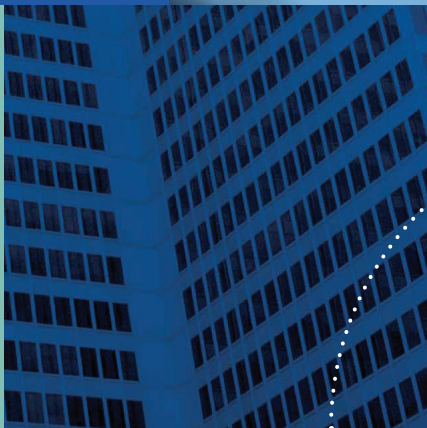


2012

ANNUAL REPORT

IN A  
RESOLUTION  
MODE!



  
OMBUDSMAN  
de Montréal  
10 YEARS  
OF FAIRNESS



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 related organizations be written in French, even in the English version.

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March 18, 2013

Mr. Harout Chitilian  
Chairman of the City Council of Ville de Montréal  
275, Notre-Dame East, Suite R-134  
Montréal (Québec) H2Y 1C6

## **RE: 2012 Annual Report - *IN A RESOLUTION MODE!***

Mr. Chairman:

It is my pleasure to submit to the City Council the 10<sup>th</sup> **OMBUDSMAN DE MONTRÉAL** Annual Report. For ten years already, our daily actions serve to increase citizen's trust in the Montréal municipal administration.

For the first time, this year, our Annual Report will be distributed mainly in electronic format, including to members of the City Council (USB key). In light of the OdM recent "going green" policy, we felt the need to reduce as much as possible the number of paper copies distributed.

In 2012, our office handled a total of 1577 complaints including 1542 new complaints. We conducted 238 thorough investigations: 203 relating to complaints received in 2012 and 35, to previous files. 78 of the new investigations involved the *Montréal Charter of Rights and Responsibilities*.

The average processing time of our 2012 files, for all complaints, was of 5.67 working days. When an investigation was conducted and completed in these files, the average time was of 32.97 working days.

We issued only one RECOMMENDATION, in 2012, which Arrondissement de Mercier-Hochelaga-Maisonneuve refused to implement: this file is still active.

For the first time, we have grouped, in *Part 3* of this Report, general information relating to each borough, department and other entity over which we have jurisdiction. It will allow readers to better understand the overall nature of our actions regarding each of these entities, as well as the delays for resolving complaints therein.

The collaboration of municipal representatives, when our office investigates a complaint, is generally good.

I have no doubt that, once again, City Councillors will appreciate the importance of the Ombudsman's institution for a city like Montréal.

Yours truly,

Johanne Savard, Ombudsman

# TABLE OF CONTENTS

A word from the Ombudsman . . . . .	5
-------------------------------------	---

## Part 1

### FILES HANDLED IN 2012 – A GENERAL OVERVIEW

Total number of files handled, in 2012 . . . . .	7
Number of thorough investigations. . . . .	7
Main topics of complaints . . . . .	8
Topics of investigations initiated by the OdM . . . . .	10
Main entities concerned by a complaint in 2012. . . . .	12
Average processing time of complaints . . . . .	13
How complaints are submitted. . . . .	14
Plaintiff profiles . . . . .	15

## Part 2

### MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

Charter files handled in 2012. . . . .	18
Plaintiff profile – Charter files . . . . .	22

## Part 3

### COMPLAINTS AND INVESTIGATIONS – PROFILE BY ENTITY

#### Boroughs

• Ahuntsic-Cartierville . . . . .	24
• Anjou . . . . .	24
• Côte-des-Neiges–Notre-Dame-de-Grâce . . . . .	25
• L’Île-Bizard–Sainte-Geneviève . . . . .	26
• Lachine . . . . .	26
• LaSalle . . . . .	26
• Le Plateau-Mont-Royal . . . . .	27
• Le Sud-Ouest. . . . .	28
• Mercier–Hochelaga-Maisonneuve . . . . .	28
• Montréal-Nord . . . . .	29
• Outremont . . . . .	29
• Pierrefonds-Roxboro . . . . .	30

• Rivière-des-Prairies–Pointe-aux-Trembles . . . . .	30
• Rosemont–La Petite-Patrie. . . . .	31
• Saint-Laurent. . . . .	32
• Saint-Léonard . . . . .	32
• Verdun . . . . .	32
• Ville-Marie. . . . .	33
• Villeray–Saint-Michel–Parc-Extension . . . . .	34

#### Central Departments

• Direction générale . . . . .	34
• Contrôleur général . . . . .	35
• Finances . . . . .	35
• Affaires juridiques et évaluation foncière. . . . .	35
• Technologies de l’information. . . . .	37
• Concertation des arrondissements et ressources matérielles . . . . .	37
• Infrastructures, transport et environnement . . . . .	38
• Mise en valeur du territoire et du patrimoine . . . . .	39
• Qualité de vie . . . . .	39
• Service de l’eau . . . . .	40
• Capital humain et communications. . . . .	40
• Police . . . . .	40
• Sécurité incendie . . . . .	42

#### Paramunicipal agencies and City related organizations

• Commission des services électriques de Montréal . . . . .	42
• Corporation de gestion des marchés publics . . . . .	42
• Office municipal d’habitation de Montréal . . . . .	43
• Société d’habitation et de développement de Montréal . . . . .	43
• Société de transport de Montréal . . . . .	44
• Société en commandite Stationnement de Montréal . . . . .	44
• Société de vélo en libre-service . . . . .	44

---

**Political Entities**

- Agglomeration Council . . . . . 45
- City Council . . . . . 45
- Executive Committee . . . . . 45
- Mayor’s office . . . . . 46
- Commission Charbonneau . . . . . 46

**Part 4**

**EXAMPLES OF FILES HANDLED IN 2012**

**Previous files**

- A. Long term Charter files still active in 2012 . . . . . 48
- B. Other examples of long term investigations  
still active in 2012 . . . . . 49

**New 2012 files**

- A. Charter related files . . . . . 51
- B. Another example of a 2012 investigation . . . . . 55

**Part 5**

**FOLLOW-UPS ON PREVIOUS FILES . . . . . 56**

**Part 6**

**THE OMBUDSMAN DE MONTRÉAL IN A NUTSHELL . . . . . 59**

**Part 7**

**OUR TEAM . . . . . 60**

**Part 8**

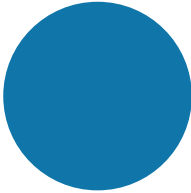
**MS. JOHANNE SAVARD . . . . . 61**

**Part 9**

**ADDENDUM - CHARTS . . . . . 62**



A  
trustworthy  
and unbiased  
voice





Ms. Johanne Savard

Citizens are more and more critical of their public administration and their skepticism regarding the quality of services offered is growing. In this time where citizens' trust is shaken, the existence of an office like ours, within the City, is more relevant than ever.

Right or wrong, citizens sometimes believe they are prejudiced by a City's decision. When this happens, having free and easy access to services of a neutral and apolitical team to review their file, without any control by the municipal management or elected officials, can restore their confidence.

In some cases, our intervention is limited to better explain the situation and make the citizen understand it is not prejudicial to him.

In other instances, we identify a real problem and with the collaboration of managers and employees, we can find a quick and efficient solution.

No organization is immune to errors and the fact that some will occasionally occur is not unusual. What's important to the OdM team is that when an error has been identified, the City collaborates to find a way to correct it.

Established practices can be modified and analysis or follow-up procedures, improved. Our interventions can also lead to the adoption of policies that better protect the municipal rights of citizens.

It is a known fact that human beings are resistant to change! When we question the old ways, therefore, there is sometimes resistance from some of the stakeholders. With tact and patience, we try to obtain their collaboration and, most of the time, we succeed.

There is no doubt that the services we offer are essential, that our actions are relevant and that our interventions meet the legitimate expectations of citizens. We also greatly contribute to the image of Montréal as a *Better place to live in*.

**RIGOR, TRANSPARENCY, INDEPENDENCE, RESPECT AND JUSTICE:** these are the values that drive us and which we have been constantly promoting for 10 years, already.

For the **OMBUDSMAN DE MONTRÉAL**, 10 years of existence means 10 years of trust and 10 years of fairness! And most of all, it testifies of 10 years IN A RESOLUTION MODE during which we were able to improve many municipal services and decision-making processes.

As stated by citizens: (translation)

*"I would like to share my satisfaction regarding the treatment of my file, during the entire process..."*

*"I take this opportunity to underline the importance of a recourse such as the Ombudsman de Montréal. Indeed, as an ordinary citizen, I was confronted to quite a rigid municipal bureaucracy..."*

*"I consider your service essential in our bureaucratized world and I hope it will be further publicized."*

---

Our reputation increasingly exceeds Montréal's borders and organizations from many countries seek our expertise and our good advice. Namely, in 2012:

- I had the privilege of being invited by the City of Gwangju, in South Korea, to explain the scope and relevance of our *Montréal Charter of Rights and Responsibilities* as well as the importance of an ombudsman to ensure its respect.
- In our office, we hosted many delegations from different continents (Europe, America and Africa) interested in discovering the concept of Municipal Ombudsmanship as an efficient mean to protect the rights of their citizens. We explained our operating rules and presented the different tools and techniques we have developed and improved over the past 10 years.

All of these meetings were enlightening, for our guests as much as for our office. Comments received were complimentary on the exceptional quality of services which are rendered by my team, on a daily basis. I want to emphasize their good work and I thank them for their enthusiasm and their rigor.

Johanne Savard, Ombudsman





We were very busy in 2012, due to the increased number of files, but also to the complexity of many investigations which sometimes took many months to resolve.

### TOTAL NUMBER OF FILES HANDLED, IN 2012

We have handled a **total of 1577** files, in 2012, namely:

- **35** files opened before 2012; **plus**
- **1542 new complaints** received (208 more than 2011 – an increase of approximately 15%).
- **78** of these new complaints challenged commitments of the *Montréal Charter of Rights and Responsibilities*.

### NUMBER OF THOROUGH INVESTIGATIONS

**238** files were the object of a thorough investigation: **203** new 2012 files, **30** pending 2011 files, **4** pending 2010 files and **1** file opened in 2008. **93** of these investigations related to the *Montréal Charter of Rights and Responsibilities*. **25** of our 2012 investigations were initiated by the Ombudsman.

On December 31st, 2012, **175** of these files had been closed and **63**, were still pending.

- Of the **175** investigations completed in 2012: **92** of these complaints were founded and ended as follows:

- 79 were resolved completely; and
- 13 were settled with future commitments.

The only formal RECOMMENDATION issued in 2012 concerns a previous file, namely a complaint regarding the Liébert Park's dog area: the borough denied our RECOMMENDATION. This file is still active.

## MAIN TOPICS OF COMPLAINTS

TOPIC	NUMBER OF COMPLAINTS / NUMBER OF INVESTIGATIONS	ENTITY
Municipal Court (functioning)	113 Complaints / 26 Investigations	Cour municipale
Social housing / HLM / Housing subsidies	84 Complaints / 14 Investigations	OMHM (75) SHDM (9)
Conduct of a municipal employee	72 Complaints / 3 Investigations	Ahuntsic-Cartierville (2), Côte-des-Neiges-Notre-Dame-de-Grâce (2), L'Île-Bizard-Sainte-Genève (1), LaSalle (1), Le Plateau-Mont-Royal (3), Mercier-Hochelaga-Maisonneuve (3), Rivière-des-Prairies-Pointe-aux-Trembles (2), Verdun (2), Ville-Marie (2), Villeray-Saint-Michel-Parc-Extension (1), Direction de l'environnement (1), Service de sécurité incendie (2), SPVM (29), Parking agents (8), Cour municipale (4), OMHM (2), STM (6), Stationnement de Montréal (1)
Parking / SRRR / Vignettes	67 Complaints / 12 Investigations	Lachine (1), Le Plateau-Mont-Royal (21), Le Sud-Ouest (2), Mercier-Hochelaga-Maisonneuve (6), Outremont (1), Pierrefonds-Roxboro (1), Rosemont-La Petite-Patrie (2), Saint-Laurent (2), Saint-Léonard (1), Verdun (1), Ville-Marie (3), All boroughs (1), SPVM (4), Parking agents (19), Stationnement de Montréal (3)
Permits	52 Complaints / 9 Investigations	Ahuntsic-Cartierville (3), Anjou (1), Côte-des-Neiges-Notre-Dame-de-Grâce (4), L'Île-Bizard-Sainte-Genève (1), Lachine (1), LaSalle (4), Le Plateau-Mont-Royal (8), Le Sud-Ouest (6), Mercier-Hochelaga-Maisonneuve (5), Outremont (1), Pierrefonds-Roxboro (1), Rivière-des-Prairies-Pointe-aux-Trembles (5), Rosemont-La Petite-Patrie (7), Saint-Laurent (1), Ville-Marie (3), Villeray-Saint-Michel-Parc-Extension (1)
Application of By-laws	46 Complaints / 4 Investigations	Ahuntsic-Cartierville (3), Côte-des-Neiges-Notre-Dame-de-Grâce (3), Lachine (2), Le Plateau-Mont-Royal (7), Le Sud-Ouest (1), Mercier-Hochelaga-Maisonneuve (7), Montréal-Nord (2), Rivière-des-Prairies-Pointe-aux-Trembles (1), Rosemont-La Petite-Patrie (1), Saint-Léonard (1), Verdun (6), Ville-Marie (4), Villeray-Saint-Michel-Parc-Extension (4), SPVM (3), Parking agents (1), SHDM (1)

## MAIN TOPICS OF COMPLAINTS (continued)

TOPIC	NUMBER OF COMPLAINTS / NUMBER OF INVESTIGATIONS	ENTITY
Road works / Public works	44 Complaints / 4 Investigations	Ahuntsic-Cartierville (5), Côte-des-Neiges-Notre-Dame-de-Grâce (2), LaSalle (1), Le Plateau-Mont-Royal (9), Le Sud-Ouest (3), Mercier-Hochelaga-Maisonneuve (7), Pierrefonds-Roxboro (1), Rivière-des-Prairies-Pointe-aux-Trembles (4), Rosemont-La Petite-Patrie (4), Ville-Marie (5), Villeray-Saint-Michel-Parc-Extension (1), Direction des infrastructures (2), Commission des services électriques de Montréal (1)
Noise	41 Complaints / 10 Investigations	Ahuntsic-Cartierville (3), Anjou (3), Côte-des-Neiges-Notre-Dame-de-Grâce (7), Lachine (1), Le Plateau-Mont-Royal (5), Le Sud-Ouest (3), Mercier-Hochelaga-Maisonneuve (2), Outremont (1), Pierrefonds-Roxboro (1), Rivière-des-Prairies-Pointe-aux-Trembles (2), Saint-Léonard (2), Verdun (2), Ville-Marie (7), Villeray-Saint-Michel-Parc-Extension (1), SPVM (2)
Subsidy other than housing	36 Complaints / 8 Investigations	LaSalle (1), Rosemont-La Petite-Patrie and Direction de l'habitation (1), Direction de l'habitation (36)
Labour relations	33 Complaints / No investigation (NB : OdM has no jurisdiction)	Service du capital humain (32), SPVM (1)
Public health and maintenance (mold)	33 Complaints / 15 Investigations	Ahuntsic-Cartierville (1), Côte-des-Neiges-Notre-Dame-de-Grâce (3), LaSalle (1), Le Plateau-Mont-Royal (1), Le Sud-Ouest (4), Mercier-Hochelaga-Maisonneuve (2), Rosemont-La Petite-Patrie (7), Saint-Léonard (2), Verdun (3), Ville-Marie (2), Villeray-Saint-Michel-Parc-Extension (1), Direction de l'habitation (1), OMHM (6)

## TOPICS OF INVESTIGATIONS INITIATED BY THE OdM

TOPIC	DESCRIPTION	ENTITY	AVERAGE DELAY	RESULT
<b>Application of By-laws</b>	Investigation on calculation of rent increases	SHDM	---	Under investigation
<b>Communications</b>	Follow-up on Borough's commitment to make its information clearer to citizens	Le Plateau-Mont-Royal	3 days	Respected
	Follow-up on commitment to improve the municipal libraries' automated calling system	Technologies de l'information	46 days	Respected
<b>Municipal Court (functioning)</b>	Investigation on the decision to send numerous Notices to continue proceedings without conducting the prior administrative review	Cour municipale	---	Under investigation
<b>Noise</b>	Follow-up on Borough's commitment to reduce nuisances generated by an industrial plant	Le Sud-Ouest	90 days	New commitments undertaken
	Follow-up on a noise complaint	Ville-Marie	1 day	Ill-founded
<b>Nuisances</b>	Follow-up on commitment to solve problems in an alley	Rosemont-La Petite-Patrie	---	Under investigation
<b>Parking / SRRR / Vignettes</b>	Duty to accept cash payments	Stationnement de Montréal	1 day	Resolved
<b>Parks and green spaces</b>	Follow-up on commitment to limit mechanical interventions in Angrignon Park forest	Le Sud-Ouest and Direction des grands parcs et du verdissement	18 days	Respected
<b>Pound (storage of furniture)</b>	Procedures of City subcontractors storing personal belongings of citizens who were evicted from their dwelling	Le Plateau-Mont-Royal	---	Under investigation

## TOPICS OF INVESTIGATIONS INITIATED BY THE ODM

TOPIC	DESCRIPTION	ENTITY	AVERAGE DELAY	RESULT
<b>Public health and maintenance (mold)</b>	Follow-up on decontamination process of an unsanitary dwelling	Le Sud-Ouest	---	Under investigation
	Follow-up on two unsanitary dwellings	Rosemont – La Petite-Patrie	---	Under investigation
	Follow-up on appropriate repairs of an unsanitary dwelling	OMHM	59 days	Commitment to resolve the situation
	Collaboration to develop a protocol between Ville de Montréal and the Direction de Santé Publique concerning the handling of complaints about unsanitary dwellings	Direction de l'habitation	---	Under investigation
<b>Public health and maintenance (others)</b>	Appropriate repairs in an unsanitary dwelling	Verdun	138 days	Resolved
<b>Public participation</b>	Improvement of information provided by the borough	Le Sud-Ouest	12 days	Resolved
<b>Quality of services</b>	Investigation on Statements of Offence serving mode	L'Île-Bizard–Sainte-Geneviève	23 days	Ill-founded
	Borough's response time to provide information requested by the Bureau des réclamations	Direction des affaires civiles	12 days	Resolved
<b>Social housing / HLM / Housing subsidies</b>	Management of tenants' complaints	OMHM	---	Under investigation
<b>Subsidy other than housing</b>	Administrative requirements to obtain a renovation subsidy	Direction de l'habitation	---	Under investigation
<b>Universal access</b>	Universal access to Borough office despite renovation work	Saint-Léonard	2 days	Resolved
	Follow-up on commitment to lower parking payment terminals	Stationnement de Montréal	1 day	Respected
	Follow-up on commitment to establish alternative parking payment modes	Stationnement de Montréal	1 day	Respected
<b>Zoning / Urban Planning / Exemptions</b>	Modification of classification for an authorized use	Pierrefonds-Roxboro	---	Under investigation

## MAIN ENTITIES CONCERNED BY A COMPLAINT IN 2012

A high number of complaints does not necessarily mean that this entity management is problematic. Due to their inherent characteristics, some are more likely to be the subject of a complaint.

BOROUGH	NUMBER OF COMPLAINTS	NUMBER OF INVESTIGATIONS	AVERAGE DELAY – INVESTIGATIONS COMPLETED
Le Plateau-Mont-Royal	104	21	65.76 days
Côte-des-Neiges–Notre-Dame-de-Grâce	64	12	101.7 days
Ville-Marie	62	17	40.11 days
Rosemont–La Petite-Patrie	57	15	48.86 days
Mercier–Hochelaga-Maisonneuve	52	2	37.5 days

DEPARTMENT	NUMBER OF COMPLAINTS	NUMBER OF INVESTIGATIONS	AVERAGE DELAY – INVESTIGATIONS COMPLETED
Service des affaires juridiques et de l'évaluation foncière – Cour municipale	142	26	11.76 days
Service de police – Direction des opérations policières	68	3	5 days
Service des affaires juridiques et de l'évaluation foncière – Direction des affaires civiles	63	4	15.25 days
Mise en valeur du territoire et du patrimoine – Direction de l'habitation	37	9	21.57 days
Service du capital humain et des communications – Direction du capital humain	33	0	No jurisdiction over labour related issues

PARAMUNICIPAL AGENCY OR CITY RELATED ORGANIZATION	NUMBER OF COMPLAINTS	NUMBER OF INVESTIGATIONS	AVERAGE DELAY – INVESTIGATIONS COMPLETED
Office municipal d'habitation de Montréal (OMHM)	99	16	58.64 days
Société de transport de Montréal (STM)	15	0	No jurisdiction over any aspect of STM operations
Société d'habitation et de développement de Montréal (SHDM)	13	4	26 days



POLITICAL ENTITY	NUMBER OF COMPLAINTS	NUMBER OF INVESTIGATIONS	AVERAGE DELAY – INVESTIGATIONS COMPLETED
City Council	10	0	---
Agglomeration Council	5	0	---
Executive Committee	2	0	---
Mayor's office	1	0	---
Commission Charbonneau	8	0	---

### AVERAGE PROCESSING TIME OF COMPLAINTS

Our average final response time for all complaints, including Charter files, was of **5.67 working days** (compared to 6.95 in 2011).

**90.86%** of the time, the plaintiff received his final answer in one (1) month or less.

When a **thorough investigation** was conducted, the average processing time was of **32.97 working days** (compared to 43.04 in 2011).

**31.53%** of these thorough investigations were completed in one (1) month or less and **45.32 %**, in two (2) months or less.

The above mentioned delays refer only to the new 2012 complaints.

## HOW COMPLAINTS ARE SUBMITTED

The phone remains the most frequent method used by citizens to submit their complaint to our office. We have noted, however, a significant increase in the use of e-mails (10% increase overall) whereas Social Media are hardly ever used for this purpose.

MODE	NUMBER 2012	%	NUMBER 2011	%
By phone	<b>895</b>	58.04	871	65.29
By e-mail	<b>397</b>	25.75	196	14.69
In person	<b>148</b>	9.6	130	9.75
By mail	<b>43</b>	2.79	85	6.37
OdM initiative	<b>25</b>	1.62	21	1.57
By fax	<b>12</b>	0.78	31	2.32
On Facebook	<b>12</b>	0.78	---	---
On Twitter	<b>4</b>	0.26	---	---
Grouped complaints	<b>3</b>	0.19	---	---
On the OdM Blog	<b>2</b>	0.13	---	---
On Youtube	<b>1</b>	0.06	---	---
<b>TOTAL</b>	<b>1542</b>	<b>100%</b>	<b>1334</b>	<b>100%</b>

## PLAINTIFF PROFILES

The demographic information is given to us on a voluntary basis only: it remains, nevertheless, a good indication of citizens we serve.

### A. GENDER

GENDER	NUMBER	%
Male	<b>801</b>	53.58
Female	<b>692</b>	46.29
Unknown	<b>2</b>	0.13
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### B. LANGUAGE

LANGUAGE	NUMBER	%
French	<b>1232</b>	81.37
English	<b>282</b>	18.63
<b>TOTAL</b>	<b>1514</b>	<b>100%</b>

### C. AGE GROUP

AGE GROUP	NUMBER	%
Under 18	<b>4</b>	0.27
18-25	<b>29</b>	1.94
26-40	<b>254</b>	16.99
41-50	<b>253</b>	16.92
51-64	<b>248</b>	16.59
65 +	<b>189</b>	12.64
Unknown	<b>518</b>	34.65
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### D. ORIGIN

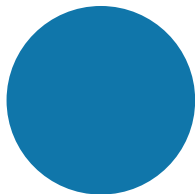
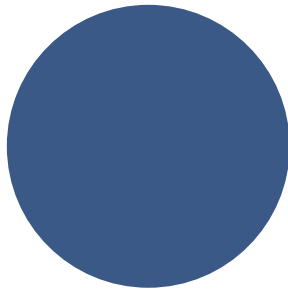
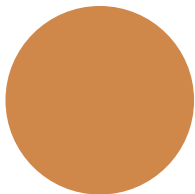
ORIGIN	NUMBER	%
Canadian	<b>880</b>	58.86
Ethnocultural	<b>468</b>	31.03
Unknown	<b>147</b>	9.83
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### E. VISIBLE MINORITY

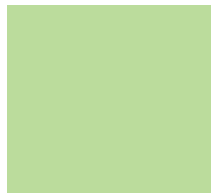
VISIBLE MINORITY	NUMBER	%
No	<b>1035</b>	69.23
Unknown	<b>268</b>	17.93
Yes	<b>192</b>	12.84
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

Moreover, in 2012 :

- 19 complaints were submitted by corporations;
- There were 3 grouped complaints (broad investigations related to many plaintiffs); and
- 25 new investigations were initiated by the Odm.



*a* resource  
*to be known*



The *Montréal Charter of Rights and Responsibilities* (the Charter) came into effect on January 1<sup>st</sup>, 2006 and was modified in 2011, following a Public Consultation led by the Office de consultation publique de Montréal (OCPM).

Therein, the City confirms numerous commitments which are binding on all managers and elected officials of Ville de Montréal. The only available recourse to ensure its respect is a complaint to the **OMBUDSMAN DE MONTRÉAL**.

The Charter undertakings relate to a wide variety of topics, including namely:

- Democracy and Public participation;
- Sufficiency and Clarity of the information provided to citizens;
- Equality between women and men;
- Inclusion and Non-discrimination;
- Environment and Recycling;
- Sustainable development;
- Quality of air and the Increase of cool areas;
- Protection of the built patrimony, the cultural patrimony and the natural patrimony;
- Safety in the City;
- Universal Access;
- Access to recreational activities, to culture and to libraries;
- Quality of municipal services rendered in a respectful and non-discriminatory manner;
- Etc.

We still note, unfortunately, that many managers, employees and elected officials are not familiar with the existence of this Charter and are not sufficiently aware of the commitments it contains and their duty to abide by them: our office tries to improve this situation, daily.

For example, in 2012, having received many similar complaints, we took the initiative to write to every Borough Mayors to remind them that during the question period of their Borough Council meetings, citizens cannot be refused the right to ask a question on the only ground that they do not reside in that borough.

## CHARTER FILES HANDLED IN 2012

The number of Charter files continues to increase as well as its proportional percentage over all the complaints we receive.

Since the Charter came into force, the number of Charter files has increased by approximately 136% (33 Charter complaints in 2006 versus 78 in 2012). In 2012, **38.42%** of our thorough investigations were related to Charter commitments.

### A. Number of Charter files, per year

	2006	2007	2008	2009	2010	2011	2012	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	<b>352</b>

### B. Proportion of Charter investigations over all investigations

	2006	2007	2008	2009	2010	2011	2012	TOTAL
Number of Charter investigation per year	33	40	40	38	66	57	78	<b>352</b>
Total number of investigations files for the OdM per year	222	233	249	193	209	179	203	<b>1488</b>
<b>%</b>	<b>14.86</b>	<b>17.17</b>	<b>16.06</b>	<b>19.69</b>	<b>31.58</b>	<b>31.84</b>	<b>38.42</b>	<b>23.66</b>



The following table outlines commitments contained in the Charter, concerned by a complaint, in 2012:

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Democracy</b>			
Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures	<b>3</b>	3 Still pending	--
Encouraging public participation	<b>4</b>	4 Ill-founded	28.5
Providing citizens with clearly formulated information	<b>9</b>	1 Commitment 7 Resolved 1 Follow-up on commitment	63.78
Providing citizens with useful information	<b>9</b>	1 Commitment 7 Resolved 1 Follow-up on commitment	63.78
<b>SUB-TOTAL</b>	<b>25</b>		
<b>Economic and Social Life</b>			
Taking into account, in the implementation of housing measures, the needs of vulnerable persons and particularly individuals and families with low or modest incomes	<b>1</b>	Still pending	--
Taking appropriate measures to ensure that housing meets public health and safety standards	<b>17</b>	2 Withdrawals 8 Still pending 1 Commitment 2 Ill-founded 4 Resolved	44.41
Provide relocation services when a building or dwelling must be closed or vacated	<b>2</b>	2 Resolved	40
<b>SUB-TOTAL</b>	<b>20</b>		

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Environment and Sustainable Development</b>			
Promoting both public transportation and active modes of transportation as well as other forms of transit, thereby limiting the use of automobiles in an urban milieu, with a view to reducing air pollution and greenhouse gas emissions	<b>1</b>	Withdrawal	26
Fostering continuous improvement of air quality	<b>1</b>	Still pending	--
Promoting measures to increase cool areas	<b>1</b>	Withdrawal	26
Promoting the enhancement of urban woods	<b>1</b>	Follow-up on commitment	18
Promoting the protection of urban woods	<b>2</b>	1 Ill-founded 1 Follow-up on commitment	36
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	<b>1</b>	Ill-founded	132
Taking measures to reduce abusive irritants from dumping garbage	<b>1</b>	Still pending	--
Taking measures to reduce abusive irritants from noise	<b>14</b>	1 Commitment 4 Still pending 4 Ill-founded 1 Denied 1 Follow-up on commitment 3 Resolved	51.71
Taking measures to reduce abusive irritants from the traffic	<b>4</b>	1 Still pending 1 Withdrawal 1 Commitment 1 Ill-founded	64.5
<b>SUB-TOTAL</b>	<b>26</b>		

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Municipal services</b>			
Providing competent municipal services in a respectful and non-discriminatory manner	6	3 Still pending 3 Resolved	17.17
Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programs, and services in general	4	1 Still pending 1 Follow-up on commitment 1 Resolved	1
<b>SUB-TOTAL</b>	<b>10</b>		
<b>Security</b>			
Developing its territory in a safe manner	5	2 Follow-ups on commitment 3 Resolved	28.5
Protecting people	2	1 Ill-founded 1 Follow-up on commitment	28.5
<b>SUB-TOTAL</b>	<b>7</b>		
<b>GRAND TOTAL</b>	<b>88</b>		

The **average processing time** for Charter investigations was of **43.26 working days**:

**16.67%** of these plaintiffs received a final response in less than one (1) month and **28.21%**, in less than two (2) months.

## PLAINTIFF PROFILE – CHARTER FILES

Of the **78** Charter files we handled, 17 were on **our own initiative**, 2 were grouped complaints and 59 were submitted by citizens.

### A. Gender

GENDER	NUMBER	%
Male	<b>32</b>	54.24
Female	<b>27</b>	45.76
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

### B. Language

LANGUAGE	NUMBER	%
French	<b>50</b>	84.75
English	<b>9</b>	15.25
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

### C. Age group

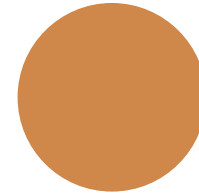
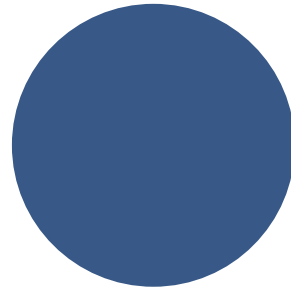
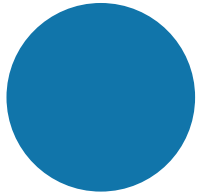
AGE GROUP	NUMBER	%
Under 18	<b>1</b>	1.69
18-25	<b>0</b>	0
26-40	<b>11</b>	18.64
41-50	<b>13</b>	22.03
51-64	<b>17</b>	28.81
65 +	<b>8</b>	13.56
Unknown	<b>9</b>	15.25
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

### D. Origin

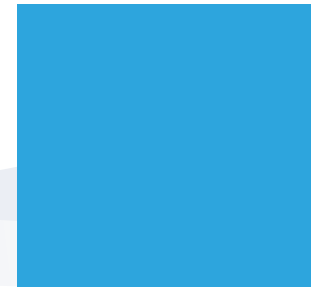
ORIGIN	NUMBER	%
Canadian	<b>41</b>	69.49
Ethnocultural	<b>18</b>	30.51
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

### F. Visible minority

VISIBLE MINORITY	NUMBER	%
No	<b>54</b>	91.53
Yes	<b>4</b>	6.78
Unknown	<b>1</b>	1.69
<b>TOTAL</b>	<b>59</b>	<b>100%</b>



Untying  
the deadlocks



## PART 3

# COMPLAINTS AND INVESTIGATIONS – PROFILE BY ENTITY

Citizens, as well as managers and elected officials of Ville de Montréal, regularly request more details on the complaint profile of a borough, a central department or another entity over which we have jurisdiction. To meet these demands, we have prepared the following summaries.

### BOROUGHS

#### AHUNTSIC–CARTIERVILLE

##### ■ 46 new complaints in 2012

###### Topics of complaints:

Access to information (1); Alley (3); Animal (1); Application of By-laws (3); Aqueduct/Sewer (3); Cleanliness (1); Communications (1); Conduct of an employee (2); Cycling path (1); Garbage/Recycling (1); Library (1); Noise (3); Nuisances (5); Parks and green spaces (1); Permit (3); Pound - storage of furniture (2); Public health and maintenance – cockroaches (1); Public health and maintenance – mold (1); Public health and maintenance – others (1); Quality of services (1) ; Road works/Public works (5); Sports and leisure (2); Zoning/Urban planning/Exemptions (3)

###### 9 thorough investigations including 3 Charter files:

- Problem with the evacuation of waste water – still pending for less than a month;
- Noises and other nuisances generated by a religious establishment (2 files) – Charter files – still pending since 11 months;
- Follow-up on borough’s commitments concerning a fence (2 files) – respected;
- Follow-up on borough’s commitments to repair the road – respected;

- Recurring flood – still pending for less than 3 months;
- Contested construction projects (2 files) – ill-founded

###### Results:

1 withdrawal before investigation, 35 referred before investigation, 1 denied before investigation, 2 ill-founded, 3 follow-ups on commitments (respected), 4 still pending

**Average processing delay** of 2012 finalized investigations:  
**41.2 working days**

##### ■ 2 previous files processed in 2012:

- Nuisances caused by an outside lighting: opened on May 26, 2011, closed on February 7, 2012; withdrawal by the citizen
- Unsanitation of a dwelling: opened on September 15, 2011, closed on September 6, 2012; resolved

#### ANJOU

##### ■ 16 new complaints in 2012

###### Topics of complaints:

Access to information (3); Cleanliness (1); Fence (3); Library (1); Miscellaneous (1); Noise (3); Nuisances (1); Permit (1); Sports and leisure (1); Zoning/Urban planning/Exemptions (1)

###### 4 thorough investigations including 2 Charter files:

- Suspension of privileges in a library – ill-founded;
- Noises coming from a supermarket – Charter file – commitments;
- Noises coming from a heat pump – Charter file – ill-founded;
- Permit for a pellets stove – ill-founded



**Results :**

7 referred before investigation, 5 denied before investigation, 3 ill-founded, 1 commitments

**Average processing delay** of 2012 finalized investigations:  
**87.25 working days**

■ **No previous file** processed in 2012

**CÔTE-DES-NEIGES–NOTRE-DAME-DE-GRÂCE**

■ **64 new complaints** in 2012

**Topics of complaints:**

Application of By-laws (3); Aqueduct/Sewer (4); Communications (2); Conduct of an employee (2); Decision of the Borough Council (1); Fire/Public safety (1); Garbage/Recycling (7); Library (2); Noise (7); Nuisances (2); Permit (4); Pound - storage of furniture (2); Public participation (1); Public health and maintenance – bed bugs (1); Public health and maintenance – mold (3); Public health and maintenance – others (4); Quality of services (1); Road works/Public works (2); Snow removal (4); Sports and leisure (2); Traffic (1); Tree (7); Zoning/Urban planning/Exemptions (1)

**12 thorough investigations including 7 Charter files:**

- Water accumulation – still pending for less than a month;
- Suspension of privileges in a library – ill-founded;
- Noises coming from a mechanical device – Charter file – ill-founded;
- Nuisances caused by a building site (2 files) – Charter files – 1 resolved and 1 ill-founded;
- Noises caused by arena users – Charter file – resolved;

- Public consultation on a specific project (Empress Theater) – Charter file – resolved;
- Cost for a building permit – resolved;
- Borough’s requirements for building a solarium – resolved;
- Non-compliance in a furnace room – resolved;
- Quality of information given to citizens – Charter file – still pending for less than a month;
- Unsanitation of a dwelling – Charter file – resolved

**Results :**

1 withdrawal before investigation, 49 referred before investigation, 2 denied before investigation, 4 ill-founded, 6 resolved, 2 still pending

**Average processing delay** of 2012 finalized investigations:  
**101.7 working days**

■ **5 previous files** processed in 2012:

- Legality of a place of worship: opened on November 8, 2011, closed on April 24, 2012; ill-founded
- Garbage management of a condo building: opened on November 8, 2011, closed on April 25, 2012; resolved
- Construction failures in a condo building: opened on November 8, 2011, closed on April 25, 2012; ill-founded
- Unsanitary building on rue Linton: opened on February 11, 2011; still pending
- Problem of water accumulation of sloping grounds: opened on September 16, 2011; still pending

## L'ÎLE-BIZARD-SAINTE-GENEVIÈVE

### ■ 6 new complaints in 2012

#### Topics of complaints:

Aqueduct/Sewer (1); Conduct of an employee (1); Environment/Sustainable development (1); Permit (1); Quality of services (1); Traffic (1)

#### 2 thorough investigations including 1 Charter file:

- Traffic / Heavy trucks – Charter file – ill-founded;
- Statements of offence serving mode – ill-founded

#### Results:

4 referred before investigation, 2 ill-founded

**Average processing delay** of 2012 finalized investigations:  
**104.5 working days**

### ■ 1 previous file processed in 2012:

- Storage and overload of goods in a yard: opened on November 6, 2011, closed on February 27, 2012; resolved

## LACHINE

### ■ 10 new complaints in 2012

#### Topics of complaints:

Application of By-laws (2); Driveway entrance (1); Noise (1); Parking/SRRR/Vignettes (1); Permit (1); Tax – except real estate (1); Tree (2); Zoning/Urban planning/Exemptions (1)

#### 3 thorough investigations including 1 Charter file:

- Garage rebuilt without permit – ill-founded;
- Poor management of garbage by a school – Charter

file – still pending since 6 months;

- Costs for rebuilding a driveway – ill-founded

#### Results:

7 referred before investigation, 2 ill-founded, 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**31 working days**

### ■ No previous file processed in 2012

## LASALLE

### ■ 24 new complaints in 2012

#### Topics of complaints:

Aqueduct/Sewer (1); Cleanliness (1); Conduct of an employee (1); Garbage/Recycling (3); Library (1); Permit (4); Pound – storage of furniture (1); Public health and maintenance – mold (1); Public participation (2); Road works/Public works (1); Snow removal (2); Subsidy other than housing (1); Tree (1); Zoning/Urban planning/Exemptions (4)

#### 3 thorough investigations including 2 Charter files:

- Layout of a library – ill-founded;
- Webcasting of Borough Councils meetings – Charter file – ill-founded;
- Rules governing demolition permits – Charter file – ill-founded

#### Results:

1 withdrawal before investigation, 18 referred before investigation, 2 denied before investigation, 3 ill-founded

**Average processing delay** of 2012 finalized investigations:  
**20 working days**

■ **1 previous file** processed in 2012:

- Citizens' request for the implementation of a SRRR zone: opened on December 7, 2011, closed on February 1, 2012; ill-founded

## LE PLATEAU-MONT-ROYAL

■ **104 new complaints** in 2012

**Topics of complaints:**

Alley (5); Animal (1); Application of By-laws (7);  
Aqueduct/Sewer (9); Communications (3);  
Decision of the Borough Council (1); Cleanliness (1);  
Conduct of an employee (3); Garbage/Recycling (4);  
Handicapped person (2); Library (3); Miscellaneous (1);  
Noise (5); Nuisances (1); Parking/SRRR/Vignettes (21);  
Permit (8); Pound - storage of furniture (2);  
Public health and maintenance - mold (1);  
Public health and maintenance - others (4);  
Quality of services (1); Road works/Public works (9);  
Snow removal (6); Sports and leisure (1); Traffic (4);  
Zoning/Urban planning/Exemptions (1)

**21 thorough investigations including 13 Charter files:**

- Statement of offence for temporary works - resolved;
- Fees for a damaged book in a library - resolved;
- Partial closing of a street - Charter file - resolved;
- Follow-up on borough's commitment to improve the clarity of information provided to citizens - Charter file - respected;
- Management of belongings of persons who were evicted (2 files) - 1 ill-founded; 1 still pending since 11 months;

- Construction without a permit - ill-founded;
- Long delays before responding to a citizen's request - Charter file - still pending since 3 months;
- Work by a public service company, in an alley - ill-founded;
- Unsanitation in a dwelling - Charter file - still pending since 2 months;
- Contested implementation of SRRR zones (8 files) - Charter files - commitments;
- Parking rules on a narrow street - Charter file - resolved;
- Relevancy of a no parking zone in front of a park - still pending since 2 months;
- Construction project/Compliance with the PIIA - resolved

**Results:**

2 withdrawals before investigation, 74 referred before investigation, 7 denied before investigation, 3 ill-founded, 12 resolved, 1 commitments, 1 follow-up on commitments (respected), 4 still pending

**Average processing delay** of 2012 finalized investigations:  
**65.76 working days**

■ **1 previous file** processed in 2012:

- Borough patrimonial requirements for a renovation project: opened on November 3, 2011, closed on April 26, 2012; resolved

## LE SUD-OUEST

### ■ 47 new complaints in 2012

#### Topics of complaints:

Access to information (1); Alley (2); Animal (3);  
Application of By-laws (1); Cleanliness (1);  
Decision of the Borough Council (1);  
Evaluation/Real estate tax (1); Garbage/Recycling (2);  
Miscellaneous (2); Noise (3); Nuisances (4);  
Parking/SRRR/Vignettes (2); Parks and green spaces (1);  
Permit (6); Public health and maintenance – bed bugs (1);  
Public health and maintenance – mold (4);  
Public participation (2); Quality of services (1);  
Road works/Public works (3); Snow removal (1);  
Towing (1); Traffic (2); Tree (1);  
Zoning/Urban planning/Exemptions (1)

#### 8 thorough investigations including 6 Charter files:

- Follow-up on Borough's commitments to reduce nuisances coming from a plant – Charter file – commitments not respected (new commitments undertaken);
- Follow-up on Ville de Montréal's commitments concerning the protection of the Angrignon Park forest – Charter file – respected;
- Contested public consultation process – Charter file – ill-founded;
- Improvement of the borough's documentation – Charter file – resolved;
- Garage padlocked by the borough – still pending since 3 months;
- Quality of services at 311 – resolved;
- Unsanitation of a dwelling – Charter file – ill-founded;
- Follow-up on the decontamination of a dwelling (unsanitation) – Charter file – still pending since 7 months

#### Results:

2 withdrawals before investigation, 34 referred before investigation, 3 denied before investigation, 2 ill-founded, 2 resolved, 2 follow-ups on commitments ( 1 respected / 1 not respected), 2 still pending

**Average processing delay** of 2012 finalized investigations:  
**36.67 working days**

### ■ 5 previous files processed in 2012:

- Excessive noise generated by a company producing large pipes: opened on November 19, 2010; still pending
- Reviewing the borough's policy for reserved parking spaces for handicapped persons: opened on June 29, 2011, closed on October 12, 2012; resolved
- Excessive noise generated by a plant: opened on August 16, 2011, closed on February 1, 2012; commitments
- Implementation of a SRRR zone requested by residents: opened on November 21, 2011, closed on July 3, 2012; follow-up on commitments (respected)
- Availability of information on subsidy programs: opened on December 8, 2011, closed on March 14, 2012; ill-founded

## MERCIER-HOCHELAGA-MAISONNEUVE

### ■ 52 new complaints in 2012

#### Topics of complaints:

Access to information (1); Application of By-laws (7);  
Aqueduct/Sewer (2); Cleanliness (1);  
Conduct of an employee (3); Driveway entrance (1);  
Fence (1); Fire/Public safety (5); Garbage/Recycling (1);  
Miscellaneous (1); Noise (2); Parking/SRRR/Vignettes (6);  
Permit (1); Pound – storage of furniture (2);  
Public participation (1);

Public health and maintenance – mold (2);  
Public health and maintenance – others (1);  
Road works/Public works (7); Snow removal (2); Traffic (3);  
Tree (2)

**2 thorough investigations including 1 Charter file:**

- Problems with a shed – ill-founded;
- Traffic nuisances/Heavy trucks – Charter file – commitments

**Results:**

3 withdrawals before investigation, 45 referred before investigation, 2 denied before investigation, 1 ill-founded, 1 commitments

**Average processing delay** of 2012 finalized investigations:  
**37.5 working days**

■ **2 previous files** processed in 2012:

- Transfer of the ownership of a public alley to shoreline residents: opened on December 2, 2008; still pending
- Nuisances caused by the Liébert Park's dog area: opened on June 15, 2011; still pending

## MONTRÉAL-NORD

■ **13 new complaints** in 2012

**Topics of complaints:**

Access to information (1); Application of By-laws (2);  
Communications (1); Library (1); Miscellaneous (1);  
Public health and maintenance – bed bugs (1);  
Public health and maintenance – others (1);  
Public participation (1); Quality of services (1);  
Sports and leisure (2); Winter temporary shelter (1)

**No thorough investigation; no Charter file**

**Results:**

12 referred before investigation, 1 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

■ **1 previous file** processed in 2012:

- Real estate transaction between Ville de Montréal and a citizen: opened on October 21, 2011, closed on April 4, 2012; ill-founded

## OUTREMONT

■ **7 new complaints** in 2012

**Topics of complaints:**

Acquired rights (1); Alley (1); Garbage/Recycling (1);  
Miscellaneous (1); Noise (1); Parking/SRRR/Vignettes (1);  
Permit (1);

**2 thorough investigations including 6 Charter files:**

- Rules governing the loss of acquired rights – resolved;
- Buffer zone between constructions sites – ill-founded

**Results:**

5 referred before investigation, 1 ill-founded, 1 resolved

**Average processing delay** of 2012 finalized investigations:  
**21 working days**

■ **1 previous file** processed in 2012:

- By-law requiring cold garbage storage areas for restaurants: opened on September 15, 2011; still pending

## PIERREFONDS-ROXBORO

### ■ 13 new complaints in 2012

#### Topics of complaints:

Animal (1); Aqueduct/Sewer (1); Culture (1);  
Miscellaneous (1); Noise (1); Nuisances (1);  
Parking/SRRR/Vignettes (1); Permit (1);  
Quality of services (1); Road works/Public works (1);  
Traffic (2); Zoning/Urban planning/Exemptions (1)

#### 4 thorough investigations including 2 Charter files:

- Follow-up on commitment concerning a major traffic problem – Charter file – still pending since 2 months;
- Problems related to a water drainage system – withdrawal during investigation;
- Nuisances from a construction site – Charter file – resolved;
- Modification of classification for an authorized use – still pending for less than a month

#### Results:

9 referred before investigation, 1 withdrawal during investigation, 1 resolved, 2 still pending

**Average processing delay** of 2012 finalized investigations:  
**98 working days**

### ■ 3 previous files processed in 2012:

- Nuisances generated by a tool rental company: opened on October 19, 2011; still pending
- Follow-up on commitment to intervene regularly with a business place violating many By-laws provisions: opened on May 9, 2011, closed on December 19, 2012; respected

- Excessive traffic around Collège Beaubois: opened on December 12, 2011, closed on June 19, 2012; commitments

## RIVIÈRE-DES-PRAIRIES-POINTE-AUX-TREMBLES

### ■ 24 new complaints in 2012

#### Topics of complaints:

Application of By-laws (1); Conduct of an employee (2);  
Garbage/Recycling (1); Noise (2); Nuisances (1);  
Permit (5); Pound – storage of furniture (1);  
Public health and maintenance – others (1);  
Quality of services (1); Road works/Public works (4);  
Sports and leisure (1); Tree (1);  
Winter temporary shelter (1);  
Zoning/Urban planning/Exemptions (2)

#### 5 thorough investigations including 1 Charter files:

- Expulsion of a citizen from a municipal building – Charter file – resolved;
- Carport not complying with By-law requirements – ill-founded;
- Poor condition of the road – ill-founded;
- Amount billed by the City for urbanism matters – denied after investigation;
- Construction project refused by the borough – ill-founded

#### Results:

19 referred before investigation, 1 denied after investigation, 3 ill-founded, 1 resolved

**Average processing delay** of 2012 finalized investigations:  
**38.8 working days**



■ **1 previous file** processed in 2012:

- City requirements for a construction permit – number of storeys vs number of dwellings: opened on December 20, 2011, closed on April 5, 2012; lack of collaboration or refusal of settlement

## ROSEMONT-LA PETITE-PATRIE

■ **57 new complaints** in 2012

**Topics of complaints:**

Access to information (1); Alley (4);  
Application of By-laws (1); Aqueduct/Sewer (1);  
Communications (1);  
Decision of the Borough Council (1);  
Driveway entrance (1); Garbage/Recycling (2);  
Library (2); Nuisances (1); Parking/SRRR/Vignettes (2);  
Permit (7); Pound – storage of furniture (2);  
Public health and maintenance – mold (7);  
Quality of services (3); Road works/Public works (4);  
Sports and leisure (4); Snow removal (1);  
Subsidy other than housing (1); Tree (6);  
Zoning/Urban planning/Exemptions (5)

**15 thorough investigations including 11 Charter files:**

- Request to cut down a tree – ill-founded;
- Garbage collection – resolved;
- Request to expand a driveway entrance – ill-founded;
- Follow-up on commitment to resolve nuisances, in an alley – Charter file – still pending since 3 months;
- Request for a permit to install an elevator platform for a handicapped citizen – Charter file – still pending since 3 months;
- Quality of services/Long delays to handle request – Charter file – ill-founded;

- Public consultation process with regard to green alleys (3 files) – Charter files – still pending since 11 months;
- Unsanitation of dwellings (4 files) – Charter files – 2 withdrawals after investigation (tenants left their dwellings); 2 still pending since 2 months (we took over on our own initiative to ensure adequate decontamination);
- Contested real estate transaction – Charter file – ill-founded;
- Access to a parking through an alley – still pending for less than 2 months

**Results:**

2 withdrawals before investigation, 39 referred before investigation, 1 denied before investigation, 2 withdrawals during investigation, 4 ill-founded, 1 resolved, 8 still pending

**Average processing delay** of 2012 finalized investigations:  
**48.86 working days**

■ **4 previous files** processed in 2012:

- Opposition to the closing of an alley access: opened on September 20, 2011, closed on March 1, 2012; ill-founded
- Opposition to new parking restrictions: opened on November 11, 2011, closed on March 1, 2012; resolved
- Second opposition to the closing of an alley access: opened on November 18, 2011, closed on May 7, 2012; ill-founded
- Nuisances in an alley: opened on December 1, 2011, closed on June 20, 2012; commitments

## SAINT-LAURENT

### ■ 19 new complaints in 2012

#### Topics of complaints:

Access to information (1); Animal (1); Communications (1); Decision of the Borough Council (1); Fence (3); Garbage/Recycling (1); Parking/SRRR/Vignettes (2); Parks and green spaces (1); Permit (1); Public health and maintenance – cockroaches (1); Sports and leisure (1); Traffic (3); Tree (1); Zoning/Urban planning/Exemptions (1)

#### 1 thorough investigation; 1 Charter file:

- Safety problem/Hidden driveway located in a road curve – Charter file – resolved

#### Results:

15 referred before investigation, 3 denied before investigation, 1 resolved

**Average processing delay** of 2012 finalized investigations:  
**176 working days**

### ■ No previous file processed in 2012

## SAINT-LÉONARD

### ■ 10 new complaints in 2012

#### Topics of complaints:

Animal (1); Application of By-laws (1); Noise (2); Parking/SRRR/Vignettes (1); Public health and maintenance – mold (2); Public health and maintenance – others (1); Snow removal (1); Universal access (1)

#### 1 thorough investigation; 1 Charter file:

- Maintaining adapted access to the borough office despite renovation work – Charter file – resolved

#### Results:

7 referred before investigation, 2 denied before investigation, 1 resolved

**Average processing delay** of 2012 finalized investigations:  
**2 working days**

### ■ No previous file processed in 2012

## VERDUN

### ■ 29 new complaints in 2012

#### Topics of complaints:

Animal (1); Application of By-laws (6); Conduct of an employee (2); Garbage/Recycling (2); Library (1); Noise (2); Parking/SRRR/Vignettes (1); Parks and green spaces (1); Pound – storage of furniture (5); Public health and maintenance – mold (3); Public health and maintenance – others (4); Quality of services (1)

#### 6 thorough investigations including 4 Charter files:

- Music on a commercial street – Charter file – ill-founded;
- Complaint against an inspector – ill-founded;
- Request for an additional period of storage (evicted tenant) – resolved;
- Repairs of unsanitary dwelling – Charter file – resolved;
- Unsanitation of dwellings (2 files) – Charter files – 1 resolved; 1 still pending since 2 months

### Results:

20 referred before investigation, 3 denied before investigation, 2 ill-founded, 3 resolved, 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**54.6 working days**

#### ■ 1 previous file processed in 2012:

- Investigation on fees billed to citizens for the storage of furniture (evicted tenants): opened on July 20, 2011; still pending

## VILLE-MARIE

#### ■ 62 new complaints in 2012

##### Topics of complaints:

Access to information (1); Animal (3);  
Application of By-laws (4); Aqueduct/Sewer (1);  
Cleanliness (4); Conduct of an employee (2); Culture (3);  
Cycling path (1); Garbage/Recycling (1); Human rights (1);  
Miscellaneous (2); Noise (7); Nuisances (2);  
Parking/SRRR/Vignettes (3); Parks and green spaces (1);  
Permit (3); Pound – storage of furniture (4);  
Public health and maintenance – mold (2);  
Public health and maintenance – others (1);  
Public participation (1); Quality of services (2);  
Road works/Public works (5); Snow removal (1);  
Tenders (1); Traffic (4); Tree (1);  
Zoning/Urban planning/Exemptions (1)

##### 17 thorough investigations including 7 Charter files:

- Nuisances from a dog park – ill-founded;
- Request to plant more trees – Charter file – withdrawal during investigation;

- Noise complaint overtaken at our own initiative – Charter file – denied after investigation;
- Safety of sidewalk – Charter file – ill-founded;
- Speeding (2 files) – Charter files – 1 withdrawal during investigation; 1 still pending for less than a month;
- Regulations surrounding some cultural activities in Old Montréal – still pending since 2 months;
- Waste collection problem – still pending since 5 months;
- Management of storage furniture of evicted tenants (2 files) – 1 resolved; 1 ill-founded;
- Request to extend a cycling path – Charter file – withdrawal during investigation;
- Regulations on terraces on a street closed for pedestrian – still pending since 5 months;
- Investigation on fees charged by the borough for a permit – still pending for less than a month;
- Complaint on cleanliness of an area – resolved;
- Complaint against inspectors – still pending since 2 months;
- Unsanitation of a dwelling – Charter file – still pending since 3 months;
- Confusing parking signs – still pending since 9 months

### Results:

2 withdrawals before investigation, 42 referred before investigation, 1 denied before investigation, 3 withdrawals during investigation, 1 denied after investigation, 3 ill-founded, 2 resolved, 8 still pending

**Average processing delay** of 2012 finalized investigations:  
**40.11 working days**

■ **2 previous files** processed in 2012:

- Universal access in Quartier des spectacles: opened on November 4, 2010; still pending
- Noise – Old Montréal business: opened on April 28, 2010, closed on June 29, 2012; ill-founded

## VILLERAY–SAINT-MICHEL–PARC-EXTENSION

■ **28 new complaints** in 2012

**Topics of complaints:**

Animal (5); Application of By-laws (4);  
Conduct of an employee (1); Garbage/Recycling (2);  
Human rights (1); Library (3); Noise (1); Nuisances (1);  
Permit (1); Pound – storage of furniture (2);  
Public health and maintenance – mold (1);  
Public health and maintenance – others (1);  
Quality of services (1); Road works/Public works (1);  
Snow removal (2); Tree (1)

**4 thorough investigations including 1 Charter file:**

- Suspension of privileges in a library – resolved;
- Questioning snow removal practices – denied after investigation;
- Follow-up on commitment to control nuisances from a business – respected;
- Various non-compliances of an apartment building – Charter file – still pending since 7 months

**Results:**

19 referred before investigation, 5 denied before investigation, 1 denied after investigation, 1 resolved, 1 follow-up on commitments (respected), 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**51 working days**

■ **No previous file** processed in 2012

## CENTRAL DEPARTMENTS

### DIRECTION GÉNÉRALE

#### Direction du greffe

■ **4 new complaints** in 2012

**Topics of complaints:**

Access to information (2); Public participation (1);  
Tenders (1)

**No thorough investigation; no Charter file**

**Results:**

1 withdrawal before investigation, 1 referred before investigation, 2 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

■ **No previous file** processed in 2012

## CONTRÔLEUR GÉNÉRAL : ALL DEPARTMENTS INCLUDED

- **2 new complaints** in 2012

### Topics of complaints:

Conflict of interests (2)

### No thorough investigation; no Charter file

### Results:

2 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## FINANCES

### Direction des revenus et de la fiscalité

- **22 new complaints** in 2012

### Topics of complaints:

Access to information (1); Evaluation/Real estate tax (9);  
Financial compensation – others (1); Miscellaneous (1);  
Tax – except real estate (10)

### No thorough investigation; no Charter file

### Results:

1 withdrawal before investigation, 19 referred before  
investigation, 3 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

### Direction de la gestion financière

- **1 new complaint** in 2012

### Topic of the complaint:

Miscellaneous

### No thorough investigation; no Charter file

### Result:

denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## AFFAIRES JURIDIQUES ET ÉVALUATION FONCIÈRE

### Direction de l'évaluation foncière

- **13 new complaints** in 2012

### Topics of complaints:

Evaluation/Real estate tax (12); Miscellaneous (1)

### 4 thorough investigations; no Charter file:

- Judicial costs – referred during investigation;
- Taxation of merchants – ill-founded;
- Taxation of apartment buildings – ill-founded;
- Comparative evaluation – denied after investigation

### Results:

2 withdrawals before investigation, 7 referred before  
investigation, 1 referred during investigation, 1 denied  
after investigation, 2 ill-founded

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**Average processing delay** of 2012 finalized investigations:  
**24 working days**

- **No previous file** processed in 2012

## **Cour municipale**

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- **142 new complaints** in 2012

### **Topics of complaints:**

Conduct of an employee (4); Miscellaneous (1);  
Municipal Court – functioning (113);  
Municipal Court – judgment (21); Quality of services (2)  
Violation of law (1)

### **26 thorough investigations; no Charter file:**

- Unjustified costs – ill-founded;
- Compensatory work agreement – ill-founded;
- Complex issue to clarify – resolved;
- Error in a payment by instalments agreement – resolved;
- Numerous Statements of offence served simultaneously for the same offence (4 files) – still pending for less than 2 months;
- Notice to continue proceedings without prior administrative review (17 files) – resolved;
- General investigation on the decision to send massive Notices to continue proceedings without prior usual administrative review – still pending for less than a month

### **Results:**

5 withdrawals before investigation, 64 referred before investigation, 47 denied before investigation, 2 ill-founded, 19 resolved, 5 still pending

**Average processing delay** of 2012 finalized investigations:  
**11.76 working days**

- **No previous file** processed in 2012

## **Direction des affaires civiles**

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- **63 new complaints** in 2012

### **Topics of complaints:**

Financial compensation – aqueduct/sewer (14);  
Financial compensation – fall on sidewalk (14);  
Financial compensation – municipal pound (1);  
Financial compensation – municipal works (4);  
Financial compensation – others (20);  
Financial compensation – pothole (2);  
Financial compensation – road incident (3);  
Financial compensation – tree (3);  
Quality of services (2)

### **4 thorough investigations including 1 Charter file:**

- Borough's response time to provide information requested by the Bureau des réclamations – Charter file – resolved;
- Lack of response from the Bureau des réclamations to a citizen – resolved;
- Transfer of a claim by the Bureau des réclamations to a City's subcontractor – resolved;
- Request for the reviewing of a file – ill-founded

### **Results:**

3 withdrawals before investigation, 28 referred before investigation, 28 denied before investigation, 1 ill-founded, 3 resolved

**Average processing delay** of 2012 finalized investigations:  
**15.25 working days**

- **No previous file** processed in 2012

## TECHNOLOGIES DE L'INFORMATION : ALL DEPARTMENTS INCLUDED

### ■ 1 new complaint in 2012

#### Topic of the complaint:

Communications

#### 1 thorough investigation; no Charter file:

- Follow-up on commitment to improve municipal libraries' automated calling system – respected

#### Result:

Follow-up on commitments (respected)

**Average processing delay** of 2012 finalized investigations:  
**46 working days**

### ■ No previous file processed in 2012

## CONCERTATION DES ARRONDISSEMENTS ET RESSOURCES MATÉRIELLES

### Direction des stratégies et transactions immobilières

### ■ 6 new complaints in 2012

#### Topics of complaints:

Alley (2); Miscellaneous (3); Quality of services (1)

#### 2 thorough investigations; no Charter file :

- Dispute related to a commercial lease with the City – ill-founded;
- Rehabilitation of a space rented by the City – denied after investigation

#### Result:

1 withdrawal before investigation, 3 referred before investigation, 1 denied after investigation, 1 ill-founded

**Average processing delay** of 2012 finalized investigations:  
**31 working days**

### ■ 3 previous files processed in 2012:

- Procedures to transfer an alley to neighbouring residents in Arrondissement de Mercier-Hochelaga-Maisonneuve: opened on December 2, 2008; still pending
- Real estate transactions relating to enclosed lots in Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles: opened on December 9, 2010, closed on December 19, 2012; commitments
- Real estate transaction between the City and a citizen in Arrondissement de Montréal-Nord: opened on October 21, 2011, closed on April 4, 2012; ill-founded

## Soutien et expertise (311)

### ■ 6 new complaints in 2012

#### Topics of complaints:

Access to information (1); Communications (3); Quality of services (2)

#### No thorough investigation; no Charter file

#### Results:

5 referred before investigation, 1 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

### ■ No previous file processed in 2012

## INFRASTRUCTURES, TRANSPORT ET ENVIRONNEMENT

### Direction de l'environnement

#### ■ 3 new complaints in 2012

##### Topics of complaints:

Communications (1); Conduct of an employee (1); Environment/Sustainable development (1)

##### 1 thorough investigation; 1 Charter file

- Smoke coming from a unit installed on a business roof – Charter file – still pending since 6 months

##### Results:

2 referred before investigation, 1 still pending

**Average processing delay** of 2012 finalized investigations: **still pending**

#### ■ No previous file processed in 2012

### Direction des infrastructures

#### ■ 3 new complaints in 2012

##### Topics of complaints:

Road works/Public works (2); Traffic (1)

##### 2 thorough investigations including 1 Charter file:

- Follow-up on commitments concerning the installation of a traffic light for pedestrians – Charter file – not respected (new commitments undertaken);
- Major works on rue d'Iberville – still pending since 2 months

##### Results:

1 denied before investigation, 1 follow-up on commitments (not respected), 1 still pending

**Average processing delay** of 2012 finalized investigations: **40 working days**

#### ■ No previous file processed in 2012

### Direction des transports

#### ■ 1 new complaint in 2012

##### Topic of the complaint:

Traffic

##### 1 thorough investigation; 1 Charter file:

- Second follow-up on commitments to install a traffic light for pedestrians – Charter file – not respected (new commitments undertaken)

##### Result:

Follow-up on commitments (not respected)

**Average processing delay** of 2012 finalized investigations: **65 working days**

#### ■ 1 previous file processed in 2012

- Follow-up on the prohibition to park 5 meters away from a fire hydrant: opened on November 9, 2011; still pending



## MISE EN VALEUR DU TERRITOIRE ET DU PATRIMOINE

### Direction de l'habitation

#### ■ 37 new complaints in 2012

##### Topics of complaints:

Miscellaneous (1);  
Public health and maintenance – mold (1);  
Subsidy other than housing (35)

#### 9 thorough investigations; including 1 Charter file:

- Collaboration to develop a protocol between Ville de Montréal and the Direction de Santé Publique concerning the handling of complaints about unsanitary dwellings – Charter file – still pending since 4 months;
- Request to review decisions to deny a subsidy (3 files) – 2 ill-founded, 1 withdrawal during investigation;
- Complaint against the abolition of subsidy programs (2 files) – ill-founded;
- Administrative requirements to obtain a subsidy – still pending since 6 months;
- Lack of information concerning a subsidy program – ill-founded;
- Dispute about a subsidy amount granted – ill-founded

##### Results:

27 referred before investigation, 1 denied before investigation, 1 withdrawal during investigation, 6 ill-founded, 2 still pending

**Average processing delay** of 2012 finalized investigations:  
**21.57 working days**

#### ■ No previous file processed in 2012

## QUALITÉ DE VIE

### Direction de la culture et du patrimoine

#### ■ 4 new complaints in 2012

##### Topics of complaints:

Nuisances (1); Traffic (3)

#### No thorough investigation; no Charter file

##### Results:

4 referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

#### ■ No previous file processed in 2012

### Direction des grands parcs et du verdissement

#### ■ 1 new complaint in 2012

##### Topic of the complaint:

Parks and green spaces

#### 1 thorough investigation; 1 Charter file:

- Follow-up on Ville de Montréal's commitments to limit mechanical interventions in the Angrignon Park forest – Charter file – respected

##### Result:

Follow-up on commitments (respected)

**Average processing delay** of 2012 finalized investigations:  
**18 working days**

#### ■ No previous file processed in 2012

## Direction des sports

- **1 new complaint** in 2012

### Topic of the complaint:

Sports and leisure

### No thorough investigation; no Charter file

### Result:

Referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## SERVICE DE L'EAU: ALL DEPARTMENTS INCLUDED

- **1 new complaint** in 2012

### Topic of the complaint:

Aqueduct/Sewer

### 1 thorough investigation; no Charter file:

- Cost for installing water meters – still pending for less than 2 months

### Result:

Still pending

**Average processing delay** of 2012 finalized investigations:  
**still pending**

- **No previous file** processed in 2012

## CAPITAL HUMAIN ET COMMUNICATIONS

### Direction du capital humain

- **33 new complaints** in 2012

### Topics of complaints:

Communications (1); Labour relations (32)

### No thorough investigation; no Charter file

### Results:

1 referred before investigation, 32 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## POLICE

### Service des communications opérationnelles (911)

- **2 new complaints** in 2012

### Topics of complaints:

Fire/Public safety (1); Quality of services (1)

### No thorough investigation; no Charter file

### Results:

2 referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

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## Bureau du taxi et du remorquage

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- **5 new requests** received in 2012

### Topics of complaints:

Taxi (4); Towing (1)

### 2 thorough investigations; no Charter file:

- Fine issued by the Bureau du taxi et du remorquage – ill-founded;
- Adapted taxis for disabled persons – ill-founded

### Results:

1 withdrawal before investigation, 2 referred before investigation, 2 ill-founded

**Average processing delay** of 2012 finalized investigations:  
**17 working days**

- **No previous file** processed in 2012

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## Direction des opérations policières

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- **68 new complaints** in 2012

### Topics of complaints:

Access to information (6); Application of By-laws (3); Communications (1); Conduct of an employee (29); Labour relations (1); Miscellaneous (2); Noise (2); Nuisances (1); Parking/SRRR/Vignettes (4); Pound – others (1); Quality of services (6); Traffic (1); Towing (3); Violation of law (8)

### 3 thorough investigations; no Charter file:

- Access denied to an event report – still pending for less than a month;
- Delay to remove information in a file – withdrawal during investigation;
- Investigation on the towing of a vehicle – still pending for less than 2 months

### Results:

1 withdrawal before investigation, 21 referred before investigation, 43 denied before investigation, 1 withdrawal during investigation, 2 still pending

**Average processing delay** of 2012 finalized investigations:  
**5 working days**

- **No previous file** processed in 2012

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## Section des agents de stationnement

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- **28 new complaints** in 2012

### Topics of complaints:

Application of By-laws (1); Conduct of an employee (8); Parking/SRRR/Vignettes (19)

### No thorough investigation; no Charter file

### Results:

13 referred before investigation, 15 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

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## Private car pounds contracted by SPVM

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- **5 new complaints** in 2012

### Topics of complaints:

Pound – others (4); Towing (1);

### 2 thorough investigations; no Charter file:

- Vehicle sent to scrap – still pending since 9 months;
- Procedures surrounding the towing of a vehicle – ill-founded

#### Results:

1 withdrawal before investigation, 2 referred before investigation, 1 ill-founded, 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**52 working days**

- **No previous file** processed in 2012

## SÉCURITÉ INCENDIE: ALL DEPARTMENTS INCLUDED

- **16 new complaints** in 2012

#### Topics of complaints:

Access to information (1); Conduct of an employee (2);  
Fire/Public safety (13)

### 3 thorough investigations including 1 Charter file:

- Bills for ill-founded fire alarms (2 files) – 1 ill-founded; 1 still pending since 2 months;
- Follow-up on City's commitments to install a fire hydrant behind the Olympic Village – Charter file – respected

#### Results:

13 referred before investigation, 1 ill-founded, 1 follow-up on commitments (respected), 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**26.5 working days**

- **No previous file** processed in 2012

## PARAMUNICIPAL AGENCIES AND CITY RELATED ORGANIZATIONS

### COMMISSION DES SERVICES ÉLECTRIQUES DE MONTRÉAL

- **3 new complaints** in 2012

#### Topics of complaints:

Miscellaneous (2); Road works/Public works (1)

### No thorough investigation; no Charter file

#### Results:

3 referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

### CORPORATION DE GESTION DES MARCHÉS PUBLICS

- **1 new complaint** in 2012

#### Topic of the complaint:

Public markets

### No thorough investigation; no Charter file

#### Result:

Referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM)

### ■ 99 new complaints in 2012

#### Topics of complaints:

Access to information (3); Conduct of an employee (2); Financial compensation – others (3); Garbage/Recycling (2); Public health and maintenance – bed bugs (2); Public health and maintenance – cockroaches (3); Public health and maintenance – mold (6); Public health and maintenance – others (2); Social housing/HLM/Housing subsidies (75); Volunteer work (1)

#### 16 thorough investigations including 5 Charter files:

- Complaint against a rental agent – referred during investigation;
- Repairs needed in a building – still pending since 10 months;
- Foul smells in a building – referred during investigation;
- Noisy neighbours (2 files) – 1 withdrawal during investigation; 1 still pending since 7 months;
- Penalty imposed for refusing an HLM – ill-founded;
- Unusual delays to calculate a rent increase – resolved;
- Damaged front door – commitments;
- Difficult relations with employees – resolved;
- Management of tenants' complaints – still pending since 2 months;
- Priority on OMHM's waiting lists – still pending since 2 months;
- Penalty for abandoning a dwelling – Charter file – still pending since 2 months;
- Relocation of tenants due to unsanitation (2 files) – Charter files – resolved;

- Follow-up on repairs of a dwelling (unsanitation) – Charter file – commitments;
- Management of bed bugs – Charter file – ill-founded

#### Results:

7 withdrawals before investigation, 64 referred before investigation, 12 denied before investigation, 1 withdrawal during investigation, 2 referred during investigation, 2 ill-founded, 4 resolved, 2 commitments, 5 still pending

**Average processing delay** of 2012 finalized investigations:  
**58.4 working days**

### ■ 2 previous files processed in 2012:

- Repairs of a dwelling infested with rats: opened on July 4, 2011, closed on April 12, 2012; resolved
- Request to change dwelling: opened on October 27, 2011, closed on February 7, 2012; lack of collaboration or refusal of settlement

## SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM)

### ■ 13 new complaints in 2012

#### Topics of complaints:

Access to information (2); Application of By-laws (1); Cleanliness (1); Social housing/HLM/Housing subsidies (9)

#### 4 thorough investigations including 1 Charter file:

- Investigation on calculation of rent increases – Charter file – still pending since 2 months;
- Complaints against neighbours (2 files) – 1 resolved; 1 ill-founded;
- Complaint against employee – ill-founded

**Results:**

7 referred before investigation, 2 denied before investigation, 2 ill-founded, 1 resolved, 1 still pending

**Average processing delay** of 2012 finalized investigations:  
**26 working days**

- **No previous file** processed in 2012

**SOCIÉTÉ DE TRANSPORT DE MONTRÉAL**

For information purpose only, the **OMBUDSMAN DE MONTRÉAL** has no jurisdiction whatsoever over the STM.

- **15 new complaints** in 2012

**Topics of complaints:**

Conduct of an employee (6); Transportation (9)

**No thorough investigation; no Charter file**

**Results:**

15 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

**SOCIÉTÉ EN COMMANDITE STATIONNEMENT DE MONTRÉAL**

- **6 new complaints** in 2012

**Topics of complaints:**

Conduct of an employee (1); Parking/SRRR/Vignettes (3); Universal access (2);

**3 thorough investigations including 2 Charter files:**

- Follow-up on commitment to lower parking payment terminals – Charter file – respected;
- Follow-up on commitment to establish alternative payment modes for street parking – Charter file – respected;
- Duty to accept cash payments – resolved

**Results:**

3 referred before investigation, 1 resolved, 2 follow-ups on commitments (respected)

**Average processing delay** of 2012 finalized investigations:  
**1 working day**

- **No previous file** processed in 2012

**SOCIÉTÉ DE VÉLO EN LIBRE-SERVICE**

- **1 new complaint** in 2012

**Topic of the complaint:**

Miscellaneous

**No thorough investigation; no Charter file**

**Result:**

Referred before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## POLITICAL ENTITIES

### AGGLOMERATION COUNCIL

For information purpose only, the **OMBUDMAN DE MONTRÉAL** has no jurisdiction whatsoever over the Agglomeration Council.

- **5 new complaints** in 2012

#### **Topics of complaints:**

Decision of the Agglomeration Council (1); Public participation (1); Tax – except real estate (3)

**No thorough investigation; no Charter file**

#### **Results:**

5 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

### CITY COUNCIL

The Ombudsman has no jurisdiction over the City Council except with regard to decisions relating to a commitment contained in the *Montréal Charter of Rights and Responsibilities*.

- **10 new complaints** in 2012

#### **Topics of complaints:**

Decision of the City Council (1);  
Evaluation/Real estate tax (4); Human rights (1);  
Miscellaneous (1); Public participation (1); Tenders (2)

**No thorough investigation; no Charter file**

#### **Results:**

10 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

### EXECUTIVE COMMITTEE

The Ombudsman has no jurisdiction over the Executive Committee except with regard to decisions relating to a commitment contained in the *Montréal Charter of Rights and Responsibilities*.

- **2 new complaints** in 2012

#### **Topics of complaints:**

Animal (1); Snow removal (1)

**No thorough investigation; no Charter file**

#### **Results:**

1 referred before investigation, 1 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## MAYOR'S OFFICE

For information purpose only, the **OMBUDMAN DE MONTRÉAL** has no jurisdiction whatsoever over the Mayor's office.

- **1 new complaint** in 2012

### Topic of the complaint:

Communications

**No thorough investigation; no Charter file**

### Results:

denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012

## COMMISSION CHARBONNEAU

For information purpose only, the **OMBUDMAN DE MONTRÉAL** has no jurisdiction whatsoever over the Commission Charbonneau.

- **8 new complaints** in 2012

### Topics of complaints:

Alleged embezzlement (8)

**No thorough investigation; no Charter file**

### Results:

8 denied before investigation

**Average processing delay** of 2012 finalized investigations:  
**no investigation**

- **No previous file** processed in 2012





Maintaining the course  
ON JUSTICE AND HARMONY

## PART 4

# EXAMPLES OF FILES HANDLED IN 2012

### PREVIOUS FILES

#### A) LONG TERM CHARTER FILES STILL ACTIVE IN 2012

- Since February 2011, we have been following up on a rue Linton building which had been declared unfit to live in by the provincial Direction de santé publique (DSP). After the evacuation of some tenants, our office wanted to make sure that dwellings would not be re-rented before appropriate decontamination of the premises. Inspections conducted by the borough in 2012 revealed, however, that some dwellings had been re-rented and moreover, that there were two daycare centers.

Upon recommendation by the DSP, the borough issued numerous Evacuation Notices namely, to the daycare centers which were then closed. The borough also condemned some of the vacant dwellings, to prevent them from being rented again.

Despite some repairs in 2011, the DSP maintains that more recent air tests still showed mold contamination. The DSP recommended additional decontamination work and, in the meantime, dwellings must remain vacant.

**Entity:** Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce

**Status of the file:** active

- In November 2011, we investigated a complaint of excessive noise generated by a factory which makes metallic products and tubes. Since our intervention, the borough has made vigorous follow-ups and the company collaborates well. The challenge is significant, however, in finding an efficient solution to reduce the noise levels while respecting the right of this business to carry on its activities.

**Entity:** Arrondissement Le Sud-Ouest

**Status of the file:** active

- In November 2010, we received complaints alleging safety and universal access problems in the new Quartier des spectacles. Since our initial intervention, City representatives and managers have intensified their discussions with target groups with regard to these issues. For the time being, we have decided to follow this file from a distance and to intervene more aggressively only if and when it becomes necessary.

**Entity:** Arrondissement de Ville-Marie

**Status of the file:** active

- In 2009, residents complained about nuisances resulting from the presence of a dog area, in the Liébert Park, in front of their residence. This dog area did not meet the usual standards for the implementation of a dog area in this borough. After a long investigation, our office issued a RECOMMENDATION to close or relocate it.

Our RECOMMENDATION was denied and the borough adopted, soon after, a new policy for its dog areas. We have asked the borough to confirm which measures will be put into place to ensure the respect of these new rules mainly, outside of the regular working hours of municipal inspectors: we are still awaiting these clarifications.

**Entity:** Arrondissement de Mercier–Hochelaga-Maisonneuve

**Status of the file:** active

## B) OTHER EXAMPLES OF LONG TERM INVESTIGATIONS STILL ACTIVE IN 2012

- Since December 2008, we are working towards the transfer of a municipal alley to neighbouring owners who have been illegally encroaching, for many years. Once completed, these transactions will regularize the current illegal situations: owners will be able to keep facilities they had built on City land and, in return, they will pay municipal taxes relating thereto.

**Entity:** Arrondissement de Mercier-Hochelaga-Maisonneuve and Direction des stratégies et transactions immobilières

**Status of the file:** active

- In 2012, our office intervened with the Direction des stratégies et transactions immobilières in order to settle a situation of enclosed lots located between many lands, two of which belonging to the City. Originally, this private lot was to become accessible through a municipal street, which will finally not be developed due to the recent construction of Highway 25 nearby. As construction is not permitted on an enclosed lot, it becomes very difficult to sell it. There were other lots in a similar situation, in this area.

After analysis, we concluded that the problem of these lands could be solved through their annexion to adjoining lands located on a street. We also found that the City had an incentive to resolve these situations because it itself owned many buildable lots which could not be sold, as long as the problem of the enclosed lots located behind was not resolved.

The City has agreed to facilitate necessary real estate transactions, in this area, case by case. Discussions were initiated with the owners of the enclosed lots and of neighbouring ones who could be interested in expanding their property. Our plaintiff's file is evolving well.

Our office is satisfied with current developments. We will follow up in our next annual report.

**Entity:** Direction des stratégies et transactions immobilières

**Status of the file:** closed on December 19<sup>th</sup>, 2012, with a commitment from the City to keep on working at bringing the process to a positive conclusion

- Since 2008, we have been trying to have rules governing street parking near fire hydrants modified, in Montréal.

The Service de sécurité incendie de Montréal has confirmed that it no longer needs the 5 meters clearance currently required on both sides of fire hydrants, in order to intervene efficiently in case of a fire or other emergency. The City advocated for the following solution: it would ask the Québec government to amend the *Highway Safety Code*. Initially, our office found this approach acceptable. Four years later, however, we are still awaiting results. It would appear that due to other municipal priorities, this request was not yet submitted to the Québec government.

We have suggested other solutions to the City, but none were retained for reasons that were not unreasonable. Thus, the process is continuing and we are regularly following up on this file.

**Entity:** Direction des transports

**Status of the file:** active

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- Since 2009, we have been handling a complaint relating to nuisances of noise and traffic and to the recurring infringement of the regulation by a business located at the corner of boulevard Gouin and 1<sup>re</sup> Avenue, that is “La Ferme Québécoise” which sells flowers, earth, Christmas trees and other similar products. Among other problems, this merchant does not abide by rules governing outdoor storage of goods.

The borough respected its undertaking to carry out regular inspections and, when appropriate, to issue Statements of offence. A recent Municipal Court judgment confirmed 12 *Statements of offence* issued for non-compliant outdoor storage.

**Entity:** Arrondissement de Pierrefonds-Roxboro

**Status of the file:** Borough’s commitments respected; problem still not resolved; follow-up will be done in 2013



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## NEW 2012 FILES

### A) CHARTER RELATED FILES

#### SANITARY HOUSING AND DECONTAMINATION PROCESS

We handle more and more complaints from citizens facing sanitation problems in a private dwelling or in an HLM (low-rent housing). In some cases, citizen's health had been affected and the DSP had issued recommendations regarding necessary decontamination work and, sometimes, even the evacuation of tenants.

We found that, when the DSP informs a borough of such a situation, the handling of the file and the rigor of the follow-up varies greatly: some boroughs intervene promptly, while others are more reluctant to act.

For example:

- A citizen called our office asking that his borough issues a *Notice of eviction* regarding his dwelling. The DSP had confirmed a serious sanitation problem and mold contamination and it had also confirmed that the tenant suffered from serious health problems caused by these conditions. The DSP had, therefore, recommended that the tenant be relocated as soon as possible (within approximately one week).

Following our intervention, a visit of the premises was quickly set up with borough representatives, the Direction de l'habitation and the DSP; the expert of the building owner was also present. A *Notice of eviction* was issued by the borough and the citizen was relocated. The citizen's complaint was, therefore, settled to his satisfaction.

**Entity:** Arrondissement de Verdun

**Status of the file:** resolved

- In another file, tenants of an HLM had been relocated due to sanitation problems: our office remained on file to verify that adequate decontamination and refitting measures were taken, before this HLM would be rented again.

**Entity:** OMHM

**Status of the file:** closed with undertakings; follow-up to be done in 2013

- In two other situations, there was mold contamination and visible fungus in private dwellings. One of the dwellings was vacant, the tenant having left due to this contamination. We made sure that, in conformity with the DSP recommendations, this dwelling was not rented again until adequate decontamination was completed.

Regarding the other dwelling which was still inhabited, adequate repairs were done to the satisfaction of the stakeholders and of our plaintiff.

**Entities:** Arrondissements d'Ahuntsic-Cartierville and Côte-des-Neiges-Notre-Dame-de-Grâce

**Status of the files:** resolved

- We are currently handling six (6) cases of mold contamination opened in 2012, in dwellings located in the following boroughs: Rosemont-La Petite-Patrie (2 cases), Le Sud-Ouest, Verdun, Ville-Marie and Villeray-Saint-Michel-Parc-Extension. In each of these files, we do periodic follow-ups with the borough and the DSP and sometimes even with building owners. Our objective is to ensure that everything be put in place to:

- Protect tenants' health;
- Identify what caused water infiltrations and other problems at the origin of this contamination, in the building;

- Make sure that adequate decontamination and rehabilitation work is done; and
- Implement DSP recommendations, when it is involved in the file.

■ We are currently collaborating with the Direction de l'habitation of Ville de Montréal, which is responsible for the *Action plan for a better sanitation in dwellings*, to better understand Ville de Montréal new policies, strategies and procedures (central departments and boroughs) with regard to the sanitation of dwellings. We also collaborate in finding ways to improve collaboration between the City and the DSP and to better understand their respective responsibilities as well as the possible role of CSSS (centres de santé et de services sociaux), in such files.

With the observations and experience it has gained over the past years, our office can contribute positively to the improvement of municipal mechanisms against substandard housing.

**Entity:** Direction de l'habitation

**Status of the file:** active

## TRANSPARENCY AND SUFFICIENCY OF INFORMATION PROVIDED TO CITIZENS

■ In December 2011, Arrondissement Le Plateau-Mont-Royal informed some residents that it was setting up new SRRR zones (street parking reserved for residents) in their area, as of February 2012. Citizens were surprised of this decision since a recent survey conducted by the borough, in June 2011, had probably shown that they were against this idea.

Citizens tried in vain to get explanations. There was no information on the survey results or any explanation for this decision on the borough's Web site. When citizens would call the borough, they were unable to obtain clear information. Following a formal request under the *Right of Access to information* laws, asking for the results of the survey, the borough had only responded that "*no document corresponding to your request had been found*".

Our investigation showed that responses to the survey were never compiled, due to a new orientation adopted by the Borough Council, in its 2012 budget, to "*increase the target of local revenue, namely by [...] the creation of new SRRR zones*". This prerogative belongs to elected officials and our office had no jurisdiction to intervene in this matter.

We found, however, that the borough had lacked transparency toward its residents by not informing them of the change of orientation and not providing any explanation for this new decision. In our opinion, the borough should have notified residents, quickly and in writing, that the survey would not be taken into account since the Borough Council had adopted a new approach.

The borough assured us that, in the future, it would pay special attention to the transparency, sufficiency and clarity of its communications with citizens and, more specifically, in files related to the management of parking spaces. A recent follow-up showed compliance to this commitment.

**Entity:** Arrondissement Le Plateau-Mont-Royal

**Status of the file:** 8 files closed with commitment – 1 follow-up on commitment – respected

- When a public consultation is launched, through a referendum approval process, Arrondissement Le Sud-Ouest distributes an information booklet on the project in the mailboxes of all residents of the concerned area. This initiative, which goes beyond the legal obligations in referendum approval, is commendable and, in our opinion, it is a practice that other boroughs should also follow.

This good practice could, however, create certain expectations in citizens who received this booklet, namely: that all future information or documents regarding the same project would also be distributed to them, in the same manner.

We suggested to the borough to modify this information booklet, in order to clearly indicate that future information would not be distributed to them in their mailboxes, and that citizens interested by the evolution of the project should get informed by other means.

Following our intervention, this notice was added at the bottom of the information booklet (translation):

*"The present booklet is distributed door-to-door in the area concerned by the project under study. You will not receive further communications delivered directly to your address. We invite you, therefore, to follow the progress of this project on the borough's Web site, as well as in the La Voix Pop newspaper (Public notices)."*

This notice has the double advantage of solving the problem we had noted while informing citizens on the means available to follow the evolution of the file, that may affect them.

This is an excellent measure likely to encourage citizen participation, in the City's affairs.

**Entity:** Arrondissement Le Sud-Ouest

**Status of the file:** resolved

## NUISANCES ARISING FROM NOISE, TRAFFIC OR CONSTRUCTION SITES

Our office regularly intervenes with boroughs, to request a closer management of noise nuisances, excessive traffic or construction sites. In 2012, we obtained, namely:

- That a borough intervenes more actively with the promoter of a construction site so that his and his subcontractors' employees comply with the prescribed hours for site operation and stop making noise outside of these hours more specifically, early in the morning.

**Entity:** Arrondissement de Pierrefonds-Roxboro

**Status of the file:** resolved

- That a private college improves its measures to reduce nuisances resulting from the operation of its arena, close to residences, at night and on weekends. The college adopted different new measures including the extension of the closing times of the arena's parking lot.

**Entity:** Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce

**Status of the file:** resolved

- That a borough reviews its parking restrictions in front of an elementary school, in order to improve the safety of pedestrians and alleviate the traffic and parking problems around it. Street parking was added and the area used by parents for dropping or picking up their child, was enlarged. Another such area was also added.

**Entity:** Arrondissement Le Plateau-Mont-Royal

**Status of the file:** resolved

- That a borough installs a mirror on a street, near a private driveway. Citizens were complaining about safety problems, when they were driving out of their driveway which happens to be located in a curve, near an intersection. With the new mirror, the owners can see oncoming vehicles, before committing their own in the street: they are, therefore, less at risk of having an accident. The borough also improved traffic signs, at this intersection, and got one of the neighbours to reduce the height of an hedge located in the curve, which also increased drivers' visibility.

**Entity:** Arrondissement de Saint-Laurent

**Status of the file:** resolved

## GARBAGE, STREET AND SIDEWALK CLEANLINESS, ABANDONED BUILDINGS

Citizens regularly seek our intervention to resolve problems of cleanliness or of inadequate maintenance of streets, parks and sidewalks, near their residence. For example:

- A citizen was complaining about the fact that, despite many calls to Réseau Accès Montréal, a pile of garbage was still present in front of his residence. Following our repeated interventions, these items were finally collected, many days later.

**Entity:** Arrondissement de Rosemont–La Petite-Patrie

**Status of the file:** resolved

- A citizen was complaining about the poor maintenance of his street and sidewalks as well as of the presence of a vacant damaged building. The borough confirmed that there had been problems with the schedule of the street sweepers, in this area, due to recent change in their routes. This situation had been corrected following the citizen's complaint. The borough also proceeded to a special cleaning operation of the nearby sidewalks and alley. As for the damaged building, the borough was regularly inspecting it to ensure the safety of the public. Owners had submitted draft projects to rebuild it but none satisfied the borough's regulation requirements. Finally, after a more recent assessment of the building, the borough issued a Demolition Order to the owners: the building was demolished soon after.

**Entity:** Arrondissement de Ville-Marie

**Status of the file:** resolved



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## B) ANOTHER EXAMPLE OF A 2012 INVESTIGATION

- For many years, people who contest a Statement of Offence can submit to the Municipal Court explanations likely to demonstrate that this Statement is wrong and that it should not be sent for adjudication by a judge.

This procedure is particularly relevant when the citizen who received the Statement has since deceased or when the citizen has the parking meter receipt showing that he had indeed paid his parking fees at the time the Statement was issued.

Such an administrative review is important since it avoids useless encumbering of the Municipal Court Docket with files where there will clearly be an acquittal; it also saves citizens from the inconvenience related to going to Court.

In December 2012, many citizens requested our assistance because, despite the evidence and explanations they had submitted, the Court had just informed them that their case was being sent to trial.

In our investigation, we learned that, in all of these files, the Court had not conducted the usual administrative review or considered proofs submitted by citizens.

Following our interventions, Municipal Court managers proceeded to the administrative review of all files we submitted to them. In some of these cases, Statements were immediately withdrawn. In others, the referral to judicial adjudication was suspended and Court managers undertook that the file would be administratively reviewed.

They also undertook to proceed in the same manner with each similar file submitted by a citizen. Instructions were issued to customer service agents explaining how they should proceed, in all such cases.

**Entity:** Cour municipale de Montréal

**Status of the files:** 17 files resolved

## PART 5

### FOLLOW-UPS ON PREVIOUS FILES

#### PROCESSING TIME OF MONETARY CLAIMS

The Bureau des réclamations de Montréal confirmed that, since our intervention, the boroughs' response time to their questions are much shorter than they used to be, when information is requested on the context of accidents which are the subject of a financial claim. The list of respondents we had prepared is now regularly updated. Answers to citizens are generally given in a timely manner so as to allow them to exercise their legal recourses, if they deem it appropriate.

**Entity:** Direction des affaires civiles

**Status of the file:** resolved

#### FOLLOW-UP POLICY ON TAX REIMBURSEMENT CHEQUES NOT CASHED IN

Since the adoption of this new policy by the Service des finances, at our request in 2007, **1491 taxpayers** received the municipal tax reimbursement they were entitled to by virtue of a judgment granting their tax bill contestation. Before this policy, when the initial reimbursement cheque was not cashed in, the amount remained with the City.

This policy provides that following the expiration of a reimbursement cheque (not cashed in), the Service des finances try to retrace the citizen. This procedure is generally successful. The issuance of a new cheque or the application of a corresponding credit on another account of this citizen normally occurs within 3 to 6 months, depending on the time of the year.

The Service des finances estimates that, since the implementation of this new policy, approximately **\$540,000** have been returned to citizens.

#### POLICY RESTRICTING PUBLIC ACCESS TO THE CRIMINAL RECORD OF DEFENDANTS WHO WERE FOUND NOT GUILTY OR WHOSE CHARGES WERE DROPPED

In 2005, following our RECOMMENDATION, the Municipal Court implemented a new policy limiting the public access to the criminal file of people accused of a crime of which they had been found not guilty or with regard to which charges had been dropped. Prior to this policy, all the information contained in such files remained easily accessible to the public, without any time limit. We had expressed the opinion that the rights of these innocent people were less protected than those of people who had been found guilty and who could, therefore, obtain a "pardon" and have their file removed from public access.

In 2012, the Municipal Court received 870 requests under this policy: 762 of these were granted and 108, refused.

This brings the total number of citizens who benefited from this new policy to **3498**.

#### LOWERING OF PARKING METERS (CHARTER FILE – UNIVERSAL ACCESS)

In 2007, the Société en commandite Stationnement de Montréal (SCSDM) undertook to gradually lower its street parking payment terminals in order to make them more accessible to short people or in a wheelchair.

In 2012, 18 new lowered terminals were installed, for a **total of 510** more accessible terminals to date.

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## **PARKING METERS PAYMENT WITH SMART PHONES (CHARTER FILE – UNIVERSAL ACCESS)**

For the same purpose of improving accessibility, the SCSDM had also confirmed its intention to implement a remote payment system, for parking meters, which would not require the use of terminals. This service has become available in June, 2012.

This possibility of paying remotely is particularly interesting for people with physical limitations since they do not need to use payment terminals or to go back to extend their parking time.

People can pay from a smart phone, via the **P\$ Service mobile** application. It is even possible to receive an alert when there are only 15 minutes left to the paid period. To this day, nearly **95,000 subscribers** have registered for this service. Furthermore, it is still possible to pay directly at the payment terminal, in cash or by credit card.

## **PAYMENT IN CASH**

In the context of another file, our office brought to the attention of the Director of the SCSDM a previous intervention we had done, in 2005, to inform this organization that, according to Québec laws, it is not permitted to refuse cash payments. The Director confirmed his intention to respect this obligation.

## **BORIS BISTRO – TERRACE NOISE (CHARTER FILE – NOISE)**

Since 2006, our office has been working with Arrondissement de Ville-Marie to lower the noise coming from Boris Bistro terrace, in Old Montréal, because neighbouring residents are complaining about their negative impact on their quality of life.

Following our first intervention, the music played on the terrace was lowered. Then, over the years, the owner made physical modifications which would not, according to plaintiffs, have had significant impact on the intensity of ambient noise. Therefore, the borough continued its interventions and, namely, it conducted many sound level tests. Some *Statements of offence* were issued to Boris Bistro, which contested them. One test file was sent to trial.

On March 22<sup>nd</sup>, 2012, the Municipal Court acquitted the defendant, for technical reasons: the judge noted that the configuration and narrowness of the premises do not allow technicians to adhere strictly to the parameters required by municipal regulations to measure the ambient noise.

We will try to determine, with the borough and possibly the owner, what other measures could reduce the excessive noise in this area, all the while respecting the legislative framework.

## **PHONE CALLS WITH NO POSSIBILITY TO CALL BACK**

In 2010, a citizen had complained about receiving phone calls, in his absence, from a Ville de Montréal number that he was unable to reach when trying to call back. Our investigation revealed that these calls came from an automated call system from Ville de Montréal's library network and that, indeed, you could not call back this number.

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We questioned the fact that a City phone number was appearing on citizens' devices, while it was impossible to return the call or to identify which municipal department was calling. This could, in fact, worry citizens.

This phone system was modified in 2012. Now, when a citizen receives a call from this automated call system of Ville de Montréal's library network, the word "*BiblioMontréal*" appears on the recipient's phone as well as the following number: 514-872-0535. If the citizen calls back, an automated message states in French and English that the library network called because the return date of a book or document has expired. This is a significant improvement and we are quite satisfied with efforts made by Ville de Montréal in this file.

### **ANGRIGNON PARK FOREST (CHARTER FILE – PROTECTION OF THE NATURAL PATRIMONY)**

Since our RECOMMENDATION in 2005, the Department responsible for the environment, as well as Arrondissement Le Sud-Ouest, reiterate annually their commitment to limit the mechanical maintenance interventions in the Angrignon Park forest. This measure serves to ensure long term survival of this forest by promoting its natural regeneration.

Although the maintenance of this forest has been assigned to a non-profit organization, Ville de Montréal confirmed that it will continue to ensure compliance with this undertaking.



The **OMBUDSMAN DE MONTRÉAL** is a non-political and impartial entity, independent from the municipal administration and elected officials, responsible for ensuring that citizens receive municipal services and advantages they are entitled to and are treated fairly, with justice and respect, by all City representatives. This independence gives the **OMBUDSMAN DE MONTRÉAL** its credibility with citizens.

The **OMBUDSMAN DE MONTRÉAL** has broad investigation powers. Managers and City representatives must cooperate to our investigations and provide all of the information or documents we request.

Except as needed for the purpose of our investigations, the personal information given to the **OMBUDSMAN DE MONTRÉAL** are protected and no other person has access to it.

The Ombudsman can recommend any measure she deems appropriate. These recommendations are generally accepted and implemented by City representatives.

The Ombudsman must respect the law but she is not bound by City's customary practices. Her interventions often allow the review and the update of certain practices that have been in effect for many years.

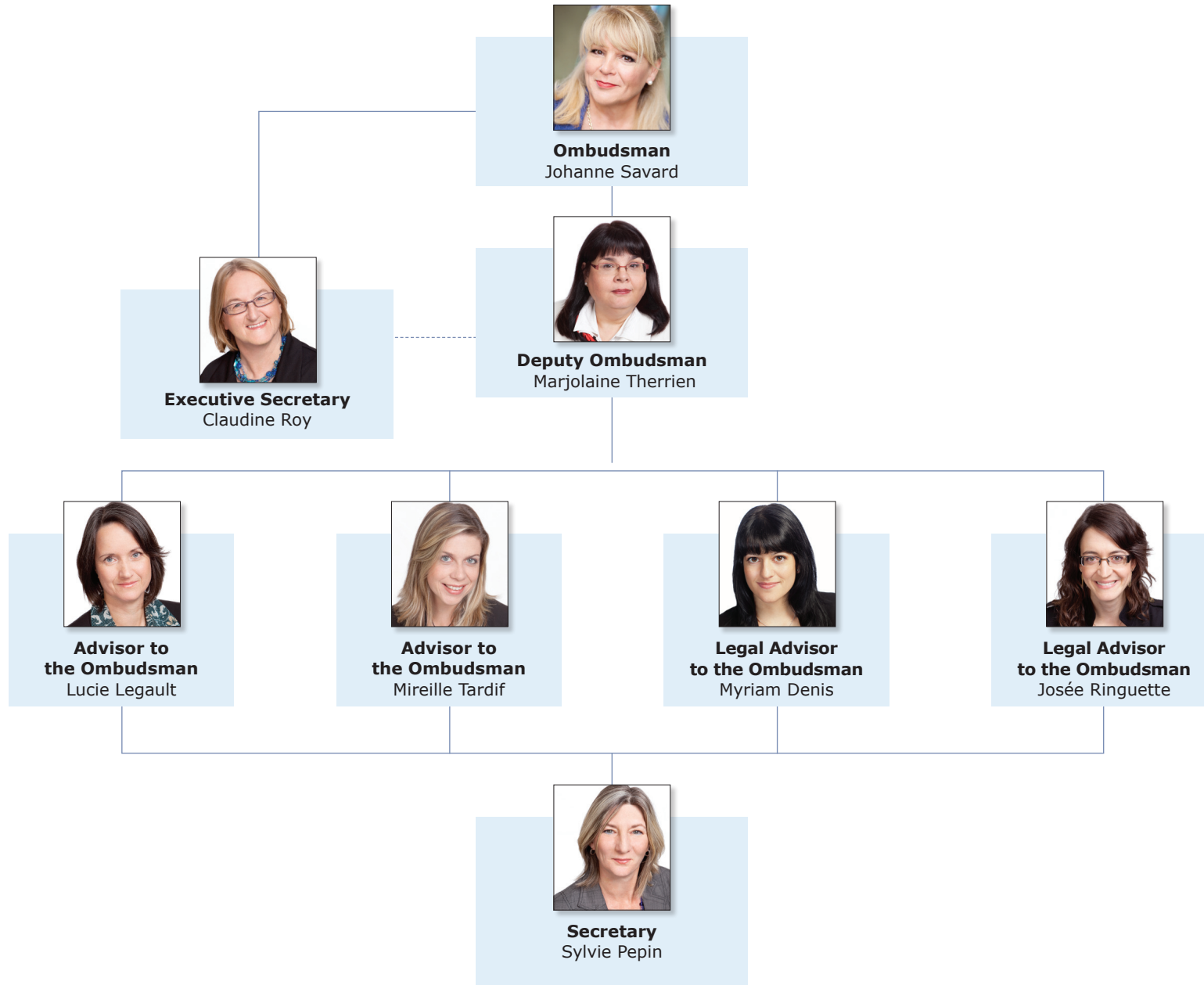
The **OMBUDSMAN DE MONTRÉAL** is a last resort. Citizens who request her intervention must have previously given the Director of the concerned borough or department, an opportunity to resolve the issue.

The recourse to the Ombudsman is easily accessible, fast, efficient and free.

Our offices are located on the ground floor of Ville de Montréal City Hall, a few steps away from Champ-de-Mars metro station. The building is accessible to people with reduced mobility via the Place Vauquelin entrance, in front of Place Jacques-Cartier.

For more information on our mandate, values, mission, logo and complaint procedures, you can consult our PROMOTING RESPECT; ENSURING EQUITY brochure, available in paper format or on our [Website](#).

# PART 7 OUR TEAM



### TRAINING AND PROFESSIONAL EXPERIENCE

Following her studies in Political Science at Concordia University, Ms. Savard obtained her law degree from Université de Montréal. She has been a member of the Québec and Canadian Bars since 1980.

Ms. Savard has completed numerous trainings in public management at École nationale d'administration publique de Montréal (ENAP) and she is also a "Certified Mediator" recognized by the Québec Bar Association, the *Institut de Médiation et d'Arbitrage du Québec* and by the *ADR Institute of Canada*.

For many years, Ms. Savard was group leader and member of the Board of Directors of a major law firm and member of the Board of Directors and of the Executive Committee of the world's largest international association of independent law firms, *Lex Mundi*.

In 2003, Ms. Savard left the private practice of law and became the first Ombudsman of Ville de Montréal. Along with her team, she since offers a last resort recourse that is simple, easily accessible and free to citizens who believe they have been treated unfairly by Ville de Montréal. Her mandate was unanimously renewed by the City Council of Ville de Montréal in 2007, and again in 2011.

Ms. Savard is a member of the Board of Directors of the *Forum of Canadian Ombudsmans*. She is also a member of the Board of Directors and member of the Membership Committee of the *Association des ombudsmans et médiateurs de la francophonie*.

She is also a member of the *International Ombudsmans' Association*, the *International Ombudsmans' Institute* and of the *Association des responsables de la gestion des plaintes du gouvernement du Québec*.

### EXPERTISE

Human rights and Fundamental rights; Alternative dispute resolution procedures; Labour and employment law.

### SOCIAL COMMITMENT

Ms. Savard chaired the Board of Directors of two daycare centres, including the *Centre de la petite enfance Papillon* where handicapped and non-handicapped children share their everyday life and experiences.

She was a member and twice chaired the Organizing Committee of the annual fundraising ball for the *Montréal Alzheimer Society*.

For many years, she was member of the Board of Directors of the *Rotary Club of Old Montréal*, which she presided. Twice the recipient of the *Rotarian of the Year trophy*, highlighting her sustained involvement in community action, she also received the *Paul Harris Fellow* prize, in appreciation of her "*tangible and significant assistance given for the furtherance of better understanding and friendly relations among peoples of the world*".

In 2005, the Carrefour des Communautés awarded her the *Médaille des arts et métiers du multiculturalisme* for the quality of her work and for her involvement "*in the legal, social and inter-cultural fellowship*".

She was a member of the *Conseil des gouverneurs* of Resto Plateau organization.

# PART 9

## ADDENDUM – CHARTS

You will find below a list of documents and charts available on our [Website](#).

### A. 2012 CHARTS – ALL FILES COMBINED, INCLUDING CHARTER FILES

CHART 1	Requests handled in 2012
CHART 2	Evolution – Number of requests received
CHART 3	Evolution – Number of thorough investigations
CHART 4	Results / By topic
CHART 5	Evolution – Number of requests received from 2004 to 2012
CHART 6	Final response period
CHART 7	Mode of submission of complaints
CHART 8	Demographic data

#### ● **Boroughs**

CHART 9	Evolution – Number of complaints
CHART 10	Topic of complaints
CHART 11	Results
CHART 12	Final response period

#### ● **Central Departments**

CHART 13	Evolution – Number of complaints
CHART 14	Topic of complaints
CHART 15	Results
CHART 16	Final response period

#### ● **Paramunicipal Agencies and other City related Organizations**

CHART 17	Evolution – Number of complaints
CHART 18	Topic of complaints
CHART 19	Results
CHART 20	Final response period

#### ● **Political Entities**

CHART 21	Evolution – Number of complaints
CHART 22	Topic of complaints
CHART 23	Results
CHART 24	Final response period

### B. 2012 CHARTS – CHARTER FILES ONLY

CHART 25	Number of complaints / By topic
CHART 26	Results / By chapter
CHART 27	Topic of complaints / By entity
CHART 28	Results / By entity
CHART 29	Final response period
CHART 30	Results / By specific provision
CHART 31	Evolution / Number of complaints 2006-2012
CHART 32	Results / By topic
CHART 33	Demographic data

### C. GLOSSARY







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