A year in the life of the HERITAGE SERVICES

- Building permit inquiries (via e-mail): 625
- Heritage Grants awarded: 37
- Pre-application consultations with prospective applicants: 29
- General inquiries for heritage information: 381
- Delegated Authority heritage permits given: 88
- Heritage Confirmation letters (legal inquiries): 81
- Heritage Applications brought before Built Heritage Sub Committee: 14

Delivered by a staff complement of 4.5 staff
+ 1 temporary staff member
+ 2 temporary Heritage Register staff members

2018 Figures
Heritage Action Plan 2019 to 2022

**Priority 1: Connecting**
- Dedicated staff liaison for each Heritage Conservation District community association
- Heritage office hours at City Hall pilot
- Quarterly column in Heritage Ottawa newsletter
- Enhanced content in City Builders Heritage Awards

**Priority 2: Policy Innovation**
- Complete and maintain Heritage Register
- Diplomatic properties strategy
- Clemow Estate Heritage Conservation District Study Phase 2 and 3
- New heritage financial incentives program
- Reform of Heritage Grant Program for Building Restoration
- Accessory Building rezoning review in Rockcliffe Park
- Centretown Heritage Study Update Official Plan heritage policies
- Bill 108 implementation

**Priority 3: Process Improvements**
- Internal staff training on heritage policies and Heritage Register
- Promotion of community-initiated designations by community groups
- Pre-application consultation pilot project – Rockcliffe Park, New Edinburgh and Sandy Hill
- Review of heritage report template and Cultural Heritage Impact Statement interpretation for consistency
- Outreach to other city departments on heritage partnership opportunities
- Heritage Watch list initiative and support to Mayor’s Task Force on Heritage Matters
- Commitment to undertake six proactive heritage designations per year

Heritage Awards

Lowertown Heritage Conservation District Plan review

ByWard Market Heritage Conservation District Plan review

Phase 2 Heritage Register

Beaverbrook Heritage study