



2020-22 Business Plans

MOVING FORWARD TOGETHER

waterloo.ca

THE CITY OF 
Waterloo



Integrated Planning & Public Works

We ensure a thoughtfully planned and executed sustainable built form that is maintained in an efficient and effective manner, promoting a high quality of life for the residents of Waterloo. We deliver service that is dependable and strives to consistently meet or exceed council's expectations.

OUR DIVISIONS

- Building Standards
- City Utilities
- Engineering Services
- Planning
- Transportation Services




COMMUNITY IMPACT

- **IPPW will be impacting the community every single day**
 - Directly tied to the Strategic Plan
 - Equity / Inclusion
 - Infrastructure Renewal
 - Sustainability
 - Growth, etc...



Building Standards

KEY INITIATIVES FOR 2020-2022

- Electric inspection vehicles 
- Public engagement and education 
- Create a new public portal and multi jurisdiction coordination (EDAP) 
- Building permit fee review 

[LINK TO OUR STRATEGIVE OBJECTIVES](#)



GUIDING PRINCIPLES



EQUITY, INCLUSION
AND A SENSE
OF BELONGING



SUSTAINABILITY &
THE ENVIRONMENT



SAFE,
SUSTAINABLE
TRANSPORTATION



HEALTHY COMMUNITY
& RESILIENT
NEIGHBOURHOODS



INFRASTRUCTURE
RENEWAL



ECONOMIC
GROWTH &
DEVELOPMENT







MEASURING PROGRESS

- Increase in online permit submissions
- Reduction in turnaround time for permit issuance
- Reduction in vehicular operating costs
- Reduction in incomplete applications and status letters
- Maintaining appropriate and sustainable operating costs
- Permit fees have remained the same since 2003 while our division has grown in staff and technology advancements



City Utilities

KEY INITIATIVES FOR 2020-2022

- Leak detection system (LDS) program 
- Sanitary groundwater infiltration program 
- Valve repair and nut replacement program  

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MEASURING PROGRESS

- Lead sampling, chlorine sampling
- Sewer manhole inspection and maintenance
- Inspection of backflow devices
- Catch basin and oil grit separator cleaning and inspections
- Hydrant inspections
- Manhole infiltration repairs
- Valve nut replacement program
- Leak Detection System (LDS)



Engineering Services

KEY INITIATIVES FOR 2020-2022

- Rehabilitation of Silver Lake, Laurel Creek and Waterloo Park 
- Reconstruction of Larch Street 
- Platinum Drive extension 

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MEASURING PROGRESS

- Supplier Performance Management System
- Pavement Quality Index
- Pipe defects, watermain break history, age and condition assessments, and closed circuit television (CCTV) results
- Data collection for the National Water and Wastewater Benchmarking Initiative
- Data collection for the National Transportation Benchmarking Initiative



Planning

KEY INITIATIVES FOR 2020-2022

- Urban design manual update 
- Electronic review and approval: site plan process 
- Community benefit charge strategy and bylaw 
- University avenue gateway study and plan 

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MEASURING PROGRESS

- An updated Urban Design Manual
- Electronic plans review
- Electronic approvals of site plan applications
- Direct incorporation of approved site plan with building permit
- A robust community benefit charges bylaw
- Creation of an implementation plan that guides decision-making and supports funding decisions for projects along the University Avenue corridor



Transportation Services

KEY INITIATIVES FOR 2020-2022

- Transportation master plan update  
- Maintenance standards for city roads/sidewalks  
- Traffic calming initiatives  

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MEASURING PROGRESS

- Active Waterloo Report (bi-annual report)
- Meeting the standards set out by Minimum Maintenance Standards

Questions?