

PUBLIC NOTICE



PUBLIC REVIEW

Annual report for 2015: Ombudsman de Montréal

The *Commission de la présidence du conseil* will conduct a public review of the 2015 annual report of the *Ombudsman de Montréal*.

Date: Wednesday, September 14, 2016

Time: 7 p.m.

Place: Council chamber of city hall, 275, rue Notre-Dame Est / Champ-de-Mars metro station stm.info

The meeting will begin with the presentation of the annual report by the ombudsman (OdM), M^e Johanne Savard. The following specific themes will also be discussed:

- The role of the OdM – importance and influence
- 2015: record year – valued service
- A few case file examples
- Universal accessibility: a constant concern for the OdM
- Procedural fairness, transparency and the promotion of a service culture with an approach aimed at helping citizens
- Fiscal equity – a new issue.

ACCESSIBILITY

Persons with reduced mobility may use the east side entrance (**510, rue Gosford**). The room is equipped with a hearing aid system that can be accessed by tuning in to 100.3 FM on your portable player. Moreover, an interpretation service for persons with a hearing impairment is available on request, subject to the availability of interpreters.

Citizens and organization representatives who wish to participate in the question and comment period should register 30 minutes prior to the meeting or contact the Service du greffe as of today. The documents related to this public review are available for consultation at Accès Montréal offices and borough offices, as well as at the Service du greffe and on the city's web portal, at: ville.montreal.qc.ca/commissions

Information: Service du greffe
Division des élections, du soutien aux commissions et de la réglementation
275, rue Notre-Dame Est, suite R-134
Montréal (Québec) H2Y 1C6
Tel.: 514 872-3000
Fax: 514 872-5655
commissions@ville.montreal.qc.ca
@Comm_MTL

The Gazette

Date of publication: August 31, 2016