

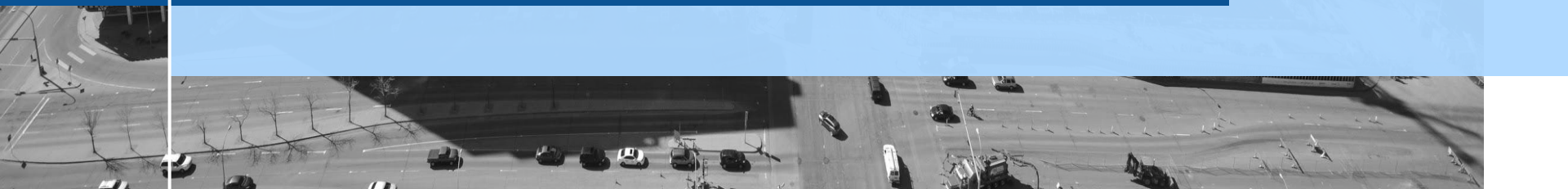


Urban Form and Corporate Strategic Development

Quarterly Activity Report

Edmonton

FIRST QUARTER 2018





QUARTERLY ACTIVITY REPORT

LAND DEVELOPMENT PROCESS



In summary, the land development process is as follows:

- **Strategic plans**, such as Edmonton's Municipal Development Plan, shape how the city will grow by guiding how land is used and new developments are built.
- **Area & Neighbourhood Structure Plans** establish the layout and function of neighbourhoods and identify where roads, shops, schools, homes, and parks will be.
- **Rezoning and subdivision** divides parcels of land into smaller lots and assigns a land use zone so they can be developed more effectively as residential, commercial, or industrial properties.
- **Servicing agreements** provide for the construction of necessary infrastructure such as water, roads, and power.
- **Development permits** approve site's use, size, location, and landscaping.
- **Building permits**, mechanical and electrical permits, and inspections confirm 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 operation are met, such as noise control, patron management and police information checks.

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.



QUARTERLY ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

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

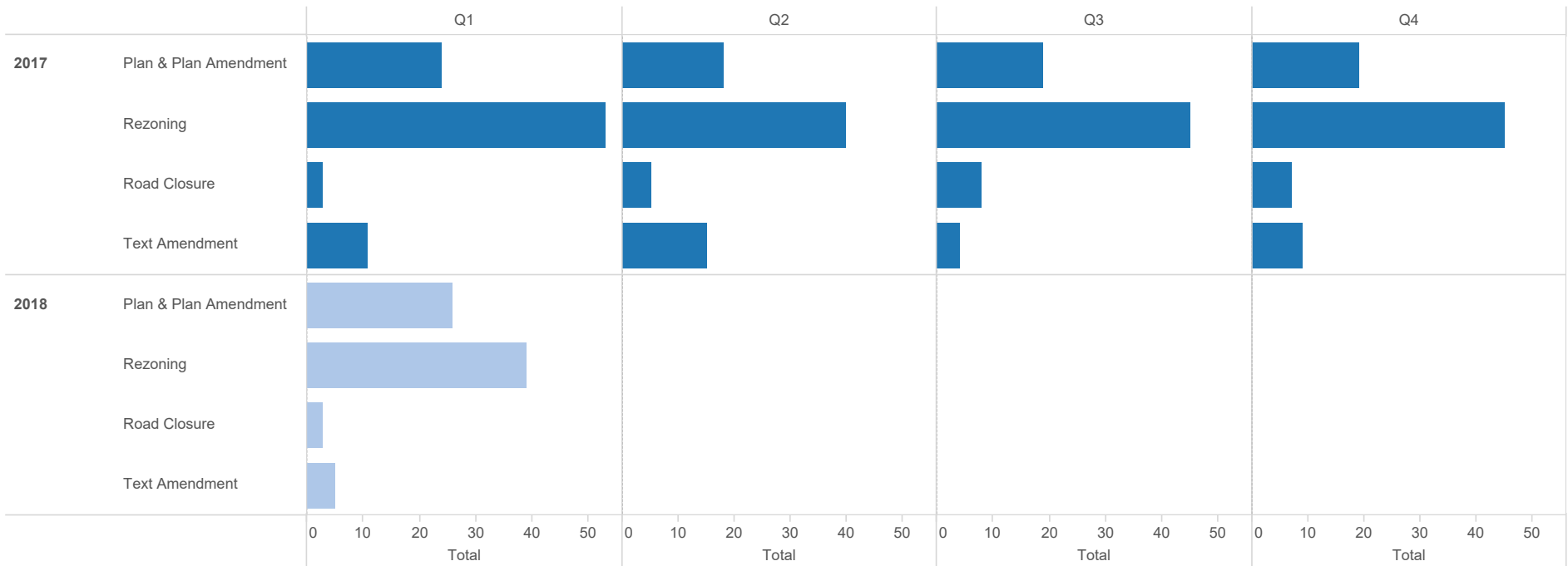
- subdivide land into two or more parcels (subdivision),
- create bare land condominium units (subdivision),
- convert existing buildings into condominiums (condominium conversion),
- create or amend an Area Structure Plan or Neighbourhood Structure Plan (ASP or NSP),
- change the zoning of land (rezoning)
- 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, rezoning and subdivision, each requiring its own bylaw or approval.

Plan & Plan Amendment - Includes ASP, NSP, and Plans

1 Land Development Applications Received

Category	2017				2018
	Q1	Q2	Q3	Q4	Q1
Plan & Plan Amendment	24	18	19	19	26
Rezoning	53	40	45	45	39
Road Closure	3	5	8	7	3
Text Amendment	11	15	4	9	5





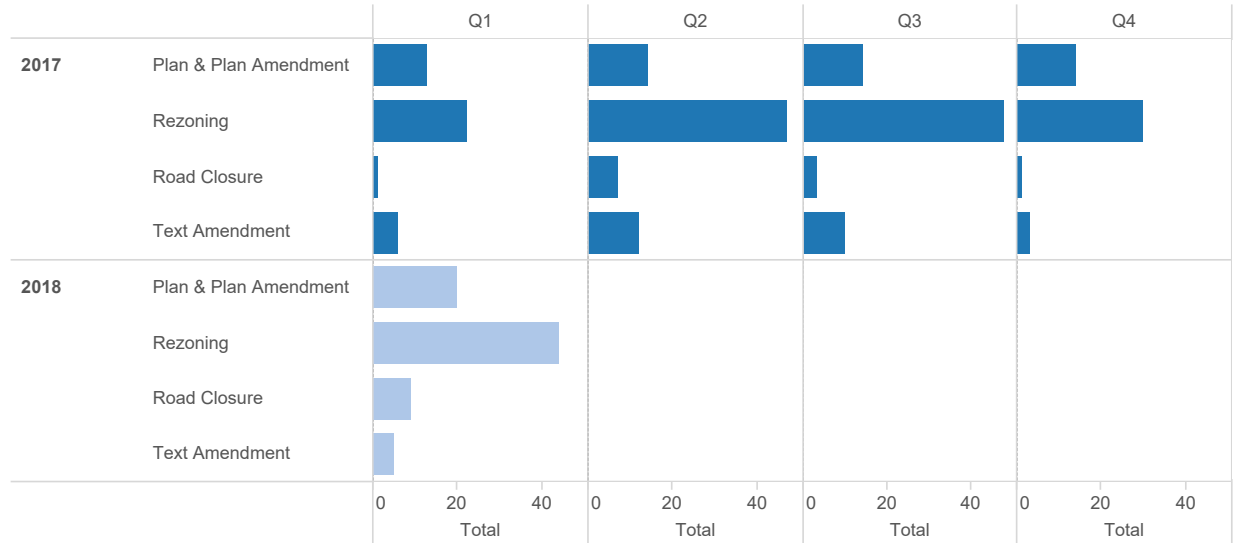
QUARTERLY ACTIVITY REPORT

BYLAWS BROUGHT TO PUBLIC HEARING

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. Council does not schedule the same number of Public Hearings every quarter, resulting in more bylaws in some quarters than others.

1 Bylaws Brought to Public Hearing

Category	2017				2018
	Q1	Q2	Q3	Q4	Q1
Plan & Plan Amendment	13	14	14	14	20
Rezoning	22	47	48	30	44
Road Closure	1	7	3	1	9
Text Amendment	6	12	10	3	5



AVERAGE TIMELINES FOR COMPLETING LDAs

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 is received for processing and the date it is brought to Public Hearing. There is insufficient data to accurately estimate timelines on a quarterly basis. Timelines reflect both processing time by the City and time spent by applicants updating, changing or pausing their application. When calculating the average processing time, the top and bottom 10% of results are omitted to provide a more accurate average. The average is in calendar days.

1 Average Timelines for Completing LDAs

Category	2014	2015	2016	2017
Plan & Plan Amendment	202	244	356	294
Rezoning	189	181	226	205
Road Closure	422	510	422	493
Text Amendment	208	170	99	102





QUARTERLY 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 (for example, roads, underground utilities, parks, etc.) have not been constructed yet. A Servicing Agreement is typically required for these applications.

Minor - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. May include applications such as boundary adjustments, phased condominium, and minor change request applications where lots are being added or removed and/or phasing is proposed to change from what has already been conditionally approved.

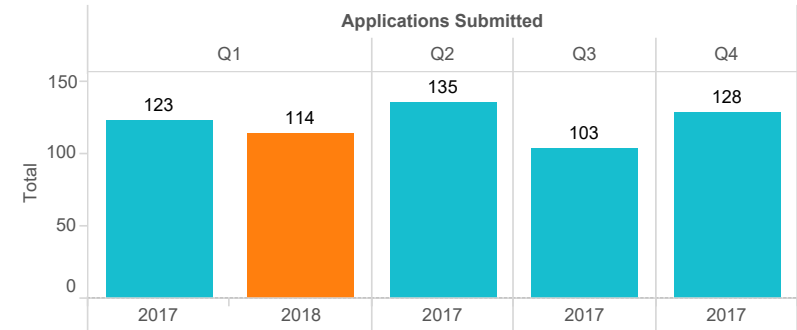
Lot splits - Subdivision of an existing residential lot to create additional single detached, semi-detached, or row housing lots. These subdivisions typically occur in mature residential neighbourhoods.

Conditionally Approved Applications - Subdivisions that have been reviewed and conditionally approved by the Subdivision Authority with conditions attached, such as dedication of reserves, entering into a servicing agreement, or off-site construction. Conditions must be satisfied/removed before the subdivision can be registered.

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

*Average Days for Approvals for Registration was not calculated until the beginning of Q2 2017. Average days is in calendar days.

*MR = Municipal Reserve; ER = Environmental Reserve; PUL = Public Utility Lot



2 Major (Includes: new Greenfield applications and Major change requests)

		2017				2018	
		Q1	Q2	Q3	Q4	Q1	
Major	Conditionally Approved Applications	23	26	19	17	24	
	Average Days from Submission to Decision	210	260	238	134	159	
	Approved for Registration	17	10	18	45	21	
	Average Days of Approvals for Registration	n/a*	33	37	44	37	

3 Minor (Includes: Minor change requests, boundary adjustments, phased condos)

		2017				2018	
		Q1	Q2	Q3	Q4	Q1	
Minor	Conditionally Approved Applications	34	17	18	13	25	
	Average Days from Submission to Decision	34	44	55	92	53	
	Approved for Registration	17	9	4	21	3	
	Average Days of Approvals for Registration	n/a*	33	4	53	59	

4 Lot Splits (residential lot splits only)

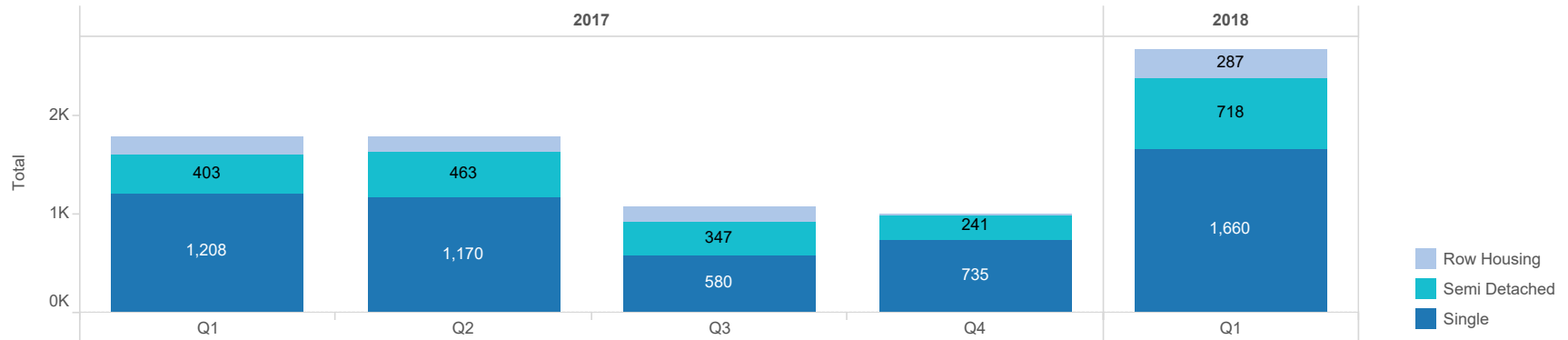
		2017				2018	
		Q1	Q2	Q3	Q4	Q1	
Lot Splits	Conditionally Approved Applications	72	101	80	88	71	
	Refused Applications	1	1	1	2	4	
	Average Days from Submission to Decision	48	42	40	40	45	
	Approved for Registration	52	81	75	73	81	
	Average Days of Approvals for Registration	n/a*	18	17	15	30	



QUARTERLY ACTIVITY REPORT

SUBDIVISION

Conditionally Approved Single/Semi Detached/Row Housing



5 Lots Conditionally Approved and Lots Approved for Registration

		2017				2018
		Q1	Q2	Q3	Q4	Q1
Lots Conditionally Approved	Single	1,208	1,170	580	735	1,660
	Skinny Singles	46	70	463	146	13
	Semi Detached	403	463	347	241	718
	Row Housing	168	146	144	26	287
	Multiple Family	4	2	2	2	8
	Commercial	7	11	7	10	9
	Industrial	5	7	19	0	5
	MR/ ER/ PUL	16	12	16	18	18
Lots Approved for Registration	Single	783	397	789	2,012	128
	Skinny Singles	0	0	0	0	0
	Semi Detached	234	296	143	342	100
	Row Housing	131	0	72	387	22
	Multiple Family	3	3	10	19	5
	Commercial	6	7	4	8	5
	Industrial	4	0	0	2	0
	MR/ ER/ PUL	3	3	2	8	3



QUARTERLY ACTIVITY REPORT

SERVICING AGREEMENTS

Servicing Agreements provide for the construction of necessary infrastructure such as water, roads, and power. 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. The Servicing 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.

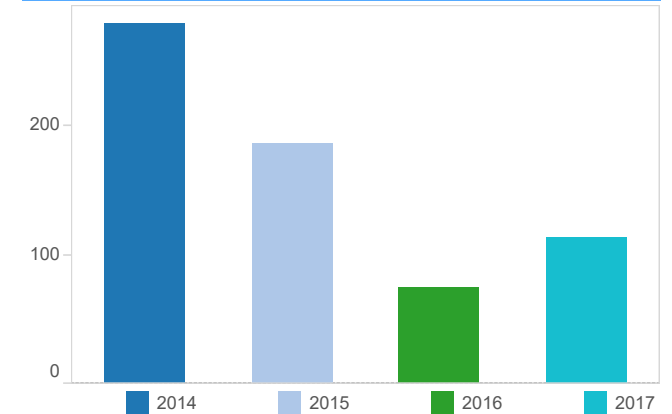
With every Servicing Agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications accepted indicates the volume of serviced lots that will be available in the near future.

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

1 Servicing Agreements

	2014	2015	2016	2017
Projects Approved	279	186	74	114
Single Family Lots	7,576	5,229	3,236	4,640
Multiple Family Lots	57	93	5	35
Commercial Lots	41	6	5	10
Industrial Lots	77	19	11	8

Servicing Agreements Approvals



ENGINEERING DRAWINGS

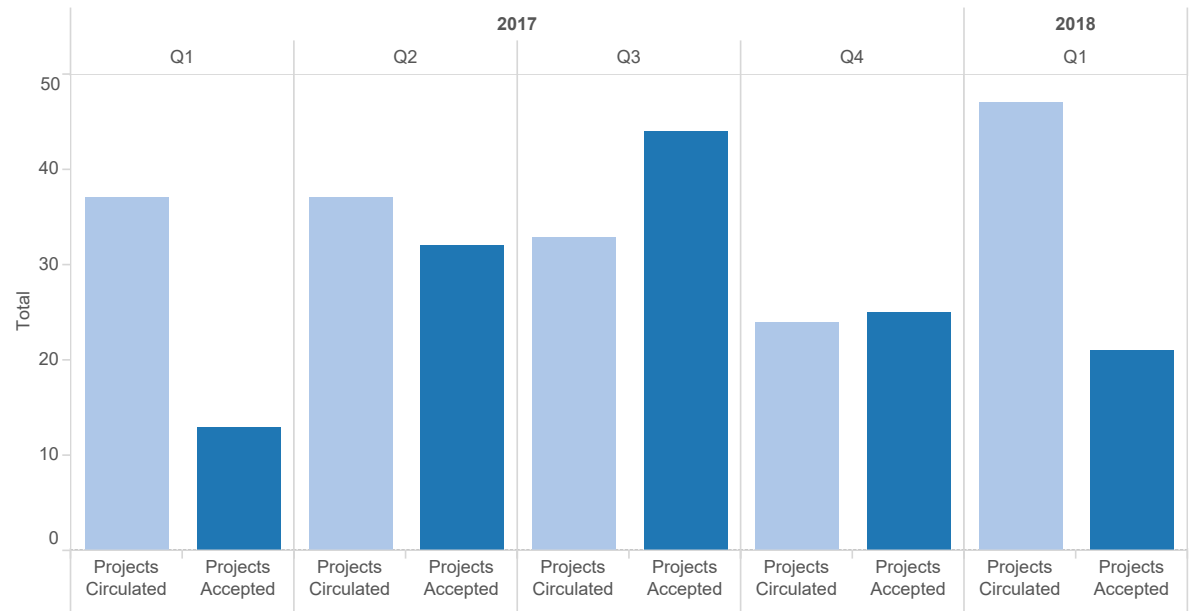
Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

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 accepted.

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

1 Projects Circulated vs Projects Accepted

Category	2017				2018
	Q1	Q2	Q3	Q4	Q1
Projects Circulated	37	37	33	24	47
Projects Accepted	13	32	44	25	21





QUARTERLY ACTIVITY REPORT

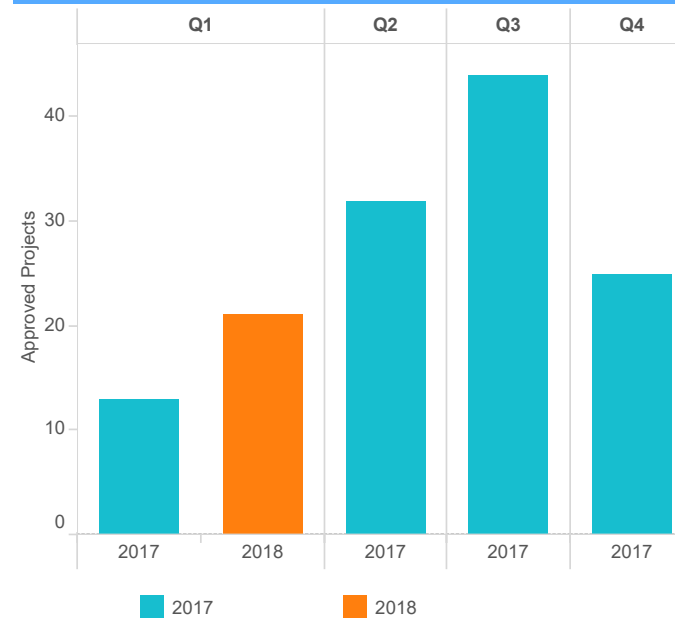
ENGINEERING DRAWINGS

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.

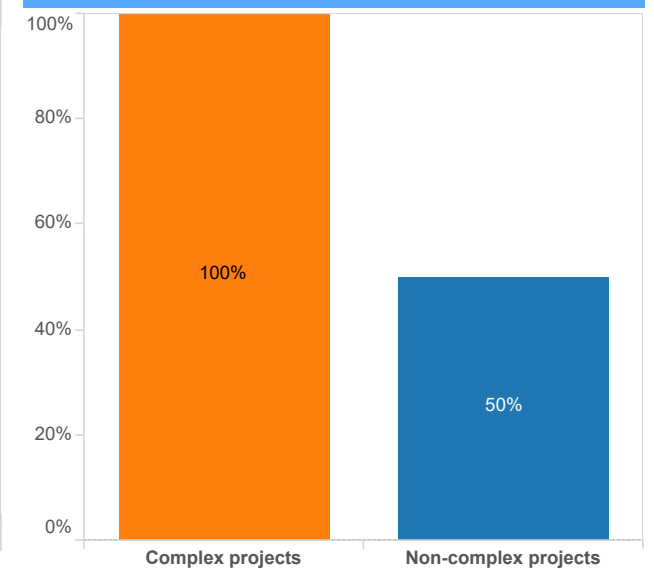
The target of 100 days is a joint target between City and applicants, in calendar days.

Projects over 300 days are removed from the analysis.

Total Approved Projects - Non-complex and Complex



Engineering Drawings - Completed within Target Time, YTD 2018



2 Non-complex Projects

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Approved Projects	11	26	34	21	18
% Completed Within Target	36%	72%	50%	71%	50%
Average Days with the City	57	60	62	59	62
Average Days with the Applicant	42	28	44	35	37

3 Complex Projects

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Approved Projects	2	6	10	4	3
% Completed Within Target	0%	20%	50%	25%	100%
Average Days with the City	100	61	87	39	40
Average Days with the Applicant	64	44	72	75	13

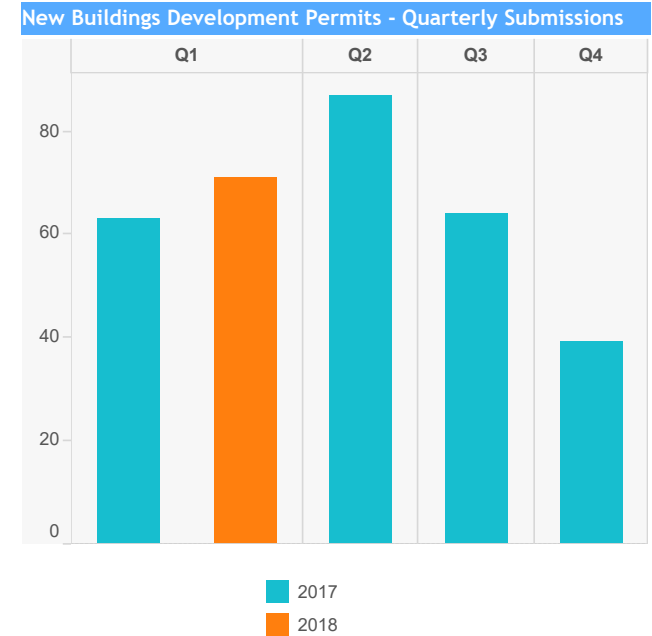
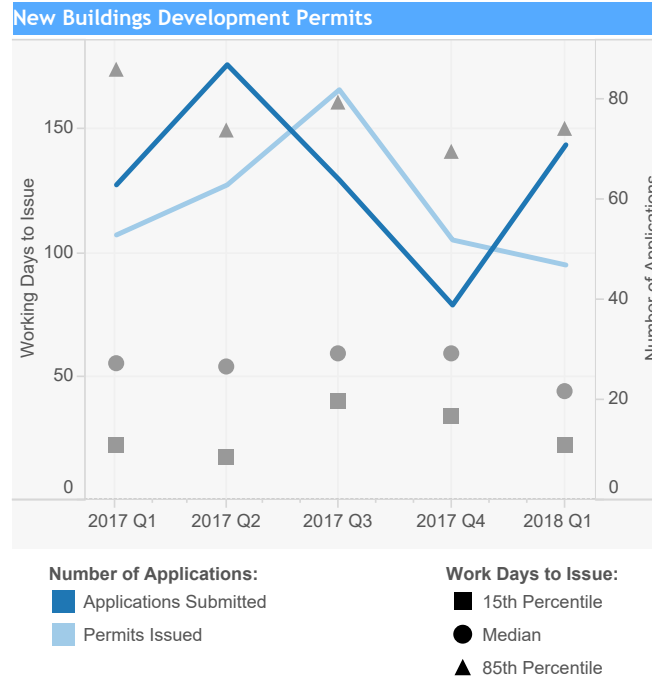


QUARTERLY ACTIVITY REPORT

COMMERCIAL, INDUSTRIAL AND OTHER PERMITS

A development permit is written approval 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 that it takes 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 is required and whether assessments are required. The single most common cause of delay in processing development permits is incomplete or insufficient information, which may result in multiple review iterations.



1 Development Permits for New Commercial, Industrial and Apartment Buildings

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	63	87	64	39	71
Permits Issued	53	63	82	52	47
Median Work Days to Issue	58	50	66	60	62

2 Other Development Permits

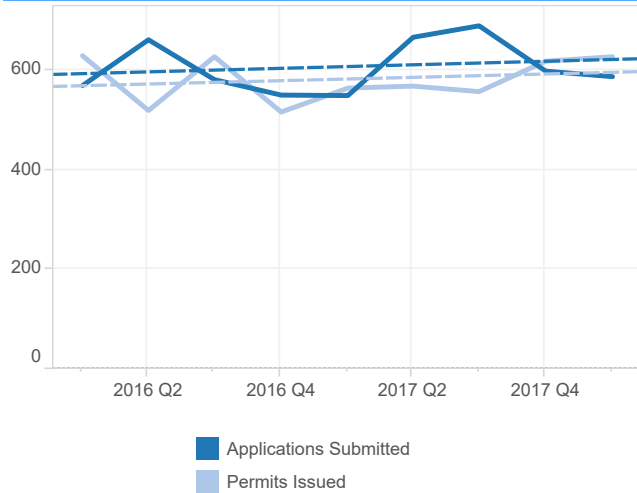
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	359	456	416	317	367
Permits Issued	336	328	391	289	322



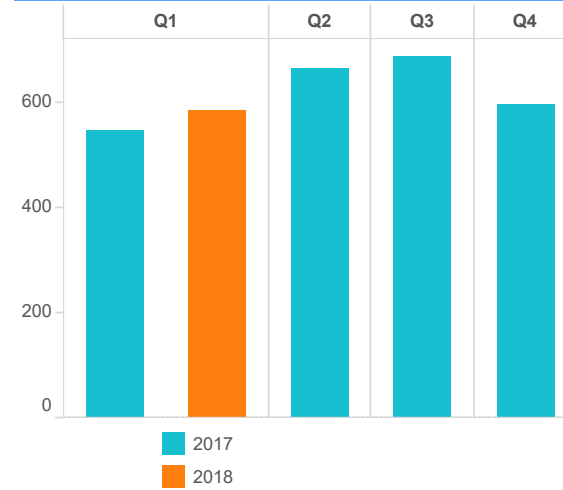
QUARTERLY ACTIVITY REPORT

COMMERCIAL, INDUSTRIAL AND OTHER PERMITS

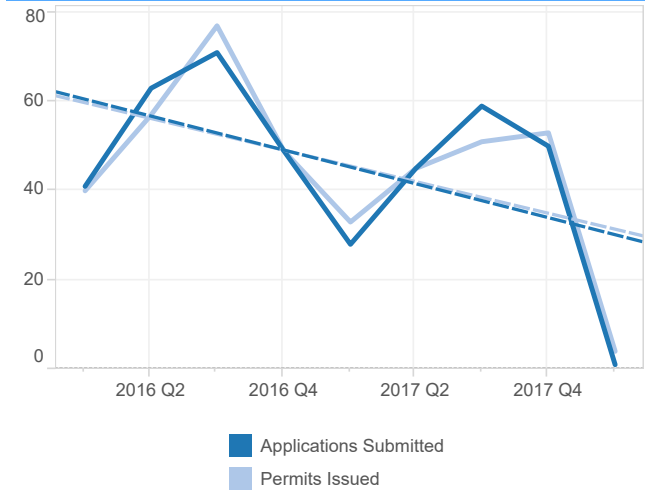
Building Permits for New Constructions



Building Permits - Quarterly Submissions



Demolitions and Other Additional Building Permits



3 Building Permits for New Constructions

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	549	666	689	598	587
Permits Issued	564	568	557	618	627
Median Work Days to Issue	22	25	33	33	26

4 Demolitions and Other Additional Permits

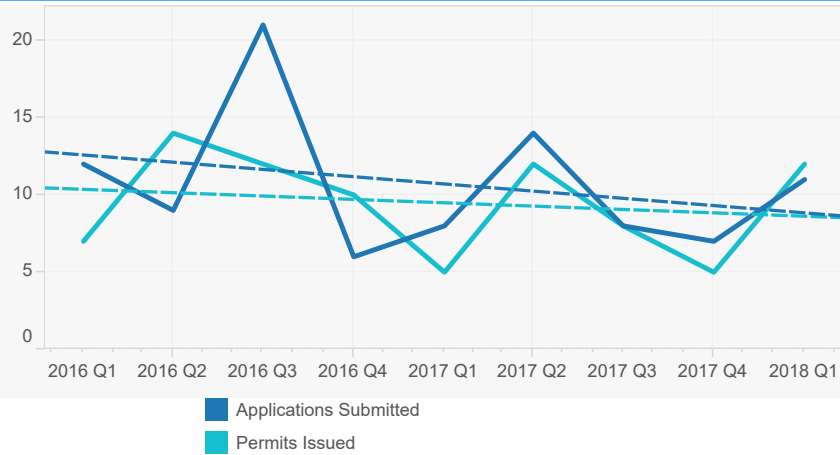
Applications Submitted	28	45	59	50	1
Permits Issued	33	45	51	53	4
Median Work Days to Issue	1	1	1	1	86



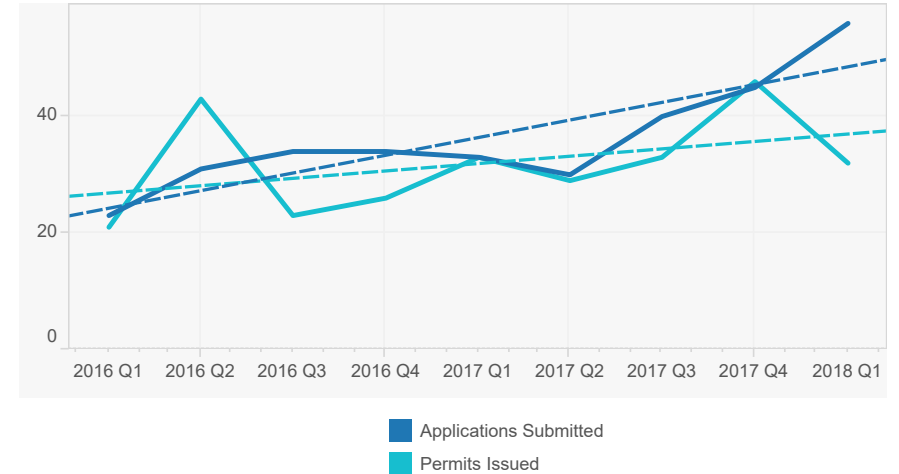
QUARTERLY ACTIVITY REPORT

RESIDENTIAL MULTI-FAMILY PERMITS

New Multi-Family Buildings (over 4 dwellings)



New Multi-Family Buildings (up to 4 dwellings)



1 New Multi-Family Development Permits (projects over 4 dwellings)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	8	14	8	7	11
Permits Issued	5	12	8	5	12

2 New Multi-Family Development Permits (projects up to 4 dwellings)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	33	30	40	45	56
Permits Issued	33	29	33	46	32
Median Work Days to Issue	17	19	11	12	15

% Permits issued within 55 bus days (target 75%)	76%	69%	85%	76%	84%
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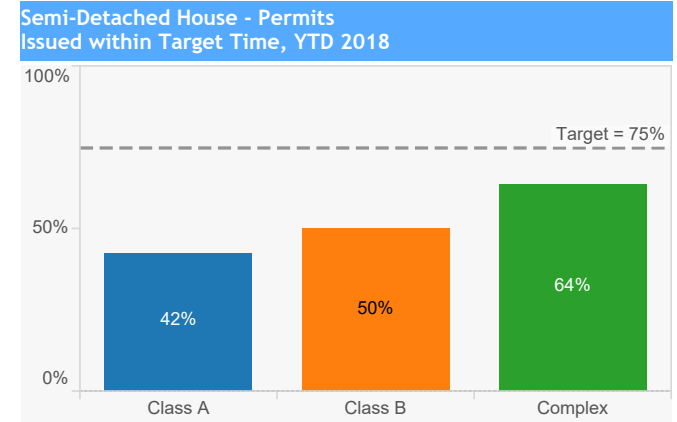
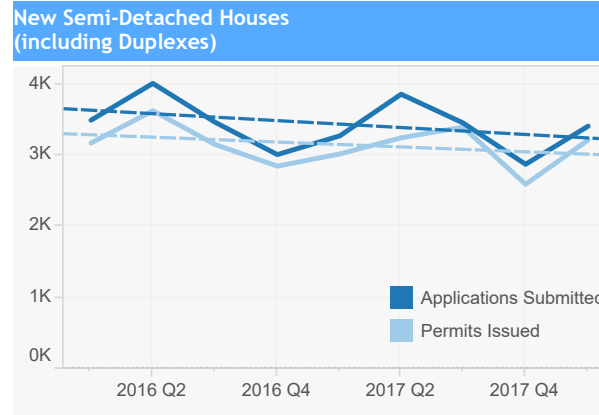
QUARTERLY ACTIVITY REPORT

RESIDENTIAL SEMI-DETACHED HOUSE PERMITS

In Q1 2014, process changes were made for semi-detached house development permits. If Class A applications are complete and are not contained within a mature neighbourhood overlay, the target is to issue permits within 6 business days. Permits take longer to issue if they are for discretionary development (Class B) or are contained within a mature neighbourhood overlay (Complex). In addition, permits may take longer to issue if the initial application is incomplete or put on hold by the applicant, or application changes are required to adhere to bylaw requirements.

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 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	134	184	203	149	230
Permits Issued	136	152	200	146	201

1.1 Semi-Detached House - Class A

Permits Issued	111	124	161	110	173
Median Work Days to Issue	5	5	5	5	7
% Permits Issued within 6 business days	77%	85%	78%	81%	42%

1.2 Semi-Detached House - Class B

Permits Issued	4	7	3	6	6
Median Work Days to Issue	7	6	5	10	25
% Permits Issued within 15 business days	75%	86%	100%	67%	50%

1.3 Semi-Detached House - Complex

Permits Issued	21	21	35	30	22
Median Work Days to Issue	70	38	36	45	47
% Permits Issued within 55 business days	43%	76%	71%	63%	64%



QUARTERLY ACTIVITY REPORT

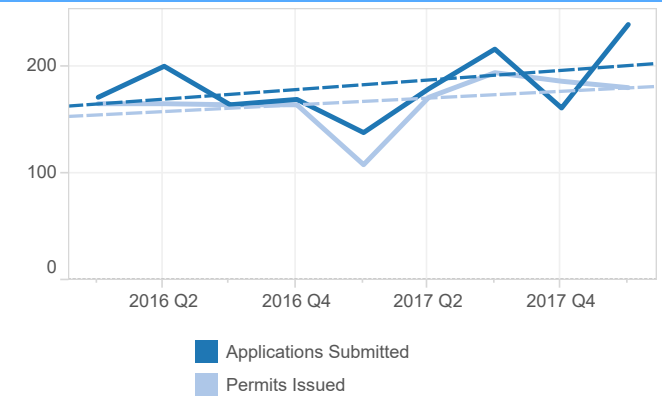
RESIDENTIAL SEMI-DETACHED HOUSE AND ROW HOUSING PERMITS

2 Semi-Detached House and Row Housing Building Permit

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	208	210	270	233	326
Permits Issued	156	229	237	274	238

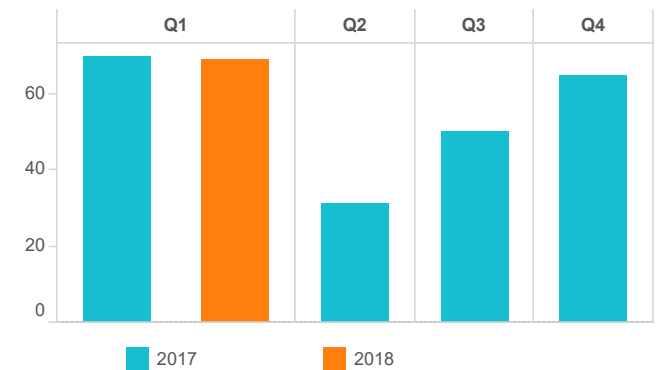
2.1 Semi-Detached Building Permit (projects up to 2 dwelling units)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	138	179	216	161	239
Permits Issued	108	171	194	186	180
% Permits Issued within 25 business days	51%	23%	27%	35%	34%



2.2 Row Housing Permits (projects more than 3 dwelling units)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	70	31	50	65	69
Permits Issued	48	58	43	88	58
Median Work Days to Issue	260	74	36	58	40





QUARTERLY ACTIVITY REPORT

SINGLE DETACHED HOUSE PERMITS

A single detached house permit goes through three stages:

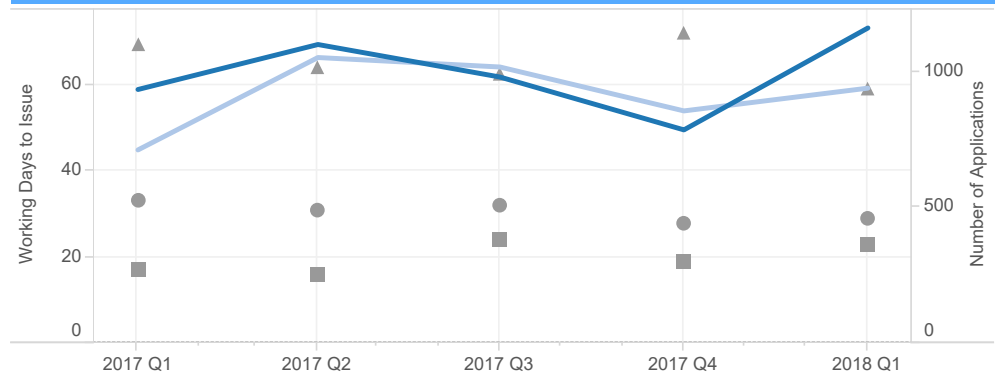
- Application Intake, where the application is screened and determined if the information provided is complete enough to begin review;
- Development Review; and
- Building Permit Review.

Beginning in 2018, the methodology for performance measures was revised for single detached houses to provide more predictability by measuring time within City 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.

March data is based on the number of applications that potentially could be issued by April 15 on target.

Single Detached House Permits



1 Application Intake

		January	February	March
Expedited	Applications submitted	35	20	29
	% Of Applications Reviewed Within Target (4 business days)	69%	100%	97%
	95% Of Applications Reviewed Within (Business Days)	6	2	2
Non-Expedited	Applications submitted	360	333	353
	% Of Applications Reviewed Within Target (2 business days)	97%	71%	75%
	95% Of Applications Reviewed Within (Business Days)	2	4	3

Number of Applications:

- Applications Submitted
- Permits Issued

Work Days to Issue:

- 15th Percentile
- Median
- ▲ 85th Percentile

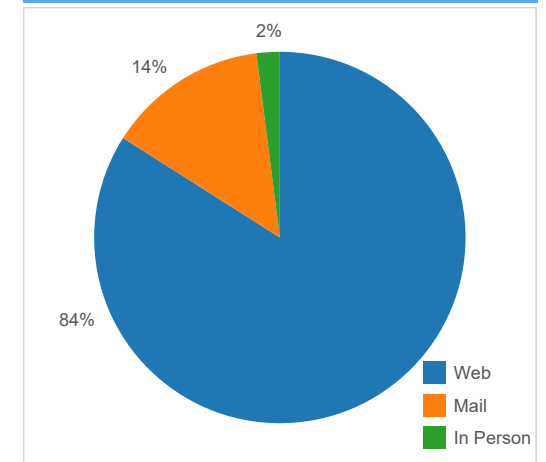
2 Development Review (Non-Expedited)

		January	February	March
Greenfield	Applications submitted	306	256	294
	% Of Applications Reviewed Within Target (15 business days)	100%	99%	95%
	95% Of Applications Reviewed Within (Business Days)	14	13	n/a
Infill	Applications submitted	52	59	70
	% Of Applications Reviewed Within Target (20 business days)	60%	37%	33%
	95% Of Applications Reviewed Within (Business Days)	35	35	n/a

3 Building Permit Review

		January	February	March
Plans Examination	Applications submitted	321	340	364
	% Of Applications Reviewed Within Target (15 business days)	53%	26%	26%
	95% Of Applications Reviewed Within (Business Days)	21	22	n/a

Single Detached - Permits Submitted by Application Method, YTD 2018





QUARTERLY ACTIVITY REPORT

MINOR RESIDENTIAL PERMITS

Minor Residential Permits are a two part application process. Minor Development and Building Permit approvals are required for the following structure types.

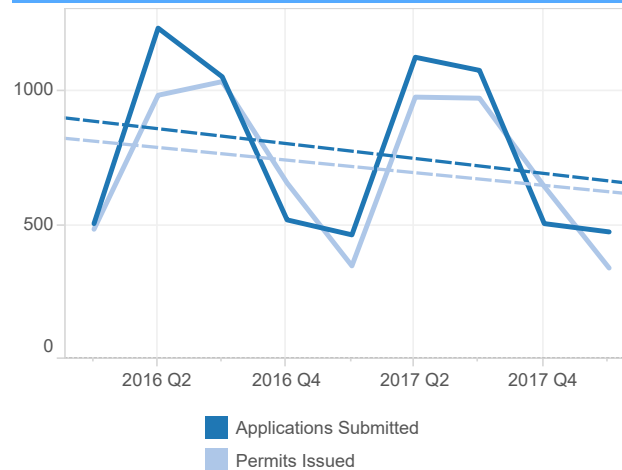
- accessory structures (detached garage, shed, gazebo, etc)
- uncovered decks,
- signs (if a building permit is required), and
- single detached houses.

Some Minor Residential Permits like interior alterations require a building permit only.

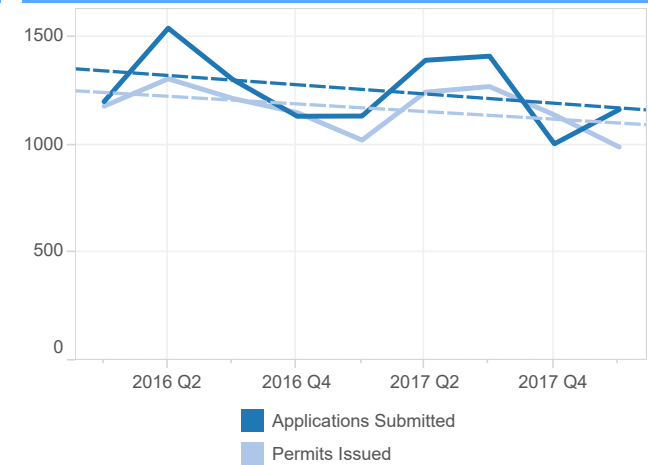
A permit is considered issued after all required documents have been received, all associated fees paid, and the plans review completed. After a permit is issued and construction is complete, at least one safety code inspection will be conducted.

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.

Minor Residential Development Permits



Minor Residential Building Permits



1 Minor Residential Development Permit

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	464	1,128	1,079	506	475
Permits Issued	348	979	975	645	340
Median Work Days to Issue	18	7	11	26	21

2 Minor Residential Building Permit

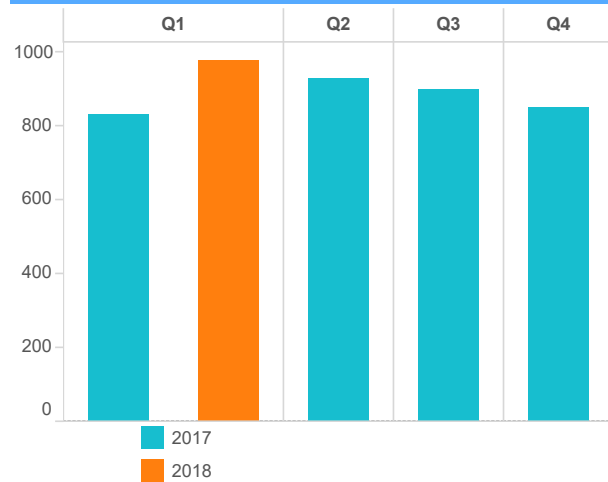
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	1,136	1,395	1,414	1,007	1,166
Permits Issued	1,024	1,247	1,273	1,141	992
Median Work Days to Issue	1	2	8	15	1



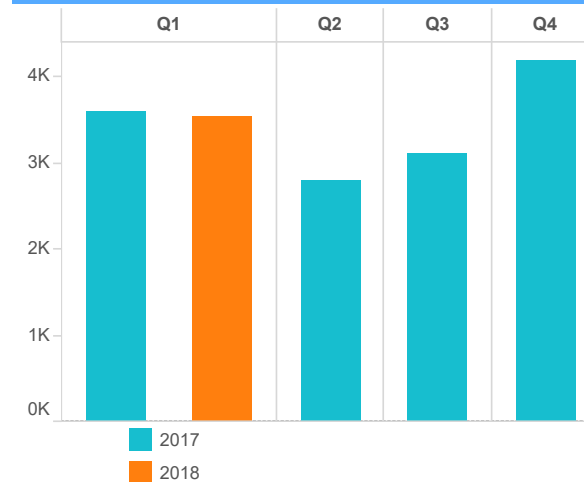
QUARTERLY ACTIVITY REPORT

MECHANICAL AND ELECTRICAL PERMITS

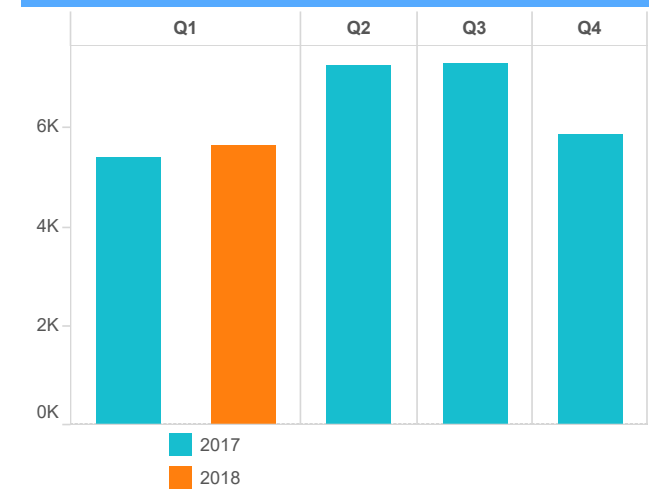
HVAC Permits Issued



Plumbing & Gas Permits Issued



Electrical Permits Issued



1 HVAC Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	911	963	908	1,066	1,117
Permits Issued	830	929	898	846	977
Median Work Days to Issue	1	1	1	1	1

2 Plumbing & Gas Permits

Applications Submitted	3,692	2,827	3,037	4,720	4,301
Permits Issued	3,608	2,796	3,102	4,194	3,550
Median Work Days to Issue	1	1	1	1	1

3 Electrical Permits

Applications Submitted	5,730	7,955	7,650	6,669	6,371
Permits Issued	5,422	7,266	7,304	5,878	5,654
Median Work Days to Issue	3	2	3	4	8



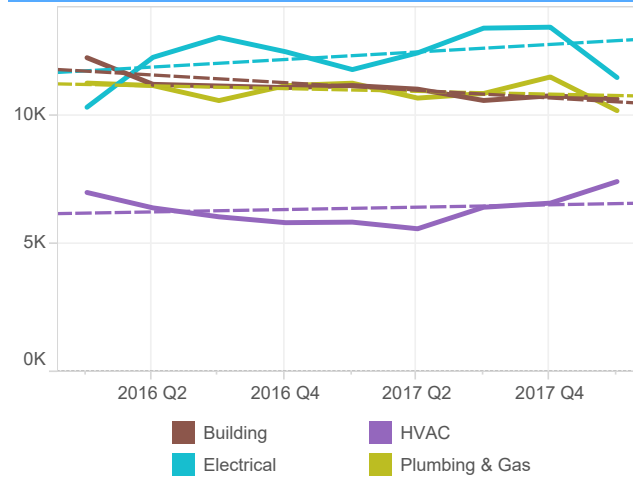
QUARTERLY ACTIVITY REPORT

INSPECTIONS

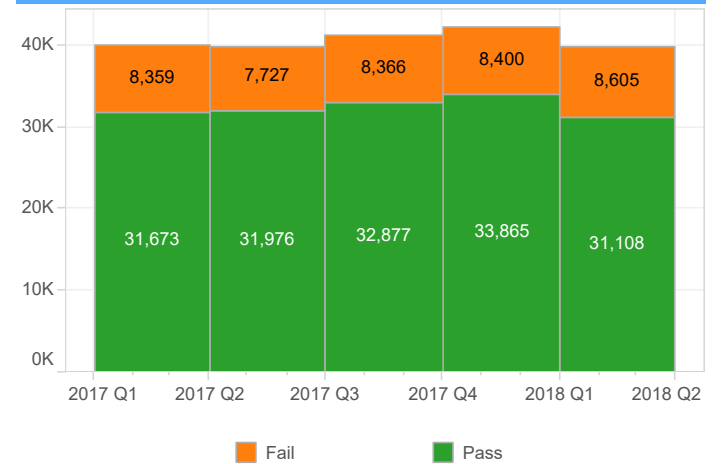
New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety Codes Permits include Building, HVAC (heating, ventilation, and air-conditioning), Plumbing, Gas, and Electrical permits. Each permit requires at least one inspection after the work has been completed. 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.

Safety Code Inspections Completed



Safety Code Inspections Pass/Fail



1 Safety Code Inspections Completed

	2017				2018
	Q1	Q2	Q3	Q4	Q1
Building	11,160	11,019	10,578	10,760	10,639
Plumbing & Gas	11,251	10,671	10,850	11,493	10,183
HVAC	5,840	5,582	6,420	6,580	7,420
Electrical	11,781	12,431	13,395	13,432	11,471
Total	40,032	39,703	41,243	42,265	39,713

2 Other Inspections Completed

	2017				2018
	Q1	Q2	Q3	Q4	Q1
Lot Grading	165	3,225	8,173	2,408	106
Others	115	528	742	404	22

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



QUARTERLY ACTIVITY REPORT

COMPLIANCE CERTIFICATES

A Compliance Certificate is formal confirmation from the City that buildings and structures identified on a property, based on the review of a Real Property Report from an Alberta Land Surveyor, meet the regulations under the Zoning Bylaw, and have the appropriate building permits issued.

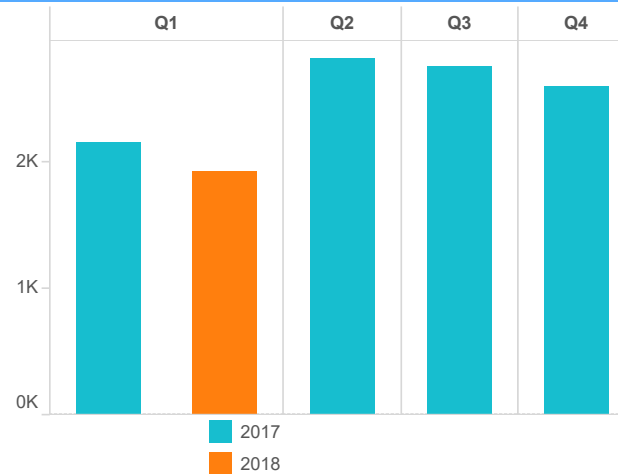
The City offers two levels of service for Compliance Certificates – Regular Service and Express Service. There are significantly higher volumes for Regular Service requests, which causes response times to vary.

Performance Targets:

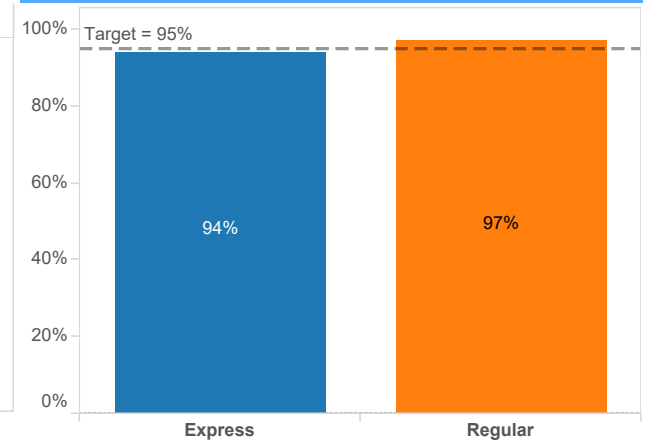
Express Service - 95% issued within 3 business days;
Regular Service - 95% issued within 10 business days.

Performance Target measurements begin when all necessary documents have been received and the application fees have been paid.

Compliance Certificate - Quarterly Submissions



Compliance Certificate - Issued within Target Time, YTD 2018



1 Compliance Certificates - Total*

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Applications Submitted	2,147	2,813	2,746	2,587	1,918
Certificates Issued	1,888	2,696	2,743	2,647	1,698

1.1 Express Certificate

Certificates Issued	312	543	613	508	299
Median Work Days to Issue	3	2	2	2	2
% Certificates Issued within 3 business days	94%	92%	95%	95%	94%

1.2 Regular Certificate

Certificates Issued	1,576	2,153	2,130	2,139	1,399
Median Work Days to Issue	8	8	7	7	7
% Certificates Issued within 10 business days	96%	92%	98%	98%	97%

* Including Zoning Confirmations and Re-Stamps



QUARTERLY ACTIVITY REPORT

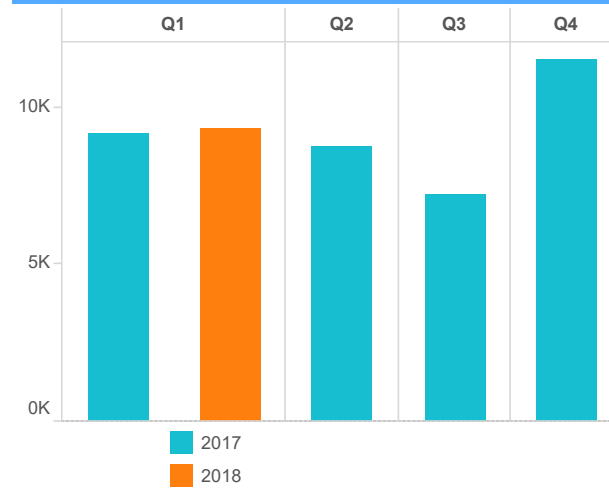
LICENSING

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

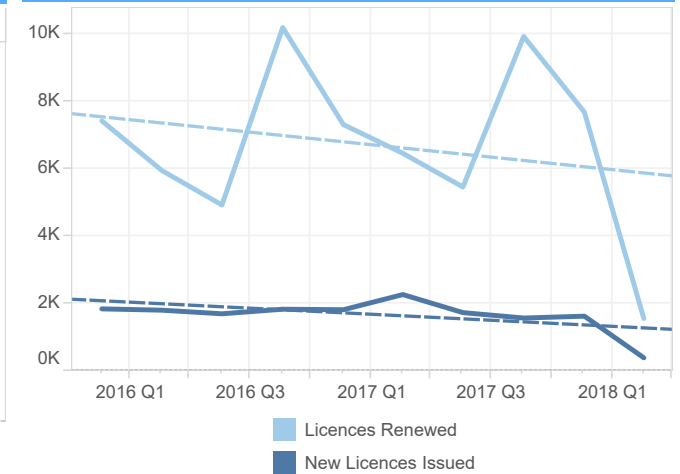
There are nearly 30,000 active businesses operating within the City of Edmonton. For complete applications with fees paid on time, a new business licence can be issued within 24 hours. If the application requires referral from Fire Rescue Services, it can take up to 11 business days. Existing businesses must renew their business licence annually.

The 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 - New vs. Renewed



1 Business Licensing

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
New Licences Issued	1,818	2,268	1,732	1,571	1,626
Licences Renewed	7,313	6,462	5,462	9,931	7,684
Total Licences Issued/Renewed	9,131	8,730	7,194	11,502	9,310

1.1 New Licences (without referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Licences Issued	1,358	1,536	1,320	1,156	1,206
% Issued within 24 hours	58%	55%	58%	53%	56%

1.2 New Licences (require referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Licences Issued	460	732	412	415	420
% Issued within 11 business days	39%	21%	45%	39%	36%

2 Vehicle for Hire

Dispatch Licences Issued	10	72	14	11	6
Driver Licences Issued	1,751	580	376	424	347
Vehicle Licences Issued	7	1,559	43	16	93



QUARTERLY ACTIVITY REPORT

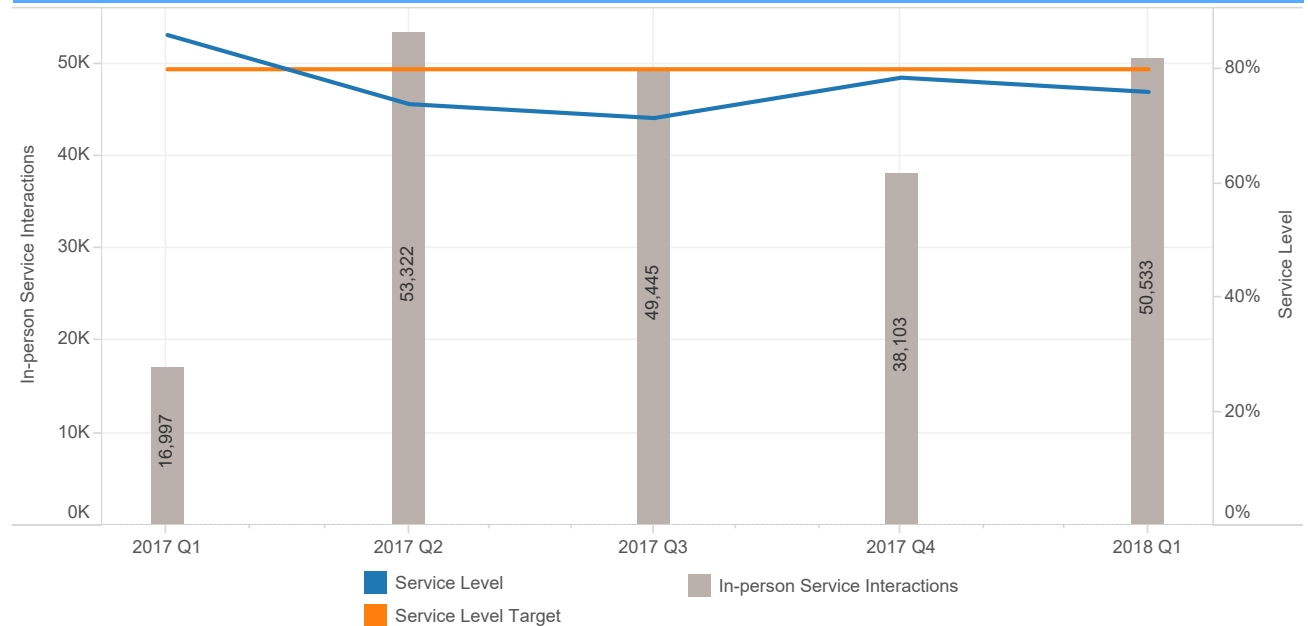
CUSTOMER SERVICE

The Edmonton Service Centre opened on January 27, 2017, replacing the former Permit & Licensing Service Centre. Numerous service offerings were added to the existing permit and licence intake and approval, including Assessment & Taxation customer services, Edmonton Transit customer services, Community and Recreation Facilities, Drainage Planning, Fire Rescue Services, and Traffic Operations.

The Edmonton Service Centre assists approximately 30,000 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.

Development Services 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.

In-person Service Interactions



1 In-person Service Interactions

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
In-person Service Interactions	16,997	29,567	26,754	23,006	25,116
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,417
Total In-person Service Interactions	16,997	53,322	49,445	38,103	50,533
In-person Service Interactions with wait time under 15 minutes	86%	77%	82%	88%	88%
In-person Service Interactions with wait time under 4 minutes (Payments)	n/a	70%	59%	65%	64%
Total In-person Service Interactions within target time	86%	74%	71%	79%	76%

2 CRM Tickets

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Number of Tickets Resolved On Time (2 business days)	7,993	11,599	9,754	8,578	7,521
% of Tickets Resolved On Time	86%	76%	80%	85%	80%



QUARTERLY ACTIVITY REPORT

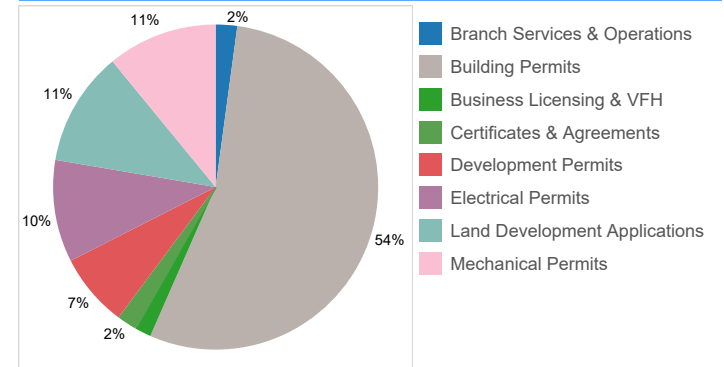
FINANCIALS

Services are provided to the development and building industries through an enterprise business model whereby all direct, indirect, capital, and service reinvestment costs are recovered through fees charged to the building and development industries. These costs include direct costs of providing service to industry, and indirect costs such as corporate shared services costs. Annual revenue transfers to other City branches that provide support for Development Services represent over 40 percent of operating expenditures or approximately \$30 million annually.

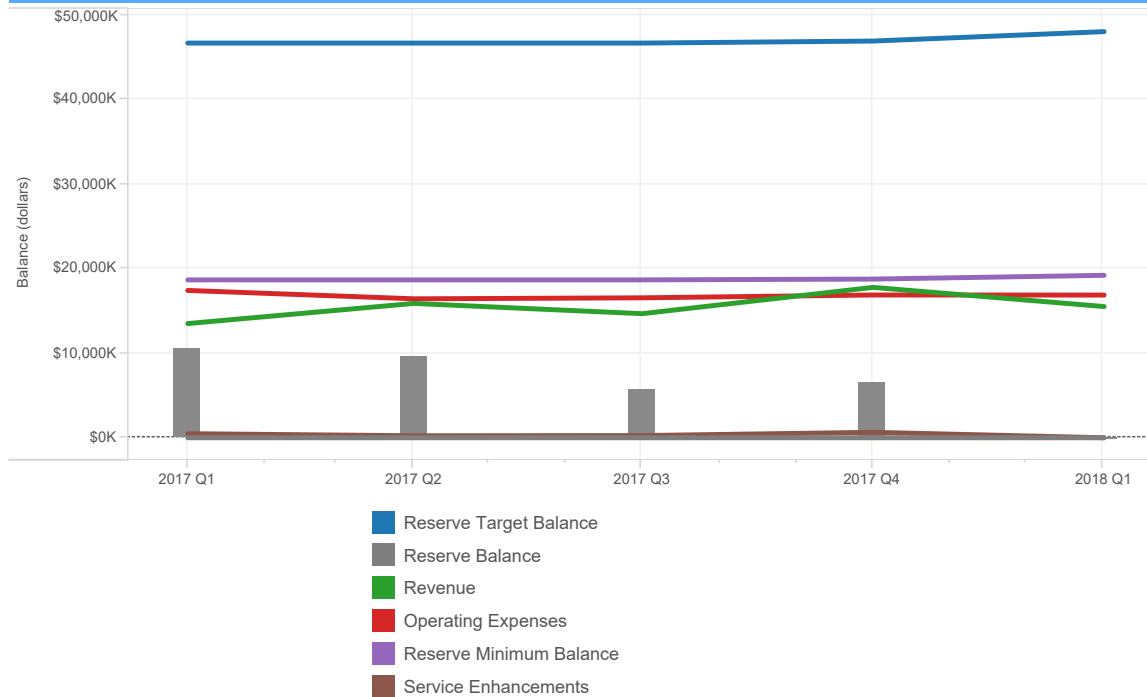
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The branch continues to actively manage the balance between service demands and the reserve balance. The reserve enables financial support during times of economic volatility, and also to make investments in service enhancements. Together, the full cost recovery model and reserve fund are intended to enable services that are responsive to client's needs in both the short and long term.

An end to end review of the business model and reserve is in progress, along with continued efforts to realize operational efficiencies, which will culminate in an updated policy and a list of services directly funded through the reserve. Administration will complete this additional work in 2018 for the next budget cycle, to ensure that service levels meet demand expectations and that the reserve is able to support activity.

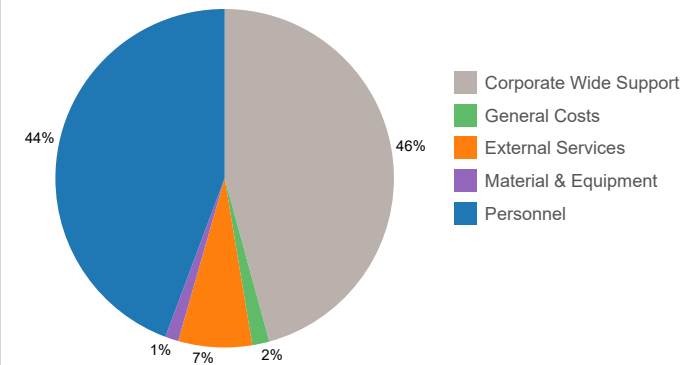
Development Services Revenue YTD - 2018 Q1



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



Development Services Expenditures YTD - 2018 Q1



Corporate Wide Support

Accommodations	5%
City Planning	24%
Corporate Support Services	13%
Other	3%

EXPLANATIONS

General Explanations

1. 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.
2. The number of submitted applications may always be greater than the number of issued permits because applications that are cancelled or denied are not included.
3. 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.
4. Processing timelines are not included for applications where reliable data is not available or where application complexity variety too significantly to provide a valuable summary measure. For example, Development Compliance inspections are not included in the report due to reliability of data.

Permits

1. A development permit is 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.

2. Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations.
3. 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.
4. Minor Residential includes decks, exterior or interior alterations, demolitions, fences, and swimming pools as examples.

Financials

1. 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.
2. 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.
3. 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.
4. Service Enhancements include both operating and capital expenses.