

CORPORATE BUSINESS PLAN 2023-2026



CORPORATE PROMISE

Working together, we enable a better life for all Edmontonians.

OUR CULTURAL COMMITMENTS

Safe Helpful Accountable
Integrated Excellent

Click on links below to view the [Corporate Business Plan](#) and the [City of Edmonton Service List](#).

CONNECT EDMONTON

Sets direction with Vision 2050 and 4 Strategic Goals



Healthy City



Urban Places



Regional Prosperity



Climate Resilience

THE CITY PLAN

Sets choices for a City of 2M Edmontonians with 5 Big City Moves



Inclusive and Compassionate



A Community of Communities



A Rebuildable City



Catalyze and Converge



Greener as we Grow

TRANSFORMING FOR THE FUTURE

Council's 6 priorities (what Edmontonians want Council to focus on)



Community Safety and Well-Being



Arts and Culture



Mobility Network



District Planning



Economic Growth



Climate Action and Energy Transition

SERVING EDMONTONIANS

RECREATION AND CULTURE

Edmontonians are physically and emotionally healthy

SOCIAL SUPPORT

Edmontonians have what they need to succeed

CIVIC SERVICES

Edmontonians contribute to civic society and are engaged in promoting the quality of the community

PUBLIC SAFETY

Edmontonians are safe and secure in our community

COMMUNITY DEVELOPMENT

Edmontonians are connected to their neighbours

MOVEMENT OF PEOPLE AND GOODS

Edmonton has an accessible and varied transportation system moving people, goods and services efficiently

LAND DEVELOPMENT

Edmonton is developed to support growth and social, cultural, economic, and environmental well-being

ECONOMIC DEVELOPMENT

Edmonton has a diverse and prosperous economy that thrives locally and globally

ENVIRONMENTAL PROTECTION

Edmonton has sustainable access to nature, parkland and green infrastructure while protecting the natural environment and biodiversity, minimizing environmental impact and mitigating climate change

MANAGING THE CORPORATION

PEOPLE, RELATIONSHIPS AND PARTNERSHIPS

The City of Edmonton's service delivery is informed by Edmontonians and is optimized by relationships and partnerships

PROJECT AND ASSET MANAGEMENT

The City of Edmonton's projects are well managed and assets are maintained for accountable service delivery

STRATEGY AND BUSINESS

The City of Edmonton's corporate processes are robust and helpful for integrated service delivery

TECHNOLOGY AND DATA

The City of Edmonton's technology and data are leveraged to enable quality decision-making and enhance innovative service delivery

POSITIVE EMPLOYEE EXPERIENCE

The City of Edmonton's employees are safe and supported to achieve their aspirations and deliver excellent services

ENVIRONMENTAL STEWARDSHIP

The City of Edmonton's operations and service delivery sustains and conserves the environment

FINANCIAL SUSTAINABILITY

The City of Edmonton's resilient financial position enables both current and long-term service delivery and growth

CORPORATE OBJECTIVES



WHAT WE ARE FOCUSING ON IN 2023-2026



HOW ARE WE IMPROVING COMMUNITY SAFETY AND WELL-BEING?

All Edmontonians benefit when more people in our city feel safe and included. When people feel safe, empowered and supported as individuals, they are better able to connect with and enrich the community. This work is rooted in reconciliation, anti-racism and the removal of systemic barriers.

We are using a prevention-focused approach to improve the safety, stability and well-being of all Edmontonians by addressing the underlying causes of social challenges such as houselessness, social exclusion, poverty and racism.

WE ARE WORKING ON:

- [Community Safety and Well-Being Strategy](#)
- [Affordable and Supportive Housing](#)
- [The Anti-Racism Strategy](#)
- [Homelessness in our Communities](#)
- [Core and Transit System Safety Plan](#)
- [The Indigenous Framework](#)
- [Neighbourhood Safety](#)



HOW ARE WE ENHANCING ARTS AND CULTURE?

A vibrant arts and culture community is vital for a healthy economy, improved quality of life and a key driver of our transformational goals. Arts and culture includes recreation, art, heritage and cultural programming, and partnering with other organizations to keep Edmonton's event scene healthy and diverse.

We are enhancing opportunities for Edmontonians to live healthy and connected lives by building facilities and parks, expanding programming strategies to underserved populations, rejuvenating arts, culture and heritage programming, and investing in partnerships and grants with the community.

WE ARE WORKING ON:

- [Activities, Parks and Recreation](#)
- [Attractions and Events](#)
- [Grants and Funding](#)
- [Heritage, Archives and the Arts](#)
- [Connections and Exchanges Strategy](#)
- [kihcihkaw aski \(Sacred Land\)](#)



HOW ARE WE CONSIDERING DISTRICT PLANNING?

District Planning is a multi-year project to build a Rebuildable City – one of the City Plan's visions of neighbourhoods that feel like small towns in our big city.

The City's District Planning reflects how people live – in clusters of neighbourhoods rather than on a single street – and tries to ensure everyday needs are a 15-minute walk, roll, transit or bike ride from their front door. It will change the way Edmonton plans and supports our city's development and growth. The City Plan identifies 15 districts across Edmonton and each District plan will highlight the key features, current district conditions and future opportunities for the area.

WE ARE WORKING ON:

- [District Planning](#)
- [Zoning Bylaw Renewal](#)
- [Current Planning Projects](#)
- [First Place Program](#)



HOW ARE WE DIVERSIFYING OUR MOBILITY NETWORK?

Edmontonians need safe and convenient transportation options – whether they are walking, cycling, wheeling, taking public transit, e-bikes, scooters or driving. The City Plan envisions Edmonton as a vibrant and prosperous city with an integrated mobility system that provides all users with convenient, safe and inclusive options.

The City's work centres around ensuring we have a diversified transportation network and enhancing and improving service levels to keep our network usable and safe in all weather conditions.

WE ARE WORKING ON:

- [The Safe Mobility Strategy](#)
- [Regional Arc Electronic Fare System](#)
- [On Demand Transit](#)
- [Enhancing Snow and Ice Control](#)
- [Transportation Network Improvement Projects](#)
- [Mass Transit Planning](#)



HOW ARE WE ENSURING ECONOMIC GROWTH?

Economic growth involves creating jobs, attracting investment and strengthening our economy for years to come. This means our economic growth must be inclusive, sustainable and supportive of local businesses, while considering regional opportunities.

We are improving the services and support we offer to businesses, expanding our economic diversity, promoting innovation and regional partnerships, and looking out for the vibrancy and recovery of key business areas.

WE ARE WORKING ON:

- [Business and Economy](#)
- [Economic Action Plan](#)
- [Business Supports](#)
- [Hydrogen Hub](#)
- [Downtown Vibrancy and Chinatown Recovery](#)
- [Industrial Investment Action Plan](#)



HOW ARE WE RESPONDING TO CLIMATE CHANGE?

Seventy-five per cent of Edmontonians told us we need to act now to address climate change. The steps the City is taking will make us more resilient to the impacts of climate change and protect our quality of life, health, economy and infrastructure.

Action is required by all Edmontonians, businesses and industries to reduce greenhouse gas emissions and preserve and protect a clean environment. On our path to becoming a resilient city, we will work together to address climate challenges and risks, and pursue the opportunities that arise from a changing climate.

WE ARE WORKING ON:

- [Climate Adaptation Strategy](#)
- [Energy Transition Strategy](#)
- [Alberta Zero Emissions Hydrogen Transit](#)
- [Single-Use Item Bylaw](#)
- [The 25-year Waste Strategy](#)

CITY OF EDMONTON SERVICE LIST 2023-2026

Edmonton

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Safe Helpful Accountable
Integrated Excellent

Click on links below to view the [Corporate Business Plan](#) and the [Corporate Business Plan Placemat](#).

SERVING EDMONTONIANS: SERVICES AND SUBSERVICES

RECREATION AND CULTURE

Events Service

Events Hosting and Attraction

Interment and Perpetual Care Service

Cemetery Sales and Operations

Recreation and Cultural Programming Service

Attractions

Recreation and Sports Centres

River Valley Parks

Recreational and Sport Facility Access Service

Community Centres

Golf Course Operations and Programming

Partnership Development and Support

Stadiums and Sports Fields

SOCIAL SUPPORT

Affordable Housing and Homelessness Service

Housing

Social Systems Navigation and Support Service

Community Collaboration and System Change

Individual Care

CIVIC SERVICES

Census Service (Paused)

Census

Customer Access Service

311

Service Centre

Election Service

Elections

Municipal Administrative Tribunals Service

Tribunals

Municipal Governance Service

Civic Agencies

Corporate Memberships

Councillor's Office Liaison Team

Governance and Legislative Services

Office of the Integrity Commissioner

Records Access Service

Access and Privacy

Records Management

PUBLIC SAFETY

Animal Welfare Service

Animal Welfare

Bylaw and Provincial Act Enforcement Service

Bylaw and Provincial Act Enforcement

Safety Codes Compliance and Enforcement

Zoning Inspections and Enforcement

Community Safety Service

Community Safety Clean Up

Community Safety Prevention and Response

Fire Investigation Service

Fire Investigation

Fire Prevention, Inspection and Enforcement Service

Fire Prevention Inspection and Safety Education

Fire Rescue Service

Accreditation and Continuous Improvement

Emergency Event Response

Emergency Systems Support

Engineering, Learning and Innovation

Fire Dispatch

Logistics Management

Professional and Technical Development

Recruitment and Community Outreach

Workplace Safety, Mental and Physical Health

Pet Licensing Service

Pet Licensing

Safety Code and Inspection Service

Building Permits and Inspections

Traffic Safety Service

Automated Enforcement

Safe Mobility Engineering

Safe Mobility Planning and Community Activation

COMMUNITY DEVELOPMENT

Community and Neighbourhood Services

Community and Neighbourhood Capacity Building

Community Granting Service

Community Grants and Funding

MOVEMENT OF PEOPLE AND GOODS

Active Pathways Service

Multimode Pathway Maintenance

Parking Service

Off Street Parking

On Street Parking

Roads Service

Bridge and Structure Maintenance

Road Maintenance

Snow and Ice Control

Street Sweep

Traffic Control

Traffic Signals and Street Lights

Transit Service

Bus and Light Rail Transit (LRT)

Paratransit

LAND DEVELOPMENT

Development Service

Development Approvals

Subdivision Coordination and Development

Land Use Planning Service

Planning Coordination and Operations

Urban Growth and Open Space

Urban Strategies

Zoning Bylaw Maintenance

Residential, Commercial and Industrial Land Development Service

Land Development

ECONOMIC DEVELOPMENT

Business Licensing Service

Business Licensing

Business Retention and Investment Service

Local Economy and Investment

Regional Development

Strategic and Emerging Investment

ENVIRONMENTAL PROTECTION

Park and Open Space Access Service

Parks and Open Space Management

Urban Forest Management

Waste Collection Service

Communal Residential Collections

Commercial Self-Haul

Curbside Residential Collection

Litter Bin Collections

Non Residential Collection

Waste Drop Off

Waste Education and Outreach

Wildlife Management Service

Wildlife Management



MANAGING THE CORPORATION: SERVICES AND SUBSERVICES

PEOPLE, RELATIONSHIPS AND PARTNERSHIPS

Communications Service

Brand Integration
Communications
Reputation

Engagement Service

Public Engagement
and Research

Intergovernmental and Institutional Coordination Service

External Relations
Indigenous Relations
Intergovernmental
Coordination

PROJECT AND ASSET MANAGEMENT

Asset Management Service

Lifecycle Management
Property Transactions

Corporate Property Management and Leasing Service

Property Services

Facility Management and Maintenance Service

Custodial Services
Facility Maintenance

Fleet Management and Maintenance Service

Fleet Procurement
and Fuel
Municipal Fleet
Maintenance

Transit Fleet
Maintenance

Information Technology Hardware Infrastructure Service

Information
Technology Hardware
Infrastructure
Operations

Infrastructure Delivery Service

Facility Infrastructure
Delivery
LRT Expansion
and Renewal

Neighbourhoods
Infrastructure
Delivery

Open Spaces
Infrastructure
Delivery

Project Management
Support

Transportation
Infrastructure
Delivery

Infrastructure Planning and Design Service

Engineering Services
Facility Planning
and Design

Neighbourhoods
Planning and Design

Open Spaces
Planning and Design

Renewable
Energy Utility

Transportation
Planning and Design

Warehousing and Logistics Management Service

Warehousing
and Logistics

STRATEGY AND BUSINESS

Corporate Leadership Service

Corporate Leadership

Corporate Policy Development Service

Corporate Policy
Development

Equity and Social
Inclusion

Emergency Management and Preparedness Service

Emergency
Management and
Preparedness

Internal Audit Service

Audit

Legal Service

Legal Services

Risk Management Service

Insurance and Claims
Management

Risk Management

Security Service

Corporate Security
Information Security

Strategic Management Service

Business Planning
and Performance

Service Experience
and Improvement

TECHNOLOGY AND DATA

Archive, Artifacts and Heritage Service

Archive, Artifacts
and Heritage

Business Solution Service

Business Solutions

Technology Project
Management

Technology Strategy
and Planning

Data Management Service

Data Management

Geographic Information Systems Service

Geospatial Information
Systems and
Spatial Analytics

Information Analysis Service

Information Analysis

POSITIVE EMPLOYEE EXPERIENCE

Employee Training and Development Service

Corporate Learning

Human Resources Management Service

Compensation and
Classification

Human Resources
Strategic Services

Inside Information

Labour Relations

Organization
Development

Outreach,
Recruitment and
Onboarding

Payroll, Benefits
and Pensions

Respect in the
Workplace

Workforce Systems
and Analytics

Workplace Health and Safety Service

Disability
Management,
Wellness and
Mental Health

Occupational Health
and Safety

Safety Systems
and Health

ENVIRONMENTAL STEWARDSHIP

Environmental Strategy and Policy Development Service

Environment and
Climate Resilience

Sustainable Waste Processing Service

Construction and
Demolition Waste
Processing

Environmental
Compliance Activities

Organics Processing

Recyclables
Processing

Refuse Derived
Fuel Processing

Residual Waste
Disposal

Sales and Support
Services

FINANCIAL SUSTAINABILITY

Corporate Accounting and Reporting Service

Accounts
Payable

Accounts
Receivable

Corporate Accounting
and Reporting

Financial Planning and Analysis Service

Corporate Budget
Planning and
Consolidation

Department Financial
Planning, Analysis and
Reporting

Utility
Regulation

Investment Management Service

Investment
Management

Property Assessment Service

Assessment
Operations

Purchasing Service

Corporate Contract
Management

Procurement

Taxation Service

Policy and
Data Quality

Taxation
Operations