

AN ADDED VALUE FOR MONTRÉAL

2018 Annual Report

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

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June 17, 2019

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SUBJECT: 2018 Annual Report
OMBUDSMAN de MONTRÉAL, an Added Value for Montréal

Ms. Chairperson:

It is my pleasure and honour to file with City Council the 15th Annual Report (2018) of the **OMBUDSMAN de MONTRÉAL (OdM)**. This report includes statistical and general information on our activities, examples of files we handled as well as information on the role and mandate of our office. Part 4 of the report is particularly interesting: it provides an overview of all the 2018 **OdM** interventions for each entity over which we have jurisdiction.

In 2018, our office celebrated its **15th anniversary**. To mark the event, we drafted a *Guide pratique sur l'équité décisionnelle* which we distributed to the Directors of all Boroughs and Central Departments. We sincerely hope that this guide will be used to improve the municipal decision-making processes which are likely to have an impact on one or more Montrealers. This guide is also available on our website.

The **OdM**'s primary mandate is to process the complaints of dissatisfied citizens and to launch inquiries with a view to improve the quality of municipal services and ensure the fairness of *Ville de Montréal*'s actions and decisions. The **OdM** team acts with goodwill and transparency; our interventions are conducted with rigor and empathy.

Since its inception in 2003, **OdM** has processed more than **21,000** complaints and conducted more than **3,000** inquiries. When an inquiry confirms a problem, we discuss it with the relevant director: in more than **95%** of cases, we reach a mutual agreement on a satisfactory solution or remedy.

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In 2018 alone, we processed **1,890 files**: this number includes **1,702** new complaints, **101** requests for information and **2** notices of concern. We conducted **260** inquiries (**85** already underway plus **175** new inquiries launched in 2018). **67** new inquiries challenged an undertaking included in the *Montréal Charter of Rights and Responsibilities* and **14** were to ensure the implementation of previous undertakings made by a Borough or a Department.

5 inquiries led to the issuance of **12** formal **RECOMMENDATIONS**: **7** were accepted and **2** were denied. At the end of 2018, we were still awaiting a reply to **3** of our **RECOMMENDATIONS**.

Respectfully yours,

A handwritten signature in blue ink, reading "Savard", followed by a long horizontal flourish.

Johanne Savard, Ombudsman

Table of contents

**The OMBUDSMAN de MONTRÉAL, 15 Years On :
An Added Value for the City... And for Citizens 1**

Mandate – Mission – Jurisdiction 2

What Is It We Do? 3

 Processing Complaints – Conducting Inquiries 3

 Advisory Role..... 3

 Providing Information..... 4

 Meeting with Different Groups 5

 Outreach – Sharing our Expertise..... 5

What Do Citizens Think of the OdM? 6

And What About the Municipal Stakeholders? 7

OdM Team in 2018 9

Part 1

A Few Examples of 2018 Files..... 10

 Municipal Tax Refunds – Uncashed Cheques – Service des finances 10

 Borough Carrying out Works around a Private Building – Amounts Billed
 – Permanent Public Land Occupancy Fees – Arrondissement de Ville-Marie 10

 Relocation of a Fire Hydrant – Fees Claimed
 – Arrondissement d’Ahuntsic-Cartierville and Service de l’eau 11

 Cutting Down of Private Tree – Reimbursement
 – Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles..... 11

 Cutting Down a Public Tree – Fees
 – Arrondissement de Rivière-des-Prairies–Pointe-aux-Trembles..... 11

 Reimbursement – Statements Already Paid when a Bunch of Statements
 of Offence Were Cancelled – Service des affaires juridiques..... 12

 Non-compliant Parking Spaces – Fees
 – Arrondissement de Mercier–Hochelaga-Maisonneuve..... 12

 70-CM Sidewalk – Universal Accessibility and Safety – Service des infrastructures,
 de la voirie et des transports and Arrondissement du Plateau-Mont-Royal 12

 Non-compliant Constructions – Heritage Sector
 – Management by the Borough – Arrondissement d’Outremont 13

 Required Clearance Around a Fire Hydrant – 10 Years of Follow-ups 14

 Own Motion Upstream – Bicycle Paths Open in Winter
 – Arrondissement de Mercier–Hochelaga-Maisonneuve..... 15

Own Motion Follow-up – Fire Reports	
– Service de sécurité incendie de Montréal (SIM)	15
Permit Denied – Existing Garage – Arrondissement du Plateau-Mont-Royal	16
Issuance of Permits – Co-ownership	
– Arrondissement de Mercier–Hochelaga-Maisonneuve	16
Musicians/Public Entertainers – Penalty Imposed – Procedural Fairness –	
Arrondissement de Ville-Marie	17

Part 2

Our Year 2018 By The Numbers	18
Own Motion Investigations	20
Main Topics – New Inquiries	26
Number of New Complaints by Entity	27
Boroughs Most Often Targeted by a Complaint	27
Central Departments Most Often Targeted by a Complaint	28
Paramunicipal Agencies, City-controlled Corporations and Related Organizations Most Often Targeted by a Complaint	30
Political Entities Most Often Targeted by a Complaint.....	31
RECOMMENDATIONS Issued in 2018.....	31
To Arrondissement d’Anjou (Borough Council)	31
To Arrondissement d’Anjou (Administration)	32
To Arrondissement du Plateau-Mont-Royal	32
To Arrondissement de Montréal-Nord.....	32
To Arrondissement d’Outremont.....	32
Processing Times.....	34
Modes for Submitting Complaints	36
Plaintiffs’ Profile	36

Part 3

Montréal Charter of Rights and Responsibilities.....	38
Background	38
Charter Files	38
New Charter Files in 2018	38
Charter Files Processed During the Year, Regardless of the Year they Were Launched	41
Examples of Charter Inquiries Launched in 2018	41

Part 4

Profile of Complaints and Inquiries by Entity 47

Boroughs..... 47

Ahuntsic-Cartierville..... 47

Anjou 48

Côte-des-Neiges–Notre-Dame-de-Grâce..... 49

L’Île-Bizard–Sainte-Genève 52

Lachine 53

LaSalle 53

Le Plateau-Mont-Royal 54

Le Sud-Ouest..... 56

Mercier–Hochelaga-Maisonneuve 58

Montréal-Nord 60

Outremont 61

Pierrefonds-Roxboro 62

Rivière-des-Prairies–Pointe-aux-Trembles..... 64

Rosemont–La Petite-Patrie 65

Saint-Laurent 67

Saint-Léonard 68

Verdun 68

Ville-Marie 70

Villeray–Saint-Michel–Parc-Extension 72

Files Impacting All Boroughs 73

Files Impacting a Borough that is Not Specified 74

Central Departments..... 75

Affaires juridiques – Direction des affaires civiles, including Bureau des réclamations
(Claims Office) 75

Affaires juridiques – Direction des poursuites pénales et criminelles 76

Affaires juridiques – Cour municipale 76

Approvisionnement – All Departments 77

Communications – All Departments 78

Concertation des arrondissements – All Departments 79

Culture – All Departments 80

Développement économique – All Departments 81

Diversité sociale et sports – All Departments 81

Eau – All Departments 82

Environnement – All Departments 82

Évaluation foncière – All Departments	83
Finances – All Departments	84
Gestion et planification immobilière – All Departments	85
Grands parcs, verdissement et Mont-Royal – All Departments.....	86
Greffé – All Departments	86
Infrastructures, voirie et transports – Direction des infrastructures	87
Infrastructures, voirie et transports – Direction des transports.....	87
Matériel roulant et ateliers – All Departments	88
Mise en valeur du territoire – Direction de l’habitation	89
Mise en valeur du territoire – Direction de l’urbanisme	90
Police – All Departments	91
Ressources humaines – All Departments	92
Sécurité incendie – All Departments.....	93
Ville de Montréal – General	94
Paramunicipal Agencies and City-controlled Corporations.....	95
Bixi Montréal.....	95
Bureau du taxi de Montréal.....	95
Commission des services électriques de Montréal (CSEM)	96
Office de consultation publique de Montréal (OCPM).....	96
Office municipal d’habitation de Montréal (OMHM)	97
Société d’habitation et de développement de Montréal (SHDM)	99
Société de transport de Montréal (STM).....	100
Société du parc Jean-Drapeau	100
Société en commandite Stationnement de Montréal	101
Political Entities	102
City Council	102
City Council Presidency	102
Executive Committee	103
Agglomeration Council.....	104
Conclusion	105
 Appendices	
A – New Complaints Received in 2018, by Topic	106
B – Glossary.....	116
C – About Ms. Johanne Savard	120
D – Main Acronyms and Abbreviations.....	121

The OMBUSMAN de MONTRÉAL, 15 Years on: an Added Value for the City... And for Citizens



M^{re} Johanne Savard

In 2002, Montréal decides to offer its citizens the services of an Ombudsman. This decision is not insignificant. Many municipalities were recently merged. The City is now comprised of 27 Boroughs. Administering the municipal territory has become more complex.

In 2002, many Montrealers attend the Task Force on Democracy (*Chantier sur la démocratie*). They express their need for a neutral and impartial interlocutor to help them settle their disputes with the City. The City listens and agrees: the *By-law concerning the ombudsman* is later adopted. The City's first Ombudsman (the undersigned) is hired in 2003. At the time, there are no municipal ombudsman anywhere else in Canada.

Fifteen years have gone by since the inception of our office. The City's structures continue to evolve: we adjust and adapt our approach accordingly.

One example – In 2006, some of the cities demerged: the number of Boroughs went from 27 to 19. Municipal powers were redistributed between the Boroughs and the Central Administration. Each Borough now has a Mayor and a Borough Council. On a number of topics, it is now the Boroughs which have the final say regarding the rules applicable within their territory.

The citizens who contact our office find an **empathetic** and **caring** ear. We always proceed with **thoroughness** and **fairness**.

Our office promotes a **transparent and respectful approach**. We emphasize the importance of applying **fair processes** and adopting a **helpful approach** adjusted to the specific situation at stake. Otherwise, even a well-founded decision could be perceived as arbitrary, unfair or unreasonable.

In the last **15 years**, the **OMBUSMAN de MONTRÉAL** has processed more than **21,000** files and conducted over **3,000** inquiries, with success: more than **95%** of the problems we identify end up being settled amicably, to our satisfaction. Nonetheless, we have issued **343** formal **RECOMMENDATIONS**, **325** of which were accepted and implemented.

In 2018 alone, we processed **1,890** files and conducted **260** inquiries, including **16** follow-ups on previous undertakings and the continuation of **85** inquiries launched previously.

The positive impact of our office is undeniable: mistakes are corrected, procedures are improved and the quality of municipal services is better for it. Some of our interventions have a long-term recurring impact; others have a significant financial impact on the citizens concerned.



We publish a large amount of information in our blogs and on social media to explain the workings of the City and to popularize some municipal concepts: this is very much appreciated by citizens and municipal stakeholders.

To mark our 15th anniversary, we have drafted a guide on fair decision-making processes (**Guide pratique sur l'équité décisionnelle**). In it, we explain the ins and outs of a fair

decision. This guide was forwarded to all the City Directors, inviting them to pass it along to the members of their team. The guide is available on our website (**Guide pratique sur l'équité décisionnelle**).

I wish to commend the outstanding contribution of my entire team, whose thorough and caring work ensures the success of our interventions.

Mandate | Mission | Jurisdiction

The **OdM** is an **impartial and apolitical** entity whose main mandate is to ensure that citizens receive the municipal services to which they are entitled and are treated with justice, respect and fairness by all City representatives. Its complete **autonomy** and **independence** from the municipal administration and the elected representatives are key to its credibility among the citizenry.

The **OdM** services are easily **accessible, fast, efficient** and **free of charge**. The complaint procedure is simple: most plaintiffs never have to come to the office.

The **OdM** has broad investigative powers. Managers, employees and other *Ville de Montréal* representatives are required to cooperate with its inquiries and to provide all information and documents requested.

The Ombudsman may recommend any measure she deems appropriate to right a wrong or to improve the quality of municipal services.

The **OdM** is not bound by *Ville de Montréal*'s usual ways. Our interventions often lead to the improvement of existing procedures or to the introduction of clearer guidelines. In this way, the Ombudsman contributes to the modernization of the City's existing practices.

The information and documents we collect are *confidential*, except to the extent required for our inquiries. Our files are exempt from legislation that grants access to municipal files. The legislation specifically states that the Ombudsman and the members of her team cannot be compelled to testify on information

nor to provide documents obtained in the course of their duties. We can, therefore, reassure all our interlocutors who entrust us with information on a confidential basis.

As a rule, the **OdM** intervenes only in **last resort**, that is, after the Director of the Borough, Department or entity concerned has had the opportunity to settle the case. However, this requirement is not absolute: the **OdM** can waive it when the context warrants it. The notion of last resort also does not apply when the Ombudsman intervenes on her own motion.

As the great renovation project of City Hall gets under way, the **OdM** recently moved its offices to *Les Cours Mont-Royal* in the Metcalfe building. Our offices are accessible to persons with reduced mobility. Unfortunately, the building's universal accessibility is not optimal; we hope to obtain improvements on that score.

For more information on the mandate, the values, the mission, the logo and the complaint procedures, you can visit our website at **ombudsmantemontreal.com** or consult our brochure **Promouvoir le respect-Assurer l'équité**.

What is it we do?

Processing Complaints | Conducting Inquiries



Our primary mandate is to **process complaints from people** likely to be harmed by a decision, an action, a recommendation or an omission by the City. Legal entities also have access to our services.

We intervene only in regard to actions and decisions likely to have an impact on citizens: we have no jurisdiction whatsoever over labour-related matters.

The **OdM** has jurisdiction over *Ville de Montréal's* entire **administrative** apparatus. The decisions/actions of elected officials fall outside its jurisdiction, except with regard

to decisions of the Executive Committee, the City Council or a Borough Council that can be linked to a commitment included in the *Montréal Charter or Rights and Responsibilities*. Indeed, the **OdM** provides the only available recourse to ensure the respect of this *Charter*.

The Ombudsman also intervenes on its own motion when she believes a situation brought to her attention or a systemic problem is likely to harm citizens. These interventions often lead to a positive and long-term impact and contribute to the continuing improvement of municipal services.

Advisory Role



When a Municipal Commission or any level of the City Administration examines a topic that our office has examined before, we may share our observations and comments with them in the hope that it will bring a positive contribution to their ongoing discussions.

It also happens that a problematic situation we have resolved is likely to re-occur in other Departments or Boroughs. In such a case, we often send relevant information to the appropriate directors or elected officials, for prevention purposes.

On occasion, our office also submits its comments to individuals in charge of developing a new guideline, policy or standard which, in our opinion, could be problematic in terms of their form, content or application. We make sure, however, to remain entirely impartial and apolitical.

Many citizens contact our office for information regarding *Ville de Montréal's* rules or procedures (101, in 2018). We are happy to reply, but we never provide legal advice.

The Ombudsman takes part in *Ville de Montréal's* Training Program for its new managers as well as in the Training Program offered to elected officials following every election.

In 2018, we published a guide to fair decision-making (***Guide pratique sur l'équité décisionnelle***) aimed at City employees whose decisions may have an impact on citizens. This guide has also been distributed to non-municipal organizations which

appreciated the content and asked if they could use it in their own agencies.

The **Web** and **social media** are now essential communication tools. Our office uses them to explain City operating rules and keep citizens informed about municipal news topics and their municipal rights. These publications make it possible for citizens to gain a better understanding of the challenges related to current major issues. We always make sure that our comments are made with respect and deference towards the choices made by those who were duly elected by Montrealers.

Here is an overview of the **blog posts** we published in 2018:

- *Bonne nouvelle dans le dossier des constats délivrés en novembre 2016, le long de la piste cyclable Boyer!* (February 2018)
- *L'Association des Ombudsmans et Médiateurs de la Francophonie (AOMF) fête ses 20 ans au service de la démocratie!* (May 2018)
- *Accessibilité universelle: une préoccupation constante* (June 2018)
- *L'Avis d'évaluation foncière démystifié: l'importance de bien l'analyser* (July 2018)
- *Votre arrondissement rehausse une entrée charretière? Perte possible d'une aire de stationnement privé? Quels sont vos droits?* (July 2018)
- *Parcomètres à moins de 5 mètres d'une borne-fontaine: deux poids, deux mesures* (July 2018)
- *Tournages cinématographiques – Gestion de l'impact sur le voisinage* (August 2018)
- *Salubrité des logements: gestion améliorée dans 3 arrondissements* (September 2018)
- *Airbnb: prudence avant d'investir!* (September 2018)
- *Dossier enfin réglé! L'accessibilité et la sécurité du trottoir de la rue De Brébeuf* (September 2018)
- *L'équité de la tarification en droit municipal – L'exemple des compteurs d'eau dans l'arrondissement d'Outremont* (September 2018)
- *Vous êtes incommodé par des nuisances causées par un commerce dans votre voisinage?* (September 2018)
- *Domages causés par des travaux municipaux* (September 2018)
- *L'accessibilité universelle du Quartier des spectacles: nos interventions* (October 2018)
- *Devoir d'équité de l'Administration municipale: impact sur vos droits* (November 2018)
- *L'OMBUDSMAN de MONTRÉAL déménage dans de nouveaux locaux* (November 2018)
- *L'importance des communications écrites avec les citoyens: le cas du SIM* (December 2018)
- *L'OdM a votre sécurité à cœur!* (December 2018)

Meeting with Different Groups



In 2009, our office worked with the *Centre d'histoire de Montréal* and the *Chantier sur la démocratie* to set up the *Apprentis Citoyens* project (later renamed **Jeunes citoyens engagés**). Since then, we have met 3,000 **primary school students** (third cycle) to discuss the **OdM** role and explain effective means of conflict resolution. This project is currently on stand-by: we are confident that it will resume soon.

The Ombudsman and her staff often meet **groups of citizens, community stakeholders** as well as **high school, college or university students** to make our office known and

explain how the **OdM** can help resolve citizens' disputes with the City. We also explain various effective means of conflict resolution that these people can also use in their everyday lives.

For the last few years, the **Caravane sur la démocratie** organized by the City Council Presidency also provides us with exceptional opportunities to meet citizens with a common background who are facing similar challenges: these exchanges are always rewarding, including for our office.

Outreach | Sharing our Expertise



Over the years, our office has acquired an outstanding reputation regarding the importance and relevance of its interventions. This reputation extends well beyond the borders of Montréal, which reflects positively on *Ville de Montréal* as a city committed to the well-being and betterment of its citizens.

- Several Ombudsman offices as well as organizations or institutions which are contemplating the creation of a similar office consult the **OdM** on strategic issues.
- The **OdM** meets with delegations and foreign dignitaries eager to better understand the role of a municipal Ombudsman as a tool protecting the rights of citizens.
- Ms. Johanne Savard is a frequent speaker at conferences and training sessions, both locally and on the international scene.

In 2017, Ms. Savard became the President of the Forum of Canadian Ombudsman (FCO): this organization has a membership of about 450 Ombudsman working throughout Canada.

The FCO organizes training sessions and creates useful reference tools for Ombudsman working in various sectors.

She contributed actively to the development of the only Canadian University Certificate Program on the Ombudsman work, *Osgoode Hall Law School/FCO Certificate: Essentials for Ombuds*. A similar program has also been developed in French in collaboration with *Université de Sherbrooke, Ombudsmans: notions essentielles et meilleures pratiques*.

Ms. Savard is an active member of the *Association des Ombudsmans et Médiateurs de la Francophonie* (AOMF): she was a member of its Board of Directors and currently sits on the Membership Committee. The AOMF includes about 50 Legislative Ombudsman from various countries of the *Francophonie*.

Since the inception of the **OdM** office in 2003, other Québec cities have set up a last resort service for citizens grappling with a municipal dispute. Since 2015, the managers of these offices meet several times a year in a co-development approach: we discuss complex issues, we share our experiences and we talk about strategy.

What Do Citizens Think of the OdM?

Every year, citizens take the time to express their satisfaction and to confirm the **added value** of our interventions to their files. Here are a few examples of comments we received:

(Translation) “In this regard, I wish to stress your professionalism and let you know that I greatly appreciated your help, for which I thank you sincerely. Your presence in Montréal (...) restores some balance, some might even say a certain education to various decision-makers in terms of management and training of stakeholders within various City Departments.” (D.L.)

(Translation) “Good thing you were there (...) My file languished for three years and was stuck in the big machinery that Ville de Montréal can be at times. Your very effective interventions made it possible for the street to be refurbished and the vibrations have completely stopped. Many thanks for your support. Your organization is truly invaluable. All the co-owners affected thank you from the bottom of their hearts!” (J.M.)

“Thank you enormously (...). This information is incredibly helpful.” (J.R.)

(Translation) “I want you to know that (...) received her reimbursement cheque. She is delighted about it, even four months later. She thanks you and understands full well that your intervention was the reason this settlement came quickly after you considered it. Thank you for your diligence and, in this case, your attentiveness to a senior citizen.” (J.M.B.)

(Translation) “Good day Madam, I have just spoken with (...) the supervisor (...) who assured me that the problem would be solved and that he had spoken with the City official and that together, they will fix the problem. Thank you kindly for your help and I wish you good day.” (S.P.)

“I received the letter. I want to thank you for all your help and from the bottom of my heart just want to say thank you for all the work you did. A big thank you for Ms. (...), she was amazing and very helpful. Have a nice day.” (N.P.)

(Translation) “Hello, I simply wish to thank you for your involvement in this file.” (M.T.)

(Translation) “I can only say thank you very much for your field interventions as well as for your numerous efforts to resolve this problem which, in the eyes of many, was trivial. For me, however, it was of the utmost importance. Thank you, thank you so very much (...).” (M.D.)

(Translation) “Good day, thanks for your quick reply and for the numerous tips.” (S.L.)

(Translation) “Thank you, I am grateful for all the attention you paid to my request in order to come up with this solution with the Borough.” (M.M.D.)

(Translation) “Good day, thanks for your leadership: the City issued the permit.” (D.C.)

(Translation) “Thank you so much for your email below and for the interest you took in our case. We thank you once again for your prompt reply.” (J.D.)

(Translation) “Thank you for your great kindness.” (D.P.)

(Translation) “Thank you for your professional and committed work – it’s greatly appreciated.” (Y.L.)

(Translation) “I would like to take this opportunity to thank the entire team of the ombudsman of Ville de Montréal. We greatly appreciated (...) who far surpassed our expectations.” (V.Y.K.)

... And What About the Municipal Stakeholders?

Our 15th anniversary provided an opportunity for some of our municipal interlocutors to express their appreciation of our work:

(Translation) *“The office of the Ombudsman is extremely important in the democratic life of Montreal and the City Council Presidency greatly values its advisory role.*

We hear a lot about improving customer experience, or about the user experience... these are buzzwords. But for the last 15 years, these key concepts have guided the actions of your team and we are grateful to you for that.

Trends and files come and go, but your painstaking work to shed light on all issues has produced real-world improvements for Montrealers. (...)

Naturally, files dealing with universal accessibility have a special place in your stellar track record of accomplishments. In fact, we can point to your cooperation in making City Hall always more accessible.

We are grateful to you for this openness to citizens' ideas and demands. We know all the work you did to get there. Your influence even extends beyond the borders of Québec and Canada.”

(Ms. Cathy Wong, Chairperson of the City Council)

(Translation) *“Looking at the mandate of the Ombudsman, we ask ourselves how could Ville de Montréal function before the creation of this entity 15 years ago (...).*

The contribution of the Office of the Ombudsman goes well beyond finding specific solutions to various disputes between citizens and Ville de Montréal. Indeed, the Ombudsman's recommendations make it possible to improve procedures or to correct behaviours. In most cases, the outlook which follows the examination of files by the Ombudsman will lead to improving the delivery of services for our citizens.

After 15 years, an institution is still young. Yet, the Office of the Ombudsman is already one of the essential supervisory bodies which ensure a sound and fair public administration. Thank you (...) to the members of your team for your contribution in building the credible and effective institution that the Office of the Ombudsman has become.”

(Mr. Benoit Dorais, President of the Executive Committee and Mayor of Arrondissement du Sud-Ouest)

(Translation) *“As an elected official, I admire the work (...) your office has done over the years to strengthen the interaction of the City with citizens and strengthen our municipal democracy.*

As a councillor who spearheaded the democracy file at the Sommet de Montréal, and later at the Task Force on Democracy and, lastly, who helped the Commission de la présidence to draft and submit the resolution that created the Office of the Ombudsman, I always had the sense that it was a significant benefit, that the assurances your

office gives of a neutral and fair arbitration of its complaints results in greater confidence of the public in municipal structures.

You have surpassed all expectations and won the respect and trust of Montrealers. May the next years be as fruitful.”

(Mr. Marvin Rotrand, City Councillor – Snowdon)

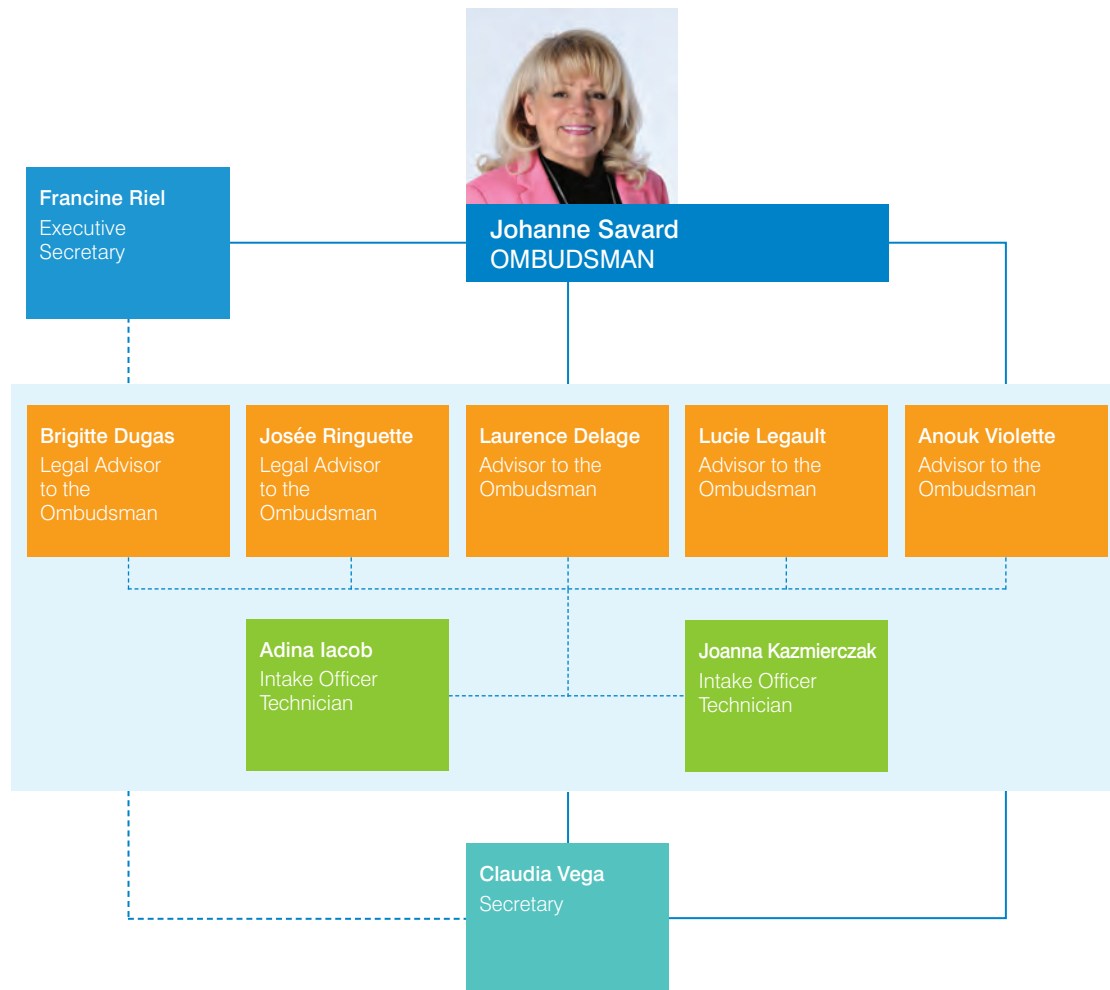
(Translation) *“Over the years, the Office of the Ombudsman has carved out an enviable position as one of the tools Montrealers have at their disposal to challenge the City Administration.*

Indeed, for 15 years, the Office of the Ombudsman has been able to process thousands of requests from citizens, in a spirit of defence of their rights vis-à-vis the authorities. Its reputation is entrenched, here as elsewhere, and everyone agrees that this remarkable institution plays an essential role, and that it is here to stay.

(...) Special congratulations to (...) who has presided brilliantly over the destiny of the Office since its inception and was able to make it an indisputable jewel for Montréal!”

(Ms. Dominique Ollivier, President of the Office de consultation publique de Montréal)

OdM Team in 2018



Part 1

A Few Examples of 2018 Files

Examples of files involving an undertaking included in the *Montréal Charter of Rights and Responsibilities* can be found in the section devoted to this Charter (Chart 14, page 41).

Municipal Tax Refunds – Uncashed Cheques

Service des finances

Tax refund cheques sometimes remain uncashed for a variety of reasons: long delays between the challenge of the tax bill and the final judgment (sometimes years); owners have moved; etc. Yet, the amounts involved can be significant.

In 2007, the *Service des finances* had introduced, at the **OdM**'s request, a new procedure designed to track down owners who had not cashed a tax refund cheque. Between 2007 and 2015, about **2,000** expired **cheques** were so re-issued for a total value exceeding **\$1 million**.

In 2018, the **OdM** discovers that this procedure has not been applied since 2015. We intervene again. The *Service des finances* estimates that the refunds not cashed in since 2015 would amount to approximately **\$290,000**.

Following our discussions, the *Service des finances* reinstates the follow-up procedure **retroactively** to 2015. As of December 18, 2018, cheques valued at about **\$126,500** were re-issued. The Service will pursue the process in 2019. The **OdM** will conduct annual follow-ups.

Borough Carrying Out Works Around a Private Building – Amounts Billed – Permanent Public Land Occupancy Fees

Arrondissement de Ville-Marie

While redeveloping a park, the Borough carries out works around an adjoining building which was recently transformed: the Borough constructs a retaining wall and sidewalks used as landings, adds a fence and handrail, builds an access in front of a service entrance; etc. The Borough then claims **\$62,889.61** from the Co-ownership Syndicate.

Annual fees for the permanent occupancy of public land are also billed to the Syndicate for the footing of the building, the overhanging balconies and the sidewalks and landings leading to building entrances.

Amount Billed for the Works

The works carried out around the building are of high quality. However, the Syndicate of Co-ownership was not consulted on their extent and design nor on the choice of materials. Following long discussions with the **OdM**, the Borough finally reduces its claim to **\$20,000**.

Public Land Occupancy Fees

The **OdM** finds it unfair that the Borough would charge occupancy fees for large areas where works over public land were carried at the Borough's initiative, beyond what was necessary for the practicality of the building (e.g.: long sidewalks rather than simple landings). Moreover, our research shows that when this building was constructed, foundation footings could encroach up to 12 inches on public land, free of charge.

After prolonged discussions, the Borough agrees to reduce the surface billed for public land occupancy. On the other hand, a recent *Plan d'arpentage* shows that the foundation footing does not encroach on public land.

As a result, the annual public land occupancy fees are **reduced by about \$1,000 each year** starting in 2017. **Reimbursements** for the overpayments of previous years will be forwarded to the Co-ownership Syndicate: these amounts are being calculated. The **OdM** will follow up.

Relocation of a Fire Hydrant – Fees Claimed

Arrondissement d'Ahuntsic-Cartierville and Service de l'eau

A citizen asks that a fire hydrant installed in front of her garage entrance, several years ago, be relocated: this hydrant makes snow removal of her entrance difficult, increases the cost of insurance (flood risk) and prevents the citizen from doing certain works. The Borough informs the citizen that this operation will cost her **\$19,449**. She contacts the **OdM**.

The Borough and the *Service de l'eau* both confirm that such fees normally apply in such circumstances.

The *Service de l'eau* notes, however, that this hydrant has reached the end of its useful life: for this reason, it will exceptionally move the hydrant, **free of charge**, under the *Programme de mise à niveau des bornes-fontaines*.

Cutting Down a Private Tree – Reimbursement

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

A citizen must cut down a dead tree on his property. He maintains that the tree's death was caused by public works carried out about 10 years prior. During our inquiry, the tree is cut down by a private company : the citizen pays \$1,609.65.

Our inquiry confirms that several roots of the tree were probably damaged in 2006, during City works conducted on nearby underground pipes. This type of tree is of "slow decline." The Borough accepts our conclusion and reimburses the citizen the **\$1,609.65** fees.

Cutting Down a Public Tree – Fees

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

The citizen wishes to revamp his vehicular lane and garage which had been condemned by the former owner. To that end, a public tree located beside the lane must be cut down. The Borough claims **\$2,599** in *compensation fees*.

After analysis of the applicable By-law, the **OdM** concludes that its wording does not allow the billing of such fees in this specific context, i.e. situations where the request to cut down a tree is accessory to an *Application for a Transformation Permit*.

The Borough finally comes to term with our position: no *compensation fees* will be billed in this instance.

Reimbursement – Statements Already Paid when a Bunch of Statements of Offence Were Cancelled

Service des affaires juridiques

Due to confusion created by *Ville de Montréal*, several *Parking Tickets* had been issued along bicycle paths kept open for the first time during the winter. All the unpaid *Statements of Offence* were later cancelled. In the interest of fairness, the **OdM** seeks the reimbursement of all the statements issued in the same context, but already paid at the time of this cancellation, whether or not the citizen has contacted our office.

The *Service des affaires juridiques* agrees with our comments. However, the reimbursement of paid *Statements of Offence* poses a problem. The Legal Department must conduct a thorough analysis of the legal framework in search of a procedure that would allow these reimbursements. This exercise proves to be complex. Multiple levels of authorization are required; the process takes several months.

In July 2018, the City confirms that all these *Statements of Offence* in question (**118 statements**) were reimbursed, for a total of **\$6,254**.

Non-compliant Parking Spaces – Fees

Arrondissement de Mercier-Hochelaga-Maisonneuve

The Borough informs a Co-ownership Syndicate that the two parking spaces of the building are non-compliant and must be removed. The building will no longer have parking spaces, as required in the By-law. The Syndicate will have to apply for an exemption and pay a contribution to the *Fonds de compensation de stationnement*.

Our investigation confirms that these spaces are non-compliant. One of them might have been approved indirectly in 2011, when the Borough had approved certain plans, but this space encroaches on public land: therefore, it must also be removed. The Syndicate will need to apply for an exemption to the By-law regarding parking spaces.

Given the specific circumstances of the file, our office obtains the following results:

The Borough management will recommend to the Borough Council to exempt the Co-ownership Syndicate from having to pay the **\$3,500** contribution to the *Fonds de compensation de stationnement*.

→ The Syndicate will pay the study fees for its *Demande d'exemption*, the publication fees of the relevant Notices as well as the removing costs of the existing car ramp.

→ Except for the publication fees (\$341), the Borough will apply the 2013 rates: file review (\$1,110 instead of \$2,123), removal of the car ramp (\$2,814 instead of \$3,215).

In total, therefore, the Syndicate will pay **\$4,265 instead of the \$9,179** initially expected.

70-cm Sidewalk – Universal Accessibility and Safety

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

The sidewalk bordering the De Brébeuf bicycle path, alongside *Parc Laurier*, used to be 1.6 metre-wide: in 2015, its width is reduced to 0.7 metre.

Two advocacy groups (*Regroupement des aveugles et amblyopes du Montréal Métropolitain* (RAAMM) and *Regroupement des activistes pour l'inclusion au Québec* (RAPLIQ)) seek the **OdM** intervention: they claim that the new design is not universally accessible nor safe.

This investigation proves to be a lengthy one.

- This redesign of this sidewalk occurred as part of a project aimed at making the bicycle path safer.
- The original concept called for a wider bicycle path and the addition of a divider between the path and the street: to that end, some parking spaces were to be removed. The old sidewalk was to be left intact.
- Before these works start, some elected officials insist that all parking spaces be maintained: the concept is, therefore, reviewed. The new design will encroach on the sidewalk rather than on the parking spaces: the 1.6-metre sidewalk becomes a 0.7-metre asphalt strip.
- This new strip is clearly not universally accessible. It does not live up to the commitments set out in the *Politique municipale d'accessibilité universelle* and in the *Montréal Charter of Rights and Responsibilities*.
- This result is even more problematic since this sidewalk leads to a swimming pool which was redeveloped at great cost by the City, so as to make it accessible to people with reduced mobility (Sir-Wilfrid-Laurier pool, in *Parc Laurier*).
- Moreover, the new design does not meet the City's usual standards for sidewalks (minimum width of 1.5 metres – generally 1.7 metres) or borders (generally 0.2 metre).
- During our visits, we note that many pedestrians walk on this narrow strip as if it were a sidewalk, including parents with strollers and children as well. These pedestrians get very close to cyclists who often move at a good speed. The situation raises safety concerns.
- The *Service des infrastructures, de la voirie et des transports* is in agreement with our comments. Its *Direction des transports* works out various scenarios to improve the situation and conveys them to the Borough. We discuss the various options all together.
- In 2018, the City confirms that the strip will be widened, on the street side. The new sidewalk will be universally accessible again and safer for all users; it will also comply with the usual development standards. The redesign will have no adverse impact on *Parc Laurier's* vegetation.
- In view of the long delays since the launch of this investigation, the **OdM** stresses the importance of doing this work as fast as possible. Some prior steps are necessary (finalizing the *Plans and Specifications*; launching a *Call for Tenders* and awarding the contract). The City expects an implementation in 2019. The **OdM** will follow up.

Non-compliant Constructions – Heritage Sector – Management by the Borough

Arrondissement d'Outremont

In a Heritage sector, major exterior work is done on a property, including earthmoving work. Complaints file with the **OdM** claim that these works have serious adverse effects on neighbouring properties.

Following a thorough analysis, our office identifies 10 issues in dispute: we submit them to the Borough.

This investigation proves to be difficult. The cooperation of the *Division des permis et des inspections* and of the *Direction de l'aménagement urbain et du patrimoine* is far from certain. Many meetings, follow-up calls and emails are needed in order to obtain the information we asked for and the Borough's explanation of the decisions made in this file. Yet, the *By-law Concerning the Ombudsman and the Cities and Towns Act* clearly provides that municipal employees must cooperate with the Ombudsman's inquiries. It is truly exceptional for our office to issue such comments.

Consequently, about 18 months have elapsed between the launch and the end of this investigation. Our main conclusions are as follows:

- Given their size, the new elements that were built have a significant visual impact on the **heritage landscape** of the street as well as on the neighbouring properties, including one which is classified as a **Quite remarkable – Category 1 building**.
- The *Certificat d'autorisation de terrassement* authorized major changes to what had been approved by the Borough Council in 2014 (PIIA approval), in this Heritage sector. It is our view that a new PIIA approval should have been obtained.
- It is also the **OdM's** view that the *Division des permis et des inspections* overstepped its powers when it approved significant changes to the initial concept for the garage, with a simple *Certificat d'autorisation de terrassement*.
- We noted that following a visit, a Borough Inspector had noticed that the new retaining walls (in front) were different from what was shown on the *Plans de terrassement*: he had, therefore, issued a **Cease-Work Order**. This *Cease-Work Order* was later cancelled by the Division Manager.
- Some walls were built in the setback margin: they are non-compliant.
- Other low walls intrude illegally on public land: they are also not compliant. The Borough committed to demanding the demolition of these walls: they have yet to be demolished.
- We also found that the Borough does not apply to all, in a fair and consistent manner, the rules governing the PIIA approvals, the minor exemptions, the developments in setback margins and the required permits.

8 RECOMMENDATIONS were issued in the wake of this investigation: you will find them, as well as the results achieved to date, on page 32 of this Annual Report.

Required Clearance Around a Fire Hydrant – 10 Years of Follow-ups

In 2008, the **OdM** conducts a lengthy inquiry and concludes that the five-metre clearance required to park near a fire hydrant is no longer necessary. In fact, the City itself departs from this rule in areas where there is paid on-street parking.

This mandatory clearance, however, is provided for in the *Highway Safety Code* (HSC). The City undertakes to initiate discussions with the Québec government with a view to amend this provision. Thereafter, the **OdM** makes occasional follow-ups.

- In 2011, Montréal's Fire Department confirms again that its fire-trucks do not need a five-metre clearance around fire hydrants. The Fire Departments of Longueuil, Québec and Lévis are of the same opinion: their comments are forwarded to the Ministry of Public Security.

- *Ville de Montréal* resumes its discussions with the provincial government.

- On December 8, 2017, the Québec government tables a Bill amending the HSC significantly. Notably, the clearance required around fire hydrants is reduced to 3 metres.

This amendment takes effect on May 18, 2018. This file is finally settled.



Own Motion Intervention Upstream – Bicycle Paths Open in Winter

Arrondissement de Mercier-Hochelaga-Maisonneuve

The Borough announces that five additional bicycle paths will remain open as of the 2018-2019 winter. The **Odm** wants to make sure that the appropriate measures are in place to ensure a problem-free transition and avoid the issuance of *Statements of Offence* to drivers of good faith unaware of this decision: e.g. modification of parking signs and adequate communication with citizens and the SPVM.

The Borough has already sent *Notices to Residents* and published ads in local media and social media informing the population of this decision. The Borough, however, has not contacted the SPVM to ensure an orderly transition.

Following our intervention, the Borough quickly touches base with the Local Police Stations and with the SPVM division responsible for the Parking Agents. It also ensures that the few remaining new signage is installed quickly.

Own Motion Follow-up – Fire Reports

Service de sécurité incendie de Montréal (SIM)

A *Rapport général d'intervention* (RGI) is required by insurers to compensate disaster victims. A 2015 **Odm** inquiry had shown that delays in sending the RGIs were occasionally problematic. The SIM Directors had then taken corrective actions and committed to keep statistics. The **Odm** wants to ensure that the measures implemented are efficient: we initiate a follow-up in September 2017.

The SIM does not have precise statistical data on the transmission delays of RGIs. However, it estimates that 85% of RGIs are drafted quickly and sent to citizens within 30 days; 15% of files, nevertheless, would be problematic. These long transmission delays would be due mainly to the fact that several management positions are vacant.

After our intervention, the SIM implements the following measures:

- Quarterly reminders to stakeholders of the importance of producing and transmitting RGIs within 30 days.
- Addition of a performance evaluation criterion related to the transmission delays of RGIs in the *Performance Assessment* of Managers.

→ Follow-ups on RGI delays during the statutory meetings between the Director of Operations and fire station Officers.

→ In cooperation with the *Service des relations de travail*, drafting an administrative letter for “problem” officers reiterating that they are bound to comply with the RGI directive, subject to sanction.

→ Creation of a new computerized control tool (*Tableau de bord opérationnel*) making it possible, among other things, to compile precise data on the transmission delays of RGIs.

The efforts expended to improve transmission delays of RGIs produce conclusive results. As of August 23, 2018, 4.8% of RGIs are not sent within 30 days: that is three times less than the 15% estimated at the start of the inquiry.

Permit Denied – Existing Garage

Arrondissement du Plateau-Mont-Royal

The citizen co-owns a duplex which has a separate double garage in the backyard. This garage has a garage door and a pedestrian door. The plaintiff has exclusive use of the section with the pedestrian door: he wants to replace it with a garage door in order to park his vehicle inside the garage.

The Borough replies that the new By-law no longer allows the development of parking spaces except underground and under the main building. It denies the requested permit. The **OdM** investigates:

- The Borough does not dispute that this garage and its interior parking space enjoy vested rights.
- The *Règlement d'urbanisme* (article 635) allows the expansion of a derogatory usage up to 100% of the area covered by that usage.

→ Caselaw and legal doctrine establish clearly that a parking can constitute a principal or an accessory “usage”, depending on the circumstances.

→ The change requested would not have an adverse impact on the neighbourhood and it is not likely to create a worrisome precedent. This double garage exists and it has been used as a parking space for several years. There is no need to expand its structure.

The **OdM** **RECOMMENDS** the issuance of the requested permit, subject to verifications regarding its usage.

The Borough, however, maintains that parking is not a “usage” as defined by its *Règlement d'urbanisme*, except for commercial parking lots. Therefore, it will not follow through with our **RECOMMENDATION**.

Issuance of Permits – Co-ownership

Arrondissement de Mercier-Hochelaga-Maisonneuve

The Borough issued a *Transformation Permit* to the co-owner of a building authorizing him to install a commercial exhaust hood with fan equipment in a common area with restricted use reserved exclusively to the other co-owner. The latter complains to the **OdM**.

The permit holder later declares bankruptcy. The hood is removed by his successor: the complainant is no longer aggrieved by the situation. Nonetheless, the **OdM** is concerned by some aspects regarding the processing of this *Permit Application*:

- The work concerned clearly affected a common area in the building.
- Prior to the issuance of the permit, the plaintiff had advised the Borough that she was the only other co-owner of the building and that she was opposed to this installation.

→ The *Résolution de l'assemblée des copropriétaires* filed in support of the *Permit Application* should have raised questions on its face: it is stated therein that the permit applicant was the only co-owner present at the meeting and also, that the *Co-ownership Agreement* requires the attendance of three-quarters of members in order to have quorum.

→ Nonetheless, the permit was issued to the applicant.

Our office plans to inquire with the Borough in 2019 to determine whether additional verifications could or should be conducted by the Borough when considering a *Permit Application* regarding a divided co-ownership property.

Musicians/Public Entertainers – Penalty Imposed – Procedural Fairness

Arrondissement de Ville-Marie

A group of musicians is sanctioned by the *Comité paritaire* because its performance on public land would have exceeded the noise limits set forth in the By-law. This group's permit will not be automatically renewed next year: the group will have to audition to obtain it.

The **Odm**'s inquiry shows that the process that led to this penalty is not fair.

- Those who complained are musicians sitting on the *Comité paritaire*: they took part in the deliberations concerning this sanction. These persons were not impartial: they could also have influenced other members of the committee.
- The letter inviting the musicians to appear before the *Comité paritaire* did not describe the alleged violation: the musicians could not prepare properly.

The Borough acknowledges that the situation raises concerns :

- It reminds all *Comité paritaire* members that no person involved in a file can take part in the decision-making process related thereto.
- Henceforth, the *Avis de convocation* sent by the *Comité paritaire* are more precise as to the date, place and details of the alleged violation.

The penalty is cancelled.

Furthermore, the **Odm** stresses to the Borough that the By-law requirement that an outdoor musical performance must not be heard beyond 25 metres does not seem realistic. The Borough will review its approach in 2019. The **Odm** will follow up.



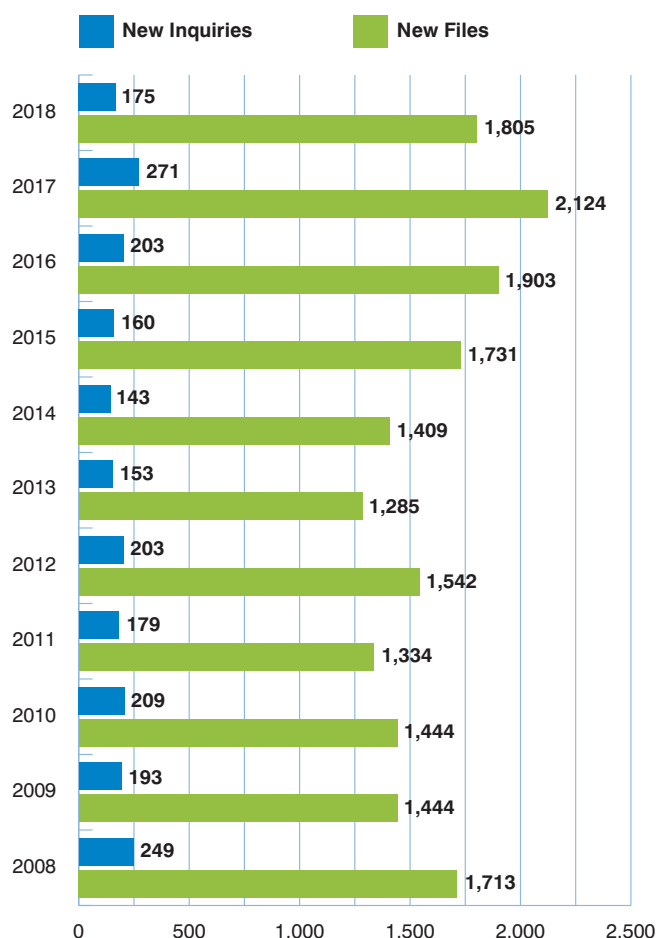
Part 2

Our Year 2018, by the Numbers

In 2018, our office processed **1,890** files in total: **1,676** new complaints, **26** own motion inquiries, **101** requests for information, **2** general advices and **85** inquiries already underway when 2018 began.

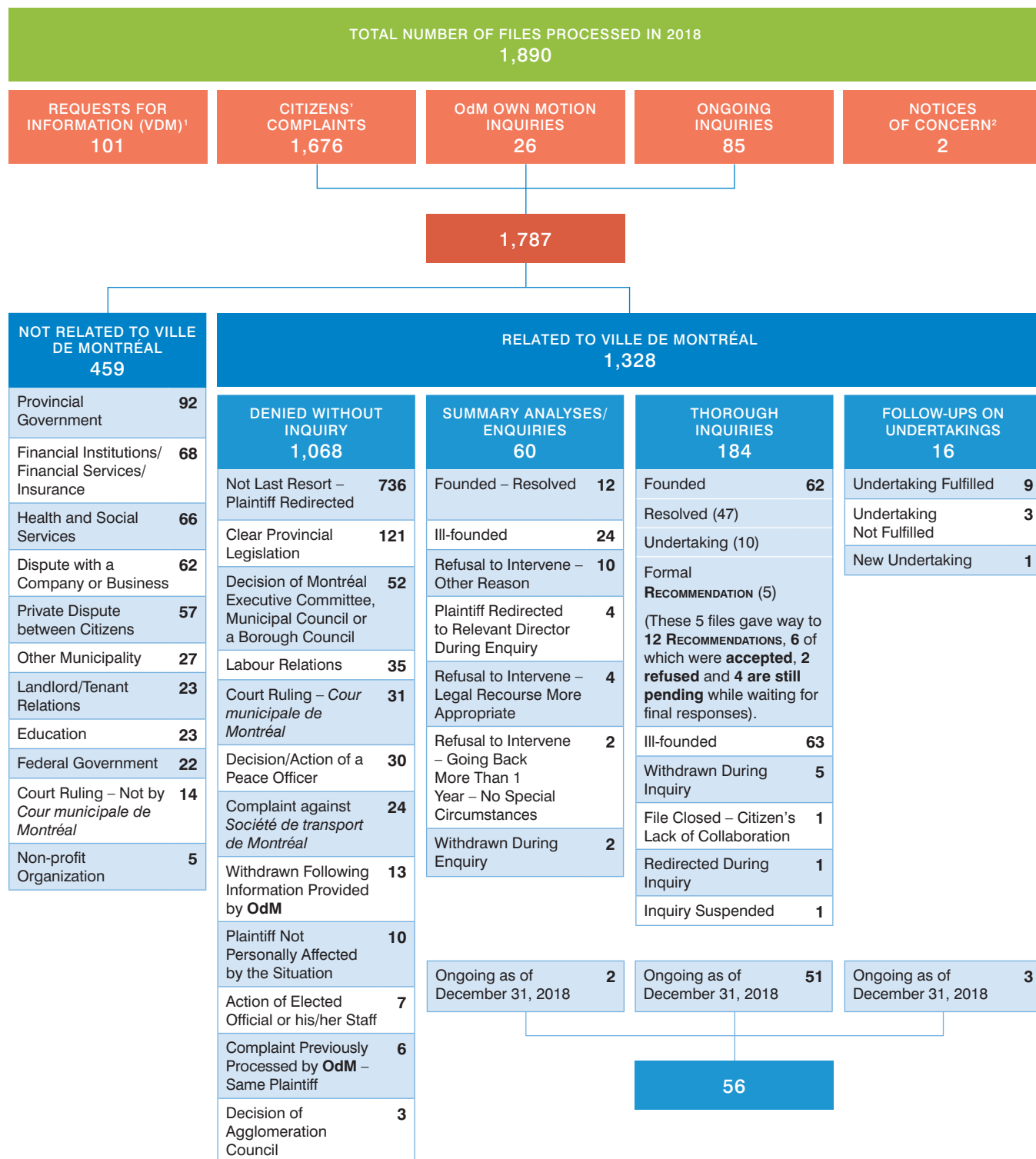
- **459** of the new complaints did not involve *Ville de Montréal*: we redirected the plaintiffs to a more appropriate resource.
- **1,328** new files involved *Ville de Montréal* or a related entity.
- **736** new plaintiffs were not “in last resort”. We asked them to first contact the relevant Borough or Department Director in order to provide him or her with an opportunity to resolve the issue: the Director’s contact information was given to the plaintiff.
- **175** new inquiries were launched in 2018 (including **14** new follow-ups on previous undertakings) over and above the **85** inquiries already in progress, for a total of **260** inquiries handled in 2018.
 - As of December 31, 2018, **56** inquiries were still underway (including **30** *Charter files*).
 - **12** formal **RECOMMENDATIONS** were issued in **5** different files.

■ **CHART 1**
Number of New Files
from 2008 to 2018 – Evolution
(Including Charter Files)



■ CHART 2

Interventions and Files Processed in 2018



¹ Requests from citizens dissatisfied with VdM or a related entity but who do not wish to file a formal complaint, and requests for information on the applicable rules.

² Informal **OdM** interventions or comments to VdM with regard to situations which are likely to generate problems.

Own Motion Investigations

26 of the inquiries launched in 2018 were at the **Ombudsman's initiative**. Here is an overview:

■ CHART 3

New OdM Own Motion Inquiries Launched in 2018 (Including Charter files)

ALLEY	
Description	Follow-up on previous undertaking – Improvement of guidelines applicable to green alley projects. The Borough had committed to require a written report on the initial information meeting of residents and to improve its survey procedure for projects including the obstruction of one access or more to the alley. (<i>Charter file</i>)
Entity concerned	Arrondissement de Rosemont–La Petite-Patrie – Administration
Result	Undertakings respected The survey form was amended: henceforth, all access closure options (including all possible combinations) will be submitted to citizens. A new detailed canvas was approved by the Borough and the <i>Éco-quartier</i> for the written report on the information session with residents: the major topics addressed during the meeting as well as a summary of interventions and comments made by the hosts and participants will be included in the report.
Processing time	35 business days

ANIMAL	
Description	A previous file highlighted gaps in the handling of applications for a <i>Permis de cocher</i> or a <i>Permis d'exploitant de calèche</i> : <ul style="list-style-type: none"> • Application forms not up to date and not always used in the right context; • Borough refusing to provide permit applicants with a copy of their forms and documents; • Borough not keeping e-copies of the documents; • etc. OdM launches an inquiry to review/improve these procedures. (<i>Charter file</i>)
Entity concerned	Arrondissement de Ville-Marie – Administration
Result	Founded ■ Resolved The forms and the procedures for processing and storing these documents are reviewed and improved. The Borough also drafts detailed instructions on the procedure to follow for these types of permits.
Processing time	25 business days

BICYCLE PATH/CYCLING	
Description	The Borough announces that five additional bicycle paths will remain open in winter. OdM intervenes at the outset to ensure that adequate transition measures and proper notifications are in place to avoid confusion and prevent the potential issuance of <i>Statements of Offence</i> .
Entity concerned	Arrondissement de Mercier–Hochelaga-Maisonneuve – Administration
Result	Founded ■ Resolved <i>Notice to residents</i> and ads in local and social media are already in the works. However, the Borough has not contacted the SPVM to ensure an adequate transition and avoid a mass issuance of <i>Statements of Offence</i> . It quickly gets in touch with the relevant neighbourhood police stations as well as with the <i>Section des agents de stationnement</i> (SPVM). The Borough also makes sure that all parking signs in the area will be quickly modified to reflect this new situation.
Processing time	3 business days

MUNICIPAL SERVICES – COMMUNICATION/INFORMATION	
Description	Our office noted various gaps in the written communications between SIM agents and citizens. <i>Notices of Non-compliance</i> sent by email include neither the name nor the contact information of the sender, do not specify which building is involved, do not provide the file number, etc. SIM undertakes to improve its processes. (2 Charter files)
Entity concerned	Service de sécurité incendie de Montréal – All Departments
Result	<p>Founded ■ Undertakings fulfilled</p> <p>All requested improvements are implemented:</p> <ul style="list-style-type: none"> • Clear instructions confirming the requirements to be observed in all written communications were sent to employees; • Introduction of an electronic signature (identity of the SIM sender); • Creation of a letter template containing all the information required (including the file number and the identification of the building involved). <p>A one-stop desk is also set up to receive all complaints and denunciations. Business cards are modified to include a space for the file number. <i>Antidote</i> will also be installed on the agents' work stations, not only on those of managers and secretaries.</p>
Processing times	40 business days and 1 business day
Description	A citizen redirected by our office tries to contact SPVM Head Office: his calls are not returned despite the messages left in the voice mailbox.
Entity concerned	Service de police de la Ville de Montréal – All Departments
Result	<p>Founded ■ Resolved</p> <p>The SPVM rectifies the situation quickly. The voicemail greeting is amended. Messages will be collected regularly. In case of an absence, a substitute's contact information will also be included.</p>
Processing time	15 business days
Description	The Declaration form to register a wood-heating appliance lacks clarity, notably regarding the area concerned. This situation creates confusion. 1,300 residents of demerged cities have filled in the form, even though it applies solely to the 19 Boroughs of <i>Ville de Montréal</i> .
Entity concerned	Service de l'environnement – All Departments
Result	<p>Founded ■ Resolved</p> <p>The <i>Service de l'environnement</i> quickly amends the form: it now clearly specifies that it applies only to residents of Montréal's 19 Boroughs.</p>
Processing time	9 business days
Description	<p>Following another file, OdM intervenes to:</p> <ul style="list-style-type: none"> • Understand the circumstances that led to the confusion that arose concerning parking bans during public works; • Determine if there is a systemic problem; and, if so, • Identify corrective measures in order to avoid such a situation from arising again.
Entity concerned	Service des infrastructures, de la voirie et des transports – Direction des infrastructures
Result	<p>III-founded</p> <p>The gaps that occurred during the planning of this temporary parking signage and the communications to residents are unusual. We have not identified systemic deficiencies in the coordination of this type of project between the SIVT stakeholders and those of the Borough in question.</p>
Processing time	70 business days
Description	The Borough does not process the complaints of citizens that OdM redirects to the office of the Borough Director.
Entity concerned	Arrondissement de L'Île-Bizard–Sainte-Geneviève – Administration
Result	<p>Founded ■ Resolved</p> <p>The Borough responds quickly to our request. There is currently no Borough Director or Acting Director. A person is assigned to ensure a follow-up to requests or complaints that are submitted to the office of the Borough Director.</p>
Processing time	2 business days

MUNICIPAL SERVICES – DELAYS/PROCEDURES

Description	At our request in 2007, the <i>Service des finances</i> had put into place a policy to follow up on uncashed and expired tax reimbursement cheques. Odm wants to ensure that the City continues applying this procedure and wishes to know the value of the re-issued cheques to date.
Entity concerned	Service des finances – All Departments
Result	Undertaking not fulfilled This procedure was applied between 2007 and 2015. During this period, more than 2,000 expired tax reimbursement cheques were re-issued, for a total value of more than \$1 million. However, the <i>Service des finances</i> put an end to this practice in 2015. Odm was not informed of this.
Processing time	4 business days
Description	Odm wishes to know why the <i>Service des finances</i> put an end in 2015 to the follow-up procedure for expired tax reimbursement cheques. Odm wants the procedure to be reinstated.
Entity concerned	Service des finances – All Departments
Result	Pending
Description	A previous file highlighted gaps in the application of the <i>Politique de reconnaissance et de soutien des OSBL</i> . Odm intervenes with the Borough to rectify these gaps.
Entity concerned	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce – Administration
Result	Founded ■ Resolved The Borough reacts to our comments in a concrete and positive manner. The following improvements are made: <ul style="list-style-type: none"> • More diligent follow-up of difficult situations; • Better documentation of interventions; • Reduction of timelines for actions.
Processing time	145 business days

MUNICIPAL SERVICES – POLITENESS/CONDUCT

Description	While processing a complaint disputing the intervention made by an Animal Control Agent, Odm notes the lack of clear guidelines when an offender refuses to identify himself or leaves the scene. It is also not clear when home visits to confirm the identity of the offender are appropriate. (<i>Charter file</i>)
Entity concerned	Service de la concertation des arrondissements – All Departments
Result	Founded ■ Resolved Clear guidelines are worked out by the Service. They explain the process to follow when a citizen refuses to identify himself as well as the proper procedure when a home visit appears justified. This directive meets our concerns: it clarifies the proper procedure and ensures consistency in interventions.
Processing time	32 business days

NUISANCE – NOISE

Description	A citizen who had complained of the impact noises generated by a physical fitness centre (<i>CrossFit</i>) next door moves to another area. Odm decides to pursue its search for a way to resolve this nuisance problem for other neighbours. (<i>Charter file</i>)
Entity concerned	Arrondissement de Mercier–Hochelaga-Maisonneuve – Administration
Result	Founded ■ Undertaking These nuisances affect the neighbourhood. The Borough regulations, however, do not include any rule for the management of this kind of problem. Upon completion of our inquiry, the Borough undertakes to examine possible amendments to its regulations so that it could intervene efficiently to limit impact noises. Odm will follow up in 2019.
Processing time	44 business days

PARKING – MUNICIPAL AND ON-STREET/STICKERS/DROP-OFF ZONES

Description	In 2013, Odm had launched an inquiry regarding the computerized payment terminals for street parking spaces. We were concerned about possible malfunctions which could lead to issuance of unjustified <i>Statements of Offence</i> . This file had been put on hold in 2015.
Entity concerned	Société en commandite Stationnement de Montréal
Result	Ill-founded After reviewing data from 2017 on disputes regarding <i>Statements of Offence</i> related to the parking terminals, it appears irrelevant to reactivate this file.
Processing time	65 business days

PUBLIC LAND – COMMERCIAL ACTIVITY

Description	Odm launches this inquiry following comments from several artists performing on public land: they believe the time-slot and location reservation system for <i>Place Jacques-Cartier</i> to be unfair to them, as does the redistribution procedure when an artist cancels the reservation he had been granted.
Entity concerned	Arrondissement de Ville-Marie – Administration
Result	Founded ■ Undertakings The artists' perception is incorrect: the lottery system employed to assign locations is not unfair. However, the management of cancellations and redistribution of vacated spaces poses a challenge, notably due to the lack of notification to the new designated artists and the often too short delays preventing them to effectively fill that time-slot/location. The Borough undertakes to correct a computer problem which currently prevents the sending of a notification to the artist. It will also revise its procedures for the management of late cancellations. Odm will follow up in the spring of 2019.
Processing time	131 business days

SAFETY – OTHER THAN FIRE

Description	Follow-up on undertaking to implement various measures to determine whether there is a recurring excessive speed problem on Maher Street. (<i>Charter file</i>)
Entity concerned	Arrondissement de Pierrefonds-Roxboro – Administration
Result	Undertakings fulfilled The following measures were implemented: <ul style="list-style-type: none"> • Periodic installation of speed displays; • Increased monitoring by the SPVM; • Speed sampling by radar; and • Documentation of these interventions and of the results obtained. There is no evidence of a significant speeding problem in that area. The file is therefore closed.
Processing time	34 business days

STATEMENT OF OFFENCE – PARKING

Description	In complement to a previous file – <i>Unpaid Statements of Offence</i> (\$53) issued to car owners parked along bicycle paths bordering Boyer, Marquette, De La Roche and Mentana Streets were cancelled following our intervention. The information provided to citizens on the closing of this path was contradictory. Odm is seeking the reimbursement of similar <i>Statements of Offence</i> which were already paid at the time of these cancellations.
Entity concerned	Service des affaires juridiques – Direction des services judiciaires (Cour municipale)
Result	Founded ■ Resolved Le <i>Service des affaires juridiques</i> welcomes our comments. It must however analyse the legal framework to identify how to proceed to allow such reimbursements. This process proves to be complex and requires several levels of approval: it extends over several months. In July 2018, the 118 statements that had been paid in the context of this file were reimbursed, for a total of \$6,254 .
Processing time	97 business days

STATEMENT OF OFFENCE – PARKING

Description	Several <i>Statements of Offence</i> for parking are issued on Querbes/De L'Épée Avenues during public works. The parking restrictions posted are different from what citizens had been told: this would have led to confusion. OdM intervenes to determine whether these statements should be withdrawn and/or reimbursed.
Entity concerned	Service des affaires juridiques – Direction des services judiciaires (Cour municipale)
Result	Pending The unpaid <i>Statements of Offence</i> are withdrawn. OdM is examining the context to determine whether the fines already paid should be reimbursed. The reimbursement of paid <i>Statements of Offence</i> is indeed very exceptional.

UNIVERSAL ACCESSIBILITY

Description	The anti-skid coating covering the access ramp leading to City Hall was removed. The surface becomes very slippery with rain. The ombudsman is concerned for the safety of users. OdM asks that the coating be quickly re-installed and reminds the Administration of the importance of maintaining at all times a safe and universally accessible entrance to its building. (<i>Charter file</i>)
Entities concerned	Service de la gestion et de la planification immobilière – All Departments and City Council Presidency
Result	Founded ■ Resolved The anti-skid coating is re-installed on the same day as our intervention.
Processing time	1 business day
Description	Follow-up on previous commitment to integrate universal accessibility in Phase 1 of the <i>Plan de réaménagement et de mise en valeur du parc Jean-Drapeau</i> : Amphitheatre – Calder Alley – Paddock area of <i>Circuit Gilles-Villeneuve</i> . OdM wants to ensure that universal accessibility has been integrated into the <i>Plan directeur de développement et d'aménagement du parc Jean-Drapeau 2018-2028</i> . (<i>Charter file</i>)
Entity concerned	Société du parc Jean-Drapeau
Result	Undertaking fulfilled The <i>Société du parc Jean-Drapeau</i> (SPJD) retained the services of external agencies <i>Kérout</i> and <i>Société Logique</i> in order to integrate universal accessibility into the Phase 1 plans (PAMV and paddocks). The SPJD also confirms that universal accessibility is one of the key elements of the strategic planning under development.
Processing time	84 business days
Description	City informs City Hall employees that all parking spaces on Gosford Street, facing the building, will be reserved for several days for a film shoot. OdM is concerned that the drop-off zone reserved for paratransit will not be accessible during this period: OdM adds that if this is the case, an alternative drop-off zone must be established. (<i>Charter file</i>)
Entities concerned	City Council Presidency and Service de la culture – All Departments
Result	Ill-founded The drop-off zone reserved for paratransit will remain accessible despite the film shoot.
Processing time	2 business days
Description	Follow-up on undertaking to improve universal accessibility in Phases 1 to 3 of <i>Quartier des Spectacles</i> – Commitment to do some work on street corners: installing cast-iron tactile paving stones and audio-signal traffic lights; alignment and markings of pedestrian crossings. (<i>Charter file</i>)
Entity concerned	Service de la culture – All Departments
Result	Pending Initial deadline was the fall of 2018. Delays occurred. The <i>Service de la culture</i> confirms that these improvements will be carried out soon. OdM will follow up to make sure.

ZONING/URBAN PLANNING – FENCE/HEDGE

Description	OdM own motion files (2 files) – A previous file highlighted the fact that several hedges located in the triangles of visibility exceeded the maximum height allowed by the <i>Règlement concernant le zonage</i> . Our office finds ambiguities in the wording of the By-law as well as inconsistencies in the information given to citizens and in the Inspectors' interventions when such excesses are found. OdM is concerned about safety issues. (2 <i>Charter files</i>)
Entities concerned	Arrondissement d'Anjou – Administration and Borough Council
Result	Founded ■ RECOMMENDATIONS accepted ■ Undertakings fulfilled The Borough's managers and elected officials welcome our comments. The By-law is amended. The Borough has updated and disseminated information regarding the height of hedges to citizens via various media. The Borough has also reminded its Inspectors of the importance of paying special attention to hedges located in visibility triangles.
Processing times	72 business days and 33 business days

ZONING/URBAN PLANNING – PERMITS –CONSTRUCTION/DEMOLITION/TRANSFORMATION/PIIA

Description	In a previous file, the Borough denied a project to demolish/reconstruct a garage on the basis of its new interpretation of the word “ <i>dépendance</i> ” included in its <i>Règlement d'urbanisme</i> . Later, in another case, the Superior Court upholds the former interpretation of the word “ <i>dépendance</i> ”. OdM intervenes to check if the Borough would accept to reconsider the initial file in light of this decision.
Entity concerned	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce – Administration
Result	Founded ■ Resolved In light of this decision, the Borough confirms that it is ready to reconsider the <i>Permit Application</i> that had been denied. At first glance, this application now seems admissible. Note In fact, however, the citizens had found an alternative solution.
Processing time	88 business days



Main Topics – New Inquiries

The **OdM** deals with a very wide range of topics: each team member must be versatile and thorough. The categories used to classify our files are defined in Appendix B.

The topics most often involved in our new 2018 inquiries are as follows:

→ Municipal Services –	
Communication/Information	13
→ Zoning/Urban Planning – Permits –	
Construction/Demolition/Transformation/PIIA	13
→ Nuisance – Noise	10
→ Nuisance – Other or Combination	10
→ Municipal Services – Delays/Procedures.....	10
→ Tree.....	10

■ CHART 4

New Inquiries Launched in 2018 per Topic (Including Charter Files)

TOPIC	SUMMARY ANALYSES/ ENQUIRIES	THOROUGH INQUIRIES	TOTAL
Alley	-	3	3
Animal	-	3	3
Bicycle Path/Cycling	1	1	2
Building – Maintenance	1	3	4
Building – Salubriousness – Insects	2	-	2
Building – Salubriousness – Mold	-	2	2
Building – Salubriousness – Rodents	-	1	1
Building – Salubriousness – Other or Combination	-	3	3
Call for Tenders/Contract	1	-	1
Claim – Material Damage – Financial Compensation	5	1	6
Claim – Material Damage – Request for Repair	-	1	1
Community Garden	1	-	1
Grants/Subsidies – Other than Social Housing	4	1	5
Municipal Court – Fees/Collection (Following a Court Decision)	1	-	1
Municipal Services – Communication/Information	7	6	13
Municipal Services – Delays/Procedures	4	6	10
Municipal Services – Politeness/Conduct	-	5	5
Municipal Services – Other	2	1	3
Nuisance – Noise	4	6	10
Nuisance – Traffic	-	2	2
Nuisance – Other or Combination	-	10	10
Parking – Municipal and On-street/Stickers/Drop-off Zones	3	1	4
Public Land – Commercial Activity	-	3	3
Public Land – Occupancy	-	5	5
Public Works – Aqueduct/Sewer	-	2	2
Public Works – Cleanliness	-	3	3
Public Works – Garbage/Recycling/Composting	-	2	2

TOPIC	SUMMARY ANALYSES/ ENQUIRIES	THOROUGH INQUIRIES	TOTAL
Public Works – Pavement/Sidewalk	1	3	4
Public Works – Other	-	2	2
Safety – Other than Fire	-	1	1
Social/Affordable Housing – Access	1	1	2
Sports and Leisure	-	2	2
Statement of Offence – Parking	3	3	6
Tax – Property Tax/Assessment	-	1	1
Tenant/Landlord Relations (Linked to Ville de Montréal)	6	1	7
Tree	1	9	10
Universal Accessibility	2	2	4
Zoning/Urban Planning – Driveway Entrance/Private Parking	-	3	3
Zoning/Urban Planning – Fence/Hedge	1	5	6
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3	10	13
Zoning/Urban Planning – Permits – Other	-	2	2
Zoning/Urban Planning – Other	1	4	5
TOTAL	55	120	175

Note

The total number of thorough inquiries (120) includes 14 follow-ups on undertakings and 106 inquiry files.

Number of New Complaints – by Entity

Caution

A large number of complaints does not necessarily mean that the entity has management issues. Due to the nature of their operations or to their inherent characteristics, some entities are more likely to be subject to complaints.

Boroughs Most Often Targeted by a Complaint

→ **Ville-Marie**

76 complaints
11 thorough inquiries
3 summary analyses/enquiries

→ **Le Plateau-Mont-Royal**

74 complaints
7 thorough inquiries
2 summary analyses/enquiries

→ **Côte des Neiges–Notre-Dame-de-Grâce**

70 complaints
9 thorough inquiries
5 summary analyses/enquiries

→ **Rosemont–La Petite-Patrie**

69 complaints
7 thorough inquiries
2 summary analyses/enquiries

→ **Mercier–Hochelaga-Maisonneuve**

50 complaints
7 thorough inquiries
2 summary analyses/enquiries

→ **Rivière-des-Prairies–Pointe-aux-Trembles**

47 complaints
8 thorough inquiries
1 summary analysis/enquiry

■ CHART 5

**Number of New Complaints per Borough
(Including Charter Files)**

	2018	2017	2016
Ahuntsic-Cartierville	46	48	56
Anjou	12	8	6
Côte-des-Neiges–Notre-Dame-de-Grâce	70	78	74
L'Île-Bizard–Sainte-Geneviève	8	9	4
Lachine	9	22	14
LaSalle	9	16	17
Le Plateau-Mont-Royal	74	74	75
Le Sud-Ouest	28	27	62
Mercier–Hochelaga-Maisonneuve	50	58	59
Montréal-Nord	22	32	23
Outremont	13	21	13
Pierrefonds-Roxboro	28	25	13
Rivière-des-Prairies–Pointe-aux-Trembles	47	32	48
Rosemont–La Petite-Patrie	69	69	96
Saint-Laurent	17	21	16
Saint-Léonard	4	11	15
Verdun	15	21	30
Ville-Marie	76	62	45
Villeray–Saint-Michel–Parc-Extension	38	31	38
Files Concerning All Boroughs	2	3	3
Files Concerning a Borough that is Not Specified	2	7	5
TOTAL	639	675	712

Note

These numbers do not include the Requests for Information.

Central Departments Most Often Targeted by a Complaint→ **Affaires juridiques – Cour municipale**

115 complaints
3 thorough inquiries
3 summary analyses/enquiries

→ **SPVM – Toutes directions confondues**

114 complaints
4 summary analyses/enquiries

→ **Affaires juridiques – Direction des affaires civiles**

73 complaints
1 thorough inquiry
3 summary analyses/enquiries

→ **Ressources humaines**

39 complaints, no inquiry

Note

The **OdM** has no jurisdiction over labour relations: the plaintiffs were redirected to the *Service des ressources humaines*. Issues relating to staffing processes were redirected to the *Commission de la fonction publique de Montréal*.

→ **Finances – Toutes directions confondues**

31 complaints
4 thorough inquiries

■ CHART 6

**Number of New Complaints per Central Department
(Including Charter Files)**

		2018	2017	2016
Affaires juridiques	Cour municipale	115	116	110
	Direction des affaires civiles	73	79	65
	Direction des poursuites pénales et criminelles	1	1	22
Approvisionnement	All Departments	1	1	5
Communications	All Departments	1	1	2
Concertation des arrondissements	All Departments	21	113	13
Culture	All Departments	2	5	3
Développement économique	All Departments	-	3	-
Diversité sociale et sports	All Departments	7	3	4
Eau	All Departments	8	7	5
Environnement	All Departments	4	2	4
Espace pour la vie	All Departments	-	-	1
Évaluation foncière	All Departments	13	22	18
Finances	All Departments	31	27	32
Gestion et planification immobilière	All Departments	5	6	2
Grands parcs, verdissement et Mont-Royal	All Departments	6	3	5
Greffe	All Departments	2	5	5
Infrastructures, voirie et transports	Direction des infrastructures	12	13	5
	Direction des transports	2	3	26
Matériel roulant et ateliers	All Departments	1	-	-
Mise en valeur du territoire	Direction de l'habitation	21	16	19
	Direction de l'urbanisme	1	2	-
Police	All Departments	114	181	184
Ressources humaines	All Departments	39	39	44
Sécurité incendie	All Departments	15	8	11
Technologies de l'information	All Departments	-	-	1
Ville – General Not to be confused with Direction générale		2	-	-
TOTAL		497	656	586

Note

These numbers do not include the Requests for Information.

Paramunicipal Agencies, City-controlled Corporations and Related Organizations Most Often Targeted by a Complaint

→ Office municipal d'habitation de Montréal (OMHM)

78 complaints

9 thorough inquiries

12 summary analyses/enquiries

→ Société de transport de Montréal (STM)

24 complaints, no inquiry

Note

The **OdM** does not have jurisdiction over the STM. We redirect plaintiffs to the STM.

■ CHART 7

Number of New Complaints per Paramunicipal/City-controlled Agencies and Other City-related Organizations (Including Charter Files)

	2018	2017	2016
Bixi Montréal	2	-	1
Bureau de l'inspecteur général (BIG)	-	1	-
Bureau du taxi de Montréal	5	5	13
Commission de la fonction publique de Montréal (CFPM)	-	-	1
Commission des services électriques de Montréal (CSEM)	1	1	-
Office de la consultation publique de Montréal (OCPM)	1	-	-
Office municipal d'habitation de Montréal (OMHM)	78	69	81
Société des célébrations du 375 ^e de Montréal	-	1	-
Société d'habitation et de développement de Montréal (SHDM)	3	4	10
Société du parc Jean-Drapeau	1	3	1
Société en commandite Stationnement de Montréal	1	3	5
TOTAL	92	87	112
Société de transport de Montréal (STM)	24	25	16
OdM has no jurisdiction over STM, but nevertheless receives complaints about it.			

Note

These numbers do not include the Requests for Information.



Political Entities Most Often Targeted by a Complaint

We received **33** complaints against City Council, mainly regarding the new rules governing household pets and the criteria to qualify for a subsidy under the *Home Purchase Assistance Program*.

3 complaints disputed decisions by the Agglomeration Council: we have no jurisdiction over this council.

■ CHART 8

Number of New Complaints per Political Entity (Including Charter Files)

	2018	2017	2016
City Council	33	62	29
Executive Committee	3	1	2
Mayor's Office	-	6	8
Office of City Council Presidency	3	2	2
Agglomeration Council OdM has no jurisdiction over the Agglomeration Council.	3	21	3
TOTAL	42	92	44

Note

These numbers do not include the Requests for Information.

RECOMMENDATIONS Issued in 2018

When our office finds a problem, we always discuss the matter with the relevant Director with a view to identify a reasonable and viable solution we can agree on.

Formal **RECOMMENDATIONS** are issued only when such an agreement cannot be reached, when the cooperation of the stakeholders seems uncertain or when the issuance of a **RECOMMENDATION** is necessary to obtain the desired results.

In 2018, the **OdM** issued **12** formal **RECOMMENDATIONS**, in **5** separate files. Here are the details:

1. **RECOMMENDATION to Arrondissement d'Anjou (Borough Council) (translation)** ■ Accepted

- To amend the By-law to clearly provide that hedges located in a visibility triangle must never exceed one (1) metre in height, notwithstanding their location in a main or secondary front yard.
- To specify in the By-law that the measuring method described in article 210 (measure from the base) applies to hedges located in visibility triangles, except when the hedge is located in a slope going upward from the sidewalk.
- To provide in the By-law a more appropriate measuring method for hedges located in a slope going upward from the sidewalk, in visibility triangles.

■ Result

The By-law was amended accordingly in December 2018.

2. RECOMMENDATION to Arrondissement d'Anjou (Administration) (translation) ■ Accepted

- To revise the information intended for citizens regarding the maximum height of hedges and to specify therein the specific rules applicable in a visibility triangle (maximum allowed height restricted to one (1) metre).
- To ask the Borough Inspectors to pay special attention to the height of hedges in visibility triangles, more particularly during their routine tours; and, when necessary, to intervene quickly with the owners to ensure the respect of these rules, even without a complaint.
- To better inform and promote citizens' awareness regarding the importance of complying with the rules governing the height of hedges in visibility triangles, for the safety of drivers, cyclists and pedestrians.

■ Result

Inspectors were instructed to pay special attention to the height of hedges at street corners – Various publications regarding hedges were updated (311, Journal, Info-letter, Borough website) – An Information Brochure was distributed to citizens – One Inspector was assigned specifically to ensure compliance with this By-law.

3. RECOMMENDATION to Arrondissement du Plateau-Mont-Royal (translation) ■ Denied

- To grant the permit allowing the installation of a garage door on an existing garage building so that the second co-owner can park his car therein.

■ Result

Unfortunately, the citizen could not install a garage door: he still cannot park his car in his half of the garage.

4. RECOMMENDATION to Arrondissement de Montréal-Nord (translation) ■ Accepted

- To re-install a specific car ramp which had recently been raised on Georges-Pichet Avenue, in front of the parking space behind xxxx.

■ Result

The car ramp was re-installed in 2018.

The **8 RECOMMENDATIONS** that follow are derived from one single investigation regarding two complaints (see summary on page 13).

5. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Accepted

- To take appropriate measures to ensure that all managers and employees of the Borough cooperate fully with the **OdM** inquiries, show transparency and provide quickly all the information and documents related to such inquiries, as stated in the *Règlement sur l'ombudsman* and the *Cities and Towns Act*.

■ Result

The Borough Director forwarded written instructions to that effect to all Directors and Department Heads.

6. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Awaiting a response

- To submit to the CCU (*Urban Planning Advisory Committee*) for analysis and recommendation, and then to the Borough Council's approval process, all the changes which were brought to the redevelopment plans that had been approved in 2014 through a PIIA procedure and which were authorized and carried out without a new PIIA process, on the property located at xxxx.
- Thereafter, to take appropriate steps to ensure that all landscaping and outdoor elements on this property comply with these decisions.

■ Result

The file was explained to the new Borough Director. **OdM** is awaiting her response.

7. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Awaiting responses

- To take appropriate steps in order to ensure the removal of the walls that were built in the setback margin of the property located at xxxx.

■ Result

The file was explained to the new Borough Director. **OdM** is awaiting her response.

- To define more clearly the notion “*opération d'ensemble*” mentioned in the *Zoning By-law 1177*. Ideally, this definition should be included in the By-law.

■ Result

This **RECOMMENDATION** was accepted. However, the mandate to revise the regulation has not yet been assigned. The **OdM** is following up.

8. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Denied

- To forward to the **OdM**, no later than August 17, 2018, the details of the Borough's calculations of the ground occupancy ratio and of the vegetation coverage ratio, for the property located at xxx; and to ensure that the rules set forth in the By-law are respected.
- If need be, to take appropriate measures to ensure compliance with the provisions of the By-law regarding these topics.

■ Result

It is the **OdM** opinion that the document forwarded by the Borough did not demonstrate compliance with the relevant By-law provisions. The Borough maintains that the regulatory requirements are satisfied.

9. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Accepted

- To draft and implement a clear procedure confirming that before they issue a *Certificat d'autorisation de terrassement* or any other permit pertaining to construction or landscaping work, employees must always:
 - Make sure that they understand fully the magnitude of the project and its impact on existing constructions and developments;

- Demand all information and documents necessary for this purpose, including at least the plans and documents set forth in articles 5.2 and 5.3 of the *Règlement concernant les permis et les certificats*; and
- Not issue the permit until it has been established that every element of the project is compliant.

■ Result

RECOMMENDATION accepted but not yet implemented. **OdM** will follow up.

10. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Awaiting a response

- To take the appropriate steps to ensure that all construction work carried out by the owner of xxxx is consistent with the approved plans as well as with the By-law; and
- If need be, to correct any non-compliant construction.

■ Result

The file was explained to the new Borough Director. The **OdM** awaits her response.

11. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Accepted (partly)

- To invite the Borough Council to adopt amendments to its Regulation confirming that any and all work regarding “buildings, landscaping, walls, gates, stairs or architectural structures and features” to be carried out in a **sector of compelling and outstanding heritage value** must meet the criteria set out in article 4.6.5 of the *Règlement concernant les PIIA*.

■ Result

Implementation is pending. Borough Administration informed our office that a comprehensive report will be presented to the elected officials. The **OdM** will follow up.

12. RECOMMENDATION to Arrondissement d'Outremont (translation) ■ Accepted

→ To adopt clear rules to ensure that the rules governing PIIAs, minor derogations as well as work and development permits are applied fairly and with consistency by all Borough staff.

■ Result

Implementation still pending. The **OdM** will follow up.

Processing Times

The average processing time for complaints received in 2018 and closed the same year was **4.81** business days.

The average final response time for new inquiries launched and closed in 2018 was **43.1** business days.

96.36% of the summary enquiries opened in 2018 were closed prior to December 31, with a processing time averaging **11.89** business days.

77.5% of the new 2018 thorough investigations were closed prior to December 31: the average processing time was **60.89** business days.

As of December 31, 2018, **56** inquiries were still underway.

■ CHART 9

Response Times

A – New Requests (Including Requests for Information)		2018		2017		2016	
		NUMBER	RATIO	NUMBER	RATIO	NUMBER	RATIO
New Files		1,803	100.00%	2,124	100.00%	1,903	100.00%
Files Closed		1,767	98.00%	2,081	97.98%	1,871	98.32%
Files Pending		36	2.00%	43	2.02%	32	1.68 %
Response Times	5 Business Days and Less	1,627	90.23%	1,878	88.42%	1,723	90.55%
	6 to 10 Business Days	31	1.72%	62	2.92%	25	1.31%
	11 Business Days to 1 Month	35	1.94%	69	3.25%	42	2.21%
	1 Month + to 3 Months	54	3.00%	38	1.79%	41	2.15%
	3 Months + to 6 Months	19	1.05%	23	1.08%	21	1.10%
	6 Months +	1	0.06%	11	0.52%	19	1.00%
Average Response Times (in Business Days)		4.81		5.35		3.29	

B – New Inquiries (Thorough, Summary and Follow-ups on Undertakings)		2018		2017		2016	
		NUMBER	RATIO	NUMBER	RATIO	NUMBER	RATIO
New Files		175	100.00%	271	100.00%	293	100.00%
Files Closed		146	83.43%	228	84.13%	131	64.53%
Files Pending		29	16.57%	43	15.87%	72	35.47%
Response Times	5 Business Days and Less	31	17.71%	59	21.77%	38	18.72%
	6 to 10 Business Days	11	6.29%	34	12.55%	13	6.40%
	11 Business Days to 1 Month	31	17.71%	64	23.62%	39	19.22%
	1 Month + to 3 Months	53	30.29%	37	13.65%	28	13.79%
	3 Months + to 6 Months	19	10.86%	23	8.48%	5	2.46%
	6 Months +	1	0.57%	11	4.06%	8	3.94%
Average Response Times (in Business Days)		43.10		37.36		29.43	

C – New Thorough Inquiries		2018	
		NUMBER	RATIO
New Files		120	100.00%
Files Closed		93	77.50%
Files Pending		27	22.50%
Response Times	5 Business Days and Less	4	3.33%
	6 to 10 Business Days	4	3.33%
	11 Business Days to 1 Month	16	13.33%
	1 Month + to 3 Months	49	40.84%
	3 Months + to 6 Months	19	15.84%
	6 Months +	1	0.83%
Average Response Time (in Business Days)		60.89	

D – All Inquiries Processed in 2018, Regardless of their Opening Dates		2018	
		NUMBER	RATIO
New Files		260	100.00%
Files Closed		204	78.46%
Files Pending		56	21.54%
Response Times	5 Business Days and Less	32	12.31%
	6 to 10 Business Days	11	4.23%
	11 Business Days to 1 Month	33	12.69%
	1 Month + to 3 Months	60	23.08%
	3 Months + to 6 Months	25	9.62%
	6 Months +	43	16.53%
Average Response Time (in Business Days)		120.40	

Modes for Submitting Complaints

This data changes little from year to year. The telephone (**60.23%**) remains the preferred method for citizens to ask for our intervention. Emailing comes next at **29.67%**.

We observe a slight increase in the use of social media to submit a complaint: this trend remains marginal, however.

■ CHART 10

Modes of Submission of Complaints (Including Charter Files)

MODE	2018		2017		2016	
	NUMBER	%	NUMBER	%	NUMBER	%
By Phone	1,086	60.23	1,279	60.22	1,184	62.22
By Email	535	29.67	628	29.57	522	27.43
In Person	66	3.66	71	3.34	85	4.47
By Mail	26	1.44	30	1.41	40	2.10
On our Blog	36	2.00	59	2.78	26	1.37
By Fax	14	0.78	21	0.99	24	1.26
On Facebook	9	0.50	12	0.56	6	0.32
On Twitter	5	0.28	4	0.19	3	0.15
OdM Own Motion Inquiries	26	1.44	20	0.94	13	0.68
TOTAL	1,803	100%	2,124	100%	1,903	100%

Plaintiffs' Profile

This data is very similar to that of previous years.

→ **49%** of plaintiffs are men vs. **45%** women.

→ **80%** are francophone vs. **18%** English speaking.

→ Few plaintiffs are under 25 years old (**0.94%**).

→ **58%** of those who answered the question declared themselves to be of Canadian origin vs. **35%** of ethno-cultural background. This information is provided to us on a voluntary basis.



■ CHART 11

Demographic Data on 2018 Plaintiffs (Including Charter Files)

GENDER	NUMBER	%
Male	877	48.64%
Female	811	44.98%
Unknown	11	0.61%
Non-applicable ¹	104	5.77%
TOTAL	1,803	100%

LANGUAGE	NUMBER	%
French	1,446	80.20%
English	331	18.36%
Non-applicable ²	26	1.44%
TOTAL	1,803	100%

ORIGIN	NUMBER	%
Canadian	1,048	58.13%
Ethnocultural (declared)	628	34.83%
Unknown	23	1.27%
Non-applicable ¹	104	5.77%
TOTAL	1,803	100%

AGE GROUP	NUMBER	%
18-25	17	0.94%
26-40	204	11.31%
41-50	162	8.99%
51-64	273	15.14%
65 and over	244	13.53%
Unknown	799	44.32%
Non-applicable ¹	104	5.77%
TOTAL	1,803	100%

VISIBLE MINORITY	NUMBER	%
No	1,346	74.65%
Yes	247	13.70%
Unknown	106	5.88%
Non-applicable ¹	104	5.77%
TOTAL	1,803	100%

VISIBILITY MINORITY WHEN DECLARED	NUMBER	%
Arabic	105	42.51%
Asian	25	10.12%
South Asian	15	6.07%
Latin American	23	9.31%
Black	79	31.99%
TOTAL	247	100%

¹ Non-applicable (corporations, groups of citizens, **OdM** own motion inquiries)

² Non applicable (**OdM** own motion inquiries)

¹⁻² **Note**

In 2018, 68 requests were submitted by corporations, 10 by groups of citizens and 26 files were own motion inquiries by the **OdM**.

Part 3

Montréal Charter of Rights and Responsibilities

Background

The *Montréal Charter of Rights and Responsibilities* (**MCRR**) took effect on January 1, 2006: it was amended in 2011 and 2015.

All managers, staff and elected officials of *Ville de Montréal* must respect the undertakings provided therein. Citizens cannot turn to tribunals to seek their enforcement: the **only** possible **recourse** is a complaint to the **OdM**.

When a **MCRR** undertaking is at stake, the **OdM**'s jurisdiction is not limited to the City's administrative apparatus: the Ombudsman can also review decisions voted by the Executive Committee, the City Council or a Borough Council.

The **MCRR** undertakings touch a wide range of topics:

- Respectful, non-discriminatory and high-quality municipal services
- Safety of citizens
- Universal accessibility
- Democracy and Citizen participation
- Equality and Inclusion
- Right of initiative allowing citizens to demand a public consultation, under certain conditions
- Access to leisure activities and to libraries
- Protection of the environment
- Promotion of recycling and waste reduction at source
- Encouragement of sustainable development
- Fostering of the quality of air and the increase of cool areas
- Preservation of Heritage
- Adaptation of the services to meet the evolving needs of citizens

Charter Files

To determine if the **MCRR** is truly at issue in a complaint, a preliminary analysis is required.

We do not carry out such an analysis before redirecting a plaintiff who is not in "last resort" to the relevant Director. For this reason, the **OdM** only records as *Charter* files complaints linked to the **MCRR** which it investigates.

New Charter Files in 2018

67 inquiries launched in 2018 involved a specific undertaking included in the **MCRR**: that is **38.28%** of all new inquiries (**175**).

■ CHART 12

Ratio: New Charter Inquiries Versus New Inquiries Launched in 2018

	CHARTER INQUIRIES	TOTAL INQUIRIES	RATIO
Summary Analyses/Enquiries	10	55	18.18%
Thorough Inquiries	57	120	47.50%
TOTAL 2018	67	175	38.28%
Total 2017	54	271	19.93%
Total 2016	69	203	33.99%
Total 2015	46	160	28.75%
Total from 2006 to 2014	442	1,784	24.78%
GRAND TOTAL	678	2,593	26.15%

16 specific **MCRR** undertakings were at issue.

■ CHART 13

New Charter-related Inquiries in 2018 Undertakings and Results

MONTREAL CHARTER OF RIGHTS AND RESPONSIBILITIES CHAPTER	SPECIFIC UNDERTAKING	TOTAL NUMBER OF FILES	RESULTS
Democracy 1	Ensuring the credibility, transparency and effectiveness of the public consultation process through the adoption and maintenance of appropriate procedures	1	1 Follow-up on Undertaking – Fulfilled
Economic and Social Life 11	Providing its citizens with access to quality drinking water in sufficient quantities	1	1 Pending
	Provide relocation services when a building or dwelling must be closed or vacated	1	1 Ill-founded
	Taking appropriate measures to ensure that housing meets public health and safety standards with regard to the health and safety of tenants	9	1 Withdrawn 6 Ill-founded 2 Pending
Environment and Sustainable Development 27	Fostering the enhancement of the urban forest	4	1 Founded – Resolved 3 Ill-founded
	Fostering the protection of the urban forest	3	3 Founded – Resolved
	Controlling irritants stemming from the wrongful dumping of garbage	4	1 Ill-founded 3 Pending
	Taking measures to reduce abusive irritants resulting from traffic	4	1 Follow-up on Undertaking – Fulfilled 3 Ill-founded
	Taking measures to reduce abusive irritants resulting from noise	12	1 Founded – Resolved 2 Founded – Undertakings 1 Redirected During Inquiry 2 Withdrawn 5 Ill-founded 1 Pending
Leisure, Physical and Sports Activities 1	Promoting access to community activities and facilities	1	1 Pending

Municipal Services 21	Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programmes and services in general	4	1 Founded – Resolved 1 Follow-up on Undertaking – Fulfilled 1 Ill-founded 1 Pending
	Taking appropriate measures to ensure the cleanliness of public property	4	3 Founded – Resolved 1 Ill-founded
	Taking measures to limit any nuisances or obstacles that may interfere with citizens' ability to safely access their homes	1	1 Pending
	Providing competent municipal services in a respectful and non-discriminatory manner	12	5 Founded – Resolved 1 Founded – Undertaking 1 Follow-up on Undertaking – Fulfilled 1 Withdrawn 3 Ill-founded 1 Pending
Security 8	Developing its territory in a safe manner	4	1 Founded – Resolved 2 Follow-ups on Undertakings – Fulfilled 1 Pending
	Taking measures to ensure citizen security in public spaces, notably in parks and community and recreational facilities	4	1 Founded – Resolved 1 RECOMMENDATION – Accepted 2 Follow-ups on Undertakings – Fulfilled
TOTAL 68*		TOTAL 67*	

*** Note**

Certain files have been counted more than once because they concern more than one Charter undertaking.
This explains the total of 68 files for 67 new Charter inquiries.

54 of the new *Charter* inquiries were closed the same year (2018). Their average processing time was **50.91** business days.

→ 10 summary enquiries were completed in **14.7** business days on average.
→ 44 thorough inquiries were closed in an average processing time of **59.14** business days.



Charter Files Processed During the Year, Regardless of the Year they Were Launched

44 Charter inquiries were underway on December 31, 2017: in 2018, we added **67** new ones. Accordingly, a total of **111** Charter files were processed in 2018.

81 Charter files were closed in 2018, in an average processing time of **145.25** business days.

- 27 complaints were founded and resolved.
- 1 complaint led to a formal **RECOMMENDATION**.
- 6 complaints were closed with a commitment from the relevant Director.
- 9 follow-ups on previous undertakings confirmed that they were all fulfilled.

- 30 complaints were deemed ill-founded.
- 2 complaints were redirected to the relevant Director during the inquiry.
- 1 file was closed due to the lack of cooperation of the plaintiff.
- 5 plaintiffs withdrew their complaints during our inquiry.

30 Charter inquiries were still in progress at the end of December 2018.

Examples of Charter Inquiries Launched in 2018

■ CHART 14

New Charter Inquiries Launched in 2018 A Few Examples

MUNICIPAL SERVICES	
→ UNIVERSAL ACCESSIBILITY	
Description	OdM own motion – Removal of the non-skid coating from the access ramp leading to City Hall (Gosford Street). The ramp becomes very slippery.
Entities concerned	City Council Presidency and Service de la concertation des arrondissements – All Departments
Result	Founded – Resolved The non-skid coating is reinstalled on the same day as our intervention.
Processing time	1 business day
Description	OdM own motion – Following an email informing employees that all the parking spaces in the area will be reserved for a film shoot, the ombudsman is concerned about the possible unavailability of the drop-off zone reserved for paratransit (Gosford Street).
Entities concerned	City Council Presidency and Service de la culture – All Departments
Result	Concern Ill-founded The drop-off zone reserved for paratransit will remain accessible despite the film shoot.
Processing time	2 business days
Description	Follow-up on an Undertaking – Work to be carried out at intersections (phases 1 to 3 of the <i>Quartier des spectacles</i>) to improve universal accessibility: installation of cast-iron tactile paving stones, alignment and marking of pedestrian crossings and installation of audio-signal traffic lights.
Entity concerned	Service de la culture – All Departments
Result	Pending The work was supposed to be done in the fall of 2018. There were delays. The Service confirms that these improvements will be made soon. The OdM will follow up.

MUNICIPAL SERVICES

→ UNIVERSAL ACCESSIBILITY

Description	Follow-up on an Undertaking – That the new amenities at <i>Parc Jean-Drapeau</i> be universally accessible.
Entity concerned	Société du parc Jean-Drapeau
Result	Undertaking respected The <i>Société du parc Jean-Drapeau</i> (SPJD) retained the services of 2 external agencies (<i>Kérout</i> and <i>Société Logique</i>) in order to integrate universal accessibility into the Phase 1 Plans (PAMV and paddocks). The SPJD also confirms that universal accessibility is one of the key elements of the strategic planning under development.
Processing time	84 business days

ENVIRONMENT AND SUSTAINABLE DEVELOPMENT

→ TREE

Description	The City refuses to cut down a tree in front of the plaintiff's dwelling. The citizen believes that its roots caused the sinking of his foundations.
Entity concerned	Arrondissement de Mercier-Hochelaga-Maisonneuve – Administration
Result	Ill-founded The presence of trees is important in a city. The City's tree protection policies are justified. The citizen's allegation regarding the causes of the damages is not evidence-based. The Borough's explanations to justify the denial are not unreasonable.
Processing time	104 business days
Description	A public tree must be cut down for the implementation of a vehicular lane. The Borough claims financial compensation (value of the tree). The citizen disputes.
Entity concerned	Arrondissement de Mercier-Hochelaga-Maisonneuve – Administration
Result	Founded – Resolved The wording of the current regulation does not provide for the payment of compensation fees in a context where the cutting-down of a tree is necessary for the redevelopment of a garage and an access lane. The financial compensation will not be claimed.
Processing time	165 business days
Description	Plan to plant a tree in a municipal right-of-way, alongside the plaintiff's property. The citizen disputes this location and is concerned that the roots might damage his property.
Entity concerned	Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce – Administration
Result	Ill-founded This tree will be planted as part of an important tree-planting project. The planned spacing between trees is adequate. Our inquiry does not show that the species is liable to cause future damages.
Processing time	38 business days

→ NUISANCE – NOISE

Description	(2 files) Citizens' group – des Carrières Street – Municipal installations. 1. Circulation of trucks 24/7 – Noise nuisances caused by back-up alarms; 2. Citizens also complain about the noise generated by the fans in municipal workshops.
Entity concerned	Service du matériel roulant et des ateliers – All Departments
Result	Files redirected during inquiry Our verifications reveal that the City is already searching for solutions to mitigate these nuisances. We redirect citizens to the managers identified. They can get back to us if need be.
Processing time	19 business days

ENVIRONMENT AND SUSTAINABLE DEVELOPMENT

→ NUISANCE – NOISE

Description	(2 files) Vibrations and excessive noise coming from “CrossFit” fitness centres located close to dwellings.
Entity concerned	Arrondissement de Mercier–Hochelaga-Maisonneuve – Administration
Result	Withdrawal (1) Founded ■ Undertaking (1) One of the plaintiffs was very distressed by this situation: he moved in the course of the inquiry. Nonetheless, OdM is pursuing its interventions. The Borough undertakes to examine what amendments it could enact to its regulation to allow more efficient intervention when managing impact noises. OdM will follow up.
Processing times	173 business days and 44 business days

→ NUISANCE – TRAFFIC

Description	Follow-up on an Undertaking – Excessive vibrations in a dwelling when buses pass by on this stretch of Mont-Royal Avenue.
Entity concerned	Arrondissement de Rosemont–La Petite-Patrie – Administration
Result	Undertaking fulfilled As agreed, this stretch of the street was refurbished as part of the <i>Travaux de planage-revêtement 2018</i> . The citizen confirms that the vibration problem is fixed.
Processing time	26 business days

→ NUISANCE – OTHER OR COMBINATION

Description	(Several files and several plaintiffs) Citizens dispute the decision to authorize the construction of a day-care centre on their street. They are concerned about the nuisances that will result, notably in terms of traffic and parking spaces. They complain about the construction site. They ask that the day-care employees and customers not be allowed to drive or park on their street.
Entity concerned	Arrondissement de Pierrefonds-Roxboro – Administration
Result	Ill-founded The permit was issued with full rights. The construction site does not cause unusual problems. The requests to prevent the employees from parking on this street and the children from using it are not reasonable.
Processing time	64 business days

→ PUBLIC WORKS – GARBAGE/RECYCLING/COMPOSTING

Description	Uncontrolled dumping of garbage outside of permitted hours. Insufficient interventions by the Borough.
Entity concerned	Arrondissement du Plateau-Mont-Royal – Administration
Result	Pending Interventions with neighbouring residents did not produce the intended results. Additional measures are required. Our office is staying on the case.

LEISURE, PHYSICAL AND SPORTS ACTIVITIES

→ SPORTS AND LEISURE

Description	Citizens' complaint against the destruction of a baseball diamond at Jeanne-Mance Park, and against the process that led to this decision.
Entity concerned	Service des grands parcs, du verdissement et du Mont-Royal – All Departments
Result	Pending

SECURITY

→ BICYCLE PATH/CYCLING

Description	Follow-up on an Undertaking – Implement additional measures to improve pedestrians' and cyclists' safety around the Elgar Community Centre.
Entity concerned	Arrondissement de Verdun – Administration
Result	Undertaking fulfilled Several improvements were made: large bins were added and existing ones were moved. The Borough undertakes to improve overall signage. Awareness measures are planned for the spring of 2019. Our office will not follow up further, unless we receive complaints.
Processing time	84 business days

→ PUBLIC WORKS – PAVEMENT/SIDEWALK

Description	Lack of marking on part of the Crémazie Boulevard West service road – Perennial safety issue.
Entity concerned	Service des infrastructures, de la voirie et des transports – Direction des infrastructures
Result	Founded ■ Resolved The marking was not done at the originally scheduled time. It was done shortly after our intervention.
Processing time	1 business day

→ ZONING/URBAN PLANNING – FENCE/HEDGE

Description	(2 files) Height of hedges in visibility triangles – Safety issues – Ambiguities in the wording of the By-law – Incomplete information disseminated to citizens – Intervention deficiencies by the inspectors.
Entities concerned	Arrondissement d'Anjou – Administration and Borough Council
Result	Founded ■ RECOMMENDATIONS ■ Accepted and carried out The Regulation is amended. The Borough updated and disseminated to citizens via various media information on the regulated height of hedges. The Borough also reminded its inspectors the importance of paying special attention to hedges located in visibility triangles.
Processing times	72 business days and 33 business days

MUNICIPAL SERVICES

→ TREE

Description	The Borough is slow to prune a municipal tree that rubs against the roof of a citizen's dwelling.
Entity concerned	Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce – Administration
Result	Founded ■ Resolved The processing time for this request is very long. The tree is finally pruned.
Processing time	49 business days

→ NUISANCE – OTHER OR COMBINATION

Description	The recycling bins of a business often overflow onto a private property – Uncleanliness is visible from the street.
Entity concerned	Arrondissement de Ville-Marie – Administration
Result	Founded ■ Resolved The plaintiff confirms a marked improvement in the cleanliness of the yard of the business in question.
Processing time	71 business days

MUNICIPAL SERVICES

→ MUNICIPAL SERVICES – COMMUNICATION/INFORMATION

Description	The <i>Wood-burning appliance declaration forms</i> are not precise enough concerning the territory covered (19 Boroughs) – 1,300 residents of linked cities filled them out.
Entity concerned	Service de l'environnement – All Departments
Result	Founded ■ Resolved The form was amended to state clearly that it applies only to the 19 Boroughs of <i>Ville de Montréal</i> .
Processing time	9 business days
Description	(2 files) OdM own motions – OdM notes several deficiencies in communications between SIM Officers and citizens. <i>Non-compliance notice</i> is sent by email without the name or contact information of the sending Officer, without specifying the building concerned, without a file number, etc. The SIM undertakes to improve its processes. OdM conducts a follow-up.
Entity concerned	Service de sécurité incendie de Montréal – All Departments
Result	Founded ■ Undertakings ■ Fulfilled All the improvements requested are implemented. <ul style="list-style-type: none"> • A clear directive is sent to employees confirming the requirements in all written communications; • Introduction of an electronic signature (identifying the SIM sender); • Drafting of a letter template containing all the elements required (including the file number, and identification of the building in question). A one-stop desk is created to receive all complaints and denunciations. Business cards are amended to allow space for the file number. <i>Antidote</i> will also be installed on the officers' workstations, not only on those of managers and secretaries.
Processing times	40 business days and 1 business day

→ MUNICIPAL SERVICES – POLITENESS/ CONDUCT

Description	The citizens challenge the permit issued to a neighbour. The <i>Directeur de l'aménagement urbain et du patrimoine</i> refused to meet them. Employees also refused to provide his contact information. During a subsequent conversation, the Director would not have been courteous nor sufficiently clear.
Entity concerned	Arrondissement d'Outremont – Administration
Result	Founded ■ Resolved The Borough has reviewed its internal policies: the internal telephone numbers and email addresses that connect to directors will be given to citizens who request them. Management also invites all its directors to meet with dissatisfied citizens who request a meeting. However, the inquiry does not confirm that the Director was not courteous: the information given was complete.
Processing time	120 business days
Description	Harassment complaint – An Animal Controller went to a residence to identify a person who would have left the premises after having been seen walking his dog without a leash in a park.
Entity concerned	Service de la concertation des arrondissements – All Departments
Result	Ill-founded The Controller's explanations are reasonable. The Service applied the directives in effect properly. There was no abuse or harassment. The Service later clarified the procedure to follow when a visit to a residence becomes necessary to identify an offender.
Processing time	47 business days

MUNICIPAL SERVICES

→ PUBLIC WORKS – GARBAGE/RECYCLING/COMPOSTING

Description	Non-compliance with recycling collection schedules by the company (De l'Épée Street).
Entity concerned	Arrondissement d'Outremont – Administration
Result	Founded ■ Resolved The Borough and the company took the necessary steps to settle the problem: subsequent collections went well. We will follow up in 2019.
Processing time	92 business days

→ PUBLIC WORKS – CLEANLINESS

Description	Uncleanliness – Van Horne Viaduct – Presence of pigeons.
Entity concerned	Arrondissement du Plateau-Mont-Royal – Administration
Result	Founded ■ Resolved The Borough installed nets and other arrangements preventing the pigeons from nesting at the entrance of the viaduct. The pedestrian walkway will be cleaned. OdM will follow up in the spring of 2019.
Processing time	108 business days

DEMOCRACY

→ ALLEY

Description	Follow-up on an Undertaking – Improvements of procedures applicable to green alley projects.
Entity concerned	Arrondissement de Rosemont–La Petite-Patrie – Administration
Result	Undertaking fulfilled The survey form was amended: henceforth, all the access closing options being considered, including various possible combinations, are included in the list submitted to citizens. A new detailed form was approved by the Borough and the <i>Éco-quartier</i> for the minutes of the information meeting with residents: they will contain the main topics discussed during the meeting, as well as a synopsis of the interventions and comments voiced by the presenters and participants.
Processing time	35 business days

ECONOMIC AND SOCIAL LIFE

→ BUILDING – SALUBRIOUSNESS – OTHER OR COMBINATION

Description	The owner of a collective housing building disputes the requirement imposed by the Borough to install a sink in each room.
Entity concerned	Arrondissement d'Anjou – Administration
Result	Ill-founded The Borough's requirement is reasonable.
Processing time	45 business days

→ SOCIAL/AFFORDABLE HOUSING – ACCESS

Description	Following a fire, a tenant has not lived in his dwelling for 30 days. He is requesting priority to obtain a low-rent dwelling.
Entity concerned	Office municipal d'habitation de Montréal (OMHM)
Result	Ill-founded The work required in his dwelling is minor. The criteria in place for a priority relocation do not apply. The work delays seem related to pending litigation before the <i>Régie du logement</i> .
Processing time	30 business days

Part 4

Profile of Complaints and Inquiries by Entity

This section provides an overview of our 2018 interventions for each Borough, Department or related Entity over which the **OdM** has jurisdiction.

Boroughs

Ahuntsic-Cartierville

→ 46 New Files

5 thorough inquiries

40 complaints redirected – not in last resort

1 complaint denied without inquiry

TOPICS

Access to Information	1	Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Animal	1	Public Land – Commercial Activity	1
Building – Maintenance	1	Public Land – Occupancy	2
Building – Salubriousness – Insects	2	Public Works – Aqueduct/Sewer	1
Building – Salubriousness – Rodents	1	Public Works – Garbage/Recycling/Composting	4
Building – Salubriousness – Other or Combination	1	Public Works – Pavement/Sidewalk	2
Claim – Material Damage – Request for Repair	1	Public Works – Snow Removal	3
Community Garden	1	Public Works – Other	2
Library/Culture	1	Safety – Other than Fire	1
Municipal Services – Communication/Information	2	Tree	7
Nuisance – Noise	1	Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Nuisance – Traffic	2	Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3
Nuisance – Other or Combination	2		

Thorough Inquiries

5 files (including 1 Charter file)

■ 3 closed files

- 1 founded – resolved
- 2 ill-founded

Average Processing Time: 98.33 business days

■ 2 pending

- Request to cut down a municipal tree – Fear of damage to roof (Charter file) ■ **Ill-founded**
- Stairs encroaching on public land – Citizen disputes occupancy fees claimed by Borough ■ **Pending**
- Request for relocation of a fire hydrant currently in front of a garage, and at no cost to the citizen
■ **Founded** ■ **Resolved**

See remarks at the end of Part 4.

→ Citizen disputes Borough's decision to raise a car ramp in front of his dwelling – Allegation of vested rights ■ **Ill-founded**

→ Citizens dispute the issuance of *Demolition Permit* of next door building and *Construction Permit* for its replacement ■ **Pending**

No Summary Analysis/Enquiry

→ 7 Previous Files

7 files (including 3 Charter files)

■ 6 closed files

4 founded – resolved

2 ill-founded

Average Processing Time: 247 business days

■ 1 pending

→ **OdM** own motion file – Insalubriousness of a rental dwelling and compliance with fire safety standards ■ **Founded** ■ **Resolved**

→ Insalubriousness in a dwelling following municipal sewer flow-back – Insufficient actions by the Borough (Charter file) ■ **Founded** ■ **Resolved**

→ Citizens dispute Borough's plan to raise car ramps near their dwelling (2 files) – Allegations of vested rights ■ **Ill-founded**

→ Inaction of Borough to manage nuisances (noise and odours) emanating from Fleury Hospital (Charter file) ■ **Founded** ■ **Resolved**

→ Poor communications – Borough would have failed to inform the citizen of his legal recourses after his fence was damaged by a snow removal truck (Charter file) ■ **Founded** ■ **Resolved**

→ Citizen disputes the public land occupancy fees imposed by the Borough – Steps encroaching on public land ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **197.44 business days**

Anjou

→ 12 New Files

4 thorough inquiries

3 complaints denied without inquiry

5 complaints redirected – not in last resort

TOPICS

Access to Information	2
Building – Salubriousness – Other or Combination	1
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	2

Public Works – Aqueduct/Sewer	2
Tree	1
Zoning/Urban Planning – Fence/Hedge	3

See remarks at the end of Part 4.

Thorough Inquiries

4 files (including 3 Charter files)

■ 4 closed files

- 1 founded – resolved
- 1 founded – **RECOMMENDATION**
- 1 follow-up on **RECOMMENDATION** – accepted
- 1 ill-founded

Average Processing Time: 56.75 business days

→ Collective Housing building – Borough requires one sink in each room – Citizen disputes this requirement (Charter file) ■ **Ill-founded**

→ Complaint that some hedges located in visibility triangles (street corners) are too high – Safety issues
■ **Founded** ■ **Resolved**

→ **OdM** own motion file following an inquiry – To improve the clarity of the By-law governing the height of hedges; and – To improve the documents aimed at informing citizens on this topic ■ **Founded**
■ **2 RECOMMENDATIONS** ■ **Accepted**

No Summary Analysis/Enquiry

→ No Previous File

Côte-des-Neiges–Notre-Dame-de-Grâce

→ 70 New Files

9 thorough inquiries

5 summary analyses/enquiries

4 complaints denied without inquiry

52 complaints redirected – not in last resort

TOPICS

Access to Information	2
Animal	2
Building – Maintenance	5
Building – Salubriousness – Mold	1
Claim – Material Damage – Financial Compensation	2
Claim – Material Damage – Request for Repair	2
Library/Culture	1
Municipal Services – Communication/Information	4
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	2
Nuisance – Noise	3
Nuisance – Traffic	1
Nuisance – Other or Combination	6
Parking – Municipal and On-street/Stickers/Drop-off Zones	6

Public Land – Occupancy	1
Public Works – Aqueduct/Sewer	2
Public Works – Pavement/Sidewalk	4
Safety – Other than Fire	2
Statement of Offence – Parking	2
Towing	1
Tree	8
Zoning/Urban Planning – Construction/Demolition/Transformation/PIIA	7
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	2
Zoning/Urban Planning – Permits – Other	1
Zoning/Urban Planning – Other	1

See remarks at the end of Part 4.

Thorough Inquiries

9 files (including 3 Charter files)

■ 6 closed files

- 2 founded – resolved
- 4 ill-founded

Average Processing Time: 55 business days

■ 3 pending

- Request to install a dog run in Benny Park
■ **Ill-founded**
- A citizen opposes the planting of a municipal tree in a public right-of-way, in front of his property (Charter file)
■ **Ill-founded**
- Request to trim a tree – Very long delays (Charter file)
■ **Founded** ■ **Resolved**
- Public land occupancy fees imposed by Borough – Alley leading to citizen's garage – Allegation of unfair application
■ **Pending**

- Damage caused during sewer repairs: Borough did not properly restore citizen's property ■ **Pending**
- Citizen asks that another inspector handles his file
■ **Ill-founded**
- **OdM** own motion file – To improve the procedures and process before withdrawing an approbation under the *Politique de reconnaissance et de soutien des OSBL*
■ **Founded** ■ **Resolved**
- Request for implementation of a new parking space reserved for persons with reduced mobility – Borough's refusal (Charter file) ■ **Pending**
- *Construction Permit* issued allowing the addition of a lateral English courtyard – The neighbours blame the Borough for not taking into account the existing easements ■ **Ill-founded** ■ **Note: The neighbours' dispute is later settled**

Summary Analyses/Enquiries

5 files (including 3 Charter files)

■ 5 closed files

- 1 founded – resolved
- 4 ill-founded

Average Processing Time: 23.2 business days

- Citizen complains – Replacement of window broken during a minor fire – Citizen finds delays too long – Wants the Borough to take more vigorous action with the owner ■ **Ill-founded**

- The common fence between an owner and his neighbour would be non-compliant – Citizen wants Borough to intervene ■ **Ill-founded**
- **OdM** own motion file – **OdM** contacts Borough to discuss the impact a recent Court ruling could have on a previous file (*Demolition/Reconstruction Permit* for a garage had been denied) – Borough is willing to reconsider the permit application in accordance with the recent ruling – **OdM** informs citizen accordingly
■ **Founded** ■ **Resolved**
- Citizens seek the withdrawal of *Statements of Offence* (parking) because the masking of parking signs was removed without prior notice to residents (2 files)
■ **Ill-founded**

See remarks at the end of Part 4.

→ 13 Previous Files

13 files (including 9 Charter files)

■ 8 closed files

- 1 founded – resolved
- 1 closed – lack of collaboration of citizen
- 1 withdrawn
- 1 refusal to intervene – legal recourse
- 4 ill-founded

Average Processing Time: 264.38 business days

■ 5 pending

- A badminton club disputes the loss of its privileges to use a municipal gym (Charter file) ■ **Ill-founded**
- Inadequate information to citizen on his legal recourses – Request to trim a tree (Charter file) ■ **Founded** ■ **Resolved**
- Bed bugs – Allegation of mismanagement (Charter file) ■ **Pending**
- Various problems of insalubrity in a building (Charter file) ■ **Pending**
- Allegation that work performed by a neighbour is non-compliant ■ **Ill-founded**
- Public consultation – Allegation of irregularities – *Projet particulier de construction, de modification ou d'occupation d'un immeuble (PPCMOI)* (Charter file) ■ **Pending**
- Citizen with a handicap (reduced mobility) – Signage constraints prevent her from driving her child all the way up to the school (Charter file) ■ **File closed** ■ **Lack of collaboration of citizen**
- Pedestrian safety – Corner of Queen Mary Road and Mountain Sights Avenue (Charter file) ■ **Pending**
- Request for a reserved drop-off zone for persons with a handicap, in front of dwelling (Charter file) ■ **Withdrawn**
- Not all the sidewalk slabs were replaced when sidewalk was reconstructed (Trenholme Avenue) ■ **Ill-founded**
- Request for additional jersey barriers in a dead-end street to protect a private fence ■ **Ill-founded**
- Private steps would have been damaged ■ **Refusal to intervene** ■ **Legal recourse**
- A rear balcony would still be dangerous – The Borough has lifted the prohibition on its use – Safety (Charter file) ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **134.79 business days**



See remarks at the end of Part 4.

L'Île-Bizard–Sainte-Geneviève

→ 8 New Files

4 thorough inquiries

1 summary analysis/enquiry

1 complaint denied without inquiry

2 complaints redirected – not in last resort

TOPICS

Claim – Material Damage – Request for Repair	1
Library/Culture	1
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	1

Nuisance – Noise	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Other	1

Thorough Inquiries

4 files (including 2 Charter files)

■ 2 closed files

- 1 follow-up on undertaking – fulfilled
- 1 ill-founded

Average Processing Time: 28.5 business days

■ 2 pending

- Complaint of excessive noise generated by two newly-installed heat pumps on neighbouring property – Allegation of mismanagement by Borough (2 Charter files) ■ **Pending**
- Follow-up on prior undertaking to ensure compliance with regulations, in a mobile-home park (zoning, permits, construction, transformation, cleanliness, nuisances) ■ **Undertaking fulfilled**
- Citizen contests the issuance of a *Transformation Permit*, in a mobile-home park ■ **Ill-founded**

Summary Analysis/Enquiry

1 file

■ 1 closed file

- 1 founded – resolved

Processing Time: 2 business days

- **OdM** own motion file – No call-backs or follow-ups when citizens are redirected by our office to the Borough Director's office – **OdM** asking for proper handling of these requests ■ **Founded** ■ **Resolved**

→ 1 Previous File

1 file (Charter file)

■ 1 pending

- Alleged deficiencies of aqueduct and sewer networks in a mobile-home park (Charter file) ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **19.67 business days**

Lachine

→ 9 New Files

2 thorough inquiries

TOPICS

Building – Maintenance	1
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	1
Nuisance – Noise	3

7 complaints redirected – not in last resort

Nuisance – Traffic	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1

Thorough Inquiries

2 files (Charter files)

■ 1 closed file

1 founded – resolved

Processing Time: 29 business days

■ 1 pending

→ Citizens opposing to neighbours' *Request for a Minor Exemption* that would allow them to install a heat pump on the roof of their building – Roof adjacent to complainants' dwelling – Borough about to authorize the installation (Charter file) ■ **Founded** ■ **Resolved**

→ Follow-up on prior undertaking to conduct traffic surveys on 13th Avenue (Charter file) ■ **Pending**

No Summary Analysis/Enquiry

→ No Previous File

LaSalle

→ 9 New Files

1 thorough inquiry

1 complaint denied without inquiry

TOPICS

Building – Maintenance	1
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1

7 complaints redirected – not in last resort

Public Works – Other	1
Sports and Leisure	1
Zoning/Urban Planning – Other	3

See remarks at the end of Part 4.

Thorough Inquiry

1 file

■ 1 closed file

1 ill-founded

Processing Time: 154 business days

→ The Borough asking for relocation of a shed encroaching on public land – Citizens want to keep it in same place – No alternative solution ■ **Ill-founded**

No Summary Analysis/Enquiry

→ 1 Previous File

1 file

■ 1 pending

→ Non-compliant modifications to residential garage and parking area – Citizen wishes to keep as is – Quest for a solution ■ **Pending**

Le Plateau-Mont-Royal

→ 74 New Files

7 thorough inquiries

2 summary analyses/enquiries

4 complaints denied without inquiry

61 complaints redirected – not in last resort

TOPICS

Alley	1
Animal	1
Building – Maintenance	2
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	2
Claim – Material Damage – Request for Repair	3
Municipal Services – Communication/Information	7
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	6
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Public Land – Commercial Activity	1
Public Land – Occupancy	2
Public Participation – Other than Right of Initiative	3

Public Works – Aqueduct/Sewer	4
Public Works – Cleanliness	5
Public Works – Garbage/Recycling/Composting	3
Public Works – Pavement/Sidewalk	2
Public Works – Snow Removal	1
Sports and Leisure	1
Statement of Offence – Other than Parking	1
Tree	2
Universal Accessibility	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	10
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	4

See remarks at the end of Part 4.

Thorough Inquiries

7 files (including 4 Charter files)

■ 3 closed files

- 1 founded – resolved
- 2 ill-founded

Average Processing Time: 93.33 business days

■ 4 pending

- Dangerous exterior wall – Owner disputing Borough's threat to issue an *Evacuation Order* if repairs are not carried out quickly ■ **Ill-founded**
- Allegation of mold in a dwelling – Mishandling of file (Charter file) ■ **Pending**

- Citizen blaming Borough for not informing him of Subsidy Program for the Stabilization of Foundations when he applied for his permit ■ **Pending**
- Recurring issue – Dumping of garbage outside of permitted hours – Follow-up on previous file (Charter file) ■ **Pending**
- Claim that the mechanical sweeper would not pass in some areas (Charter file) ■ **Ill-founded**
- Street cleanliness – The mechanical sweeper would not pass as scheduled ■ **Pending**
- Complaint of uncleanness – Van Horne Viaduct – Numerous pigeons – Request for a long-term solution (Charter file) ■ **Founded** ■ **Resolved**

Summary analyses/enquiries

2 files

■ 2 closed files

- 2 ill-founded

Average Processing Time: 8.5 business days

- Allegation of noise nuisances – Construction site – Refurbishing of a park ■ **Ill-founded**
- Request that Borough demands the removal of a shelter installed on an adjacent lot ■ **Ill-founded**

→ 10 Previous Files

10 files (including 3 Charter files)

■ 8 closed files

- 1 founded – **RECOMMENDATION**
- 1 withdrawn
- 6 ill-founded

Average Processing Time: 376.75 business days

■ 2 pending

- Request that Borough prohibits all municipal truck traffic on park grounds – Safety of patrons (Charter file) ■ **Ill-founded**
- Daycare centre asking for dedicated drop-off zones for its customers, on Park Avenue ■ **Ill-founded**
- *Permit Application* denied – Double garage in undivided co-ownership – Co-owner of rear section wishes to replace the pedestrian door of his portion with a garage door so he could park his vehicle therein ■ **Founded** ■ **RECOMMENDATION** ■ **Refused**

See remarks at the end of Part 4.

- Complainant disputes *Notice of Violation* for non-compliant work – Heritage requirements not respected – Long delays prior to inspection ■ **Ill-founded**
- *Transformation Permit* issued – Complaint of long delays – When **OdM** intervenes, the Borough has already started to improve the process and delays for the handling of permit applications – **OdM** intervention not required (Charter file) ■ **Ill-founded**
- Constructions on the roof of a building would not be compliant ■ **Ill-founded**
- Lack of public consultation prior to implementing a dog run (Charter file) ■ **Ill-founded**
- Some construction work undertaken by neighbour would not be compliant ■ **Withdrawn**
- Permanent exclusion of citizen from the Borough's social media network ■ **Pending**
- Citizen disputes public land occupancy fees – Original heritage balcony ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **254.69 business days**

Le Sud-Ouest

→ 28 New Files

6 thorough inquiries

1 summary analysis/enquiry

1 complaint denied without inquiry

20 complaints redirected – not in last resort

TOPICS

Library/Culture	1
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	2
Nuisance – Noise	3
Nuisance – Traffic	1
Nuisance – Other or Combination	4
Parking – Municipal and On-street/Stickers/Drop-off Zones	1

Public Land – Occupancy	3
Public Participation – Other than Right of Initiative	1
Public Works – Garbage/Recycling/Composting	1
Public Works – Pavement/Sidewalk	1
Safety – Other than Fire	2
Sports and Leisure	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	4

See remarks at the end of Part 4.

Thorough Inquiries

6 files (including 3 Charter files)

■ 6 closed files

- 1 founded – undertaking
- 2 withdrawn
- 3 ill-founded

Average Processing Time: 41.83 business days

- *Public Land Occupancy Permit* issued but not used – Citizen seeking reimbursement ■ **Ill-founded**
- Nuisances were generated by a *café-terrace* in summer of 2017 – Citizen wants the permit not to be renewed in 2018 (Charter file) ■ **Ill-founded**

- Nuisances generated by a bar – *Certificat d'autorisation* would have been issued by mistake – Allegation of mismanagement by the Borough (Charter file) ■ **Ill-founded**
- Citizen disputes his eviction from a public swimming pool – Concerns that this sanction might be permanent (Charter file) ■ **Withdrawn**
- Allegation of mismanagement of the situation which led to the eviction of a patron – Public swimming pool – Lack of clear procedure ■ **Founded** ■ **Undertaking**
- Allegation of safety issues in two swimming pools (supervision, loud music, no swimming lanes, etc.) ■ **Withdrawn**

Summary Analysis/Enquiry

1 file

■ 1 pending

- Non-compliant home expansion carried out by neighbour – Permit not yet issued – Safety concerns ■ **Pending**

→ 7 Previous Files

7 files (including 5 Charter files)

■ 3 closed files

- 1 founded – resolved
- 1 ill-founded
- 1 follow-up on undertaking – fulfilled

Average Processing Time: 384 business days

■ 4 pending

- Request that the Borough prohibit all truck traffic on *rue Charlevoix* (Charter file) ■ **Ill-founded**
- Follow-up on prior undertaking to add street markings and additional signage in order to limit speed on Woodland Street, between Hadley and De La Vérendrye (Charter file) ■ **Undertakings fulfilled**
- Public land occupancy fees for a balcony and a staircase – Century-old building ■ **Pending**
- Traffic nuisances on *rue Sainte-Cunégonde* – Ongoing road work (Charter file) ■ **Pending**
- Excessive noise emanating from a factory (Charter file) ■ **Founded** ■ **Resolved**
- Quality of services – Citizen cannot obtain information or explanations (Charter file) ■ **Pending**
- Quality of services – Lack of response from the Borough (Charter file) ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **155.89 business days**

See remarks at the end of Part 4.

Mercier–Hochelaga-Maisonneuve

→ 50 New Files

7 thorough inquiries

2 summary analyses/enquiries

2 complaints denied without inquiry

39 complaints redirected – not in last resort

TOPICS

Animal	1
Bicycle Path/Cycling	1
Building – Maintenance	2
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	1
Building – Salubriousness – Rodents	1
Building – Salubriousness – Other or Combination	1
Claim – Material Damage – Request for Repair	2
Community Garden	2
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	1
Municipal Services – Other	2
Nuisance – Noise	3

Nuisance – Traffic	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Pound	1
Public Land – Occupancy	1
Public Works – Aqueduct/Sewer	3
Public Works – Garbage/Recycling/Composting	2
Public Works – Other	1
Statement of Offence – Other than Parking	1
Tree	5
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	10

Thorough Inquiries

7 files (including 3 Charter files)

■ 6 closed files

- 1 founded – resolved
- 1 founded – undertaking
- 1 withdrawn
- 3 ill-founded

Average Processing Time: 100 business days

■ 1 pending

- Request to cut down a municipal tree – Fear of damage (Charter file) ■ **Ill-founded**
- Noise and vibration nuisances – Activities of a fitness centre (Charter file) ■ **Withdrawn**

- **OdM** own motion file – Follow-up on previous file – Management of nuisances generated by fitness centre – Exploring possible modifications to By-laws (Charter file) ■ **Founded** ■ **Undertaking**

- Fence built on separation line between two properties – Non-compliance alleged – Requesting Borough to intervene ■ **Ill-founded**

- *Permit Application* for patio door – PIIA – Unfavourable recommendation issued by CCU – Submission of comparable examples where permit was issued ■ **Founded** ■ **Resolved**

- Addition to house constructed without permit – Non-compliant alignment – Borough requesting demolition – Citizen disagrees ■ **Ill-founded**

- The exterior sidings of a building under construction would not be compliant ■ **Pending**

See remarks at the end of Part 4.

Summary Analyses/Enquiries

2 files

■ 2 closed files

2 founded – resolved

Average Processing Time: 2.5 business days

→ Community garden – Citizen wishes to register again – Fear of obstacles by garden president – Conflictual relationship ■ **Founded** ■ **Resolved**

→ **OdM** own motion file – Borough announcement that bicycle paths will remain open year-round – **OdM** wants to ensure that Borough has taken adequate measures to ensure a smooth transition – Information to citizens (carried out) – Coordination with the SPVM (not carried out) ■ **Founded** ■ **Resolved**

→ 4 Previous Files

4 files (including 2 Charter files)

■ 3 closed files

2 founded – resolved

1 founded – undertaking

Average Processing Time: 359.67 business days

→ Various nuisances – Private play structures for children tolerated in a green public lane – Safety and liability concerns – Comments submitted to Borough (Charter file) ■ **Pending**

→ Condominium building – Owners asked to contribute to the parking compensation fund – They disagree – Parking lot would be compliant ■ **Founded** ■ **Resolved**

■ 1 pending

→ Noise nuisances – Ventilation and air-conditioning systems – Request for concrete measures forcing merchant to correct the situation (Charter file) ■ **Founded** ■ **Undertaking**

→ Condominium building – Permit to install an exhaust hood was granted to a co-owner who is not allowed to use this specific location ■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **153.27 business days**



See remarks at the end of Part 4.

Montréal-Nord

→ 22 New Files

2 thorough inquiries

4 complaints denied without inquiry

16 complaints redirected – not in last resort

TOPICS

Alley	1	Nuisance – Other or Combination	2
Animal	1	Public Works – Garbage/Recycling/Composting	1
Claim – Material Damage – Request for Repair	2	Public Works – Pavement/Sidewalk	2
Building – Salubriousness – Rodents	1	Public Works – Other	2
Building – Salubriousness – Other or Combination	1	Zoning/Urban Planning – Driveway Entrance/Private Parking	3
Municipal Services – Communication/Information	3	Zoning/Urban Planning – Permits –	2
Nuisance – Noise	1	Construction/Demolition/Transformation/PIIA	

Thorough Inquiries

2 files

■ 2 closed files

2 ill-founded

Average Processing Time: 54 business days

→ Alleged infestation in a dwelling – Request for more sustained intervention by Borough ■ **Ill-founded**

→ Citizens opposing the planned redevelopment of Laurier Avenue, between Crevier and Renoir Streets
■ **Ill-founded**

No Summary Analysis/Enquiry

→ 3 Previous Files

3 files (including 1 Charter file)

■ 2 closed files

1 founded – resolved

1 founded – **RECOMMENDATION**

Average Processing Time: 401 business days

→ Two main buildings located on one single lot for several decades – Non-compliance with regulations – The owners wish to sell – Quest for a solution
■ **Founded** ■ **Resolved**

→ **OdM** own motion intervention – Non-compliant places of worship – Safety concerns: blocked exits, no sprinklers, number of people, etc. (Charter file)
■ **Pending**

■ 1 pending

→ Borough plans to raise a car ramp – Citizen alleging vested rights ■ **Founded** ■ **RECOMMENDATION**
■ **Accepted**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **227.5 business days**

See remarks at the end of Part 4.

Outremont

→ 13 New Files

5 thorough inquiries

1 complaint denied without inquiry

7 complaints redirected – not in last resort

TOPICS

Access to Information	1
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	1
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Land – Occupancy	1

Public Works – Garbage/Recycling/Composting	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3
Zoning/Urban Planning – Other	1

Thorough Inquiries

5 files (including 2 Charter files)

■ 5 closed files

- 2 founded – resolved
- 1 founded – undertaking
- 1 ill-founded
- 1 enquiry suspended

Average Processing Time: 106.75 business days

- A recent construction by neighbour encroaches on public land: unwarranted authorization/tolerance by Borough ■ **Founded** ■ **Undertaking**
- Citizens' request to meet with Director of DAUP (*Direction de l'aménagement urbain et du patrimoine*) was denied – Borough employees also refused to provide the Director's contact information (Charter file) ■ **Founded** ■ **Resolved**

- Recurring problems – Collection of recycling waste – Private contractor mandated by Borough – Non-compliance with schedules (Charter file) ■ **Founded** ■ **Resolved**
- Business requesting implementation of a parking space and car ramp ■ **Inquiry suspended at merchant's request**
- Permits authorized neighbour to enhance a retaining wall and to build a shed nearby – Allegation of non-compliance – Safety concerns ■ **Ill-founded**

→ 4 Previous Files

4 files (including 1 Charter file)

■ 4 closed files

- 1 founded – resolved
- 2 founded – **RECOMMENDATIONS**
- 1 ill-founded

Average Processing Time: 349.5 business days

- Citizens dispute the planned opening of Querbes Street – New campus of *Université de Montréal* – Fear of traffic nuisances (Charter file) ■ **Ill-founded**

See remarks at the end of Part 4.

→ Major construction work by neighbour
(2 complaints alleging numerous non-compliances) –
Permit issued without PIIA process
(*Plan d'implantation et d'intégration architecturale*) –
Non-compliant low wall and fence, etc. ■ **Founded**
■ **8 OdM RECOMMENDATIONS** ■ **3 accepted, 1 rejected**
and **4 awaiting a response**

→ *Permit Application* to continue the replacement of
windows on the side wall of a multi-dwelling building –
Borough refuses to authorize brown windows without
a PIIA process – Brown windows were authorized and
installed on that same wall the previous year, without a
PIIA ■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018,
regardless of the year in which they were opened: **228.13 business days**

Pierrefonds-Roxboro

→ 28 New Files

12 thorough inquiries

2 complaints denied without inquiry

14 complaints redirected – not in last resort

TOPICS

Access to Information	1
Claim – Material Damage – Request for Repair	1
Nuisance – Noise	2
Nuisance – Other or Combination	6
Public Works – Aqueduct/Sewer	1
Public Works – Garbage/Recycling/Composting	2
Public Works – Snow Removal	1

Public Works – Other	1
Safety – Other than Fire	1
Tax – Property Tax/Assessment	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Zoning/Urban Planning – Other	6

Thorough Inquiries

12 files (including 5 Charter files)

■ 12 closed files

2 founded – resolved

1 follow-up on undertaking – fulfilled

9 ill-founded

Average Processing Time: 59.17 business days

→ Allegations of nuisances – Construction site –
New daycare centre (3 complaints) (Charter file)
■ **Ill-founded**

→ Residents opposing the implementation of a daycare
centre in their area – Concerns over nuisances
(2 complaints) ■ **Ill-founded**

→ Noise nuisances – Loud music – Private community
pool (Charter file) ■ **Founded** ■ **Resolved**

→ Follow-up on prior undertakings to conduct speed
studies and request enhanced supervision by SPVM
(Charter file) ■ **Undertakings fulfilled**

→ Citizen seeking zoning change to regularize current
activities on his property – Register was opened –
Numerous signatures by nearby residents – Borough
withdrew the project without holding a Referendum
■ **Ill-founded**

See remarks at the end of Part 4.

→ Non-compliant activities on a property – Neighbours denouncing Borough's tolerance (2 complaints) – Borough asks cessation of activities – Long delays due to analysis of alleged vested rights ■ **Ill-founded**

→ Citizen complaint – New shed installed by neighbour – Allegation of non-compliance – Inaction of Borough
■ **Ill-founded**

→ *Permit Application* to install one additional door (rear of dwelling – basement level) – Denied by Borough – Citizen disputes this decision ■ **Founded** ■ **Resolved**

No Summary Analysis/Enquiry

→ 1 Previous File

1 file

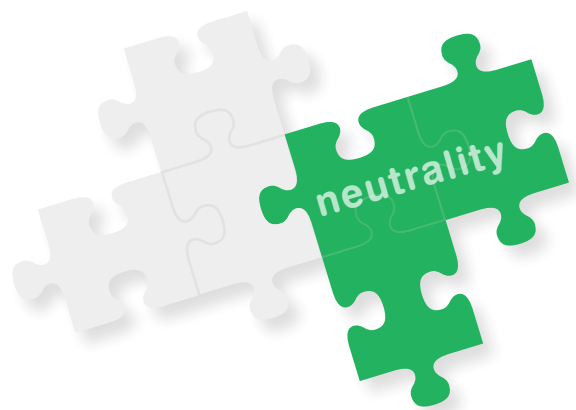
■ 1 closed file

1 founded – resolved

Processing Time: 471 business days

→ Citizen feeding and attracting numerous birds – Nuisances for neighbours – Inaction of Borough
■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **90.85 business days**



See remarks at the end of Part 4.

Rivière-des-Prairies–Pointe-aux-Trembles

→ 47 New Files

8 thorough inquiries

1 summary analysis/enquiry

2 complaints denied without inquiry

36 complaints redirected – not in last resort

TOPICS

Animal	1
Call for Tenders/Contract	1
Claim – Material Damage – Request for Repair	2
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	3
Nuisance – Noise	1
Nuisance – Traffic	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Land – Occupancy	1
Public Works – Aqueduct/Sewer	2

Public Works – Pavement/Sidewalk	6
Public Works – Snow Removal	2
Safety – Other than Fire	2
Tree	14
Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Zoning/Urban Planning – Fence/Hedge	3
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	2
Zoning/Urban Planning – Permits – Other	1

Thorough Inquiries

8 files (including 4 Charter files)

■ 8 closed files

5 founded – resolved

1 founded – undertaking

2 ill-founded

Average Processing Time: 71 business days

→ Implementation of a vehicular lane – Public tree must be cut down – Borough claiming \$3,183 in compensation – Citizen disputes these fees – Interpretation of the specific By-law (Charter file)
■ **Founded** ■ **Resolved**

→ Request to cut down or trim a public tree, in front of property – Some branches falling (Charter file)
■ **Founded** ■ **Resolved**

→ Private tree must be cut down – Citizen seeking reimbursement of fees paid (\$1,600) – Allegation that decay of tree was caused by municipal work
■ **Founded** ■ **Resolved**

→ Request for the trimming of two municipal trees in front of dwelling – Fear of damages (Charter file)

■ **Founded** ■ **Resolved**

→ Accumulation of ice in front of vehicular entrance – Request that sidewalk defect be corrected ■ **Founded**
■ **Undertaking**

→ Private fence on public land – Borough demanding its relocation – Owner asking to keep in same place
■ **Ill-founded**

→ Dispute over fees charged for the redevelopment of a driveway – Allegation of vested rights ■ **Ill-founded**

→ Basement finished by former owner – Borough asking current owner to transform it back into a garage – This redevelopment seems impossible – Borough's request is disputed – Lack of vested rights – Alternative solution found (contribution to the parking compensation fund) ■ **Founded** ■ **Resolved**

See remarks at the end of Part 4.

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 founded – resolved

Processing Time: 28 business days

→ Request to trim a municipal tree – Safety concerns (Charter file) ■ **Founded** ■ **Resolved**

→ 1 Previous File

1 file

■ 1 closed file

1 founded – resolved

Processing Time: 167 business days

→ Recurrent dog barking (same dog) – Neighbour has complained since 2015 – Mismanagement by Borough ■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **76.3 business days**

Rosemont–La Petite-Patrie

→ 69 New Files

7 thorough inquiries

2 summary analyses/enquiries

9 complaints denied without inquiry

51 complaints redirected – not in last resort

TOPICS

Alley	6
Animal	2
Building – Maintenance	2
Building – Salubriousness – Mold	1
Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	5
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	2
Municipal Services – Other	2
Nuisance – Noise	3
Nuisance – Traffic	1
Nuisance – Other or Combination	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	4
Parks and Green Spaces	3
Public Participation – Other than Right of Initiative	1

Public Works – Aqueduct/Sewer	2
Public Works – Cleanliness	1
Public Works – Garbage/Recycling/Composting	1
Public Works – Pavement/Sidewalk	1
Public Works – Snow Removal	2
Public Works – Other	5
Sports and Leisure	1
Tax – Property Tax/Assessment	2
Tree	2
Universal Accessibility	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	10
Zoning/Urban Planning – Other	3

See remarks at the end of Part 4.

Thorough Inquiries

7 files (including 4 Charter files)

■ 5 closed files

- 1 founded – resolved
- 2 follow-ups on prior undertakings – fulfilled
- 1 follow-up on prior undertaking – new undertaking
- 1 ill-founded

Average Processing Time: 43.6 business days

■ 2 Pending

- Follow-up on prior undertaking to replace asphalt with concrete slab in front of citizen's dwelling – Undertaking not carried out (unforeseen delays) ■ **New undertaking**
- Follow-up on prior undertaking to level road in order to minimize vibrations in building when buses pass by (Charter file) ■ **Undertaking fulfilled**
- Allegation that the closing of alley accesses makes the delivery of heating fuel impossible – Numerous verifications ■ **Ill-founded**

- Follow-up on prior undertaking to improve procedures governing implementation of a green lane: modification of survey form to describe all options for the closing of accesses; requiring a written report of the first information meeting (Charter file) ■ **Undertakings fulfilled**
- Information gaps – Neighbours appealed the decision of the Demolition Committee in favor of complainant – Borough did not explain to complainant how the appeal hearing would proceed – Improvements sought ■ **Founded** ■ **Resolved**
- Group of citizens complaining – Poor management of noise complaints by the 311 service: duplication of info, deficiencies in data entries, inadequate follow-ups, etc. (Charter file) ■ **Pending**
- New pipe fittings required for aqueducts and sewers – Residential building – Request that Borough covers the costs (Charter file) ■ **Pending**

Summary Analyses/Enquiries

2 files

■ 2 closed files

- 1 refusal to intervene – other reason
- 1 ill-founded

Average Processing Time: 30.5 business days

- Low water pressure in citizen's dwelling – Problem resolved by owner – Citizen remains dissatisfied with the intervention of Borough Inspector ■ **Refusal to intervene** ■ **Other reason**
- Citizen asking that Borough never reply to complaints via email ■ **Ill-founded**

→ 8 Previous Files

8 files (including 7 Charter files)

■ 8 closed files

- 4 founded – resolved
- 1 founded – undertaking
- 3 ill-founded

Average Processing Time: 359.75 business days

- Chambord/Lanaudière green lane – Citizens dissatisfied with the consultation which preceded the implementation (Charter file) ■ **Ill-founded**
- Insalubriousness in a dwelling (animal excrement) – *Notice of Violation* issued to the landlord – Owner disputes this notice and wants the Borough to handle the emptying of the apartment (Charter file) ■ **Ill-founded**

See remarks at the end of Part 4.

- *Evacuation Notice* – Insalubrious dwelling – Request that Borough pays the moving expenses ■ **Ill-founded**
- Noise nuisances – Physical fitness centre (Charter file) ■ **Founded** ■ **Undertaking**
- **OdM** own motion file – Excessive noise – Pipe factory – Mitigating measures required (Charter file) ■ **Founded** ■ **Resolved**

- *Statements of Offence* received for parking along a bicycle path – Confusion as to the opening/closing schedule of this path for the winter (3 complaints) – *Statements of Offence* were paid – Request for reimbursement (Charter file) ■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **210.47 business days**

Saint-Laurent

→ 17 New Files

1 thorough inquiry

3 complaints denied without inquiry

13 complaints redirected – not in last resort

TOPICS

Alley	1
Building – Salubriousness – Other or Combination	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	3
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Public Works – Aqueduct/Sewer	2

Public Works – Pavement/Sidewalk	1
Tax – Other than Property Tax	2
Tree	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Other	1

Thorough Inquiry

1 file

■ 1 pending

- Citizen maintains that municipal sewer pipe is obstructed by tree roots – Requesting corrective action ■ **Pending**

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Saint-Léonard

→ 4 New Files

2 complaints denied without inquiry

2 complaints redirected – not in last resort

TOPICS

Nuisance – Other or Combination	2
Towing	1

Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
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No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

Verdun

→ 15 New Files

1 thorough inquiry

2 complaints denied without inquiry

1 summary analysis/enquiry

11 complaints redirected – not in last resort

TOPICS

Bicycle Path/Cycling	1
Building – Salubrity/Mold	1
Ethics	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1
Municipal Services – Other	1
Nuisance – Noise	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1

Public Land – Occupancy	1
Public Works – Aqueduct/Sewer	1
Public Works – Snow Removal	1
Safety – Other than Fire	1
Tree	1
Zoning/Urban Planning – Permits – Other	1
Zoning/Urban Planning – Other	1

See remarks at the end of Part 4.

Thorough Inquiry

1 file (Charter file)

■ 1 closed file

1 founded – undertaking

Processing Time: 84 business days

→ Follow-up on prior undertaking – Additional measures to improve pedestrians' safety around Elgar Community Centre (Charter file) ■ **Undertaking fulfilled**

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 ill-founded

Processing Time: 3 business days

→ Citizen opposed to the implementation of a drop-off zone in a green space in front of her dwelling: this development was planned as a solution to settle problems identified in another file ■ **Ill-founded**

→ 2 Previous Files

2 files (Charter files)

■ 2 pending

→ Redevelopment of Beurling Street – Complainants no longer have access to the street – A solution had been agreed upon – The Borough is backing off (Charter file) ■ **Pending**

→ Redevelopment of Beurling Street – Lack of consultation of the impacted citizens prior to implementation (Charter file) ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **43.5 business days**



See remarks at the end of Part 4.

Ville-Marie

→ 76 New Files

11 thorough inquiries

3 summary analyses/enquiries

5 complaints denied without inquiry

57 complaints redirected – not in last resort

TOPICS			
Alley	2	Public Land – Occupancy	3
Animal	3	Public Works – Aqueduct/Sewer	2
Building – Salubriousness – Insects	1	Public Works – Pavement/Sidewalk	6
Building – Salubriousness – Mold	1	Public Works – Garbage/Recycling/Composting	1
Building – Salubriousness – Other or Combination	1	Public Works – Snow Removal	3
Municipal Services – Communication/Information	1	Public Works – Other	1
Municipal Services – Delays/Procedures	1	Safety – Other than Fire	1
Municipal Services – Other	1	Statement of Offence – Other than Parking	2
Nuisance – Noise	9	Universal Accessibility	1
Nuisance – Traffic	1	Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Nuisance – Other or Combination	5	Zoning/Urban Planning – Permits – Other	4
Parking – Municipal and On-street/Stickers/Drop-off Zones	10		
Public Land – Commercial Activity	11		

Thorough Inquiries

11 files (including 3 Charter files)

■ 10 closed files

- 4 founded – resolved
- 2 founded – undertaking
- 4 ill-founded

Average Processing Time: 59.4 business days

■ 1 pending

- *Carriage Operator Permit* – Allegation that a permit application would have been misplaced – Application later denied – Allocated quota previously reached (Charter file) ■ **Ill-founded**
- **OdM** own motion file – Deficiencies in management of *Coachman Permits* and *Carriage Operator Permits* (Charter file) ■ **Founded** ■ **Resolved**
- Allegation of unfairness – Street musicians – Allocation of public areas in Old Port ■ **Ill-founded**

- **OdM** own motion file – Street musicians – Allocation of public areas in Old Port – Deficiencies in reservation system ■ **Founded** ■ **Undertaking**
- Performance by musicians on Old Port Site – Interventions by Municipal Inspector – Site under federal jurisdiction ■ **Pending**
- *Permis d'occupation du domaine public* not used – Citizen seeking reimbursement ■ **Ill-founded**
- Nuisances – Overflow of recycling bins – Business place – Uncleanliness visible from street (Charter file) ■ **Founded** ■ **Resolved**
- Noise nuisances – Ventilation system of a restaurant (Charter file) ■ **Founded** ■ **Undertaking**
- Recurring flooding of private land – Water coming from a public alley – Quest for a viable and permanent solution ■ **Founded** ■ **Resolved**

See remarks at the end of Part 4.

- Request for repair – Sidewalks on Parthenais Street
– Presence of potholes and gravel ■ **Founded**
■ **Resolved**

- *Permit to Capture Small Animals* – Citizen's application was denied ■ **Ill-founded**

Summary Analyses/Enquiries

3 files

■ 3 closed files

- 1 founded – resolved
- 1 refusal to intervene – legal recourse
- 1 ill-founded

Average Processing Time: 3.67 business days

- Evicted tenants wish to retrieve their personal belongings including about 20 birds – Belongings put on the street by Bailiff – Eviction by Court Order – Concurrent evacuation by Borough following water damage – Bailiff's decision to throw out furniture (insalubrity) – Birds taken over by SPCA
■ **Ill-founded**

- Application denied for a third *Temporary Permit for Reserved On-street Parking* – Citizens car still under repair – Still using courtesy car ■ **Founded**
■ **Resolved**

- Request for reimbursement of a *Transformation Permit*
■ **Refusal to intervene**

→ 5 Previous Files

5 files (including 1 Charter file)

■ 3 closed files

- 3 founded – resolved

Average Processing Time: 369 business days

■ 2 pending

- Street musician in Old Port – Contesting sanction imposed by Joint Committee ■ **Founded** ■ **Resolved**
- Annual fees for permanent public land occupancy
– Some of the constructions were built by Borough
– Request to reduce the amount ■ **Founded**
■ **Resolved**

- Fees claimed by Borough – Implementation of sidewalk and retaining walls around a building
– Request to reduce the amount ■ **Founded**
■ **Resolved**

- Traffic and other nuisances – Heavy trucks on Frontenac Street (Charter file) ■ **Pending**

- The Borough refuses the development of a parking lot
– New construction – Legal interpretation of the term *façade* ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **107 business days**

See remarks at the end of Part 4.

Villeray–Saint-Michel–Parc-Extension

→ 38 New Files

2 thorough inquiries

1 summary analysis/enquiry

2 complaints denied without inquiry

33 complaints redirected – not in last resort

TOPICS

Access to Information	1
Animal	3
Building – Salubriousness – Mold	1
Building – Salubriousness – Other or Combination	4
Municipal Services – Politeness/Conduct	1
Municipal Services – Delays/Procedures	4
Municipal Services – Other	1
Nuisance – Noise	3
Nuisance – Other or Combination	3
Parking – Municipal and On-street/Stickers/Drop-off Zones	1

Pound	1
Public Land – Occupancy	1
Public Works – Garbage/Recycling/Composting	2
Public Works – Snow Removal	1
Public Works – Cleanliness	1
Towing	1
Tree	4
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	4
Zoning/Urban Planning – Other	1

Thorough Inquiries

2 files (Charter files)

■ 2 closed files

- 1 founded – resolved
- 1 ill-founded

Average Processing Time: 11 business days

→ Request to cut down two trees that grew wild – Allegation of damage to private fence and dispute over the location of replacement trees (Charter file) ■ **Founded** ■ **Resolved**

→ Complaint of excessive humidity and inadequate heating in dwelling – Allegation of mismanagement by Borough (Charter file) ■ **Ill-founded**

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

- 1 withdrawn

Processing Time: 16 business days

→ Noise nuisances – Fan installed on exterior wall of adjacent building (Charter file) ■ **Withdrawn**

See remarks at the end of Part 4.

→ 1 Previous File

1 file (Charter file)

■ 1 closed file

1 refusal to intervene during inquiry

Processing Time: 55 business days

→ Request to halt construction in progress – New building next door – Shading impact – Construction at very advanced stage ■ **Refusal to intervene during inquiry**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **23.25 business days**

Files Impacting All Boroughs

→ 2 New Files

1 complaint denied without inquiry

1 complaint redirected – not in last resort

TOPICS

Library/Culture

1

Nuisance – Other or Combination

1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Files Impacting a Borough that is Not Specified

➔ 2 New Files

1 complaint denied without inquiry	1 complaint redirected – not in last resort
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TOPICS			
Building – Salubriousness – Mold	1	Public Works – Cleanliness	1

No Thorough Inquiry

No Summary Analysis/Enquiry

➔ No Previous File



See remarks at the end of Part 4.

Central Departments

Affaires juridiques – Direction des affaires civiles, including Bureau des réclamations (Claims Office)

→ 73 New Files

1 thorough inquiry

3 summary analyses/enquiries

1 complaint denied without inquiry

68 complaints redirected – not in last resort

TOPICS

Claim – Bodily Injury – Financial Compensation	10
Claim – Material Damage – Financial Compensation	60
Municipal Services – Communication/Information	1

Municipal Services – Delays/Procedures	1
Municipal Services – Other	1

Thorough Inquiry

1 file

■ 1 Pending

→ Damages caused during sewer repair work – Late information regarding financial claims – Refusal to compensate – Prescription alleged ■ **Pending**

Summary analyses/enquiries

3 files

■ 3 closed files

- 1 refusal to intervene – other grounds
- 1 refusal to intervene – legal recourse
- 1 ill-founded

Average Processing Time: 2.67 business days

→ Financial claims against the City (3 files) ■ **1 Refusal to intervene** ■ **Other grounds**; ■ **1 Refusal to intervene** ■ **Legal recourse**; ■ **1 Ill-founded**

→ No Previous File

See remarks at the end of Part 4.

Affaires juridiques

– Direction des poursuites pénales et criminelles

→ 1 New File

1 complaint redirected – not in last resort

TOPIC

Municipal Services – Delays/Procedures

1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ 3 Previous Files

3 files (Charter files)

■ 3 closed files

3 founded – resolved

Average processing time: 376.33 business days

→ *Statements of Offence* for parking issued along a bicycle path – Confusion concerning the opening or closing schedule of this path for the winter (3 complaints) – Request for reimbursement of statements paid (Charter files) ■ **Founded** ■ **Resolved**

Affaires juridiques – Cour municipale

→ 115 New Files

3 thorough inquiries

3 summary analyses/enquiries

75 complaints denied without inquiry

34 complaints redirected – not in last resort

TOPICS

Municipal Court – Fees/Collection (Following a Court Decision)	26
Municipal Court – Ruling	31
Municipal Services – Communication/Information	8
Municipal Services – Delays/Procedures	8

Municipal Services – Politeness/Conduct	4
Municipal Services – Other	1
Statement of Offence – Parking	28
Statement of Offence – Other than Parking	9

See remarks at the end of Part 4.

Thorough Inquiries

3 files

■ 2 closed files

2 founded – resolved

Average Processing Time: 57 business days

■ 1 pending

→ **OdM** own motion inquiry following a previous file
– **OdM** asking that citizens who paid *Statements of Offence* issued by mistake along bicycle paths when there was confusion as to whether they were open or closed are reimbursed ■ **Founded** ■ **Resolved**

→ Administrative review – *Statement of Offence* for parking maintained despite objective and conclusive proof of mistake – Request to withdraw the statement
■ **Founded** ■ **Resolved**

→ **OdM** own motion file regarding *Statements of Offence* issued by mistake on Querbes and De l'Épée Streets during public works ■ **Pending**

Summary analyses/enquiries

3 files

■ 3 closed files

3 ill-founded

Average Processing Time: 8 business days

→ *Statement of Offence* for parking in fared area – Citizen invoking a grace period – She wants the *Statement of Offence* to be withdrawn ■ **Ill-founded**

→ Payment agreement accepted by citizen – Subsequent allegations of innocence – Request for reimbursement of all amounts paid plus financial compensation ■ **Ill-founded**

→ Citizen requesting copies of several penal files – Disagrees with copying fees charged ■ **Ill-founded**

→ No Previous File

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **27.6 business days**

Approvisionnement – All Departments

→ 1 New File

1 summary analysis/enquiry

TOPIC

Call for Tenders/Contract

1

See remarks at the end of Part 4.

No Thorough Inquiry

Summary Analysis/Enquiry

- 1

file
- 1

closed file

1 refusal to intervene – legal recourse

Processing Time: 5 business days
- Call for Tenders – Allegation of irregularities
– Unsuccessful bidder requesting financial compensation ■ **Refusal to intervene**
■ **Legal recourse**

➔ No Previous File

Communications – All Departments

➔ 1 New File

- 1 complaint redirected – not in last resort

TOPIC	
Municipal Services – Other	1

No Thorough Inquiry

No Summary Analysis/Enquiry

➔ No Previous File

See remarks at the end of Part 4.

Concertation des arrondissements – All Departments

→ 21 New Files

3 thorough inquiries

4 complaints denied without inquiry

14 complaints redirected – not in last resort

TOPICS

Animal	5
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	6

Municipal Services – Other	2
Public Works – Snow Removal	1
Statement of Offence – Other than Parking	4

Thorough Inquiries

3 files (Charter files)

■ 3 closed files

- 1 founded – resolved
- 2 ill-founded

Average Processing Time: 40.67 business days

→ Intervention of Canine Patrol in a park – Dog without leash or tag – Quality of intervention (approach, attitude, words used, etc.) (Charter file) ■ **Ill-founded**

→ Canine Patrol – Home identification of offender who had left the premises – Allegations of harassment (Charter file) ■ **Ill-founded**

→ **OdM** own motion inquiry following previous file – Implementation of new guidelines regarding home visits by Canine Patrollers to identify an offender (*Règlement sur l'encadrement des animaux domestiques*) (Charter file) ■ **Founded** ■ **Resolved**

No Summary Analysis/Enquiry

→ No Previous File



See remarks at the end of Part 4.

Culture – All Departments

→ 2 New Files

1 thorough inquiry

TOPIC	
Universal Accessibility	2

1 summary analysis/enquiry

Thorough Inquiry

1 file (Charter file)

■ 1 pending

→ *Quartier des spectacles* – Follow-up on a previous undertaking – Work scheduled for fall of 2018 to improve intersections – Compliance with universal accessibility standards (Charter file) ■ **Pending**

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 ill-founded

Processing Time: 2 business days

→ **OdM** own motion file – Announcement that all parking spaces on Gosford Street will be temporarily occupied for a film shoot at City Hall – Concerns that the drop-off zone reserved for paratransit will no longer be available (Charter file) ■ **Ill-founded**

→ 1 Previous File

1 file (Charter file)

■ 1 closed file

1 ill-founded

Processing Time: 72 business days

→ **OdM** own motion file – Esplanade Clark project – **OdM** fears that universal accessibility is not taken into account early in the design stage of the project (Charter file) ■ **Ill-founded**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **37 business days**

Développement économique – All Departments

→ No New File

→ 1 Previous File

1 file

■ 1 closed file

1 ill-founded

Processing Time: 79 business days

→ Application for a subsidy – Business start-up – Long delays – Complaint against PME-MTL West Island
■ **Ill-founded**

Diversité sociale et sports – All Departments

→ 7 New Files

7 complaints redirected – not in last resort

TOPICS

Parks and Green Spaces	3	Sports and Leisure	2
Public Participation – Other than Right of Initiative	1	Tenant/Landlord Relations (Linked to Ville de Montréal)	1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ 1 Previous File

1 file

■ 1 closed file

1 ill-founded

Processing Time: 198 business days

→ Claude-Robillard Centre – Personal tennis coach seeking permission to provide lessons during open practice periods ■ **Ill-founded**

See remarks at the end of Part 4.

Eau – All Departments

→ 8 New Files

2 thorough inquiries

6 complaints redirected – not in last resort

TOPICS

Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1

Public Works – Aqueduct/Sewer	1
Public Works – Other	1
Tax – Other than Property Tax	3

Thorough Inquiries

2 files (including 1 Charter file)

■ 1 closed file

1 founded – resolved

Processing Time: 199 business days

■ 1 pending

→ New sewer and aqueduct pipe fittings are required – Residential dwelling – Request that *Ville de Montréal* bear the costs (Charter file) ■ **Pending**

→ Request that a fire hydrant located in front of a garage entrance be moved – At no cost to the owner
■ **Founded** ■ **Resolved**

No Summary Analysis/Enquiry

→ No Previous File

Environnement – All Departments

→ 4 New Files

1 summary analysis/enquiry

3 complaints redirected – not in last resort

TOPICS

Environment/Sustainable Development	2
Municipal Services – Communication/Information	1

Municipal Services – Politeness/Conduct	1
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No Thorough Inquiry

See remarks at the end of Part 4.

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 founded – resolved

Processing Time: 9 business days

→ **OdM** own motion file – Declaration form for wood-heating appliances not clear – Rules apply only to residents of *Ville de Montréal* 19 Boroughs – Citizens from other cities are filling the form ■ **Founded**
■ **Resolved**

→ 1 Previous File

1 file (Charter file)

■ 1 pending

→ **OdM** own motion file – Old quarries and former landfills – Current management of the file (Charter file)
■ **Pending**

Évaluation foncière – All Departments

→ 13 New Files

1 thorough inquiry

3 complaints denied without inquiry

9 complaints redirected – not in last resort

TOPICS

Public Land – Occupancy

1

Tax – Property Tax/Assessment

12

Thorough Inquiry

1 file

■ 1 pending

→ Public land occupancy fees imposed on citizen for the alley leading to his garage – Allegation of unfairness
■ **Pending**

No Summary Analysis/Enquiry

→ 2 Previous Files

2 files

■ 1 closed file

1 ill-founded

Processing Time: 134 business days

→ Incorrect classification of a building for several years – Never contested – Citizen complains of overpayment of property taxes ■ **Ill-founded**

■ 1 pending

→ Property taxes would have been charged over a number of years on the basis of dimensions greater than the actual size of the land ■ **Pending**

See remarks at the end of Part 4.

Finances – All Departments

→ 31 New Files

4 thorough inquiries

1 complaint denied without inquiry

26 complaints redirected – not in last resort

TOPICS

Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	3
Public Land – Occupancy	2

Tax – Property Tax/Assessment	8
Tax – Other than Property Tax	16

Thorough Inquiries

4 files

■ 2 closed files

1 ill-founded

1 follow-up on undertaking – not fulfilled

Average Processing Time: 19 business days

■ 2 pending

→ Public land occupancy fees imposed on a citizen for the alley that leads to a citizen's garage – Allegation of unfair application – Reimbursement sought ■ **Pending**

→ **OdM** own motion file – Follow-up on previous undertaking to implement and maintain a procedure to follow up on uncashed and expired tax refund cheques and to contact the beneficiaries ■ **Follow-up on undertaking** ■ **Not fulfilled**

→ **OdM** own motion file following the previous file – To reinstate the follow-up procedure to track down the beneficiaries of uncashed and expired tax refund cheques – Procedure cancelled in 2015 ■ **Pending**

→ Citizen asking reimbursement of interests paid on property 2016, 2017 and 2018 tax accounts ■ **Ill-founded**

No Summary Analysis/Enquiry

→ 1 Previous File

1 file

■ 1 pending

→ Calculation of property taxes – Over a number of years, tax calculated on the basis of dimensions greater than the actual size of the land – Citizen seeking reimbursement of overpayments ■ **Pending**

See remarks at the end of Part 4.

Gestion et planification immobilière – All Departments

→ 5 New Files

2 summary analyses/enquiries

TOPICS

Alley	1
Municipal Services – Communication/Information	1
Nuisance – Noise	1

3 complaints redirected – not in last resort

Universal Accessibility	1
Zoning/Urban Planning – Other	1

No Thorough Inquiry

Summary Analyses/Enquiries

2 files (Charter files)

■ 2 closed files

- 1 founded – resolved
 - 1 complaint redirected during inquiry
- Average Processing Time: 9.5 business days*

→ Noise nuisances – Fans at the municipal workshops on des Carrières Street (Charter file) ■ **Complaint redirected during inquiry**

→ **OdM** own motion file – The anti-skid coating was removed from the access ramp at City Hall – Request for re-installation and reminder of the importance of maintaining a universal and safe access to the building (Charter file) ■ **Founded** ■ **Resolved**

→ No Previous File



See remarks at the end of Part 4.

Grands parcs, verdissement et Mont-Royal – All Departments

→ 6 New Files

1 thorough inquiry

5 complaints redirected – not in last resort

TOPICS

Municipal Services – Other

1

Sports and Leisure

2

Parks and Green Spaces

3

Thorough Inquiry

1 file (Charter file)

■ 1 pending

→ A baseball field was destroyed in Jeanne-Mance Park – Citizens dispute the process that led to that decision – Request that the field be restored (Charter file) ■ **Pending**

No Summary Analysis/Enquiry

→ No Previous File

Grefte – All Departments

→ 2 New Files

2 complaints redirected – not in last resort

TOPICS

Municipal Services – Delays/Procedures

1

Municipal Services – Politeness/Conduct

1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Infrastructures, voirie et transports

– Direction des infrastructures

→ 12 New Files

1 thorough inquiry

10 complaints redirected – not in last resort

1 summary analysis/enquiry

TOPICS

Call for Tenders/Contract	2
Municipal Services – Communication/Information	3
Public Works – Aqueduct/Sewer	2
Public Works – Pavement/Sidewalk	2

Public Works – Other	1
Safety – Other than Fire	1
Tree	1

Thorough Inquiry

1 file

→ **OdM** own motion file – *Statements of Offence* issued by mistake during public work on Querbes Street – **OdM** wants to understand the circumstances that led to this confusion – Should new measures be put in place to avoid similar situations in the future?

■ 1 closed file

1 ill-founded

Processing Time: 70 business days

■ **Ill-founded**

Summary Analysis/Enquiry

1 file

→ Lack of markings on the Crémazie Boulevard West service road – Safety issues ■ **Founded** ■ **Resolved**

■ 1 closed file

1 founded – resolved

Processing Time: 13 business days

→ No Previous File

Infrastructures, voirie et transports – Direction des transports

→ 2 New Files

1 thorough inquiry

1 complaint redirected – not in last resort

TOPICS

Public Works – Other	1
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Safety – Other than Fire	1
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See remarks at the end of Part 4.

Thorough Inquiry

1 file (Charter file)

■ 1 closed file

1 follow-up on undertaking – fulfilled

Processing Time: 38 business days

→ Follow-up on previous undertaking – Installation of a new traffic signal head (Le Boulevard and Chemin de la Côte-des-Neiges) (Charter file) ■ **Follow-up on undertaking** ■ **Fulfilled**

No Summary Analysis/Enquiry

→ 3 Previous Files

3 files (including 2 Charter files)

■ 2 closed files

1 founded – undertaking

1 follow-up on undertaking – fulfilled

Average Processing Time: 1,118.5 business days

→ Follow-up on previous undertaking – City to push for the reduction of the mandatory clearance required on each side of a fire hydrant when parking (was 5 metres) – Modification of *Code de sécurité routière* (now 3 metres) – Jurisdiction of Québec government ■ **Follow-up on undertaking** ■ **Fulfilled**

■ 1 pending

→ Sidewalk reduced to 70 centimetres on De Brébeuf Street alongside Laurier Park – Universal accessibility – Safety (Charter file) ■ **Founded** ■ **Undertaking**

→ **OdM** own motion file – Bicycle path in *Quartier des spectacles* (de Maisonneuve Boulevard) – Safety of cyclists and pedestrians (Charter file) ■ **Pending**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **758.33 business days**

Matériel roulant et ateliers – All Departments

→ 1 New File

1 summary analysis/enquiry

TOPIC

Nuisance – Noise

1

No Thorough Inquiry

See remarks at the end of Part 4.

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 complaint redirected during inquiry

Processing Time: 19 business days

→ Noise nuisances – Trucks' backup alarms – Municipal installations on des Carrières Street, between Papineau and Christophe-Colomb (Charter file)

■ **Complaint redirected during inquiry**

→ No Previous File

Mise en valeur du territoire – Direction de l'habitation

→ 21 New Files

1 thorough inquiry

5 summary analyses/enquiries

1 complaint denied without inquiry

14 complaints redirected – not in last resort

TOPICS

Access to Information	1
Building – Salubriousness – Mold	1
Building – Salubriousness – Other or Combination	1

Grants/Subsidies – Other than Social Housing	14
Municipal Services – Delays/Procedures	3
Municipal Services – Other	1

Thorough Inquiry

1 file

■ 1 closed file

1 ill-founded

Processing Time: 45 business days

→ Application for subsidy denied – Acquisition of a new property – Plaintiff missed deadlines to supply a bank letter and the developer's plan ■ **Ill-founded**

Summary Analyses/Enquiries

5 files

■ 4 closed files

1 refusal to intervene – other grounds

3 ill-founded

Average Processing Time: 4.5 business days

→ Home acquisition subsidy denied – Purchase prior to April 30, 2018 – New *Programme de subventions pour l'acquisition d'une propriété* not yet in effect – Inability to change the date of ownership with the notary

■ **Refusal to intervene** ■ **Other grounds**

■ 1 pending

→ Request for reimbursement – Assessment fees for a *Rénovation à la carte* request for a subsidy – Allegation of incomplete information ■ **Ill-founded**

See remarks at the end of Part 4.

→ Request for a subsidy – Renovation work (2 files)
 ■ **Ill-founded**

→ Request for a subsidy under the *Programme Stabilisation des fondations des bâtiments résidentiels*
 ■ **Pending**

→ 2 Previous Files

2 files (including 1 Charter file)

■ 2 closed files

- 1 founded – resolved
- 1 ill-founded

Average Processing Time: 52.5 business days

→ Fungal contamination in a dwelling – Municipal management (Charter file) ■ **Founded** ■ **Resolved**

→ Denial of a subsidy – Acquisition of property – Non-compliance with deadlines ■ **Ill-founded**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **38.29 business days**

Mise en valeur du territoire – Direction de l'urbanisme

→ 1 New File

1 complaint redirected – not in last resort

TOPIC

Nuisance – Noise

1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ 1 Previous File

1 file (Charter file)

■ 1 closed file

- 1 ill-founded

Processing Time: 329 business days

→ Citizen opposing the planned opening of Querbes Street – New campus of *Université de Montréal* project – Concerns over nuisances (Charter file) ■ **Ill-founded**

See remarks at the end of Part 4.

Police – All Departments

→ 114 New Files

4 summary analyses/enquiries

81 complaints denied without inquiry

29 complaints redirected – not in last resort

TOPICS

Access to Information	2	Peace Officer – Decision/Action/Omission	26
Municipal Services – Communication/Information	5	Pound	6
Municipal Services – Delays/Procedures	7	Safety – Other than Fire	4
Municipal Services – Politeness/Conduct	4	Statement of Offence – Parking	19
Municipal Services – Other	1	Statement of Offence – Other than Parking	34
Parking – Municipal and On-street/Stickers/Drop-off Zones	4	Towing	1
Nuisance – Traffic	1		

No Thorough Inquiry

Summary Analyses/Enquiries

4 files

■ 4 closed files

- 1 founded – resolved
- 3 ill-founded

Average Processing Time: 7.25 business days

- Parking Control Agent – Allegation of inadequate intervention – Citizen seeking disciplinary sanction – SPVM refuses to inform citizen on measures taken
■ **Ill-founded**

- **OdM** own motion file – No return call or follow-up when citizens are redirected by our office to SPVM Head Office – **OdM** requesting proper handling of these calls ■ **Founded** ■ **Resolved**

- *Statements of Offence* for parking – Citizens seeking their cancellation – The masking of parking signs was withdrawn without prior notice to residents (2 files)
■ **Ill-founded**

→ 6 Previous Files

6 files (including 3 Charter files)

■ 3 closed files

- 3 founded – resolved

Average Processing Time: 376.33 business days

■ 3 pending

- The SPVM sent documents by mail to citizen who had clearly stated that he would pick them up in person
■ **Pending**

- **OdM** own motion file – Can we limit the risks of errors on vehicle identification when police officers issue *Statements of Offence* for parking? ■ **Pending**

See remarks at the end of Part 4.

→ Follow-up of a previous file – Storage fees charged to owner of a stolen car which was recovered but held by SPVM for the purpose of its investigation – Prior undertaking not to charge in such circumstances – **OdM** wishes to clarify the current policy/instructions in that regard ■ **Pending**

→ *Statements of Offence* for parking along a bicycle path – Confusion regarding the opening or closing of this path for the winter (3 complaints) – Statements that were paid – Request for reimbursement (Charter file)
■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **165.43 business days**

Ressources humaines – All Departments

→ 39 New Files

35 complaints denied without inquiry

4 complaints redirected – not in last resort

TOPICS

Labour/Employment Relations	34	Municipal Services – Delays/Procedures	1
Municipal Services – Communication/Information	2	Municipal Services – Other	2

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Sécurité incendie – All Departments

→ 15 New Files

2 thorough inquiries

2 summary analyses/enquiries

3 complaints denied without inquiry

8 complaints redirected – not in last resort

TOPICS

Access to Information	1
Labour/Employment Relations	1
Municipal Services – Communication/Information	7

Municipal Services – Delays/Procedures	3
Safety – Fire	2
Statement of Offence – Other than Parking	1

Thorough Inquiries

2 files (Charter files)

■ 2 closed files

- 1 founded – undertaking
- 1 follow-up on undertaking – fulfilled

Average Processing Time: 20.5 business days

→ **OdM** own motion intervention following a summary inquiry – Quality of written communications to citizens by SIM employees – Numerous deficiencies (Charter file) ■ **Founded** ■ **Undertaking**

→ Follow-up on commitment by the SIM in the previous file – Improvement of written communications with citizens (content, file number, identification of sender, etc.) ■ **Follow-up on undertaking** ■ **Fulfilled**

Summary Analyses/Enquiries

2 files

■ 2 closed files

- 2 refusals to intervene – other grounds

Average Processing Time: 2.5 business days

→ Citizen asking for the re-wording of an *Intervention Report* – Wants to use it as evidence in court ■ **Refusal to intervene** ■ **Other grounds**

→ Allegation of inadequate inspection of a balcony screen ■ **Refusal to intervene** ■ **Other grounds**

→ 1 Previous File

1 file

■ 1 closed file

- 1 founded – resolved

Processing Time: 258 business days

→ Follow-up on previous file – Long delays for the transmission of the *Rapport général d'intervention* (RGI) required by insurers to compensate the victims of a fire ■ **Founded** ■ **Resolved**

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **60.5 business days**

See remarks at the end of Part 4.

Ville de Montréal – General

➔ 2 New Files

2 complaints denied without inquiry

TOPICS			
Environment/Sustainable Development	1	Public Works – Snow Removal	1

No Thorough Inquiry

No Summary Analysis/Enquiry

➔ No Previous File



See remarks at the end of Part 4.

Paramunicipal Agencies and City-controlled Corporations

Bixi Montréal

→ 2 New Files

2 complaints redirected – not in last resort

TOPIC	
Bicycle Path/Cycling	2

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

Bureau du taxi de Montréal

→ 5 New Files

5 complaints redirected – not in last resort

TOPICS			
Municipal Services – Communication/Information	2	Municipal Services – Politeness/Conduct	2
Municipal Services – Delays/Procedures	1		

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Commission des services électriques de Montréal (CSEM)

→ 1 New File

1 thorough inquiry

TOPIC

Public Works – Pavement/Sidewalk

1

Thorough Inquiry

1 file

■ 1 closed file

1 founded – resolved

Processing Time: 54 business days

→ The sidewalks on Parthenais Street were not repaired following work completed on this street (potholes, gravel) ■ **Founded** ■ **Resolved**

No Summary Analysis/Enquiry

→ No Previous File

Office de consultation publique de Montréal (OCPM)

→ 1 New File

1 summary analysis/enquiry

TOPIC

Municipal Services – Delays/Procedures

1

No Thorough Inquiry

Summary Analysis/Enquiry

1 file

■ 1 closed file

1 refusal to intervene – other reason

Processing Time: 14 business days

→ Request that the OCPM removes from its website a text that had been submitted by the complainant in the context of a prior public consultation ■ **Refusal to intervene** ■ **Other reason**

→ No Previous File

Office municipal d'habitation de Montréal (OMHM)

→ 78 New Files

9 thorough inquiries

12 summary analyses/enquiries

11 complaints denied without inquiry

46 complaints redirected – not in last resort

TOPICS

Access to Information	1	Municipal Services – Delays/Procedures	3
Building – Maintenance	6	Municipal Services – Other	1
Building – Salubriousness – Insects	8	Nuisance – Noise	2
Building – Salubriousness – Mold	3	Nuisance – Other or Combination	3
Building – Salubriousness – Other or Combination	7	Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Call for Tenders/Contract	1	Safety – Other than Fire	2
Claim – Material Damage – Financial Compensation	2	Social/Affordable Housing – Access	9
Labour/Employment Relations	1	Tenant/Landlord Relations (Linked to Ville de Montréal)	23
Municipal Services – Communication/Information	4		

Thorough Inquiries

9 files (including 7 Charter files)

■ 4 closed files

1 founded – resolved

3 ill-founded

Average Processing Time: 54.5 business days

■ 5 pending

→ Allegations of water infiltration and of excessive dust caused by a stucco ceiling (Charter file) ■ **Ill-founded**

→ Allegation of mismanagement of humidity problem and parasites (Charter file) ■ **Ill-founded**

→ Request for decontamination of dwelling – Several anti-bed-bug treatments in 2016 and 2017 – Concerns about the effects of products used (Charter file) ■ **Pending**

→ Management of mold in a dwelling (Charter file) ■ **Pending**

See remarks at the end of Part 4.

- Application for a low-rent dwelling (HLM) – Seeking priority (Charter file) ■ **Ill-founded**
- Complaints by nearby residents – Uncontrolled dumping of garbage by tenants of *Habitations Joliette* (Charter file) ■ **Pending**
- Follow-up on prior undertaking – *Habitations De La Vérendrye* – To replace the large waste bins by an individual waste management plan (Charter file) ■ **Pending**
- Tenant asking to be moved into another dwelling, for reasons of insalubrity (rodents and insects) – Request denied by OMHM ■ **Founded** ■ **Resolved**
- Request to decontaminate – The tenant did not prepare the dwelling prior to a pesticide treatment: allegation that personal belongings were contaminated by products ■ **Pending**

12 Summary Analyses/Enquiries

12 files (including 1 Charter file)

■ 12 closed files

- 2 founded – resolved
 - 1 withdrawn
 - 2 complaints redirected during enquiry
 - 2 ill-founded
 - 2 refusals to intervene – prescription
 - 3 refusals to intervene – other reason
- Average Processing Time: 12.17 business days*

- Tenant asking **OdM** to plead on his behalf before the *Régie du logement* (dispute with OMHM) ■ **Refusal to intervene** ■ **Other reason**
- Tenant seeking financial compensation – Could not use the balcony during work on the building ■ **Refusal to intervene** ■ **Other reason**
- Tenant requesting that OMHM packs his boxes prior to the exterminator's visit (bed bugs) ■ **Ill-founded**
- Tenant seeking relocation – Allegation of cockroaches (Charter file) ■ **Withdrawn**
- Citizen disputes his ranking on OMHM waiting lists ■ **Refusal to intervene** ■ **Other reason** ■ **Point system explained**
- Citizen disputes a decision reached four years ago – End of benefits under the Rent Supplement Program ■ **Refusal to intervene** ■ **Prescription**
- Former tenant seeking another extension to empty her storage space ■ **Ill-founded**
- Work that would have been promised is still not done (painting, repair of floor tiles in the kitchen) ■ **Founded** ■ **Resolved**
- Mismanagement – Laundry room ■ **Complaint redirected during inquiry**
- Former tenant still awaiting reimbursement of the deposit she had paid for the keys of her apartment – Long delays since she moved out ■ **Founded** ■ **Resolved**
- A tenant disputes the relocation of recycling bins requested by a majority of tenants ■ **Complaint redirected during inquiry**
- Citizen disputes a sanction imposed in 2015 ■ **Refusal to intervene** ■ **Prescription**

See remarks at the end of Part 4.

→ 1 Previous File

1 file

→ Bed bugs – Allegation of mismanagement by OMHM (Charter file) ■ **Ill-founded**

■ 1 closed file

1 ill-founded

Processing Time: 129 business days

Average processing time of all inquiries closed in 2018, regardless of the year in which they were opened: **29 business days**

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

→ 3 New Files

1 thorough inquiry

2 complaints redirected – not in last resort

TOPICS

Building – Maintenance

2

Building – Salubrity – Other or Combination

1

Thorough Inquiry

1 file

→ Citizen temporarily relocated – Complains about long delays to complete the repair work in his original dwelling ■ **Pending**

■ 1 pending

No Summary Analysis/Enquiry

→ No Previous File

See remarks at the end of Part 4.

Société de transport de Montréal (STM)

The following is for informational purposes only. The **OdM** has no jurisdiction over the STM's activities or decisions. Nonetheless, we still receive a number of complaints.

→ 24 New Files

24 complaints denied without inquiry

TOPICS

Claim – Material Damage – Financial Compensation	3	Municipal Services – Other	3
Labour/Employment Relations	7	Nuisance – Traffic	1
Municipal Services – Communication/Information	2	Public Transportation	3
Municipal Services – Delays/Procedures	3	Statement of Offence – Other than Parking	2

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

Société du parc Jean-Drapeau

→ 1 New File

1 thorough inquiry

TOPIC

Universal Accessibility	1
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Thorough Inquiry

1 file (Charter file)

■ 1 closed file

1 follow-up on undertaking – fulfilled

Processing Time: 84 business days

→ Follow-up on prior undertaking – The new developments in *Parc Jean-Drapeau* must be universally accessible and the *Plan directeur 2018-2028* must integrate universal accessibility

■ **Undertaking fulfilled**

See remarks at the end of Part 4.

No Summary Analysis/Enquiry

→ No Previous File

Société en commandite Stationnement de Montréal

→ 1 New File

1 summary analysis/enquiry

TOPIC

Parking – Municipal and On-street/Stickers/Drop-off Zones 1

No Thorough Inquiry

Summary Analysis/Enquiry

1 file (Charter file)

■ 1 closed file

1 ill-founded

Processing Time: 65 business days

→ **OdM** own motion file to ascertain whether the malfunction of payment terminals identified in 2013 has been entirely resolved – At the time, these malfunctions had led to numerous unjustified *Statements of Offence* ■ **Ill-founded**

→ No Previous File

See remarks at the end of Part 4.

Political Entities

City Council

→ 33 New Files

33 complaints denied without inquiry

TOPICS			
Animal	11	Public Works – Aqueduct/Sewer	1
Environment/Sustainable Development	1	Public Works – Pavement/Sidewalk	1
Grants/Subsidies – Other than Social Housing	9	Statement of Offence – Parking	2
Nuisance – Traffic	4	Tax – Property Tax/Assessment	2
Nuisance – Other or Combination	1	Zoning/Urban Planning – Other	1

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

City Council Presidency

→ 3 New Files

2 summary analyses/enquiries

1 complaint redirected – not in last resort

TOPICS			
Universal Accessibility	2	Municipal Services – Delays/Procedures	1

No Thorough Inquiry

See remarks at the end of Part 4.

Summary Analyses/Enquiries

2 files (Charter files)

■ 2 closed files

- 1 founded – resolved
- 1 ill-founded

Average Processing Time: 1.5 business days

→ **OdM** own motion file – Announcement that all parking spaces on Gosford Street will be reserved for a film shoot at City Hall – Concerns that the drop-off zone reserved for paratransit will no longer be available (Charter file) ■ **Ill-founded**

→ **OdM** own motion file – The anti-skid coating was removed from the access ramp at City Hall – Request for immediate re-installation and reminder of the importance of maintaining a universal and safe access to the building (Charter file) ■ **Founded** ■ **Resolved**

→ No Previous File

Executive Committee

→ 3 New Files

3 complaints denied without inquiry

TOPICS

Call for Tenders/Contract	1	Tax – Property Tax/Assessment	1
Miscellaneous	1		

No Thorough Inquiry

No Summary Analysis/Enquiry

→ 1 Previous File

1 file (Charter file)

■ 1 closed file

- 1 founded – undertaking

Processing Time: 646 business days

→ Citizens with reduced mobility dispute the decision to reduce the width of the sidewalk alongside Laurier Park to 70 centimetres (Charter file) ■ **Founded**
■ **Undertaking that the situation will be corrected**

See remarks at the end of Part 4.

Agglomeration Council

OdM has no jurisdiction over the decisions of the Agglomeration Council.

→ 3 New Files

3 complaints denied without inquiry

TOPICS			
Human Rights	1	Public Works – Aqueduct/Sewer	1
Bicycle Path/Cycling	1		

No Thorough Inquiry

No Summary Analysis/Enquiry

→ No Previous File

Notes

Denied complaint without inquiry: Any municipal issue excluded from the jurisdiction of the **OdM**, as well as some topics on which By-laws and regulations are clear or provide mandatory legal recourse.

Redirected complaint (not in last resort): Any file that the **OdM** could eventually process once the concerned Department has had the opportunity to resolve the complaint.

Analysis/summary enquiry: Any file that does not require a thorough inquiry (a complaint related to a case already analysed by the **OdM** or that only requires summary verifications). The initial inquiry notice (Avis initial d'enquête) is usually not provided to the targeted entity when an analysis or a summary enquiry establishes that a complaint is ill-founded.

Conclusion

The **OMBUDSMAN de MONTRÉAL** interventions have a significant impact on the quality of municipal services and decisions in Montréal. Our goal is always to speak the truth in a respectful way.

To plaintiffs: we provide a sympathetic ear, a thorough analysis, regular follow-ups and clear explanations of the applicable rules. When a problem is identified, we almost always (95%) find a solution, in cooperation with the relevant managers.

To the Boroughs, Departments and Municipal Entities: our inquiries enable us to identify errors or operational gaps, to make information clearer, to make employees aware of the importance of a transparent and caring approach and often time, to inform them about relevant precedents in another Montréal entity. In 2018, we also drafted and made available a new *Guide pratique sur l'équité décisionnelle*, intended for municipal managers and employees.

Citizens as a whole benefit from our interventions.

Our analyses always take the public interest into account. Our office promotes consistency in the management of similar situations as well as the fair application of municipal rules. Individuals who did not even contact our office can sometimes benefit from the results we obtained following a systemic intervention.

As for elected officials: occasionally, our office can send comments regarding a file, a project or a regulation, based on the experience we have gained by contact with our numerous plaintiffs. This sharing of information can prove to be very useful in identifying and understanding better the ins and outs of complex files.

The work of the members of the **OdM** team is remarkable. **Empathy, Thoroughness** and **Goodwill** guide every one of their actions.

Appendix A

New Complaints Received in 2018, by Topic (Including Charter Files)

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Access to Information	13	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Anjou (2) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Outremont (1) Pierrefonds-Roxboro (1) Villeray–Saint-Michel–Parc-Extension (1) Mise en valeur du territoire – Direction de l’habitation (1) Police – All Departments (2) Sécurité incendie – All Departments (1) Office municipal d’habitation de Montréal (OMHM) (1) 	<ul style="list-style-type: none"> 9 complaints denied without inquiry 4 complaints redirected – not in last resort
Alley	12	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (1) Montréal-Nord (1) Rosemont–La Petite-Patrie (6) Saint-Laurent (1) Ville-Marie (2) Gestion et planification immobilière – All Departments (1) 	<ul style="list-style-type: none"> 3 thorough inquiries 1 complaint denied without inquiry 8 complaints redirected – not in last resort
Animal	31	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Le Plateau-Mont-Royal (1) Mercier–Hochelaga-Maisonneuve (1) Montréal-Nord (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Rosemont–La Petite-Patrie (2) Ville-Marie (3) Villeray–Saint-Michel–Parc-Extension (3) Concertation des arrondissements – All Departments (5) City Council (11) 	<ul style="list-style-type: none"> 3 thorough inquiries 12 complaints denied with inquiry 16 complaints redirected – not in last resort
Bicycle Path/Cycling	5	<ul style="list-style-type: none"> Mercier–Hochelaga-Maisonneuve (1) Verdun (1) Bixi Montréal (2) Agglomération Council (1) 	<ul style="list-style-type: none"> 1 thorough inquiry 1 summary analysis/enquiry 1 complaint denied without inquiry 2 complaints redirected – not in last resort
Building – Maintenance	22	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (5) Lachine (1) LaSalle (1) Le Plateau-Mont-Royal (2) Mercier–Hochelaga-Maisonneuve (2) Rosemont–La Petite-Patrie (2) Office municipal d’habitation de Montréal (OMHM) (6) Société d’habitation et de développement de Montréal (SHDM) (2) 	<ul style="list-style-type: none"> 3 thorough inquiries 1 summary analysis/enquiry 18 complaints redirected – not in last resort
Building – Salubriousness – Insects	15	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Lachine (1) LaSalle (1) Le Plateau-Mont-Royal (1) Mercier–Hochelaga-Maisonneuve (1) Ville-Marie (1) Office municipal d’habitation de Montréal (OMHM) (8) 	<ul style="list-style-type: none"> 2 summary analyses/enquiries 13 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Building – Salubriousness – Mold	13	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • Lachine (1) • LaSalle (1) • Le Plateau-Mont-Royal (2) • Mercier–Hochelaga-Maisonneuve (1) • Rosemont–La Petite-Patrie (1) • Verdun (1) • Ville-Marie (1) • Villeray–Saint-Michel–Parc-Extension (1) • Unspecified Borough (1) • Mise en valeur du territoire – Direction de l’habitation (1) • Office municipal d’habitation de Montréal (OMHM) (3) 	<ul style="list-style-type: none"> • 2 thorough inquiries • 11 complaints redirected – not in last resort
Building – Salubriousness – Rodents	3	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (1) 	<ul style="list-style-type: none"> • 1 thorough inquiry • 2 complaints redirected – not in last resort
Building – Salubriousness – Other or Combination	16	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Anjou (1) • Mercier–Hochelaga-Maisonneuve (1) • Montréal-Nord (1) • Saint-Laurent (1) • Ville-Marie (1) • Villeray–Saint-Michel–Parc-Extension (4) • Mise en valeur du territoire – Direction de l’habitation (1) • Office municipal d’habitation de Montréal (OMHM) (7) • Société d’habitation et de développement de Montréal (SHDM) (1) • Other VdM-related Entity (1) 	<ul style="list-style-type: none"> • 3 thorough inquiries • 13 complaints redirected – not in last resort
Call for Tenders/Contract	6	<ul style="list-style-type: none"> • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Approvisionnement – All Departments (1) • Infrastructures, voirie et transports – Direction des infrastructures (2) • Office municipal d’habitation de Montréal (OMHM) (1) • Executive Committee (1) 	<ul style="list-style-type: none"> • 1 summary analysis/enquiry • 2 complaints denied without inquiry • 3 complaints redirected – not in last resort
Claim – Bodily Injury – Financial Compensation	10	<ul style="list-style-type: none"> • Affaires juridiques – Direction des affaires civiles (10) 	<ul style="list-style-type: none"> • 10 complaints redirected – not in last resort
Claim – Material Damage – Financial Compensation	65	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • Affaires juridiques – Direction des affaires civiles (60) • Office municipal d’habitation de Montréal (OMHM) (2) • Société de transport de Montréal (STM) (3) 	<ul style="list-style-type: none"> • 1 thorough inquiry • 5 summary analyses/enquiries • 4 complaints denied without inquiry • 55 complaints redirected – not in last resort
Claim – Material Damage – Request for Repair	16	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • L’Île-Bizard–Sainte-Geneviève (1) • Le Plateau-Mont-Royal (3) • Mercier–Hochelaga-Maisonneuve (2) • Montréal-Nord (2) • Pierrefonds-Roxboro (1) • Rivière-des-Prairies–Pointe-aux-Trembles (2) • Rosemont–La Petite-Patrie (1) • Eau – All Departments (1) 	<ul style="list-style-type: none"> • 1 thorough inquiry • 15 complaints redirected – not in last resort
Community Garden	3	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Mercier–Hochelaga-Maisonneuve (2) 	<ul style="list-style-type: none"> • 1 summary analysis/enquiry • 2 complaints redirected – not in last resort
Environment/ Sustainable Development	4	<ul style="list-style-type: none"> • Environnement – All Departments (2) • VdM – General (Not to be confused with Direction générale) (1) • City Council (1) 	<ul style="list-style-type: none"> • 2 complaints denied without inquiry • 2 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS * * Some complaints concern more than one entity.	INTERVENTIONS
Ethics	1	<ul style="list-style-type: none"> Verdun (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry
Grant – Other than Social Housing	24	<ul style="list-style-type: none"> Mise en valeur du territoire – Direction de l'habitation (14) City Council (9) Other VdM-related Entity (1) 	<ul style="list-style-type: none"> 1 thorough inquiry 4 summary analyses/enquiries 10 complaints denied without inquiry 9 complaints redirected – not in last resort
Human Rights	1	<ul style="list-style-type: none"> Agglomeration Council (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry
Labour/Employment Relations	43	<ul style="list-style-type: none"> Ressources humaines – All Departments (34) Sécurité incendie – All Departments (1) Office municipal d'habitation de Montréal (OMHM) (1) Société de transport de Montréal (STM) (7) 	<ul style="list-style-type: none"> 43 complaints denied without inquiry
Library/Culture	4	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (1) L'Île-Bizard–Sainte-Geneviève (1) Le Sud-Ouest (1) All Boroughs (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry 3 complaints redirected – not in last resort
Miscellaneous	1	<ul style="list-style-type: none"> Executive Committee (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry
Municipal Court – Fees/Collection (Following a Court Decision)	26	<ul style="list-style-type: none"> Affaires juridiques – Direction des services judiciaires (Cour municipale) (26) 	<ul style="list-style-type: none"> 1 summary analysis/enquiry 20 complaints denied without inquiry 5 complaints redirected – not in last resort
Municipal Court – Ruling	31	<ul style="list-style-type: none"> Affaires juridiques – Direction des services judiciaires (Cour municipale) (31) 	<ul style="list-style-type: none"> 31 complaints denied without inquiry
Municipal Services – Communication/Information	69	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (4) L'Île-Bizard–Sainte-Geneviève (2) Le Plateau-Mont-Royal (7) Mercier–Hochelaga-Maisonneuve (3) Montréal-Nord (3) Rivière-des-Prairies–Pointe-aux-Trembles (2) Rosemont–La Petite-Patrie (5) Saint-Laurent (1) Verdun (1) Ville-Marie (1) Affaires juridiques – Direction des affaires civiles (1) Affaires juridiques – Direction des services judiciaires (Cour municipale) (8) Concertation des arrondissements – All Departments (1) Eau – All Departments (1) Environnement – All Departments (1) Finances – All Departments (2) Gestion et planification immobilière – All Departments (1) Infrastructures, voirie et transports – Direction des infrastructures (3) Police – All Departments (5) Ressources humaines – All Departments (2) Sécurité incendie – All Departments (7) Bureau du taxi de Montréal (2) Office municipal d'habitation de Montréal (OMHM) (4) Société de transport de Montréal (STM) (2) Other VdM-related Entity (1) 	<ul style="list-style-type: none"> 6 thorough inquiries 7 summary analyses/enquiries 8 complaints denied without inquiry 48 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Municipal Services – Delays/Procedures	56	<ul style="list-style-type: none"> • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • L'Île-Bizard–Sainte-Geneviève (1) • Le Plateau-Mont-Royal (3) • Le Sud-Ouest (2) • Mercier–Hochelaga-Maisonneuve (1) • Outremont (1) • Rivière-des-Prairies–Pointe-aux-Trembles (3) • Rosemont–La Petite-Patrie (2) • Saint-Laurent (1) • Verdun (1) • Ville-Marie (1) • Villeray–Saint-Michel–Parc-Extension (4) • Affaires juridiques – Direction des affaires civiles (1) • Affaires juridiques – Direction des poursuites pénales et criminelles (1) • Affaires juridiques – Direction des services judiciaires (Cour municipale) (8) • Concertation des arrondissements – All Departments (2) • Eau – All Departments (1) • Finances – All Departments (3) • Greffe – All Departments (1) • Mise en valeur du territoire – Direction de l'habitation (3) • Police – All Departments (7) • Ressources humaines – All Departments (1) • Sécurité incendie – All Departments (3) • Bureau du taxi de Montréal (1) • Office de consultation publique de Montréal (OCPM) (1) • Office municipal d'habitation de Montréal (OMHM) (3) • Société de transport de Montréal (STM) (3) • City Council Presidency (1) 	<ul style="list-style-type: none"> • 6 thorough inquiries • 4 summary analyses/enquiries • 4 complaints denied without inquiry • 42 complaints redirected – not in last resort
Municipal Services – Politeness/Conduct	31	<ul style="list-style-type: none"> • Anjou (1) • Côte-des-Neiges–Notre-Dame-de-Grâce (2) • Le Plateau-Mont-Royal (1) • Le Sud-Ouest (2) • Outremont (1) • Rosemont–La Petite-Patrie (2) • Saint-Laurent (3) • Villeray–Saint-Michel–Parc-Extension (1) • Affaires juridiques – Direction des services judiciaires (Cour municipale) (4) • Concertation des arrondissements – All Departments (6) • Environnement – All Departments (1) • Greffe – All Departments (1) • Police – All Departments (4) • Bureau du taxi de Montréal (2) 	<ul style="list-style-type: none"> • 5 thorough inquiries • 4 complaints denied without inquiry • 22 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Municipal Services – Other	21	<ul style="list-style-type: none"> • Mercier–Hochelaga-Maisonneuve (2) • Rosemont–La Petite-Patrie (2) • Verdun (1) • Ville-Marie (1) • Villeray–Saint-Michel–Parc-Extension (1) • Communications – All Departments (1) • Grands parcs, verdissement et Mont-Royal – All Departments (1) • Mise en valeur du territoire – Direction de l'habitation (1) • Affaires juridiques – Direction des affaires civiles (1) • Affaires juridiques – Direction des services judiciaires (Cour municipale) (1) • Concertation des arrondissements – All Departments (2) • Police – All Departments (1) • Ressources humaines – All Departments (2) • Office municipal d'habitation de Montréal (OMHM) (1) • Société de transport de Montréal (STM) (3) 	<ul style="list-style-type: none"> • 1 thorough inquiry • 2 summary analyses/enquiries • 5 complaints denied without inquiry • 13 complaints redirected – not in last resort
Nuisance – Noise	47	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (1) • Anjou (2) • Côte-des-Neiges–Notre-Dame-de-Grâce (3) • L'Île-Bizard–Sainte-Geneviève (1) • Lachine (3) • Le Plateau-Mont-Royal (6) • Le Sud-Ouest (3) • Mercier–Hochelaga-Maisonneuve (3) • Montréal-Nord (1) • Pierrefonds-Roxboro (2) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (3) • Verdun (1) • Ville-Marie (9) • Villeray–Saint-Michel–Parc-Extension (3) • Gestion et planification immobilière – All Departments (1) • Matériel roulant et ateliers – All Departments (1) • Mise en valeur du territoire – Direction de l'urbanisme (1) • Office municipal d'habitation de Montréal (OMHM) (2) 	<ul style="list-style-type: none"> • 6 thorough inquiries • 4 summary analyses/enquiries • 2 complaints denied without inquiry • 35 complaints redirected – not in last resort
Nuisance – Traffic	15	<ul style="list-style-type: none"> • Ahuntsic-Cartierville (2) • Côte-des-Neiges–Notre-Dame-de-Grâce (1) • Lachine (1) • Le Sud-Ouest (1) • Mercier–Hochelaga-Maisonneuve (1) • Rivière-des-Prairies–Pointe-aux-Trembles (1) • Rosemont–La Petite-Patrie (1) • Ville-Marie (1) • Police – All Departments (1) • Société de transport de Montréal (STM) (1) • City Council (4) 	<ul style="list-style-type: none"> • 2 thorough inquiries • 5 complaints denied without inquiry • 8 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Nuisance – Other or Combination	38	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (6) Le Plateau-Mont-Royal (1) Le Sud-Ouest (4) Montréal-Nord (2) Outremont (1) Pierrefonds-Roxboro (6) Rosemont–La Petite-Patrie (2) Saint-Léonard (2) Ville-Marie (5) Villeray–Saint-Michel–Parc-Extension (3) All Boroughs (1) Office municipal d'habitation de Montréal (OMHM) (3) City Council (1) 	<ul style="list-style-type: none"> 10 thorough inquiries 2 complaints denied without inquiry 26 complaints redirected – not in last resort
Parking – Municipal and On-Street/Stickers/ Drop-off Zones	39	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (6) LaSalle (1) Le Plateau-Mont-Royal (2) Le Sud-Ouest (1) Mercier–Hochelaga-Maisonneuve (1) Outremont (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Rosemont–La Petite-Patrie (4) Saint-Laurent (2) Verdun (1) Ville-Marie (10) Villeray–Saint-Michel–Parc-Extension (1) Police – All Departments (4) Office municipal d'habitation de Montréal (OMHM) (2) Société en commandite Stationnement de Montréal (1) 	<ul style="list-style-type: none"> 1 thorough inquiry 3 summary analyses/enquiries 1 complaint denied without inquiry 34 complaints redirected – not in last resort
Parks and Green Spaces	3	<ul style="list-style-type: none"> Rosemont–La Petite-Patrie (3) Diversité sociale et sports – All Departments (3) Grands parcs, verdissement et Mont-Royal – All Departments (3) 	<ul style="list-style-type: none"> 3 complaints redirected – not in last resort
Peace Officer – Decision/ Action/Omission	26	<ul style="list-style-type: none"> Police – All Departments (26) 	<ul style="list-style-type: none"> 26 complaints denied without inquiry
Pound	8	<ul style="list-style-type: none"> Mercier–Hochelaga-Maisonneuve (1) Villeray–Saint-Michel–Parc-Extension (1) Police – All Departments (6) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry 7 complaints redirected – not in last resort
Public Land – Commercial Activity	13	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Le Plateau-Mont-Royal (1) Ville-Marie (11) 	<ul style="list-style-type: none"> 3 thorough inquiries 10 complaints redirected – not in last resort
Public Land – Occupancy	16	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (1) Le Plateau-Mont-Royal (2) Le Sud-Ouest (3) Mercier–Hochelaga-Maisonneuve (1) Outremont (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Verdun (1) Ville-Marie (3) Villeray–Saint-Michel–Parc-Extension (1) Évaluation foncière – All Departments (1) Finances – All Departments (2) 	<ul style="list-style-type: none"> 5 thorough inquiries 11 complaints redirected – not in last resort
Public Participation – Other than Right of Initiative	6	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (3) Le Sud-Ouest (1) Rosemont–La Petite-Patrie (1) Diversité sociale et sports – All Departments (1) 	<ul style="list-style-type: none"> 2 complaints denied without inquiry 4 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Public Transportation	3	<ul style="list-style-type: none"> Société de transport de Montréal (STM) (3) 	<ul style="list-style-type: none"> 3 complaints denied without inquiry
Public Works – Aqueduct/Sewer	25	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Anjou (2) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Le Plateau-Mont-Royal (4) Mercier–Hochelaga-Maisonneuve (3) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (2) Rosemont–La Petite-Patrie (2) Saint-Laurent (2) Verdun (1) Ville-Marie (2) Eau – All Departments (1) Infrastructures, voirie et transports – Direction des infrastructures (2) Agglomeration Council (1) City Council (1) 	<ul style="list-style-type: none"> 2 thorough inquiries 4 complaints denied without inquiry 19 complaints redirected – not in last resort
Public Works – Cleanliness	8	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (5) Rosemont–La Petite-Patrie (1) Villeray–Saint-Michel–Parc-Extension (1) Unspecified Borough (1) 	<ul style="list-style-type: none"> 3 thorough inquiries 1 complaint denied without inquiry 4 complaints redirected – not in last resort
Public Works – Garbage/ Recycling/Composting	18	<ul style="list-style-type: none"> Ahuntsic-Cartierville (4) Le Plateau-Mont-Royal (3) Le Sud-Ouest (1) Mercier–Hochelaga-Maisonneuve (2) Montréal-Nord (1) Outremont (1) Pierrefonds-Roxboro (2) Rosemont–La Petite-Patrie (1) Ville-Marie (1) Villeray–Saint-Michel–Parc-Extension (2) Other VdM-related Entity (1) 	<ul style="list-style-type: none"> 2 thorough inquiries 16 complaints redirected – not in last resort
Public Works – Pavement/Sidewalk	28	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (4) Le Plateau-Mont-Royal (2) Le Sud-Ouest (1) Montréal-Nord (2) Rivière-des-Prairies–Pointe-aux-Trembles (6) Rosemont–La Petite-Patrie (1) Saint-Laurent (1) Ville-Marie (6) Infrastructures, voirie et transports – Direction des infrastructures (2) Commission des services électriques de Montréal (1) City Council (1) 	<ul style="list-style-type: none"> 3 thorough inquiries 1 summary analysis/enquiry 1 complaint denied without inquiry 23 complaints redirected – not in last resort
Public Works – Snow Removal	15	<ul style="list-style-type: none"> Ahuntsic-Cartierville (3) Le Plateau-Mont-Royal (1) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (2) Rosemont–La Petite-Patrie (2) Verdun (1) Ville-Marie (3) Villeray–Saint-Michel–Parc-Extension (1) Concertation des arrondissements – All Departments (1) VdM – General (Not to be confused with Direction générale) (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry 14 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Public Works – Other	14	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) LaSalle (1) Mercier–Hochelaga-Maisonneuve (1) Montréal-Nord (2) Pierrefonds-Roxboro (1) Rosemont–La Petite-Patrie (5) Ville-Marie (1) Eau – All Departments (1) Infrastructures, voirie et transports – Direction des infrastructures (1) Infrastructures, voirie et transports – Direction des transports (1) 	<ul style="list-style-type: none"> 2 thorough inquiries 12 complaints redirected – not in last resort
Safety – Fire	2	<ul style="list-style-type: none"> Sécurité incendie – All Departments (2) 	<ul style="list-style-type: none"> 2 complaints redirected – not in last resort
Safety – Other than Fire	16	<ul style="list-style-type: none"> Ahuntsic-Cartierville (1) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Le Sud-Ouest (2) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (2) Verdun (1) Ville-Marie (1) Infrastructures, voirie et transports – Direction des infrastructures (1) Infrastructures, voirie et transports – Direction des transports (1) Police – All Departments (4) Office municipal d'habitation de Montréal (OMHM) (2) 	<ul style="list-style-type: none"> 1 thorough inquiry 15 complaints redirected – not in last resort
Social/Affordable Housing – Access	9	<ul style="list-style-type: none"> Office municipal d'habitation de Montréal (OMHM) (9) 	<ul style="list-style-type: none"> 1 thorough inquiry 1 summary analysis/enquiry 4 complaints denied without inquiry 3 complaints redirected – not in last resort
Sports and Leisure	8	<ul style="list-style-type: none"> LaSalle (1) Le Plateau-Mont-Royal (1) Le Sud-Ouest (2) Rosemont–La Petite-Patrie (1) Diversité sociale et sports – All Departments (2) Grands parcs, verdissement et Mont-Royal – All Departments (2) 	<ul style="list-style-type: none"> 2 thorough inquiries 6 complaints redirected – not in last resort
Statement of Offence – Parking	64	<ul style="list-style-type: none"> Côte-des-Neiges–Notre-Dame-de-Grâce (2) Affaires juridiques – Direction des services judiciaires (Cour municipale) (28) Police – All Departments (34) City Council (2) 	<ul style="list-style-type: none"> 3 thorough inquiries 3 summary analyses/enquiries 49 complaints denied without inquiry 9 complaints redirected – not in last resort
Statement of Offence – Other than Parking	39	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (1) Mercier–Hochelaga-Maisonneuve (1) Ville-Marie (2) Affaires juridiques – Direction des services judiciaires (Cour municipale) (9) Concertation des arrondissements – All Departments (4) Police – All Departments (19) Sécurité incendie – All Departments (1) Société de transport de Montréal (STM) (2) 	<ul style="list-style-type: none"> 38 complaints denied without inquiry 1 complaint redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Tax – Property Tax/ Assessment	28	<ul style="list-style-type: none"> Pierrefonds-Roxboro (1) Rosemont–La Petite-Patrie (2) Évaluation foncière – All Departments (12) Finances – All Departments (16) City Council (2) Executive Committee (1) 	<ul style="list-style-type: none"> 1 thorough inquiry 9 complaints denied without inquiry 18 complaints redirected – not in last resort
Tax – Other than Property Tax	11	<ul style="list-style-type: none"> Saint-Laurent (2) Eau – All Departments (3) Finances – All Departments (8) Other VdM-related Entity (1) 	<ul style="list-style-type: none"> 4 complaints denied without inquiry 7 complaints redirected – not in last resort
Tenant/Landlord Relations (Linked to VdM)	24	<ul style="list-style-type: none"> Diversité sociale et sports – All Departments (1) Office municipal d'habitation de Montréal (OMHM) (23) 	<ul style="list-style-type: none"> 1 thorough inquiry 6 summary analyses/enquiries 4 complaints denied without inquiry 13 complaints redirected – not in last resort
Towing	3	<ul style="list-style-type: none"> Côte-des-Neiges–Notre-Dame-de-Grâce (1) Saint-Léonard (1) Villeray–Saint-Michel–Parc-Extension (1) Police – All Departments (1) 	<ul style="list-style-type: none"> 1 complaint denied without inquiry 2 complaints redirected – not in last resort
Tree	46	<ul style="list-style-type: none"> Ahuntsic-Cartierville (7) Anjou (1) Côte-des-Neiges–Notre-Dame-de-Grâce (8) Le Plateau-Mont-Royal (2) Mercier–Hochelaga-Maisonneuve (5) Rivière-des-Prairies–Pointe-aux-Trembles (14) Rosemont–La Petite-Patrie (2) Saint-Laurent (1) Verdun (1) Villeray–Saint-Michel–Parc-Extension (4) Infrastructures, voirie et transports – Direction des infrastructures (1) 	<ul style="list-style-type: none"> 9 thorough inquiries 1 summary analysis/enquiry 1 complaint denied without inquiry 35 complaints redirected – not in last resort
Universal Accessibility	6	<ul style="list-style-type: none"> Le Plateau-Mont-Royal (1) Rosemont–La Petite-Patrie (1) Ville-Marie (1) Culture – All Departments (2) Gestion et planification immobilière – All Departments (1) Société du parc Jean-Drapeau (1) City Council Presidency (2) 	<ul style="list-style-type: none"> 2 thorough inquiries 2 summary analyses/enquiries 2 complaints redirected – not in last resort
Zoning/Urban Planning – Driveway Entrance/ Private Parking	11	<ul style="list-style-type: none"> Ahuntsic-Cartierville (2) Côte-des-Neiges–Notre-Dame-de-Grâce (1) Le Plateau-Mont-Royal (1) Mercier–Hochelaga-Maisonneuve (1) Montréal-Nord (3) Outremont (2) Rivière-des-Prairies–Pointe-aux-Trembles (2) 	<ul style="list-style-type: none"> 3 thorough inquiries 1 complaint denied without inquiry 7 complaints redirected – not in last resort
Zoning/Urban Planning – Fence/Hedge	13	<ul style="list-style-type: none"> Anjou (3) Côte-des-Neiges–Notre-Dame-de-Grâce (2) Lachine (1) Le Plateau-Mont-Royal (1) Mercier–Hochelaga-Maisonneuve (2) Rivière-des-Prairies–Pointe-aux-Trembles (3) Rosemont–La Petite-Patrie (1) 	<ul style="list-style-type: none"> 5 thorough inquiries 1 summary analysis/enquiry 7 complaints redirected – not in last resort

TOPIC	NUMBER OF FILES *	ENTITIES AND NUMBER OF COMPLAINTS* * Some complaints concern more than one entity.	INTERVENTIONS
Zoning/Urban Planning – Permits – Transformation/Construction/Demolition/PIIA	67	<ul style="list-style-type: none"> Ahuntsic-Cartierville (3) Côte-des-Neiges–Notre-Dame-de-Grâce (7) L'Île-Bizard–Sainte-Geneviève (1) Lachine (1) Le Plateau-Mont-Royal (10) Le Sud-Ouest (4) Mercier–Hochelaga-Maisonneuve (10) Montréal-Nord (2) Outremont (3) Pierrefonds-Roxboro (5) Rivière-des-Prairies–Pointe-aux-Trembles (2) Rosemont–La Petite-Patrie (10) Saint-Laurent (1) Saint-Léonard (1) Ville-Marie (5) Villeray–Saint-Michel–Parc-Extension (4) 	<ul style="list-style-type: none"> 10 thorough inquiries 3 summary analyses/enquiries 8 complaints denied without inquiry 46 complaints redirected – not in last resort
Zoning/Urban Planning – Permits – Other	10	<ul style="list-style-type: none"> Côte-des-Neiges–Notre-Dame-de-Grâce (1) Le Plateau-Mont-Royal (2) Pierrefonds-Roxboro (1) Rivière-des-Prairies–Pointe-aux-Trembles (1) Verdun (1) Ville-Marie (4) 	<ul style="list-style-type: none"> 2 thorough inquiries 2 complaints denied without inquiry 6 complaints redirected – not in last resort
Zoning/Urban Planning – Other	22	<ul style="list-style-type: none"> Côte-des-Neiges–Notre-Dame-de-Grâce (1) L'Île-Bizard–Saint-Geneviève (1) LaSalle (3) Le Plateau-Mont-Royal (4) Outremont (1) Pierrefonds-Roxboro (5) Rosemont–La Petite-Patrie (3) Saint-Laurent (1) Verdun (1) Villeray–Saint-Michel–Parc-Extension (1) Gestion et planification immobilière – All Departments (1) City Council (1) 	<ul style="list-style-type: none"> 4 thorough inquiries 1 summary analysis/enquiry 2 complaints denied without inquiry 15 complaints redirected – not in last resort

TOTAL number of complaints related to VdM	1,243
Number of information requests	101
TOTAL number of complaints not related to VdM	459
TOTAL	1,803

Appendix B

Glossary

Access to Information

Citizens' requests to obtain municipal documents – whether or not by virtue of Access to Information legislation.

Alley

Disputes related to alleys or green lanes (implementation and management, closing accesses, traffic, illegal encroachments, acquisitions or transfers, etc.).

Animal

Files linked to domestic or wild animals (dogs, cats, squirrels, pigeons, etc.) including By-law implementation, medals and permits, and management of animal-related nuisances.

Bicycle Path/Cycling

Files related to road cycling in Montréal or bicycle paths (implementation, safety, maintenance, etc.).
Complaints related to Bixi.

Building – Maintenance

Files linked to the municipal management of maintenance deficiencies in a building.

Building – Salubrity – Insects

Files linked to the municipal management of cockroaches, bed bugs or other insects in a building.

Building – Salubrity – Mold

Files linked to the municipal management of mold in a building.

Building – Salubrity – Rodents

Files related to the municipal management of rodents in a building.

Building – Salubrity – Other or Combination

Files related to the municipal management of a salubrity problem in a building not covered by a specific category, or files raising several salubrity issues.

Call for Tenders/Contract

Complaints related to the management of Calls for Tenders or to the contractual relation between Ville de Montréal and third parties (suppliers, etc.).

City Services – Communication/Information

Files related to incomplete or erroneous municipal information or communication including on Ville de Montréal Website.

Requests for translation of documents or communications in another language.

City Services – Politeness/Conduct

Allegations of improper behavior or rudeness on the part of a City employee, elected official or agent.

City Services – Delays/Procedures

Files regarding inappropriate response time, lack of clear process, procedural unfairness or inadequate application of rule.

City Services – Other

Complaints from citizens dissatisfied with a municipal service, which does not fall into a specific category.

Claim – Bodily Injury – Financial Compensation

Claims seeking financial compensation for bodily injuries suffered on the public domain, or caused by the City or one of its employees or representatives.

Claim – Material Damage – Financial Compensation

Claims seeking financial compensation for material damage caused by the City, or one of its employees or representatives.

Claim – Material Damage – Request for Repair

Requests that material damage caused by the City be repaired.

Community Garden

Complaints involving a municipal community garden, including its operating rules and its sanction/eviction procedure.

Environment/Sustainable Development

Files linked to an environmental issue, including an *éco-quartier*, an *éco-centre* or a polluting industry, etc.

Ethics

Allegations of conflict of interests, fraud or collusion involving a City representative.

Allegations of violation of the *Code de conduite des employés de la Ville de Montréal*.

Grants/Subsidies – Other than Social Housing

Files linked to any financial assistance program managed by Ville de Montréal (renovation, home ownership, adaptation, cultural events, etc.), excluding subsidies for the rent.

Human Rights

Complaints of discrimination by the City, excluding universal accessibility issues.

Labour/Employment Relations

Complaints linked to any aspect of Ville de Montréal labour relations, including staffing process, supervision, sanction or termination of employees, retirement issues, etc.

Library/Culture

Files concerning a municipal library, cultural site or cultural event or venue, etc., including their operations and pricing.

Miscellaneous

Any complaint against Ville de Montréal that is not covered by another category.

Municipal Court – Fees/Collection (Following a Court Decision)

Files linked to the enforcement of a Montréal Municipal Court decision or order, including seizures, compensatory work agreements, payment agreements and any related fees.

Municipal Court – Ruling

Complaints against a judgement of the Montréal Municipal Court.

Not linked to Ville de Montréal

Complaints against situations or organizations over which Ville de Montréal has no say.

Nuisance – Noise

Complaints related to excessive noise.

Nuisance – Traffic

Complaints related to various types of nuisances caused by traffic (noise, vibrations, pollution, etc.), including requests for mitigating measures but excluding safety-related issues.

Nuisance – Other or Combination

Complaints against any type of nuisance other than noise or traffic-related issues.

Complaints alleging a combination of several nuisances.

Parks and Green Spaces

Files related to the management of municipal parks and green spaces (layout, facilities, access, cleanliness, leisure activities, etc.).

Parking – Municipal and On-street/Stickers/ Drop-off Zones

Files concerning a parking space or area managed by Ville de Montréal or one of its agent, including drop-off zones, parking zones for residents only (SRRR), on-street parking, parking stickers, parking meters, payment terminals, municipal parking lots, parking signs, etc.

Peace Officer – Decision/Action/Omission

Complaints related to a police officer's decision, action or omission.

Pound

Complaints concerning the management of personal belongings and furniture of evicted tenants whose goods were taken over by the City after their eviction (storage period and fees, handling/destruction of the goods, etc.). Complaints against private car pounds mandated by the Montréal Police Department (SPVM).

Public Land – Commercial Activity

Files related to a commercial activity on public land (terraces, street entertainers, street food, etc.), including permit-related disputes.

Public Land – Occupancy

Files related to the temporary or permanent occupancy of public land and related fees.

Public Participation – Right of Initiative

Files related to citizens' right of initiative under the *Montréal Charter of Rights and Responsibilities*.

Public Participation – Other than Right of Initiative

Files related to a public consultation or referendum approval process, public question periods at municipal public assemblies, etc. (excluding Right of Initiative issues).

Public Transportation

Any file related to public transportation in Montréal.

Public Works – Aqueduct/Sewer

Files related to the municipal aqueduct and sewer network (water leaks, water pressure, frozen pipes, connections/disconnections to municipal main pipes, maintenance of catch basins and lids, etc.).

Public Works – Cleanliness

Cleanliness issues regarding public land.

Public Works – Garbage/Recycling/Composting

Files related to municipal waste collection, waste containers, waste storage, waste recycling and composting.

Public Works – Pavement/Sidewalk

Files related to the condition and maintenance of streets and sidewalks, including potholes, road markings, etc.

Public Works – Snow Removal

Complaints linked to snow removal or sanding/salting operations, including snow removal schedules, postings and prior notices to citizens and other related issues.

Public Works – Other

Complaints related to Public Works, which do not fall into a specific category (e.g. graffiti; collection of dead leaves, Christmas trees, bulky waste; maintenance of traffic lights, street lights and street furniture; etc.).

Safety – Fire

Files linked to fire safety inspections and standards, emergency exits, fire alarms and fines, etc.).

Safety – Other than Fire

Files related to a safety issue on the municipal territory, which is not related to fire safety (e.g. safety of street crossings, unsafe lay-outs, etc.).

Social/Affordable Housing – Access

Files related to applications for affordable housing in buildings managed by *Office municipal d'habitation de Montréal*, *Société d'habitation et de développement de Montréal* or any City-related organization (waiting lists, long delays, etc.).

Sports and Leisure

Files related to municipal sport facilities and playgrounds, public pools, etc., including access to service, operations, fees, sanctions/evictions, etc.

Statement of Offence – Parking

Files related to parking tickets, including fines and related fees.

Statement of Offence – Other than Parking

Files concerning statements of offence not related to a parking violation, including fines and fees (e.g. insalubrity, garbage, urban planning, etc.).

Tax – Property Tax/Assessment

Complaints related to a property assessment or classification or to a municipal tax bill.

Tax – Other than Property Tax

Any file related to a municipal tax (other than property tax), including water, waste, local improvement, commercial or real estate transfer taxes.

Taxi

Files regarding taxi and limousine services in Montréal, including permit issues and information provided to drivers.

**Tenant/Landlord Relations
(Linked to Ville de Montréal)**

Files related to tenant/landlord relations linked to residential or commercial leases in buildings managed by a City-related organization such as *Office municipal d'habitation de Montréal* and *Société d'habitation et de développement de Montréal* (maintenance and safety issues, fees and penalties, evictions of tenants, rent increases, relocation requests, etc.).

Towing

Files related to towing operations carried out by or on behalf of Ville de Montréal.
Complaints related to fees billed by private companies for the towing of cars parked on private land (By-law application).

Tree

Files related to municipal or private trees in Montréal (planting, felling or pruning issues, invasive roots, etc.).

Universal Accessibility

Files related to universal accessibility of municipal services, facilities and buildings for people with a functional limitation.

**Zoning/Urban Planning – Driveway Entrance/
Private Parking**

Files related to private parking spaces or driveway entrances, including their implementation, modification or decommissioning and the related fees, etc.

Zoning/Urban Planning – Fence/Hedge

Complaints related to a fence or hedge.

**Zoning/Urban Planning – Permits – Construction/
Demolition/Transformation/PIIA**

Files related to the construction, demolition or alteration of a building, including the management of permits, heritage protection requirements, Site Planning and Architectural Integration Programs or Special PPCMOI Projects, work done without permit, etc.

Zoning/Urban Planning – Permits – Other

Files concerning any type of permit not related to the construction, transformation or demolition of a building (e.g. permits for commercial occupancy, commercial signs, pools, etc.).

Zoning/Urban Planning – Other

Files related to a zoning issue not in a specific category (e.g. authorized land use, installation not requiring a permit, etc.).

Appendix C

About Ms. Johanne Savard



Ms. Johanne Savard studied Political Science at Concordia University, then law at *Université de Montréal*. She completed numerous trainings at *École nationale d'administration publique de Montréal (ÉNAP)*.

Ms. Savard is a Certified Mediator for civil, commercial and labour-related matters as well as for language rights. She is a member of the Quebec Bar and of the Canadian Bar Association since 1980.

For over 20 years, Ms. Savard was a partner in two major Montréal law firms. She headed the Labour and Employment Law Group and sat on the Board of Directors of one of these firms. For many years, she also sat on the Board of Directors and the Executive Committee of *Lex Mundi*, the world's largest association of independent law firms.

In 2003, Ms. Savard left the private practice of law and became the first Ombudsman of *Ville de Montréal*.

She became President of the Forum of Canadian Ombudsman in 2017. She has been an active member of the AOMF (*Association des Ombudsmans et Médiateurs de la Francophonie*) for many years, notably as a Board member and member of the Membership Committee.

Ms. Johanne Savard is the recipient of several honours recognizing her achievements and contribution in the community. Notably, in 2017, she was awarded the Canadian Senate 150th Commemorative Medal and the *Ordre du Mérite de Brossard* in 2018.

Appendix D

Main Acronyms and Abbreviations

The **OdM**'s 2018 annual report contains many acronyms and abbreviations that are usually defined in the text. Nevertheless, here is the list of those the **OdM** uses most often.

AOMF	Association des Ombudsmans et Médiateurs de la Francophonie	PDQ	Poste de quartier
BTM	Bureau du taxi de Montréal	PIIA	Programme d'implantation et d'intégration architecturale
CCU	Comité consultatif d'urbanisme	PPCMOI	Projet particulier de construction, de modification ou d'occupation d'un immeuble
CSEM	Commission des services électriques de Montréal	PSL	Programme de supplément au loyer
DAUP	Direction de l'aménagement urbain et du patrimoine	RGI	Rapport général d'intervention
DAUSE	Direction de l'aménagement urbain et des services aux entreprises	SHDM	Société d'habitation et de développement de Montréal
FCO	Forum canadien des ombudsmans	SIM	Service de sécurité incendie de Montréal
HLM	Habitation à loyer modique	SPCA	Société pour la prévention de la cruauté envers les animaux
HSC	Highway Safety Code	SPJD	Société du parc Jean-Drapeau
MCRR	Montreal Charter of Rights and Responsibilities	SPVM	Service de police de la Ville de Montréal
OBNL	Organisme à but non lucratif	STM	Société de transport de Montréal
OCPM	Office de consultation publique de Montréal	SRRR	Stationnement sur rue réservé aux résidents
OdM	Ombudsman de Montréal	VdM	Ville de Montréal
OMHM	Office municipal d'habitation de Montréal		
OSBL	Organisme sans but lucratif		



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