


A
trustworthy
and unbiased
voice



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Please note that this English translation takes into account instructions received from the *Office québécois de la langue française* which require that titles and names of boroughs, departments, paramunicipal agencies and City-controlled corporations be written in French, even in the English version.



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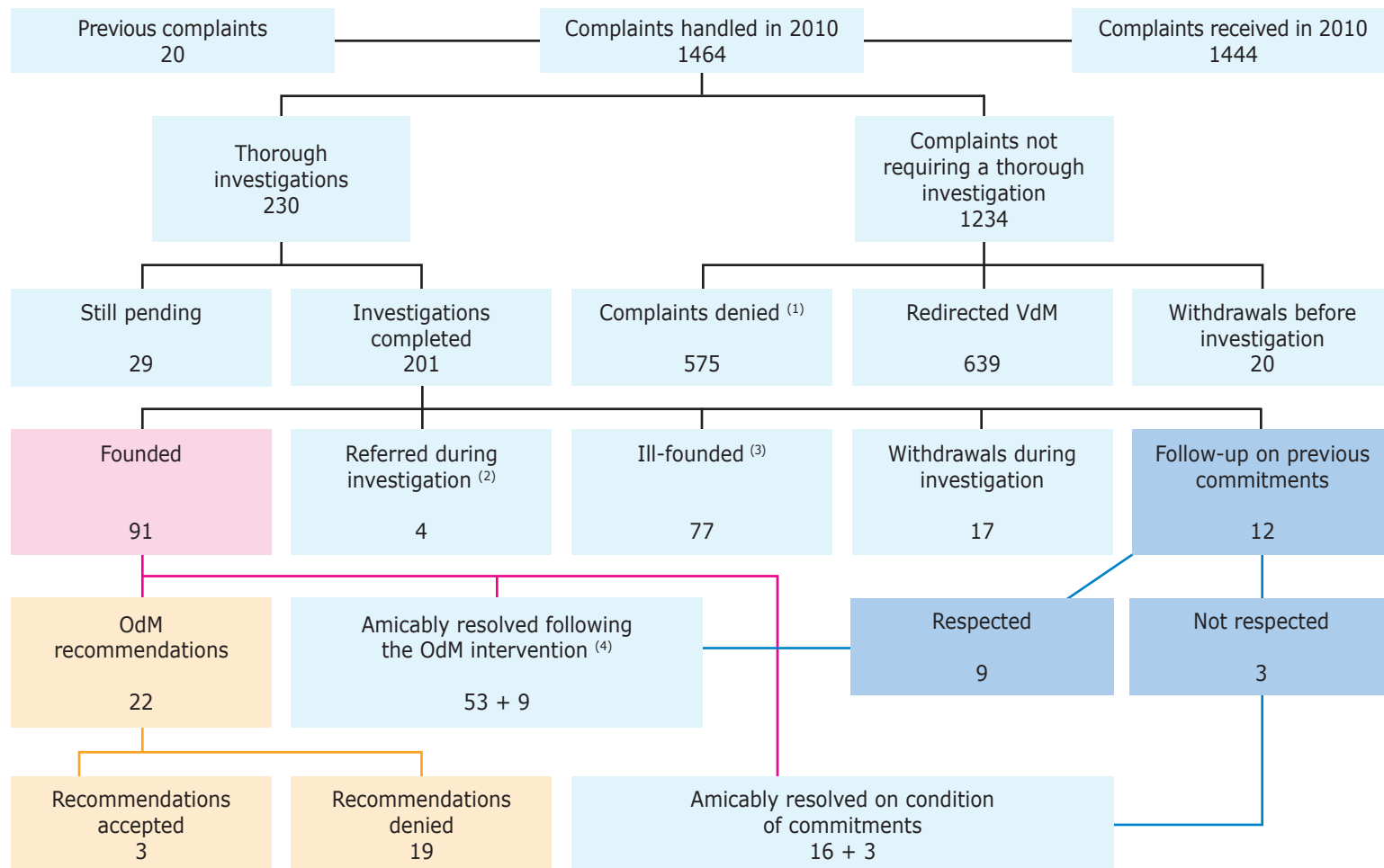
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Chart 1

COMPLAINTS HANDLED IN 2010

Including charter files



- (1) These are topics over which the OdM generally does not have jurisdiction.
- (2) These are complaints which the OdM redirected to the concerned director, during the investigation, given his willingness to resolve the matter without the need of a formal RECOMMENDATION.
- (3) These files were investigated but the OdM concluded that the complaint was ill-founded, for example, if by-laws were respected. Our reasoned conclusions were nevertheless provided to the citizen.
- (4) In these cases, following a discussion with the OdM, the concerned director voluntarily settled the issue to the citizen's advantage, following our investigation : there was, therefore, no need to issue a RECOMMENDATION.

Chart 2

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Access to information	40	39	21
Acquired rights	5	1	2
Alley	7	12	14
Animal	22	10	14
Application of by-laws	78	42	56
Aqueduct / Sewer	19	13	15
Cleanliness	25	12	10
Communications	10	25	16
Conduct of an employee	124	96	79⁽¹⁾
Conflict of interests	1	0	4
Court decision	43	34	10⁽²⁾
Culture	1	1	0
Cycling path	5	4	3
Decision of a Borough Council	12	2	7
Decision of the City Council	3	3	3
Decision of the Executive Committee	1	3	1
Driveway entrance	6	3	3
Environment / Sustainable development	5	3	3
Evaluation / Real estate tax	30	35	37
Fence	10	6	3
Financial compensation (aqueduct/sewer)	2	11	6
Financial compensation (climate event)	3	0	0
Financial compensation (fall on sidewalk)	29	27	12
Financial compensation (municipal pound)	5	5	3
Financial compensation (municipal works)	30	11	8

(1) In 2010, this category includes complaints against Ville de Montréal's employees only.

(2) In 2010, this category does not include judgments rendered by Cour municipale de Montréal.

Chart 2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Financial compensation (other)	55	49	17
Financial compensation (pothole)	11	8	1
Financial compensation (road incident)	5	8	6
Financial compensation (tree)	4	2	3
Fire / Public safety	6	12	9
Garbage / Recycling	38	30	17
Handicapped person	16	9	12
Human rights	3	6	1
Immigration	3	4	N/A ⁽³⁾
Labour relations	38	39	33
Library	4	2	3
Management of underground pipes	2	0	0
Miscellaneous	54	46	30
Municipal Court	91	80	89
Municipal Court judgment	N/A ⁽⁴⁾	N/A ⁽⁴⁾	26
Noise	54	36	35
Nuisance	25	23	16
Parking / SRRR / Vignettes	59	54	75
Parks and green spaces	11	4	11
Permit	56	41	53
Pound (other)	5	5	7
Pound (storage of furniture)	63	29	43
Private dispute	N/A ⁽⁵⁾	N/A ⁽⁵⁾	100
Public health	24	29	32
Public organizations	108	123	143

(3) This category is not used in 2010.

(4) New category since 2010.

(5) New category since 2010.

Chart 2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Public participation	10	3	5
Road works / Public works	63	63	42
Snow removal	40	19	11
Social housing / HLM / Housing subsidies	86	94	105
Sports and leisure	23	15	10
Subsidy other than housing	15	19	28
Tax (except real estate)	24	23	19
Taxi	3	0	4
Tenant / Landlord relations	40	28	19
Tenders	3	7	1
Towing	10	8	2
Traffic	27	22	12
Transportation	23	21	12
Tree	37	35	25
Universal access	4	2	4
Violation of law	34	29	24
Winter temporary shelter	2	2	2
Zoning / Urban planning / Exemption	18	17	27
TOTAL	1713	1444	1444

Chart 3

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	21	0	3	18	0	0	0	0	0	0	0	0
Acquired rights	2	0	1	0	0	0	1	0	0	0	0	0
Alley	14	0	11	0	0	0	1	1	0	0	0	1
Animal	14	0	9	4	0	0	0	1	0	0	0	0
Application of by-laws	56	0	41	5	0	0	8	2	0	0	0	0
Aqueduct / Sewer	15	0	10	1	0	0	1	1	0	0	0	2
Cleanliness	10	0	10	0	0	0	0	0	0	0	0	0
Communications	16	0	7	1	0	0	1	4	0	0	0	3
Conduct of an employee	79	0	39	39	0	0	0	1	0	0	0	0
Conflict of interests	4	0	2	2	0	0	0	0	0	0	0	0
Court decision	10	0	0	10	0	0	0	0	0	0	0	0
Cycling path	3	0	2	0	1	0	0	0	0	0	0	0
Decision of a Borough Council	7	2	0	5	0	0	0	0	0	0	0	0
Decision of the City Council	3	0	0	3	0	0	0	0	0	0	0	0
Decision of the Executive Committee	1	0	0	1	0	0	0	0	0	0	0	0
Driveway entrance	3	0	2	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	3	0	1	0	0	0	2	0	0	0	0	0
Evaluation / Real estate tax	37	1	29	4	0	0	2	0	0	0	1	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Fence	3	0	2	0	0	0	1	0	0	0	0	0
Financial compensation (aqueduct / sewer)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (fall on sidewalk)	12	0	1	10	0	0	0	0	0	0	0	1
Financial compensation (municipal pound)	3	0	0	3	0	0	0	0	0	0	0	0
Financial compensation (municipal works)	8	0	0	6	0	0	2	0	0	0	0	0
Financial compensation (other)	17	0	3	12	0	0	1	1	0	0	0	0
Financial compensation (pothole)	1	0	0	1	0	0	0	0	0	0	0	0
Financial compensation (road incident)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (tree)	3	0	0	3	0	0	0	0	0	0	0	0
Fire / Public safety	9	1	5	1	0	0	0	1	0	1	0	0
Garbage / Recycling	17	0	7	9	0	0	0	0	0	0	0	1
Handicapped person	12	0	5	0	0	1	1	2	0	0	1	2
Human rights	1	0	0	1	0	0	0	0	0	0	0	0
Labour relations	33	0	0	33	0	0	0	0	0	0	0	0
Library	3	0	1	0	0	0	0	1	0	0	0	1
Miscellaneous	30	2	16	7	0	0	4	0	0	1	0	0
Municipal court	89	0	70	9	2	1	3	4	0	0	0	0
Municipal court judgment	26	0	0	26	0	0	0	0	0	0	0	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Noise	35	2	23	0	1	0	3	0	0	1	3	2
Nuisance	16	0	15	0	0	0	0	0	0	0	0	1
Parking / SRRR / Vignettes	75	2	28	33	0	1	2	4	0	3	2	0
Parks and green spaces	11	0	7	0	0	0	0	1	0	2	1	0
Permit	53	1	42	2	0	0	2	3	0	0	0	3
Pound (other)	7	0	4	1	0	0	1	1	0	0	0	0
Pound (storage of furniture)	43	3	12	0	7	0	0	3	17	0	0	1
Private dispute	100	0	0	100	0	0	0	0	0	0	0	0
Public health	32	0	20	2	0	0	7	1	0	0	0	2
Public organizations	143	0	0	143	0	0	0	0	0	0	0	0
Public participation	5	0	2	0	0	0	2	0	0	0	0	1
Road works / Public works	42	1	30	2	2	0	1	1	0	2	3	0
Snow removal	11	0	10	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidy	105	3	79	5	1	0	7	5	1	2	1	1
Sports and leisure	10	0	8	1	0	0	1	0	0	0	0	0
Subsidy other than housing	28	0	22	1	0	0	5	0	0	0	0	0
Tax (except real estate)	19	0	13	1	0	0	4	1	0	0	0	0
Taxi	4	0	2	0	0	0	2	0	0	0	0	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Tenant / Landlord relations	19	0	0	19	0	0	0	0	0	0	0	0
Tenders	1	0	1	0	0	0	0	0	0	0	0	0
Towing	2	0	0	2	0	0	0	0	0	0	0	0
Traffic	12	0	7	2	1	0	1	1	0	0	0	0
Transportation	12	0	0	12	0	0	0	0	0	0	0	0
Tree	25	0	19	0	0	0	1	5	0	0	0	0
Universal access	4	0	1	0	0	0	0	2	0	0	0	1
Violation of law	24	1	1	22	0	0	0	0	0	0	0	0
Winter temporary shelter	2	0	2	0	0	0	0	0	0	0	0	0
Zoning / Urban planning / Exemption	27	1	14	1	1	0	5	1	0	1	0	3
GRAND TOTAL	1444	20	639	575	16	3	73	49	18	13	12	26

Chart 4

EVOLUTION - NUMBER OF COMPLAINTS RECEIVED - 2004 TO 2010

Including Charter files

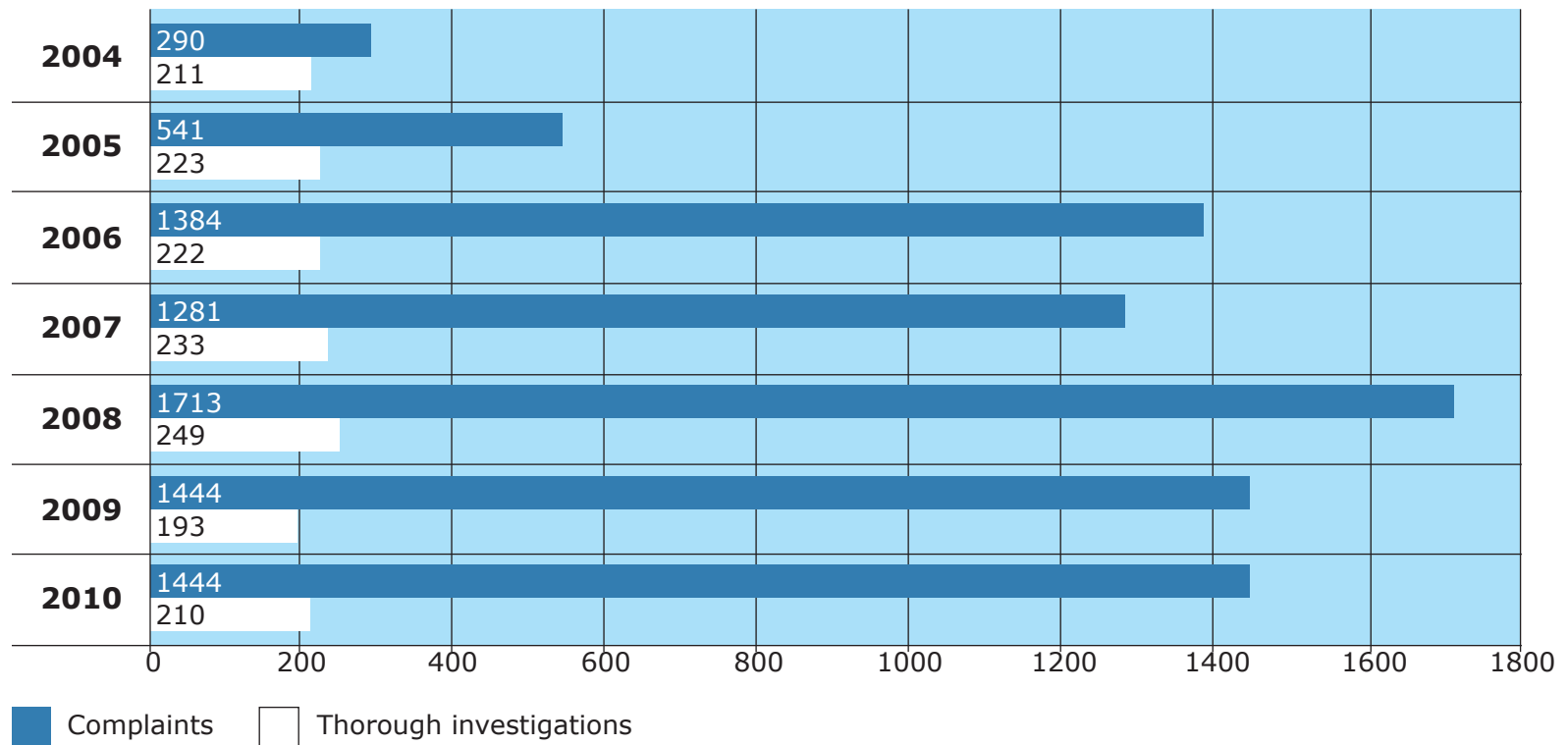


Chart 5

FINAL RESPONSE PERIOD

Including Charter files

A. ALL COMPLAINTS

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1448	51	35	42	67	27	15	27	1	1713	6.87
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.58	0.06	100%	DAYS
2009	1225	48	24	32	54	35	12	12	2	1444	6.15
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.83	0.14	100%	DAYS
2010	1172	77	35	44	49	21	5	15	26	1444	5.27
%	81.16	5.33	2.42	3.05	3.39	1.45	0.35	1.04	1.80	100%	DAYS

B. THOROUGH INVESTIGATIONS ONLY

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	14	25	31	42	67	27	15	27	1	249	40.96
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	10.84	0.4	100%	DAYS
2009	15	13	20	30	54	35	12	12	2	193	38.48
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	6.22	1.04	100%	DAYS
2010	7	22	24	42	48	21	5	15	26	210	28.78
%	3.33	10.48	11.43	20	22.86	10	2.38	7.14	12.38	100%	DAYS

Chart 6

MODE OF SUBMISSION OF COMPLAINTS

Including Charter files

MODE	NUMBER 2009	%	NUMBER 2010	%
By E-mail	163	11.29	178	12.33
By fax	46	3.19	39	2.7
By mail	95	6.58	77	5.33
In person	195	13.5	138	9.56
By phone	925	64.06	996	68.98
Inquiries initiated by the Odm	20	1.39	16	1.11
TOTAL	1444	100%	1444	100%

Chart 7

DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2010

Including Charter files

A. GENDER

Gender	Number	%
Female	660	46.45
Male	761	53.55
TOTAL	1421⁽¹⁾	100%

B. LANGUAGE

Language	Number	%
English	310	21.71
French	1118	78.29
TOTAL	1428⁽¹⁾	100%

C. AGE GROUP ⁽²⁾

Age group	Number	%
Under 18	4	0.28
18-25	21	1.48
26-50	437	30.75
51-64	192	13.51
65 +	150	10.56
Unknown	617	43.42
TOTAL	1421⁽¹⁾	100%

D. ORIGIN ⁽³⁾

Origin	Number	%
Canadian	851	59.89
Ethnocultural	282	19.85
Unknown	288	20.27
TOTAL	1421⁽¹⁾	100%

(1) 16 investigations were initiated by the OdM and 7 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 56.58% of respondents gave the information.

(3) This information was provided on a voluntary basis : 79.73% of respondents gave the information.

Chart 7 (continued)

**DEMOGRAPHIC DATA
COMPLAINTS RECEIVED IN 2010**

Including Charter files

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	7	2.48
Chinese	8	2.84
Egyptian	2	0.71
French	18	6.38
German	4	1.42
Greek	17	6.03
Haitian	15	5.32
Indian (India)	4	1.42
Irish	3	1.06
Italian	60	21.28
Jamaican	2	0.71
Jewish	7	2.48
Moroccan	4	1.42
Portuguese	2	0.71
Romanian	5	1.77
Russian	4	1.42
Syrian	1	0.35
Turk	1	0.35
Ukrainian	1	0.35
Vietnamese	2	0.71
Other	115	40.78
TOTAL	282	100%

F. VISIBLE MINORITY ⁽⁴⁾

Visible minority	Number	%
Yes	137	9.64
No	985	69.32
Unknown	299	21.04
TOTAL	1421 ⁽¹⁾	100%

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	51	37.23
Asiatic	17	12.41
Black	50	36.5
Latin American	14	10.22
South Asia	5	3.65
TOTAL	137	100%

(4) This information was provided on a voluntary basis : 78.96% of respondents gave the information.

Chart 8

**EVOLUTION - NUMBER OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	NUMBER		
	2008	2009	2010
Ahuntsic-Cartierville	59	62	49
Anjou	10	9	11
Côte-des-Neiges – Notre-Dame-de-Grâce	90	31	66
L'Île-Bizard – Sainte-Geneviève	7	6	2
Lachine	14	3	4
LaSalle	14	23	20
Le Plateau-Mont-Royal	85	70	76
Le Sud-Ouest	28	30	27
Mercier – Hochelaga-Maisonneuve	57	49	27
Montréal-Nord	15	16	25
Outremont	6	4	15
Pierrefonds-Roxboro	9	6	22
Rivière-des-Prairies – Pointe-aux-Trembles	28	33	28
Rosemont – La Petite-Patrie	56	46	47
Saint-Laurent	18	12	9
Saint-Léonard	15	5	8
Verdun	28	22	26
Ville-Marie	109	60	75
Villeray – Saint-Michel – Parc-Extension	33	29	20
Special investigations concerning all boroughs	3	2	0
TOTAL	684	518	557

Chart 9

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Ahuntsic-Cartierville	Alley	1
	Application of by-laws	2
	Aqueduct / Sewer	1
	Cleanliness	1
	Conduct of an employee	1
	Driveway entrance	1
	Fire / Public safety	1
	Garbage / Recycling	1
	Library	1
	Miscellaneous	2
	Noise	1
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Parks and green spaces	4
	Permit	5
	Public health	3
	Road works / Public works	11
	Snow removal	2
	Sports and leisure	1
	Tenders	1
Tree	3	
Zoning / Urban planning / Exemption	4	
TOTAL		49

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Anjou	Application of by-laws	1
	Conduct of an employee	1
	Noise	3
	Public health	1
	Road works / Public works	1
	Traffic	2
	Tree	1
	Zoning / Urban planning / Exemption	1
TOTAL		11

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Côte-des-Neiges – Notre-Dame-de-Grâce	Access to information	1
	Animal	1
	Application of by-laws	4
	Aqueduct / Sewer	4
	Cleanliness	1
	Communications	2
	Conduct of an employee	2
	Decision of the Borough Council	2
	Garbage / Recycling	3
	Library	2
	Noise	3
	Nuisance	3
	Parking / SRRR / Vignettes	1
	Permit	8
	Pound (storage of furniture)	3
	Public health	8
	Road works / Public works	2
	Tenders	1
	Traffic	1
	Tree	9
Winter temporary shelter	1	
Zoning / Urban planning / Exemption	4	
TOTAL		66

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
L'Île-Bizard – Sainte-Geneviève	Nuisance	1
	Parking / SRRR / Vignettes	1
	TOTAL	2
Lachine	Animal	1
	Cleanliness	1
	Miscellaneous	1
	Tax (except real estate)	1
TOTAL	4	
LaSalle	Alley	1
	Application of by-laws	1
	Cleanliness	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Miscellaneous	1
	Noise	1
	Parks and green spaces	2
	Parking / SRRR / Vignettes	5
	Permit	1
	Pound (storage of furniture)	1
	Tax (except real estate)	1
	Road works / Public works	2
	Winter temporary shelter	1
TOTAL	20	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Le Plateau-Mont-Royal	Access to information	1
	Alley	2
	Animal	1
	Application of by-laws	10
	Communications	4
	Conduct of an employee	6
	Cycling path	1
	Decision of the Borough Council	2
	Garbage / Recycling	1
	Handicapped person	3
	Noise	9
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Permit	12
	Pound (storage of furniture)	2
	Public health	4
	Road works / Public works	1
	Snow removal	3
	Sports and leisure	1
	Traffic	5
Zoning / Urban planning / Exemption	6	
TOTAL		76

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Le Sud-Ouest	Access to information	1
	Animal	1
	Application of by-laws	3
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	1
	Fire / Public safety	1
	Handicapped person	2
	Noise	2
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Parks and green spaces	2
	Permit	3
	Public health	1
	Road works / Public works	1
	Sports and leisure	2
	Subsidy other than housing	1
TOTAL	27	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Mercier – Hochelaga-Maisonneuve	Acquired rights	1
	Alley	1
	Animal	3
	Application of by-laws	3
	Cleanliness	1
	Conduct of an employee	4
	Garbage / Recycling	2
	Handicapped person	1
	Noise	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Public health	2
	Road works / Public works	1
	Tree	3
TOTAL		27

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Montréal-Nord	Animal	2
	Application of by-laws	2
	Communications	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Fence	1
	Noise	1
	Nuisance	2
	Parks and green spaces	1
	Permit	5
	Road works / Public works	5
	Tree	1
	Zoning / Urban planning / Exemption	2
TOTAL	25	
Outremont	Access to information	1
	Application of by-laws	6
	Garbage / Recycling	1
	Miscellaneous	2
	Parking / SRRR / Vignettes	1
	Pound (storage of furniture)	1
	Snow removal	1
	Sports and leisure	1
	Tree	1
TOTAL	15	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Pierrefonds-Roxboro	Alley	2
	Application of by-laws	2
	Aqueduct / Sewer	1
	Environment / Sustainable development	1
	Library	1
	Nuisance	2
	Permit	3
	Public participation	4
	Road works / Public works	2
	Zoning / Urban planning / Exemption	4
TOTAL		22

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Rivière-des-Prairies – Pointe-aux-Trembles	Access to information	1
	Application of by-laws	4
	Conduct of an employee	2
	Driveway entrance	1
	Miscellaneous	1
	Noise	2
	Nuisance	1
	Permit	2
	Pound (storage of furniture)	1
	Road works / Public works	5
	Snow removal	1
	Sports and leisure	1
	Tax (except real estate)	2
	Tree	3
	Zoning / Urban planning / Exemption	1
TOTAL	28	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Rosemont – La Petite-Patrie	Access to information	1
	Alley	3
	Animal	2
	Application of by-laws	1
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	2
	Handicapped person	1
	Nuisance	4
	Parking / SRRR / Vignettes	10
	Permit	6
	Pound (storage of furniture)	2
	Public health	2
	Road works / Public works	3
	Snow removal	2
	Traffic	2
	Tree	2
TOTAL	47	
Saint-Laurent	Access to information	2
	Application of by-laws	2
	Aqueduct / Sewer	1
	Fence	2
	Public health	1
	Zoning / Urban planning / Exemption	1
TOTAL	9	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Saint-Léonard	Aqueduct / Sewer	1
	Conduct of an employee	1
	Parking / SRRR / Vignettes	1
	Public health	3
	Snow removal	1
	Zoning / Urban planning / Exemption	1
	TOTAL	8
Verdun	Access to information	2
	Application of by-laws	4
	Aqueduct / Sewer	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	6
	Noise	1
	Parking / SRRR / Vignettes	1
	Permit	2
	Pound (storage of furniture)	2
	Public health	1
	Road works / Public works	2
	Zoning / Urban planning / Exemption	1
TOTAL	26	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Ville-Marie	Access to information	1
	Animal	2
	Application of by-laws	9
	Aqueduct / Sewer	2
	Cleanliness	1
	Conduct of an employee	2
	Garbage / Recycling	2
	Handicapped person	1
	Noise	8
	Parking / SRRR / Vignettes	6
	Parks and green spaces	2
	Permit	2
	Pound (storage of furniture)	31
	Road works / Public works	3
	Snow removal	1
	Subsidy other than housing	1
	Zoning / Urban planning / Exemption	1
TOTAL	75	

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Villeray – Saint-Michel – Parc-Extension	Alley	1
	Application of by-laws	1
	Conduct of an employee	2
	Conflict of interests	1
	Handicapped person	2
	Miscellaneous	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Public participation	1
	Road works / Public works	2
	Sports and leisure	1
	Subsidy other than housing	1
	Traffic	1
Tree	2	
TOTAL		20

Chart 10

**RESULTS
BY BOROUGH**

Including Charter files

BOROUGH	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville	49	2	34	0	1	0	4	1	0	3	3	1
Anjou	11	0	7	0	0	0	3	0	0	0	1	0
Côte-des-Neiges – Notre-Dame-de-Grâce	66	2	38	5	3	0	6	5	0	0	0	7
L'Île-Bizard – Sainte-Geneviève	2	0	1	0	0	0	1	0	0	0	0	0
Lachine	4	0	4	0	0	0	0	0	0	0	0	0
LaSalle	20	1	12	2	0	0	3	1	0	1	0	0
Le Plateau-Mont-Royal	76	0	54	10	2	0	4	6	0	0	0	0
Le Sud-Ouest	27	0	20	1	0	0	2	1	0	0	1	2
Mercier – Hochelaga-Maisonneuve	27	0	22	2	0	0	1	1	0	0	1	0
Montréal-Nord	25	1	17	4	0	0	0	0	0	1	1	1
Outremont	15	0	6	3	0	0	4	1	0	0	0	1
Pierrefonds-Roxboro	22	0	13	0	0	0	4	2	0	1	0	2
Rivière-des-Prairies – Pointe-aux-Trembles	28	1	17	4	1	0	0	3	1	0	0	1
Rosemont – La Petite-Patrie	47	0	36	3	0	0	2	3	0	2	0	1
Saint-Laurent	9	0	4	2	0	0	2	1	0	0	0	0
Saint-Léonard	8	1	7	0	0	0	0	0	0	0	0	0
Verdun	26	0	13	8	1	0	1	2	1	0	0	0
Ville-Marie	75	4	40	3	4	0	2	3	15	0	1	3
Villeray – Saint-Michel – Parc-Extension	20	0	14	3	0	2	1	0	0	0	0	0
GRAND TOTAL	557	12	359	50	12	2	40	30	17	8	8	19

Chart 11

**FINAL RESPONSE PERIOD
BY BOROUGH**

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the borough.

BOROUGH	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Ahuntsic-Cartierville	0	1	1	4	3	1	1	1	1	13	33.42
Anjou	0	0	0	0	1	1	1	1	0	4	74.5
Côte-des-Neiges-Notre-Dame-de-Grâce	0	1	2	3	6	1	0	1	7	21	29.93
L'Île-Bizard-Sainte-Geneviève	0	0	0	0	0	1	0	0	0	1	54
Lachine	0	0	0	0	0	0	0	0	0	0	-
LaSalle	0	0	2	1	1	1	0	0	0	5	26.4
Le Plateau-Mont-Royal	0	0	0	4	5	2	1	0	0	12	37.75
Le Sud-Ouest	0	2	0	1	0	1	0	0	2	6	20.5
Mercier-Hochelaga-Maisonneuve	0	0	0	2	1	0	0	0	0	3	21.33
Montréal-Nord	1	0	0	0	1	0	0	0	1	3	17
Outremont	0	0	1	1	0	2	1	0	1	6	44
Pierrefonds-Roxboro	0	1	0	1	0	1	0	4	2	9	92.71
Rivière-des-Prairies-Pointe-aux-Trembles	0	0	1	0	1	0	1	2	1	6	85.4
Rosemont-La Petite-Patrie	0	0	0	0	4	3	0	0	1	8	41.29
Saint-Laurent	0	0	0	1	1	1	0	0	0	3	31
Saint-Léonard	0	0	0	0	0	0	0	0	0	0	-
Verdun	0	0	0	0	3	1	0	1	0	5	57.8
Ville-Marie	1	8	7	7	2	0	0	0	3	28	10.96
Villeray-Saint-Michel-Parc-Extension	1	0	0	1	1	0	0	0	0	3	16.33

Chart 12

**EVOLUTION – NUMBER OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Direction générale			
Concertation des arrondissements	N/A ⁽²⁾	N/A ⁽²⁾	2
Direction des communications et des relations avec les citoyens	1	4	2
Direction des Muséums nature de Montréal	1	0	1
Direction du greffe	6	7	4
Unité de la propreté et du déneigement	N/A ⁽³⁾	1	0
Direction de l’approvisionnement	1	2	0
Direction du matériel roulant et des ateliers	0	1	0
Finances			
Direction des revenus et de la fiscalité	43	46	48
Direction de la comptabilité et du contrôle financier	0	1	0
Direction de la gestion financière	0	1	0
Affaires juridiques et évaluation foncière			
Direction de l’évaluation foncière	11	6	9
Direction des affaires pénales et criminelles	127	108	124
Affaires juridiques	108	88	50
Immeubles et systèmes d’information			
Direction des immeubles	1	1	2
Direction des systèmes d’information	N/A ⁽⁴⁾	N/A ⁽⁴⁾	1
Direction stratégies et transactions immobilières	4	4	6

(1) A major restructuring took place in 2010, the data of previous years have been grouped under the administrative unit responsible in 2010.

(2) New administrative unit in 2010, no equivalent for previous years.

(3) New administrative unit in 2009.

(4) New administrative unit in 2010, no equivalent for previous years.

Chart 12 (continued)

**EVOLUTION – NUMBER OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Développement et opérations			
Direction de l'environnement et du développement durable	5	4	5
Direction du développement culturel et du patrimoine	2	1	3
Direction du développement économique et urbain	0	0	2
Direction de l'habitation	13	17	27
Direction des grands parcs et du verdissement	3	1	1
Direction des sports	3	3	4
Bureau du Mont-Royal	2	1	0
Direction des transports	2	1	7
Direction des travaux publics	1	2	1
Eau			
All departments included	2	2	3
Capital humain			
All departments included	27	21	31
Police			
Service des communications opérationnelles	8	2	4
Direction du service de police	106	106	86
Direction des opérations corporatives (parking agents)	23	34	40
Sécurité incendie de Montréal			
All departments included	10	16	10
Previous Municipal pound			
Direction de l'administration et du soutien opérationnel	62	6 ⁽⁵⁾	N/A ⁽⁵⁾
TOTAL	572	487	473

(5) In 2009, the storage of furniture of evicted tenants have been passed on to boroughs.

Chart 13

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Direction générale	Concertation des arrondissements	
	Communications	1
	Financial compensation (fall on sidewalk)	1
	Direction des communications et des relations avec les citoyens	
	Communications	1
	Conduct of an employee	1
	Direction des Muséums nature de Montréal	
	Sports and leisure	1
	Direction du greffe	
	Access to information	3
	Miscellaneous	1
TOTAL	9	
Finances	Direction des revenus et de la fiscalité	
	Evaluation / Real estate tax	29
	Financial compensation (other)	2
	Tax (except real estate)	17
	TOTAL	48

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Affaires juridiques et évaluation foncière	Direction de l'évaluation foncière	
	Evaluation / Real estate tax	8
	Miscellaneous	1
	Direction des affaires pénales et criminelles	
	Communications	3
	Conduct of an employee	6
	Municipal Court	89
	Municipal Court judgment	26
	Affaires juridiques	
	Financial compensation (aqueduct / sewer)	6
	Financial compensation (fall on sidewalk)	12
	Financial compensation (municipal pound)	3
	Financial compensation (municipal works)	7
	Financial compensation (other)	12
	Financial compensation (pothole)	1
	Financial compensation (road incident)	5
	Financial compensation (tree)	3
	Miscellaneous	1
	TOTAL	183

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Immeubles et systèmes d'information	Direction des immeubles	
	Conduct of an employee	1
	Miscellaneous	1
	Direction des systèmes d'information	
	Miscellaneous	1
	Direction stratégies et transactions immobilières	
	Alley	3
	Miscellaneous	1
	Zoning / Urban planning / Exemption	2
TOTAL	9	

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Développement et opérations	Direction de l'environnement et du développement durable	
	Communications	2
	Environnement / Sustainable development	2
	Garbage / Recycling	1
	Direction du développement culturel et du patrimoine	
	Conflict of interests	1
	Subsidy other than housing	1
	Traffic	1
	Direction du développement économique et urbain	
	Acquired rights	1
	Road works / Public works	1
	Direction de l'habitation	
	Public health	2
	Social housing / HLM / Housing subsidies	2
	Subsidy other than housing	23
	Direction des grands parcs et du verdissement	
	Parks and green spaces	1
	Direction des sports	
	Noise	1
	Sports and leisure	3
	Direction des transports	
	Cycling path	2
	Parking / SRRR / Vignettes	5
	Direction des travaux publics	
	Communications	1
	TOTAL	50

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Eau	All departments included	
	Aqueduct / Sewer	2
	Conduct of an employee	1
	TOTAL	3
Capital humain	All departments included	
	Conduct of an employee	1
	Labour relations	30
	TOTAL	31

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Police	Service des communications opérationnelles	
	Taxi	4
	Direction du service de police	
	Access to information	4
	Animal	1
	Application of by-laws	1
	Conduct of an employee	28
	Human rights	1
	Fire / Public safety	1
	Labour relations	2
	Miscellaneous	5
	Nuisance	1
	Parking / SRRR / Vignettes	8
	Pound (other)	7
	Traffic	3
	Universal access	2
	Violation of law	22
	Direction des opérations corporatives	
	Communications	1
	Conduct of an employee	10
	Parking / SRRR / Vignettes	27
	Towing	2
	TOTAL	130

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Sécurité incendie de Montréal	All departments included	
	Access to information	2
	Application of by-laws	1
	Fire / Public safety	6
	Handicapped person	1
TOTAL		10

Chart 14

RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Direction générale												
Concertation des arrondissements	2	0	0	0	0	0	0	1	0	0	0	1
Direction des communications et des relations avec les citoyens	2	0	1	0	0	0	1	0	0	0	0	0
Direction des Muséums nature de Montréal	1	0	1	0	0	0	0	0	0	0	0	0
Direction du greffe	4	0	1	3	0	0	0	0	0	0	0	0
TOTAL	9	0	3	3	0	0	1	1	0	0	0	1
Finances												
Direction des revenus et de la fiscalité	48	1	39	1	0	0	6	0	0	0	1	0
TOTAL	48	1	39	1	0	0	6	0	0	0	1	0
Affaires juridiques et évaluation foncière												
Direction de l'évaluation foncière	9	0	6	3	0	0	0	0	0	0	0	0
Direction des affaires pénales et criminelles	124	0	75	37	2	1	3	5	0	0	0	1
Direction des affaires juridiques	50	0	1	44	0	0	3	1	0	0	0	1
TOTAL	183	0	82	84	2	1	6	6	0	0	0	2

Chart 14 (continued)

RESULTS
BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Immeubles et systèmes d'information												
Direction des immeubles	2	0	1	1	0	0	0	0	0	0	0	0
Direction des systèmes d'information	1	0	0	0	0	0	0	0	0	1	0	0
Direction stratégies et transactions immobilières	6	0	3	0	0	0	1	0	0	0	0	2
TOTAL	9	0	4	1	0	0	1	0	0	1	0	2
Développement et opérations												
Direction de l'environnement et du développement durable	5	0	3	0	0	0	1	0	0	0	0	1
Direction du développement culturel et du patrimoine	3	0	2	0	0	0	1	0	0	0	0	0
Direction du développement économique et urbain	2	0	2	0	0	0	0	0	0	0	0	0
Direction de l'habitation	27	0	21	0	0	0	5	1	0	0	0	0
Direction des grands parcs et du verdissement	1	0	0	0	0	0	0	0	0	0	1	0
Direction des sports	4	0	4	0	0	0	0	0	0	0	0	0
Direction des transports	7	0	4	0	0	0	0	0	0	1	2	0
Direction des travaux publics	1	0	0	0	0	0	0	1	0	0	0	0
TOTAL	50	0	36	0	0	0	7	2	0	1	3	1

Chart 14 (continued)

RESULTS

BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Eau												
All departments included	3	0	2	0	0	0	0	0	0	0	0	1
TOTAL	3	0	2	0	0	0	0	0	0	0	0	1
Capital humain												
All departments included	31	0	0	31	0	0	0	0	0	0	0	0
TOTAL	31	0	0	31	0	0	0	0	0	0	0	0
Service de police												
Service des communications opérationnelles	4	0	2	0	0	0	2	0	0	0	0	0
Direction du service de police	86	2	13	67	0	0	1	3	0	0	0	0
Direction des opérations corporatives	40	0	15	21	0	0	0	2	0	1	0	1
TOTAL	130	2	30	88	0	0	3	5	0	1	0	1
Sécurité incendie de Montréal												
All departments included	10	1	6	0	0	0	1	1	0	1	0	0
TOTAL	10	1	6	0	0	0	1	1	0	1	0	0
GRAND TOTAL	473	4	202	208	2	1	25	15	0	4	4	8

Chart 15

**FINAL RESPONSE PERIOD
BY CENTRAL DEPARTMENT**

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the department.

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Direction générale											
Concertation des arrondissements	0	0	0	0	1	0	0	0	1	2	32
Direction des communications et des relations avec les citoyens	1	0	0	0	0	0	0	0	0	1	1
Finances											
Direction des revenus et de la fiscalité	0	0	1	5	0	1	0	0	0	7	24.71
Affaires juridiques et évaluation foncière											
Direction des affaires pénales et criminelles	2	4	1	2	2	0	0	0	1	12	10.18
Affaires juridiques	0	1	2	0	1	0	0	0	1	5	12.5
Immeubles et systèmes d’information											
Direction des systèmes d’information	0	0	0	0	0	1	0	0	0	1	53
Direction stratégies et transactions immobilières	0	0	0	0	1	0	0	0	2	3	32

Chart 15 (continued)

**FINAL RESPONSE PERIOD
BY CENTRAL DEPARTMENT**

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the department.

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Développement et opérations											
Direction de l’environnement et du développement durable	0	0	0	1	0	0	0	0	1	2	22
Direction du développement culturel et du patrimoine	0	0	0	0	1	0	0	0	0	1	31
Direction de l’habitation	0	2	0	2	2	0	0	0	0	6	14.33
Direction des grands parcs et du verdissement	0	0	0	1	0	0	0	0	0	1	23
Direction des transports	0	0	1	0	2	0	0	0	0	3	21.33
Direction des travaux publics	0	0	0	0	1	0	0	0	0	1	38
Eau											
All departments included	0	0	0	0	0	0	0	0	1	1	-
Service de police											
Service des communications opérationnelles	0	0	1	0	1	0	0	0	0	2	21
Direction du service de police	0	0	0	1	2	0	0	1	0	4	45.25
Direction des opérations corporatives	0	0	1	0	2	0	0	0	1	4	28
Sécurité incendie de Montréal											
All departments included	0	0	1	0	0	1	0	1	0	3	63.33

Chart 16

**EVOLUTION – NUMBER OF COMPLAINTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	NUMBER		
	2008	2009	2010
Commission des services électriques de Montréal	1	5	2
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	0	0	1
Office municipal d’habitation de Montréal (OMHM)	96	98	102
Société du parc Jean-Drapeau	2	11	0
Société d’habitation et de développement de Montréal (SHDM)	9	2	15
Société de transport de Montréal	30	33	26
Société en commandite Stationnement de Montréal	3	9	6
Musée Pointe-à-Callière	0	1	0
TOTAL	141	160	152

Chart 17

**TOPIC OF COMPLAINTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	TOPIC	NUMBER 2010
Commission des services électriques de Montréal	Miscellaneous	2
	TOTAL	2
Corporation des Habitations Jeanne-Mance	Social housing / HLM / Housing subsidies	1
	TOTAL	1
Office municipal d'habitation de Montréal (OMHM)	Financial compensation (other)	2
	Handicapped person	1
	Miscellaneous	1
	Noise	2
	Public health	4
	Social housing / HLM / Housing subsidies	92
TOTAL	102	
Société d'habitation et de développement de Montréal (SHDM)	Financial compensation (municipal works)	1
	Miscellaneous	3
	Social housing / HLM / Housing subsidies	10
	Subsidy other than housing	1
TOTAL	15	

Chart 17 (continued)

**TOPIC OF COMPLAINTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	TOPIC	NUMBER 2010
Société de transport de Montréal	Access to information	1
	Application of by-laws	1
	Communications	1
	Conduct of an employee	4
	Conflict of interests	1
	Financial compensation (road incident)	1
	Labour relations	1
	Miscellaneous	2
	Transportation	12
	Violation of law	2
TOTAL		26
Société en commandite Stationnement de Montréal	Miscellaneous	2
	Parking / SRRR / Vignettes	3
	Universal access	1
TOTAL		6

Chart 18

RESULTS

BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Request denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Commission des services électriques de Montréal	2	0	1	0	0	0	1	0	0	0	0	0
Corporation des Habitations Jeanne-Mance	1	0	0	0	0	0	1	0	0	0	0	0
Office municipal d'habitation de Montréal (OMHM)	102	3	76	5	2	0	6	5	1	2	0	2
Société d'habitation et de développement de Montréal (SHDM)	15	1	8	2	0	0	2	0	0	1	1	0
Société de transport de Montréal	26	0	0	26	0	0	0	0	0	0	0	0
Société en commandite Stationnement de Montréal	6	0	3	1	0	0	1	0	0	0	0	1
GRAND TOTAL	152	4	88	34	2	0	11	5	1	3	1	3

Chart 19

**FINAL RESPONSE PERIOD
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND
OTHER CITY RELATED ORGANIZATION**

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the entity.

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Commission des services électriques	0	0	0	1	0	0	0	0	0	1	19
Corporation des Habitations Jeanne-Mance	0	1	0	0	0	0	0	0	0	1	4
Office municipal d’habitation de Montréal (OMHM)	0	1	2	3	5	3	0	2	2	18	38.25
Société d’habitation et de développement de Montréal (SHDM)	1	0	0	1	2	0	0	0	0	4	16.5
Société en commandite Stationnement de Montréal	0	0	0	0	0	1	0	0	1	2	60

Chart 20

**EVOLUTION – NUMBER OF COMPLAINTS
BY POLITICAL ENTITY ⁽¹⁾**

Including Charter files

ENTITY	2008	2009	2010
Agglomeration Council ⁽²⁾	0	0	1
City Council	8	5	6
Executive Committee	6	5	4
Mayor's office	0	2	0
Présidence du Conseil de la Ville	0	2	1
TOTAL	14	14	12

(1) The requests concerning a Borough Council are included in Charts 8, 9, 10, and 11.

(2) The OdM has no jurisdiction over the Agglomeration Council.

Chart 21

**TOPIC OF COMPLAINTS
BY POLITICAL ENTITY**

Including Charter files

ENTITY	TOPIC	NUMBER 2010
Agglomeration Council	Financial compensation (other)	1
	TOTAL	1
City Council	Decision of the City Council	3
	Miscellaneous	2
	Subsidy other than housing	1
	TOTAL	6
Executive Committee	Conflict of interests	1
	Decision of the Executive Committee	1
	Parking / SRRR / Vignettes	2
TOTAL	4	
Présidence du Conseil de la Ville	Universal access	1
	TOTAL	1

Chart 22

**RESULTS
BY POLITICAL ENTITY**

Including Charter files

Entity	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Agglomeration Council	1	0	0	1	0	0	0	0	0	0	0	0
City Council	6	0	0	6	0	0	0	0	0	0	0	0
Executive Committee	4	0	0	4	0	0	0	0	0	0	0	0
Présidence du Conseil de la Ville	1	0	0	0	0	0	0	1	0	0	0	0
GRAND TOTAL	12	0	0	11	0	0	0	1	0	0	0	0

Chart 23

**FINAL RESPONSE PERIOD
BY POLITICAL ENTITY**

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the entity.

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
Présidence du Conseil de la Ville	0	0	0	0	0	0	0	1	0	1	139

Chart 24

CHARTER FILES

NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Democracy	Application of by-laws	1
	Communications	3
	Public participation	2
	Zoning / Urban planning / Exemption	3
	SUB-TOTAL	9
Economic and Social Life	Aqueduct / Sewer	1
	Social housing / HLM / Housing subsidies	1
	SUB-TOTAL	2
Environment and Sustainable Development	Environment / Sustainable development	2
	Garbage / Recycling	1
	Noise	10
	Nuisance	1
	Parks and green spaces	2
	Permit	1
	Social housing / HLM / Housing subsidies	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	1
	SUB-TOTAL	22

Chart 24 (continued)

CHARTER FILES

NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Municipal Services	Aqueduct / Sewer	2
	Communications	3
	Conduct of an employee	1
	Driveway entrance	1
	Handicapped person	6
	Road works / Public works	2
	Subsidy other than housing	1
	Universal access	3
	SUB-TOTAL	19
Security	Application of by-laws	1
	Cycling path	1
	Fence	1
	Fire / Public safety	1
	Handicapped person	1
	Parking / SRRR / Vignettes	4
	Public health	1
	Snow removal	1
	Social housing / HLM / Housing subsidies	1
	Traffic	1
	Tree	2
SUB-TOTAL	15	
GRAND TOTAL		67

Chart 25

**CHARTER FILES
RESULTS / BY CHAPTER**

CHAPTER	Total number	Withdrawal by citizens before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal by citizens during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Democracy	9	0	0	0	0	0	2	2	0	0	0	5
Economic and Social Life	2	0	0	0	0	0	1	0	0	0	0	1
Environment and Sustainable Development	22	0	0	0	1	0	7	4	0	2	4	4
Municipal Services	19	0	0	0	1	1	2	8	0	0	2	5
Security	15	0	0	0	2	0	2	8	0	2	0	1
GRAND TOTAL	67	0	0	0	4	1	14	22	0	4	6	16

Chart 26

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Ahuntsic-Cartierville (administration)	Environment and Sustainable Development	
	Noise	1
	Tree	1
	Municipal Services	
	Road works / Public works	1
TOTAL		3
Anjou (administration)	Environment and Sustainable Development	
	Noise	2
	Traffic	1
	TOTAL	
Côte-des-Neiges–Notre-Dame-de-Grâce (administration)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Nuisance	1
	Tree	1
	Municipal Services	
	Aqueduct / Sewer	1
	Security	
Tree	2	
TOTAL		6
LaSalle (administration)	Security	
	Parking / SRRR / Vignettes	1
TOTAL		1

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Le Plateau-Mont-Royal (administration)	Environment and Sustainable Development	
	Noise	1
	Permit	1
	Municipal Services	
	Communications	1
	Handicapped person	1
	Security	
	Application of by-laws	1
	Cycling path	1
	Snow removal	1
	Traffic	1
	TOTAL	8
Le Sud-Ouest (administration)	Environment and Sustainable Development	
	Noise	1
	Parks and green spaces	1
	Municipal Services	
	Aqueduct / Sewer	1
	Handicapped person	1
TOTAL	4	
Mercier – Hochelaga-Maisonneuve (administration)	Municipal Services	
	Handicapped person	1
TOTAL	1	

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Montréal-Nord (administration)	Democracy	
	Zoning / Urban planning / Exemption	1
	Municipal Services	
	Road works / Public works	1
	TOTAL	2
Outremont (administration)	Democracy	
	Application of by-laws	1
	Environment and Sustainable Development	
	Garbage / Recycling	1
	TOTAL	2
Pierrefonds-Roxboro (administration)	Environment and Sustainable Development	
	Environment / Sustainable development	1
	Zoning / Urban planning / Exemption	1
	Democracy	
Pierrefonds-Roxboro (Borough Council)	Public participation	1
	Democracy	
	Public participation	1
	Zoning / Urban planning / Exemption	1
	TOTAL	5
Rosemont – La Petite-Patrie (administration)	Economic and Social Life	
	Aqueduct / Sewer	1
	Security	
	Parking / SRRR / Vignettes	2
	TOTAL	3

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Saint-Laurent (administration)	Security	
	Fence	1
	TOTAL	1
Verdun (administration)	Municipal Services	
	Driveway entrance	1
Verdun (Borough Council)	Democracy	
	Zoning / Urban planning / Exemption	1
	TOTAL	2
Ville-Marie (administration)	Environment and Sustainable Development	
	Noise	2
	Parks and green spaces	1
	Municipal Services	
	Handicapped person	1
Ville-Marie (Borough Council)	Environment and Sustainable Development	
	Noise	1
	TOTAL	5
Villeray – Saint-Michel – Parc-Extension (administration)	Municipal Services	
	Handicapped person	1
	Subsidy other than housing	1
	TOTAL	2

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Direction générale (Concertation avec les arrondissements)	Democracy	
	Communications	1
TOTAL		1
Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles)	Municipal Services	
	Communications	2
TOTAL		2
Développement et opérations (Direction de l'environnement et du développement durable)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Environment / Sustainable development	1
TOTAL		2
Développement et opérations (Direction du développement culturel et du patrimoine)	Municipal Services	
	Subsidy other than housing	1
TOTAL		1
Développement et opérations (Direction des grands parcs et du verdissement)	Environment and Sustainable Development	
	Parks and green spaces	1
TOTAL		1
Eau (All departments included)	Economic and Social Life	
	Aqueduct / Sewer	1
TOTAL		1

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Police (Direction du service de police)	Municipal Services	
	Universal access	1
	Security	
	Application of by-laws	1
TOTAL		2
Police (Direction des opérations corporatives)	Municipal Services	
	Communications	1
	Conduct of an employee	1
	Security	
	Parking / SRRR / Vignettes	1
TOTAL		3
Sécurité incendie de Montréal (All departments included)	Security	
	Fire / Public safety	1
	Handicapped person	1
TOTAL		2

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	2010 NUMBER
Office municipal d'habitation de Montréal (OMHM)	Economic and Social Life	
	Social housing / HLM / Housing subsidies	1
	Environment and Sustainable Development	
	Noise	2
	Social housing / HLM / Housing subsidies	1
	Municipal Services	
	Handicapped person	1
	Security	
	Public health	1
	Social housing / HLM / Housing subsidies	1
TOTAL	7	
Société en commandite Stationnement de Montréal	Municipal Services	
	Universal access	1
TOTAL	1	
POLITICAL ENTITY	CHAPTER / TOPIC	2010 NUMBER
Présidence du Conseil de la Ville	Municipal Services	
	Universal access	1
TOTAL	1	

Chart 27

CHARTER FILES RESULTS / BY ENTITY

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville (administration)	3	0	0	0	1	0	1	0	0	0	1	0
Anjou (administration)	3	0	0	0	0	0	2	0	0	0	1	0
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	6	0	0	0	0	0	0	3	0	0	0	3
LaSalle (administration)	1	0	0	0	0	0	0	1	0	0	0	0
Le Plateau-Mont-Royal (administration)	8	0	0	0	2	0	1	5	0	0	0	0
Le Sud-Ouest (administration)	4	0	0	0	0	0	0	1	0	0	1	2
Mercier – Hochelaga-Maisonneuve (administration)	1	0	0	0	0	0	0	0	0	0	1	0
Montréal-Nord (administration)	2	0	0	0	0	0	0	0	0	0	1	1
Outremont (administration)	2	0	0	0	0	0	1	0	0	0	0	1
Pierrefonds-Roxboro (administration)	3	0	0	0	0	0	1	0	0	1	0	1
Pierrefonds-Roxboro (Borough Council)	2	0	0	0	0	0	1	0	0	0	0	1
Rosemont – La Petite-Patrie (administration)	3	0	0	0	0	0	0	2	0	0	0	1
Saint-Laurent (administration)	1	0	0	0	0	0	1	0	0	0	0	0
Verdun (administration)	1	0	0	0	0	0	1	0	0	0	0	0
Verdun (Borough Council)	1	0	0	0	0	0	0	1	0	0	0	0
Ville-Marie (administration)	4	0	0	0	0	0	1	1	0	0	0	2
Ville-Marie (Borough Council)	1	0	0	0	0	0	0	0	0	0	1	0

Chart 27 (continued)

CHARTER FILES**RESULTS / BY ENTITY**

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Villeray – Saint-Michel – Parc-Extension (administration)	2	0	0	0	0	1	1	0	0	0	0	0
Direction générale (Concertation avec les arrondissements)	1	0	0	0	0	0	0	1	0	0	0	0
Affaires juridiques et évaluation foncière (Dir. des aff. pénales et criminelles)	2	0	0	0	0	0	0	1	0	0	0	1
Développement et opérations (Dir. de l'env. et du dév. durable)	2	0	0	0	0	0	1	0	0	0	0	1
Développement et opérations (Dir. du dév. culturel et du patrimoine)	1	0	0	0	0	0	1	0	0	0	0	0
Développement et opérations (Dir. des grands parcs et du verdissement)	1	0	0	0	0	0	0	0	0	0	1	0
Eau (All departments included)	1	0	0	0	0	0	0	0	0	0	0	1
Police (Dir. du service de police)	2	0	0	0	0	0	0	2	0	0	0	0
Police (Dir. des opérations corporatives)	3	0	0	0	0	0	0	2	0	0	0	1
Sécurité incendie de Montréal (All departments included)	2	0	0	0	0	0	1	0	0	1	0	0
Office municipal d'habitation de Montréal (OMHM)	7	0	0	0	1	0	1	2	0	2	0	1
Société en commandite Stationnement de Montréal	1	0	0	0	0	0	0	0	0	0	0	1
Présidence du Conseil de la Ville	1	0	0	0	0	0	0	1	0	0	0	0

Chart 28

CHARTER FILES

FINAL RESPONSE PERIOD

Thorough investigations only

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
2008	1	0	1	5	15	5	7	6	0	40	57.30
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	100%	DAYS
2009	2	0	0	8	9	9	6	4	0	38	47.37
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	100%	DAYS
2010	2	1	1	12	13	8	4	10	16	67	40.33
%	2.99	1.49	1.49	17.91	19.4	11.94	5.97	14.93	23.88	100%	DAYS

N.B.: Considering the low number of files falling under the Montréal Charter of Rights and Responsibilities by entity, we did not consider it important to precise the final response delay for each entity.

Chart 29

CHARTER FILES

RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Democracy			
Ensuring that the public consultation process is credible, open and effective	2	Still pending	-
Providing citizens with clearly formulated information	6	4 Still pending 1 Ill-founded 1 Resolved	18.67
Providing citizens with useful information	4	2 Still pending 1 Ill-founded 1 Resolved	65.25
Encouraging public participation	1	Resolved	106
Fostering civic values among citizens	1	Ill-founded	80
SUB-TOTAL	14		
Economic and Social Life			
Considering the needs of vulnerable persons and particularly individuals from low and modest income families in its implementation of housing measures	1	Ill-founded	20
Providing citizens with access to sufficient quantities of quality drinking water	1	Still pending	-
SUB-TOTAL	2		
Environment and Sustainable Development			
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	2	1 Ill-founded 1 Resolved	113
Promoting the protection and the enhancement of urban woods	2	1 Ill-founded 1 Follow-up on commitment	89.5
Promoting the protection and the enhancement of natural environments	1	Ill-founded	156
Promoting access to green spaces	1	Resolved	15

Chart 29 (continued)

CHARTER FILES

RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Fostering continuous improvement of air quality	2	1 Ill-founded 1 Resolved	22
Taking measures to reduce abusive irritants resulting from dumping garbage	1	Still pending	-
Taking measures to reduce abusive irritants resulting from traffic	2	1 Commitment 1 Ill-founded	98
Taking measures to reduce abusive irritants resulting from noise	13	1 Withdrawal 3 Still pending 2 Commitments 3 Ill-founded 1 Resolved 3 Follow-ups on commitment	45.46
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	2	1 Withdrawal 1 Still pending	28
Promoting waste reduction, re-use and recycling	1	Ill-founded	22
SUB-TOTAL	27		
Municipal Services			
Promoting flexibility in supplying municipal services to meet the various needs of citizens	6	1 Still pending 1 Referred 4 Resolved	31.05
Promoting flexibility in supplying municipal services in the use of public space to meet the various needs of citizens	1	Still pending	-
Promoting universal access in organizing the city and specifically in municipal buildings and services	9	2 Still pending 1 Ill-founded 1 Referred 4 Resolved 1 Follow-up on commitment	39
Promoting the supply and distribution of municipal services in an equitable manner	1	Ill-founded	31

Chart 29 (continued)

CHARTER FILES

RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Taking measures to limit disruptions or obstacles depriving citizens of safe pedestrian access to their homes	1	Referred	17
Providing municipal services in a skillful, respectful and non-discriminatory manner.	10	1 Withdrawal 3 Still pending 5 Resolved 1 Follow-up on commitment	28.3
SUB-TOTAL	28		
Security			
Developing its territory in a safe manner	6	2 Withdrawals 1 Commitment 3 Resolved	52.17
Protecting property	2	1 Commitment 1 Resolved	108.5
Protecting people	14	2 Withdrawals 1 Still pending 2 Commitments 2 Ill-founded 7 Resolved	51.07
SUB-TOTAL	22		
GRAND TOTAL	93		

Chart 30

CHARTER FILES

EVOLUTION / NUMBER OF COMPLAINTS 2006 - 2010

A. NUMBER OF CHARTER INVESTIGATIONS – BY YEAR

	2006	2007	2008	2009	2010	TOTAL
Number of Charter investigations	33	40	40	38	67	218
%	15.14	18.35	18.35	17.43	30.73	100 %

B. RATIO OF CHARTER INVESTIGATIONS VERSUS THE TOTAL NUMBER OF ODM INVESTIGATIONS BY YEAR

	2006	2007	2008	2009	2010	TOTAL
Number of Charter investigations	33	40	40	38	67	218
Total number of OdM investigations	222	233	249	193	210	1 107
%	14.86	17.17	16.06	19.69	31.9	19.69

Chart 31

**CHARTER FILES
RESULTS / BY TOPIC**

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Application of by-laws	2	0	0	0	0	0	1	1	0	0	0	0
Aqueduct / Sewer	3	0	0	0	0	0	0	1	0	0	0	2
Communications	6	0	0	0	0	0	0	3	0	0	0	3
Conduct of an employee	1	0	0	0	0	0	0	1	0	0	0	0
Cycling path	1	0	0	0	1	0	0	0	0	0	0	0
Driveway entrance	1	0	0	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	2	0	0	0	0	0	2	0	0	0	0	0
Fence	1	0	0	0	0	0	1	0	0	0	0	0
Fire / Public safety	1	0	0	0	0	0	0	0	0	1	0	0
Gabage / Recycling	1	0	0	0	0	0	0	0	0	0	0	1
Handicapped person	7	0	0	0	0	1	1	2	0	0	1	2
Noise	10	0	0	0	1	0	3	0	0	1	3	2
Nuisance	1	0	0	0	0	0	0	0	0	0	0	1
Parking / SRRR / Vignettes	4	0	0	0	0	0	0	4	0	0	0	0
Parks and green spaces	2	0	0	0	0	0	0	1	0	0	1	0
Permit	1	0	0	0	0	0	0	1	0	0	0	0

Chart 31 (continued)

**CHARTER FILES
RESULTS / BY TOPIC**

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health	1	0	0	0	0	0	0	0	0	0	0	1
Public participation	2	0	0	0	0	0	1	0	0	0	0	1
Road works / Public works	2	0	0	0	1	0	0	0	0	0	1	0
Snow removal	1	0	0	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidies	3	0	0	0	0	0	1	1	0	1	0	0
Subsidy other than housing	1	0	0	0	0	0	1	0	0	0	0	0
Traffic	2	0	0	0	1	0	1	0	0	0	0	0
Tree	4	0	0	0	0	0	1	3	0	0	0	0
Universal access	3	0	0	0	0	0	0	2	0	0	0	1
Zoning / Urban planning / Exemption	4	0	0	0	0	0	0	1	0	1	0	2
GRAND TOTAL	67	0	0	0	4	1	14	22	0	4	6	16

Chart 32

**CHARTER FILES
DEMOGRAPHIC DATA**

A. GENDER

Gender	Number	%
Female	22	37.93
Male	36	62.07
TOTAL	58⁽¹⁾	100 %

B. LANGUAGE

Language	Number	%
English	11	18.97
French	47	81.03
TOTAL	58⁽¹⁾	100 %

C. AGE GROUP⁽²⁾

Age Group	Number	%
Under 18	0	0
18-25	2	3.45
26-50	12	20.69
51-64	12	20.69
65 +	15	25.86
Unknown	17	29.31
TOTAL	58⁽¹⁾	100 %

D. ORIGIN⁽³⁾

Origin	Number	%
Ethnocultural	17	29.31
Canadian	39	67.24
Unknown	2	3.45
TOTAL	58⁽¹⁾	100 %

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	1	5.88
French	3	17.65
Greek	4	23.53
Italian	3	17.65
Jamaican	1	5.88
Ukrainian	1	5.88
Vietnamese	1	5.88
Other	3	17.65
TOTAL	17	100 %

F. VISIBLE MINORITY⁽⁴⁾

Visible minority	Number	%
Yes	5	8.62
No	50	86.21
Unknown	3	5.17
TOTAL	58⁽¹⁾	100 %

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	3	60
Asian	1	20
Black	1	20
TOTAL	5	100 %

⁽¹⁾ 9 Charter files were initiated by the OdM, in 2010.

⁽²⁾ This information was provided on a voluntary basis : 70.69% of respondents gave the information.

⁽³⁾ This information was provided on a voluntary basis: 96.55 % of respondents gave the information.

⁽⁴⁾ This information was provided on a voluntary basis: 94.83% of respondents gave the information.

C. GLOSSARY

Access to information

Requests relating to Right of access legislation and information requests.

Acquired rights

Requests in relation to acquired rights that are alleged for uses or constructions which have become derogatory.

Alley

Requests regarding the traffic or safety in alleys; requests regarding illegal encroachments in alleys or the acquisition of an alley; etc.

Animal

Requests concerning excessive barking; too many animals in a dwelling; prohibitions to walk dogs in parks; euthanasia orders; excrements not picked up; presence of rats, excessive presence of pigeons, squirrels, gulls, stray cats; complaints against horse carriages; etc.

Application of By-Laws

Requests relating to municipal statutes in general, on how they are applied and on the merits of a By-Law; requests regarding many By-Laws at one time, when they are connected; requests regarding a municipal By-Law which does not fall under a specific category.

Aqueduct/Sewer

Requests regarding a lack of water pressure in houses; City drains; water leaks; accumulation of water; pipe problems; etc.

Cleanliness

Requests regarding the state of cleanliness or dirtiness of a private property, a park, a street, an alley, etc.

Communications

Requests relating to the communication languages; to the Ville de Montréal Web site; to Accès Montréal services.

Conduct of an employee

Complaints against people in the execution of his/her functions.

Conflict of interests

Requests relating to a conflict of interests, real or apparent, within the municipal administration.

Cycling path

Requests regarding the implementation or the maintenance of cycling paths.

Driveway entrance

Requests relating to the affectation or the closing down of a driveway entrance (unevenness of the sidewalk to enable the passage of a vehicle).

Environment/Sustainable development

Requests relating to éco-quartiers and éco-centres; to construction projects having an impact on ecoterritories; to polluting industries; etc.

Evaluation/Real estate tax

Requests regarding land evaluation and tax invoices; motions for review; late payments; requests for refunds; agreements; etc.

Fence

Requests relating to the By-Laws concerning fences and hedges.

Fire/Public safety

Requests relating to inspections of the Service de sécurité incendie de Montréal; requests relating to emergency exits in a building; to safety in public places; etc.

Garbage/Recycling

Requests relating to different types of garbage collection; the storage of garbage; garbage bins; etc.

Handicapped person

Requests regarding subsidies and services offered, or not, to handicapped people.

Human rights

Complaints of alleged discrimination for reasons protected under charters of rights.

Municipal court

Requests relating to the wording of court documents; rules of practice; general functioning; judicial process; status of a specific file; etc.

Noise

Requests regarding the application of noise By-Laws.

Nuisance

Requests regarding foul smells; inconveniences generated by construction sites (dust, noise); abandoned land; too noisy church bells; too bright business lights; automobile motors during the night; loud businesses or neighbours; noise in general.

Parking/SRRR/Vignettes

Requests regarding parking violations; the implementation or the withdrawal of SRRR zones (parking on a street reserved to residents), including the issuance of parking permits; to parking restrictions on streets; to the rates and functioning of parking meters; to Stationnement de Montréal parking lots.

Parks and Green spaces

Requests regarding the safety of parks and their infrastructure/ game equipments; events held in parks; the protection of natural patrimony; etc.

Permit

Requests regarding the granting or refusal of permits; work done without a permit; etc.

Pound (other)

Requests concerning the storage of vehicles; public auctions; lost goods; etc.

Pound (storage of furniture and personal belongings)

Requests from citizens who have been evicted from their dwelling, whose furniture has been taken over by the City, and who are financially unable to retrieve them or need an extra delay to do so.

Public health

Requests regarding the application of the By-Laws governing the salubriousness of dwellings and businesses.

Public participation

Requests regarding the public consultation process; the referendum process; the public's question periods during the different councils' public assemblies; etc.

Road works/Public works

Requests regarding the maintenance and repair of streets and sidewalks; lighting network; graffiti; street line markings; displaced sewer lids; different collections (except garbage and recycling) such as: dead leaves, Christmas trees, cumbersome objects; etc.

Snow removal

Requests relating to the status of snow removal operations; to the scheduled times of snow removal; to problems that occurred during snow removal operations.

Social housing/HLM/Housing subsidies

Requests relating to waiting lists for HLM; and request from SHDM or OMHM tenants.

Sports and leisure

Requests regarding community gardens, sports centers, fields for sport teams, public pools; including access to and the functioning rules of activities.

Subsidy other than housing

Requests regarding all subsidy programs offered by Ville de Montréal, except the housing subsidy (rent supplement – social housing), among others, for residential renovation, home ownership and some cultural events.

Tax (except real estate)

Requests regarding the water tax, the garbage tax, the local improvement tax, the commercial tax, etc.

Taxi

Requests regarding problems related to the presence of a taxi stand or to the rules governing taxis in Montréal.

Tenders

Requests in regards to tenders that were not awarded; tenders that are too restrictive; or biased proceedings.

Towing

Requests regarding the towing regulations in Montréal.

Traffic

Requests regarding traffic signs; traffic lights; traffic irritants; speed bumps; etc.

Tree

Requests relating to the pruning, the cutting down and the planting of trees.

Universal access

Requests concerning access to municipal services, municipal information, municipal buildings and public places, for persons who are physically challenged.

Zoning/Urban planning/Exemption

Requests regarding the permitted uses in a given area; exemption requests for a construction project; special construction projects.



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