



ANNUAL REPORT 2024

# HERE FOR YOU



OMBUDSMAN  
DE MONTRÉAL  
Fairness and goodwill





**OMBUDSMAN  
DE MONTRÉAL**  
Fairness and goodwill

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# MESSAGE FROM THE OMBUDSMAN



## Ms. Nadine Mailloux marks 25 years as an ombudsman

Looking back on 25 years' practice as an ombudsman, more than anything, leads me to reflect. It's a reflection tinged with some measure of pride, naturally, but above all with humility.

In 1995, when I was studying toward my law degree at Université de Montréal, the faculty sent me to provide pro bono legal advice to the user committee at a residential long-term care centre, regarding its complaints handling process. At the time, I had no inkling that this contribution would shape and colour my entire professional career. But I did understand, right then and there, that if I had the chance to serve people (citizens, patients, users, etc.) by preventing and settling disputes, and helping them effectively assert their rights, then I would always be on the right side of the story.

That's where I've been ever since. On the right side.

On the side of thorough, studious analysis of facts and circumstances, and uncompromising appraisal of both the law and fairness. On the side of sincere compassion, benevolence (the real one), and transparency, but also of clarity and the truth. On the side of evolving practices and mentalities. And of the unequivocal commitment to improving them.

That is the pride aspect.

But the work of an ombudsman must also be systematically characterized by humility. Because restoring trust requires understanding, persuasion, the ability to listen, and the desire to build, not tear down.

In these times when nothing can be taken for granted where democracy and governance are concerned, buffers such as ombudsmen are more vital than ever. We safeguard the boundaries of the intricate relationship between organizations and their users. We make sure that public authorities pay attention when it comes to increasing the trust that taxpayers must have in them.

Some may say this is a conflict-focused area of practice. But I have always viewed my role more as a tool for reconciliation, as a way of mending the relationship that absolutely has to exist between a city and its citizens—because in any good relationship, you can quarrel at times yet still care about each other.

Indeed, the Ombudsman de Montréal (OdM) endeavours every day to reconcile Montrealers and their city, for example by:

- Intervening to make sure that a new bicycle lane complies with the principles of universal access, safety, and public participation;
- Working to ensure that residents do not have to deal with tap water that runs yellow;
- Securing a reserved parking space for a resident with reduced mobility after her health situation has deteriorated;
- Seeing to it that a group of residents will not have to pay fees that should not have applied in their case for occupation of public property;
- Ensuring the recognition of a resident's vested right to a parking space in front of their property;
- Upholding a retailer's right not to have their business held hostage by a nearby worksite;
- Bringing about changes to the way fees are charged for occupying public property, specifically metered parking spaces, so that citizens are not billed disproportionately;

# MESSAGE FROM THE OMBUDSMAN



- Taking action so that a citizen in a motorized wheelchair, momentarily trapped on the 15th floor of a building when the elevators malfunction, and who calls city emergency services for help, will never again have such a request for assistance rejected;
- Delaying the eviction of a citizen from emergency temporary housing and ensuring implementation of procedural fairness;
- Obtaining refunds for residents improperly billed as part of the lead water intake replacement program.

Every case is specific to the people who contact our office for assistance. Every story is different. Some are complex, some lead to a wide-ranging, systemic solution, some are rather simple and lead to an individual solution—but each outcome makes a difference in the day-to-day lives of individuals or families.

The one constant is the Ombudsman's commitment to ensuring that Montrealers receive the services to which they are entitled, and helping restore their confidence in this great city's ability to set things right when necessary. And when that corrective action does not come naturally or expeditiously enough, we are there. For you.

*Nadine Lefebvre*







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AQUÍ PARA TI

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HERE FOR YOU

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HIER FÜR DICH ICI POUR VOUS

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uhchi wiichihiitaah





# The Ombudsman de Montréal

“

Without you, none of this would have been possible.  
Thank you for your attentiveness, your availability,  
your humanism, you do a remarkable job  
behind the scenes, but I'll never forget all  
you've done for me.”

N. H.

## ABOUT Ms. NADINE MAILLOUX

The Ombudsman  
de Montréal

Ms. Nadine Mailloux graduated from the Université de Montréal Faculty of Law and was admitted to the Québec Bar in 1999. She is accredited as a mediator by both the Québec Bar and the Institut de médiation et d'arbitrage du Québec, and is a member of the Arbitration and Mediation Institute of Canada.

Ms. Mailloux is President of the Forum of Canadian Ombudsman (FCO). She draws on the best practices and experiences of ombudsmen who are recognized throughout Canada for their expertise. She also sits on the Comité des adhésions and co-chair the Comité des communications de l'Association des ombudsmen et médiateurs de la francophonie (AOMF).

Ms. Mailloux co-directs the Advanced Issues in Ombuds Practice certificate program at York University's Osgoode Hall Law School in Toronto. The program is administered by renowned Canadian and international ombudsmen and is aimed at experienced ombudsmen. Over the years, she has facilitated many training sessions devoted to ombudsman best practices. She also co-directs and teaches the *Ombudsman: notions essentielles et meilleures pratiques* program at the FCO/Université de Sherbrooke Law School.

She is one of the three North American elected representatives on the board of directors of the International Ombudsman Institute (IOI), and sits on the IOI's committee for relations with the United Nations.

Ms. Mailloux has been an ombudsman for 25 years. For the majority of her career, she has focused on alternative methods of conflict resolution. She began as a second-appeal ombudsman at the Régie régionale de la santé et des services sociaux de Montréal-Centre, then serving in that capacity at a major university teaching hospital and subsequently at a university health and social services centre. She was named Ombudsman de la Ville de Laval by the Commission municipale du Québec in 2013, founding that office and lending her expertise to the city's citizens until she was appointed Ombudsman de Montréal in August 2020.

For several years, Ms. Mailloux co-ordinated a pro bono legal aid clinic for disadvantaged communities. She is also pro bono ombudsman with The Lighthouse Children and Families, a non-profit organization that offers respite care and support for families of children with illnesses requiring complex care.

**Throughout her career, Ms. Mailloux has steadfastly embraced a philosophy of co-operation, with a goodwill approach that offers an alternative to plaintiffs who consider themselves aggrieved. Transparency, fair decision-making, respect, authenticity and openness are integral to her solution-seeking process and are undoubtedly the reasons for her success over the years in resolving the cases brought before her office.**





## OUR TEAM

The Ombudsman  
de Montréal



**Fabienne Léonard**  
Conseillère  
à l'ombudsman



**Rose-Michelle Durand**  
Technicienne en recherche  
et enquête



**Léa Préfontaine**  
Conseillère  
à l'ombudsman



**Josée Ringuette**  
Conseillère juridique  
à l'ombudsman



**Sandra Bricotte**  
Adjointe  
de direction



**Anouk Violette**  
Conseillère  
à l'ombudsman



**Wilson Tantacuré  
Collazos**  
Technicien en recherche  
et enquête



**Laurence Delage**  
Conseillère  
à l'ombudsman



**Henrico Jean-Charles**  
Technicien en recherche  
et enquête



**Eliane Fournier-Pleau**  
Adjointe  
de direction sénior



**Mireille Tardif**  
Cheffe de bureau



**Brigitte Ducas**  
Conseillère juridique  
à l'ombudsman

## OUR YEAR AT A GLANCE

The Ombudsman  
de Montréal

The OdM launched

**192** inquiries

including **50** on its initiative

and continued investigations already underway in **91** files

The OdM obtained

**16** undertakings from Ville de Montréal

carried out **39** follow-ups on undertakings

and **2** follow-ups on recommendations





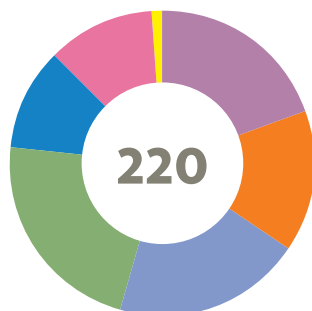
# OUR YEAR AT A GLANCE

## WHAT CITIZENS TOLD US ABOUT THE MOST IN 2024

The Ombudsman  
de Montréal

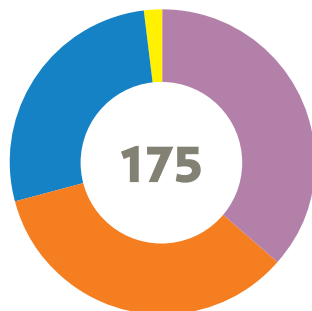
### Public works

- Waterworks and sewers (43)
- Roads and sidewalks (33)
- Traffic and signs (44)
- Composting, waste and recycling (49)
- Snow removal (24)
- Cleaning (25)
- Others or combination (2)



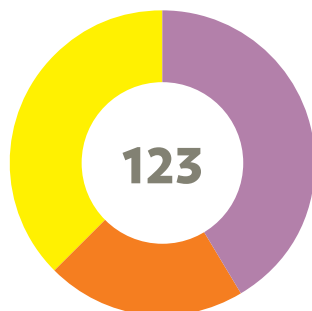
### Municipal services

- Communications (64)
- Politeness (60)
- Procedures and delays (48)
- Others or combination (3)



### Nuisances

- Noise (51)
- Traffic (26)
- Others or combinaison (46)



Claims for material damage  
or bodily injury

106

Buildings: maintenance and salubriousness

89

Statements of offence

78

Trees, community gardens  
and parks

66

Transformation, construction  
and demolition permits

55

Universal accessibility

43

Fences, hedges, driveway entrances  
and others

40

Parking and drop-off areas

38

Labour relations

36

Human rights

33

Taxes

29

Bicycle paths and lanes

27

Unhoused people and social coexistence

25

# OUR YEAR AT A GLANCE

IN 2024, WE INQUIRED THESE TOPICS

The Ombudsman  
de Montréal

Universal accessibility	24
Public works	21
Nuisances	17
Trees, community gardens and parks	13
Municipal services: communications, politeness, procedures and delays	12
Fences, hedges, driveway entrances and others	11
Unhoused people and social coexistence	11
Transformation, construction or demolition permits	9
Buildings: maintenance and salubrity	8
Public property: occupancy or commercial activities	7
Citizen participation	7
Statements of offence	6
Bicycle paths and lanes	6
Human rights	5
Subsidies	4
Access to social/affordable housing	3
Animals	3
Claims for material damage or bodily injury	3
Tenant/landlord relations (linked to Ville de Montréal)	3
Alleyways	3

Safety	3
Parking and drop-off areas	3
Taxes	3
Environment and sustainable development	2
Sports and leisure	2
Calls for tenders and contracts	1
Miscellaneous	1
Towing	1



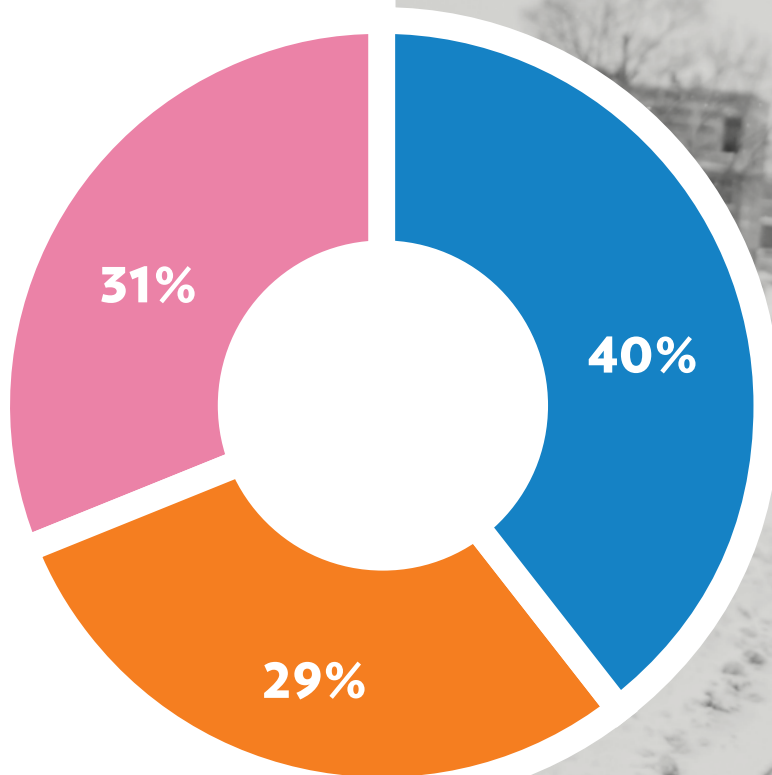


# OUR YEAR AT A GLANCE

THE RESULTS OF OUR INQUIRIES IN 2024

The Ombudsman  
de Montréal

**88**  
Pending



**112**  
Complaints  
founded

**83**  
Complaints  
ill-founded

“

While we always hope not to have to call the Ombudsman's office, your help has been invaluable and your support reassuring throughout this process.”

O. M.

# WHAT CAN THE ODM DO?

## The Ombudsman de Montréal

### We process complaints as a last resort by citizens towards:

- the administration of a Ville de Montréal borough or department;
- a paramunicipal agency or a City-controlled corporation (e.g.: the Office municipal d'habitation de Montréal, the Société d'habitation et de développement de Montréal, the Commission des services électriques de Montréal, etc.);
- any person or entity that performs work for the City (e.g.: a contractor tasked with collecting municipal waste).

### We can inquire when a person believes that a decision, a recommendation, an action or an inaction by Ville de Montréal:

- caused her/him a wrong or a prejudice;
- did not respect her/his rights;
- led to an abuse, an injustice or negligence.

### We have a power of recommendation:

- The ODM does not have the power to impose its conclusions. Its approach is one of cooperation and persuasion.

**We intervene at our initiative** in order to identify and resolve problematic situations, often systemic, in City operations.

**We inform citizens** about their municipal rights in clear language and by various means: contacting community groups, giving training sessions, meeting the population and borough staff members, as well as through our publications on social media, etc.

**We raise awareness of municipal decision-makers** regarding certain municipal issues and, when relevant, we contribute to their reflections.

**We share our acquired experience** with City managers as well as with other ombudsmen and organizations.





## WHAT CAN THE OdM DO?

## The Ombudsman de Montréal



“

I'd like to take this opportunity to thank once again all the people of your office who have been involved in this file and to emphasize their professionalism.” L. C.

### Essential characteristics

We thank Ville de Montréal for always having scrupulously respected the OdM's essential characteristics.

#### **Independence and autonomy** –

The OdM is not subordinated to the Direction générale nor to elected officials.

**Accessibility** – Having recourse to the OdM is free. The procedure to file a complaint is easy and simple.

**Impartiality** – The OdM has no bias, either toward the plaintiffs or the City.

**Confidentiality** – The identity and information gathered from plaintiffs or the City are disclosed only to the extent that they are required to process the file. The *Cities and Towns Act* states that the OdM cannot be compelled to appear before the courts and that its files are not bound by access to information laws.

**Accountability** – The OdM must file an Annual Report of its activities. This report is public.

### Values

Certain values colour all our actions and interventions. We promote them constantly:

**Respect** – This must be mutual and non-negotiable.

**Empathy** – We systematically try to understand what our interlocutors feel so as to adapt our approach accordingly.

**Transparency** – Applicable procedures and regulations must be clear. We explain the extent and limits of our powers.

**Impartiality** – We approach every file without preconceived notions.

**Rigor** – Before forming an opinion on a file, we carefully review all relevant documents, we go on site if necessary, we analyze the relevant regulations and case law, and we discuss with all involved stakeholders.

**Fairness** – The rules must be just and applied fairly to all.

**Integrity** – It is important to act with honesty and probity. Any risk of a conflict of interest, real or perceived, must be avoided and reported.

# WHAT CAN THE ODM DO?

## WHERE FAIRNESS FITS IN IN ALL THIS

The Ombudsman  
de Montréal

The quest for fairness is a fundamental constant in the ombudsman's work.

### Acting with fairness means:

- treating you with consideration and respect;
- giving you a reasonable chance to present your point of view;
- applying the rules applicable to your situation, in a reasonable way and without discrimination.

In every file we review, we verify that the decision-making process surrounding the administrative decision that concerns you is fair.

It is important not to confuse fairness with equality of treatment, as fairness sometimes requires an approach to be adjusted to the specific circumstances of a file.

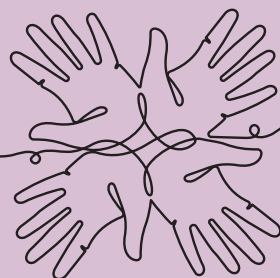
### The ODM team:

- identifies the relevant legal framework;
- assesses whether the three complementary dimensions of fairness have been respected: procedural fairness, relational fairness and fairness of the decision.

If one of these components is missing, the entire process can be compromised, which can create a feeling of injustice for the person concerned: confidence in the whole system is undermined as a result.

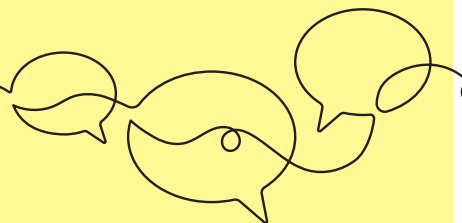
## Concretely, this means that the ODM team ensures that:

### PROCEDURAL FAIRNESS



- your complaint has been heard by an impartial decision-maker before a decision is rendered. The duty to observe procedural fairness imposes certain guarantees (e.g.: prior notice, opportunity to state one's point of view, motivated decision, etc.);

### RELATIONAL FAIRNESS



- the Administration heard your request and proved to be reasonably accessible, transparent and receptive;

### FAIRNESS OF THE DECISION



- the decision taken is reasonable and just.



# THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

The Ombudsman  
de Montréal

The *Montréal Charter of Rights and Responsibilities*, in force since 2006, sets out City principles, values and commitments that all staff members and elected officials are required to respect.

The Charter recognizes citizens' rights, but also lists their responsibilities, such as helping to keep the city clean, participating in democratic processes, preserving the environment, etc.

Citizens' rights and responsibilities, as well as the Ville de Montréal's commitments, are divided into seven main topics encompassing various aspects of municipal activities:

**Democracy** (e.g., citizen participation);

**Economic and social life** (e.g., access to water; facilitating access to temporary, safe shelter and places to sleep for unhoused persons);

**Cultural life** (e.g., access to places of art and culture);

**Leisure, physical and sports activities** (e.g., building, renovating and improving parks, based on neighbourhood needs);

**Environment and sustainable development** (e.g., recycling and waste recovery);

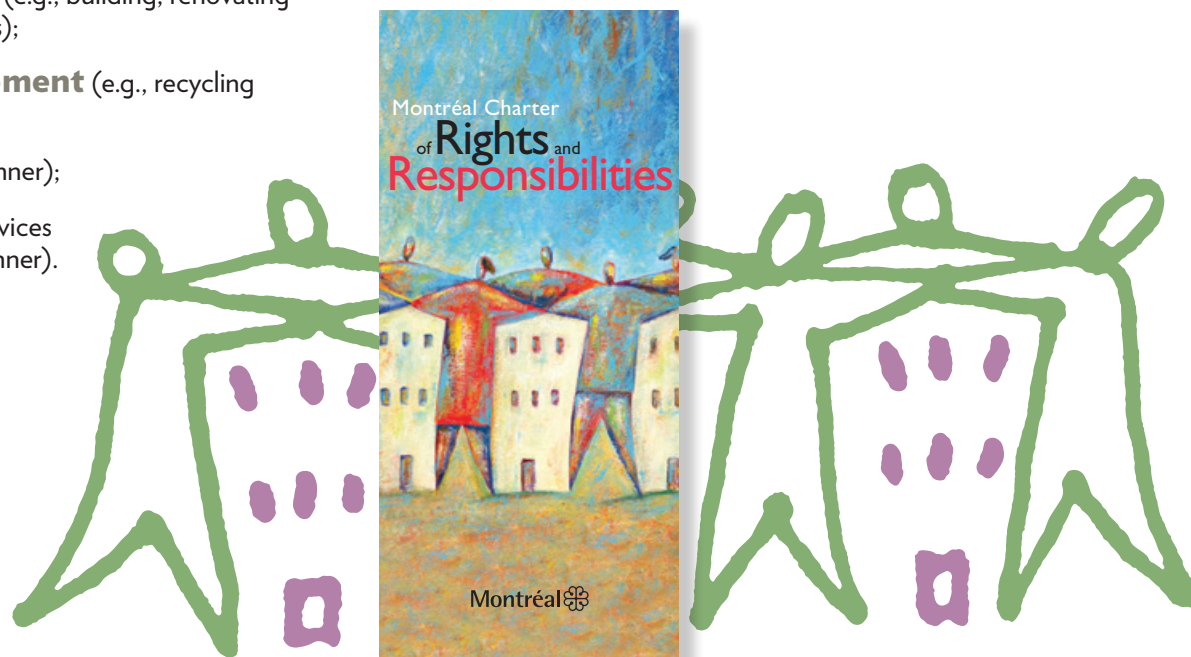
**Security** (e.g., developing City lands in a safe manner);

**Municipal services** (e.g., providing quality services to people in a respectful and non-discriminatory manner).

The OdM ensures that the rights, responsibilities and commitments set out in the Charter are respected. In that regard, we are the only possible recourse, as citizens cannot use the courts to ensure such respect.

When a Charter commitment is called into question, the OdM has broader powers. We may intervene not only with the City's administration, but also on decisions voted on by its executive committee, municipal council or a borough council. This is an exception to the general rule whereby the OdM has no jurisdiction over these entities.

Moreover, when an inquiry concerns more than one commitment contained in the Charter, the OdM makes sure to find the proper balance between them. For instance, in an inquiry regarding urban redesigns, the OdM team had to weigh the commitment to promote collective and active modes of transportation against the commitment to ensure the safety of all Montrealers. Thus it is not a question of prioritizing, but of balancing our interventions.





# THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

The Ombudsman  
de Montréal

## Inquiries pertaining to the Montréal Charter of Rights and Responsibilities conducted in 2024:

41

To consult some summaries of files involving the *Montréal Charter of Rights and Responsibilities*, see the section “[Complaints by entity](#)” where you will find files identified with this pictogram:



### Democracy

Fighting all forms of discrimination, including racial and social profiling, as well as other discriminatory profiling; poverty, social exclusion, sexism, racism, ageism, ableism, homophobia and lesbophobia, transphobia and xenophobia, which may be direct, indirect, systemic and intersectional in nature, and result in an erosion of the foundations of a free, fair and democratic society.	4
Supporting equality between women and men.	2
Facilitating access to documents pertaining to municipal affairs.	3
Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures.	3
Encouraging public participation.	3

### Economic and social life

Maintaining, with the support of government partners, assistance measures for vulnerable persons that foster their access to appropriate and affordable housing.	1
Taking appropriate measures, with the support of partners, to provide homeless persons with temporary and secure shelter, as quickly as possible, should such persons have expressed the need.	9
Taking appropriate measures, with the support of partners, to prevent and fight poverty and social exclusion.	1

### Cultural life

Supporting the development and diversity of cultural practices.	1
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### Security

Developing its territory in a safe manner.	7
Taking measures to ensure citizen safety and security in public spaces, notably in parks and community and recreational facilities.	1
Supporting preventive measures aimed at increasing citizen awareness and involvement with respect to this issue, in partnership with public security and civic protection officials.	9
Protecting people and their property.	1

### Municipal services

Providing competent municipal services in a respectful and non-discriminatory manner.	2
Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programs and services in general.	28

# THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

## COMBATING DISCRIMINATION IN MUNICIPAL SERVICES

The Ombudsman  
de Montréal

The OdM is the guardian of the Ville de Montréal's commitments contained in the *Montréal Charter of Rights and Responsibilities*, aimed at combating all forms of discrimination based on prohibited grounds within its spheres of activity. Still not widely known by citizens who might need to use it, the OdM's jurisdiction regarding discrimination is extensive and unique. The OdM makes a significant contribution to ensuring the right to equality for citizens in their dealings with the City.

Systemic racism, religious discrimination, Islamophobia, discrimination in the allocation of benefits under a regulatory program, and discrimination based on disability in the provision of municipal services are examples of allegations in the complaints we receive.

We rigorously evaluate the extensive and sometimes complex facts gathered in these thorough investigations, applying, among other things, the principles enshrined in Quebec's *Charter of Human Rights and Freedoms* as interpreted by the courts. In doing so, we consider the evolving social reality.

We provide complainants and City representatives with clarifications on what constitutes various forms of discrimination and what does not. In cases where the complaint is found to be valid, in addition to the redress granted to the victim, we may recommend changes to practices and the implementation of preventive measures to prevent the recurrence of discriminatory conduct.





# Our impact: in solution mode

“

I would like to thank you sincerely for your precious help in obtaining this accessible parking space. Your support throughout this process has been invaluable and I am very grateful for your assistance.”

F. C.



## ADVICES NOTICES

## Our impact: in solution mode

On occasion, we share with City stakeholders our comments and concerns regarding matters that, in our opinion, are worthy of their attention—sometimes, their immediate attention. These are targeted actions that we do not consider to be formal inquiries. City representatives also consult us at times, for example about services provided to residents or ways in which they could improve their procedures. The point of these requests is not to obtain our formal opinion or approval, but to encourage current or future deliberations. We are happy to respond, as this is part of our mandate.

Here is an example of such an intervention, in 2024:

### **For optimized clearing of snow from disabled passenger drop-off zones at Office municipal d'habitation de Montréal (OMHM) buildings**

Early in 2024, the Ombudsman secured an important agreement with Ville de Montréal for improved snow removal of disabled passenger drop-off zones. Across the entire territory of Montréal, disabled passenger drop-off zones identified with official signage must now be cleared continuously once snow accumulation reaches 5 cm.

During winter 2023–2024, we had been contacted by two tenants of the OMHM living in two different buildings. There were issues with snow clearance from disabled passenger drop-off zones at both buildings. We noted in both cases that the zones were not identified with the official signage; there were only parking prohibition signs next to them.

Our verifications found that the same situation prevailed at several OMHM buildings.

As a result, we were concerned that many residences would not have optimum access to disabled passenger drop-off zones during upcoming winter seasons.

We voiced those concerns, met with the OMHM management, and sent them our advice notice by letter.

We submitted that, for this type of signage in front of a building to be adapted, the person living there or the property owner must be the one to request it. The boroughs, therefore, cannot act unilaterally: they have no immediate knowledge of buildings' clienteles or their needs.

In the context of a multi-unit building, it makes sense for the request to be made by the owner, who is responsible for the building's furnishings and for providing an obstacle-free route for residents of adapted units.

We therefore sought the involvement of the OMHM, to identify buildings where adapted signage is required, and to submit a corresponding request to the borough concerned.

The OMHM accepted our proposal and committed to proceeding, in spring 2025, with identification of buildings with disabled passenger drop-off zones that lack the proper signage. It will then ask the boroughs to make the necessary changes.



# OUR FRONT-LINE INTERVENTIONS

Our impact:  
in solution mode

Front-line members of our team are the first point of contact citizens have with our office: they field the calls, emails and complaint forms. They take the time to listen to the citizens' requests, and make sure they are well understood. When persons who contact us have not exhausted all other recourses available to them, the team redirects them to the borough or relevant department. When their request does not concern Ville de Montréal, the team directs them to a resource likely to help them.

It also happens that front-line members of our team settle complaint files at this stage of the process. Occasionally, a missing piece of information or a confirmation is enough to close a file, or members explain the complaint to the entity concerned so that the latter takes charge of the file. In some cases, all recourses have not been exhausted, but our front-line team decides to take the file in hand in view of its urgency or of the vulnerability of the persons who filed the complaint.

“ I wanted to thank  
you for all your dedication  
to me and my husband.  
Your thoroughness  
and professionalism always  
impressed me when  
I spoke with you.  
Your great humanity  
makes you a  
unique person.” N. H.

Here are a few examples of interventions by our front-line team in 2024:

## Arrondissement d'Anjou

Work was under way at the intersection of boulevard des Galeries-d'Anjou and rue Saint-Zotique, with no pedestrian safety corridor set up. A citizen with a visual impairment who uses a cane as a mobility aid reported the situation to us. After we interceded with Info-travaux, a safety corridor was quickly set up, to the citizen's satisfaction.

## Arrondissement de Côte-des-Neiges— Notre-Dame-de-Grâce

A resident complained that she no longer had access to her dwelling and could not recover her property and personal effects. Ville de Montréal had evacuated her because of unhygienic conditions in her home. Following our intervention, arrangements were made and an appointment was scheduled for the resident so that she could access her dwelling.

## Arrondissement de Rosemont—La Petite-Patrie

Several residents complained about inadequate snow clearance on a disabled passenger drop-off zone, the sidewalk and the pedestrian crosswalk near their homes. The infrastructures were impassable for wheelchair users because of the inadequate snow clearance.

The Ombudsman de Montréal contacted the borough. We forwarded photos submitted by the complainants showing the issues raised. The borough assured us that it would remedy the situation and follow up with those in charge.

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

Work was being done on rue Lajeunesse. A resident informed us that in front of one particular address, there was no ramp installed to allow residents to reach the street, either via the stairs leading to the entrance or via the building's accessibility ramp. After we interceded with Info-travaux, a temporary ramp was installed and residents were able to access the street.





# Complaints by entity

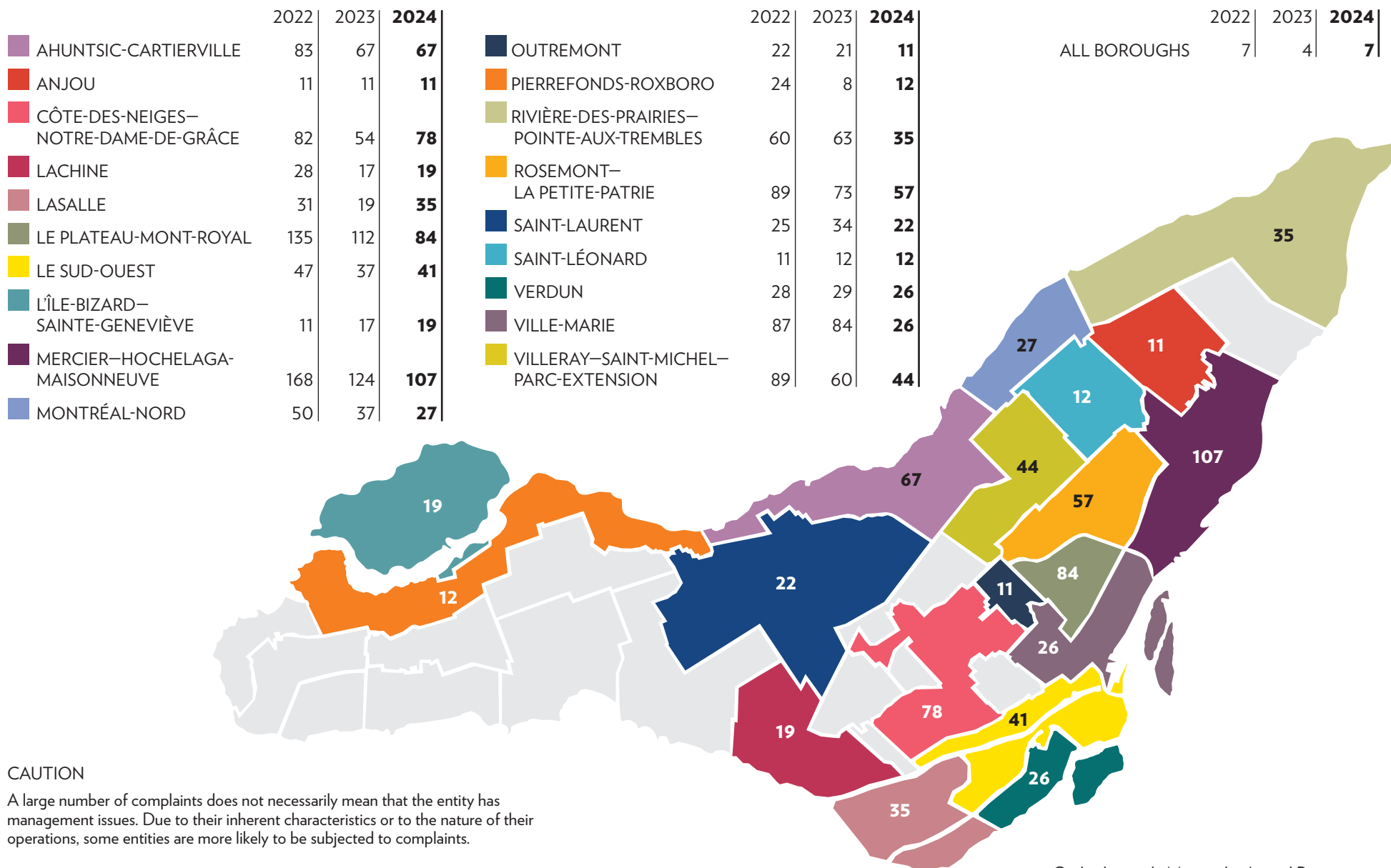
“ I’d like to thank you very much for all the work you’ve done on this file, which I don’t think was easy [...]. I would like you to thank the person who finally made the decision to do this pruning. ”

J-M. S.



# BOROUGHES

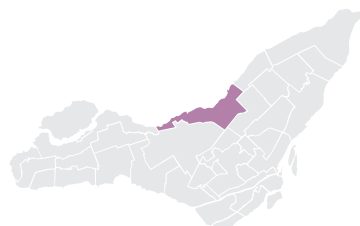
## Complaints by entity



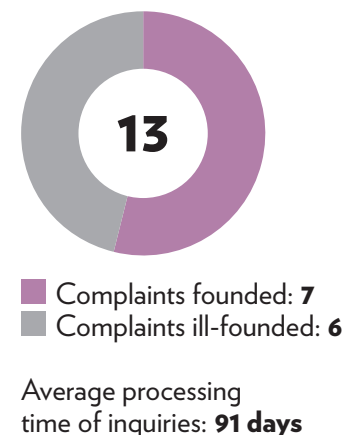
# BOROUGHS

ARRONDISSEMENT D'AHUNTSIC-CARTIERVILLE

Complaints  
by entity



Topics of inquiries launched in 2024	
Transformation, construction and demolition permits	3
Trees	2
Driveway entrances	2
Universal accessibility	1
Public works: roads and sidewalks	1



## EXAMPLE OF INQUIRY CLOSED IN 2024

### Recognition of vested right to a parking space in front of a property: residents relieved

In 2023, residents contacted our office after having received a notice of non-compliance regarding the parking space in the front yard of their property. Following our inquiry and inconclusive research on both sides, we concluded along with the borough that, in the absence of any proof of its existence prior to October 31, 1974 (the date on which the by-law banning this type of layout came into force), the parking space (which does not lead to a garage) was not protected by vested right. The recipients of the notice would therefore have to take measures to remedy the situation.

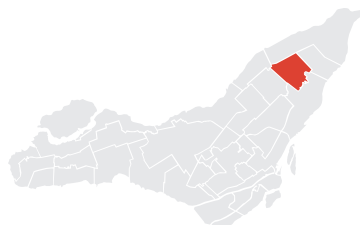
In 2024, the same people got back in touch with us with potential evidence proving their vested right to the parking space. We conducted verifications and asked borough representatives to review the new information. The borough accepted the evidence and recognized the vested right. We ensured that this recognition would be entered in the property file in the permits management system, to prevent any future questioning.



# BOROUGHES

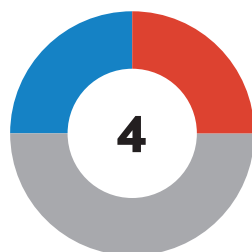
## ARRONDISSEMENT D'ANJOU

### Complaints by entity



#### Topics of inquiries launched in 2024

Universal accessibility .....	1
Trees .....	1
Nuisances .....	1
Public works: traffic and signs .....	1



- Complaint founded: 1
- Complaints ill-founded: 2
- Pending: 1

Average processing time of inquiries: **36 days**

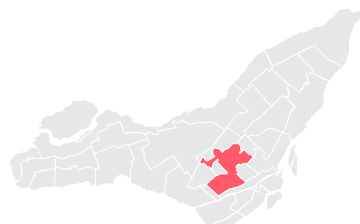
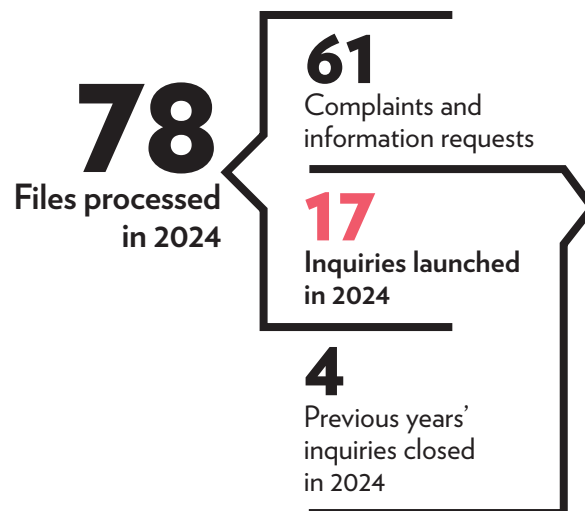




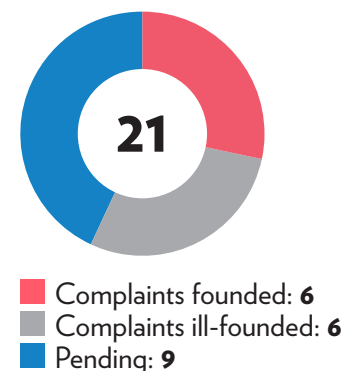
# BOROUGH

ARRONDISSEMENT DE CÔTE-DES-NEIGES—NOTRE-DAME-DE-GRÂCE

Complaints  
by entity



Topics of inquiries launched in 2024	
Bicycle paths and lanes .....	6
Trees .....	2
Environment and sustainable development .....	2
Transformation, construction and demolition permits .....	2
Universal accessibility .....	1
Public property: occupancy or commercial activities .....	1
Buildings: maintenance and salubrity .....	1
Municipal services: procedures and delays .....	1
Public works: traffic and signs .....	1



Average processing  
time of inquiries: **66 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024

### Nuisance caused by construction work must end!

A resident complained about the nuisance resulting from a construction worksite near his home. Work being done outside of the hours authorized by the municipal by-law and noise from radio units were among the issues raised.

When the resident contacted the Ombudsman de Montréal, he said the situation was still ongoing and that the borough was slow in responding.

Following our investigation, the borough implemented a procedure for managing requests relative to construction work noise. It defines the actions to be taken by inspectors when work is being performed outside permitted hours. Specifically, it lays out the steps to be followed by those inspectors following a complaint, including sending of an official notice, detailed follow-up with the complainant and the developer, and issuance of statements of offence in the event that by-laws are not complied with.

# BOROUGHES

## ARRONDISSEMENT DE CÔTE-DES-NEIGES—NOTRE-DAME-DE-GRÂCE

### Complaints by entity



### Concerns raised by the Ombudsman de Montréal resonate once again

In 2020, the Ombudsman de Montréal launched an inquiry into the installation of a bicycle path along rue de Terrebonne. The path was dismantled during our analysis, but we raised a number of concerns, regarding, among other things, safety and communications with the public in the area. We made recommendations on aspects to consider if the bike lane were to be reinstalled.

At the same time, a working committee on mobility for rue de Terrebonne was formed. It recommended that a comprehensive traffic study be conducted before considering any new bike lane design on that street.

In winter 2023–2024, following the decision to reinstall the bike lane, our office opened a new file. The project was still in the planning stages, but we sought assurances that the recommendations we made in 2020 would be taken into consideration.

In keeping with the suggestions made, a comprehensive mobility study was carried out to assess various scenarios, taking into account the configuration of the site and traffic flow in the area. The final project included a reconfiguration of rue de Terrebonne as a one-way street, to maintain several parking spaces as well as comply with bicycle lane design and safety standards. A communication campaign was rolled out ahead of project implementation. No public consultation was scheduled; moreover, none is legally required.

We noted that our recommendations had been complied with as part of the bike lane planning.

The project was implemented at the start of summer 2024. At that time, residents expressed concerns of various kinds: they pertained to safety in relation to the relocation of a school drop-off zone, installation

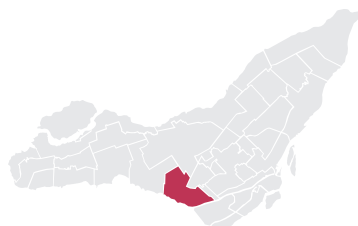
of bollards, which resulted in traffic flow difficulties, and a lack of signage for the new one-way configuration.

We took action with regard to each of those aspects so as to improve safety in the area: the school drop-off zone was moved to a small parallel street and parking spaces were reserved on the school grounds for dropping off or picking up children. Road signage was added to improve identification of the new one-way configuration and one bollard was relocated to improve traffic flow. In addition, an accessibility issue involving a church with a facade on that street was resolved to the satisfaction of parishioners, following our intervention.

# BOROUGHS

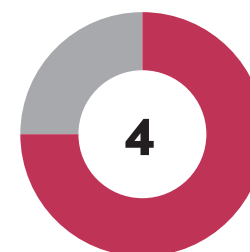
## ARRONDISSEMENT DE LACHINE

### Complaints by entity



#### Topics of inquiries launched in 2024

Universal accessibility .....	1
Nuisances .....	1
Citizen participation .....	1



Complaints founded: **3**  
Complaint ill-founded: **1**

Average processing time of inquiries: **111 days**



### EXAMPLE OF INQUIRY CLOSED IN 2024

#### Music played around an outdoor swimming pool: compromise achieved for improved co-existence

Families living across from a park complained about music coming from the area around an outdoor swimming pool. They could hear it almost every day in summer, from morning to evening, depriving them of peace and quiet. They understood that the music was accompaniment for aqua-fitness and synchronized swimming classes, swim meets and special events, but hoped that it could be curtailed during leisure swim hours, essentially in the afternoons and some evenings.

Although the noise levels recorded by the borough did not exceed allowable limits under *Règlement no 2279 sur le bruit* (noise by-law), we argued that the

by-law provides for two types of infraction, one of which prohibits certain sources of noise without the regulatory thresholds being applicable—for example, if they cause a nuisance.

After several discussions, the borough asked the organizations managing outdoor pools, including the one complained about, to stop playing music during leisure swim hours. Music is still tolerated, however, during special events or other activities that require it.

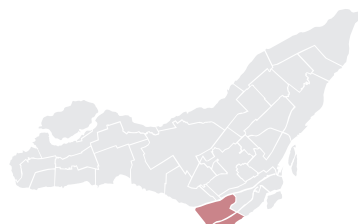
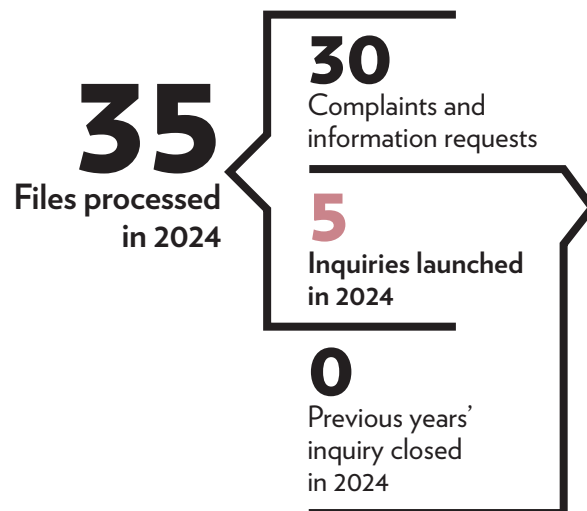
In our opinion, this is a sensible compromise that allows for more harmonious co-existence.



# BOROUGHS

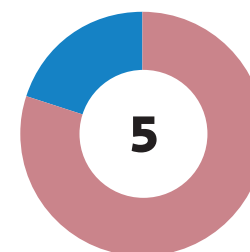
ARRONDISSEMENT DE LASALLE

Complaints  
by entity



## Topics of inquiries launched in 2024

Universal accessibility .....	1
Animals .....	1
Trees .....	1
Buildings: maintenance and salubrity .....	1
Citizen participation .....	1



Complaints founded: **4**  
Pending: **1**

Average processing  
time of inquiries: **63 days**

## EXAMPLE OF INQUIRY CLOSED IN 2024

### Animal patrol monitoring stepped up

A resident complained about dog owners allowing their pets to be off-leash in her neighbourhood. She also claimed that these dogs were defecating on private property without the owners picking up after them. A primary school and a park are nearby, which raised potential safety and health issues.

At our request, the borough asked its animal patrol to step up its monitoring in the area. After conducting several inspections over a period of

approximately six weeks during the hours mentioned by the resident, patrollers noted that all of the dogs they saw were leashed, except one, which was on its master's property; the patrollers intervened accordingly. Furthermore, the borough noted no unhygienic conditions on public property.

Nevertheless, the borough committed to continuing to conduct one inspection per week in the area in question for six months following the monitoring period.

# BOROUGHES

ARRONDISSEMENT LE PLATEAU-MONT-ROYAL

Complaints  
by entity

**84**  
Files processed  
in 2024

**73**

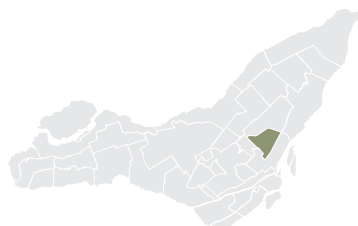
Complaints and  
information requests

**11**

Inquiries launched  
in 2024

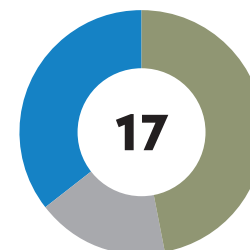
**6**

Previous years'  
inquiries closed  
in 2024



## Topics of inquiries launched in 2024

Nuisances.....	3
Transformation, construction and demolition permits.....	2
Universal accessibility.....	1
Public property: occupancy or commercial activities.....	1
Unhoused people and social coexistence.....	1
Citizen participation.....	1
Municipal services: communications.....	1
Public works: cleaning.....	1



Complaints founded: **8**  
Complaints ill-founded: **3**  
Pending: **6**

Average processing  
time of inquiries: **209 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024

### On the unfairness of fees for temporarily occupying public property

Residents contested the fees charged to them for temporary occupation of public property, specifically, four metered parking spaces occupied because of renovations to their residence. The fees (\$4,153) were meant to offset lost parking meters revenue and were in addition to the standard fees for occupying public property (\$5,153).

The residents asked us to intervene because they felt this rate was unjustified and unfair, considering among other things that:

1. The metered spaces, which also served as resident-only on-street parking spaces (known by the French abbreviation SRRR), were mostly occupied by vehicles bearing stickers, which cast doubt on the true amount of revenue lost by the borough;
2. In the past, the same residents had drawn the borough's attention to this issue when having work done on their building, and a borough elected official had promised to review the fee schedule to take the situation into consideration.

# BOROUGHS

## ARRONDISSEMENT LE PLATEAU-MONT-ROYAL

## Complaints by entity

Fairly early on in our investigation, the borough agreed to withdraw the four parking meters in question, given that they were of no great use and had been installed as part of a pilot project.

In addition, our analysis found that for the equivalent of 29 days of occupancy, the fees billed to the residents amounted to **nearly 25 times** what the four parking spaces normally bring in per month. There was thus a significant and troubling disparity between the fee charged for lost revenue and the actual loss of revenue.

We also analyzed the data for other parking meters located on four similar stretches of road in the borough. In every case, it was blatantly obvious that, regardless of the type of parking space (space with a parking meter only or mixed parking meter and SRRR space), the revenue per space fell far short of the fee amount set for temporary occupation of metered spaces.

Clearly, the fees charged for occupying metered parking spaces on public property were generating profits for the borough that it would not have earned from parking meters alone, at least in the areas we checked. The rate set seemed excessive.

In the interest of fairness, pricing principles and certain factors that, in our opinion, differentiated this case from other potentially similar ones, we discussed the possibility of a refund with the borough. For various reasons, it rejected that option.

The borough did, however, indicate that it was mindful of the unfairness of the fees in question, and said it was open to considering a by-law amendment.

We began discussions with the Service des infrastructures du réseau routier (SIRR), which is responsible for the application used to manage such instances of occupancy and that has constraints in terms of fee variability. Following the investigation, the borough agreed to:

1. Continue working with the SIRR to find a technical solution allowing modulation in the application of parking-meter-related fees;
2. Prepare a project to be submitted to the borough council to amend the *Règlement sur les tarifs*.

A solution and a method for implementing it are being studied.



### Witnesses to the crisis of vulnerable populations every day

Since 2021, the Ombudsman de Montréal has been addressing the issue of social co-existence and unhoused people in the Milton-Parc neighbourhood. In May 2022, we published the investigation report *Don't Look the Other Way*, in which we spoke of “a humanitarian crisis at the very heart of our city.” We made five recommendations, regarding the implementation of a permanent shelter resource, upgrades to the financing method for community organizations, a preventive approach to the issue of unhoused persons, public participation, and improvements to concerted action, both internally and with partners.

During summer 2024, we received comments to the effect that the situation in the neighbourhood had deteriorated: the number of unhoused people with various profiles had increased, and there was a surge in consumption of crack. We began our half-year follow-up on the file with the goal of understanding and validating the situation on the ground.

Ville de Montréal, meanwhile, confirmed that, for a period of a few weeks, the closing of some resources in the area may have resulted in more people living on the streets. It continued the rollout of its plan:

- The Makivik support program was in development at the airport and was to be extended to Milton-Parc in the fall;
- The search for premises to establish a stable shelter was ongoing;
- The updating of the urban plan was under way;
- The Intergovernmental Strategic Committee on Inuit Homelessness was continuing its work.

We gathered accounts from residents of the neighbourhood until the end of 2024. They describe the human suffering they witness every day at their doorsteps, powerless to intervene. They also recount instances of violence and sexual and financial exploitation by pimps and drug dealers. There has been no improvement in safety and security.

Residents are also worried about uncleanliness in the area and, incidentally, a growing rat population.

We have renewed our calls to the borough and Ville de Montréal to discuss these aspects. We will conclude our follow-up in 2025.



# BOROUGHES

ARRONDISSEMENT LE SUD-OUEST

Complaints  
by entity

**41**  
Files processed  
in 2024

**30**

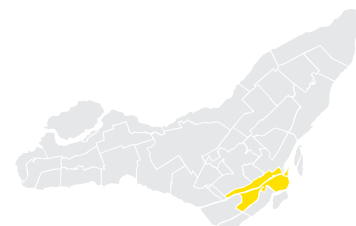
Complaints and  
information requests

**11**

Inquiries launched  
in 2024

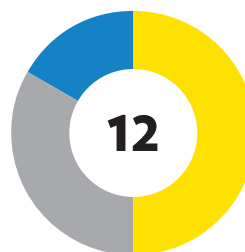
**1**

Previous years'  
inquiry closed  
in 2024



## Topics of inquiries launched in 2024

Fences, hedges, driveway entrances and others .....	2
Public property: occupancy or commercial activities .....	2
Nuisances .....	2
Transformation, construction and demolition permits .....	2
Universal accessibility .....	1
Municipal services: communications .....	1
Parking and drop-off areas .....	1



Complaints founded: **6**  
Complaints ill-founded: **4**  
Pending: **2**

Average processing  
time of inquiries: **95 days**



# BOROUGHS

## ARRONDISSEMENT LE SUD-OUEST

### Complaints by entity

#### EXAMPLES OF INQUIRIES CLOSED IN 2024

##### Is it a staircase or only some steps?

Residents asked us to intervene in a matter of fees charged for permanent occupation of public property. The fees concerned a small set of stairs allowing access to the entrance of a residence. The residents claimed that the stairs should be exempt from fees under an exception adopted in 2021 following an investigation that we conducted, and asked that they be reimbursed for the fees paid.

The borough's explanation was that when the occupancy files were reviewed to identify exemptions, the search within the system was conducted using the term *marche* ("step"), while the term used to describe the structure in the file of the building concerned was *escalier* ("staircase"). As a result, the exemption was not granted, even though the building qualified for it.

Following our intervention, the address in question was removed from the list of buildings for which fees can be charged for permanent occupation of public property. No such fees will henceforth be charged to the owners, and they were to be reimbursed for those paid from 2021 to 2024 (a total of \$719.12).

Other residents were potentially in the same situation; the borough confirmed that it was conducting checks.

We will be following up on this case in winter 2024–2025.

##### Mix-up over installation of two heat pumps on a building facade

A resident living in a building at the intersection of two streets installed two heat pumps on one facade of the building, on the floor where her condo is located. The installation was deemed non-compliant by the borough, and the resident complained about receiving notices to that effect as well as contradictory information throughout her discussions with the borough, including as to whether or not a permit was required, the authorized location for installation of the appliances,

and the appropriate screening. She sought clarity with regard to the interpretation of the by-law and hoped she would be given the time to hire professionals to perform any necessary corrective work.

Our intervention resulted in the resident getting the explanations she wanted and clarifications on the applicable by-law provisions. The difficulties in interpretation stemmed in part from the way the various provisions interact, and from the fact that the building, being located on a corner, has two facades (external walls fronting a public road) and therefore two front-facing walls, which created constraints. Following our discussions with the borough, it was agreed that the resident could keep one of the two heat pumps on the building facade provided that it was covered with a material or screen, and move the second one to the rear wall of the building, on the second floor, with no other conditions. She was given three months to carry out the work. The resident was satisfied and made the required changes.

Generally speaking, we found that the borough lacked clarity, and that this was the reason for the confusion.

The borough confirmed to us that the way standards are to be applied to air-conditioning units and heat pumps had been explained in detail to all staff concerned. Furthermore, as of fall 2024, an ad hoc committee is formed whenever there is a problem in applying by-law provisions. The wording of some notices and statements of offence has also been changed to eliminate any possible ambiguity.

As to whether a permit is required, a work tool used by the staffers tasked with issuing permits had incorrectly stated that one was required in this case. The tool was corrected at our request. Some parts of the fact sheet on installation of an air conditioning appliance available on the website [montreal.ca](http://montreal.ca) have been clarified, and an invitation to consult the permits office for a request involving property at a street intersection has been added.

# BOROUGH

ARRONDISSEMENT DE L'ÎLE-BIZARD—SAINTE-GENEVIÈVE

## Complaints by entity

**19**  
Files processed  
in 2024

**12**

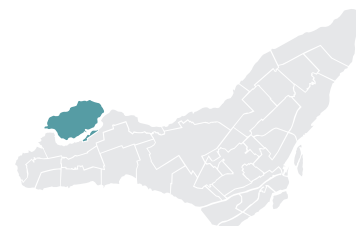
Complaints and  
information requests

**7**

Inquiries launched  
in 2024

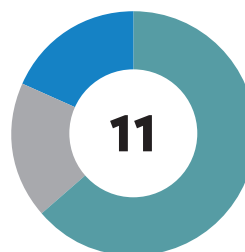
**4**

Previous years'  
inquiries closed  
in 2024



### Topics of inquiries launched in 2024

Public works: waterworks and sewers.....	4
Universal accessibility .....	1
Subsidies .....	1
Municipal services: procedures and delays .....	1



- Complaints founded: **7**
- Complaints ill-founded: **2**
- Pending: **2**

Average processing  
time of inquiries: **154 days**



# BOROUGH

## ARRONDISSEMENT DE L'ÎLE-BIZARD—SAINTE-GENEVIÈVE

### Complaints by entity

#### EXAMPLES OF INQUIRIES CLOSED IN 2024

##### Yellowish water over a span of years

Residents of L'Île-Bizard contacted us because their water had been a yellowish colour for years. From the outset of our inquiry, we were given confirmation that the water was nonetheless safe to drink.

Our inquiry revealed that many complaints had been received by the borough, which, after attempting to resolve the issue, called in the Service de l'eau.

The main theory was that there were ferrous deposits and particles in a section of the pipe where water replenishment is limited because of the pipe's design. The pipe would have to be rebuilt to address the problem. We secured a commitment that this major and costly work would be done in 2027, or earlier if planning changes occurred.

Until installation of an automatic flush system, the borough performed manual flushing of the pipe three times per week. The automatic flush system was installed in mid-December. We are currently following up to ensure it is working properly and supplying clear water, pending implementation of the permanent solution.



##### When insufficient record keeping lead to “septicism”...

A resident asked us to intervene in the matter of a recently installed septic system on a neighbouring property. The septic pit was located in a spring flood zone. The resident feared that contamination could result, and doubted that the applicable provincial regulation was being complied with.

He also complained about shortcomings in the borough's involvement during the work: trees on both public and private property had apparently been cut down without permission.

Our comprehensive legal research and checks with the relevant provincial ministry confirmed that the regulation in question had been respected. However, we noted significant shortcomings in the general documentation relative to the inspections and to amendment of the permit.

As for the illegal tree felling, it proved very difficult for us to obtain the relevant information about the inspections conducted by the borough, and the borough collaborated inconsistently, to say the least. The borough should have taken a firmer approach to the felling of trees on public property, which had not resulted in any consequences in the matter at hand.

In response to our conclusions, the borough implemented a number of corrective measures, including:

- Creation of a senior inspector role responsible for standardizing work methods and updating borough procedures;
- Updating of the worksheet for analyzing applications for certificates to install septic systems;
- A borough commitment to:
  - Develop new procedures for tree inspections and felling so as to improve the documentation relative to this type of case;
  - Initiate the process of setting a new fee for destruction of a tree on public property.

We began to follow up on the borough's commitments at the end of 2024.

# BOROUGH

ARRONDISSEMENT DE MERCIER—HOCHELAGA-MAISONNEUVE

Complaints  
by entity

**84**  
Files processed  
in 2024

**72**

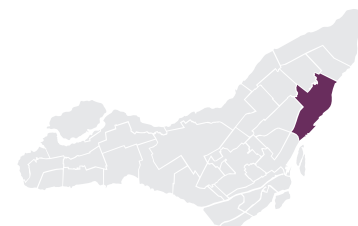
Complaints and  
information requests

**12**

Inquiries launched  
in 2024

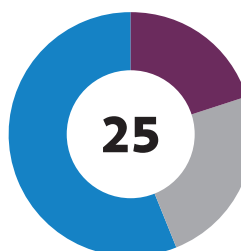
**13**

Previous years'  
inquiries closed  
in 2024



## Topics of inquiries launched in 2024

Transformation, construction and demolition permits .....	2
Universal accessibility .....	1
Trees .....	1
Fences, hedges, driveway entrances and others .....	1
Buildings: maintenance and salubrity .....	1
Unhoused people and social coexistence .....	1
Nuisances .....	1
Alleyways .....	1
Sports and leisure .....	1
Parking and drop-off areas .....	1
Public works: snow removal .....	1



■ Complaints founded: **5**  
■ Complaints ill-founded: **6**  
■ Pending: **14**

Average processing  
time of inquiries: **127 days**



# BOROUGHS

## ARRONDISSEMENT DE MERCIER—HOCHELAGA-MAISONNEUVE

## Complaints by entity

### EXAMPLES OF INQUIRIES CLOSED IN 2024

#### **Developer dissatisfied with the application of the *By-law for a Diverse Metropolis* and processing times for their permit applications**

A developer complained that the borough had asked them to pay nearly \$90,000 in financial contributions pursuant to the *By-law to Improve the Supply of Social, Affordable and Family Housing (By-law for a Diverse Metropolis*, known by its French abbreviation RMM) before it would issue permits for two new residential constructions of 34 and 8 units. The developer argued that the by-law should not apply because they had filed their applications just before it came into force. They also complained about the time required to process their permit applications, which are not subject to any specific authorization (as of right).

We analyzed the case history in detail. Several aspects were cause for concern. Among other things, we noted that:

1. The architectural plans were not studied until one year after the applications were filed;
2. It took 42 months from the time the applications were filed (March 2021) until the permits were ready for delivery (although some of the delay was attributable to the applicant);
3. The case saw three successive urban planning agents;
4. There were lengthy delays before the applicant received answers;
5. There was no overall and detailed study of the plans right from the start using a defined analysis grid, which would have prevented omissions and inconsistencies in the processing of the applications.

The borough considered, however, that the applications were not substantially complete and compliant at the time of filing, and therefore decided that it had to apply the requirements of the by-law. Although some aspects of the file might have warranted a more flexible approach, we could not conclude that the borough's position was unreasonable, since certain significant aspects were not compliant at the time of filing.

The borough acknowledged some responsibility for the unusually long wait times, explaining that they resulted from procedural changes related to teleworking as well as a surge in permit applications, compounded by a number of staff departures.

It assured us that it had improved its application processing capacity by overhauling its procedures, adopting new technologies, and adding more urban planning agents.

We will nevertheless be opening a file, on our initiative, in 2025 to more explicitly study the issues noted with regard to wait time and procedures, and to ascertain the effectiveness of the measures implemented.

#### **Management of nuisances caused by plant operations in a residential neighbourhood: patience, collaboration and major investments**

A group of residents living near a yeast production plant complained about nuisances resulting from the company's operations:

- Pollution and odours;
- Noise;
- Truck traffic in violation of a ban in effect;
- Pedestrian safety issues.

The group asked our office to intervene in January 2023.

#### **Pollution and odours**

The plant makes its yeast product by injecting air into a liquid solution of water, molasses and ammonia that has been inoculated with yeast in fermenters. The smell of molasses and yeast (fermentation) in the plant's atmospheric emissions and issuing from the sewers is a nuisance to the neighbourhood.

Furthermore, the plant discharges industrial wastewater into public sewage works.

#### **Atmospheric emissions**

In spite of multiple actions by the operator and monitoring by the Service de l'environnement since 1984, instances of regulatory non-compliance had persisted.

It was expected that installation of a regenerative thermal oxidizer (RTO) in 2020 would bring about a significant improvement to the situation.

The sampling procedure to ensure compliance of the RTO, monitored by the Service de l'environnement, was conducted while our investigation was under way and as scheduled, during spring and summer 2023.



# BOROUGHS

## ARRONDISSEMENT DE MERCIER—HOCHELAGA-MAISONNEUVE

### Complaints by entity

The data collected at that time showed that the installation of the RTO had reduced odours by approximately 91%. In spite of that significant improvement, the regulatory standard for odour units per cubic metre was still being exceeded, and the operator applied corrective measures to address this in 2024.

A further compliance sampling procedure will be conducted in 2025, once again to be monitored by the Service de l'environnement, which has pledged to provide the results to our office.

#### Industrial wastewater

The plant has had an industrial wastewater discharge permit since April 21, 1994, pursuant to the regulations that were in force at the time. That permit remains applicable and compliant.

At the time of this writing, the plant was compliant with regulations, except as regards Total Kjeldahl Nitrogen (TKN).

In 2025, we opened a file, on our initiative, to monitor the regulatory developments expected on the issue of TKN and to be kept informed of the Service de l'environnement's approach with respect to the discharging of that contaminant into the City's public sewage works.

#### Odours from sewers

Sewer access covers and street catch basins had been identified as sources of foul air emissions on neighbouring streets.

In December 2022, the borough completed work to install 21 special check valves that prevent foul air from being emitted into the atmosphere but allow runoff water to be collected.

The borough and the Direction de l'épuration des eaux usées conducted an observation campaign based on human perception to assess the effectiveness of the check valves. The results of that monitoring, transmitted in January 2024, revealed an overall decrease in the number of complaints and odour indicators, thus confirming the valves' effectiveness. Further operations of this kind were

scheduled for 2024 and 2025.

#### Truck traffic and obstruction of the east sidewalk of rue A

Measures were taken by the borough to reduce nuisances caused by truck traffic on rue A, including its permanent closing south of rue C.

As concerns the safety issues arising from the obstruction of the rue A sidewalk by the trucks, studies have been conducted and the borough is working on a permanent reconfiguration plan that includes various options.

#### Noise

Several studies were conducted to assess the impact of the noise from plant operations. These led to the issuing, in late 2024, of a statement of offence for loading and unloading of heavy vehicles between 10 p.m. and 7 a.m. within 50 metres of a site comprising residential properties.

Some of the noise nuisance results from truck back-up warning beeper, the sound level of which exceeds the regulatory limit at certain times of day. To date, no statements of offence have been issued in response.

The borough has pledged to maintain due diligence on the noise issue, and to continue its actions to ensure regulatory compliance.

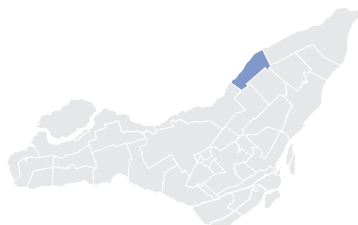
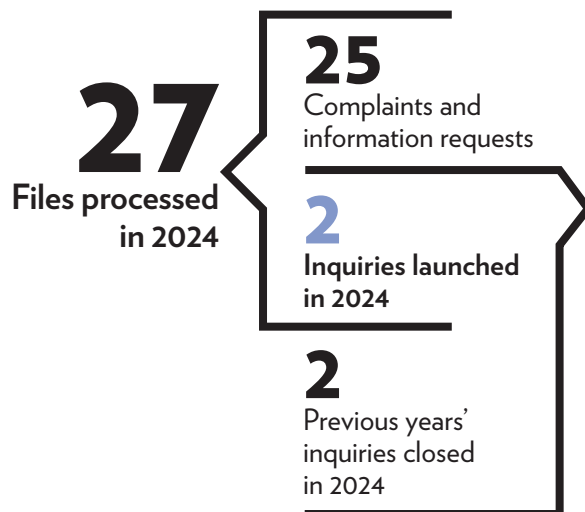
#### Conclusion

We are keenly aware of the efforts by the residents' group in this matter and of the inconveniences endured in the neighbourhood over the years. The investigation has shown that the major actions taken by the City, in collaboration with the plant, have reduced the nuisances considerably. That said, it is crucial that the City and the plant keep up their monitoring measures and remain vigilant. We will therefore be following up on the commitments made in this matter.

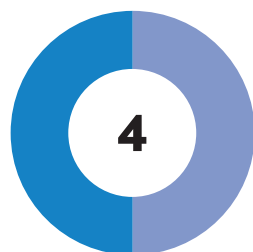
# BOROUGHES

ARRONDISSEMENT DE MONTRÉAL-NORD

Complaints  
by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	1
Trees .....	1



Complaints founded: **2**  
Pending: **2**

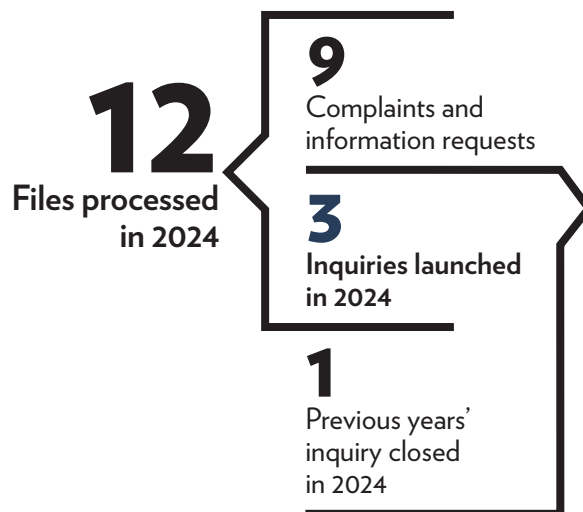
Average processing  
time of inquiries: **142 days**



# BOROUGHS

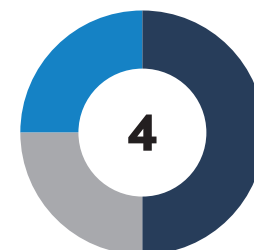
## ARRONDISSEMENT D'OUTREMONT

### Complaints by entity



#### Topics of inquiries launched in 2024

Universal accessibility .....	1
Buildings: maintenance and salubrity.....	1
Nuisances.....	1



■ Complaints founded: **2**  
■ Complaint ill-founded: **1**  
■ Pending: **1**

Average processing time of inquiries: **104 days**

### EXAMPLE OF INQUIRY CLOSED IN 2024

#### Nuisance caused by school buses: possible solutions identified

We received a complaint about nuisance caused by frequent school bus traffic and stops on certain residential streets in the borough. Many residents have reportedly complained about this over the years, and the borough is said to have refused to intervene on the grounds that school transportation is the responsibility of the school service centres and private schools, and therefore the police and/or local authorities have limited capacity to intervene.

After the resident who filed the complaint withdrew it after our inquiry had begun, we continued to investigate on our own initiative. We approached the borough, which informed us that no action was planned over the short term because a Sustainable Mobility Plan was being developed and this could have an impact on the file. That process included study of mobility and safety issues by an expert firm and a citizen consultation process.

The borough includes 16 public and private schools within a small 4 km<sup>2</sup> area. Le Centre de services scolaire Marguerite-Bourgeoys (CSSMB) serves 10 schools that require bus transport with stops in the area (including two within the borough).

We asked the borough if it could approach the people responsible for private school bus transportation, including those in the Hasidic communities, to look into grouping some bus stop locations on a volunteer basis, as do the other school service centres within Ville de Montréal. Such a measure could improve the efficiency of bus routes and reduce the nuisance caused by traffic and frequent stops (in front of individual addresses) on residential streets.

In addition, the expert firm's report identified co-existence of residents, road users and school buses as an issue that generates irritants, noting the heavy traffic and frequent stops of school buses, as well as differences in the way CSSMB and private-school students board and exit buses.

Several possible solutions have been identified. The Sustainable Mobility Plan was tabled at a December 2024 borough council meeting. It identifies mobility challenges related to school buses. In implementing its traffic-calming and pedestrian-safety priorities, the borough intends to improve the management of school transportation. The Plan defines results indicators for this: the number of updated bus stops and the number of school drop-off zones implemented.

We are waiting for the borough to publish its detailed action plan for achieving its objectives.



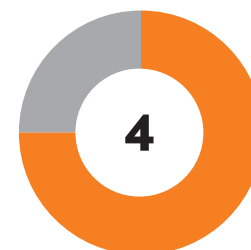
# BOROUGH

ARRONDISSEMENT DE PIERREFONDS-ROXBORO

Complaints  
by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	1
Towing .....	1
Municipal services: communications .....	1
Public works: waterworks and sewers .....	1



Complaints founded: **3**  
Complaint ill-founded: **1**

Average processing  
time of inquiries: **50 days**

## EXAMPLE OF INQUIRY CLOSED IN 2024

### Rules for water and sewer connections: improved communications

A resident planning to demolish and rebuild a single-family house complained that the borough required him to install a new sewer connection pursuant to *By-law 20-030*, which concerns connections to the waterworks and sewer systems and stormwater management and has been in force in the borough since 2020. He also complained that he had not been informed at the start of the permit application process that it would involve substantial costs, which he had not budgeted for.

Our office cannot intervene as far as enforcement of the by-law is concerned. The borough agreed, however, that the resident could have been told earlier about the requirements as to connections. The borough committed to informing residents who apply for permits for construction or major transformations, as soon as they begin the application process, of the requirements regarding waterworks and sewer connections. Borough representatives also told us that new information sheets on the steps to follow when applying for permits are being developed, and that this addresses the issue. The resident's complaint had highlighted its relevance.

# BOROUGHES

ARRONDISSEMENT DE RIVIÈRE-DES-PRAIRIES—POINTE-AUX-TREMBLES

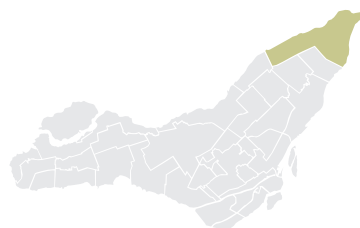
Complaints  
by entity

**35**  
Files processed  
in 2024

**25**  
Complaints and  
information requests

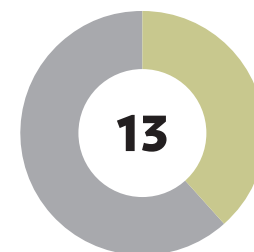
**10**  
Inquiries launched  
in 2024

**3**  
Previous years'  
inquiries closed  
in 2024



## Topics of inquiries launched in 2024

Trees .....	3
Universal accessibility .....	2
Fences, hedges, driveway entrances and others .....	2
Statements of offence .....	1
Parking and drop-off areas .....	1
Public works: roads and sidewalks .....	1



Complaints founded: **5**  
Complaints ill-founded: **8**

Average processing  
time of inquiries: **97 days**



## EXAMPLE OF INQUIRY CLOSED IN 2024

### Accommodations for a resident living with a degenerative disease

Although there was an existing reserved parking space behind her condo building, a resident had asked the borough to install a new accessible parking space in front of her home.

The complainant has been living for many years with multiple sclerosis, a chronic degenerative disease that limits her mobility. She lives on the second floor of a building and has to descend several steps to get to her parking space. She had asked that an accessible parking space be added in front of her residence, since taking that route involves significantly fewer steps. The borough had rejected her request on the basis of an older medical report.

Following our intervention, the borough took note of the resident's serious mobility limitations, as recently assessed by her physician. A new accessible parking space was then authorized near her home.

# BOROUGH

ARRONDISSEMENT DE ROSEMONT—LA PETITE-PATRIE

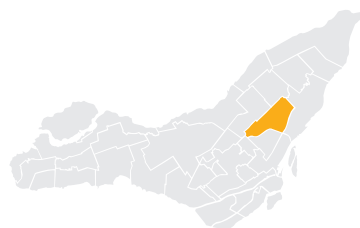
Complaints  
by entity

**57**  
Files processed  
in 2024

**51**  
Complaints and  
information requests

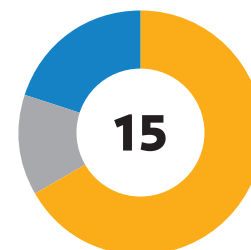
**6**  
Inquiries launched  
in 2024

**9**  
Previous years'  
inquiries closed  
in 2024



## Topics of inquiries launched in 2024

Universal accessibility .....	1
Miscellaneous .....	1
Nuisances .....	1
Transformation, construction and demolition permits .....	1
Alleyways .....	1
Public works: waterworks and sewers .....	1



Complaints founded: **10**  
Complaints ill-founded: **2**  
Pending: **3**

Average processing  
time of inquiries: **211 days**



## EXAMPLE OF INQUIRY CLOSED IN 2024

### The passage of time does not grant any right in the case of a non-compliant structure

A permit had been issued for the construction of a garage in 1955. Part of the garage, as built, extended beyond the property line, and encroached on a public alleyway. The owner wanted to acquire the parcel of land in the alleyway on which her garage stands.

Even though the resident's garage has stood partly on her property and partly on public property for all these years, the passage of time does not entitle her to acquire the property deed to it. It is possible, however, for owners of properties that border an alleyway to initiate procedures to that effect. The rules for this are stated in Schedule C of the *Charter of Ville de Montréal*.

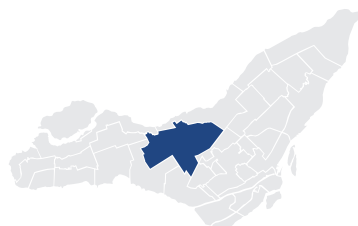
Pursuant to those rules, the City proposed an equitable transfer of the alleyway among all of the neighbouring owners. The resident wanted the division to be based on current occupancy instead. We concluded that the rules of acquisition had been complied with and that the borough's proposed division was consistent with the principles of equity.



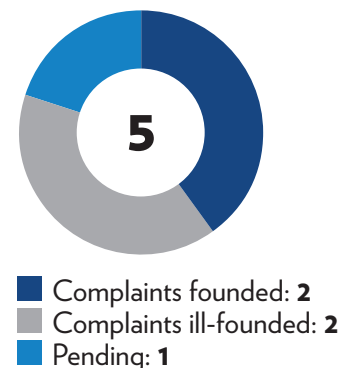
# BOROUGHS

## ARRONDISSEMENT DE SAINT-LAURENT

### Complaints by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	1
Trees .....	1
Municipal services: communications .....	1



Average processing time of inquiries: **76 days**

### EXAMPLE OF INQUIRY CLOSED IN 2024

#### A necessary update

The montreal.ca website is an important source of information for citizens. They can find information there on a wide range of subjects, along with summaries of some of the main rules applicable in each borough. It is therefore important that its content be kept up to date.

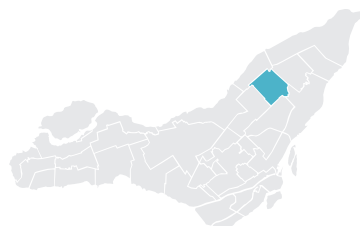
In a matter in which a resident complained about Arrondissement de Saint-Laurent refusal to issue him a permit to cut down a tree on his private property, we noted that the web page on the subject was not up to date. There were differences between the reasons for removal of trees posted on the site and those stipulated in the relevant by-law. Moreover, the resident had based his complaint on reasons that did not exactly reflect the provisions in force. For example, the online text cited, among the reasons for felling a tree, the fact of the tree “decaying” (“dépérit”), while the by-law states that the tree must be “in a state of irreversible decline” (“dépérissement irréversible”).

The borough reassessed the condition of the resident’s tree and, in the end, issued a tree-felling permit. At the same time, we communicated our observations about the web page in question, and the borough agreed to update its content. The new version provides clearer information that is less likely to create false expectations.

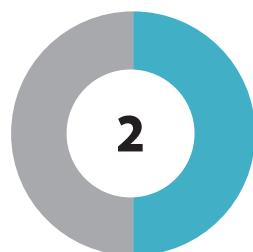
# BOROUGHES

## ARRONDISSEMENT DE SAINT-LÉONARD

### Complaints by entity



Topic of the inquiry launched in 2024  
Universal accessibility ..... **1**



Complaint founded: **1**  
Complaint ill-founded: **1**

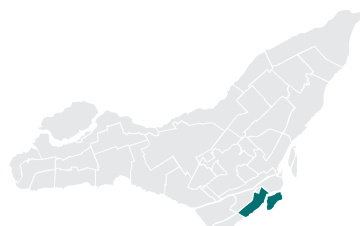
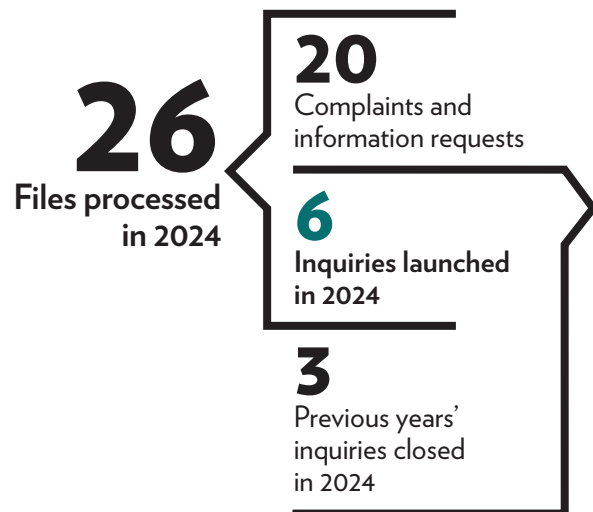
Average processing time of inquiries: **77 days**



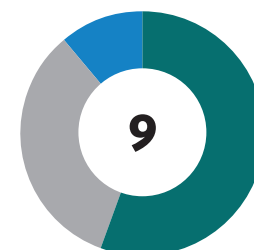
# BOROUGHS

## ARRONDISSEMENT DE VERDUN

### Complaints by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	1
Trees .....	1
Fences, hedges, driveway entrances and others .....	1
Safety .....	1
Municipal services: procedures and delays .....	1
Public works: cleaning .....	1



Complaints founded: **5**  
Complaints ill-founded: **3**  
Pending: **1**

Average processing time of inquiries: **149 days**

### EXAMPLE OF INQUIRY CLOSED IN 2024



#### Request concerning subcontracted municipal road work: the borough must improve its documentation

In early July 2023, municipal work to completely rebuild a roadway began in front of a citizen's residence. The work was carried out by a contractor hired by the borough. During the work, a downward slope toward the resident's property was formed, leaving a hollow measuring approximately 75 cm (2.5 ft.) near his foundation. The resident maintained that, starting on July 7, he repeatedly alerted the contractor and the borough to the fact that this excavation needed to be backfilled. Following heavy rainfall on July 13, the resident's basement flooded, causing major damage. The contractor did not backfill the land until July 21. The resident's claim for damages was rejected by the City's Bureau des réclamations. It cited the exoneration stipulated in the *Cities and Towns Act*, under which the City "is not liable for damage caused through the fault of a builder or contractor to whom building, rebuilding or maintenance work has been entrusted, for the entire duration of such work." The resident had complained about the manner in which his repeated requests for backfilling had been handled by borough staff.

Our inquiry focused solely on the borough's handling of the resident's requests for backfilling, not the borough's civil liability for the damages claimed. That said, in spite of the abovementioned exoneration, the City does remain liable for, among other things, the instructions it issues ahead of the performance of work, and is required to conduct site surveillance to ensure the work is being performed in compliance with the contractual requirements.

Our investigation found that neither the citizen's backfill requests nor the analysis of these requests were properly documented in the contractor's worksite log or in the borough's records. Text messaging, the communication method used by the resident and the other parties, was unsuitable and ineffective. Moreover, the reasons invoked for not having backfilled earlier were, on the whole, questionable.

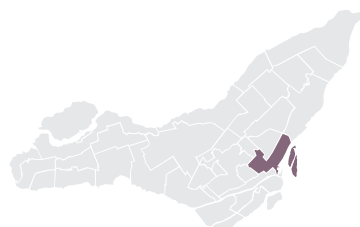
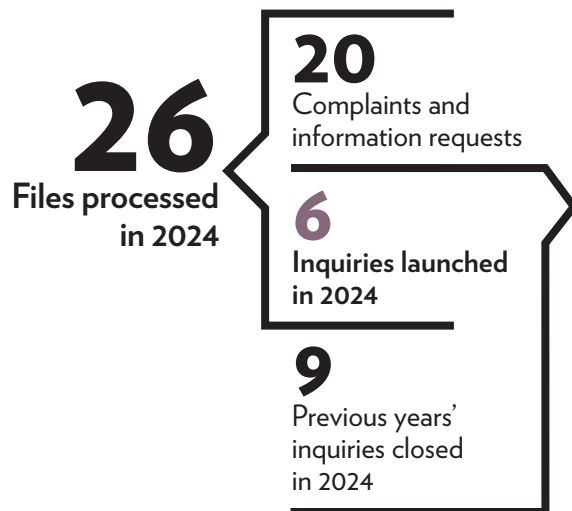
At our urging, the borough improved the applicable procedure. It now states that requests of this nature must be systematically collated and analyzed via the 311 application. It also includes a prioritization mechanism to ensure that a clear and timely response is provided to the requester.



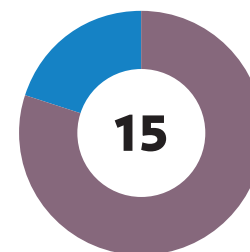
# BOROUGH

ARRONDISSEMENT DE VILLE-MARIE

Complaints  
by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	2
Public property: occupancy or commercial activities .....	1
Unhoused people and social coexistence .....	1
Nuisances .....	1
Alleyways .....	1



Complaints founded: **12**  
Pending: **3**

Average processing  
time of inquiries: **182 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024

### Reduction of neighbourhood nuisances caused by a worksite's temporary occupation of public property

The complainant was the owner of a three-story building, the ground floor of which he leased to a restaurant. The remainder of the building was occupied by residential tenants. Private construction work under way on neighbouring land generated major nuisances: a messy sidewalk with mud and clumps of dirt in the path of traffic, obstruction of the sidewalk in front of the restaurant door, the lateral access alleyway and the building's emergency exits, etc. Besides creating safety issues, the situation had led to a drop in business for the restaurant and the departure of tenants.

Although multiple statements of offence were issued for non-compliance with the conditions of the permits for temporary occupation of public property, the nuisances persisted. We noted, among other things, that worksite trucks near the building, and which were parked in front of it while being cleaned, were a source

of undue inconveniences. Following our intervention, the borough demanded that the contractor modify certain of its work methods. Among other things, it was no longer permitted to clean its cement-mixer trucks on public property, in front of the restaurant. Instead, it was required to use an on-street space located farther north, after obtaining the necessary permits.

Stepped-up surveillance of the worksite and the alleyway at least once per week, which the borough committed to maintaining until the end of construction, enabled a reduction in nuisances, compliance with regulations, as well as the safety and cleanliness of the site.



# BOROUGHS

## ARRONDISSEMENT DE VILLE-MARIE

### Complaints by entity

#### **Solution to nuisances stemming from free on-street parking near a large park**

The complainant was the owner of a house on a residential street near a large park, who lived there with his family. In front of his house and that of his immediate neighbour, free on-street parking is permitted between 5 p.m. and 9 a.m. He explained that for several years he had been subjected to nuisance and antisocial behaviour from people visiting the park and looking for free parking: noise disturbances very early in the morning (4 a.m.) and late at night (loud conversations, music, alert sounds from vehicle doors locking and unlocking) along with light pollution from flashlights, vehicle headlights and turn signals, antisocial behaviour, drug use and uncleanness, intense traffic flow including wrong-way traffic, and repeated obstruction of private driveways.

The measures taken by the borough to address the resident's many requests to modify signage had worsened the situation instead of improving it. He complained to our office, and five neighbouring homeowners followed suit.

Following our intervention and after exploring various scenarios with us, the borough relocated the free parking spaces a short distance to the north, alongside the unbuilt section of the park, and prohibited parking at all times in front of the initial complainant's property and that of his neighbour. He reported to us that there had been a dramatic reduction in nuisance following the introduction of these measures. The chosen solution allocated on-street parking in the area equitably, in line with everyone's needs and interests.



#### **Ice and accessibility**

A resident complained that the disabled passenger drop-off zone located in front of his home was not usable despite his calls to 311. After freezing rain fell, the drop-off zone remained unusable for several days, and he had to go to another street to board an adapted transit vehicle.

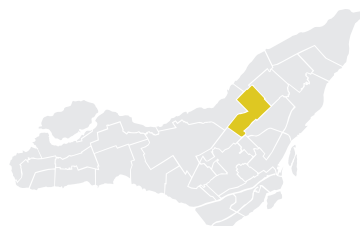
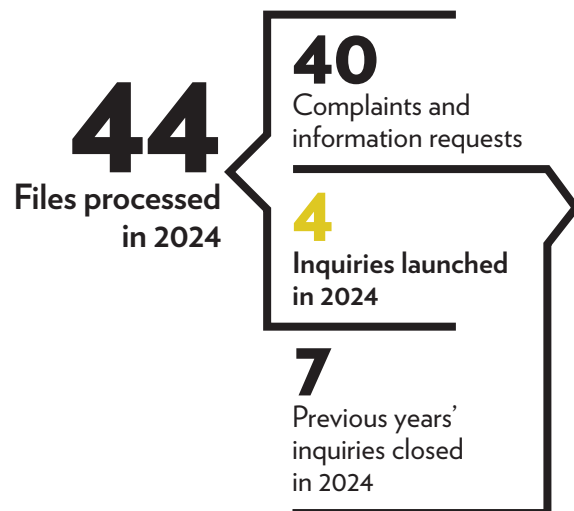
The Ombudsman de Montréal intervened on his behalf with the borough, which agreed that maintenance was required and that the 311 request had not been properly processed. A borough representative explained that despite proper signage to that effect, the drop-off zone was not on their snow clearing list.

The borough updated its list, adding the drop-off zone. It issued a reminder regarding drop-off zones, the applicable snow clearing standards, and the necessary follow-up among operations teams. The situation was outlined for all of the managers responsible for snow removal and all employees concerned.

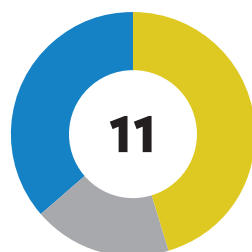
# BOROUGH

ARRONDISSEMENT DE VILLERAY–SAINT-MICHEL–PARC-EXTENSION

Complaints  
by entity



Topics of inquiries launched in 2024	
Universal accessibility .....	1
Public property: occupancy or commercial activities .....	1
Nuisances .....	1
Public works: waterworks and sewers .....	1



- Complaints founded: **5**
- Complaints ill-founded: **2**
- Pending: **4**

Average processing  
time of inquiries: **254 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024



### Relocation of accessible parking spaces: residents feel left out

In 2023, the borough reconfigured avenue Querbes to improve the safety of existing bicycle lanes. Parking spaces were removed on one side. Our office received two complaints regarding accessible parking spaces that had been relocated to side streets. In one case, the new space was more than 80 m from the complainant's residence. In the other, it was about 30 m away, but stopping in front of the building was impossible, causing an issue for the elderly couple in question. In both cases, the people's autonomy appeared to be compromised.

The borough explained that no other layout options were possible given the width of avenue Querbes and of the other streets in the area. It also pointed to the need to develop a safe cycling network for users, including children in the neighbourhood, and to connect the network to the adjacent districts.

We attempted to identify options that would address the complainants' needs. After several months of discussions with the borough, no solution yet has been found.

We will be winding up this file in 2025.



# BOROUGH

## ARRONDISSEMENT DE VILLERAY–SAINT-MICHEL–PARC-EXTENSION

### Complaints by entity



#### **When the neighbour is the backyard of a commercial establishment strewn with garbage**

Residents of rue Saint-André complained about certain restaurants and retailers on rue Saint-Hubert with backyards opening on to theirs, where they noticed overflowing waste bins, garbage strewn as far as the street and the sidewalk, spilled cooking oil, etc. These unhygienic conditions were attracting vermin, causing foul odours, and leaving rue Saint-André in a constant state of uncleanness.

The residents also complained that utility poles on the west side of their street made the sidewalk narrower, which caused issues with respect to universal access and snow removal: neither people using wheelchairs nor snow-clearing equipment could use the sidewalk.

Following our interventions, the west-side sidewalk has been reconfigured, and the issues raised have been resolved satisfactorily.

As for the cleanliness issue, the built environment is a contributing factor, as some buildings have no backyards: they extend right up to the property line. As a result, there is no space to store bins, so the borough has laid out on-street waste disposal zones. Despite this, certain problems persist.

Meetings were held to raise awareness among restaurant and store managers, notices were delivered, site visits were conducted, and notices of non-compliance as well as statements of offence were issued to some offenders.

Although the situation is not resolved, we have observed clear improvement since the beginning of our intervention. We secured a commitment from the borough to continue its interventions and implement certain actions to ensure business owners on rue Saint-Hubert comply with municipal by-laws. We will be following up on the situation in a year's time.



# CENTRAL DEPARTMENTS

SERVICE DES AFFAIRES JURIDIQUES – BUREAU DES RÉCLAMATIONS

Complaints  
by entity

**103**  
Files processed  
in 2024

**100**

Complaints and  
information requests

**3**

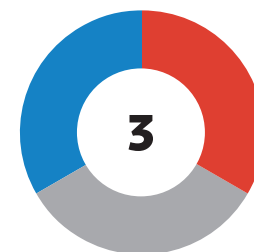
Inquiries launched  
in 2024

**0**

Previous years'  
inquiry closed  
in 2024

Topic of inquiries launched in 2024

Claims for material damage or bodily injury .... **3**



Complaint founded: **1**  
Complaint ill-founded: **1**  
Pending: **1**

Average processing  
time of inquiries: **66 days**

## EXAMPLE OF INQUIRY CLOSED IN 2024

### Strengthening procedural fairness in the processing of claims

A person was having basement renovations done and, after removing carpeting and the wooden false floor structure, noticed significant damage to the concrete slab. The contractor who took apart the slab noted the presence of massive roots of a tree belonging to the City. The person filed a claim for property damage with the City's Bureau des réclamations. After their claim was rejected in writing, they complained that the decision had been made based on incomplete review of the file, using general principles rather than a study of their specific case, and that the surveyor-appraiser had never spoken to them, nor visited to inspect the damage.

We could not express an opinion on the City's liability in this case, because the appropriate forum is a court of law. We did, however, identify a number of shortcomings in the processing of the claim, which we brought to the attention of the Bureau des réclamations. It was receptive, and committed to modifying its work methods by incorporating the following three points:

- A return call is made to citizens who request it, at the very least, before a decision is made;
- In assessing claims categories using the standard procedures and criteria, case-by-case evaluation is now conducted, taking into account the specific circumstances of each claim;
- Where the situation warrants, information is shared about the possibility of submitting a complementary expert opinion.



# CENTRAL DEPARTMENTS

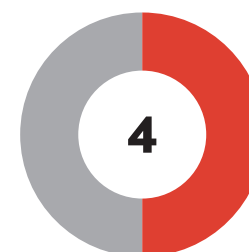
SERVICE DE LA CONCERTATION DES ARRONDISSEMENTS ET DE L'EXPÉRIENCE CITOYENNE

## Complaints by entity



### Topics of inquiries launched in 2024

Animals.....	2
Universal accessibility .....	1



Complaints founded: **2**  
Complaints ill-founded: **2**

Average processing time of inquiries: **47 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024



### Toward improved snow clearing of disabled passenger drop-off zones

In 2023, the Ombudsman de Montréal conducted an extensive systemic inquiry into Ville de Montréal's snow removal at disabled passenger drop-off zones. After concluding that inquiry, we issued a number of recommendations.

Early in 2024, responding to those recommendations, the City committed to making concrete changes:

- The service standard in the Politique de déneigement would be modified to ensure that disabled passenger drop-off zones with the official signage are cleared continuously once snow accumulation reaches 5 cm;
- There would be dedicated teams for snow removal at disabled passenger drop-off zones throughout Montréal, supported by the Service de la concertation des arrondissements et de l'expérience citoyenne;
- The boroughs would have to take inventory of disabled passenger drop-off zones to facilitate snow removal, and make required upgrades;

- New training would be developed for operators, 311 agents, and managers;
- A specific category would be created for snow removal at disabled passenger drop-off zones in the 311 computer system to enable improved handling of calls in the event of problems.

In summer 2024, the Ombudsman de Montréal began following up on those commitments to make sure the measures would be implemented in time for winter.

The Service confirmed that the team dedicated to snow removal at disabled passenger drop-off zones had been created and that the required training had been provided to the appropriate people. In fall 2024, the Service as well as the boroughs confirmed that upgrading of disabled passenger drop-off zones signage would be complete in time for winter.

The Ombudsman de Montréal notes that Ville de Montréal and the boroughs have followed through on their commitments. Our office, however, said it would closely monitor rollout of the new service during winter 2024–2025.



# CENTRAL DEPARTMENTS

SERVICE DE LA CONCERTATION DES ARRONDISSEMENTS ET DE L'EXPÉRIENCE CITOYENNE

Complaints  
by entity

## Improved procedure for follow-up of a case

We followed up on a case in which the Service de l'eau (Direction des réseaux d'eau) had pledged to look into using a work tool common to all boroughs to ensure smooth follow-up and communication among the public, the 311 service centre (rapid and priority response team, known by its French abbreviation IRP) and the boroughs' public works departments during severe freezing episodes. For various reasons, the solution that had been proposed was not viable.

Checks were conducted with the Service de l'expérience citoyenne et des communications and the 311 service centre (now the Service de la concertation des arrondissements et de l'expérience citoyenne) regarding the process for transmitting information internally when someone makes multiple calls about the same request. Indeed, in the case previously examined, the residents involved had complained, among other things, that they had received no updates for five days regarding the thawing of their water pipe, despite repeated calls to 311.

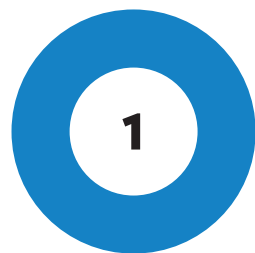
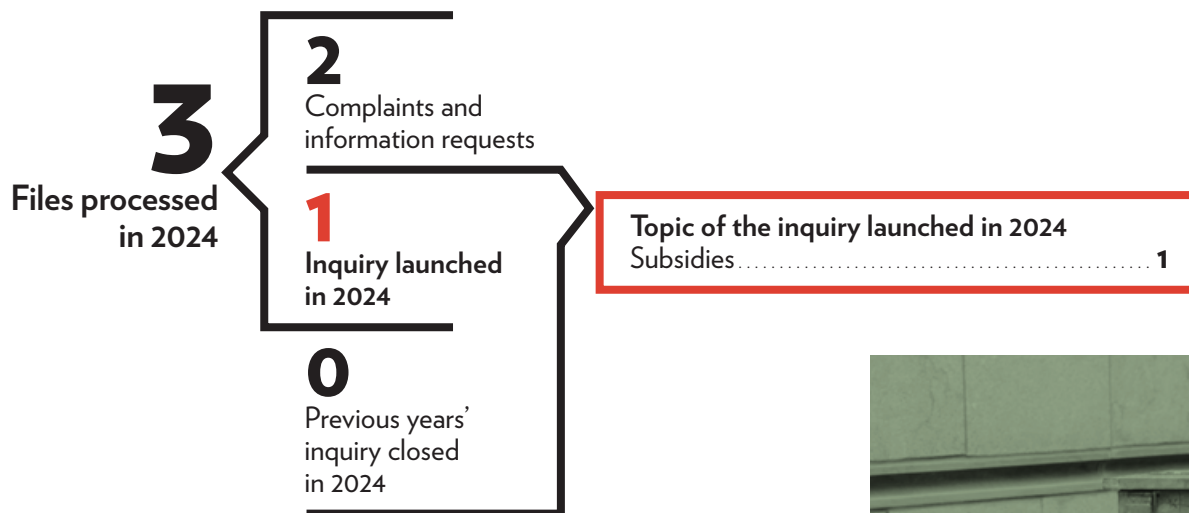
Our intervention has enabled clarification and improvements to the internal procedure followed by 311 agents when someone inquires about the status of their water pipe thawing request, to ensure that a response is transmitted. The procedure now clearly states that when a resident calls back for a status update, that request must be forwarded to the IRP team, which must liaise with the borough and make sure the resident gets follow-up.



# CENTRAL DEPARTMENTS

SERVICE DU DÉVELOPPEMENT ÉCONOMIQUE

Complaints  
by entity



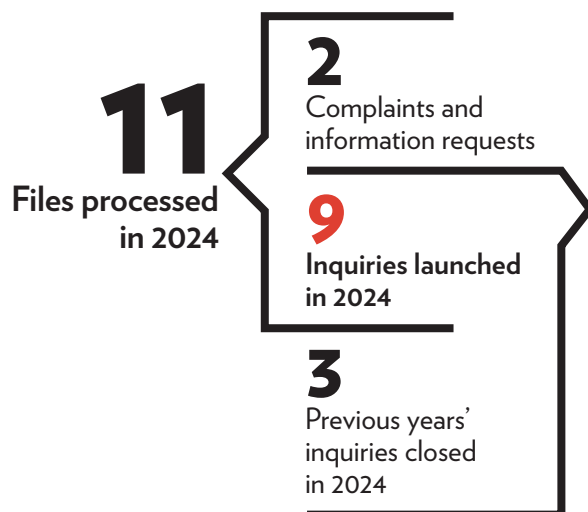
■ Pending: 1



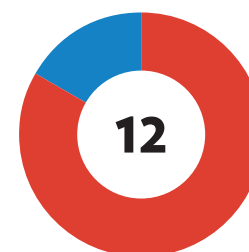
# CENTRAL DEPARTMENTS

SERVICE DE LA DIVERSITÉ ET DE L'INCLUSION SOCIALE

## Complaints by entity



**Topic of inquiries launched in 2024**  
Unhoused people and social coexistence..... **9**



Complaints founded: **10**  
Pending: **2**

Average processing time of inquiries: **20 days**

## EXAMPLE OF INQUIRY CLOSED IN 2024



### Witnesses to the crisis of vulnerable populations every day

Since 2021, the Ombudsman de Montréal has been addressing the issue of social co-existence and unhoused people in the Milton-Parc neighbourhood. In May 2022, we published the investigation report *Don't Look the Other Way*, in which we spoke of "a humanitarian crisis at the very heart of our city." We made five recommendations, regarding the implementation of a permanent shelter resource, upgrades to the financing method for community organizations, a preventive approach to the issue of unhoused persons, public participation, and improvements to concerted action, both internally and with partners.

During summer 2024, we received comments to the effect that the situation in the neighbourhood had deteriorated: the number of unhoused people with various profiles had increased, and there was a surge in consumption of crack. We began our half-year follow-up on the file with the goal of understanding and validating the situation on the ground.

Ville de Montréal, meanwhile, confirmed that, for a period of a few weeks, the closing of some resources in the area may have resulted in more people living on the streets. It continued the rollout of its plan:

- The Makivik support program was in development at the airport and was to be extended to Milton-Parc in the fall;
- The search for premises to establish a stable shelter was ongoing;
- The updating of the urban plan was under way;
- The Intergovernmental Strategic Committee on Inuit Homelessness was continuing its work.

We gathered accounts from residents of the neighbourhood until the end of 2024. They describe the human suffering they witness every day at their doorsteps, powerless to intervene. They also recount instances of violence and sexual and financial exploitation by pimps and drug dealers. There has been no improvement in safety and security.

Residents are also worried about uncleanliness in the area and, incidentally, a growing rat population.

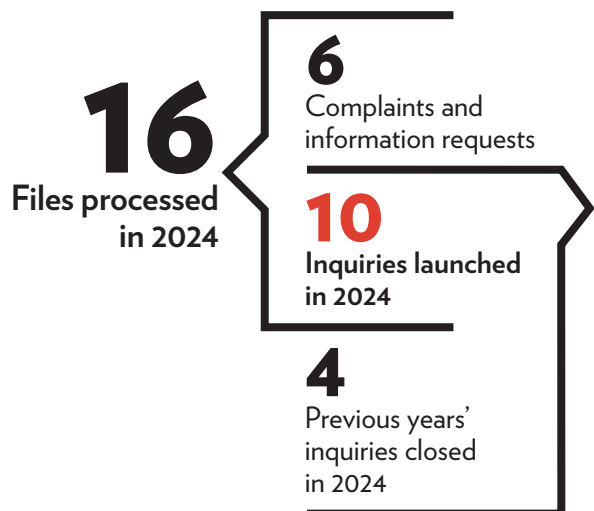
We have renewed our calls to the borough and Ville de Montréal to discuss these aspects. We will conclude our follow-up in 2025.



# CENTRAL DEPARTMENTS

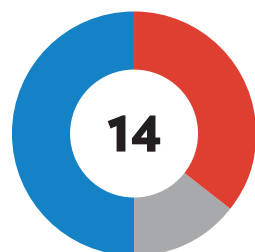
SERVICE DE L'EAU

Complaints  
by entity



## Topics of inquiries launched in 2024

Public works: waterworks and sewers..... **9**  
Municipal services: communications ..... **1**



Complaints founded: **5**  
Complaints ill-founded: **2**  
Pending: **7**

Average processing  
time of inquiries: **87 days**





# CENTRAL DEPARTMENTS

## SERVICE DE L'EAU

## Complaints by entity

### EXAMPLES OF INQUIRIES CLOSED IN 2024

#### Program to replace lead water intakes: two \$4,500 invoices cancelled

Ville de Montréal replaced a residence's water intake after it detected lead in the pipe. The owner was out of town when the work was done, however, and his tenant did not tell him about it. The owner learned that the work had been done only when he received an invoice in the amount of \$4,500.78.

The owner argued that the work was unnecessary because he had had the water intake replaced in 2015, at the same time as his immediate neighbour (who had also been billed \$4,500.78 by the City). He produced the invoice for the work he had done at the time along with a letter from the contractor hired to do it, who attested to having replaced both water intakes, from the interior of the properties all the way to the lot line.

Our investigation showed that no photograph existed of the excavated area, unlike in the case of some other files we have investigated, where the lead portion of pipe is visible at the lot line.

Furthermore, the applicable by-law states that the property owner must be notified before the work is to be conducted. In this case, had the owner been notified, he would have told the City about the work already done in 2015. The tenant, who was the person the City representatives met with, was in no way authorized to consent to the work being carried out on behalf of the owner.

Following discussions, the Service de l'eau informed us that it was cancelling the invoices issued to the property owner and the neighbour.

#### Improved procedure for follow-up of a case

We followed up on a case in which the Service de l'eau (Direction des réseaux d'eau) had pledged to look into using a work tool common to all boroughs to ensure smooth follow-up and communication among the public, the 311 service centre (rapid and priority response team, known by its French abbreviation IRP) and the boroughs' public works departments during severe freezing episodes. For various reasons, the solution that had been proposed was not viable.

Checks were conducted with the Service de l'expérience citoyenne et des communications and the 311 service centre (now the Service de la concertation des arrondissements et de l'expérience citoyenne) regarding the process for transmitting information internally when someone makes multiple calls about the same request. Indeed, in the case previously examined, the residents involved had complained, among other things, that they had received no updates for five days regarding the thawing of their water pipe, despite repeated calls to 311.

Our intervention has enabled clarification and improvements to the internal procedure followed by 311 agents when someone inquires about the status of their water pipe thawing request, to ensure that a response is transmitted. The procedure now clearly states that when a resident calls back for a status update, that request must be forwarded to the IRP team, which must liaise with the borough and make sure the resident gets follow-up.

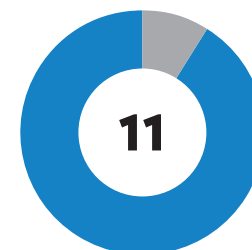
# CENTRAL DEPARTMENTS

## SERVICE DE L'ENVIRONNEMENT

## Complaints by entity



Topic of the inquiry launched in 2024  
Nuisances..... 1



Complaint ill-founded: 1  
Pending: 10

Average processing time of inquiries: **308 days**

### EXAMPLE OF INQUIRY CLOSED IN 2024

#### Management of nuisances caused by plant operations in a residential neighbourhood: patience, collaboration and major investments

A group of residents living near a yeast production plant complained about nuisances resulting from the company's operations:

- Pollution and odours;
- Noise;
- Truck traffic in violation of a ban in effect;
- Pedestrian safety issues.

The group asked our office to intervene in January 2023.

#### Pollution and odours

The plant makes its yeast product by injecting air into a liquid solution of water, molasses and ammonia that has been inoculated with yeast in fermenters.

The smell of molasses and yeast (fermentation) in the plant's atmospheric emissions and issuing from the sewers is a nuisance to the neighbourhood.

Furthermore, the plant discharges industrial wastewater into public sewage works.

#### Atmospheric emissions

In spite of multiple actions by the operator and monitoring by the Service de l'environnement since 1984, instances of regulatory non-compliance had persisted.

It was expected that installation of a regenerative thermal oxidizer (RTO) in 2020 would bring about a significant improvement to the situation.

The sampling procedure to ensure compliance of the RTO, monitored by the Service de l'environnement, was conducted while our investigation was under way and as scheduled, during spring and summer 2023.

The data collected at that time showed that the installation of the RTO had reduced odours by approximately 91%. In spite of that significant improvement, the regulatory standard for odour units per cubic metre was still being exceeded, and the operator applied corrective measures to address this in 2024.

A further compliance sampling procedure will be conducted in 2025, once again to be monitored by the Service de l'environnement, which has pledged to provide the results to our office.

# CENTRAL DEPARTMENTS

## SERVICE DE L'ENVIRONNEMENT

## Complaints by entity



### Industrial wastewater

The plant has had an industrial wastewater discharge permit since April 21, 1994, pursuant to the regulations that were in force at the time. That permit remains applicable and compliant.

At the time of this writing, the plant was compliant with regulations, except as regards Total Kjeldahl Nitrogen (TKN).

In 2025, we opened a file, on our initiative, to monitor the regulatory developments expected on the issue of TKN and to be kept informed of the Service de l'environnement's approach with respect to the discharging of that contaminant into the City's public sewage works.

### Odours from sewers

Sewer access covers and street catch basins had been identified as sources of foul air emissions on neighbouring streets.

In December 2022, the borough completed work to install 21 special check valves that prevent foul air from being emitted into the atmosphere but allow runoff water to be collected.

The borough and the Direction de l'épuration des eaux usées conducted an observation campaign based on human perception to assess the effectiveness of the check valves. The results of that monitoring, transmitted in January 2024, revealed an overall decrease in the number of complaints and odour indicators, thus confirming the valves' effectiveness. Further operations of this kind were scheduled for 2024 and 2025.

### Truck traffic and obstruction of the east sidewalk of rue A

Measures were taken by the borough to reduce nuisances caused by truck traffic on rue A, including its permanent closing south of rue C.

As concerns the safety issues arising from the obstruction of the rue A sidewalk by the trucks, studies have been conducted and the borough is working on a permanent reconfiguration plan that includes various options.

### Noise

Several studies were conducted to assess the impact of the noise from plant operations. These led to the issuing, in late 2024, of a statement of offence for loading and unloading of heavy vehicles between 10 p.m. and 7 a.m. within 50 metres of a site comprising residential properties.

Some of the noise nuisance results from truck back-up warning beeper, the sound level of which exceeds the regulatory limit at certain times of day. To date, no statements of offence have been issued in response.

The borough has pledged to maintain due diligence on the noise issue, and to continue its actions to ensure regulatory compliance.

### Conclusion

We are keenly aware of the efforts by the residents' group in this matter and of the inconveniences endured in the neighbourhood over the years. The investigation has shown that the major actions taken by the City, in collaboration with the plant, have reduced the nuisances considerably. That said, it is crucial that the City and the plant keep up their monitoring measures and remain vigilant. We will therefore be following up on the commitments made in this matter.

# CENTRAL DEPARTMENTS

SERVICE DES FINANCES ET DE L'ÉVALUATION FONCIÈRE

Complaints  
by entity

**37**  
Files processed  
in 2024

**33**

Complaints and  
information requests

**4**

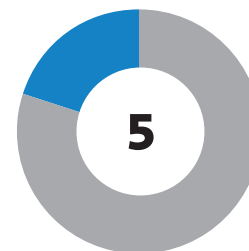
Inquiries launched  
in 2024

**1**

Previous years'  
inquiry closed  
in 2024

## Topics of inquiries launched in 2024

Taxes .....	3
Public property: occupancy or commercial activities .....	1



Complaints ill-founded: 4  
Pending: 1

Average processing  
time of inquiries: **23 days**

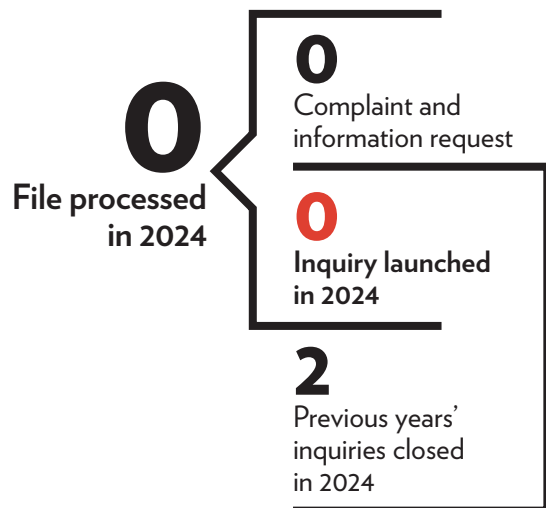




## CENTRAL DEPARTMENTS

### SERVICE DE LA GESTION ET DE LA PLANIFICATION DES IMMEUBLES

#### Complaints by entity



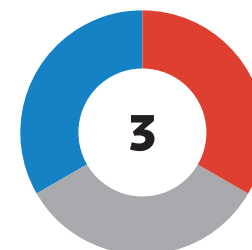
Complaints founded: **2**

Average processing time of inquiries: **665 days**

### SERVICE DES GRANDS PARCS, DU MONT-ROYAL ET DES SPORTS



Topics of inquiries launched in 2024	
Human rights.....	1
Environment and sustainable development.....	1
Sports and leisure.....	1



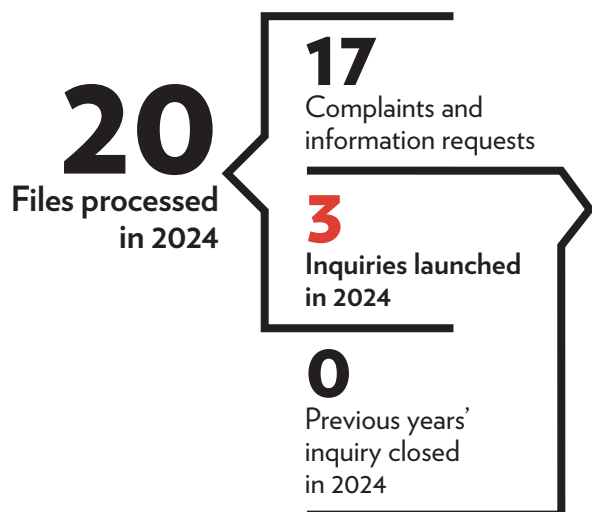
Complaint founded: **1**  
Complaint ill-founded: **1**  
Pending: **1**

Average processing time of inquiries: **98 days**

# CENTRAL DEPARTMENTS

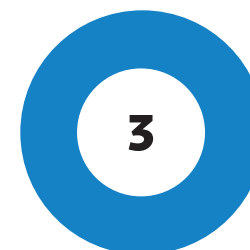
SERVICE DU GREFFE

Complaints  
by entity



## Topics of inquiries launched in 2024

Human rights .....	2
Citizen participation .....	1



■ Pending: 3



## EXAMPLE OF INQUIRY CLOSED IN 2024



### Depictions of women wearing headscarves at City Hall and an outdoor exhibition

A large poster installed in the lobby of Montréal City Hall depicted a woman wearing a headscarf at its centre, with an elderly man to her left and a young man wearing a baseball cap to her right.

The poster, which many people felt was out of step with certain democratic values in our society, caused a media firestorm. Several people complained to the Ombudsman de Montréal.

In November 2024, the Service du greffe confirmed to the complainants that the poster would be replaced in February 2025 by a new concept, in keeping with an announcement made by the Mayor of Montréal.

# CENTRAL DEPARTMENTS

## SERVICE DU GREFFE

## Complaints by entity

Basing their arguments on the *Montréal Charter of Rights and Responsibilities*, one of the complainants contacted our office to demand the immediate removal of the poster and others that were part of an exhibition titled *La Charte montréalaise des droits et responsabilités : votre ville, vos droits*, set up in front of the Lucien-Saulnier Building, which also depicted women wearing headscarves.

He also asked that Ville de Montréal issue a public apology to Montrealers for failing to respect equal rights for women and men and for contravening the principle of state secularism.

Given that the poster was about to be withdrawn and in order to make reasonable use of our limited resources, we conducted a summary analysis of the complaint, with full respect for our jurisdiction, which does not cover decisions made by elected officials.

People may interpret the poster as conveying a pluralist message of welcome, one of inclusive diversity.

It appears, however, that the depiction of the Islamic hijab in this instance creates a “malaise” for others, who perceive the headscarf as a manifestation of the oppression of women, in addition to being a religious symbol that has no place in a building that is home to Ville de Montréal’s decision-making bodies, which have a duty of religious neutrality.

The issues raised by the poster were both legal and political. Given the scope of our jurisdiction, our intervention in this case was limited strictly to determining whether, by keeping the poster in place, Ville de Montréal had breached the Montréal Charter.

To delimit the substance of the rights and undertakings of the Charter in question, we referred, pursuant to its preamble and Section 34, to the relevant provisions of the *Québec Charter of Human Rights and Freedoms* and the *Canadian Charter of Rights and Freedoms* as well as the courts’ interpretation of them.

We fully appreciate that the depictions in question, in particular that of the poster at City Hall, stirred up passions on both sides as a result of perceptions, values and

sentiments specific to every individual, which we do not dispute. The role of the Ombudsman de Montréal here was not to evaluate the political suitability of such depictions, but to determine whether a right protected by the Montréal Charter had been infringed upon. Accordingly, based on our analysis of the core legislative instruments referred to above and on jurisprudence, we concluded that the poster did not undermine gender equality or infringe upon freedom of conscience and religion.

The welcome poster was not an inducement to wear the headscarf or to adhere to the precepts underlying it. The mere reference to the hijab in a work shown in public does not compromise the right to gender equality: people, whatever their gender, are free to think whatever they wish about it and their rights are not affected.

The depiction of a woman wearing a hijab does not violate the principle of state secularism or religious neutrality, which stems from the freedom of conscience and religion protected by both the Québec and Canadian charters, the contours of which have been clarified by the Supreme Court of Canada.

Although the poster was displayed at the entrance to the building that is home to the municipality’s decision-making bodies, it was not inside a decision-making chamber. Under the circumstances, we could not conclude that the City, in displaying the poster, had professed, adopted or favoured one belief to the exclusion of others, and that one or more persons was prevented from exercising their freedom of conscience and religion.

There is a difference between saying that a picture does not properly reflect our democratic values and claiming that an image violates fundamental individual rights.

For the same reasons, the posters in the exhibition on the Montréal Charter, considered in light of the exhibition as a whole, did not discriminate on the basis of gender or religion.

Under the current state of the law, the welcome poster and the exhibition posters, considered in their contexts, did not impair the citizens’ exercise of his fundamental rights enshrined in the abovementioned charters.

# CENTRAL DEPARTMENTS

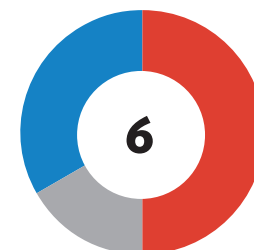
## SERVICE DE L'HABITATION

### Complaints by entity



#### Topics of inquiries launched in 2024

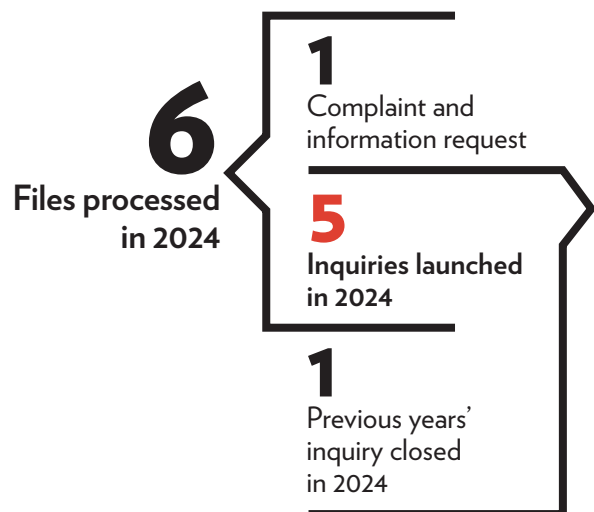
Municipal services: procedures and delays	2
Subsidies	2



Complaints founded: **3**  
Complaint ill-founded: **1**  
Pending: **2**

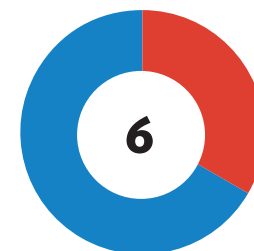
Average processing time of inquiries: **265 days**

## SERVICE DES INFRASTRUCTURES DU RÉSEAU ROUTIER



#### Topics of inquiries launched in 2024

Public works: waterworks and sewers	2
Public property: occupancy or commercial activities	1
Nuisances	1
Safety	1



Complaints founded: **2**  
Pending: **4**

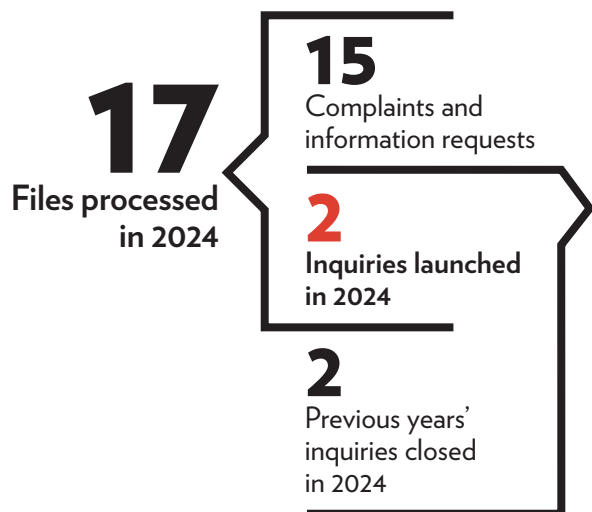
Average processing time of inquiries: **73 days**



# CENTRAL DEPARTMENTS

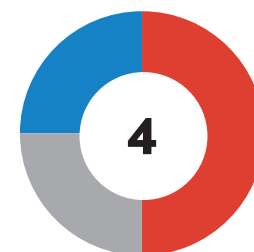
SERVICE DE SÉCURITÉ INCENDIE DE MONTRÉAL

Complaints  
by entity



## Topics of inquiries launched in 2024

Human rights .....	1
Nuisances .....	1



Complaints founded: **2**  
Complaint ill-founded: **1**  
Pending: **1**

Average processing  
time of inquiries: **429 days**

## EXAMPLE OF INQUIRY CLOSED IN 2024

### Duty to assist a mobility-impaired citizen trapped in a commercial building

Our office was forced to intervene to make sure an unfortunate situation experienced by a citizen would not recur.

A citizen who uses a wheelchair realized that he was trapped after 6 p.m. on the 15<sup>th</sup> floor of the downtown Montréal building where he works. For reasons unknown, the elevators were no longer working. As the man was unable to reach building security or the owner, he called 911, and his call was transferred to the fire department (the Service de sécurité incendie de Montréal, or SIM). It refused to respond, arguing that firefighters are dispatched only in a situation where someone is stuck inside an elevator. The citizen therefore decided to drag himself down the 15 floors of stairwells to descend to the exit while some co-workers, who are also persons with disabilities, carried his wheelchair down the stairs.

This situation posed a very high risk of falls or injury for the people involved, although, fortunately, no such harm resulted. In a bid to prevent similar incidents

from happening again, the citizen reported the episode to members of the municipal council and to the SIM. Having received no satisfactory response after several months, he contacted our office.

We contacted the police department (the Service de police de la Ville de Montréal, SPVM), which is responsible for the 911 call centre, and the SIM to identify a way of preventing the recurrence of such an unacceptable situation. Several discussions ensued. The SIM also consulted the Urgences-santé ambulance service.

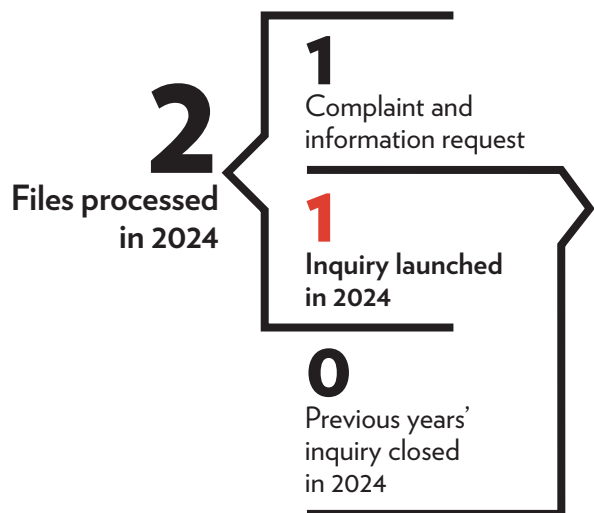
Eventually, the SIM and the SPVM agreed to modify their respective protocols to explicitly address situations in which someone is trapped in a building that is not their residence. From now on in such circumstances (which remain exceptional), the SIM will be the front-line responder to help the person get out of the building.

The SIM also committed to following up with the owner of the building in question to make sure they possess standards-compliant emergency plans. The Ombudsman de Montréal is monitoring the outcome of that process.

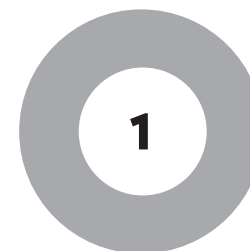
# CENTRAL DEPARTMENTS

SERVICE DE LA STRATÉGIE IMMOBILIÈRE

Complaints  
by entity



Topic of the inquiry launched in 2024  
Alleyways ..... **1**



■ Complaint ill-founded: **1**

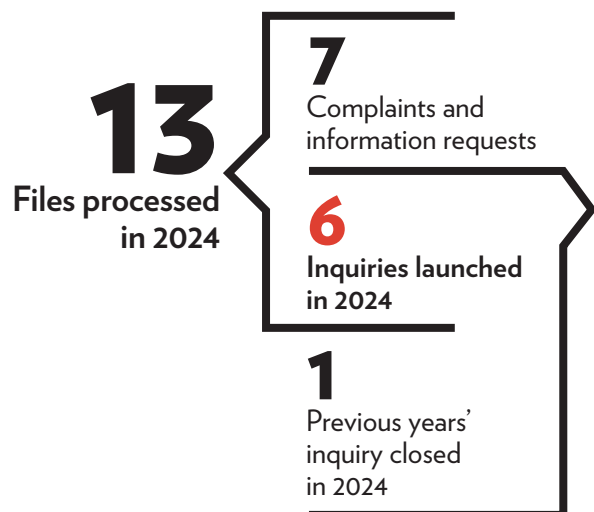
Average processing  
time of inquiries: **36 days**



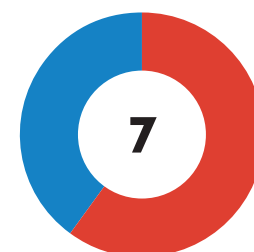
# CENTRAL DEPARTMENTS

SERVICE DE L'URBANISME ET DE LA MOBILITÉ

Complaints  
by entity



Topics of inquiries launched in 2024	
Citizen participation .....	3
Safety .....	2
Public works: roads and sidewalks .....	1



Complaints founded: **4**  
Pending: **3**

Average processing  
time of inquiries: **137 days**

## EXAMPLES OF INQUIRIES CLOSED IN 2024

### Safety at the intersection of rue Cartier and rue Sherbrooke Est

A resident was concerned about safety at the intersection of rue Cartier and rue Sherbrooke Est. He had observed frequent accidents and instances of motorists failing to respect the signage in effect, emphasizing that there is a medical clinic located at this intersection and the situation was putting vulnerable people at risk. The resident had expressed his concerns to Ville de Montréal in fall 2022. In summer 2024, the Service de l'urbanisme et de la mobilité (SUM) said it was dealing with the situation. Certain actions were taken, notably improvements to the visibility of signage, and other measures were planned. The resident, however, noted no improvements. After witnessing another accident in September 2024, he contacted us.

From the outset of our investigation, the SUM acknowledged the problem and informed us of a solution to improve safety at the intersection. Arrondissement de Ville-Marie modified the street signage to prohibit two particularly dangerous manoeuvres at all times, whereas they had previously been permitted during

off-peak hours. Bollards were also installed in the middle of the road to prevent these prohibited manoeuvres and make the intersection safe. The Ombudsman de Montréal monitored the case until the work was done in November 2024.

The SUM plans to assess the impact of these measures in spring 2025 and then decide whether to install a permanent physical barrier at the intersection of rue Cartier and rue Sherbrooke Est. It has also committed to conducting traffic safety observations in the vicinity of the intersection at the same time. It should be noted that traffic on this stretch of rue Sherbrooke Est is heavier because of the ongoing repair work on the Louis-Hippolyte-La Fontaine Tunnel, and the SUM has been working with the Ministère des Transports et de la Mobilité durable to manage the traffic impacts.

Our office will be following up on the SUM's actions in the spring 2025.

# CENTRAL DEPARTMENTS

## SERVICE DE L'URBANISME ET DE LA MOBILITÉ

## Complaints by entity



### Henri-Bourassa sustainable mobility corridor: public participation in safe planning that respects universal access principles

A group of Arrondissement d'Achats-Cartierville residents living near boulevard Henri-Bourassa challenged the City's decision to install the first phase of the sustainable mobility corridor on the boulevard (between avenue Marcellin-Wilson and rue Lajeunesse), consisting of a stretch of the Réseau express vélo (REV) cycling network and a bus rapid transit (BRT) corridor, arguing that it contravened several of the City's commitments under the *Montréal Charter of Rights and Responsibilities*.

The group claimed that the following commitments, among others, were contravened:

- Encouraging public participation;
- Developing its territory in a safe manner;
- Promoting universal access in developing its territory.

They also complained about the lack of true public consultation on the project.

#### Public participation

Between June 2023 and winter 2024, the SUM conducted a concertation process regarding the first phase of the project to gather stakeholders' opinions.

It is clear that this concertation process was not equivalent to a public consultation or an active participation measure as defined in the *Act respecting land use planning and development* as well as the *Regulation respecting public participation in matters of land use planning and development*.

That said, although we appreciate that citizens would have wanted that type of consultation, it bears mentioning that Ville de Montréal's commitment to promoting public participation does not mean that its planning decisions or the project in question must be subject to a participatory initiative of that scale and scope.

We concluded that the City, through the concertation process that it conducted, did fulfil its commitments as regards public participation, notably because:

- The project was presented to the public in advance of the elected officials' decision-making;
- The concertation process conducted was proportional to the scale of the project, and was aimed primarily at the people affected by it;
- Various means of communication were used to inform interested parties of the project and gather their questions and comments;
- The concertation process was sufficiently long to give the interested parties enough time to contribute to the project via their questions and comments; and
- There was feedback from the City and adjustments were made to the project following the process.

#### Safety of planning

The SUM explained the lack of a study on traffic flow by the fact that vehicular fluidity was not the sole objective of the project. Rather, the project is in keeping with the City's vision to reduce the proportion of solo drivers in favour of more sustainable modes of transport.

Instead, the SUM conducted mobility studies focusing on ensuring the safety of all modes of transport by means of timed traffic lights taking into account the existing flows.

According to the SUM, the expected short-term impacts of the project, including vehicular traffic congestion, are not related to the safety of the physical spatial design itself, and will be managed using best practices in this field, i.e., monitoring and the usual traffic-calming mechanisms.

To that end, the SUM is currently drafting a project implementation follow-up plan. That plan and monitoring of the project are of crucial importance to us. We will therefore be intervening with the SUM again in 2025 to ensure due diligence is applied to the planned measures and to be kept informed of any actions or changes stemming from that due diligence. At that time, the complainants will be contacted to gather their comments and recent experiences relative to the safety of movement on the boulevard and surrounding streets.

#### Universal access

The information provided by the SUM shows that universal access principles were properly taken into consideration in the planning and implementation of the project.



## OTHER ENTITIES

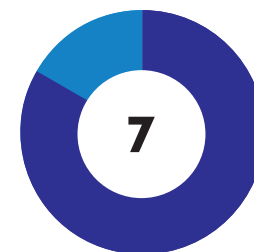
### AGENCE DE MOBILITÉ DURABLE (AMD)

### Complaints by entity



#### Topics of inquiries launched in 2024

Statements of offence.....	5
Universal accessibility .....	1
Municipal services: procedures and delays .....	1



■ Complaints founded: 5  
■ Pending: 2

Average processing time of inquiries: **56 days**

#### EXAMPLE OF INQUIRY CLOSED IN 2024

##### Signage for temporary parking restrictions: statements of offence withdrawn

A resident complained that, along with other residents on her street, she had been issued a statement of offence early one morning in February 2024 for not obeying temporary signage prohibiting parking because of roadwork, although the signs were not installed until late in the previous day, around 11:30 p.m.

The *By-law on traffic and parking* for the borough in question, and those for several others, states that when parking spaces are to be reserved, the permit holder must install, at least 12 hours but not more than 14 hours before parking there, code-compliant signage prohibiting parking.

Furthermore, the standardized technical document defining Ville de Montréal's requirements for maintenance and management of the mobility of all users of public roads, and of temporary signage during work, states, among other things, that the contractor must install temporary signs between 12 and 14 hours before the start of the parking restriction period. It further states that it must take time-stamped photos of the installation and complete a form providing certain information, such as the

times at which the signs were installed and the public property occupancy permit issued by the borough. The form must be signed by certain designated individuals and forwarded to the AMD, with copies to the manager responsible for the worksite or their representative.

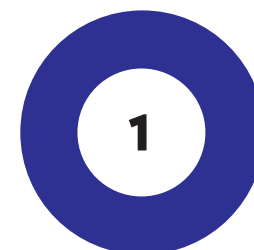
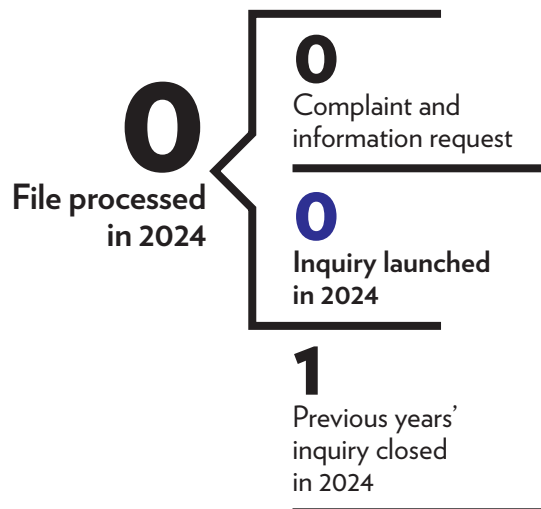
It was not possible to verify when the signs had been installed, because time-stamped photos were not available. Nevertheless, we concluded that the rules for installation of the temporary signage had not been complied with: the form had been sent to the AMD before the signs were installed. In our opinion, that fact casts serious doubt on whether the signs had been installed on time. The purpose of the form is to confirm the installation time, not to schedule it. This type of practice should be discouraged and reported. We submitted this evidence to the AMD, which agreed to request the withdrawal, from the Municipal Court, of the resident's statement of offence as well as one issued to her neighbour.

The AMD, which had already been planning to review the sign installation form, pledged to assess how time-stamped photos could be added to the form when required (i.e., for towing).

# OTHER ENTITIES

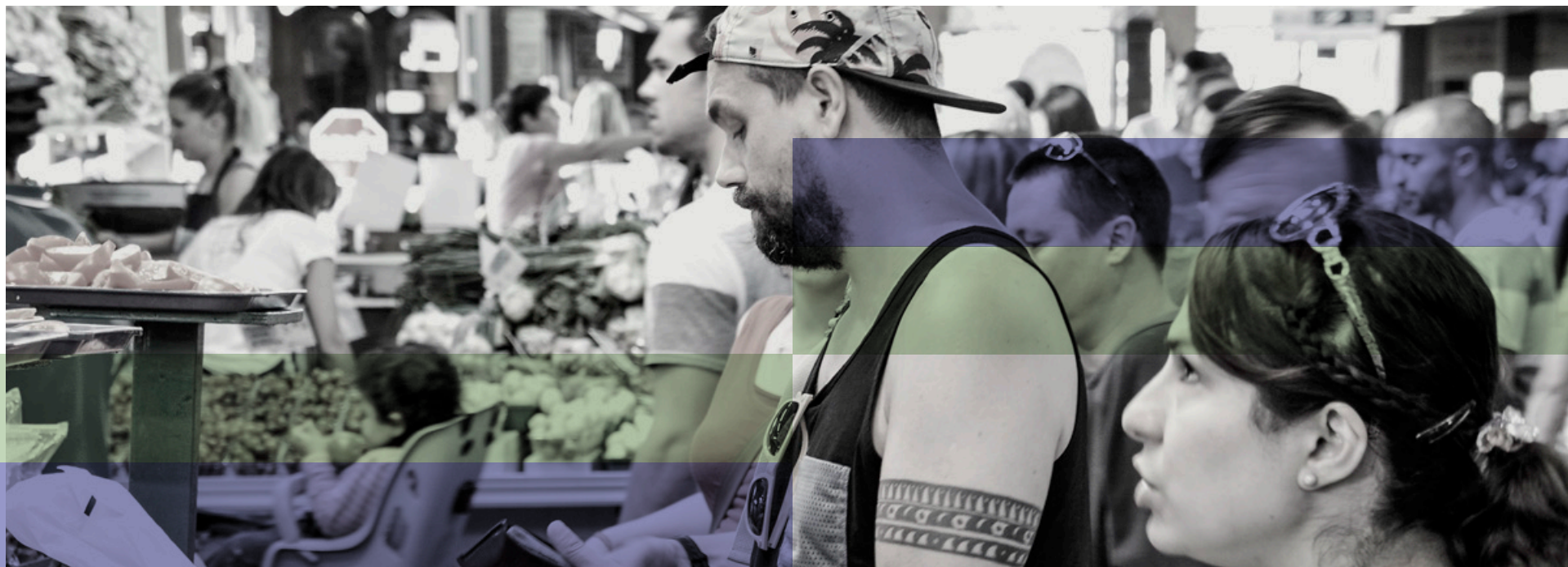
CORPORATION DE GESTION DES MARCHÉS PUBLICS DE MONTRÉAL

Complaints  
by entity



■ Complaint founded: **1**

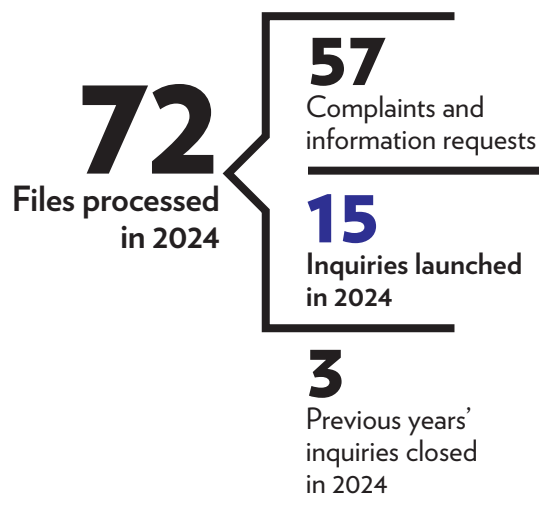
Average processing  
time of inquiries: **478 days**



## OTHER ENTITIES

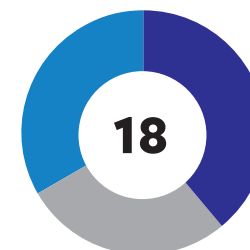
### OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM)

### Complaints by entity



#### Topics of inquiries launched in 2024

Nuisances.....	4
Access to social/affordable housing.....	3
Buildings: maintenance and salubrity.....	3
Tenant/landlord relations (linked to Ville de Montréal).....	2
Universal accessibility.....	1
Municipal services: communications.....	1
Public works: snow removal.....	1



Complaints founded: **7**  
Complaints ill-founded: **5**  
Pending: **6**

Average processing time of inquiries: **73 days**



#### EXAMPLE OF INQUIRY CLOSED IN 2024

##### Emergency temporary housing cut short two weeks before the Holidays, in the midst of the housing crisis, and the question of procedural equity

A citizen contacted our office on November 27, 2024. He explained that since September 4, 2024, he had been benefiting from temporary housing at the Hôtel E, through assistance granted to him by the Service de référence of the OMHM. However, on November 25, his case officer had notified him of the decision to end the arrangement, telling him he would have to leave the hotel within four days.

The complainant argued that the reasons given for the decision were unclear, incoherent and unfounded. He asked that the assistance be extended for a reasonable period, otherwise he would be out on the street.

On November 28, we obtained an initial report from the OMHM on the decision to cut short the citizen's temporary housing.

The temporary housing agreement signed by the citizen stipulated, among other things, that he had to actively search for housing and prove to the OMHM that he was doing so. The agreement also stated that the first two months of housing would



## OTHER ENTITIES

### OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM)

### Complaints by entity

be provided free of charge and that, starting November 1, he would have to pay a monthly contribution of \$403.

We informed the OMHM that although it had notified the citizen starting in October 2024 that failure to co-operate on his part would result in the termination of the housing arrangement, the initial decision in November 2024 to terminate it was unfair, because:

- The officer who first sent notice of the decision by e-mail on November 20 did not have the authority to render it;
- The decision lacked sufficient grounds and contained no references to the citizen's version of the facts;
- The decision failed to consider a number of relevant elements, including visits to the citizen's room by staff from the Service de référence and the summary of those visits;
- The notes to the citizen's file show that he was given no real opportunity to state his point of view. Even though the OMHM was under no obligation to accept his reasoning, it had a duty to give it serious and impartial consideration, which it neglected to do; and
- The few days' notice given to the citizen to vacate his room under the circumstances was inadequate.

The citizen had not paid the contributions for the months of November and December 2024.

On December 6, 2024, we interceded once again on his behalf, asking that the OMHM not terminate the housing agreement two weeks before the Holidays as it had proposed to do, and that a reprieve be granted. The OMHM agreed. In January 2025, the citizen had still not paid any contribution. He hoped to secure a space in a rooming house starting February 1; upon verification, however, that lease never materialized because of his case history with the Tribunal administratif du logement.

Eventually, the OMHM ruled that the temporary housing arrangement would end on January 18, 2025, as the citizen had failed to comply with the terms of the abovementioned agreement. Although the decision was particularly difficult for him, it appeared reasonable to us, given his non-compliance with certain conditions of the agreement and the OMHM's limitations in administering the applicable program.

At the time of writing, the OMHM was reviewing its procedures to ensure that the process for any decision to terminate a temporary housing agreement will henceforth adhere to the guarantees of procedural fairness.

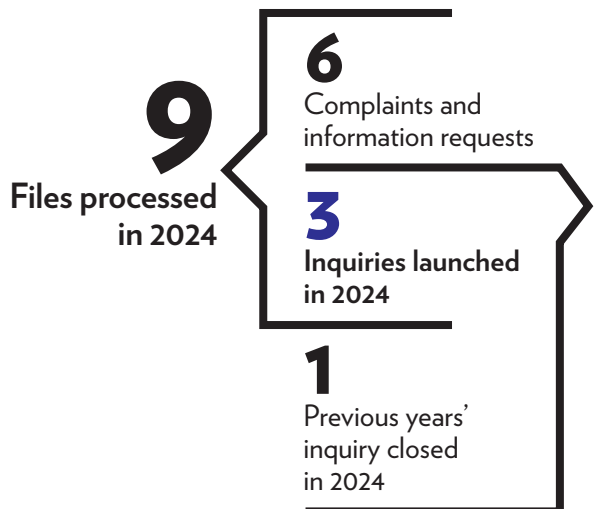




## OTHER ENTITIES

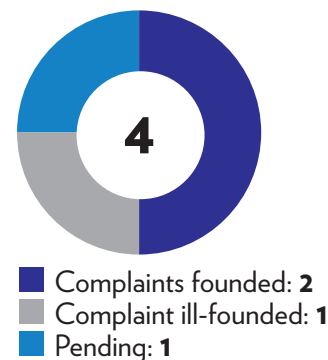
SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM)

### Complaints by entity

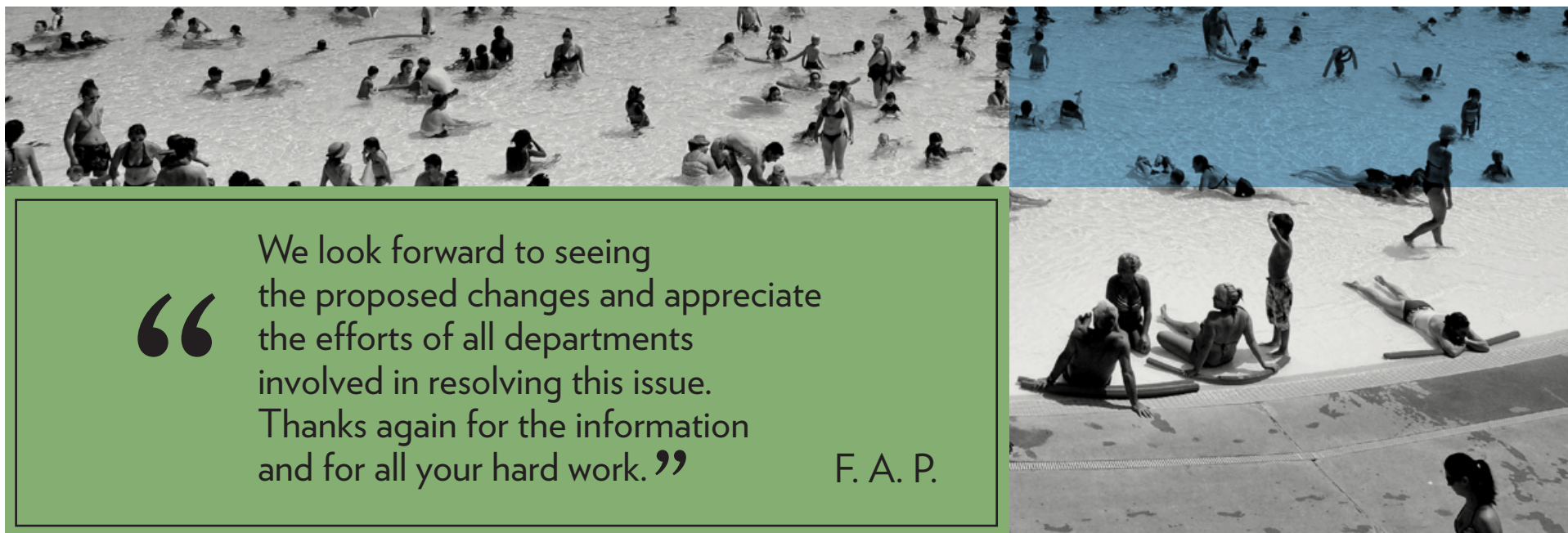


#### Topics of inquiries launched in 2024

Calls for tenders and contracts .....	1
Buildings: maintenance and salubrity.....	1
Tenant/landlord relations (linked to Ville de Montréal) .....	1



Average processing time of inquiries: **40 days**



“ We look forward to seeing the proposed changes and appreciate the efforts of all departments involved in resolving this issue. Thanks again for the information and for all your hard work. ”

F. A. P.

# Photos

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**Legal Deposit 2<sup>nd</sup> Quarter 2025**

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