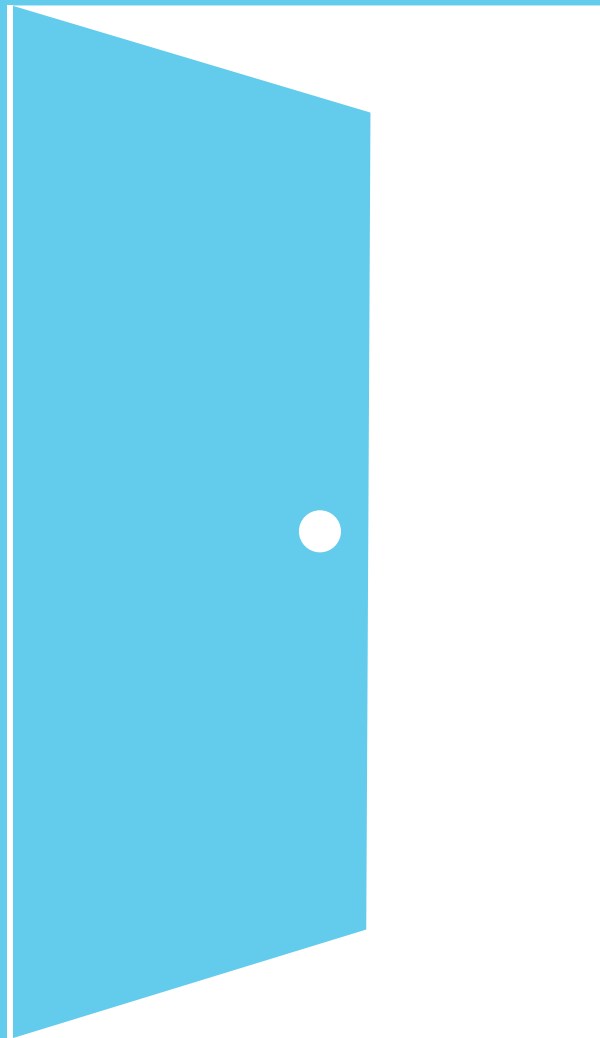


# OMBUDSMAN

OUR RIGOR,  
YOUR TRUST



OMBUDSMAN  
de Montréal

IN A RESOLUTION MODE !

2013  
ANNUAL  
REPORT

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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May 26, 2014

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

**RE: 2013 Annual Report – *OUR RIGOR, YOUR TRUST***

Mr. Chairman,

I have the pleasure of submitting the 2013 **OMBUDSMAN DE MONTRÉAL** Annual Report which bears the significant title *Our rigor, Your trust*.

As you know, 2013 marked the tenth anniversary of Montréal Ombudsman's office. The reputation of rigor, tenacity, common sense and respect that we have patiently built over the years, with all of our counterparts, has become our strength and our guarantee of success. We are always looking for fair and just solutions, for the citizens and the City.

For the sake of environment and sustainable development, our Annual Report is once again mainly distributed on USB drives. It is also accessible on our website ([ombudsmantemontreal.com](http://ombudsmantemontreal.com)) where the reader has access to many complementary charts.

In 2013, our office handled 1348 files, including 1285 new complaints. We conducted 216 thorough investigations: 153 regarding complaints received in 2013 and 63 related to previous files. 55 of the investigations initiated in 2013 involved the *Montréal Charter of Rights and Responsibilities*.

In 2013, the average processing time, all files included, was of 5.13 working days. As for the 153 thorough investigations launched during the year, the average processing time was of 33.86 working days: it should be noted, however, that 45 of these files were pending on December 31, 2013.

We issued 2 **RECOMMENDATIONS** in 2013: one was accepted but unfortunately the other was denied.

I am convinced that all City Council members will appreciate the information herein.

Yours very truly,



Johanne Savard, Ombudsman

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## Ombudsman's message



Me Johanne Savard

The two interrelated concepts of **Rigor and Trust** are part of our everyday life. **Trust** is something that must be earned and can never be taken for granted. We, therefore, have to keep on working at it on a daily basis.

When the Montréal Ombudsman's office was created in 2003, there was no other municipal ombudsman in Canada. We had to develop every aspect of our procedures and were pioneers in that regard.

From the very start, **rigor, transparency, impartiality, justice and respect** emerged naturally as essential attributes to the Ombudsman's credibility and also, as fundamental values to be promoted within the City.

Through our active listening, our empathy and our capacity in finding efficient and viable solutions, my team and I have been able to inspire confidence to both citizens and municipal representatives. The information you will read in this report is a clear demonstration thereof.

### MANDATE AND MISSION

The Ombudsman's main mandate is to handle complaints from citizens who believe they are adversely affected by a decision or an action of the municipal administration, and if need be, to recommend appropriate solutions. We only intervene as a last resort, when the concerned director failed to resolve the problem. In order to optimize the positive impact of our actions, however, our office must do more.

We have developed various tools to better inform citizens, in clear language, on municipal concepts and on the functioning of the City: the [Frequently Asked Questions](#) page on our website; our blog posts; our interactions on Facebook and Twitter; etc.

We are more and more proactive and we periodically launch our own motion investigations on subjects or problems which were brought to our attention.

We occasionally take the initiative of sharing our experience and findings with decision-makers. For example, in 2013, we submitted comments to two standing committees of the City Council. It was the first time we took such an initiative:

- We submitted a report to the Commission permanente sur le développement économique et urbain et l'habitation, in the context of its public review of the *Bilan de l'action municipale pour l'amélioration de la salubrité des logements 2008-2012*;
- We also filed comments with the Commission permanente sur le développement social et la diversité montréalaise, in the context of its public review of the *Bilan des réalisations 2009-2011 en accessibilité universelle de la Ville de Montréal*.

Our **rigor**,  
Your **trust**

### **BROAD INFLUENCE**

The expertise and exceptional quality of the services provided by our office are widely recognized, locally and beyond. This contributes positively to Montréal's reputation as a model of democracy.

Every year, we are solicited by Canadian and foreign ombudsman offices eager to learn from our methods and experience.

We regularly host delegations from Europe, Asia, the Americas and Africa interested in discovering the role of municipal ombudsman offices as a protection tool for the rights of citizens. We explain the ins and outs of our action as well as the qualities and essential attributes of our efficiency and credibility. We share our experience and the tools and techniques we have developed over the years. The comments we get are always full of praise.

On a more personal note, my mandate on the Board of Directors of the Association des Ombudsmans et Médiateurs de la Francophonie was renewed in 2013. Furthermore, I was elected Vice-President of the BOD of the Forum of Canadian Ombudsman. My involvement within these organizations not only allows us to shine but also contributes to the promotion of high standards of quality in ombudsman offices, all the while allowing our own office to benefit from the experience of others.

### **SUMMARY OF THE ODM'S ACTIONS SINCE 2003**

Our tenth anniversary provided an occasion to review our achievements, since 2003.

Since the creation of our office, we have received nearly 12 000 complaints and conducted over 2 000 thorough investigations. Almost every time we have identified a problem or an injustice, we were able to have the situation rectified. To name only a few:

- In 2005, the OdM obtained that the Montréal Municipal Court adopts a new policy restricting the public access to the criminal records of defendants who were declared not guilty or whose charges were dropped. As of December 31, 2013, 4196 persons benefited from this policy.
- Since a RECOMMENDATION issued in 2006, there is no more mechanical maintenance in the forest of Parc Angrignon. These operations were destroying the new shoots and jeopardizing the long term survival of the forest.
- Following an intervention of the OdM, the Service des finances adopted a new follow-up policy of the tax reimbursement cheques that are not cashed in. The Service des finances now systematically follows up to trace owners who had successfully contested their tax bills but failed to cash in the reimbursement cheque issued following a favourable Court decision, months or years later. As of December 31, 2013, almost \$775 000 had thus been returned to nearly 1850 citizens.

- The OdM contributed to the improvement of policies regarding parking spaces reserved for handicapped persons in certain Boroughs, so as to take into account the reality of caregivers.
- Following an investigation, Stationnement de Montréal undertook to reduce the height of parking meters in order to make them more accessible to persons in wheelchairs or short people. Since 2005, 345 lower meters were so installed.
- The OdM was able to cancel the fees that had been charged to many car owners, by private pounds under contract with the SPVM: their contract with the City did not permit the imposition of such costs.
- The OdM contributed to the adoption of a new policy by the SPVM: no storage fees should be charged to innocent owners of vehicles kept at the pound at the SPVM request, for the purpose of a police investigation.
- The OdM obtained the adoption of a new, clear and uniform policy, applicable across the City, which defines the conditions for the transfer or release of municipal alleys to neighbouring residents who are illegally encroaching. Indeed, we had noticed a lack of uniformity and precision in the procedures followed by different Boroughs.
- During an investigation, the OdM had noticed that hundreds of citizens had been waiting for months for firemen to prepare reports required to finalize their insurance claims. Following our intervention, the Service de sécurité incendie de Montréal provided another type of report which satisfied the insurers.
- In the fall of 2012, contrary to the procedures announced, the Municipal Court decided not to proceed to the usual administrative internal review of approximately 15 000 files related to statements of offence. As a result, many citizens who had entered a not guilty plea and submitted conclusive evidence demonstrating that, if there was a trial they could not be found guilty, were deprived of the benefit of the usual administrative review which could have led to the withdrawal of their statement of offence, thus sparing them the trouble to appear before the Court (e.g.: if the defendant has proof of payment of the parking meter with regard to which he received a statement of offence). The decision to send these files to trial, without looking at the evidence produced by citizens, also resulted in an overcrowding of the court docket. All files we handled were settled to our satisfaction. In some cases, the statement of offence was immediately withdrawn; in others, the Court cancelled the notice of hearing that had been sent and undertook to review the file administratively, in accordance with its usual procedure, which was done in every case.

## Our rigor, Your trust

- Our office resolved many complaints related to noise or traffic irritants having a negative impact on residents' quality of life. In collaboration with the concerned directors, we generally identify ways to reduce or eliminate this kind of nuisances. We often invite Boroughs to follow up more rigorously in order to have their By-laws respected. Here are some examples of situations we were able to resolve:
  - Activities around arenas or in school yards: noisy users at night and during weekends;
  - Traffic problems due to construction sites or festivals;
  - Prohibited commercial activities increasing traffic in residential streets;
  - Festivals: better management of traffic; respect of rehearsals and show schedules; improvement of the evacuation procedures after the event;
  - Garbage collection: limiting or stopping such activities at night; respecting the By-laws and obtaining a more rigorous follow-up by Boroughs;
  - Nuisances caused by the use of garbage containers near residences.
- The OdM obtained that a Borough proceed to the regular maintenance of a catch basin located in a public alley: it was often overflowing which created risks of damages to neighbouring properties.
- At the insistence of the OdM, testing was done regarding a flow of waste water in a public alley where citizens were circulating and children were playing. These tests revealed the presence of coliform bacteria. The Borough intervened more vigorously with the owner responsible for this flow, following which he finally proceeded to the necessary repairs.
- The re-configuration of a street to alleviate traffic prevented a blind resident from safely taking the intersection she used to cross to go about her daily business, including her medical appointments. The impact on her autonomy was huge. The Borough agreed to remove the obstacles that had recently been installed and reorganized the area differently so as to maintain the desired alleviation of traffic.
- A citizen's application for a home ownership subsidy had been denied because the notary appointed by the SHDM had delayed in registering the deed of sale which had been signed in due time. Because of this unusual delay, one of the mandatory criteria for the subsidy was no longer satisfied. Thanks to the OdM, the citizen obtained his subsidy.

- Years ago, following the construction of Highway 25, the City announced that some of the streets that had been planned, in this area, would never be built. Properties that were going to become accessible with these streets would, therefore, remain landlocked and unbuildable. We looked into this matter in 2012, at the request of one of the concerned owner. Following our intervention, the Direction des stratégies et des transactions immobilières agreed to be more active in search of solutions. As a result, our plaintiff was able to sell his landlocked property.
- We have also resolved or improved many situations related to the quality of municipal services and communications with citizens in situations such as:
  - Lack of transparency regarding the rules;
  - Citizen phone calls not returned;
  - Relevant information unavailable on the Borough's website;
  - Lack of follow-up on citizen complaints;
  - Complaints closed erroneously;
  - Incorrect or contradictory information in municipal documents or websites;
  - Unclear forms.

There is still much work to be done: we often receive complaints on this topic.

### **CONCLUSION**

Despite the inevitable obstacles and occasional irritants, our office maintains its collaborative and innovative approach and obtains good results, benefiting citizens and the entire municipal administration of Montréal.

Without my team, none of this would be possible. I emphasize the exceptional contribution of all my staff who still, in 2013, has worked really hard to help aggrieved citizens and improve the quality of services offered by Ville de Montréal. I thank them for their efforts and initiatives to always make our office increasingly efficient.

Johanne Savard, Ombudsman

## THE OMBUDSMAN DE MONTRÉAL IN A NUTSHELL

Our rigor,  
Your trust

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

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

Except as needed for the purpose of our investigations, the information contained in the **OMBUDSMAN DE MONTRÉAL**'s files is protected and no other person has access to it.

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

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

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

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

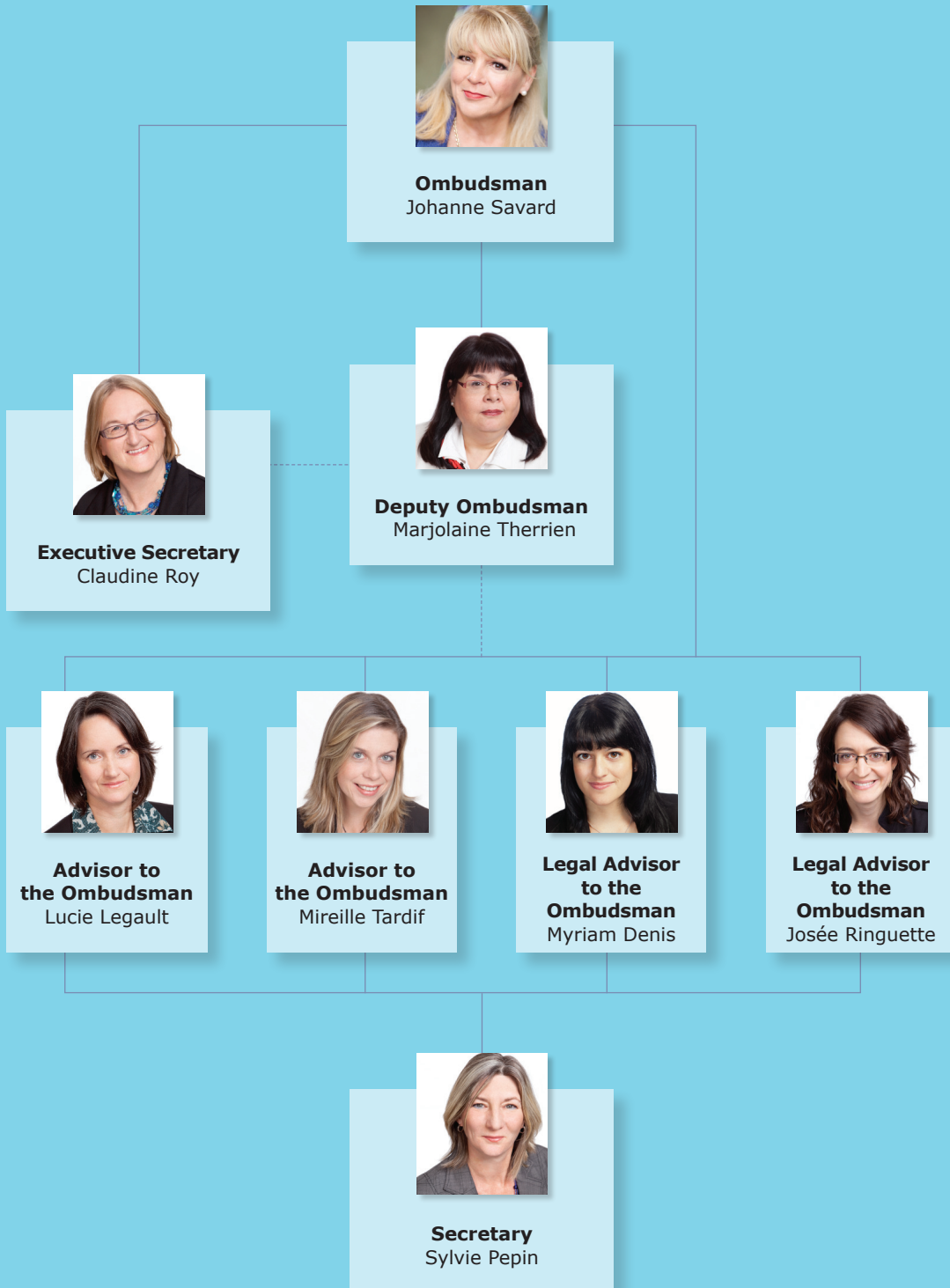
Our offices are located on the ground floor of Ville de Montréal City Hall, a few steps away from Champ-de-Mars metro station. The building is accessible to people with reduced mobility via the Place Vauquelin entrance, in front of Place Jacques-Cartier.

For more information on our mandate, values, mission, logo and complaint procedures, you can consult our *Promoting respect; ensuring equity brochure*, available in paper format or on our Website.



# OUR TEAM

Our **rigor**,  
Your **trust**



## Ms. Johanne Savard

Our **rigor,**  
Your **trust**

### TRAINING AND PROFESSIONAL EXPERIENCE

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

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

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

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

Ms. Savard is a Vice President of the BOD of the Forum of Canadian Ombudsman. She is also a Board of Directors' member of the Association des Ombudsmans et Médiateurs de la Francophonie.

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

### SOCIAL COMMITMENT

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

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

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

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

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

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## Part I

### FILES HANDLED IN 2013 – AN OVERVIEW

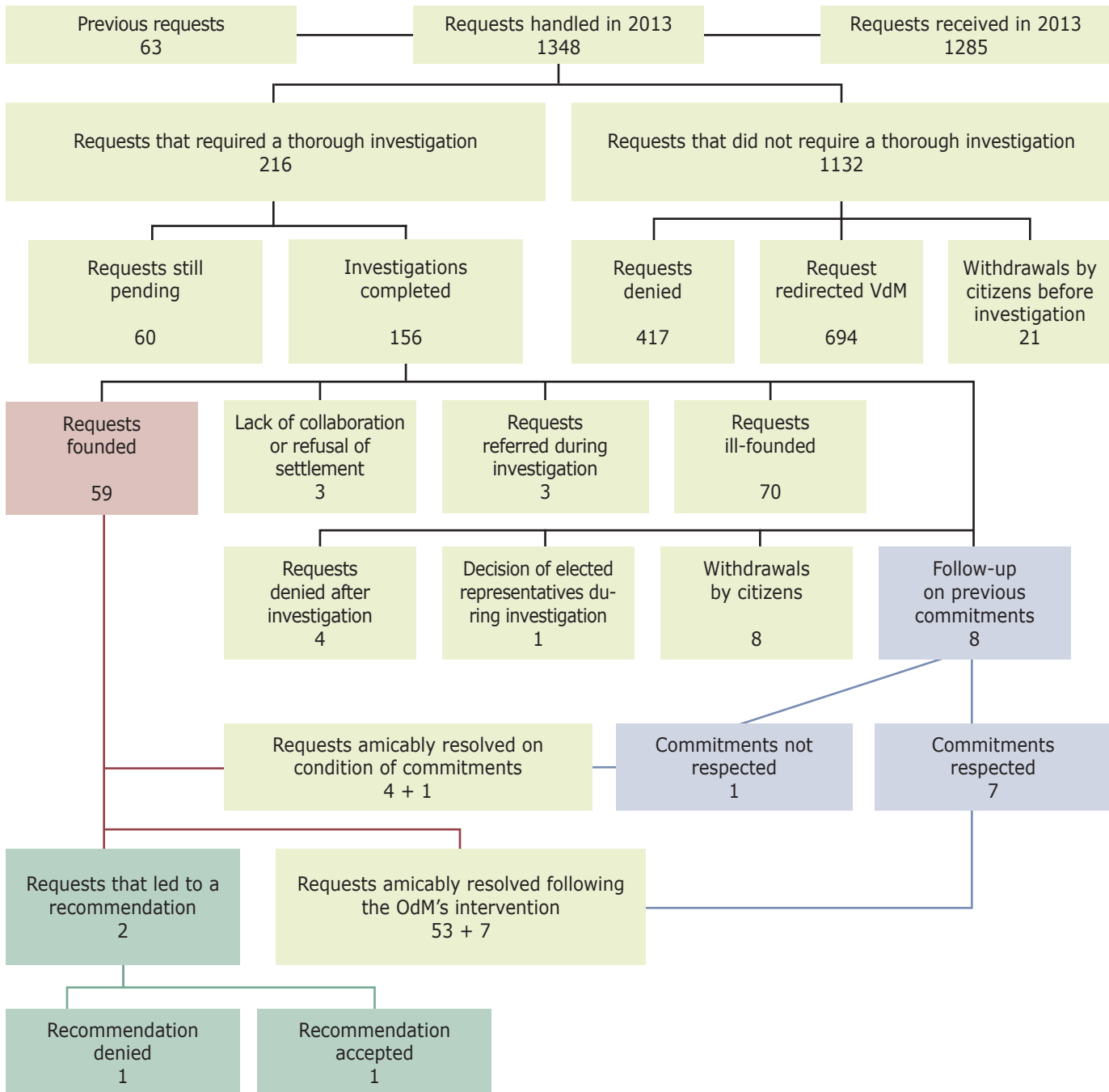
#### Some 2013 achievements

The year 2013 brought its share of great achievements. Here are some examples:

- At our request, the SHDM elaborated and adopted a written procedure on the rules which should govern the calculation of rents and rent increases. Thus, the rules are now clear and their application should be uniform, within the entire organization.
- We obtained good results in many files regarding municipal management of unsanitary housing. Since we first intervened in such files, a few years ago, we have noted improvements in the quality of actions and follow-ups made by many Boroughs. We also noticed an increased effort to make sure that the dwellings declared unfit for habitation are not rented again, until the situation is fully corrected.
- Following an investigation, the delays for registering the information on towed vehicles in the Info-Remorquage system were reduced. In one case, the delays had been such that an owner filed a complaint for theft.
- The owner was finally authorized to replace the windows of her building by windows surmounted by an arc shaped transom, while the Borough was initially requesting windows without transom. Although the look of these two types of windows is very similar, this Borough's requirement would have resulted in an additional cost of nearly \$50 000 for the owner.
- The public notices for the opening of a register issued by Arrondissement Le Sud-Ouest were modified to make citizens aware that they may be required to provide evidence of their home address.

## 2013 Statistics at a glance

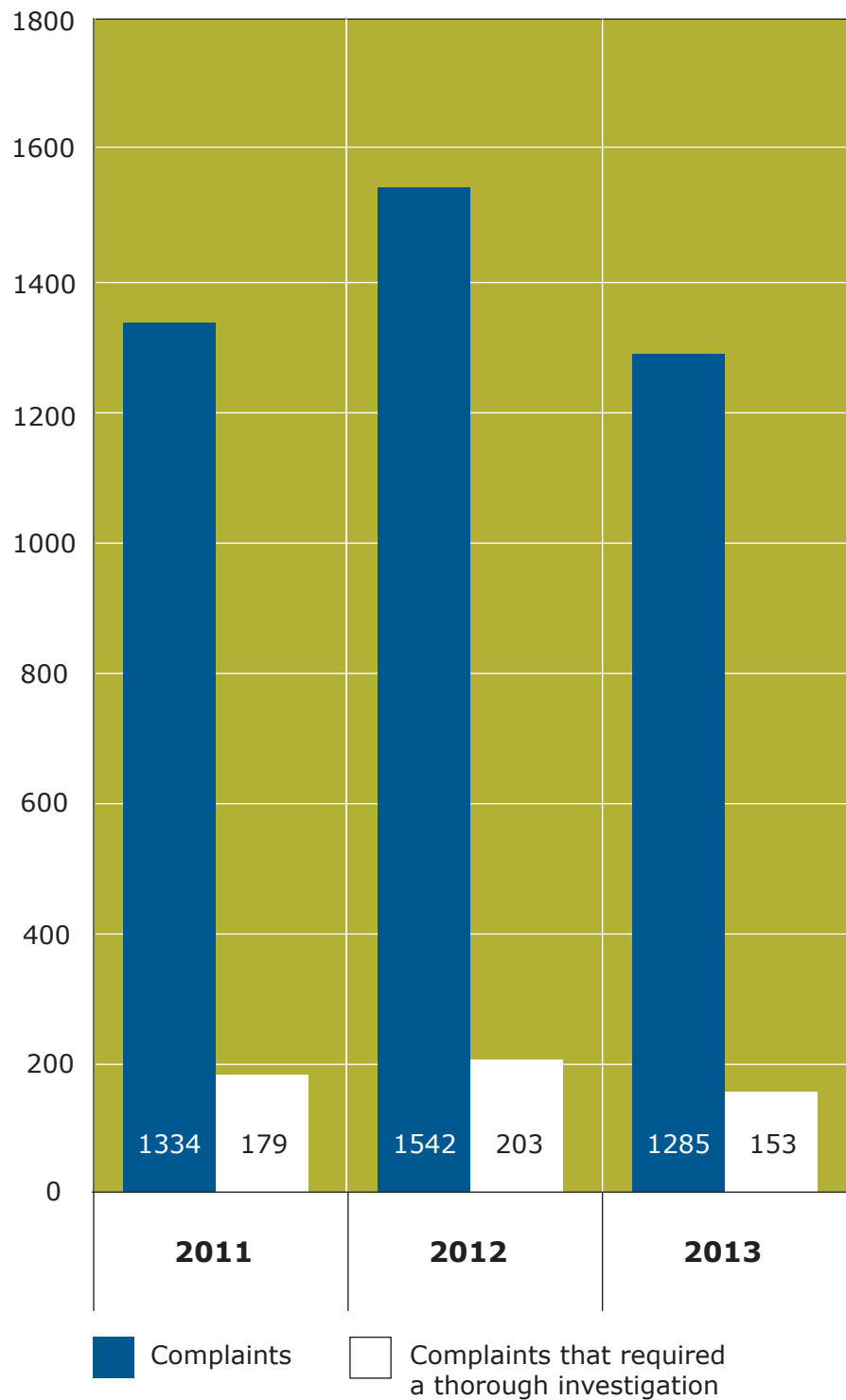
In this report, we present the essential information and charts which we have prepared. A lot of additional information can be found in the numerous charts listed in our Addendum and available on the [Publications](#) page on our Website.



## Total number of files handled in 2013

We have handled **1348** files in 2013, namely:

- **1285 new complaints**, **55** of which were related to an undertaking of the *Montréal Charter of Rights and Responsibilities*;
- **63** files opened before January 1, 2013, **29** of which in relation to the Charter.



## Number of thorough investigations

**216** complaints were the object of a thorough investigation in 2013: **153** files opened in **2013**, **53** files opened in **2012**, **7** files in **2011**, **2** in **2010** and **1** in **2008**. **84** of these investigations related to the Charter.

The Ombudsman initiated **6** own motion investigations in 2013.

TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
<b>Alley</b>	Analysis of the Borough's procedure with regard to Green Alley projects	Rosemont-La Petite-Patrie	<b>119 days</b>	Commitments undertaken
<b>Parks and green spaces</b>	Follow-up on City's commitment to limit mechanical interventions in the Parc Angrignon forest	Le Sud-Ouest and Direction des grands parcs et du verdissement	<b>14 days</b>	Commitment respected
<b>Public health and maintenance (mold)</b>	Follow-up on OMHM's commitments to decontaminate a vacant dwelling	OMHM	<b>55 days</b>	Follow-up on commitments: not respected; but new commitment undertaken
<b>Public participation</b>	Modification to the public notice to open a register to specify that citizens may be required to provide a proof of residence	Le Sud-Ouest	<b>56 days</b>	Resolved
<b>Quality of services</b>	A large number of parking tickets would be issued by error because of failures in the system	Société en commandite Stationnement de Montréal	---	Still pending
<b>Social housing / HLM / Housing subsidies</b>	Follow-up on OMHM's commitment to make repairs	OMHM	<b>17 days</b>	Commitment respected

As of December 31, 2013, **156** investigations were completed, while **60** files remained active.

Of the **156 investigations closed** in 2013, **59** were based on founded complaints.

- 53 complaints were completely settled and closed, to our satisfaction;
- 4 complaints were settled amicably, subject to future undertakings;
- 2 complaints led to formal **RECOMMENDATIONS**.

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## RECOMMENDATIONS issued in 2013

Two (2) **RECOMMENDATIONS** were issued in 2013:

- The first, regarding a required reasonable accommodation for residents with physical limitations. Unfortunately, Arrondissement de Rosemont–La Petite-Patrie refused to act accordingly.
- The second, concerning a penalty imposed to a former OMHM tenant, a mother of nine (9) children who had abandoned her dwelling due to the climate of violence in her residential complex. The OMHM accepted our **RECOMMENDATION** (at the beginning of 2014).

You will find a summary of these files in PART III of the present report.

## Main topics of complaints concerning Ville de Montréal

In 2013, the complaints regarding Ville de Montréal related mainly to the following topics:

- Functioning of the Montréal Municipal Court (137)
- Permits (60)
- Behaviour of municipal employees (59)
- Application of municipal By-laws (54)
- Unsanitary housing (50)

## Municipal entities most often the subject of a complaint

A high number of complaints does not necessarily mean that this entity has management issues. Due to their inherent characteristics, some entities are more likely to be the subject of a complaint. Moreover, some of the Boroughs which are frequently concerned by complaints offer exceptional collaboration. It is also important to remember that not all complaints received will lead to a thorough investigation.

In many cases, they are redirected to the concerned director, on the basis of the last resort principle, and the file does not come back. Notwithstanding the above, the information on the number of complaints per entity remains relevant.

### Boroughs

- Ville-Marie (76)
- Le Plateau-Mont-Royal (71)
- Côte-des-Neiges–Notre-Dame-de-Grâce (66)
- Rosemont-La Petite-Patrie (65)

### Central departments

- Cour municipale de Montréal (165)
- Direction des opérations policières (57)
- Agents de stationnement (37)

### Paramunicipal agencies

- Office municipal d’habitation de Montréal (58)

### Political entities

- City Council (12)



## Average processing time of complaints

Our average processing time for all types of files, including Charter related ones, was of **5.13 working days**. **91%** of citizens received our final conclusion within one (1) month or less.

With regard to **thorough investigations opened and closed in 2013**, the average processing time was of **33.86 working days**: **27%** were completed

within one (1) month or less and **43%**, within two (2) months or less.

It should be noted, however, that as of December 31, 2013, **45 investigations initiated in 2013 were still under way**. When these investigations are completed, the average processing time of the 2013 files 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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	1448	51	35	42	67	27	15	28	0	<b>1713</b>	7.53 DAYS
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.63	0	<b>100%</b>	
2009	1225	48	24	32	54	35	12	14	0	<b>1444</b>	6.71 DAYS
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.97	0	<b>100%</b>	
2010	1172	77	35	46	51	25	10	26	2	<b>1444</b>	7.83 DAYS
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.8	0.14	<b>100%</b>	
2011	1085	69	30	43	43	20	12	25	7	<b>1334</b>	8.09 DAYS
%	81.33	5.17	2.25	3.22	3.22	1.5	0.9	1.87	0.52	<b>100%</b>	
2012	1248	88	40	27	33	29	18	49	10	<b>1542</b>	10.41 DAYS
%	80.93	5.71	2.59	1.75	2.14	1.88	1.17	3.18	0.65	<b>100%</b>	
2013	1088	41	20	25	24	16	10	16	45	<b>1285</b>	5.13 DAYS
%	84.67	3.19	1.56	1.95	1.87	1.25	0.78	1.25	3.5	<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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	14	25	31	42	67	27	15	28	0	<b>249</b>	45.52 DAYS
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	11.24	0	<b>100%</b>	
2009	15	13	20	30	54	35	12	14	0	<b>193</b>	42.67 DAYS
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	7.25	0	<b>100%</b>	
2010	7	22	24	43	50	25	10	26	2	<b>209</b>	46.55 DAYS
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.44	0.96	<b>100%</b>	
2011	12	12	13	39	42	20	12	25	4	<b>179</b>	51.5 DAYS
%	6.7	6.7	7.26	21.79	23.46	11.17	6.7	13.97	2.23	<b>100%</b>	
2012	9	8	25	24	32	29	18	48	10	<b>203</b>	69.07 DAYS
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	23.65	4.93	<b>100%</b>	
2013	4	4	11	23	24	16	10	16	45	<b>153</b>	33.86 DAYS
%	2.61	2.61	7.19	15.03	15.69	10.46	6.54	10.46	29.41	<b>100%</b>	

N.B.: In this chart, the average processing time for previous years is different from the data that appeared in our previous annual reports. These delays were adjusted to take into consideration earlier investigations which were completed and closed in 2013.



## Modes for the submission of complaints

The telephone remains the favourite mode for citizens to submit a complaint to our office. Social media have very little use for this purpose. If a complaint is submitted through social media, we quickly redirect the citizen to another communication mode so as to preserve confidentiality.

MODE	NUMBER IN 2013	%	NUMBER IN 2012	%
By phone	765	59.53	895	58.04
By email	353	27.47	397	25.75
In person	96	7.47	148	9.6
By mail	38	2.96	43	2.79
By fax	22	1.71	12	0.78
Own motion investigations by the Ombudsman	6	0.47	25	1.62
On Facebook	4	0.31	12	0.78
On Twitter	1	0.06	4	0.26
Grouped complaints	0	0	3	0.19
On our Blog	0	0	2	0.13
On Youtube	0	0	1	0.06
<b>TOTAL</b>	<b>1285</b>	<b>100%</b>	<b>1542</b>	<b>100%</b>

## Plaintiffs profile

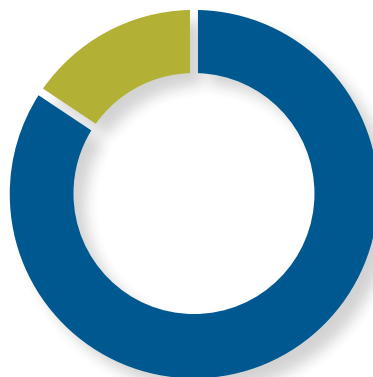
The demographic data is provided on an optional basis. They nonetheless remain a good indicator of the clientele we serve.

### Gender



- Male | 670 | 54.08%
- Female | 566 | 45.68%
- Unknown | 3 | 0.24%

### Language



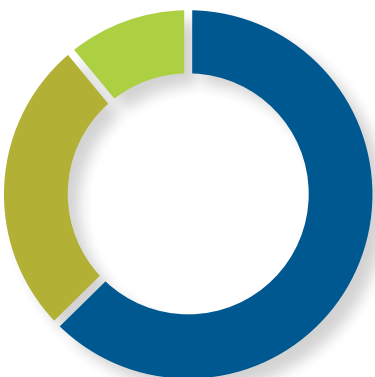
- French | 1079 | 84.36%
- English | 200 | 15.64%

### Age group



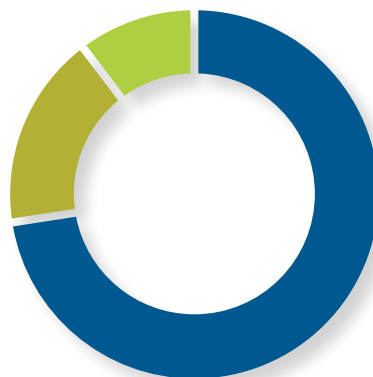
- Under 18 | 2 | 0.16%
- 18-25 | 25 | 2.02%
- 26-40 | 217 | 17.51%
- 41-50 | 147 | 11.86%
- 51-64 | 187 | 15.09%
- 65 + | 139 | 11.22%
- Unknown | 522 | 42.13%

### Origin



- Canadian | 776 | 62.63%
- Ethnocultural | 327 | 26.39%
- Unknown | 136 | 10.98%

### Visible minority



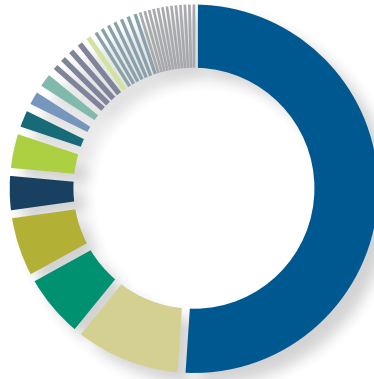
- No | 899 | 72.56%
- Unknown | 212 | 17.11%
- Yes | 128 | 10.33%

### Details of declared visible minority



- Arabic | 31 | 24.22%
- Asian (Chinese, Vietnamese) | 28 | 21.88%
- Black | 47 | 36.72%
- Latin American | 13 | 10.16%
- South Asian (Tamils, Pakistani, Hindu) | 9 | 7.03%

### Details of declared ethnocultural origin



- Ethnocultural origin confirmed but not specified | 167 | 51.07%
- Italian | 32 | 9.79%
- Haitian | 20 | 6.12%
- French | 19 | 5.81%
- Chinese | 12 | 3.67%
- Greek | 12 | 3.67%
- Romanian | 7 | 2.14%
- Jewish | 6 | 1.83%
- Vietnamese | 6 | 1.83%
- American | 4 | 1.22%
- Indian | 4 | 1.22%
- Moroccan | 4 | 1.22%
- Spanish | 4 | 1.22%
- Maurician | 3 | 0.92%
- Afghan | 2 | 0.61%
- Armenian | 2 | 0.61%
- Congolese | 2 | 0.61%
- Filipino | 2 | 0.61%
- Guadelupean | 2 | 0.61%
- Lebanese | 2 | 0.61%
- Rwandan | 2 | 0.61%
- Algerian | 1 | 0.31%
- Bangladeshi | 1 | 0.31%
- Bulgarian | 1 | 0.31%
- Croatian | 1 | 0.31%
- English | 1 | 0.31%
- Hondurian | 1 | 0.31%
- Mexican | 1 | 0.31%
- Peruvian | 1 | 0.31%
- Polish | 1 | 0.31%
- Portuguese | 1 | 0.31%
- Russian | 1 | 0.31%
- Serbian | 1 | 0.31%
- Syrian | 1 | 0.31%

We should add that in 2013:

- 36 complaints were filed by a corporation
- 4 complaints were submitted by groups of citizens
- 6 investigations were launched by the OdM

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## Part II

### MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

This section refers only to complaints based on the *Montréal Charter of Rights and Responsibilities* (the Charter) that have led to a thorough investigation.

When citizens invoke the Charter in support of their complaint, it has been our experience that without further investigation on our part, it is often impossible to confirm whether the Charter is indeed at stake. When such complaints are redirected to the concerned director, on the basis that we only intervene as a last resort, we do not classify them as Charter related files.

#### General background

The Charter came into effect on January 1, 2006 and was modified in 2011, following a public consultation.

The only recourse available to ensure its respect is a complaint to the **OMBUDSMAN DE MONTRÉAL**.

The undertakings set out in the Charter are binding on all City managers, elected officials and employees of Montréal. These commitments relate to a great variety of subjects such as:

- Democracy and citizen participation
- The clarity and completeness of municipal information
- Equality between men and women
- Inclusion and non-discrimination
- The protection of the environment and recycling
- Sustainable development
- The quality of air and the increase of cool areas
- The protection of the patrimony
- The safety of citizens
- Access to community activities and facilities as well as to libraries
- Quality, respectful and non-discriminatory municipal services

## Charter related files handled in 2013

The number and proportion of Charter related files over the total number of investigations has slightly decreased in comparison to 2012: 55 Charter investigations on a total of 153, thus 35.95%.

Proportion of Charter investigations over all OdM investigations									
	2006	2007	2008	2009	2010	2011	2012	2013	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	55	<b>407</b>
Total number of OdM investigations per year	222	233	249	193	209	179	203	153	<b>1641</b>
%	14.86	17.17	16.06	19.69	31.58	31.84	38.42	35.95	<b>24.8</b>

The complaints received in 2013 related to the following Charter commitments:

- Protecting the urban forest
- Controlling abusive irritants stemming from garbage dumping/collection
- Taking measures to reduce abusive irritants arising from traffic
- Taking measures to reduce irritants arising from noise
- Preserving biodiversity and fostering its expansion in parks and green spaces
- Developing the territory in a safe manner
- Promoting flexibility in municipal services so as to meet various citizen needs
- Promoting universal access in the development of the municipal territory as well as universal access to municipal buildings, communications and programs
- Providing competent municipal services
- Maintaining geographic access to culture and art
- Promoting creative endeavours
- Ensuring credible, transparent and efficient public consultations
- Providing useful information
- Promoting public participation
- Taking measures so that housing meets public health and safety standards



## Charter related files resolved in 2013

The following chart presents all Charter related investigations we positively settled in 2013, regardless of the year the file was opened. Many complaints dealt with citizens' quality of life: noise, traffic, traffic lights or signs, random deposit of garbage, cleanliness, unsanitary housing.

We handled more complaints relating to the quality of services, mostly in relation to delays or lack of follow-ups.

In unsanitary housing files, our interventions can last over a long period of time, especially when major decontamination work is needed and a private owner is involved. We usually remain in the file until we have the assurance that the requested repairs have been or will be done and that in the meantime, the unfit dwelling will remain vacant.

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
<b>Cultural Life – Culture</b>	Request that a cultural festival be moved to a larger location	Le Plateau-Mont-Royal	<b>14 days</b>	Resolved – The event was moved into a larger location
<b>Democracy – Alley</b>	Analysis – Public consultation process with regard to Green Alleys (3 files)	Rosemont–La Petite-Patrie	<b>276 days</b>	Resolved – The Borough developed and adopted a <i>Guide des ruelles vertes</i>
<b>Democracy – Alley</b>	Analysis – Problems with the implementation of Green Alleys	Rosemont–La Petite-Patrie	<b>119 days</b>	Commitments undertaken – There will be adjustments to the <i>Guide des ruelles vertes</i>
<b>Democracy – Public participation</b>	Modifications to the public notices regarding the opening of a register to better inform citizens on the evidence they may have to produce	Le Sud-Ouest	<b>56 days</b>	Resolved – Modifications were made to the public notices to indicate that citizens may be required to provide evidence of their residential address
<b>Economic and Social Life – Public health and maintenance (mold)</b>	Follow-up on OMHM's commitments to decontaminate a vacant dwelling	OMHM	<b>55 days</b>	Commitments not respected; new commitment undertaken – The decontamination works will be part of a broader renovation project in the building – Meanwhile, the dwelling will remain vacant
<b>Economic and Social Life – Public health and maintenance (mold)</b>	Unsanitary dwelling – Investigation on the Borough's follow-ups	Le Sud-Ouest	<b>383 days</b>	Resolved – Rigorous monitoring by the Borough with regard to appropriate corrective measures
<b>Economic and Social Life – Public health and maintenance (others)</b>	Various non-conformities in an apartment building	Villeray–Saint-Michel–Parc-Extension	<b>390 days</b>	Resolved – The Borough requested appropriate corrective measures and makes regular follow-ups

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
<b>Economic and Social Life – Public health and maintenance (mold)</b>	Complaint about mold in a dwelling	Ville-Marie	<b>139 days</b>	Resolved – The Borough handled the complaint adequately and requested appropriate corrective measures to insure the decontamination of the dwelling
<b>Economic and Social Life – Public health and maintenance (mold)</b>	Mold problem in a dwelling	Rosemont-La Petite-Patrie	<b>222 days</b>	Resolved – Works were done in the dwelling
<b>Environment and Sustainable Development – Noise</b>	Noise from a ventilation unit and disturbing noises when night employees put garbage into containers – School establishment	Lachine	<b>344 days</b>	Resolved – Noise screens were installed and instructions were given to school employees asking that they handle with more care the use of garbage containers
<b>Environment and Sustainable Development – Traffic</b>	Follow-up on Borough’s commitment to implement measures to mitigate traffic	Pierrefonds-Roxboro	<b>88 days</b>	Commitment respected – The borough implemented traffic mitigation solutions
<b>Environment and Sustainable Development – Garbage / Recycling</b>	A citizen submits there is wild dumping of garbage in his district	Ville-Marie	<b>158 days</b>	Settled – The borough intervened with the offenders and made follow-ups
<b>Environment and Sustainable Development – Environment / Sustainable development</b>	A chimney installed on the roof of a commercial building produces smoke which the neighbours consider noxious	Direction de l’environnement	<b>164 days</b>	Resolved – The chimney was reoriented away from the residences and the ducts were cleaned
<b>Environment and Sustainable Development – Nuisances</b>	Follow-up on Borough’s commitment to manage and resolve different nuisances problems in an alley (parking, cleanliness, animals)	Rosemont-La Petite-Patrie	<b>35 days</b>	Commitments respected – The Borough increased its monitoring of the alley which led to the resolution of the problems
<b>Environment and Sustainable Development – Parks and green spaces</b>	Follow-up on commitment to limit mechanical interventions in the Parc Angrignon forest	Le Sud-Ouest and Direction des grands parcs et du verdissement	<b>14 days</b>	Commitments respected – No more mechanical interventions
<b>Municipal Services – Application of By-laws</b>	Inquiry on the applicable procedure to determine rent increases	SHDM	<b>198 days</b>	Resolved – SHDM has adopted a new detailed written policy
<b>Municipal Services – Quality of services</b>	No response to citizen’s calls and emails by the Borough	Pierrefonds-Roxboro	<b>13 days</b>	Resolved – The Borough acknowledged the problem and promptly contacted the citizen

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
<b>Municipal Services – Quality of services</b>	No follow-up on a citizen's request	Rosemont–La Petite-Patrie	<b>73 days</b>	Resolved – The citizen obtained his answers and the Borough apologized for the long delay; the file had been transferred to the wrong employee
<b>Municipal Services – Quality of services</b>	Dissatisfaction with the management of complaints relating to unsanitary dwellings	Le Sud-Ouest	<b>98 days</b>	Resolved – The Borough recognized the gaps in its treatment of the file. The Borough provided training to its inspectors and established a new protocol for future interventions
<b>Municipal Services – Quality of services</b>	No answer to a citizen's request to cut down a tree	LaSalle	<b>91 days</b>	Resolved – The Borough recognized the problem and apologized to the citizen
<b>Municipal Services – Quality of services</b>	Very long delay before the Borough handled a citizen's complaint	Le Plateau-Mont-Royal	<b>210 days</b>	Resolved – The Borough acknowledged there was a problem and took measures to improve its internal procedures for the handling of similar cases
<b>Security – Traffic</b>	Follow-up on commitment to install a pedestrian traffic light	Direction des transports	<b>84 days</b>	Commitment respected – The pedestrian traffic light was installed
<b>Security – Public health and maintenance (mold)</b>	Unsanitary building	Côte-des-Neiges–Notre-Dame-de-Grâce	<b>705 days</b>	Resolved – Different measures taken by the Borough (inspections, notice of closure of dwellings to protect the tenants' health and notices to the landlord requesting corrective measures)



## RECOMMENDATIONS issued in Charter related files in 2013

**Two (2) RECOMMENDATIONS** were issued in 2013 with regard to a Charter commitment:

- We recommended Arrondissement de Rosemont–La Petite-Patrie to issue a permit to install a lift platform in front of a residence where lived a couple with functional limitations. The Borough denied our **RECOMMENDATION**.
- We recommended the OMHM to reduce a penalty given to a former tenant, mother of nine (9) children, who had abandoned her dwelling due to the climate of violence in her residential complex. The OMHM Director accepted our **RECOMMENDATION**.

You will find a summary of these files in Part III of the present report.

## Processing time in Charter related files

With regard to investigations concerning the application of the Charter, the average duration of files opened and completed in 2013 was of **31.18 working days**: **14.55%** of plaintiffs got a final answer within one (1) month or less and **25.46%** in two (2) months or less.

As of December 31, 2013, however, **26 such investigations** were **ongoing**. When these files are settled, the average processing time will be increased.

	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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	1	0	1	5	15	5	7	6	0	<b>40</b>	57.3 DAYS
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	<b>100%</b>	
2009	2	0	0	8	9	9	6	4	0	<b>38</b>	47.37 DAYS
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	<b>100%</b>	
2010	2	1	1	12	13	9	7	19	2	<b>66</b>	79.65 DAYS
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	28.79	3.03	<b>100%</b>	
2011	1	3	4	6	14	10	3	14	2	<b>57</b>	74.68 DAYS
%	1.75	5.26	7.02	10.53	24.56	17.54	5.26	24.56	3.51	<b>100%</b>	
2012	5	1	1	7	10	11	13	27	4	<b>79</b>	96.33 DAYS
%	6.33	1.27	1.27	8.86	12.66	13.92	16.46	34.18	5.06	<b>100%</b>	
2013	0	1	0	7	6	4	4	7	26	<b>55</b>	31.18 DAYS
%	0	1.82	0	12.73	10.91	7.27	7.27	12.73	47.27	<b>100%</b>	

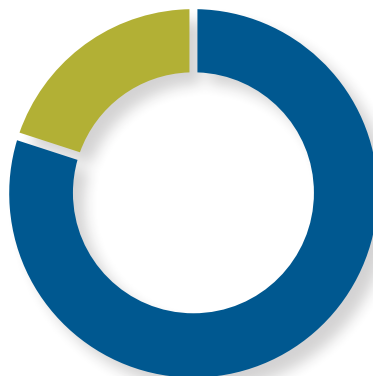
## Plaintiffs profile – Charter files

### Gender



● Male | 24 | 57.14%  
 ● Female | 18 | 42.86%

### Language



● French | 40 | 80%  
 ● English | 10 | 20%

### Age group



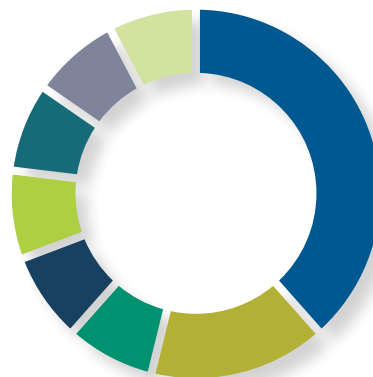
● 18-25 | 1 | 2.38%  
 ● 26-40 | 4 | 9.52%  
 ● 41-50 | 5 | 11.9%  
 ● 51-64 | 11 | 26.19%  
 ● 65 + | 8 | 19.05%  
 ● Unknown | 13 | 30.95%

### Origin



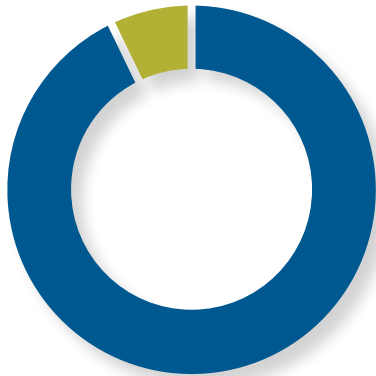
● Canadian | 29 | 69.05%  
 ● Ethnocultural | 13 | 30.95%

### Details of declared ethnocultural origin



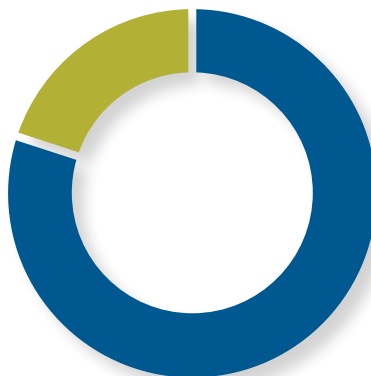
● Ethnocultural origin confirmed but not specified | 5 | 38.46%  
 ● Italian | 2 | 15.38%  
 ● Philippino | 1 | 6.67%  
 ● Greek | 1 | 6.67%  
 ● Haitian | 1 | 6.67%  
 ● Jewish | 1 | 6.67%  
 ● Maurician | 1 | 6.67%  
 ● Spanish | 1 | 6.67%

### Visible minority



● No | 39 | 92.86 %  
● Yes | 3 | 7.14 %

### Details of declared visible minority



● Asian | 1 | 33.33 %  
● Black | 2 | 66.67 %

We should add that in 2013:

- 4 Charter files were submitted by a corporation
- 4 Charter files came from groups of citizens
- 5 new Charter investigations were launched by the OdM

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## Part III

### EXAMPLES OF FILES HANDLED IN 2013

#### A) Charter related files

##### REASONABLE ACCOMMODATION

###### ■ Refusal of a permit to install a lift platform: a sad ending

In this file, our office recommended Arrondissement de Rosemont–La Petite-Patrie to issue a permit for the installation of a lift platform in front of a residential building. This platform would have allowed two (2) spouses to continue to live in the dwelling they had been occupying for about thirty (30) years, on the second floor of a building, despite their respective disabilities.

In our opinion, the proposed project met the requirements of the Borough's Urban Planning By-law which expressly authorize the installation of lift platforms in front of buildings. The project only involved minor modifications to the balcony and to the ramp and would not have affected the structure or the components of the building. According to us, therefore, the permit should have been issued by right, but the Borough disagreed.

Moreover, in the event that the project did not meet all the By-law requirements, we submitted that the permit should be granted as a reasonable accommodation because the platform was necessary to overcome the citizens' disabilities and the Borough had a legal duty to accommodate. The approval of the project would not have generated any undue hardship for the Borough and would not have affected its financial or material capacity. Moreover, the platform would not have infringed the rights or the safety of others.

The Borough, however, refused to issue the permit.

The Borough asserted that it had offered an alternative solution as a reasonable accommodation, namely the installation of the platform behind the building with a possible commitment that the Borough would take care of snow removal in the public alley and on the private property. In our opinion, however, the installation of the lift platform behind the building was

an inadequate solution given the configuration of the premises, the harshness of Québec winters, the difficulties related to snow removal of the accesses and given the path citizens would have to follow to reach adapted transport vehicles or the nearest street.

We addressed questions to the Borough regarding its interpretation of the By-law and on the reasonableness of the solution it had proposed. The Borough provided no response nor did it provide other information to demonstrate that its own proposal really qualified as a "reasonable" accommodation:

- The Borough does not seem to have made specific verifications to ensure that the installation of a platform behind the building was feasible from a material and regulatory perspective;
- The Borough did not provide any specifications confirming concrete measures it was willing to commit to, so as to ensure the snow removal in the alley and the plaintiffs' backyard. The Borough acknowledged that the snow removal in this alley would not be a priority and did not indicate a maximum time frame for this snow removal to be done so that the plaintiffs could go about their business, including medical appointments.

Ultimately, the Borough's resistance paid off. Given the impossibility of finding an acceptable solution to their mobility problem before the following winter, the plaintiffs decided to leave the neighbourhood they have been living in for over thirty (30) years and moved to the south shore.

We find such ending deplorable in a city like Montréal which normally shines through as a model of inclusion.

Considering the aging of the population, our office will remain vigilant to prevent such situations to re-occur.

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We understand the constraints related to urban planning and the importance of harmonious urban development, but the City must also be open and promote a more inclusive approach to the growing needs of citizens with functional limitations.

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

**Status of the file:** closed, **RECOMMENDATION** denied

## UNIVERSAL ACCESS

### ■ Quartier des spectacles

Since the end of 2010, our office has closely followed the measures underway to resolve various universal access and safety problems affecting disabled people in the new Quartier des spectacles. Since our initial intervention, managers in charge and groups representing different types of disabled people have intensified their discussions, the whole in accordance with the *Politique municipale d'accessibilité universelle* in which Ville de Montréal committed to promote an active partnership with community organizations.

In 2012, a specialized firm was appointed to study the movements of people with or without functional limitations, in this area. This study was conducted over a period of seven (7) months and included a survey of people with functional limitations.

The study confirmed the presence of universal access and safety problems in this area, particularly at road intersections. Different corrective measures were put forward: some were implemented in 2013 and others should be in 2014.

We will continue to follow up on this file to ensure that safety problems are resolved and that all realistic and reasonable solutions are implemented so as to improve universal access to the site, in conformity with the *Politique municipale d'accessibilité universelle* and with section 28 f) of the *Montréal Charter of Rights and Responsibilities*.

**Entity:** Arrondissement de Ville-Marie

**Status of the file:** active

## MORE TRANSPARENT, CLEAR AND FLEXIBLE PROCEDURES

### ■ The SHDM developed a written procedure for the calculation of rents

Some tenants of the Société d'habitation et de développement de Montréal (SHDM) were complaining of the way rent increases were calculated. Furthermore, some decisions from the Régie du logement had captured our attention. We intervened, therefore, with the SHDM to understand the rules applied and discuss areas for improvement.

We discovered that there was no official written procedure detailing the methods for calculating rents or rent increases intended for building managers, administrative staff or other SHDM employees. Hence, we suggested to SHDM that it should develop a written procedure so as to make the rules clear and their application consistent.

Our suggestion was welcomed and a new procedure was adopted.

This new procedure confirms the general principle under which SHDM shall rent its dwellings according to the concept of "affordability" as defined by the competent authorities. The procedure then details the rules that must be respected in different situations: rent calculation for a new tenant, rent increase (for renewals), information to be provided in procedures before the Régie du logement.

Amongst others, the following rules were confirmed:

- Since it is refundable, the GST paid by the SHDM must not be included as an expense;
- When work is done in a dwelling, the costs associated to this work must be taken into account only with regard to the rent for that dwelling;
- In case of major work in a building, every portion of the work covered by a grant must be excluded and not considered as an expense;
- When there are non-residential units in a building, the cost of major improvements and repairs made for the sole benefit of these premises must not be taken into account when calculating rent increases for the residential units.

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The adoption of a clear written procedure is a major improvement which should be beneficial in many ways:

- Clarity of terms;
- Uniformity of application;
- Transparency;
- Better understanding of rules by new employees;
- Rapid and consistent implementation in case of future modification of rules.

**Entity:** Société d'habitation et de développement de Montréal (SHDM)

**Status of the file:** resolved

#### ■ **Public notice of referendum approval process : addition of important information**

As part of an investigation regarding a referendum approval process in Arrondissement Le Sud-Ouest, our office had concluded that the procedure followed was consistent with law requirements. We had nonetheless suggested some possible areas of improvement.

One of these suggestions related to the content of the public notice which is published in newspapers to invite citizens concerned by a referendum approval process to sign a register.

This notice mentions that in order to sign the register, the person has to be a qualified voter entitled to have his name entered on the referendum list and to sign the register. Yet, one of the requirements to qualify as such is to reside in one of the areas surrounding the project subject to a referendum. The notice already specified that in order to prove their identity, citizens could use their health insurance card, their driver's license or their passport. It did not mention, however, that citizens could also be required to provide proof of their residential address.

In the complaint we had received, some people who had shown up with their health insurance card or their passport had not been authorized to sign the register because they could not provide evidence of their address. Following our intervention, the Borough committed to study the issue.

In 2013, the Borough confirmed that the wording of its public notice had been modified with the addition of the following:

"Qualified voters must establish their identity by presenting their health insurance card delivered by the Régie de l'assurance-maladie du Québec, their driver's license or probationary license on a plastic support delivered by the Société de l'assurance automobile du Québec or their Canadian passport as well as a proof of residence or ownership, as appropriate." (our translation)

We consider this modification as a significant improvement and may invite other Boroughs to follow suit so as to increase the clarity of their own public notices.

**Entity:** Arrondissement Le Sud-Ouest

**Status of the file:** resolved

#### ■ **OMHM: Reducing penalty in exceptional circumstances**

A former tenant was hoping to be registered again on the eligibility lists of the Office municipal d'habitation de Montréal (OMHM), for a subsidized dwelling. The OMHM had imposed her a penalty of five (5) years because she had left her previous low rent dwelling without prior written notice, and with an outstanding balance. Although the OMHM's tenant guide provides for a period of ineligibility of five (5) years, in such instances, the applicable regulations leave room to more flexibility.

Considering the specific circumstances of this file, namely the fact that the abandonment occurred due to problems of violence in the residential complex where this family used to live and the fact that the plaintiff is the mother of nine (9) children, many of which require regular follow-ups in a social pediatric center, we recommended to the OMHM to reduce this penalty in order for the plaintiff to be allowed to register on the waiting lists as soon as she pays her debt.

After many discussions, the OMHM Director accepted our approach and undertook to join his recommendation to ours and to ask the OMHM selection committee, which decides on the eligibility of requests, to authorize the re-inscription of this mother on the OMHM lists. As soon as our complainant pays her debt, she may apply for low rent housing.

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In the end, the penalty that will have been imposed will be of approximately three (3) years. Moreover, the citizen signed a document in which she recognizes the fundamental obligations of tenants and undertakes to respect them in the future.

**Entity:** Office municipal d'habitation de Montréal  
**Status of the file:** RECOMMENDATION accepted

## HEALTHY HOUSING

For some years, our office has been receiving numerous complaints regarding the health and safety of dwellings: among the various reasons for complaints (mold, cockroaches, bedbugs, rats and mice, defective equipment, etc.), mold problems top honours.

In 2013, our office handled fifty (50) new complaints regarding unsanitary dwellings, nineteen (19) of which relating to the presence of mold. We conducted eight (8) new investigations, six (6) of which for mold problems. At the end of 2013, many of these files were still active: the other complaints were referred to the concerned directors on the basis of the last resort principle.

### ■ A file that highlights the importance of inspectors' training

In 2012, a citizen had complained to his Borough about mold problems in his dwelling. He finally left the dwelling due to this problem.

The Borough had conducted two (2) inspections in this dwelling: one in December 2012 and the other in January 2013. During these two (2) visits, the municipal inspector had not noticed the presence of mold.

Subsequently, the Direction de santé publique (DSP) de Montréal got involved. The DSP inspected the premises and confirmed the presence of mold in the basement: it declared the dwelling unfit for habitation. The DSP also recommended that the dwelling remains vacant until it was decontaminated and proof of its salubrity was made.

The tenant then contacted our office. In light of the DSP report, he could not understand how the Borough had detected nothing wrong in the course of its two (2) inspections.

The Borough recognized there was a problem and acknowledged that its inspectors had neither the training nor the necessary equipment to detect the presence of excessive humidity or fungal contamination. Measures had already been taken by the Borough to improve the quality of its interventions in this type of file: improved guidelines and operational framework, training of inspectors in collaboration with the DSP, purchase of appropriate equipment. The Borough added that these measures were part of a continued process aimed at improving its interventions and that the new measures implemented were already producing results.

Our office agrees that in the future, this Borough's inspectors should be able to better detect the presence of mold and quickly take appropriate actions in similar situations.

**Entity:** Arrondissement Le Sud-Ouest  
**Status of the file:** resolved

### ■ The Borough must continue to follow up despite the fact that tenants have left

In another file, a tenant who was complaining of important mold contamination problems ended up leaving her dwelling: she was not satisfied with the work done by her landlord nor by the interventions conducted by Arrondissement de Pierrefonds-Roxboro.

Notwithstanding the fact that the complainant had moved out, we decided to intervene in order to ensure that the Borough maintains its actions with the owner and makes sure the fungal contamination problem gets resolved.

**Entity:** Arrondissement de Pierrefonds-Roxboro  
**Status of the file:** active

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■ **Satisfactory management by the Boroughs: the OdM withdraws from two (2) long-term files**

Since February 2012, we were following a major situation of unsalubrity concerning a building on Linton Street, in Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce. We mentioned this file in our previous annual reports.

When this situation made the headlines, a few years ago, our office was surprised to read that tenants were still living there, despite the fact that the DSP had issued a recommendation of eviction three (3) months earlier. We had decided, therefore, to intervene on our own motion.

Our investigation had confirmed the seriousness of the situation. When the tenants finally left the premises, we maintained our follow-ups to ensure that the dwellings would not be rented again before the necessary decontamination work was completed, to the satisfaction of the DSP. It was a matter of health for future tenants.

This file raised many questions with regard to the delays before the Borough had acted as well as to its global management of situations concerning unsanitary dwellings. Our investigation focused on these issues.

The Borough quickly improved its procedures so as to ensure a closer and stricter management of situations concerning fungus contaminated dwellings. It also improved its communications and follow-ups with collaborators such as the DSP.

Three (3) years later, the Borough and the DSP are still acting in this file. Major repair works were done by the owner of the building, but the DSP concluded that the fungal contamination problem had not been completely resolved. Therefore, the DSP maintained its recommendation that the vacant dwellings should not be rented again, for the time being.

The building was sold in 2013. The Borough committed to pursue close follow-ups with the new owners, in collaboration with the DSP, until it is shown that the building is healthy. In light of this commitment and

taking into account the major improvements in the management process of such files, in that Borough, our office concluded that its presence was no longer necessary. We decided, therefore, to close this file.

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

**Status of the file:** resolved

In 2012, a citizen had complained that his dwelling, as well as many others in the same building, were affected by an important mold contamination problem.

The plaintiff, his spouse and their children reported various health problems linked to this fungal contamination. He complained that Arrondissement de Villeray–Saint-Michel–Parc-Extension was not taking the necessary measures to resolve the situation and requested our intervention. We discussed this file in our 2012 annual report.

For many months, we made sure that the DSP recommendations were respected namely in regards to the evacuation of some dwellings, until a return to normalcy.

We regularly contacted the Borough who kept us up to date on the situation and sent us all relevant documents. We also contacted the DSP to discuss the situation and its recommendations.

Despite the Borough and the DSP interventions, the decontamination was not completed by the end of 2013. The Borough confirmed that it would maintain its follow-ups until the necessary work is completed and the building is deemed healthy by the DSP. It also confirmed that until such time, the dwellings would remain vacant.

Having been reassured that the Borough would continue to collaborate with the DSP, our office closed this file. We are confident that the reinstatement of previous tenants (including the plaintiff and his family) and the rental of dwellings to new tenants will not be authorized as long as the premises no longer present a health risk.

**Entity:** Arrondissement de Villeray–Saint-Michel–Parc-Extension

**Status of the file:** resolved



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■ **A dwelling overrun by mold: lack of follow-ups by the Borough**

In this file opened in 2012, the former tenant of a dwelling located in Arrondissement de Rosemont–La Petite-Patrie had complained of the presence of large mushrooms hanging from her bathroom ceiling and of the later collapse of the said ceiling. There clearly was water infiltration coming from the piping above and the presence of mushrooms confirmed a fungal contamination.

After our plaintiff left this dwelling, we asked the Borough to follow up and ensure that all the necessary repairs and decontamination work would be done according to satisfactory standards. We considered this to be essential for the health of future tenants.

Our office is not satisfied with the way the Borough handled this file.

The Borough asserted that work had been completed to its satisfaction and that the dwelling could be rented again. However, despite our repeated demands, the Borough never confirmed that it had requested or obtained proof that the work done constituted adequate and satisfactory decontamination work. It should be noted that when there is an important fungal contamination problem, as in this case, the DSP usually requires that decontamination work be done according to certain standards.

We invited the Borough to better educate its employees on the importance of comprehensive action in the handling of unsalubriousness files and on the need to require conclusive evidence regarding the execution of the adequate and necessary decontamination work. Basic cosmetic repairs do not suffice.

**Entity:** Arrondissement de Rosemont–La Petite-Patrie  
**Status of the file:** closed

## QUALITY OF SERVICES

In 2013, we investigated many complaints regarding the quality of services and the processing time of citizens' requests, on the basis of a Charter undertaking which reads as follows: "providing competent municipal services in a respectful and non-discriminatory manner".

■ **Cutting down a public tree: information and billing**

Arrondissement Le Sud-Ouest was open to the idea of improving its administrative procedures regarding the management of citizens' requests to cut down a public tree.

A citizen had complained that the Borough had sent her the bill relating to such a situation sixteen (16) months after the tree had been cut down at the request of her contractor who had to replace a water pipe. The citizen also opposed the fact that she had not been informed in advance of the related costs.

The Borough is currently assessing how to better inform citizens and improve its billing practices.

**Entity:** Arrondissement Le Sud-Ouest  
**Status of the file:** active

■ **Returning calls within a reasonable time**

After receiving a statement of offence which he believed had been issued by mistake, a citizen of Arrondissement Le Plateau-Mont-Royal called Réseau Accès Montréal to obtain information on parking signs on a street. Although he called many times, the citizen waited three (3) months before a Borough employee called him back.

We suggested the Borough to implement better practices that would ensure that citizens calling to obtain information are called back within a reasonable time.

**Entity:** Arrondissement Le Plateau-Mont-Royal  
**Status of the file:** active

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### ■ Better follow-ups, better results

A citizen was unsatisfied with the way Arrondissement Le Plateau-Mont-Royal had handled many of the complaints she and her neighbours had submitted in 2011 and 2012, regarding vibrations in their houses, when vehicles were circulating. These vibrations had gradually increased to the point of becoming a real nuisance for the residents who also feared for the integrity of their properties.

The citizen was complaining of the absence of response and follow-up from the Borough, despite her numerous requests made to Réseau Accès Montréal.

Our investigation confirmed that many requests had, indeed, been filed regarding this problem, in 2011 and 2012, but had not been dealt with adequately.

The Borough reacted by improving its database and its communication procedures. It also requested that its employees better document their interventions. The Borough quickly noticed the positive impact of these changes on the handling of requests. As for the citizen, she was satisfied with the results.

**Entity:** Arrondissement Le Plateau-Mont-Royal  
**Status of the file:** resolved

### ■ Request to widen a driveway : surprising response time

A citizen was contesting the decision of Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce to refuse his request to widen his driveway. He was also complaining about the fact that it took a little over one (1) year for the Borough to give him an answer.

Under the procedure in place, the Division des permis et inspections relays this type of request to the Division des études techniques, for analysis: the second must thereafter inform the first of its conclusions.

In the present instance, the delay was due to a disagreement on the applicable standards and also to the fact that, despite many follow-up calls by the citizen and the permit department, the Division des études techniques was late in sending its conclusions.

Due to our intervention, the citizen obtained the widening of his driveway notwithstanding the initial refusal of the Division des études techniques: it turned out this refusal was based on requirements which were not provided for in the regulation.

Furthermore, we are pursuing our intervention towards the improvement of the procedures for these types of requests.

**Entity:** Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce  
**Status of the files:** 1 resolved / 1 still pending

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## NOISE AND OTHER IRRITANTS

### ■ Nuisances related to the presence of a dog park

Following a long investigation with regard to a dog park, in Liébert park, our office had recommended the closing or relocation of this dog park which did not meet the Borough standards for this kind of installation: among other things, it was not sufficiently far away from neighbouring properties. Residents had complained about the nuisances caused by this dog park.

Our **RECOMMENDATION** had been denied by the Borough which, however, adopted new operation regulations for dog parks, in 2012.

We asked the Borough to confirm which measures were implemented to ensure the respect of these new rules in this specific dog park, more particularly after the normal working hours of municipal inspectors.

The Borough confirmed that the dog owners association of this dog park refuses to take on any responsibility whatsoever to ensure compliance to these rules by users. Yet, according to the Borough's requirements, the dog owners association must "accept to act as a partner with the Borough to ensure the calmness as well as the respect of the environment and of the regulations applicable to the park and the dog park." (our translation)

At the end of 2013, the Borough installed a new sign, at the dog park entrance, mentioning the new regulation adopted in the spring of 2012 including the fact the dog park was now closing at 10pm rather than 11pm, as before. As we write this report, this change does not yet appear in the information available on the City's website.

The Borough also installed a new automatic lock system on the dog park's door, in order to prevent access outside opening hours. However, this system did not seem to be functioning as of December 31, 2013.

Our office continues to follow up with the Borough.

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

**Status of the file:** active

## B) Other files handled in 2013

### ■ Renovation subsidies: criteria not provided for in the regulation

Our office questioned the merits of certain criteria used by the Direction de l'habitation for denying grants under the Rénovation à la carte program.

Our investigation confirmed that some of the criteria imposed were not provided for or authorized by any regulation. Although they may be reasonable, these requirements could not, therefore, legally justify the refusal of a grant. We informed the director accordingly.

The Direction de l'habitation undertook to review all of its programs for renovation subsidies in 2014, and to take measures to ensure their conformity to the applicable laws and By-laws. In the meantime, it also undertook not to deny any application for a renovation subsidy based on criteria which are not legally provided for or authorized.

**Entity:** Direction de l'habitation

**Status of the file:** closed with commitments undertaken

### ■ Replacing windows: original components or not

The owner of a residential building applied to Arrondissement de Ville-Marie for a permit authorizing the replacement of the thirty-nine (39) windows of her building.

In her request, she planned to replace the fourteen (14) third floor windows by architectural windows composed of a single sash window topped by an arc shaped transom (small independent window): for this project, the same window openings would be kept as well as the same arc shape.

For patrimony preservation purposes, the Borough generally requires that replacement windows reproduce the "characteristics of origin". On the basis of this principle, the Borough's architect had concluded that the third floor windows should be replaced by single sash windows without a transom.

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The planning advisory committee issued a favourable conclusion towards the project, but with the condition that the third floor windows be replaced by the type of windows suggested by the Borough's architect.

This requirement would have increased the cost of the project to approximately \$97 000 in comparison to \$50 000, for the project submitted by the owner.

The owner argued that there are many windows with transoms in her neighbourhood, including on historical buildings, and in Old Montréal. She did not understand, therefore, why her project had been refused.

In this specific file, the Borough had determined the original shape and appearance of the building's windows based on a drawing published in *La Presse*, in 1906, which presented the original design of the proposed façade of this building. In reality, however, the building was not built exactly according to this design. The Borough also produced pictures of buildings with arched windows without a transom, on its territory.

On the other hand, our office identified several buildings whose windows had arc shaped transoms on the Borough's territory; we also found, in another area of Montréal, a building from the same architect with windows surmounted by a transom.

The **OMBUDSMAN DE MONTRÉAL** is very supportive of the City's efforts to preserve the built patrimony. However, in the present file, there was no clear evidence that the windows required by the Borough's architect corresponded to the building's original windows. The major financial impact of this requirement was also taken into consideration.

After discussions with the Borough, the permit was issued on the basis of the plans submitted by the owner. This file was officially resolved in early 2014, when we obtained the final confirmation from the Borough, but all the investigative work was done in 2013.

**Entity:** Arrondissement de Ville-Marie

**Status of the file:** resolved

## ■ Towed vehicle unaccounted for

In the fall of 2012, a citizen parked her vehicle in the street. The next day, her car was no longer there and another vehicle was parked in its place. She called 911 to declare the theft of her vehicle. The 911 employee suggested that she first verifies with 311 (Réseau Accès Montréal) if her car had not, rather, been towed. The 311 employee answered that there was no information on her vehicle.

She then called back 911 which sent police officers to take her theft complaint. While waiting for the officers, the citizen called 311 again for additional verification: still no trace of her vehicle.

She declared the theft of her vehicle to her insurer and, later, purchased another one.

One (1) month later, the police found her vehicle in a neighbouring street. The citizen was then told that her vehicle had been towed by Ville de Montréal four (4) weeks earlier.

Usually, the information regarding the towing of a vehicle should quickly be registered in the Info-Remorquage database so as to allow the owner to trace his vehicle as soon as possible. In reality, however, there were often delays. In this specific case, we found out the information was entered in the system twenty-six (26) hours after the towing had taken place which explains why there was no data on her vehicle, when she contacted 311.

In our opinion, such a delay for registering a towed vehicle was unacceptable!

Following our intervention, the procedure was modified. Now, whenever a parking agent requires that a vehicle be towed, he must immediately forward the information to his office for it to be registered in the database, as soon as possible.

Our investigation also showed that when the theft of a vehicle was reported, the police officers did not systematically consult the Info-Remorquage database. A vehicle towed at the City's request could, therefore, be treated as a stolen vehicle. After discussions with the SPVM, the latter sent a memo to all police officers reminding them that they must consult the Info-Remorquage database before registering a stolen vehicle.

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In conclusion: what happened to this citizen should not have occurred and we sincerely sympathize with her for this mishap that cost her much trouble and time.

This matter has nonetheless highlighted the necessity of improving procedures. We are certain improvements put in place will prevent other people from facing a similar situation.

**Entity:** Service de police de la Ville de Montréal  
**Status of the file:** resolved

### ■ A Borough issues a statement of offence during our investigation

It is common practice, when the OdM investigates a file, that Boroughs suspend their penalty procedures pending our intervention or, at the very least, inform us before they issue new statements of offence when the urgency of the situation requires it. This year, however, much to our surprise, Arrondissement de Verdun decided to issue a statement of offence to one of our complainant while his file was still under study.

The citizen was in the process of resolving a situation of illegal encroachment on the public domain which had existed for more than a year. Had we been notified of the Borough's intention to issue a statement of offence, we would have discussed with the Borough to try and agree on a deadline for the citizen to complete his procedures.

We were surprised and disappointed of the Borough's way of proceeding and notified the director accordingly.

**Entity:** Arrondissement de Verdun  
**Status of the file:** closed – the citizen refused a settlement

### ■ Expulsion from a community garden: the Borough does not comply with its own procedures

In 2013, a citizen contacted our office because she had been expelled from the Jardin communautaire Laurier, in Arrondissement de Rosemont–La Petite-Patrie, on the basis she would not have respected the Borough's *Règles de jardinage et de civisme*. The

plaintiff had been a gardener in this community garden for about ten (10) years.

The rules contained in the *Règles de jardinage et de civisme* not only apply to gardeners, but also to managers of community gardens. These rules clearly define the procedure to be followed when a gardener fails to meet its obligations:

- Before expelling a gardener, managers must first give the gardener a verbal notice which must then be followed by formal written notices whose content is defined in the rules. In this instance, the written notices sent to the plaintiff did not comply with it;
- The rules provide that managers must inform the gardener that he may appeal a decision of expulsion: in the present case, managers had not done so;
- Before taking action against a gardener, managers must ensure fair process and give him the opportunity to provide explanations. In the present case, the plaintiff did not get such a chance.

In light of the above, our office concluded that this expulsion had not been done in conformity with the applicable rules and, as a result, it was not valid. We, therefore, suggested that the Borough cancels the notices and reinstates the plaintiff in this community garden. The Borough did not react positively to our conclusions.

Moreover, in the course of our investigation, the Borough confirmed the citizen could recover all her plants and supports, as long as it was done within a period mutually agreed on. However, before this period had elapsed, the Borough informed us that the citizen's garden had been cleaned by garden's committee members who had disposed of all her personal effects, contrary to the undertaking we had obtained from the Borough. We asked the Borough, therefore, to compensate the plaintiff for her losses. As of December 31, 2013, we were awaiting for an official answer from the Borough.

**Entity:** Arrondissement de Rosemont–La Petite-Patrie  
**Status of the file:** active, formal **RECOMMENDATION** issued in 2014

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■ **La Ferme Québécoise: the situation is improving significantly**

Since 2009, we have been following a nuisance and regulation non-conformity file involving *La Ferme Québécoise*, in Arrondissement de Pierrefonds-Roxboro. This business sells food, flowers, earth, Christmas trees and other similar products. Among other problems, the owner of the business was often violating the regulations governing outdoor displays and storing of goods and nearby residents were complaining of noise and traffic.

We had issued a **RECOMMENDATION** asking Arrondissement de Pierrefonds-Roxboro to take necessary measures to put an end to the non-conforming activities of this business and to the ensuing nuisances to neighbours. The Borough welcomed this **RECOMMENDATION**: the business was subject to regular inspections which led to statements of offence, namely for the non-conformity in the storage of goods outdoors. These statements of offence were contested by the business owner.

We followed up in 2010, 2011 and 2012: the Borough was pursuing its interventions, as it had committed to, but the business had not corrected all of the non-conformities.

In December 2012, the Montréal Municipal Court found the business guilty of twelve (12) offences regarding outdoor storage. Shortly thereafter, the Borough confirmed that it would maintain its follow-ups to enforce outdoor display and storage regulations.

In 2013, the Borough informed us that the situation had significantly improved, that the premises were inspected regularly and that only one (1) new Statement of offence would be issued. We have witnessed firsthand the improvement of the situation and our plaintiff also confirmed it.

Considering the positive evolution of the situation, we decided to close this file. We are confident that the improvements achieved will remain without further intervention on our part. The Borough must, however, maintain its vigilance.

**Entity:** Arrondissement de Pierrefonds-Roxboro

**Status of the file:** resolved, commitments respected

## Part IV

### COMPLAINTS AND INVESTIGATIONS – PROFILE BY ENTITY

The citizens, elected officials and managers of Ville de Montréal regularly ask for more detailed information as to our actions in each Borough, central department and other municipal entity over which we have jurisdiction. In response, we have prepared the following data summary.

#### BOROUGHES

**AHUNTSIC-CARTIERVILLE | 38 new complaints in 2013**

##### Topics of complaints:

Access to information (2)  
Alley (2)  
Animal (2)  
Application of By-laws (2)  
Aqueduct/Sewer (2)  
Cleanliness (1)  
Conduct of an employee (1)  
Miscellaneous (1)  
Noise (2)  
Nuisances (1)  
Parking/SRRR/Vignettes (1)  
Permit (2)  
Public health and maintenance – mold (1)  
Public health and maintenance – others (1)  
Quality of services (1)  
Road works/Public works (1)  
Snow removal (1)  
Sports and leisure (2)  
Tax – except real estate (1)  
Towing (2)  
Traffic (1)  
Tree (6)  
Winter temporary shelter (1)  
Zoning/Urban planning/Exemption (1)

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

- General request to improve the sewage system in the Borough – ill-founded
- Request for the trimming of a tree – resolved
- Inappropriate attitude of a municipal employee – ill-founded
- Nuisances generated by neighbours – ill-founded
- Illegal encroachments in a public alley – resolved

##### Results:

2 withdrawn before investigation  
28 referred before investigation  
3 denied before investigation  
3 ill-founded  
2 resolved

##### Average processing delay

of finalized 2013 investigations:  
86.8 working days

##### 4 previous files processed in 2013:

- Bells – Religious building – Charter file; opened on January 30, 2012, closed on July 31, 2013; ill-founded
- Wastewater collection system – odors; opened on December 14, 2012, closed on August 21, 2013; resolved
- Noise and other inconveniences resulting from social activities organized in a religious establishment – Charter file; opened on January 30, 2012; still pending
- Recurrent water infiltrations in two houses; opened on October 19, 2012; still pending

ANJOU | 8 new complaints in 2013

**Topics of complaints:**

Access to information (1)  
Application of By-laws (1)  
Miscellaneous (1)  
Permit (1)  
Towing (1)  
Traffic (1)  
Tree (1)  
Zoning/Urban planning/  
Exemption (1)

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

- The Borough ordered the demolition of a house – ill-founded

**Results:**

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

**Average processing delay**

of finalized 2013 investigations:  
22 working days

**No previous file** processed in 2013



**Topics of complaints:**

Access to information (1)  
 Application of By-laws (4)  
 Aqueduct/Sewer (4)  
 Communications (1)  
 Conduct of an employee (2)  
 Driveway entrance (1)  
 Garbage/Recycling (4)  
 Handicapped person (3)  
 Miscellaneous (1)  
 Noise (6)  
 Nuisances (1)  
 Parking/SRRR/Vignettes (3)  
 Permit (6)  
 Public health and maintenance – bed bugs (2)  
 Public health and maintenance – mold (2)  
 Public health and maintenance – others (5)  
 Public health and maintenance – rats and mice (1)  
 Quality of services (3)  
 Road works/Public works (6)  
 Snow removal (2)  
 Sports and leisure (1)  
 Traffic (3)  
 Tree (2)  
 Zoning/Urban planning/Exemption (2)

**11 thorough investigations; 6 Charter files:**

- Non compliance : extension to a building – ill-founded
- No water during 5 days – Charter file – still pending
- Noise generated by a mechanical repair garage – Charter file – ill-founded
- Green light should stay on longer – Charter file – still pending
- Request to enlarge a driveway access – resolved
- Application for a transformation permit : excessive fees – ill-founded
- Difficulties in processing a permit application – resolved
- Lack of follow-ups following a citizen’s request – Charter file – still pending
- Lack of response to a citizen – Charter file – still pending
- Citizen dissatisfied with the way the Borough handled his bed bugs problem – Charter file – still pending
- A citizen requests that the street and sidewalks where he lives be completely rebuilt – ill-founded

**Results:**

- 1 withdrawn before investigation
- 51 referred before investigation
- 3 denied before investigation
- 4 ill-founded
- 2 resolved
- 5 still pending

**Average processing delay**

of finalized 2013 investigations:  
 35.45 working days

**4 previous files** processed in 2013:

- Unsanitary building – Charter file; opened on February 11, 2011, closed on December 19, 2013; resolved
- Accumulation of water alongside an alley; opened on September 16, 2011, closed on July 12, 2013; ill-founded
- Accumulation of water in a backyard; opened on November 12, 2012, closed on January 9, 2013; ill founded
- Quality of information provided to citizens – Charter file; opened on December 6, 2012; still pending

L'ÎLE-BIZARD-SAINTE-GENEVIÈVE | 8 new complaints in 2013

**Topics of complaints:**

Library (1)  
Nuisances (1)  
Permit (3)  
Public health and maintenance – others (1)  
Traffic (2)

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

- Traffic on a narrow street – ill-founded
- Citizens opposing a new residential project – still pending

**Results:**

6 referred before investigation  
1 ill-founded  
1 still pending

**Average processing delay**

of finalized 2013 investigations:  
29.5 working days

**No previous file** processed in 2013

LACHINE | 11 new complaints in 2013

**Topics of complaints:**

Animal (1)  
Application of By-laws (1)  
Conduct of an employee (1)  
Cycling path/Bicycle (1)  
Noise (2)  
Permit (2)  
Parking/SRRR/Vignettes (3)

**1 thorough investigation; 1 Charter file:**

- Noise generated by an industrial ventilation device – Charter file – ill-founded

**Results:**

10 referred before investigation  
1 ill-founded

**Average processing delay**

of finalized 2013 investigations:  
120 working days

**1 previous file** processed in 2013:

- School: noise generated by ventilation systems and by employees who put garbage into containers – Charter file; opened on June 13, 2012, closed on November 4, 2013; resolved

LASALLE | 24 new complaints in 2013

**Topics of complaints:**

- Application of By-laws (5)
- Communications (1)
- Conduct of an employee (2)
- Cycling path/Bicycle (1)
- Miscellaneous (1)
- Noise (1)
- Nuisances (3)
- Parking violation (1)
- Permit (1)
- Pound – storage of furniture (1)
- Public health and maintenance – others (1)
- Public participation (1)
- Quality of services (1)
- Snow removal (1)
- Tree (1)
- Zoning/Urban planning/ Exemption (2)

**9 thorough investigations; 4 Charter files:**

- Non-application of a municipal By-law – ill-founded
- Eviction: illegal apartment – withdrawn during investigation
- A citizen wants a tree to be cut down – Charter file – ill-founded
- Noise generated by a construction site – Charter file – ill-founded
- Car permanently parked in an entrance (2 files) – 1 withdrawn during investigation, 1 resolved
- A citizen seeks permission to record all Borough Council public assemblies – Charter file – ill-founded
- Lack of response to a citizen – Charter file – resolved
- More details needed as to the Borough’s requirements to apply for an exemption – still pending

**Results:**

- 1 withdrawn before investigation
- 11 referred before investigation
- 3 denied before investigation
- 2 withdrawn during investigation
- 4 ill-founded
- 2 resolved
- 1 still pending

**Average processing delay**

of finalized 2013 investigations:  
61.56 working days

**No previous file** processed in 2013

**Topics of complaints:**

- Alley (3)
- Animal (1)
- Application of By-laws (7)
- Aqueduct/Sewer (3)
- Cleanliness (1)
- Culture (1)
- Fire/Public safety (1)
- Garbage/Recycling (5)
- Miscellaneous (1)
- Noise (3)
- Parking/SRRR/Vignettes (8)
- Parks and green spaces (1)
- Permit (5)
- Public health and maintenance – mold (2)
- Public health and maintenance – others (5)
- Public participation (1)
- Quality of services (2)
- Road works/Public works (10)
- Snow removal (4)
- Tax – except real estate (2)
- Traffic (2)
- Universal access (1)
- Violation of law (1)
- Zoning/Urban planning/Exemption (1)

**13 thorough investigations; 8 Charter files:**

- Universal access to the businesses in the Borough – Charter file – redirected during investigation
- Rules governing Bed & Breakfast establishments – withdrawn during investigation
- New By-law: park fees to be paid for new projects – still pending
- Allegation of speeding problems on a street – Charter file – ill-founded
- Venue of an ethnocultural festival – Charter file – resolved
- Citizens’ consultation process – Charter file – still pending
- The Borough cancels a permit application – still pending
- Lack of response to a citizen – Charter file – still pending
- Opposition to a green alley project – Charter file – ill-founded
- Request for a resident’s parking permit – Charter file – refusal of settlement
- Different road signs on a street generate confusion – resolved
- A citizen claims that odors in her home would be caused by the municipal wastewater collection system – Charter file – still pending
- Vibrations caused by differences in levels on the road – withdrawn during investigation

**Results:**

- 52 referred before investigation
- 6 denied before investigation
- 2 withdrawn during investigation
- 1 refusal of settlement
- 1 redirected during investigation
- 2 ill-founded
- 2 resolved
- 5 still pending

**Average processing delay**

of finalized 2013 investigations:  
39.08 working days

**4 previous files** processed in 2013:

- Verification – Procedure applied by the private pound acting on behalf of the Borough; opened on February 22, 2012, closed on March 6, 2013; resolved
- Long delay before the Borough handles a citizen’s complaint – Charter file; opened on September 18, 2012, closed on August 6, 2013; resolved
- A citizen disagrees with a no-parking zone in front of a park; opened on October 17, 2012, closed on January 24, 2013; ill-founded
- Water infiltrations and mold contamination in a dwelling – Charter file; opened on October 22, 2012, closed on July 5, 2013; lack of collaboration

**Topics of complaints:**

Access to information (1)  
Application of By-laws (2)  
Cleanliness (1)  
Communications (1)  
Conduct of an employee (2)  
Garbage/Recycling (1)  
Nuisances (2)  
Parks and green spaces (2)  
Permit (3)  
Public health and maintenance – mold (1)  
Public participation (1)  
Quality of services (3)  
Road works/Public works (3)  
Traffic (3)  
Tree (1)  
Zoning/Urban planning/Exemption (2)

**7 thorough investigations; 6 Charter files:**

- Non-application of a municipal By-law – ill-founded
- Problematic intersection – Charter file – still pending
- Contesting the Borough’s decision to reduce garbage collection to once a week – Charter file – ill-founded
- Follow-up on commitments : no mechanical intervention in the Parc Angrignon forest – Charter file – commitments respected
- Own motion investigation: improving the content of a public notice – Charter file – resolved
- Dissatisfaction with the way a file was handled – Charter file – resolved
- Inadequate or insufficient information provided to citizens – Charter file – 2 still pending

**Results:**

20 referred before investigation  
2 denied before investigation  
2 ill-founded  
2 resolved  
1 follow-up on commitments (respected)  
2 still pending

**Average processing delay**

of finalized 2013 investigations:  
36.14 working days

**3 previous files** processed in 2013:

- Mold contamination in a building – Charter file; opened on May 8, 2012, closed on November 22, 2013; resolved
- Garage locked by the Borough; opened on September 25, 2012, closed on February 5, 2013; resolved
- Excessive noise generated by a metal tube production plant – Charter file; opened on November 19, 2010; still pending

## MERCIER-HOCHELAGA-MAISONNEUVE | 30 new complaints in 2013

### Topics of complaints:

Alley (1)  
Application of By-laws (2)  
Aqueduct/Sewer (1)  
Cleanliness (1)  
Conduct of an employee (2)  
Garbage/Recycling (2)  
Library (1)  
Noise (1)  
Parking/SRRR/Vignettes (5)  
Parking violation (1)  
Permit (1)  
Quality of services (1)  
Road works/Public works (2)  
Snow removal (1)  
Towing (1)  
Traffic (4)  
Tree (2)  
Universal access (1)

### 4 thorough investigations; 1 Charter file:

- Different problems caused by heavy trucks traffic – Charter file – ill-founded
- Statement of offence issued by mistake: snow removal – resolved
- Allegation of misapplication of parking By-laws – ill-founded
- Citizen requesting that parking signs be modified on his street – resolved

### Results:

23 referred before investigation  
3 denied before investigation  
2 ill-founded  
2 resolved

### Average processing delay

of finalized 2013 investigations:  
60.75 working days

### 2 previous files processed in 2013:

- Follow-up – Transfer of ownership of a public alley to local residents who were encroaching; opened on December 2, 2008, closed on July 18, 2013; resolved
- Irritants generated by a dog exercise area located in Liébert Park; opened on June 15, 2011; still pending

## MONTRÉAL-NORD | 12 new complaints in 2013

### Topics of complaints:

Alley (1)  
Application of By-laws (1)  
Cleanliness (1)  
Driveway entrance (2)  
Garbage/Recycling (1)  
Parking/SRRR/Vignettes (1)  
Permit (1)  
Pound – storage of furniture (1)  
Tree (2)  
Zoning/Urban planning/  
Exemption (1)

### 2 thorough investigations; 1 Charter file:

- Alleged damages caused by a tree – Charter file – still pending
- Borough's decision to undo a driveway access in a sidewalk – still pending

### Results:

9 referred before investigation  
1 denied before investigation  
2 still pending

### Average processing delay

of finalized 2013 investigations:  
investigation still pending

No previous file processed in 2013

## OUTREMONT | 3 new complaints in 2013

### Topics of complaints:

Aqueduct/Sewer (1)  
Parking/SRRR/Vignettes (1)  
Universal access (1)

### No thorough investigation; no Charter file

#### Results:

3 referred before investigation

#### Average processing delay

of finalized 2013 investigations:  
no investigation

#### 1 previous file processed in 2013:

- Non-enforcement of a By-law requesting restaurants to have cold storage or containers – Charter file; opened on September 15, 2011; still pending

## PIERREFONDS-ROXBORO | 17 new complaints in 2013

### Topics of complaints:

Conduct of an employee (1)  
Culture (1)  
Garbage/Recycling (1)  
Miscellaneous (1)  
Permit (1)  
Public health and maintenance – mold (2)  
Quality of services (3)  
Road works/Public works (5)  
Snow removal (1)  
Zoning/Urban planning/Exemption (1)

### 6 thorough investigations; 5 Charter files:

- No return of calls to citizens (2 files) – Charter files – 1 ill-founded, 1 resolved
- Mold contamination in a dwelling – Charter file – still pending
- A citizen requests that the ditch located alongside the road be filled (2 files) – 1 Charter file – 2 ill-founded
- Follow-up: Borough's commitment to control and manage the recurring violations of zoning rules by a business owner – Charter file – still pending

#### Results:

1 withdrawn before investigation  
10 referred before investigation  
3 ill-founded  
1 resolved  
2 still pending

#### Average processing delay

of finalized 2013 investigations:  
29 working days

#### 3 previous files processed in 2013:

- Follow-up: commitment to implement solutions to ease traffic – Charter file; opened on November 29, 2012, closed on April 12, 2013; commitments respected
- Interpretation of a By-law – authorized activity, or not, in a specific area; opened on December 14, 2012, closed on November 25, 2013; decision of elected representatives during investigation
- Nuisances generated by a tool rental business; opened on October 19, 2011; still pending

**Topics of complaints:**

- Access to information (2)
- Acquired rights (1)
- Animal (1)
- Application of By-laws (2)
- Aqueduct/Sewer (2)
- Communications (1)
- Conduct of an employee (1)
- Fence (1)
- Nuisances (1)
- Permit (2)
- Public health and maintenance – mold (1)
- Road works/Public works (2)
- Traffic (1)
- Tree (2)

**3 thorough investigations; 1 Charter file:**

- Various By-law violations in a building (isolation, extension, fire/safety) – resolved
- The Borough refuses to pay for broken pipes – ill-founded
- A citizen wants a tree to be cut down – Charter file – ill-founded

**Results:**

17 referred before investigation  
2 ill-founded  
1 resolved

**Average processing delay**

of finalized 2013 investigations:  
33 working days

**No previous file** processed in 2013



**Topics of complaints:**

- Alley (4)
- Application of By-laws (4)
- Aqueduct/Sewer (4)
- Cleanliness (1)
- Conduct of an employee (4)
- Fence (1)
- Noise (2)
- Handicapped person (4)
- Parking/SRRR/Vignettes (3)
- Public health and maintenance – bed bugs (1)
- Public health and maintenance – mold (3)
- Public health and maintenance – others (1)
- Permit (7)
- Quality of services (2)
- Road works/Public works (4)
- Snow removal (5)
- Sports and leisure (4)
- Towing (1)
- Traffic (4)
- Tree (3)
- Universal access (1)
- Zoning/Urban planning/Exemption (2)

**12 thorough investigations; 8 Charter files:**

- Universal access to the terraces in the Borough – Charter file – still pending
- Water shut down due to hazardous works – still pending
- A citizen wants a tree to be cut down – Charter file – ill-founded
- Different problems caused by heavy trucks traffic – Charter file – still pending
- Complaint against snow removal procedures – ill-founded
- Permit application for the installation of an outdoor lift – Charter file – still pending
- Lack of follow-ups following a citizen’s request – Charter file – resolved
- Request for the re-opening of accesses leading to a public alley – Charter file – still pending
- Improvement of the Borough’s procedure for the implementation of green alleys – Charter file – commitments undertaken
- Fungus in a locker – Charter file – still pending
- Community garden: a gardener is expelled but the official procedures were not followed – still pending
- Follow-up on the City’s commitment to change a parking sign – commitments respected

**Results:**

6 withdrawn before investigation	1 commitments undertaken
47 referred before investigation	1 follow-up on commitments (respected)
2 ill-founded	7 still pending
1 resolved	

**Average processing delay**

of finalized 2013 investigations: 33.67 working days

**8 previous files** processed in 2013:

- Residents’ protests against the Borough’s prior consultation process, with regard to green alley projects (3 files) – Charter files; opened on January 10, 2012, closed on February 20, 2013; resolved
- Permit application for the installation of an outdoor lift – Charter file; opened on September 14, 2012, closed on October 10, 2013; **RECOMMENDATION** denied
- Mold in a dwelling – Charter file; opened on November 5, 2012, closed on March 4, 2013; withdrawn during investigation
- Follow-up on the decontamination process of a dwelling – Charter file; opened on November 7, 2012, closed on October 1, 2013; resolved
- Citizen asked the Borough to prohibit the use of a public alley to access a private parking zone; opened on November 23, 2012, closed on March 14, 2013; ill-founded
- Follow-up on Ville de Montréal’s undertaking to manage various nuisances in an alley : illegal parking, cleanliness, animals – Charter file; opened on November 26, 2012, closed on January 21, 2013; commitments respected

**SAINT-LAURENT | 19 new complaints in 2013**

**Topics of complaints:**

- Access to information (2)
- Application of By-laws (3)
- Conduct of an employee (2)
- Culture (1)
- Noise (2)
- Nuisances (1)
- Permit (1)
- Public health and maintenance – bed bugs (1)
- Public health and maintenance – others (1)
- Road works/Public works (1)
- Sports and leisure (1)
- Traffic (2)
- Zoning/Urban planning/Exemption (1)

**3 thorough investigations; 3 Charter files:**

- Allegation of speeding problems on a street – Charter file – still pending
- Conflict of interests: casual employee denied the right to expose her art – Charter file – ill-founded
- Nuisances generated by the activities of a plant nursery – Charter file – still pending

**Results:**

- 1 withdrawn before investigation
- 13 referred before investigation
- 2 denied before investigation
- 1 ill-founded
- 2 still pending

**Average processing delay**

of finalized 2013 investigations:  
44.67 working days

**No previous file** processed in 2013

**SAINT-LÉONARD | 9 new complaints in 2013**

**Topics of complaints:**

- Aqueduct/Sewer (2)
- Driveway entrance (2)
- Noise (1)
- Nuisances (1)
- Public health and maintenance – others (2)
- Tree (1)

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

- Noise generated by outdoor dance activities – Charter file – ill-founded
- Borough's decision to undo a driveway access in a sidewalk – still pending

**Results:**

- 6 referred before investigation
- 1 denied before investigation
- 1 ill-founded
- 1 still pending

**Average processing delay**

of finalized 2013 investigations:  
34.5 working days

**No previous file** processed in 2013

VERDUN | 24 new complaints in 2013

**Topics of complaints:**

- Application of By-laws (3)
- Communications (2)
- Conduct of an employee (1)
- Cycling path/Bicycle (2)
- Library (2)
- Noise (1)
- Nuisances (4)
- Permit (3)
- Pound – storage of furniture (1)
- Public health and maintenance – bed bugs (1)
- Public health and maintenance – mold (2)
- Quality of services (1)
- Tree (1)

**3 thorough investigations; 1 Charter file:**

- Non-compliance: works made by a resident – refusal of settlement
- Demolition By-law – ill-founded
- Nuisances from a school yard: activities outside school hours and containers located close to residential houses – Charter file – still pending

**Results:**

- 1 withdrawn before investigation
- 19 referred before investigation
- 1 denied before investigation
- 1 refusal of settlement
- 1 ill-founded
- 1 still pending

**Average processing delay**

of finalized 2013 investigations:  
49 working days

**2 previous files** processed in 2013:

- Fees charged by the Borough for the storage of furniture and personal belongings – tenants evicted from a private dwelling; opened on July 20, 2011, closed on March 20, 2013; withdrawn during investigation
- Unsanitary dwellings in a housing Co-op – Charter file; opened on October 22, 2012, closed on June 20, 2013; ill-founded

**Topics of complaints:**

- Alley (1)
- Animal (4)
- Application of By-laws (6)
- Cleanliness (2)
- Communications (1)
- Conduct of an employee (1)
- Cycling path/Bicycle (2)
- Fence (1)
- Financial compensation – storage of furniture (1)
- Garbage/Recycling (2)
- Miscellaneous (2)
- Noise (12)
- Nuisances (3)
- Parking/SRRR/Vignettes (5)
- Permit (13)
- Pound – storage of furniture (3)
- Public health and maintenance – others (1)
- Public health and maintenance – rats and mice (1)
- Road works/Public works (5)
- Snow removal (1)
- Towing (1)
- Traffic (4)
- Universal access (1)
- Zoning/Urban planning/Exemption (3)

**10 thorough investigations; 2 Charter files:**

- Universal access to the terraces in the Borough – Charter file – still pending
- Non-application of a municipal By-law – ill-founded
- Noise generated by a bar – Charter file – withdrawn during investigation
- Request that the Borough repairs a retaining wall: municipal lot – still pending
- Personal belongings destroyed (2 files) – 1 ill-founded, 1 still pending
- Construction without permit – ill-founded
- Permit application : citizen disagrees with the Borough’s requirements – ill-founded
- Denial of permit requested – ill-founded
- Borough’s requirements for the replacement of windows on a residential building – still pending on December 31, 2013 but was resolved at the very beginning of January 2014

**Results:**

- 64 referred before investigation
- 2 denied before investigation
- 1 withdrawn during investigation
- 5 ill-founded
- 4 still pending

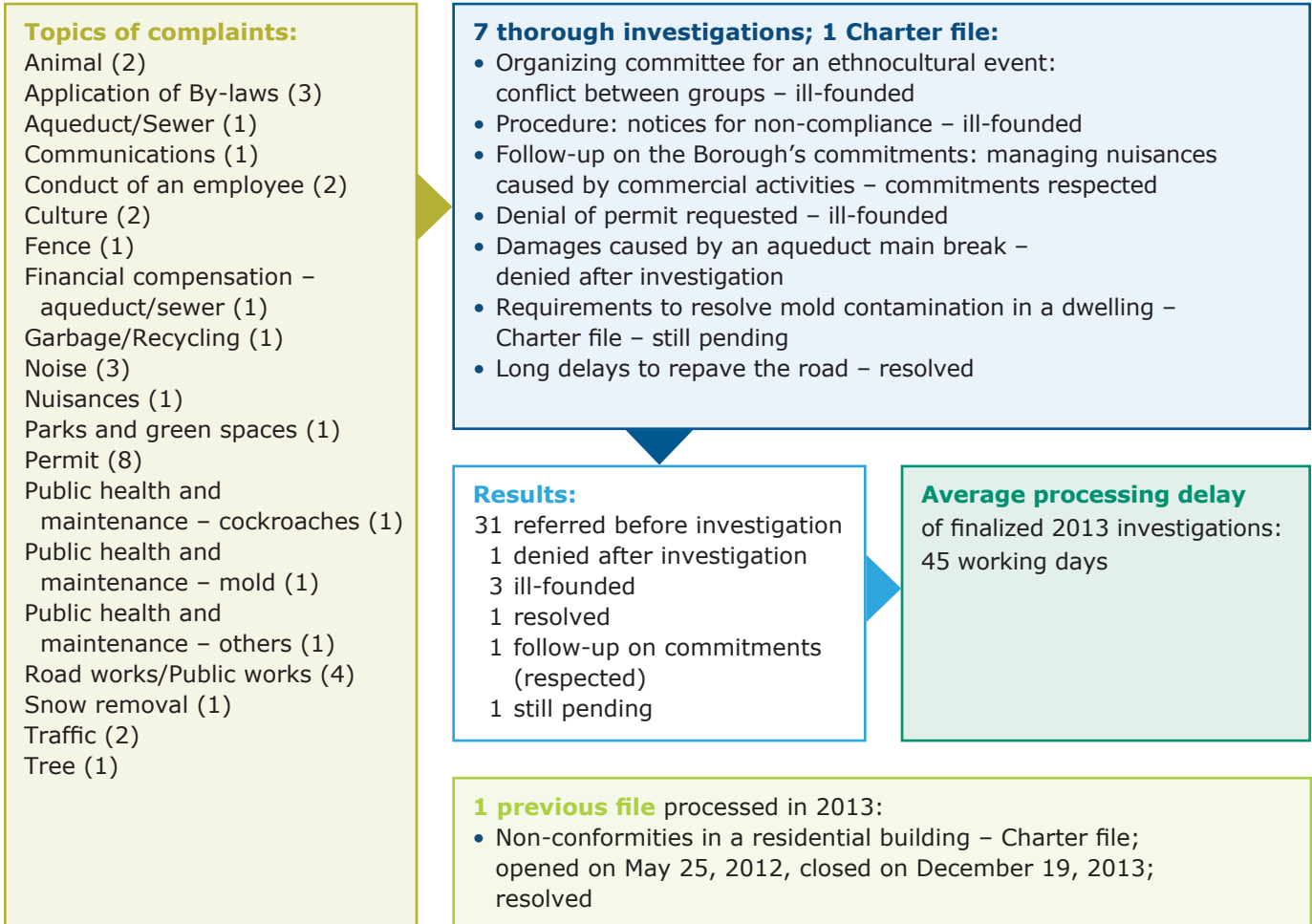
**Average processing delay**

of finalized 2013 investigations:  
31.2 working days

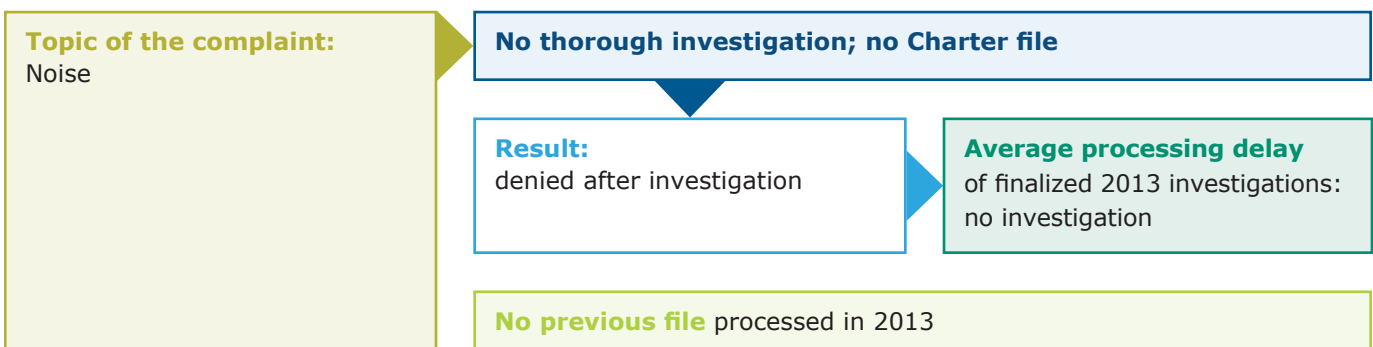
**9 previous files** processed in 2013:

- Uncleanliness of an area – Charter file; opened on July 8, 2012, closed on February 25, 2013; resolved
- Rules governing terraces on a pedestrian street; opened on July 9, 2012, closed on February 25, 2013; resolved
- A tenant complains about mold contamination in his dwelling – Charter file; opened on September 21, 2012, closed on April 17, 2013; resolved
- A citizen complains that City inspectors would have acted without professionalism; opened on October 24, 2012, closed on January 29, 2013; ill-founded
- Rules governing cultural activities in Old Montréal; opened on November 23, 2012, closed on February 22, 2013; ill-founded
- Fees charged by the Borough with regard to a permit application; opened on December 3, 2012, closed on January 9, 2013; ill-founded
- Allegations of speeding on a street – Charter file; opened on December 18, 2012, closed on April 17, 2013; ill-founded
- Improving universal access in the Quartier des spectacles; opened on November 4, 2010; still pending
- Parking signs unclear; opened on March 20, 2012; still pending

VILLERAY–SAINT-MICHEL–PARC-EXTENSION | 38 new complaints in 2013



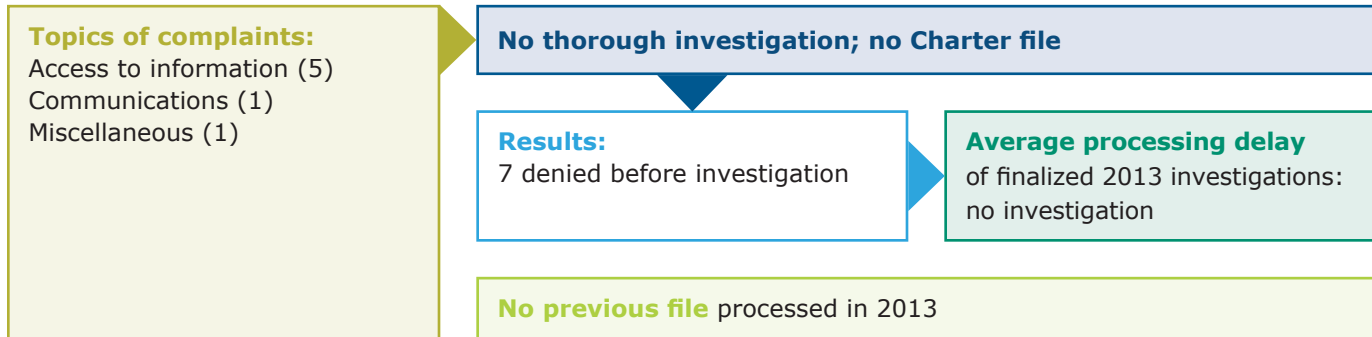
FILES CONCERNING ALL BOROUGHS | 1 new complaint in 2013



## CENTRAL DEPARTMENTS

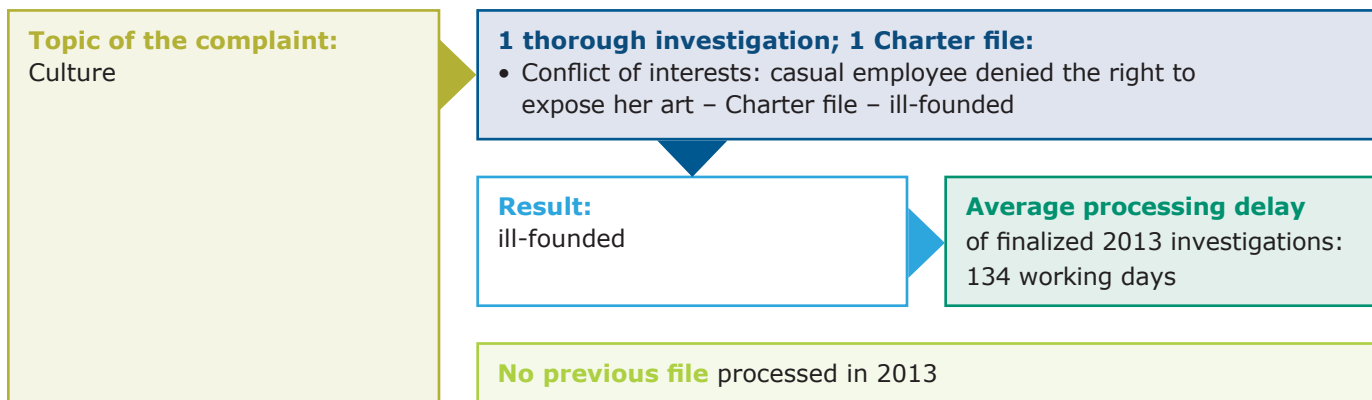
### DIRECTION GÉNÉRALE

DIRECTION DU GREFFE | 7 new complaints in 2013



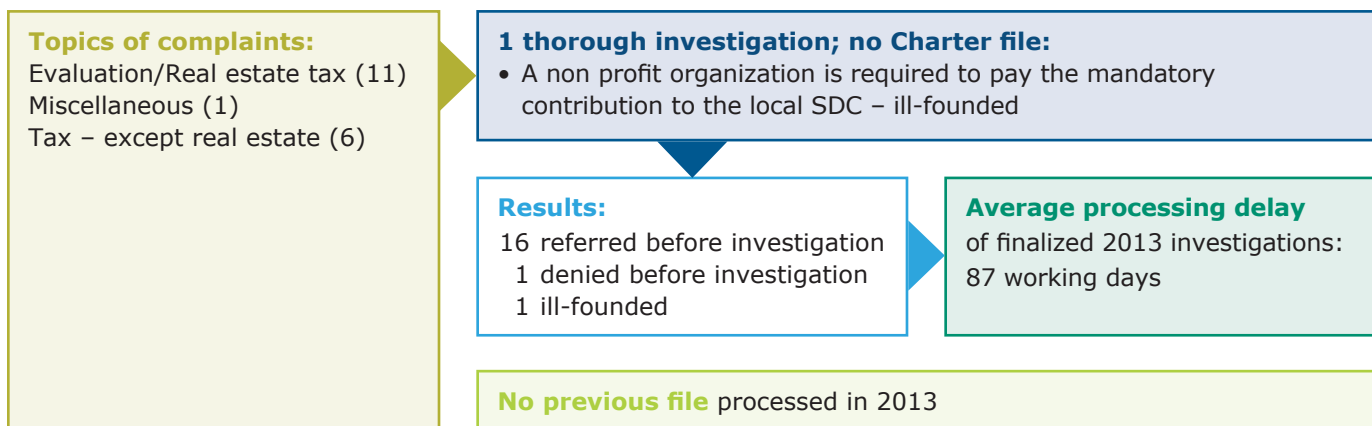
### CONTRÔLEUR GÉNÉRAL

ALL DEPARTMENTS INCLUDED | 1 new complaint in 2013

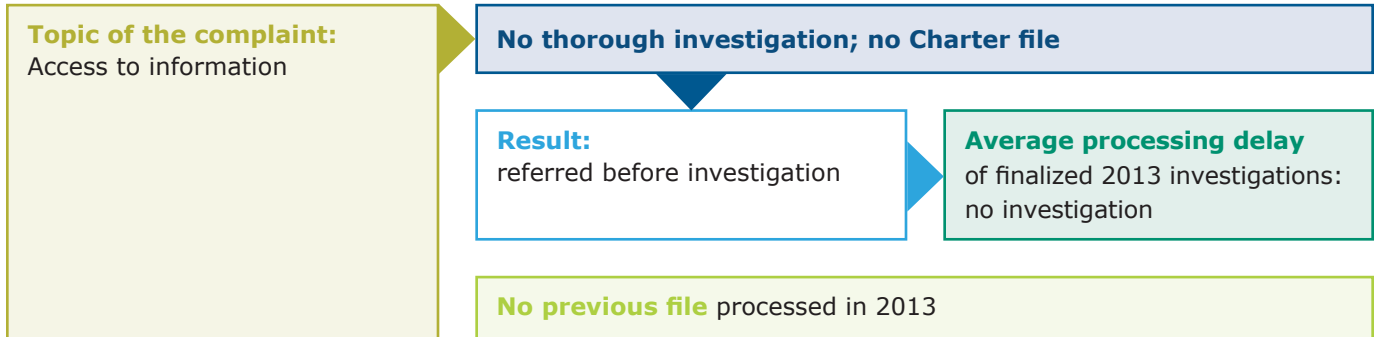


### FINANCES

CENTRE DES SERVICES PARTAGÉS | 18 new complaints in 2013

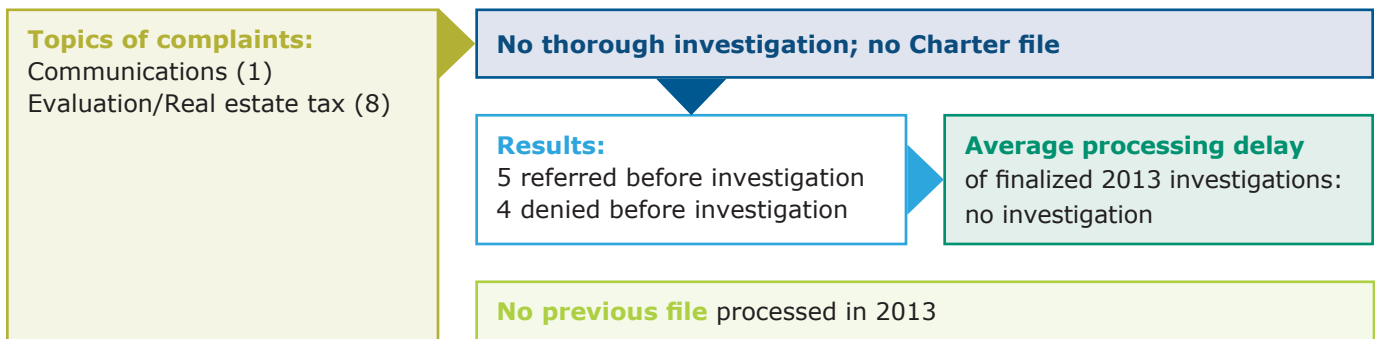


DIRECTION DE LA GESTION FINANCIÈRE | 1 new complaint in 2013



AFFAIRES JURIDIQUES ET ÉVALUATION FONCIÈRE

DIRECTION DE L'ÉVALUATION FONCIÈRE | 9 new complaints in 2013



## COUR MUNICIPALE | 165 new complaints in 2013

### Topics of complaints:

Access to information (2)  
Conduct of an employee (8)  
Municipal court –  
functioning (137)  
Municipal court judgment (15)  
Quality of services (3)

### 23 thorough investigations; no Charter file:

- The Court did not proceed to the usual administrative review of statements of offence following not guilty pleas (12 files) – resolved
- Administrative errors (5 files) – 4 ill-founded, 1 redirected during investigation
- Citizen is requesting more details with regard to her file – denied after investigation
- Misinformation provided by an employee had resulted in additional fees – commitments undertaken
- A defendant who lives abroad is seeking the revocation of a judgment – resolved
- Request for a second administrative review of the file by the Court, taking into account new evidence provided by the Borough – resolved
- Confusion: terms of a payment agreement – ill-founded
- Citizen wants to withdraw his guilty plea – ill-founded

### Results:

1 withdrawn before investigation	1 denied after investigation
93 referred before investigation	6 ill-founded
48 denied before investigation	14 resolved
1 redirected during investigation	1 commitments undertaken

### Average processing delay

of finalized 2013 investigations: 12.17 working days

### 5 previous files processed in 2013:

- Numerous statements of offence served simultaneously to a jeweller; opened on November 19, 2012, closed on August 22, 2013; withdrawn during investigation
- Numerous statements of offence served simultaneously to a jeweller (3 different complainants); opened on November 19, 27 and 29, 2012; still pending
- Own motion investigation on the Court's decision to send to trial a great number of files without proceeding to the usual administrative review: opened on December 10, 2012; still pending



DIRECTION DES AFFAIRES CIVILES | 51 new complaints in 2013

**Topics of complaints:**

- Financial compensation – aqueduct/sewer (8)
- Financial compensation – fall on sidewalk (9)
- Financial compensation – municipal works (11)
- Financial compensation – others (10)
- Financial compensation – pothole (1)
- Financial compensation – road incident (3)
- Financial compensation – storage of furniture (1)
- Financial compensation – tree (6)
- Miscellaneous (1)
- Quality of services (1)

**3 thorough investigations; no Charter file:**

- Damages caused by an aqueduct main break – denied after investigation
- Mishandling of a claim by the Bureau des réclamations – ill-founded
- Damages to a driveway – still pending

**Results:**

- 1 withdrawn before investigation
- 33 referred before investigation
- 14 denied before investigation
- 1 denied after investigation
- 1 ill-founded
- 1 still pending

**Average processing delay**

of finalized 2013 investigations:  
18 working days

**No previous file** processed in 2013

TECHNOLOGIES DE L'INFORMATION

ALL DEPARTMENTS INCLUDED | 1 new complaint in 2013

**Topic of the complaint:**

Communications

**No thorough investigation; no Charter file**

**Result:**

referred before investigation

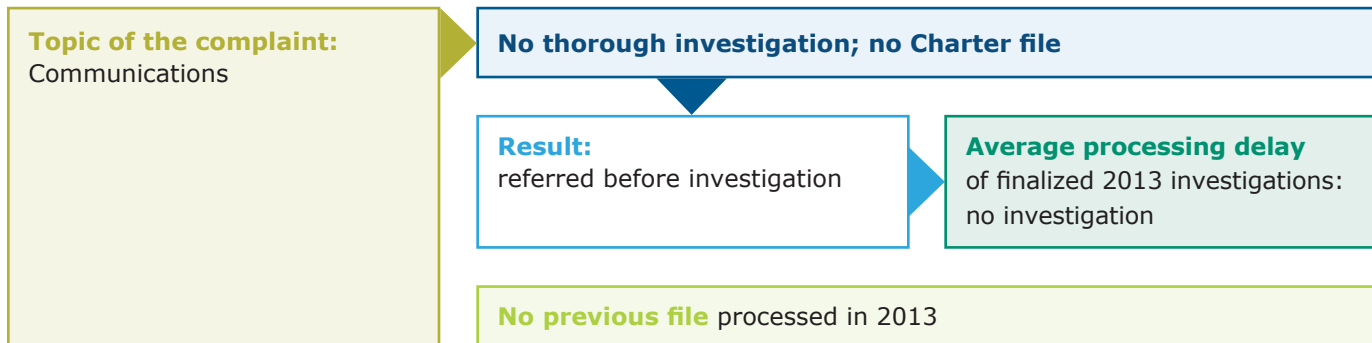
**Average processing delay**

of finalized 2013 investigations:  
no investigation

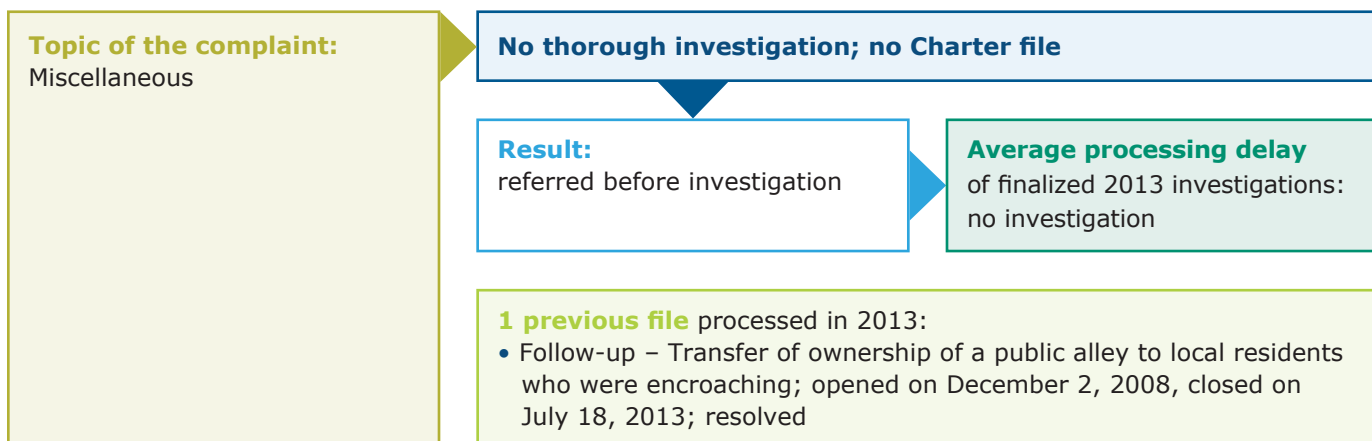
**No previous file** processed in 2013

## CONCERTATION DES ARRONDISSEMENTS ET RESSOURCES MATÉRIELLES

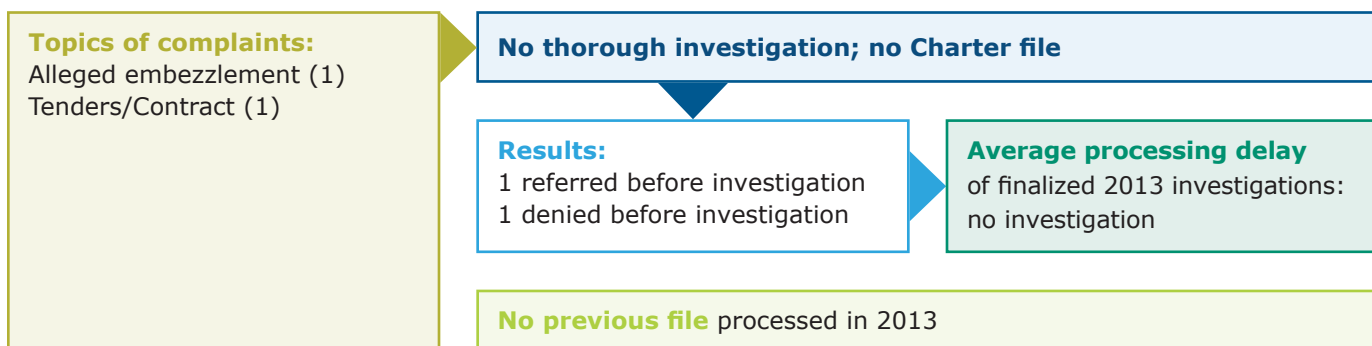
DIRECTION DES SERVICES REGROUPÉS AUX ARRONDISSEMENTS | **1 new complaint** in 2013



DIRECTION DES STRATÉGIES ET TRANSACTIONS IMMOBILIÈRES | **1 new complaint** in 2013



DIRECTION DE L'APPROVISIONNEMENT | **2 new complaints** in 2013



## INFRASTRUCTURES, TRANSPORT ET ENVIRONNEMENT

### DIRECTION DE L'ENVIRONNEMENT | 1 new complaint in 2013

**Topic of the complaint:**  
Application of By-laws

**No thorough investigation; no Charter file**

**Result:**  
referred before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**1 previous file** processed in 2013:

- Smoke generated by a mechanical device located on the rooftop of a commercial building – Charter file; opened on June 7, 2012, closed on February 7, 2013; resolved

### DIRECTION DES INFRASTRUCTURES | 1 new complaint in 2013

**Topic of the complaint:**  
Application of By-laws

**No thorough investigation; no Charter file**

**Result:**  
referred before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**1 previous file** processed in 2013:

- Long delays – Major works on rue d'Iberville; opened on October 16, 2012, closed on May 10, 2013; ill-founded

### DIRECTION DES TRANSPORTS | 3 new complaints in 2013

**Topics of complaints:**  
Cycling path/Bicycle (1)  
Parking/SRRR/Vignettes (1)  
Traffic (1)

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

- Follow-up: commitment to implement a pedestrian traffic light – Charter file – commitment respected
- Follow-up on the City's commitment to change a parking sign – commitments respected

**Results:**  
1 referred before investigation  
2 follow-up on commitments  
(respected)

**Average processing delay**  
of finalized 2013 investigations:  
94 working days

**1 previous file** processed in 2013:

- Follow-up – Long term file – Reducing the mandatory free space required on both sides of hydrants; opened on November 9, 2011; still pending

## MISE EN VALEUR DU TERRITOIRE ET DU PATRIMOINE

DIRECTION DE L'HABITATION | **21 new complaints** in 2013

### Topics of complaints:

Application of By-laws (1)  
Public health and maintenance – bed bugs (1)  
Public health and maintenance – others (1)  
Subsidy other than housing (18)

### 4 thorough investigations; 1 Charter file:

- Notices of deterioration issued for two buildings – Charter file – still pending
- Application for a subsidy denied (3 files) – 3 ill-founded

### Results:

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

### Average processing delay

of finalized 2013 investigations:  
32.75 working days

### 2 previous files processed in 2013:

- Requirements to obtain a subsidy not provided for in the applicable By-laws; opened on June 11, 2012, closed on May 29, 2013; commitments undertaken
- Process leading to a collaboration protocole with the Direction de santé publique – Charter file; opened on August 14, 2012; still pending

## QUALITÉ DE VIE

DIRECTION DE LA CULTURE ET DU PATRIMOINE | **1 new complaint** in 2013

### Topic of the complaint:

Tenders/Contract

### No thorough investigation; no Charter file

### Result:

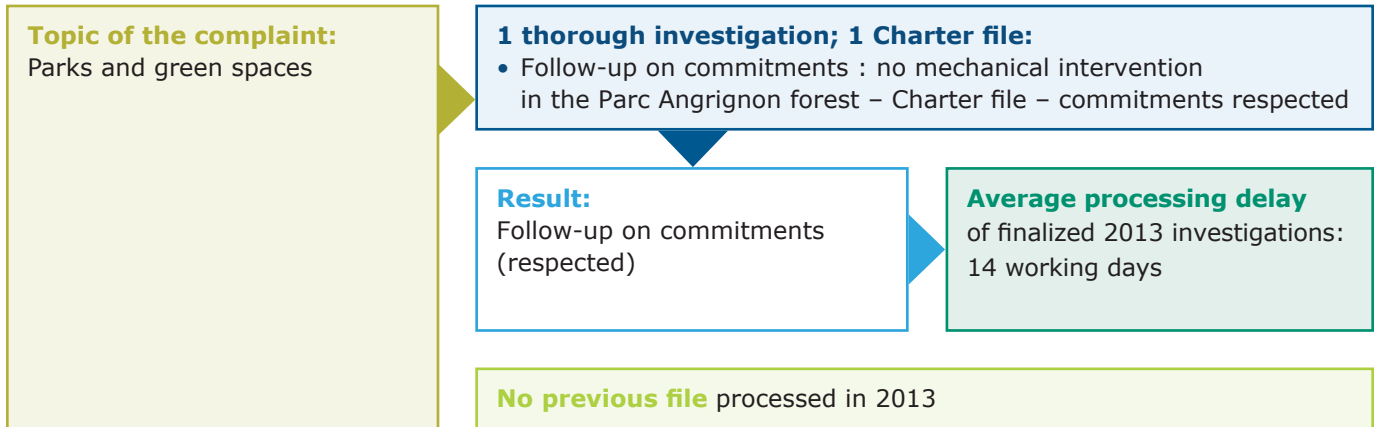
referred before investigation

### Average processing delay

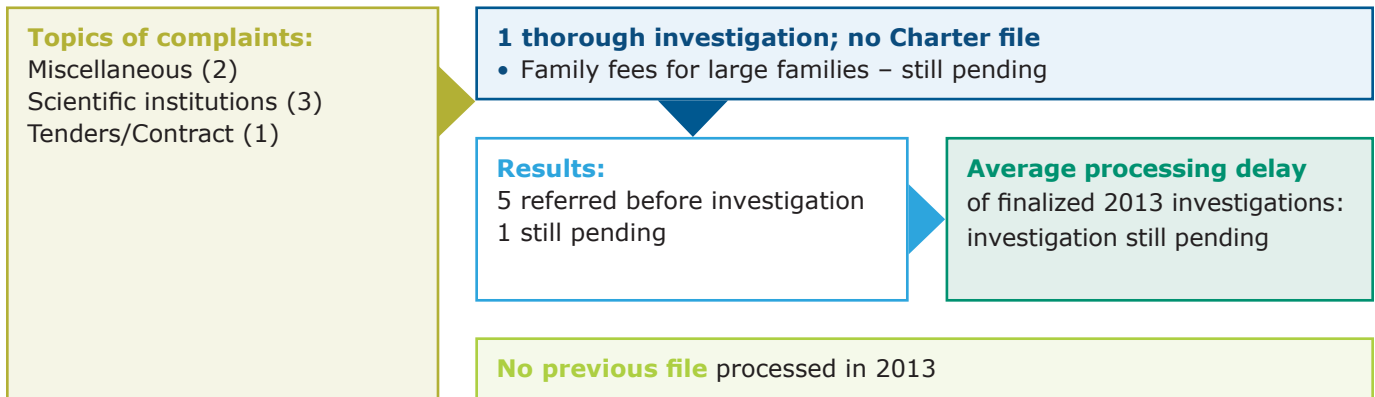
of finalized 2013 investigations:  
no investigation

No previous file processed in 2013

DIRECTION DES GRANDS PARCS ET DU VERDISSEMENT | **1 new complaint** in 2013

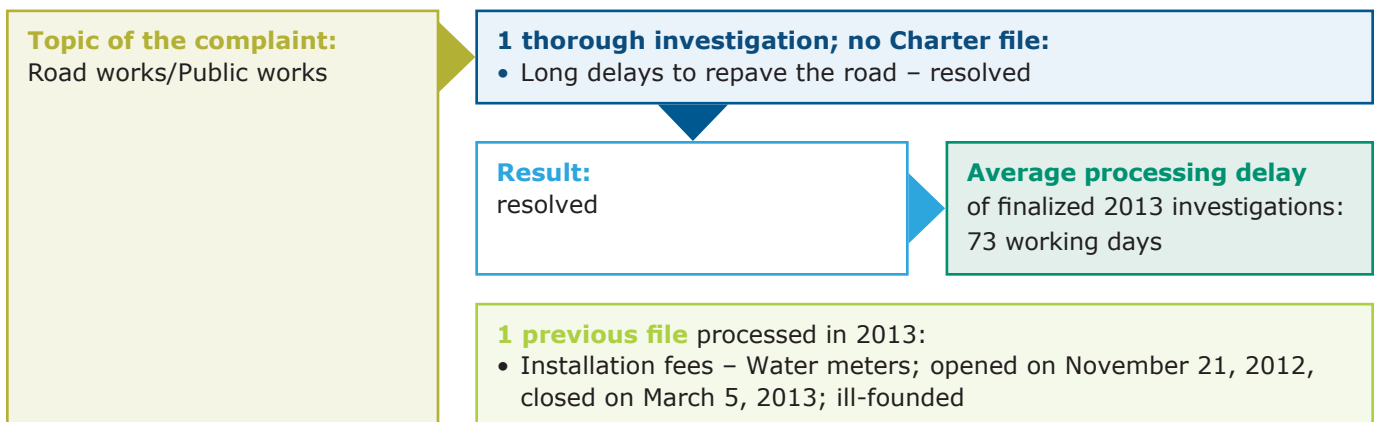


DIRECTION – ESPACE POUR LA VIE | **6 new complaints** in 2013



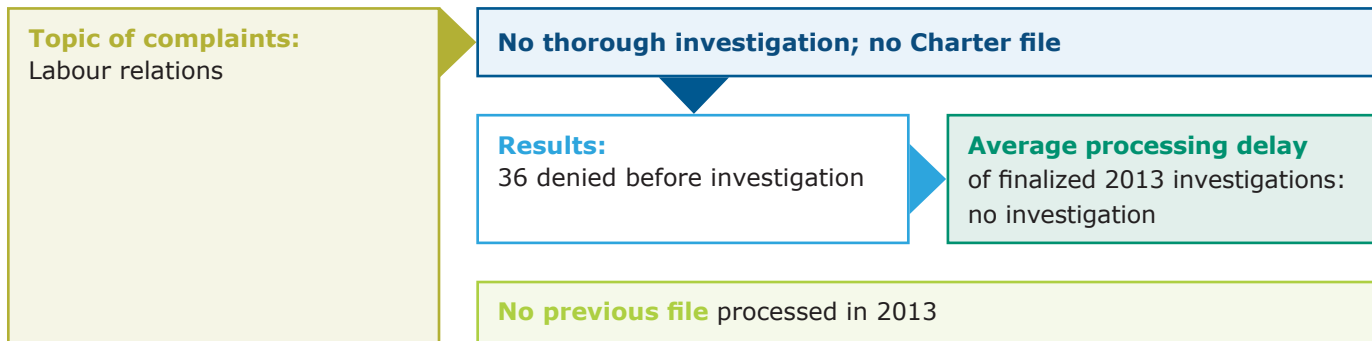
EAU

ALL DEPARTMENTS INCLUDED | **1 new complaint** in 2013

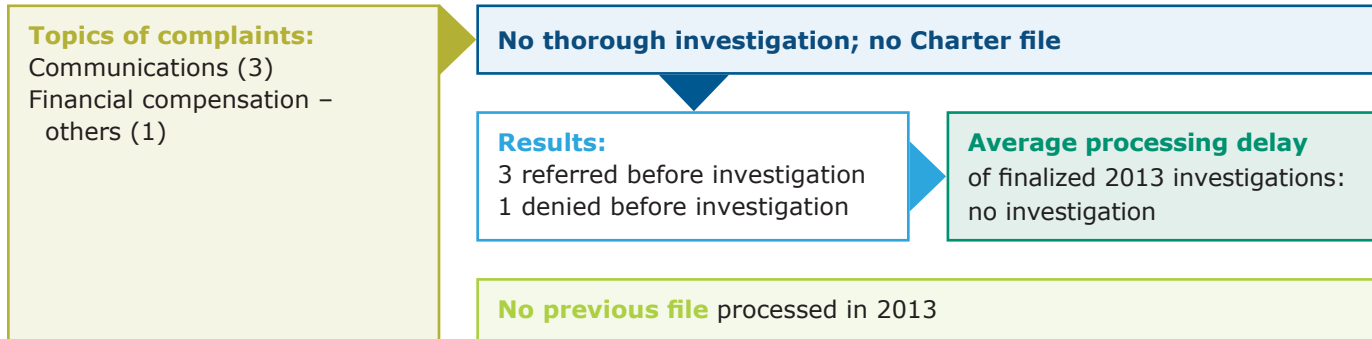


## CAPITAL HUMAIN ET COMMUNICATIONS

DIRECTION DU CAPITAL HUMAIN | **36 new complaints** in 2013

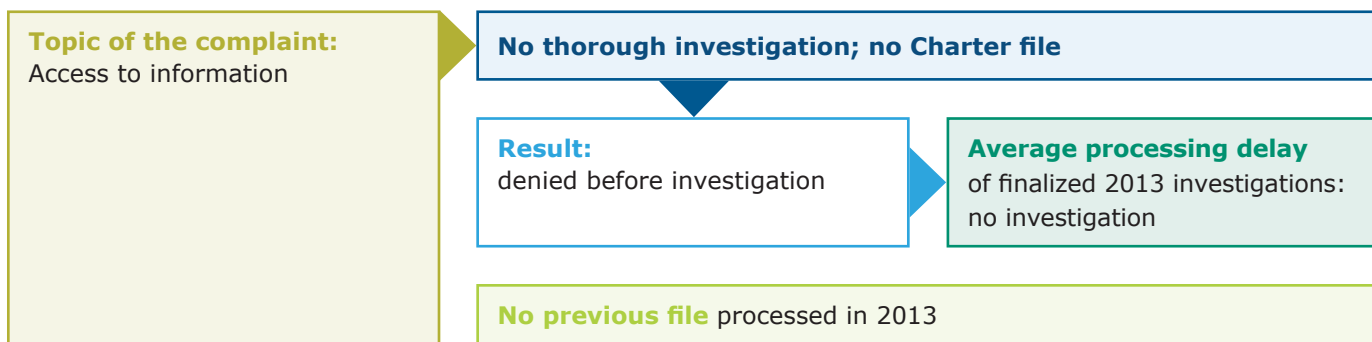


DIRECTION DES COMMUNICATIONS | **4 new complaints** in 2013



## POLICE

SERVICE DES COMMUNICATIONS OPÉRATIONNELLES (911) | **1 new complaint** in 2013



## BUREAU DU TAXI ET DU REMORQUAGE | 2 new complaints in 2013

### Topics of complaints:

Miscellaneous (1)  
Quality of services (1)

### 1 thorough investigation; no Charter file:

- Statements of offence issued – ill-founded

### Results:

1 referred before investigation  
1 ill-founded

### Average processing delay

of finalized 2013 investigations:  
94 working days

**No previous file** processed in 2013

## DIRECTION DES OPÉRATIONS POLICIÈRES | 58 new complaints in 2013

### Topics of complaints:

Access to information (3)  
Application of By-laws (3)  
Communications (1)  
Conduct of an employee (17)  
Cycling path/Bicycle (1)  
Miscellaneous (6)  
Noise (3)  
Nuisances (2)  
Parking/SRRR/Vignettes (2)  
Parking violation (1)  
Quality of services (3)  
Towing (4)  
Traffic (3)  
Violation of law (9)

### 5 thorough investigations; 2 Charter files:

- Different problems caused by heavy trucks traffic – Charter file – ill-founded
- Police refuses to investigate a citizen's complaints – denied after investigation
- Statements of offence issued by mistake : handicapped person holding a special handicapped car sticker – resolved
- Inadequate or insufficient information provided to citizens – Charter file – still pending
- Allegation of misapplication of parking By-laws – ill-founded

### Results:

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

### Average processing delay

of finalized 2013 investigations:  
37.2 working days

### 2 previous files processed in 2013:

- Towed car that cannot be found; opened on November 15, 2012, closed on April 3, 2013; resolved
- Request to obtain copy of an event's report; opened on December 11, 2012, closed on February 1, 2013; denied after investigation

## SECTION DES AGENTS DE STATIONNEMENT | 36 new complaints in 2013

### Topics of complaints:

Access to information (2)  
Conduct of an employee (5)  
Parking/SRRR/Vignettes (5)  
Parking violation (24)

### 2 thorough investigations; no Charter file:

- Statements of offence issued by mistake: permit holder authorized to park on the public domain – resolved
- Allegation of misapplication of parking By-laws – ill-founded

### Results:

12 referred before investigation  
22 denied before investigation  
1 ill-founded  
1 resolved

### Average processing delay

of finalized 2013 investigations:  
26 working days

**No previous file** processed in 2013

## MANDATORY CAR POUNDS | 5 new complaints in 2013

### Topics of complaints:

Pound – others (3)  
Towing (2)

### 2 thorough investigations; no Charter file:

- Car towed and then stored was destroyed by the pound – still pending
- Car moved and towed – redirected during investigation

### Results:

3 referred before investigation  
1 redirected during investigation  
1 still pending

### Average processing delay

of finalized 2013 investigations:  
1 working day

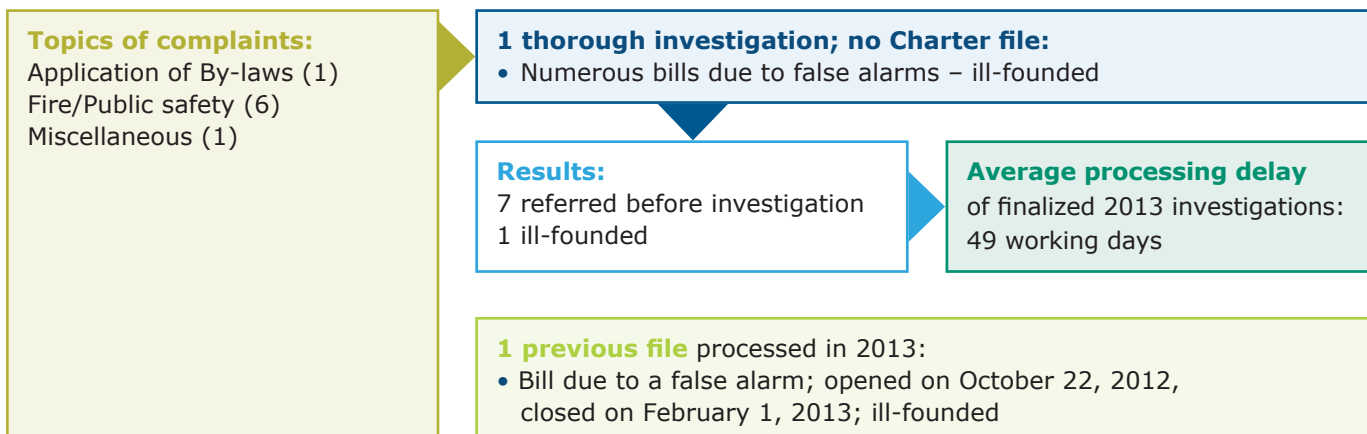
**1 previous file** processed in 2013:

- Car sent to a scrap yard; opened on April 10, 2012, closed on July 18, 2013; resolved



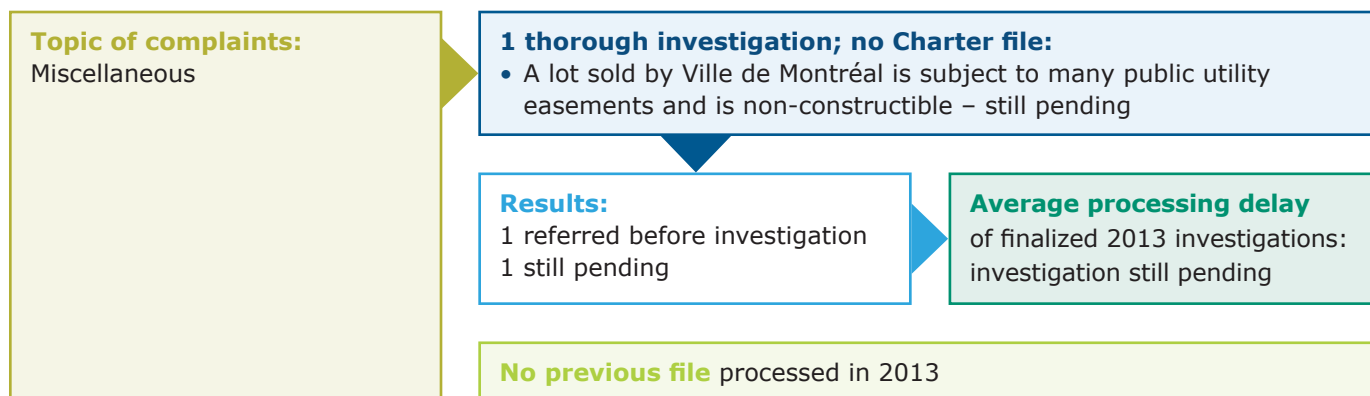
## SÉCURITÉ INCENDIE

ALL DEPARTMENTS INCLUDED | **8 new complaints** in 2013

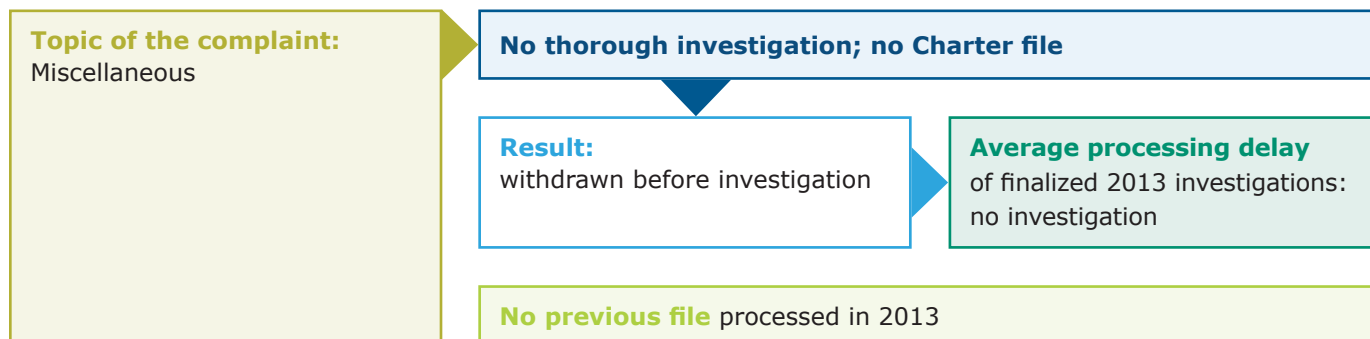


## PARAMUNICIPAL AGENCIES AND OTHER CITY RELATED ORGANIZATIONS

COMMISSION DES SERVICES ÉLECTRIQUES DE MONTRÉAL | **2 new complaints** in 2013



CONSEIL INTERCULTUREL DE MONTRÉAL | **1 new complaint** in 2013



CORPORATION DES HABITATIONS JEANNE-MANCE | **1 new complaint** in 2013

**Topic of the complaint:**

Nuisances

**No thorough investigation; no Charter file**

**Result:**

withdrawn before investigation

**Average processing delay**

of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM) | **58 new complaints** in 2013

**Topics of complaints:**

Access to information (1)  
Animal (1)  
Communications (1)  
Financial compensation – others (1)  
Noise (1)  
Public health and maintenance – bed bugs (1)  
Public health and maintenance – mold (4)  
Public health and maintenance – others (1)  
Social housing/HLM/  
Housing subsidies (47)

**9 thorough investigations; 4 Charter files:**

- Noise generated by mechanical devices located on a roof – Charter file – ill-founded
- Various problems alleged in a rental building – still pending
- Follow-up on commitment to make repairs – commitment respected
- Ventilation problem in a dwelling – still pending
- Alleged error in the ranking of a citizen on the waiting lists for low rent housing – still pending
- Penalty imposed to a tenant – still pending
- Citizen claims he should be relocated (2 files) – Charter files – 2 ill-founded
- Follow-up: decontaminate a vacant dwelling before it is rented again – Charter file – commitments not respected; new commitment undertaken

**Results:**

1 withdrawn before investigation	2 follow-up on commitments
41 referred before investigation	(1 respected / 1 not respected,
7 denied before investigation	new commitment undertaken)
3 ill-founded	4 still pending

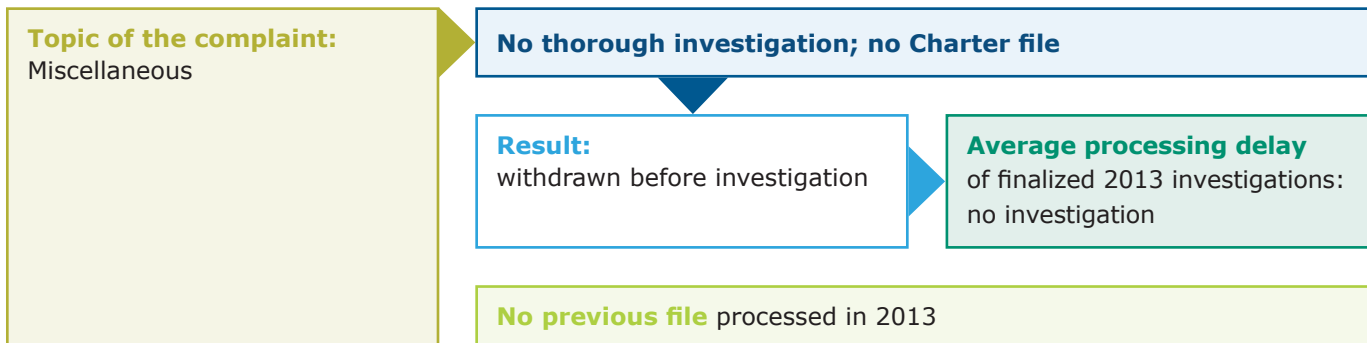
**Average processing delay**

of finalized 2013 investigations: 17.11 working days

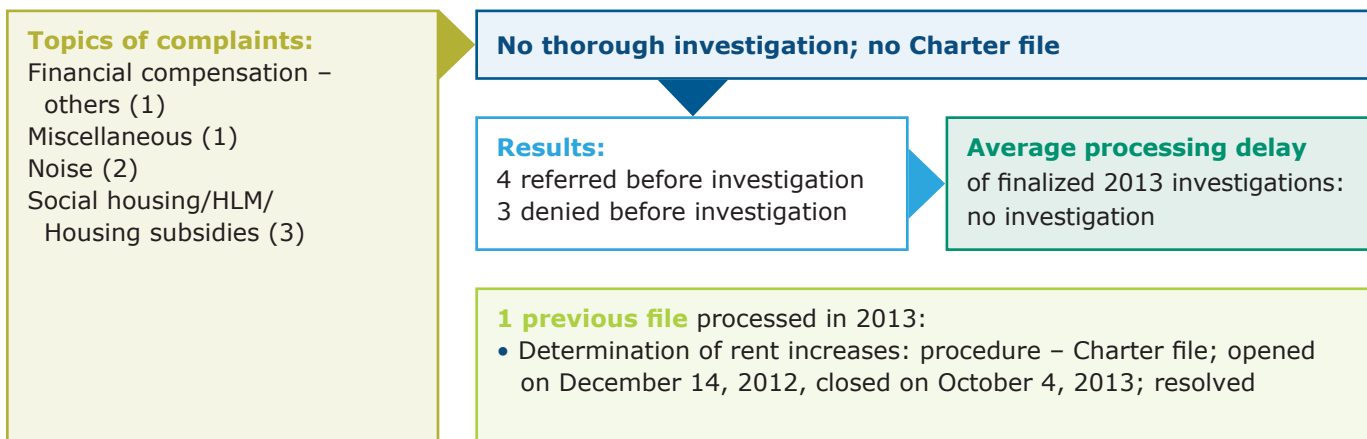
**5 previous files** processed in 2013:

- Non-conformities in a building; opened on February 2, 2012, closed on January 22, 2013; resolved
- Noisy neighbours; opened on May 24, 2012, closed on February 15, 2013; ill-founded
- Own motion investigation: how to improve the handling of tenants' complaints; opened on October 29, 2012, closed on November 12, 2013; commitments undertaken
- A citizen wants to be prioritized on the waiting lists; opened on November 12, 2012, closed on March 22, 2013; ill-founded
- Penalty imposed to a former tenant who had left her apartment without prior notice – Charter file; opened on November 13, 2012; still pending (**RECOMMENDATION** accepted)

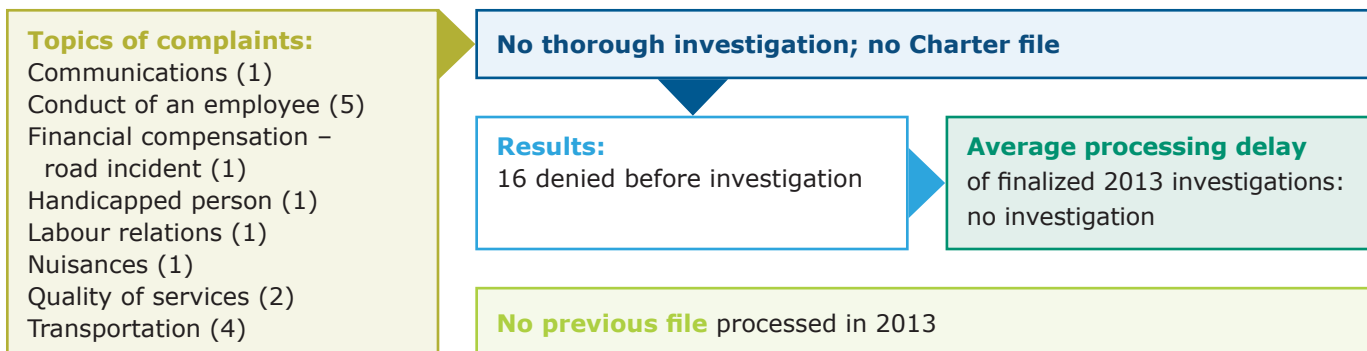
SOCIÉTÉ DU PARC JEAN-DRAPEAU | **1 new complaint** in 2013



SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM) | **7 new complaints** in 2013



SOCIÉTÉ DE TRANSPORT DE MONTRÉAL | **16 new complaints** in 2013



SOCIÉTÉ EN COMMANDITE STATIONNEMENT DE MONTRÉAL | 5 new complaints in 2013

**Topics of complaints:**

Communications (1)  
Parking/SRRR/Vignettes (3)  
Quality of services (1)

**1 thorough investigation; 1 Charter file:**

- Own motion investigation: many ill-founded statements of offence would be issued due to the malfunctioning of parking payment terminals – Charter file – still pending

**Results:**

4 referred before investigation  
1 still pending

**Average processing delay**

of finalized 2013 investigations:  
investigation still pending

**No previous file** processed in 2013

SOCIÉTÉ DE VÉLO EN LIBRE-SERVICE | 1 new complaint in 2013

**Topic of the complaint:**

Cycling path/Bicycle

**No thorough investigation; no Charter file**

**Result:**

referred before investigation

**Average processing delay**

of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

## POLITICAL ENTITIES

### AGGLOMERATION COUNCIL | 1 new complaint in 2013

**Topic of the complaint:**  
Tax – except real estate

**No thorough investigation; no Charter file**

**Result:**  
denied before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

### CITY COUNCIL | 12 new complaints in 2013

**Topics of complaints:**  
Application of By-laws (1)  
Aqueduct/Sewer (1)  
Conduct of an employee (2)  
Cycling path/Bicycle (1)  
Decision of the City Council (1)  
Fire/Public safety (1)  
Human rights (3)  
Miscellaneous (1)  
Subsidy other than housing (1)

**No thorough investigation; no Charter file**

**Results:**  
1 withdrawn before investigation  
11 denied before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

EXECUTIVE COMMITTEE | 2 new complaints in 2013

**Topic of complaints:**  
Subsidy other than housing

**No thorough investigation; no Charter file**

**Results:**  
2 denied before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

OFFICE OF CITY COUNCIL CHAIRMAN | 1 new complaint in 2013

**Topic of the complaint:**  
Handicapped person

**No thorough investigation; no Charter file**

**Result:**  
referred before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

VILLE DE MONTRÉAL (COMMISSION CHARBONNEAU) | 4 new complaints in 2013

**Topic of complaints:**  
Alleged embezzlement

**No thorough investigation; no Charter file**

**Results:**  
4 denied before investigation

**Average processing delay**  
of finalized 2013 investigations:  
no investigation

**No previous file** processed in 2013

## Part V

### COMPLAINTS AND INVESTIGATIONS – PROFILE BY TOPIC

We also prepared a data summary of our 2013 complaints and investigations, regrouped by topic.

#### ACCESS TO INFORMATION | 22 new complaints in 2013

##### Entities:

Ahuntsic-Cartierville (1)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Le Sud-Ouest (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (2)  
Saint-Laurent (1)  
Ahuntsic-Cartierville and  
Saint-Laurent (1)  
Direction du greffe (5)  
Finances – Direction de la  
gestion financière (1)  
Cour municipale (2)  
Service des communications  
opérationnelles – 911 (1)  
Direction des opérations  
policières (3)  
Section des agents de  
stationnement (2)

**No thorough investigation; no Charter file**

##### Results:

8 referred before investigation  
14 denied before investigation

##### Average processing delay

of 2013 finalized investigations:  
no investigation

**1 previous file** processed in 2013:

- Request to obtain copy of an event's report;  
opened on December 11, 2012, closed on February 1, 2013;  
denied after investigation

#### ACQUIRED RIGHTS | 1 new complaint in 2013

##### Entity:

Rivière-des-Prairies-  
Pointe-aux-Trembles

**No thorough investigation; no Charter file**

##### Result:

referred before investigation

##### Average processing delay

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## ALLEGED EMBEZZLEMENT | 5 new complaints in 2013

### Entities:

Direction de l'approvisionnement (1)  
Ville de Montréal – Commission Charbonneau (4)

**No thorough investigation; no Charter file**

### Results:

5 denied before investigation

### Average processing delay

of 2013 finalized investigations :  
no investigation

**No previous file** processed in 2013

## ALLEY | 12 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
Le Plateau-Mont-Royal (3)  
Mercier-Hochelaga-Maisonneuve (1)  
Montréal-Nord (1)  
Rosemont-La Petite-Patrie (4)  
Ville-Marie (1)

**4 thorough investigations; 3 Charter files:**

- Illegal encroachments in a public alley (Ahuntsic-Cartierville) – resolved
- Request for the re-opening of accesses leading to a public alley (Rosemont-La Petite-Patrie) – Charter file – still pending
- Improvement of the Borough's procedure for the implementation of green alleys (Rosemont-La Petite-Patrie) – Charter file – commitments undertaken
- Opposition to a green alley project (Le Plateau-Mont-Royal) – Charter file – ill-founded

### Results:

7 referred before investigation  
1 denied before investigation  
1 ill-founded  
1 resolved  
1 commitments undertaken  
1 still pending

### Average processing delay

of 2013 finalized investigations :  
51.25 working days

**4 previous files** processed in 2013:

- Follow-up – Transfer of ownership of a public alley to local residents who were encroaching (Mercier-Hochelaga-Maisonneuve and Direction des stratégies et transactions immobilières); opened on December 2, 2008, closed on July 18, 2013; resolved
- Residents' protests against the Borough's prior consultation process, with regard to green alley projects (3 files : Rosemont-La Petite-Patrie) – Charter files; opened on January 10, 2012, closed on February 20, 2013; resolved



## ANIMAL | 12 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
Lachine (1)  
Le Plateau-Mont-Royal (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Ville-Marie (4)  
Villeray-Saint-Michel-  
Parc-Extension (2)  
OMHM (1)

### No thorough investigation; no Charter file

#### Results:

10 referred before investigation  
2 denied before investigation

#### Average processing delay

of 2013 finalized investigations:  
no investigation

#### 1 previous file processed in 2013:

- Irritants generated by a dog exercise area located in Liébert Park (Mercier-Hochelaga-Maisonneuve); opened on June 15, 2011; still pending

## APPLICATION OF BY-LAWS | 54 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (4)  
Lachine (1)  
LaSalle (5)  
Le Plateau-Mont-Royal (7)  
Le Sud-Ouest (2)  
Mercier-Hochelaga-  
Maisonneuve (2)  
Montréal-Nord (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (2)  
Rosemont-La Petite-Patrie (4)  
Saint-Laurent (3)  
Verdun (3)  
Ville-Marie (6)  
Villeray-Saint-Michel-  
Parc-Extension (3)  
Direction de l'habitation (1)  
Direction de l'environnement (1)  
Direction des infrastructures (1)  
Service de sécurité incendie (1)  
Direction des opérations  
policières (3)  
City Council (1)

### 10 thorough investigations; no Charter file:

- Rules governing Bed & Breakfast establishments (Le Plateau-Mont-Royal) – withdrawn during investigation
- Non-application of a municipal By-law (3 different files: LaSalle, Le Sud-Ouest, Ville-Marie) – 3 ill-founded
- Various By-law violations in a building (isolation, extension, fire/safety) (Rivière-des-Prairies-Pointe-aux-Trembles) – resolved
- Non-compliance: works made by a resident (Verdun) – refusal of settlement
- Eviction: illegal apartment (LaSalle) – withdrawn during investigation
- Non-compliance : extension to a building (Côte-des-Neiges-Notre-Dame-de-Grâce) – ill-founded
- Demolition By-law (Verdun) – ill-founded
- New By-law: park fees to be paid for new constructions (Le Plateau-Mont-Royal) – still pending

#### Results:

42 referred before investigation  
2 denied before investigation  
2 withdrawn during  
investigation  
1 refusal of settlement  
5 ill-founded  
1 resolved  
1 still pending

#### Average processing delay

of 2013 finalized investigations:  
70.8 working days

#### 1 previous file processed in 2013:

- Determination of rent increases – procedure (SHDM) – Charter file; opened on December 14, 2012, closed on October 4, 2013; resolved

## AQUEDUCT / SEWER | 21 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (4)  
 Le Plateau-Mont-Royal (3)  
 Mercier-Hochelaga-  
 Maisonneuve (1)  
 Outremont (1)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (2)  
 Rosemont-La Petite-Patrie (4)  
 Saint-Léonard (2)  
 Villeray-Saint-Michel-  
 Parc-Extension (1)  
 City Council (1)

### 4 thorough investigations; 1 Charter file:

- The Borough refuses to pay for broken pipes (Rivière-des-Prairies-Pointe-aux-Trembles) – ill-founded
- General request to improve the sewage system in the Borough (Ahuntsic-Cartierville) – ill-founded
- No water during 5 days (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – still pending
- Water shut down due to hazardous works (Rosemont-La Petite-Patrie) – still pending

### Results:

16 referred before investigation  
 1 denied before investigation  
 2 ill-founded  
 2 still pending

### Average processing delay

of 2013 finalized investigations:  
 43.75 working days

### 4 previous files processed in 2013:

- Accumulation of water alongside an alley (Côte-des-Neiges-Notre-Dame-de-Grâce); opened on September 16, 2011, closed on July 12, 2013; ill-founded
- Accumulation of water in a backyard (Côte-des-Neiges-Notre-Dame-de-Grâce); opened on November 12, 2012, closed on January 9, 2013; ill-founded
- Installation fees – Water meters (Service de l'eau); opened on November 21, 2012, closed on March 5, 2013; ill-founded
- Wastewater collection system – odors (Ahuntsic-Cartierville); opened on December 14, 2012, closed on August 21, 2013; resolved

## CLEANLINESS | 8 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
 Le Plateau-Mont-Royal (1)  
 Le Sud-Ouest (1)  
 Mercier-Hochelaga-  
 Maisonneuve (1)  
 Montréal-Nord (1)  
 Rosemont-La Petite-Patrie (1)  
 Ville-Marie (2)

### No thorough investigation; no Charter file

### Results:

8 referred before investigation

### Average processing delay

of 2013 finalized investigations:  
 no investigation

No previous file processed in 2013

## COMMUNICATIONS | 19 new complaints in 2013

### Entities:

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
LaSalle (1)  
Le Sud-Ouest (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Verdun (2)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
Direction du greffe (1)  
Direction de l'évaluation  
foncière (1)  
Direction des services regroupés  
aux arrondissements (1)  
Technologies de l'information (1)  
Direction des communications (3)  
Direction des opérations  
policières (1)  
OMHM (1)  
STM (1)  
Société en commandite  
Stationnement de Montréal (1)

### No thorough investigation; no Charter file

#### Results:

16 referred before investigation  
3 denied before investigation

#### Average processing delay

of 2013 finalized investigations:  
no investigation

#### 1 previous file processed in 2013:

- Quality of information provided to citizens (Côte-des-Neiges-  
Notre-Dame-de-Grâce) – Charter file; opened on December 6, 2012;  
still pending

## CONDUCT OF AN EMPLOYEE | 59 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Lachine (1)  
LaSalle (2)  
Le Sud-Ouest (2)  
Mercier-Hochelaga-  
Maisonnette (2)  
Pierrefonds-Roxboro (1)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Rosemont-La Petite-Patrie (4)  
Saint-Laurent (2)  
Verdun (1)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (2)  
Cour municipale (8)  
Direction des opérations  
policières (17)  
Section des agents de  
stationnement (5)  
STM (5)  
City Council (2)

### 1 thorough investigation; no Charter file:

- Inappropriate attitude (Ahuntsic-Cartierville) – ill-founded

#### Results:

30 referred before investigation  
28 denied before investigation  
1 ill-founded

#### Average processing delay

of 2013 finalized investigations:  
60 working days

No previous file processed in 2013

## COURT DECISION | 1 new complaint in 2013

### Entity:

Non municipal entity

**No thorough investigation; no Charter file**

### Result:

denied before investigation

### Average processing delay

of 2013 finalized investigations :  
no investigation

**No previous file** processed in 2013

## CULTURE | 5 new complaints in 2013

### Entities:

Le Plateau-Mont-Royal (1)  
Pierrefonds-Roxboro (1)  
Villeray-Saint-Michel-  
Parc-Extension (2)  
Saint-Laurent and Service  
du contrôleur général (1)

### 3 thorough investigations; 2 Charter files:

- Venue of an ethnocultural festival (Le Plateau-Mont-Royal) – Charter file – resolved
- Conflict of interests: casual employee denied the right to expose her art (Saint-Laurent and Service du contrôleur général) – Charter file – ill-founded
- Organizing committee for an ethnocultural event: conflict between groups (Villeray-Saint-Michel-Parc-Extension) – ill-founded

### Results:

1 withdrawn before  
investigation  
1 referred before investigation  
2 ill-founded  
1 resolved

### Average processing delay

of 2013 finalized investigations :  
61 working days

**1 previous file** processed in 2013:

- Rules governing cultural activities in Old Montréal (Ville-Marie); opened on November 23, 2012, closed on February 22, 2013; ill-founded

## CYCLING PATH / BICYCLE | 7 new complaints in 2013

### Entities:

Verdun (1)  
Ville-Marie (2)  
Lachine, LaSalle, Verdun  
and Direction des transports (1)  
Direction des opérations  
policières (1)  
Société de vélo en  
libre-service (1)  
City Council (1)

**No thorough investigation; no Charter file**

### Results:

1 withdrawn before investigation  
6 referred before investigation

**Average processing delay**  
of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## DECISION OF THE CITY COUNCIL | 1 new complaint in 2013

### Entity:

City Council

**No thorough investigation; no Charter file**

### Result:

denied before investigation

**Average processing delay**  
of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## DRIVEWAY ENTRANCE | 5 new complaints in 2013

### Entities:

Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Montréal-Nord (2)  
Saint-Léonard (2)

**3 thorough investigations; no Charter file:**

- Borough's decision to undo a driveway access in a sidewalk (2 different files : Montréal-Nord and Saint-Léonard) – 2 still pending
- Request to enlarge a driveway access (Côte-des-Neiges-Notre-Dame-de-Grâce) – resolved

### Results:

2 referred before investigation  
1 resolved  
2 still pending

**Average processing delay**  
of 2013 finalized investigations:  
30.67 working days

**No previous file** processed in 2013

ENVIRONMENT / SUSTAINABLE DEVELOPMENT | **No new complaints** in 2013

**1 previous file** processed in 2013:

- Smoke generated by a mechanical device located on the rooftop of a commercial building (Direction de l'environnement) – Charter file; opened on June 7, 2012, closed on February 7, 2013; resolved

EVALUATION / REAL ESTATE TAX | **19 new complaints** in 2013

**Entities:**

Finances – Centre des services partagés (11)  
Direction de l'évaluation foncière (8)

**No thorough investigation; no Charter file**

**Results:**

14 referred before investigation  
5 denied before investigation

**Average processing delay**

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

FENCE | **4 new complaints** in 2013

**Entities:**

Rivière-des-Prairies–  
Pointe-aux-Trembles (1)  
Rosemont–La Petite-Patrie (1)  
Ville-Marie (1)  
Villeray–Saint-Michel–  
Parc-Extension (1)

**No thorough investigation; no Charter file**

**Results:**

1 withdrawn before investigation  
3 referred before investigation

**Average processing delay**

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

FINANCIAL COMPENSATION (AQUEDUCT/SEWER) | **8 new complaints** in 2013

**Entities:**

Villeray–Saint-Michel–  
Parc-Extension and Direction  
des affaires civiles (1)  
Direction des affaires civiles (7)

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

- Damages caused by an aqueduct main break (Villeray–Saint-Michel–Parc-Extension and Direction des affaires civiles) – denied after investigation

**Results:**

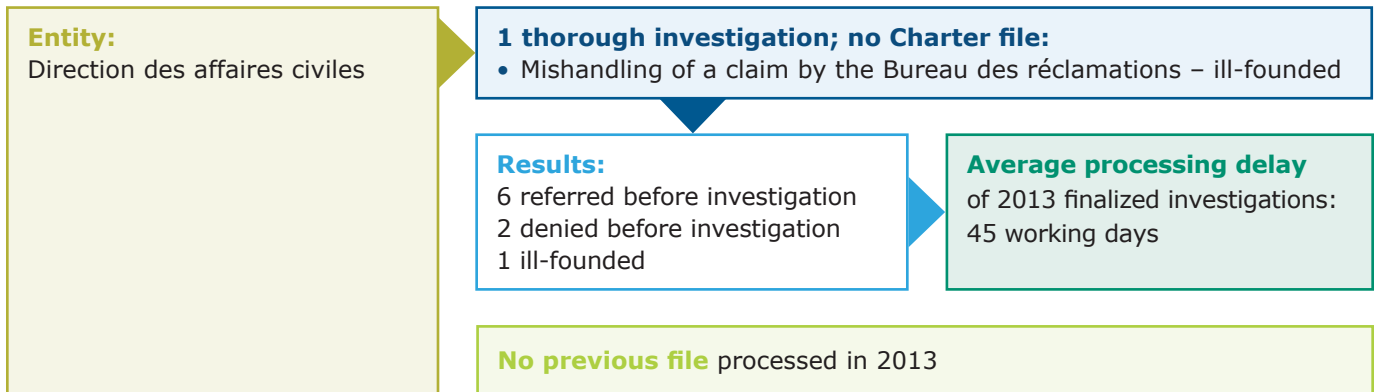
1 withdrawn before investigation  
3 referred before investigation  
3 denied before investigation  
1 denied after investigation

**Average processing delay**

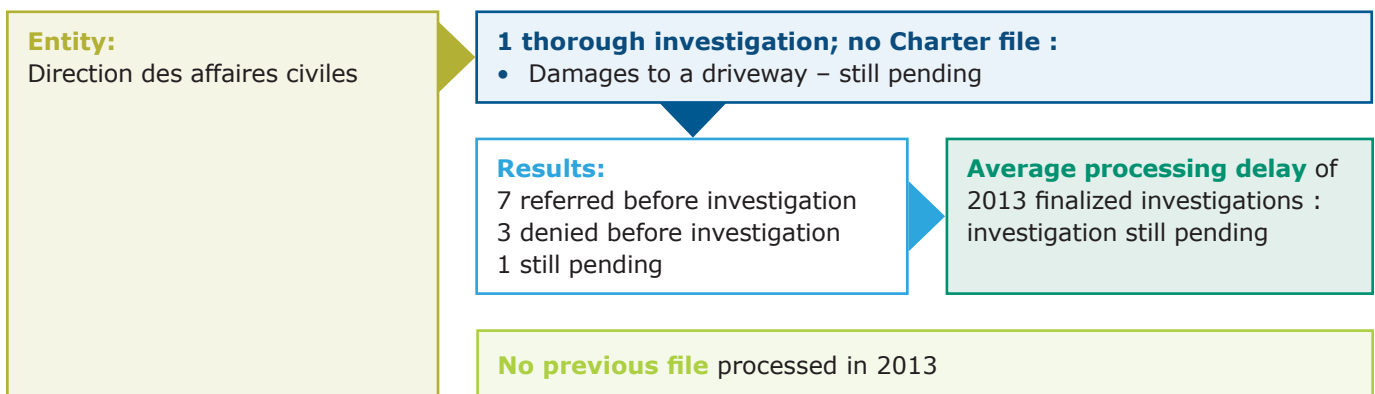
of 2013 finalized investigations:  
9 working days

**No previous file** processed in 2013

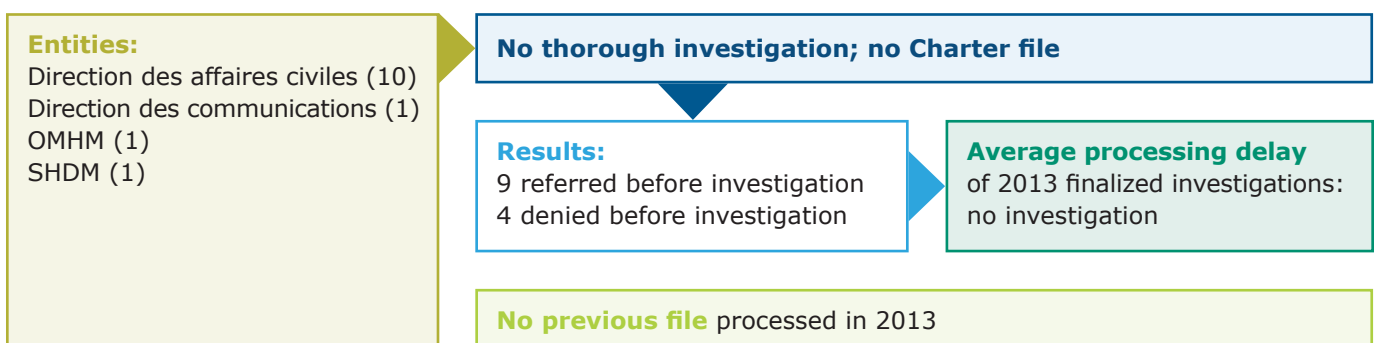
## FINANCIAL COMPENSATION (FALL ON SIDEWALK) | 9 new complaints in 2013



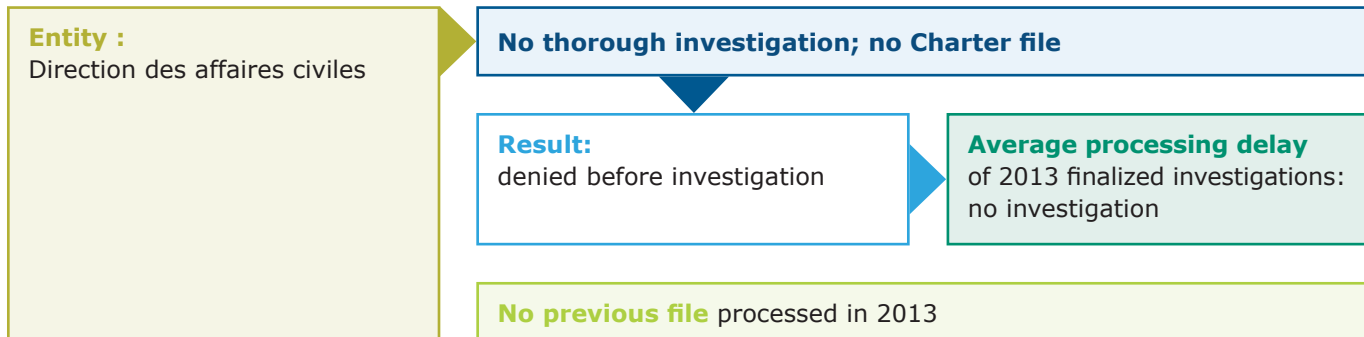
## FINANCIAL COMPENSATION (MUNICIPAL WORKS) | 11 new complaints in 2013



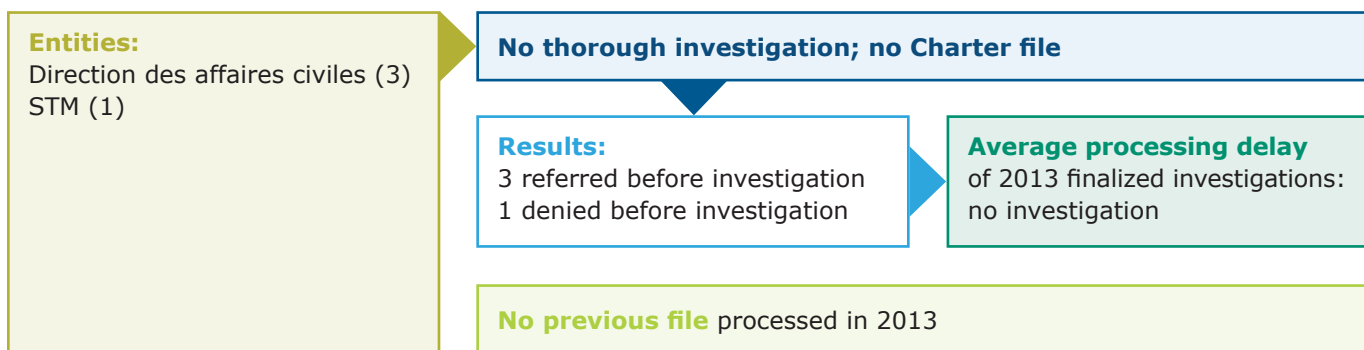
## FINANCIAL COMPENSATION (OTHERS) | 13 new complaints in 2013



FINANCIAL COMPENSATION (POTHOLE) | 1 new complaint in 2013



FINANCIAL COMPENSATION (ROAD INCIDENT) | 4 new complaints in 2013



FINANCIAL COMPENSATION (STORAGE OF FURNITURE) | 2 new complaints in 2013





## FINANCIAL COMPENSATION (TREE) | 6 new complaints in 2013

### Entity:

Direction des affaires civiles

### No thorough investigation; no Charter file

#### Results:

5 referred before investigation  
1 denied before investigation

#### Average processing delay

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## FIRE / PUBLIC SAFETY | 7 new complaints in 2013

### Entities:

Le Plateau-Mont-Royal and  
Service de sécurité incendie (1)  
Service de sécurité incendie (5)  
City Council (1)

### 1 thorough investigation; no Charter file:

- Numerous bills due to false alarms (Service de sécurité incendie) – ill-founded

#### Results:

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

#### Average processing delay

of 2013 finalized investigations:  
49 working days

**1 previous file** processed in 2013:

- Bill due to a false alarm (Service de sécurité incendie); opened on October 22, 2012, closed on February 1, 2013; ill-founded

## GARBAGE / RECYCLING | 17 new complaints in 2013

### Entities:

Côte-des-Neiges–  
Notre-Dame-de-Grâce (4)  
Le Plateau-Mont-Royal (5)  
Le Sud-Ouest (1)  
Mercier-Hochelaga-  
Maisonnette (2)  
Montréal-Nord (1)  
Pierrefonds-Roxboro (1)  
Ville-Marie (2)  
Villeray–Saint-Michel–  
Parc-Extension (1)

### 2 thorough investigations; 1 Charter file:

- Contesting the Borough's decision to reduce garbage collection to once a week (Le Sud-Ouest) – Charter file – ill-founded
- Procedure: notices for non-compliance (Villeray–Saint-Michel–Parc-Extension) – ill-founded

#### Results:

13 referred before investigation  
2 denied before investigation  
2 ill-founded

#### Average processing delay

of 2013 finalized investigations:  
30 working days

**2 previous files** processed in 2013:

- Uncleanliness of an area (Ville-Marie) – Charter file; opened on July 8, 2012, closed on February 25, 2013; resolved
- Non-enforcement of a By-law requesting restaurants to have cold storage or containers (Outremont) – Charter file; opened on September 15, 2011; still pending

## HANDICAPPED PERSON | 9 new complaints in 2013

### Entities:

Côte-des-Neiges-  
Notre-Dame-de-Grâce (3)  
Rosemont-La Petite-Patrie (4)  
STM (1)  
Office of City Council  
Chairman (1)

### 1 thorough investigation; 1 Charter file:

- Permit application for the installation of an outdoor lift (Rosemont-La Petite-Patrie) – Charter file – still pending

### Results:

1 withdrawn before investigation  
6 referred before investigation  
1 denied before investigation  
1 still pending

### Average processing delay

of 2013 finalized investigations:  
35.25 working days

### 2 previous files processed in 2013:

- Permit application for the installation of an outdoor lift (Rosemont-La Petite-Patrie) – Charter file; opened on September 14, 2012, closed on October 10, 2013; **RECOMMENDATION** denied
- Improving universal access in the Quartier des spectacles (Ville-Marie); opened on November 4, 2010; still pending

## HUMAN RIGHTS | 3 new complaints in 2013

### Entity:

City Council

### No thorough investigation; no Charter file

### Results:

3 denied before investigation

### Average processing delay

of 2013 finalized investigations:  
no investigation

No previous file processed in 2013

## LABOUR RELATIONS | 37 new complaints in 2013

### Entities:

Direction du capital humain (36)  
STM (1)

### No thorough investigation; no Charter file

### Results:

37 denied before investigation

### Average processing delay

of 2013 finalized investigations:  
no investigation

No previous file processed in 2013

## LIBRARY | 4 new complaints in 2013

### Entities:

L'Île-Bizard-Sainte-Geneviève (1)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Verdun (2)

### No thorough investigation; no Charter file

#### Results:

4 referred before investigation

#### Average processing delay

of 2013 finalized investigations:  
no investigation

No previous file processed in 2013

## MISCELLANEOUS | 28 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
LaSalle (1)  
Le Plateau-Mont-Royal (1)  
Pierrefonds-Roxboro (1)  
Ville-Marie (2)  
Direction du greffe (1)  
Finances – Centre des  
services partagés (1)  
Direction des affaires civiles (1)  
Direction des stratégies et  
transactions immobilières (1)  
Direction – Espace pour la vie (2)  
Service de sécurité incendie (1)  
Bureau du taxi et  
du remorquage (1)  
Direction des opérations  
policières (6)  
City Council (1)  
Commission des services  
électriques (2)  
Conseil interculturel  
de Montréal (1)  
SHDM (1)  
Société du parc Jean-Drapeau (1)

### 6 thorough investigations; no Charter file:

- The Borough ordered the demolition of a house (Anjou) – ill-founded
- Statements of offence issued (Bureau du taxi et du remorquage) – ill-founded
- A lot sold by Ville de Montréal is subject to many public utility easements and is non-constructible (Commission des services électriques de Montréal) – still pending
- Request that the Borough repairs a retaining wall: municipal lot (Ville-Marie) – still pending
- Police refuses to investigate a citizen's complaints (Direction des opérations policières) – denied after investigation
- Family fees for large families (Direction – Espace pour la vie) – still pending

#### Results:

2 withdrawn before  
investigation  
11 referred before investigation  
9 denied before investigation  
1 denied after investigation  
2 ill-founded  
3 still pending

#### Average processing delay

of 2013 finalized investigations:  
22.5 working days

No previous file processed in 2013

## MUNICIPAL COURT (FUNCTIONING) | 137 new complaints in 2013

### Entity:

Cour municipale

### 23 thorough investigations; no Charter file:

- The Court did not proceed to the usual administrative review of statements of offence following not guilty pleas (12 files) – resolved
- Administrative errors (5 files) – 4 ill-founded, 1 redirected during investigation
- Citizen is requesting more details with regard to her file – denied after investigation
- Misinformation provided by an employee had resulted in additional fees – Commitments undertaken
- A defendant who lives abroad is seeking the revocation of a judgment – resolved
- Request for a second administrative review of the file by the Court, taking into account new evidence provided by the Borough – resolved
- Confusion: terms of a payment agreement – ill-founded
- Citizen wants to withdraw his guilty plea – ill-founded

### Results:

1 withdrawn before investigation  
83 referred before investigation  
30 denied before investigation  
1 redirected during investigation  
1 denied after investigation  
6 ill-founded  
14 resolved  
1 commitments undertaken

### Average processing delay

of 2013 finalized investigations:  
12.17 working days

### 5 previous files processed in 2013:

- Numerous statements of offence served simultaneously to a jeweller; opened on November 19, 2012, closed on August 22, 2013; withdrawn during investigation
- Numerous statements of offence served simultaneously to a jeweller (3 different complainants); opened on November 19, 27 and 29, 2012; still pending
- Own motion investigation on the Court's decision to send to trial a great number of files without proceeding to the usual administrative review; opened on December 10, 2012; still pending

## MUNICIPAL COURT JUDGMENT | 15 new complaints in 2013

### Entity:

Cour municipale

### No thorough investigation; no Charter file

### Results:

15 denied before investigation

### Average processing delay

of 2013 finalized investigations:  
no investigation

No previous file processed in 2013

**Entities:**

Ahuntsic-Cartierville (2)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (6)  
 Lachine (2)  
 LaSalle (1)  
 Le Plateau-Mont-Royal (2)  
 Mercier-Hochelaga-  
 Maisonneuve (1)  
 Rosemont-La Petite-Patrie (2)  
 Saint-Laurent (2)  
 Saint-Léonard (1)  
 Verdun (1)  
 Ville-Marie (12)  
 Villeray-Saint-Michel-  
 Parc-Extension (3)  
 All boroughs (1)  
 Directions des opérations  
 policières (2)  
 Le Plateau-Mont-Royal and  
 Direction des opérations  
 policières (1)  
 OMHM (1)  
 SHDM (2)

**6 thorough investigations; 6 Charter files:**

- Noise generated by a construction site (LaSalle) – Charter file – ill-founded
- Noise generated by an industrial ventilation device (Lachine) – Charter file – ill-founded
- Noise generated by a mechanical repair garage (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – ill-founded
- Noise generated by a bar (Ville-Marie) – Charter file – withdrawn during investigation
- Noise generated by outdoor dance activities (Saint-Léonard) – Charter file – ill-founded
- Noise generated by mechanical devices located on a roof (OMHM) – Charter file – ill-founded

**Results:**

34 referred before investigation  
 2 denied before investigation  
 1 withdrawn during investigation  
 5 ill-founded

**Average processing delay**

of 2013 finalized investigations:  
 81.5 working days

**3 previous files** processed in 2013:

- Bells – Religious building (Ahuntsic-Cartierville) – Charter file; opened on January 30, 2012, closed on July 31, 2013; ill-founded
- School: noise generated by ventilation systems and by employees who put garbage into containers (Lachine) – Charter file; opened on June 13, 2012, closed on November 4, 2013; resolved
- Excessive noise generated by a metal tube production plant (Le Sud-Ouest) – Charter file; opened on November 19, 2010; still pending

## NUISANCES | 23 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
L'Île-Bizard-Sainte-Geneviève (1)  
LaSalle (3)  
Le Sud-Ouest (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Saint-Laurent (1)  
Saint-Léonard (1)  
Verdun (4)  
Ville-Marie (3)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
Direction des opérations  
policières (2)  
Corporation des Habitations  
Jeanne-Mance (1)  
STM (1)

### 6 thorough investigations; 2 Charter files:

- Car permanently parked in an entrance (2 files : LaSalle) – 1 withdrawn during investigation, 1 resolved
- Follow-up on the Borough's commitments: managing nuisances caused by commercial activities (Villeray-Saint-Michel-Parc-Extension) – commitments respected
- Nuisances generated by the activities of a plant nursery (Saint-Laurent) – Charter file – still pending
- Nuisances generated by neighbours (Ahuntsic-Cartierville) – ill-founded
- Nuisances from a school yard: activities outside school hours and containers located close to residential houses (Verdun) – Charter file – still pending

### Results:

2 withdrawn before investigation  
14 referred before investigation  
1 denied before investigation  
1 withdrawn during investigation  
1 ill-founded  
1 resolved  
1 follow-up on commitments (respected)  
2 still pending

### Average processing delay

of 2013 finalized investigations:  
53.67 working days

### 3 previous files processed in 2013:

- Follow-up on Ville de Montréal's undertaking to manage various nuisances in an alley: illegal parking, cleanliness, animals (Rosemont-La Petite-Patrie) – Charter file; opened on November 26, 2012, closed on January 21, 2013; commitments respected
- Nuisances generated by a tool rental business (Pierrefonds-Roxboro); opened on October 19, 2011; still pending
- Noise and other inconveniences resulting from social activities organized in a religious establishment (Ahuntsic-Cartierville) – Charter file; opened on January 30, 2012; still pending

## PARKING / SRRR / VIGNETTES | 39 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (3)  
Lachine (3)  
Le Plateau-Mont-Royal (8)  
Mercier-Hochelaga-  
Maisonneuve (4)  
Montréal-Nord (1)  
Outremont (1)  
Rosemont-La Petite-Patrie (2)  
Ville-Marie (5)  
Mercier-Hochelaga-  
Maisonneuve and Direction  
des opérations policières (1)  
Rosemont-La Petite-Patrie and  
Direction des transports (1)  
Direction des opérations  
policières (1)  
Section des agents de  
stationnement (5)  
Société en commandite  
Stationnement de Montréal (3)

### 6 thorough investigations; 1 Charter file:

- Request for a resident's parking permit (Le Plateau-Mont-Royal) – Charter file – refusal of settlement
- Allegation of misapplication of parking By-laws (2 files : Mercier-Hochelaga-Maisonneuve and Direction des opérations policières (1) and Section des agents de stationnement (1)) – 2 ill-founded
- Follow-up on the City's commitment to change a parking sign (Rosemont-La Petite-Patrie and Direction des transports) – commitments respected
- Citizen requesting that parking signs be modified on his street (Mercier-Hochelaga-Maisonneuve) – resolved
- Different road signs on a street generate confusion (Le Plateau-Mont-Royal) – resolved

### Results:

30 referred before investigation  
3 denied before investigation  
1 refusal of settlement  
2 ill-founded  
2 resolved  
1 follow-up on commitments  
(respected)

### Average processing delay

of 2013 finalized investigations:  
83.5 working days

### 3 previous files processed in 2013:

- A citizen disagrees with a no-parking zone in front of a park (Le Plateau-Mont-Royal); opened on October 17, 2012, closed on January 24, 2013; ill-founded
- Follow-up – Long term file – Reducing the mandatory free space required on both sides of hydrants (Direction des transports); opened on November 9, 2011; still pending
- Parking signs unclear (Ville-Marie); opened on March 20, 2012; still pending

## PARKING VIOLATION | 27 new complaints in 2013

### Entities:

LaSalle (1)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Direction des opérations  
policières (1)  
Section des agents de  
stationnement (24)

### 3 thorough investigations; no Charter file:

- Statements of offence issued by mistake (3 different files : Handicapped person holding a special handicapped car sticker – Direction des opérations policières; Snow removal – Mercier-Hochelaga-Maisonneuve; Permit holder authorized to park on the public domain – Section des agents de stationnement) – 3 resolved

### Results:

2 referred before investigation  
22 denied before investigation  
3 resolved

### Average processing delay

of 2013 finalized investigations:  
16.67 working days

No previous file processed in 2013

## PARKS AND GREEN SPACES | 4 new complaints in 2013

### Entities:

Le Plateau-Mont-Royal (1)  
 Le Sud-Ouest (1)  
 Villeray–Saint-Michel–  
 Parc-Extension (1)  
 Le Sud-Ouest and Direction  
 des grands parcs et  
 du verdissement (1)

### 1 thorough investigation; 1 Charter file:

- Follow-up on commitments : no mechanical intervention in the Parc Angrignon forest (Le Sud-Ouest and Direction des grands parcs et du verdissement) – Charter file – commitments respected

### Results:

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

### Average processing delay

of 2013 finalized investigations:  
 14 working days

**No previous file** processed in 2013

## PERMIT | 60 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
 Anjou (1)  
 Côte-des-Neiges–  
 Notre-Dame-de-Grâce (6)  
 L'Île-Bizard–Sainte-Geneviève (3)  
 Lachine (2)  
 LaSalle (1)  
 Le Plateau-Mont-Royal (5)  
 Le Sud-Ouest (3)  
 Mercier–Hochelaga–  
 Maisonneuve (1)  
 Montréal-Nord (1)  
 Pierrefonds-Roxboro (1)  
 Rivière-des-Prairies–  
 Pointe-aux-Trembles (2)  
 Rosemont–La Petite-Patrie (7)  
 Saint-Laurent (1)  
 Verdun (3)  
 Ville-Marie (13)  
 Villeray–Saint-Michel–  
 Parc-Extension (8)

### 8 thorough investigations; no Charter file:

- Construction without permit (Ville-Marie) – ill-founded
- The Borough cancels a permit application (Le Plateau-Mont-Royal) – still pending
- Citizens opposing a new residential project (L'Île-Bizard–Sainte-Geneviève) – still pending
- Permit application : citizen disagrees with the Borough's requirements (Ville-Marie) – ill-founded
- Application for a transformation permit : excessive fees (Côte-des-Neiges–Notre-Dame-de-Grâce) – ill-founded
- Denial of permit requested (2 different files : Ville-Marie and Villeray–Saint-Michel–Parc-Extension) – 2 ill-founded
- Difficulties in processing a permit application (Côte-des-Neiges–Notre-Dame-de-Grâce) – resolved

### Results:

3 withdrawn before  
 investigation  
 48 referred before investigation  
 1 denied before investigation  
 5 ill-founded  
 1 resolved  
 2 still pending

### Average processing delay

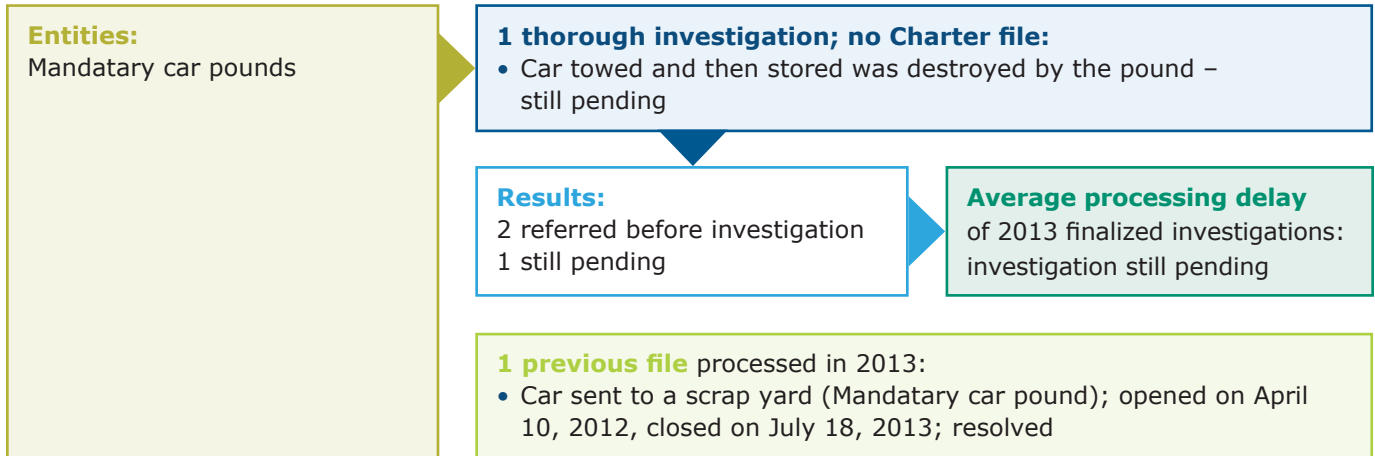
of 2013 finalized investigations:  
 35.25 working days

### 3 previous files processed in 2013:

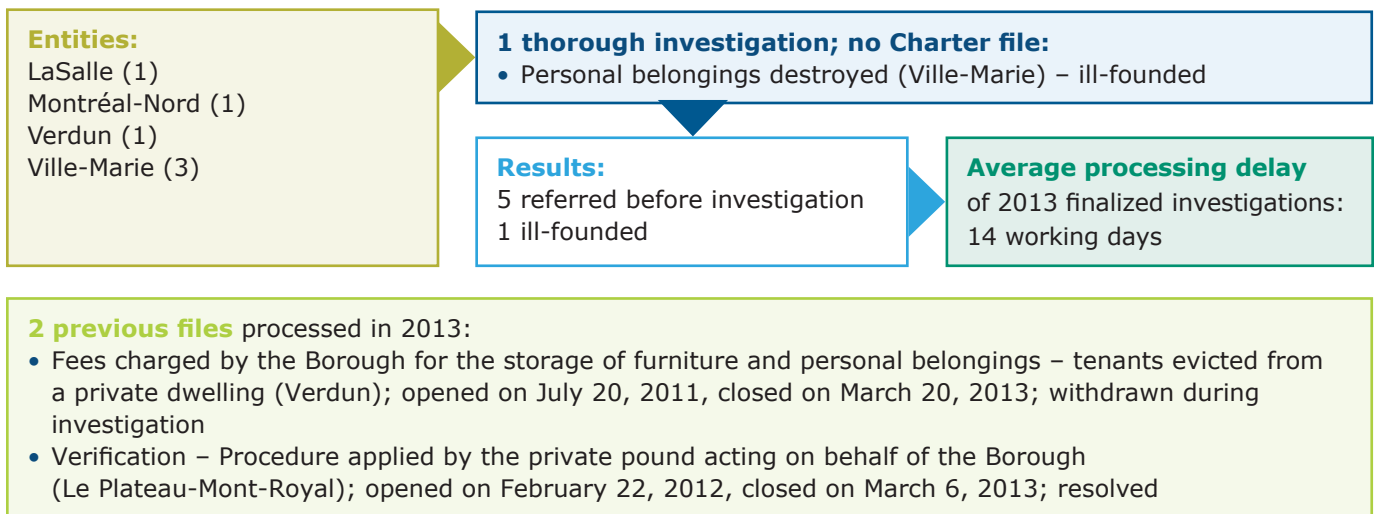
- Rules governing terraces on a pedestrian street (Ville-Marie); opened on July 9, 2012, closed on February 25, 2013; resolved
- Garage locked by the Borough (Le Sud-Ouest); opened on September 25, 2012, closed on February 5, 2013; resolved
- Fees charged by the Borough with regard to a permit application (Ville-Marie); opened on December 3, 2012, closed on January 9, 2013; ill-founded



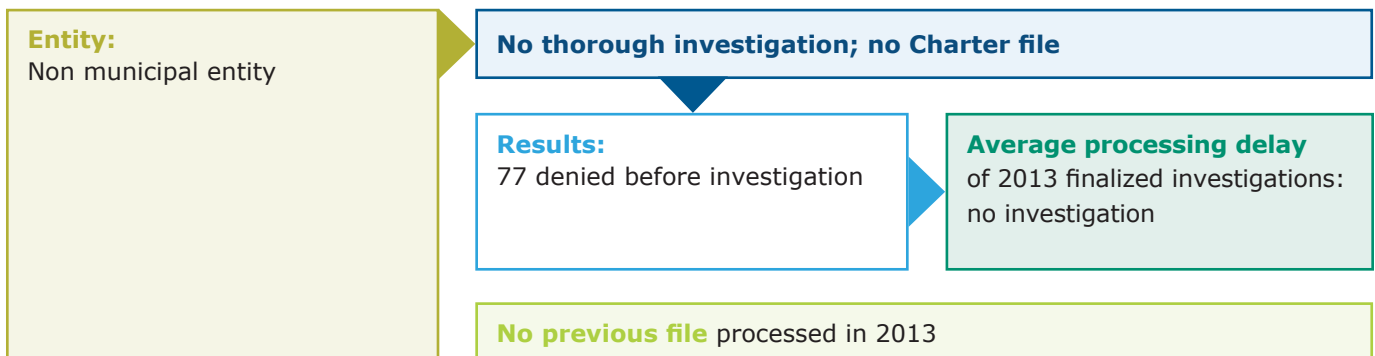
**POUND (OTHERS) | 3 new complaints in 2013**



**POUND (STORAGE OF FURNITURE) | 6 new complaints in 2013**



**PRIVATE DISPUTE | 77 new complaints in 2013**



**PUBLIC HEALTH AND MAINTENANCE (BED BUGS) | 7 new complaints in 2013**

**Entities:**  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Rosemont-La Petite-Patrie (1)  
Saint-Laurent (1)  
Verdun (1)  
Direction de l'habitation (1)  
OMHM (1)

**1 thorough investigation; 1 Charter file:**  
• Citizen dissatisfied with the way the Borough handled his bed bugs problem (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – still pending

**Results:**  
6 referred before investigation  
1 still pending

**Average processing delay**  
of 2013 finalized investigations:  
investigation still pending

**No previous file** processed in 2013

**PUBLIC HEALTH AND MAINTENANCE (COCKROACHES) | 1 new complaint in 2013**

**Entity:**  
Villeray-Saint-Michel-  
Parc-Extension

**No thorough investigation; no Charter file**

**Result:**  
referred before investigation

**Average processing delay**  
of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## PUBLIC HEALTH AND MAINTENANCE (MOLD) | 19 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
Le Plateau-Mont-Royal (2)  
Le Sud-Ouest (1)  
Pierrefonds-Roxboro (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (1)  
Rosemont-La Petite-Patrie (3)  
Verdun (2)  
Villeray-Saint-Michel-  
Parc-Extension (1)  
OMHM (4)

### 6 thorough investigations; 6 Charter files:

- Citizen claims he should be relocated (2 files: OMHM) – Charter files – 2 ill-founded
- Fungus in a locker (Rosemont-La Petite-Patrie) – Charter file – still pending
- Follow-up: decontaminate a vacant dwelling before it is rented again (OMHM) – Charter file – commitments not respected; new commitment undertaken
- Mold contamination in a dwelling (Pierrefonds-Roxboro) – Charter file – still pending
- Requirements to resolve mold contamination in a dwelling (Villeray-Saint-Michel-Parc-Extension) – Charter file – still pending

### Results:

12 referred before investigation  
1 denied before investigation  
2 ill-founded  
1 follow-up on commitments  
(not respected but new  
commitment undertaken)  
3 still pending

### Average processing delay

of 2013 finalized investigations:  
19 working days

### 8 previous files processed in 2013:

- Unsanitary building (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on February 11, 2011, closed on December 19, 2013; resolved
- Mold contamination in a building (Le Sud-Ouest) – Charter file; opened on May 8, 2012, closed on November 22, 2013; resolved
- A tenant complains about mold contamination in his dwelling (Ville-Marie) – Charter file; opened on September 21, 2012, closed on April 17, 2013; resolved
- Water infiltrations and mold contamination in a dwelling (Le Plateau-Mont-Royal) – Charter file; opened on October 22, 2012, closed on July 5, 2013; lack of collaboration
- Unsanitary dwellings in a housing co-op (Verdun) – Charter file; opened on October 22, 2012, closed on June 20, 2013; ill-founded
- Mold in a dwelling (Rosemont-La Petite-Patrie) – Charter file; opened on November 5, 2012, closed on March 4, 2013; withdrawn during investigation
- Follow-up on the decontamination process of a dwelling (Rosemont-La Petite-Patrie) – Charter file; opened on November 7, 2012, closed on October 1, 2013; resolved
- Process leading to a collaboration protocole with the Direction de santé publique (Direction de l'habitation) – Charter file; opened on August 14, 2012; still pending

**PUBLIC HEALTH AND MAINTENANCE (OTHERS) | 21 new complaints in 2013**

**Entities:**

Ahuntsic-Cartierville (1)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (5)  
 L'Île-Bizard-Sainte-Geneviève (1)  
 LaSalle (1)  
 Le Plateau-Mont-Royal (5)  
 Rosemont-La Petite-Patrie (1)  
 Saint-Laurent (1)  
 Saint-Léonard (2)  
 Ville-Marie (1)  
 Villeray-Saint-Michel-  
 Parc-Extension (1)  
 Direction de l'habitation (1)  
 OMHM (1)

**1 thorough investigation; 1 Charter file :**

- Notices of deterioration issued for two buildings (Direction de l'habitation) – Charter file – still pending

**Results:**

1 withdrawn before investigation  
 17 referred before investigation  
 2 denied before investigation  
 1 still pending

**Average processing delay**

of 2013 finalized investigations:  
 investigation still pending

**1 previous file** processed in 2013:

- Non-conformities in a residential building (Villeray-Saint-Michel-Parc-Extension) – Charter file; opened on May 25, 2012, closed on December 19, 2013; resolved

**PUBLIC HEALTH AND MAINTENANCE (RATS AND MICE) | 2 new complaints in 2013**

**Entities:**

Côte-des-Neiges-  
 Notre-Dame-de-Grâce (1)  
 Ville-Marie (1)

**No thorough investigation; no Charter file**

**Results:**

2 referred before investigation

**Average processing delay**

of 2013 finalized investigations:  
 no investigation

**No previous file** processed in 2013

**PUBLIC ORGANIZATIONS | 81 new complaints in 2013**

**Entity:**

Non municipal entity

**No thorough investigation; no Charter file**

**Results:**

81 denied before investigation

**Average processing delay**

of 2013 finalized investigations:  
 no investigation

**No previous file** processed in 2013

**PUBLIC PARTICIPATION | 3 new complaints in 2013**

**Entities:**

LaSalle (1)  
Le Plateau-Mont-Royal (1)  
Le Sud-Ouest (1)

**3 thorough investigations; 3 Charter files:**

- A citizen seeks permission to record all Borough Council public assemblies (LaSalle) – Charter file – ill-founded
- Own motion investigation: improving the content of a public notice (Le Sud-Ouest) – Charter file – resolved
- Citizens’ consultation process (Le Plateau-Mont-Royal) – Charter file – still pending

**Results:**

1 ill-founded  
1 resolved  
1 still pending

**Average processing delay**

of 2013 finalized investigations:  
28.33 working days

**No previous file** processed in 2013

**QUALITY OF SERVICES | 28 new complaints in 2013**

**Entities:**

Ahuntsic-Cartierville (1)  
Côte-des-Neiges–  
Notre-Dame-de-Grâce (3)  
LaSalle (1)  
Le Plateau-Mont-Royal (2)  
Le Sud-Ouest (3)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Pierrefonds-Roxboro (3)  
Rosemont–La Petite-Patrie (2)  
Verdun (1)  
Cour municipale (3)  
Direction des affaires civiles (1)  
Bureau du taxi et  
du remorquage (1)  
Direction des opérations  
policières (3)  
STM (2)  
Société en commandite  
Stationnement de Montréal (1)

**11 thorough investigations; 11 Charter files:**

- Dissatisfaction with the way a file was handled (Le Sud-Ouest) – Charter file – resolved
- Lack of follow-ups following a citizen’s request (2 files) – Charter files – 1 resolved (Rosemont–La Petite-Patrie), 1 still pending (Cote-des-Neiges–Notre-Dame-de-Grâce)
- No return of calls to citizens (2 files: Pierrefonds-Roxboro) – Charter files – 1 ill-founded, 1 resolved
- Lack of response to a citizen (3 files) – Charter files – 1 resolved (LaSalle), 2 still pending (Cote-des-Neiges–Notre-Dame-de-Grâce and Le Plateau-Mont-Royal)
- Inadequate or insufficient information provided to citizens (2 files : Le Sud-Ouest and Direction des opérations policières) – Charter files – 2 still pending
- Own motion investigation: many ill-founded statements of offence would be issued due to the malfunctioning of parking payment terminals (Stationnement de Montréal) – Charter file – still pending

**Results:**

15 referred before investigation  
2 denied before investigation  
1 ill-founded  
4 resolved  
6 still pending

**Average processing delay**

of 2013 finalized investigations:  
25.36 working days

**2 previous files** processed in 2013:

- Long delay before the Borough handles a citizen’s complaint (Le Plateau-Mont-Royal) – Charter file; opened on September 18, 2012, closed on August 6, 2013; resolved
- A citizen complains that City inspectors would have acted without professionalism (Ville-Marie); opened on October 24, 2012, closed on January 29, 2013; ill-founded

**ROAD WORKS / PUBLIC WORKS | 43 new complaints in 2013**

**Entities:**

Ahuntsic-Cartierville (1)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (6)  
 Le Plateau-Mont-Royal (10)  
 Le Sud-Ouest (3)  
 Mercier-Hochelaga-  
 Maisonneuve (2)  
 Pierrefonds-Roxboro (5)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (2)  
 Rosemont-La Petite-Patrie (4)  
 Saint-Laurent (1)  
 Ville-Marie (5)  
 Villeray-Saint-Michel-  
 Parc-Extension (3)  
 Service de l'eau and  
 Villeray-Saint-Michel-  
 Parc-Extension (1)

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

- A citizen claims that odors in her home would be caused by the municipal wastewater collection system (Le Plateau-Mont-Royal) – Charter file – still pending
- Long delays to repave the road (Villeray-Saint-Michel-Parc-Extension and Service de l'eau) – resolved
- A citizen requests that the ditch located alongside the road be filled (2 files: Pierrefonds-Roxboro) – 1 Charter file – 2 ill-founded
- Vibrations caused by differences in levels on the road (Le Plateau-Mont-Royal) – withdrawn during investigation
- A citizen requests that the street and sidewalks where he lives be completely rebuilt (Côte-des-Neiges-Notre-Dame-de-Grâce) – ill-founded

**Results:**

1 withdrawn before investigation  
 36 referred before investigation  
 1 withdrawn during investigation  
 3 ill-founded  
 1 resolved  
 1 still pending

**Average processing delay**

of 2013 finalized investigations:  
 35 working days

**2 previous files** processed in 2013:

- Long delays – Major works on rue d'Iberville (Direction des infrastructures); opened on October 16, 2012, closed on May 10, 2013; ill-founded
- Recurrent water infiltrations in two houses (Ahuntsic-Cartierville); opened on October 19, 2012; still pending

**SCIENTIFIC INSTITUTIONS | 3 new complaints in 2013**

**Entity:**

Direction – Espace pour la vie

**No thorough investigation; no Charter file**

**Results:**

3 referred before investigation

**Average processing delay**

of 2013 finalized investigations:  
 no investigation

**No previous file** processed in 2013

## SNOW REMOVAL | 17 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
LaSalle (1)  
Le Plateau-Mont-Royal (4)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Pierrefonds-Roxboro (1)  
Rosemont-La Petite-Patrie (5)  
Ville-Marie (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)

### 1 thorough investigation; no Charter file:

- Complaint against snow removal procedures (Rosemont-La Petite-Patrie) – ill-founded

### Results:

16 referred before investigation  
1 ill-founded

### Average processing delay

of 2013 finalized investigations:  
62 working days

No previous file processed in 2013

## SOCIAL HOUSING / HLM / HOUSING SUBSIDIES | 50 new complaints in 2013

### Entities:

OMHM (47)  
SHDM (3)

### 5 thorough investigations; no Charter file:

- Various problems alleged in a rental building (OMHM) – still pending
- Follow-up on commitment to make repairs (OMHM) – commitment respected
- Ventilation problem in a dwelling (OMHM) – still pending
- Alleged error in the ranking of a citizen on the waiting lists for low rent housing (OMHM) – still pending
- Penalty imposed to a tenant (OMHM) – still pending

### Results:

1 withdrawn before investigation  
38 referred before investigation  
6 denied before investigation  
1 follow-up on commitments (respected)  
4 still pending

### Average processing delay

of 2013 finalized investigations:  
3.4 working days

### 5 previous files processed in 2013:

- Non-conformities in a building (OMHM); opened on February 2, 2012, closed on January 22, 2013; resolved
- Noisy neighbours (OMHM); opened on May 24, 2012, closed on February 15, 2013; ill-founded
- Own motion investigation: how to improve the handling of tenants' complaints (OMHM); opened on October 29, 2012, closed on November 12, 2013; commitments undertaken
- A citizen wants to be prioritized on the waiting lists (OMHM); opened on November 12, 2012, closed on March 22, 2013; ill-founded
- Penalty imposed to a former tenant who had left her apartment without prior notice (OMHM) – Charter file; opened on November 13, 2012; still pending (**RECOMMENDATION** accepted)

## SPORTS AND LEISURE | 8 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (2)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (1)  
Rosemont-La Petite-Patrie (4)  
Saint-Laurent (1)

### 1 thorough investigation; no Charter file:

- Community garden: a gardener is expelled but the official procedures were not followed (Rosemont-La Petite-Patrie) – still pending

### Results:

1 withdrawn before investigation  
5 referred before investigation  
1 denied before investigation  
1 still pending

### Average processing delay

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## SUBSIDY OTHER THAN HOUSING | 21 new complaints in 2013

### Entities:

Direction de l'habitation (18)  
Executive Committee (2)  
City Council (1)

### 3 thorough investigations; no Charter file:

- Application for a subsidy denied (3 files: Direction de l'habitation) – 3 ill-founded

### Results:

12 referred before investigation  
6 denied before investigation  
3 ill-founded

### Average processing delay

of 2013 finalized investigations:  
43.67 working days

**1 previous file** processed in 2013:

- Requirements to obtain a subsidy not provided for in the applicable By-laws (Direction de l'habitation); opened on June 11, 2012, closed on May 29, 2013; commitments undertaken

## TAX (EXCEPT REAL ESTATE) | 10 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Le Plateau-Mont-Royal (2)  
Finances – Centre des services  
partagés (6)  
Agglomeration Council (1)

### 1 thorough investigation; no Charter file:

- A non profit organization is required to pay the mandatory contribution to the local SDC (Finances – Centre des services partagés) – ill-founded

### Results:

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

### Average processing delay

of 2013 finalized investigations:  
87 working days

**No previous file** processed in 2013



## TENANT / LANDLORD RELATIONS | 17 new complaints in 2013

**Entity:**  
Non municipal entity

**No thorough investigation; no Charter file**

**Results:**  
17 denied before investigation

**Average processing delay**  
of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## TENDERS / CONTRACT | 3 new complaints in 2013

**Entities:**  
Direction de l'approvisionnement (1)  
Direction de la culture et du patrimoine (1)  
Direction – Espace pour la vie (1)

**No thorough investigation; no Charter file**

**Results:**  
3 referred before investigation

**Average processing delay**  
of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## TOWING | 12 new complaints in 2013

**Entities:**  
Ahuntsic-Cartierville (2)  
Anjou (1)  
Mercier-Hochelaga-Maisonneuve (1)  
Rosemont-La Petite-Patrie (1)  
Ville-Marie (1)  
Direction des opérations policières (4)  
Mandatory car pounds (2)

**1 thorough investigation; no Charter file**

- Car moved and towed (Mandatory car pound) – redirected during investigation

**Results:**  
11 referred before investigation  
1 redirected during investigation

**Average processing delay**  
of 2013 finalized investigations:  
1 working day

**1 previous file** processed in 2013:

- Towed car that cannot be found (Direction des opérations policières); opened on November 15, 2012, closed on April 3, 2013; resolved

## TRAFFIC | 31 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
 Anjou (1)  
 Côte-des-Neiges-  
 Notre-Dame-de-Grâce (3)  
 L'Île-Bizard-Sainte-Geneviève (2)  
 Le Plateau-Mont-Royal (2)  
 Le Sud-Ouest (3)  
 Mercier-Hochelaga-  
 Maisonneuve (2)  
 Rivière-des-Prairies-  
 Pointe-aux-Trembles (1)  
 Rosemont-La Petite-Patrie (4)  
 Saint-Laurent (2)  
 Ville-Marie (4)  
 Villeray-Saint-Michel-  
 Parc-Extension (2)  
 Direction des transports (1)  
 Direction des opérations  
 policières (1)  
 Mercier-Hochelaga-Maisonneuve  
 and Direction des opérations  
 policières (2)

### 8 thorough investigations; 7 Charter files:

- Allegation of speeding problems on a street (2 different files) – Charter files – 1 ill-founded (Le Plateau-Mont-Royal), 1 still pending (Saint-Laurent)
- Different problems caused by heavy trucks traffic (2 different files) – Charter files – 1 ill-founded (Mercier-Hochelaga-Maisonneuve and Direction des opérations policières), 1 still pending (Rosemont-La Petite-Patrie)
- Problematic intersection (Le Sud-Ouest) – Charter file – still pending
- Traffic on a narrow street (L'Île-Bizard-Sainte-Geneviève) – ill-founded
- Follow-up: commitment to implement a pedestrian traffic light (Direction des transports) – Charter file – commitment respected
- Green light should stay on longer (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – still pending

### Results:

23 referred before investigation  
 3 ill-founded  
 1 follow-up on commitments  
 (respected)  
 4 still pending

### Average processing delay

of 2013 finalized investigations:  
 29.63 working days

### 2 previous files processed in 2013:

- Follow-up: commitment to implement solutions to ease traffic (Pierrefonds-Roxboro) – Charter file; opened on November 29, 2012, closed on April 12, 2013; commitments respected
- Allegations of speeding on a street (Ville-Marie) – Charter file; opened on December 18, 2012, closed on April 17, 2013; ill-founded

## TRANSPORTATION | 4 new complaints in 2013

**Entity:**  
 STM

### No thorough investigation; no Charter file

### Results:

4 denied before investigation

### Average processing delay

of 2013 finalized investigations:  
 no investigation

No previous file processed in 2013

## TREE | 23 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (6)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
LaSalle (1)  
Le Sud-Ouest (1)  
Mercier-Hochelaga-  
Maisonneuve (2)  
Montréal-Nord (2)  
Rivière-des-Prairies-  
Pointe-aux-Trembles (2)  
Rosemont-La Petite-Patrie (3)  
Saint-Léonard (1)  
Verdun (1)  
Villeray-Saint-Michel-  
Parc-Extension (1)

### 5 thorough investigations; 4 Charter files:

- Request for the trimming of a tree (Ahuntsic-Cartierville) – resolved
- A citizen wants a tree to be cut down (3 different files : LaSalle, Rivières-des-Prairies-Pointe-aux-Trembles, Rosemont-La Petite-Patrie) – 3 Charter files – 3 ill-founded
- Alleged damages caused by a tree (Montréal-Nord) – Charter file – still pending

### Results:

2 withdrawn before investigation  
16 referred before investigation  
3 ill-founded  
1 resolved  
1 still pending

### Average processing delay

of 2013 finalized investigations:  
53 working days

No previous file processed in 2013

## UNIVERSAL ACCESS | 5 new complaints in 2013

### Entities:

Le Plateau-Mont-Royal (1)  
Mercier-Hochelaga-  
Maisonneuve (1)  
Outremont (1)  
Rosemont-La Petite-Patrie (1)  
Ville-Marie (1)

### 3 thorough investigations; 3 Charter files:

- Universal access to the terraces in the Borough (Ville-Marie) – Charter file – still pending
- Universal access to the businesses in the Borough (Le Plateau-Mont-Royal) – Charter file – redirected during investigation
- Universal access to the terraces in the Borough (Rosemont-La Petite-Patrie) – Charter file – still pending

### Results:

2 referred before investigation  
1 redirected during investigation  
2 still pending

### Average processing delay

of 2013 finalized investigations:  
6.33 working days

No previous file processed in 2013

## VIOLATION OF LAW | 11 new complaints in 2013

### Entities:

Le Plateau-Mont-Royal (1)  
Direction des opérations  
policières (9)  
Non municipal entity (1)

**No thorough investigation; no Charter file**

### Results:

11 denied before investigation

### Average processing delay

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## WINTER TEMPORARY SHELTER | 1 new complaint in 2013

### Entity:

Ahuntsic-Cartierville

**No thorough investigation; no Charter file**

### Results:

referred before investigation

### Average processing delay

of 2013 finalized investigations:  
no investigation

**No previous file** processed in 2013

## ZONING / URBAN PLANNING / EXEMPTION | 17 new complaints in 2013

### Entities:

Ahuntsic-Cartierville (1)  
Anjou (1)  
Côte-des-Neiges-  
Notre-Dame-de-Grâce (2)  
LaSalle (2)  
Le Plateau-Mont-Royal (1)  
Le Sud-Ouest (2)  
Montréal-Nord (1)  
Pierrefonds-Roxboro (1)  
Rosemont-La Petite-Patrie (2)  
Saint-Laurent (1)  
Ville-Marie (3)

**3 thorough investigations; 1 Charter file:**

- Follow-up: Borough's commitment to control and manage the recurring violations of zoning rules by a business owner (Pierrefonds-Roxboro) – Charter file – still pending
- Borough's requirements for the replacement of windows on a residential building (Ville-Marie) – still pending on December 31, 2013 but was resolved at the very beginning of January 2014
- More details needed as to the Borough's requirements to apply for an exemption (LaSalle) – still pending

### Results:

2 withdrawn before  
investigation  
11 referred before investigation  
1 denied before investigation  
3 still pending

### Average processing delay

of 2013 finalized investigations:  
investigations still pending

**2 previous files** processed in 2013:

- Citizen asked the Borough to prohibit the use of a public alley to access a private parking zone (Rosemont-La Petite-Patrie); opened on November 23, 2012, closed on March 14, 2013; ill-founded
- Interpretation of a By-law – authorized activity, or not, in a specific area (Pierrefonds-Roxboro); opened on December 14, 2012, closed on November 25, 2013; decision of elected representatives during investigation

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## Part VI

### LIST OF CHARTS – ADDENDUM AVAILABLE ON OUR WEB SITE

#### A. 2013 CHARTS – ALL FILES COMBINED, INCLUDING CHARTER FILES

<b>CHART 1</b>	Requests handled in 2013
<b>CHART 2</b>	Evolution – Number of requests received
<b>CHART 3</b>	Evolution – Number of thorough investigations
<b>CHART 4</b>	Own motion investigations by the Ombudsman
<b>CHART 5</b>	Results / By topic
<b>CHART 6</b>	Evolution – Number of requests received – from 2004 to 2013
<b>CHART 7</b>	Final response period
<b>CHART 8</b>	Mode of submission of complaints
<b>CHART 9</b>	Demographic data

#### Boroughs

<b>CHART 10</b>	Evolution – Number of complaints
<b>CHART 11</b>	Topic of complaints
<b>CHART 12</b>	Results
<b>CHART 13</b>	Final response period

#### Central Departments

<b>CHART 14</b>	Evolution – Number of complaints
<b>CHART 15</b>	Topic of complaints
<b>CHART 16</b>	Results
<b>CHART 17</b>	Final response period

#### Paramunicipal Agencies and other City related Organizations

<b>CHART 18</b>	Evolution – Number of complaints
<b>CHART 19</b>	Topic of complaints
<b>CHART 20</b>	Results
<b>CHART 21</b>	Final response period

#### Political Entities

<b>CHART 22</b>	Evolution – Number of complaints
<b>CHART 23</b>	Topic of complaints
<b>CHART 24</b>	Results
<b>CHART 25</b>	Final response period

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## **B. 2013 CHARTS – CHARTER FILES ONLY**

<b>CHART 26</b>	Number of complaints / By topic
<b>CHART 27</b>	Charter files settled in 2013
<b>CHART 28</b>	Results / By chapter
<b>CHART 29</b>	Topic of complaints / By entity
<b>CHART 30</b>	Results / By entity
<b>CHART 31</b>	Final response period
<b>CHART 32</b>	Results / By specific provision
<b>CHART 33</b>	Evolution / Number of complaints - 2006-2013
<b>CHART 34</b>	Results / By topic
<b>CHART 35</b>	Demographic data

## **C. GLOSSARY**





**IN A RESOLUTION MODE !**

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