

# 2012 ANNUAL REPORT

ADDENDUM – CHARTS

## IN A RESOLUTION MODE!



  
**OMBUDSMAN**  
de Montréal  
**10 YEARS  
OF FAIRNESS**



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

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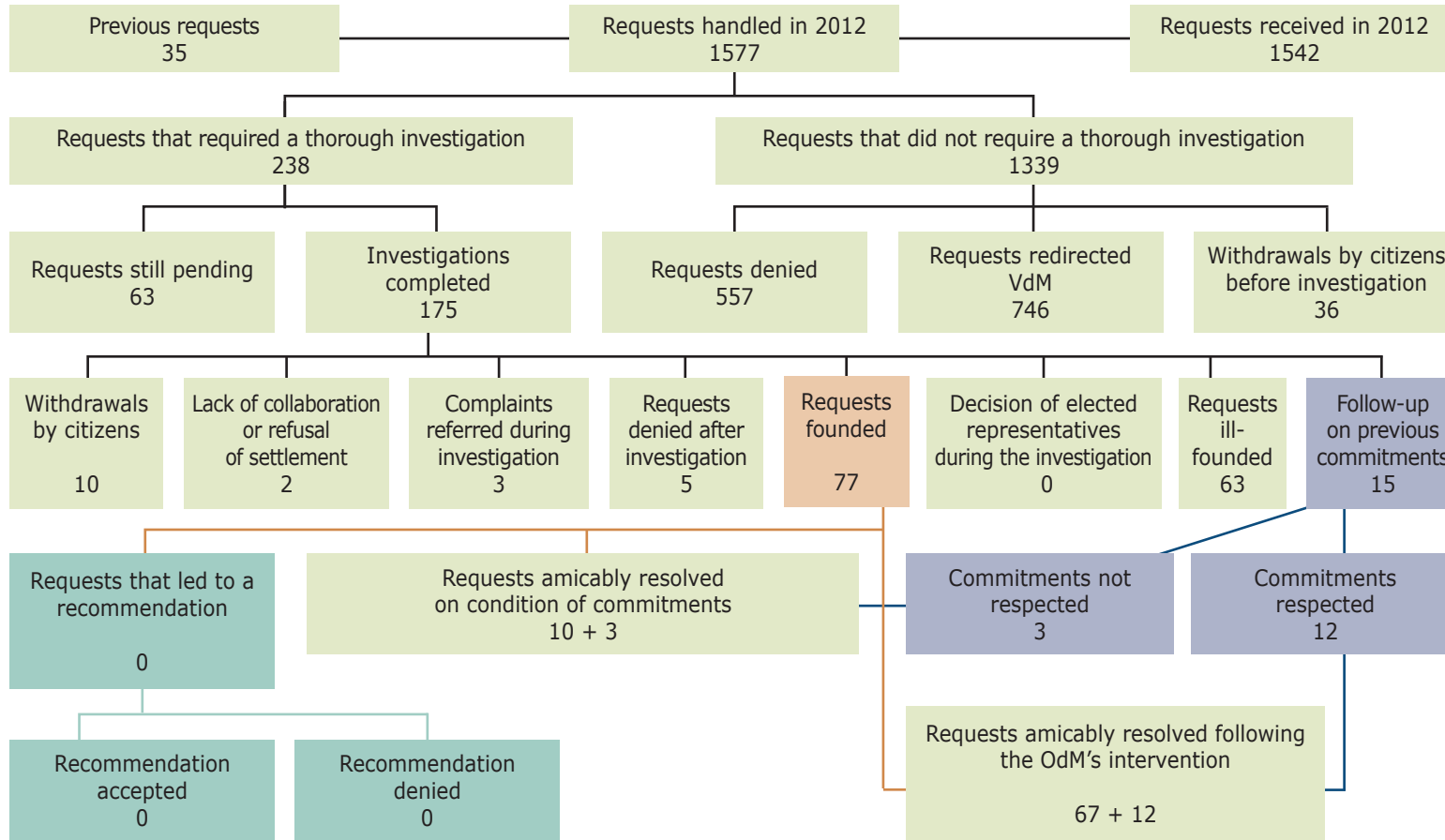
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# CHART 1

## REQUESTS HANDLED IN 2012

Including Charter files



**EVOLUTION – NUMBER OF REQUESTS RECEIVED***Including Charter files*

TOPIC	2012	2011	2010
Access to information	<b>26</b>	12	21
Acquired rights	<b>1</b>	2	2
Alleged embezzlement	<b>8</b>	0	0
Alley	<b>16</b>	8	14
Animal	<b>18</b>	15	14
Application of By-laws	<b>46</b>	34	56
Aqueduct / Sewer	<b>24</b>	26	15
Cleanliness	<b>11</b>	10	10
Communications	<b>16</b>	23	16
Conduct of an employee	<b>72</b>	69	79
Conflict of interests	<b>2</b>	2	4
Court decision	<b>7</b>	5	10
Culture	<b>4</b>	1	0
Cycling path	<b>2</b>	3	3
Decision of the Agglomeration Council	<b>1</b>	0	0
Decision of a Borough Council	<b>5</b>	3	7
Decision of the City Council	<b>1</b>	2	3
Decision of the Executive Committee	<b>0</b>	0	1
Driveway entrance	<b>3</b>	4	3
Environment / Sustainable development	<b>2</b>	4	3
Evaluation / Real estate tax	<b>26</b>	33	37
Fence	<b>7</b>	7	3
Financial compensation (aqueduct / sewer)	<b>14</b>	4	6
Financial compensation (fall on sidewalk)	<b>14</b>	6	12
Financial compensation (municipal pound)	<b>1</b>	3	3
Financial compensation (municipal works)	<b>4</b>	5	8
Financial compensation (others)	<b>24</b>	22	17
Financial compensation (pothole)	<b>2</b>	2	1

## CHART 2 (CONTINUED)

### EVOLUTION – NUMBER OF REQUESTS RECEIVED

Including Charter files

TOPIC	2012	2011	2010
Financial compensation (road incident)	3	5	6
Financial compensation (tree)	3	2	3
Fire / Public safety	15	8	9
Garbage / Recycling	29	19	17
Handicapped person	2	11	12
Human rights	3	3	1
Labour relations	33	26	33
Library	15	5	3
Miscellaneous	25	42	30
Municipal Court (functioning)	113	105	89
Municipal Court judgment	21	16	26
Noise	41	38	35
Nuisances	21	13	16
Parking / SRRR / Vignettes	67	47	75
Parks and green spaces	5	5	11
Permit	52	53	53
Pound (others)	5	2	7
Pound (storage of furniture)	23	31	43
Private dispute	119	92	100
Public health and maintenance (bed bugs)	5	10	6
Public health and maintenance (cockroaches)	5	0	0
Public health and maintenance (mold)	33	5	1
Public health and maintenance (others)	21	29	20
Public health and maintenance (rats and mice)	0	3	5
Public markets	1	0	0
Public organizations	144	123	143
Public participation	11	3	5
Quality of services	29	0	0

**EVOLUTION – NUMBER OF REQUESTS RECEIVED***Including Charter files*

TOPIC	2012	2011	2010
Right of initiative	0	2	0
Road works / Public works	44	51	42
Scientific institutions	0	2	0
Snow removal	21	7	11
Social housing / HLM / Housing subsidies	84	100	105
Sports and leisure	15	15	10
Subsidy other than housing	36	23	28
Tax (except real estate)	14	16	19
Taxi	4	5	4
Tenant / Landlord relations	18	15	19
Tenders	4	4	1
Towing	6	4	2
Traffic	26	28	12
Transportation	9	10	12
Tree	23	12	25
Universal access	3	3	4
Volunteer work	1	0	0
Violation of law	9	11	24
Winter temporary shelter	2	4	2
Zoning / Urban planning / Exemption	22	21	27
<b>TOTAL</b>	<b>1542</b>	<b>1334</b>	<b>1444</b>

## EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

Including Charter files

TOPIC	2012	2011	2010
Access to information	1	1	0
Acquired rights	1	1	1
Alley	5	2	3
Animal	1	3	1
Application of By-laws	4	8	10
Aqueduct / Sewer	3	2	4
Cleanliness	1	2	0
Communications	3	9	8
Conduct of an employee	3	4	1
Culture	1	0	0
Cycling path	1	0	1
Decision of a Borough Council	0	1	0
Decision of the City Council	0	1	0
Driveway entrance	2	0	1
Environment / Sustainable development	1	1	2
Evaluation / Real estate tax	3	4	3
Fence	0	1	1
Financial compensation (aqueduct / sewer)	2	1	0
Financial compensation (fall on sidewalk)	1	1	1
Financial compensation (municipal pound)	0	1	0
Financial compensation (municipal works)	0	1	2
Financial compensation (others)	0	1	2
Fire / Public safety	3	2	2
Garbage / Recycling	2	4	1
Handicapped person	0	2	7
Library	5	1	1
Miscellaneous	4	8	5
Municipal Court (functioning)	26	7	10



**EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS***Including Charter files*

TOPIC	2012	2011	2010
Noise	10	11	10
Nuisances	7	4	1
Parking / SRRR / Vignettes	12	6	12
Parks and green spaces	1	3	4
Permit	9	8	8
Pound (others)	1	0	2
Pound (storage of furniture)	5	8	28
Private dispute	0	1	0
Public health and maintenance (bed bugs)	1	1	3
Public health and maintenance (mold)	15	2	0
Public health and maintenance (others)	3	3	6
Public health and maintenance (rats and mice)	0	0	1
Public participation	4	1	3
Quality of services	7	0	0
Right of initiative	0	1	0
Road works / Public works	4	4	9
Snow removal	1	0	1
Social housing / HLM / Housing subsidies	14	28	18
Sports and leisure	0	2	1
Subsidy other than housing	8	6	5
Tax (except real estate)	0	5	5
Taxi	2	1	2
Towing	2	0	0
Traffic	10	9	3
Tree	2	1	6
Universal access	3	0	3
Winter temporary shelter	0	1	0
Zoning / Urban planning / Exemption	9	4	11
<b>TOTAL</b>	<b>203</b>	<b>179</b>	<b>209</b>

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	<b>26</b>		13	12											1
Acquired rights	<b>1</b>										1				
Alleged embezzlement	<b>8</b>			8											
Alley	<b>16</b>	2	9							2					3
Animal	<b>18</b>	1	11	5						1					
Application of By-laws	<b>46</b>	1	37	4						2	1				1
Aqueduct / Sewer	<b>24</b>		21												3
Cleanliness	<b>11</b>		10								1				
Communications	<b>16</b>		11	2										2	1
Conduct of an employee	<b>72</b>	1	32	36			1			1	1				
Conflict of interests	<b>2</b>			2											
Court decision	<b>7</b>			7											
Culture	<b>4</b>		3												1
Cycling path	<b>2</b>		1		1										
Decision of the Agglomeration Council	<b>1</b>			1											
Decision of a Borough Council	<b>5</b>		1	4											
Decision of the City Council	<b>1</b>			1											
Driveway entrance	<b>3</b>		1							2					
Environment / Sustainable development	<b>2</b>		1												1
Evaluation / Real estate tax	<b>26</b>	2	15	6				1		2					

**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Fence	<b>7</b>		7												
Financial compensation (aqueduct / sewer)	<b>14</b>	1	9	2							2				
Financial compensation (fall on sidewalk)	<b>14</b>		6	7						1					
Financial compensation (municipal pound)	<b>1</b>		1												
Financial compensation (municipal works)	<b>4</b>	1	1	2											
Financial compensation (others)	<b>24</b>	1	7	16											
Financial compensation (pothole)	<b>2</b>			2											
Financial compensation (road incident)	<b>3</b>		2	1											
Financial compensation (tree)	<b>3</b>		3												
Fire / Public safety	<b>15</b>		12							1				1	1
Garbage / Recycling	<b>29</b>		26	1							1				1
Handicapped person	<b>2</b>		2												
Human rights	<b>3</b>		2	1											
Labour relations	<b>33</b>			33											
Library	<b>15</b>		9	1						3	2				
Miscellaneous	<b>25</b>	1	10	10	1		1	1		1					
Municipal Court (functioning)	<b>113</b>	5	58	24						2	19				5
Municipal Court judgment	<b>21</b>			21											

## CHART 4 (CONTINUED)

### RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Noise	41	1	29	1				1		4	1		1	1	2
Nuisances	21		14								2			3	2
Parking / SRRR / Vignettes	67	1	32	22							9		1		2
Parks and green spaces	5		4											1	
Permit	52	1	41	1						3	2				4
Pound (others)	5	1	3												1
Pound (storage of furniture)	23	1	17							2	2				1
Private dispute	119			119											
Public health and maintenance (bed bugs)	5		3	1						1					
Public health and maintenance (coakroaches)	5		5												
Public health and maintenance (mold)	33		17	1	2					1	4		1		7
Public health and maintenance (others)	21	1	16	1							2				1
Public markets	1		1												
Public organizations	144			144											
Quality of services	29		22		1					2	2				2
Public participation	11	1	4	2						3	1				
Road works / Public works	44	2	37	1						1				1	2
Snow removal	21		18	2				1							

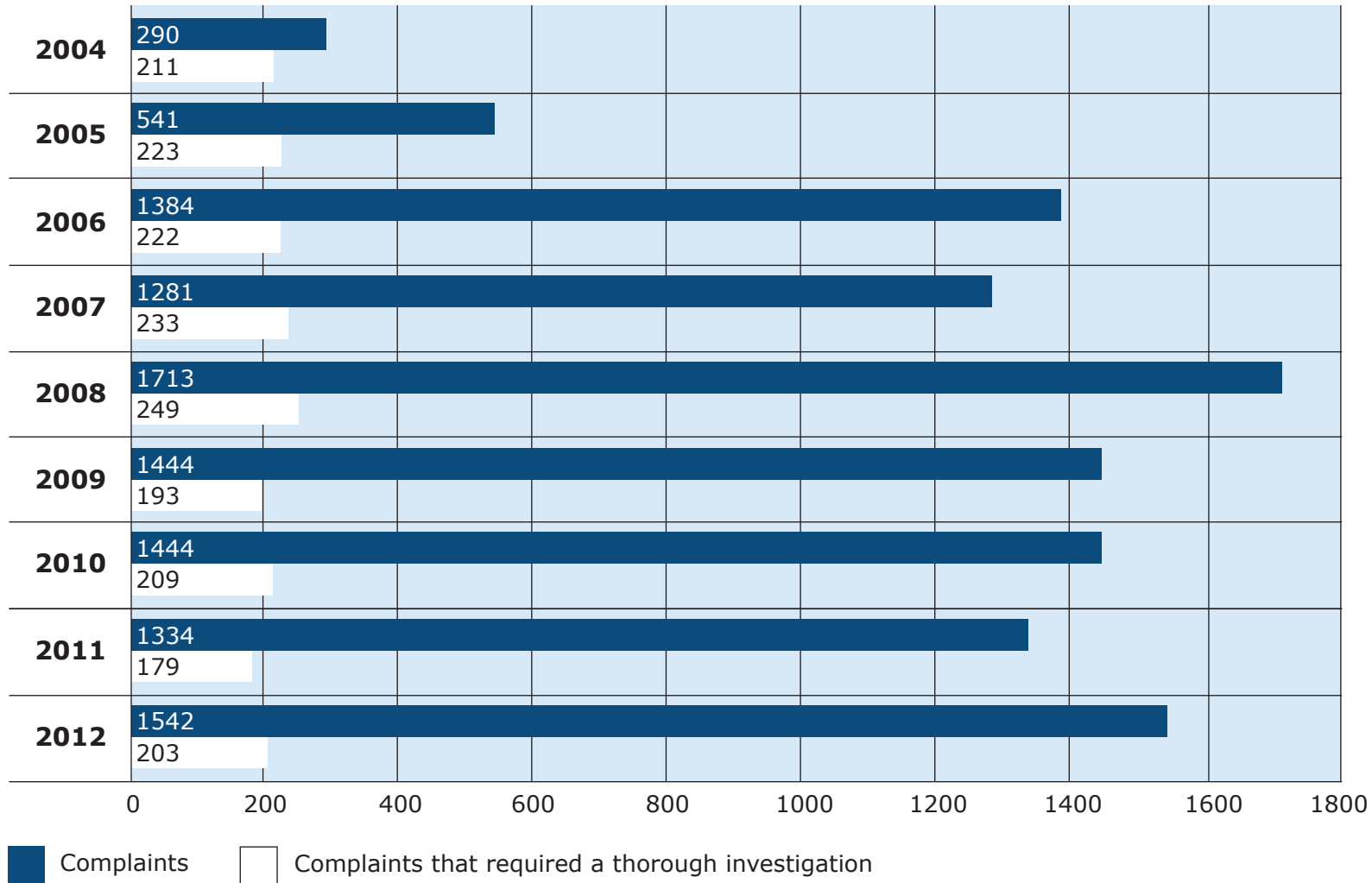
**RESULTS / BY TOPIC**

*Including Charter files*

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Social housing / HLM / Housing subsidies	84	7	54	9	1		1			3	3		1		5
Sports and leisure	15		14	1											
Subsidy other than housing	36		27	1	1					6					1
Tax (except real estate)	14	1	10	3											
Taxi	4	1	1							2					
Tenant / Landlord relations	18			18											
Tenders	4	1	1	2											
Towing	6		4							1					1
Traffic	26	1	15		1					2	2		1	2	2
Transportation	9			9											
Tree	23		20	1	1					1					
Universal access	3										1				2
Violation of law	9			9											
Volunteer work	1		1												
Winter temporary shelter	2		2												
Zoning / Urban planning / Exemption	22		13					1		5	1				2
<b>GRAND TOTAL</b>	<b>1542</b>	<b>36</b>	<b>746</b>	<b>557</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>55</b>	<b>60</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>53</b>

**EVOLUTION – NUMBER OF REQUESTS RECEIVED – FROM 2004 TO 2012**

*Including Charter files*



**FINAL RESPONSE PERIOD**

*Including Charter files*

**A. ALL REQUESTS INCLUDED**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2013	TOTAL	AVERAGE DELAY in working days
2008	1448	51	35	42	67	27	15	27	1	<b>1713</b>	6.87
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.58	0.06	<b>100%</b>	DAYS
2009	1225	48	24	32	54	35	12	14	0	<b>1444</b>	6.71
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.97	0	<b>100%</b>	DAYS
2010	1172	77	35	46	51	25	10	26	2	<b>1444</b>	7.84
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.8	0.14	<b>100%</b>	DAYS
2011	1085	69	30	43	43	19	13	22	10	<b>1334</b>	6.95
%	81.33	5.17	2.25	3.22	3.22	1.42	0.97	1.65	0.75	<b>100%</b>	DAYS
<b>2012</b>	<b>1247</b>	<b>88</b>	<b>41</b>	<b>25</b>	<b>29</b>	<b>26</b>	<b>10</b>	<b>23</b>	<b>53</b>	<b>1542</b>	<b>5.67</b>
<b>%</b>	<b>80.87</b>	<b>5.71</b>	<b>2.66</b>	<b>1.62</b>	<b>1.88</b>	<b>1.69</b>	<b>0.65</b>	<b>1.49</b>	<b>3.44</b>	<b>100%</b>	<b>DAYS</b>

**B. REQUESTS THAT REQUIRED A THOROUGH INVESTIGATION**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2013	TOTAL	AVERAGE DELAY in working days
2008	14	25	31	42	67	27	15	27	1	<b>249</b>	40.96
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	10.84	0.4	<b>100%</b>	DAYS
2009	15	13	20	30	54	35	12	14	0	<b>193</b>	42.67
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	7.25	0	<b>100%</b>	DAYS
2010	7	22	24	43	50	25	10	26	2	<b>209</b>	46.58
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.44	0.96	<b>100%</b>	DAYS
2011	12	12	13	39	42	19	13	22	7	<b>179</b>	43.04
%	6.7	6.7	7.26	21.79	23.46	10.61	7.26	12.29	3.91	<b>100%</b>	DAYS
<b>2012</b>	<b>9</b>	<b>8</b>	<b>25</b>	<b>22</b>	<b>28</b>	<b>26</b>	<b>10</b>	<b>22</b>	<b>53</b>	<b>203</b>	<b>32.97</b>
<b>%</b>	<b>4.43</b>	<b>3.94</b>	<b>12.32</b>	<b>10.84</b>	<b>13.79</b>	<b>12.81</b>	<b>4.93</b>	<b>10.84</b>	<b>26.11</b>	<b>100%</b>	<b>DAYS</b>

**MODE OF SUBMISSION OF COMPLAINTS***Including Charter files*

MODE	2012	%	2011	%
By phone	<b>895</b>	58.04	871	65.29
By E-mail	<b>397</b>	25.75	196	14.69
In person	<b>148</b>	9.6	130	9.75
By mail	<b>43</b>	2.79	85	6.37
Investigations initiated by the OdM	<b>25</b>	1.62	21	1.57
By fax	<b>12</b>	0.78	31	2.32
On Facebook	<b>12</b>	0.78	--	--
On Twitter	<b>4</b>	0.26	--	--
Grouped complaints	<b>3</b>	0.19	--	--
On our Blog	<b>2</b>	0.13	--	--
On Youtube	<b>1</b>	0.06	--	--
<b>TOTAL</b>	<b>1542</b>	<b>100%</b>	<b>1334</b>	<b>100%</b>



## DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2012

Including Charter files

### A. GENDER

GENDER	NUMBER	%
Male	<b>801</b>	53.58
Female	<b>692</b>	46.29
Unknown	<b>2</b>	0.13
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### B. LANGUAGE

LANGUAGE	NUMBER	%
French	<b>1232</b>	81.37
English	<b>282</b>	18.63
<b>TOTAL</b>	<b>1514</b>	<b>100%</b>

### C. AGE GROUP

AGE GROUP	NUMBER	%
Under 18	<b>4</b>	0.27
18-25	<b>29</b>	1.94
26-40	<b>254</b>	16.99
41-50	<b>253</b>	16.92
51-64	<b>248</b>	16.59
65 +	<b>189</b>	12.64
Unknown	<b>518</b>	34.65
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### D. ORIGIN

ORIGIN	NUMBER	%
Canadian	<b>880</b>	58.86
Ethnocultural	<b>468</b>	31.03
Unknown	<b>147</b>	9.83
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

### E. DETAILS OF DECLARED ETHNOCULTURAL ORIGIN

ORIGIN	NUMBER	%
Ethnocultural origin confirmed but not specified	<b>249</b>	53.21
Italian	<b>35</b>	7.48
Haitian	<b>31</b>	6.62
French	<b>29</b>	6.2
Chinese	<b>12</b>	2.56
Greek	<b>9</b>	1.92
Hungarian	<b>9</b>	1.92
Congolese	<b>6</b>	1.28
Irish	<b>6</b>	1.28
Jewish	<b>6</b>	1.28
Moroccan	<b>6</b>	1.28
Romanian	<b>6</b>	1.28
Vietnamese	<b>5</b>	1.07
Indian	<b>4</b>	0.85
Iranian	<b>4</b>	0.85
Polish	<b>4</b>	0.85
Armenian	<b>3</b>	0.64
Peruvian	<b>3</b>	0.64
American (U.S.)	<b>2</b>	0.43
Bulgarian	<b>2</b>	0.43
Cambodian	<b>2</b>	0.43
Chilian	<b>2</b>	0.43
Czech	<b>2</b>	0.43
Egyptian	<b>2</b>	0.43
English	<b>2</b>	0.43
German	<b>2</b>	0.43

**DEMOGRAPHIC DATA  
COMPLAINTS RECEIVED IN 2012**

Including Charter files

**E. DETAILS OF DECLARED  
ETHNOCULTURAL ORIGIN (CONTINUED)**

ORIGIN	NUMBER	%
Guadelupian	2	0.43
New Zealander	2	0.43
Russian	2	0.43
Syrian	2	0.43
Algerian	1	0.21
Australian	1	0.21
Brasilian	1	0.21
Dominican	1	0.21
Filipino	1	0.21
Guinean	1	0.21
Jamaican	1	0.21
Laotian	1	0.21
Lebanese	1	0.21
Maurician	1	0.21
Metis	1	0.21
Pakistani	1	0.21
Panamanian	1	0.21
Portuguese	1	0.21
Spanish	1	0.21
Tunisian	1	0.21
Yougoslav	1	0.21
<b>TOTAL</b>	<b>468</b>	<b>100%</b>

**F. VISIBLE MINORITY**

VISIBLE MINORITY	NUMBER	%
No	1035	69.23
Unknown	268	17.93
Yes	192	12.84
<b>TOTAL</b>	<b>1495</b>	<b>100%</b>

**G. DETAILS OF DECLARED VISIBLE MINORITY**

VISIBLE MINORITY	NUMBER	%
Black	67	34.09
Arabic	55	28.65
Asian	32	16.67
Latin American	32	16.67
South Asian (Tamils, Pakistani, Hindu)	6	3.13
<b>TOTAL</b>	<b>192</b>	<b>100%</b>

**Nota Bene:** In 2012, 19 complaints came from a corporation, 3 grouped complaints were investigated and 25 files were initiated by the ODM.

## EVOLUTION – NUMBER OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	2012	2011	2010
Ahuntsic-Cartierville	46	38	49
Anjou	16	7	11
Côte-des-Neiges – Notre-Dame-de-Grâce	64	52	66
L'Île-Bizard – Sainte-Geneviève	6	8	2
Lachine	10	14	4
LaSalle	24	25	20
Le Plateau-Mont-Royal	104	67	76
Le Sud-Ouest	47	40	27
Mercier – Hochelaga-Maisonneuve	52	45	27
Montréal-Nord	13	13	25
Outremont	7	4	15
Pierrefonds-Roxboro	13	12	22
Rivière-des-Prairies – Pointe-aux-Trembles	24	29	28
Rosemont – La Petite-Patrie	57	51	47
Saint-Laurent	19	13	9
Saint-Léonard	10	3	8
Verdun	29	25	26
Ville-Marie	62	61	75
Villeray – Saint-Michel – Parc-Extension	28	34	20
Files concerning all boroughs	1	1	0
<b>TOTAL</b>	<b>632</b>	<b>542</b>	<b>557</b>

## TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Ahuntsic-Cartierville</b>	Access to information	1
	Alley	3
	Animal	1
	Application of By-laws	3
	Aqueduct / Sewer	3
	Cleanliness	1
	Communications	1
	Conduct of an employee	2
	Cycling path	1
	Garbage / Recycling	1
	Library	1
	Noise	3
	Nuisances	5
	Parks and green spaces	1
	Permit	3
	Pound (storage of furniture)	2
	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	1
	Public health and maintenance (others)	1
	Quality of services	1
	Road works / Public works	5
	Sports and leisure	2
	Zoning / Urban planning / Exemption	3
<b>TOTAL</b>	<b>46</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**
*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Anjou</b>	Access to information	3
	Cleanliness	1
	Fence	3
	Library	1
	Miscellaneous	1
	Noise	3
	Nuisances	1
	Permit	1
	Sports and leisure	1
	Zoning / Urban planning / Exemption	1
<b>TOTAL</b>		<b>16</b>
<b>Côte-des-Neiges – Notre-Dame-de-Grâce</b>	Application of By-laws	3
	Aqueduct / Sewer	4
	Communications	2
	Conduct of an employee	2
	Decision of the Borough Council	1
	Fire / Public safety	1
	Garbage / Recycling	7
	Library	2
	Noise	7
	Nuisances	2
	Permit	4
	Pound (storage of furniture)	2
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	3
	Public health and maintenance (others)	4
	Public participation	1
	Quality of services	1

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2012
<b>Côte-des-Neiges – Notre-Dame-de-Grâce (continued)</b>	Road works / Public works	2
	Snow removal	4
	Sports and leisure	2
	Traffic	1
	Tree	7
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>64</b>
<b>L'Île-Bizard – Sainte-Geneviève</b>	Aqueduct / Sewer	1
	Conduct of an employee	1
	Environment / Sustainable development	1
	Permit	1
	Quality of services	1
	Traffic	1
<b>TOTAL</b>	<b>6</b>	
<b>Lachine</b>	Application of By-laws	2
	Driveway entrance	1
	Noise	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Tax (except real estate)	1
	Tree	2
	Zoning / Urban planning / Exemption	1
<b>TOTAL</b>	<b>10</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>LaSalle</b>	Aqueduct / Sewer	<b>1</b>
	Cleanliness	<b>1</b>
	Conduct of an employee	<b>1</b>
	Garbage / Recycling	<b>3</b>
	Library	<b>1</b>
	Permit	<b>4</b>
	Pound (storage of furniture)	<b>1</b>
	Public health and maintenance (mold)	<b>1</b>
	Public participation	<b>2</b>
	Road works / Public works	<b>1</b>
	Snow removal	<b>2</b>
	Subsidy (other than housing)	<b>1</b>
	Tree	<b>1</b>
	Zoning / Urban planning / Exemption	<b>4</b>
<b>TOTAL</b>	<b>24</b>	

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2012
<b>Le Plateau-Mont-Royal</b>	Alley	<b>5</b>
	Animal	<b>1</b>
	Application of By-laws	<b>7</b>
	Aqueduct / Sewer	<b>9</b>
	Cleanliness	<b>1</b>
	Communications	<b>3</b>
	Conduct of an employee	<b>3</b>
	Decision of the Borough Council	<b>1</b>
	Garbage / Recycling	<b>4</b>
	Handicapped person	<b>2</b>
	Library	<b>3</b>
	Miscellaneous	<b>1</b>
	Noise	<b>5</b>
	Nuisances	<b>1</b>
	Parking / SRRR / Vignettes	<b>21</b>
	Permit	<b>8</b>
	Pound (storage of furniture)	<b>2</b>
	Public health and maintenance (mold)	<b>1</b>
	Public health and maintenance (others)	<b>4</b>
	Quality of services	<b>1</b>
	Road works / Public works	<b>9</b>
	Snow removal	<b>6</b>
	Sports and leisure	<b>1</b>
Traffic	<b>4</b>	
Zoning / Urban planning / Exemption	<b>1</b>	
<b>TOTAL</b>	<b>104</b>	



**TOPIC OF COMPLAINTS  
BY BOROUGH**
*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Le Sud-Ouest</b>	Acces to information	1
	Alley	2
	Animal	3
	Application of By-laws	1
	Cleanliness	1
	Decision of the Borough Council	1
	Evaluation / Real estate tax	1
	Garbage / Recycling	2
	Miscellaneous	2
	Noise	3
	Nuisances	4
	Parking / SRRR / Vignettes	2
	Parks and green spaces	1
	Permit	6
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	4
	Public participation	2
	Quality of services	1
	Road works / Public works	3
	Snow removal	1
	Towing	1
	Traffic	2
	Tree	1
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>47</b>

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Mercier – Hochelaga-Maisonneuve</b>	Access to information	<b>1</b>
	Application of By-laws	<b>7</b>
	Aqueduct / Sewer	<b>2</b>
	Conduct of an employee	<b>3</b>
	Cleanliness	<b>1</b>
	Driveway entrance	<b>1</b>
	Fence	<b>1</b>
	Fire / Public safety	<b>5</b>
	Garbage / Recycling	<b>1</b>
	Miscellaneous	<b>1</b>
	Noise	<b>2</b>
	Parking / SRRR / Vignettes	<b>6</b>
	Permit	<b>1</b>
	Pound (storage of furniture)	<b>2</b>
	Public health and maintenance (mold)	<b>2</b>
	Public health and maintenance (others)	<b>1</b>
	Public participation	<b>1</b>
	Road works / Public works	<b>7</b>
	Snow removal	<b>2</b>
	Traffic	<b>3</b>
Tree	<b>2</b>	
<b>TOTAL</b>	<b>52</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**
*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Montréal-Nord</b>	Access to information	1
	Application of By-laws	2
	Communications	1
	Library	1
	Miscellaneous	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (others)	1
	Public participation	1
	Quality of services	1
	Sports and leisure	2
	Winter temporary shelter	1
	<b>TOTAL</b>	<b>13</b>
<b>Outremont</b>	Alley	1
	Acquired rights	1
	Garbage / Recycling	1
	Miscellaneous	1
	Noise	1
	Permit	1
	Parking / SRRR / Vignettes	1
	<b>TOTAL</b>	<b>7</b>

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2012
<b>Pierrefonds-Roxboro</b>	Animal	1
	Aqueduct / Sewer	1
	Culture	1
	Miscellaneous	1
	Noise	1
	Nuisances	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Quality of services	1
	Road works / Public works	1
	Traffic	2
	Zoning / Urban planning / Exemption	1
	<b>TOTAL</b>	<b>13</b>
<b>Rivière-des-Prairies – Pointe-aux-Trembles</b>	Application of By-laws	1
	Conduct of an employee	2
	Garbage / Recycling	1
	Noise	2
	Nuisances	1
	Permit	5
	Pound (storage of furniture)	1
	Public health and maintenance (others)	1
	Quality of services	1
	Road works / Public works	4
	Sports and leisure	1
	Tree	1
	Winter temporary shelter	1
Zoning / Urban planning / Exemption	2	
<b>TOTAL</b>	<b>24</b>	

**TOPIC OF COMPLAINTS  
BY BOROUGH**
*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Rosemont – La Petite-Patrie</b>	Access to information	1
	Alley	4
	Application of By-laws	1
	Aqueduct / Sewer	1
	Communications	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	2
	Library	2
	Nuisances	1
	Parking / SRRR / Vignettes	2
	Permit	7
	Pound (storage of furniture)	2
	Public health and maintenance (mold)	7
	Quality of services	3
	Road works / Public works	4
	Snow removal	1
	Sports and leisure	4
	Subsidy other than housing	1
	Tree	6
Zoning / Urban planning / Exemption	5	
<b>TOTAL</b>	<b>57</b>	

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2012
<b>Saint-Laurent</b>	Access to information	1
	Animal	1
	Communications	1
	Decision of the Borough Council	1
	Fence	3
	Garbage / Recycling	1
	Parking / SRRR / Vignettes	2
	Parks and green spaces	1
	Permit	1
	Public health and maintenance (cockroaches)	1
	Sports and leisure	1
	Traffic	3
	Tree	1
	Zoning / Urban planning / Exemption	1
<b>TOTAL</b>	<b>19</b>	
<b>Saint-Léonard</b>	Animal	1
	Application of By-laws	1
	Noise	2
	Parking / SRRR / Vignettes	1
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	1
	Snow removal	1
	Universal access	1
	<b>TOTAL</b>	<b>10</b>

**TOPIC OF COMPLAINTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Verdun</b>	Animal	<b>1</b>
	Application of By-laws	<b>6</b>
	Conduct of an employee	<b>2</b>
	Garbage / Recycling	<b>2</b>
	Library	<b>1</b>
	Noise	<b>2</b>
	Parking / SRRR / Vignettes	<b>1</b>
	Parks and green spaces	<b>1</b>
	Pound (storage of furniture)	<b>5</b>
	Public health and maintenance (mold)	<b>3</b>
	Public health and maintenance (others)	<b>4</b>
	Quality of services	<b>1</b>
	<b>TOTAL</b>	<b>29</b>

## CHART 10 (CONTINUED)

### TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2012
<b>Ville-Marie</b>	Access to information	1
	Animal	3
	Application of By-laws	4
	Aqueduct / Sewer	1
	Cleanliness	4
	Conduct of an employee	2
	Culture	3
	Cycling path	1
	Garbage / Recycling	1
	Human rights	1
	Miscellaneous	2
	Noise	7
	Nuisances	2
	Parking / SRRR / Vignettes	3
	Parks and green spaces	1
	Permit	3
	Pound (storage of furniture)	4
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	1
	Public participation	1
	Quality of services	2
	Road works / Public works	5
	Snow removal	1
	Tenders	1
	Traffic	4
	Tree	1
Zoning / Urban planning / Exemption	1	
<b>TOTAL</b>		<b>62</b>



**TOPIC OF COMPLAINTS  
BY BOROUGH**
*Including Charter files*

BOROUGH	TOPIC	NUMBER 2012
<b>Villeray – Saint-Michel – Parc-Extension</b>	Animal	<b>5</b>
	Application of By-laws	<b>4</b>
	Conduct of an employee	<b>1</b>
	Garbage / Recycling	<b>2</b>
	Human rights	<b>1</b>
	Library	<b>3</b>
	Noise	<b>1</b>
	Nuisances	<b>1</b>
	Permit	<b>1</b>
	Pound (storage of furniture)	<b>2</b>
	Public health and maintenance (mold)	<b>1</b>
	Public health and maintenance (others)	<b>1</b>
	Quality of services	<b>1</b>
	Road works / Public works	<b>1</b>
	Snow removal	<b>2</b>
	Tree	<b>1</b>
	<b>TOTAL</b>	<b>28</b>
<b>Files concerning all boroughs</b>	Parking / SRRR / Vignettes	<b>1</b>
<b>TOTAL</b>	<b>1</b>	

## RESULTS BY BOROUGH

Including Charter files

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville	46	1	35	1						2				3	4
Anjou	16		7	5						3			1		
Côte-des-Neiges – Notre-Dame-de-Grâce	64	1	49	2						4	6				2
L'Île-Bizard – Sainte-Geneviève	6		4							2					
Lachine	10		7							2					1
LaSalle	24	1	18	2						3					
Le Plateau-Mont-Royal	104	2	74	7						3	12		1	1	4
Le Sud-Ouest	47	2	34	3						2	2			2	2
Mercier – Hochelaga-Maisonneuve	52	3	45	2						1			1		
Montréal-Nord	13		12	1											
Outremont	7		5							1	1				
Pierrefonds-Roxboro	13		9		1						1				2
Rivière-des-Prairies – Pointe-aux-Trembles	24		19					1		3	1				
Rosemont – La Petite-Patrie	57	2	39	1	2					4	1				8

**RESULTS  
BY BOROUGH**

*Including Charter files*

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Saint-Laurent	19		15	3							1				
Saint-Léonard	10		7	2							1				
Verdun	29		20	3						2	3				1
Ville-Marie	62	2	42	1	3			1		3	2				8
Villeray – Saint-Michel – Parc-Extension	28		19	5				1			1			1	1
Files concerning all boroughs	1			1											
<b>GRAND TOTAL</b>	<b>632</b>	<b>14</b>	<b>460</b>	<b>39</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>35</b>	<b>32</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>33</b>

## FINAL RESPONSE PERIOD BY BOROUGH

Including Charter files

### THOROUGH INVESTIGATIONS ONLY

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

BOROUGH	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
Ahuntsic-Cartierville			1	2	1			1	4	<b>9</b>	41.2 DAYS
Anjou				1	1			2		<b>4</b>	87.25 DAYS
Côte-des-Neiges – Notre-Dame-de-Grâce				1	1		1	7	2	<b>12</b>	101.7 DAYS
L'Île-Bizard – Sainte-Geneviève				1				1		<b>2</b>	104.5 DAYS
Lachine			1			1			1	<b>3</b>	31 DAYS
LaSalle			1		2					<b>3</b>	20 DAYS
Le Plateau-Mont-Royal	1	1		1	2	4	5	3	4	<b>21</b>	65.76 DAYS
Le Sud-Ouest				3	1	1	1		2	<b>8</b>	36.67 DAYS
Mercier – Hochelaga-Maisonneuve					1	1				<b>2</b>	37.5 DAYS
Montréal-Nord										<b>0</b>	--
Outremont			1		1					<b>2</b>	21 DAYS

**FINAL RESPONSE PERIOD  
BY BOROUGH**  
*Including Charter files*  
**THOROUGH INVESTIGATIONS ONLY**

BOROUGH	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
Pierrefonds-Roxboro								2	2	<b>4</b>	98 DAYS
Rivière-des-Prairies – Pointe-aux-Trembles		1	1		1	1	1			<b>5</b>	38.8 DAYS
Rosemont – La Petite-Patrie				2	1	2	2		8	<b>15</b>	48.86 DAYS
Saint-Laurent								1		<b>1</b>	176 DAYS
Saint-Léonard	1									<b>1</b>	2 DAYS
Verdun		1		1		2		1	1	<b>6</b>	54.6 DAYS
Ville-Marie	1	1			3	3		1	8	<b>17</b>	40.11 DAYS
Villeray – Saint-Michel – Parc-Extension		1				1		1	1	<b>4</b>	51 DAYS

## EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	2012	2011	2010
<b>Direction générale</b>			
Bureau du Directeur général	0	1	0
Direction du greffe	4	2	4
<b>Contrôleur général</b>			
All departments included	2	1	0
<b>Finances</b>			
Direction des revenus et de la fiscalité	22	30	48
Direction de la gestion financière	1	3	0
<b>Affaires juridiques et évaluation foncière</b>			
Direction de l'évaluation foncière	13	19	9
Cour municipale	142	128	124
Direction des affaires civiles	63	48	50
<b>Technologies de l'information</b>			
All departments included	1	1	1
<b>Concertation des arrondissements et ressources matérielles</b>			
Direction des services regroupés aux arrondissements	0	0	2
Direction du matériel roulant	0	1	0
Direction des immeubles	0	1	2
Direction stratégies et transactions immobilières	6	3	6
Soutien et expertise (311)	6	3	1
<b>Infrastructures, transport et environnement</b>			
Direction de l'environnement	3	3	5
Direction des infrastructures	3	1	1
Direction des transports	1	6	7
<b>Mise en valeur du territoire et du patrimoine</b>			
Direction de l'habitation	37	18	27
Direction de l'urbanisme et du développement économique	0	1	2

## EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	2012	2011	2010
<b>Qualité de vie</b>			
Direction de la culture et du patrimoine	4	4	3
Direction des grands parcs et du verdissement	1	2	1
Direction des sports	1	1	4
Direction - Espace pour la vie	0	2	1
<b>Eau</b>			
All departments included	1	1	3
<b>Capital humain et communications</b>			
Direction du capital humain	33	26	31
Direction des communications	0	1	1
<b>Police</b>			
Service des communications opérationnelles (911)	2	2	0
Bureau du taxi et du remorquage	5	5	4
Direction des opérations policières	68	57	86
Section des agents de stationnement	28	34	40
Mandatory car pounds	5	2	0
<b>Sécurité incendie de Montréal</b>			
All departments included	16	6	10
<b>TOTAL</b>	<b>468</b>	<b>413</b>	<b>473</b>

**Nota Bene:** Major restructurations took place in recent years. Data of previous years were grouped under the department in charge in 2012.

## TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2012
<b>Direction générale</b>		
<b>Direction du greffe</b>	Access to information	<b>2</b>
	Tenders	<b>1</b>
	Public participation	<b>1</b>
<b>TOTAL</b>		<b>4</b>
<b>Contrôleur général</b>		
<b>All departments included</b>	Conflict of interests	<b>2</b>
<b>TOTAL</b>		<b>2</b>
<b>Finances</b>		
<b>Direction des revenus et de la fiscalité</b>	Access to information	<b>1</b>
	Evaluation / Real estate tax	<b>9</b>
	Financial compensation (others)	<b>1</b>
	Miscellaneous	<b>1</b>
	Tax (except real estate)	<b>10</b>
<b>Direction de la gestion financière</b>	Miscellaneous	<b>1</b>
<b>TOTAL</b>		<b>23</b>
<b>Affaires juridiques et évaluation foncière</b>		
<b>Direction de l'évaluation foncière</b>	Evaluation / Real estate tax	<b>12</b>
	Miscellaneous	<b>1</b>
<b>Cour municipale</b>	Conduct of an employee	<b>4</b>
	Miscellaneous	<b>1</b>
	Municipal court (functioning)	<b>113</b>
	Municipal court judgment	<b>21</b>
	Quality of services	<b>2</b>
	Violation of law	<b>1</b>



**TOPIC OF COMPLAINTS  
BY CENTRAL DEPARTMENT**
*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2012
<b>Direction des affaires civiles</b>	Financial compensation (aqueduct / sewer)	<b>14</b>
	Financial compensation (fall on sidewalk)	<b>14</b>
	Financial compensation (municipal pound)	<b>1</b>
	Financial compensation (municipal works)	<b>4</b>
	Financial compensation (others)	<b>20</b>
	Financial compensation (pothole)	<b>2</b>
	Financial compensation (road incident)	<b>3</b>
	Financial compensation (tree)	<b>3</b>
	Quality of services	<b>2</b>
<b>TOTAL</b>		<b>218</b>
<b>Technologies de l'information</b>		
<b>All departments included</b>	Communications	<b>1</b>
<b>TOTAL</b>		<b>1</b>
<b>Concertation des arrondissements et ressources matérielles</b>		
<b>Direction stratégies et transactions immobilières</b>	Alley	<b>2</b>
	Miscellaneous	<b>3</b>
	Quality of services	<b>1</b>
<b>Soutien et expertise (311)</b>	Access to information	<b>1</b>
	Communications	<b>3</b>
	Quality of services	<b>2</b>
<b>TOTAL</b>		<b>12</b>
<b>Infrastructures, transport et environnement</b>		
<b>Direction de l'environnement</b>	Communications	<b>1</b>
	Conduct of an employee	<b>1</b>
<b>Direction des infrastructures</b>	Environment / Sustainable development	<b>1</b>
	Road works / Public works	<b>2</b>
	Traffic	<b>1</b>
<b>Direction des transports</b>	Traffic	<b>1</b>
<b>TOTAL</b>		<b>7</b>

## CHART 14 (CONTINUED)

### TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2012
<b>Mise en valeur du territoire et du patrimoine</b>		
<b>Direction de l'habitation</b>	Miscellaneous	<b>1</b>
	Public health and maintenance (mold)	<b>1</b>
	Subsidy other than housing	<b>35</b>
<b>TOTAL</b>		<b>37</b>
<b>Qualité de vie</b>		
<b>Direction de la culture et du patrimoine</b>	Nuisances	<b>1</b>
	Traffic	<b>3</b>
<b>Direction des grands parcs et du verdissement</b>	Parks and green spaces	<b>1</b>
<b>Direction des sports</b>	Sports and leisure	<b>1</b>
<b>TOTAL</b>		<b>6</b>
<b>Eau</b>		
<b>All departments included</b>	Aqueduct / Sewer	<b>1</b>
<b>TOTAL</b>		<b>1</b>
<b>Capital humain et communications</b>		
<b>Direction du capital humain</b>	Communications	<b>1</b>
	Labour relations	<b>32</b>
<b>TOTAL</b>		<b>33</b>
<b>Police</b>		
<b>Service des communications opérationnelles (911)</b>	Fire / Public safety	<b>1</b>
	Quality of services	<b>1</b>
<b>Bureau du taxi et du remorquage</b>	Taxi	<b>4</b>
	Towing	<b>1</b>

**TOPIC OF COMPLAINTS  
BY CENTRAL DEPARTMENT**

*Including Charter files*

DEPARTMENT	TOPIC	NUMBER 2012
<b>Direction des opérations policières</b>	Access to information	6
	Application of By-laws	3
	Communications	1
	Conduct of an employee	29
	Labour relations	1
	Miscellaneous	2
	Noise	2
	Nuisances	1
	Parking / SRRR / Vignettes	4
	Pound (others)	1
	Quality of services	6
	Towing	3
	Traffic	1
	Violation of law	8
<b>Section des agents de stationnement</b>	Application of By-laws	1
	Conduct of an employee	8
	Parking / SRRR / Vignettes	19
<b>Mandatory car pounds</b>	Pound (others)	4
	Towing	1
<b>TOTAL</b>		<b>108</b>
<b>Sécurité incendie de Montréal</b>		
<b>All departments included</b>	Access to information	1
	Conduct of an employee	2
	Fire / Public safety	13
<b>TOTAL</b>		<b>16</b>

## RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Direction générale</b>															
Dir. du greffe	4	1	1	2											
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Contrôleur général</b>															
All departments included	2			2											
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Finances</b>															
Dir. des revenus et de la fiscalité	22	1	19	2											
Dir. de la gestion financière	1			1											
<b>TOTAL</b>	<b>23</b>	<b>1</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Affaires juridiques et évaluation foncière</b>															
Direction de l'évaluation foncière	13	2	7				1	1		2					
Cour municipale	142	5	64	47						2	19				5
Direction des affaires civiles	63	3	28	28						1	3				
<b>TOTAL</b>	<b>218</b>	<b>10</b>	<b>99</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Technologies de l'information</b>															
All departments included	1														1
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

## RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Concertation des arrondissements et ressources matérielles</b>															
Direction stratégies et transactions immobilières	6	1	3					1		1					
Soutien et expertise (311)	6		5	1											
<b>TOTAL</b>	<b>12</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Infrastructures, transport et environnement</b>															
Direction de l'environnement	3		2												1
Direction des infrastructures	3			1										1	1
Direction des transports	1													1	
<b>TOTAL</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Mise en valeur du territoire et du patrimoine</b>															
Direction de l'habitation	37		27	1	1					6					2
<b>TOTAL</b>	<b>37</b>	<b>0</b>	<b>27</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Qualité de vie</b>															
Direction de la culture et du patrimoine	4		4												
Direction des grands parcs et du verdissement	1													1	
Direction des sports	1		1												
<b>TOTAL</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

## CHART 15 (CONTINUED)

### RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
<b>Eau</b>															
All departments included	1														1
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Capital humain et communications</b>															
Direction du capital humain	33		1	32											
<b>TOTAL</b>	<b>33</b>	<b>0</b>	<b>1</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Service de police</b>															
Service des communications opérationnelles (911)	2		2												
Bureau du taxi et du remorquage	5	1	2							2					
Direction des opérations policières	68	1	21	43	1										2
Section des agents de stationnement	28		13	15											
Mandatory car pounds	5	1	2							1					1
<b>TOTAL</b>	<b>108</b>	<b>3</b>	<b>40</b>	<b>58</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Sécurité incendie de Montréal</b>															
All departments included	16		13							1				1	1
<b>TOTAL</b>	<b>16</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>GRAND TOTAL</b>	<b>468</b>	<b>16</b>	<b>215</b>	<b>175</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>16</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>14</b>

## FINAL RESPONSE PERIOD BY CENTRAL DEPARTMENT

Including Charter files

### THOROUGH INVESTIGATIONS ONLY

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

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
<b>Affaires juridiques et évaluation foncière</b>											
Direction de l'évaluation foncière			2	1		1				4	24 DAYS
Cour municipale	1		17	1	2				5	26	11.76 DAYS
Direction des affaires civiles			1	2	1					4	15.25 DAYS
<b>Technologies de l'information</b>											
All departments included					1					1	46 DAYS
<b>Concertation des arrondissements et ressources matérielles</b>											
Direction stratégies et transactions immobilières					2					2	31 DAYS
<b>Infrastructures, transport et environnement</b>											
Direction de l'environnement									1	1	-----
Direction des infrastructures					1				1	2	40 DAYS
Direction des transports						1				1	65 DAYS

**FINAL RESPONSE PERIOD  
BY CENTRAL DEPARTMENT**

*Including Charter files*

**THOROUGH INVESTIGATIONS ONLY**

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
<b>Mise en valeur du territoire et du patrimoine</b>											
Direction de l'habitation		1		3	3				2	<b>9</b>	21.57 DAYS
<b>Qualité de vie</b>											
Direction des grands parcs et du verdissement				1						<b>1</b>	18 DAYS
<b>Eau</b>											
All departments included									1	<b>1</b>	-----
<b>Service de police</b>											
Bureau du taxi et du remorquage				2						<b>2</b>	17 DAYS
Direction des opérations policières		1							2	<b>3</b>	5 DAYS
Mandatory car pounds						1			1	<b>2</b>	52 DAYS
<b>Sécurité incendie de Montréal</b>											
All departments included	1					1			1	<b>3</b>	26.5 DAYS



**EVOLUTION – NUMBER OF COMPLAINTS  
BY PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION**

*Including Charter files*

ENTITY	2012	2011	2010
Commission des services électriques de Montréal	3	2	2
Corporation de gestion des marchés publics	1	0	0
Corporation des Habitations Jeanne-Mance	0	5	1
Office municipal d'habitation de Montréal (OMHM)	99	101	102
Société du parc Jean-Drapeau	0	3	0
Société d'habitation et de développement de Montréal (SHDM)	13	11	15
Société de transport de Montréal	15	19	26
Société en commandite Stationnement de Montréal	6	1	4
Société de vélo en libre-service	1	0	2
<b>TOTAL</b>	<b>138</b>	<b>142</b>	<b>152</b>

## TOPIC OF COMPLAINTS BY PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	TOPIC	NUMBER 2012
<b>Commission des services électriques de Montréal</b>		
	Miscellaneous	2
	Road works / Public works	1
	<b>TOTAL</b>	<b>3</b>
<b>Corporation de gestion des marchés publics</b>		
	Public markets	1
	<b>TOTAL</b>	<b>1</b>
<b>Office municipal d'habitation de Montréal (OMHM)</b>		
	Access to information	3
	Conduct of an employee	2
	Financial compensation (others)	3
	Garbage / Recycling	2
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (cockroaches)	3
	Public health and maintenance (mold)	6
	Public health and maintenance (others)	2
	Social housing / HLM / Housing subsidies	75
	Volunteer work	1
	<b>TOTAL</b>	<b>99</b>
<b>Société d'habitation et de développement de Montréal (SHDM)</b>		
	Access to information	2
	Application of By-laws	1
	Cleanliness	1
	Social housing / HLM / Housing subsidies	9
	<b>TOTAL</b>	<b>13</b>

**TOPIC OF COMPLAINTS  
BY PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION**

*Including Charter files*

ENTITY	TOPIC	NUMBER 2012
<b>Société de transport de Montréal</b>		
	Conduct of an employee	6
	Transportation	9
	<b>TOTAL</b>	<b>15</b>
<b>Société en commandite Stationnement de Montréal</b>		
	Conduct of an employee	1
	Parking / SRRR / Vignettes	3
	Universal access	2
	<b>TOTAL</b>	<b>6</b>
<b>Société de vélo en libre-service</b>		
	Miscellaneous	1
	<b>TOTAL</b>	<b>1</b>

**RESULTS****BY PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION***Including Charter files*

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Commission des services électriques de Montréal	<b>3</b>	3													
Corporation de gestion des marchés publics	<b>1</b>	1													
Office municipal d'habitation de Montréal (OMHM)	<b>99</b>	7	64	12	1		2			2	4		2		5
Société d'habitation et de développement de Montréal (SHDM)	<b>13</b>		7	2						2	1				1
Société de transport de Montréal	<b>15</b>			15											
Société en commandite Stationnement de Montréal	<b>6</b>		3								1			2	
Société de vélo en libre-service	<b>1</b>		1												
<b>GRAND TOTAL</b>	<b>138</b>	<b>7</b>	<b>79</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>

## FINAL RESPONSE PERIOD BY PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION

*Including Charter files*

### THOROUGH INVESTIGATIONS ONLY

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

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
Office municipal d'habitation de Montréal (OMHM)	1			1	2	5		2	5	<b>16</b>	58.64 DAYS
Société d'habitation et de développement de Montréal (SHDM)		1			1	1			1	<b>4</b>	26 DAYS
Société en commandite Stationnement de Montréal	3									<b>3</b>	1 DAY

## EVOLUTION – NUMBER OF COMPLAINTS BY POLITICAL ENTITY

*Including Charter files*

ENTITY	2012	2011	2010
Agglomeration Council	5	5	1
City Council	10	9	6
Executive Committee	2	1	4
Mayor's office	1	1	0
Office of City Council Chairman	0	0	1
Ville de Montréal – Charbonneau Commission	8	0	0
<b>TOTAL</b>	<b>26</b>	<b>16</b>	<b>12</b>

## TOPIC OF COMPLAINTS BY POLITICAL ENTITY

*Including Charter files*

ENTITY	TOPIC	NUMBER 2012
<b>Agglomeration Council</b>		
	Decision of the Agglomeration Council	<b>1</b>
	Public participation	<b>1</b>
	Tax (except real estate)	<b>3</b>
	<b>TOTAL</b>	<b>5</b>
<b>City Council</b>		
	Decision of the City Council	<b>1</b>
	Evaluation / Real estate tax	<b>4</b>
	Human rights	<b>1</b>
	Miscellaneous	<b>1</b>
	Public participation	<b>1</b>
	Tenders	<b>2</b>
	<b>TOTAL</b>	<b>10</b>
<b>Executive Committee</b>		
	Animal	<b>1</b>
	Snow removal	<b>1</b>
	<b>TOTAL</b>	<b>2</b>
<b>Mayor's office</b>		
	Communications	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Ville de Montréal - Charbonneau Commission</b>		
	Alleged embezzlement	<b>8</b>
	<b>TOTAL</b>	<b>8</b>

**RESULTS**  
**BY POLITICAL ENTITY**

*Including Charter files*

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Agglomeration Council	5			5											
City Council	10			10											
Executive Committee	2		1	1											
Mayor's office	1			1											
Ville de Montréal - Charbonneau Commission	8			8											
<b>GRAND TOTAL</b>	<b>26</b>	<b>0</b>	<b>1</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**FINAL RESPONSE PERIOD  
BY POLITICAL ENTITY**

*Including Charter files*

**THOROUGH INVESTIGATIONS ONLY**

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

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
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**No thorough investigation concerning political entities in 2012**

**CHARTER FILES  
NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
<b>Democracy</b>	Alley	<b>3</b>
	Communications	<b>1</b>
	Parking / SRRR / Vignettes	<b>8</b>
	Public participation	<b>4</b>
	Zoning / Urban planning / Exemption	<b>1</b>
	<b>SUB-TOTAL</b>	<b>17</b>
<b>Economic and Social Life</b>	Public health and maintenance (bed bugs)	<b>1</b>
	Public health and maintenance (mold)	<b>15</b>
	Public health and maintenance (others)	<b>2</b>
	Social housing / HLM / Housing subsidies	<b>1</b>
	<b>SUB-TOTAL</b>	<b>19</b>
<b>Environment and Sustainable Development</b>	Cycling path	<b>1</b>
	Environment / Sustainable development	<b>1</b>
	Noise	<b>10</b>
	Nuisances	<b>4</b>
	Parks and green spaces	<b>1</b>
	Traffic	<b>5</b>
	Tree	<b>1</b>
	Zoning / Urban planning / Exemption	<b>2</b>
	<b>SUB-TOTAL</b>	<b>25</b>
<b>Municipal services</b>	Application of By-laws	<b>1</b>
	Communications	<b>1</b>
	Conduct of an employee	<b>1</b>
	Permit	<b>1</b>
	Quality of services	<b>3</b>
	Universal access	<b>3</b>
	<b>SUB-TOTAL</b>	<b>10</b>
<b>Security</b>	Fire / Public safety	<b>1</b>
	Parking / SRRR / Vignettes	<b>1</b>
	Traffic	<b>5</b>
	<b>SUB-TOTAL</b>	<b>7</b>
	<b>GRAND TOTAL</b>	<b>78</b>

**CHARTER FILES  
RESULTS / BY CHAPTER**

CHAPTER	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Democracy	17									4	8		1	1	3
Economic and Social Life	19				2					2	5		1		9
Environment and Sustainable Development	25				3			1		7	3		2	2	7
Municipal services	10									1	3			2	4
Security	7									1	3			3	
<b>GRAND TOTAL</b>	<b>78</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>22</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>23</b>

**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Ahuntsic-Cartierville (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	<b>1</b>
	Nuisances	<b>1</b>
	Zoning / Urban planning / Exemption	<b>1</b>
	<b>TOTAL</b>	<b>3</b>
<b>Anjou (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	<b>2</b>
	<b>TOTAL</b>	<b>2</b>
<b>Côte-des-Neiges – Notre-Dame-de-Grâce (administration)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	<b>1</b>
	<b>Environment and Sustainable Development</b>	
	Noise	<b>3</b>
	Nuisances	<b>1</b>
	<b>Municipal services</b>	
	Communications	<b>1</b>
<b>Côte-des-Neiges – Notre-Dame-de-Grâce (Borough Council)</b>	<b>Democracy</b>	
	Public participation	<b>1</b>
	<b>TOTAL</b>	<b>7</b>
<b>L'Île-Bizard – Sainte-Geneviève (administration)</b>	<b>Environment and Sustainable Development</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Lachine (administration)</b>	<b>Environment and Sustainable Development</b>	
	Noise	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>LaSalle (Borough Council)</b>	<b>Democracy</b>	
	Public participation	<b>1</b>
	Zoning / Urban planning / Exemption	<b>1</b>
	<b>TOTAL</b>	<b>2</b>

**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Le Plateau-Mont-Royal (administration)</b>	<b>Democracy</b>	
	Communications	1
	Parking / SRRR / Vignettes	8
	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	1
	<b>Municipal services</b>	
	Quality of services	1
	<b>Security</b>	
Parking / SRRR / Vignettes	1	
<b>Le Plateau-Mont-Royal (Borough Council)</b>	<b>Security</b>	
	Traffic	1
<b>TOTAL</b>		<b>13</b>
<b>Le Sud-Ouest (administration)</b>	<b>Democracy</b>	
	Public participation	2
	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	2
	<b>Environment and Sustainable Development</b>	
	Noise	1
Parks and green spaces	1	
<b>TOTAL</b>		<b>6</b>
<b>Mercier – Hochelaga-Maisonneuve</b>	<b>Environment and Sustainable Development</b>	
	Traffic	1
<b>TOTAL</b>		<b>1</b>
<b>Pierrefonds-Roxboro (administration)</b>	<b>Environment and Sustainable Development</b>	
	Nuisances	1
	Traffic	1
<b>TOTAL</b>		<b>2</b>

## CHART 27 (CONTINUED)

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Rivière-des-Prairies – Pointe-aux-Trembles (administration)</b>	<b>Municipal services</b>	
	Conduct of an employee	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Rosemont – La Petite-Patrie (administration)</b>	<b>Democracy</b>	
	Alley	<b>3</b>
	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	<b>4</b>
	<b>Environment and Sustainable Development</b>	
	Nuisances	<b>1</b>
	Zoning / Urban planning / Exemption	<b>1</b>
	<b>Municipal services</b>	
	Permit	<b>1</b>
Quality of services	<b>1</b>	
<b>TOTAL</b>	<b>11</b>	
<b>Saint-Laurent (administration)</b>	<b>Security</b>	
	Traffic	<b>1</b>
<b>TOTAL</b>	<b>1</b>	
<b>Saint-Léonard (administration)</b>	<b>Municipal services</b>	
	Universal access	<b>1</b>
<b>TOTAL</b>	<b>1</b>	
<b>Verdun (administration)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	<b>2</b>
	Public health and maintenance (others)	<b>1</b>
	<b>Environment and Sustainable Development</b>	
	Noise	<b>1</b>
<b>TOTAL</b>	<b>4</b>	

**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	NUMBER
<b>Ville-Marie (administration)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	<b>1</b>
	<b>Environment and Sustainable Development</b>	
	Cycling path	<b>1</b>
	Noise	<b>1</b>
	Traffic	<b>2</b>
	Tree	<b>1</b>
	<b>Security</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>7</b>
<b>Villeray – Saint-Michel – Parc-Extension (administration)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (others)	<b>1</b>
	<b>TOTAL</b>	<b>1</b>

## CHART 27 (CONTINUED)

### CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
<b>Affaires juridiques et évaluation foncière (Direction des affaires civiles)</b>	<b>Municipal services</b>	
	Quality of services	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Infrastructures, transport et environnement (Direction de l'environnement)</b>	<b>Environment and Sustainable Development</b>	
	Environment / Sustainable development	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Infrastructures, transport et environnement (Direction des infrastructures)</b>	<b>Security</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Infrastructures, transport et environnement (Direction des transports)</b>	<b>Security</b>	
	Traffic	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Mise en valeur du territoire et du patrimoine (Direction de l'habitation)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (mold)	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Qualité de vie (Direction des grands parcs et du verdissement)</b>	<b>Environment and Sustainable Development</b>	
	Parks and green spaces	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Sécurité incendie de Montréal (All departments included)</b>	<b>Security</b>	
	Fire / Public safety	<b>1</b>
	<b>TOTAL</b>	<b>1</b>



**CHARTER FILES**  
**TOPIC OF COMPLAINTS / BY ENTITY**

PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	NUMBER
<b>Office municipal d'habitation de Montréal (OMHM)</b>	<b>Economic and Social Life</b>	
	Public health and maintenance (bed bugs)	<b>1</b>
	Public health and maintenance (mold)	<b>3</b>
	Social housing / HLM / Housing subsidies	<b>1</b>
	<b>TOTAL</b>	<b>5</b>
<b>Société d'habitation et de développement de Montréal (SHDM)</b>	<b>Municipal services</b>	
	Application of By-laws	<b>1</b>
	<b>TOTAL</b>	<b>1</b>
<b>Société en commandite Stationnement de Montréal</b>	<b>Municipal services</b>	
	Universal access	<b>2</b>
	<b>TOTAL</b>	<b>2</b>

**CHARTER FILES  
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville (administration)	3									1					2
Anjou (administration)	2									1			1		
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	6									2	3				1
Côte-des-Neiges – Notre-Dame-de-Grâce (Borough Council)	1									1					
L'Île-Bizard – Sainte-Geneviève (administration)	1									1					
Lachine (administration)	1														1
LaSalle (Borough Council)	2									2					
Le Plateau-Mont-Royal (administration)	12										8		1	1	2
Le Plateau-Mont-Royal (Borough Council)	1										1				
Le Sud-Ouest (administration)	6									2	1			2	1
Mercier – Hochelaga-Maisonneuve (administration)	1												1		
Pierrefonds-Roxboro (administration)	2										1				1
Rivière-des-Prairies – Pointe-aux-Trembles (administration)	1										1				
Rosemont – La Petite-Patrie (administration)	11				2					2					7
Saint-Laurent (administration)	1										1				
Saint-Léonard (administration)	1										1				

**CHARTER FILES  
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Verdun (administration)	4									1	2				1
Ville-Marie (administration)	7				3			1		1					2
Villeray – Saint-Michel – Parc-Extension (administration)	1														1
Affaires juridiques et évaluation foncière (Direction des affaires civiles)	1										1				
Infrastructures, transport et environnement (Direction de l'environnement)	1														1
Infrastructures, transport et environnement (Direction des infrastructures)	1													1	
Infrastructures, transport et environnement (Direction des transports)	1													1	
Mise en valeur du territoire et du patrimoine (Direction de l'habitation)	1														1
Qualité de vie (Direction des grands parcs et du verdissement)	1													1	
Office municipal d'habitation de Montréal (OMHM)	5									1	2		1		1
Société d'habitation et de développement de Montréal (SHDM)	1														1
Société en commandite Stationnement de Montréal	2													2	

**CHARTER FILES  
FINAL RESPONSE PERIOD  
THOROUGH INVESTIGATIONS ONLY**

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2013	Total	Average delay in working days
2008	1	0	1	5	15	5	7	6	0	<b>40</b>	57.3
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	<b>100%</b>	DAYS
2009	2	0	0	8	9	9	6	4	0	<b>38</b>	47.37
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	<b>100%</b>	DAYS
2010	2	1	1	12	13	9	7	19	2	<b>66</b>	79.7
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	28.79	3.03	<b>100%</b>	DAYS
2011	1	3	4	6	14	10	3	13	3	<b>57</b>	62.72
%	1.75	5.26	7.02	10.53	24.56	17.54	5.26	22.81	5.26	<b>100%</b>	DAYS
2012	5	1	1	6	9	12	10	11	23	<b>78</b>	43.26
%	6.41	1.28	1.28	7.69	11.54	15.38	12.82	14.1	29.49	<b>100%</b>	DAYS

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

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

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Democracy</b>			
Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures	3	3 Still pending	--
Encouraging public participation	4	4 Ill-founded	28.5
Providing citizens with clearly formulated information	9	1 Commitment 7 Resolved 1 Follow-up on commitment	63.78
Providing citizens with useful information	9	1 Commitment 7 Resolved 1 Follow-up on commitment	63.78
<b>SUB-TOTAL</b>	<b>25</b>		
<b>Economic and Social Life</b>			
Taking into account, in the implementation of housing measures, the needs of vulnerable persons and particularly individuals and families with low or modest incomes	1	Still pending	--
Taking appropriate measures to ensure that housing meets public health and safety standards	17	2 Withdrawals 8 Still pending 1 Commitment 2 Ill-founded 4 Resolved	44.41
Provide relocation services when a building or dwelling must be closed or vacated	2	2 Resolved	40
<b>SUB-TOTAL</b>	<b>20</b>		

## CHART 30 (CONTINUED)

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

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Environment and Sustainable Development</b>			
Promoting both public transportation and active modes of transportation as well as other forms of transit, thereby limiting the use of automobiles in an urban milieu, with a view to reducing air pollution and greenhouse gas emissions	<b>1</b>	Withdrawal	26
Fostering continuous improvement of air quality	<b>1</b>	Still pending	--
Promoting measures to increase cool areas	<b>1</b>	Withdrawal	26
Promoting the enhancement of urban woods	<b>1</b>	Follow-up on commitment	18
Promoting the protection of urban woods	<b>2</b>	1 Ill-founded 1 Follow-up on commitment	36
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	<b>1</b>	Ill-founded	132
Taking measures to reduce abusive irritants from dumping garbage	<b>1</b>	Still pending	9
Taking measures to reduce abusive irritants from noise	<b>14</b>	1 Commitment 4 Still pending 4 Ill-founded 1 Denied 1 Follow-up on commitment 3 Resolved	51.71
Taking measures to reduce abusive irritants from the traffic	<b>4</b>	1 Still pending 1 Withdrawal 1 Commitment 1 Ill-founded	64.5
<b>SUB-TOTAL</b>	<b>26</b>		

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

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
<b>Municipal services</b>			
Providing competent municipal services in a respectful and non-discriminatory manner	6	3 Still pending 3 Resolved	17.17
Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programs, and services in general	4	1 Still pending 1 Follow-up on commitment 1 Resolved	1
<b>SUB-TOTAL</b>	<b>10</b>		
<b>Security</b>			
Developing its territory in a safe manner	5	2 Follow-ups on commitment 3 Resolved	28.5
Protecting people	2	1 Ill-founded 1 Follow-up on commitment	28.5
<b>SUB-TOTAL</b>	<b>7</b>		
<b>GRAND TOTAL</b>	<b>88</b>		

## CHARTER FILES EVOLUTION / NUMBER OF COMPLAINTS 2006-2012

### A. Evolution of the number of Charter investigations

	2006	2007	2008	2009	2010	2011	2012	TOTAL
Number of Charter investigations	33	40	40	38	66	57	78	<b>352</b>

### B. Proportion of Charter investigations over all Odm investigations

	2006	2007	2008	2009	2010	2011	2012	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	<b>352</b>
Total number of ODM investigations per year	222	233	249	193	209	179	203	<b>1488</b>
<b>%</b>	<b>14.86</b>	<b>17.17</b>	<b>16.06</b>	<b>19.69</b>	<b>31.58</b>	<b>31.84</b>	<b>38.42</b>	<b>23.66</b>



**CHARTER FILES  
RESULTS / BY TOPIC**

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending	
Alley	3															3
Application of By-laws	1															1
Communications	2													1		1
Conduct of an employee	1										1					
Cycling path	1				1											
Environment / Sustainable development	1															1
Fire / Public safety	1													1		
Noise	10							1		4	1		1	1		2
Nuisances	4										2					2
Parking / SRRR / Vignettes	9										8		1			
Parks and green spaces	1													1		
Public health and maintenance (bed bugs)	1									1						
Public health and maintenance (mold)	15				2					1	4		1			7
Public health and maintenance (others)	2										1					1
Public participation	4									3	1					
Permit	1															1
Quality of services	3									1	1					1
Social housing / HLM / Housing subsidies	1															1
Traffic	10				1					2	2		1	2		2
Tree	1				1											
Universal access	3										1			2		
Zoning / Urban planning / Exemption	3									3						
<b>GRAND TOTAL</b>	<b>78</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>22</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>23</b>	

**CHARTER FILES  
DEMOGRAPHIC DATA**

**A. Gender**

GENDER	NUMBER	%
Male	32	54.24
Female	27	45.76
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

**B. Language**

LANGUAGE	NUMBER	%
French	50	84.75
English	9	15.25
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

**C. Age group**

AGE GROUP	NUMBER	%
Under 18	1	1.69
18-25	0	0
26-40	11	18.64
41-50	13	22.03
51-64	17	28.81
65 +	8	13.56
Unknown	9	15.25
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

**D. Origin**

ORIGIN	NUMBER	%
Canadian	41	69.49
Ethnocultural	18	30.51
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

**E. Details of declared ethnocultural origin**

ORIGIN	NUMBER	%
French	4	22.22
Ethnocultural origin confirmed but not specified	3	16.67
Italian	3	16.67
Haitian	2	11.11
Peruvian	1	5.56
Polish	1	5.56
Portuguese	1	5.56
Romanian	1	5.56
Russian	1	5.56
Vietnamese	1	5.56
<b>TOTAL</b>	<b>18</b>	<b>100%</b>

**F. Visible minority**

VISIBLE MINORITY	NUMBER	%
No	54	91.53
Yes	4	6.78
Unknown	1	1.69
<b>TOTAL</b>	<b>59</b>	<b>100%</b>

**G. Details of declared visible minority**

VISIBLE MINORITY	NUMBER	%
Black	3	75
Asian	1	25
<b>TOTAL</b>	<b>4</b>	<b>100%</b>

**Nota Bene:** Of the 78 Charters files of 2012, 17 were initiated by the OdM, and 2 were grouped complaints.

### ACCESS TO INFORMATION

Requests relating to *Right of access* legislation and information requests.

### ACQUIRED RIGHTS

Requests in relation to acquired rights that are alleged for uses or constructions which have become derogatory.

### ALLEGED EMBEZZLEMENT

Complaints with regard to situations related to an alleged misappropriation of funds, fraud or collusion involving a City employee or representative.

### ALLEY

Requests regarding the traffic or safety in alleys; requests regarding illegal encroachments in alleys or the acquisition of an alley; etc.

### ANIMAL

Requests concerning excessive barking; too many animals in a dwelling; prohibitions to walk dogs in parks; euthanasia orders; excrements not picked up; presence of rats, excessive presence of pigeons, squirrels, gulls, stray cats; complaints against horse carriages; etc.

### APPLICATION OF BY-LAWS

Requests relating to municipal statutes in general, on how they are applied and on the merits of a By-law; requests regarding many By-laws at one time, when they are connected; requests regarding a municipal By-law which does not fall under a specific category.

### AQUEDUCT/SEWER

Requests regarding a lack of water pressure in houses; City drains; water leaks; accumulation of water; pipe problems; etc.

### CLEANLINESS

Requests regarding the state of cleanliness of a private property, a park, a street, an alley, etc.

### COMMUNICATIONS

Requests relating to the communication languages; to the Ville de Montréal Website; to Accès Montréal services.

### CONDUCT OF AN EMPLOYEE

Complaints against people in the execution of his/her functions.

### CONFLICT OF INTERESTS

Requests relating to a conflict of interests, real or apparent, within the municipal administration.

### CYCLING PATH

Requests regarding the implementation or the maintenance of cycling paths.

### CULTURE

Complaints concerning municipal cultural events or institutions.

### DRIVEWAY ENTRANCE

Requests relating to the affectation or the closing down of a driveway entrance.

### ENVIRONMENT/SUSTAINABLE DEVELOPMENT

Requests relating to *éco-quartiers* and *éco-centres*; to construction projects having an impact on ecoterritories; to polluting industries; etc.

### EVALUATION/REAL ESTATE TAX

Requests regarding land evaluation and tax invoices; motions for review; late payments; requests for refunds; agreements; etc.

### FENCE

Requests relating to By-laws concerning fences and hedges.

### FIRE/PUBLIC SAFETY

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

## GARBAGE/RECYCLING

Requests relating to different types of garbage collection; the storage of garbage; garbage bins; etc.

## HANDICAPPED PERSON

Requests regarding subsidies and services offered, or not, to handicapped people.

## HUMAN RIGHTS

Complaints of alleged discrimination for reasons protected under charters of rights.

## MUNICIPAL COURT (FUNCTIONING)

Requests relating to the wording of court documents; rules of practice; general functioning; judicial process; status of a specific file; etc.

## NOISE

Requests regarding the application of noise By-laws.

## NUISANCES

Requests regarding foul smells; inconveniences generated by construction sites (dust, noise); abandoned land; too noisy church bells; too bright business lights; automobile motors during the night; loud businesses or neighbours.

## PARKING/SRRR/VIGNETTES

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

## PARKS AND GREEN SPACES

Requests regarding the safety of parks and their infrastructure/ game equipments; events held in parks; the protection of natural patrimony; etc.

## PERMIT

Requests regarding the granting or refusal of permits; work done without a permit; etc.

## POUND (OTHERS)

Requests concerning the storage of vehicles; agent acting on behalf of the SPVM; etc.

## POUND (STORAGE OF FURNITURE)

Requests from destitute citizens who have been evicted from their dwelling, whose furniture has been taken over by the City, and who are financially unable to retrieve them or need an extra delay to do so.

## PUBLIC HEALTH (OTHERS)

Requests regarding the application of By-laws governing the sanitation of dwellings and businesses, except mold, bed bugs, cockroaches, rats and mice.

## PUBLIC PARTICIPATION

Requests regarding the public consultation process; the referendum process; the public's question periods during different councils' public assemblies; etc.

## QUALITY OF SERVICES

Complaints of dissatisfaction towards a municipal service; failure to return calls; disrespectful behaviour towards a citizen; incomplete or inaccurate information provided to citizens; unreasonable response time; etc.

## RIGHT OF INITIATIVE

Requests relating to the Right of initiative who came into force in 2010, and is included in the *By-law concerning the Montréal Charter of Rights and Responsibilities and the Right of initiative.*

### **ROAD WORKS/PUBLIC WORKS**

Requests regarding the maintenance and repair of streets and sidewalks; lighting network; graffiti; street line markings; displaced sewer lids; different collections (except garbage and recycling) such as: dead leaves, Christmas trees, cumbersome objects; etc.

### **SCIENTIFIC INSTITUTIONS**

Requests regarding the Biodôme, the Insectarium, the Jardin Botanique and the Planétarium.

### **SNOW REMOVAL**

Requests relating to the status of snow removal operations; to the scheduled times of snow removal; to problems that occurred during snow removal operations.

### **SOCIAL HOUSING/HLM/HOUSING SUBSIDIES**

Requests relating to waiting lists for HLM; requests from SHDM or OMHM tenants.

### **SPORTS AND LEISURE**

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

### **SUBSIDY OTHER THAN HOUSING**

Requests regarding all subsidy programs offered by Ville de Montréal, except the housing subsidy (rent supplement – social housing), among others, for residential renovation, home ownership and some cultural events.

### **TAX (EXCEPT REAL ESTATE)**

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

### **TAXI**

Requests regarding problems related to the presence of a taxi stand or to rules governing taxis in Montréal.

### **TENDERS**

Requests in regards to tenders not awarded; tenders too restrictive; or biased proceedings.

### **TOWING**

Requests regarding towing regulations in Montréal.

### **TRAFFIC**

Requests regarding traffic signs; traffic lights; traffic irritants; speed bumps; etc.

### **TREE**

Requests relating to the pruning, the cutting down and the planting of trees.

### **UNIVERSAL ACCESS**

Requests concerning access to municipal services, municipal information, municipal buildings and public places, for persons who are physically challenged.

### **ZONING/URBAN PLANNING/ EXEMPTION**

Requests regarding permitted uses in a given area; exemption requests for a construction project; special construction projects.



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