

2010 Highlights

Approval of two major
sustainable development plans

Overall improvement
in air quality since 2000

Increased recovery of green waste





The mission of the **Direction de l'environnement et du développement durable** is to improve the quality of life and living environment of citizens of the Montréal agglomeration, by raising public awareness about environmental issues, by promoting and monitoring the quality of the physical environment, by providing responsible management of the territory's resources and residual materials, and by monitoring the quality and safety of food with respect to wholesalers, restaurants and retailers. In addition, the Direction assumes an advisory role for municipal services, boroughs, related municipalities and other authorities in the area of sustainable development. To this end, it develops policies, programs and action plans.

This document was prepared using the reports submitted for 2010 by the division heads of the Direction de l'environnement et du développement durable.

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Message from the director

Gaining momentum as a community

It is with great enthusiasm that I invite you to read, in these *Highlights*, about the many actions carried out in 2010 by the Direction de l'environnement et du développement durable to help make Montréal a sustainable metropolis. The achievements to this end have been numerous. What is more, they attest to a growing willingness by governments, businesses, community groups and citizens to rally around this compelling collective environmental movement! Let me provide a few examples.

Montréal's Municipal Waste Management Master Plan for 2010-2014 has begun to take concrete shape. Citizens were invited to "consume differently" so as to reduce waste at the source. Tens of thousands of rolling bins, along with information kits on the collection of recycled materials, were distributed across the island. More than 28,000 tonnes of kitchen and garden waste were recovered – the equivalent of 3,000 garbage trucks filled to capacity – and the exciting announcement of the upcoming construction of specialized facilities means we will be able to enhance the value of even more organic material in the future.

The innovative and mobilizing effects of *Montréal's First Strategic Plan for Sustainable Development 2005-2009* were recognized at the national and international levels. In the same spirit, but with even more ambitious objectives, the *Montréal Community Sustainable Development Plan 2010-2015* and the *Corporate Sustainable Development Plan 2010-2015* were adopted.

Air and water quality continued to be closely monitored. Thanks to the granting of \$1.9 million under the Québec government's Climat municipalités program, the Montréal agglomeration will soon have an updated inventory of its corporate greenhouse gas emissions, as well as an action plan for adapting to climate change. With respect to soil quality and green spaces, decontamination has been progressing – and pesticide use has been diminishing.

Yes, **even though there is still much to do, Montréal is well on its way to becoming a sustainable metropolis.** Contributions by a growing number of partners and the 15th anniversary celebration of the Éco-quartier local action program are also examples – as is the progress made by our own team in reaching the objectives of the Direction's environmental management system. Now it is your turn to join the movement. The thousand and one resources of our revamped website can help you!

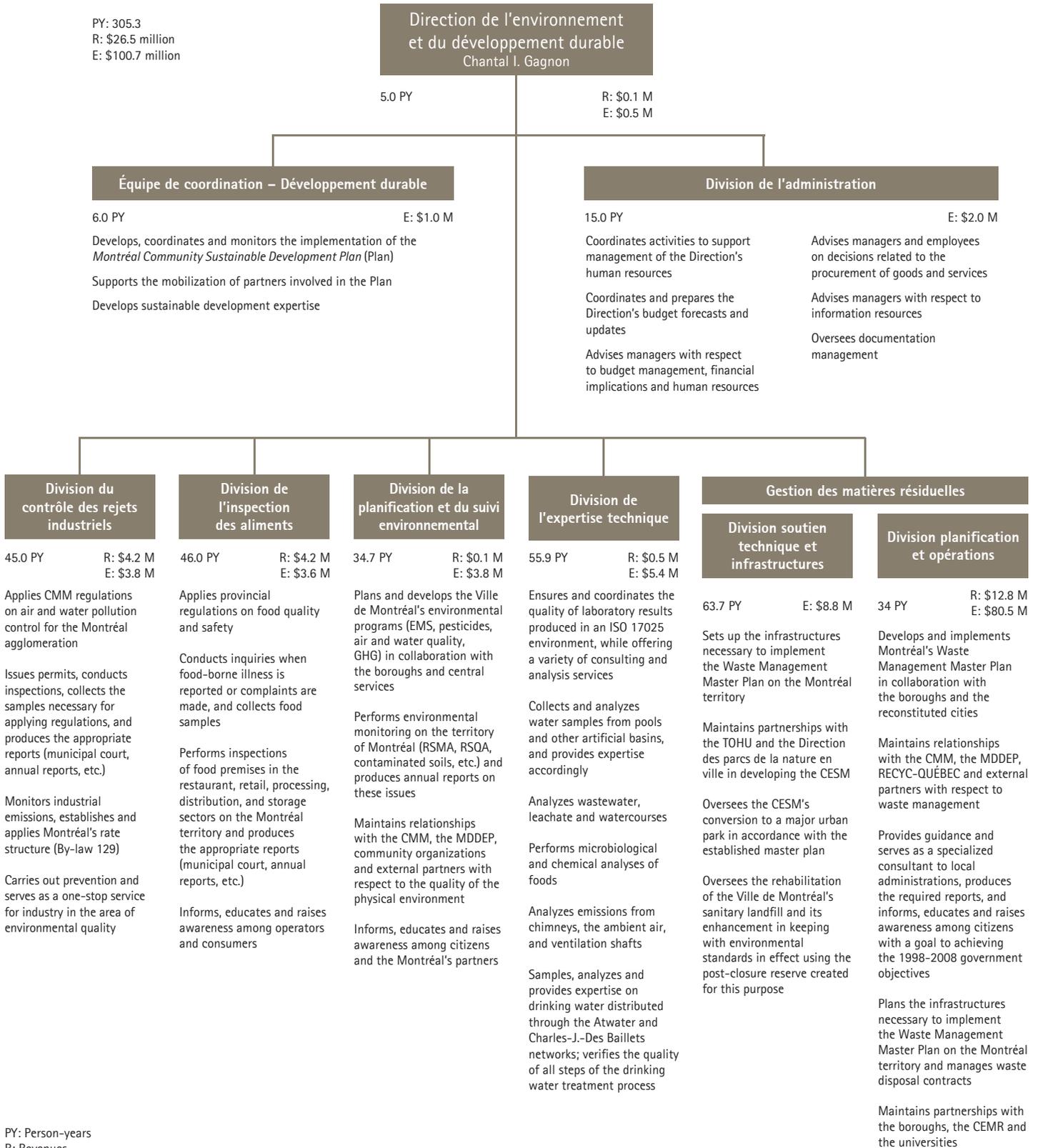


A handwritten signature in blue ink that reads "Chantal I. Gagnon". The signature is fluid and cursive.

Chantal I. Gagnon, MBA
Director
Direction de l'environnement et du développement durable



2010 Organizational Chart



PY: Person-years
R: Revenues
E: Expenditures

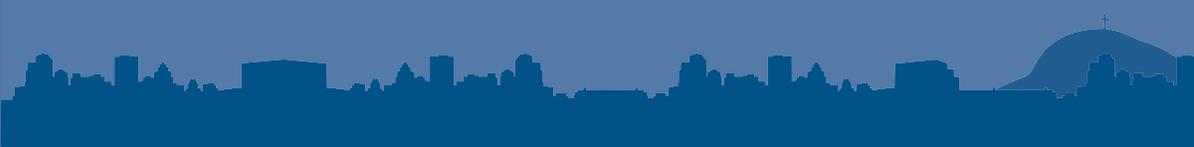


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The Direction de l'environnement et du développement durable

In order to be a leader in environment and sustainable development, the Direction has engaged in a process that aims to improve its own environmental performance, in all its workplaces. The **Environmental Management System (EMS)**, an inspiring prototype of what can be done within a public organization, led to more than 30 projects in 2010. Overview.

Step by step, the Direction is making progress in achieving its EMS objectives. Thus, the quantity of GHG emitted by its vehicles has dropped 33% since 2006!

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS): SIGNIFICANT PROGRESS

EVERY KILOMETRE COUNTS. The Direction continued to work to reduce the greenhouse gas (GHG) emissions resulting from the use of its 97 vehicles. After drafting a report on the state of this automobile fleet, a **management kit** was created so that each division can more easily collect data related to fuel consumption, kilometres driven and maintenance — all information that is required in order to fully understand the needs and behaviours of users. Other examples of actions to improve efficiency: vans at the end of their useful life were replaced with **more energy-efficient vehicles**, **sampling routes** were planned in a way that sought to minimize distances travelled, and **preventive maintenance programs** were meticulously followed.

now completed, all the buildings occupied by the Direction are now equipped with these infrastructures. Moreover, a characterization study (sampling and then analysis to establish a clear picture and develop an action plan) carried out at the Brennan Building revealed that each employee at the Direction generates 0.79 kg of residual materials, and that the recycling rate is 60%. A **guide to managing hazardous materials** was developed and the Direction signed agreements with recycling companies so that 15 of the 19 materials thus categorized can be reused.

DUPLEX PRINTING. More than 96% of work stations at the Direction are now configured in **duplex printing mode**. As a result, paper consumption went down 4% in 2010.



A STUDY ON WATER USE within the Direction led to the identification of equipment that consumes large quantities of water and to come up with a list of strategies for **reducing consumption** of this precious resource.

A CLEAR DASHBOARD. The result of careful deliberation, an **environmental dashboard** now brings together all the data that managers need to see, at a glance, the continuous improvements made to reach the EMS objectives. Managers can then inform employees of the progress achieved to date



COMPREHENSIVE MANAGEMENT OF RESIDUAL MATERIALS. With the implementation of the **multi-material recycling program** at the laboratory of the Charles-J.-Des Baillets plant



Together for a sustainable metropolis

In 2010, the adoption of two major plans and the carrying out of numerous partnership and citizen education actions strengthened the foundation for sustainable development in Montréal. Change is under way!

ADOPTION OF TWO MAJOR PLANS

In November, the agglomeration council adopted the *Montréal Community Sustainable Development Plan 2010–2015* (2010–2015 Plan) and the *Corporate Sustainable Development Plan 2010–2015*.



The culmination of more than 18 months of work led by a liaison committee, the 2010–2015 Plan was developed in collaboration with more than 180 organizations from all backgrounds. Dialogue was in fact at the heart of this

process: partners attended two meetings to discuss the actions proposed as well as their own contributions, and they were invited to send their comments and suggestions to the Direction. A series of meetings with experts was also organized in order to determine the broad actions required to meet the nine objectives previously identified.

Meanwhile, the *Corporate Sustainable Development Plan 2010–2015*, which affects both **central services** and **local administrations**, intends to make sustainable development an integral part of Montréal's municipal administration.



A DYNAMIC NETWORK OF PARTNERS. Since the 2010–2015 Plan was launched, nearly **140 partners** have reaffirmed, or affirmed for the first time, their commitment to making Montréal a sustainable metropolis. New partners include the Agence métropolitaine de transport, the Montréal Museum of Fine Arts and the David Suzuki Foundation. Moreover, the **Partners' Network**, led by the Division du développement durable, the Conférence régionale des élus de Montréal and the Conseil régional de l'environnement de Montréal, continued its activities, with three thematic meetings, a conference on peak oil issues, and a tour of urban agricultural initiatives being carried out downtown. In April, there was a full house for the fourth edition of the **awards gala for the environment and sustainable development** in Montréal. Finally, the **monthly electronic newsletter DOMINO** kept people informed on sustainable development news in Montréal.

KEY REPORTS. The Division du développement durable produced a summary report on *Montréal's First Strategic Plan for Sustainable Development 2005–2009*, as well as a **2009 report on the action plan** for the 2007–2009 phase.

The adoption of *Montréal's Strategic Plan for Sustainable Development, 2010–2015*, was accompanied by a new visual identity and a dedicated website for sustainable development.



Montréal's First Strategic Plan for Sustainable Development 2005-2009 has garnered provincial and international distinction.

A PROCESS RECOGNIZED BY PEERS

NUMEROUS AWARDS FOR THE FIRST STRATEGIC PLAN. The quality and the mobilizing effect of *Montréal's First Strategic Plan for Sustainable Development 2005-2009* earned the Direction the **Prix Réalisation – Monde municipal** in the 2010 edition of the Prix d'excellence de l'administration publique du Québec. The Montréal plan was also recognized on the provincial level, and even internationally, as a finalist for the **Phénix de l'environnement 2010** in the category for responsible consumption, and received a **Silver Award** in the Environmentally Sustainable Projects category of the 2010 LivCom Awards.



SHARING EXPERTISE AND WORKING TOGETHER

GREATER COLLABORATION WITHIN THE MUNICIPAL ADMINISTRATION. Called on for its expertise in sustainable development, the Direction intensified its collaboration with the various municipal services and participated in analyses of **urban projects** such as the Du Havre sector, the Turcot Interchange, Griffintown, the Outremont Campus and former Hippodrome de Montréal area.

COUPEZ LE MOTEUR!, AN MDDEP PROGRAM. The Direction helped the boroughs of Ville-Marie and Sud-Ouest submit applications to the Bureau

des changements climatiques as part of the *Coupez le moteur! (Turn off your motor!)* program of the Ministère du Développement durable, de l'Environnement et des Parcs (MDDEP). By financing up to 70% of the costs of putting up permanent traffic signs and an awareness campaign, this program aims to encourage municipalities to remind drivers that it is prohibited to leave an engine running needlessly when the vehicle is stopped. If the MDDEP approves the two applications submitted, other boroughs will be invited to use them as models for signage throughout the Montréal territory.

A REVAMPED QUARTIERS 21 PROGRAM.

This program, which invited community organizations to participate in improving residential neighbourhoods and in creating healthy urban environments, was revised following an evaluation of projects carried out in 2009. Its actions now give priority to the built environment, and its financing has been increased. Four new projects have been accepted, in the boroughs of Montréal-Nord, Côte-des-Neiges-Notre-Dame-de-Grâce, Lachine, and Mercier-Hochelaga-Maisonneuve.

INFORMING THROUGH ENVIRONMENTAL EDUCATION (EE)

THE ZERO WASTE CAMPS initiative enjoyed a third successful year, freeing it from its label as a pilot project. Adopted by 25 summer camps, this program reached some 400 children and 7,000 families on a daily basis. The evaluation carried out by camp coordinators, camp monitors, parents and children showed the relevance of this approach and the importance of involving day





camps. Meanwhile, the Association québécoise du loisir municipal, at its 11th annual conference in the Ville de Saguenay, crowned the project with the first **Prix coup de cœur** in its history – an honour that highlighted the perfect match between this Montréal initiative and the conference's theme, "*Le loisir durable... au-delà du jeu*" (*Durable recreation... more than a game*).

GREEN PATROL COMPLETES SEASON SIX. A new *tour de force* for the coalition made up of the Conseil régional de l'environnement de Montréal, the Regroupement des Éco-quartiers, the Direction, the boroughs and the related municipalities, the Green Patrol employed 52 enthusiastic young people – thanks to 29 grants from Canada Summer Jobs – to raise awareness among residents of 14 boroughs and 7 reconstituted cities. They reached more than 43,000 citizens, in particular during thematic days on saving drinking water and on managing residual materials.



A NEW BLUE PATROL. Working with the Service de l'eau and in partnership with the Regroupement des Éco-quartiers, the Direction played a determining role in setting up **an environmental awareness patrol exclusively dedicated to water issues**. Some twenty patrollers met with thousands of citizens in 11 boroughs and 7 reconstituted cities, mostly in August, at information kiosks and by going door-to-door, to raise awareness about recovering rainwater and property maintaining backflow prevention systems. They also visited hardware stores to promote equipment that uses less water.



REFLECTING ON PRACTICES

The environmental education unit helped Environment Canada's Biosphère develop its **Montréal Urban BioKit**. As well, its representative participated in various capacities at the 10th annual Canadian Network for Environmental Education and Communication (EECOM) conference, the first Partners' Forum of the Regional Centre of Expertise (RCE) on education for sustainable development, and the 10th Montréal environmental education conference sponsored by the Association québécoise pour la promotion de l'éducation relative à l'environnement.

Improving air quality

In order to counter the harmful effects of air pollution on the health of Montrealers, the Direction continued to closely monitor outdoor air quality and to make sure that applicable regulations were respected.

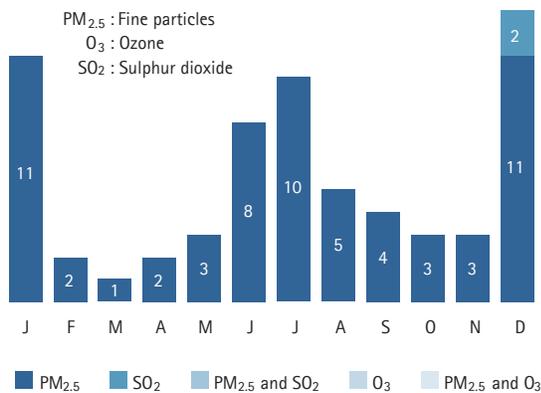
Montréal's overall air quality has improved over the last ten years (2000–2010).

THE RÉSEAU DE SURVEILLANCE DE LA QUALITÉ DE L'AIR (RSQA)

2010 IN BRIEF. Although 2010 was Canada's hottest year since 1948 and the smog episodes are often associated with heat waves, the number of days where air quality was poor on the territory of the agglomeration of Montréal was only 65, three less than in 2009. Of this number, 24 were smog days while the 41 others occurred for local reasons, related to human activities.

Fine particles alone accounted for 63 of the poor air quality days. In fact, on the night of May 30 to 31, the plume of smoke caused by the forest fires raging in Upper Mauricie brought the level of these particles to the highest level ever recorded in the Montréal region.

Poor air quality days in Montréal in 2010



DECREASE IN POLLUTION OVER THE LAST DECADE.

As can be seen in the table below, analysis results compiled from 2000 to 2010 show that the hourly concentrations of several gaseous pollutants have declined significantly in Montréal in the last decade.

Pollutant	2000–2010
Sulphur dioxide (SO ₂)	↓ 65%
Carbon monoxide (CO)	↓ 59%
Nitrogen dioxide (NO ₂)	↓ 31%
Nitrogen monoxide (NO)	↓ 67%
Hydrogen sulphide (H ₂ S)	↓ 75%

AT THE DIVISION DE L'EXPERTISE TECHNIQUE

- More than 11,000 analysis results sent to the RSQA

CONTROLLING INDUSTRIAL EMISSIONS

REDUCING VOLATILE ORGANIC COMPOUND (VOC) EMISSIONS. By ensuring compliance of printing companies using flexographic and gravure printing, By-law 2007-42 of the Communauté Métropolitaine de Montréal (CMM) aims to reduce major emissions of VOCs into the air. In 2010, the Division du contrôle des rejets industriels issued several permits to companies that met the required standards. In addition, it asked companies that were not compliant to present a corrective action plan by the end of the very same year. It also initiated a study to determine the composition of gases emitted by the **cooking of food in wood or charcoal ovens**, as this type of activity has led to complaints (smoke and odours), and it produced an annual report on air emissions from industrial sources.



SHARING EXPERTISE. The Direction has developed a close collaboration with the Centre d'expertise en analyse environnementale du Québec, which created a new air sampling team in 2010.

AT THE DIVISION DU CONTRÔLE DES REJETS INDUSTRIELS

COMPLAINTS, LEGAL ACTIONS AND PENALTIES

- 988 complaints made by citizens, compared to 1,046 in 2009
- Average response time: 2.5 hours
- 431 notices served; 23 legal proceedings initiated
- 18 offenders convicted, for a total of \$123,500 in fines

PERMITS

- 127 permits issued for air purification projects (investments totalling \$5.8 million)
- 323 temporary permits issued for construction or renovation projects

SAMPLING OF ATMOSPHERIC EMISSIONS FROM STATIONARY SOURCES

- 78 characterizations to ensure compliance with CMM By-law 2001-10 relating to air pollution control
- 88 days devoted to the monitoring of air emission characterizations required of companies
- 31 samples of petroleum, oils and lubricants collected from establishments on the agglomeration territory. No cases of sulphur content exceeding standards set out in By-law 2001-10 were found.

AT THE DIVISION DE L'EXPERTISE TECHNIQUE

- 860 analyses related to industrial air emissions
- Characterization of VOCs (especially styrene) as part of pipe rehabilitation work



Improving water quality

In 2010, increased precipitation, mixed with low flows because of the generally dry weather, led to an increase in bacteria counts in Montréal's water bodies. With respect to wastewater, the identification of reversed connections in the west of the island continued to progress.

Some 67 of the 170 storm sewer networks on the island of Montréal identified by the RSMA as contaminated have now been studied.

THE RÉSEAU DE SUIVI DU MILIEU AQUATIQUE (RSMA)

For more than a decade, the RSMA has been monitoring the quality of Montréal's water bodies through a number of programs: COURDO (boundary waters), QUALO (shorelines), RUISSO (interior lakes and streams) and PLUVIO (storm sewer networks).

MORE RAIN, BUT LOWER FLOWS.

Even though summer rainfall was 25% above the 15-year average, sampling was carried out mostly during dry weather, as in 2009. Water levels and flows were below the average of previous years, with a 40% drop for the Rivière des Prairies and a 10% drop for the St. Lawrence River.

AT THE DIVISION DE L'EXPERTISE TECHNIQUE

- Some 18,000 analysis results produced as part of the QUALO, RUISSO and PLUVIO programs

QUALO: ABOVE AVERAGE ONCE AGAIN.

By the end of summer 2010, 72% of stations had received QUALO certification (i.e. fit for water contact activities), which is above the average recorded (58%) since the start of the program in 1999, but below the average recorded in 2009 (88%). Some very specific sections of shoreline, mostly along the St. Lawrence River, saw their conditions improve.



RUISSO: POLLUTION IS DOWN. Although the percentage of stations qualified as "excellent, good, or satisfactory" went below the 50% threshold in 2010, detailed analyses of each water body revealed that the proportion of stations qualified as "polluted" had dropped – from 19 to 9%.

PLUVIO: STREAMS UNDER THE INFLUENCE.

A detailed study of contaminated storm sewer networks in the west of the island, draining into Orme River, Meadowbrook Stream and Saint-James Stream, led to the identification of some 70 sectors likely to be affected by reversed connections. It should be noted that the characterization of four storm drains (Kirkland, Sainte-Anne-de-Bellevue, Beaconsfield and Pointe-Claire) corresponded to 16 storm sewer networks. Another finding was that bacterial contamination from animal sources is a major contributor to the deterioration of water quality.



WASTEWATER

SUPPORTING THE APPLICATION OF NEW REGULATIONS

Various actions fostered the application of By-law 2008-47 on wastewater disposal (CMM) and By-law RCG08-041 on wastewater (Ville de Montréal): development of tools and training sessions, particularly with respect to wastewater characterizations required for certain establishments; writing of new statements of offence; and regular meetings among the divisions concerned.



CESM LEACHATE. No less than 481,056 m³ of leachate (water that comes from waste) were treated and then discharged into the sewer system in accordance with applicable regulations. The air injection treatment process brought the average concentration of sulphur compounds from 28.4 mg/l at the bottom of the landfill to just 1.03 mg/l at the sewer drain (standard: 5 mg/l).

AT THE DIVISION DE L'EXPERTISE TECHNIQUE

- About 225 analysis results related to the environmental monitoring of the CESM landfill site

AT THE DIVISION DU CONTRÔLE DES REJETS INDUSTRIELS

COMPLAINTS, LEGAL ACTIONS AND PENALTIES

- 121 complaints made by citizens, compared to 149 in 2009.
- Average response time: 2.8 hours
- 349 notices served and 12 legal proceedings initiated
- One offender convicted and fined a total of \$20,000

PERMITS

- 15 discharge permits granted
- 93 permits issued for water purification projects (private investments totalling \$8.9 million)

SAMPLING

- Nearly 460 visits to about 260 establishments and more than 680 samples taken in order to verify compliance with standards set out in By-law 2001-9 relating to wastewater discharge into sewer networks and watercourses (CMM)
- Sewer network testing (equivalent of 92 work days in the field), with 121 samples taken so as to identify and reduce at the source the discharge of metals from industrial sources exceeding the standards prescribed in By-law 2001-9
- Implementation of four major monitoring programs (totalling 60 sampling points along the sewer network) in order to determine the origins of recurrent problems such as spills and mechanical failures observed at the pumping stations
- Revenue generated through the application of By-law 129 respecting the rate structure relating to the treatment of industrial wastewater: \$4.2 million
- Service fees collected for wastewater discharge characterizations: roughly \$240,000

The industrial emissions team assessed some 250 characterization reports from companies and began a new program aiming to reduce metal discharges into the sewer system.



AT THE DIVISION DE L'EXPERTISE TECHNIQUE

WASTEWATER

- Some 16,000 analysis results produced under the program for the characterization of effluents, effluent, sludge cakes, and ash from the Wastewater Treatment Plant and the Île Notre-Dame treatment plant
- Acquisition of a gas chromatograph combined with a mass spectrometer in order to analyze volatile organic compounds in wastewater and therefore be proactive in applying By-law 2008-47
- More than 21,000 analysis results produced under the application of By-law 2001-9
- More than 4,200 analysis results obtained under the application of By-law 129

SWIMMING WATER

- 1,237 visits to 200 aquatic pools: measurements taken on site (pH, free chlorine, total chlorine, chloramines, conductivity and temperature) in accordance with the *Regulation respecting water quality in swimming pools and other artificial pools*, adopted in 2007 by the Government of Québec; 4,000 laboratory analyses
- Training sessions given to about fifty borough employees on water quality in swimming pools and other artificial pools



DRINKING WATER

- Some 34,000 chemical analyses (inorganic and organic) and 30,000 microbiological analyses to monitor the quality of water from the Atwater and Charles-J.-Des Bailleys filtration plants and from the drinking water distribution system (100 sampling sites each week)
- 450 sampling visits carried out to verify the quality of water issuing from the drinking water reservoirs (including each work day while renovations were being carried out on some of them); analysis results confirmed compliance with standards
- At the Atwater and Charles-J.-Des Bailleys filtration plants, participation in plans to secure water intakes and monitoring of water transmittance to validate the sizing of UV sterilizers that are to be added as a further step in the treatment process
- At the Charles-J.-Des Bailleys filtration plant, continuing of analyses to validate the proper functioning of filters following the replacement of certain mechanical components (including sluice gates)
- As a preventive measure, counting of cyanobacteria (blue-green algae) and quantification of their main cyanotoxins (in August and September) at the raw water intakes of the island of Montréal's seven drinking water production plants
- Monitoring of drinking water quality at two tourism sites (Cap-Saint-Jacques and Montréal Botanical Gardens)
- As part of the Ville de Montréal's follow-up on the problem of lead in tap water, 49 homes visited in July and August (with sampling). For a second year, verification of new lead detection equipment, intended for identifying lead service connections. About 1,200 lead analyses in total.
- Collaboration with the NSERC Industrial Chair in Drinking Water Treatment of the École polytechnique de Montréal on various studies relating to lead.

Adapting to climate change

With the help of a grant from the Québec government's Climat municipalités program, the Direction has begun to update the inventories of greenhouse gas (GHG) emissions and to develop plans for reducing these emissions and for adapting to climate change. It also worked in close collaboration with the CMM, the Alliance for Resilient Cities, Ouranos and two Montréal universities – partners in this initiative.

REDUCING GREENHOUSE GAS (GHG)

UPDATED CORPORATE INVENTORY COMING SOON.

The reconstituted cities had given the Direction a mandate to submit an application on behalf of the entire agglomeration for \$1.9 million in funding under phase 2 of the Québec government's Climat municipalités program, and this request was accepted. The Ville de Montréal and the reconstituted cities can now update their inventory of GHG emissions and their GHG reduction action plan, and develop a plan for adapting to climate change. As well, in follow-up to a preliminary study carried out by the Direction des systèmes d'information, a contract was granted to develop a computer software that will make it easier to update the corporate inventory of GHG emissions.

BIOGAS CAPTURE AND METHANE RECOVERY AT THE CESM. As organic materials contained in buried waste decompose, one of the gases they produce is methane, which has a global warming power 21 times greater than that of carbon dioxide (CO₂). In 2010, thanks to ongoing work to renovate the capture network, 81 million m³ of biogas were extracted from the garbage mass at the CESM, corresponding to a GHG emissions reduction of 416,000 tonnes (CO₂eq). An average methane concentration of 34.6% was therefore maintained up to the Gazmont power station, where **the recovered biogas was converted into electricity.**

PRESERVING THE CLIMATE

THE ENERGY FUND OF THE CLIMATE PROTECTION CORPORATE ACTION PLAN offers interest-free loans to support energy efficiency initiatives in Montréal municipal buildings. Since its creation in 2008, more than \$2.3 million has been granted to nine projects, resulting in an estimated emissions reduction of more than 1,000 tonnes CO₂eq. Other projects are in the planning stage, for a total of more than \$3 million in requests.



The Energy Fund earned the Ville de Montréal the 2010 "Phénix de l'environnement" award for adapting to and fighting climate change in the municipalities and municipal organizations category.



Participating in collective debates

The Direction put its environmental expertise to work to comment on behalf of the Ville de Montréal, in relation to issues of importance to Montréal, on various projects and legislation under development by the governments of Québec and Canada or by authorities whose concerns go beyond our borders. Among the issues it focused on in 2010 was one burning news topic: shale gas.

THE SHALE GAS INDUSTRY

The Direction worked with a number of groups, including the Great Lakes and St. Lawrence Cities Initiative, the CMM, and the Union des municipalités du Québec, to prepare comments and briefs, which were then submitted to the Bureau d'audiences publiques sur l'environnement (BAPE) as part of the commission of inquiry on the sustainable development of the shale gas industry in Québec.

OTHER ISSUES OF IMPORTANCE

THE BRUCE POWER PROJECT TO SHIP RADIOACTIVE MATERIALS TO SWEDEN via the Great Lakes and the St. Lawrence River was reviewed by the Direction. There again, through the preparation of reports, the Direction provided the information needed for the Mayor of Montréal to send a letter

to the Canadian Nuclear Safety Commission and for Montréal Council to draft a resolution opposing the project and calling instead for the management of these residual materials close to where they are produced.

THE GREAT LAKES AND ST. LAWRENCE CITIES INITIATIVE. The Direction prepared Montréal's position on key issues targeted by the Initiative as well as resolutions for two of its annual meetings (in Milwaukee and in Ville de Québec). Among the files dealt with were the Bruce Power project, renewable energy, invasive species, and disposal of pharmaceutical waste. The Direction also answered a survey on the management of pharmaceutical waste, and prepared Montréal's commitment to adhere to the Cities Transforming Towards Sustainability (Green CiTTS) program, under which, in 2011, the Ville de Montréal will study its stormwater management





CONCERTED REGULATORY ACTIONS

TOWARDS BETTER AIR QUALITY. The Direction participated in the meetings of the **Air Management Committee of the Canadian Council of Ministers of the Environment**, whose task is to report on air quality, to gather reports on air emissions, to set air quality objectives and to propose methods for reaching the Canadian objectives.

The Direction also commented on the Québec government's bill to amend the **Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere**. This bill, which is in line with the standards of the Western Climate Initiative, details the calculation methods to be used for determining GHG emissions for various sectors of activity, in preparation for a future cap and trade system for the largest emissions (carbon exchange). The Direction also submitted comments relating to the mandates and activities under its jurisdiction, including the **climate change aspect**, aiming for the production of an inventory of GHG emissions and their reduction, residual materials management (GHG emissions and production of biofuel) and controlling industrial emissions on the territory of the Montréal agglomeration (including an inventory of pollutant emissions).

TOWARDS BETTER WATER QUALITY. The Direction also served as Montréal's representative during consultations on several pieces of draft legislation relating to water.

- In concert with Québec partners of the COPEM-TECHNIQUE (MDDEP, MAMROT, cities), it commented on **Canada's proposed legislation on effluents from municipal water treatment plants**.
- As part of the **MDDEP's proposed regulation respecting the charges payable for the use of water**, it recognized the usefulness of setting up an incentive rate and commended the fact that charges would not be applied to municipalities that draw and treat water for public distribution.
- In the context of drafting the **New Canada-Québec Agreement on the St. Lawrence**, the Direction highlighted projects to disinfect effluent from the water treatment plant and to correct reversed connections, as well as the need for reduction at the source to counter the discharge of emerging substances. It also requested an improvement in the quality of stormwater discharge, protection for riparian strips and the restoration of deteriorated or sensitive natural areas. Finally, it emphasized the importance of considering the impact of climate change with respect to, among other things, sustainable navigation and drinking water, of making the river accessible to citizens, and of ensuring the sustainability of drinking water supplies.

Countering pesticide use and pests

The Direction highlighted the sixth year of the Ville de Montréal By-law concerning pesticide use – for which it coordinates the implementation – by providing updates on the projects carried out and by initiating a reflection on the development of integrated pest management on the Montréal territory.

SUPPORTING THE APPLICATION OF THE BY-LAW CONCERNING PESTICIDE USE

SUPPORTING EVERYONE'S EFFORTS. The Direction supported the boroughs in applying the By-law concerning pesticide use, by providing training to the employees concerned and through meetings with the Table des inspecteurs sur les pesticides (pesticide inspectors' group) and the municipal committee. An educational panel on burrowing wasps – often found near sandboxes – was also prepared, to be installed in the parks of 15 boroughs and 4 reconstituted cities. First-line consulting services were also offered to boroughs that wished to learn more about biopesticides, on maintaining sports grounds, and on exotic invasive species.

Les guêpes fouisseuses : des voisines utiles

Digger wasps are useful insects



Qu'est-ce qui vole au dessus du sable?
Les insectes noirs et blancs qui survolent le sable sont des guêpes fouisseuses.
*What's that flying over the sand?
The black and white insects flying over the sand are digger wasps, or sand wasps.*

Pourquoi creusent-elles dans le sable?
Chaque femelle creuse ses propres terriers. Dans chacun d'eux elle emmagasine des proies paralysées par son venin, et pond un œuf. Après l'éclosion, les larves mangent les proies et termineront leur développement dans un cocon fait de sable et de soie.
*Why do they dig holes in the sand?
After caring their eggs, the female wasps dig their own nests, which they provision with insects they paralyze with their sting. After feeding on their prey, the larvae will end their development stage inside a cocoon made of sand and silk.*

Est-ce qu'on peut se faire piquer?
Une piqure n'est pas impossible, mais les chances sont très minces car ces guêpes ne sont pas agressives et cherchent à nous éviter quand nous les dérangeons. Aucun incident n'a été rapporté à ce jour à Montréal.
*Do they sting?
Digger wasps are not aggressive and don't usually sting people. They tend to avoid humans, even if they are cornered by them. No incident has been reported in Montreal involving digger wasps.*

Que fait la Ville à leur sujet?
Les spécialistes de la Ville de Montréal recherchent des moyens respectueux de la santé humaine et de l'environnement pour que les guêpes fouisseuses soient moins nombreuses dans les aires de jeu.
*What is the city doing about digger wasps?
City experts are looking into ways that are respectful of human health and environmentally friendly to reduce their presence in playgrounds.*

Pourquoi ne pas les éliminer?
Les guêpes fouisseuses sont utiles car elles nous aident à nous débarrasser des insectes nuisibles comme des mouches. On estime qu'une seule guêpe peut en capturer plusieurs centaines par année! De plus, elles aident à polliniser les fleurs et font partie de la biodiversité qu'il faut protéger!
*Why not get rid of them?
Digger wasps are useful insects that prey on undesirable insects, such as flies. One female alone can annihilate a few hundred flies or bugs every year. Digger wasps are also helpful in pollinating flowers. They are part of biodiversity, which we must protect.*

Photo: courtoisie de
Les guêpes fouisseuses ne sont pas agressives...

Photo: courtoisie de
Beaucoup d'adultes
et un seul cocon dans notre environnement urbain.

Pour en savoir plus : ville.montreal.qc.ca/jardinnaturellement
For more information, please visit ville.montreal.qc.ca/jardinnaturellement

FOSTERING INTEGRATED PEST MANAGEMENT

INTEGRATED PEST MANAGEMENT PROJECTS. The Direction de l'environnement et du développement durable, in collaboration with the Direction des grands parcs et du verdissement, continued to work on several integrated pest management projects. Thus, various tests were conducted with

a goal to reducing the fall intrusion of **hackberry nippegall psyllid** into homes. The installation of mesh screens led to encouraging results, as did the use of a soap spray on the larvae in the spring and on the adults in the fall. For the second year in a row, pheromone and floral scent traps were used to capture thousands of female **Japanese beetles** – an invasive exotic insect that affects more than 250 plant species, including rose bushes – before they could lay their eggs in lawns. Mechanical sifting was also tried in sandboxes using two different types of machines to remove the cocoons of **burrowing wasps**. This project has led to a better understanding of this insect's behaviour, which in reality is not as aggressive as it seems.

Résultats

	Pré-traitement	Traitement		Post-traitement	Diminution
	Cocons pleins	Cocons pleins	Cocons vides	Cocons pleins	Cocons pleins
P. Roger-Rousseau	28	316	1 020	17	39 %
P. De-Bernard-Paquet	36	294	908	34	8 %
P. Grier	36	46	139	18	50 %
P. Coursole	29	18	25	15	48 %
P. Hélène-Legault	15	29	81	6	60 %



A WORKSHOP allowed managers of boroughs, reconstituted cities and central services to declare integrated pest management as a preferred solution for managing parks and green spaces. A report on integrated pest management in Montréal prepared for the occasion by the Division de la planification et du suivi environnemental advocated not just maintaining this practice but developing it further in order to meet the challenges of sustainable management.

RAISING CITIZEN AWARENESS

EIGHT ARTICLES PUBLISHED IN 18 COMMUNITY NEWSPAPERS, with a total circulation of more than 500,000 copies, presented the basic principles of ecological management of green spaces to Montréal citizens as well as the problems caused by the emerald ash borer and other insects, and explained the integrated pest management strategies currently being tested. The presence of the Direction at the **Great Gardening Weekend**, at the **Salon de l'environnement** and in four **public markets** also helped increase the visibility of its ecological gardening projects, and provided opportunities to talk with hundreds of citizens. In addition, the "Pesticides" section of the Direction's **website** was updated so that Montrealers can easily find the information they need to help make Montréal a pesticide-free city.

MANAGING GREEN SPACES ECOLOGICALLY

THE APHID AND THE ANT



Jean de La Fontaine tells the story of the cricket that had sung her song all summer long and when the north wind blew, nowhere could she spy a single morsel of worm or fly. Her neighbour the ant refused to lend her as much as a little grain to eat. This fable could have had a different ending if the ant had simply told her to follow her example and raise aphids. Ants fill their stomachs with sweet honeydew, something they don't work all that hard to do.

Have your trees turned into two-lane highways for ants? They may be harbouring a colony of aphids.

It is no fable; in exchange for their honeydew, ants protect aphids from their many enemies. This so-called friendship helps aphid colonies grow quickly and sheltered from their enemies. As they multiply, aphids produce honeydew that sticks to automobiles, pavement, shrubs, flowers, etc.

What should you do if this happens on your property? Sticky traps placed on the tree trunks can help to reduce aphid populations by depriving them the protection of their friends the ants. You may also get rid of aphids in trees by high-pressure watering. These treatments may be repeated throughout the summer.



2010 International Year of Biodiversity

For more information, please visit : ville.montreal.qc.ca/jardinernaturellement

Together for a Sustainable Metropolis

Montréal 



Improving soil quality

Various actions contributed to the ongoing cataloguing and rehabilitation of contaminated sites

REDUCING CONTAMINATION

CLIMATSol. The first phase of this MDDEP program, which aims to rehabilitate contaminated sites, ended March 31. In total, 159 applications were accepted, for a commitment of \$16.7 million. The soils section supported the Direction du développement économique et urbain in its request to have the program continue, extending it to 2015 with a remaining resource envelope of \$8.3 million.

SISTeC. The environmental data of 300 sites were entered into the online database of the SISTeC program (Système d'Information sur les Sols et Terrains Caractérisés), which now contains information on 2,100 sites.

FOLLOW-UP TO THE AUDITOR'S REPORTS. Significant efforts were made to implement the recommendations of the auditor's report on the management of contaminated soils, tabled in 2009.

TOWARDS BETTER PROTECTION OF PUBLIC SITES. With the support of the Service des affaires juridiques et de l'évaluation foncière, a procedure was initiated to require all polluters of public property —by sending a "notice to neighbours" when required under Article 31.52 of the Environment Quality Act — to take responsibility, when Montréal is performing work, of the contaminated soils resulting from the migration of the contamination due to their own polluting activity.



AT THE PEPSC. A new contract of more than \$300,000 over a three-year period has been granted for the recovery of hydrocarbons at the PEPSC (Pointe-Saint-Charles business park). Moreover, a pilot project to rehabilitate the site's groundwater using phytotechnology continued, led by the Institut de recherche en biologie végétale.

PROVIDING EXPERTISE. The soils team responded to nearly one hundred requests for support from the boroughs and central services. It also lent its support to the Direction des travaux publics for land registry operations and helped to prepare memorandums of understanding relating to infrastructures.

COLLABORATION WITH BRUSSELS. On October 7, the soils team offered a day of lectures and site visits to representatives from the Brussels region, as part of a cooperation agreement on the rehabilitation of contaminated soils entered into in 2009 between this region, the Government of Québec and the Ville de Montréal.

Improving waste management

Several of the actions set out in *Montréal's Waste Management Master Plan 2010–2014*, adopted in 2009, were carried out or are in progress.

ENCOURAGING REDUCTION AT THE SOURCE

CONSUMING DIFFERENTLY. A major two-part awareness and information campaign encouraged citizens to consume differently in order to reduce waste at the source.

The first part, seeking to **promote reuse and the 3RV**, took the shape of a **magazine** produced in partnership with **Métro newspaper**, and which included the **Répertoire des adresses du réemploi** (reuse directory) – some 350 places on

the island of Montréal where citizens can give or sell objects that are no longer of use to them, or find little treasures that they would like to reuse. Throughout Québec's Waste Reduction Week, 30,000 copies were distributed in 40 metro stations at peak hours. The Direction also innovated by



setting up a permanent distribution network for the Directory in more than 100 reuse organizations across the island, and strengthened its internal distribution network by placing more than 30,000 additional copies in 125 municipal buildings (Accès



Montréal offices, libraries, etc.). The Répertoire was also put online. The second part, on the heels of the **Consume differently campaign** begun in 2009, used posters and the Internet to raise awareness among Montrealers about responsible consumption during their **Christmas shopping** – for example, by offering the gift of culture.

THE ÉCO-QUARTIERS: 15 YEARS OF ACCOMPLISHMENTS! On November 18, supported by the Direction, more than 250 people involved in local environment action in Montréal celebrated the Éco-quartier program's 15 years. The mandate of this program, launched in 1995 to support the implementation of curbside recycling across the Montréal territory, has grown considerably over the years, resulting in a wealth of initiatives. A portfolio sponsored by the Direction illustrated these multiple and diverse actions. The celebration also included the announcement of the **creation of two new Éco-quartiers**, for the boroughs of Lachine and Montréal-Nord, and the launch of a study on the environmental relevance of the Éco-quartier program ("*Étude sur la pertinence environnementale du programme Éco-quartier*"), carried out by the Canada Research Chair in Environmental Education (UQAM).



Éco-quartier, the Ville de Montréal's environmental action program, celebrates its 15 years!

YOUNG PEOPLE FROM FRANCE IMMERSE THEMSELVES IN OUR ÉCO-QUARTIERS. Fourteen graduates from the natural spaces management option of the Centre de formation d'Amor in Brittany – the equivalent of a professional CEGEP program in Québec – visited Montréal for one week. Thanks to a program organized by the environmental education unit, they were able to discover the Complexe environnemental de Saint-Michel (CESM) and take the pulse of the Éco-quartier program by spending four days taking part in its daily activities.

PROMOTING THE MASTER PLAN

CONTINUOUS COMMUNICATION WITH BOROUGHS AND RECONSTITUTED CITIES. Four **technical committees and one information and discussion meeting** enabled the Direction to discuss with the boroughs and the reconstituted cities the actions in the Waste Management Master Plan for 2010–2014 that are being planned or implemented – a forum conducive to collaboration on the collection and treatment of green waste, the disposal of household waste, the development of local action plans, the regulatory framework, etc. The Direction also played an active role in the discussions of the CMM's **Table d'échanges techniques**, which brings

together representatives from the agglomerations and cities concerned on an annual basis to discuss the progress of waste management plans and the CMM's initiatives.

CAREFUL FOLLOW-UP. The Master Plan calls for an annual report on the progress made in achieving the goals of the *Québec Residual Materials Management Policy 1998–2008* as well as the progress of the Master Plan and, every two years, a profile on waste management in the Montréal agglomeration. Thus, a report written in 2009 using data provided by the boroughs, the reconstituted cities and central services revealed a **6% drop in the amount of waste produced, in relation to 2008** – a consequence of the world economic crisis, since the rates of residual materials recovery remained the same.

PREPARING THE NEW QUÉBEC RESIDUAL MATERIALS MANAGEMENT. The Ville de Montréal sent the MDDEP a brief on the *Draft Residual Materials Management Policy* and its proposed *Action Plan 2010–2015* as part of the public consultation held by the Government of Québec on the topic.

RECOVERING RECYCLABLE MATERIALS

ADDING A DOOR-TO-DOOR COLLECTION TOOL. The **free distribution of some 110,000 rolling bins to citizens in 11 boroughs** – wherever the urban development allowed for it – began in the spring, along with an **information kit on mixed recycling collection** and a letter from the borough concerned. The information was also communicated through ads in community newspapers and notices to residents. In addition, an information flyer was produced for all Montrealers using the rolling bins (in buildings with nine units or more), small bins or plastic bags.



A FINAL DESIGN FOR THE NEW MONTRÉAL BIN.

The Direction continued its development of a new recycling bin, in collaboration with the Laboratoire design et proximité of UQAM's École de design and the company IPL. The final design of this very sturdy bin – which has a lid, a handle, and a capacity of up to 67 litres (3 litres more than the old bin) – was accepted by the municipal administration at the end of 2010 and presented to the media in early 2011 by Alan DeSousa, vice-president of the Ville de Montréal's Executive Committee and responsible for sustainable development.

ENSURING THE SORTING AND SALE OF MIXED RECYCLABLES. The sorting contract for recyclables for the period 2009–2018 was modified so that, from now on, the agglomeration and the entrepreneur share profits as well as losses. This change was made following a government ministerial order.

COLLECTION OF HOUSEHOLD HAZARDOUS WASTE (HHW). The amounts of HHW recovered during collections organized by Montréal are stabilizing: less than 1% more tonnage was recovered in 2010 compared to 2009. Of the 1,465 tonnes of HHW thus collected and processed, 74% came from the six ecocentres, 24% from the 52 mobile collections held across the island (in which close to 15,400 citizens participated), and 2% from municipal shops

ECOCENTRES AND REUSE

ECOCENTRES INCREASINGLY WELL MANAGED.

A new version of the computer system used in the ecocentres is making it easier to track data on citizen traffic and tonnage of materials collected. **Site cleanliness** has also improved as a result of a maintenance and cleaning contract. Finally, with the management contracts of the six ecocentres ending in December, a public call for tenders was launched in order to find managers capable of managing one or more ecocentres in 2011



TWO NEW ECOCENTRES COMING SOON.

Construction began on the LaSalle ecocentre, scheduled to open in summer 2011, and plans and specifications for the future Saint-Laurent ecocentre have been completed.

MAKING CLOTHING COLLECTION EASIER.

The Ville de Montréal has begun experimenting with a **new type of recycling bin** at the Saint-Michel ecocentre to collect clothing, accessories and linens all year long. This large-capacity bin is easy to access and can be emptied mechanically.

CONSOLIDATING MECHANISMS SPECIFIC TO REUSE.

The positive results of the pilot project carried out at the Saint-Michel and Côte-des-Neiges ecocentres confirm the validity of the reorientation of reuse centres located in ecocentres: these reuse centres will now focus exclusively on **collecting items; selling or distribution of the items will then be done by outside organizations** operating in this field.



More than 28,000 tonnes or organic waste were collected and treated, and more than 1,400 tonnes of compost were offered to some 7,700 citizens.

SUBSIDIZING SOME OF THE DISPOSAL COSTS OF REUSE ORGANIZATIONS. A study conducted among a dozen non-profit organizations involved in reuse led to the on-site documentation of the procedures used to process the articles received or collected from citizens. Montréal is now in a position to recommend a means of helping these organizations reduce their disposal costs.

FINANCING RESEARCH AND DEVELOPMENT FOR POST-CONSUMER TEXTILE PRODUCTS. The Centre de recherche et de développement du Québec, in partnership with the Ville de Montréal, has completed the first phase of a study evaluating the technical feasibility of replacing some of the wood fibres used in manufacturing particle board with post-consumer textile fibres. The results of the study are highly promising.

RECLAMATION OF ORGANIC MATTER

BANNING ORGANIC MATTER FROM LANDFILLS. A major announcement was made by Montréal authorities in February: investments totalling \$215.5 million (\$79.9 million from the Ville de Montréal, \$68.5 million from the Government of Québec and \$67.1 million from the Government of Canada) will go to building specialized infrastructures dedicated to treating food and green waste — a new technological route through which 200,000 tonnes of this type of residual material will be reclaimed, notably by producing clean energy. The infrastructure projects include **two biomethanation plants**, to produce energy for buildings and industries (heating or production), as well as green fuel for use in vehicles and buses, or for injection into the gas network (Gaz Métro); **two composting centres**, to produce compost for municipal public grounds, for fertilizing agricultural land, or for free distribution to citizens; and **one pilot centre for the pre-treatment of organic waste**. Collection equipment will also be purchased in order to reach, over the next five years, more than 590,000 residential units and business locations on the agglomeration territory.

COMPOST FOR CITIZENS. In addition to the distributions of free compost organized at the CESM in the spring and summer, 24 distributions were held across the agglomeration in the spring and 7 more were held in the fall.

GREEN WASTE AND KITCHEN WASTE TOGETHER. New specifications were prepared with the goal of granting, for the next two years and possibly three, a contract for the composting of green waste. Significantly, however, two options were defined: composting green waste for the entire agglomeration, but also, composting mixed waste (food and garden waste together) for the western area of the island.





DISPOSAL OF HOUSEHOLD WASTE

AN ECONOMY OF SCALE. The Direction launched a call for tenders for the disposal of close to 375,000 tonnes of household waste (two thirds of the agglomeration's tonnage). One notable improvement, the new project specifications give preference to increased proximity to transfer sites. On a five-year projection (2011-2015), this new way of operating will allow the agglomeration to benefit from an economy of scale of \$2.17 million. The call for tenders also attracted a larger number of companies and led to the granting of contracts to six successful bidders in 2010 compared to two in 2007.

IMPROVING REGULATIONS

As part of work carried out in 2009, the agglomeration's draft by-law aiming to foster consistency among interventions with respect to exercising competencies relating to residual materials was presented to the representatives of the boroughs and reconstituted cities. The comments received will be considered before the by-law is finalized and passed by the agglomeration council.

REHABILITATION OF THE COMPLEXE ENVIRONNEMENTAL DE SAINT-MICHEL

THE FINAL COVERING AND REHABILITATION OF THE CESM LANDFILL into an urban park is progressing: 11 more hectares have been developed using 176,000 m³ of materials (concrete rock, sand and earth). A total of 44 out of 72 hectares, or 61% of the area to be covered, are now complete.

THE ACTIVITIES MAINTAINED. Other than the environmental monitoring actions being carried out on the site, the CESM continued to take in excavation materials (470,941 tonnes of earth and 183,541 tonnes of concrete rock and asphalt), green waste (25,885 tonnes, including leaves for composting) – 680,367 tonnes of materials in total – as well as to recover 80,697,161 m³ of biogas and 481,056 m³ of leachate.





Managing food inspection

The work of the inspectors of the Division de l'inspection des aliments, including their communications with the client base targeted by their activities, is now supported by powerful computer tools. The Division also completed all the steps set out in the plan to harmonize the Ville de Montréal's inspection activities with those of the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ).

HARMONIZATION OF ACTIVITIES AND AGREEMENT WITH MAPAQ

The work and meetings that had begun in 2009 with the MAPAQ in order to develop a **common analysis program** for samples collected under food safety and quality verification programs or during investigations into complaints and food-borne illnesses, came to an end – and the resulting program was implemented at the start of April. The year was also marked by meetings and discussions with the ministry with a view to renewing **the agreement on the operation and funding of food inspection programs** for 2010-2012.

INSPECTIONS PERFORMED

All commitments related to inspection activities – self-financed by the \$3.68 million allocated for this purpose by MAPAQ – were met, with 10,931 inspections carried out in the some 12,000 food establishments in the processing, distribution, storage, service and retail sectors on the island of Montréal, not to mention in the temporary food facilities set up during some 60 public events.

COMPUTERIZED MANAGEMENT, INSTANT COMMUNICATION

In collaboration with the Direction des systèmes d'information, the Division completed the work begun in 2006 to secure the inspection data generated since 1992 on the Dataflex system. As a result, in November, it was able to implement the **SIAM computer application** (Système Inspection Aliments Montréal), which will allow for more effective management of all inspection



activities and help improve the quality of services offered to citizens and to the 12,000 operators of food establishments.

From now on, every inspector in the Division receives a portable computer, which they can use for all their inspection tasks (routine business inspections, sample taking, processing consumer complaints, etc.). The new inspection report, written and printed on site, is handed directly to the person in charge of the establishment being visited – a gesture intended to improve communication with operators and to harmonize the process with MAPAQ. Simple to read and to understand, this report indicates the verifications made and interventions carried out, the points to be improved, as well as the rules to follow with respect to food safety.



MAINTAINING EXPERTISE

With many people having retired in the last few years and more retirements to come, staff have stepped up efforts to ensure the transfer and continuity of the expertise required for the smooth running of operations. Thus, the Division hired and trained three auxiliary inspectors through a competition. In addition, each inspector received an average of 62.5 hours of training, focusing primarily on the new SIAM computer application and the "risk-based" inspection process.

Inspectors themselves offered some 300 college-level students 13 information sessions on the Division's activities and on the work of food inspectors, and continued to provide the examination service for the accreditation of food managers and food handlers. Staff also gave two presentations to infection prevention workers from the Direction de la santé publique of the Agence de santé et des services sociaux de Montréal on the Division's role in the area of preventing and controlling listeriosis and during outbreaks of viral gastroenteritis (stomach flu) in long-term care facilities.

AT THE DIVISION DE L'EXPERTISE TECHNIQUE

- 16,460 analyses conducted
- External audit conducted by the Standards Council of Canada for ISO 17025:2005 certification of the laboratory
- Reconfiguration in the management of microbiology sampling results of two computer systems so as to adapt them to the Division's new needs





AT THE DIVISION DE L'INSPECTION DES ALIMENTS

INFRACCTIONS AND LEGAL PROCEEDINGS

- 1,887 by-law infractions
- 1,007 notices of infraction indicating immediate corrective measures to be taken
- 235 legal proceedings instituted before Municipal Court for refusals to comply with notices of infraction
- Fines generated by cases resolved: \$349,070
- Ceasing of operations, for five days at most, in 31 establishments where there was an imminent threat to consumer health

COMPLAINTS (INCLUDING REPORTS OF FOOD-BORNE ILLNESS)

- 1,929 complaints processed, including investigations into 423 declarations of food-borne illness or allergies involving 1,847 people
- Average intervention time from reception of complaint to inspection of the establishment involved: 41 hours
- Follow-up initiated within the prescribed time* in more than 95% of cases
- For 87% of complaints, compliance with the objective of returning information to the plaintiff within 10 working days.

* Note: Cases where it took longer were usually due to having to wait for analysis results or to investigations being carried out by MAPAQ of the Canadian Food Inspection Agency (CFIA) within 24 hours for complaints directly relating to health, within 48 work hours for complaints relating to hygiene or cleanliness, and within 96 work hours for those relating to fair practices (e.g. not complying with milk prices, false declaration of food weight, etc.)

FOOD RECALLS* AND RELATED INVESTIGATIONS

- 108 recall cases processed
- 199 inspections and some 500 telephone calls made to operators to make sure the foods in question had indeed been withdrawn from points of sale
- 276 inspections carried out at the request of MAPAQ or the CFIA as part of studies into some 65 files

* When a food poses a health risk because of a contaminant or a non-declared allergen, it is the operator's responsibility to withdraw this product from the market or to carry out a recall. MAPAQ or the CFIA initiate the food recalls, and the Division is then responsible for verifying the effectiveness of the recall procedure.



LABELLING COMPLIANCE

- 82 inspections to verify compliance of labelling on food packaged by retailers or of other declarations made in menus, posters or other documents made available to the public, in restaurants and among food retailers and wholesalers (objective for 2010 achieved)

SAMPLING PROGRAMS

- 3,669 food samples and swabs taken by inspectors and sent to the Division de l'expertise technique



Rigorous administration

The Division de l'administration prepared its team for the transfer of its mandate, in 2011, to the new Direction de l'administration of the Service du développement et des opérations. A particular care was paid to the implications for staff affected by this restructuring and to the new orientations outlined.

FOR AN EFFICIENT AND RESPECTFUL TRANSITION

The Division participated in the working committee on setting up the new Direction de l'administration and, on a weekly basis, in the steering committee that has the mandate to oversee this transition. It also supported its employees by keeping them informed about the coming changes.

HUMAN RESOURCES

In 2010, the Direction had a workforce of 305.3 person-years, as follows: 23 managers, 2 unionized foremen, 71.9 general and scientific professionals, 167.9 white-collar workers and 40.5 blue-collar workers.

DEPARTURES AND NEW HIRES. Seven people **retired** from the Direction. With respect to **staffing**, several competitions were held to fill 15 permanent positions. Of note, 61% of people hired belong to groups targeted by the Equal Employment Opportunity Program. As well, in the fall, the Division supported the establishment of the Bureau du Plan, the office in charge of implementing the future urban development plan, by posting five notices for the purpose of filling 12 temporary positions.

OCCUPATIONAL HEALTH AND SAFETY. The human resources team continued efforts made to date to implement and apply its **occupational health and safety action plan** within the Direction. It performed the annual inspection of work places and developed an internal procedure to follow in

the event of a work accident. As well, as part of the implementation of an occupational health and safety management system, it analyzed current practices in each of the Direction's units.

FINANCIAL RESOURCES

The Direction's operating budget totalled \$109.4 million, of which 80% was devoted to waste management. The budget for the three-year capital plan (\$7 million) was distributed among waste management projects (\$6.5 million), and equipment purchases and vehicle replacement (\$0.5 million). As well, the Division de l'administration participated in the financial preparation of decision-making briefs intended for higher authorities, and it ensured compliance with financial controls in a context of decentralisation and of increasing manager accountability, in particular by offering training sessions on budget management.

INFORMATION RESOURCES AND DOCUMENT MANAGEMENT

THE DIRECTION'S NEW WEBSITE, enhanced with new visuals, simpler navigation and texts revised by department specialists, was put online. Internally, phase 2 implementation of the time management tool KRONOS was carried out successfully among 116 employees. Finally, now that document management is a responsibility of the Division de l'administration, an action plan for its implementation in the Direction was developed, defining the specific needs of each unit in this regard.



For more information

A GENERAL NUMBER: 311

TO FILE A COMPLAINT ABOUT WATER, AIR OR FOOD QUALITY

Anyone who witnesses an infraction, or an act or practice that violates the by-laws on water and air quality in effect on the Montréal territory, can register a complaint by calling the Division du contrôle des rejets industriels, at 514 280-4330.

Anyone who becomes indisposed following the ingestion of food or who witnesses unsanitary practices or conditions in a restaurant or food establishment is invited to contact the Division de l'inspection des aliments, by calling 514 280-4300, or by completing the online form available on the website (ville.montreal.qc.ca/inspectiondesaliments).

FOR MORE INFORMATION ABOUT ENVIRONMENT AND SUSTAINABLE DEVELOPMENT IN MONTRÉAL

Consult the following Web pages for a wealth of information! (in French)

Direction home page

Air quality

Collection schedules

Directory of reuse addresses

Ecocentres

Ecological management of green spaces

Éco-quartiers

Food inspection

List of contaminated sites

Montréal Community Strategic Plan for Sustainable Development 2010-2015

Pesticide-free Montréal

Waste Management Master Plan 2010-2014

Wastewater by-laws and permits

Water quality

ville.montreal.qc.ca/environnement

ville.montreal.qc.ca/RSQA

ville.montreal.qc.ca/info-collectes

ville.montreal.qc.ca/reemploi

ville.montreal.qc.ca/ecocentres

ville.montreal.qc.ca/jardinernaturellement

ville.montreal.qc.ca/ecoquartiers

ville.montreal.qc.ca/inspectiondesaliments

ville.montreal.qc.ca/terrainscontamines

ville.montreal.qc.ca/developpementdurable

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