

2020 HIGHLIGHTS

Planning, Infrastructure and Economic Development

March 2021

Our Vision

Let's be the most
liveable mid-sized
city in North America.

Our Mandate

We champion the city-building priorities, plan and deliver growth opportunities and infrastructure, manage City assets, and foster economic prosperity.

Maintaining Business Continuity During Pandemic

2020 was a busy year for all areas of PIED. In addition to the work completed by PIED service areas, staff adapted to challenges posed by the ongoing COVID-19 pandemic faced by municipalities across the country. A few highlights were:

- Keeping our Service Centres running with safety measures and plexiglass barriers
- Staff were redeployed to support Ottawa Public Health in various capacities
- Rink 3 at Ray Friel Arena was converted to COVID Testing Site.





Building Code Services

About Building Code Services

The Building Code Services service area is the regulatory authority for building construction for the City. The service area enforces the Ontario Building Code (OBC) to protect the public. The OBC establishes uniform minimum standards for health, life safety, fire protection, access, energy efficiency and structural sufficiency that must be included in the design and construction of a building.

77,000+
Building Inspections

18,500+
Mechanical Inspections

23,500+
Plumbing Inspections

Continuity in Building Code Services

Building Officials continued providing exceptional service during the COVID-19 pandemic. Plan reviews and inspections continued, ensuring all clients received uninterrupted service.



Accommodating Service Counters

With the closure of City buildings and service counters BCS redesigned its service delivery model ensuring all clients were able to submit applications and obtain issued permits during the COVID-19 pandemic.



Permanent Signs on Private Property By-law Review

Building Code Services reviewed the Permanent Signs on Private Property By-law in 2020 and provided recommendations to improve the By-law's perceived difficulties regarding signage height, restrictive provisions, illuminated signage and sign technology that continues to evolve.

Recommendations were approved by Council in January 2021. Check the [Permanent Signs on Private Property By-law](#) webpage to learn more.



Photo: M. Beach



Corporate Real Estate Office

About Corporate Real Estate Office

The Corporate Real Estate Office (CREO) acts as the City's centre of real estate expertise. Their services play an essential role in promoting Ottawa's economic growth by facilitating city real estate initiatives.

20

License/Temporary
Occupancies

25

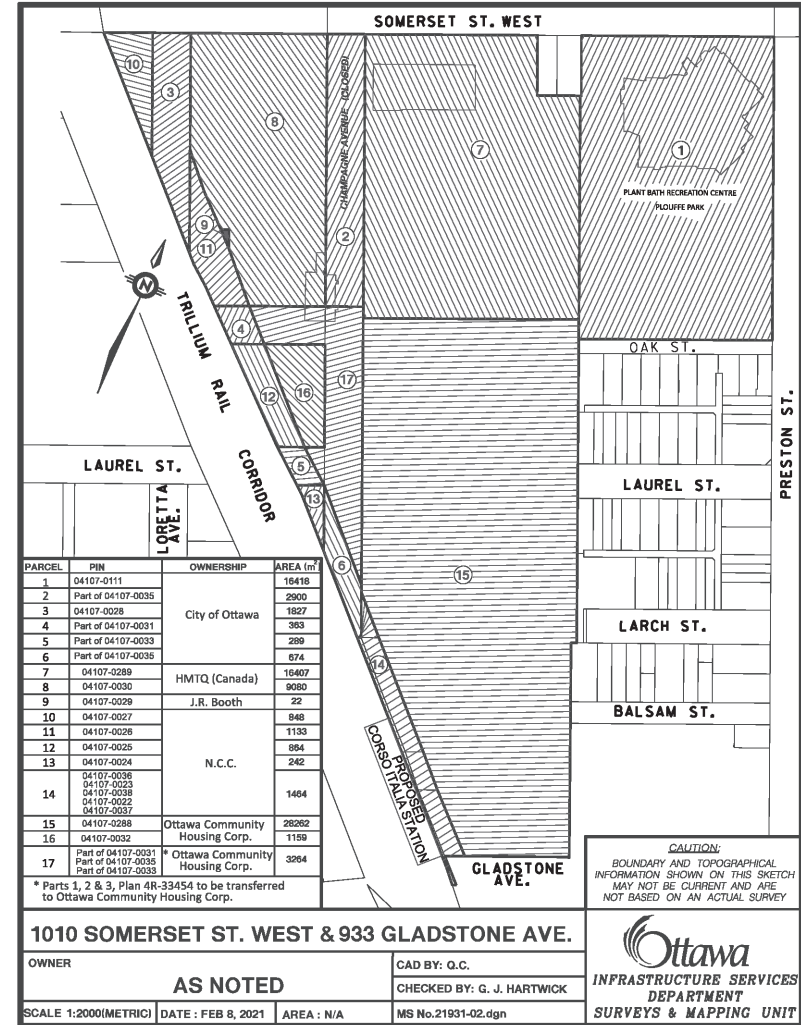
Land Access
Permits

260

Internal Appraisal
Assignments

Somerset-Gladstone Land Acquisition

One key initiative has been negotiating the acquisition of federally owned 1010 Somerset Street to enable a larger 8.52ha (21 acres) land assembly in the Corso Italia District. CREO is bringing forward a report to Council in March 2021. With Council approval, CREO will continue to work with Ottawa Community Housing to create a Master Plan concept for Gladstone Village.



Leasing Policy

A draft Leasing Policy was developed that will ensure revenues to the City are maximized and rents cover facility operating costs, where appropriate.



St. Laurent Proposal

This 0.2914 ha land located at 1209 St. Laurent Boulevard was sold on November 23, 2020. The proposal is for a transit-oriented development in proximity to the St. Laurent LRT Station, providing approximately 204 units in an 18 storey building.





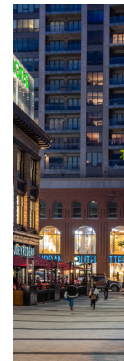
Economic Development and Long Range Planning

About Economic Development and Long Range Planning

Economic Development Long Range Planning Services facilitates economic growth in Ottawa by setting the direction and managing the evolution of the City. The service area delivers programs, services, and initiatives that advance job creation and economic diversification while managing the growth of the City through the Official Plan.

Economic Recovery Task Force

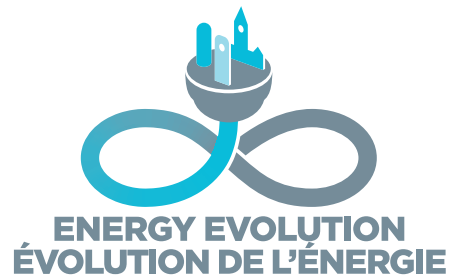
The City created the [Economic Recovery Task Force](#) to help assess and support ways the City can help small business owners get through the COVID-19 crises. Working closely with the Mayor's Task Force, they maintained open lines of communication and assessed and rolled-out several measures to support locally-owned shops and restaurants.



Energy Evolution – Phase 2

Transitioning to low-carbon energy sources will help grow the local economy, improve public health, equity and inclusion, increase climate resiliency and mitigate the effects of climate change.

Read more about our [Action Plan!](#)



New Official Plan

The City of Ottawa's Official Plan provides a vision for the City's future growth and a policy framework to guide the City's physical development. In 2019, we began a multi-year process to develop a new Official Plan. In 2020 we released the draft New Official Plan, along with 21 highlight sheets and Feedback forms.

Read more about our [Action Plan!](#)



Tree Protection By-law

The City's new tree protection by-law came into effect on January 1, 2021. The new by-law will ensure that trees are considered earlier during infill development scenarios. This new initiative means tree information residing in the urban area must now be submitted before the Committee of Adjustment.

For more information, visit: ottawa.ca/treebylaw.





Infrastructure Services

About Infrastructure Services

Infrastructure Services mission is to implement city-building priorities from planning and delivering infrastructure projects, to managing infrastructure assets and investments.

\$50 B

Infrastructure Assets
to Manage

\$1.5 B

Value of Active Projects

500+

Active Capital Projects

Elgin Street Renewal

2020 saw the completed construction along Elgin Street!

Check the [Welcome to Elgin Street video](#) to see more!



Jackie Holzman Bridge

The [Jackie Holzman Bridge](#) (formerly the Harmer Avenue Pedestrian Bridge), is now open for use!

The bridge will reduce distances, provide a safe cycling and walking path for residents, shorten commute times and offer a dedicated active and sustainable transportation route.



Concrete Sidewalks

In 2020, we tested and sampled over 600 concrete sidewalks for comprehensive strength!



A hand holding a pencil points to a parcel of land highlighted in green on a zoning map. The map shows various lots with numbers such as 1112, 1170, 1178, 1179, 402, 524, 528, 530, 642, 643, 742, 743, 1039, and 1037. A blue banner is overlaid on the map.

Planning Services

About Planning Services

Planning Services plays a very important role for the City of Ottawa. By managing the evolution of the city, we are helping to enhance the quality of life so that people can live, prosper and connect in neighbourhoods, buildings and spaces that are vibrant, well designed, safely built and sustainable.

1,137

Applications Received

965

Delegated Authority

172

Non-Delegated Authority

Digital Processing of Applications

A new electronic development application submission and file creation process was developed. Read more about the planning applications and building permit approval process on their webpage to see more.

Office Use Only

Application Number: _____ Ward Number: _____ File Lead: _____

Application Received: (dd/mm/yyyy): _____ Fee Received: \$

Client Service Centre Staff: _____

Demolition Control

Application Form

Notice of Public Record

All information and materials required in support of your application shall be made available to the public, as indicated by Section 1.0.1 of The Planning Act, R.S.O. 1990, C.P.13.

Municipal Freedom of Information and Protection Act

Questions about this collection may be directed by mail to Manager, Business Support Services, Planning Infrastructure and Economic Development Department, 110 Laurier Avenue West, Ottawa, K1P 1J1, or by phone at (613) 580-2424, ext. 24075

Does your demolition require a demolition control application? Please read this before proceeding:

Not all demolitions require a Demolition Control application. Demolition Control applies only in cases where ALL of the following are true:

- a) No building permit for a new building on the site has been issued; **and**
- b) The proposed demolition will result in the loss of one or more residential dwelling units; **and**
- c) The building to be demolished is located within the Area of Demolition Control as defined by [Schedule 1 of the Demolition Control By-Law 2012-372](#), shown below.

If one or more of the above conditions does not apply, a Demolition Control Permit may be issued directly by City of Ottawa Building Code Services.

Please note: Regardless of whether an application for Demolition Control is required, if the building to be demolished is designated under [Part IV](#) or [Part V](#) of the Ontario Heritage Act, a separate application under that Act must be made to City of Ottawa Heritage and Urban Design.

Schedule 1 : Area Subject To Demolition Control

Note : Includes all of

- 1) 100-100, 12, 14, 16
- 2) All of Ward 15 West of St. Laurent Boulevard
- 3) All of Ward 17 on the North Side of the Ottawa River

AND as further defined on this schedule

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January 1, 2021

New Three Tower Development at 400 Albert Street

The three towers will be 23, 29 and 35 storeys combined. There will be approximately 930 residential dwelling units, with ground and second-floor commercial uses. The underground parking garage will be accessible from Bay Street and provide a total of 430 parking spaces.



New Amazon Warehouse

The new Amazon Warehouse located in Barrhaven will be a 2.7 million square foot building, making it the largest building ever built in Ottawa. The building is expected to create 2000 more jobs.



An aerial photograph of a city and surrounding areas, overlaid with a color-coded map. The colors range from dark blue (water) to green (vegetation) and yellow/orange (urban density). A dark blue banner is positioned across the middle of the image, containing white text.

Right of Way, Heritage and Urban Design Services

About Right of Way, Heritage and Urban Design Services

Right of Way, Heritage and Urban Design Services is responsible for building a vibrant and safe public realm to protect and enhance Ottawa's legacy.

11,860

Right of way Permits Issued

96

Heritage Permits Issued

\$158,79M

Total letter of credit reduction

Using data to promote well-being and assist with planning our city

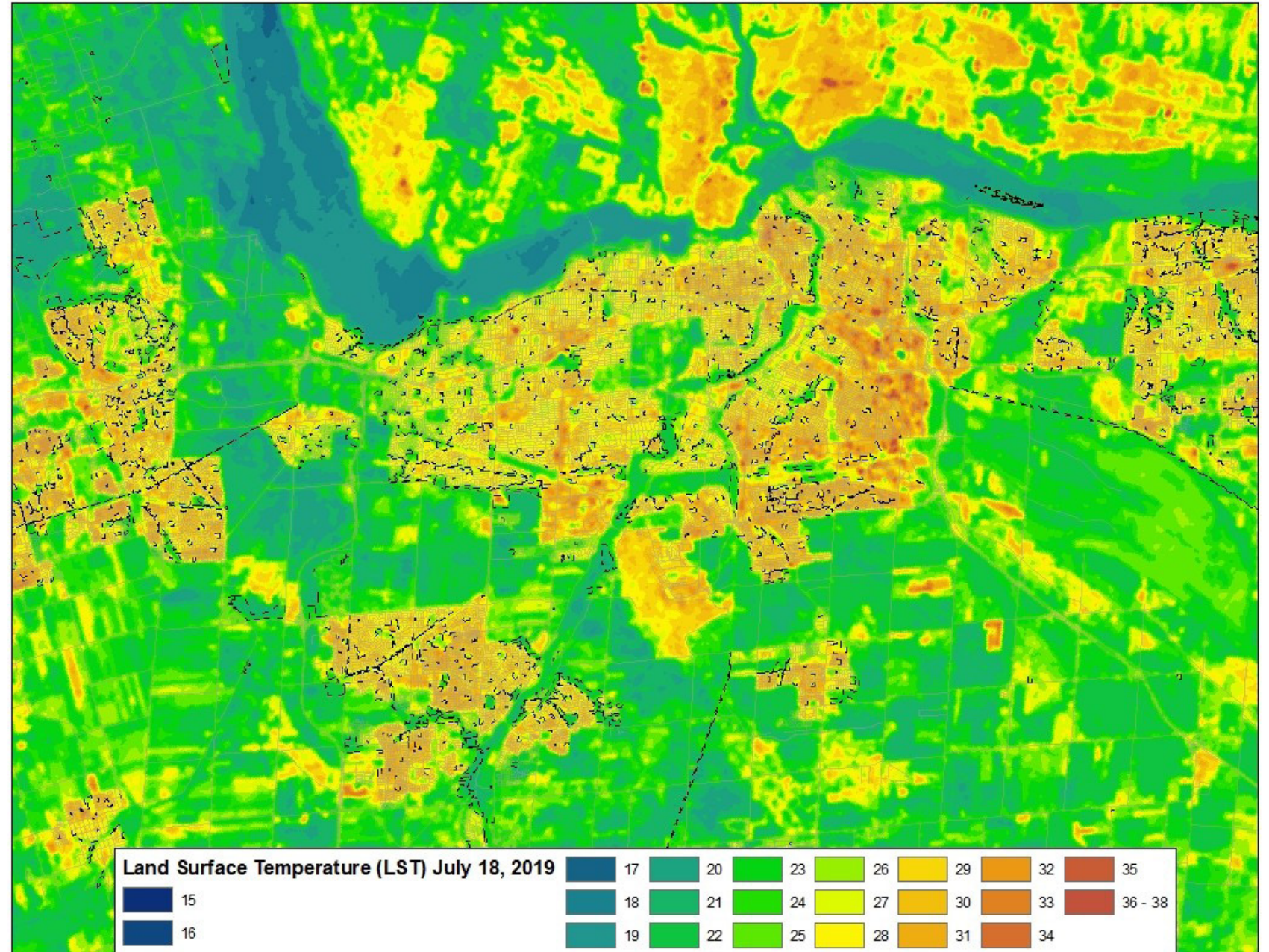
The Geospatial Analytics, Technology and Solutions (GATS) Branch developed innovative solutions to support a wide range of key City projects, including:

Using Location Intelligence to Inform Extreme Heat Operations (page 34)

Diversity Heat Map (page 35)

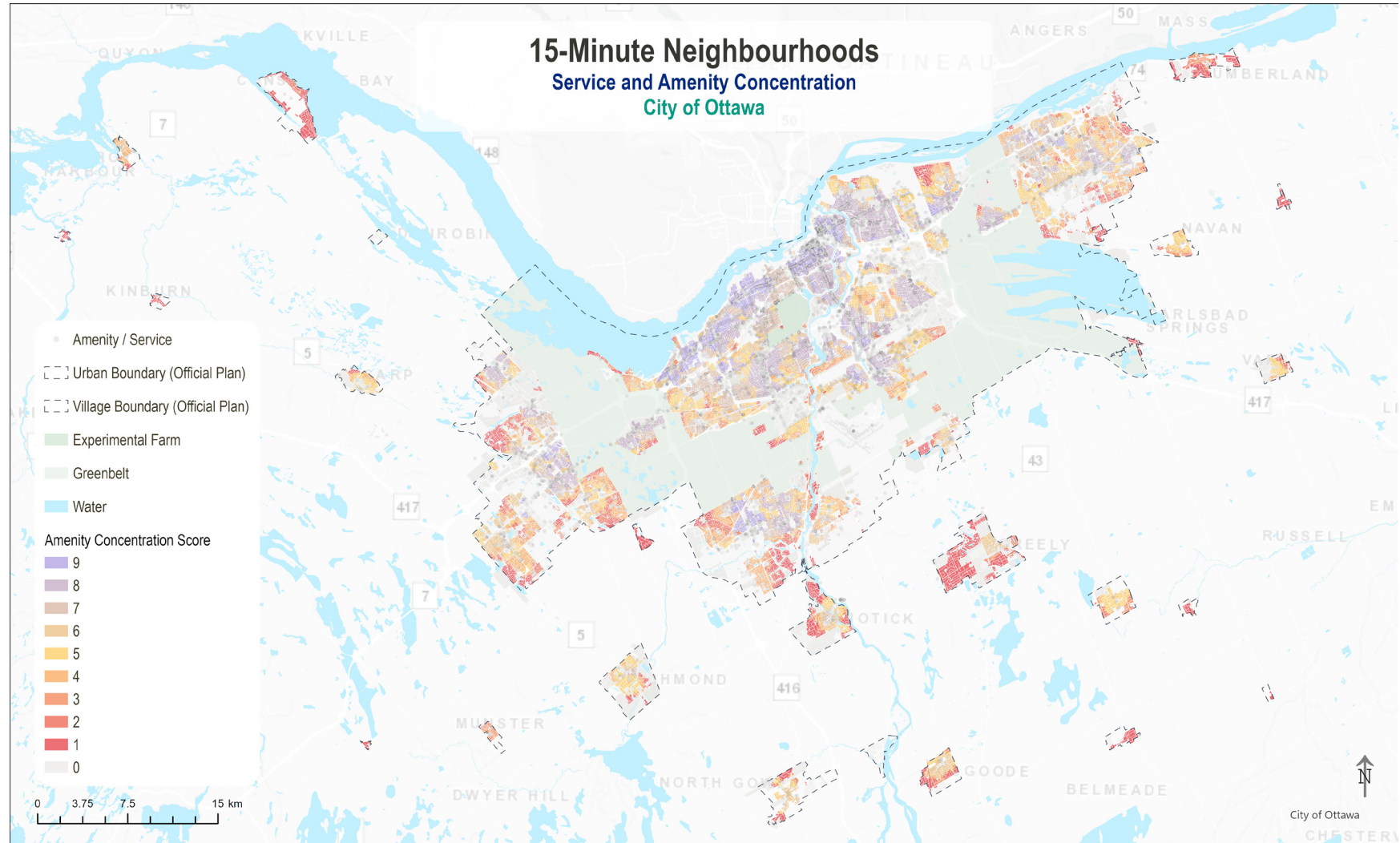
Using Location Intelligence to Inform Extreme Heat Operations

In 2020, GATS was called upon by the Emergency Operations Centre (EOC) and Ottawa Public Health (OPH) to provide locational intelligence in their quest to determine ideal locations for Extreme Heat Refuge Centres. With the power of location intelligence and geographic information science they were able to put the best information available in front of the EOC and OPH to aid them in making important decisions to support vulnerable Ottawa residents.



Diversity Heat Map

A new Diversity Heat Map was created depicting the distribution and diversity of key neighbourhood elements and services: Transit, Grocery, Convenience Retail, Parks, Schools, Daycare, Health Services and Recreation facilities that are within a 15-minute walk for residents throughout the urban area. The geospatial insights will be used to support new growth management policies within the new Official Plan with our goal of creating “15-minute neighbourhoods.”



Patio Innovation Program COVID-19 Economic Recovery

A successful initiative was the development of the Patio Innovation Program, a series of measures developed to support restaurants and retail patios by reducing / waiving fees, allowing new forms of installations, and accelerating permit approvals. Check the [right-of-way patio program webpage](#) to see more.



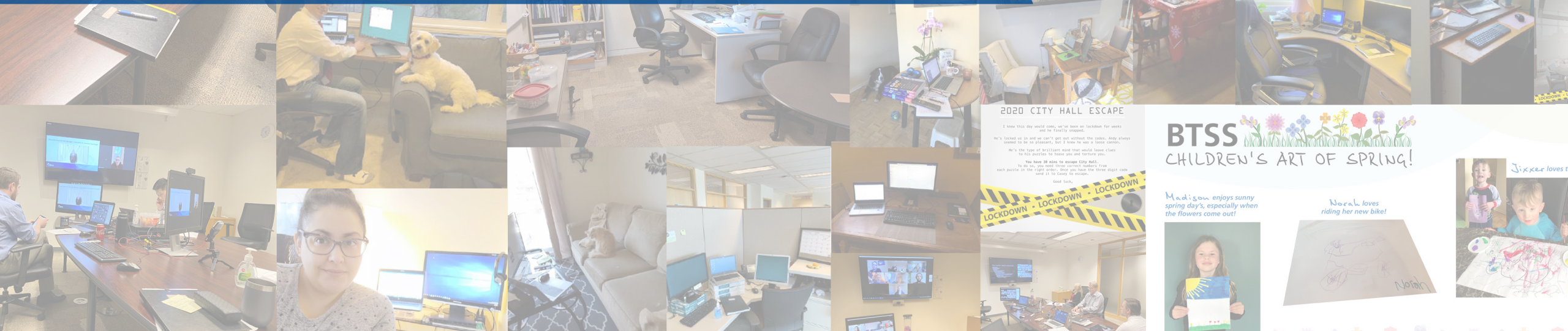
ByWard Market Public Realm Plan

On January 27, 2021, Council approved the ByWard Market Public Realm Plan, which provides a vision for the network of public spaces in the ByWard Market. The plan provides a roadmap to guide its physical transformation over time and a framework to help coordinate reinvestment among multiple partners to ensure it remains a place befitting to define Ottawa's image. Check out the [ByWard Market Public Realm page](#) to see more.





Business and Technical Support Services



2020 CITY HALL ESCAPE

I know this day would come, we've been on lockdown for weeks and I'm finally escaped.
He's locked us up and we can't get out without the codes. Andy always seemed to be so shabby, but I knew he was a loose cannon.
He's the type of brilliant mind that would leave clues to his location for those you and fortune teller.
You have 30 mins to escape City Hall.
To do this you need three correct numbers, from each puzzle in the right order. Once you have the three digits come send it to Gaby for escape.
Good luck.

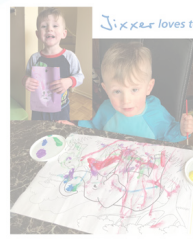


BTSS CHILDREN'S ART OF SPRING!

Madison enjoys sunny spring days, especially when the flowers come out!



Nora loves riding her new bike!



Jaxxon loves

About Business and Technical Support Services

Business and Technical Support Services has an essential role in ensuring service areas are equipped to deliver on their mandates. They oversee departmental and corporate goals by providing business planning, strategic support, performance management and reporting, and effective communication and engagement strategies to internal and external stakeholders.

348
Committee Reports
Reviewed

421
Stakeholder
Engagement Events

758
Corporate Inquiries

Older Adult Program Benches

PIED has constructed nine new Older Adult Program (OAP) benches to various wards around the City.



Benches at Bank and Fourth Streets (top) and Lawson Park (right)

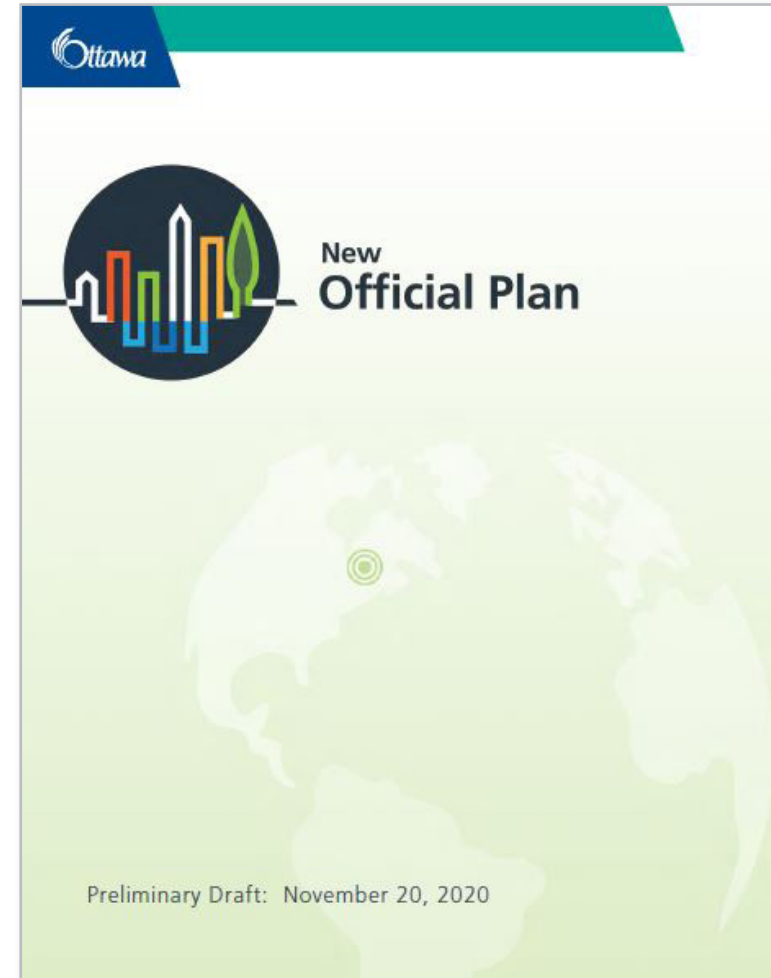


New Official Plan Engagement

In 2020, we continued our multi-year process to engage with the residents of Ottawa on the New Official Plan.

25,114
People reached

28
Engagement
Sessions



Planning Primer Engagement

By helping residents become more aware of and more involved in the land-use planning process. 2020 saw an online version of the Planning Primer Program. Access the [planning primer's webpage](#) to receive more information or register for a course.

