


A  
trustworthy  
and unbiased  
**voice**



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





June 20, 2011

City Council of Ville de Montréal  
C/O: Office of the Council Chairperson  
275, Notre-Dame East, Suite R-134  
Montréal (Québec) H2Y 1C6

**RE: Annual Report of the OMBUDSMAN DE MONTRÉAL for 2010**  
***"A Trustworthy and Unbiased Voice"***

Dear City Councillors,

It is with great pleasure that I submit to you the **OMBUDSMAN DE MONTRÉAL** Report for the year 2010.

Our theme, ***"A Trustworthy and Unbiased Voice"*** bears witness as to how, on a daily basis, we impact positively on the quality of municipal services. The bonds of trust we have built over the years, with both citizens and City representatives of Montréal, are key to our success: they know of our rigorous approach and have trust in our impartiality, good judgement and ability to find practical and efficient solutions to problems that were identified.

The look of this Annual Report is different. We have opted for a more alleviated format so as to make its consultation easier for most of our readers. Complex charts that interest mostly municipal managers are no longer included in this Report: they are listed in Addendum D and will be available on our Web site only.

In 2010, we have handled 1464 files including 1444 new complaints received in 2010: 67 involved commitments of the *Montréal Charter of Rights and Responsibilities* with regard to which there is only one recourse, i.e. a complaint to the **OMBUDSMAN DE MONTRÉAL**. Part III of the Report is specifically dedicated to this Charter.

I am confident that you will appreciate this document. I remain at your disposal to answer any question or provide any additional relevant information.

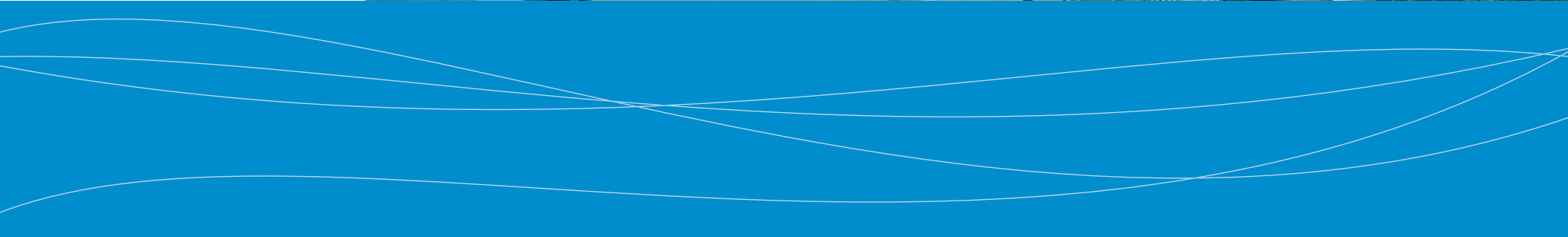
Trusting the whole will be deemed to your entire satisfaction, I remain,

Yours very truly,

Johanne Savard, Ombudsman



# Ensuring Equity



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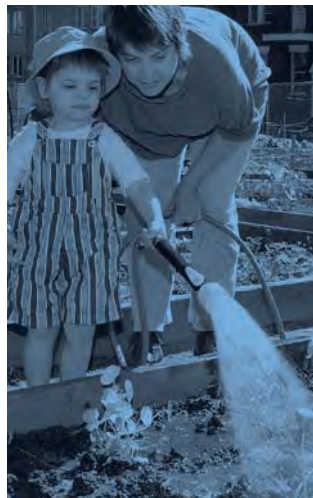
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# Promoting Respect



# Part I

## Citizens' testimonies

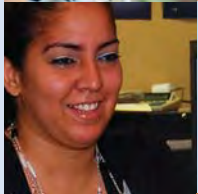
Notwithstanding their busy schedules, some citizens take the time to show their appreciation for the help we have provided. Here are some examples of such testimonies received in 2010 (translations):



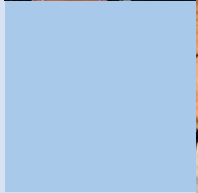
*"...Thank you for the excellent work you have accomplished with Ville de Montréal in my file. Without you, I would never have succeeded. Thanks, thanks and thanks again..."*



*"...A huge thank you for your recent intervention. Thanks to you, I have regained trust. The "system" is not so badly out of sorts, after all! Keep your rigour and humanity. At my age, I had doubts. Thank you again..."*



*"...A special thank to you for clearing up this imbroglio with a lot of tact and patience. Thank you also for having kept me informed of ongoing developments, on a regular basis..."*





## Message from the Ombudsman

Since the creation of this type of position by the Swedish government, in 1809, legislative ombudsmans contribute daily to the improvement of public services provided to citizens and find ways to rectify mistakes and injustices. The **OMBUDSMAN DE MONTRÉAL** is no exception. Better understanding by municipal managers of the needs, expectations and apprehensions of citizens; Increased awareness of citizens of the constraints and obligations of these managers; Improved Justice and Equity of municipal decisions and of the decision making processes; Easier access to relevant information written in clear language: these are only few examples of the positive impact of our interventions.



We are earnest promoters of **Mutual Respect** between the public administration and the citizens it serves and of exemplary **Ethical Behaviour**, real and apparent. These values are key to Ville de Montréal's credibility and to the trust of citizens in this institution.

For the **OMBUDSMAN DE MONTRÉAL**, Ethics is not limited to respecting a certain set of rules: it is a much broader concept that includes moral **values** and requires exemplary behaviour in view of integrity, honesty and probity.

The great majority of Ville de Montréal representatives abide by these values and collaborate to our efforts. This should come as no surprise since our *raison d'être* is the same, i.e. for the City to provide the best services possible to its citizens.

When possible, we invite the 19 boroughs to harmonize their approach even in fields falling under their exclusive jurisdiction so as to strengthen the sense of belonging of citizens to the large city that Montréal is.

In November and December 2010, we attended the first Public Consultation on the *Montréal Charter of Rights and Responsibilities*, under the aegis of the *Office de consultation publique de Montréal*. We submitted a Review Report on all Charter files handled by the **OMBUDSMAN DE MONTRÉAL** during its first 4 1/2 years of existence. We attended all of the information sessions and were also present at all the following presentations by citizens and community groups. Citizen participation was truly enthusiastic and the whole exercise, very enlightening.

My office is supported by an exceptional team made up of competent and devoted people. Thanks to the hiring of two lawyers, in 2010, our office is finally autonomous with regard to legal expertise.



**OMBUDSMAN DE MONTRÉAL's** team, fall 2010

On another note, the much anticipated and needed renovations of the premises where we moved in 2009, should be completed in 2011.

Although our office has existed for seven years already, our greatest challenge remains to make the **OMBUDSMAN DE MONTRÉAL** better known by more citizens. I make myself available to the media, give many conferences and participate in numerous meetings and workshops where I have the opportunity to explain and discuss our role and mandate with different community groups.

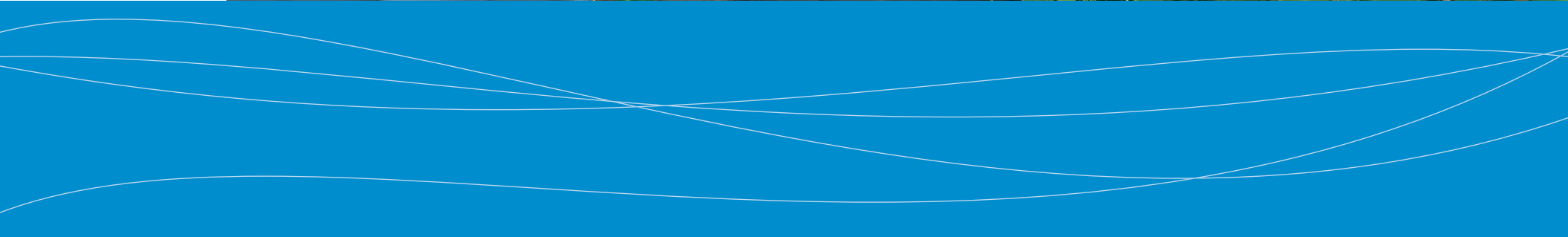
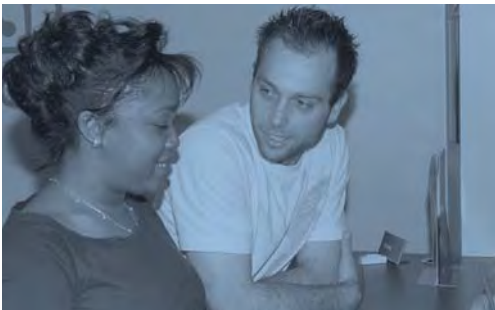
In 2010, the *clef en mains* project we offer to elementary school teachers, jointly with the Centre d'histoire de Montréal, on mediation and conciliation, the role of the **OMBUDSMAN DE MONTRÉAL** and the *Montréal Charter of Rights and Responsibilities* reached approximately 530 students. These young people learned about both our office and alternative dispute resolution approaches that can be integrated in different aspects of their daily life.

Moreover, through our special project dedicated to **new Montréal immigrants**, I had the opportunity to meet, exchange and explain our role and mandate with 55 new Montrealers, in the context of their *Francization Program*.

In 2011, we plan to upgrade our electronic communication tools. The access, speed and interactivity of social media could bring us closer to many Montréalers and provide increased notoriety to our office. We have also undertaken a complete review of our Web site so as to make it more user-friendly and more interesting.



# Building Bridges



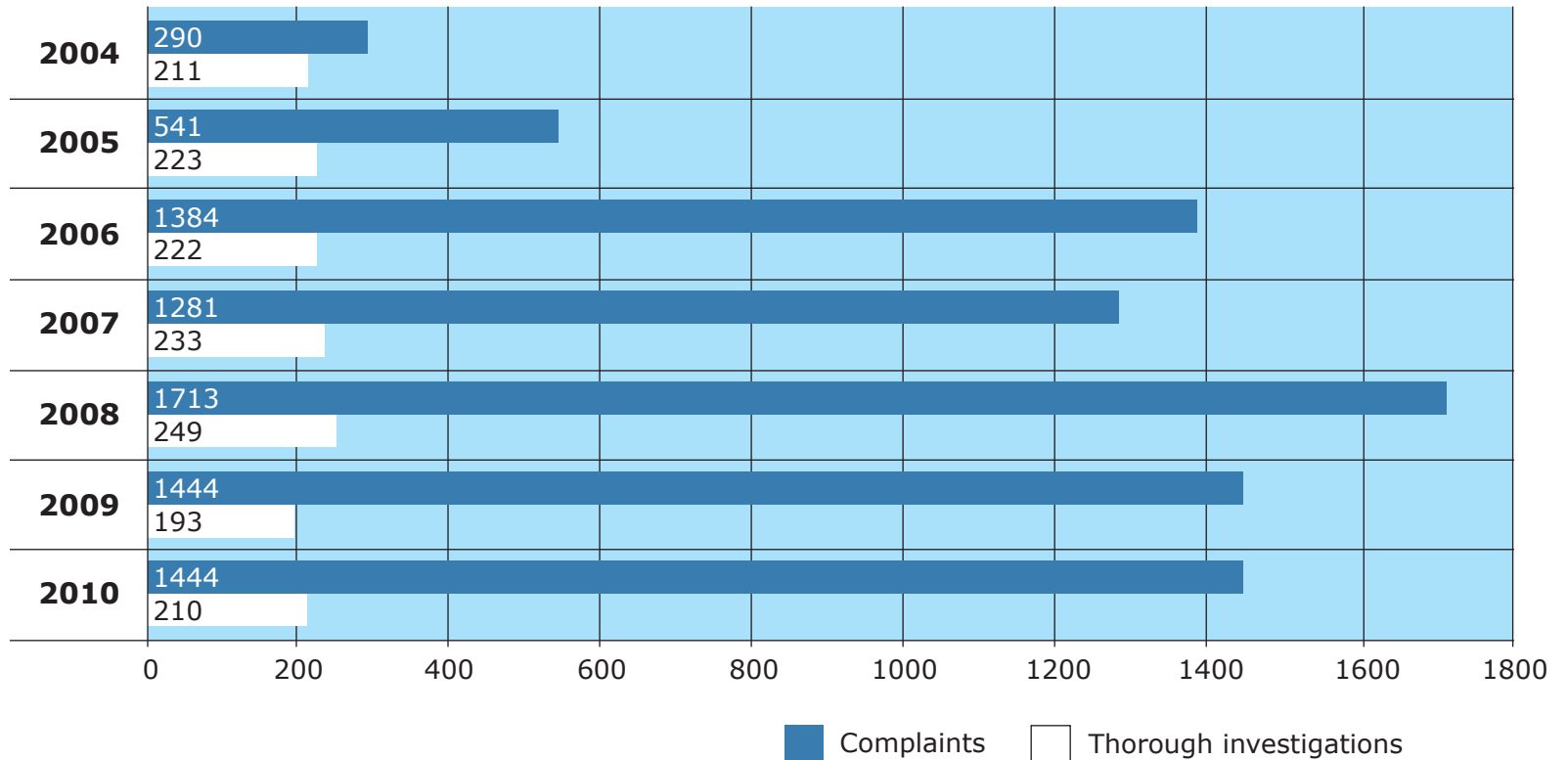


## Part II

### COMPLAINTS HANDLED IN 2010 INCLUDING CHARTER FILES

Except for the year 2008 (over 1700 cases), the number of new requests handled annually has been quite stable over the past few years, i.e. between 1250 and 1500.

EVOLUTION – NUMBER OF COMPLAINTS RECEIVED – 2004 TO 2010



You will find, hereafter, detailed information on the cases we have handled, in 2010. More information is also available in Addendum C and more complex Charts interesting mostly municipal managers can also be found on our Web site: these Charts are listed in Addendum D of the present Report.

## NUMBER OF COMPLAINTS HANDLED, IN 2010

- **1464** cases were handled by the **OMBUDSMAN DE MONTRÉAL**, in 2010:
  - **1444** new complaints; and
  - **20** previously opened investigations.
  
- **24** investigations were initiated by the Ombudsman (**16** opened in 2010). These files regarded namely:
  - The Protection of Parc Angrignon forest
  - Universal access issues
  - Safety
  - The Quality and Clarity of information provided to citizens
  - The Enforcement, or not, of municipal By-Laws
  - Municipal procedures and Quality of municipal services, in boroughs and central departments
  - Public Notice processes.

## THOROUGH INVESTIGATIONS, IN 2010

- **230** cases (**15.71%**) were the object of a thorough investigation.
  
- As of December 2010, **201** of these investigations were completed; **29** were still pending.
  
- Of the 201 investigations completed :
  - **91** complaints were well-founded; **17** were withdrawn during the investigation process; **4** were redirected to the borough or to the department concerned, during the investigation, at the request of its director; **77** were ill-founded. There were also **12** follow-up investigations on previously subscribed undertakings: in **3** of these cases, the undertakings had not yet been implemented.
  
  - **69** of the 91 well-founded complaints were settled amicably, either completely (**53**) or with future undertakings (**16**).

- **22** formal **RECOMMENDATIONS** were issued: **19** were accepted and **3** were denied (all of them were for the reduction of storage fees for citizens that had been evicted and whose furniture had been picked-up and stored by their borough).

For more details - Chart R1 – ADDENDUM C

## MOST FREQUENT TOPICS OF COMPLAINTS CONCERNING VILLE DE MONTRÉAL, IN 2010

• Social housing / HLM / Housing subsidies	<b>105</b>
• Functioning of the Montréal Municipal Court	<b>89</b>
• Conduct of an employee	<b>79</b>
• Parking / <i>SRRR</i> / Vignettes	<b>75</b>
• Application of municipal By-Laws	<b>56</b>
• Permits	<b>53</b>
• Storage of furniture - evicted citizens	<b>43</b>
• Road works / Public works	<b>42</b>
• Evaluation / Real estate tax	<b>37</b>
• Noise	<b>35</b>
• Public Health	<b>32</b>
• Subsidies (other than housing)	<b>28</b>
• Zoning / Urban planning / Exemption	<b>27</b>
• Judgment of the Montréal Municipal Court	<b>26</b>
• Trees	<b>25</b>

For more information on the nature of the complaints and the results obtained - Charts R2 and R3 - ADDENDUM C

## BOROUGHS MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Le Plateau-Mont-Royal	76
• Ville-Marie	75
• Côte-des-Neiges — Notre-Dame-de-Grâce	66
• Ahuntsic-Cartierville	49
• Rosemont — La Petite-Patrie	47

For all boroughs - Chart R4 - ADDENDUM C

## CENTRAL DEPARTMENTS MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Affaires juridiques et évaluation foncière <b>124</b> re: Direction des affaires pénales et criminelles	183
• Service de Police de la Ville de Montréal <b>86</b> re: Direction du Service de police <b>40</b> re: Direction des opérations corporatives (Parking Agents)	130
• Finances (Direction des revenus et de la fiscalité)	48
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For all Central Departments - Chart R5 - ADDENDUM C

## PARAMUNICIPAL AGENCIES, CITY-CONTROLLED CORPORATIONS AND OTHER CITY RELATED ORGANIZATIONS MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Office municipal d'habitation de Montréal (OMHM)	102
• Société de transport de Montréal (STM)	26

For all organizations - Chart R6 - ADDENDUM C

## COMPLAINTS AGAINST POLITICAL ENTITIES, IN 2010

• City Council	6
• Executive Committee	4
• Présidence du Conseil de la Ville	1
• Agglomeration Council	1

For more details - Chart R7 - ADDENDUM C

## AVERAGE PROCESSING TIME, IN 2010

- Our average processing time, all complaints combined including Charter files, was of **5.27** working days.
- In **91.96%** of cases, the plaintiff received a final response within one (1) month or less.
- When a thorough investigation was required, the average processing time was of **28.78** working days.
- **45.24%** of thorough investigations were completed within a period of one (1) month and **68.1%**, within two (2) months.
- Worth of mention: there was **no** thorough investigation, in 2010, with regard to Arrondissement de Lachine and Arrondissement de Saint-Léonard.

For more details - Chart R8 - ADDENDUM C

## HOW COMPLAINTS WERE LODGED, IN 2010

The phone remains, by far, the most popular method for lodging a complaint to our office, namely **68.98%** of all files.

### MODE OF SUBMISSION OF COMPLAINTS INCLUDING CHARTER FILES

Mode	Number in 2009	%	Number in 2010	%
By e-mail	163	11.29	178	12.33
By fax	46	3.19	39	2.70
By mail	95	6.58	77	5.33
In person	195	13.50	138	9.56
By phone	925	64.06	996	68.98
Inquiries initiated by the OdM	20	1.39	16	1.11
TOTAL	1 444	100 %	1 444	100 %

## PLAINTIFFS' PROFILE, IN 2010

Apart from the gender of plaintiffs, demographic information is given to us on a voluntary basis only. The information gathered is, nevertheless, a good indication of the citizens we serve.

- **53.55%** of our plaintiffs were men; **46.45%** were women.
- **78.29%** were Francophones; **21.71%** were Anglophones.
- The largest age group, when known, is the **26-50** years old one. Starting in 2011, we will split this age group into two smaller groups, i.e.: 26-40 and 41-50.

- Nearly **60%** of the complainants were of Canadian origin compared to **19.85%** of Ethnocultural origin.
- Nearly **10%** identified themselves as a visible minority.

For more details - Chart R9 - ADDENDUM C





## EXAMPLES OF CASES HANDLED IN 2010, EXCLUDING CHARTER FILES

### 1. Local improvement tax and Calculation error

A citizen of Arrondissement de Rivières-des-Prairies—Pointe-aux-Trembles was contesting a local improvement tax bill for paving and lawnedging work done on his street, in 2006. He was also questioning the calculation method and inquired as to the portion taken on by Ville de Montréal.

After investigation and analysis of the documents, we concluded that this local improvement tax was justified. Although some work that had been done before 2006 had not been billed to the bordering owners, this exemption was due to the temporary nature of these works. The 2006 paving and lawnedging work, however, were for permanent first generation infrastructures and, therefore, the borough was justified to charge the cost to the bordering owners.

While analysing the documents, however, we noticed that a substantially large vacant lot had not been taken into account in the calculation of this tax. The reason was that this lot, which belongs to Ville de Montréal, was not listed on the *Property Assessment Roll*.

At our request, the Service des finances calculated the impact of this oversight on the amounts billed to the bordering owners: it turned out to be of about 20%, globally.

The Department undertook to add this City property to the *Property Assessment Roll* and, accordingly, to recalculate the amounts of the local improvement tax charged to the bordering owners.

As a result, bordering owners received a partial refund of the amount paid in 2010 and their future yearly tax bills will also be reduced, accordingly.

### 2. Transfer or Sale of public alleys

Occasionally, municipal alleys can be transferred or sold to owners of bordering properties, under certain conditions. This is done either through a “transfer of property” under the provisions of Addendum C of the *Charter of Ville de Montréal* or through a “mutual sale agreement”.

Having handled many citizen complaints relating to such files, we noted that the rules and parameters applied were not always the same, on the City territory. In one instance, the entire transaction was even handled by the borough itself, under its own specific criteria, and not by the relevant central department which is normally responsible to manage these files. That generated some concerns.

We intervened in order to have a more uniform approach and set of rules, so as to ensure more fair and equitable results, for all of the citizens of Montréal.

We worked with the Direction des stratégies et des transactions immobilières who normally handles these types of transactions: a new administrative Guideline was drafted to specify the parameters and values to be respected, in all cases of transfer of property of an alley, under Addendum C. This Guideline should be approved by the Executive Committee in early 2011.

A similar Guideline will then be prepared, in 2011, to govern “mutual sale agreements” of municipal alleys, according to the same values and principles.

We also received confirmation that all of Montréal’s boroughs now entrust the management of such transactions to the Direction des stratégies et des transactions immobilières.

### 3. City phone calls, from a number where the call cannot be returned

For many weeks, a citizen's phone caller ID indicated that, in his absence, he had received numerous calls from a phone number identified as *Ville de Montréal*. This citizen worried about the reason for these repeated calls but, when he would dial the number shown on the caller ID, the line was always busy. He had tried to find the origin of the calls, but in vain.

We launched an investigation with the Service des immeubles et des systèmes d'information which confirmed that this phone number was linked to a line of **automated calls** from the library network which cannot receive any call.

We questioned the appropriateness of having a phone number showing up on citizens' phones, with the indication that it is a *Ville de Montréal* number, if it is impossible for them to return the call at that number.

Following our intervention, modifications were requested so that these phone numbers be henceforth blocked off. The Service des immeubles et des systèmes d'information also suggested replacing the *Ville de Montréal* ID that now appears with the number, by a more specific ID allowing citizens to know which City Department actually called them: more specifically, in the present file, this ID could be replaced by "VDM\_BIBLIO".

In 2011, we will follow up on the implementation of these changes.

### 4. RECOMMENDATIONS denied - Reduction of storage fees - Furniture and personal belongings of evicted citizens

The City takes charge, for a short period of time, of the furniture and personal belongings of Montréal citizens who are evicted from their dwelling and whose property is "put out on the street". In many instances, fees will be charged to the citizens to retrieve their belongings: these fees can be substantial.

Since the creation of our office, we have sometimes **RECOMMENDED** the reduction of the fees normally claimed, in order for the citizens to be able to retrieve their belongings. Such **RECOMMENDATIONS** are only issued if, after a thorough investigation of the specific circumstances of a case, we believe that the personal situation of the citizen justifies a reduction of these fees, on an exceptional and humanitarian basis.

Until December 2008, most of these cases were managed by a Central Department which always accepted our **RECOMMENDATIONS**.

Since January 2009, however, this Central Department no longer exists and boroughs took over this responsibility. Some of them have adopted a By-Law in which they defined the rates that will apply.

In 2010, 3 of the 19 boroughs i.e.: Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles, Arrondissement de Ville-Marie and Arrondissement de Verdun have denied our **RECOMMENDATIONS** to reduce the fees charged to a citizen, because of their By-Law. This situation is of concern to us.

It is, indeed, regrettable that, within the same City, citizens of 3 boroughs only no longer have the opportunity to obtain a fee reduction, even when their personal situation would justify it, on humanitarian grounds.

We have discussed the issue with the Direction générale of Ville de Montréal and have solicited a better collaboration of the concerned boroughs.

Arrondissement de Ville-Marie and Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles have since modified their regulation.

As for Arrondissement de Verdun, we shall pursue our interventions.

### 5. Permit denied in spite of a foreseen regulation change

A citizen from Arrondissement de Pierrefonds-Roxboro had started installing a PVC roof over his rear balcony, before obtaining the required permit. When he submitted his permit request, the borough rejected his request because the use of PVC was not authorized by the Zoning By-Law in effect at the time, for that type of construction: the borough also requested that the structure be demolished.

Our investigation confirmed that, indeed, the current By-Law did not allow the use of PVC for the roof of such a structure. However, we learned that modifications to this By-Law were already planned and that, very soon, this material would be allowed.

We questioned the appropriateness of requiring the demolition of this structure if PVC was soon to be permitted.

Following our intervention, the borough agreed to suspend its demolition request until the new Zoning By-Law was adopted. The citizen later obtained his permit and completed the installation of his PVC roof.

## EVOLUTION OF PREVIOUS FILES

### 6. Tax reimbursement cheques that are not cashed in – Follow-up procedure

Following a 2007 investigation, the Service des finances elaborated and applied a new **Follow-up Policy on tax reimbursement cheques that are not cashed in** by citizens to whom they had been mailed.

Very often, the reimbursement of overpaid property taxes occurs many years after they were contested and, sometimes, by then, the citizen's address has changed; in other cases, the citizen has lost or simply forgotten to cash in his reimbursement cheque.

Although the amounts involved can be quite substantial, there was, prior to our intervention, no follow-up procedure to try and locate the citizen entitled to such a reimbursement.

The issuance of replacement cheques, under the new policy, started in 2009. The Service des finances first handled cheques that had been issued in 2007; and so on.

At the time of our follow-up, in 2010, all of the expired cheques for 2007, 2008 and 2009 had been handled and nearly **730** taxpayers had finally received the refund they were entitled to, because of this new policy: only 174 cheques expired in 2010 remained to be handled.

According to the Service des finances, the average time frame for reissuing an expired cheque was of less than 5 months: this period should be reduced to approximately 45 days, as of January 2011.

## 7. Long processing delays - *Bureau des réclamations*

In 2009, our office investigated the complaint of a citizen who had been waiting for several months an answer from the *Bureau des réclamations*, in regards to the financial compensation he had claimed, following his fall on an icy sidewalk.

This delay was due to the fact that the appraiser mandated by the *Bureau des réclamations*, to evaluate the merits of the claim, was also awaiting relevant information from the borough where the incident had occurred. Apparently, such long delays were not unusual.

The **OMBUDSMAN DE MONTRÉAL** launched a broad investigation with all the boroughs so as to draw an overall picture of the situation and, if necessary, assess how these response delays could be shortened.

According to our investigation, boroughs should be able to provide the information requested by the *Bureau des réclamations* or its representatives, in a maximum delay of 6 weeks, as long as the requests are sent promptly and to the right person: that last part seemed to be problematic. We, therefore, prepared a detailed list of the people responsible for handling these information requests, in each borough, and forwarded it to the *Bureau des réclamations* which, in turn, undertook to update it regularly.

During our 2010 follow-up, we noted that many boroughs were still delinquent and took a long time to transmit the information requested by the *Bureau des réclamations* or its representatives. We solicited the collaboration of the Assistant General Manager of Ville de Montréal, responsible for the general coordination between boroughs, to see how this situation could be improved.

The latter invited representatives of the *Bureau des réclamations* to a meeting with all the borough directors to explain and discuss this problem. So far, this reunion appears to have brought positive results: the *Bureau des réclamations* confirmed that since, information is received much quicker and boroughs seem to collaborate much better.

We are confident that these improvements will be maintained so that citizens can receive a much quicker answer to their claim files.

## 8. Municipal parking meters less than five meters away from a fire hydrant: Double Standard – Justice and Equity

In her 2009 Annual Report, the **OMBUDSMAN DE MONTRÉAL** had raised the fact that, in Montréal, many parking meters were installed less than five meters away from a fire hydrant whereas car parked in similar locations, when there is no parking meter, could get tickets for parking too close to an hydrant, under the provisions of the *Highway Safety Code*.

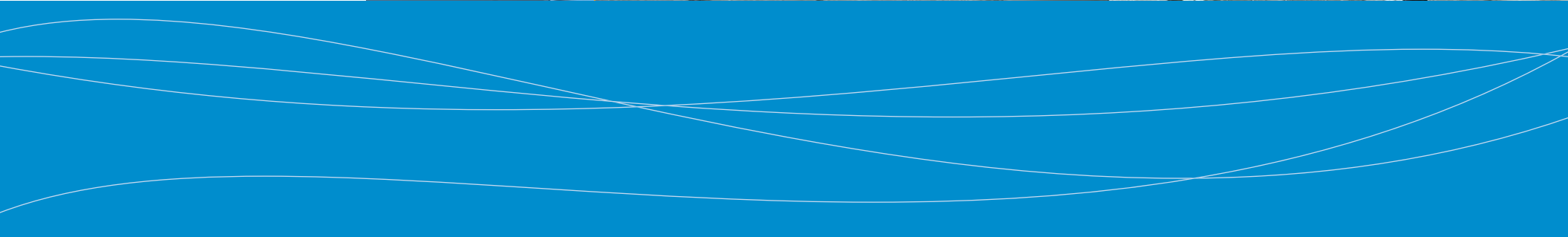
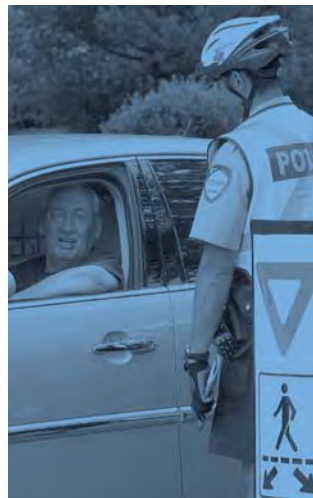
Following our intervention, Ville de Montréal undertook to initiate discussions with the Québec Government in order to regularize the situation.

Our most recent follow-up, in 2010, showed that these discussions are still ongoing: if all goes according to plan, Ville de Montréal is confident that the *Highway Safety Code* could be modified as early as 2011 so as to allow parking closer to fire hydrants, even when there is no parking meter.

We will keep on monitoring the evolution of this file, with great interest.



# At the Heart of the Community





## Part III

### THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

The *Montréal Charter of Rights and Responsibilities*, hereafter the “Charter”, has been in effect since January 1, 2006. It states a variety of rights and responsibilities of citizens and of the City, in various aspects of Montréal’s democratic life, economic and social life, cultural life, recreation, physical activities and sports, environment, sustainable development, safety and quality of municipal services.

The commitments therein bind all of Ville de Montréal’s managers and personnel as well as elected officials. The **OMBUDSMAN DE MONTRÉAL** offers the only recourse available to ensure the respect of this Charter.

The **OMBUDSMAN DE MONTRÉAL** must interpret all municipal By-Laws in a manner compatible with the Charter.

Moreover, in Charter files, the **OMBUDSMAN DE MONTRÉAL** can even investigate decisions that were voted by a Borough Council, the Executive Committee or the City Council.

### MAIN UNDERTAKINGS CONTAINED IN THE CHARTER

- Democracy and public participation;
- Sufficiency and clarity of municipal information made available to citizens;
- Better representation of citizens within Montréal municipal institutions;
- Equality for men and women;
- Inclusion and Non-discrimination;
- Environment and Recycling;
- Sustainable Development;
- Protection of the built patrimony, the cultural patrimony and the natural patrimony;
- Safety, notably of women;
- Universal access;
- Access to recreational activities, to culture and to libraries;
- Evolution of services to adapt to citizens’ evolving needs.

## CITIZEN'S RIGHT OF INITIATIVE – PUBLIC CONSULTATIONS

Expectations of many citizens, in regards to participatory democracy, are very high. We regularly receive requests from citizens who are requesting a public consultation in instances where the City is not legally bound to do so.

Section 16(h) of the Charter stated the obligation, for Ville de Montréal, to define, set guidelines and grant a citizen's *Right of initiative* through a By-Law to be adopted no later than December 31, 2009.

The provisions of a new *Right of initiative* came into effect on January 1, 2010 (Addendum B of the *By-Law concerning the Montréal Charter of Rights and Responsibilities and the Right of Initiative* – By-Law 05-506 as modified by 05-506-1). The City confirmed that some citizens would have initiated such steps but our office has not yet received any complaint in this regard.

## PUBLIC CONSULTATION ON THE CHARTER, IN 2010

Section 42 of the Charter stated that the City had to proceed, through a public consultation, to the evaluation of the efficiency, the relevance and the scope of the rights and responsibilities it contains, as well as the follow-up, investigation and complaint process that it provides, within four years of its coming into effect.

In 2010, the City's Executive Committee entrusted this mandate to the *Office de consultation publique de Montréal* ("OCPM"). The commissioners appointed by the OCPM were Mr. Claude Fabien (Chairperson), Ms. Dominique Ollivier (Commissioner) and Mr. André Beauchamp (Commissioner). After analysis and deliberations, the Commission will submit to Ville de Montréal a final report with its comments and recommendations for the revision of the Charter.

This Commission held three information sessions in November 2010, for citizens and interested groups. The **OMBUDSMAN DE MONTRÉAL** presented a **General Overview** of all of its activities in connection with the Charter, since 2006. There were also three public sessions, in December 2010, where nearly 40 citizens and interested groups submitted their comments and suggestions for modifications they deem relevant.

The **OMBUDSMAN DE MONTRÉAL**'s office was present at all of these sessions: this process enabled us to get a better sense of the citizens' appreciation and expectations with regard to the Charter. We also answered many questions from participants and commissioners.

The documentation relating to this public consultation is available on the OCPM Web site.

The **OMBUDSMAN DE MONTRÉAL**'s **Overview Report** that was filed contains detailed information on the **179** investigations we have conducted in Charter files, between January 1, 2006 and July 31, 2010, as well as observations and *food for thoughts*. This document is available on the Web site of the **OMBUDSMAN DE MONTRÉAL** as well.





## CHARTER FILES HANDLED IN 2010

More and more of our files relate to commitments contained in the Charter. The number of Charter files almost doubled, in 2010, with a total of 67: they represented **31.9%** of all of our thorough investigations.

### NUMBER OF CHARTER INVESTIGATIONS – BY YEAR

	2006	2007	2008	2009	2010	Total
Number of Charter Investigations	33	40	40	38	67	<b>218</b>
%	<b>15.14</b>	<b>18.35</b>	<b>18.35</b>	<b>17.43</b>	<b>30.73</b>	<b>100%</b>

### RATIO OF CHARTER INVESTIGATIONS VERSUS THE TOTAL NUMBER OF ODM INVESTIGATIONS BY YEAR

	2006	2007	2008	2009	2010	Total
Number of Charter Investigations	33	40	40	38	67	<b>218</b>
Total number of Odm Investigations	222	233	249	193	210	<b>1 107</b>
%	<b>14.86</b>	<b>17.17</b>	<b>16.06</b>	<b>19.69</b>	<b>31.9</b>	<b>19.69</b>

It happens that, in spite of a citizen's submission, Charter commitments are not at stake in their complaint. When this occurs, our office will pursue its investigation under its general mandate and according to our usual criteria, namely: the legality, ethics, reasonableness, non-arbitrary nature, justice and equity of the contested municipal situation.

## TOPICS OF CHARTER COMPLAINTS, IN 2010

- **22** files involved the environment and sustainable development, including **10** complaints regarding excessive noise;
- **19** files involved the quality of municipal services including **3** universal access files plus **6** files concerning handicapped citizens;
- **15** complaints related to safety issues;
- **9** files were connected to democratic life; and
- **2** requests regarded economic and social life.

This data includes **9 files at the initiative of the Ombudsman:**

- Protection of the Parc Angrignon forest
- Universal access
- Safety
- Quality and clarity of information provided to citizens
- Enforcement, or not, of municipal By-Laws
- Municipal procedures and Quality of municipal services
- Public Notice processes

For more details - Chart R10 - ADDENDUM C

For details on the number of files for each specific provision of the Charter, including information on the results and processing time - Chart R11 - ADDENDUM C

## BOROUGHES MOST SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Le Plateau-Mont-Royal
- Côte-des-Neiges—Notre-Dame-de-Grâce
- Pierrefonds-Roxboro
- Ville-Marie
- Le Sud-Ouest

## CENTRAL DEPARTMENTS MOST SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Service de police de la Ville de Montréal
- Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles)
- Développement et opérations (Direction de l'environnement et du développement durable)
- Service sécurité incendie de Montréal

## PARAMUNICIPAL AGENCY SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Office municipal d'habitation de Montréal (OMHM)

## POLITICAL ENTITY SUBJECT TO A CHARTER COMPLAINT, IN 2010

- Présidence du Conseil de la Ville

For more details - Chart R12 - ADDENDUM C

## AVERAGE PROCESSING TIME OF CHARTER COMPLAINTS, IN 2010

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1	0	1	5	15	5	7	6	0	<b>40</b>	57.30 days
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	<b>100%</b>	
2009	2	0	0	8	9	9	6	4	0	<b>38</b>	47.37 days
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	<b>100%</b>	
2010	2	1	1	12	13	8	4	10	16	<b>67</b>	40.33 days
%	2.99	1.49	1.49	17.91	19.4	11.94	5.97	14.83	23.88	<b>100%</b>	

Charter files are generally more complex and, therefore, their processing time is generally longer. In 2010, the average delay was of **40.33** working days.

## PLAINTIFFS' PROFILE - CHARTER FILES, IN 2010

As stated earlier, 9 of the 67 Charter files were initiated by the Ombudsman. The following data, therefore, refers only to the 58 complaints that were submitted by citizens.

### DEMOGRAPHIC DATA

#### A. GENDER

Gender	Number	%
Female	22	37.93
Male	36	62.07
<b>TOTAL</b>	<b>58</b>	<b>100 %</b>

#### B. LANGUAGE

Language	Number	%
English	11	18.97
French	47	81.03
<b>TOTAL</b>	<b>58</b>	<b>100 %</b>

#### C. AGE GROUP <sup>(1)</sup>

Age Group	Number	%
Under 18	0	0
18-25	2	3.45
26-50	12	20.69
51-64	12	20.69
65 +	15	25.86
Unknown	17	29.31
<b>TOTAL</b>	<b>58</b>	<b>100 %</b>

#### D. ORIGIN <sup>(2)</sup>

Origin	Number	%
Ethnocultural	17	29.31
Canadian	39	67.24
Unknown	2	3.45
<b>TOTAL</b>	<b>58</b>	<b>100 %</b>

#### E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	1	5.88
French	3	17.65
Greek	4	23.53
Italian	3	17.65
Jamaican	1	5.88
Ukrainian	1	5.88
Vietnamese	1	5.88
Other	3	17.65
<b>TOTAL</b>	<b>17</b>	<b>100 %</b>

#### F. VISIBLE MINORITY <sup>(3)</sup>

Visible minority	Number	%
Yes	5	8.62
No	50	86.21
Unknown	3	5.17
<b>TOTAL</b>	<b>58</b>	<b>100 %</b>

#### G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	3	60
Asian	1	20
Black	1	20
<b>TOTAL</b>	<b>5</b>	<b>100 %</b>

<sup>1</sup> This information was provided on a voluntary basis : 70.69% of respondents gave the information.

<sup>2</sup> This information was provided on a voluntary basis: 96.55 % of respondents gave the information.

<sup>3</sup> This information was provided on a voluntary basis: 94.83% of respondents gave the information.

## EXAMPLES OF CHARTER FILES, IN 2010

### 1. Wording of Permit Application

Following many complaints, we noted that the wording of the ***Demande de permis de transformation*** form could be misleading. This form is used in all of the boroughs.

Citizens who plan to undertake modification work on their building must first complete the said form to have their project approved by the zoning and planning department of their borough. According to the applicable By-Laws, the amount they are required to pay, when they file this Application, covers the costs for studying their request. But on the form, the amount appeared under the heading "*Coût du permis*", which means "Cost of Permit".

When the permit was denied, some citizens would ask for a refund, on the basis that since no permit had been issued, they should not be charged any "Cost of Permit": the City would deny these requests, in accordance with the relevant By-Law.

We looked into this matter and asked that the wording of the form be modified so that the words "*Coût du permis*" be replaced by "*Frais d'étude*", which refers to "Fee - Study of Application". That has already been done.

In the course of this process, the following forms were also modified, in the same fashion: *Demande de permis*; *Demande de certificat d'autorisation*; *Demande de lotissement*; and *Demande d'installation septique*.

### 2. Excessive noise - Garbage collection at night

In 2009, a citizen had complained of the excessive noise resulting from garbage collection activities occurring at night, near his residence, in Arrondissement de Ville-Marie.

The nightly collection of garbage was not specifically prohibited by the By-Laws in effect in that borough which, therefore, could only manage this complaint under its *Règlement sur le bruit*, which prohibits noise exceeding 50 decibels at night.

Such an approach was difficult and costly to manage, however, since it required the presence of a noise technician / inspector on location, at the time of infractions. The borough decided, therefore, to opt for another avenue, that is: to modify its *Règlement sur le civisme, le respect et la propreté*.

A recent follow-up with Arrondissement de Ville-Marie confirmed that they fulfilled their commitment. The *Règlement sur le civisme, le respect et la propreté* was modified so as to prohibit specifically garbage collection between 11pm and 7am, on all of the borough territory. Businesses affected by this modification were informed in writing of this new provision and the borough asked them to modify their collection schedules accordingly.

The borough committed to conduct nightly surveillance in problematic areas and, if need be, to issue *Statements of offence* to companies who would continue to collect garbage at night.

### 3. Grab rails – Bathroom adapted for the handicapped – Ville de Montréal City Hall

In February 2010, the **OMBUDSMAN DE MONTRÉAL** requested from the Présidence du Conseil de la Ville, which is responsible for managing the City Hall, that it installs grab rails in the adapted bathroom located on the ground floor of the building. This request followed the recent installation by our office, in early 2010, of an automated door opening system which provides persons with reduced mobility an easy access to this bathroom.

A major project for the upgrading of the City Hall ground floor already provides for modifications to this bathroom, to improve its accessibility. When these changes will be actually completed, however, remain unknown and in our opinion, the installation of grab rails should not wait.

After many follow-up calls, over a few months, these rails were finally installed: as a result, the manoeuvres of handicapped people using this bathroom have become easier and safer.

## EVOLUTION OF PREVIOUS CHARTER FILES

### 4. Lowering on-street parking meters - Prepaid Card Payment System and Phone Payment System

Following a 2007 investigation, Société en commandite Stationnement de Montréal (SCSDM) had undertaken that all future installation and replacement of on-street parking meters would be made 40 mm lower, so as to make their instruction screens and credit card insertions more accessible to persons of short height or in wheelchairs. This change will be implemented over time, whenever a new meter is installed or an old one is replaced. The SCSDM confirmed that by the end of 2010, over 450 parking meters had been so installed at a lower height.

The SCSDM had also committed to evaluate the possibility of implementing a Prepaid Card Payment system and a Phone Payment system, for on-street parking meters.

In January 2010, the SCSDM confirmed that it had launched a *Call for tenders* for the implementation of a Payment system by Phone and that a pilot project was underway since the summer of 2009, in Arrondissement de Lachine, with regard to a Prepaid Card Payment system.

We followed up again in December 2010: the SCSDM informed us that the Payment by Phone project should be ready for testing in the summer of 2011.

As for a Prepaid Card system, the project is still under study. The SCSDM still plans to offer such a service, similar to the one in use in the Montréal metro, but it must first make sure its technology is compatible with the new “chip” technologies being implemented by financial institutions, for their credit and debit cards. There will, therefore, be some delays.

We will continue our regular follow-ups on both these projects.

### 5. Protection of the natural patrimony – Parc Angrignon forest

In 2006, the **OMBUDSMAN DE MONTRÉAL** had issued a formal **RECOMMENDATION** aiming at ensuring the long-term survival and natural regeneration of the Parc Angrignon forest.

Notwithstanding Arrondissement de LaSalle’s refusal, the Service du développement culturel, de la qualité du milieu de vie et de la diversité ethnoculturelle and Arrondissement Le Sud-Ouest accepted our **RECOMMENDATION** without reserve and they undertook to only authorize, in this forest, **necessary manual activities** for the removal of garbage and the eradication of buckthorn.

As every year ever since, we followed up on this file in 2010 and both the Central Department and Arrondissement Le Sud-Ouest reiterated their full commitment to respect their undertakings.

## 6. Terrace noise – Quality of life of neighbouring residents – Boris Bistro

For many years, owners living behind this Old Montréal terrace have been complaining that its activities are seriously prejudicial to their quality of life. The **OMBUDSMAN DE MONTRÉAL** has worked on this file for many years now, together with Arrondissement de Ville-Marie which deployed many efforts in search of a lasting solution, although the collaboration of this business owner is generally lacking.

In 2009 and 2010, Arrondissement de Ville-Marie's noise technician went on site many times, when the weather was nice and the terrace was full, to measure the intensity of noise: the maximum threshold permitted was exceeded many times. *Statements of offence* were issued but the business owner contested them before the courts.

To this day, no long term solution has been found.

The processing of *Statements of offence* by the Municipal Court takes a very long time and, as of today, no judgment was rendered.

We will keep following up on this case, in collaboration with borough representatives, in hope that a lasting solution will eventually be found so as to ensure a reasonable quality of life for the neighbouring residents.



# Addenda



## ADDENDUM A

### THE OMBUDSMAN DE MONTRÉAL IN A NUTSHELL

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

Our office has broad investigation powers. Managers and City representatives must cooperate to our investigations and provide all of the information or documents we request.

Except as needed for the purpose of our interventions, the personal information received by the **OMBUDSMAN DE MONTRÉAL** is private and confidential and no other person has access to it.

The Ombudsman can **RECOMMEND** any measure she deems appropriate and in almost every case, her **RECOMMENDATIONS** are accepted and implemented by City representatives.

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

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

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

Our offices are located on the ground floor of Ville de Montréal City Hall, a few steps away from Champ-de-Mars metro station.

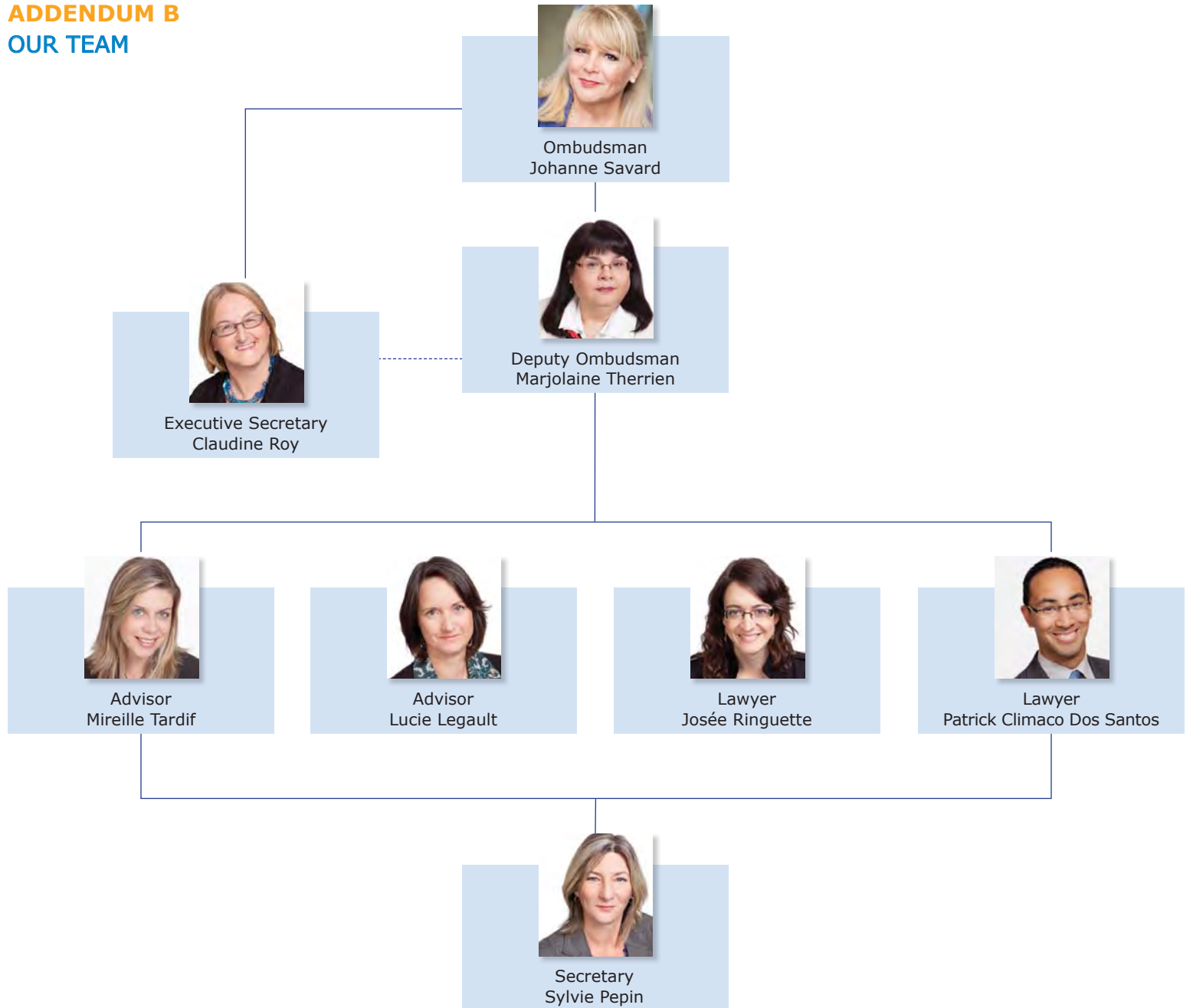
The building is accessible to people with reduced mobility via the Place Vauquelin entrance, in front of Place Jacques-Cartier.

For more information on our mandate, values and mission, on our logo and complaint procedures, please consult our **PROMOTING RESPECT; ENSURING EQUITY** brochure, available on our Web site.





**ADDENDUM B**  
**OUR TEAM**



## Ms. JOHANNE SAVARD

### Training and Professional experience

Following her studies in Political Science at Concordia University, Ms. Savard obtained her law degree from Université de Montréal. She has been a member of the Québec and Canadian Bars since 1980. Ms. Savard has completed numerous trainings in public management at *École nationale d'administration publique de Montréal* (ENAP). She is also a "Certified Mediator" recognized by the Québec Bar Association, the *Institut de Médiation et d'Arbitrage du Québec* and by the ADR Institute of Canada.

For many years, Ms. Savard was Department head and member of the Board of Directors of a major law firm; member of the Board of Directors and of the Executive Committee of *Lex Mundi*, the world's largest international association of independent law firms; and also, the chairperson of the *Women and the Law* Committee of this association.

In 2003, Ms. Savard quit the private practice of law and became the first Ombudsman of Ville de Montréal. Ever since, along with her team, she offers a last resort recourse to citizens who believe they have been treated unfairly by Ville de Montréal administration. Her mandate was unanimously renewed by City Council in 2007.

Ms. Savard is a member of the *Forum of Canadian Ombudsmans*, the *International Ombudsmans' Association*, the *International Ombudsmans' Institute* and of the *Association des responsables de la gestion des plaintes du gouvernement du Québec*. She sits on the Membership Committee of the *Association des ombudsmans et médiateurs de la francophonie*.

### Expertise

Ms. Savard has solid experience in employment and labour law and in human and fundamental rights issues. For over twenty-five years, she has used and promoted alternative dispute resolution processes and has always approached difficult situations with an eye for preventing conflict and for finding practical and efficient solutions.

### Social commitment

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

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

For many years, she was member of the Board of Directors of the Rotary Club of Old Montréal, which she presided in 2005-2006.

Ms. Savard was twice the recipient of the *Rotarian of the Year* award and, in 2006, she received the *Paul Harris Fellow* prize, in appreciation of her "*tangible and significant assistance given for the furtherance of better understanding and friendly relations among peoples of the world*".

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

From 2006 to 2008, she was a member of the *Conseil des gouverneurs* of *Resto Plateau*.

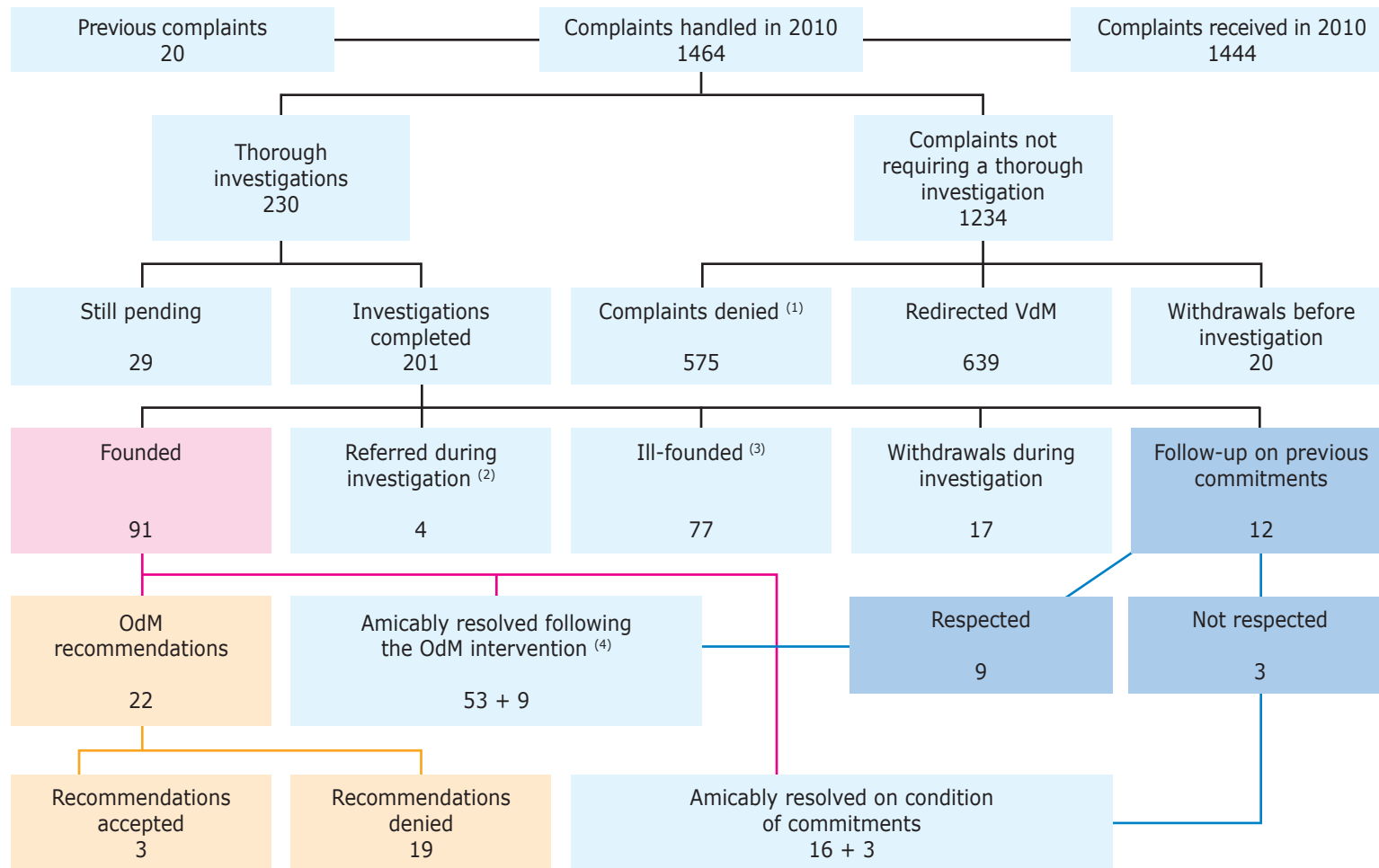


## ADDENDUM C

### Chart R1

#### COMPLAINTS HANDLED IN 2010

Including charter files



(1) These are topics over which the OdM generally does not have jurisdiction.

(2) These are complaints which the OdM redirected to the concerned director, during the investigation, given his willingness to resolve the matter without the need of a formal RECOMMENDATION.

(3) These files were investigated but the OdM concluded that the complaint was ill-founded, for example, if by-laws were respected. Our reasoned conclusions were nevertheless provided to the citizen.

(4) In these cases, following a discussion with the OdM, the concerned director voluntarily settled the issue to the citizen's advantage, following our investigation : there was, therefore, no need to issue a RECOMMENDATION.

## Chart R2

### EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Access to information	40	39	<b>21</b>
Acquired rights	5	1	<b>2</b>
Alley	7	12	<b>14</b>
Animal	22	10	<b>14</b>
Application of by-laws	78	42	<b>56</b>
Aqueduct / Sewer	19	13	<b>15</b>
Cleanliness	25	12	<b>10</b>
Communications	10	25	<b>16</b>
Conduct of an employee	124	96	<b>79<sup>(1)</sup></b>
Conflict of interests	1	0	<b>4</b>
Court decision	43	34	<b>10<sup>(2)</sup></b>
Culture	1	1	<b>0</b>
Cycling path	5	4	<b>3</b>
Decision of a Borough Council	12	2	<b>7</b>
Decision of the City Council	3	3	<b>3</b>
Decision of the Executive Committee	1	3	<b>1</b>
Driveway entrance	6	3	<b>3</b>
Environment / Sustainable development	5	3	<b>3</b>
Evaluation / Real estate tax	30	35	<b>37</b>
Fence	10	6	<b>3</b>
Financial compensation (aqueduct/sewer)	2	11	<b>6</b>
Financial compensation (climate event)	3	0	<b>0</b>
Financial compensation (fall on sidewalk)	29	27	<b>12</b>
Financial compensation (municipal pound)	5	5	<b>3</b>
Financial compensation (municipal works)	30	11	<b>8</b>

(1) In 2010, this category includes complaints against Ville de Montréal's employees only.

(2) In 2010, this category does not include judgments rendered by Cour municipale de Montréal.

Chart R2 (continued)

**EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC**

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Financial compensation (other)	55	49	<b>17</b>
Financial compensation (pothole)	11	8	<b>1</b>
Financial compensation (road incident)	5	8	<b>6</b>
Financial compensation (tree)	4	2	<b>3</b>
Fire / Public safety	6	12	<b>9</b>
Garbage / Recycling	38	30	<b>17</b>
Handicapped person	16	9	<b>12</b>
Human rights	3	6	<b>1</b>
Immigration	3	4	<b>N/A <sup>(3)</sup></b>
Labour relations	38	39	<b>33</b>
Library	4	2	<b>3</b>
Management of underground pipes	2	0	<b>0</b>
Miscellaneous	54	46	<b>30</b>
Municipal Court	91	80	<b>89</b>
Municipal Court judgment	N/A <sup>(4)</sup>	N/A <sup>(4)</sup>	<b>26</b>
Noise	54	36	<b>35</b>
Nuisance	25	23	<b>16</b>
Parking / SRRR / Vignettes	59	54	<b>75</b>
Parks and green spaces	11	4	<b>11</b>
Permit	56	41	<b>53</b>
Pound (other)	5	5	<b>7</b>
Pound (storage of furniture)	63	29	<b>43</b>
Private dispute	N/A <sup>(5)</sup>	N/A <sup>(5)</sup>	<b>100</b>
Public health	24	29	<b>32</b>
Public organizations	108	123	<b>143</b>

(3) This category is not used in 2010.

(4) New category since 2010.

(5) New category since 2010.

Chart R2 (continued)

**EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC**

*Including Charter files*

TOPIC	NUMBER		
	2008	2009	2010
Public participation	10	3	<b>5</b>
Road works / Public works	63	63	<b>42</b>
Snow removal	40	19	<b>11</b>
Social housing / HLM / Housing subsidies	86	94	<b>105</b>
Sports and leisure	23	15	<b>10</b>
Subsidy other than housing	15	19	<b>28</b>
Tax (except real estate)	24	23	<b>19</b>
Taxi	3	0	<b>4</b>
Tenant / Landlord relations	40	28	<b>19</b>
Tenders	3	7	<b>1</b>
Towing	10	8	<b>2</b>
Traffic	27	22	<b>12</b>
Transportation	23	21	<b>12</b>
Tree	37	35	<b>25</b>
Universal access	4	2	<b>4</b>
Violation of law	34	29	<b>24</b>
Winter temporary shelter	2	2	<b>2</b>
Zoning / Urban planning / Exemption	18	17	<b>27</b>
<b>TOTAL</b>	<b>1713</b>	<b>1444</b>	<b>1444</b>

Chart R3

**RESULTS / BY TOPIC**

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	<b>21</b>	0	3	18	0	0	0	0	0	0	0	0
Acquired rights	<b>2</b>	0	1	0	0	0	1	0	0	0	0	0
Alley	<b>14</b>	0	11	0	0	0	1	1	0	0	0	1
Animal	<b>14</b>	0	9	4	0	0	0	1	0	0	0	0
Application of by-laws	<b>56</b>	0	41	5	0	0	8	2	0	0	0	0
Aqueduct / Sewer	<b>15</b>	0	10	1	0	0	1	1	0	0	0	2
Cleanliness	<b>10</b>	0	10	0	0	0	0	0	0	0	0	0
Communications	<b>16</b>	0	7	1	0	0	1	4	0	0	0	3
Conduct of an employee	<b>79</b>	0	39	39	0	0	0	1	0	0	0	0
Conflict of interests	<b>4</b>	0	2	2	0	0	0	0	0	0	0	0
Court decision	<b>10</b>	0	0	10	0	0	0	0	0	0	0	0
Cycling path	<b>3</b>	0	2	0	1	0	0	0	0	0	0	0
Decision of a Borough Council	<b>7</b>	2	0	5	0	0	0	0	0	0	0	0
Decision of the City Council	<b>3</b>	0	0	3	0	0	0	0	0	0	0	0
Decision of the Executive Committee	<b>1</b>	0	0	1	0	0	0	0	0	0	0	0
Driveway entrance	<b>3</b>	0	2	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	<b>3</b>	0	1	0	0	0	2	0	0	0	0	0
Evaluation / Real estate tax	<b>37</b>	1	29	4	0	0	2	0	0	0	1	0
Fence	<b>3</b>	0	2	0	0	0	1	0	0	0	0	0



Chart R3 (continued)

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Financial compensation (aqueduct / sewer)	<b>6</b>	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (fall on sidewalk)	<b>12</b>	0	1	10	0	0	0	0	0	0	0	1
Financial compensation (municipal pound)	<b>3</b>	0	0	3	0	0	0	0	0	0	0	0
Financial compensation (municipal works)	<b>8</b>	0	0	6	0	0	2	0	0	0	0	0
Financial compensation (other)	<b>17</b>	0	3	12	0	0	1	1	0	0	0	0
Financial compensation (pothole)	<b>1</b>	0	0	1	0	0	0	0	0	0	0	0
Financial compensation (road incident)	<b>6</b>	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (tree)	<b>3</b>	0	0	3	0	0	0	0	0	0	0	0
Fire / Public safety	<b>9</b>	1	5	1	0	0	0	1	0	1	0	0
Garbage / Recycling	<b>17</b>	0	7	9	0	0	0	0	0	0	0	1
Handicapped person	<b>12</b>	0	5	0	0	1	1	2	0	0	1	2
Human rights	<b>1</b>	0	0	1	0	0	0	0	0	0	0	0
Labour relations	<b>33</b>	0	0	33	0	0	0	0	0	0	0	0
Library	<b>3</b>	0	1	0	0	0	0	1	0	0	0	1
Miscellaneous	<b>30</b>	2	16	7	0	0	4	0	0	1	0	0
Municipal court	<b>89</b>	0	70	9	2	1	3	4	0	0	0	0
Municipal court judgment	<b>26</b>	0	0	26	0	0	0	0	0	0	0	0
Noise	<b>35</b>	2	23	0	1	0	3	0	0	1	3	2
Nuisance	<b>16</b>	0	15	0	0	0	0	0	0	0	0	1

Chart R3 (continued)

**RESULTS / BY TOPIC**

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Parking / SRRR / Vignettes	<b>75</b>	2	28	33	0	1	2	4	0	3	2	0
Parks and green spaces	<b>11</b>	0	7	0	0	0	0	1	0	2	1	0
Permit	<b>53</b>	1	42	2	0	0	2	3	0	0	0	3
Pound (other)	<b>7</b>	0	4	1	0	0	1	1	0	0	0	0
Pound (storage of furniture)	<b>43</b>	3	12	0	7	0	0	3	17	0	0	1
Private dispute	<b>100</b>	0	0	100	0	0	0	0	0	0	0	0
Public health	<b>32</b>	0	20	2	0	0	7	1	0	0	0	2
Public organizations	<b>143</b>	0	0	143	0	0	0	0	0	0	0	0
Public participation	<b>5</b>	0	2	0	0	0	2	0	0	0	0	1
Road works / Public works	<b>42</b>	1	30	2	2	0	1	1	0	2	3	0
Snow removal	<b>11</b>	0	10	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidy	<b>105</b>	3	79	5	1	0	7	5	1	2	1	1
Sports and leisure	<b>10</b>	0	8	1	0	0	1	0	0	0	0	0
Subsidy other than housing	<b>28</b>	0	22	1	0	0	5	0	0	0	0	0
Tax (except real estate)	<b>19</b>	0	13	1	0	0	4	1	0	0	0	0
Taxi	<b>4</b>	0	2	0	0	0	2	0	0	0	0	0
Tenant / Landlord relations	<b>19</b>	0	0	19	0	0	0	0	0	0	0	0

Chart R3 (continued)

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Tenders	<b>1</b>	0	1	0	0	0	0	0	0	0	0	0
Towing	<b>2</b>	0	0	2	0	0	0	0	0	0	0	0
Traffic	<b>12</b>	0	7	2	1	0	1	1	0	0	0	0
Transportation	<b>12</b>	0	0	12	0	0	0	0	0	0	0	0
Tree	<b>25</b>	0	19	0	0	0	1	5	0	0	0	0
Universal access	<b>4</b>	0	1	0	0	0	0	2	0	0	0	1
Violation of law	<b>24</b>	1	1	22	0	0	0	0	0	0	0	0
Winter temporary shelter	<b>2</b>	0	2	0	0	0	0	0	0	0	0	0
Zoning / Urban planning / Exemption	<b>27</b>	1	14	1	1	0	5	1	0	1	0	3
<b>GRAND TOTAL</b>	<b>1444</b>	<b>20</b>	<b>639</b>	<b>575</b>	<b>16</b>	<b>3</b>	<b>73</b>	<b>49</b>	<b>18</b>	<b>13</b>	<b>12</b>	<b>26</b>

## Chart R4

### EVOLUTION - NUMBER OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	NUMBER		
	2008	2009	2010
Ahuntsic-Cartierville	59	62	<b>49</b>
Anjou	10	9	<b>11</b>
Côte-des-Neiges – Notre-Dame-de-Grâce	90	31	<b>66</b>
L'Île-Bizard – Sainte-Geneviève	7	6	<b>2</b>
Lachine	14	3	<b>4</b>
LaSalle	14	23	<b>20</b>
Le Plateau-Mont-Royal	85	70	<b>76</b>
Le Sud-Ouest	28	30	<b>27</b>
Mercier – Hochelaga-Maisonneuve	57	49	<b>27</b>
Montréal-Nord	15	16	<b>25</b>
Outremont	6	4	<b>15</b>
Pierrefonds-Roxboro	9	6	<b>22</b>
Rivière-des-Prairies – Pointe-aux-Trembles	28	33	<b>28</b>
Rosemont – La Petite-Patrie	56	46	<b>47</b>
Saint-Laurent	18	12	<b>9</b>
Saint-Léonard	15	5	<b>8</b>
Verdun	28	22	<b>26</b>
Ville-Marie	109	60	<b>75</b>
Villeray – Saint-Michel – Parc-Extension	33	29	<b>20</b>
Special investigations concerning all boroughs	3	2	<b>0</b>
<b>TOTAL</b>	<b>684</b>	<b>518</b>	<b>557</b>

## Chart R5

### EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT <sup>(1)</sup>	NUMBER		
	2008	2009	2010
<b>Direction générale</b>			
Concertation des arrondissements	N/A <sup>(2)</sup>	N/A <sup>(2)</sup>	<b>2</b>
Direction des communications et des relations avec les citoyens	1	4	<b>2</b>
Direction des Muséums nature de Montréal	1	0	<b>1</b>
Direction du greffe	6	7	<b>4</b>
Unité de la propreté et du déneigement	N/A <sup>(3)</sup>	1	<b>0</b>
Direction de l’approvisionnement	1	2	<b>0</b>
Direction du matériel roulant et des ateliers	0	1	<b>0</b>
<b>Finances</b>			
Direction des revenus et de la fiscalité	43	46	<b>48</b>
Direction de la comptabilité et du contrôle financier	0	1	<b>0</b>
Direction de la gestion financière	0	1	<b>0</b>
<b>Affaires juridiques et évaluation foncière</b>			
Direction de l’évaluation foncière	11	6	<b>9</b>
Direction des affaires pénales et criminelles	127	108	<b>124</b>
Affaires juridiques	108	88	<b>50</b>
<b>Immeubles et systèmes d’information</b>			
Direction des immeubles	1	1	<b>2</b>
Direction des systèmes d’information	N/A <sup>(4)</sup>	N/A <sup>(4)</sup>	<b>1</b>
Direction stratégies et transactions immobilières	4	4	<b>6</b>
<b>Développement et opérations</b>			
Direction de l’environnement et du développement durable	5	4	<b>5</b>

(1) A major restructuring took place in 2010, the data of previous years have been grouped under the administrative unit responsible in 2010.

(2) New administrative unit in 2010, no equivalent for previous years.

(3) New administrative unit in 2009.

(4) New administrative unit in 2010, no equivalent for previous years.

Chart R5 (continued)

**EVOLUTION – NUMBER OF COMPLAINTS  
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT <sup>(1)</sup>	NUMBER		
	2008	2009	2010
Direction du développement culturel et du patrimoine	2	1	3
Direction du développement économique et urbain	0	0	2
Direction de l'habitation	13	17	27
Direction des grands parcs et du verdissement	3	1	1
Direction des sports	3	3	4
Bureau du Mont-Royal	2	1	0
Direction des transports	2	1	7
Direction des travaux publics	1	2	1
<b>Eau</b>			
All departments included	2	2	3
<b>Capital humain</b>			
All departments included	27	21	31
<b>Police</b>			
Service des communications opérationnelles	8	2	4
Direction du service de police	106	106	86
Direction des opérations corporatives (parking agents)	23	34	40
<b>Sécurité incendie de Montréal</b>			
All departments included	10	16	10
<b>Previous Municipal pound</b>			
Direction de l'administration et du soutien opérationnel	62	6 <sup>(5)</sup>	N/A <sup>(5)</sup>
<b>TOTAL</b>	<b>572</b>	<b>487</b>	<b>473</b>

(5) In 2009, the storage of furniture of evicted tenants have been passed on to boroughs.

Chart R6

**EVOLUTION – NUMBER OF COMPLAINTS  
BY PARAMUNICIPAL AGENCY,  
CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION**

*Including Charter files*

ENTITY	NUMBER		
	2008	2009	2010
Commission des services électriques de Montréal	1	5	2
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	0	0	1
Office municipal d'habitation de Montréal (OMHM)	96	98	102
Société du parc Jean-Drapeau	2	11	0
Société d'habitation et de développement de Montréal (SHDM)	9	2	15
Société de transport de Montréal	30	33	26
Société en commandite Stationnement de Montréal	3	9	6
Musée Pointe-à-Callière	0	1	0
<b>TOTAL</b>	<b>141</b>	<b>160</b>	<b>152</b>

Chart R7

**EVOLUTION – NUMBER OF COMPLAINTS  
BY POLITICAL ENTITY <sup>(1)</sup>**

*Including Charter files*

ENTITY	2008	2009	2010
Agglomeration Council <sup>(2)</sup>	0	0	<b>1</b>
City Council	8	5	<b>6</b>
Executive Committee	6	5	<b>4</b>
Mayor's office	0	2	<b>0</b>
Présidence du Conseil de la Ville	0	2	<b>1</b>
<b>TOTAL</b>	<b>14</b>	<b>14</b>	<b>12</b>

(1) The requests concerning a Borough Council are included in Chart R4.

(2) The OdM has no jurisdiction over the Agglomeration Council.



Chart R8

**FINAL RESPONSE PERIOD**

*Including Charter files*

**A. ALL COMPLAINTS**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1448	51	35	42	67	27	15	27	1	<b>1713</b>	6.87 DAYS
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.58	0.06	<b>100%</b>	
2009	1225	48	24	32	54	35	12	12	2	<b>1444</b>	6.15 DAYS
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.83	0.14	<b>100%</b>	
2010	1172	77	35	44	49	21	5	15	26	<b>1444</b>	5.27 DAYS
%	81.16	5.33	2.42	3.05	3.39	1.45	0.35	1.04	1.80	<b>100%</b>	

**B. THOROUGH INVESTIGATIONS ONLY**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	14	25	31	42	67	27	15	27	1	<b>249</b>	40.96 DAYS
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	10.84	0.4	<b>100%</b>	
2009	15	13	20	30	54	35	12	12	2	<b>193</b>	38.48 DAYS
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	6.22	1.04	<b>100%</b>	
2010	7	22	24	42	48	21	5	15	26	<b>210</b>	28.78 DAYS
%	3.33	10.48	11.43	20	22.86	10	2.38	7.14	12.38	<b>100%</b>	

## Chart R9

### DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2010

Including Charter files

#### A. GENDER

Gender	Number	%
Female	660	46.45
Male	761	53.55
<b>TOTAL</b>	<b>1421<sup>(1)</sup></b>	<b>100%</b>

#### B. LANGUAGE

Language	Number	%
English	310	21.71
French	1118	78.29
<b>TOTAL</b>	<b>1428<sup>(1)</sup></b>	<b>100%</b>

#### C. AGE GROUP <sup>(2)</sup>

Age group	Number	%
Under 18	4	0.28
18-25	21	1.48
26-50	437	30.75
51-64	192	13.51
65 +	150	10.56
Unknown	617	43.42
<b>TOTAL</b>	<b>1421<sup>(1)</sup></b>	<b>100%</b>

#### D. ORIGIN <sup>(3)</sup>

Origin	Number	%
Canadian	851	59.89
Ethnocultural	282	19.85
Unknown	288	20.27
<b>TOTAL</b>	<b>1421<sup>(1)</sup></b>	<b>100%</b>

(1) 16 investigations were initiated by the OdM and 7 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 56.58% of respondents gave the information.

(3) This information was provided on a voluntary basis : 79.73% of respondents gave the information.

Chart R9 (continued)

**DEMOGRAPHIC DATA  
COMPLAINTS RECEIVED IN 2010**

*Including Charter files*

**E. ETHNOCULTURAL ORIGIN**

Origin	Number	%
American (USA)	7	2.48
Chinese	8	2.84
Egyptian	2	0.71
French	18	6.38
German	4	1.42
Greek	17	6.03
Haitian	15	5.32
Indian (India)	4	1.42
Irish	3	1.06
Italian	60	21.28
Jamaican	2	0.71
Jewish	7	2.48
Moroccan	4	1.42
Portuguese	2	0.71
Romanian	5	1.77
Russian	4	1.42
Syrian	1	0.35
Turk	1	0.35
Ukrainian	1	0.35
Vietnamese	2	0.71
Other	115	40.78
<b>TOTAL</b>	<b>282</b>	<b>100%</b>

**F. VISIBLE MINORITY <sup>(4)</sup>**

Visible minority	Number	%
Yes	137	9.64
No	985	69.32
Unknown	299	21.04
<b>TOTAL</b>	<b>1421 <sup>(1)</sup></b>	<b>100%</b>

**G. VISIBLE MINORITY - DETAILS**

Visible minority	Number	%
Arabic	51	37.23
Asiatic	17	12.41
Black	50	36.5
Latin American	14	10.22
South Asia	5	3.65
<b>TOTAL</b>	<b>137</b>	<b>100%</b>

(4) This information was provided on a voluntary basis : 78.96% of respondents gave the information.

Chart R10

**CHARTER FILES**

**NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
Democracy	Application of by-laws	<b>1</b>
	Communications	<b>3</b>
	Public participation	<b>2</b>
	Zoning / Urban planning / Exemption	<b>3</b>
	<b>SUB-TOTAL</b>	<b>9</b>
Economic and Social Life	Aqueduct / Sewer	<b>1</b>
	Social housing / HLM / Housing subsidy	<b>1</b>
	<b>SUB-TOTAL</b>	<b>2</b>
Environment and Sustainable Development	Environment / Sustainable development	<b>2</b>
	Garbage / Recycling	<b>1</b>
	Noise	<b>10</b>
	Nuisance	<b>1</b>
	Parks and green spaces	<b>2</b>
	Permit	<b>1</b>
	Social housing / HLM / Housing subsidy	<b>1</b>
	Traffic	<b>1</b>
	Tree	<b>2</b>
	Zoning / Urban planning / Exemption	<b>1</b>
<b>SUB-TOTAL</b>	<b>22</b>	

Chart R10 (continued)

**CHARTER FILES**

**NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
Municipal Services	Aqueduct / Sewer	2
	Communications	3
	Conduct of an employee	1
	Driveway entrance	1
	Handicapped person	6
	Road works / Public works	2
	Subsidy other than housing	1
	Universal access	3
	<b>SUB-TOTAL</b>	<b>19</b>
Security	Application of by-laws	1
	Cycling path	1
	Fence	1
	Fire / Public safety	1
	Handicapped person	1
	Parking / SRRR / Vignettes	4
	Public health	1
	Snow removal	1
	Social housing / HLM / Housing subsidy	1
	Traffic	1
	Tree	2
<b>SUB-TOTAL</b>	<b>15</b>	
<b>GRAND TOTAL</b>		<b>67</b>

**CHARTER FILES****RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Democracy</b>			
Ensuring that the public consultation process is credible, open and effective	2	Still pending	-
Providing citizens with clearly formulated information	6	4 Still pending 1 Ill-founded 1 Resolved	18.67
Providing citizens with useful information	4	2 Still pending 1 Ill-founded 1 Resolved	65.25
Encouraging public participation	1	Resolved	106
Fostering civic values among citizens	1	Ill-founded	80
<b>SUB-TOTAL</b>	<b>14</b>		
<b>Economic and Social Life</b>			
Considering the needs of vulnerable persons and particularly individuals from low and modest income families in its implementation of housing measures	1	Ill-founded	20
Providing citizens with access to sufficient quantities of quality drinking water	1	Still pending	-
<b>SUB-TOTAL</b>	<b>2</b>		
<b>Environment and Sustainable Development</b>			
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	2	1 Ill-founded 1 Resolved	113
Promoting the protection and the enhancement of urban woods	2	1 Ill-founded 1 Follow-up on commitment	89.5
Promoting the protection and the enhancement of natural environments	1	Ill-founded	156
Promoting access to green spaces	1	Resolved	15

Chart R11 (continued)

**CHARTER FILES**

**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Fostering continuous improvement of air quality	<b>2</b>	1 Ill-founded 1 Resolved	22
Taking measures to reduce abusive irritants resulting from dumping garbage	<b>1</b>	Still pending	-
Taking measures to reduce abusive irritants resulting from traffic	<b>2</b>	1 Commitment 1 Ill-founded	98
Taking measures to reduce abusive irritants resulting from noise	<b>13</b>	1 Withdrawal 3 Still pending 2 Commitments 3 Ill-founded 1 Resolved 3 Follow-ups on commitment	45.46
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	<b>2</b>	1 Withdrawal 1 Still pending	28
Promoting waste reduction, re-use and recycling	<b>1</b>	Ill-founded	22
<b>SUB-TOTAL</b>	<b>27</b>		
<b>Municipal Services</b>			
Promoting flexibility in supplying municipal services to meet the various needs of citizens	<b>6</b>	1 Still pending 1 Referred 4 Resolved	31.05
Promoting flexibility in the use of public space to meet the various needs of citizens	<b>1</b>	Still pending	-
Promoting universal access in organizing the city and specifically in municipal buildings and services	<b>9</b>	2 Still pending 1 Ill-founded 1 Referred 4 Resolved 1 Follow-up on commitment	39
Promoting the supply and distribution of municipal services in an equitable manner	<b>1</b>	Ill-founded	31

**CHARTER FILES**

**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Taking measures to limit disruptions or obstacles depriving citizens of safe pedestrian access to their homes	1	Referred	17
Providing municipal services in a skillful, respectful and non-discriminatory manner	10	1 Withdrawal 3 Still pending 5 Resolved 1 Follow-up on commitment	28.3
<b>SUB-TOTAL</b>	<b>28</b>		
<b>Security</b>			
Developing its territory in a safe manner	6	2 Withdrawals 1 Commitment 3 Resolved	52.17
Protecting property	2	1 Commitment 1 Resolved	108.5
Protecting people	14	2 Withdrawals 1 Still pending 2 Commitments 2 Ill-founded 7 Resolved	51.07
<b>SUB-TOTAL</b>	<b>22</b>		
<b>GRAND TOTAL</b>	<b>93</b>		



Chart R12

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
<b>Ahuntsic-Cartierville (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	Tree	1
	<b>Municipal Services</b>	
	Road works / Public works	1
<b>TOTAL</b>		<b>3</b>
<b>Anjou (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	2
	Traffic	1
	<b>TOTAL</b>	
<b>Côte-des-Neiges-Notre-Dame-de-Grâce (administration)</b>	<b>Democracy</b>	
	Communications	1
	<b>Environment and Sustainable Development</b>	
	Nuisance	1
	Tree	1
	<b>Municipal Services</b>	
	Aqueduct / Sewer	1
	<b>Security</b>	
Tree	2	
<b>TOTAL</b>		<b>6</b>
<b>LaSalle (administration)</b>	<b>Security</b>	
	Parking / SRRR / Vignettes	1
	<b>TOTAL</b>	

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
<b>Le Plateau-Mont-Royal (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	Permit	1
	<b>Municipal Services</b>	
	Communications	1
	Handicapped person	1
	<b>Security</b>	
	Application of by-laws	1
	Cycling path	1
	Snow removal	1
	Traffic	1
<b>TOTAL</b>	<b>8</b>	
<b>Le Sud-Ouest (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	Parks and green spaces	1
	<b>Municipal Services</b>	
	Aqueduct / Sewer	1
Handicapped person	1	
<b>TOTAL</b>	<b>4</b>	
<b>Mercier – Hochelaga-Maisonneuve (administration)</b>	<b>Municipal Services</b>	
	Handicapped person	1
<b>TOTAL</b>	<b>1</b>	

Chart R12 (continued)

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
<b>Montréal-Nord (administration)</b>	<b>Democracy</b>	
	Zoning / Urban planning / Exemption	1
	<b>Municipal Services</b>	
	Road works / Public works	1
	<b>TOTAL</b>	<b>2</b>
<b>Outremont (administration)</b>	<b>Democracy</b>	
	Application of by-laws	1
	<b>Environment and Sustainable Development</b>	
	Garbage / Recycling	1
	<b>TOTAL</b>	<b>2</b>
<b>Pierrefonds-Roxboro (administration)</b>	<b>Environment and Sustainable Development</b>	
	Environment / Sustainable development	1
	Zoning / Urban planning / Exemption	1
	<b>Democracy</b>	
<b>Pierrefonds-Roxboro (Borough Council)</b>	Public participation	1
	<b>Democracy</b>	
	Public participation	1
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>5</b>
<b>Rosemont – La Petite-Patrie (administration)</b>	<b>Economic and Social Life</b>	
	Aqueduct / Sewer	1
	<b>Security</b>	
	Parking / SRRR / Vignettes	2
	<b>TOTAL</b>	<b>3</b>

Chart R12 (continued)

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
<b>Saint-Laurent (administration)</b>	<b>Security</b>	
	Fence	1
	<b>TOTAL</b>	<b>1</b>
<b>Verdun (administration)</b>	<b>Municipal Services</b>	
	Driveway entrance	1
<b>Verdun (Borough Council)</b>	<b>Democracy</b>	
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>2</b>
<b>Ville-Marie (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	2
	Parks and green spaces	1
	<b>Municipal Services</b>	
	Handicapped person	1
<b>Ville-Marie (Borough Council)</b>	<b>Environment and Sustainable Development</b>	
	Noise	1
	<b>TOTAL</b>	<b>5</b>
<b>Villeray – Saint-Michel – Parc-Extension (administration)</b>	<b>Municipal Services</b>	
	Handicapped person	1
	Subsidy other than housing	1
	<b>TOTAL</b>	<b>2</b>

Chart R12 (continued)

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
<b>Direction générale (Concertation avec les arrondissements)</b>	<b>Democracy</b>	
	Communications	1
	<b>TOTAL</b>	<b>1</b>
<b>Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles)</b>	<b>Municipal Services</b>	
	Communications	2
	<b>TOTAL</b>	<b>2</b>
<b>Développement et opérations (Direction de l'environnement et du développement durable)</b>	<b>Democracy</b>	
	Communications	1
	<b>Environment and Sustainable Development</b>	
	Environment / Sustainable development	1
<b>TOTAL</b>	<b>2</b>	
<b>Développement et opérations (Direction du développement culturel et du patrimoine)</b>	<b>Municipal Services</b>	
	Subsidy other than housing	1
	<b>TOTAL</b>	<b>1</b>
<b>Développement et opérations (Direction des grands parcs et du verdissement)</b>	<b>Environment and Sustainable Development</b>	
	Parks and green spaces	1
	<b>TOTAL</b>	<b>1</b>
<b>Eau (All departments included)</b>	<b>Economic and Social Life</b>	
	Aqueduct / Sewer	1
	<b>TOTAL</b>	<b>1</b>

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
<b>Police (Direction du service de police)</b>	<b>Municipal Services</b>	
	Universal access	1
	<b>Security</b>	
	Application of by-laws	1
	<b>TOTAL</b>	<b>2</b>
<b>Police (Direction des opérations corporatives)</b>	<b>Municipal Services</b>	
	Communications	1
	Conduct of an employee	1
	<b>Security</b>	
	Parking / SRRR / Vignettes	1
	<b>TOTAL</b>	<b>3</b>
<b>Sécurité incendie de Montréal (All departments included)</b>	<b>Security</b>	
	Fire / Public safety	1
	Handicapped person	1
	<b>TOTAL</b>	<b>2</b>

Chart R12 (continued)

**CHARTER FILES**

**TOPIC OF COMPLAINTS / BY ENTITY**

PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	2010 NUMBER
<b>Office municipal d'habitation de Montréal (OMHM)</b>	<b>Economic and Social Life</b>	
	Social housing / HLM / Housing subsidies	1
	<b>Environment and Sustainable Development</b>	
	Noise	2
	Social housing / HLM / Housing subsidies	1
	<b>Municipal Services</b>	
	Handicapped person	1
	<b>Security</b>	
	Public health	1
	Social housing / HLM / Housing subsidies	1
<b>TOTAL</b>	<b>7</b>	
<b>Société en commandite Stationnement de Montréal</b>	<b>Municipal Services</b>	
	Universal access	1
<b>TOTAL</b>	<b>1</b>	
POLITICAL ENTITY	CHAPTER / TOPIC	2010 NUMBER
<b>Présidence du Conseil de la Ville</b>	<b>Municipal Services</b>	
	Universal access	1
<b>TOTAL</b>	<b>1</b>	

## ADDENDUM D

### LIST OF DOCUMENTS AND CHARTS AVAILABLE ON OUR WEB SITE

#### A. 2010 CHARTS - ALL FILES INCLUDING CHARTER FILES

Chart 1	Complaints handled in 2010
Chart 2	Evolution – Number of complaints - By Topic
Chart 3	Results / By Topic
Chart 4	Evolution – Number of complaints received - 2004 to 2010
Chart 5	Final response period
Chart 6	Mode of submission of complaints
Chart 7	Demographic data

##### • Boroughs

Chart 8	Evolution – Number of complaints
Chart 9	Topic of complaints
Chart 10	Results
Chart 11	Final response period

##### • Central Departments

Chart 12	Evolution – Number of complaints
Chart 13	Topic of complaints
Chart 14	Results
Chart 15	Final response period

##### • Paramunicipal agencies, City-controlled corporations and other city related organizations

Chart 16	Evolution – Number of complaints
Chart 17	Topic of complaints
Chart 18	Results
Chart 19	Final response period

##### • Political Entities

Chart 20	Evolution – Number of complaints
Chart 21	Topic of complaints
Chart 22	Results
Chart 23	Final response period

#### B. 2010 CHARTS - CHARTER FILES ONLY

Chart 24	Number of complaints / By Topic
Chart 25	Results / By Chapter
Chart 26	Topic of complaints / By Entity
Chart 27	Results / By Entity
Chart 28	Final response period
Chart 29	Results / By specific provision of the Charter
Chart 30	Evolution / Number of complaints 2006-2010
Chart 31	Results / By Topic
Chart 32	Demographic data

#### C. GLOSSARY







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