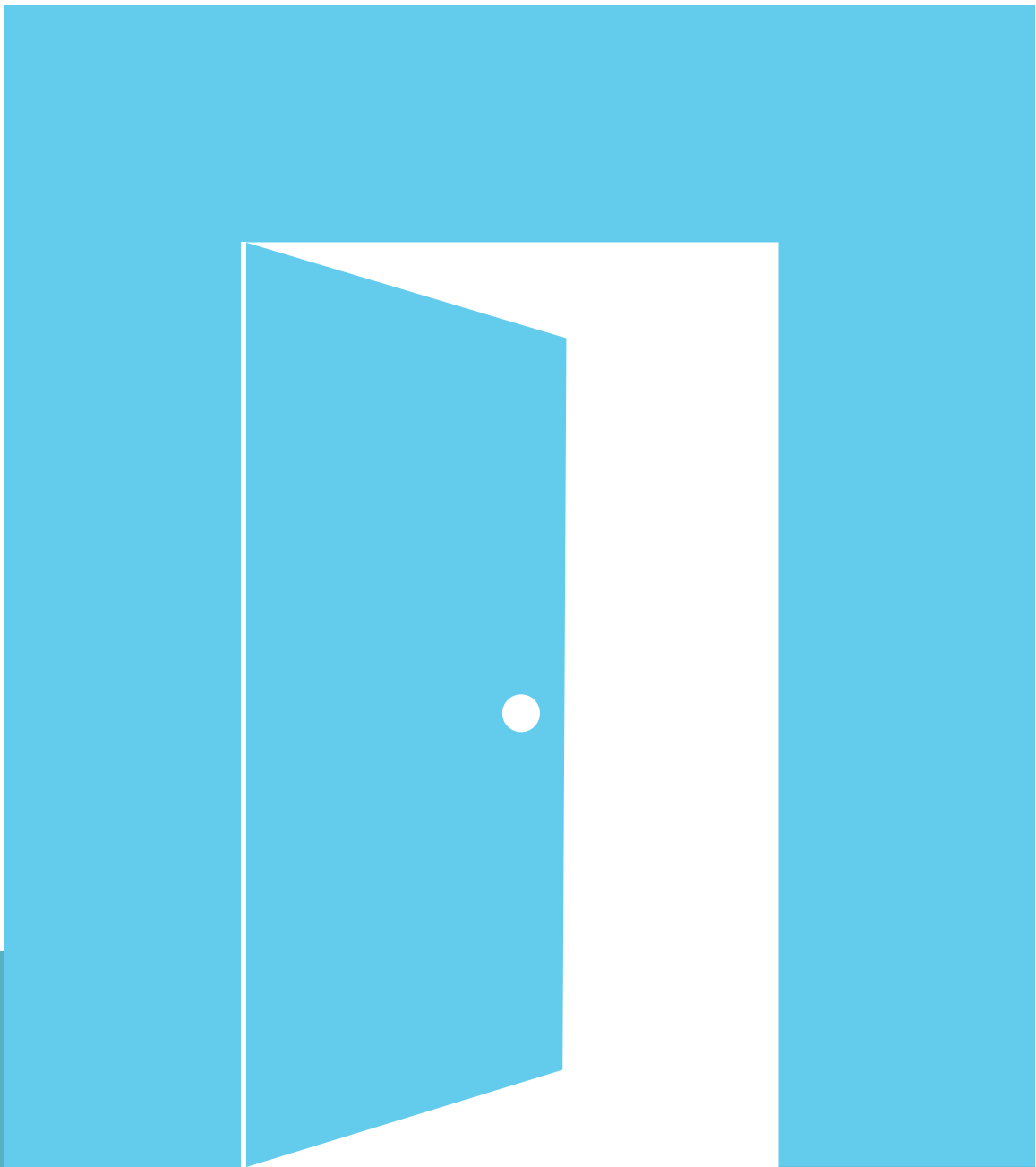


OMBUDSMAN

OUR RIGOR,
YOUR TRUST



ADDENDUM
CHARTS

2013
ANNUAL
REPORT

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 2013

Including Charter files

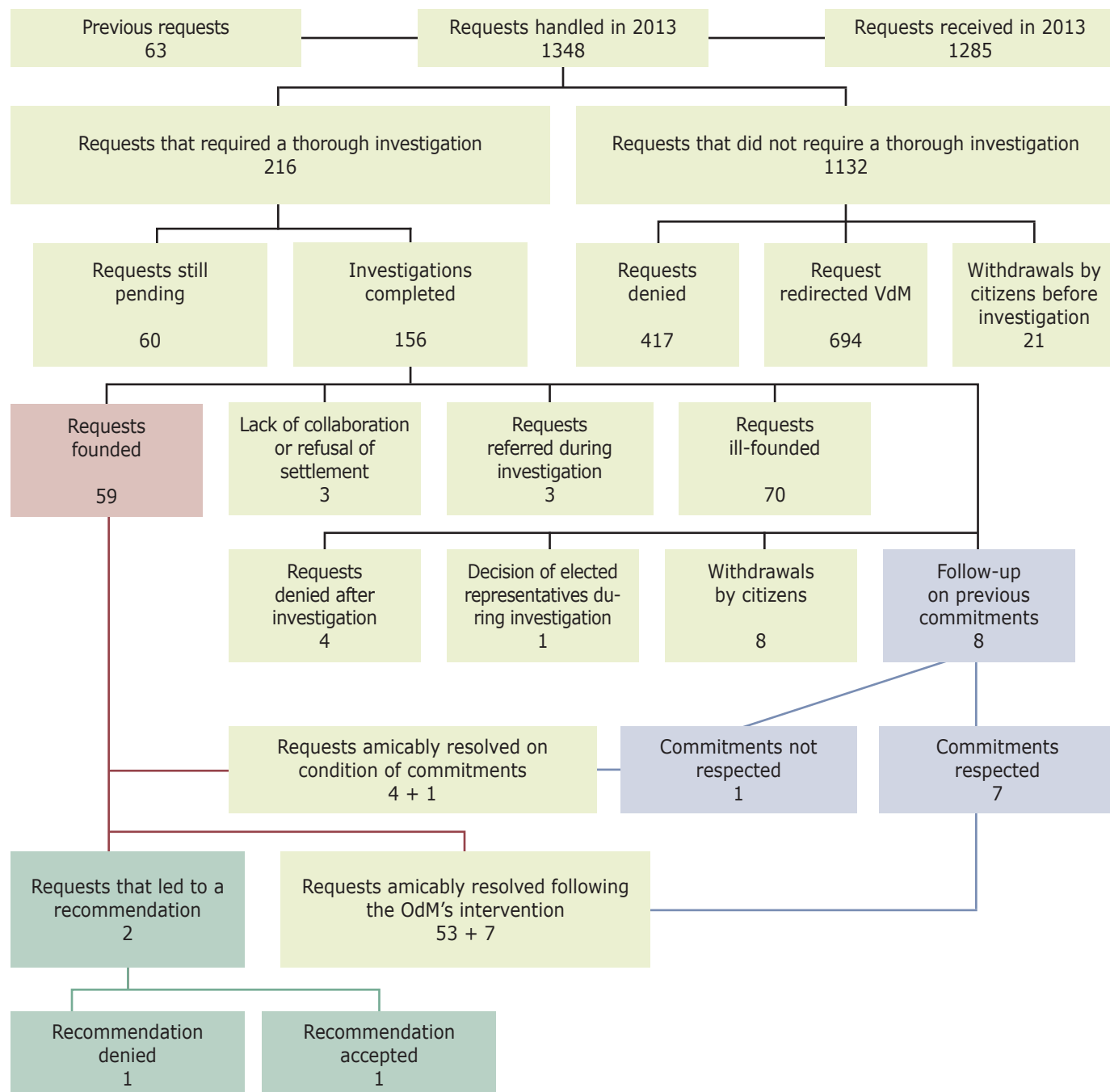


Chart 2

Evolution – Number of requests received

Including Charter files

TOPIC	NUMBER		
	2011	2012	2013
Access to information	12	26	22
Acquired rights	2	1	1
Alleged embezzlement	0	8	5
Alley	8	16	12
Animal	15	18	12
Application of By-laws	34	46	54
Aqueduct / Sewer	26	24	21
Cleanliness	10	11	8
Communications	23	16	19
Conduct of an employee	69	72	59
Conflict of interests	2	2	0
Court decision	5	7	1
Culture	1	4	5
Cycling path / Bicycle	3	2	7
Decision of the Agglomeration Council	0	1	0
Decision of a Borough Council	3	5	0
Decision of the City Council	2	1	1
Decision of the Executive Committee	0	0	0
Driveway entrance	4	3	5
Environment / Sustainable development	4	2	0
Evaluation / Real estate tax	33	26	19
Fence	7	7	4
Financial compensation (aqueduct / sewer)	4	14	8
Financial compensation (fall on sidewalk)	6	14	9
Financial compensation (municipal works)	5	4	11
Financial compensation (others)	22	24	13
Financial compensation (pothole)	2	2	1
Financial compensation (road incident)	5	3	4
Financial compensation (storage of furniture)	3	1	2
Financial compensation (tree)	2	3	6
Fire / Public safety	8	15	7
Garbage / Recycling	19	29	17
Handicapped person	11	2	9
Human rights	3	3	3
Labour relations	26	33	37

Chart 2 (Continued)

Evolution – Number of requests received

Including Charter files

TOPIC	NUMBER		
	2011	2012	2013
Library	5	15	4
Miscellaneous	42	25	28
Municipal court (functioning)	105	113	137
Municipal court judgment	16	21	15
Noise	38	41	42
Nuisances	13	21	23
Parking / SRRR / Vignettes	47	67	39
Parking violation	0	0	27
Parks and green spaces	5	5	4
Permit	53	52	60
Pound (others)	2	5	3
Pound (storage of furniture)	31	23	6
Private dispute	92	119	77
Public health and maintenance (bed bugs)	10	5	7
Public health and maintenance (cockroaches)	0	5	1
Public health and maintenance (mold)	5	33	19
Public health and maintenance (others)	29	21	21
Public health and maintenance (rats and mice)	3	0	2
Public markets	0	1	0
Public organizations	123	144	81
Public participation	3	11	3
Quality of services	0	29	28
Right of initiative	2	0	0
Road works / Public works	51	44	43
Scientific institutions	2	0	3
Snow removal	7	21	17
Social housing / HLM / Housing subsidies	100	84	50
Sports and leisure	15	15	8
Subsidy other than housing	23	36	21
Tax (except real estate)	16	14	10
Taxi	5	4	0
Tenant / Landlord relations	15	18	17
Tenders / Contract	4	4	3
Towing	4	6	12
Traffic	28	26	31

Chart 2 (Continued)

Evolution – Number of requests received

Including Charter files

TOPIC	NUMBER		
	2011	2012	2013
Transportation	10	9	4
Tree	12	23	23
Universal access	3	3	5
Violation of law	11	9	11
Volunteer work	0	1	0
Winter temporary shelter	4	2	1
Zoning / Urban planning / Exemption	21	22	17
TOTAL	1334	1542	1285

Chart 3

Evolution – Number of thorough investigations

Including Charter files

TOPIC	NUMBER		
	2011	2012	2013
Access to information	1	1	0
Acquired rights	1	1	0
Alley	2	5	4
Animal	3	1	0
Application of By-laws	8	4	10
Aqueduct / Sewer	2	3	4
Cleanliness	2	1	0
Communications	9	3	0
Conduct of an employee	4	3	1
Culture	0	1	3
Cycling path / Bicycle	0	1	0
Decision of a Borough Council	1	0	0
Decision of the City Council	1	0	0
Driveway entrance	0	2	3
Environment / Sustainable development	1	1	0
Evaluation / Real estate tax	4	3	0
Fence	1	0	0
Financial compensation (aqueduct / sewer)	1	2	1
Financial compensation (fall on sidewalk)	1	1	1
Financial compensation (others)	1	0	0
Financial compensation (public works)	1	0	1
Financial compensation (storage of furniture)	1	0	1
Fire / Public safety	2	3	1
Garbage / Recycling	4	2	2
Handicapped person	2	0	1
Library	1	5	0
Miscellaneous	8	4	6
Municipal court (functioning)	7	26	23
Noise	11	10	6
Nuisances	4	7	6
Parks and green spaces	3	1	1
Parking / SRRR / Vignettes	6	12	6
Parking violation	0	0	3
Permit	8	9	8
Pound (others)	0	1	1
Pound (storage of furniture)	8	5	1

Chart 3 (Continued)

Evolution – Number of thorough investigations

Including Charter files

TOPIC	NUMBER		
	2011	2012	2013
Private dispute	1	0	0
Public health and maintenance (bed bugs)	1	1	1
Public health and maintenance (mold)	2	15	6
Public health and maintenance (others)	3	3	1
Public participation	1	4	3
Quality of services	0	7	11
Right of initiative	1	0	0
Road works / Public works	4	4	6
Snow removal	0	1	1
Social housing / HLM / Housing subsidies	28	14	5
Sports and leisure	2	0	1
Subsidy other than housing	6	8	3
Tax (except real estate)	5	0	1
Taxi	1	2	0
Towing	0	2	1
Traffic	9	10	8
Tree	1	2	5
Universal access	0	3	3
Winter temporary shelter	1	0	0
Zoning / Urban planning / Exemption	4	9	3
TOTAL	179	203	153

Chart 4

Own motion investigations by the Ombudsman

TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
Alley	Analysis of the Borough's procedure with regard to Green Alley projects	Rosemont-La Petite-Patrie	119 days	Commitments undertaken
Parks and green spaces	Follow-up on City's commitment to limit mechanical interventions in the Parc Angrignon forest	Le Sud-Ouest and Direction des grands parcs et du verdissement	14 days	Commitment respected
Public health and maintenance (mold)	Follow-up on OMHM's commitments to decontaminate a vacant dwelling	OMHM	55 days	Follow-up on commitments: not respected; but new commitment undertaken
Public participation	Modification to the public notice to open a register to specify that citizens may be required to provide a proof of residence	Le Sud-Ouest	56 days	Resolved
Quality of services	A large number of parking tickets would be issued by error because of failures in the system	Société en commandite Stationnement de Montréal	---	Still pending
Social housing / HLM / Housing subsidies	Follow-up on OMHM's commitment to make repairs	OMHM	17 days	Commitment respected

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 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	22		8	14											
Acquired rights	1		1												
Alleged embezzlement	5			5											
Alley	12		7	1						1	1		1		1
Animal	12		10	2											
Application of By-laws	54		42	2	2	1				5	1				1
Aqueduct / Sewer	21		16	1						2					2
Cleanliness	8		8												
Communications	19		16	3											
Conduct of an employee	59		30	28						1					
Court decision	1			1											
Culture	5	1	1							2	1				
Cycling path / Bicycle	7	1	6												
Decision of the City Council	1			1											
Driveway entrance	5		2								1				2
Evaluation / Real estate tax	19		14	5											
Fence	4	1	3												
Financial compensation (aqueduct / sewer)	8	1	3	3				1							
Financial compensation (fall on sidewalk)	9		6	2						1					
Financial compensation (others)	13		9	4											
Financial compensation (pothole)	1			1											
Financial compensation (road incident)	4		3	1											
Financial compensation (public works)	11		7	3											1
Financial compensation (storage of furniture)	2			1											1
Financial compensation (tree)	6		5	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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Fire / Public safety	7		5	1						1					
Garbage / Recycling	17		13	2						2					
Handicapped person	9	1	6	1											1
Human rights	3			3											
Labour relations	37			37											
Library	4		4												
Miscellaneous	28	2	11	9				1		2					3
Municipal court (functioning)	137	1	83	30			1	1		6	14		1		
Municipal court judgment	15			15											
Noise	42		34	2	1					5					
Nuisances	23	2	14	1	1					1	1			1	2
Parks and green spaces	4		3											1	
Parking / SRRR / Vignettes	39		30	3		1				2	2			1	
Parking violation	27		2	22							3				
Permit	60	3	48	1						5	1				2
Pound (others)	3		2												1
Pound (storage of furniture)	6		5							1					
Private dispute	77			77											
Public health and maintenance (bedbugs)	7		6												1
Public health and maintenance (cockroaches)	1		1												
Public health and maintenance (mold)	19		12	1						2				1	3
Public health and maintenance (others)	21	1	17	2											1
Public health and maintenance (rats and mice)	2		2												
Public organizations	81			81											

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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Public participation	3									1	1				1
Quality of services	28		15	2						1	4				6
Road works / Public works	43	1	36		1					3	1				1
Scientific institutions	3		3												
Snow removal	17		16							1					
Social housing / HLM / Housing subsidies	50	1	38	6										1	4
Sports and leisure	8	1	5	1											1
Subsidy other than housing	21		12	6						3					
Tax (except real estate)	10		7	2						1					
Tenant / Landlord relations	17			17											
Tenders / Contract	3		3												
Towing	12		11				1								
Traffic	31		23							3				1	4
Transportation	4			4											
Tree	23	2	16							3	1				1
Universal access	5		2				1								2
Violation of law	11			11											
Winter temporary shelter	1		1												
Zoning / Urban planning / Exemption	17	2	11	1											3
GRAND TOTAL	1285	21	694	417	5	2	3	3	0	55	32	0	2	6	45

Chart 6

Evolution – Number of requests received from 2004 to 2013

Including Charter files

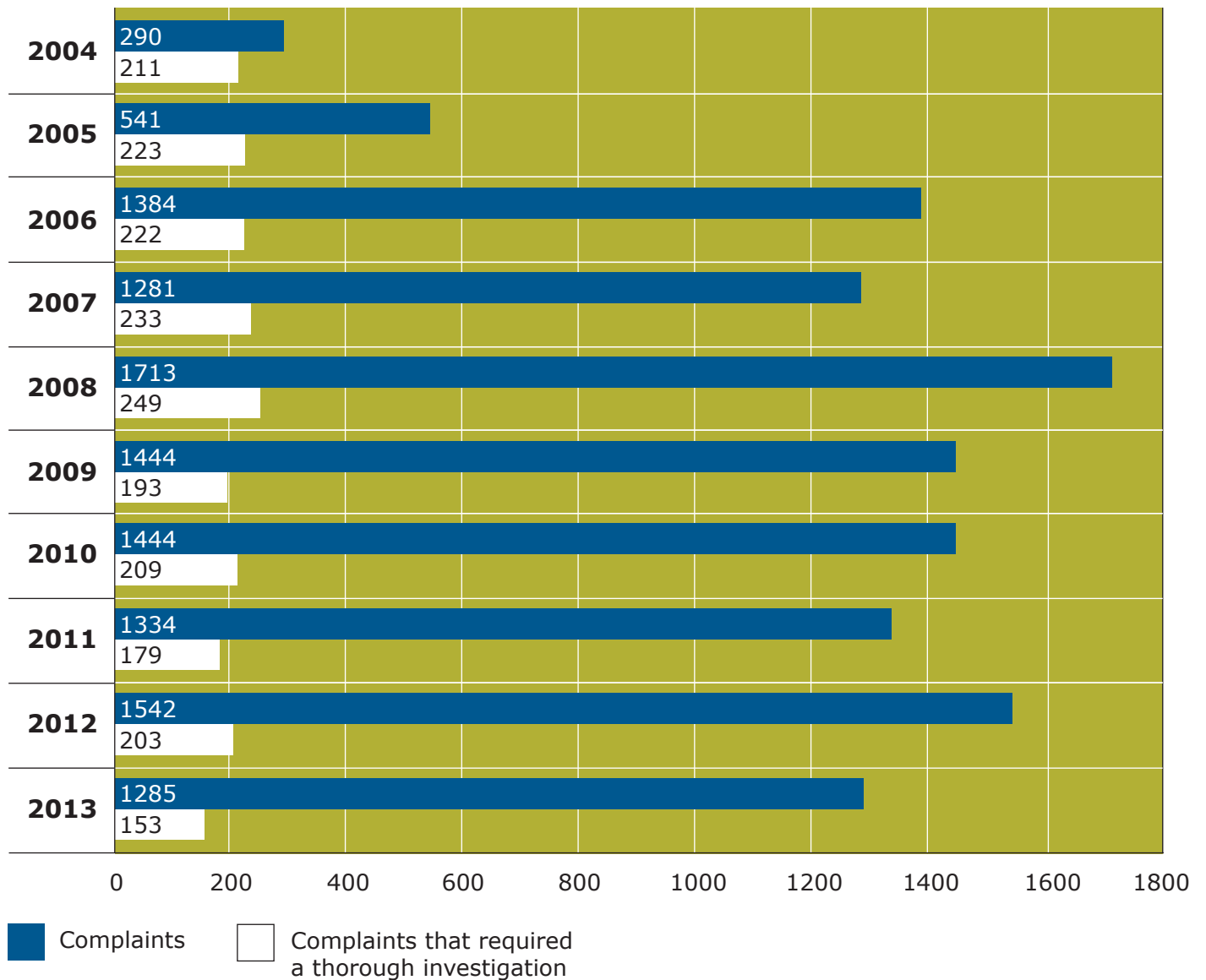


Chart 7

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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	1448	51	35	42	67	27	15	28	0	1713	7.53 DAYS
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.63	0	100%	
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	26	2	1444	7.83 DAYS
%	81.16	5.33	2.42	3.19	3.53	1.73	0.69	1.8	0.14	100%	
2011	1085	69	30	43	43	20	12	25	7	1334	8.09 DAYS
%	81.33	5.17	2.25	3.22	3.22	1.5	0.9	1.87	0.52	100%	
2012	1248	88	40	27	33	29	18	49	10	1542	10.41 DAYS
%	80.93	5.71	2.59	1.75	2.14	1.88	1.17	3.18	0.65	100%	
2013	1088	41	20	25	24	16	10	16	45	1285	5.13 DAYS
%	84.67	3.19	1.56	1.95	1.87	1.25	0.78	1.25	3.5	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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	14	25	31	42	67	27	15	28	0	249	45.52 DAYS
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	11.24	0	100%	
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	26	2	209	46.55 DAYS
%	3.35	10.53	11.48	20.57	23.92	11.96	4.78	12.44	0.96	100%	
2011	12	12	13	39	42	20	12	25	4	179	51.5 DAYS
%	6.7	6.7	7.26	21.79	23.46	11.17	6.7	13.97	2.23	100%	
2012	9	8	25	24	32	29	18	48	10	203	69.07 DAYS
%	4.43	3.94	12.32	11.82	15.76	14.29	8.87	23.65	4.93	100%	
2013	4	4	11	23	24	16	10	16	45	153	33.86 DAYS
%	2.61	2.61	7.19	15.03	15.69	10.46	6.54	10.46	29.41	100%	

Chart 8

Mode of submission of complaints

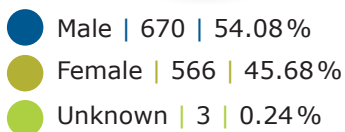
Including Charter files

MODE	NUMBER IN 2013	%	NUMBER IN 2012	%
By phone	765	59.53	895	58.04
By email	353	27.47	397	25.75
In person	96	7.47	148	9.6
By mail	38	2.96	43	2.79
By fax	22	1.71	12	0.78
Own motion investigations by the Ombudsman	6	0.47	25	1.62
On Facebook	4	0.31	12	0.78
On Twitter	1	0.06	4	0.26
Grouped complaints	0	0	3	0.19
On our Blog	0	0	2	0.13
On Youtube	0	0	1	0.06
TOTAL	1285	100%	1542	100%

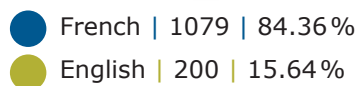
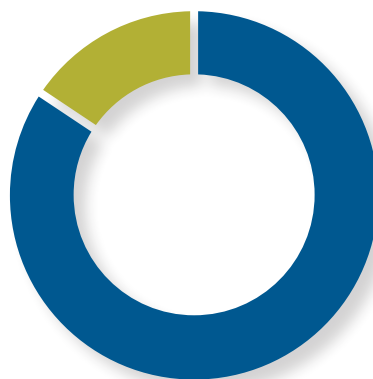
Chart 9

Demographic data – Complaints received in 2013 Including Charter files

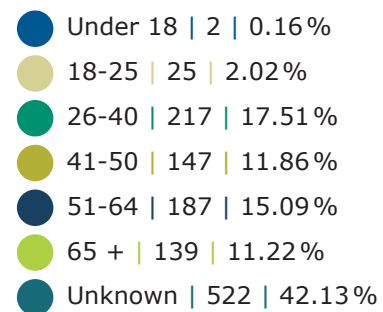
Gender



Language



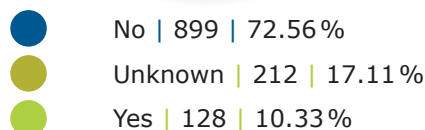
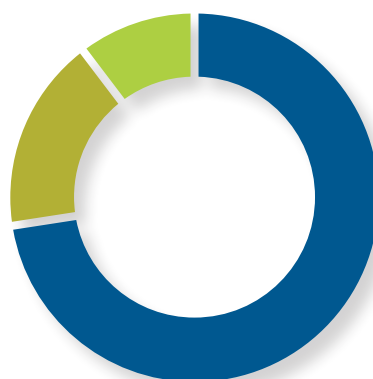
Age group



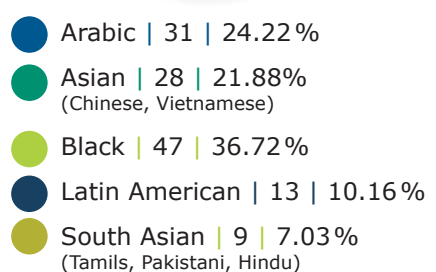
Origin



Visible minority



Details of declared visible minority



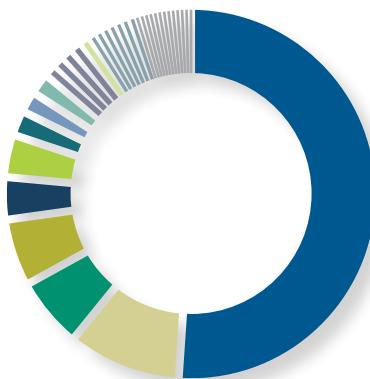
Nota Bene : In 2013, 36 complaints came from a corporation, 4 from groups of citizens and 6 were own motion investigations by the OdM.

Chart 9 (Continued)

Demographic data – Complaints received in 2013

Including Charter files

Details of declared ethnocultural origin



- Ethnocultural origin confirmed but not specified | 167 | 51.07%
- Italian | 32 | 9.79%
- Haitian | 20 | 6.12%
- French | 19 | 5.81%
- Chinese | 12 | 3.67%
- Greek | 12 | 3.67%
- Romanian | 7 | 2.14%
- Jewish | 6 | 1.83%
- Vietnamese | 6 | 1.83%
- American | 4 | 1.22%
- Indian | 4 | 1.22%
- Moroccan | 4 | 1.22%

- Spanish | 4 | 1.22%
- Maurician | 3 | 0.92%
- Afghan | 2 | 0.61%
- Armenian | 2 | 0.61%
- Congolese | 2 | 0.61%
- Filipino | 2 | 0.61%
- Guadelupean | 2 | 0.61%
- Lebanese | 2 | 0.61%
- Rwandan | 2 | 0.61%
- Algerian | 1 | 0.31%
- Bangladeshi | 1 | 0.31%

- Bulgarian | 1 | 0.31%
- Croatian | 1 | 0.31%
- English | 1 | 0.31%
- Hondurian | 1 | 0.31%
- Mexican | 1 | 0.31%
- Peruvian | 1 | 0.31%
- Polish | 1 | 0.31%
- Portuguese | 1 | 0.31%
- Russian | 1 | 0.31%
- Serbian | 1 | 0.31%
- Syrian | 1 | 0.31%

Chart 10

Evolution – Number of complaints – By borough

Including Charter files

BOROUGH	NUMBER		
	2011	2012	2013
Ahuntsic-Cartierville	38	46	38
Anjou	7	16	8
Côte-des-Neiges – Notre-Dame-de-Grâce	52	64	66
L'Île-Bizard – Sainte-Geneviève	8	6	8
Lachine	14	10	11
LaSalle	25	24	24
Le Plateau-Mont-Royal	67	104	71
Le Sud-Ouest	40	47	29
Mercier – Hochelaga-Maisonneuve	45	52	30
Montréal-Nord	13	13	12
Outremont	4	7	3
Pierrefonds-Roxboro	12	13	17
Rivière-des-Prairies – Pointe-aux-Trembles	29	24	20
Rosemont – La Petite-Patrie	51	57	65
Saint-Laurent	13	19	19
Saint-Léonard	3	10	9
Verdun	25	29	24
Ville-Marie	61	62	76
Villeray – Saint-Michel – Parc-Extension	34	28	38
Files concerning all boroughs	1	1	1
TOTAL	542	632	569

Chart 11

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Ahuntsic-Cartierville	Access to information	2
	Alley	2
	Animal	2
	Application of By-laws	2
	Aqueduct / Sewer	2
	Cleanliness	1
	Conduct of an employee	1
	Miscellaneous	1
	Noise	2
	Nuisances	1
	Parking / SRRR / Vignettes	1
	Permit	2
	Public health and maintenance (mold)	1
	Public health and maintenance (others)	1
	Quality of services	1
	Road works / Public works	1
	Snow removal	1
	Sports and leisure	2
	Tax (except real estate)	1
	Towing	2
	Traffic	1
	Tree	6
	Winter temporary shelter	1
	Zoning / Urban planning / Exemption	1
TOTAL		38

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Anjou	Access to information	1
	Application of By-laws	1
	Miscellaneous	1
	Permit	1
	Towing	1
	Traffic	1
	Tree	1
	Zoning / Urban planning / Exemption	1
TOTAL		8
Côte-des-Neiges – Notre-Dame-de-Grâce	Access to information	1
	Application of By-laws	4
	Aqueduct / Sewer	4
	Communications	1
	Conduct of an employee	2
	Driveway entrance	1
	Garbage / Recycling	4
	Handicapped person	3
	Miscellaneous	1
	Noise	6
	Nuisances	1
	Parking / SRRR / Vignettes	3
	Permit	6
	Public health and maintenance (bed bugs)	2
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	5
	Public health and maintenance (rats and mice)	1
	Quality of services	3
	Road works / Public works	6
	Snow removal	2
	Sports et leisure	1
	Traffic	3
	Tree	2
Zoning / Urban planning / Exemption	2	
TOTAL		66

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
L'Île-Bizard – Sainte-Geneviève	Library	1
	Nuisances	1
	Permit	3
	Public health and maintenance (others)	1
	Traffic	2
TOTAL		8
Lachine	Animal	1
	Application of By-laws	1
	Conduct of an employee	1
	Cycling path / Bicycle	1
	Noise	2
	Parking / SRRR / Vignettes	3
	Permit	2
TOTAL		11
LaSalle	Application of By-laws	5
	Cycling path / Bicycle	1
	Communications	1
	Conduct of an employee	2
	Miscellaneous	1
	Noise	1
	Nuisances	3
	Parking violation	1
	Permit	1
	Pound (storage of furniture)	1
	Public health and maintenance (others)	1
	Public participation	1
	Quality of services	1
	Snow removal	1
Tree	1	
Zoning / Urban planning / Exemption	2	
TOTAL		24

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Le Plateau-Mont-Royal	Alley	3
	Animal	1
	Application of By-laws	7
	Aqueduct / Sewer	3
	Cleanliness	1
	Culture	1
	Fire / Public safety	1
	Garbage / Recycling	5
	Miscellaneous	1
	Noise	3
	Parking / SRRR / Vignettes	8
	Parks and green spaces	1
	Permit	5
	Public health and maintenance (mold)	2
	Public health and maintenance (others)	5
	Public participation	1
	Quality of services	2
	Road works / Public works	10
	Snow removal	4
	Tax (except real estate)	2
	Traffic	2
	Universal access	1
Violation of law	1	
Zoning / Urban planning / Exemption	1	
TOTAL		71

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Le Sud-Ouest	Access to information	1
	Application of By-laws	2
	Cleanliness	1
	Communications	1
	Conduct of an employee	2
	Garbage / Recycling	1
	Nuisances	2
	Parks and green spaces	2
	Permit	3
	Public health and maintenance (mold)	1
	Public participation	1
	Quality of services	3
	Road works / Public works	3
	Traffic	3
	Tree	1
Zoning / Urban planning / Exemption	2	
TOTAL		29
Mercier-Hochelaga-Maisonneuve	Alley	1
	Application of By-laws	2
	Aqueduct / Sewer	1
	Cleanliness	1
	Conduct of an employee	2
	Garbage / Recycling	2
	Library	1
	Noise	1
	Parking / SRRR / Vignettes	5
	Parking violation	1
	Permit	1
	Quality of services	1
	Road works / Public works	2
	Snow removal	1
	Towing	1
	Traffic	4
Tree	2	
Universal access	1	
TOTAL		30

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Montréal-Nord	Alley	1
	Application of By-laws	1
	Cleanliness	1
	Driveway entrance	2
	Garbage / Recycling	1
	Parking / SRRR / Vignettes	1
	Permit	1
	Pound (storage of furniture)	1
	Tree	2
	Zoning / Urban planning / Exemption	1
TOTAL		12
Outremont	Aqueduct / Sewer	1
	Parking / SRRR / Vignettes	1
	Universal access	1
TOTAL		3
Pierrefonds-Roxboro	Conduct of an employee	1
	Culture	1
	Garbage / Recycling	1
	Miscellaneous	1
	Permit	1
	Public health and maintenance (mold)	2
	Quality of services	3
	Road works / Public works	5
	Snow removal	1
	Zoning / Urban planning / Exemption	1
TOTAL		17

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Rivière-des-Prairies – Pointe-aux-Trembles	Access to information	2
	Acquired rights	1
	Animal	1
	Application of By-laws	2
	Aqueduct / Sewer	2
	Communications	1
	Conduct of an employee	1
	Fence	1
	Nuisances	1
	Permit	2
	Public health and maintenance (mold)	1
	Road works / Public works	2
	Traffic	1
	Tree	2
TOTAL		20
Rosemont - La Petite-Patrie	Alley	4
	Application of By-laws	4
	Aqueduct / Sewer	4
	Cleanliness	1
	Conduct of an employee	4
	Fence	1
	Handicapped person	4
	Noise	2
	Parking / SRRR / Vignettes	3
	Permit	7
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	3
	Public health and maintenance (others)	1
	Quality of services	2
	Road works / Public works	4
	Snow removal	5
	Sports and leisure	4
	Towing	1
	Traffic	4
	Tree	3
Universal access	1	
Zoning / Urban planning / Exemption	2	
TOTAL		65

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Saint-Laurent	Access to information	2
	Application of By-laws	3
	Conduct of an employee	2
	Culture	1
	Noise	2
	Nuisances	1
	Permit	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (others)	1
	Road works / Public works	1
	Sports and leisure	1
	Traffic	2
	Zoning / Urban planning / Exemption	1
TOTAL		19
Saint-Léonard	Aqueduct / Sewer	2
	Driveway entrance	2
	Noise	1
	Nuisances	1
	Public health and maintenance (others)	2
	Tree	1
TOTAL		9
Verdun	Application of By-laws	3
	Communications	2
	Conduct of an employee	1
	Cycling path / Bicycle	2
	Library	2
	Noise	1
	Nuisances	4
	Permit	3
	Pound (storage of furniture)	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	2
	Quality of services	1
	Tree	1
TOTAL		24

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Ville-Marie	Alley	1
	Animal	4
	Application of By-laws	6
	Cleanliness	2
	Communications	1
	Conduct of an employee	1
	Cycling path / Bicycle	2
	Fence	1
	Financial compensation (storage of furniture)	1
	Garbage / Recycling	2
	Miscellaneous	2
	Noise	12
	Nuisances	3
	Parking / SRRR / Vignettes	5
	Permit	13
	Pound (storage of furniture)	3
	Public health and maintenance (others)	1
	Public health and maintenance (rats and mice)	1
	Road works / Public works	5
	Snow removal	1
	Towing	1
	Traffic	4
	Universal access	1
Zoning / Urban planning / Exemption	3	
TOTAL		76

Chart 11 (Continued)

Topic of complaints – By borough

Including Charter files

BOROUGH	TOPIC	NUMBER 2013
Villeray – Saint-Michel – Parc-Extension	Animal	2
	Application of By-laws	3
	Aqueduct / Sewer	1
	Communications	1
	Conduct of an employee	2
	Culture	2
	Fence	1
	Financial compensation (aqueduct / sewer)	1
	Gabage / Recycling	1
	Noise	3
	Nuisances	1
	Parks and green spaces	1
	Permit	8
	Public health and maintenance (cockroaches)	1
	Public health and maintenance (mold)	1
	Public health and maintenance (others)	1
	Road works / Public works	4
	Snow removal	1
	Traffic	2
	Tree	1
TOTAL		38
Files concerning all boroughs	Noise	1
TOTAL		1

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 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	2	28	3						3	2				
Anjou	8	1	5	1						1					
Côte-des-Neiges – Notre-Dame-de-Grâce	66	1	51	3						4	2				5
L'Île-Bizard – Sainte-Geneviève	8		6							1					1
Lachine	11		10							1					
LaSalle	24	1	11	3	2					4	2				1
Le Plateau-Mont-Royal	71		52	6	2	1	1			2	2				5
Le Sud-Ouest	29		20	2						2	2			1	2
Mercier – Hochelaga-Maisonneuve	30		23	3						2	2				
Montréal-Nord	12		9	1											2
Outremont	3		3												
Pierrefonds-Roxboro	17	1	10							3	1				2
Rivière-des-Prairies – Pointe-aux-Trembles	20		17							2	1				
Rosemont – La Petite-Patrie	65	6	47							2	1		1	1	7
Saint-Laurent	19	1	13	2						1					2
Saint-Léonard	9		6	1						1					1
Verdun	24	1	19	1		1				1					1
Ville-Marie	76		64	2	1					5					4
Villeray – Saint-Michel – Parc-Extension	38		31					1		3	1			1	1
Files concerning all boroughs	1			1											
GRAND TOTAL	569	14	425	29	5	2	1	1	0	38	16	0	1	3	34

Chart 13

Final response period - By borough

Thorough investigations only

Including Charter files

ATTENTION – 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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
Ahuntsic-Cartierville						3	1	1		5	86.8 DAYS
Anjou				1						1	22 DAYS
Côte-des-Neiges-Notre-Dame-de-Grâce			1		1	2	1	1	5	11	35.45 DAYS
L'Île-Bizard-Sainte-Geneviève						1			1	2	29.5 DAYS
Lachine								1		1	120 DAYS
LaSalle					3	1	2	2	1	9	61.56 DAYS
Le Plateau-Mont-Royal			1	3		1	1	2	5	13	39.08 DAYS
Le Sud-Ouest				1	2	1		1	2	7	36.14 DAYS
Mercier-Hochelaga-Maisonneuve				1	2			1		4	60.75 DAYS
Montréal-Nord									2	2	-
Outremont										0	-
Pierrefonds-Roxboro		1		1	1	1			2	6	29 DAYS
Rivière-des-Prairies-Pointe-aux-Trembles				1	2					3	33 DAYS
Rosemont- La Petite-Patrie					1	1	1	2	7	12	33.67 DAYS
Saint-Laurent								1	2	3	44.67 DAYS
Saint-Léonard						1			1	2	34.5 DAYS
Verdun				1				1	1	3	49 DAYS
Ville-Marie				1	3		1	1	4	10	31.2 DAYS
Villeray-Saint-Michel-Parc-Extension			1	1	2		1	1	1	7	45 DAYS

Chart 14

Evolution – Number of complaints – By central department

Including Charter files

DEPARTMENT	NUMBER		
	2011	2012	2013
Direction générale			
· Bureau du Directeur général	1	0	0
· Direction du greffe	2	4	7
Contrôleur général			
· All departments included	1	2	1
Finances			
· Centre des services partagés	30	22	18
· Direction de la gestion financière	3	1	1
Affaires juridiques et évaluation foncière			
· Direction de l'évaluation foncière	19	13	9
· Cour municipale	128	142	165
· Direction des affaires civiles	48	63	51
Technologies de l'information			
· All departments included	1	1	1
Concertation des arrondissements et ressources matérielles			
· Direction des services regroupés aux arrondissements	3	6	1
· Direction du matériel roulant	1	0	0
· Direction des immeubles	1	0	0
· Direction stratégies et transactions immobilières	3	6	1
· Direction de l'approvisionnement	0	0	2
Infrastructures, transport et environnement			
· Direction de l'environnement	3	3	1
· Direction des infrastructures	1	3	1
· Direction des transports	6	1	3
Mise en valeur du territoire et du patrimoine			
· Direction de l'habitation	18	37	21
· Direction de l'urbanisme et du développement économique	1	0	0
Qualité de vie			
· Direction de la culture et du patrimoine	4	4	1
· Direction des grands parcs et du verdissement	2	1	1
· Direction des sports et de l'activité physique	1	1	0
· Direction - Espace pour la vie	2	0	6

Chart 14 (Continued)

Evolution – Number of complaints – By central department

Including Charter files

DEPARTMENT	NUMBER		
	2011	2012	2013
Eau			
· All departments included	1	1	1
Capital humain et communications			
· Direction du capital humain	26	33	36
· Direction des communications	1	0	4
Police			
· Service des communications opérationnelles (911)	2	2	1
· Bureau du taxi et du remorquage	5	5	2
· Direction des opérations policières	57	68	58
· Section des agents de stationnement	34	28	36
· Mandatary car pounds	2	5	5
Sécurité incendie de Montréal			
All departments included	6	16	8
TOTAL	413	468	442

Nota Bene: Major restructurations took place in recent years. Data of previous years were grouped under the department in charge in 2013.

Chart 15

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2013
Direction générale		
Direction du greffe	Access to information	5
	Communications	1
	Miscellaneous	1
TOTAL		7
Contrôleur général		
All departments included	Culture	1
TOTAL		1
Finances		
Centre des services partagés	Evaluation / Real estate tax	11
	Miscellaneous	1
	Tax (except real estate)	6
Direction de la gestion financière	Access to information	1
TOTAL		19

Chart 15 (Continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2013
Affaires juridiques et évaluation foncière		
Direction de l'évaluation foncière	Communications	1
	Evaluation / Real estate tax	8
Cour municipale	Access to information	2
	Conduct of an employee	8
	Municipal court (functioning)	137
	Municipal court judgment	15
	Quality of services	3
Direction des affaires civiles	Financial compensation (aqueduct/sewer)	8
	Financial compensation (fall on sidewalk)	9
	Financial compensation (others)	10
	Financial compensation (pothole)	1
	Financial compensation (municipal works)	11
	Financial compensation (road incident)	3
	Financial compensation (storage of furniture)	1
	Financial compensation (tree)	6
	Miscellaneous	1
	Quality of services	1
TOTAL		225
Technologies de l'information		
All departments included	Communications	1
TOTAL		1
Concertation des arrondissements et ressources matérielles		
Direction des services regroupés aux arrondissements	Communications	1
	Miscellaneous	1
Direction stratégies et transactions immobilières	Alleged embezzlement	1
	Tenders / Contract	1
TOTAL		4

Chart 15 (Continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2013
Infrastructures, transport et environnement		
Direction de l'environnement	Application of By-laws	1
Direction des infrastructures	Application of By-laws	1
Direction des transports	Cycling path / Bicycle	1
	Parking / SRRR / Vignettes	1
	Traffic	1
TOTAL		5
Mise en valeur du territoire et du patrimoine		
Direction de l'habitation	Application of By-laws	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (others)	1
	Subsidy other than housing	18
TOTAL		21
Qualité de vie		
Direction de la culture et du patrimoine	Tenders / Contract	1
Direction des grands parcs et du verdissement	Parks and green spaces	1
	Miscellaneous	2
Direction - Espace pour la vie	Scientific institutions	3
	Tenders / Contract	1
TOTAL		8
Eau		
All departments included	Road works / Public works	1
TOTAL		1

Chart 15 (Continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2013
Capital humain et communications		
Direction du capital humain	Labour relations	36
Direction des communications	Communications	3
	Financial compensation (others)	1
TOTAL		40
Police		
Service des communications opérationnelles (911)	Access to information	1
Bureau du taxi et du remorquage	Miscellaneous	1
	Quality of services	1
Direction des opérations policières	Access to information	3
	Application of By-laws	3
	Communications	1
	Conduct of an employee	17
	Cycling path / Bicycle	1
	Miscellaneous	6
	Noise	3
	Nuisances	2
	Parking / SRRR / Vignettes	2
	Parking violation	1
	Quality of services	3
	Towing	4
	Traffic	3
	Violation of law	9
Section des agents de stationnement	Access to information	2
	Conduct of an employee	5
	Parking / SRRR / Vignettes	5
	Parking violation	24
Mandatory car pounds	Pound (others)	3
	Towing	2
TOTAL		102

Chart 15 (Continued)

Topic of complaints – By central department

Including Charter files

DEPARTMENT	TOPIC	NUMBER 2013
Sécurité incendie de Montréal		
All departments included	Application of By-laws	1
	Fire / Public safety	6
	Miscellaneous	1
TOTAL		8



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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Direction générale															
Direction du greffe	7			7											
Contrôleur général															
All departments included	1									1					
Finances															
Centre des services partagés	18		16	1						1					
Direction de la gestion financière	1		1												
Affaires juridiques et évaluation foncière															
Direction de l'évaluation foncière	9		5	4											
Cour municipale	165	1	93	48			1	1		6	14		1		
Direction des affaires civiles	51	1	33	14				1		1					1
Technologies de l'information															
All departments included	1		1												
Concertation des arrondissements et ressources matérielles															
Direction des services regroupés aux arrondissements	1		1												
Direction stratégies et transactions immobilières	1		1												
Direction de l'approvisionnement	2		1	1											
Infrastructures, transport et environnement															
Direction de l'environnement	1		1												
Direction des infrastructures	1		1												
Direction des transports	3		1											2	
Mise en valeur du territoire et du patrimoine															
Direction de l'habitation	21		14	3						3					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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Qualité de vie															
Direction de la culture et du patrimoine	1		1												
Direction des grands parcs et du verdissement	1													1	
Direction - Espace pour la vie	6		5												1
Eau															
All departments included	1									1					
Capital humain et communications															
Direction du capital humain	36			36											
Direction des communications	4		3	1											
Service de police															
Service des communications opérationnelles (911)	1			1											
Bureau du taxi et du remorquage	2		1							1					
Direction des opérations policières	58		22	31				1		2	1				1
Section des agents de stationnement	36		12	22						1	1				
Mandatory car pounds	5		3				1								1
Sécurité incendie de Montréal															
All departments included	8		7							1					
TOTAL	442	2	223	169	0	0	2	3	0	17	17	0	1	3	5

Chart 17

Final Response Period - By central department

Thorough investigations only

Including Charter files

ATTENTION: 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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
Contrôleur général											
All departments included								1		1	134 days
Finances											
Centre des services partagés							1			1	87 days
Affaires juridiques et évaluation foncière											
Cour municipale	3	2	8	7	3					23	12.17 days
Direction des affaires civiles			1		1				1	3	18 days
Infrastructures, transport et environnement											
Direction des transports							1	1		2	94 days
Mise en valeur du territoire et du patrimoine											
Direction de l'habitation					2	1			1	4	32.75 days
Qualité de vie											
Direction des grands parcs et du verdissement				1						1	14 days
Direction - Espace pour la vie									1	1	-----

Chart 17 (Continued)

Final Response Period - By central department

Enquêtes approfondies seulement

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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
Eau											
All departments included							1			1	73 days
Service de police											
Bureau du taxi et du remorquage								1		1	94 days
Direction des opérations policières		1		2				1	1	5	37.2 days
Section des agents de stationnement				1	1					2	26 days
Mandatory car pounds	1								1	2	1 day
Sécurité incendie de Montréal											
All departments included						1				1	49 days

Chart 18

Evolution – Number of complaints – By paramunicipal agency and other City related organization *Including Charter files*

ENTITY	NUMBER		
	2011	2012	2013
Commission des services électriques de Montréal (CSEM)	2	3	2
Conseil interculturel de Montréal	0	0	1
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	5	0	1
Office municipal d'habitation de Montréal (OMHM)	101	99	58
Société du parc Jean-Drapeau	3	0	1
Société d'habitation et de développement de Montréal (SHDM)	11	13	7
Société de transport de Montréal	19	15	16
Société en commandite Stationnement de Montréal	1	6	5
Société de vélo en libre-service	0	1	1
TOTAL	142	138	92

Chart 19

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

ENTITY	TOPIC	NUMBER 2013
Commission des services électriques de Montréal (CSEM)	Miscellaneous	2
	TOTAL	2
Conseil interculturel de Montréal	Miscellaneous	1
	TOTAL	1
Corporation des Habitations Jeanne-Mance	Nuisances	1
	TOTAL	1
Office municipal d'habitation de Montréal (OMHM)	Access to information	1
	Animal	1
	Communications	1
	Financial compensation (others)	1
	Noise	1
	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	4
	Public health and maintenance (others)	1
	Social housing / HLM / Housing subsidies	47
TOTAL	58	
Société du parc Jean-Drapeau	Miscellaneous	1
	TOTAL	1
Société d'habitation et de développement de Montréal (SHDM)	Financial compensation (others)	1
	Miscellaneous	1
	Noise	2
	Social housing / HLM / Housing subsidies	3
	TOTAL	7

Chart 19 (Continued)

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

ENTITY	TOPIC	NUMBER 2013
Société de transport de Montréal	Communications	1
	Conduct of an employee	5
	Financial compensation (road incident)	1
	Handicapped person	1
	Labour relations	1
	Nuisances	1
	Quality of services	2
	Transportation	4
TOTAL		16
Société en commandite Stationnement de Montréal	Communications	1
	Parking / SRRR / Vignettes	3
	Quality of services	1
TOTAL		5
Société de vélo en libre-service	Cycling path / Bicycle	1
	TOTAL	

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 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 (CSEM)	2		1												1
Conseil interculturel de Montréal	1	1													
Corporation de gestion des Habitations Jeanne-Mance	1	1													
Office municipal d'habitation de Montréal (OMHM)	58	1	41	7						3				2	4
Société du parc Jean-Drapeau	1	1													
Société d'habitation et de développement de Montréal (SHDM)	7		4	3											
Société de transport de Montréal	16			16											
Société en commandite Stationnement de Montréal	5		4												1
Société de vélo en libre-service	1		1												
GRAND TOTAL	92	4	51	26	0	0	0	0	0	3	0	0	0	2	6

Chart 21

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

Thorough investigations only

Including Charter files

ATTENTION: 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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
Commission des services électriques de Montréal (CSEM)									1	1	----
Office municipal d'habitation de Montréal (OMHM)				3		2			4	9	17,11 days
Société en commandite Stationnement de Montréal									1	1	----

Chart 22

Evolution – Number of complaints – By political entity

Including Charter files

ENTITY	2011	2012	2013
Agglomeration Council	5	5	1
City Council	9	10	12
Executive Committee	1	2	2
Mayor's office	1	1	0
Office of City Council Chairman	0	0	1
Ville de Montréal - Charbonneau Commission	0	8	4
TOTAL	16	26	20

Chart 23

Topic of complaints – By political entity

Including Charter files

ENTITY	TOPIC	NUMBER 2013
Agglomeration Council	Tax (except real estate)	1
TOTAL		1
City Council	Application of By-laws	1
	Aqueduct / Sewer	1
	Conduct of an employee	2
	Cycling path / Bicycle	1
	Decision of the City Council	1
	Fire / Public safety	1
	Human rights	3
	Miscellaneous	1
	Subsidy other than housing	1
TOTAL		12
Executive Committee	Subsidy other than housing	2
TOTAL		2
Office of City Council Chairman	Handicapped person	1
TOTAL		1
Ville de Montréal - Charbonneau Commission	Alleged embezzlement	4
TOTAL		4

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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Agglomeration Council	1			1											
City Council	12	1		11											
Executive Committee	2			2											
Office of City Council Chairman	1		1												
Ville de Montréal - Charbonneau Commission	4			4											
GRAND TOTAL	20	1	1	18	0	0	0	0	0	0	0	0	0	0	0

Chart 25

Final response period – By political entity

Thorough investigations only

Including Charter files

ATTENTION: 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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
NO THOROUGH INVESTIGATION CONCERNING POLITICAL ENTITIES IN 2013											

Chart 26

Charter files

Number of complaints / By topic

CHAPTER	TOPIC	NUMBER
Cultural Life	Culture	2
	SUB-TOTAL	2
Democracy	Alley	2
	Public participation	3
	SUB-TOTAL	5
Economic and Social Life	Public health and maintenance (bed bugs)	1
	Public health and maintenance (mold)	6
	Public health and maintenance (others)	1
	Road works / Public works	1
SUB-TOTAL	9	
Environment and Sustainable Development	Alley	1
	Garbage / Recycling	1
	Noise	5
	Nuisances	2
	Parks and green spaces	1
	Traffic	5
	Tree	3
	Zoning / Urban planning / Exemption	1
SUB-TOTAL	19	
Municipal Services	Aqueduct / Sewer	1
	Handicapped person	1
	Parking / SRRR / Vignettes	1
	Quality of services	11
	Universal access	3
SUB-TOTAL	17	
Security	Road works / Public works	1
	Traffic	2
	SUB-TOTAL	3
GRAND TOTAL		55

Chart 27

Charter files settled in 2013

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
Cultural Life – Culture	Request that a cultural festival be moved to a larger location	Le Plateau-Mont-Royal	14 days	Resolved – The event was moved into a larger location
Democracy – Alley	Analysis – Public consultation process with regard to Green Alleys (3 files)	Rosemont–La Petite-Patrie	276 days	Resolved – The Borough developed and adopted a <i>Guide des ruelles vertes</i>
Democracy – Alley	Analysis – Problems with the implementation of Green Alleys	Rosemont–La Petite-Patrie	119 days	Commitments undertaken – There will be adjustments to the <i>Guide des ruelles vertes</i>
Democracy – Public participation	Modifications to the public notices regarding the opening of a register to better inform citizens on the evidence they may have to produce	Le Sud-Ouest	56 days	Resolved – Modifications were made to the public notices to indicate that citizens may be required to provide evidence of their residential address
Economic and Social Life – Public health and maintenance (mold)	Follow-up on OMHM's commitments to decontaminate a vacant dwelling	OMHM	55 days	Commitments not respected; New commitment undertaken – The decontamination works will be part of a broader renovation project in the building – Meanwhile, the dwelling will remain vacant
Economic and Social Life – Public health and maintenance (mold)	Unsanitary dwelling – Investigation on the Borough's follow-ups	Le Sud-Ouest	383 days	Resolved – Rigorous monitoring by the Borough with regard to appropriate corrective measures
Economic and Social Life – Public health and maintenance (others)	Various non-conformities in an apartment building	Villeray–Saint-Michel–Parc-Extension	390 days	Resolved – The Borough requested appropriate corrective measures and makes regular follow-ups
Economic and Social Life – Public health and maintenance (mold)	Complaint about mold in a dwelling	Ville-Marie	139 days	Resolved – The Borough handled the complaint adequately and requested appropriate corrective measures to insure the decontamination of the dwelling
Economic and Social Life – Public health and maintenance (mold)	Mold problem in a dwelling	Rosemont–La Petite-Patrie	222 days	Resolved – Works were done in the dwelling

Chart 27 (Continued)
 Charter files settled in 2013

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
Environment and Sustainable Development – Noise	Noise from a ventilation unit and disturbing noises when night employees put garbage into containers – School establishment	Lachine	344 days	Resolved – Noise screens were installed and instructions were given to school employees asking that they handle with more care the use of garbage containers
Environment and Sustainable Development – Traffic	Follow-up on Borough’s commitment to implement measures to mitigate traffic	Pierrefonds-Roxboro	88 days	Commitment respected – The borough implemented traffic mitigation solutions
Environment and Sustainable Development – Garbage / Recycling	A citizen submits there is wild dumping of garbage in his district	Ville-Marie	158 days	Resolved – The borough intervened with the offenders and made follow-ups
Environment and Sustainable Development – Environment / Sustainable development	A chimney installed on the roof of a commercial building produces smoke which the neighbours consider noxious	Direction de l’environnement	164 days	Resolved – The chimney was reoriented away from the residences and the ducts were cleaned
Environment and Sustainable Development – Nuisances	Follow-up on Borough’s commitment to manage and resolve different nuisances problems in an alley (parking, cleanliness, animals)	Rosemont-La Petite-Patrie	35 days	Commitments respected – The Borough increased its monitoring of the alley which led to the resolution of the problems
Environment and Sustainable Development – Parks and green spaces	Follow-up on commitment to limit mechanical interventions in the Parc Angrignon forest	Le Sud-Ouest and Direction des grands parcs et du verdissement	14 days	Commitments respected – No more mechanical interventions
Municipal Services – Application of By-laws	Inquiry on the applicable procedure to determine rent increases	SHDM	198 days	Resolved – SHDM has adopted a new detailed written policy
Municipal Services – Quality of services	No response to citizen’s calls and emails by the Borough	Pierrefonds-Roxboro	13 days	Resolved – The Borough acknowledged the problem and promptly contacted the citizen
Municipal Services – Quality of services	No follow-up on a citizen’s request	Rosemont-La Petite-Patrie	73 days	Resolved – The citizen obtained his answers and the Borough apologized for the long delay; the file had been transferred to the wrong employee

Chart 27 (Continued)

Charter files settled in 2013

CHAPTER AND TOPIC	DESCRIPTION	ENTITY	DELAY	RESULT
Municipal Services – Quality of services	Dissatisfaction with the management of complaints relating to unsanitary dwellings	Le Sud-Ouest	98 days	Resolved – The Borough recognized the gaps in its treatment of the file. The Borough provided training to its inspectors and established a new protocol for future interventions
Municipal Services – Quality of services	No answer to a citizen's request to cut down a tree	LaSalle	91 days	Resolved – The Borough recognized the problem and apologized to the citizen
Municipal Services – Quality of services	Very long delay before the Borough handled a citizen's complaint	Le Plateau-Mont-Royal	210 days	Resolved – The Borough acknowledged there was a problem and took measures to improve its internal procedures for the handling of similar cases
Security – Traffic	Follow-up on commitment to install a pedestrian traffic light	Direction des transports	84 days	Commitment respected – The pedestrian traffic light was installed
Security – Public health and maintenance (mold)	Unsanitary building	Côte-des-Neiges-Notre-Dame-de-Grâce	705 days	Resolved – Different measures taken by the Borough (inspections, notice of closure of dwellings to protect the tenants' health and notices to the landlord requesting corrective measures)

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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Cultural Life	2									1	1				
Democracy	5									1	1		1		2
Economic and Social Life	9									2				1	6
Environment and Sustainable Development	19				1					10				1	7
Municipal Services	17					1	1			1	4				10
Security	3									1				1	1
GRAND TOTAL	55	0	0	0	1	1	1	0	0	16	6	0	1	3	26

Chart 29

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	Economic and Social Life	
	Public health and maintenance (mold)	1
	Environment and Sustainable Development	
	Noise	1
	Municipal Services	
	Aqueduct / Sewer	1
	Quality of services	2
	Security	
Traffic	1	
	TOTAL	6
Lachine (administration)	Environment and Sustainable Development	
	Noise	1
	TOTAL	1
LaSalle (administration)	Democracy	
	Public participation	1
	Environment and Sustainable Development	
	Noise	1
	Municipal Services	
	Quality of services	1
	TOTAL	3

Chart 29 (Continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Le Plateau Mont-Royal (administration)	Cultural Life	
	Culture	1
	Democracy	
	Public participation	1
	Economic and Social Life	
	Road works / Public works	1
	Environment and Sustainable Development	
	Alley	1
	Traffic	1
	Municipal Services	
	Parking / SRRR / Vignettes	1
	Quality of services	1
Universal access	1	
TOTAL	8	
Le Sud-Ouest (administration)	Democracy	
	Public participation	1
	Environment and Sustainable Development	
	Garbage / Recycling	1
	Parks and green spaces	1
	Traffic	1
	Municipal Services	
Quality of services	2	
TOTAL	6	
Mercier – Hochelaga-Maisonneuve (administration)	Environment and Sustainable Development	
	Traffic	1
TOTAL	1	
Montréal-Nord (administration)	Environment and Sustainable Development	
	Tree	1
TOTAL	1	

Chart 29 (Continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Pierrefonds-Roxboro (administration)	Economic and Social Life	
	Public health and maintenance (mold)	1
	Environment and Sustainable Development	
	Zoning / Urban planning / Exemption	1
	Municipal Services	
Pierrefonds-Roxboro (Borough Council)	Quality of services	2
	Security	
	Road works / Public works	1
TOTAL		5
Rivière-des-Prairies – Pointe-aux-Trembles (administration)	Environment and Sustainable Development	
	Tree	1
TOTAL		1
Rosemont – La Petite-Patrie (administration)	Democracy	
	Alley	2
	Economic and Social Life	
	Public health and maintenance (mold)	1
	Environment and Sustainable Development	
	Traffic	1
	Tree	1
	Municipal Services	
	Handicapped person	1
	Quality of services	1
Universal access	1	
TOTAL		8
Saint-Laurent (administration)	Cultural Life	
	Culture	1
	Environment and Sustainable Development	
	Nuisances	1
	Traffic	1
TOTAL		3

Chart 29 (Continued)

Charter files

Topic of complaints / By entity

BOROUGH	CHAPTER / TOPIC	NUMBER
Saint-Léonard (administration)	Environment and Sustainable Development	
	Noise	1
	TOTAL	1
Verdun (administration)	Environment and Sustainable Development	
	Nuisances	1
	TOTAL	1
Ville-Marie (administration)	Environment and Sustainable Development	
	Noise	1
	Municipal Services	
	Universal access	1
TOTAL	2	
Villeray – Saint-Michel – Parc-Extension (administration)	Economic and Social Life	
	Public health and maintenance (mold)	1
	TOTAL	1
CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
Contrôleur général (All departments included)	Cultural Life	
	Culture	1
	TOTAL	1
Infrastructures, transport et environnement (Direction des transports)	Security	
	Traffic	1
	TOTAL	1
Mise en valeur du territoire et du patrimoine (Direction de l'habitation)	Economic and Social Life	
	Public health and maintenance (others)	1
	TOTAL	1
Qualité de vie (Direction des grands parcs et du verdissement)	Environment and Sustainable Development	
	Parks and green spaces	1
	TOTAL	1

Chart 29 (Continued)

Charter files

Topic of complaints / By entity

CENTRAL DEPARTMENT	CHAPTER / TOPIC	NUMBER
Service de police (Direction des opérations policières)	Environment and Sustainable Development	
	Traffic	1
	Municipal Services	
	Quality of services	1
TOTAL		2
PARAMUNICIPAL AGENCY AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	NUMBER
Office municipal d'habitation de Montréal (OMHM)	Economic and Social Life	
	Public health and maintenance (mold)	3
TOTAL		3
Société en commandite Stationnement de Montréal	Municipal Services	
	Quality of services	1
TOTAL		1

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 DURING INVESTIGATION	DECISION OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	6									1					5
Lachine (administration)	1									1					
LaSalle (administration)	3									2	1				
Le Plateau-Mont-Royal (administration)	8					1	1			2	1				3
Le Sud-Ouest (administration)	6									1	2			1	2
Mercier – Hochelaga-Maisonneuve (administration)	1									1					
Montréal-Nord (administration)	1														1
Pierrefonds-Roxboro (administration)	4									1	1				2
Pierrefonds-Roxboro (Conseil d'arr.)	1									1					
Rivière-des-Prairies – Pointe-aux-Trembles (administration)	1									1					
Rosemont – La Petite-Patrie (administration)	8									1	1		1		5
Saint-Laurent (administration)	3									1					2
Saint-Léonard (administration)	1									1					
Verdun (administration)	1														1
Ville-Marie (administration)	2				1										1
Villeray – Saint-Michel – Parc-Extension (administration)	1														1

Chart 30 (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
Contrôleur général (All departments included)	1									1					
Infrastructures, transport et environnement (Direction des transports)	1													1	
Mise en valeur du territoire et du patrimoine (Direction de l'habitation)	1														1
Qualité de vie (Direction des grands parcs et du verdissement)	1													1	
Police (Direction des opérations policières)	2									1					1
Office municipal d'habitation de Montréal (OMHM)	3									2				1	
Société en commandite Stationnement de Montréal	1														1

Chart 31

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, 2014	TOTAL	AVERAGE DELAY IN WORKING DAYS
2008	1	0	1	5	15	5	7	6	0	40	57.3 DAYS
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	100%	
2009	2	0	0	8	9	9	6	4	0	38	47.37 DAYS
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	100%	
2010	2	1	1	12	13	9	7	19	2	66	79.65 DAYS
%	3.03	1.52	1.52	18.18	19.7	13.64	10.61	28.79	3.03	100%	
2011	1	3	4	6	14	10	3	14	2	57	74.68 DAYS
%	1.75	5.26	7.02	10.53	24.56	17.54	5.26	24.56	3.51	100%	
2012	5	1	1	7	10	11	13	27	4	79	96.33 DAYS
%	6.33	1.27	1.27	8.86	12.66	13.92	16.46	34.18	5.06	100%	
2013	0	1	0	7	6	4	4	7	26	55	31.18 DAYS
%	0	1.82	0	12.73	10.91	7.27	7.27	12.73	47.27	100%	

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

Chart 32

Charter files

Results / By specific provision of the Charter

CHAPTER / PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Cultural Life			
Maintaining geographic and economic access to its cultural and artistic centers and fostering their use	1	Resolved	14 days
Promoting creative endeavours	1	Ill-founded	134 days
SUB-TOTAL	2		
Democracy			
Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures	2	1 Still pending 1 Commitment	59 days
Providing citizens with useful information	1	Resolved	55 days
Encouraging public participation	2	1 Still pending 1 Ill-founded	15 days
SUB-TOTAL	5		
Economic and Social Life			
Taking appropriate measures to ensure that housing meets public health and safety standards	9	6 Still pending 2 Ill-founded 1 Follow-up on commitment	12.67 days
SUB-TOTAL	9		
Environment and Sustainable Development			
Fostering the protection of the urban forest	4	2 Ill-founded 1 Follow-up on commitment 1 Still pending	24.25 days
Controlling abusive irritants stemming from the wrongful dumping of garbage	1	Ill-founded	44 days
Taking measures to reduce abusive irritants resulting from traffic	5	3 Still pending 2 Ill-founded	19 days
Taking measures to reduce abusive irritants resulting from noise	9	4 Still pending 1 Withdrawal 4 Ill-founded	51.78 days
Preserving biodiversity and fostering its expansion in parks and green spaces	1	Ill-founded	22 days
SUB-TOTAL	20		

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	Refusal of settlement	102 days
Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programs and services in general	3	2 Still pending 1 Redirected during investigation	6.33 days
Providing competent municipal services in a respectful and non-discriminatory manner	13	8 Still pending 4 Resolved 1 Ill-founded	21.56 days
SUB-TOTAL	17		
Security			
Developing its territory in a safe manner	3	1 Still pending 1 Ill-founded 1 Follow-up on commitment	42 days
SUB-TOTAL	3		
GRAND TOTAL	56		

Chart 33

Charter files

Evolution / Number of complaints 2006-2013

A. Evolution of the number of Charter investigations									
	2006	2007	2008	2009	2010	2011	2012	2013	TOTAL
Number of Charter investigations	33	40	40	38	66	57	78	55	407

B. Proportion of Charter investigations over all OdM investigations									
	2006	2007	2008	2009	2010	2011	2012	2013	TOTAL
Number of Charter investigations per year	33	40	40	38	66	57	78	55	407
Total number of OdM investigations per year	222	233	249	193	209	179	203	153	1641
%	14.86	17.17	16.06	19.69	31.58	31.84	38.42	35.95	24.8

Chart 34

Charter files Results / By topic

TOPIC	TOTAL NUMBER	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	DECISIONS OF ELECTED REPRESENTATIVES DURING INVESTIGATION	REQUEST ILL-FOUNDED	RESOLVED BY MEDIATION	RECOMMENDATION	COMMITMENT	FOLLOW-UP ON COMMITMENT	STILL PENDING
Alley	3									1			1		1
Aqueduct / Sewer	1														1
Culture	2									1	1				
Garbage / Recycling	1									1					
Handicapped person	1														1
Noise	5				1					4					
Nuisances	2														2
Parking / SRRR / Vignettes	1					1									
Parks and green spaces	1													1	
Public health and maintenance (bed bugs)	1														1
Public health and maintenance (mold)	6									2				1	3
Public health and maintenance (others)	1														1
Public participation	3									1	1				1
Quality of services	11									1	4				6
Road works / Public works	2									1					1
Traffic	7									2				1	4
Tree	3									2					1
Universal access	3						1								2
Zoning / Urban planning / Exemption	1														1
GRAND TOTAL	55	0	0	0	1	1	1	0	0	16	6	0	1	3	26

Chart 35

Charter files

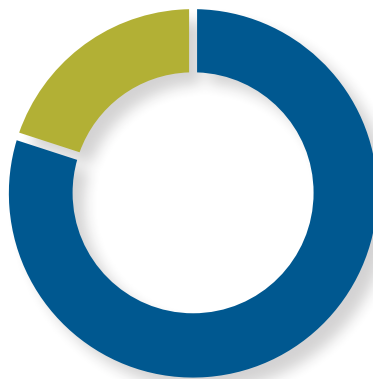
Demographic data

Gender



- Male | 24 | 57.14%
- Female | 18 | 42.86%

Language



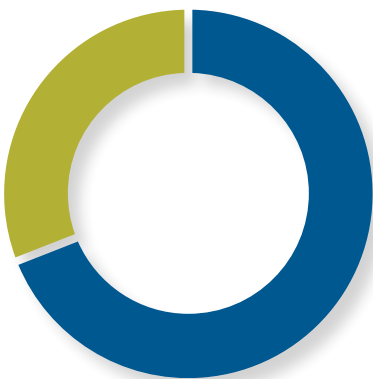
- French | 40 | 80%
- English | 10 | 20%

Age group



- 18-25 | 1 | 2.38%
- 26-40 | 4 | 9.52%
- 41-50 | 5 | 11.9%
- 51-64 | 11 | 26.19%
- 65 + | 8 | 19.05%
- Unknown | 13 | 30.95%

Origin



- Canadian | 29 | 69.05%
- Ethnocultural | 13 | 30.95%

Details of declared ethnocultural origin



- Ethnocultural origin confirmed but not specified | 5 | 38.46%
- Italian | 2 | 15.38%
- Philippino | 1 | 6.67%
- Greek | 1 | 6.67%
- Haitian | 1 | 6.67%
- Jewish | 1 | 6.67%
- Maurician | 1 | 6.67%
- Spanish | 1 | 6.67%

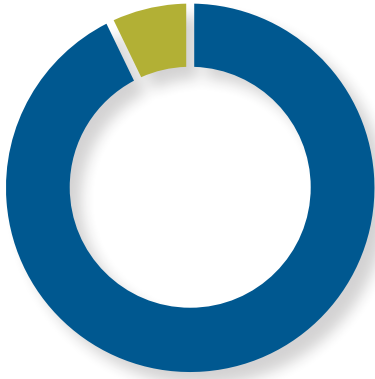
Nota Bene : Of the 55 Charter files handled in 2013, 5 were own motion investigations by the Odm, 4 came from groups of citizens and 4 from a corporation.

Chart 35 (Continued)

Charter files

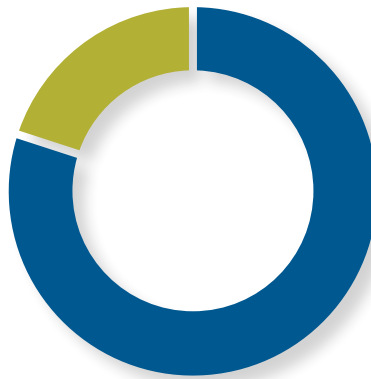
Demographic data

Visible minority



● No | 39 | 92.86%
● Yes | 3 | 7.14%

Details of declared visible minority



● Asian | 1 | 33.33%
● Black | 2 | 66.67%

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 or safety 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 ; prohibitions 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 By-laws

Complaints relating to municipal statutes in general, how they are applied and the merits of a By-law ; Complaints regarding the simultaneous application of many By-laws ; Application of a municipal By-law 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

Un-cleanliness of a private property, a park, a street, an alley, etc.

Communications

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

Complaints against a municipal employee 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.

Cycling path/Bicycle

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

Culture

Complaints concerning municipal cultural events or institutions.

Decision of the Agglomeration Council

Complaints related to an Agglomeration Council decision which we cannot link to another category. N.B 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 or access thereto.

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 ; a Motion for review ; late payments ; refunds ; agreements ; etc.

Fence

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 event)

Financial claims relating to damages due to a climate 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 (e.g. snow removal, road maintenance, etc.).

Financial compensation (others)

Other financial claims which we cannot link to another category (e.g.: 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).

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: e.g. 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/Public safety

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

Garbage/Recycling

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 librairies.

Miscellaneous

Complaints concerning Ville de Montréal which we cannot link to another category. For example: real estate transactions between citizens and the City ; problems linked to civic address ; 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 (e.g. air conditioning, ventilation systems, commercial activities, etc.) ; Application of relevant By-laws.

Nuisances

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

Parking/SRRR/Vignettes

Complaints regarding the implementation or withdrawal of SRRR zones (street parking areas reserved for local residents), including the issuance of parking permits ; 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 ticket.

Parks and Green spaces

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 (others)

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 dwelling, 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 organizations, Tenant/landlord relations.

Public health and maintenance (bed bugs)

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

Public health and maintenance (cockroaches)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : cockroaches.

Public health and maintenance (mold)

Complaints regarding the application of By-laws concerning the sanitation, maintenance and safety of dwellings : mold.

Public health and maintenance (others)

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

Public markets

Complaints regarding a public market.

Public organizations

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 and recycling) ; etc.

Scientific institutions

Complaints regarding the Biodôme, the Insectarium, the Jardin Botanique and the Planétarium. (eg. 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 subsidies

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

Sports 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.

Tenders/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.

Volunteer work

Complaints relating to volunteers within municipal activities.

Violation of law

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

Winter temporary shelter

Complaints concerning winter temporary car shelters (TEMPO).

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.



IN A RESOLUTION MODE !

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