

City of Ottawa Consolidation of Process Changes for Staff

1. PRE-APPLICATION CONSULTATIONS

- Any requests for pre-application consultations will be directed to the appropriate Planner 3.
- MAP files will be created by either the Planner 3 or the assigned Planner. See guide for help on creating a pre-con record in MAP.
- Once the MAP file has been created, email the Applicant to confirm the request has been received and provide information on submitting the required payment. If no fee is applicable, remove the payment information from the template email or draft a separate email to the Applicant to confirm receipt.

2. SUBMISSION OF PLANNING APPLICATIONS

- A communication was sent out on Friday March 20 regarding the new process for submitting applications electronically.
 1. **NOTE:** Applications being paid for using the drop box option require the Applicant to provide a scanned copy of the payment to the File Lead, to confirm it is correct, before they are to place it in the drop box. A note on this has been included within the email instructions that are sent to Applicants.
- Plans can be delivered via a Courier, as the City's internal mail service is still working, or can be delivered to 100 Constellation at the back entrance (payment will not be accepted at this location)
- As noted within the update to staff, Planning Operations has created a detailed process for the receipt and handling of applications sent to the Planning Circulations inbox. It is requested that applications be sent to this inbox so that the MAP files can be created, and materials uploaded to both SharePoint and MAP. An email will then be sent to the appropriate P3 or File Lead for the application to be taken over.

3. FINANCIALS, LEGAL AGREEMENTS AND REGISTRATION

- The following are key changes to note about the agreement / receipt of agreement process:
 1. **Agreements** – Will be prepared using PDF approved plans/studies and agreement packages will be sent out electronically to the Applicant. The Owner will 1) print and sign the hard copies, 2) scan and email the PDF to the Law Clerk and File Lead, and 3) mail the hard copies directly to Legal Services (110 Laurier Avenue West, Mail Code 01-83).
 2. **Legal Fees and Disbursements** – The Legal Services Law Clerk will reach out to provide details on funds owing, Legal File Number and information regarding the option of an EFT. A Legal File number is required prior to providing any method of payment. **The preferred method of payment is an EFT.** If the drop box option is to be utilized, the following information needs to be provided on the envelope or it will not be processed:

Your Company Name:

Legal File Number:

Law Clerk:

City Hall, 110 Laurier

Mail Code: 01-10

3. **Post-Approval Design Review and Inspection Fees and Special Charges (not to include the above Legal Fees and Disbursement)**– can be submitted by:
 - a) Electronic Funds Transfer (EFT) with an email sent to Finance, the File Lead and Law Clerk notifying of that transfer, the amount, the File Number it is associated to and must have the Financial Schedules (B / C) attached.
 - Banking information to use when transferring funds is as follows.
 - **Name on account:** City of Ottawa
 - **Address:** 100 Constellation Crescent
 - **Bank Name:**
 - **Bank Address:**
 - **Bank Phone number:**
 - **Bank Transit # (5 digits):**
 - **Institution # (3 digits):**
 - **Account number:**
 - Or
 - b) Certified cheque or bank draft (ensuring the payers name and address is identified) mailed to Planning Services (110 Laurier Avenue West, Mail Code 01-14) with reference to the File Number it is associated to. An email advising Finance, the File Lead and Law Clerk this has been done is to be provided. Applicants are not to mail payments directly to Finance.
 - **NOTE TO FILE LEAD:** Upon receipt of this email, forward a copy to Planning Operations and attach the financial schedules for that file. When the cheque or bank draft is received, they will be sent by internal mail to Finance and a confirmation email of this will also be sent by Planning Operations.
4. **Letter of Credit** – a PDF copy of the LC is to be sent to the File Lead and Law Clerk for review and approval. Upon approval, the original can be submitted by:
 - a) Mailing it to Planning Services (110 Laurier Avenue West, Mail Code 01-14) with reference to the File Number it is associated to. The LC will be forwarded through internal mail by Planning Operations and an email confirmation will be sent to Joumana, the File Lead and assigned Law Clerk.
Or
 - b) Placing it in the drop box ensuring the following details are on the envelope or it will not be processed:
 - Your Company Name:**
 - Letter of Credit**
 - Application Number:**
 - City Hall, 110 Laurier**
 - Mail Code: 01-10**
5. **Insurance Certificate** – email PDF to the File Lead and assigned Law Clerk for review/confirmation and forwarding to the PIED Insurance inbox. Certificates can also be submitted to the drop box ensuring the following details are on the envelope or it will not be processed:
 - Your Company Name:**
 - Insurance Certificate**
 - Application Number:**

**City Hall, 110 Laurier
Mail Code: 01-10**

4. OTHER DEVELOPMENT APPLICATION TYPES AND FEES

- **Application Fees** – For other Development Application fees paid by EFT, the following information is required:
 1. The Planner must either invoice it in MAP, or, in the email quote the exact Fee Name and Amount being paid and Name of Payer.
- **Committee of Adjustment** – Cash-in-Lieu of Parkland, Consent for Severance, other Committee of Adjustment fees. When payments are coming in, staff must forward the following information to Finance:
 1. Is the Appraisal fee of \$565.00 included in the Cash-in-Lieu EFT/cheque payment?
 2. Application #
 3. Total amount of payment
 4. Name of Payer
- **MECP ECA's** – When payments are made by EFT, staff must email Finance with the following information:
 1. Application #
 2. Amount of payment
 3. Name of Payer
 - a) **NOTE:** Payments delivered by internal mail must include the receipt, as per normal process.

CONFIRMATION OF FUNDS RECEIPTS

For Cheques or EFT (with the exception of MECP ECAs), all funds received will be receipted in MAP. This will take approximately 2-4 weeks. If after 4 weeks from the EFT payment date you do not see the receipt in MAP, please re-send your original notification e-mail to Finance identifying it as a follow up e-mail. Please make sure this e-mail has all the pertinent information or attachments.

1. Applicants should be advised to contact the Planner for confirmation of receipt of funds. See above process/timelines.

***NOTE: If Finance is not advised of an incoming EFT or if that notification does not include the MAP Application number, they will not be able to take ownership of it. The funds will go into a corporate account and it will be even more difficult to find/claim them.**

Finance also does not have a drop-box and will only accept cheques via internal mail from staff. The drop-box is only to be used for the specific items noted above.

5. PART LOT CONTROL APPROVALS

- Council has passed a motion regarding Part Lot Control By-laws and the delegation of such to the Director of Planning Services. It allows, **between March 25, 2020 and May 31, 2020**, the Director of Planning Services the authority to enact by-laws for the exemption from Part Lot Control.
 1. This authority is dependent on the Director having received the concurrence of the Ward Councillor prior to enactment.

2. Currently, it is status quo for File Leads processing applications. Should there be any modified steps associated with the enactment an update will be provided.

6. APPROVALS WITH APPEAL PERIODS

- As a result of a recent Provincial Regulation, Planning Approvals cannot be issued for applications where there is a legislated requirement for notice of decision and appeal period. This would apply to Official Plan Amendments, Zoning By-law Amendments, Subdivisions and Plans of Condominium.
 1. **For condos and subdivisions** – keep working to advance files but note the two key points in the process that will halt the application include the statutory public meeting and draft approval. Where an existing application has advanced beyond / fulfilled the statutory public meeting requirement, work can continue up until draft approval but the signing of the DAR is not to take place until such time as the new regulation is repealed.
 2. **For OP / ZBL Amendments** - Keep working to advance files to report preparation. At this time, there may or may not be a date for Committee but when a date is established you will be notified by the Report Coordinator. The application will proceed to Council and upon Council dealing with the item the process will stop. We cannot proceed with any of the notification processes required under the Planning Act for an approval as the timelines have been suspended. The timelines come back into effect when the regulation is repealed, after the crisis is over, at which time the notification process will commence.
 - a) **Clarification:** This regulation does not impact applications for Lifting of Holding. This process will continue status quo, including the notice of intent to pass a by-law, as long as Council meetings continue to be held.
- **NOTE:** The municipality along with others in the Province have approached the Province to look at the impact the suspension of the timelines will have on the process and are asking if something can be done. Stay tuned.

7. REGISTRATION OF CONDOS AND SUBDIVISIONS

- Please note the following key steps for registration of condos/subdivisions. This assumes that clearances have been received and the File Lead is to provide notice to Legal that the plan is ready for registration.
 1. Applicant provides the File Lead with the digital version of the plan for registration. As the File Lead will not see the mylars for registration, the File Lead should make it clear to the Applicant that if the wrong plan is filed, they will be responsible for corrections required including any costs involved.
 2. Advise the Applicant to have a courier bring the mylar package to the mail room at City Hall, ensuring it identifies Mail Code 01-10 as the recipient. This must be done on a Tuesday.
 - a) **NOTE:** Ensure the Applicant advises of the week it is to be done so that an email can be sent by the File Lead to the assigned Law Clerk, as soon as possible to notify them that plans will arrive on the Wednesday.
 3. On Wednesdays, we will check for plan packages and arrange to sign and date them. We will then deliver the plans to Legal. The Registry Office is open, with a reduced staff, and Legal staff are continuing to walk plans over for registration at this time.

8. COMMENCE WORK NOTIFICATIONS

- Are being done digitally for the time being. Please note the following related to the CWN process.
 1. Confirm all required permits have been received.
 2. Coordinate with TPM if road modifications are being done.
 3. Prepare the **CWN letter** using the approved plans and studies from MAP (if available), **Water Permit** and, if required, the City portion of the **Water Data Card**.
 - a) Request the Applicant provide all final approved reports in PDF format.
 - b) If the application was not approved digitally and scans of the mylars are not available, contact the Applicant for PDF copies of the plans submitted for approval (refer to the Agreement Schedule for confirmation of dates / revision numbers) and have the Manager re-stamp the plans for the CWN.
 4. Email **CWN letter** to the Applicant and all those cc'd on the letter.
 - a) Hard copies are not being sent for the time being and SharePoint can be used to provide the plans. A link through/to the external SharePoint site should be provided for external contacts.
 5. Email **Water Permit** and **Water Data Card** (if required) to WaterPermits@ottawa.ca and copy the appropriate Program Manager, Development Inspection and Officer – Right of Way Approvals, Right of Way Information & Approvals Unit.

9. MECP ECA'S

- Applications are permitted to be sent electronically at this time.

10. PROCEDURES MANUAL

- A reminder that the Procedures Manual steps and templates have been uploaded to OneDrive for staff access off the network.
 1. **NOTE:** The template links within the procedure steps will not open the associated document at this time but the path name will assist in locating the template document. Templates will either be in a common folder or have been placed in a templates folder within the specific application types folder.

Related Notice to Development Industry:

The continued health and safety of our staff and stakeholders remains a top priority; as well as ensuring we are providing ongoing services to our stakeholders. The Government of Ontario has enacted a [declaration of emergency](#), and with the recent *Municipal Emergency Act, 2020*, unanimously passed the City has the ability to move paper processes to electronic submissions. Planning, Infrastructure and Economic Development (PIED) has implemented the following changes and will continue to review items as they arise during these fast-changing times. PIED is modifying its 'Continuity of Operations' plans to meet the current evolving situation. Further information will be provided on Ottawa.ca to explain adjusted methods and services to help continue your required business with the City.

Please Note: these change only relate to 'Planning Applications' and/or 'Heritage Applications' but do not apply to 'Building Permit Applications'.

Electronic submission of Planning Applications and/or Heritage Applications:

- Electronic submission of planning applications will be accepted going forward (please send to the File Lead or the Planning Circulations inbox: planningcirculations@ottawa.ca)
- Electronic submission of heritage applications will be accepted going forward (please send to the File Lead or the heritage inbox: heritage@ottawa.ca)
- Any additional steps in the approval process will also be completed electronically, except for required legislated hard copies. The courier services at the City of Ottawa are still unaffected at this time and can continue to be used (Open from 8am – 4pm).
- City of Ottawa buildings are closed to the public, and the PIED service counters have been closed (City Hall, Ben Franklin Place, Kanata, CentrepoinTE, Kinburn, Metcalfe, Mary Pitt Centre, OrLéans)
- Development, Water, and road cut field inspections continue
- PIED is exploring all options to ensure business can continue. While staff will start the review of applications submitted digitally, paper copies of certain plans or legislatively required documentation may be requested in the future. Your File Lead will make arrangements to obtain these documents on a case by case basis.

Payments – There are 2 methods, one is a drop-box located at 100 Constellation Dr. and the other is using an electronic fund transfer:

Drop Box Payments:

All Client Service Centres have been closed, PIED has made arrangements to allow payments to be dropped off at the Provincial offences fine payment drop box which is located on the exterior of 100 Constellation building, to the left of the front doors. If submitting payment in the drop box, please advise your File lead by email as well.

When arriving at 100 Constellation's main doors, there is an 'exit only door' to the left. Beside the door is a drop box for Provincial Offences Fine Payments – please deposit envelopes in the drop box and they will be picked up. NOTE: This drop box is for payment only, not for plans or other documents related to your submission, the submissions must be done online, and you must indicate the application number and the amount of payment.

The following MUST be on your envelope or it will not be processed:

Your Company Name:

Application Number:

City Hall, 110 Laurier

Mail Code: 01-10

Electronic Fund Transfers (EFT) Payments:

Please ensure that Finance is notified of any EFT by email, and copy the File Lead. The email must include the application number and the amount transferred to allow staff to appropriately track the funds. Note: if you are not set up for an EFT, you can still submit your application electronically, ensure to note this when submitting to the inbox. PIED will reach out to you for next steps on how to set this up.

Banking information to use when transferring funds is as follows.

- Name on account: City of Ottawa
- Address: 100 Constellation Crescent
- Bank Name:
- Bank Address:
- Bank Phone number:
- Bank Transit # (5 digits):
- Institution # (3 digits):
- Account number:

Please note that above instructions apply to planning applications and heritage applications, and do not apply to building permit applications. Further information will be provided with respect to building permits at a later date.