

Edmonton



Urban Form and Corporate Strategic Development

Quarterly Activity Report

FOURTH QUARTER 2019

ACTIVITY REPORT

SUMMARY

Land Development Process



The City of Edmonton's land development process aligns with and contributes to the goals of CONNECTEDMONTON, Edmonton's Strategic Plan for 2019 - 2028. CONNECTEDMONTON's four strategic goals are:

- **Healthy City** - Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians
- **Urban Places** - Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful
- **Regional Prosperity** - Edmonton grows prosperity for our Metro Region by driving innovation, competitiveness and relevance for our businesses at the local and global level
- **Climate Resilience** - Edmonton is a city transitioning to a low carbon future, has clean air and water and is adapting to a changing climate

Strategic plans, such as Edmonton's Municipal Development Plan (The Way We Grow), shape how the city will grow by guiding how land is used and new developments are built. Area Structure Plans and Neighbourhood Structure Plans establish the layout and function of neighbourhoods and identify where roads, shops, schools, homes, and parks will be.

Rezoning determines the type and scale of development permitted on a parcel of land. **Subdivisions** create new parcels, including condominium and strata parcels. **Servicing agreements** provide for the construction of necessary infrastructure such as water, roads, and power.

Approval of **development permits** determine the site use, building size, building location, and landscaping. Whereas **building permits**, mechanical and electrical permits, and inspections ensure that buildings comply with safety codes and energy regulations.

Licences are issued for business and transportation providers to make sure that requirements appropriate to the business, such as noise control, patron management and police information checks, are met.

This report is intended to highlight key activities throughout the land development process. It is not a comprehensive listing of all activities in the land development process or work completed by the Urban Form and Corporate Strategic Development Department.

ACTIVITY REPORT

URBAN FORM & CORPORATE STRATEGIC DEVELOPMENT HIGHLIGHTS

Highlights of 2019 - Quarter 4

1. On December 1, 2019, the City of Edmonton officially adopted the National Fire Code - 2019 Alberta Edition which establishes fire protection requirements for the safe use and maintenance of buildings, including references to design and construction standards in the National Building Code - 2019 Alberta Edition.
2. Builders are now required to request temporary residential heating permits directly.
3. Beginning on December 13, 2019, builders will only need to request one plumbing groundworks inspection and one electrical underground inspection for each semi-detached or row housing project.
4. The Safety Codes Inspection Efficiencies project was launched last month with the goal of reducing the number of discretionary inspections. Some Plumbing Stack, Plumbing Groundworks, HVAC Stack and HVAC Concealed duct inspections may not be conducted for every project.
5. Customers who have requested Plumbing Stack, Plumbing Groundworks, HVAC Stack and HVAC Concealed duct inspections may receive an email at 10 am on the day the inspection is scheduled letting them know it is not required. This process only applies to single detached family homes and customers must still request an inspection for these inspection types.
6. The Urban Form Business Transformation (UFBT) initiative is now complete. The initiative focused on changing the way we provide planning and development services and improving customer service. The UFBT team worked with City staff and city-building partners (industry, citizens, service providers, etc) to find and implement creative solutions to specific challenges.
7. Even though the UFBT initiative is finished, our 2020 workplan is developed and we have begun executing it. We will focus on:
 - monitoring changes made in 2019 to measure value,
 - improving development permits, building permits and business licensing services to support a business-friendly city, and
 - reviewing opportunities to reduce timelines for all planning and development services for increased predictability.

ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

A land development application (LDA) is required to do any of the following:

- create or amend an Area Structure Plan (ASP) or Neighbourhood Structure Plan (NSP)
- change the zoning of land (rezoning)
- close a portion of roadway (road closure), or
- change the regulations in an existing zone (text amendment)

Plans, rezonings, road closures and text amendments are executed by bylaw, which require approval by City Council. Subdivisions are approved by the Subdivision Authority. A single LDA can contain multiple elements, such as a plan amendment (includes ASP, NSP, and Plans), rezoning, each requiring its own bylaw or approval.

Bylaws resulting from LDAs are brought to Public Hearing for City Council's consideration. The number of bylaws brought to Public Hearing represents the completion of the City's work on a given LDA.

Text amendment values include applicant initiated bylaws only, and exclude amendments requested by City Council.

1 Land Development Applications Received

		2017					2018					2019				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
LDA Applications Received	Rezoning	41	32	41	24	138	26	40	52	39	157	33	38	39	38	148
	Rezoning & Plan Amendment	13	14	13	10	50	12	16	16	23	67	13	15	18	19	65
	Road Closure	5	5	4	8	22	4	7	4	7	22	10	3	5	4	22
	Text Amendment	1	2	1	1	5			2		2		1			1
	Others	10	8	8	5	31	3	16	7	4	30	6	3	5	2	16
	Total	70	61	67	48	246	45	79	81	73	278	62	60	67	63	252

2 Bylaws Brought to Public Hearing

		2017				2018				2019			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bylaws Brought to Public Hearing	Rezoning	11	30	31	16	27	24	30	36	24	26	39	26
	Rezoning & Plan Amendment	6	6	6	9	13	10	8	11	11	20	14	7
	Road Closure					3	3	8	3	1	2	3	1
	Text Amendment	3	10	8	2	4	3	3	4	2	2	3	1
	Others	9	11	11	4	4	4	15	7	6	7	7	6
	Total	29	57	56	31	51	44	64	61	44	57	66	41

ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

Processing LDAs involves the review of technical information by civic agencies and external organizations (such as utilities), as well as engagement with the public. As new applications vary significantly in completeness and complexity, completion time varies.

Average timelines for completing LDAs are calculated on an annual basis, based on the difference between the date the LDA fees are paid and the date of council approval. Timelines reflect both processing time by the City and time spent by applicants updating, changing or pausing their application. The average is in calendar days.

Non-complex files conforms with the neighbourhood plan, goes from low density to low density, does not require the City to host a public event, aligns to City guidelines, and requires minimal servicing/infrastructure and technical implicatons.

Complex files can be accompanied by a plan amendment, involve a change of land use or scale of land use (residential to commercial, or low density to higher density).

The target is 90 calendar days for a Non-Complex Rezoning application and 160 calendar days for complex rezoning applications.

Average Timelines for Completing LDAs* by Complexity for Each Bylaw Type

		2017					2018					2019				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Rezoning	Non-Complex														77	77
	Unclassified	189	348	147	181	230	186	135	179	148	163	133	176	174	159	162
	Total	189	348	147	181	230	186	135	179	148	163	133	176	174	156	161
Rezoning and Plan Amendment	Unclassified	192	187	410	222	270	289	385	370	174	302	273	216	207	314	240
	Total	192	187	410	222	270	289	385	370	174	302	273	216	207	314	240
Road Closure	Unclassified						1,001	642	764	251	669	289	282	214	202	248
	Total						1,001	642	764	251	669	289	282	214	202	248
Others	Unclassified	319	277	147	114	239	407	203	450	320	343	584	638	241	129	385
	Total	319	277	147	114	239	407	203	450	320	343	584	638	241	129	385
Text Amendment	Unclassified	144	401	89		211				502	502					
	Total	144	401	89		211				502	502					

'Unclassified' - all applications were classified the same.

*The annual average timelines for completing LDAs includes the timelines of agencies the City has no control over (ATCO, EPCOR).

As of 2019 Q4, the methodology was revised. Start and end times have been updated to ensure consistent reporting. As well, applications that fall within multiple categories appear in the "Others" category.

ACTIVITY REPORT

SUBDIVISION

The following are brief explanations for what is included in subdivision statistics:

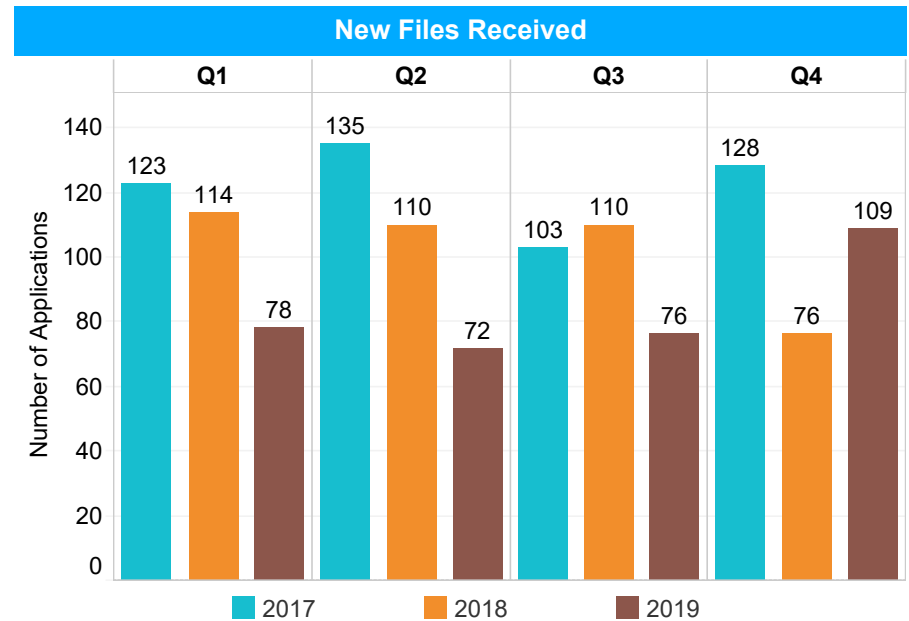
Major - Includes applications that are in new or developing areas of the city where new infrastructure (such as roads, underground utilities, parks) have not yet been constructed.

Minor - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. This includes applications such as boundary adjustments, title separations, and condominium applications.

Lot splits (Residential lot splits only) - Subdivision of an existing residential lot to create additional single detached, semi-detached, or row housing lots. These subdivisions typically occur in mature residential neighbourhoods. Single lots have a lot width greater than or equal to 10.4m, while Skinny Single lots have a lot width less than 10.4m.

Conditionally Approved Applications - Subdivisions that have been reviewed and conditionally approved by the Subdivision Authority with conditions attached. Conditions must be satisfied or removed before the subdivision can be registered.

Approved for Registration - Plan of Survey has been reviewed, Conditions of Approval letter have been completed, and Subdivision Authority has granted consent to register the Plan of Survey.



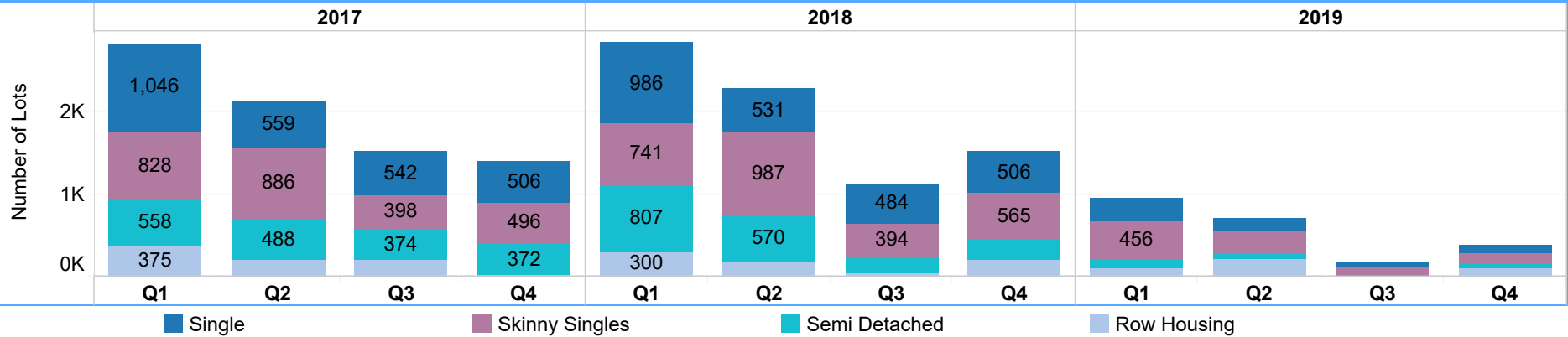
1 Subdivision Applications by Type

		2017				2018				2019			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Major	Conditionally Approved Applications	20	26	18	15	28	17	8	16	25	19	9	5
	AVG. Days from Submission to Decision	225	260	249	150	247	174	233	142	223	299	119	84
	Approved for Registration	17	10	18	47	15	11	35	50	18	13	32	13
	AVG. Days of Approvals for Registration	73	22	41	48	40	24	18	25	11	7	15	13
Minor	Conditionally Approved Applications	31	22	14	16	26	29	24	17	22	21	20	19
	AVG. Days from Submission to Decision	41	47	58	85	55	59	57	65	55	60	50	47
	Approved for Registration	16	10	6	18	8	11	5	7	6	9	11	9
	AVG. Days of Approvals for Registration	54	46	147	44	28	27	14	9	8	6	10	3
Lot Splits	Conditionally Approved Applications	71	100	79	87	69	79	90	65	46	53	32	60
	AVG. Days from Submission to Decision	48	42	40	40	45	50	44	44	47	37	41	38
	Approved for Registration	52	80	74	72	82	67	57	78	61	53	48	31
	AVG. Days of Approvals for Registration	n/a	26	23	20	30	34	11	14	9	9	11	8

ACTIVITY REPORT

SUBDIVISION

Conditionally Approved Single/Semi Detached/Row Housing



2 Lots Conditionally Approved and Lots Approved for Registration

		2017					2018					2019				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Lots Conditionally Approved	Single	1,046	559	542	506	2,653	986	531	484	506	2,507	282	152	59	97	590
	Skinny Singles	828	886	398	496	2,608	741	987	394	565	2,687	456	277	102	120	955
	Semi Detached	558	488	374	372	1,792	807	570	210	252	1,839	106	72	8	64	250
	Row Housing	375	188	199	22	784	300	183	26	191	700	99	204	0	97	400
	Multiple Family	6	4	2	2	14	8	26	10	5	49	14	12	5	5	36
	Commercial	7	13	7	6	33	9	7	3	9	28	7	0	6	2	15
	Industrial	6	7	22	0	35	3	4	22	1	30	4	0	8	1	13
	Total	2,826	2,145	1,544	1,404	7,919	2,854	2,308	1,149	1,529	7,840	968	717	188	386	2,259
Lots Approved for Registration	Single	494	87	504	785	1,870	61	107	507	871	1,546	55	171	391	74	691
	Skinny Singles	216	237	285	1,251	1,989	51	61	694	800	1,606	359	41	437	198	1,035
	Semi Detached	282	296	143	362	1,083	102	30	474	465	1,071	106	82	96	24	308
	Row Housing	155	0	72	387	614	36	87	264	195	582	127	0	176	158	461
	Multiple Family	2	3	10	20	35	5	5	6	7	23	2	5	8	3	18
	Commercial	6	7	4	8	25	5	5	5	0	15	10	4	9	3	26
	Industrial	4	0	0	2	6	0	0	1	3	4	2	1	18	2	23
	Total	1,159	630	1,018	2,815	5,622	260	295	1,951	2,341	4,847	661	304	1,135	462	2,562

* Lot splits are not included in lot counts

ACTIVITY REPORT

SERVICING AGREEMENTS

A servicing agreement is a legal contract between the developer or property owner and the City of Edmonton which must be met and agreed upon prior to the development proceeding.

Servicing agreements provide for the construction of necessary infrastructure such as water, roads, and power. The agreement can be a requirement of a Subdivision or a development permit and often includes the review and approval of engineering drawings.

The engineering drawings include the design and construction of municipal improvements such as water mains, storm and sanitary sewers, roads, sidewalks, curbs and gutters, power, street lighting, landscaping and various other items that are necessary to service land being developed or redeveloped.

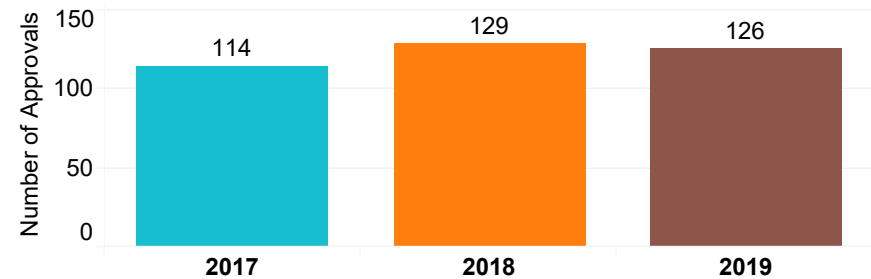
With every servicing agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications approved indicates the volume of serviced lots that will be available in the near future.

This data is displayed on an annual basis due to the seasonality of the business.

Servicing Agreements

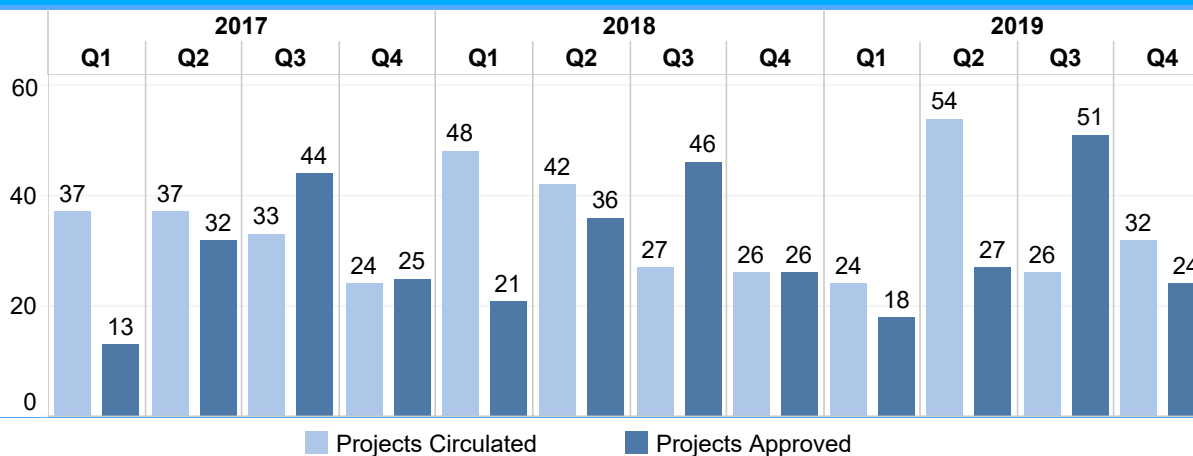
	2017	2018	2019
Single Family Lots	4,635	4,721	2,191
Projects Approved	114	129	126
Industrial Lots	11	4	20
Multiple Family Lots	35	28	18
Commercial Lots	8	13	15

Servicing Agreement Approvals



ENGINEERING DRAWINGS

Projects Circulated Vs Projects Approved



Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

Projects Circulated - Refers to the volume of projects that have been submitted by the applicant and have been circulated to the various reviewing agencies. Drawings have not yet been approved.

Projects Approved - Refers to the volume of projects that have gone through all necessary iterations between the applicant and reviewing agencies. Drawings have been approved by the City.

ACTIVITY REPORT

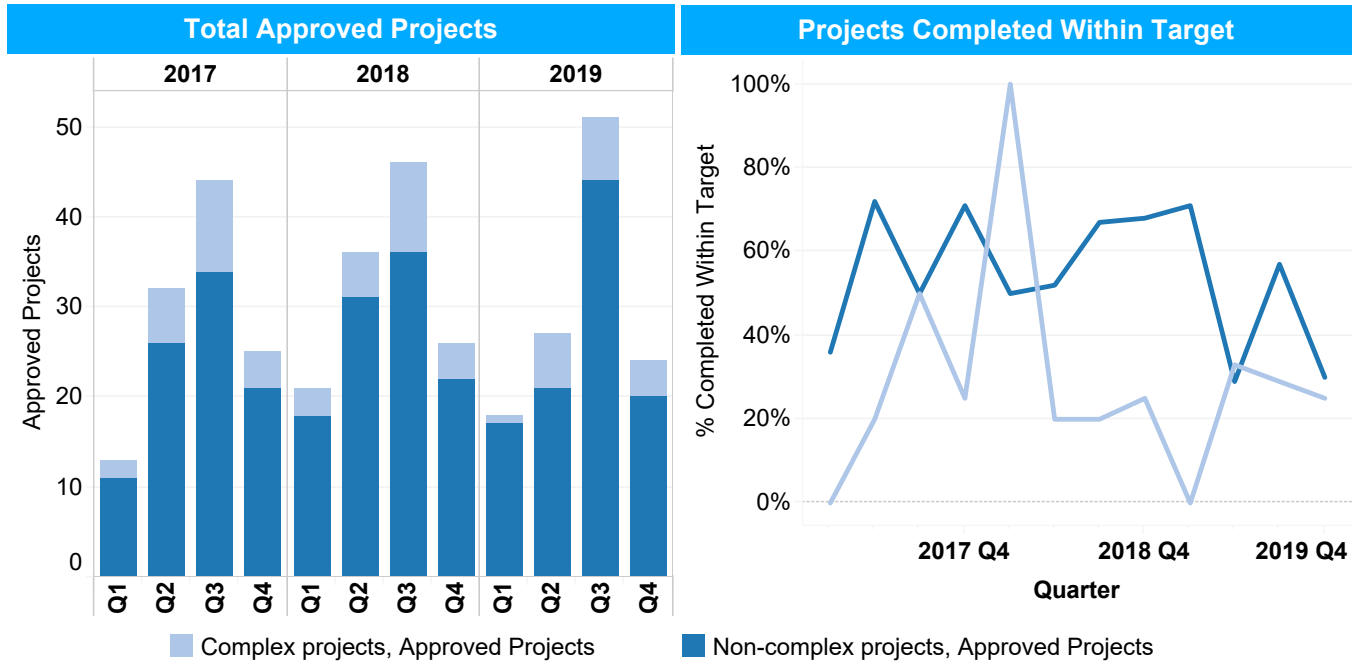
ENGINEERING DRAWINGS

Engineering drawings are categorized as non-complex or complex. Non-complex drawings are identified as projects that contain elements that are standard on most drawing submissions, such as roadway cross sections and approved pipe materials. Typically, non-complex projects are the continuation of adjoining existing developments.

Complex projects are characterized as projects that contain elements that are not typical in most drawing submissions, such as stormwater management facilities, lift stations, arterial roadways or creek crossings. These projects may require additional input from specialists or experts.

The target of 100 days is a joint target between the City and applicants, in calendar days.

Projects over 300 days are removed from the analysis.



1 Projects Approved by Type

		2017				2018				2019			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Non-complex projects	Approved Projects	11	26	34	21	18	31	36	22	17	21	44	20
	% Completed Within Target	36%	72%	50%	71%	50%	52%	67%	68%	71%	29%	57%	30%
	Average Days with the City	57	60	62	59	62	78	54	61	69	65	66	74
	Average Days with the Applicant	42	28	44	35	37	39	30	21	35	24	31	45
Complex projects	Approved Projects	2	6	10	4	3	5	10	4	1	6	7	4
	% Completed Within Target	0%	20%	50%	25%	100%	20%	20%	25%	0%	33%	29%	25%
	Average Days with the City	100	61	87	39	40	71	73	94	91	66	78	78
	Average Days with the Applicant	64	44	72	75	13	59	61	78	72	66	46	43

ACTIVITY REPORT

COMMERCIAL, INDUSTRIAL AND OTHER DEVELOPMENT PERMITS

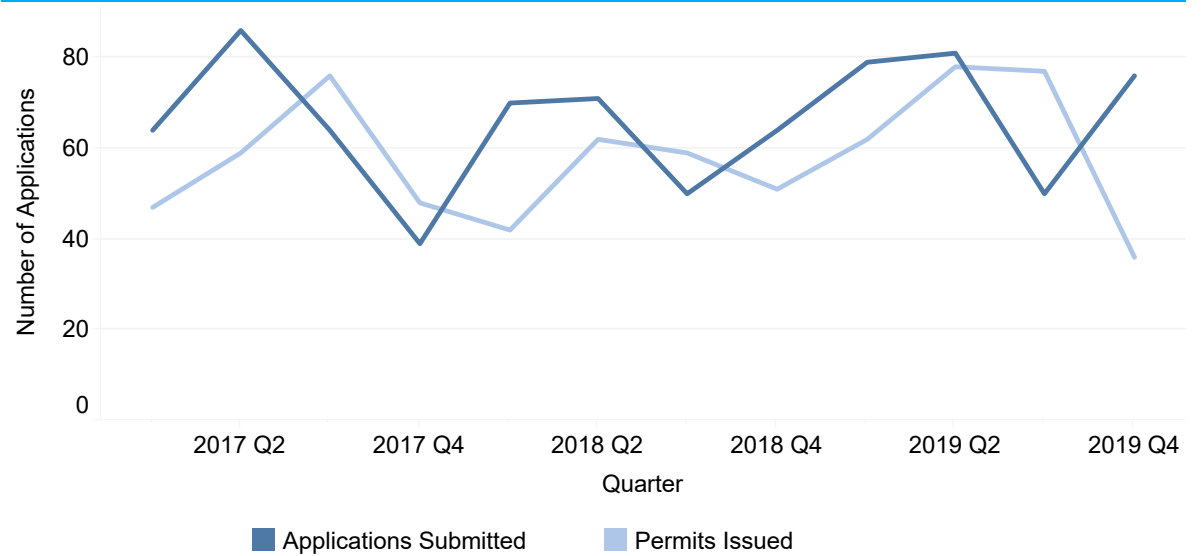
Development permits are written approvals from the City that the location, size, and use of a building complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

The amount of time taken to issue a development permit varies significantly, depending on the type of development permit and application complexity. Permits for minor changes can be issued in one day, while permits for new commercial buildings typically take several weeks. Applications for developments that are listed as a discretionary use in the Zoning Bylaw require notification to neighbouring property owners and typically take longer to complete.

Other factors that influence timelines include whether circulation to other civic agencies or assessments are required.

The single most common cause of delay in processing development permits is incomplete or insufficient information, which may result in reviews of the permit prior to the approval.

Development Permits for New Commercial, Industrial and Apartment Buildings



1 Development Permits for New Commercial, Industrial & Apartment Buildings

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	64	86	64	39	253	70	71	50	64	255	79	81	50	76	286
Permits Issued	47	59	76	48	230	42	62	59	51	214	62	78	77	36	253
Median Work Days to Issue	58	58	63	65	62	66	47	67	61	61	53	62	60	47	60

2 Other Major Development Permits

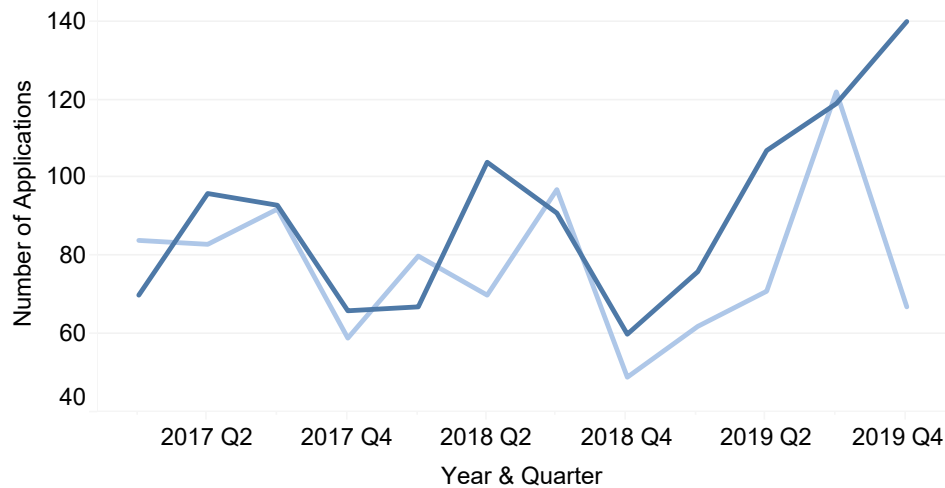
Applications Submitted	352	421	404	306	1,483	351	463	433	315	1,562	293	369	285	273	1,220
Permits Issued	320	307	377	279	1,283	298	321	358	307	1,284	237	327	271	220	1,055
Median Work Days to Issue	10	12	16	17	14	16	17	22	16	18	15	15	18	13	15

ACTIVITY REPORT

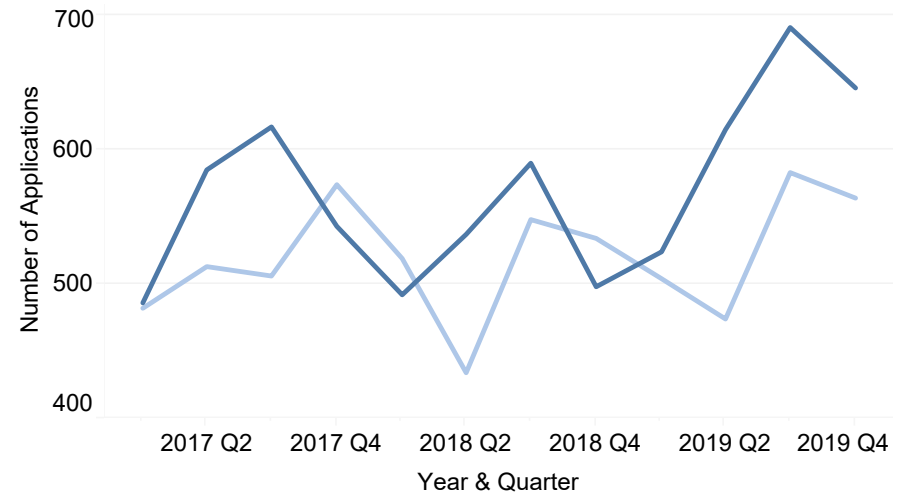
COMMERCIAL, INDUSTRIAL AND OTHER BUILDING PERMITS

Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations. Commercial, industrial, and other permits includes various types of non-residential permits: permits for new buildings (including apartments), additions, exterior or interior alterations, parking lots, and change of use.

Building Permits for New Construction



Demolitions & Other Additional Building Permits



■ Applications Submitted

■ Permits Issued

1 Building Permits for New Construction*

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	70	96	93	66	325	67	104	91	60	322	76	107	119	140	442
Permits Issued	84	83	92	59	318	80	70	97	49	296	62	71	122	67	322
Median Work Days to Issue	61	34	32	49	40	55	47	48	68	52	47	49	48	68	56

2 Demolitions and Other Additional Building Permits**

Applications Submitted	486	585	617	543	2,231	492	537	590	498	2,117	524	615	691	646	2,476
Permits Issued	482	513	506	574	2,075	519	434	548	534	2,035	504	474	583	564	2,125
Median Work Days to Issue	19	22	28	29	25	23	28	32	29	29	25	27	41	34	33

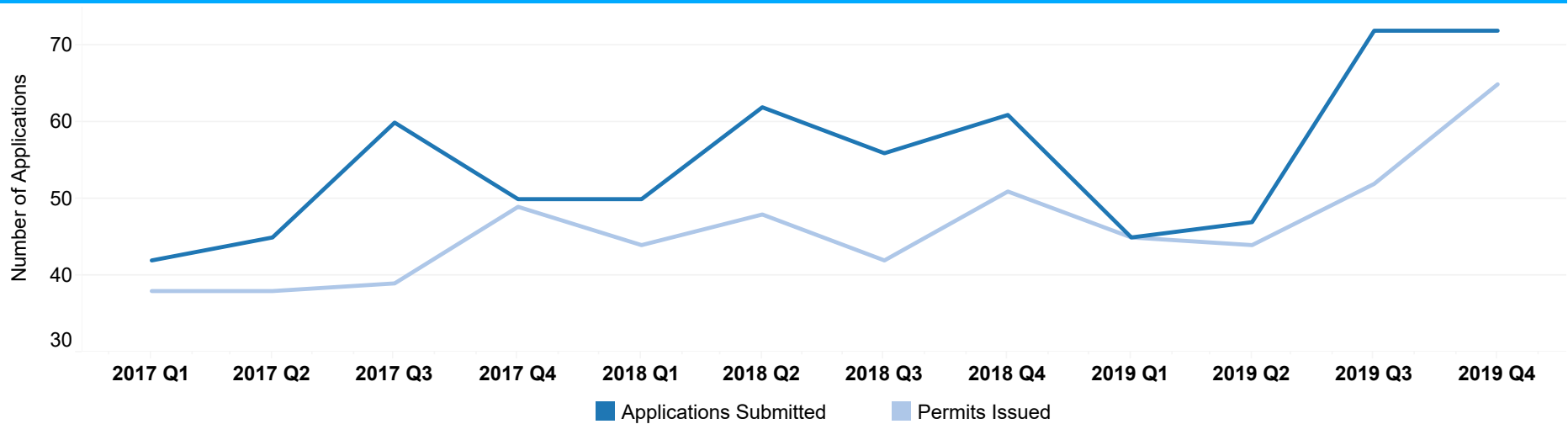
*As of 2019 Q1, building permits new construction only includes permits that are categorized as 'New'

**Other additional building permits includes additions, exterior and interior alterations, excavations, footing and foundation, and structural frames

ACTIVITY REPORT

RESIDENTIAL MULTI-FAMILY DEVELOPMENT PERMITS

New Multi-Family Development Permits



1 New Multi-Family Development Permits*

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	42	45	60	50	186	50	62	56	61	225	45	47	72	72	231
Permits Issued	38	38	39	49	164	44	48	42	51	185	45	44	52	65	206
Median Work Days to Issue	21	28	11	9	14	15	12	25	20	16	14	48	13	15	16

1.1 New Multi-Family Development Permits (Projects up to 4 dwellings)

Permits Issued	32	28	32	44	136	34	33	29	41	137	37	24	31	49	141
Median Work Days to Issue	7	12	7	5	7	8	10	9	15	10	9	10	11	13	11
% Permits issued within 55 bus. days (Target = 75%)	79%	77%	100%	100%	90%	90%	100%	88%	94%	94%	91%	94%	100%	96%	95%

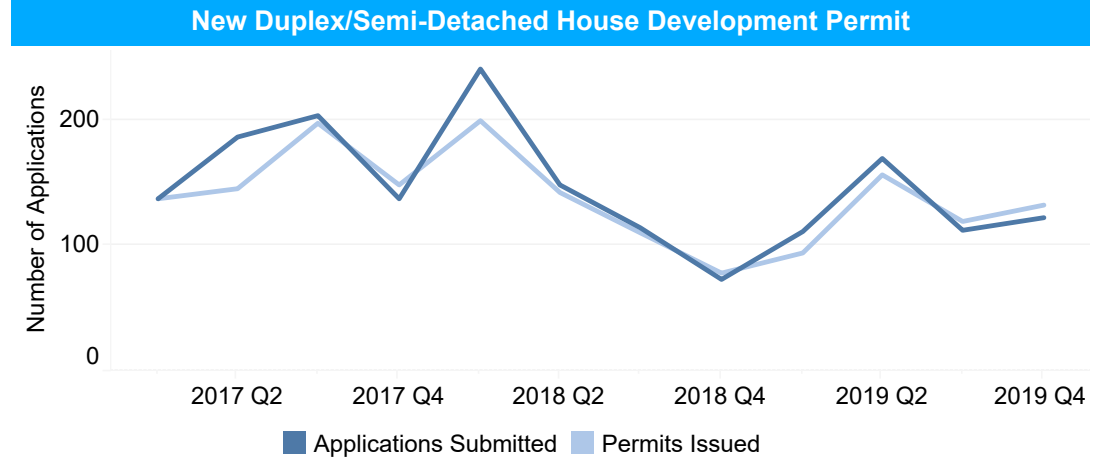
* Note: These numbers exclude projects within mature neighbourhood overlay. A Multi-Family residential development includes row housing and apartment dwellings.

ACTIVITY REPORT

RESIDENTIAL SEMI-DETACHED HOUSE DEVELOPMENT PERMITS

When class A applications are complete and are not contained within a mature neighbourhood overlay, the target time to issue permits is 6 business days. The target timelines for issuing Class B (discretionary development not within a Mature Neighbourhood Overlay) and Complex (Mature Neighbourhood Overlay) permits are longer. Incomplete permit applications, those requiring bylaw exceptions, or those put on hold by the applicant are likely to take additional time.

Performance Targets for semi-detached house development permits:
 Class A - 75% permits issued within 6 business days
 Class B - 75% permits issued within 15 business days
 Complex - 75% permits issued within 55 business days
 The actual results include times for complete and incomplete applications.



1 New Duplex/Semi-Detached House Development Permit

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	137	186	203	137	658	240	148	114	73	575	111	169	112	122	514
Permits Issued	137	145	197	148	627	199	142	110	78	529	94	156	119	132	501

2.1 Semi-Detached House - Class A

Permits Issued	111	117	159	110	497	169	102	92	53	416	74	131	81	99	385
Median work days to issue	2	3	3	3	3	4	5	5	4	5	4	6	5	5	5
% Class A Permits issued within 6 days	93%	93%	88%	90%	91%	72%	64%	60%	84%	69%	76%	55%	62%	68%	64%

2.2 Semi-Detached House - Class B

Permits Issued	4	7	3	6	20	6	12	2	4	24	4	1	7	12	24
Median work days to issue	5	3	3	8	3	23	4	40	8	5	6	8	10	7	7
% Class B Permits issued within 15 days	83%	86%	100%	67%	82%	50%	100%	0%	75%	75%	100%	100%	71%	83%	83%

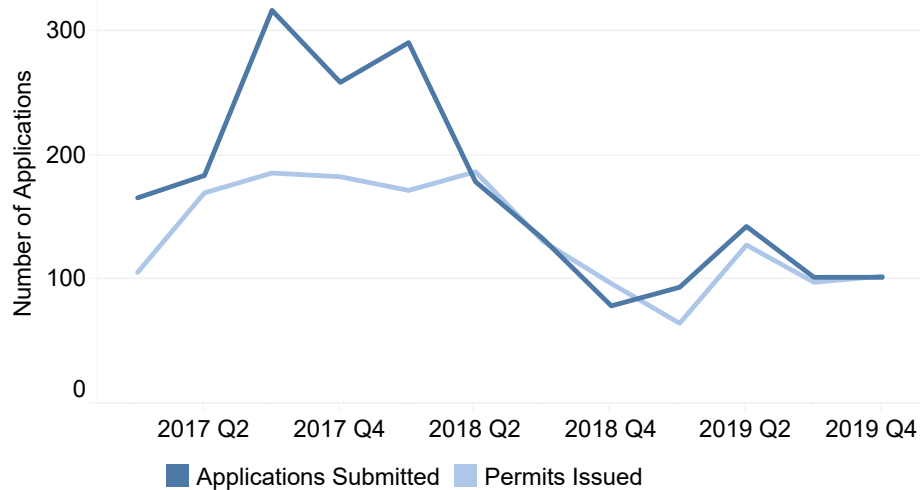
2.3 Semi-Detached House - Complex

Permits Issued	21	21	34	30	106	21	23	16	19	79	14	20	25	17	76
Median work days to issue	38	37	35	48	37	42	38	58	64	47	32	40	27	28	33
% of Complex Permits issued within 55 days	60%	81%	78%	66%	72%	67%	72%	50%	33%	57%	80%	62%	79%	67%	72%

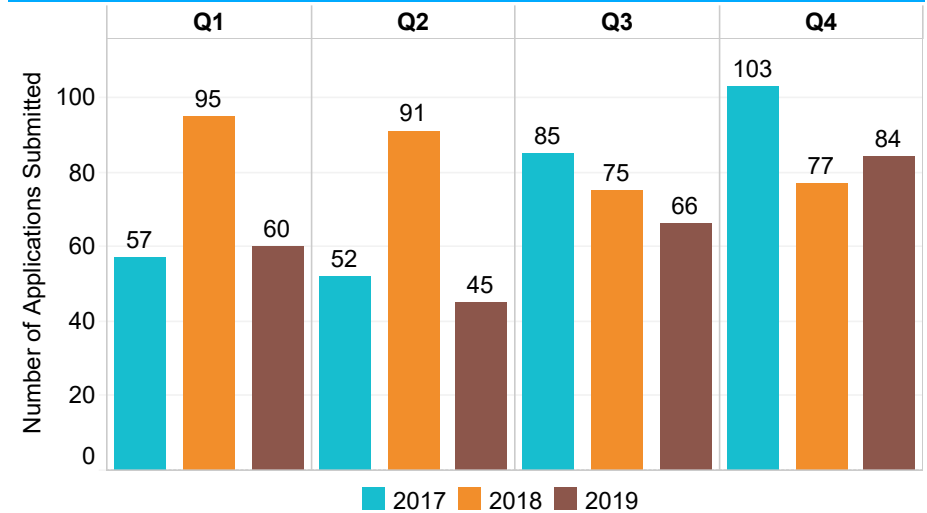
ACTIVITY REPORT

RESIDENTIAL SEMI-DETACHED HOUSE AND ROWHOUSING BUILDING PERMITS

Semi-Detached Building Permits - projects up to 2 dwelling units



Rowhousing Building Permits - projects with 3 or more dwelling units



3 Semi-Detached House and Rowhousing Building Permits

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	223	236	402	362	967	386	270	208	162	996	168	218	188	208	768
Permits Issued	150	228	227	271	876	230	270	209	160	869	126	199	157	212	694

4 Semi-Detached Building Permits - projects up to 2 dwelling units

Applications Submitted	166	184	317	259	716	291	179	133	79	672	94	143	102	102	439
Permits Issued	106	170	186	183	645	172	187	131	97	587	65	128	98	103	394
% Permit issued within 25 business days	56%	40%	58%	47%	50%	48%	53%	52%	64%	53%	49%	81%	44%	47%	58%

5 Rowhousing Building Permits - projects with 3 or more dwelling units

Applications Submitted	57	52	85	103	251	95	91	75	77	318	60	45	66	84	245
Permits Issued	44	58	41	88	231	58	83	78	62	281	49	54	33	82	218
Median work days to issue	53	35	25	43	34	30	25	27	26	28	24	24	33	23	24

ACTIVITY REPORT

SINGLE DETACHED HOUSE PERMITS

Two permits are required for the construction of a Single Detached House; Development and Building Permits

Beginning in 2018, the methodology for performance measures was revised for single detached houses to provide more predictability by measuring time within UFCSD's control. The City is now measuring and reporting time from receipt of a complete application, including fees paid, to the time a decision is made. Decisions can be threefold: approved, refused, or more information required. Circulation to other City departments, notification period, and where required, community consultation are not included in these timelines.

Applications submitted includes applications that meet the requirements to start the review process. These applications still may not have all the necessary information to approve or refuse an application.

1 Development Permits

1.1 Expedited Development Permits

		2017					2018					2019				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Application Intake	Applications Submitted (Intake)	97	96	109	87	389	82	101	111	90	384	100	126	107	142	475
	% of Applications reviewed* within 2 business days	100%	99%	100%	100%	100%	100%	96%	99%	99%	98%	99%	100%	100%	100%	100%
	95% of applications reviewed within (business days)	1	1	0	0	1	0	2	0	0	0	0	0	0	0	0
Development Review	Applications Submitted (Intake)	89	104	109	87	389	82	102	110	92	386	100	127	108	142	477
	% of Applications reviewed* within 2 business days	100%	100%	96%	95%	98%	68%	92%	71%	78%	78%	73%	83%	94%	90%	86%
	95% of applications reviewed within (business days)	1	1	2	2	2	6	3	7	6	6	6	6	3	3	5

1.2 Non-Expedited Development Permits

Intake	Applications Submitted	762	891	813	677	3,143	1,017	1,002	610	555	3,184	608	714	720	748	2,790
	% of apps. reviewed within 2 bus. days	86%	86%	92%	86%	88%	77%	64%	77%	97%	76%	98%	93%	91%	96%	95%
	95% of apps. reviewed within (bus. days)	5	5	3	5	5	6	4	4	2	4	2	3	3	2	3
Development Review Greenfield	Applications Submitted	656	820	640	582	2,698	836	847	504	459	2,645	501	597	617	690	2,405
	% of apps. reviewed within targets (15 days in winter, 20 in summer)	97%	99%	100%	90%	97%	94%	96%	95%	92%	95%	96%	98%	99%	84%	94%
	95% of apps. reviewed within (bus. days)	15	16	14	18	16	16	17	19	17	17	15	17	14	18	17
Development Review Infill	Applications Submitted	131	147	183	78	539	162	174	156	97	579	122	109	96	67	394
	% of apps. reviewed within target (20 days in winter, 30 in summer)***	43%	59%	34%	46%	45%	34%	56%	68%	51%	53%	90%	97%	96%	93%	94%
	95% of applications reviewed within (business days)	59	61	67	45	63	48	50	44	41	47	22	28	20	23	27

2 Building Permits

Plans Examination Review	Applications Submitted**	605	872	973	743	3,193	920	1,233	775	619	3,547	752	859	787	753	3,151
	% apps. reviewed within target (15 days in winter, 20 in summer)	75%	98%	98%	93%	93%	97%	98%	98%	90%	97%	89%	96%	98%	97%	95%
	95% of applications reviewed within (business days)	39	15	12	17	20	12	13	15	20	15	26	19	14	13	19

* If an application qualifies for an expedited review, the development permit can be issued by intake team.

** Applications submitted includes applications that meets requirements to start review process. These applications still may not have all necessary information for the decision.

*** The previous quarters' numbers have been revised due to inaccuracies in calculation methodology.

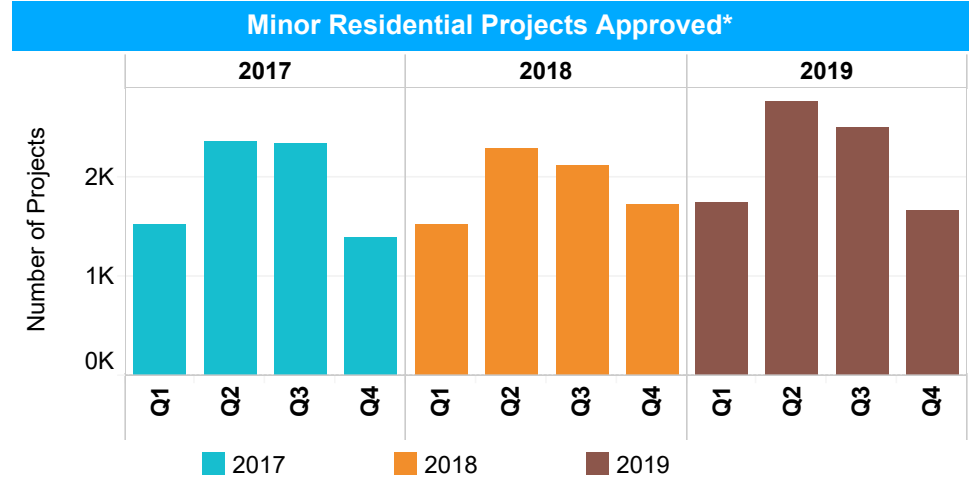
ACTIVITY REPORT

MINOR RESIDENTIAL PERMITS

In 2018, Home Improvement Permits were launched for minor residential projects such as detached garages, decks, and interior and exterior alterations. This new permit includes development and building permits; multiple projects can be issued under one permit. Home Improvement Permits replaces separate development, building, and other combined permits that were previously used for minor residential projects.

Simple residential permits, such as uncovered decks and minor accessory structures can be issued in one day at the Service Center. Permits may take longer to issue if they are for discretionary development, require a variance, are located within a neighbourhood overlay, or the initial application submission is incomplete.

A permit is considered issued after all required documents have been received, all associated fees paid, and the plans review completed. After a permit is issued and construction is complete, at least one safety code inspection will be conducted.



1 Minor Residential Permit

		2017					2018					2019				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Development Permit	Applications Submitted	398	593	634	396	2,019	406	597	489	212	1,701	49	66	66	47	228
	Median work days to issue	7	10	6	6	7	4	10	14	12	10	15	10	16	7	12
Accessory Bldg & Uncovered Deck Combo	Applications Submitted	452	1,065	1,018	468	3,001	431	1,030	457	41	1,957					
	Median work days to issue	20	9	12	12	13	29	10	0	3	10					
Building Permit**	Applications Submitted	1,070	1,298	1,331	917	4,607	1,091	1,271	929	360	3,645					
	Median work days to issue	3	1	7	2	4	1	0	7	4	3					

2 Home Improvement Permit

	2018			2019				
	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	698	1,292	1,990	1,613	2,498	2,311	1,532	7,954
Number of Projects	853	1,475	2,328	1,816	2,835	2,641	1,729	9,021
Median work days to issue (DP and BP combined)	16	13	14	14	17	29	25	22

* In order to compare historical data, the chart represents the number of projects rather than the number of permits.

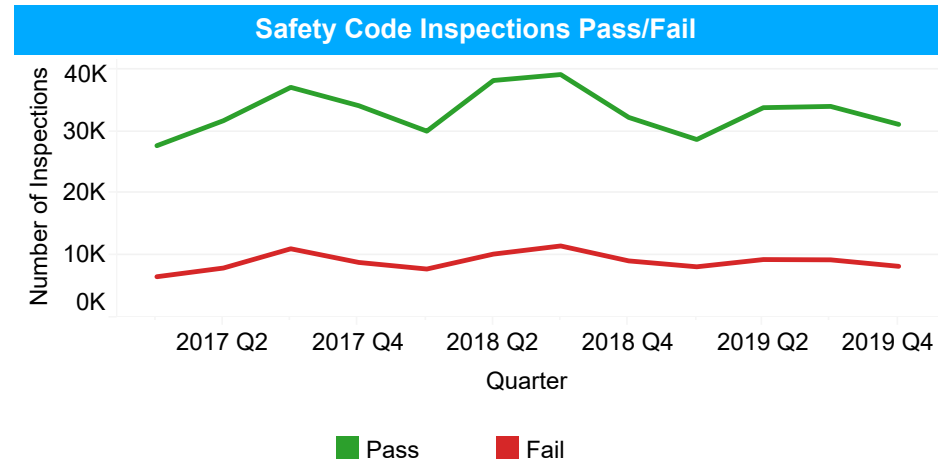
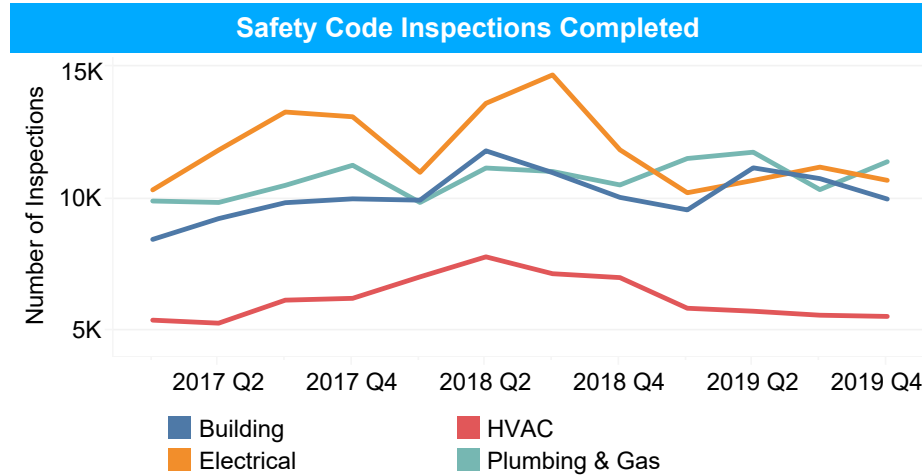
** Updated numbers include data for interior alterations

ACTIVITY REPORT

SAFETY CODE INSPECTIONS

New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety codes permits include building, HVAC (heating, ventilation, and air-conditioning), Plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has been completed. Permits for new buildings require multiple inspections throughout the construction process.

Development services completes over 40,000 safety code inspections per quarter. This figure is comprised of completed inspections for building, plumbing, gas, HVAC and electrical disciplines. Other completed inspections compiled quarterly include lot grading, landscaping, development site inspections and sidewalk cafes. These numbers vary greatly throughout the year, as they are impacted by seasonal conditions.



1 Safety Code Inspections Completed

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Building	8,467	9,253	9,854	10,000	37,574	9,950	11,814	10,990	10,055	42,809	9,582	11,172	10,764	9,992	41,510
Electrical	10,338	11,842	13,281	13,102	48,563	11,002	13,610	14,683	11,852	51,147	10,230	10,696	11,199	10,700	42,825
HVAC	5,415	5,301	6,171	6,240	23,127	7,051	7,808	7,170	7,023	29,052	5,865	5,753	5,602	5,556	22,776
Plumbing & Gas	9,918	9,863	10,510	11,269	41,560	9,863	11,165	11,034	10,525	42,587	11,525	11,763	10,348	11,403	45,039
Grand Total	34,138	36,259	39,816	40,611	150,824	37,866	44,397	43,877	39,455	165,595	37,202	39,384	37,913	37,651	152,150

2 Other Inspections Completed*

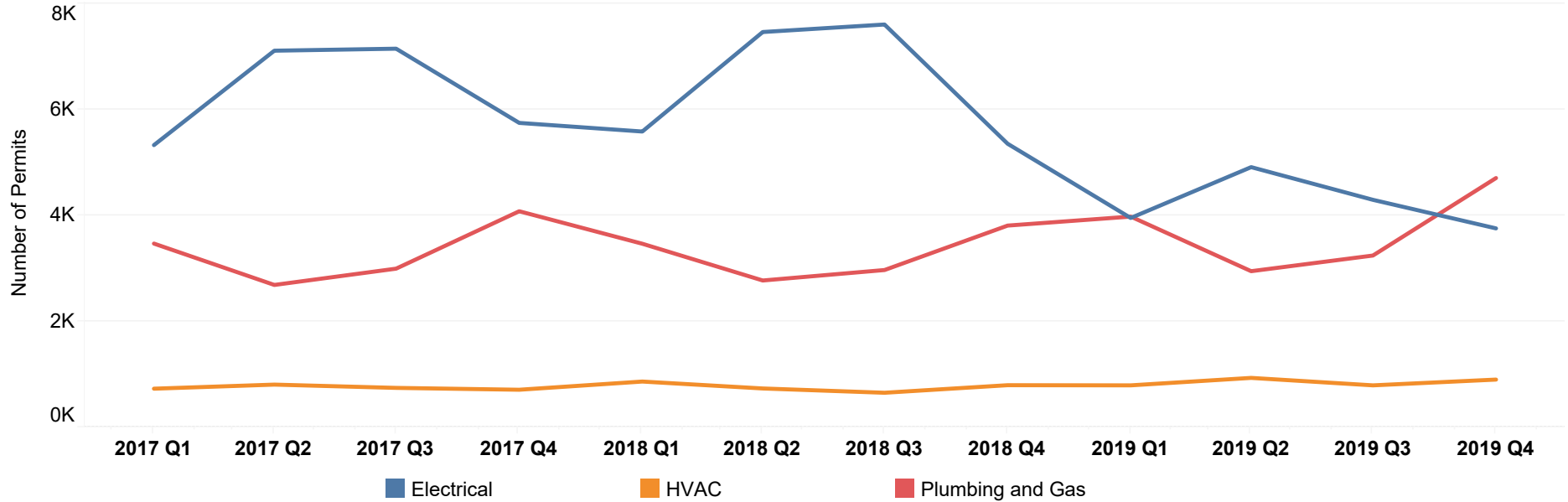
Lot Grading	165	3,225	8,173	2,408	13,971	106	3,998	6,959	2,354	13,417	104	4,279	5,970	3,007	13,360
Others	85	486	701	392	1,664	21	201	426	86	734	7	441	666	160	1,274
Grand Total	250	3,711	8,874	2,800	15,635	127	4,199	7,385	2,440	14,151	111	4,720	6,636	3,167	14,634

* "Others" include Sidewalk cafe, landscaping and development site inspections.

ACTIVITY REPORT

MECHANICAL AND ELECTRICAL PERMITS

HVAC, Plumbing & Gas, and Electrical Permits Issued



3 HVAC Permits

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	894	946	898	1,061	3,799	1,082	952	853	774	3,661	805	796	894	1,133	3,628
Permits Issued	732	809	747	712	3,000	867	736	655	798	3,056	795	936	795	904	3,430

4 Plumbing & Gas Permits

Applications Submitted	3,674	2,829	3,115	4,677	14,295	4,141	3,628	3,404	4,068	15,241	4,101	3,220	3,520	4,822	15,663
Permits Issued	3,475	2,693	3,001	4,086	13,255	3,472	2,777	2,975	3,815	13,039	3,985	2,953	3,249	4,714	14,901

5 Electrical Permits

Applications Submitted	5,520	7,431	7,574	6,089	26,614	5,981	7,994	8,054	5,551	27,580	4,515	5,092	4,596	4,002	18,205
Permits Issued	5,336	7,121	7,159	5,756	25,372	5,593	7,474	7,616	5,362	26,045	3,959	4,920	4,302	3,762	16,943

ACTIVITY REPORT

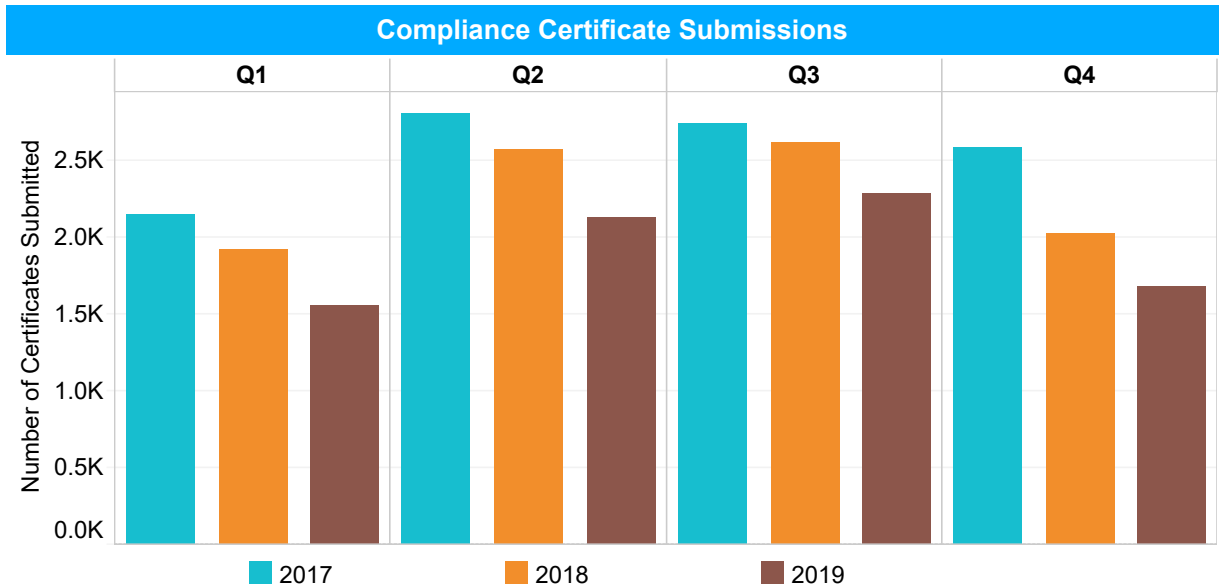
COMPLIANCE CERTIFICATES

Compliance certificate is a formal response from the City of Edmonton that states that any development on a property, based on a Real Property Report from an Alberta Land Surveyor, meets all regulations of the Zoning Bylaw and/or has been issued any required Development Permits. Compliance certificates also include zoning confirmations and re-stamps.

The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

Express Service - 95% issued within 3 business days;
Regular Service - 95% issued within 10 business days.



1 Compliance Certificate - Total*

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Applications Submitted	2,147	2,812	2,745	2,587	10,291	1,916	2,575	2,616	2,024	9,131	1,553	2,125	2,286	1,682	7,646
Certificates Issued	1,888	2,694	2,740	2,646	9,968	1,694	2,453	2,591	2,042	8,780	1,389	1,985	2,263	1,720	7,357

2 Express Certificates

Certificates issued	312	543	612	508	1,975	299	509	544	420	1,772	251	481	597	422	1,751
Median work days to issue	2	2	1	2	1	1	0	0	0	0	0	1	1	0	1
% Certificates issued within 3 days	94%	91%	93%	91%	92%	92%	97%	94%	96%	95%	95%	95%	94%	93%	94%

3 Regular Certificates

Certificates issued	1,576	2,151	2,128	2,138	7,993	1,395	1,944	2,047	1,622	7,008	1,138	1,504	1,666	1,298	5,606
Median work days to issue	7	8	6	7	7	6	7	8	5	7	5	8	8	6	7
% Certificate issued within 10 days	96%	93%	96%	97%	95%	95%	96%	95%	96%	96%	95%	96%	94%	96%	95%

* Including Zoning Confirmations and Re-Stamps

ACTIVITY REPORT

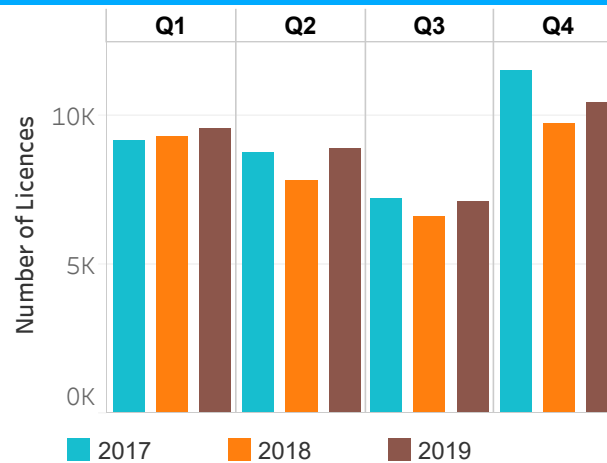
LICENSING

Urban Form and Corporate Strategic Development manages the issuance of all City of Edmonton business and vehicle for hire licences.

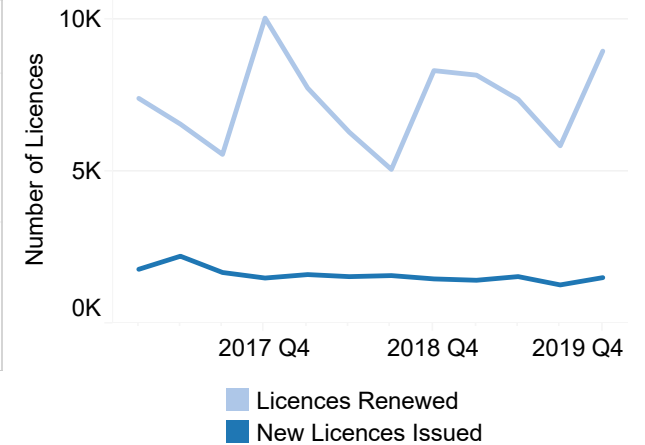
There are more than 30,000 active businesses operating within the City of Edmonton. For complete applications with fees paid on time, a new business licence can usually be issued within a few days. If the application requires referral from Fire Rescue Services, it can take up to 11 business days. Existing businesses must renew their business licence annually.

Vehicle For Hire program ensures the safe and orderly provision of Vehicle for Hire services in the City through driver licensing, driver screening, vehicle inspections, and enforcement activities. Taxi, limousine, and shuttle businesses, vehicles, and drivers all require a licence to comply with the Vehicle For Hire Bylaw.

Business Licences Issued - New and Renewed



Business Licences Issued - Issued vs. Renewed



1 Business Licensing

	2017					2018					2019				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
New Licences Issued	1,782	2,211	1,677	1,495	7,165	1,608	1,541	1,575	1,466	6,190	1,422	1,542	1,269	1,508	5,741
Licences Renewed	7,390	6,545	5,552	10,025	29,512	7,729	6,280	5,059	8,301	27,369	8,152	7,358	5,834	8,941	30,285
Total Licences Issued & Renewed	9,172	8,756	7,229	11,520	36,677	9,337	7,821	6,634	9,767	33,559	9,574	8,900	7,103	10,449	36,026

1.1 New Licences (without referral)

Issued without referral	1,324	1,823	1,266	1,082	5,495	1,192	1,181	1,171	1,073	4,617	1,088	1,183	853	1,006	4,130
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1.2 New Licences (require referral)

Licences issued	458	388	411	413	1,670	416	360	404	393	1,573	334	359	416	502	1,611
% issued within 11 business days	43%	43%	48%	42%	44%	38%	46%	45%	45%	43%	48%	42%	36%	49%	44%

2 Vehicle for Hire

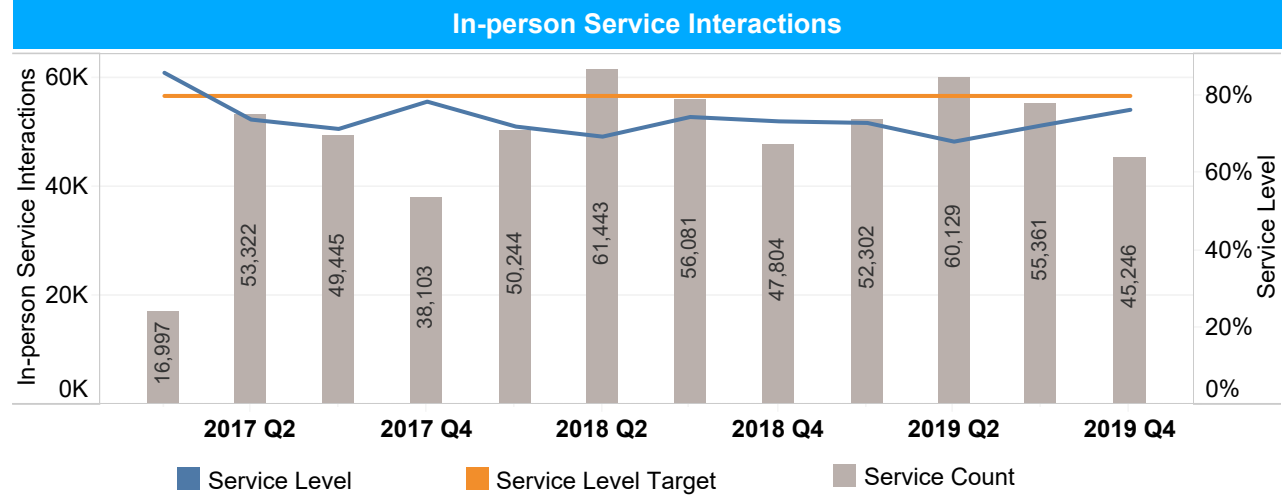
Dispatch Licences Issued	10	72	14	11	101	6	76	6	4	89	8	67	5	4	81
Driver Licences Issued	1,466	292	131	163	2,052	199	345	330	419	1,293	376	368	332	390	1,466
Vehicle Licences Issued	21	1,550	39	20	1,600	91	1,475	15	13	1,571	12	1,523	23	39	1,554

ACTIVITY REPORT

CUSTOMER SERVICE

The Edmonton Service Centre assists a significant number of customers each quarter. Each customer may have more than one interaction per visit. The target is to have at least 80% of interactions with wait time less than 15 minutes before being served. Service Level is defined as the percentage of interactions with wait time under 15 minutes. For payments, the target wait time is 4 minutes.

Edmonton Service Centre employees are responsible for resolving any 311 phone call inquiries related to Development Services business offerings that 311 agents can not address. A CRM (Customer Relationship Management) ticket is issued for each inquiry.



1 In-person Service Interactions

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4
In-person Service Interactions	16,997	29,567	26,754	23,006	15,096	20,310	18,577	15,292	13,741	15,703	13,676	10,678
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,389	28,626	25,025	22,506	29,044	32,683	31,113	26,457
In-person Service Interactions (Queue Assignment)	n/a	n/a	n/a	n/a	9,759	12,507	12,479	10,006	9,517	11,743	10,572	8,111
Total In-person Service Interactions	16,997	53,322	49,445	38,103	50,244	61,443	56,081	47,804	52,302	60,129	55,361	45,246
Interactions with wait time under 15 mins	86%	77%	82%	88%	81%	76%	79%	81%	82%	77%	85%	84%
Interactions with wait time under 4 mins (payments)	n/a	70%	59%	65%	66%	65%	74%	72%	73%	69%	71%	75%
Interactions with wait time under 4 mins (Queue Assignment)	n/a	n/a	n/a	n/a	74%	69%	69%	65%	60%	54%	60%	71%
Total In-Person Service Interactions within Target Time	86%	79%	76%	75%	74%	73%	73%	72%	72%	71%	69%	68%

2 CRM Tickets

Number of Tickets Resolved On Time (2 business days)	7,993	11,599	9,754	8,578	7,562	6,945	6,767	6,618	5,788	7,388	7,788	7,313
Tickets Resolved	86%	76%	80%	85%	80%	61%	68%	59%	71%	83%	83%	66%

QUARTERLY ACTIVITY REPORT

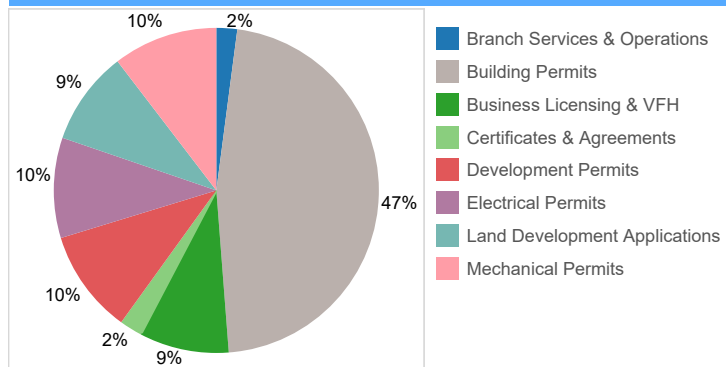
FINANCIALS

The Development Services Branch implemented a cost recovery business model in 2010 to achieve long-term financial sustainability and enhanced, accountable service levels for revenue generating planning services. The full cost recovery model ensures that revenue collected for the processing of applications is directly and indirectly attributed to the delivery of those services. This includes corporate support costs as well as providing for investment in service improvement initiatives.

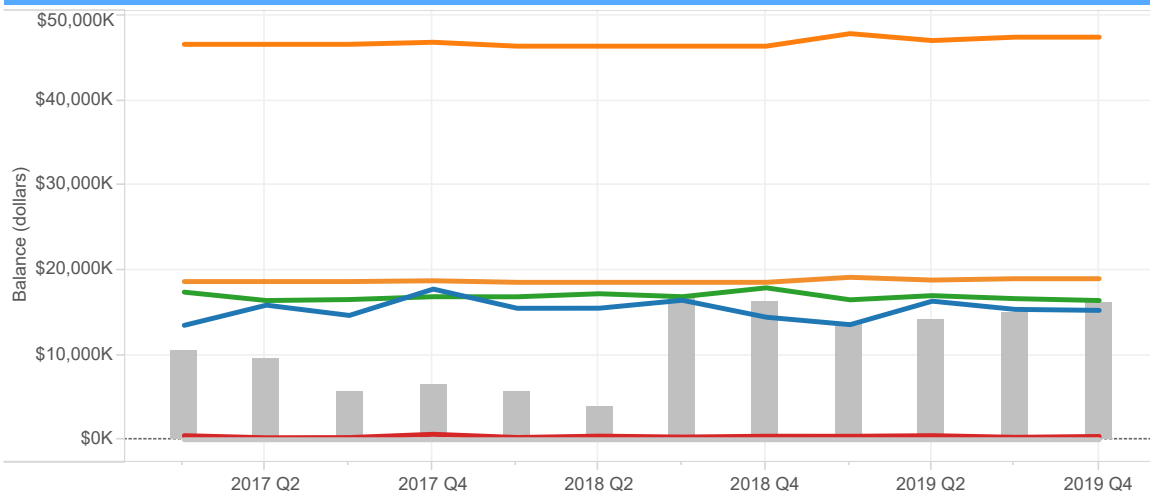
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

The full cost recovery model and reserve fund ensure that services are responsive to client needs in the short and long term. The Branch reached full cost recovery by the end of 2012. Transfers to other City branches that provide support for Development Services business offerings represent over 30 per cent of operating expenditures.

Development Services Revenue YTD - 2019 Q4

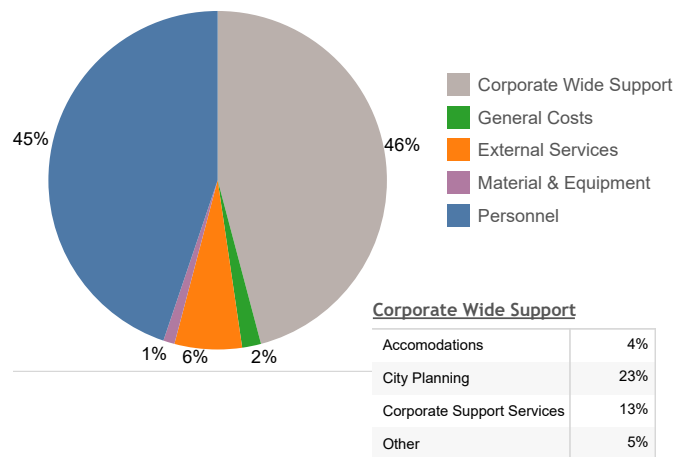


Quarterly Branch Revenue, Expenditures, Service Enhancements, and Reserve Balance



- Reserve Target Balance
- Reserve Balance
- Revenue
- Operating Expenses
- Capital Expenses
- Reserve Minimum Balance

Development Services Expenditures YTD - 2019 Q4



Corporate Wide Support

Accommodations	4%
City Planning	23%
Corporate Support Services	13%
Other	5%

ACTIVITY REPORT

EXPLANATIONS

General Explanations

This report is intended to highlight key activities throughout the land development process. It is not a comprehensive listing of all activities in the land development process or work completed by the Urban Form and Corporate Strategic Development Department.

The number of submitted applications may be greater than the number of issued permits because applications that are cancelled or denied are not included.

Unless otherwise stated, Days to Issue is calculated as the number of business days between the date on which the application was submitted and the date on which the permit was issued. This does not include timelines for completing inspections. Median business days to issue is calculated based on the permits that were issued in each quarter. Processing timelines are not included for applications where reliable data is not available or where application complexity varies too significantly to provide a valuable summary measure.

Permits

A development permit is a written approval from the City confirming that the location, size, and use of a structure complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations.

Commercial, industrial, and other permits includes various types of non-residential permits: permits for new buildings (including apartments), additions, exterior or interior alterations, parking lots, and change of use as examples.

Minor residential includes decks, exterior or interior alterations, demolitions, fences, and swimming pools as examples.

Financials

The reported revenues and expenditures are actual amounts, based on end of quarter results. Permit fees from other internal City of Edmonton projects are included as revenue.

The reported reserve balance is the cumulative balance at the end of the quarter. It is adjusted based on the difference between the quarterly revenue and operating expenditures, as well as any capital spending. The reserve balance shows capital and operating amounts.

Corporate Wide Support allocations will be monitored on an ongoing basis, and adjusted if necessary. City Planning includes technical support for plans reviews by Transportation and Parks, and includes the Land Development Applications, Subdivision, and Servicing Agreements.

Service Enhancements include both operating and capital expenses.