



ON THE MOVE

**SUSTAINABLE DEVELOPMENT
HIGHLIGHTS 2009**

ABOUT THE SUSTAINABLE DEVELOPMENT REPORT 2009

The STM's *Sustainable Development Report 2009*, available exclusively online, describes the company's principal activities and accomplishments over the past year. It follows the same structure as our Sustainable Development Action Plan, which revolves around 12 strategic objectives that come under three main focus areas. This summary sheet presents the sustainable development highlights for 2009.

Sustainable Development Vision

Our sustainable development approach is founded on two key elements: our procedures that already incorporated various aspects of sustainable development and the obvious fact that public transit is an essential component of sustainable transportation. These two points form the basis of our vision, which is outlined as follows:

Improve our performance in our core business

The STM's role is to provide fast, reliable, safe, accessible, user-friendly and easy to locate public transit services. By increasing service and ridership, we improve residents' quality of life and the environment, and generate substantial economic spinoffs. *That is the rationale behind focus area 1 of the Sustainable Development Action Plan.*

Act in a responsible manner

The STM is continually improving its activities with respect to their environmental impact. On a social level, it ranks as an employer of choice because of its management of diversity and workplace health and safety, and its employee buy-in. *That is the rationale behind focus area 2 of the Sustainable Development Action Plan.*

Interact with our peers

The STM is increasingly viewed as a source of inspiration in the sphere of sustainable development. We carry out various promotional and collaborative activities that highlight the contribution made by public transit to sustainable development. *That is the rationale behind focus area 3 of the Sustainable Development Action Plan.*

Dialogue with Stakeholders

By listening to our stakeholders, we are better able to meet their expectations. In addition, by informing them about our issues and priorities, we gain valuable allies in carrying out our mission.

In 2009, we conducted a host of activities in support of sustainable development. We are particularly proud of the approach we have developed for consulting our stakeholders on this issue.

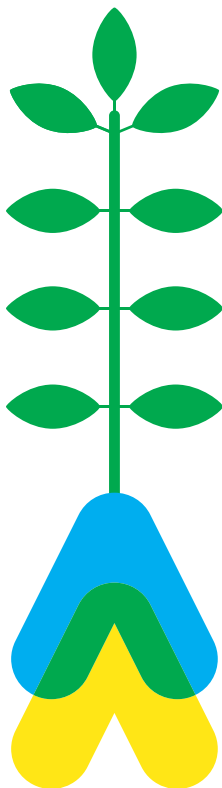
We consulted some 40 outside stakeholders in the fields of sustainable development and public transit for their feedback on our approach, our action plan and the *Sustainable Development Report 2008*. We took several of their recommendations into account in drafting the *Sustainable Development Report 2009* and made note of other suggestions that require longer-term action.

Inside the company, we set up a discussion panel with employees to share ideas on the company's successes, employees' initiatives and areas for improvement. Our employees contribute to the deliberation process and provide input for continuous improvement of our approach and action plan.

Branding campaign

In May, the Société de transport de Montréal launched a branding campaign designed to encourage more people to take public transit, whether regularly or occasionally. Under this initiative, the company (in blue) and the public (in yellow) make a joint environmental commitment (in green) to open up a dialogue. The STM will continue to upgrade its service in keeping with its customers' different needs, while taking environmental action in its daily operations. It also invites citizens to do their part for the environment by opting for public transit. By making this choice, they can enhance quality of life for all citizens.

We're on the move!
Join us!

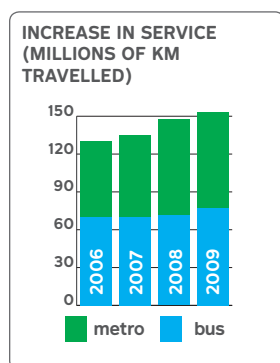


AREA 1 – Sustainable mobility

Current or planned actions that are intended to improve people's mobility by offering optimized public transit services, to contribute to the development of the Montréal community and to improve the environment and quality of life.

OBJECTIVE 1

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



► We stepped up implementation of our Public Transit Service Improvement Program. Service increased by 4% overall.

► We maintained ridership at the 2008 level despite the difficult economy.

► Ridership on the island of Montréal has grown 10% since 2003, with the modal share of public transit rising from 32% to 36%. Trips by automobile declined 6%.

► We added four new Navette Or

shuttles reserved for seniors, and toured boroughs and municipalities that do not have this service.

OBJECTIVE 2

Apply universal accessibility measures

► We adopted a universal accessibility policy and formed a committee to implement the associated action plan.

► We introduced more universal accessibility measures such as the addition of elevators at three metro stations and front ramps on buses.



Some 20 meetings were held with various groups and associations to determine the needs of families, seniors, people with functional limitations, and others.

► The number of paratransit customers and ridership both grew by 7%.

► A new section on universal accessibility was added to our design standards and criteria for surface buildings.

► We launched a Web site www.mouvementcollectif.org that meets international standards for universal Web accessibility.



Our first articulated buses went into service, offering greater comfort and better service quality.

OBJECTIVE 3

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

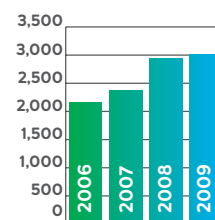
► The cost of acquisitions of goods and services increased nearly \$100 million.

► The cost of acquisitions in Québec rose by \$2.5 million.

► We kept up our credit ratings from Standard & Poor's (A+) and Moody's (Aa2).

► We conducted our first cost/benefit analysis for our new operational support and customer information system, to provide our financial partners in government with a stronger rationale for the project.

JOBS SUSTAINED BY OUR ACQUISITIONS OF GOODS AND SERVICES



OBJECTIVE 4

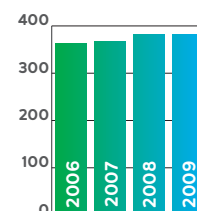
Influence urban planning and management to better integrate public transit

► We helped draw up transportation plans for several Montréal boroughs.

► We implemented preferential measures for buses on one street and two boulevards. Reserved bus lanes increased in length from 77 to 95.4 km.

► We submitted briefs during consultations on two projects: redevelopment of the Bonaventure Expressway and reconstruction of the Turcot Interchange.

STM RIDERSHIP (MILLIONS OF TRIPS)



AREA 2 – Sustainable management

Actions the STM carries out or intends to carry out in order to conduct all of its activities responsibly, taking their environmental, social and economic impacts into account.

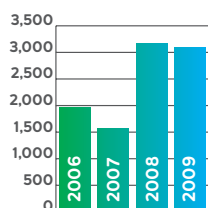
OBJECTIVE 5

Manage environmental impacts

- Quantities of residual non-hazardous materials recovered have grown by 57% since 2006; some 59% of residual materials tracked were diverted from landfill in 2009, versus 41% in 2007.
- Quantities of residual hazardous materials recovered rose 30% relative to 2008 as a result of increased operations.

- We updated the environmental provisions in the new purchase agreement applicable to computer equipment, ensuring proper disposal of equipment that is no longer in use.

RESIDUAL MATERIALS RECOVERED (TONNES)



- Adjustments made to the complaint management system enabled us to track 167 complaints related to the environment.

- We launched a pilot project for waste management in three of our metro stations: Mont-Royal, Champ-de-Mars and Snowdon. The goal was

to define our strategy for introducing a waste management plan in the metro.

- We completed our inventory of 27 contaminated and potentially contaminated properties, and drew up an environmental characterization program.
- Airborne emissions from our vehicles rose by 4% to 7%, due to the 7% growth in bus service.
- Airborne emissions from our buildings grew by about 10%, due to the opening of the Legendre bus body shop, which is heated with natural gas.



DÉCOUVREZ
NOS ÎLOTS
VERTS

MOUVEMENT COLLECTIF 

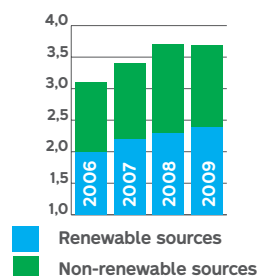
The recycling stations installed for the metro pilot project consist of two bins for recycling and another bin for trash.

OBJECTIVE 6

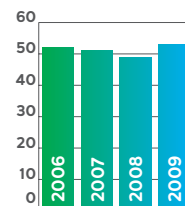
Improve the energy efficiency of our assets

- Using biodiesel led to a reduction in emissions of 4,560 tonnes of CO₂ eq., for a total of over 8,200 tonnes since 2007.
- The proportion of energy consumed from renewable sources declined 2% as a consequence of increased bus service.
- Greenhouse gas (GHG) emissions rose by 7%, due to the expansion in bus service.
- GHG emissions per passenger-kilometre were up 8%, as ridership remained stable despite the overall increase in service.

TOTAL ENERGY CONSUMED (PETAJOULES)



TOTAL GHG EMISSIONS PER PASSENGER-KILOMETRE (g CO₂ eq.)



We concluded the hybrid-bus showcase project: this technology enables us to cut GHG emissions by approximately 30%.

OBJECTIVE 7

Practise sustainable procurement

- We continued to work towards a sustainable procurement policy and drew up preliminary versions of guides for suppliers, buyers and contract administrators.
- We once again took part in sessions of the Espace québécois de concertation sur les pratiques d'approvisionnement responsable.
- Our first employee awareness activity was held, in preparation for implementation of the sustainable procurement policy.

OBJECTIVE 8

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

- We reviewed the documentation for projects currently under study to ensure that the relevant aspects of sustainable development are included.
- Project engineers and managers were given training in various methods of factoring sustainable development into project planning and design.
- We unveiled the newly restored mural, *Histoire de la musique à Montréal*, by Frédéric Back. The restoration will mean better preservation of the work and yield energy savings.

OBJECTIVE 9

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

- A new department in charge of diversity and respect for people was established to facilitate adaptation to diversity, and recognition and understanding of differences, and to ensure employees' well-being. It hosted its first forum on the issue.
- We took part in job fairs targeting a wide variety of audiences, such as young people, Aboriginals and people with functional limitations.
- Committees formed for major projects included employee representation.
- The work-related accident frequency decreased 18% from 2008 as a result of workplace health and safety initiatives.

- We introduced the one-day Sécuribus training program, intended to provide bus drivers with various tools for defusing difficult situations that can sometimes arise with customers.



A customer awareness campaign,
Le respect rapproche, got under way.



At Place-des-Arts metro, the painted glass mural *Histoire de la musique à Montréal*, by Frédéric Back, was restored as part of phase II of the Réno-Stations program. The new, high-efficiency lighting system now operates only during metro hours to better preserve the work and save energy.

Area 3 – Promotion of sustainable development

Actions the STM performs or plans to ensure its sustainable development leadership and encourage its employees, customers and the general public to adopt increasingly responsible environmental, social and economic behaviours.

OBJECTIVE 10

Increase employee awareness of sustainable development

► The Director General met with 2,000 employees to discuss sustainable development, among other topics.



To inaugurate the Legendre transportation centre and bus body shop, we held an open house at which people had a chance to discover the environmentally friendly features of these buildings and learn more about the activities that go on there.

► The company newsletter spotlighted some 30 employee initiatives in support of environmental or social causes.

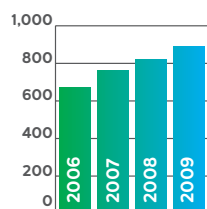
► New employees were sensitized to the importance of sustainable development.

► Around 25% of our employees, and 70% of drivers, took part in the Défi Climat challenge.

► Our employees' commitment to sustainable development was recognized with four awards presented by various organizations.

► Numerous fundraising activities organized by volunteer employees and pensioners provided community support.

DONATIONS DISTRIBUTED BY EMPLOYEES (k\$)



OBJECTIVE 11

Position the STM as a responsible, committed company

► We launched a branding campaign focusing on the environment and set up a Web site www.mouvementcollectif.org that allows Internet users to comment on its content.

► Customer satisfaction was 86%, versus 82% in 2008.

► Speaking before various forums, the Chairman of the Board and the Director General promoted public transit as a solution of the future, and managers presented the STM's progress in the area of sustainable development.

► We were honoured with nine sustainable development awards.



STM stand made of bus seats and other recycled materials, at the 2009 Salon national de l'environnement.

OBJECTIVE 12

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

► We contributed to projects by associations, such as the Canadian Urban Transit Association and the Association du transport urbain du Québec, working to advance sound sustainable development practices.

► We partnered with more than 40 environmental events and organizations in an effort to promote greater use of public transit and increase citizens' environmental awareness.

► We were the lead partner in the Salon national de l'environnement: our stand was made of recycled bus seats and support poles.

► In a first for us, we kept the metro running between 2 and 5 a.m. for the event Nuit blanche; more than 20,000 people used the service.

► We introduced the Bixi-Bus and Tandem Vélo-STM packages to promote modes of transportation that complement public transit.

► We launched an initiative for merchants: Merci de choisir le transport collectif.



Printed with vegetable-based ink on EcoLogo-certified paper made in Québec, using biogas, from 100% postconsumer fibre de-inked without chlorine.

Complete version of the Sustainable Development Report 2009:
www.stm.info/English/en-bref/a-rdd2009.pdf

Comments or suggestions: dd@stm.info

© Société de transport de Montréal

Division Développement durable, direction principale
Planification stratégique

Cette publication est disponible en français.