

2003

IN BRIEF STATISTICAL PROFILE 2 0 0 3



*Société de l'assurance
automobile*

Québec



2003

IN BRIEF

Statistical Profile

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Québec



Direction
des communications

YEARLY REGISTRATION COST FOR A PASSENGER VEHICLE

	2003
Insurance premium (public plan)	\$107.34
Registration fee (Ministère des Finances)	\$104.00
Tax on insurance (Ministère du Revenu)	\$9.66
Contribution to public transit agencies (Ministère des Finances)	\$30.00
Administrative charge (SAAQ)	\$4.00
Total	\$255.00

Source: Direction de l'actuariat.

**LICENCE COST FOR A PASSENGER VEHICLE DRIVER
ON RENEWAL (two years)**

	0, 1, 2, 3	4, 5, 6, 7	Demerit points 8, 9, 10, 11	12, 13, 14	15 or more
Insurance premium (public plan)	\$45.87	\$91.74	\$159.63	\$262.38	\$365.13
Licence fee (Ministère des Finances)	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Tax on insurance (Ministère du Revenu)	\$4.13	\$8.26	\$14.37	\$23.62	\$32.87
Administrative charge (SAAQ)	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
Total	\$86.00	\$136.00	\$210.00	\$322.00	\$434.00

Source : Direction de l'actuariat.

DRIVER'S LICENCE TRANSACTIONS

	2003	2002	2001
SERVICE CENTRES			
Learner's licences issued	155,323	144,474	132,167
Probationary licences issued	75,524	74,676	75,296
Driver's licences issued	156,943	150,728	146,271
without photo or lamination	16,782	14,754	12,810
with photo and plasticized	140,161	135,974	133,461
Payment of learner's licence fees	52,003	50,605	49,152
Payment of licence fees	180,852	186,507	193,589
without licence issue	133,487	139,462	138,774
with licence issue	47,365	47,045	54,815
Replacement of driver's licence	438,614	435,167	396,065
with photo transfer to RAMQ	377,403	372,866	331,315
without photo transfer to RAMQ	61,211	62,301	64,750
Photo transfer only to RAMQ	83,398	86,342	75,191
Other transactions ¹	755,804	729,933	665,315
TOTAL SERVICE CENTRES	1,898,461	1,858,432	1,733,046

1. Other operations mainly include driving record updates following test failure and print-outs and reinstatement of a suspended licence.

DRIVER'S LICENCE TRANSACTIONS (CONT'D)

	2003	2002	2001
Information lines			
Other transactions ²	54,286	48,545	49,074
Postal service			
Payment of licence fees	516,933	551,615	561,331
Licensing agents			
Learner's licences issued	151	128	115
Probationary licences issued	54	53	50
Driver's licences issued	36,378	35,709	34,813
without photo or lamination	42	81	136
with photo and plasticized	36,336	35,628	34,677
Payment of learner's licence fees	48	76	77
Payment of licence fees	270,935	280,838	290,663
without licence issue	214,033	223,545	219,944
with licence issue	56,902	57,293	70,719
Replacement of driver's licence	590,948	579,268	519,272
with photo transfer to RAMQ	545,778	533,117	472,327
without photo transfer to RAMQ	45,170	46,151	46,945
Photo transfer only to RAMQ	112,784	116,784	103,337
Other transactions ³	46,677	39,231	40,303
Licensing agent total	1,057,975	1,052,087	988,630

2. Other operations include only record print-outs and licence cancellations.

3. Other operations by agents are primarily reinstatement of suspended licences and cancellations.

DRIVER'S LICENCE TRANSACTIONS (CONT'D)

	2003	2002	2001
Financial institutions			
Payment of licence fees	942,013	880,406	886,493
Grand total	4,469,668	4,391,085	4,218,574

SUMMARY OF TRANSACTIONS RELATING TO PLASTICIZED LICENCES (included in GRAND TOTAL)

	2003		2002		2001	
	Volume	Share	Volume	Share	Volume	Share
Service centres	770,601	49 %	768,609	49 %	723,933	50 %
Licensing agents	794,830	51 %	786,828	51 %	725,820	50 %
Total	1,565,431		1,555,437		1,449,753	

NUMBER OF LICENCE HOLDERS BY CLASS¹

Type of vehicle		Number of licence holders at June 1, 2003	Number of licence holders at June 1, 2003
1	Tractor-trailer	197,630	197,632
2	Bus for more than 24 passengers	234,620	234,777
3	Straight-body truck	331,027	332,154
4A	Emergency vehicle	377,429	376,409
4B	Bus for 24 or fewer passengers and minibus	408,791	406,155
4C	Taxicab	436,983	433,646
5	Passenger vehicle and vehicle of less than 4,500 kg net weight with 2 axles ²	4,637,845	4,584,047
6A, 6B, 6C	Motorcycle ³	2,227,744	2,257,830
6D	Moped	4,655,245	4,600,431
8	Farm tractor	4,638,933	4,585,209
Total number of holders		4,655,612	4,600,819

1. Under the classification of driver's licences in effect in Québec, a holder of a Class 1 licence is authorized to operate all vehicles in classes 2, 3, 4A, 4B, 4C, 5, 6D and 8. There are only two exceptions: classes 6A, 6B and 6C, a separate category of vehicle, namely motorcycles; and class 6D, which does not implicitly include class 8.
2. Class 5 holders are automatically licensed to operate vehicles in classes 6D and 8.
3. Drivers who obtained their licence prior to July 1978 are automatically entitled to operate a motorcycle, unless they are physically disabled.

Source : Direction des études et des stratégies en sécurité routière.

THE MEDICAL ASSESSMENT OF DRIVERS

	2003	2002	2001
No. of drivers assessed	210,964	219,754	175,467
No. of refusals to issue a licence or add a licence class	133	130	123
No. of licences issued bearing conditions	100,138	106,013	76,094
No. of licences upheld for drivers with an impairment or disorder with an impairment or disorder	439	294	174
No. of licence holders who availed themselves of the review mechanism following a medical assessment	2,814	2,461	2,469

ACTIVITIES RELATING TO SEAT BELT USE EXEMPTION

	2003	2002	2001
No. of exemption requests received	117	167	183
No. of exemptions granted	20	34	28
Total no. of people exempt since program inception	436	416	382

ACTIVITIES RELATING TO THE DISABLED PARKING PERMIT PROGRAM

	2003	2002	2001
Total no. of valid permits	126,462	116,668	107,003
Total no. of permanent permits	114,398	107,221	100,020
Total no. of temporary permits	12,053	9,440	6,974
Total no. of visitors' permits	11	7	9

PENALTIES IMPOSED

	2003	2002	2001
Vehicle seizure for drunk driving			
Impounded for 15 or 30 days	n. a.	13,838	16,334
For 30 days – since Oct. 27, 2002	13,529	2,594	
For 90 days – since Oct. 27, 2002	3,779	637	
Subtotal	17,308	17,069	16,334
Licence suspension for criminal offences committed before April 21, 2002			
One year to less than two years	3,194	9,068	9,972
Two years to less than three years	1,026	2,251	2,299
Three years or more	565	1,314	1,154
Subtotal	4,785	12,633	13,425
Licence suspension for criminal offences committed from April 21, 2002			
One year to less than three years	7,093	1,566	
Three years to less than five years	2,127	362	
Five years or more	995	224	
Subtotal	10,215	2,152	
Suspension on reaching the demerit point ceiling (driver's licence)			
Three months	6,641	5,788	4,002
Six months	688	512	408
Twelve months	63	34	36
Subtotal	7,392	6,334	4,446
Suspension on reaching the demerit point ceiling (probationary licence)			
Three months	13,755	13,926	11,530

PENALTIES IMPOSED (CONT'D)

	2003	2002	2001
Penalties related to medical conditions			
Class or licence suspensions	9,262	7,663	6,937
Administrative suspensions (medical report not submitted)	18,890	18,206	16,437
Total	27,263	25,869	23,374
Other penalties			
Penalties for non-payment of a fine under the Highway Safety Code or a municipal traffic bylaw	153,695	143,181	146,452
Ban on using a vehicle and/or suspension of licence following an accident with an uninsured vehicle	3,508	3,212	3,026
Ban on using a vehicle following a failed insurance check	3,084	1,854	1,345
Vehicle seizure for driving while disqualified or without proper licence	20,857	20,832	21,267
Subtotal	181,144	169,079	172,090
Grand total	261,862	247,062	241,199

Source : Direction des opérations en sécurité routière. Service de la gestion des sanctions des conducteurs.

**NUMBER OF VEHICLE IN USE
AS OF DECEMBER 31ST**

Use category Type of vehicle	2003	2002
Passenger vehicle	3,775,245	3,652,948
Cars, light trucks	3,643,556	3,532,896
Cars	2,746,905	2,680,797
Light trucks	896,375	851,731
Unspecified ¹	276	368
Motorcycles	111,351	101,707
Mopeds, scooters	20,338	18,345
Institutional, professional or commercial use	671,006	647,935
Cars, light trucks	480,348	462,751
Cars	186,026	179,320
Light trucks	293,511	282,509
Unspecified ¹	811	922
Taxicabs	8,095	8,064
Buses	7,190	7,188
School buses	9,587	9,500
Trucks, road tractors	112,069	108,988
Tool vehicles, other	53,717	51,444
Off-road	617,198	580,382
Snowmobiles	157,370	145,843
Two-wheel vehicles	10,192	9,969
All-terrain vehicles	278,576	257,993
Tool vehicles, other	171,060	166,577
Total²	5,063,449	4,881,265

1. It is not known whether these vehicles were light trucks or cars.

2. Does not include trailers, vehicles used exclusively in train stations, ports and airports.

Source : Direction des études et des stratégies en sécurité routière.

BREAKDOWN OF REGISTRATION TRANSACTIONS

Use Type of vehicle	2003		2002		2001	
SERVICE CENTRES¹						
Payment of fees (transactions ² / vehicles)	319,597	504,241	311,980	491,401	306,245	480,133
Acquisitions		681,846		655,347		621,527
Other ³		744,602		727,223		710,058
TOTAL	1,746,045	1,694,550		1,637,830	20,338	18,345
INFORMATION LINES						
Payment of fees (transactions ² / vehicles)						
Acquisitions						
Other ³	65,517		60,531		62,928	
TOTAL	65,517		60,531		62,928	
POSTAL SERVICE						
Payment of fees (transactions ² / vehicles)	1,369,930	1,509,496	1,373,357	1,506,865	1,351,631	1,480,648
Acquisitions						
Other ³						
TOTAL	1,369,930		1,373,357		1,351,631	

1. Transaction data was recorded differently in 2003; prior years' figures were revised accordingly.

2. Transactions are the number of vehicle registration fee collections.

3. Other registration transactions include vehicle storage, withdrawal of vehicles from use, certificate replacement, changes to vehicle records, release following impoundment, payment of fees to relicense a stored vehicle, and special travel permits.

BREAKDOWN OF REGISTRATION TRANSACTIONS (CONT'D)

Use Type of vehicle	2003		2002		2001	
LICENSING AGENTS						
Payment of fees (transactions ² / vehicles)	499,173	580,016	481,996	562,300	462,181	539,633
Acquisitions	1,445,626		1,431,362		1,355,062	
Other ³	1,047,808		1,026,061		984,556	
TOTAL	2,992,607		2,939,419		2,801,799	
FINANCIAL INSTITUTIONS						
Payment of fees (transactions ² / vehicles)	2,165,792	2,165,792	2,025,519	2,025,519	1,998,749	1,998,749
Acquisitions						
Other ³						
TOTAL	2,165,792		2,025,519		1,998,749	
AUTOMOTIVE DEALERSHIPS⁴						
Acquisitions	10,618					
TOTAL	10,618					
GRAND TOTAL						
Payment of fees (transactions ² / vehicles)	4,354,492	4,759,545	4,192,852	4,586,085	4,118,806	4,499,163
Acquisitions	2,138,090		2,086,709		1,976,589	
Other ³	1,857,927		1,813,815		1,757,542	
TOTAL	8,350,509		8,093,376		7,852,937	

4. An online licensing service through dealerships was set up in 2003. Implementation will continue into 2005.

ROAD ACCIDENTS¹ ACCORDING TO SEVERITY Québec, 1998-2003

TYPE	No.			Change	
	Avrg 5 yrs ² 1998-2002	2002	2003	2003/2002	2003/ avrg 1998-2002
Fatal	633	633	569	-10.1%	-10.1%
Serious injury (at least one victim hospitalized)	4,217	4,300	4,716	9.7%	11.8%
Slight injury (victims, but none hospitalized)	30,996	33,472	34,981	4.5%	12.9%
Total bodily injury accidents	35,846	38,405	40,266	4.8%	12.3%
Property damage only	105,305	97,705	101,419	3.8%	-3.7%
Total	141,151	136,110	141,685	4.1%	0.4%

1. Excludes accidents involving vehicles in areas not linked to highway system.

2. Numbers are rounded off for 5-yr averages.

ROAD ACCIDENTS¹ ACCORDING TO SEVERITY Québec, 1998-2003

Type of injury	No.			Change	
	Avrg 5 yrs ² 1998-2002	2002	2003	2003/2002	2003/ avrg 1998-2002
Fatal	705	704	621	-11.8%	-11.9%
Serious (requiring hospitalization)	5,361	5,451	6,072	11.4%	13.3%
Slight	44,460	47,952	49,823	3.9%	12.1%
Total	50,526	54,107	56,516	4.5%	11.9%

1. Excludes accidents involving vehicles in areas not linked to highway system.
2. Numbers are rounded off for 5-yr averages.

Source : *Direction des études et des stratégies en sécurité routière.*

NUMBER OF VICTIMS¹ ACCORDING TO MONTH OF ACCIDENT AND SEVERITY- Québec, 1998-2003

Fatal injury					
Month	Avrg 5 yrs ² 1998-2002	Year of Accident			Change 2003/ avrg 1998-2002
		2002	2003	2003/2002	
	No.			%	%
January	45	42	52	23.8	15.6
February	40	38	37	-2.6	-7.5
March	44	43	41	-4.7	-6.8
April	46	42	40	-4.8	-13.0
May	63	56	54	-3.6	-14.3
June	64	63	53	-15.9	-17.2
July	69	84	63	-25.0	-8.7
August	79	91	67	-26.4	-15.2
September	63	59	52	-11.9	-17.5
October	61	63	58	-7.9	-4.9
November	60	57	48	-15.8	-20.0
December	74	66	56	-15.2	-24.3
Total	705	704	621	-11.8	-11.9

Serious injury (requiring hospitalization)					
Month	Avrg 5 yrs ² 1998-2002	Year of Accident			Change 2003/ avrg 1998-2002
		2002	2003	2003/2002	
	No.			%	%
January	376	419	507	21.0	34.8
February	323	375	362	-3.5	12.1
March	347	422	390	-7.6	12.4
April	378	393	339	-13.7	-10.3
May	483	462	511	10.6	5.8
June	522	539	579	7.4	10.9
July	585	574	584	1.7	-0.2
August	574	542	686	26.6	19.5
September	452	440	526	19.5	16.4
October	423	394	563	42.9	33.1
November	422	433	501	15.7	18.7
December	477	458	524	14.4	9.9
Total	5,361	5,451	6,072	11.4	13.3

1. Excludes accidents involving vehicles in areas not linked to highway system.

2. Numbers are rounded off for 5-yr averages.

The total may differ from the sum of numbers shown.

Slight injury					
Month	Avrg 5 yrs ² 1998-2002	Year of Accident			Change 2003/ avrg 1998-2002
		2002	2003	2003/2002	
	No.			%	%
January	3,378	3,611	4,609	27.6	36.4
February	2,966	3,126	3,816	22.1	28.7
March	3,082	3,751	3,276	-12.7	6.3
April	2,817	3,022	2,986	-1.2	6.0
May	3,719	3,729	4,054	8.7	9.0
June	4,152	4,471	4,719	5.5	13.7
July	4,382	4,687	4,561	-2.7	4.1
August	4,460	4,831	4,891	1.2	9.7
September	3,947	4,364	4,152	-4.9	5.2
October	3,796	4,026	4,155	3.2	9.5
November	3,683	4,222	4,208	-0.3	14.3
December	4,078	4,112	4,396	6.9	7.8
Total	44,460	47,952	49,823	3.9	12.1

2. Numbers are rounded off for 5-yr averages.
The total may differ from the sum of numbers shown.

Total victims					
Month	Avrg 5 yrs ² 1998-2002	Year of Accident			Change 2003/ avrg 1998-2002
		2002	2003	2003/2002	
	No.			%	%
January	3,799	4,072	5,168	26.9	36.0
February	3,329	3,539	4,215	19.1	26.6
March	3,473	4,216	3,707	-12.1	6.7
April	3,241	3,457	3,365	-2.7	3.8
May	4,265	4,247	4,619	8.8	8.3
June	4,738	5,073	5,351	5.5	12.9
July	5,036	5,345	5,208	-2.6	3.4
August	5,113	5,464	5,644	3.3	10.4
September	4,462	4,863	4,730	-2.7	6.0
October	4,280	4,483	4,776	6.5	11.6
November	4,165	4,712	4,757	1.0	14.2
December	4,629	4,636	4,976	7.3	7.5
Total	50,526	54,107	56,516	4.5	11.9

Source : Direction des études et des stratégies en sécurité routière.

NUMBER OF VICTIMS¹ ACCORDING TO REGION OF ACCIDENT AND SEVERITY - Québec, 1998-2003

Administrative Region	Year of Accident				Change 2003/ avrg 1998- 2002
	Avrg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
		No.		%	%
Gaspé/Îles-de-la-Madeleine (11)	14	10	14	40.0	0.0
Lower St. Lawrence (01)	46	47	36	-23.4	-21.7
Saguenay/Lac Saint-Jean (02)	43	36	34	-5.6	-20.9
Capitale Nationale (03)	39	35	33	-5.7	-15.4
Chaudière-Appalaches (12)	67	70	52	-25.7	-22.4
Mauricie (04)	27	28	33	17.9	22.2
Central Québec (17)	45	40	38	-5.0	-15.6
Eastern Townships (05)	39	43	42	-2.3	7.7
Montérégie (16)	130	128	107	-16.4	-17.7
Montréal (06)	60	54	58	7.4	-3.3
Laval (13)	13	20	5	-75.0	-61.5
Lanaudière (14)	52	50	56	12.0	7.7
Laurentides (15)	45	54	47	-13.0	4.4
Outaouais (07)	30	31	26	-16.1	-13.3
Abitibi-Témiscamingue (08)	28	24	22	-8.3	-21.4
North Shore (09)	19	27	8	-70.4	-57.9
Northern Québec (10)	7	7	10	42.9	42.9
Total	705	704	621	-11.8	-11.9

Serious injury (requiring hospitalization)

Administrative Region	Year of Accident				Change 2003/ avrg 1998- 2002
	Avrg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
		No.		%	%
Gaspé/Îles-de-la-Madeleine (11)	111	123	113	-8.1	1.8
Lower St. Lawrence (01)	221	184	280	52.2	26.7
Saguenay/Lac Saint-Jean (02)	271	267	269	0.7	-0.7
Capitale Nationale (03)	389	421	420	-0.2	8.0
Chaudière-Appalaches (12)	362	392	428	9.2	18.2
Mauricie (04)	219	226	271	19.9	23.7
Central Québec (17)	252	253	260	2.8	3.2
Eastern Townships (05)	267	312	288	-7.7	7.9
Montérégie (16)	1,013	949	1,049	10.5	3.6
Montréal (06)	787	769	1,021	32.8	29.7
Laval (13)	149	175	180	2.9	20.8
Lanaudière (14)	367	367	411	12.0	12.0
Laurentides (15)	413	429	456	6.3	10.4
Outaouais (07)	257	296	309	4.4	20.2
Abitibi-Témiscamingue (08)	152	156	177	13.5	16.4
North Shore (09)	96	94	105	11.7	9.4
Northern Québec (10)	36	38	35	-7.9	-2.8
Total	5,361	5,451	6,072	11.4	13.3

1. Excludes accidents involving vehicles in areas not linked to highway system.

2. Numbers are rounded off for 5-yr averages.
The total may differ from the sum of numbers shown.

Slight injury

Administrative Region	Year of Accident				Change 2003/ avrg 1998- 2002
	Avrg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
	No.			%	%
Gaspé/Îles-de-la-Madeleine (11)	593	540	693	28.3	16.9
Lower St. Lawrence (01)	1,384	1,472	1,564	6.3	13.0
Saguenay/Lac Saint-Jean (02)	1,651	1,714	1,633	-4.7	-1.1
Capitale Nationale (03)	3,322	3,788	4,081	7.7	22.8
Chaudière-Appalaches (12)	2,494	2,783	2,954	6.1	18.4
Mauricie (04)	1,558	1,709	1,873	9.6	20.2
Central Québec (17)	1,553	1,744	1,841	5.6	18.5
Eastern Townships (05)	1,879	2,047	2,162	5.6	15.1
Montréal (06)	7,621	8,463	8,382	-1.0	10.0
Montréal (06)	11,069	11,293	11,727	3.8	5.9
Laval (13)	2,072	2,090	2,320	11.0	12.0
Lanaudière (14)	2,633	3,049	3,126	2.5	18.7
Laurentides (15)	3,095	3,532	3,618	2.4	16.9
Outaouais (07)	1,868	1,935	2,027	4.8	8.5
Abitibi-Témiscamingue (08)	961	1,054	1,064	0.9	10.7
North Shore (09)	571	606	590	-2.6	3.3
Northern Québec (10)	136	133	168	26.3	23.5
Total	44,460	47,952	49,823	3.9	12.1

Source : Direction des études et des stratégies en sécurité routière.

Total victims

Administrative Region	Year of Accident				Change 2003/ avrg 1998- 2002
	Avrg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
	No.			%	%
Gaspé/Îles-de-la-Madeleine (11)	718	673	820	21.8	14.2
Lower St. Lawrence (01)	1,651	1,703	1,880	10.4	13.9
Saguenay/Lac Saint-Jean (02)	1,965	2,017	1,936	-4.0	-1.5
Capitale Nationale (03)	3,750	4,244	4,534	6.8	20.9
Chaudière-Appalaches (12)	2,923	3,245	3,434	5.8	17.5
Mauricie (04)	1,804	1,963	2,177	10.9	20.7
Central Québec (17)	1,850	2,037	2,139	5.0	15.6
Eastern Townships (05)	2,185	2,402	2,492	3.7	14.1
Montréal (06)	8,764	9,540	9,538	0.0	8.8
Montréal (06)	11,916	12,116	12,806	5.7	7.5
Laval (13)	2,234	2,285	2,505	9.6	12.1
Lanaudière (14)	3,052	3,466	3,593	3.7	17.7
Laurentides (15)	3,553	4,015	4,121	2.6	16.0
Outaouais (07)	2,155	2,262	2,362	4.4	9.6
Abitibi-Témiscamingue (08)	1,141	1,234	1,263	2.4	10.7
North Shore (09)	686	727	703	-3.3	2.5
Northern Québec (10)	179	178	213	19.7	19.0
Total	50,526	54,107	56,516	4.5	11.9

PROMOTING HIGHWAY SAFETY

NUMBER OF VICTIMS¹ ACCORDING TO ACCIDENT SEVERITY AND VEHICLE INVOLVED - Québec, 1998-2003

Type of vehicle ⁴	Year of Accident				Change 2003/ avrg 1998- 2002
	Avg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
		No		%	%
Car	411	410	351	-14.4	-14.6
Bus	1	0	0	—	-100.0
School bus	0	0	0	—	—
Taxicab	1	4	0	-100.0	-100.0
Light truck (<3,000 kg)	73	80	61	-23.8	-16.4
Heavy truck (=>3,000 kg)	6	6	7	16.7	16.7
Road tractor	10	13	13	0.0	30.0
Equipment/tool vehicle	5	2	5	150.0	0.0
Motorcycle	52	48	50	4.2	-3.8
Moped, scooter	2	1	4	300.0	100.0
Snowmobile	6	5	7	40.0	16.7
All-terrain vehicle (ATV)	3	4	1	-75.0	-66.7
Bicycle	21	21	17	-19.0	-19.0
Other	11	13	7	-46.2	-36.4
Pedestrian	98	92	93	1.1	-5.1
Unspecified	5	5	5	³	³
Total	705	704	621	-11.8	-11.9

1. Excludes accidents involving vehicles in areas not linked to highway system.
2. Numbers are rounded off for 5-yr averages.
3. Not significant.

Type of vehicle ⁴	Year of Accident				Change 2003/ avrg 1998- 2002
	Avg 5 yrs ² 1998- 2002	2002	2003	2003/2002	
		No		%	%
Car	3,273	3,401	3,895	14.5	19.0
Bus	19	19	18	-5.3	-5.3
School bus	4	1	5	400.0	25.0
Taxicab	34	40	42	5.0	23.5
Light truck (<3,000 kg)	648	661	663	0.3	2.3
Heavy truck (=>3,000 kg)	45	46	76	65.2	68.9
Road tractor	44	33	49	48.5	11.4
Equipment/tool vehicle	16	16	11	-31.3	-31.3
Motorcycle	338	319	349	9.4	3.3
Moped, scooter	46	43	59	37.2	28.3
Snowmobile	23	20	17	-15.0	-26.1
All-terrain vehicle (ATV)	19	25	32	28.0	68.4
Bicycle	215	204	193	-5.4	-10.2
Other	62	78	66	-15.4	6.5
Pedestrian	526	484	532	9.9	1.1
Unspecified	50	61	65	³	³
Total	5,361	5,451	6,072	11.4	13.3

4. The vehicle category is that entered on the police report of an accident as occupied by the victim, except for taxicabs and all-terrain vehicles.

Slight injury

Type of vehicle ⁴	Year of Accident			Change 2003/ avrg 1998-2002	
	Avg 5 yrs ² 1998-2002	2002	2003	2003/2002	1998-2002
	No			%	%
Car	29,297	31,851	33,376	4.8	13.9
Bus	304	393	376	-4.3	23.7
School bus	117	156	117	-25.0	0.0
Taxicab	423	436	416	-4.6	-1.7
Light truck (<3,000 kg)	5,070	5,599	5,572	-0.5	9.9
Heavy truck (=>3,000 kg)	405	466	418	-10.3	3.2
Road tractor	293	294	302	2.7	3.1
Equipment/tool vehicle	89	83	84	1.2	-5.6
Motorcycle	1,512	1,687	1,806	7.1	19.4
Moped, scooter	392	480	599	24.8	52.8
Snowmobile	52	46	65	41.3	25.0
All-terrain vehicle (ATV)	63	73	72	-1.4	14.3
Bicycle	2,632	2,425	2,396	-1.2	-9.0
Other	261	273	344	26.0	31.8
Pedestrian	3,149	3,175	3,341	5.2	6.1
Unspecified	400	515	539	-	-
Total	44,460	47,952	49,823	3.9	12.1

Total victims

Type of vehicle ⁴	Year of Accident			Change 2003/ avrg 1998-2002	
	Avg 5 yrs ² 1998-2002	2002	2003	2003/2002	1998-2002
	No			%	%
Car	32,981	35,662	37,622	5.5	14.1
Bus	324	412	394	-4.4	21.6
School bus	121	157	122	-22.3	0.8
Taxicab	458	480	458	-4.6	0.0
Light truck (<3,000 kg)	5,791	6,340	6,296	-0.7	8.7
Heavy truck (=>3,000 kg)	456	518	501	-3.3	9.9
Road tractor	347	340	364	7.1	4.9
Equipment/tool vehicle	110	101	100	-1.0	-9.1
Motorcycle	1,902	2,054	2,205	7.4	15.9
Moped, scooter	440	524	662	26.3	50.5
Snowmobile	81	71	89	25.4	9.9
All-terrain vehicle (ATV)	85	102	105	2.9	23.5
Bicycle	2,868	2,650	2,606	-1.7	-9.1
Other	334	364	417	14.6	24.9
Pedestrian	3,773	3,751	3,966	5.7	5.1
Unspecified	455	581	609	-	-
Total	50,526	54,107	56,516	4.5	11.9

Source : Direction des études et des stratégies en sécurité routière.

NUMBER OF VICTIMS¹ ACCORDING TO INJURY AND AGE GROUP - Québec, 1998-2003

Age group	Fatal injury				
	Avg 5 yrs ² 1998- 2002	Year of Accident			Change 2003/ avrg 1998- 2002
		2002	2003	2003/2002	
		No.		%	%
0-4	8	6	11	83.3	37.5
5-9	13	7	5	-28.6	-61.5
10-14	17	15	9	-40.0	-47.1
15-19	90	81	56	-30.9	-37.8
20-24	94	99	74	-25.3	-21.3
25-34	103	93	86	-7.5	-16.5
35-44	104	108	101	-6.5	-2.9
45-54	88	103	109	5.8	23.9
55-64	62	70	57	-18.6	-8.1
65-74	58	54	51	-5.6	-12.1
75 and +	63	64	57	-10.9	-9.5
Unspecified	4	4	5	³	³
Total	705	704	621	-11.8	-11.9

Age group	Serious injury (requiring hospitalization)				
	Avg 5 yrs ² 1998- 2002	Year of Accident			Change 2003/ avrg 1998- 2002
		2002	2003	2003/2002	
		No.		%	%
0-4	133	129	182	41.1	36.8
5-9	166	133	170	27.8	2.4
10-14	203	195	241	23.6	18.7
15-19	703	670	738	10.1	5.0
20-24	729	753	811	7.7	11.2
25-34	944	950	1,025	7.9	8.6
35-44	865	897	940	4.8	8.7
45-54	688	723	802	10.9	16.6
55-64	386	448	536	19.6	38.9
65-74	285	285	322	13.0	13.0
75 and +	202	212	224	5.7	10.9
Unspecified	58	56	81	³	³
Total	5,361	5,451	6,072	11.4	13.3

1. Excludes accidents involving vehicles in areas not linked to highway system.
2. Numbers are rounded off for 5-yr averages.
3. Not significant.

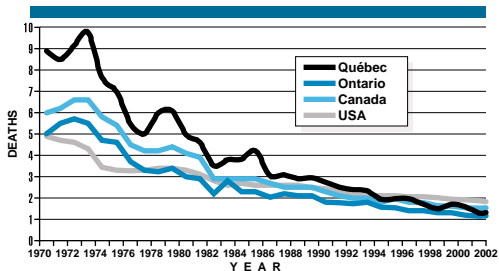
The total may differ from the sum of numbers shown.

Slight injury					
Age group	Avrg 5 yrs ² 1998- 2002	Year of Accident			Change 2003/ avrg 1998- 2002
		2002	2003	2003/2002	
	No.			%	%
0-4	693	666	731	9.8	5.5
5-9	1,392	1,434	1,318	-8.1	-5.3
10-14	1,853	1,927	2,020	4.8	9.0
15-19	5,804	6,215	6,432	3.5	10.8
20-24	6,233	6,691	6,734	0.6	8.0
25-34	8,005	8,599	8,959	4.2	11.9
35-44	7,666	8,297	8,338	0.5	8.8
45-54	5,700	6,238	6,911	10.8	21.2
55-64	3,237	3,721	4,007	7.7	23.8
65-74	2,076	2,162	2,338	8.1	12.6
75 and +	1,301	1,475	1,531	3.8	17.7
Unspecified	500	527	504	³	³
Total	44,460	47,952	49,823	3.9	12.1

Source : Direction des études et des stratégies en sécurité routière.

Total victims					
Age group	Avrg 5 yrs ² 1998- 2002	Year of Accident			Change 2003/ avrg 1998- 2002
		2002	2003	2003/2002	
	No.			%	%
0-4	834	801	924	15.4	10.8
5-9	1,571	1,574	1,493	-5.1	-5.0
10-14	2,073	2,137	2,270	6.2	9.5
15-19	6,597	6,966	7,226	3.7	9.5
20-24	7,056	7,543	7,619	1.0	8.0
25-34	9,052	9,642	10,070	4.4	11.2
35-44	8,635	9,302	9,379	0.8	8.6
45-54	6,476	7,064	7,822	10.7	20.8
55-64	3,685	4,239	4,600	8.5	24.8
65-74	2,419	2,501	2,711	8.4	12.1
75 and +	1,566	1,751	1,812	3.5	15.7
Unspecified	562	587	590	³	³
Total	50,526	54,107	56,516	4.5	11.9

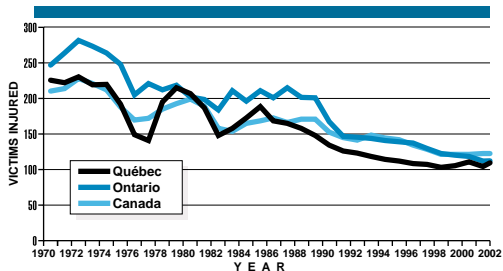
**FATALITY RATES PER 10,000 VEHICLES IN USE
(QUÉBEC, ONTARIO, CANADA, USA),
1970-2002**



The fatality rates per 10,000 vehicles in use show the change in the number of victims involved in accidents as compared to the overall vehicle fleet. Over the 33 years from 1970 through 2002, the rate in Québec, in Ontario, in Canada and in the USA declined.

The improvement is noteworthy in Québec's case. The death rate went from 8.9 in 1970 to 1.4 in 2002. Ontario, which has the lowest rates, shows constant improvement, going from 5 in 1970 to 1.2 in 2002. By comparison, the Canada-wide rate went from 6 in 1970 to 1.6 in 2002, while in the United States, the rate went from roughly 5 in 1970 to 1.8 in 2001.

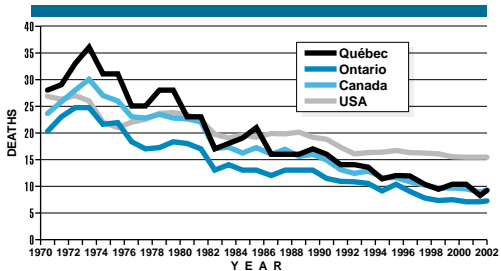
**INJURY RATES PER 10,000 VEHICLES IN USE
IN QUÉBEC, ONTARIO, AND CANADA,
1970-2002**



The injury rate went from 225 victims per 10,000 vehicles in use in Québec down to 109 from 1970 to 2002. Road accident related-morbidity rates were lower in Québec over the period than in Ontario (going from 247 injured to 114 injured). The Canada rate per 10,000 vehicles in use went from 210 injured victims in 1970 to 122 in 2002.

Source : Direction des études et des stratégies en sécurité routière.

**FATALITY RATES PER 100,000 POPULATION
(QUÉBEC, ONTARIO, CANADA, USA),
1970-2002**

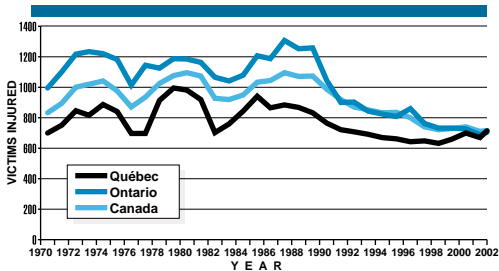


In the 33 years from 1970 through 2002, the rate of victims killed in road accidents in Québec went from 28 per 100,000 inhabitants in 1970 to 9 in 2002, as compared to the United States, where the rate went from 27 deaths to 16 over the same period. Ontario had the lowest rates, down from 20 killed per 100,000 inhabitants in 1970 to 7 in 2002. The rate for Canada as a whole declined roughly from 24 in 1970 to 9 in 2002.

Comparison limits

It must be noted that methods used in compiling accident report data vary from one jurisdiction to another, as do definitions. In Québec, a road accident fatality is recorded only if the victim died within eight days of the mishap, while in Ontario the corresponding time allowed is thirty days.

**INJURY RATES PER 100,000 POPULATION
IN QUÉBEC, ONTARIO AND CANADA,
1970-2002**



As can be seen, the rates in road accident-related injuries were lower in Québec over the period than in Ontario, except for 2002. The rates in Québec varied between 698 and 717 injured victims per 100,000 inhabitants from 1970 to 2002. Ontario's rate went from 995 injured in 1970 to 696 in 2002. The Canadian rate for 2002 was 726 injured victims per 100,000 population.

**BLOOD ALCOHOL LEVELS OF DRIVERS ON ROADS
BETWEEN 9 PM AND 3 AM ON WEDNESDAY THROUGH SATURDAY NIGHTS**

According to driver's sex

	(BAC* < 21 mg/100 ml)				(BAC*> legal limit ¹)			
	1981	1986	1991	1999-2000 ²	1981	1986	1991	1999-2000 ²
Sex of driver	%	%	%	%	%	%	%	%
Male	78.1	82.2	86.1	91.1	6.9	3.8	3.5	1.8
Female	86.0	86.9	92.9	94.4	1.1	2.6	1.9	1.1
Total	79.5	83.0	87.3	92.1	5.9	3.6	3.2	1.6

1. Since 1997 the legal limit is 0 mg/100 ml for learners and probationary licence holders.
The table shows 80 mg/100 ml for all drivers, even learners and probationary licence holders.
2. Survey took place over 2 years (1999 & 2000).

* Blood alcohol concentration

**BLOOD ALCOHOL LEVELS OF DRIVERS ON ROADS
BETWEEN 9 PM AND 3 AM ON WEDNESDAY THROUGH SATURDAY NIGHTS**

According to driver's age

	(BAC* < 21 mg/100 ml)				(BAC*> legal limit ¹)			
	1981	1986	1991	1999-2000 ²	1981	1986	1991	1999-2000 ²
Age Group	%	%	%	%	%	%	%	%
16 — 24	78.2	84.9	89.6	93.9	4.4	2.6	1.6	1.0
learner's or probationary licence holders	-	-	-	97.5	-	-	-	0.1
regular licence holders	-	-	-	92.5	-	-	-	1.5
25 — 39	77.3	80.9	86.5	92.3	7.4	3.9	3.7	1.7
40 — 59	83.0	81.8	86.8	90.8	5.3	5.2	3.5	2.0
60 and +	89.9	93.1	90.2	88.5	7.5	1.7	4.4	1.2
Total	79.5	83.0	87.3	91.7	5.9	3.6	3.2	1.6

Source : Direction des études et des stratégies en sécurité routière.

VEHICLE OPERATORS KILLED IN 2002 WHO HAD BEEN TESTED FOR ALCOHOL USE (SAAQ AND CORONER'S DATA COMBINED)

According to sex and age

Age	Female			Male			Total		
	No. Tested	Tested%		No. Tested	Tested%		No. Tested	Tested%	
Under 16	1	0	-	2	2	100.0	3	2	66.7
16-19	3	1	33.3	29	21	72.4	32	22	68.8
20-24	9	7	77.8	51	43	84.3	60	50	83.3
25-34	13	10	76.9	48	32	66.7	61	42	68.9
35-44	11	7	63.6	48	40	83.3	59	47	79.7
45-54	9	6	66.7	46	38	82.6	55	44	80.0
55-64	6	4	66.7	33	25	75.8	39	29	74.4
65-74	4	3	75.0	22	16	72.7	26	19	73.1
75 and +	3	1	33.3	19	14	73.7	22	15	68.2
TOTAL	59	39	66.1	298	231	77.5	357	270	75.6

NOTE: does not include cyclists

According to age and bac

Age	BAC (mg/100 ml)											
	None		1-50		51-80		81-150		Over 150		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Under 16	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0
16-19	13	59.1	2	9.1	1	4.5	3	13.6	3	13.6	22	100.0
20-24	29	58.0	6	12.0	1	2.0	8	16.0	6	12.0	50	100.0
25-34	15	35.7	2	4.8	2	4.8	6	14.3	17	40.5	42	100.0
35-44	22	46.8	1	2.1	2	4.3	9	19.1	13	27.7	47	100.0
45-54	31	70.5	3	6.8	0	0.0	0	0.0	10	22.7	44	100.0
55-64	26	89.7	0	0.0	0	0.0	1	3.4	2	6.9	29	100.0
65-74	13	68.4	1	5.3	0	0.0	4	21.1	1	5.3	19	100.0
75 and +	11	73.3	3	20.0	0	0.0	0	0.0	1	6.7	15	100.0
TOTAL	162	60.0	18	6.7	6	2.2	31	11.5	53	19.6	270	100.0

Source : Direction des études et des stratégies en sécurité routière.

SEAT BELT USE

	1991	1993	1995
Front seat			
Overall for Québec	90.8 %	89.2 %	90.4 %
Rear seat		1991	1995
Overall for Québec	41.9 %		50.5 %

CHILD SEAT USE

	1991	1993	1995	1997	1999	2001	2003
Use of suitable car seat	68.8%	74.6%	75.6%	78.8%	81.4%	89.2%	93.6%
Correctly restrained in suitable car seat	42.6%	69.8%	55.0%	47.3%	39.3%	57.9%	49.3%
Overall correct car seat use	29.3%	52.1%	41.6%	37.3%	32.0%	51.6%	46.1%

More stringent criteria for proper use were applied in 1999, and retroactively to 1997 since data was reliable; the effect was to lower the use rate for both years. Figures for 1997 were adjusted to take the change into account with data made available for that year.

* Overall rate for seat belt use on the rear seat comes from urban areas only.

BICYCLE HELMET USE ACCORDING TO REGION, 1993-2002

	1993 ²	1994 ²	1995 ²	1996 ²	1997 ²	1998 ²	1999 ²	2000	2002	Change 2002 / 2000
	%	%	%	%	%	%	%	%	%	%
Lower St. Lawrence	---	---	---	23.4	28.1	24.3	30.8	33.4 r	17.3	-16.1
Saguenay/Lac Saint-Jean	15	17.7	25.5	24.8	28.4	23.9	33.7	34.8 r	26.9	-7.9
Capitale-Nationale	26.7	35.3	34.7	31.2	34.6	40.6	33.3	34.8 r	35.2	0.4
Mauricie ¹	7.3	7.8	11.4	15.4	11.4	15.3	12.1	17.1	22.7	5.6
Eastern Townships	---	---	---	23.4	27.9	25.6	25.1	26.5 r	34.1	7.6
Montréal	20.3	25.3	29.5	26	27.5	30.1	22.3	26.6 r	30.1	3.5
Outaouais	---	---	---	37.6	50.5	48.4	46.9	43.3 r	44.6	1.3
Chaudière-Appalaches	---	---	---	22.1	39.4	21.9	23.3	32.5 r	26.9	-5.6
Laval	---	---	---	23.1	26.3	27.5	24.6	23.3 r	27.6	4.3
Lanaudière	---	---	---	25.7	22.4	24.7	14.6	20.0 r	27.7	7.7
Laurentides	---	---	---	24.7	26.3	25.8	20.2	22.6 r	24.8	2.2
Montréal	18.4	18	20	20.5	23.5	18.9	26.5	16.7 r	25.1	8.4
Central Québec	7.3	7.8	11.4	15.4	11.4	15.3	12.1	8.2	23.8	15.6
Overall for Québec	n/a	n/a	n/a	24.5	27.6	26.9	24.9	25.4 r	28.6	3.2

1. Data for years prior to 2000 apply to the former administrative region of Mauricie-Bois-Francs and are given as indicative only.
2. Data for the year excludes children under age five.
- r. Revised to allow for better comparison with 2002 data, which includes children under age five and that for Mauricie and Central Québec.

Source : Direction des études et des stratégies en sécurité routière.

COMPENSATION TABLE FOR 2003

Income replacement indemnity	90% of net income (maximum qualifying gross earnings of \$53,500)
Average earnings for Québec workers¹	32,460
Lump-sum indemnity for students to compensate for delay in completing studies	
- per year lost at elementary school level	\$4,014
- per year lost at secondary school level	\$7,361
- per semester lost in postsecondary studies (annual maximum of \$14,723)	\$7,361
Lump-sum indemnity for aftereffects of injury such as loss of enjoyment of life, pain and suffering²	\$187,712 (maximum)
Care allowance (regular pension)	
care of one person	\$334/week
care of two people	\$376/week
care of three people	\$415/week
care of four or more people	\$456 /week

1. Used in some indemnity calculations.

2. Applies to accidents from Jan. 1, 2000.

COMPENSATION TABLE FOR 2003 (cont'd)

Lump-sum death benefits:	
- to surviving spouse	\$53,533 (minimum) \$267,500 (maximum)
- to a dependant	\$25,426 (minimum/person) \$46,842 (maximum/person)
- to a disabled dependant (additional indemnity)	\$22,082
- for a deceased person without spouse or dependent children (This indemnity is paid in equal parts to the father and mother of a child under 18, or to the estate if the accident victim was 18 or over)	\$42,906
Funeral expenses	\$4,014

REIMBURSEMENT OF CERTAIN EXPENSES²

Care allowance	
care of one person	\$103/week
care of two people	\$134/week
care of three people	\$169/week
care of four or more people	\$201/week
Personal care assistance at home	\$670/week (maximum)
Substitute labour costs (family business)	\$669/week (during first 180 days)

3. Data in this table are not exhaustive; other costs may be reimbursed.

Source : Direction de la vigie, de l'expertise médicale et du partenariat.

COMPENSATION PAID AND HEALTH CARE COSTS

Accidents of current and prior years	2003	2002 (in thousands of dollars)	2001
Compensation			
Income replacement indemnities	341,503	304,068	264,736
Death benefits	92,022	92,777	86,243
Lump sums for aftereffects of injury	23,329	32,838	71,176
Non-economic losses	83,143	58,463	22,034
Rehabilitation expenses	61,410	59,812	52,259
Personal care assistance	40,601	39,874	38,133
Reimbursement of medical and paramedical expenses	46,056	38,274	35,129
Travel and lodging expenses	14,050	13,323	12,707
Ambulance transportation	7,656	8,495	6,138
Fees for medical information	11,586	10,422	8,929
Other compensation expenses	8,977	9,118	8,101
Subtotal	730,333	667,464	605,585
Participation in financing			
Cost of health care services	88,654	88,654	88,654
Administrative Tribunal of Québec	6,913	6,771	6,774
Agencies responsible for ambulance transportation	49,542	48,597	47,238
Subtotal	145,109	144,022	142,666
Grand total	875,442	811,486	748,251

Note 1 • As at December 31, 2003, total compensation and health care costs since 1978 amounted to \$10.85 billion.

Note 2 • In 2003, compensation paid directly to victims or their suppliers breaks down as follows: 81.35% concerns accidents from 1978 through 2002 and 18.65% concerns the current year's accidents.

Source : Direction des ressources financières. Service de la gestion financière.

COMPENSATION-RELATED ACTIVITY STATISTICS

	2003	2002	2001
Requests for help in filling out compensation claims	710	601	763
Compensation claims received	33,749	31,916	31,520
Files handled (old and new)	93,914	84,007	82,514
Pieces of mail handled	1,057,890	980,758	919,709
Telephone calls answered by clerks ¹	365,796	368,570	317,931
Compensation officers who can be reached directly by claimants ²	60	28	13
Cheques issued	518,178	476,475	502,292
Direct deposits	443,364	378,586	336,202
Letters of decision sent	368,937	337,766	313,969
Time lag in sending first income replacement indemnity cheque ³	34 days	29 days	31 days
Medical assessments done by outside specialists	11,314	11,194	12,425

1. Does not include queries dealt with through automated telephone response.

2. Agents for deceased or severely injured claimants have direct access, as do participants in the personalized care program for sprains and strains.

3. The calculation of the time elapsed until issue of a first income replacement indemnity cheque was changed to consider only full-time and part-time workers, since victims who were not employed at the time of the accident do not qualify under the Automobile Insurance Act for income compensation during the first six months.

Source : Direction de la vigie, de l'expertise médicale et du partenariat.

SERVICE CENTRES

Municipality	Address	Postal Code
ALMA :	100, rue Saint-Joseph Sud	G8B 7A6
ANJOU :	7500, boulevard des Galeries d'Anjou, bureau 85	H1M 3M4
BAIE-COMEAU :	625, boulevard Lafèche	G5C 1C5
BAIE-SAINT-PAUL :	2, route de l'Équerre, rez-de-chaussée	G3Z 2Y5
BONAVENTURE :	166, route 132 Est, case postale 296	G0C 1E0
DONNACONA :	325, rue de l'Église	G0A 1T0
DORVAL :	2350, boulevard Hymus	H9P 1J9
DRUMMONDVILLE :	80, rue Belleville	J2C 5T1
GASPÉ :	39, montée Sandy Beach	G4X 2A9
GATINEAU :	975, boulevard Saint-Joseph	J8Z 1W8
GRANBY :	840, rue Principale	J2G 2Z2
ÎLES-DE-LA-MADELEINE :	498, route Principale, Cap-aux-Meules	G0B 1B0
JOLIETTE :	490, boulevard de l'Industrie	J6E 8V3
LACHUTE :	505, rue Béthany	J8H 4A6
LA SARRE :	77, 2 ^e Rue Est	J9Z 3G8
LAVAL :	1545, boulevard Le Corbusier, bureau 75, Galeries de Laval	H7S 2K6
LÉVIS :	44, route Kennedy, Les Promenades Lévis-Lauzon	G6V 6C5
LONGUEUIL :	1000, boulevard Curé-Poirier Est	J4J 4X1
MATANE :	595, avenue du Phare Est, Les Promenades du Saint-Laurent	G4W 4L6
MONT-LAURIER :	785, rue de la Madone	J9L 1T3
MONTMAGNY :	5, avenue Valcourt	G5V 4H9
MONTREAL :	855, boulevard Henri-Bourassa Ouest, bureau 100	H3L 1P3
MONTREAL : (Driver testing centre)	855, boulevard Henri-Bourassa Ouest, bureau 200	H3L 1P3

SERVICE CENTRES (cont'd)

Municipality	Address	Postal Code
MONTRÉAL:	965, boulevard Maisonneuve Est, rez-de-chaussée	H2L 1Z3
QUÉBEC:	1400, avenue Saint-Jean-Baptiste, bureau 180	G2E 5B7
QUÉBEC:	787, boulevard Lebourgneuf	G2J 1C3
RIMOUSKI:	92, 2 ^e Rue Ouest	G5L 8B3
RIVIÈRE-DU-LOUP:	268, boulevard Hôtel-de-Ville	G5R 5C8
ROBERVAL:	1221, boulevard Marcotte, Carrefour Jeannois	G8H 3B8
ROUYN-NORANDA:	1375, avenue Larivière	J9X 6M6
SAGUENAY:	2655, boulevard du Royaume	G7S 4S9
SAINT-HYACINTHE:	1200, boulevard Casavant Ouest	J2S 8B9
SAINT-JEAN-SUR-RICHELIEU:	320, boulevard du Séminaire	J3B 5K9
SAINT-JÉRÔME:	339, boulevard Jean-Paul-Hogue	J7Z 7A5
SAINT-JOSEPH-DE-BEAUCE:	1090, avenue du Palais	G0S 2V0
SALABERRY-DE-VALLEYFIELD:	85, rue Notre-Dame, bureau 16	J6S 1E7
SEPT-ÎLES:	421, rue Arnaud	G4R 3B3
SHAWINIGAN:	5023, boulevard des Hêtres, bureau 09	G9N 4V7
SHERBROOKE:	2885, boulevard de Portland	J1L 2S1
SOREL-TRACY:	26, Place Charles-de-Montmagny	J3P 7E3
THETFORD MINES:	222, boulevard Smith Sud	G6G 6N7
TROIS-RIVIÈRES:	3225, boulevard Saint-Jean	G9B 1X5
VAL-D'OR:	1165, rue Germain	J9P 6B1
VICTORIAVILLE:	600, boulevard Jutras Est, bureau 50	G6S 1C9
VILLE-MARIE:	1-H, rue Notre-Dame Nord	J9V 1W3

For further information, telephone 1-800-361-7620, toll free, from anywhere in Québec.

SUMMARY STATEMENT OF REVENUE AND EXPENDITURE

(in millions of dollars)

Revenue	934.4
Expenditure	1,806.9
Deficit before the following items	(872.5)
Other net investment revenue	42.6
Change in gains and losses deferred on assumed basis of real rate of return	465.9
Adjustment to actuarial liability	15.4
Expenditure over revenue	(348.6)

SOURCES OF FINANCING

(in millions of dollars)

Insurance premiums:	
Vehicle registration	530.2
Driver's licences	122.5
Registration and licence transaction fees	90.6
Net investment revenue linked to actuarial liability and average monetary flows	141.4
Contribution of Québec Government to funding highway carrier enforcement	49.1
Other	0.6
Total	934.4

BREAKDOWN OF EXPENDITURE

(in millions of dollars)

Compensation paid	819.0
Administrative expenses	303.5
Programs for the disabled	9.0
Contribution to funding of agencies	56.5
Change in actuarial liability	618.9
Total	1,806.9

BALANCE SHEET - HIGHLIGHTS

(in millions of dollars)

Deposits in the General Fund of the Caisse de dépôt et de placement du Québec	7,048.8
Total assets	7,221.2
Actuarial liability	6,365.1
Deferred investment revenue	340.2
Gains and losses deferred on assumed basis of real rate of return	92.6
Unallocated deficit	(387.6)

Source : Direction des ressources financières. Service de la gestion financière.

NON-COMPLIANCE RATE OF VEHICLES INSPECTED ON THE ROAD

	2001		Results 2002		2003	
Noncompliant vehicles/ vehicles inspected	29,513	26 %	32,074	28 %	26,252	24 %
	112,067		114,226		110,141	

The rate of non-compliant vehicles as a proportion of on-road enforcement of regulatory standards covers statements of offence issued and general offence reports.

REGIONAL BREAKDOWN OF INSPECTED VEHICLES

Regions	Vehicles Inspected		
	2001	2002	2003
REGIONAL OFFICE			
Carrier enforcement office, central and peripheral regions			
Service CR – Chandler	1,985	1,740	1,297
Service CR – Chaudière-Appalaches	9,571	10,917	11,889
Service CR – Côte-Nord	2,616	1,902	1,849
Service CR – Estrie	6,150	6,864	7,648
Service CR – Lac-Saint-Jean	4,327	3,863	3,220
Service CR – Mauricie – Centre-du-Québec	6,459	5,287	4,915
Service CR – Outaouais	5,926	4,946	5,213
Service CR – Québec	12,340	10,780	11,818
Service CR – Rimouski	2,041	1,769	2,146
Service CR – Rivière-du-Loup	2,750	3,198	3,121
Service CR – Rouyn-Noranda- Témiscamingue	2,507	3,104	3,094
Service CR – Saguenay	4,304	3,216	3,799
Service CR – Val d'or – Nord-du-Québec	2,308	2,741	2,576
Subtotal	63,284	60,327	62,585

Regions	Vehicles Inspected		
	2001	2002	2003
REGIONAL OFFICE			
Greater Montréal			
Service CR – Laval-Laurentides-Lanaudière	7,017	7,769	8,276
Service CR – Longueuil	14,702	15,033	12,615
Service CR – Montréal – Est	6,181	8,527	7,757
Service CR – Montréal – Ouest	5,656	4,887	4,478
Service CR – Saint-Jean	6,809	8,020	6,243
Service CR – Sallabery-de-Valleyfield	8,418	9,663	8,187
Subtotal	48,783	53,899	47,556
Provincial total	112,067	114,226	110,141

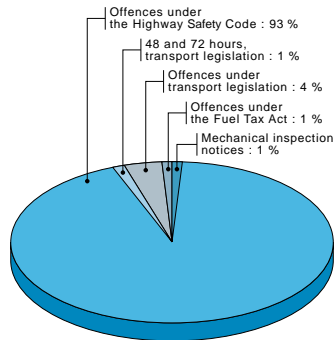
Source : Direction de la planification, de la coordination et du soutien opérationnel. Service de la planification et du contrôle des ressources.

**BREAKDOWN OF STATEMENTS OF OFFENCE
ISSUED under the Highway Safety Code**

	2003	2002	2001
Overloading	7,732	9,329	7,750
Noncompliance with the Code during mechanical inspections	3,876	3,218	2,455
Noncompliance with rules governing vehicles and vehicle equipment	4,546	6,260	4,088
Noncompliance with hours of driving and duty time rules	2,083	2,164	1,469
No special permit or weight in excess of that authorized on a special permit	2,405	2,120	1,671
Exceeding size limit	1,960	2,034	1,652
Inadequate securing of load	1,692	1,575	1,198
Transporting dangerous substances in violation of the Code	477	407	712
Other offences (vehicle registration, driver's licence, traffic signals and road signs, traffic rules, etc.)	9,932	10,692	9,159
Total	34,703	37,799	30,154

STATEMENTS OF OFFENCE AND WARNINGS ISSUED

	2003	2002	2001
Offences under the Highway Safety Code	34,703	37,799	30,154
Offences under transport legislation	1,814	1,457	1,441
Offences under the Fuel Tax Act	450	501	398
Subtotal	36,967	39,757	31,993
Mechanical inspection notices	286	237	211
48- and 72-hr notices, transport legislation	53	23	223
Grand Total	37,306	40,017	32,427



BREAKDOWN OF HIGHWAY CARRIER ENFORCEMENT STAFF IN PERSON-YEARS¹⁻²

	CARRIER ENFORCEMENT OFFICERS	MECHANICAL INSPECTION OFFICERS	INSPECTION FACILITY AUDITORS	MANAGEMENT PROFESSIONALS SUPPORT	TOTAL
REGIONAL OFFICE					
Central and peripheral regions				4.92	4.92
Rimouski	6.23	2.00	1.00	2.55	11.78
Chandler	3.29	1.00		1.50	5.79
Rivière-du-Loup	6.06	2.00	0.63	2.08	10.77
Saguenay	5.99	3.00	2.00	4.59	15.58
North Shore	4.13		0.01	1.40	5.54
Lac-Saint-Jean	6.31	2.00	0.75	3.04	12.10
Québec City	22.13	4.02	2.08	4.56	32.79
Chaudière-Appalaches	21.00	3.00	2.11	2.57	28.68
Mauricie – Central Québec	10.64	2.73	1.25	4.45	19.07
Eastern Townships	14.82	4.01	2.53	2.83	24.19
Outaouais	12.85	3.00	1.55	2.93	20.33
Rouyn-Noranda – Témiscaminque	6.77	3.00	1.96	5.37	17.10
Val d'Or – Northern Québec	6.99			3.00	9.99
Subtotal	127.21	29.76	15.87	45.79	218.63

1. Regional staff distribution is presented on the basis of location of service centres.

2. Person-years is the equivalent used in public-sector staffing, corresponding to the normal workload under current working conditions.

**BREAKDOWN OF HIGHWAY CARRIER
ENFORCEMENT STAFF IN PERSON-YEARS¹⁻² (cont'd)**

	CARRIER ENFORCEMENT OFFICERS	MECHANICAL INSPECTION OFFICERS	INSPECTION FACILITY AUDITORS	MANAGEMENT PROFESSIONALS SUPPORT	TOTAL
REGIONAL OFFICE					
Greater Montréal Operational office				4.87	4.87
Service to regional operations				6.00	6.00
Laval – Laurentides – Lanaudière	20.01			2.00	22.01
Montréal east	11.45			2.00	13.45
Montréal west	12.90			1.99	14.89
Longueuil	34.69			2.00	36.69
Salaberry-de-Valleyfield	13.90			2.00	15.90
Saint-Jean	14.23			1.51	15.74
Mechanical inspection service		20.63	1.00	5.94	27.57
Audits			10.56	2.00	12.56
Subtotal Greater Montréal	107.18	20.63	11.56	30.31	169.68
Regional total	234.39	50.39	27.43	76.10	388.31
Headquarters				120.86	120.86
Grand Total 2003	234.39	50.39	27.43	196.96	509.17
Grand Total 2002	244.74	48.36	30.35	193.87	517.32
Grand Total 2001	238.59	46.56	33.93	179.67	498.75

**ADMINISTRATIVE COSTS OF HIGHWAY CARRIER ENFORCEMENT
FOR THE FISCAL YEAR ENDED DECEMBER 31, 2003**

(in thousands of dollars)

	Expenditures 2001	Expenditures 2002	Budget 2002	Expenditure change 2003/2002	%
Wages, salaries and fringe benefits	30,283	29,625	31,118	(658)	(2,17)
Travel expenses	1,435	1,320	1,620	(115)	(8,01)
Administrative and professional services	1,842	1,717	2,093	(125)	(6,78)
Communications	2,646	2,107	2,410	(539)	(20,37)
Information and advertising	143	156	223	13	9.09
Furnishings and upkeep	780	508	1,037	(272)	(34,87)
Maintenance and repairs	2,044	2,204	2,062	160	7.82
Rent, taxes and electricity	1,696	1,712	1,826	16	0.94
Computers and data processing equipment	123	345	102	222	180.48
Rental and maintenance of computers and data processing equipment	1,034	979	1,020	(55)	(5,31)
Printing, office supplies and other expenses	2,366	1,371	2,163	(995)	(42,05)
Depreciation on fixed assets	1,718	2,602	2,363	884	51.45
Subtotal before general expenses	46,110	44,646	48,037	(1 464)	(3,17)
General expenses	4,611	4,465	4,804	(146)	(3,17)
TOTAL	50,721	49,111	52,841	(1,610)	(3,17)

Administrative expenses for carrier enforcement are planned budgeted items, just as are the SAAQ's other administrative expenses

SOCIÉTÉ VALUES

- the primacy of its clientele
- quality of service
- integrity and fairness in its actions
- a sense of responsibility on the part of its employees
- enlisting the input of all interested parties