

A Beacon in the City

ADDENDUM - CHARTS



2015 ANNUAL REPORT


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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Chart 1

Requests handled in 2015

Including Charter files

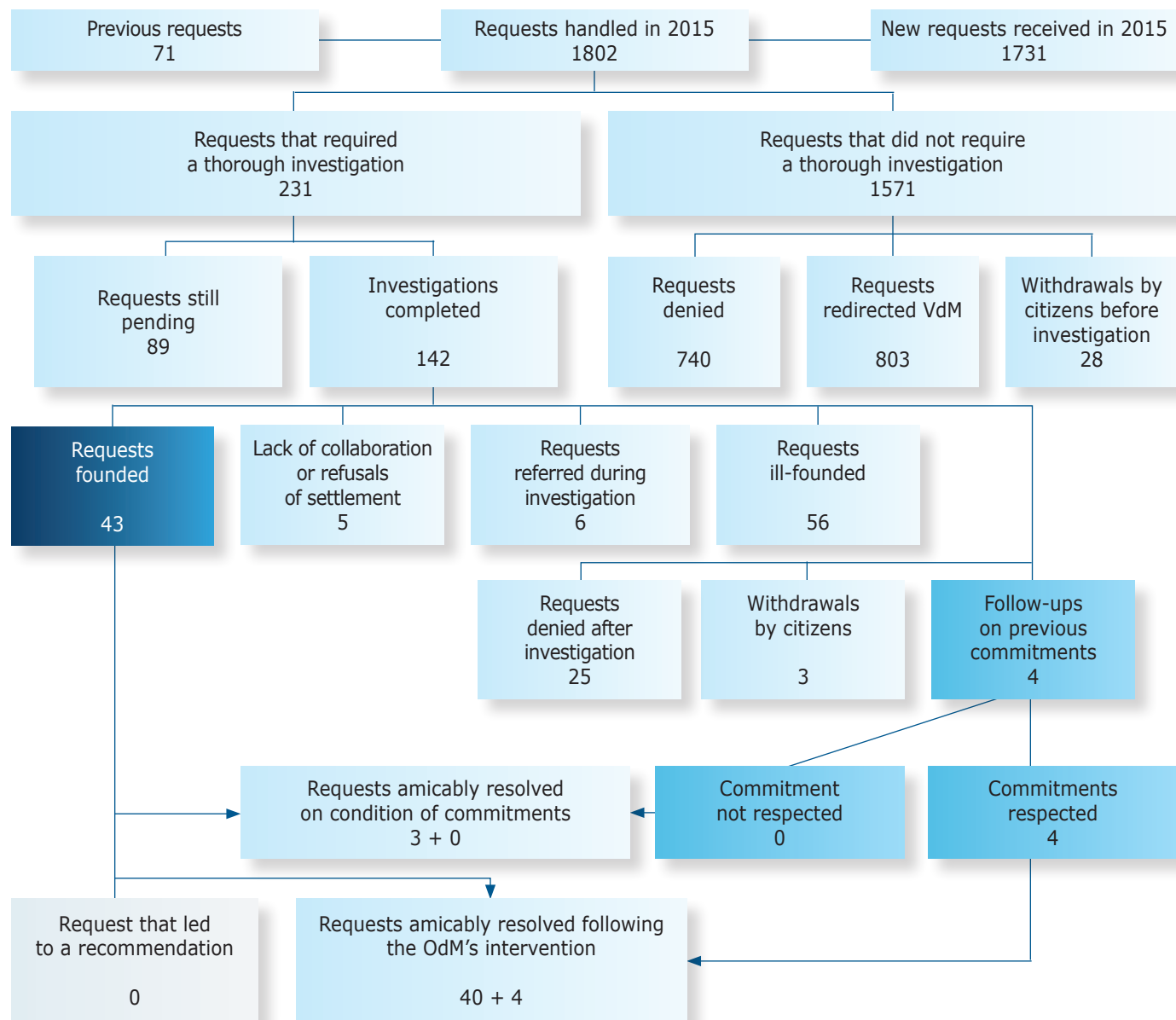


Chart 2

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2015	2014	2013
Access to information	23	12	22
Acquired rights	1	2	1
Alleged embezzlement	4	2	5
Alley	15	9	12
Animal	9	14	12
Application of Bylaws	49	69	54
Aqueduct / Sewer	27	32	21
Cleanliness	20	8	8
Communication	41	29	19
Conduct of an employee / elected official	50	54	59
Conflict of interests	0	1	0
Court decision	9	5	1
Culture	4	5	5
Cycling path / Bicycle	2	4	7
Decision of a Borough Council	8	3	0
Decision of the City Council	4	1	1
Driveway entrance	7	3	5
Environment / Sustainable development	15	4	0
Evaluation / Real estate tax	28	29	19
Fence / Hedge	4	1	4
Financial compensation (aqueduct / sewer)	13	15	8
Financial compensation (climate related event)	4	0	0
Financial compensation (fall on sidewalk)	16	9	9
Financial compensation (municipal works)	7	5	11
Financial compensation (other)	37	19	13
Financial compensation (pothole)	2	4	1
Financial compensation (road incident)	6	3	4
Financial compensation (storage of furniture)	1	0	2
Financial compensation (tree)	9	1	6
Fire safety	5	13	7

Chart 2 (continued)

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2015	2014	2013
Garbage / Recycling / Composting	20	21	17
Handicapped person	17	9	9
Human rights	3	1	3
Labour relations	42	39	37
Library	12	5	4
Miscellaneous	33	35	28
Municipal court (functioning)	123	81	137
Municipal court judgment	31	13	15
Noise	32	39	42
Nuisance	27	11	23
Parking / SRRR / Sticker	57	34	39
Parking violation	57	24	27
Park and green space	4	3	4
Permit	55	57	60
Pound (other)	4	2	3
Pound (storage of furniture)	13	11	6
Private dispute	145	112	77
Public health and maintenance (bed bugs)	10	10	7
Public health and maintenance (cockroaches)	4	0	1
Public health and maintenance (mold)	20	20	19
Public health and maintenance (other)	21	20	21
Public health and maintenance (rats and mice)	2	4	2
Public organization	167	130	81
Public participation	4	10	3
Quality of services	56	45	28
Road works / Public works	50	50	43
Safety	7	0	0
Scientific institution	0	0	3
Snow removal	14	9	17
Social housing / HLM / Housing subsidy	40	58	50

Chart 2 (continued)

Evolution – Number of requests received Including Charter files

TOPIC	NUMBER		
	2015	2014	2013
Sport and leisure	14	10	8
Subsidy other than housing	13	16	21
Tax (except real estate)	11	21	10
Taxi	3	4	0
Tenant / Landlord relations	27	19	17
Tender / Contract	7	5	3
Towing	7	16	12
Traffic	22	12	31
Transportation	4	6	4
Tree	55	26	23
Universal access	5	2	5
Violation of law	37	33	11
Winter temporary shelter	0	0	1
Withdrawal (Statement of offence)	16	0	0
Zoning / Urban planning / Exemption	20	30	17
TOTAL	1731	1409	1285

Chart 3

Evolution – Number of thorough investigations Including Charter files

TOPIC	NUMBER		
	2015	2014	2013
Access to information	2	0	0
Acquired rights	0	1	0
Alley	3	4	4
Animal	2	1	0
Application of Bylaws	13	16	10
Aqueduct / Sewer	3	2	4
Cleanliness	1	0	0
Communication	3	1	0
Conduct of an employee / elected official	2	3	1
Culture	1	0	3
Decision of a Borough Council	1	0	0
Driveway entrance	1	1	3
Environment / Sustainable development	5	0	0
Evaluation / Real estate tax	6	2	0
Fence / Hedge	1	0	0
Financial compensation (aqueduct / sewer)	1	0	1
Financial compensation (fall on sidewalk)	1	1	1
Financial compensation (municipal works)	0	0	1
Financial compensation (other)	1	0	0
Financial compensation (road incident)	0	1	0
Financial compensation (storage of furniture)	0	0	1
Financial compensation (tree)	1	0	0
Fire safety	0	4	1
Garbage / Recycling / Composting	3	1	2
Handicapped person	2	0	1
Library	2	1	0
Miscellaneous	1	3	6
Municipal court (functioning)	4	2	23
Noise	3	7	6
Nuisance	4	3	6
Parking / SRRR / Sticker	4	4	6
Parking violation	1	2	3
Park and green space	1	1	1
Permit	6	13	8
Pound (other)	1	0	1

Chart 3 (continued)

Evolution – Number of thorough investigations Including Charter files

TOPIC	NUMBER		
	2015	2014	2013
Pound (storage of furniture)	6	1	1
Public health and maintenance (bed bugs)	1	1	1
Public health and maintenance (cockroaches)	1	0	0
Public health and maintenance (mold)	2	2	6
Public health and maintenance (other)	4	3	1
Public participation	3	3	3
Quality of services	5	10	11
Road works / Public works	9	10	6
Safety	1	0	0
Snow removal	1	1	1
Social housing / HLM / Housing subsidy	10	7	5
Sport and leisure	2	3	1
Subsidy other than housing	1	2	3
Tax (except real estate)	0	6	1
Taxi	1	0	0
Towing	2	3	1
Traffic	2	1	8
Tree	10	4	5
Universal access	3	0	3
Withdrawal (Statement of offence)	9	0	0
Zoning / Urban planning / Exemption	7	8	3
TOTAL	160	139	153

Chart 4

Own motion investigations of the Ombudsman handled in 2015 Including Charter files

TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Access to information	Very long delays for citizens to obtain the Fire Report they need in order for their insurers to compensate them.	Service de sécurité incendie	40	<p>Resolved</p> <p>We had resolved a similar case in 2008.</p> <p>The delays for the transmission of these Fire Reports had become too long, once again.</p> <p>Following the OdM's intervention, the Service de sécurité incendie modified its internal procedure. Reports are now forwarded within a reasonable time frame.</p>
Alley	Follow-up on the Borough's commitment to improve its procedure for the implementation of Green Alleys.	Arrondissement de Rosemont–La Petite-Patrie	457	<p>Commitment respected</p> <p>The Borough's Guide on Green Alleys was improved taking into account our comments and suggestions.</p>
Communication	When citizens allege damages caused by the City, <i>Accès Montréal</i> employees were often not informing them of their legal obligation to send very quickly a written Notice of claim to the City.	All Boroughs	62	<p>Resolved</p> <p>Employees were reminded the importance of always providing this information; procedures were improved to make sure that the information is given to citizens quickly.</p>
Municipal court (functioning)	In approximately 18,000 files, Cour municipale had skipped its usual preliminary administrative review of the evidence submitted, when citizens are contesting a fine. These files had been transferred directly, for a trial date to be set.	Service des affaires juridiques – Cour municipale	-	<p>Still pending</p> <p>Cour municipale de Montréal is in the process of setting up various measures to optimize the processing of files in which citizens are disputing a Statement of offence.</p> <p>The OdM follows up regularly.</p>
Environment / Sustainable development	Concerns with regard to Ville de Montréal's plan to discharge wastewater in the St. Lawrence River.	Executive Committee	28	<p>Ill-founded</p> <p>The explanations provided are reasonable. Alternative measures were examined. Given the circumstances, the discharge cannot be avoided.</p>

Chart 4 (continued)

Own motion investigations of the Ombudsman handled in 2015

Including Charter files

TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Noise	Follow-up – Noise coming from a pipe plant.	Arrondissement Le Sud-Ouest	-	<p>Still pending</p> <p>Following our first investigation, improvements and refitting were made.</p> <p>The Borough must still follow up on other corrective measures and make sure that new guidelines are properly followed (keeping the door closed, for example).</p> <p>The OdM follows up with the Borough.</p>
Park and green space	Annual follow-up City's commitment to limit mechanical interventions in the forest of Parc Angrignon so as to ensure its regeneration.	Arrondissement Le Sud-Ouest Service des grands parcs, du verdissement et du Mont-Royal	12	<p>Commitment respected and reiterated</p>
Parking / SRRR / Sticker	Follow-up – Long-term ongoing file The 5-meter parking restriction around fire hydrants is no longer necessary. This is a provincial rule, however.	Service des infrastructures, de la voirie et des transports – Direction des transports	-	<p>Still pending</p> <p>The file is progressing. A request has been sent to the provincial government asking that these provisions of the <i>Highway Safety Code</i> be modified so as to reduce the 5-meter requirement.</p>
Public health and maintenance (other)	Concerns regarding an apartment building – salubrity and soundness of structure.	Arrondissement de Ville-Marie	122	<p>Resolved</p> <p>Information provided by the Borough reassured us as to the building's actual condition.</p>
Public health and maintenance (other)	Follow-up on how the City manages the unsanitary problems of Domaine Renaissance.	Service de la mise en valeur du territoire – Direction de l'habitation	-	<p>Still pending</p> <p>A previous inquiry had shown that Ville de Montréal was actively following up on the situation.</p> <p>Nevertheless, we maintain our follow-ups on the City's interventions and achievements.</p>

Chart 4 (continued)

Own motion investigations of the Ombudsman handled in 2015

Including Charter files

TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Public participation	Citizens attending the City Council public assemblies, in City Hall. New safety measures were implemented at entrance and the number of citizens authorized to attend was reduced.	Office of City Council Chairman	274	Ill-founded The measures were put into place following the recommendation of the SPVM. Explanations provided are reasonable. These measures are punctually revised.
Road Works / Public Works	Complaint that a pedestrian crossing would be unsafe and that the City fails to take corrective measures. A coroner's report would have mentioned the problem.	Service des infrastructures, de la voirie et des transports – Direction des transports	-	Still pending
Towing	Regulatory rules governing the towing of vehicles illegally parked on private grounds are often not respected and citizens are not aware.	Arrondissement d'Ahuntsic-Cartierville Service de police de la Ville de Montréal	2	Resolved The OdM published a blog post to inform citizens on the illegal practices of certain towing companies and on the available recourses, in such cases.
Traffic	Complaint that an intersection close to a residence for the elderly would be unsafe – A fatal accident would have occurred – The City would not have acted in spite of a report confirming the problem.	Arrondissement de Côte-des-Neiges–Notre-Dame de Grâce Service des infrastructures, de la voirie et des transports – Direction des transports	-	Still pending
Universal access	Major revamping of Place Vauquelin. The OdM follows up to make sure that universal access is taken into account, more particularly with regard to a planned access ramp in zigzag across some stairs.	Office of City Council Chairman Service des grands parcs, du verdissement et du Mont-Royal	-	Still pending The initial drawings were modified in order to improve safety aspects of the new ramp. The OdM will follow up on the situation until all works are completed.
Universal access	The garage entrance to City Hall is advertised as being accessible for persons with a handicap. The OdM has noticed certain gaps and requested improvements.	Office of City Council Chairman Service de la gestion et de la planification immobilière	-	Still pending

Chart 5

Results / By topic

Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Access to information	23			21						2				
Acquired rights	1			1										
Alleged embezzlement	4	2	1	1										
Alley	15		11	1								2		1
Animal	9		5	2				1		1				
Application of Bylaws	49	1	32	3				1	2	1		1		8
Aqueduct / Sewer	27	1	23							1				2
Cleanliness	20		15	4					1					
Communication	41	1	32	5						1				2
Conduct of an employee / elected official	50	1	11	36				2						
Court decision	9			9										
Culture	4		3					1						
Cycling path / Bicycle	2		2											
Decision of a Borough Council	8		3	4				1						
Decision of the City Council	4			4										
Driveway entrance	7		6		1									
Environment / Sustainable development	15		3	7					4					1
Evaluation / Real estate tax	28	1	15	6				1	3					2
Fence / Hedge	4		3						1					
Financial compensation (aqueduct / sewer)	13		9	3										1
Financial compensation (climate related event)	4		3	1										
Financial compensation (fall on sidewalk)	16		10	5					1					
Financial compensation (other)	37		24	12				1						
Financial compensation (pothole)	2		2											

Chart 5 (continued)

Results / By topic

Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Financial compensation (road incident)	6		6											
Financial compensation (storage of furniture)	1		1											
Financial compensation (municipal works)	7		4	3										
Financial compensation (tree)	9		5	3				1						
Fire safety	5		5											
Garbage / Recycling / Composting	20		14	3					1					2
Handicapped person	17	1	13	1			1		1					
Human rights	3			3										
Labour relations	42			42										
Library	12	1	9			1			1					
Miscellaneous	33		13	19										1
Municipal court (functioning)	123	4	74	41				2	1	1				
Municipal court judgment	31			31										
Noise	32	1	28											3
Nuisance	27		22	1					1	1				2
Park and green space	4		3										1	
Parking / SRRR / Sticker	57	2	43	8					1	2				1
Parking violation	57	1	3	52				1						
Permit	55	1	46	2				1		3				2
Pound (other)	4		3						1					
Pound (storage of furniture)	13	1	5	1		1		1	1	2				1
Private dispute	145			145										
Public health and maintenance (bed bugs)	10	1	8						1					
Public health and maintenance (cockroaches)	4		3											1
Public health and maintenance (mold)	20	1	17		1									1
Public health and maintenance (other)	21	1	15	1				2		1				1

Chart 5 (continued)

Results / By topic

Including Charter files

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Public health and maintenance (rats and mice)	2		2											
Public organization	167	1		166										
Public participation	4			1										3
Quality of services	56	1	48	2					1					4
Road works / Public works	50		40	1			1	1	3	1				3
Safety	7		6											1
Snow removal	14	1	11	1										1
Social housing / HLM / Housing subsidy	40	1	24	5	1		2	1	4	2				
Sport and leisure	14	1	10	1				1						1
Subsidy other than housing	13		10	2					1					
Tax (except real estate)	11		8	3										
Taxi	3		2						1					
Tenant / Landlord relations	27			27										
Tender / Contract	7		2	5										
Towing	7		5						1	1				
Traffic	22		19	1									1	1
Transportation	4		1	3										
Tree	55		44	1					6					4
Universal access	5	1		1										3
Violation of law	37		3	34										
Withdrawal (Statement of offence)	16		6	1						1				8
Zoning / Urban planning / Exemption	20		9	4		1		1	4					1
GRAND TOTAL	1731	28	803	740	3	3	4	20	42	21	0	3	2	62

Chart 6

Evolution – Number of requests received – From 2004 to 2015

Including Charter files

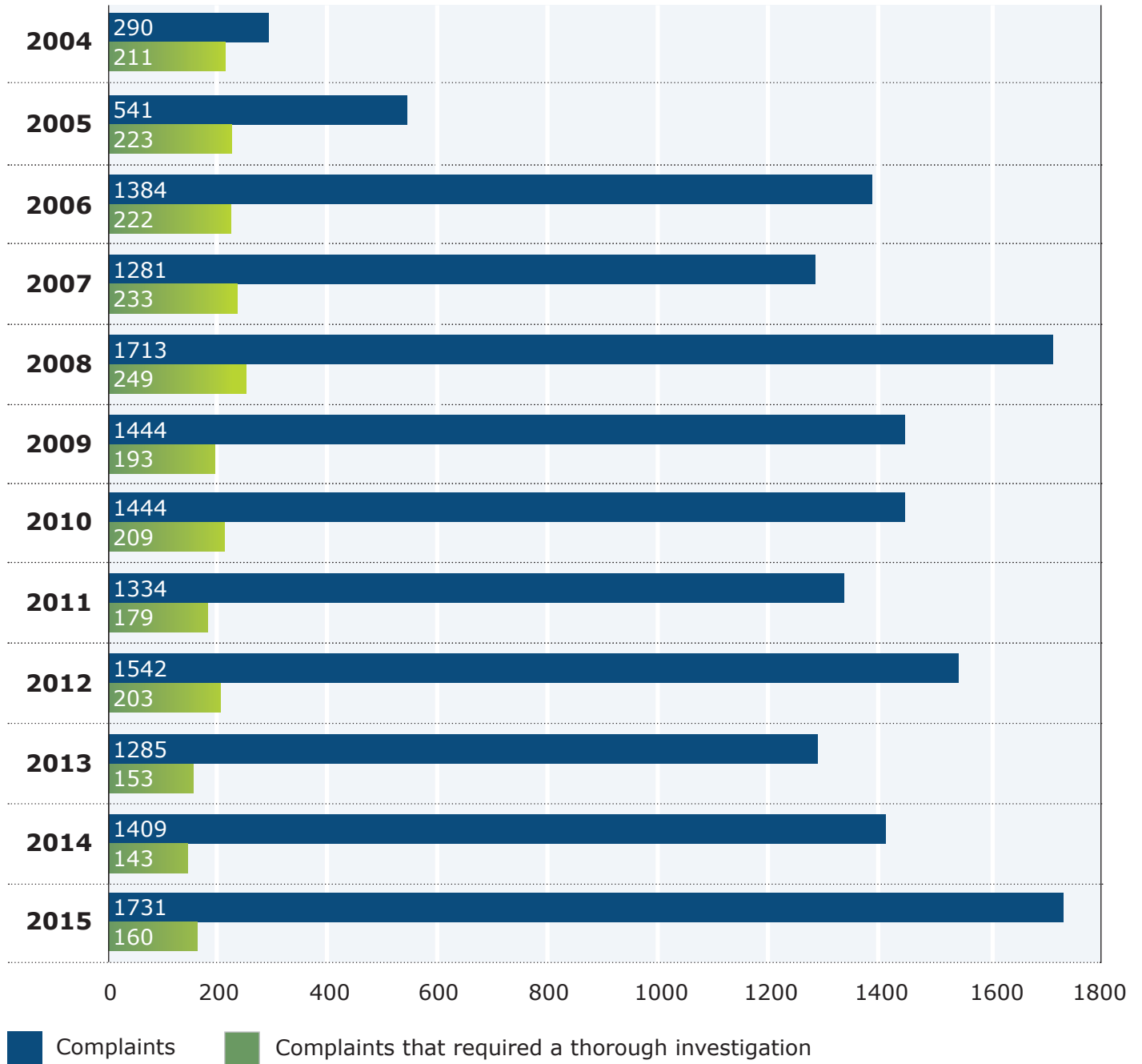


Chart 7

Final response period Including Charter files

A. All requests included

	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	FILES STILL PENDING AS OF JANUARY 1, 2016	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	58	1	1542	13.25
%	80.93	5.71	2.59	1.75	2.14	1.88	1.17	3.76	0.06	100%	
2013	1088	41	20	25	27	19	15	48	2	1285	11.49
%	84.67	3.19	1.56	1.95	2.1	1.48	1.17	3.74	0.16	100%	
2014	1194	57	22	14	18	13	13	56	22	1409	10.6
%	84.74	4.05	1.56	0.99	1.28	0.92	0.92	3.97	1.56	100%	
2015	1444	108	36	27	20	10	10	14	62	1731	4.03
%	83.42	6.24	2.08	1.56	1.16	0.58	0.58	0.81	3.58	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, 2016	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
2010	7	22	24	43	50	25	10	27	1	209	50.94
%	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	62.63
%	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	57	1	203	91
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	28.08	0.49	100%	
2013	4	4	11	23	27	19	15	48	2	153	88.29
%	2.61	2.61	7.19	15.03	17.65	12.42	9.8	31.37	1.31	100%	
2014	2	2	8	11	16	13	13	56	22	143	107.19
%	1.4	1.4	5.59	7.69	11.19	9.09	9.09	39.16	15.38	100%	
2015	5	12	10	18	20	9	10	14	62	160	44.34
%	3.13	7.5	6.25	11.25	12.5	5.63	6.25	8.75	38.75	100%	

C. Thorough investigations in 2015, regardless of the opening year

	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, 2016	TOTAL	AVERAGE DELAY (IN WORKING DAYS)
Number	5	12	10	18	20	11	10	56	89	231	111.52
%	2.16	5.19	4.33	7.79	8.66	4.76	4.33	24.24	38.53	100%	

Chart 8

Modes of submission of complaints

Including Charter files

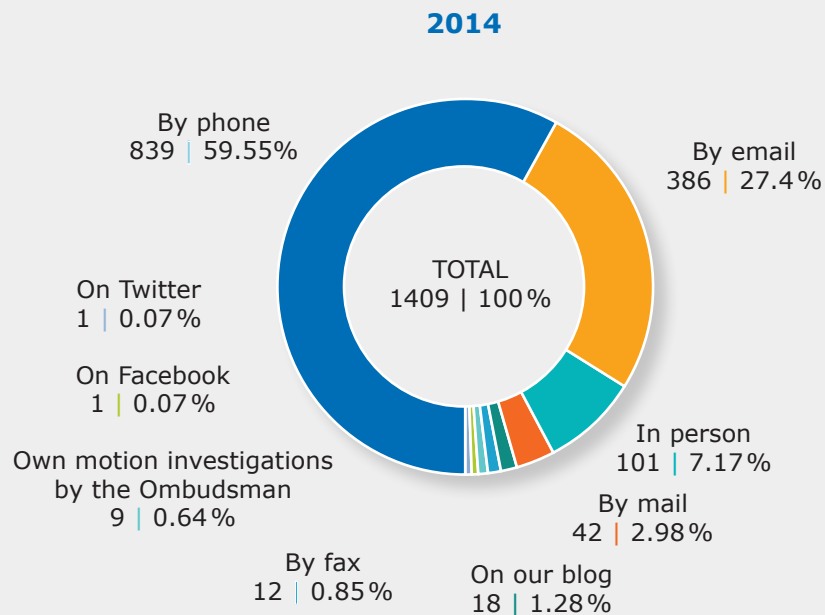
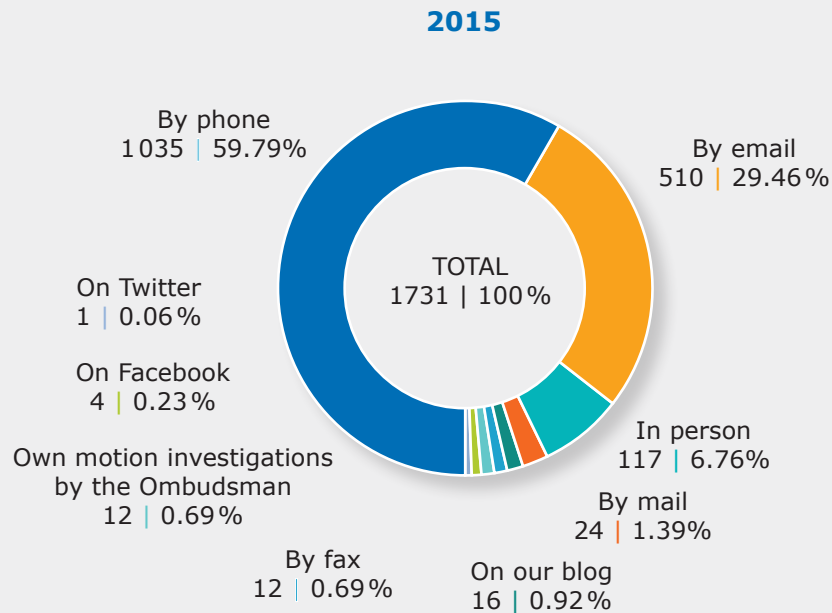
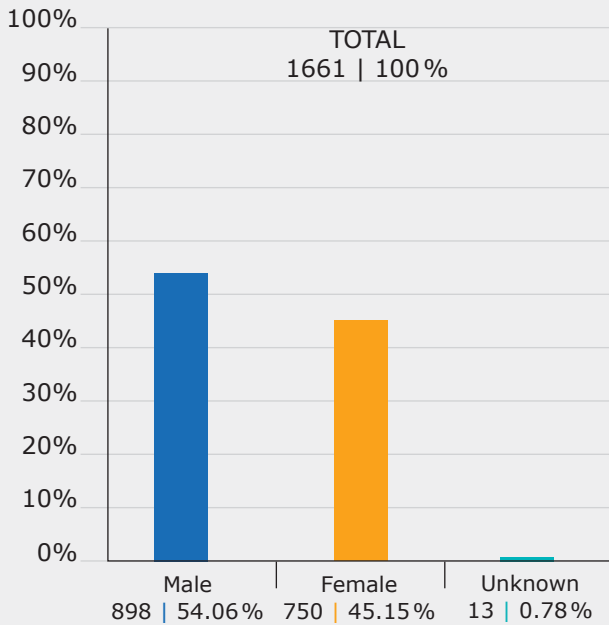


Chart 9

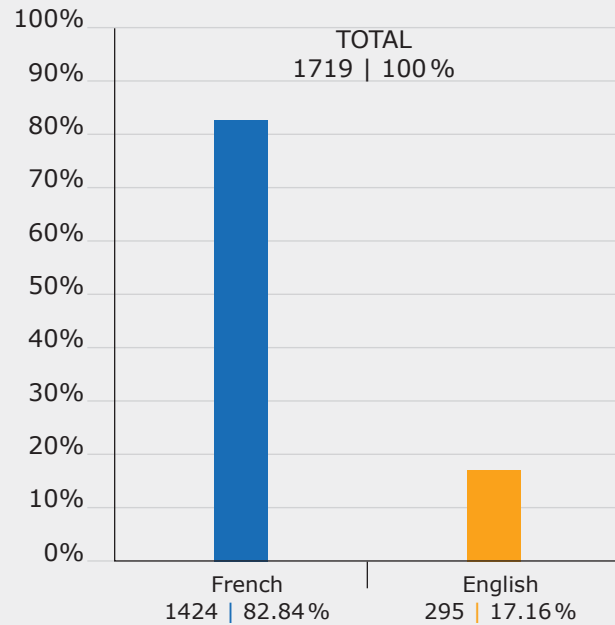
Demographic data - Complaints received in 2015

Including Charter files

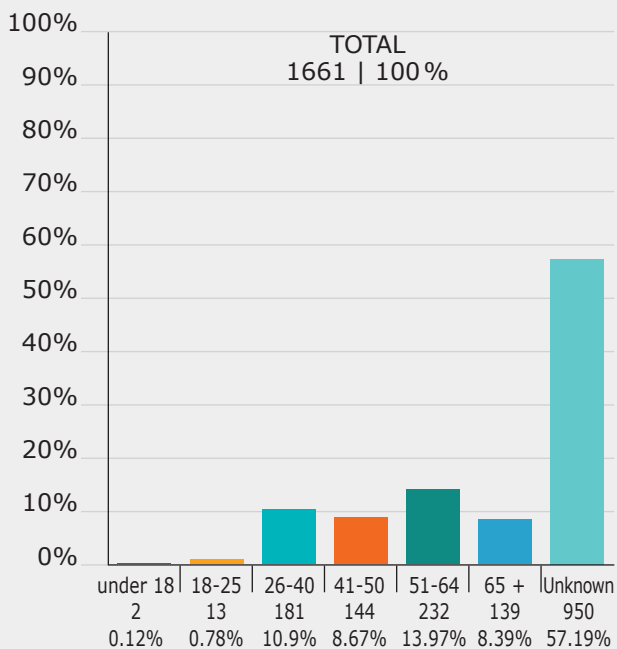
A. Gender



B. Language



C. Age group



D. Origin

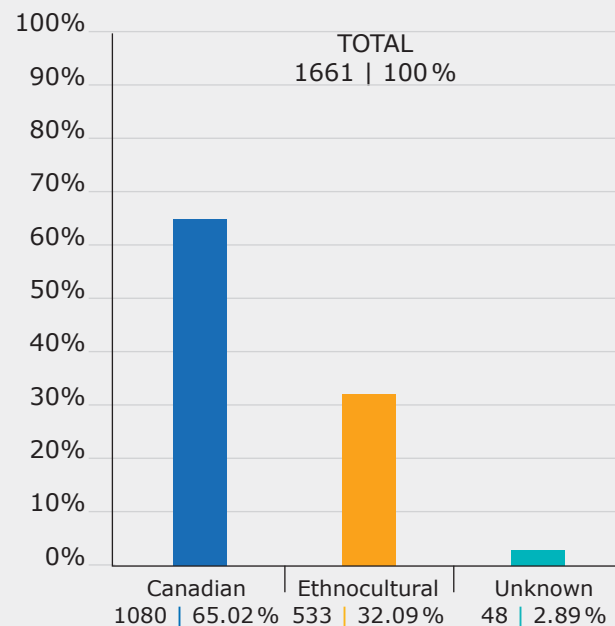
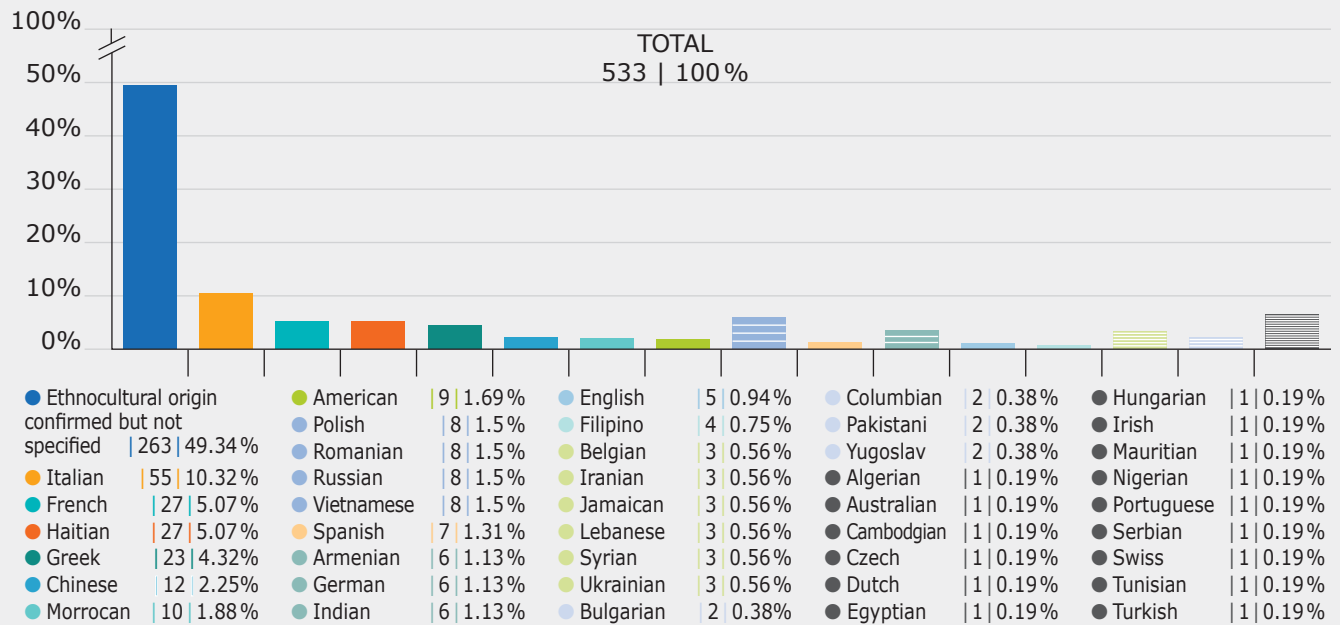


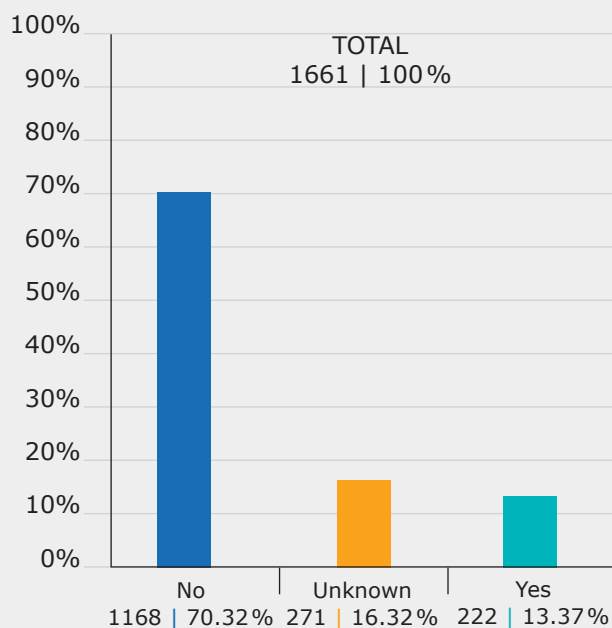
Chart 9 (continued)

Demographic data - Complaints received in 2015 Including Charter files

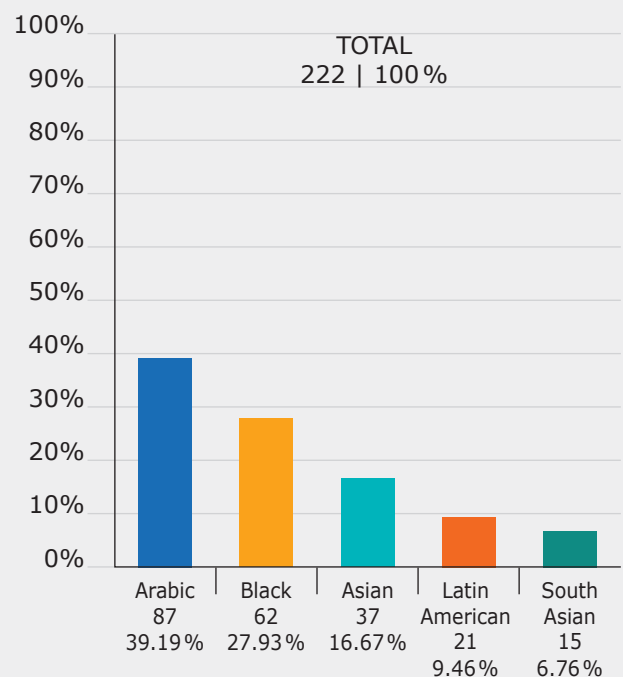
E. Details of declared ethnocultural origin



F. Visible minority



G. Details of declared visible minority



Note : In 2015, 50 complaints came from a corporation, 8 from groups of citizens and 12 were own motion investigations by the OdM.

Chart 10

Evolution – Number of complaints – By borough Including Charter files

BOROUGH	NUMBER		
	2015	2014	2013
Ahuntsic-Cartierville	57	41	38
Anjou	9	3	8
Côte-des-Neiges-Notre-Dame-de-Grâce	71	76	66
L'Île-Bizard-Sainte-Geneviève	4	16	8
Lachine	20	5	11
LaSalle	14	20	24
Le Plateau-Mont-Royal	104	83	71
Le Sud-Ouest	31	48	29
Mercier-Hochelaga-Maisonneuve	55	46	30
Montréal-Nord	21	19	12
Outremont	14	14	3
Pierrefonds-Roxboro	15	10	17
Rivière-des-Prairies-Pointe-aux-Trembles	33	26	20
Rosemont-La Petite-Patrie	65	47	65
Saint-Laurent	16	21	19
Saint-Léonard	14	6	9
Verdun	36	25	24
Ville-Marie	66	61	76
Villeray-Saint-Michel-Parc-Extension	32	31	38
Files concerning all boroughs	10	7	1
TOTAL	687	605	569

Chart 11

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Ahuntsic-Cartierville	Access to information	2
	Alleged embezzlement	1
	Application of Bylaws	4
	Communication	1
	Conduct of an employee / elected official	4
	Driveway entrance	1
	Environment / Sustainable development	1
	Fence / Hedge	2
	Financial compensation (municipal works)	1
	Fire safety	1
	Garbage / Recycling / Composting	1
	Library	2
	Miscellaneous	1
	Nuisance	1
	Parking / SRRR / Sticker	2
	Permit	1
	Pound (storage of furniture)	1
	Public health and maintenance (mold)	1
	Public health and maintenance (rats and mice)	1
	Public participation	1
	Quality of services	4
	Road works / Public works	8
	Snow removal	1
	Sport and leisure	2
	Towing	2
	Traffic	1
	Tree	9
	TOTAL	57

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Anjou	Animal	2
	Conduct of an employee / elected official	1
	Handicapped person	1
	Parking / SRRR / Sticker	1
	Permit	2
	Sport and leisure	1
	Traffic	1
	TOTAL	9
Côte-des-Neiges– Notre-Dame-de-Grâce	Access to information	2
	Animal	1
	Application of Bylaws	6
	Aqueduct / Sewer	1
	Cleanliness	4
	Communication	1
	Culture	1
	Driveway entrance	2
	Garbage / Recycling / Composting	1
	Handicapped person	2
	Library	2
	Miscellaneous	1
	Noise	3
	Parking / SRRR / Sticker	5
	Permit	4
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (other)	4
	Quality of services	3
	Road works / Public works	4
	Snow removal	2
	Sport and leisure	2
	Towing	1
	Traffic	4
	Tree	11
Withdrawal (Statement of offence)	1	
Zoning / Urban planning / Exemption	1	
	TOTAL	70

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
L'Île-Bizard– Sainte-Genève	Access to information	1
	Application of Bylaws	1
	Cleanliness	1
	Conduct of an employee / elected official	1
	TOTAL	4
Lachine	Access to information	1
	Animal	1
	Application of Bylaws	3
	Cleanliness	2
	Communication	3
	Library	2
	Permit	1
	Pound (storage of furniture)	2
	Public health and maintenance (other)	1
	Quality of services	1
	Road works / Public works	1
	Sport and leisure	1
	Zoning / Urban planning / Exemption	1
	TOTAL	20
LaSalle	Application of Bylaws	1
	Aqueduct / Sewer	1
	Communication	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Nuisance	1
	Parking / SRRR / Sticker	1
	Pound (storage of furniture)	1
	Quality of services	1
	Road works / Public works	3
	Tree	1
	Zoning / Urban planning / Exemption	1
	TOTAL	14

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Le Plateau-Mont-Royal	Access to information	3
	Alley	4
	Application of Bylaws	8
	Aqueduct / Sewer	4
	Cleanliness	3
	Communication	1
	Conduct of an employee / elected official	1
	Decision of the Borough Council	4
	Garbage / Recycling / Composting	10
	Handicapped person	1
	Miscellaneous	1
	Noise	3
	Nuisance	7
	Parking / SRRR / Sticker	15
	Permit	4
	Public health and maintenance (bed bugs)	3
	Public participation	1
	Quality of services	2
	Road works / Public works	8
	Safety	2
	Snow removal	3
	Sport and leisure	2
	Tender / Contract	1
	Tree	1
Traffic	8	
Withdrawal (Statement of offence)	4	
	TOTAL	104

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Le Sud-Ouest	Alley	1
	Animal	1
	Application of Bylaws	2
	Aqueduct / Sewer	2
	Communication	1
	Garbage / Recycling / Composting	2
	Noise	4
	Park and green space	1
	Parking / SRRR / Sticker	3
	Permit	5
	Public health and maintenance (mold)	1
	Public participation	1
	Quality of services	2
	Road works / Public works	2
	Tree	2
	Zoning / Urban planning / Exemption	1
	TOTAL	31

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Mercier-Hochelaga-Maisonneuve	Animal	3
	Application of Bylaws	2
	Aqueduct / Sewer	3
	Cleanliness	2
	Conduct of an employee / elected official	1
	Decision of the Borough Council	1
	Garbage / Recycling / Composting	2
	Library	1
	Miscellaneous	1
	Noise	2
	Nuisance	2
	Park and green space	1
	Parking / SRRR / Sticker	4
	Permit	1
	Pound (storage of furniture)	4
	Public health and maintenance (mold)	3
	Public health and maintenance (other)	3
	Quality of services	2
	Road works / Public works	3
	Safety	1
	Snow removal	1
	Traffic	2
Tree	8	
Zoning / Urban planning / Exemption	2	
	TOTAL	55
Montréal-Nord	Alley	1
	Application of Bylaws	2
	Aqueduct / Sewer	1
	Driveway entrance	2
	Parking / SRRR / Sticker	1
	Permit	2
	Public health and maintenance (cockroaches)	2
	Public health and maintenance (other)	2
	Public health and maintenance (mold)	3
	Quality of services	1
	Zoning / Urban planning / Exemption	4
	TOTAL	21

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Outremont	Access to information	1
	Aqueduct / Sewer	2
	Conduct of an employee / elected official	1
	Decision of the Borough Council	1
	Miscellaneous	1
	Noise	1
	Parking / SRRR / Sticker	1
	Permit	3
	Road works / Public works	1
	Towing	1
	Zoning / Urban planning / Exemption	1
TOTAL	14	
Pierrefonds-Roxboro	Alleged embezzlement	1
	Application of Bylaws	1
	Aqueduct / Sewer	1
	Conduct of an employee / elected official	3
	Permit	2
	Quality of services	1
	Snow removal	1
	Zoning / Urban planning / Exemption	5
TOTAL	15	

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Rivière-des-Prairies– Pointe-aux-Trembles	Application of Bylaws	4
	Aqueduct / Sewer	1
	Cleanliness	1
	Communication	2
	Driveway entrance	1
	Fence / Hedge	1
	Garbage / Recycling / Composting	1
	Permit	4
	Public health and maintenance (mold)	2
	Public health and maintenance (rats and mice)	1
	Quality of services	1
	Road works / Public works	2
	Sport and leisure	1
	Traffic	1
	Tree	10
	TOTAL	33
Rosemont– La Petite-Patrie	Access to information	3
	Acquired rights	1
	Alley	8
	Application of Bylaws	5
	Aqueduct / Sewer	1
	Cleanliness	1
	Communication	4
	Garbage / Recycling / Composting	3
	Handicapped person	1
	Noise	7
	Parking / SRRR / Sticker	2
	Permit	17
	Pound (storage of furniture)	1
	Public health and maintenance (mold)	2
	Quality of services	5
	Road works / Public works	1
	Snow removal	2
	Tender / Contract	1
	TOTAL	65

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Saint-Laurent	Application of Bylaws	1
	Aqueduct / Sewer	1
	Communication	1
	Cycling path / Bicycle	1
	Fence / Hedge	1
	Permit	1
	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	1
	Road works / Public works	3
	Sport and leisure	2
	Tree	2
	Zoning / Urban planning / Exemption	1
	TOTAL	16
Saint-Léonard	Handicapped person	5
	Nuisance	2
	Quality of services	2
	Road works / Public works	3
	Snow removal	1
	Tree	1
	TOTAL	14

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Verdun	Alley	1
	Application of Bylaws	2
	Cleanliness	1
	Communication	6
	Conduct of an employee / elected official	2
	Decision of the Borough Council	1
	Miscellaneous	1
	Noise	2
	Nuisance	1
	Parking / SRRR / Sticker	2
	Permit	4
	Pound (storage of furniture)	1
	Public health and maintenance (mold)	2
	Public health and maintenance (other)	2
	Quality of services	1
	Road works / Public works	2
	Snow removal	1
	Tree	3
	Zoning / Urban planning / Exemption	1
	TOTAL	36

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Ville-Marie	Access to information	1
	Application of Bylaws	4
	Aqueduct / Sewer	3
	Cleanliness	2
	Communication	2
	Conduct of an employee / elected official	1
	Handicapped person	3
	Library	2
	Miscellaneous	1
	Noise	5
	Nuisance	3
	Parking / SRRR / Sticker	7
	Park and green space	1
	Permit	3
	Pound (storage of furniture)	1
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (mold)	2
	Public health and maintenance (other)	3
	Public participation	1
	Quality of services	4
	Road works / Public works	5
	Safety	1
	Snow removal	2
	Sport and leisure	1
	Towing	1
	Traffic	3
	Tree	3
		TOTAL

Chart 11 (continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER
Villeray–Saint-Michel– Parc-Extension	Application of Bylaws	2
	Communication	1
	Conduct of an employee / elected official	2
	Environment / Sustainable development	1
	Library	3
	Miscellaneous	1
	Noise	2
	Nuisance	2
	Park and green space	1
	Parking / SRRR / Sticker	2
	Pound (storage of furniture)	2
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	1
	Public health and maintenance (other)	1
	Quality of services	3
	Road works / Public works	1
	Safety	1
	Sport and leisure	1
	Tree	3
	TOTAL	32
Files concerning all boroughs	Cleanliness	1
	Communication	1
	Culture	1
	Handicapped person	1
	Human rights	2
	Miscellaneous	1
	Parking / SRRR / Sticker	1
	Permit	1
	Tender / Contract	1
	TOTAL	10

Chart 12

Results - By borough Including Charter files

BOROUGH	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Ahuntsic-Cartierville	57	1	43	4					2	1				6
Anjou	9		8							1				
Côte-des-Neiges- Notre-Dame-de-Grâce	70	4	48	5				3	4	2				4
L'Île-Bizard-Sainte-Geneviève	4		2	1				1						
Lachine	20	1	10	3		1			1					4
LaSalle	14		11	2					1					
Le Plateau-Mont-Royal	104	3	77	15				1	3					5
Le Sud-Ouest	31		25	1					1				1	3
Mercier-Hochelaga-Maisonneuve	55	1	42	7		1			1				1	2
Montréal-Nord	21		16		1				1			1		2
Outremont	14		6	2				1	1	1				3
Pierrefonds-Roxboro	15	3	7	2		1			1					1
Rivière-des-Prairies- Pointe-aux-Trembles	33		27	1					1	1				3
Rosemont-La Petite-Patrie	65		48	6				1		2		2		6
Saint-Laurent	16		12	2				1	1					
Saint-Léonard	14		11	1			1	1						
Verdun	36	2	23	3				2	1					5
Ville-Marie	67		57	3	1				2	1				3
Villeray-Saint-Michel- Parc-Extension	32		27	2					1	2				
Files concerning all boroughs	10		1	7				1		1				
GRAND TOTAL	687	15	501	67	2	3	1	12	22	12	0	3	2	47

Chart 13

Final response period – By borough

Thorough investigations only

Including Charter files

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

BOROUGH	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Ahuntsic-Cartierville	1				2				6	9	23
Anjou				1						1	18
Côte-des-Neiges-Notre-Dame-de-Grâce			2		2	1	1	3	3	12	83.89
L'Île-Bizard-Sainte-Geneviève				1						1	14
Lachine				2			1		3	6	35
LaSalle			1							1	8
Le Plateau-Mont-Royal			1			1	2		4	8	59.5
Le Sud-Ouest				1	1				3	5	18
Mercier-Hochelaga-Maisonneuve			1	1	1				2	5	17
Montréal-Nord				1			2		2	5	64.67
Outremont			1		1		1		3	6	40.33
Pierrefonds-Roxboro					1	1			1	3	46.5
Rivière-des-Prairies-Pointe-aux-Trembles					1			1	3	5	93.5
Rosemont-La Petite-Patrie		2			2			1	6	11	42.6
Saint-Laurent						1		1		2	91.5
Saint-Léonard				1					1	2	13.5
Verdun		1		1	1				5	8	16
Ville-Marie					1			3	3	7	101
Villeray-Saint-Michel-Parc-Extension		1	1			1				3	20.67
Files concerning all boroughs			1			1				2	34

Chart 14

Evolution – Number of complaints – By central department Including Charter files

DEPARTMENT	NUMBER		
	2015	2014	2013
Affaires juridiques			
Cour municipale	165	110	165
Direction des affaires civiles	94	54	51
Approvisionnement			
All departments included	3	2	2
Communications			
All departments included	1	2	4
Concertation des arrondissements			
All departments included	2	0	1
Contrôleur général			
All departments included	0	1	1
Culture			
All departments included	3	7	1
Développement économique			
All departments included	0	1	0
Diversité sociale et sports			
All departments included	2	3	0
Eau			
All departments included	7	4	1
Environnement			
All departments included	2	4	1
Espace pour la vie			
All departments included	0	1	6
Évaluation foncière			
All departments included	19	16	9
Finances			
All departments included	28	37	19
Gestion et planification immobilière			
All departments included	4	10	1
Grands parcs, verdissement et Mont-Royal			
All departments included	3	1	1
Greffé			
All departments included	3	5	7
Infrastructures, voirie et transports			
Direction des infrastructures	6	3	1
Direction des transports	5	4	3

Chart 14 (continued)

Evolution – Number of complaints – By central department Including Charter files

DEPARTMENT	NUMBER		
	2015	2014	2013
Mise en valeur du territoire			
Direction de l'habitation	15	22	21
Police			
Direction des opérations policières	107	80	59
Mandatory pounds	4	3	5
Section des agents de stationnement	60	38	36
Ressources humaines			
All departments included	40	37	36
Sécurité incendie			
All departments included	6	8	8
Technologies de l'information			
All departments included	2	1	1
TOTAL	581	454	440

NOTE: Major restructurations took place in recent years. Data of previous years were grouped under the department in charge in 2015.

Chart 15

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Affaires juridiques		
Cour municipale	Communication	2
	Conduct of an employee / elected official	4
	Miscellaneous	1
	Municipal court (functioning)	123
	Municipal court judgment	31
	Quality of services	3
	Withdrawal (Statement of offence)	1
	TOTAL	165
Direction des affaires civiles	Financial compensation (aqueduct / sewer)	13
	Financial compensation (climate related event)	4
	Financial compensation (fall on sidewalk)	16
	Financial compensation (municipal work)	7
	Financial compensation (other)	32
	Financial compensation (pothole)	2
	Financial compensation (road incident)	6
	Financial compensation (storage of furniture)	1
	Financial compensation (tree)	9
	Quality of services	4
	TOTAL	94
Approvisionnement		
All departments included	Alleged embezzlement	1
	Communication	1
	Tender / Contract	1
	TOTAL	3
Communications		
All departments included	Communication	1
	TOTAL	1
Concertation des arrondissements		
All departments included	Communication	1
	Quality of services	1
	TOTAL	2

Chart 15 (continued)

Topic of complaints – By central department Including Charter files

DEPARTMENT	TOPIC	NUMBER
Culture		
All departments included	Culture	2
	Nuisance	1
TOTAL		3
Diversité sociale et sports		
All departments included	Sport and leisure	1
	Tender / Contract	1
TOTAL		1
Eau		
All departments included	Aqueduct / Sewer	6
	Communication	1
TOTAL		7
Environnement		
All departments included	Public health and maintenance (other)	1
	Quality of services	1
TOTAL		2
Évaluation foncière		
All departments included	Access to information	1
	Communication	2
	Evaluation / Real estate tax	14
	Human rights	1
	Quality of services	1
TOTAL		19
Finances		
All departments included	Communication	1
	Evaluation / Real estate tax	14
	Miscellaneous	1
	Quality of services	2
	Tax (except real estate)	10
TOTAL		28

Chart 15 (continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER
Gestion et planification immobilière		
All departments included	Tender / Contract	2
	Universal access	1
	Zoning / Urban planning / Exemption	1
TOTAL		4
Grands parcs, verdissement et Mont-Royal		
All departments included	Park and green space	1
	Transportation	1
	Universal access	1
TOTAL		3
Greffe		
All departments included	Access to information	1
	Communication	1
	Miscellaneous	1
TOTAL		3
Infrastructures, voirie et transports		
Direction des infrastructures	Communication	1
	Road works / Public works	1
	Quality of services	3
	Universal access	1
TOTAL		6
Direction des transports	Conduct of an employee / elected official	1
	Cycling path / Bicycle	1
	Road works / Public works	2
	Traffic	1
TOTAL		5

Chart 15 (continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER
Mise en valeur du territoire		
Direction de l'habitation	Public health and maintenance (other)	2
	Subsidy other than housing	13
TOTAL		15
Police		
Direction des opérations policières	Access to information	4
	Application of Bylaws	1
	Communication	2
	Conduct of an employee / elected official	18
	Human rights	1
	Labour relations	1
	Miscellaneous	14
	Noise	2
	Nuisance	6
	Parking / SRRR / Sticker	1
	Parking violation	14
	Quality of services	3
	Safety	2
	Traffic	1
	Towing	3
	Violation of law	33
Withdrawal (Statement of offence)	1	
TOTAL		107
Mandatory pounds	Pound (other)	4
TOTAL		4

Chart 15 (continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER
Section des agents de stationnement	Communication	1
	Conduct of an employee / elected official	1
	Parking / SRRR / Sticker	4
	Parking violation	43
	Quality of services	2
	Withdrawal (Statement of offence)	9
	TOTAL	60
Ressources humaines		
All departments included	Labour relations	40
	TOTAL	40
Sécurité incendie		
All departments included	Access to information	2
	Fire safety	3
	Quality of services	1
	TOTAL	6
Technologies de l'information		
All departments included	Application of Bylaws	1
	Miscellaneous	1
	TOTAL	2

Chart 16

Results – By central department Including Charter files

DEPARTMENT	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Affaires juridiques														
Cour municipale	165	4	81	76				2	1	1				
Direction des affaires civiles	94		66	23				2	1					2
Approvisionnement														
All departments included	3		1	2										
Communications														
All departments included	1		1											
Concertation des arrondissements														
All departments included	2		2											
Culture														
All departments included	3		1					1	1					
Diversité sociale et sports														
All departments included	2		2											
Eau														
All departments included	7		6							1				
Environnement														
All departments included	2	1		1										
Évaluation foncière														
All departments included	19		8	7				1	1					2
Finances														
All departments included	28	2	21	3					2					
Gestion et planification immobilière														
All departments included	4		2	1										1
Grands parcs, verdissement et Mont-Royal														
All departments included	3		1										1	1

Chart 16 (continued)

Results – By central department

Including Charter files

DEPARTMENT	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Greffe														
All departments included	3		1	2										
Infrastructures, voirie et transports														
Direction des infrastructures	6	1	4											1
Direction des transports	5		2											3
Mise en valeur du territoire														
Direction de l'habitation	15		11	2					1					1
Ressources humaines														
All departments included	40			40										
Police														
Direction des opérations policières	107		25	78						4				
Mandatory pounds	4		3						1					
Section des agents de stationnement	60	2	9	39				1		1				8
Sécurité incendie														
All departments included	6		4	1						1				
Technologies de l'information														
All departments included	2			2										
TOTAL	581	10	251	277	0	0	0	7	8	8	0	0	1	19

Chart 17

Final Response Period – By Central Department

Thorough investigations only
Including Charter files

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

DEPARTMENT	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Affaires juridiques											
Cour municipale	1		2	1						4	7.75
Direction des affaires civiles	1	1		1					2	5	5.33
Culture											
All departments included			1					1		2	59.5
Eau											
All departments included							1			1	78
Évaluation foncière											
All departments included				1	1				2	4	21.5
Finances											
All departments included		1			1					2	16
Gestion et planification immobilière											
All departments included									1	1	-

Chart 17 (continued)

Final Response Period – By Central Department

Thorough investigations only

Including Charter files

DEPARTMENT	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Grands parcs, verdissement et Mont-Royal											
All departments included				1					1	2	12
Infrastructures, voirie et transports											
Direction des infrastructures									1	1	-
Direction des transports									3	3	-
Mise en valeur du territoire											
Direction de l'habitation						1			1	2	67
Police											
Direction des opérations policières	1	1		1		1				4	19.5
Mandatory pounds								1		1	96
Section des agents de stationnement		1	1						8	10	9
Sécurité incendie											
All departments included					1					1	40

Chart 18

Evolution – Number of complaints – By paramunicipal agency and other City related organization

Including Charter files

ENTITY	NUMBER		
	2015	2014	2013
Bixi Montréal	0	1	1
Bureau du taxi de Montréal	4	6	2
Commission des services électriques de Montréal (CSEM)	1	4	2
Conseil interculturel de Montréal	0	0	1
Corporation Anjou 80	0	1	0
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	1	0	1
Office municipal d'habitation de Montréal (OMHM)	53	61	58
Société d'habitation et de développement de Montréal (SHDM)	7	6	7
Société de transport de Montréal (STM)	20	13	16
Société du parc Jean-Drapeau	2	0	1
Société en commandite Stationnement de Montréal	5	2	5
Vérificateur général	1	0	0
TOTAL	94	95	94

Chart 19

Topic of complaints – By paramunicipal agency and other City related organization

Including Charter files

ENTITY	TOPIC	NUMBER
Bureau du taxi de Montréal	Miscellaneous	1
	Taxi	3
	TOTAL	4
Commission des services électriques de Montréal (CSEM)	Road works / Public works	1
	TOTAL	1
Corporation des Habitations Jeanne-Mance	Social housing / HLM / Housing subsidy	1
	TOTAL	1
Office municipal d'habitation de Montréal (OMHM)	Animal	1
	Cleanliness	1
	Conduct of an employee / elected official	2
	Handicapped person	3
	Noise	1
	Parking / SRRR / Sticker	1
	Public health and maintenance (bed bugs)	3
	Public health and maintenance (mold)	2
	Public health and maintenance (other)	2
	Quality of services	2
	Social housing / HLM / Housing subsidy	34
	Tree	1
	TOTAL	53
Société d'habitation et de développement de Montréal (SHDM)	Fire safety	1
	Financial compensation (other)	1
	Miscellaneous	1
	Social housing / HLM / Housing subsidy	4
	TOTAL	7

Chart 19 (continued)

Topic of complaints – By paramunicipal agency and other City related organization

Including Charter files

ENTITY	TOPIC	NUMBER
Société de transport de Montréal (STM)	Cleanliness	1
	Conduct of an employee / elected official	4
	Financial compensation (other)	3
	Miscellaneous	1
	Nuisance	1
	Quality of services	1
	Traffic	1
	Transportation	3
	Universal access	1
	Violation of law	4
	TOTAL	20
Société du parc Jean-Drapeau	Culture	1
	Miscellaneous	1
	TOTAL	2
Société en commandite Stationnement de Montréal	Parking / SRRR / Sticker	6
	TOTAL	6
Vérificateur général	Access to information	1
	TOTAL	1

Chart 20

Results – By paramunicipal agency and other City related organization
Including Charter files

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Bureau du taxi de Montréal	4		3						1					
Commission des services électriques de Montréal (CSEM)	1						1							
Corporation des Habitations Jeanne-Mance	1		1											
Office municipal d'habitation de Montréal (OMHM)	53	2	35	3	1		2	2	6	2				
Société de transport de Montréal (STM)	20			20										
Société d'habitation et de développement de Montréal (SHDM)	7		5	2										
Société du parc Jean-Drapeau	2		1	1										
Société en commandite Stationnement de Montréal	5		5											
Vérificateur général	1			1										
GRAND TOTAL	94	2	50	27	1	0	3	2	7	2	0	0	0	0

Chart 21

Final response period – By paramunicipal agency and other City related organization

Thorough investigations only
Including Charter files

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

ENTITY	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Bureau du taxi de Montréal						1				1	63
Commission des services électriques de Montréal (CSEM)				1						1	16
Office municipal d'habitation de Montréal (OMHM)		3		2	3		2	3		13	56

Chart 22

Evolution – Number of complaints – By political entity Including Charter files

ENTITY	2015	2014	2013
Agglomeration Council	4	0	1
City Council	11	6	12
Executive Committee	10	0	2
Mayor's office	3	4	0
Office of City Council Chairman	2	4	1
Ville de Montréal – Charbonneau Commission	0	1	4
TOTAL	30	15	20

Chart 23

Topic of complaints – By political entity

Including Charter files

ENTITY	TOPIC	NUMBER
Agglomeration Council	Conduct of an employee / elected official	1
	Environment / Sustainable development	1
	Labour relations	1
	Tax (except real estate)	1
	TOTAL	4
City Council	Communication	1
	Decision of the City Council	4
	Environment / Sustainable development	3
	Miscellaneous	1
	Subsidy other than housing	1
	Zoning / Urban planning / Exemption	1
	TOTAL	11
Executive Committee	Universal access	1
	Environment / Sustainable development	9
	TOTAL	10
Mayor's office	Communication	1
	Conduct of an employee / elected official	2
	TOTAL	3
Office of City Council Chairman	Universal access	2
	TOTAL	2

Chart 24

Results – By political entity

Including Charter files

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Agglomeration Council	4			4										
City Council	11		2	9										
Executive committee	10			5					4					1
Mayor's office	3			3										
Office of City Council Chairman	2													2
GRAND TOTAL	30	0	2	21	0	0	0	0	4	0	0	0	0	3

Chart 25

Final response period – By political entity

Thorough investigations only
Including Charter files

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

ENTITY	1 TO 2 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS OR MORE	STILL PENDING AS OF JANUARY 1, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Executive Committee	2	1			1				1	5	8.5
Office of City Council Chairman									2	2	-

Chart 26

Charter files

Number of complaints / By topic

CHAPTER	TOPIC	NUMBER
Democracy	Alley	1
	Communication	3
	Public participation	3
	SUB-TOTAL	7
Economic and Social Life	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	2
	Public health and maintenance (other)	2
	SUB-TOTAL	5
Environment and Sustainable Development	Animal	1
	Environment / Sustainable development	4
	Noise	3
	Nuisance	2
	Park and green space	1
	Traffic	1
	Tree	7
	SUB-TOTAL	19
Municipal Services	Application of Bylaws	2
	Handicapped person	1
	Quality of services	4
	Universal access	3
	SUB-TOTAL	10
Security	Animal	1
	Miscellaneous	1
	Road works / Public works	2
	Safety	1
	Traffic	1
	Universal access	1
	SUB-TOTAL	7
	GRAND TOTAL	48

Chart 27

Charter files settled in 2015

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Democracy Alley	Follow-up on the Borough's commitment to improve its procedures for the implementation of Green Alley projects.	Arrondissement de Rosemont-La Petite-Patrie	457	Commitment respected The Borough's Guide on Green Alleys was modified taking into account the ODM comments and suggestions.
Democracy Communication	<i>Accès Montréal</i> employees were not always informing the citizens alleging damages caused by the City, of their legal obligation to quickly send a written Notice of claim to the City.	All Boroughs	62	Resolved Following the ODM intervention, employees were reminded of the importance of providing this information; procedures were also improved to make sure that the information is quickly given to citizens.
Environment and Sustainable Development Nuisance	Citizens complained of excessive noises and nuisances, often late at night, when receptions are held in a nearby Community Center.	Arrondissement d'Ahuntsic-Cartierville	744	Resolved The Borough reminded the managers of the Center which activities are authorized in their premises and which ones are prohibited. The situation has since improved.
Environment and Sustainable Development Nuisance	A citizen complained of nuisances (noise, vandalism) generated by various businesses, in her area.	Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce	213	Resolved The Borough and the local police station intervened in different ways; they also committed to pursue their surveillance and to take action when needed, with the businesses and their clients. The plaintiff was put in direct communication with a key-person from the police station.

Chart 27 (continued)

Charter files settled in 2015

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Environment and Sustainable Development Nuisance	A schoolyard remains open all night: all sorts of people gather in the yard, in evenings and late at night, generating various nuisances for nearby residents.	Service de police de la Ville de Montréal	50	Resolved The school administration decided to close its schoolyard at night. Certain persons were jumping over the fence. The local police station agrees to intervene from time to time, when needed.
Environment and Sustainable Development Park and green space	Annual follow-up – Commitment to limit mechanical interventions in Parc Angrignon forest, in order to ensure its regeneration.	Arrondissement Le Sud-Ouest Service des grands parcs, du verdissement et du Mont-Royal	12	Commitment respected and reiterated
Environment and Sustainable Development Traffic	Follow-up on the Borough's commitment to explore how heavy truck traffic on Sherbrooke Street East could be reduced, so as to limit nuisances for residents.	Arrondissement de Mercier-Hochelaga-Maisonneuve	7	Commitment respected Heavy truck traffic is now prohibited at night, on a large section of Sherbrooke Street East.
Environment and Sustainable Development Traffic	Residents living on Bourbonnière Avenue complained of excessive noises and vibrations in their homes, caused by heavy traffic.	Arrondissement de Rosemont-La Petite-Patrie	563	Resolved The street has been resurfaced. Police intervened to ensure the respect of traffic rules, especially for trucks. STM also collaborated: the number of buses transiting on this street section was reduced.

Chart 27 (continued)

Charter files settled in 2015

CHAPTER / TOPIC	DESCRIPTION	ENTITY	DELAY (in working days)	RESULT
Environment and Sustainable Development Zoning / Urban planning / Exemption	Follow-up on the Borough's commitment to ensure compliance of a local business exercising some unauthorized activities causing nuisances to nearby residents.	Arrondissement de Pierrefonds-Roxboro	388	Commitment respected The Borough continued to inspect and make follow-ups to ensure that the local business owner respects the Bylaws.
Municipal Services Application of Bylaws	The Borough did not give all the relevant information to a citizen regarding the requirements affecting his construction project. As a result, the citizen's costs were much higher than he had budgeted.	Arrondissement de Montréal-Nord	91	Commitment The Borough committed to draft a document for its employees, listing all the topics they must explain and verify at the very start, before citizens begin a construction project. This document should be finalized in 2016. The OdM will follow up.
Municipal Services Universal access	Many terraces of the Little-Italy area are not accessible to persons with reduced mobility.	Arrondissement de Rosemont-La Petite-Patrie	556	Resolved The Borough modified its terraces related Bylaws and procedures, in 2015.
Security Road works / Public works	For several months and in spite of numerous complaints, two streetlights still only work intermittently. The street is very dark. The situation would compromise the safety of residents.	Arrondissement d'Outremont	37	Resolved The Borough has repaired these defective streetlights.

Chart 28

Charter files

Results / By chapter

CHAPTER	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Democracy	7									1				6
Economic and Social Life	5				1			1						3
Environment and Sustainable Development	19							1	8	1			2	7
Municipal Services	10								2			1		7
Security	7							1		1				5
GRAND TOTAL	48	0	0	0	1	0	0	3	10	3	0	1	2	28

Chart 29

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Ahuntsic-Cartierville (administration)	Environment and Sustainable Development	
	Tree	2
	TOTAL	2
Ahuntsic-Cartierville (Borough Council)	Democracy	
	Public participation	1
	TOTAL	1
Côte-des-Neiges-Notre-Dame-de-Grâce (administration)	Environment and Sustainable Development	
	Animal	1
	Tree	2
	Security	
	Animal	1
	Traffic	1
	TOTAL	5
Le Plateau-Mont-Royal (administration)	Democracy	
	Public participation	1
	TOTAL	1
Le Sud-Ouest (administration)	Democracy	
	Public participation	1
	Environment and Sustainable Development	
	Noise	1
	Park and green space	1
	TOTAL	3
Mercier-Hochelaga-Maisonneuve (administration)	Environment and Sustainable Development	
	Nuisance	1
	Traffic	1
	Tree	1
	Security	
	Safety	1
	TOTAL	4

Chart 29 (continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Montréal-Nord (administration)	Economic and Social Life	
	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	1
	Municipal Services	
	Application of Bylaws	1
	TOTAL	3
Outremont (administration)	Security	
	Road works / Public works	1
	TOTAL	1
Rivière-des-Prairies–Pointe-aux-Trembles (administration)	Municipal Services	
	Application of Bylaws	1
	TOTAL	1
Rosemont–La Petite-Patrie (administration)	Democracy	
	Alley	1
	Environment and Sustainable Development	
	Noise	2
	Municipal Services	
	Quality of services	1
	TOTAL	4
Verdun (administration)	Democracy	
	Communication	2
	Economic and Social Life	
	Public health and maintenance (other)	1
	Environment and Sustainable Development	
	Tree	1
	Security	
	Miscellaneous	1
	TOTAL	5

Chart 29 (continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Ville-Marie (administration)	Economic and Social Life	
	Public health and maintenance (mold)	1
	Environment and Sustainable Development	
	Tree	1
	TOTAL	2
All boroughs (administration)	Democracy	
	Communication	1
	TOTAL	1
CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
Affaires juridiques - Direction des affaires civiles	Municipal Services	
	Quality of services	1
Gestion et planification immobilière	Municipal Services	
	Universal access	1
Grands parcs, verdissage et Mont-Royal	Environment and Sustainable Development	
	Park and green space	1
	Municipal Services	
	Universal access	1
Infrastructures, voirie et transports - Direction des infrastructures	Municipal Services	
	Quality of services	1
Infrastructures, voirie et transports - Direction des transports	Security	
	Road works / Publics works	1
	Traffic	1
Mise en valeur du territoire et du patrimoine - Direction de l'habitation	Economic and Social Life	
	Public health and maintenance (other)	1
Police - Direction des opérations policières	Environment and Sustainable Development	
	Nuisance	1
	TOTAL	9

Chart 29 (continued)

Charter files

Topic of complaints / By entity

PARAMUNICIPAL AGENCY	CHAPTER / TOPIC	NUMBER
Office municipal d'habitation de Montréal (OMHM)	Municipal Services	
	Handicapped person	1
	Quality of services	1
	TOTAL	2
POLITICAL ENTITY	CHAPTER / TOPIC	NUMBER
Executive Committee	Environment and Sustainable Development	
	Environment / Sustainable development	4
	Municipal Services	
	Universal access	1
Office of City Council Chairman	Security	
	Universal access	1
	Municipal Services	
	Universal access	2
	TOTAL	8

Chart 30

Charter files

Results / By entity

ENTITY	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Ahuntsic-Cartierville (administration)	2								1					1
Ahuntsic-Cartierville (Borough Council)	1													1
Côte-des-Neiges-Notre-Dame-de-Grâce (administration)	4							1	2					1
Le Plateau-Mont-Royal (administration)	1													1
Le Sud-Ouest (administration)	3												1	2
Mercier-Hochelaga-Maisonneuve (administration)	4								1				1	2
Montréal-Nord	3											1		2
Outremont (administration)	1									1				
Rivière-des-Prairies-Pointe-aux-Trembles (administration)	1													1
Rosemont-La Petite-Patrie (administration)	4													4
Verdun (administration)	5							1						4
Ville-Marie (administration)	2				1									1
All boroughs (administration)	1									1				
Affaires juridiques - Direction des affaires civiles	1													1
Gestion et planification immobilière	1													1
Grands parcs, verdissement et Mont-Royal	2												1	1
Infrastructures, voirie et transports - Direction des infrastructures	1													1
Infrastructures, voirie et transports - Direction des transports	2													2
Mise en valeur du territoire - Direction de l'habitation	1													1
Police - Direction des opérations policières	1									1				
Office municipal d'habitation de Montréal (OMHM)	2								2					
Executive Committee	6								4					2
Office of City Council Chairman	2													2

Chart 31

Charter files

Final response period

A. Charter investigations 2010-2015

	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, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
2010	2	1	1	12	13	9	7	20	1	66	
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	30.3	1.52	100%	94.22
2011	1	3	4	6	14	10	3	16	0	57	
%	1.75	5.26	7.02	10.53	24.56	17.54	5.26	28.07	0	100%	98.65
2012	5	1	1	7	10	11	13	31	0	79	
%	6.33	1.27	1.27	8.86	12.66	13.92	16.46	39.24	0	100%	121.09
2013	0	1	0	7	7	5	7	25	2	54	
%	0	1.85	0	12.96	12.96	9.26	12.96	46.3	3.7	100%	124.38
2014	0	1	0	0	3	3	4	18	7	36	
%	0	2.78	0	0	8.33	8.33	11.11	50	19.44	100%	155.21
2015	2	1	1	2	8	2	2	1	27	46	
%	4.35	2.17	2.17	4.35	17.39	4.35	4.35	2.17	58.7	100%	38.21

B. Charter investigations in 2015, regardless of the opening year

	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, 2016	TOTAL	AVERAGE DELAY IN WORKING DAYS
Number	2	1	1	2	8	2	2	15	37	70	
%	2.86	1.43	1.43	2.86	11.43	2.86	2.86	21.43	52.86	100%	168.33

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

Chart 32

Charter files

Results / By specific provision of the Charter

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Democracy			
Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures.	2	Still pending 2	–
Providing citizens with useful information.	2	Resolved by mediation 1 Still pending 1	62
Encouraging citizen participation.	2	Still pending 2	–
Supporting the use of appropriate communication practices.	1	Still pending 1	–
SUB-TOTAL	7		
Economic and Social Life			
Taking appropriate measures to ensure that housing meets public health and safety standards with regard to the health and safety of tenants.	5	Denied after investigation 1 Still pending 3 Withdrawal during investigation 1	31.5
SUB-TOTAL	5		
Environment and Sustainable Development			
Reconciling environmental and built heritage protection with cultural, social and economic development.	1	Still pending 1	–
Fostering the protection and enhancement of natural environments and the urban forest.	7	Follow-up on commitment 1 Ill-founded 3 Still pending 3	53.25
Fostering the continuous improvement of water quality along the city shoreline.	4	Ill-founded 4	8.5
Taking measures to reduce abusive irritants resulting from traffic.	1	Follow-up on commitment 1	7
Taking measures to reduce abusive irritants resulting from noise.	5	Resolved by mediation 1 Still pending 4	50
Preserving biodiversity and fostering its expansion in parks and green spaces.	2	Denied during investigation 1 Still pending 1	73
Promoting measures to increase cool areas.	2	Ill-founded 2	35.5
SUB-TOTAL	22		

Chart 32 (continued)

Charter files

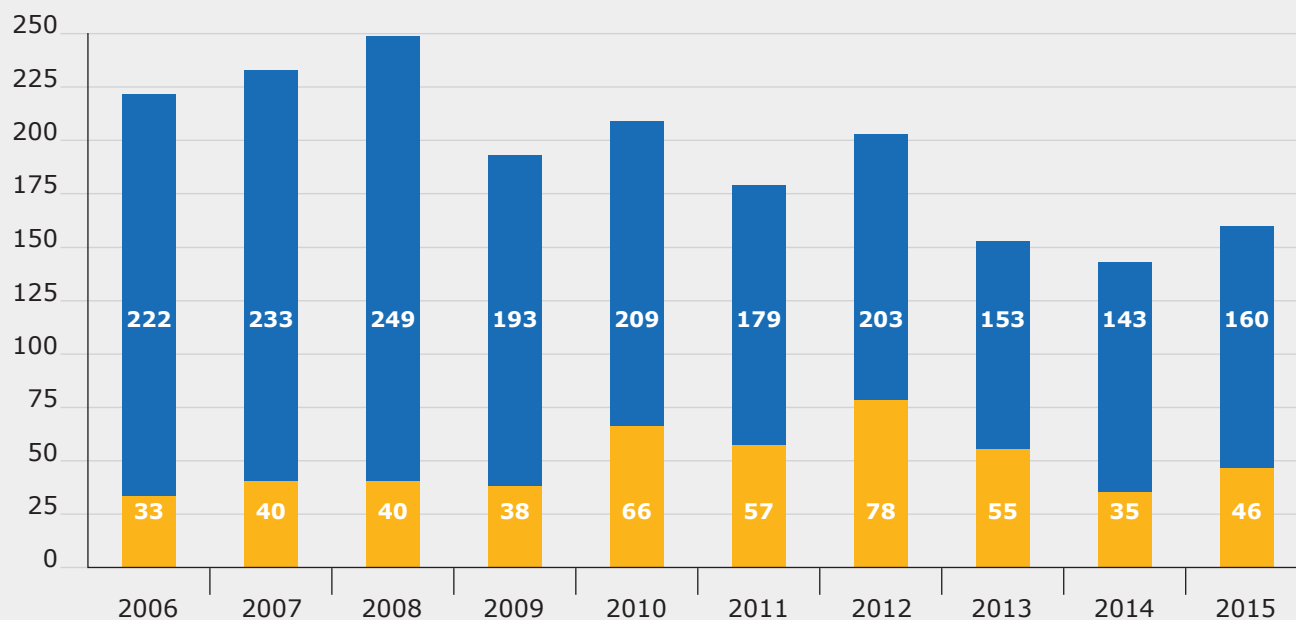
Results / By specific provision of the Charter

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Municipal Services			
Promoting flexibility in supplying municipal services to meet various citizen needs.	1	Ill-founded 1	31
Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programmes and services in general.	3	Still pending 3	–
Providing competent municipal services in a respectful and non-discriminatory manner.	6	Ill-founded 1 Commitment 1 Still pending 4	61
SUB-TOTAL	10		
Security			
Developing its territory in a safe manner.	5	Resolved by mediation 1 Still pending 4	36
Taking measures to ensure citizen security in public spaces, notably in parks and community and recreational facilities.	2	Denied after investigation 1 Resolved by mediation 1	54.5
Protecting people's property.	1	Still pending 1	–
Protecting people.	3	Denied after investigation 1 Resolved by mediation 1 Still pending 1	54.5
SUB-TOTAL	11		
TOTAL	55		

Chart 33

Charter files

Evolution / Number of complaints 2006-2015



Proportion of Charter investigations over all OdM investigations

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	55	35	46	488
Total number of OdM investigations per year	222	233	249	193	209	179	203	153	143	160	1944
%	14.86	17.17	16.06	19.69	31.58	31.84	38.42	35.95	24.48	28.75	25.1

Chart 34

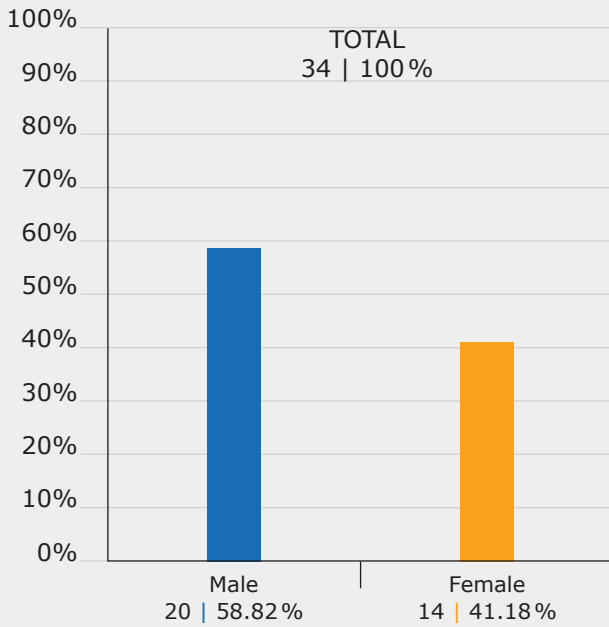
Charter files Results / By topic

TOPIC	TOTAL	WITHDRAWAL BEFORE INVESTIGATION	REFERRED VDM BEFORE INVESTIGATION	DENIED BEFORE INVESTIGATION	WITHDRAWAL DURING INVESTIGATION	LACK OF COLLABORATION OR REFUSAL OF SETTLEMENT	REDIRECTED DURING INVESTIGATION	DENIED AFTER INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Alley	1													1
Animal	1							1						
Application of Bylaws	2											1		1
Communication	3									1				2
Environment / Sustainable development	4								4					
Handicapped person	1								1					
Miscellaneous	1													1
Noise	3													3
Nuisance	2									1				1
Park and green space	1												1	
Public health and maintenance (cockroaches)	1													1
Public health and maintenance (mold)	2				1									1
Public health and maintenance (other)	2							1						1
Public participation	3													3
Quality of services	4								1					3
Road works / Public works	2									1				1
Safety	1													1
Traffic	2												1	1
Tree	7								4					3
Universal access	3													3
GRAND TOTAL	46	0	0	0	1	0	0	2	10	3	0	1	2	27

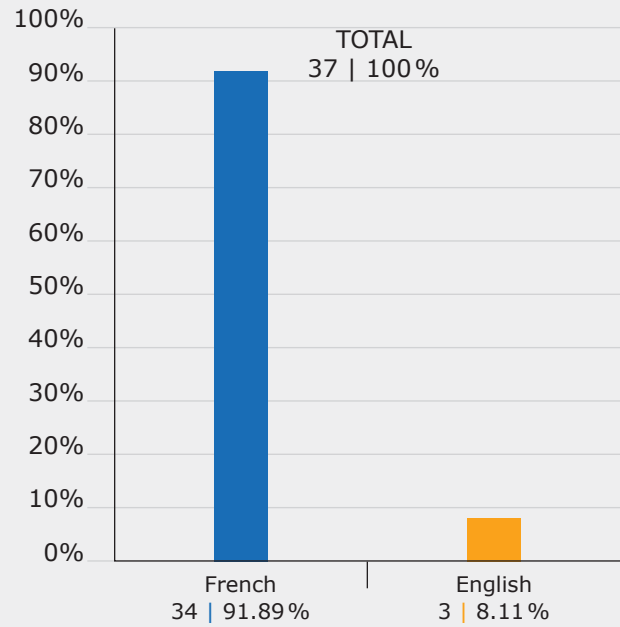
Chart 35

Charter files Demographic data

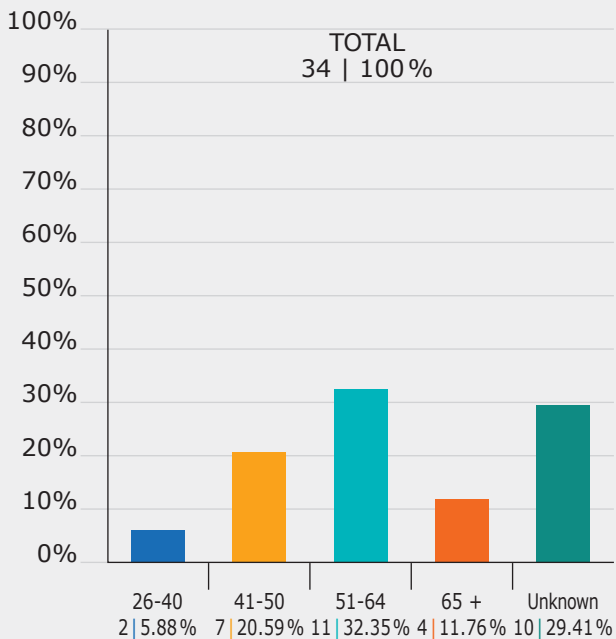
A. Gender



B. Language



C. Age Group



D. Origin

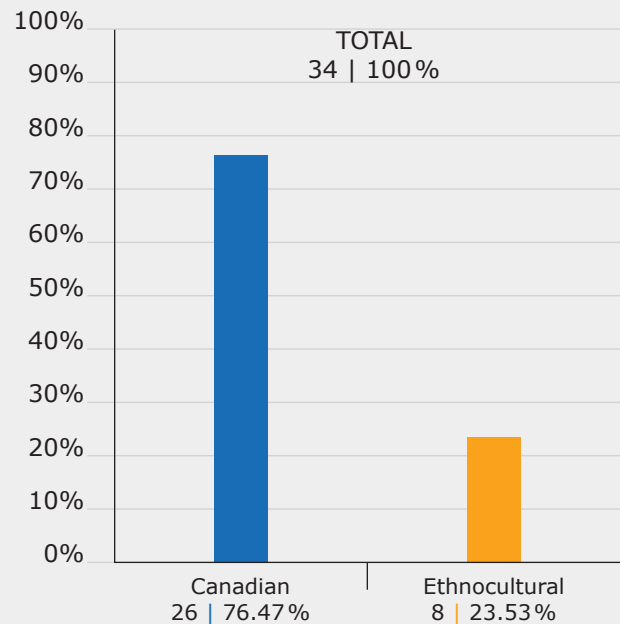
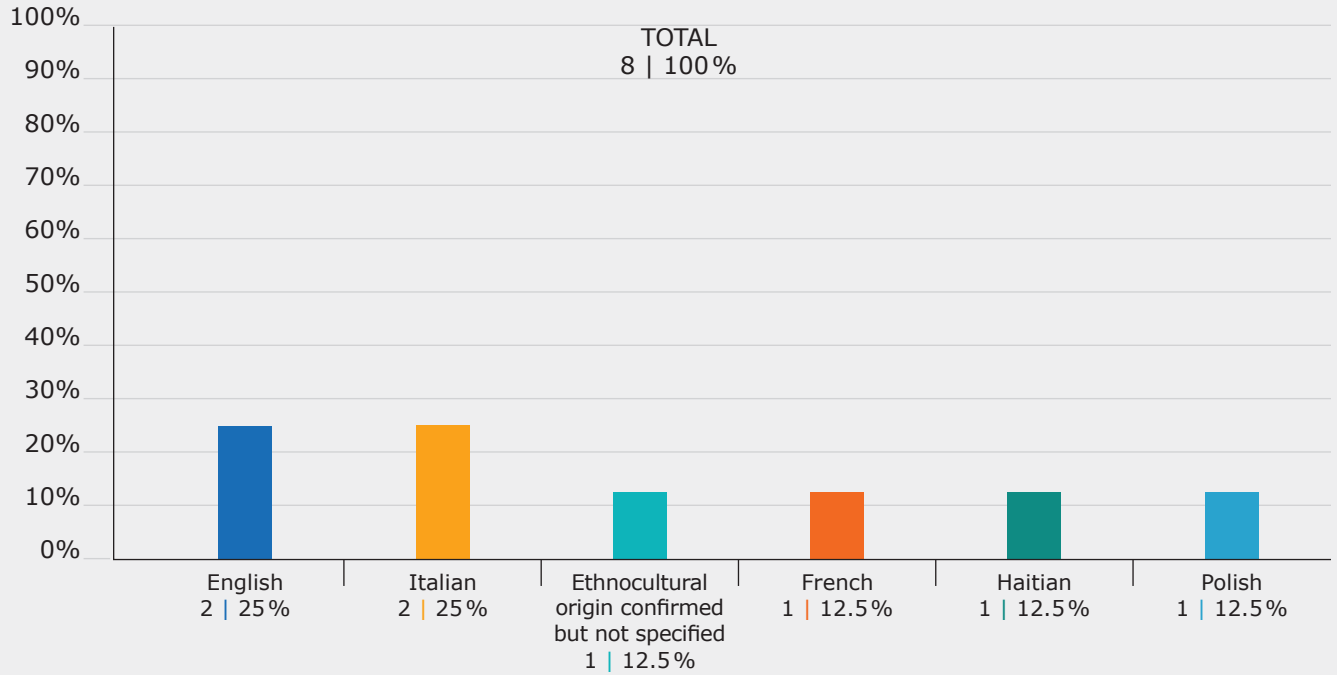


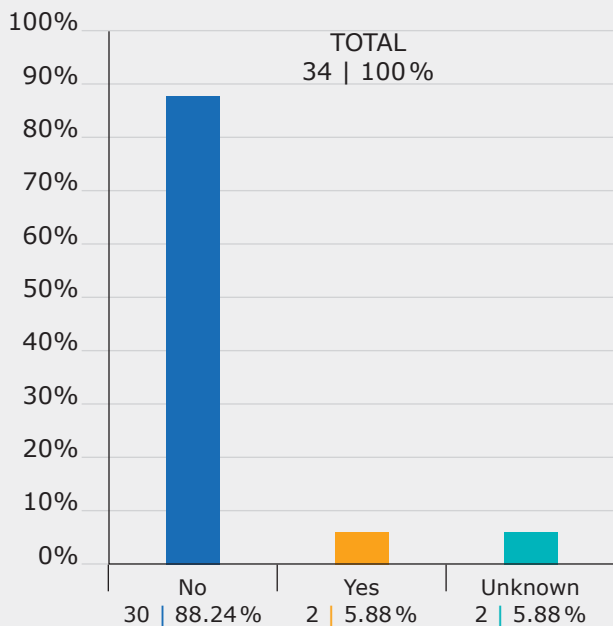
Chart 35 (continued)

Charter files Demographic data

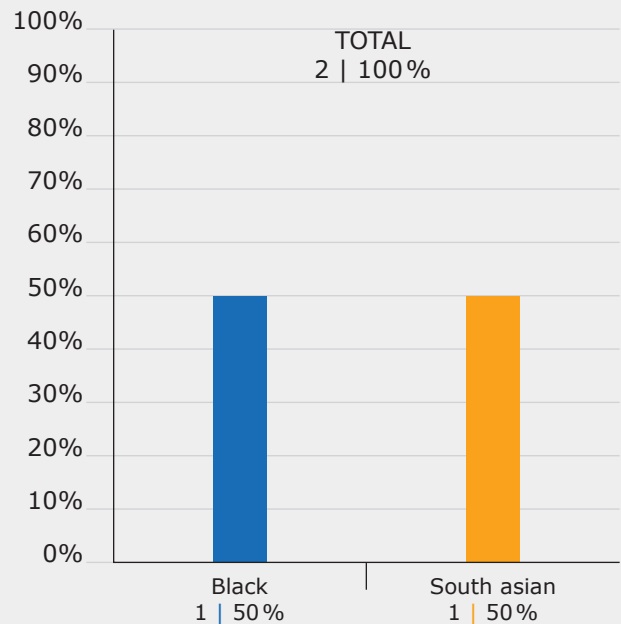
E. Details of declared ethnocultural origin



F. Visible minority



G. Details of declared visible minority



Note : Of the 46 Charter files handled in 2015, 9 were own motion investigations by the OdM and 3 came from groups of citizens.

Glossary - to better understand our topics

Access to information

Complaints relating to *Right of access* legislation; requests to obtain documents or information.

Acquired rights

Alleged acquired rights for uses or constructions which have become derogatory.

Alleged embezzlement

Alleged misappropriation of funds, fraud or collusion involving a City employee or representative.

Alley

Complaints regarding traffic in an alley; complaints related to illegal encroachments in alleys or the acquisition of an alley; complaints related to Green alleys; etc.

Animal

Complaints of excessive barking; too many animals in a dwelling; prohibition of dogs in parks; biting dogs; euthanasia orders; excrements not picked up; presence of rats; excessive presence of pigeons, squirrels, gulls, stray cats; horse carriages; etc.

Application of Bylaws

Complaints relating to municipal statutes in general, how they are applied and the merits of a Bylaw; complaints regarding the simultaneous application of many Bylaws; application of a municipal Bylaw which does not fall under a specific category.

Aqueduct / Sewer

Complaints relating to insufficient water pressure in houses; City drains; water leaks; accumulation of water; pipe problems; etc.

Cleanliness

Uncleanliness of a private property, a park, a street, an alley, etc.

Communication

Complaints about inadequate, insufficient or unclear municipal communication or relating to Ville de Montréal Website or Accès Montréal services and information.

Conduct of an employee / elected official

Complaints against a municipal employee or an elected official in the execution of his / her duty.

Conflict of interests

Alleged conflict of interests, real or apparent, within the municipal administration.

Court decision

Complaints against a Court decision, except the Montréal Municipal Court.

Culture

Complaints concerning municipal cultural events or institutions.

Cycling path / Bicycle

Complaints with regard to the implementation or maintenance of cycling paths; bicycles; Bixi.

Decision of the Agglomeration Council

Complaints related to an Agglomeration Council decision which we cannot link to another category. Our office has no jurisdiction over these decisions.

Decision of a Borough Council

Complaints relating to a Borough Council decision which we cannot link to another category. We generally do not have jurisdiction.

Decision of the City Council

Complaints relating to a City Council decision which we cannot link to another category. We generally do not have jurisdiction.

Decision of the Executive Committee

Complaints relating to an Executive Committee decision which we cannot link to another category. We generally do not have jurisdiction.

Driveway entrance

Complaints relating to the implementation or closing-down of a driveway entrance.

Environment / Sustainable development

Complaints relating to *Éco-quartiers* and *Éco-centres*; construction projects with an impact on eco-territories; pollution by industries; etc.

Evaluation / Real estate tax

Complaints regarding land evaluation and tax invoices; motion for review; late payments; refunds; agreements; etc.

Fence / Hedge

Complaints relating to municipal rules governing fences and hedges.

Financial compensation (aqueduct / sewer)

Financial claims for damages caused by the City's aqueduct or sewer systems.

Financial compensation (climate related event)

Financial claims relating to damages due to a climate related event such as an ice storm, strong winds, torrential rains, etc.

Financial compensation (fall on sidewalk)

Financial claims for damages suffered due to a fall on a sidewalk or on any other City property.

Financial compensation (municipal works)

Financial claims for damages caused by municipal works (snow removal, road maintenance, etc.).

Financial compensation (other)

Other financial claims which we cannot link to another category (unjustified detention, administrative errors, long delays to issue a permit, stealing in a municipal building, compensation for a day spent in Court, damages due to a police operation, etc.).

Financial compensation (pothole)

Financial claims for damages caused by a pothole.

Financial compensation (road incident)

Financial claims for damages due to a road incident, except potholes (collision with City vehicle, with a lamppost, etc.).

Financial compensation (storage of furniture)

Financial claims relating to the storage of furniture and other personal belongings of tenants who were evicted from their dwelling.

Financial compensation (tree)

Financial claims for damages caused by a municipal tree.

Fire safety

Complaints relating to inspections of the Service de sécurité incendie de Montréal; emergency exits in a building; etc.

Garbage / Recycling / Composting

Complaints relating to different types of garbage collection; storage of garbage; use of garbage bins; etc.

Handicapped person

Complaints regarding services and / or subsidies, offered or not, to persons with a handicap.

Human rights

Alleged discrimination based on the Charters of rights.

Labour relations

Complaints concerning the hiring process and other labour / employment related issues within the City. We generally do not have jurisdiction.

Library

Functioning of and access to municipal libraries.

Miscellaneous

Complaints concerning Ville de Montréal which we cannot link to another category (real estate transactions between citizens and the City, problems linked to civic addresses; etc.).

Municipal Court (functioning)

Complaints relating to the general administration of the Court; wording and clarity of documents; rules of practice; judicial processes; status of a specific file; etc.

Municipal Court judgment

Complaints against a judgment rendered by the Municipal Court. We do not have jurisdiction over judicial decisions.

Noise

Allegations of excessive and disrupting noise levels of all kinds (air conditioning, ventilation systems, commercial activities, etc.); application of relevant Bylaws.

Nuisance

Complaints related to any other type of nuisances such as foul odors, inconveniences due to construction sites (dust, noise), abandoned lands, noisy church bells, bright business lights, automobile running during the night, loud businesses or neighbours.

Parking / SRRR / Sticker

Complaints regarding the implementation or withdrawal of SRRR zones (street parking areas reserved for local residents), including the issuance of parking stickers; parking restrictions on streets; rates and functioning of parking meters; Stationnement de Montréal parking lots; etc.

Parking violation

Citizens contesting the appropriateness of a parking fine.

Park and green space

Complaints related to the safety of parks and their infrastructure / game equipments; events held in parks; protection of green spaces and the natural patrimony; etc.

Permit

Complaints regarding the issuance or refusal of permits; works done without a permit; etc.

Pound (other)

Complaints concerning the storage of vehicles in pounds, on behalf of the City; public auctions; etc.

Pound (storage of furniture)

Complaints from citizens who have been evicted from their dwellings, whose furniture has been taken over by the City, who are financially unable to retrieve them or need an extra delay to do so; complaints related to the handling and / or destruction of such goods.

Private dispute

Disputes not related to Ville de Montréal excluding the following topics: Court decision, Public organization, Tenant / Landlord relations.

Public health and maintenance (bed bugs)

Complaints regarding the application of Bylaws concerning the sanitation, maintenance and safety of dwellings: bed bugs.

Public health and maintenance (cockroaches)

Complaints regarding the application of Bylaws concerning the sanitation, maintenance and safety of dwellings: cockroaches.

Public health and maintenance (mold)

Complaints regarding the application of Bylaws concerning the sanitation, maintenance and safety of dwellings: mold.

Public health and maintenance (other)

Complaints regarding the application of Bylaws concerning the sanitation, maintenance and safety of dwellings excluding those related to mold, bed bugs, cockroaches, rats and mice.

Public health and maintenance (rats and mice)

Complaints regarding the application of Bylaws concerning the sanitation, maintenance and safety of dwellings: rats or mice.

Public market

Complaints regarding a public market.

Public organization

Complaints regarding a federal, provincial or municipal (other than Montréal) organization.

Public participation

Complaints related to a Public Consultation process; a Referendum process; the public's question periods at (municipal) Councils public assemblies; etc.

Quality of services

Dissatisfaction towards a municipal service such as failure to return calls, disrespectful behaviour, incomplete or inaccurate information provided to citizens, unreasonable response time, etc.

Right of initiative

Complaints relating to the Right of initiative provided for in the *By-law concerning the Montréal Charter of Rights and Responsibilities and the Right of initiative*.

Road works / Public works

Complaints related to maintenance and repair of roads, streets and sidewalks; lighting network; graffiti; street line marking; sewer lids displaced; different type of collections such as dead leaves, Christmas trees, cumbersome objects (except garbage, recycling and composting); etc.

Safety

Files concerning a safety issue on the municipal territory, for example, in a public space.

Scientific institution

Complaints regarding the Biodôme, the Insectarium, the Jardin botanique and the Planétarium (safety in parking lots, fees, etc.).

Snow removal

Complaints relating to snow removal operations; timing of snow removal; problems which occurred during snow removal operations; etc.

Social housing / HLM / Housing subsidy

Complaints related to low rent housing dwellings managed by the OMHM or the SHDM; waiting lists; maintenance; relations with janitor; sanctions; etc.

Sport and leisure

Complaints regarding community gardens, sport centers, fields for team sports, public pools, including access to and functioning rules of activities.

Subsidy other than housing

Complaints related to all municipal subsidy programs in Montréal such as the residential renovation subsidies, home ownership subsidies and subsidies for cultural events, except the housing subsidy (rent supplement – social housing).

Tax (except real estate)

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

Taxi

Complaints related to the presence of a taxi stand, to the quality of taxi services or to rules governing taxis in Montréal.

Tenant / Landlord relations

Complaints about problems between a tenant and his private landlord.

Tender / Contract

Complaints against tenders not awarded; tenders too restrictive; allegations of bias; etc.

Towing

Complaints related to towing activities in Montréal.

Traffic

Complaints related to traffic signs, traffic lights, traffic irritants, speed bumps, etc.

Transportation

Complaints regarding public transportation. We generally do not have jurisdiction.

Tree

Complaints relating to the pruning, the cutting-down or the planting of trees.

Universal access

Universal access to municipal services, municipal information, municipal buildings and public places, for persons who are physically or intellectually challenged.

Violation of law

Citizens contesting the appropriateness of a fine or any another penalty imposed, except parking (Criminal Code, Highway Safety Code, etc.).

Volunteer work

Complaints relating to volunteers within municipal activities.

Winter temporary shelter

Complaints concerning winter temporary car shelters (TEMPO).

Withdrawal (Statement of offence)

Complaints asking that the issuing department requests the withdrawal of a Statement of offence which would have been issued by mistake.

Zoning / Urban planning / Exemption

Complaints regarding zoning rules which determine the authorized activities, in a given area; complaints against exemptions granted or denied for a specific construction project; etc.



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