



BUREAU DE L'OMBUDSMAN
VILLE DE GATINEAU

**Report by the Commission on the Issue of
Building Permits in Mass Wasting Zones**

RECOMMENDATIONS

Considering the preceding elements, the Commission recommends:

RECOMMENDATION 1

THE COMMISSION RECOMMENDS THAT THE SERVICE DE L'URBANISME ET DU DÉVELOPPEMENT DURABLE (SUDD) OF THE VILLE DE GATINEAU DETERMINE A SINGLE SPOKESPERSON FOR COMPLEX FILES SUCH AS THOSE WE HAVE ANALYZED IN ORDER TO ENSURE THAT ACCURATE INFORMATION IS FORWARDED TO THE CITIZEN AND OTHER PARTIES INVOLVED, AND TO FACILITATE COMMUNICATION, AVOIDING AMBIGUITIES.

The Commission reiterates the recommendation issued in the February 2015 report by the *Commission d'enquête sur la réglementation applicable en zone inondable*, which reads as follows:

"To improve processing of complex and exceptional files:

THE COMMISSION RECOMMENDS THAT THE SERVICE DE L'URBANISME ET DU DÉVELOPPEMENT DURABLE ASSIGN AN INDIVIDUAL TO ACCOMPANY THE CITIZEN DURING THE EVALUATION PROCESS INCLUDING:

- a. HELPING TO UNDERSTAND MUNICIPAL BYLAWS;*
- b. PROVIDING COMPLETE, REGULAR AND TIMELY INFORMATION;*
- c. WITH THE CITIZEN, ATTEMPTING TO FIND POSSIBLE SOLUTIONS."*

RECOMMENDATION 2

THE COMMISSION RECOMMENDS THAT THE SERVICE DE L'URBANISME ET DU DÉVELOPPEMENT DURABLE (SUDD) IMPLEMENT, AS SOON AS POSSIBLE, A CENTRALIZED TOOL, SUCH AS A LOGBOOK TO BETTER TRACK REQUESTS BOTH AT THE SERVICE AND MANAGEMENT LEVELS.

The Commission reiterates a recommendation issued in the February 2015 report by the *Commission d'enquête sur la réglementation applicable en zone inondable*.

RECOMMENDATION 3

Given that a major part of the *Ville de Gatineau* Territory is made up of mass wasting zones at risk of landslides, such as identified in the new map and included in the recently adopted land use plan (map number 10).

Given the scarcity of experts in this field and the shortage of experts within the *Service de l'urbanisme et du développement durable (SUDD)*.

THE COMMISSION RECOMMENDS THAT THE *SERVICE DE L'URBANISME ET DU DÉVELOPPEMENT DURABLE (SUDD)* COME TO AN AGREEMENT WITH ALL INVOLVED PARTIES REGARDING THE CHOICE OF EXPERTS IN ORDER TO MINIMIZE COSTS AND AVOID CONTRADICTIONS BY EXPERTS.

RECOMMENDATION 4

THE COMMISSION RECOMMENDS THAT THE *SERVICE DE L'URBANISME ET DU DÉVELOPPEMENT DURABLE (SUDD)* OF THE *VILLE DE GATINEAU* RECRUIT AND INTEGRATE A PERSON WITH GEOTECHNICAL EXPERTISE TO ITS TEAM OF PROFESSIONALS IN ORDER TO ACQUIRE THE KNOWLEDGE NECESSARY TO DEAL WITH ZONES AT RISK OF LANDSLIDES.

RECOMMENDATION 5

THE COMMISSION RECOMMENDS THAT THE SUDD SET UP A MULTIDISCIPLINARY AND MULTIMINISTERIAL COMMITTEE OF EXPERTS INCLUDING THE *MINISTÈRE DES TRANSPORTS DU QUÉBEC*, THE *MINISTÈRE DE LA SÉCURITÉ PUBLIQUE* AND THE *MINISTÈRE DU DÉVELOPPEMENT DURABLE DE L'ENVIRONNEMENT ET DES CHANGEMENTS CLIMATIQUES* IN ORDER TO FIND EFFECTIVE AND EFFICIENT INTERVENTION SOLUTIONS WITHIN A GLOBAL PLAN TO STABILIZE EXISTING RESIDENCES IN ZONES AT RISK, AND TO ALLOW FUTURE DEVELOPMENT SUCH AS IT MAY DETERMINE, NOT AS DETERMINED ON A CASE-BY-CASE BASIS.

RECOMMENDATION 6

THE COMMISSION RECOMMENDS THAT, WHEN MAJOR CHANGES OCCUR, SUCH AS THE TABLING OF A NEW MAP, ITS IMPLICATIONS AND ZONES AT RISK OF LANDSLIDES WITHIN ITS BOUNDARIES, THE INFORMATION BE RELEASED TO ELECTED OFFICIALS, CITIZENS AND STAKEHOLDERS AFFECTED BY THESE CHANGES.

RECOMMENDATION 7

THE COMMISSION RECOMMENDS THAT, IN THE EVENT OF CHANGES TO MAPPING WHICH INVOLVE MASS WASTING ZONES AND FOR WHICH MEASURES MUST THEREFORE BE UNDERTAKEN, INCLUDING EXPENDITURES FOR SOIL STABILIZATION, THE *MINISTÈRE DE LA SÉCURITÉ PUBLIQUE* SUPPORT MUNICIPALITIES DURING THE IMPLEMENTATION OF THESE MEASURES BY PROVIDING THE NECESSARY FUNDING.