

2011
ANNUAL REPORT
ADDENDUM D

Untying the deadlocks



ADDENDUM D

LIST OF DOCUMENTS AND CHARTS AVAILABLE ON OUR WEBSITE

A. 2011 CHARTS – ALL FILES COMBINED, INCLUDING CHARTER FILES

CHART 1	Requests handled in 2011	4
CHART 2	Evolution – Number of requests received	5
CHART 2A	Evolution – Number of thorough investigations	8
CHART 3	Results / By topic	11
CHART 4	Evolution – Number of requests received from 2004 to 2011	16
CHART 5	Final response period	17
CHART 6	Mode of submission of complaints	18
CHART 7	Demographic data	19

● **Boroughs**

CHART 8	Evolution – Number of complaints	21
CHART 9	Topic of complaints	22
CHART 10	Results	38
CHART 11	Final response period	40

● **Central Departments**

CHART 12	Evolution – Number of complaints	42
CHART 13	Topic of complaints	45
CHART 14	Results	51
CHART 15	Final response period	55

● **Paramunicipal Agencies, City-Controlled Corporations and other City related Organizations**

CHART 16	Evolution – Number of complaints	58
CHART 17	Topic of complaints	59
CHART 18	Results	61
CHART 19	Final response period	62

● **Political Entities**

CHART 20	Evolution – Number of complaints	63
CHART 21	Topic of complaints	64
CHART 22	Results	65
CHART 23	Final response period	66

B. 2011 CHARTS – CHARTER FILES ONLY

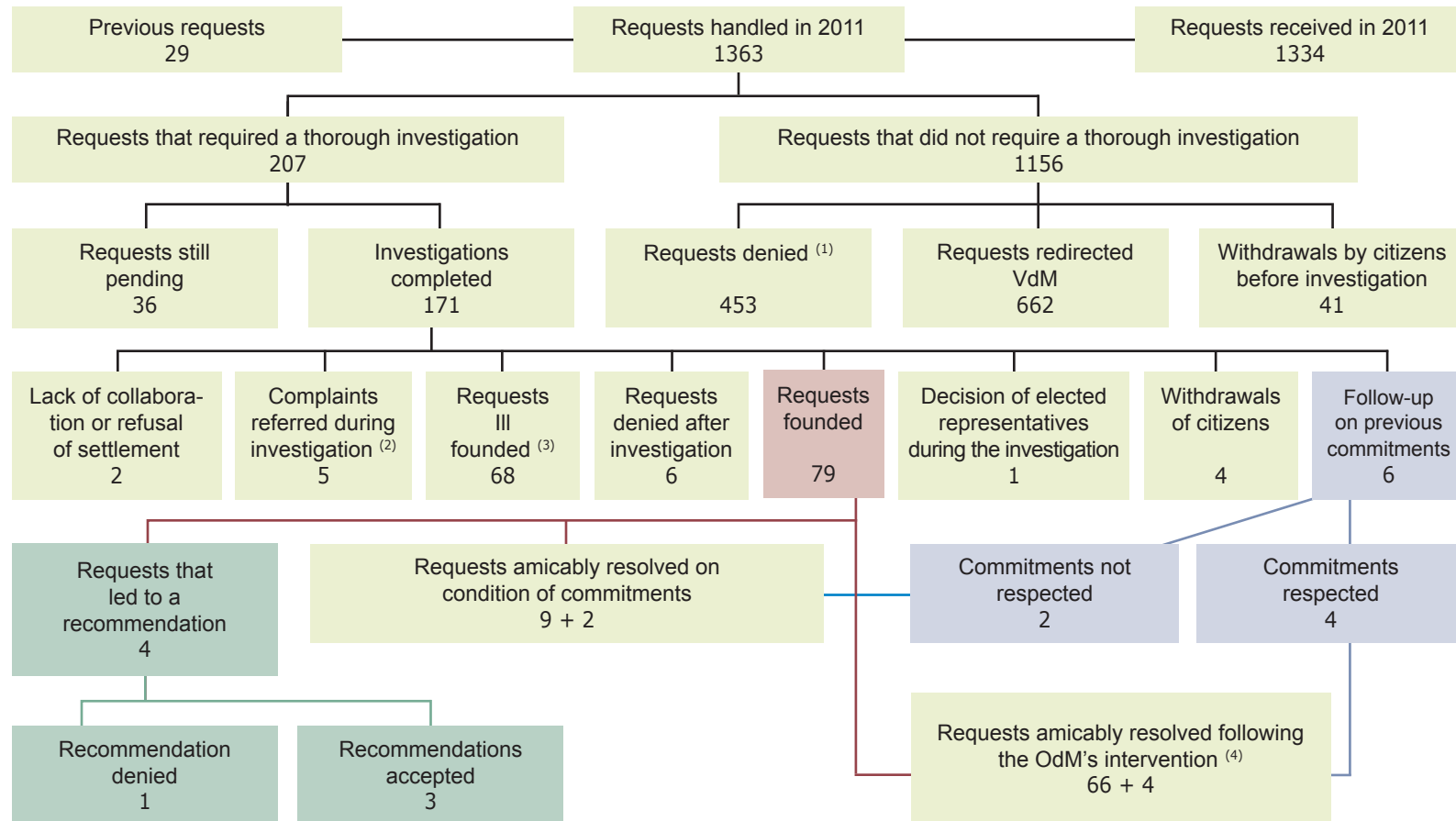
CHART 24	Number of complaints / By topic	67
CHART 25	Results / By chapter	69
CHART 26	Topic of complaints / By entity	70
CHART 27	Results / By entity	77
CHART 28	Final response period	80
CHART 29	Results / By specific provision	81
CHART 30	Evolution / Number of complaints 2006-2011	85
CHART 31	Results / By topic	86
CHART 32	Demographic data	88

C. GLOSSARY **89**

CHART 1

REQUESTS HANDLED IN 2011

Including Charter files



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

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

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

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

EVOLUTION – NUMBER OF REQUESTS RECEIVED

Including Charter files

TOPIC	2011	2010	2009
Access to information	12	21	39
Acquired rights	2	2	1
Alley	8	14	12
Animal	15	14	10
Application of By-laws	34	56	42
Aqueduct / Sewer	26	15	13
Cleanliness	10	10	12
Communications	23	16	25
Conduct of an employee	69	79 ⁽¹⁾	96
Conflict of interests	2	4	0
Court decision	5	10 ⁽²⁾	34
Culture	1	0	1
Cycling path	3	3	4
Decision of a Borough Council	3	7	2
Decision of the City Council	2	3	3
Decision of the Executive Committee	0	1	3
Driveway entrance	4	3	3
Environment / Sustainable development	4	3	3
Evaluation / Real estate tax	33	37	35
Fence	7	3	6
Financial compensation (aqueduct / sewer)	4	6	11
Financial compensation (fall on sidewalk)	6	12	27
Financial compensation (municipal pound)	3	3	5
Financial compensation (municipal works)	5	8	11

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

(2) Since 2010, this category does not include judgments from the Municipal Court.

CHART 2 (CONTINUED)

EVOLUTION – NUMBER OF REQUESTS RECEIVED

Including Charter files

TOPIC	2011	2010	2009
Financial compensation (others)	22	17	49
Financial compensation (pothole)	2	1	8
Financial compensation (road incident)	5	6	8
Financial compensation (tree)	2	3	2
Fire / Public safety	8	9	12
Garbage / Recycling	19	17	30
Handicapped person	11	12	9
Human rights	3	1	6
Labour relations	26	33	39
Library	5	3	2
Miscellaneous	42	30	46
Municipal Court	105	89	80
Municipal Court Judgment	16	26	N/A ⁽³⁾
Noise	38	35	36
Nuisance	13	16	23
Parking / SRRR / Vignettes	47	75	54
Parks and green spaces	5	11	4
Permit	53	53	41
Pound (others)	2	7	5
Pound (storage of furniture)	31	43	29
Private dispute	92	100	N/A ⁽⁴⁾
Public health (bed bugs)	10	6	1
Public health (cockroaches)	0	0	1
Public health (mold)	5	1	7

(3) New category since 2010.

(4) New category since 2010.

EVOLUTION – NUMBER OF REQUESTS RECEIVED

Including Charter files

TOPIC	2011	2010	2009
Public health (others)	29	20	19
Public health (rats and mice)	3	5	1
Public organization	123	143	123
Public participation	3	5	3
Right of initiative	2	N/A ⁽⁵⁾	N/A ⁽⁵⁾
Road works / Public works	51	42	63
Scientific institutions	2	0	0
Snow removal	7	11	19
Social housing / HLM / Housing Subsidies	100	105	94
Sports and leisure	15	10	15
Subsidy other than housing	23	28	19
Tax (except real estate)	16	19	23
Taxi	5	4	0
Tenant / Landlord relations	15	19	28
Tenders	4	1	7
Towing	4	2	8
Traffic	28	12	22
Transportation	10	12	21
Tree	12	25	35
Universal access	3	4	2
Violation of law	11	24	29
Winter temporary shelter	4	2	2
Zoning / Urban planning / Exemption	21	27	17
TOTAL	1334	1444	1444

(5) New category since 2011.

CHART 2A

EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

Including Charter files

TOPIC	2011	2010	2009
Access to information	1	0	2
Acquired rights	1	1	0
Alley	2	3	5
Animal	3	1	1
Application of By-laws	8	10	9
Aqueduct / Sewer	2	4	3
Cleanliness	2	0	2
Communications	9	8	3
Conduct of an employee	4	1	2
Cycling path	0	1	0
Decision of a Borough Council	1	0	1
Decision of the City Council	1	0	0
Driveway entrance	0	1	1
Environment / Sustainable development	1	2	0
Evaluation / Real estate tax	4	3	8
Fence	1	1	0
Financial compensation (aqueduct / sewer)	1	0	0
Financial compensation (fall on sidewalk)	1	1	3
Financial compensation (municipal pound)	1	0	0
Financial compensation (municipal works)	1	2	0
Financial compensation (others)	1	2	1
Fire / Public safety	2	2	3
Garbage / Recycling	4	1	4
Handicapped person	2	7	3

EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

Including Charter files

TOPIC	2011	2010	2009
Library	1	1	0
Miscellaneous	8	5	1
Municipal Court	7	10	12
Noise	11	10	16
Nuisance	4	1	9
Parking / SRRR / Vignettes	6	12	7
Parks and green spaces	3	4	2
Permit	8	8	6
Pound (others)	0	2	3
Pound (storage of furniture)	8	28	20
Private dispute	1	0	0
Public health (bed bugs)	1	3	0
Public health (mold)	2	0	1
Public health (others)	3	6	3
Public health (rats and mice)	0	1	0
Public participation	1	3	2
Right of initiative	1	0	0
Road works / Public works	4	9	5
Snow removal	0	1	2
Social housing / HLM / Housing subsidies	28	18	17
Sports and leisure	2	1	1
Subsidy other than housing	6	5	5
Tax (except real estate)	5	5	4
Taxi	1	2	0

CHART 2A (CONTINUED)

EVOLUTION – NUMBER OF THOROUGH INVESTIGATIONS

Including Charter files

TOPIC	2011	2010	2009
Tenders	0	0	1
Towing	0	0	5
Traffic	9	3	4
Tree	1	6	6
Universal access	0	3	2
Winter temporary shelter	1	0	0
Zoning / Urban planning / Exemption	4	11	8
TOTAL	179	209	193

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	12		1	10						1					
Acquired rights	2		1							1					
Alley	8	2	4										1		1
Animal	15		11	1	1						1				1
Application of By-laws	34	2	24				1			1	1	1			4
Aqueduct / Sewer	26	2	22							1					1
Cleanliness	10		8							1	1				
Communications	23	1	10	3						1	7			1	
Conduct of an employee	69	1	37	27		1	1				2				
Conflict of interests	2		1	1											
Court decision	5			5											
Culture	1	1													
Cycling path	3		3												
Decision of a Borough Council	3	1		1				1							
Decision of the City Council	2			1				1							
Driveway entrance	4		4												
Environment / Sustainable development	4		3							1					

CHART 3 (CONTINUED)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VDM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Evaluation / Real estate tax	33	1	19	9			1			2	1				
Fence	7		6							1					
Financial compensation (aqueduct / sewer)	4		1	2							1				
Financial compensation (fall on sidewalk)	6			5							1				
Financial compensation (municipal pound)	3		1	1							1				
Financial compensation (municipal works)	5		1	3						1					
Financial compensation (others)	22		7	14						1					
Financial compensation (pothole)	2			2											
Financial compensation (road incident)	5		1	4											
Financial compensation (tree)	2			2											
Fire / Public safety	8		6							1			1		
Garbage / Recycling	19	3	9	3							2				2
Handicapped person	11		8	1						1	1				
Human rights	3		2	1											

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Labour relations	26			26											
Library	5	1	3								1				
Miscellaneous	42	1	23	10	1			2		2	2				1
Municipal Court	105	4	85	9						5	2				
Municipal Court judgment	16			16											
Noise	38		23	4	1		1			3	5				1
Nuisance	13	1	7	1									1		3
Parking / SRRR / Vignettes	47	2	24	15						1			1		4
Parks and green spaces	5		2											3	
Permit	53	3	42		1				1	3	2				1
Pound (others)	2		1	1											
Pound (storage of furniture)	31	1	20	2						4	2	1			1
Private dispute	92			91				1							
Public health (bed bugs)	10		9								1				
Public health (mold)	5		3												2
Public health (others)	29	2	24							1	1		1		

CHART 3 (CONTINUED)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health (rats and mice)	3		3												
Public organization	123			123											
Public participation	3		2				1								
Right of initiative	2		1							1					
Road works / Public works	51	4	43								3				1
Scientific institutions	2		2												
Snow removal	7		7												
Social housing / HLM / Housing subsidies	100	5	60	7		1		1		9	11		1	2	3
Sports and leisure	15		13							2					
Subsidy other than housing	23		15	2						5					1
Tax (except real estate)	16		5	6						4	1				
Taxi	5		4							1					
Tenant / Landlord relations	15			15											
Tenders	4	1	2	1											
Towing	4		4												
Traffic	28	1	16	2						2	1		3		3

RESULTS / BY TOPIC

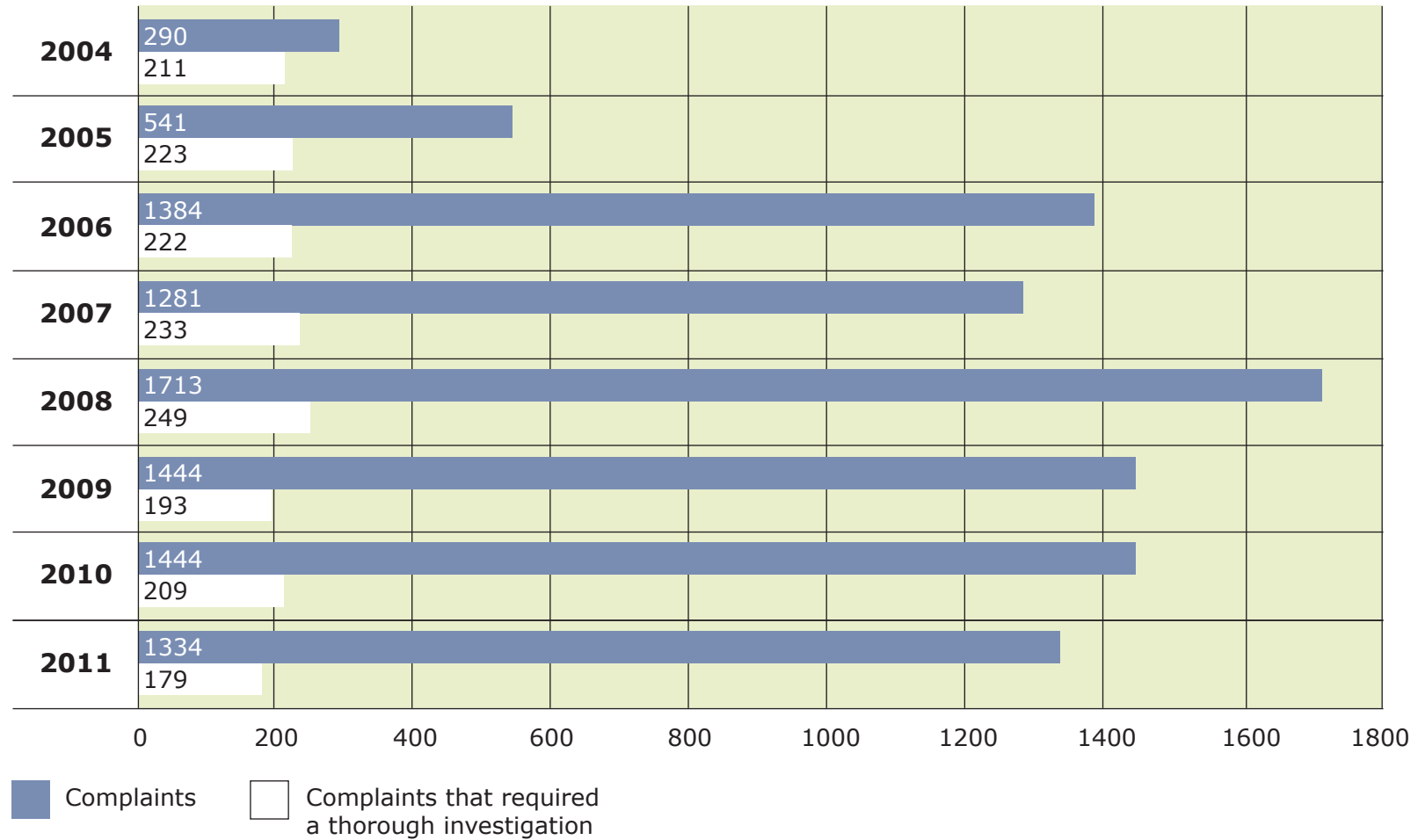
Including Charter files

TOPIC	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Transportation	10			10											
Tree	12		10	1						1					
Universal Access	3		2	1											
Violation of law	11			11											
Winter temporary shelter	4		3								1				
Zoning / Urban planning / Exemption	21	1	13	3						3					1
GRAND TOTAL	1334	41	658	456	4	2	5	6	1	61	52	2	9	6	31

CHART 4

EVOLUTION – NUMBER OF REQUESTS RECEIVED - FROM 2004 TO 2011

Including Charter files



FINAL RESPONSE PERIOD

Including Charter files

A. ALL REQUESTS INCLUDED

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
2009	1225	48	24	32	54	35	12	14	0	1444	6.71 Days
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.97	0	100%	
2010	1172	77	35	46	51	25	10	24	4	1444	7.12 Days
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.66	0.28	100%	
2011	1085	69	30	43	42	17	9	6	33	1334	4.63 Days
%	81.33	5.17	2.25	3.22	3.15	1.27	0.67	0.45	2.47	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, 2012	TOTAL	AVERAGE DELAY in working days
2009	15	13	20	30	54	35	12	14	0	193	42.67 Days
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	7.25	0	100%	
2010	7	22	24	43	50	25	10	24	4	209	41.62 Days
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	11.48	1.91	100%	
2011	12	12	13	39	41	17	9	6	30	179	25.77 Days
%	6.7	6.7	7.26	21.79	22.91	9.5	5.03	3.35	16.76	100%	

CHART 6

MODE OF SUBMISSION OF COMPLAINTS

Including Charter files

MODE	NUMBER 2011	%	NUMBER 2010	%
By E-mail	196	14.69	178	12.33
By fax	31	2.32	39	2.7
By mail	85	6.37	77	5.33
By phone	871	65.29	996	68.98
In person	130	9.75	138	9.56
Investigations initiated by the Odm	21	1.57	16	1.11
TOTAL	1334	100%	1444	100%

DEMOGRAPHIC DATA
COMPLAINTS RECEIVED IN 2011

Including Charter files

A. GENDER

GENDER	NUMBER	%
Female	576	44.41
Male	721	55.59
TOTAL	1297⁽¹⁾	100%

B. LANGUAGE

LANGUAGE	NUMBER	%
French	1063	80.96
English	250	19.04
TOTAL	1313⁽¹⁾	100%

C. AGE GROUP (2)

AGE GROUP	NUMBER	%
Under 18	1	0.08
18-25	24	1.85
26-40	197	15.19
41-50	180	13.89
51-64	204	15.73
65 +	186	14.34
Unknown	505	38.94
TOTAL	1297⁽¹⁾	100%

D. ORIGIN (3)

ORIGIN	NUMBER	%
Canadian	804	61.99
Ethnocultural	397	30.61
Unknown	96	7.4
TOTAL	1297⁽¹⁾	100%

E. DETAILED ETHNOCULTURAL ORIGIN

ORIGIN	NUMBER	%
American (USA)	2	0.5
Australian	2	0.5
Belgian	1	0.25
Brasilian	1	0.25
Cameroonian	2	0.5
Chinese	11	2.77
Congolese	1	0.25
Czech	3	0.76
Egyptian	3	0.76
English	3	0.76
French	25	6.3
German	5	1.26
Greek	7	1.76
Haitian	24	6.05
Indian	1	0.25
Iranian	1	0.25
Italian	58	14.61
Jamaican	1	0.25
Jewish	4	1.01
Jordanian	1	0.25
Lebanese	4	1.01
Metis	1	0.25
Morrocan	3	0.76
Peruvian	1	0.25
Polish	3	0.76

(1) 21 investigations were initiated by the OdM and 16 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 61.08 % of respondents gave the information.

(3) This information was provided on a voluntary basis : 92.6 % of respondents gave the information.

CHART 7 (CONTINUED)

DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2011

Including Charter files

E. DETAILED ETHNOCULTURAL ORIGIN (CONTINUED)

ORIGIN	NUMBER	%
Portuguese	1	0.25
Romanian	5	1.26
Russian	7	1.76
Spanish	1	0.25
Swiss	1	0.25
Trinidadian	1	0.25
Tunisian	2	0.5
Turkish	2	0.5
Vietnamese	3	0.76
Yougoslav	1	0.25
Ethnocultural origin confirmed but not specified	205	51.64
TOTAL	397	100%

F. VISIBLE MINORITY (4)

VISIBLE MINORITY	NUMBER	%
No	954	73.55
Yes	171	13.18
Unknown	172	13.26
TOTAL	1297⁽¹⁾	100%

G. DETAILED DECLARED VISIBLE MINORITIES

VISIBLE MINORITY	NUMBER	%
Arabic	59	34.5
Asian	21	12.28
Black	63	36.84
Latin American	23	13.45
South Asian (Tamils, Pakistani, Hindu)	5	2.92
TOTAL	171	100%

(1) 21 investigations were initiated by the OdM and 16 complaints were submitted by a corporation.

(4) This information was provided on a voluntary basis: 86.73 % of respondents gave the information.

**EVOLUTION – NUMBER OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	2011	2010	2009
Ahuntsic-Cartierville	38	49	62
Anjou	7	11	9
Côte-des-Neiges – Notre-Dame-de-Grâce	52	66	31
L'Île-Bizard – Sainte-Geneviève	8	2	6
Lachine	14	4	3
LaSalle	25	20	23
Le Plateau-Mont-Royal	67	76	70
Le Sud-Ouest	40	27	30
Mercier – Hochelaga-Maisonneuve	45	27	49
Montréal-Nord	13	25	16
Outremont	4	15	4
Pierrefonds-Roxboro	12	22	6
Rivière-des-Prairies – Pointe-aux-Trembles	29	28	33
Rosemont – La Petite-Patrie	51	47	46
Saint-Laurent	13	9	12
Saint-Léonard	3	8	5
Verdun	25	26	22
Ville-Marie	61	75	60
Villeray – Saint-Michel – Parc-Extension	34	20	29
Files concerning all boroughs	1	0	2
TOTAL	542	557	518

CHART 9

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Ahuntsic-Cartierville	Access to information	1
	Application of By-laws	3
	Aqueduct / Sewer	2
	Cleanliness	1
	Communications	3
	Garbage / Recycling	1
	Human rights	1
	Noise	1
	Nuisance	3
	Parking / SRRR / Vignettes	2
	Parks and green spaces	3
	Permit	1
	Pound (storage of furniture)	2
	Public health (bed bugs)	1
	Public health (mold)	2
	Public health (others)	2
	Road works / Public works	4
	Snow removal	1
	Sports and leisure	1
	Tree	1
Zoning / Urban planning / Exemption	2	
TOTAL	38	

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Anjou	Application of By-laws	1
	Public health (mold)	1
	Road works / Public works	1
	Traffic	2
	Zoning / Urban planning / Exemption	2
	TOTAL	7
Côte-des-Neiges – Notre-Dame-de-Grâce	Access to information	1
	Acquired rights	1
	Animal	1
	Application of By-laws	10
	Aqueduct / Sewer	4
	Communications	2
	Conduct of an employee	2
	Fence	1
	Financial compensation (aqueduct/sewer)	1
	Garbage / Recycling	4
	Library	1
	Miscellaneous	2
	Noise	1
	Nuisance	1
	Parking / SRRR / Vignettes	3
Parks and green spaces	1	

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Côte-des-Neiges – Notre-Dame-de-Grâce (continued)	Permit	5
	Pound (storage of furniture)	1
	Public health (bed bugs)	1
	Public health (mold)	1
	Road works / Public works	3
	Traffic	2
	Tree	2
	Universal access	1
	TOTAL	52
L'Île-Bizard – Sainte-Geneviève	Application of By-laws	2
	Aqueduct / Sewer	1
	Cleanliness	1
	Conduct of an employee	1
	Fence	1
	Noise	2
		TOTAL

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Lachine	Animal	1
	Aqueduct / Sewer	1
	Conduct of an employee	1
	Fence	1
	Handicapped person	3
	Noise	2
	Public health (bed bugs)	1
	Public health (others)	1
	Road works / Public works	1
	Sports and leisure	1
	Winter temporary shelter	1
TOTAL	14	

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
LaSalle	Application of By-laws	1
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	3
	Environment / Sustainable development	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	6
	Public health (others)	1
	Public participation	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	3
TOTAL	25	

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Le Plateau-Mont-Royal	Animal	1
	Application of By-laws	4
	Aqueduct / Sewer	2
	Conduct of an employee	3
	Decision of the Borough Council	1
	Driveway entrance	1
	Fence	1
	Garbage / Recycling	3
	Handicapped person	1
	Miscellaneous	4
	Noise	3
	Parking / SRRR / Vignettes	7
	Permit	8
	Public health (others)	3
	Public health (rats and mice)	2
	Road works / Public works	10
	Snow removal	3
	Sports and leisure	2
	Tenders	1
	Traffic	2
Tree	1	
Zoning / Urban planning / Exemption	4	
TOTAL	67	

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Le Sud-Ouest	Aqueduct / Sewer	3
	Cleanliness	1
	Communications	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	1
	Handicapped person	1
	Library	1
	Noise	3
	Parking / SRRR / Vignettes	3
	Parks and green spaces	1
	Permit	9
	Pound (storage of furniture)	2
	Public health (bed bugs)	2
	Public health (others)	1
	Public participation	1
	Road works / Public works	2
	Sports and leisure	1
	Subsidy (other than housing)	1
	Traffic	1
Zoning / Urban planning / Exemption	3	
TOTAL	40	

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Mercier – Hochelaga-Maisonneuve	Animal	6
	Application of By-laws	4
	Aqueduct / Sewer	4
	Conduct of an employee	1
	Cleanliness	1
	Fire / Public safety	1
	Garbage / Recycling	1
	Library	2
	Miscellaneous	1
	Noise	1
	Permit	6
	Pound (storage of furniture)	1
	Road works / Public works	7
	Snow removal	1
	Sports and leisure	1
	Temporary winter shelter	2
	Traffic	3
	Tree	2
	TOTAL	45

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Montréal-Nord	Alley	1
	Application of By-laws	1
	Garbage / Recycling	1
	Miscellaneous	2
	Permit	4
	Public health (others)	2
	Towing	1
	Traffic	1
	TOTAL	13
Outremont	Garbage / Recycling	1
	Public health (others)	1
	Public health (rats and mice)	1
	Towing	1
	TOTAL	4

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Pierrefonds-Roxboro	Alley	1
	Application of By-laws	1
	Aqueduct / Sewer	3
	Conduct of an employee	1
	Fence	1
	Garbage / Recycling	1
	Nuisance	1
	Traffic	1
	Violation of law	1
	Zoning / Urban planning / Exemption	1
TOTAL	12	

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Rivière-des-Prairies – Pointe-aux-Trembles	Acquired rights	1
	Application of By-laws	3
	Aqueduct / Sewer	1
	Cleanliness	1
	Fence	2
	Fire / Public safety	1
	Garbage / Recycling	1
	Handicapped person	1
	Noise	4
	Nuisance	1
	Permit	4
	Pound (storage of furniture)	2
	Public health (others)	1
	Road works / Public works	1
	Snow removal	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	1
	TOTAL	29

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Rosemont – La Petite-Patrie	Alley	4
	Animal	3
	Application of By-laws	1
	Aqueduct / Sewer	1
	Conduct of an employee	2
	Cleanliness	1
	Cycling path	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	2
	Handicapped person	1
	Miscellaneous	2
	Nuisance	1
	Parking / SRRR / Vignettes	2
	Permit	8
	Pound (storage of furniture)	1
	Public health (others)	6
	Road works / Public works	6
	Snow removal	1
	Sports and leisure	2
Traffic	3	
Zoning / Urban planning / Exemption	1	
TOTAL	51	

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Saint-Laurent	Parking / SRRR / Vignettes	1
	Parks and green spaces	1
	Permit	1
	Public health (bed bugs)	1
	Road works / Public works	2
	Sports and leisure	3
	Tax (except real estate)	1
	Tenders	2
	Traffic	1
TOTAL	13	
Saint-Léonard	Conduct of an employee	1
	Public health (others)	2
	TOTAL	3

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Verdun	Application of By-laws	2
	Conduct of an employee	2
	Evaluation / Real estate tax	1
	Handicapped person	2
	Miscellaneous	2
	Noise	3
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	3
	Public health (bed bugs)	2
	Public health (others)	1
	Road works / Public works	2
	Sports and leisure	1
	Zoning / Urban planning / Exemption	2
	TOTAL	25

CHART 9 (CONTINUED)

TOPIC OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Ville-Marie	Alley	1
	Animal	1
	Conduct of an employee	1
	Cleanliness	1
	Communications	3
	Culture	1
	Fire / Public safety	1
	Garbage / Recycling	3
	Human rights	1
	Library	1
	Noise	13
	Nuisance	1
	Parking / SRRR / Vignettes	4
	Permit	3
	Pound (storage of furniture)	11
	Public health (others)	1
	Road works / Public works	8
	Sports and leisure	1
	Traffic	2
	Tree	2
Zoning / Urban planning / Exemption	1	
TOTAL	61	

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2011
Villeray – Saint-Michel – Parc-Extension	Access to information	1
	Application of By-laws	1
	Aqueduct / Sewer	1
	Cleanliness	1
	Communications	1
	Driveway entrance	1
	Environment / Sustainable development	1
	Noise	2
	Nuisance	3
	Permit	2
	Pound (storage of furniture)	2
	Public health (others)	4
	Road works / Public works	6
	Sports and leisure	1
	Temporary winter shelter	1
	Traffic	5
	Zoning / Urban planning / Exemption	1
TOTAL	34	
Files concerning all boroughs	Animal	1
	TOTAL	1

CHART 10

RESULTS BY BOROUGH

Including Charter files

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville	38	1	22	1	1		1			1	5		1	2	3
Anjou	7	1	4	1						1					
Côte-des-Neiges – Notre-Dame-de-Grâce	52	4	32		1					4	5		1		5
L'Île-Bizard – Sainte-Geneviève	8		6							1					1
Lachine	14		11								3				
LaSalle	25	1	15	1		1				4	1	1			1
Le Plateau-Mont-Royal	67	2	55	3			1			3	2				1
Le Sud-Ouest	40	3	26	1			1			1	2		1	1	4
Mercier – Hochelaga-Maisonneuve	45	4	36	1						1	2				1
Montréal-Nord	13	1	10							1					1
Outremont	4		3												1
Pierrefonds-Roxboro	12	3	4	1							1				3
Rivière-des-Prairies–Pointe-aux-Trembles	29	3	20							3	1	1			1
Rosemont – La Petite-Patrie	51	1	38	1	2			1	1	3					4

**RESULTS
BY BOROUGH**

Including Charter files

BOROUGH	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Saint-Laurent	13	12								1					
Saint-Léonard	3	3													
Verdun	25	15	3							5	1				1
Ville-Marie	61	2	44	9						2	4				
Villeray – Saint-Michel – Parc-Extension	34	1	27	1							3		2		
Files concerning all boroughs	1	1													
GRAND TOTAL	542	27	384	23	4	1	3	1	1	31	30	2	5	3	27

CHART 11

FINAL RESPONSE PERIOD – THOROUGH INVESTIGATIONS ONLY BY BOROUGH

Including Charter files

BEWARE – 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 borough.

BOROUGH	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, 2012	TOTAL	AVERAGE DELAY in working days
Ahuntsic-Cartierville			2	4	5				3	14	21.18 days
Anjou					1					1	31 days
Côte-des-Neiges-Notre-Dame-de-Grâce	1			5	1	1	3		5	16	37.64 days
L’Île-Bizard-Sainte-Geneviève					1				1	2	41 days
Lachine					3					3	36.67 days
LaSalle	3			4	1				1	9	11.3 days
Le Plateau-Mont-Royal				1	2	2		1	1	7	57.67 days
Le Sud-Ouest	1		1	1	1	1		1	4	10	35.17 days
Mercier-Hochelaga-Maisonneuve			1	1		1			1	4	26.33 days

**FINAL RESPONSE PERIOD – THOROUGH INVESTIGATIONS ONLY
BY BOROUGH**

Including Charter files

BOROUGH	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, 2012	TOTAL	AVERAGE DELAY in working days
Montréal-Nord							1		1	2	84 days
Outremont									1	1	-
Pierrefonds-Roxboro			1						3	4	9 days
Rivière-des-Prairies-Pointe-aux-Trembles				1	1	2		1	1	6	63.6 days
Rosemont-La Petite-Patrie		1	1			3	1	1	4	11	52.71 days
Saint-Laurent					1					1	28 days
Saint-Léonard										-	-
Verdun	1		1		4				1	7	26.67 days
Ville-Marie		1		1	4					6	26 days
Villeray-Saint-Michel-Parc-Extension		1		1	3					5	31.4 days

CHART 12

EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT ⁽¹⁾	2011	2010	2009
Direction générale			
Bureau du Directeur général	1	0	0
Direction des communications	1	1	0
Direction des Muséums nature de Montréal	2	1	0
Direction du greffe	2	4	7
Contrôleur général			
All departments included	1	0	0
Finances			
Direction des revenus et de la fiscalité	30	48	46
Direction de la comptabilité et du contrôle financier	0	0	1
Direction de la gestion financière	3	0	1
Affaires juridiques et évaluation foncière			
Direction de l'évaluation foncière	19	9	6
Direction des affaires pénales et criminelles	128	124	108
Affaires juridiques	48	50	88
Technologies de l'information			
All departments included	1	1	0

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

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

Including Charter files

DEPARTMENT ⁽¹⁾	2011	2010	2009
Concertation des arrondissements et des ressources matérielles			
Concertation des arrondissements	0	2	0
Unité de la propreté et du déneigement	0	0	1
Direction de l’approvisionnement	0	0	2
Direction du matériel roulant	1	0	1
Direction des immeubles	1	2	1
Direction stratégies et transactions immobilières	3	6	4
Division des relations avec les citoyens (311)	3	1	4
Développement et opérations			
Direction de l’environnement et du développement durable	3	5	4
Direction du développement culturel et du patrimoine	4	3	1
Direction du développement économique et urbain	1	2	0
Direction de l’habitation	18	27	17
Direction des grands parcs et du verdissement	2	1	1
Direction des sports	1	4	3
Bureau du Mont-Royal	0	0	1
Direction des transports	6	7	1
Direction des travaux publics	1	1	2
Eau			
All departments included	1	3	2
Capital humain			
All departments included	26	31	21

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

CHART 12 (CONTINUED)

EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT ⁽¹⁾	2011	2010	2009
Police			
Service des communications opérationnelles (911)	2	0	1
Bureau du taxi et du remorquage	5	4	1
Direction des opérations policières	57	86	106
Section des agents de stationnement	34	40	34
Pounds linked to the Service de police	2	0	0
Sécurité incendie de Montréal			
All departments included	6	10	16
Previous Municipal pound			
Direction de l'administration et du soutien opérationnel	N/A	N/A	6 ⁽²⁾
TOTAL	413	473	487

(1) A major restructuring took place in 2011, the data of previous years have been grouped under the administrative unit responsible in 2011.

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

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Direction générale		
Direction des communications	Right of initiative	1
Direction des Muséums nature de Montréal	Scientific institutions	2
Direction du greffe	Access to information	1
	Right of initiative	1
TOTAL		5
Contrôleur général		
All departments included	Conflict of interests	1
TOTAL		1
Finances		
Direction des revenus et de la fiscalité	Communications	2
	Evaluation / Real estate tax	16
	Miscellaneous	2
	Tax (except real estate)	10
Direction de la gestion financière	Communications	1
	Labour relations	1
	Miscellaneous	1
TOTAL		33

CHART 13 (CONTINUED)

TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Affaires juridiques et évaluation foncière		
Direction de l'évaluation foncière	Communications	1
	Conduct of an employee	3
	Evaluation / Real estate tax	15
Direction des affaires pénales et criminelles	Communications	3
	Conduct of an employee	2
	Financial compensation (others)	1
	Miscellaneous	1
	Municipal Court	105
	Municipal Court judgment	16
Affaires juridiques	Access to information	1
	Conduct of an employee	3
	Financial compensation (aqueduct/sewer)	3
	Financial compensation (fall on sidewalk)	6
	Financial compensation (municipal pound)	3
	Financial compensation (municipal works)	5
	Financial compensation (others)	16
	Financial compensation (pothole)	2
	Financial compensation (road incident)	4
	Financial compensation (tree)	2
	Miscellaneous	3
TOTAL		195

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Technologies de l'information		
All departments included	Communications	1
	TOTAL	1
Concertation des arrondissements et des ressources matérielles		
Direction du matériel roulant	Miscellaneous	1
Direction des immeubles	Miscellaneous	1
Direction stratégies et transactions immobilières	Alley	1
	Miscellaneous	2
Division des relations avec les citoyens (311)	Communications	1
	Conduct of an employee	1
	Miscellaneous	1
	TOTAL	8

CHART 13 (CONTINUED)

TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Développement et opérations		
Direction de l'environnement et du développement durable	Environment / Sustainable development	2
	Public health (others)	1
Direction du développement culturel et du patrimoine	Miscellaneous	1
	Subsidy (other than housing)	3
Direction du développement économique et urbain	Subsidy (other than housing)	1
Direction de l'habitation	Public health (others)	1
	Social housing / HLM / Housing subsidies	1
	Subsidy (other than housing)	16
Direction des grands parcs et du verdissement	Miscellaneous	1
	Parks and green spaces	1
Direction des sports	Sports and leisure	1
Direction des transports	Cycling path	2
	Parking / SRRR / Vignettes	2
	Road works / Public works	1
	Traffic	1
Direction des travaux publics	Tenders	1
TOTAL		36

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Eau		
All departments included	Aqueduct / Sewer	1
	TOTAL	1
Capital humain		
All departments included	Communications	1
	Human rights	1
	Labour relations	24
	TOTAL	26
Police		
Service des communications opérationnelles (911)	Communications	1
	Fire / Public safety	1
Bureau du taxi et du remorquage	Taxi	5
Direction des opérations policières	Access to information	4
	Communications	1
	Conduct of an employee	22
	Financial compensation (others)	1
	Miscellaneous	13
	Noise	2
	Nuisance	1
	Public health (others)	1
	Towing	1
	Traffic	1
	Violation of law	10

CHART 13 (CONTINUED)

TOPIC OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2011
Section des agents de stationnement	Conduct of an employee	11
	Parking / SRRR / Vignettes	22
	Towing	1
Pounds linked to the Service de police	Pound (others)	2
	TOTAL	100
Sécurité incendie de Montréal		
All departments included	Conduct of an employee	1
	Fire / Public safety	5
	TOTAL	6

**RESULTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Direction générale															
Bureau du Directeur général	1			1											
Dir. des communications	1		1												
Dir. des Muséums nature de Montréal	2		2												
Dir. du greffe	2			1						1					
TOTAL	6		3	2						1					
Contrôleur général															
All departments included	1		1												
TOTAL	1		1												
Finances															
Dir. des revenus et de la fiscalité	30	1	17	4						5	3				
Dir. de la gestion financière	3		1	1						1					
TOTAL	33	1	18	5						6	3				

CHART 14 (CONTINUED)

RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Affaires juridiques et évaluation foncière															
Dir. de l'évaluation foncière	19	12	6				1								
Dir. des affaires pénales et criminelles	128	4	89	28						5	2				
Dir. des affaires juridiques	48		14	29				1		2	2				
TOTAL	195	4	115	63			1	1		7	4				
Technologies de d'information															
All departments included	1														1
TOTAL	1														1
Concertation des arrondissements et des ressources matériels															
Dir. du matériel roulant	1		1												
Dir. des immeubles	1				1										
Dir. stratégies et transactions immobilières	3		1										1		1
Division des relations avec les citoyens (311)	3		2	1											
TOTAL	8		4	1	1								1		1

**RESULTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Développement et opérations															
Dir. de l'environnement et du développement durable	3	2								1					
Dir. du développement culturel et du patrimoine	4	3								1					
Dir. du développement économique et urbain	1	1													
Dir. de l'habitation	18	13	1							4					
Dir. des grands parcs et du verdissement	2			1										1	
Dir. des sports	1	1													
Dir. des transports	6	4											1		1
Dir. des travaux publics	1			1											
TOTAL	36	24	3							6			1	1	1
Eau															
All departments included	1	1													
TOTAL	1	1													

CHART 14 (CONTINUED)

RESULTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Capital humain															
All departments included	26		1	25											
TOTAL	26		1	25											
Service de police															
Service des communications opérationnelles (911)	2		2												
Bureau du taxi et du remorquage	5		4							1					
Dir. des opérations policières	57		17	38							2				
Section des agents de stationnement	34	2	17	14										1	
Pounds linked to the Service de police	2		1	1											
TOTAL	100	2	41	53						1	2		1		
Sécurité incendie de Montréal															
All departments included	6		5											1	
TOTAL	6		5											1	
GRAND TOTAL	413	7	213	152	1	0	1	1	0	21	9	0	4	2	2

**FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY
BY CENTRAL DEPARTMENT**

Including Charter files

BEWARE – 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 department.

DEPARTMENT	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, 2012	TOTAL	AVERAGE DELAY in working days
Direction générale											
Direction du greffe		1								1	3 days
Finances											
Direction des revenus et de la fiscalité	1			1	4	2				8	29.25 days
Direction de la gestion financière		1								1	3 days
Affaires juridiques et évaluation foncière											
Direction de l'évaluation foncière	1									1	2 days
Direction des affaires pénales et criminelles	1	1	3	1		1				7	12.86 days
Affaires juridiques	1	2		2						5	8.8 days
Technologies de l'information											
All departments included				1						1	16 days

CHART 15 (CONTINUED)

FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY CENTRAL DEPARTMENT

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	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
Concertation des arrondissements et des ressources matérielles											
Direction des immeubles				1						1	16 days
Direction stratégies et transactions immobilières						1				1	51 days
Développement et opérations											
Direction de l'environnement et du développement durable				1						1	13 days
Direction du développement culturel et du patrimoine					1					1	31 days
Direction de l'habitation				3	1					4	23 days
Direction des grands parcs et du verdissement					1					1	30 days
Direction des transports							1		1	2	87 days

**FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY
BY CENTRAL DEPARTMENT**

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	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
Service de police											
Bureau du taxi et du remorquage				1						1	16 days
Direction des opérations policières	1				1					2	14.5 days
Section des agents de stationnement						1				1	50 days
Sécurité incendie de Montréal											
All departments included								1		1	128 days

CHART 16

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

Including Charter files

ENTITY	2011	2010	2009
Commission des services électriques de Montréal	2	2	5
Corporation de gestion des marchés publics	0	0	1
Corporation des Habitations Jeanne-Mance	5	1	0
Office municipal d'habitation de Montréal (OMHM)	101	102	98
Société du parc Jean-Drapeau	3	0	11
Société d'habitation et de développement de Montréal (SHDM)	11	15	2
Société de transport de Montréal	19	26	33
Société en commandite Stationnement de Montréal	1	6	9
Musée Pointe-à-Callière	0	0	1
TOTAL	142	152	160

**TOPIC OF COMPLAINTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
OR OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	TOPIC	NUMBER 2011
Commission des services électriques de Montréal	Miscellaneous	2
	TOTAL	2
Corporation des Habitations Jeanne-Mance	Miscellaneous	1
	Social housing / HLM / Housing subsidies	4
	TOTAL	5
Office municipal d'habitation de Montréal (OMHM)	Access to information	2
	Communications	1
	Conduct of an employee	2
	Handicapped person	1
	Noise	2
	Nuisance	1
	Public health (bed bugs)	2
	Public health (mold)	1
	Social housing / HLM / Housing subsidy	88
	Universal access	1
TOTAL	101	
Société du parc Jean-Drapeau	Noise	3
	TOTAL	3

CHART 17 (CONTINUED)

TOPIC OF COMPLAINTS BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION OR OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	TOPIC	NUMBER 2011
Société d'habitation et de développement de Montréal (SHDM)	Animal	1
	Conduct of an employee	1
	Miscellaneous	2
	Social housing / HLM / Housing subsidies	7
	TOTAL	11
Société de transport de Montréal	Access to information	1
	Conduct of an employee	5
	Financial compensation (others)	1
	Financial compensation (road incident)	1
	Labour relations	1
	Transportation	9
	Universal access	1
TOTAL	19	
Société en commandite Stationnement de Montréal	Parking / SRRR / Vignettes	1
	TOTAL	1

RESULTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
OR OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Commission des services électriques de Montréal	2		2												
Corporation des Habitations Jeanne-Mance	5	2	3												
Office municipal d'habitation de Montréal (OMHM)	101	3	64	8		1				9	12		1	1	2
Société du parc Jean-Drapeau	3			3											
Société d'habitation et de développement de Montréal (SHDM)	11	1	4	1				2			1			1	1
Société de transport de Montréal	19			19											
Société en commandite Stationnement de Montréal	1		1												
GRAND TOTAL	142	6	74	31	0	1	0	2	0	9	13	0	1	2	3

CHART 19

FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION

Including Charter files

BEWARE – 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	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
Office municipal d'habitation de Montréal (OMHM)			3	9	5	3	3	1	2	26	36.21 DAYS
Société d'habitation et de développement de Montréal (SHDM)	1	2		1	1					5	12.4 DAYS

**EVOLUTION – NUMBER OF COMPLAINTS
BY POLITICAL ENTITY ⁽¹⁾**

Including Charter files

ENTITY	2011	2010	2009
Agglomeration Council ⁽²⁾	5	0	0
City Council	9	6	5
Executive Committee	1	4	5
Mayor's office	1	0	2
Office of City Council Chairman	0	1	2
TOTAL	16	11	14

(1) The requests concerning a Borough Council are included in Charts 4, 5, 6.

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

CHART 21

TOPIC OF COMPLAINTS BY POLITICAL ENTITY

Including Charter files

ENTITY	TOPIC	NUMBER 2011
Agglomeration Council	Tax (except real estate)	5
	TOTAL	5
City Council	Decision of the City Council	2
	Evaluation / Real estate tax	1
	Handicapped person	1
	Miscellaneous	1
	Public participation	1
	Subsidy (other than housing)	2
	Traffic	1
TOTAL	9	
Executive Committee	Transportation	1
	TOTAL	1
Mayor's office	Conflict of interests	1
	TOTAL	1

**RESULTS
BY POLITICAL ENTITY**

Including Charter files

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Agglomeration Council	5			5											
City Council	9		1	6			1	1							
Executive Committee	1			1											
Mayor's office	1			1											
GRAND TOTAL	16	0	1	13	0	0	1	1	0	0	0	0	0	0	0

CHART 23

FINAL RESPONSE PERIOD - THOROUGH INVESTIGATIONS ONLY BY POLITICAL ENTITIES

Including Charter files

BEWARE – 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	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
City Council		2								2	4 days

CHARTER FILES
NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Democracy	Public participation	1
	Right of initiative	1
	Zoning / Urban planning / Exemption	1
	SUB-TOTAL	3
Economic and Social Life	Public health (mold)	1
	Public health (others)	1
	Social housing / HLM / Housing subsidies	3
	SUB-TOTAL	5
Environment and Sustainable Development	Animal	2
	Environment / Sustainable development	1
	Garbage / Recycling	3
	Noise	10
	Nuisance	2
	Parks and green spaces	1
	Road works / Public works	1
	Traffic	3
	Tree	1
	Zoning / Urban planning / Exemption	2
SUB-TOTAL	26	

CHART 24 (CONTINUED)

CHARTER FILES NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Municipal services	Alley	1
	Animal	1
	Communications	1
	Conduct of an employee	1
	Handicapped person	2
	Pound (storage of furniture)	1
	Road works / Public works	2
	Social housing / HLM / Housing subsidies	1
	Subsidy other than housing	1
SUB-TOTAL	11	
Recreation, Physical Activities and Sports	Parks and green spaces	1
	SUB-TOTAL	1
Security	Application of By-laws	1
	Fence	1
	Fire / Public safety	2
	Miscellaneous	1
	Public health (mold)	1
	Road works / Public works	1
	Social housing / HLM / Housing Subsidies	2
	Traffic	2
SUB-TOTAL	11	
	GRAND TOTAL	57

**CHARTER FILES
RESULTS / BY CHAPTER**

CHAPTER	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Democracy	3						1			2					
Economic and Social Life	5										3				2
Environment and Sustainable Development	26				2		1			8	6			1	8
Municipal services	11				1					1	7				2
Recreation, Physical Activities and Sports	1													1	
Security	11									3	3		3	1	1
GRAND TOTAL	57	0	0	0	3	0	2	0	0	14	19	0	3	3	13

CHART 26

CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
Ahuntsic-Cartierville (administration)	Economic and Social Life	
	Public health (mold)	1
	Public health (others)	1
	Environment and Sustainable Development	
	Noise	1
	Nuisance	1
	Road works / Public works	1
	Recreation, Physical Activities and Sports	
	Parks and green spaces	1
	Ahuntsic-Cartierville (Borough Council)	Environment and Sustainable Development
	Zoning / Urban planning / Exemption	1
	TOTAL	7
Anjou (administration)	Environment and Sustainable Development	
	Traffic	1
	TOTAL	1

CHARTER FILES
TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	Environment and Sustainable Development	
	Garbage / Recycling	1
	Tree	1
	Municipal services	
	Conduct of an employee	1
	Security	
	Fence	1
	Public health (mold)	1
	TOTAL	5
L'Île-Bizard–Sainte-Geneviève (administration)	Environment and Sustainable Development	
	Noise	1
	TOTAL	1
Lachine (administration)	Environment and Sustainable Development	
	Noise	1
	Municipal Services	
	Handicapped person	1
	Road works / Public works	1
	TOTAL	3
LaSalle (administration and Borough Council)	Democracy	
	Zoning / Urban planning / Exemption	1
	TOTAL	1

CHART 26 (CONTINUED)

CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
Le Plateau-Mont-Royal (administration)	Security	
	Miscellaneous	1
	Traffic	1
	TOTAL	2
Le Sud-Ouest (administration)	Environment and Sustainable Development	
	Noise	2
	Parks and green spaces	1
	Municipal services	
	Subsidy other than housing	1
TOTAL	4	
Mercier – Hochelaga-Maisonneuve (administration)	Environment and Sustainable Development	
	Animal	1
	Traffic	1
	Municipal services	
	Pound (storage of furniture)	1
TOTAL	3	
Montréal-Nord (administration)	Security	
	Application of By-laws	1
	TOTAL	1

CHARTER FILES
TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
Outremont (administration)	Environment and Sustainable Development	
	Garbage / Recycling	1
	TOTAL	1
Pierrefonds-Roxboro (administration)	Environment and Sustainable Development	
	Zoning / Urban planning / Exemption	1
Pierrefonds-Roxboro (Borough Council)	Environment and Sustainable development	
	Traffic	1
	TOTAL	2
Rivière-des-Prairies-Pointe-aux-Trembles (administration)	Environment and Sustainable development	
	Noise	1
	Security	
	Fire / Public safety	1
TOTAL	2	
Rosemont – La Petite-Patrie (administration)	Environment and Sustainable Development	
	Animal	1
	Nuisance	1
	Municipal services	
	Animal	1
	Handicapped person	1
Rosemont – La Petite-Patrie (Borough Council)	Municipal services	
	Alley	1
	TOTAL	5

CHART 26 (CONTINUED)

CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	NUMBER
Verdun (administration)	Environment and Sustainable Development	
	Noise	2
	TOTAL	2
Ville-Marie (administration)	Environment and Sustainable Development	
	Garbage / Recycling	1
	Noise	2
	Municipal services	
	Communications	1
TOTAL	4	
Villeray – Saint-Michel–Parc-Extension (administration)	Municipal Services	
	Road works / Public works	1
	Security	
	Road works / Public works	1
TOTAL	2	

CHARTER FILES
TOPIC OF COMPLAINTS / BY ENTITY

CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
Direction générale (Direction du greffe)	Democracy	
	Right of initiative	1
	TOTAL	1
Développement et opérations (Direction de l'environnement et du développement durable)	Environment and Sustainable Development	
	Environment / Sustainable development	1
	TOTAL	1
Développement et opérations (Direction des grands parcs et du verdissement)	Environment and Sustainable Development	
	Parks and green spaces	1
	TOTAL	1
Développement et opérations (Direction des transports)	Security	
	Traffic	1
	TOTAL	1
Sécurité incendie de Montréal (All departments included)	Security	
	Fire / Public safety	1
	TOTAL	1

CHART 26 (CONTINUED)

CHARTER FILES TOPIC OF COMPLAINTS / BY ENTITY

PARAMUNICIPAL AGENCY	CHAPTER / TOPIC	NUMBER
Office municipal d'habitation de Montréal (OMHM)	Economic and Social Life	
	Social housing / HLM / Housing subsidies	2
	Municipal services	
	Social housing / HLM / Housing subsidies	1
	Security	
	Social housing / HLM / Housing subsidies	3
	TOTAL	6
<hr/>		
POLITICAL ENTITY	CHAPTER / TOPIC	NUMBER
City Council	Democracy	
	Public participation	1
	TOTAL	1

**CHARTER FILES
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville (administration)	6				1						2			1	2
Ahuntsic-Cartierville (Borough Council)	1									1					
Anjou (administration)	1									1					
Côte-des-Neiges-Notre-Dame-de-Grâce (administration)	5									2	1				2
L'Île-Bizard – Sainte-Geneviève (administration)	1									1					
Lachine (administration)	3										3				
LaSalle (administration)	1									1					
LaSalle (Borough Council)	1									1					
Le Plateau-Mont-Royal (administration)	2										2				
Le Sud-Ouest (administration)	4						1							1	2

CHART 27 (CONTINUED)

CHARTER FILES RESULTS / BY ENTITY

ENTITY	Total	Withdrawal before investigation	Referred VDM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Mercier-Hochelaga-Maisonneuve (administration)	3									1	1				1
Montréal-Nord (administration)	1									1					
Outremont (administration)	1														1
Pierrefonds-Roxboro (administration)	1														1
Pierrefonds-Roxboro (Borough Council)	1														1
Rivière-des-Prairies – Pointe-aux-Trembles (administration)	2									1	1				
Rosemont – La Petite-Patrie (administration)	4				2					1					1
Rosemont – La Petite-Patrie (Borough Council)	1														1
Verdun (administration)	2									2					
Ville-Marie (administration)	4										4				

**CHARTER FILES
RESULTS / BY ENTITY**

ENTITY	Total	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Villeray – Saint-Michel – Parc-Extension (administration)	2										2				
Direction générale (Direction du greffe)	1									1					
Développement et opérations (Direction de l’environnement et du développement durable)	1									1					
Développement et opérations (Direction des grands parcs et du verdissement)	1													1	
Développement et opérations (Direction des transports)	1												1		
Sécurité incendie de Montréal (All departments included)	1												1		
Office municipal d’habitation de Montréal (OMHM)	6									3		1	1	1	
City Council	1						1								

CHART 28

CHARTER FILES FINAL RESPONSE PERIOD THOROUGH INVESTIGATIONS ONLY

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2012	TOTAL	AVERAGE DELAY in working days
2009	2	0	0	8	9	9	6	4	0	38	47.37
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	100%	DAYS
2010	2	1	1	12	13	9	7	18	3	66	71.58
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	27.27	4.55	100%	DAYS
2011	1	3	4	6	14	8	3	3	13	55	31.53
%	1.82	5.45	7.27	10.91	25.45	14.55	5.45	5.45	23.64	100%	DAYS

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

CHARTER FILES
RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
Democracy			
Defining and establishing guidelines for, and granting, through a By-law, the right of citizens' initiatives regarding public consultations	1	Ill-founded	3
Encouraging public participation	1	Referred	4
Encouraging public participation and providing citizens with useful and clearly formulated information	1	Ill founded	2
Ensuring that the public consultation process is credible, open and effective by adopting and maintaining the appropriate procedures	1	Ill-founded	2
SUB-TOTAL	4		
Economic and Social Life			
Taking appropriate measures to ensure that housing meets public health and safety standards	5	2 Still pending 3 Resolved	40.2
SUB-TOTAL	5		

CHART 29 (CONTINUED)

CHARTER FILES RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
Environment and Sustainable development			
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	4	1 Withdrawal 2 Still pending 1 Resolved	19
Fostering continuous improvement of air quality	1	Ill-founded	13
Promoting the enhancement of urban woods	1	Follow-up on commitments	30
Promoting the protection of urban woods	2	1 Ill-founded 1 Follow-up on commitments	25
Promoting waste reduction, re-use and recycling	1	Resolved	38
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	1	Ill-founded	20
Taking measures to reduce abusive irritants from dumping garbage	3	2 Still pending 1 Resolved	9
Taking measures to reduce abusive irritants from noise	15	1 Withdrawal 4 Still pending 4 Ill-founded 1 Referred 5 Resolved	21.20
Taking measures to reduce abusive irritants from the traffic	3	1 Still pending 2 Ill-founded	12.33
SUB-TOTAL	31		

CHARTER FILES
RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
Municipal services			
Promoting flexibility in supplying municipal services to meet the various needs of citizens	1	Resolved	64
Promoting flexibility in the use of public space to meet the various needs of citizens	1	Ill-founded	50
Promoting the supply and distribution of municipal services in an equitable manner	5	1 Still pending 1 Ill-founded 3 Resolved	47.2
Taking appropriate measures to ensure the cleanliness of public property	1	Withdrawal	54
Taking measures to limit disruptions or obstacles depriving citizens of access to their homes	2	1 Still pending 1 Resolved	15
Taking measures to limit disruptions or obstacles depriving citizens of access to sidewalks and footpaths	1	Resolved	3
SUB-TOTAL	11		

CHART 29 (CONTINUED)

CHARTER FILES RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / COMMITMENT	NUMBER	RESULT	AVERAGE PERIOD IN WORKING DAYS
Recreation, Physical Activities and Sports			
Developing high-quality parks	1	Follow-up on commitment	9
SUB-TOTAL	1		
Security			
Developing its territory in a safe manner	3	1 Commitment 1 Ill-founded 1 Resolved	63.67
Protecting people	2	1 Commitment 1 Follow-up on commitment	11
Protecting property	4	1 Commitment 1 Ill-founded 1 Resolved 1 Follow-up on commitment	39.5
SUB-TOTAL	9		
GRAND TOTAL	61		

CHARTER FILES
EVOLUTION / NUMBER OF COMPLAINTS 2006 - 2011

A. EVOLUTION OF THE NUMBER OF CHARTER INVESTIGATIONS, YEARLY

	2006	2007	2008	2009	2010	2011	TOTAL
Number of Charter investigations	33	40	40	38	66	55	272

B. PROPORTION OF CHARTER INVESTIGATIONS OVER ALL ODM INVESTIGATIONS, PER YEAR

	2006	2007	2008	2009	2010	2011	TOTAL
Number of Charter investigations per year	33	40	40	38	66	55	272
Total number of investigation files for the OdM per year	222	233	249	193	209	179	1285
%	14.86	17.17	16.06	19.69	31.58	30.71	21.17

CHART 31

CHARTER FILES RESULTS / BY TOPIC

TOPIC	Total	Withdrawal before investigation	Referred VdM Before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Alley	1														1
Animal	3				2										1
Application of By-laws	1									1					
Communications	1										1				
Conduct of an employee	1										1				
Environment / Sustainable development	1									1					
Fence	1									1					
Fire / Public safety	2									1			1		
Garbage / Recycling	3										1				2
Handicapped person	2									1	1				
Miscellaneous	1										1				
Noise	10				1		1			3	4				1
Nuisance	2														2
Parks and green spaces	2													2	
Pound (storage of furniture)	1										1				
Public health (mold)	2														2

**CHARTER FILES
RESULTS / BY TOPIC**

TOPIC	Total	Withdrawal before investigation	Referred VdM Before investigation	Denied before investigation	Withdrawal during investigation	Lack of collaboration or refusal of settlement	Redirected during investigation	Denied during investigation	Decision of elected representatives during investigation	Request Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health (others)	1									1					
Public participation	1					1									
Right of initiative	1									1					
Road works / Public works	4										4				
Social housing / HLM / Housing subsidies	6										3	1		1	1
Subsidy other than housing	1														1
Traffic	5									2	1		1		1
Tree	1									1					
Zoning / Urban planning / Exemption	3									2					1
GRAND TOTAL	57	0	0	0	3	0	2	0	0	14	19	0	3	3	13

CHART 32

CHARTER FILES DEMOGRAPHIC DATA

A. GENDER

GENDER	NUMBER	%
Female	16	32.65
Male	33	67.35
TOTAL	49⁽¹⁾	100%

B. LANGUAGE

LANGUAGE	NUMBER	%
English	6	12.24
French	43	87.76
TOTAL	49⁽¹⁾	100%

C. AGE GROUP ⁽²⁾

AGE GROUP	NUMBER	%
Under 18	0	0
18-25	0	0
26-40	9	18.37
41-50	8	16.33
51-64	10	20.41
65 +	7	14.29
Unknown	15	30.61
TOTAL	49⁽¹⁾	100%

D. ORIGIN ⁽³⁾

ORIGIN	NUMBER	%
Canadian	36	73.47
Ethnocultural	13	26.53
TOTAL	49⁽¹⁾	100%

E. DETAILED OF THE DECLARED ETHNOCULTURAL ORIGINS

ORIGIN	NUMBER	%
Australian	2	15.38
French	2	15.38
Italian	1	7.69
Jewish	1	7.69
Peruvian	1	7.69
Ethnocultural origin confirmed but not specified	6	46.15
TOTAL	13	100

F. VISIBLE MINORITY ⁽⁴⁾

VISIBLE MINORITY	NUMBER	%
No	45	91.82
Yes	4	8.16
TOTAL	49 ⁽¹⁾	100%

G. DETAILED OF THE DECLARED VISIBLE MINORITIES

VISIBLE MINORITY	NUMBER	%
Arabic	3	75
Latino-american	1	25
TOTAL	4	100%

(1) 6 files were initiated by the OdM in 2011.

(2) This information was provided on a voluntary basis: 69.4% of respondents gave the information.

(3) This information was provided on a voluntary basis: 100 % of respondents gave the information.

(4) This information was provided on a voluntary basis: 100 % of respondents gave the information.

GLOSSARY - To better understand our topics

ACCESS TO INFORMATION

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

ACQUIRED RIGHTS

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

ALLEY

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

ANIMAL

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

APPLICATION OF BY-LAWS

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

AQUEDUCT/SEWER

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

CLEANLINESS

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

COMMUNICATIONS

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

CONDUCT OF AN EMPLOYEE

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

CONFLICT OF INTERESTS

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

CYCLING PATH

Requests regarding the implementation or the maintenance of cycling paths.

DRIVEWAY ENTRANCE

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

ENVIRONMENT/ SUSTAINABLE DEVELOPMENT

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

EVALUATION/REAL ESTATE TAX

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

FENCE

Requests relating to the By-laws concerning fences and hedges.

FIRE/PUBLIC SAFETY

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

GARBAGE/RECYCLING

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

HANDICAPPED PERSON

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

HUMAN RIGHTS

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

MUNICIPAL COURT

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

NOISE

Requests regarding the application of noise By-laws.

NUISANCE

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

PARKING/SRRR/VIGNETTES

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

PARKS AND GREEN SPACES

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

PERMIT

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

POUND (OTHERS)

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

POUND (STORAGE OF FURNITURE AND PERSONAL BELONGINGS)

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

PUBLIC HEALTH (OTHERS)

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

PUBLIC PARTICIPATION

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

RIGHT OF INITIATIVE

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

ROAD WORKS/PUBLIC WORKS

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

SCIENTIFIC INSTITUTIONS

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

SNOW REMOVAL

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

SOCIAL HOUSING/HLM/HOUSING SUBSIDIES

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

SPORTS AND LEISURE

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

SUBSIDY OTHER THAN HOUSING

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

TAX (EXCEPT REAL ESTATE)

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

TAXI

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

TENDERS

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

TOWING

Requests regarding the towing regulations in Montréal.

TRAFFIC

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

TREE

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

UNIVERSAL ACCESS

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

ZONING/URBAN PLANNING/ EXEMPTION

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



275 Notre-Dame East, Suite R-100, Montréal (Québec) H2Y 1C6
Phone 514 872-8999 Fax 514 872-2379
ombudsman@ville.montreal.qc.ca
ombudsmandemontreal.com

