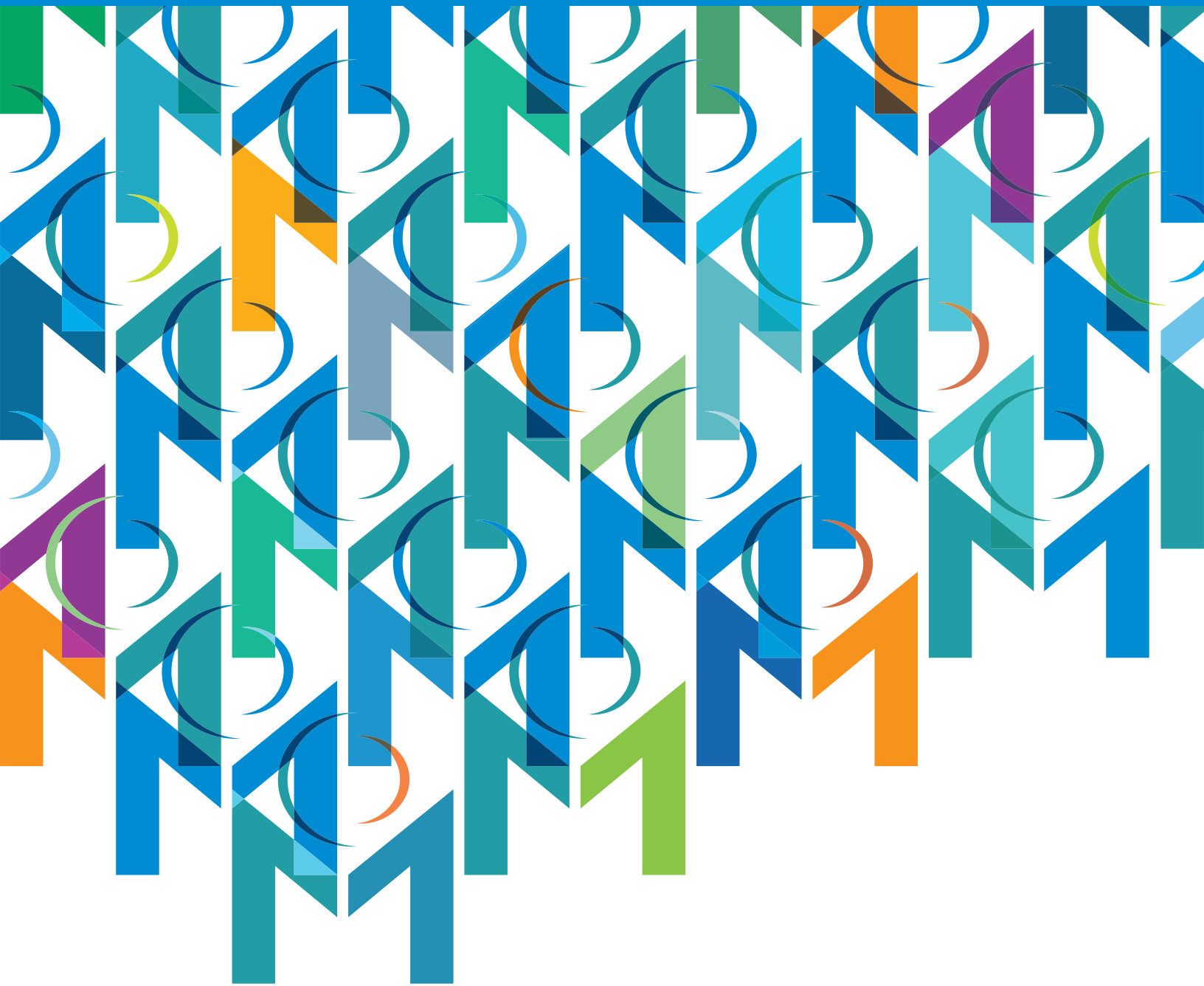


TRANSPARENCY AND EFFICIENCY:

TWO KEY VALUES



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

Legal Deposit - Second Quarter 2015

Library and Archives Canada

Bibliothèque et Archives nationales du Québec

ISSN: 1929-7203 (En ligne) ISBN: 978-2-7647-1343-3 (En ligne)

ISSN: 1929-722X (Online) ISBN: 978-2-7647-1345-7 (Online)

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Chart 1

Requests handled in 2014 Including Charter files

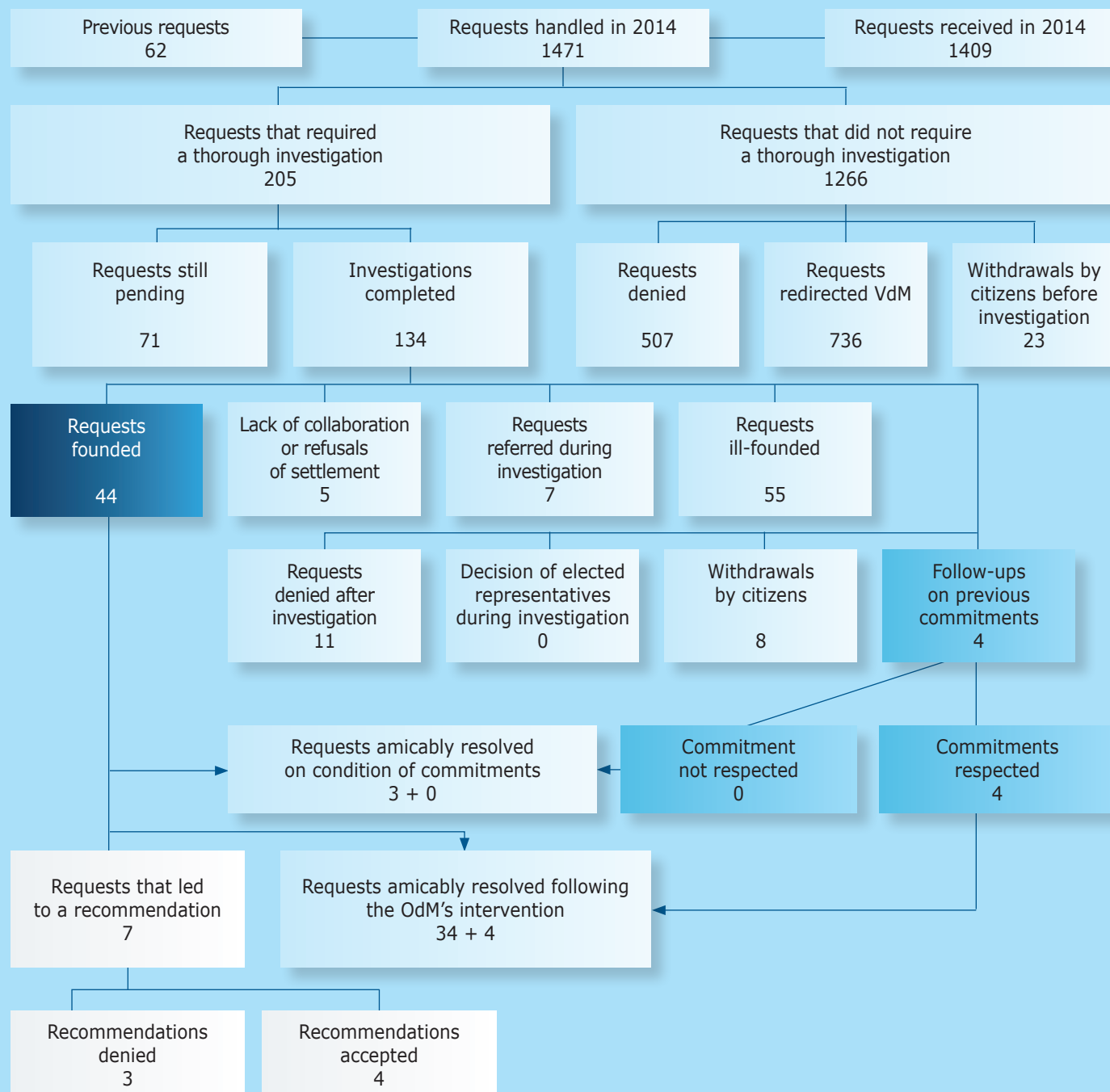


Chart 2

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2012	2013	2014
Access to information	26	22	12
Acquired rights	1	1	2
Alleged embezzlement	8	5	2
Alley	16	12	9
Animal	18	12	14
Application of By-laws	46	54	69
Aqueduct / Sewer	24	21	32
Cleanliness	11	8	8
Communications	16	19	29
Conduct of an employee	72	59	54
Conflict of interests	2	0	1
Court decision	7	1	5
Culture	4	5	5
Cycling path / Bicycle	2	7	4
Decision of the Agglomeration Council	1	0	0
Decision of a Borough Council	5	0	3
Decision of the City Council	1	1	1
Driveway entrance	3	5	3
Environment / Sustainable development	2	0	4
Evaluation / Real estate tax	26	19	29
Fence	7	4	1
Financial compensation (aqueduct / sewer)	14	8	15
Financial compensation (fall on sidewalk)	14	9	9
Financial compensation (municipal works)	4	11	5
Financial compensation (others)	24	13	19
Financial compensation (pothole)	2	1	4
Financial compensation (road incident)	3	4	3
Financial compensation (storage of furniture)	1	2	0
Financial compensation (tree)	3	6	1
Fire / Public safety	15	7	13
Garbage / Recycling	29	17	21
Handicapped person	2	9	9

Chart 2 (continued)

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2012	2013	2014
Human rights	3	3	1
Labour relations	33	37	39
Library	15	4	5
Miscellaneous	25	28	35
Municipal court (functioning)	113	137	81
Municipal court judgment	21	15	13
Noise	41	42	39
Nuisances	21	23	11
Parking / SRRR / Vignettes	67	39	34
Parking violation	0	27	24
Parks and green spaces	5	4	3
Permit	52	60	57
Pound (others)	5	3	2
Pound (storage of furniture)	23	6	11
Private dispute	119	77	112
Public health and maintenance (bed bugs)	5	7	10
Public health and maintenance (cockroaches)	5	1	0
Public health and maintenance (mold)	33	19	20
Public health and maintenance (others)	21	21	20
Public health and maintenance (rats and mice)	0	2	4
Public markets	1	0	0
Public organizations	144	81	130
Public participation	11	3	10
Quality of services	29	28	45
Road works / Public works	44	43	50
Scientific institutions	0	3	0
Snow removal	21	17	9
Social housing / HLM / Housing subsidies	84	50	58
Sports and leisure	15	8	10
Subsidy other than housing	36	21	16
Tax (except real estate)	14	10	21
Taxi	4	0	4
Tenant / Landlord relations	18	17	19



Chart 2 (continued)

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2012	2013	2014
Tenders / Contract	4	3	5
Towing	6	12	16
Traffic	26	31	12
Transportation	9	4	6
Tree	23	23	26
Universal access	3	5	2
Violation of law	9	11	33
Volunteer work	1	0	0
Winter temporary shelter	2	1	0
Zoning / Urban planning / Exemption	22	17	30
TOTAL	1542	1285	1409

Chart 3

Evolution – Number of thorough investigations Including Charter files

TOPIC	NUMBER		
	2012	2013	2014
Access to information	1	0	0
Acquired rights	1	0	1
Alley	5	4	4
Animal	1	0	1
Application of By-laws	4	10	16
Aqueduct / Sewer	3	4	2
Cleanliness	1	0	0
Communications	3	0	1
Conduct of an employee	3	1	3
Culture	1	3	0
Cycling path / Bicycle	1	0	0
Driveway entrance	2	3	1
Environment / Sustainable development	1	0	0
Evaluation / Real estate tax	3	0	2
Financial compensation (aqueduct / sewer)	2	1	0
Financial compensation (fall on sidewalk)	1	1	1
Financial compensation (municipal works)	0	1	0
Financial compensation (road incident)	0	0	1
Financial compensation (storage of furniture)	0	1	0
Fire / Public safety	3	1	4
Garbage / Recycling	2	2	1
Handicapped person	0	1	0
Library	5	0	1
Miscellaneous	4	6	3
Municipal court (functioning)	26	23	2
Noise	10	6	7
Nuisances	7	6	3
Parks and green spaces	1	1	1
Parking / SRRR / Vignettes	12	6	4
Parking violation	0	3	2
Permit	9	8	13
Pound (others)	1	1	0
Pound (storage of furniture)	5	1	1
Private dispute	0	0	1



Chart 3 (continued)

Evolution – Number of thorough investigations Including Charter files

TOPIC	NUMBER		
	2012	2013	2014
Public health and maintenance (bed bugs)	1	1	1
Public health and maintenance (mold)	15	6	2
Public health and maintenance (others)	3	1	3
Public organizations	0	0	1
Public participation	4	3	3
Quality of services	7	11	10
Road works / Public works	4	6	10
Snow removal	1	1	1
Social housing / HLM / Housing subsidies	14	5	7
Sports and leisure	0	1	3
Subsidy other than housing	8	3	2
Tax (except real estate)	0	1	6
Taxi	2	0	0
Towing	2	1	3
Traffic	10	8	1
Tree	2	5	4
Universal access	3	3	0
Violation of law	0	0	2
Zoning / Urban planning / Exemption	9	3	8
TOTAL	203	153	143

Chart 4 (continued)

Own motion investigations handled in 2014 by the Ombudsman

TOPIC	DESCRIPTION	ENTITY	DELAY IN WORKING DAYS	RESULT
Municipal court (functioning)	OdM inquired into the decision of Cour municipale to forward approximately 18,000 contested Statements of offence directly to the Court, for a hearing date, even though the evidence submitted in support of the non-guilty plea had not been processed through the usual administrative review procedure	Service des affaires juridiques – Cour municipale	--	<p>Cour municipale committed not to proceed to such transfers in the future</p> <p>The Court reviewed the files under investigation by OdM: this led to the cancellation of some Statements of offence</p> <p>Cour municipale reviewed its procedures and the causes of this huge backlog: it is now in the process of setting up new measures aimed at optimizing the treatment of files in which the validity of a Statement of offence is disputed</p> <p>OdM follows up on the situation</p>
Quality of services	<p>OdM is examining the issue of parking tickets being issued in situations where payments are made into a temporarily out of order parking meter</p> <p>Search of solutions to avoid the issuance of such parking tickets, so that citizens do not have to dispute them</p>	Stationnement de Montréal	255	Own motion investigation temporarily suspended to prioritize citizens' complaints
Municipal court (functioning)	OdM is inquiring into the long delays for the issuance of Parchment Statements of offence	Service des affaires juridiques – Cour municipale	220	Own motion investigation temporarily suspended to prioritize citizens' complaints
Alley	Follow-up on Arrondissement de Rosemont–La Petite-Patrie's commitment to review its procedure concerning the setting-up of green alleys	Arrondissement de Rosemont–La Petite-Patrie	--	Pending
Pound – storage of furniture	The rules governing the recovery of furniture and personal goods stored by a Borough, following an eviction, do not cover situations where a third party whose name does not appear on the lease claims to be the owner of some of these goods	Arrondissement de Ville-Marie	13	A new procedure was put into place by the Borough to serve that purpose

Chart 4 (continued)

Own motion investigations handled in 2014 by the Ombudsman

TOPIC	DESCRIPTION	ENTITY	DELAY IN WORKING DAYS	RESULT
Towing	The provisions contained in the municipal By-laws would not be respected by some towing companies when towing vehicles which are illegally parked on private properties	Arrondissement d'Ahuntsic-Cartierville	86	Own motion investigation temporarily suspended to prioritize citizens' complaints
Parks and green spaces	Annual follow-up on the City's commitment to limit its cleaning interventions in the Angrignon Park Forest, in order to ensure its regeneration	Arrondissement Le Sud-Ouest Service des grands parcs, du verdissement et du Mont-Royal	34	Commitment respected
Public health and maintenance – housing	OdM inquired after media broadcasted information on major issues at Domaine Renaissance (mold, cockroaches, bed bugs, rats)	Service de la mise en valeur du territoire – Direction de l'habitation	24	OdM received information on the City's ongoing interventions and confirmation of its commitment to follow up closely on the situation – OdM file closed thereafter
Subsidy – other than housing	Follow-up on the commitment to not refuse renovation subsidies on the basis of criteria not provided for in the By-laws	Service de la mise en valeur du territoire – Direction de l'habitation	7	Commitment respected and maintained
Public participation	OdM inquired into new safety and access control procedures at City Hall, during City Council assemblies: some citizens claimed to have been unduly refused entrance	City Council	--	<p>Explanations provided</p> <p>More detailed information was added on the City Council Web site</p> <p>New tools into place to better inform citizens on the rules and safety measures applicable on a given date</p> <p>OdM continues to follow the situation</p>



Chart 5

Results / By topic Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST TILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Access to information	12		4	8											
Acquired rights	2		1							1					
Alleged embezzlement	2		1	1											
Alley	9	1	3	1						1					3
Animal	14		11	2						1					
Application of By-laws	69	1	48	4			1	3		4	3			1	4
Aqueduct / Sewer	32		28	2											2
Cleanliness	8		8												
Communications	29	2	21	5											1
Conduct of an employee	54	1	25	25							1				2
Conflict of interests	1			1											
Court decision	5			5											
Culture	5		4	1											
Cycling path / Bicycle	4		1	3											
Decision of a Borough Council	3			3											
Decision of the City Council	1			1											
Driveway entrance	3		2								1				
Environment / Sustainable development	4		3	1											
Evaluation / Real estate tax	29		19	8											2
Fence	1		1												
Financial compensation (aqueduct / sewer)	15		12	3											
Financial compensation (fall on sidewalk)	9		6	2							1				
Financial compensation (others)	19		11	8											
Financial compensation (pothole)	4		2	2											
Financial compensation (road incident)	3		1	1						1					

Chart 5 (continued)

Results / By topic Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Financial compensation (municipal works)	5		5												
Financial compensation (tree)	1		1												
Fire / Public safety	13		9												4
Garbage / Recycling	21		19	1							1				
Handicapped person	9	1	7	1											
Human rights	1		1												
Labour relations	39		1	38											
Library	5		4												1
Miscellaneous	35	1	10	21						2					1
Municipal court (functioning)	81	3	63	13	1					1					
Municipal court judgment	13			13											
Noise	39	1	27	4						2	2				3
Nuisances	11		8			1									2
Parks and green spaces	3		1	1										1	
Parking / SRRR / Vignettes	34		30				1	1		1					1
Parking violation	24		4	18				2							
Permit	57	2	41	1						5	2				6
Pound (others)	2		2												
Pound (storage of furniture)	11		8	2							1				
Private dispute	112			111				1							
Public health and maintenance (bed bugs)	10		9							1					
Public health and maintenance (mold)	20		17	1						1			1		
Public health and maintenance (others)	20	2	15			1				2					
Public health and maintenance (rats and mice)	4		4												



Chart 5 (continued)

Results / By topic Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Public organizations	130			129				1							
Public participation	10	1	6							1					2
Quality of services	45	2	29	4			1	1		2	1				5
Road works / Public works	50		39	1			2			2	1				5
Snow removal	9		8		1										
Social housing / HLM / Housing subsidies	58	2	44	5		1	1			2	2				1
Sports and leisure	10		7							1		1			1
Subsidy other than housing	16		11	3						1				1	
Tax (except real estate)	21	1	12	2						1					5
Taxi	4		4												
Tenant / Landlord relations	19			19											
Tenders / Contract	5		5												
Towing	16	1	12		1					2					
Traffic	12		9	2											1
Transportation	6			6											
Tree	26		22							1					3
Universal access	2		2												
Violation of law	33		7	24			1	1							
Zoning / Urban planning / Exemption	30	1	21					1		2	1				4
GRAND TOTAL	1409	23	736	507	3	3	7	11	0	38	17	1	1	3	59

Chart 6

Evolution – Number of requests received

Including Charter files

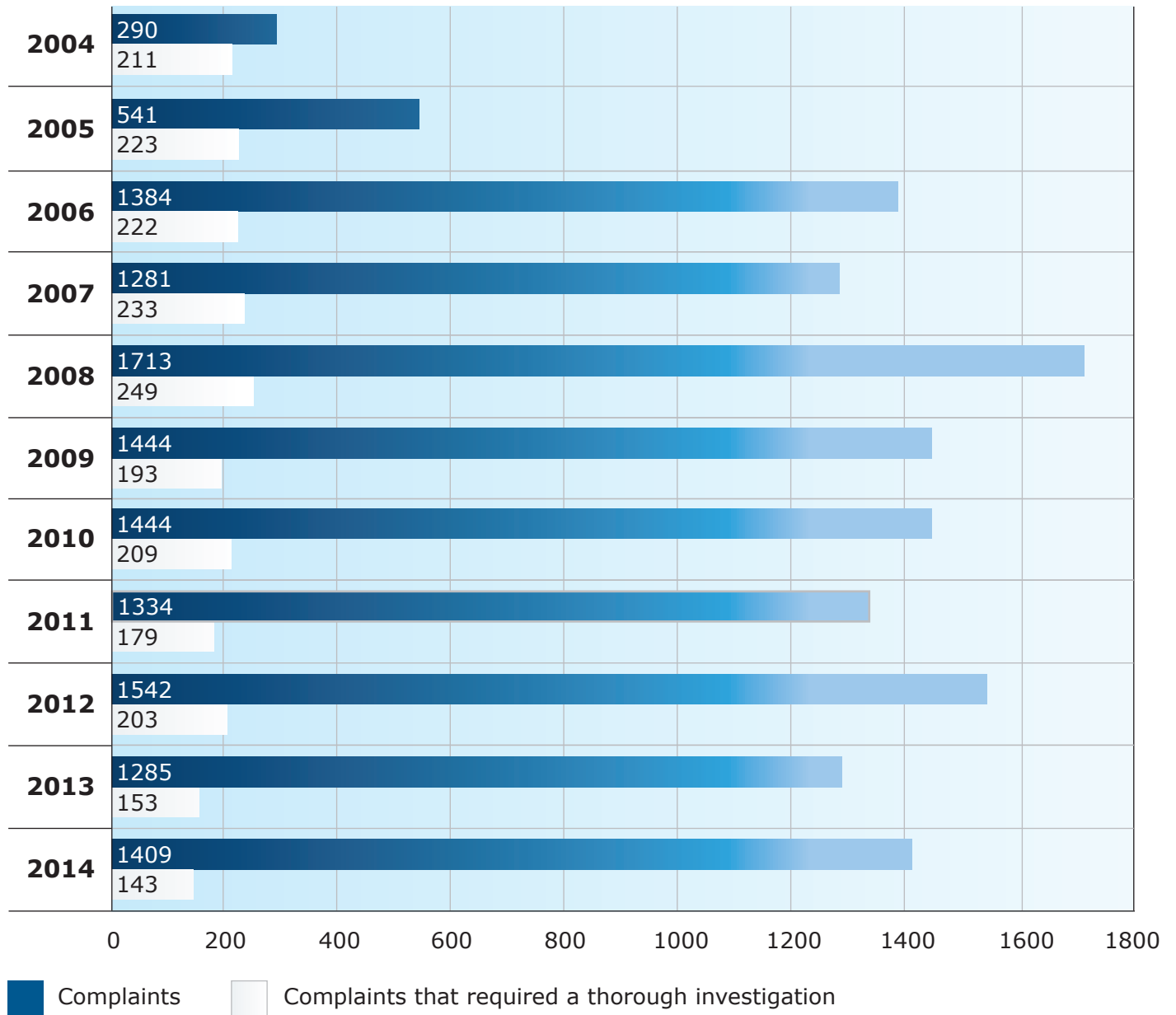


Chart 7

Final response period Including Charter files

A. All requests included

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	1172	77	35	46	51	25	10	27	1	1444	8.43
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.87	0.07	100%	
2011	1088	69	30	43	43	20	12	28	1	1334	9.54
%	81.56	5.17	2.25	3.22	3.22	1.5	0.9	2.1	0.07	100%	
2012	1248	88	40	27	33	29	18	55	4	1542	12.27
%	80.93	5.71	2.59	1.75	2.14	1.88	1.17	3.51	0.26	100%	
2013	1088	41	20	25	27	19	15	44	6	1285	9.97
%	84.67	3.19	1.56	1.95	2.1	1.48	1.17	3.42	0.47	100%	
2014	1194	57	22	12	20	11	12	22	59	1409	5.15
%	84.74	4.05	1.56	0.85	1.42	0.78	0.85	1.56	4.19	100%	

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, 2015	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	7	22	24	43	50	25	10	27	1	209	50.69
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.92	0.48	100%	
2011	12	12	13	39	42	20	12	28	1	179	62.28
%	6.7	6.7	7.26	21.79	23.46	11.17	6.7	15.64	0.56	100%	
2012	9	8	25	24	32	29	18	54	4	203	83.14
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	26.6	1.97	100%	
2013	4	4	11	23	27	19	15	44	6	153	74.52
%	2.61	2.61	7.19	15.03	17.65	12.42	9.8	28.76	3.92	100%	
2014	2	2	8	9	18	11	12	22	59	143	38.63
%	1.4	1.4	5.59	6.29	12.59	7.69	8.39	15.38	41.26	100%	

Chart 8

Modes of submission of complaints Including Charter files

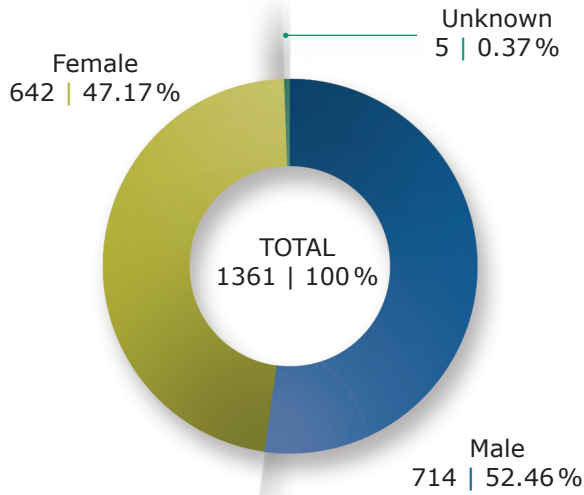
MODE	NUMBER IN 2014	%	NUMBER IN 2013	%
By phone	839	59.55	765	59.53
By email	386	27.4	353	27.47
In person	101	7.17	96	7.47
By mail	42	2.98	38	2.96
On our blog	18	1.28	0	0
By fax	12	0.85	22	1.71
Own motion investigations by the Ombudsman	9	0.64	6	0.47
On Facebook	1	0.07	4	0.31
On Twitter	1	0.07	1	0.06
On Youtube	0	0	0	0
TOTAL	1409	100%	1285	100%



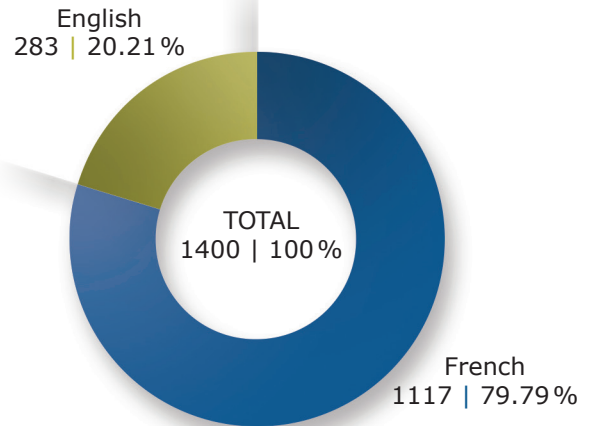
Chart 9

Demographic data Including Charter files

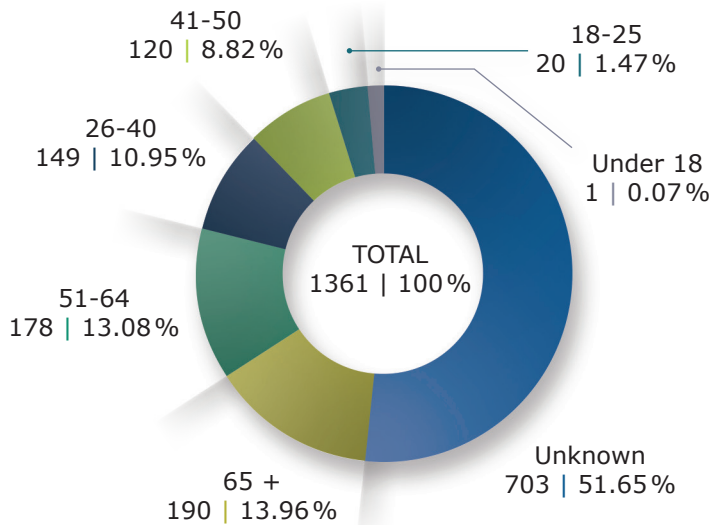
A. Genders



B. Languages



C. Age groups



D. Origins

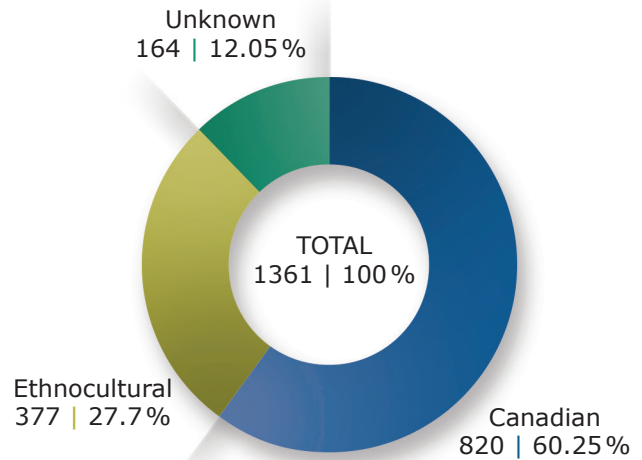
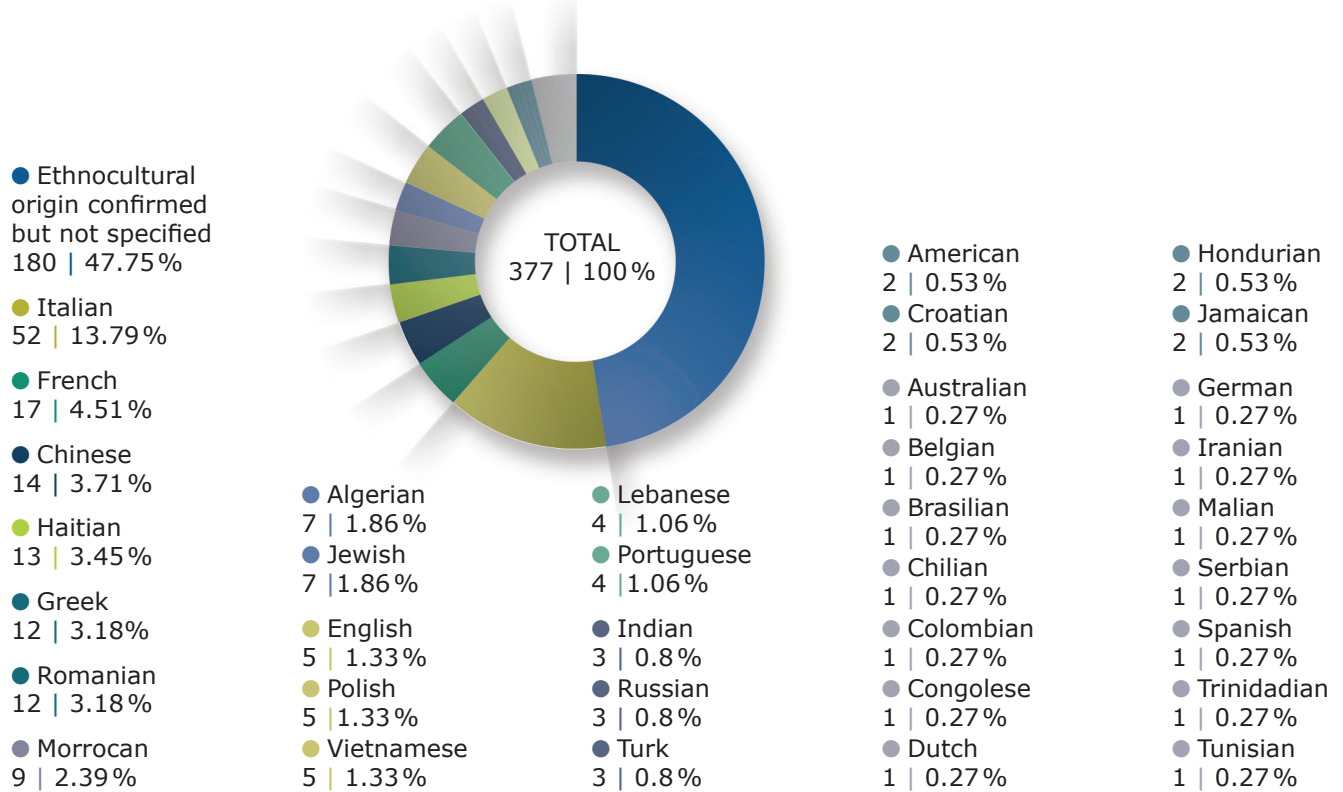


Chart 9 (continued)

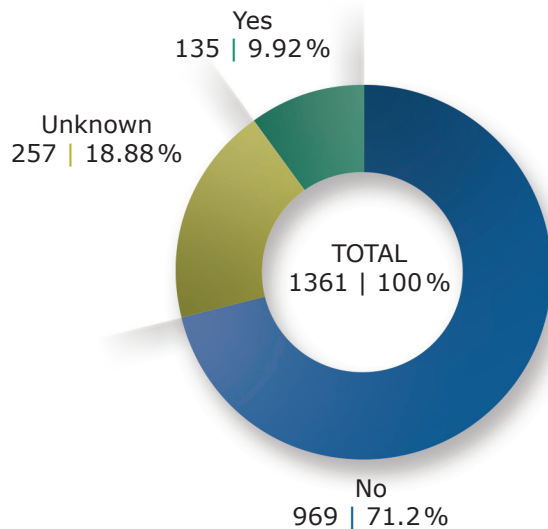
Demographic data

Including Charter files

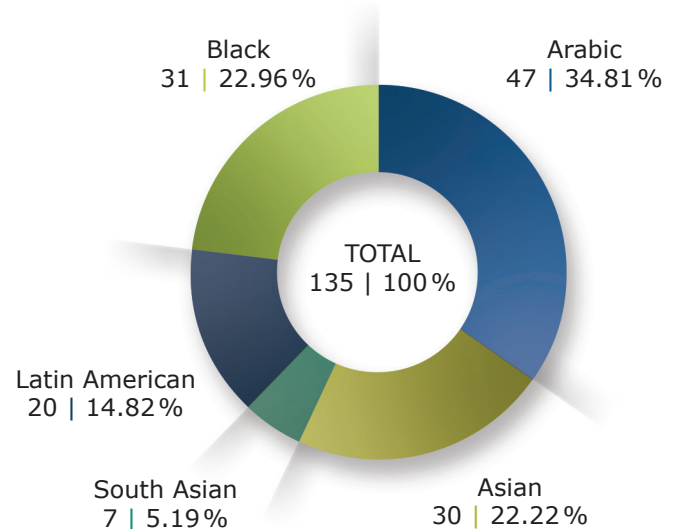
E. Details of declared ethnocultural origins



F. Visible minorities



G. Details of declared visible minorities



Note : In 2014, 35 complaints came from a corporation, 3 from groups of citizens and 9 were own motion investigations by the ODM



Chart 10

Evolution – Number of complaints – By borough Including Charter files

BOROUGH	NUMBER		
	2012	2013	2014
Ahuntsic–Cartierville	46	38	41
Anjou	16	8	3
Côte-des-Neiges–Notre-Dame-de-Grâce	64	66	76
L'Île-Bizard–Sainte-Geneviève	6	8	16
Lachine	10	11	5
LaSalle	24	24	20
Le Plateau-Mont-Royal	104	71	83
Le Sud-Ouest	47	29	48
Mercier–Hochelaga-Maisonneuve	52	30	46
Montréal-Nord	13	12	19
Outremont	7	3	14
Pierrefonds-Roxboro	13	17	10
Rivière-des-Prairies–Pointe-aux-Trembles	24	20	26
Rosemont–La Petite-Patrie	57	65	47
Saint-Laurent	19	19	21
Saint-Léonard	10	9	6
Verdun	29	24	25
Ville-Marie	62	76	61
Villeray–Saint-Michel–Parc-Extension	28	38	31
Files concerning all boroughs	1	1	7
TOTAL	632	569	605

Chart 11

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Ahuntsic–Cartierville	Application of By-laws	2
	Aqueduct / Sewer	3
	Communications	2
	Garbage / Recycling	3
	Noise	2
	Nuisances	3
	Parking / SRRR / Vignettes	1
	Permit	3
	Pound (storage of furniture)	1
	Public health and maintenance (rats and mice)	1
	Public participation	1
	Quality of services	2
	Road works / Public works	5
	Sports and leisure	3
	Towing	1
	Traffic	3
	Tree	3
Zoning / Urban planning / Exemption	2	
TOTAL		41
Anjou	Noise	2
	Road works / Public works	1
TOTAL		3



Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Côte-des-Neiges- Notre-Dame-de-Grâce	Animal	2
	Application of By-laws	6
	Aqueduct / Sewer	1
	Communications	1
	Conduct of an employee	6
	Decision of the Borough Council	1
	Fire / Public safety	1
	Garbage / Recycling	2
	Handicapped person	1
	Miscellaneous	2
	Noise	7
	Nuisances	2
	Parks and green spaces	1
	Parking / SRRR / Vignettes	7
	Permit	6
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	5
	Public health and maintenance (others)	4
	Public health and maintenance (rats and mice)	1
	Public participation	2
	Quality of services	3
	Road works / Public works	7
	Sports and leisure	1
	Traffic	1
	Tree	5
	TOTAL	

Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
L'Île-Bizard- Sainte-Geneviève	Alleged embezzlement	2
	Application of By-laws	3
	Aqueduct / Sewer	2
	Decision of the Borough Council	1
	Fire / Public safety	3
	Noise	1
	Nuisances	1
	Permit	1
	Road works / Public works	2
TOTAL		16
Lachine	Aqueduct / Sewer	1
	Noise	1
	Public health and maintenance (others)	1
	Road works / Public works	1
	Traffic	1
TOTAL		5
LaSalle	Alley	2
	Application of By-laws	2
	Aqueduct / Sewer	3
	Conduct of an employee	2
	Garbage / Recycling	2
	Miscellaneous	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	1
	Road works / Public works	2
	Tree	1
	Zoning / Urban planning / Exemption	2
TOTAL		20



Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Le Plateau-Mont-Royal	Application of By-laws	11
	Aqueduct / Sewer	2
	Cleanliness	1
	Communications	2
	Conduct of an employee	2
	Decision of the City Council	1
	Driveway entrance	2
	Fire / Public safety	2
	Garbage / Recycling	5
	Handicapped person	1
	Miscellaneous	4
	Noise	4
	Nuisances	2
	Parking / SRRR / Vignettes	4
	Permit	13
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	2
	Public participation	2
	Quality of services	1
	Road works / Public works	9
	Snow removal	3
	Tax (except real estate)	3
	Traffic	2
	Towing	1
	Zoning / Urban planning / Exemption	1
	TOTAL	

Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Le Sud-Ouest	Application of By-laws	2
	Aqueduct / Sewer	6
	Cleanliness	1
	Communications	3
	Conduct of an employee	1
	Garbage / Recycling	2
	Miscellaneous	2
	Municipal court (functioning)	1
	Noise	1
	Nuisances	1
	Parks and green spaces	1
	Parking / SRRR / Vignettes	5
	Permit	6
	Public health and maintenance (others)	1
	Quality of services	6
	Road works / Public works	2
	Snow removal	1
	Sports and leisure	1
	Tree	2
	Zoning / Urban planning / Exemption	3
TOTAL		48



Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Mercier– Hochelaga-Maisonneuve	Application of By-laws	10
	Aqueduct / Sewer	2
	Communications	1
	Conduct of an employee	1
	Environment / Sustainable development	1
	Financial compensation (aqueduct / sewer)	1
	Garbage / Recycling	1
	Human rights	1
	Miscellaneous	2
	Noise	3
	Parking / SRRR / Vignettes	1
	Permit	3
	Pound (storage of furniture)	3
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (mold)	3
	Public health and maintenance (others)	1
	Road works / Public works	1
	Snow removal	1
	Traffic	2
	Tree	2
Zoning / Urban planning / Exemption	4	
TOTAL		46
Montréal-Nord	Alley	1
	Application of By-laws	3
	Aqueduct / Sewer	3
	Communications	1
	Conduct of an employee	2
	Garbage / Recycling	1
	Nuisances	1
	Permit	1
	Pound (storage of furniture)	1
	Public health and maintenance (others)	1
	Road works / Public works	1
	Snow removal	1
	Zoning / Urban planning / Exemption	2
TOTAL		19

Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Outremont	Application of By-laws	1
	Fire / Public safety	1
	Noise	3
	Parking / SRRR / Vignettes	1
	Permit	1
	Public health and maintenance (rats and mice)	2
	Tax (except real estate)	2
	Tree	3
TOTAL		14
Pierrefonds-Roxboro	Animal	1
	Aqueduct / Sewer	2
	Communications	1
	Conduct of an employee	1
	Miscellaneous	1
	Public health and maintenance (bed bugs)	1
	Road works / Public works	1
	Snow removal	1
	Zoning / Urban planning / Exemption	1
TOTAL		10



Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Rivière-des-Prairies- Pointe-aux-Trembles	Access to information	1
	Animal	2
	Application of By-laws	1
	Aqueduct / Sewer	3
	Cleanliness	1
	Environment / Sustainable development	1
	Handicapped person	2
	Noise	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Public health and maintenance (mold)	1
	Quality of services	1
	Road works / Public works	2
	Snow removal	1
	Sports and leisure	1
	Tree	3
	Zoning / Urban planning / Exemption	1
TOTAL		26

Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Rosemont– La Petite-Patrie	Alley	4
	Animal	2
	Application of By-laws	4
	Aqueduct / Sewer	1
	Conduct of an employee	2
	Decision of the Borough Council	1
	Fire / Public safety	1
	Library	1
	Noise	3
	Permit	4
	Pound (storage of furniture)	3
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (mold)	3
	Public health and maintenance (others)	1
	Quality of services	5
	Road works / Public works	3
	Sports and leisure	3
	Towing	1
	Traffic	1
	Tree	1
Zoning / Urban planning / Exemption	1	
TOTAL		47
Saint-Laurent	Access to information	1
	Acquired rights	1
	Application of By-laws	2
	Communications	1
	Conduct of an employee	1
	Library	1
	Noise	1
	Permit	5
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (others)	2
	Road works / Public works	1
	Towing	1
	Zoning / Urban planning / Exemption	2
TOTAL		21



Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Saint-Léonard	Library	1
	Noise	1
	Parking / SRRR / Vignettes	1
	Quality of services	2
	Tree	1
TOTAL		6
Verdun	Access to information	1
	Application of By-laws	4
	Communications	1
	Conduct of an employee	3
	Garbage / Recycling	1
	Nuisances	1
	Parking / SRRR / Vignettes	1
	Permit	2
	Public health and maintenance (others)	1
	Road works / Public works	3
	Snow removal	1
	Tree	2
	Zoning / Urban planning / Exemption	4
TOTAL		25

Chart 11 (continued)

Topic of complaints – By borough Including Charter files

BOROUGH	TOPIC	NUMBER
Ville-Marie	Access to information	1
	Animal	4
	Application of By-laws	4
	Aqueduct / Sewer	2
	Cleanliness	4
	Conduct of an employee	3
	Culture	2
	Garbage / Recycling	4
	Handicapped person	1
	Miscellaneous	2
	Noise	8
	Parking / SRRR / Vignettes	3
	Parks and green spaces	1
	Permit	7
	Pound (storage of furniture)	1
	Public health and maintenance (others)	1
	Quality of services	1
	Road works / Public works	1
	Subsidy other than housing	1
	Towing	4
	Traffic	1
	Tree	2
	Universal access	1
Zoning / Urban planning / Exemption	2	
TOTAL		61



Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Villeray–Saint-Michel–Parc-Extension	Animal	1
	Application of By-laws	6
	Aqueduct / Sewer	1
	Acquired rights	1
	Cleanliness	1
	Communications	1
	Conduct of an employee	1
	Driveway entrance	1
	Fence	1
	Miscellaneous	1
	Noise	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Pound (storage of furniture)	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	2
	Road works / Public works	2
	Tree	1
	Zoning / Urban planning / Exemption	2
TOTAL		31
Files concerning all boroughs	Communications	1
	Cycling path / Bicycle	1
	Garbage / Recycling	1
	Miscellaneous	2
	Public health and maintenance (mold)	1
	Traffic	1
TOTAL		7

Chart 12

Results – By borough Including Charter files

BOROUGH	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Ahuntsic-Cartierville	41		32	1	1					3	1				3
Anjou	3		2								1				
Côte-des-Neiges-Notre-Dame-de-Grâce	76	4	51	7		1				4	2				7
L'Île-Bizard-Sainte-Geneviève	16		6	1											9
Lachine	5		5												
LaSalle	20		14	2			1	1		1					1
Le Plateau-Mont-Royal	83	3	59	7			1			3	3				7
Le Sud-Ouest	48	1	40	1						1	1			1	3
Mercier-Hochelaga-Maisonneuve	46		37	4				1		3	1				
Montréal-Nord	19		16	1							1				1
Outremont	14		10											1	3
Pierrefonds-Roxboro	10		7		1										2
Rivière-des-Prairies-Pointe-aux-Trembles	26	1	18	2						1					4
Rosemont-La Petite-Patrie	47	2	36	3				1		2		1			2
Saint-Laurent	21		17			1					2				1
Saint-Léonard	6		2	1						2					1
Verdun	25	1	17	2						1	1				3
Ville-Marie	61		50	3						4	1				3
Villeray-Saint-Michel-Parc-Extension	31		24	3			1	1		2					
Files concerning all boroughs	7		2	5											
GRAND TOTAL	605	12	445	43	2	2	3	4	0	27	14	1	0	2	50



Chart 13

Final response period – By borough

Thorough investigations only

Including Charter files

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

BOROUGH	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY IN WORKING DAYS
Ahuntsic–Cartierville						1	1	3	3	8	78.64
Anjou					1					1	45
Côte-des-Neiges–Notre-Dame-de-Grâce						2	2	3	7	14	46.5
L'Île-Bizard–Sainte-Geneviève									9	9	-
Lachine										0	-
LaSalle				2			1		1	4	29.75
Le Plateau-Mont-Royal	1				3		2	1	7	14	25.71
Le Sud-Ouest	1				3				3	7	15
Mercier–Hochelaga-Maisonneuve				1				4		5	123.4
Montréal-Nord								1	1	2	81
Outremont								1	3	4	33.5
Pierrefonds-Roxboro						1			2	3	21.67
Rivière-des-Prairies–Pointe-aux-Trembles						1			4	5	12.8
Rosemont–La Petite-Patrie					2	1	1		2	6	33.33
Saint-Laurent								3	1	4	111
Saint-Léonard					1			1	1	3	52.33
Verdun							1	1	3	5	40.4
Ville-Marie				2	1	2			3	8	23.13
Villeray–Saint-Michel–Parc-Extension	1	1	1	1						4	9

Chart 14

Evolution – Number of complaints – By central department Including Charter files

DEPARTMENT	NUMBER		
	2012	2013	2014
Greffé			
All departments included	4	7	5
Contrôleur général			
All departments included	2	1	1
Finances			
All departments included	23	19	37
Évaluation foncière			
All departments included	13	9	16
Affaires juridiques			
Cour municipale	142	165	110
Direction des affaires civiles	63	51	54
Technologies de l'information			
All departments included	1	1	1
Concertation des arrondissements			
All departments included	6	1	0
Gestion et planification immobilière			
All departments included	6	1	10
Approvisionnement			
All departments included	0	2	2
Environnement			
All departments included	3	1	4
Infrastructures, voirie et transports			
Direction des infrastructures	3	1	3
Direction des transports	1	3	4
Mise en valeur du territoire			
Direction de l'habitation	37	21	22
Développement économique			
All departments included	0	0	1
Culture			
All departments included	4	1	7
Grands parcs, verdissement et Mont-Royal			
All departments included	1	1	1
Diversité sociale et sports			
All departments included	1	0	3



Chart 14 (continued)

Evolution – Number of complaints – By central department

Including Charter files

DEPARTMENT	NUMBER		
	2012	2013	2014
Espace pour la vie			
All departments included	0	6	1
Eau			
All departments included	1	1	4
Ressources humaines			
All departments included	33	36	37
Communications			
All departments included	0	4	2
Police			
Direction des opérations policières	70	59	80
Section des agents de stationnement	28	36	38
Mandatary pounds	5	5	3
Sécurité incendie de Montréal			
All departments included	16	8	8
TOTAL	463	440	454

NOTE: Major restructurations took place in recent years. Data of previous years were grouped under the department in charge in 2014.

Chart 15

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Évaluation foncière		
All departments included	Access to information	1
	Communications	1
	Evaluation / Real estate tax	12
	Miscellaneous	1
	Quality of services	1
TOTAL		16
Affaires juridiques		
Direction des affaires civiles	Communications	1
	Financial compensation (aqueduct / sewer)	15
	Financial compensation (fall on sidewalk)	9
	Financial compensation (municipal works)	5
	Financial compensation (others)	15
	Financial compensation (pothole)	4
	Financial compensation (road incident)	3
	Financial compensation (tree)	1
	Quality of services	1
TOTAL		54
Cour municipale	Communications	2
	Conduct of an employee	3
	Financial compensation (others)	1
	Miscellaneous	2
	Municipal court (functioning)	80
	Municipal court judgment	13
	Quality of services	6
	Violation of law	3
TOTAL		110
Communications		
All departments included	Communications	2
TOTAL		2



Chart 15 (continued)

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Ressources humaines		
All departments included	Conduct of an employee	1
	Conflict of interests	1
	Labour relations	34
	Quality of services	1
TOTAL		37
Approvisionnement		
All departments included	Tenders / Contract	2
TOTAL		2
Gestion et planification immobilière		
All departments included	Alley	2
	Miscellaneous	4
	Tenders / Contract	1
	Zoning / Urban planning / Exemption	3
TOTAL		10
Contrôleur général		
All departments included	Conduct of an employee	1
TOTAL		1
Greffe		
All departments included	Access to information	3
	Communications	1
	Quality of services	1
TOTAL		5
Eau		
All departments included	Tax (except real estate)	3
	Tenders / Contract	1
TOTAL		4

Chart 15 (continued)

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Finances		
All departments included	Evaluation / Real estate tax	16
	Miscellaneous	2
	Quality of services	3
	Tax (except real estate)	16
TOTAL		37
Environnement		
All departments included	Application of By-laws	1
	Environment / Sustainable development	3
TOTAL		4
Infrastructures, voirie et transports		
Direction des infrastructures	Miscellaneous	1
	Road works / Public works	2
TOTAL		3
Direction des transports	Cycling path / Bicycle	3
	Road works / Public works	1
TOTAL		4
Mise en valeur du territoire		
Direction de l'habitation	Communications	1
	Public health and maintenance (mold)	1
	Public health and maintenance (others)	2
	Quality of services	2
	Subsidy other than housing	15
	Zoning / Urban planning / Exemption	1
TOTAL		22



Chart 15 (continued)

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Développement économique		
All departments included	Road works / Public works	1
TOTAL		1
Police		
Direction des opérations policières	Access to information	3
	Application of By-laws	4
	Communications	2
	Conduct of an employee	17
	Cycling path / Bicycle	1
	Financial compensation (others)	1
	Fire / Public safety	3
	Labour relations	3
	Miscellaneous	5
	Noise	1
	Nuisances	1
	Parking violation	2
	Pound (others)	1
	Quality of services	1
	Tenders / Contract	1
	Towing	6
Violation of law	28	
TOTAL		80
Mandatory pounds	Pound (others)	1
	Towing	2
TOTAL		3
Section des agents de stationnement	Application of By-laws	3
	Conduct of an employee	5
	Parking / SRRR / Vignettes	3
	Parking violation	22
	Quality of services	3
	Towing	1
	Violation of law	1
TOTAL		38

Chart 15 (continued)

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Culture		
All departments included	Conduct of an employee	1
	Culture	3
	Library	2
	Sports and Leisure	1
TOTAL		7
Diversité sociale et sports		
All departments included	Handicapped person	1
	Towing	1
	Universal access	1
TOTAL		3
Grands parcs, verdissement et Mont-Royal		
All departments included	Parks and green spaces	1
TOTAL		1
Espace pour la vie		
All departments included	Parking / SRRR / Vignettes	1
TOTAL		1
Sécurité incendie de Montréal		
All departments included	Communications	2
	Conduct of an employee	1
	Fire / Public safety	4
	Labour relations	1
TOTAL		8
Technologies de l'information		
All departments included	Labour relations	1
TOTAL		1



Chart 16

Results – By central department Including Charter files

DEPARTMENT	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST TILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Greffe															
All departments included	5		2	3											
Contrôleur général															
All departments included	1			1											
Finances															
All departments included	37	1	22	8						1					5
Évaluation foncière															
All departments included	16		11	5											
Affaires juridiques															
Cour municipale	110	5	70	33	1					1					
Direction des affaires civiles	54		39	13						1	1				
Technologies de l'information															
All departments included	1		1												
Gestion et planification immobilière															
All departments included	10		6							1					3
Approvisionnement															
All departments included	2		2												
Environnement															
All departments included	4		4												
Infrastructures, voirie et transports															
Direction des infrastructures	3		1	1						1					
Direction des transports	4		2	2											
Mise en valeur du territoire															
Direction de l'habitation	22		15	3						1			1	1	1
Développement économique															
All departments included	1		1												
Culture															
All departments included	7		6	1											

Chart 16 (continued)

Results – By central department
Including Charter files

DEPARTMENT	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Diversité sociale et sports															
All departments included	3		3												
Espace pour la vie															
All departments included	1								1						
Grands parcs, verdissement et Mont-Royal															
All departments included	1													1	
Eau															
All departments included	4		2	1											1
Ressources humaines															
All departments included	37		1	36											
Communications															
All departments included	2		1	1											
Service de police															
Direction des opérations policières	80	2	25	49			1	1		1					1
Section des agents de stationnement	38		17	18				2		1					
Mandatory pounds	3		3												
Sécurité incendie de Montréal															
All departments included	8		7	1											
TOTAL	454	8	241	176	1	0	1	3	1	8	1	0	1	2	11



Chart 17

Final response period – By central department

Thorough investigations only

Including Charter files

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

DEPARTMENT	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, 2015	TOTAL	AVERAGE DELAY IN WORKING DAYS
Finances											
All departments included					1				5	6	5.83
Affaires juridiques											
Cour municipale			1					1		2	114
Direction des affaires civiles						1	1			2	62.5
Gestion et planification immobilière											
All departments included					1				3	4	11.5
Infrastructures, voirie et transports											
Direction des infrastructures								1		1	102
Mise en valeur du territoire											
Direction de l'habitation			1	1	1				1	4	13
Grands parcs, verdissement et Mont-Royal											
All departments included					1					1	34

Chart 17 (continued)

Final response period – By central department

Thorough investigations only

Including Charter files

DEPARTMENT	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY IN WORKING DAYS
Espace pour la vie											
All departments included			1							1	8
Eau											
All departments included									1	1	-
Service de police											
Direction des opérations policières				1	1		1		1	4	31.75
Section des agents de stationnement			2				1			3	31.33



Chart 18

Evolution – Number of complaints – By paramunicipal agency and other City related organization

Including Charter files

ENTITY	NUMBER		
	2012	2013	2014
Bixi Montréal	1	1	1
Bureau de taxi de Montréal	5	2	6
Commission des services électriques de Montréal (CSEM)	3	2	4
Conseil interculturel de Montréal	0	1	0
Corporation Anjou 80	0	0	1
Corporation de gestion des marchés publics	1	0	1
Corporation des Habitations Jeanne-Mance	0	1	0
Office municipal d'habitation de Montréal (OMHM)	99	58	61
Société du parc Jean-Drapeau	0	1	0
Société d'habitation et de développement de Montréal (SHDM)	13	7	6
Société de transport de Montréal (STM)	15	16	13
Société en commandite Stationnement de Montréal	6	5	2
TOTAL	143	94	95

Chart 19

Topic of complaints – By paramunicipal agency and other City related organization
Including Charter files

ENTITY	TOPIC	NUMBER
Bixi Montréal	Quality of services	1
TOTAL		1
Bureau du taxi de Montréal	Application of By-laws	1
	Quality of services	1
	Taxi	4
TOTAL		6
Commission des services électriques de Montréal (CSEM)	Quality of services	1
	Road works / Public works	3
TOTAL		4
Corporation Anjou 80	Social housing / HLM / Housing subsidies	1
TOTAL		1
Corporation de gestion des marchés publics	Miscellaneous	1
TOTAL		1
Office municipal d'habitation de Montréal (OMHM)	Access to information	1
	Animal	1
	Conduct of an employee	1
	Handicapped person	1
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	1
	Quality of services	3
	Social housing / HLM / Housing subsidies	51
TOTAL		61



Chart 19 (continued)

Topic of complaints – By paramunicipal agency and other City related organization

Including Charter files

ENTITY	TOPIC	NUMBER
Société d'habitation et de développement de Montréal (SHDM)	Social housing / HLM / Housing subsidies	6
	TOTAL	6
Société de transport de Montréal (STM)	Communications	1
	Conduct of an employee	1
	Financial compensation (others)	2
	Handicapped person	1
	Labour relations	1
	Miscellaneous	1
	Transportation	6
TOTAL	13	
Société en commandite Stationnement de Montréal	Communications	1
	Parking / SRRR / Vignettes	1
TOTAL	2	

Chart 20

Results – By paramunicipal agency and other City related organization Including Charter files

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Bixi Montréal	1		1												
Bureau du taxi de Montréal	6	1	5												
Commission des services électriques de Montréal (CSEM)	4		1	1			2								
Corporation Anjou 80	1		1												
Corporation de gestion des marchés publics	1			1											
Office municipal d'habitation de Montréal (OMHM)	61	2	45	6		1	1	1		3	1				1
Société d'habitation et de développement de Montréal (SHDM)	6		5								1				
Société de transport de Montréal (STM)	13			13											
Société en commandite Stationnement de Montréal	2		2												
GRAND TOTAL	95	3	60	21	0	1	3	1	0	3	2	0	0	0	1



Chart 21

Final response period – By paramunicipal agency and other City related organization

Thorough investigations only
Including Charter files

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

ENTITY	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY IN WORKING DAYS
Commission des services électriques de Montréal (CSEM)					2					2	24
Office municipal d'habitation de Montréal (OMHM)			1	1	1	2		2	1	8	48.88
Société d'habitation et de développement de Montréal (SHDM)							1			1	87

Chart 22

Evolution – Number of complaints – By political entity *Including Charter files*

ENTITY	2012	2013	2014
Agglomeration Council	5	1	0
City Council	10	12	6
Executive Committee	2	2	0
Mayor's office	1	0	4
Office of City Council Chairman	0	1	4
Ville de Montréal – Commission Charbonneau	8	4	1
TOTAL	26	20	15



Chart 23

Topic of complaints – By political entity Including Charter files

ENTITY	TOPIC	NUMBER
City Council	Animal	1
	Application of By-laws	1
	Evaluation / Real estate tax	1
	Miscellaneous	1
	Public participation	2
TOTAL		6
Mayor's office	Miscellaneous	4
TOTAL		4
Office of City Council Chairman	Handicapped person	1
	Public participation	3
TOTAL		4
Ville de Montréal – Commission Charbonneau	Alleged embezzlement	1
TOTAL		1

Chart 24

Results – By political entity Including Charter files

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING	
City Council	6		1	4												1
Mayor's office	4			4												
Office of City Council Chairman	4		4													
Ville de Montréal – Commission Charbonneau	1			1												
GRAND TOTAL	15	0	5	9	0	0	0	0	0	0	0	0	0	0	0	1



Chart 25

Final response period – By political entity

Thorough investigations only

Including Charter files

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

ENTITY	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY IN WORKING DAYS
City Council									1	1	-

Chart 26

Charter files

Number of complaints / By topic

CHAPTER	TOPIC	NUMBER
Cultural Life	Library	1
	SUB-TOTAL	1
Democracy	Alley	1
	Public participation	3
	SUB-TOTAL	4
Economic and Social Life	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	2
	SUB-TOTAL	5
Environment and Sustainable Development	Application of By-laws	1
	Garbage / Recycling	1
	Noise	7
	Nuisances	1
	Parks and green spaces	1
	Traffic	1
	Tree	1
	Zoning / Urban planning / Exemption	1
	SUB-TOTAL	14
Leisure, Physical and Sports Activities	Sports and leisure	1
	SUB-TOTAL	1
Municipal Services	Quality of services	2
	Parking / SRRR / Vignettes	7
	SUB-TOTAL	9
Security	Fire / Public safety	1
	SUB-TOTAL	1
	GRAND TOTAL	35



Chart 27

Charter files settled in 2014

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY (IN WORKING DAYS)	RESULT
Environment and Sustainable Development Garbage / Recycling (2 related files)	<p>The By-law governing the management of restaurants' food waste (cold room requirements and restrictions to the use of containers) generates different problems</p> <p>Citizens complained about nuisances resulting thereof (odour, dirt, vermin, noise)</p>	Outremont	<p>580</p> <p>134</p>	<p>Following our intervention in a previous case (2011), several nuisances had been resolved or reduced</p> <p>The Borough had then made a commitment to revise its By-law</p> <p>Undertaking fulfilled: a new By-law was adopted on December 1st, 2014</p> <p>OdM submitted comments to the Borough prior to the adoption of this new By-law</p> <p>OdM will follow up on the application of these rules</p>
Environment and Sustainable Development Nuisances	<p>Complaint of nuisances generated by a tool rental business located near a school and private residences</p> <p>The safety of pupils was also a concern since the clients and staff were loading and unloading tool-vehicles on school property</p>	Pierrefonds-Roxboro	564	<p>OdM obtained the collaboration of the business owner and of the school administration to reduce nuisances and stop the use of the school property by the clients and staff</p> <p>The Borough has committed to follow up on the situation and to ensure these measures are maintained and the applicable By-laws respected</p> <p>OdM will follow up in 2015, if need be</p>
Economic and Social Life Public health and maintenance (mold)	<p>Follow-up on the possible Protocol between VdM/DSP and other participants to ensure better management of unhealthy housing problems</p>	Service de la mise en valeur du territoire – Direction de l'habitation	455	<p>OdM closed its file following the adoption by Ville de Montréal of its <i>Plan d'action 2014-2017 de lutte à l'insalubrité des logements</i> which addresses OdM's concerns</p>

Chart 27 (continued)

Charter files settled in 2014

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY (IN WORKING DAYS)	RESULT
Economic and Social Life (vulnerable person) Social housing / HLM / Housing subsidies	A mother of 9 children was asking to be listed again on the OMHM's waiting lists	Office municipal d'habitation de Montréal	366	OdM RECOMMENDATION accepted by the OMHM: end of penalty subject to payment of all pending rents
Democracy Alley	Citizens were seeking the reopening of 2 accesses to their alley, which had been blocked by the Borough Citizens were disputing the methods and procedures used by the Borough to consult the residents	Rosemont-La Petite-Patrie	179	As suggested by OdM, another public consultation was held: in light of the new results, the closure of these two accesses was maintained
Environment and Sustainable Development Traffic	Complaint concerning nuisances: excessive traffic and high speed	Le Sud-Ouest	287	The Borough and the SPVM made several changes to improve signs and safety
Municipal Services Quality of services	Long delays and incomplete answers given to a citizen who had requested the construction of a driveway entrance: shared responsibilities to handle such requests by two different departments	Côte-des-Neiges-Notre-Dame-de-Grâce	181	Problem resolved The two departments adopted a new procedure defining clearly each one's responsibility with regard to such requests
Economic and Social Life Road works / Public works	Complaint concerning a public health issue: foul odours and rats in a residence The owners suspect that municipal sewers are in cause	Le Plateau-Mont-Royal	224	Municipal sewers were inspected by the Borough Breakings in the neighbour's piping were found. The piping was fixed, settling the problem into the plaintiffs' residence There remains, however, persisting odours outdoor, in the area The Borough confirmed that it will follow up on the situation



Chart 27 (continued)

Charter files settled in 2014

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY (IN WORKING DAYS)	RESULT
Environment and Sustainable Development Zoning / Urban planning / Exemption	Follow-up on Borough commitments to make regular controls on a local fruit store whose activities often do not conform with the By-law requirements	Pierrefonds-Roxboro	107	OdM review Borough's interventions in 2013: commitments respected OdM's annual follow-ups are maintained
Municipal Services Aqueduct / Sewer	A citizen had no access to water for five days	Côte-des-Neiges-Notre-Dame-de-Grâce	149	The Borough recognized that the situation should have been handled more rapidly and that the delays were too long Follow-ups by the Borough with its employees OdM insisted on the importance of strictly following the procedure and to act rapidly when a citizen is deprived of water
Environment and Sustainable Development Tree	Complaint that a municipal tree would damage the citizen's property	Montréal-Nord	85	After a new inspection, the City agreed that, in this particular case, the tree had to be cut, which was done
Environment and Sustainable Development Nuisances	Complaint concerning excessive noises coming from a school yard, in the evenings and during the week-ends (noisy users and noisy waste containers installed alongside the citizens' private backyards) The Borough was refusing to intervene further and was referring the citizens to the SPVM	Verdun	70	OdM contacted the school administration and the school board The problems were settled – The school yard is now locked and inaccessible during evenings and week-ends – The waste containers were moved further away from the residences A follow-up is planned for 2015

Chart 27 (continued)

Charter files settled in 2014

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY (IN WORKING DAYS)	RESULT
Security Traffic	Complaint concerning a traffic light: green light too short The Borough does not follow-up on the citizen's request	Côte-des-Neiges-Notre-Dame-de-Grâce	130	OdM resolved the situation with the Service des infrastructures, de la voirie et des transports The Service recognized that the green light period should be lengthened: the adjustments were made
Municipal Services Quality of services	A citizen was complaining that the Borough did not return his numerous calls to request information, for many weeks	Le Plateau-Mont-Royal	211	OdM RECOMMENDATION accepted The Borough adopted a new procedure: the Division des études techniques must now return citizens' phone calls within 15 days
Environment and Sustainable Development Noise	Complaint concerning noises and vibrations caused by a heat pump located on the roof of a condo building	Côte-des-Neiges-Notre-Dame-de-Grâce	121	Tests showed that the noise levels did not exceed the regulated standards The owner, nonetheless, accepted to modify certain aspects of the installation, which reduced vibrations and noises significantly
Environment and Sustainable Development Noise	Complaint of excessive noise caused by a swimming pool pump motor	Anjou	45	The Borough followed up more closely Just before the noise test by a municipal technician, the neighbour sent the motor to be repaired: the problem was settled



Chart 27 (continued)

Charter files settled in 2014

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY (IN WORKING DAYS)	RESULT
Environment and Sustainable Development Garbage / Recycling	<p>Complaint that garbage of a rental building is being dumped in unauthorized areas and outside the allowed periods</p> <p>The plaintiffs are disturbed by the nuisances resulting thereof such as foul odours into their house</p>	Ahuntsic-Cartierville	151	<p>The Borough followed up more closely</p> <p>The building owner agreed to collaborate</p> <p>He bought new garbage containers with lids</p> <p>Now, between collection days, the owner keeps his garbage containers on his property, away from nearby houses</p> <p>Problem has been settled</p>
Environment and Sustainable Development Parks and green spaces	Annual follow-up – Angrignon Park forest	Arrondissement Le Sud-Ouest Services des grands parcs, du verdissement et du Mont-Royal	34	Undertaking respected to limit interventions in order to insure the forest's regeneration
Municipal Services Quality of services	Complaint concerning the content of a written communication sent to a citizen	Côte-des-Neiges-Notre-Dame-de-Grâce	54	<p>This situation was resolved by mediation</p> <p>The Borough acknowledged the importance of remaining neutral and factual when communicating with citizens</p>
Economic and Social Life Public health and maintenance (mold)	Intervention of OdM after media coverage alleging poor management of major issues at Domaine Renaissance (mold, cockroaches, bed bugs, rats)	Service de la mise en valeur du territoire – Direction de l'habitation	24	OdM closed this file after receiving information on the ongoing City's interventions and confirmation of Ville de Montréal's commitment to follow up closely on the situation

Chart 28

Charter files

Results / By chapter

CHAPTER	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Cultural Life	1														1
Democracy	4									1					3
Economic and Social Life	5					1				2			1		1
Environment and Sustainable Development	15					1				3	4			1	6
Leisure, Physical and Sports Activities	1									1					
Municipal Services	8									1	1				6
Security	1														1
GRAND TOTAL	35	0	0	0	0	2	0	0	0	8	5	0	1	1	18



Chart 29

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Ahuntsic–Cartierville (administration)	Environment and Sustainable Development	
	Garbage / Recycling	1
	Noise	1
	Municipal Services	
	Quality of services	1
TOTAL		3
Ahuntsic–Cartierville (Council)	Democracy	
	Public participation	1
TOTAL		1
Anjou (administration)	Environment and Sustainable Development	
	Noise	1
TOTAL		1
Côte-des-Neiges– Notre-Dame-de-Grâce (administration)	Economic and Social Life	
	Public health and maintenance (mold)	1
	Environment and Sustainable Development	
	Noise	3
	Nuisances	1
	Municipal Services	
	Quality of services	2
Security		
Fire / Public Safety	1	
TOTAL		8
Le Plateau-Mont-Royal (administration)	Democracy	
	Public participation	1
	Environment and Sustainable Development	
Traffic	1	
TOTAL		2

Chart 29 (continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Le Sud-Ouest (administration)	Environment and Sustainable Development	
	Parks and green spaces	1
	Municipal Services	
	Quality of services	2
TOTAL		3
Mercier-Hochelaga-Maisonneuve (administration)	Economic and Social Life	
	Public health and maintenance (bed bugs)	1
TOTAL		1
Outremont (administration)	Environment and Sustainable Development	
	Application of By-laws	1
	Noise	1
TOTAL		2
Pierrefonds-Roxboro (administration)	Environment and Sustainable Development	
	Zoning / Urban planning / Exemption	1
TOTAL		1
Rivière-des-Prairies-Pointe-aux-Trembles (administration)	Environment and Sustainable Development	
	Quality of services	1
	Municipal Services	
	Tree	1
TOTAL		2
Rosemont-La Petite-Patrie (administration)	Democracy	
	Alley	1
	Leisure, Physical and Sports Activities	
	Sports and leisure	1
TOTAL		2



Chart 29 (continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Saint-Laurent (administration)	Cultural Life	
	Library	1
	Economic and Social Life	
	Public health and maintenance (others)	1
TOTAL		2
Saint-Léonard (administration)	Environment and Sustainable Development	
	Noise	1
	Municipal Services	
	Quality of services	1
TOTAL		2
Villeray–Saint-Michel–Parc-Extension (administration)	Economic and Social Life	
	Public health and maintenance (others)	1
TOTAL		1
CENTRAL DEPARTMENT		
CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
Grands parcs, verdissement et Mont-Royal	Environment and Sustainable Development	
	Parks and green spaces	1
Mise en valeur du territoire	Economic and Social Life	
	Public health and maintenance (bed bugs)	1
Service de police	Municipal Services	
	Quality of services	1
TOTAL		3
POLITICAL ENTITY		
POLITICAL ENTITY	CHAPTER / TOPIC	NUMBER
City Council	Democracy	
	Public participation	1
TOTAL		1

Chart 30

Charter files Results / By entity

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Ahuntsic-Cartierville (administration)	3									1	1				1
Ahuntsic-Cartierville (Borough Council)	1									1					
Anjou (administration)	1										1				
Côte-des-Neiges-Notre-Dame-de-Grâce (administration)	10					2				2	2				4
Le Plateau-Mont-Royal (administration)	3														3
Le Sud-Ouest (administration)	3													1	2
Mercier-Hochelaga-Maisonneuve (administration)	1									1					
Outremont (administration)	2													1	1
Pierrefonds-Roxboro (administration)	1														1
Rivière-des-Prairies-Pointe-aux-Trembles (administration)	2														2
Rosemont-La Petite-Patrie (administration)	2									1					1
Saint-Laurent (administration)	2					1									1
Saint-Léonard (administration)	2									1					1
Villeray-Saint-Michel-Parc-Extension (administration)	1									1					
Service de la mise en valeur du territoire – Direction de l’habitation	2												1		1
Service des grands parcs, du verdissement et du Mont-Royal	1													1	
Service de police – Direction des opérations policières	1									1					
City Council	1														1



Chart 31

Charter files

Final response period

Thorough investigations only

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	2	1	1	12	13	9	7	20	1	66	92.79
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	30.3	1.52	100%	
2011	1	3	4	6	14	10	3	16	0	57	98.65
%	1.75	5.26	7.02	10.53	24.56	17.54	5.26	28.07	0	100%	
2012	5	1	1	7	10	11	13	30	1	79	111.66
%	6.33	1.27	1.27	8.86	12.66	13.92	16.46	37.97	1.27	100%	
2013	0	1	0	7	7	5	7	23	4	54	99.06
%	0	1.85	0	12.96	12.96	9.26	12.96	42.59	7.41	100%	
2014	0	1	0	0	3	3	4	7	17	35	43.86
%	0	2.86	0	0	8.57	8.57	11.43	20	48.57	100%	

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

Chart 32

Charter files

Results / By specific provision of the Charter

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Cultural Life			
Take measures to favor the distribution (broadcasting) of the knowledges which distinguish the cultural heritage	1	Still pending: 1	-
SUB-TOTAL	1		
Democracy			
Adopt and maintain procedures to ensure credible, transparent and effective public consultation	1	Still pending: 1	-
Provide useful information	1	Still pending: 1	-
Promote citizen participation	3	Ill-founded: 2 Still pending: 1	26.33
SUB-TOTAL	5		
Economic and Social Life			
Take steps to ensure that housing comply with safety standards when health and safety are concerned	5	Commitment: 1 Ill-founded: 3 Lack of collaboration or refusal of settlement: 1	78.8
SUB-TOTAL	5		
Environment and Sustainable Development			
Promote the protection of the urban forest	1	Follow-up on commitment: 1	34
Take measures to control abusive irritants resulting from dumping garbage	3	Lack of collaboration or refusal of settlement: 1 Resolved: 1 Follow-up on commitment: 1	124.67
Take measures to reduce abusive irritants resulting from traffic	1	Still pending: 1	-
Take measures to reduce abusive irritants resulting from noise	9	Ill-founded: 2 Lack of collaboration or refusal of settlement: 1 Resolved: 2 Still pending: 4	49.11
Promote measures to increase the number of cool areas	1	Still pending: 1	-
SUB-TOTAL	15		



Chart 32 (continued)

Charter files

Results / By specific provision of the Charter

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Leisure, Physical and Sports Activities			
Favor the accessibility to the activities and in community facilities	1	Ill-founded: 1	63
SUB-TOTAL	1		
Municipal Services			
Promote flexibility in municipal services to meet the diverse needs of citizens	1	Still pending: 1	-
Take measures to limit pollution and barriers to safe access of citizens to their home	1	Still pending: 1	-
Provide municipal services in a competent, respectful and non-discriminatory manner	8	Ill-founded: 2 Resolved: 1 Still pending: 5	34.75
SUB-TOTAL	10		
Security			
To arrange its territory in a safe way	1	Still pending: 1	-
SUB-TOTAL	1		
GRAND TOTAL	38		

Chart 33

Charter files

Evolution / Number of complaints 2006-2014

A. Evolution of the number of Charter investigations

	2006	2007	2008	2009	2010	2011	2012	2013	2014	TOTAL
Number of Charter investigations	33	40	40	38	66	57	78	55	35	442

B. Proportion of Charter investigations over all OdM investigations

	2006	2007	2008	2009	2010	2011	2012	2013	2014	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	55	35	442
Total number of OdM investigations per year	222	233	249	193	209	179	203	153	143	1784
%	14.86	17.17	16.06	19.69	31.58	31.84	38.42	35.95	24.48	24.78



Chart 34

Charter files Results / By topic

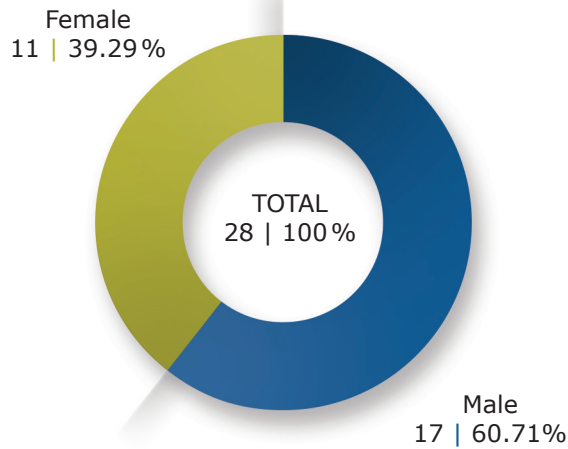
TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST TILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Alley	1														1
Application of By-laws	1													1	
Fire / Public safety	1														1
Garbage / Recycling	1										1				
Library	1														1
Noise	7									2	2				3
Nuisances	1					1									
Parking / SRRR / Vignettes	1									1					
Parks and green spaces	1													1	
Public health and maintenance (bed bugs)	1									1					
Public health and maintenance (mold)	2									1		1			
Public health and maintenance (others)	2					1				1					
Public participation	3									1					2
Quality of services	7									2	1				4
Sports and leisure	1									1					
Traffic	1														1
Tree	1														1
Zoning / Urban planning / Exemption	2						1								1
GRAND TOTAL	35	0	0	0	0	2	1	0	0	10	4	0	1	2	15

Chart 35

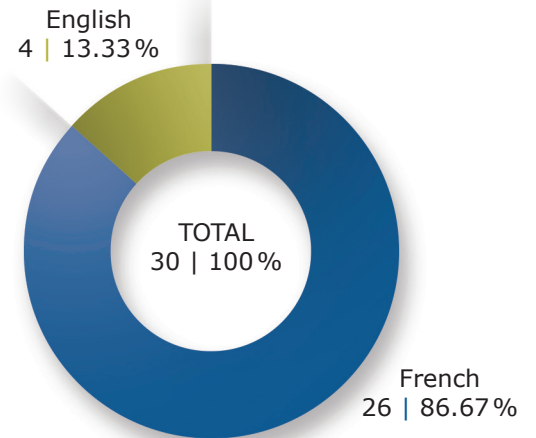
Charter files

Demographic data

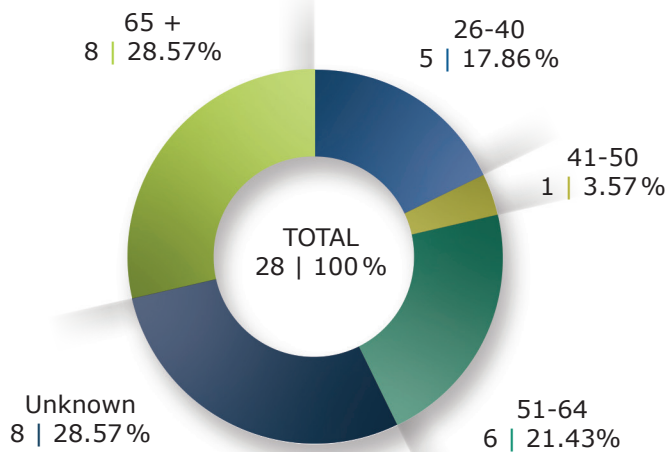
A. Genders



B. Languages



C. Age groups



D. Origins

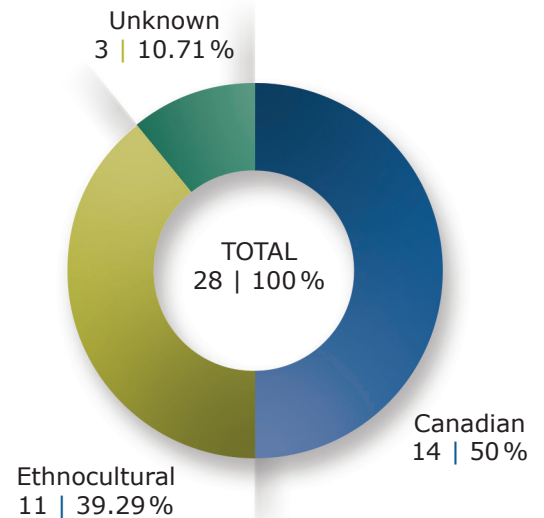
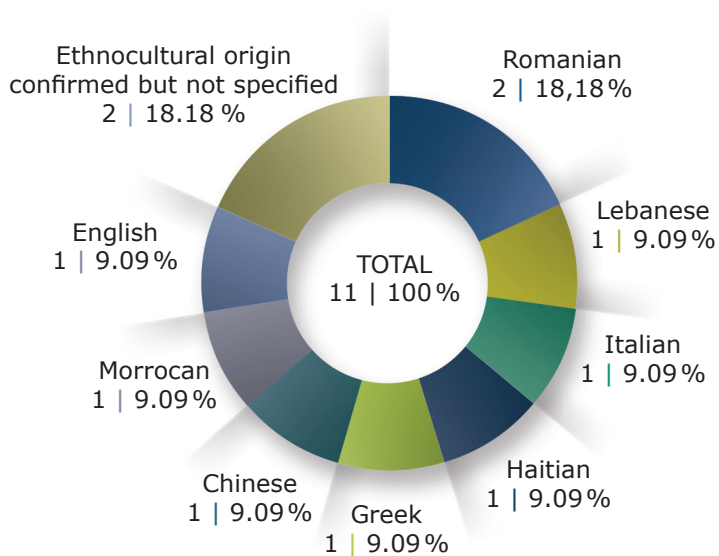


Chart 35 (continued)

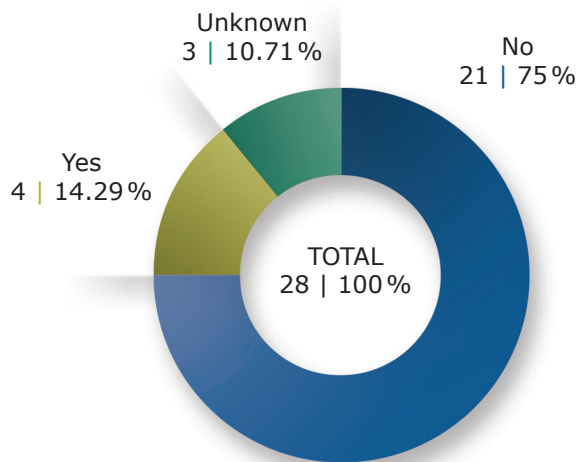
Charter files

Demographic data

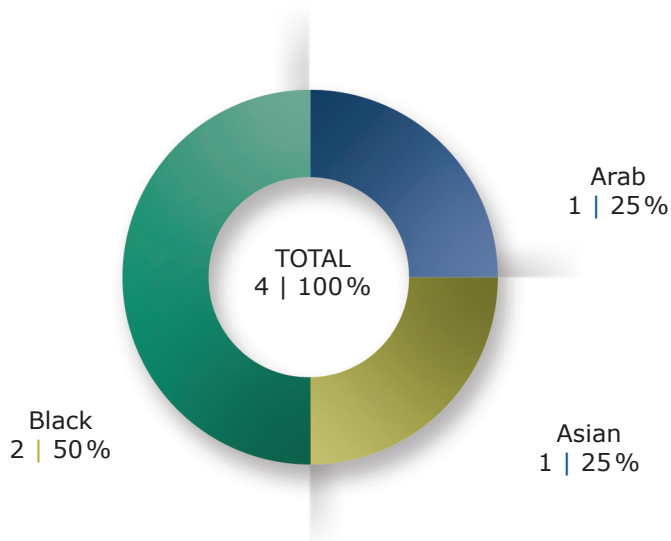
E. Details of declared ethnocultural origins



F. Visible minorities



G. Details of declared visible minorities



NOTE: Of the 35 Charter files handled in 2014, 5 were own motion investigations by OdM, 1 came from a group of citizens and 1 concerned a corporation.

Glossary - to better understand our topics

Access to information

Complaints relating to *Right of access* legislation ; Requests to obtain documents or information.

Acquired rights

Alleged acquired rights for uses or constructions which have become derogatory.

Alleged embezzlement

Alleged misappropriation of funds, fraud or collusion involving a City employee or representative.

Alley

Complaints regarding traffic or safety in an alley ; Complaints related to illegal encroachments in alleys or the acquisition of an alley ; Complaints related to Green alleys ; etc.

Animal

Complaints of excessive barking; too many animals in a dwelling ; prohibitions of dogs in parks ; biting dogs ; euthanasia orders ; excrements not picked up ; presence of rats ; excessive presence of pigeons, squirrels, gulls, stray cats ; horse carriages ; etc.

Application of By-laws

Complaints relating to municipal statutes in general, how they are applied and the merits of a By-law ; Complaints regarding the simultaneous application of many By-laws ; Application of a municipal By-law which does not fall under a specific category.

Aqueduct/Sewer

Complaints relating to insufficient water pressure in houses ; City drains ; water leaks ; accumulation of water ; pipe problems ; etc.

Cleanliness

Un-cleanliness of a private property, a park, a street, an alley, etc.

Communications

Complaints about inadequate, insufficient or unclear municipal communication ; or relating to Ville de Montréal Website or Accès Montréal services and information.

Conduct of an employee

Complaints against a municipal employee in the execution of his/her duty.

Conflict of interests

Alleged conflict of interests, real or apparent, within the municipal administration.

Court decision

Complaints against a Court decision, except the Montréal Municipal Court.

Cycling path/Bicycle

Complaints with regard to the implementation or maintenance of cycling paths ; bicycles ; Bixi.

Culture

Complaints concerning municipal cultural events or institutions.

Decision of the Agglomeration Council

Complaints related to an Agglomeration Council decision which we cannot link to another category. N.B Our office has no jurisdiction over these decisions.

Decision of a Borough Council

Complaints relating to a Borough Council decision which we cannot link to another category. We generally do not have jurisdiction.

Decision of the City Council

Complaints relating to a City Council decision which we cannot link to another category. We generally do not have jurisdiction.



Decision of the Executive Committee

Complaints relating to an Executive Committee decision which we cannot link to another category. We generally do not have jurisdiction.

Driveway entrance

Complaints relating to the implementation or closing down of a driveway or access thereto.

Environment/Sustainable development

Complaints relating to *Éco-quartiers* and *Éco-centres* ; construction projects with an impact on eco-territories ; pollution by industries ; etc.

Evaluation/Real estate tax

Complaints regarding land evaluation and tax invoices ; a Motion for review ; late payments ; refunds ; agreements ; etc.

Fence

Complaints relating to municipal rules governing fences and hedges.

Financial compensation (aqueduct/sewer)

Financial claims for damages caused by the City's aqueduct or sewer systems.

Financial compensation (climate event)

Financial claims relating to damages due to a climate event such as an ice storm, strong winds, torrential rains, etc.

Financial compensation (fall on sidewalk)

Financial claims for damages suffered due to a fall on a sidewalk or on any other City property.

Financial compensation (municipal works)

Financial claims for damages caused by municipal works (e.g. snow removal, road maintenance, etc.).

Financial compensation (others)

Other financial claims which we cannot link to another category (e.g.: unjustified detention, administrative errors, long delays to issue a permit, stealing in a municipal building, compensation for a day spent in Court, damages due to a police operation).

Financial compensation (pothole)

Financial claims for damages caused by a pothole.

Financial compensation (road incident)

Financial claims for damages due to a road incident, except potholes: e.g. collision with City vehicle, with a lamppost, etc.

Financial compensation (storage of furniture)

Financial claims relating to the storage of furniture and other personal belongings of tenants who were evicted from their dwelling.

Financial compensation (tree)

Financial claims for damages caused by a municipal tree.

Fire/Public safety

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

Garbage/Recycling

Complaints relating to different types of garbage collection ; storage of garbage ; use of garbage bins ; etc.

Handicapped person

Complaints regarding services and/or subsidies, offered or not, to persons with a handicap.

Human rights

Alleged discrimination based on the Charters of rights.

Labour relations

Complaints concerning the hiring process and other labour/employment related issues within the City. We generally do not have jurisdiction.

Library

Functioning of and Access to municipal libraries.

Miscellaneous

Complaints concerning Ville de Montréal which we cannot link to another category. For example: real estate transactions between citizens and the City ; problems linked to civic address ; etc.

Municipal court (functioning)

Complaints relating to the general administration of the Court ; wording and clarity of documents ; rules of practice ; judicial processes ; status of a specific file ; etc.

Municipal court judgment

Complaints against a judgment rendered by the Municipal Court: we do not have jurisdiction over judicial decisions.

Noise

Allegations of excessive and disrupting noise levels of all kinds (e.g. air conditioning, ventilation systems, commercial activities, etc.) ; Application of relevant By-laws.

Nuisances

Complaints related to any other type of nuisances such as : foul smelling odors ; inconveniences due to construction sites (dust, noise) ; abandoned land ; noisy church bells ; bright business lights ; automobile running during the night ; loud businesses or neighbours.

Parking/SRRR/Vignettes

Complaints regarding the implementation or withdrawal of SRRR zones (street parking areas reserved for local residents), including the issuance of parking permits ; parking restrictions on streets ; rates and functioning of parking meters ; Stationnement de Montréal parking lots; etc.

Parking violation

Citizens contesting the appropriateness of a parking ticket.

Parks and green spaces

Complaints related to the safety of parks and their infrastructure/game equipments ; events held in parks ; protection of green spaces and the natural patrimony ; etc.

Permit

Complaints regarding the issuance or refusal of permits ; Works done without a permit ; etc.

Pound (others)

Complaints concerning the storage of vehicles in pounds, on behalf of the City ; public auctions; etc.

Pound (storage of furniture)

Complaints from citizens who have been evicted from their dwelling, whose furniture has been taken over by the City, who are financially unable to retrieve them or need an extra delay to do so ; Complaints related to the handling and/or destruction of such goods.

Private dispute

Disputes not related to Ville de Montréal excluding the following topics : Court decision, Public organizations, Tenant/landlord relations.

Public health and maintenance (bed bugs)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : bed bugs.



Public health and maintenance (cockroaches)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : cockroaches.

Public health and maintenance (mold)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : mold.

Public health and maintenance (others)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings excluding those related to mold, bed bugs, cockroaches, rats and mice.

Public health and maintenance (rats and mice)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : rats or mice.

Public markets

Complaints regarding a public market.

Public organizations

Complaints regarding a federal, provincial or municipal (other than Montréal) organization.

Public participation

Complaints related to a Public Consultation process ; a Referendum process ; the public's question periods at (municipal) Councils public assemblies; etc.

Quality of services

Dissatisfaction towards a municipal service such as : failure to return calls, disrespectful behaviour, incomplete or inaccurate information provided to citizens, unreasonable response time, etc.

Right of initiative

Complaints relating to the Right of initiative provided for in the *By-law concerning the Montréal Charter of Rights and Responsibilities and the Right of initiative*.

Road works/Public works

Complaints related to maintenance and repair of roads, streets and sidewalks ; lighting network ; graffiti ; street line marking ; sewer lids displaced ; different type of collections such as dead leaves, Christmas trees, cumbersome objects (except garbage and recycling) ; etc.

Scientific institutions

Complaints regarding the Biodôme, the Insectarium, the Jardin Botanique and the Planétarium. (eg. Safety in parking lots, fees, etc.)

Snow removal

Complaints relating to snow removal operations ; Timing of snow removal ; Problems which occurred during snow removal operations; etc.

Social housing/HLM/Housing subsidies

Complaints related to low rent housing dwellings managed by the OMHM or the SHDM ; waiting lists ; maintenance ; relations with janitor ; sanctions ; etc.

Sports and leisure

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

Subsidy other than housing

Complaints related to all municipal subsidy programs in Montréal such as the residential renovation subsidies, home ownership subsidies and subsidies for cultural events, except the housing subsidy (rent supplement – social housing).

Tax (except real estate)

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

Taxi

Complaints related to the presence of a taxi stand, to the quality of taxi services or to rules governing taxis in Montréal.

Tenant/Landlord relations

Complaints about problems between a tenant and his private landlord.

Tenders/Contract

Complaints against tenders not awarded ; tenders too restrictive ; allegations of bias ; etc.

Towing

Complaints related to towing activities in Montréal.

Traffic

Complaints related to traffic signs, traffic lights, traffic irritants, speed bumps, etc.

Transportation

Complaints regarding public transportation. We generally do not have jurisdiction.

Tree

Complaints relating to the pruning, the cutting down or the planting of trees.

Universal access

Universal access to municipal services, municipal information, municipal buildings and public places, for persons who are physically or intellectually challenged.

Volunteer work

Complaints relating to volunteers within municipal activities.

Violation of law

Citizens contesting the appropriateness of a fine or any another penalty imposed (except parking). E.g.: Criminal Code, Highway Safety Code, etc.

Winter temporary shelter

Complaints concerning winter temporary car shelters (TEMPO).

Zoning/Urban planning/Exemption

Complaints regarding zoning rules which determine the authorized activities, in a given area ; Complaints against exemptions granted or denied for a specific construction project; etc.





IN A RESOLUTION MODE !

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