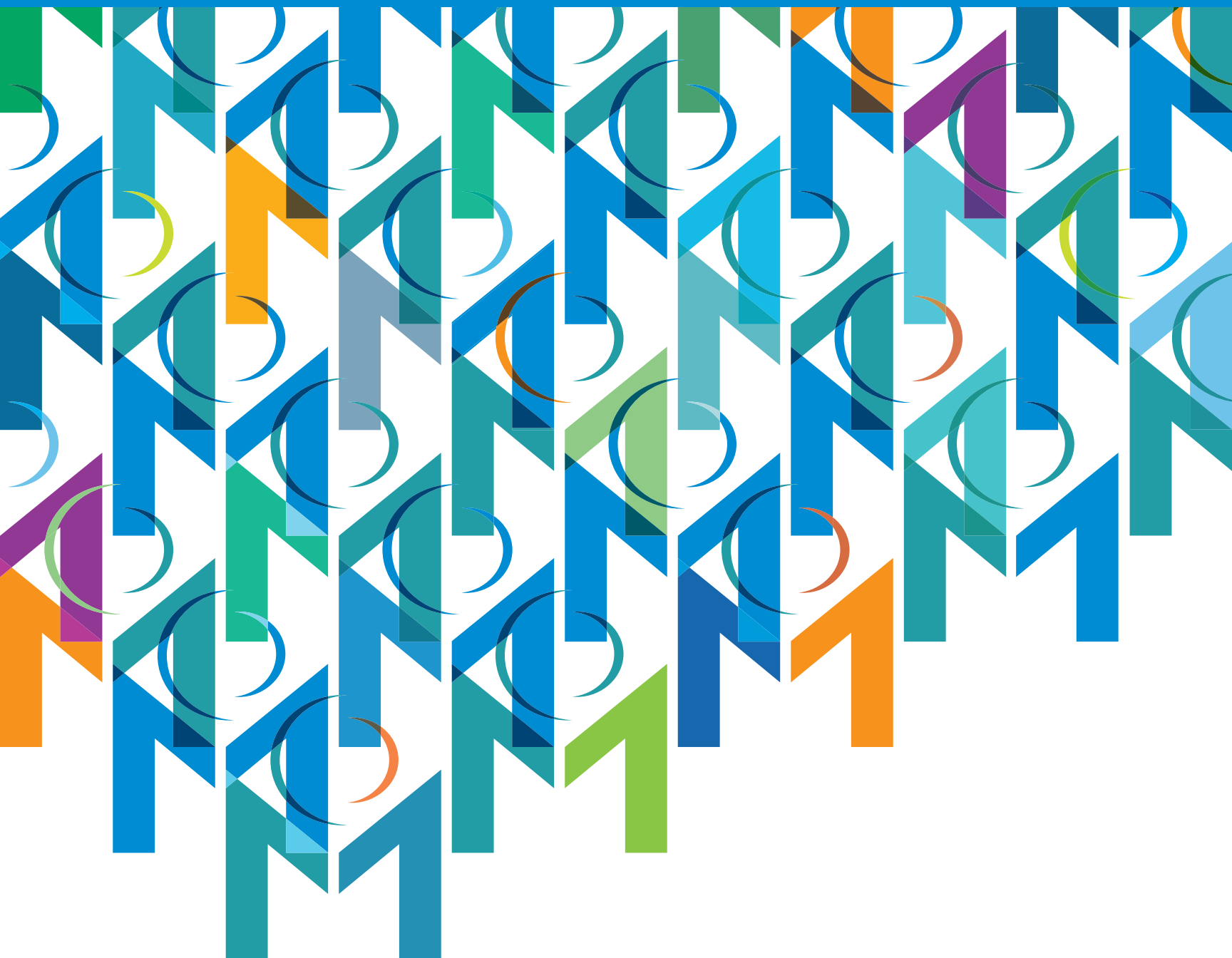


2014 ANNUAL REPORT

TRANSPARENCY AND EFFICIENCY:

TWO KEY VALUES



OMBUDSMAN
de Montréal

IN A RESOLUTION MODE !

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

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June 15th, 2015

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

RE: 2014 Annual Report
Transparency and Efficiency – Two key values

Mr Chairman:

I have the pleasure of presenting the 2014 **OMBUDSMAN DE MONTRÉAL** Annual Report.

More and more, citizens' trust in their City is linked to their perception of the decision making process **transparency** and of the municipal administration **efficiency**, hence our theme for this Report.

2014 was a year of change and renewal, in our office. We have reviewed our structures, welcomed new employees and modernized our ways. Nonetheless, we have remained committed to our values of rigor, respect, empathy, common sense and accessibility as they are keys to the success of our every action, in search of fair and equitable solutions to problems, for all parties involved.

On top of the **62** investigations already underway, our office received **1,409** new requests and initiated **143** new investigations in 2014, **35** of which related to the *Montréal Charter of Rights and Responsibilities*. In total, therefore, we handled **1,471** files (**123** more than the previous year).

In regards to new 2014 files which were closed in the same year, the average processing time was of **5.5** working days overall and of **82.81** working days when a thorough investigation was needed. We issued **5** new **RECOMMENDATIONS** in 2014: **3** were accepted and **2** were denied.

As of December 31st, 2014, **71** investigation files were still pending.

I am certain you will enjoy your reading.



Johanne Savard, Ombudsman

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OMBUDSMAN'S MESSAGE



Ms Johanne Savard

From the very beginning, **rigor, empathy, impartiality, justice and respect** have naturally emerged as essential attributes to the credibility of our office and as fundamental values to promote within the City.

The notions of **transparency** and **efficiency** were gradually added thereto as they have shown to be the cornerstone of citizens' trust in their municipal administration.

MANDATE AND MISSION

The main mandate of the ombudsman's office is to handle complaints of citizens who feel adversely affected by a decision, action or omission of the municipal administration. We also offer the **only recourse** available to Montrealers to ensure the respect of the many undertakings contained in the *Montréal Charter of Rights and Responsibilities*.

We periodically launch **investigations on our own initiative**, when we find issues likely to impact citizens negatively or when media report a worrying situation.

Whenever we resolve a problem that is likely to occur in another Borough or Department, we widely broadcast our analysis' results, in a **prevention** perspective.

All our actions are focused towards the search for **justice** and **fairness**, within the framework of the applicable laws.

Over the years, our office has implemented various means to better **inform** citizens on their municipal rights and on the municipal concepts and rules applied by Ville de Montréal. Our website's FAQ section, our blog and our interventions in social media serve us to this purpose.

We always strive to use a **clear language**, easily understandable, and we regularly encourage the Departments and Boroughs to do the same, to the benefit of all citizens.

Universal access to the City's buildings, information and municipal services is one of our daily concerns. We seize every opportunity to increase the awareness of municipal employees and managers towards the reality of people living with functional limitations and towards the impact of their decisions on the quality of life of these citizens. We know from experience that a small adjustment can make a huge difference, very often with none or minimal financial impact. We try to set an example by ensuring that our own office and the information regarding the services we offer are easily accessible. Our section on the *Accès Simple* Website of Ville de Montréal is a testament to this: we have included texts and videos in simplified language, texts in phonic language, sound option allowing people to listen to some of our documents. Moreover, all of our documents are in a font compatible with the tools used by people with visual limitations.

Homelessness is also a subject of concern for our office. In 2014, we have learned a lot on this growing phenomenon and on the daily struggles of people with **no stable housing**. We are very sensitive to this issue. We salute the interest that Ville de Montréal's administration gives to this reality and we share with municipal top managers all the sensitive information we gather on this question.



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two key values





INFLUENCE

The expertise and exceptional quality of services offered by our office are widely recognized here and abroad, which contributes to the reputation of Montréal as a model City for the respect of citizens' rights.

In 2014, we once again welcomed some **foreign delegations and dignitaries** interested in understanding our role as protector of the rights of citizens. We met with representatives from South Korea, Belgium and the Netherlands, shared our experience and explained the tools and techniques that we have developed over the years. The comments gathered are always full of praise.

We had developed, in 2009, an educational project on the **OMBUDSMAN DE MONTRÉAL (OdM)**'s work, alternative dispute resolution modes and on the *Montréal Charter of Rights and Responsibilities*, in collaboration with the *Centre d'histoire de Montréal* and the *Chantier sur la démocratie*. This project has since been available to teachers within the **Citizens of tomorrow** and the **Youth citizens in action** programs. At the end of 2014, more than 2,200 elementary school students had participated in such activities and there are plans to update the project and reach many more, in the following years.

Finally, as a member of the Board of Directors (BOD) of the *Association des Ombudsmans et des Médiateurs de la Francophonie* and as Vice-President of the BOD of the Forum of Canadian Ombudsmans, I organize and attend activities which not only allows our office to shine but also contributes to the promotion of high standards in ombudsmans' offices, in Canada and

worldwide. Our office learns from the experience of other ombudsmans' offices which, notwithstanding their geographical and cultural boundaries and the differences in their structures, face the same expectations and challenges towards the protection of citizens' rights.

ACHIEVEMENTS OF PAST YEARS

Since the creation of our office, we have received over 13,000 complaints and conducted over 2,000 thorough investigations. Many of our interventions have a long-term impact. Here are some examples:

- Undertaking by the *Direction de l'habitation* to no longer refuse renovation grants on the basis of criteria not provided for in the regulation.
- Regular follow-ups on universal access to Montréal's City Hall and other municipal buildings, regardless of climatic constraints or construction work; and improvement of the signs and information made available to citizens in this regard.
- Adoption of a clear written policy on the calculation of rent increases, by the *Société d'habitation et de développement de Montréal* (SHDM). This should reduce the number of disputes submitted to the *Régie du logement*.
- Significant improvement of interventions and follow-ups in the management of unsanitary dwellings, in many Boroughs.
- Shorter delays in feeding the *Info-Remorquage* data system with the information concerning towed vehicles, which enables owners to retrace their vehicles more quickly.

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- Adoption by the Municipal Court of a policy on the restriction of access to the criminal records of defendants found not guilty or whose charges were dropped. As of December 31st, 2014, more than 5,000 citizens had already benefited from this policy.
- An end to mechanical maintenance in the Angrignon Park forest. These operations were destroying the new shoots and jeopardizing the survival of the forest.
- Adoption by the *Service des finances* of a follow-up procedure for reimbursement tax cheques that were not cashed in. The Department now systematically follows up to trace the concerned citizens.
- The OdM contributed to the modification of many Boroughs' policies regarding parking spaces reserved for handicapped persons, namely in order to take into account the needs of caregivers.
- Undertaking by *Stationnement de Montréal* to gradually reduce the height of parking meters in order to make them more accessible to shorter people or in wheelchairs. Since 2005, 345 meters of a shorter height were so installed.
- Cancellation of administrative fees charged by mandatory pounds to the owners of vehicles towed at the request of the *Service de police de la Ville de Montréal* (SPVM). The contracts with the City did not allow the imposition of such fees.
- Standardization of the modalities for the transfer (or release) of municipal alleys when there are illegal encroachments. We had noticed a lack of uniformity and evident uncertainties in the rules previously enforced, from a Borough to another.
- Quality of municipal services and communications with citizens. We regularly settle problems such as:
 - Lack of transparency;
 - Unanswered citizen phone calls or long delays before a call is returned;
 - Relevant information unavailable or not communicated to citizens;
 - Poor management of cases related to unsanitary dwellings;
 - Omissions in the follow-ups of citizens' complaints;
 - Files closed by mistake;
 - Incorrect or contradictory information in municipal documents or websites;
 - Unclear forms or documents.



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CONCLUSION

The impact of our actions is undeniable and the vast majority of municipal managers recognizes it. We help resolve impasses, restore better communication between the administration and citizens, and identify gaps in management and in the quality of services. We also find viable and efficient solutions that take into account the respective needs and constraints of the citizens and of the administration.

Without my team, none of this would be possible.

I emphasize the exceptional contribution of my advisors, investigators and support staff who, in 2014, worked particularly hard, in a context of reorganization and transition. I thank them for their devotion and for their daily efforts in offering the best possible services and in always making our office more efficient and performing.

Johanne Savard, Ombudsman

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two key values



THE ODM IN A NUTSHELL

The **OdM** is a **non-political** and **impartial** entity, **independent** from the municipal administration and elected officials, responsible for ensuring that citizens receive the municipal services and advantages which they are entitled to. We make sure they are treated fairly, with justice and respect, by all City representatives. This independence ensures the credibility of the **OdM**'s office.

The Ombudsman has broad investigation powers. Managers and City representatives must cooperate with her investigations and provide all the requested information and documents.

Unless divulcation is required for the purpose of an investigation, the information contained in the **OdM**'s files remains confidential and only our team has access to it.

The Ombudsman can recommend any measure she deems appropriate to right an injustice or improve the quality of municipal services. These **RECOMMENDATIONS** are generally accepted and implemented by the City.

The Ombudsman is not bound by the City's customary practices. Her interventions often lead to the implementation of new procedures to better handle certain types of files. She can also contribute to the modernization of practices that have been in effect for many years.

The Ombudsman only acts in last resort. Citizens who request her intervention must have previously given the Director of the concerned Borough or Department an opportunity to resolve the issue.

The recourse to the **OdM** 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 the 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) and by the Gosford street entrance.

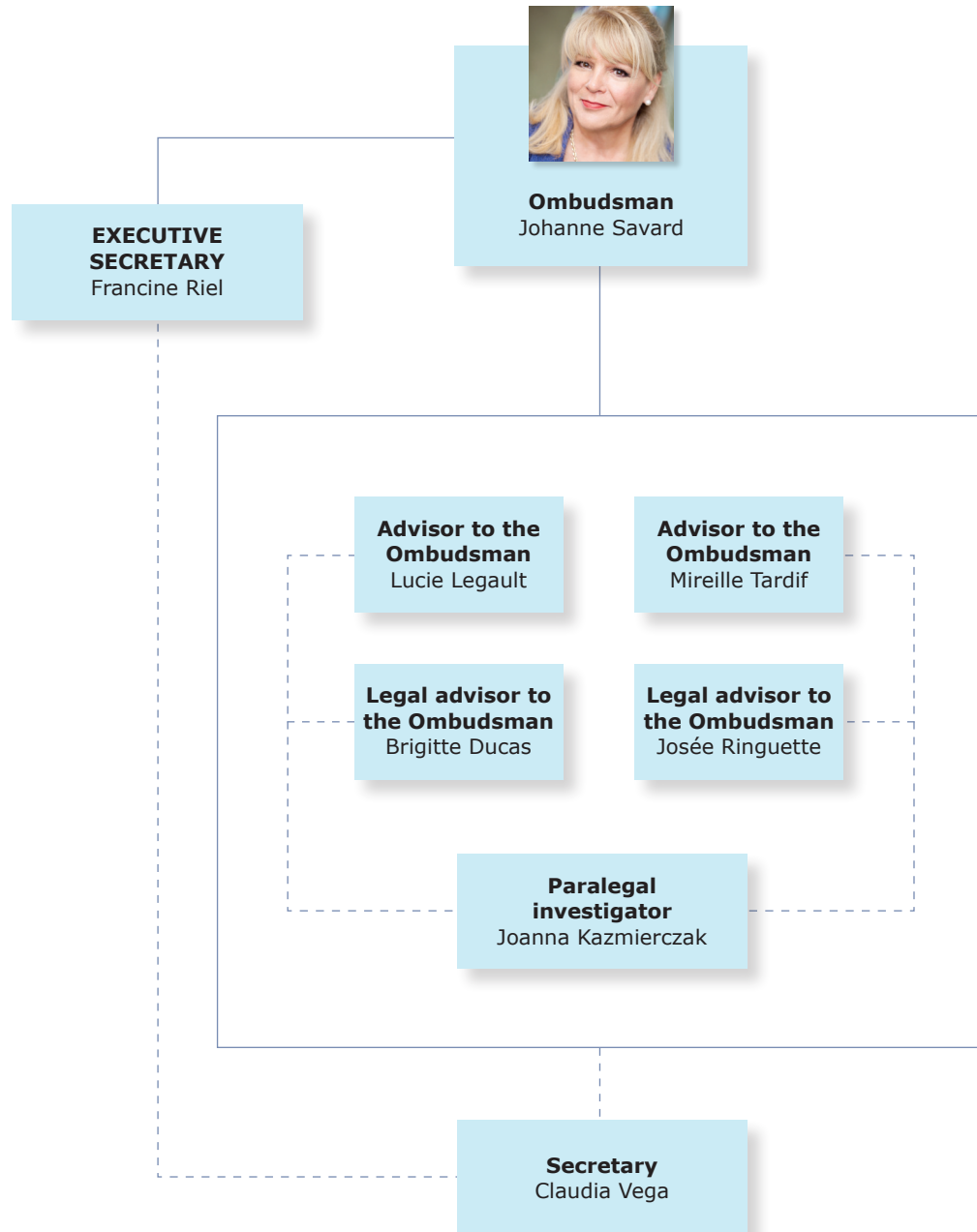
For more information on our mandate, values, mission, logo and complaint procedures, you can consult the **PROMOTING RESPECT; ENSURING EQUITY** brochure on our Website.



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OUR TEAM



TRANSPARENCY
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ABOUT Ms JOHANNE SAVARD

TRAINING AND PROFESSIONAL EXPERIENCE

Ms Johanne Savard studied political sciences at Concordia University and law, at *Université de Montréal*. She has been a member of the Québec and Canadian Bars since 1980.

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

For many years, before she became an ombudsman, Ms Savard was head of a law group and member of the BOD in a major law firm. She was also member of the BOD and of the Executive Committee of the world's largest international association of independent law firms, *Lex Mundi*.

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

Ms Savard is Vice-President of the Forum of Canadian Ombudsmans and a member of the BOD of the *Association des Ombudsmans et Médiateurs de la Francophonie*. She is also a member of the International Ombudsmans' Association, the International Ombudsmans' Institute and of the *Association des responsables de la gestion des plaintes du gouvernement du Québec*.

SOCIAL COMMITMENT

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

She was a member and twice chaired the organizing committee of the annual fundraising ball of the Montréal Alzheimer Society.

She was a member of the *Conseil des gouverneurs* of *Resto Plateau*, an organization that provides help with food and with inclusion and social integration.

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

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



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AND EFFICIENCY,
two key values



Part I

FILES HANDLED IN 2014 – SOME EXAMPLES

1. Illegal dumping of garbage – The Borough finally intervenes – Problem resolved – Charter file

Ahuntsic–Cartierville – Citizens are complaining about the fact that the garbage of a neighbouring apartment building is regularly deposited near the street, outside of the permitted days and times. The big bins used for this purpose do not have a cover, are often overflowing and emit foul odours that spread to the plaintiffs' property. The plaintiffs' dealings with the Borough were not successful. Our investigation confirms lapses in the interventions and follow-ups. The Borough accepts to go on location and recognizes the seriousness of the problem. It intervenes more firmly with the owner of the building who agrees to collaborate. The latter buys new bins with lids. Between garbage collections, these bins are henceforth kept on the building's property, in a discrete area. The plaintiffs confirm that there is a major and sustained improvement.

2. Noise nuisance – The imminence of a formal inspection prompts a neighbour to intervene – Charter file

Anjou – Despite the Borough's interventions, a citizen continues to complain that the level of noise made by his neighbour's pool filter is too high. Following our intervention, the Borough schedules a noise level test to be conducted by a City technician. Informed of this procedure, the neighbour sent his filter for repairs before the test. The problem was therefore resolved. The plaintiff confirms that the noise levels are now acceptable.

3. New *Info citoyens* pamphlet – Aqueduct/Sewer – Charter file

Côte-des-Neiges–Notre-Dame-de-Grâce – One of our investigations revealed gaps in the broadcast and availability of information regarding the respective responsibilities of citizens and the City, with regard to the maintenance of aqueduct and sewer pipes. To relieve these lapses, the Borough decides to prepare

an information pamphlet on the subject, for citizens. Our office agrees with the approach and follows the evolution of the project. Since then, every time an employee of the Borough goes to a citizen's residence for an aqueduct or sewer problem, this pamphlet is given to the concerned citizen.

4. Conflict of jurisdiction between two divisions – Long delays in processing a citizen's request – Charter file

Côte-des-Neiges–Notre-Dame-de-Grâce – A citizen is complaining of the very long delays he is facing and of the incomplete answers he obtained, following his request for the construction of a driveway entrance. Our investigation revealed that two divisions of the Borough shared the responsibility of handling this type of requests and that the tasks of each were not clearly defined. In the present case, each division believed that the other was handling the request. Following our intervention, the divisions agreed to a more coherent procedure and clearly defined their respective responsibilities for the treatment of these types of files.

5. A major renovation becomes a demolition – Order to stop work – \$50,000 fine – New "Park fees" (\$25,000) – Citizen's good faith

Le Plateau-Mont-Royal – A citizen buys a duplex with the intention of transforming it into a single family residence. Before finalizing the transaction, he had made sure to get the permits required for this major transformation. During the work, however, his contractor removes elements of the roof and floor which were not initially planned to be demolished. This considerably increases the portion of the building that is destroyed. The project is no longer true to the *Renovation permit* that had been issued.

The Borough orders that the work be immediately stopped and informs the citizen that he will need to obtain a *Demolition permit* and a *New construction permit* which will require the approval of the *Comité consultatif d'urbanisme* (CCU). A *Statement of offence*

of \$50,000 is also issued to the citizen. Moreover, as a “new construction”, this single family residence project does not meet the regulatory requirement for all new constructions to have two dwellings. The citizen, therefore, will need to have it approved as a “particular project”. The Borough also plans to charge “park fees” of approximately \$25,000 applicable to new constructions. Besides the foreseen long delays, the citizen worries about the significant additional costs that he must undertake. He contacts our office.

The unforeseen demolition work that the contractor proceeded to has indeed changed the nature of the project. The Borough’s order to cease work was, therefore reasonable and justified.

Nonetheless, the Borough recognizes the citizen’s good faith and accepts to support and guide him through his efforts to have his single family residence project authorized. The permits are finally issued and the work can resume in the summer of 2014.

The Borough also accepted our arguments regarding the inapplicability of the provisions regarding “park fees”, given the specific nature of this project. These costs (about \$25,000), therefore, were not billed to the citizen.

As for the \$50,000 fine, we invited the Borough to reconsider its position: this aspect of the file is unfortunately not settled.

6. “Park fees” cancelled – Delay of over two months between a Notice of motion and the adoption of the new regulation

Le Plateau-Mont-Royal – Co-owners submit that their project should not be subject to the new “park fees” prescribed in a new By-law that was adopted after the filing of their permit application. Their request had been filed after the issuance of a *Notice of motion* announcing the new By-law which had the effect of suspending all permit issuances for a period of two months. However, the new By-law was not adopted within the two months following the *Notice*

of motion. After analysis of the law and review of the caselaw, we expressed the opinion that, after the two-month period, the “freeze” had ceased to be in effect and the permit should have been issued. Following our **RECOMMENDATION**, the Borough issued the permit, without imposing the new “park fees”.

With a view to ensure fairness to all its citizens, the Borough informed us that it would take the same approach and not charge the new “park fees” in other similar files which we had not investigated. Such an initiative merits recognition!

7. New policy – 15-day call back delay – Charter file

Le Plateau Mont-Royal – The *Division des études techniques* was functioning on a basis of a 160-day delay to handle a citizen’s request or to return his/her phone call. Such a long call back delay seemed unacceptable to our office. A new procedure was implemented following our **RECOMMENDATION**. The Division must henceforth call back citizens in a maximum delay of 15 days. In light of the significant number of requests handled by this Division, a shorter delay did not seem realistic.

8. Nine-year wait for repair work

Le Plateau-Mont-Royal – For nine years, a citizen had been requesting for the City to redo the asphalt that had been damaged on the border of his property, during snow removal operations. Following our interventions and follow-ups, the repair work was carried out by the Borough.

9. Road safety – Traffic and speeding – Charter file

Le Sud-Ouest – A citizen is complaining that vehicles are frequently driving at high speeds in his area and that an intersection raises safety concerns, due to the lack of signs and to the presence of a nearby cycling path. The Borough and the SPVM collaborated to improve the situation: occasional patrols;



improvement of signs at the relevant intersection; and extension of the no-parking zone around the cycling path crossing, in order to improve the visibility for car drivers. The City is planning more changes to improve the safety of this cycling path crossing. Our office will follow up in 2015.

10. Rooming house – Dangerous garret – Safety perimeter on public domain – High bill

Mercier–Hochelaga–Maisonneuve – Due to a garret that was deemed dangerous, the Borough put up a security perimeter in the street, around the building. It then issued a bill of over \$12,500 to the citizen, for public domain occupancy fees, hours worked by municipal employees (salaries and benefits), professional fees for the hiring of a private engineer by the Borough and other administrative fees.

We asked the Borough to specify the regulations and policies on the basis of which these amounts had been billed to the citizen.

During our investigation, the Borough informed us that according to its usual procedures, the costs for public domain occupancy should have been significantly less than the amounts that had been charged. The Borough notified the *Service des finances* accordingly and asked that a corrected bill be issued.

While we were pursuing our inquiries to validate the other amounts billed, we were informed that the City had filed legal suit in recovery of the initial amount of more than \$12,500. The Court of law having being seized with the file, our office had to withdraw.

11. Rooming house – Management of a bed bug problem – Charter file

Mercier–Hochelaga–Maisonneuve – The same citizen had also contested the Borough's requirements regarding the management of a bed bug problem in the same building. At the end of our inquiry, we concluded that the building manager's approach was flawed and that no significant improvement had been

noted. In this context, we could not conclude that the Borough's requests were unreasonable, unfair or inappropriate.

12. Restaurant food waste and garbage – Charter file

Outremont – In 2011, an **OdM** investigation had brought to light problems regarding the application of the regulation governing the handling of restaurant food waste, between garbage collections. We had indeed noticed that, despite the regulation, some establishments had no cold storage place to keep their food waste. They were, therefore, placing them in outside bins, near homes. The owners and tenants of these homes were complaining of a multitude of nuisances (odours, uncleanliness, vermin and noise). Our intervention had allowed to attenuate many of these nuisances, but not entirely. The Borough had then undertaken to review its regulation. In 2014, the **OdM** submitted comments on the draft new regulation. This regulation was adopted in December 2014. Our office will follow up in 2015 regarding the application of the new rules and their efficiency.

13. Commercial activities causing a nuisance and encroaching on a school ground – Charter file

Pierrefonds–Roxboro – Residents were complaining of nuisances caused by a tool rental business located nearby, and next door to a school. They were mainly complaining about the noise generated by the loading of large equipment, often very early in the morning. They also mentioned that the business and its clients would use the school's property to load and unload tool vehicles. Out of concern for the safety of students, our office contacted the business owner and the school management. With their collaboration, measures were put in place to reduce nuisances and stop the business and its clients from using the school grounds. The Borough undertook to make the required follow-ups to ensure the respect of these measures and of the applicable regulation. If needed, our office will follow up again, in 2015.

14. A private business is deprived of access to water for many months – The business owner is complaining of the Borough’s inaction

Rosemont–La Petite-Patrie – Following work started on the upper floors of the building where a business is located, the *Service de sécurité incendie de Montréal* (SIM) had deemed that there was a risk of flooding. Therefore, it had ordered the shutdown of all the building’s water accesses. This situation had been going on for many months and the business owner was complaining of the Borough’s inaction. Through our intervention, we got the Borough to intensify its follow-ups and got the SIM to conduct a new inspection. The owner of the building finally completed some urgent work. The access to water was re-established.

15. Community garden – Expulsion of a gardener – Destruction of property

Rosemont–La Petite-Patrie – A citizen was expelled from the Laurier community garden where she had been gardening for about a decade. However, the Garden Committee had not respected the procedure provided for in the *Règles de civisme et de jardinage* applicable in this Borough. These rules provide for a gradation of sanctions and impose that written notices be given to the gardener, identifying the available recourses to contest the sanction. In light of these non-compliances, the **Odm** recommends the cancellation of the *Notice of expulsion* as well as the reinstatement of the gardener: **RECOMMENDATION refused**. The Borough offered the gardener the option of registering at another garden. This offer was refused since the citizen found it too far from her residence.

During the investigation, we had agreed with the Borough that the plaintiff’s tools and other gardening goods, still at the community garden, would be kept so she could retrieve them. Nonetheless, a member of the Garden Committee threw them away. We were able to obtain a financial compensation from the Borough. This aspect of the file was settled to the plaintiff’s satisfaction.

16. Renovations and expansion – Confusion regarding the Borough’s requirements

Saint-Laurent – An owner is complaining about receiving contradictory information on the requirements to be met for his home expansion project to be approved. We organized a meeting between the plaintiff, our office and the Borough. Each of the problematic elements was clearly explained to the citizen, including the changes that had to be made to the plans that he had submitted. These were modified accordingly: the permit was issued and the work could finally be carried out.

17. Installation work – French drain – Cutting the roots of a tree – Damage to a municipal tree – Fees charged to a citizen – Charter file

Saint-Léonard – The presence of trees, in a city like Montréal, has an important impact on the quality of life of citizens. Therefore, the City adopted various regulations and policies to ensure the protection of its trees.

The Borough’s *Règlement concernant la protection et la conservation des arbres* provides that no one can damage, prune or cut down a tree or a bush located on City property. It also provides that to modify the ground around a tree or a bush on or bordering public roads, so as to impair its growth or its solidity, is prohibited and constitutes a nuisance.

The preponderance of evidence supports that the citizen had not respected these provisions. During work carried out on his French drain, the roots of the municipal tree were cut which affected its stability. The amounts billed were consistent with those provided for in the *Règlement sur les tarifs*.



18. School yard adjacent to private yards – Non-supervised activities – Noisy and smelly garbage containers – Charter file

Verdun – Residents whose backyards border a school yard are complaining of the excessive noise emanating from the latter, evenings and week-ends, during spontaneous, non-supervised activities, as well as of foul odours caused by the presence of garbage containers nearby. The Borough refuses to intervene and tells the citizens to contact the SPVM when there is noise. The **Odm** makes contact with the school's management and the school board and obtains their collaboration. Henceforth, the yard is locked whenever the school staff leaves. It is, therefore, no longer accessible to the public, during nights and week-ends. As for the garbage containers that were close to the residences, they were moved further away which resolved the noise and foul odour problems. We will follow up in 2015.

19. Storage of furniture and personal goods following an eviction – Resident whose name does not appear on the lease

Ville-Marie – When a tenant is evicted following a judgment, all the furniture and personal goods that remain in his/her dwelling are taken out, then collected and stored by the Borough. The tenant has 60 days to retrieve them, failing which they are destroyed. One of the conditions to claim the household goods is to be the tenant whose name is written on the lease.

Occasionally, things belonging to a roommate whose name does not show on the lease are stored with such a lot, but this person cannot claim his/her goods back. Following our discussions, Arrondissement de Ville-Marie adopted a new procedure to improve things for these third parties, all the while limiting the financial impact on the Borough.

Henceforth, if a person whose name is not written on a lease claims to own some of the stored belongings, the Borough will immediately notify the storage company. Subsequently, the company must offer this third party the possibility of retrieving his/her goods, as soon as the official tenant signs a release or at the end of the 60-day legal storage period. A delay of one week is then given to the unofficial tenant to retrieve his/her goods, after which they will be destroyed, in conformity with the usual procedure.

Should many third parties claim ownership of the same property, it will be their responsibility to provide the Borough with sufficient proof of ownership. Failure to do so will result in the property being destroyed.

20. Notice of deterioration – A powerful tool to be used with wisdom – Charter file

Direction de l'habitation – Notices of deterioration issued by the City were requesting that the owner of two buildings corrects a significant amount of non-compliances (243 correctives requested in one building; and 150, in the other). The owner was arguing that these notices were abusive.

Notices of deterioration are relatively new. Their purpose is to bring recalcitrant owners to carry out the required repairs, when the health or safety of tenants can be compromised. Because the *Notices of deterioration* are registered with the Land Register, they can make it difficult to sell a building, to get insurance coverage or to get financing approved. Given these major impacts, the **Odm** submitted that this last resort approach should be used with wisdom and restraint, and only when serious situations justify it. The *Direction de l'habitation* welcomed our comments.

During our intervention, the *Notices of deterioration* under investigation were reviewed. Only 18 of the required correctives remained in the first notice, and 13 in the second one. Unfortunately, the owner did not rectify all of the remaining non-compliances that were likely to impair the health or safety of tenants. Our file was closed. The owner plans to resort to the regular courts.

21. Renovation grant – Eligibility criteria – Undertaking respected

Direction de l'habitation – In 2013, the *Direction de l'habitation* committed to no longer impose criteria not provided for in the By-laws governing home renovation grants. A modification to the regulation is planned but has not yet taken place. The *Direction de l'habitation* has therefore renewed this commitment.

TESTIMONIALS

Note: All the followings were translated from French.

"I want to thank you for the attention you have paid to my situation. Without your help, this result would not have been possible."

– Ms B.

"Exchanging with you was a real pleasure, because I felt supported. Your help is very important for people who, as I did, may feel like David facing Goliath."

– Ms L.

"I am flabbergasted by how quickly you process your files and I commend your team for that."

– Mr B.

"I wish to convey my deepest thanks to you and your team who have worked your fingers to the bone in processing this file, with rigor and professionalism."

– Ms D.

"The situation was resolved, thanks to the availability of the Ombudsman team, its listening skills, analysis abilities and mediation expertise [...] We want to thank a devoted team, tuned towards citizens' needs and whose much appreciated work is, in our opinion, essential. Thank you."

– O. and C.

"I wish to thank you and your team for your involvement in this file. I truly believe that your persistence has played a key role in this case"

– Mr G.

"Thank you for the tremendous support you provided since the beginning of this saga. We finally see the light at the end of the tunnel [...] We are more than grateful for your work. Without your involvement, we would still be lost in the administrative maze and completely powerless against the many consequences that had resulted thereof."

– Mr L.

"I wanted to tell you all my admiration. Thank you for all that you have done and Thank you for being there"

– Ms M.

"Without the Ombudsman's intervention, I would never have obtained my renovation permit for our new house, in which I had invested almost all of my money [...] Only the Ombudsman could make the Borough understand that these fees should not be charged to us"

– Ms L.

"Thank you one thousand times for your outstanding service! You cannot even imagine how much your support is reassuring"

– Mr L.

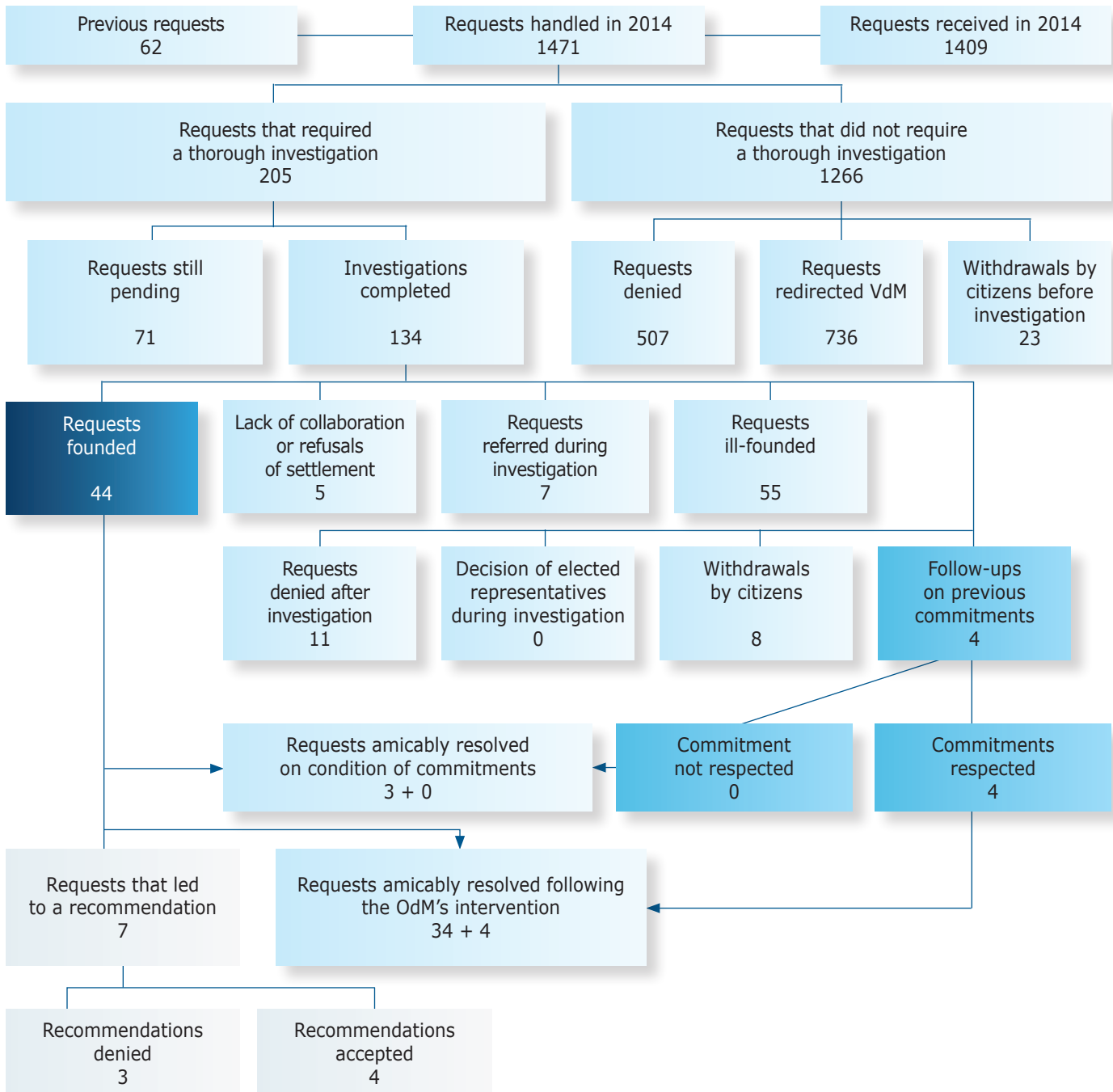


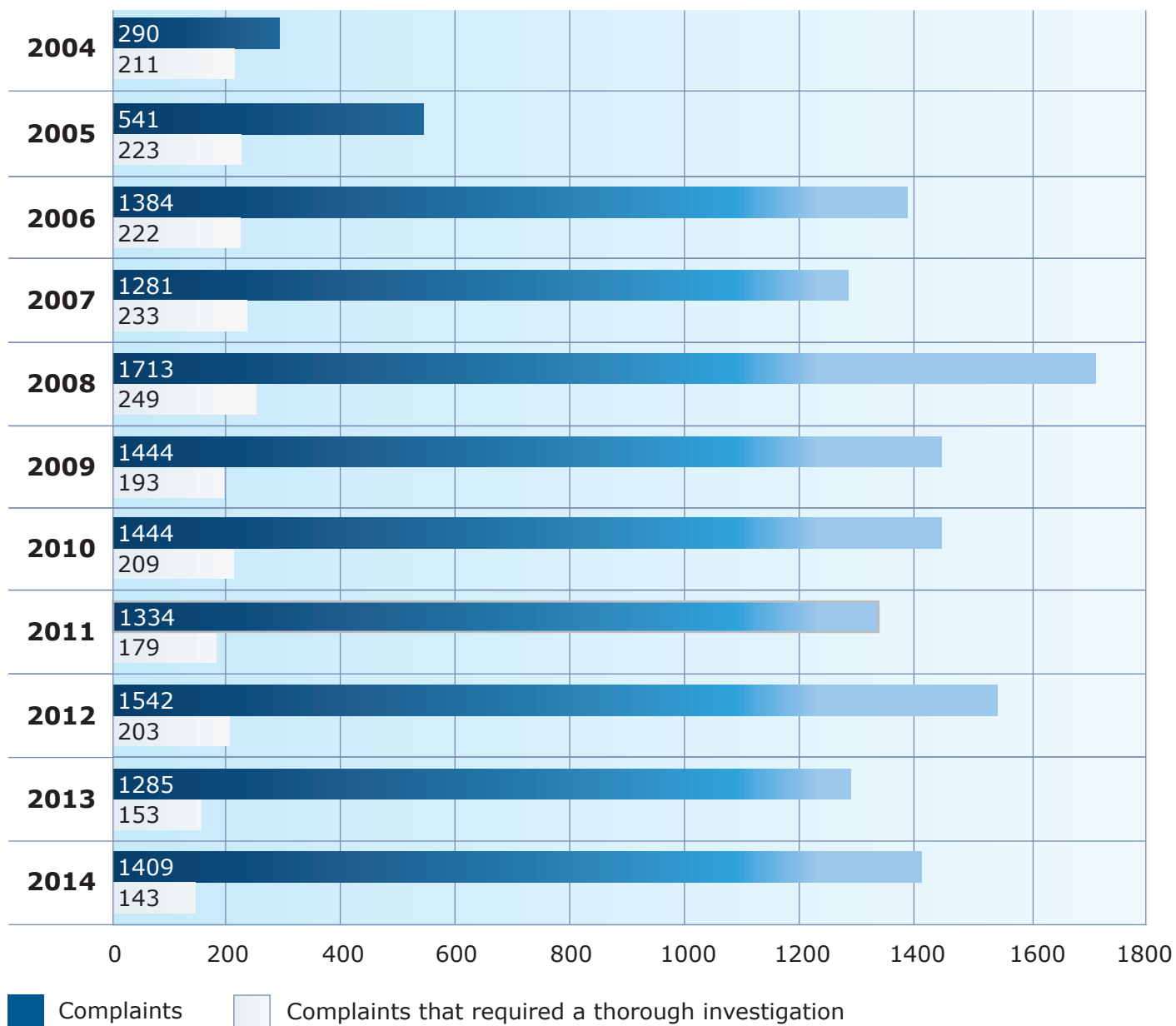
Part II

An overview of 2014 statistics

Files handled and new requests

Our office handled **1,471** files, **1,409** of which were new requests: that is **123** more than last year.





As always, many complaints do not lead to thorough investigations.

- Since we only intervene as a last resort recourse, many plaintiffs (736) were referred to the concerned Borough or Department Director. In many of these cases, the citizen did not know who to contact.
- 507 complaints were refused because they related to organizations or topics over which we have no jurisdiction. Yet, we took the time to understand the issue at stake and to identify available recourses and resources. We communicated the relevant information and references to the plaintiffs.
- In 23 other cases, the citizens withdrew their complaints after we had provided them with relevant explanations or information.



Thorough investigations and results

We conducted **205** thorough investigations: **143** initiated in 2014 and **62** previously.

68 of the investigations handled in 2014 were related to the *Montréal Charter of Rights and Responsibilities* (**35** new 2014 files and **33** previous files).

71 investigations were still active on December 31st, 2014, namely **59** files opened in 2014 and **12** files from previous years.

TOPIC	NUMBER 2014
Acquired rights	1
Alley	4
Animal	1
Application of By-laws	16
Aqueduct / Sewer	2
Communications	1
Conduct of an employee	3
Driveway entrance	1
Evaluation / Real estate tax	2
Financial compensation (fall on sidewalk)	1
Financial compensation (road incident)	1
Fire / Public safety	4
Garbage / Recycling	1
Library	1
Miscellaneous	3
Municipal court (functioning)	2
Noise	7
Nuisances	3
Parks and green spaces	1
Parking / SRRR / Vignettes	4
Parking violation	2
Permit	13
Pound (storage of furniture)	1
Private dispute	1

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

134 investigations were finalized in 2014:

- In some instances, the information we provided brought our interlocutors to reconsider their position (**8** citizens' withdrawals and **7** files returned to the Director at his/her request, during the investigation).
- **55** complaints were deemed ill-founded.
- In **44** files, we came to the conclusion that the complaint was justified. Almost all of these files were resolved to our satisfaction.
- We have issued **5** new **RECOMMENDATIONS**: **3** were accepted; **2** were refused. We also closed **2** previous files for which we had already issued a **RECOMMENDATION**.



Own-motion investigations

The **OdM** frequently intervenes with respect to situations not being the object of a citizen's complaint. These often refer to systemic issues where our actions are likely to have a significant impact.

Our enabling regulation, however, provides that our office must prioritize the handling of citizens' complaints. In 2014, our office functioned with reduced staff, for many months. Thus, the handling of some own-motion investigations was temporarily suspended: we will resume them, in 2015.

TOPIC	DESCRIPTION	ENTITY	DELAY IN WORKING DAYS	RESULT
Garbage / Recycling Application of By-laws (2 related files)	The By-law governing the management of restaurants' food waste (cold room requirements and restrictions to the use of containers) generates numerous problems Citizens complained of various nuisances resulting thereof (odour, dirt, vermin, noise)	Arrondissement d'Outremont	580 134	In a previous intervention (2011), we had obtained significant reduction of several nuisances The Borough had then committed to review its By-law A new By-law was indeed adopted on December 1 st , 2014 OdM had submitted previous comments on the draft new wording OdM will follow up in 2015 on the application of the new rules
Parking / SRRR / Vignette	OdM is pursuing its efforts towards the reduction of the 5-meter clearance requirement, each side of a hydrant: the Fire Department confirmed that shorter clearance would meet their needs	Service des infrastructures, de la voirie et des transports – Direction des transports	--	Pending
Public health and maintenance	Follow-up on the project of a Protocol between VdM and DSP, to improve the management of the unhealthy housing problems	Service de la mise en valeur du territoire – Direction de l'habitation	455	OdM closed its file following the adoption of VdM's <i>Plan d'action 2014-2017 de lutte à l'insalubrité des logements</i> which is in line with OdM's views

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



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

RECOMMENDATIONS issued in 2014

Five new **RECOMMENDATIONS** were issued in 2014.

- **RECOMMENDATION** that the *Division des études techniques* of Arrondissement Le Plateau-Mont-Royal adopts a new policy requiring that citizens phone calls be returned within a shorter delay: **accepted**.
- **RECOMMENDATION** to Arrondissement de Rosemont–La Petite-Patrie to reinstate a gardener that had been expelled from a community garden, because proper notices were not given and the clearly established procedure was not respected: **refused**.
- **RECOMMENDATION** to Arrondissement de Rosemont–La Petite-Patrie to compensate a gardener for the destruction of her gardening tools and other properties: **accepted**.
- **RECOMMENDATION** that the City compensate a citizen whose vehicle had been destroyed by a mandatory pound. We found that important information had not been communicated to the citizen. We had informed the citizen that, in the meantime, he must preserve his rights and recourses by filing a claim at the Small Claims Court which he had undertaken to do. The **RECOMMENDATION** would have been accepted if the citizen had preserved his rights as agreed, which he did not. The **RECOMMENDATION** of payment was therefore **denied**, for this reason.
- **RECOMMENDATION** to Arrondissement Le Plateau-Mont-Royal not to charge the new “park fees” in a case where the impact of a *Notice of motion* on the permit issuance had expired before the new By-law was adopted: **accepted**.

Files closed in 2014 for which a RECOMMENDATION had already been issued

- In early 2014, the *Office municipal d’habitation de Montréal* (OMHM) had **accepted** our **RECOMMENDATION** for the reduction of the penalty imposed to a tenant who had left her HLM dwelling, provided that she pays her outstanding balance to the OMHM. This mother of nine children had left without notice after some of her children had been the victims of violence in the residential complex in which they were living.
- In 2014, we definitely closed the file regarding the dog exercise area (DEA) in Liébert park. Although our **RECOMMENDATION** for the closing or relocation of this DEA had been **refused** in 2012, we pursued our interventions in the hope of finding other solutions likely to reduce nuisances for neighbouring residents. A new policy regarding DEAs was adopted by the Borough but, in practice, it appears that it is not always enforced. The Borough clearly indicated that it would not intervene any further. We sincerely regret this.

Main topics of complaints regarding Ville de Montréal

The topics of complaints that come up most often remain similar from year to year and 2014 is no exception to this rule:

- Functioning of the Municipal Court (81)
- Application of By-laws (69)
- Social housing/HLM/Housing subsidy (58)
- Permits (55)
- Conduct of municipal employees (54)
- Unsanitary housing (54)



Municipal entities most subject to a complaint

Warning: A high number of complaints does not necessarily mean that this entity is problematic. Due to the special nature of their clientele and their inherent characteristics, some entities are more likely to be the subject of a complaint. In our experience, these entities usually collaborate well. One should also remember that a complaint received does not necessarily lead to a thorough investigation. Nonetheless, the number of complaints remains a relevant information.

Boroughs

- Le Plateau-Mont-Royal (83)
- Côte-des-Neiges-Notre-Dame-de-Grâce (76)
- Ville-Marie (61)
- Le Sud-Ouest (48)
- Rosemont-La Petite-Patrie (47)
- Mercier-Hochelaga-Maisonneuve (46)
- Ahuntsic-Cartierville (41)

Central Departments

- Municipal Court (110)
- SPVM (80)
- Claims Department (54)

Paramunicipal organization

- OMHM (61)

Political entity

- City Council and its Chairman's office (10)

Entities most often subject to an investigation

Boroughs

- Côte-des-Neiges-Notre-Dame-de-Grâce (14)
- Le Plateau-Mont-Royal (14)

Central Department

- Finances (5)

Paramunicipal organization

- OMHM (8)

Political entity

- City Council and its Chairman's office (1)

Average processing delay of complaints in 2014

Our average processing delay, in 2014, for **all complaints** including Charter files, was of **5.15** working days. In **91%** of cases, citizens received a final answer from our office in less than one month.

With regard to **thorough investigations** started and closed in 2014, the average processing delay

was of **38.63** working days. As of December 31st, 2014, however, **59** of these investigations were still under way. When these files are eventually closed, the average processing delay of the 2014 files will necessarily increase.

A. All requests included

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

B. Requests that required a thorough investigation

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2015	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	7	22	24	43	50	25	10	27	1	209	50.69
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.92	0.48	100%	
2011	12	12	13	39	42	20	12	28	1	179	62.28
%	6.7	6.7	7.26	21.79	23.46	11.17	6.7	15.64	0.56	100%	
2012	9	8	25	24	32	29	18	54	4	203	83.14
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	26.6	1.97	100%	
2013	4	4	11	23	27	19	15	44	6	153	74.52
%	2.61	2.61	7.19	15.03	17.65	12.42	9.8	28.76	3.92	100%	
2014	2	2	8	9	18	11	12	22	59	143	38.63
%	1.4	1.4	5.59	6.29	12.59	7.69	8.39	15.38	41.26	100%	

Modes for submitting new complaints

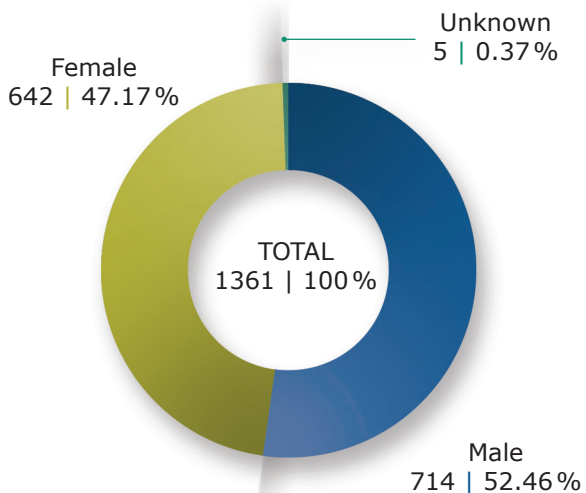
Citizens still prefer the telephone when they wish to solicit our intervention. Whenever a complaint is submitted through social media, we quickly refer the citizen to another communication method, in order to respect the confidentiality of our interventions.

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

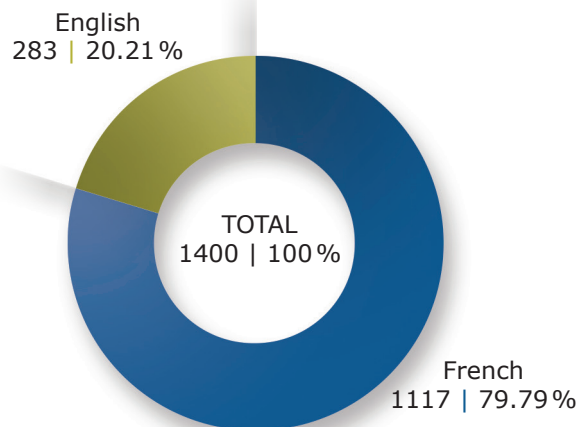
Plaintiffs' profile

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

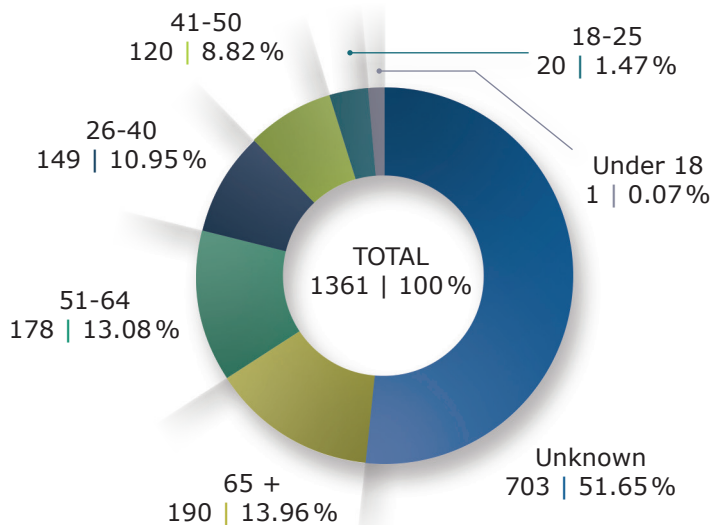
A. Genders



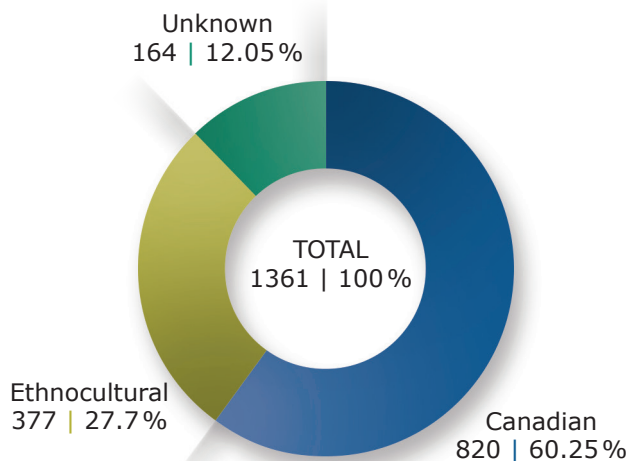
B. Languages



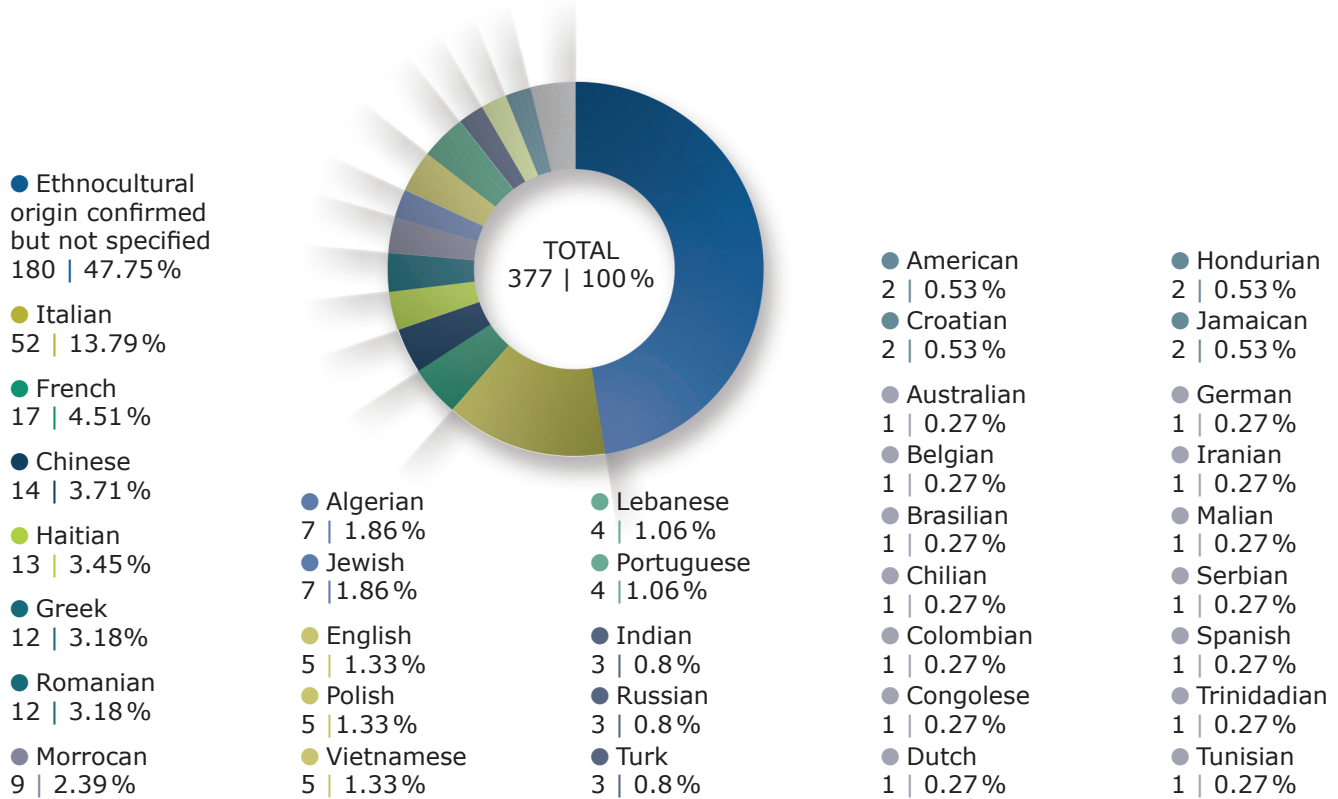
C. Age groups



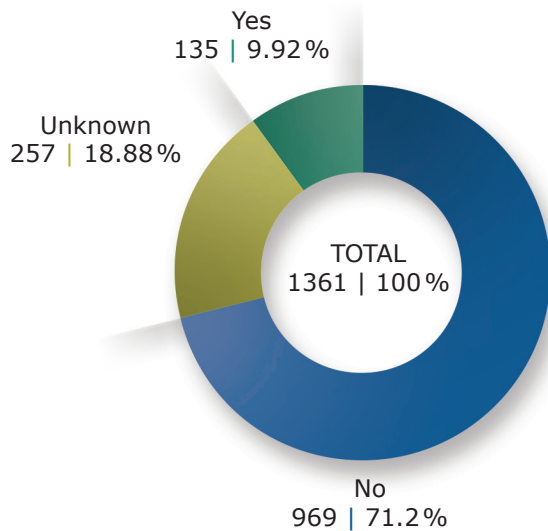
D. Origins



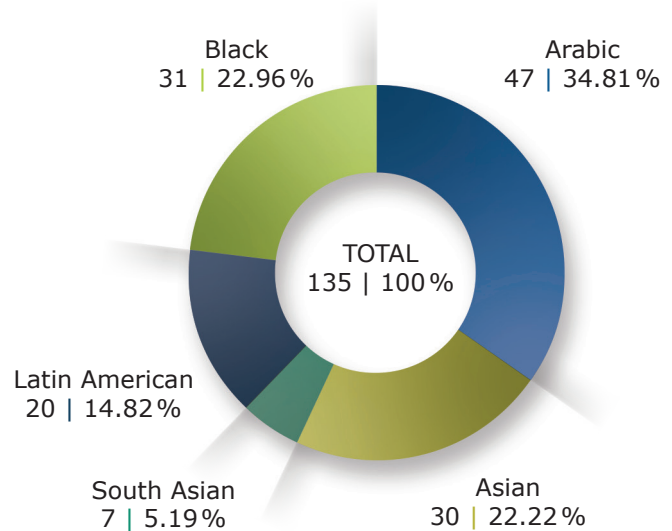
E. Details of declared ethnocultural origins



F. Visible minorities



G. Details of declared visible minorities



Moreover, in 2014:

- **35** complaints were filed by a corporation
- **3** complaints were submitted by groups of citizens
- **9** investigations were launched by ODM

Part III

MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

Citizens who come to us can invoke the *Montréal Charter of Rights and Responsibilities* (Charter) to support their complaint. Until further consideration on our part, however, it is impossible to confirm upfront whether a Charter undertaking is indeed at stake. For the purpose of our Report on the Charter, therefore, we are only taking into account the files having resulted in a thorough investigation and linked to a Charter undertaking.

Context

The Charter came into effect on January 1st, 2006. It was modified in 2011, following a public consultation. The only possible recourse to ensure its respect is a complaint to **OdM**.

The undertakings set out in the Charter bind all managers and elected officials of Ville de Montréal. These undertakings affect a great variety of subjects such as:

- Democracy and public participation
- Clarity and availability of municipal information
- Equality between men and women
- Inclusion and non-discrimination
- Protection of the environment and recycling
- Sustainable development
- Quality of air and cool areas
- Protection of patrimony
- Citizens' safety
- Access to leisure activities and libraries
- Quality, respectful and non-discriminatory municipal services

The provisions regulating citizens' **right of initiative** for requiring a public consultation were also adopted under the Charter.

Charter related files handled in 2014

Among the new investigations initiated in 2014, **35** were related to a Charter commitment, representing **24.48%** of all the investigations initiated in 2014.

Proportion of Charter investigations over all OdM investigations

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



Charter related files settled in 2014

The following table reports all of the Charter related files settled in 2014, regardless of the year the investigation began. Many of these files were linked to the quality of life of citizens (noise, excessive traffic, road signs, illegal dumping of garbage, cleanliness, unsalubriousness) and the quality of services (response time, lack of monitoring).

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

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



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

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



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

Some examples of Charter files

Many of the files summarized in Part I involve undertakings from the Charter. You can read them on the following pages:

- Illegal dumping of garbage – The Borough finally intervenes – Problem resolved (page 14)
- Noise nuisance – The imminence of a formal inspection prompts a neighbour to intervene (page 14)
- New *Info citoyens* pamphlet – Aqueduct/Sewer (page 14)
- Conflict of jurisdiction between two divisions – Long delays in processing a citizen’s request (page 14)
- New policy – 15-day call back delay (page 15)
- Road safety – Traffic and speeding (page 15)
- Rooming house – Management of a bed bug problem (page 16)
- Restaurant food waste and garbage (page 16)
- Commercial activities causing a nuisance and encroaching on a school ground (page 16)
- Installation work – French drain – Cutting the roots of a tree – Damage to a municipal tree – Fees charged to a citizen (page 17)
- School yard adjacent to private yards – Non-supervised activities – Noisy and smelly garbage containers (page 18)
- Notice of deterioration – A powerful tool to be used with wisdom (page 18)

Other Charter files handled in 2014 but opened in previous years

In addition to our investigations previously underway regarding problems such as noise, road safety, vibrations resulting from traffic, unsanitary housing or green alleys, two previous Charter files are worth mentioning:

- **Terraces located on the public domain – Accessibility and safety**

In response to the *Rapport de la Commission permanente sur le développement social et la diversité montréalaise sur les terrasses universellement accessibles* (2012), the Executive Committee voted that all terraces established on Ville de Montréal's public domain should be universally accessible by 2017, at the latest. This requirement is consistent with the City's undertakings included in the Charter (section 28f) and in Ville de Montréal's 2011 *Politique municipale d'accessibilité universelle*.

It is, indeed, essential to rethink the old ways of doing things and to make sure that facilities are built so as to limit the negative impact on people with reduced mobility or another type of disability (such as visual or hearing impairments). Despite the resistance of some, the City must show the way and it must demand that all terraces established on its public domain be fully accessible and have a layout which does not infringe the people with limitations, right to be safe.

Promoting inclusion often requires the questioning of some ingrained habits, but in the end, everyone, including the City, will benefit from it! The Central Departments and the Boroughs are increasingly sensitive to this issue. As for the OdM, we regularly follow up on the evolution of these files, more specifically in Arrondissement de Ville-Marie and in Arrondissement de Rosemont–La Petite-Patrie.

- **Quartier des spectacles – Universal access and safety**

For over two years, we have followed up with the managers of the *Quartier des spectacles* and concerned associations, in order to improve safe access for people with disabilities. We will be particularly diligent with respect to future phases of the project. It would be important for the City to consider universal access prior to the work planning phase.

RECOMMENDATION issued in Charter related files in 2014

Only one **RECOMMENDATION** was issued in a Charter file in 2014:

- **RECOMMENDATION** to Arrondissement Le Plateau-Mont-Royal that its *Division des études techniques* establishes a clear policy requiring that citizens' phone calls be returned more quickly: **accepted**.

Processing delay in 2014 – Charter files

With respect to complaints regarding the application of the Charter, the average delay of investigations started and completed in 2014 was of **43.86** working days.

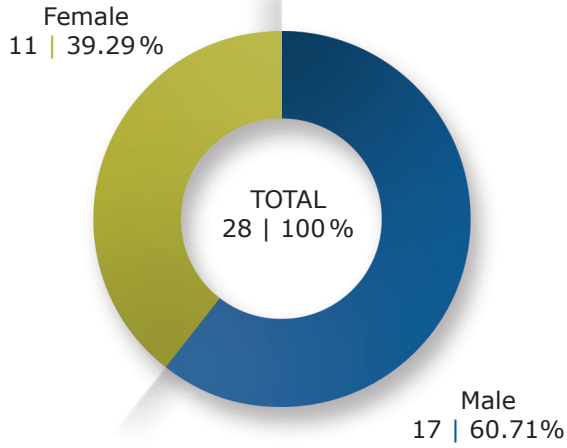
As of December 31st, 2014, **23** Charter related investigations were still ongoing: **17** files opened in 2014 and **6** files started in previous years.

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

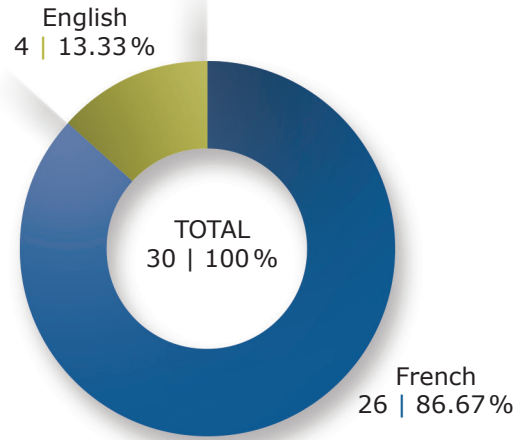


Plaintiffs' profile in Charter files in 2014

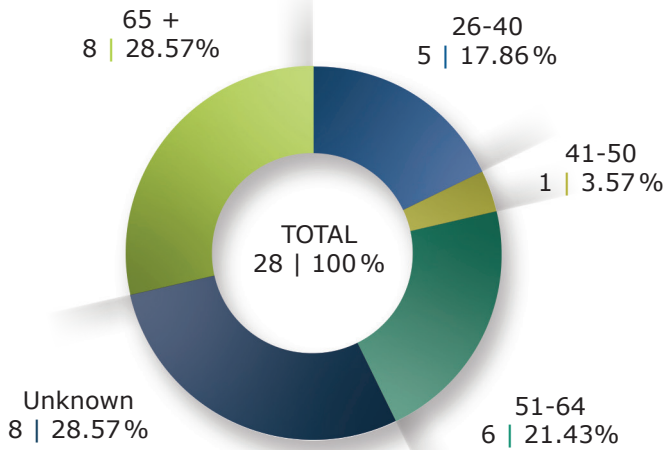
A. Genders



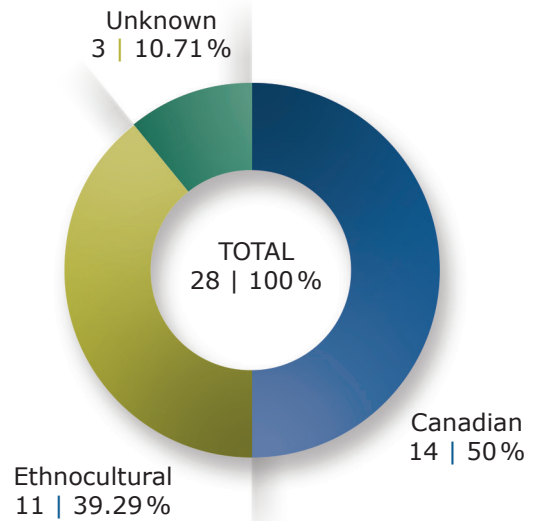
B. Languages



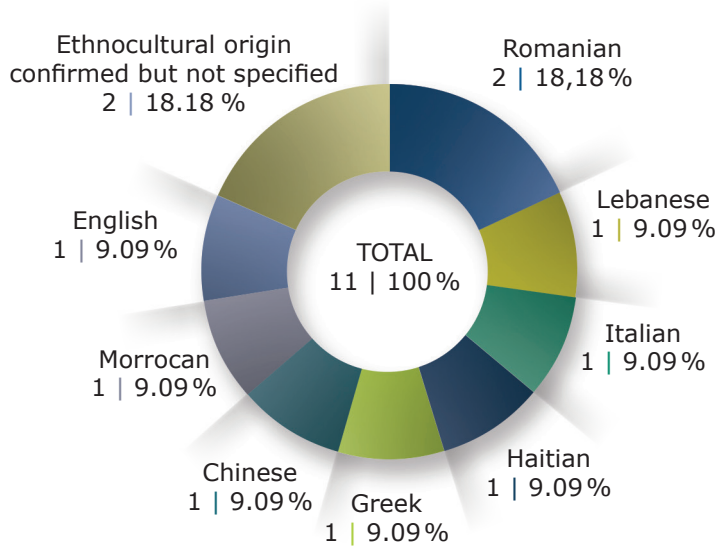
C. Age groups



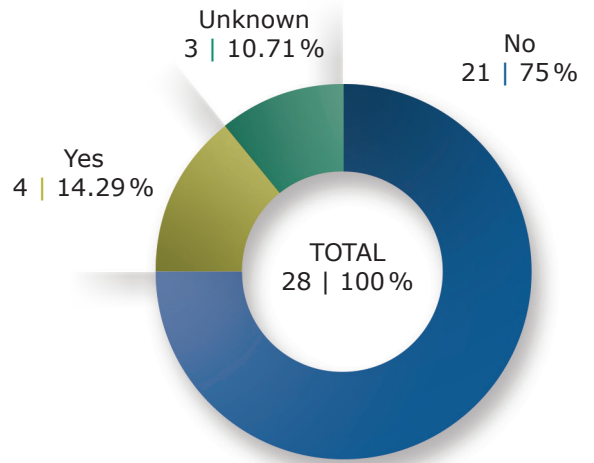
D. Origins



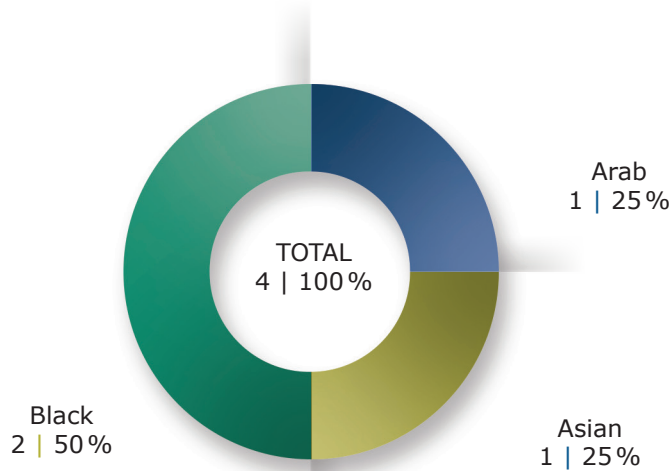
E. Details of declared ethnocultural origins



F. Visible minorities



G. Details of declared visible minorities



Add that in 2014:

- **1** investigation was regarding a corporation
- **1** Charter file was submitted by a group of citizens
- **5** new Charter investigations were launched by ODM

Part IV

COMPLAINTS AND INVESTIGATIONS – PROFILE BY ENTITY

You will find, hereafter, a global profile by entity of files handled in 2014.

BOROUGHES

AHUNTSIC–CARTIERVILLE | **41 new complaints** in 2014

Subjects

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

8 thorough investigations, including 2 Charter files

- Citizens dispute having to pay for the replacement of a sewer conduct located under a public alley – pending
- Complaint of excessive noise caused by a heat pump – Charter file – pending
- Recurrent garbage dumping in unauthorized areas and outside the allowed periods – resolved
- Dissatisfaction with the way a file was handled – Charter file – ill-founded
- Own-motion investigation: towing of vehicles on private lands do not comply with By-law requirements – investigation temporarily suspended
- Expulsion of a gardener from a community garden – pending
- Complaint of a nearby construction – ill-founded
- Citizen prevented from asking a question during Borough Council assembly – Charter file – ill-founded

Results

32 referred before investigation
1 denied before investigation
1 investigation temporarily suspended
3 ill-founded
1 resolved
3 pending

Average processing time

of 2014 finalized investigations
78.64 working days

2 previous files processed in 2014

- Noises and other nuisances: social activities are being held in a place of worship – Charter file; opened on January 30, 2012; pending
- Recurring major floodings inside two residences; opened on October 19, 2012; pending

ANJOU | **3 new complaints** in 2014

Subjects

Noise (2)
Road works/Public works (1)

1 thorough investigation; 1 Charter file

- Complaint of excessive noise caused by a swimming pool motor – Charter file – resolved

Results

2 referred before investigation
1 resolved

Average processing time

of 2014 finalized investigations
45 working days

No previous file processed in 2014



Subjects

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

14 thorough investigations, including 8 Charter files

- Contesting the Borough's requirements for an adjoining wall – ill-founded
- Application of a By-law: enlargement of a balcony – ill-founded
- Unauthorized activities by a neighbour – pending
- Complaint of excessive noise coming from a nearby park – Charter file – ill-founded
- Complaint of excessive noise caused by a heat pump – Charter file – resolved
- Complaint of excessive noise caused by a compressor – Charter file – pending
- Dangerous intersection – Charter file – pending
- Complaint relating to noise and garbage – Charter file – lack of collaboration
- Contesting the Borough's requirements for the replacement of windows – pending
- Borough's refusal to give a permit – pending
- Complaint re: the content of an e-mail forwarded by the Borough – Charter file – resolved
- Assertions of water infiltrations and mold in a dwelling – Charter file – ill-founded
- Request for the construction of a wharf – Charter file – pending
- Inadequate repair of sidewalk – pending

Results

4 withdrawn before investigation
 51 referred before investigation
 7 denied before investigation
 1 lack of collaboration
 4 ill-founded
 2 resolved
 7 pending

Average processing time

of 2014 finalized investigations
 46.5 working days

6 previous files processed in 2014

- Quality of the information provided to citizens – Charter file; opened on December 6, 2012; closed on May 14, 2014; resolved
- Dissatisfaction with regard to Borough's management of a bed bug situation – Charter file; opened on January 25, 2013; closed on May 30, 2014; ill-founded
- No response to a citizen – Charter file; opened on July 16, 2013; closed on April 10, 2014; resolved
- Citizen was deprived of access to water for five days – Charter file; opened on August 16, 2013; closed on March 28, 2014; resolved
- Traffic light, too short – Charter file; opened on October 29, 2013; closed on May 14, 2014; resolved
- Long delay for processing a request – Charter file; opened on October 29, 2013; closed on January 24, 2014; lack of collaboration

L'ÎLE-BIZARD-SAINTE-GENEVIÈVE | 16 new complaints in 2014

Subjects

Application of By-laws (3)
Aqueduct/Sewer (2)
Noise (1)
Decision of the
Borough Council (1)
Fire/Public safety (3)
Alleged embezzlement (2)
Nuisances (1)
Permit (1)
Road works/Public works (2)

9 thorough investigations; no Charter file

- Complaints of various non-compliances – pending
- Illegal storage on neighbour's property – pending
- No direct access to drinking water in a mobile home park – pending
- Non-compliance and bad maintenance of a dry hydrant – pending
- Request for more light in a specific area – pending
- Lack of road signs – pending
- Foul odours – pending
- Request for repairing a street – pending
- Inadequate maintenance and snow removal in a given area – pending

Results

6 referred before investigation
1 denied before investigation
9 pending

Average processing time

of 2014 finalized investigations
Investigations still pending

1 previous file processed in 2014

- Opposition to a construction project; opened on May 30, 2013; closed on March 27, 2014; ill-founded

Note

We are actually handling several cases of non-compliance assertions related to a mobile home park, where the residents would not have access to drinking water.

LACHINE | 5 new complaints in 2014

Subjects

Aqueduct/Sewer (1)
Noise (1)
Traffic (1)
Public health and
maintenance – others (1)
Road works/Public works (1)

No thorough investigation; no Charter file

Results

5 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

Note

The Borough strikes back: no thorough investigation this year.



Subjects

Application of By-laws (2)
Aqueduct/Sewer (3)
Tree (1)
Conduct of an employee (2)
Garbage/Recycling (2)
Miscellaneous (1)
Pound – storage of furniture (1)
Permit (1)
Alley (2)
Parking/SRRR/Vignettes (1)
Road works/Public works (2)
Zoning/Urban planning/
Exemption (2)

4 thorough investigation; no Charter file

- Request for the spreading of gravel in an alley – pending
- Delay for the replacement of a traffic light – redirected during investigation
- Recurrent water accumulation in front of a house – ill-founded
- Enlargement of a driveway entrance would cause prejudice to a neighbour – denied after investigation

Results

14 referred before investigation
2 denied before investigation
1 redirected during investigation
1 denied after investigation
1 ill-founded
1 pending

Average processing time

of 2014 finalized investigations
29.75 working days

1 previous file processed in 2014

- Problems in obtaining an exemption; opened on December 4, 2013; closed on July 15, 2014; resolved

Subjects

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

14 thorough investigations, including 2 Charter files

- Order to stop construction work and requirements to obtain different permits and pay additional fees – resolved
- Works on a nearby building – redirected during investigation
- Complaint of vibrations in a house caused by heavy truck traffic and bad conditions of the street pavement – Charter file – pending
- Contesting the Borough’s inspections and reports – ill-founded
- Problems with a driveway entrance – resolved
- Citizen complains of Borough’s failure to organize a public consultation with nearby citizens before creating a new dog exercise area – Charter file – pending
- Borough’s requirements for a renovation project – pending
- Refusal to grant a permit allowing citizen to build a terrace on a roof – ill-founded
- Refusal of permit to build a solarium – pending
- Notice of non-compliance: wrong doors installed – pending
- Request for the refund of a SRRR vignette – ill-founded
- Contesting fees claimed by the Borough for the occupancy of the public domain – pending
- Contesting “park fees” – pending
- Request for the repair of asphalt damaged during snow removal operations – resolved

Results

3 withdrawn before investigation
 59 referred before investigation
 7 denied before investigation
 1 redirected during investigation
 3 ill-founded
 3 resolved
 7 pending

Average processing time

of 2014 finalized investigations
 25.71 working days

6 previous files processed in 2014

- Contesting “park fees”; opened on November 13, 2013; closed on March 31, 2014; **RECOMMENDATION** accepted
- Contesting the public consultation procedure – Charter file; opened on October 21, 2013; closed on April 28, 2014; ill-founded
- Cancellation of permit application; opened on March 27, 2013; closed on April 29, 2014; lack of collaboration
- Failure to return a citizen’s calls – Charter file; opened on October 24, 2013; closed on September 5, 2014; **RECOMMENDATION** accepted
- Breakings in aqueduct is causing foul odours in a residence – Charter file; opened on July 22, 2013; closed on June 19, 2014; resolved
- Misleading non-standard parking signs; opened on July 14, 2013; closed on April 1, 2014; resolved



Subjects

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

6 thorough investigations, including 3 Charter files

- Important information would not have been sent to a group of citizens – pending
- Relocation of a right of way – ill-founded
- Follow-up on City commitment to limit its interventions in Angrignon Park forest – Charter file – commitment respected
- Contesting the Borough’s requirements for granting a permit – resolved
- Long time before the Borough handled a request to repair a broken aqueduct – Charter file – pending
- Improvement of Borough’s procedures relating to the cutting down of trees – Charter file – pending

Results

1 withdrawn before investigation
 40 referred before investigation
 1 denied before investigation
 1 ill-founded
 1 resolved
 1 follow-up on commitments (respected)
 3 pending

Average processing time

of 2014 finalized investigations
 15 working days

3 previous files processed in 2014

- Excessive noises generated by a metal pipe factory – Charter file; opened on November 19, 2010; closed on June 10, 2014; several improvements made – withdrawn during investigation
- Inadequate or insufficient information provided to citizens – Charter file; opened on July 2, 2013; closed on May 5, 2014; ill-founded
- Excessive traffic in a specific area – Charter file; opened on July 2, 2013; closed on August 29, 2014; resolved

MERCIER-HOCHELAGA-MAISONNEUVE | 46 new complaints in 2014

Subjects

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

5 thorough investigations, including 1 Charter file

- Contesting requirements for the dismantling of a garret – denied after investigation
- Issuance of Statements of offence – resolved
- Contesting permit requirements and related fees – ill-founded
- Requirements re: management of a bed bug problem in a rooming house – Charter file – ill-founded
- Opposition to a construction project – ill-founded

Results

37 referred before investigation
 4 denied before investigation
 1 denied after investigation
 3 ill-founded
 1 resolved

Average processing time

of 2014 finalized investigations
 123.4 working days

1 previous file processed in 2014

- Nuisances caused by of a dog exercise area in Liébert Park; opened on June 15, 2011, closed on September 8, 2014; our **RECOMMENDATION** for the closing down or relocation was denied

MONTRÉAL-NORD | 19 new complaints in 2014

Subjects

Application of By-laws (3)
 Aqueduct/Sewer (3)
 Communications (1)
 Conduct of an employee (2)
 Garbage/Recycling (1)
 Snow removal (1)
 Pound – storage of furniture (1)
 Nuisances (1)
 Permit (1)
 Alley (1)
 Public health and maintenance – others (1)
 Road works/Public works (1)
 Zoning/Urban planning/Exemption (2)

2 thorough investigations; no Charter file

- A Notice of non-compliance containing erroneous information – resolved
- Nuisances and noises: social activities in a place of worship – pending

Results

16 referred before investigation
 1 denied before investigation
 1 resolved
 1 pending

Average processing time

of 2014 finalized investigations
 81 working days

2 previous files processed in 2014

- A City tree would cause damage to a private property – Charter file; opened on October 3, 2013; closed on February 13, 2014; resolved
- A driveway entrance will be closed down by the Borough; opened on October 21, 2013; closed on June 19, 2014; ill-founded



OUTREMONT | 14 new complaints in 2014

Subjects

Application of By-laws (1)
Tree (3)
Noise (3)
Fire/Public safety (1)
Permit (1)
Public health and maintenance – rats and mice (2)
Parking/SRRR/Vignettes (1)
Tax – except real estate (2)

4 thorough investigations, including 2 Charter files

- Own-motion investigation: follow-up on Borough's commitment to modify its By-law relating to the management of restaurants' garbage and food waste – Charter file – commitment respected
- Height of hedges – pending
- Complaint of excessive noise caused by a heat pump – Charter file – pending
- Dispute over an invoice for water tax – pending

Results

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

Average processing time

of 2014 finalized investigations
33.5 working days

1 previous file processed in 2014

- Non-compliance of By-law requiring restaurant owners to keep their food waste inside cold rooms between garbage collection – Charter file; opened on September 15, 2011; closed on February 4, 2014; commitment undertaken at the beginning of year

PIERREFONDS-ROXBORO | 10 new complaints in 2014

Subjects

Animal (1)
Aqueduct/Sewer (2)
Communications (1)
Conduct of an employee (1)
Snow removal (1)
Miscellaneous (1)
Public health and maintenance – bed bugs (1)
Road works/Public works (1)
Zoning/Urban planning/Exemption (1)

3 thorough investigations, including 1 Charter file

- Complaints against inspectors – pending
- Insufficient maintenance and snow removal on a street – withdrawn during investigation
- Follow-up on Borough's commitment to make sure that a local business respects zoning restrictions – Charter file – pending

Results

7 referred before investigation
1 withdrawn during investigation
2 pending

Average processing time

of 2014 finalized investigations
33.5 working days

3 previous files processed in 2014

- Nuisances generated by a tool rental business; opened on October 19, 2011; closed on February 13, 2014; commitments undertaken
- Follow-up on Borough's commitment to ensure that a local business stops violating zoning restrictions – Charter file – opened on August 9, 2013; closed on January 22, 2014; commitment respected
- Assertion of mold in a dwelling – Charter file – opened on November 19, 2013; closed on May 7, 2014; withdrawn during investigation

Subjects

- Access to information (1)
- Animal (2)
- Application of By-laws (1)
- Aqueduct/Sewer (3)
- Tree (3)
- Noise (1)
- Snow removal (1)
- Environment/Sustainable development (1)
- Permit (2)
- Handicapped person (2)
- Cleanliness (1)
- Quality of services (1)
- Public health and maintenance – mold (1)
- Sports and leisure (1)
- Parking/ SRRR/Vignettes (2)
- Road works/Public works (2)
- Zoning/Urban planning/ Exemption (1)

5 thorough investigations, including 1 Charter file

- Complaint that a neighbour is feeding birds – ill-founded
- Request to plant a tree – Charter file – pending
- Long time for executing works – Charter file – pending
- Necessary pavement works are not done – pending
- Problematic encroachment – pending

Results

- 1 withdrawn before investigation
- 18 referred during investigation
- 2 denied before investigation
- 1 ill-founded
- 4 pending

Average processing time

of 2014 finalized investigations
12.8 working days

No previous file processed in 2014

Subjects

Animal (2)
 Application of By-laws (4)
 Aqueduct/Sewer (1)
 Tree (1)
 Library (1)
 Noise (3)
 Traffic (1)
 Conduct of an employee (2)
 Decision of the
 Borough Council (1)
 Pound – storage of furniture (3)
 Fire/Public safety (1)
 Permit (4)
 Quality of services (5)
 Towing (1)
 Alley (4)
 Public health and
 maintenance – others (1)
 Public health and
 maintenance – mold (3)
 Public health and
 maintenance – bed bugs (2)
 Sports and leisure (3)
 Road works/Public works (3)
 Zoning/Urban planning/
 Exemption (1)

6 thorough investigations, including 2 Charter files

- Borough’s interventions relating to the uncleanliness of a private land – denied after investigation
- Borough’s interventions concerning a balcony (dangerous) – ill-founded
- Own-motion investigation: follow-up on Borough’s undertaking to review its green alley implementation procedure – Charter file – pending
- Contesting closure of two accesses to a public alley – pending
- Opposition to the construction of a footpath crossing a community garden – Charter file – ill-founded
- Financial compensation granted to a gardener whose personal effects were thrown away – **RECOMMENDATION** accepted

Results

2 withdrawn before investigation
 36 referred before investigation
 3 denied before investigation
 1 denied after investigation
 2 ill-founded
 1 **RECOMMENDATION**
 2 pending

Average processing time

of 2014 finalized investigations
 33.33 working days

7 previous files processed in 2014

- Expulsion from a community garden – non-compliance with the applicable procedures and failure to give appropriate notices; opened on April 19, 2013; closed on March 18, 2014; **RECOMMENDATION** to reinstate refused
- Request for the re-opening of accesses to an alley – Charter file; opened on June 27, 2013; closed on March 21, 2014; resolved
- Denial of permit to install a lifting platform – Charter file; opened on August 5, 2013; closed on October 2, 2014; withdrawn during investigation
- No access to water in a business place for many months; opened on August 22, 2013; closed on May 8, 2014; resolved
- Assertion of mold in a storage area – Charter file; opened on October 21, 2013; closed on February 11, 2014; ill-founded
- Heavy truck traffic – Charter file; opened on April 22, 2013; pending
- Universal access of terraces installed on the public domain – Charter file; opened on September 19, 2013; pending

SAINT-LAURENT | 21 new complaints in 2014

Subjects

Access to information (1)
 Application of By-laws (2)
 Library (1)
 Noise (1)
 Communications (1)
 Conduct of an employee (1)
 Acquired rights (1)
 Permit (5)
 Towing (1)
 Public health and maintenance – others (2)
 Public health and maintenance – bed bugs (2)
 Road works/Public works (1)
 Zoning/Urban planning/Exemption (2)

4 thorough investigations, including 2 Charter files

- Borough refuses to publish two new books on local history – Charter file – pending
- Enlargement of a parking space without a permit – resolved
- Non-respect of a Notice of non-compliance – Charter file – refusal of settlement
- Problems obtaining a permit – resolved

Results

17 referred before investigation
 1 refusal of settlement
 2 resolved
 1 pending

Average processing time

of 2014 finalized investigations
 111 working days

2 previous files processed in 2014

- Complaint of high speeding on a street – Charter file; opened on October 28, 2013; closed on May 25, 2014; ill-founded
- Numerous nuisances generated by activities of a tree nursery business – Charter file; opened on July 29, 2013; pending

SAINT-LÉONARD | 6 new complaints in 2014

Subjects

Tree (1)
 Library (1)
 Noise (1)
 Quality of services (2)
 Parking/SRRR/ Vignettes (1)

3 thorough investigations, including 2 Charter files

- Noise generated by outdoor dancing activities – Charter file – ill-founded
- Invoice for the cutting down of a tree – ill-founded
- Inaction of the Borough towards a contractor who takes too much time to complete the municipal infrastructures, in a new development – Charter file – pending

Results

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

Average processing time

of 2014 finalized investigations
 52.33 working days

1 previous file processed in 2014

- Closing down of a driveway entrance by the Borough; opened on December 9, 2013; closed on January 30, 2014; ill-founded



Subjects

Access to information (1)
Application of By-laws (4)
Tree (2)
Communications (1)
Conduct of an employee (3)
Garbage/Recycling (1)
Snow removal (1)
Nuisances (1)
Permit (2)
Public health and maintenance – others (1)
Parking/SRRR/Vignettes (1)
Road works/Public works (3)
Zoning/Urban planning/Exemption (4)

5 thorough investigations; no Charter file

- Unauthorized work by a citizen – resolved
- Borough's interventions considered abusive – ill-founded
- Hedge to be replaced – pending
- Complaint against an inspector's numerous interventions (alleged harassment) – pending
- Borough has damaged part of a citizen's driveway entrance – pending

Results

1 withdrawn before investigation
17 referred before investigation
2 denied before investigation
1 ill-founded
1 resolved
3 pending

Average processing time

of 2014 finalized investigations
40.4 working days

1 previous file processed in 2014

- Nuisances coming from a school yard (noises and waste containers) – Charter file; opened on October 16, 2013; closed on February 4, 2014; resolved

Subjects

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

8 thorough investigations; no Charter file

- Request for a real estate transaction with the City – pending
- Own-motion investigation to obtain new procedure allowing a tenant whose name is not registered on the lease, to retrieve his or her furniture and goods stored by the City, following an eviction – resolved
- Cost of a permit application – ill-founded
- Seeking permission to install an awning over a terrace – ill-founded
- Borough’s decision to no longer allow tattooers on Place Jacques-Cartier – ill-founded
- Musician contesting how his audition went to obtain a permit – pending
- Towing of vehicle during snow removal period – ill-founded
- Dispute over the status of a land: public vs private – pending

Results

50 referred before investigation
 3 denied before investigation
 4 ill-founded
 1 resolved
 3 pending

Average processing time

of 2014 finalized investigations
 23.13 working days

6 previous files processed in 2014

- Request that the Borough pays for the repair of a private supporting wall adjacent to a municipal land; opened on August 19, 2013; closed on June 10, 2014; ill-founded
- Borough’s requirements for the replacement of windows; opened on October 25, 2013; closed on January 24, 2014; resolved
- Goods destroyed by a private pound acting on behalf of the Borough; opened on December 10, 2013; closed on January 30, 2014; ill-founded
- Improving universal access at the Quartier des spectacles – Charter file; opened on November 4, 2010; pending
- Parking signs lacking precision; opened on March 20, 2012; pending
- Universal access of terraces installed on the public domain – Charter file; opened on June 7, 2013; pending



VILLERAY–SAINT-MICHEL–PARC-EXTENSION | 31 new complaints in 2014

Subjects

Animal (1)
 Application of By-laws (6)
 Aqueduct/Sewer (1)
 Tree (1)
 Noise (1)
 Fence (1)
 Communications (1)
 Conduct of an employee (1)
 Miscellaneous (1)
 Acquired rights (1)
 Driveway entrance (1)
 Pound – storage of furniture (1)
 Permit (2)
 Cleanliness (1)
 Public health and maintenance – others (2)
 Public health and maintenance – mold (2)
 Public health and maintenance – bed bugs (1)
 Parking/SRRR/Vignettes (2)
 Road works/Public works (2)
 Zoning/Urban planning/Exemption (2)

4 thorough investigations, including 1 Charter file

- Application of a By-law relating to outdoor maintenance (cluttering) – denied after investigation
- Contesting the loss of acquired rights – ill-founded
- Borough’s actions re: healthiness problems in a house – Charter file – ill-founded;
- Road marking and available parking spaces – redirected during investigation

Results

24 referred before investigation
 3 denied before investigation
 1 redirected during investigation
 1 denied after investigation
 2 ill-founded

Average processing time

of 2014 finalized investigations
 9 working days

1 previous file processed in 2014

- Contesting Borough’s requirements in the management of a mold problem – Charter file; opened on December 17, 2013; closed on February 18, 2014; ill-founded

Note

Among the files we have processed in 2014, we have concluded, in one case, that the Borough’s interventions concerning situations in which cluttering and sanitary problems were involved, were justified. In another case, concerning a building where no commercial activities had been going on for a 10-year period, we have concluded that there had been loss of acquired rights permitting to resolve the activities.

FILES CONCERNING ALL BOROUGHS | 7 new complaints in 2014

Subjects

Traffic (1)
 Communications (1)
 Garbage/Recycling (1)
 Miscellaneous (2)
 Cycling path/Bicycle (1)
 Public health and maintenance – mold (1)

No thorough investigation; no Charter file

Results

2 referred before investigation
 5 denied before investigation

Average processing time

of 2014 finalized investigations
 No investigation

No previous file processed in 2014

CENTRAL DEPARTMENTS

GREFFE: ALL DEPARTMENTS INCLUDED | **5 new complaints** in 2014

Subjects

Access to information (3)
Communications (1)
Quality of services (1)

No thorough investigation; no Charter file

Results

2 referred before investigation
3 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

ÉVALUATION FONCIÈRE: ALL DEPARTMENTS INCLUDED | **16 new complaints** in 2014

Subjects

Access to information (1)
Communications (1)
Miscellaneous (1)
Evaluation/Real estate tax (12)
Quality of services (1)

No thorough investigation; no Charter file

Results

11 referred before investigation
5 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

CONTRÔLEUR GÉNÉRAL: ALL DEPARTMENTS INCLUDED | **1 new complaint** in 2014

Subject

Conduct of an employee

No thorough investigation; no Charter file

Result

Denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



FINANCES: ALL DEPARTMENTS INCLUDED | 37 new complaints in 2014

Subjects

Miscellaneous (2)
Evaluation/Real estate tax (16)
Quality of services (3)
Tax – except real estate (16)

6 thorough investigations; no Charter file

- Contesting interest fees claimed by the City – pending
- Requesting adjustment of real estate transfer tax amount – pending
- Dispute over an invoice for water tax (3 different files) – 1 ill-founded, 2 pending
- Local improvement taxes were imposed by mistake: request for a retroactive reimbursement – pending

Results

1 withdrawn before investigation
22 referred before investigation
8 denied before investigation
1 ill-founded
5 pending

Average processing time

of 2014 finalized investigations
5.83 working days

No previous file processed in 2014

AFFAIRES JURIDIQUES

COUR MUNICIPALE | 110 new complaints in 2014

Subjects

Communications (2)
Conduct of an employee (3)
Municipal court – functioning (80)
Miscellaneous (2)
Violation of law (3)
Municipal court – judgment (13)
Quality of services (6)
Financial compensation – others (1)

2 thorough investigations; no Charter file

- Own-motion investigation: long time for issuance of Parchment Statements of offence – investigation temporarily suspended
- Administrative mistakes while processing a file – ill-founded

Results

5 withdrawn before investigation
70 referred before investigation
33 denied before investigation
1 investigation temporarily suspended
1 ill-founded

Average processing time

of 2014 finalized investigations
114 working days

4 previous files processed in 2014

- Numerous statements of offence issued simultaneously to the same jeweller – 3 similar files; opened on November 19, 27 and 29, 2012; closed on May 14, 2014; ill-founded
- Own-motion investigation: reason why numerous Notices to continue proceedings were sent to many defendants without first conducting the usual administrative review; opened on December 10, 2012; pending

DIRECTION DES AFFAIRES CIVILES | 54 new complaints in 2014

Subjects

Communications (1)
 Quality of services (1)
 Financial compensation – aqueduct/sewer (15)
 Financial compensation – tree (1)
 Financial compensation – others (15)
 Financial compensation – fall on sidewalk (9)
 Financial compensation – road incident (3)
 Financial compensation – pothole (4)
 Financial compensation – municipal works (5)

2 thorough investigations; no Charter file

- Fall caused by a piece of metal left on a sidewalk; resolved
- Damaged car: assertion that damages were caused by street marking equipment – ill-founded

Results

39 referred before investigation
 13 denied before investigation
 1 ill-founded
 1 resolved

Average processing time

of 2014 finalized investigations
 62.5 working days

1 previous file processed in 2014

- Claim of damages to a private driveway during municipal works; opened on September 20, 2013; closed on February 3, 2014; ill-founded

TECHNOLOGIES DE L'INFORMATION: ALL DEPARTMENTS INCLUDED | 1 new complaint in 2014

Subject

Labour relations

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
 No investigation

No previous file processed in 2014

GESTION ET PLANIFICATION IMMOBILIÈRE: ALL DEPARTMENTS INCLUDED | 10 new complaints in 2014

Subjects

Tenders/Contract (1)
 Miscellaneous (4)
 Alley (2)
 Zoning/Urban planning/
 Exemption (3)

4 thorough investigations; no Charter file

- Request for a real estate transaction with the City – pending
- Request for the transfer of an alley – ill-founded
- Dispute over a right of passage – pending
- Problematic encroachment – pending

Results

6 referred before investigation
 1 ill-founded
 3 pending

Average processing time

of 2014 finalized investigations
 11.5 working days

No previous file processed in 2014



APPROVISIONNEMENT: ALL DEPARTMENTS INCLUDED | 2 new complaints in 2014

Subject

Tenders/Contract (2)

No thorough investigation; no Charter file

Results

2 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

INFRASTRUCTURES, VOIRIE ET TRANSPORTS

DIRECTION DES INFRASTRUCTURES | 3 new complaints in 2014

Subjects

Miscellaneous (1)
Road works/Public works (2)

1 thorough investigation; no Charter file

- Contesting the installation of lampposts in front of a business: revitalization project – ill-founded

Results

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

Average processing time

of 2014 finalized investigations
102 working days

No previous file processed in 2014

DIRECTION DES TRANSPORTS | 4 new complaints in 2014

Subjects

Cycling path/Bicycle (3)
Road works/Public works (1)

No thorough investigation; no Charter file

Results

2 referred before investigation
2 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

2 previous files processed in 2014

- Traffic light, too short – Charter file; opened on October 29, 2013; closed on May 14, 2014; resolved
- Follow-up on a long-term file: reducing the mandatory free space required on both sides of hydrants; opened on November 9, 2011; pending

ENVIRONNEMENT: ALL DEPARTMENTS INCLUDED | 4 new complaints in 2014

Subjects

Application of By-laws (1)
Environment/Sustainable development (3)

No thorough investigation; no Charter file

Results

4 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

MISE EN VALEUR DU TERRITOIRE

DIRECTION DE L'HABITATION | 22 new complaints in 2014

Subjects

Communications (1)
Quality of services (2)
Public health and maintenance – others (2)
Public health and maintenance – mold (1)
Subsidy other than housing (15)
Zoning/Urban planning/Exemption (1)

4 thorough investigations, including 2 Charter files

- Long delay for processing a subsidy application led to a reduction of the amount granted – Charter file – pending
- Own-motion investigation: management of a major unsanitary situation broadcasted in the media – Charter file – commitment
- Subsidy application for major renovation project – ill-founded
- Own-motion investigation: follow-up on City's commitment to not refuse subsidies on the basis of criteria that are not provided for in the By-law – commitment respected and renewed

Results

15 referred before investigation
3 denied before investigation
1 ill-founded
1 commitment
1 follow-up on commitments (respected)
1 pending

Average processing time

of 2014 finalized investigations
13 working days

2 previous files processed in 2014

- Follow-up on a project of Protocol between the City and the Direction de la santé publique to improve the management of unsanitary dwellings – Charter file; opened on August 14, 2012; closed on June 19, 2014; file was closed following the adoption by Ville de Montréal of its *Plan d'action 2014-2017 de lutte à l'insalubrité des logements*
- Notice of deterioration issued by the City – Charter file; opened on May 6, 2013; closed on December 17, 2014; several improvements were made by the Department, in the way this file was handled but the plaintiff withdrew during the investigation



CULTURE: ALL DEPARTMENTS INCLUDED | 7 new complaints in 2014

Subjects

Library (2)
Conduct of an employee (1)
Culture (3)
Sports and leisure (1)

No thorough investigation; no Charter file

Results

6 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

GRANDS PARCS, VERDISSEMENT ET MONT-ROYAL: ALL DEPARTMENTS INCLUDED | 1 new complaint in 2014

Subject

Parks and green spaces

1 thorough investigation; 1 Charter file

- Follow-up on City commitment to limit its interventions in Angrignon Park forest – Charter file – commitment respected

Result

Follow-up on commitment (respected)

Average processing time

of 2014 finalized investigations
34 working days

No previous file processed in 2014

ESPACE POUR LA VIE: ALL DEPARTMENTS INCLUDED | 1 new complaint in 2014

Subject

Parking/SRRR/Vignettes

1 thorough investigation; no Charter file

- Claim that parking fees are not well advertised in parking lots – denied after investigation

Result

Denied after investigation

Average processing time

of 2014 finalized investigations
8 working days

1 previous file processed in 2014

- Family subscription fees; opened on October 28, 2013; closed on April 16, 2014; ill-founded

EAU: ALL DEPARTMENTS INCLUDED | 4 new complaints in 2014

Subjects

Tenders/Contract (1)
Tax – except real estate (3)

1 thorough investigation; no Charter file

- Dispute over an invoice for water tax – pending

Results

2 referred before investigation
1 denied before investigation
1 pending

Average processing time

of 2014 finalized investigations
Investigation still pending

No previous file processed in 2014

RESSOURCES HUMAINES: ALL DEPARTMENTS INCLUDED | 37 new complaints in 2014

Subjects

Conduct of an employee (1)
Conflict of interests (1)
Quality of services (1)
Labour relations (34)

No thorough investigation; no Charter file

Results

1 referred before investigation
36 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

COMMUNICATIONS: ALL DEPARTMENTS INCLUDED | 2 new complaints in 2014

Subject

Communications (2)

No thorough investigation; no Charter file

Results

1 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



DÉVELOPPEMENT ÉCONOMIQUE: ALL DEPARTMENTS INCLUDED | 1 new complaint in 2014

Subject

Road works/Public works

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

DIVERSITÉ SOCIALE ET SPORTS: ALL DEPARTMENTS INCLUDED | 3 new complaints in 2014

Subjects

Universal access (1)
Handicapped person (1)
Towing (1)

No thorough investigation; no Charter file

Results

3 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

POLICE

DIRECTION DES OPÉRATIONS POLICIÈRES | 80 new complaints in 2014

Subjects

Access to information (3)
Tenders/Contract (1)
Application of By-laws (4)
Noise (1)
Communications (2)
Conduct of an employee (17)
Miscellaneous (5)
Pound – others (1)
Fire/Public safety (3)
Violation of law (28)
Parking violation (2)
Nuisances (1)
Cycling path/Bicycle (1)
Quality of services (1)
Financial compensation – others (1)
Labour relations (3)
Towing (6)

4 thorough investigations, including 1 Charter file

- Statement of offence received by mail: inquiry as to why it had not been remitted directly – pending
- Request for cancelling a Statement of offence (2 files) – 1 redirected during investigation, 1 denied after investigation
- Inappropriate towing and storage of a trailer – Charter file – ill-founded

Results

2 withdrawn before investigation
25 referred before investigation
49 denied before investigation
1 redirected during investigation
1 denied after investigation
1 ill-founded
1 pending

Average processing time

of 2014 finalized investigations
31.75 working days

No previous file processed in 2014

SECTION DES AGENTS DE STATIONNEMENT | 38 new complaints in 2014

Subjects

Application of By-laws (3)
 Conduct of an employee (5)
 Violation of law (1)
 Parking violation (22)
 Quality of services (3)
 Towing (1)
 Parking/SRRR/Vignettes (3)

3 thorough investigations; no Charter file

- Statements of offence contested (3 different files) – 2 denied after investigation, 1 ill-founded

Results

17 referred before investigation
 18 denied before investigation
 2 denied after investigation
 1 ill-founded

Average processing time

of 2014 finalized investigations
 31.33 working days

No previous file processed in 2014

MANDATARY POUNDS | 3 new complaints in 2014

Subjects

Pound – others (1)
 Towing (2)

No thorough investigation; no Charter file

Results

3 referred before investigation

Average processing time

of 2014 finalized investigations
 No investigation

2 previous files processed in 2014

- Vehicle sent to the dump; opened on January 7, 2013; closed on May 9, 2014; **RECOMMENDATION** denied because the citizen failed to protect his legal rights within the prescribed time limit
- Dispute on management of a towing situation; opened on November 22, 2013; closed on May 15, 2014; resolved

Note

The SPVM mandates private companies to store vehicles, which were towed upon its request. When acting in such a context, these private companies fall under OdM jurisdiction.

SÉCURITÉ INCENDIE: ALL DEPARTMENTS INCLUDED | 8 new complaints in 2014

Subjects

Communications (2)
 Conduct of an employee (1)
 Fire/Public safety (4)
 Labour relations (1)

No thorough investigation; no Charter file

Results

7 referred before investigation
 1 denied before investigation

Average processing time

of 2014 finalized investigations
 No investigation

No previous file processed in 2014



PARAMUNICIPAL AGENCIES AND OTHER CITY RELATED ORGANIZATIONS

BIXI MONTRÉAL | 1 new complaint in 2014

Subject

Quality of services

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

BUREAU DU TAXI DE MONTRÉAL | 6 new complaints in 2014

Subjects

Application of By-laws (1)
Quality of services (1)
Taxi (4)

No thorough investigation; no Charter file

Results

1 withdrawn before investigation
5 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

COMMISSION DES SERVICES ÉLECTRIQUES DE MONTRÉAL (CSEM) | 4 new complaints in 2014

Subjects

Quality of services (1)
Road works/Public works (3)

2 thorough investigations; no Charter file

- Long delays for the execution of works (2 files) – 2 redirected during investigation

Results

1 referred before investigation
1 denied before investigation
2 redirected during investigation

Average processing time

of 2014 finalized investigations
24 working days

1 previous file processed in 2014

- Lot sold by the City is burdened with numerous encroachments and easements; opened on August 5, 2013; pending

CORPORATION ANJOU 80 | 1 new complaint in 2014

Subject

Social housing/HLM/
Housing subsidies

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

CORPORATION DE GESTION DES MARCHÉS PUBLICS | 1 new complaint in 2014

Subject

Miscellaneous

No thorough investigation; no Charter file

Result

Denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



Subjects

Access to information (1)
 Animal (1)
 Conduct of an employee (1)
 Social housing/HLM/
 Housing subsidies (51)
 Handicapped person (1)
 Quality of services (3)
 Public health and
 maintenance – others (1)
 Public health and
 maintenance – mold (2)

8 thorough investigations; no Charter file

- Compensation claim for a stolen item – ill-founded
- Problems with tenant (2 different files) – 1 redirected during investigation, 1 resolved
- Contesting an eviction procedure – lack of collaboration
- Request to move into another dwelling (2 files) – 2 ill-founded
- Request for a parking space – pending
- Inadequate processing of a file: long time – denied after investigation

Results

2 withdrawn before investigation
 45 referred before investigation
 6 denied before investigation
 1 lack of collaboration
 1 redirected during investigation
 1 denied after investigation
 3 ill-founded
 1 resolved
 1 pending

Average processing time

of 2014 finalized investigations
 48.88 working days

5 previous files processed in 2014

- Reduction of penalty imposed for leaving without notice – Charter file; opened on November 13, 2012; closed on May 14, 2014; **RECOMMENDATION** accepted
- Various problems in an apartment building and in a specific dwelling; opened on October 28, 2013; closed on May 22, 2014; resolved
- Ventilation problems; opened on November 5, 2013; closed on February 12, 2014; resolved
- Long time on waiting list; opened on November 20, 2013; closed on January 21, 2014; ill-founded
- Penalty imposed to a tenant; opened on December 17, 2013; pending

SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM) | **6 new complaints** in 2014

Subject

Social housing/HLM/
Housing subsidies (6)

1 thorough investigation; no Charter file

- Request for repairs – resolved

Results

5 referred before investigation
1 resolved

Average processing time

of 2014 finalized investigations
87 working days

No previous file processed in 2014

SOCIÉTÉ DE TRANSPORT DE MONTRÉAL (STM) | **13 new complaints** in 2014

Subjects

Communications (1)
Conduct of an employee (1)
Miscellaneous (1)
Handicapped person (1)
Financial compensation –
others (2)
Labour relations (1)
Transportation (6)

No thorough investigation; no Charter file

Results

13 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

SOCIÉTÉ EN COMMANDITE STATIONNEMENT DE MONTRÉAL | **2 new complaints** in 2014

Subjects

Communications (1)
Parking/SRRR/Vignettes (1)

No thorough investigation; no Charter file

Results

2 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

1 previous file processed in 2014

- Own-motion investigation: Statements of offence issued for parking violations because of system breakdown – Charter file; opened on November 26, 2013; closed on December 10, 2014; investigation temporarily suspended



POLITICAL ENTITIES

MAYOR'S OFFICE | 4 new complaints in 2014

Subjects

Various subjects

No thorough investigation; no Charter file

Results

4 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

CITY COUNCIL AND ITS CHAIRMAN'S OFFICE | 10 new complaints in 2014

Subjects

Animal (1)
Application of By-laws (1)
Miscellaneous (1)
Evaluation/Real estate tax (1)
Public participation (5)
Handicapped person (1)

1 thorough investigation; 1 Charter file

- Access restrictions and security measures imposed to citizens attending City Council assemblies – Charter file – pending

Results

5 referred before investigation
4 denied before investigation
1 pending

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

VILLE DE MONTRÉAL LINKED TO COMMISSION CHARBONNEAU | 1 new complaint in 2014

Subject

Alleged embezzlement

No thorough investigation; no Charter file

Result

Denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

Part V

COMPLAINTS AND INVESTIGATIONS – PROFILE BY SUBJECT

ACCESS TO INFORMATION | 12 new complaints in 2014

Entities

Rivière-des-Prairies–
Pointe-aux-Trembles (1)
Saint-Laurent (1)
Verdun (1)
Ville-Marie (1)
Évaluation foncière (1)
Greffé (3)
Direction des opérations
policières (3)
OMHM (1)

No thorough investigation; no Charter file

Results

4 referred before investigation
8 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

ACQUIRED RIGHTS | 2 new complaints in 2014

Entities

Saint-Laurent (1)
Villeray–Saint-Michel–
Parc-Extension (1)

1 thorough investigation; no Charter file

- Contesting the loss of acquired rights (Villeray–Saint-Michel–Parc-Extension) – ill-founded

Results

1 referred before investigation
1 ill-founded

Average processing time

of 2014 finalized investigations
21 working days

No previous file processed in 2014

ALLEGED EMBEZZLEMENT | 2 new complaints in 2014

Entities

L'Île-Bizard–Sainte-Geneviève (1)
Linked to Commission
Charbonneau (1)

No thorough investigation; no Charter file

Results

1 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



ALLEY | 9 new complaints in 2014

Entities

LaSalle (2)
Montréal-Nord (1)
Rosemont–La Petite-Patrie (4)
Gestion et planification
immobilière (2)

4 thorough investigations, including 1 Charter file

- Request for the spreading of gravel in an alley (LaSalle) – pending
- Own-motion investigation: follow-up on Borough's undertaking to review its green alley implementation procedure (Rosemont–La Petite-Patrie) – Charter file – pending
- Contesting closure of two accesses to a public alley (Rosemont–La Petite-Patrie) – pending
- Request for the transfer of an alley (Gestion et planification immobilière) – ill-founded

Results

1 withdrawn before
investigation
3 referred before investigation
1 denied before investigation
1 ill-founded
3 pending

Average processing time

of 2014 finalized investigations
11.5 working days

1 previous file processed in 2014

- Request for the re-opening of accesses to an alley (Rosemont–La Petite-Patrie) – Charter file; opened on June 27, 2013; closed on March 21, 2014; resolved

ANIMAL | 14 new complaints in 2014

Entities

Côte-des-Neiges–
Notre-Dame-de-Grâce (2)
Pierrefonds-Roxboro (1)
Rivière-des-Prairies–
Pointe-aux-Trembles (2)
Rosemont–La Petite-Patrie (2)
Ville-Marie (4)
Villeray–Saint-Michel–
Parc-Extension (1)
OMHM (1)
City Council (1)

1 thorough investigation; no Charter file

- Complaint that a neighbour is feeding birds (Rivière-des-Prairies–Pointe-aux-Trembles) – ill-founded

Results

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

Average processing time

of 2014 finalized investigations
64 working days

1 previous file processed in 2014

- Nuisances caused by of a dog exercise area in Liébert Park (Mercier–Hochelaga-Maisonneuve); opened on June 15, 2011; closed on September 8, 2014; our **RECOMMENDATION** for the closing or relocation was denied

Entities

Ahuntsic–Cartierville (2)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (6)
 L'Île-Bizard–Sainte-Geneviève (3)
 LaSalle (2)
 Le Plateau-Mont-Royal (11)
 Le Sud-Ouest (2)
 Mercier–Hochelaga-
 Maisonneuve (10)
 Montréal-Nord (3)
 Outremont (1)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (1)
 Rosemont–La Petite-Patrie (4)
 Saint-Laurent (2)
 Verdun (4)
 Ville-Marie (4)
 Villeray–Saint-Michel–
 Parc-Extension (4)
 Villeray–Saint-Michel–
 Parc-Extension and Direction
 des opérations policières (2)
 Environnement (1)
 Direction des opérations
 policières (2)
 Section des agents de
 stationnement (3)
 Bureau du taxi (1)
 City Council (1)

16 thorough investigations, including 1 Charter file

- Contesting the Borough's requirements for an adjoining wall (Côte-des-Neiges–Notre-Dame-de-Grâce) – ill-founded
- Application of a By-law: enlargement of a balcony (Côte-des-Neiges–Notre-Dame-de-Grâce) – ill-founded
- Unauthorized activities by a neighbour (Côte-des-Neiges–Notre-Dame-de-Grâce) – pending
- Complaints of various non-compliances (L'Île-Bizard–Sainte-Geneviève) – pending
- Illegal storage on a neighbour's property (L'Île-Bizard–Sainte-Geneviève) – pending
- Order to stop construction work and requirement to obtain different permits and pay additional fees (Le Plateau-Mont-Royal) – resolved
- Works on a nearby building (Le Plateau-Mont-Royal) – redirected during investigation
- Contesting requirements for the dismantling of a garret (Mercier–Hochelaga-Maisonneuve) – denied after investigation
- Issuance of Statements of offence (Mercier–Hochelaga-Maisonneuve) – resolved
- Own-motion investigation: follow-up on Borough's commitment to modify its By-law relating to the management of restaurants' garbage and food waste – Charter file – commitment respected
- Borough's interventions relating to the uncleanness of a private land (Rosemont–La Petite-Patrie) – denied after investigation
- Borough's interventions concerning a dangerous balcony (Rosemont–La Petite-Patrie) – ill-founded
- Unauthorized work by a citizen (Verdun) – resolved
- Borough's interventions considered abusive (Verdun) – ill-founded
- Application of a By-law relating to outdoor maintenance and cluttering (Villeray–Saint-Michel–Parc-Extension) – denied after investigation
- Statement of offence received by mail: inquiry as to why it had not been remitted directly (Direction des opérations policières) – pending

Results

1 withdrawn before investigation
 48 referred before investigation
 4 denied before investigation
 1 redirected during investigation
 3 denied after investigation
 4 ill-founded
 3 resolved
 1 follow-up on commitment (respected)
 4 pending

Average processing time

of 2014 finalized investigations
 65.69 working days

1 previous file processed in 2014

- Contesting park fees (Le Plateau-Mont-Royal); opened on November 13, 2013; closed on March 31, 2014; **RECOMMENDATION** accepted



AQUEDUCT / SEWER | 32 new complaints in 2014

Entities

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

2 thorough investigations; no Charter file

- No direct access to drinking water in a mobile home park (L'Île-Bizard–Sainte-Geneviève) – pending
- Citizens dispute having to pay for the replacement of a sewer conduct located under a public alley (Ahuntsic–Cartierville) – pending

Results

28 referred before investigation
2 denied before investigation
2 pending

Average processing time

of 2014 finalized investigations
Investigations still pending

2 previous files processed in 2014

- Citizen was deprived of access to water for five days – Charter file (Côte-des-Neiges–Notre-Dame-de-Grâce); opened on August 16, 2013; closed on March 28, 2014; resolved
- No access to water in a business place for many months (Rosemont–La Petite-Patrie); opened on August 22, 2013; closed on May 8, 2014; resolved

CLEANLINESS | 8 new complaints in 2014

Entities

Le Plateau-Mont-Royal (1)
Le Sud-Ouest (1)
Rivière-des-Prairies–
Pointe-aux-Trembles (1)
Ville-Marie (4)
Villeray–Saint-Michel–
Parc-Extension (1)

No thorough investigation; no Charter file

Results

8 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

COMMUNICATIONS | 29 new complaints in 2014

Entities

Ahuntsic-Cartierville (2)
 Côte-des-Neiges-
 Notre-Dame-de-Grâce (1)
 Le Plateau-Mont-Royal (2)
 Le Sud-Ouest (3)
 Mercier-Hochelaga-
 Maisonneuve (1)
 Montréal-Nord (1)
 Pierrefonds-Roxboro (1)
 Saint-Laurent (1)
 Verdun (1)
 Villeray-Saint-Michel-
 Parc-Extension (1)
 All Boroughs (1)
 Greffe (1)
 Évaluation foncière (1)
 Direction des affaires civiles (1)
 Cour municipale (2)
 Service des communications (2)
 Direction de l'habitation (1)
 Sécurité incendie (2)
 Direction des opérations
 policières (2)
 STM (1)
 Stationnement de Montréal (1)

1 thorough investigation; no Charter file

- Important information would not have been sent to a group of citizens (Le Sud-Ouest) – pending

Results

2 withdrawn before investigation
 21 referred before investigation
 5 denied before investigation
 1 pending

Average processing time

of 2014 finalized investigations
 Investigation still pending

1 previous file processed in 2014

- Quality of the information provided to citizens (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on December 6, 2012; closed on May 14, 2014; resolved

CONDUCT OF AN EMPLOYEE | 54 new complaints in 2014

Entities

Côte-des-Neiges-
 Notre-Dame-de-Grâce (6)
 LaSalle (2)
 Le Plateau-Mont-Royal (2)
 Le Sud-Ouest (1)
 Mercier-Hochelaga-
 Maisonneuve (1)
 Montréal-Nord (2)
 Pierrefonds-Roxboro (1)
 Rosemont-La Petite-Patrie (2)
 Saint-Laurent (1)
 Verdun (3)
 Ville-Marie (3)
 Villeray-Saint-Michel-
 Parc-Extension (1)
 Cour municipale (3)
 Service de la culture (1)
 Ressources humaines (1)
 Sécurité incendie (1)
 Direction des opérations
 policières (17)
 Section des agents de
 stationnement (5)
 Contrôleur général (1)

3 thorough investigations; no Charter file

- Complaint of an inspector's numerous interventions: alleged harassment (Verdun) – pending
- Complaints against inspectors (Pierrefonds-Roxboro) – pending
- A Notice of non-compliance containing erroneous information (Montréal-Nord) – resolved

Results

1 withdrawn before investigation
 25 referred before investigation
 25 denied before investigation
 1 resolved
 2 pending

Average processing time

of 2014 finalized investigations
 54 working days

No previous file processed in 2014

CONFLICT OF INTERESTS | 1 new complaint in 2014

Entity

Ressources humaines

No thorough investigation; no Charter file

Result

Denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

CULTURE | 5 new complaints in 2014

Entities

Ville-Marie (2)
Service de la culture (3)

No thorough investigation; no Charter file

Results

4 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

CYCLING PATH / BICYCLE | 4 new complaints in 2014

Entities

All Boroughs (1)
Direction des transports (2)
Direction des transports and
Direction des opérations
policières (1)

No thorough investigation; no Charter file

Results

1 referred before investigation
3 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

DECISION OF A BOROUGH COUNCIL | 3 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
L'Île-Bizard-Sainte-Geneviève (1)
Rosemont-La Petite-Patrie (1)

No thorough investigation; no Charter file

Results

3 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

DECISION OF THE CITY COUNCIL | 1 new complaint in 2014

Entity

Le Plateau-Mont-Royal

No thorough investigation; no Charter file

Result

Denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

DRIVEWAY ENTRANCE | 3 new complaints in 2014

Entities

Le Plateau-Mont-Royal (2)
Villeray-Saint-Michel-
Parc-Extension (1)

1 thorough investigation; no Charter file

- Problems with a driveway entrance (Le Plateau-Mont-Royal) – resolved

Results

2 referred before investigation
1 resolved

Average processing time

of 2014 finalized investigations
34 working days

2 previous files processed in 2014

- A driveway entrance will be closed down by the Borough (Montréal-Nord); opened on October 21, 2013; closed on June 19, 2014; ill-founded
- Closing down of a driveway entrance by the Borough (Saint-Léonard); opened on December 9, 2013; closed on January 30, 2014; ill-founded



ENVIRONMENT / SUSTAINABLE DEVELOPMENT | 4 new complaints in 2014

Entities

Mercier-Hochelaga-Maisonneuve (1)
Rivière-des-Prairies-Pointe-aux-Trembles and Environnement (1)
Environnement (2)

No thorough investigation; no Charter file

Results

3 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

EVALUATION / REAL ESTATE TAX | 29 new complaints in 2014

Entities

Finances (16)
Évaluation foncière (12)
City Council (1)

2 thorough investigations; no Charter file

- Contesting interest fees claimed by the City (Finances) – pending
- Requesting adjustment of real estate transfer tax amount (Finances) – pending

Results

19 referred before investigation
8 denied before investigation
2 pending

Average processing time

of 2014 finalized investigations
Investigations still pending

No previous file processed in 2014

FENCE | 1 new complaint in 2014

Entity

Villeray-Saint-Michel-Parc-Extension

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

FINANCIAL COMPENSATION (AQUEDUCT / SEWER) | 15 new complaints in 2014

Entities

Mercier-Hochelaga-Maisonneuve and Direction des affaires civiles (1)
Direction des affaires civiles (14)

No thorough investigation; no Charter file

Results

12 referred before investigation
3 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

FINANCIAL COMPENSATION (FALL ON SIDEWALK) | 9 new complaints in 2014

Entity

Direction des affaires civiles

1 thorough investigation; no Charter file

- Fall caused by a piece of metal left on a sidewalk – resolved

Results

6 referred before investigation
2 denied before investigation
1 resolved

Average processing time

of 2014 finalized investigations
78 working days

No previous file processed in 2014

FINANCIAL COMPENSATION (MUNICIPAL WORKS) | 5 new complaints in 2014

Entity

Direction des affaires civiles

No thorough investigation; no Charter file

Results

5 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

1 previous file processed in 2014

- Claim of damages to a private driveway during municipal works (Direction des affaires civiles); opened on September 20, 2013; closed on February 3, 2014; ill-founded



FINANCIAL COMPENSATION (OTHERS) | 19 new complaints in 2014

Entities

Direction des affaires civiles (15)
Cour municipale (1)
SPVM (1)
STM (2)

No thorough investigation; no Charter file

Results

11 referred before investigation
8 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

FINANCIAL COMPENSATION (POTHOLE) | 4 new complaints in 2014

Entity

Direction des affaires civiles

No thorough investigation; no Charter file

Results

2 referred before investigation
2 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

FINANCIAL COMPENSATION (ROAD INCIDENT) | 3 new complaints in 2014

Entity

Direction des affaires civiles

1 thorough investigation; no Charter file

- Damaged car assertion that damages were caused by street marking equipment – ill-founded

Results

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

Average processing time

of 2014 finalized investigations
47 working days

No previous file processed in 2014

FINANCIAL COMPENSATION (STORAGE OF FURNITURE) | No new complaint in 2014

1 previous file processed in 2014

- Goods destroyed by a private pound acting on behalf of the Borough (Ville-Marie); opened on December 10, 2013; closed on January 30, 2014; ill founded

FINANCIAL COMPENSATION (TREE) | 1 new complaint in 2014

Entity

Direction des affaires civiles

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

FIRE / PUBLIC SAFETY | 13 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
L'Île-Bizard-Sainte-Geneviève (3)
Le Plateau-Mont-Royal (1)
Outremont (1)
Le Plateau-Mont-Royal and
Direction des opérations
policières (1)
Rosemont-La Petite-Patrie
and Service de sécurité
incendie (1)
Service de sécurité incendie (3)
Direction des opérations
policières (2)

4 thorough investigations; 1 Charter file

- Dangerous intersection – Charter file (Côte-des-Neiges-Notre-Dame-de-Grâce) – pending
- Non-compliance and bad maintenance of a dry hydrant (L'Île-Bizard-Sainte-Geneviève) – pending
- Request for more light in a specific area (L'Île-Bizard-Sainte-Geneviève) – pending
- Lack of road signs (L'Île-Bizard-Sainte-Geneviève) – pending

Results

9 referred before investigation
4 pending

Average processing time

of 2014 finalized investigations
Investigations still pending

No previous file processed in 2014

GARBAGE / RECYCLING | 21 new complaints in 2014

Entities

Ahuntsic-Cartierville (3)
Côte-des-Neiges-
Notre-Dame-de-Grâce (2)
LaSalle (2)
Le Plateau-Mont-Royal (4)
Le Sud-Ouest (2)
Mercier-Hochelaga-
Maisonneuve (1)
Montréal-Nord (1)
Verdun (1)
Ville-Marie (4)
All Boroughs (1)

1 thorough investigation; no Charter file

- Recurrent garbage dumping in unauthorized areas and outside the allowed periods (Ahuntsic-Cartierville) – resolved

Results

19 referred before investigation
1 denied before investigation
1 resolved

Average processing time

of 2014 finalized investigations
151 working days

1 previous file processed in 2014

- Non-compliance of By-law requiring restaurant owners to keep their food waste inside cold rooms between garbage collection (Outremont) – Charter file; opened on September 15, 2011; closed on February 4, 2014; commitment undertaken at the beginning of the year



HANDICAPPED PERSON | 9 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
Le Plateau-Mont-Royal (1)
Rivière-des-Prairies-
Pointe-aux-Trembles (2)
Ville-Marie (1)
Diversité sociale (1)
Office of City Council
Chairman (1)
OMHM (1)
STM (1)

No thorough investigation; no Charter file

Results

1 withdrawn before
investigation
7 referred before investigation
1 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

2 previous files processed in 2014

- Denial of permit to install a lifting platform (Rosemont-La Petite-Patrie) – Charter file; opened on August 5, 2013; closed on October 2, 2014; withdrawn during investigation
- Improving universal access at the *Quartier des spectacles* (Ville-Marie) – Charter file; opened on November 4, 2010; pending

HUMAN RIGHTS | 1 new complaint in 2014

Entity

Mercier-Hochelaga-
Maisonneuve

No thorough investigation; no Charter file

Result

Referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

JUDICIAL DECISION | 5 new complaints in 2014

Entities

Non-municipal entities

No thorough investigation; no Charter file

Results

5 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

LABOUR RELATIONS | 39 new complaints in 2014

Entities

Ressources humaines (34)
Sécurité incendie (1)
Technologies de l'information
and SPVM (1)
SPVM (2)
STM (1)

No thorough investigation; no Charter file

Results

1 referred before investigation
38 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

LIBRARY | 5 new complaints in 2014

Entities

Rosemont–La Petite-Patrie (1)
Saint-Laurent (1)
Saint-Léonard (1)
Service de la culture (2)

1 thorough investigation; 1 Charter file

- Borough refuses to publish two new books on local history (Service de la culture) – Charter file – pending

Results

4 referred before investigation
1 pending

Average processing time

of 2014 finalized investigations
Investigation still pending

No previous file processed in 2014



Entities

Côte-des-Neiges–
Notre-Dame-de-Grâce (2)
LaSalle (1)
Le Plateau-Mont-Royal (4)
Le Sud-Ouest (1)
Mercier–Hochelaga-
Maisonneuve (2)
Pierrefonds-Roxboro (1)
Villeray–Saint-Michel–
Parc-Extension (1)
All Boroughs (2)
Évaluation foncière (1)
Cour municipale (1)
Direction des infrastructures (1)
Finances (2)
Gestion et planification
immobilière (1)
Direction des opérations
policières (4)
City Council (1)
Mayor’s Office (4)
Corporation de gestion
des marchés publics (1)
STM (1)
Le Sud-Ouest and Gestion et
planification immobilière (1)
Ville-Marie and Gestion et
planification immobilière (2)
Cour municipale and Direction
des opérations policières (1)

3 thorough investigations; no Charter file

- Relocation of a right of way (Le Sud-Ouest) – ill-founded
- Contesting the Borough’s inspections and reports (Le Plateau-Mont-Royal) – ill-founded
- Request for a real estate transaction with the City (Ville-Marie and Gestion et planification immobilière) – pending

Results

1 withdrawn before investigation
10 referred before investigation
21 denied before investigation
2 ill-founded
1 pending

Average processing time

of 2014 finalized investigations
36.67 working days

3 previous files processed in 2014

- Request that the Borough pays for the repair of a private supporting wall adjacent to a municipal land (Ville-Marie); opened on August 19, 2013; closed on June 10, 2014; ill-founded
- Family subscription fees (Espace pour la vie); opened on October 28, 2013; closed on April 16, 2014; ill-founded
- Lot sold by the City is burdened with numerous encroachments and easements (Commission des services électriques); opened on August 5, 2013; pending

MUNICIPAL COURT (FUNCTIONING) | 81 new complaints in 2014

Entities

Le Sud-Ouest (1)
Cour municipale (80)

2 thorough investigations; no Charter file

- Own-motion investigation: long time for issuance of Parchment Statements of offence (Cour municipale) – investigation temporarily suspended
- Administrative mistakes while processing a file (Cour municipale) – ill-founded

Results

3 withdrawn before investigation
63 referred before investigation
13 denied before investigation
1 temporarily suspended investigation
1 ill-founded

Average processing time

of 2014 finalized investigations
114 working days

4 previous files processed in 2014

- Numerous Statements of offence issued simultaneously to the same jeweler – 3 similar files (Cour municipale); opened on November 19, 27 and 29, 2012; closed on May 14, 2014; ill-founded
- Own-motion investigation: reason why numerous Notices to continue proceedings were sent to many defendants without first conducting to the usual administrative review (Cour municipale); opened on December 10, 2012; pending

MUNICIPAL COURT JUDGMENT | 13 new complaints in 2014

Entity

Cour municipale

No thorough investigation; no Charter file

Results

13 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



Entities

Ahuntsic–Cartierville (2)
 Anjou (2)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (7)
 L'Île-Bizard–Sainte-Geneviève (1)
 Lachine (1)
 Le Plateau-Mont-Royal (3)
 Le Sud-Ouest (1)
 Mercier–Hochelaga-
 Maisonneuve (3)
 Outremont (3)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (1)
 Rosemont–La Petite-Patrie (3)
 Saint-Laurent (1)
 Saint-Léonard (1)
 Ville-Marie (8)
 Villeray–Saint-Michel–
 Parc-Extension (1)
 Le Plateau-Mont-Royal and
 Direction des opérations
 policières (1)

7 thorough investigations; 7 Charter files

- Complaint of excessive noise coming from a nearby park – Charter file (Côte-des-Neiges–Notre-Dame-de-Grâce) – ill-founded
- Complaint of excessive noise caused by a heat pump (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file – resolved
- Complaint of excessive noise caused by a compressor (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file – pending
- Complaint of excessive noise caused by a heat pump (Ahuntsic–Cartierville) – Charter file – pending
- Complaint of excessive noise caused by a swimming pool motor (Anjou) – Charter file – resolved
- Complaint of excessive noise caused by a heat pump (Outremont) – Charter file – pending
- Noise generated by outdoor dancing activities (Saint-Léonard) – Charter file – ill-founded

Results

- 1 withdrawn before investigation
- 27 referred before investigation
- 4 denied before investigation
- 2 ill-founded
- 2 resolved
- 3 pending

Average processing time

of 2014 finalized investigations
 50.43 working days

1 previous file processed in 2014

- Excessive noises generated by a metal pipe factory (Le Sud-Ouest) – Charter file; opened on November 19, 2010; closed on June 10, 2014; several improvements made – complaint withdrawn

Entities

Ahuntsic-Cartierville (3)
 Côte-des-Neiges-
 Notre-Dame-de-Grâce (2)
 L'Île-Bizard-Sainte-Geneviève (1)
 Le Plateau-Mont-Royal (1)
 Le Sud-Ouest (1)
 Montréal-Nord (1)
 Verdun (1)
 Le Plateau-Mont-Royal and
 Direction des opérations
 policières (1)

3 thorough investigations; 1 Charter file

- Complaint relating to noise and garbage related nuisances – Charter file (Côte-des-Neiges-Notre-Dame-de-Grâce) – lack of collaboration
- Foul odours (L'Île-Bizard-Sainte-Geneviève) – pending
- Nuisances and noises: social activities in a place of worship (Montréal-Nord) – pending

Results

8 referred before investigation
 1 lack of collaboration
 2 pending

Average processing time

of 2014 finalized investigations
 29.67 working days

4 previous files processed in 2014

- Nuisances generated by a tool rental business (Pierrefonds-Roxboro); opened on October 19, 2011; closed on February 13, 2014; resolved – commitments undertaken
- Nuisances coming from a school yard: noises and waste containers – Charter file (Verdun); opened on October 16, 2013; closed on February 4, 2014; resolved
- Noises and other nuisances: social activities are being held in a place of worship – Charter file (Ahuntsic-Cartierville); opened on January 30, 2012; pending
- Numerous nuisances generated by activities of a tree nursery business – Charter file (Saint-Laurent); opened on July 29, 2013; pending



PARKING / SRRR / VIGNETTES | 34 new complaints in 2014

Entities

Ahuntsic–Cartierville (1)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (7)
 LaSalle (1)
 Le Plateau-Mont-Royal (4)
 Le Sud-Ouest (5)
 Mercier–Hochelaga-
 Maisonneuve (1)
 Outremont (1)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (2)
 Saint-Léonard (1)
 Verdun (1)
 Ville-Marie (3)
 Villeray–Saint-Michel–
 Parc-Extension (2)
 Espace pour la vie (1)
 Section des agents de
 stationnement (3)
 Stationnement de Montréal (1)

4 thorough investigations, including 1 Charter file

- Request for the construction of a wharf (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file – pending
- Request for the refund of a SRRR vignette (Le Plateau-Mont-Royal) – ill-founded
- Road marking and available parking spaces (Villeray–Saint-Michel–Parc-Extension) – redirected during investigation
- Claim that parking fees are not well advertised in parking lots (Espace pour la vie) – denied after investigation

Results

30 referred before investigation
 1 redirected during investigation
 1 denied after investigation
 1 ill-founded
 1 pending

Average processing time

of 2014 finalized investigations
 135 working days

3 previous files processed in 2014

- Misleading non-standard parking signs (Le Plateau-Mont-Royal); opened on July 14, 2013; closed on April 1, 2014; resolved
- Parking signs lacking precision (Ville-Marie); opened on March 20, 2012; pending
- Follow-up on a long-term file: reducing the mandatory free space required on both sides of hydrants (Direction des transports); opened on November 9, 2011; pending

PARKING VIOLATION | 24 new complaints in 2014

Entities

Direction des opérations
 policières (2)
 Section des agents de
 stationnement (22)

2 thorough investigations; no Charter file

- Contesting Statements of offence – 2 separate complaints (Section des agents de stationnement) – 2 denied after investigation

Results

4 referred before investigation
 18 denied before investigation
 2 denied after investigation

Average processing time

of 2014 finalized investigations
 8.5 working days

No previous file processed in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
Ville-Marie (1)
Le Sud-Ouest and Grands parcs,
verdissement et
Mont-Royal (1)

1 thorough investigation; 1 Charter file

- Follow-up on City commitment to limit its interventions in Angrignon Park forest (Le Sud-Ouest and Grands parcs, verdissement et Mont-Royal) – Charter file – commitment respected

Results

1 referred before investigation
1 denied before investigation
1 follow-up on commitment
(respected)

Average processing time

of 2014 finalized investigations
34 working days

No previous file processed in 2014

Entities

Ahuntsic–Cartierville (3)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (6)
 L'Île-Bizard–Sainte-Geneviève (1)
 LaSalle (1)
 Le Plateau-Mont-Royal (13)
 Le Sud-Ouest (6)
 Mercier–Hochelaga-
 Maisonneuve (3)
 Montréal-Nord (1)
 Outremont (1)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (2)
 Rosemont–La Petite-Patrie (4)
 Saint-Laurent (5)
 Verdun (2)
 Ville-Marie (7)
 Villeray–Saint-Michel–
 Parc-Extension (2)

13 thorough investigations; no Charter file

- Enlargement of a parking space without a permit (Saint-Laurent) – resolved
- Cost of a permit application (Ville-Marie) – ill-founded
- Seeking permission to install an awning over a terrace (Ville-Marie) – ill-founded
- Borough’s decision to no longer allow tattooers on Place Jacques-Cartier (Ville-Marie) – ill-founded
- Musician contesting how his audition went to obtain a permit (Ville-Marie) – pending
- Contesting permit requirements and related fees (Mercier–Hochelaga-Maisonneuve) – ill-founded
- Borough’s requirements for a renovation project (Le Plateau-Mont-Royal) – pending
- Refusal to grant a permit allowing citizen to build a terrace on a roof (Le Plateau-Mont-Royal) – ill-founded
- Refusal of permit to build a solarium (Le Plateau-Mont-Royal) – pending
- Notice of non-compliance: wrong doors installed (Le Plateau-Mont-Royal) – pending
- Contesting the Borough’s requirements for granting a permit (Le Sud-Ouest) – resolved
- Contesting the Borough’s requirements for the replacement of windows (Côte-des-Neiges–Notre-Dame-de-Grâce) – pending
- Borough’s refusal to give a permit (Côte-des-Neiges–Notre-Dame-de-Grâce) – pending

Results

2 withdrawn before investigation
 41 referred before investigation
 1 denied before investigation
 2 resolved
 5 ill-founded
 6 pending

Average processing time

of 2014 finalized investigations
 43.77 working days

2 previous files processed in 2014

- Cancellation of permit application (Le Plateau-Mont-Royal); opened on March 27, 2013; closed on April 29, 2014; lack of collaboration
- Contesting a new construction project (L'Île-Bizard–Sainte-Geneviève); opened on May 30, 2013; closed on March 27, 2014; ill-founded

POUND (OTHERS) | 2 new complaints in 2014

Entities

Direction des opérations policières (1)
Mandatory pounds (1)

No thorough investigation; no Charter file

Results

2 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

1 previous file processed in 2014

- Vehicle sent to the dump (Mandatory pounds); opened on January 7, 2013; closed on May 9, 2014; **RECOMMENDATION** denied because citizen failed to protect his legal rights within the prescribed time limit, as had been agreed

POUND (STORAGE OF FURNITURE) | 11 new complaints in 2014

Entities

Ahuntsic–Cartierville (1)
LaSalle (1)
Mercier–Hochelaga-Maisonneuve (3)
Montréal-Nord (1)
Rosemont–La Petite-Patrie (3)
Ville-Marie (1)
Villeray–Saint-Michel–Parc-Extension (1)

1 thorough investigation; no Charter file

- Own-motion investigation to obtain new procedure allowing a tenant whose name is not registered on the lease, to retrieve his or her furniture and goods stored by the City, following an eviction (Ville-Marie) – resolved

Results

8 referred before investigation
2 denied before investigation
1 resolved

Average processing time

of 2014 finalized investigations
13 working days

No previous file processed in 2014

PRIVATE DISPUTE | 112 new complaints in 2014

Entities

Non-municipal entities

1 thorough investigation; no Charter file

- Denial of request to join a gymnastic club (Le Sud-Ouest) – denied after investigation

Results

111 denied before investigation
1 denied after investigation

Average processing time

of 2014 finalized investigations
6 working days

No previous file processed in 2014



PUBLIC HEALTH AND MAINTENANCE (BED BUGS) | 10 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
Le Plateau-Mont-Royal (1)
Mercier-Hochelaga-
Maisonneuve (2)
Pierrefonds-Roxboro (1)
Rosemont-La Petite-Patrie (2)
Saint-Laurent (2)
Villeray-Saint-Michel-
Parc-Extension (1)

1 thorough investigation; 1 Charter file

- Requirements re: management of a bed bug problem in a rooming house (Mercier-Hochelaga-Maisonneuve) – Charter file – ill-founded

Results

9 referred before investigation
1 ill-founded

Average processing time

of 2014 finalized investigations
150 working days

1 previous file processed in 2014

- Dissatisfaction with regard to Borough's management of a bed bug situation (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file; opened on January 25, 2013; closed on May 30, 2014; ill-founded

PUBLIC HEALTH AND MAINTENANCE (MICE AND RATS) | 4 new complaints in 2014

Entities

Ahuntsic-Cartierville (1)
Côte-des-Neiges-
Notre-Dame-de-Grâce (1)
Outremont (2)

No thorough investigation; no Charter file

Results

4 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

PUBLIC HEALTH AND MAINTENANCE (MOLD) | 20 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (5)
Le Plateau-Mont-Royal (2)
Mercier-Hochelaga-
Maisonnette (3)
Rivière-des-Prairies-
Pointe-aux-Trembles (1)
Rosemont-La Petite-Patrie (3)
Villeray-Saint-Michel-
Parc-Extension (2)
All Boroughs (1)
Direction de l'habitation (1)
OMHM (2)

2 thorough investigations; 2 Charter files

- Assertions of water infiltrations and mold in a dwelling (Côte-des-Neiges-Notre-Dame-de-Grâce) – Charter file – ill-founded
- Own-motion investigation: management of a major unsanitary situation broadcasted in the media (Direction de l'habitation) – Charter file – commitment

Results

17 referred before investigation
1 denied before investigation
1 ill-founded
1 commitment

Average processing time

of 2014 finalized investigations
50.5 working days

4 previous files processed in 2014

- Follow-up on a project of Protocol between the City and the Direction de la santé publique to improve the management of unsanitary dwellings (Direction de l'habitation) – Charter file; opened on August 14, 2012; closed on June 19, 2014; file was closed following the adoption by Ville de Montréal of its *Plan d'action 2014-2017 de lutte à l'insalubrité des logements*
- Assertion of mold in a storage area (Rosemont-La Petite-Patrie) – Charter file; opened on October 21, 2013; closed on February 11, 2014; ill-founded
- Assertion of mold in a dwelling (Pierrefonds-Roxboro) – Charter file – opened on November 19, 2013; closed on May 7, 2014; withdrawn during investigation
- Contesting Borough's requirements in the management of a mold problem (Villeray-Saint-Michel-Parc-Extension) – Charter file; opened on December 17, 2013; closed on February 18, 2014; ill-founded

PUBLIC HEALTH AND MAINTENANCE (OTHERS) | 20 new complaints in 2014

Entities

Côte-des-Neiges-
Notre-Dame-de-Grâce (4)
Lachine (1)
Le Plateau-Mont-Royal (2)
Le Sud-Ouest (1)
Mercier-Hochelaga-
Maisonnette (1)
Montréal-Nord (1)
Rosemont-La Petite-Patrie (1)
Saint-Laurent (2)
Verdun (1)
Ville-Marie (1)
Villeray-Saint-Michel-
Parc-Extension (2)
Direction de l'habitation (2)
OMHM (1)

3 thorough investigations, including 2 Charter files

- Non-respect of a Notice of non-compliance (Saint-Laurent) – Charter file – refusal of settlement
- Borough's actions re: healthiness problems in a house (Villeray-Saint-Michel-Parc-Extension) – Charter file – ill-founded
- Request to be moved into another apartment (OMHM) – ill-founded

Results

2 withdrawn before investigation
15 referred before investigation
1 refusal of settlement
2 ill-founded

Average processing time

of 2014 finalized investigations
71 working days

1 previous file processed in 2014

- Notice of deterioration issued by the City (Direction de l'habitation) – Charter file; opened on May 6, 2013; closed on December 17, 2014; several improvements were made by the Department, in the way this file is handled but the plaintiff withdrew during the investigation

PUBLIC ORGANIZATIONS | 130 new complaints in 2014

Entities

Non-municipal entities

1 thorough investigation; no Charter file

- Refusal to retroactively grant a subsidy (stabilizing the house foundations) – denied after investigation

Results

129 referred before investigation
1 denied after investigation

Average processing time

of 2014 finalized investigations
3 working days

No previous file processed in 2014

PUBLIC PARTICIPATION | 10 new complaints in 2014

Entities

Ahuntsic–Cartierville (1)
Côte-des-Neiges–
Notre-Dame-de-Grâce (2)
Le Plateau-Mont-Royal (2)
City Council (2)
Office of City Council
Chairman (3)

3 thorough investigations; 3 Charter files

- Citizen prevented from asking a question during Borough Council assembly (Ahuntsic–Cartierville) – Charter file – ill-founded
- Citizen complains of Borough’s failure to organize a public consultation with nearby citizens before creating a new dog exercise area (Le Plateau-Mont-Royal) – Charter file – pending
- Access restrictions and security measures imposed to citizens attending City Council assemblies (City Council and its Chairman’s Office) – Charter file – pending

Results

1 withdrawn before
investigation
6 referred before investigation
1 ill-founded
2 pending

Average processing time

of 2014 finalized investigation
26.33 working days

1 previous file processed in 2014

- Contesting the public consultation procedure (Le Plateau-Mont-Royal) – Charter file; opened on October 21, 2013; closed on April 28, 2014; ill-founded

Entities

Ahuntsic–Cartierville (2)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (3)
 Le Plateau-Mont-Royal (1)
 Le Sud-Ouest (6)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (1)
 Rosemont–La Petite-Patrie (5)
 Saint-Léonard (2)
 Ville-Marie (1)
 Évaluation foncière (1)
 Cour municipale (5)
 Direction des affaires civiles (1)
 Ressources humaines (1)
 Greffe (1)
 Finances (2)
 Direction de l’habitation (2)
 Direction des opérations
 policières (1)
 Section des agents de
 stationnement (3)
 Bixi Montréal (1)
 Bureau du taxi (1)
 Commission des services
 électriques (1)
 OMHM (3)
 Cour municipale and
 Finances (1)

10 thorough investigations, including 8 Charter files

- Dissatisfaction with the way a file was handled (Ahuntsic–Cartierville) – Charter file – ill-founded
- Complaint re: the content of an e-mail forwarded by the Borough (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file – resolved
- Long time before the Borough handled a request to repair a broken aqueduct (Le Sud-Ouest) – Charter file – pending
- Improvement of Borough’s procedures relating to the cutting of trees (Le Sud-Ouest) – Charter file – pending
- Long time for executing works (Rivière-des-Prairies–Pointe-aux-Trembles) – Charter file – pending
- Inaction of the Borough towards a contractor who takes too much time to complete the municipal infrastructures, in a new development (Saint-Léonard) – Charter file – pending
- Long delay for processing a subsidy application led to a reduction of the amount granted (Direction de l’habitation) – Charter file – pending
- Inappropriate towing and storage of a trailer (SPVM) – Charter file – ill-founded
- Long time to execute works (Commission des services électriques) – redirected during investigation
- Inadequate processing of a file: long time (OMHM) – denied after investigation

Results

2 withdrawn before investigation
 29 referred before investigation
 4 denied before investigation
 1 redirected during investigation
 1 denied after investigation
 2 ill-founded
 1 resolved
 5 pending

Average processing time

of 2014 finalized investigations
 34 working days

5 previous files processed in 2014

- Inadequate or insufficient information provided to citizens (Le Sud-Ouest) – Charter file; opened on July 2, 2013; closed on May 5, 2014; ill-founded
- No response to a citizen (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file; opened on July 16, 2013; closed on April 10, 2014; resolved
- Own-motion investigation: Statements of offence issued for parking violations because of system breakdown (Stationnement de Montréal) – Charter file; opened on November 26, 2013; closed on December 10, 2014; investigation temporarily suspended
- Failure to return a citizen’s calls (Le Plateau-Mont-Royal) – Charter file; opened on October 24, 2013; closed on September 5, 2014; **RECOMMENDATION** accepted
- Long delay for processing a request (Côte-des-Neiges–Notre-Dame-de-Grâce) – Charter file; opened on October 29, 2013; closed on January 24, 2014; lack of collaboration

ROAD WORKS / PUBLIC WORKS | 50 new complaints in 2014

Entities

Ahuntsic–Cartierville (5)
 Anjou (1)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (7)
 L'Île-Bizard–Sainte-Geneviève (2)
 Lachine (1)
 LaSalle (2)
 Le Plateau-Mont-Royal (9)
 Le Sud-Ouest (2)
 Mercier–Hochelaga-
 Maisonneuve (1)
 Montréal-Nord (1)
 Pierrefonds-Roxboro (1)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (2)
 Rosemont–La Petite-Patrie (3)
 Saint-Laurent (1)
 Verdun (3)
 Ville-Marie (1)
 Villeray–Saint-Michel–
 Parc-Extension (1)
 Direction des infrastructures (2)
 Direction des transports (1)
 Direction de l'urbanisme (1)
 Commission des services
 électriques (2)
 Villeray–Saint-Michel–
 Parc-Extension and
 Commission des services
 électriques (1)

10 thorough investigations; no Charter file

- Inadequate repair of sidewalk (Côte-des-Neiges–
Notre-Dame-de-Grâce) – pending
- Request for repairing a street (L'Île-Bizard–Sainte-Geneviève) – pending
- Inadequate maintenance and snow removal service in a given area
(L'Île-Bizard–Sainte-Geneviève) – pending
- Delay for the replacement of a traffic light (LaSalle) – redirected
during investigation
- Recurrent water accumulation in front of a house (LaSalle) – ill-founded
- Request for the repair of asphalt damaged during snow removal
operations (Le Plateau-Mont-Royal) – resolved
- Necessary pavement works are not done (Rivière-des-Prairies–
Pointe-aux-Trembles) – pending
- Borough has damaged part of a citizen's entrance (Verdun) – pending
- Contesting the installation of lampposts in front of a business:
revitalization project (Direction des infrastructures) – ill-founded
- Long delays for the execution of works (Commission des services
électriques) – redirected during investigation

Results

39 referred before investigation
 1 denied before investigation
 2 referred during investigation
 2 ill-founded
 1 resolved
 5 pending

Average processing time

of 2014 finalized investigations
 29.9 working days

2 previous files processed in 2014

- Breakings in aqueduct is causing foul odours in a residence
(Le Plateau-Mont-Royal) – Charter file; opened on July 22, 2013;
closed on June 19, 2014; resolved
- Recurring major floodings inside two residences
(Ahuntsic–Cartierville); opened on October 19, 2012; pending

SNOW REMOVAL | 9 new complaints in 2014

Entities

Le Plateau-Mont-Royal (3)
 Le Sud-Ouest (1)
 Mercier–Hochelaga-Maison-
 neuve (1)
 Montréal-Nord (1)
 Pierrefonds-Roxboro (1)
 Rivière-des-Prairies–Pointe-aux-
 Trembles (1)
 Verdun (1)

1 thorough investigation; no Charter file

- Insufficient maintenance and snow removal on a street
(Pierrefonds-Roxboro) – withdrawn during investigation

Results

8 referred before investigation
 1 withdrawn during investigation

Average processing time

of 2014 finalized investigations
 65 working days

No previous file processed in 2014

Entities

Corporation Anjou 80 (1)
 OMHM (51)
 SHDM (6)

7 thorough investigations; no Charter file

- Compensation claim for a stolen item (OMHM) – ill-founded
- Problems with tenant – 2 different files (OMHM) – 1 redirected during investigation, 1 resolved
- Contesting an eviction procedure (OMHM) – lack of collaboration
- Request to move into another dwelling (OMHM) – ill-founded
- Request for a parking space (OMHM) – pending
- Request for repairs (SHDM) – resolved

Results

2 withdrawn before investigation
 44 referred before investigation
 5 denied before investigation
 1 lack of collaboration
 1 redirected during investigation
 2 ill-founded
 1 pending

Average processing time

of 2014 finalized investigations
 47.14 working days

5 previous files processed in 2014

- Reduction of penalty imposed for leaving without notice – Charter file (OMHM); opened on November 13, 2012; closed on May 14, 2014; **RECOMMENDATION** accepted
- Various problems in an apartment building and in a specific dwelling (OMHM); opened on October 28, 2013; closed on May 22, 2014; resolved
- Ventilation problems (OMHM); opened on November 5, 2013; closed on February 12, 2014; resolved
- Long time on waiting list (OMHM); opened on November 20, 2013; closed on January 21, 2014; ill-founded
- Penalty imposed to a tenant (OMHM); opened on December 17, 2013; pending

SPORTS AND LEISURE | 10 new complaints in 2014

Entities

Ahuntsic–Cartierville (3)
Côte-des-Neiges–
Notre-Dame-de-Grâce (1)
Le Sud-Ouest (1)
Rivière-des-Prairies–
Pointe-aux-Trembles (1)
Rosemont–La Petite-Patrie (3)
Culture (1)

3 thorough investigations; including 1 Charter file

- Expulsion of a gardener from a community garden (Ahuntsic–Cartierville) – pending
- Opposition to construction of a footpath crossing a community garden (Rosemont–La Petite-Patrie) – Charter file – ill-founded
- Financial compensation granted to a gardener whose personal effects were thrown away (Rosemont–La Petite-Patrie) – **RECOMMENDATION** accepted

Results

7 referred before investigation
1 ill-founded
1 **RECOMMENDATION**
1 pending

Average processing time

of 2014 finalized investigations
44.33 working days

1 previous file processed in 2014

- Expulsion from a community garden: non-compliance with the applicable procedures and failure to give appropriate notices (Rosemont–La Petite-Patrie); opened on April 19, 2013; closed on March 18, 2014; **RECOMMENDATION** to reinstate refused

SUBSIDY OTHER THAN HOUSING | 16 new complaints in 2014

Entities

Ville-Marie (1)
Direction de l’habitation (15)

2 thorough investigations; no Charter file

- Subsidy application for a major renovation project (Direction de l’habitation) – ill-founded
- Own-motion investigation: follow-up on City’s commitment to not refuse subsidies on the basis of criteria that are not provided for in the By-law (Direction de l’habitation) – commitment respected and renewed

Results

11 referred before investigation
3 denied before investigation
1 ill-founded
1 follow-up on commitment (respected)

Average processing time

of 2014 finalized investigations
14 working days

No previous file processed in 2014

TAX (EXCEPT REAL ESTATE) | 21 new complaints in 2014

Entities

Le Plateau-Mont-Royal (3)
Outremont (1)
Finances (13)
Eau (1)
Outremont and Finances (1)
Finances and Eau (2)

6 thorough investigations; no Charter file

- Dispute over an invoice for water tax: 3 different files (Finances, Outremont, Eau) – 1 ill-founded, 2 pending
- Local improvement taxes were imposed by mistake: request for a retroactive reimbursement (Finances) – pending
- Contesting fees claimed by the Borough for the occupancy of the public domain (Le Plateau-Mont-Royal) – pending
- Contesting “park fees” (Le Plateau-Mont-Royal) – pending

Results

1 withdrawn before investigation
12 referred before investigation
2 denied before investigation
1 ill-founded
5 pending

Average processing time

of 2014 finalized investigations
5.83 working days

No previous file processed in 2014

TAXI | 4 new complaints in 2014

Entity

Bureau du taxi

No thorough investigation; no Charter file

Results

4 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

TENANT / LANDLORD RELATIONS | 19 new complaints in 2014

Entities

Non-municipal entities

No thorough investigation; no Charter file

Results

19 denied before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014



TENDERS / CONTRACT | 5 new complaints in 2014

Entities

Approvisionnement (2)
Gestion et planification
immobilière (1)
Eau (1)
Direction des opérations
policières (1)

No thorough investigation; no Charter file

Results

5 referred before investigation

Average processing time

of 2014 finalized investigations
No investigation

No previous file processed in 2014

TOWING | 16 new complaints in 2014

Entities

Ahuntsic–Cartierville (1)
Le Plateau–Mont-Royal (1)
Saint-Laurent (1)
Ville-Marie (3)
Sports (1)
Direction des opérations
policières (4)
Mandatory pounds (2)
Section des agents de
stationnement (1)
Rosemont–La Petite-Patrie
and Direction des opérations
policières (1)
Ville-Marie and Direction
des opérations policières (1)

3 thorough investigations; no Charter file

- Own-motion investigation: towing of vehicles on private lands do not comply with By-law requirements (Ahuntsic–Cartierville) – investigation temporarily suspended
- Towing of a vehicle during snow removal period (Ville-Marie) – ill-founded
- Statements of offence contested (Section des agents de stationnement) – ill-founded

Results

1 withdrawn before
investigation
12 referred before investigation
1 investigation temporarily
suspended
2 ill-founded

Average processing time

of 2014 finalized investigations
116.67 working days

1 previous file processed in 2014

- Dispute on management of a towing situation (Mandatory pounds); opened on November 22, 2013; closed on May 15, 2014; resolved

TRAFFIC | 12 new complaints in 2014

Entities

Ahuntsic-Cartierville (3)
 Côte-des-Neiges-
 Notre-Dame-de-Grâce (1)
 Lachine (1)
 Le Plateau-Mont-Royal (2)
 Mercier-Hochelaga-
 Maisonneuve (2)
 Rosemont-La Petite-Patrie (1)
 Ville-Marie (1)
 All Boroughs (1)

1 thorough investigation; 1 Charter file

- Complaint of vibrations in a house caused by heavy truck traffic and bad conditions of the street pavement (Le Plateau-Mont-Royal) – Charter file – pending

Results

9 referred before investigation
 2 denied before investigation
 1 pending

Average processing time

of 2014 finalized investigations
 Investigation still pending

4 previous files processed in 2014

- Excessive traffic in a specific area (Le Sud-Ouest) – Charter file; opened on July 2, 2013; closed on August 29, 2014; resolved
- Complaint of high speeding on a street (Saint-Laurent) – Charter file; opened on October 28, 2013; closed on May 25, 2014; ill-founded
- Traffic light, too short (Côte-des-Neiges-Notre-Dame-de-Grâce and Direction des transports) – Charter file; opened on October 29, 2013; closed on May 14, 2014; resolved
- Heavy truck traffic (Rosemont-La Petite-Patrie) – Charter file; opened on April 22, 2013; pending

TRANSPORTATION | 6 new complaints in 2014

Entity

STM

No thorough investigation; no Charter file

Results

6 denied before investigation

Average processing time

of 2014 finalized investigations
 No investigation

No previous file processed in 2014



TREE | 26 new complaints in 2014

Entities

Ahuntsic–Cartierville (3)
 Côte-des-Neiges–
 Notre-Dame-de-Grâce (5)
 LaSalle (1)
 Le Sud-Ouest (2)
 Mercier–Hochelaga-
 Maisonneuve (2)
 Outremont (3)
 Rivière-des-Prairies–
 Pointe-aux-Trembles (3)
 Rosemont–La Petite-Patrie (1)
 Saint-Léonard (1)
 Verdun (2)
 Ville-Marie (2)
 Villeray–Saint-Michel–
 Parc-Extension (1)

4 thorough investigations; 1 Charter file

- Invoice for the cutting down of a tree (Saint-Léonard) – ill-founded
- Hedge to be replaced (Verdun) – pending
- Height of hedges (Outremont) – pending
- Request to plant a tree (Rivière-des-Prairies–Pointe-aux-Trembles) – Charter file – pending

Results

22 referred before investigation
 1 ill-founded
 3 pending

Average processing time

of 2014 finalized investigations
 6 working days

1 previous file processed in 2014

- A City tree would cause damage to a private property (Montréal-Nord) – Charter file; opened on October 3, 2013; closed on February 13, 2014; resolved

UNIVERSAL ACCESS | 2 new complaints in 2014

Entities

Ville-Marie (1)
 Diversité sociale et sports (1)

No thorough investigations; no Charter file

Results

2 referred before investigation

Average processing time

of 2014 finalized investigations
 No investigation

2 previous files processed in 2014

- Universal access of terraces installed on the public domain – 2 files (Rosemont–La Petite-Patrie and Ville-Marie); opened on June 7, 2013 and September 19, 2013 respectively; pending

VIOLATION OF LAW | 33 new complaints in 2014

Entities

Cour municipale (3)
 Direction des opérations
 policières (28)
 Section des agents de
 stationnement (1)
 Non-municipal entity (1)

2 thorough investigations; no Charter file

- Request for cancelling a Statement of offence – 2 files (Direction des opérations policières) – 1 redirected during investigation, 1 denied after investigation

Results

7 referred before investigation
 24 denied before investigation
 1 redirected during investigation
 1 denied after investigation

Average processing time

of 2014 finalized investigations
 21 working days

No previous file processed in 2014

Entities

Ahuntsic-Cartierville (2)
 LaSalle (2)
 Le Plateau-Mont-Royal (1)
 Le Sud-Ouest (3)
 Mercier-Hochelaga-Maisonneuve (4)
 Montréal-Nord (2)
 Pierrefonds-Roxboro (1)
 Rosemont-La Petite-Patrie (1)
 Saint-Laurent (2)
 Verdun (4)
 Ville-Marie (2)
 Villeray-Saint-Michel-Parc-Extension (2)
 Direction de l'habitation Gestion et planification immobilière (1)
 Gestion et planification immobilière (2)
 Rivière-des-Prairies-Pointe-aux-Trembles and Gestion et planification immobilière (1)

8 thorough investigations, including 1 Charter file

- Complaint of a nearby construction (Ahuntsic-Cartierville) – ill-founded
- Enlargement of a driveway entrance would cause prejudice to neighbour (LaSalle) – denied after investigation
- Opposition to a construction project (Mercier-Hochelaga-Maisonneuve) – ill-founded
- Follow-up on Borough's commitment to make sure that a local business respects zoning restrictions (Pierrefonds-Roxboro) – Charter file – pending
- Problematic encroachment (Rivière-des-Prairies-Pointe-aux-Trembles and Gestion et planification immobilière) – pending
- Problems obtaining a permit (Saint-Laurent) – resolved
- Dispute over the status of a land: public vs private (Ville-Marie) – pending
- Dispute over a right of passage (Gestion et planification immobilière) – pending

Results

1 withdrawn before investigation
 21 referred before investigation
 1 denied after investigation
 2 ill-founded
 1 resolved
 4 pending

Average processing time

of 2014 finalized investigations
 25.63 working days

3 previous files processed in 2014

- Follow-up on Borough's commitment to ensure that a local business stops violating zoning restrictions (Pierrefonds-Roxboro) – Charter file; opened on August 9, 2013; closed on January 22, 2014; commitment respected
- Borough's requirements for the replacement of windows (Ville-Marie); opened on October 25, 2013; closed on January 24, 2014; resolved
- Problems in obtaining an exemption (LaSalle); opened on December 4, 2013; closed on July 15, 2014; resolved



Part VI

LIST OF CHARTS – ADDENDUM AVAILABLE ON OUR WEB SITE

A. 2014 CHARTS – ALL FILES COMBINED, including Charter files

- CHART 1** Requests handled in 2014
- CHART 2** Evolution – Number of requests received
- CHART 3** Evolution – Number of thorough investigations
- CHART 4** Own motion investigations handled in 2014 by the Ombudsman
- CHART 5** Results / By topic
- CHART 6** Evolution – Number of requests received
- CHART 7** Final response period
- CHART 8** Modes of submission of complaints
- CHART 9** Demographic data

Boroughs

- CHART 10** Evolution – Number of complaints
- CHART 11** Topic of complaints
- CHART 12** Results
- CHART 13** Final response period

Central departments

- CHART 14** Evolution – Number of complaints
- CHART 15** Topic of complaints
- CHART 16** Results
- CHART 17** Final response period

Paramunicipal agencies and other City related organizations

- CHART 18** Evolution – Number of complaints
- CHART 19** Topic of complaints
- CHART 20** Results
- CHART 21** Final response period

Political entities

- CHART 22** Evolution – Number of complaints
- CHART 23** Topic of complaints
- CHART 24** Results
- CHART 25** Final response period

B. 2014 CHARTS – CHARTER FILES ONLY

- CHART 26** Number of complaints / By topic
- CHART 27** Charter files settled in 2014
- CHART 28** Results / By chapter
- CHART 29** Topic of complaints / By entity
- CHART 30** Results / By entity
- CHART 31** Final response period
- CHART 32** Results / By specific provision of the Charter
- CHART 33** Evolution / Number of complaints 2006-2014
- CHART 34** Results / By topic
- CHART 35** Demographic data

C. GLOSSARY





IN A RESOLUTION MODE !

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