



An Historic Year

Complete Table of STM Sustainable Development Indicators (as of August 27, 2012)

About This Document

The STM tracks dozens of sustainable development indicators. In selecting them, we look at indicators specific to public transit (such as those of the International Association of Public Transport), those recommended by the Global Reporting Initiative (GRI) and those used to measure the company's progress in terms of its 2007–2011 business plan. We also take the concerns expressed by some of our stakeholders into account.

On page 46 of the [Sustainable Development Report 2011](#), the STM shows the statement issued by the GRI that attests that the Report fulfils the requirements of Application Level B. That statement is based on the set of indicators presented here.

On the following pages, the indicators are grouped under each of the strategic objectives laid out in our *Sustainable Development Action Plan 2007–2011*. Readers will find a full description of the three focus areas, 12 objectives and actions related to the Action Plan in the *Sustainable Development Report 2010*.

About the explanatory notes

In compiling the data for the *Sustainable Development Report 2011*, we found that some data in the reports for earlier years (2006 to 2009) were in need of correction. In addition, a number of significant changes, both positive and negative, required explanation. These corrections and changes are explained in the notes provided at the back of this document. The notes also appear when the reader holds the mouse over the note indicator. Once the consultation is complete, just click on the note to go back to where you were in the document.

Clickable Table of Contents

Objective 1	Contribute to the fight against global warming and to improving the environment and quality of life.....	4
Objective 2	Apply universal accessibility measures	5
Objective 3	Contribute to economic vitality at the local, regional and provincial levels.....	7
Objective 4	Influence urban planning and management to better integrate public transit	8
Objective 5	Manage environmental impacts.....	9
Objective 6	Improve the energy efficiency of assets	13
Objective 7	Practise sustainable procurement	15
Objective 8	Plan, design and carry out projects while taking their environmental, social and economic impacts into account.....	15
Objective 9	Aim for recognition of the STM as an employer of choice, both by its employees and by job seekers.....	16
Objective 10	Increase employee awareness of sustainable development	18
Objective 11	Position the STM as a responsible, committed company	18
Objective 12	Work in partnership with others to demonstrate the environmental, social and economic contribution of public transit and create strategic alliances.....	18

AREA 1 – SUSTAINABLE MOBILITY

Objective 1 Contribute to the fight against global warming and to improving the environment and quality of life

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Service provided (thousands of kilometres travelled)	129,629	134,017	147,294	153,566	157,669	162,007	3	25	+ 16% relative to 2006	2011	LT3
Bus	69,790	69,721	72,144	77,335	81,128	84,878	5	22			LT3
Metro	59,839	64,296	75,149	76,232	76,541	77,129	1	29			LT3
Passenger-kilometres (millions)	2,820	2,852	2,969	3,190	3,239	3,374	4	20			LT3
Number of trips (ridership) (millions)	363.4	367.5	382.5	382.8	388.6	404.8	4	11	+ 8% relative to 2006	2011	LT3
Number of reduced-fare or free trips (millions)	121	121	120	114	113	118	4	-2			EC8
Number of free trips (millions)	not available	not available	not available	1.4	1.3	1.3	-3	not applicable			EC8
Number of transit fares sold (millions)	5.6	5.6	5.8	5.6	5.7	5.8	2	3			EC8
Network coverage rate (%)											LT3
% of dwellings within 500 m – morning rush hour	98.2		98.9			99.3	40 BP*	110 BP			LT3
% of dwellings within 500 m – day	97.4		98.6			98.7	10 BP	130 BP			LT3
% of dwellings within 500 m – evening	97.2		98.5			98.5	0 BP	130 BP			LT3
% of dwellings within 500 m – Saturday	97.3		98.5			98.6	10 BP	130 BP			LT3
% of dwellings within 500 m – Sunday	97.2		98.5			98.5	0 BP	130 BP			LT3
% of dwellings within 1,000 m – night	88.7		90.9			94.7	380 BP	600 BP			LT3

AREA 1 – SUSTAINABLE MOBILITY

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Modal share of public transit by island of Montréal residents (2003 and 2008 Origin-Destination surveys) (%)	32		36				not applicable	400 BP			LT3
Modal share of public transit toward downtown, morning rush hour (Origin-Destination survey) (%)	58		66				not applicable	800 BP			LT3
Number of routes on which Navette Or service is offered	0	0	3	7	10	10	not applicable	not applicable			EC8
Number of buses with bicycle racks	0	0	0	0	0	15	not applicable	not applicable			
Number of metro stations with bicycle stands (out of 68 stations)	not available	not available	not available	not available	not available	56	not applicable	not applicable			

* BP: Basis point (one one-hundredth of a percent - 0.01%)

Objective 2 Apply universal accessibility measures

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Number of metro stations with elevators (out of 68 stations)	0	3	3	6	8	8	0	not applicable	8	2010	EC8
Number of metro stations with escalators (out of 68 stations)	57	60	60	60	60	60	not applicable	5			EC8
Percentage of metro stations with warning tiles on the platforms	0	4	12	35	46	47	100 BP	not applicable	100	2011	EC8
Number of metro stations with stairs equipped with marking strips (out of 68 stations)	0	29	46	49	58	63	9	not applicable	100	2011	EC8

AREA 1 – SUSTAINABLE MOBILITY

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
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	-17	-29			EC8
Percentage of Web sites that meet international accessibility standards	0	0	0	50	50	50	0 BP	not applicable			
Percentage of buses with low floor or front ramp	65	69	73	79	90	100	1,006 BP	3,520 BP			EC8
Total number of bus routes in the network	192	190	196	202	209	213	2	11			EC8
Number of wheelchair-accessible bus routes	154	154	154	155	156	159	2	3			EC8
Percentage of wheelchair-accessible bus routes	80	81	79	77	75	75	1 BP	-556 BP			EC8
Paratransit service – total number of trips	1,941,066	2,084,909	2,257,459	2,411,208	2,640,972	2,803,584	6	44			EC8
By minibus	403,839	393,702	400,157	414,590	411,627	394,762	-4	-2			
By accessible taxi	215,170	301,767	382,289	423,115	522,407	615,005	18	186			
By taxi	1,322,057	1,389,440	1,475,013	1,573,503	1,706,938	1,793,817	5	36			
Paratransit service – total number of customers	12,338	13,516	14,609	15,647	15,709	17,698	13	43			EC8
With a motor disability	8,684	9,716	10,617	11,475	11,271	12,853	14	48			
With an intellectual disability	2,110	2,111	2,152	2,140	2,183	2,480	14	18			
With a psychological disability	802	882	969	1,069	1,218	1,291	6	61			
With a visual impairment	742	807	871	963	1,037	1,074	4	45			

AREA 1 – SUSTAINABLE MOBILITY

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Paratransit service – number of trips by type of disability	1,940,066	2,084,743	2,257,424	2,411,195	2,640,972	2,803,584	6	45			EC8
Motor disability	1,063,612	1,208,366	1,342,082	1,448,612	1,625,877	1,746,772	7	64			
Intellectual disability	681,340	662,211	682,468	699,269	721,964	733,482	2	8			
Psychological disability	107,774	116,380	126,496	139,798	160,788	189,210	18	76			
Visual impairment	87,340	97,786	106,378	123,516	132,343	134,120	1	54			

Objective 3 Contribute to economic vitality at the local, regional and provincial levels

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Acquisitions of goods and services (\$M)	380	397	526	622	740	595	-20	56			EC1
Operations	171	177	213	244	261	267	2	56			
Investments	209	220	314	378	479	328	-31	57			
Acquisitions of goods and services produced in Québec (\$M)	170	178	260	263	371	211	-43	24			EC6
Percentage of acquisitions of goods and services produced in Québec	45	45	49	42	50	35	-1 469 BP	-927 BP			EC6
Number of jobs sustained by acquisitions of goods and services	2,163	2,369	2,942	3,011	3,838	3,308	-14	53			EC6
Tax spinoffs attributable to acquisitions of goods and services (\$M)	46	45	57	61	76	69	-10	50			EC1
Tax spinoffs attributable to employee salaries (\$M)	120	117	113	115	134	146	9	22			EC1

AREA 1 – SUSTAINABLE MOBILITY

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Capital investment in developing infrastructure and improving public transit (\$'000)	40,485	49,885	143,692	148,644	269,900	219,647	-19	443			EC1
Total operating revenues (\$M)	801	866	931	1,002	1,070	1,149	7	43			EC1
Passengers	395	416	445	463	488	533	9	35			EC1
Contribution from the city of Montréal	278	306	324	351	359	373	4	34			EC1
Subsidies from the Québec government	45	55	75	95	113	124	9	173			EC4
Regional contributions	52	53	53	53	64	62	-3	20			EC4
Contributions from municipalities outside Montréal	2	4	4	5	7	8	17	360			EC4
Other revenue	29	32	30	35	39	49	26	67			EC4

Objective 4 Influence urban planning and management to better integrate public transit

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Average commercial speed (km/h)	18	18	18	18	18	18	2	2			LT3
Reserved bus lanes (km)	61	61	63	99	101	136	35	123	370	2020	LT6

AREA 2 – SUSTAINABLE MANAGEMENT

Objective 5 Manage environmental impacts

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Number of annual targets set in the Environmental Protection Plan 2007–2011	not available	9	22	23	17	18	6	not applicable	89	2011	EN26 LT7 - 8
Number of targets reached during the year	not available	8 Note 1	17 Note 1	13 Note 1	10 Note 1	8	-20	not applicable			EN26 LT7 - 8
Overall success rate of the Environmental Protection Plan (cumulative %)	not available	9	28	43	54	63	899 BP	not applicable	100	2011	EN26 LT7 - 8
Number of buses equipped with non-spill fuel delivery systems	491	703	1,166	1,280	1,500	1,674	12	241			EN23
Percentage of buses equipped with non-spill fuel delivery systems	31	44	70	76	89	100	1,057 BP	6,878 BP			EN23
Number of accidental spills reported during the year	2	0	4	0	8	12	50	500			EN23
Spilled-product recovery rate (%)	98	0	100	0	98	43	-5,500 BP	-5,500 BP			EN23
Area of STM land that underwent an investigation (m ²)	not available	not available	not available	559,343	573,613	629,270	10	not applicable			EN11
Area of investigated land that was contaminated (m ²)	not available	not available	not available	41,301	44,764	39,456	-12	not applicable			EN11
Percentage of contaminated land	not available	not available	not available	7	8	6	-153 BP	not applicable			EN11
Quantity of contaminated soil treated (tonnes)	not available	not available	not available	5,724	315	3,760	1,094	not applicable			EN11
Residual hazardous materials (RHMs) recovered (tonnes)	2,494	2,586	2,177	2,757	2,632	2,555	-3	2			EN22
Used detergent solutions	1,400	1,405	1,087	1,444	1,269	1,322	4	-6			
Sludge from drainage system maintenance	520	507	361	611	555	471	-15	-9			

AREA 2 – SUSTAINABLE MANAGEMENT

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Used oil and solvents, oily water in tanks	305	363	348	381	482	423	-12	39			
RHMs in containers (solvents, antifreeze, paint, etc.)	113	121	186	148 Note 2	179	190	6	68			
Lead storage batteries	82	87	122	89	73	84	15	2			
Oil filters and aerosols	23	30	35	45	42 Note 3	40	-4	75			
Fluorescents	24	21	29	25	22	19	-13	-19			
Alkaline electrolytes	20	39	2	1	1	0	-60	-98			
Nickel-cadmium storage batteries	6	10	0	8	7	2	-77	-71			
Batteries	2	3	7	4	3	3	32	50			
Percentage of residual hazardous materials reclaimed and recycled	not available	not available	not available	not available	not available	23	not applicable	not applicable	70	2015	EN22
Non-hazardous residual materials recovered (tonnes)	1,959	1,577	3,168	3,121	4,048	4,826	19	146			EN22
Plastic, glass, household metal	4	9	5	2	3	6	100	50			
Paper and cardboard	60	96	92	179	178	245	38	308			
Wood (palettes)	not available	not available	136	60	70	115	64	not applicable			
Metal	1,143	533	1,871	1,736	2,673	2,583	-3	126			
Mechanical, electrical and electronic components	not available	not available	not available	not available	6	11	83	not applicable			
Glass (pilot project for recovering laminated windshields)	0	0	0	0	0	2	not applicable	not applicable			
Metro tires	82	119	97	79	65	133	106	62			
Bus and car tires	170	170	170	223	192	181	-6	6			
Newspapers in the metro	500	650	797	842	861	994	15	99			

AREA 2 – SUSTAINABLE MANAGEMENT

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Other products (plastic, glass and household metal in the metro - Concrete - Asphalt)	0	0	0	0	0	556	not applicable	not applicable			
Residual materials sent to landfill (tonnes)	not available	2,277	2,637	2,160	2,788	2,863	3	not applicable			EN22
Total residual materials generated (tonnes)	not available	3,854	5,805	5,281	6,836	7,689	12	not applicable			
Recovery rate of residual non-hazardous materials (%)	not available	41	55	59	59	63	355 BP	not applicable	70	2015	EN22
Paper consumption (75 g/m ²) (tonnes)	not available	not available	91 Note 4	82 Note 4	80 Note 4	84	5	not applicable			EN1
Average paper (75 g/m ²) consumption per employee (kg)	not available	not available	10.8	9.6	8.8	9.0	1	not applicable			EN1
Direct emissions of airborne contaminants (tonnes)* *Reference for calculations: Stationary sources: NPRI Toolbox and data sheets – Mobile sources: Transport Canada Web site											EN20
NOx from stationary sources	19.6 Note 5	21.2	21.4	27.7	24.7	23.8	-4	22			
NOx from mobile sources	967.7	918.6	950.2	1 021.4	1 073.3	757.2	-29	-22			
Percentage of NOx emissions from mobile sources	98.0	97.7	97.8	97.4	97.8	97.0	-80 BP	-107 BP			
SO ₂ from stationary sources	0.2	0.2	0.2	0.5	0.5	0.5	-1	127			
SO ₂ from mobile sources	13.8	13.0	13.5	14.5	15.3	2.8	-82	-80			
Percentage of SO ₂ emissions from mobile sources	98.4	98.5	98.3	96.4	96.7	84.2	-1 244 BP	-1 414 BP			
VOCs from stationary sources	27.3	23.5	21.3	24.8	23.9	15.8	-34	-42			

AREA 2 – SUSTAINABLE MANAGEMENT

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
VOCs from mobile sources	35.7	38.0	36.7	38.5	39.0	27.1	-30	-24			
Percentage of VOC emissions from mobile sources	56.6	61.8	63.2	60.8	62.0	63.1	111 BP	649 BP			
CO from stationary sources	14.9	16.9	16.9	19.3	16.7	16.0	-4	7			
CO from mobile sources	298.0	312.2	323.2	329.3	323.3	201.8	-38	-32			
Percentage of CO emissions from mobile sources	95.2	94.9	95.0	94.5	95.1	92.7	-242 BP	-258 BP			
Total particulate matter (total PM) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	-2	59			
Total particulate matter (total PM) from mobile sources	40.3	38.1	39.4	42.3	44.6	25.7	-42	-36			
Percentage of total PM emissions from mobile sources	98.8	98.8	98.8	98.0	98.3	97.1	-119 BP	-174 BP			
Particulate matter (PM ₁₀) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	-2	59			
Particulate matter (PM ₁₀) from mobile sources	40.2	38.0	39.4	42.3	44.6	25.6	-43	-36			
Particulate matter (PM _{2.5}) from stationary sources	0.5	0.5	0.5	0.9	0.8	0.8	-2	59			
Particulate matter (PM _{2.5}) from mobile sources	36.3	34.3	35.5	38.0	40.2	22.7	-44	-38			
Percentage and total volume of water reused (m ³ /year)	not available	not available	not available	not available	13 232 Note 6	19 086	44	not applicable			EN10
Number of complaints related to the environment	not available	not available	not available	167	297	383	29	not applicable			
Number of legal non-compliance notices related to the environment	0	1	3	0	5	1	-80	not applicable			EN28

AREA 2 – SUSTAINABLE MANAGEMENT

Objective 6 Improve the energy efficiency of assets

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Direct GHG emissions from stationary sources (t CO ₂ eq.)	21,314 Note 7	25,557 Note 7	25,833 Note 7	27,839 Note 7	24,397 Note 7	23,573	-3	11			EN16
Direct GHG emissions from mobile sources (t CO ₂ eq.)	126,310	120,180	120,865	128,952	135,235 Note 8	140,406	4	11			EN16
Total direct GHG emissions (t CO ₂ eq.) *Reference for calculations: Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere (c. Q-2, r. 15)	147,624 Note 9	145,737 Note 9	146,698 Note 9	156,791 Note 9	159,632 Note 9	163,979	3	11			EN16
Per km travelled (g CO ₂ eq.)	1,139	1,087	996	1,021	1,012	1,012		-11			EN16
Per passenger-km (g CO ₂ eq.)	52.4	51.1	49.4	49.1	49.3	48.6	-1	-7	45	2020	EN16
Total number of buses in fleet	1,591	1,589	1,671	1,680	1,684 Note 10	1,680		6			LT2
Hybrid buses	0	0	8	8	8	8	0	not applicable			EN18 LT3
Articulated buses	0	0	0	22	140	202	44	not applicable	202	2012	EN18 LT3
Initiatives to reduce GHG emissions and reductions achieved											EN18 LT5
Percentage of drivers trained in green driving	60	78	77	not available	not available	not available	not applicable	not applicable			EN18 LT5
Reduction in emissions through green driving (t CO ₂ eq.)	1,673	1,702	3,210	not available	not available	not available	not applicable	not applicable			EN18 LT5
Through the use of biodiesel (t CO ₂ eq.)	0	99	3,536	4,513 Note 11	4,555 Note 11	4,601 Note 11	1	not applicable			EN18 LT5

AREA 2 – SUSTAINABLE MANAGEMENT

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Through the use of hybrid buses (t CO ₂ eq.)	not available	not available	300	300	300	260	-13	not applicable			EN18 LT5
Through TopoDyn transmission programmer (pilot project) (t CO ₂ eq.)	not available	not available	40	70	125	600	380	not applicable			EN18 LT5
Through the use of EMP electric fans (t CO ₂ eq.)	not available	not available	20	20	125	600	380	not applicable			EN18 LT5
Total through various initiatives (t CO ₂ eq.)	1,673	1,801	7,106	4,903	5,105	6,061	19	262			EN18 LT5
Estimated fuel savings from emission reduction initiatives (GJ - 10 ⁹ joules)	24,047	25,893	102,138	70,475	73,378	87,120	19	262			EN5
Total energy consumption (PJ - 10 ¹⁵ joules)	3	3	4	4	4	4	2	26			EN3
From renewable sources	1	1	1	1	1	1	2	29			EN3 LT4
From non-renewable sources	2	2	2	2	2	2	2	24			EN3
Percentage of energy consumed from renewable sources	34	36	38	36	36	35	-13 BP	94 BP			EN3 LT4
Total consumption per million km travelled (GJ - 10 ⁹ joules)	23,712	25,633	24,534	24,550	24,033	23,830	-1				EN3 LT
Total consumption per million passenger-km (MJ - 10 ⁶ joules)	1.1	1.2	1.2	1.2	1.2	1.1	-2	5			EN3 LT
Average age of bus fleet (years)	8.3	8.8	8.8	8.5	5.8	4.4	-26	-48			LT2
Average age of metro cars (years)	35	36	37	38	39	40	3	14			LT2

AREA 2 – SUSTAINABLE MANAGEMENT

Objective 7 Practise sustainable procurement

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
No indicator											

Objective 8 Plan, design and carry out projects while taking their environmental, social and economic impacts into account

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Number of projects in progress that underwent a sustainable development (SD) impact assessment	not available	not available	not available	32 4	8 6	6 3	8	not applicable			
Percentage of projects in progress that underwent an SD impact assessment	not available	not available	not available	27 4	8 5	6 8	00 BP	not applicable	100	2011	
Number of projects authorized by the Board of Directors that underwent an SD impact assessment	not available	not available	not available	15 3	3 1	1 -	67	not applicable			
Percentage of projects authorized by the Board of Directors that underwent an SD impact assessment	not available	not available	not available	68 9	7 1	00	300 BP	not applicable	100	2011	

AREA 2 – SUSTAINABLE MANAGEMENT

Objective 9 Aim for recognition of the STM as an employer of choice, both by its employees and by job seekers

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Workforce	7,932	7,996	8,398	8,603	8,985	9,346	4	18			LA1
Permanent	7,495	7,606	8,036	8,247	8,680	9,042	4	21			
Temporary	437	390	362	356	305	304		-30			
Percentage of permanent workforce	94	95	96	96	97	97	14 BP	226 BP			
Percentage of workforce aged under 30	not available	not available	not available	not available	not available	7	not applicable	not applicable			
Percentage of workforce aged 30 to 50	not available	not available	not available	not available	not available	63	not applicable	not applicable			
Percentage of workforce aged over 50	not available	not available	not available	not available	not available	30	not applicable	not applicable			
Percentage of workforce represented on workplace health and safety committees	not available	not available	not available	not available	not available	Over 75%	not applicable	not applicable			LA6
Diversity of workforce											LA13
Percentage of women	22	23	23	23	24	24	20 BP	240 BP			LA13
Percentage of visible and ethnic minorities	12	14	16	18	19	21	190 BP	890 BP			LA13
Payroll (\$M)	502 Note 12	510 Note 12	548 Note 12	574 Note 12	598 Note 12	639 Note 12	7	27			EC1
Average length of employment (years)	14	13	12	11	11	10	-7	-25			LA2
Turnover rate (% of employees who leave the STM)	6.1	6.6	6.7	5.6	5.4	5.0	-40 BP	-110 BP			LA2
Percentage of unionized employees	92	91	91	90	90	89	-10 BP	-210 BP			LA4

AREA 2 – SUSTAINABLE MANAGEMENT

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Work-related accident frequency	11.0	10.0	9.5 Note 13	7.7	7.0	6.4	-8.6	-41.8			LA7
Work-related accident gravity	316.0 Note 14	341.5 Note 14	339.7 Note 14	281.2	254.5	212.2	-16.6	-32.8			LA7
Number of days lost following an accident or occupational disease	20,892	22,899	23,849	20,274	18,926	16,396	-13.4	-21.5			LA7
Absenteeism rate	7.61	7.59	7.72	7.21	7.42	7.54	0.12	-0.07			LA7
Percentage of employees with access to flextime programs	39.4	40.2	40.3	39.8	40.4	40.1	-30 BP	70 BP			-
Employee training (person-hours)	180,187	217,619	239,284	215,861	248,847 Note 15	241,382	-3	34			LA10 Note 15
Expenditure devoted to training (\$M)	11	11	11	10	12	13	4	16			
Percentage of payroll devoted to training	2.2	2.2	2.0	1.8	2.1	2.0	-5 BP	-19 BP			LA10

AREA 3 – PROMOTION OF SUSTAINABLE DEVELOPMENT

Objective 10 Increase employee awareness of sustainable development

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Donations (\$)	670,037	760,109	819,431	920,295	1,007,931	1,028,116	2	53			EC8

Objective 11 Position the STM as a responsible, committed company

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
Customer satisfaction (% of satisfied and very satisfied customers)	84	82	82	86	87	89	200 BP	520 BP	87	2011	PR5

Objective 12 Work in partnership with others to demonstrate the environmental, social and economic contribution of public transit and create strategic alliances

INDICATOR (unit of measure)	2006	2007	2008	2009	2010	2011	Change		Target		GRI indicator
							2010-2011 (%)	2006-2011 (%)	Value	Horizon	
No indicator											

EXPLANATORY NOTES

- 1 The data for 2007 to 2010 have been adjusted following a prioritization of the Plan's objectives that was carried out in 2010.
- 2 The figure for 2009 (previously 150 tonnes) has been revised.
- 3 The figure for 2010 (previously 30) has been revised; aerosols were not previously included.
- 4 The data for 2008, 2009 and 2010 have been adjusted; boxes were previously counted as packages, and some 20-lb paper that was not clearly indicated as such was not previously included.
- 5 Emission factors for earlier years (2006 to 2010) have been adjusted to improve calculation accuracy.
- 6 The 2010 figure has been revised to correct an error in calculating the number of buses washed per day in 2010.
- 7 Emission factors for earlier years (2006 to 2010) have been adjusted to improve calculation accuracy.
- 8 Emission factors for earlier years (2006 to 2010) have been adjusted to improve calculation accuracy.
- 9 Emission factors for earlier years (2006 to 2010) have been adjusted to improve calculation accuracy.
- 10 The 2010 figure has been revised to correct an error in calculation.
- 11 The data for 2009 to 2011 have been adjusted following a change in emission factors used for the calculations.
- 12 The data for 2006 to 2011 have been adjusted to standardize the calculation method using data from tax slips.
- 13 The figure for 2008, which was preliminary at the time of publication, has been revised.
- 14 The figures for 2006 to 2008, which were preliminary at the time of publication, have been revised.
- 15 The figure for 2010, which was preliminary at the time of publication, has been revised.