



# Quarterly Report

## Third Quarter 2023

**City of Edmonton**

Urban Planning & Economy Department  
Development Services Branch

**Edmonton**



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## Introduction

The Quarterly Report serves as a snapshot of the activities carried out by the Development Services Branch within the Urban Planning and Economy (UPE) Department. The following diagram summarises these activities at a high level:



From the second quarter of 2023, the methodology used to calculate application statistics in the Quarterly Reports mirrors that of the [Application Processing Times](#) webpage. This report differs from the webpage in its time range of coverage, offering an analysis of the previous three years evaluated against the Service Level targets. It also includes an overview of customer satisfaction results from applicant surveys.

## Performance Measures

Application Processing Time and Customer Satisfaction are key performance measures. Application processing timelines are measured in calendar days, starting with the submission of a complete application and concluding when a decision is made. Timelines include City and partner agency time to review the application, obtain additional information from the applicant, and complete all detailed reviews. The City strives to meet or exceed target processing times 75% of the time and to achieve a Customer Satisfaction Score of 75%.

Apart from application metrics, this report also provides a section on [Financials](#). This segment gives insight into the revenues, expenditures, and the present condition of the Planning and Development Business Model Reserve Fund.

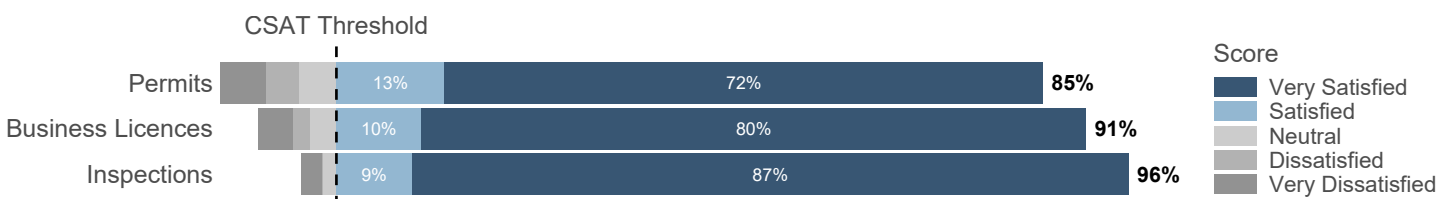
## Additional Details

While this report offers an overview of the core services provided by the Branch, it does not encompass all services performed by Development Services or the work of other branches involved in processing applications. Activities that cannot be reliably measured on a quarterly basis, alongside smaller tasks that don't provide significant quarterly insights, are intentionally omitted from this report.

For information on [Metric Definitions](#) and [Supplementary Details](#), please refer to the [Appendix](#). Visiting the [Application Processing Times](#) webpage is recommended for the most comprehensive coverage of application details and additional resources pertaining to the services outlined in this document.

## Customer Satisfaction

The City surveys permit and business licence customers on an ongoing basis to get feedback on permit, inspection, and licence processes. Performance is measured using a [Customer Satisfaction Score \(CSAT\)](#), which refers to percentage of applicants who indicated they were satisfied or very satisfied with the service received. The City aims to achieve a score of 75% or higher across all survey types.



In Q3 2023, the CSAT % for Permits, Business Licences, and Inspections surveys was 85%, 91%, and 96% respectively.

# Application Summary

**Note:** "Building Permit", "Development Permit", and "Conditional Approval" are abbreviated with "BP", "DP", and "CA" respectively.

## Service Level Statistics

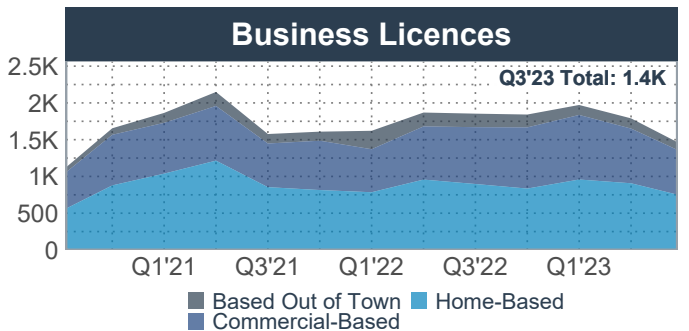
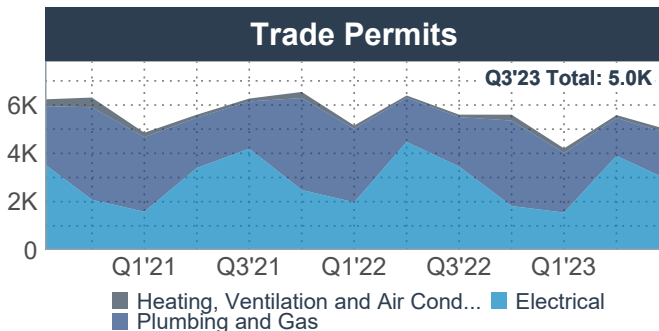
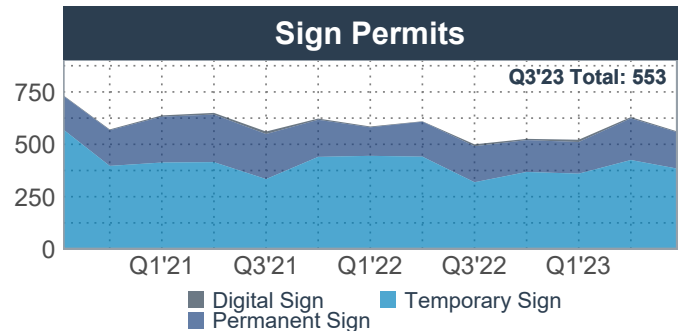
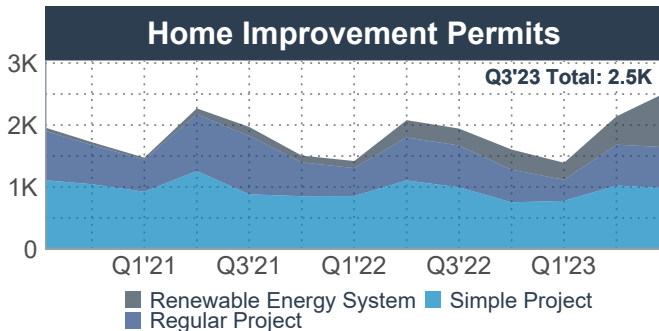
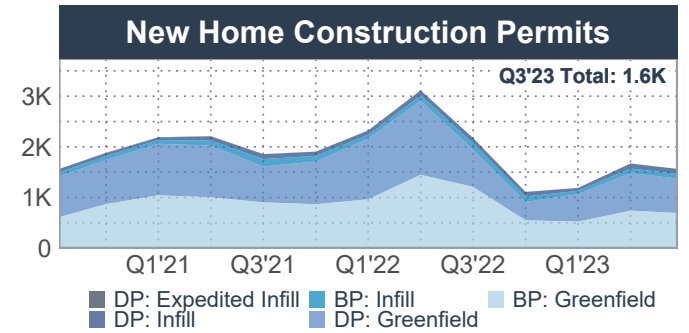
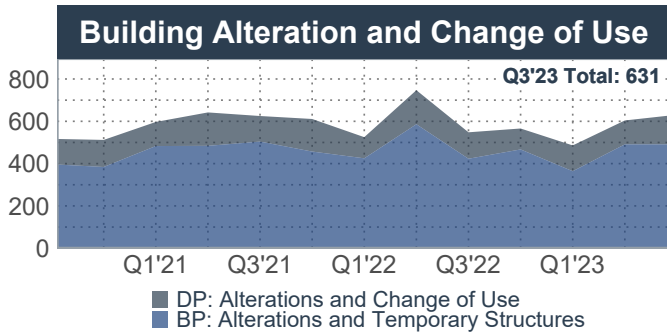
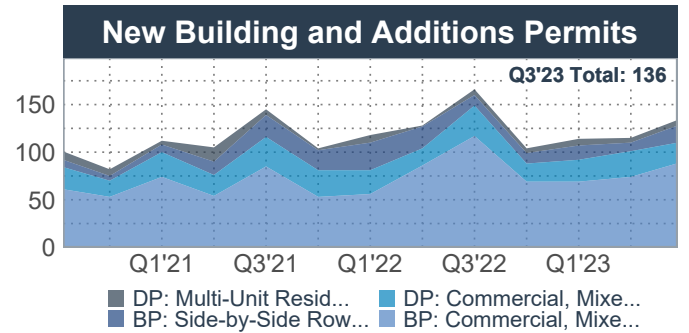
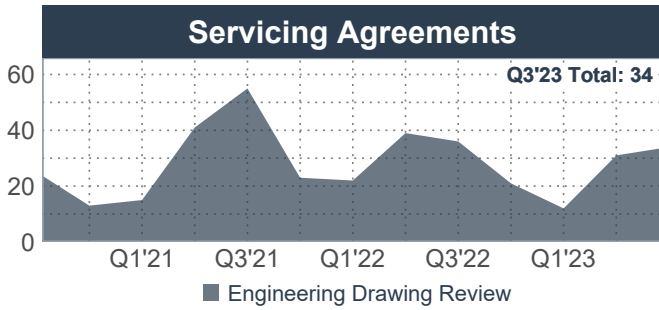
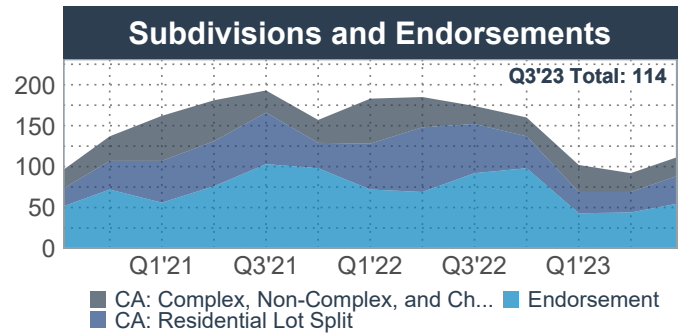
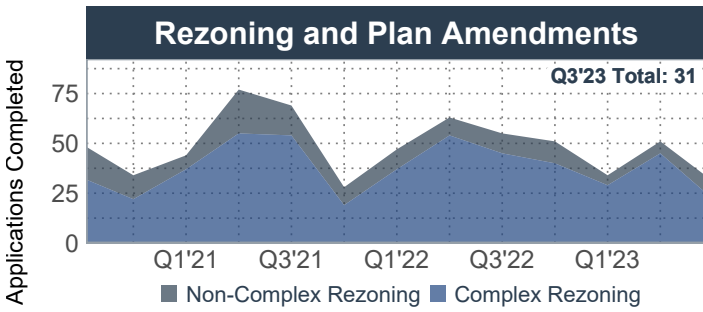
Application Type	Quarter Total <sup>1</sup>	Target Days	Within Target	Average Days	Percent Change <sup>2</sup>
<b>Rezoning and Plan Amendments</b>					
Non-Complex Rezoning	9	90	22%	94	↓ 26%
Complex Rezoning	22	160	68%	151	↓ 22%
<b>Subdivisions and Endorsements</b>					
CA: Complex, Non-Complex, and Change Request	23	100	83%	77	↓ 59%
CA: Residential Lot Split	35	60	100%	42	↑ 5%
Endorsement	56	18	54%	35	↑ 35%
<b>Servicing Agreements</b>					
Engineering Drawing Review	34	100	32%	117	↓ 13%
<b>New Building and Additions Permits</b>					
DP: Commercial, Mixed-Use, Industrial	21	75	57%	90	↑ 30%
DP: Multi-Unit Residential	6	90	83%	57	↓ 48%
BP: Commercial, Mixed-Use, Industrial, Multi-Unit Residential	90	120	80%	83	↑ 20%
BP: Side-by-Side Row House 5+ Units	19	70	89%	50	↓ 47%
<b>Building Alteration and Change of Use</b>					
DP: Alterations and Change of Use	140	30	79%	25	↓ 9%
BP: Alterations and Temporary Structures	491	60	81%	44	↓ 1%
<b>New Home Construction Permits</b>					
DP: Greenfield	670	20	90%	15	↑ 10%
DP: Infill	97	40	53%	48	↓ 15%
DP: Expedited Infill	0	20	—	—	—
BP: Greenfield	691	35	96%	13	↓ 69%
BP: Infill	95	35	74%	41	↓ 30%
<b>Home Improvement Permits</b>					
Simple Project	979	25	84%	14	↓ 34%
Regular Project	661	40	76%	35	↓ 40%
Renewable Energy System	908	10	91%	4	↑ 16%
<b>Sign Permits</b>					
Permanent Sign	170	10	95%	3	↓ 21%
Digital Sign	4	30	25%	378	↑ 1,387%
Temporary Sign	379	5	100%	0.02	↓ 33%
<b>Trade Permits</b>					
Plumbing and Gas	1,930	3	93%	2	↑ 37%
Electrical	2,890	3	92%	2	↓ 17%
Heating, Ventilation and Air Conditioning (HVAC)	149	3	85%	2	↑ 31%
<b>Business Licences</b>					
Commercial-Based	592	35	69%	32	↑ 2%
Commercial-Based: Fire and Police Consultation	363	20	82%	22	↓ 13%
Home-Based	734	20	79%	15	↑ 20%
Based Out of Town	101	10	86%	9	↑ 146%

<sup>1</sup> Represents the count of applications completed in the reporting quarter.

<sup>2</sup> Represents the percent change in *Average Days* (rounded to 2 decimals) compared to the same quarter of the previous year.

## Application Completion Counts

Each chart below depicts the fluctuations in application volumes for a service area, with coloured segments representing an application type that contributes to the total. For more information, please refer to the supplementary details section.



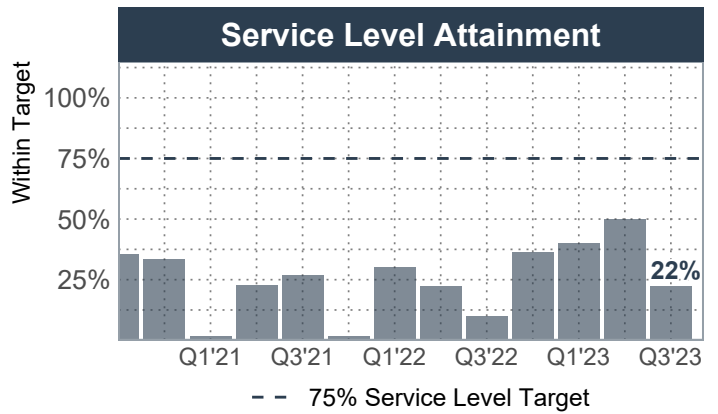
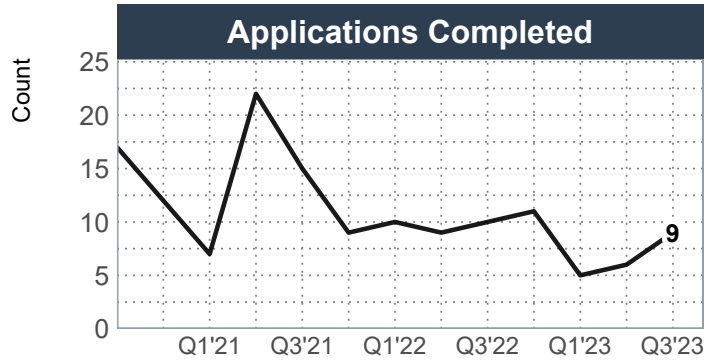
# Rezoning and Plan Amendments

## Non-Complex Rezoning

Applications that conform with City guidelines and neighbourhood plans, aren't a change in land use or scale, don't require public engagement beyond notifying surrounding landowners, and have minimal servicing/infrastructure and technical implications.

**9 applications** were finalized in Q3 2023 with an average **processing time of 94 days**.

**22%** of Non-Complex Rezoning applications were completed within the current service level **target of 90 days**.

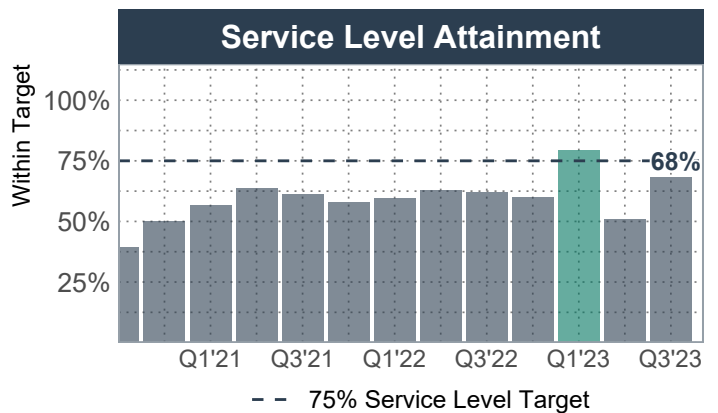
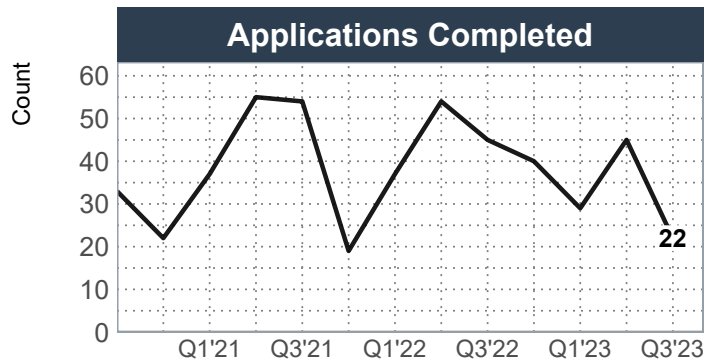


## Complex Rezoning

Applications that involve a plan amendment, change of land use or scale (residential to commercial, or low-density to higher density) and typically require formal public engagement beyond notifying surrounding landowners.

**22 applications** were finalized in Q3 2023 with an average **processing time of 151 days**.

**68%** of Complex Rezoning applications were completed within the current service level **target of 160 days**.



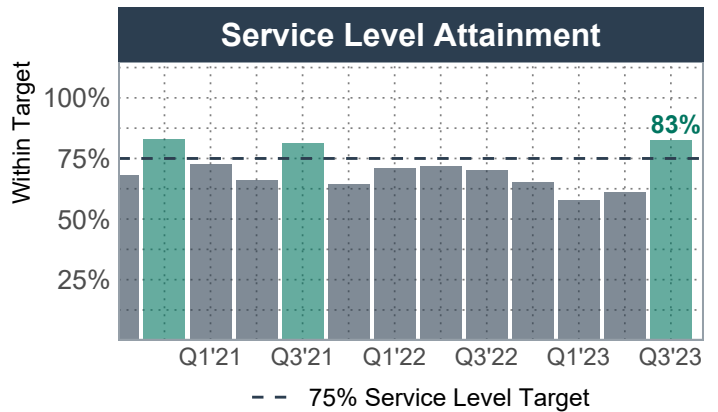
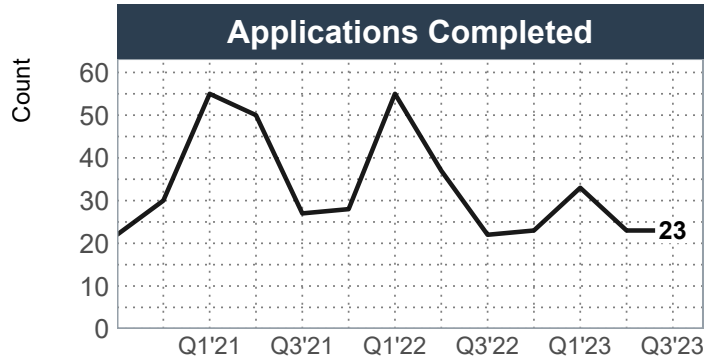
## Subdivisions and Endorsements

### Conditional Approval: Complex, Non-Complex, and Change Request

Applications to determine what conditions need to be met to subdivide lots. Includes complex, non-complex, and change requests.

**23 applications** were finalized in Q3 2023 with an average **processing time of 77 days**.

**83%** of Conditional Approval: Complex, Non-Complex, and Change Request applications were completed within the current service level **target of 100 days**.

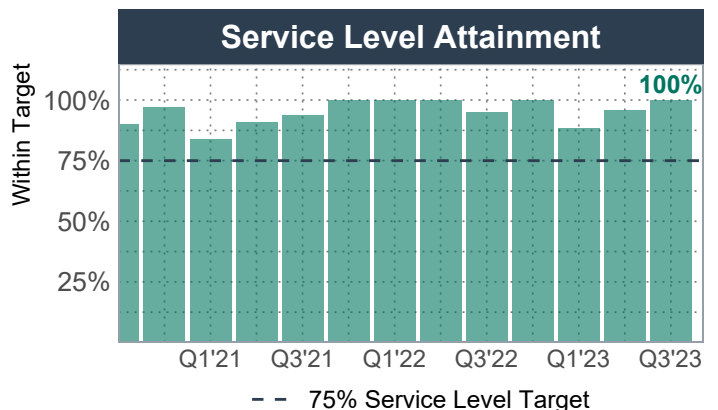
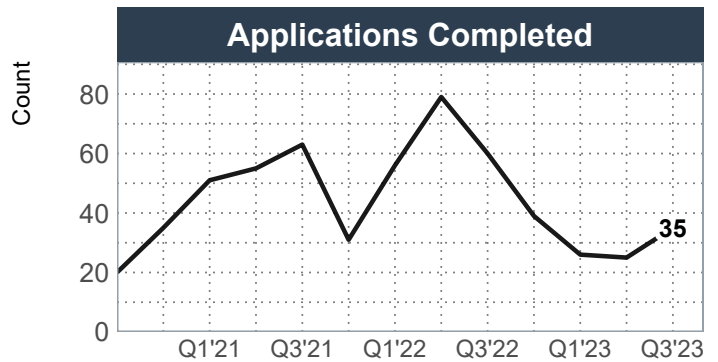


### Conditional Approval: Residential Lot Split

Applications pertaining to the subdivision of an existing residential lot to create additional single or semi-detached, duplex, or row housing lots.

**35 applications** were finalized in Q3 2023 with an average **processing time of 42 days**.

**100%** of Conditional Approval: Residential Lot Split applications were completed within the current service level **target of 60 days**.



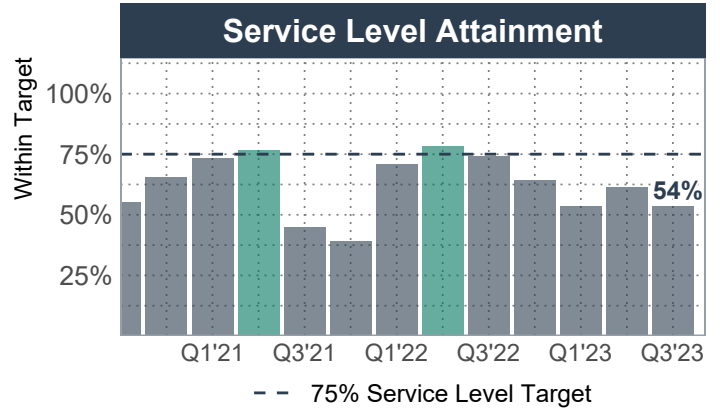
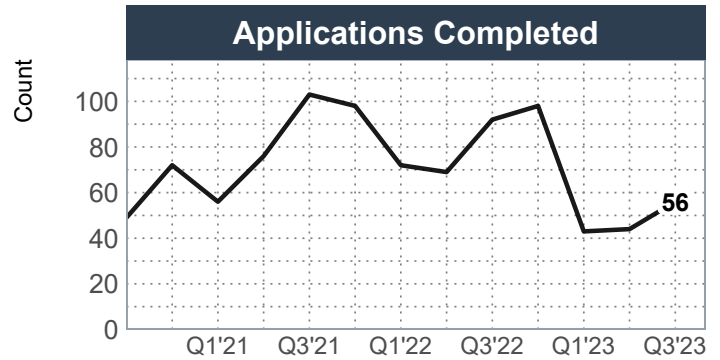


## Endorsement

Applications to confirm that the conditional subdivision approval requirements have been met. Both major and minor endorsements are included in the reported metric.

**56 applications** were finalized in Q3 2023 with an average **processing time of 35 days**.

**54%** of Endorsement applications were completed within the current service level **target of 18 days**.



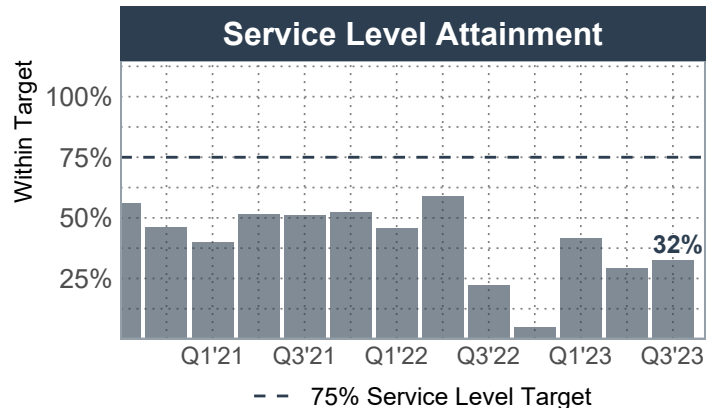
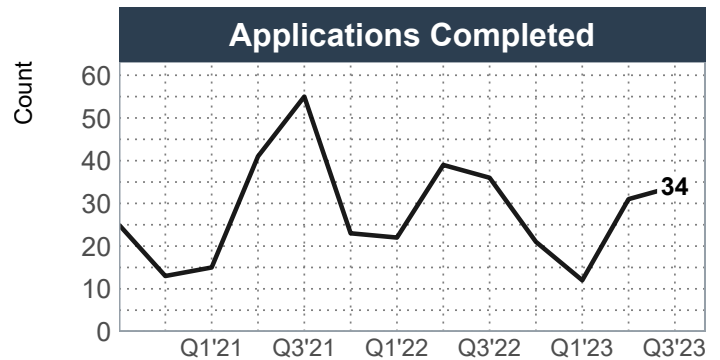
## Servicing Agreements

### Engineering Drawing Review

Applications that make provision for the construction of municipal improvements such as storm and sanitary sewers, roads, sidewalks, power, street lighting, landscaping and various other items. Engineering drawings are a component of certain servicing agreements that help ensure compliance with City standards and aid in the determination of terms and conditions between the City and developers.

**34 applications** were finalized in Q3 2023 with an average **processing time of 117 days**.

**32%** of Engineering Drawing Review applications were completed within the current service level **target of 100 days**.



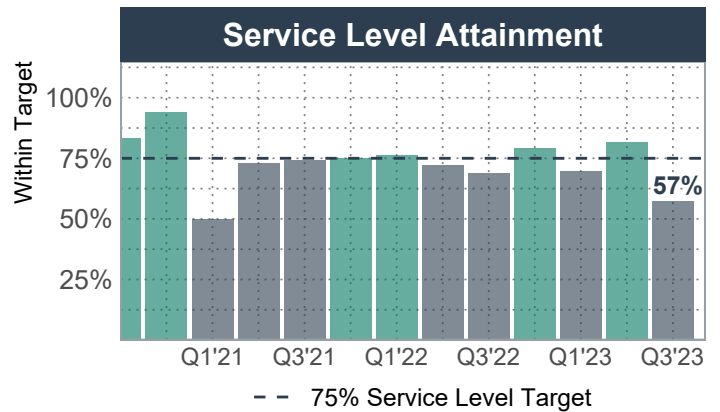
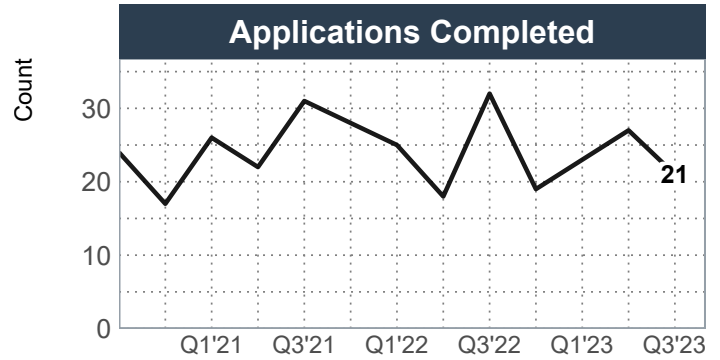
## New Building and Additions Permits

### Development Permit: Commercial, Mixed-Use, Industrial

Applications to confirm Zoning Bylaw compliance for new construction or additions to commercial, industrial, institutional, and mixed-use (blend of commercial and residential) buildings.

**21 applications** were finalized in Q3 2023 with an average **processing time of 90 days**.

**57%** of Development Permit: Commercial, Mixed-Use, Industrial applications were completed within the current service level **target of 75 days**.

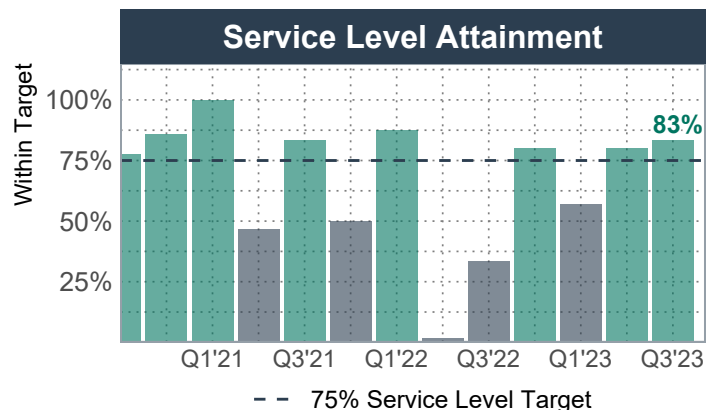
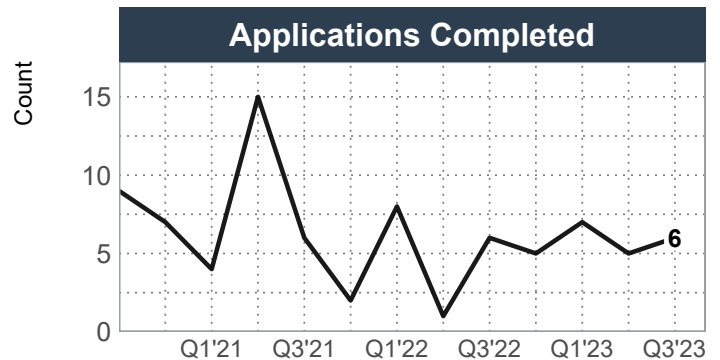


### Development Permit: Multi-Unit Residential

Applications to confirm Zoning Bylaw compliance for new side-by-side row houses with 5 or more units, stacked row houses and apartments or condos without commercial spaces.

**6 applications** were finalized in Q3 2023 with an average **processing time of 57 days**.

**83%** of Development Permit: Multi-Unit Residential applications were completed within the current service level **target of 90 days**.

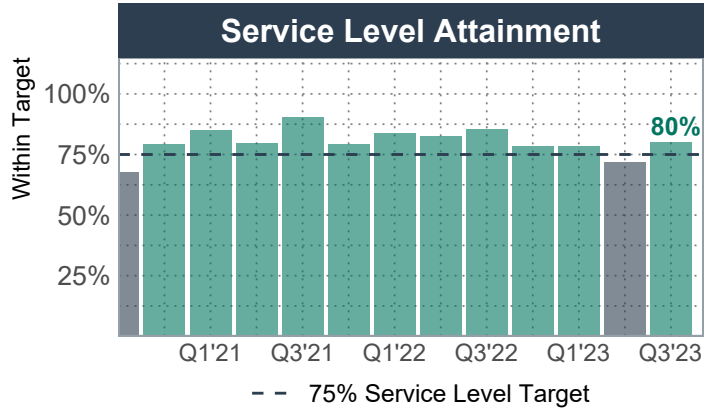
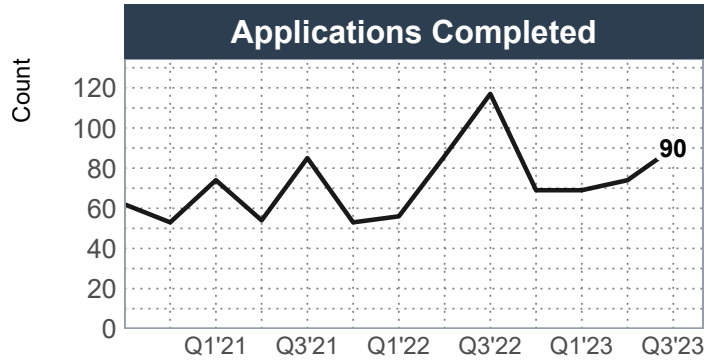


## Building Permit: Commercial, Mixed-Use, Industrial, Multi-Unit Residential

Applications to confirm buildings are designed in accordance with the National Building Code (Alberta Edition) and other relevant regulations. This metric reports on new buildings that fall into one of the following categories: commercial, mixed-use, industrial, stacked row house, apartment or condos.

**90 applications** were finalized in Q3 2023 with an average **processing time of 83 days**.

**80%** of Building Permit: Commercial, Mixed-Use, Industrial, Multi-Unit Residential applications were completed within the current service level **target of 120 days**.

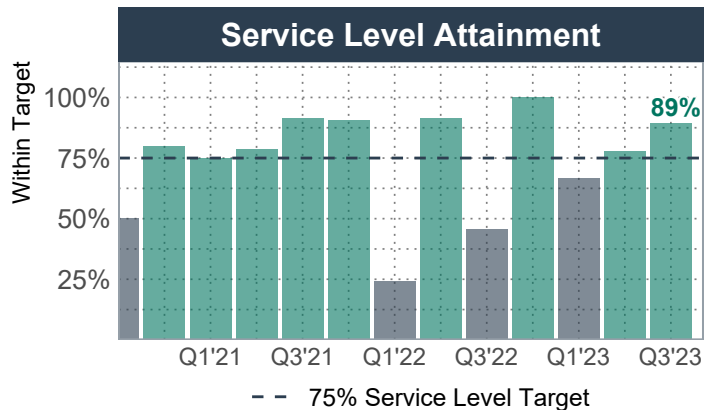
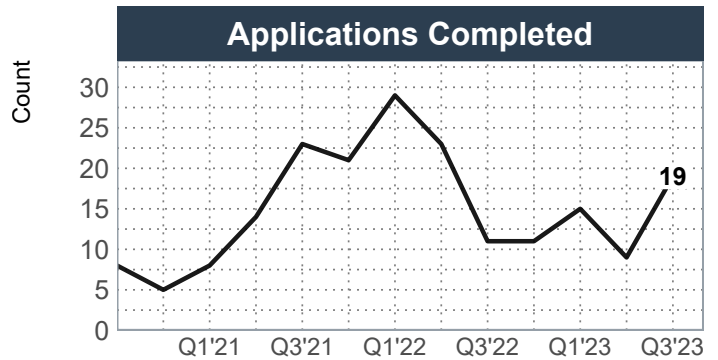


## Building Permit: Side-by-Side Row House 5+ Units

Applications to confirm new side-by-side row house buildings with 5 or more units are designed in accordance with the National Building Code (Alberta Edition) and other relevant regulations.

**19 applications** were finalized in Q3 2023 with an average **processing time of 50 days**.

**89%** of Building Permit: Side-by-Side Row House 5+ Units applications were completed within the current service level **target of 70 days**.



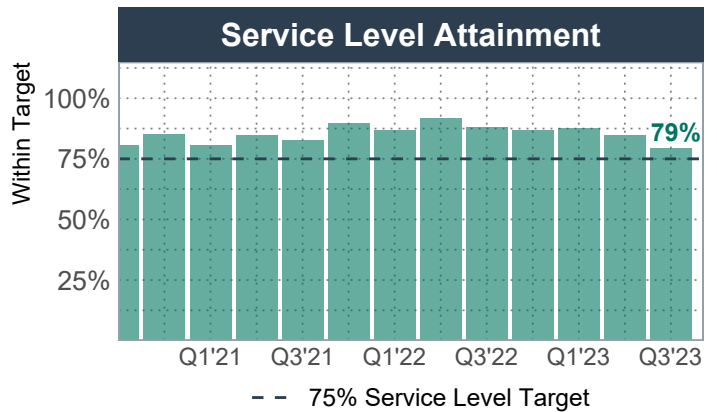
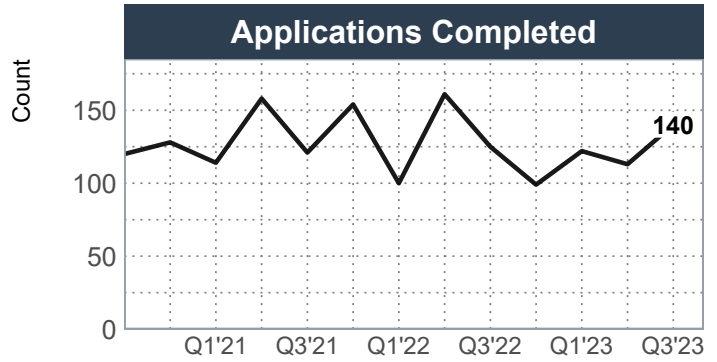
# Building Alteration and Change of Use

## Development Permit: Alterations and Change of Use

Applications to confirm Zoning Bylaw compliance for interior and exterior alterations and renovations, demolitions, or changes in business activities. Applies to individual units or common areas of existing commercial, industrial, institutional, mixed-use, or multi-unit residential buildings.

**140 applications** were finalized in Q3 2023 with an average **processing time of 25 days**.

**79%** of Development Permit: Alterations and Change of Use applications were completed within the current service level **target of 30 days**.

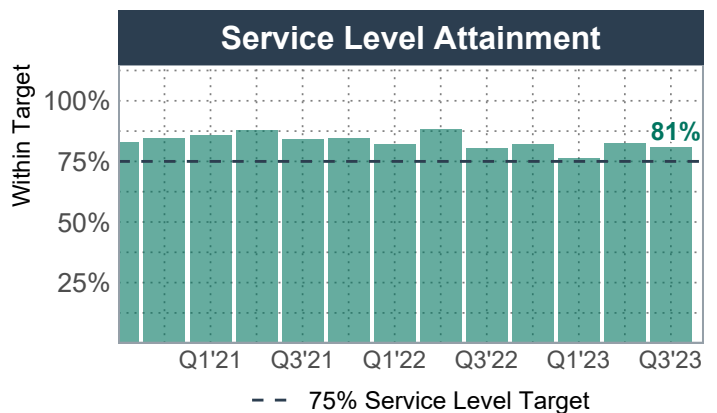
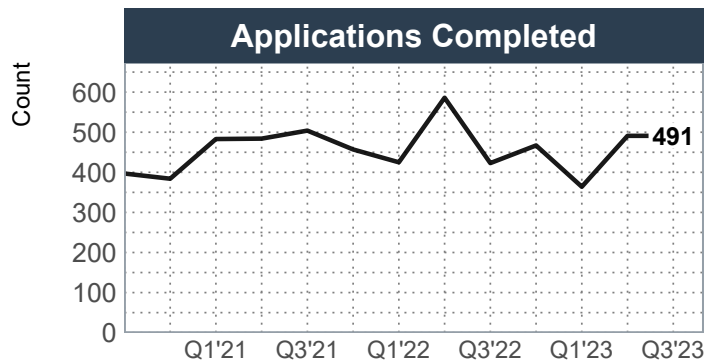


## Building Permit: Alterations and Temporary Structures

Applications to confirm compliance with the National Building Code (Alberta Edition) and other relevant regulations for interior and exterior alterations and renovations, demolitions, or changes in business activities. Applies to office trailers, storage sheds, and sea cans, as well as individual units or common areas of existing commercial, industrial, institutional, mixed-use, or multi-unit residential buildings.

**491 applications** were finalized in Q3 2023 with an average **processing time of 44 days**.

**81%** of Building Permit: Alterations and Temporary Structures applications were completed within the current service level **target of 60 days**.



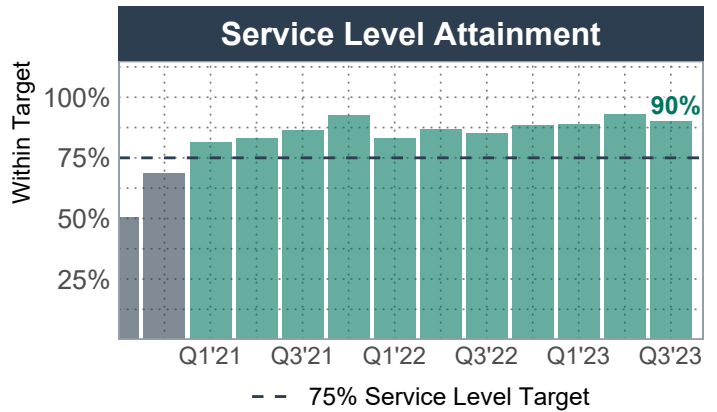
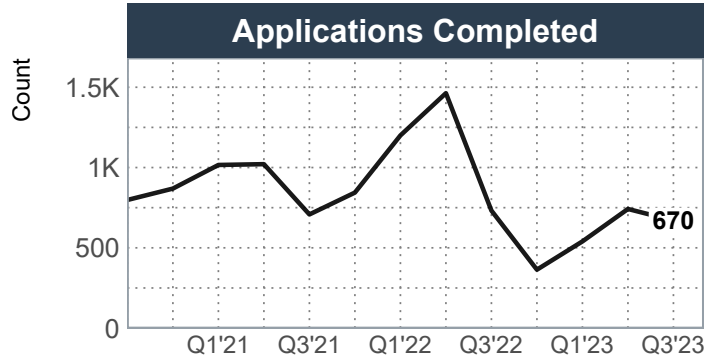
# New Home Construction Permits

## Development Permit: Greenfield

Applications to confirm Zoning Bylaw compliance for new low-density residential construction on land that has not previously been developed. Includes single-detached houses, semi-detached houses and side-by-side row houses up to 4 units with or without secondary suites, and garage and garden suites.

**670 applications** were finalized in Q3 2023 with an average **processing time of 15 days**.

**90%** of Development Permit: Greenfield applications were completed within the current service level **target of 20 days**.

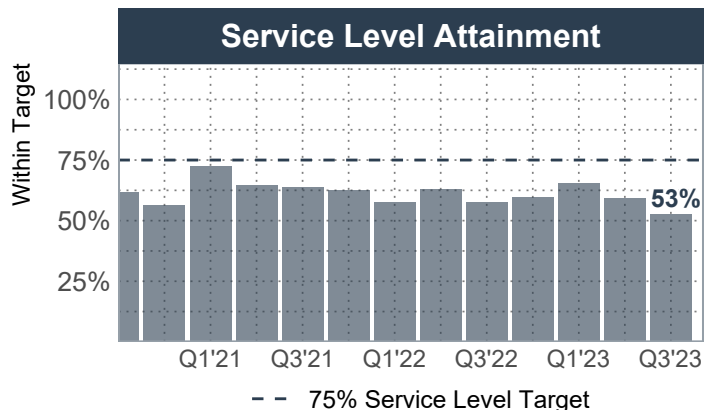
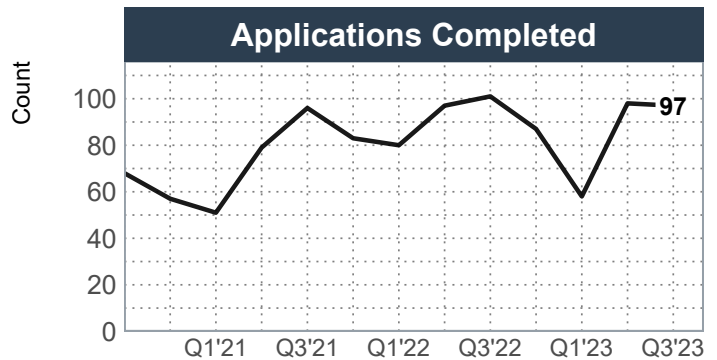


## Development Permit: Infill

Applications to confirm Zoning Bylaw compliance for new housing in previously established neighbourhoods. Includes single-detached houses, semi-detached houses and side-by-side row houses up to 4 units with or without secondary suites, and garage and garden suites.

**97 applications** were finalized in Q3 2023 with an average **processing time of 48 days**.

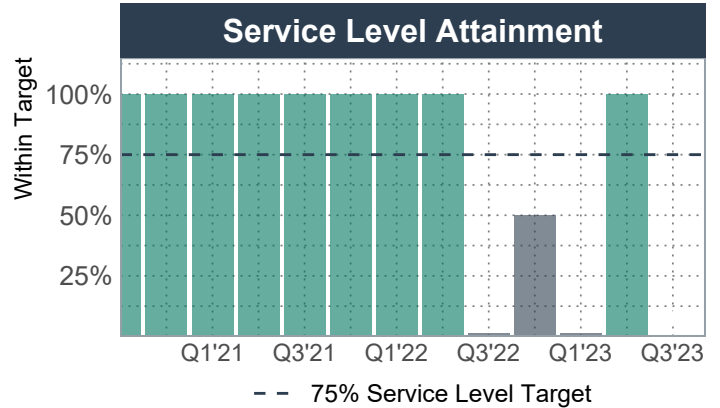
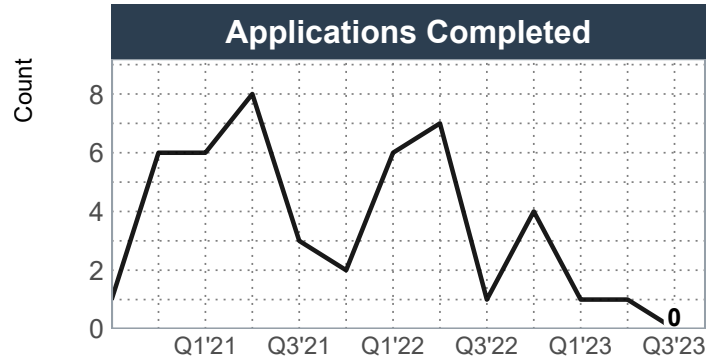
**53%** of Development Permit: Infill applications were completed within the current service level **target of 40 days**.



## Development Permit: Expedited Infill

Applications to confirm Zoning Bylaw compliance when developing new Class A single-detached and semi-detached houses in previously established neighbourhoods.

**0 applications** were finalized in Q3 2023.

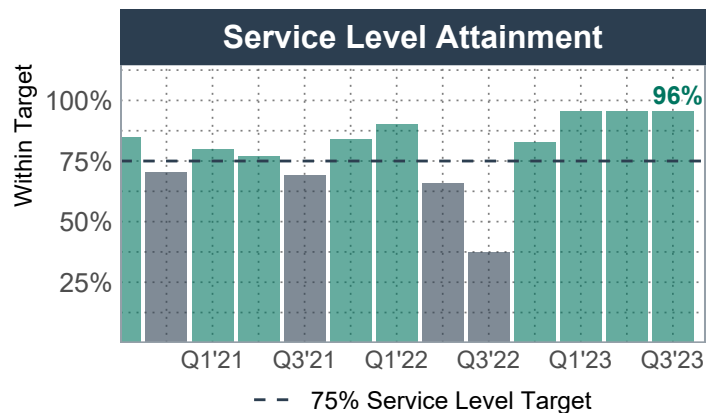
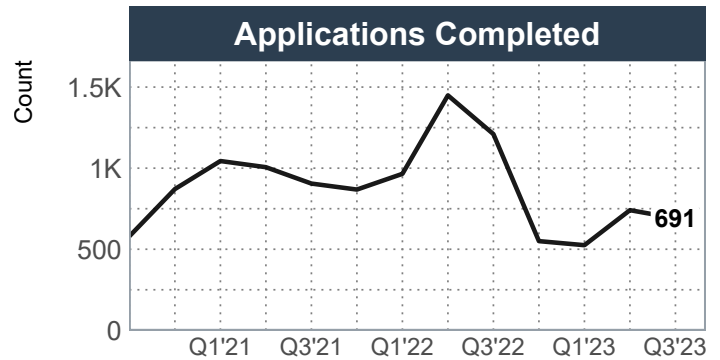


## Building Permit: Greenfield

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new low-density residential construction on land that has not previously been developed. Includes single-detached houses, semi-detached houses and side-by-side row houses up to 4 units with or without secondary suites, and garage and garden suites.

**691 applications** were finalized in Q3 2023 with an average **processing time of 13 days**.

**96%** of Building Permit: Greenfield applications were completed within the current service level **target of 35 days**.

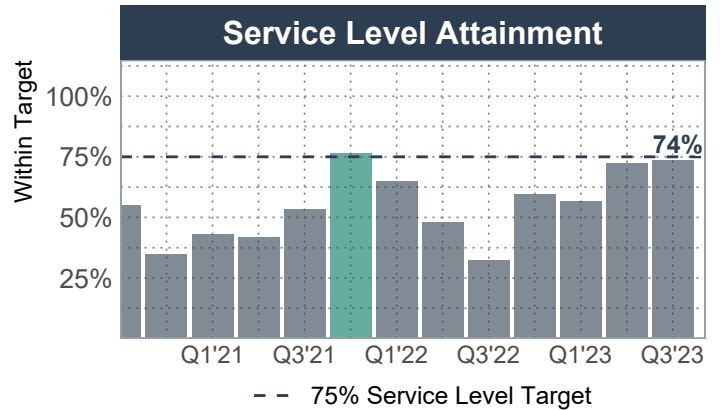
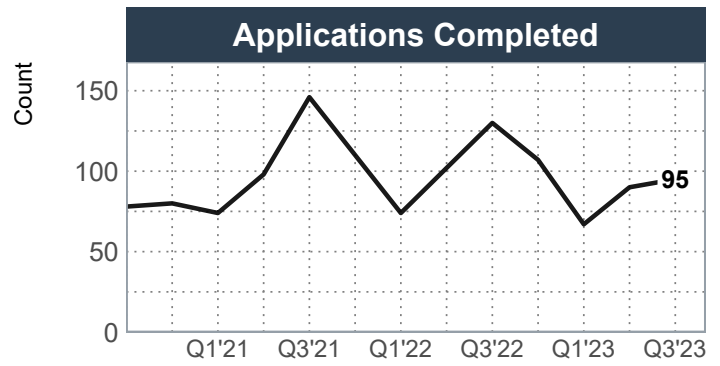


## Building Permit: Infill

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new housing in previously established neighbourhoods. Includes single-detached houses, semi-detached houses and side-by-side row houses up to 4 units with or without secondary suites, and garage and garden suites.

**95 applications** were finalized in Q3 2023 with an average **processing time of 41 days**.

**74%** of Building Permit: Infill applications were completed within the current service level **target of 35 days**.



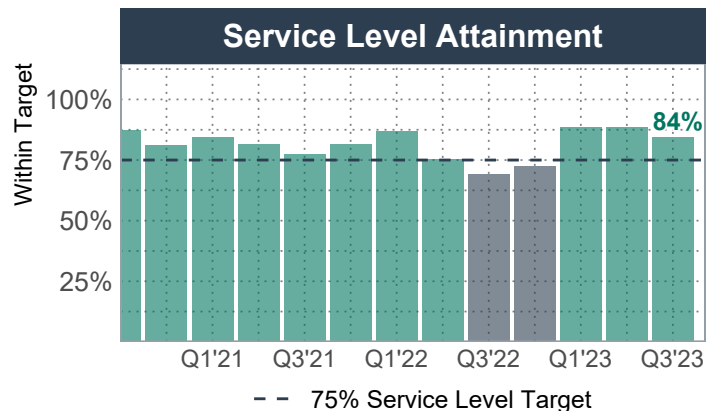
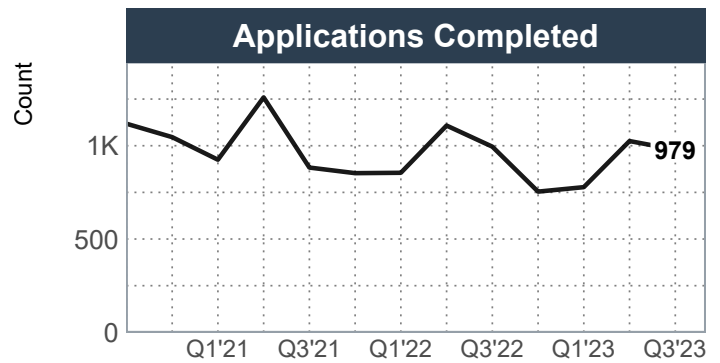
## Home Improvement Permits

### Simple Project

Applications for renovations to single platform decks (in backyards less than 6 feet high), demolitions, detached garages (standard designs less than 55 square metres for single detached houses), home renovations and basements, hot tubs and swimming pools

**979 applications** were finalized in Q3 2023 with an average **processing time of 14 days**.

**84%** of Simple Project applications were completed within the current service level **target of 25 days**.

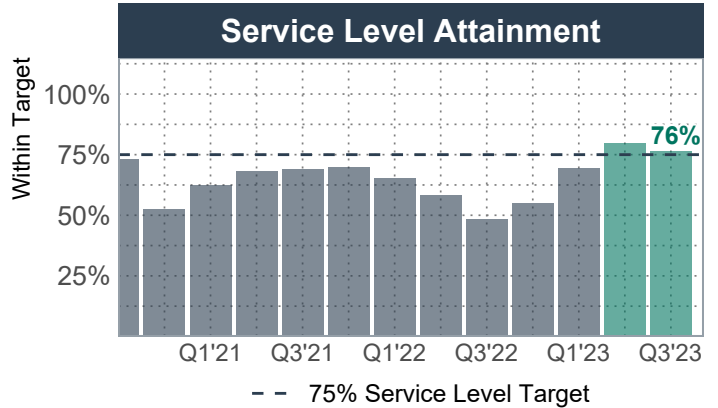
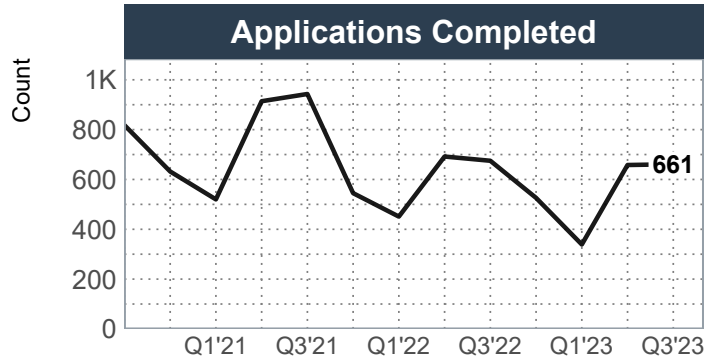


## Regular Project

Applications for renovations to decks, detached garages, home additions, secondary (basement) suites, sheds, gazebos, pergolas and carports.

**661 applications** were finalized in Q3 2023 with an average **processing time of 35 days**.

**76%** of Regular Project applications were completed within the current service level **target of 40 days**.

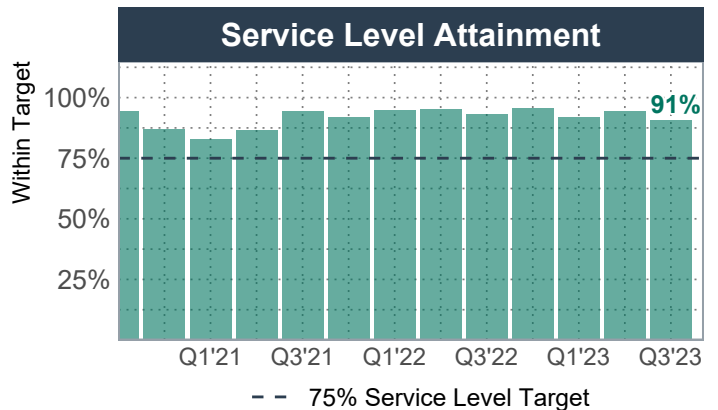
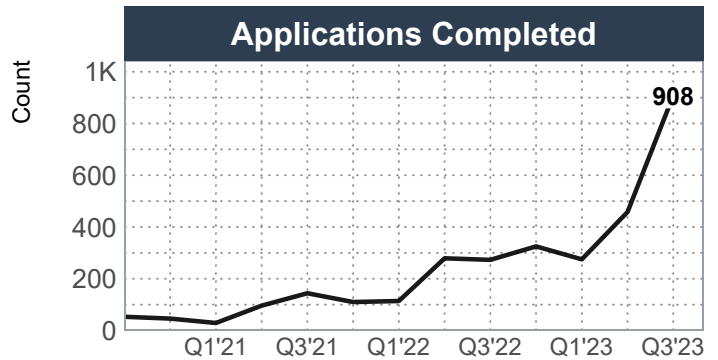


## Renewable Energy System

Applications for solar photovoltaic (PV), solar thermal (hot water), geoexchange systems.

**908 applications** were finalized in Q3 2023 with an average **processing time of 4 days**.

**91%** of Renewable Energy System applications were completed within the current service level **target of 10 days**.





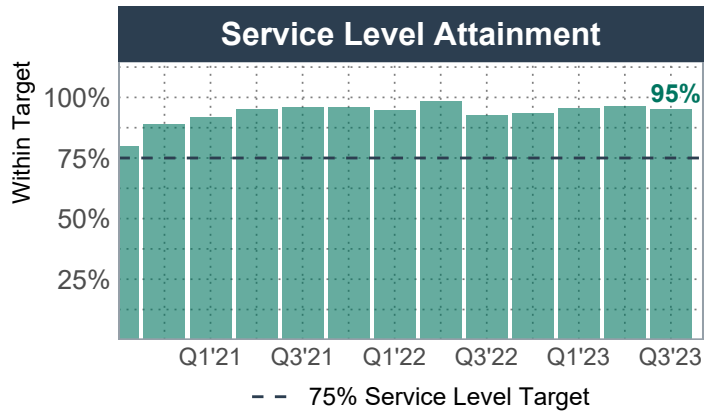
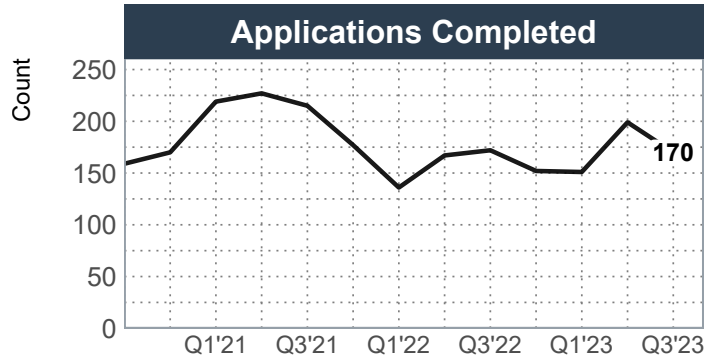
# Sign Permits

## Permanent Sign

A Permanent Sign is classified as a sign that is anchored into the ground or affixed to or painted onto a building or other structure that cannot readily be removed from a site and is non-digital.

**170 applications** were finalized in Q3 2023 with an average **processing time of 3 days**.

**95%** of Permanent Sign applications were completed within the current service level **target of 10 days**.



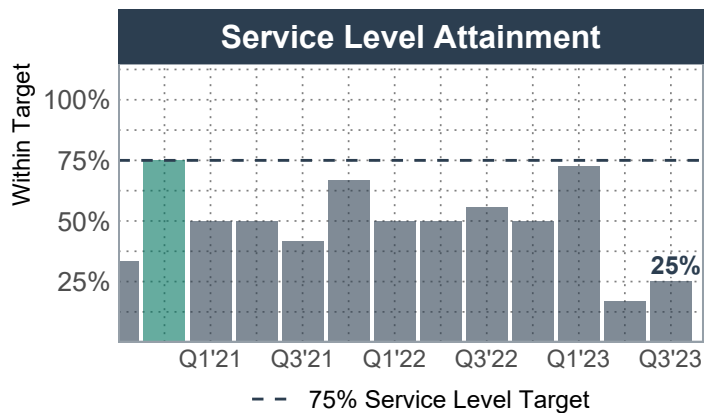
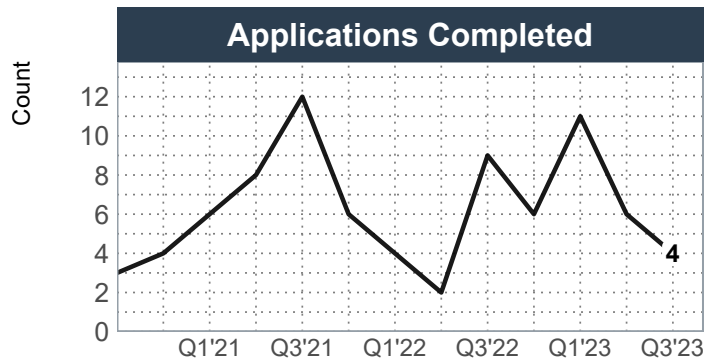
## Digital Sign

A digital sign is classified similarly to the permanent sign, but can be changed remotely without manually or mechanically replacing the sign face or its components. They are regulated differently in consideration of light pollution impacts on the surrounding community.

*Two of the four Digital Signs approved this quarter were placed on hold for over 2 years due to unexpected circumstances. The remaining two applications were successfully finalized with an average processing time of 36 days.*

**4 applications** were finalized in Q3 2023 with an average **processing time of 378 days**.

**25%** of Digital Sign applications were completed within the current service level **target of 30 days**.

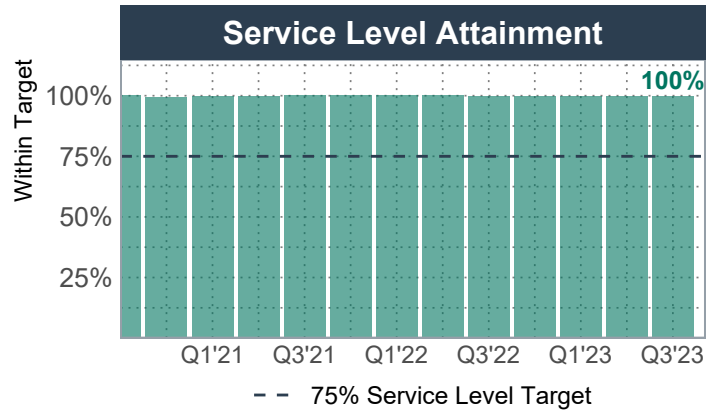
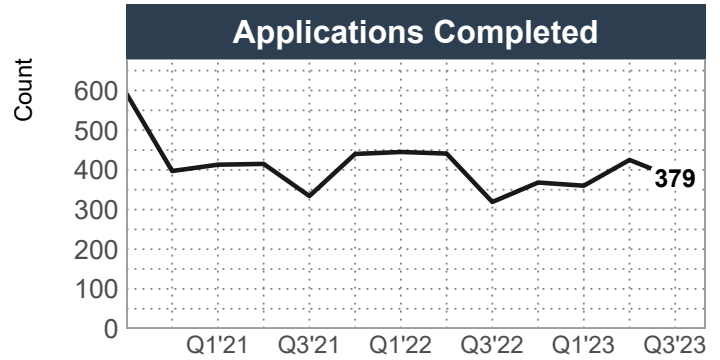


## Temporary Sign

A temporary sign is used for a limited time and is easily removable. This category includes bridge banners, temporary signs on private property such as sandwich boards, road right-of-way signs, and show-home wayfinding signs.

**379 applications** were finalized in Q3 2023 with an average **processing time of 1 day**.

**100%** of Temporary Sign applications were completed within the current service level **target of 5 days**.



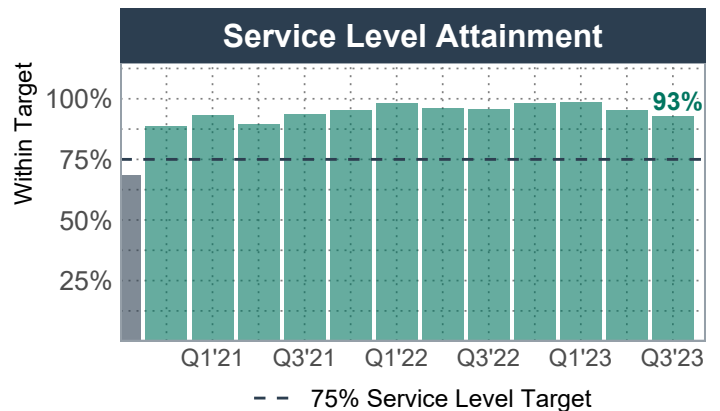
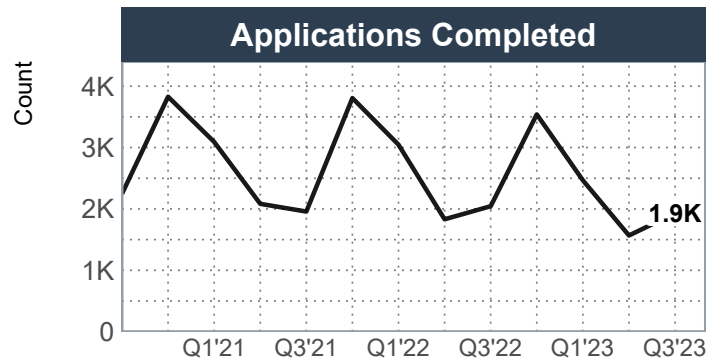
## Trade Permits

### Plumbing and Gas

A stand-alone permit for plumbing and gas work in residential and commercial locations where no building permit is needed.

**1,930 applications** were finalized in Q3 2023 with an average **processing time of 2 days**.

**93%** of Plumbing and Gas applications were completed within the current service level **target of 3 days**.

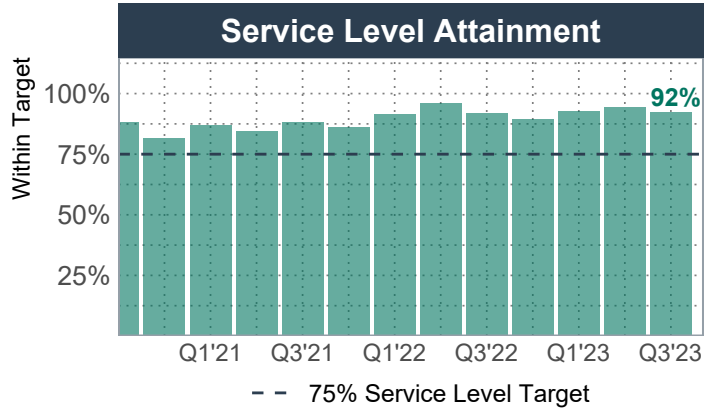
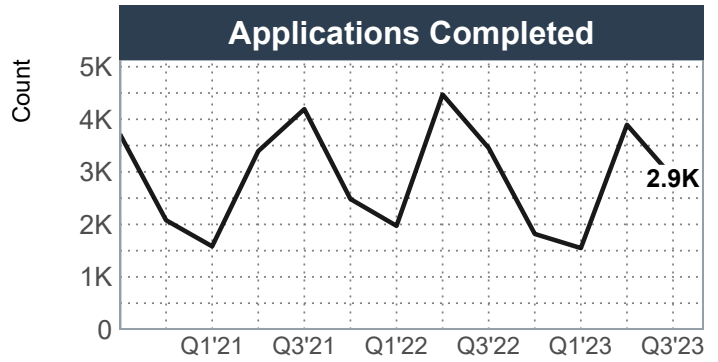


## Electrical

A stand-alone permit for electrical work in residential and commercial locations where no building permit is needed.

**2,890 applications** were finalized in Q3 2023 with an average **processing time of 2 days**.

**92%** of Electrical applications were completed within the current service level **target of 3 days**.

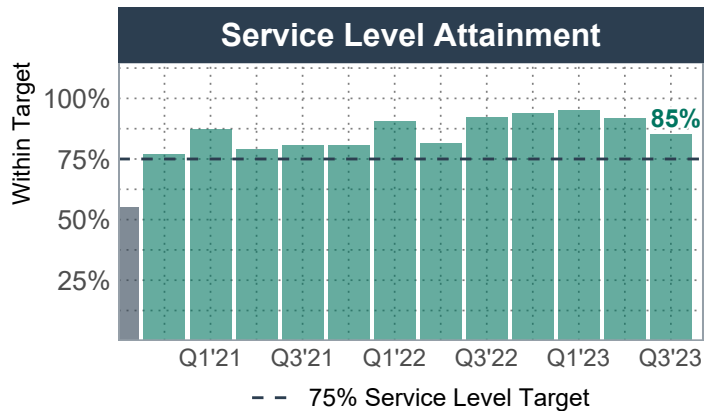
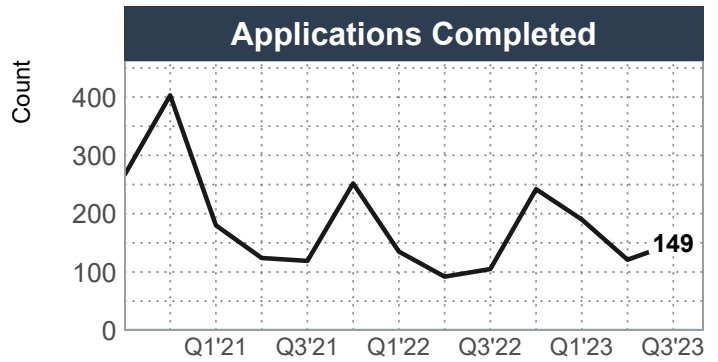


## Heating, Ventilation and Air Conditioning (HVAC)

A stand-alone permit for heating, ventilation and air conditioning work in residential and commercial locations where no building permit is needed.

**149 applications** were finalized in Q3 2023 with an average **processing time of 2 days**.

**85%** of Heating, Ventilation and Air Conditioning (HVAC) applications were completed within the current service level **target of 3 days**.



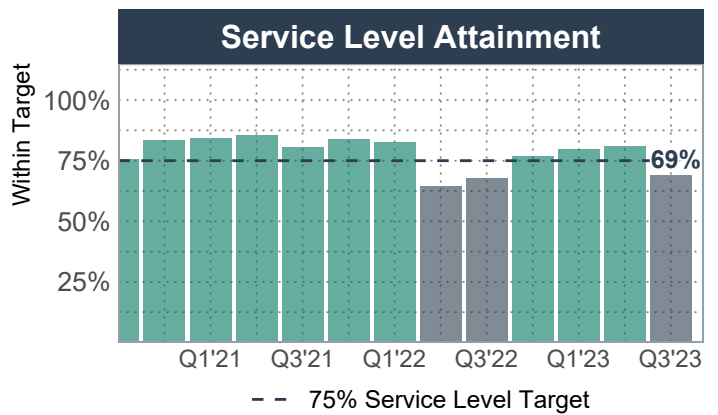
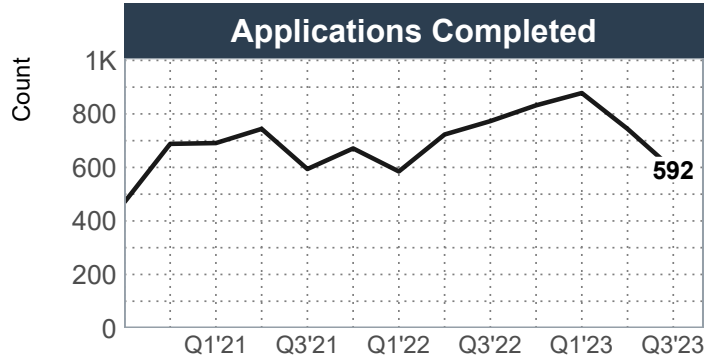
# Business Licences

## Commercial-Based

New licence applications for businesses that operates out of a commercial or industrial location. Processing times do not include the time needed to obtain any development or building permits that may be required before the licence can be issued.

**592 applications** were finalized in Q3 2023 with an average **processing time of 32 days**.

**69%** of Commercial-Based applications were completed within the current service level **target of 35 days**.

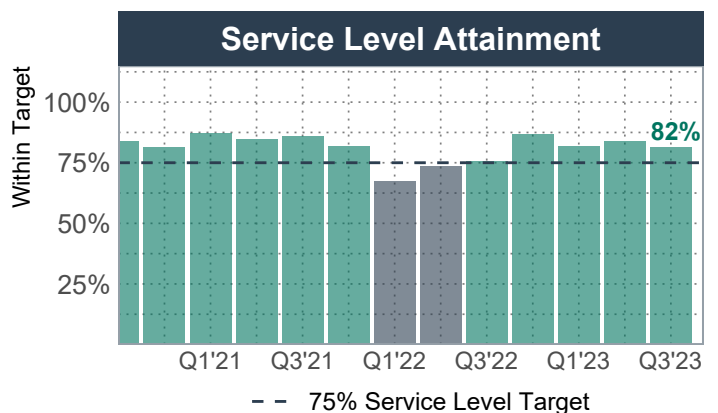
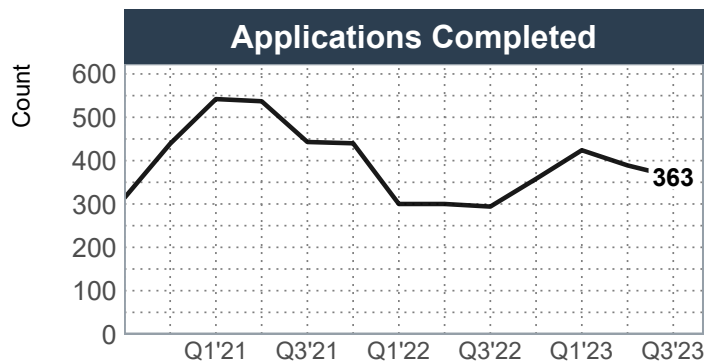


## Commercial-Based: Fire and Police Consultation

Some commercial businesses require consultation as the final step before a licence is issued. Time is in addition to the commercial-based business processing time.

**363 applications** were finalized in Q3 2023 with an average **processing time of 22 days**.

**82%** of Commercial-Based: Fire and Police Consultation applications were completed within the current service level **target of 20 days**.

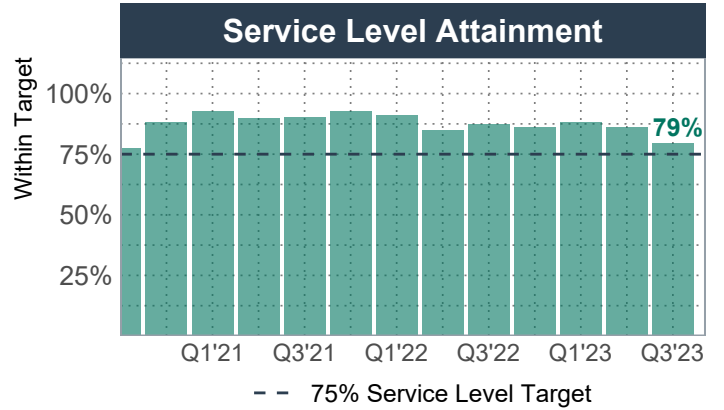
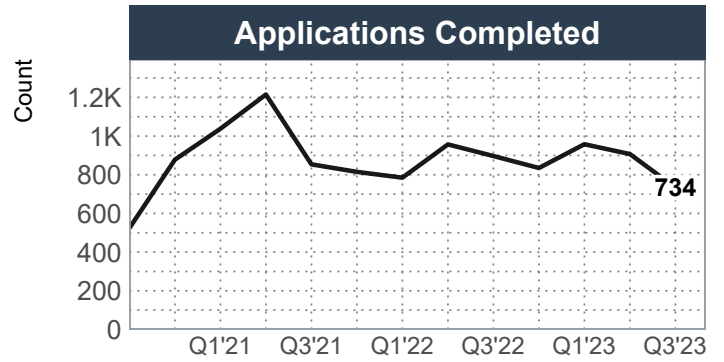


## Home-Based

New licence applications for businesses that operate out of a residential location. Most do not require any additional permits.

**734 applications** were finalized in Q3 2023 with an average **processing time of 15 days**.

**79%** of Home-Based applications were completed within the current service level **target of 20 days**.

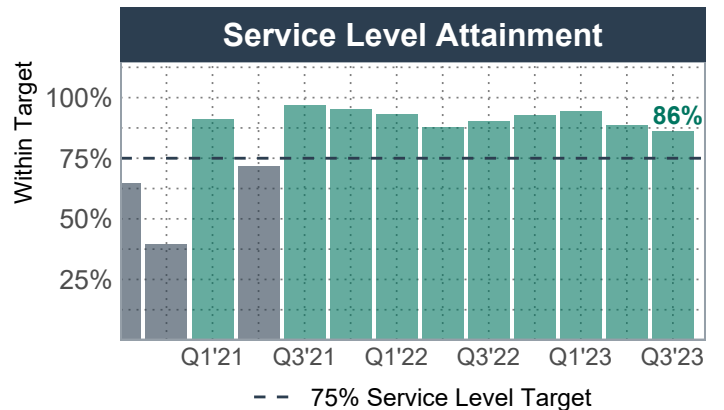
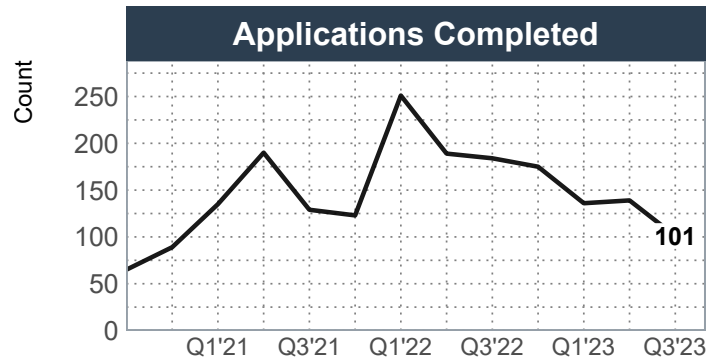


## Based Out of Town

New licence applications for businesses based outside the city of Edmonton that conduct business within Edmonton. Development and building permits are not required.

**101 applications** were finalized in Q3 2023 with an average **processing time of 9 days**.

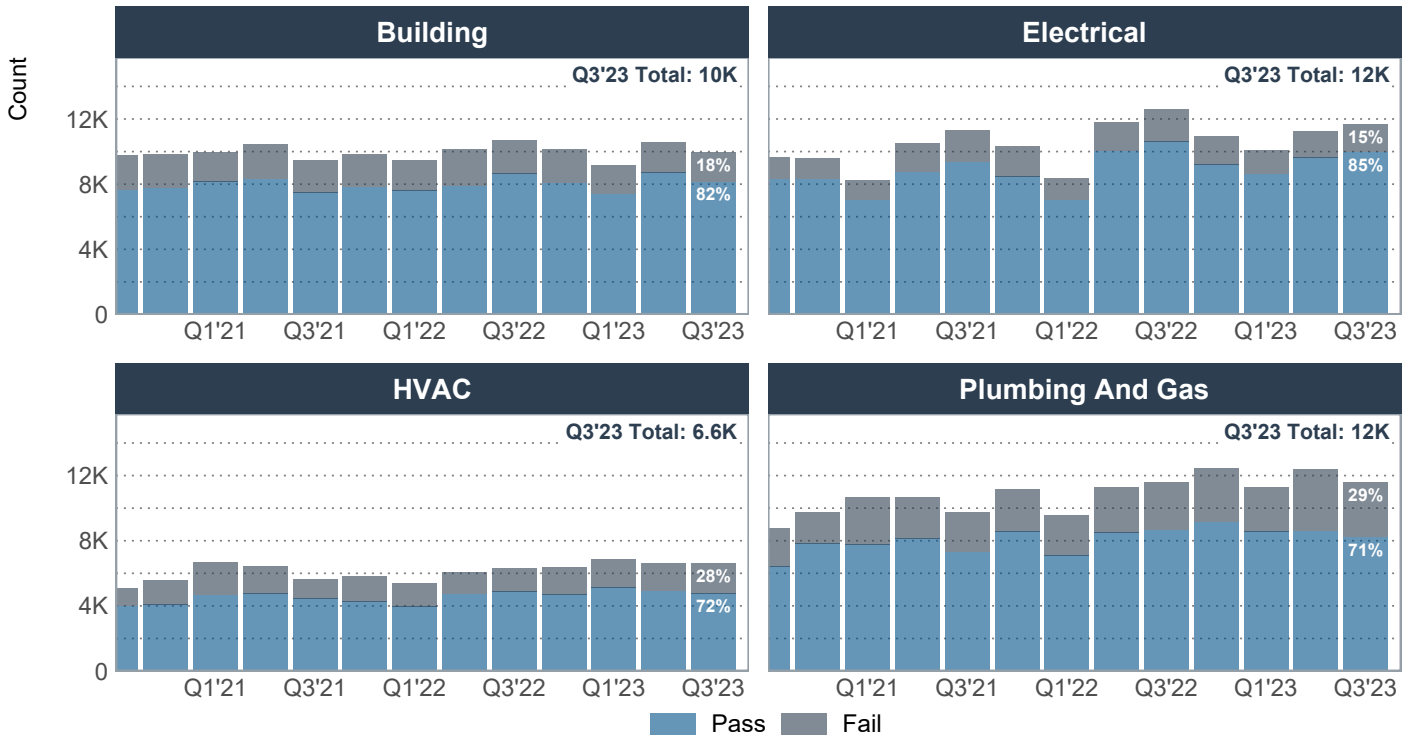
**86%** of Based Out of Town applications were completed within the current service level **target of 10 days**.



# Safety Code Inspections

## Inspection Counts

Each building and trade permit requires at least one inspection to ensure compliance with safety and energy regulations. The counts below include re-inspections, and will always exceed permit counts given that several inspections may be associated with a single project. For this reason, they are reported in a separate section from other application-related metrics.



## Inspection Scheduling Time

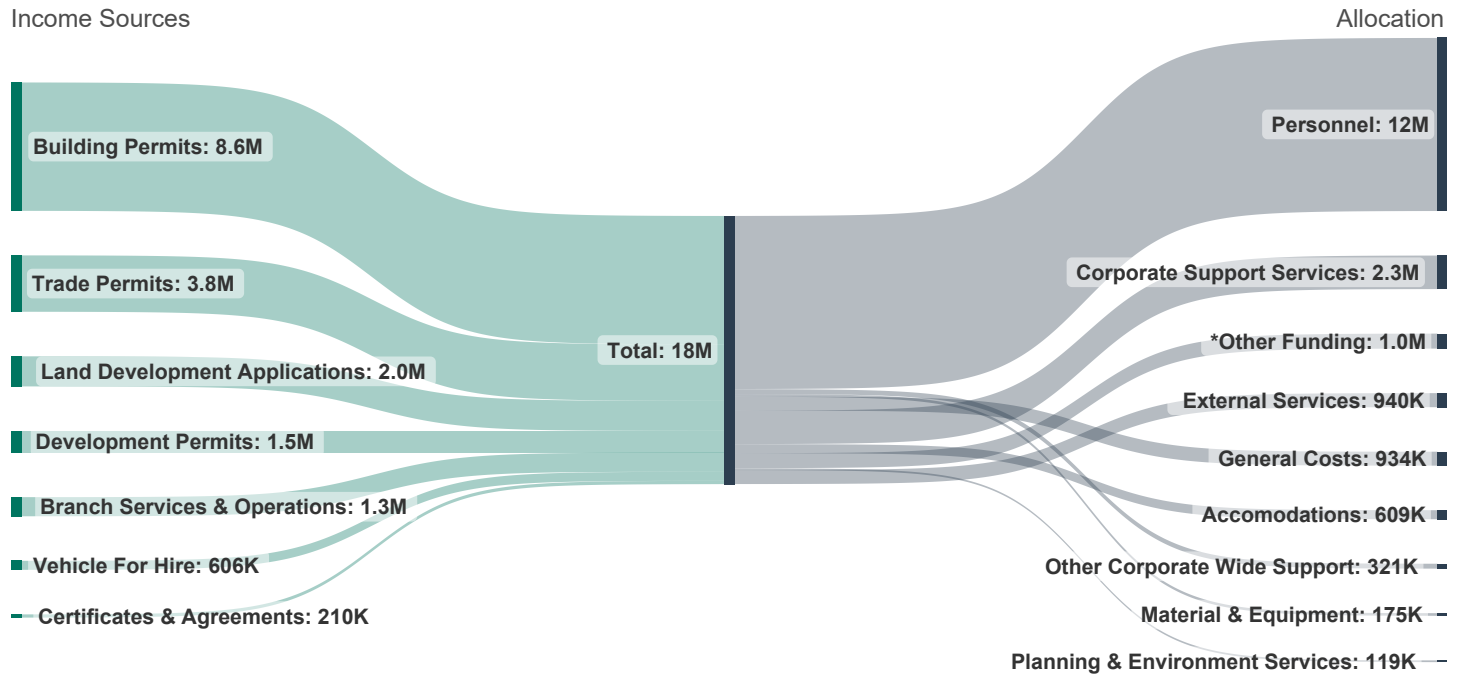
Scheduling time is different from the processing time of other services. It is measured in business days from the initial inspection request to the first available inspection date with a **target of 5 days for all inspection types**.



# Financials

## Revenues and Expenditures

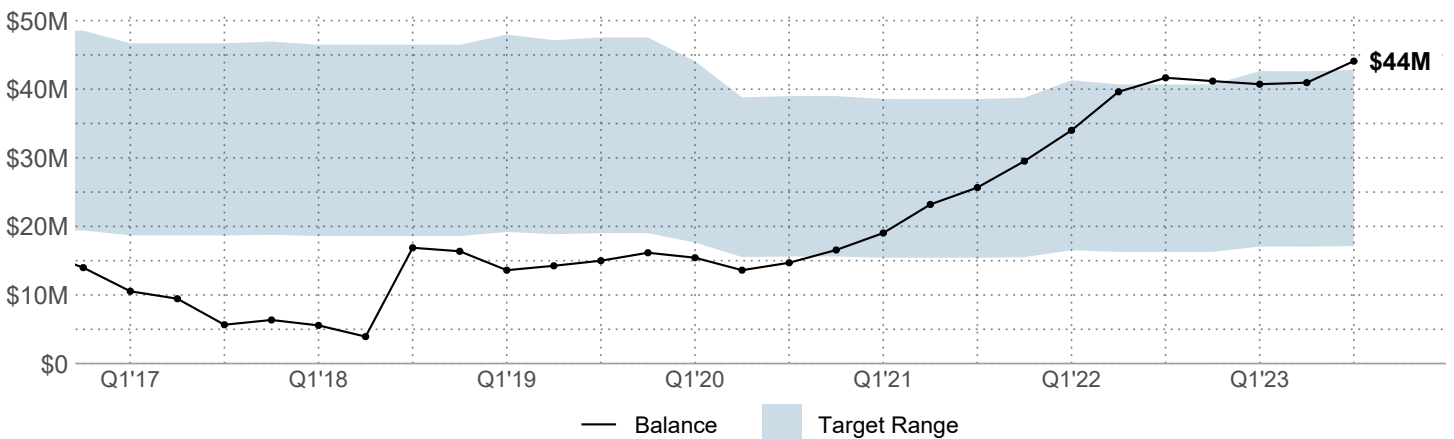
The UPE department’s cost recovery model ensures that revenue collected for the processing of applications is directly and indirectly attributed to the delivery of those services. This includes corporate support costs as well as providing for investment in service improvement initiatives. A summary of the distribution of funds in Q3 2023 is provided below.



\*Other Funding represents the branch's tax levy funding net of transfer to/from reserves. Tax levy funding is used to support activities, programs and services that are excluded from the Planning and Development Business model as established in City Policy C610.

## Planning and Development Business Model Reserve Fund

The Planning and Development Business Model (PDBM) Reserve Fund was established to balance revenue and expenditure streams over the long term. The upper and lower bounds of the target range depicted below is set each quarter according to annual operating expenditures, and the balance is the cumulative total funds in the reserve at the end of each quarter.



# Appendix

## Metric Definitions

### Processing Time

Processing Time is measured in calendar days, starting with the submission of a complete application and concluding when a decision is made. This timeline includes City and partner agency time to review the application, obtain additional information from the applicant, and complete all detailed reviews. The development and construction application review process is a partnership between the City and the applicant to reach a decision.

### Scheduling Time

Scheduling Time is used exclusively in the Safety Code Inspections section and is different from the processing time of other services. It is measured in business days from the initial inspection request to the first available inspection date.

### Applications Completed

Applications Completed refers to the count of applications completed in the corresponding time period based on the finalization process used in the calculation of its timeline. If an application is eligible for renewal, it is only counted once unless otherwise specified. Counts may include applications initiated several quarters in the past.

### Customer Satisfaction Score

A Customer Satisfaction Score (CSAT %) is calculated using the satisfaction rating an applicant has assigned to their experience obtained via survey. The number of surveys with scores of *Satisfied* or *Very Satisfied* is divided by the total number of surveys to arrive at the CSAT %.

## Supplementary Details

### Application Completion Count Area Charts

These area charts are used to summarise the activities of the reporting quarter. Application types are distinguished by colours only to indicate the major contributors to volumes within a service area at a high-level. It is suggested that the reader consult the individual application sections for a greater depth of insight into specific trends, as area charts do not lend themselves well to the study of individual components.

It should also be noted that a *Commercial-Based: Fire and Police Consultation* segment does not appear in the area chart of the Business Licence service area. This is because it is a subset of the *Commercial-Based* application type and has already been included in the count.

### Snapshot Measures

The measures reported in this document are pulled directly from production systems shortly before release. Slight variations in values reported across periods can be expected due to ongoing work on these systems. These differences can arise from discrepancies in scope of work revealed after the completion of an application, correction of data entry errors, or updates to Statistics Canada's building classification system.

These differences may be particularly notable for measures reported as a percentage for low volume application types. Significant discrepancies, as well as those that are the result of changes in methodology, will always be noted.