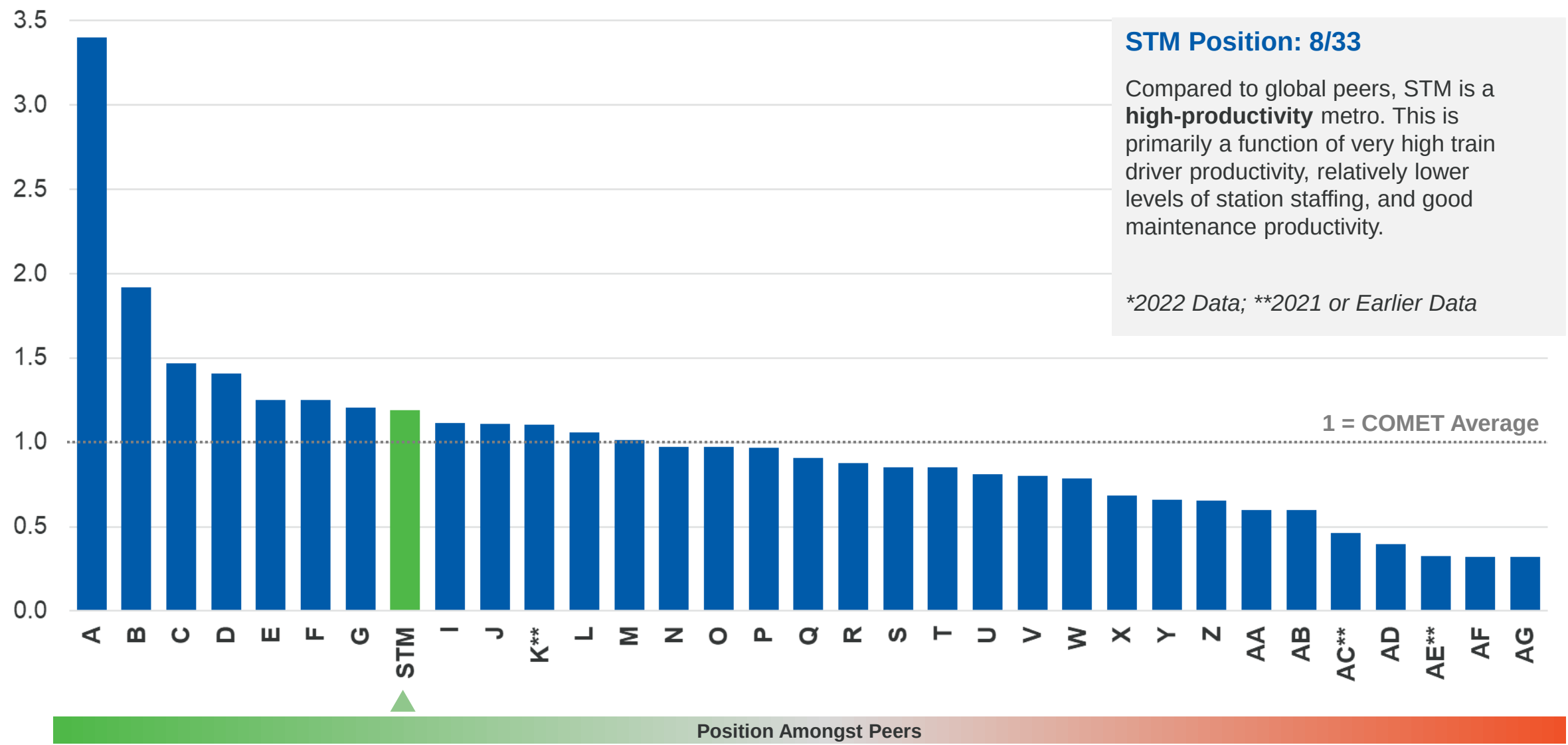
2. Operations



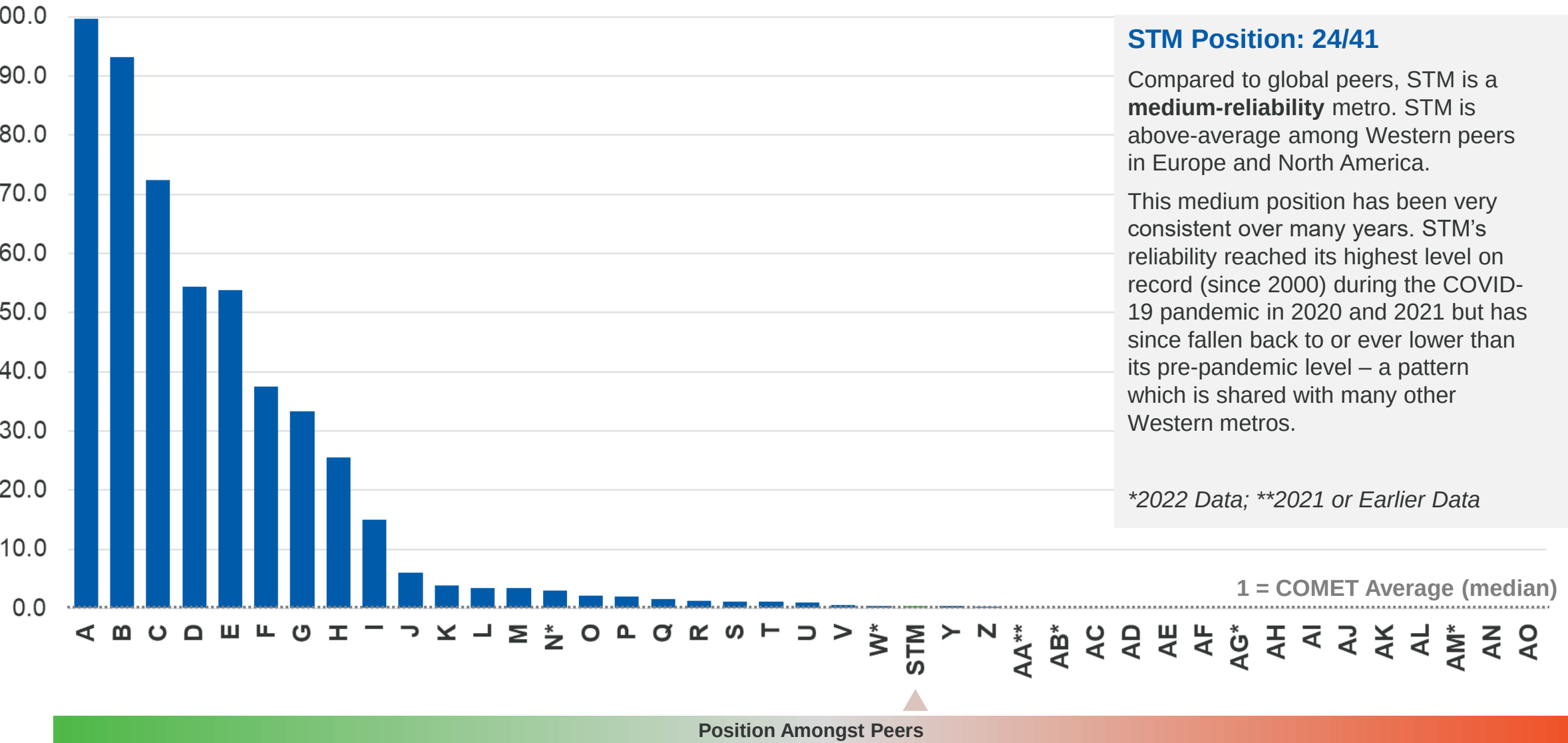
Labour Productivity: Car Kilometres per Total Staff and Contractor Hours



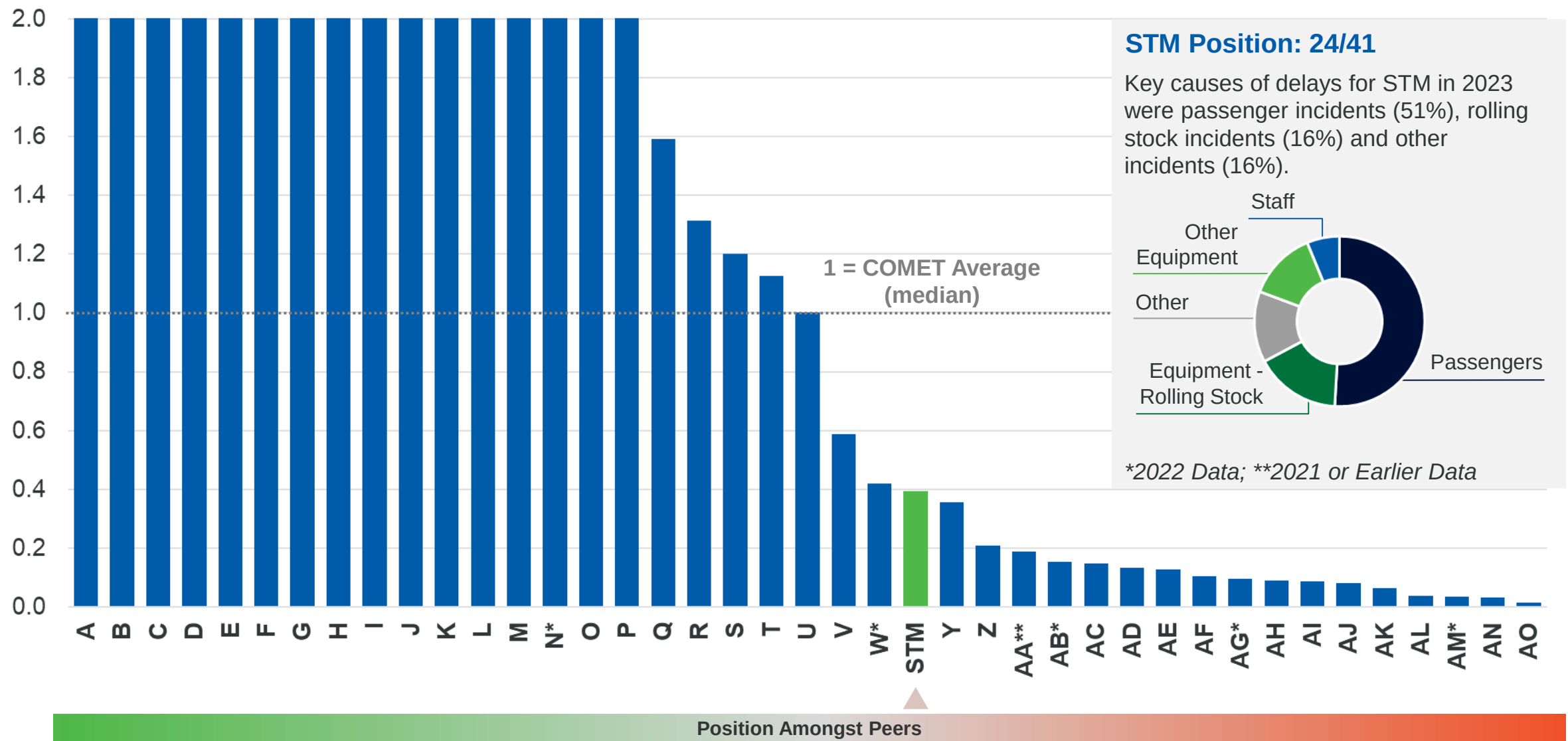
Labour Productivity: Capacity Kilometres per Total Staff and Contractor Hours



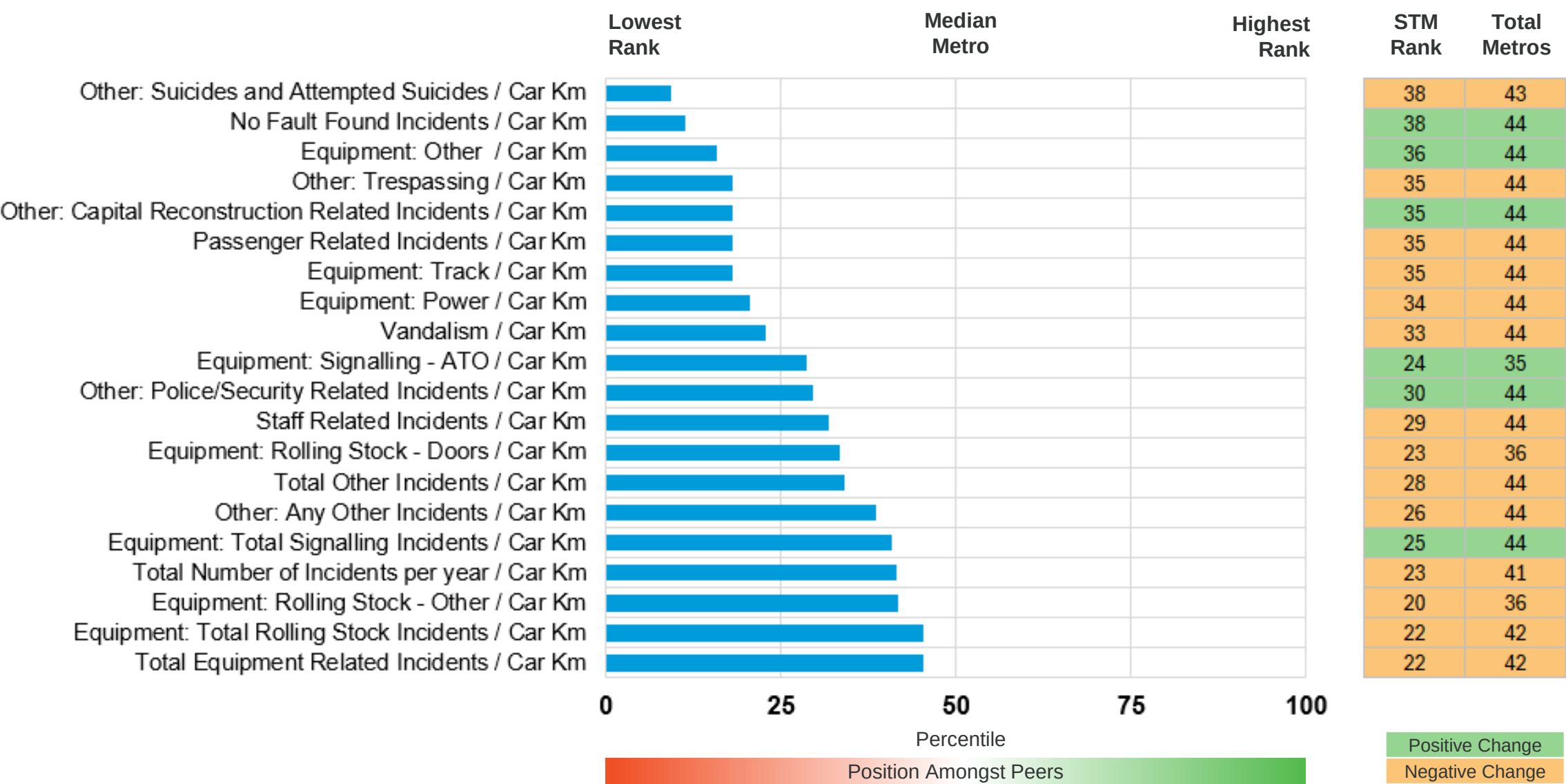
Reliability: Million Car Kilometres Between Incidents Causing a Delay > 5 Minutes to Service



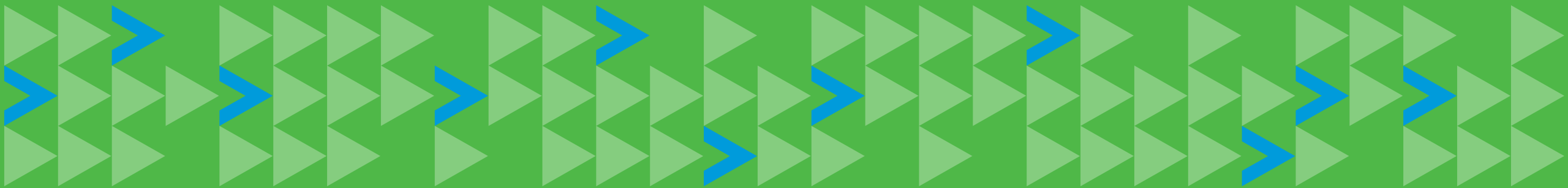
Reliability: Million Car Kilometres Between Incidents Causing a Delay > 5 Minutes to Service (Zoom View)



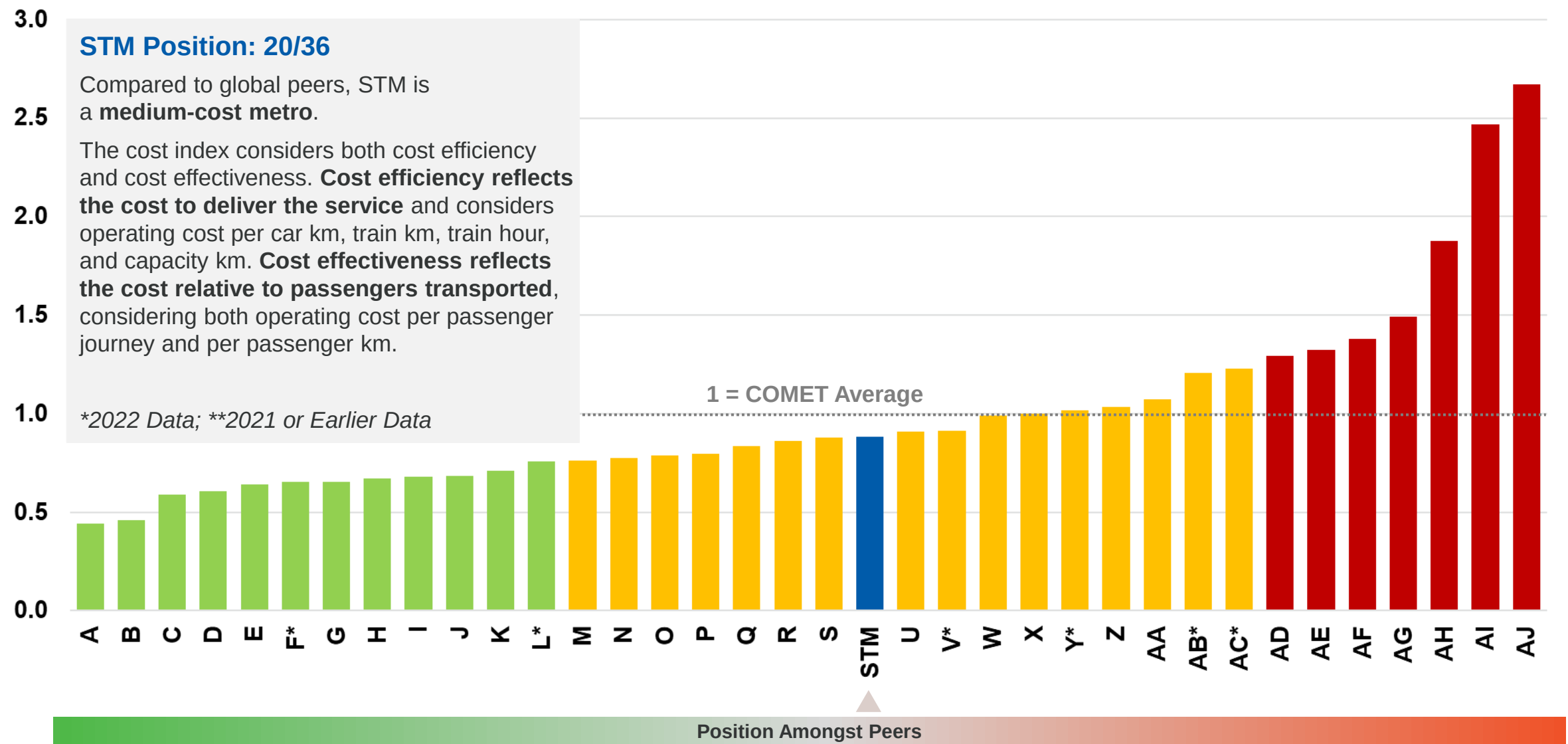
Reliability Summary Dashboard: Incidents Causing a Delay > 5 Minutes to Service per Million Car Kilometres



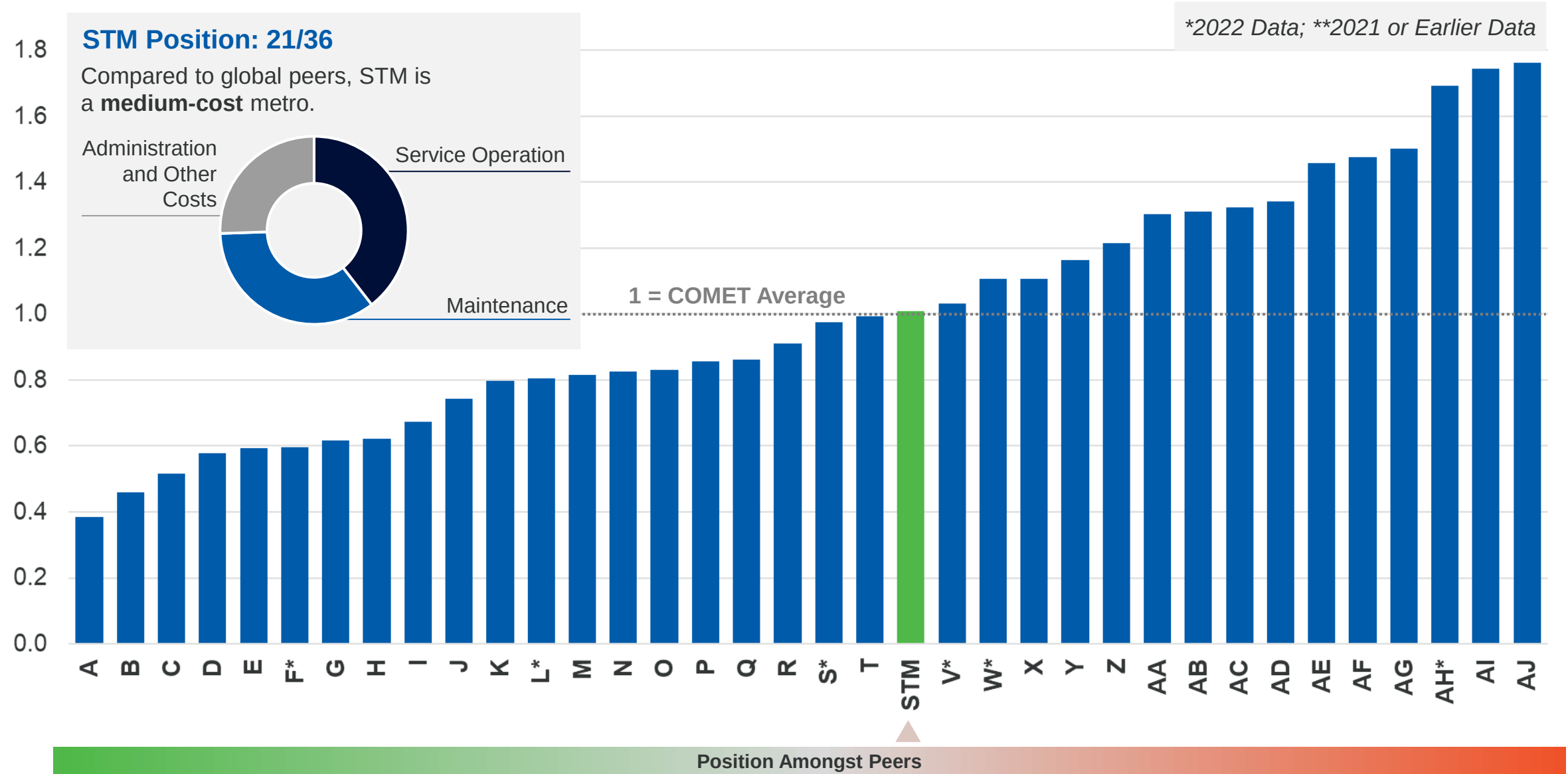
3. Finance



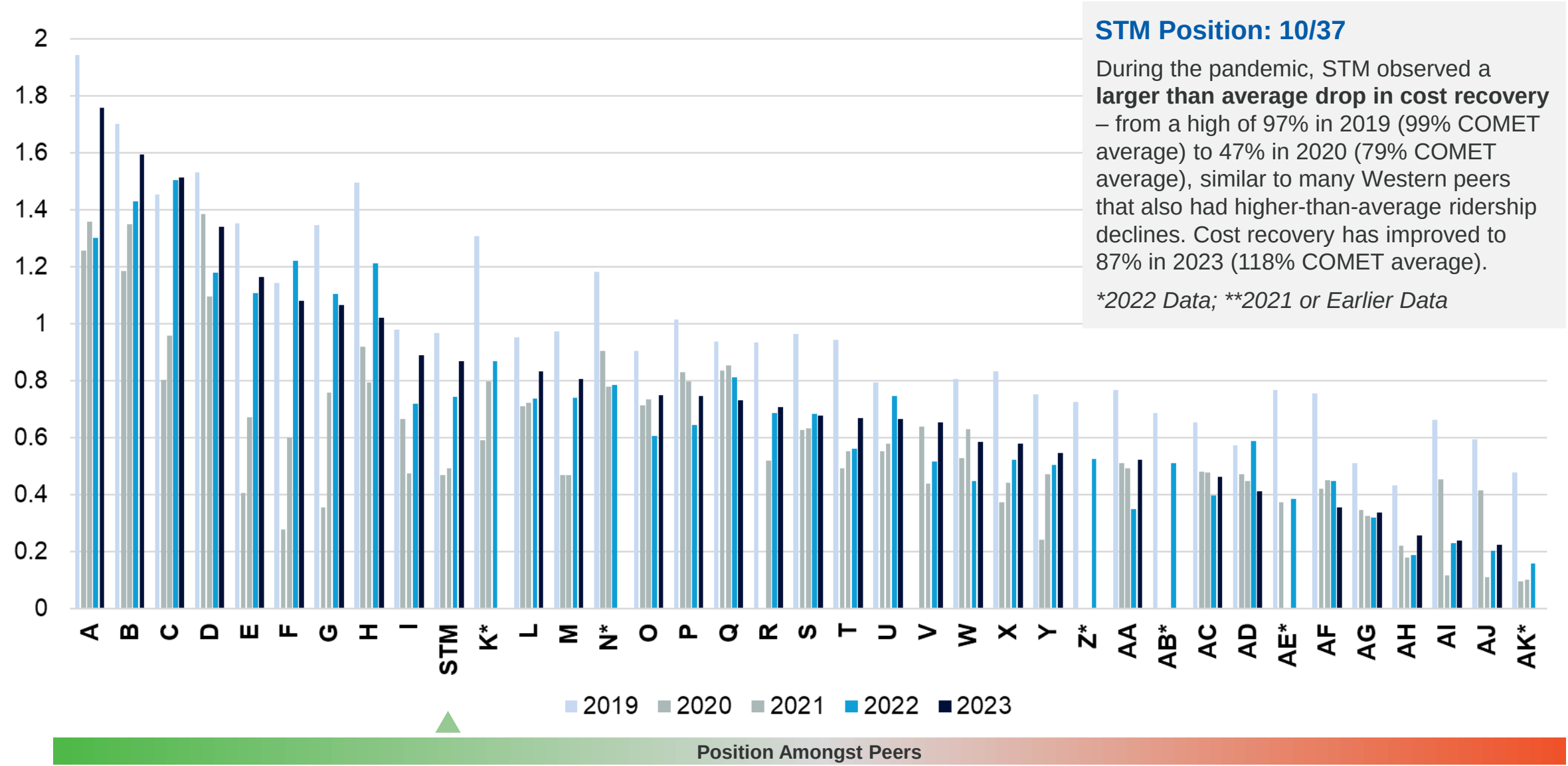
Financial Efficiency: Cost Index (2023 Prices US\$PPP)



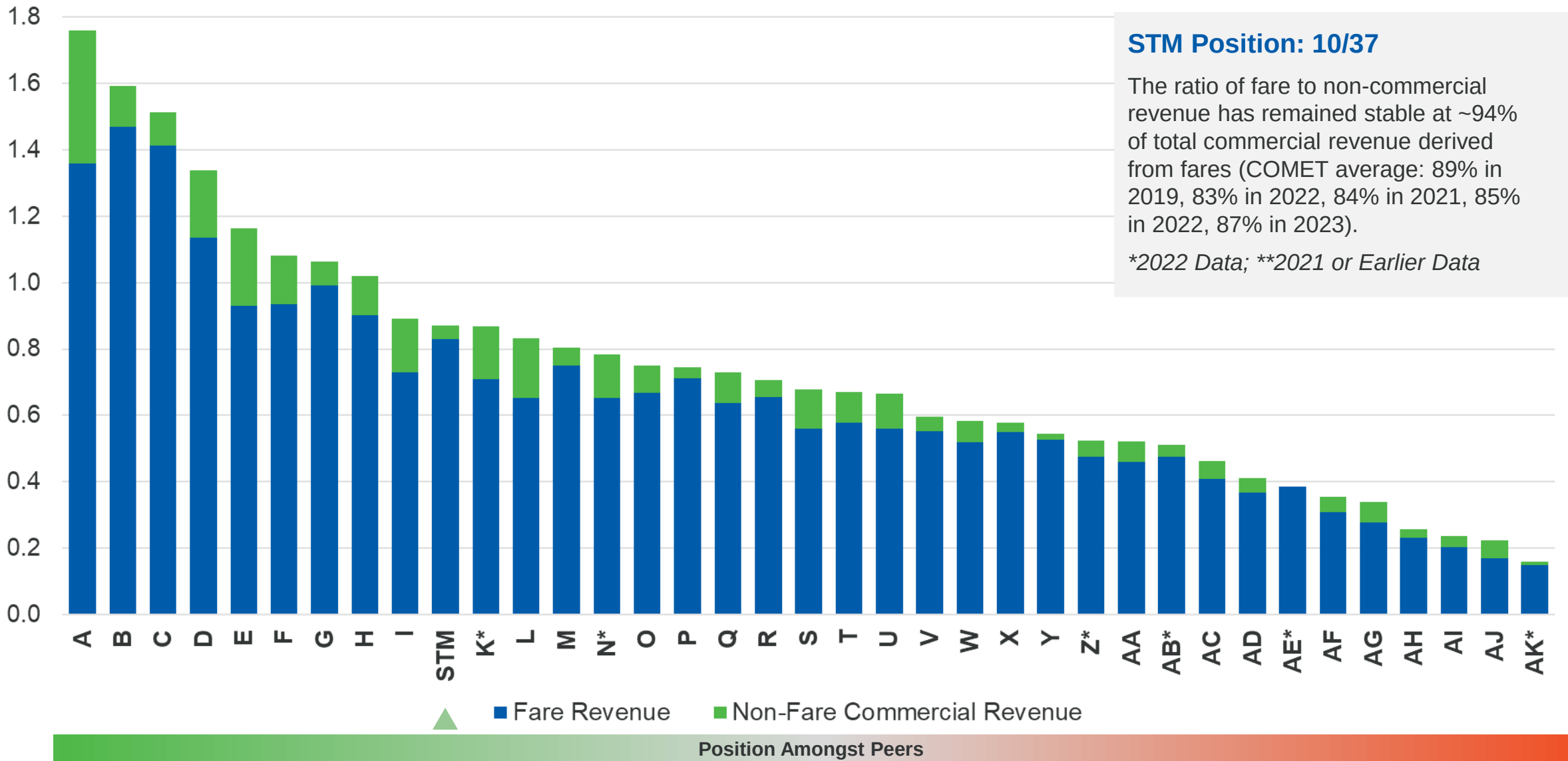
Financial Efficiency: Operating Cost per 1000 Standardised Capacity Kilometres (2023 Prices US\$PPP)



Cost Recovery: Commercial Revenue over Operating Cost over Time



Cost Recovery: Commercial Revenue over Operating Cost



(Own) Cost of Labour per (Own) Staff Hour

