

Fostering Goodwill



2017 ANNUAL REPORT

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

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June 18th, 2018

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2017 Annual Report
Fostering Goodwill

Ms. Chairperson:

It is my pleasure to file with the City Council the **OMBUDSMAN de MONTRÉAL'S** 2017 Annual Report.

As you are well aware, the **OdM** interventions allow for errors to be corrected, problems to be solved and decision-making processes, improved. We encourage City employees from all Boroughs and Departments to adopt a more supporting approach in order to meet the citizens' legitimate needs and expectations.

All our interventions are marked by Rigour, Transparency, Respect, Empathy and Sound Judgement. We promote these values throughout the City, especially with regard to decision-making processes likely to have an impact on citizens.

Over the past 15 years, our office has handled over **19,000** complaints and conducted more than **2,900** enquiries. 2017 was yet another record year! Our office received 12% more complaints than in the previous year and 65% more than in 2013.

- We handled **2,124** new files (**221 more** than in 2016) and launched **271** new enquiries: **54** of these files referred to undertakings found in the *Montréal Charter of Rights and Responsibilities*.
- These new investigations plus the **103** enquiries already underway before January 1st, 2017 amount to a total of **374 enquiries handled** in 2017 (**82** more than in 2016).

Only **two** files ended with a formal **RECOMMENDATION**: in both cases, however, the Borough rejected our conclusions on the merits.



All other instances where a problem had been found were resolved amicably with the collaboration of the relevant manager.

Our Annual Report includes statistics on our activities, examples of files we handled, citizens' testimonials, a short reminder of our mandate and mission and an overview of other activities conducted by our office.

I am confident that the City Councillors will find this report very interesting.

Yours very truly,

A handwritten signature in blue ink that reads "Johanne Savard". The signature is written in a cursive, flowing style.

Johanne Savard, ombudsman

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Fostering Goodwill

Citizens are increasingly cynical and critical toward their public administrations: *Ville de Montréal* is not immune to this reality. To address the issue and restore the confidence of citizens, public administrations must constantly review their ways of doing things, improve the quality of their services and promote a **caring approach** toward their constituents.

Since its creation in 2003, the **OMBUDSMAN de MONTRÉAL** has paid a great deal of attention to this dimension: the City decisions should not only be **thorough, fair and transparent**, City representatives should also adopt, at all times, a **respectful and supportive approach** that is mindful of people's needs and expectations.

Our office frequently reminds City managers and staff the importance of not only rendering appropriate and sound decisions, but also of applying **fair processes** and adopting a **caring stance** that is suitable to the party they are dealing with. Failing that, well-founded decisions could be perceived as arbitrary, unfair or unreasonable and citizens may lose their trust.

Since its inception, the **OMBUDSMAN de MONTRÉAL** has processed over **19,000** complaints and conducted over **2,900** enquiries. The total number of files handled in 2017 is **65%** higher than in 2013: it has been another record year. The **2,124** new requests received have generated **271** new enquiries that were added to the **103** ongoing enquiries launched before January 1, 2017.

The positive impact of our interventions is undeniable. We can identify service deficiencies or quality gaps, have errors fixed and find viable and efficient solutions that address the legitimate expectations and constraints for both citizens and the City.

Citizens who contact our office are swiftly taken charge of, closely listened to with a **caring and empathetic** approach. The many testimonials we receive clearly demonstrate this.

I wish to commend the exceptional contribution of my team members, whose thoroughness and commitment make our office always more efficient and very much appreciated.



Message from the Ombudsman

A Few Testimonials from Citizens

“This is to thank you for the way my request was handled. (...) I wish to underline the extraordinary work performed by X, whom I think is an empathetic and a very professional person. Thanks to her efforts, I obtained valuable help to solve my problem. A huge THANK YOU and congratulations on such meticulous work. X made a real difference for me.” (P.T.) – **Translation**

“What a pleasure it was to have my file resolved in less than two hours. Thank you to the Ombudsman de Montréal team.” (M.-C. N.) – **Translation**

“I find correct to thank you, once again, for the time and service provided. It showed efficiency.” (A.S.)

“We are also acutely aware that it is because of your efforts and hard work that the results turned out in our favour. We will be forever grateful and will never thank you enough. Moreover, throughout this process, your kindness and explanations have reassured us and given us hope that everything would be alright, which was the case. It is absolutely wonderful.” (M.L. – R.B.) – **Translation**

“My smile is not even big enough to say thank you very much.” (C.L.) – **Translation**

“Thank you again for your help; it does not take away the wasted and stressful months that we went through, but you helped us overcome this ordeal.” (C.N.) – **Translation**

“I want to thank you for the excellent service you provided. I did not know of the ombudsman prior to this action, I am very happy that your organization exists.” (E.D.)

“I wanted to thank you for your involvement in this file and the follow-ups you forwarded. It is comforting to know that people like you have our interests at heart. (...) it is reassuring to know that through your services, our concerns have been heard and acknowledged.” (L.C.) – **Translation**

“My mother and her family, in particular the undersigned, want to heartily commend you for the excellent work you did in managing her complaint, which had a most successful outcome, to the full satisfaction of the key stakeholder (...).” (M.V.) – **Translation**

“X has done remarkable work that deserves special mention. I am also forwarding Y’s response (...) notifying me that the problem was solved and to whom I underlined the key role your intervention played, especially since he did not refer to it.” (V.M.) – **Translation**

“I just want to take the time to express my deepest gratitude and highest respect for you and your organization. I could not have handled this without you.” (M.S.)

“I wish to thank you for your excellent work and support in this matter. I very much appreciate it.” (G.M.) – **Translation**

“I am pleased by the resolution of the issue and very thankful for the job well done. I wish I could do something to somehow help you in return for the help you have extended me.” (A.A.)

The OMBUDSMAN de MONTRÉAL (OdM) is an **apolitical** and **impartial** instance, **independent** from the municipal administration and elected officials. Its main role is to ensure that citizens are provided with the municipal services to which they are entitled, and are treated with fairness, justice and respect by all City representatives. Its independence imparts the OdM's credibility.

The OdM's investigative powers are extensive. The managers, staff and other representatives of the City are required to collaborate with the OdM and to supply all information or documents requested by the Ombudsman team.

Unless disclosure is necessary for the purpose of an enquiry, the information and documents contained in our files are confidential. Our files are not subject to the Right of Access Legislation. The law also provides that the Ombudsman and her team cannot be forced to testify on the information or documents obtained in the course of their duties. We can therefore reassure all those who entrust us with information that is deemed confidential.

The OdM is not bound by *Ville de Montréal's* usual practices. Our interventions often result in the development of new procedures, clearly drawn up. The Ombudsman can also help in modernizing practices that have been in effect for several years.

The OdM intervenes only in **last resort**. Complainants must have previously given the director of the targeted Borough or Department the opportunity to resolve the complaint.

The Ombudsman can recommend any measure she deems appropriate to correct an injustice or improve the quality of municipal services.

The OdM services are swift, efficient, easy to access and completely free. Our offices are currently located on the ground floor of Montréal City Hall, a few steps away from Champ-de-Mars subway station. The building and our offices are accessible to persons with reduced mobility. We are, however, scheduled to move in 2018.

To obtain more information on our mandate, values, mission, logo and complaint procedures, you can look up:

- our website ombudsmantemontreal.com/ or
- our brochure Promoting respect/Ensuring equity.

Mandate • Mission • Jurisdiction of the OMBUDSMAN de MONTRÉAL

Various Types of Interventions

Our main mandate consists in processing complaints from citizens who believe that they are (or are likely to be) adversely affected by a decision, action, recommendation or omission of *Ville de Montréal*. Residing in Montréal is not a prerequisite to turn to our services, except for complaints based on the *Montréal Charter of Rights and Responsibilities*.

Our jurisdiction encompasses *Ville de Montréal*'s entire administrative apparatus with respect to decisions and services impacting citizens. We cannot examine employment related complaints and, as a general rule, we do not have jurisdiction over the decisions or actions of elected officials. There is, however, an important exception: if a decision adopted by the Executive Committee, the City Council or a Borough Council challenges an undertaking set out in the *Montréal Charter of Rights and Responsibilities*, the **OdM** can intervene, investigate and issue **RECOMMENDATIONS**. In fact, the **OdM** provides the only available recourse to ensure compliance with this *Charter*.

Moreover, own motion investigations can be launched by the **OdM** on worrisome situations or systemic problems that could possibly impact several citizens. Our interventions markedly contribute to the ongoing improvement of municipal decision-making processes and of the quality of municipal services.

The OdM Can also Play an Advisory or Cautionary Role

When a Commission examines a topic that was the subject of complaints to our office, we make it our duty to communicate our findings and comments in the hope that this information will favourably contribute to the ongoing deliberations.

When we identify a problematic situation which could potentially exist within other Departments or Boroughs, we forward the information to the relevant directors or elected officials, with a prevention view.

If we believe that the structure, content or application of a contemplated new policy or standard is likely to generate problems, we can submit our comments to the decision-makers, while diligently making sure to remain neutral and apolitical.

Informing Citizens about their Rights

The services we provide are efficient and completely free of charge.

Unfortunately, too many Montrealers are still unaware of this recourse. We greatly emphasize, therefore, the importance of promoting our service and broadcasting clear information on civic municipal rights. To that end, we mainly use the following means:

Requests for Information

Citizens often turn to our office to enquire about a regulation or procedure or to confirm if the City has jurisdiction over certain situations. We respond within the realm of our expertise but never provide them with a legal opinion. In 2017, our office received 146 such requests concerning the City.

Meeting with Community and Civic Groups

Every year, the Ombudsman and some members of her team meet with groups of citizens or community/social stakeholders. We explain how the **OdM** can help citizens settle their disputes with the City. These meetings also provide unique opportunities to explain and promote alternative non-judiciary means to resolve conflicts: the participants can later use these skills to de-escalate problematic issues that impact every aspect of their lives.

Events organized by City Council Presidency, such as the *Caravane sur la démocratie*, also provide our office with additional opportunities to meet with citizens of various Boroughs who are involved in their community.

Meeting the Youth

In 2009, our office had contributed to the creation of the *Jeunes citoyens engagés* program (previously named *Apprentis Citoyens*) in collaboration with the *Centre d'histoire de Montréal* and the *Chantier sur la démocratie*. Every year since, we have met with groups¹ of grade 4 and 5 elementary students in order to explain the **OdM**'s role. They are then asked to analyse and resolve a municipal issue, as if they were the Ombudsman: they usually do so brilliantly.

The Ombudsman also meets high school students as part of the *Retour à l'école* project: she explains the **OdM**'s role and teaches them how to approach and manage conflicts in order to de-escalate them and find amicable arrangements. Some **OdM** team members are also solicited to provide college or university students with presentations on our mission and approach.

Social Media

Web and Social Media have become vital communication tools. These are used by our office to explain some of the City's operating rules and to promote civic rights and awareness of recurring municipal topics. Our publications often enable citizens to better understand the challenges underlying public affair files.

All of our comments are made with respect and deference toward the political choices of elected officials who have been duly selected by Montrealers.

Here is an overview of the **blog posts** we published in 2017:

- *Accessibilité universelle : une préoccupation constante*, October 13, 2017
- *Permis spécial – Pitbulls – Mise à jour*, September 19, 2017
- *Avis important – Sursis pour environ 600 propriétaires de Pitbulls – Important Notice for Pitbull Owners*, September 11, 2017
- *Avis – Enquête en cours – Pitbulls*, August 24, 2017
- *L'OMBUDSMAN de MONTRÉAL dépose son rapport annuel 2016 – Nouvelle année record : 1 996 dossiers traités*, June 13, 2017
- *La Charte montréalaise – Pour éveiller les jeunes à la vie démocratique*, April 13, 2017
- *La Ville de Montréal publie la liste des caractéristiques morphologiques des chiens de type Pitbull*, March 7, 2017
- *Le droit d'initiative des citoyens en matière de consultation publique*, March 3, 2017
- *Vous vous garez sur un terrain de stationnement privé. Attention ! Ça peut coûter cher ! – Mise à jour*, February 17, 2017

¹ 3,107 students since 2009.

Outreach and Sharing of Expertise

Our office has acquired over the years an exceptional reputation regarding the quality of its services and the relevance of its interventions. This reputation goes beyond the borders of Montréal: it also contributes favourably to *Ville de Montréal's* reputation as a city that is mindful of its citizens' well-being.

Our office is often solicited for strategic advice by other ombudsman or societies/institutions that are looking to create such an office. We often host **foreign delegations and dignitaries** interested in understanding the role a municipal ombudsman plays as a tool to protect civic rights. We always receive glowing comments.

Ms. Johanne Savard frequently makes **conferences** and gives **training sessions** on the role of ombudsman and peaceful ways to resolve conflicts. She was invited by foreign cities to share her experience and expertise on the setting-up of municipal ombudsman offices.

She chairs the Board of Directors of the Forum of Canadian Ombudsman (FCO), which gathers approximately 450 ombudsman of all types from every region in Canada. The FCO organizes training sessions and creates reference tools for ombudsman from various backgrounds.

She has actively participated in the creation of the only Ombudsman University Certificate Program available in Canada, in collaboration with the Osgoode Hall Law School (Certificate: Essentials for Ombuds). This program is also available in French at the *Université de Sherbrooke, Longueuil Campus (Ombudsmans : notions essentielles et meilleures pratiques)*.

Ms. Savard is the Representative for the Americas within the Board of Directors of the *Association des Ombudsmans et Médiateurs de la Francophonie* (AOMF). The AOMF groups some fifty legislative ombudsman who operate across the countries of *La Francophonie*: it offers its support to ombudsman of different countries, namely from the African continent and Eastern countries undergoing democratization.

After each new election, the ombudsman participates in the training program for new *Ville de Montréal* managers and elected officials.

Since the **Odm's** creation in 2003, a few other cities in Québec provide their citizens with a last recourse that is free of charge in order to settle their municipal disputes. The type and structure of organizations vary widely, but our objectives are the same. Since 2015, directors of these offices gather a few times a year with a view based on co-development in order to share their know-how, discuss complex cases and strategy. This activity is very rewarding for all parties.

The OdM Team



JOHANNE SAVARD
OMBUDSMAN

Francine Riel
EXECUTIVE
SECRETARY

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TO THE
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Adina Iacob
INTAKE OFFICER/
TECHNICIAN

Joanna Kazmierczak
INTAKE OFFICER/
TECHNICIAN

Claudia Vega
SECRETARY

A Few Examples of Files

1 Universal Accessibility

For many years, universal accessibility of Ville de Montréal buildings and installations has been a topic of considerable interest to the OdM. We intervene on a regular basis to improve site accessibility and to ensure that universal accessibility is addressed by the City at the outset of any project.

Some of these long-term files were closed in 2017. Here is a summary of them.

1.1 Quartier des spectacles – Phases 1 to 3

We intervened in 2010 following a complaint highlighting accessibility and security issues for persons with reduced mobility.

- An independent *monitoring study* is then conducted by the City, in 2012: several gaps in universal accessibility and security are identified, particularly at intersections.
- The City thereafter begins planning for corrective measures.
- We follow up on an *ad hoc* basis on the implementation of these measures.
- Some of these improvements are now completed: markings were added to steps to make them easier to detect; an unprotected higher level is now blocked by street furniture; lighting was added near a dark passageway; etc.
- Furthermore, the City has confirmed that additional improvements will be brought in 2018 for safer street-crossing in the *Quartier des spectacles*: audio-signal traffic lights; addition of tactile paving stones and of pedestrian crossing markings; etc.

Following this commitment, our office closed this file. We will, however, ensure that the undertakings are complied with.

1.2 Quartier des spectacles – Final Phase – Esplanade Clark

In light of its previous interventions, the OdM deems it appropriate to initiate a preventive file to ensure that universal accessibility is addressed and integrated upstream at the project's outset.

The *Service de la culture de Montréal* confirms that it has mandated the expertise of an external organization in order to better integrate the universal accessibility component in the development of Esplanade Clark. This expert organization is associated with every design phase of the project and intervenes on universal accessibility issues throughout the entire process. The OdM therefore closes the file.

1.3 Other Files under Investigation

Bicycle Path alongside boulevard de Maisonneuve, in Quartier des spectacles

In the course of our intervention in *Quartier des spectacles*, we find out that the surrounding bicycle path reveals security issues: the potential for conflict between pedestrians and cyclists is of particular concern. We decide to intervene to explore possible solutions with the City in order to resolve the problematic findings. This intervention is still ongoing.

Restaurant Terraces on Public Land – Arrondissement de Ville-Marie

Since 2013, we have taken an interest in universal accessibility of terraces installed on public land in some areas of *Arrondissement de Ville-Marie*: the pedestrian area in the Village (Sainte-Catherine Street between Saint-Hubert and Papineau), in Place Jacques-Cartier and on Saint-Paul Street in Old-Montréal.

Several terraces were not complying with universal accessibility standards: lack of access ramps or impassable ramps; insufficient clearance on terraces to allow for the flow of pedestrians with reduced mobility; etc.

Five summer seasons have elapsed since we first intervened. The Borough has gradually reviewed its approach and adopted control procedures to ensure universal accessibility on terraces located on public land. At first, progress was little. However, we noticed major improvements in 2015, 2016 and 2017, particularly in the Village area.

This file was closed at the end of summer 2017. In view of the Borough's efficient follow-ups, our intervention is no longer deemed necessary. Nonetheless, our renewed intervention on this matter is not ruled out if warranted.

Access to Montréal City Hall

Two of the pedestrian entrances that were considered accessible by the City were problematic: the **Gosford Street** entrance and the entrance located at the **back of the building**, on Champ-de-Mars.

Gosford Street Access

The installation was not optimal: it has since been improved. Snow removal operation gaps are also less frequent. This entrance is sometimes outright closed in winter, due to possible snowfall from the roof. We intervene on an *ad hoc* basis, as needed, to ensure that at least one accessible entrance remains available and that there is adequate signage to redirect citizens.

Back Entrance

This entrance was hardly conducive to wheelchair access: lack of an automatic door opener, drop at the threshold, doorbell/intercom located too high to be reached. Our office concludes that improvements are required.

In 2015, the City confirms with us the following remedies: the threshold will be levelled; the doorbell/intercom will be lowered; exterior signs announcing the accessible entrance will be added. We undertake several follow-ups.

- A new camera/doorbell/intercom system is installed in 2016: the height of this installation is adequate from a universal accessibility viewpoint.
- The scheduled installation of exterior signs is done in 2016.

However, the City notifies us that the installation of an automatic door opener and the levelling of the marble threshold will not be performed before major renovation of City Hall takes place, as of 2018. We recognize that this constraint can be reasonable regarding the automatic door opener.

However, the threshold drop is still of concern to us: we insist that a temporary solution be put in place and suggest that a sloping metal plate be installed.

- This sloping metal plate is finally installed in front of the actual threshold in 2017: a wheelchair can therefore go through this door without having to deal with the drop.
- Furthermore, the City confirms that handicapped persons who show up at this entrance can ask the post officer for help by using the intercom or doorbell. The officers have been directed accordingly.

This temporary compromise is acceptable. We close our file.

However, we plan on intervening in 2018 to ensure that the universal accessibility component will be integrated in the planning of City Hall renovation work, namely for the back entrance.

Place Vauquelin

In 2017, the entire Place Vauquelin was rebuilt and levelled to match the thresholds of the access doors. Thus, there are no longer steps or drop to deal with to access City Hall through this entrance.

Moreover, the installation of the new zigzag-shaped ramp that now links Place Vauquelin to Champ-de-Mars (which level is lower) was adjusted to take into account the comments we submitted to increase safety.

2 Late Fees – First Pet Permit

All Boroughs

The Animal Control By-law and the By-law Concerning Fees state that penalty fees are applied to any domestic pet owner who is late in filing a Pet Permit renewal application. These fees only apply to Permit **renewals**.

The **OdM** finds out that in early 2017, some Boroughs have wrongly billed late fees to pet owners applying for a first Pet Permit. We intervene to gauge the extent of the problem.

Our enquiry confirms that **over 1,100** applications for a first Pet Permit were mistakenly billed by various Boroughs. Following our intervention, all these citizens received a refund, representing a total of **\$11,320**.

3 Park Fees – Divided Co-ownership

Arrondissement du Plateau-Mont-Royal

Citizens wish to carry out a cadastral project for one of the two buildings that constitute divided co-ownership. For this project, the Borough claims **park fees** of approximately \$36,000. Despite the fact that only one of the buildings is targeted as part of the cadastral operation, the Borough had based its calculation on the real estate value of the two buildings.

Upon examination of applicable legal rules, our office concludes that the Borough's valuation is problematic. The Borough disputes our rationale and informs us that it is awaiting a Court decision in a similar case. It therefore rejects our findings. We temporarily suspend our intervention pending this decision.

The Appeal Court subsequently confirms that, in divided co-ownership cases, park fees must be evaluated based on the targeted part, and not on the overall co-ownership value.

The Borough agrees to apply these findings to this file: park fees are therefore reduced by half (**approximately \$18,000 less**).

Concurrently, *Ville de Montréal* decides to standardize the regulation applicable to park fees: these rules would previously vary from one Borough to another.

The new By-law provides for the upcoming abolition of park fees (June 2018) in situations such as our complainants' case. In light of this information, they decide to defer their project until this new rule is enforced: they will then no longer have to pay any park fees.

4 Water Meter – Reimbursement

Arrondissement d'Outremont and Service des finances

The owner of a semi-commercial building disputes the City's billing method on the basis of a water meter that is applied in her case, since 2013. The citizen notes that several of the Borough's non-residential buildings are not equipped with a water meter: other commercial owners therefore only pay the Special Water Tax, which the citizen also pays for, but are not billed as she is for their actual water consumption. She claims that this inequity unduly benefits the other non-residential owners, and particularly her business competitor.

The jurisprudence is clear: to be legal, a tax or charge must be applied uniformly, fairly and reasonably to all citizens subject to the regulation.

Yet, in *Arrondissement d'Outremont*, the regulation that provides billing on the basis of a water meter is clearly not uniformly applied. Indeed, whereas approximately 200 buildings were legally required to install a water meter, only 38 water meters had been installed.

Our office concludes that the *Service des finances'* explanations over this disparity do not comply with the applicable legal framework.

- The City agrees to reimburse the citizen the amounts that she was charged for on this basis (a little over **\$1,500**);
- Another citizen who had filed a similar complaint also receives a refund.

Incidentally, the City indicates that the installation of water meters in this Borough should be completed before 2018.

The OdM plans to intervene again in 2018 to ask the City to reimburse the other non-residential owners of Outremont who were billed on the basis of a water meter readings, in the same context. For us, such corrective action in equity is paramount.

5 Publication Fees – Absence of Public Notice – Reimbursement

Arrondissement d'Outremont

The Borough allows a citizen to file an application for a PIIA (*Plan d'implantation et d'intégration architecturale*) and for a Minor Exemption to the regulation (*Dérogation mineure*). He is then charged \$500 for the publication of a Public Notice in the newspapers.

Upon examination, these applications were never submitted to the Borough Council. Hence, the Public Notice was not published.

Under the circumstances, the OdM gets the Borough to reimburse the \$500 amount charged for a publication that never materialized.

6 Repairing Damages

Service des infrastructures, de la voirie et des transports – Direction des transports

Major aqueduct renovation work was performed by a City contractor in front of a citizen's residence: her property and garage were damaged.

The contractor redid the citizen's driveway in a crude way: he refuses to repair the other damages. In spite of the citizen's repeated requests to the *Direction des transports*, nothing happens.

Our enquiry confirms that some components have actually been damaged during the works and that the quality of the repairs performed in the driveway is problematic. We notify the *Service des infrastructures, de la voirie et des transports*.

After acknowledging our findings, the *Service des infrastructures, de la voirie et des transports* intervenes with the contractor and asks that the situation be resolved. The latter and the citizen agree on work to be performed. The work is completed a few weeks later, to the citizen's satisfaction.

7 Statements of Offence – Parking – Are Bicycle Paths Open or Closed? – Follow-ups and New File

Our 2016 Annual Report outlined an important file that led to the withdrawal of nearly 250 Parking Tickets issued alongside a bicycle path, when there was confusion as to its opening and closing schedule in winter: this was the North-South path, known as the Boyer Bicycle Path. We had announced that we would pursue our intervention to ensure that the **109** citizens who had already paid their Statement of Offence at the time of the withdrawal would be reimbursed.

New File in 2017

Following a new complaint filed in 2017, the OdM finds out that **17** Statements of Offence had also been issued in the same period (around November 15, 2016) alongside the Mentana/Saint-Grégoire segment of the bicycle path. Our enquiry reveals that there was also confusion as to the opening and closing schedule in winter of this path's segment.

The City agrees to cancel the **8** Statements of Offence that have been disputed; however, **9** of them had already been paid. We engage in talks with the City to have these Statements of Offence also reimbursed, as with the 109 above-mentioned files.

Reimbursement Procedures

At the end of 2017, the *Service des affaires juridiques* confirms that the modalities retained for reimbursement will be adopted in 2018. These modalities are complex: they require that the City Council and the Agglomeration Council delegate to *Ville de Montréal's* Executive Committee the authority to reimburse said Statements. The process to this end begins in February 2018. Our office continues to monitor the file.

8 Pitbull Dogs (approximately 150 complaints)

Service de la concertation des arrondissements

In 2016, we had processed some thirty complaints linked to the new requirements regarding Pitbull dogs. In 2017, we receive approximately 150 additional complaints. As a result, 87 enquiries of complaints plus 1 own motion file were processed.

All complaints disputing the new rules are denied without intervention: these rules were adopted as a result of a political decision and therefore, our office has no jurisdiction.

Our 88 enquiries focus on the fair and equitable application of the rules.

15 Files Linked to the Application of the New By-law

These interventions (14 complaints and 1 own motion file) led to the following improvements: better access and improved clarity of information on the new rules, namely on *Ville de Montréal* website and in the *Bureaux Accès Montréal* (BAM); more standardized procedures to implement the By-law in Boroughs; improved oversight of Animal Controllers by providing them with clearer procedures.

Following the municipal election, the new Executive Committee suspends the application of the rules related to Pitbull dogs. Our office then closes the files that are still pending.

11 Complaints from Citizens whose Situation is Particular

Some owners explain that they were unable to complete in due time all the steps required for purchasing the Temporary Special Permit for various reasons such as hospitalization or other inability to proceed, etc. Other people claim that they had been given incomplete or wrong information as to the documents to be produced before March 31.

Upon examination, we find that 8 of the 11 complaints are founded. The City allows these owners to pursue their dealings in order to obtain their Temporary Permit.

62 Complainants Dispute the Notice Asking them to Dispose of their Dogs

Some 600 Pitbull dog owners, including our 62 complainants, receive a letter notifying them that their application for a Special Permit is denied and that they have four weeks to dispose of their dogs.

Our office swiftly adopts a systemic approach to ensure that our interventions benefit all impacted citizens, whether they filed a complaint or not.

All of these citizens have paid the \$150 fees, produced proof of identity, residence and pet ownership and obtained a Temporary Special Permit for their dog but other documents required by June 1, 2017 have not all been submitted.

Upon examination, we regroup the files into 4 main categories for the purpose of our discussions with City representatives.

1. Files without further proceedings

Once they obtained their Temporary Permit, some owners did not proceed further with their case to obtain the official Special Permit. In these cases, the OdM does not plan on intervening.

2. Files which citizens claim are complete

Some files are compliant in every detail with the City requirements. Denying the Permit is a mistake: the Special Permit is issued. In other cases, the provided documents do not match exactly what the City was hoping to receive. The City shows flexibility: the Special Permit is issued.

3. Files in which only the Negative Criminal Record Certificate is missing

Several citizens invoke the fact the City requirements were unclear and that the steps required to obtain these documents are complex. Upon examination, it appears that there was, in fact, confusion and that, in several cases, the explanations offered were mistaken or lacked clarity.

4. Files related to owners who were unable to complete the steps required within the given deadline, for various reasons

All these citizens wish to comply with the regulation. Many plead their financial incapacity to incur all the required expenses (vaccination, micro-chip, sterilization, etc.) in the mandatory period: these fees can reach several hundred dollars.

Regarding the cases described in 3 and 4 above, our office begins talks with the *Service de la concertation des arrondissements* and the Mayor's Office. We recommend more flexibility toward the owners who wish to be compliant.

These negotiations are successful: on September 8, the Mayor's Office notifies us that the June 1 deadline will be deferred to December 21, 2017. This decision is officially sanctioned by the Executive Committee on September 13.

Some 600 impacted owners, therefore, have until December 21, 2017 to complete their Special Permit Application. In the meantime, they can keep their dog.

When the new Executive Committee suspends the application of provisions for Pitbull dogs on December 20, 2017, almost all of our 62 complainants had already obtained their Special Permit.

9 Mobile Polling

Bureau du président d'élection (Service du greffe)

A citizen who recently moved in a seniors long-term care home wishes to register to mobile polling scheduled at her new residence, for the upcoming 2017 municipal election.

To this end, she sends an application to the Election President (who is the City Clerk). Unfortunately, due to an error by Canada Post (returned mail), the Clerk's office never receives her application.

The citizen's daughter calls upon the Chief Electoral Officer (*Directeur général des élections du Québec* (DGEQ)) and the *Service du greffe de Montréal*. She is told that since the legal deadline has expired, it is no longer possible to add her mother's name to the mobile polling.

One week before voting day, she seeks the **OdM** intervention. Her mother insists on exercising her right to vote and her physical condition prevents her from reaching her regular polling station. We begin our enquiry.

The *Service du greffe* reiterates that the law is strict: there is no way that this lady can register for mobile polling. If the citizen wishes to vote, she will have to show up on voting day at the regular polling station where she is registered (her previous address). If required, accommodations could be put in place to facilitate her access to that polling station.

Considering her condition, travelling on voting day for this citizen is not an option. Hence, our office pursues its intervention in order to find a solution.

The **OdM** examines the Act Respecting Elections and Referendums in Municipalities and finds the following provision:

"Article 90.5: If, during the election period (...), it comes to the attention of the chief electoral officer that, subsequent to an error, emergency or exceptional circumstance, a provision referred to in section 90.1 does not meet the demands of the resultant situation, the chief electoral officer may adapt the provision in order to achieve its object."

In our opinion, the citizen's situation satisfies this criterion: the strict application of the law does indeed deprive the citizen of her right to vote, which is contrary to the purpose sought by the law.

The **OdM** engages again with the *Service du greffe* to discuss ways to apply section 90.5 to this case.

- The *Service du greffe* deals to that end with the Chief Electoral Officer (*Directeur général des élections du Québec* (DGEQ)).
- The request is quickly granted by the DGEQ.

The day before voting day, the mobile polling team is dispatched to the citizen's dwelling so that she can vote on site.

10 Commercial Sign – Location – Rules that Are Not Adequate under the Circumstances

Arrondissement de Saint-Laurent

A citizen wants to install an exterior commercial sign promoting her day-care centre. The Borough issues an Authorization Certificate (*Certificat d'autorisation*), but not for the requested location.

The citizen claims that installing the sign at the location required by the Borough (on a lateral wall at the back of a yard) does not make it visible from the street. Our enquiry confirms this. We intervene in order to find a solution.

The applicable regulation provides that a sign must be installed on the *façade* of a building. The Borough recognizes that the lateral wall at the back of a yard is a *façade* within the meaning of the regulation.

The regulation provides that businesses whose storefront is not on a street can install a sign by the main entrance. In view of this building's configuration, this option is, however, not feasible. We explore other alternatives with the Borough.

A location is finally identified that is satisfactory to the citizen, the building owner and the Borough. The citizen obtains her Permit as well as information on the material and other requirements needed for making the sign.

The Borough acknowledges that the actual rules are complex and hard to enforce at times: it plans on reviewing them.

11 Raising Car Ramps

Arrondissement d'Achunsiq-Cartierville

Arrondissement de Montréal-Nord

In several Boroughs, studies conducted prior to road and sidewalk works reveal that some private parking spaces do not comply with the regulation. The Boroughs then notify the owners that their car ramp will be raised when the sidewalk is rebuilt: as a result, they will no longer be able to use the parking space it was serving, sometimes for several years.

In 2017, we handled several complaints from citizens contesting such notice: they were claiming **vested rights** to maintain this private parking space as well as the car ramp giving access thereto.

Applicable Principles

A car ramp is accessory to a parking area. In order to claim a right to maintain a car ramp, the parking area must comply with the regulation or be protected through vested rights.

- The long forbearance of a non-compliant parking area does not generate vested rights.
- A parking space that does not comply with current regulation will be exempted through vested rights only under proof of the following:
 - its lawful existence before the regulation that prohibits it came into effect; and
 - its continuous use since.

Interventions and Analyses

All the parking areas referred to in these complaints were non-compliant with the current regulation. Hence, the specifics of each case had to be analysed to determine whether the space was protected on the basis of vested rights.

- We investigated the previous By-laws governing private parking spaces in the relevant sectors.
- We examined the history of Permits related to each property, the roadwork history nearby and other relevant facts in order to assess the actual or probable implementation date of the targeted private parking space.
- We then determined whether or not the parking area was compliant at the time it was built, or became so thereafter.

Conclusions

In one of the files, substantial evidence showed that the parking area was protected through vested rights. We asked the Borough to restore the car ramp that had since been removed. In January 2018, the Borough confirmed that it would do so within the year.

As for the other files, the targeted parking spaces were never compliant. Therefore, there can be no vested rights for their maintenance nor for the maintenance of the car ramp related thereto. We have closed these files.

12 Mobile Home Park – Non-compliances

Arrondissement de L'Île-Bizard–Sainte-Geneviève

A citizen complains over several problematic issues in a mobile home park. Some aspects of the complaint are not municipal issues and fall outside our jurisdiction. Allegations of poor maintenance, inadequate snow removal, inadequate street/parking signage and insufficient lighting on a private property are private disputes between the tenants and their landlord: our office can therefore not examine them. The same applies regarding the compliance or not of the electrical network: complaints relating thereto must be managed by the *Régie du bâtiment du Québec*.

Our enquiry nevertheless confirms several non-compliances to the City regulation: exterior storage; uncleanliness of some lots; backyard sheds exceeding the authorized number (one per lot); decaying mobile homes; etc.

After several discussions, the Borough confirms its willingness to intervene in order to settle these problems. It must first determine which municipal regulation applies to mobile home parks located on its territory.

In 2016, the Borough produces an Information Sheet titled: *Aperçu de la réglementation municipale ayant trait aux parcs de maisons mobiles*. This sheet summarizes the rules from the Zoning By-law (*Règlement de zonage*), the *Règlement sur la construction et la transformation de bâtiments* and the *Règlement sur la propreté et les nuisances* applicable to mobile home parks. The sheet is posted online on the Borough's website and distributed to every mobile home in the park.

In 2017, the Borough inspects each of the 94 installations on the property: interventions are made regarding regulatory violations that were identified and the Borough commits to follow up as required to ensure that these non-compliances are remedied. Our office will follow up in 2018 on the management of municipal non-compliances.

Only one question is still pending: deficiencies in the aqueduct and sewer networks and the resulting inconveniences for the citizens (frequent water leaks; poor water pressure during these leaks; odours; notice to boil water in effect for several years). We pursue our intervention in this respect.

13 Airbnb: Beware before Investing!

Arrondissement de Rosemont–La Petite-Patrie

In two separate files, the Borough denies a Certificate of Usage Compliance (*Certificat de conformité d'usage*) that would have allowed the two impacted citizens to lease an apartment on a short-term basis, using the Airbnb platform.

In each of these two cases, such a Certificate of Usage Compliance had been issued in the past for another dwelling located in the same building.

Thinking that obtaining a new certificate would not be an issue, each citizen had invested a significant amount of money prior to applying to the Borough.

- In the first case: the new apartment had been fully furnished and decorated;
- In the second case: the owner had sold the dwelling covered by the previous certificate, taking for granted that she would be authorized to lease another apartment in the same building, through Airbnb.

However, the Borough had decided to no longer issue such certificates (*Certificats de conformité d'usage*), except in some restricted areas. The citizens requests were hence denied.

After analysis, our office cannot find that the Borough's new interpretation of its By-law is unreasonable. We do not intervene further. Nonetheless, the Borough confirms that it will not cancel the previously issued certificates.

Cautionary Remark

Before investing in a dwelling with a view to lease it for short-term periods, citizens should first ensure that such use is authorized in their area and that they will be able to obtain the Borough's required authorizations.

14 Permit – Workshop Door – RECOMMENDATION to Authorize – Rejected

Arrondissement du Plateau-Mont-Royal

The Borough asks a citizen to replace the exterior door of his workshop he installed less than a year ago: it would not comply with the approved plans. The citizen claims that the installed door had been approved by a Borough employee.

After conducting a lengthy and complex enquiry, we retain the following:

- Several documents corroborate the citizen's allegation.
- The Borough acknowledges that an agreement had been reached to change the door initially authorized, but it cannot provide the details of the agreement.
- The Borough had performed several inspections to verify compliance of the work: no issue regarding the installed door had been raised at that time.
- In fact, this Permit-related file had been closed.
- About six months later, this citizen had solicited our intervention regarding a different question: we intervened with the Borough.
- Shortly after, the Borough reopened the Permit file and requested that the door be replaced.

In view of the overall elements, we believe that the citizen's testimony prevails. We ask the Borough to allow the citizen to regularize his door by applying for a Permit that would be granted without any further ado, a procedure often privileged by the Borough.

The Odm issues a RECOMMENDATION in this respect. It is unfortunately denied.

15 Transformation Permit – RECOMMENDATION – Rejected

Arrondissement du Plateau-Mont-Royal

A co-owner residing on the second floor of a duplex wishes to expand her dwelling by adding a third floor and roof terrace.

The regulation allows for third floors in this area. However, the project is subject to a qualitative review under the *Règlement sur les plans d'implantation et d'intégration architecturale* (PIIA). The Borough opens a file – *Demande de permis de transformation*.

The citizen's plans provide for a third floor with a surface equivalent to 88% of the second floor. The Borough and the Urban Planning Advisory Committee (*Comité consultatif d'urbanisme* (CCU)) deem the project to be non-compliant with the PIIA due to its significant risk of visual and shading impact. The Borough demands that the depth of the third floor be decreased and aligned to the adjacent building: the third floor surface setup would then be 60% relative to the second floor.

Our Intervention

In this type of situation, our office always attempts to bring the parties to a common ground before proceeding to in-depth file analysis. This is what we did.

- The citizen agrees to review her initial project.
- The Borough confirms its willingness to consider alternative propositions to address the required configuration.

- The citizen suggests two new configurations: one with a surface setup of 80%, the other with a surface setup of approximately 73%.
- The Borough rejects the two alternative propositions. It then indicates that the only acceptable configuration is the one that was originally requested (60%).

The citizen is subsequently notified that her initial project will be submitted for decision at the next Borough Council assembly. This project standing no chance to ever being approved, we obtain from the Borough to not submit it immediately. We then proceed to examine the complaint in depth.

At the end of our enquiry, we view the Borough's approach as being problematic. The Borough declines our invitation to meet with us to discuss our findings. The **OdM** issues the following **RECOMMENDATIONS**:

“La Ville déclare régulièrement que le rôle des services responsables de la délivrance de permis est de venir en appui aux citoyens et de les accompagner dans leurs démarches destinées à améliorer leur projet, pour le rendre conforme à la réglementation et au PIIA.

(...)

Pour tous ces motifs, l'OMBUDSMAN de MONTRÉAL RECOMMANDE à l'arrondissement du Plateau-Mont-Royal :

De ne pas soumettre le projet initial d'agrandissement (configuration B) au Conseil d'arrondissement pour décision, puisque la citoyenne ne souhaite plus cette configuration; et

De poursuivre ses discussions avec la citoyenne ainsi qu'avec ses architectes, concernant la recherche d'une configuration alternative conforme aux exigences du PIIA, et tenant compte des préférences raisonnables de la citoyenne.”

The second **RECOMMENDATION** is **rejected**.

Our power strictly lies in issuing **RECOMMENDATIONS**: they are almost always accepted and implemented by the City administration. Unfortunately, this was not the case for the current file.

Our office does not have the authority to impose its findings to the City administration. This file has therefore been closed.

16 Permit – Information Package – Follow-up on an Undertaking

Arrondissement de Montréal-Nord

Following an enquiry, the Borough had committed to produce an information package including an Information Sheet (*Guide d'information – Info-fiche*) describing all requirements needed before conducting a construction or transformation project.

We are forwarded a first version. We note that two important and costly items that were an issue in a previous file are missing (obligation to replace the sewer and aqueduct pipe fittings and obligation to install a submersible pump). After a few reminders, these two items are included.

This guide is now provided to any citizen who deals with the Borough when applying for a Construction or Transformation Permit (*Permis de construction ou de transformation*). Thus, citizens are thoroughly informed at the outset about the requirements, reducing their risk of facing unexpected additional fees!

17 Nuisances Generated by a Tree Nursery and Gardening Centre – Operational Improvements

Arrondissement de Saint-Laurent

Citizens are complaining about the operations of a nearby gardening centre.

- Excessive noise due to heavy machinery and fork lift operation.
- Dust mainly emanating from soil heaps and other products sold in bulk.
- Noise, vibration and dust when large garden stones are loaded and during sifting operations.
- Activities outside of normal business hours.
- Etc.

Our enquiry confirms several issues. In our view, mitigating measures could be implemented in order to reduce nuisances for the nearby residents. We discuss with the Borough who confirms its willingness to intervene with the business, in accordance with the regulation that provides for nuisance, cleanliness, storage and standard business hours of operation.

There follows numerous exchanges and meetings between the Borough and the business owners with a view to adopt an action plan. The **OdM** closely monitors the status of the case and keeps communications open between the citizens and the Borough. The business agrees to bring changes to its operations. Among the numerous measures taken, we cite the following:

- Establishing a boundary around a *sensitive zone* near the neighbouring dwellings: operations and traffic therein are reduced to a minimum.
- Adopting a plan to ward off traffic from the neighbouring dwellings.
- Relocating the heaps of large garden stones away from the dwellings and ceasing this type of operation once all the stones are sold.
- Covering the heaps of soil and other products sold in bulk in order to reduce the dust.
- Ceasing the sifting operation when all products on site are sifted.
- Replacing some of the noisy equipment.
- Providing guidelines to suppliers ensuring that business hours are complied with and that noise is reduced during unloading operations.
- Providing guidelines to employees to enforce the action plan.
- Etc.

The Borough keeps a very close eye on the implementation of the action plan and notifies us of its progress. It also meets with the impacted citizens. During this meeting to which our office is invited, the citizens submit their observations, comments and suggestions.

Follow-ups and visits take place in 2015 and 2016: in light of the citizens' comments regarding the noted improvements and the issues that are still at stake, the action plan is adjusted.

The citizens confirm significant improvements during the summer of 2016: some issues were fully resolved, others were greatly mitigated. Compliance with the action plan is not always perfect but the situation has significantly improved. In this context, the Borough deems that a strict follow-up is no longer required and that starting in 2017, it will only intervene on an *ad hoc* basis, as required.

In light of the citizens' comments and subsequent information, we therefore close this file.

We wish to point out the constructive cooperation from both the Borough and the targeted business: the sound interventions of the former and the openness of the latter to change its operations have helped improve the quality of life of the area's citizens, which we hope will be in a sustainable way.

18 Nuisances – Non-compliant Terrace

Arrondissement de Lachine

Due to nuisances (noise, odours) that she is subjected to, a citizen requests that the restaurant neighbouring her property be compliant with the regulation regarding the installation and operation of its terrace and other areas in the backyard.

The Borough initially responds that the installation and operation of this restaurant and terrace are compliant: it therefore does not plan to intervene in any way, other than meeting with the operator to remind him of the operations that are authorized in his yard. The Borough admits that the business did not obtain the required Certificate to operate the terrace at the back, but adds that if the owner applies for one, it would be issued.

We visit the site with Borough representatives: several non-compliances are then noted, including what seems to be an expansion installed without a Permit. We question the Borough on the legality and safety of the installations.

The Borough subsequently meets with the restaurant operator. The Borough notifies him of the following: 1) food preparation outside is not allowed; 2) kitchen operations in the veranda are not compliant; 3) work will be required for the operator to remediate the situation; 4) an accessory building at the back will have to be demolished.

The operator then applies for an expansion project with the Borough. In December 2016, the latter notifies our office that the project complies with the regulation, pending PIIA approval.

When we follow up in 2017, the plans have been approved. The operator must however come into an agreement with his neighbour to access her yard in order to lay foundations.

The Borough confirms that it reminded the operator of the rules regarding the installation of a backyard terrace. Inspections are conducted over the summer and adds that there were no citizen complaints. As for our complainant, she has since moved.

19 Nuisances – Deliveries and Garbage Collection Operations

Arrondissement de LaSalle

Citizens are complaining about nuisances generated by a seniors' residence located in front of their houses, mainly due to garbage collection and recycling operations and truck deliveries.

The Borough had previously intervened in this case: inspections, reminders of the schedule to take out the bins for garbage collection (not before 7 a.m.) and their location. Notices of Violation (*Avis d'infraction*) were also issued.

In the course of the enquiry, the Borough proposes to ban parking in front of the location where the bins and containers should be deposited: their handling by the janitor will thus be easier and the trucks will access the garage door more easily. The parking ban is approved by the Borough Council in February 2017: signs are installed shortly thereafter.

The complainants also hoped that the Borough would require the installation of an alley for waste collection and delivery purposes, on the lot of this residence. This is not feasible. At the time it was built, this building was compliant with the regulation: today, the Borough cannot require that an alley be implemented.

As for the other alleged nuisances (mower noise, annual carpet cleaning noise, truck deliveries, etc.), they result from normal operations and are not excessive. It is not necessary to intervene regarding these aspects.

20 Film Shoots – Impact on the Neighbourhood

Service de la culture – Direction Cinéma, Festivals et Événements – Bureau du cinéma et de la télévision de Montréal

A citizen complains over nuisances generated by frequent film shooting occurring in the building adjacent to hers.

- Shouts, loudspeakers, loud conversations, door banging, laughter, cell phones, etc.
- Cigarette smoke and accumulation of cigarette butts
- Constant back-and-forth and impression of being in the middle of a perpetual move
- All street parking is clogged
- Presence of heavy trucks in front of her residence
- Traffic congestion from morning to night
- Paint odours
- Glaring spotlights aimed at her living-room and bedroom windows

The citizen requests a moratorium for the year 2017 on film shooting in her neighbour's residence and asks that the City manages this type of operation more efficiently going forward.

The *Bureau du cinéma* cannot prevent a person from allowing film shooting in his dwelling. However, it can intervene on the issuance of the Permits required for public land occupancy, parking of production vehicles and film shooting on the street. Furthermore, residential zoning must be complied with: private residences cannot become *commercial studios*.

Before resorting to extreme measures, the *Bureau du cinéma* looks into potential easing solutions, seeking a fair balance between the citizens' right to privacy and the importance of creative endeavours.

In this case and following discussions with our office, the *Bureau du cinéma* decides on the following:

- Limiting the number of film shoots at the neighbour's residence to two per year, and
- Reminding the latter of his obligations to the neighbourhood at the time of shootings.

The citizen welcomed these results.

21 Green Lane – Accesses Closed – Nearby Residents Survey

Arrondissement de Rosemont–La Petite-Patrie

While nearby residents of the Jeanne-d’Arc/Charlemagne alley approve of its greening project, they are opposed to the simultaneous closing of two accesses on Jeanne d’Arc Avenue. These closings were set forth by the Borough Council. The citizens claim that the prior consultation process was flawed due to lack of clarity and transparency.

Applicable Principles

- The Borough Council has the authority to enact the closing of an alley access.
- Although the survey of nearby residents constitutes an important step, it is not, however, bounding on the Borough Council.
- The **OdM** has no jurisdiction to investigate Borough Council decisions. The only exception to this rule is when the *Montréal Charter of Rights and Responsibilities (Charter)* is at stake.
- The *Charter* provides for commitments regarding the safety of installations on its territory and public participation.

Nearby Residents Consultation

- It is the Green Lane Committee which conducted a survey of nearby residents to support its request for the greening and obstructions of the alley, as provided for in the Borough’s *Guide d’aménagement d’une ruelle verte*.
- In response to questions targeting only one access entrance at a time, the majority of residents were in favour of closing each of the two access entrances.
- The wording of the survey does not establish that a majority of respondents were in favour of simultaneously closing the two entrances.
- There is, however, no evidence of bad faith.

Our Findings

- The disputed closings are somewhat inconvenient but do not pose a safety issue.
- The **OdM** cannot therefore intervene against the Borough Council’s decision.

Improving Processes

In light of our comments, the Borough nevertheless commits to improve communication and consultation processes with residents for green lane projects. Going forward:

- The *écoquartier* will have to produce in writing a detailed report of the first information session with residents.
- Survey questions regarding potential obstructions of the alley and its accesses will be more precisely worded in order to prevent interpretation issues.
- Namely, each envisaged obstruction scenario (including each possible combination) will be the subject of a separate question.

22 Green Lane – Hindrance

Arrondissement de Villeray–Saint-Michel–Parc-Extension

Citizens are complaining about the recent installation of a bench, located in the dead centre of their green lane. They now have to manoeuvre their vehicle backward to exit the alley. The Borough rejects their request to reopen the alley.

- The enquiry reveals that other nearby residents had asked to have this alley blocked to traffic to improve the safety of children playing in it.
- The Borough acknowledges that the resulting reverse manoeuvres pose a new Safety issue. The Borough agrees to re-establish traffic in the centre of the alley, but still wants to mitigate it.
- The bench was relocated alongside the alley. This redesign **reduces the alley’s road width and by the same token, the vehicles’ speed.**

23 Greening Project – Removal of Asphalted Passageways

Arrondissement de Rosemont–La Petite-Patrie

The Borough implements a strip of green land between the sidewalk and the road, on a segment of Louis-Hémon Street. Every asphalted passageway that linked the sidewalk to the street was removed. The Borough asks the citizens to contribute to the greening of this space in front of their building.

Some twenty citizens complain over the new development: the earth is frequently muddy; access to vehicles is more complicated; citizens with reduced mobility can no longer access the sidewalk directly from the road; garbage disposal alongside the street during collection operations is an issue.

Following our intervention, the Borough agrees to redevelop about thirty concrete passageways linking the sidewalk to the road pavement of the targeted street.

24 Housing Salubrity – Mold – Inspections and Interventions

Properly managing insalubrity remains a constant concern for our office. Year after year, we intervene to improve the quality of the City's interventions in these types of cases.

In 2017, three files are highlighted because they all yielded the same positive results.

Arrondissement du Plateau-Mont-Royal

Tenants struggling with water infiltration and mold issues are not pleased with the Borough's interventions. When we intervene, the file had been taken over by the *Direction de l'habitation* (Central Department) who has a team of experts in the management of housing insalubrity. Our enquiry focuses exclusively on the Borough's interventions before the file was transferred.

Arrondissement de Verdun

The OdM launches an own motion enquiry in order to understand the management of mold-related complaints by the Borough. A previous file had raised doubts over the control checks to ensure that work performed by a landlord to eradicate mold is not simply cosmetic in nature.

Arrondissement de Lachine

A couple with three children is dealing with a significant mold issue in their dwelling. They complain that the Borough was late in declaring the dwelling unfit for habitation and issuing them a Notice of Evacuation.

Results

The three files shed light on the gaps in mold management cases. The Boroughs are open to improving their procedures.

The three Boroughs agree to provide their inspectors with specific training on appropriate management of insalubrity and mold issues. This training is provided by an expert from the *Direction de l'habitation*. The training sessions explain how to properly monitor mold-related files: they also ensure that the City interventions are standardized and adequate.

Two of the inspection teams have attended the training in 2017; the third team will do so in 2018.

25 Long delays – Compliance Inspection of Construction Work

Arrondissement de Côte-des-Neiges – Notre-Dame-de-Grâce

While processing a previous file, the OdM is surprised by the five-year delay between the end of a property's transformation work in accordance with a duly issued Permit, and the final compliance inspection.

Our office undertakes an enquiry in order to understand the context for this delay and explore the relevance of clearer rules, to ensure stricter follow-ups.

The Borough explains that during a certain period, its inspectors had to prioritize interventions related to insalubrious dwellings: hence, several inspections regarding construction or transformation work had been put aside. The Borough has since put things right: the backlog of regular inspection files has almost all been resolved.

Following our intervention:

- The Borough has adopted and published a clear standard confirming that the compliance inspection should usually be conducted within six months of the work completion and within one year, at the latest. The Borough acknowledges that longer delays are unreasonable.
- The Borough reminded the Department managers the importance of complying with this new standard regarding final inspection delays.
- Compliance with this standard will be part of the indicators for these managers when their performance is reviewed in 2018.

26 Safety – Elgar Community Centre

Arrondissement de Verdun

A citizen from *Île-des-Soeurs* complains over a traffic issue around the *Centre communautaire Elgar*: cyclists use the path and sidewalks without dismounting their bicycles and there would be excessive traffic of City vehicles in the park. This presents potential safety risks to pedestrians, including, namely, seniors who attend the Centre.

- Following an on-site visit with the citizen and a Borough representative, the latter reminds its concerned employees that they must restrict City truck traffic in the park.
- In the summer of 2017, the Borough adds signage to notify cyclists that they must dismount their bicycles around the Elgar Centre.
- Flower containers are relocated more strategically near the Community Centre to that end.

Nonetheless, we find that additional improvements are required to reduce the risk of mishaps between pedestrians and cyclists. The Borough commits to exploring new solutions for the 2018 summer season. We will follow up.

Our Figures for the Year 2017

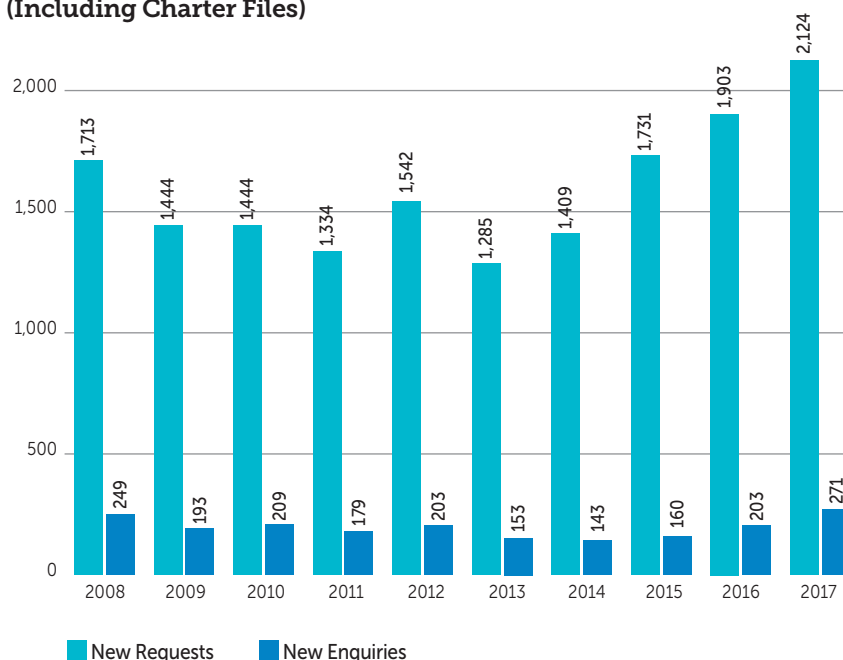
For years, our office has noted a significant and steady increase in the number of files we handle. The year 2017 was another new record year. Our office has processed a grand total of **2,236** files: **1,958** new complaints, **20** own motion files, **146** requests for information, **103** ongoing files and **5** general notifications.

- Of the complaints received, **475** did not involve *Ville de Montréal*: we have redirected the citizens to other resources likely to be able to help them.
- A total of **1,503** new complaints concerned the City.
 - Of these complaints, **755** were not filed as a last recourse. We have redirected the citizens to the appropriate director.
 - We have undertaken **271** new enquiries (including 1 follow-up on a previous commitment): these files were added to the **103** ongoing enquiries, for a total of **374** enquiries processed in 2017.
- As of December 31, 2017, **85** enquiry files were still active, including **40** Charter files.

Among the enquiry or analysis files completed in the year, **131** of them were deemed to be founded. These files have almost all been resolved to our satisfaction.

Chart 1

Number of Files Processed from 2008 to 2017 (Including Charter Files)

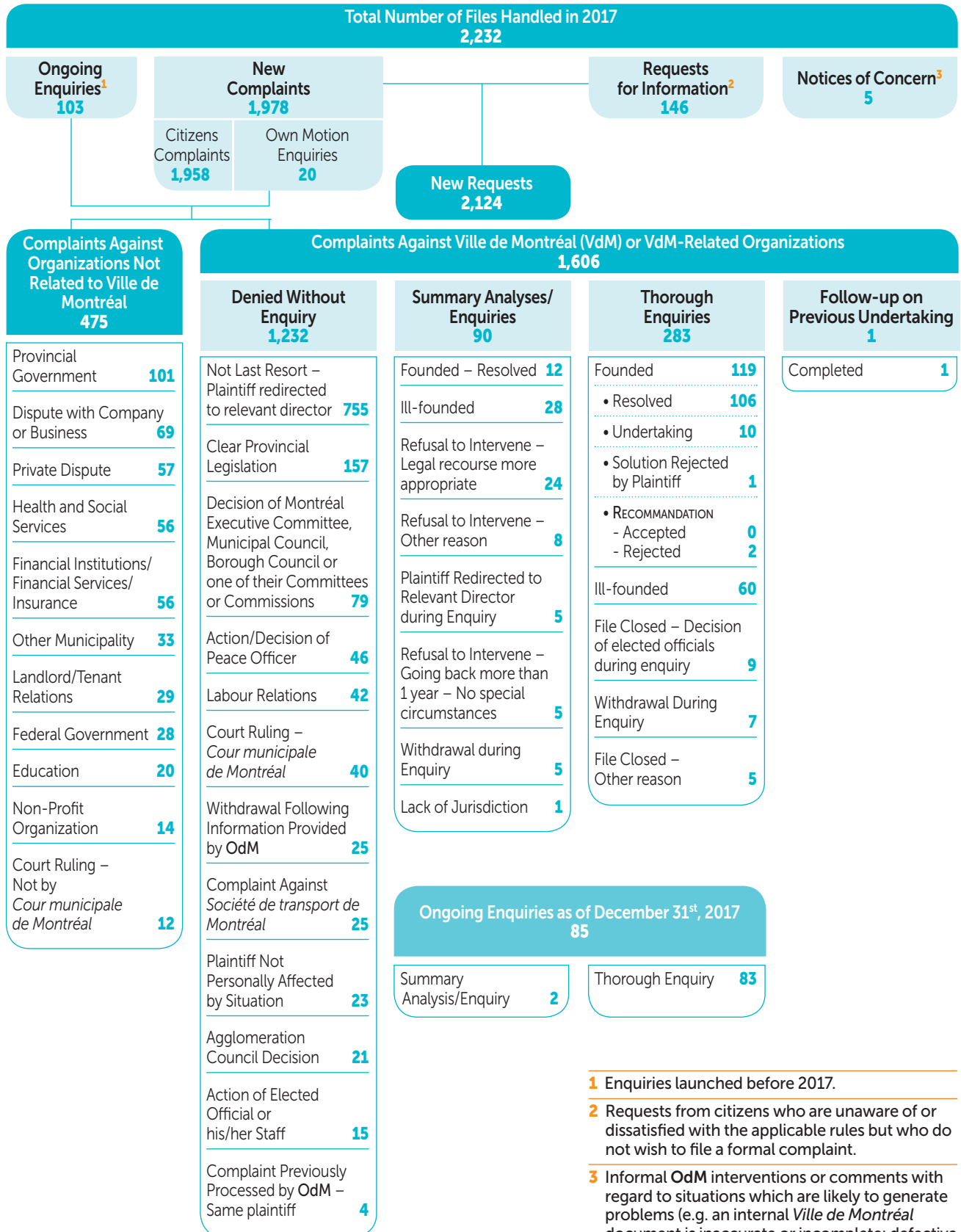


Two files qualified for formal RECOMMENDATIONS:

- A RECOMMENDATION is issued to the Borough of Plateau-Mont-Royal to allow the citizen to regularize a door that was already installed via a Permit application (*Demande de permis*), since the overwhelming proof points to the fact that this door had been approved by the Borough: RECOMMENDATION rejected (see Summary 14 on page 17).
- RECOMMENDATIONS to the Borough of Le Plateau-Mont-Royal to:
 - Not submit the initial expansion project (configuration B) to the Borough Council for decision since the citizen no longer wishes to proceed with this configuration RECOMMENDATION accepted.
 - Pursue discussions with the citizen and her architects for an alternative configuration that complies with PIIA requirements while taking into account the citizen's reasonable preferences: RECOMMENDATION rejected (see Summary 15 on page 17).

Chart 2

Interventions and Files Processed in 2017



1 Enquiries launched before 2017.
2 Requests from citizens who are unaware of or dissatisfied with the applicable rules but who do not wish to file a formal complaint.
3 Informal OdM interventions or comments with regard to situations which are likely to generate problems (e.g. an internal *Ville de Montréal* document is inaccurate or incomplete; defective SRRR stickers; general comments on proposed By-laws or projects; etc.).

Number of Complaints by Entity (Including Charter Files)

Caution: A high number of complaints does not necessarily imply that the entity has management problems. Some entities are more likely to be the subject of complaints due to the nature of their operations or their inherent characteristics.

Boroughs against which we have received the most complaints

- **Côte-des-Neiges–Notre-Dame-de-Grâce**
(78 complaints, 11 thorough enquiries, 5 summary enquiries)
- **Le Plateau-Mont-Royal**
(74 complaints, 6 thorough enquiries)
- **Rosemont–La Petite-Patrie**
(69 complaints, 7 thorough enquiries, 2 summary enquiries)
- **Ville-Marie**
(62 complaints, 7 thorough enquiries, 2 summary enquiries)
- **Mercier–Hochelaga-Maisonneuve**
(58 complaints, 3 thorough enquiries, 3 summary enquiries)
- **Ahuntsic-Cartierville**
(48 complaints, 9 thorough enquiries, 3 summary enquiries)

Chart 3

Boroughs – Evolution of the Number of New Complaints (Including Charter Files)

	2017	2016	2015
Ahuntsic-Cartierville	48	56	57
Anjou	8	6	9
Côte-des-Neiges–Notre-Dame-de-Grâce	78	74	71
L'Île-Bizard–Sainte-Geneviève	9	4	4
Lachine	22	14	20
LaSalle	16	17	14
Le Plateau-Mont-Royal	74	75	104
Le Sud-Ouest	27	62	31
Mercier–Hochelaga-Maisonneuve	58	59	55
Montréal-Nord	32	23	21
Outremont	21	13	14
Pierrefonds-Roxboro	25	13	15
Rivière-des-Prairies–Pointe-aux-Trembles	32	48	33
Rosemont–La Petite-Patrie	69	96	65
Saint-Laurent	21	16	16
Saint-Léonard	11	15	14
Verdun	21	30	36
Ville-Marie	62	45	66
Villeray–Saint-Michel–Parc-Extension	31	38	32
Files Concerning All Boroughs	3	3	10
Files Concerning an Unidentified Borough	7	5	-
TOTAL	675	712	687

Note: These numbers do not include the Requests for Information.

Central Departments against which we have received the most complaints

- Affaires juridiques – Municipal Court
(116 complaints, 6 thorough enquiries)
- SPVM – Direction des opérations policières
(115 complaints, 5 thorough enquiries)
- Concertation des arrondissements
(113 complaints, 78 thorough enquiries)
- Affaires juridiques – Direction des affaires civiles
(79 complaints, 13 thorough enquiries)
- SPVM – Section des agents de stationnement
(65 complaints, 2 thorough enquiries, 1 summary enquiry)
- Ressources humaines
(39 complaints, no thorough enquiry)

Note: We do not have jurisdiction over labour relations. Some complaints were related to staffing processes: the citizens were redirected to the *Commission de la fonction publique de Montréal*.

Chart 4

Central Departments – Evolution of the Number of New Complaints (Including Charter Files)

		2017	2016	2015
Affaires juridiques	Direction des affaires civiles	79	65	94
	Direction des poursuites pénales et criminelles	1	22	-
	Municipal Court	116	110	165
Approvisionnement	All Departments	1	5	3
Communications	All Departments	1	2	1
Concertation des arrondissements	All Departments	113	13	2
Culture	All Departments	5	3	3
Développement économique	All Departments	3	-	-
Diversité sociale et sports	All Departments	3	4	2
Eau	All Departments	7	5	7
Environnement	All Departments	2	4	2
Espace pour la vie	All Departments	-	1	-
Évaluation foncière	All Departments	22	18	19
Finances	All Departments	27	32	28
Gestion et planification immobilière	All Departments	6	2	4
Grands parcs, verdissement et Mont-Royal	All Departments	3	5	3
Greffe	All Departments	5	5	3
Infrastructures, voirie et transports	Direction des infrastructures	13	5	6
	Direction des transports	3	26	5
Mise en valeur du territoire	Direction de l'habitation	16	19	15
	Direction de l'urbanisme	2	-	-
Police	Car Pounds	1	-	4
	Direction des opérations policières	115	97	107
	Section des agents de stationnement	65	97	60
Ressources humaines	All Departments	39	44	40
Sécurité incendie	All Departments	8	11	6
Technologies de l'information	All Departments	-	1	2
TOTAL		656	596	581

Note: These numbers do not include the Requests for Information.

Paramunicipal Agencies, City-controlled Corporations and Related Organizations against which we have received the most complaints

- Office municipal d'habitation de Montréal (OMHM)
(69 complaints, 4 thorough enquiries, 10 summary enquiries)
- Société de transport de Montréal (STM)
(25 complaints, no thorough enquiries)

Note: The OdM has no jurisdiction over the STM.

Chart 5

Paramunicipal/City-controlled Agencies and Other City-related Organizations – Evolution of the Number of New Complaints (Including Charter Files)

	2017	2016	2015
Bixi Montréal	-	1	-
Bureau de l'inspecteur général (BIG)	1	-	-
Bureau du taxi de Montréal	5	13	4
Commission de la fonction publique de Montréal (CFPM)	-	1	-
Commission des services électriques de Montréal (CSEM)	1	-	1
Corporation des Habitations Jeanne-Mance	-	-	1
Office municipal d'habitation de Montréal (OMHM)	69	81	53
Société des célébrations du 375 ^e de Montréal	1	-	-
Société d'habitation et de développement de Montréal (SHDM)	4	10	7
Société du parc Jean-Drapeau	3	1	2
Société en commandite Stationnement de Montréal	3	5	5
Vérificateur général	-	-	1
TOTAL	87	112	74
Société de transport de Montréal (STM) <i>OdM has no jurisdiction over STM.</i>	25	16	20

Note: These numbers do not include the Requests for Information.

Political Entities against which complaints were filed

We have processed 62 complaints involving City Council and 6 complaints involving the Mayor's office: most of these files were related to the new rules governing Pitbull dogs.

21 complaints disputed Agglomeration Council decisions: they did not lead to an enquiry since our office has no jurisdiction over the Agglomeration.

Chart 6

Political Entities – Evolution of the Number of New Complaints (Including Charter Files)

	2017	2016	2015
City Council	6	8	3
Executive Committee	1	2	10
Mayor's Office	62	29	11
Office of City Council Presidency	2	2	2
Agglomeration Council <i>OdM has no jurisdiction over the Agglomeration Council.</i>	21	3	4
TOTAL	92	44	30

Note: These numbers do not include the Requests for Information.

New Enquiries Launched in 2017, by Topic

The ombudsman team processes a great variety of topics. It therefore must be rigorous and adaptable.

With a view to continuously improve on our procedures, we have reviewed the categories we use to classify our files and have substantially reduced their number.

Indeed, we had found that some files could have possibly been classified in two different categories, which could complicate the interpretation of our statistical data. The new categories used in this report are much more delineated than in the past (see the Glossary in Appendix B).

We entered the year with **103 enquiries already under way**. In addition, **271 new enquiries** were launched, including one previous follow-up on undertaking.

Here are the main topic features of the new enquiries that were launched and processed in 2017:

Animal (including the management of Pet Permits)	94
Material Damage – Monetary Claim	25
Zoning/Urban Planning – Permit – Construction/Demolition/Transformation/PIIA	13
Municipal Services – Delays/Procedures	10

Chart 7

New Enquiries Opened in 2017, by Topic (Including Charter Files)

Subject	Summary Enquiries	Thorough Enquiries	Total
Access to Information	-	1	1
Alley	2	3	5
Animal	15	79	94
Bicycle Path/Cycling	-	2	2
Building – Maintenance	-	1	1
Building – Salubriousness – Insects	-	3	3
Building – Salubriousness – Mold	1	3	4
Building – Salubriousness – Other or Combination	-	5	5
Claim – Bodily Injury – Financial Compensation	2	-	2
Claim – Material Damage – Financial Compensation	24	1	25
Claim – Material Damage – Request for Repair	-	2	2
Community Garden	1	-	1
Grants/Subsidies – Other than Social Housing	2	3	5
Miscellaneous	-	1	1
Municipal Court – Fees/Collection (Following a Court Decision)	1	-	1
Municipal Services – Communication/Information	6	2	8
Municipal Services – Delays/Procedures	5	5	10
Municipal Services – Politeness/Conduct	1	-	1
Municipal Services – Other	2	1	3
Nuisance – Noise	-	2	2
Nuisance – Traffic	-	5	5
Nuisance – Other or Combination	-	5	5
Parking – Municipal and On-street/Stickers/Drop-off Zones	2	1	3
Parks and Green Spaces	-	2	2
Pound	2	1	3
Public Land – Commercial Activity	-	1	1
Public Land – Occupancy	-	2	2

Chart 7

Subject	Summary Enquiries	Thorough Enquiries	Total
Public Participation – Right of Initiative	-	1	1
Public Participation – Other than Right of Initiative	1	1	2
Public Works – Aqueduct/Sewer	2	-	2
Public Works – Pavement/Sidewalk	2	1	3
Public Works – Other	-	4	4
Safety – Other than Fire	1	5	6
Sports and Leisure	1	1	2
Statement of Offence – Parking	-	2	2
Tax – Property Tax/Assessment	2	3	5
Tax – Other than Property Tax	1	1	2
Taxi	1	-	1
Tenant/Lanlord Relations (Linked to Ville de Montréal)	4	1	5
Tree	1	2	3
Universal Accessibility	1	2	3
Zoning/Urban Planning – Driveway Entrance/Private Parking	1	8	9
Zoning/Urban Planning – Fence/Hedge	-	2	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1	12	13
Zoning/Urban Planning – Permits – Other	-	3	3
Zoning/Urban Planning – Other	1	4	5
TOTAL Related to <i>Ville de Montréal</i>	86	184	270
Not Related to <i>Ville de Montréal</i>	1	-	1
TOTAL	87	184	271

Notes

- Not Related to Ville de Montréal: This category includes 1 file which required research and validation in order to establish if **OdM** had jurisdiction or not over the concerned entity.
- The total number of thorough enquiries (184) includes 1 file related to a follow-up on a previous undertaking and 183 enquiry files.

Of the enquiries that were opened in 2017, 20 were OdM own motion files. Here is a brief overview:

Chart 8

Ombudsman Own Motion Enquiries Opened in 2017 (Including Charter Files)

Topic	Description	Entities	Processing Time In Business Days	Result
Animal	A previous file indicated that late payment renewal fees were charged in cases involving a first Pet Permit purchase.	All Boroughs Concertation des arrondissements – All Departments	201	Founded – Resolved Late payment fees only apply in the case of permit <u>renewals</u> . As a result of our intervention, a total of \$11,320 was repaid to citizens who had been charged for late payment fees in the context of the purchase of a <u>first</u> Pet Permit.
Animal Charter File	The OdM wants: <ul style="list-style-type: none"> to ensure the clarity of the information available to citizens concerning the new rules applicable to Pitbull dogs; and to ensure that these rules are enforced in a reasonable and consistent manner by all Boroughs. 	Concertation des arrondissements – All Departments	210	Closed – Decision from Elected Officials during Enquiry As a result of our interventions, the clarity of information made available to citizens has been improved as well as access to this information. Clearer directives were given to all concerned Borough employees. The new provisions for Pitbull dogs were, however, canceled at the end of 2017. This file was subsequently closed.
Statement of Offence – Parking Charter File	Parking tickets issued on Mentana/Saint-Grégoire bicycle path, in the days following November 15, 2016. The OdM intervenes to understand the context in which these parking tickets were issued. The car owners believed that the bicycle path was closed for the winter season.	Police – Direction des opérations Affaires juridiques – Direction des poursuites pénales et criminelles	27	Founded – Resolved Our enquiry confirms that there was confusion as to whether or not the bicycle path was closed for the winter. The OdM concluded that the parking tickets should be withdrawn. <i>Ville de Montréal</i> confirmed that 17 tickets were issued. 8 of them had been disputed and were withdrawn as they were still unpaid. The OdM is pursuing its intervention to ensure that the 9 other citizens, who had already paid their tickets, are reimbursed. <u>Note:</u> In 2016, our office handled a similar case related to the Boyer bicycle path. Our intervention in that situation led to the withdrawal of nearly 250 tickets. Our 2018 follow-up file includes 118 tickets for which a reimbursement is requested (9 – Mentana/Saint-Grégoire bicycle path and 109 – Boyer bicycle path).
Building – Salubrity – Mold Charter File	A citizen's individual complaint leads to the detection of some deficiencies in the way mold cases are handled by the Borough's inspectors.	Arrondissement de Verdun – Administration	45	Founded – Resolved Following our intervention, formal training on proper procedures and best practices for managing unsanitary issues was given to the Borough's inspection team by <i>Direction de l'habitation</i> .

Chart 8

Topic	Description	Entities	Processing Time In Business Days	Result
Bicycle Path/ Cycling Charter File	Following confusion in 2016, the OdM intervenes to ensure that information made available to citizens regarding the opening/closure of bicycle paths for the winter will be clear and will generate no confusion.	Police – Section des agents de stationnement Infrastructures, voirie et transport – Direction des infrastructures	19	Founded – Resolved Communication between <i>Direction des transports</i> and SPVM has improved overall regarding winter closures of bicycle paths. Special measures were taken to avoid confusion regarding the closure or not of the Boyer bicycle path.
Safety – Other than Fire Charter File	The OdM is pursuing an intervention initiated by a citizen who subsequently withdrew his complaint. Our intervention consists in an analysis of the relevance and identification of speed mitigation measures, other than speed bumps, on Maher Street.	Arrondissement de Pierrefonds-Roxboro – Administration and Borough Council	6	Founded – Undertaking The Borough commits to take the following steps and to document its interventions. <ul style="list-style-type: none"> • Periodic speed posting; • Increased presence of the SPVM for a 6-month period; and • Seasonal speed sampling tests performed by <i>Sécurité publique</i>. The OdM will follow up on these undertakings in 2018.
Municipal Services – Communication/ Information	The OdM notices an error in a 311 Information Sheet intended for citizens. The sheet indicates that a Permit is required for planting a hedge when this requirement exists only in a restricted area.	Arrondissement de Montréal-Nord – Administration	62	Founded – Resolved The Information Sheet was corrected.
Municipal Services – Delays/ Procedures	The OdM launches an enquiry to understand the reasons behind the long delay (5 years) that occurred between construction work on a house and the subsequent inspection of the work.	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce – Administration	71	Founded – Resolved The Borough explained the past context that led to this type of situation. The Borough admits that a delay longer than one year is not reasonable. It passes clear deadline standards that inspectors will have to follow to carry out the conformity inspection (ideally 6 months, and never exceeding 12 months after the work is completed). The Borough is also implementing measures to ensure compliance with these standards.
Zoning/Urban Planning – Other	Follow-up on a previous file. The OdM questions the relevance of certain fees charged to a citizen who applied for a Conversion Permit.	Arrondissement d'Outremont – Administration	54	Founded – Resolved Following our intervention, the Borough reimbursed the citizen for the cost of a Public Notice (\$500). The notice had never been published.

Chart 8

Topic	Description	Entities	Processing Time In Business Days	Result
Grants/ Subsidies – Other than Social Housing	Follow-up on a previous commitment not to deny any renovation grant application based on criteria that are not provided for in the applicable by-law.	Mise en valeur du territoire – Direction de l’habitation	51	Undertaking – Respected The <i>Direction de l’habitation</i> is honouring its commitment. Options can be suggested to citizens but are not imposed as a prerequisite for obtaining a grant. The <i>Direction de l’habitation</i> informs us that a review of their grant application process is underway. This process includes a study of requirements that the <i>Direction de l’habitation</i> could ask elected officials to add to the By-laws governing the grant programs.
Municipal Services – Delays/ Procedures	Follow-up on SSIM (Fire Department) 2015 undertakings: <ul style="list-style-type: none"> • To improve transmission delays for the General Intervention Report (<i>Rapport général d’intervention</i> (RGI)); and • To keep relevant statistics thereon. 	Service de sécurité incendie de Montréal – All Departments	...	Pending Delays would have improved but no statistics are available to show for it. Follow-ups are in progress.
Miscellaneous	The OdM enquires on police officers’ procedure related to ticket issuance. Our office handled a number of files in which vehicle identification mistakes were allegedly made.	Police – Direction des opérations	...	Pending An OdM enquiry is underway in order to determine whether additional checks should be made prior to issuing a parking ticket.
Pound	Follow-up on a 2016 SPVM undertaking. SPVM undertook to make it clear in its procedures that if the car owner’s insurance does not cover this risk, the innocent victim of a car theft does not have to pay the storage cost for his vehicle, retained by the SPVM during the investigation period.	Police – Direction des opérations	...	Pending Despite its previous commitment, the SPVM informs us that it requested legal advice. In the meantime, the file is suspended. The OdM continues to be concerned over the fairness of charging citizens with these fees in such circumstances.
Bicycle Path/ Cycling Charter File	The OdM is concerned over the safety of cyclists and pedestrians using the de Maisonneuve bicycle path in <i>Quartier des spectacles</i> . There is no demarcation between the pedestrian and the cyclist sections in this part of the path. Risk of accidents.	Infrastructures, voirie et transport – Direction des transports	...	Pending We began discussions on safety and universal accessibility issues arising from the actual layout of the bicycle path and on possible improvements. This file is ongoing in 2018.

Chart 8

Topic	Description	Entities	Processing Time In Business Days	Result
Zoning/Urban Planning – Other	Follow-up by the OdM. A former tenant (who has now moved) had complained to our office about the insalubriousness and other non-compliances in his dwelling.	Arrondissement d’Ahuntsic-Cartierville – Administration	...	Pending The OdM wants to know if the former tenant’s allegations were founded and, if so, to ensure that the Borough continues its interventions so that this dwelling does not represent a problem for the next tenants.
Universal Accessibility Redevelopment of Saint-Paul Street Charter File Esplanade Clark – <i>Quartier des spectacles</i> Charter File	The City committed to promote universal accessibility in the development of its territory – <i>Politique municipale d’accessibilité universelle and Montréal Charter of Rights and Responsibilities</i> . The OdM intervenes to ensure that universal accessibility is integrated into each municipal project, from the start.	Mise en valeur du territoire – Direction de l’urbanisme Infrastructures, voirie et transports – Direction des transports Culture – All Departments	23 112	Ill-founded Universal accessibility has been integrated in the elaboration of these two major projects. Universal accessibility considerations and consultations are present during the early planning stages of these new developments.
Animal	Some previous files raised concerns over delays and incorrect information given to Pet Permit applicants, including applicants for a Special Pitbull Dog Permit.	Arrondissement de Verdun – Administration	5	Ill-founded
Building – Salubriousness – Other or Combination Charter File	The <i>Comité logement Ahuntsic-Cartierville</i> (also called CLAC) released a report criticizing the Borough’s lack of resources to manage cases of insalubriousness in dwellings, including long delays, non-issuance of statements of offence to offending building owners, etc. The OdM intervenes with the Borough to verify the situation.	Arrondissement d’Ahuntsic-Cartierville – Administration	206	Ill-founded The Borough has already initiated the implementation of various corrective measures to ensure better management of these cases.
Building – Salubriousness – Mold Charter File	Following an article published in <i>La Presse (Le pire taudis de Côte-des-Neiges)</i> , the OdM quickly intervenes with the Borough to verify if this case is properly managed.	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce – Administration	6	Ill-founded The Borough has taken over by intervening with the building owner and ensuring appropriate follow-ups.

Processing Turnaround Times

For all 2017 complaints that were closed during the year,

- the average turnaround time for final response to plaintiffs was **5.35** business days.

If we consider only the new enquiries opened and closed in 2017,

- the average turnaround time for final response to plaintiffs was **37.36** business days.

Of the summary enquiries that were opened during the year, **97.70%** were closed prior to December 31, with an average turnaround time of **12.44** business days.

Of the thorough enquiries that were opened during the year, **78.14%** were completed and closed prior to the end of 2017, with an average turnaround time of **52.07** business days.

Of all the enquiries that were processed in 2017, regardless of the year in which they were opened, **77.27%** were closed prior to December 31, with an average turnaround time of **98.03** business days.

As of December 31, 2017, **85** enquiry files were still active.

Chart 9

Response Time

A – New Requests (Including Requests for Information)

Year	Total Number		Completed and Closed						Average Response Time In business Days	Number of Closed Files	Still Pending
			5 business days or less	6 to 10 business days	11 business days + to 1 month	1 month + to 3 months	3 months + to 6 months	6 months +			
2015	1,731	Number	1,552	36	27	30	10	14	4.03	1,669	62
		Ratio	89.66%	2.08%	1.56%	1.73%	0.58%	0.81%		96.42%	3.58%
2016	1,903	Number	1,723	25	42	41	21	19	3.29	1,871	32
		Ratio	90.55%	1.31%	2.21%	2.15%	1.10%	1.00%		98.32%	1.68%
2017	2,124	Number	1,878	62	69	38	23	11	5.35	2,081	43
		Ratio	88.42%	2.92%	3.25%	1.79%	1.08%	0.52%		97.98%	2.02%

B – New Enquiries (Thorough, Summary and 1 Follow-up on Undertaking)

Year	Total Number		Completed and Closed						Average Response Time In business Days	Number of Closed Files	Still Pending
			5 business days or less	6 to 10 business days	11 business days + to 1 month	1 month + to 3 months	3 months + to 6 months	6 months +			
2015	160	Number	17	10	18	29	10	14	44.34	98	62
		Ratio	10.63%	6.25%	11.25%	18.12%	6.25%	8.75%		61.25%	38.75%
2016	203	Number	38	13	39	28	5	8	29.43	131	72
		Ratio	18.72%	6.40%	19.22%	13.79%	2.46%	3.94%		64.53%	35.47%
2017	271	Number	59	34	64	37	23	11	37.36	228	43
		Ratio	21.77%	12.55%	23.62%	13.65%	8.48%	4.06%		84.13%	15.87%

Chart 9

C – New Thorough Enquiries

Year	Total Number		Completed and Closed							Average Response Time In business Days	Number of Closed Files	Still Pending
			5 business days or less	6 to 10 business days	11 business days + to 1 month	1 month + to 3 months	3 months + to 6 months	6 months +				
2017	183	Number	8	24	48	31	21	11	52.07	143	40	
		Ratio	4.37%	13.11%	26.23%	16.94%	11.48%	6.01%				78.14%

D – Enquiries Processed in 2017, regardless of their Opening Dates

Year	Total Number		Completed and Closed							Average Response Time In business Days	Number of Closed Files	Still Pending
			5 business days or less	6 to 10 business days	11 business days + to 1 month	1 month + to 3 months	3 months + to 6 months	6 months +				
2017	374	Number	59	34	66	47	35	48	98.03	289	85	
		Ratio	15.78%	9.09%	17.65%	12.56%	9.36%	12.83%				77.27%

Modes for Submitting Complaints

These data vary little from year to year. The telephone (60%) remains the preferred mode for citizens who seek our intervention. Emails follow at 29.6%.

In spite of a slight increase in the use of social media, these tools remain marginal in filing a complaint.

Chart 10

Modes of Submission of Complaints (Including Charter Files)

Mode	2017		2016		2015	
	Number	%	Number	%	Number	%
By Phone	1,279	60.22	1,184	62.22	1,035	59.79
By Email	628	29.57	522	27.43	510	29.46
In Person	71	3.34	85	4.47	117	6.76
By Mail	30	1.41	40	2.10	24	1.39
On our Blog	59	2.78	26	1.37	16	0.92
By Fax	21	0.99	24	1.26	12	0.69
On Facebook	12	0.56	6	0.32	4	0.23
On Twitter	4	0.19	3	0.15	1	0.06
OdM Own Motion Enquiries	20	0.94	13	0.68	12	0.69
TOTAL	2,124	100%	1,903	100%	1,731	100%

Note: 2016 and 2017 numbers include the Requests for Information.

Plaintiffs' Profile

These data vary little from year to year.

- For the first time, more women than men filed complaints (48% versus 46%).
- 80% of Francophones versus 20% of Anglophones.
- Few plaintiffs who are less than 25 years of age (2%).
- 61% of declared Canadian origin versus 33% of declared ethnocultural origin. This information is disclosed on a voluntary basis.

Chart 11

Demographic Data on 2017 Plaintiffs (Including Charter Files)

A. Gender

	Number	%
Female	1,027	48.35%
Male	979	46.10%
Unknown	14	0.66%
Non-applicable (corporations, groups of citizens, OdM files)*	104	4.89%
TOTAL	2,124	100%

B. Language

English	420	19.78%
French	1,684	79.28%
Non-applicable (OdM files)*	20	0.95%
TOTAL	2,124	100%

C. Age Group

18-25	45	2.12%
26-40	164	7.72%
41-50	99	4.67%
51-64	185	8.71%
65 and over	154	7.25%
Unknown	1,373	64.64%
Non-applicable (corporations, groups of citizens, OdM files)*	104	4.89%
TOTAL	2,124	100%

D. Origin

Canadian	1,298	61.11%
Ethnocultural	702	33.05%
Unknown	20	0.95%
Non-applicable (corporations, groups of citizens, OdM files)*	104	4.89%
TOTAL	2,124	100%

E. Visible Minority

No	1,505	70.86%
Yes (See Chart F)	333	15.68%
Unknown	182	8.57%
Non-applicable (corporations, groups of citizens, OdM files)*	104	4.89%
TOTAL	2,124	100%

F. Visible Minority when Declared

Arabic	136	40.84%
Asian	47	14.11%
Black	87	26.13%
Latin American	43	12.91%
South Asian	20	6.01%
TOTAL	333	100%

* In 2017, 67 requests were submitted by corporations, 17 by groups of citizens and 20 files were own motion enquiries by the OdM.

Montréal Charter of Rights and Responsibilities

Since we only intervene as a last recourse, a great number of complaints that we receive are first redirected to the responsible director. Not analysing the file at that time makes it impossible for us to establish whether an undertaking under the *Montréal Charter of Rights and Responsibilities (Charter)* is concerned.

We have therefore made the choice, several years ago, to only account as Charter files those that were subjected to a formal analysis or enquiry confirming that the complaint is actually in relation to the *Charter*. This choice was maintained in 2017.

Background

The *Montréal Charter of Rights and Responsibilities* came into force on January 1st, 2006: it was amended in 2011 and in 2015. To ensure it is respected, the **only** possible recourse is to file a complaint with the **OdM**. Citizens cannot turn to common law courts to uphold the undertakings that the *Charter* contains.

The *Charter* states various undertakings that impact a great variety of topics, namely the following:

- Quality, respectful and non-discriminatory municipal services
- Citizen safety
- Universal accessibility
- Democracy and public participation
- Equality between women and men
- Inclusion and non-discrimination
- Protection of the environment
- Promoting recycling and waste reduction
- Sustainable development
- Air quality and cool areas
- Heritage protection
- Access to leisure activities and libraries
- Adapting services to the changing needs of citizens
- Citizens' right of initiative to request public consultations under certain conditions

All *Ville de Montréal* managers, staff and elected officials are bound by the undertakings that the *Charter* contains.

Bear in mind that when a Charter undertaking is challenged, the **OdM** can even intervene regarding a decision adopted by the Executive Committee, City Council or a Borough Council.

Charter-related Files Processed in 2017

In 2017, we have opened **54 new enquiries in connection with a Charter commitment** (50 thorough enquiries and 4 summary enquiries). This represents **19.93%** of all new enquiries launched in 2017.

These files were added to the **47 Charter files already underway** prior to January 1, 2017.

Chart 12

Evolution of the Number of Charter-related Files

New Charter Enquiries Compared to all Enquiries Opened during the Year

	Charter Enquiries	Total Enquiries	Ratio
2006-2014	442	1,784	24.78%
2015	46	160	28.75%
2016	69	203	33.99%
2017 Summary Enquiries	4	87	4.60%
Thorough Enquiries	50	184	27.17%
Total	54	271	19.93%
Total	565	2,258	25.02%

Chart 13 hones in on the *Charter's* undertakings that were challenged in these new enquiries and lists the ensuing results.

These **54** new enquiries challenged **15** Charter undertakings. **38** of the said enquiries were completed and closed during the year.

- 11 complaints founded – resolved
- 4 complaints founded – undertakings
- 3 complaints withdrawn
- 3 files closed following a decision from elected officials during the enquiry
- 1 file redirected partway through the enquiry
- 16 files ill-founded

Chart 13

New Charter-related Enquiries in 2017 – Undertakings and Results

Montréal Charter of Rights and Responsibilities Chapter	Undertaking	Total Number of Files	Closed Files			Pending as of December 31, 2017
			Number	Results	Processing Time In Business Days	
Democracy	Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures	4	3	2 Ill-founded 1 Citizen Withdrawal	57.3	1
	Facilitating access to documents pertaining to municipal affairs	1	1	1 Ill-founded	46.0	-
	Encouraging public participation	1	1	1 Founded - Resolved	5.0	-
	Supporting the use of appropriate communication practices (Encouraging public participation)	1	1	1 Ill-founded	46.0	-
	Sub-Total	7	6			1
Economic and Social Life	Taking appropriate measures to ensure that housing meets public health and safety standards with regard to the health and safety of tenants	11	5	2 Founded - Resolved 2 Ill-founded 1 Citizen Withdrawal	126.8	6
	Sub-Total	11	5			6
Environment and Sustainable Development	Fostering the protection and enhancement of natural environments	1	1	1 Ill-founded	43.0	-
	Fostering the protection and enhancement of urban forest	3	3	3 Ill-founded	34.7	-
	Taking measures to reduce abusive irritants resulting from the wrongful dumping of garbage	1	1	1 Founded - Undertaking	69.0	-
	Taking measures to reduce abusive irritants resulting from traffic	4	2	1 Founded - Undertaking 1 Citizen Withdrawal	130.5	2
	Taking measures to reduce abusive irritants resulting from noise	5	4	1 Founded - Resolved 1 Ill-founded 2 Closed Files - Elected Official Decision During Enquiry	56.5	1
	Sub-Total	14	11			3
Leisure, Physical and Sports Activities	Promoting access to community activities and facilities	1	-			1
	Sub-Total	1	-			1

Chart 13

Montréal Charter of Rights and Responsibilities Chapter	Undertaking	Total Number of Files	Closed Files			Pending as of December 31, 2017
			Number	Results	Processing Time In Business Days	
Municipal Services	Promoting flexibility in supplying municipal services to meet various citizen needs	1	1	1 Founded - Resolved	10.0	-
	Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programmes and services in general	2	1	1 Ill-founded	23.0	1
	Providing competent municipal services in a respectful and non-discriminatory manner	9	8	4 Founded - Resolved 3 Ill-founded 1 Closed File - Elected Official Decision During Enquiry	77.6	1
	Sub-Total	12	10			2
Security	Developing its territory in a safe manner	12	9	2 Founded - Resolved 2 Founded - Undertakings 3 Ill-founded 1 Redirected During Enquiry 1 Citizen Withdrawal	71.8	3
	Sub-Total	1	-			1
Total		57	41			16

Note: Certain files have been counted more than once because they concern more than one Charter undertaking. This explains the total of 57 files for 54 new Charter enquiries.

Charter Enquiries Completed in 2017, regardless of the Year in which they Were Opened

All in all, 60 Charter enquiries were closed in 2017, including files opened in the previous years.

- 23 complaints founded – resolved
- 5 complaints founded – undertakings
- 24 complaints ill-founded
- 1 complaint redirected partway through the enquiry
- 3 files closed following a decision from elected officials during the enquiry
- 1 refusal to intervene
- 3 withdrawals

Processing Turnaround Times of Charter Files that Were Closed in 2017

The average turnaround time of the 60 Charter enquiries that were closed in 2017 was **171.5** business days. As of December 31, 2017, **41** enquiry files were still pending.

Of the **54** new enquiries that were launched in 2017, **38** of them were closed during the year, with an average turnaround time of **68.97** business days.

- 4 summary enquiries have been completed within an average of **32** business days.
- 34 thorough enquiries were closed, with an average turnaround time of **73.32** business days.
- 16 files are still pending.

Chart 14

Examples of Charter Files that Were Closed in 2017

Charter Chapter and Complaint Topic	Description	Entities	Processing Time In Business Days	Result
Democracy City Services – Communication/ Information	The Borough does not include on its website the entirety of a Borough Council assembly. The minutes would be incomplete.	Arrondissement de Côte-des-Neiges – Notre-Dame-de-Grâce – Administration	46	Ill-founded An isolated incident occurred when the webcast was unintentionally interrupted. The minutes of the Borough Council assemblies do not have to include the answers of elected officials to the citizens' questions.
Democracy Public Participation – Right of Initiative	Right of Initiative – <i>Cité de la logistique</i> . Some citizens consider themselves prejudiced because of the allegedly tight schedule proposed by the Borough to organize the local public consultation. They request that the consultation process be entrusted to the OCPM.	Arrondissement de Mercier–Hochelaga-Maisonneuve – Administration	5	Ill-founded The proposed schedule is reasonable and complies with the <i>Montréal Charter of Rights and Responsibilities</i> and with the City's <i>Politique de consultation et de participation publiques</i> . Although the City was planning to entrust the OCPM with a mandate related to this project, this possible consultation could not replace the local consultation provided for in the municipal By-law. A mandate was officially entrusted to the OCPM to organize a consultation process in 2018.
Democracy Public Participation – Other than Right of Initiative	The Chief Electoral Officer refuses to add the name of a CHSLD resident on the mobile polling list.	Service du greffe	5	Founded – Resolved The name of the citizen was added to the mobile polling list. She was thus allowed to vote. <i>See Summary 26 on page 24.</i>
Economic and Social Life Building – Salubrity – Mold	Mold in a dwelling caused by water infiltration. Complaint related to poor management of the situation by the Borough.	Arrondissement du Plateau-Mont-Royal – Administration	147	Founded – Resolved The Borough has improved its procedures in dealing with unsanitary issues. Formal training on the management of mold and insalubrity cases is given to the Borough's inspection team by <i>Direction de l'habitation</i> . <i>See Summary 23 on page 23.</i>
Economic and Social Life City Services – Delays/Procedures	A couple with three children is dissatisfied with the management of a severe mold issue in its dwelling.	Arrondissement de Lachine – Administration	205	Founded – Resolved Formal training is given to the Borough's inspectors on the proper management of mold cases. <i>See Summary 23 on page 23.</i>
Environment and Sustainable Development Nuisance – Traffic	A citizen complains about vibrations in his building that would be caused by bus traffic, nearby 3583 Mont-Royal East.	Infrastructures, voirie et transports – Direction des transports	123	Founded – Undertaking A resurfacing project is scheduled for 2018 (PCPR) and it will include the concerned area. If, for any reason, the project is delayed, the <i>Direction des transports</i> will inform the OdM and the relevance of temporary repairs will be assessed.

Chart 14

Charter Chapter and Complaint Topic	Description	Entities	Processing Time In Business Days	Result
Environment and Sustainable Development Nuisance – Other or Combination	Complaint related to various nuisances (noise, dust, traffic, cleanliness) caused by a neighbouring business. Long-term file (2013).	Arrondissement de Saint-Laurent – Administration	868	Founded – Resolved Following numerous discussions and meetings, an Action Plan is drawn up in collaboration with the business owner and it was gradually implemented. Citizens have since confirmed a significant reduction of nuisances. <i>See Summary 14 on page 17.</i>
Environment and Sustainable Development Nuisance – Other or Combination	Citizens complain of nuisances during deliveries and garbage loading operations at a seniors' residence located near their houses.	Arrondissement de LaSalle – Administration	192	Founded – Resolved The Borough had already intervened on the waste management issue. The Borough implements a new parking prohibition zone to facilitate the handling of containers and the access of delivery trucks. <i>See Summary 13 on page 16.</i>
Environment and Sustainable Development Nuisance – Other or Combination	A private landlord complains of nuisances related to waste management by the tenants of a nearby OMHM building.	Office municipal d'habitation de Montréal (OMHM)	69	Founded – Undertaking An Action Plan was adopted in November 2017. It provides for the removal of collective waste bins and the transition to individual waste management starting in late February 2018.
Environment and Sustainable Development Nuisance – Other or Combination	A citizen complains of nuisances caused by frequent film shooting in the building adjoining his own (noise, parking, lights).	Culture – All Departments	36	Founded – Resolved The <i>Service de la culture</i> now enforces stricter management of film shoots at this location. <i>See Summary 12 on page 16.</i>
Environment and Sustainable Development Public Works – Garbage/ Recycling/ Composting	A citizen wants to be exempted from the food waste collection recently implemented in her area. She complains about odours, the presence of animals and the uncleanliness of her entrance.	Arrondissement de Montréal-Nord – Administration	65	Ill-founded When established in an area, selective collections are mandatory. A citizen cannot be exempted from them. However, the Borough provides the citizen with suggestions in order to reduce the risks of nuisances that may result from food waste collection.
Environment and Sustainable Development Tree	The City refuses a citizen's request to prune three municipal trees planted near his house.	Arrondissement de Lachine – Administration	138	Ill-founded The Borough asks for an expert's advice. Two of the concerned trees are healthy and represent no danger. Pruning them would jeopardize their solidity and render them dangerous. The trees' condition will be reassessed in three years. The third tree is cut down as per the expert's recommendation.

Chart 14

Charter Chapter and Complaint Topic	Description	Entities	Processing Time In Business Days	Result
Municipal Services Universal Accessibility	Several terraces located on public land in the Village and in Old-Montréal are not universally accessible. Long-term file (2013).	Arrondissement de Ville-Marie – Administration	910	Founded – Resolved The Borough has increased its requirements and follow-ups. Significant improvement has been noticed in 2015, 2016 and 2017. The Borough will pursue its follow-ups. The OdM could intervene again, if necessary. <i>See Summary 1.3 on page 9.</i>
Municipal Services Universal Accessibility	The back entrance of Montréal City Hall is not universally accessible, even though the signs indicate that it is. Own motion inquiry.	City Council Presidency Gestion et planification immobilière – All Departments	329	Founded – Resolved Significant improvements were made. The entry is now accessible. An automatic door opener will also be installed as part of the major repair work scheduled for 2019. <i>See Summary 1.3 on page 9.</i>
Municipal Services Universal Accessibility	Gaps in universal accessibility at the <i>Quartier des spectacles</i> . Phases 1 to 3 – Long term file (2010). Phase 4 – Esplanade Clark – Upstream intervention.	Culture – All Departments	1,727	Founded – Undertaking Several improvements were made in phases 1 to 3 of the <i>Quartier des spectacles</i> . The <i>Service de la culture</i> has confirmed that the remaining work will be done in autumn 2018. The OdM will follow up. As for phase 4 (Esplanade Clark), universal accessibility has been integrated into the project from the start. <i>See Summaries 1.1 and 1.2 on page 9.</i>
Municipal Services Withdrawal (Statement of Offence)	Several cases concerning various bicycle paths (Desjardins, Boyer, Mentana). Parking tickets were issued for cars parked on a bicycle path after the usual winter closing date. Own motion inquiry due to a systemic issue and individual complaints.	Arrondissement de Mercier-Hochelaga-Maisonneuve – Administration Arrondissement de Rosemont-La Petite-Patrie – Administration Arrondissement de Villeray-Saint-Michel-Parc-Extension – Administration Infrastructures, voirie et transports – Direction des transports Police – Section des agents de stationnement Affaires juridiques – Direction des poursuites pénales et criminelles	Variable for each case (All less than 60 business days)	Founded – Resolved Signage was problematic and there was confusion about whether or not the bicycle path was closed. The unpaid tickets were withdrawn. The OdM is pursuing its interventions to ensure that the tickets that had already been paid are reimbursed. Decisions of the City Council and Agglomeration Council are required. <i>See Summary 5 on page 12.</i>

Chart 14

Charter Chapter and Complaint Topic	Description	Entities	Processing Time In Business Days	Result
Security Alley	A citizen asks for the removal of a recently installed flower box along his property, as part of the development of a green alley. The OdM intervenes to check the safety factor.	Arrondissement du Plateau-Mont-Royal – Administration	244	Ill-founded We proceeded to maneuver a vehicle entering and leaving the citizen's parking area. We did not see any safety problem. The Fire Safety Department also confirmed that the installation does not present a problem in the event of a firefighter intervention.
Security Alley	Flowerbeds newly planted in a green alley would block a citizen's access to his parking space at the back.	Arrondissement du Plateau-Mont-Royal – Administration	249	Ill-founded The flowerbeds present a problem when the citizen tries to access his parking space as he normally did before the installation of the flowerbeds. However, access to the parking space in the presence of the flowerbeds is possible using a different parking maneuver.
Security Alley	Citizens are opposed to the closure of an alley (in its middle). The alley's new configuration forces them to retreat a great distance to exit the alley.	Arrondissement de Villeray–Saint-Michel–Parc-Extension – Administration	66	Founded – Resolved The bench that blocked the alley was moved. It is now placed to the side, so as to slow down the traffic in the alley. <i>See Summary 22 on page 22.</i>
Security Alley	Jeanne-D'Arc green alley. Some citizens are asking for the reopening of one of the two entrances on Jeanne-d'Arc Avenue giving them access to their green alley. The Public Consultation process would not have been transparent. The closure would cause safety problems.	Arrondissement de Rosemont–La Petite-Patrie – Administration	101	Ill-founded The decision to close one of the accesses to the green lane is under the responsibility of the Borough Council. The survey of residents is an important step, but it is not decision making. The Borough will, however, improve its procedure related to resident surveys. <i>See Summary 21 on page 22.</i>
Security Nuisance – Traffic	A citizen asks for the addition of a crosswalk on Galeries d'Anjou Boulevard, between Jarry and Belfroy.	Arrondissement d'Anjou – Administration	223	Ill-founded By adding a crossway at the concerned location, it would be difficult to remain in compliance with <i>Transports Québec</i> standards. There is no cross street on this portion of the boulevard. There is already a pedestrian crossing 233 meters further, at the corner of Belfroy. A major refurbishment project is scheduled in the area and it includes the installation of traffic lights at the corner of Belfroy.

Chart 14

Charter Chapter and Complaint Topic	Description	Entities	Processing Time In Business Days	Result
Security Nuisance – Traffic	A citizen disputes the Borough's refusal to add stop signs on 13 th Avenue and transform it into a one-way street, between Provost and Sherbrooke streets.	Arrondissement de Lachine – Administration	86	Founded – Undertaking The City will conduct a traffic analysis for the entire territory. The one-way street request will then be reviewed. The conclusion of the analysis will be submitted to the OdM in the summer of 2018.
Security Public Works	Greening of the median in front of the houses on Louis-Hémon Street. Citizens complain about the removal of paved passageways that allowed them to access the roadway from the sidewalk in front on their houses.	Arrondissement de Rosemont–La Petite-Patrie – Administration	250	Founded – Resolved The Borough agrees to reinstall asphalted passageways. <i>See Summary 3 on page 11.</i>
Security Safety – Other than Fire	A citizen complains of frequent interruptions of streetlights on Stephens Avenue, finding the situation unsafe.	Arrondissement de Verdun – Administration	16	Ill-founded Reconstruction work of the electricity network is underway in the area. Citizens were informed that street lighting would be affected. Interruptions were longer due to unforeseen problems. There is no evidence of negligence in the management of the operation. The temporary installation of alternative lighting systems would have been too expensive.
Security Safety – Other than Fire	No street marking on Woodland Street, between Laurendeau and Angers.	Arrondissement du Sud-Ouest – Administration	26	Founded – Resolved Pavement marking was completed in 2017. The Borough commits to take action, with SPVM's support, to enforce speed limits. The OdM will follow up.

Part 4

Profile of Complaints and Enquiries, by Entity

Boroughs

Ahuntsic-Cartierville • 48 new complaints received in 2017

Complaint topics	
Alley	1
Building – Maintenance	2
Building – Salubrity – Mold	1
Building – Salubrity – Other or Combination	2
Community Garden	1
Claim – Material Damage – Financial Compensation	1
Claim – Material Damage – Request for Repair	1
Library/Culture	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	2
Nuisance – Noise	2
Nuisance – Traffic	1
Nuisance – Other or Combination	2
Parks and Green Spaces	1
Public Participation – Other than Right of Initiative	1
Public Works – Aqueduct/Sewer	3
Public Works – Cleanliness	1
Public Works – Garbage/Recycling/Composting	1
Public Works – Snow Removal	2
Public Works – Other	4
Safety – Other than Fire	1
Sports and Leisure	1
Tax – Other than Property Tax	1
Tree	2
Zoning/Urban Planning – Driveway Entrance /Private Parking	5
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)
9 thorough enquiries
3 summary analyses/enquiries*
1 complaint denied without enquiry*
35 complaints redirected (not in last resort)*
+ 6 previous files

9 new thorough enquiries, including 4 Charter files

- Request to cut down a municipal tree – Presence of aphids – Charter file – **ill-founded**
- Road work on Papineau Avenue – Management of construction site – Concerns for pedestrian safety – Charter file – **ill-founded**
- **OdM** own motion file – Insalubrity of several dwellings in the Cartierville area – Allegations of poor management – Charter file – **ill-founded**
- Insalubrious dwelling following municipal sewer flow back – Dissatisfaction regarding the borough’s interventions – Charter file – **pending**
- Signalling changes on Boulevard de l’Acadie – Concerns regarding their negative impact on traffic and parking – **ill-founded**
- Request that patrons of Raimbault Park stop accessing it by using the Rivière des Prairies shoreline, alongside a private property – **founded – resolved**
- **OdM** own motion file to verify the sanitation and compliance with fire safety standards of a dwelling – **pending**
- Borough plans to raise a car ramp (2 files) – Allegation of vested rights – **pending** (See Summary 11 on page 15)

Results of thorough enquiries

- 1** founded – resolved
- 4** ill-founded
- 4** pending

Average processing time of thorough enquiries that were opened and closed in 2017

111.6 business days

Ahuntsic-Cartierville

3 new summary analyses/enquiries

- Borough plans to raise a car ramp (2 files) – Allegation of vested rights – **redirected partway through the enquiry** (See Summary 11 on page 15)
- Request to repair a catch basin on the sidewalk – Safety issue – **founded – resolved**
- Reimbursement of a security deposit paid for excavation work – Long delay – **founded – resolved**

Results of summary analyses/enquiries

2 founded – resolved

1 redirected partway through the enquiry

Average processing time of summary analyses/enquiries that were opened and closed in 2017

10 business days

6 previous files processed in 2017, including 3 Charter files

- Nuisances (noise and odors) emanating from Fleury Hospital – Borough's inaction – Charter file – file opened on June 15, 2016 – **pending**
- Poor communication – The Borough would have failed to inform the citizen of his recourses – Fence damaged by snow removal truck – Charter file – file opened on October 7, 2016 – **pending**
- Request to trim a municipal tree – file opened on October 7, 2016 and closed on January 10, 2017 – **ill-founded**
- Request for road work – A street incline would cause recurring water build-up – file opened on May 12, 2016 and closed on January 4, 2017 – **ill-founded**
- Dispute over an Urban Planning Project (*Programme particulier d'urbanisme (PPU)*) – Final decision not reflecting discussions during the public consultation process – Charter file – file opened on June 16, 2015 and closed on June 15, 2017 – **ill-founded**
- Encroachment on public land – 2 staircase steps – Dispute over claimed annual fees – file opened on June 3, 2015 – **pending**

Results of previous files

3 ill-founded

3 pending

Average processing time of previous files that were closed in 2017

236.33 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

117.91 business days

* See explanatory notes at the end of Part 4.

Anjou • 8 new complaints received in 2017

Complaint topics	
Nuisance – Noise	1
Safety – Other than Fire	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Other	5

Types of interventions (new complaints)	
1 thorough enquiry	
1 summary analysis/enquiry*	
1 complaint denied without enquiry*	
5 complaints redirected (not in last resort)*	
+ 1 previous file	

1 new thorough enquiry

- Dispute over a Notice of Offence – Non compliant private pool – ill-founded

Result of thorough enquiry

1 ill-founded

Processing time of the thorough enquiry that was opened and closed in 2017

143 business days

1 new summary analysis/enquiry

- The Borough demands that a pergola be relocated – Alleged vested rights – withdrawn

Result of summary analysis/enquiry

1 withdrawn

Processing time of the summary analysis/enquiry that was opened and closed in 2017

8 business days

1 previous file processed in 2017, Charter file

- Request for an additional pedestrian crossing – Boulevard des Galeries d’Anjou – Charter file – file opened on May 3, 2016 and closed on March 28, 2017 – ill-founded

Result of previous file

1 ill-founded

Processing time of the previous file that was closed in 2017

223 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

124.67 business days

* See explanatory notes at the end of Part 4.

Côte-des-Neiges–Notre-Dame-de-Grâce • 78 new complaints received in 2017

Complaint topics	
Access to Information	1
Animal	2
Building – Maintenance	4
Building – Salubrity/Insects	2
Building – Salubrity/Mold	3
Building – Salubrity/Rodents	1
Building – Salubrity – Other or Combination	2
Claim – Material Damage – Request for Repair	1
Environment/Sustainable Development	1
Municipal Services – Communication/Information	4
Municipal Services – Delays/Procedures	5
Municipal Services – Politeness/Conduct	3
Municipal Services – Other	2
Nuisance – Noise	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	7
Public Participation – Other than Right of Initiative	1
Public Works – Aqueduct/Sewer	4
Public Works – Cleanliness	1
Public Works – Pavement/Sidewalk	4
Public Works – Snow Removal	1
Safety – Other than Fire	1
Sports and Leisure	3
Statement of Offence – Other than Parking	2
Tenant/Landlord Relations (Linked to Ville de Montréal)	1
Tree	7
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIA	9
Zoning/Urban Planning – Permits – Other	4

Types of interventions (new complaints)

- 11** thorough enquiries
- 5** summary analyses/enquiries*
- 6** complaints denied without enquiry*
- 56** complaints redirected (not in last resort)*
- + 14** previous files

11 new thorough enquiries, including 7 Charter files

- Revocation of a Permit – Fitness club – Charter file – **pending**
- Application for a Demolition/Construction Permit for a garage – Long delay and miscommunication on the Borough's part – Charter file – **ill-founded**
- OdM own motion enquiry – Long delays to perform final inspections following constructions – Charter file – **founded – resolved** (See Summary 25 on page 24)
- Damage to a vehicle caused by a municipal tree – Previous requests to prune the tree – Charter file – **pending**
- The webcast of a Borough Council assembly is incomplete – Request that the minutes be more detailed – Charter file – **ill-founded**
- Bed bugs – Mismanagement – Charter file – **pending**
- The condition of a building would present health and safety hazard for tenants – Charter file – **pending**
- Permit denied to build an interior wall – **ill-founded**
- Permit denied to tear down and rebuild a garage – **ill-founded**
- Allegation of non-compliant work performed by a neighbour – **pending**
- Construction Permit – Long delays – **withdrawn**

Results of thorough enquiries

- 1** founded – resolved
- 1** withdrawn
- 4** ill-founded
- 5** pending

Average processing time of thorough enquiries that were opened and closed in 2017

106.83 business days

* See explanatory notes at the end of Part 4.

Côte-des-Neiges–Notre-Dame-de-Grâce

5 new summary analyses/enquiries, including 1 Charter file

- Catch basin in alley is blocked – Inaction from the Borough – **founded – resolved**
- OdM own motion enquiry – Newspaper article – Insalubrious building – Summary verifications as to extent of Borough’s management of situation – **ill-founded**
- Merchant association would have mismanaged an altercation between citizens on public land (2 files) – **1 redirected partway through the enquiry – 1 ill-founded**
- Salubrity and maintenance of a dwelling – Management by the Borough – **redirected partway through the enquiry**

Results of summary analyses/enquiries

- 1** founded – resolved
- 2** redirected partway through the enquiry
- 2** ill-founded

Average processing time of summary analyses/enquiries that were opened and closed in 2017

10 business days

14 previous files processed in 2017, including 5 Charter files

- Public Consultation – Alleged irregularities – Specific Construction, Alteration or Occupancy Proposal for an Immovable (*Projet particulier de construction, de modification ou d’occupation d’un immeuble (PPCMOI)*) – Charter file – file opened on January 7, 2016 – **pending**
- Handicapped person – Traffic restrictions would prevent her from bringing her child all the way to school – Charter file – file opened on October 6, 2016 – **pending**
- Pedestrian safety – Corner of Queen-Mary and Mountain-Sight – Charter file – file opened on March 9, 2016 – **pending**
- Handicapped person – Request for a reserved drop-off zone in front of residence – Charter file – file opened on May 18, 2016 – **pending**
- A neighbour is feeding wild animals – Mismanagement by the Borough – file opened on June 21, 2016 and closed on December 13, 2017 – **founded – resolved**
- Request to implement a dog run facility in McDonald Park – Refusal by the Borough – file opened on October 4, 2016 and closed on February 3, 2017 – **ill-founded**
- Citizen wants to extend his residential balcony – Dispute over the calculation method of the setback margin – file opened on February 1, 2016 and closed on July 14, 2017 – **ill-founded**
- Some damaged slabs would not have been replaced following reconstruction of a sidewalk on Trenholme Street – file opened on August 5, 2016 – **pending**
- Request for repairs – Posts located on a dead-end street to protect a private fence – file opened on August 10, 2016 – **pending**
- Request for repairs – Steps would have been damaged during road construction work – file opened on November 4, 2016 – **pending**

Côte-des-Neiges–Notre-Dame-de-Grâce

14 previous files processed in 2017, including 5 Charter files

- A rear balcony would still be dangerous – The Borough has nonetheless lifted the ban on its use – Safety – Charter file – file opened on November 30, 2016 – **pending**
- Allegation of illegal operation of a refrigeration business in a residential area – file opened on February 17, 2015 and closed on March 30, 2017 – **ill-founded**
- A citizen is not pleased with the work and method used by a City-mandated contractor to thaw a water intake pipe – file opened on December 17, 2015 and closed on May 12, 2017 – **founded – resolved**
- A citizen claims that water intake pipes are not buried deeply enough under public land – Repeated freeze spells – file opened on July 16, 2015 and closed on May 12, 2017 – **ill-founded**

Results of previous files**2** founded – resolved**4** ill-founded**8** pending**Average processing time of previous files that were closed in 2017****353.83** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****165.53** business days

L'île-Bizard–Sainte-Geneviève • 9 new complaints received in 2017

Complaint topics	
Access to Information	1
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	1
Nuisance – Noise	1
Public Works – Snow Removal	1
Zoning/Urban Planning – Other	2

Types of interventions (new complaints)
1 thorough enquiry
3 complaints denied without enquiry*
5 complaints redirected (not in last resort)*
+ 5 previous files

1 new thorough enquiry

- A citizen wishes to divide his lot into two properties – Not satisfied with information provided by the Borough – **ill-founded**

Result of the thorough enquiry

1 ill-founded

Processing time of the thorough enquiry that was opened and closed in 2017

86 business days

No summary analysis/enquiry

5 previous files processed in 2017

- 5 complaints related to non-compliances in a mobile home park (See Summary 12 on page 16)
 - Non-compliance to the Mobile Home Zoning By-law – file opened on November 18, 2014 and closed on December 19, 2017 – **founded – undertaking**
 - Complaint over non-compliant exterior warehousing and uncleanliness of some sites – file opened on November 18, 2014 and closed on December 19, 2017 – **founded – undertaking**
 - Alleged deficiencies of aqueduct and sewer networks – file opened on November 18, 2014 – **pending**
 - Foul odours emanating from the water treatment system – file opened on November 18, 2014 and closed December 19, 2017 – **closed – other grounds** (already addressed in another file)
 - Poor maintenance of a dry hydrant and other safety issues – file opened on November 18, 2014 and closed on June 21, 2017 – **closed – other grounds** (taken over by the SIM and the Borough following the flooding in 2017)

Results of previous files

2 founded – undertakings
 2 closed – other grounds
 1 pending

Average processing time of previous files that were closed in 2017

729.75 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

601 business days

* See explanatory notes at the end of Part 4.

Lachine • 22 new complaints received in 2017

Complaint topics	
Alley	1
Building – Maintenance	1
Building – Salubrity/ness – Other or Combination	1
Grants/Subsidies – Other than Social Housing	2
Library/Culture	1
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	2
Nuisance – Noise	1
Nuisance – Traffic	2
Parks and Green Spaces	2
Public Works – Snow Removal	2
Sports and Leisure	1
Tree	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Permits – Other	2

Types of interventions
(new complaints)

- 4 thorough enquiries
- 3 complaints denied without enquiry*
- 15 complaints redirected (not in last resort)*
- + 2 previous files

4 new thorough enquiries, including 2 Charter files

- Traffic issues on 13th Avenue, between Provost and Sherbrooke – Alleged safety issue – Charter file – **founded** – **undertaking**
- Mold in a dwelling – Mismanagement – Charter file – **founded** – **resolved** (See Summary 24 on page 23)
- Request to repair a private fence adjacent to a park and quest to find a solution to prevent further damage thereto by soccer balls thrown in from the municipal park – **founded** – **resolved**
- Complaint against denial of a grant/subsidy under *Programme Renouveau Notre-Dame*, managed by PME MTL West-Island – **ill-founded**

Results of thorough enquiries

- 2 founded – resolved
- 1 founded – undertaking
- 1 ill-founded

Average processing time of thorough enquiries that were opened and closed in 2017

112.75 business days

No summary analysis/enquiry

2 previous files processed in 2017

- Request to trim 3 municipal trees – file opened on November 1, 2016 and closed on May 26, 2017 – **ill-founded**
- Nuisances generated by a terrace and poor management of waste and recycling material by the restaurant owner – file opened on October 14, 2015 and closed on November 24, 2017 – **founded** – **resolved** (See Summary 18 on page 20)

Results of previous files

- 1 founded – resolved
- 1 ill-founded

Average processing time of previous files that were closed in 2017

330.5 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

185.33 business days

* See explanatory notes at the end of Part 4.

LaSalle • 16 new complaints received in 2017

Complaint topics	
Building – Salubrity/Mold	1
Library/Culture	2
Municipal Services – Communication/Information	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Parks and Green Spaces	1
Public Works – Garbage/Recycling/Composting	1
Safety – Other than Fire	1
Tree	4
Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)	
1 thorough enquiry	
1 summary analysis/enquiry*	
3 complaints denied without enquiry*	
11 complaints redirected (not in last resort)*	
+ 1 previous file	

1 new thorough enquiry

- Non-compliant redevelopment of a garage and parking area – Request for flexibility – **pending**

Result of the thorough enquiry

1 pending

1 new summary analysis/enquiry, Charter file

- Request to trim a municipal tree and to cut down its roots – Charter file – **ill-founded**

Result of the summary analysis/enquiry

1 ill-founded

Processing time of the summary analysis/enquiry that was opened and closed in 2017

43 business days

1 previous file processed in 2017, Charter file

- Nuisance complaint – Noisy deliveries and garbage loading operations in a neighbouring building – Charter file – file opened on July 11, 2016 and closed on April 20, 2017 – **founded – resolved** (See Summary 19 on page 20)

Result of the previous file

1 founded – resolved

Processing time of the previous file that was closed in 2017

192 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened
117.5 business days

* See explanatory notes at the end of Part 4.

Le Plateau-Mont-Royal • 74 new complaints received in 2017

Complaint topics	
Access to Information	2
Animal	2
Building – Salubrity/Insects	2
Ethics	1
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	2
Nuisance – Noise	2
Nuisance – Traffic	2
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	8
Public Land – Occupancy	4
Public Works – Aqueduct/Sewer	4
Public Works – Cleanliness	2
Public Works – Garbage/Recycling/Composting	6
Public Works – Pavement/Sidewalk	3
Public Works – Other	2
Safety – Other than Fire	4
Statement of Offence – Other than Parking	2
Universal Accessibility	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	11
Zoning/Urban Planning – Permits – Other	4
Zoning/Urban Planning – Other	3

Types of interventions (new complaints)

6 thorough enquiries
12 complaints denied without enquiry*
56 complaints redirected (not in last resort)*
+ 16 previous files

6 new thorough enquiries, including 2 Charter files

- Municipal truck traffic on park grounds – Patrons' safety – Charter file – **pending**
- Request for additional road repairs on Avenue du Parc – Charter file – **ill-founded**
- Request for dedicated ramp spaces – Daycare centre on Avenue du Parc – **pending**
- Request for a Permit to replace a garage pedestrian door by a garage door – **pending**
- Repeated refusals of plans submitted with regard to a project to transform a commercial/industrial building into condos – Specific Construction, Alteration or Occupancy Proposal for an Immovable (*Projet particulier de construction, de modification ou d'occupation d'un immeuble (PPCMOI)*) – **ill-founded**
- Notice of Offence – Non-compliant work – Heritage requirements – Long delays before the final inspection – **pending**

Results of thorough enquiries

2 ill-founded
4 pending

Average processing time of thorough enquiries that were opened and closed in 2017

55 business days

No summary analysis/enquiry

16 previous files processed in 2017, including 6 Charter files

- Long delays and quality of services – Request for a Transformation Permit – Charter file – file opened on October 28, 2016 – **pending**
- Installation of a sizable flower box along a property as part of a green lane project – Safety – Charter file – file opened on September 2, 2016 and closed on August 30, 2017 – **ill-founded**
- Water infiltration would originate from the City's infrastructures – Alleged mismanagement – Charter file – file opened on November 25, 2016 and closed on April 25, 2017 – **ill-founded**
- Implementation of a green lane – Impact on rear parking access – Request to remove the hindrances – Charter file – file opened on August 26, 2016 and closed on August 30, 2017 – **ill-founded**
- Water infiltration and fungal contamination in a dwelling – Improper management of the situation – Charter file – file opened on November 15, 2016 and closed on June 22, 2017 – **founded – resolved** (See Summary 24 on page 23)

* See explanatory notes at the end of Part 4.

Le Plateau-Mont-Royal

16 previous files processed in 2017, including 6 Charter files

- Water infiltration in a residence – Possibly caused by faulty municipal infrastructures – file opened on November 25, 2016 and closed on April 25, 2017 – **ill-founded**
- Loss of vested rights for the commercial use of a building in an area that has since become residential – file opened on August 25, 2016 and closed on May 24, 2017 – **ill-founded**
- Request for a tax refund due to the loss of vested rights for commercial use – file opened on August 25, 2016 and closed on May 24, 2017 – **ill-founded**
- Constructions on the roof of an adjacent building would not be in compliance with regulations – file opened on August 1, 2016 – **pending**
- Request for a Permit to add a third floor to a building – Denied by the Borough – file opened on November 10, 2016 and closed on July 14, 2017 – **founded – RECOMMENDATION – denied** (See Summary 15 on page 17)
- Lack of public consultation prior to the implementation of a dog run – Charter file – file opened on December 2, 2014 – **pending**
- Construction work by a neighbour would not be in compliance with regulations – file opened on March 15, 2015 – **pending**
- Exclusion from the Borough’s social media network – Pertinence and gravity of the sanction – file opened on April 15, 2015 – **pending**
- Public land occupancy fees – Original heritage balcony – file opened on September 30, 2014 – **pending**
- Park fees linked to the conversion of a building into condos – file opened on November 13, 2014 and closed on May 4, 2017 – **founded – resolved** (See Summary 3 on page 11)
- Notice of Non-compliance regarding a workshop door – file opened on November 6, 2014 and closed on August 11, 2017 – **founded – RECOMMENDATION – denied** (See Summary 14 on page 17)

Results of previous files

- 2** founded – resolved
- 2** founded – RECOMMENDATIONS – 2 denied
- 6** ill-founded
- 6** pending

Average processing time of previous files that were closed in 2017

262.3 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

227.75 business days

Le Sud-Ouest • 27 new complaints received in 2017

Complaint topics	
Alley	1
Animal	2
Building – Salubrityness – Mold	1
Building – Salubrityness – Other or Combination	1
Call for Tenders/Contract	1
Library/Culture	1
Municipal Services – Communication/Information	1
Municipal Services – Other	1
Nuisance – Noise	1
Nuisance – Traffic	1
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Works – Aqueduct/Sewer	1
Public Works – Pavement/Sidewalk	4
Public Works – Snow Removal	1
Safety – Other than Fire	3
Sports and Leisure	1
Tree	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	2
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)

- 2 thorough enquiries
- 1 follow-up on undertaking
- 1 summary analysis/enquiry*
- 2 complaints denied without enquiry*
- 21 complaints redirected (not in last resort)*
- + 6 previous files

2 new thorough enquiries and 1 follow-up on undertaking, Charter files

- Noise and vibrations due to traffic – Charlevoix Street – Damaged road pavement – Charter file – **pending**
- Lack of markings on Woodland Street, between Laurendeau and Angers – Safety – Charter file – **founded – resolved**
- Previous undertakings – Markings on Woodland Street between Hadley and De La Vérendrye and addition of speed limit road signs – Charter file – **pending**

Results of thorough enquiries

- 1 founded – resolved
- 2 pending

Processing time of the thorough enquiry that was opened and closed in 2017

26 business days

1 new summary analysis/enquiry

- Request for the installation of street lights on a private alley – **ill-founded**

Result of the summary analysis/enquiry

- 1 ill-founded

Processing time of the summary analysis/enquiry that was opened and closed in 2017

14 business days

6 previous files processed in 2017, including 3 Charter files

- Public land occupancy fees – Balcony and staircase – Century-old building – file opened on March 3, 2016 – **pending**
- Traffic nuisances – Sainte-Cunégonde Street – Ongoing road work in this area – Charter file – file opened on August 1, 2016 – **pending**
- Noise nuisances emanating from a factory – Charter file – file opened on December 15, 2015 – **pending**
- Quality of services – Issues when trying to obtain information – file opened on March 3, 2016 – **pending**
- Lack of response regarding a group complaint – Quality of services – Charter file – file opened on December 15, 2015 – **pending**
- Dispute over the use of an Omnibus Bill to amend the Urban Planning By-law – Charter file – file opened on July 13, 2016 and closed on June 15, 2017 – **refusal to intervene – other grounds**

Results of previous files

- 1 refusal to intervene – other grounds
- 5 pending

Processing time of the previous file that was closed in 2017

229 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

89.67 business days

* See explanatory notes at the end of Part 4.

Mercier–Hochelaga–Maisonneuve • 58 new complaints received in 2017

Complaint topics	
Access to Information	1
Animal	5
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	2
Building – Salubriousness – Rodents	1
Community Garden	3
Municipal Services – Communication/Information	1
Municipal Services – Politeness/Conduct	3
Municipal Services – Other	1
Nuisance – Noise	4
Nuisance – Traffic	2
Parking – Municipal and On-street/ Stickers/Drop-off Zones	5
Public Participation – Right of Initiative	3
Public Participation – Other than Right of Initiative	1
Public Works – Aqueduct/Sewer	1
Public Works – Cleanliness	1
Public Works – Garbage/Recycling/ Composting	2
Public Works – Pavement/Sidewalk	2
Public Works – Snow Removal	2
Public Works – Other	2
Safety – Other than Fire	1
Sports and Leisure	1
Statement of Offence – Other than Parking	2
Tree	3
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/ Transformation/PIIA	3
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)	
3 thorough enquiries	
3 summary analyses/enquiries*	
4 complaints denied without enquiry*	
48 complaints redirected (not in last resort)*	
+ 6 previous files	

3 new thorough enquiries, including 2 Charter files

- Noise nuisances – Requesting concrete action to force a business to fix the problem – Ventilation and air conditioning systems – Charter file – **pending**
- Right of initiative, *Cité de la logistique* project – Tight schedule – Request that this specific public consultation be entrusted to the *Office de consultation publique de Montréal* – Charter file – **ill-founded**
- Pitbull dog – The *Bureau Accès Montréal (BAM)* would have refused to take a permit application and payment, without good reason – The final deadline to submit the application subsequently expired – **founded – resolved** (See Summary 8 on page 13)

Results of thorough enquiries

1 founded – resolved
1 ill-founded
1 pending

Average processing time of thorough enquiries that were opened and closed in 2017

23 business days

3 new summary analyses/enquiries

- Notice of Non-compliance – Problems raised by the Borough since 2014 – **refusal to intervene – prescription**
- Request for partial reimbursement – A parking sticker is no longer required due to relocation – **ill-founded**
- A community garden committee wishes to evict a gardener – The Borough refuses – **ill-founded**

Results of summary analyses/enquiries

2 ill-founded
1 refusal to intervene – prescription

Average processing time of summary analyses/enquiries that were opened and closed in 2017

12.67 business days

* See explanatory notes at the end of Part 4.

Mercier–Hochelaga-Maisonneuve

6 previous files processed in 2017, including 3 Charter files

- Statement of Offence – Parking on a bicycle path – Signage was confusing – Charter file – file opened on November 25, 2016 and closed on February 24, 2017 – **founded – resolved**
- Green lane – Request for the removal of a container that is hindering access – Charter file – file opened on April 11, 2016 and closed on December 15, 2017 – **ill-founded**
- Various nuisances – Children’s play structures are tolerated in a green lane – Charter file – file opened on June 14, 2016 – **pending**
- Condominium owners are asked to contribute to the parking compensation fund – Parking lot compliance – file opened on September 14, 2016 – **pending**
- Statement of Offence issued to the Syndicate of co-ownership of a condominium building rather than to the co-owner who has performed work without a Permit – file opened on September 26, 2016 and closed on October 13, 2017 – **founded – resolved**
- Issuance of an Installation Permit to a co-owner authorizing him to install an exhaust hood in a location he is not allowed to use – An invalid resolution was produced – file opened on December 8, 2016 – **pending**

Results of previous files

- 1** founded – resolved
- 2** ill-founded
- 3** pending

Average processing time of previous files that were closed in 2017**245.67** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****102.63** business days

Montréal-Nord • 32 new complaints received in 2017

Complaint topics	
Access to Information	1
Building – Salubrity/Mold	3
Library/Culture	2
Municipal Services – Communication/Information	2
Municipal Services – Politeness/Conduct	1
Municipal Services – Other	2
Nuisance – Noise	1
Nuisance – Other or Combination	1
Public Land – Occupancy	1
Public Works – Cleanliness	1
Public Works – Garbage/Recycling/Composting	2
Safety – Other than Fire	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	10
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3

Types of interventions (new complaints)	
5 thorough enquiries	
1 summary analysis/enquiry*	
4 complaints denied without enquiry*	
22 complaints redirected (not in last resort)*	
+ 5 previous files	

5 new thorough enquiries

- Borough plans to raise a car ramp – Alleged vested rights (5 files – **1 founded – resolved, 3 ill-founded, 1 pending**) (See Summary 11 on page 15)

▼

Results of thorough enquiries

1 founded – resolved
3 ill-founded
1 pending

▼

Average processing time of thorough enquiries that were opened and closed in 2017

84.5 business days

1 new summary analysis/enquiry

- OdM own motion file – Wrong information on a 311 Sheet – Is a Permit to plant a hedge required or not? – **founded – resolved**

▼

Result of the summary analysis/enquiry

1 founded – resolved

▼

Processing time of the summary analysis/enquiry that was opened and closed in 2017

62 business days

5 previous files processed in 2017, including 2 Charter files

- Previous undertaking – Produce a background document for citizens, listing all the regulatory requirements for construction projects – Charter file – file opened on April 20, 2016 and closed on June 16, 2017 – **founded – resolved** (See Summary 16 on page 18)
- OdM own motion file – Follow-up on Borough’s undertaking to resolve safety issues in non-compliant places of worship – Charter file – file opened on December 16, 2016 – **pending**
- Food waste composting collection – Request for an exemption – file opened on September 29, 2016 and closed on January 10, 2017 – **ill-founded**
- Two main buildings located on a single lot – The owners wish to sell – Search for solutions – file opened on April 7, 2016 – **pending**
- Nuisances generated by a place of worship (possibly illegal) – Improper management of situation – file opened on September 9, 2014 and closed on September 12, 2017 – **founded – resolved**

▼

Results of previous files

2 founded – resolved
1 ill-founded
2 pending

▼

Average processing time of previous files that were closed in 2017

364.33 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

186.63 business days

* See explanatory notes at the end of Part 4.

Outremont • 21 new complaints received in 2017

Complaint topics	
Alley	1
Animal	2
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1
Nuisance – Noise	3
Nuisance – Traffic	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Land – Occupancy	1
Public Works – Aqueduct/Sewer	1
Safety – Other than Fire	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)

- 6** thorough enquiries
- 5** complaints denied without enquiry*
- 10** complaints redirected (not in last resort)*
- + 3** previous files

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened
349.6 business days

6 new thorough enquiries, including 1 Charter file

- Project to open Querbes Street – New campus of *Université de Montréal* – Concerns over nuisances due to traffic – Charter file – **pending**
- Pitbull dog – Wrong information regarding the Special Permit – The Permit would have been denied as a result – **withdrawn**
- OdM own motion file – Questioning certain fees billed to citizen as part of his Permit Application process – **founded – resolved** (See Summary 5 on page 12)
- A neighbour would have erected a low wall and fence that are not compliant – **pending**
- Non-compliance of a neighbour's recent construction work – A Permit would have been issued without adhering to the Implementation and Architectural Integration Plan (*Plan d'implantation et d'intégration architecturale (PIIA)*) process – **pending**
- Permit to replace windows – The Borough wants to apply the PIIA process, whereas it was not a requirement in the previous year – **pending**

Results of thorough enquiries

- 1** founded – resolved
- 1** withdrawn
- 4** pending

Average processing time of thorough enquiries that were opened and closed in 2017

73.5 business days

No summary analysis/enquiry**3 previous files processed in 2017**

- Dissatisfaction – Subcontractor's work – Thawing of pipes – file opened on December 17, 2015 and closed on May 12, 2017 – **founded – resolved**
- Work to bury a pipe – Allegation that it was poorly performed – file opened on July 16, 2015 and closed on May 12, 2017 – **ill-founded**
- Unfair billing – Water meter measurement in some businesses – Uneven application of By-law – file opened on July 30, 2014 and closed on November 8, 2017 – **founded – resolved** (See Summary 4 on page 11)

Results of previous files

- 2** founded – resolved
- 1** ill-founded

Average processing time of previous files that were closed in 2017

533.67 business days

* See explanatory notes at the end of Part 4.

Pierrefonds-Roxboro • 25 new complaints received in 2017

Complaint topics	
Access to Information	1
Building – Salubriousness – Mold	1
Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	2
Municipal Services – Politeness/Conduct	1
Nuisance – Traffic	2
Nuisance – Other or Combination	3
Public Land – Occupancy	1
Public Participation – Other than Right of Initiative	2
Public Works – Aqueduct/Sewer	1
Public Works – Snow Removal	1
Safety – Other than Fire	3
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	2
Zoning/Urban Planning – Other	3

Types of interventions (new complaints)	
3 thorough enquiries	
2 summary analyses/enquiries*	
3 complaints denied without enquiry*	
17 complaints redirected (not in last resort)*	
+ 2 previous files	

3 new thorough enquiries, Charter files

- Request for traffic signs and speed bumps – Maher and Hillcrest Streets – Charter file – **withdrawn**
- OdM own motion file – Possible speeding on Maher Street – Seeking measures to ease traffic – **founded – undertaking**
- Dispute over the new invoice – Transformation Permit – Incorrect initial amount – Outstanding balance – Request for explanation – Charter file – **ill-founded**

Results of thorough enquiries

1 founded – undertaking
1 withdrawn
1 ill-founded

Average processing time of thorough enquiries that were opened and closed in 2017

81.67 business days

2 new summary analyses/enquiries, including 1 Charter file

- Safety issues – Maher and Hillcrest intersection – Charter file – **redirected partway through the enquiry**
- Construction Permit for a daycare centre – Neighbours demanding prior public consultation – **ill-founded**

Results of summary analyses/enquiries

1 redirected partway through the enquiry
1 ill-founded

Average processing time of summary analyses/enquiries that were opened and closed in 2017

4 business days

2 previous files processed in 2017

- Inaction from the Borough – A citizen feeds and attracts many birds – file opened on October 6, 2016 – **pending**
- Citizen wants to widen the curb ramp of his driveway – file opened on November 7, 2016 and closed on June 12, 2017 – **ill-founded**

Results of previous files

1 ill-founded
1 pending

Processing time of the previous file that was closed in 2017

145 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

66.33 business days

* See explanatory notes at the end of Part 4.

Rivière-des-Prairies–Pointe-aux-Trembles • 32 new complaints received in 2017

Complaint topics	
Alley	1
Animal	3
Building – Salubrity – Mold	1
Call for Tenders/Contract	1
Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	2
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	1
Nuisance – Other or Combination	1
Pound	3
Public Works – Garbage/Recycling/Composting	1
Public Works – Snow Removal	1
Public Works – Other	1
Tree	5
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)

- 4 thorough enquiries
- 2 summary analyses/enquiries*
- 2 complaints denied without enquiry*
- 24 complaints redirected (not in last resort)*
- + 2 previous files

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened
52.14 business days

4 new thorough enquiries, including 1 Charter file

- Noise nuisances (dog barks) – Borough’s management – **pending**
- Request for a Permit to cut down a tree – Charter file – **ill-founded**
- Complaints against a subcontractor who performed road work for the Borough – **ill-founded**
- Request to implement a car ramp – Alleged vested rights – **ill-founded**

Results of thorough enquiries

3 ill-founded

1 pending

Average processing time of thorough enquiries that were opened and closed in 2017

48 business days

2 new summary analyses/enquiries

- Eviction by Bailiff – Belongings to be put on the street and recovered by the Borough – Request for a short extension of the delay so the citizen can organize the relocation – **founded – resolved**
- Eviction by Bailiff – Second request by same person to obtain another extension of the delay – **refusal to intervene – other grounds**

Results of summary analyses/enquiries

1 founded – resolved

1 refusal to intervene – other grounds

Average processing time of summary analyses/enquiries that were opened and closed in 2017

1.5 business days

2 previous files processed in 2017

- Borough requires 10% of greenery in the citizen’s front yard and prohibits parking therein – file opened on November 10, 2016 and closed on April 12, 2017 – **founded – proposed solution rejected by citizen**
- The Borough asks to relocate a fence – Citizen disagrees – file opened on October 27, 2016 and closed on April 20, 2017 – **ill-founded**

Results of previous files

1 founded – refusal of settlement by the citizen

1 ill-founded

Average processing time of previous files that were closed in 2017

109 business days

* See explanatory notes at the end of Part 4.

Rosemont–La Petite-Patrie • 69 new complaints received in 2017

Complaint topics	
Access to Information	3
Alley	5
Animal	2
Bicycle Path/Cycling	1
Building – Maintenance	1
Building – Salubriousness – Insects	1
Building – Salubriousness – Other or Combination	3
Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	5
Nuisance – Noise	3
Nuisance – Traffic	6
Parking – Municipal and On-street/Stickers/Drop-off Zones	7
Public Works – Aqueduct/Sewer	1
Public Works – Garbage/Recycling/Composting	2
Public Works – Pavement/Sidewalk	4
Public Works – Snow Removal	2
Public Works – Other	2
Safety – Fire	1
Tree	3
Zoning/Urban Planning – Fence/Hedge	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Permits – Other	6
Zoning/Urban Planning – Other	2

Types of interventions (new complaints)

7 thorough enquiries
2 summary analyses/enquiries*
8 complaints denied without enquiry*
52 complaints redirected (not in last resort)*
+ 11 previous files

7 new thorough enquiries, including 4 Charter files

- Request for a private hedge to be trimmed because it would encroach a parking space – Charter file – **ill-founded**
- Jeanne-d’Arc/Charlemagne green lane – Closing of 2 accesses located on Avenue Jeanne-d’Arc – Charter file – **ill-founded** (See Summary 21 on page 22)
- Chambord/Lanaudière green lane – Dissatisfied citizens over the prior consultation process – Charter file – **pending**
- Notice of Offence due to insalubriousness (animal excrements not scooped-up) issued to the building owner whereas his tenant is the perpetrator of the offence – Charter file – **pending**
- Unsatisfactory repair work on a sidewalk – Paving slabs replaced with asphalt – **founded – undertaking**
- Notice of Evacuation – Insalubrious dwelling – The tenants request that the Borough pay the moving costs of their furniture – **pending**
- Refusal by the Borough to issue a Certificate of Compliance allowing the operation of a tourist residence in an apartment – **ill-founded** (See Summary 13 on page 16)

Results of thorough enquiries

1 founded – undertaking
3 ill-founded
3 pending

Average processing time of thorough enquiries that were opened and closed in 2017

67.5 business days

2 new summary analyses/enquiries

- Fee exemption request for Pet Permits – Alleging benefits of zoo therapy – **ill-founded**
- The asphalted passageways have been removed between the sidewalk and the road, over an entire street section – **redirected partway through the enquiry**

Results of summary analyses/enquiries

1 redirected partway through the enquiry
1 ill-founded

Average processing time of summary analyses/enquiries that were opened and closed in 2017

17 business days

* See explanatory notes at the end of Part 4.

Rosemont–La Petite-Patrie

11 previous files processed in 2017, including 8 Charter files

- Noise nuisances – Fitness centre – Charter file – file opened on January 11, 2016 – **pending**
- **OdM** own motion file – Noise nuisances – Factory – Charter file – file opened on May 25, 2016 – **pending**
- Statements of Offence – Parking along a bicycle path – Confusion as to the opening and closing schedules (3 separate files) – Paid Statements of Offence – A refund is sought – Charter files – files opened on December 8 and 9, 2016 – **pending**
(See Summary 7 on page 12)
- **OdM** own motion file – Improve procedures and internal and external communications regarding the opening and closing of bicycle paths in winter – Charter file – file opened on November 18, 2016 and closed on February 16, 2017 – **founded – resolved**
- Removal of all asphalted passageways between the sidewalk and the road, in front of residences – Charter file – file opened on October 7, 2016 and closed on October 13, 2017 – **founded – resolved** (See Summary 23 on page 23)
- Request for a Permit – Processing delays – Quality of services – Charter file – file opened on June 1, 2015 and closed on February 2, 2017 – **founded – resolved**
- Request to authorize the installation of mailboxes on public or private land, in an area that is being developed – file opened on April 4, 2016 and closed on June 1, 2017 – **founded – resolved**
- Request for a Certificate authorizing a citizen to operate an apartment as a tourist residence – Refusal by the Borough – file opened on December 2, 2016 and closed on March 23, 2017 – **ill-founded** (See Summary 13 on page 16)
- Measures to ease traffic implemented in Saint-Vallier Lane – Access issues for the retailers – file opened on May 5, 2016 and closed on June 22, 2017 – **closed – other grounds** (legal action partway through the enquiry)

Results of previous files

- 4** founded – resolved
- 1** closed – other grounds
- 1** ill-founded
- 5** pending

Average processing time of previous files that were closed in 2017**226.5** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****138.58** business days

Saint-Laurent • 21 new complaints received in 2017

Complaint topics	
Access to Information	1
Building – Maintenance	1
Building – Salubrity – Insects	1
Community Garden	1
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	1
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Pound	1
Public Land – Occupancy	1
Public Works – Garbage/Recycling/Composting	3
Public Works – Pavement/Sidewalk	1
Tree	2
Universal Accessibility	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Other	2

Types of interventions (new complaints)	
1 thorough enquiry	
1 complaint denied without enquiry*	
19 complaints redirected (not in last resort)*	
+ 3 previous files	

1 new thorough enquiry

- A retailer claims his right to retain a storefront electronic sign inside the building – ill-founded

Result of the thorough enquiry

1 ill-founded

Processing time of the thorough enquiry that was opened and closed in 2017

75 business days

No summary analysis/enquiry

3 previous files processed in 2017, including 1 Charter file

- Various nuisances resulting from activities in a tree nursery – Charter file – file opened on July 29, 2013 and closed on February 10, 2017 – founded – resolved (See Summary 17 on page 19)
- Commercial sign for a daycare facility – Disagreement over its location – file opened on September 12, 2016 and closed on February 28, 2017 – founded – resolved (See Summary 10 on page 15)
- Request for a Certificate of Occupancy for a snow removal company – Unsatisfactory explanation – file opened on August 29, 2016 and closed on September 21, 2017 – founded – resolved

Results of previous files

3 founded – resolved

Average processing time of previous files that were closed in 2017

414.67 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

329.75 business days

* See explanatory notes at the end of Part 4.

Saint-Léonard • 11 new complaints received in 2017

Complaint topics	
Access to Information	1
Building – Salubrity – Mold	2
Claim – Material Damage – Financial Compensation	1
Claim – Material Damage – Request for Repair	2
Library/Culture	1
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	1
Public Works – Aqueduct/Sewer	1
Public Works – Other	1

Types of interventions (new complaints)	
1 thorough enquiry	
1 summary analysis/enquiry*	
1 complaint denied without enquiry*	
8 complaints redirected (not in last resort)*	

1 new thorough enquiry

- Request to repair a hole in the asphalt – Would have been caused by City work – **founded – resolved**

Result of the thorough enquiry

1 founded – resolved

Processing time of the thorough enquiry that was opened and closed in 2017

9 business days

1 new summary analysis/enquiry

- Request for compensation – Non-compliant basement rental – The citizen would have been misled – **refusal to intervene – legal recourse**

Result of the summary analysis/enquiry

1 refusal to intervene – legal recourse

Processing time of the summary analysis/enquiry that was opened and closed in 2017

46 business days

No previous file

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

27.5 business days

* See explanatory notes at the end of Part 4.

Verdun • 21 new complaints received in 2017

Complaint topics	
Animal	4
Building – Salubriousness – Mold	2
Building – Salubriousness – Other or Combination	1
Municipal Services – Communication/Information	1
Nuisance – Noise	3
Nuisance – Traffic	1
Public Works – Aqueduct/Sewer	1
Public Works – Other	1
Tree	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Permits – Other	3
Zoning/Urban Planning – Other	1

5 new thorough enquiries, including 3 Charter files

- Mold in a dwelling – Management by the Borough – Charter file – **withdrawn** (See Summary 24 on page 23)
- **OdM** own motion file – Mold in dwellings – Management by the Borough – Incomplete inspections – Charter file – **founded – resolved**
- Noise nuisances – Religious community in next door building – Charter file – **ill-founded**
- Request to withdraw a Certificate of Occupancy issued to a religious community – **ill-founded**
- Non-compliant dwelling in a basement – Borough’s request to refit as before – **ill-founded**

Results of thorough enquiries

1 founded – resolved
1 withdrawn
3 ill-founded

Average processing time of thorough enquiries that were opened and closed in 2017

52.4 business days

Types of interventions (new complaints)

5 thorough enquiries
2 summary analyses/enquiries*
14 complaints redirected (not in last resort)*
+ 5 previous files

2 new summary analyses/enquiries

- Standard Pet Permit – Processing turn-around time – **founded – resolved** (See Summary 8 on page 13)
- **OdM** own motion file – Pet Permits – Processing turn-around time and lack of information provided to the citizens – **ill-founded** (See Summary 8 on page 13)

Results of summary analyses/enquiries

1 founded – resolved
1 ill-founded

Average processing time of summary analyses/enquiries that were opened and closed in 2017

3 business days

* See explanatory notes at the end of Part 4.

Verdun

5 previous files processed in 2017, including 4 Charter files

- Redevelopment of Beurling Street – Impacted citizens not consulted prior to – Charter file – file opened on July 28, 2015 – **pending**
- Redevelopment of Beurling Street – A citizen is denied car access to street – Charter file – file opened on July 28, 2015 – **pending**
- Bicycle traffic on sidewalk in front of a Community centre – Collision risk with pedestrians – Charter file – file opened on September 14, 2016 and closed on October 24, 2017 – **founded – undertaking** (See Summary 26 on page 24)
- Frequent street lighting interruptions – Impact on pedestrian’s safety – Charter file – file opened on December 6, 2016 and closed on January 6, 2017 – **ill-founded**
- The trees planted by a co-owner would not comply with the By-law – file opened on November 1, 2016 and closed on January 9, 2017 – **ill-founded**

Results of previous files

- 1** founded – undertaking
- 2** ill-founded
- 2** pending

Average processing time of previous files that were closed in 2017**110.67** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****60** business days

Ville-Marie • 62 new complaints received in 2017

Complaint topics	
Animal	1
Building – Maintenance	1
Claim – Material Damage – Request for Repair	2
Library/Culture	3
Municipal Services – Communication/Information	2
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	5
Nuisance – Traffic	3
Nuisance – Other or Combination	3
Parking – Municipal and On-street/Stickers/Drop-off Zones	7
Public Land – Commercial Activity	3
Public Land – Occupancy	5
Public Works – Aqueduct/Sewer	2
Public Works – Cleanliness	2
Public Works – Garbage/Recycling/Composting	1
Public Works – Pavement/Sidewalk	4
Public Works – Other	2
Safety – Other than Fire	5
Statement of Offence – Other than Parking	1
Tree	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	4
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)	
7 thorough enquiries	
2 summary analyses/enquiries*	
7 complaints denied without enquiry*	
46 complaints redirected (not in last resort)*	
+ 3 previous files	

7 new thorough enquiries, including 2 Charter files

- Noise and other nuisances linked to *Formule E* car race (2 files) – Charter files – closed – decision of elected officials partway through the enquiry
- Public entertainer – Sanction imposed by a joint committee – Dispute – pending
- Invoice for permanent public land occupancy – Some facilities were built by the Borough – Request to reduce the amount of the invoice – pending
- Request to remove a hoarding erected in front of a business undergoing renovation – Impact on surrounding businesses – ill-founded
- Fees claimed by the Borough for the construction of a sidewalk and retaining walls around a building – Request to reduce the amount of the invoice – pending
- Construction/Transformation Permit denied – A Demolition Permit is required – Calculation method of the demolition percentage – ill-founded

Results of thorough enquiries

2 closed – decision from elected officials partway through the enquiry
 2 ill-founded
 3 pending

Average processing time of thorough enquiries that were opened and closed in 2017

88.75 business days

2 new summary analyses/enquiries

- Request for compensation – Tolerating the presence of a hoarding over several weeks – refusal to intervene – legal recourse
- Inclination of a public alley – Water would flow toward a building – founded – resolved

Results of summary analyses/enquiries

1 founded – resolved
 1 refusal to intervene – legal recourse

Average processing time of summary analyses/enquiries that were opened and closed in 2017

147 business days

* See explanatory notes at the end of Part 4.

Ville-Marie

3 previous files processed in 2017, including 2 Charter files

- Traffic and other nuisances – Heavy trucks – Frontenac Street – Charter file – file opened on May 29, 2015 – **pending**
- OdM own motion file – Universal access issues – Outdoor terraces installed on public land – Charter file – file opened on June 7, 2013 and closed on October 1, 2017 – **founded – resolved** (See Summary 1.3 on page 9)
- The Borough refuses the development of a parking lot around a new building – Legal interpretation of the term *façade* – Charter file – file opened on September, 6, 2016 – **pending**

Results of previous files**1** founded – resolved**2** pending**Processing time of the previous file that was closed in 2017****1,061** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****244.29** business days

Villeray–Saint-Michel–Parc-Extension • 31 new complaints received in 2017

Complaint topics	
Alley	5
Building – Maintenance	2
Building – Salubriousness – Insects	1
Building – Salubriousness – Rodents	2
Building – Salubriousness – Other or Combination	1
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	1
Nuisance – Noise	2
Nuisance – Other or Combination	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Pound	1
Public Works – Garbage/Recycling/Composting	2
Public Works – Pavement/Sidewalk	1
Statement of Offence – Other than Parking	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Zoning/Urban Planning – Permits – Other	1
Zoning/Urban Planning – Other	1

Types of interventions (new complaints)	
3 thorough enquiries	
1 summary analysis/enquiry*	
2 complaints denied without enquiry*	
25 complaints redirected (not in last resort)*	
+ 2 previous files	

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened
87.4 business days

3 new thorough enquiries, including 1 Charter file

- Closing of an alley – Drivers must back out of the alley to exit it – Safety concerns – Charter file – **founded – resolved** (See Summary 22 on page 22)
- Nuisances – Odours emanating from a food retail business located on the main floor of a residential building – **closed – other grounds**
- Shading impact of a neighbouring construction – **pending**

Results of thorough enquiries

1 founded – resolved
1 closed – other grounds
1 pending

Average processing time of thorough enquiries that were opened and closed in 2017
120.5 business days

1 new summary analysis/enquiry, Charter file

- Green lane – Closing of some accesses – A majority of the people surveyed would have rejected this option – Charter file – **withdrawn**

Result of the summary analysis/enquiry

1 withdrawn

Processing time of the summary analysis/enquiry that was opened and closed in 2017
66 business days

2 previous files processed in 2017, including 1 Charter file

- OdM own motion file – Improve procedures as well as communications regarding the opening and closing of bicycle paths in winter – Charter file – file opened on November 18, 2016 and closed on February 16, 2017 – **founded – resolved** (See Summary 7 on page 12)
- Request to remove a pergola – A portion deemed to be a non-compliant fence – file opened on December 22, 2016 and closed on April 13, 2017 – **withdrawn**

Results of previous files

1 founded – resolved
1 withdrawn

Average processing time of previous files that were closed in 2017
65 business days

* See explanatory notes at the end of Part 4.

Files impacting all Boroughs • 3 new complaints received in 2017

Complaint topics	
Animal	1
Nuisance – Traffic	1
Towing	1

Types of interventions (new complaints)	
1 thorough enquiry	
2 complaints denied without enquiry*	

1 new thorough enquiry

- OdM own motion file – Pet Permit – Penalty fees for the late renewal of Permit were charged for the purchase of an initial Pet Permit – **founded – resolved** (See Summary 2 on page 11)

Result of thorough enquiry

1 founded – resolved

Processing time of the thorough enquiry that was opened and closed in 2017

201 business days

No summary analysis/enquiry

No previous file

Files impacting a Borough that is not specified • 7 new complaints received in 2017

Complaint topics	
Animal	1
Building – Salubrity – Mold	2
Ethics	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Works – Garbage/Recycling/Composting	1
Statement of Offence – Other than Parking	1

Types of interventions (new complaints)	
4 complaints denied without enquiry*	
3 complaints redirected (not in last resort)*	

No thorough enquiry

No summary analysis/enquiry

No previous file

* See explanatory notes at the end of Part 4.

Central Departments

Affaires juridiques – Cour municipale • 116 new complaints received in 2017

Complaint topics	
Municipal Court – Fees/Collection (Following a Court Decision)	20
Municipal Court – Ruling	39
Municipal Services – Communication/Information	15
Municipal Services – Delays/Procedures	14
Municipal Services – Politeness/Conduct	4
Municipal Services – Other	4
Statement of Offence – Parking	9
Statement of Offence – Other than Parking	11

Types of interventions (new complaints)	
6 summary analyses/enquiries*	
69 complaints denied without enquiry*	
41 complaints redirected (not in last resort)*	

No thorough enquiry

6 new summary analyses/enquiries

- Statement of Offence – Rental car – The citizen would like to dispute it even though she is not the car owner – **ill-founded**
- Payment left under the door – Was not registered in the citizen’s record – **ill-founded**
- Request for cancellation of fees – Notice of Judgement sent to wrong address – **founded – resolved**
- Request for immediate access to his/her court record – **withdrawn**
- Complaint of long delays regarding disclosure of evidence – **ill-founded**
- Request to cancel a 2013 Payment Agreement and related collection procedures – **refusal to intervene – prescription**

Results of summary analyses/enquiries

- 1 founded – resolved
- 1 withdrawn
- 3 ill-founded
- 1 refusal to intervene – prescription

Average processing time of summary analyses/enquiries that were opened and closed in 2017

3.5 business days

No previous file

* See explanatory notes at the end of Part 4.

Affaires juridiques – Direction des affaires civiles (including Bureau des réclamations)

• 78 new complaints received in 2017

Complaint topics

Claim – Bodily Injury – Financial Compensation	8
Claim – Material Damage – Financial Compensation	61
Municipal Services – Communication/Information	5
Municipal Services – Politeness/Conduct	4

Types of interventions (new complaints)

- 1** thorough enquiry
- 19** summary analyses/enquiries*
- 2** complaints denied without enquiry*
- 56** complaints redirected (not in last resort)*

1 new thorough enquiry

- Seeking compensation for a bullet-damaged vehicle during police intervention – ill-founded

Result of the thorough enquiry

1 ill-founded

Processing time of the thorough enquiry that was opened and closed in 2017

70 business days

19 new summary analyses/enquiries

- Monetary claims against the City – 18 files – 15 refusals to intervene – legal recourse, 3 refusals to intervene – prescription
- Request to review the amount offered by the *Bureau des réclamations* – refusal to intervene – other grounds

Results of summary analyses/enquiries

- 15** refusals to intervene – legal recourse
- 3** refusals to intervene – prescription
- 1** refusal to intervene – other grounds

Average processing time of summary analyses/enquiries that were opened and closed in 2017

3.68 business days

No previous file

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

7 business days

* See explanatory notes at the end of Part 4.

Affaires juridiques – Direction des poursuites pénales et criminelles

• 2 new complaints received in 2017

<p>Complaint topic Statement of Offence – Parking 2</p>	<p>2 new thorough enquiries, Charter files</p> <ul style="list-style-type: none"> • Statement of Offence – Parking on a bicycle path when it was closed to cyclists – Charter file – founded – resolved • OdM own motion file – Statements of Offence issued to cars parked in the Mentana/Saint-Grégoire bicycle path the day before and the day of its seasonal re-opening – Charter file – founded – resolved (See Summary 7 on page 12) <p>Results of thorough enquiries 2 founded – resolved</p> <p>Average processing time of thorough enquiries that were opened and closed in 2017 29 business days</p>
<p>Type of interventions (new complaints) 2 thorough enquiries + 4 previous files</p>	<p>No summary analysis/enquiry</p>
	<p>4 previous files processed in 2017, Charter files</p> <ul style="list-style-type: none"> • Statements of Offence – Cars parked alongside a bicycle path – Confusion as to the opening and closing schedules – (4 separate files, including 3 files in which the Statements of Offence were paid) – Charter files – files opened in early December 2016 – 1 founded, 3 pending (See Summary 7 on page 12) <p>Results of previous files 1 founded – resolved 3 pending</p> <p>Processing time of the previous file that was closed in 2017 42 business days</p>
<p>Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened 33.33 business days</p>	

Approvisionnement – All Departments • 1 new complaint received in 2017

Complaint topic	
Call for Tenders/Contract	1

Type of intervention (new complaint)	
1 complaint denied without enquiry*	

No thorough enquiry

No summary analysis/enquiry

No previous file

Communications – All Departments • 1 new complaint received in 2017

Complaint topic	
Municipal Services – Communication/Information	1

Type of intervention (new complaint)	
1 summary analysis/enquiry*	

No thorough enquiry

1 new summary analysis/enquiry

- A citizen disputes Ville de Montréal's use of ads in social media (Facebook) – refusal to intervene – other grounds

Result of the summary analysis/enquiry

1 refusal to intervene – other grounds

Processing time of the summary analysis/enquiry that was opened and closed in 2017

2 business days

No previous file

* See explanatory notes at the end of Part 4.

Concertation des arrondissements – All Departments

• 113 new complaints received in 2017

Complaint topics	
Animal	103
Municipal Services – Communication/Information	2
Municipal Services – Politeness/Conduct	3
Public Land – Commercial Activity	1
Public Works – Snow Removal	1
Statement of Offence – Other than Parking	3

Types of interventions (new complaints)
78 thorough enquiries
13 summary analyses/enquiries*
7 complaints denied without enquiry*
15 complaints redirected (not in last resort)*

78 new thorough enquiries, including 2 Charter files

- Special Permit for Pitbull dogs – OdM own motion file to ensure that information provided to citizens is clear and thorough and that the new By-law is applied in a fair, just and uniform manner – Charter file – **closed – decision of elected officials partway through the enquiry** (See Summary 8 on page 13)
- Complaints regarding the application of the Animal Control By-law – Dog identification clinics – Services provided by the BAMs (*Bureaux Accès Montréal*) – 7 files – **6 closed – decision of elected officials partway through the enquiry, 1 ill-founded** (See Summary 8 on page 13)
- OdM own motion file – **Systemic issue** – Late renewal penalty charged to citizens applying for an initial Pet Permit – **founded – resolved** (See Summary 2 on page 11)
- Special cases – Pitbull dog owners who could not complete prior to March 31, all the mandatory steps to obtain a Special Temporary Permit – 8 files, including 1 Charter file – **7 founded – resolved, 1 withdrawn** (See Summary 8 on page 13)
- Notice requiring Pitbull dog owners to divest themselves of their animal within a period of 4 weeks – 61 files – **58 founded – resolved, 3 withdrawn – systemic application of results** to approximately 600 Pitbull owners (See Summary 8 on page 13)

Results of thorough enquiries

66 founded – resolved
4 withdrawn
7 closed – decision from elected officials partway through the enquiry
1 ill-founded

Average processing time of thorough enquiries that were opened and closed in 2017

33.29 business days

* See explanatory notes at the end of Part 4.

Concertation des arrondissements – All Departments

13 new summary analyses/enquiries

- Late renewal fee required for the purchase of the initial Pet Permit for a cat – **founded – resolved** (See Summary 2 on page 11)
- Dispute over the expiry date of a Dog Permit issued in November 2016 – **ill-founded**
- Dissatisfaction over the operation of dog identification clinics – **4 ill-founded, 3 refusals to intervene – other grounds** (See Summary 8 on page 13)
- Requests from Pitbull dog owners who were not able to complete in due time (prior to March 31), all the mandatory steps to obtain a Special Temporary Permit – 3 files – special cases – **1 founded – resolved, 1 withdrawn, 1 ill-founded** (See Summary 8 on page 13)
- Dispute over a Notice to dispose of a Pitbull dog – **founded – resolved** (See Summary 8 on page 13)

Results of summary analyses/enquiries

- 3** founded – resolved
- 1** withdrawn
- 6** ill-founded
- 3** refusals to intervene – other grounds

Average processing time of summary analyses/enquiries that were opened and closed in 2017**7.85** business days**No previous file****Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****29.66** business days

Culture – All Departments • 5 new complaints received in 2017

Complaint topics	
Access to Information	1
Municipal Services – Communication/Information	1
Nuisance – Noise	1
Nuisance – Other or Combination	2

Types of interventions (new complaints)	
2 thorough enquiries	
1 complaint denied without enquiry*	
2 complaints redirected (not in last resort)*	
+ 1 previous file	

2 new thorough enquiries, Charter files

- Nuisances – Frequent film shooting in a residential building (noise, parking, lighting) – Charter file – **founded – resolved** (See Summary 20 on page 21)
- OdM own motion file – Esplanade Clark project – Ensure that universal accessibility be considered early in the project’s design phase – Charter file – **pending** (See Summary 1.2 on page 9)

Results of thorough enquiries

1 founded – resolved

1 pending

Processing time of the thorough enquiry that was opened and closed in 2017

36 business days

No summary analysis/enquiry

1 previous file processed in 2017, Charter file

- Previous undertaking – Follow-up – *Quartier des spectacles* – Improve universal accessibility – Charter file – file opened on November 4, 2010 and closed on November 10, 2017 – **founded – undertaking** (See Summary 1.1 on page 9)

Result of the previous file

1 founded – undertaking

Processing time of the previous file that was closed in 2017

1,727 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

881.5 business days

Développement économique – All Departments

• 3 new complaints received in 2017

Complaint topics	
Grants/Subsidies – Other than Social Housing	1
Municipal Services – Delays/Procedures	2

Types of interventions (new complaints)	
1 thorough enquiry	
2 complaints redirected (not in last resort)*	

1 new thorough enquiry

- Request for funding – Business start-up – Complaint against PME MTL West-Island – Long delays – **pending**

Result of the thorough enquiry

1 pending

No summary analysis/enquiry

No previous file

* See explanatory notes at the end of Part 4.

Diversité sociale et sports – All Departments • 3 new complaints received in 2017**Complaint topics**

Call for Tenders/Contract	1
Sports and Leisure	2

**Types of interventions
(new complaints)**

- 1 summary analysis/enquiry*
- 2 complaints redirected (not in last resort)*

No thorough enquiry**1 new summary analysis/enquiry**

- *Centre Claude-Robillard* – A private tennis coach is not authorized to give lessons during free practice periods – pending

Result of the summary analysis/enquiry

- 1 pending

No previous file**Eau – All Departments • 7 new complaints received in 2017****Complaint topics**

Public Works – Aqueduct/Sewer	4
Tax – Other than Property Tax	3

**Types of interventions
(new complaints)**

- 1 thorough enquiry
- 6 complaints redirected (not in last resort)*

1 new thorough enquiry

- Water tax bill unusually high (residential tenant) – ill-founded

Result of the thorough enquiry

- 1 ill-founded

Processing time of the thorough enquiry that was opened and closed in 2017

- 17 business days

No summary analysis/enquiry**No previous file****Environnement – All Departments • 2 new complaints received in 2017****Complaint topic**

Environment/Sustainable Development	2
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**Types of interventions
(new complaints)**

- 2 complaints redirected (not in last resort)*
- + 1 previous file

No thorough enquiry**No summary analysis/enquiry****1 previous file processed in 2017, Charter file**

- OdM own motion file – Management of situation – Old quarries and former landfills – Charter file – file opened on April 20, 2016 – pending

Result of the previous file

- 1 pending

* See explanatory notes at the end of Part 4.

Évaluation foncière – All Departments • 22 new complaints received in 2017

Complaint topics	
Claim – Material Damage – Financial Compensation	1
Municipal Services – Communication/Information	1
Municipal Services – Politeness/Conduct	1
Tax – Property Tax/Assessment	19

Types of interventions (new complaints)	
3 thorough enquiries	
3 summary analyses/enquiries*	
6 complaints denied without enquiry*	
10 complaints redirected (not in last resort)*	
+ 1 previous file	

3 new thorough enquiries

- Occupancy of a City-owned lot – Property taxes billed for 2015 and 2016 – closed – other grounds
- Wrong classification of building – Would have overpaid property taxes over several years – pending
- Property taxes charged for a lot surface larger than its actual size, over several years – pending

Results of thorough enquiries

- 1 closed – other grounds
- 2 pending

Processing time of the thorough enquiry that was opened and closed in 2017

19 business days

3 new summary analyses/enquiries

- Request for reimbursement – Taxes paid for occupying a City-owned lot – refusal to intervene – legal recourse
- Request for reimbursement – Fees billed to proceed to a land valuation review that turned out in the citizen's favour – ill-founded
- Citizen disputes the Notice of Inspection of her house, sent by the *Service de l'évaluation foncière* – ill-founded

Results of summary analyses/enquiries

- 2 ill-founded
- 1 refusal to intervene – legal recourse

Average processing time of summary analyses/enquiries that were opened and closed in 2017

7.33 business days

1 previous file processed in 2017

- Request for a tax refund (over several years) due to the loss of vested rights for commercial use – file opened on August 25, 2016 and closed on May 24, 2017 – ill-founded

Result of the previous file

- 1 ill-founded

Processing time of the previous file that was closed in 2017

169 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened
42 business days

* See explanatory notes at the end of Part 4.

Finances – All Departments • 27 new complaints received in 2017

Complaint topics	
Access to Information	1
Claim – Material Damage – Financial Compensation	1
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	1
Public Land – Occupancy	1
Tax – Property Tax/Assessment	12
Tax – Other than Property Tax	6

Types of interventions (new complaints)	
1 thorough enquiry	
2 summary analyses/enquiries*	
24 complaints redirected (not in last resort)*	
+ 3 previous files	

1 new thorough enquiry

- Calculation of property taxes over several years – Billed for a surface larger than the actual size of the lot – **pending**

Result of the thorough enquiry

1 pending

2 new summary analyses/enquiries

- Seeking the reimbursement of a monetary deposit paid prior to excavation work – Long delays – **founded – resolved**
- Public land occupancy fees – Request for reimbursement – Encroachment of a pool into an alley – The process to acquire the alley is ongoing – Long delays – **ill-founded**

Results of summary analyses/enquiries

1 founded – resolved

1 ill-founded

Average processing time of summary analyses/enquiries that were opened and closed in 2017

10.5 business days

3 previous files processed in 2017

- Request for a tax refund due to the loss of vested rights – file opened on August 25, 2016 and closed on May 24, 2017 – **ill-founded**
- A citizen disputes the interests and fines that were added to his property tax bill during a period when he was not yet the owner – file opened on May 4, 2016 – **pending**
- Water tax – Invoicing a retailer on the basis of a water meter while competitive businesses do not have a meter – Unfairness – file opened on July 30, 2014 and closed on November 8, 2017 – **founded – resolved** (See Summary 4 on page 11)

Results of previous files

1 founded – resolved

1 ill-founded

1 pending

Average processing time of previous files that were closed in 2017

489 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

249.75 business days

* See explanatory notes at the end of Part 4.

Gestion et planification immobilière – All Departments

• 6 new complaints received in 2017

Complaint topics	
Alley	1
Call for Tenders/Contract	1
Claim – Material Damage – Financial Compensation	1
Municipal Services – Communication/Information	1
Zoning/Urban Planning – Other	2

Types of interventions (new complaints)	
1	complaint denied without enquiry*
5	complaints redirected (not in last resort)*
+ 1	previous file

No thorough enquiry
No summary analysis/enquiry
1 previous file processed in 2017, Charter file
<ul style="list-style-type: none"> • OdM own motion file – Universal accessibility – Back entrance of Montreal City Hall – Charter file – file opened on October 30, 2015 and closed on March 9, 2017 – founded – resolved
Result of the previous file
1 founded – resolved
Processing time of the previous file that was closed in 2017
329 business days

Grands parcs, verdissement et Mont-Royal – All Departments

• 3 new complaints received in 2017

Complaint topics	
Municipal Services – Politeness/Conduct	1
Parks and Green Spaces	1
Tree	1

Types of interventions (new complaints)	
3	complaints redirected (not in last resort)*

No thorough enquiry
No summary analysis/enquiry
No previous file

* See explanatory notes at the end of Part 4.

Grefre – All Departments • 5 new complaints received in 2017

Complaint topics	
Call for Tenders/Contract	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1
Public Participation – Other than Right of Initiative	1
Universal Accessibility	1

Types of interventions (new complaints)	
1 thorough enquiry	
1 summary analysis/enquiry*	
3 complaints redirected (not in last resort)*	

1 new thorough enquiry, Charter file

- Municipal election – Mobile poll – Initial registration request was not delivered due to an error from Canada Post – The Chief Electoral Officer denies the new request – The plaintiff resides in a long-term care facility (CHSLD) – Mobility issues – Charter file – **founded – resolved** (See Summary 9 on page 14)

Result of the thorough enquiry

1 founded – resolved

Processing time of the thorough enquiry that was opened and closed in 2017

5 business days

1 new summary analysis/enquiry

- Polling station setup – Circulation with a stroller would be difficult – **refusal to intervene – other grounds**

Result of the summary analysis/enquiry

1 refusal to intervene – other grounds

Processing time of the summary analysis/enquiry that was opened and closed in 2017

2 business days

No previous file

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

3.5 business days

* See explanatory notes at the end of Part 4.

Infrastructures, voirie et transports – Direction des infrastructures

• 13 new complaints received in 2017

Complaint topics	
Bicycle Path/Cycling	1
Call for Tenders/Contract	1
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	1
Public Works – Aqueduct/Sewer	1
Public Works – Pavement/Sidewalk	3
Public Works – Other	2
Safety – Other than Fire	2

Types of interventions (new complaints)
3 thorough enquiries
10 complaints redirected (not in last resort)*
+ 1 previous file

3 new thorough enquiries, including 2 Charter files

- Road work on Papineau Avenue (between Jacques-Casault and Charland) – Complaint over site management – Pedestrian safety – Charter file – **ill-founded**
- **OdM** own motion file – Ensure that communication will not be vague and prevent the massive issuance of Statements of Offence along bicycle paths that remain open in winter, as evidenced in 2016 – Charter file – **founded – resolved**
- Request to relocate a traffic light – Hardly visible – Too close to private property – **founded – undertaking**

Results of thorough enquiries

- 1** founded – resolved
- 1** founded – undertaking
- 1** ill-founded

Average processing time of thorough enquiries that were opened and closed in 2017

121 business days

No summary analysis/enquiry

1 previous file processed in 2017

- Behaviour of a City contractor – Work performed on the aqueduct and sewer network – Management of the issue by the Department – file opened on December 10, 2015 and closed on April 6, 2017 – **founded – resolved**

Result of the previous file

- 1** founded – resolved

Processing time of the previous file that was closed in 2017

324 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

171.75 business days

* See explanatory notes at the end of Part 4.

Infrastructures, voirie et transports – Direction des transports

• 3 new complaints received in 2017

Complaint topics	
Bicycle Path/Cycling	1
Nuisance – Traffic	1
Universal Accessibility	1

Type of interventions (new complaints)

3 thorough enquiries
+ 8 previous files

3 new thorough enquiries, Charter files

- **OdM** own motion file – Saint-Paul Street reconstruction project – To ensure that the City takes into account universal accessibility, early in the project's development – Charter file – **ill-founded**
- Traffic nuisances – Mont-Royal East Street – Vibrations in a dwelling due to bus traffic – Charter file – **founded – undertaking**
- **OdM** own motion file – Bicycle path in the *Quartier des Spectacles* (de Maisonneuve Boulevard) – Cyclist and pedestrian safety – Charter file – **pending** (See Summary 1.3 on page 9)

Results of thorough enquiries

- 1** founded – undertaking
- 1** ill-founded
- 1** pending

Average processing time of thorough enquiries that were opened and closed in 2017

73 business days

No summary analysis/enquiry

Infrastructures, voirie et transports – Direction des transports

8 previous files processed in 2017, including 4 Charter files

- Statements of Offence – Vehicles parked along a bicycle path – Confusion as to the opening and closing schedules (4 separate files, including 3 files in which the Statements of Offence were paid) – Charter files – files opened in early December 2016 – **1 founded – resolved, 3 pending** (See Summary 7 on page 12)
- OdM own motion file – Improve procedures and internal and external communications regarding bicycle paths in winter – Charter file – file opened on November 18, 2016 and closed on February 16, 2017 – **founded – resolved**
- Request for repairs – Movable and immovable property damaged in the course of aqueduct work – file opened on September 28, 2016 and closed on July 18, 2017 – **founded – resolved** (See Summary 6 on page 12)
- OdM request – To reduce the mandatory clear space around a fire hydrant (currently 5 meters) – An amendment to the Highway Safety Code is required – Pending provincial government involvement – file opened on November 9, 2011 – **pending**
- Sidewalk 70 cm wide – De Brébeuf Street alongside Laurier Park – Universal accessibility – Safety – Charter file – file opened on December 3, 2015 – **pending**

Results of previous files

3 founded – resolved

5 pending

Average processing time of previous files that were opened and closed in 2017

98.33 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

62.67 business days

Mise en valeur du territoire – Direction de l’habitation**• 16 new complaints received in 2017**

Complaint topics	
Building – Salubrity – Mold	5
Grants/Subsidies – Other than Social Housing	11

Types of interventions (new complaints)	
3 thorough enquiries	
2 summary analyses/enquiries*	
1 complaint denied without enquiry*	
10 complaints redirected (not in last resort)*	

3 new thorough enquiries, including 1 Charter file

- Fungal contamination in a dwelling – City management – Charter file – **pending**
- A pre-approved *Rénovation à la carte* grant is not awarded on the grounds that the invoices submitted are not compliant with the requirements – **ill-founded**
- Previous undertaking – Not to deny renovation grants on the basis of criteria not provided for in the regulation – **undertaking – respected**

Results of thorough enquiries

- 1 follow-up on undertaking – respected
- 1 ill-founded
- 1 pending

Average processing time of thorough enquiries that were opened and closed in 2017**60** business days**2 new summary analyses/enquiries**

- Complaint related to the management of a subsidy under *Programme d’adaptation au domicile* (PAD) – **ill-founded**
- Refusal by the City to award a grant for the acquisition of property – The request would not have been submitted within the mandatory time limits – **pending**

Results of summary analyses/enquiries

- 1 ill-founded
- 1 pending

Processing time of the summary analysis/enquiry that was opened and closed in 2017**15** business days**No previous file****Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****45** business days

* See explanatory notes at the end of Part 4.

Mise en valeur du territoire – Direction de l’urbanisme • 2 new complaints received in 2017

Complaint topics	
Nuisance – Traffic	1
Universal Accessibility	1

Type of interventions (new complaints)
2 thorough enquiries

2 new thorough enquiries, Charter files

- Citizens oppose to the opening of Querbes Street – New campus of *Université de Montréal* – Concern over traffic nuisances – Charter file – pending
- OdM own motion file – Saint-Paul Street reconstruction project – To ensure that the City takes into account universal accessibility principles in the development of Phase 1 and future phases – Charter file – ill-founded

Results of thorough enquiries

1 ill-founded

1 pending

Processing time of the thorough enquiry that was opened and closed in 2017

23 business days

No summary analysis/enquiry

No previous file

Police – Direction des opérations policières • 115 new complaints received in 2017

Complaint topics	
Access to Information	5
Bicycle Path/Cycling	1
Claim – Material Damage – Financial Compensation	1
Human Rights	1
Labour/Employment Relations	1
Miscellaneous	1
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	10
Municipal Services – Politeness/Conduct	10
Nuisance – Noise	1
Nuisance – Traffic	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Peace officer – Decision/Action/Omission	29
Pound	2
Safety – Fire	1
Safety – Other than Fire	2
Statement of Offence – Parking	6
Statement of Offence – Other than Parking	36
Towing	2

Types of interventions (new complaints)

- 5 thorough enquiries
- 92 complaints denied without enquiry*
- 18 complaints redirected (not in last resort)*

5 new thorough enquiries, including 1 Charter file

- **OdM** intervention on a systemic issue – Statements of Offence – Mentana/Saint-Grégoire bicycle path on the day of its seasonal re-opening and the previous day – Charter file – **founded** – **resolved** (See Summary 7 on page 12)
- The SPVM would have sent documents by mail although the citizen has specified that he would pick them up in person – **pending**
- **OdM** own motion file – Issuance of Statements of Offence by police officers – Could potential vehicle identification errors be circumscribed? – **pending**
- Denial of compensation for a bullet-damaged vehicle during police intervention – **ill-founded**
- Follow-up on previous file – Storage fees for stolen/recovered vehicles subsequently impounded by the SPVM for the purpose of its police investigation – The **OdM** wishes to clarify the rules – **pending**

Results of thorough enquiries

- 1 founded – resolved
- 1 ill-founded
- 3 pending

Average processing time of thorough enquiries that were opened and closed in 2017

48.5 business days

No summary analysis/enquiry

No previous file

Police – Mandatory Pounds • 1 new complaint received in 2017

Complaint topic	
Pound	1

Type of intervention (new complaint)

- 1 complaint redirected (not in last resort)*

No thorough enquiry

No summary analysis/enquiry

No previous file

* See explanatory notes at the end of Part 4.

Police – Section des agents de stationnement • 65 new complaints received in 2017

Complaint topics	
Bicycle Path/Cycling	1
Municipal Services – Politeness/Conduct	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	5
Statement of Offence – Parking	55
Statement of Offence – Other than Parking	2

Types of interventions (new complaints)	
2 thorough enquiries	
1 summary analysis/enquiry*	
56 complaints denied without enquiry*	
6 complaints redirected (not in last resort)*	
+ 6 previous files	

2 new thorough enquiries, Charter files

- Statements of Offence – Parking on the Mentana bicycle path – Not sure whether opened or closed for winter – Confusing communications – Charter file – **founded – resolved** (See Summary 7 on page 12)
- **OdM** own motion file – To ensure that future communication will not be vague and prevent the massive issuance of Statements of Offence along bicycle paths that remain open in winter, as evidenced in 2016 – Charter file – **founded – resolved**

Result of thorough enquiries
2 founded – resolved

Average processing time of thorough enquiries that were opened and closed in 2017
25 business days

1 summary analysis/enquiry

- Complaint over the issuance of Statements of Offence in fared areas when weather conditions are harsh – Request for a grace period and tolerance – **ill-founded**

Result of the summary analysis/enquiry
1 ill-founded

Processing time of the summary analysis/enquiry that was opened and closed in 2017
1 business day

* See explanatory notes at the end of Part 4.

Police – Section des agents de stationnement

6 previous files processed in 2017, including 5 Charter files

- Statements of Offence – Citizens who parked their vehicle along a bicycle path that remained opened to cyclists in winter – Confusing information (4 separate files, including 3 files in which the Statements of Offence were paid) – Charter files – files opened in early December 2016 – **1 founded – resolved, 3 pending** (See Summary 7 on page 12)
- OdM own motion file in order to improve procedures and communications regarding the opening or closing of bicycle paths in winter – Charter file – file opened on November 18, 2016 and closed on February 16, 2017 – **founded – resolved**
- OdM own motion file – Issuance of Statements of Offence by Parking Control Agents – Can potential vehicle identification errors be circumscribed? – file opened on December 6, 2016 and closed on January 9, 2017 – **ill-founded**

Results of previous files**2** founded – resolved**1** ill-founded**3** pending**Average processing time of previous files that were closed in 2017****38.67** business days**Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened****27.83** business days

Ressources humaines – All Departments • 39 new complaints received in 2017

Complaint topic	No thorough enquiry
Labour/Employment Relations 39	
Type of interventions (new complaints)	No summary analysis/enquiry
<p>39 complaints denied without enquiry*</p> <p>The ombudsman does not have jurisdiction over these files.</p>	No previous file

Sécurité incendie – All Departments • 8 new complaints received in 2017

Complaint topics	1 new thorough enquiry
Labour/Employment Relations 1	<ul style="list-style-type: none"> Follow-up on a previous file – Delay in transmitting the General Intervention Report required by insurers to compensate the fire victims – pending
Municipal Services – Communication/Information 1	▼
Municipal Services – Delays/Procedures 1	Result of the thorough enquiry
Municipal Services – Politeness/Conduct 1	1 pending
Municipal Services – Other 1	▼
Safety – Fire 3	No summary analysis/enquiry
Types of interventions (new complaints)	1 previous file processed in 2017
1 thorough enquiry	<ul style="list-style-type: none"> Dispute over the ban imposed to all the residents of a building on the use of heating/air conditioning appliances – file opened on April 27, 2016 and closed on July 18, 2017 – ill-founded
2 complaints denied without enquiry*	▼
5 complaints redirected (not in last resort)*	Result of the previous file
+ 1 previous file	1 ill-founded
	▼
	Processing time of the previous file that was closed in 2017
	302 business days

* See explanatory notes at the end of Part 4.

Paramunicipal Agencies and City-controlled Corporations

Bureau de l'inspecteur général (BIG) • 1 new complaint received in 2017

Complaint topic Municipal Services – Communication/Information 1	No thorough enquiry
Type of intervention (new complaint) 1 complaint denied without enquiry*	No summary analysis/enquiry
	No previous file

Bureau du taxi de Montréal • 5 new complaints received in 2017

Complaint topic Taxi 5	No thorough enquiry
Types of interventions (new complaints) 1 summary analysis/enquiry* 4 complaints redirected (not in last resort)*	1 new summary analysis/enquiry <ul style="list-style-type: none"> Suspension of a taxi driver's Licence due to a criminal charge – ill-founded Result of the summary analysis/enquiry 1 ill-founded Processing time of the summary analysis/enquiry that was opened and closed in 2017 4 business days
	No previous file

Commission des services électriques de Montréal (CSEM) • 1 new complaint received in 2017

Complaint topic Claim – Material Damage – Request for Repair 1	No thorough enquiry
Type of intervention (new complaint) 1 complaint redirected (not in last resort)*	No summary analysis/enquiry
	No previous file

* See explanatory notes at the end of Part 4.

Office municipal d'habitation de Montréal (OMHM) • 69 new complaints received in 2017

Complaint topics	
Building – Maintenance	3
Building – Salubriousness – Insects	13
Building – Salubriousness – Mold	1
Claim – Material Damage – Financial Compensation	5
Environment/Sustainable Development	1
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	5
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Safety – Other than Fire	1
Social/Affordable Housing – Access	7
Tenant/Landlord Relations (Linked to Ville de Montréal)	24

Types of interventions (new complaints)	
4 thorough enquiries	
10 summary analyses/enquiries*	
9 complaints denied without enquiry*	
46 complaints redirected (not in last resort)*	
+ 1 previous file	

* See explanatory notes at the end of Part 4.

4 new thorough enquiries, including 3 Charter files

- Nuisance complaint – Neighbours complain over waste management in a OMHM building (odours, rodents, non-compliance of schedules, uncontrolled dumping) – Charter file – **founded – undertaking**
- Bed bugs (2 files) – Dissatisfaction with regard to how OMHM handles the problem – Charter files – **1 ill-founded, 1 pending**
- Request for reimbursement of amounts paid over 5 months following a change in the household composition – **founded – resolved**

Results of thorough enquiries

- 1 founded – resolved
- 1 founded – undertaking
- 1 ill-founded
- 1 pending

Average processing time of thorough enquiries that were opened and closed in 2017

50.67 business days

10 new summary analyses/enquiries

- Tense relations between two tenants – Request for financial compensation to the OMHM – **refusal to intervene – legal recourse**
- Request for financial compensation – Damages incurred during a bed bug extermination operation (2 files) – **2 refusals to intervene – legal recourse**
- Dispute over procedures for the tenant's eviction filed with the *Régie du logement du Québec* (2 files) – **2 refusals to intervene – legal recourse**
- Relocation request – Resident with limited mobility – Asking for a dwelling that accommodates his needs – **founded – resolved**
- Request for reimbursement of ambulance costs – Incident involving a tenant and an OMHM employee – **ill-founded**
- Request for a low rent dwelling (HLM) – Former OMHM tenant recently evicted by decision from the *Régie du logement du Québec* – **refusal to intervene – Court ruling**
- Request for a parking space – **ill-founded**
- Conflict between tenants – Request that the neighbour be relocated – **ill-founded**

Results of summary analyses/enquiries

- 1 founded – resolved
- 3 ill-founded
- 5 refusals to intervene – legal recourse
- 1 refusal to intervene – Court ruling

Average processing time of summary analyses/enquiries that were opened and closed in 2017

7.5 business days

Office municipal d'habitation de Montréal (OMHM)

1 previous file processed in 2017

- Complaint over delays in performing repairs to a dwelling – file opened on April 20, 2016 and closed on January 30, 2017 – **founded – resolved**

Result of the previous file

1 founded – resolved

Processing time of the previous file that was closed in 2017

191 business days

Average processing time of all enquiries closed in 2017, regardless of the year in which they were opened

29.86 business days

Société d'habitation et de développement de Montréal (SHDM)

- 4 new complaints received in 2017

Complaint topics

Building – Maintenance	1
Tenant/Landlord Relations (Linked to Ville de Montréal)	3

**Type of interventions
(new complaints)**

4 complaints redirected (not in last resort)*

No thorough enquiry

No summary analysis/enquiry

No previous file

* See explanatory notes at the end of Part 4.

Société de transport de Montréal (STM) • 25 new complaints received in 2017

Although the OdM has no jurisdiction over the STM, we do receive a number of complaints.

Complaint topics	
Call for Tenders/Contract	2
Claim – Bodily Injury – Financial Compensation	1
Claim – Material Damage – Financial Compensation	3
Human Rights	1
Labour/Employment Relations	1
Miscellaneous	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	4
Municipal Services – Other	1
Public Transportation	5
Statement of Offence – Other than Parking	2

No thorough enquiry

No summary analysis/enquiry

No previous file

Type of interventions (new complaints)

25 complaints denied without enquiry*

Société des célébrations du 375^e de Montréal • 1 new complaint received in 2017

Complaint topic	
Zoning/Urban Planning – Other	1

No thorough enquiry

No summary analysis/enquiry

Type of intervention (new complaint)

1 complaint redirected (not in last resort)*

No previous file

Société du parc Jean-Drapeau • 3 new complaints received in 2017

Complaint topics	
Municipal Services – Politeness/Conduct	1
Parks and Green Spaces	1
Sports and Leisure	1

No thorough enquiry

No summary analysis/enquiry

No previous file

Type of interventions (new complaints)

3 complaints redirected (not in last resort)*

* See explanatory notes at the end of Part 4.

Political Entities

City Council • 62 new complaints received in 2017

Complaint topics	
Animal	52
Environment/Sustainable Development	1
Grants/Subsidies – Other than Social Housing	3
Municipal Services – Politeness/Conduct	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Land – Commercial Activity	1
Public Works – Garbage/Recycling/Composting	1
Statement of Offence – Other than Parking	1
Tax – Property Tax/Assessment	1

Type of interventions (new complaints)

62 complaints denied without enquiry*

No thorough enquiry

No summary analysis/enquiry

No previous file

City Council Presidency • 2 new complaints received in 2017

The Presidency's main mandates that are liable to generate complaints to our office are as follows: presiding over the City Council sessions, building management and access to Montreal City Hall.

Complaint topics	
Public Participation – Other than Right of Initiative	1
Safety – Other than Fire	1

Types of interventions (new complaints)

1 complaint denied without enquiry*
1 complaint redirected (not in last resort)*
+ 1 previous file

No thorough enquiry

No summary analysis/enquiry

1 previous file processed in 2017, Charter file

- OdM own motion file aimed at improving universal accessibility of the back entrance – Montreal City Hall – Charter file – file opened on October 30, 2015 and closed on March 9, 2017 – **founded** – **resolved** (See Summary 1.3 on page 9)

Result of the previous file

1 founded – resolved

Processing time of the previous file that was closed in 2017

329 business days

* See explanatory notes at the end of Part 4.

Executive Committee • 1 new complaint received in 2017

Complaint topic	
Safety – Other than Fire	1

Type of intervention (new complaint)
1 complaint denied without enquiry*
+ 1 previous file

No thorough enquiry

No summary analysis/enquiry

1 previous file processed in 2017, Charter file
<ul style="list-style-type: none"> Complaint over a sidewalk that was reduced to a width of 70 cm alongside Laurier Park – Charter file – file opened on December 3, 2015 – pending
Result of the previous file 1 pending

Mayor’s Office • 6 new complaints received in 2017

Complaint topics	
Miscellaneous	4
Municipal Services – Communication/Information	1
Municipal Services – Politeness/Conduct	1

Type of interventions (new complaints)
6 complaints denied without enquiry*

No thorough enquiry

No summary analysis/enquiry

No previous file

Agglomeration Council • 21 new complaints received in 2017

The OdM only has jurisdiction over Ville de Montréal, and not over its urban area. Nonetheless, we do receive some complaints.

Complaint topics	
Public Works – Aqueduct/Sewer	21
Dispute over the provisions of the By-law concerning air conditioning/refrigeration appliances	

Type of interventions (new complaints)
21 complaints denied without enquiry*

No thorough enquiry

No summary analysis/enquiry

No previous file

***Notes**

Complaint denied without enquiry: Any municipal issue excluded from the jurisdiction of the OdM, as well as some topics on which By-laws are clear or provide mandatory legal recourse.

Complaint redirected (not in last resort): Any file that the OdM could eventually process once the top Manager in charge has had the opportunity to resolve the complaint.

Summary analysis/enquiry: Any file that does not require a thorough enquiry (a complaint related to a case already analysed by the OdM or that only requires summary verifications). The Initial Enquiry Notice is usually not forwarded to the Borough or Department if a summary analysis or enquiry shows that the complaint is ill-founded.

Conclusion

The quality of interventions conducted by the Ombudsman team and their positive impact on municipal operations are undeniable. With the cooperation of City managers, we succeed in untying deadlocks, increasing transparency, improving communications, having files re-examined, and fixing errors.

Thoroughness and diligence are at the core of our interventions, but they are not enough. The citizens who turn to us often feel that they have been prejudiced against. Our approach must take this reality into account and try to also rectify this negative perception that could likely impact the citizen's trust in his City.

In order to achieve this, the Ombudsman team adopts a **caring** stance at every stage in the files: taking charge quickly, listening with empathy, managing expectations, considering all submitted arguments, following up regularly, providing clear and easily understandable explanations, prioritizing respect and transparency. We set the record straight with all parties, and always in a respectful way.

We know from experience that these elements are just as crucial as the thoroughness of our work. This is why we take the time to promote this very approach when we intervene with municipal stakeholders.

Ensuring that the City exercises **goodwill** is also part of our mission.

Appendix A

New Complaints Received in 2017, by Topic (Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Access to Information	18	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • L'Île-Bizard–Sainte-Geneviève (1) • Le Plateau-Mont-Royal (2) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (1) • Pierrefonds-Roxboro (1) • Rosemont–La Petite-Patrie (3) • Saint-Laurent (1) • Saint-Léonard (1) • Finances – All Departments (1) • Police – Direction des opérations (5) 	1 Thorough Enquiry 12 Complaints Denied Without Enquiry 5 Complaints Redirected – Not in Last Resort
Alley	16	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Lachine (1) • Outremont (1) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (5) • Le Sud-Ouest (1) • Villeray–Saint-Michel–Parc-Extension (5) • Gestion et planification immobilière – All Departments (1) 	3 Thorough Enquiries 2 Summary Analyses/Enquiries 1 Complaint Denied Without Enquiry 10 Complaints Redirected – Not in Last Resort
Animal	177	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • Le Plateau-Mont-Royal (2) • Le Sud-Ouest (2) • Mercier–Hochelaga-Maisonneuve (5) • Outremont (2) • Rivière-des-Prairies–Pointe-aux-Trembles (3) • Rosemont–La Petite-Patrie (2) • Verdun (4) • Ville-Marie (1) • All Boroughs (1) • Unidentified Borough (1) • Concertation des arrondissements – All Departments (103) • City Council (52) 	79 Thorough Enquiries 15 Summary Analyses/Enquiries 58 Complaints Denied Without Enquiry 25 Complaints Redirected – Not in Last Resort
Bicycle Path/Cycling	3	<ul style="list-style-type: none"> • Rosemont–La Petite-Patrie (1) • Infrastructures, voirie et transports – Direction des infrastructures (1) • Infrastructures, voirie et transports – Direction des transports (1) • Police – Direction des opérations (1) • Police – Section des agents de stationnement (1) 	2 Thorough Enquiries 1 Complaint Redirected – Not in Last Resort
Building – Maintenance	16	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Côte-des-Neiges–Notre-Dame-de-Grâce (4) • Lachine (1) • Rosemont–La Petite-Patrie (1) • Saint-Laurent (1) • Ville-Marie (1) • Villeray–Saint-Michel–Parc-Extension (2) • Office municipal d'habitation de Montréal (OMHM) (3) • Société d'habitation et de développement de Montréal (SHDM) (1) 	1 Thorough Enquiry 15 Complaints Redirected – Not in Last Resort
Building – Salubriousness – Insects	21	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • Le Plateau-Mont-Royal (2) • Mercier–Hochelaga-Maisonneuve (1) • Rosemont–La Petite-Patrie (1) • Saint-Laurent (1) • Villeray–Saint-Michel–Parc-Extension (1) • Office municipal d'habitation de Montréal (OMHM) (13) 	3 Thorough Enquiries 3 Complaints Denied Without Enquiry 15 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Building – Salubrity/Mold	24	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (3) LaSalle (1) Le Sud-Ouest (1) Mercier–Hochelaga-Maisonneuve (2) Montréal-Nord (3) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Saint-Léonard (2) Verdun (2) Unidentified Borough (2) Mise en valeur du territoire – Direction de l’habitation (5) Office municipal d’habitation de Montréal (OMHM) (1) 	3 Thorough Enquiries 1 Summary Analysis/Enquiry 2 Complaints Denied Without Enquiry 18 Complaints Redirected – Not in Last Resort
Building – Salubrity/Rodents	4	<ul style="list-style-type: none"> Côte-des-Neiges–Notre-Dame-de-Grâce (1) Mercier–Hochelaga-Maisonneuve (1) Villeray–Saint-Michel–Parc-Extension (2) 	4 Complaints Redirected – Not in Last Resort
Building – Salubrity/Other or Combination	11	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Lachine (1) Le Sud-Ouest (1) Rosemont–La Petite-Patrie (3) Verdun (1) Villeray–Saint-Michel–Parc-Extension (1) 	5 Thorough Enquiries 6 Complaints Redirected – Not in Last Resort
Call for Tenders/Contract	9	<ul style="list-style-type: none"> Le Sud-Ouest (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Approvisionnement – All Departments (1) Diversité sociale et sports – All Departments (1) Gestion et planification immobilière – All Departments (1) Grefte – All Departments (1) Infrastructures, voirie et transports – Direction des infrastructures (1) Société de transport de Montréal (STM) (2) 	3 Complaints Denied Without Enquiry 6 Complaints Redirected – Not in Last Resort
Claim – Bodily Injury – Financial Compensation	9	<ul style="list-style-type: none"> Affaires juridiques – Direction des affaires civiles (8) Société de transport de Montréal (STM) (1) 	2 Summary Analyses/Enquiries 2 Complaints Denied Without Enquiry 5 Complaints Redirected – Not in Last Resort
Claim – Material Damage – Financial Compensation	74	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Saint-Léonard (1) Ville-Marie (1) Affaires juridiques – Direction des affaires civiles (61) Évaluation foncière – All Departments (1) Finances – All Departments (1) Gestion et planification immobilière – All Departments (1) Police – Direction des opérations (1) Office municipal d’habitation de Montréal (OMHM) (5) Société de transport de Montréal (STM) (3) 	1 Thorough Enquiry 24 Summary Analyses/Enquiries 4 Complaints Denied Without Enquiry 45 Complaints Redirected – Not in Last Resort
Claim – Material Damage – Request for Repair	9	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (1) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Rosemont–La Petite-Patrie (1) Saint-Léonard (2) Ville-Marie (1) Commission des services électriques de Montréal (CSEM) (1) 	2 Thorough Enquiries 7 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic (Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Community Garden	5	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Mercier-Hochelaga-Maisonneuve (3) Saint-Laurent (1) 	1 Summary Analysis/Enquiry 4 Complaints Redirected – Not in Last Resort
Environment/Sustainable Development	5	<ul style="list-style-type: none"> Côte-des-Neiges-Notre-Dame-de-Grâce (1) Environnement – All Departments (2) Office municipal d'habitation de Montréal (OMHM) (1) City Council (1) 	1 Complaint Denied Without Enquiry 4 Complaints Redirected – Not in Last Resort
Ethics	3	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (1) Unidentified Borough (1) Société en commandite Stationnement de Montréal (1) 	2 Complaints Denied Without Enquiry 1 Complaint Redirected – Not in Last Resort
Grants/Subsidies – Other than Social Housing	16	<ul style="list-style-type: none"> Lachine (2) Développement économique – All Departments (1) Mise en valeur du territoire – Direction de l'habitation (11) City Council (3) 	3 Thorough Enquiries 2 Summary Analyses/Enquiries 4 Complaints Denied Without Enquiry 7 Complaints Redirected – Not in Last Resort
Human Rights	2	<ul style="list-style-type: none"> Police – Direction des opérations (1) Société de transport de Montréal (STM) (1) 	2 Complaints Denied Without Enquiry
Labour/Employment Relations	42	<ul style="list-style-type: none"> Police – Direction des opérations (1) Ressources humaines – All Departments (39) Sécurité incendie – All Departments (1) Société de transport de Montréal (STM) (1) 	42 Complaints Denied Without Enquiry
Library/Culture	11	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Lachine (1) LaSalle (2) Le Sud-Ouest (1) Montréal-Nord (2) Saint-Léonard (1) Ville-Marie (3) 	4 Complaints Denied Without Enquiry 7 Complaints Redirected – Not in Last Resort
Miscellaneous	6	<ul style="list-style-type: none"> Police – Direction des opérations (1) Société de transport de Montréal (STM) (1) Mayor's Office (4) 	1 Thorough Enquiry 5 Complaints Denied Without Enquiry
Municipal Court – Fees/Collection (Following a Court Decision)	20	<ul style="list-style-type: none"> Affaires juridiques – Direction des services judiciaires (Municipal Court) (20) 	1 Summary Analysis/Enquiry 12 Complaints Denied Without Enquiry 7 Complaints Redirected – Not in Last Resort
Municipal Court – Ruling	39	<ul style="list-style-type: none"> Affaires juridiques – Direction des services judiciaires (Municipal Court) (39) 	39 Complaints Denied Without Enquiry

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
Municipal Services – Communication/Information	64	<p>Note: Some complaints concern more than one entity.</p> <ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Côte-des-Neiges–Notre-Dame-de-Grâce (4) • L'Île-Bizard–Sainte-Geneviève (3) • LaSalle (1) • Le Plateau-Mont-Royal (3) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (2) • Outremont (1) • Pierrefonds-Roxboro (2) • Rivière-des-Prairies–Pointe-aux-Trembles (2) • Rosemont–La Petite-Patrie (3) • Verdun (1) • Ville-Marie (2) • Villeray–Saint-Michel–Parc-Extension (2) • Affaires juridiques – Direction des services judiciaires (Municipal Court) (15) • Affaires juridiques – Direction des affaires civiles (5) • Communications – All Departments (1) • Concertation des arrondissements – All Departments (2) • Culture – All Departments (1) • Évaluation foncière – All Departments (1) • Finances – All Departments (2) • Gestion et planification immobilière – All Departments (1) • Greffe – All Departments (1) • Police – Direction des opérations (2) • Sécurité incendie – All Departments (1) • Bureau de l'inspecteur général (BIG) (1) • Office municipal d'habitation de Montréal (OMHM) (2) • Société de transport de Montréal (STM) (1) • Mayor's Office (1) 	<ul style="list-style-type: none"> 2 Thorough Enquiries 6 Summary Analyses/Enquiries 10 Complaints Denied Without Enquiry 46 Complaints Redirected – Not in Last Resort
Municipal Services – Delays/Procedures	59	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (3) • Côte-des-Neiges–Notre-Dame-de-Grâce (5) • L'Île-Bizard–Sainte-Geneviève (1) • Lachine (1) • Le Plateau-Mont-Royal (1) • Outremont (1) • Rosemont–La Petite-Patrie (2) • Saint-Léonard (1) • Villeray–Saint-Michel–Parc-Extension (1) • Affaires juridiques – Direction des affaires civiles (4) • Affaires juridiques – Direction des services judiciaires (Municipal Court) (14) • Développement économique – All Departments (2) • Finances – All Departments (3) • Greffe – All Departments (1) • Infrastructures, voirie et transports – Direction des infrastructures (2) • Police – Direction des opérations (10) • Sécurité incendie – All Departments (1) • Office municipal d'habitation de Montréal (OMHM) (3) • Société de transport de Montréal (STM) (3) 	<ul style="list-style-type: none"> 5 Thorough Enquiries 5 Summary Analyses/Enquiries 7 Complaints Denied Without Enquiry 42 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
Municipal Services – Politeness/Conduct	55	<p>Note: Some complaints concern more than one entity.</p> <ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Côte-des-Neiges–Notre-Dame-de-Grâce (3) • Lachine (2) • Le Plateau-Mont-Royal (2) • Mercier–Hochelaga-Maisonneuve (3) • Montréal-Nord (1) • Pierrefonds-Roxboro (1) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (5) • Saint-Laurent (1) • Saint-Léonard (1) • Ville-Marie (1) • Affaires juridiques – Direction des services judiciaires (Municipal Court) (4) • Concertation des arrondissements – All Departments (3) • Évaluation foncière – All Departments (1) • Finances – All Departments (1) • Grands parcs, verdissement et Mont-Royal – All Departments (1) • Infrastructures, voirie et transports – Direction des infrastructures (1) • Police – Direction des opérations (10) • Police – Section des agents de stationnement (2) • Sécurité incendie – All Departments (1) • Office municipal d’habitation de Montréal (OMHM) (1) • Société de transport de Montréal (STM) (4) • Société du parc Jean-Drapeau (1) • City Council (1) • Mayor’s Office (1) 	<p>1 Summary Analysis/Enquiry 20 Complaints Denied Without Enquiry 34 Complaints Redirected – Not in Last Resort</p>
Municipal Services – Other	13	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (2) • Le Sud-Ouest (1) • Affaires juridiques – Direction des services judiciaires (Municipal Court) (4) • Police – Direction des opérations (1) • Sécurité incendie – All Departments (1) • Société de transport de Montréal (STM) (1) 	<p>1 Thorough Enquiry 2 Summary Analyses/Enquiries 4 Complaints Denied Without Enquiry 6 Complaints Redirected – Not in Last Resort</p>
Nuisance – Noise	39	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Anjou (1) • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • L’Île-Bizard–Sainte-Geneviève (1) • Lachine (1) • Le Plateau-Mont-Royal (2) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (4) • Montréal-Nord (1) • Outremont (3) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (3) • Saint-Laurent (1) • Verdun (3) • Ville-Marie (5) • Villeray–Saint-Michel–Parc-Extension (2) • Culture – All Departments (1) • Police – Direction des opérations (1) • Office municipal d’habitation de Montréal (OMHM) (5) 	<p>2 Thorough Enquiries 3 Complaints Denied Without Enquiry 34 Complaints Redirected – Not in Last Resort</p>

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Nuisance – Traffic	26	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Lachine (2) • Le Plateau-Mont-Royal (2) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (2) • Outremont (2) • Pierrefonds-Roxboro (2) • Rosemont–La Petite-Patrie (6) • Verdun (1) • Ville-Marie (3) • All Boroughs (1) • Infrastructures, voirie et transports – Direction des transports (1) • Mise en valeur du territoire – Direction de l’urbanisme (1) • Police – Direction des opérations (2) 	5 Thorough Enquiries 7 Complaints Denied Without Enquiry 14 Complaints Redirected – Not in Last Resort
Nuisance – Other or Combination	18	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Le Plateau-Mont-Royal (1) • Le Sud-Ouest (1) • Montréal-Nord (1) • Pierrefonds-Roxboro (3) • Rivière-des-Prairies–Pointe-aux-Trembles (3) • Saint-Laurent (1) • Ville-Marie (3) • Villeray–Saint-Michel–Parc-Extension (2) • Culture – All Departments (2) • Office municipal d’habitation de Montréal (OMHM) (1) 	5 Thorough Enquiries 1 Complaint Denied Without Enquiry 12 Complaints Redirected – Not in Last Resort
Parking – Municipal and On-street/Stickers/Drop-Off Zones	52	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (7) • LaSalle (1) • Le Plateau-Mont-Royal (8) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (5) • Outremont (1) • Rosemont–La Petite-Patrie (7) • Saint-Laurent (1) • Ville-Marie (7) • Villeray–Saint-Michel–Parc-Extension (1) • Unidentified Borough (1) • Police – Direction des opérations (2) • Police – Section des agents de stationnement (5) • Office municipal d’habitation de Montréal (OMHM) (2) • Société d’habitation et de développement de Montréal (SHDM) (2) • City Council (1) 	1 Thorough Enquiry 2 Summary Analyses/Enquiries 5 Complaints Denied Without Enquiry 44 Complaints Redirected – Not in Last Resort
Parks and Green Spaces	5	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Lachine (2) • LaSalle (1) • Grands parcs, verdissement et Mont-Royal – All Departments (1) • Société du parc Jean-Drapeau (1) 	2 Thorough Enquiries 3 Complaints Redirected – Not in Last Resort
Peace Officer – Decision/Action/Omission	29	<ul style="list-style-type: none"> • Police – Direction des opérations (29) 	29 Complaints Denied Without Enquiry
Pound	7	<ul style="list-style-type: none"> • Rivière-des-Prairies–Pointe-aux-Trembles (3) • Saint-Laurent (1) • Villeray–Saint-Michel–Parc-Extension (1) • Police – Direction des opérations (2) 	1 Thorough Enquiry 2 Summary Analyses/Enquiries 1 Complaint Denied Without Enquiry 3 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic (Including Charter Files)

Topic	Number	Entities	Interventions
Public Land – Commercial Activity	5	<ul style="list-style-type: none"> • Ville-Marie (3) • Concertation des arrondissements – All Departments (1) • City Council (1) 	1 Thorough Enquiry 1 Complaint Denied Without Enquiry 3 Complaints Redirected – Not in Last Resort
Public Land – Occupancy	13	<ul style="list-style-type: none"> • Le Plateau-Mont-Royal (4) • Montréal-Nord (1) • Outremont (1) • Pierrefonds-Roxboro (1) • Saint-Laurent (1) • Ville-Marie (5) • Finances – All Departments (1) 	2 Thorough Enquiries 1 Complaint Denied Without Enquiry 10 Complaints Redirected – Not in Last Resort
Public Participation – Right of Initiative	3	<ul style="list-style-type: none"> • Mercier-Hochelaga-Maisonneuve (3) 	1 Thorough Enquiry 2 Complaints Redirected – Not in Last Resort
Public Participation – Other than Right of Initiative	7	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Côte-des-Neiges-Notre-Dame-de-Grâce (1) • Mercier-Hochelaga-Maisonneuve (1) • Pierrefonds-Roxboro (2) • Greffe – All Departments (1) • City Council Presidency (1) 	1 Thorough Enquiry 1 Summary Analysis/Enquiry 1 Complaint Denied Without Enquiry 4 Complaints Redirected – Not in Last Resort
Public Transportation	5	<ul style="list-style-type: none"> • Société de transport de Montréal (STM) (5) 	5 Complaints Denied Without Enquiry
Public Works – Aqueduct/Sewer	45	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (3) • Côte-des-Neiges-Notre-Dame-de-Grâce (4) • Le Plateau-Mont-Royal (4) • Le Sud-Ouest (1) • Mercier-Hochelaga-Maisonneuve (1) • Outremont (1) • Pierrefonds-Roxboro (1) • Rosemont-La Petite-Patrie (1) • Saint-Léonard (1) • Verdun (1) • Ville-Marie (2) • Eau – All Departments (4) • Infrastructures, voirie et transports – Direction des infrastructures (1) • Agglomeration Council (21) 	2 Summary Analyses/Enquiries 21 Complaints Denied Without Enquiry 22 Complaints Redirected – Not in Last Resort
Public Works – Cleanliness	8	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Côte-des-Neiges-Notre-Dame-de-Grâce (1) • Le Plateau-Mont-Royal (2) • Mercier-Hochelaga-Maisonneuve (1) • Montréal-Nord (1) • Ville-Marie (2) 	2 Complaints Denied Without Enquiry 6 Complaints Redirected – Not in Last Resort
Public Works – Garbage/Recycling/Composting	23	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • LaSalle (1) • Le Plateau-Mont-Royal (6) • Mercier-Hochelaga-Maisonneuve (2) • Montréal-Nord (2) • Rivière-des-Prairies-Pointe-aux-Trembles (1) • Rosemont-La Petite-Patrie (2) • Saint-Laurent (3) • Ville-Marie (1) 	3 Complaints Denied Without Enquiry 20 Complaints Redirected – Not in Last Resort

Note: Some complaints concern more than one entity.

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
Public Works – Garbage/Recycling/Composting		<ul style="list-style-type: none"> • Villeray–Saint-Michel–Parc-Extension (2) • Unidentified Borough (1) • City Council (1) 	
Public Works – Pavement/Sidewalk	25	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (4) • Le Plateau-Mont-Royal (3) • Le Sud-Ouest (4) • Mercier–Hochelaga-Maisonneuve (2) • Rosemont–La Petite-Patrie (4) • Saint-Laurent (1) • Ville-Marie (4) • Villeray–Saint-Michel–Parc-Extension (1) • Infrastructures, voirie et transports – Direction des infrastructures (3) 	1 Thorough Enquiry 2 Summary Analyses/Enquiries 1 Complaint Denied Without Enquiry 21 Complaints Redirected – Not in Last Resort
Public Works – Snow Removal	13	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • L'Île-Bizard–Sainte-Geneviève (1) • Lachine (2) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (2) • Pierrefonds-Roxboro (1) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (2) • Concertation des arrondissements – All Departments (1) 	1 Complaint Denied Without Enquiry 12 Complaints Redirected – Not in Last Resort
Public Works – Other	16	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (4) • Le Plateau-Mont-Royal (2) • Mercier–Hochelaga-Maisonneuve (2) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (2) • Saint-Léonard (1) • Verdun (1) • Ville-Marie (2) • Infrastructures, voirie et transports – Direction des infrastructures (2) 	4 Thorough Enquiries 12 Complaints Redirected – Not in Last Resort
Safety – Fire	3	<ul style="list-style-type: none"> • Rosemont–La Petite-Patrie (1) • Sécurité incendie – All Departments (3) 	3 Complaints Redirected – Not in Last Resort
Safety – Other than Fire	27	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Anjou (1) • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • LaSalle (1) • Le Plateau-Mont-Royal (4) • Le Sud-Ouest (3) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (1) • Outremont (1) • Pierrefonds-Roxboro (3) • Ville-Marie (5) • Infrastructures, voirie et transports – Direction des infrastructures (2) • Police – Direction des opérations (2) • Office municipal d'habitation de Montréal (OMHM) (1) • City Council Presidency (1) • Executive Committee (1) 	5 Thorough Enquiries 1 Summary Analysis/Enquiry 4 Complaints Denied Without Enquiry 17 Complaints Redirected – Not in Last Resort
Social/Affordable Housing – Access	7	<ul style="list-style-type: none"> • Office municipal d'habitation de Montréal (OMHM) (7) 	5 Complaints Denied Without Enquiry 2 Complaints Redirected – Not in Last Resort

Note: Some complaints concern more than one entity.

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Sports and Leisure	10	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges-Notre-Dame-de-Grâce (3) Lachine (1) Le Sud-Ouest (1) Mercier-Hochelaga-Maisonneuve (1) Diversité sociale et sports – All Departments (2) Société du parc Jean-Drapeau (1) 	1 Thorough Enquiry 1 Summary Analysis/Enquiry 2 Complaints Denied Without Enquiry 6 Complaints Redirected – Not in Last Resort
Statement of Offence – Parking	70	<ul style="list-style-type: none"> Affaires juridiques – Direction des services judiciaires (Municipal Court) (9) Affaires juridiques – Direction des poursuites pénales et criminelles (2) Police – Direction des opérations (6) Police – Section des agents de stationnement (55) 	2 Thorough Enquiries 62 Complaints Denied Without Enquiry 6 Complaints Redirected – Not in Last Resort
Statement of Offence – Other than Parking	64	<ul style="list-style-type: none"> Côte-des-Neiges-Notre-Dame-de-Grâce (2) Le Plateau-Mont-Royal (2) Mercier-Hochelaga-Maisonneuve (2) Ville-Marie (1) Villeray-Saint-Michel-Parc-Extension (1) Unidentified Borough (1) Affaires juridiques – Direction des services judiciaires (Municipal Court) (11) Concertation des arrondissements – All Departments (3) Police – Direction des opérations (36) Police – Section des agents de stationnement (2) Société de transport de Montréal (STM) (2) City Council (1) 	64 Complaints Denied Without Enquiry
Tax – Property Tax/Assessment	29	<ul style="list-style-type: none"> Évaluation foncière – All Departments (19) Finances – All Departments (12) City Council (1) 	3 Thorough Enquiries 2 Summary Analyses/Enquiries 7 Complaints Denied Without Enquiry 17 Complaints Redirected – Not in Last Resort
Tax – Other than Property Tax	10	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Eau – All Departments (3) Finances – All Departments (6) 	1 Thorough Enquiry 1 Summary Analysis/Enquiry 1 Complaint Denied Without Enquiry 7 Complaints Redirected – Not in Last Resort
Taxi	5	<ul style="list-style-type: none"> Bureau du taxi de Montréal (5) 	1 Summary Analysis/Enquiry 4 Complaints Redirected – Not in Last Resort
Tenant/Lanlord Relations (Linked to Ville de Montréal)	28	<ul style="list-style-type: none"> Côte-des-Neiges-Notre-Dame-de-Grâce (1) Office municipal d'habitation de Montréal (OMHM) (24) Société d'habitation et de développement de Montréal (SHDM) (3) 	1 Thorough Enquiry 4 Summary Analyses/Enquiries 1 Complaint Denied Without Enquiry 22 Complaints Redirected – Not in Last Resort
Towing	4	<ul style="list-style-type: none"> All Boroughs (1) Police – Direction des opérations (2) Police – Car Pounds (1) 	1 Complaint Denied Without Enquiry 3 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic

(Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Tree	31	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges-Notre-Dame-de-Grâce (7) Lachine (2) LaSalle (4) Le Sud-Ouest (1) Mercier-Hochelaga-Maisonneuve (3) Rivière-des-Prairies-Pointe-aux-Trembles (5) Rosemont-La Petite-Patrie (3) Saint-Laurent (2) Verdun (1) Ville-Marie (1) Grands parcs, verdissement et Mont-Royal – All Departments (1) 	2 Thorough Enquiries 1 Summary Analysis/Enquiry 31 Complaints Redirected – Not in Last Resort
Universal Accessibility	5	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (1) Saint-Laurent (1) Culture – All Departments (1) Greffe – All Departments (1) Infrastructures, voirie et transports – Direction des transports (1) Mise en valeur du territoire – Direction de l'urbanisme (1) 	2 Thorough Enquiries 1 Summary Analysis/Enquiry 2 Complaints Redirected – Not in Last Resort
Zoning/Urban Planning – Driveway Entrance/ Private Parking	25	<ul style="list-style-type: none"> Ahuntsic-Cartierville (5) Anjou (1) LaSalle (2) Le Plateau-Mont-Royal (2) Mercier-Hochelaga-Maisonneuve (1) Montréal-Nord (10) Pierrefonds-Roxboro (1) Rivière-des-Prairies-Pointe-aux-Trembles (1) Saint-Laurent (1) Ville-Marie (1) 	8 Thorough Enquiries 1 Summary Analysis/Enquiry 1 Complaint Denied Without Enquiry 15 Complaints Redirected – Not in Last Resort
Zoning/Urban Planning – Fence/Hedge	9	<ul style="list-style-type: none"> Mercier-Hochelaga-Maisonneuve (1) Montréal-Nord (1) Outremont (1) Rivière-des-Prairies-Pointe-aux-Trembles (2) Rosemont-La Petite-Patrie (2) Saint-Laurent (1) Verdun (1) 	2 Thorough Enquiries 7 Complaints Redirected – Not in Last Resort
Zoning/Urban Planning – Permits – Construction/Demolition/ Transformation/PIIA	52	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges-Notre-Dame-de-Grâce (9) Lachine (1) LaSalle (1) Le Plateau-Mont-Royal (11) Le Sud-Ouest (2) Mercier-Hochelaga-Maisonneuve (3) Montréal-Nord (3) Outremont (3) Pierrefonds-Roxboro (2) Rivière-des-Prairies-Pointe-aux-Trembles (5) Rosemont-La Petite-Patrie (1) Verdun (1) Ville-Marie (4) Villeray-Saint-Michel-Parc-Extension (5) 	12 Thorough Enquiries 1 Summary Analysis/Enquiry 6 Complaints Denied Without Enquiry 33 Complaints Redirected – Not in Last Resort

Appendix A

New Complaints Received in 2017, by Topic (Including Charter Files)

Topic	Number	Entities	Interventions
		Note: Some complaints concern more than one entity.	
Zoning/Urban Planning – Permits – Other	29	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges-Notre-Dame-de-Grâce (4) Lachine (2) Le Plateau-Mont-Royal (4) Mercier-Hochelaga-Maisonneuve (2) Outremont (2) Rosemont-La Petite-Patrie (6) Saint-Laurent (2) Verdun (3) Ville-Marie (2) Villeray-Saint-Michel-Parc-Extension (1) 	3 Thorough Enquiries 2 Complaints Denied Without Enquiry 24 Complaints Redirected – Not in Last Resort
Zoning/Urban Planning – Other	24	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Anjou (5) L'Île-Bizard-Sainte-Geneviève (2) LaSalle (1) Le Plateau-Mont-Royal (3) Le Sud-Ouest (1) Mercier-Hochelaga-Maisonneuve (1) Outremont (1) Pierrefonds-Roxboro (3) Rivière-des-Prairies-Pointe-aux-Trembles (1) Rosemont-La Petite-Patrie (2) Verdun (1) Ville-Marie (1) Villeray-Saint-Michel-Parc-Extension (1) Gestion et planification immobilière – All Departments (2) Société des célébrations du 375^e de Montréal (1) 	4 Thorough Enquiries 1 Summary Analysis/Enquiry 2 Complaints Denied Without Enquiry 17 Complaints Redirected – Not in Last Resort
Complaints against Ville de Montréal or a related entity	1,502		184 Thorough Enquiries 86 Summary Analyses/Enquiries 477 Complaints Denied Without Enquiry 755 Complaints Redirected – Not in Last Resort
Requests for Information	146		
Complaints against an organization not related to Ville de Montréal	476	<ul style="list-style-type: none"> Municipal Entity Not Linked to Ville de Montréal (35) Non-municipal Entity Linked to Ville de Montréal (6) Non-municipal Entity Not Linked to Ville de Montréal (435) 	1 Summary Analysis/Enquiry 475 Complaints Denied Without Enquiry
TOTAL	2,124		

Notes

Complaint Denied Without Enquiry: Any municipal issue excluded from the jurisdiction of the Odm, as well as some topics on which By-laws are clear or provide mandatory legal recourse.

Complaint Redirected-Not in Last Resort: Any file that the Odm could eventually process once the top Manager in charge has had the opportunity to resolve the complaint.

Summary Analysis/Enquiry: Any file that does not require a thorough enquiry (a complaint related to a case already analysed by the Odm or that only requires summary verifications). The Initial Enquiry Notice is usually not forwarded to the Borough or Department if a summary analysis or enquiry shows that the complaint is ill-founded.

Appendix B

Glossary

Access to Information

Citizens' requests to obtain municipal documents – whether or not by virtue of Access to Information legislation.

Alley

Disputes related to alleys or green lanes (implementation and management, closing accesses, traffic, illegal encroachments, acquisitions or transfers, etc.).

Animal

Files linked to domestic or wild animals (dogs, cats, squirrels, pigeons, etc.) including by-law implementation, medals and permits, and management of animal-related nuisances.

Bicycle Path/Cycling

Files related to road cycling in Montréal or bicycle paths (implementation, safety, maintenance, etc.).
Complaints related to Bixi.

Building – Maintenance

Files linked to the municipal management of maintenance deficiencies in a building.

Building – Salubrity – Insects

Files linked to the municipal management of cockroaches, bed bugs or other insects in a building.

Building – Salubrity – Mold

Files linked to the municipal management of mold in a building.

Building – Salubrity – Rodents

Files related to the municipal management of rodents in a building.

Building – Salubrity – Other or Combination

Files related to the municipal management of a salubrity problem in a building not covered by a specific category, or files raising several salubrity issues.

Call for Tenders/Contract

Complaints related to the management of Calls for Tenders or to contractual relations between Ville de Montréal and third parties (suppliers, etc.).

City Services – Communication/Information

Files related to incomplete or erroneous municipal information or communication including on Ville de Montréal Website.
Requests for translation of documents or communications in another language.

City Services – Politeness/Conduct

Allegations of improper behavior or rudeness on the part of a City employee, elected official or agent.

City Services – Delays/Procedures

Files regarding inappropriate response time, lack of clear process, procedural unfairness or inadequate application of rule.

City Services – Other

Complaints from citizens dissatisfied with a municipal service, which does not fall into a specific category.

Claim – Bodily Injury – Financial Compensation

Claims seeking financial compensation for bodily injuries suffered on the public domain, or caused by the City or one of its employees or representatives.

Claim – Material Damage – Financial Compensation

Claims seeking financial compensation for material damage caused by the City, or one of its employees or representatives.

Claim – Material Damage – Request for Repair

Requests that material damage caused by the City be repaired.

Community Garden

Complaints involving a municipal community garden, including its operating rules and its sanction/eviction procedure.

Environment/Sustainable Development

Files linked to an environmental issue, including an eco-territory, an eco-centre or a polluting industry, etc.

Ethics

Allegations of conflict of interests, fraud or collusion involving a City representative.
Allegations of violation of the *Code de conduite des employés de la Ville de Montréal*.

Grants/Subsidies – Other than Social Housing

Files linked to any financial assistance program managed by Ville de Montréal (renovation, home ownership, adaptation, cultural events, etc.), excluding subsidies for the rent.

Human Rights

Complaints of discrimination by the City, other than universal accessibility issues.

Labour/Employment Relations

Complaints linked to any aspect of Ville de Montréal labour relations, including staffing process, supervision, sanction or termination of employees, retirement issues, etc.

Library/Culture

Files concerning a municipal library, cultural site or cultural event or venue, etc., including their operations and pricing.

Miscellaneous

Any complaint against Ville de Montréal that is not covered by another category.

Municipal Court – Fees/Collection (Following a Court Decision)

Files linked to the enforcement of a Montréal Municipal Court decision or order, including seizures, compensatory work agreements, payment agreements and any related fees.

Municipal Court – Ruling

Complaints against a ruling of the Montréal Municipal Court.

Not Linked to Ville de Montréal

Complaints against situations or organizations over which Ville de Montréal has no say.

Nuisance – Noise

Complaints related to excessive noise.

Nuisance – Traffic

Complaints related to various types of nuisances caused by traffic (noise, vibrations, pollution, etc.), including requests for mitigating measures but excluding safety-related issues.

Nuisance – Other or Combination

Complaints against any type of nuisance other than noise or traffic-related issues.
Complaints alleging a combination of several nuisances.

Parks and Green Spaces

Files related to the management of municipal parks and green spaces (layout, facilities, access, cleanliness, leisure activities, etc.).

Parking – Municipal and On-street/Stickers/Drop-off Zones

Files concerning a parking space or area managed by Ville de Montréal or one of its agent, including drop-off zones, parking zones for residents only (SRRR), on-street parking, parking stickers, parking meters, payment terminals, municipal parking lots, parking signs, etc.

Peace Officer – Decision/Action/Omission

Complaints related to a police officer's decision, action or omission.

Pound

Complaints concerning the management of personal belongings and furniture of evicted tenants whose goods were taken over by the City after their eviction (storage period and fees, handling/destruction of the goods, etc.).
Complaints against private car pounds mandated by the Montréal Police Department (SPVM).

Appendix B

Glossary

Public Land – Commercial Activity

Files related to a commercial activity on public land (terraces, street entertainers, street food, etc.), including permit-related disputes.

Public Land – Occupancy

Files related to the temporary or permanent occupancy of public land and related fees.

Public Participation – Right of Initiative

Files related to citizens' right of initiative under the *Montréal Charter of Rights and Responsibilities*.

Public Participation – Other than Right of Initiative

Files related to a public consultation or referendum approval process, public question periods at municipal public assemblies, etc. (other than right of initiative issues).

Public Transportation

Any file related to public transportation in Montréal.

Public Works – Aqueduct/Sewer

Files related to the municipal aqueduct and sewer network (water leaks, water pressure, frozen pipes, connections/disconnections to municipal main pipes, maintenance of catch basins and lids, etc.).

Public Works – Cleanliness

Cleanliness issues regarding public land.

Public Works – Garbage/ Recycling/Composting

Files related to municipal waste collection, waste containers, waste storage, waste recycling and composting.

Public Works – Pavement/ Sidewalk

Files related to the condition and maintenance of streets and sidewalks, including potholes, road markings, etc.

Public Works – Snow Removal

Complaints linked to snow removal or sanding/salting operations, including snow removal schedules, postings and prior notices to citizens and other related issues.

Public Works – Other

Complaints related to public works, which do not fall into a specific category (e.g. graffiti; collection of dead leaves, Christmas trees, bulky waste; maintenance of traffic lights, street lights and street furniture; etc.).

Safety – Fire

Files linked to fire safety inspections and standards, emergency exits, fire alarms and fines, etc.).

Safety – Other than Fire

Files related to a safety issue on the municipal territory, which is not related to fire safety (e.g. safety of street crossings, unsafe lay-outs, etc.).

Social/Affordable Housing – Access

Files related to applications for affordable housing in buildings managed by *Office municipal d'habitation de Montréal, Société d'habitation et de développement de Montréal* or any City-related organization (waiting lists, long delays, etc.).

Sports and Leisure

Files related to municipal sport facilities and playgrounds, public pools, etc., including access to service, operations, fees, sanctions/evictions, etc.

Statement of Offence – Parking

Files related to parking tickets, including fines and related fees.

Statement of Offence – Other than Parking

Files concerning statements of offence not related to a parking violation, including fine and fees (e.g. insalubriousness, garbage, urban planning, etc.).

Tax – Property Tax/Assessment

Complaints related to a property assessment or classification or to a municipal tax bill.

Tax – Other than Property Tax

Any file related to a municipal tax (other than property tax), including water, waste, local improvement, commercial or real estate transfer taxes.

Taxi

Files regarding taxi and limousine services in Montréal, including permit issues and information provided to drivers.

Tenant/Landlord Relations (Linked to Ville de Montréal)

Files related to tenant/landlord relations linked to residential or commercial leases in buildings managed by a City-related organization such as *Office municipal d'habitation de Montréal* and *Société d'habitation et de développement de Montréal* (maintenance and safety issues, fees and penalties, evictions of tenants, rent increases, relocation requests, etc.).

Towing

Files related to towing operations carried out by or on behalf of Ville de Montréal.

Complaints related to fees billed by private companies for the towing of cars parked on private land (By-law application).

Tree

Files related to municipal or private trees in Montréal (planting, felling or pruning issues, invasive roots, etc.).

Universal Accessibility

Files related to universal accessibility of municipal services, facilities and buildings for people with a handicap.

Zoning/Urban Planning – Driveway Entrance/Private Parking

Files related to private parking spaces or driveway entrances, including their implementation, modification or decommissioning and the related fees, etc.

Zoning/Urban Planning – Fence/Hedge

Complaints related to a fence or hedge.

Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA

Files related to the construction, demolition or alteration of a building, including the management of permits, heritage protection requirements, Site Planning and Architectural Integration Programs or Special PPCMOI Projects, work done without permit, etc.

Zoning/Urban Planning – Permits – Other

Files concerning any type of permit not related to the construction, transformation or demolition of a building (e.g. permits for commercial occupancy, commercial signs, pools, etc.).

Zoning/Urban Planning – Other

Files related to a zoning issue not in a specific category (e.g. authorized land use, installation not requiring a permit, etc.).

Appendix C

About Ms. Johanne Savard



Ms. Johanne Savard studied Political Science at Concordia University and law, at *Université de Montréal*. She has been a member of the Québec Bar and of the Canadian Bar Association since 1980. She completed numerous trainings at *École nationale d'administration publique (ÉNAP)*.

Ms. Savard is a Certified Mediator for civil, commercial and labour-related matters as well as for language rights.

For over 20 years, Ms. Savard was a private practice lawyer and a partner in two major law firms. She headed the Labour and Employment Law Group and sat on the Board of Directors of one of these firms. Moreover, she was a member of the BOD and of the Executive Committee of *Lex Mundi*, the world's largest association of independent law firms.

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

She is currently Chair of the Forum of Canadian Ombudsman and sits as a Representative for the Americas on the Board of Directors of the AOMF (*Association des Ombudsmans et Médiateurs de la Francophonie*).

Ms. Johanne Savard is the recipient of several acknowledgements. In 2017, she was awarded the Senate 150th Anniversary Commemorative Medal granted to citizens whose dedication, volunteerism and selfless service have given a voice to the voiceless and contributed to making our society a better place to live in.



IN A RESOLUTION MODE !

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