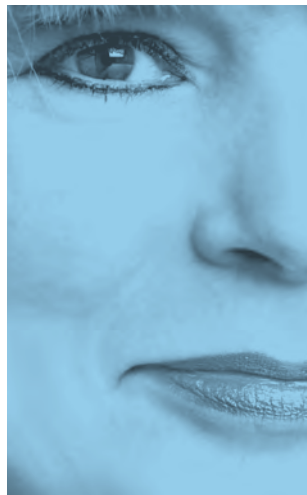


A
trustworthy
and unbiased
voice



Legal Deposit - Second Quarter 2011
Library and Archives Canada
Bibliothèque et Archives nationales du Québec
ISSN: 1929-7211 (Print)
ISSN: 1929-722X (Online)
ISBN: 978-2-7647-1118-7 (Print)
ISBN: 978-2-7647-1120-0 (Online)

Please note that this English translation takes into account instructions received from the *Office québécois de la langue française* which require that titles and names of boroughs, departments, paramunicipal agencies and City-controlled corporations be written in French, even in the English version.



June 20, 2011

City Council of Ville de Montréal
C/O: Office of the Council Chairperson
275, Notre-Dame East, Suite R-134
Montréal (Québec) H2Y 1C6

RE: Annual Report of the OMBUDSMAN DE MONTRÉAL for 2010
"A Trustworthy and Unbiased Voice"

Dear City Councillors,

It is with great pleasure that I submit to you the **OMBUDSMAN DE MONTRÉAL** Report for the year 2010.

Our theme, ***"A Trustworthy and Unbiased Voice"*** bears witness as to how, on a daily basis, we impact positively on the quality of municipal services. The bonds of trust we have built over the years, with both citizens and City representatives of Montréal, are key to our success: they know of our rigorous approach and have trust in our impartiality, good judgement and ability to find practical and efficient solutions to problems that were identified.

The look of this Annual Report is different. We have opted for a more alleviated format so as to make its consultation easier for most of our readers. Complex charts that interest mostly municipal managers are no longer included in this Report: they are listed in Addendum D and will be available on our Web site only.

In 2010, we have handled 1464 files including 1444 new complaints received in 2010: 67 involved commitments of the Montréal Charter of Rights and Responsibilities with regard to which there is only one recourse, i.e. a complaint to the **OMBUDSMAN DE MONTRÉAL**. Part III of the Report is specifically dedicated to this Charter.

I am confident that you will appreciate this document. I remain at your disposal to answer any question or provide any additional relevant information.

Trusting the whole will be deemed to your entire satisfaction, I remain,

Yours very truly,

Johanne Savard, Ombudsman

Ensuring Equity



Table of contents

Part I

Citizens' testimonies.	8
Message from the Ombudsman	9

Part II

COMPLAINTS HANDLED IN 2010, INCLUDING CHARTER FILES

• Number of complaints handled, in 2010	14
• Thorough investigations, in 2010	14
• Most frequent topics of complaints concerning Ville de Montréal, in 2010	14
• Boroughs most often the subject of a complaint, in 2010.	15
• Central Departments most often the subject of a complaint, in 2010.	15
• Paramunicipal agencies, City-controlled corporations and other City related organizations, most often the subject of a complaint, in 2010	15
• Complaints against Political Entities, in 2010	15
• Average processing time, in 2010	15
• How complaints were lodged, in 2010	16
• Plaintiffs' profile, in 2010	16

Examples of cases handled in 2010, excluding Charter files

1 Local improvement tax and Calculation error	17
2 Transfer or Sale of public alleys	17
3 City phone calls, from a number where the call cannot be returned	18
4 RECOMMENDATIONS denied – Reduction of storage fees – Furniture and personal belongings of evicted citizens	18
5 Permit denied in spite of a foreseen regulation change	19

Evolution of previous files

6 Tax reimbursement cheques that are not cashed in - Follow-up procedure	19
7 Long processing delays – <i>Bureau des réclamations</i>	20
8 Municipal parking meters less than five meters away from a fire hydrant: Double Standard – Justice and Equity	20

Part III

THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

• Main undertakings contained in the Charter	23
• Citizen's right of initiative – Public Consultations	24
• Public Consultation on the Charter, in 2010	24

Charter files handled in 2010

• Topics of Charter complaints, in 2010	25
• Boroughs most subject to Charter complaints, in 2010.	26
• Central Departments most subject to Charter complaints, in 2010	26
• Paramunicipal Agency subject to Charter complaints, in 2010	26
• Political entity subject to a Charter complaint, in 2010.	26
• Average processing time of Charter complaints, in 2010.	26
• Plaintiffs' profile – Charter files, in 2010	27

Examples of Charter files, in 2010

1 Wording of Permit Application	28
2 Excessive noise – Garbage collection at night	28

3	Grab rails – Bathroom adapted for the handicapped - Ville de Montréal City Hall	28
---	---	----

Evolution of Previous Charter files

4	Lowering on-street parking meters – Prepaid Card Payment System and Phone Payment System	29
5	Protection of the natural patrimony – Parc Angrignon forest	29
6	Terrace noise – Quality of life of neighbouring residents - Boris Bistro	30

ADDENDA

Addendum A

The OMBUDSMAN DE MONTRÉAL in a nutshell	32
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Addendum B

Our team	33
--------------------	----

Addendum C

CHARTS

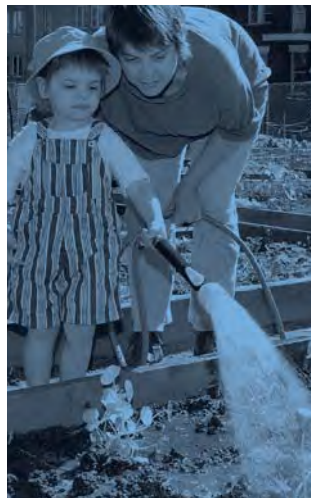
Chart R1	Complaints handled in 2010	36
Chart R2	Evolution – Number of complaints – By topic	37
Chart R3	Results / By topic	40
Chart R4	Evolution – Number of complaints – By Borough.	44
Chart R5	Evolution – Number of complaints – By Central Department.	45
Chart R6	Evolution – Number of complaints – By Paramunicipal agency, City-controlled corporation and other City related organization	47

Chart R7	Evolution – Number of complaints – By Political entity.	48
Chart R8	Final response period	49
Chart R9	Demographic Data	50
Chart R10	Charter files – Number of complaints / By topic	52
Chart R11	Charter files – Results / By specific provision of the Charter	54
Chart R12	Charter files – Topic of complaints / By entity	57

Addendum D

List of documents and Charts available on our Web site	64
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Promoting Respect



Part I

Citizens' testimonies

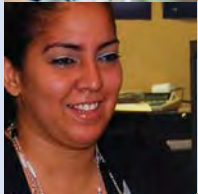
Notwithstanding their busy schedules, some citizens take the time to show their appreciation for the help we have provided. Here are some examples of such testimonies received in 2010 (translations):



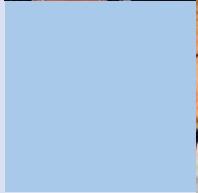
*"...Thank you for the excellent work you have accomplished with Ville de Montréal in my file. Without you, I would never have succeeded.
Thanks, thanks and thanks again..."*



*"...A huge thank you for your recent intervention.
Thanks to you, I have regained trust. The "system" is not so badly out of sorts, after all! Keep your rigour and humanity.
At my age, I had doubts.
Thank you again..."*



"...A special thank to you for clearing up this imbroglio with a lot of tact and patience. Thank you also for having kept me informed of ongoing developments, on a regular basis..."



Message from the Ombudsman

Since the creation of this type of position by the Swedish government, in 1809, legislative ombudsmans contribute daily to the improvement of public services provided to citizens and find ways to rectify mistakes and injustices. The **OMBUDSMAN DE MONTRÉAL** is no exception. Better understanding by municipal managers of the needs, expectations and apprehensions of citizens; Increased awareness of citizens of the constraints and obligations of these managers; Improved Justice and Equity of municipal decisions and of the decision making processes; Easier access to relevant information written in clear language: these are only few examples of the positive impact of our interventions.



We are earnest promoters of **Mutual Respect** between the public administration and the citizens it serves and of exemplary **Ethical Behaviour**, real and apparent. These values are key to Ville de Montréal's credibility and to the trust of citizens in this institution.

For the **OMBUDSMAN DE MONTRÉAL**, Ethics is not limited to respecting a certain set of rules: it is a much broader concept that includes moral **values** and requires exemplary behaviour in view of integrity, honesty and probity.

The great majority of Ville de Montréal representatives abide by these values and collaborate to our efforts. This should come as no surprise since our *raison d'être* is the same, i.e. for the City to provide the best services possible to its citizens.

When possible, we invite the 19 boroughs to harmonize their approach even in fields falling under their exclusive jurisdiction so as to strengthen the sense of belonging of citizens to the large city that Montréal is.

In November and December 2010, we attended the first Public Consultation on the *Montréal Charter of Rights and Responsibilities*, under the aegis of the *Office de consultation publique de Montréal*. We submitted a Review Report on all Charter files handled by the **OMBUDSMAN DE MONTRÉAL** during its first 4 1/2 years of existence. We attended all of the information sessions and were also present at all the following presentations by citizens and community groups. Citizen participation was truly enthusiastic and the whole exercise, very enlightening.

My office is supported by an exceptional team made up of competent and devoted people. Thanks to the hiring of two lawyers, in 2010, our office is finally autonomous with regard to legal expertise.



OMBUDSMAN DE MONTRÉAL's team, fall 2010

On another note, the much anticipated and needed renovations of the premises where we moved in 2009, should be completed in 2011.

Although our office has existed for seven years already, our greatest challenge remains to make the **OMBUDSMAN DE MONTRÉAL** better known by more citizens. I make myself available to the media, give many conferences and participate in numerous meetings and workshops where I have the opportunity to explain and discuss our role and mandate with different community groups.

In 2010, the *clef en mains* project we offer to elementary school teachers, jointly with the Centre d'histoire de Montréal, on mediation and conciliation, the role of the **OMBUDSMAN DE MONTRÉAL** and the Montréal Charter of Rights and Responsibilities reached approximately 530 students. These young people learned about both our office and alternative dispute resolution approaches that can be integrated in different aspects of their daily life.

Moreover, through our special project dedicated to **new Montréal immigrants**, I had the opportunity to meet, exchange and explain our role and mandate with 55 new Montrealers, in the context of their *Francization Program*.

In 2011, we plan to upgrade our electronic communication tools. The access, speed and interactivity of social media could bring us closer to many Montréalers and provide increased notoriety to our office. We have also undertaken a complete review of our Web site so as to make it more user-friendly and more interesting.

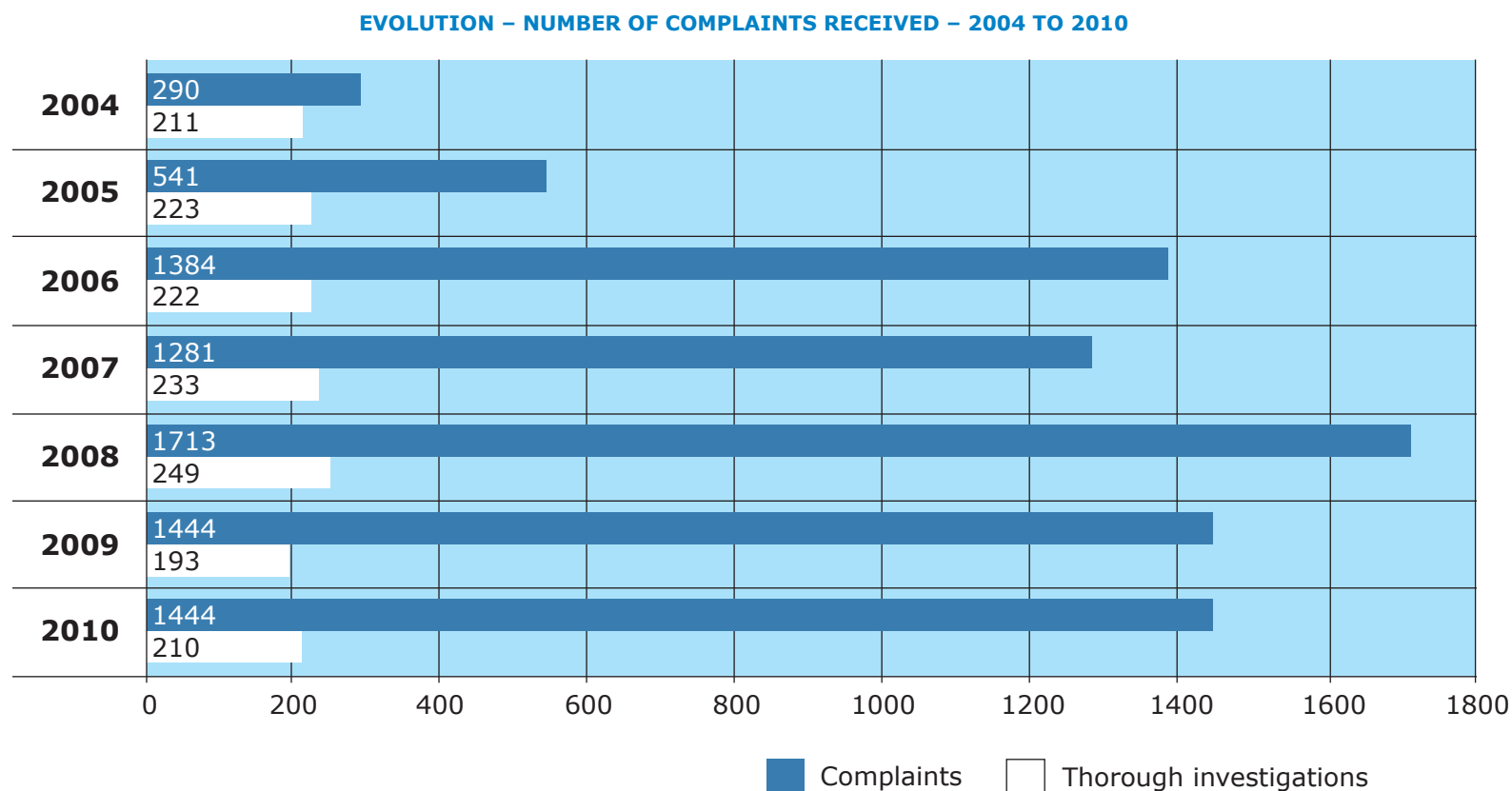
Building Bridges



Part II

COMPLAINTS HANDLED IN 2010 INCLUDING CHARTER FILES

Except for the year 2008 (over 1700 cases), the number of new requests handled annually has been quite stable over the past few years, i.e. between 1250 and 1500.



You will find, hereafter, detailed information on the cases we have handled, in 2010. More information is also available in Addendum C and more complex Charts interesting mostly municipal managers can also be found on our Web site: these Charts are listed in Addendum D of the present Report.

NUMBER OF COMPLAINTS HANDLED, IN 2010

- **1464** cases were handled by the **OMBUDSMAN DE MONTRÉAL**, in 2010:
- **1444** new complaints; and
- **20** previously opened investigations.
- **24** investigations were initiated by the Ombudsman (**16** opened in 2010). These files regarded namely:
 - The Protection of Parc Angrignon forest
 - Universal access issues
 - Safety
 - The Quality and Clarity of information provided to citizens
 - The Enforcement, or not, of municipal By-Laws
 - Municipal procedures and Quality of municipal services, in boroughs and central departments
 - Public Notice processes.

THOROUGH INVESTIGATIONS, IN 2010

- **230** cases (**15.71%**) were the object of a thorough investigation.
- As of December 2010, **201** of these investigations were completed; **29** were still pending.
- Of the 201 investigations completed :
 - **91** complaints were well-founded; **17** were withdrawn during the investigation process; **4** were redirected to the borough or to the department concerned, during the investigation, at the request of its director; **77** were ill-founded. There were also **12** follow-up investigations on previously subscribed undertakings: in **3** of these cases, the undertakings had not yet been implemented.
 - **69** of the 91 well-founded complaints were settled amicably, either completely (**53**) or with future undertakings (**16**).

- **22** formal **RECOMMENDATIONS** were issued: **19** were accepted and **3** were denied (all of them were for the reduction of storage fees for citizens that had been evicted and whose furniture had been picked-up and stored by their borough).

For more details - Chart R1 – ADDENDUM C

MOST FREQUENT TOPICS OF COMPLAINTS CONCERNING VILLE DE MONTRÉAL, IN 2010

• Social housing / HLM / Housing subsidies	105
• Functioning of the Montréal Municipal Court	89
• Conduct of an employee	79
• Parking / <i>SRRR</i> / Vignettes	75
• Application of municipal By-Laws	56
• Permits	53
• Storage of furniture - evicted citizens	43
• Road works / Public works	42
• Evaluation / Real estate tax	37
• Noise	35
• Public Health	32
• Subsidies (other than housing)	28
• Zoning / Urban planning / Exemption	27
• Judgment of the Montréal Municipal Court	26
• Trees	25

For more information on the nature of the complaints and the results obtained - Charts R2 and R3 - ADDENDUM C

BOROUGHES MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Le Plateau-Mont-Royal	76
• Ville-Marie	75
• Côte-des-Neiges — Notre-Dame-de-Grâce	66
• Ahuntsic-Cartierville	49
• Rosemont — La Petite-Patrie	47

For all boroughs - Chart R4 - ADDENDUM C

CENTRAL DEPARTMENTS MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Affaires juridiques et évaluation foncière 124 re: Direction des affaires pénales et criminelles	183
• Service de Police de la Ville de Montréal 86 re: Direction du Service de police 40 re: Direction des opérations corporatives (Parking Agents)	130
• Finances (Direction des revenus et de la fiscalité)	48
• Développement et opérations 27 re: Direction de l'habitation	50

For all Central Departments - Chart R5 - ADDENDUM C

PARAMUNICIPAL AGENCIES, CITY-CONTROLLED CORPORATIONS AND OTHER CITY RELATED ORGANIZATIONS MOST OFTEN THE SUBJECT OF A COMPLAINT, IN 2010

• Office municipal d'habitation de Montréal (OMHM)	102
• Société de transport de Montréal (STM)	26

For all organizations - Chart R6 - ADDENDUM C

COMPLAINTS AGAINST POLITICAL ENTITIES, IN 2010

• City Council	6
• Executive Committee	4
• Présidence du Conseil de la Ville	1
• Agglomeration Council	1

For more details - Chart R7 - ADDENDUM C

AVERAGE PROCESSING TIME, IN 2010

- Our average processing time, all complaints combined including Charter files, was of **5.27** working days.
- In **91.96%** of cases, the plaintiff received a final response within one (1) month or less.
- When a thorough investigation was required, the average processing time was of **28.78** working days.
- **45.24%** of thorough investigations were completed within a period of one (1) month and **68.1%**, within two (2) months.
- Worth of mention: there was **no** thorough investigation, in 2010, with regard to Arrondissement de Lachine and Arrondissement de Saint-Léonard.

For more details - Chart R8 - ADDENDUM C

HOW COMPLAINTS WERE LODGED, IN 2010

The phone remains, by far, the most popular method for lodging a complaint to our office, namely **68.98%** of all files.

MODE OF SUBMISSION OF COMPLAINTS INCLUDING CHARTER FILES

Mode	Number in 2009	%	Number in 2010	%
By e-mail	163	11.29	178	12.33
By fax	46	3.19	39	2.70
By mail	95	6.58	77	5.33
In person	195	13.50	138	9.56
By phone	925	64.06	996	68.98
Inquiries initiated by the OdM	20	1.39	16	1.11
TOTAL	1 444	100 %	1 444	100 %

- Nearly **60%** of the complainants were of Canadian origin compared to **19.85%** of Ethnocultural origin.
- Nearly **10%** identified themselves as a visible minority.

For more details - Chart R9 - ADDENDUM C

PLAINTIFFS' PROFILE, IN 2010

Apart from the gender of plaintiffs, demographic information is given to us on a voluntary basis only. The information gathered is, nevertheless, a good indication of the citizens we serve.

- **53.55%** of our plaintiffs were men; **46.45%** were women.
- **78.29%** were Francophones; **21.71%** were Anglophones.
- The largest age group, when known, is the **26-50** years old one. Starting in 2011, we will split this age group into two smaller groups, i.e.: 26-40 and 41-50.



EXAMPLES OF CASES HANDLED IN 2010, EXCLUDING CHARTER FILES

1. Local improvement tax and Calculation error

A citizen of Arrondissement de Rivières-des-Prairies—Pointe-aux-Trembles was contesting a local improvement tax bill for paving and lawnedging work done on his street, in 2006. He was also questioning the calculation method and inquired as to the portion taken on by Ville de Montréal.

After investigation and analysis of the documents, we concluded that this local improvement tax was justified. Although some work that had been done before 2006 had not been billed to the bordering owners, this exemption was due to the temporary nature of these works. The 2006 paving and lawnedging work, however, were for permanent first generation infrastructures and, therefore, the borough was justified to charge the cost to the bordering owners.

While analysing the documents, however, we noticed that a substantially large vacant lot had not been taken into account in the calculation of this tax. The reason was that this lot, which belongs to Ville de Montréal, was not listed on the *Property Assessment Roll*.

At our request, the Service des finances calculated the impact of this oversight on the amounts billed to the bordering owners: it turned out to be of about 20%, globally.

The Department undertook to add this City property to the *Property Assessment Roll* and, accordingly, to recalculate the amounts of the local improvement tax charged to the bordering owners.

As a result, bordering owners received a partial refund of the amount paid in 2010 and their future yearly tax bills will also be reduced, accordingly.

2. Transfer or Sale of public alleys

Occasionally, municipal alleys can be transferred or sold to owners of bordering properties, under certain conditions. This is done either through a “transfer of property” under the provisions of Addendum C of the *Charter of Ville de Montréal* or through a “mutual sale agreement”.

Having handled many citizen complaints relating to such files, we noted that the rules and parameters applied were not always the same, on the City territory. In one instance, the entire transaction was even handled by the borough itself, under its own specific criteria, and not by the relevant central department which is normally responsible to manage these files. That generated some concerns.

We intervened in order to have a more uniform approach and set of rules, so as to ensure more fair and equitable results, for all of the citizens of Montréal.

We worked with the Direction des stratégies et des transactions immobilières who normally handles these types of transactions: a new administrative Guideline was drafted to specify the parameters and values to be respected, in all cases of transfer of property of an alley, under Addendum C. This Guideline should be approved by the Executive Committee in early 2011.

A similar Guideline will then be prepared, in 2011, to govern “mutual sale agreements” of municipal alleys, according to the same values and principles.

We also received confirmation that all of Montréal’s boroughs now entrust the management of such transactions to the Direction des stratégies et des transactions immobilières.

3. City phone calls, from a number where the call cannot be returned

For many weeks, a citizen's phone caller ID indicated that, in his absence, he had received numerous calls from a phone number identified as *Ville de Montréal*. This citizen worried about the reason for these repeated calls but, when he would dial the number shown on the caller ID, the line was always busy. He had tried to find the origin of the calls, but in vain.

We launched an investigation with the Service des immeubles et des systèmes d'information which confirmed that this phone number was linked to a line of **automated calls** from the library network which cannot receive any call.

We questioned the appropriateness of having a phone number showing up on citizens' phones, with the indication that it is a *Ville de Montréal* number, if it is impossible for them to return the call at that number.

Following our intervention, modifications were requested so that these phone numbers be henceforth blocked off. The Service des immeubles et des systèmes d'information also suggested replacing the *Ville de Montréal* ID that now appears with the number, by a more specific ID allowing citizens to know which City Department actually called them: more specifically, in the present file, this ID could be replaced by "VDM_BIBLIO".

In 2011, we will follow up on the implementation of these changes.

4. RECOMMENDATIONS denied - Reduction of storage fees - Furniture and personal belongings of evicted citizens

The City takes charge, for a short period of time, of the furniture and personal belongings of Montréal citizens who are evicted from their dwelling and whose property is "put out on the street". In many instances, fees will be charged to the citizens to retrieve their belongings: these fees can be substantial.

Since the creation of our office, we have sometimes **RECOMMENDED** the reduction of the fees normally claimed, in order for the citizens to be able to retrieve their belongings. Such **RECOMMENDATIONS** are only issued if, after a thorough investigation of the specific circumstances of a case, we believe that the personal situation of the citizen justifies a reduction of these fees, on an exceptional and humanitarian basis.

Until December 2008, most of these cases were managed by a Central Department which always accepted our **RECOMMENDATIONS**.

Since January 2009, however, this Central Department no longer exists and boroughs took over this responsibility. Some of them have adopted a By-Law in which they defined the rates that will apply.

In 2010, 3 of the 19 boroughs i.e.: Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles, Arrondissement de Ville-Marie and Arrondissement de Verdun have denied our **RECOMMENDATIONS** to reduce the fees charged to a citizen, because of their By-Law. This situation is of concern to us.

It is, indeed, regrettable that, within the same City, citizens of 3 boroughs only no longer have the opportunity to obtain a fee reduction, even when their personal situation would justify it, on humanitarian grounds.

We have discussed the issue with the Direction générale of Ville de Montréal and have solicited a better collaboration of the concerned boroughs.

Arrondissement de Ville-Marie and Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles have since modified their regulation.

As for Arrondissement de Verdun, we shall pursue our interventions.

5. Permit denied in spite of a foreseen regulation change

A citizen from Arrondissement de Pierrefonds-Roxboro had started installing a PVC roof over his rear balcony, before obtaining the required permit. When he submitted his permit request, the borough rejected his request because the use of PVC was not authorized by the Zoning By-Law in effect at the time, for that type of construction: the borough also requested that the structure be demolished.

Our investigation confirmed that, indeed, the current By-Law did not allow the use of PVC for the roof of such a structure. However, we learned that modifications to this By-Law were already planned and that, very soon, this material would be allowed.

We questioned the appropriateness of requiring the demolition of this structure if PVC was soon to be permitted.

Following our intervention, the borough agreed to suspend its demolition request until the new Zoning By-Law was adopted. The citizen later obtained his permit and completed the installation of his PVC roof.

EVOLUTION OF PREVIOUS FILES

6. Tax reimbursement cheques that are not cashed in – Follow-up procedure

Following a 2007 investigation, the Service des finances elaborated and applied a new **Follow-up Policy on tax reimbursement cheques that are not cashed in** by citizens to whom they had been mailed.

Very often, the reimbursement of overpaid property taxes occurs many years after they were contested and, sometimes, by then, the citizen's address has changed; in other cases, the citizen has lost or simply forgotten to cash in his reimbursement cheque.

Although the amounts involved can be quite substantial, there was, prior to our intervention, no follow-up procedure to try and locate the citizen entitled to such a reimbursement.

The issuance of replacement cheques, under the new policy, started in 2009. The Service des finances first handled cheques that had been issued in 2007; and so on.

At the time of our follow-up, in 2010, all of the expired cheques for 2007, 2008 and 2009 had been handled and nearly **730** taxpayers had finally received the refund they were entitled to, because of this new policy: only 174 cheques expired in 2010 remained to be handled.

According to the Service des finances, the average time frame for reissuing an expired cheque was of less than 5 months: this period should be reduced to approximately 45 days, as of January 2011.

7. Long processing delays - *Bureau des réclamations*

In 2009, our office investigated the complaint of a citizen who had been waiting for several months an answer from the *Bureau des réclamations*, in regards to the financial compensation he had claimed, following his fall on an icy sidewalk.

This delay was due to the fact that the appraiser mandated by the *Bureau des réclamations*, to evaluate the merits of the claim, was also awaiting relevant information from the borough where the incident had occurred. Apparently, such long delays were not unusual.

The **OMBUDSMAN DE MONTRÉAL** launched a broad investigation with all the boroughs so as to draw an overall picture of the situation and, if necessary, assess how these response delays could be shortened.

According to our investigation, boroughs should be able to provide the information requested by the *Bureau des réclamations* or its representatives, in a maximum delay of 6 weeks, as long as the requests are sent promptly and to the right person: that last part seemed to be problematic. We, therefore, prepared a detailed list of the people responsible for handling these information requests, in each borough, and forwarded it to the *Bureau des réclamations* which, in turn, undertook to update it regularly.

During our 2010 follow-up, we noted that many boroughs were still delinquent and took a long time to transmit the information requested by the *Bureau des réclamations* or its representatives. We solicited the collaboration of the Assistant General Manager of Ville de Montréal, responsible for the general coordination between boroughs, to see how this situation could be improved.

The latter invited representatives of the *Bureau des réclamations* to a meeting with all the borough directors to explain and discuss this problem. So far, this reunion appears to have brought positive results: the *Bureau des réclamations* confirmed that since, information is received much quicker and boroughs seem to collaborate much better.

We are confident that these improvements will be maintained so that citizens can receive a much quicker answer to their claim files.

8. Municipal parking meters less than five meters away from a fire hydrant: Double Standard – Justice and Equity

In her 2009 Annual Report, the **OMBUDSMAN DE MONTRÉAL** had raised the fact that, in Montréal, many parking meters were installed less than five meters away from a fire hydrant whereas car parked in similar locations, when there is no parking meter, could get tickets for parking too close to an hydrant, under the provisions of the *Highway Safety Code*.

Following our intervention, Ville de Montréal undertook to initiate discussions with the Québec Government in order to regularize the situation.

Our most recent follow-up, in 2010, showed that these discussions are still ongoing: if all goes according to plan, Ville de Montréal is confident that the *Highway Safety Code* could be modified as early as 2011 so as to allow parking closer to fire hydrants, even when there is no parking meter.

We will keep on monitoring the evolution of this file, with great interest.

At the Heart of the Community



Part III

THE MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

The *Montréal Charter of Rights and Responsibilities*, hereafter the “Charter”, has been in effect since January 1, 2006. It states a variety of rights and responsibilities of citizens and of the City, in various aspects of Montréal’s democratic life, economic and social life, cultural life, recreation, physical activities and sports, environment, sustainable development, safety and quality of municipal services.

The commitments therein bind all of Ville de Montréal’s managers and personnel as well as elected officials. The **OMBUDSMAN DE MONTRÉAL** offers the only recourse available to ensure the respect of this Charter.

The **OMBUDSMAN DE MONTRÉAL** must interpret all municipal By-Laws in a manner compatible with the Charter.

Moreover, in Charter files, the **OMBUDSMAN DE MONTRÉAL** can even investigate decisions that were voted by a Borough Council, the Executive Committee or the City Council.

MAIN UNDERTAKINGS CONTAINED IN THE CHARTER

- Democracy and public participation;
- Sufficiency and clarity of municipal information made available to citizens;
- Better representation of citizens within Montréal municipal institutions;
- Equality for men and women;
- Inclusion and Non-discrimination;
- Environment and Recycling;
- Sustainable Development;
- Protection of the built patrimony, the cultural patrimony and the natural patrimony;
- Safety, notably of women;
- Universal access;
- Access to recreational activities, to culture and to libraries;
- Evolution of services to adapt to citizens’ evolving needs.

CITIZEN'S RIGHT OF INITIATIVE – PUBLIC CONSULTATIONS

Expectations of many citizens, in regards to participatory democracy, are very high. We regularly receive requests from citizens who are requesting a public consultation in instances where the City is not legally bound to do so.

Section 16(h) of the Charter stated the obligation, for Ville de Montréal, to define, set guidelines and grant a citizen's *Right of initiative* through a By-Law to be adopted no later than December 31, 2009.

The provisions of a new *Right of initiative* came into effect on January 1, 2010 (Addendum B of the *By-Law concerning the Montréal Charter of Rights and Responsibilities and the Right of Initiative* – By-Law 05-506 as modified by 05-506-1). The City confirmed that some citizens would have initiated such steps but our office has not yet received any complaint in this regard.

PUBLIC CONSULTATION ON THE CHARTER, IN 2010

Section 42 of the Charter stated that the City had to proceed, through a public consultation, to the evaluation of the efficiency, the relevance and the scope of the rights and responsibilities it contains, as well as the follow-up, investigation and complaint process that it provides, within four years of its coming into effect.

In 2010, the City's Executive Committee entrusted this mandate to the *Office de consultation publique de Montréal* ("OCPM"). The commissioners appointed by the OCPM were Mr. Claude Fabien (Chairperson), Ms. Dominique Ollivier (Commissioner) and Mr. André Beauchamp (Commissioner). After analysis and deliberations, the Commission will submit to Ville de Montréal a final report with its comments and recommendations for the revision of the Charter.

This Commission held three information sessions in November 2010, for citizens and interested groups. The **OMBUDSMAN DE MONTRÉAL** presented a **General Overview** of all of its activities in connection with the Charter, since 2006. There were also three public sessions, in December 2010, where nearly 40 citizens and interested groups submitted their comments and suggestions for modifications they deem relevant.

The **OMBUDSMAN DE MONTRÉAL**'s office was present at all of these sessions: this process enabled us to get a better sense of the citizens' appreciation and expectations with regard to the Charter. We also answered many questions from participants and commissioners.

The documentation relating to this public consultation is available on the OCPM Web site.

The **OMBUDSMAN DE MONTRÉAL**'s **Overview Report** that was filed contains detailed information on the **179** investigations we have conducted in Charter files, between January 1, 2006 and July 31, 2010, as well as observations and *food for thoughts*. This document is available on the Web site of the **OMBUDSMAN DE MONTRÉAL** as well.



CHARTER FILES HANDLED IN 2010

More and more of our files relate to commitments contained in the Charter. The number of Charter files almost doubled, in 2010, with a total of 67: they represented **31.9%** of all of our thorough investigations.

NUMBER OF CHARTER INVESTIGATIONS – BY YEAR

	2006	2007	2008	2009	2010	Total
Number of Charter Investigations	33	40	40	38	67	218
%	15.14	18.35	18.35	17.43	30.73	100%

RATIO OF CHARTER INVESTIGATIONS VERSUS THE TOTAL NUMBER OF ODM INVESTIGATIONS BY YEAR

	2006	2007	2008	2009	2010	Total
Number of Charter Investigations	33	40	40	38	67	218
Total number of Odm Investigations	222	233	249	193	210	1 107
%	14.86	17.17	16.06	19.69	31.9	19.69

It happens that, in spite of a citizen's submission, Charter commitments are not at stake in their complaint. When this occurs, our office will pursue its investigation under its general mandate and according to our usual criteria, namely: the legality, ethics, reasonableness, non-arbitrary nature, justice and equity of the contested municipal situation.

TOPICS OF CHARTER COMPLAINTS, IN 2010

- **22** files involved the environment and sustainable development, including **10** complaints regarding excessive noise;
- **19** files involved the quality of municipal services including **3** universal access files plus **6** files concerning handicapped citizens;
- **15** complaints related to safety issues;
- **9** files were connected to democratic life; and
- **2** requests regarded economic and social life.

This data includes **9 files at the initiative of the Ombudsman**:

- Protection of the Parc Angrignon forest
- Universal access
- Safety
- Quality and clarity of information provided to citizens
- Enforcement, or not, of municipal By-Laws
- Municipal procedures and Quality of municipal services
- Public Notice processes

For more details - Chart R10 - ADDENDUM C

For details on the number of files for each specific provision of the Charter, including information on the results and processing time - Chart R11 - ADDENDUM C

BOROUGHES MOST SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Le Plateau-Mont-Royal
- Côte-des-Neiges—Notre-Dame-de-Grâce
- Pierrefonds-Roxboro
- Ville-Marie
- Le Sud-Ouest

CENTRAL DEPARTMENTS MOST SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Service de police de la Ville de Montréal **5**
- Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles) **2**
- Développement et opérations (Direction de l'environnement et du développement durable) **2**
- Service sécurité incendie de Montréal **2**

PARAMUNICIPAL AGENCY SUBJECT TO CHARTER COMPLAINTS, IN 2010

- Office municipal d'habitation de Montréal (OMHM) **7**

POLITICAL ENTITY SUBJECT TO A CHARTER COMPLAINT, IN 2010

- Présidence du Conseil de la Ville **1**

For more details - Chart R12 - ADDENDUM C

AVERAGE PROCESSING TIME OF CHARTER COMPLAINTS, IN 2010

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1	0	1	5	15	5	7	6	0	40	57.30 days
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	100%	
2009	2	0	0	8	9	9	6	4	0	38	47.37 days
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	100%	
2010	2	1	1	12	13	8	4	10	16	67	40.33 days
%	2.99	1.49	1.49	17.91	19.4	11.94	5.97	14.83	23.88	100%	

Charter files are generally more complex and, therefore, their processing time is generally longer. In 2010, the average delay was of **40.33** working days.

PLAINTIFFS' PROFILE - CHARTER FILES, IN 2010

As stated earlier, **9** of the **67** Charter files were initiated by the Ombudsman. The following data, therefore, refers only to the **58** complaints that were submitted by citizens.

DEMOGRAPHIC DATA

A. GENDER

Gender	Number	%
Female	22	37.93
Male	36	62.07
TOTAL	58	100 %

B. LANGUAGE

Language	Number	%
English	11	18.97
French	47	81.03
TOTAL	58	100 %

C. AGE GROUP ⁽¹⁾

Age Group	Number	%
Under 18	0	0
18-25	2	3.45
26-50	12	20.69
51-64	12	20.69
65 +	15	25.86
Unknown	17	29.31
TOTAL	58	100 %

D. ORIGIN ⁽²⁾

Origin	Number	%
Ethnocultural	17	29.31
Canadian	39	67.24
Unknown	2	3.45
TOTAL	58	100 %

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	1	5.88
French	3	17.65
Greek	4	23.53
Italian	3	17.65
Jamaican	1	5.88
Ukrainian	1	5.88
Vietnamese	1	5.88
Other	3	17.65
TOTAL	17	100 %

F. VISIBLE MINORITY ⁽³⁾

Visible minority	Number	%
Yes	5	8.62
No	50	86.21
Unknown	3	5.17
TOTAL	58	100 %

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	3	60
Asian	1	20
Black	1	20
TOTAL	5	100 %

¹ This information was provided on a voluntary basis : 70.69% of respondents gave the information.

² This information was provided on a voluntary basis: 96.55 % of respondents gave the information.

³ This information was provided on a voluntary basis: 94.83% of respondents gave the information.

EXAMPLES OF CHARTER FILES, IN 2010

1. Wording of Permit Application

Following many complaints, we noted that the wording of the ***Demande de permis de transformation*** form could be misleading. This form is used in all of the boroughs.

Citizens who plan to undertake modification work on their building must first complete the said form to have their project approved by the zoning and planning department of their borough. According to the applicable By-Laws, the amount they are required to pay, when they file this Application, covers the costs for studying their request. But on the form, the amount appeared under the heading "*Coût du permis*", which means "Cost of Permit".

When the permit was denied, some citizens would ask for a refund, on the basis that since no permit had been issued, they should not be charged any "Cost of Permit": the City would deny these requests, in accordance with the relevant By-Law.

We looked into this matter and asked that the wording of the form be modified so that the words "*Coût du permis*" be replaced by "*Frais d'étude*", which refers to "Fee - Study of Application". That has already been done.

In the course of this process, the following forms were also modified, in the same fashion: *Demande de permis*; *Demande de certificat d'autorisation*; *Demande de lotissement*; and *Demande d'installation septique*.

2. Excessive noise - Garbage collection at night

In 2009, a citizen had complained of the excessive noise resulting from garbage collection activities occurring at night, near his residence, in Arrondissement de Ville-Marie.

The nightly collection of garbage was not specifically prohibited by the By-Laws in effect in that borough which, therefore, could only manage this complaint under its *Règlement sur le bruit*, which prohibits noise exceeding 50 decibels at night.

Such an approach was difficult and costly to manage, however, since it required the presence of a noise technician / inspector on location, at the time of infractions. The borough decided, therefore, to opt for another avenue, that is: to modify its *Règlement sur le civisme, le respect et la propreté*.

A recent follow-up with Arrondissement de Ville-Marie confirmed that they fulfilled their commitment. The *Règlement sur le civisme, le respect et la propreté* was modified so as to prohibit specifically garbage collection between 11pm and 7am, on all of the borough territory. Businesses affected by this modification were informed in writing of this new provision and the borough asked them to modify their collection schedules accordingly.

The borough committed to conduct nightly surveillance in problematic areas and, if need be, to issue *Statements of offence* to companies who would continue to collect garbage at night.

3. Grab rails – Bathroom adapted for the handicapped – Ville de Montréal City Hall

In February 2010, the **OMBUDSMAN DE MONTRÉAL** requested from the Présidence du Conseil de la Ville, which is responsible for managing the City Hall, that it installs grab rails in the adapted bathroom located on the ground floor of the building. This request followed the recent installation by our office, in early 2010, of an automated door opening system which provides persons with reduced mobility an easy access to this bathroom.

A major project for the upgrading of the City Hall ground floor already provides for modifications to this bathroom, to improve its accessibility. When these changes will be actually completed, however, remain unknown and in our opinion, the installation of grab rails should not wait.

After many follow-up calls, over a few months, these rails were finally installed: as a result, the manoeuvres of handicapped people using this bathroom have become easier and safer.

EVOLUTION OF PREVIOUS CHARTER FILES

4. Lowering on-street parking meters - Prepaid Card Payment System and Phone Payment System

Following a 2007 investigation, Société en commandite Stationnement de Montréal (SCSDM) had undertaken that all future installation and replacement of on-street parking meters would be made 40 mm lower, so as to make their instruction screens and credit card insertions more accessible to persons of short height or in wheelchairs. This change will be implemented over time, whenever a new meter is installed or an old one is replaced. The SCSDM confirmed that by the end of 2010, over 450 parking meters had been so installed at a lower height.

The SCSDM had also committed to evaluate the possibility of implementing a Prepaid Card Payment system and a Phone Payment system, for on-street parking meters.

In January 2010, the SCSDM confirmed that it had launched a *Call for tenders* for the implementation of a Payment system by Phone and that a pilot project was underway since the summer of 2009, in Arrondissement de Lachine, with regard to a Prepaid Card Payment system.

We followed up again in December 2010: the SCSDM informed us that the Payment by Phone project should be ready for testing in the summer of 2011.

As for a Prepaid Card system, the project is still under study. The SCSDM still plans to offer such a service, similar to the one in use in the Montréal metro, but it must first make sure its technology is compatible with the new “chip” technologies being implemented by financial institutions, for their credit and debit cards. There will, therefore, be some delays.

We will continue our regular follow-ups on both these projects.

5. Protection of the natural patrimony – Parc Angrignon forest

In 2006, the **OMBUDSMAN DE MONTRÉAL** had issued a formal **RECOMMENDATION** aiming at ensuring the long-term survival and natural regeneration of the Parc Angrignon forest.

Notwithstanding Arrondissement de LaSalle’s refusal, the Service du développement culturel, de la qualité du milieu de vie et de la diversité ethnoculturelle and Arrondissement Le Sud-Ouest accepted our **RECOMMENDATION** without reserve and they undertook to only authorize, in this forest, **necessary manual activities** for the removal of garbage and the eradication of buckthorn.

As every year ever since, we followed up on this file in 2010 and both the Central Department and Arrondissement Le Sud-Ouest reiterated their full commitment to respect their undertakings.

6. Terrace noise – Quality of life of neighbouring residents – Boris Bistro

For many years, owners living behind this Old Montréal terrace have been complaining that its activities are seriously prejudicial to their quality of life. The **OMBUDSMAN DE MONTRÉAL** has worked on this file for many years now, together with Arrondissement de Ville-Marie which deployed many efforts in search of a lasting solution, although the collaboration of this business owner is generally lacking.

In 2009 and 2010, Arrondissement de Ville-Marie's noise technician went on site many times, when the weather was nice and the terrace was full, to measure the intensity of noise: the maximum threshold permitted was exceeded many times. *Statements of offence* were issued but the business owner contested them before the courts.

To this day, no long term solution has been found.

The processing of *Statements of offence* by the Municipal Court takes a very long time and, as of today, no judgment was rendered.

We will keep following up on this case, in collaboration with borough representatives, in hope that a lasting solution will eventually be found so as to ensure a reasonable quality of life for the neighbouring residents.



Addenda



ADDENDUM A

THE OMBUDSMAN DE MONTRÉAL IN A NUTSHELL

The **OMBUDSMAN DE MONTRÉAL** is a **non-political** and **impartial** entity, **independent** from the municipal administration and elected officials and responsible for ensuring that citizens receive the municipal services and advantages to which they are entitled and are treated fairly, with justice and respect, by all employees and City representatives. This independence is key to the **OMBUDSMAN DE MONTRÉAL** credibility with citizens.

Our office has broad investigation powers. Managers and City representatives must cooperate to our investigations and provide all of the information or documents we request.

Except as needed for the purpose of our interventions, the personal information received by the **OMBUDSMAN DE MONTRÉAL** is private and confidential and no other person has access to it.

The Ombudsman can **RECOMMEND** any measure she deems appropriate and in almost every case, her **RECOMMENDATIONS** are accepted and implemented by City representatives.

The Ombudsman must respect the laws but she is not bound by the City's "past or customary practices". Her interventions often allow the review and updating of certain practices that have been in effect for many years.

The **OMBUDSMAN DE MONTRÉAL** is a **last resort**. Citizens who request her intervention must have given the Director of the concerned borough or department an opportunity to resolve the issue at stake.

The recourse to the Ombudsman is easily **accessible, fast, efficient** and **free**.

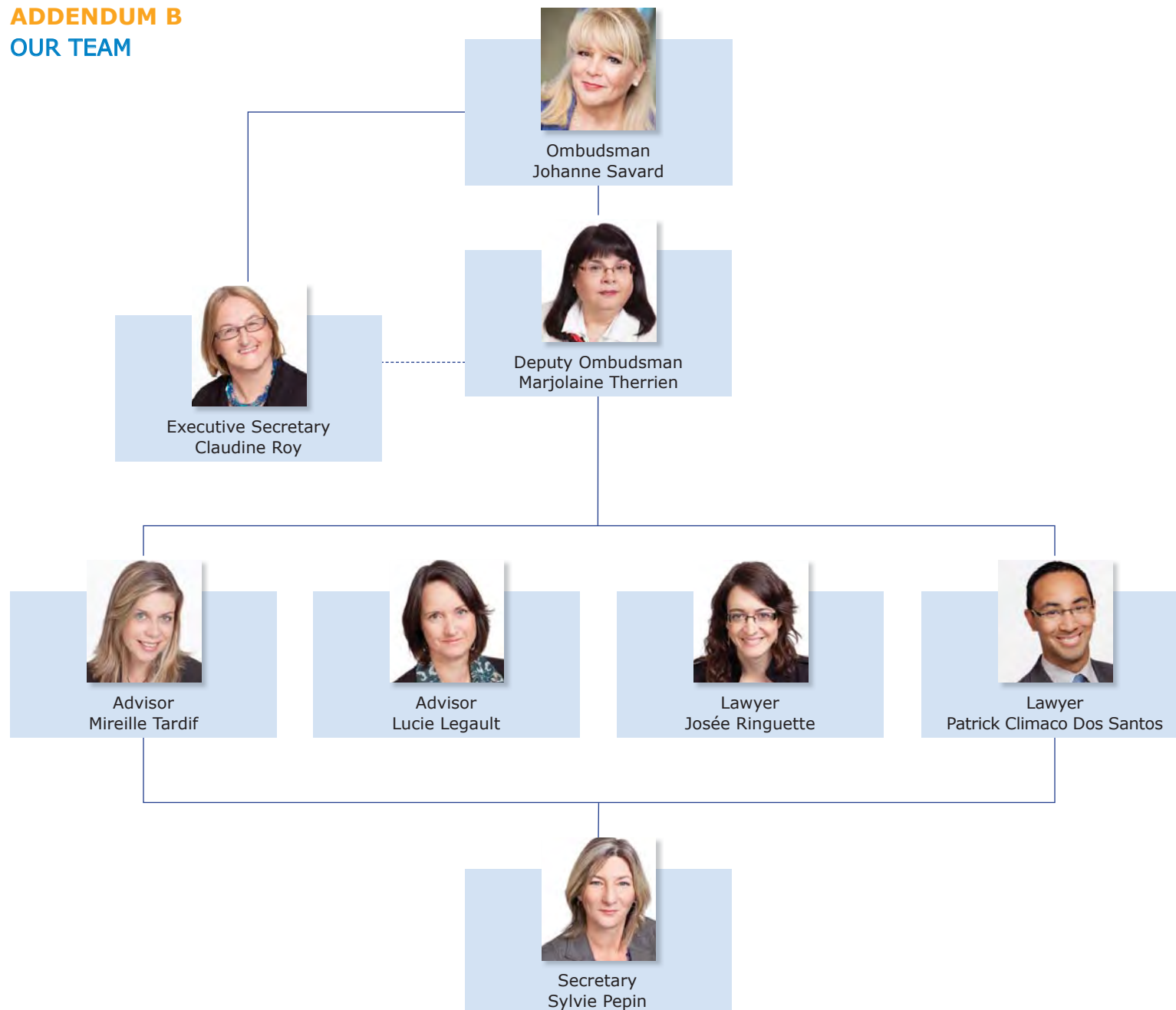
Our offices are located on the ground floor of Ville de Montréal City Hall, a few steps away from Champ-de-Mars metro station.

The building is accessible to people with reduced mobility via the Place Vauquelin entrance, in front of Place Jacques-Cartier.

For more information on our mandate, values and mission, on our logo and complaint procedures, please consult our **PROMOTING RESPECT; ENSURING EQUITY** brochure, available on our Web site.



ADDENDUM B OUR TEAM



Ms. JOHANNE SAVARD

Training and Professional experience

Following her studies in Political Science at Concordia University, Ms. Savard obtained her law degree from Université de Montréal. She has been a member of the Québec and Canadian Bars since 1980. Ms. Savard has completed numerous trainings in public management at *École nationale d'administration publique de Montréal* (ENAP). She is also a "Certified Mediator" recognized by the Québec Bar Association, the *Institut de Médiation et d'Arbitrage du Québec* and by the ADR Institute of Canada.

For many years, Ms. Savard was Department head and member of the Board of Directors of a major law firm; member of the Board of Directors and of the Executive Committee of *Lex Mundi*, the world's largest international association of independent law firms; and also, the chairperson of the *Women and the Law* Committee of this association.

In 2003, Ms. Savard quit the private practice of law and became the first Ombudsman of Ville de Montréal. Ever since, along with her team, she offers a last resort recourse to citizens who believe they have been treated unfairly by Ville de Montréal administration. Her mandate was unanimously renewed by City Council in 2007.

Ms. Savard is a member of the *Forum of Canadian Ombudsmans*, the *International Ombudsmans' Association*, the *International Ombudsmans' Institute* and of the *Association des responsables de la gestion des plaintes du gouvernement du Québec*. She sits on the Membership Committee of the *Association des ombudsmans et médiateurs de la francophonie*.

Expertise

Ms. Savard has solid experience in employment and labour law and in human and fundamental rights issues. For over twenty-five years, she has used and promoted alternative dispute resolution processes and has always approached difficult situations with an eye for preventing conflict and for finding practical and efficient solutions.

Social commitment

Ms. Savard chaired the Board of Directors of two daycare centres, including the *Centre de la petite enfance Papillon* where handicapped and non-handicapped children share their everyday life and experiences.

She was a member and twice chaired the Organizing Committee of the annual fundraising ball for the *Montréal Alzheimer Society*.

For many years, she was member of the Board of Directors of the Rotary Club of Old Montréal, which she presided in 2005-2006.

Ms. Savard was twice the recipient of the *Rotarian of the Year* award and, in 2006, she received the *Paul Harris Fellow* prize, in appreciation of her "*tangible and significant assistance given for the furtherance of better understanding and friendly relations among peoples of the world*".

In 2005, the *Carrefour des Communautés* awarded her the *Médaille des arts et métiers du multiculturalisme* for the quality of her work and for her involvement in the legal, social and intercultural fields.

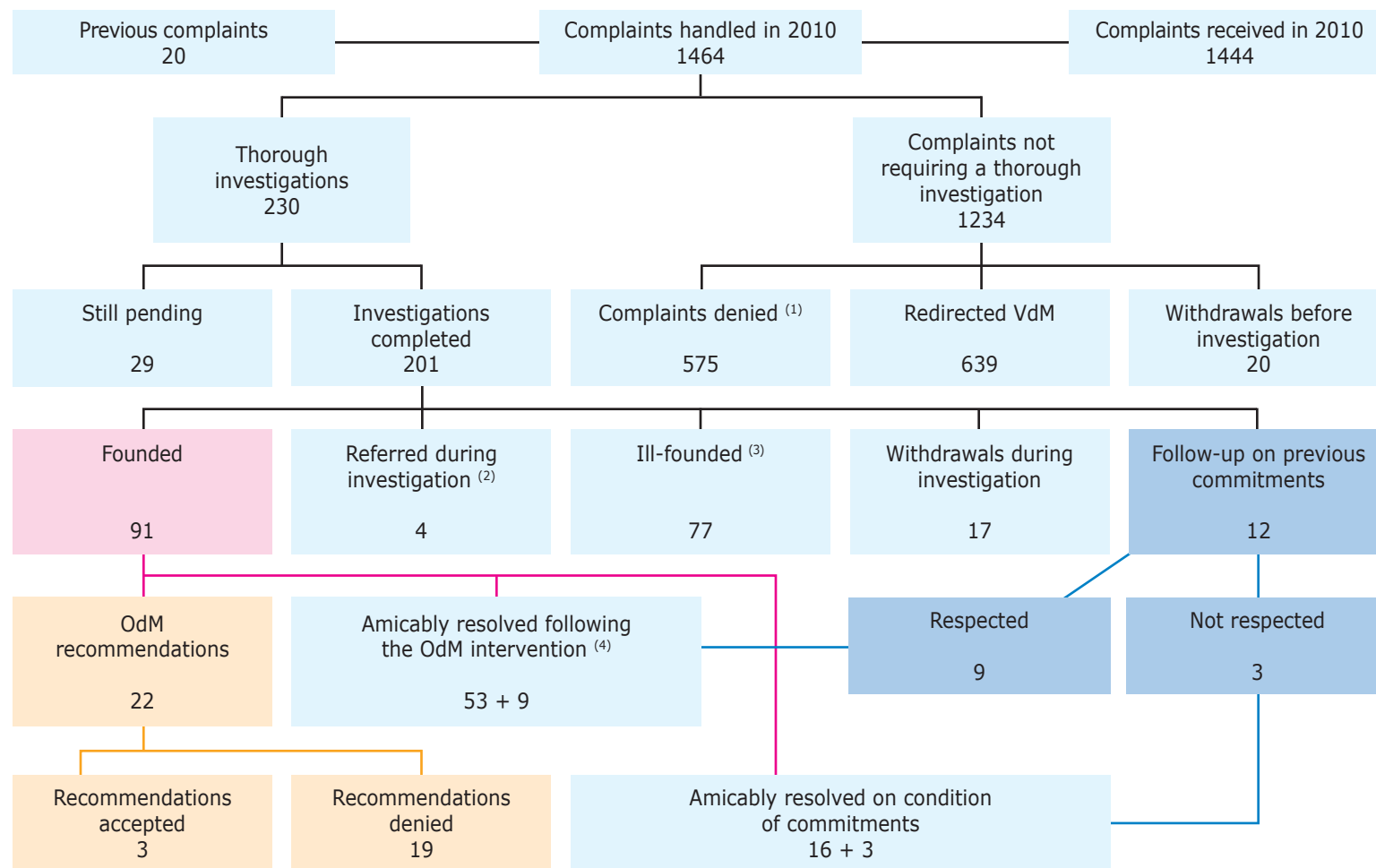
From 2006 to 2008, she was a member of the *Conseil des gouverneurs* of *Resto Plateau*.

ADDENDUM C

Chart R1

COMPLAINTS HANDLED IN 2010

Including charter files



(1) These are topics over which the OdM generally does not have jurisdiction.

(2) These are complaints which the OdM redirected to the concerned director, during the investigation, given his willingness to resolve the matter without the need of a formal RECOMMENDATION.

(3) These files were investigated but the OdM concluded that the complaint was ill-founded, for example, if by-laws were respected. Our reasoned conclusions were nevertheless provided to the citizen.

(4) In these cases, following a discussion with the OdM, the concerned director voluntarily settled the issue to the citizen's advantage, following our investigation : there was, therefore, no need to issue a RECOMMENDATION.

Chart R2

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Access to information	40	39	21
Acquired rights	5	1	2
Alley	7	12	14
Animal	22	10	14
Application of by-laws	78	42	56
Aqueduct / Sewer	19	13	15
Cleanliness	25	12	10
Communications	10	25	16
Conduct of an employee	124	96	79⁽¹⁾
Conflict of interests	1	0	4
Court decision	43	34	10⁽²⁾
Culture	1	1	0
Cycling path	5	4	3
Decision of a Borough Council	12	2	7
Decision of the City Council	3	3	3
Decision of the Executive Committee	1	3	1
Driveway entrance	6	3	3
Environment / Sustainable development	5	3	3
Evaluation / Real estate tax	30	35	37
Fence	10	6	3
Financial compensation (aqueduct/sewer)	2	11	6
Financial compensation (climate event)	3	0	0
Financial compensation (fall on sidewalk)	29	27	12
Financial compensation (municipal pound)	5	5	3
Financial compensation (municipal works)	30	11	8

(1) In 2010, this category includes complaints against Ville de Montréal's employees only.

(2) In 2010, this category does not include judgments rendered by Cour municipale de Montréal.

Chart R2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Financial compensation (other)	55	49	17
Financial compensation (pothole)	11	8	1
Financial compensation (road incident)	5	8	6
Financial compensation (tree)	4	2	3
Fire / Public safety	6	12	9
Garbage / Recycling	38	30	17
Handicapped person	16	9	12
Human rights	3	6	1
Immigration	3	4	N/A ⁽³⁾
Labour relations	38	39	33
Library	4	2	3
Management of underground pipes	2	0	0
Miscellaneous	54	46	30
Municipal Court	91	80	89
Municipal Court judgment	N/A ⁽⁴⁾	N/A ⁽⁴⁾	26
Noise	54	36	35
Nuisance	25	23	16
Parking / SRRR / Vignettes	59	54	75
Parks and green spaces	11	4	11
Permit	56	41	53
Pound (other)	5	5	7
Pound (storage of furniture)	63	29	43
Private dispute	N/A ⁽⁵⁾	N/A ⁽⁵⁾	100
Public health	24	29	32
Public organizations	108	123	143

(3) This category is not used in 2010.

(4) New category since 2010.

(5) New category since 2010.

Chart R2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Public participation	10	3	5
Road works / Public works	63	63	42
Snow removal	40	19	11
Social housing / HLM / Housing subsidies	86	94	105
Sports and leisure	23	15	10
Subsidy other than housing	15	19	28
Tax (except real estate)	24	23	19
Taxi	3	0	4
Tenant / Landlord relations	40	28	19
Tenders	3	7	1
Towing	10	8	2
Traffic	27	22	12
Transportation	23	21	12
Tree	37	35	25
Universal access	4	2	4
Violation of law	34	29	24
Winter temporary shelter	2	2	2
Zoning / Urban planning / Exemption	18	17	27
TOTAL	1713	1444	1444

RESULTS / BY TOPIC*Including Charter files*

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	21	0	3	18	0	0	0	0	0	0	0	0
Acquired rights	2	0	1	0	0	0	1	0	0	0	0	0
Alley	14	0	11	0	0	0	1	1	0	0	0	1
Animal	14	0	9	4	0	0	0	1	0	0	0	0
Application of by-laws	56	0	41	5	0	0	8	2	0	0	0	0
Aqueduct / Sewer	15	0	10	1	0	0	1	1	0	0	0	2
Cleanliness	10	0	10	0	0	0	0	0	0	0	0	0
Communications	16	0	7	1	0	0	1	4	0	0	0	3
Conduct of an employee	79	0	39	39	0	0	0	1	0	0	0	0
Conflict of interests	4	0	2	2	0	0	0	0	0	0	0	0
Court decision	10	0	0	10	0	0	0	0	0	0	0	0
Cycling path	3	0	2	0	1	0	0	0	0	0	0	0
Decision of a Borough Council	7	2	0	5	0	0	0	0	0	0	0	0
Decision of the City Council	3	0	0	3	0	0	0	0	0	0	0	0
Decision of the Executive Committee	1	0	0	1	0	0	0	0	0	0	0	0
Driveway entrance	3	0	2	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	3	0	1	0	0	0	2	0	0	0	0	0
Evaluation / Real estate tax	37	1	29	4	0	0	2	0	0	0	1	0
Fence	3	0	2	0	0	0	1	0	0	0	0	0

Chart R3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Financial compensation (aqueduct / sewer)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (fall on sidewalk)	12	0	1	10	0	0	0	0	0	0	0	1
Financial compensation (municipal pound)	3	0	0	3	0	0	0	0	0	0	0	0
Financial compensation (municipal works)	8	0	0	6	0	0	2	0	0	0	0	0
Financial compensation (other)	17	0	3	12	0	0	1	1	0	0	0	0
Financial compensation (pothole)	1	0	0	1	0	0	0	0	0	0	0	0
Financial compensation (road incident)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (tree)	3	0	0	3	0	0	0	0	0	0	0	0
Fire / Public safety	9	1	5	1	0	0	0	1	0	1	0	0
Garbage / Recycling	17	0	7	9	0	0	0	0	0	0	0	1
Handicapped person	12	0	5	0	0	1	1	2	0	0	1	2
Human rights	1	0	0	1	0	0	0	0	0	0	0	0
Labour relations	33	0	0	33	0	0	0	0	0	0	0	0
Library	3	0	1	0	0	0	0	1	0	0	0	1
Miscellaneous	30	2	16	7	0	0	4	0	0	1	0	0
Municipal court	89	0	70	9	2	1	3	4	0	0	0	0
Municipal court judgment	26	0	0	26	0	0	0	0	0	0	0	0
Noise	35	2	23	0	1	0	3	0	0	1	3	2
Nuisance	16	0	15	0	0	0	0	0	0	0	0	1

RESULTS / BY TOPIC*Including Charter files*

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Parking / SRRR / Vignettes	75	2	28	33	0	1	2	4	0	3	2	0
Parks and green spaces	11	0	7	0	0	0	0	1	0	2	1	0
Permit	53	1	42	2	0	0	2	3	0	0	0	3
Pound (other)	7	0	4	1	0	0	1	1	0	0	0	0
Pound (storage of furniture)	43	3	12	0	7	0	0	3	17	0	0	1
Private dispute	100	0	0	100	0	0	0	0	0	0	0	0
Public health	32	0	20	2	0	0	7	1	0	0	0	2
Public organizations	143	0	0	143	0	0	0	0	0	0	0	0
Public participation	5	0	2	0	0	0	2	0	0	0	0	1
Road works / Public works	42	1	30	2	2	0	1	1	0	2	3	0
Snow removal	11	0	10	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidy	105	3	79	5	1	0	7	5	1	2	1	1
Sports and leisure	10	0	8	1	0	0	1	0	0	0	0	0
Subsidy other than housing	28	0	22	1	0	0	5	0	0	0	0	0
Tax (except real estate)	19	0	13	1	0	0	4	1	0	0	0	0
Taxi	4	0	2	0	0	0	2	0	0	0	0	0
Tenant / Landlord relations	19	0	0	19	0	0	0	0	0	0	0	0

Chart R3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Tenders	1	0	1	0	0	0	0	0	0	0	0	0
Towing	2	0	0	2	0	0	0	0	0	0	0	0
Traffic	12	0	7	2	1	0	1	1	0	0	0	0
Transportation	12	0	0	12	0	0	0	0	0	0	0	0
Tree	25	0	19	0	0	0	1	5	0	0	0	0
Universal access	4	0	1	0	0	0	0	2	0	0	0	1
Violation of law	24	1	1	22	0	0	0	0	0	0	0	0
Winter temporary shelter	2	0	2	0	0	0	0	0	0	0	0	0
Zoning / Urban planning / Exemption	27	1	14	1	1	0	5	1	0	1	0	3
GRAND TOTAL	1444	20	639	575	16	3	73	49	18	13	12	26

Chart R4

EVOLUTION - NUMBER OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	NUMBER		
	2008	2009	2010
Ahuntsic-Cartierville	59	62	49
Anjou	10	9	11
Côte-des-Neiges – Notre-Dame-de-Grâce	90	31	66
L'Île-Bizard – Sainte-Geneviève	7	6	2
Lachine	14	3	4
LaSalle	14	23	20
Le Plateau-Mont-Royal	85	70	76
Le Sud-Ouest	28	30	27
Mercier – Hochelaga-Maisonneuve	57	49	27
Montréal-Nord	15	16	25
Outremont	6	4	15
Pierrefonds-Roxboro	9	6	22
Rivière-des-Prairies – Pointe-aux-Trembles	28	33	28
Rosemont – La Petite-Patrie	56	46	47
Saint-Laurent	18	12	9
Saint-Léonard	15	5	8
Verdun	28	22	26
Ville-Marie	109	60	75
Villeray – Saint-Michel – Parc-Extension	33	29	20
Special investigations concerning all boroughs	3	2	0
TOTAL	684	518	557

Chart R5

EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Direction générale			
Concertation des arrondissements	N/A ⁽²⁾	N/A ⁽²⁾	2
Direction des communications et des relations avec les citoyens	1	4	2
Direction des Muséums nature de Montréal	1	0	1
Direction du greffe	6	7	4
Unité de la propreté et du déneigement	N/A ⁽³⁾	1	0
Direction de l'approvisionnement	1	2	0
Direction du matériel roulant et des ateliers	0	1	0
Finances			
Direction des revenus et de la fiscalité	43	46	48
Direction de la comptabilité et du contrôle financier	0	1	0
Direction de la gestion financière	0	1	0
Affaires juridiques et évaluation foncière			
Direction de l'évaluation foncière	11	6	9
Direction des affaires pénales et criminelles	127	108	124
Affaires juridiques	108	88	50
Immeubles et systèmes d'information			
Direction des immeubles	1	1	2
Direction des systèmes d'information	N/A ⁽⁴⁾	N/A ⁽⁴⁾	1
Direction stratégies et transactions immobilières	4	4	6
Développement et opérations			
Direction de l'environnement et du développement durable	5	4	5

(1) A major restructuring took place in 2010, the data of previous years have been grouped under the administrative unit responsible in 2010.

(2) New administrative unit in 2010, no equivalent for previous years.

(3) New administrative unit in 2009.

(4) New administrative unit in 2010, no equivalent for previous years.

Chart R5 (continued)

**EVOLUTION – NUMBER OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Direction du développement culturel et du patrimoine	2	1	3
Direction du développement économique et urbain	0	0	2
Direction de l'habitation	13	17	27
Direction des grands parcs et du verdissement	3	1	1
Direction des sports	3	3	4
Bureau du Mont-Royal	2	1	0
Direction des transports	2	1	7
Direction des travaux publics	1	2	1
Eau			
All departments included	2	2	3
Capital humain			
All departments included	27	21	31
Police			
Service des communications opérationnelles	8	2	4
Direction du service de police	106	106	86
Direction des opérations corporatives (parking agents)	23	34	40
Sécurité incendie de Montréal			
All departments included	10	16	10
Previous Municipal pound			
Direction de l'administration et du soutien opérationnel	62	6 ⁽⁵⁾	N/A ⁽⁵⁾
TOTAL	572	487	473

(5) In 2009, the storage of furniture of evicted tenants have been passed on to boroughs.

Chart R6

EVOLUTION – NUMBER OF COMPLAINTS BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	NUMBER		
	2008	2009	2010
Commission des services électriques de Montréal	1	5	2
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	0	0	1
Office municipal d'habitation de Montréal (OMHM)	96	98	102
Société du parc Jean-Drapeau	2	11	0
Société d'habitation et de développement de Montréal (SHDM)	9	2	15
Société de transport de Montréal	30	33	26
Société en commandite Stationnement de Montréal	3	9	6
Musée Pointe-à-Callière	0	1	0
TOTAL	141	160	152

Chart R7

EVOLUTION – NUMBER OF COMPLAINTS BY POLITICAL ENTITY ⁽¹⁾

Including Charter files

ENTITY	2008	2009	2010
Agglomeration Council ⁽²⁾	0	0	1
City Council	8	5	6
Executive Committee	6	5	4
Mayor's office	0	2	0
Présidence du Conseil de la Ville	0	2	1
TOTAL	14	14	12

(1) The requests concerning a Borough Council are included in Chart R4.

(2) The OdM has no jurisdiction over the Agglomeration Council.

Chart R8

FINAL RESPONSE PERIOD*Including Charter files***A. ALL COMPLAINTS**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1448	51	35	42	67	27	15	27	1	1713	6.87
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.58	0.06	100%	DAYS
2009	1225	48	24	32	54	35	12	12	2	1444	6.15
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.83	0.14	100%	DAYS
2010	1172	77	35	44	49	21	5	15	26	1444	5.27
%	81.16	5.33	2.42	3.05	3.39	1.45	0.35	1.04	1.80	100%	DAYS

B. THOROUGH INVESTIGATIONS ONLY

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	14	25	31	42	67	27	15	27	1	249	40.96
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	10.84	0.4	100%	DAYS
2009	15	13	20	30	54	35	12	12	2	193	38.48
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	6.22	1.04	100%	DAYS
2010	7	22	24	42	48	21	5	15	26	210	28.78
%	3.33	10.48	11.43	20	22.86	10	2.38	7.14	12.38	100%	DAYS

Chart R9

DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2010

Including Charter files

A. GENDER

Gender	Number	%
Female	660	46.45
Male	761	53.55
TOTAL	1421⁽¹⁾	100%

B. LANGUAGE

Language	Number	%
English	310	21.71
French	1118	78.29
TOTAL	1428⁽¹⁾	100%

C. AGE GROUP ⁽²⁾

Age group	Number	%
Under 18	4	0.28
18-25	21	1.48
26-50	437	30.75
51-64	192	13.51
65 +	150	10.56
Unknown	617	43.42
TOTAL	1421⁽¹⁾	100%

D. ORIGIN ⁽³⁾

Origin	Number	%
Canadian	851	59.89
Ethnocultural	282	19.85
Unknown	288	20.27
TOTAL	1421⁽¹⁾	100%

(1) 16 investigations were initiated by the OdM and 7 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 56.58% of respondents gave the information.

(3) This information was provided on a voluntary basis : 79.73% of respondents gave the information.

Chart R9 (continued)

DEMOGRAPHIC DATA
COMPLAINTS RECEIVED IN 2010

Including Charter files

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	7	2.48
Chinese	8	2.84
Egyptian	2	0.71
French	18	6.38
German	4	1.42
Greek	17	6.03
Haitian	15	5.32
Indian (India)	4	1.42
Irish	3	1.06
Italian	60	21.28
Jamaican	2	0.71
Jewish	7	2.48
Moroccan	4	1.42
Portuguese	2	0.71
Romanian	5	1.77
Russian	4	1.42
Syrian	1	0.35
Turk	1	0.35
Ukrainian	1	0.35
Vietnamese	2	0.71
Other	115	40.78
TOTAL	282	100%

F. VISIBLE MINORITY ⁽⁴⁾

Visible minority	Number	%
Yes	137	9.64
No	985	69.32
Unknown	299	21.04
TOTAL	1421 ⁽¹⁾	100%

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	51	37.23
Asiatic	17	12.41
Black	50	36.5
Latin American	14	10.22
South Asia	5	3.65
TOTAL	137	100%

(4) This information was provided on a voluntary basis : 78.96% of respondents gave the information.

CHARTER FILES**NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
Democracy	Application of by-laws	1
	Communications	3
	Public participation	2
	Zoning / Urban planning / Exemption	3
	SUB-TOTAL	9
Economic and Social Life	Aqueduct / Sewer	1
	Social housing / HLM / Housing subsidy	1
	SUB-TOTAL	2
Environment and Sustainable Development	Environment / Sustainable development	2
	Garbage / Recycling	1
	Noise	10
	Nuisance	1
	Parks and green spaces	2
	Permit	1
	Social housing / HLM / Housing subsidy	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	1
	SUB-TOTAL	22

Chart R10 (continued)

CHARTER FILES

NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Municipal Services	Aqueduct / Sewer	2
	Communications	3
	Conduct of an employee	1
	Driveway entrance	1
	Handicapped person	6
	Road works / Public works	2
	Subsidy other than housing	1
	Universal access	3
SUB-TOTAL		19
Security	Application of by-laws	1
	Cycling path	1
	Fence	1
	Fire / Public safety	1
	Handicapped person	1
	Parking / SRRR / Vignettes	4
	Public health	1
	Snow removal	1
	Social housing / HLM / Housing subsidy	1
	Traffic	1
	Tree	2
SUB-TOTAL		15
GRAND TOTAL		67

CHARTER FILES**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Democracy			
Ensuring that the public consultation process is credible, open and effective	2	Still pending	-
Providing citizens with clearly formulated information	6	4 Still pending 1 Ill-founded 1 Resolved	18.67
Providing citizens with useful information	4	2 Still pending 1 Ill-founded 1 Resolved	65.25
Encouraging public participation	1	Resolved	106
Fostering civic values among citizens	1	Ill-founded	80
SUB-TOTAL	14		
Economic and Social Life			
Considering the needs of vulnerable persons and particularly individuals from low and modest income families in its implementation of housing measures	1	Ill-founded	20
Providing citizens with access to sufficient quantities of quality drinking water	1	Still pending	-
SUB-TOTAL	2		
Environment and Sustainable Development			
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	2	1 Ill-founded 1 Resolved	113
Promoting the protection and the enhancement of urban woods	2	1 Ill-founded 1 Follow-up on commitment	89.5
Promoting the protection and the enhancement of natural environments	1	Ill-founded	156
Promoting access to green spaces	1	Resolved	15

CHARTER FILES**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Fostering continuous improvement of air quality	2	1 Ill-founded 1 Resolved	22
Taking measures to reduce abusive irritants resulting from dumping garbage	1	Still pending	-
Taking measures to reduce abusive irritants resulting from traffic	2	1 Commitment 1 Ill-founded	98
Taking measures to reduce abusive irritants resulting from noise	13	1 Withdrawal 3 Still pending 2 Commitments 3 Ill-founded 1 Resolved 3 Follow-ups on commitment	45.46
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	2	1 Withdrawal 1 Still pending	28
Promoting waste reduction, re-use and recycling	1	Ill-founded	22
SUB-TOTAL	27		

Municipal Services

Promoting flexibility in supplying municipal services to meet the various needs of citizens	6	1 Still pending 1 Referred 4 Resolved	31.05
Promoting flexibility in the use of public space to meet the various needs of citizens	1	Still pending	-
Promoting universal access in organizing the city and specifically in municipal buildings and services	9	2 Still pending 1 Ill-founded 1 Referred 4 Resolved 1 Follow-up on commitment	39
Promoting the supply and distribution of municipal services in an equitable manner	1	Ill-founded	31

CHARTER FILES**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Taking measures to limit disruptions or obstacles depriving citizens of safe pedestrian access to their homes	1	Referred	17
Providing municipal services in a skillful, respectful and non-discriminatory manner	10	1 Withdrawal 3 Still pending 5 Resolved 1 Follow-up on commitment	28.3
SUB-TOTAL	28		
Security			
Developing its territory in a safe manner	6	2 Withdrawals 1 Commitment 3 Resolved	52.17
Protecting property	2	1 Commitment 1 Resolved	108.5
Protecting people	14	2 Withdrawals 1 Still pending 2 Commitments 2 Ill-founded 7 Resolved	51.07
SUB-TOTAL	22		
GRAND TOTAL	93		

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Ahuntsic-Cartierville (administration)	Environment and Sustainable Development	
	Noise	1
	Tree	1
	Municipal Services	
	Road works / Public works	1
TOTAL		3
Anjou (administration)	Environment and Sustainable Development	
	Noise	2
	Traffic	1
	TOTAL	3
Côte-des-Neiges–Notre-Dame-de-Grâce (administration)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Nuisance	1
	Tree	1
	Municipal Services	
	Aqueduct / Sewer	1
	Security	
	Tree	2
TOTAL		6
LaSalle (administration)	Security	
	Parking / SRRR / Vignettes	1
	TOTAL	1

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Le Plateau-Mont-Royal (administration)	Environment and Sustainable Development	
	Noise	1
	Permit	1
	Municipal Services	
	Communications	1
	Handicapped person	1
	Security	
	Application of by-laws	1
	Cycling path	1
	Snow removal	1
	Traffic	1
	TOTAL	8
Le Sud-Ouest (administration)	Environment and Sustainable Development	
	Noise	1
	Parks and green spaces	1
	Municipal Services	
	Aqueduct / Sewer	1
	Handicapped person	1
	TOTAL	4
Mercier – Hochelaga-Maisonneuve (administration)	Municipal Services	
	Handicapped person	1
	TOTAL	1

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Montréal-Nord (administration)	Democracy	
	Zoning / Urban planning / Exemption	1
	Municipal Services	
	Road works / Public works	1
TOTAL		2
Outremont (administration)	Democracy	
	Application of by-laws	1
	Environment and Sustainable Development	
	Garbage / Recycling	1
TOTAL		2
Pierrefonds-Roxboro (administration)	Environment and Sustainable Development	
	Environment / Sustainable development	1
	Zoning / Urban planning / Exemption	1
	Democracy	
Pierrefonds-Roxboro (Borough Council)	Public participation	1
	Democracy	
	Public participation	1
	Zoning / Urban planning / Exemption	1
TOTAL		5
Rosemont – La Petite-Patrie (administration)	Economic and Social Life	
	Aqueduct / Sewer	1
	Security	
	Parking / SRRR / Vignettes	2
TOTAL		3

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Saint-Laurent (administration)	Security	
	Fence	1
	TOTAL	1
Verdun (administration)	Municipal Services	
	Driveway entrance	1
Verdun (Borough Council)	Democracy	
	Zoning / Urban planning / Exemption	1
	TOTAL	2
Ville-Marie (administration)	Environment and Sustainable Development	
	Noise	2
	Parks and green spaces	1
	Municipal Services	
	Handicapped person	1
Ville-Marie (Borough Council)	Environment and Sustainable Development	
	Noise	1
	TOTAL	5
Villeray – Saint-Michel – Parc-Extension (administration)	Municipal Services	
	Handicapped person	1
	Subsidy other than housing	1
	TOTAL	2

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Direction générale (Concertation avec les arrondissements)	Democracy	
	Communications	1
	TOTAL	1
Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles)	Municipal Services	
	Communications	2
	TOTAL	2
Développement et opérations (Direction de l'environnement et du développement durable)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Environment / Sustainable development	1
	TOTAL	2
Développement et opérations (Direction du développement culturel et du patrimoine)	Municipal Services	
	Subsidy other than housing	1
	TOTAL	1
Développement et opérations (Direction des grands parcs et du verdissement)	Environment and Sustainable Development	
	Parks and green spaces	1
	TOTAL	1
Eau (All departments included)	Economic and Social Life	
	Aqueduct / Sewer	1
	TOTAL	1

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Police (Direction du service de police)	Municipal Services	
	Universal access	1
	Security	
	Application of by-laws	1
	TOTAL	2
Police (Direction des opérations corporatives)	Municipal Services	
	Communications	1
	Conduct of an employee	1
	Security	
	Parking / SRRR / Vignettes	1
	TOTAL	3
Sécurité incendie de Montréal (All departments included)	Security	
	Fire / Public safety	1
	Handicapped person	1
	TOTAL	2

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

PARAMUNICIPAL AGENCY,CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	2010 NUMBER
Office municipal d'habitation de Montréal (OMHM)	Economic and Social Life	
	Social housing / HLM / Housing subsidies	1
	Environment and Sustainable Development	
	Noise	2
	Social housing / HLM / Housing subsidies	1
	Municipal Services	
	Handicapped person	1
	Security	
	Public health	1
	Social housing / HLM / Housing subsidies	1
	TOTAL	7
Société en commandite Stationnement de Montréal	Municipal Services	
	Universal access	1
	TOTAL	1
POLITICAL ENTITY	CHAPTER / TOPIC	2010 NUMBER
Présidence du Conseil de la Ville	Municipal Services	
	Universal access	1
	TOTAL	1

ADDENDUM D

LIST OF DOCUMENTS AND CHARTS AVAILABLE ON OUR WEB SITE

A. 2010 CHARTS - ALL FILES INCLUDING CHARTER FILES

Chart 1	Complaints handled in 2010
Chart 2	Evolution – Number of complaints - By Topic
Chart 3	Results / By Topic
Chart 4	Evolution – Number of complaints received - 2004 to 2010
Chart 5	Final response period
Chart 6	Mode of submission of complaints
Chart 7	Demographic data

• Boroughs

Chart 8	Evolution – Number of complaints
Chart 9	Topic of complaints
Chart 10	Results
Chart 11	Final response period

• Central Departments

Chart 12	Evolution – Number of complaints
Chart 13	Topic of complaints
Chart 14	Results
Chart 15	Final response period

• Paramunicipal agencies, City-controlled corporations and other city related organizations

Chart 16	Evolution – Number of complaints
Chart 17	Topic of complaints
Chart 18	Results
Chart 19	Final response period

• Political Entities

Chart 20	Evolution – Number of complaints
Chart 21	Topic of complaints
Chart 22	Results
Chart 23	Final response period

B. 2010 CHARTS - CHARTER FILES ONLY

Chart 24	Number of complaints / By Topic
Chart 25	Results / By Chapter
Chart 26	Topic of complaints / By Entity
Chart 27	Results / By Entity
Chart 28	Final response period
Chart 29	Results / By specific provision of the Charter
Chart 30	Evolution / Number of complaints 2006-2010
Chart 31	Results / By Topic
Chart 32	Demographic data

C. GLOSSARY



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Legal Deposit - Second Quarter 2011
Library and Archives Canada
Bibliothèque et Archives nationales du Québec
ISSN: 1929-7211 (Print)
ISSN: 1929-722X (Online)
ISBN: 978-2-7647-1118-7 (Print)
ISBN: 978-2-7647-1120-0 (Online)

Please note that this English translation takes into account instructions received from the *Office québécois de la langue française* which require that titles and names of boroughs, departments, paramunicipal agencies and City-controlled corporations be written in French, even in the English version.

ADDENDUM D

LIST OF DOCUMENTS AND CHARTS AVAILABLE ON OUR WEB SITE

A. 2010 CHARTS - ALL FILES INCLUDING CHARTER FILES

Chart 1	Complaints handled in 2010.	4
Chart 2	Evolution – Number of complaints - By Topic . . .	5
Chart 3	Results / By Topic	8
Chart 4	Evolution – Number of complaints received - 2004 to 2010	12
Chart 5	Final response period	13
Chart 6	Mode of submission of complaints	14
Chart 7	Demographic data	15

• Boroughs

Chart 8	Evolution – Number of complaints	17
Chart 9	Topic of complaints	18
Chart 10	Results	32
Chart 11	Final response period	33

• Central Departments

Chart 12	Evolution – Number of complaints	34
Chart 13	Topic of complaints	36
Chart 14	Results	43
Chart 15	Final response period	46

• Paramunicipal agencies, City-controlled corporations and other city related organizations

Chart 16	Evolution – Number of complaints	48
Chart 17	Topic of complaints	49
Chart 18	Results	51
Chart 19	Final response period	52

• Political Entities

Chart 20	Evolution – Number of complaints	53
Chart 21	Topic of complaints	54
Chart 22	Results	55
Chart 23	Final response period	56

B. 2010 CHARTS - CHARTER FILES ONLY

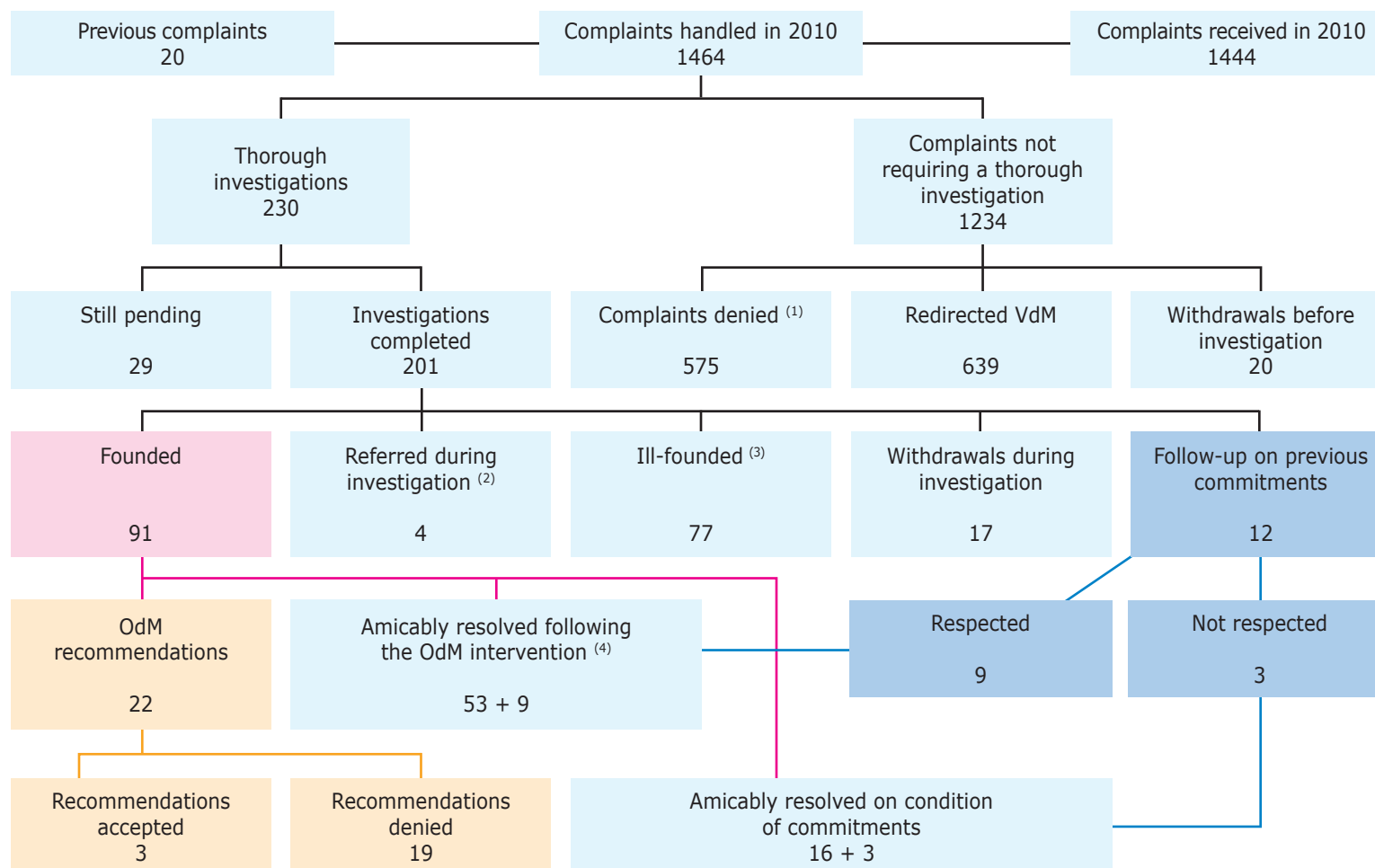
Chart 24	Number of complaints / By Topic	57
Chart 25	Results / By Chapter	59
Chart 26	Topic of complaints / By Entity	60
Chart 27	Results / By Entity	67
Chart 28	Final response period	69
Chart 29	Results / By specific provision of the Charter . . .	70
Chart 30	Evolution / Number of complaints 2006-2010 . .	73
Chart 31	Results / By Topic	74
Chart 32	Demographic data	76

C. GLOSSARY 77

Chart 1

COMPLAINTS HANDLED IN 2010

Including charter files



(1) These are topics over which the OdM generally does not have jurisdiction.

(2) These are complaints which the OdM redirected to the concerned director, during the investigation, given his willingness to resolve the matter without the need of a formal RECOMMENDATION.

(3) These files were investigated but the OdM concluded that the complaint was ill-founded, for example, if by-laws were respected. Our reasoned conclusions were nevertheless provided to the citizen.

(4) In these cases, following a discussion with the OdM, the concerned director voluntarily settled the issue to the citizen's advantage, following our investigation : there was, therefore, no need to issue a RECOMMENDATION.

Chart 2

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Access to information	40	39	21
Acquired rights	5	1	2
Alley	7	12	14
Animal	22	10	14
Application of by-laws	78	42	56
Aqueduct / Sewer	19	13	15
Cleanliness	25	12	10
Communications	10	25	16
Conduct of an employee	124	96	79⁽¹⁾
Conflict of interests	1	0	4
Court decision	43	34	10⁽²⁾
Culture	1	1	0
Cycling path	5	4	3
Decision of a Borough Council	12	2	7
Decision of the City Council	3	3	3
Decision of the Executive Committee	1	3	1
Driveway entrance	6	3	3
Environment / Sustainable development	5	3	3
Evaluation / Real estate tax	30	35	37
Fence	10	6	3
Financial compensation (aqueduct/sewer)	2	11	6
Financial compensation (climate event)	3	0	0
Financial compensation (fall on sidewalk)	29	27	12
Financial compensation (municipal pound)	5	5	3
Financial compensation (municipal works)	30	11	8

(1) In 2010, this category includes complaints against Ville de Montréal's employees only.

(2) In 2010, this category does not include judgments rendered by Cour municipale de Montréal.

Chart 2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Financial compensation (other)	55	49	17
Financial compensation (pothole)	11	8	1
Financial compensation (road incident)	5	8	6
Financial compensation (tree)	4	2	3
Fire / Public safety	6	12	9
Garbage / Recycling	38	30	17
Handicapped person	16	9	12
Human rights	3	6	1
Immigration	3	4	N/A ⁽³⁾
Labour relations	38	39	33
Library	4	2	3
Management of underground pipes	2	0	0
Miscellaneous	54	46	30
Municipal Court	91	80	89
Municipal Court judgment	N/A ⁽⁴⁾	N/A ⁽⁴⁾	26
Noise	54	36	35
Nuisance	25	23	16
Parking / SRRR / Vignettes	59	54	75
Parks and green spaces	11	4	11
Permit	56	41	53
Pound (other)	5	5	7
Pound (storage of furniture)	63	29	43
Private dispute	N/A ⁽⁵⁾	N/A ⁽⁵⁾	100
Public health	24	29	32
Public organizations	108	123	143

(3) This category is not used in 2010.

(4) New category since 2010.

(5) New category since 2010.

Chart 2 (continued)

EVOLUTION – NUMBER OF COMPLAINTS – BY TOPIC

Including Charter files

TOPIC	NUMBER		
	2008	2009	2010
Public participation	10	3	5
Road works / Public works	63	63	42
Snow removal	40	19	11
Social housing / HLM / Housing subsidies	86	94	105
Sports and leisure	23	15	10
Subsidy other than housing	15	19	28
Tax (except real estate)	24	23	19
Taxi	3	0	4
Tenant / Landlord relations	40	28	19
Tenders	3	7	1
Towing	10	8	2
Traffic	27	22	12
Transportation	23	21	12
Tree	37	35	25
Universal access	4	2	4
Violation of law	34	29	24
Winter temporary shelter	2	2	2
Zoning / Urban planning / Exemption	18	17	27
TOTAL	1713	1444	1444

Chart 3

RESULTS / BY TOPIC*Including Charter files*

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Access to information	21	0	3	18	0	0	0	0	0	0	0	0
Acquired rights	2	0	1	0	0	0	1	0	0	0	0	0
Alley	14	0	11	0	0	0	1	1	0	0	0	1
Animal	14	0	9	4	0	0	0	1	0	0	0	0
Application of by-laws	56	0	41	5	0	0	8	2	0	0	0	0
Aqueduct / Sewer	15	0	10	1	0	0	1	1	0	0	0	2
Cleanliness	10	0	10	0	0	0	0	0	0	0	0	0
Communications	16	0	7	1	0	0	1	4	0	0	0	3
Conduct of an employee	79	0	39	39	0	0	0	1	0	0	0	0
Conflict of interests	4	0	2	2	0	0	0	0	0	0	0	0
Court decision	10	0	0	10	0	0	0	0	0	0	0	0
Cycling path	3	0	2	0	1	0	0	0	0	0	0	0
Decision of a Borough Council	7	2	0	5	0	0	0	0	0	0	0	0
Decision of the City Council	3	0	0	3	0	0	0	0	0	0	0	0
Decision of the Executive Committee	1	0	0	1	0	0	0	0	0	0	0	0
Driveway entrance	3	0	2	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	3	0	1	0	0	0	2	0	0	0	0	0
Evaluation / Real estate tax	37	1	29	4	0	0	2	0	0	0	1	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Fence	3	0	2	0	0	0	1	0	0	0	0	0
Financial compensation (aqueduct / sewer)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (fall on sidewalk)	12	0	1	10	0	0	0	0	0	0	0	1
Financial compensation (municipal pound)	3	0	0	3	0	0	0	0	0	0	0	0
Financial compensation (municipal works)	8	0	0	6	0	0	2	0	0	0	0	0
Financial compensation (other)	17	0	3	12	0	0	1	1	0	0	0	0
Financial compensation (pothole)	1	0	0	1	0	0	0	0	0	0	0	0
Financial compensation (road incident)	6	0	0	6	0	0	0	0	0	0	0	0
Financial compensation (tree)	3	0	0	3	0	0	0	0	0	0	0	0
Fire / Public safety	9	1	5	1	0	0	0	1	0	1	0	0
Garbage / Recycling	17	0	7	9	0	0	0	0	0	0	0	1
Handicapped person	12	0	5	0	0	1	1	2	0	0	1	2
Human rights	1	0	0	1	0	0	0	0	0	0	0	0
Labour relations	33	0	0	33	0	0	0	0	0	0	0	0
Library	3	0	1	0	0	0	0	1	0	0	0	1
Miscellaneous	30	2	16	7	0	0	4	0	0	1	0	0
Municipal court	89	0	70	9	2	1	3	4	0	0	0	0
Municipal court judgment	26	0	0	26	0	0	0	0	0	0	0	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Noise	35	2	23	0	1	0	3	0	0	1	3	2
Nuisance	16	0	15	0	0	0	0	0	0	0	0	1
Parking / SRRR / Vignettes	75	2	28	33	0	1	2	4	0	3	2	0
Parks and green spaces	11	0	7	0	0	0	0	1	0	2	1	0
Permit	53	1	42	2	0	0	2	3	0	0	0	3
Pound (other)	7	0	4	1	0	0	1	1	0	0	0	0
Pound (storage of furniture)	43	3	12	0	7	0	0	3	17	0	0	1
Private dispute	100	0	0	100	0	0	0	0	0	0	0	0
Public health	32	0	20	2	0	0	7	1	0	0	0	2
Public organizations	143	0	0	143	0	0	0	0	0	0	0	0
Public participation	5	0	2	0	0	0	2	0	0	0	0	1
Road works / Public works	42	1	30	2	2	0	1	1	0	2	3	0
Snow removal	11	0	10	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidy	105	3	79	5	1	0	7	5	1	2	1	1
Sports and leisure	10	0	8	1	0	0	1	0	0	0	0	0
Subsidy other than housing	28	0	22	1	0	0	5	0	0	0	0	0
Tax (except real estate)	19	0	13	1	0	0	4	1	0	0	0	0
Taxi	4	0	2	0	0	0	2	0	0	0	0	0

Chart 3 (continued)

RESULTS / BY TOPIC

Including Charter files

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Tenant / Landlord relations	19	0	0	19	0	0	0	0	0	0	0	0
Tenders	1	0	1	0	0	0	0	0	0	0	0	0
Towing	2	0	0	2	0	0	0	0	0	0	0	0
Traffic	12	0	7	2	1	0	1	1	0	0	0	0
Transportation	12	0	0	12	0	0	0	0	0	0	0	0
Tree	25	0	19	0	0	0	1	5	0	0	0	0
Universal access	4	0	1	0	0	0	0	2	0	0	0	1
Violation of law	24	1	1	22	0	0	0	0	0	0	0	0
Winter temporary shelter	2	0	2	0	0	0	0	0	0	0	0	0
Zoning / Urban planning / Exemption	27	1	14	1	1	0	5	1	0	1	0	3
GRAND TOTAL	1444	20	639	575	16	3	73	49	18	13	12	26

Chart 4

EVOLUTION - NUMBER OF COMPLAINTS RECEIVED - 2004 TO 2010

Including Charter files

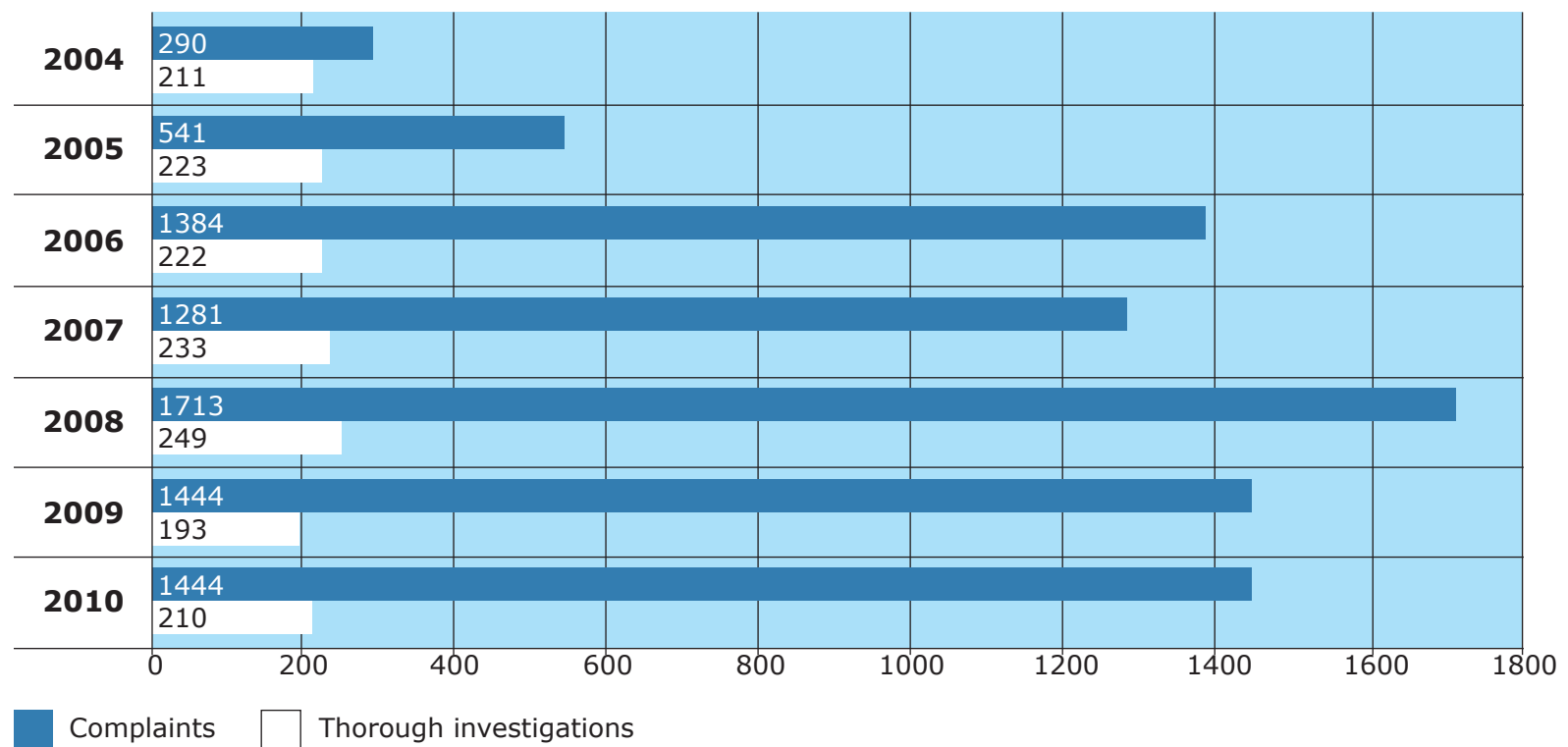


Chart 5

FINAL RESPONSE PERIOD*Including Charter files***A. ALL COMPLAINTS**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	1448	51	35	42	67	27	15	27	1	1713	6.87 DAYS
%	84.53	2.98	2.04	2.45	3.91	1.58	0.88	1.58	0.06	100%	
2009	1225	48	24	32	54	35	12	12	2	1444	6.15 DAYS
%	84.83	3.32	1.66	2.22	3.74	2.42	0.83	0.83	0.14	100%	
2010	1172	77	35	44	49	21	5	15	26	1444	5.27 DAYS
%	81.16	5.33	2.42	3.05	3.39	1.45	0.35	1.04	1.80	100%	

B. THOROUGH INVESTIGATIONS ONLY

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
2008	14	25	31	42	67	27	15	27	1	249	40.96 DAYS
%	5.62	10.04	12.45	16.87	26.91	10.84	6.02	10.84	0.4	100%	
2009	15	13	20	30	54	35	12	12	2	193	38.48 DAYS
%	7.77	6.74	10.36	15.54	27.98	18.13	6.22	6.22	1.04	100%	
2010	7	22	24	42	48	21	5	15	26	210	28.78 DAYS
%	3.33	10.48	11.43	20	22.86	10	2.38	7.14	12.38	100%	

Chart 6

MODE OF SUBMISSION OF COMPLAINTS

Including Charter files

MODE	NUMBER 2009	%	NUMBER 2010	%
By E-mail	163	11.29	178	12.33
By fax	46	3.19	39	2.7
By mail	95	6.58	77	5.33
In person	195	13.5	138	9.56
By phone	925	64.06	996	68.98
Inquiries initiated by the OdM	20	1.39	16	1.11
TOTAL	1444	100%	1444	100%

Chart 7

DEMOGRAPHIC DATA COMPLAINTS RECEIVED IN 2010

Including Charter files

A. GENDER

Gender	Number	%
Female	660	46.45
Male	761	53.55
TOTAL	1421⁽¹⁾	100%

B. LANGUAGE

Language	Number	%
English	310	21.71
French	1118	78.29
TOTAL	1428⁽¹⁾	100%

C. AGE GROUP ⁽²⁾

Age group	Number	%
Under 18	4	0.28
18-25	21	1.48
26-50	437	30.75
51-64	192	13.51
65 +	150	10.56
Unknown	617	43.42
TOTAL	1421⁽¹⁾	100%

D. ORIGIN ⁽³⁾

Origin	Number	%
Canadian	851	59.89
Ethnocultural	282	19.85
Unknown	288	20.27
TOTAL	1421⁽¹⁾	100%

(1) 16 investigations were initiated by the OdM and 7 complaints were submitted by a corporation.

(2) This information was provided on a voluntary basis : 56.58% of respondents gave the information.

(3) This information was provided on a voluntary basis : 79.73% of respondents gave the information.

Chart 7 (continued)

**DEMOGRAPHIC DATA
COMPLAINTS RECEIVED IN 2010**

Including Charter files

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	7	2.48
Chinese	8	2.84
Egyptian	2	0.71
French	18	6.38
German	4	1.42
Greek	17	6.03
Haitian	15	5.32
Indian (India)	4	1.42
Irish	3	1.06
Italian	60	21.28
Jamaican	2	0.71
Jewish	7	2.48
Moroccan	4	1.42
Portuguese	2	0.71
Romanian	5	1.77
Russian	4	1.42
Syrian	1	0.35
Turk	1	0.35
Ukrainian	1	0.35
Vietnamese	2	0.71
Other	115	40.78
TOTAL	282	100%

F. VISIBLE MINORITY ⁽⁴⁾

Visible minority	Number	%
Yes	137	9.64
No	985	69.32
Unknown	299	21.04
TOTAL	1421 ⁽¹⁾	100%

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	51	37.23
Asiatic	17	12.41
Black	50	36.5
Latin American	14	10.22
South Asia	5	3.65
TOTAL	137	100%

(4) This information was provided on a voluntary basis : 78.96% of respondents gave the information.

Chart 8

EVOLUTION - NUMBER OF COMPLAINTS BY BOROUGH

Including Charter files

BOROUGH	NUMBER		
	2008	2009	2010
Ahuntsic-Cartierville	59	62	49
Anjou	10	9	11
Côte-des-Neiges – Notre-Dame-de-Grâce	90	31	66
L'Île-Bizard – Sainte-Geneviève	7	6	2
Lachine	14	3	4
LaSalle	14	23	20
Le Plateau-Mont-Royal	85	70	76
Le Sud-Ouest	28	30	27
Mercier – Hochelaga-Maisonneuve	57	49	27
Montréal-Nord	15	16	25
Outremont	6	4	15
Pierrefonds-Roxboro	9	6	22
Rivière-des-Prairies – Pointe-aux-Trembles	28	33	28
Rosemont – La Petite-Patrie	56	46	47
Saint-Laurent	18	12	9
Saint-Léonard	15	5	8
Verdun	28	22	26
Ville-Marie	109	60	75
Villeray – Saint-Michel – Parc-Extension	33	29	20
Special investigations concerning all boroughs	3	2	0
TOTAL	684	518	557

Chart 9

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Ahuntsic-Cartierville	Alley	1
	Application of by-laws	2
	Aqueduct / Sewer	1
	Cleanliness	1
	Conduct of an employee	1
	Driveway entrance	1
	Fire / Public safety	1
	Garbage / Recycling	1
	Library	1
	Miscellaneous	2
	Noise	1
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Parks and green spaces	4
	Permit	5
	Public health	3
	Road works / Public works	11
	Snow removal	2
	Sports and leisure	1
	Tenders	1
	Tree	3
	Zoning / Urban planning / Exemption	4
	TOTAL	49

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Anjou	Application of by-laws	1
	Conduct of an employee	1
	Noise	3
	Public health	1
	Road works / Public works	1
	Traffic	2
	Tree	1
	Zoning / Urban planning / Exemption	1
TOTAL		11

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
Côte-des-Neiges – Notre-Dame-de-Grâce	Access to information	1
	Animal	1
	Application of by-laws	4
	Aqueduct / Sewer	4
	Cleanliness	1
	Communications	2
	Conduct of an employee	2
	Decision of the Borough Council	2
	Garbage / Recycling	3
	Library	2
	Noise	3
	Nuisance	3
	Parking / SRRR / Vignettes	1
	Permit	8
	Pound (storage of furniture)	3
	Public health	8
	Road works / Public works	2
	Tenders	1
	Traffic	1
	Tree	9
	Winter temporary shelter	1
	Zoning / Urban planning / Exemption	4
TOTAL		66

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	2010 NUMBER
L'Île-Bizard – Sainte-Geneviève	Nuisance	1
	Parking / SRRR / Vignettes	1
	TOTAL	2
Lachine	Animal	1
	Cleanliness	1
	Miscellaneous	1
	Tax (except real estate)	1
	TOTAL	4
LaSalle	Alley	1
	Application of by-laws	1
	Cleanliness	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Miscellaneous	1
	Noise	1
	Parks and green spaces	2
	Parking / SRRR / Vignettes	5
	Permit	1
	Pound (storage of furniture)	1
	Tax (except real estate)	1
	Road works / Public works	2
	Winter temporary shelter	1
	TOTAL	20

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Le Plateau-Mont-Royal	Access to information	1
	Alley	2
	Animal	1
	Application of by-laws	10
	Communications	4
	Conduct of an employee	6
	Cycling path	1
	Decision of the Borough Council	2
	Garbage / Recycling	1
	Handicapped person	3
	Noise	9
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Permit	12
	Pound (storage of furniture)	2
	Public health	4
	Road works / Public works	1
	Snow removal	3
	Sports and leisure	1
	Traffic	5
	Zoning / Urban planning / Exemption	6
TOTAL		76

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Le Sud-Ouest	Access to information	1
	Animal	1
	Application of by-laws	3
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	1
	Fire / Public safety	1
	Handicapped person	2
	Noise	2
	Nuisance	1
	Parking / SRRR / Vignettes	1
	Parks and green spaces	2
	Permit	3
	Public health	1
	Road works / Public works	1
	Sports and leisure	2
	Subsidy other than housing	1
TOTAL		27

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Mercier – Hochelaga-Maisonneuve	Acquired rights	1
	Alley	1
	Animal	3
	Application of by-laws	3
	Cleanliness	1
	Conduct of an employee	4
	Garbage / Recycling	2
	Handicapped person	1
	Noise	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Public health	2
	Road works / Public works	1
	Tree	3
TOTAL		27

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Montréal-Nord	Animal	2
	Application of by-laws	2
	Communications	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Fence	1
	Noise	1
	Nuisance	2
	Parks and green spaces	1
	Permit	5
	Road works / Public works	5
	Tree	1
	Zoning / Urban planning / Exemption	2
TOTAL		25
Outremont	Access to information	1
	Application of by-laws	6
	Garbage / Recycling	1
	Miscellaneous	2
	Parking / SRRR / Vignettes	1
	Pound (storage of furniture)	1
	Snow removal	1
	Sports and leisure	1
	Tree	1
TOTAL		15

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Pierrefonds-Roxboro	Alley	2
	Application of by-laws	2
	Aqueduct / Sewer	1
	Environment / Sustainable development	1
	Library	1
	Nuisance	2
	Permit	3
	Public participation	4
	Road works / Public works	2
	Zoning / Urban planning / Exemption	4
TOTAL		22

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Rivière-des-Prairies – Pointe-aux-Trembles	Access to information	1
	Application of by-laws	4
	Conduct of an employee	2
	Driveway entrance	1
	Miscellaneous	1
	Noise	2
	Nuisance	1
	Permit	2
	Pound (storage of furniture)	1
	Road works / Public works	5
	Snow removal	1
	Sports and leisure	1
	Tax (except real estate)	2
	Tree	3
	Zoning / Urban planning / Exemption	1
TOTAL		28

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Rosemont – La Petite-Patrie	Access to information	1
	Alley	3
	Animal	2
	Application of by-laws	1
	Aqueduct / Sewer	2
	Cleanliness	2
	Conduct of an employee	2
	Handicapped person	1
	Nuisance	4
	Parking / SRRR / Vignettes	10
	Permit	6
	Pound (storage of furniture)	2
	Public health	2
	Road works / Public works	3
	Snow removal	2
	Traffic	2
	Tree	2
	TOTAL	47
Saint-Laurent	Access to information	2
	Application of by-laws	2
	Aqueduct / Sewer	1
	Fence	2
	Public health	1
	Zoning / Urban planning / Exemption	1
	TOTAL	9

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Saint-Léonard	Aqueduct / Sewer	1
	Conduct of an employee	1
	Parking / SRRR / Vignettes	1
	Public health	3
	Snow removal	1
	Zoning / Urban planning / Exemption	1
TOTAL		8
Verdun	Access to information	2
	Application of by-laws	4
	Aqueduct / Sewer	1
	Conduct of an employee	1
	Decision of the Borough Council	1
	Driveway entrance	1
	Garbage / Recycling	6
	Noise	1
	Parking / SRRR / Vignettes	1
	Permit	2
	Pound (storage of furniture)	2
	Public health	1
	Road works / Public works	2
	Zoning / Urban planning / Exemption	1
TOTAL		26

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Ville-Marie	Access to information	1
	Animal	2
	Application of by-laws	9
	Aqueduct / Sewer	2
	Cleanliness	1
	Conduct of an employee	2
	Garbage / Recycling	2
	Handicapped person	1
	Noise	8
	Parking / SRRR / Vignettes	6
	Parks and green spaces	2
	Permit	2
	Pound (storage of furniture)	31
	Road works / Public works	3
	Snow removal	1
	Subsidy other than housing	1
	Zoning / Urban planning / Exemption	1
	TOTAL	75

Chart 9 (continued)

**TOPIC OF COMPLAINTS
BY BOROUGH**

Including Charter files

BOROUGH	TOPIC	NUMBER 2010
Villeray – Saint-Michel – Parc-Extension	Alley	1
	Application of by-laws	1
	Conduct of an employee	2
	Conflict of interests	1
	Handicapped person	2
	Miscellaneous	1
	Parking / SRRR / Vignettes	2
	Permit	2
	Public participation	1
	Road works / Public works	2
	Sports and leisure	1
	Subsidy other than housing	1
	Traffic	1
	Tree	2
TOTAL		20

Chart 10

RESULTS BY BOROUGH

Including Charter files

BOROUGH	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville	49	2	34	0	1	0	4	1	0	3	3	1
Anjou	11	0	7	0	0	0	3	0	0	0	1	0
Côte-des-Neiges – Notre-Dame-de-Grâce	66	2	38	5	3	0	6	5	0	0	0	7
L'Île-Bizard – Sainte-Geneviève	2	0	1	0	0	0	1	0	0	0	0	0
Lachine	4	0	4	0	0	0	0	0	0	0	0	0
LaSalle	20	1	12	2	0	0	3	1	0	1	0	0
Le Plateau-Mont-Royal	76	0	54	10	2	0	4	6	0	0	0	0
Le Sud-Ouest	27	0	20	1	0	0	2	1	0	0	1	2
Mercier – Hochelaga-Maisonneuve	27	0	22	2	0	0	1	1	0	0	1	0
Montréal-Nord	25	1	17	4	0	0	0	0	0	1	1	1
Outremont	15	0	6	3	0	0	4	1	0	0	0	1
Pierrefonds-Roxboro	22	0	13	0	0	0	4	2	0	1	0	2
Rivière-des-Prairies – Pointe-aux-Trembles	28	1	17	4	1	0	0	3	1	0	0	1
Rosemont – La Petite-Patrie	47	0	36	3	0	0	2	3	0	2	0	1
Saint-Laurent	9	0	4	2	0	0	2	1	0	0	0	0
Saint-Léonard	8	1	7	0	0	0	0	0	0	0	0	0
Verdun	26	0	13	8	1	0	1	2	1	0	0	0
Ville-Marie	75	4	40	3	4	0	2	3	15	0	1	3
Villeray – Saint-Michel – Parc-Extension	20	0	14	3	0	2	1	0	0	0	0	0
GRAND TOTAL	557	12	359	50	12	2	40	30	17	8	8	19

Chart 11

FINAL RESPONSE PERIOD BY BOROUGH

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file's final response period. A long period does not necessarily show a lack of cooperation from the borough.

BOROUGH	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Ahuntsic-Cartierville	0	1	1	4	3	1	1	1	1	13	33.42
Anjou	0	0	0	0	1	1	1	1	0	4	74.5
Côte-des-Neiges-Notre-Dame-de-Grâce	0	1	2	3	6	1	0	1	7	21	29.93
L'Île-Bizard-Sainte-Geneviève	0	0	0	0	0	1	0	0	0	1	54
Lachine	0	0	0	0	0	0	0	0	0	0	-
LaSalle	0	0	2	1	1	1	0	0	0	5	26.4
Le Plateau-Mont-Royal	0	0	0	4	5	2	1	0	0	12	37.75
Le Sud-Ouest	0	2	0	1	0	1	0	0	2	6	20.5
Mercier-Hochelaga-Maisonneuve	0	0	0	2	1	0	0	0	0	3	21.33
Montréal-Nord	1	0	0	0	1	0	0	0	1	3	17
Outremont	0	0	1	1	0	2	1	0	1	6	44
Pierrefonds-Roxboro	0	1	0	1	0	1	0	4	2	9	92.71
Rivière-des-Prairies-Pointe-aux-Trembles	0	0	1	0	1	0	1	2	1	6	85.4
Rosemont-La Petite-Patrie	0	0	0	0	4	3	0	0	1	8	41.29
Saint-Laurent	0	0	0	1	1	1	0	0	0	3	31
Saint-Léonard	0	0	0	0	0	0	0	0	0	0	-
Verdun	0	0	0	0	3	1	0	1	0	5	57.8
Ville-Marie	1	8	7	7	2	0	0	0	3	28	10.96
Villeray-Saint-Michel-Parc-Extension	1	0	0	1	1	0	0	0	0	3	16.33

Chart 12

EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Direction générale			
Concertation des arrondissements	N/A ⁽²⁾	N/A ⁽²⁾	2
Direction des communications et des relations avec les citoyens	1	4	2
Direction des Muséums nature de Montréal	1	0	1
Direction du greffe	6	7	4
Unité de la propreté et du déneigement	N/A ⁽³⁾	1	0
Direction de l'approvisionnement	1	2	0
Direction du matériel roulant et des ateliers	0	1	0
Finances			
Direction des revenus et de la fiscalité	43	46	48
Direction de la comptabilité et du contrôle financier	0	1	0
Direction de la gestion financière	0	1	0
Affaires juridiques et évaluation foncière			
Direction de l'évaluation foncière	11	6	9
Direction des affaires pénales et criminelles	127	108	124
Affaires juridiques	108	88	50
Immeubles et systèmes d'information			
Direction des immeubles	1	1	2
Direction des systèmes d'information	N/A ⁽⁴⁾	N/A ⁽⁴⁾	1
Direction stratégies et transactions immobilières	4	4	6

(1) A major restructuring took place in 2010, the data of previous years have been grouped under the administrative unit responsible in 2010.

(2) New administrative unit in 2010, no equivalent for previous years.

(3) New administrative unit in 2009.

(4) New administrative unit in 2010, no equivalent for previous years.

Chart 12 (continued)

EVOLUTION – NUMBER OF COMPLAINTS BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT ⁽¹⁾	NUMBER		
	2008	2009	2010
Développement et opérations			
Direction de l'environnement et du développement durable	5	4	5
Direction du développement culturel et du patrimoine	2	1	3
Direction du développement économique et urbain	0	0	2
Direction de l'habitation	13	17	27
Direction des grands parcs et du verdissement	3	1	1
Direction des sports	3	3	4
Bureau du Mont-Royal	2	1	0
Direction des transports	2	1	7
Direction des travaux publics	1	2	1
Eau			
All departments included	2	2	3
Capital humain			
All departments included	27	21	31
Police			
Service des communications opérationnelles	8	2	4
Direction du service de police	106	106	86
Direction des opérations corporatives (parking agents)	23	34	40
Sécurité incendie de Montréal			
All departments included	10	16	10
Previous Municipal pound			
Direction de l'administration et du soutien opérationnel	62	6 ⁽⁵⁾	N/A ⁽⁵⁾
TOTAL	572	487	473

(5) In 2009, the storage of furniture of evicted tenants have been passed on to boroughs.

Chart 13

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**
Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Direction générale	Concertation des arrondissements	
	Communications	1
	Financial compensation (fall on sidewalk)	1
	Direction des communications et des relations avec les citoyens	
	Communications	1
	Conduct of an employee	1
	Direction des Muséums nature de Montréal	
	Sports and leisure	1
	Direction du greffe	
	Access to information	3
	Miscellaneous	1
	TOTAL	9
Finances	Direction des revenus et de la fiscalité	
	Evaluation / Real estate tax	29
	Financial compensation (other)	2
	Tax (except real estate)	17
	TOTAL	48

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Affaires juridiques et évaluation foncière	Direction de l'évaluation foncière	
	Evaluation / Real estate tax	8
	Miscellaneous	1
	Direction des affaires pénales et criminelles	
	Communications	3
	Conduct of an employee	6
	Municipal Court	89
	Municipal Court judgment	26
	Affaires juridiques	
	Financial compensation (aqueduct / sewer)	6
	Financial compensation (fall on sidewalk)	12
	Financial compensation (municipal pound)	3
	Financial compensation (municipal works)	7
	Financial compensation (other)	12
	Financial compensation (pothole)	1
	Financial compensation (road incident)	5
	Financial compensation (tree)	3
	Miscellaneous	1
	TOTAL	183

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Immeubles et systèmes d'information	Direction des immeubles	
	Conduct of an employee	1
	Miscellaneous	1
	Direction des systèmes d'information	
	Miscellaneous	1
	Direction stratégies et transactions immobilières	
	Alley	3
	Miscellaneous	1
	Zoning / Urban planning / Exemption	2
	TOTAL	9

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Développement et opérations	Direction de l'environnement et du développement durable	
	Communications	2
	Environnement / Sustainable development	2
	Garbage / Recycling	1
	Direction du développement culturel et du patrimoine	
	Conflict of interests	1
	Subsidy other than housing	1
	Traffic	1
	Direction du développement économique et urbain	
	Acquired rights	1
	Road works / Public works	1
	Direction de l'habitation	
	Public health	2
	Social housing / HLM / Housing subsidies	2
	Subsidy other than housing	23
	Direction des grands parcs et du verdissement	
	Parks and green spaces	1
	Direction des sports	
	Noise	1
	Sports and leisure	3
	Direction des transports	
	Cycling path	2
	Parking / SRRR / Vignettes	5
	Direction des travaux publics	
	Communications	1
	TOTAL	50

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Eau	All departments included	
	Aqueduct / Sewer	2
	Conduct of an employee	1
	TOTAL	3
Capital humain	All departments included	
	Conduct of an employee	1
	Labour relations	30
	TOTAL	31

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Police	Service des communications opérationnelles	
	Taxi	4
	Direction du service de police	
	Access to information	4
	Animal	1
	Application of by-laws	1
	Conduct of an employee	28
	Human rights	1
	Fire / Public safety	1
	Labour relations	2
	Miscellaneous	5
	Nuisance	1
	Parking / SRRR / Vignettes	8
	Pound (other)	7
	Traffic	3
	Universal access	2
	Violation of law	22
	Direction des opérations corporatives	
	Communications	1
	Conduct of an employee	10
	Parking / SRRR / Vignettes	27
	Towing	2
	TOTAL	130

Chart 13 (continued)

**TOPIC OF COMPLAINTS
BY CENTRAL DEPARTMENT**

Including Charter files

DEPARTMENT	TOPIC	2010 NUMBER
Sécurité incendie de Montréal	All departments included	
	Access to information	2
	Application of by-laws	1
	Fire / Public safety	6
	Handicapped person	1
	TOTAL	10

Chart 14

RESULTS

BY CENTRAL DEPARTMENT

Including Charter files

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Direction générale												
Concertation des arrondissements	2	0	0	0	0	0	0	1	0	0	0	1
Direction des communications et des relations avec les citoyens	2	0	1	0	0	0	1	0	0	0	0	0
Direction des Muséums nature de Montréal	1	0	1	0	0	0	0	0	0	0	0	0
Direction du greffe	4	0	1	3	0	0	0	0	0	0	0	0
TOTAL	9	0	3	3	0	0	1	1	0	0	0	1
Finances												
Direction des revenus et de la fiscalité	48	1	39	1	0	0	6	0	0	0	1	0
TOTAL	48	1	39	1	0	0	6	0	0	0	1	0
Affaires juridiques et évaluation foncière												
Direction de l'évaluation foncière	9	0	6	3	0	0	0	0	0	0	0	0
Direction des affaires pénales et criminelles	124	0	75	37	2	1	3	5	0	0	0	1
Direction des affaires juridiques	50	0	1	44	0	0	3	1	0	0	0	1
TOTAL	183	0	82	84	2	1	6	6	0	0	0	2

Chart 14 (continued)

RESULTS**BY CENTRAL DEPARTMENT***Including Charter files*

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Immeubles et systèmes d'information												
Direction des immeubles	2	0	1	1	0	0	0	0	0	0	0	0
Direction des systèmes d'information	1	0	0	0	0	0	0	0	0	1	0	0
Direction stratégies et transactions immobilières	6	0	3	0	0	0	1	0	0	0	0	2
TOTAL	9	0	4	1	0	0	1	0	0	1	0	2
Développement et opérations												
Direction de l'environnement et du développement durable	5	0	3	0	0	0	1	0	0	0	0	1
Direction du développement culturel et du patrimoine	3	0	2	0	0	0	1	0	0	0	0	0
Direction du développement économique et urbain	2	0	2	0	0	0	0	0	0	0	0	0
Direction de l'habitation	27	0	21	0	0	0	5	1	0	0	0	0
Direction des grands parcs et du verdissement	1	0	0	0	0	0	0	0	0	0	1	0
Direction des sports	4	0	4	0	0	0	0	0	0	0	0	0
Direction des transports	7	0	4	0	0	0	0	0	0	1	2	0
Direction des travaux publics	1	0	0	0	0	0	0	1	0	0	0	0
TOTAL	50	0	36	0	0	0	7	2	0	1	3	1

Chart 14 (continued)

RESULTS**BY CENTRAL DEPARTMENT***Including Charter files*

DEPARTMENT	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Eau												
All departments included	3	0	2	0	0	0	0	0	0	0	0	1
TOTAL	3	0	2	0	0	0	0	0	0	0	0	1
Capital humain												
All departments included	31	0	0	31	0	0	0	0	0	0	0	0
TOTAL	31	0	0	31	0	0	0	0	0	0	0	0
Service de police												
Service des communications opérationnelles	4	0	2	0	0	0	2	0	0	0	0	0
Direction du service de police	86	2	13	67	0	0	1	3	0	0	0	0
Direction des opérations corporatives	40	0	15	21	0	0	0	2	0	1	0	1
TOTAL	130	2	30	88	0	0	3	5	0	1	0	1
Sécurité incendie de Montréal												
All departments included	10	1	6	0	0	0	1	1	0	1	0	0
TOTAL	10	1	6	0	0	0	1	1	0	1	0	0
GRAND TOTAL	473	4	202	208	2	1	25	15	0	4	4	8

Chart 15

FINAL RESPONSE PERIOD BY CENTRAL DEPARTMENT

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file's final response period. A long period does not necessarily show a lack of cooperation from the department.

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Direction générale											
Concertation des arrondissements	0	0	0	0	1	0	0	0	1	2	32
Direction des communications et des relations avec les citoyens	1	0	0	0	0	0	0	0	0	1	1
Finances											
Direction des revenus et de la fiscalité	0	0	1	5	0	1	0	0	0	7	24.71
Affaires juridiques et évaluation foncière											
Direction des affaires pénales et criminelles	2	4	1	2	2	0	0	0	1	12	10.18
Affaires juridiques	0	1	2	0	1	0	0	0	1	5	12.5
Immeubles et systèmes d'information											
Direction des systèmes d'information	0	0	0	0	0	1	0	0	0	1	53
Direction stratégies et transactions immobilières	0	0	0	0	1	0	0	0	2	3	32

Chart 15 (continued)

FINAL RESPONSE PERIOD BY CENTRAL DEPARTMENT

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file's final response period. A long period does not necessarily show a lack of cooperation from the department.

DEPARTMENT	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Développement et opérations											
Direction de l'environnement et du développement durable	0	0	0	1	0	0	0	0	1	2	22
Direction du développement culturel et du patrimoine	0	0	0	0	1	0	0	0	0	1	31
Direction de l'habitation	0	2	0	2	2	0	0	0	0	6	14.33
Direction des grands parcs et du verdissement	0	0	0	1	0	0	0	0	0	1	23
Direction des transports	0	0	1	0	2	0	0	0	0	3	21.33
Direction des travaux publics	0	0	0	0	1	0	0	0	0	1	38
Eau											
All departments included	0	0	0	0	0	0	0	0	1	1	-
Service de police											
Service des communications opérationnelles	0	0	1	0	1	0	0	0	0	2	21
Direction du service de police	0	0	0	1	2	0	0	1	0	4	45.25
Direction des opérations corporatives	0	0	1	0	2	0	0	0	1	4	28
Sécurité incendie de Montréal											
All departments included	0	0	1	0	0	1	0	1	0	3	63.33

Chart 16

EVOLUTION – NUMBER OF COMPLAINTS BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION

Including Charter files

ENTITY	NUMBER		
	2008	2009	2010
Commission des services électriques de Montréal	1	5	2
Corporation de gestion des marchés publics	0	1	0
Corporation des Habitations Jeanne-Mance	0	0	1
Office municipal d'habitation de Montréal (OMHM)	96	98	102
Société du parc Jean-Drapeau	2	11	0
Société d'habitation et de développement de Montréal (SHDM)	9	2	15
Société de transport de Montréal	30	33	26
Société en commandite Stationnement de Montréal	3	9	6
Musée Pointe-à-Callière	0	1	0
TOTAL	141	160	152

Chart 17

**TOPIC OF COMPLAINTS
BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	TOPIC	NUMBER 2010
Commission des services électriques de Montréal	Miscellaneous	2
	TOTAL	2
Corporation des Habitations Jeanne-Mance	Social housing / HLM / Housing subsidies	1
	TOTAL	1
Office municipal d'habitation de Montréal (OMHM)	Financial compensation (other)	2
	Handicapped person	1
	Miscellaneous	1
	Noise	2
	Public health	4
	Social housing / HLM / Housing subsidies	92
	TOTAL	102
Société d'habitation et de développement de Montréal (SHDM)	Financial compensation (municipal works)	1
	Miscellaneous	3
	Social housing / HLM / Housing subsidies	10
	Subsidy other than housing	1
	TOTAL	15

Chart 17 (continued)

TOPIC OF COMPLAINTS

**BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION**

Including Charter files

ENTITY	TOPIC	NUMBER 2010
Société de transport de Montréal	Access to information	1
	Application of by-laws	1
	Communications	1
	Conduct of an employee	4
	Conflict of interests	1
	Financial compensation (road incident)	1
	Labour relations	1
	Miscellaneous	2
	Transportation	12
	Violation of law	2
TOTAL		26
Société en commandite Stationnement de Montréal	Miscellaneous	2
	Parking / SRRR / Vignettes	3
	Universal access	1
TOTAL		6

Chart 18

RESULTS**BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION
AND OTHER CITY RELATED ORGANIZATION***Including Charter files*

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Request denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Commission des services électriques de Montréal	2	0	1	0	0	0	1	0	0	0	0	0
Corporation des Habitations Jeanne-Mance	1	0	0	0	0	0	1	0	0	0	0	0
Office municipal d'habitation de Montréal (OMHM)	102	3	76	5	2	0	6	5	1	2	0	2
Société d'habitation et de développement de Montréal (SHDM)	15	1	8	2	0	0	2	0	0	1	1	0
Société de transport de Montréal	26	0	0	26	0	0	0	0	0	0	0	0
Société en commandite Stationnement de Montréal	6	0	3	1	0	0	1	0	0	0	0	1
GRAND TOTAL	152	4	88	34	2	0	11	5	1	3	1	3

Chart 19

FINAL RESPONSE PERIOD**BY PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND
OTHER CITY RELATED ORGANIZATION***Including Charter files***Thorough investigations only**

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file's final response period. A long period does not necessarily show a lack of cooperation from the entity.

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
Commission des services électriques	0	0	0	1	0	0	0	0	0	1	19
Corporation des Habitations Jeanne-Mance	0	1	0	0	0	0	0	0	0	1	4
Office municipal d'habitation de Montréal (OMHM)	0	1	2	3	5	3	0	2	2	18	38.25
Société d'habitation et de développement de Montréal (SHDM)	1	0	0	1	2	0	0	0	0	4	16.5
Société en commandite Stationnement de Montréal	0	0	0	0	0	1	0	0	1	2	60

Chart 20

EVOLUTION – NUMBER OF COMPLAINTS BY POLITICAL ENTITY ⁽¹⁾

Including Charter files

ENTITY	2008	2009	2010
Agglomeration Council ⁽²⁾	0	0	1
City Council	8	5	6
Executive Committee	6	5	4
Mayor's office	0	2	0
Présidence du Conseil de la Ville	0	2	1
TOTAL	14	14	12

(1) The requests concerning a Borough Council are included in Charts 8, 9, 10, and 11.

(2) The OdM has no jurisdiction over the Agglomeration Council.

Chart 21

**TOPIC OF COMPLAINTS
BY POLITICAL ENTITY**
Including Charter files

ENTITY	TOPIC	NUMBER 2010
Agglomeration Council	Financial compensation (other)	1
	TOTAL	1
City Council	Decision of the City Council	3
	Miscellaneous	2
	Subsidy other than housing	1
	TOTAL	6
Executive Committee	Conflict of interests	1
	Decision of the Executive Committee	1
	Parking / SRRR / Vignettes	2
	TOTAL	4
Présidence du Conseil de la Ville	Universal access	1
	TOTAL	1

Chart 22

RESULTS**BY POLITICAL ENTITY***Including Charter files*

Entity	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Agglomeration Council	1	0	0	1	0	0	0	0	0	0	0	0
City Council	6	0	0	6	0	0	0	0	0	0	0	0
Executive Committee	4	0	0	4	0	0	0	0	0	0	0	0
Présidence du Conseil de la Ville	1	0	0	0	0	0	0	1	0	0	0	0
GRAND TOTAL	12	0	0	11	0	0	0	1	0	0	0	0

Chart 23

FINAL RESPONSE PERIOD BY POLITICAL ENTITY

Including Charter files

Thorough investigations only

BEWARE – These data must be interpreted with prudence, especially when the number of files is not significant. Various factors, such as its complexity, can influence a file’s final response period. A long period does not necessarily show a lack of cooperation from the entity.

ENTITY	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	Average delay in working days
Présidence du Conseil de la Ville	0	0	0	0	0	0	0	1	0	1	139

Chart 24

CHARTER FILES**NUMBER OF COMPLAINTS / BY TOPIC**

CHAPTER	TOPIC	NUMBER
Democracy	Application of by-laws	1
	Communications	3
	Public participation	2
	Zoning / Urban planning / Exemption	3
	SUB-TOTAL	9
Economic and Social Life	Aqueduct / Sewer	1
	Social housing / HLM / Housing subsidies	1
	SUB-TOTAL	2
Environment and Sustainable Development	Environment / Sustainable development	2
	Garbage / Recycling	1
	Noise	10
	Nuisance	1
	Parks and green spaces	2
	Permit	1
	Social housing / HLM / Housing subsidies	1
	Traffic	1
	Tree	2
	Zoning / Urban planning / Exemption	1
	SUB-TOTAL	22

Chart 24 (continued)

CHARTER FILES

NUMBER OF COMPLAINTS / BY TOPIC

CHAPTER	TOPIC	NUMBER
Municipal Services	Aqueduct / Sewer	2
	Communications	3
	Conduct of an employee	1
	Driveway entrance	1
	Handicapped person	6
	Road works / Public works	2
	Subsidy other than housing	1
	Universal access	3
SUB-TOTAL		19
Security	Application of by-laws	1
	Cycling path	1
	Fence	1
	Fire / Public safety	1
	Handicapped person	1
	Parking / SRRR / Vignettes	4
	Public health	1
	Snow removal	1
	Social housing / HLM / Housing subsidies	1
	Traffic	1
	Tree	2
SUB-TOTAL		15
GRAND TOTAL		67

Chart 25

CHARTER FILES**RESULTS / BY CHAPTER**

CHAPTER	Total number	Withdrawal by citizens before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal by citizens during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Democracy	9	0	0	0	0	0	2	2	0	0	0	5
Economic and Social Life	2	0	0	0	0	0	1	0	0	0	0	1
Environment and Sustainable Development	22	0	0	0	1	0	7	4	0	2	4	4
Municipal Services	19	0	0	0	1	1	2	8	0	0	2	5
Security	15	0	0	0	2	0	2	8	0	2	0	1
GRAND TOTAL	67	0	0	0	4	1	14	22	0	4	6	16

Chart 26

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Ahuntsic-Cartierville (administration)	Environment and Sustainable Development	
	Noise	1
	Tree	1
	Municipal Services	
	Road works / Public works	1
TOTAL		3
Anjou (administration)	Environment and Sustainable Development	
	Noise	2
	Traffic	1
	TOTAL	3
Côte-des-Neiges–Notre-Dame-de-Grâce (administration)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Nuisance	1
	Tree	1
	Municipal Services	
	Aqueduct / Sewer	1
	Security	
	Tree	2
TOTAL		6
LaSalle (administration)	Security	
	Parking / SRRR / Vignettes	1
	TOTAL	1

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Le Plateau-Mont-Royal (administration)	Environment and Sustainable Development	
	Noise	1
	Permit	1
	Municipal Services	
	Communications	1
	Handicapped person	1
	Security	
	Application of by-laws	1
	Cycling path	1
	Snow removal	1
	Traffic	1
TOTAL		8
Le Sud-Ouest (administration)	Environment and Sustainable Development	
	Noise	1
	Parks and green spaces	1
	Municipal Services	
	Aqueduct / Sewer	1
	Handicapped person	1
TOTAL		4
Mercier – Hochelaga-Maisonneuve (administration)	Municipal Services	
	Handicapped person	1
TOTAL		1

Chart 26 (continued)

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Montréal-Nord (administration)	Democracy	
	Zoning / Urban planning / Exemption	1
	Municipal Services	
	Road works / Public works	1
TOTAL		2
Outremont (administration)	Democracy	
	Application of by-laws	1
	Environment and Sustainable Development	
	Garbage / Recycling	1
TOTAL		2
Pierrefonds-Roxboro (administration)	Environment and Sustainable Development	
	Environment / Sustainable development	1
	Zoning / Urban planning / Exemption	1
	Democracy	
Pierrefonds-Roxboro (Borough Council)	Public participation	1
	Democracy	
	Public participation	1
	Zoning / Urban planning / Exemption	1
TOTAL		5
Rosemont – La Petite-Patrie (administration)	Economic and Social Life	
	Aqueduct / Sewer	1
	Security	
	Parking / SRRR / Vignettes	2
TOTAL		3

Chart 26 (continued)

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

BOROUGH	CHAPTER / TOPIC	2010 NUMBER
Saint-Laurent (administration)	Security	
	Fence	1
	TOTAL	1
Verdun (administration)	Municipal Services	
	Driveway entrance	1
Verdun (Borough Council)	Democracy	
	Zoning / Urban planning / Exemption	1
	TOTAL	2
Ville-Marie (administration)	Environment and Sustainable Development	
	Noise	2
	Parks and green spaces	1
	Municipal Services	
Ville-Marie (Borough Council)	Handicapped person	1
	Environment and Sustainable Development	
	Noise	1
	TOTAL	5
Villeray – Saint-Michel – Parc-Extension (administration)	Municipal Services	
	Handicapped person	1
	Subsidy other than housing	1
	TOTAL	2

Chart 26 (continued)

CHARTER FILES**TOPIC OF COMPLAINTS / BY ENTITY**

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Direction générale (Concertation avec les arrondissements)	Democracy	
	Communications	1
	TOTAL	1
Affaires juridiques et évaluation foncière (Direction des affaires pénales et criminelles)	Municipal Services	
	Communications	2
	TOTAL	2
Développement et opérations (Direction de l'environnement et du développement durable)	Democracy	
	Communications	1
	Environment and Sustainable Development	
	Environment / Sustainable development	1
	TOTAL	2
Développement et opérations (Direction du développement culturel et du patrimoine)	Municipal Services	
	Subsidy other than housing	1
	TOTAL	1
Développement et opérations (Direction des grands parcs et du verdissement)	Environment and Sustainable Development	
	Parks and green spaces	1
	TOTAL	1
Eau (All departments included)	Economic and Social Life	
	Aqueduct / Sewer	1
	TOTAL	1

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

CENTRAL DEPARTMENT	CHAPTER / TOPIC	2010 NUMBER
Police (Direction du service de police)	Municipal Services	
	Universal access	1
	Security	
	Application of by-laws	1
	TOTAL	2
Police (Direction des opérations corporatives)	Municipal Services	
	Communications	1
	Conduct of an employee	1
	Security	
	Parking / SRRR / Vignettes	1
	TOTAL	3
Sécurité incendie de Montréal (All departments included)	Security	
	Fire / Public safety	1
	Handicapped person	1
	TOTAL	2

Chart 26 (continued)

CHARTER FILES

TOPIC OF COMPLAINTS / BY ENTITY

PARAMUNICIPAL AGENCY, CITY-CONTROLLED CORPORATION AND OTHER CITY RELATED ORGANIZATION	CHAPTER / TOPIC	2010 NUMBER
Office municipal d'habitation de Montréal (OMHM)	Economic and Social Life	
	Social housing / HLM / Housing subsidies	1
	Environment and Sustainable Development	
	Noise	2
	Social housing / HLM / Housing subsidies	1
	Municipal Services	
	Handicapped person	1
	Security	
	Public health	1
	Social housing / HLM / Housing subsidies	1
TOTAL		7
Société en commandite Stationnement de Montréal	Municipal Services	
	Universal access	1
TOTAL		1
POLITICAL ENTITY	CHAPTER / TOPIC	2010 NUMBER
Présidence du Conseil de la Ville	Municipal Services	
	Universal access	1
TOTAL		1

Chart 27

CHARTER FILES**RESULTS / BY ENTITY**

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Ahuntsic-Cartierville (administration)	3	0	0	0	1	0	1	0	0	0	1	0
Anjou (administration)	3	0	0	0	0	0	2	0	0	0	1	0
Côte-des-Neiges – Notre-Dame-de-Grâce (administration)	6	0	0	0	0	0	0	3	0	0	0	3
LaSalle (administration)	1	0	0	0	0	0	0	1	0	0	0	0
Le Plateau-Mont-Royal (administration)	8	0	0	0	2	0	1	5	0	0	0	0
Le Sud-Ouest (administration)	4	0	0	0	0	0	0	1	0	0	1	2
Mercier – Hochelaga-Maisonneuve (administration)	1	0	0	0	0	0	0	0	0	0	1	0
Montréal-Nord (administration)	2	0	0	0	0	0	0	0	0	0	1	1
Outremont (administration)	2	0	0	0	0	0	1	0	0	0	0	1
Pierrefonds-Roxboro (administration)	3	0	0	0	0	0	1	0	0	1	0	1
Pierrefonds-Roxboro (Borough Council)	2	0	0	0	0	0	1	0	0	0	0	1
Rosemont – La Petite-Patrie (administration)	3	0	0	0	0	0	0	2	0	0	0	1
Saint-Laurent (administration)	1	0	0	0	0	0	1	0	0	0	0	0
Verdun (administration)	1	0	0	0	0	0	1	0	0	0	0	0
Verdun (Borough Council)	1	0	0	0	0	0	0	1	0	0	0	0
Ville-Marie (administration)	4	0	0	0	0	0	1	1	0	0	0	2
Ville-Marie (Borough Council)	1	0	0	0	0	0	0	0	0	0	1	0

CHARTER FILES

RESULTS / BY ENTITY

ENTITY	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Villeray – Saint-Michel – Parc-Extension (administration)	2	0	0	0	0	1	1	0	0	0	0	0
Direction générale (Concertation avec les arrondissements)	1	0	0	0	0	0	0	1	0	0	0	0
Affaires juridiques et évaluation foncière (Dir. des aff. pénales et criminelles)	2	0	0	0	0	0	0	1	0	0	0	1
Développement et opérations (Dir. de l'env. et du dév. durable)	2	0	0	0	0	0	1	0	0	0	0	1
Développement et opérations (Dir. du dév. culturel et du patrimoine)	1	0	0	0	0	0	1	0	0	0	0	0
Développement et opérations (Dir. des grands parcs et du verdissement)	1	0	0	0	0	0	0	0	0	0	1	0
Eau (All departments included)	1	0	0	0	0	0	0	0	0	0	0	1
Police (Dir. du service de police)	2	0	0	0	0	0	0	2	0	0	0	0
Police (Dir. des opérations corporatives)	3	0	0	0	0	0	0	2	0	0	0	1
Sécurité incendie de Montréal (All departments included)	2	0	0	0	0	0	1	0	0	1	0	0
Office municipal d'habitation de Montréal (OMHM)	7	0	0	0	1	0	1	2	0	2	0	1
Société en commandite Stationnement de Montréal	1	0	0	0	0	0	0	0	0	0	0	1
Présidence du Conseil de la Ville	1	0	0	0	0	0	0	1	0	0	0	0

Chart 28

CHARTER FILES**FINAL RESPONSE PERIOD****Thorough investigations only**

	1 to 2 working days	5 working days	10 working days	1 month	2 months	3 months	4 months	5 months or more	Files still pending as of January 1, 2011	TOTAL	AVERAGE DELAY in working days
2008	1	0	1	5	15	5	7	6	0	40	57.30 DAYS
%	2.5	0	2.5	12.5	37.5	12.5	17.5	15	0	100%	
2009	2	0	0	8	9	9	6	4	0	38	47.37 DAYS
%	5.26	0	0	21.05	23.68	23.68	15.79	10.53	0	100%	
2010	2	1	1	12	13	8	4	10	16	67	40.33 DAYS
%	2.99	1.49	1.49	17.91	19.4	11.94	5.97	14.93	23.88	100%	

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

CHARTER FILES**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Democracy			
Ensuring that the public consultation process is credible, open and effective	2	Still pending	-
Providing citizens with clearly formulated information	6	4 Still pending 1 Ill-founded 1 Resolved	18.67
Providing citizens with useful information	4	2 Still pending 1 Ill-founded 1 Resolved	65.25
Encouraging public participation	1	Resolved	106
Fostering civic values among citizens	1	Ill-founded	80
SUB-TOTAL	14		
Economic and Social Life			
Considering the needs of vulnerable persons and particularly individuals from low and modest income families in its implementation of housing measures	1	Ill-founded	20
Providing citizens with access to sufficient quantities of quality drinking water	1	Still pending	-
SUB-TOTAL	2		
Environment and Sustainable Development			
Reconciling protection of the environment and of the built heritage with cultural, social and economic development	2	1 Ill-founded 1 Resolved	113
Promoting the protection and the enhancement of urban woods	2	1 Ill-founded 1 Follow-up on commitment	89.5
Promoting the protection and the enhancement of natural environments	1	Ill-founded	156
Promoting access to green spaces	1	Resolved	15

CHARTER FILES**RESULTS / BY SPECIFIC PROVISION OF THE CHARTER**

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Fostering continuous improvement of air quality	2	1 Ill-founded 1 Resolved	22
Taking measures to reduce abusive irritants resulting from dumping garbage	1	Still pending	-
Taking measures to reduce abusive irritants resulting from traffic	2	1 Commitment 1 Ill-founded	98
Taking measures to reduce abusive irritants resulting from noise	13	1 Withdrawal 3 Still pending 2 Commitments 3 Ill-founded 1 Resolved 3 Follow-ups on commitment	45.46
Encouraging civic responsibility by citizens that shows respect for our social and natural environments	2	1 Withdrawal 1 Still pending	28
Promoting waste reduction, re-use and recycling	1	Ill-founded	22
SUB-TOTAL	27		
Municipal Services			
Promoting flexibility in supplying municipal services to meet the various needs of citizens	6	1 Still pending 1 Referred 4 Resolved	31.05
Promoting flexibility in supplying municipal services in the use of public space to meet the various needs of citizens	1	Still pending	-
Promoting universal access in organizing the city and specifically in municipal buildings and services	9	2 Still pending 1 Ill-founded 1 Referred 4 Resolved 1 Follow-up on commitment	39
Promoting the supply and distribution of municipal services in an equitable manner	1	Ill-founded	31

Chart 29 (continued)

CHARTER FILES

RESULTS / BY SPECIFIC PROVISION OF THE CHARTER

CHAPTER / SPECIFIC PROVISION	NUMBER	RESULT	AVERAGE DELAY IN WORKING DAYS
Taking measures to limit disruptions or obstacles depriving citizens of safe pedestrian access to their homes	1	Referred	17
Providing municipal services in a skillful, respectful and non-discriminatory manner.	10	1 Withdrawal 3 Still pending 5 Resolved 1 Follow-up on commitment	28.3
SUB-TOTAL	28		
Security			
Developing its territory in a safe manner	6	2 Withdrawals 1 Commitment 3 Resolved	52.17
Protecting property	2	1 Commitment 1 Resolved	108.5
Protecting people	14	2 Withdrawals 1 Still pending 2 Commitments 2 Ill-founded 7 Resolved	51.07
SUB-TOTAL	22		
GRAND TOTAL	93		

Chart 30

CHARTER FILES**EVOLUTION / NUMBER OF COMPLAINTS 2006 - 2010****A. NUMBER OF CHARTER INVESTIGATIONS – BY YEAR**

	2006	2007	2008	2009	2010	TOTAL
Number of Charter investigations	33	40	40	38	67	218
%	15.14	18.35	18.35	17.43	30.73	100 %

B. RATIO OF CHARTER INVESTIGATIONS VERSUS THE TOTAL NUMBER OF ODM INVESTIGATIONS BY YEAR

	2006	2007	2008	2009	2010	TOTAL
Number of Charter investigations	33	40	40	38	67	218
Total number of OdM investigations	222	233	249	193	210	1 107
%	14.86	17.17	16.06	19.69	31.9	19.69

Chart 31

CHARTER FILES
RESULTS / BY TOPIC

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Application of by-laws	2	0	0	0	0	0	1	1	0	0	0	0
Aqueduct / Sewer	3	0	0	0	0	0	0	1	0	0	0	2
Communications	6	0	0	0	0	0	0	3	0	0	0	3
Conduct of an employee	1	0	0	0	0	0	0	1	0	0	0	0
Cycling path	1	0	0	0	1	0	0	0	0	0	0	0
Driveway entrance	1	0	0	0	0	0	1	0	0	0	0	0
Environment / Sustainable development	2	0	0	0	0	0	2	0	0	0	0	0
Fence	1	0	0	0	0	0	1	0	0	0	0	0
Fire / Public safety	1	0	0	0	0	0	0	0	0	1	0	0
Gabage / Recycling	1	0	0	0	0	0	0	0	0	0	0	1
Handicapped person	7	0	0	0	0	1	1	2	0	0	1	2
Noise	10	0	0	0	1	0	3	0	0	1	3	2
Nuisance	1	0	0	0	0	0	0	0	0	0	0	1
Parking / SRRR / Vignettes	4	0	0	0	0	0	0	4	0	0	0	0
Parks and green spaces	2	0	0	0	0	0	0	1	0	0	1	0
Permit	1	0	0	0	0	0	0	1	0	0	0	0

Chart 31 (continued)

CHARTER FILES
RESULTS / BY TOPIC

TOPIC	Total number	Withdrawal before investigation	Referred VdM before investigation	Denied before investigation	Withdrawal during investigation	Redirected during investigation	Ill-founded	Resolved by mediation	Recommendation	Commitment	Follow-up on commitment	Still pending
Public health	1	0	0	0	0	0	0	0	0	0	0	1
Public participation	2	0	0	0	0	0	1	0	0	0	0	1
Road works / Public works	2	0	0	0	1	0	0	0	0	0	1	0
Snow removal	1	0	0	0	0	0	0	1	0	0	0	0
Social housing / HLM / Housing subsidies	3	0	0	0	0	0	1	1	0	1	0	0
Subsidy other than housing	1	0	0	0	0	0	1	0	0	0	0	0
Traffic	2	0	0	0	1	0	1	0	0	0	0	0
Tree	4	0	0	0	0	0	1	3	0	0	0	0
Universal access	3	0	0	0	0	0	0	2	0	0	0	1
Zoning / Urban planning / Exemption	4	0	0	0	0	0	0	1	0	1	0	2
GRAND TOTAL	67	0	0	0	4	1	14	22	0	4	6	16

Chart 32

CHARTER FILES DEMOGRAPHIC DATA

A. GENDER

Gender	Number	%
Female	22	37.93
Male	36	62.07
TOTAL	58⁽¹⁾	100 %

B. LANGUAGE

Language	Number	%
English	11	18.97
French	47	81.03
TOTAL	58⁽¹⁾	100 %

C. AGE GROUP ⁽²⁾

Age Group	Number	%
Under 18	0	0
18-25	2	3.45
26-50	12	20.69
51-64	12	20.69
65 +	15	25.86
Unknown	17	29.31
TOTAL	58⁽¹⁾	100 %

D. ORIGIN ⁽³⁾

Origin	Number	%
Ethnocultural	17	29.31
Canadian	39	67.24
Unknown	2	3.45
TOTAL	58⁽¹⁾	100 %

E. ETHNOCULTURAL ORIGIN

Origin	Number	%
American (USA)	1	5.88
French	3	17.65
Greek	4	23.53
Italian	3	17.65
Jamaican	1	5.88
Ukrainian	1	5.88
Vietnamese	1	5.88
Other	3	17.65
TOTAL	17	100 %

F. VISIBLE MINORITY ⁽⁴⁾

Visible minority	Number	%
Yes	5	8.62
No	50	86.21
Unknown	3	5.17
TOTAL	58⁽¹⁾	100 %

G. VISIBLE MINORITY - DETAILS

Visible minority	Number	%
Arabic	3	60
Asian	1	20
Black	1	20
TOTAL	5	100 %

⁽¹⁾ 9 Charter files were initiated by the OdM, in 2010.

⁽²⁾ This information was provided on a voluntary basis : 70.69% of respondents gave the information.

⁽³⁾ This information was provided on a voluntary basis: 96.55 % of respondents gave the information.

⁽⁴⁾ This information was provided on a voluntary basis: 94.83% of respondents gave the information.

C. GLOSSARY

Access to information

Requests relating to Right of access legislation and information requests.

Acquired rights

Requests in relation to acquired rights that are alleged for uses or constructions which have become derogatory.

Alley

Requests regarding the traffic or safety in alleys; requests regarding illegal encroachments in alleys or the acquisition of an alley; etc.

Animal

Requests concerning excessive barking; too many animals in a dwelling; prohibitions to walk dogs in parks; euthanasia orders; excrements not picked up; presence of rats, excessive presence of pigeons, squirrels, gulls, stray cats; complaints against horse carriages; etc.

Application of By-Laws

Requests relating to municipal statutes in general, on how they are applied and on the merits of a By-Law; requests regarding many By-Laws at one time, when they are connected; requests regarding a municipal By-Law which does not fall under a specific category.

Aqueduct/Sewer

Requests regarding a lack of water pressure in houses; City drains; water leaks; accumulation of water; pipe problems; etc.

Cleanliness

Requests regarding the state of cleanliness or dirtiness of a private property, a park, a street, an alley, etc.

Communications

Requests relating to the communication languages; to the Ville de Montréal Web site; to Accès Montréal services.

Conduct of an employee

Complaints against people in the execution of his/her functions.

Conflict of interests

Requests relating to a conflict of interests, real or apparent, within the municipal administration.

Cycling path

Requests regarding the implementation or the maintenance of cycling paths.

Driveway entrance

Requests relating to the affectation or the closing down of a driveway entrance (unevenness of the sidewalk to enable the passage of a vehicle).

Environment/Sustainable development

Requests relating to éco-quartiers and éco-centres; to construction projects having an impact on ecoterritories; to polluting industries; etc.

Evaluation/Real estate tax

Requests regarding land evaluation and tax invoices; motions for review; late payments; requests for refunds; agreements; etc.

Fence

Requests relating to the By-Laws concerning fences and hedges.

Fire/Public safety

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

Garbage/Recycling

Requests relating to different types of garbage collection; the storage of garbage; garbage bins; etc.

Handicapped person

Requests regarding subsidies and services offered, or not, to handicapped people.

Human rights

Complaints of alleged discrimination for reasons protected under charters of rights.

Municipal court

Requests relating to the wording of court documents; rules of practice; general functioning; judicial process; status of a specific file; etc.

Noise

Requests regarding the application of noise By-Laws.

Nuisance

Requests regarding foul smells; inconveniences generated by construction sites (dust, noise); abandoned land; too noisy church bells; too bright business lights; automobile motors during the night; loud businesses or neighbours; noise in general.

Parking/SRRR/Vignettes

Requests regarding parking violations; the implementation or the withdrawal of SRRR zones (parking on a street reserved to residents), including the issuance of parking permits; to parking restrictions on streets; to the rates and functioning of parking meters; to Stationnement de Montréal parking lots.

Parks and Green spaces

Requests regarding the safety of parks and their infrastructure/ game equipments; events held in parks; the protection of natural patrimony; etc.

Permit

Requests regarding the granting or refusal of permits; work done without a permit; etc.

Pound (other)

Requests concerning the storage of vehicles; public auctions; lost goods; etc.

Pound (storage of furniture and personal belongings)

Requests from citizens who have been evicted from their dwelling, whose furniture has been taken over by the City, and who are financially unable to retrieve them or need an extra delay to do so.

Public health

Requests regarding the application of the By-Laws governing the salubriousness of dwellings and businesses.

Public participation

Requests regarding the public consultation process; the referendum process; the public's question periods during the different councils' public assemblies; etc.

Road works/Public works

Requests regarding the maintenance and repair of streets and sidewalks; lighting network; graffiti; street line markings; displaced sewer lids; different collections (except garbage and recycling) such as: dead leaves, Christmas trees, cumbersome objects; etc.

Snow removal

Requests relating to the status of snow removal operations; to the scheduled times of snow removal; to problems that occurred during snow removal operations.

Social housing/HLM/Housing subsidies

Requests relating to waiting lists for HLM; and request from SHDM or OMHM tenants.

Sports and leisure

Requests regarding community gardens, sports centers, fields for sport teams, public pools; including access to and the functioning rules of activities.

Subsidy other than housing

Requests regarding all subsidy programs offered by Ville de Montréal, except the housing subsidy (rent supplement – social housing), among others, for residential renovation, home ownership and some cultural events.

Tax (except real estate)

Requests regarding the water tax, the garbage tax, the local improvement tax, the commercial tax, etc.

Taxi

Requests regarding problems related to the presence of a taxi stand or to the rules governing taxis in Montréal.

Tenders

Requests in regards to tenders that were not awarded; tenders that are too restrictive; or biased proceedings.

Towing

Requests regarding the towing regulations in Montréal.

Traffic

Requests regarding traffic signs; traffic lights; traffic irritants; speed bumps; etc.

Tree

Requests relating to the pruning, the cutting down and the planting of trees.

Universal access

Requests concerning access to municipal services, municipal information, municipal buildings and public places, for persons who are physically challenged.

Zoning/Urban planning/Exemption

Requests regarding the permitted uses in a given area; exemption requests for a construction project; special construction projects.



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