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# THE POWER TO EFFECT CHANGE

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2016 ANNUAL REPORT



OMBUDSMAN  
de Montréal

IN A RESOLUTION MODE !

This English translation was drafted in accordance with the *Office québécois de la langue française's* instructions not to translate the names of Boroughs, Departments, Agencies and Corporations.

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**SUBJECT: 2016 Annual Report**  
**THE POWER TO EFFECT CHANGE**

Mr Chairman:

It is my pleasure to file with the City Council the 2016 OMBUDSMAN de MONTRÉAL Annual Report.

The main mandate of our office is to process complaints from citizens who believe they are adversely affected by a municipal decision, action or omission. We also conduct own-motion investigations concerning questionable situations or systemic problems. Moreover, our office provides the only available recourse to ensure the respect of the undertakings of the *Montréal Charter of Rights and Responsibilities*.

A municipal administration must act with transparency, rigour, respect, empathy and common sense. Each citizen deserves easy access to high-quality municipal services, regardless of the Borough or Service he or she is dealing with. These values are the cornerstones of a fair and just society.

The citizens' testimonials we receive clearly confirm the relevance of our office. Our recognition and good reputation continue to grow. In fact, the number of new complaints received and files processed has reached new heights in 2016. Thus:

- We have handled a grand total of **1,996** files (**101** more than in 2015 which was itself a new record: this number includes **1,903** new complaints (**172** more than the previous year).
- **203** new enquiries were opened (**43** more than in 2015). Of these, **69** were linked to the *Montréal Charter of Rights and Responsibilities*.



- We already had **89** enquiries underway as of January 1, 2016. In total, therefore, we handled **292** enquiries in 2016: **103** were still pending as of December 31, 2016.
- Furthermore, we have forwarded **4** notifications/suggestions to the appropriate officials in order to raise awareness to issues that could result in problems.

The **OMBUDSMAN de MONTRÉAL** has issued three formal **RECOMMENDATIONS** in 2016: unfortunately and in spite of our efforts, one of them was rejected.

The average processing time of new complaints received and closed in the same year was **3.29** business days (all complaints) and **29.43** business days when an enquiry was warranted.

The average processing time for enquiries closed in 2016, regardless of their opening date, was **82.51** business days.

I am confident you will find our report interesting. Enjoy your reading.



Johanne Savard, Ombudsman

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Ms Johanne Savard

## Ombudsman's Message

### THE POWER TO EFFECT CHANGE

**Can the OMBUDSMAN de MONTRÉAL make a real difference? The Ombudsman team readily says YES: it can effect change, and successfully at that.**

Managing a city the size of Montréal is a huge operation: approximately 25,000 employees serve on a daily basis some 2 million people (Montréal residents, commuters, tourists and other visitors). It is therefore inevitable that problems crop up from time to time: this is when we step in to help citizens settle their disputes with *Ville de Montréal*. In doing so, we evaluate whether a given issue stems from a systemic process and, should this be the case, take action to have it fixed.

For over 13 years, our office has processed more than **17,000 files** and conducted nearly **2,700 enquiries**. Our interventions have enabled us to fix hundreds of errors and unfair situations and to improve the quality of decision-making processes and services within *Ville de Montréal*. Each file gives us the opportunity to reiterate to managers and municipal staff the importance of providing competent and respectful services, and to implement fair and equitable decision-making processes. We also remind them of the importance to periodically review their ways of doing things and to adopt a more empathetic approach toward citizens.

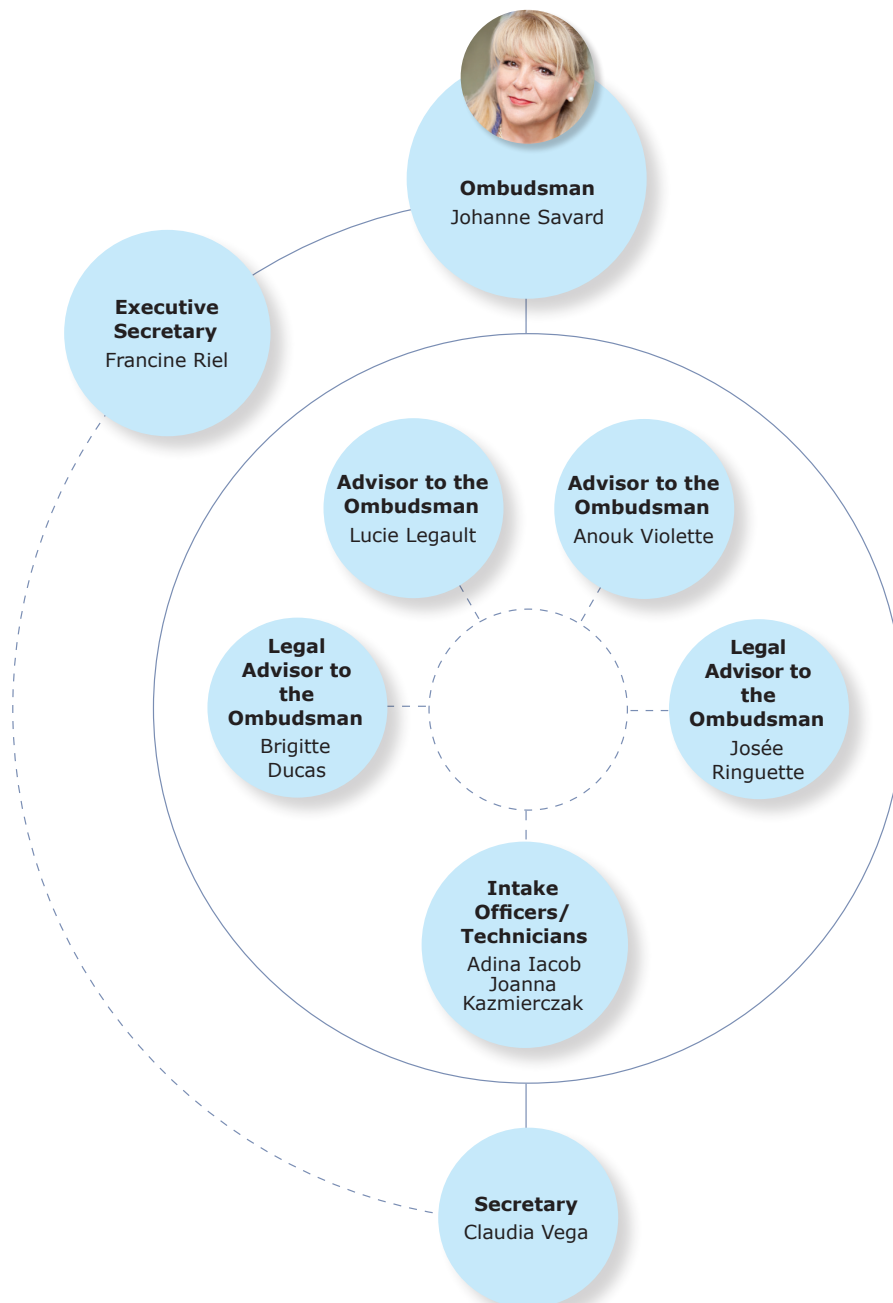
Montréal is a cosmopolitan city in constant evolution: municipal services must therefore adapt to meet the citizens' expectations and changing needs. Our office engages in this continuous modernization process on a daily basis.



## Who are we?

The **OMBUDSMAN de MONTRÉAL (Odm)** includes a team of nine people: the Ombudsman, two Secretaries, two Legal Advisors to the Ombudsman, two Advisors to the Ombudsman, as well as two Intake Officers/Technicians who process complaints on the front line and assist professionals in their enquiries.

Our small team does not have the authority to enforce the implementation of its findings or **RECOMMENDATIONS**: nonetheless, we almost always succeed in achieving it. Our success rate is impressive. Our respectful rapport with municipal stakeholders also contributes to getting positive results.



## What do we do?

### PROCESSING COMPLAINTS

Our main mandate consists in **processing complaints from citizens** who believe or fear that their rights have been infringed upon due to a decision, an action, a recommendation or an omission emanating from *Ville de Montréal*, a City-controlled corporation, a paramunicipal entity, or any person carrying out duties on the City's behalf. Non-residents using *Ville de Montréal* services can also turn to our services except for complaints based on the *Montréal Charter of Rights and Responsibilities*.

Our jurisdiction encompasses the City's entire administrative apparatus with respect to decisions and services that impact the citizens. We do not process labour relations or employment related complaints.

As a rule, we do not have jurisdiction over decisions or actions from elected officials. There is, however, an important exception: if a decision voted by the Executive Committee, the City Council or a Borough Council challenges an undertaking set out in the *Montréal Charter of Rights and Responsibilities*, the **Odm** can intervene, investigate and issue a **RECOMMENDATION**. In fact, the **Odm** provides the only available recourse to ensure compliance with this Charter.

The **Odm** also conducts **own-motion investigations** regarding worrisome situations or **systemic** problems that are liable to adversely affect several citizens.

Our interventions markedly contribute to the continuous improvement of the decisions' and municipal services' quality.

### ADVISING CITIZENS OF THEIR RIGHTS

The services we provide are efficient and completely free of charge: unfortunately, too many Montrealers are still not aware of this recourse.

We greatly emphasize the importance of promoting our services and providing clear information on civic municipal rights. To that end, we mainly resort to the following means:

- **Meetings with citizens**

Every year, the Ombudsman and some of her team members hold meetings with citizen groups, and community and social stakeholders. We explain how the **Odm** can help citizens settle their disputes with the City: we also explain and promote alternative means of dispute resolution to defuse problematic situations that impact every aspect of their lives.

In 2016, we participated in the *Caravane de la démocratie*, a series of events set up by City Council's Presidency: we have met with citizens from various Boroughs who are

involved within their community. This series of meetings is to be continued in 2017.

In 2009, our office had financed the creation of the *Jeunes citoyens engagés* program (previously named *Apprentis Citoyens*) in collaboration with the *Centre d'histoire de Montréal* and the *Chantier sur la démocratie*. Every year since, we meet with groups<sup>1</sup> of grade 4 or 5 elementary students in order to explain the **Odm's** role. The students are asked to analyze and resolve a municipal complaint, as if they were Ombudsmans themselves: they usually succeed in resolving the problem, and do so brilliantly.

The Ombudsman also meets with high school students as part of the *Retour à l'école* project. She explains the **Odm** office's role and teaches them various approaches to defuse conflicts in a friendly way, while emphasizing the hard facts and the actual needs, rather than perceptions and wishes.

<sup>1</sup> The meetings were held with 223 schoolchildren in 2016, for a total of more than 3,100 since 2009.





- **Social media**

Web and social media are unavoidable communication tools. These are used by our office to promote municipal rights, popularize municipal concepts, explain the City's operating rules and make citizens aware of municipal current affair topics. When we find out that circulated information is inaccurate or misunderstood, the Web and social media allow us to set the record straight. We truly believe that educating the citizens on hot topics is a plus since it results in reducing the number of individual complaints of persons who do not fully understand the stakes involved in current news issues. All of our comments are respectful and made with deference toward the political choices of elected officials who have been duly chosen by Montrealers. The citizens' reaction to our social media initiatives is very enthusiastic.

#### Overview of **blogs** topics published in 2016

- *Financial claims against the City: A few practical tips (translation)*
- *Construction or renovation project: Can the City demand architectural drawings? (translation)*
- *Local improvement tax billed erroneously over 15 years: The citizen is fully reimbursed (translation)*
- *Summer is here! – And so is patio time, for everyone to enjoy! (emphasis placed on universal accessibility) (translation)*
- *Changing a plea after having paid a Statement of offence: Is this possible? (translation)*
- *Pitbull dogs – The **OdM** and the new regulations (translation)*
- *Pitbull dogs – Deadline dates are deferred (translation)*

#### Other **OdM** publications on **Facebook** and **Twitter**

- *Unsanitary conditions – Mold in your dwelling? What to do? (translation)*
- *Want to cut down a tree on your property? You must first obtain your Borough's authorization (translation)*
- *Landscaping damages due to municipal works: A Borough offers compensation (translation)*
- *Renovation projects: Beware of nasty surprises! (translation)*
- *Social Programs of the Montréal Municipal Court. What's it all about? (translation)*
- *Ombudsman vs Protecteur du citoyen: What's the difference? (translation)*
- *Statement of offence – Some rules to know (translation)*
- *Do you know the Montréal Charter of Rights and Responsibilities? (translation)*

I must underline the contribution of all our team members who, despite the overwhelming number of complaints to handle, contribute daily to our presence on social media.

## SHARING OUR EXPERTISE

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The **OdM** reaches beyond the City limits: its rigour and effectiveness are its trademarks. We often host international delegations that are eager to understand the impact of our role; we also regularly advise other Ombudsman offices.

For many years, the Ombudsman of *Ville de Montréal* has been sitting on the Board of Directors (BOD) of two Ombudsmans' associations, one of them being pan-Canadian, and the other one bringing together legislative Ombudsmans and Mediators of the Francophonie. The Ombudsman is very involved in developing and implementing training material for Ombudsmans and practitioners in related fields. For instance:

- In 2016: for the first time in Quebec, a week-long intensive course entitled "*Notions essentielles – Fonction d'ombudsman*" was provided to French-speaking incumbents by the Forum of Canadian Ombudsman and the Université de Sherbrooke – Longueuil Campus. The Ombudsman for Montréal was a member of the committee that developed and provided the training.



## What types of files do we process?

### RECURRING TOPICS AND LONG-TERM FILES

The **quality of our services**, the City's **swift response** and the **appropriate processing** of citizens' requests constitute fundamental values that we constantly promote.

- Reasonable response time;
- **Transparency** and **fairness** in processing files;
- Empathetic approach with a focus on finding solutions;
- Quality of municipal interventions;
- And much more.

A crucial challenge is to make **citizens adequately aware of information** provided by the City. Citizens must be able to find the rules that prevail over their situation and to easily understand them. Clarity is therefore paramount in writing municipal documents.

**Universal accessibility** and **safety** constantly remain at the forefront of our concerns. We strive to intervene upstream in order to raise awareness among managers of the importance of these aspects when designing a project. We also intervene after the fact to find viable solutions that are likely to fix identified shortcomings related to universal accessibility and/or safety.

Here are two examples of this nature:

- **Terraces installed on public domain sites – Vieux-Montréal and the Village's pedestrian area – Arrondissement de Ville-Marie**
  - We initiated this intervention in 2013. At the time, several patios were not complying with universal accessibility standards: lack of access ramps or impassable ramps; insufficient clearance on patios to allow for circulation of pedestrians with limited mobility; etc.

- The Borough gradually revised its procedures and intensified its interventions with restaurant operators.
- Major improvements, particularly in the Village area, were recorded in 2015 and 2016.
- In 2017, we will focus particularly on the **redesign** projects of **Saint-Paul street** and the **redevelopment of Place Jacques-Cartier**. We want to ensure that the new developments are guided by best practices regarding universal accessibility.
- Let us recall that in 2012, the City's Executive Committee had mandated the *Direction de la diversité sociale*, in collaboration with the *Direction des transports*, to develop communication tools for the Boroughs with a view to raise awareness among businesses operating existing terraces in order to make them universally accessible within five years: "*élaborer des outils d'information répondant aux besoins des arrondissements pour sensibiliser les commerçants ayant des installations existantes de terrasses afin que toutes les terrasses montréalaises soient universellement accessibles d'ici un délai de 5 ans*".
- **Quartier des spectacles – Arrondissement de Ville-Marie**
  - Since 2010, we have tackled safety and accessibility issues for persons with disabilities in the *Quartier des spectacles*.
  - A 2012 Monitoring study confirmed the existence of several universal accessibility issues, particularly at street intersections.
  - The City has begun planning corrective measures. We are following up on an ad hoc basis on the implementation of these measures and their actual impact.

- We also want to ensure that the City will integrate the universal accessibility factor upstream in the *Projet de l'esplanade Clark*. This last phase of the *Quartier des spectacles* project is currently being planned.
- On the other hand, there appears to exist major safety challenges (risks of

conflict between pedestrians and cyclists) on and around the **bicycle path on de Maisonneuve boulevard**, a portion of which is alongside the *Quartier des spectacles*. We plan on looking more closely into the situation and explore potential improvement alternatives.

## TOPICS OF CURRENT INTEREST

Some of these files could hit mainstream media and/or elicit comments from the general public.


Thus, in 2016:

- **The adoption of new rules applicable to Pitbull dogs has triggered many reactions... and complaints.**
- Several dog owners were worried; others were downright opposed to the new Bylaw.
- The information and resulting perceptions that were being circulated were mostly inaccurate. We have therefore published information blogs in order to set the record straight.
- We have explained that the **Odm** would not examine nor question the political stance of elected officials: it is not within our mandate to do so.
- However, we did intervene to bring about improved access to relevant information and to ensure that the 311 responders, whose mandate is to provide citizens with information, are more aware of the impacts of the new rules.
- The enforcement of the new provisions had been suspended over several weeks, and *Accès Montréal* offices were to be closed over the Holidays as of December 23: when this suspension was lifted, we notified the officials mandated to implement the

new rules of our concerns with the tight deadlines remaining for dog owners to comply. The expiry dates were eventually pushed further: we quickly published the information on our Website.

- In 2017, we are still handling complaints and pursuing our interventions for ensuring that the new Bylaw is reasonably and fairly applied.
- **Another major intervention we made in 2016 relates to Statements of offence issued for parking along a bicycle path, whereas the signs regarding winter closure or non-closure were confusing.**
- We learned of the situation through a newspaper article published on November 16, 2016. We immediately intervened on our own motion, even before receiving citizens' complaints.
- After some fact finding, these Statements appeared to be unjustified.
- We discussed the issue with the various stakeholders: they all welcomed our comments and agreed with our conclusions. We pursued our intervention to ensure that these Statements be removed.
- We broadcasted relevant information on our blog to help the impacted car owners understand the developments in this issue.



- 
- In December 2016, the City confirmed that all targeted Statements for which a non-guilty plea had been entered would be removed. Over the next following weeks, **close to 250 Statements of offence were so removed.**
  - We salute this outcome imbued with respect, justice and fairness toward the impacted citizens.
  - Nevertheless, our office pursues its intervention to ensure the refund of the **remaining hundred Statements** that had already been paid when the withdrawals took place: a fundamental gesture of fairness, it seems to us. The *Service des affaires juridiques* is currently working on establishing the terms and conditions of such refunds.

### A WIDE VARIETY OF MUNICIPAL TOPICS

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*Ville de Montréal* manages dozens of topics that are likely to impact on its citizens' daily lives: zoning, occupancy fees, construction or transformation permits, waste and recyclable material collection, drinking water, air quality and environment protection, management and upkeep of public domain sites, including parks, alleys and streets, libraries, culture and

leisure, municipal taxes, street parking, traffic, land development, safety, healthy housing, rent-controlled and subsidized housing management, grants, and more.

Our office is called on all of these topics.





## Part 1

### Examples of enquiries completed and closed in 2016

**Recovery of a building due to non-payment of its purchase price – RECOMMENDATION accepted – The property transfer tax (“taxe de Bienvenue”) in the amount of \$36,000 is cancelled**

#### Service des finances

A citizen sells his building to a company which ultimately does not pay off the purchase price. The building had been given as collateral. The plaintiff takes legal action in order to recover his building for cause of non-payment. The Court rules in his favor: he reclaims ownership of the building.

Following this ruling, *Ville de Montréal* claims a **property transfer tax of approximately \$36,000** on the basis that a property transfer had occurred. The citizen disputes this invoice, adding that he had already paid the transfer tax when he initially purchased the building.

After thorough enquiry and legal research, the **OdM** considers that, in this particular case, the building’s trade-in does not constitute a “property transfer” under the applicable legislation: therefore, the property transfer tax should not have been charged.

The Ombudsman issues a **RECOMMENDATION** in that respect. The *Service des finances* accepts it and cancels the invoice.

**A citizen must cross the City’s right-of-way to reach his garage – The Borough is charging him permanent occupancy fees on public domain – Refund of \$2,850**

#### Arrondissement de Villeray–Saint-Michel–Parc-Extension

In 2006, the Borough authorizes the plaintiff to build an access ramp (road) and driveway in order to access his garage. A portion of this access road is on the City’s right-of-way: the citizen is therefore crossing this right-of-way when entering or exiting his garage. The citizen subsequently receives a yearly invoice for “permanent occupancy of public domain”.

In 2013, the Borough Council amended its *Règlement sur les tarifs* to specifically exclude this type of situation from being subjected to such occupancy fees. The citizen claims a refund for the intervening years. The Borough responds

that it cannot do so, because these amounts had been invoiced under the regulation in force at that time.

This situation seems unfair to us. We discuss it with the Borough. The Borough seeks the opinion from *Ville de Montréal’s* legal department suggesting that the Borough Council adopts a resolution that would specifically authorize a refund to the citizen, which was done. A reimbursement retroactive to 2006 is subsequently remitted to the citizen: for a total of **\$2,850.85**.

The **OdM** plans to intervene again to ensure that other citizens who would have been billed for such fees, in comparable circumstances, are also reimbursed.

**Lost/recovered vehicle – Police investigation over several days – Who must pay the \$1,350 storage costs?**

#### Service de police de la Ville de Montréal (SPVM)

The SPVM recovers a vehicle that had been stolen. It has it towed and stored for the purposes of its police investigation which lasts 39 days.

Afterwards, the SPVM notifies the owner that in order to recover her vehicle, she has to pay the storage costs covering the duration of the police investigation, and then claim a refund with the *Bureau des réclamations*. These costs amount to \$1,350. The citizen turns to our office.

Yet, in 2008, following a similar intervention from our office, the SPVM had issued an instruction confirming that the innocent victim of a car theft does not have to personally pay for storage expenses incurred due to a police investigation. Current SPVM management was seemingly not aware of this policy.

After some research, the SPVM tracks down the document stating this policy. The citizen recovers her vehicle without having to pay the amount of **\$1,350**.

The SPVM issues a reminder of this policy to all impacted stakeholders in order to prevent the recurrence of a similar situation. Management further assures us that this rule will be clearly laid out in the local procedures which are currently being revised.

## No access to the aqueduct network – Unjustified water tax – Refund of \$385

### Service des finances and Arrondissement de Ville-Marie

#### • Charter File

The plaintiff owns a building located between another building and an alley, without direct access to a public roadway. His building is not connected to the city's network of aqueducts and sewers. Nevertheless, the City charges him the special water tax on a yearly basis.

The citizen finds this situation unfair. He wishes to have his building connected to the City's network or failing that, that the City no longer charges him this water tax.

Our enquiry and analysis confirm the following: since the building does not have direct access to a public roadway, the Borough is not obligated to connect it to the municipal aqueduct and sewer network. In fact, such work would prove to be very complex and costly. Nevertheless, we deem it unfair that in such circumstances, a special water tax be levied to this citizen on a yearly basis.

We obtain from the Borough an *Attestation* confirming that this building is not and will not be serviced by the municipal network; we forward it to the *Service des finances*. On the basis of this document, the *Service des finances* modifies the building's status in its files and confirms that it will no longer be subjected to the special water tax.

At our request, the *Service des finances* **reimburses** the citizen the water taxes he paid over the last three years, with interest, an amount totalling close to **\$385**.



## The Borough ends up providing waste collection service – Angus-Axxco Project

### Arrondissement de Rosemont–La Petite-Patrie

Five condominium associations dispute the refusal by the Borough to provide municipal waste collection service in their newly developed area.

The Borough draws on an Agreement reached with the project developer stipulating that the latter would set up reserved and accessible indoor storage areas in order to facilitate the mechanized collection of waste and recyclable material. The Borough alleges that by virtue of this Agreement, the developer was to install compactors: this would necessarily imply relying on private waste collection firms, since the City is not equipped to collect waste from compactors.

However, the plans submitted to and approved by the Borough did not mention waste compactors. The Borough adds that, as part of the conditions to approve these plans, it had required a *Letter of engagement* from the developer confirming that he would arrange for private waste collection service for each building included in the project.

Following the analysis of relevant documents and applicable regulation, the **OdM** provides the Borough with various reasons explaining why its refusal to offer this service is unjustified in this case. Among others:

- The agreement with the developer addressed the issue of setting up garbage storage areas, and not the collection service.
- The plans that were approved by the Borough did not include waste compactors: in fact, such compactors have not been installed.
- There is no concluding evidence in the *Règlement sur les services de collecte* that these condominiums are not entitled to this municipal service: rather, the regulation suggests otherwise.
- The *Letter of engagement* is not enforceable against third parties or legal entities that did not exist at the time (such as the Syndicate of co-owners). If the developer did not respect his undertaking, the Borough could potentially file a claim against him, but the letter cannot justify denying a service that is usually provided to all citizens.

The Borough ends up reviewing its position and agrees to introduce waste collection service in the targeted area, to the condo owners' delight.



## Permit issued authorizing work in common areas without the Syndicate of co-owners' consent



### Arrondissement de Ville-Marie

A condo unit owner requests a renovation permit for his basement unit in order to sell it as a housing unit. Up until then, the owner had used this unit as a company office. The Syndicate of co-owners adopted a resolution authorizing the renovation work in this private portion of the building.

In order to issue the permit, the Borough requires the installation of two storage rooms for waste and recyclable material in common areas located in the building's basement, based on its *Règlement sur le civisme, le respect et la propreté*.

The Borough thus issues to the co-owner a permit authorizing him to renovate his private portion and the common areas. The Syndicate of co-owners had not been consulted and disagrees with this requirement. It turns to our office.

Our site visit confirms that the building's configuration would make it very difficult to accommodate the requested storage rooms and that their access would be very cumbersome to eventual users.

According to the **OdM**, the regulatory provisions could be reasonably interpreted in such a way that the requirement for garbage storage rooms not be applied to this file. The Borough does not accept this argument.

We nevertheless agree to a solution that will consider the issue's particular context and be acceptable to all parties involved. The renovation of the private unit is authorized without the requirement for garbage storage rooms.

#### Comment regarding the management of permit applications involving condominiums

We receive an increasing number of complaints criticizing Boroughs for having authorized works in a condo's common areas without prior consent from the Syndicate of co-owners, or authorizing works in a portion reserved for exclusive use without the consent of the owner who benefits from this sole use. We are concerned about this situation!

## Delays in processing applications for demolition and construction permit – Follow-up on previous commitment – Respected

### Arrondissement de Rosemont–La Petite-Patrie

#### • Charter file

In our 2015 Annual Report, we chronicled this Borough's issues related to service quality and undue delays in processing demolition/construction permit applications. At the time, the Borough committed to taking measures to enhance the targeted services' performance and to reduce turnaround times for issuing permits. The **OdM** followed up.

To accomplish this, the Borough has namely:

- Merged the *Division des permis et des inspections* (Inspection and Permit Division) with the *Division de l'urbanisme* (Urban Planning Division);
- Restructured the new entity to ensure greater cohesion in processing applications;
- Abolished the scheduling of mandatory appointments for requesting 10 types of permits (this rule will gradually apply to all types of permits);
- Implemented various measures designed to ensure more efficient processing of applications for demolition permits and for *Plans d'implantation et d'intégration architecturale* (PIIA).

The Borough confirms that its efforts have paid off. There was a marked reduction in turnaround times (demolition permits, PIIA and new construction permits) and a significant decline in the number of pending files: great news for the owners in the Borough.



## Administrative Review process – Parking statements subject to a not guilty plea “with explanation” – Follow-up

### Cour municipale

At the end of 2012, the Municipal Court had “heaped” upon the Tribunal approximately 18,000 files related to parking Statements of offence without their being subjected to the usual administrative review process. The Court had omitted this step due to the extensive inventory of files pending administrative review and the fact that it lacked sufficient resources to proceed.

Following our intervention, the Municipal Court launched a major overhaul of its procedures, with a view to simplify and optimize them. The incremental implementation of new procedures in 2016 was successful. Not guilty pleas are processed more efficiently and quickly. There should no longer be major backlogs of files pending administrative review, as it was occasionally the case previously; consequently, such “onslaughts” should no longer happen.

It is important to emphasize the Municipal Court’s excellent work and close collaboration in addressing this long-term issue.

## Poor road conditions – Section of Rachel street – Repaired

### Arrondissement du Plateau Mont-Royal and Service des infrastructures, de la voirie et des transports

#### • Charter file

A citizen has been complaining in vain for several years of road conditions on Rachel street: numerous potholes and cracks are causing strong vibrations in his residence when vehicles go by.

Our visit on site, in 2015, confirms the desolate state of the road. The Borough and Central Department agree.

- Rachel street is added to the list of roads included in the *Planification des travaux de re-surfçage* (re-surfacing planning) for 2016.
- In the meantime, the Borough intensifies its repair work to fix numerous potholes and cracks.
- The file is closed only once the repair (re-surfacing) of Rachel street is fully completed.



## Poor road conditions – Section of chemin de la Côte-Saint-Antoine – Repaired

### Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce and Service des infrastructures, de la voirie et des transports

#### • Charter file

Citizens are complaining over deplorable road conditions on *chemin de la Côte-Saint-Antoine*. This road is badly damaged: citizens are impacted by the vibrations and noise caused by traffic. Having failed to obtain satisfaction, they request that we intervene.

Our visit confirms the presence of numerous road imperfections, including several very deep potholes. The Borough and Central Department confirm that the issue is problematic and commit to remedy the matter.

- The *chemin de la Côte-Saint-Antoine* is added to the list of roads included in the *Planification des travaux de re-surfçage* (re-surfacing planning) for 2016.
- While waiting for these major repairs, the Borough takes measures, at the onset of the spring season, to fill the potholes.
- Repairs to the road and sidewalk are completed in the summer of 2016. We then close the file.

## Pedestrian safety near a subway station – New light signalling installed

### Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce and Service des infrastructures, de la voirie et des transports

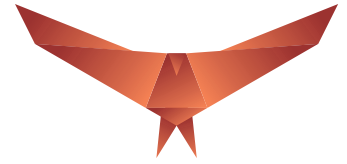
#### • Charter file

Under the *Montréal Charter of Rights and Responsibilities*, the City is committed to “*developing its territory in a safe manner*”.

A citizen fears for pedestrians’ safety near the Snowdon subway station, and more specifically at the intersection of Queen-Mary and Westbury.

Our on-site visit reveals that the north and south pedestrian crossings of this intersection are not protected by crosswalks, as is the case for the east and west crossings.

According to *Ville de Montréal’s* standards, the proximity to a subway station would justify the installation of pedestrian crosswalks at these locations as well. We intervene in this respect.



The *Service des infrastructures, de la voirie et des transports* installs pedestrian crosswalks at the North and West crossings of the intersection, as well as a prohibiting right-left turn arrow that forces drivers to proceed straight through. As a result, pedestrian safety is greatly improved.

### Green alley – Development of an island causing vehicle obstruction – Impacts a retailer – RECOMMENDATION rejected

#### Arrondissement de Rosemont–La Petite-Patrie

##### • Charter file

The **Odm** appreciates how strongly the City strives to increase the greening of its territory, including alleys. We are very aware of the positive impacts that these interventions create on air quality and the citizens' quality of life. We believe, however, that these projects should not result in depriving citizens of their rights or cause safety problems.

This file concerns a complaint from a retailer who finds it difficult to access his parking space ever since the Borough has partially blocked the alley located at the back of his building. A green island has namely been installed in the centre of the alley, preventing vehicles from crossing it.

We conduct several site visits. We observe the way the retailer has to manoeuvre his vehicle, in the presence of Borough representatives. We actually perform these manoeuvres ourselves using one of the Borough's vans, and in the presence of a municipal staff member. At our request, the Borough also conducts an analysis of the turning radius.

We meet several times with the Borough (management and Mayor's Office): the Green Alley Committee and other concerned residents attend one of these meetings.

In the middle of the enquiry, the Borough reduces the size of the green island: unfortunately, however, this does not resolve the access and safety issues that, in our opinion, remain unacceptable. All our undertakings confirm that, in order to park his vehicle, this citizen must manoeuvre it forward and backward several times to avoid a lighting post located on the alley, near his parking space.

The Borough does not question our observations, nor our assessment of the difficulty level of the retailer's manoeuvres. It deems, however, that since the retailer is technically capable of accessing his parking space, the situation is acceptable.

Ultimately, we issue a formal **RECOMMENDATION** basically asking the Borough to:

- Review the layout of this alley in order to restore easy, unhindered and safe access to the retailer's parking space at the back, both when entering in and exiting out of it.
- Failing to review the layout, the Borough should relocate the post so as to no longer hinder the retailer's parking manoeuvres.

This **RECOMMENDATION** draws on, among others, Section 26 of the *Montréal Charter of Rights and Responsibilities*, by which the City has committed to: "a) *Developing its territory in a safe manner*; c) *Taking measures to ensure citizen security in public spaces, notably in parks and community and recreational facilities (...)*; and e) *Protecting people and their property.*"

We also emphasize the fact that the existing configuration may prompt delivery truck drivers to back up into this alley in order to avoid manoeuvring their vehicle around the post; in our opinion, this could threaten the safety of people in the alley at that time, including children.

Unfortunately, the Borough entirely rejects our **RECOMMENDATION**. We regretfully close this file, knowing that win-win solutions were at hand.

### Library – Reduction of penalty imposed to a user – Enhancement of procedures

#### Arrondissement du Sud-Ouest

Following an incident, a citizen has lost her access and borrowing privileges to *Ville de Montréal's* network of libraries for one year. She disputes this penalty.

Following discussions, the Borough agrees that the sanction is too harsh in view of what happened and in light of the provisions of its *Règlement relatif aux bibliothèques du Sud-Ouest*. It offers to reduce the ban to three months, which seems reasonable to us. This period having already elapsed, the citizen immediately recovers her access rights.

Our office's findings, however, point to weaknesses in the management of this file and the application of the *Règlement relatif aux bibliothèques du Sud-Ouest*. The Borough welcomes our comments: it carries out an in-depth analysis and enhances its incident management procedures that could lead to imposing a sanction against a user. The Borough must also provide its staff with training on managing difficult situations in 2017.

### Residence under construction – Lengthy delays – Threat of demolition by the Borough – Withdrawn

#### Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles

The Borough threatens to tear down a house under construction that is yet to be completed. The construction permit has expired: the Borough refuses to extend it or to issue a new one.

Our enquiry reveals that the citizen is performing the work himself, which explains the lengthy delays. Although the building is not completed, it is not run-down. In view of the work progress, we believe that it would be inappropriate to have the building demolished.

The Borough agrees to suspend its actions and grants the citizen additional extensions in order for him to complete the building's exterior.

One year after our intervention, the work has progressed considerably, but the exterior is not entirely completed. For this reason, we opt to withdraw from the case. We explain to the citizen that he is subject to penalties if he does not quickly bring his project to completion. However, the Borough commits not to initiate proceedings to demolish.

### Restaurant with a terrace – Nuisances – Improvement of waste management

#### Arrondissement de Lachine

- Charter file

A citizen complains over nuisances generated by a restaurant that is struggling with waste and recyclable material management issues. She adds that the outdoor terrace installed at the side of the building would not be compliant. We engage the Borough.

The latter arranges for the owner to fence off the area where his waste disposal container is located, in his backyard. This enclosure is constructed in the summer of 2016: all waste from the restaurant, including recyclables,

must be stored there at all times, except on collection days or the day before.

As for the terrace, it turns out that it is compliant. To operate it, the owner must however obtain yearly a *Permis d'occupation du domaine public* (public domain occupancy permit) and cover the related fees. The owner was initially issued such a permit, but had not renewed it afterwards. The situation was remedied.

### Front yard landscaping – Justified requirements – Need to improve follow-up times

#### Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles

Eight years after completing construction of their house, the plaintiffs are informed that their front yard landscaping is not compliant and must be modified (driveway entrance too long, paved parking space on the front yard and insufficient greenery).

Our enquiry reveals that, at the time the house was built, the landscaping was not compliant with the regulation's requirements. The Borough grants a reasonable extension for the citizens to perform the required modifications.

We are, however, surprised over the lengthy delays (8 years after completion of the work) before the Borough conducts a final inspection in order to close the permit-related file. Some corrective measures have already been implemented: we invite the Borough to continue improving its follow-up and turnaround times.



## Taxi permit – Renewal – Improved communication of information to drivers



### Bureau du taxi de Montréal (BTM)

The plaintiff's taxi permit has not been renewed because she had not duly provided the *Sûreté du Québec's Certificat de recherche d'antécédents judiciaires négative*, on a timely basis. The citizen complains about the Bureau's inflexible conditions regarding the management of permit renewals.

Although we are sensitive to the citizen's arguments, we feel that the BTM's approach is not unreasonable: the regulation is clear and the mandatory deadline had not been met. In addition, the citizen was slow in taking steps to obtain this certificate.

The BTM nevertheless understands the importance of better informing its members on the fact that they must expect long lead times in order to obtain the *Certificat de recherche d'antécédents judiciaires négative*. This information has been included in the Renewal Notice (*Avis de renouvellement*) that they receive.

## Street side cement blocks that are a hindrance – Relocated

### Arrondissement de Lachine

A citizen deplores the presence of sizeable cement blocks on a private property along her street curb: these blocks hinder street parking and would have damaged her car. She would like to have these blocks relocated to a reasonable distance, in compliance with the regulation. She lodged an unsuccessful complaint with the Borough.

Following our intervention, the Borough arranged for the property owner to relocate the cement blocks within an acceptable distance of the street curb.

Our enquiry further revealed that the current use of the land is not compliant with what is allowed. The Borough agreed to intervene to resolve the situation. Our office will follow up.

## Fence damaged by a snow-removal truck – Repaired – Requirement to improve procedures

### Arrondissement d'Ahuntsic-Cartierville

A citizen's fence is damaged by a snow-removal truck: he quickly notifies the Borough. The latter takes several months to answer that it will not repair the fence. Furthermore, the Borough failed to duly notify the citizen of the procedures to follow and deadlines to be met in order to claim financial compensation and protect his rights to judiciary recourse. Indeed, deadlines for litigation against the City are very tight.

Following our intervention, the Borough conducts a site inspection and undertakes to repair the damaged fence. This aspect of the issue is resolved.

We are pursuing our dealings in order to have the Borough improve its response times to the citizens and communicate to them the information related to procedures and deadlines for claims against the City.

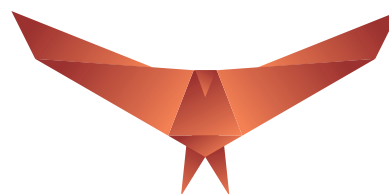
## Housing transfer request denied – Explanations and suggestions

### Société d'habitation et de développement de Montréal (SHDM)

The SHDM denies a citizen's request for housing transfer and she does not understand why. Our verifications confirm that since 2013, the SHDM no longer authorizes housing transfers upon request, except in specific circumstances that are not applicable in this case: managing the great number of requests would generate multiple and significant management and cost constraints. These explanations seem reasonable to us.

However, the SHDM's written policy had not been updated to reflect these changes: the SHDM committed to do so in 2017.

We explain to the tenant why her request was denied. We further inform her that she has the right to rent another SHDM unit and terminate her current lease, insofar as she complies with the usual applicable rules. The citizen is satisfied with this information.



## Implementation of a dog run facility – Small park – Residential proximity – Project withdrawn

### Arrondissement de Rivière-des-Prairies– Pointe-aux-Trembles

- Charter file

Several citizens dispute the Borough's project to implement a dog run facility (*Aire d'exercice canin – AEC*) in a park located in front of their residence. They fear the resulting nuisances for the residents living around this park. The Borough maintains its position. The citizens turn to the Ombudsman.

The Borough had initiated this project in good faith, with a view to respond to requests from several dog owners. It claims that residents had been consulted and that the majority had at that time agreed to the dog run project.

Following our on-site visit, our office deems that the nuisance risks are high: the park is small, the residences are in close proximity and there is little space to develop a dog run (AEC). What's more, surveys conducted by the plaintiffs contradict the Borough's information as to the project's acceptability by the nearby residents. We further note that the file's parameters do not meet reference standards that are usually considered by the City in developing a dog run (AEC).

Our comments are welcomed. The Borough withdraws the project.

## Brick foundation – Issue with a tree's root system – Municipal tree – Exceptional intervention

### Arrondissement de Ville-Marie

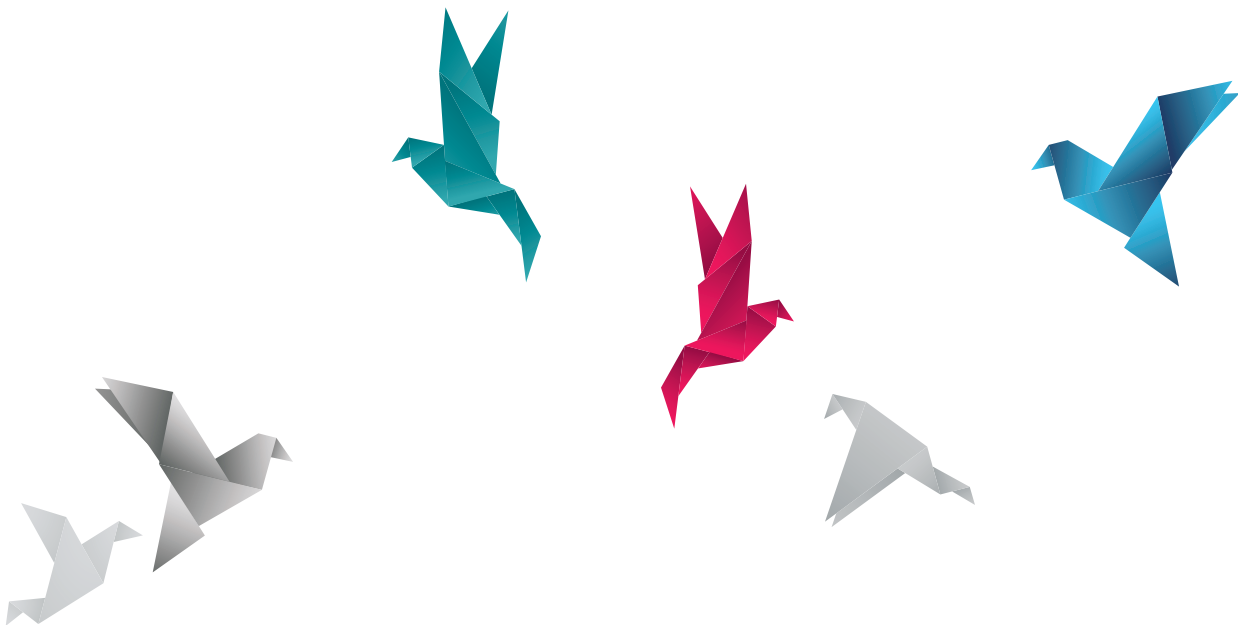
- Charter file

A resident complains of damages to her building's foundation caused by the roots of a municipal tree (brick foundation). Roots are discovered in her crawl space. The citizen demands that the tree be cut down. The Borough refuses to do so.

Upon our early interaction, the Borough scrambles to find an alternative solution to cutting down this tree: this approach seems reasonable and appropriate to us. Indeed, trees are a valuable asset for the City.

Following analysis, the Borough suggests to proceed with the sidewalk's excavation and to cut the roots that are growing in the direction of the building's foundation. At the same time, the Borough will replace the sidewalk slabs that have been substantially damaged by the root system. The owner will also take advantage of the excavation work to have her foundation repaired. The Borough's proactive approach seems to be a win-win situation to us. The matter is therefore settled.

Unfortunately, the excavation work reveals that the tree's root system is strongly concentrated along this sidewalk. Ongoing operations threaten to overly weaken the tree: it must therefore be felled for safety reasons. The Borough plans to plant a new tree at this location in 2017.





## A few testimonials from citizens



*"You have provided me with excellent customer service and valuable information on a timely basis. I hope that my subsequent contacts with you will be to thank you once again for your efficient help in contributing to the favourable outcome of our request with Ville de Montréal."*  
(Y. J. H.) (translation)

*"The attention and advice I received from... (OdM employee)... were much appreciated and have helped me resolve the issue. I really received incredible service and thought it important to recognize this."* (O. M.) (translation)

*"I wish to thank you for your excellent work and support in this matter. I very much appreciate it."*  
(G. M.) (translation)

*"Realizing that my complaints to 311 were useless, after 10 years, I turned to... (Ombudsman)... who has knowledgeably advised me on the steps to take in order to change the situation that was threatening my building and my heritage."* (I. M.) (translation)

*"Thank you for your support – without it, we would not have had the chance to be heard."*  
(L. B.) (translation)

*"I am reporting that your efforts have proved fruitful, since, having acknowledged their mistake, I received today a full refund... I wanted to thank you for your advice and wish you an excellent day."* (J. D.) (translation)



## Part 2

### Our figures for the year 2016

#### NEW INTERNAL PROCEDURES – ENHANCED STATISTICS

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We regularly encourage the City's Departments to review their processes and adapt their working methods to new realities. This principle also applies to our office. In 2016, we undertook this on our own, in order to ensure that our procedures and statistical data accurately reflect the evolution of our work.

For a long time, almost all of our interventions required a thorough investigation and/or research. Our file management system, therefore, provided for only one type of enquiry, namely, the "thorough investigation".

Since our office was established, we have performed thousands of enquiries and settled a great number of matters. We have acquired a great amount of experience and knowledge about the City's operations. We, therefore, are increasingly able to quickly evaluate and/or settle complaints because we are familiar with the regulations

involved, because we already have thoroughly examined the topic at issue, or because the issues are similar to ones that we had previously resolved.

On the other hand, we receive an increasing number of requests from citizens who do not want to officially file complaint, but nevertheless wish to state their discontent or misunderstanding when faced with a municipal issue. We provide them with relevant information on the principles at stake and the applicable rules.

Accordingly, we changed our file management and statistics system in order to reflect this new reality. We created new categories and now make a distinction between "information requests", "summary analyses or enquiries", and "thorough enquiries". We also enhanced our systems in order to show separately the requests regarding entities that are not related to the City.

#### NUMBERS OF FILES HANDLED IN 2016

---

Since 2003, our office has processed more than **17,000 files** and conducted nearly **2,700 enquiries**.

In recent years, we have noted a significant increase in the number of filed complaints. The year 2016 was not spared: it was a new record year.

In 2016, our office has processed a grand total of **1,996** files, namely: **1,743** new complaints, **160** requests for information, **89** previous enquiries and **4** general notifications.

- Of the new complaints received, **345** did not involve *Ville de Montréal*: we have redirected the citizens to other resources likely to be able to help them.
- Of the new complaints received, **1,398** involved the City: these have generated **201 new enquiries**, to which

were added **2 follow-ups on previous undertakings** and **89 previous enquiries** that were still underway at the beginning of the year, for a **total of 292 enquiries processed** in 2016.

- As of December 31, 2016, **103** enquiry files were still active, including **47** Charter files.

**CHART I**

**FILES HANDLED IN 2016**

Total number of files handled in 2016				
1,996				
Ongoing enquiries at beginning of year	New complaints	Information requests <sup>1</sup>		General notifications <sup>2</sup>
89	1,743	160		4
		1,903 new requests		
Complaints against an organization not related to Ville de Montréal (VdM)	Complaints against VdM or a VdM related entity			
345	1,487			
Complaints denied without enquiry	Summary Analyses/Enquiries <sup>3</sup>	Thorough Enquiries	Follow-ups on Previous Undertakings	
1,195	75	215	2	
Provincial Government	Ill-founded	Founded	Undertaking fulfilled	
61	19	61	2	
Financial Institutions/ Financial Services/ Insurance	Founded – Resolved	- Resolved		
56	11	53		
Health and Social Services	Refusal to intervene – Judiciary recourse more appropriate	- VdM Undertaking		
41	11	3		
Private Dispute	Refusal to intervene – More than one year since the situation is known – No special circumstances	- Solution refused by plaintiff		
39	10	2		
Dispute with a company or business	Plaintiff redirected to the relevant Director during enquiry	- RECOMMENDATION		
33	9	o Accepted		
Other municipality	Complaint withdrawn during enquiry	o Refused		
31	6	1		
Landlord/Tenant Relations	Refusal to intervene – Other reason	Ill-founded		
26	3	43		
Education	Lack of jurisdiction	Complaint withdrawn during enquiry		
17	2	4		
Federal Government	Decision not to intervene – Judiciary recourse more appropriate	Lack of jurisdiction		
17	1	2		
Judgement rendered not by Cour municipale de Montréal	Decision not to intervene – Other reason	Enquiry suspended		
13	1	1		
Non-profit organization	Plaintiff redirected to the relevant Director during enquiry	Decision not to intervene – Judiciary recourse more appropriate		
11	1	1		
	File closed – Lack of collaboration of plaintiff	Decision not to intervene – Other reason		
	1	1		
	File closed – Other reason			
	1			
	Agglomeration Council decision			
	5			
	Previously treated by OdM – Same complaint, (same plaintiff)			
	1			
		Ongoing Files as of December 31 <sup>st</sup> , 2016		
		103		
		Summary Enquiries	Thorough Enquiries	
		4	99	

<sup>1</sup> NEW CATEGORY: Requests from citizens unaware of or dissatisfied with the applicable rules who do not wish to file a complaint.

<sup>2</sup> NEW CATEGORY: Informal OdM interventions or comments with regard to situations which are likely to generate problems (e.g.: an internal VdM document is inaccurate or incomplete; defective SRRR stickers; general comments on proposed Bylaws or projects; etc.).

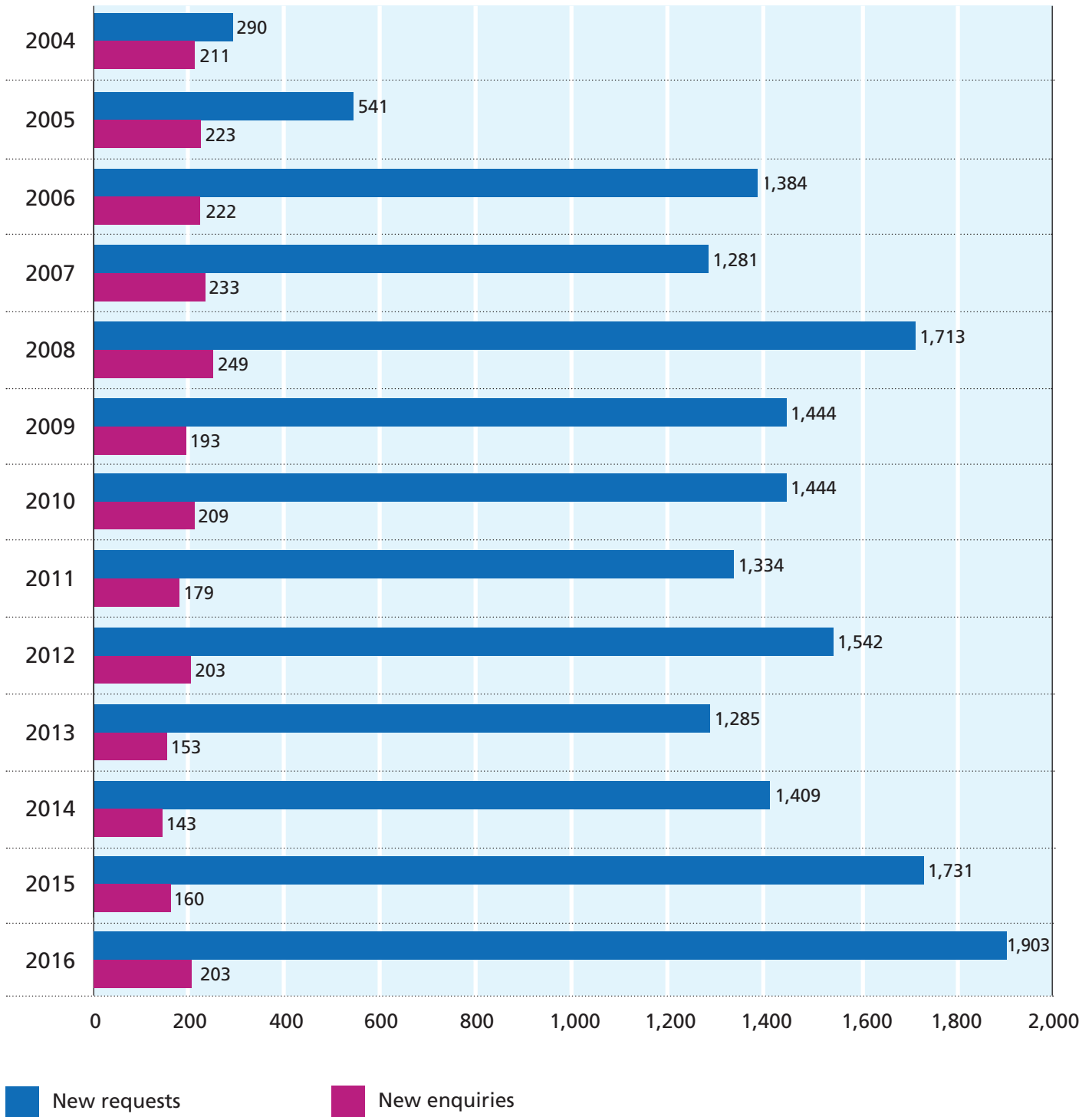
<sup>3</sup> NEW CATEGORY: Complaints not requiring a thorough analysis or enquiry (e.g.: if a thorough enquiry on same issue has recently been completed; if a simple phone call leads to the quick resolution of the problem; etc.).

Compared to 2015, the number of files handled has increased by 172 and we have opened 43 more new enquiries.

## CHART 2

### NUMBER OF NEW COMPLAINTS AND NEW ENQUIRIES — 2004 TO 2016

Including Charter files



Over the year, we have issued three **formal RECOMMENDATIONS**:

- **RECOMMENDATION** issued to the *Service des finances* to cancel an invoice pertaining to property transfer taxes (\$36,000) – **Accepted**
- **RECOMMENDATION** issued to *Arrondissement d’Ahuntsic-Cartierville* to extend the storage period of movable property belonging to an evicted citizen upon payment of the costs – **Accepted**
- **RECOMMENDATION** issued to the Rosemont–La Petite-Patrie Borough to alter the landscaping of a green alley in order to give back full parking access to an adjacent retailer – **Rejected**

## MAIN TOPICS OF COMPLAINTS CONCERNING VILLE DE MONTRÉAL

As already stated, the Ombudsman team handles a great variety of topics. It must, therefore, be rigorous and versatile.

The main complaint topics involving *Ville de Montréal* in 2016 are as follows:

• Permit . . . . .	.69
• Municipal Court – Operations . . . . .	.66
• Quality of service. . . . .	.65
• Parking violation . . . . .	.59
• Social housing . . . . .	.57
• Animal . . . . .	.56
• Application of Bylaw. . . . .	.53
• Conduct of an employee <sup>2</sup> . . . . .	.53
• Road Works/Public Works . . . . .	.53
• Labour Relations <sup>3</sup> . . . . .	.51

**NOTE:** See Appendix A for more detailed information: Number of complaints, by topic – Evolution – Including Charter files

<sup>2</sup> When citizens request that an employee be sanctioned, we refer them to the employee’s manager and the *Service des ressources humaines*. We can, however, review these matters from a Quality service perspective.

<sup>3</sup> Although we do not have jurisdiction over labour relations, we receive complaints from employees on a regular basis. We refer the plaintiffs to the *Direction des ressources humaines* and notify them of their other recourses.

## NUMBER OF COMPLAINTS RECEIVED IN 2016, PER MUNICIPAL ENTITY

**Caution:** A high number of complaints does not necessarily imply that the entity has management problems. Some entities are more likely to be the subject of complaints due to the nature of their operations or their inherent characteristics.

### Boroughs against which we have received the most complaints

- Rosemont–La Petite-Patrie (96 complaints, 28 thorough enquiries, 5 summary enquiries)
- Le Plateau-Mont-Royal (75 complaints, 11 thorough enquiries, 3 summary enquiries)
- Côte des Neiges–Notre-Dame-de-Grâce (74 complaints, 13 thorough enquiries, 8 summary enquiries)
- Le Sud-Ouest (62 complaints, 6 thorough enquiries, 1 summary enquiry)
- Mercier–Hochelaga-Maisonneuve (59 complaints, 6 thorough enquiries, 1 summary enquiry)
- Ahuntsic-Cartierville (56 complaints, 7 thorough enquiries, 3 summary enquiries)

### CHART 3

#### NUMBER OF NEW COMPLAINTS — BOROUGHS — EVOLUTION

Including Charter files

	2016	2015	2014
Ahuntsic-Cartierville	56	57	41
Anjou	6	9	3
Côte-des-Neiges–Notre-Dame-de-Grâce	74	71	76
L'Île-Bizard–Sainte-Geneviève	4	4	16
Lachine	14	20	5
LaSalle	17	14	20
Le Plateau-Mont-Royal	75	104	83
Le Sud-Ouest	62	31	48
Mercier–Hochelaga-Maisonneuve	59	55	46
Montréal-Nord	23	21	19
Outremont	13	14	14
Pierrefonds-Roxboro	13	15	10
Rivière-des-Prairies–Pointe-aux-Trembles	48	33	26
Rosemont–La Petite-Patrie	96	65	47
Saint-Laurent	16	16	21
Saint-Léonard	15	14	6
Verdun	30	36	25
Ville-Marie	45	66	61
Villeray–Saint-Michel–Parc-Extension	38	32	31
Files concerning all Boroughs	3	10	7
Files concerning a non identify Borough	5	-	-
<b>TOTAL</b>	<b>712</b>	<b>687</b>	<b>605</b>

**NOTE:** These numbers do not include the Information Requests.

## Central services against which we have received the most complaints

- Affaires juridiques – Municipal Court (110 complaints, 0 thorough enquiry, 1 summary enquiry)
- SPVM – Section des agents de stationnement (97 complaints, 23 thorough enquiries, 0 summary enquiry)
- SPVM – Direction des opérations policières (97 complaints, 2 thorough enquiries, 1 summary enquiry)
- Affaires juridiques – Direction des affaires civiles (65 complaints, 0 thorough enquiry, 10 summary enquiries)
- Ressources humaines (44 complaints, no enquiry)<sup>4</sup>

## CHART 4

### NUMBER OF NEW COMPLAINTS – CENTRAL DEPARTMENTS – EVOLUTION Including Charter files

	2016	2015	2014
<b>Affaires juridiques</b>			
Cour municipale	110	165	110
Direction des affaires civiles	65	94	54
Direction des poursuites pénales et criminelles	22	-	-
<b>Approvisionnement</b>			
All Divisions	5	3	2
<b>Communications</b>			
All Divisions	2	1	2
<b>Concertation des arrondissements</b>			
All Divisions	13	2	-
<b>Contrôleur général</b>			
All Divisions	-	-	1
<b>Culture</b>			
All Divisions	3	3	7
<b>Développement économique</b>			
All Divisions	-	-	1
<b>Diversité sociale et sports</b>			
All Divisions	4	2	3
<b>Eau</b>			
All Divisions	5	7	4
<b>Environnement</b>			
All Divisions	4	2	4
<b>Espace pour la vie</b>			
All Divisions	1	-	1
<b>Évaluation foncière</b>			
All Divisions	18	19	16

<sup>4</sup> Of the complaints regarding the *Service des ressources humaines*, 42 involved labour relations (the **OdM** does not have jurisdiction over labour relations). The other two files were related to the quality of services and the conduct of an employee: these files were redirected (not as a last recourse) and did not come back to us.

**CHART 4 (continued)**

**NUMBER OF NEW COMPLAINTS — CENTRAL DEPARTMENTS — EVOLUTION**  
**Including Charter files**

	2016	2015	2014
<b>Finances</b>			
All Divisions	32	28	37
<b>Gestion et planification immobilière</b>			
All Divisions	2	4	10
<b>Grands parcs, verdissement et Mont-Royal</b>			
All Divisions	5	3	1
<b>Greffe</b>			
All Divisions	5	3	5
<b>Infrastructures, voirie et transports</b>			
Direction des infrastructures	5	6	3
Direction des transports	26	5	4
<b>Mise en valeur du territoire</b>			
Direction de l'habitation	19	15	22
<b>Police</b>			
Direction des opérations policières	97	107	80
Section des agents de stationnement	97	60	38
Car Pounds	-	4	3
<b>Ressources humaines</b>			
All Divisions	44	40	37
<b>Sécurité incendie</b>			
All Divisions	11	6	8
<b>Technologies de l'information</b>			
All Divisions	1	2	1
<b>TOTAL</b>	<b>596</b>	<b>581</b>	<b>454</b>

**NOTE:** These numbers do not include the Information Requests.



## Paramunicipal agencies, City-controlled corporations and related organizations against which we have received the most complaints

- Office municipal d’habitation et de développement de Montréal (OMHM)  
(81 complaints, 7 thorough enquiries, 10 summary enquiries)
- Société de transport de Montréal (STM)  
(16 complaints, no enquiry)<sup>5</sup>
- Bureau du taxi de Montréal (BTM)  
(13 complaints, 2 thorough enquiries, 1 summary enquiry)
- Société d’habitation et de développement de Montréal (SHDM)  
(10 complaints, 1 thorough enquiry, 0 summary enquiry)
- Société en commandite Stationnement de Montréal  
(5 complaints, no enquiry)

### CHART 5

#### NUMBER OF NEW COMPLAINTS — PARAMUNICIPAL AGENCIES, CITY-CONTROLLED AGENCIES AND OTHER CITY RELATED ORGANIZATIONS — EVOLUTION

Including Charter files

	2016	2015	2014
Bixi Montréal	1	-	1
Bureau du taxi de Montréal	13	4	6
Commission de la fonction publique	1	-	-
Commission des services électriques de Montréal (CSEM)	-	1	4
Corporation Anjou 80	-	-	1
Corporation de gestion des marchés publics	-	-	1
Corporation des Habitations Jeanne-Mance	-	1	-
Office municipal d’habitation de Montréal (OMHM)	81	53	61
Société d’habitation et de développement de Montréal (SHDM)	10	7	6
Société du parc Jean-Drapeau	1	2	-
Société en commandite Stationnement de Montréal	5	5	2
Vérificateur général	-	1	-
<b>TOTAL</b>	<b>112</b>	<b>74</b>	<b>82</b>
Société de transport de Montréal (STM)*	16	20	13

\* For information purpose only: **OdM** has no jurisdiction over STM.

**NOTE:** These numbers do not include the Information Requests.

<sup>5</sup> The **OdM** has no jurisdiction over the STM.

### Political entities against which complaints were filed

We have mainly processed **29** complaints involving City Council and **8** complaints involving the Mayor's office:

most of these files were related to the new rules governing Pitbulls.

### CHART 6

#### NUMBER OF NEW COMPLAINTS — POLITICAL ENTITIES — EVOLUTION Including Charter files

	2016	2015	2014
Mayor's Office	8	3	4
Executive Committee	2	10	-
Agglomeration Council *	3	4	-
City Council	29	11	6
Office of City Council Presidency	2	2	4
<b>TOTAL</b>	<b>44</b>	<b>30</b>	<b>14</b>

\* For information purpose only: **OdM** has no jurisdiction over the Agglomeration Council.

**NOTE:** These numbers do not include the Information Requests.

## NEW ENQUIRIES LAUNCHED IN 2016

For the reasons explained above, we henceforth distinguish between thorough enquiries and files for which a summary analysis or enquiry was sufficient.

We entered the year with **89 enquiries already under way**. **203 new enquiries ensued**, including two follow-ups on prior undertakings.

### CHART 7

#### NUMBER OF NEW ENQUIRIES OPENED IN 2016 – EVOLUTION Including Charter files

TOPIC	2016			2015	2014
	SUMMARY ENQUIRIES	THOROUGH ENQUIRIES	TOTAL		
Access to Information	-	-	-	2	-
Acquired Rights	-	1	1	-	1
Alley	3	5	8	3	4
Animal	4	7	11	2	1
Application of Bylaws	1	7	8	13	16
Aqueduct/Sewer	1	3	4	3	2
Cleanliness	1	-	1	1	-
Communication	1	-	1	3	1
Community Garden	-	1	1	-	-
Conduct of Employee/Elected Official	-	-	-	2	3
Culture	-	-	-	1	-
Cycling Path/Bicycle	-	2	2	-	-
Decision of a Borough Council	-	-	-	1	-
Driveway	-	1	1	1	1
Environment/Sustainable Development	-	1	1	5	-
Evaluation/Property Tax	1	2	3	6	2
Fence/Hedge	4	3	7	1	-
Financial Compensation (aqueduct/sewer)	3	-	3	1	-
Financial Compensation (fall on sidewalk)	1	-	1	1	1
Financial Compensation (municipal works)	2	-	2	-	-
Financial Compensation (other)	7	-	7	1	-
Financial Compensation (road incident)	-	-	-	-	1
Financial Compensation (tree)	-	-	-	1	-
Fire Safety	-	2	2	-	4
Garbage/Recycling/Composting	1	1	2	3	1
Handicapped Person	1	1	2	2	-
Heritage	1	-	1	-	-
Library	-	1	1	2	1
Miscellaneous	-	2	2	1	3
Municipal Court (functioning)	1	-	1	4	2

## CHART 7 (continued)

### NUMBER OF NEW ENQUIRIES OPENED IN 2016 – EVOLUTION Including Charter files

TOPIC	2016			2015	2014
	SUMMARY ENQUIRIES	THOROUGH ENQUIRIES	TOTAL		
Noise	1	2	3	3	7
Nuisance	1	2	3	4	3
Park and Green Space (see Note 1)	2	-	2	1	1
Parking Violation	-	-	-	1	2
Parking/SRRR/Sticker	-	1	1	4	4
Permit	2	7	9	6	13
Pound (other)	-	1	1	1	-
Pound (storage of furniture)	2	1	3	6	1
Public Health and Maintenance (bed bugs)	-	-	-	1	1
Public Health and Maintenance (cockroaches)	-	-	-	1	-
Public Health and Maintenance (mold)	-	1	1	2	2
Public Health and Maintenance (other)	1	-	1	4	3
Public Participation	1	2	3	3	3
Quality of Service	5	7	12	5	10
Road Works/Public Works	4	6	10	9	10
Safety	-	5	5	1	-
Snow Removal	-	1	1	1	1
Social Housing/HLM/Housing Subsidy	4	8	12	10	7
Sport and Leisure	1	-	1	2	3
Subsidy other than housing	2	-	2	1	2
Tax (other than Property Tax)	4	2	6	-	6
Taxi	1	1	2	1	-
Towing	1	-	1	2	3
Traffic	-	2	2	2	1
Tree	6	5	11	10	4
Universal Access	-	3	3	3	-
Violation of Law/Bylaw	1	-	1	-	-
Withdrawal (Statement of Offence)	-	23	23	9	-
Zoning/Urban Planning/Exemption	2	7	9	7	8
<b>TOTAL related to Ville de Montréal</b>	<b>74</b>	<b>127</b>	<b>201</b>	<b>160</b>	<b>139</b>
<b>Not related to Ville de Montréal (see Note 2)</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>
<b>TOTAL</b>	<b>76</b>	<b>127</b>	<b>203</b>	<b>160</b>	<b>139</b>

**NOTE 1:** OdM opened 202 enquiry files in 2016, including 127 thorough enquiries and 75 summary enquiries. Before 2016, these two types of enquiries were listed in one single category entitled "Thorough Investigation". By adding 1 file concerning an OdM follow-up on a previous undertaking, we arrive at a total of 203 enquiries handled in 2016.

**NOTE 2:** Enquiries not related to Ville de Montréal include files which required research or validation by our office to establish OdM's jurisdiction over the concerned entity.

Some of these enquiries were opened at the **Ombudsman's own motion**. Here is a brief overview:

## CHART 8

### OMBUDSMAN OWN MOTION ENQUIRIES — OPENED IN 2016

Including Charter files

TOPIC	DESCRIPTION	ENTITY	RESULT	TIME IN WORKING DAYS
<b>Cycling Path/Bicycle Charter</b>	Intervention to improve Ville de Montréal's communications to better inform the citizens on whether or not a cycling path will remain open for the winter or will be closed and, if so, as of what date and subject to which new rules	<p>Arrondissement de Rosemont–La Petite-Patrie</p> <p>Arrondissement de Villeray–Saint-Michel–Parc-Extension</p> <p>Service des infrastructures, de la voirie et des transports – Direction des transports</p> <p>Service de police de la Ville de Montréal – Section des agents de stationnement</p>	<b>Still pending as of December 31, 2016</b>	–
<b>Environment/Sustainable Development Charter</b>	Intervention on the management of the impacts for residents living on old quarries, in light of the "Rapport de surveillance des biogaz et de caractérisation des déchets (1994)"	Service de l'environnement – All Divisions	<b>Still pending as of December 31, 2016</b>	–
<b>Miscellaneous</b>	<p>Intervention concerning parking tickets handed out by an electronic device</p> <p>Should the issuing agents make additional verification to validate the identification of the vehicle on the ticket?</p>	Service de police de la Ville de Montréal	<b>Still pending as of December 31, 2016</b>	–
<b>Noise – Nuisances Charter</b>	<p>Follow-up on previous file</p> <p>A factory's noisy activities is causing nuisances to nearby residents</p>	Arrondissement de Rosemont–La Petite-Patrie	<p><b>Still open as of December 31, 2016</b></p> <ul style="list-style-type: none"> <li>• The Borough took the situation in hand and the company collaborates</li> <li>• Significant improvements were made and others are in progress</li> <li>• <b>OdM</b> is keeping an eye on the situation</li> </ul>	–

**CHART 8 (continued)**

**OMBUDSMAN OWN MOTION ENQUIRIES – OPENED IN 2016**  
Including Charter files

TOPIC	DESCRIPTION	ENTITY	RESULT	TIME IN WORKING DAYS
<b>Park and Green Space</b>  Charter	Follow-up on a previous undertaking  Angrignon Park Forest	Service des grands parcs, du verdissement et du Mont-Royal – All Divisions	<b>Undertaking respected</b>  To ensure survival of the Angrignon Park Forest, the City has agreed to keep at minimum the mechanized interventions in the park	<b>41</b>
<b>Pound (storage of furniture)</b>	A Borough stopped collecting the furniture and personal belongings of evicted tenants, without first informing the citizens of this change	Arrondissement de Montréal-Nord	<b>Resolved</b>  The Borough prepared an information sheet for citizens  During our enquiry, the Borough decided to resume to its previous ways and to collect the furniture and goods left behind after an eviction	<b>103</b>
<b>Quality of Service</b>  Charter	Follow-up on previous undertaking  The Borough committed to draw up a document to inform citizens on the applicable rules and regulations related to construction projects	Arrondissement de Montréal-Nord	<b>Still pending as of December 31, 2016</b>  The Borough prepared an information sheet (draft version)  Additional information is still to be included therein	–
<b>Road Works/ Public Works</b>  Charter	A coroner reported that Ville de Montréal would not have rectified some problems at a dangerous pedestrian crossing area, despite notices to do so  OdM intervened with the Borough	Arrondissement de Lachine	<b>Founded – Resolved</b>  Several correctives were implemented: <ul style="list-style-type: none"><li>• Traffic lights are checked weekly to make sure they are properly working</li><li>• The angle of a lamppost was adjusted</li><li>• Road marking was refreshed</li><li>• A new speed limit sign, very visible, was installed</li></ul>	<b>121</b>

**CHART 8 (continued)**

**OMBUDSMAN OWN MOTION ENQUIRIES – OPENED IN 2016**  
**Including Charter files**

TOPIC	DESCRIPTION	ENTITY	RESULT	TIME IN WORKING DAYS
Safety Charter	OdM notices different safety issues on Place Vauquelin when it was reopened during its major refurbishing project	Office of City Council Presidency  Service des grands parcs, du verdissement et du Mont-Royal  Service de la gestion et de la planification immobilière	<b>Founded – Resolved</b>  Punctual improvements were quickly made  The City later decided to shut Place Vauquelin completely during the entire period of works	20
Safety Charter	Several safety concerns in “illegal” places of worship such as blocked emergency exits, number of people exceeding the authorized capacity for the room and other unfulfilled requirements concerning fire safety	Arrondissement de Montréal-Nord	<b>Still pending as of December 31, 2016</b>  The Borough took the situation in hand  OdM is following up regularly on the situation	–
Universal Access Charter	OdM wants to ensure that the Borough will include universal access in the planning of its new beach project	Arrondissement de Verdun	<b>Ill-founded</b>  Borough is already including universal access consideration in its project	63
Universal Access Charter	OdM intervenes to ensure that Société du parc Jean-Drapeau will include universal access in its renovation project	Société du parc Jean-Drapeau	<b>Founded – Resolved</b>  OdM’s interventions raised the administrators’ awareness – they will include universal access in their project	63
Universal Access Charter	OdM wants to ensure that the Borough will include universal access in the planning of its new beach project	Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles	<b>Ill-founded</b>  Borough is already including universal access consideration in its project	63

## PROCESSING TURNAROUND TIMES

For all **complaints** that were opened and closed in 2016,

- the average turnaround time for providing final response to plaintiffs was **3.29 business days**.

If we only look at new **enquiries** that were opened and closed in 2016,

- the average turnaround time for final response was **29.43 business days**.

**94.67% of the summary enquiries that were opened during the year** were closed as of December 31, with an average turnaround time of **11.54 business days**.

**46.46% of the thorough enquiries that were opened during the year** were closed before the end of 2016, with an average turnaround time of **48.52 business days**.

**64.73% of the enquiries handled in 2016, regardless of the year** in which they were opened, were closed before December 31, with an average turnaround time of **82.51 business days**.

As of December 31, 2016, **103 enquiry files were still active**.

## CHART 9

### Enquiries

#### FINAL RESPONSE TIME AND EVOLUTION

A – All new requests (including information requests)													
COMPLETED AND CLOSED													
YEAR	TOTAL NUMBER		1-4	5	10						AVERAGE	NUMBER	STILL
			WORKING DAYS	WORKING DAYS	WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	TIME IN WORKING DAYS	OF CLOSED FILES	PENDING
2012	1,542	NUMBER	1,248	88	40	27	33	29	18	58	13.25	1,541	1
		RATIO	80.93%	5.71%	2.59%	1.75%	2.14%	1.88%	1.17%	3.76%		99.96%	0.06%
2013	1,285	NUMBER	1,088	41	20	25	27	19	15	48	11.49	1,283	2
		RATIO	84.67%	3.19%	1.56%	1.95%	2.10%	1.48%	1.17%	3.74%		99.86%	0.16%
2014	1,409	NUMBER	1,194	57	22	14	18	13	13	56	10.60	1,387	22
		RATIO	84.74%	4.05%	1.56%	0.99%	1.28%	0.92%	0.92%	3.97%		98.44%	1.56%
2015	1,731	NUMBER	1,444	108	36	27	20	10	10	14	4.03	1,669	62
		RATIO	83.42%	6.24%	2.08%	1.56%	1.16%	0.58%	0.58%	0.81%		96.42%	3.58%
2016	1,903	NUMBER	1,623	100	24	36	14	18	4	10	3.29	1,829	74
		RATIO	85.29%	5.25%	1.26%	1.88%	0.74%	0.95%	0.21%	0.53%		96.11%	3.89%



## CHART 9 (continued)

### Enquiries

#### FINAL RESPONSE TIME AND EVOLUTION

##### B – All new enquiries (thorough, summary and follow-ups on undertakings)

		COMPLETED AND CLOSED											
YEAR	TOTAL NUMBER		1-4 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRIES	STILL PENDING
2012	294	NUMBER	9	8	25	24	32	29	18	57	91.00	293	1
		RATIO	4.43%	3.94%	12.32%	11.82%	15.76%	14.29%	8.87%	28.08%		99.51%	0.49%
2013	153	NUMBER	4	4	11	23	27	19	15	48	88.29	151	2
		RATIO	2.61%	2.61%	7.19%	15.03%	17.65%	12.42%	9.80%	31.37%		98.69%	1.31%
2014	143	NUMBER	2	2	8	11	16	13	13	56	107.19	121	22
		RATIO	1.40%	1.40%	5.59%	7.69%	11.19%	9.09%	9.09%	39.16%		74.62%	15.38%
2015	160	NUMBER	5	12	10	18	20	9	10	14	44.34	98	62
		RATIO	3.13%	7.50%	6.25%	11.25%	12.50%	5.63%	6.25%	8.75%		61.25%	38.75%
2016	203	NUMBER	22	16	13	39	11	17	5	8	29.43	131	72
		RATIO	10.84%	7.89%	6.40%	19.21%	5.91%	8.37%	2.46%	3.94%		64.53%	35.47%

**NOTE:** Before 2016, all types of enquiries (thorough, summary and follow-ups on undertakings) were part of one single category entitled "thorough Investigation".

##### B.1 – New summary enquiries opened in 2016

		CLOSED IN 2016											
YEAR	TOTAL NUMBER		1-4 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRIES	STILL PENDING
2016	75	NUMBER	22	15	10	17	6	-	1	-	11.54	71	4
		RATIO	29.34%	20.00%	13.33%	22.67%	9.33%	-	1.33%	-		94.67%	5.33%

##### B.2 – 2016 Follow-up on previous undertaking

		CLOSED IN 2016											
YEAR	TOTAL NUMBER		1-4 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRY	STILL PENDING
2016	1	NUMBER	-	-	-	-	1	-	-	-	41.00	1	-
		RATIO	-	-	-	-	100.00%	-	-	-		100.00%	-

## CHART 9 (continued)

### Enquiries

#### FINAL RESPONSE TIME AND EVOLUTION

B.3 – New thorough enquiries opened in 2016													
CLOSED IN 2016													
YEAR	TOTAL NUMBER		1-4	5	10	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	AVERAGE	NUMBER OF	STILL
			WORKING DAYS	WORKING DAYS	WORKING DAYS						TIME IN WORKING DAYS		
2016	127	NUMBER	-	1	3	22	4	17	4	8	48.52	59	68
		RATIO	-	0.79%	2.36%	17.32%	3.15%	13.39%	3.15%	6.30%			

C – All enquiries, regardless of the opening date													
CLOSED IN 2016													
YEAR	TOTAL NUMBER		1-4	5	10	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS AND MORE	AVERAGE	NUMBER OF	STILL
			WORKING DAYS	WORKING DAYS	WORKING DAYS						TIME IN WORKING DAYS		
2016	292	NUMBER	22	16	14	48	28	13	10	38	82.51	189	103
		RATIO	7.54%	5.48%	4.80%	16.44%	9.59%	4.45%	3.42%	13.01%			

## MODES FOR SUBMITTING REQUESTS

These data vary little from year to year.

The telephone (62%) remains the preferred mode for citizens who seek our intervention. Emails follow at 27%.

In spite of a slight increase in the use of social media, these tools remain marginal in filing a complaint.

## CHART 10

### MODES OF SUBMISSION OF COMPLAINTS

Including Charter files

MODE	2016		2015	
	NUMBER	%	NUMBER	%
By phone	1,184	62.22	1,035	59.79
By email	522	27.43	510	29.46
In person	85	4.47	117	6.76
By mail	40	2.10	24	1.39
On our blog	26	1.37	16	0.92
By fax	24	1.26	12	0.69
On Facebook	6	0.32	4	0.23
On Twitter	3	0.15	1	0.06
Own motion investigations by the Ombudsman	13	0.68	12	0.69
<b>TOTAL</b>	<b>1,903</b>	<b>100 %</b>	<b>1,731</b>	<b>100 %</b>

## PLAINTIFFS' PROFILE

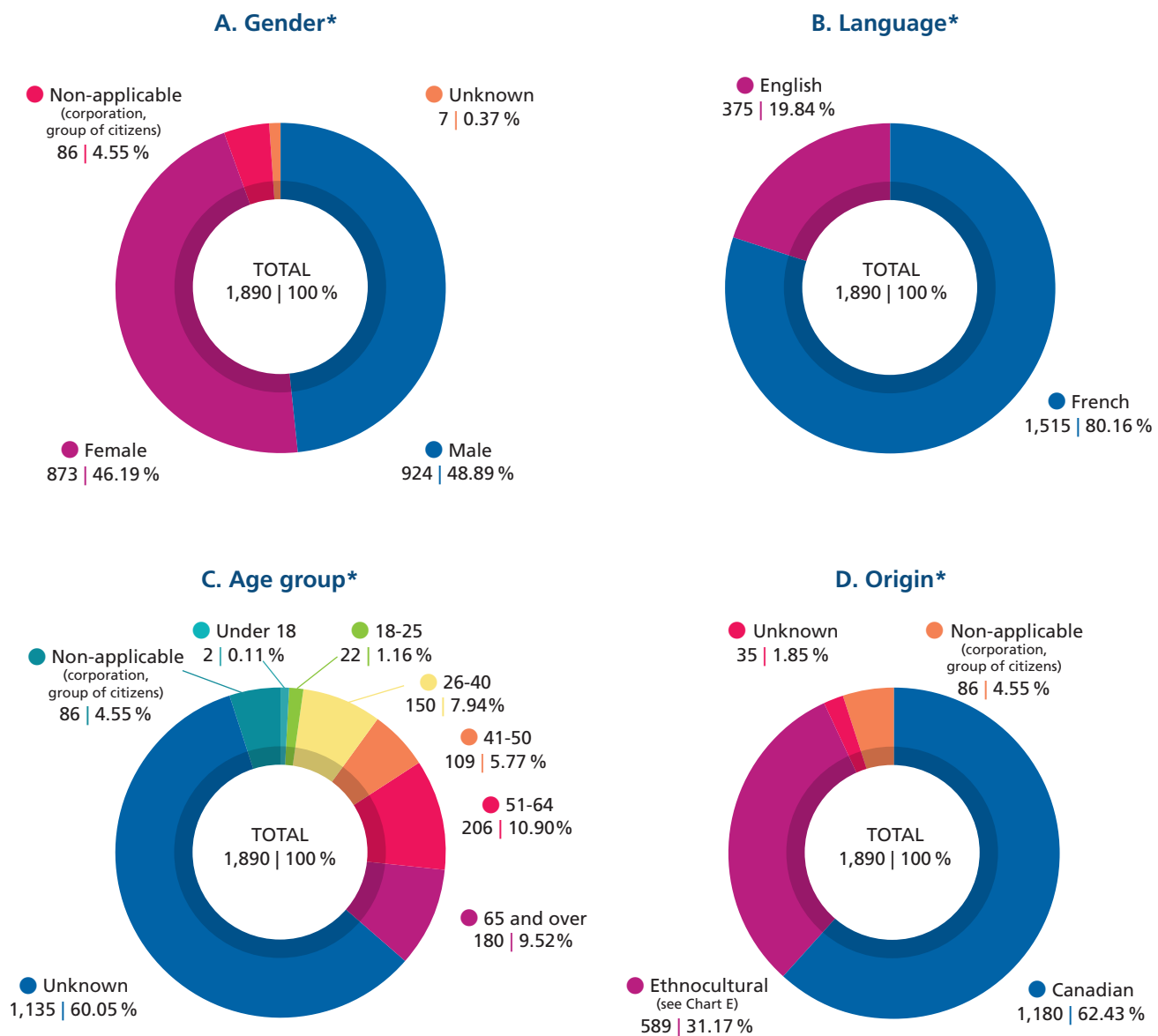
These data also vary little from year to year:

- 49% of men versus 46% of women
- 80% were Francophones versus 20%, Anglophones
- Few plaintiffs who are less than 25 years of age

- 62% of declared Canadian origin versus 31% of declared ethnocultural origin. It should be noted that this information is given on a voluntary basis and that 60% of plaintiffs choose not to answer these questions

### CHART 11

#### DEMOGRAPHIC DATA ON 2016 PLAINTIFFS Including Charter files

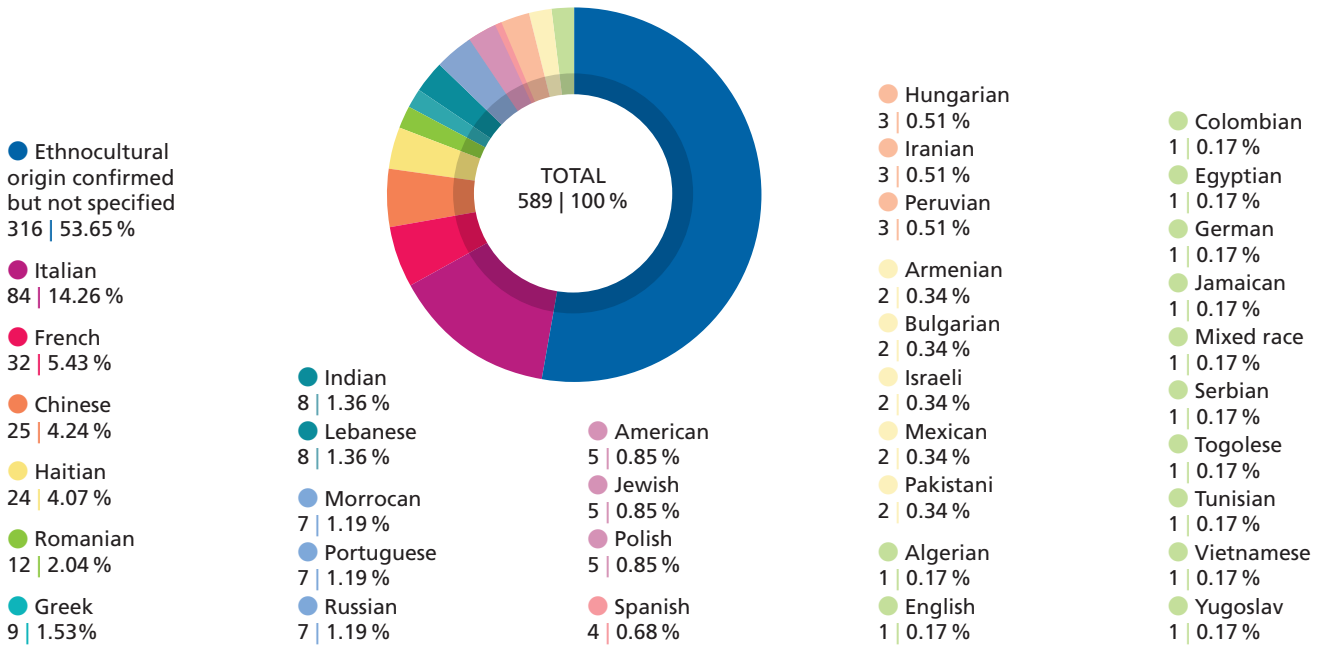


\* In 2016, 75 requests were submitted by corporations, 11 by groups of citizens and 13 files were own-motion enquiries by the Odm.

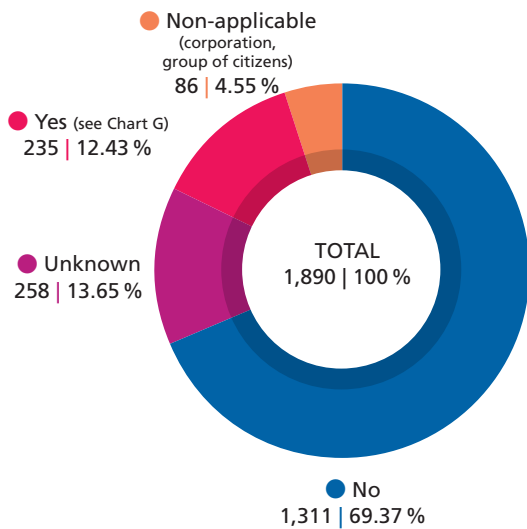
**CHART 11 (continued)**

**DEMOGRAPHIC DATA ON 2016 PLAINTIFFS**  
Including Charter files

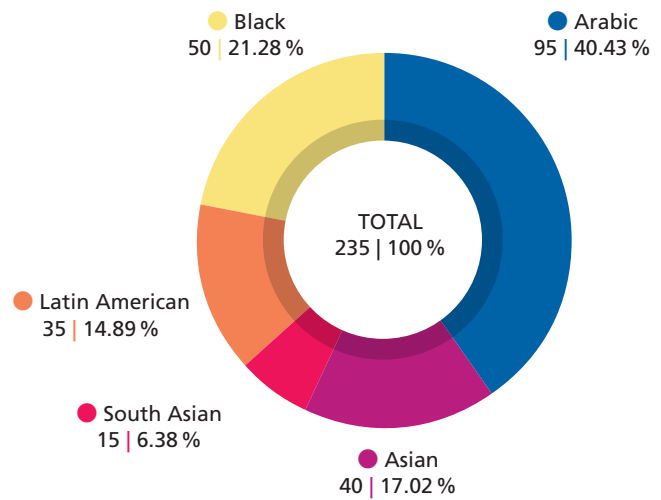
**E. Ethnocultural origin when declared**



**F. Visible minority\***



**G. Visible minority when declared**



\* In 2016, 75 requests were submitted by corporations, 11 by groups of citizens and 13 files were own-motion enquiries by the OdM.

## Part 3

### The *Montréal Charter of Rights and Responsibilities*

Citizens can invoke the *Montréal Charter of Rights and Responsibilities* (the “*Charter*”) from the outset in support of their complaint, but it is often difficult to confirm whether one of its undertakings is actually targeted without further analysis. Yet, a great number of files that we receive must first be redirected to the responsible director, on the basis of the principle that we intervene only as a “last resort”.

The **OdM** can also conclude, during the course of an enquiry, that a given file challenges an undertaking set out in the *Charter*.

We have therefore chosen to only account as *Charter* files those that were subjected to an analysis or enquiry confirming that the complaint is actually in relation to the *Charter*. This choice was maintained in 2016.

#### A FEW WORDS ABOUT THE *CHARTER*

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The *Charter* came into force on January 1<sup>st</sup>, 2006: it was amended in 2011 and in 2015.

To ensure its compliance, the **only possible recourse** is to file a complaint with the **OdM**. Citizens cannot turn to courts to uphold the undertakings that it contains.

The *Charter* states various undertakings that impact a wide variety of subjects, namely the following:

- Democracy and public participation
- Equality between women and men
- Inclusion and non-discrimination
- Protection of the environment
- Recycling awareness
- Sustainable development
- Air quality and cool areas
- Heritage protection
- Citizen safety
- Universal accessibility
- Access to leisure activities and libraries
- Competent, respectful and non-discriminatory municipal services
- Adapting services to the changing needs of citizens
- Citizens’ own motion right to request for public consultation under certain conditions

These undertakings are binding on all of *Ville de Montréal’s* managers, employees and elected municipal officials.

When a *Charter* undertaking is challenged, the **OdM** can exceptionally intervene regarding a decision passed by the Executive Committee, City Council or Borough Council.

The *Charter* has been translated in several languages in order to enable as many citizens as possible to be aware of their rights that are set out in it. It is also available in both simplified and phonic languages.



## CHARTER RELATED FILES PROCESSED IN 2016

In 2016, we have opened **69 new enquiries** involving a Charter undertaking (**60 thorough enquiries, 8 summary enquiries and 1 follow-up on previous undertaking**): this represents **34%** of all new enquiries launched in 2016.

These files were added to the **41 Charter files already underway** as of January 1<sup>st</sup>, 2016.

### CHART 12

#### Charter files

#### NUMBER OF CHARTER RELATED ENQUIRIES — 2006 TO 2016 — EVOLUTION

YEAR	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016			SINCE 2006
											SUMMARY ENQUIRIES	THOROUGH ENQUIRIES	TOTAL	
Charter enquiries	33	40	40	38	66	57	78	55	35	46	9	60	69	557
Total enquiries	222	233	249	193	209	179	203	153	143	160	75	128	203	2,147
Ratio	14.86%	17.17%	16.06%	19.69%	31.58%	31.84%	38.42%	35.95%	24.48%	28.75%	12.00%	46.88%	34.00%	25.96%

Table 13 below hones in on the Charter undertakings that were challenged in these new enquiries and lists the ensuing results.

**CHART 13**

**NEW CHARTER RELATED ENQUIRIES IN 2016**

**By specific Chapter: undertakings and results**

CHAPTER / UNDERTAKING	CLOSED FILES			TOTAL CLOSED FILES	PENDING AS OF DECEMBER 31, 2016
	TOTAL	PROCES- SING TIME	RESULTS		
<b>Environment and Sustainable Development</b>					
• Reconciling environmental and built heritage protection with cultural, social and economic development.	1	37.00	Ill-founded: 1	1	-
• Fostering the protection of the urban forest.	3	40.33	Ill-founded: 2 Follow-up on undertaking (respected): 1	3	-
• Taking measures to reduce abusive irritants resulting from traffic.	1	-		-	1
• Taking measures to reduce abusive irritants resulting from noise.	5	57.00	Resolved by mediation: 1	1	4
• Promoting measures to increase cool areas.	3	11.00	Ill-founded: 3	3	-
<b>SUB-TOTAL</b>	<b>13</b>			<b>8</b>	<b>5</b>
<b>Security</b>					
• Developing its territory in a safe manner.	8	108.50	Resolved by mediation: 2	2	6
• Taking measures to ensure citizen security in public spaces, notably in parks and community and recreational facilities.	2	-		-	2
• Protecting people's property.	1	11.00	Resolved by mediation: 1	1	-
• Protecting people.	3	72.00	Resolved by mediation: 2	2	1
<b>SUB-TOTAL</b>	<b>14</b>			<b>5</b>	<b>9</b>

## CHART 13 (continued)

### NEW CHARTER RELATED ENQUIRIES IN 2016

#### By specific Chapter: undertakings and results

CHAPTER / UNDERTAKING	CLOSED FILES			TOTAL CLOSED FILES	PENDING AS OF DECEMBER 31, 2016
	TOTAL	PROCES- SING TIME	RESULTS		
<b>Municipal Services</b>					
• Promoting flexibility in supplying municipal services and in the use of public spaces to meet various citizen needs.	1	-		-	1
• Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programmes and services in general.	3	63.00	Resolved by mediation: 1 Ill-founded: 2	3	-
• Taking measures to limit any nuisances or obstacles that may interfere with citizens' ability to safely access their homes.	2	-		-	2
• Providing competent municipal services in a respectful and non-discriminatory manner.	31	19.00	Resolved by mediation: 17 Ill-founded: 1	18	13
<b>SUB-TOTAL</b>	<b>37</b>			<b>21</b>	<b>16</b>
<b>Cultural Life</b>					
• Taking appropriate measures to preserve, protect and enhance the cultural and natural heritage.	1	37.00	Ill-founded: 1	1	-
<b>SUB-TOTAL</b>	<b>1</b>			<b>1</b>	<b>-</b>
<b>Democracy</b>					
• Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures.	4	26.00	Ill-founded: 2	2	2
• Supporting the use of appropriate communication practices.	1	-		-	1
<b>SUB-TOTAL</b>	<b>5</b>			<b>2</b>	<b>3</b>
<b>Economic and Social Life</b>					
• Taking appropriate measures to ensure that housing meets public health and safety standards with regard to the health and safety of tenants.	2	-		-	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>-</b>		<b>-</b>	<b>2</b>
<b>TOTAL</b>	<b>72</b>			<b>37</b>	<b>35</b>

**NOTE :** Certain files involve more than one undertaking, which explains a total of 72 for 69 files.

72 commitments under the Charter were referred to in 69 new matters.

- Of the 69 new Charter enquiries, 36 were closed in the same year (involving 37 Charter commitments).
- 24 founded complaints were resolved.
- 1 follow-up on a previous undertaking – respected.
- 12 files were deemed to be ill-founded.



## CHARTER ENQUIRIES THAT WERE COMPLETED IN 2016, REGARDLESS OF THE YEAR IN WHICH THEY WERE OPENED

All in all, 63 Charter enquiries were closed in 2016, including files that had been opened before 2016.

- 34 founded complaints: 32 resolved, 1 RECOMMENDATION, 1 undertaking
- 2 follow-ups on previous undertakings – respected
- 23 ill-founded complaints
- 3 withdrawals
- 1 complaint redirected partway through the enquiry

Here are the results we obtained when our enquiry confirmed that the complaint warranted an intervention.

### CHART 14

#### EXAMPLES OF CHARTER FILES RESOLVED IN 2016, REGARDLESS OF THE YEAR THE FILE WAS OPENED

CHAPTER/TOPIC	DESCRIPTION	ENTITY	TIME IN WORKING DAYS	RESULT
Environment and Sustainable Development Animal	Citizens living nearby Germaine-Casaubon Park dispute the Borough's project to implement a dog exercise area in the park: they fear the high risk of nuisances	Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles	57	<b>Resolved</b> <ul style="list-style-type: none"> <li>• The park is very small</li> <li>• The proximity of local residents is problematic</li> <li>• The Borough abandoned the project</li> </ul>
Environment and Sustainable Development Garbage/Recycling/Composting	Foul odors emanating from the garbage of a building	Arrondissement de Rosemont-La Petite-Patrie	245	<b>Resolved</b> <ul style="list-style-type: none"> <li>• The Borough intervenes: the building owner modifies his management of waste</li> <li>• The situation improves significantly</li> </ul>
Environment and Sustainable Development Noise	Complaint of excessive noise generated by a heat pump	Arrondissement d'Outremont	560	<b>Undertaking</b> <ul style="list-style-type: none"> <li>• The Borough will have noise measures taken by an expert</li> </ul>
Environment and Sustainable Development Noise	Noises and nuisances generated by a local factory, near the plaintiff's home	Arrondissement de Rosemont-La Petite-Patrie	98	<b>Complaint withdrawn, but...</b> <ul style="list-style-type: none"> <li>• The citizen moved away and withdrew his complaint</li> <li>• Still, numerous improvements are noted and others are in progress</li> <li>• The Borough and the OdM continue to follow up on the situation</li> </ul>

**CHART 14 (continued)**

**EXAMPLES OF CHARTER FILES RESOLVED IN 2016,  
REGARDLESS OF THE YEAR THE FILE WAS OPENED**

CHAPTER/TOPIC	DESCRIPTION	ENTITY	TIME IN WORKING DAYS	RESULT
<b>Environment and Sustainable Development</b> Park and Green Space	Annual follow-up  Undertaking to limit mechanized interventions in the Angrignon Park Forest, to ensure its survival	Arrondissement du Sud-Ouest Service des grands parcs, du verdissement et du Mont-Royal – All Divisions	41	<b>Undertaking – Respected</b> <ul style="list-style-type: none"> <li>Minimal mechanized interventions in the park</li> </ul>
<b>Environment and Sustainable Development</b> Traffic	Rachel Street is in very bad condition  Vibrations in a residence caused by the passage of vehicles	Arrondissement du Plateau-Mont-Royal Service des infrastructures, de la voirie et des transports – Direction des transports	512	<b>Resolved</b> <ul style="list-style-type: none"> <li>Minor repairs were quickly made</li> <li>The road was entirely redone in the fall of 2016</li> </ul>
<b>Security</b>	Two pedestrian crossings next to the Snowdon subway station are unsafe	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce Service des infrastructures, de la voirie et des transports – Direction des transports	197	<b>Resolved</b> <ul style="list-style-type: none"> <li>A pedestrian light was added in November 2016, including an “arrow” forcing cars to continue straight ahead</li> </ul>
<b>Security</b> Tree	A municipal tree was causing damages to 2 private properties	Arrondissement de Villeray–Saint-Michel–Parc-Extension	11	<b>Resolved</b> <ul style="list-style-type: none"> <li>Ageing tree – Very big and too close to the houses</li> <li>The tree was cut down and its stump was removed</li> </ul>
<b>Security</b> Tree	The branches of a municipal tree were touching an electric cord, when trucks drove by	Arrondissement de Rosemont–La Petite-Patrie	23	<b>Resolved</b> <ul style="list-style-type: none"> <li>The tree was trimmed</li> </ul>
<b>Security</b>	<b>OdM</b> own motion enquiry  The City had reopened Place Vauquelin while municipal works were in progress – its pavement was damaged and there were risks that walkers could hurt themselves	Office of City Council Presidency Service des grands parcs, du verdissement et du Mont-Royal – All Divisions Service de la gestion et de la planification immobilière – All Divisions	20	<b>Resolved</b> <ul style="list-style-type: none"> <li>The City closes down Place Vauquelin during the entire duration of the municipal works</li> </ul>

**CHART 14 (continued)**

**EXAMPLES OF CHARTER FILES RESOLVED IN 2016,  
REGARDLESS OF THE YEAR THE FILE WAS OPENED**

CHAPTER/TOPIC	DESCRIPTION	ENTITY	TIME IN WORKING DAYS	RESULT
<b>Security</b> Road Works/Public Works	<b>OdM</b> own motion enquiry  According to a Coroner's report, the City failed to take measures to improve safety at a pedestrian walkway	Arrondissement de Lachine Service des infrastructures, de la voirie et des transports – Direction des transports	283	<b>Resolved</b> <ul style="list-style-type: none"> <li>• A street panel was added to indicate the speed limit</li> <li>• Road marking was refreshed</li> <li>• The pedestrian lights were repaired and are checked weekly</li> </ul>
<b>Security</b> Green Alley	A citizen has problems accessing his rear parking space since the middle of the alley has been blocked by greenery	Arrondissement de Rosemont–La Petite-Patrie	615	<b>RECOMMENDATION – Refused</b> <ul style="list-style-type: none"> <li>• Our inquiry confirms the difficulties to access the parking space and the related safety issues</li> <li>• <b>OdM</b> formulates a <b>RECOMMENDATION</b> to rearrange the alley in order to facilitate the citizen's access to his parking area</li> <li>• The Borough rejected our <b>RECOMMENDATION</b></li> </ul>
<b>Municipal Service</b> Universal Access	<b>OdM's</b> own motion enquiry to raise awareness on the importance of including universal access in the Park's refitting project	Société du parc Jean-Drapeau	63	<b>Resolved</b> <ul style="list-style-type: none"> <li>• Our intervention was well received – Universal access will be considered in the project</li> </ul>
<b>Municipal Service</b> Universal Access	<b>OdM's</b> own motion enquiry to ensure that universal access is taken into account in the designing of Place Vauquelin's refitting project, including its zigzag shape staircase	Office of City Council Presidency Service des grands parcs, du verdissement et du Mont-Royal – All Divisions	171	<b>Resolved</b> <ul style="list-style-type: none"> <li>• The project was modified, following professional advice</li> </ul>
<b>Quality of Service</b>	Citizens dispute the Borough's request to modify their front yard  The Borough's inspection took place 8 years after the construction work was finished	Arrondissement de Rivière-des-Prairies– Pointe-aux-Trembles	158	<b>Ill-founded, but...</b> <ul style="list-style-type: none"> <li>• The lay-out does not meet the Borough's requirements and has to be modified accordingly</li> <li>• The Borough has to improve its follow-up time</li> </ul>

**CHART 14 (continued)**

**EXAMPLES OF CHARTER FILES RESOLVED IN 2016,  
REGARDLESS OF THE YEAR THE FILE WAS OPENED**

CHAPTER/TOPIC	DESCRIPTION	ENTITY	TIME IN WORKING DAYS	RESULT
<b>Equity of Municipal Service</b> Garbage/Recycling/ Composting	The Borough refuses to offer waste collection service in a newly developed sector	Arrondissement de Rosemont–La Petite-Patrie	147	<b>Resolved</b> <ul style="list-style-type: none"> <li>The Borough finally accepts our arguments and implements the municipal waste collection for these citizens</li> </ul>
<b>Quality of Service</b>	A real estate promoter is stacking up wastes and storing equipment on an empty land – The Borough does not intervene	Arrondissement de Saint-Léonard	443	<b>Founded – Resolved</b> <ul style="list-style-type: none"> <li>The Borough finally intervenes and Statements of Offence are issued to the promoter, due to his reluctance to cooperate</li> </ul>
<b>Quality of Service</b>	The Borough sent an invoice for the cutting-down of a tree, 18 months later  The Borough did not previously inform the citizen of the fees that would be billed to such a cut-down	Arrondissement du Sud-Ouest	633	<b>Founded – Resolved</b> <ul style="list-style-type: none"> <li>From now on, citizens receive a billing notice within 2 weeks following the Borough’s intervention on a tree</li> <li>The official billing request is sent to the Finance Department within 6 months</li> <li>The Department is working on creating other tools to facilitate the processes</li> </ul>
<b>Economic and Social Life</b> Public Health and Maintenance – Other	Follow-up on undertaking  Management of insalubrity problems at Domaine Renaissance	Service de la mise en valeur du territoire – Direction de l’habitation	127	<b>Undertaking – Respected</b> <ul style="list-style-type: none"> <li>Direction de l’habitation is adequately managing the situation</li> </ul>

## PROCESSING TURNAROUND TIMES OF CHARTER FILES THAT WERE CLOSED IN 2016

The processing turnaround time of the **63 Charter files** that were **closed** in 2016 was an average of **123.38 business days**. As of December 31, 2016, **47 Charter files** were still pending.

As for new enquiries that were launched in 2016, **36** of the 69 new files were **closed during the year**, with an average turnaround time of **33.47 business days**:

- **7 summary enquiries** have been completed within an average of **17 business days**.
- The only new **follow-up on a previous undertaking** was completed within **41 business days**.
- **29 thorough enquiries** were **closed** within an average turnaround time of **52.87 business days**.

### CHART 15

#### Charter enquiries

#### FINAL RESPONSE TIME AND EVOLUTION

##### A – All Charter files (including follow-ups on undertakings)

COMPLETED AND CLOSED													
YEAR	TOTAL NUMBER		1-4 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS +	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED FILES	STILL PENDING
2012	79	NUMBER	5	1	1	7	10	11	13	31	121.09	79	-
		RATIO	6.33%	1.27%	1.27%	8.86%	12.66%	13.92%	16.46%	39.24%		100%	-
2013	54	NUMBER	-	1	-	7	7	5	7	25	124.38	52	2
		RATIO	-	1.85%	-	12.96%	12.96%	9.26%	12.96%	46.30%		96.30%	3.70%
2014	36	NUMBER	-	1	-	-	3	3	4	18	155.21	29	7
		RATIO	-	2.78%	-	-	8.33%	8.33%	11.11%	50.00%		80.56%	19.44%
2015	46	NUMBER	2	1	1	2	8	2	2	1	38.21	19	27
		RATIO	4.35%	2.17%	2.17%	4.35%	17.39%	4.35%	4.35%	2.17%		41.30%	58.70%
2016	69	NUMBER	-	-	1	24	3	6	-	2	33.47	36	33
		RATIO	-	-	1.45%	34.78%	4.35%	8.70%	-	2.90%		52.17%	47.83%

NOTE: Before 2016, all types of enquiries (thorough, summary and follow-ups on undertakings) were part of one single category entitled "thorough investigation".

##### A.1 – New summary enquiries opened in 2016

CLOSED IN 2016													
YEAR	TOTAL NUMBER		1-4 WORKING DAYS	5 WORKING DAYS	10 WORKING DAYS	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS +	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRIES	STILL PENDING
2016	8	NUMBER	-	-	1	5	1	-	-	-	17.00	7	1
		RATIO	-	-	12.50%	62.50%	12.50%	-	-	-		87.50%	12.50%

**CHART 15 (continued)**

**Charter enquiries**

**FINAL RESPONSE TIME AND EVOLUTION**

**A.2 – 2016 Follow-up on previous undertaking**

CLOSED IN 2016

YEAR	TOTAL NUMBER		1-4	5	10	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS +	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRY	STILL PENDING
			WORKING DAYS	WORKING DAYS	WORKING DAYS								
2016	1	NUMBER	-	-	-	-	1	-	-	-	41.00	1	-
		RATIO	-	-	-	-	100%	-	-	-		100%	-

**A.3 – Thorough enquiries opened in 2016**

CLOSED IN 2016

YEAR	TOTAL NUMBER		1-4	5	10	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS +	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRIES	STILL PENDING
			WORKING DAYS	WORKING DAYS	WORKING DAYS								
2016	60	NUMBER	-	-	-	19	1	6	-	2	52.87	28	32
		RATIO	-	-	-	31.67%	1.67%	10.00%	-	3.33%		46.67%	53.33%

**B – All Charter enquiries handled in 2016, regardless of the year the file was opened**

CLOSED IN 2016

YEAR	TOTAL NUMBER		1-4	5	10	1 MONTH	2 MONTHS	3 MONTHS	4 MONTHS	5 MONTHS +	AVERAGE TIME IN WORKING DAYS	NUMBER OF CLOSED ENQUIRIES	STILL PENDING
			WORKING DAYS	WORKING DAYS	WORKING DAYS								
2016	110	NUMBER	-	-	1	24	4	6	3	25	123.38	63	47
		RATIO	-	-	0.91%	21.82%	3.64%	5.45%	2.72%	22.73%		57.27%	42.73%

## PLAINTIFFS' PROFILE – CHARTER FILES

Except for declared origin, the plaintiffs' profile for Charter files is generally similar to the plaintiffs' general profile across all types of files, namely:

- 46% of men versus 43% of women
- 79% of Francophones versus 21% of Anglophones
- There were no plaintiff aged 25 years or less

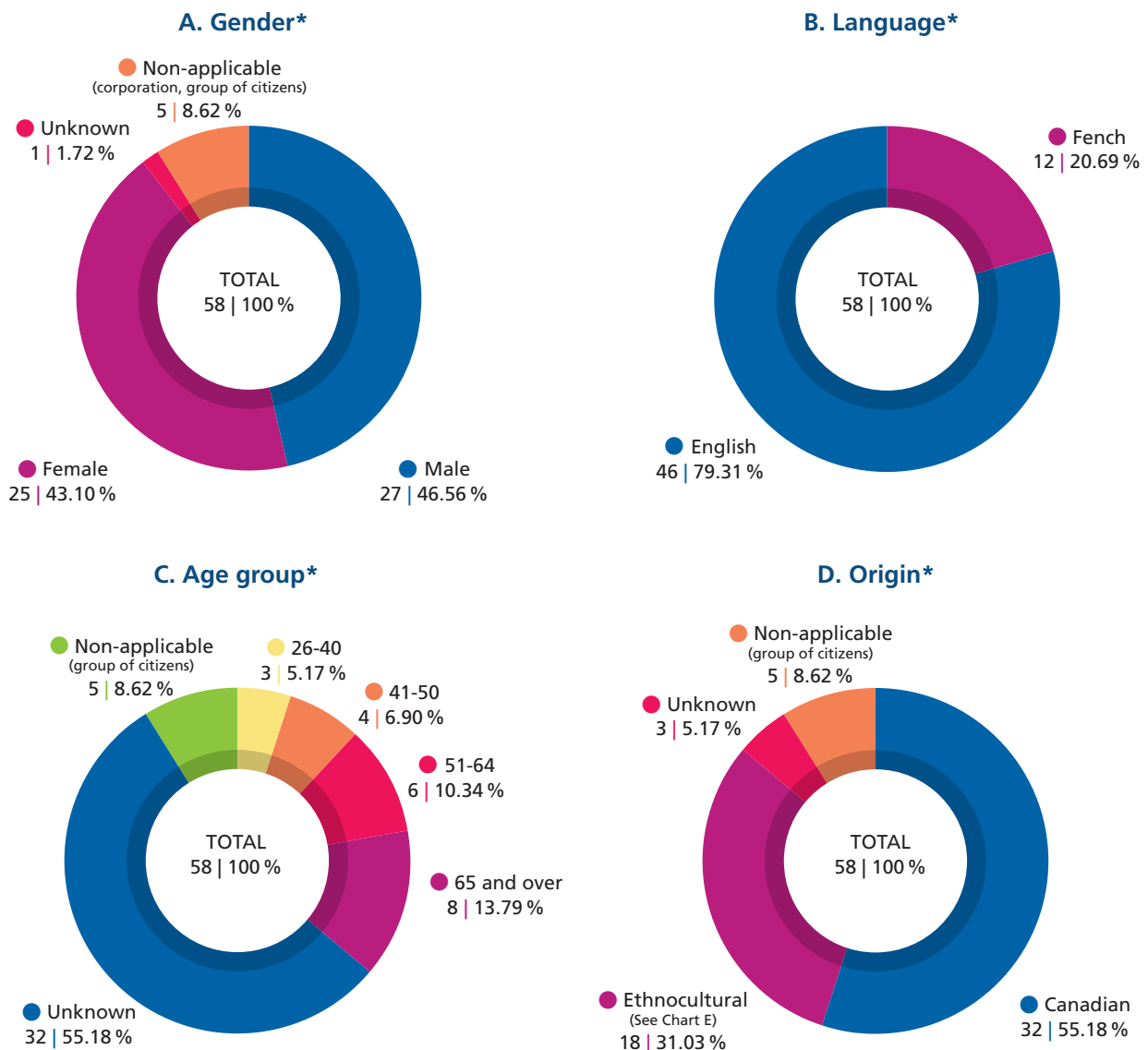
The only significant difference: only 5% of plaintiffs for Charter files did not specify their origin. The 95% who did, declared themselves as follows:

- Canadian origin (55%)
- Ethnocultural origin (31%)

### CHART 16

#### Charter files

#### DEMOGRAPHIC DATA OF 2016 PLAINTIFFS



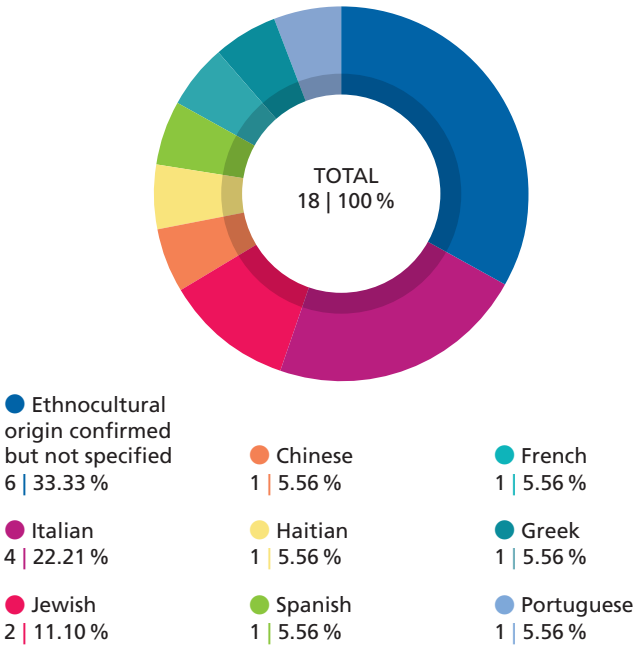
\* Out of the 69 Charter files handled in 2016, 11 were OdM own motion enquiries and 5 were submitted by groups of citizens.

**CHART 16 (continued)**

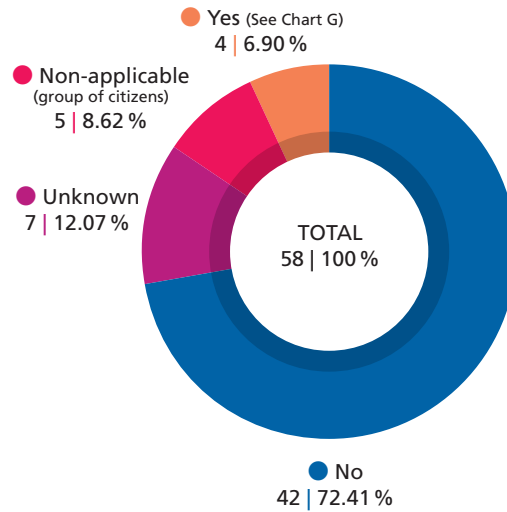
**Charter files**

**DEMOGRAPHIC DATA OF 2016 PLAINTIFFS**

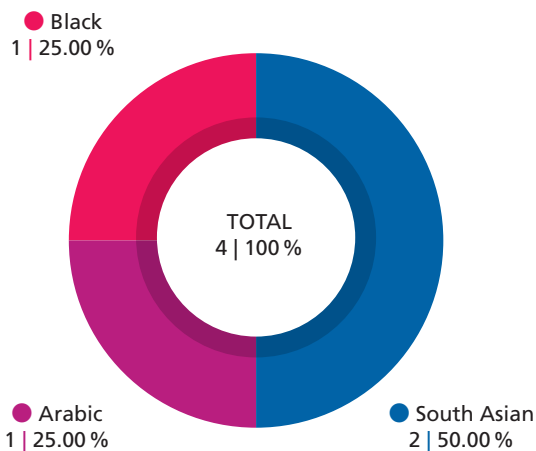
**E. Ethnocultural origin when declared**



**F. Visible minority\***



**G. Visible minority when declared**



\* Out of the 69 Charter files handled in 2016, 11 were **Odm** own motion enquiries and 5 were submitted by groups if citizens.



## Part 4

### Complaints and enquiries, by entity

You will find hereafter an overview of our 2016 interventions for each entity. Unless otherwise specified, the results are as of December 31, 2016.

#### Boroughs

##### AHUNTSIC-CARTIERVILLE | 56 new complaints received in 2016

###### Complaint topics

Access to information (1)	Permit (2)
Application of Bylaws (1)	Public health and maintenance – cockroaches (2)
Aqueduct/Sewer (1)	Public health and maintenance – rats and mice (2)
Communication (2)	Public health and maintenance – other (1)
Community garden (1)	Public participation (2)
Conduct of employee/elected official (1)	Quality of service (4)
Driveway entrance (2)	Road works/Public works (6)
Fence/Hedge (1)	Snow removal (1)
Financial compensation – road incident (1)	Sport and leisure (1)
Heritage (1)	Traffic (3)
Noise (1)	Tree (13)
Nuisance (3)	Zoning/Urban planning/Exemption (1)
Park and green space (1)	
Parking/SRRR/Sticker (1)	

###### Types of interventions including previous files

7	thorough enquiries
3	summary enquiries
7	previous files
46	complaints denied without enquiry*

###### 7 new thorough enquiries, including 3 Charter files

- Complaint contesting fees charged by the City to cut down a tree – Charter file – **ill-founded**
- A citizen complains about the Borough's inaction towards noise and odors emanating from Fleury hospital: this situation would have deteriorated in the last few years – Charter file – **pending**
- The Borough would have failed to duly notify a citizen of the procedure to have his fence repaired after a snow removal truck had damaged it – Charter file – **pending**
- The Borough has not followed up on a request filed two years ago to trim a tree located in front of the plaintiff's residence – **pending**
- The Borough refuses to repair a fence that was damaged by a snow removal truck – **pending**
- Community garden: the mandatory procedures for the end-of-season cleanup of each plot are not clear (standards, advance notice and notice) – **founded – resolved**
- A citizen complains about recurring water build-up in front of his residence and requests that the street's incline be rectified – **pending**

###### Results of thorough enquiries

1	founded – resolved
1	ill-founded
5	pending

###### Average processing time

of thorough enquiries that were opened and closed in 2016  
**83.67** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 3 new summary enquiries, including 1 Charter file

- Dissatisfaction regarding the public consultation process for the construction of a pavilion in Basile-Routhier park – Charter file – **ill-founded**
- Complaint that said pavilion (in Basile-Routhier park) would not be in compliance with the zoning regulation – **ill-founded**
- Complaint that users of Rimbault park would be accessing it by walking on the Rivière des Prairies shoreline and alongside the citizen's private property – **redirected to the Director during enquiry**

### Results of summary enquiries

- 2 ill-founded
- 1 redirected to the Director during enquiry

### Average processing time

of summary enquiries that were opened and closed in 2016  
**20.67** working days

### 7 previous enquiries processed in 2016, including 2 Charter files

- Complaints from a group of citizens – the Borough's proposed Urban Planning Project \*Projet particulier d'urbanisme (PPU)\* differs from what would have been discussed over the previous two years – Charter file – file opened June 16, 2015 – **pending**
- The Borough is charging annual fees for public domain occupancy – two steps of a citizen's front staircase would encroach the public domain – file opened June 3, 2015 – **pending**
- A citizen is evicted from a community garden due to rudeness – the procedure would not have been complied with – file opened August 11, 2014 and closed March 7, 2016 – **founded – refusal of settlement by the citizen**
- A citizen wishes to rejoin the community garden – she was evicted because she did not comply with the end-of-season cleanup of her plot – file opened June 16, 2015 and closed April 21, 2016 – **ill-founded**
- A citizen wants the City to have the new provincial "water alert zones" applied alongside Rivière des Prairies – file opened December 8, 2015 and closed April 6, 2016 – **denied – no jurisdiction – decision of Agglomeration Council**
- A citizen requests our intervention to avoid the destruction of his impounded furniture following his eviction – file opened December 15, 2015 and closed January 8, 2016 – **RECOMMENDATION – accepted**
- A citizen disputes the Borough's decision to cut down approximately 60 trees in order to build a pavilion for the park's users – Charter file – file opened December 17, 2015 and closed April 21, 2016 – **ill-founded**

### Results of previous files

- 1 founded – **RECOMMENDATION – accepted**
- 1 founded – refusal of settlement by the citizen
- 2 ill-founded
- 1 denied – no jurisdiction – decision of Agglomeration Council
- 2 pending

### Average processing time

of previous files that were closed in 2016  
**153.4** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**102.7** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **Odm** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## ANJOU | 6 new complaints received in 2016

### Complaint topics

Application of Bylaws (1)	Park and green space (1)
Conduct of employee/elected official (1)	Traffic (2)
	Winter car shelter (1)

### Types of interventions

1 thorough enquiry  
5 complaints denied without enquiry\*

### 1 new thorough enquiry, Charter file

- Request to add a pedestrian crossing on boulevard des Galeries d'Anjou, between Jarry and Belfroy – Charter file – **pending**

### Result of thorough enquiry

Pending

No summary enquiry

No previous file processed in 2016

## CÔTE-DES-NEIGES-NOTRE-DAME-DE-GRÂCE | 74 new complaints received in 2016

### Complaint topics

Access to information (1)	Parking/SRRR/Sticker (4)
Animal (5)	Permit (9)
Application of Bylaws (4)	Public health and maintenance – bed bugs (1)
Aqueduct/Sewer (1)	Public health and maintenance – mold (1)
Cleanliness (1)	Public health and maintenance – other (6)
Communication (3)	Public participation (2)
Conduct of employee/elected official (3)	Quality of service (3)
Conflict of interests (1)	Road works/Public works (7)
Driveway entrance (1)	Safety (3)
Fence/Hedge (1)	Snow removal (2)
Garbage/Recycling/Composting (2)	Sport and leisure (1)
Handicapped person (2)	Traffic (1)
Heritage (1)	Tree (5)
Noise (2)	
Nuisance (1)	

### Types of interventions including previous files

13 thorough enquiries  
8 summary enquiries  
6 previous files  
53 complaints denied without enquiry\*

\* Complaints that have been denied without enquiry include mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 13 new thorough enquiries, including 7 Charter files

- Request to cut a branch – municipal tree – Charter file – **ill-founded**
- Citizens' complaint on several aspects of the public consultation related to a Special Building, Construction, Alteration or Occupancy Project:  
\*Projet particulier de construction, de modification ou d'occupation d'un immeuble (PPCMOI)\* (incorrect final report and access to information) – Charter file – **pending**
- Citizens contesting the referendum approval process for a PPCMOI. They specifically dispute the contiguous zones, the registry's location and opening time, and the number of required signatories – Charter file – **ill-founded**
- A citizen complains that her neighbour is feeding wild animals – **pending**
- The Borough refuses to implement a dog run facility in McDonald park – **pending**
- A citizen wants to extend his balcony. He wants the Borough to calculate his setback margin from the alley's center – **pending**
- The Borough refuses to replace a section of a sewer located underneath a public domain site – **ill-founded**
- A road sign prevents a handicapped person to bring his/her son to school – Charter file – **pending**
- Unsafe pedestrian crossing at the intersection of Queen-Mary and Westbury near the Snowdon subway station – Charter file – **founded – resolved**
- Unsafe pedestrian crossing at the intersection of Queen-Mary and Mountain-Sight – Charter file – **pending**
- Request to install a drop-off zone for the handicapped in front of a residence – Charter file – **pending**
- Some damaged slabs would not have been replaced when the sidewalk on Trenholme street was reconstructed – **pending**
- A citizen is asking that posts located on a dead-end street which protect his fence during snow removal operation be repaired – **pending**

### Results of thorough enquiries

- 1 founded - resolved
- 3 ill-founded
- 9 pending

### Average processing time

of thorough enquiries that were opened and closed in 2016  
**78.75** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 8 new summary enquiries, including 2 Charter files

- A citizen wants the Borough to trim a tree because its foliage would obstruct his/her residence – **founded – resolved**
- The Borough would have made a citizen take undue and expensive steps in order to obtain a transformation permit – **withdrawn**
- City inspectors refused to take off their shoes or to don shoe covers before entering the plaintiff's apartment, mentioning that this was a Borough's guidelines – **founded – resolved**
- A Minor Hockey League Association refuses to register the citizen's son because he does not reside in Montreal – **redirected to the Director during enquiry**
- Citizen wants the Borough to repair his landscaping and garage entrance that would have been damaged several years ago during municipal works – **refusal to intervene – prescription**
- Request that the City repair steps that were damaged in the course of the street's re-design – **pending**
- Citizens dispute the decision to withdraw the heritage status of Ste-Columba church and to approve its demolition – Charter file – **ill-founded**
- Complainant disagrees with the Borough decision to lift the ban on the use of her rear balcony – she considers it to be still dangerous – Charter file – **pending**

### Results of summary enquiries

- 2 founded – resolved
- 1 ill-founded
- 1 redirected to the Director during enquiry
- 1 refusal to intervene – prescription
- 1 withdrawn
- 2 pending

**Average processing time**  
of summary enquiries that were opened and closed in 2016  
**16.5** working days

### 6 previous files processed in 2016, including 2 Charter files

- In spite of a report stating that an intersection crossing is dangerous following a fatal accident, the Borough would have neglected to fix the road signs – Charter file – file opened October 1, 2015 and closed February 2, 2016 – **ill-founded**
- Citizens complaint of poor road conditions on chemin de la Côte Saint-Antoine (between Grey and Décarie) and demand that it be repaired – file opened December 7, 2015 and closed August 18, 2016 – **founded – resolved**
- Complaint that the pedestrian green traffic signal at the intersection of Queen-Mary and Décarie would be too short – Charter file – file opened November 10, 2014 and closed March 9, 2016 – **ill-founded**
- A citizen claims that his neighbour operates a refrigeration business in a residential area – file opened February 17, 2015 – **pending**
- A citizen is not pleased with the method used by a City contractor to thaw his water intake pipe – file opened December 17, 2015 – **pending**
- A citizen claims that the City would have not buried the water pipes located on public domain deep enough, which would explain the repeated occurrence of ground freeze spells – file opened July 16, 2015 – **pending**

### Results of previous files

- 1 founded – resolved
- 2 ill-founded
- 3 pending

**Average processing time**  
of previous files that were closed in 2016  
**190.33** working days

**Average processing time**  
All enquiries closed in 2016, regardless of the year in which they were opened  
**75.77** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Permit (1)  
Tender/Contract (1)  
Zoning/Urban planning/Exemption (2)

**Types of interventions including previous files**

5 previous files  
4 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

**5 previous files processed in 2016, no Charter file**

- Complaints of regulatory non-compliances in a mobile home park (exterior storage, uncleanliness, aqueduct and sewer system deficiency, foul odours, poor maintenance of a dry fire hydrant, safety of the electrical network) – 5 separate files, opened on November 18, 2014 – **pending**

**Result of previous files processed in 2016**

5 pending

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Access to information (1)	Permit (1)
Application of Bylaws (1)	Public health and maintenance – rats and mice (1)
Aqueduct/Sewer (1)	Road works/Public works (1)
Cleanliness (1)	Tender/Contract (1)
Conduct of employee/elected official (1)	Tree (2)
Noise (1)	Withdrawal of Statement of offence (1)
Parking/SRRR/Sticker (1)	

**Types of interventions including previous files**

- 3 thorough enquiries
- 4 previous files
- 11 complaints denied without enquiry\*

**3 new thorough enquiries, including 1 Charter file**

- Cement blocks located close to the street are a hindrance and demand that they be displaced, in compliance with the regulation – **founded – resolved**
- Citizen wants the Borough to cut down dead branches on 3 municipal trees – **pending**
- The **OdM** intervenes to ensure that corrective measures are applied to a dangerous pedestrian crossing, as recommended by the Coroner – Charter file – **founded – resolved**

**Results of thorough enquiries**

- 2 founded – resolved
- 1 pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**87** working days

**No summary enquiry**

**4 previous files processed in 2016, no Charter file**

- Complaint of nuisances generated by a restaurant: patio installation and poor management of waste and recyclable material – file opened October 14, 2015 – **pending**
- The **OdM** intervenes to ensure that corrective measures are applied to a dangerous pedestrian crossing where an accident occurred – file opened May 29, 2015 and closed July 21, 2016 – **founded – resolved**
- Complaint regarding another restaurant: patio installation and deficient management of waste and recyclable material – file opened October 14, 2015 and closed September 23, 2016 – **founded – resolved**
- A citizen seeks the retroactive application of recent regulatory change concerning park fees and would like to be reimbursed – file opened November 23, 2015 and closed January 5, 2016 – **denied – no jurisdiction**

**Results of previous files**

- 2 founded – resolved
- 1 denied – no jurisdiction
- 1 pending

**Average processing time**

of previous files that were closed in 2016  
**180.33** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**143** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**LASALLE** | 17 new complaints received in 2016

**Complaint topics**

- |                           |                                   |
|---------------------------|-----------------------------------|
| Application of Bylaws (1) | Snow removal (1)                  |
| Aqueduct/Sewer (1)        | Sport and leisure (1)             |
| Communication (2)         | Tax – other than property tax (1) |
| Library (1)               | Towing (1)                        |
| Noise (1)                 | Traffic (1)                       |
| Nuisance (3)              | Tree (2)                          |
| Parking/SRRR/Sticker (1)  |                                   |

**Types of interventions**

- 1 thorough enquiry
- 2 summary enquiries
- 14 complaints denied without enquiry\*

**1 new thorough enquiry, Charter file**

- Complaint of nuisance caused by delivery trucks and waste disposal operations in an adjacent building – Charter file – **pending**

**Result of thorough enquiry**

Pending

**2 new summary enquiries, no Charter file**

- A citizen cannot find his car that has been towed – **founded – resolved**
- A citizen claims that his water meter is malfunctioning – **withdrawn**

**Results of summary enquiries**

- 1 founded – resolved
- 1 withdrawn

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**10.5** working days

**No previous file processed in 2016**

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**10.5** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



### Complaint topics

Access to information (3)	Nuisance (2)
Acquired rights (1)	Parking/SRRR/Sticker (3)
Alleged embezzlement (1)	Permit (11)
Alley (3)	Public health and maintenance – bed bugs (1)
Animal (1)	Public health and maintenance – mold (3)
Application of Bylaws (8)	Quality of service (5)
Aqueduct/Sewer (5)	Road works/Public works (2)
Cleanliness (1)	Safety (3)
Communication (2)	Snow removal (1)
Conduct of employee/elected official (2)	Traffic (2)
Cycling path/Bicycle (1)	Violation of law (3)
Evaluation/Property tax (1)	Withdrawal of Statement of offence (1)
Financial compensation – aqueduct/sewer (1)	Zoning/Urban planning/ Exemption (1)
Fire safety (1)	
Garbage/Recycling/Composting (3)	
Noise (3)	

### Types of interventions including previous files

<b>11</b>	thorough enquiries
<b>3</b>	summary enquiries
<b>9</b>	previous files
<b>61</b>	complaints denied without enquiry*

### 11 new thorough enquiries, including 5 Charter files

- Complaint that water infiltration in a dwelling would originate from the City's deficient infrastructure – **pending**
- An owner claims vested rights to use a building for commercial purposes – the building is located in an area that is now residential – **pending**
- An owner who lost her vested rights to maintain commercial activities wants a refund for paid taxes – **pending**
- Complaint that roof construction on an adjacent building would not be in compliance with regulations – **pending**
- An owner wants to add a third floor to her building, but the Borough refuses to grant the permit – **pending**
- Complaint of long delays in issuing a transformation permit and of poor quality of service – Charter file – **pending**
- Complaint that the Borough is not calling back to follow up on and resolve her water infiltration problem – Charter file – **pending**
- A citizen disputes the Borough decision to install a sizeable flower box along his property, as part of a green alley project – Charter file – **pending**
- The implementation of a green alley hinders a citizen's access to his parking space – Charter file – **pending**
- Tenants claim that water infiltration and fungal contamination problems in their dwellings were not properly managed by the Borough – Charter file – **pending**
- An owner wants to replace the windows of her triplex and disputes the Borough's requirements – **citizen failed to collaborate**

### Results of thorough enquiries

<b>1</b>	refusal to cooperate
<b>10</b>	pending

### Average processing time

of thorough enquiries that were opened and closed in 2016  
**30** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 3 new summary enquiries, no Charter file

- A citizen complains that the water boil advisory is too long – **ill-founded**
- A citizen wants more frequent passages of the mechanical broom on her street – **ill-founded**
- Citizen's repeated request to have her street cleaned more often using the mechanical broom – **refusal to intervene**

### Results of summary enquiries

- 2 ill-founded
- 1 refusal to intervene

### Average processing time

of summary enquiries that were opened and closed in 2016  
**16.33** working days

### 9 previous files processed in 2016, including 2 Charter files

- Complaint that next door new constructions would not be in compliance with regulations – file opened March 15, 2015 – **pending**
- A citizen contests the Borough decision to exclude him permanently from its social media network – file opened April 15, 2015 – **pending**
- Complaint of poor waste management in an adjacent building and of the foul odors resulting thereof – file opened December 22, 2015 and closed December 20, 2016 – Charter file – **founded – resolved**
- Complaint of nuisances generated by a neighbouring bar – file opened December 22, 2015 and closed February 23, 2016 – **redirected to the Director during enquiry**
- Complaint against the fees charged to a citizen by the Borough for occupying the public domain – file opened September 30, 2014 – **pending**
- A citizen disputes the park fees charged by the Borough – file opened November 13, 2014 – **pending**
- A citizen disputes the Non-compliance Notice related to his doors – file opened November 6, 2014 – **pending**
- Citizens living close to where a dog run is to be installed complain about the lack of prior consultation – file opened December 2, 2014 – Charter file – **pending**
- Complaint of vibrations in a dwelling caused by poor road conditions and heavy truck traffic – file opened October 22, 2014 and closed November 17, 2016 – Charter file – **founded – resolved**

### Results of previous files

- 2 founded – resolved
- 1 redirected to the Director during enquiry
- 6 pending

### Average processing time

of previous files that were closed in 2016  
**264** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**124.43** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### Complaint topics

Access to information (2)	Public health and maintenance – mold (1)
Animal (3)	Public health and maintenance – other (1)
Application of Bylaws (1)	Public participation (2)
Communication (3)	Quality of service (3)
Conduct of employee/elected official (2)	Road works/Public works (5)
Environment/Sustainable development (1)	Safety (2)
Handicapped person (1)	Sport and leisure (1)
Library (2)	Towing (1)
Noise (2)	Traffic (6)
Nuisance (3)	Tree (2)
Park and green space (1)	Withdrawal of Statement of offence (2)
Parking/SRRR/Sticker (3)	Zoning/Urban planning/Exemption (2)
Permit (10)	

### Types of interventions including previous files

- 6 thorough enquiries
- 1 follow-up on undertaking
- 1 summary enquiry
- 4 previous files
- 54 complaints denied without enquiry\*

### 6 new thorough enquiries and 1 follow-up on undertaking, including 4 Charter files

- The **OdM** follows up on undertaking to limit mechanical operations in Angrigon park forest – Charter file – **undertaking – respected**
- A citizen disputes the public domain occupancy fees charged by the Borough with regard to his balcony and stairway – century-old building – **pending**
- A citizen contests the decision to ban her from municipal libraries for one year – **founded – resolved**
- Complaint of increasing car traffic on a street due to road works in the area – Charter file – **pending**
- An owner is unable to obtain information regarding public domain occupancy fees – **pending**
- Quality of service: the Borough would not have responded to the complaints of 30 residents living on Sainte-Cunégonde street regarding traffic intensification and safety issues – Charter file – **pending**
- A resident of “Village Saint-Augustin” disputes the use of an omnibus bill to amend Urban Planning regulation – Charter file – **pending**

### Results of thorough enquiries

- 1 founded
- 1 follow-up on undertaking – respected
- 5 pending

### Average processing time

of thorough enquiries that were opened and closed in 2016  
**71** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

#### 1 new summary enquiry, no Charter file

- Complaint regarding the fact that the Borough would be deferring repairs to a sizeable pothole – **redirected to the Director during enquiry**

#### Result of summary enquiry

Redirected to the Director during enquiry

#### Processing time

of the summary enquiry that was opened and closed in 2016  
**37** working days

#### 4 previous files processed in 2016, including 3 Charter files

- The owner of a heritage building claims that the Borough is not taking sufficient measures to mitigate the impacts of the demolition/construction project of her next door neighbour – file opened September 24, 2015 and closed April 21, 2016 – **ill-founded**
- The same citizen is dissatisfied with the processes in place to challenge said demolition/construction project – Charter file – file opened September 24, 2015 and closed April 21, 2016 – **ill-founded**
- Request that procedures related to tree cutting be enhanced – Charter file – file opened June 4, 2014 and closed December 22, 2016 – **founded – resolved**
- Complaint regarding noise coming from a factory – Charter file – file opened December 15, 2015 – **pending**

#### Results of previous files

- 1 founded – resolved
- 2 ill-founded
- 1 pending

#### Average processing time

of previous files that were closed in 2016  
**303.33** working days

#### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**181.5** working days

## MERCIER-HOCHELAGA-MAISONNEUVE | 59 new complaints received in 2016

#### Complaint topics

Access to information (1)	Parking/SRRR/Sticker (1)
Alley (4)	Permit (4)
Animal (3)	Public health and maintenance – mold (1)
Application of Bylaws (3)	Public health and maintenance – other (3)
Aqueduct/Sewer (2)	Quality of service (2)
Cleanliness (2)	Road works/Public works (1)
Communication (1)	Safety (1)
Community garden (1)	Snow removal (4)
Conduct of employee/elected official (1)	Tax – other than property tax (3)
Cycling path/Bicycle (1)	Traffic (1)
Decision of a Borough Council (1)	Transportation (1)
Decision/Action of elected official or his/her staff (1)	Tree (4)
Fence/Hedge (2)	Violation of law (1)
Miscellaneous (1)	Withdrawal of Statement of offence (2)
Noise (3)	Zoning/Urban planning/Exemption (3)

#### Types of interventions including previous files

- 6 thorough enquiries
- 1 summary enquiry
- 2 previous files
- 52 complaints denied without enquiry\*

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 6 new thorough enquiries, including 3 Charter files

- Following transformation work on its building, a group of citizens disagrees that it must pay an amount to the parking compensation fund in order to regularize parking area compliance – **pending**
- A citizen received a Statement of offence on behalf of the Syndicate of co-owners whereas the Statement should have been remitted to the co-owner who has performed work without a permit – **pending**
- A citizen seeks the withdrawal of a Statement of offence she received for having parked in a bicycle path – signs were confusing – Charter file – **pending**
- A condo owner complains that the Borough issued a transformation permit to her neighbour authorizing him to install a commercial exhaust hood even though she never consented to it – **pending**
- A citizen requests the removal of a box installed in his alley which hinders access thereto – Charter file – **pending**
- A citizen complains of excessive noise emanating from a green alley as a result of the presence of play structures for children – Charter file – **pending**

### Result of thorough enquiries

6 pending

### 1 new summary enquiry, no Charter file

- A citizen complains about the incorrect enforcement by the Borough of its Bylaw on fences – **ill-founded**

### Result of summary enquiry

Ill-founded

### Processing time of the summary

enquiry that was opened and closed in 2016  
32 working days

### 2 previous files processed in 2016, Charter files

- Complaint regarding nuisance caused by a kitchen hood – Charter file – file opened December 8, 2015 and closed May 27, 2016 – **ill-founded**
- Complaint of poor management by the Borough – neighbouring lot left with a giant excavation – citizen fears for his safety and his building integrity – Charter file – file opened October 20, 2015 and closed September 29, 2016 – **ill-founded**

### Result of previous files

2 ill-founded

### Average processing time

of previous files that were closed in 2016  
173 working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
132.67 working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Application of Bylaws (2)	Pound – storage of furniture (2)
Communication (1)	Public health and maintenance – mold (1)
Conduct of employee/elected official (2)	Quality of service (1)
Driveway entrance (1)	Road works/Public works (3)
Evaluation/Property tax (1)	Safety (1)
Garbage/Recycling/Composting (3)	Winter car shelter (1)
Parking/SRRR/Sticker (1)	Zoning/Urban planning/Exemption (2)
Permit (1)	

**Types of interventions including previous files**

- 5 thorough enquiries
- 1 summary enquiry
- 3 previous files
- 17 complaints denied without enquiry\*

**5 new thorough enquiries, including 2 Charter files**

- A citizen disputes the mandatory composting of food residue (odours, animals, uncleanliness of her driveway) and wants to be exempted – **pending**
- The Borough would no longer pick up evicted tenants’ furniture and personal effects left on the public domain – citizens would not have been notified – **founded – resolved**
- **OdM** follows up on Borough’s commitment to draft an information document regarding the regulatory requirements for construction projects on its territory – Charter file – **pending**
- **OdM** follows up on interventions conducted by the Borough regarding various safety issues in non-compliant places of worship – **pending**
- Citizens own two main buildings on a single lot – they wish to regularize this situation – **pending**

**Results of thorough enquiries**

- 1 founded – resolved
- 4 pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**103** working days

**1 new summary enquiry, no Charter file**

- A tenant who is about to be evicted fears that the Borough will not recover her belongings – **ill-founded**

**Result of summary enquiry**

**Ill-founded**

**Processing time of the summary enquiry**

that was opened and closed in 2016  
**2** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 3 previous files processed in 2016, including 2 Charter files

- A citizen complains of insects in his dwelling – Charter file – file opened September 14, 2015 and closed August 23, 2016 – **withdrawn**
- A citizen complains of mold in his dwelling – Charter file – file opened September 14, 2015 and closed August 23, 2016 – **withdrawn**
- A citizen complains of nuisances generated by a place of worship which might be illegal – file opened September 27, 2014 – **pending**

### Results of previous files

- 2 withdrawn
- 1 pending

### Average processing time

of previous files that were closed in 2016  
232 working days

**Average processing time**  
All enquiries closed in 2016, regardless of the year in which they were opened  
142 working days

## OUTREMONT | 13 new complaints received in 2016

### Complaint topics

Access to information (2)	Permit (2)
Application of Bylaws (2)	Safety (1)
Cleanliness (2)	Towing (1)
Garbage/Recycling/Composting (2)	Tree (1)

### Types of interventions including previous files

- 5 previous files
- 13 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

### 5 previous files processed in 2016, including 1 Charter file

- Citizen dissatisfied with the work performed by a City contractor who repaired a frozen water intake pipe – file opened December 17, 2015 – **pending**
- Complaint of poor quality of work when the Borough buried a pipe – file opened July 16, 2015 – **pending**
- Complaint of long delays in issuing a permit for repair work – file opened August 27, 2015 and closed June 28, 2016 – **ill-founded**
- Complaint of excessive noise produced by a heat pump – Charter file – file opened March 27, 2014 and closed July 8, 2016 – **founded – undertaking**
- Complaint of unfair water tax billing for some retail businesses – file opened July 30, 2014 – **pending**

### Results of previous files

- 1 founded – undertaking
- 1 ill-founded
- 3 pending

### Average processing time

of previous files that were closed in 2016  
382 working days

**Average processing time**  
All enquiries closed in 2016, regardless of the year in which they were opened  
382 working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**PIERREFONDS-ROXBORO** | 13 new complaints received in 2016

**Complaint topics**

Acquired rights (1)	Public health and maintenance – bed bugs (1)
Animal (2)	Safety (1)
Decision/Action of elected official or his/her staff (1)	Tender/Contract (1)
Driveway entrance (3)	Tree (1)
Permit (2)	

**Types of interventions including previous files**

- 2 thorough enquiries
- 1 previous file
- 11 complaints denied without enquiry\*

**2 new thorough enquiries, no Charter file**

- A citizen complains about the Borough’s inaction regarding the fact that her neighbour is feeding and attracting several birds – **pending**
- An owner requests that his driveway be widened – **pending**

**Result of thorough enquiries**

- 2 pending

**No summary enquiry**

**1 previous file processed in 2016, Charter file**

- A citizen complains of poor maintenance and snow removal on his street – Charter file – file opened January 27, 2015 and closed April 7, 2016 – **withdrawn**

**Result of previous file**

Withdrawn

**Processing time**

of the previous file that was closed in 2016  
**294** working days

**RIVIÈRE-DES-PRAIRIES-POINTE-AUX-TREMBLES** | 48 new complaints received in 2016

**Complaint topics**

Animal (2)	Public health and maintenance – mold (1)
Application of Bylaws (4)	Road works/Public works (4)
Communication (2)	Sport and leisure (1)
Driveway entrance (2)	Traffic (4)
Evaluation/Property tax (1)	Tree (4)
Fence/Hedge (5)	Universal access (1)
Financial compensation – public works (1)	Violation of law (1)
Garbage/Recycling/Composting (2)	Winter car shelter (1)
Handicapped person (1)	Zoning/Urban planning/Exemption (3)
Permit (8)	

**Types of interventions including previous files**

- 7 thorough enquiries
- 5 summary enquiries
- 4 previous files
- 36 complaints denied without enquiry\*

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



#### 7 new thorough enquiries, including 2 Charter files

- The **OdM** wants to ensure that universal accessibility will be factored in the “plage de l’Est” project – Charter file – **ill-founded**
- Dispute over a project to implement a dog run facility in Germaine-Casaubon park: high nuisance risk – Charter file – **founded – resolved**
- A citizen disputes the requirement to have 10% of greenery in his front yard and prohibition to park on it – **pending**
- Citizen contests the Borough’s request that he demolishes a low wall in his residence façade – it would encroach on the municipal right-of-way – **ill-founded**
- A citizen disputes a notice ordering him to relocate his fence erected in 1986 on public domain – **ill-founded**
- Same citizen who has to relocate his fence wishes to preserve its height – **pending**
- A citizen disagrees with the mandatory lateral setback margin that prevents him from installing a pool – **ill-founded**

#### Results of thorough enquiries

- 1 founded – resolved
- 4 ill-founded
- 2 pending

#### Average processing time

of thorough enquiries that were opened and closed in 2016  
**57.2** working days

#### 5 new summary enquiries, no Charter file

- Garbage collectors are not properly replacing the garbage cans following collection – **founded – resolved**
- A citizen claims that he was not properly informed of the permitted dimensions during the construction of his house in 1986 (he would have built a larger house) – **refusal to intervene – prescription**
- A citizen wishes to maintain the design of her front yard and refuses to add greenery – **ill-founded**
- A citizen complains that the Borough planted a tree in front of her residence without her consent – wants it removed – **ill-founded**
- A citizen disputes changes brought to the new zoning Bylaw project at the referendum approval stage – **refusal to intervene – other grounds**

#### Results of summary enquiries

- 1 founded – resolved
- 2 ill-founded
- 2 refusals to intervene

#### Average processing time

of summary enquiries that were opened and closed in 2016  
**12.2** working days

#### 4 previous files processed in 2016, including 2 Charter files

- The Borough threatens to tear down a building under construction that is yet to be completed – file opened October 29, 2015 and closed January 13, 2016 – Charter file – **founded – resolved**
- A citizen disputes the Borough requirements regarding the design of his front yard – Charter file – file opened November 2, 2015 and closed June 23, 2016 – **ill-founded**
- A citizen complains that the Borough no longer maintains her tree – file opened November 12, 2015 and closed January 13, 2016 – **ill-founded**
- Numerous errors found in the citizen’s title deeds and in the City’s ones as well regarding shared encroachments between her property and public domain – file opened November 27, 2014 and closed November 22, 2016 – **founded – resolved**

#### Results of previous files

- 2 founded – resolved
- 2 ill-founded

#### Average processing time

of previous files that were closed in 2016  
**229.5** working days

#### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**90.36** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Access to information (1)	Permit (4)
Alleged embezzlement (1)	Public health and maintenance – mold (1)
Alley (8)	Public health and maintenance – other (4)
Animal (5)	Public health and maintenance – rats and mice (1)
Application of Bylaws (2)	Public participation (1)
Cleanliness (1)	Quality of service (8)
Conduct of employee/elected official (2)	Road works/Public works (8)
Conflict of interests (1)	Snow removal (1)
Cycling path/Bicycle (1)	Sport and leisure (1)
Decision of a Borough Council (1)	Tender/Contract (1)
Environment/Sustainable development (1)	Transportation (1)
Fence/Hedge (1)	Tree (3)
Garbage/Recycling/Composting (4)	Withdrawal of Statement of offence (20)
Miscellaneous (2)	Zoning/Urban planning/Exemption (2)
Noise (3)	
Nuisance (3)	
Parking/SRRR/Sticker (3)	

**Types of interventions including previous files**

- 28** thorough enquiries
- 5** summary enquiries
- 7** previous files
- 63** complaints denied without enquiry\*

**28 new thorough enquiries, including 24 Charter files**

- Complaint regarding noise disturbances caused by a fitness centre – Charter file – **pending**
- **OdM** intervention concerning noise disturbances for residents – a factory would not be complying with regulations – Charter file – **pending**
- Requests to withdraw Statements of offence that were issued for parking along a bicycle path that remained open in winter: the citizens are complaining about the management of this file and confusing information – Charter files – 20 separate files: **16 founded – resolved, 1 ill-founded, 3 pending (statements already paid)**
- A Syndicate of co-owners complains about the City refusal to allow the installation of mailboxes on public or private domain – **pending**
- The Borough refused to issue a Certificate allowing the complainant to rent the second floor of a triplex as a “tourist residence” – **pending**
- **OdM** intervention to improve future procedures and internal/external communication related to bicycle paths, in winter – Charter file – **pending**
- **OdM** follows up on an undertaking to implement traffic-mitigating measures in Saint-Vallier lane while preserving adequate access for the retailers – **pending**
- Numerous complainants – the Borough did not include any pedestrian crossing in the grass zone recently installed all the way alongside the street – Charter file – **pending**
- An owner disagrees with the Borough refusal to allow commercial activities in her premises – **ill-founded**

**Results of thorough enquiries**

- 16** founded – resolved
- 2** ill-founded
- 10** pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**20.39** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 5 new summary enquiries, including 1 Charter file

- A citizen wants the Borough to ask his neighbour to lower his fence – **ill-founded**
- Complaint against the 2012 consultation process regarding the implementation of a green alley behind his residence – **refusal to intervene – prescription**
- A citizen disagrees with the partial closing of his back alley – **redirected to the Director during enquiry**
- A citizen complains about the partial closure of an alley – **withdrawn**
- A citizen wants the branches of a municipal tree to be cut – they are touching an electrical wire when heavy trucks go by – he fears for his safety – Charter file – **founded – resolved**

### Results of summary enquiries

- 1 founded – resolved
- 1 ill-founded
- 1 redirected to the Director during enquiry
- 1 refusal to intervene – prescription
- 1 withdrawn

### Average processing time

of summary enquiries that were opened and closed in 2016  
**17.2** working days

### 7 previous files processed in 2016, including 5 Charter files

- Complaint over excessive noise caused by a factory – file opened October 5, 2015 and closed March 1, 2016 – Charter file – **withdrawn**
- Complaint over excessive noise caused by surrounding heat pumps – file opened November 3, 2015 and closed June 6, 2016 – Charter file – **ill-founded**
- The Borough refuses to provide garbage collection service in an area – file opened December 22, 2014 and closed August 1, 2016 – Charter file – **founded – resolved**
- A citizen complains about the Borough's management of his building permit application – file opened November 23, 2015 and closed January 29, 2016 – **founded – resolved**
- A citizen complains about the quality of service and delays in processing her permit application – file opened June 1, 2015 – Charter file – **pending**
- Dispute over the consultation procedure that resulted in an alley's partial closing – file opened November 9, 2015 and closed January 13, 2016 – **refusal to intervene**
- The partial closing of the alley located north of Rosemont boulevard between 5e Avenue and 6e Avenue creates access issues for a neighbouring business – file opened December 5, 2015 and closed November 4, 2016 – Charter file – **founded – RECOMMENDATION**

### Results of previous files

- 1 founded – **RECOMMENDATION**
- 2 founded – resolved
- 1 ill-founded
- 1 refusal to intervene
- 1 withdrawn
- 1 pending

### Average processing time

of previous files that were closed in 2016  
**164.33** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**49.62** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**SAINT-LAURENT** | 16 new complaints received in 2016

**Complaint topics**

Access to information (1)	Public health and maintenance – cockroaches (1)
Aqueduct/Sewer (1)	Quality of service (1)
Communication (1)	Traffic (1)
Cycling path/Bicycle (1)	Tree (2)
Parking/SRRR/Sticker (1)	Zoning/Urban planning/Exemption (2)
Permit (3)	
Public health and maintenance – bed bugs (1)	

**Types of interventions including 1 previous file**

- 2 thorough enquiries
- 1 previous file
- 14 complaints denied without enquiry\*

**2 new thorough enquiries, no Charter file**

- Complaint against the Borough's refusal to deliver a permit to install a commercial sign for a daycare facility – **pending**
- A business complains that the Borough refuses to issue an "occupancy certificate" (\*certificat d'occupation d'usage\*) for its snow-removal business – **pending**

**Result of thorough enquiries**

2 pending

No summary enquiry

**1 previous file processed in 2016, Charter file**

- Complaints over various nuisances resulting from the operations of a Garden Center – file opened July 29, 2013 – Charter file – **pending**

**Result of the previous file processed in 2016**

Pending

**SAINT-LÉONARD** | 15 new complaints received in 2016

**Complaint topics**

Alleged embezzlement (1)	Permit (3)
Application of Bylaws (3)	Public health and maintenance – mold (2)
Aqueduct/Sewer (1)	Quality of service (1)
Miscellaneous (1)	Sport and leisure (1)
Noise (1)	
Parking/SRRR/Sticker (1)	

**Types of interventions including 1 previous file**

- 1 thorough enquiry
- 1 summary enquiry
- 1 previous file
- 13 complaints denied without enquiry\*

**1 new thorough enquiry, no Charter file**

- A citizen disputes the Borough's refusal to deliver a construction permit – **ill-founded**

**Result of thorough enquiry**

Ill-founded

**Processing time**

of the thorough enquiry that was opened and closed in 2016  
67 working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

#### 1 summary enquiry, no Charter file

- A citizen wants to be exempted from the regulatory requirement to keep one meter of greenery alongside her lateral and back yards – **ill-founded**

**Result of summary enquiry**  
Ill-founded

**Processing time**  
of the summary enquiry that was opened and closed in 2016  
**8** working days

#### 1 previous file processed in 2016, Charter file

- Complaint that the Borough does not intervene with a developer who does not comply with Bylaws (cleanliness and unauthorized storage on a vacant lot) and who is slow in implementing infrastructures (paving, sidewalks, street lights) – file opened October 27, 2014 and closed August 17, 2016 – Charter file – **founded – resolved**

**Result of previous file**  
Founded – resolved

**Processing time**  
of the previous file that was closed in 2016  
**445** working days

**Average processing time**  
All enquiries closed in 2016, regardless of the year in which they were opened  
**173.33** working days

## VERDUN | 30 new complaints received in 2016

#### Complaint topics

Animal (1)	Public health and maintenance – mold (1)
Application of Bylaws (2)	Public health and maintenance – other (2)
Communication (1)	Quality of service (1)
Conduct of employee/elected official (1)	Road works/Public works (1)
Cycling path/Bicycle (1)	Safety (3)
Fence/Hedge (2)	Snow removal (2)
Garbage/Recycling/Composting (1)	Traffic (1)
Miscellaneous (1)	Tree (1)
Noise (2)	Universal access (1)
Nuisance (1)	Zoning/Urban planning/Exemption (1)
Permit (1)	
Pound – storage of furniture (2)	

#### Types of interventions including previous files

- 4** thorough enquiries
- 2** summary enquiries
- 5** previous files
- 24** complaints denied without enquiry\*

#### 4 new thorough enquiries, including 3 Charter files

- The **OdM** intervenes to ensure that the Borough will factor in universal accessibility in its new beach project – Charter file – **ill-founded**
- Complaint that the type of trees planted by a co-owner are not in compliance with the zoning Bylaw – file opened March 15, 2015 – **pending**
- Complaint of bicycle traffic on sidewalks across a Community centre – risk of collision with pedestrians – Charter file – **pending**
- Citizen complains of frequent and prolonged lighting breaks on his street – pedestrian safety risk at night – Charter file – **pending**

#### Results of thorough enquiries

- 1** ill-founded
- 3** pending

**Processing time**  
of thorough enquiry that was opened and closed in 2016  
**63** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 2 new summary enquiries, no Charter file

- A citizen disputes the Borough's demand to replace his wooden fence with one made out of metal – **founded – resolved**
- A single mother requests an extension period to recover her furniture and personal belongings stored by the Borough since her eviction – **founded – resolved**

### Result of summary enquiries

2 founded – resolved

### Average processing time

of summary enquiries that were opened and closed in 2016  
4 working days

### 5 previous files processed in 2016, including 4 Charter files

- Citizens are unhappy with the cutting of trees surrounding the Champlain Bridge Estacade – file opened July 17, 2015 and closed February 26, 2016 – Charter file – **ill-founded**
- A citizen was not informed nor consulted before the Beurling street redevelopment – file opened July 28, 2015 – Charter file – **pending**
- The same citizen disagrees with this redevelopment, which affected the access to his property – file opened July 28, 2015 – Charter file – **pending**
- Citizens complain about the lack of prior notice regarding the closing of the bicycle path on the Estacade – file opened July 17, 2015 and closed February 26, 2016 – Charter file – **ill-founded**
- A citizen seeks the implementation of a street parking area reserved for residents (SRRR) on her street – file opened December 18, 2015 and closed February 15, 2016 – **ill-founded**

### Results of previous files

3 ill-founded  
2 pending

### Average processing time

of previous files that were closed in 2016  
111 working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
67.33 working days

## VILLE-MARIE | 45 new complaints received in 2016

### Complaint topics

Alley (1)	Public health and maintenance – mold (2)
Animal (2)	Public health and maintenance – other (3)
Application of Bylaws (3)	Quality of service (1)
Aqueduct/Sewer (3)	Road works/Public works (7)
Communication (4)	Safety (1)
Decision of the Borough Council (1)	Traffic (1)
Garbage/Recycling/Composting (1)	Tree (1)
Human rights (1)	Violation of law (1)
Miscellaneous (1)	Zoning/Urban planning/Exemption (1)
Nuisance (3)	
Parking/SRRR/Sticker (3)	
Permit (4)	

### Types of interventions including previous files

3 thorough enquiries  
5 previous files  
42 complaints denied without enquiry\*

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 3 new thorough enquiries, no Charter file

- A citizen would like to have the Borough connect his landlocked building to the municipal water and sewer systems – **ill-founded**
- The Borough has issued a renovation permit to a condo unit owner for work that had not been approved by the Syndicate of co-owners – **founded – resolved**
- The Borough refuses the creation of a parking area for a new building, based on its definition of “façade” – **pending**

### Results of thorough enquiries

- 1 founded – resolved
- 1 ill-founded
- 1 pending

### Average processing time

of thorough enquiries that were opened and closed in 2016

**64.5** working days

### No summary enquiry

### 5 previous files processed in 2016, including 3 Charter files

- The Borough refuses to cut down a tree: its roots would cause major damage to a foundation – Charter file – file opened November 9, 2015 and closed October 17, 2016 – **founded – resolved**
- A citizen criticizes the City for not revealing that a land lot was contaminated – file opened November 26, 2015 and closed May 5, 2016 – **file closed – judiciary recourse pending**
- Complaint of intensifying heavy truck traffic on Frontenac street and resulting nuisances – Charter file – file opened May 29, 2015 – **pending**
- The Borough refused to issue a permit for the addition of windows – building neighbouring a community garden – file opened August 25, 2014 and closed July 5, 2016 – **founded – resolved**
- The **OdM** is investigating the universal accessibility of restaurant terraces installed on the public domain – Charter file – file opened June 7, 2013 – **pending**

### Results of previous files

- 2 founded – resolved
- 1 closed – judiciary recourse
- 2 pending

### Average processing time

of previous files that were closed in 2016

**263.33** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened

**183.8** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Application of Bylaws (3)	Permit (2)
Aqueduct/Sewer (1)	Public health and maintenance – cockroaches (1)
Communication (1)	Public health and maintenance – other (1)
Conduct of employee/elected official (3)	Quality of service (2)
Cycling path/Bicycle (1)	Road works/Public works (4)
Fence/Hedge (1)	Sport and leisure (1)
Labour/Employment relations (1)	Tree (5)
Library (1)	Violation of law (1)
Noise (2)	Zoning/Urban planning/Exemption (3)
Nuisance (3)	
Parking/SRRR/Sticker (1)	

**Types of interventions**

- 2 thorough enquiries
- 4 summary enquiries
- 32 complaints denied without enquiry\*

**2 new thorough enquiries, Charter files**

- A citizen wants to be reimbursed for the permanent occupancy fees he was charged for passing over the public domain to access his garage – Charter file – **founded – resolved**
- **OdM** intervention to enhance procedures and promote better internal/external communication regarding the closing, or not, of bicycle paths during winter – Charter file – **pending**

**Results of thorough enquiries**

- 1 founded – resolved
- 1 pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**55** working days

**4 new summary enquiries, including 2 Charter files**

- A citizen disputes a request to remove his pergola because one side would constitute a non-compliant fence – **pending**
- Complaint regarding odours emanating from a food retail store located under a dwelling – **withdrawn**
- Complaint regarding two trees that have been planted in front of an owner’s residence without her prior consultation – Charter file – **ill-founded**
- A municipal tree would be causing damage to an owner’s and her neighbour’s properties – **founded – resolved**

**Results of summary enquiries**

- 1 founded – resolved
- 1 ill-founded
- 1 withdrawn
- 1 pending

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**39** working days

**No previous file processed in 2016**

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**43** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



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## FILES REGARDING ALL BOROUGHS | 3 new complaints received in 2016

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### Complaint topics

Animal (1)  
Handicapped person (1)  
Parking/SRRR/Sticker (1)

### Types of interventions

- 1 withdrawn – would like to have a SRRR zone implemented
- 2 complaints denied without enquiry \*
  - 1 decision of Borough Councils
  - 1 plaintiff not personally impacted

No thorough enquiry

No summary enquiry

No previous file processed in 2016

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## FILES REGARDING AN UNIDENTIFIED BOROUGH | 5 new complaints received in 2016

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Complaints received via email or social media: a general response was transmitted, but the citizens did not follow up on our request for clarifications regarding the impacted Borough.

### Complaint topics

Towing (1)  
Public health and maintenance – mold (4)

### Types of interventions

- 4 complaints denied without enquiry \*
  - not in last resort
- 1 withdrawn

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## Central Departments

### AFFAIRES JURIDIQUES – COUR MUNICIPALE | 110 new complaints received in 2016

#### Complaint topics

Communication (5)	Quality of service (3)
Conduct of employee (4)	Withdrawal of Statement of offence (5)
Municipal Court – functioning (66)	
Municipal Court – judgment (27)	

#### Types of interventions including 1 previous file

- 1 summary enquiry
- 1 previous file
- 109 complaints denied without enquiry\*

#### No thorough enquiry

#### 1 new summary enquiry, no Charter file

- A defendant would like his hearing to be held via video conference, in the evening – **ill-founded**

#### Result of summary enquiry

Ill-founded

#### Processing time of the summary enquiry that was opened and closed in 2016

8 working days

#### 1 previous file processed in 2016, Charter file

- Follow-up on the improvement of the internal administrative review procedure with regard to files with a non-guilty plea – our initial intervention had occurred after thousands of files which had not been administratively reviewed had been sent to Court, for a hearing – Charter file – file opened December 10, 2012 and closed July 12, 2016 – **founded – resolved**

#### Result of previous file

Founded – resolved

#### Processing time

of the previous file that was closed in 2016  
879 working days

#### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
442 working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Application of Bylaws (1)	Financial compensation – pothole (5)
Communication (2)	Financial compensation – road incident (2)
Financial compensation – aqueduct/sewer (5)	Financial compensation – tree (5)
Financial compensation – fall on sidewalk (5)	Quality of service (1)
Financial compensation – municipal works (19)	
Financial compensation – other (20)	

**Types of interventions including previous files**

- 10 summary enquiries
- 2 previous files
- 55 complaints denied without enquiry\*

**No thorough enquiry**

**10 new summary enquiries, no Charter file**

- Financial compensations related to damages for which the City would be responsible – 9 separate files: **1 ill-founded, 6 refusals to intervene – judicial recourse more appropriate, 1 refusal to intervene – prescription, 1 withdrawn**
- A citizen wants a more generous compensation than the amount offered by the Bureau des réclamations – **refusal to intervene – judicial recourse more appropriate**

**Results of summary enquiries**

- 1 ill-founded
- 1 withdrawn
- 8 refusals to intervene

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**1.44** working days

**2 previous files processed in 2016, including 1 Charter file**

- A City employee would have refused the citizen the possibility to review her written declaration concerning an incident before signing it – file opened December 7, 2015 and closed April 5, 2016 – **Charter file – ill-founded**
- Request for financial compensation – some work would have been more expensive due to the conduct of the contractor hired by the City – file opened December 10, 2015 and closed February 15, 2016 – **refusal to intervene**

**Results of previous files**

- 1 ill-founded
- 1 refusal to intervene

**Average processing time**

of previous files that were closed in 2016  
**57.5** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**11.64** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Quality of service (1)  
Withdrawal of Statement of  
offence (21)

**Types of interventions**

**21** thorough enquiries  
**1** complaint denied  
without enquiry\*

**21 new thorough enquiries, Charter files**

- Several citizens who have been ticketed for parking their vehicles along a bicycle path on Boyer street on November 16, 2016 request that the Statements of offence be withdrawn – conflicting municipal information – Charter files – 21 separate files: **16 founded – resolved, 1 ill-founded, 4 pending (including 3 Statements already paid)**

**Results of thorough enquiries**

**16** founded – resolved  
**1** ill-founded  
**4** pending

**Average processing time**

of thorough enquiries that were  
opened and closed in 2016  
**17** working days

No summary enquiry

No previous file processed in 2016

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**17** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## APPROVISIONNEMENT – ALL DIVISIONS | 5 new complaints received in 2016

### Complaint topic

Tender/Contract (5)

### Type of interventions

- 5 complaints denied without enquiry \*
- 3 denied – not in last resort
- 2 plaintiffs redirected to the Bureau de l'inspecteur général (BIG) (bidders who feel they are unjustly cast aside)

No thorough enquiry

No summary enquiry

No previous file processed in 2016

## COMMUNICATIONS – ALL DIVISIONS | 2 new complaints received in 2016

### Complaint topic

Communication (2)

### Types of interventions

- 1 summary enquiry
- 1 complaint denied without enquiry\*

No thorough enquiry

### 1 new summary enquiry, no Charter file

- A citizen criticizes the lack of information regarding the new Animal control and fees by-law – **ill-founded**

### Result of summary enquiry

Ill-founded

### Processing time

of the summary enquiry that was opened and closed in 2016  
1 working day

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**CONCERTATION DES ARRONDISSEMENTS - ALL DIVISIONS**

13 new complaints received in 2016

**Complaint topics**

- Animal (9)
- Application of Bylaws (2)
- Communication (1)
- Permit (1)

**Types of interventions**

- 3 thorough enquiries
- 2 summary enquiries
- 8 complaints denied without enquiry\*

**3 new thorough enquiries, no Charter file**

- The City would be broadcasting contradictory and incomplete information regarding the provisions of the new Animal control and fees by-law – **founded – resolved**
- The owner of a Pitbull dog complains about the tight deadline to file a special permit request and provide the required documents, since the regulation's enforcement was suspended for several weeks – **founded – resolved**
- Dissatisfaction over the Pitbull identification clinic operations (locations, schedules and evaluation criteria) – **ill-founded**

**Results of thorough enquiries**

- 2 founded – resolved
- 1 ill-founded

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**9** working days

**2 new summary enquiries, no Charter file**

- Complaint regarding the Pitbull identification clinics (access to locations, evaluation criteria) – **ill-founded**
- Complaint against various aspects of the new Animal control and fees by-law (schedules to file a permit application, conflicting information, unreasonable deadlines) – **founded – resolved**

**Results of summary enquiries**

- 1 founded – resolved
- 1 ill-founded

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**4.5** working days

**No previous file processed in 2016**

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**7.2** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## CULTURE – ALL DIVISIONS | 3 new complaints received in 2016

### Complaint topics

Communication (1)  
Culture (1)  
Nuisance (1)

### Types of interventions including 1 previous file

1 previous file  
3 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

### 1 previous file processed in 2016, Charter file

- The **OdM** pursues its follow-ups on improvements to universal accessibility in the Quartier des spectacles (entertainment district) – file opened November 4, 2010 – Charter file – **pending**

### Result of the previous file processed in 2016

Pending

## DIVERSITÉ SOCIALE ET SPORTS – ALL DIVISIONS | 4 new complaints received in 2016

### Complaint topics

Communication (1) Sport and leisure (2)  
Social housing/HLM/  
Housing subsidy (1)

### Type of interventions

4 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

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## EAU – ALL DIVISIONS | 5 new complaints received in 2016

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### Complaint topics

Aqueduct/Sewer (2)  
Financial compensation – aqueduct/sewer (1)  
Permit (1)  
Road works/Public works (1)

### Type of interventions

5 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

No previous file processed in 2016

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## ENVIRONNEMENT – ALL DIVISIONS | 4 new complaints received in 2016

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### Complaint topic

Environment/Sustainable development (4)

### Types of interventions

1 thorough enquiry  
3 complaints denied without enquiry\*

### 1 new thorough enquiry, Charter file

- The **OdM** intervenes to understand how the file regarding old quarries and dumping grounds is currently managed – Charter file – **pending**

### Result of thorough enquiry

Pending

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



**Complaint topics**

- Conduct of employee (1)
- Evaluation/Property tax (14)
- Quality of service (2)
- Tax – other than property tax (1)

**Types of interventions including previous files**

- 1 thorough enquiry
- 2 summary enquiries
- 2 previous files
- 15 complaints denied without enquiry\*

**1 new thorough enquiry, no Charter file**

- An owner who lost her vested rights to use a semi-residential building for commercial purposes seeks a refund for a portion of paid taxes – **pending**

**Result of thorough enquiry**

Pending

**2 new summary enquiries, no Charter file**

- A legal entity complains about the long delays to receive the reimbursement of taxes ordered by the Municipal Board (\*Commission municipale\*) – **withdrawn**
- A retailer complains that he has not received a refund for overpayment of business taxes in 1991 – **refusal to intervene – prescription**

**Results of summary enquiries**

- 1 refusal to intervene – prescription
- 1 withdrawn

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**5.5** working days

**2 previous files processed in 2016, no Charter file**

- A citizen disputes the City’s refusal to change the classification of a building following the addition of a housing unit – file opened March 16, 2015 and closed June 20, 2016 – **ill-founded**
- A citizen complains about the timeliness of tax adjustment invoicing following a change in the assessment roll – file opened November 12, 2015 and closed August 28, 2016 – **ill-founded**

**Result of previous files**

- 2 ill-founded

**Average processing time**

of previous files that were closed in 2016  
**253.5** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**129.5** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

- Communication (1)
- Evaluation/Property tax (15)
- Labour/Employment relations (1)
- Quality of service (3)
- Tax – other than property tax (12)

**Types of interventions including one previous file**

- 4 thorough enquiries
- 3 summary enquiries
- 1 previous file
- 25 complaints denied without enquiry\*

**4 new thorough enquiries, no Charter file**

- A citizen disputes the interests and fines that were added to his property tax bill for a period when he was not yet the owner – **pending**
- An owner who lost his rights to use a building for commercial purposes demands a refund for a portion of paid taxes – **pending**
- A citizen disputes the fact that he is being billed an annual water tax for a property that the City refuses to connect to the aqueduct and sewer service – **founded – resolved**
- A citizen disputes an invoice for real estate transfer tax related to a building he had sold but subsequently recovered following a Court ruling – the building had been offered as collateral – **founded – RECOMMENDATION – accepted**

**Results of thorough enquiries**

- 1 founded – **RECOMMENDATION – accepted**
- 1 founded – resolved
- 2 pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**87** working days

**3 new summary enquiries, no Charter file**

- A citizen refuses to pay the interests and fines that had been added to an old property tax bill that the City would have been late in delivering – **refusal to intervene – prescription**
- A citizen disputes the calculation method of the water tax – **ill-founded**
- A former Plaza Saint-Hubert retailer complains about having paid taxes for the entire year in 2014 when he occupied the premises for only 2 months – **refusal to intervene – prescription**

**Results of summary enquiries**

- 1 ill-founded
- 2 refusals to intervene – prescription

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**9.33** working days

**1 previous file processed in 2016, no Charter file**

- A retailer finds it unfair that his water consumption be billed based on a water meter when the Borough does not require that his competitors also have a water meter – file opened July 30, 2014 – **pending**

**Result of the previous file processed in 2016**

Pending

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**40.4** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Miscellaneous (1)  
Safety (1)

**Types of interventions including previous files**

- 1 thorough enquiry
- 2 previous files
- 1 complaint denied without enquiry\*

**1 thorough enquiry, Charter file**

- The **OdM** intervenes to ensure the safety of place Vauquelin during the major construction project – Charter file – **founded – resolved**

**Result of thorough enquiry**

**Founded – resolved**

**Processing time**

of thorough enquiry that was opened and closed in 2016  
**20** working days

**No summary enquiry**

**2 previous files processed in 2016, including 1 Charter file**

- Litigation related to an easement (building adjacent to a community garden) – file opened August 25, 2014 and closed January 27, 2016 – **enquiry interrupted – file processed with the Borough**
- The back entrance of Montreal City Hall is not universally accessible, contrary to the signs that are displayed – Charter file – file opened October 30, 2015 – **pending**

**Results of previous files**

- 1 interrupted – file processed with the Borough
- 1 pending

**Processing time**

of the previous enquiry that was closed in 2016  
**346** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**182** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Alleged embezzlement (1)	Road works/Public works (1)
Application of Bylaws (1)	Safety (1)
Park and green space (1)	

**Types of interventions including previous files**

- 2 thorough enquiries
- 1 previous file
- 3 complaints denied without enquiry\*

**2 new thorough enquiries, Charter files**

- The **OdM** follows up on an undertaking to limit mechanical operations in the Angrignon park forest – Charter file – **undertaking – respected**
- The **OdM** intervenes to ensure that City secures the construction site on place Vauquelin – recently reopened – Charter file – **founded – resolved**

**Results of thorough enquiries**

- 1 founded – resolved
- 1 undertaking – respected

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**30.5** working days

**No summary enquiry**

**1 previous file processed in 2016, Charter file**

- The **OdM** intervenes to ensure that universal accessibility is factored into the place Vauquelin redevelopment project, particularly with regard to the zigzag-shaped access ramp intersected by a staircase – Charter file – file opened October 7, 2015 and closed June 20, 2016 – **founded – resolved**

**Result of the previous file processed in 2016**

Founded – resolved

**Processing time**

of the previous file that was closed in 2016  
**171** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**77.33** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**GREFFE - ALL DIVISIONS** | 5 new complaints received in 2016

**Complaint topics**

Access to information (2)  
Communication (3)

**Type of interventions**

5 complaints denied without enquiry\*

No thorough enquiry

No summary enquiry

No previous file processed in 2016

**INFRASTRUCTURES, VOIRIE ET TRANSPORTS -  
DIRECTION DES INFRASTRUCTURES**

5 new complaints received in 2016

**Complaint topics**

Quality of service (1)  
Road works/Public works (4)

**Types of interventions including 1 previous file**

1 previous file  
5 complaints denied without enquiry – redirected to the Director

No thorough enquiry

No summary enquiry

**1 previous file processed in 2016, no Charter file**

- A citizen complains about the misbehaviour of a contractor hired by the City to perform work on the water and sewer network and the Infrastructure Department's poor management of the issue – file opened December 10, 2015 – **pending**

**Result of the previous file processed in 2016**  
Pending

**INFRASTRUCTURES, VOIRIE ET TRANSPORTS -  
DIRECTION DES TRANSPORTS**

26 new complaints received in 2016

**Complaint topics**

Withdrawal of Statement of offence (21)      Safety (1)  
Cycling path/Bicycle (2)      Road works/Public works (2)

**Types of interventions including previous files**

24 thorough enquiries  
7 previous files  
2 complaints denied without enquiry\*

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 24 new thorough enquiries, including 23 Charter files

- Several citizens request the withdrawal of Statements of offence for parking along a bicycle path on Boyer street on November 16, 2016 – Charter files – 21 separate files: **16 founded – resolved, 1 ill-founded, 4 pending (including 3 statements already paid)**
- **OdM** intervention to improve procedures and future internal/external communication regarding bicycle paths closed or not during winter – Charter file – **pending**
- The intersection of Queen-Mary and Westbury near the Snowdon subway station would not be a safe pedestrian crossing – Charter file – **founded – resolved**
- An owner seeks the repairs of movable and immovable property that would have been damaged in the course of aqueduct work – **pending**

### Results of thorough enquiries

**17** founded – resolved  
**1** ill-founded  
**6** pending

### Average processing time

of thorough enquiries that were opened and closed in 2016  
**27** working days

### No summary enquiry

### 7 previous files processed in 2016, including 4 Charter files

- Possibly dangerous intersection near a seniors' residence – file opened October 7, 2015 and closed February 2, 2016 – **ill-founded**
- Dangerous pedestrian crossing on Provost street: the City would be slow in implementing remedial measures following a Coroner's recommendations – Charter file – file opened May 29, 2015 and closed July 21, 2016 – **founded – resolved**
- Citizens are complaining about the dreadful road conditions on chemin de la Côte Saint-Antoine – file opened December 7, 2015 and closed August 18, 2016 – **founded – resolved**
- The **OdM** wishes to reduce the required clear space around a fire hydrant (currently 5 meters) – provincial government intervention required – file opened November 9, 2011 – **pending**
- A citizen complains of vibrations in his house caused by road conditions that are deteriorating and by heavy trucks on Rachel street – Charter file – file opened October 22, 2014 and closed November 17, 2016 – **founded – resolved**
- The City has narrowed to 70 centimeters the width of a sidewalk on de Brébeuf street, alongside Laurier park – universal accessibility – Charter file – file opened December 3, 2015 – **pending**
- Complaint regarding the fact that the pedestrian signals at the intersection of Queen-Mary and Décarie would switch too rapidly – Charter file – file opened November 10, 2014 and closed March 9, 2016 – **ill-founded**

### Results of previous files

**3** founded  
**2** ill-founded  
**2** pending

### Average processing time

of previous files that were closed in 2016  
**272** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**80.26** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Application of Bylaws (1)	Quality of service (2)
Communication (1)	Subsidy other than housing (14)
Public health and maintenance – mold (1)	

**Types of interventions including previous files**

3 summary enquiries  
2 previous files  
16 complaints denied without enquiry\*

**No thorough enquiry**

**3 new summary enquiries, no Charter file**

- While handling a complaint related to unsanitary conditions, City employees would have divulged the citizen's personal information to his landlord – **founded – resolved**
- In 2014, a citizen did not receive the full subsidy amount she had originally been told – Programme de subvention pour l'acquisition d'une propriété (Grant program for the acquisition of property) – **refusal to intervene – prescription**
- A citizen disputes the City's refusal to grant him financial assistance because he had proceeded with the demolition work before the acceptance of his application – **ill-founded**

**Results of summary enquiries**

1 founded – resolved  
1 ill-founded  
1 refusal to intervene – prescription

**Average processing time**

of summary enquiries that were opened and closed in 2016  
**7.66** working days

**2 previous files processed in 2016, Charter files**

- The **OdM** follows up on the City's management of unsanitary issues at the Domaine Renaissance – Charter file – file opened December 10, 2015 and closed June 20, 2016 – **undertaking – respected**
- Complaint that the long processing delays of her application would have resulted in the reduction of the awarded amount – Charter file – file opened October 15, 2014 and closed April 7, 2016 – **ill-founded**

**Results of previous files**

1 undertaking – respected  
1 ill-founded

**Average processing time**

of previous files that were closed in 2016  
**243** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**101.2** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Access to information (4)	Parking violation (1)
Application of Bylaws (2)	Pound – other (5)
Communication (2)	Quality of service (8)
Conduct of employee (16)	Safety (5)
Decision of a peace officer (22)	Towing (2)
Labour/Employment relations (2)	Traffic (1)
Miscellaneous (1)	Violation of law (21)
Noise (5)	

**Types of interventions**

- 2 thorough enquiries
- 1 summary enquiry
- 94 complaints denied without enquiry\*

**2 new thorough enquiries, no Charter file**

- A stolen car is recovered, kept and stored by the SPVM for the purpose of its investigation – the citizen refuses to pay the storage costs incurred during that period – **founded – resolved**
- A citizen complains that the SPVM is slow to remit his criminal record certificate – **ill-founded**

**Results of thorough enquiries**

- 1 founded – resolved
- 1 ill-founded

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**13** working days

**1 summary enquiry, no Charter file**

- A citizen criticizes the SPVM’s inaction towards the recently open marijuana stores – **refusal to intervene**

**Result of summary enquiry**

Refusal to intervene

**Processing time**

of the summary enquiry that was opened and closed in 2016  
**4** working days

**No previous file processed in 2016**

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**10** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



**Complaint topics**

Application of Bylaws (3)	Quality of service (1)
Conduct of employee (6)	Safety (1)
Cycling path/Bicycle (1)	Violation of law (1)
Miscellaneous (1)	Withdrawal of Statement of offence (23)
Parking violation (58)	
Parking/SRRR/Sticker (2)	

**Types of interventions including previous files**

<b>23</b>	thorough enquiries
<b>8</b>	previous files
<b>74</b>	complaints denied without enquiry*

**23 new thorough enquiries, including 22 Charter files**

- Several citizens who have been ticketed for parking their vehicles along the bicycle path on Boyer street on November 16, 2016 request the withdrawal of the Statements of offence – Charter files – 21 separate files: **16 founded – resolved, 1 ill-founded, 4 pending (including 3 Statements already paid)**
- **OdM** intervention to improve procedures and future internal/external communication regarding bicycle paths closed or open during winter – Charter file – **pending**
- Generating Statements of offence using an electronic device – the **OdM** wants to know if additional checks are performed by the agents to confirm the vehicle’s identification – **pending**

**Results of thorough enquiries**

<b>16</b>	founded – resolved
<b>1</b>	ill-founded
<b>6</b>	pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**17** working days

**No summary enquiry**

**8 previous files processed in 2016, no Charter file**

- Requests to withdraw Statements of offence that were issued as a result of valid SRRR stickers that would have peeled off and fallen (8 files) – files opened December 10, 2015 and closed January 21, 2016 – **7 founded – resolved, 1 ill-founded**

**Results of previous files**

<b>7</b>	founded – resolved
<b>1</b>	ill-founded

**Average processing time**

of previous files that were closed in 2016  
**23** working days

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**18.92** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## RESSOURCES HUMAINES – ALL DIVISIONS | 44 new complaints received in 2016

The Ombudsman has no jurisdiction over files relating to labour/employment relations.

### Complaint topics

Conduct of employee (1)  
Quality of service (1)  
Labour/Employment relations (42)

### Type of interventions

**44** complaints denied without enquiry\*  
– 42 no jurisdiction  
– 2 not in last resort

No thorough enquiry

No summary enquiry

No previous file processed in 2016

## SÉCURITÉ INCENDIE – ALL DIVISIONS | 11 new complaints received in 2016

### Complaint topics

Access to information (1)	Labour/Employment relations (1)
Communication (1)	Safety (1)
Fire safety (6)	Violation of law (1)

### Types of interventions

**2** thorough enquiries  
**9** complaints denied without enquiry\*

### 2 new thorough enquiries, no Charter file

- The Service de sécurité incendie de Montréal (SSIM) is slow to lift the ban on the use of heating/air conditioning appliances used by every resident of a building – **pending**
- A condominium owner disputes the SSIM's request to relocate his smoke alarm from the wall to the ceiling – **ill-founded**

### Results of thorough enquiries

**1** ill-founded  
**1** pending

### Processing time

of the thorough enquiry that was opened and closed in 2016  
**6** working days

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

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**TECHNOLOGIES DE L'INFORMATION - ALL DIVISIONS** | 1 new complaint received in 2016

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**Complaint topic**  
Communication (1)

**Type of intervention**  
1 complaint denied  
without enquiry \*  
– not last resort recourse

No thorough enquiry

No summary enquiry

No previous file processed in 2016

## Paramunicipal Agencies and other City-controlled Corporations

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**BIXI MONTRÉAL** | 1 new complaint received in 2016

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**Complaint topic**  
Quality of service (1)

**Type of intervention**  
1 complaint denied  
without enquiry \*  
– not in last resort

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Application of Bylaws (3)	Taxi (5)
Conduct of employee (1)	Universal access (1)
Noise (1)	Violation of law (1)
Quality of service (1)	

**Types of interventions**

- 2 thorough enquiries
- 1 summary enquiry
- 10 complaints denied without enquiry\*
  - 9 not last resort recourse
  - 1 decision from elected officials (dress requirements)

**2 new thorough enquiries, no Charter file**

- A taxi driver complains about the Bureau’s strictness when applying the rules governing taxi permit renewals – **ill-founded**
- An applicant complains about the evaluation process and revision procedure governing the written tests – **ill-founded**

**Result of thorough enquiries**

2 ill-founded

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**70.5** working days

**1 summary enquiry, no Charter file**

- A citizen who purchased a limousine sticker in October 2014 wants a partial refund based on her prorated period of use (2 months) – **refusal to intervene – prescription**

**Result of summary enquiry**

1 refusal to intervene – prescription

**Processing time**

of the summary enquiry that was completed in 2016  
**1** working day

**No previous file processed in 2016**

**Average processing time**

All enquiries closed in 2016, regardless of the year in which they were opened  
**47.33** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**COMMISSION DE LA FONCTION PUBLIQUE DE MONTRÉAL** | 1 new complaint received in 2016

**Complaint topic**

Access to information (1)

**Type of intervention**

1 complaint denied without enquiry\*

No thorough enquiry

No summary enquiry

No previous file processed in 2016

**OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM)** | 81 new complaints received in 2016

**Complaint topics**

Access to information (1)	Public health and maintenance – cockroaches (4)
Animal (2)	Public health and maintenance – mold (1)
Cleanliness (1)	Public health and maintenance – other (5)
Conduct of employee (2)	Quality of service (3)
Financial compensation – other (1)	Social housing/HLM/ Housing subsidy (47)
Handicapped person (2)	
Noise (4)	
Nuisance (1)	
Public health and maintenance – bed bugs (7)	

**Types of interventions**

7 thorough enquiries  
 10 summary enquiries  
 64 complaints denied without enquiry\*  
 – majority of refusals as a result of not being in last resort  
 – some complaints were contesting the criteria prescribed by provincial legislation to manage the waiting lists to get a low-cost dwelling: no jurisdiction – provincial law

**7 new thorough enquiries, no Charter file**

- Citizens are complaining over long wait times (several years) and are still waiting to be granted rent-controlled housing – fear that criteria are not well applied – **2 separate files – 2 ill-founded**
- Tenant complains about the rental agent's management of her request to change dwelling – **ill-founded**
- The OMHM would be slow in performing major repairs to a dwelling – **pending**
- A citizen wants garbage chutes to be reinstalled in his apartment building – **ill-founded**
- A tenant would like the OMHM to install a playing area for children on the building's premises – **founded – undertaking**
- A tenant would have been forced to sign the termination of his lease – **ill-founded**

**Results of thorough enquiries**

1 founded – undertaking  
 5 ill-founded  
 1 pending

**Average processing time**

of thorough enquiries that were opened and closed in 2016  
**67.83** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

### 10 new summary enquiries, no Charter file

- A tenant wants the mandatory wearing of a muzzle by all Pitbulls roaming in the building's common areas – **redirected to the Director during enquiry**
- A citizen complains that her upstairs neighbours are noisy, for the past two years – **redirected to the Director during enquiry**
- A tenant complains about the lack of ventilation in her apartment's bathroom – **redirected to the Director during enquiry**
- A citizen disputes that she has been delisted for 2 years in 2009 and that her old file would have been destroyed – **refusal to intervene – prescription**
- A tenant complains about the housing transfer request procedure – **withdrawn**
- A citizen complains about the wait time to obtain housing – **withdrawn**
- A handicapped tenant who had been temporarily relocated wants the OMHM to fully adapt the new dwelling – **redirected to the Director during enquiry**
- The OMHM is slow to repair a window that cannot be opened since one month – **founded – resolved**
- A tenant complains about the lack of response from the Complaints bureau to her multiple requests for 2 months – **redirected to the Director during enquiry**
- A tenant demands financial compensation for the loss of enjoyment of his apartment due to the misbehaviour of other tenants – **refusal to intervene – more appropriate legal recourse**

### Results of summary enquiries

- 1 founded – resolved
- 1 refusal to intervene – prescription
- 1 refusal to intervene – more appropriate legal recourse
- 5 redirected to the Director during enquiry
- 2 withdrawn

### Average processing time

of summary enquiries that were opened and closed in 2016  
**13.8** working days

No previous file processed in 2016

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**34.06** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Nuisance (1)  
Social housing/HLM/Housing subsidy (9)

**Types of interventions**

1 thorough enquiry  
9 complaints denied without enquiry \* – redirected to the Director

**1 thorough enquiry, no Charter file**

- A tenant complains about the SHDM's refusal to grant her a relocation – ill-founded

**Thorough enquiry result**

Ill-founded

**Processing time**

of the thorough enquiry that was opened and closed in 2016  
58 working days

No summary enquiry

No previous file processed in 2016

Although the **OdM** has no jurisdiction over the STM, we do receive a certain number of complaints.

**Complaint topics**

Conduct of employee (2) – disrespectful attitude	Traffic (1) – detour on a residential street during road works
Financial compensation (1)	Transportation (6) – bus schedules and routes, inadequate paratransit
Labour/Employment relations (3)	Violation of law (1) – Statement of offence
Quality of service (2) – delays, insufficient service hours	

**Type of interventions**

16 complaints denied without enquiry \* – no jurisdiction

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

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## SOCIÉTÉ DU PARC JEAN-DRAPEAU | 1 new complaint received in 2016

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### Complaint topic

Universal access (1)

### Type of intervention

1 thorough enquiry

### 1 thorough enquiry, Charter file

- **OdM** intervention to ensure that universal accessibility will be taken into account in the planning of the park's redevelopment project – Charter file – **founded – resolved**

### Result of thorough enquiry

**Founded – resolved**

### Processing time

of the thorough enquiry that was opened and closed in 2016  
**63** working days

No summary enquiry

No previous file processed in 2016

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## SOCIÉTÉ EN COMMANDITE STATIONNEMENT DE MONTRÉAL | 5 new complaints received in 2016

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### Complaint topics

Parking/SRRR/Sticker (3)  
Quality of service (2)

### Type of interventions

5 complaints denied without enquiry \*  
– not in last resort

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.



## Political Entities

The OdM has no jurisdiction over the acts, decisions, omissions or recommendations of elected official or of a member of his/her Cabinet. We also do not have jurisdiction over decisions voted by the Executive Committee, the City Council or a Borough Council, except if an undertaking of the *Montréal Charter of Rights and Responsibilities* is at stake.

### MAYOR'S OFFICE | 8 new complaints received in 2016

#### Complaint topics

Access to information (1)	Decision/Action of elected official or his/her staff (5) – various issues
Conduct of elected official or his/her staff (2) – refusal to meet with a citizen	

#### Type of interventions

**8** complaints denied without enquiry \*  
 – 7 no jurisdiction  
 – 1 provincial governing law

No thorough enquiry

No summary enquiry

No previous file processed in 2016

### EXECUTIVE COMMITTEE | 2 new complaints received in 2016

#### Complaint topics

Animal (1) – dispute over the moratorium on horse-drawn carriages	Snow removal (1) – prescribed delay to install signage before snow removal operations, across the entire territory
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#### Types of interventions including 1 previous file

**1** previous file  
**2** complaints denied without enquiry\*  
 – no jurisdiction

No thorough enquiry

No summary enquiry

#### 1 previous file processed in 2016, Charter file

- Citizens complaining that a sidewalk was reduced to 70 centimeters alongside Laurier park – Charter file – file opened December 3, 2015 – pending

Result of the previous file processed in 2016  
 Pending

\* Complaints that have been denied without enquiry include mainly complaints that were not in last resort, municipal issues excluded from the OdM jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

**Complaint topics**

Animal (19) – dispute over new Pitbull regulations	Evaluation/Property tax (1) – dispute over fees prescribed in the regulation
Aqueduct/Sewer (1) – dispute over amounts billed to landowners	Subsidy – other than housing (3) – requests to extend the subsidy’s criteria
Culture (1) – complaint against some projects for the 375 <sup>th</sup> anniversary celebrations	
Decision of City Council (3)	
Environment/Sustainable development (1) – wish to change the pesticide regulation	

**Types of interventions**

1 summary enquiry  
 28 complaints denied without enquiry\*

**No thorough enquiry**

**1 summary enquiry, no Charter file**

- A citizen criticizes the City’s appeal against the Superior Court ruling suspending the enforcement of several sections regarding Pitbulls in the Animal control and fees by-law – **refusal to intervene – more appropriate legal recourse**

**Result of summary enquiry**

1 refusal to intervene

**Processing time**

of the summary enquiry that was opened and closed in 2016  
 2 working days

**No previous file processed in 2016**

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## CITY COUNCIL PRESIDENCY | 2 new complaints received in 2016

The City Council Presidency's interventions that are most likely to generate complaints to our Office are as follows: presiding over the City Council's sessions and managing Montréal City Hall building and accessibility.

### Complaint topics

Decision/Action of elected official or his/her staff (1)  
Safety (1)

### Types of interventions including previous files

- 1 thorough enquiry
- 2 previous files
- 1 complaint denied without enquiry \*  
– no jurisdiction

### 1 thorough enquiry, Charter file

- The **OdM** intervenes to ensure that the City secures the current construction site on place Vauquelin that had reopened during construction work – Charter file – **founded – resolved**

### Result of thorough enquiry

Founded – resolved

### Processing time

of the thorough enquiry that was opened and closed in 2016  
**20** working days

### No summary enquiry

### 2 previous files processed in 2016, Charter files

- The **OdM** intervenes to ensure that universal accessibility is factored into the place Vauquelin redevelopment project's design and execution, particularly with regard to the zigzag-shaped accessibility ramp intersected by a staircase – Charter file – file opened October 7, 2015 and closed June 20, 2016 – **founded – resolved**
- In spite of the signs, the back entrance of Montréal's City Hall is not universally accessible – Charter file – file opened October 30, 2015 – **pending**

### Results of previous files

- 1 founded – resolved
- 1 pending

### Processing time

of the previous enquiry that was closed in 2016  
**172** working days

### Average processing time

All enquiries closed in 2016, regardless of the year in which they were opened  
**96** working days

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

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## AGGLOMERATION COUNCIL | 3 new complaints received in 2016

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The **OdM** only has jurisdiction over Ville de Montréal and not over the Agglomeration. Nonetheless, we sometimes receive complaints.

### Complaint topics

Decision of Agglomeration Council (1) – not happy with an agglomeration Bylaw

Taxi (2) – some taxi drivers disagree with the new obligation to wear a certain uniform

### Type of interventions

3 complaints denied without enquiry \*  
– no jurisdiction

No thorough enquiry

No summary enquiry

No previous file processed in 2016

\* **Complaints that have been denied without enquiry include** mainly complaints that were not in last resort, municipal issues excluded from the **OdM** jurisdiction, some issues where the laws and regulations are clear or for which mandatory legal recourse is provided, and situations where the complainant was not personally impacted by the facts he or she is complaining about.

## Concluding remarks

The relevance of our office is firmly established.

Our respectful approach and efficiency are recognized and appreciated by a great number of citizens.

The number of complaints we receive and the number of enquiries we conduct continue to grow every year. In 2015, we had experienced a 25% increase in the number of complaints and in 2016, they increased by a further 10%.

Moreover, several Directors, Managers and Elected Officials recognize the positive impact that our interventions can create on the quality of their decisions and the services they provide to citizens.

The **OdM's** entire team works very hard, but due to the great number of files we process, many are slow in being finalized. Thus, before even entering the year 2017, we already had **103 enquiries underway** (including 48 Charter files). Incidentally, the year 2017 started off strong.



## Appendix A

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
<b>Access to Information</b>	12	23	<b>23</b>	Ahuntsic-Cartierville (1), Côte-des-Neiges-Notre-Dame-de-Grâce (1), Lachine (1), Le Plateau-Mont-Royal (3), Le Sud-Ouest (2), Mercier-Hochelaga-Maisonneuve (1), Outremont (2), Rosemont-La Petite-Patrie (1), Saint-Laurent (1), Mayor's Office (1), Greffe – All Divisions (2), Police – Direction des opérations (4), Sécurité incendie – All Divisions (1), Commission de la fonction publique de Montréal (1), Office municipal d'habitation de Montréal (OMHM) (1)	23 complaints denied without enquiry
<b>Acquired Rights</b>	2	1	<b>2</b>	Le Plateau-Mont-Royal (1), Pierrefonds-Roxboro (1)	1 thorough enquiry 1 complaint denied without enquiry
<b>Alleged Embezzlement</b>	2	4	<b>4</b>	Le Plateau-Mont-Royal – Elected Officials' Office (1), Rosemont-La Petite-Patrie (1), Saint-Léonard (1), Grands parcs, verdissement et Mont-Royal – All Divisions (1)	4 complaints denied without enquiry
<b>Alley</b>	9	15	<b>16</b>	Le Plateau-Mont-Royal (3), Mercier-Hochelaga-Maisonneuve (4), Rosemont-La Petite-Patrie (8), Ville-Marie (1)	5 thorough enquiries 3 summary enquiries 8 complaints denied without enquiry
<b>Animal</b>	14	9	<b>56</b>	Côte-des-Neiges-Notre-Dame-de-Grâce (5), Le Plateau-Mont-Royal (1), Le Sud-Ouest (3), Mercier-Hochelaga-Maisonneuve (3), Pierrefonds-Roxboro (2), Rivière-des-Prairies-Pointe-aux-Trembles (2), Rosemont-La Petite-Patrie (5), Verdun (1), Ville-Marie (2), All Boroughs (1), Executive Committee (1), City Council (19), Concertation des arrondissements – All Divisions (9), Office municipal d'habitation de Montréal (OMHM) (2)	7 thorough enquiries 4 summary enquiries 45 complaints denied without enquiry
<b>Application of Bylaws</b>	69	49	<b>53</b>	Ahuntsic-Cartierville (1), Anjou (1), Côte-des-Neiges-Notre-Dame-de-Grâce (4), Lachine (1), LaSalle (1), Le Plateau-Mont-Royal (8), Le Sud-Ouest (1), Mercier-Hochelaga-Maisonneuve (3), Montréal-Nord (2), Outremont (2), Rivière-des-Prairies-Pointe-aux-Trembles (4), Rosemont-La Petite-Patrie (2), Saint-Léonard (3), Verdun (2), Ville-Marie (3), Villeray-Saint-Michel-Parc-Extension (3), Affaires juridiques – Direction des affaires civiles (1), Concertation des arrondissements – All Divisions (2), Grands parcs, verdissement et Mont-Royal – All Divisions (1), Mise en valeur du territoire – Direction de l'habitation (1), Police – Direction des opérations (2), Police – Section des agents de stationnement (3), Bureau du taxi de Montréal (3)	7 thorough enquiries 1 summary enquiry 45 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
<b>Aqueduct/Sewer</b>	32	27	<b>20</b>	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (1), Lachine (1), LaSalle (1), Le Plateau-Mont-Royal (5), Mercier–Hochelaga-Maisonneuve (2), Saint-Laurent (1), Saint-Léonard (1), Ville-Marie (3), Villeray–Saint-Michel–Parc-Extension (1), City Council (1), Eau – All Divisions (2)	3 thorough enquiries 1 summary enquiry 16 complaints denied without enquiry
<b>Cleanliness</b>	8	20	<b>9</b>	Côte-des-Neiges–Notre-Dame-de-Grâce (1), Lachine (1), Le Plateau-Mont-Royal (1), Mercier–Hochelaga-Maisonneuve (2), Outremont (2), Rosemont–La Petite-Patrie (1), Office municipal d’habitation de Montréal (OMHM) (1)	1 summary enquiry 8 complaints denied without enquiry
<b>Communication</b>	29	41	<b>44</b>	Ahuntsic-Cartierville (2), Côte-des-Neiges–Notre-Dame-de-Grâce (3), LaSalle (2), Le Plateau-Mont-Royal (2), Le Sud-Ouest (2), Le Sud-Ouest – Borough Council (1), Mercier–Hochelaga-Maisonneuve (1), Montréal-Nord (1), Rivière-des-Prairies–Pointe-aux-Trembles (2), Saint-Laurent (1), Verdun (1), Ville-Marie (4), Villeray–Saint-Michel–Par Extension (1), Affaires juridiques – Direction des affaires civiles (2), Affaires juridiques – Direction des services judiciaires – Cour municipale (5), Communications – All Divisions (2), Concertation des arrondissements – All Divisions (1), Culture – All Divisions (1), Diversité sociale et sports – All Divisions (1), Finances – All Divisions (1), Greffe – All Divisions (3), Mise en valeur du territoire – Direction de l’habitation (1), Police – Direction des opérations (2), Sécurité incendie – All Divisions (1), Technologies de l’information – All Divisions (1)	1 summary enquiry 43 complaints denied without enquiry
<b>Community Garden</b>	-	-	<b>2</b>	Ahuntsic-Cartierville (1), Mercier–Hochelaga-Maisonneuve (1)	1 thorough enquiry 1 complaint denied without enquiry
<b>Conduct of Employee/ Elected Official</b>	54	50	<b>53</b>	Ahuntsic-Cartierville (1), Anjou (1), Côte-des-Neiges–Notre-Dame-de-Grâce (3), Lachine (1), Le Plateau-Mont-Royal (2), Le Sud-Ouest (1), Le Sud-Ouest – Elected Officials’ Office (1), Mercier–Hochelaga-Maisonneuve (1), Montréal-Nord (2), Rosemont–La Petite-Patrie (2), Verdun – Elected Officials’ Office (1), Villeray–Saint-Michel–Parc-Extension (3), Mayor’s Office (2), Affaires juridiques – Direction des services judiciaires – Cour municipale (4), Évaluation foncière – All Divisions (1), Police – Direction des opérations (16), Police – Section des agents de stationnement (6), Ressources humaines – All Divisions (1), Bureau du taxi de Montréal (1), Office municipal d’habitation de Montréal (OMHM) (2), Société de transport de Montréal (STM) (2)	53 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic - Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
Conflict of Interests	1	-	2	Côte-des-Neiges-Notre-Dame-de-Grâce (1), Rosemont-La Petite-Patrie (1)	2 complaints denied without enquiry
Culture	5	4	2	Municipal Council (1), Culture – All Divisions (1)	2 complaints denied without enquiry
Cycling Path/Bicycle	4	2	5	Le Plateau-Mont-Royal (1), Mercier-Hochelaga-Maisonneuve (1), Rosemont-La Petite-Patrie (1), Saint-Laurent (1), Verdun (1), Villeray-Saint-Michel-Parc-Extension (1), Infrastructures, voirie et transports – Direction des transports (2), Police – Section des agents de stationnement (1)	2 thorough enquiries 3 complaints denied without enquiry
Decision/Action of Elected Official or his/her Staff	-	-	8	Mercier-Hochelaga-Maisonneuve (1), Pierrefonds-Roxboro – Elected Officials' Office (1), Mayor's Office (5), Office of City Council Presidency (1)	8 complaints denied without enquiry
Decision of a Borough Council	3	8	3	Mercier-Hochelaga-Maisonneuve – Borough Council (1), Rosemont-La Petite-Patrie – Borough Council (1), Ville-Marie – Borough Council (1)	3 complaints denied without enquiry
Decision of a Peace Officer	-	-	22	Police – Direction des opérations (22)	22 complaints denied without enquiry
Decision of Agglomeration Council	-	-	2	Agglomeration Council (2)	2 complaints denied without enquiry
Decision of City Council	1	4	3	City Council (3)	3 complaints denied without enquiry
Driveway Entrance/ Access	3	7	9	Ahuntsic-Cartierville (2), Côte-des-Neiges-Notre-Dame-de-Grâce (1), Montréal-Nord (1), Pierrefonds-Roxboro (3), Rivière-des-Prairies-Pointe-aux-Trembles (2)	1 thorough enquiry 8 complaints denied without enquiry
Environment/Sustainable Development	4	15	7	Le Sud-Ouest (1), Rosemont-La Petite-Patrie (1), City Council (1), Environnement – All Divisions (4)	1 thorough enquiry 6 complaints denied without enquiry
Evaluation/Property Tax	29	28	31	Le Plateau-Mont-Royal (1), Montréal-Nord (1), Rivière-des-Prairies-Pointe-aux-Trembles – Borough Council (1), City Council (1), Évaluation foncière – All Divisions (14), Finances – All Divisions (15)	2 thorough enquiries 1 summary enquiry 28 complaints denied without enquiry
Fence/Hedge	1	4	13	Ahuntsic-Cartierville (1), Côte-des-Neiges-Notre-Dame-de-Grâce (1), Mercier-Hochelaga-Maisonneuve (2), Rivière-des-Prairies-Pointe-aux-Trembles (5), Rosemont-La Petite-Patrie (1), Verdun (2), Villeray-Saint-Michel-Parc-Extension (1)	3 thorough enquiries 4 summary enquiries 6 complaints denied without enquiry
Financial Compensation (aqueduct/sewer)	15	13	6	Le Plateau-Mont-Royal (1), Affaires juridiques – Direction des affaires civiles (5), Eau – All Divisions (1)	3 summary enquiries 3 complaints denied without enquiry
Financial Compensation (climate related event)	-	4	-	No complaint in 2016	



## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
Financial Compensation (fall on sidewalk)	9	16	5	Affaires juridiques – Direction des affaires civiles (5)	1 summary enquiry 4 complaints denied without enquiry
Financial Compensation (municipal works)	5	7	20	Rivière-des-Prairies–Pointe-aux-Trembles (1), Affaires juridiques – Direction des affaires civiles (19)	2 summary enquiries 18 complaints denied without enquiry
Financial Compensation (other)	19	37	24	Affaires juridiques – Direction des affaires civiles (20), Office municipal d’habitation de Montréal (OMHM) (1), Société de transport de Montréal (STM) (1), Non-municipal entity related to Ville de Montréal (2)	7 summary enquiries 17 complaints denied without enquiry
Financial Compensation (pothole)	4	2	5	Affaires juridiques – Direction des affaires civiles (5)	5 complaints denied without enquiry
Financial Compensation (road incident)	3	6	3	Ahuntsic-Cartierville (1), Affaires juridiques – Direction des affaires civiles (2)	3 complaints denied without enquiry
Financial Compensation (storage of furniture)	-	1	-	No complaint in 2016	
Financial Compensation (tree)	1	9	5	Affaires juridiques – Direction des affaires civiles (5)	5 complaints denied without enquiry
Fire Safety	13	5	7	Le Plateau-Mont-Royal (1), Sécurité incendie – All Divisions (6)	2 thorough enquiries 5 complaints denied without enquiry
Garbage/Recycling/Composting	21	20	18	Côte-des-Neiges–Notre-Dame-de-Grâce (2), Le Plateau-Mont-Royal (3), Montréal-Nord (3), Outremont (2), Rivière-des-Prairies–Pointe-aux-Trembles (2), Rosemont–La Petite-Patrie (4), Verdun (1), Ville-Marie (1)	1 thorough enquiry 1 summary enquiry 16 complaints denied without enquiry
Handicapped Person	9	17	7	Côte-des-Neiges–Notre-Dame-de-Grâce (2), Le Sud-Ouest (1), Rivière-des-Prairies–Pointe-aux-Trembles (1), All Boroughs (1), Office municipal d’habitation de Montréal (OMHM) (2)	1 thorough enquiry 1 summary enquiry 5 complaints denied without enquiry
Heritage	-	-	2	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (1)	1 summary enquiry 1 complaint denied without enquiry
Human Rights	1	3	1	Ville-Marie (1)	1 complaint denied without enquiry
Labour/Employment Relations	39	42	51	Villeray–Saint-Michel–Parc-Extension (1), Finances – All Divisions (1), Police – Direction des opérations (2), Ressources humaines – All Divisions (42), Sécurité incendie – All Divisions (1), Société de transport de Montréal (STM) (3), Non-municipal entity related to Ville de Montréal (1)	51 complaints denied without enquiry
Library	5	12	4	LaSalle (1), Le Sud-Ouest (2), Villeray–Saint-Michel–Parc-Extension (1)	1 thorough enquiry 3 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	ENTITIES	TYPE OF INTERVENTION
Miscellaneous	35	33	10	Mercier–Hochelaga–Maisonneuve (1), Rosemont–La Petite-Patrie (2), Saint-Léonard (1), Verdun (1), Ville-Marie (1), Espace pour la vie – Planétarium (1), Gestion et planification immobilière – All Divisions (1), Police – Direction des opérations (1), Police – Section des agents de stationnement (1)	2 thorough enquiries 8 complaints denied without enquiry
Municipal Court (functioning)	81	123	66	Affaires juridiques – Direction des services judiciaires – Cour municipale (66)	1 summary enquiry 65 complaints denied without enquiry
Municipal Court (judgment)	13	31	27	Affaires juridiques – Direction des services judiciaires – Cour municipale (27)	27 complaints denied without enquiry
Noise	39	32	27	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (2), Lachine (1), LaSalle (1), Le Plateau-Mont-Royal (3), Le Sud-Ouest (2), Mercier–Hochelaga–Maisonneuve (3), Rosemont–La Petite-Patrie (3), Saint-Léonard (1), Verdun (2), Villeray–Saint-Michel–Parc-Extension (2), Police – Direction des opérations (5), Bureau du taxi de Montréal (1), Office municipal d’habitation de Montréal (OMHM) (4)	2 thorough enquiries 1 summary enquiry 24 complaints denied without enquiry
Nuisance	11	27	25	Ahuntsic-Cartierville (3), Côte-des-Neiges–Notre-Dame-de-Grâce (1), LaSalle (3), Le Plateau-Mont-Royal (2), Le Sud-Ouest (3), Rosemont–La Petite-Patrie (3), Verdun (1), Ville-Marie (3), Villeray–Saint-Michel–Parc-Extension (3), Culture – All Divisions (1), Office municipal d’habitation de Montréal (OMHM) (1), Société d’habitation et de développement de Montréal (SHDM) (1)	2 thorough enquiries 1 summary enquiry 22 complaints denied without enquiry
Park and Green Space	3	4	3	Ahuntsic-Cartierville (1), Anjou (1), Le Sud-Ouest (1), Grands parcs, verdissement et Mont-Royal – All Divisions (1)	1 thorough enquiry (follow-up on undertaking) 1 summary enquiry 1 complaint denied without enquiry
Parking/SRRR/Sticker	34	57	29	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (4), Lachine (1), LaSalle (1), Le Plateau-Mont-Royal (3), Le Sud-Ouest (2), Le Sud-Ouest – Borough Council (1), Mercier–Hochelaga–Maisonneuve (1), Montréal-Nord – Borough Council (1), Rosemont–La Petite-Patrie (3), Saint-Laurent – Borough Council (1), Saint-Léonard (1), Ville-Marie (3), Villeray–Saint-Michel–Parc-Extension (1), All Boroughs (1), Police – Section des agents de stationnement (2), Société en commandite Stationnement de Montréal (3)	1 thorough enquiry 28 complaints denied without enquiry
Parking Violation	24	57	59	Police – Direction des opérations (1), Police – Section des agents de stationnement (58)	59 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
Permit	57	55	69	Ahuntsic-Cartierville (2), Côte-des-Neiges–Notre-Dame-de-Grâce (9), Lachine (1), Le Plateau-Mont-Royal (10), Le Plateau-Mont-Royal – Borough Council (1), Le Sud-Ouest (10), L'île-Bizard–Sainte-Geneviève (1), Mercier–Hochelaga-Maisonneuve (4), Montréal-Nord (1), Outremont (2), Pierrefonds-Roxboro (2), Rivière-des-Prairies–Pointe-aux-Trembles (8), Rosemont–La Petite-Patrie (4), Saint-Laurent (3), Saint-Léonard (3), Verdun (1), Ville-Marie (4), Villeray–Saint-Michel–Parc-Extension (2), Concertation des arrondissements – All Divisions (1), Eau – All Divisions (1)	7 thorough enquiries 2 summary enquiries 60 complaints denied without enquiry
Pound (other)	2	4	5	Police – Direction des opérations (5)	1 thorough enquiry 4 complaints denied without enquiry
Pound (storage of furniture)	11	13	4	Montréal-Nord (2), Verdun (2)	1 thorough enquiry 2 summary enquiries 1 complaint denied without enquiry
Public Health and Maintenance (bed bugs)	10	10	11	Côte-des-Neiges–Notre-Dame-de-Grâce (1), Le Plateau-Mont-Royal (1), Pierrefonds-Roxboro (1), Saint-Laurent (1), Office municipal d'habitation de Montréal (OMHM) (7)	11 complaints denied without enquiry
Public Health and Maintenance (cockroaches)	-	4	8	Ahuntsic-Cartierville (2), Saint-Laurent (1), Villeray–Saint-Michel–Parc-Extension (1), Office municipal d'habitation de Montréal (OMHM) (4)	8 complaints denied without enquiry
Public Health and Maintenance (mold)	20	20	20	Côte-des-Neiges–Notre-Dame-de-Grâce (1), Le Plateau-Mont-Royal (3), Le Sud-Ouest (1), Mercier–Hochelaga-Maisonneuve (1), Montréal-Nord (1), Rivière-des-Prairies–Pointe-aux-Trembles (1), Rosemont–La Petite-Patrie (1), Saint-Léonard (2), Verdun (1), Ville-Marie (2), Unidentified Borough (4), Mise en valeur du territoire – Direction de l'habitation (1), Office municipal d'habitation de Montréal (OMHM) (1)	1 thorough enquiry 19 complaints denied without enquiry
Public Health and Maintenance (other)	20	21	27	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (6), Le Sud-Ouest (1), Mercier–Hochelaga-Maisonneuve (3), Rosemont–La Petite-Patrie (4), Verdun (2), Ville-Marie (3), Villeray–Saint-Michel–Parc-Extension (1), Office municipal d'habitation de Montréal (OMHM) (5), Unidentified Borough (1)	1 summary enquiry 26 complaints denied without enquiry
Public Health and Maintenance (rats and mice)	4	2	4	Ahuntsic-Cartierville (2), Lachine (1), Rosemont–La Petite-Patrie (1)	4 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
Public Participation	10	4	7	Ahuntsic-Cartierville (2), Côte-des-Neiges–Notre-Dame-de-Grâce (2), Le Sud-Ouest (1), Le Sud-Ouest – Borough Council (1), Rosemont–La Petite-Patrie (1)	2 thorough enquiries 1 summary enquiry 4 complaints denied without enquiry
Quality of Service	45	56	65	Ahuntsic-Cartierville (4), Côte-des-Neiges–Notre-Dame-de-Grâce (3), Le Plateau-Mont-Royal (5), Le Sud-Ouest (3), Mercier–Hochelaga-Maisonneuve (2), Montréal-Nord (1), Rosemont–La Petite-Patrie (8), Saint-Laurent (1), Saint-Léonard (1), Verdun (1), Ville-Marie (1), Villeray–Saint-Michel–Parc-Extension (2), Affaires juridiques – Direction des affaires civiles (1), Affaires juridiques – Direction des poursuites pénales et criminelles (1), Affaires juridiques – Direction des services judiciaires – Cour municipale (3), Évaluation foncière – All Divisions (2), Finances – All Divisions (3), Infrastructures, voirie et transports – Direction des infrastructures (1), Mise en valeur du territoire – Direction de l’habitation (2), Police – Direction des opérations (8), Police – Section des agents de stationnement (1), Ressources humaines – All Divisions (1), Bixi Montréal (1), Bureau du taxi de Montréal (1), Office municipal d’habitation de Montréal (OMHM) (3), Société de transport de Montréal (STM) (2) Société en commandite Stationnement de Montréal (2), Municipal entity not related to Ville de Montréal (1)	7 thorough enquiries 5 summary enquiries 53 complaints denied without enquiry
Road Works/ Public Works	50	50	53	Ahuntsic-Cartierville (6), Côte-des-Neiges–Notre-Dame-de-Grâce (7), Lachine (1), Le Plateau-Mont-Royal (2), Le Sud-Ouest (5), Mercier–Hochelaga-Maisonneuve (1), Montréal-Nord (3), Rivière-des-Prairies–Pointe-aux-Trembles (4), Rosemont–La Petite-Patrie (8), Verdun (1), Ville-Marie (7), Villeray–Saint-Michel–Parc-Extension (4), Eau – All Divisions (1), Grands parcs, verdissement et Mont-Royal – All Divisions (1), Infrastructures, voirie et transports – Direction des infrastructures (4), Infrastructures, voirie et transports – Direction des transports (2)	6 thorough enquiries 4 summary enquiries 43 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
<b>Safety</b>	-	7	<b>23</b>	Côte-des-Neiges–Notre-Dame-de-Grâce (3), Le Plateau-Mont-Royal (3), Le Sud-Ouest (2), Mercier–Hochelaga-Maisonneuve (1), Montréal-Nord (1), Outremont (1), Pierrefonds-Roxboro (1), Verdun (3), Ville-Marie (1), Office of City Council Presidency (1), Gestion et planification immobilière – All Divisions (1), Grands parcs, verdissement et Mont-Royal – All Divisions (1), Infrastructures, voirie et transports – Direction des transports (1), Police – Direction des opérations (5), Police – Section des agents de stationnement (1), Sécurité incendie – All Divisions (1)	5 thorough enquiries 18 complaints denied without enquiry
<b>Snow Removal</b>	9	14	<b>13</b>	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (2), LaSalle (1), Le Plateau-Mont-Royal (1), Mercier–Hochelaga-Maisonneuve (4), Rosemont–La Petite-Patrie (1), Verdun (2), Executive Committee (1)	1 thorough enquiry 12 complaints denied without enquiry
<b>Social Housing/HLM/ Housing Subsidy</b>	58	40	<b>57</b>	Diversité sociale et sports – All Divisions (1), Office municipal d’habitation de Montréal (OMHM) (47), Société d’habitation et de développement de Montréal (SHDM) (9)	8 thorough enquiries 4 summary enquiries 45 complaints denied without enquiry
<b>Sport and Leisure</b>	10	14	<b>10</b>	Ahuntsic-Cartierville (1), Côte-des-Neiges–Notre-Dame-de-Grâce (1), LaSalle (1), Le Sud-Ouest (1), Rivière-des-Prairies–Pointe-aux-Trembles (1), Rosemont–La Petite-Patrie (1), Saint-Léonard (1), Villeray–Saint-Michel–Parc-Extension (1), Diversité sociale et sports – All Divisions (2)	1 summary enquiry 9 complaints denied without enquiry
<b>Subsidy other than Housing</b>	16	13	<b>17</b>	City Council (3), Mise en valeur du territoire – Direction de l’habitation (14)	2 summary enquiries 15 complaints denied without enquiry
<b>Tax (other than property tax)</b>	21	11	<b>17</b>	LaSalle (1), Mercier–Hochelaga-Maisonneuve (3), Évaluation foncière – All Divisions (1), Finances – All Divisions (12)	2 thorough enquiries 4 summary enquiries 11 complaints denied without enquiry
<b>Taxi</b>	4	3	<b>6</b>	Agglomeration Council (1), Bureau du taxi de Montréal (5)	1 thorough enquiry 1 summary enquiry 4 complaints denied without enquiry
<b>Tender/Contract</b>	5	7	<b>9</b>	Lachine (1), L’Île-Bizard–Sainte-Geneviève (1), Pierrefonds-Roxboro (1), Rosemont–La Petite-Patrie (1), Approvisionnement – All Divisions (5)	9 complaints denied without enquiry

## Appendix A (continued)

### Number of complaints, by topic - Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES		TYPE OF INTERVENTION
				NOTE : SOME COMPLAINTS CONCERN MORE THAN ONE ENTITY.		
<b>Towing</b>	16	7	<b>6</b>	LaSalle (1), Le Sud-Ouest (1), Outremont (1), Unidentified Borough (1), Police – Direction des opérations (2)	1 summary enquiry 5 complaints denied without enquiry	
<b>Traffic</b>	12	22	<b>25</b>	Ahuntsic-Cartierville (3), Anjou (2), Côte-des-Neiges–Notre-Dame-de-Grâce (1), LaSalle (1), Le Plateau-Mont-Royal (2), Le Sud-Ouest (6), Mercier–Hochelaga-Maisonneuve (1), Rivière-des-Prairies–Pointe-aux-Trembles (4) Saint-Laurent (1), Verdun (1), Ville-Marie – Borough Council (1), Police – Direction des opérations (1), Société de transport de Montréal (STM) (1)	2 thorough enquiries 23 complaints denied without enquiry	
<b>Transportation</b>	6	4	<b>7</b>	Mercier–Hochelaga-Maisonneuve – Borough Council (1), Rosemont–La Petite-Patrie – Borough Council (1), Société de transport de Montréal (STM) (6)	7 complaints denied without enquiry	
<b>Tree</b>	26	55	<b>46</b>	Ahuntsic-Cartierville (13), Côte-des-Neiges–Notre-Dame-de-Grâce (5), Lachine (2), LaSalle (2), Le Sud-Ouest (2), Mercier–Hochelaga-Maisonneuve (4), Outremont (1), Pierrefonds-Roxboro (1), Rivière-des-Prairies–Pointe-aux-Trembles (4), Rosemont–La Petite-Patrie (3), Saint-Laurent (2), Verdun (1), Ville-Marie (1), Villeray–Saint-Michel–Parc-Extension (5)	5 thorough enquiries 6 summary enquiries 35 complaints denied without enquiry	
<b>Universal Access</b>	2	5	<b>4</b>	Rivière-des-Prairies–Pointe-aux-Trembles (1), Verdun (1), Bureau du taxi de Montréal (1), Société du parc Jean-Drapeau (1)	3 thorough enquiries 1 complaint denied without enquiry	
<b>Violation of Law (other than parking)</b>	33	37	<b>32</b>	Le Plateau-Mont-Royal (3), Mercier–Hochelaga-Maisonneuve (1), Rivière-des-Prairies–Pointe-aux-Trembles (1), Ville-Marie (1), Villeray–Saint-Michel–Parc-Extension (1), Police – Direction des opérations (21), Police – Section des agents de stationnement (1), Sécurité incendie – All Divisions (1), Bureau du taxi de Montréal (1), Société de transport de Montréal (STM) (1)	1 summary enquiry 31 complaints denied without enquiry	
<b>Winter Car Shelter</b>	-	-	<b>3</b>	Anjou (1), Montréal-Nord (1), Rivière-des-Prairies–Pointe-aux-Trembles (1)	3 complaints denied without enquiry	

## Appendix A (continued)

### Number of complaints, by topic – Evolution

Including Charter files

TOPIC	2014 NUMBER	2015 NUMBER	2016 NUMBER	2016 ENTITIES	TYPE OF INTERVENTION
<b>Withdrawal (Statement of Offence)</b>	-	16	<b>34</b>	Lachine (1), Le Plateau-Mont-Royal (1), Le Sud-Ouest (2), Mercier-Hochelaga-Maisonneuve (2), Rosemont-La Petite-Patrie (20), Affaires juridiques – Direction des poursuites pénales et criminelles (21), Affaires juridiques – Direction des services judiciaires – Cour municipale (5), Infrastructures, voirie et transports – Direction des transports (21), Police – Section des agents de stationnement (23)	23 thorough enquiries 11 complaints denied without enquiry
<b>Zoning/Urban Planning/Exemption</b>	30	20	<b>23</b>	Ahuntsic-Cartierville (1), Le Plateau-Mont-Royal (1), Le Sud-Ouest (1), Le Sud-Ouest – Borough Council (1), L'Île-Bizard-Sainte-Geneviève (2), Mercier-Hochelaga-Maisonneuve (3), Montréal-Nord (2), Rivière-des-Prairies-Pointe-aux-Trembles (1), Rivière-des-Prairies-Pointe-aux-Trembles – Borough Council (2), Rosemont-La Petite-Patrie (2), Saint-Laurent (2), Verdun (1), Ville-Marie (1), Villeray-Saint-Michel-Parc-Extension (3)	7 thorough enquiries 2 summary enquiries 14 complaints denied without enquiry
<b>TOTAL – Complaints against Ville de Montréal or a related entity</b>	1,143	1,383	<b>1,398</b>		
<b>Information Requests</b>	-	-	<b>160</b>		
<b>TOTAL – Complaints against an organization not related to Ville de Montreal</b>	266	348	<b>345</b>	Municipal entity not related to Ville de Montréal (32), Non municipal entity related to Ville de Montréal (1), Non municipal entity not related to Ville de Montréal (313)	2 summary enquiries 343 complaints denied without enquiry
<b>TOTAL – All complaints</b>	<b>1,409</b>	<b>1,731</b>	<b>1,903</b>		

**NOTE:** Complaints denied without enquiry include complaints not in last resort, requests concerning municipal problems excluded from OdM's jurisdiction, certain subjects for which there is a legal recourse which is more appropriate, files in which the plaintiff is not personally affected by the situation.

## Appendix B

### Glossary or categories of complaints

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#### Access to Information

Complaints related to Right of access legislation; requests to obtain City documents; etc.

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#### Acquired Rights

Files concerning possible “acquired rights” to maintain uses or constructions, which are now derogatory.

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#### Alleged Embezzlement

Allegations of misappropriation of funds or of fraud or collusion involving City employee or representative.

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#### Alley

Complaints regarding traffic problems or parking in an alley, illegal encroachments and/or acquisition of alleys, creation and management of Green alleys, etc.

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#### Animal

Complaints concerning dog barking or biting, too many animals in a dwelling, dogs in parks, euthanasia orders, excrements left on ground, presence of rats, excessive presence of pigeons, squirrels, gulls or stray cats in an area, horse carriages, Pitbull type dogs, etc.

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#### Application of Bylaws

Complaints related to the application of a municipal Bylaw, which does not fall into a specific category, or the simultaneous application of many Bylaws.

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#### Aqueduct/Sewer

Complaints concerning low water pressure, City drains, water leaks, water accumulation, freezing of pipes or other related problems, etc.

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#### Cleanliness

Uncleanliness issues – private or public property, park, street, or alley, etc.

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#### Communication

Files concerning a municipal communication, which would be inadequate, insufficient or unclear; complaints relating to Ville de Montréal Website or Accès Montréal services including requests for services in another language.

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#### Community Garden

Complaints concerning a municipal Community garden: management, sanctions to or expulsion of gardeners, applicable rules, etc.

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#### Conduct of Employee/Elected Official

Complaints alleging inappropriate behaviour from a municipal employee or an elected official.

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#### Conflict of Interests

Allegations of conflict of interests within the municipal administration.

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#### Culture

Complaints concerning municipal cultural institutions and events.

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#### Cycling Path/Bicycle

Complaints concerning the implementation, safety, maintenance, etc. of cycling paths; complaints related to bicycles in the City, including Bixi; etc.

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#### Decision/Action of Elected Official or his/her Staff

Complaints against a decision or action of a City Councillor or other elected official or one of his/her staff.

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#### Decision of a Borough Council

Complaints related to a Borough Council decision or recommendation, which do not fall into another specific category.

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#### Decision of a Peace Officer

Complaints related to the decision or action of a Montréal Police Agent, in his Peace Officer role.

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#### Decision of Agglomeration Council

Complaints related to decisions or recommendation of the Agglomeration Council, which do not fall in another specific category. Our office has no jurisdiction over the Agglomeration Council.

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#### Decision of City Council

Complaints related to a City Council decision or recommendation, which do not fall into another specific category.



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### Decision of Executive Committee

Complaints related to an Executive Committee decision or recommendation, which do not fall into another specific category.

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### Driveway Entrance

Complaints concerning a driveway access (implementation, modification or dismantlement).

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### Environment/Sustainable Development

Complaints related to environmental issues such as eco-quartiers and eco-centres; constructions, which may have an impact on eco-territories; pollution by industries or other sources; etc.

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### Evaluation/Property Tax

Complaints regarding property evaluations and taxes including erroneous classification, motion for review, late payments, refunds, etc.

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### Fence/Hedge

Complaints against the municipal requirements with regard to fences and hedges.

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### Financial Compensation (aqueduct/sewer)

Monetary claim for damages that would be caused by the municipal aqueduct or sewer systems.

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### Financial Compensation (climate related event)

Monetary claim for damages that would be caused by climate related events such as ice storms, strong winds, torrential rains, etc.

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### Financial Compensation (fall on sidewalk)

Monetary claim for damages that would have been suffered following a fall on the municipal public domain.

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### Financial Compensation (municipal works)

Monetary claim for damages that would have occurred during municipal works (snow removal, road maintenance, etc.).

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### Financial Compensation (other)

Other monetary claims which do not fall in a specific category (unjustified detention; administrative errors; long delays to issue a permit; theft by a municipal employee; compensation for a day spent in Court; damages caused by a police intervention, etc.).

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### Financial Compensation (pothole)

Monetary claim for damages that would have been caused by a pothole.

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### Financial Compensation (road incident)

Monetary claim for damages suffered on the road (excluding potholes), such as a collision with a City vehicle or a lamppost, etc.).

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### Financial Compensation (storage of furniture)

Monetary claim of an evicted tenant whose belongings were stored by the City or a mandated organization – alleged damages to furniture or personal belongings.

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### Financial Compensation (tree)

Monetary claim for damages that would have been caused by a municipal tree.

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### Fire Safety

Complaints concerning Fire Department inspections; emergency exits in buildings; unjustified fire alarms; etc.

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### Garbage/Recycling/Composting

Complaints related to garbage collection, garbage storage and garbage bins; recycling and composting; etc.

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### Handicapped Person

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

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### Heritage

Complaints related to the protection of Heritage.

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### Human Rights

Claims of unlawful discrimination by the City.

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### Labour/Employment Relations

Complaints linked to employment related situations including the management of City employees, hiring processes and retirement issues.

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### Library

Complaints related to the functioning of the City's public libraries and access thereto.

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### Miscellaneous

Various types of complaints concerning Ville de Montréal, not falling into another specific category.

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### Municipal Court (functioning)

Complaints concerning the general administration of the Court such as wording and clarity of documents or information, administrative reviews, etc.

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### Municipal Court (judgment)

Complaints of citizens challenging a Montréal Municipal Court decision. We do not have jurisdiction over judicial decisions.

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### Noise

Allegations of excessive/disruptive noises.

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### Not Related to Ville de Montréal

Complaints concerning organizations or situations over which the City has no jurisdiction.

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### Nuisance

Complaints related to any type of nuisance (except noise) such as foul odors, inconveniences caused by Festivals, construction sites, abandoned properties or lands, bright lights, motors running at night, etc.

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### Park and Green Space

Complaints concerning municipal parks and green spaces: access to; protection of; safety issues; infrastructures and equipment; management of activities and events held therein; etc.

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### Parking/SRRR/Sticker

Complaints regarding municipal parking issues such as the implementation or removal of SRRR zones (street parking areas reserved for local residents), parking sticker issues, street parking restrictions, parking meters and payment terminals, municipal parking lots, etc.

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### Parking Violation

Complaints of citizens contesting the merits of a parking related Statement of Offence.

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### Permit

Complaints related to the processing of permit applications; works done without permit; etc.

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### Pound (other)

Complaints concerning mainly the private car pounds which store cars at the request of the Montréal Police Department.

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### Pound (storage of furniture)

Complaints of evicted tenants whose furniture and personal belongings were picked up and stored by the City or a mandated entity, following their eviction: issues with regard to the fees, the storage period, the handling of the goods and the destruction thereof.

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### Public Health and Maintenance (bed bugs)

Complaints regarding the City management of a bed bug sanitation problem in accordance with the Bylaw concerning the sanitation, maintenance and safety of dwellings.

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### Public Health and Maintenance (cockroaches)

Complaints regarding the City management of a cockroach sanitation problem in accordance with the Bylaw concerning the sanitation, maintenance and safety of dwellings.

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### Public Health and Maintenance (mold)

Complaints regarding the City management of a mold sanitation problem in accordance with the Bylaw concerning the sanitation, maintenance and safety of dwellings.

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### Public Health and Maintenance (other)

Complaints regarding the City management of a sanitation problem other than mold, bed bugs, cockroaches, rats or mice.

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### Public Health and Maintenance (rats and mice)

Complaints regarding the City management of a rat or mouse sanitation problem in accordance with the Bylaw concerning the sanitation, maintenance and safety of dwellings.

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### Public Market

Complaints concerning a public market linked to the City.

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### Public Participation

Complaints related to Public Consultation processes; Referendum processes; the public's question periods during Councils' public assemblies; etc.

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### Quality of Service

Complaints of citizens dissatisfied by the quality of a municipal service such as no return of calls, disrespectful behaviour, incomplete or inaccurate information provided to citizens, unreasonable response time, etc.

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### Right of Initiative

Complaints relating to the Right of initiative provided for in the Bylaw concerning the **Montréal Charter of Rights and Responsibilities** and the Right of Initiative.

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### Road Works/Public Works

Complaints concerning the maintenance and repair of roads, streets and sidewalks; the lighting network; graffiti; street lines marking; sewer lids; the collection of dead leaves, Christmas trees and other cumbersome objects (except garbage, recycling and composting); etc.

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### Safety

Files concerning a safety issue on the municipal territory.

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### Scientific Institution

Complaints concerning the Biodôme, the Insectarium, the Jardin botanique or the Planétarium (safety of parking lots, fees, etc.).

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### Snow Removal

Complaints concerning snow removal operations: timing of removal, prior notices, procedures, information to citizens, various problems.

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### Social Housing/HLM/Housing Subsidy

Complaints related to affordable or low rent housing dwellings managed by the OMHM, the SHDM or any other City related entity: waiting lists, maintenance, safety, services provided, sanctions, fees, housing subsidies, etc.

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### Sport and Leisure

Complaints regarding municipal sport centers and fields, public pools, community gardens, etc. including access and functioning rules.

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### Subsidy other than Housing

Complaints related to a municipal subsidy program (other than rent supplement or social housing) such as subsidies for residential renovation, to access home ownership, for cultural events, etc.

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### Tax (other than property tax)

Complaints related to the water tax; a garbage tax; a local improvement tax; a commercial tax; the property transfer fees, etc. (N.B.: Complaints related to property tax are classified under Evaluation/Property Tax).

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### Taxi

Complaints related to the taxi and limousine services offered in Montréal including taxi drivers.

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### Tender/Contract

Complaints against the procurement procedure: criteria applied; possible bias; etc.

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### Towing

Complaints related to towing activities in Montréal.

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### Traffic

Complaints related to traffic problems and nuisances and the management thereof: signage, traffic lights, traffic irritants, speed bumps, etc.

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### Transportation

Complaints regarding transportation activities in Montréal.

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### Tree

Complaints concerning private or public trees such as the planting of trees, the cutting-down of trees, pruning, root problems, etc.

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### Universal Access

Complaints regarding the universal access to municipal services for persons physically or intellectually challenged including municipal information, municipal buildings and public places.

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### Violation of Law

Complaints of citizens denouncing the existence of an offence or contesting a penalty or fine (not parking related) imposed by virtue of any legislation such as the Criminal Code, the Highway Safety Code, etc.

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### Volunteer Work

Complaints relating to volunteer work in activities linked to the City.

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### Winter Car Shelter

Complaints concerning temporary winter car shelters (TEMPO type).

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### Withdrawal (Statement of offence)

Complaints alleging that a Statement of offence was issued by mistake and requests that the issuing Department asks for its withdrawal.

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### Zoning/Urban Planning/Exemption

Files related to the zoning rules and authorized activities in a given area; complaints regarding zoning exemptions or specific project authorizations; etc.







**OMBUDSMAN**  
de Montréal

**IN A RESOLUTION MODE !**

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