

# A Beacon in the City



2015 ANNUAL REPORT

  
OMBUDSMAN  
de Montréal

IN A RESOLUTION MODE !

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

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June 20<sup>th</sup>, 2016

Mr Frantz Benjamin  
Chairman of City Council  
Ville de Montréal  
275, rue Notre-Dame Est, suite R-134  
Montréal (Québec) H2Y 1C6

**SUBJECT : 2015 Annual Report**  
*A Beacon in the City*

Mr Chairman:

It is my pleasure to present the 2015 **OMBUDSMAN DE MONTRÉAL** Annual Report.

In 2015, our office has set a new record in terms of new complaints received (**1,731** i.e. **322** more than in 2014) and number of files processed (**1,802** i.e. **331** more than in 2014). We started **60** new investigations (**46** relating to the *Montréal Charter of Rights and Responsibilities*) which added to the **71** inquiries already underway. At the end of 2015, **89** investigations were still in progress.

For the first time in 2015, the **OdM** issued no formal **RECOMMENDATION**. Whenever we found that a situation was unfair or problematic, a solution was agreed upon with the Director involved.

The average processing times of the 2015 new complaints closed in the same year were of **4.03** working days (all files) and of **44.34** working days (when a thorough investigation was needed).

The average processing time for all investigations completed in 2015, regardless of their opening date, was of **111.52** working days.

The **OdM** team truly believes that transparency, rigor, respect, empathy and common sense, as well as easy access to top-quality municipal services, are the cornerstone of a fair and equitable society. We keep on promoting these values, therefore, in all Boroughs and City Departments.

In our Report, we have reproduced some testimonies forwarded to us by complainants: they show quite clearly, once again, how relevant and important our office is to citizens.

Enjoy your reading.



Johanne Savard, Ombudsman

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## OMBUDSMAN'S MESSAGE



Ms Johanne Savard

### A BEACON IN THE CITY

At first glance, our 2015 theme may appear trivial. Nonetheless, it illustrates well the importance of our role and the added value we bring to both the citizens and the municipal administration. We can show the way to improve processes, help the City avoid pitfalls, suggest avenues to correct missteps and guide citizens through the various steps when their files seem to not be progressing.

The 25,000+ Ville de Montréal employees contribute daily, through their work, to the quality of the municipal services offered to citizens. Their decisions and actions have a direct impact on the life of some 1.8 million Montrealers as well as of thousands of suburbans commuting daily and visitors. Mistakes can occur and omissions can be corrected: this is where we can act.

We make sure that injustices are corrected and can identify systemic problems likely to cause prejudice to many people, if the situation is not changed.

Each of our inquiry provides an opportunity to promote more transparency and the principles of fairness and justice in the decision making processes and in the decisions resulting thereof.

We can launch own motion investigations, when possible problematic situations are brought to our attention or when we fear that a known project might create problems. As much as possible, we intervene beforehand with a view to improve and optimize the project before it is implemented or executed. This approach can save the City from having to invest more time and money afterwards, to correct problems which could have been avoided.

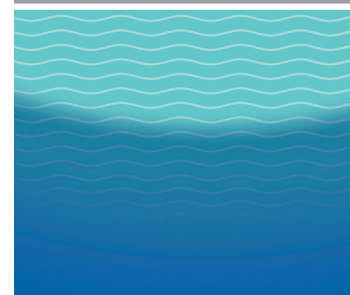
### SOME TOPICS OF PARTICULAR CONCERN TO OUR OFFICE

#### UNIVERSAL ACCESS

For a long time, we have paid special attention to this subject. Whenever possible, we get involved from the onset to make sure that the planning of City projects takes into account the particular needs of people with mobility, visual, hearing or intellectual limitations or any other impairment. We strongly believe that Montréal must position itself as a leader and a model which promotes and facilitates the participation and inclusion of all its citizens.

For example, in 2015:

- We intervened beforehand, to improve various aspects of the Place Vauquelin major revamping project, from a universal access point of view.
- We pursued our follow-ups to improve universal access of the *Quartier des spectacles* and made sure that this aspect is taken into account, in the planning of the last phases.
- We maintained our collaboration with some Boroughs in order to improve the configuration of the terraces installed on the public domain so as to make them accessible.



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Let us remember that, in 2012, the Executive Committee had decreed the following, in response to the *Rapport de la Commission permanente sur le développement social et la diversité montréalaise sur les terrasses universellement accessibles* :

*"The Executive Committee mandates the Direction de la diversité sociale, in collaboration with the Direction des transports, to develop information tools meeting the Boroughs' needs to make businesses with existing terraces more aware **in order for all terraces of Montréal to be universally accessible within 5 years...**"*  
(our translation and emphasis)

This position is coherent with Ville de Montréal's commitments stated in the *Montréal Charter of Rights and Responsibilities* (section 28f) and in its *Municipal Universal Access Policy* (2011).

As we get closer to this 2017 deadline, our office could very likely raise this issue with other Boroughs as well.

### **PROCEDURAL FAIRNESS, TRANSPARENCY AND PROMOTION OF A SERVICE-ORIENTED CULTURE, FOCUSED ON ASSISTANCE TO AND GUIDANCE OF CITIZENS**

The City must make decisions that are fair and just. In order for citizens to trust the City, however, the decision making processes must also be transparent and fair.

Citizens should not perceive City employees as obstacles to their projects, but rather as resources that will guide them through the municipal procedures and make them understand the applicable regulations and rules.

Procedural fairness implies some basic rules:

- Citizens must have access to all of the information relevant to their requests (requirements, delays to be respected, documents to file, etc.) in a timely manner.
- The City's requirements must be reasonable and consistent with the legislative framework.
- The City should help citizens understand what they must do or produce, in order for their files to be congruent. The City must explain the applicable rules and mandatory parameters, in clear terms that citizens can understand.
- The citizens should have an opportunity to explain their points of view to a municipal representative who will give them serious consideration.
- When the City rejects a request or an application, it must explain its reasons and, if possible, suggest alternative solutions.

### **FISCAL FAIRNESS**

We are currently handling files in which homeowners were suddenly imposed an annual tax for occupying the public domain, even though the configuration and dimensions of their properties have remained the same as in the previous years when they had never been imposed such taxes.

In another case, a Borough uses different criteria to calculate the water bills of citizens or businesses of a same category.

These situations raise concerns; we will pursue our inquiries to understand the context of these invoices and to ensure that they are justified and fair.

## OUTREACH

Over the years, our office has acquired an exceptional reputation regarding the quality of our services and the relevance of our interventions.

This reputation reaches way beyond Montréal territory and contributes positively to the perception of our city as a model to be inspired from.

- We are often solicited for strategic advice by other Ombudsman offices and by institutions or organizations considering the possibility to create one.
- We host foreign delegations and dignitaries eager to understand the municipal Ombudsman's role as a tool for the protection of citizens' rights.

The comments obtained are always laudatory.

In 2009, we have collaborated with the *Centre d'histoire de Montréal* and the *Chantier sur la démocratie* to elaborate a "turnkey" educational project for grades 4 and 5 students, within the *Apprentis citoyens* program since renamed *Jeunes citoyens engagés*. To date, over 2,500 students have benefited from this program to which they participated with enthusiasm.

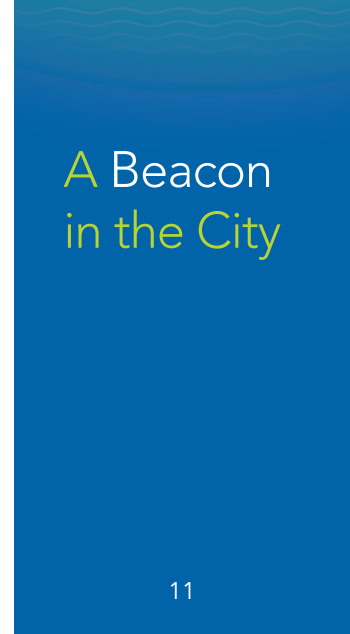
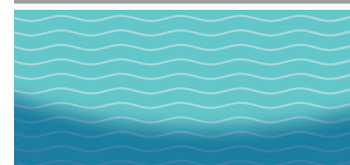
- The students conduct some researches in class and discuss the **OMBUDSMAN DE MONTRÉAL'S (OdM)** role and the *Montréal Charter of Rights and Responsibilities*.
- The students later come to City Hall for a guided tour and a workshop. As often as possible, I personally attend these workshops and meet with these young students. I explain our role in layman's terms and speak of various Alternative Dispute Resolution (ADR) modes. At the end of the workshop, the young students are asked to analyse and resolve a citizen's complaint as if they were the Ombudsman.

For many years, I have sat on the Board of Directors of two Ombudsmans' organizations: an international association, namely the *Association des Ombudsmans et Médiateurs de la Francophonie* (AOMF), and a Canada-wide one, namely the Forum of Canadian Ombudsman (FCO) of which I am Vice-President.

- These organizations provide me with the opportunity to patronize many experienced Ombudsmans. We exchange best practices and promote high standards in the practice of the Ombudsman's role, in Canada and around the world.
- Beyond the geographic and cultural borders and the structural differences of our respective organizations, the expectations of citizens are very similar, as are the improvements and solutions that we find. Through our exchanges, our offices are mutually enriched by the experience of others.

Since the creation of the **OdM** in 2003, other cities of the province of Québec have decided to offer their citizens the benefit of a similar last resort recourse. The type and structure often vary greatly, but our objectives are the same.

- In 2015, the Directors of these offices have decided to meet a few times a year, in a "co-development" approach, to share experiences, discuss difficult situations and talk strategy. This approach is beneficial to all.



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## A Beacon in the City



### **2015 CONCLUSION**

2015 was a record year for us, in terms of the number of requests received, namely **1,731** new complaints which generated 160 new thorough investigations.

The positive impact of our interventions is undeniable. We can rectify mistakes, identify omissions in the management of a problem, contribute to improve the quality of services and identify viable and efficient solutions which take into account the legitimate expectations and the respective constraints of the citizens and the City.

I emphasize the exceptional contribution of my whole team whose rigor and dedication make our office increasingly effective.

## THE ODM IN A NUTSHELL

The **OdM** is a **non-political** and **impartial** entity, **independent** from the municipal administration and elected officials: its role is to ensure that citizens receive the municipal services and benefits which they are entitled to and are treated fairly, with justice and respect, by all City representatives. Its independence is key to the credibility of the **OdM**'s office.

The Ombudsman has broad investigation powers. City managers and representatives must collaborate and provide all the information and documents requested by her team.

Subject to the needs of her investigations, the information contained in the **OdM** files is confidential and accessible only to our team. Our files are excluded from the application of Right of Access legislation and the **OdM** employees cannot be ordered to testify or produce information on our files, even by a tribunal.

The Ombudsman can recommend any measure she deems appropriate to right an injustice or improve the quality of municipal services. These **RECOMMENDATIONS** are almost always accepted and implemented by the City.

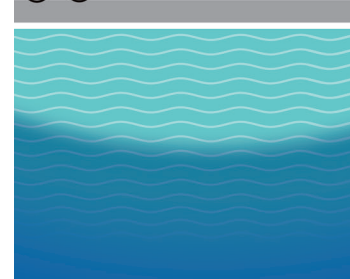
The **OdM** is not bound by the City's usual practices. Our interventions often lead to the implementation of new and clearer procedures, so that files can be handled better. We can also suggest improvements of practices that have been in effect for many years.

The Ombudsman only intervenes as a last resort. Citizens seeking her intervention must have previously given the Director of the concerned Borough or Department an opportunity to resolve the issue.

The recourse to the **OdM** 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 the Champ-de-Mars metro station. The building is accessible to people with reduced mobility via the Gosford entrance and via Place Vauquelin (the latest being temporarily closed due to construction work).

For more information on our mandate, values, mission, logo and complaint procedures, you can visit our Website ([ombudsmandemontreal.com](http://ombudsmandemontreal.com)) or consult our *Promoting respect; Ensuring equity* brochure.



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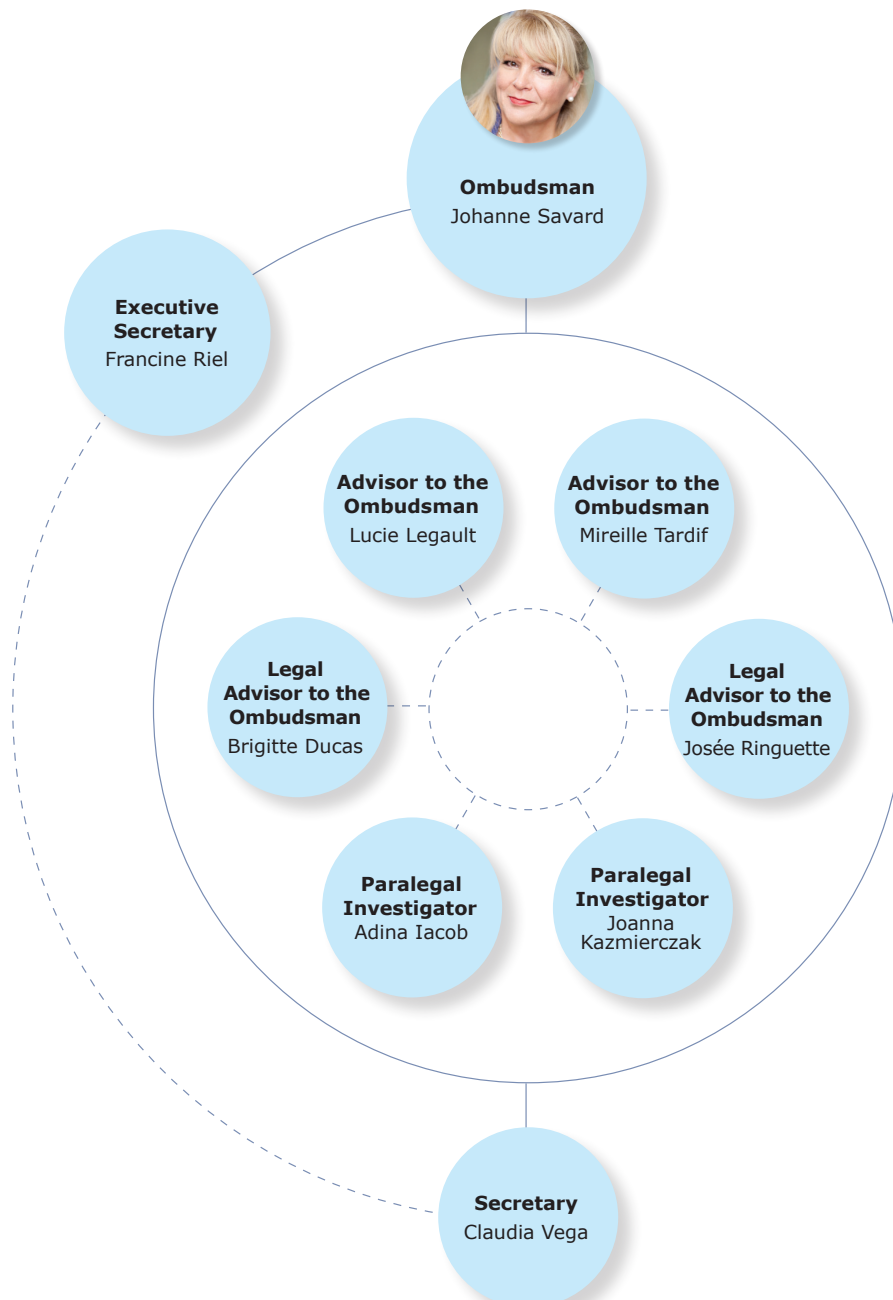
## OUR TEAM

# A Beacon in the City

The office is reaching the end of a period of great change: internal reorganization, improvement of work methods, staff renewal, new enthusiasm and even greater efficiency.

Our new team is more diversified. Some of our employees chose Canada, Québec

and Montréal to begin a new life. Rich in their diverse personal and cultural backgrounds, these employees are able, when needed, to make initial contact with citizens, in languages other than French and English which are the languages we normally use.





## ABOUT MS JOHANNE SAVARD

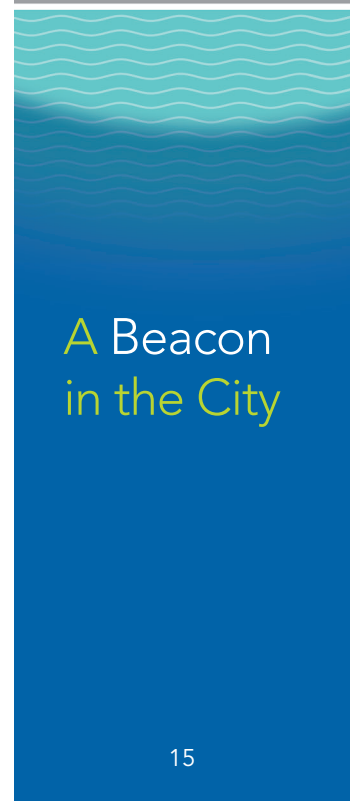
Ms Johanne Savard studied political sciences at Concordia University then law, at *Université de Montréal*. She also studied at *École nationale d'administration publique de Montréal* (ENAP).

She has been a member of the Québec and Canadian Bars since 1980 and is also a "Certified Mediator".

Before becoming an Ombudsman, Ms Savard had been an associate and partner in two major Montréal law firms. In one of them, she was Head of the labour law group and member of the BOD. She also sat on the BOD and on the Executive Committee of Lex Mundi, the world's largest international association of independent law firms.

In 2003, Ms Savard quit the private practice of law and became the first Ombudsman of Ville de Montréal.

She is currently Vice-President of the BOD of the Forum of Canadian Ombudsman (FCO) and member of the BOD of the *Association des Ombudsmans et Médiateurs de la Francophonie* (AOMF).



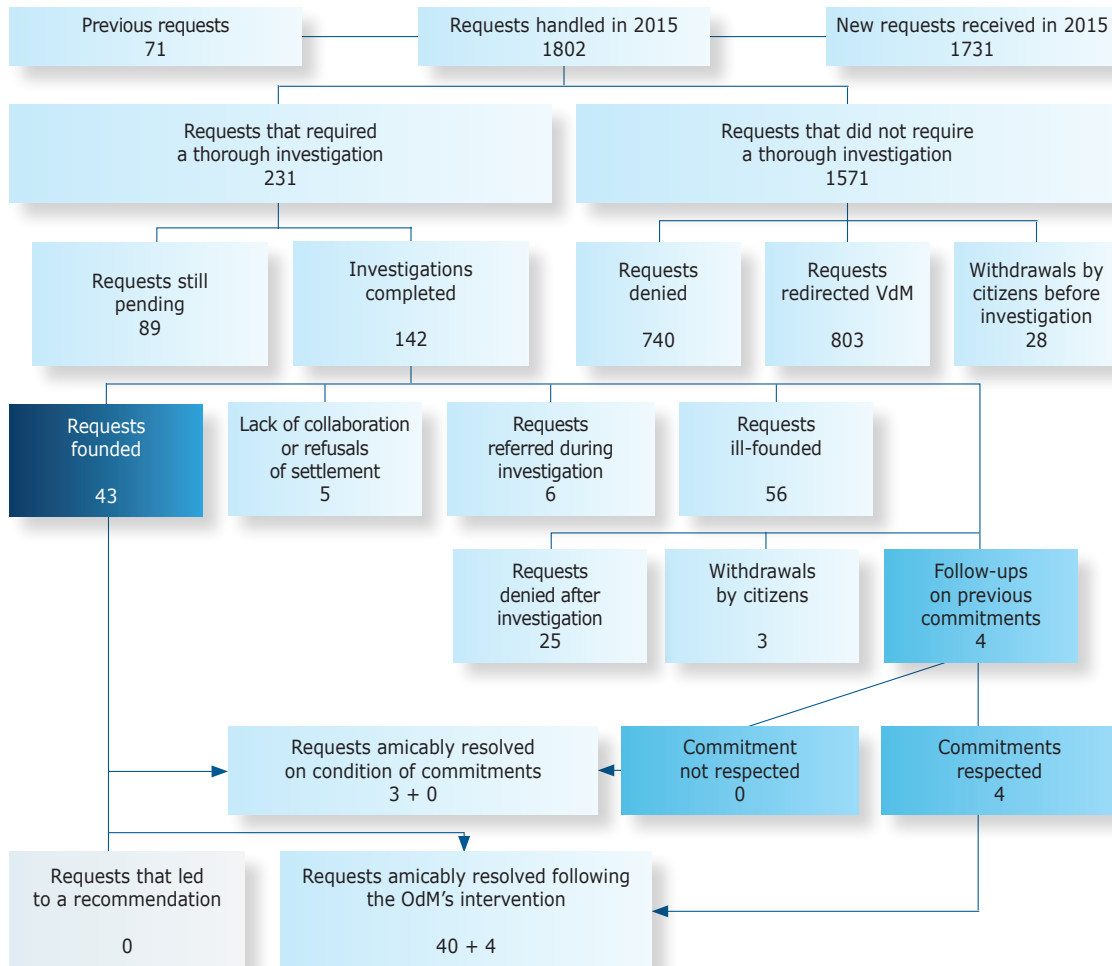
A Beacon  
in the City

## Part I

### OVERVIEW OF OUR 2015 STATISTICS

#### Files handled and new complaints

In 2015, our office handled **1,802** files including **1,731** new complaints: that is **322** new files more than in 2014 and a record in terms of number of new requests received in one year.



As always, many complaints did not lead to thorough investigations.

- We only intervene as a last resort: some plaintiffs (**803**) were redirected to the relevant Borough or Department Director, on the basis of this principle. Many of these complaints were resolved at this level: there was, therefore, no need for our office to examine them more thoroughly.

- **740** complaints concerned organizations or topics over which we have no jurisdiction: they were, therefore, denied. It is worth mentioning that such files still require important work from our team. We take the time to understand the issue(s) at stake, provide some information and identify which recourses or other resources could help the citizen, with regard to his / her situation.

- In **28** other cases, the citizens withdrew their complaints after we had provided relevant explanations or information.

## Thorough investigations and results

We conducted **231** thorough investigations in 2015, i.e. **26** more than last year: **160** in files we opened in 2015 and **71**, in previous years.

**70** of these investigations were related to commitments contained in the *Montréal Charter of Rights and Responsibilities* (**46** new 2015 files and **24** previous files).

As of December 31, 2015, **89** investigations were still pending: **62** files opened in 2015 and **27** files from previous years.

**142** investigation files were closed in 2015:

- In some instances, the information we provided led our interlocutors to reconsider their positions (**3** citizens' withdrawals and **6** files returned to the Director during the investigation).
- **56** complaints were ill-founded. In each case, we explained in details our analysis and conclusions to the complainant.

## Own motion investigations

The **OdM** can examine situations which are not the object of a citizen's complaint. These inquiries often refer to systemic issues where our actions are likely to have a significant impact.

**16** of our thorough investigations, in 2015, were such own motion inquiries, concerning notably:

- Long delays before the Fire Reports required by Insurers in order to compensate their clients were forwarded to the citizens by the Fire Department: **resolved**
- Failure to inform citizens on crucial procedures they must follow if they believe the City has caused them damages: **resolved**
- Towing of cars parked illegally on a private property – Citizens not aware of the applicable rules and some towing companies not complying: **resolved**

- In **43** files, we found the complaint was justified: all these files were settled to our satisfaction.
- **4** cases were follow-ups on previous municipal commitments. The City had respected all these commitments.
- In **5** other files where we had found reasonable grounds, we stopped our intervention due to the lack of collaboration of the complainant or because he / she refused a reasonable solution offered by the City.
- We issued no formal **RECOMMENDATION** in 2015. Whenever we identified a problem, the situation was resolved with the collaboration of the Borough or the Department concerned.

- Concerns on sufficiency of the Borough's follow-ups with regard to the safety of a building – Structural issues: **resolved**
- Universal Access – Montréal City Hall and surroundings: **pending**
- Access to City Hall – New safety and control measures – City Council assemblies: **ill-founded**
- Domaine Renaissance – Insalubriousness – Follow-up on the City's interventions: **pending**
- Possible danger at an intersection and at a pedestrian crossing: **pending**
- Planned dumping of sewage into the St. Lawrence River: **ill-founded**

## Main topics of complaints against Ville de Montréal

In 2015, the complaints that came up most often remained generally the same as in previous years:

- Functioning of Municipal Court (123)
- Parking violation (57)
- Unsanitary housing (57)
- Quality of services (56)
- Permit (55)
- Tree (55)
- Conduct of a municipal employee or elected official (50)
- Road works / Public works (50)

TOPIC	NUMBER		
	2015	2014	2013
Access to information	23	12	22
Acquired rights	1	2	1
Alleged embezzlement	4	2	5
Alley	15	9	12
Animal	9	14	12
Application of Bylaws	49	69	54
Aqueduct / Sewer	27	32	21
Cleanliness	20	8	8
Communication	41	29	19
Conduct of an employee / elected official	50	54	59
Conflict of interests	0	1	0
Court decision	9	5	1
Culture	4	5	5
Cycling path / Bicycle	2	4	7
Decision of a Borough Council	8	3	0
Decision of the City Council	4	1	1
Driveway entrance	7	3	5
Environment / Sustainable development	15	4	0
Evaluation / Real estate tax	28	29	19
Fence / Hedge	4	1	4
Financial compensation (aqueduct / sewer)	13	15	8
Financial compensation (climate related event)	4	0	0
Financial compensation (fall on sidewalk)	16	9	9
Financial compensation (municipal works)	7	5	11
Financial compensation (other)	37	19	13
Financial compensation (pothole)	2	4	1
Financial compensation (road incident)	6	3	4
Financial compensation (storage of furniture)	1	0	2
Financial compensation (tree)	9	1	6
Fire safety	5	13	7
Garbage / Recycling / Composting	20	21	17
Handicapped person	17	9	9
Human rights	3	1	3

TOPIC	NUMBER		
	2015	2014	2013
Labour relations	42	39	37
Library	12	5	4
Miscellaneous	33	35	28
Municipal court (functioning)	123	81	137
Municipal court judgment	31	13	15
Noise	32	39	42
Nuisance	27	11	23
Parking / SRRR / Sticker	57	34	39
Parking violation	57	24	27
Park and green space	4	3	4
Permit	55	57	60
Pound (other)	4	2	3
Pound (storage of furniture)	13	11	6
Private dispute	145	112	77
Public health and maintenance (bed bugs)	10	10	7
Public health and maintenance (cockroaches)	4	0	1
Public health and maintenance (mold)	20	20	19
Public health and maintenance (other)	21	20	21
Public health and maintenance (rats and mice)	2	4	2
Public organization	167	130	81
Public participation	4	10	3
Quality of services	56	45	28
Road works / Public works	50	50	43
Safety	7	0	0
Scientific institution	0	0	3
Snow removal	14	9	17
Social housing / HLM / Housing subsidy	40	58	50
Sport and leisure	14	10	8
Subsidy other than housing	13	16	21
Tax (except real estate)	11	21	10
Taxi	3	4	0
Tenant / Landlord relations	27	19	17
Tender / Contract	7	5	3
Towing	7	16	12
Traffic	22	12	31
Transportation	4	6	4
Tree	55	26	23
Universal access	5	2	5
Violation of law	37	33	11
Winter temporary shelter	0	0	1
Withdrawal (Statement of offence)	16	0	0
Zoning / Urban planning / Exemption	20	30	17
<b>TOTAL</b>	<b>1731</b>	<b>1409</b>	<b>1285</b>

## Topics of complaints that led to a thorough investigation

TOPIC	NUMBER		
	2015	2014	2013
Access to information	2	0	0
Acquired rights	0	1	0
Alley	3	4	4
Animal	2	1	0
Application of Bylaws	13	16	10
Aqueduct / Sewer	3	2	4
Cleanliness	1	0	0
Communication	3	1	0
Conduct of an employee / elected official	2	3	1
Culture	1	0	3
Decision of a Borough Council	1	0	0
Driveway entrance	1	1	3
Environment / Sustainable development	5	0	0
Evaluation / Real estate tax	6	2	0
Fence / Hedge	1	0	0
Financial compensation (aqueduct / sewer)	1	0	1
Financial compensation (fall on sidewalk)	1	1	1
Financial compensation (municipal works)	0	0	1
Financial compensation (other)	1	0	0
Financial compensation (road incident)	0	1	0
Financial compensation (storage of furniture)	0	0	1
Financial compensation (tree)	1	0	0
Fire safety	0	4	1
Garbage / Recycling / Composting	3	1	2
Handicapped person	2	0	1
Library	2	1	0
Miscellaneous	1	3	6
Municipal court (functioning)	4	2	23
Noise	3	7	6
Nuisance	4	3	6
Parking / SRRR / Sticker	4	4	6
Parking violation	1	2	3
Park and green space	1	1	1
Permit	6	13	8
Pound (other)	1	0	1

TOPIC	NUMBER		
	2015	2014	2013
Pound (storage of furniture)	6	1	1
Public health and maintenance (bed bugs)	1	1	1
Public health and maintenance (cockroaches)	1	0	0
Public health and maintenance (mold)	2	2	6
Public health and maintenance (other)	4	3	1
Public participation	3	3	3
Quality of services	5	10	11
Road works / Public works	9	10	6
Safety	1	0	0
Snow removal	1	1	1
Social housing / HLM / Housing subsidy	10	7	5
Sport and leisure	2	3	1
Subsidy other than housing	1	2	3
Tax (except real estate)	0	6	1
Taxi	1	0	0
Towing	2	3	1
Traffic	2	1	8
Tree	10	4	5
Universal access	3	0	3
Withdrawal (Statement of offence)	9	0	0
Zoning / Urban planning / Exemption	7	8	3
<b>TOTAL</b>	<b>160</b>	<b>139</b>	<b>153</b>

## Municipal entities most often the subject of a complaint

### Warning

- A high number of complaints does not necessarily mean that this entity is problematic. Due to their inherent characteristics and specific clientele, some entities are more likely to be the subject of a complaint. In our experience, these entities usually collaborate well.
- One should also remember that a complaint received does not necessarily lead to a thorough investigation.
- Nonetheless, the number of complaints remains a relevant information.

### Boroughs

- Le Plateau-Mont-Royal  
(104 complaints – 9 investigations)
- Côte-des-Neiges-Notre-Dame-de-Grâce  
(71 complaints – 13 investigations)
- Ville-Marie  
(66 complaints – 7 investigations)
- Rosemont-La Petite-Patrie  
(65 complaints – 11 investigations)
- Ahuntsic-Cartierville  
(57 complaints – 9 investigations)
- Mercier-Hochelaga-Maisonneuve  
(55 complaints – 5 investigations)

BOROUGH	NUMBER		
	2015	2014	2013
Ahuntsic-Cartierville	57	41	38
Anjou	9	3	8
Côte-des-Neiges-Notre-Dame-de-Grâce	71	76	66
L'Île-Bizard-Sainte-Geneviève	4	16	8
Lachine	20	5	11
LaSalle	14	20	24
Le Plateau-Mont-Royal	104	83	71
Le Sud-Ouest	31	48	29
Mercier-Hochelaga-Maisonneuve	55	46	30
Montréal-Nord	21	19	12
Outremont	14	14	3
Pierrefonds-Roxboro	15	10	17
Rivière-des-Prairies-Pointe-aux-Trembles	33	26	20
Rosemont-La Petite-Patrie	65	47	65
Saint-Laurent	16	21	19
Saint-Léonard	14	6	9
Verdun	36	25	24
Ville-Marie	66	61	76
Villeray-Saint-Michel-Parc-Extension	32	31	38
Files concerning all boroughs	10	7	1
<b>TOTAL</b>	<b>687</b>	<b>605</b>	<b>569</b>



## Central Departments

- Cour municipale (165 complaints – 6 investigations)
- Police (107 complaints – 5 investigations)
- Direction des affaires civiles (94 complaints – 6 investigations)

DEPARTMENT	NUMBER		
	2015	2014	2013
<b>Affaires juridiques</b>			
Cour municipale	165	110	165
Direction des affaires civiles	94	54	51
<b>Approvisionnement</b>			
All departments included	3	2	2
<b>Communications</b>			
All departments included	1	2	4
<b>Concertation des arrondissements</b>			
All departments included	2	0	1
<b>Contrôleur général</b>			
All departments included	0	1	1
<b>Culture</b>			
All departments included	3	7	1
<b>Développement économique</b>			
All departments included	0	1	0
<b>Diversité sociale et sports</b>			
All departments included	2	3	0
<b>Eau</b>			
All departments included	7	4	1
<b>Environnement</b>			
All departments included	2	4	1
<b>Espace pour la vie</b>			
All departments included	0	1	6
<b>Évaluation foncière</b>			
All departments included	19	16	9
<b>Finances</b>			
All departments included	28	37	19
<b>Gestion et planification immobilière</b>			
All departments included	4	10	1
<b>Grands parcs, verdissement et Mont-Royal</b>			
All departments included	3	1	1
<b>Greffe</b>			
All departments included	3	5	7
<b>Infrastructures, voirie et transports</b>			
Direction des infrastructures	6	3	1
Direction des transports	5	4	3

DEPARTMENT	NUMBER		
	2015	2014	2013
<b>Mise en valeur du territoire</b>			
Direction de l'habitation	15	22	21
<b>Police</b>			
Direction des opérations policières	107	80	59
Mandatory pounds	4	3	5
Section des agents de stationnement	60	38	36
<b>Ressources humaines</b>			
All departments included	40	37	36
<b>Sécurité incendie</b>			
All departments included	6	8	8
<b>Technologies de l'information</b>			
All departments included	2	1	1
<b>TOTAL</b>	<b>581</b>	<b>454</b>	<b>440</b>

#### Paramunicipal Agencies and other City related organizations

- Office municipal d'habitation de Montréal (OMHM) (53 complaints – 13 investigations)

ENTITY	NUMBER		
	2015	2014	2013
Bixi Montréal	0	1	1
Bureau du taxi de Montréal	4	6	2
Commission des services électriques de Montréal (CSEM)	1	4	2
Conseil interculturel de Montréal	0	0	1
Corporation Anjou 80	0	1	0
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	1	0	1
Office municipal d'habitation de Montréal (OMHM)	53	61	58
Société d'habitation et de développement de Montréal (SHDM)	7	6	7
Société de transport de Montréal (STM)	20	13	16
Société du parc Jean-Drapeau	2	0	1
Société en commandite Stationnement de Montréal	5	2	5
Vérificateur général	1	0	0
<b>TOTAL</b>	<b>94</b>	<b>95</b>	<b>94</b>

## Political entities

- City Council and the Chairman's office (13 complaints – 2 investigations)
- Executive Committee (10 complaints – 5 investigations)

ENTITY	2015	2014	2013
Agglomeration Council	4	0	1
City Council	11	6	12
Executive Committee	10	0	2
Mayor's office	3	4	0
Office of City Council Chairman	2	4	1
Ville de Montréal - Charbonneau Commission	0	1	4
<b>TOTAL</b>	<b>30</b>	<b>15</b>	<b>20</b>

We generally have no jurisdiction over decisions voted by the Executive Committee or the City Council: this is not so, however, if the complaint relates to a commitment found in the *Montréal Charter of Rights and Responsibilities*.

Many complaints we received concerning these entities in 2015, related to the planned dumping of sewage in the St. Lawrence River. After in-depth investigation, our office concluded that this decision was not unreasonable, in the circumstances.

## Entities most often the subject of an investigation

### Boroughs

- Côte-des-Neiges-Notre-Dame-de-Grâce (13)
- Rosemont-La Petite-Patrie (11)

### Central Department

- Police – Parking agents (10)

### Paramunicipal agency

- OMHM (13)

### Political entity

- Executive Committee (5)

## Average processing time of complaints, in 2015

The average processing time of all 2015 new complaints, including Charter files, was of **4.03** working days. **93.3 %** of the time, we provided the complainant with a final response in less than one month.

The average processing time for all files closed in 2015, regardless of the year the file was opened, was of **111.52** working days.

As for thorough investigations opened and closed in 2015, the average processing time was of **44.34** working days. As of December 31, 2015, however, **62** of the 2015 investigations were still under way. When these files are eventually closed, the average processing time of the 2015 investigations will increase.

### A. All requests included

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	1172	77	35	46	51	25	10	27	1	<b>1444</b>	8.43
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.87	0.07	<b>100%</b>	
2011	1088	69	30	43	43	20	12	28	1	<b>1334</b>	9.54
%	81.56	5.17	2.25	3.22	3.22	1.5	0.9	2.1	0.07	<b>100%</b>	
2012	1248	88	40	27	33	29	18	58	1	<b>1542</b>	13.25
%	80.93	5.71	2.59	1.75	2.14	1.88	1.17	3.76	0.06	<b>100%</b>	
2013	1088	41	20	25	27	19	15	48	2	<b>1285</b>	11.49
%	84.67	3.19	1.56	1.95	2.1	1.48	1.17	3.74	0.16	<b>100%</b>	
2014	1194	57	22	14	18	13	13	56	22	<b>1409</b>	10.6
%	84.74	4.05	1.56	0.99	1.28	0.92	0.92	3.97	1.56	<b>100%</b>	
2015	1444	108	36	27	20	10	10	14	62	<b>1731</b>	4.03
%	83.42	6.24	2.08	1.56	1.16	0.58	0.58	0.81	3.58	<b>100%</b>	

### B. Requests that required a thorough investigation

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	7	22	24	43	50	25	10	27	1	<b>209</b>	50.94
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.92	0.48	<b>100%</b>	
2011	12	12	13	39	42	20	12	28	1	<b>179</b>	62.63
%	6.7	6.7	7.26	21.79	23.46	11.17	6.7	15.64	0.56	<b>100%</b>	
2012	9	8	25	24	32	29	18	57	1	<b>203</b>	91
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	28.08	0.49	<b>100%</b>	
2013	4	4	11	23	27	19	15	48	2	<b>153</b>	88.29
%	2.61	2.61	7.19	15.03	17.65	12.42	9.8	31.37	1.31	<b>100%</b>	
2014	2	2	8	11	16	13	13	56	22	<b>143</b>	107.19
%	1.4	1.4	5.59	7.69	11.19	9.09	9.09	39.16	15.38	<b>100%</b>	
2015	5	12	10	18	20	9	10	14	62	<b>160</b>	44.34
%	3.13	7.5	6.25	11.25	12.5	5.63	6.25	8.75	38.75	<b>100%</b>	

### C. Thorough investigations in 2015, regardless of the opening year

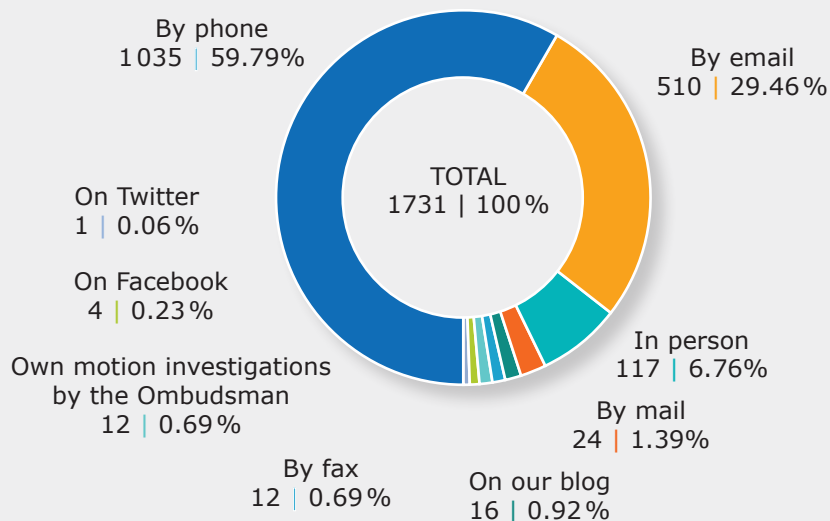
	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
Number	5	12	10	18	20	11	10	56	89	<b>231</b>	111.52
%	2.16	5.19	4.33	7.79	8.66	4.76	4.33	24.24	38.53	<b>100%</b>	

## Modes for submitting new complaints

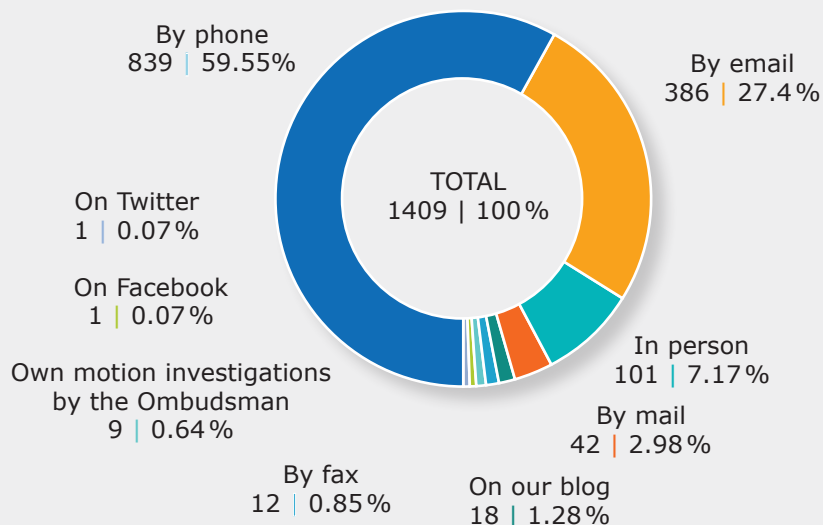
The telephone remains the favourite mode to solicit our intervention. There was a small increase in the number of complaints submitted by email.

Whenever a complaint is submitted through social media, we quickly transfer the citizen to another communication mode, so as to respect our confidentiality duty.

### 2015



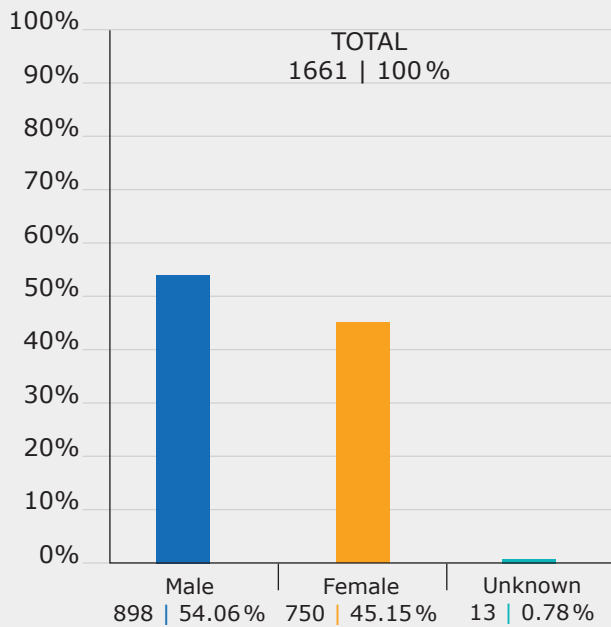
### 2014



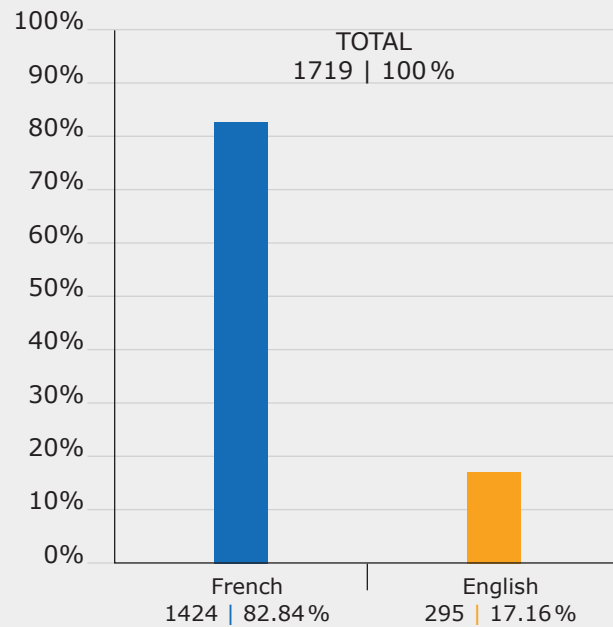
## Plaintiffs' profile

All demographic data is provided on a voluntary basis. Still, it remains a good indicator of the people we serve.

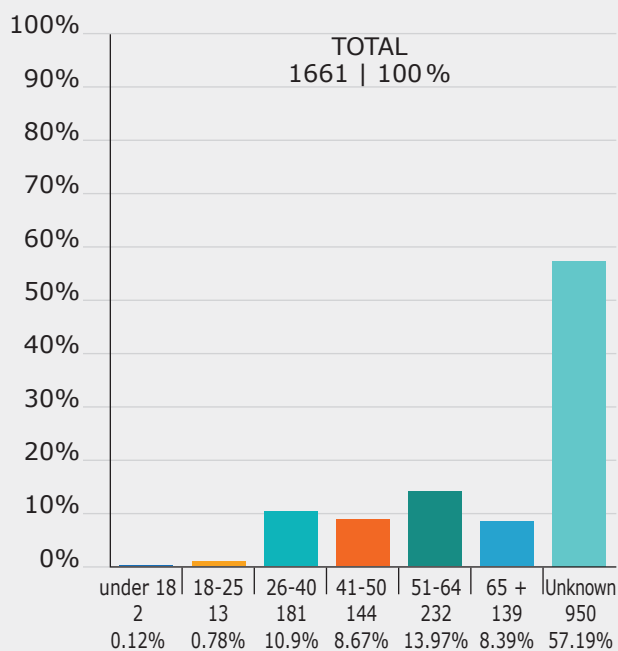
### A. Gender



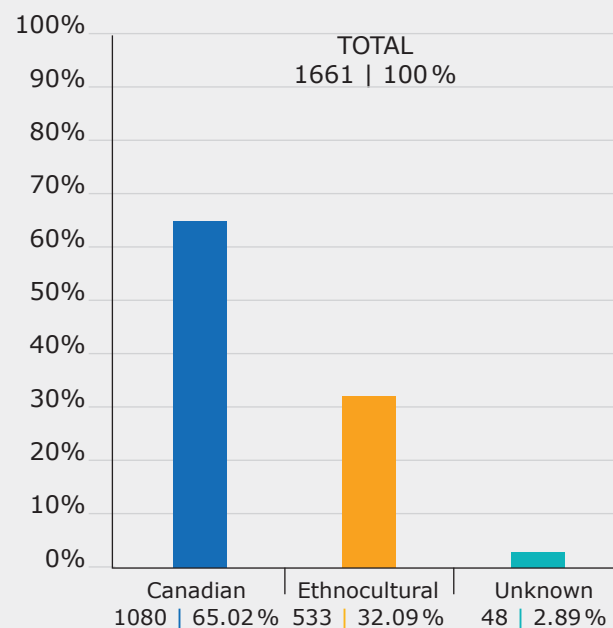
### B. Language



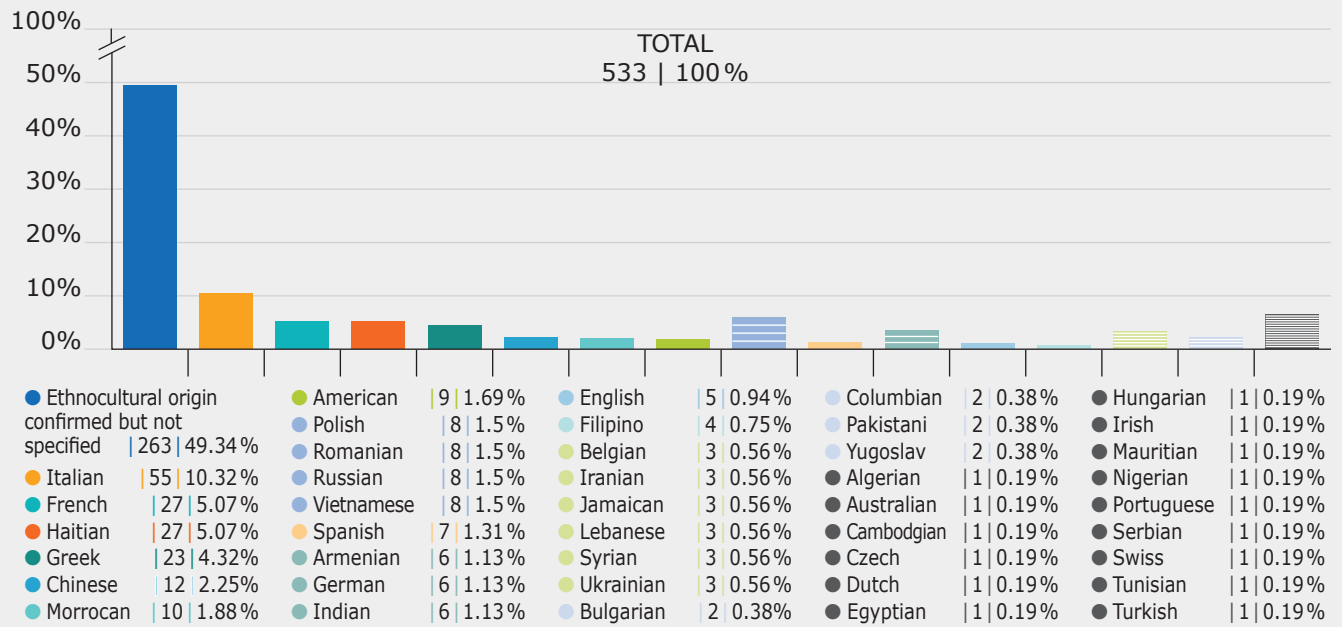
### C. Age group



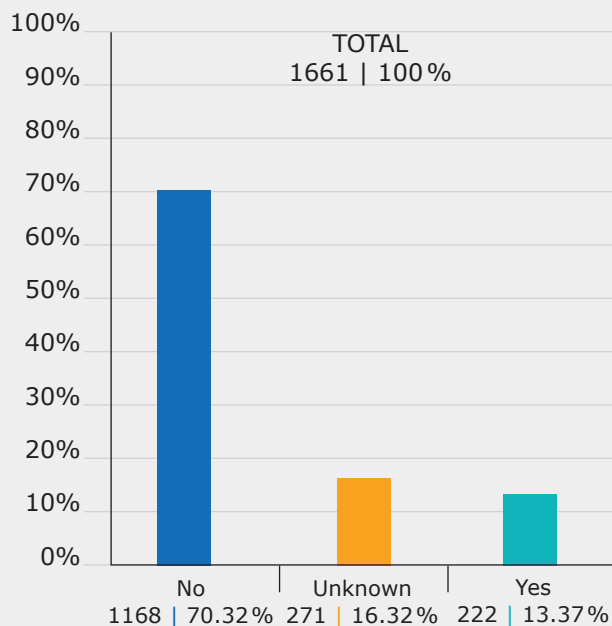
### D. Origin



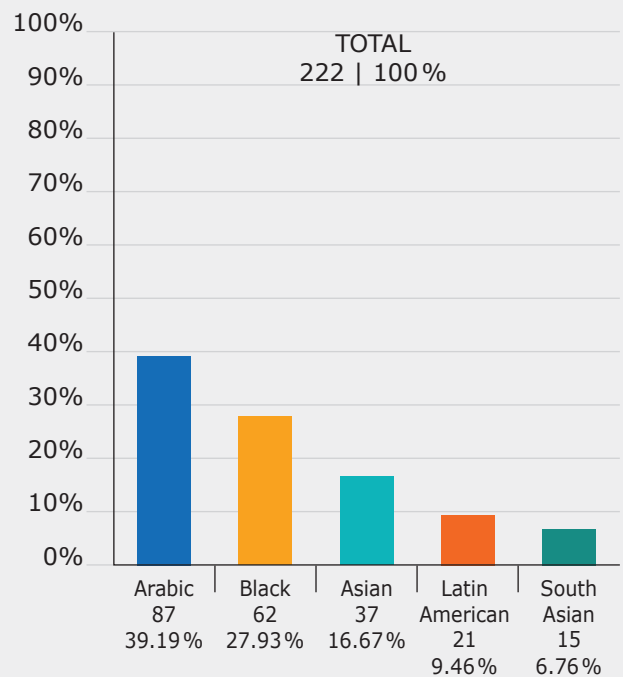
### E. Details of declared ethnocultural origin



### F. Visible minority



### G. Details of declared visible minority



**Note:** In 2015, 50 complaints came from a corporation, 8 from groups of citizens and 12 were own motion investigations by the OdM.

## Part II

### FILES HANDLED IN 2015 – SOME EXAMPLES

#### **Service des finances – Local improvement tax billed by mistake for 15 years – The City had only reimbursed the last three years**

Since 2000, the City had been billing a second local improvement tax to the owner of a residence located on a street corner; the rules, however, provided that buildings on a corner should not be imposed two local improvement taxes even if both streets had been repaired.

In August 2014, the City realizes its mistake. It quickly informs the citizen by letter, and reimburses him for the last three years.

The *Service des finances* explains that the three year time limit provided for in the *Civil Code* prevents the City from reimbursing beyond that period: the Department has a legal opinion supporting this conclusion.

The citizen disagrees and wants a full refund. He asked for the **Odm**'s assistance.

We conduct a long investigation and an in-depth legal research and analysis; we then intervene in favour of the citizen.

Referring to well established legal principles, the **Odm** submits the following arguments to the *Service des finances*:

- Though the City's mistake was clearly made in good faith, the citizen had no way of knowing, in the present file, that he was being overbilled. Indeed, the provision by virtue of which he should have been exempted from the second local improvement tax was not in a Bylaw but rather in a City Council Resolution.
- In this context, the time limit to claim reimbursement for the whole period only started running from the date on which the citizen had learned of the mistake (in 2014).
- Moreover, the integral refund to this citizen does not jeopardize the stability of the City's finances. The *Services des finances* had confirmed that such a situation was exceptional, even unique, and that no other citizen was in a similar situation.

The City later informs us that it will provide full reimbursement to the citizen going back to year 2000, with interests. This amounted to nearly \$27,000.

#### **Service des finances – Service de l'eau – Defective meter – Adjustment of water tax bills**

A merchant notices that his water tax bill for 2012 is twice as high as the previous ones. He complains to the City.

In March 2013, the City notes that the water consumption showing on this water meter is the same as in November 2012: clearly, the water meter stopped working and must be replaced.

Once the new meter is installed, in June 2013, the water consumption measures drop drastically. The City adjusts the water bill for the first months of 2013, based on the consumption measured by the new meter. It refuses, however, to also readjust the 2012 bill.

The citizen asks for our intervention.

According to the City, it is almost impossible for a defective meter to show a consumption which is higher than the actual one. In its opinion, therefore, the quantities shown on the old meter must have been consumed. The City believes that the high 2012 consumption must have been caused by an unusual event such as an increase in trade activity, a broken pipe, a water leak.

The City did not conduct an investigation to show such a cause or specify the nature of the meter's defect. On the other hand, the citizen insists that no unusual event had occurred in 2012.

- The **Odm** analyses the applicable rules. We find a provision stating that when "*a meter is defective, the account is established based on the average consumption anterior or ulterior to the meter defect*". (translation)
- In the **Odm**'s opinion, the facts on record reasonably suggest that the meter was already defective in November 2012. As a result, this regulatory provision should apply to the 2012 bill as well.



- After analysis, the City accepts our conclusion. The merchant's water bills are reduced for 2012 and 2013, based on his average consumption in 2013 and 2014.
- A total amount of \$8,300 is reimbursed.

### **Arrondissement d'Ahuntsic-Cartierville – Recurring floods**

For many years, a citizen had been trying to resolve a problem with recurring floods in his and his adjoining neighbour's basements. These floods were due to the ineffectiveness of the municipal system which is unable to collect the water accumulating in the street, during heavy rains.

Temporary measures had been implemented by the City to address the problem, but the citizen is still waiting for a permanent solution. He contacts our office.

Following our investigation and discussions, all parties agree that the ideal durable solution is to backfill the slope entrances of both properties, so that the street water can no longer flow towards their basements.

The cost of such work is significant and the owners do not want to have to pay for them.

After many long discussions, including some between the lawyers of the citizens and of the City, an agreement is reached on the financial compensation the City would pay the two owners in order for them to conduct the required work, to prevent such floods. This agreement is later ratified by Ville de Montréal Executive Committee.

### **Arrondissement de Rosemont–La Petite-Patrie – Application for a Demolition permit and a Construction permit – Delays and complications – A long saga – Charter file**

In the summer of 2014, citizens bought, via their small construction business, a "shoebox" type property which they planned to replace with a building containing four condo units of three bedrooms each, for families.

In December 2014, after many discussions with the Borough's architect and an employee from the permit office, the citizens apply for a **Demolition permit**.

In May 2015, nearly six months later, no "agent

du cadre bâti" has been assigned to process this application. Discouraged by the delays, the citizens send a default letter to the Borough and turn to our office.

We quickly begin discussions with the Borough and pursue them all summer long. We ask:

- That a clear timetable be established for the citizens and the Borough's next steps; and
- That the Borough proceeds to the preliminary analysis of regulatory compliance of the application, including the architectural review of the replacement project.

In July 2015, the citizens file their official application for a **Construction permit** and pay the file analysis fees: most of the documents required at that time were already in the Borough's file, but they have to be submitted again.

On August 12, 2014, the file is presented to the *Comité de démolition* (Demolition Committee) which rejects the **Demolition permit**, without explanation and despite the favourable conditional recommendation of the *Direction du développement du territoire et des études techniques* (DDTET).

The citizens appeal this decision to the Borough Council.

The **OdM** deems it important to communicate to the Borough Council members some information likely to enhance their comprehension of the file and to contribute to their analysis, before they make a decision. Namely, we submit that:

- Although it is legitimate for a Borough to change its approach and ways in order to better preserve certain types of constructions, it appears questionable that such new rules be applied to files already underway and in regard to which citizens have spent many months to make their applications complete, in collaboration with the Borough.
- If a Borough wishes to change the rules in force, in order to protect certain types of buildings, it would be desirable that it does so through amendments of its regulations so as to ensure that the rules are clear, for all citizens.

On October 5, 2015, the Borough Council authorizes the **demolition** of the building, by unanimous

Resolution. The Council adds that the replacement project must satisfy the conditions previously stated by the DDTET.

On October 14, 2015, the project is submitted without modification, to the Urban Planning Committee (Comité consultatif d'urbanisme (CCU)). The CCU concludes that the objectives and criteria of the *Plan d'implantation et d'intégration architecturale* (PIIA) adopted by virtue of the *Règlement d'urbanisme* (Planning regulations) are not satisfied. It reiterates, therefore, the conditions stated by the DDTET, in August 2015.

The parties initiate discussions to determine which modifications should be brought to the project, to comply with the PIIA.

On December 9, 2015, an amended project is submitted to the CCU which issues a favourable recommendation, subject to some conditions: these are executed.

On January 19, 2016, the Borough Council approves the issuance of the **Construction permit**.

Thereafter, our office maintains close monitoring so as to make sure that the citizens will officially get their permits, before the expiry of their funding program.

The **Demolition permit** is obtained on January 20, 2016 and the **Construction permit**, on January 29, 2016.

### Post Mortem

The citizens spent significant amounts of money and time for the preparation of their file and for the production of the many plans and reports requested by the Borough. They had to invest a tremendous amount of energy to make their file progress.

The **OdM** had to be present at every step to obtain details or explanations regarding certain Borough's requests and, sometimes, to object to them; to facilitate the relationship between the citizens and the municipal representatives; and to convince the citizens, who were exasperated by the long process, to revise certain elements to satisfy the requirements of the PIIA.

Although they obtained their permits, the citizens remain bitter. They deplore the long delays, the lack of clarity regarding the requirements of the Borough, the inaccuracy of some of the information provided to them and the fact that documents already in the

possession of the Borough were sometimes requested again.

It must also be noted that many Borough architects and agents succeeded themselves in this file. This turnover was certainly detrimental to the coherent and efficient processing of the file.

The policy changes regarding how applications should be handled when a demolition permit and a construction permit are requested for projects submitted to the PIIA also seem to have had an impact on the management of this file.

### Arrondissement de Rosemont–La Petite-Patrie – “Shoebox” house – Enlargement project – Permit application

The citizens are the owners and have lived in their “shoebox” type residence for approximately 20 years. Their roof is in a bad condition and they must quickly redo all of their roof structure. They want to take this opportunity to enlarge their residence by adding a second floor. They file a permit application with the Borough, in February 2015.

The project is submitted to the Urban Planning Committee (Comité consultatif d'urbanisme (CCU)) on August 12, 2015. The project is supported by a favourable recommendation from the *Direction du développement du territoire et des études techniques* (DDTET) of the Borough.

Nonetheless, the CCU issues an unfavourable recommendation, suggesting to the Borough Council to reject this project. According to the CCU, the project would not emphasize the original building (shoebox) and would not retain its trace. The CCU does not mention that the owners plan to keep the existing façade. The CCU notes, however, the Borough's desire to preserve “boom town” and “shoebox” type buildings; it also recommends that the DDTET should make an inventory of these types of buildings and elaborate more specific criteria to ensure their enhancement.

Based on information from the CCU, the Borough administration later informs the citizens that if they added a second floor, set back from the façade and with a contemporary flavour, the project would likely receive positive comments. The administration cannot, however, specify what type of setback would be acceptable to the CCU.

The citizens contact the **OdM**.

They explain that a setback second floor would make them lose a lot of space and would not integrate seamlessly to the existing building. Moreover, they do not want a project with a contemporary flavour. They insist that their project, as submitted, provides for the preservation or renewal of many original architectural elements in the treatment of the façade, and thus satisfies the criteria and objectives of the *Plan d’implantation et d’intégration architecturale* (PIIA).

The **OdM** does not have jurisdiction over decisions made by a CCU or a Borough Council. It can nonetheless communicate preliminary information or comments to them.

In the present instance, the **OdM** felt it was appropriate to inform the members of the Borough Council of some facts we had gathered in the course of our investigation; the whole with a view to contribute to their global understanding of the situation, when asked to take position on this project. The following elements were submitted:

- The building is not designated as a “significant building”.
- It is located in an area where the heights for constructions authorized by the *Règlement d’urbanisme* are 2–2, i.e. minimum two floors, maximum two floors.
- The Borough’s PIIA allows the addition of volume on existing buildings as long as it **highlights “the original architectural characteristics of the building, and more specifically the crown, including through a substantial set back from the façade or by the reinstatement of some of the original architectural characteristics”**. (our translation and emphasis)
- The Regulation, therefore, seems to offer a choice to citizens regarding the way through which they will emphasize the architectural characteristics of their building.
- Notwithstanding the discretionary power of the Borough Council, when appreciating a project in light of the PIIA, such exercise cannot have the effect of voiding rules found in the Regulation.
- The provisions of the PIIA must not be used to indirectly impose a norm which is not provided for in the Regulation.
- If the Borough wishes to prohibit or limit the addition of a second floor on “shoebox” or “boom town”

constructions, as reported by the media, it should modify its *Règlement d’urbanisme* so as to make the rule clear.

- The **OdM** is also concerned by the long processing time of this file, especially in a context where the structure of the roof of this building is weakened.
- The **OdM** finally reminds the Borough Council that the Borough’s DDTET had issued a favourable Recommendation for this project.

On October 5, 2015, the Borough Council approves the project, with a majority vote. The citizens are able to obtain their permit quickly.

### **Arrondissement de Rosemont–La Petite-Patrie – Nuisances – Heavy truck traffic – Bourbonnière Avenue – Charter file**

In 2013, nearly 25 citizens residing on Bourbonnière Avenue, between Sherbrooke Street and Mont-Royal Avenue, complain of excessive noise and vibrations in their homes which they attribute to different causes:

- Abundance of trucks on this artery although, in principle, only local traffic is allowed;
- Bad road conditions;
- Frequent bus transit; and
- Excessive speed of the general traffic, on their street.

These residents are also dissatisfied with the recent reorganization of parking spaces, which they find dangerous for drivers accessing their vehicles.

Our investigation confirms all of these problems.

With the combined effort of the Borough and the local Police Station (PDQ), many problems are quickly resolved or attenuated:

- The parking spaces are put back to their original locations, resolving the safety issue.
- Relatively fast, the Borough resurfaces the street, fills the holes and corrects the unevenness problems.
- As for speed and frequent passing of unauthorized trucks (i.e. not making deliveries in the area), the PDQ intensified its surveillance: the area is put under “special attention” for many months.

- The *Société de transport de Montréal* (STM) also collaborates to limit the bus transit traffic on this street: the STM signs are modified to limit the speed of buses to 30 km / h (whereas it is 40 km / h for all other vehicles).

The residents of the area confirm there is a real improvement in their quality of life: noise reduction, density and speed of traffic reduced, less vibrations in their houses.

### **Arrondissement de Rosemont–La Petite-Patrie – Green alley projects – Four years of successful collaboration – Charter file**

In 2011, when handling complaints from residents contesting the partial closing of their back alley, we had noted some flaws in the way neighbouring citizens had been consulted.

As early as 2012, we discussed our concerns with the Borough which was very receptive. Its *Green Alley Program* was very recent and the Borough acknowledged that it could be improved. It undertook to review all of its rules, taking our comments into consideration.

A new *Green Alley Guide* was adopted in 2012. The information and consultation processes were clearly improved therein. The required support rate for the establishment of a green alley went from 30% to 51%; moreover, if a project involves the partial obstruction of vehicular traffic, a minimum of 75% of respondents is also needed.

The Borough then reviewed its *Green Alley Guide* annually, taking into account our comments and the experience acquired through other such files and more particularly, one file we have been handling since 2014.

The most recent version of the *Green Alley Guide* (2015-2016) is the culmination of an evolving process which has increased the credibility of the consultation process, improved the mentoring of Green Alley Committees and added social acceptability of such projects. It also marks the end of our broad intervention on the rules and procedures governing the implementation of a green alley, in this Borough.

### **Parking agents (SPVM) – Parking stickers falling out – Statements of offence withdrawn**

Many citizens contacted us to complain of similar situations. They had a valid sticker allowing them to park in a specific SRRR zone (street parking reserved for residents) but had, nonetheless, received a *Statement of offence*. Unfortunately, their stickers had fallen from their vehicles.

Despite the evidence they had submitted in support of their non-guilty plea, their files were sent by the Municipal Court administration to be heard before a judge: they would, therefore, have to go to the Court to present their arguments.

They found it unfair to be submitted to this constraining procedure for *Statements of offence* which were clearly not justified. They asked our office to look into the matter and see how these statements could be cancelled, without them having to go to Court.

Our investigation confirmed that many SRRR stickers sold to citizens, in 2015, were defective and detaching from the vehicles. As a result, many *Statements of offence* were issued to citizens parked in their SRRR zones, most of them for being parked there "*without a sticker*".

When the SPVM was made aware of this problem, it acted quickly to stop the issuance of new statements, in similar circumstances. The Municipal Court was also informed of the situation.

In the case of *Statements of offence* issued for having parked in a SRRR zone "*without a sticker*": if the citizen provided evidence that he held a valid sticker on the date of the offence, the file was closed at the stage of administrative review.

In the case of our plaintiffs, however, their explanations had not been retained and their files had not been closed.

We noted that, in these instances, the offence was different: it did not refer to parking "*without a sticker*" but rather "*with an expired or revoked permit*".

As it turned out, these citizens had stuck their new sticker on their vehicle without removing the old one. When the new sticker got detached, therefore, the expired sticker was the one that showed.

We found it unfair that these files were not also closed if proof was provided showing that the citizen had a valid sticker, on the date of the offence. We discussed this new situation with the SPVM. The SPVM agreed that these statements for parking "with an expired or revoked permit" should also be withdrawn.

The SPVM prepared a "Request to withdraw the Statement of offence" for each of the 11 such files. The Municipal Court officially closed them all, at the beginning of 2016.

### **Arrondissement d'Outremont – Streetlights defective for more than two years – Charter file**

The Borough had repaired defective streetlights, but two of them kept on working intermittently only. The situation had been going on for the last two years.

The plaintiff argues that this lack of lighting creates a sense of insecurity, namely, for citizens living in a nearby residence for the elderly.

The **OdM** contacts the Borough which immediately commits to repair quickly the two defective streetlights. The citizen later confirms their good working order.

### **Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles – An encroachment that did not exist**

Having decided to sell her property, a citizen obtains, in 2014, a new *Certificate of location*.

The document she receives indicates that part of her house is encroaching on the street. Yet, the *Certificate of location* prepared when she had bought this property, in the 70s, did not mention any encroachment. She contacts the Borough, and later our office, to resolve this situation.

We inquire with the Borough and many central Departments. An extensive research is conducted by the City.

- This inquiry shows that in the late 60s, Pointe-aux-Trembles (not part of Montréal at that time) had initiated two expropriation procedures regarding a strip of land on Bureau Street, in front of the citizen's property; and another strip of land located behind her property, on Marion Street.

- It also reveals that many mistakes were committed at different levels, in the course of these procedures.
- At the time, a municipal expropriation began with the publication of an Homologation plan in the *Registre foncier*, kind of a prior notice confirming the municipality's intent to expropriate. This publication had been made for the two strips of land mentioned above.
- The expropriation process was later completed for the strip of land on Marion Street, but never for the strip of land on Bureau Street.
- A judgment ratifying the expropriation indemnity was registered in the *Registre foncier*. This judgment, however, did not specify that the strip of land concerned was the one on Marion Street.
- Moreover, the Release, which was also registered, referred mistakenly to the Homologation plan concerning Bureau Street, even though the plan to expropriate that strip of land had been cancelled.
- To add to the confusion, the information appearing in the City's *Registre du domaine public* was also wrong. The *Cadastre* shows a small strip of land in front of the plaintiff's property as part of the public domain and the strip on Marion Street, as part of the citizen's private property when, in fact, it is part of the street.

Several solutions were examined in order to rectify the situation resulting from this long succession of errors.

In light of the research efforts already deployed by the City to see clearly in this file, the existence of erroneous data in the *Registre du domaine public* and the City's interest in clarifying its own titles for the strip of land on Marion Street, the **OdM** suggests that the City takes charge of the cadastral operations and prepares the legal documentation required to regulate the situation. The City agrees. These procedures are on track to be completed.

### **Arrondissement de Ville-Marie – Auditioning – Public Entertainer Permit**

In order to present a musical or an artistic performance on the public domain, artists must first obtain a *Public Entertainer Permit*, in accordance with the *Règlement sur les musiciens et amuseurs publics*. One of the prerequisites is to successfully audition before an evaluation committee.

A musician who had failed was complaining that his audition had been too short and that the Borough had not communicated his results and the evaluation grid, within a reasonable time.

The **OdM**'s investigation confirms that these grievances were founded.

The evaluation committee members acknowledge that they had indeed shortened the duration time of these auditions because, based on their experience, they deemed it too long. The committee also confirms having exceeded the deadline to communicate the results and evaluation grid to the plaintiff.

The Borough offers to reimburse the musician his audition costs, which he accepts.

The Borough also commits to respect the provisions of the Bylaw with regard to the audition process and communication of the results. If it deems it appropriate, the Borough could, however, proceed to amend these provisions.

### **Arrondissement de Ville-Marie – Confusing parking signs**

A citizen received a *Statement of offence* for having parked her vehicle after 3:00 P.M. in a zone where street parking is reserved for residents (SRRR) between "9h–3h".

She submits that the hours appearing on the parking sign are confusing. She had understood that the zone was no longer reserved after 3:00 P.M. when, in fact, it was so only after 3:00 A.M. In other words, vehicles without parking stickers can park in this zone only from 3:00 A.M. until 9:00 A.M.

Certain that she cannot be the only one in this situation, she makes representations to the Borough to try to have the signage modified, unsuccessfully. She then contacts the **OdM**.

After a brief analysis, the **OdM** agrees that the hours showing on the sign ("9h–3h") are indeed confusing. We begin discussions with the Borough.

The SPVM is asked to analyse, on a sampling basis, the tickets previously issued in similar circumstances (same kind of tickets in a zone having the same signage, in the same area). These verifications confirm quite convincingly that these signs are confusing.

Our investigation and visits on site also show that these parking zones are seldom used by drivers not holding a SRRR sticker, when they are not reserved to residents.

Different scenarios are considered to resolve this problem. At the end, the Borough decides to reserve these zones for residents holding a SRRR sticker at all times, thereby eliminating any risk of confusion. 30 streets are affected by this change.

### **Arrondissement de Ville-Marie – Terraces on the public domain – Universal access – Charter file**

Since the spring of 2013, we regularly intervene to improve the universal access of terraces located in two key areas of Arrondissement de Ville-Marie, namely Old-Montréal (Place Jacques-Cartier and Saint-Paul Street) and the pedestrian section of Sainte-Catherine Street in the Village (between Saint-Hubert Street and Papineau Avenue).

Many terraces do not meet the universal access standards: lack of an access ramp or impracticable ramp; insufficient clearance to allow the movement of people with disabilities; etc.

The Borough gradually improved its approach and intensified its follow-ups. These efforts provided results. During the summer of 2015, we noted marked improvements.

Our office will pursue its follow-ups and pay particular attention to the Saint-Paul Street reconstruction project and to the revamping of Place Jacques-Cartier. We want to make sure that the new facilities located on the public domain, namely terraces, respect the universal access standards and good practices.

## **Service de la culture – Quartier des spectacles – Universal access**

Since 2010, we make regular follow-ups with the managers of the *Quartier des spectacles* in order to improve accessibility and safety on site, for people with functional limitations. We insist on the importance of considering this aspect at the earliest stage, before construction of the different facilities. This file is still underway.

In 2012, the City mandated a specialized firm to conduct a *Monitoring study* on the universal access of the site. Observations and analysis of the movements of people, with or without functional limitations, confirmed several problems, particularly at corners. Some of these problems, such as pedestrian / cyclist conflicts, may affect all users.

Following this study, the City undertook the planning of corrective measures. Some were completed but there is still much to do to improve the existing facilities. Our office, therefore, is keeping this file active.

The pedestrian / cyclist conflicts at corners and along boulevard de Maisonneuve are of particular concern for our office.

We also want to ensure that for the "*Clark Esplanade*" project, which is the last phase of the *Quartier des spectacles*, the City will integrate the required universal access elements for all types of limitations, from the planning stage.

## **Commission des services électriques de Montréal – Land sold by the City – The citizen cannot use it**

In 2003, a citizen bought a land which the City was selling for unpaid taxes. He later realized that this land had numerous zoning restrictions as well as public utility easements on it. For more than ten years, he tried to find ways which would allow him to develop this land, but to no avail. He finally asked for our intervention.

From the start, we informed the citizen that we would not question the sale of this land, ten+ years before: our Bylaw provides that we cannot investigate situations that have been known to plaintiffs, for more than one year. We focused, therefore, on the search of solutions and on obtaining clear answers to the plaintiff's questions.

Our investigation confirmed the facts reported by

the plaintiff. The many regulatory restrictions and constraints linked to easements encumbering this lot do prevent any development project.

Following our discussions, the City accepted to buy back the land for the 2003 price of purchase, plus interests and certain fees. We found this to be a reasonable approach.

The citizen, however, is not satisfied with this offer. He responded with counter-offers which we find unreasonable. In light of this situation, we put an end to our intervention. Discussions would still be under way between the citizen and Ville de Montréal.

## **All Boroughs – Procedure for claiming damages – Lack of information – Charter file**

Different citizens complained to the **OdM** of having lost their rights to sue the City for damages because the 311 or Accès Montréal employees they had spoken to, had not informed them that they had to send a written *Notice of claim* to the City, within 15 days following the date of the incident. We intervened to rectify the situation.

By virtue of the *Cities and Towns Act* and as confirmed by caselaw, anyone who suffers material damages caused by the City must send a written *Notice of claim*, within the next 15 following days, failing which they lose their right to file legal suit to demand compensation.

In the absence of such a notice, the *Bureau des réclamations* systematically rejects the claims.

It is therefore important for citizens to be informed of this requirement.

With the collaboration of the *Bureau des réclamations*, we inquired with the Boroughs. Thereafter, the Boroughs reminded their employees of the importance of broadcasting this information quickly and correctly to citizens alleging that the City may have caused them damages.

The employees can also remit the pamphlet *Claims against Ville de Montréal* which was prepared by the *Bureau des réclamations*.

This information can also be found on Ville de Montréal's website at [ville.montreal.qc.ca/reclamations](http://ville.montreal.qc.ca/reclamations).

## **Service de sécurité incendie de Montréal (SIM) – Delays that penalize fire victims**

When there is a fire, Insurance companies require that the insureds provide them with a report filled out by the Fire Department, before compensation is paid. At the SIM, this form is called the *Rapport général d'intervention* (RGI).

The **OdM** heard that some citizens were unable to obtain their RGI within a reasonable time lapse, in order to be compensated. We had handled a similar problem a few years ago. We investigated once more.

Our investigation confirmed that the delays before the SIM forwarded the RGI to citizens were often problematic and could penalize the victims. The SIM acknowledged the problem. It reminded its managers the importance of completing the RGI and insisted that they be sent to victims quickly.

In the **OdM's** view, a three week maximum delay for the transmission of these reports would be reasonable. The SIM pledged to take all required steps towards such a result. Our office will follow up in 2016.

## **City Council and Borough Councils – Question periods – Charter file**

Section 322 of the *Cities and Towns Act* provides that any person who is present at a Council meeting is allowed to ask questions, in accordance with the applicable rules. Courts have interpreted this obligation very broadly.

Occasionally, citizens are denied the right to ask a question for the sole reason that they do not reside in the Borough or the City. Such an approach does not comply with the law.

Whenever we receive complaints of this nature, the **OdM** takes this opportunity to remind Borough Mayors and the Chairman of City Council of the applicable legislation. This was the case, in 2015.

## **Arrondissement d'Ahuntsic-Cartierville and Central City – Residential sewer pipes under the public domain – Assuming the replacement costs – 2015 marks an important turning point**

The plaintiffs own an ancestral house, in Arrondissement d'Ahuntsic-Cartierville. The Borough was requesting that they replace the entire sewer pipe connecting their residence to the public sewer, within 60 days. If they failed to do so, they could receive a fine of at least \$100 for each day of the violation.

The regulations provide that the repair and maintenance of residential sewer pipes are incumbent to the owners only, all the way to the public sewer. The plaintiffs, therefore, had to incur alone the entire cost of these works.

Over the years and with the development of their neighbourhood, this ancestral property found itself landlocked at the end of a public alley, way back from the street. Almost all of the pipe section to replace is under this public alley, over a distance of approximately 225 feet. The estimated cost of the work is \$50,000 or more.

The citizens did not understand why the Borough insisted that this work be conducted within 60 days when, according to them and to their plumber, the repair work of their pipe was not urgent.

Moreover, at the time, Ville de Montréal's *Commission permanente sur l'eau, l'environnement, le développement durable et les grands parcs* was studying possible amendments to the current regulation, namely as to who should assume the costs of this type of work, under the public domain.

As a first step, we got the Borough to put this file on hold, including its request that the work be executed within 60 days. We then discussed with the elected officials involved in the project of amendments.

In the months that followed, the City confirmed its intention to take responsibility for the maintenance and repair of sewer pipes located under the public domain, on all its territory. The new *Règlement relatif à l'entretien des branchements d'égout* (15-085) came into force on November 30, 2015. Since then, it is the City who carries out the repairs and replacements of sewer sections located under the public domain, at its own cost, subject to certain conditions, namely: the failure must not be the result of an improper or abnormal use of the sewer line or of work done on the private property.



As a result, our plaintiffs could file an application asking the City to take charge of the above-mentioned work, in accordance with the new regulation.

#### **Arrondissement d'Ahuntsic-Cartierville – Disturbing noise – Activities in a Community Center – Charter file**

A citizen was complaining of excessive noise, during weekends and often late at night, when events were being held in a Community Center located near his residence. His numerous dealings with the Borough had not settled anything.

Our investigation revealed that the *Occupancy Certificate* held by this Center was for a *Place of worship*. Such a certificate only allows community and sociocultural activities. Some activities taking place on these premises were, therefore, not permitted; among others, there were regular fee-based dancing events open to the public.

We discussed the situation with the Borough. The latter reminded the managers of the Center of the uses permitted and not permitted, in their premises. The Center complied with the Borough's requests. The situation has improved.

#### **Arrondissement de Pierrefonds-Roxboro – Nuisance caused by a business – Seven years of follow-ups – Final results – Charter file**

Since 2009, we intervened many times to try and settle different nuisance problems resulting from non-compliant activities of a business located near residences.

Though it was not permitted, this business was storing a significant amount of merchandise outdoor, on its land. The storage related operations (delivery, handling, sale, etc.) were generating noise nuisances (often early in the morning), dust, traffic, parking problems, etc. There was also a safety issue, due to the increased traffic and the unloading of delivery trucks taking place in the street.

After investigation, we had issued a **RECOMMENDATION** asking the Borough to follow this file more closely and take appropriate measures to make these non-compliant activities stop.

The Borough had accepted our **RECOMMENDATION** and followed up. Inspections were steadily carried out. *Notices* and *Statements of offence* were issued to the business owner, namely for his non-compliant outdoor storage. But the owner contested these fines.

We followed up on the situation, annually. In 2010, 2011 and 2012, the Borough pursued its actions. Many non-compliances were corrected, but the outdoor storage problem remained. Other *Statements of offence* were, therefore, issued.

In December 2012, the Municipal Court confirmed that 12 *Statements of offence* regarding the non-compliant outdoor storage were well-founded. The business owner was fined.

The situation has since improved, gradually. The nuisances caused by the outdoor storage were globally resolved.

The outcome is positive for the residents of the area. In light of the above, our office does not plan further follow-ups.

#### **Arrondissement de Saint-Laurent – Place of worship – Amendment to the Bylaw**

The Borough was demanding the closure of a place of worship established for many years, in a zone where this type of activity was not permitted. The leaders of the association managing this place sought our intervention. They were asking that the Borough modify its zoning rules for this place of worship to be allowed to continue its activities, in the same location.

It is not up to the Ombudsman to decide which amendments should or could be made to zoning regulations. This jurisdiction lies with the Borough Councils. We informed the plaintiffs accordingly and closed our file.

However, the Borough's elected officials later announced their intent to expand the zones in which places of worship would be permitted, namely on the second floors in some commercial areas. These regulatory amendments would regularize the situation of the place of worship which had complained to our office.

Since our office often handles complaints regarding problems of cohabitation between residences, businesses, institutions and places of worship, we deemed it appropriate to submit comments to the Borough administration and elected officials so as to provide additional input and remind them of undertakings contained in the *Montréal Charter of Rights and Responsibilities*.

More particularly, we raised awareness on the importance of planning reasonable guidelines and specific rules to ensure the safety of the premises, the cleanliness of the area, the adequate management of possible nuisances (noise, traffic, parking), thereby promoting harmony among all citizens. The Borough welcomed our comments.

### **Office municipal d'habitation de Montréal (OMHM) – A tenant is experiencing many dissatisfactions**

A tenant of the OMHM complained of many problems: defective ventilation in the building, erroneous unpaid balance on her account, water accumulation in front of the building, neighbours keeping their dwelling doors open on the common corridor, work schedule of the security agent and general uncleanliness of the building. Our office inquired with the OMHM and visited the premises.

- The ventilation system was repaired.
- The citizen's account was corrected.
- The OMHM hired a company to remedy the water accumulation in front of the building's steps. This work was done in the fall of 2015.
- The building residents were reminded that they must keep their dwelling doors closed.
- The security guard's work schedule, however, is consistent with the job description and did not appear problematic. We did not push this issue any further.
- Following our visit of the premises, we found that there was no need for an intervention regarding the building's cleanliness.

### **Office municipal d'habitation de Montréal (OMHM) – Change of dwelling for psychosocial reasons**

A tenant wants to change dwelling for health reasons. The geographical configuration and location of her unit, in the building, make her feel isolated and in distress. The OMHM had rejected two similar prior requests and refuses to examine her third one. The citizen contacts the **OdM**.

The **OdM** has several discussions with the OMHM managers and representatives. Serious elements, including a medical report, confirm that a dwelling change could improve the citizen's state and her quality of life.

The OMHM accepts to review the file. The **OdM** forwards a letter of endorsement to the *Comité de changement de logement* (Change of Dwelling Committee), to support the tenant's request for a transfer. The Committee's decision is favourable. The citizen's name is immediately put on a priority waiting list for a new dwelling.

### **Arrondissement de Villeray–Saint-Michel–Parc-Extension – Eviction – Furniture stored by the Borough – Citizen incarcerated – Risk of destruction – The citizen retrieves his belongings**

When a citizen is evicted from his dwelling, his furniture and other personal effects are put on the street by a Bailiff. The Borough then takes charge of these goods for a period of 60 days. If they are not retrieved during that period, they are generally destroyed.

In this file, the citizen was incarcerated and had, therefore, been unable to recover his belongings, before the deadline.

The **OdM** contacted the Borough which accepted to extend the storage period for a few days. This extension allowed the citizen to retrieve his furniture and other belongings, with the help of a person mandated by proxy.

## TESTIMONIES

*"I want to thank you for the help you have provided. The lampposts were repaired. I could have never done it without your help." (translation)*

- Ms M.

*"I want to thank you. I am convinced that if we won it is due to your understanding of the situation and your intervention. I wish you an excellent 2016, filled with health as well as great and small pleasures. Thanks again." (translation)*

- Ms S.

*"Thank you for your support, without which I would have had to go to court with all that it implies. Thank you again and have a good day." (translation)*

- Ms L.

*"Our sincere thanks for your help in resolving this unusual ordeal. Your office showed great professionalism which justifies, without a doubt, the administrative cost of this service." (translation)*

- Mr A.

*"Following a long and difficult battle, we finally obtained our construction and demolition permits. We cannot ignore your involvement in our file. Without you, we would not have been able to get through this ordeal. We sincerely thank you for your work and your support, which were more than essential. The amount of hours you devoted to the file are countless and your moral support, undeniable. You were witness to our story and supported, helped and counselled us during the whole process. The Ombudsman service is indispensable to the protection of citizens' rights, we are proof of that..." (translation)*

- Ms N. and Mr G.

*"The attention given to my file, by your service, by the entire team is worth of mention. It allowed me to avoid getting lost in an administrative maze, expensive and sterile for both myself and the City of Montréal. With this letter, I wish to thank you. The professionalism of your staff ensures that you respond efficiently and with discernment to the mission entrusted to you." (translation)*

- Mr G.

*"In my opinion, your intervention in the file was very wise and it was very much appreciated." (translation)*

- Mr L.

*"Thank you for answering all of my questions, in detail – your work was a great help – Cordially" (translation)*

- Ms S.

*"Thank you to your office for your professionalism and attentiveness."*

- Ms S.

*"My wife and I wish to thank you for your support and your interventions which made all of the difference, again." (translation)*

- Mr Z. and Ms Q.

## Part III

# MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

Citizens who come to us can invoke the *Montréal Charter of Rights and Responsibilities* (the Charter) to support their complaints. Until further consideration on our part, however, it is impossible to confirm upfront whether a Charter undertaking is indeed at stake.

We only put in this category, therefore, the files having resulted in a thorough investigation linked to a Charter commitment.

## Context

The Charter came into effect on January 1, 2006 and was modified in 2011. The only possible recourse to ensure its respect is a complaint to the **Odm**.

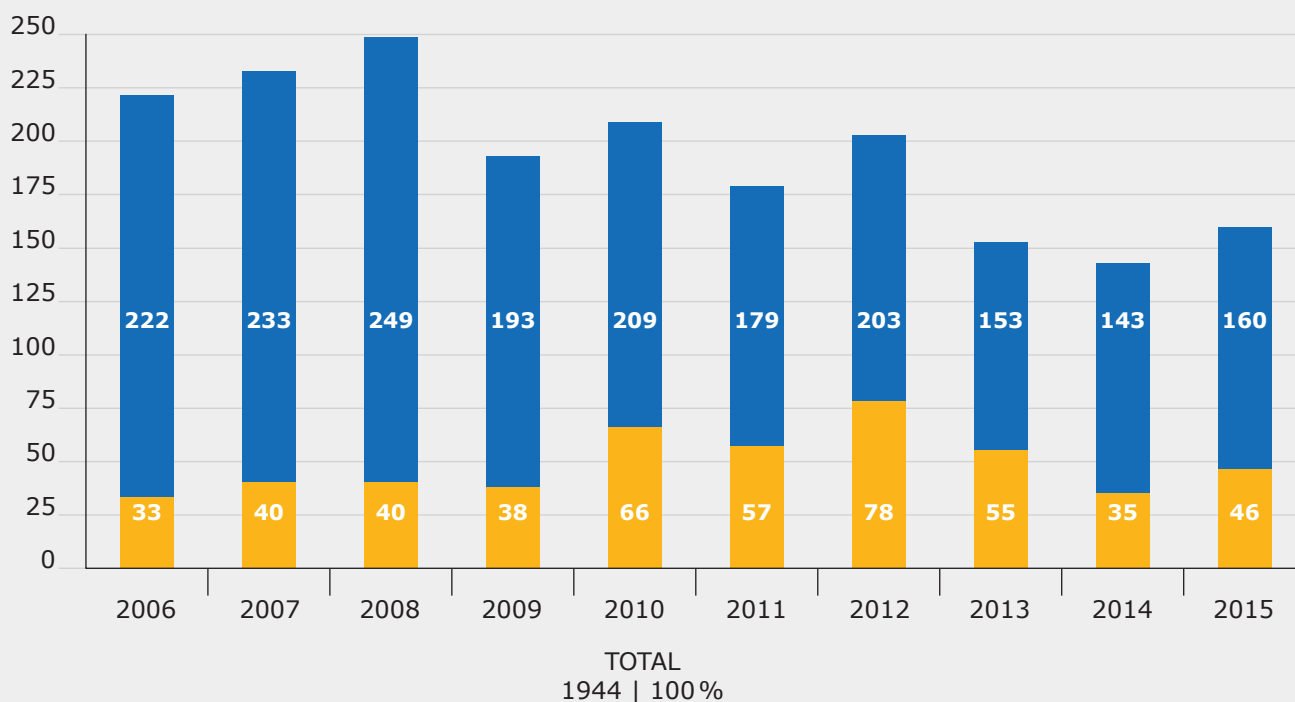
The undertakings set out in the Charter bind all managers and elected officials of Ville de Montréal. These undertakings affect a great variety of subjects such as:

- Democracy and Public participation
- Clarity and Availability of municipal information
- Equality between men and women
- Inclusion and Non-discrimination
- Protection of the environment and Recycling
- Sustainable development
- Quality of air and cool areas
- Heritage protection
- Safety of citizens
- Universal access
- Access to leisure activities and libraries
- Quality, respectful and non-discriminatory municipal services
- Citizens right to request for public consultation, at certain conditions

## Charter related files handled in 2015

Of all the new investigations we started in 2015, **46** were related to a Charter undertaking, representing **28.75%** of all the new 2015 investigations.

As of December 31, 2015, **37** Charter related files were still ongoing: **27** opened in 2015 and **10** from previous years.



Proportion of Charter investigations over all OdM investigations

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	55	35	46	<b>488</b>
Total number of OdM investigations per year	222	233	249	193	209	179	203	153	143	160	<b>1944</b>
%	14.86	17.17	16.06	19.69	31.58	31.84	38.42	35.95	24.48	28.75	<b>25.1</b>

## Charter related files settled in 2015

The following chart reports all of the Charter related files settled in 2015, regardless of the year the investigation began. The end results are shown therein.

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
<b>Democracy</b> <b>Alley</b>	Follow-up on the Borough's commitment to improve its procedures for the implementation of Green Alley projects.	Arrondissement de Rosemont-La Petite-Patrie	457	Commitment respected The Borough's Guide on Green Alleys was modified taking into account the Odm comments and suggestions.
<b>Democracy</b> <b>Communication</b>	<i>Accès Montréal</i> employees were not always informing the citizens alleging damages caused by the City, of their legal obligation to quickly send a written Notice of claim to the City.	All Boroughs	62	Resolved Following the Odm intervention, employees were reminded of the importance of providing this information; procedures were also improved to make sure that the information is quickly given to citizens.
<b>Environment and Sustainable Development</b> <b>Nuisance</b>	Citizens complained of excessive noises and nuisances, often late at night, when receptions are held in a nearby Community Center.	Arrondissement d'Ahuntsic-Cartierville	744	Resolved The Borough reminded the managers of the Center which activities are authorized in their premises and which ones are prohibited. The situation has since improved.
<b>Environment and Sustainable Development</b> <b>Nuisance</b>	A citizen complained of nuisances (noise, vandalism) generated by various businesses, in her area.	Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce	213	Resolved The Borough and the local police station intervened in different ways; they also committed to pursue their surveillance and to take action when needed, with the businesses and their clients. The plaintiff was put in direct communication with a key-person from the police station.

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
<b>Environment and Sustainable Development</b>  <b>Nuisance</b>	A schoolyard remains open all night: all sorts of people gather in the yard, in evenings and late at night, generating various nuisances for nearby residents.	Service de police de la Ville de Montréal	50	Resolved  The school administration decided to close its schoolyard at night.  Certain persons were jumping over the fence. The local police station agrees to intervene from time to time, when needed.
<b>Environment and Sustainable Development</b>  <b>Park and green space</b>	Annual follow-up – Commitment to limit mechanical interventions in Parc Angrignon forest, in order to ensure its regeneration.	Arrondissement Le Sud-Ouest  Service des grands parcs, du verdissement et du Mont-Royal	12	Commitment respected and reiterated
<b>Environment and Sustainable Development</b>  <b>Traffic</b>	Follow-up on the Borough's commitment to explore how heavy truck traffic on Sherbrooke Street East could be reduced, so as to limit nuisances for residents.	Arrondissement de Mercier–Hochelaga-Maisonneuve	7	Commitment respected  Heavy truck traffic is now prohibited at night, on a large section of Sherbrooke Street East.
<b>Environment and Sustainable Development</b>  <b>Traffic</b>	Residents living on Bourbonnière Avenue complained of excessive noises and vibrations in their homes, caused by heavy traffic.	Arrondissement de Rosemont–La Petite-Patrie	563	Resolved  The street has been resurfaced.  Police intervened to ensure the respect of traffic rules, especially for trucks.  STM also collaborated: the number of buses transiting on this street section was reduced.

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
<b>Environment and Sustainable Development</b>  <b>Zoning / Urban planning / Exemption</b>	Follow-up on the Borough's commitment to ensure compliance of a local business exercising some unauthorized activities causing nuisances to nearby residents.	Arrondissement de Pierrefonds-Roxboro	<b>388</b>	Commitment respected  The Borough continued to inspect and make follow-ups to ensure that the local business owner respects the Bylaws.
<b>Municipal Services</b>  <b>Application of Bylaws</b>	The Borough did not give all the relevant information to a citizen regarding the requirements affecting his construction project. As a result, the citizen's costs were much higher than he had budgeted.	Arrondissement de Montréal-Nord	<b>91</b>	Commitment  The Borough committed to draft a document for its employees, listing all the topics they must explain and verify at the very start, before citizens begin a construction project.  This document should be finalized in 2016.  The OdM will follow up.
<b>Municipal Services</b>  <b>Universal access</b>	Many terraces of the Little-Italy area are not accessible to persons with reduced mobility.	Arrondissement de Rosemont-La Petite-Patrie	<b>556</b>	Resolved  The Borough modified its terraces related Bylaws and procedures, in 2015.
<b>Security</b>  <b>Road works / Public works</b>	For several months and in spite of numerous complaints, two streetlights still only work intermittently. The street is very dark. The situation would compromise the safety of residents.	Arrondissement d'Outremont	<b>37</b>	Resolved  The Borough has repaired these defective streetlights.



## Some examples of Charter files

Many of the files summarized in the previous parts of this Report involve undertakings from the Charter. You can read them on the following pages:

- Permit applications – Delays (page 31)
- Heavy truck traffic – Bourbonnière Avenue (page 33)
- Green alley projects – Four years of collaboration (page 34)
- Defective streetlights – Safety of pedestrians (page 35)
- Terraces on the public domain – Universal access (page 36)
- Quartier des spectacles – Universal access (page 37)
- Notice of claim – Lack of information (page 37)
- Question periods – Council assemblies (page 38)
- Noise – Community Center activities (page 39)
- Nuisances caused by a business – Final report (page 39)

## Processing time – Charter files

With respect to Charter files opened and finalized in 2015, the average processing time was of **38.21** working days.

As of December 31, 2015, **27** Charter related investigations were still underway. When these files are eventually closed, the average processing time of the 2015 Charter files will necessarily increase.

The average processing time for all Charter files closed in 2015, regardless of the year they were opened, was of **168.33** working days.

### A. Charter investigations 2010-2015

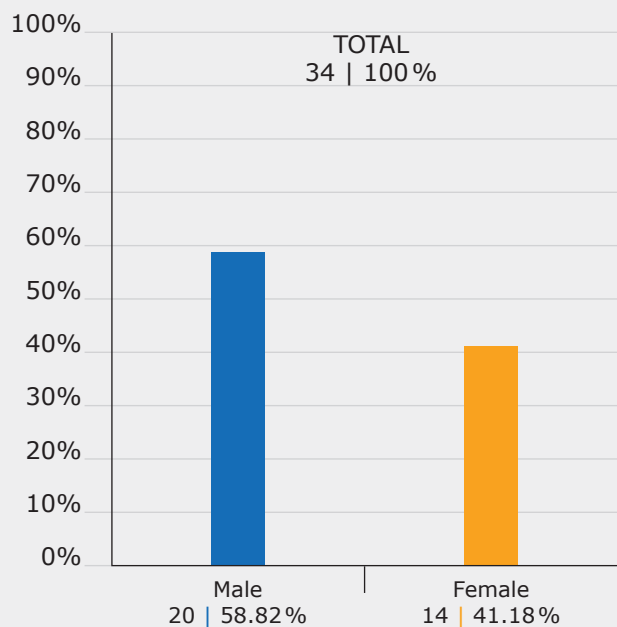
	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
<b>2010</b>	2	1	1	12	13	9	7	20	1	<b>66</b>	94.22
<b>%</b>	3.03	1.52	1.52	18.18	19.7	13.64	10.61	30.3	1.52	<b>100%</b>	
<b>2011</b>	1	3	4	6	14	10	3	16	0	<b>57</b>	98.65
<b>%</b>	1.75	5.26	7.02	10.53	24.56	17.54	5.26	28.07	0	<b>100%</b>	
<b>2012</b>	5	1	1	7	10	11	13	31	0	<b>79</b>	121.09
<b>%</b>	6.33	1.27	1.27	8.86	12.66	13.92	16.46	39.24	0	<b>100%</b>	
<b>2013</b>	0	1	0	7	7	5	7	25	2	<b>54</b>	124.38
<b>%</b>	0	1.85	0	12.96	12.96	9.26	12.96	46.3	3.7	<b>100%</b>	
<b>2014</b>	0	1	0	0	3	3	4	18	7	<b>36</b>	155.21
<b>%</b>	0	2.78	0	0	8.33	8.33	11.11	50	19.44	<b>100%</b>	
<b>2015</b>	2	1	1	2	8	2	2	1	27	<b>46</b>	38.21
<b>%</b>	4.35	2.17	2.17	4.35	17.39	4.35	4.35	2.17	58.7	<b>100%</b>	

### B. Charter investigations in 2015, regardless of the opening year

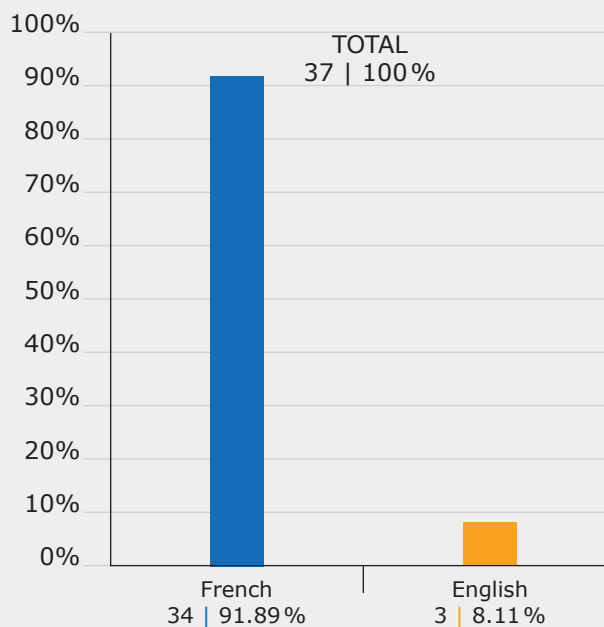
	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
<b>Number</b>	2	1	1	2	8	2	2	15	37	<b>70</b>	168.33
<b>%</b>	2.86	1.43	1.43	2.86	11.43	2.86	2.86	21.43	52.86	<b>100%</b>	

## Plaintiffs' profile in Charter files in 2015

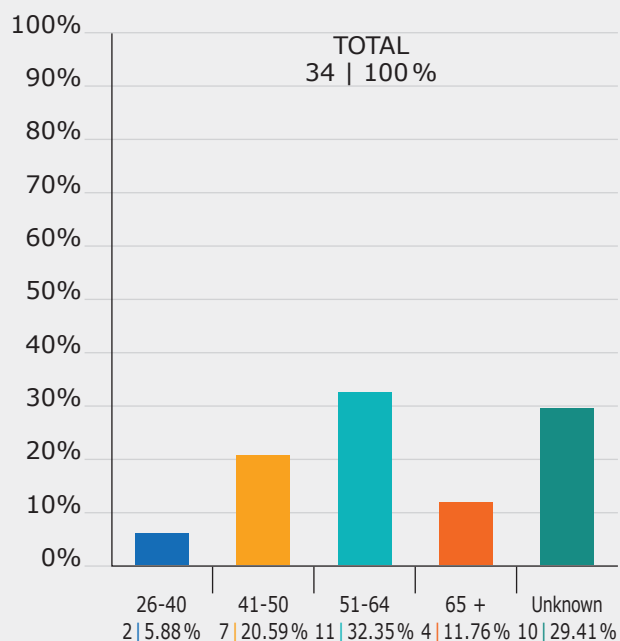
### A. Gender



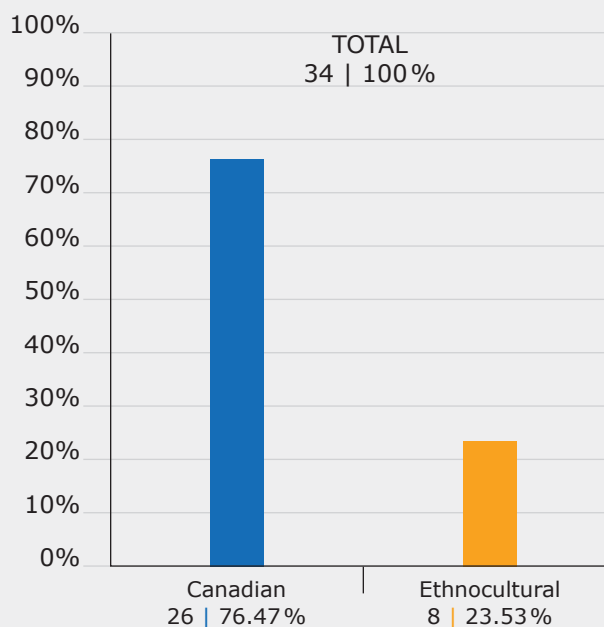
### B. Language



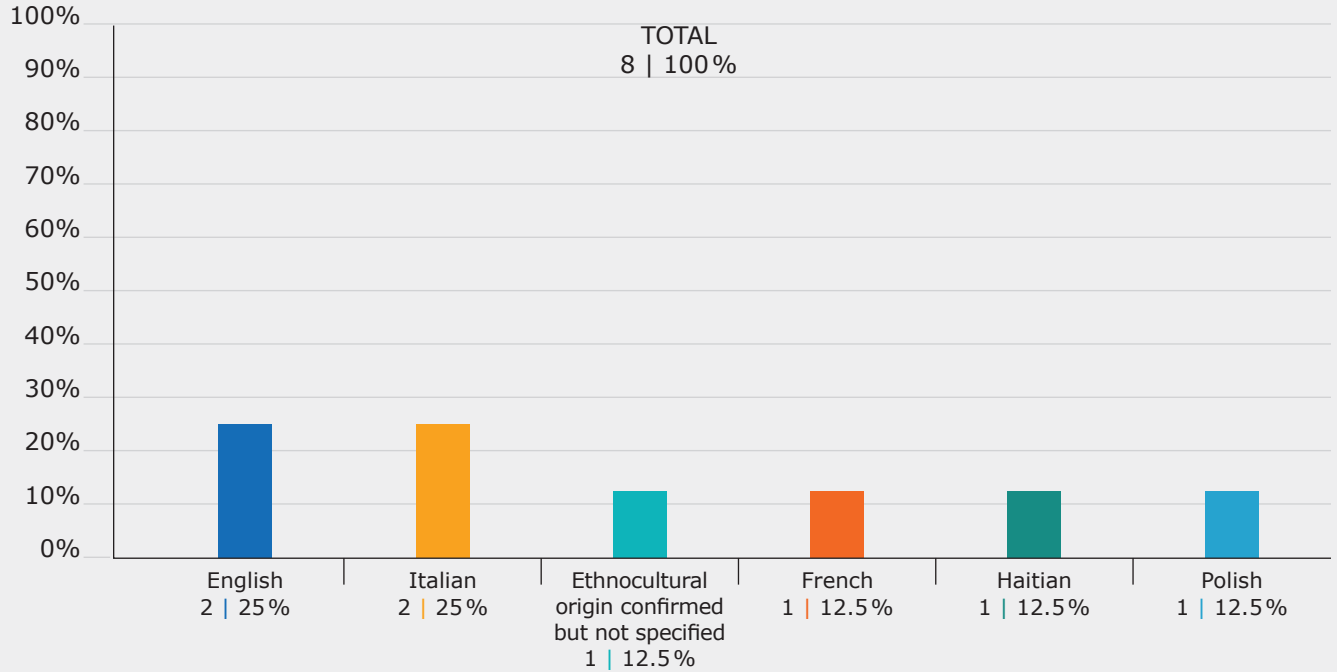
### C. Age Group



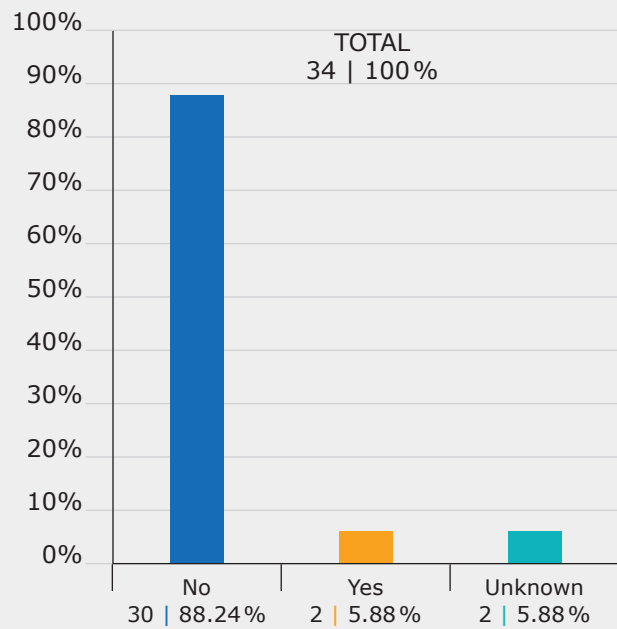
### D. Origin



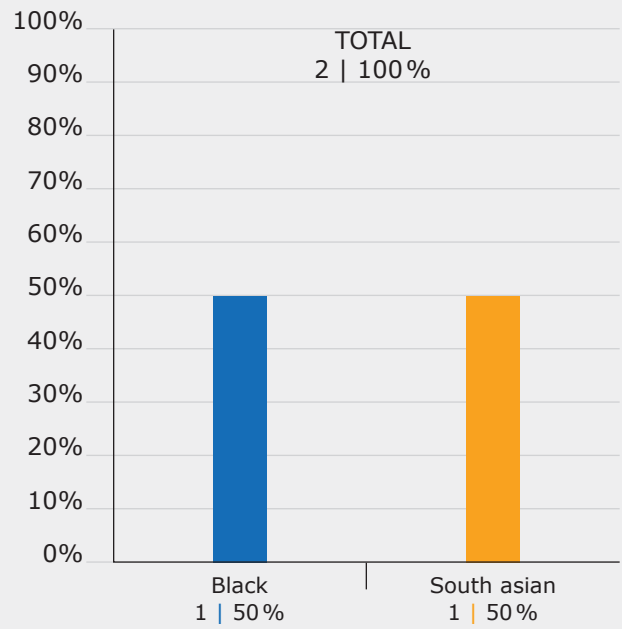
### E. Details of declared ethnocultural origin



### F. Visible minority



### G. Details of declared visible minority



**Note:** Of the 46 Charter files handled in 2015, 9 were own motion investigations by the Odm and 3 came from groups of citizens.

## Part IV

# COMPLAINTS AND INVESTIGATIONS – PROFILE BY ENTITY

You will find, hereafter, an overview of the OdM 2015 interventions for each entity. Unless otherwise specified, the results hereafter are as of December 31, 2015.

## BOROUGHS

**AHUNTSIC-CARTIERVILLE** | 57 new complaints in 2015

### Subjects

Access to information (2)  
Alleged embezzlement (1)  
Application of Bylaws (4)  
Communication (1)  
Conduct of an employee /  
elected official (4)  
Driveway entrance (1)  
Environment / Sustainable  
development (1)  
Fence / Hedge (2)  
Financial compensation –  
municipal works (1)  
Fire safety (1)  
Garbage / Recycling /  
Composting (1)  
Library (2)  
Miscellaneous (1)  
Nuisance (1)  
Parking / SRRR / Sticker (2)  
Permit (1)  
Pound – storage of furniture (1)  
Public health and  
maintenance – mold (1)  
Public health and maintenance  
– rats and mice (1)  
Public participation (1)  
Quality of services (4)  
Road works / Public works (8)  
Snow removal (1)  
Sport and leisure (2)  
Towing (2)  
Traffic (1)  
Tree (9)

### 9 thorough investigations, including 3 Charter files

- The Borough is now charging annual fees to a citizen whose staircase would be encroaching on the public domain – **pending**
- The City plans to plant a tree on the public domain, in front of the citizen's house: the citizen disagrees – Charter file – **ill-founded**
- A citizen disagrees with the Borough's decision to cut down approximately 60 trees in a park being refitted. The Borough plans to construct a pavilion at that place – Charter file – **pending**
- A citizen complains about his neighbour's fence – **ill-founded**
- A citizen wants the City to modify its water alert zones alongside Rivière des Prairies – **pending**
- A citizen requests for our immediate intervention to avoid the destruction of his furniture and personal belongings which have been stored by the Borough, following his eviction – **pending**
- The OdM reopens a file concerning a private towing company which would not be respecting the rules related to the towing of vehicles illegally parked on private lots while the citizens are not aware of these rules – **resolved**
- A citizen disputes her expulsion from a community garden – **pending**
- A group of citizens denounces the fact that the Borough's proposed Urban Planning Project "Plan particulier d'urbanisme (PPU)" differs from what would have been discussed over the last few years, during a public consultation process – Charter file – **pending**

### Results

1 withdrawn before investigation  
43 referred before investigation  
4 denied before investigation  
2 ill-founded  
1 resolved  
6 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**23** working days

**5 previous files** processed in 2015

- A citizen complains against noises and other nuisances caused by social activities held in a nearby religious establishment – Charter file; opened on January 30, 2012; closed on February 11, 2015; **resolved**
- Citizens complain of recurrent flooding in their respective basements; opened on October 19, 2012; closed on March 7, 2015; **resolved**
- A citizen complains of excessive noises coming from a heating pump – Charter file; opened on June 2, 2014; closed on October 27, 2015; **ill-founded**
- The owners of a house disagree with their having to pay for the replacement of an aqueduct conduct located underneath a public alley; opened on December 3, 2014; closed on June 16, 2015; **resolved**
- A citizen disputes his expulsion from a community garden; opened on August 11, 2014; **pending**

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**ANJOU | 9 new complaints** in 2015

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**Subjects**

Animal (2)  
Conduct of an employee /  
elected official (1)  
Handicapped person (1)  
Parking / SRRR / Sticker (1)  
Permit (2)  
Sport and leisure (1)  
Traffic (1)

**1 thorough investigation; no Charter file**

- A citizen claims that his neighbours are feeding squirrels and wants the Borough to intervene to make them stop – **resolved**

**Results**

8 referred before investigation  
1 resolved

**Average processing time**

of 2015 files which were  
investigated and closed  
**18** working days

**No previous file** processed in 2015

### Subjects

Access to information (2)  
 Animal (1)  
 Application of Bylaws (6)  
 Aqueduct / Sewer (1)  
 Cleanliness (4)  
 Communication (1)  
 Culture (1)  
 Driveway entrance (2)  
 Garbage / Recycling /  
 Composting (1)  
 Handicapped person (2)  
 Library (2)  
 Miscellaneous (1)  
 Noise (3)  
 Parking / SRRR / Sticker (5)  
 Permit (4)  
 Public health and maintenance  
 – other (4)  
 Public health and maintenance  
 – bed bugs (1)  
 Quality of services (3)  
 Road works / Public works (4)  
 Snow removal (2)  
 Sport and leisure (2)  
 Towing (1)  
 Traffic (4)  
 Tree (11)  
 Withdrawal – Statement  
 of offence (1)  
 Zoning / Urban planning /  
 Exemption (1)

### 12 thorough investigations including 4 Charter files

- A citizen wants the Borough to allow him to install a beehive in a community garden – Charter file – **denied after investigation**
- Claim that a neighbour operates a refrigeration business in a residential area – **pending**
- The owner of a house located in the Mont-Royal historical and natural area disputes patrimonial requirements for the replacement of windows – **denied after investigation**
- Claim that the Borough’s refusal to grant a permit for the use of a chemical pesticide against emerald ash borer was erroneous – **ill-founded**
- A citizen wants the Borough to authorize the cutting-down of trees in the back of her house – Charter file – **ill-founded**
- A citizen does not want the Borough to plant a tree in front of her house, in the City’s right of way – Charter file – **ill-founded**
- A fatal accident has occurred at an intersection, near a residence for the elderly: the City would not have intervene in spite of a report notifying that this crossing was dangerous – Charter file – **pending**
- The Borough is charging park fees to citizens for the transformation of a building into condo units: the citizens had submitted their application before the new Bylaw came into force – **resolved**
- A citizen complains that his neighbour would store various equipments on his lot (air conditioners, fans, doors, tires, scrap metal) – **ill-founded**
- A citizen complains because the Borough is not following up on his inspection requests in order to force his landlord to proceed with repairs – **denied after investigation**
- Citizens complain against parking restrictions in front of their houses – **resolved**
- Complaints of poor condition of the pavement on Côte-Saint-Antoine Road – **pending**

### Results

4 withdrawn before  
 investigation  
 49 referred before investigation  
 5 denied before investigation  
 3 denied after investigation  
 4 ill-founded  
 2 resolved  
 3 pending

### Average processing time

of 2015 files which were  
 investigated and closed  
**83.89** working days

### 7 previous files processed in 2015

- Complaint of excessive noises caused by a compressor – Charter file; opened on September 3, 2014; closed on July 17, 2015; **ill-founded**
- A citizen disagrees with the Borough's requirements for the replacement of his windows; opened on September 3, 2014; closed on July 17, 2015; **ill-founded**
- Complaint that the Borough refused to grant a permit; opened on September 4, 2014; closed on July 20, 2015; **refusal of settlement by the citizen**
- A citizen is asking for a docking area – Charter file; opened on July 28, 2014; closed on November 3, 2015; **lack of collaboration from the citizen**
- A citizen complains that sidewalk repairs were not properly executed; opened on November 10, 2014; closed on February 10, 2015; **resolved**
- Complaint of various nuisances generated by several nearby businesses including a bar – Charter file; opened on September 4, 2014; closed on July 20, 2015; **resolved**
- Claim that a street crossing would be dangerous – Charter file; opened on November 10, 2014; **pending**

## L'ÎLE-BIZARD-SAINTE-GENEVIÈVE | 4 new complaints in 2015

### Subjects

Access to information (1)  
Application of Bylaws (1)  
Cleanliness (1)  
Conduct of an employee /  
elected official (1)

### 1 thorough investigation; no Charter file

- A citizen complains about an employee's conduct in the course of an intervention: she wonders if the employee acted in an ethical manner – **denied after investigation**

### Results

2 referred before investigation  
1 denied before investigation  
1 denied after investigation

### Average processing time

of 2015 files which were  
investigated and closed  
**14** working days

### 9 previous files processed in 2015

- Complaint of insufficient street lighting in a given area; opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Complaint of inadequate road signs in a given sector; opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Request that a street be reconstructed; opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Complaint of inadequate maintenance and snow removal services; opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Complaint of irregularities and inadequate maintenance of a dry hydrant; opened on November 18, 2014; **pending**
- A citizen complains about foul odours; opened on November 18, 2014; **pending**
- Complaint that drinking water is unavailable in a mobile home park; opened on November 18, 2014; **pending**
- Complaint of inadequate maintenance and uncleanliness of certain lots of a mobile home park; opened on November 18, 2014; **pending**
- Allegations of irregularities with regard to the zoning Bylaw in a mobile home park; opened on November 18, 2014; **pending**

## LACHINE | 20 new complaints in 2015

### Subjects

Access to information (1)  
Animal (1)  
Application of Bylaws (3)  
Cleanliness (2)  
Communication (3)  
Library (2)  
Permit (1)  
Pound – storage of furniture (2)  
Public health and maintenance  
– other (1)  
Quality of services (1)  
Road works / Public works (1)  
Sport and leisure (1)  
Zoning / Urban planning /  
Exemption (1)

### 6 thorough investigations; no Charter file

- For a period of five years, the citizen is not authorized to dig under the public domain in order to connect his house to the natural gas network – **ill-founded**
- Complaint that a restaurant's terrace and kitchen installations are non-compliant with the Bylaws and that garbage and recycling are not handled properly (2 files) – **both files pending**
- Complaint of noise in a library – **lack of collaboration from the citizen**
- Request for an extension of the storage period of the citizen's personal belongings – **ill-founded**
- Request that the park fees that had been paid be reimbursed, in light of recent amendments to the Bylaw – **pending**

### Results

1 withdrawn before investigation  
10 referred before investigation  
3 denied before investigation  
1 lack of collaboration from the citizen  
2 ill-founded  
3 pending

### Average processing time

of 2015 files which were investigated and closed  
**35** working days

**No previous file** processed in 2015

## LASALLE | 14 new complaints in 2015

### Subjects

Application of Bylaws (1)  
Aqueduct / Sewer (1)  
Communication (1)  
Decision of the  
Borough Council (1)  
Driveway entrance (1)  
Nuisance (1)  
Parking / SRRR / Sticker (1)  
Pound – storage of furniture (1)  
Quality of services (1)  
Road works / Public works (3)  
Tree (1)  
Zoning / Urban planning /  
Exemption (1)

### 1 thorough investigation; no Charter file

- The Borough refused to grant an exemption with regard to the height of a construction project – **ill-founded**

### Results

11 referred before investigation  
2 denied before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**8** working days

**1 previous file** processed in 2015

- Request that some gravel be spread in an alley; opened on November 7, 2014; closed on April 13, 2015; **resolved**



### Subjects

Access to information (3)  
 Alley (4)  
 Application of Bylaws (8)  
 Aqueduct / Sewer (4)  
 Cleanliness (3)  
 Communication (1)  
 Conduct of an employee / elected official (1)  
 Decision of the Borough Council (4)  
 Garbage / Recycling / Composting (10)  
 Handicapped person (1)  
 Miscellaneous (1)  
 Noise (3)  
 Nuisance (7)  
 Parking / SRRR / Sticker (15)  
 Permit (4)  
 Public health and maintenance – bed bugs (3)  
 Public participation (1)  
 Quality of services (2)  
 Road works / Public works (8)  
 Safety (2)  
 Snow removal (3)  
 Sport and leisure (2)  
 Tender / Contract (1)  
 Traffic (8)  
 Tree (1)  
 Withdrawal – Statement of offence (4)

### 8 thorough investigations including 1 Charter file

- Complaint that construction work undertaken by a neighbour would infringe the Bylaws – **pending**
- The Borough has expelled the complainant from its social media network – Charter file – **pending**
- Allegation that garbage bins would block the sidewalk, following waste collections – **ill-founded**
- Complaint of poor management of garbage in a nearby building and of bad odours resulting thereof – **pending**
- Complaints of nuisances generated by a nearby bar – **pending**
- Former General Manager of a non-profit organization claims that he was let go because the Borough requested it – **denied after investigation**
- Complaint that the road marking nearby a school would not be adequate – **ill-founded**
- Complaint of inadequate by-passing road signs around certain construction sites – **ill-founded**

### Results

3 withdrawn before investigation  
 78 referred before investigation  
 15 denied before investigation  
 1 denied after investigation  
 3 ill-founded  
 4 pending

### Average processing time

of 2015 files which were investigated and closed  
**59.5** working days

### 7 previous files processed in 2015

- A citizen disagrees with the Borough's decision not to grant him a permit to build a solarium; opened on October 6, 2014; closed on September 22, 2015; **ill-founded**
- Complaint against the Borough's requirements for a renovation project; opened on June 9, 2014; closed on July 10, 2015; **ill-founded**
- A citizen disputes the new public domain occupancy fees charged by the Borough for his balcony which would encroach on the public domain since 100 years or so; opened on September 30, 2014; **pending**
- A citizen disputes the park fees claimed by the Borough for the transformation of a building into condo units; opened on November 13, 2014; **pending**
- A citizen disagrees with a Notice of non-compliance with regard to his doors; opened on November 6, 2014; **pending**
- Complaint that the Borough did not hold a public consultation before deciding to implement a dog exercise area – Charter file; opened on December 2, 2014; **pending**
- Complaint that road conditions and heavyweight truck traffic generate vibrations in the citizen's house – Charter file; opened on October 22, 2014; **pending**

**Subjects**

- Alley (1)
- Animal (1)
- Application of Bylaws (2)
- Aqueduct / Sewer (2)
- Communication (1)
- Garbage / Recycling / Composting (2)
- Noise (4)
- Park and green space (1)
- Parking / SRRR / Sticker (3)
- Permit (5)
- Public health and maintenance – mold (1)
- Public participation (1)
- Quality of services (2)
- Road works / Public works (2)
- Tree (2)
- Zoning / Urban planning / Exemption (1)

**5 thorough investigations including 3 Charter files**

- A citizen fears that the patrimonial value of her house is jeopardized by the demolition and reconstruction works in progress on the neighbour’s land – **pending**
- The OdM follows up on the City’s commitment to limit mechanical interventions in the Angrignon park forest – Charter file – **commitments respected**
- The OdM investigates excessive noises generated by a nearby factory – Charter file – **pending**
- A citizen is dissatisfied with the existing procedures to oppose a demolition / reconstruction project – Charter file – **pending**
- A citizen disputes a home enlargement project – **ill-founded**

**Results**

- 25 referred before investigation
- 1 denied before investigation
- 1 ill-founded
- 1 follow-up on commitment (respected)
- 3 pending

**Average processing time**

of 2015 files which were investigated and closed  
**18** working days

**3 previous files** processed in 2015

- Complaint of too long delays for repairing a broken aqueduct – Charter file; opened on September 12, 2014; closed on December 17, 2015; **ill-founded**
- An important information on the need to send a Notice of claim to the City, within a short time frame, would not have been communicated to many citizens; opened on September 12, 2014; closed on February 3, 2015; **resolved**
- Improvements to the Borough’s procedures relating to the cutting-down of trees – Charter file; opened on June 4, 2014; **pending**

### Subjects

Animal (3)  
Application of Bylaws (2)  
Aqueduct / Sewer (3)  
Cleanliness (2)  
Conduct of an employee /  
elected official (1)  
Decision of the  
Borough Council (1)  
Garbage / Recycling /  
Composting (2)  
Library (1)  
Miscellaneous (1)  
Noise (2)  
Nuisance (2)  
Park and green space (1)  
Parking / SRRR / Sticker (4)  
Permit (1)  
Pound – storage of furniture (4)  
Public health and  
maintenance – mold (3)  
Public health and  
maintenance – other (3)  
Quality of services (2)  
Road works / Public works (1)  
Safety (1)  
Snow removal (1)  
Traffic (2)  
Tree (8)  
Zoning / Urban planning /  
Exemption (2)

### 5 thorough investigations including 4 Charter files

- The citizen claims that his house was damaged by tree roots and wants the tree to be cut down – Charter file – **ill-founded**
- Follow-up on the Borough’s commitment to find a way to reduce heavyweight truck traffic on Sherbrooke street, East of Highway 25 – Charter file – **commitments respected**
- A citizen wants an extension of the storage of her furniture, following her eviction from an apartment – **lack of collaboration from the citizen**
- Complaint of nuisances (noises and odours) caused by a venting hood and other ventilation equipment installed on the roof of a condominium building. The citizen questions the legality of the installation – Charter file – **pending**
- A citizen fears for his safety and worries that damages may be caused to his building because of the presence of a huge excavation hole next door, for several years – Charter file – **pending**

### Results

1 withdrawn before  
investigation  
42 referred before investigation  
7 denied before investigation  
1 lack of collaboration from  
the citizen  
1 ill-founded  
1 follow-up on commitment  
(respected)  
2 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**17** working days

**No previous file** processed in 2015

**Subjects**

- Alley (1)
- Application of Bylaws (2)
- Aqueduct / Sewer (1)
- Driveway entrance (2)
- Parking / SRRR / Sticker (1)
- Permit (2)
- Public health and maintenance – other (2)
- Public health and maintenance – cockroaches (2)
- Public health and maintenance – mold (3)
- Quality of services (1)
- Zoning / Urban planning / Exemption (4)

**5 thorough investigations including 3 Charter files**

- The Borough would have failed to provide important information with regard to a construction project – Charter file – **commitments subscribed** (The OdM will follow up on the commitments, in 2016)
- A citizen disputes the Borough’s decision to close down a driveway entrance – **withdrawn during investigation**
- A citizen complains of the presence of insects in his apartment – Charter file – **pending**
- A citizen complains of the presence of mold in his apartment – Charter file – **pending**
- A citizen claims acquired rights to maintain a non-compliant apartment – **ill-founded**

**Results**

- 16 referred before investigation
- 1 withdrawn during investigation
- 1 ill-founded
- 1 commitment subscribed
- 2 pending

**Average processing time**

of 2015 files which were investigated and closed  
**64.67** working days

**1 previous file** processed in 2015

- Complaint of nuisances coming from a place of worship which is possibly illegal; opened on September 27, 2014; **pending**

**Subjects**

- Access to information (1)
- Aqueduct / Sewer (2)
- Conduct of an employee / elected official (1)
- Decision of the Borough Council (1)
- Miscellaneous (1)
- Noise (1)
- Parking / SRRR / Sticker (1)
- Permit (3)
- Road works / Public works (1)
- Towing (1)
- Zoning / Urban planning / Exemption (1)

**6 thorough investigations including 1 Charter file**

- A citizen is dissatisfied with the services of a City contractor – **pending**
- A citizen believes that the City did not bury his water supply pipes deep enough – **pending**
- Complaint that street lights have not been working properly for several months (safety issue) – Charter file – **resolved**
- A housing cooperative disputes the Borough Council Resolution to foster the construction of small apartments to the detriment of larger families – **denied after investigation**
- Complaint of long delays for processing a permit file – **pending**
- Complaint following the towing of the citizen’s car – **ill-founded**

**Results**

- 6 referred before investigation
- 2 denied before investigation
- 1 denied after investigation
- 1 ill-founded
- 1 resolved
- 3 pending

**Average processing time**

of 2015 files which were investigated and closed  
**40.33** working days

**3 previous files** processed in 2015

- Complaint that the neighbour’s hedges would be too high – Alleged nuisances; opened on August 21, 2014; closed on February 13, 2015; **ill-founded**
- Complaint of excessive noises caused by a heating pump – Charter file; opened on March 27, 2014; **pending**
- A citizen disputes a water tax bill; opened on July 30, 2014; **pending**

**Subjects**

- Alleged embezzlement (1)
- Application of Bylaws (1)
- Aqueduct / Sewer (1)
- Conduct of an employee / elected official (3)
- Permit (2)
- Quality of services (1)
- Snow removal (1)
- Zoning / Urban planning / Exemption (5)

**3 thorough investigations; no Charter file**

- Complaint of poor maintenance and snow removal services – **pending**
- Complaints because the Borough would have moved boundary poles (2 files) – **1 ill-founded; 1 refusal of settlement by the citizen**

**Results**

- 3 withdrawn before investigation
- 7 referred before investigation
- 2 denied before investigation
- 1 refusal of settlement by the citizen
- 1 ill-founded
- 1 pending

**Average processing time**

of 2015 files which were investigated and closed  
**46.5** working days

**2 previous files** processed in 2015

- The OdM follows up on the Borough’s commitments to ensure that a local business stops his non-compliant activities – Charter file; opened on June 2, 2014; closed on December 23, 2015; **commitments respected**
- A landlord claims that Borough inspectors would have been biased towards the tenant (inspection file); opened on April 24, 2014; closed on September 4, 2015; **resolved**

### Subjects

Application of Bylaws (4)  
Aqueduct / Sewer (1)  
Cleanliness (1)  
Communication (2)  
Fence / Hedge (1)  
Driveway entrance (1)  
Garbage / Recycling /  
Composting (1)  
Permit (4)  
Public health and  
maintenance – mold (2)  
Public health and maintenance –  
rats and mice (1)  
Quality of services (1)  
Road works / Public works (2)  
Sport and leisure (1)  
Traffic (1)  
Tree (10)

### 5 thorough investigations including 1 Charter file

- The Borough requires that citizens modify their landscaping so as to add more greenery – **resolved**
- The Borough threatens to demolish a house under construction – **pending**
- A citizen disputes the application of the Bylaw with regard to the layout of his front yard – Charter file – **pending**
- A citizen wants a tree to be pruned – **ill-founded**
- Complaint that the Borough will no longer maintain a tree in front of the citizen's house – **pending**

### Results

27 referred before investigation  
1 denied before investigation  
1 ill-founded  
1 resolved  
3 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**93.5** working days

### 4 previous files processed in 2015

- A citizen disputes the Borough's requirement that he plants a tree in his front yard – Charter file; opened on September 26, 2014; closed on April 15, 2015; **ill-founded**
- Complaint that paving works are still not done (long delays); opened on November 26, 2014; closed on June 11, 2015; **referred during investigation**
- A citizen complains about the fact that necessary paving works are still not done; opened on November 26, 2014; closed on June 11, 2015; **referred during investigation**
- Complaint concerning a problematic encroachment; opened on November 27, 2014; **pending**

**Subjects**

- Access to information (3)
- Acquired rights (1)
- Alley (8)
- Application of Bylaws (5)
- Aqueduct / Sewer (1)
- Cleanliness (1)
- Communication (4)
- Garbage / Recycling / Composting (3)
- Handicapped person (1)
- Noise (7)
- Parking / SRRR / Sticker (2)
- Permit (17)
- Pound – storage of furniture (1)
- Public health and maintenance – mold (2)
- Quality of services (5)
- Road works / Public works (1)
- Snow removal (2)
- Tender / Contract (1)

**11 thorough investigations including 4 Charter files**

- Complaint of excessive noise coming from a local factory – Charter file – **pending**
- Complaint of excessive noise caused by nearby heat pumps – Charter file – **pending**
- The Borough would not provide garbage collection service in a given sector – **pending**
- A citizen experiences problems to obtain a demolition permit – **resolved**
- A citizen experiences problems to obtain a permit to enlarge a house – **resolved**
- A citizen disputes a requirement of the Urban Planning Committee (Comité consultatif d’urbanisme) – **denied after investigation**
- A citizen experiences some problems in the management of her request for a construction permit – **pending**
- Complaint on the quality of services and about the long delays in the handling of a permit file – Charter file – **pending**
- Citizens dispute the partial closure of their back alley located between Saint-Denis and de Saint-Vallier Streets, between Jean-Talon and Bélanger Streets (2 files) – **commitments subscribed**
- A citizen disputes the procedure which conducted to the partial closure of a back alley located North of Rosemont Boulevard, between the 5<sup>th</sup> and the 6<sup>th</sup> Avenues – Charter file – **pending**

**Results**

- 48 referred before investigation
- 6 denied before investigation
- 1 denied after investigation
- 2 resolved
- 2 commitments subscribed
- 6 pending

**Average processing time**

of 2015 files which were investigated and closed  
**42.6** working days

**4 previous files** processed in 2015

- Follow-up on the Borough’s commitment to improve its green alley setting-up procedure – Charter file; opened on January 23, 2014; closed on November 25, 2015; **commitment respected**
- Citizens complain of different nuisances caused by heavyweight truck traffic on Bourbonnière Avenue – Charter file; opened on April 22, 2013; closed on August 6, 2015; **resolved**
- The OdM investigates universal access problems of certain terraces in Little-Italy – Charter file; opened on September 19, 2013; closed on December 23, 2015; **resolved**
- The closure of an access to the alley located North of Rosemont Boulevard, between the 5<sup>th</sup> and the 6<sup>th</sup> Avenues, is causing problems; opened on May 12, 2014; **pending**



## SAINT-LAURENT | 16 new complaints in 2015

### Subjects

Application of Bylaws (1)  
Aqueduct / Sewer (1)  
Communication (1)  
Cycling path / Bicycle (1)  
Fence / Hedge (1)  
Permit (1)  
Public health and maintenance –  
cockroaches (1)  
Public health and  
maintenance – mold (1)  
Road works / Public works (3)  
Sport and leisure (2)  
Tree (2)  
Zoning / Urban planning /  
Exemption (1)

### 2 thorough investigations; no Charter file

- A citizen complains of water accumulation in front of her house – **ill-founded**
- Complaint against the presence of a place of worship in a non-authorized area – **denied after investigation**

### Results

12 referred before investigation  
2 denied before investigation  
1 denied after investigation  
1 ill-founded

### Average processing time

of 2015 files which were  
investigated and closed  
**91.5** working days

### 2 previous files processed in 2015

- A citizen wants the Borough to publish two historical documents which he wrote – Charter file; opened on October 24, 2014; closed on July 29, 2015; **ill-founded**
- Complaints of nuisances caused by a nearby tree nursery business – Charter file; opened on July 29, 2013; **pending**

## SAINT-LÉONARD | 14 new complaints in 2015

### Subjects

Handicapped person (5)  
Nuisance (2)  
Quality of services (2)  
Road works / Public works (3)  
Snow removal (1)  
Tree (1)

### 2 thorough investigations; no Charter file

- The Borough removed a parking space reserved for the handicapped persons – **referred during investigation**
- A citizen is dissatisfied with the asphalt works executed by the Borough – **denied after investigation**

### Results

11 referred before investigation  
1 denied before investigation  
1 referred during investigation  
1 denied after investigation

### Average processing time

of 2015 files which were  
investigated and closed  
**13.5** working days

### 1 previous file processed in 2015

- The owner of a newly constructed house complains because the Borough does not intervene towards the real estate promoter who is not respecting the Bylaws (cleanliness and storage on a nearby lot) and who is delaying to construct and install the infrastructures (pavement, sidewalks, street lights) – Charter file; opened on October 27, 2014; **pending**

### Subjects

Alley (1)  
Application of Bylaws (2)  
Cleanliness (1)  
Communication (6)  
Conduct of an employee /  
elected official (2)  
Decision of the Borough  
Council (1)  
Miscellaneous (1)  
Noise (2)  
Nuisance (1)  
Parking / SRRR / Sticker (2)  
Permit (4)  
Pound – storage of furniture (1)  
Public health and  
maintenance – mold (2)  
Public health and  
maintenance – other (2)  
Quality of services (1)  
Road works / Public works (2)  
Snow removal (1)  
Tree (3)  
Zoning / Urban planning /  
Exemption (1)

### 8 thorough investigations including 5 Charter files

- Complaint of dirtiness of a nearby garage – **ill-founded**
- Complaints of abusive cutting of trees, during the works around the Champlain Bridge Estacade – Charter file – **pending**
- Complaint of lack of public consultation before redoing Beurling Street – Charter file – **pending**
- Complaints that residents were not informed prior to the closure of the Champlain Bridge Estacade bike path – Charter file – **pending**
- A citizen disagrees with the refitting works on Beurling Street – Charter file – **pending**
- Complaint that the citizen's belongings which had been stored by the Borough, following his eviction, were destroyed – **denied after investigation**
- Complaint of non-compliances in an apartment – Charter file – **denied after investigation**
- Request for a SRRR parking zone in a given sector – **pending**

### Results

2 withdrawn before  
investigation  
23 referred before investigation  
3 denied before investigation  
2 denied after investigation  
1 ill-founded  
5 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**16** working days

### 3 previous files processed in 2015

- A citizen whose hedge had been damaged then cut by the Borough, is still waiting for its replacement; opened on July 18, 2014; closed on July 24, 2015; **resolved**
- Complaint that a City inspector's interventions are too frequent (alleged harassment); opened on August 20, 2014; closed on August 13, 2015; **ill-founded**
- The Borough would have damaged part of the citizen's driveway; opened on July 18, 2014; closed on July 24, 2015; **resolved**

### Subjects

Access to information (1)  
 Application of Bylaws (4)  
 Aqueduct / Sewer (3)  
 Cleanliness (2)  
 Communication (2)  
 Conduct of an employee / elected official (1)  
 Handicapped person (3)  
 Library (2)  
 Miscellaneous (1)  
 Noise (5)  
 Nuisance (3)  
 Park and green space (1)  
 Parking / SRRR / Sticker (7)  
 Permit (3)  
 Pound – storage of furniture (1)  
 Public health and maintenance – bed bugs (2)  
 Public health and maintenance – mold (2)  
 Public health and maintenance – other (3)  
 Public participation (1)  
 Quality of services (4)  
 Road works / Public works (5)  
 Safety (1)  
 Snow removal (2)  
 Sport and leisure (1)  
 Towing (1)  
 Traffic (3)  
 Tree (3)

### 7 thorough investigations including 2 Charter files

- The Borough refuses to cut down a tree – Charter file – **pending**
- The Borough would have omitted to reveal that a land was contaminated – **pending**
- The OdM has concerns with regard to the solidity / safety and the sanitary conditions of a building – **resolved**
- Complaint of unsanitary conditions in an apartment – Charter file – **withdrawn during investigation**
- Complaint that the Borough does not manage a bed bug problem in an apartment – **ill-founded**
- A building owner complains of the lack of street parking spaces, nearby – **ill-founded**
- Complaint of noise and nuisances caused by heavyweight truck traffic on Frontenac Street – **pending**

### Results

57 referred before investigation  
 3 denied before investigation  
 1 withdrawn during investigation  
 2 ill-founded  
 1 resolved  
 3 pending

### Average processing time

of 2015 files which were investigated and closed  
**101** working days

### 5 previous files processed in 2015

- A citizen wants to acquire a portion of land owned by the City, on which he has a right of way; opened on November 18, 2014; closed on July 22, 2015; **ill-founded**
- An artist disputes the course of the audition that was held with regard to his request to obtain a public entertainer permit; opened on August 8, 2014; closed on April 15, 2015; **resolved**
- Parking signs are misleading; opened on March 20, 2012; closed on April 14, 2015; **resolved**
- Complaint that the Borough refuses to grant a permit for the installation of windows on a house located alongside a community garden; opened on August 25, 2014; **pending**
- The OdM investigates on the universal access of terraces located on the public domain – Charter file; opened on June 7, 2013; **pending**

## VILLERAY–SAINT-MICHEL–PARC-EXTENSION | 32 new complaints in 2015

### Subjects

Application of Bylaws (2)  
Communication (1)  
Conduct of an employee / elected official (2)  
Environment / Sustainable development (1)  
Library (3)  
Miscellaneous (1)  
Noise (2)  
Nuisance (2)  
Park and green space (1)  
Parking / SRRR / Sticker (2)  
Pound – storage of furniture (2)  
Public health and maintenance – bed bugs (1)  
Public health and maintenance – mold (1)  
Public health and maintenance – other (1)  
Quality of services (3)  
Road works / Public works (1)  
Safety (1)  
Sport and leisure (1)  
Tree (3)

### 3 thorough investigations; no Charter file

- A citizen disputes his expulsion from the library network – **ill-founded**
- Two citizens request an extension of the storage period of their furniture, which were stored by the Borough, following their respective evictions (2 files) – **2 resolved**

### Results

27 referred before investigation  
2 denied after investigation  
1 ill-founded  
2 resolved

### Average processing time

of 2015 files which were investigated and closed  
**20.67** working days

**No previous file** processed in 2015

## FILES CONCERNING ALL BOROUGHS | 10 new complaints in 2015

### Subjects

Cleanliness (1)  
Communication (1)  
Culture (1)  
Handicapped person (1)  
Human rights (2)  
Miscellaneous (1)  
Parking / SRRR / Sticker (1)  
Permit (1)  
Tender / Contract (1)

### 2 thorough investigations including 1 Charter file

- The OdM launches an investigation on the information which should be given by Accès Montréal employees to inform citizens that a written Notice of claim must be sent rapidly to the City, if they want to file a claim against the City – Charter file – **resolved**
- Complaint against the fact that City employees cannot enter into any artist contract with the City – **denied after investigation**

### Results

1 referred before investigation  
7 denied before investigation  
1 denied after investigation  
1 resolved

### Average processing time

of 2015 files which were investigated and closed  
**34** working days

**No previous file** processed in 2015

## CENTRAL DEPARTMENTS

### AFFAIRES JURIDIQUES : COUR MUNICIPALE | 165 new complaints in 2015

#### Subjects

Communication (2)  
Conduct of an employee / elected official (4)  
Miscellaneous (1)  
Municipal court – functioning (123)  
Municipal court – judgment (31)  
Quality of services (3)  
Withdrawal – Statement of offence (1)

#### 4 thorough investigations; no Charter file

- A citizen disputes a Writ of seizure – **denied after investigation**
- The Municipal Court requires that a City Department which had issued a Statement of offence by mistake, forwards an official request for its withdrawal – **resolved**
- A citizen claims that his agreement for compensatory works has been unfairly cancelled – **ill-founded**
- A citizen disputes the fees added to the initial fine – **denied after investigation**

#### Results

4 withdrawn before investigation  
81 referred before investigation  
76 denied before investigation  
2 denied after investigation  
1 ill-founded  
1 resolved

#### Average processing time

of 2015 files which were investigated and closed  
**7.75** working days

#### 1 previous file processed in 2015

- The OdM pursues her investigation on the situation where Cour municipale had referred numerous files to trial without first conducting its usual administrative review; opened on December 10, 2012; **pending**

### AFFAIRES JURIDIQUES : DIRECTION DES AFFAIRES CIVILES | 94 new complaints in 2015

#### Subjects

Financial compensation – aqueduct / sewer (13)  
Financial compensation – climate related event (4)  
Financial compensation – fall on sidewalk (16)  
Financial compensation – municipal works (7)  
Financial compensation – other (32)  
Financial compensation – pothole (2)  
Financial compensation – road incident (6)  
Financial compensation – storage of furniture (1)  
Financial compensation – tree (9)  
Quality of services (4)

#### 5 thorough investigations including 1 Charter file

- An employee would have denied the citizen the right to read a report before she signed it – Charter file – **pending**
- Some works would have cost more than expected, due to the City contractor (reimbursement claim) – **pending**
- Citizens dispute the Bureau des réclamations' decision to refuse their respective claims (3 files) – **2 denied after investigation, 1 ill-founded**

#### Results

66 referred before investigation  
23 denied before investigation  
2 denied after investigation  
1 ill-founded  
2 pending

#### Average processing time

of 2015 files which were investigated and closed  
**5.33** working days

**No previous file** processed in 2015

**APPROVISIONNEMENT : ALL DEPARTMENTS INCLUDED | 3 new complaints** in 2015

**Subjects**

Alleged embezzlement (1)  
Communication (1)  
Tender / Contract (1)

**No thorough investigation; no Charter file**

**Results**

1 referred before investigation  
2 denied before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

**COMMUNICATIONS : ALL DEPARTMENTS INCLUDED | 1 new complaint** in 2015

**Subject**

Communication

**No thorough investigation; no Charter file**

**Results**

Referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

**CONCERTATION DES ARRONDISSEMENTS : ALL DEPARTMENTS INCLUDED | 2 new complaints** in 2015

**Subjects**

Communication (1)  
Quality of services (1)

**No thorough investigation; no Charter file**

**Results**

2 referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

## CULTURE : ALL DEPARTMENTS INCLUDED | 3 new complaints in 2015

### Subjects

Culture (2)  
Nuisance (1)

### 2 thorough investigations; no Charter file

- Complaint against the fact that City employees cannot enter into any artist contract with the City – **denied after investigation**
- Complaint of nuisances caused by recurrent filming sessions, on a street – **ill-founded**

### Results

1 referred before investigation  
1 denied after investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**59.5** working days

### 1 previous file processed in 2015

- The OdM pursues her interventions to improve universal access in Quartier des spectacles – Charter file; opened on November 4, 2010; **pending**

## DIVERSITÉ SOCIALE ET SPORTS : ALL DEPARTMENTS INCLUDED | 2 new complaints in 2015

### Subjects

Sport and leisure (1)  
Tender / Contract (1)

### No thorough investigation; no Charter file

### Results

2 referred before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

### No previous file processed in 2015

## EAU : ALL DEPARTMENTS INCLUDED | 7 new complaints in 2015

### Subjects

Aqueduct / Sewer (6)  
Communication (1)

### 1 thorough investigation; no Charter file

- A citizen disputes the installation of a water meter in his building – **resolved**

### Results

6 referred before investigation  
1 resolved

### Average processing time

of 2015 files which were investigated and closed  
**78** working days

### 1 previous file processed in 2015

- Complaint of excessive water tax bill; opened on July 24, 2014; closed on May 15, 2015; **resolved**

## ENVIRONNEMENT : ALL DEPARTMENTS INCLUDED | 2 new complaints in 2015

### Subjects

Public health and maintenance – other (1)  
Quality of services (1)

**No thorough investigation; no Charter file**

### Results

1 withdrawn before investigation  
1 denied before investigation

**Average processing time** of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## ÉVALUATION FONCIÈRE : ALL DEPARTMENTS INCLUDED | 19 new complaints in 2015

### Subjects

Access to information (1)  
Communication (2)  
Evaluation / Real estate tax (14)  
Human rights (1)  
Quality of services (1)

**4 thorough investigations; no Charter file**

- The City refused to change the building's category following the addition of an apartment – **pending**
- Complaint against retroactive taxes following a modification to the Assessment Role – **pending**
- A citizen seeks the reimbursement of part of the fees he had to pay for the revision of the real estate value of his building – **ill-founded**
- A citizen wants the City to pay back some of the tax amounts he had paid in previous years in light of a recent decision which reduced the real estate value of his building – **denied after investigation**

### Results

8 referred before investigation  
7 denied before investigation  
1 denied after investigation  
1 ill-founded  
2 pending

**Average processing time** of 2015 files which were investigated and closed  
**21.5** working days

**No previous file** processed in 2015



## FINANCES : ALL DEPARTMENTS INCLUDED | 28 new complaints in 2015

### Subjects

Communication (1)  
Evaluation / Real estate tax (14)  
Miscellaneous (1)  
Quality of services (2)  
Tax – except real estate (10)

### 2 thorough investigations; no Charter file

- Complaint against the fact that the invoices relating to the transfer duties of 5 buildings were not sent at the same time; the citizen wants the interest and penalty fees to be cancelled – **ill-founded**
- Complaint that a retroactive tax invoice has been sent to a citizen, instead of to the previous owner (the contractor) – **ill-founded**

### Results

2 withdrawn before investigation  
21 referred before investigation  
3 denied before investigation  
2 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**16** working days

### 5 previous files processed in 2015

- A citizen is seeking full reimbursement of the local improvement taxes which were erroneously billed to him for many years; opened on September 18, 2014; closed on December 8, 2015; **resolved**
- A citizen complains of being overcharged for his water consumption, claim that his water meter would be out of order; opened on July 24, 2014; closed on May 15, 2015; **resolved**
- A business-owner finds unfair the fact that his water consumption is billed to him based on a water meter calculation, whereas the Borough does not require his competitors to have a water meter as well; opened on July 30, 2014; **pending**
- A citizen disputes the interest fees added to an invoice that had been sent to the previous owner; opened on August 19, 2014; closed on February 11, 2015; **ill-founded**
- A citizen wants the amount of his transfer duties to be adjusted, because of his building's later devaluation; opened on October 30, 2014; closed on February 12, 2015; **denied after investigation**

## GESTION ET PLANIFICATION IMMOBILIÈRE : ALL DEPARTMENTS INCLUDED |

4 new complaints in 2015

### Subjects

Tender / Contract (2)  
Universal access (1)  
Zoning / Urban planning / Exemption (1)

### 1 thorough investigation; 1 Charter file

- Notwithstanding the signs announcing its universal access, the garage entrance to City Hall is not universally accessible – Charter file – **pending**

### Results

2 referred before investigation  
1 denied before investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigation still pending**

### 3 previous files processed in 2015

- A citizen wants to acquire a portion of land owned by the City, on which he has a right of way; opened on November 18, 2014; closed on July 22, 2015; **ill-founded**
- A citizen complains about a dispute concerning an easement (building next to a community garden); opened on August 25, 2014; **pending**
- A citizen complains about a problematic encroachment; opened on November 27, 2014; **pending**

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## GRANDS PARCS, VERDISSEMENT ET MONT-ROYAL : ALL DEPARTMENTS INCLUDED |

**3 new complaints** in 2015

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### Subjects

Park and green space (1)  
Transportation (1)  
Universal access (1)

### 2 thorough investigations; 2 Charter files

- The OdM intervened to ensure that universal access of Place Vauquelin project is optimal, particularly with regard to the zigzag access ramp intersected by a staircase – Charter file – **pending**
- The OdM follows up on the City's commitments to limit its mechanical interventions in the Angrignon park forest – Charter file – **commitments respected**

### Results

1 referred before investigation  
1 follow-up on commitments (respected)  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**12** working days

**No previous file** processed in 2015

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## GREFFE : ALL DEPARTMENTS INCLUDED | 3 new complaints in 2015

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### Subjects

Access to information (1)  
Communication (1)  
Miscellaneous (1)

### No thorough investigation; no Charter file

### Results

1 referred before investigation  
2 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## INFRASTRUCTURES, VOIRIE ET TRANSPORTS : DIRECTION DES INFRASTRUCTURES |

6 new complaints in 2015

### Subjects

Communication (1)  
Quality of services (3)  
Road works / Public works (1)  
Universal access (1)

### 1 thorough investigation; 1 Charter file

- A citizen complains of inappropriate management of an aqueduct / sewer problem – Charter file – **pending**

### Results

1 withdrawn before investigation  
4 referred before investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigation still pending**

**No previous file** processed in 2015

## INFRASTRUCTURES, VOIRIE ET TRANSPORTS : DIRECTION DES TRANSPORTS |

5 new complaints in 2015

### Subjects

Conduct of an employee / elected official (1)  
Cycling path / Bicycle (1)  
Road works / Public works (2)  
Traffic (1)

### 3 thorough investigations including 2 Charter files

- A fatal accident has occurred at an intersection, near a residence for the elderly : the City would not have intervene in spite of a report notifying that this crossing was dangerous – Charter file – **pending**
- A pedestrian walkway on Provost Street would be dangerous. A Coroner would have mentioned the City's inaction to implement corrective measures – Charter file – **pending**
- Complaints of poor condition of the pavement on Côte-Saint-Antoine Road – **pending**

### Results

2 referred before investigation  
3 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigations still pending**

**2 previous files** processed in 2015

- The OdM follows up on a file with a view to reduce the mandatory free space required on each sides of fire hydrants (actually 5 meters); opened on November 9, 2011; **pending**
- Complaint of vibrations in the citizen's house caused by the road condition and the heavyweight truck traffic on Rachel Street – Charter file; opened on October 22, 2014; **pending**

**Subjects**

Public health and maintenance – other (2)  
Subsidy other than housing (13)

**2 thorough investigations including 1 Charter file**

- The OdM follows up on the management by the City of insalubrity problems at Domaine Renaissance – Charter file – **pending**
- Complaint of long delays to process the citizen's application for a subsidy and the reduction of the amount that would have resulted thereof – **ill-founded**

**Results**

11 referred before investigation  
2 denied before investigation  
1 ill-founded  
1 pending

**Average processing time**

of 2015 files which were investigated and closed  
**67** working days

**1 previous file** processed in 2015

- The processing delay of a subsidy application would have caused a reduction of the amount granted – Charter file; opened on October 15, 2014; **pending**

**POLICE : DIRECTION DES OPÉRATIONS POLICIÈRES | 107 new complaints** in 2015

**Subjects**

- Access to information (4)
- Application of Bylaws (1)
- Communication (2)
- Conduct of an employee / elected official (18)
- Human rights (1)
- Labour relations (1)
- Miscellaneous (14)
- Noise (2)
- Nuisance (6)
- Parking / SRRR / Sticker (1)
- Parking violation (14)
- Quality of services (3)
- Safety (2)
- Towing (3)
- Traffic (1)
- Violation of law (33)
- Withdrawal – Statement of offence (1)

**4 thorough investigations including 1 Charter file**

- The local Police Department is taking time to remit to a citizen a document left behind by his late brother – **resolved**
- The Police Department would take a long time to forward to the Municipal Court, requests for the withdrawal of Statements of offence which had been clearly issued by mistake – **resolved**
- A school yard remains open all night long, making way for people to hang out and disturb the nearby residents – Charter file – **resolved**
- The OdM reopens a file concerning a private towing company which would not be respecting the rules related to the towing of vehicles illegally parked on private lots while the citizens are not aware of these rules – **resolved**

**Results**

25 referred before investigation  
78 denied before investigation  
4 resolved

**Average processing time**

of 2015 files which were investigated and closed  
**19.5** working days

**1 previous file** processed in 2015

- A citizen disputes a Statement of offence received by mail only; opened on October 6, 2014; closed on August 3, 2015; **ill-founded**

**POLICE : MANDATORY POUNDS | 4 new complaints** in 2015

The Police Department mandates private companies to store vehicles, which were towed upon its request. When acting in such a context, these private companies fall under the OdM jurisdiction.

**Subject**

Pound – other (4)

**1 thorough investigation; no Charter file**

- A citizen’s vehicle would have been destroyed after being stored in a mandatory pound – **ill-founded**

**Results**

3 referred before investigation  
1 ill-founded

**Average processing time**

of 2015 files which were investigated and closed  
**96** working days

**No previous file** processed in 2015

**POLICE : SECTION DES AGENTS DE STATIONNEMENT | 60 new complaints** in 2015

**Subjects**

Communication (1)  
Conduct of an employee / elected official (1)  
Parking / SRRR / Sticker (4)  
Parking violation (43)  
Quality of services (2)  
Withdrawal – Statement of offence (9)

**10 thorough investigations; no Charter file**

- Some citizens request the withdrawal of Statements of offence issued because their valid SRRR stickers had peeled off (8 files) – **8 pending**
- A citizen disputes the rightfulness of a parking ticket – **denied after investigation**
- A citizen keeps receiving parking tickets even though he has a valid SRRR sticker – **resolved**

**Results**

2 withdrawn before investigation  
9 referred before investigation  
39 denied before investigation  
1 denied after investigation  
1 resolved  
8 pending

**Average processing time**

of 2015 files which were investigated and closed  
**9** working days

**No previous file** processed in 2015

**RESSOURCES HUMAINES : ALL DEPARTMENTS INCLUDED | 40 new complaints** in 2015

**Subject**

Labour relations (40)

**No thorough investigation; no Charter file**

**Results**

40 denied before investigation

**Average processing time**

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

**SÉCURITÉ INCENDIE : ALL DEPARTMENTS INCLUDED | 6 new complaints** in 2015

**Subjects**

Access to information (2)  
Fire safety (3)  
Quality of services (1)

**1 thorough investigation; no Charter file**

- Some citizens are improving difficulties to obtain their Fire Reports required by their insurance companies, in order to be compensated – **resolved**

**Results**

4 referred before investigation  
1 denied before investigation  
1 resolved

**Average processing time**

of 2015 files which were investigated and closed  
**40** working days

**No previous file** processed in 2015

**TECHNOLOGIES DE L'INFORMATION : ALL DEPARTMENTS INCLUDED |**  
**2 new complaints** in 2015

**Subjects**

Application of Bylaws (1)  
Miscellaneous (1)

**No thorough investigation; no Charter file**

**Results**

2 denied before investigation

**Average processing time**

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

**PARAMUNICIPAL AGENCIES AND OTHER CITY RELATED ORGANIZATIONS**

**BUREAU DU TAXI DE MONTRÉAL | 4 new complaints** in 2015

**Subjects**

Miscellaneous (1)  
Taxi (3)

**1 thorough investigation; no Charter file**

- A citizen disputes the Bureau du taxi's refusal to renew his taxi driver license – **ill-founded**

**Results**

3 referred before investigation  
1 ill-founded

**Average processing time**

of 2015 files which were investigated and closed  
**63** working days

**No previous file** processed in 2015

**COMMISSION DES SERVICES ÉLECTRIQUES DE MONTRÉAL (CSEM) | 1 new complaint** in 2015

**Subject**

Road works / Public works

**1 thorough investigation; no Charter file**

- The CSEM would take too long to build the driveway entrances needed to access the parking area – **referred during investigation**

**Result**

Referred during investigation

**Average processing time**

of 2015 files which were investigated and closed  
**16** working days

**1 previous file** processed in 2015

- A citizen bought from the City a land which is restricted by several encroachments, making it impossible to build on; opened on August 5, 2013; closed on January 30, 2015 ; **resolved**

CORPORATION DES HABITATIONS JEANNE-MANCE | 1 new complaint in 2015

**Subject**

Social housing / HLM /  
Housing subsidy

**No thorough investigation; no Charter file**

**Result**

Referred before investigation

**Average processing time**

of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM) | 53 new complaints in 2015

**Subjects**

Animal (1)  
Cleanliness (1)  
Conduct of an employee /  
elected official (2)  
Handicapped person (3)  
Noise (1)  
Parking / SRRR / Sticker (1)  
Public health and  
maintenance – bed bugs (3)  
Public health and  
maintenance – mold (2)  
Public health and  
maintenance – other (2)  
Quality of services (2)  
Social housing / HLM /  
Housing subsidy (34)  
Tree (1)

**13 thorough investigations including 2 Charter files**

- Complaint against the conduct of OMHM's employees – **denied after investigation**
- Two citizens complained of problems with other tenants (2 files) – **1 withdrawn during investigation, 1 referred during investigation**
- Three citizens want to change apartment (3 files) – **1 referred during investigation, 1 resolved, 1 ill-founded**
- A citizen asks that his application for low rent housing be prioritised – **ill-founded**
- The OMHM would have unfairly struck off the citizen's application during many years – **ill-founded**
- A tenant complains of various irregularities in an OMHM building – **resolved**
- Complaint of long waiting delays to obtain an apartment – **ill-founded**
- A citizen disputes the penalties given to him for refusing several apartment propositions – **denied after investigation**
- A citizen wants an apartment with one more bedroom because of his medical situation – Charter file – **ill-founded**
- A citizen claims that the OMHM has ignored his special request for more than a year – Charter file – **ill-founded**

**Results**

2 withdrawn before investigation  
35 referred before investigation  
3 denied before investigation  
1 withdrawn during investigation  
2 referred during investigation  
2 denied after investigation  
6 ill-founded  
2 resolved

**Average processing time**

of 2015 files which were  
investigated and closed  
**56** working days

**2 previous files** processed in 2015

- A tenant wants a parking space; opened on December 3, 2014; closed on September 10, 2015; **resolved**
- A penalty given to a tenant is cancelled following the OdM's intervention; opened on December 17, 2013; closed on October 20, 2015; **resolved**



**SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM) | 7 new complaints** in 2015

**Subjects**

Financial compensation – other (1)  
Fire safety (1)  
Miscellaneous (1)  
Social housing / HLM / Housing subsidy (4)

**No thorough investigation; no Charter file**

**Results**

5 referred before investigation  
2 denied before investigation

**Average processing time** of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

**SOCIÉTÉ DE TRANSPORT DE MONTRÉAL (STM) | 20 new complaints** in 2015

**Subjects**

Cleanliness (1)  
Conduct of an employee / elected official (4)  
Financial compensation – other (3)  
Miscellaneous (1)  
Nuisance (1)  
Quality of services (1)  
Traffic (1)  
Transportation (3)  
Universal access (1)  
Violation of law (4)

**No thorough investigation; no Charter file**

**Results**

20 denied before investigation  
The OdM does not have jurisdiction over the STM

**Average processing time** of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

**SOCIÉTÉ DU PARC JEAN-DRAPEAU | 2 new complaints** in 2015

**Subjects**

Culture (1)  
Miscellaneous (1)

**No thorough investigation; no Charter file**

**Results**

1 referred before investigation  
1 denied before investigation

**Average processing time** of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

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## SOCIÉTÉ EN COMMANDITE STATIONNEMENT DE MONTRÉAL | 5 new complaints in 2015

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### Subject

Parking / SRRR / Sticker (5)

**No thorough investigation; no Charter file**

### Results

5 referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

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## VÉRIFICATEUR GÉNÉRAL | 1 new complaint in 2015

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### Subject

Access to information

**No thorough investigation; no Charter file**

### Result

Denied before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

## POLITICAL ENTITIES

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### AGGLOMERATION COUNCIL | 4 new complaints in 2015

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### Subjects

Conduct of an employee /  
elected official (1)  
Environment / Sustainable  
development (1)  
Labour relations (1)  
Tax – except real estate (1)

**No thorough investigation; no Charter file**

### Results

4 denied before investigation  
The OdM does not  
have jurisdiction over the  
Agglomeration Council

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

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## CITY COUNCIL | 11 new complaints in 2015

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### Subjects

Communication (1)  
Decision of the City Council (4)  
Environment / Sustainable development (3)  
Miscellaneous (1)  
Subsidy other than housing (1)  
Zoning / Urban planning / Exemption (1)

### No thorough investigation; no Charter file

#### Results

2 referred before investigation  
9 denied before investigation  
The OdM does not have jurisdiction over the City Council's decisions unless the Montréal Charter of Rights and Responsibilities is concerned

#### Average processing time

of 2015 files which were investigated and closed

**No investigation**

**1 previous file** processed in 2015

- The OdM investigated the new access restrictions and security measures, during City Council assemblies – Charter file; opened on November 10, 2014; closed on December 18, 2015; **ill-founded**

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## CITY COUNCIL CHAIRMAN OFFICE | 2 new complaints in 2015

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### Subject

Universal access (2)

### 2 thorough investigations; 2 Charter files

- The OdM intervened to ensure that universal access of Place Vauquelin project is optimal, particularly with regard to the zigzag access ramp intersected by a staircase – Charter file – **pending**
- Notwithstanding the signs announcing its universal access, the garage entrance to City Hall is not universally accessible – Charter file – **pending**

#### Results

2 pending

#### Average processing time

of 2015 files which were investigated and closed

**Investigations still pending**

**No previous file** processed in 2015

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## EXECUTIVE COMMITTEE | 10 new complaints in 2015

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### Subjects

Universal access (1)  
Environment / Sustainable development (9)

### 5 thorough investigations; 5 Charter files

- Citizens complain about the construction of a 70-centimeter wide sidewalk alongside Laurier Park – Charter file – **pending**
- Own motion investigation of the OdM following the decision to go ahead with the waste water discharge in the river – Charter file – **ill-founded**
- Certain citizens also contested the waste water discharge in the river (3 files) – Charter files – **ill-founded**

### Results

5 denied before investigation  
4 ill-founded  
1 pending  
The OdM does not have jurisdiction over the Executive Committee's decisions unless the Montréal Charter of Rights and Responsibilities is concerned

### Average processing time

of 2015 files which were investigated and closed  
**8.5** working days

**No previous file** processed in 2015

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## MAYOR'S OFFICE | 3 new complaints in 2015

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### Subjects

Communication (1)  
Conduct of an employee / elected official (2)

### No thorough investigation; no Charter file

### Results

3 denied before investigation  
The OdM does not have jurisdiction over elected officials' decisions or conduct

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## Part V

### COMPLAINTS AND INVESTIGATIONS – PROFILE BY SUBJECT

#### ACCESS TO INFORMATION | 23 new complaints in 2015

##### Entities

Ahuntsic-Cartierville (2)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
L'Île-Bizard-  
Sainte-Geneviève (1)  
Lachine (1)  
Le Plateau-Mont-Royal (3)  
Outremont (1)  
Rosemont-La Petite-Patrie (3)  
Ville-Marie (1)  
Direction des opérations  
policières (4)  
Évaluation foncière (1)  
Greffes (1)  
Sécurité incendie (2)  
Vérificateur général (1)

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

- The local Police Department is taking time to remit to a citizen a document left behind by his late brother (Direction des opérations policières) – **resolved**
- Some citizens are improving difficulties to obtain their Fire Reports required by their insurance companies, in order to be compensated (Sécurité incendie) – **resolved**

##### Results

21 denied before investigation  
2 resolved

##### Average processing time

of 2015 files which were investigated and closed  
**22.5** working days

**No previous file** processed in 2015

#### ACQUIRED RIGHTS | 1 new complaint in 2015

##### Entity

Rosemont-La Petite-Patrie

##### No thorough investigation; no Charter file

##### Result

Denied before investigation

##### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## ALLEGED EMBEZZLEMENT | 4 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Pierrefonds-Roxboro (1)  
Approvisionnement (1)  
Non-municipal entity (1)

### No thorough investigation; no Charter file

#### Results

2 withdrawn before investigation  
1 referred before investigation  
1 denied before investigation

Average processing time of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## ALLEY | 15 new complaints in 2015

### Entities

Le Plateau-Mont-Royal (4)  
Le Sud-Ouest (1)  
Montréal-Nord (1)  
Rosemont–La Petite-Patrie (8)  
Verdun (1)

### 3 thorough investigations including 1 Charter file

- Citizens dispute the partial closure of their back alley located between Saint-Denis and de Saint-Vallier Streets, between Jean-Talon and Bélanger Streets (2 files) (Rosemont–La Petite-Patrie) – **commitments subscribed**
- A citizen disputes the procedure which conducted to the partial closure of a back alley located North of Rosemont Boulevard, between the 5<sup>th</sup> and the 6<sup>th</sup> Avenues (Rosemont–La Petite-Patrie) – Charter file – **pending**

#### Results

11 referred before investigation  
1 denied before investigation  
2 commitments subscribed  
1 pending

Average processing time of 2015 files which were investigated and closed  
**17** working days

### 3 previous files processed in 2015

- Request that some gravel be spread in an alley (LaSalle); opened on November 7, 2014; closed on April 13, 2015; **resolved**
- Follow-up on the Borough's commitment to improve its green alley setting-up procedure (Rosemont–La Petite-Patrie) – Charter file; opened on January 23, 2014; closed on November 25, 2015; **commitment respected**
- The closure of an access to the alley located North of Rosemont Boulevard, between the 5<sup>th</sup> and the 6<sup>th</sup> Avenues, is causing problems (Rosemont–La Petite-Patrie); opened on May 12, 2014; **pending**

## ANIMAL | 9 new complaints in 2015

### Entities

Anjou (2)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Lachine (1)  
Le Sud-Ouest (1)  
Mercier-Hochelaga-  
Maisonneuve (3)  
OMHM (1)

### 2 thorough investigations including 1 Charter file

- A citizen wants the Borough to allow him to install a beehive in a community garden (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – **denied after investigation**
- A citizen claims that his neighbours are feeding squirrels and wants the Borough to intervene to make them stop (Anjou) – **resolved**

### Results

5 referred before investigation  
2 denied before investigation  
1 denied after investigation  
1 resolved

### Average processing time

of 2015 files which were investigated and closed  
**45.5** working days

**No previous file** processed in 2015

## APPLICATION OF BYLAWS | 49 new complaints in 2015

### Entities

Ahuntsic-Cartierville (4)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (6)  
L'Île-Bizard-Sainte-Geneviève (1)  
Lachine (3)  
LaSalle (1)  
Le Plateau-Mont-Royal (8)  
Le Sud-Ouest (2)  
Mercier-Hochelaga-  
Maisonneuve (2)  
Montréal-Nord (2)  
Pierrefonds-Roxboro (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (4)  
Rosemont-La Petite-Patrie (4)  
Saint-Laurent (1)  
Verdun (2)  
Ville-Marie (4)  
Villeray-Saint-Michel-  
Parc-Extension (2)  
Rosemont-La Petite-Patrie et  
Direction des opérations  
policières (1)  
Technologies de l'information (1)

### 13 thorough investigations including 2 Charter files

- Claim that a neighbour operates a refrigeration business in a residential area (Côte-des-Neiges-Notre-Dame-de-Grâce) – **pending**
- The owner of a house located in the Mont-Royal historical and natural area disputes patrimonial requirements for the replacement of windows (Côte-des-Neiges-Notre-Dame-de-Grâce) – **denied after investigation**
- Complaint that construction work undertaken by a neighbour would infringe the Bylaws (Le Plateau-Mont-Royal) – **pending**
- The Borough is now charging annual fees to a citizen whose staircase would be encroaching on the public domain (Ahuntsic-Cartierville) – **pending**
- The Borough would have failed to provide important information with regard to a construction project (Montréal-Nord) – Charter file – **commitments subscribed** (The OdM will follow up on the commitments, in 2016)
- For a period of five years, the citizen is not authorized to dig under the public domain in order to connect his house to the natural gas network (Lachine) – **ill-founded**
- Complaint that a restaurant's terrace and kitchen installations are non-compliant with the Bylaws and that garbage and recycling are not handled properly (2 files) – **2 files pending**
- Complaint of dirtiness of a nearby garage (Verdun) – **ill-founded**
- The Borough requires that citizens modify their landscaping so as to add more greenery (Rivière-des-Prairies-Pointe-aux-Trembles) – **resolved**
- The Borough threatens to demolish a house under construction (Rivière-des-Prairies-Pointe-aux-Trembles) – **pending**
- A citizen disputes the application of the Bylaw with regard to the layout of his front yard (Rivière-des-Prairies-Pointe-aux-Trembles) – Charter file – **pending**

- A citizen fears that the patrimonial value of her house is jeopardized by the demolition and reconstruction works in progress on the neighbour's land (Le Sud-Ouest) – **pending**

#### Results

- 1 withdrawn before investigation
- 32 referred before investigation
- 3 denied before investigation
- 1 denied after investigation
- 2 ill-founded
- 1 resolved
- 1 commitment subscribed
- 8 pending

#### Average processing time

of 2015 files which were investigated and closed  
**49.2** working days

#### 4 previous files processed in 2015

- Complaint that a City inspector's interventions are too frequent (alleged harassment) (Verdun); opened on August 20, 2014; closed on August 13, 2015; **ill-founded**
- A citizen disputes a Statement of offence received by mail only (Direction des opérations policières); opened on October 6, 2014; closed on August 3, 2015; **ill-founded**
- Allegations of irregularities with regard to the zoning Bylaw in a mobile home park (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; **pending**
- Complaint of inadequate maintenance and uncleanliness of certain lots of a mobile home park (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; **pending**

## AQUEDUCT / SEWER | 27 new complaints in 2015

#### Entities

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
LaSalle (1)  
Le Plateau-Mont-Royal (4)  
Le Sud-Ouest (2)  
Mercier-Hochelaga-  
Maisonneuve (3)  
Montréal-Nord (1)  
Outremont (2)  
Pierrefonds-Roxboro (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Rosemont-La Petite-Patrie (1)  
Saint-Laurent (1)  
Ville-Marie (3)  
Eau (6)

#### 3 thorough investigations; no Charter file

- A citizen believes that the City did not bury his water supply pipes deep enough (Outremont) – **pending**
- A citizen is dissatisfied with the services of a City contractor (Outremont) – **pending**
- A citizen disputes the installation of a water meter in his building (Eau) – **resolved**

#### Results

- 1 withdrawn before investigation
- 23 referred before investigation
- 1 resolved
- 2 pending

#### Average processing time

of 2015 files which were investigated and closed  
**78** working days

#### 2 previous files processed in 2015

- The owners of a house disagree with their having to pay for the replacement of an aqueduct conduct located underneath a public alley (Ahuntsic-Cartierville); opened on December 3, 2014; closed on June 16, 2015; **resolved**
- Complaint that drinking water is unavailable in a mobile home park (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; **pending**



## CLEANLINESS | 20 new complaints in 2015

### Entities

Côte-des-Neiges–  
Notre-Dame-de-Grâce (4)  
L'Île-Bizard–Sainte-Geneviève (1)  
Lachine (2)  
Le Plateau-Mont-Royal (3)  
Mercier–Hochelaga-  
Maisonneuve (2)  
Rivière-des-Prairies–  
Pointe-aux-Trembles (1)  
Rosemont–La Petite-Patrie (1)  
Verdun (1)  
Ville-Marie (2)  
All Boroughs (1)  
OMHM (1)  
STM (1)

### 1 thorough investigation; no Charter file

- A citizen complains that his neighbour would store various equipments on his lot (air conditioners, fans, doors, tires, scrap metal) (Côte-des-Neiges–Notre-Dame-de-Grâce) – **ill-founded**

### Results

15 referred before investigation  
4 denied before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**214** working days

**No previous file** processed in 2015

## COMMUNICATION | 41 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges–  
Notre-Dame-de-Grâce (1)  
Lachine (3)  
LaSalle (1)  
Le Plateau-Mont-Royal (1)  
Le Sud-Ouest (1)  
Rivière-des-Prairies–  
Pointe-aux-Trembles (2)  
Rosemont–La Petite-Patrie (4)  
Saint-Laurent (1)  
Verdun (6)  
Ville-Marie (2)  
Villeray–Saint-Michel–  
Parc-Extension (1)  
All Boroughs (1)  
Approvisionnement (1)  
Communications (1)  
Concertation des  
arrondissements (1)  
Cour municipale (2)  
Direction des infrastructures (1)  
Direction des opérations  
policières (2)  
Eau (1)  
Évaluation foncière (2)  
Greffé (1)  
Finances (1)  
Section des agents de  
stationnement (1)  
Mayor's Office (1)  
City Council (1)

### 3 thorough investigations; 3 Charter files

- The OdM launches an investigation on the information which should be given by Accès Montréal employees to inform citizens that a written Notice of claim must be sent rapidly to the City, if they want to file a claim against the City (All Boroughs) – Charter file – **resolved**
- Complaint of lack of public consultation before redoing Beurling Street (Verdun) – Charter file – **pending**
- Complaints that residents were not informed prior to the closure of the Champlain Bridge Estacade bike path (Verdun) – Charter file – **pending**

### Results

1 withdrawn before investigation  
32 referred before investigation  
5 denied before investigation  
1 resolved  
2 pending

### Average processing time

of 2015 files which were investigated and closed  
**62** working days

**1 previous file** processed in 2015

- An important information on the need to send a Notice of claim to the City, within a short time frame, would not have been communicated to many citizens (Le Sud-Ouest); opened on September 12, 2014; closed on February 3, 2015; **resolved**

## CONDUCT OF AN EMPLOYEE / ELECTED OFFICIAL | 50 new complaints in 2015

### Entities

Ahuntsic-Cartierville (4)  
Anjou (1)  
L'Île-Bizard-Sainte-Geneviève (1)  
Le Plateau-Mont-Royal (1)  
Mercier-Hochelaga-Maisonneuve (1)  
Outremont (1)  
Pierrefonds-Roxboro (3)  
Verdun (2)  
Ville-Marie (1)  
Villeray-Saint-Michel-Parc-Extension (2)  
Cour municipale (4)  
Direction des opérations policières (18)  
Direction des transports (1)  
Section des agents de stationnement (1)  
OMHM (2)  
STM (4)  
Mayor's Office (2)  
Agglomeration Council (1)

### 2 thorough investigations; no Charter file

- A citizen complains about an employee's conduct in the course of an intervention: she wonders if the employee acted in an ethical manner (L'Île-Bizard-Sainte-Geneviève) – **denied after investigation**
- Complaint against the conduct of OMHM's employees – **denied after investigation**

### Results

1 withdrawn before investigation  
11 referred before investigation  
36 denied before investigation  
2 denied after investigation

### Average processing time

of 2015 files which were investigated and closed  
**12.5** working days

### 1 previous file processed in 2015

- A landlord claims that the Borough inspectors would have been biased towards the tenant (inspection file) (Pierrefonds-Roxboro); opened on April 24, 2014; closed on September 4, 2015; **resolved**

## COURT DECISION | 9 new complaints in 2015

### Entity

Non-municipal entity

### No thorough investigation; no Charter file

### Results

9 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## CULTURE | 4 new complaints in 2015

### Entities

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
All Boroughs and Culture (1)  
Culture (1)  
Société du parc  
Jean-Drapeau (1)

### 1 thorough investigation; no Charter file

- Complaint against the fact that City employees cannot enter into any artist contract with the City (All Boroughs and Culture) – **denied after investigation**

### Results

3 referred before investigation  
1 denied after investigation

### Average processing time

of 2015 files which were investigated and closed  
**6** working days

**No previous file** processed in 2015

## CYCLING PATH / BICYCLE | 2 new complaints in 2015

### Entities

Saint-Laurent (1)  
Direction des transports (1)

### No thorough investigation; no Charter file

### Results

2 referred before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## DECISION OF A BOROUGH COUNCIL | 8 new complaints in 2015

### Entities

LaSalle (1)  
Le Plateau-Mont-Royal (4)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Outremont (1)  
Verdun (1)

### 1 thorough investigation; no Charter file

- A housing cooperative disputes the Borough Council Resolution to foster the construction of small apartments to the detriment of larger families (Outremont) – **denied after investigation**

### Results

3 referred before investigation  
4 denied before investigation  
1 denied after investigation

### Average processing time

of 2015 files which were investigated and closed  
**6** working days

**No previous file** processed in 2015

## DECISION OF THE CITY COUNCIL | 4 new complaints in 2015

### Entity

City Council (4)

### No thorough investigation; no Charter file

### Results

4 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## DRIVEWAY ENTRANCE | 7 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges–  
Notre-Dame-de-Grâce (2)  
LaSalle (1)  
Montréal-Nord (2)  
Rivière-des-Prairies–  
Pointe-aux-Trembles (1)

### 1 thorough investigation; no Charter file

- A citizen disputes the Borough's decision to close down a driveway entrance (Montréal-Nord) – **withdrawn during investigation**

### Results

6 referred before investigation  
1 withdrawn during  
investigation

### Average processing time

of 2015 files which were investigated and closed  
**92** working days

**No previous file** processed in 2015

## ENVIRONMENT / SUSTAINABLE DEVELOPMENT | 15 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Villeray–Saint-Michel–  
Parc-Extension (1)  
Agglomeration Council (1)  
City Council (3)  
Executive Committee (9)

### 5 thorough investigations including 4 Charter files

- A citizen wants the City to modify its water alert zones alongside Rivière des Prairies (Ahuntsic-Cartierville) – **pending**
- Own motion investigation of the OdM following the decision to go ahead with the waste water discharge in the river (Executive Committee) – Charter file – **ill-founded**
- Certain citizens also contested the waste water discharge in the river (3 files) (Executive Committee) – Charter files – **ill-founded**

### Results

3 referred before investigation  
7 denied before investigation  
4 ill-founded  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**8.5** working days

**No previous file** processed in 2015

**Entities**

Évaluation foncière (14)  
Finances (14)

**6 thorough investigations; no Charter file**

- The City refused to change the building's category following the addition of an apartment (Évaluation foncière) – **pending**
- Complaint against retroactive taxes following a modification to the Assessment Role (Évaluation foncière) – **pending**
- A citizen seeks the reimbursement of part of the fees he had to pay for the revision of the real estate value of his building (Évaluation foncière) – **ill-founded**
- A citizen wants the City to pay back some of the tax amounts he had paid in previous years in light of a recent decision which reduced the real estate value of his building (Évaluation foncière) – **denied after investigation**
- Complaint against the fact that the invoices relating to the transfer duties of 5 buildings were not sent at the same time; the citizen wants the interest and penalty fees to be cancelled (Finances) – **ill-founded**
- Complaint that a retroactive tax invoice has been sent to a citizen, instead of to the previous owner (the contractor) (Finances) – **ill-founded**

**Results**

1 withdrawn before investigation  
15 referred before investigation  
6 denied before investigation  
1 denied after investigation  
3 ill-founded  
2 pending

**Average processing time**

of 2015 files which were investigated and closed  
**18.75** working days

**2 previous files** processed in 2015

- A citizen disputes the interest fees added to an invoice that had been sent to the previous owner (Finances); opened on August 19, 2014; closed on February 11, 2015; **ill-founded**
- A citizen wants the amount of his transfer duties to be adjusted, because of his building's later devaluation (Finances); opened on October 30, 2014; closed on February 12, 2015; **denied after investigation**

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## FENCE / HEDGE | 4 new complaints in 2015

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### Entities

Ahuntsic-Cartierville (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Saint-Laurent (1)

### 1 thorough investigation; no Charter file

- A citizen complains about his neighbour's fence (Ahuntsic-Cartierville) – **ill-founded**

### Results

3 referred before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**32** working days

**No previous file** processed in 2015

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## FINANCIAL COMPENSATION (AQUEDUCT / SEWER) | 13 new complaints in 2015

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### Entity

Direction des affaires civiles (13)

### 1 thorough investigation; no Charter file

- Some works would have cost more than expected, due to the City contractor (reimbursement claim) (Direction des affaires civiles) – **pending**

### Results

9 referred before investigation  
3 denied before investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigation still pending**

**No previous file** processed in 2015

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## FINANCIAL COMPENSATION (CLIMATE RELATED EVENT) | 4 new complaints in 2015

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### Entity

Direction des affaires civiles (4)

### No thorough investigation; no Charter file

### Results

3 referred before investigation  
1 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## FINANCIAL COMPENSATION (FALL ON SIDEWALK) | 16 new complaints in 2015

### Entity

Direction des affaires civiles (16)

### 1 thorough investigation; no Charter file

- A citizen disputes the Bureau des réclamations' decision to refuse his claim – **ill-founded**

### Results

10 referred before investigation  
5 denied before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**11** working days

**No previous file** processed in 2015

## FINANCIAL COMPENSATION (MUNICIPAL WORKS) | 7 new complaints in 2015

### Entities

Ahuntsic-Cartierville and  
Direction des affaires civiles (1)  
Direction des affaires civiles (6)

### No thorough investigation; no Charter file

### Results

4 referred before investigation  
3 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## FINANCIAL COMPENSATION (OTHER) | 37 new complaints in 2015

### Entities

Direction des affaires civiles (32)  
SHDM (1)  
STM (3)  
Non-municipal entity (1)

### 1 thorough investigation; no Charter file

- A citizen disputes the Bureau des réclamations' decision to refuse his claim – **denied after investigation**

### Results

24 referred before investigation  
12 denied before investigation  
1 denied after investigation

### Average processing time

of 2015 files which were investigated and closed  
**1** working day

**No previous file** processed in 2015

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**FINANCIAL COMPENSATION (POTHOLE) | 2 new complaints** in 2015

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**Entity**

Direction des affaires civiles (2)

**No thorough investigation; no Charter file**

**Results**

2 referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

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**FINANCIAL COMPENSATION (ROAD INCIDENT) | 6 new complaints** in 2015

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**Entity**

Direction des affaires civiles (6)

**No thorough investigation; no Charter file**

**Results**

6 referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015

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**FINANCIAL COMPENSATION (STORAGE OF FURNITURE) | 1 new complaint** in 2015

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**Entity**

Direction des affaires civiles

**No thorough investigation; no Charter file**

**Result**

Referred before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

**No previous file** processed in 2015



## FINANCIAL COMPENSATION (TREE) | 9 new complaints in 2015

### Entity

Direction des affaires civiles (9)

### 1 thorough investigation; no Charter file

- A citizen disputes the Bureau des réclamations' decision to refuse her claim – **denied after investigation**

### Results

5 referred before investigation  
3 denied before investigation  
1 denied after investigation

### Average processing time

of 2015 files which were investigated and closed  
**4** working days

**No previous file** processed in 2015

## FIRE SAFETY | 5 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Sécurité incendie (3)  
SHDM (1)

### No thorough investigation; no Charter file

### Results

5 referred before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**1 previous file** processed in 2015

- Complaint of irregularities and inadequate maintenance of a dry hydrant (L'Île-Bizard-Sainte-Genève); opened on November 18, 2014; **pending**

## GARBAGE / RECYCLING / COMPOSTING | 20 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Le Plateau-Mont-Royal (10)  
Le Sud-Ouest (2)  
Mercier-Hochelaga-  
Maisonnette (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Rosemont-La Petite-Patrie (3)

### 3 thorough investigations; no Charter file

- Allegation that garbage bins would block the sidewalk, following waste collections (Le Plateau-Mont-Royal) – **ill-founded**
- Complaint of poor management of garbage in a nearby building and of bad odours resulting thereof (Le Plateau-Mont-Royal) – **pending**
- The Borough would not provide garbage collection service in a given sector (Rosemont-La Petite-Patrie) – **pending**

### Results

14 referred before investigation  
3 denied before investigation  
1 ill-founded  
2 pending

### Average processing time

of 2015 files which were investigated and closed  
**48** working days

**No previous file** processed in 2015

## HANDICAPPED PERSON | 17 new complaints in 2015

### Entities

Anjou (1)  
Côte-des-Neiges–  
Notre-Dame-de-Grâce (2)  
Le Plateau-Mont-Royal (1)  
Rosemont–La Petite-Patrie (1)  
Saint-Léonard (5)  
Ville-Marie (3)  
All Boroughs (1)  
OMHM (3)

### 2 thorough investigations including 1 Charter file

- The Borough removed a parking space reserved for the handicapped persons (Saint-Léonard) – **referred during investigation**
- A citizen wants an apartment with one more bedroom because of his medical situation (OMHM) – Charter file – **ill-founded**

### Results

1 withdrawn before investigation  
13 referred before investigation  
1 denied before investigation  
1 referred during investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**22.5** working days

### 1 previous file processed in 2015

- The OdM pursues her interventions to improve Quartier des spectacles' universal access (Culture) – Charter file; opened on November 4, 2010; **pending**

## HUMAN RIGHTS | 3 new complaints in 2015

### Entities

All Boroughs (1)  
Direction des opérations  
policières (1)  
Évaluation foncière (1)

### No thorough investigation; no Charter file

### Results

3 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## LABOUR RELATIONS | 42 new complaints in 2015

### Entities

Direction des opérations  
policières (1)  
Ressources humaines (40)  
Agglomération Council (1)

### No thorough investigation; no Charter file

### Results

42 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## LIBRARY | 12 new complaints in 2015

### Entities

Ahuntsic-Cartierville (2)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Lachine (2)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Ville-Marie (2)  
Villeray-Saint-Michel-  
Parc-Extension (3)

### 2 thorough investigations; no Charter file

- A citizen disputes his expulsion from the library network (Villeray-Saint-Michel-Parc-Extension) – **ill-founded**
- Complaint of noise in a library (Lachine) – **lack of collaboration from the citizen**

### Results

1 withdrawn before investigation  
9 referred before investigation  
1 lack of collaboration  
from the citizen  
1 ill-founded

### Average processing time

of 2015 files which were  
investigated and closed  
**34** working days

### 1 previous file processed in 2015

- A citizen wants the Borough to publish two historical documents which he wrote (Saint-Laurent) – Charter file; opened on October 24, 2014; closed on July 29, 2015; **ill-founded**

## MISCELLANEOUS | 33 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Le Plateau-Mont-Royal (1)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Outremont (1)  
Verdun (1)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
All Boroughs (1)  
Cour municipale (1)  
Direction des opérations  
policières (14)  
Finances (1)  
Greffes (1)  
Technologies de l'information (1)  
Bureau du taxi (1)  
SHDM (1)  
Société du parc Jean-Drapeau (1)  
STM (1)  
City Council (1)  
Non-municipal entity (1)

### 1 thorough investigation; 1 Charter file

- A citizen disagrees with the refitting works on Beurling Street (Verdun) – Charter file – **pending**

### Results

13 referred before investigation  
19 denied before investigation  
1 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**Investigation still pending**

### 2 previous files processed in 2015

- A citizen bought from the City a land which is restricted by several encroachments, making it impossible to build on (Commission des services électriques); opened on August 5, 2013; closed on January 30, 2015; **resolved**
- A citizen wants to acquire a portion of land owned by the City, on which he has a right of way (Ville-Marie and Gestion et planification immobilière); opened on November 18, 2014; closed on July 22, 2015; **ill-founded**

## MUNICIPAL COURT (FUNCTIONING) | 123 new complaints in 2015

### Entity

Cour municipale (123)

### 4 thorough investigations; no Charter file

- A citizen disputes a Writ of seizure – **denied after investigation**
- The Municipal Court requires that a City Department which had issued a Statement of offence by mistake, forwards an official request for its withdrawal – **resolved**
- A citizen claims that his agreement for compensatory works has been unfairly cancelled – **ill-founded**
- A citizen disputes the fees added to the initial fine – **denied after investigation**

### Results

4 withdrawn before investigation  
74 referred before investigation  
41 denied before investigation  
2 denied after investigation  
1 ill-founded  
1 resolved

### Average processing time

of 2015 files which were investigated and closed  
**7.75** working days

### 1 previous file processed in 2015

- The OdM pursues her investigation on the situation where Cour municipale had referred numerous files to trial without first conducting its usual administrative review; opened on December 10, 2012; **pending**

## MUNICIPAL COURT JUDGMENT | 31 new complaints in 2015

### Entity

Cour municipale (31)

### No thorough investigation; no Charter file

### Results

31 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

### No previous file processed in 2015

**Entities**

Côte-des-Neiges-  
Notre-Dame-de-Grâce (3)  
Le Plateau-Mont-Royal (3)  
Le Sud-Ouest (4)  
Mercier-Hochelaga-  
Maisonneuve (2)  
Outremont (1)  
Rosemont-La Petite-Patrie (7)  
Verdun (2)  
Ville-Marie (5)  
Villeray-Saint-Michel-  
Parc-Extension (2)  
Direction des opérations  
policières (2)  
OMHM (1)

**3 thorough investigations; 3 Charter files**

- Complaint of excessive noises coming from a local factory (Rosemont-La Petite-Patrie) – Charter file – **pending**
- Complaint of excessive noises caused by nearby heat pumps (Rosemont-La Petite-Patrie) – Charter file – **pending**
- The OdM investigates excessive noises generated by a nearby factory (Le Sud-Ouest) – Charter file – **pending**

**Results**

1 withdrawn before investigation  
28 referred before investigation  
3 pending

**Average processing time**

of 2015 files which were investigated and closed

**Investigations still pending**

**3 previous files** processed in 2015

- A citizen complains of excessive noises coming from a heat pump (Ahuntsic-Cartierville) – Charter file; opened on June 2, 2014; closed on October 27, 2015; **ill-founded**
- Complaint of excessive noises caused by a compressor (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on September 3, 2014; closed on July 17, 2015; **ill-founded**
- Complaint of excessive noises caused by a heat pump (Outremont) – Charter file; opened on March 27, 2014; **pending**

**Entities**

- Ahuntsic-Cartierville (1)
- LaSalle (1)
- Le Plateau-Mont-Royal (7)
- Mercier-Hochelaga-Maisonneuve (2)
- Saint-Léonard (2)
- Verdun (1)
- Ville-Marie (3)
- Villeray-Saint-Michel-Parc-Extension (2)
- Culture (1)
- Direction des opérations policières (6)
- STM (1)

**4 thorough investigations including 2 Charter files**

- Complaint of nuisances (noises and odours) caused by a venting hood and other ventilation equipment installed on the roof of a condominium building. The citizen questions the legality of the installation (Mercier-Hochelaga-Maisonneuve) – Charter file – **pending**
- Complaints of nuisances generated by a nearby bar (Le Plateau-Mont-Royal) – **pending**
- A school yard remains open all night long, making way for people to hang out and disturb the nearby residents (Direction des opérations policières) – Charter file – **resolved**
- Complaint of nuisances caused by recurrent filming sessions, on a street (Culture) – **ill-founded**

**Results**

- 22 referred before investigation
- 1 denied before investigation
- 1 ill-founded
- 1 resolved
- 2 pending

**Average processing time**

of 2015 files which were investigated and closed  
**81.5** working days

**5 previous files** processed in 2015

- A citizen complains against noises and other nuisances caused by social activities held in a nearby religious establishment (Ahuntsic-Cartierville) – Charter file; opened on January 30, 2012; closed on February 11, 2015; **resolved**
- Complaint of various nuisances generated by several nearby businesses including a bar (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on September 4, 2014; closed on July 20, 2015; **resolved**
- Complaints of nuisances caused by a nearby tree nursery business (Saint-Laurent) – Charter file; opened on July 29, 2013; **pending**
- Complaint of nuisances coming from a place of worship which is possibly illegal (Montréal-Nord); opened on September 27, 2014; **pending**
- A citizen complains about foul odours (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; **pending**

## PARK AND GREEN SPACE | 4 new complaints in 2015

### Entities

Mercier-Hochelaga-Maisonneuve (1)  
Ville-Marie (1)  
Villeray-Saint-Michel-Parc-Extension (1)  
Le Sud-Ouest and Grands parcs, verdissement et Mont-Royal (1)

### 1 thorough investigation; 1 Charter file

- The OdM follows up on the City's commitment to limit mechanical interventions in the Angrignon park forest (Le Sud-Ouest and Grands parcs, verdissement et Mont-Royal) – Charter file – **commitments respected**

### Results

3 referred before investigation  
1 follow-up on commitments (respected)

### Average processing time

of 2015 files which were investigated and closed  
**12** working days

**No previous file** processed in 2015

## PARKING / SRRR / STICKER | 57 new complaints in 2015

### Entities

Ahuntsic-Cartierville (2)  
Anjou (1)  
Côte-des-Neiges-Notre-Dame-de-Grâce (4)  
LaSalle (1)  
Le Plateau-Mont-Royal (15)  
Le Sud-Ouest (3)  
Mercier-Hochelaga-Maisonneuve (4)  
Montréal-Nord (1)  
Rosemont-La Petite-Patrie (2)  
Verdun (2)  
Ville-Marie (7)  
Villeray-Saint-Michel-Parc-Extension (2)  
All Boroughs (1)  
Outremont and Côte-des-Neiges-Notre-Dame-de-Grâce (1)  
Direction des opérations policières (1)  
Section des agents de stationnement (4)  
OMHM (1)  
Stationnement de Montréal (5)

### 4 thorough investigations; no Charter file

- Citizens complain against parking restrictions in front of their houses (Côte-des-Neiges-Notre-Dame-de-Grâce) – **resolved**
- Request for a SRRR parking zone in a given sector (Verdun) – **pending**
- A building owner complains of the lack of street parking spaces, nearby (Ville-Marie) – **ill-founded**
- A citizen keeps receiving parking tickets even though he has a valid SRRR sticker (Section des agents de stationnement) – **resolved**

### Results

2 withdrawn before investigation  
43 referred before investigation  
8 denied before investigation  
1 ill-founded  
2 resolved  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**53.33** working days

### 3 previous files

- processed in 2015
- Parking signs are misleading (Ville-Marie); opened on March 20, 2012; closed on April 14, 2015; **resolved**
  - A citizen is asking for a docking area (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on July 28, 2014; closed on November 3, 2015; **lack of collaboration from the citizen**
  - The OdM follows up on a file with a view to reduce the mandatory free space required on each sides of fire hydrants (actually 5 meters) (Direction des transports); opened on November 9, 2011; **pending**

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**PARKING VIOLATION | 57 new complaints** in 2015

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**Entities**

Direction des opérations policières (14)  
Section des agents de stationnement (43)

**1 thorough investigation; no Charter file**

- A citizen disputes the rightfulness of a parking ticket (Section des agents de stationnement) – **denied after investigation**

**Results**

1 withdrawn before investigation  
3 referred before investigation  
52 denied before investigation  
1 denied after investigation

**Average processing time**

of 2015 files which were investigated and closed  
**5** working days

**No previous file** processed in 2015



### Entities

Ahuntsic-Cartierville (1)  
 Anjou (2)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (4)  
 Lachine (1)  
 Le Plateau-Mont-Royal (4)  
 Le Sud-Ouest (5)  
 Mercier-Hochelaga-  
 Maisonneuve (1)  
 Montréal-Nord (2)  
 Outremont (3)  
 Pierrefonds-Roxboro (2)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (4)  
 Rosemont-La Petite-Patrie (17)  
 Saint-Laurent (1)  
 Verdun (4)  
 Ville-Marie (3)  
 All Boroughs (1)

### 6 thorough investigations; no Charter file

- The Borough is charging park fees to citizens for the transformation of a building into condo units: the citizens had submitted their application before the new Bylaw came into force (Côte-des-Neiges-Notre-Dame-de-Grâce) – **resolved**
- Complaint of long delays for processing a permit file (Outremont) – **pending**
- A citizen experiences problems to obtain a demolition permit (Rosemont-La Petite-Patrie) – **resolved**
- A citizen experiences problems to obtain a permit to enlarge a house (Rosemont-La Petite-Patrie) – **resolved**
- A citizen disputes a requirement of the Urban Planning Committee (Comité consultatif d’urbanisme) (Rosemont-La Petite-Patrie) – **denied after investigation**
- A citizen experiences some problems in the management of her request for a construction permit (Rosemont-La Petite-Patrie) – **pending**

### Results

1 withdrawn before investigation  
 46 referred before investigation  
 2 denied before investigation  
 1 denied after investigation  
 3 resolved  
 2 pending

### Average processing time

of 2015 files which were investigated and closed  
**57.75** working days

### 6 previous files processed in 2015

- Complaint against the Borough’s requirements for a renovation project (Le Plateau-Mont-Royal); opened on June 9, 2014; closed on July 10, 2015; **ill-founded**
- An artist disputes the course of the audition that was held with regard to his request to obtain a public entertainer permit (Ville-Marie); opened on August 8, 2014; closed on April 15, 2015; **resolved**
- A citizen disagrees with the Borough’s requirements for the replacement of his windows (Côte-des-Neiges-Notre-Dame-de-Grâce); opened on September 3, 2014; closed on July 17, 2015; **ill-founded**
- Complaint that the Borough refused to grant a permit (Côte-des-Neiges-Notre-Dame-de-Grâce); opened on September 4, 2014; closed on July 20, 2015; **refusal of settlement by the citizen**
- A citizen disagrees with the Borough’s decision not to grant him a permit to build a solarium (Le Plateau-Mont-Royal); opened on October 6, 2014; closed on September 22, 2015; **ill-founded**
- A citizen disagrees with a Notice of non-compliance with regard to his doors (Le Plateau-Mont-Royal); opened on November 6, 2014; **pending**

## POUND (OTHER) | 4 new complaints in 2015

### Entity

Mandatory pounds (4)

### 1 thorough investigation; no Charter file

- A citizen's vehicle would have been destroyed after being stored in a mandatory pound – **ill-founded**

### Results

3 referred before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**96** working days

**No previous file** processed in 2015

## POUND (STORAGE OF FURNITURE) | 13 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Lachine (2)  
LaSalle (1)  
Mercier-  
Hochelaga-Maisonneuve (4)  
Rosemont-La Petite-Patrie (1)  
Verdun (1)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (2)

### 6 thorough investigations; no Charter file

- A citizen requests for our immediate intervention to avoid the destruction of his furniture and personal belongings which have been stored by the Borough, following his eviction (Ahuntsic-Cartierville) – **pending**
- Request for an extension of the storage period of the citizen's personal belongings (Lachine) – **ill-founded**
- A citizen wants an extension of the storage of her furniture, following her eviction from an apartment (Mercier-Hochelaga-Maisonneuve) – **lack of collaboration from the citizen**
- Complaint that the citizen's belongings which had been stored by the Borough, following his eviction, were destroyed (Verdun) – **denied after investigation**
- Two citizens request an extension of the storage period of their furniture, which were stored by the Borough, following their respective evictions (2 files)(Villeray-Saint-Michel-Parc-Extension) – **2 resolved**

### Results

1 withdrawn before investigation  
5 referred before investigation  
1 denied before investigation  
1 denied after investigation  
1 lack of collaboration from the citizen  
1 ill-founded  
2 resolved  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**8.8** working days

**No previous file** processed in 2015

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## PRIVATE DISPUTE | 145 new complaints in 2015

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### Entity

Non-municipal entity

**No thorough investigation; no Charter file**

### Results

145 denied before investigation

### Average processing time

of 2015 files which were investigated and closed

**No investigation**

**No previous file** processed in 2015

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## PUBLIC HEALTH AND MAINTENANCE (BED BUGS) | 10 new complaints in 2015

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### Entities

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Le Plateau-Mont-Royal (3)  
Ville-Marie (2)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
OMHM (3)

**1 thorough investigation; no Charter file**

- Complaint that the Borough does not manage a bed bug problem in an apartment (Ville-Marie) – **ill-founded**

### Results

1 withdrawn before investigation  
8 referred before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**123** working days

**No previous file** processed in 2015

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## PUBLIC HEALTH AND MAINTENANCE (COCKROACHES) | 4 new complaints in 2015

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### Entities

Montréal-Nord (2)  
Saint-Laurent (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)

### 1 thorough investigation; 1 Charter file

- A citizen complains of the presence of insects in his apartment (Montréal-Nord) – Charter file – **pending**

### Results

3 referred before investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigation still pending**

**No previous file** processed in 2015

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## PUBLIC HEALTH AND MAINTENANCE (MOLD) | 20 new complaints in 2015

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### Entities

Ahuntsic-Cartierville (1)  
Le Sud-Ouest (1)  
Mercier-Hochelaga-  
Maisonneuve (3)  
Montréal-Nord (3)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (2)  
Rosemont-La Petite-Patrie (2)  
Saint-Laurent (1)  
Verdun (2)  
Ville-Marie (2)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
OMHM (2)

### 2 thorough investigations; 2 Charter files

- A citizen complains of the presence of mold in his apartment (Montréal-Nord) – Charter file – **pending**
- Complaint of unsanitary conditions in an apartment (Ville-Marie) – Charter file – **withdrawn during investigation**

### Results

1 withdrawn before investigation  
17 referred before investigation  
1 withdrawn during investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**46** working days

**No previous file** processed in 2015

**PUBLIC HEALTH AND MAINTENANCE (OTHER) | 21 new complaints** in 2015

**Entities**

Côte-des-Neiges-  
Notre-Dame-de-Grâce (4)  
Lachine (1)  
Mercier-Hochelaga-  
Maisonneuve (3)  
Montréal-Nord (2)  
Verdun (2)  
Ville-Marie (3)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
Direction de l'habitation (2)  
Environnement (1)  
OMHM (2)

**4 thorough investigations including 2 Charter files**

- A citizen complains because the Borough is not following up on his inspection requests in order to force his landlord to proceed with repairs (Côte-des-Neiges-Notre-Dame-de-Grâce) – **denied after investigation**
- Complaint of non-compliances in an apartment (Verdun) – Charter file – **denied after investigation**
- The OdM has concerns with regard to the solidity / safety and the sanitary conditions of a building (Ville-Marie) – **resolved**
- The OdM follows up on the management by the City of insalubrity problems at Domaine Renaissance (Direction de l'habitation) – Charter file – **pending**

**Results**

1 withdrawn before investigation  
15 referred before investigation  
1 denied before investigation  
2 denied after investigation  
1 resolved  
1 pending

**Average processing time**

of 2015 files which were investigated and closed  
**49** working days

**No previous file** processed in 2015

**PUBLIC HEALTH AND MAINTENANCE (RATS AND MICE) | 2 new complaints** in 2015

**Entities**

Ahuntsic-Cartierville (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)

**No thorough investigation; no Charter file**

**Results**

2 referred before investigation

**Average processing time**

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## PUBLIC ORGANIZATION | 167 new complaints in 2015

### Entity

Non-municipal entity (167)

### No thorough investigation; no Charter file

#### Results

1 withdrawn before investigation  
166 denied before investigation

#### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## PUBLIC PARTICIPATION | 4 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Le Plateau-Mont-Royal (1)  
Le Sud-Ouest (1)  
Ville-Marie (1)

### 3 thorough investigations; 3 Charter files

- A group of citizens denounces the fact that the Borough's proposed Urban Planning Project "Plan particulier d'urbanisme (PPU)" differs from what would have been discussed over the last few years, during a public consultation process (Ahuntsic-Cartierville) – Charter file – **pending**
- The Borough has expelled the complainant from its social media network (Le Plateau-Mont-Royal) – Charter file – **pending**
- A citizen is dissatisfied with the existing procedures to oppose a demolition / reconstruction project (Le Sud-Ouest) – Charter file – **pending**

#### Results

1 denied before investigation  
3 pending

#### Average processing time

of 2015 files which were investigated and closed  
**Investigations still pending**

### 2 previous files processed in 2015

- The OdM investigated the new access restrictions and security measures, during City Council assemblies – Charter file; opened on November 10, 2014; closed on December 18, 2015; **ill-founded**
- Complaint that the Borough did not hold a public consultation before deciding to implement a dog exercise area (Le Plateau-Mont-Royal) – Charter file; opened on December 2, 2014; **pending**

### Entities

Ahuntsic-Cartierville (4)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (3)  
 Lachine (1)  
 LaSalle (1)  
 Le Plateau-Mont-Royal (2)  
 Le Sud-Ouest (2)  
 Mercier-Hochelaga-  
 Maisonneuve (2)  
 Montréal-Nord (1)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (1)  
 Rosemont-La Petite-Patrie (5)  
 Saint-Léonard (2)  
 Verdun (1)  
 Ville-Marie (4)  
 Villieray-Saint-Michel-  
 Parc-Extension (3)  
 Pierrefonds-Roxboro and  
 Direction des affaires civiles (1)  
 Concertation des  
 arrondissements (1)  
 Cour municipale (3)  
 Direction des infrastructures (3)  
 Direction des opérations  
 policières (3)  
 Environnement (1)  
 Évaluation foncière (1)  
 Finances (2)  
 Section des agents de  
 stationnement (2)  
 Sécurité incendie (1)  
 OMHM (2)  
 STM (1)

### 5 thorough investigations including 4 Charter files

- Complaint on the quality of services and about the long delays in the handling of a permit file (Rosemont-La Petite-Patrie) – Charter file – **pending**
- The Borough would have omitted to reveal that a land was contaminated (Ville-Marie) – **pending**
- An employee would have denied the citizen the right to read a report before she signed it (Direction des affaires civiles) – Charter file – **pending**
- A citizen complains of inappropriate management of an aqueduct / sewer problem (Direction des infrastructures) – Charter file – **pending**
- A citizen claims that the OMHM has ignored his special request for more than a year – Charter file – **ill-founded**

### Results

1 withdrawn before investigation  
 48 referred before investigation  
 2 denied before investigation  
 1 ill-founded  
 4 pending

### Average processing time

of 2015 files which were investigated and closed  
**31** working days

### 5 previous files processed in 2015

- Complaint of too long delays for repairing a broken aqueduct (Le Sud-Ouest) – Charter file; opened on September 12, 2014; closed on December 17, 2015; **ill-founded**
- Complaint that paving works are still not done (long delays) (Rivière-des-Prairies-Pointe-aux-Trembles); opened on November 26, 2014; closed on June 11, 2015; **referred during investigation**
- Improvements to the Borough's procedures relating to the cutting-down of trees (Le Sud-Ouest) – Charter file; opened on June 4, 2014; **pending**
- The processing delay of a subsidy application would have caused a reduction of the amount granted (Direction de l'habitation) – Charter file; opened on October 15, 2014; **pending**
- The owner of a newly constructed house complains because the Borough does not intervene towards the real estate promoter who is not respecting the Bylaws (cleanliness and storage on a nearby lot) and who is delaying to construct and install the infrastructures (pavement, sidewalks, street lights) (Saint-Léonard) – Charter file; opened on October 27, 2014; **pending**

**Entities**

Ahuntsic-Cartierville (8)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (3)  
 Lachine (1)  
 LaSalle (3)  
 Le Plateau-Mont-Royal (8)  
 Le Sud-Ouest (2)  
 Mercier-Hochelaga-  
 Maisonneuve (3)  
 Outremont (1)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (2)  
 Rosemont-La Petite-Patrie (1)  
 Saint-Laurent (3)  
 Saint-Léonard (3)  
 Verdun (2)  
 Ville-Marie (5)  
 Villeray-Saint-Michel-Parc-  
 Extension (1)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce and  
 Direction des transports (1)  
 Direction des infrastructures (1)  
 Direction des transports (1)  
 Commission des services  
 électriques (1)

**9 thorough investigations including 2 Charter files**

- Complaint that street lights have not been working properly for several months – safety issue (Outremont) – Charter file – **resolved**
- A pedestrian walkway on Provost Street would be dangerous. A coroner would have mentioned the City’s inaction to implement corrective measures (Direction des transports) – Charter file – **pending**
- Complaint of noise and nuisances caused by heavyweight truck traffic on Frontenac Street (Ville-Marie) – **pending**
- The Commission des services électriques de Montréal (CSEM) would take too long to build the driveway entrances needed to access the parking area – **referred during investigation**
- Complaint that the road marking nearby a school would not be adequate (Le Plateau-Mont-Royal) – **ill-founded**
- Complaint of inadequate by-passing road signs around certain construction sites (Le Plateau-Mont-Royal) – **ill-founded**
- A citizen complains of water accumulation in front of her house (Saint-Laurent) – **ill-founded**
- A citizen is dissatisfied with the asphalt works executed by the Borough (Saint-Léonard) – **denied after investigation**
- Complaints of poor condition of the pavement on Côte-Saint-Antoine Road (Côte-des-Neiges-Notre-Dame-de-Grâce and Direction des transports) – **pending**

**Results**

40 referred before investigation  
 1 denied before investigation  
 1 referred during investigation  
 1 denied after investigation  
 3 ill-founded  
 1 resolved  
 3 pending

**Average processing time**

of 2015 files which were investigated and closed  
**52.67** working days

**6 previous files** processed in 2015

- Citizens complain of recurrent flooding in their respective basements (Ahuntsic-Cartierville); opened on October 19, 2012; closed on March 7, 2015; **resolved**
- The Borough would have damaged part of the citizen’s driveway (Verdun); opened on July 18, 2014; closed on July 24, 2015; **resolved**
- A citizen complains that sidewalk repairs were not properly executed (Côte-des-Neiges-Notre-Dame-de-Grâce); opened on November 10, 2014; closed on February 10, 2015; **resolved**
- A citizen complains about the fact that necessary paving works are still not done (Rivière-des-Prairies-Pointe-aux-Trembles); opened on November 26, 2014; closed on June 11, 2015; **referred during investigation**
- Request that a street be reconstructed (L’Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Complaint of inadequate maintenance and snow removal services (L’Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**



**Entities**

Le Plateau-Mont-Royal (2)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
Direction des opérations  
policières (2)

**1 thorough investigation; 1 Charter file**

- A citizen fears for his safety and worries that damages may be caused to his building because of the presence of a huge excavation hole next door, for several years (Mercier-Hochelaga-Maisonneuve) – Charter file – **pending**

**Results**

6 referred before investigation  
1 pending

**Average processing time**

of 2015 files which were  
investigated and closed  
**Investigation still pending**

**3 previous files** processed in 2015

- Complaint of insufficient street lighting in a given area (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Complaint of inadequate road signs in a given sector (L'Île-Bizard-Sainte-Geneviève); opened on November 18, 2014; closed on May 20, 2015; **denied after investigation**
- Claim that a street crossing would be dangerous (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on November 10, 2014; **pending**

## SOCIAL HOUSING / HLM / HOUSING SUBSIDY | 40 new complaints in 2015

### Entities

Corporation des Habitations  
Jeanne-Mance (1)  
OMHM (34)  
SHDM (4)  
Non-municipal entity (1)

### 10 thorough investigations; no Charter file

- Two citizens complained of problems with other tenants (2 files) (OMHM) – **1 withdrawn during investigation, 1 referred during investigation**
- A citizen asks that his application for low rent housing be prioritised (OMHM) – **ill-founded**
- The OMHM would have unfairly struck off the citizen's application during many years – **ill-founded**
- A tenant complains of various irregularities in an OMHM building – **resolved**
- Complaint of long waiting delays to obtain an apartment (OMHM) – **ill-founded**
- A citizen disputes the penalties given to him for refusing several apartment propositions (OMHM) – **denied after investigation**
- Three citizens want to change apartment (3 files) (OMHM) – **1 referred during investigation, 1 resolved, 1 ill-founded**

### Results

1 withdrawn before investigation  
24 referred before investigation  
5 denied before investigation  
1 withdrawn during investigation  
2 referred during investigation  
1 denied after investigation  
4 ill-founded  
2 resolved

### Average processing time

of 2015 files which were investigated and closed  
**65.5** working days

### 2 previous files processed in 2015

- A penalty given to a tenant is cancelled following the Odm's intervention (OMHM); opened on December 17, 2013; closed on October 20, 2015; **resolved**
- A tenant wants a parking space (OMHM); opened on December 3, 2014; closed on September 10, 2015; **resolved**

## SNOW REMOVAL | 14 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Le Plateau-Mont-Royal (3)  
Mercier-Hochelaga-  
Maisonnette (1)  
Pierrefonds-Roxboro (1)  
Rosemont-La Petite-Patrie (2)  
Saint-Léonard (1)  
Verdun (1)  
Ville-Marie (2)

### 1 thorough investigation; no Charter file

- Complaint of poor maintenance and snow removal services (Pierrefonds-Roxboro) – **pending**

### Results

1 withdrawn before investigation  
11 referred before investigation  
1 denied before investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigation still pending**

**No previous file** processed in 2015

## SPORT AND LEISURE | 14 new complaints in 2015

### Entities

Ahuntsic-Cartierville (2)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Lachine (1)  
Le Plateau-Mont-Royal (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Saint-Laurent (2)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
Diversité sociale et sports (1)

### 2 thorough investigations; no Charter file

- A citizen disputes her expulsion from a community garden (Ahuntsic-Cartierville) – **pending**
- Former General Manager of a non-profit organization claims that he was let go because the Borough requested it (Le Plateau-Mont-Royal) – **denied after investigation**

### Results

1 withdrawn before investigation  
10 referred before investigation  
1 denied before investigation  
1 denied after investigation  
1 pending

### Average processing time

of 2015 files which were investigated and closed  
**8** working days

### 1 previous file processed in 2015

- A citizen disputes his expulsion from a community garden (Ahuntsic-Cartierville); opened on August 11, 2014; **pending**

## SUBSIDY OTHER THAN HOUSING | 13 new complaints in 2015

### Entities

Direction de l'habitation (12)  
Direction de l'habitation and  
City Council (1)

### 1 thorough investigation; no Charter file

- Complaint of long delays to process the citizen's application for a subsidy and the reduction of the amount that would have resulted thereof (Direction de l'habitation) – **ill-founded**

### Results

10 referred before investigation  
2 denied before investigation  
1 ill-founded

### Average processing time

of 2015 files which were investigated and closed  
**67** working days

### No previous file processed in 2015

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## TAX (EXCEPT REAL ESTATE) | 11 new complaints in 2015

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### Entities

Finances (10)  
Agglomeration Council (1)

### No thorough investigation; no Charter file

### Results

8 referred before investigation  
3 denied before investigation

**Average processing time**  
of 2015 files which were  
investigated and closed  
**No investigation**

### 5 previous files processed in 2015

- A citizen is seeking full reimbursement of the local improvement taxes which were erroneously billed to him for many years (Finances); opened on September 18, 2014; closed on December 8, 2015; **resolved**
- A citizen complains of being overcharged for his water consumption, claim that his water meter would be out of order (Finances and Eau); opened on July 24, 2014; closed on May 15, 2015; **resolved**
- A business-owner finds unfair the fact that his water consumption is billed to him based on a water meter calculation, whereas the Borough does not require his competitors to have a water meter as well (Outremont and Finances); opened on July 30, 2014; **pending**
- A citizen disputes the new public domain occupancy fees charged by the Borough for his balcony which would encroach on the public domain since 100 years or so (Le Plateau-Mont-Royal); opened on September 30, 2014; **pending**
- A citizen disputes the park fees claimed by the Borough for the transformation of a building into condo units (Le Plateau-Mont-Royal); opened on November 13, 2014; **pending**

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## TAXI | 3 new complaints in 2015

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### Entity

Bureau du taxi (3)

### 1 thorough investigation; no Charter file

- A citizen disputes the Bureau du taxi's refusal to renew his taxi driver license – **ill-founded**

### Results

2 referred before investigation  
1 ill-founded

**Average processing time**  
of 2015 files which were  
investigated and closed  
**63** working days

**No previous file** processed in 2015

## TENANT / LANDLORD RELATIONS | 27 new complaints in 2015

### Entity

Non-municipal entity (27)

**No thorough investigation; no Charter file**

### Results

27 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## TENDER / CONTRACT | 7 new complaints in 2015

### Entities

Le Plateau-Mont-Royal (1)  
Rosemont-La Petite-Patrie (1)  
All Boroughs (1)  
Approvisionnement (1)  
Diversité sociale et sports (1)  
Gestion et planification  
immobilière (2)

**No thorough investigation; no Charter file**

### Results

2 referred before investigation  
5 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015

## TOWING | 7 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Outremont (1)  
Ville-Marie (1)  
Ahuntsic-Cartierville and  
Direction des opérations  
policières (1)  
Direction des opérations  
policières (2)

**2 thorough investigations; no Charter file**

- The OdM reopens a previous file concerning certain Bylaw violations related to the towing of vehicles parked illegally on private properties (Ahuntsic-Cartierville and Direction des opérations policières) – **resolved**
- Complaint following the towing of the citizen's car (Outremont) – **ill-founded**

### Results

5 referred before investigation  
1 ill-founded  
1 resolved

### Average processing time

of 2015 files which were investigated and closed  
**40.5** working days

**No previous file** processed in 2015

## TRAFFIC | 22 new complaints in 2015

### Entities

Ahuntsic-Cartierville (1)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (3)  
Le Plateau-Mont-Royal (8)  
Mercier-Hochelaga-  
Maisonneuve (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Ville-Marie (3)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce and  
Direction des transports (1)  
Direction des opérations  
policières (1)  
STM (1)

### 2 thorough investigations; 2 Charter files

- Follow-up on the Borough's commitment to find a way to reduce heavyweight truck traffic on Sherbrooke Street, East of Highway 25 (Mercier-Hochelaga-Maisonneuve) – Charter file – **commitments respected**
- A fatal accident has occurred at an intersection, near a residence for the elderly: the City would not have intervened in spite of a report notifying that this crossing was dangerous (Côte-des-Neiges-Notre-Dame-de-Grâce and Direction des transports) – Charter file – **pending**

### Results

19 referred before investigation  
1 denied before investigation  
1 follow-up on commitments  
(respected)  
1 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**7.5** working days

### 2 previous files processed in 2015

- Citizens complain of different nuisances caused by heavyweight truck traffic on Bourbonnière Avenue (Rosemont-La Petite-Patrie) – Charter file; opened on April 22, 2013; closed on August 6, 2015; **resolved**
- Complaint that road conditions and heavyweight truck traffic generate vibrations in the citizen's house (Le Plateau-Mont-Royal and Direction des transports) – Charter file; opened on October 22, 2014; **pending**

## TRANSPORTATION | 4 new complaints in 2015

### Entities

Grands parcs, verdissement et  
Mont-Royal (1)  
STM (3)

### No thorough investigation; no Charter file

### Results

1 referred before investigation  
3 denied before investigation

### Average processing time

of 2015 files which were  
investigated and closed  
**No investigation**

### No previous file processed in 2015

**Entities**

- Ahuntsic-Cartierville (9)
- Côte-des-Neiges-  
Notre-Dame-de-Grâce (11)
- LaSalle (1)
- Le Plateau-Mont-Royal (1)
- Le Sud-Ouest (2)
- Mercier-Hochelaga-  
Maisonneuve (8)
- Rivière-des-Prairies-  
Pointe-aux-Trembles (10)
- Saint-Laurent (2)
- Saint-Léonard (1)
- Verdun (3)
- Ville-Marie (3)
- Villeray-Saint-Michel-  
Parc-Extension (3)
- OMHM (1)

**10 thorough investigations including 7 Charter files**

- A citizen wants a tree to be pruned (Rivière-des-Prairies-Pointe-aux-Trembles) – **ill-founded**
- Complaint that the Borough will no longer maintain a tree in front of the citizen’s house (Rivière-des-Prairies-Pointe-aux-Trembles) – **pending**
- Claim that the Borough’s refusal to grant a permit for the use of a chemical pesticide against emerald ash borer was erroneous (Côte-des-Neiges-Notre-Dame-de-Grâce) – **ill-founded**
- A citizen wants the Borough to authorize the cutting-down of trees in the back of her house (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – **ill-founded**
- A citizen does not want the Borough to plant a tree in front of her house, in the City’s right of way (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – **ill-founded**
- Complaints of abusive cutting of trees, during the works around the Champlain Bridge Estacade (Verdun) – Charter file – **pending**
- The citizen claims that his house was damaged by tree roots and wants the tree to be cut down (Mercier-Hochelaga-Maisonneuve) – Charter file – **ill-founded**
- The City plans to plant a tree on the public domain, in front of the citizen’s house: the citizen disagrees (Ahuntsic-Cartierville) – Charter file – **ill-founded**
- A citizen disagrees with the Borough’s decision to cut down approximately 60 trees in a park being refitted. The Borough plans to construct a pavilion at that place (Ahuntsic-Cartierville) – Charter file – **pending**
- The Borough refuses to cut down a tree (Ville-Marie) – Charter file – **pending**

**Results**

- 44 referred before investigation
- 1 denied before investigation
- 6 ill-founded
- 4 pending

**Average processing time**

of 2015 files which were investigated and closed  
**95.17** working days

**3 previous files** processed in 2015

- A citizen whose hedge had been damaged then cut by the Borough, is still waiting for its replacement (Verdun); opened on July 18, 2014; closed on July 24, 2015; **resolved**
- Complaint that the neighbour’s hedges would be too high – alleged nuisances (Outremont); opened on August 21, 2014; closed on February 13, 2015; **ill-founded**
- A citizen disputes the Borough’s requirement that he plants a tree in his front yard (Rivière-des-Prairies-Pointe-aux-Trembles) – Charter file; opened on September 26, 2014; closed on April 15, 2015; **ill-founded**

## UNIVERSAL ACCESS | 5 new complaints in 2015

### Entities

Gestion et planification immobilière and City Council Chairman Office (1)  
Grands parcs, verdissement et Mont-Royal and City Council Chairman Office (1)  
Infrastructures, voirie et transports (1)  
STM (1)  
Executive Committee (1)

### 3 thorough investigations; 3 Charter files

- The OdM intervened to ensure that universal access of Place Vauquelin project is optimal, particularly with regard to the zigzag access ramp intersected by a staircase (Grands parcs, verdissement et Mont-Royal and City Council Chairman Office) – Charter file – **pending**
- Notwithstanding the signs announcing its universal access, the garage entrance to City Hall is not universally accessible (Gestion et planification immobilière and City Council Chairman Office) – Charter file – **pending**
- Citizens complain about the construction of a 70-centimeter wide sidewalk alongside Laurier Park (Executive Committee) – Charter file – **pending**

### Results

1 withdrawn before investigation  
1 denied before investigation  
3 pending

### Average processing time

of 2015 files which were investigated and closed  
**Investigations still pending**

### 2 previous files processed in 2015

- The OdM investigates universal access problems of certain terraces in Little-Italy (Rosemont–La Petite-Patrie) – Charter file; opened on September 19, 2013; closed on December 23, 2015; **resolved**
- The OdM investigates on the universal access of terraces located on the public domain (Ville-Marie) – Charter file; opened on June 7, 2013; **pending**

## VIOLATION OF LAW | 37 new complaints in 2015

### Entities

Direction des opérations policières (33)  
STM (4)

### No thorough investigation; no Charter file

### Results

3 referred before investigation  
34 denied before investigation

### Average processing time

of 2015 files which were investigated and closed  
**No investigation**

**No previous file** processed in 2015



## WITHDRAWAL (STATEMENT OF OFFENCE) | 16 new complaints in 2015

### Entities

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Le Plateau-Mont-Royal (4)  
Cour municipale (1)  
Direction des opérations  
policières (1)  
Section des agents de  
stationnement (9)

### 9 thorough investigations; no Charter file

- The Police Department would take a long time to forward to the Municipal Court, requests for the withdrawal of Statements of offence which had been clearly issued by mistake (Direction des opérations policières) – **resolved**
- Some citizens request the withdrawal of Statements of offence issued because their valid SRRR stickers had peeled off (8 files) (Section des agents de stationnement) – **8 pending**

### Results

6 referred before investigation  
1 denied before investigation  
1 resolved  
8 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**21** working days

**No previous file** processed in 2015

### Entities

Côte-des-Neiges–  
Notre-Dame-de-Grâce (1)  
Lachine (1)  
LaSalle (1)  
Le Sud-Ouest (1)  
Mercier–Hochelaga-  
Maisonneuve (2)  
Montréal-Nord (4)  
Outremont (1)  
Pierrefonds-Roxboro (5)  
Saint-Laurent (1)  
Verdun (1)  
Gestion et planification  
immobilière (1)  
City Council (1)

### 7 thorough investigations; no Charter file

- Complaint against the presence of a place of worship in a non-authorized area (Saint-Laurent) – **denied after investigation**
- A citizen disputes a home enlargement project (Le Sud-Ouest) – **ill-founded**
- Complaints because the Borough would have moved boundary poles (2 files) (Pierrefonds-Roxboro) – **1 ill-founded; 1 refusal of settlement by the citizen**
- The Borough refused to grant an exemption with regard to the height of a construction project (LaSalle) – **ill-founded**
- Request that the park fees that had been paid be reimbursed, in light of recent amendments to the Bylaw (Lachine) – **pending**
- A citizen claims acquired rights to maintain a non-compliant apartment (Montréal-Nord) – **ill-founded**

### Results

9 referred before investigation  
4 denied before investigation  
1 denied after investigation  
1 refusal of settlement  
by the citizen  
4 ill-founded  
1 pending

### Average processing time

of 2015 files which were  
investigated and closed  
**41.67** working days

### 4 previous files processed in 2015

- The OdM follows up on the Borough's commitments to ensure that a local business stops his non-compliant activities (Pierrefonds-Roxboro) – Charter file; opened on June 2, 2014; closed on December 23, 2015; **commitments respected**
- A citizen complains about a dispute concerning an easement (building next to a community garden) (Gestion et planification immobilière); opened on August 25, 2014; **pending**
- Complaint that the Borough refuses to grant a permit for the installation of windows on a house located alongside a community garden (Ville-Marie); opened on August 25, 2014; **pending**
- Complaint concerning a problematic encroachment (Rivière-des-Prairies–Pointe-aux-Trembles and Gestion et planification immobilière); opened on November 27, 2014; **pending**

## Part VI

### LIST OF CHARTS – ADDENDUM AVAILABLE ON OUR WEBSITE

#### A. 2015 CHARTS – ALL FILES COMBINED, INCLUDING CHARTER FILES

- CHART 1** Requests handled in 2015
- CHART 2** Evolution – Number of requests received
- CHART 3** Evolution – Number of thorough investigations
- CHART 4** Own motion investigations of the Ombudsman handled in 2015
- CHART 5** Results / By topic
- CHART 6** Evolution – Number of requests received – From 2004 to 2015
- CHART 7** Final response period
- CHART 8** Modes of submission of complaints
- CHART 9** Demographic data – Complaints received in 2015

#### Boroughs

- CHART 10** Evolution – Number of complaints
- CHART 11** Topic of complaints
- CHART 12** Results
- CHART 13** Final response period

#### Central departments

- CHART 14** Evolution – Number of complaints
- CHART 15** Topic of complaints
- CHART 16** Results
- CHART 17** Final response period

#### Paramunicipal agencies and other City related organizations

- CHART 18** Evolution – Number of complaints
- CHART 19** Topic of complaints
- CHART 20** Results
- CHART 21** Final response period

#### Political entities

- CHART 22** Evolution – Number of complaints
- CHART 23** Topic of complaints
- CHART 24** Results
- CHART 25** Final response period

#### B. 2015 CHARTS – CHARTER FILES ONLY

- CHART 26** Number of complaints / By topic
- CHART 27** Charter files settled in 2015
- CHART 28** Results / By chapter
- CHART 29** Topic of complaints / By entity
- CHART 30** Results / By entity
- CHART 31** Final response period
- CHART 32** Results / By specific provision of the Charter
- CHART 33** Evolution / Number of complaints 2006–2015
- CHART 34** Results / By topic
- CHART 35** Demographic data

#### C. GLOSSARY





**IN A RESOLUTION MODE !**

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