

2011  
ANNUAL REPORT  
ADDENDUM D

# Untying the deadlocks



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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.

# ADDENDUM D

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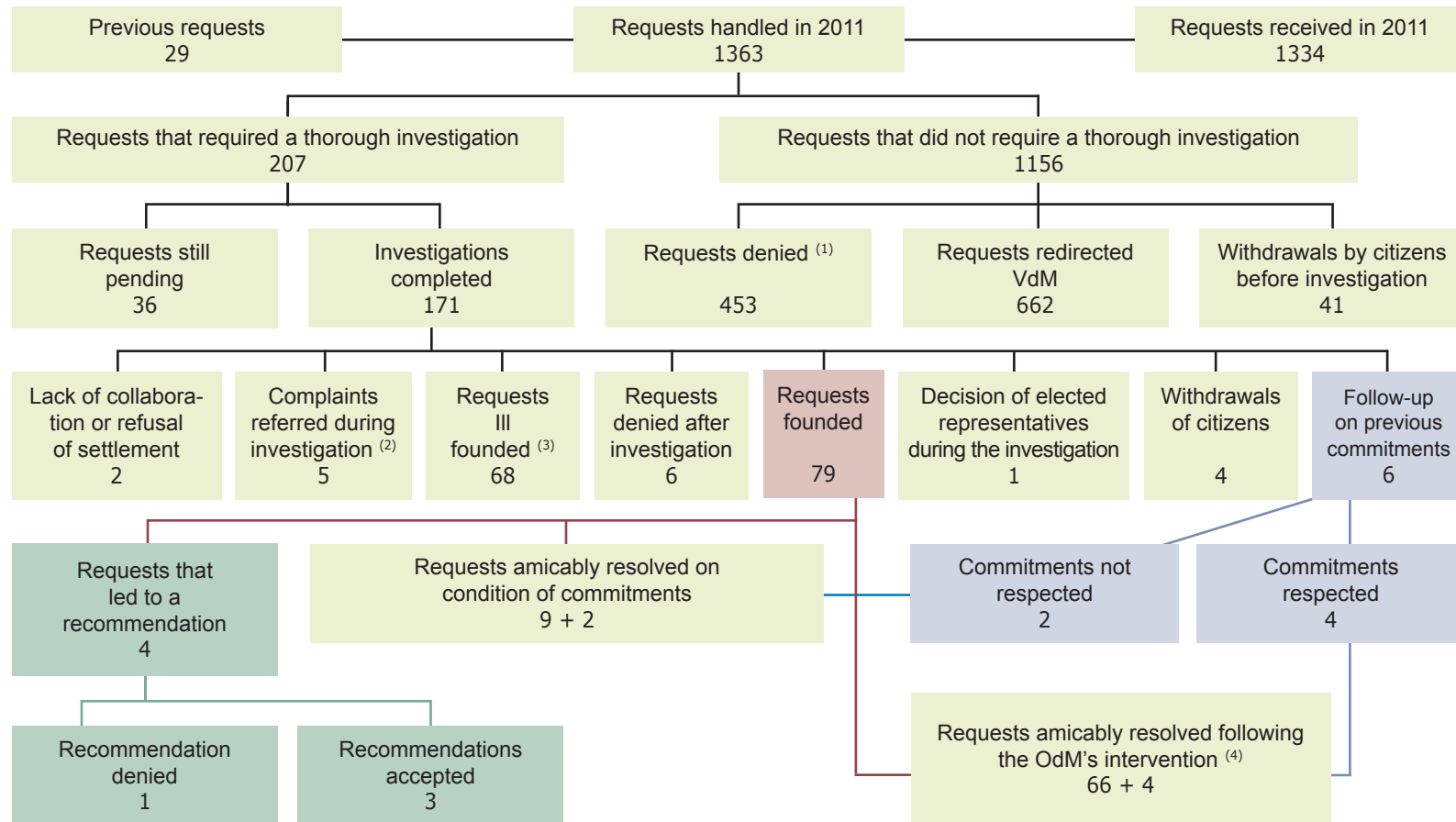
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# CHART 1

## REQUESTS HANDLED IN 2011

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.

**EVOLUTION – NUMBER OF REQUESTS RECEIVED**

*Including Charter files*

TOPIC	2011	2010	2009
Access to information	12	21	39
Acquired rights	2	2	1
Alley	8	14	12
Animal	15	14	10
Application of By-laws	34	56	42
Aqueduct / Sewer	26	15	13
Cleanliness	10	10	12
Communications	23	16	25
Conduct of an employee	69	79 <sup>(1)</sup>	96
Conflict of interests	2	4	0
Court decision	5	10 <sup>(2)</sup>	34
Culture	1	0	1
Cycling path	3	3	4
Decision of a Borough Council	3	7	2
Decision of the City Council	2	3	3
Decision of the Executive Committee	0	1	3
Driveway entrance	4	3	3
Environment / Sustainable development	4	3	3
Evaluation / Real estate tax	33	37	35
Fence	7	3	6
Financial compensation (aqueduct / sewer)	4	6	11
Financial compensation (fall on sidewalk)	6	12	27
Financial compensation (municipal pound)	3	3	5
Financial compensation (municipal works)	5	8	11

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

(2) Since 2010, this category does not include judgments from the Municipal Court.

## CHART 2 (CONTINUED)

### EVOLUTION – NUMBER OF REQUESTS RECEIVED

Including Charter files

TOPIC	2011	2010	2009
Financial compensation (others)	22	17	49
Financial compensation (pothole)	2	1	8
Financial compensation (road incident)	5	6	8
Financial compensation (tree)	2	3	2
Fire / Public safety	8	9	12
Garbage / Recycling	19	17	30
Handicapped person	11	12	9
Human rights	3	1	6
Labour relations	26	33	39
Library	5	3	2
Miscellaneous	42	30	46
Municipal Court	105	89	80
Municipal Court Judgment	16	26	N/A <sup>(3)</sup>
Noise	38	35	36
Nuisance	13	16	23
Parking / SRRR / Vignettes	47	75	54
Parks and green spaces	5	11	4
Permit	53	53	41
Pound (others)	2	7	5
Pound (storage of furniture)	31	43	29
Private dispute	92	100	N/A <sup>(4)</sup>
Public health (bed bugs)	10	6	1
Public health (cockroaches)	0	0	1
Public health (mold)	5	1	7

(3) New category since 2010.

(4) New category since 2010.

**EVOLUTION – NUMBER OF REQUESTS RECEIVED**

*Including Charter files*

TOPIC	2011	2010	2009
Public health (others)	29	20	19
Public health (rats and mice)	3	5	1
Public organization	123	143	123
Public participation	3	5	3
Right of initiative	2	N/A <sup>(5)</sup>	N/A <sup>(5)</sup>
Road works / Public works	51	42	63
Scientific institutions	2	0	0
Snow removal	7	11	19
Social housing / HLM / Housing Subsidies	100	105	94
Sports and leisure	15	10	15
Subsidy other than housing	23	28	19
Tax (except real estate)	16	19	23
Taxi	5	4	0
Tenant / Landlord relations	15	19	28
Tenders	4	1	7
Towing	4	2	8
Traffic	28	12	22
Transportation	10	12	21
Tree	12	25	35
Universal access	3	4	2
Violation of law	11	24	29
Winter temporary shelter	4	2	2
Zoning / Urban planning / Exemption	21	27	17
<b>TOTAL</b>	<b>1334</b>	<b>1444</b>	<b>1444</b>

(5) New category since 2011.

## CHART 2A

### EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

*Including Charter files*

TOPIC	2011	2010	2009
Access to information	1	0	2
Acquired rights	1	1	0
Alley	2	3	5
Animal	3	1	1
Application of By-laws	8	10	9
Aqueduct / Sewer	2	4	3
Cleanliness	2	0	2
Communications	9	8	3
Conduct of an employee	4	1	2
Cycling path	0	1	0
Decision of a Borough Council	1	0	1
Decision of the City Council	1	0	0
Driveway entrance	0	1	1
Environment / Sustainable development	1	2	0
Evaluation / Real estate tax	4	3	8
Fence	1	1	0
Financial compensation (aqueduct / sewer)	1	0	0
Financial compensation (fall on sidewalk)	1	1	3
Financial compensation (municipal pound)	1	0	0
Financial compensation (municipal works)	1	2	0
Financial compensation (others)	1	2	1
Fire / Public safety	2	2	3
Garbage / Recycling	4	1	4
Handicapped person	2	7	3



**EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS**

*Including Charter files*

TOPIC	2011	2010	2009
Library	1	1	0
Miscellaneous	8	5	1
Municipal Court	7	10	12
Noise	11	10	16
Nuisance	4	1	9
Parking / SRRR / Vignettes	6	12	7
Parks and green spaces	3	4	2
Permit	8	8	6
Pound (others)	0	2	3
Pound (storage of furniture)	8	28	20
Private dispute	1	0	0
Public health (bed bugs)	1	3	0
Public health (mold)	2	0	1
Public health (others)	3	6	3
Public health (rats and mice)	0	1	0
Public participation	1	3	2
Right of initiative	1	0	0
Road works / Public works	4	9	5
Snow removal	0	1	2
Social housing / HLM / Housing subsidies	28	18	17
Sports and leisure	2	1	1
Subsidy other than housing	6	5	5
Tax (except real estate)	5	5	4
Taxi	1	2	0

## CHART 2A (CONTINUED)

### EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

*Including Charter files*

TOPIC	2011	2010	2009
Tenders	0	0	1
Towing	0	0	5
Traffic	9	3	4
Tree	1	6	6
Universal access	0	3	2
Winter temporary shelter	1	0	0
Zoning / Urban planning / Exemption	4	11	8
<b>TOTAL</b>	<b>179</b>	<b>209</b>	<b>193</b>

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	12		1	10						1					
Acquired rights	2		1							1					
Alley	8	2	4										1		1
Animal	15		11	1	1						1				1
Application of By-laws	34	2	24				1			1	1	1			4
Aqueduct / Sewer	26	2	22							1					1
Cleanliness	10		8							1	1				
Communications	23	1	10	3						1	7			1	
Conduct of an employee	69	1	37	27		1	1				2				
Conflict of interests	2		1	1											
Court decision	5			5											
Culture	1	1													
Cycling path	3		3												
Decision of a Borough Council	3	1		1				1							
Decision of the City Council	2			1				1							
Driveway entrance	4		4												
Environment / Sustainable development	4		3							1					

## CHART 3 (CONTINUED)

### RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VDM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Evaluation / Real estate tax	<b>33</b>	1	19	9			1			2	1				
Fence	<b>7</b>		6							1					
Financial compensation (aqueduct / sewer)	<b>4</b>		1	2							1				
Financial compensation (fall on sidewalk)	<b>6</b>			5							1				
Financial compensation (municipal pound)	<b>3</b>		1	1							1				
Financial compensation (municipal works)	<b>5</b>		1	3						1					
Financial compensation (others)	<b>22</b>		7	14						1					
Financial compensation (pothole)	<b>2</b>			2											
Financial compensation (road incident)	<b>5</b>		1	4											
Financial compensation (tree)	<b>2</b>			2											
Fire / Public safety	<b>8</b>		6							1			1		
Garbage / Recycling	<b>19</b>	3	9	3							2				2
Handicapped person	<b>11</b>		8	1						1	1				
Human rights	<b>3</b>		2	1											

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Labour relations	<b>26</b>			26											
Library	<b>5</b>	1	3								1				
Miscellaneous	<b>42</b>	1	23	10	1			2		2	2				1
Municipal Court	<b>105</b>	4	85	9						5	2				
Municipal Court judgment	<b>16</b>			16											
Noise	<b>38</b>		23	4	1		1			3	5				1
Nuisance	<b>13</b>	1	7	1									1		3
Parking / SRRR / Vignettes	<b>47</b>	2	24	15						1			1		4
Parks and green spaces	<b>5</b>		2											3	
Permit	<b>53</b>	3	42		1				1	3	2				1
Pound (others)	<b>2</b>		1	1											
Pound (storage of furniture)	<b>31</b>	1	20	2						4	2	1			1
Private dispute	<b>92</b>			91				1							
Public health (bed bugs)	<b>10</b>		9								1				
Public health (mold)	<b>5</b>		3												2
Public health (others)	<b>29</b>	2	24							1	1		1		

## CHART 3 (CONTINUED)

### RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health (rats and mice)	<b>3</b>		3												
Public organization	<b>123</b>			123											
Public participation	<b>3</b>		2				1								
Right of initiative	<b>2</b>		1							1					
Road works / Public works	<b>51</b>	4	43								3				1
Scientific institutions	<b>2</b>		2												
Snow removal	<b>7</b>		7												
Social housing / HLM / Housing subsidies	<b>100</b>	5	60	7		1		1		9	11		1	2	3
Sports and leisure	<b>15</b>		13							2					
Subsidy other than housing	<b>23</b>		15	2						5					1
Tax (except real estate)	<b>16</b>		5	6						4	1				
Taxi	<b>5</b>		4							1					
Tenant / Landlord relations	<b>15</b>			15											
Tenders	<b>4</b>	1	2	1											
Towing	<b>4</b>		4												
Traffic	<b>28</b>	1	16	2						2	1		3		3

**RESULTS / BY TOPIC**

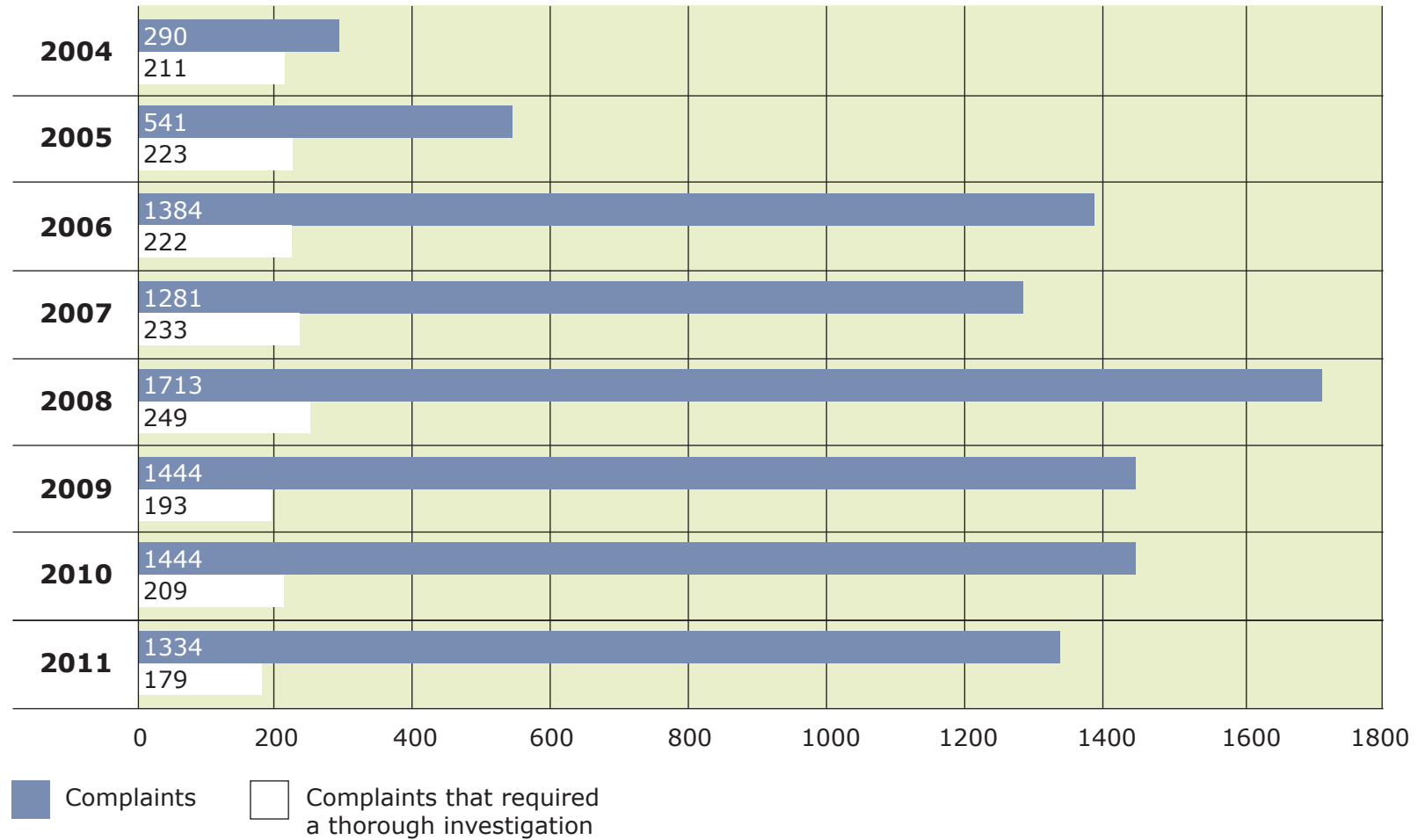
*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Transportation	<b>10</b>			10											
Tree	<b>12</b>		10	1						1					
Universal Access	<b>3</b>		2	1											
Violation of law	<b>11</b>			11											
Winter temporary shelter	<b>4</b>		3								1				
Zoning / Urban planning / Exemption	<b>21</b>	1	13	3						3					1
<b>GRAND TOTAL</b>	<b>1334</b>	<b>41</b>	<b>661</b>	<b>453</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>61</b>	<b>52</b>	<b>2</b>	<b>9</b>	<b>6</b>	<b>31</b>

## CHART 4

### EVOLUTION – NUMBER OF REQUESTS RECEIVED - FROM 2004 TO 2011

*Including Charter files*





**FINAL RESPONSE PERIOD**

*Including Charter files*

**A. ALL REQUESTS INCLUDED**

	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, 2012	TOTAL	AVERAGE DELAY in working days
2009	1225	48	24	32	54	35	12	14	0	<b>1444</b>	6.71 Days
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.97	0	<b>100%</b>	
2010	1172	77	35	46	51	25	10	24	4	<b>1444</b>	7.12 Days
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.66	0.28	<b>100%</b>	
<b>2011</b>	<b>1085</b>	<b>69</b>	<b>30</b>	<b>43</b>	<b>42</b>	<b>17</b>	<b>9</b>	<b>6</b>	<b>33</b>	<b>1334</b>	<b>4.63 Days</b>
<b>%</b>	<b>81.33</b>	<b>5.17</b>	<b>2.25</b>	<b>3.22</b>	<b>3.15</b>	<b>1.27</b>	<b>0.67</b>	<b>0.45</b>	<b>2.47</b>	<b>100%</b>	

**B. REQUESTS THAT REQUIRED A THOROUGH INVESTIGATION**

	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, 2012	TOTAL	AVERAGE DELAY in working days
2009	15	13	20	30	54	35	12	14	0	<b>193</b>	42.67 Days
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	7.25	0	<b>100%</b>	
2010	7	22	24	43	50	25	10	24	4	<b>209</b>	41.62 Days
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	11.48	1.91	<b>100%</b>	
<b>2011</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>39</b>	<b>41</b>	<b>17</b>	<b>9</b>	<b>6</b>	<b>30</b>	<b>179</b>	<b>25.77 Days</b>
<b>%</b>	<b>6.7</b>	<b>6.7</b>	<b>7.26</b>	<b>21.79</b>	<b>22.91</b>	<b>9.5</b>	<b>5.03</b>	<b>3.35</b>	<b>16.76</b>	<b>100%</b>	

## CHART 6

### MODE OF SUBMISSION OF COMPLAINTS

*Including Charter files*

MODE	NUMBER 2011	%	NUMBER 2010	%
By E-mail	<b>196</b>	14.69	178	12.33
By fax	<b>31</b>	2.32	39	2.7
By mail	<b>85</b>	6.37	77	5.33
By phone	<b>871</b>	65.29	996	68.98
In person	<b>130</b>	9.75	138	9.56
Investigations initiated by the Odm	<b>21</b>	1.57	16	1.11
<b>TOTAL</b>	<b>1334</b>	<b>100%</b>	<b>1444</b>	<b>100%</b>

**DEMOGRAPHIC DATA**  
**COMPLAINTS RECEIVED IN 2011**

*Including Charter files*

**A. GENDER**

GENDER	NUMBER	%
Female	576	44.41
Male	721	55.59
<b>TOTAL</b>	<b>1297<sup>(1)</sup></b>	<b>100%</b>

**B. LANGUAGE**

LANGUAGE	NUMBER	%
French	1063	80.96
English	250	19.04
<b>TOTAL</b>	<b>1313<sup>(1)</sup></b>	<b>100%</b>

**C. AGE GROUP (2)**

AGE GROUP	NUMBER	%
Under 18	1	0.08
18-25	24	1.85
26-40	197	15.19
41-50	180	13.89
51-64	204	15.73
65 +	186	14.34
Unknown	505	38.94
<b>TOTAL</b>	<b>1297<sup>(1)</sup></b>	<b>100%</b>

**D. ORIGIN (3)**

ORIGIN	NUMBER	%
Canadian	804	61.99
Ethnocultural	397	30.61
Unknown	96	7.4
<b>TOTAL</b>	<b>1297<sup>(1)</sup></b>	<b>100%</b>

**E. DETAILED ETHNOCULTURAL ORIGIN**

ORIGIN	NUMBER	%
American (USA)	2	0.5
Australian	2	0.5
Belgian	1	0.25
Brasilian	1	0.25
Cameroonian	2	0.5
Chinese	11	2.77
Congolese	1	0.25
Czech	3	0.76
Egyptian	3	0.76
English	3	0.76
French	25	6.3
German	5	1.26
Greek	7	1.76
Haitian	24	6.05
Indian	1	0.25
Iranian	1	0.25
Italian	58	14.61
Jamaican	1	0.25
Jewish	4	1.01
Jordanian	1	0.25
Lebanese	4	1.01
Metis	1	0.25
Morrocan	3	0.76
Peruvian	1	0.25
Polish	3	0.76

(1) 21 investigations were initiated by the OdM and 16 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 61.08 % of respondents gave the information.

(3) This information was provided on a voluntary basis : 92.6 % of respondents gave the information.

## CHART 7 (CONTINUED)

### DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2011

Including Charter files

#### E. DETAILED ETHNOCULTURAL ORIGIN (CONTINUED)

ORIGIN	NUMBER	%
Portuguese	1	0.25
Romanian	5	1.26
Russian	7	1.76
Spanish	1	0.25
Swiss	1	0.25
Trinidadian	1	0.25
Tunisian	2	0.5
Turkish	2	0.5
Vietnamese	3	0.76
Yougoslav	1	0.25
Ethnocultural origin confirmed but not specified	205	51.64
<b>TOTAL</b>	<b>397</b>	<b>100%</b>

#### F. VISIBLE MINORITY (4)

VISIBLE MINORITY	NUMBER	%
No	954	73.55
Yes	171	13.18
Unknown	172	13.26
<b>TOTAL</b>	<b>1297<sup>(1)</sup></b>	<b>100%</b>

#### G. DETAILED DECLARED VISIBLE MINORITIES

VISIBLE MINORITY	NUMBER	%
Arabic	59	34.5
Asian	21	12.28
Black	63	36.84
Latin American	23	13.45
South Asian (Tamils, Pakistani, Hindu)	5	2.92
<b>TOTAL</b>	<b>171</b>	<b>100%</b>

(1) 21 investigations were initiated by the OdM and 16 complaints were submitted by a corporation.

(4) This information was provided on a voluntary basis: 86.73 % of respondents gave the information.

**EVOLUTION – NUMBER OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	2011	2010	2009
Ahuntsic-Cartierville	38	49	62
Anjou	7	11	9
Côte-des-Neiges – Notre-Dame-de-Grâce	52	66	31
L'Île-Bizard – Sainte-Geneviève	8	2	6
Lachine	14	4	3
LaSalle	25	20	23
Le Plateau-Mont-Royal	67	76	70
Le Sud-Ouest	40	27	30
Mercier – Hochelaga-Maisonneuve	45	27	49
Montréal-Nord	13	25	16
Outremont	4	15	4
Pierrefonds-Roxboro	12	22	6
Rivière-des-Prairies – Pointe-aux-Trembles	29	28	33
Rosemont – La Petite-Patrie	51	47	46
Saint-Laurent	13	9	12
Saint-Léonard	3	8	5
Verdun	25	26	22
Ville-Marie	61	75	60
Villeray – Saint-Michel – Parc-Extension	34	20	29
Files concerning all boroughs	1	0	2
<b>TOTAL</b>	<b>542</b>	<b>557</b>	<b>518</b>

## CHART 9

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Ahuntsic-Cartierville</b>	Access to information	1
	Application of By-laws	3
	Aqueduct / Sewer	2
	Cleanliness	1
	Communications	3
	Garbage / Recycling	1
	Human rights	1
	Noise	1
	Nuisance	3
	Parking / SRRR / Vignettes	2
	Parks and green spaces	3
	Permit	1
	Pound (storage of furniture)	2
	Public health (bed bugs)	1
	Public health (mold)	2
	Public health (others)	2
	Road works / Public works	4
	Snow removal	1
	Sports and leisure	1
	Tree	1
Zoning / Urban planning / Exemption	2	
<b>TOTAL</b>	<b>38</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Anjou</b>	Application of By-laws	1
	Public health (mold)	1
	Road works / Public works	1
	Traffic	2
	Zoning / Urban planning / Exemption	2
	<b>TOTAL</b>	<b>7</b>
<b>Côte-des-Neiges – Notre-Dame-de-Grâce</b>	Access to information	1
	Acquired rights	1
	Animal	1
	Application of By-laws	10
	Aqueduct / Sewer	4
	Communications	2
	Conduct of an employee	2
	Fence	1
	Financial compensation (aqueduct/sewer)	1
	Garbage / Recycling	4
	Library	1
	Miscellaneous	2
	Noise	1
	Nuisance	1
	Parking / SRRR / Vignettes	3
Parks and green spaces	1	

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Côte-des-Neiges – Notre-Dame-de-Grâce (continued)</b>	Permit	5
	Pound (storage of furniture)	1
	Public health (bed bugs)	1
	Public health (mold)	1
	Road works / Public works	3
	Traffic	2
	Tree	2
	Universal access	1
	<b>TOTAL</b>	<b>52</b>
<b>L'Île-Bizard – Sainte-Geneviève</b>	Application of By-laws	2
	Aqueduct / Sewer	1
	Cleanliness	1
	Conduct of an employee	1
	Fence	1
	Noise	2
		<b>TOTAL</b>



**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Lachine</b>	Animal	<b>1</b>
	Aqueduct / Sewer	<b>1</b>
	Conduct of an employee	<b>1</b>
	Fence	<b>1</b>
	Handicapped person	<b>3</b>
	Noise	<b>2</b>
	Public health (bed bugs)	<b>1</b>
	Public health (others)	<b>1</b>
	Road works / Public works	<b>1</b>
	Sports and leisure	<b>1</b>
	Winter temporary shelter	<b>1</b>
<b>TOTAL</b>	<b>14</b>	

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>LaSalle</b>	Application of By-laws	1
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	3
	Environment / Sustainable development	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	6
	Public health (others)	1
	Public participation	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	3
<b>TOTAL</b>	<b>25</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Le Plateau-Mont-Royal</b>	Animal	1
	Application of By-laws	4
	Aqueduct / Sewer	2
	Conduct of an employee	3
	Decision of the Borough Council	1
	Driveway entrance	1
	Fence	1
	Garbage / Recycling	3
	Handicapped person	1
	Miscellaneous	4
	Noise	3
	Parking / SRRR / Vignettes	7
	Permit	8
	Public health (others)	3
	Public health (rats and mice)	2
	Road works / Public works	10
	Snow removal	3
	Sports and leisure	2
	Tenders	1
	Traffic	2
Tree	1	
Zoning / Urban planning / Exemption	4	
<b>TOTAL</b>	<b>67</b>	

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Le Sud-Ouest</b>	Aqueduct / Sewer	<b>3</b>
	Cleanliness	<b>1</b>
	Communications	<b>1</b>
	Decision of the Borough Council	<b>1</b>
	Driveway entrance	<b>1</b>
	Garbage / Recycling	<b>1</b>
	Handicapped person	<b>1</b>
	Library	<b>1</b>
	Noise	<b>3</b>
	Parking / SRRR / Vignettes	<b>3</b>
	Parks and green spaces	<b>1</b>
	Permit	<b>9</b>
	Pound (storage of furniture)	<b>2</b>
	Public health (bed bugs)	<b>2</b>
	Public health (others)	<b>1</b>
	Public participation	<b>1</b>
	Road works / Public works	<b>2</b>
	Sports and leisure	<b>1</b>
	Subsidy (other than housing)	<b>1</b>
	Traffic	<b>1</b>
Zoning / Urban planning / Exemption	<b>3</b>	
<b>TOTAL</b>	<b>40</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Mercier – Hochelaga-Maisonneuve</b>	Animal	6
	Application of By-laws	4
	Aqueduct / Sewer	4
	Conduct of an employee	1
	Cleanliness	1
	Fire / Public safety	1
	Garbage / Recycling	1
	Library	2
	Miscellaneous	1
	Noise	1
	Permit	6
	Pound (storage of furniture)	1
	Road works / Public works	7
	Snow removal	1
	Sports and leisure	1
	Temporary winter shelter	2
	Traffic	3
	Tree	2
	<b>TOTAL</b>	<b>45</b>

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Montréal-Nord</b>	Alley	1
	Application of By-laws	1
	Garbage / Recycling	1
	Miscellaneous	2
	Permit	4
	Public health (others)	2
	Towing	1
	Traffic	1
	<b>TOTAL</b>	<b>13</b>
<b>Outremont</b>	Garbage / Recycling	1
	Public health (others)	1
	Public health (rats and mice)	1
	Towing	1
		<b>TOTAL</b>

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Pierrefonds-Roxboro</b>	Alley	<b>1</b>
	Application of By-laws	<b>1</b>
	Aqueduct / Sewer	<b>3</b>
	Conduct of an employee	<b>1</b>
	Fence	<b>1</b>
	Garbage / Recycling	<b>1</b>
	Nuisance	<b>1</b>
	Traffic	<b>1</b>
	Violation of law	<b>1</b>
	Zoning / Urban planning / Exemption	<b>1</b>
<b>TOTAL</b>	<b>12</b>	

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Rivière-des-Prairies – Pointe-aux-Trembles</b>	Acquired rights	1
	Application of By-laws	3
	Aqueduct / Sewer	1
	Cleanliness	1
	Fence	2
	Fire / Public safety	1
	Garbage / Recycling	1
	Handicapped person	1
	Noise	4
	Nuisance	1
	Permit	4
	Pound (storage of furniture)	2
	Public health (others)	1
	Road works / Public works	1
	Snow removal	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>29</b>



**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Rosemont – La Petite-Patrie</b>	Alley	4
	Animal	3
	Application of By-laws	1
	Aqueduct / Sewer	1
	Conduct of an employee	2
	Cleanliness	1
	Cycling path	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	2
	Handicapped person	1
	Miscellaneous	2
	Nuisance	1
	Parking / SRRR / Vignettes	2
	Permit	8
	Pound (storage of furniture)	1
	Public health (others)	6
	Road works / Public works	6
	Snow removal	1
	Sports and leisure	2
Traffic	3	
Zoning / Urban planning / Exemption	1	
<b>TOTAL</b>	<b>51</b>	

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Saint-Laurent</b>	Parking / SRRR / Vignettes	1
	Parks and green spaces	1
	Permit	1
	Public health (bed bugs)	1
	Road works / Public works	2
	Sports and leisure	3
	Tax (except real estate)	1
	Tenders	2
	Traffic	1
<b>TOTAL</b>	<b>13</b>	
<b>Saint-Léonard</b>	Conduct of an employee	1
	Public health (others)	2
	<b>TOTAL</b>	<b>3</b>

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Verdun</b>	Application of By-laws	2
	Conduct of an employee	2
	Evaluation / Real estate tax	1
	Handicapped person	2
	Miscellaneous	2
	Noise	3
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	3
	Public health (bed bugs)	2
	Public health (others)	1
	Road works / Public works	2
	Sports and leisure	1
	Zoning / Urban planning / Exemption	2
	<b>TOTAL</b>	<b>25</b>

## CHART 9 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Ville-Marie</b>	Alley	1
	Animal	1
	Conduct of an employee	1
	Cleanliness	1
	Communications	3
	Culture	1
	Fire / Public safety	1
	Garbage / Recycling	3
	Human rights	1
	Library	1
	Noise	13
	Nuisance	1
	Parking / SRRR / Vignettes	4
	Permit	3
	Pound (storage of furniture)	11
	Public health (others)	1
	Road works / Public works	8
	Sports and leisure	1
	Traffic	2
	Tree	2
Zoning / Urban planning / Exemption	1	
<b>TOTAL</b>	<b>61</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2011
<b>Villeray – Saint-Michel – Parc-Extension</b>	Access to information	1
	Application of By-laws	1
	Aqueduct / Sewer	1
	Cleanliness	1
	Communications	1
	Driveway entrance	1
	Environment / Sustainable development	1
	Noise	2
	Nuisance	3
	Permit	2
	Pound (storage of furniture)	2
	Public health (others)	4
	Road works / Public works	6
	Sports and leisure	1
	Temporary winter shelter	1
	Traffic	5
	Zoning / Urban planning / Exemption	1
<b>TOTAL</b>		<b>34</b>
<b>Files concerning all boroughs</b>	Animal	1
	<b>TOTAL</b>	<b>1</b>

## CHART 10

### RESULTS BY BOROUGH

Including Charter files

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville	<b>38</b>	1	22	1	1		1			1	5		1	2	3
Anjou	<b>7</b>	1	4	1						1					
Côte-des-Neiges – Notre-Dame-de-Grâce	<b>52</b>	4	32		1					4	5		1		5
L'Île-Bizard – Sainte-Geneviève	<b>8</b>		6							1					1
Lachine	<b>14</b>		11								3				
LaSalle	<b>25</b>	1	15	1		1				4	1	1			1
Le Plateau-Mont-Royal	<b>67</b>	2	55	3			1			3	2				1
Le Sud-Ouest	<b>40</b>	3	26	1			1			1	2		1	1	4
Mercier – Hochelaga-Maisonneuve	<b>45</b>	4	36	1						1	2				1
Montréal-Nord	<b>13</b>	1	10							1					1
Outremont	<b>4</b>		3												1
Pierrefonds-Roxboro	<b>12</b>	3	4	1							1				3
Rivière-des-Prairies–Pointe-aux-Trembles	<b>29</b>	3	20							3	1	1			1
Rosemont – La Petite-Patrie	<b>51</b>	1	38	1	2			1	1	3					4

**RESULTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Saint-Laurent	13	12								1					
Saint-Léonard	3	3													
Verdun	25	15	3							5	1				1
Ville-Marie	61	2	44	9						2	4				
Villeray – Saint-Michel – Parc-Extension	34	1	27	1							3		2		
Files concerning all boroughs	1	1													
<b>GRAND TOTAL</b>	<b>542</b>	<b>27</b>	<b>384</b>	<b>23</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>31</b>	<b>30</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>27</b>

## CHART 11

### FINAL RESPONSE PERIOD – THOROUGH INVESTIGATIONS ONLY BY BOROUGH

*Including Charter files*

**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	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
Ahuntsic-Cartierville			2	4	5				3	<b>14</b>	21.18 days
Anjou					1					<b>1</b>	31 days
Côte-des-Neiges-Notre-Dame-de-Grâce	1			5	1	1	3		5	<b>16</b>	37.64 days
L’Île-Bizard-Sainte-Genève					1				1	<b>2</b>	41 days
Lachine					3					<b>3</b>	36.67 days
LaSalle	3			4	1				1	<b>9</b>	11.3 days
Le Plateau-Mont-Royal				1	2	2		1	1	<b>7</b>	57.67 days
Le Sud-Ouest	1		1	1	1	1		1	4	<b>10</b>	35.17 days
Mercier-Hochelaga-Maisonneuve			1	1		1			1	<b>4</b>	26.33 days



**FINAL RESPONSE PERIOD – THOROUGH INVESTIGATIONS ONLY  
BY BOROUGH**

*Including Charter files*

BOROUGH	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, 2012	TOTAL	AVERAGE DELAY in working days
Montréal-Nord							1		1	2	84 days
Outremont									1	1	-
Pierrefonds-Roxboro			1						3	4	9 days
Rivière-des-Prairies-Pointe-aux-Trembles				1	1	2		1	1	6	63.6 days
Rosemont-La Petite-Patrie		1	1			3	1	1	4	11	52.71 days
Saint-Laurent					1					1	28 days
Saint-Léonard										-	-
Verdun	1		1		4				1	7	26.67 days
Ville-Marie		1		1	4					6	26 days
Villeray-Saint-Michel-Parc-Extension		1		1	3					5	31.4 days

## CHART 12

### EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT <sup>(1)</sup>	2011	2010	2009
<b>Direction générale</b>			
Bureau du Directeur général	1	0	0
Direction des communications	1	1	0
Direction des Muséums nature de Montréal	2	1	0
Direction du greffe	2	4	7
<b>Contrôleur général</b>			
All departments included	1	0	0
<b>Finances</b>			
Direction des revenus et de la fiscalité	30	48	46
Direction de la comptabilité et du contrôle financier	0	0	1
Direction de la gestion financière	3	0	1
<b>Affaires juridiques et évaluation foncière</b>			
Direction de l'évaluation foncière	19	9	6
Direction des affaires pénales et criminelles	128	124	108
Affaires juridiques	48	50	88
<b>Technologies de l'information</b>			
All departments included	1	1	0

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

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

*Including Charter files*

DEPARTMENT <sup>(1)</sup>	2011	2010	2009
<b>Concertation des arrondissements et des ressources matérielles</b>			
Concertation des arrondissements	0	2	0
Unité de la propreté et du déneigement	0	0	1
Direction de l’approvisionnement	0	0	2
Direction du matériel roulant	1	0	1
Direction des immeubles	1	2	1
Direction stratégies et transactions immobilières	3	6	4
Division des relations avec les citoyens (311)	3	1	4
<b>Développement et opérations</b>			
Direction de l’environnement et du développement durable	3	5	4
Direction du développement culturel et du patrimoine	4	3	1
Direction du développement économique et urbain	1	2	0
Direction de l’habitation	18	27	17
Direction des grands parcs et du verdissement	2	1	1
Direction des sports	1	4	3
Bureau du Mont-Royal	0	0	1
Direction des transports	6	7	1
Direction des travaux publics	1	1	2
<b>Eau</b>			
All departments included	1	3	2
<b>Capital humain</b>			
All departments included	26	31	21

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

## CHART 12 (CONTINUED)

### EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT <sup>(1)</sup>	2011	2010	2009
<b>Police</b>			
Service des communications opérationnelles (911)	2	0	1
Bureau du taxi et du remorquage	5	4	1
Direction des opérations policières	57	86	106
Section des agents de stationnement	34	40	34
Pounds linked to the Service de police	2	0	0
<b>Sécurité incendie de Montréal</b>			
All departments included	6	10	16
<b>Previous Municipal pound</b>			
Direction de l'administration et du soutien opérationnel	N/A	N/A	6 <sup>(2)</sup>
<b>TOTAL</b>	<b>413</b>	<b>473</b>	<b>487</b>

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

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

**TOPIC OF COMPLAINTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2011
<b>Direction générale</b>		
<b>Direction des communications</b>	Right of initiative	<b>1</b>
<b>Direction des Muséums nature de Montréal</b>	Scientific institutions	<b>2</b>
<b>Direction du greffe</b>	Access to information	<b>1</b>
	Right of initiative	<b>1</b>
	<b>TOTAL</b>	<b>5</b>
<b>Contrôleur général</b>		
<b>All departments included</b>	Conflict of interests	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Finances</b>		
<b>Direction des revenus et de la fiscalité</b>	Communications	<b>2</b>
	Evaluation / Real estate tax	<b>16</b>
	Miscellaneous	<b>2</b>
	Tax (except real estate)	<b>10</b>
<b>Direction de la gestion financière</b>	Communications	<b>1</b>
	Labour relations	<b>1</b>
	Miscellaneous	<b>1</b>
	<b>TOTAL</b>	<b>33</b>

## CHART 13 (CONTINUED)

### TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
<b>Affaires juridiques et évaluation foncière</b>		
<b>Direction de l'évaluation foncière</b>	Communications	1
	Conduct of an employee	3
	Evaluation / Real estate tax	15
<b>Direction des affaires pénales et criminelles</b>	Communications	3
	Conduct of an employee	2
	Financial compensation (others)	1
	Miscellaneous	1
	Municipal Court	105
	Municipal Court judgment	16
<b>Affaires juridiques</b>	Access to information	1
	Conduct of an employee	3
	Financial compensation (aqueduct/sewer)	3
	Financial compensation (fall on sidewalk)	6
	Financial compensation (municipal pound)	3
	Financial compensation (municipal works)	5
	Financial compensation (others)	16
	Financial compensation (pothole)	2
	Financial compensation (road incident)	4
	Financial compensation (tree)	2
	Miscellaneous	3
<b>TOTAL</b>		<b>195</b>

**TOPIC OF COMPLAINTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2011
<b>Technologies de l'information</b>		
<b>All departments included</b>	Communications	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Concertation des arrondissements et des ressources matérielles</b>		
<b>Direction du matériel roulant</b>	Miscellaneous	<b>1</b>
<b>Direction des immeubles</b>	Miscellaneous	<b>1</b>
<b>Direction stratégies et transactions immobilières</b>	Alley	<b>1</b>
	Miscellaneous	<b>2</b>
<b>Division des relations avec les citoyens (311)</b>	Communications	<b>1</b>
	Conduct of an employee	<b>1</b>
	Miscellaneous	<b>1</b>
	<b>TOTAL</b>	<b>8</b>

## CHART 13 (CONTINUED)

### TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2011
<b>Développement et opérations</b>		
<b>Direction de l'environnement et du développement durable</b>	Environment / Sustainable development	<b>2</b>
	Public health (others)	<b>1</b>
<b>Direction du développement culturel et du patrimoine</b>	Miscellaneous	<b>1</b>
	Subsidy (other than housing)	<b>3</b>
<b>Direction du développement économique et urbain</b>	Subsidy (other than housing)	<b>1</b>
<b>Direction de l'habitation</b>	Public health (others)	<b>1</b>
	Social housing / HLM / Housing subsidies	<b>1</b>
	Subsidy (other than housing)	<b>16</b>
<b>Direction des grands parcs et du verdissement</b>	Miscellaneous	<b>1</b>
	Parks and green spaces	<b>1</b>
<b>Direction des sports</b>	Sports and leisure	<b>1</b>
<b>Direction des transports</b>	Cycling path	<b>2</b>
	Parking / SRRR / Vignettes	<b>2</b>
	Road works / Public works	<b>1</b>
	Traffic	<b>1</b>
<b>Direction des travaux publics</b>	Tenders	<b>1</b>
<b>TOTAL</b>		<b>36</b>



**TOPIC OF COMPLAINTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2011
<b>Eau</b>		
<b>All departments included</b>	Aqueduct / Sewer	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Capital humain</b>		
<b>All departments included</b>	Communications	<b>1</b>
	Human rights	<b>1</b>
	Labour relations	<b>24</b>
	<b>TOTAL</b>	<b>26</b>
<b>Police</b>		
<b>Service des communications opérationnelles (911)</b>	Communications	<b>1</b>
	Fire / Public safety	<b>1</b>
<b>Bureau du taxi et du remorquage</b>	Taxi	<b>5</b>
<b>Direction des opérations policières</b>	Access to information	<b>4</b>
	Communications	<b>1</b>
	Conduct of an employee	<b>22</b>
	Financial compensation (others)	<b>1</b>
	Miscellaneous	<b>13</b>
	Noise	<b>2</b>
	Nuisance	<b>1</b>
	Public health (others)	<b>1</b>
	Towing	<b>1</b>
	Traffic	<b>1</b>
	Violation of law	<b>10</b>

## CHART 13 (CONTINUED)

### TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2011
<b>Section des agents de stationnement</b>	Conduct of an employee	<b>11</b>
	Parking / SRRR / Vignettes	<b>22</b>
	Towing	<b>1</b>
<b>Pounds linked to the Service de police</b>	Pound (others)	<b>2</b>
	<b>TOTAL</b>	<b>100</b>
<b>Sécurité incendie de Montréal</b>		
<b>All departments included</b>	Conduct of an employee	<b>1</b>
	Fire / Public safety	<b>5</b>
	<b>TOTAL</b>	<b>6</b>

**RESULTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Direction générale</b>															
Bureau du Directeur général	1			1											
Dir. des communications	1		1												
Dir. des Muséums nature de Montréal	2		2												
Dir. du greffe	2			1						1					
<b>TOTAL</b>	<b>6</b>		<b>3</b>	<b>2</b>						<b>1</b>					
<b>Contrôleur général</b>															
All departments included	1		1												
<b>TOTAL</b>	<b>1</b>		<b>1</b>												
<b>Finances</b>															
Dir. des revenus et de la fiscalité	30	1	17	4						5	3				
Dir. de la gestion financière	3		1	1						1					
<b>TOTAL</b>	<b>33</b>	<b>1</b>	<b>18</b>	<b>5</b>						<b>6</b>	<b>3</b>				

## CHART 14 (CONTINUED)

### RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Affaires juridiques et évaluation foncière</b>															
Dir. de l'évaluation foncière	19	12	6				1								
Dir. des affaires pénales et criminelles	128	4	89	28						5	2				
Dir. des affaires juridiques	48		14	29				1		2	2				
<b>TOTAL</b>	<b>195</b>	<b>4</b>	<b>115</b>	<b>63</b>			<b>1</b>	<b>1</b>		<b>7</b>	<b>4</b>				
<b>Technologies de l'information</b>															
All departments included	1														1
<b>TOTAL</b>	<b>1</b>														<b>1</b>
<b>Concertation des arrondissements et des ressources matériels</b>															
Dir. du matériel roulant	1	1													
Dir. des immeubles	1				1										
Dir. stratégies et transactions immobilières	3		1										1		1
Division des relations avec les citoyens (311)	3		2	1											
<b>TOTAL</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>1</b>									<b>1</b>		<b>1</b>

**RESULTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Développement et opérations</b>															
Dir. de l'environnement et du développement durable	3	2								1					
Dir. du développement culturel et du patrimoine	4	3								1					
Dir. du développement économique et urbain	1	1													
Dir. de l'habitation	18	13	1							4					
Dir. des grands parcs et du verdissement	2			1										1	
Dir. des sports	1	1													
Dir. des transports	6	4											1		1
Dir. des travaux publics	1			1											
<b>TOTAL</b>	<b>36</b>	<b>24</b>	<b>3</b>							<b>6</b>			<b>1</b>	<b>1</b>	<b>1</b>
<b>Eau</b>															
All departments included	1	1													
<b>TOTAL</b>	<b>1</b>	<b>1</b>													

## CHART 14 (CONTINUED)

### RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Capital humain</b>															
All departments included	26		1	25											
<b>TOTAL</b>	<b>26</b>		<b>1</b>	<b>25</b>											
<b>Service de police</b>															
Service des communications opérationnelles (911)	2		2												
Bureau du taxi et du remorquage	5		4							1					
Dir. des opérations policières	57		17	38							2				
Section des agents de stationnement	34	2	17	14										1	
Pounds linked to the Service de police	2		1	1											
<b>TOTAL</b>	<b>100</b>	<b>2</b>	<b>41</b>	<b>53</b>						<b>1</b>	<b>2</b>		<b>1</b>		
<b>Sécurité incendie de Montréal</b>															
All departments included	6		5											1	
<b>TOTAL</b>	<b>6</b>		<b>5</b>											<b>1</b>	
<b>GRAND TOTAL</b>	<b>413</b>	<b>7</b>	<b>213</b>	<b>152</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>21</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>2</b>

**FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY  
BY CENTRAL DEPARTMENT**

*Including Charter files*

**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, 2012	TOTAL	AVERAGE DELAY in working days
<b>Direction générale</b>											
Direction du greffe		1								1	3 days
<b>Finances</b>											
Direction des revenus et de la fiscalité	1			1	4	2				8	29.25 days
Direction de la gestion financière		1								1	3 days
<b>Affaires juridiques et évaluation foncière</b>											
Direction de l'évaluation foncière	1									1	2 days
Direction des affaires pénales et criminelles	1	1	3	1		1				7	12.86 days
Affaires juridiques	1	2		2						5	8.8 days
<b>Technologies de l'information</b>											
All departments included				1						1	16 days

## CHART 15 (CONTINUED)

### FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY CENTRAL DEPARTMENT

Including Charter files

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, 2012	TOTAL	AVERAGE DELAY in working days
<b>Concertation des arrondissements et des ressources matérielles</b>											
Direction des immeubles				1						1	16 days
Direction stratégies et transactions immobilières						1				1	51 days
<b>Développement et opérations</b>											
Direction de l'environnement et du développement durable				1						1	13 days
Direction du développement culturel et du patrimoine					1					1	31 days
Direction de l'habitation				3	1					4	23 days
Direction des grands parcs et du verdissement					1					1	30 days
Direction des transports							1		1	2	87 days



**FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY  
BY CENTRAL DEPARTMENT**

*Including Charter files*

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, 2012	TOTAL	AVERAGE DELAY in working days
<b>Service de police</b>											
Bureau du taxi et du remorquage				1						1	16 days
Direction des opérations policières	1				1					2	14.5 days
Section des agents de stationnement						1				1	50 days
<b>Sécurité incendie de Montréal</b>											
All departments included								1		1	128 days

## CHART 16

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

*Including Charter files*

ENTITY	2011	2010	2009
Commission des services électriques de Montréal	2	2	5
Corporation de gestion des marchés publics	0	0	1
Corporation des Habitations Jeanne-Mance	5	1	0
Office municipal d'habitation de Montréal (OMHM)	101	102	98
Société du parc Jean-Drapeau	3	0	11
Société d'habitation et de développement de Montréal (SHDM)	11	15	2
Société de transport de Montréal	19	26	33
Société en commandite Stationnement de Montréal	1	6	9
Musée Pointe-à-Callière	0	0	1
<b>TOTAL</b>	<b>142</b>	<b>152</b>	<b>160</b>

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

*Including Charter files*

ENTITY	TOPIC	NUMBER 2011
<b>Commission des services électriques de Montréal</b>	Miscellaneous	<b>2</b>
	<b>TOTAL</b>	<b>2</b>
<b>Corporation des Habitations Jeanne-Mance</b>	Miscellaneous	<b>1</b>
	Social housing / HLM / Housing subsidies	<b>4</b>
	<b>TOTAL</b>	<b>5</b>
<b>Office municipal d'habitation de Montréal (OMHM)</b>	Access to information	<b>2</b>
	Communications	<b>1</b>
	Conduct of an employee	<b>2</b>
	Handicapped person	<b>1</b>
	Noise	<b>2</b>
	Nuisance	<b>1</b>
	Public health (bed bugs)	<b>2</b>
	Public health (mold)	<b>1</b>
	Social housing / HLM / Housing subsidy	<b>88</b>
	Universal access	<b>1</b>
<b>TOTAL</b>	<b>101</b>	
<b>Société du parc Jean-Drapeau</b>	Noise	<b>3</b>
	<b>TOTAL</b>	<b>3</b>

## CHART 17 (CONTINUED)

### TOPIC OF COMPLAINTS BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION OR OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	TOPIC	NUMBER 2011
<b>Société d'habitation et de développement de Montréal (SHDM)</b>	Animal	1
	Conduct of an employee	1
	Miscellaneous	2
	Social housing / HLM / Housing subsidies	7
	<b>TOTAL</b>	<b>11</b>
<b>Société de transport de Montréal</b>	Access to information	1
	Conduct of an employee	5
	Financial compensation (others)	1
	Financial compensation (road incident)	1
	Labour relations	1
	Transportation	9
	Universal access	1
<b>TOTAL</b>	<b>19</b>	
<b>Société en commandite Stationnement de Montréal</b>	Parking / SRRR / Vignettes	1
	<b>TOTAL</b>	<b>1</b>

**RESULTS**  
**BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION**  
**OR OTHER CITY RELATED ORGANIZATION**

*Including Charter files*

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Commission des services électriques de Montréal	2		2												
Corporation des Habitations Jeanne-Mance	5	2	3												
Office municipal d'habitation de Montréal (OMHM)	101	3	64	8		1				9	12		1	1	2
Société du parc Jean-Drapeau	3			3											
Société d'habitation et de développement de Montréal (SHDM)	11	1	4	1				2			1			1	1
Société de transport de Montréal	19			19											
Société en commandite Stationnement de Montréal	1		1												
<b>GRAND TOTAL</b>	<b>142</b>	<b>6</b>	<b>74</b>	<b>31</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>

## CHART 19

### FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION

Including Charter files

**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, 2012	TOTAL	AVERAGE DELAY in working days
Office municipal d'habitation de Montréal (OMHM)			3	9	5	3	3	1	2	<b>26</b>	36.21 DAYS
Société d'habitation et de développement de Montréal (SHDM)	1	2		1	1					<b>5</b>	12.4 DAYS

**EVOLUTION – NUMBER OF COMPLAINTS  
BY POLITICAL ENTITY <sup>(1)</sup>**

*Including Charter files*

ENTITY	2011	2010	2009
Agglomeration Council <sup>(2)</sup>	5	0	0
City Council	9	6	5
Executive Committee	1	4	5
Mayor's office	1	0	2
Office of City Council Chairman	0	1	2
<b>TOTAL</b>	<b>16</b>	<b>11</b>	<b>14</b>

(1) The requests concerning a Borough Council are included in Charts 4, 5, 6.

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

## CHART 21

### TOPIC OF COMPLAINTS BY POLITICAL ENTITY

*Including Charter files*

ENTITY	TOPIC	NUMBER 2011
<b>Agglomeration Council</b>	Tax (except real estate)	<b>5</b>
	<b>TOTAL</b>	<b>5</b>
<b>City Council</b>	Decision of the City Council	<b>2</b>
	Evaluation / Real estate tax	<b>1</b>
	Handicapped person	<b>1</b>
	Miscellaneous	<b>1</b>
	Public participation	<b>1</b>
	Subsidy (other than housing)	<b>2</b>
	Traffic	<b>1</b>
<b>TOTAL</b>	<b>9</b>	
<b>Executive Committee</b>	Transportation	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Mayor's office</b>	Conflict of interests	<b>1</b>
	<b>TOTAL</b>	<b>1</b>



**RESULTS  
BY POLITICAL ENTITY**

*Including Charter files*

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Agglomeration Council	5			5											
City Council	9		1	6			1	1							
Executive Committee	1			1											
Mayor's office	1			1											
<b>GRAND TOTAL</b>	<b>16</b>	<b>0</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## CHART 23

### FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY POLITICAL ENTITIES

*Including Charter files*

**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, 2012	TOTAL	AVERAGE DELAY in working days
City Council		2								2	4 days

**CHARTER FILES  
NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
<b>Democracy</b>	Public participation	1
	Right of initiative	1
	Zoning / Urban planning / Exemption	1
	<b>SUB-TOTAL</b>	<b>3</b>
<b>Economic and Social Life</b>	Public health (mold)	1
	Public health (others)	1
	Social housing / HLM / Housing subsidies	3
	<b>SUB-TOTAL</b>	<b>5</b>
<b>Environment and Sustainable Development</b>	Animal	2
	Environment / Sustainable development	1
	Garbage / Recycling	3
	Noise	10
	Nuisance	2
	Parks and green spaces	1
	Road works / Public works	1
	Traffic	3
	Tree	1
	Zoning / Urban planning / Exemption	2
<b>SUB-TOTAL</b>	<b>26</b>	

## CHART 24 (CONTINUED)

### CHARTER FILES NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
<b>Municipal services</b>	Alley	1
	Animal	1
	Communications	1
	Conduct of an employee	1
	Handicapped person	2
	Pound (storage of furniture)	1
	Road works / Public works	2
	Social housing / HLM / Housing subsidies	1
	Subsidy other than housing	1
<b>SUB-TOTAL</b>	<b>11</b>	
<b>Recreation, Physical Activities and Sports</b>	Parks and green spaces	1
	<b>SUB-TOTAL</b>	<b>1</b>
<b>Security</b>	Application of By-laws	1
	Fence	1
	Fire / Public safety	2
	Miscellaneous	1
	Public health (mold)	1
	Road works / Public works	1
	Social housing / HLM / Housing Subsidies	2
	Traffic	2
<b>SUB-TOTAL</b>	<b>11</b>	
	<b>GRAND TOTAL</b>	<b>57</b>

**CHARTER FILES  
RESULTS / BY CHAPTER**

CHAPTER	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Democracy	3						1			2					
Economic and Social Life	5										3				2
Environment and Sustainable Development	26				2		1			8	6			1	8
Municipal services	11				1					1	7				2
Recreation, Physical Activities and Sports	1													1	
Security	11									3	3		3	1	1
<b>GRAND TOTAL</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>19</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>13</b>

## CHART 26

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Ahuntsic-Cartierville (administration)</b>	<b>Economic and Social Life</b>	
	Public health (mold)	1
	Public health (others)	1
	<b>Environment and Sustainable Development</b>	
	Noise	1
	Nuisance	1
	Road works / Public works	1
	<b>Recreation, Physical Activities and Sports</b>	
	Parks and green spaces	1
	<b>Ahuntsic-Cartierville (Borough Council)</b>	<b>Environment and Sustainable Development</b>
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>7</b>
<b>Anjou (administration)</b>	<b>Environment and Sustainable Development</b>	
	Traffic	1
	<b>TOTAL</b>	<b>1</b>

**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Côte-des-Neiges – Notre-Dame-de-Grâce (administration)</b>	<b>Environment and Sustainable Development</b>	
	Garbage / Recycling	1
	Tree	1
	<b>Municipal services</b>	
	Conduct of an employee	1
	<b>Security</b>	
	Fence	1
	Public health (mold)	1
	<b>TOTAL</b>	<b>5</b>
<b>L'Île-Bizard–Sainte-Geneviève (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	<b>TOTAL</b>	<b>1</b>
<b>Lachine (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	<b>Municipal Services</b>	
	Handicapped person	1
	Road works / Public works	1
	<b>TOTAL</b>	<b>3</b>
<b>LaSalle (administration and Borough Council)</b>	<b>Democracy</b>	
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>1</b>

## CHART 26 (CONTINUED)

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Le Plateau-Mont-Royal (administration)</b>	<b>Security</b>	
	Miscellaneous	<b>1</b>
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>2</b>
<b>Le Sud-Ouest (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	<b>2</b>
	Parks and green spaces	<b>1</b>
	<b>Municipal services</b>	
	Subsidy other than housing	<b>1</b>
<b>TOTAL</b>	<b>4</b>	
<b>Mercier – Hochelaga-Maisonneuve (administration)</b>	<b>Environment and Sustainable Development</b>	
	Animal	<b>1</b>
	Traffic	<b>1</b>
	<b>Municipal services</b>	
	Pound (storage of furniture)	<b>1</b>
<b>TOTAL</b>	<b>3</b>	
<b>Montréal-Nord (administration)</b>	<b>Security</b>	
	Application of By-laws	<b>1</b>
	<b>TOTAL</b>	<b>1</b>



**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Outremont (administration)</b>	<b>Environment and Sustainable Development</b>	
	Garbage / Recycling	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Pierrefonds-Roxboro (administration)</b>	<b>Environment and Sustainable Development</b>	
	Zoning / Urban planning / Exemption	<b>1</b>
<b>Pierrefonds-Roxboro (Borough Council)</b>	<b>Environment and Sustainable development</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>2</b>
<b>Rivière-des-Prairies-Pointe-aux-Trembles (administration)</b>	<b>Environment and Sustainable development</b>	
	Noise	<b>1</b>
	<b>Security</b>	
	Fire / Public safety	<b>1</b>
<b>TOTAL</b>	<b>2</b>	
<b>Rosemont – La Petite-Patrie (administration)</b>	<b>Environment and Sustainable Development</b>	
	Animal	<b>1</b>
	Nuisance	<b>1</b>
	<b>Municipal services</b>	
	Animal	<b>1</b>
	Handicapped person	<b>1</b>
<b>Rosemont – La Petite-Patrie (Borough Council)</b>	<b>Municipal services</b>	
	Alley	<b>1</b>
	<b>TOTAL</b>	<b>5</b>

## CHART 26 (CONTINUED)

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Verdun (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	<b>2</b>
	<b>TOTAL</b>	<b>2</b>
<b>Ville-Marie (administration)</b>	<b>Environment and Sustainable Development</b>	
	Garbage / Recycling	<b>1</b>
	Noise	<b>2</b>
	<b>Municipal services</b>	
	Communications	<b>1</b>
<b>TOTAL</b>	<b>4</b>	
<b>Villeray–Saint-Michel–Parc-Extension (administration)</b>	<b>Municipal Services</b>	
	Road works / Public works	<b>1</b>
	<b>Security</b>	
	Road works / Public works	<b>1</b>
<b>TOTAL</b>	<b>2</b>	

**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
<b>Direction générale (Direction du greffe)</b>	<b>Democracy</b>	
	Right of initiative	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Développement et opérations (Direction de l'environnement et du développement durable)</b>	<b>Environment and Sustainable Development</b>	
	Environment / Sustainable development	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Développement et opérations (Direction des grands parcs et du verdissement)</b>	<b>Environment and Sustainable Development</b>	
	Parks and green spaces	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Développement et opérations (Direction des transports)</b>	<b>Security</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Sécurité incendie de Montréal (All departments included)</b>	<b>Security</b>	
	Fire / Public safety	<b>1</b>
	<b>TOTAL</b>	<b>1</b>

## CHART 26 (CONTINUED)

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

PARAMUNICIPAL AGENCY	CHAPTER / TOPIC	NUMBER
<b>Office municipal d'habitation de Montréal (OMHM)</b>	<b>Economic and Social Life</b>	
	Social housing / HLM / Housing subsidies	<b>2</b>
	<b>Municipal services</b>	
	Social housing / HLM / Housing subsidies	<b>1</b>
	<b>Security</b>	
	Social housing / HLM / Housing subsidies	<b>3</b>
	<b>TOTAL</b>	<b>6</b>
<hr/>		
POLITICAL ENTITY	CHAPTER / TOPIC	NUMBER
<b>City Council</b>	<b>Democracy</b>	
	Public participation	<b>1</b>
	<b>TOTAL</b>	<b>1</b>

**CHARTER FILES  
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville (administration)	6				1						2			1	2
Ahuntsic-Cartierville (Borough Council)	1									1					
Anjou (administration)	1									1					
Côte-des-Neiges-Notre-Dame-de-Grâce (administration)	5									2	1				2
L'Île-Bizard – Sainte-Geneviève (administration)	1									1					
Lachine (administration)	3										3				
LaSalle (administration)	1									1					
LaSalle (Borough Council)	1									1					
Le Plateau-Mont-Royal (administration)	2										2				
Le Sud-Ouest (administration)	4						1							1	2

## CHART 27 (CONTINUED)

### CHARTER FILES RESULTS / BY ENTITY

ENTITY	Total	Withdrawal before investigation	Referred VDM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Mercier-Hochelaga-Maisonneuve (administration)	3									1	1				1
Montréal-Nord (administration)	1									1					
Outremont (administration)	1														1
Pierrefonds-Roxboro (administration)	1														1
Pierrefonds-Roxboro (Borough Council)	1														1
Rivière-des-Prairies – Pointe-aux-Trembles (administration)	2									1	1				
Rosemont – La Petite-Patrie (administration)	4				2					1					1
Rosemont – La Petite-Patrie (Borough Council)	1														1
Verdun (administration)	2									2					
Ville-Marie (administration)	4										4				

**CHARTER FILES  
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Villeray – Saint-Michel – Parc-Extension (administration)	2										2				
Direction générale (Direction du greffe)	1									1					
Développement et opérations (Direction de l’environnement et du développement durable)	1									1					
Développement et opérations (Direction des grands parcs et du verdissement)	1													1	
Développement et opérations (Direction des transports)	1												1		
Sécurité incendie de Montréal (All departments included)	1												1		
Office municipal d’habitation de Montréal (OMHM)	6									3		1	1	1	
City Council	1						1								

## 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, 2012	TOTAL	AVERAGE DELAY in working 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	9	7	18	3	66	71.58
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	27.27	4.55	100%	DAYS
<b>2011</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>14</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>55</b>	<b>31.53</b>
<b>%</b>	<b>1.82</b>	<b>5.45</b>	<b>7.27</b>	<b>10.91</b>	<b>25.45</b>	<b>14.55</b>	<b>5.45</b>	<b>5.45</b>	<b>23.64</b>	<b>100%</b>	<b>DAYS</b>

**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.



**CHARTER FILES**  
**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
<b>Democracy</b>			
Defining and establishing guidelines for, and granting, through a By-law, the right of citizens' initiatives regarding public consultations	1	Ill-founded	3
Encouraging public participation	1	Referred	4
Encouraging public participation and providing citizens with useful and clearly formulated information	1	Ill founded	2
Ensuring that the public consultation process is credible, open and effective by adopting and maintaining the appropriate procedures	1	Ill-founded	2
<b>SUB-TOTAL</b>	<b>4</b>		
<b>Economic and Social Life</b>			
Taking appropriate measures to ensure that housing meets public health and safety standards	5	2 Still pending 3 Resolved	40.2
<b>SUB-TOTAL</b>	<b>5</b>		

## CHART 29 (CONTINUED)

### CHARTER FILES RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
<b>Environment and Sustainable development</b>			
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	<b>4</b>	1 Withdrawal 2 Still pending 1 Resolved	19
Fostering continuous improvement of air quality	<b>1</b>	Ill-founded	13
Promoting the enhancement of urban woods	<b>1</b>	Follow-up on commitments	30
Promoting the protection of urban woods	<b>2</b>	1 Ill-founded 1 Follow-up on commitments	25
Promoting waste reduction, re-use and recycling	<b>1</b>	Resolved	38
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	<b>1</b>	Ill-founded	20
Taking measures to reduce abusive irritants from dumping garbage	<b>3</b>	2 Still pending 1 Resolved	9
Taking measures to reduce abusive irritants from noise	<b>15</b>	1 Withdrawal 4 Still pending 4 Ill-founded 1 Referred 5 Resolved	21.20
Taking measures to reduce abusive irritants from the traffic	<b>3</b>	1 Still pending 2 Ill-founded	12.33
<b>SUB-TOTAL</b>	<b>31</b>		

**CHARTER FILES**  
**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
<b>Municipal services</b>			
Promoting flexibility in supplying municipal services to meet the various needs of citizens	1	Resolved	64
Promoting flexibility in the use of public space to meet the various needs of citizens	1	Ill-founded	50
Promoting the supply and distribution of municipal services in an equitable manner	5	1 Still pending 1 Ill-founded 3 Resolved	47.2
Taking appropriate measures to ensure the cleanliness of public property	1	Withdrawal	54
Taking measures to limit disruptions or obstacles depriving citizens of access to their homes	2	1 Still pending 1 Resolved	15
Taking measures to limit disruptions or obstacles depriving citizens of access to sidewalks and footpaths	1	Resolved	3
<b>SUB-TOTAL</b>	<b>11</b>		

## CHART 29 (CONTINUED)

### CHARTER FILES RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
<b>Recreation, Physical Activities and Sports</b>			
Developing high-quality parks	1	Follow-up on commitment	9
<b>SUB-TOTAL</b>	<b>1</b>		
<b>Security</b>			
Developing its territory in a safe manner	3	1 Commitment 1 Ill-founded 1 Resolved	63.67
Protecting people	2	1 Commitment 1 Follow-up on commitment	11
Protecting property	4	1 Commitment 1 Ill-founded 1 Resolved 1 Follow-up on commitment	39.5
<b>SUB-TOTAL</b>	<b>9</b>		
<b>GRAND TOTAL</b>	<b>61</b>		

**CHARTER FILES**  
**EVOLUTION / NUMBER OF COMPLAINTS 2006 - 2011**

**A. EVOLUTION OF THE NUMBER OF CHARTER INVESTIGATIONS, YEARLY**

	2006	2007	2008	2009	2010	2011	TOTAL
Number of Charter investigations	33	40	40	38	66	55	<b>272</b>

**B. PROPORTION OF CHARTER INVESTIGATIONS OVER ALL ODM INVESTIGATIONS, PER YEAR**

	2006	2007	2008	2009	2010	2011	TOTAL
Number of Charter investigations per year	33	40	40	38	66	55	<b>272</b>
Total number of investigation files for the OdM per year	222	233	249	193	209	179	<b>1285</b>
<b>%</b>	<b>14.86</b>	<b>17.17</b>	<b>16.06</b>	<b>19.69</b>	<b>31.58</b>	<b>30.71</b>	<b>21.17</b>

# CHART 31

## CHARTER FILES RESULTS / BY TOPIC

TOPIC	Total	Withdrawal before investigation	Referred VdM Before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Alley	1														1
Animal	3				2										1
Application of By-laws	1									1					
Communications	1										1				
Conduct of an employee	1										1				
Environment / Sustainable development	1									1					
Fence	1									1					
Fire / Public safety	2									1			1		
Garbage / Recycling	3										1				2
Handicapped person	2									1	1				
Miscellaneous	1										1				
Noise	10				1		1			3	4				1
Nuisance	2														2
Parks and green spaces	2													2	
Pound (storage of furniture)	1										1				
Public health (mold)	2														2

**CHARTER FILES  
RESULTS / BY TOPIC**

TOPIC	Total	Withdrawal before investigation	Referred VdM Before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health (others)	1									1					
Public participation	1					1									
Right of initiative	1									1					
Road works / Public works	4										4				
Social housing / HLM / Housing subsidies	6										3	1		1	1
Subsidy other than housing	1														1
Traffic	5									2	1	1			1
Tree	1									1					
Zoning / Urban planning / Exemption	3									2					1
<b>GRAND TOTAL</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>19</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>13</b>

## CHART 32

### CHARTER FILES DEMOGRAPHIC DATA

#### A. GENDER

GENDER	NUMBER	%
Female	16	32.65
Male	33	67.35
<b>TOTAL</b>	<b>49<sup>(1)</sup></b>	<b>100%</b>

#### B. LANGUAGE

LANGUAGE	NUMBER	%
English	6	12.24
French	43	87.76
<b>TOTAL</b>	<b>49<sup>(1)</sup></b>	<b>100%</b>

#### C. AGE GROUP <sup>(2)</sup>

AGE GROUP	NUMBER	%
Under 18	0	0
18-25	0	0
26-40	9	18.37
41-50	8	16.33
51-64	10	20.41
65 +	7	14.29
Unknown	15	30.61
<b>TOTAL</b>	<b>49<sup>(1)</sup></b>	<b>100%</b>

#### D. ORIGIN <sup>(3)</sup>

ORIGIN	NUMBER	%
Canadian	36	73.47
Ethnocultural	13	26.53
<b>TOTAL</b>	<b>49<sup>(1)</sup></b>	<b>100%</b>

#### E. DETAILED OF THE DECLARED ETHNOCULTURAL ORIGINS

ORIGIN	NUMBER	%
Australian	2	15.38
French	2	15.38
Italian	1	7.69
Jewish	1	7.69
Peruvian	1	7.69
Ethnocultural origin confirmed but not specified	6	46.15
<b>TOTAL</b>	<b>13</b>	<b>100%</b>

#### F. VISIBLE MINORITY <sup>(4)</sup>

VISIBLE MINORITY	NUMBER	%
No	45	91.82
Yes	4	8.16
<b>TOTAL</b>	<b>49 <sup>(1)</sup></b>	<b>100%</b>

#### G. DETAILED OF THE DECLARED VISIBLE MINORITIES

VISIBLE MINORITY	NUMBER	%
Arabic	3	75
Latino-american	1	25
<b>TOTAL</b>	<b>4</b>	<b>100%</b>

(1) 6 files were initiated by the OdM in 2011.

(2) This information was provided on a voluntary basis: 69.4% of respondents gave the information.

(3) This information was provided on a voluntary basis: 100 % of respondents gave the information.

(4) This information was provided on a voluntary basis: 100 % of respondents gave the information.



## GLOSSARY - To better understand our topics

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### 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 of a private property, a park, a street, an alley, etc.

### COMMUNICATIONS

Requests relating to the communication languages; to the Ville de Montréal Website; 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.

### 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 (OTHERS)

Requests concerning the storage of vehicles; agent acting on behalf of the SPVM; etc.

## POUND (STORAGE OF FURNITURE AND PERSONAL BELONGINGS)

Requests from destitute 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 (OTHERS)

Requests regarding the application of the By-laws governing the salubrity of dwellings and businesses, except mold, bed bugs, cockroaches, rats and mice.

## PUBLIC PARTICIPATION

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

## RIGHT OF INITIATIVE

Requests relating to the new Right of initiative who came into force in 2010, and is included in the *By-law concerning the Montréal Charter of Rights and Responsibilities and the Right of initiative*.

## 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.

## SCIENTIFIC INSTITUTIONS

Requests regarding the Biodôme, the Insectarium, the Jardin Botanique and the Planétarium.

## 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.

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## **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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