



BUREAU DE L'OMBUDSMAN
VILLE DE GATINEAU

Annual Report
Highlights
Tabling of the *Ville de Gatineau's* Annual Report
April 26, 2016

The mission of the *Bureau de l'ombudsman* is to find equitable solutions to citizens' requests to intervene whilst respecting laws and regulations. The *Bureau's* team is tasked with facilitating the resolution of disputes by offering recommendations or notices of concern to the city administration and to council.

Highlights of the 2015 annual report :

- The *Bureau* received 177 requests to intervene, 32% of which were regarding land use. Others fall within the following categories:
 - 56 for Land Use and Sustainable Development Services
 - 38 requests for external resources
 - 22 regarding public safety
 - 14 regarding public works;
 - Other requests related to the CANU (non-urgent call centre (311)), evaluation, taxation, finances, infrastructure, access to information, human resources and requests from elected officials.
- Work by the *Bureau's* commissioners: over 800 hours of time volunteered;
- New website to better respond to the needs of citizens;
- Appointment of two new commissioners in January 2016, with three-year mandates.

COMMISSIONS :

2 inquiries: *Commission sur la réglementation applicable en zone inondable* (February 2015);
Commission on the Issue of Building Permits in Mass Wasting Zones (inquiry in 2015 and tabling of the report in January 2016). All recommendations can be found on the *Bureau's* website under the "Commission Reports" tab.

Main concerns arising from the analysis of files in 2015 by the commissioners:

1. Citizens do not receive pertinent and complete information which could facilitate their procedures;
2. Insistent and repetitive citizens' requests cause more harm than good;
3. New requirements imposed on the issue of permits cause delays and additional fees;
4. Lack of follow-up on infrastructure projects so that developers respect obligations set out in the memorandum of understanding signed with the administration;
5. Difficulty encountered by citizens to find information on the city's website regarding by-laws and jurisdiction and when requesting intervention by the Land Use and Sustainable Development Services;
6. Delays in sharing information and difficulty for citizens to receive a response to communications;



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7. Lack of support for citizens when their situation is complex and involves a large number of municipal stakeholders;
8. Difficulty for the administration to establish a reasonable timetable in complex situations;
9. Lack of communication between municipal services;
10. Processing citizens' requests under the access-to-information law should be improved.

Reminder of the Role of the *Bureau de l'ombudsman*

The *Bureau's* area of jurisdiction is determined by motion CM-2006-802 adopted by City Council on September 19, 2006.

For almost 10 years, the *Bureau* has been working with citizens to assess requests for intervention while complying with principles of fairness, independence, neutrality and equity, ensuring confidentiality in a trusting relationship.

Work undertaken by the *Bureau de l'ombudsman* is possible thanks to the collaboration of directorate and of staff in various municipal services.

We invite you to visit our website at www.gatineau.ca/ombudsman or to call us at 819-595-4141.

Source : H  l  ne Chagnon, Secretary General
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