ZONING BYLAW RENEWAL INITIATIVE

Technology and Implementation Research Summary
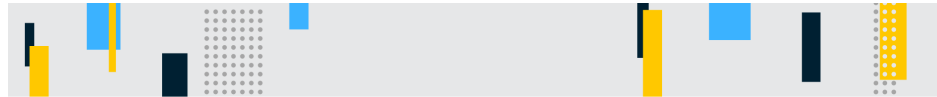
UFCSD | Development Services

Edmonton

TABLE OF CONTENTS

INITIATIVE OVERVIEW

INTRODUCTION

The Zoning Bylaw Renewal Initiative (ZBRI) is a multi-year comprehensive overhaul of the current Zoning Bylaw that includes rethinking how, what and why the City regulates in terms of zoning and land development. The initiative is comprised of four projects:

1.   Creating a **new Zoning Bylaw**

2.   **Rezoning** land city-wide to align with the new Zoning Bylaw

3.   Providing **technology** to manage the new Zoning Bylaw and improving the online customer experience for planning and development services

4.   Ensuring a smooth transition to the new Zoning Bylaw and technology through thoughtful **Implementation**

The Zoning Bylaw Renewal Initiative seeks to develop a strategic, simplified and streamlined Zoning Bylaw to enable people, places and businesses to prosper and thrive. To learn more about the guiding principles and approaches that will shape the new Zoning Bylaw, read the Philosophy of the New Zoning Bylaw.

EXECUTIVE SUMMARY

As envisioned in ConnectEdmonton and The City Plan, Edmonton anticipates a doubling in its population size over the next four decades. The Zoning Bylaw presents a tangible opportunity to not only welcome this growth in people, but to support a highly industrious, creative, and capable consortium of builders, developers, and residents interested in investing in their communities. In 2019 alone, the Zoning Bylaw was implemented by various users to advance 13,300 Development Permits (DPs) and 550 Land Development Applications (LDAs).

For the Zoning Bylaw Renewal Initiative to be successful in this endeavour, a focus on enhancing regulatory flexibility, reducing red tape, improving the customer experience, and augmenting available technological tools, is paramount.

FOUR MAIN OPPORTUNITIES

+ **Enhance the notification and public participation process**

+ **Modernize and integrate the Zoning Content Management System;**

+ **Utilize the Geospatial Database; and**

+ **Write clear, simple regulations which will reduce barriers and create opportunities to streamline development services.**

TECHNOLOGY IS KEY

This report turns its gaze to the importance of and necessity for both short-term and long-term technological improvements.

Technology is one of the main conduits that enable customers to interact with the Zoning Bylaw and development services at the City of Edmonton. Technological advancements continue to be made in society, which has resulted in increased expectations by many different users. As technology associated with the Zoning Bylaw has not been updated since 2001, **four main opportunities** to improve service delivery with the Zoning Bylaw have been identified, and are detailed throughout this document.

Improvement #1: *Notification and Public Participation Process*

The Zoning Bylaw regulates the notification and public participation of the development permit process. The world is becoming more digital, recently there was new provincial legislation adopted that permits digital methods of notification. This is an opportunity to leap forward and engage with citizens in new ways such as increasing self service through an option opt-in notifications, and enhance information in the online interactive map.

Improvement #2: *Zoning Content Management System*

As technology has evolved, so too have expectations. The existing zoning content management system is outdated and no longer supported. Modernizing the software will enhance the self-serve customer experience, reduce the effort to maintain it and has possibilities to integrate with existing systems. Technology enhancements will positively impact service delivery.

Improvement #3: *Geospatial Database (Map)*

The zoning map is an essential part of the Zoning Bylaw. It is what indicates the zones for each property in the City. Currently the zoning information is being maintained in three software programs that do not have zoning data stored in them above the basic zone type. Data management is an essential part of reporting and analytics, this is an opportunity to provide a more robust data set that has the ability to integrate with other programs and enhance self service.

Improvement #4: *Streamline Development Services*

Renewing Edmonton's Zoning Bylaw is an opportunity to write the bylaw in which information is easily accessed and there are more options to review and issue permits. This can include using technology to issue non-complex permits, writing zones that are clear and predictable to increase self service. These changes would result in a positive self service experience and business areas can allocate resources towards complex and innovative applications.

BACKGROUND

The delivery of excellent service is one of the key objectives of Edmonton's Corporate Business Plan (2019-2022). This plan outlines and prioritizes City actions that are needed to achieve ConnectEdmonton's goals. The Corporate Business Plan identifies the Zoning Bylaw renewal as an opportunity to transform the way land development services are delivered to Edmontonians.

More recently, the City of Edmonton placed an intentional focus on integrating policies throughout the City, with a desire to rally and fortify around a unified vision for Edmonton's future. The Zoning Bylaw, which regulates land development throughout the city, is being updated to ensure alignment with ConnectEdmonton and the City Plan to enable investment and growth that is thoughtful of overarching policies.

The quality of the Zoning Bylaw has a direct impact on the efficiency of the land development permitting and inspection services. Unclear and outdated regulations slow down review and inspection times, create uncertainty and inconsistency in decision making, and lead to delays in the development process. An inefficient regulatory system impedes land development and business opportunities, adds time and cost to the development process, strains government resources, and provides barriers to building the city Edmontonians envision.

The Zoning Bylaw has not been updated since 2001. This revision was largely a consolidation exercise designed to harmonize five different bylaws carried over from the City's annexation in 1982. Prior to this effort, the last significant and substantive rewrite of the Zoning Bylaw took place in 1961. These development regulations, originally intended for a small prairie town context, continue to shape the built form of one of Canada's fastest growing cities. In 2020, Edmonton was the fifth largest city in the country.

Since 2001, the Zoning Bylaw has been amended gradually. These piecemeal amendments have created significant complexity for Edmontonians, industry, City Council and administration. They have also failed to successfully respond to changing development patterns and market needs which leads to restricting innovation, creativity and investment.

The Zoning Bylaw consolidation efforts in 2001 included making advances in new technology to improve the online interaction with the Zoning Bylaw. 20 years later, is out of step with other modern advances. With a new Zoning Bylaw being written, in a similar fashion to 2001, a lens on a new technological solution is indeed warranted.

DOCUMENT OVERVIEW

The ZBRI Technology and Implementation Research Summary reviewed the merits of the Zoning Bylaw's technological assets, explored the impacts that may be experienced as a result of the ZBRI and points to a variety of improvements that may enhance the experience navigating online planning and development services.

This research seeks to explore the following questions:

+ What are the service areas impacted by the initiative?

+ What are the user groups that use the Zoning Bylaw information and what are their needs?

+ What technology changes are needed to support the new Zoning Bylaw and streamline services?
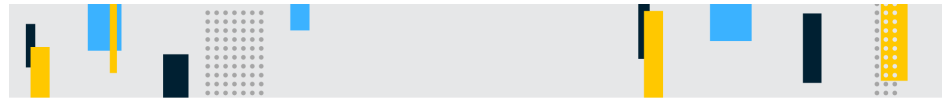
ZONING BYLAW SERVICE IMPACTS

This section outlines the main users of City services, the methods for how users access information, and the impacts that the Zoning Bylaw has on services. Establishing this baseline insight will help in understanding what improvements are needed to the structure and the content management system of the Zoning Bylaw. The Zoning Bylaw structure is defined as the outline to navigate the Zoning Bylaw, and the content management system is defined as the mechanism for how customers interact and/or access zoning information.

IMPACTED BUSINESS AREAS

A Business Area Impact Assessment was conducted to identify the connections between services/staff and the Zoning Bylaw — and to understand potential impacts of the new Zoning Bylaw, and how they can be supported through the implementation of the new Zoning Bylaw.

As part of the Business Area Impact Assessment, a survey was sent out to the business units across the City to understand how the new Zoning Bylaw may impact their work. There were 76 responses, indicating their team will be impacted, from seven departments, 21 branches and 38 sections. The survey demonstrated a range of impacted City departments/teams, from staff members who process and review customer development applications (service providers), to those who access the regulations to build City-owned parks and facilities (internal customers). Table 1.0 shows the total number of sections impacted by the Zoning Bylaw.

Table 1: The number of City of Edmonton sections by level of impact

Level of Impact	Description	Number of Sections
High	The Zoning Bylaw is the primary tool used to perform duties, including engaging with Edmontonians and customers	**10**
Medium	The Zoning Bylaw supports their work on a regular basis	**14**
Low	The Zoning Bylaw is something that is kept in mind while doing their job	**14**

Table 2: Sections Highly Impacted by Department

Department	Section
Office of the City Manager	+ Solicitors + Tribunals
Urban Form and Corporate Strategic Development	+ Development Services Branch Manager's Office + Planning Coordination + Subdivision and Development Coordination + Development and Zoning Services
Financial and Corporate Services	+ Assessment and Taxation Branch Manager's Office + Assessment Operations
Citizen Services	+ Complaints and Investigations (Issue tickets based on the Zoning Bylaw) + Public Safety

Each of these 10 sections use the Zoning Bylaw in very different ways, and as a result, will likely require nuanced strategies for technology and implementation. For example, staff from complaints and investigations use information from the Zoning Bylaw to issue tickets when there is a violation. The day to day operations will not change as a result of the ZBRI but what they issue tickets for will. On the other hand, Development and Zoning Services staff, who use the Zoning Bylaw to review permits will require training and adjustments to their Standard Operating Procedures (SOP).

IMPACTED DEVELOPMENT APPLICATIONS

A scan of the services provided by development services was conducted and updating the Zoning Bylaw has the potential to impact 31 development applications (see Appendix 3 for a list of application types). In 2019, there were over 13,000 development permits issued, 7,600 compliance certificates and 550 land development applications approved. The work on these applications have a direct correlation to the regulations in the Zoning Bylaw. Such as complex, over-regulatory, outdated regulations can lead to work arounds and minimizes the self service options of customers and Edmontonians.

Depending on the nature of the bylaw changes, the opportunities to streamline services could include: automation of non-complex permits, changes to application complexity, submission requirements and development permit conditions.

When the new Zoning Bylaw is developed, the technology used to display the information needs to improve the self-serve user experience making the bylaw easy and convenient to understand for all users. To accomplish this, an understanding of how and why users interact with the Zoning Bylaw should be made a priority. Three distinct user groups that interact with the Zoning Bylaw during development applications are:

1. **Customers**, who want to understand what development-rights apply to specific properties so they might initiate land development applications and design their proposed developments

2. **Public Participants**, who want to find information on proposed or approved development applications; and want to understand whether regulations have been followed

3. **Staff**, who use the Zoning Bylaw everyday to review and recommend/ approve development applications everyday and who maintain the zoning content for everyone to use.

The customer and the public participants users have different interests and require different information. Customers are generally active in the development process and seek information to participate in city building through investing in developing property(s), and in the other, the public, seeks information to stay informed about development proposals in the city, participate in the development process when applicable and/or determine if a development proposal may or may not have a direct impact on them.
In the following sections we will explore the three user groups to identify what is their experience today and what are the opportunities with ZBRI.
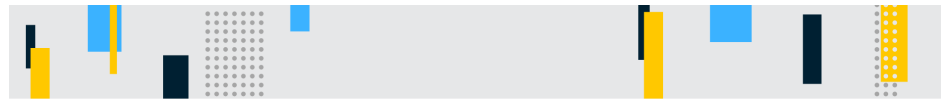
CUSTOMER EXPERIENCE

Customers generally interact with the Zoning Bylaw in three ways: in person at the City's front counter, online, or through associated services connected to the Zoning Bylaw (e.g. land development applications, development permits, Subdivision and Development Appeal Board). In each instance, customers can experience very different barriers — whether it might be finding or accessing information or in making a development application.

The research includes the review of previous engagement data (The City Plan, Evolving Infill, Permit and Licensing Improvements, etc.) and conducting 16 customer interviews. Detailed information on this research can be found in Appendix 4: Zoning Bylaw Renewal User Profiles.

THE ONLINE ZONING BYLAW EXPERIENCE

More often than not, individuals access the Zoning Bylaw online to research and gather information to support their development applications. The most common issues that these user groups experience are summarized below:

+ **The Zoning Bylaw Text:** User groups noted how information about standard zones were easy to locate online. Customers also noted a considerable amount of cross referencing is required, and that the content of regulations are difficult to understand/comprehend.

+ **Modern Zoning Content Management System with Modern Functions:** User groups noted how the current content management system is more interactive than a PDF format, but lack the following functionality: ability to copy, paste, and/or print zones while retaining formatting, and search features.

+ **Direct Control Information:** User groups noted how properties in the City's GIS database are not linked to relevant Direct Control (DC) zoning information, which can lead to increased time spent on trying to find/interpret appropriate regulations. Often, the customer will connect with City staff for additional support and clarification.

+ **Geospatial Database (Map):** User groups noted how the City's current geospatial database has useful information but that there is an opportunity to expand its functionality. They noted how information about utility locations, approved permits for commercial spaces, building pocket lines, and more, would be helpful in land development decision making.

What is Geospatial Data?
Geospatial Data is data that is tied to locational information. Unlike a map, which is often a static document that only captures information within a specific time period, Geospatial Data has the capability of sharing up-to-date information.

What is a Geospatial Information System?
A Geographic Information System (GIS) is a framework for gathering, managing, and analyzing data. Rooted in the science of geography, GIS integrates many types of data. It analyzes spatial location and organizes layers of information into visualizations using maps and 3D scenes. With this unique capability, GIS reveals deeper insights into data, such as patterns, relationships, and situations—helping users make smarter decisions. GIS data is a form of geospatial data. (Source: ESRI Website)

Geospatial data is capable of adapting over time and showing historical information. It is able to link to relevant information such as zoning or tax information and store related information to provide a central source of information for the public or city staff as well as provide a snapshot in time.

How can Geospatial Data support the Zoning Bylaw?
With Geospatial Data, zoning or tax information for city properties can be visualized in a centralized, up-to-date manner. Geospatial Data also provides an opportunity to link to various information sources. Additionally, information that is stored geospatially is able to be queried and adapted for analysis, supporting ease-of-use by the public and city staff.

SERVICE EXPERIENCE

Customer research was conducted to understand who accesses development applications and why, and how the Zoning Bylaw may impede their projects. The barriers identified parallel those described in the Philosophy of the New Zoning Bylaw:

+ **Overly complex bylaw:** At over 800 pages in length it is difficult to navigate, hard to find and interpret the correct information, and is not accessible to all Edmontonians.

+ **Strict zoning rules and cumbersome regulations:** The high level of control and lack of clear intent of regulations is costly, frustrating and time consuming for all bylaw users.

+ **Outdated regulations:** Provides barriers to innovative or sustainable designs, are unable to accommodate current or future market trends, and does not reflect the diversity of the city as it is today.

+ **Workarounds to overcome the failings of the Zoning Bylaw:** The past decade has seen a surge in amendments to the Zoning Bylaw and Direct Control zones, and a steady increase in appeals at the Subdivision and Development Appeal Board. These processes are costly for applicants and the City, and are a response to the misalignment of the bylaw with the types of developments residents want to see in their city.

CUSTOMERS AND CITY ENTRY POINTS

Based on customer interviews and the Land Development Journey Map, Commercial Renovations & Business Licensing Customer Journey Map and

Home Improvement Permits Journey Map, there are three categories for customers, each with different levels of experience and service needs:

Innovative, Site-Specific Customers: The Mold Breakers

+ This group includes experienced professionals that work on unique sites or create an innovative product that does not "fit the mold".

+ This group often builds a small number of projects in a year, that often require rezoning, development permit variances, and infrastructure upgrades.

+ With this customer, the City has an opportunity to support innovative and creative projects by being a collaborative partner.

Standardized, Experienced Customers: The Tried and True

+ This group wants to build standard products and to get their approvals quickly so their construction processes can be initiated.

+ This group often builds many projects in a year and wants to take advantage of Edmonton's short construction season.

+ With this customer, the City has an opportunity to automate low-risk, standard development permit applications, freeing up staff time for more complex and/or innovative projects, or to assist occasional customers.

Occasional Customers (less than 6 projects a year): The Up and Coming/The Dabblers

+ This group would like City staff to walk them through the land development process, and to spend time explaining information that might be new to them and provide them with regular updates.

+ With this customer, the City has an opportunity to make it easier for occasional customers to access basic information. To do this, the City will need to adopt a zoning and geospatial management system, which will provide information specific to a given location and related to the zone itself.

THE OPPORTUNITIES

As explored above, a number of issues were identified by customers. The Zoning Bylaw Renewal Initiative has an opportunity to address them through the following:

+ Zoning Bylaw Text

  - Write regulations that support a standard product that can move through the system quickly.

  - Write regulations clearly and directly for self-service.

  - Create the structure for the Zoning Bylaw that reduces cross referencing and is easily navigated.

+ Automation

  - Use technology to automate non-complex, standard applications to free up City staff time to support innovative applications and occasional customers.

+ Zoning Management System

  - Purchase a new content management system that has modern functions for enhanced visuals (e.g. tables, charts, diagrams); easy sharing (e.g. copy, paste and print zones while retaining formatting); and enhanced search capabilities.

  - Create an interpretation guide for regulations for an enhanced self serve experience when researching the regulations governing a specific property.

+ Geospatial

  - Adding information to the geospatial database to increase self service and reduce uncertainty. Information added could include showing general location of utilities, what permits have been approved for commercial spaces, and the building pocket outline for each site.

  - Adding zoning information into a geospatial zoning layer that provides the site specific regulations, reducing the need for cross referencing and misinterpretation.

NOTIFICATION AND PUBLIC PARTICIPATION EXPERIENCE

Informing residents about a development in an effective and timely manner makes the planning process more transparent. It also provides opportunities for people to give feedback on select projects, where required by provincial legislation and Zoning Bylaw regulations. The Municipal Government Act (provincial legislation) has changed the rules to allow for notifications to occur digitally instead of by mail or newspaper ads.

The barriers of notification today as identified in the *Notification and Variances discussion paper* include:

+ Information only goes to the homeowner

+ It costs $300,000 per year for notifications and newspaper ads

+ Declining readership in traditional communication methods such as the Edmonton Journal

+ Limited information on Open Data and the geospatial database (map)

+ The Open Data Portal is not user-friendly

Over the years, there have been various requests from Council to make changes to the notification process for development applications. The Zoning Bylaw Renewal Initiative presents an opportunity to review how the City informs residents, what information is presented, and to determine if there are ways to improve how this is done. Read the Notification and Variances discussion paper for more details on the proposed changes.

THE OPPORTUNITIES

The Notification and Variances discussion paper proposes to:

+ On-site signage

  − Post at the start of an application rather than at the end

  − Only for specific types of developments and paid for by the applicant

+ Online geospatial management system

  − Expand online information to include: City file number, description of project, name of applicant, status of application, date complete and location

- Explore adding proposed drawings, reports and being able to submit feedback on the proposal
  + City of Edmonton website information
    - Remove newspaper advertisements by publishing a list of all the applications going to public hearing (date and timeline to be determined) and a weekly list of the development permit decisions
  + Online notification by request
    - Explore adding online tools that users can opt-in to requires online notifications about projects they are interested in.

Previous public engagement indicated that people preferred to receive mailed notification about development permit proposals. However, Edmontonians also stated that opt-in notification (email or text), on-site signage, or the City of Edmonton website, could be acceptable substitutes if these were provided in a manner that was easy to access and understand.

The number of opt-in notifications can be monitored to identify the uptake and possible discontinuation of using mail. The Community Consultation notices would only be discontinued if the proposed on-site signage and online notification processes were implemented.
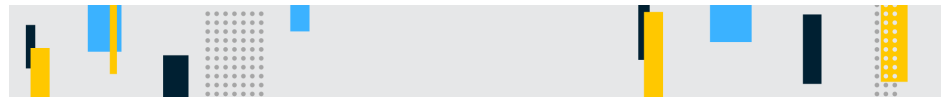
STAFF EXPERIENCE

Staff are the primary users of zoning information and technology infrastructure. There are many different roles in the City that use the Zoning Bylaw as noted above. This section will focus on the experience of two users categories: Daily Staff Users and Bylaw Maintenance Staff as identified in Appendix 4. These groups were chosen because they are the main contact for the public and customers related to zoning content and related services.

Both categories of staff participated in a Zoning Bylaw Feedback Survey to help identify the specific barriers associated with their work. Below is a summary of their feedback.

DAILY STAFF USERS

Daily Staff Users are those who use the Zoning Bylaw and the associated technology to complete their everyday work, such as development officers and the planners within the Development Services Branch. Daily Staff Users noted a variety of barriers experienced in their roles, which they say, limit their ability to provide enhanced services for Edmontonians and customers include:

+ Manually checking and calculating conformance to each zoning rule
+ Time spent copying and pasting zoning information for every development permit application from the Zoning Bylaw into a Google document
+ Updating the zoning regulations in the application review document whenever the Zoning Bylaw is amended
+ Time spent answering general questions or status updates to customers or Edmontonians
+ Time spent looking for Direct Control zoning information, including referencing previous Zoning Bylaws when required

BYLAW MAINTENANCE STAFF

Bylaw Maintenance Staff are those whose primary job is to update and maintain the Zoning Bylaw's text and geospatial database. Numerous Planning Technicians from within Development Services are dedicated to this work. Bylaw Maintenance Staff help to ensure a smooth Edmontonian,

customer and staff experience by keeping zoning content up-to-date and precise.

ZONING BYLAW TEXT MANAGEMENT SYSTEM

The world is quickly evolving, and products are often outdated before they are even installed. The current software does not meet the needs to maintain a Zoning Bylaw in 2021, it is not cloud-based, it takes significant time to update the online and official PDF version of the Zoning Bylaw — the City's latest PDF version is from 2017. The maintenance and historical versioning of the Zoning Bylaw is imperative to retaining the legal requirements, and to stop the spread of misinformation and out-dated regulations.

ZONING GEOSPATIAL MANAGEMENT SYSTEM

The zoning geospatial data is managed by three software programs: GeoMedia, ESRI and FME (Zoning Atlas). The Zoning Bylaw map is amended when City Council approves a rezoning application. The staff who maintain the geospatial content work primarily in GeoMedia, there is another City initiative to move all GeoMedia information to ESRI and it is anticipated that this work will be complete prior to the new Zoning Bylaw approval.

The processes and technology to maintain mapping information has adapted overtime. The official Zoning Bylaw map attached to the Zoning Bylaw is maintained by the Zoning Atlas (FME product), which was first implemented in the 1990s. Programs like this were necessary when the City did not have a geospatial database that was accessible to Edmontonians. Today Edmontonians can access geospatial content through maps.edmonton.ca and the Open Data catalogue.

The Zoning Atlas has continued to be maintained, however with the move towards ESRI products, there is an opportunity to re-evaluate the need for the Zoning Atlas. The zoning information is updated on a semi-regular basis and is not easily maintained because it is a historical workflow.

THE OPPORTUNITIES

The opportunities to improve the staff experience and provide an enhanced service to the public and customers are:

+ Zoning Bylaw Management System
    - Purchase new software to display the Zoning Bylaw that is mobile friendly, has basic functionality for search, copy, paste and printing, is easy to update, and records historical versions
    - Purchase new software with a modern system that is cloud based and provides easy maintenance

+ Geospatial Management System
    - Remove the Zoning Atlas as the Official Zoning Map and use the City's ESRI program to manage the data. This would require strict governance permissions of who is permitted to maintain and update the Zoning Map approved by City Council.
    - Add zoning content into ESRI geospatial layers and evaluate the possibility of linking this information into POSSE. This would provide increased data integration for autogenerated reporting and other data gathering.

+ Automation
    - Create automated development permit applications where applicable. This would free up staff time to work on innovative and creative projects, support customers who need more attention and provide excellent service to Edmontonians who want to know more about the changes in their community.

+ Website Content
    - Create a central location on the City's website for policy documents and geospatial information.
    - Create a landing page for occasional customers that specify all of the permits and general information they would need to know.
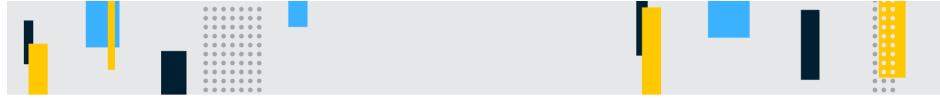
CONCLUSION

In conclusion, the Zoning Bylaw and technology changes have the potential to reduce barriers, streamline service delivery and create staff capacity for supporting innovative development. The summary of proposed action items for technology are listed in Table 3.

Table 3: Summary of Proposed Technology Action Items

Stream	Issue	Opportunity
Notification and public participation	+ Costs $300,000 a year to send out hard copy notifications and newspaper advertisements + Declining readership of the Edmonton Journal + Limited self service opportunity because of minimal data in geospatial database	+ Look for an opt-in online notification + Expand the online geospatial data system to include basic application information
Zoning Bylaw Management System	+ The current management system is outdated + It can not be easily updated and creates a poor experience for Edmontonians, customers and staff	+ Look for a new management system that has modern functionality and can be easily maintained
Geospatial Data (Map)	+ The harder it is to find basic information, the more of a barrier there is for development + Duplicating efforts by maintaining zoning information in multiple software locations	+ Include the zoning regulations into ESRI + Remove the Zoning Atlas (FME) and use ESRI as the official Zoning Bylaw data.
Streamline Development Service	+ Outdated and cumbersome regulations are not written to support automation of services + Time spent trying to find information and integrating that into an application review	+ Write regulations that support automation of low risk permits + Integrate the Zoning Bylaw regulations into the POSSE review process

APPENDICES

Appendix 1: Research Methodology

The first step in understanding who the customer groups making applications for development permits was to review the Land Development and Permit and Licensing Improvement journey maps and start the conversation with the development officers for what was missing. After the persona groups were identified, there were a series of customer phone interviews and a review of previous engagement materials that were conducted from the City Plan, Evolving infill, etc to verify what each user group needed.

The *Business Impact Surveys* were sent out with the intent to identify the services that will be impacted to provide a smooth transition of all City services when a new Zoning Bylaw is passed. Through this first evaluation it was important to capture the business areas that will have significant impacts on their day to day business. These areas will need to be involved in the drafting process and require support when implementing new regulations.

Understanding the impact to the development services occurred by reviewing the cost of service list for Development Services and building a list of software used for each stage of development with staff. A survey to Development Services staff was sent out to understand how they interacted with the Zoning Bylaw and subsequently information and how this interacted with the work that they do.

Research Materials List
+ Personas developed with staff
+ Customer Interviews
+ Staff Survey - Zoning Bylaw
+ A survey to UFCSD Directors and all COE Directors to identify business area impact, asking them to identify if they would be impacted by the changes to the zoning rules
+ A review of Development Services applications
+ Application types through cost of service list
+ Evolving Infill Research
+ Review of Permit and License Improvements Journey Maps
+ Review of LDA Journey Map
+ The City Plan engagement data

Appendix 2: Business Area Impact Assessment

Appendix 3: Application Types Impacted

Appendix 4: Zoning Bylaw Renewal User Profiles
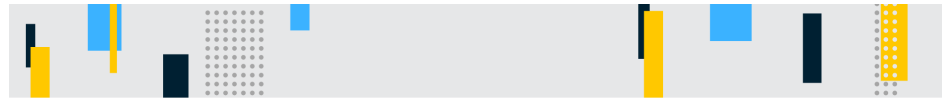
GET INVOLVED!

+   Visit edmonton.ca/zoningbylawrenewal

+   For all other ideas and feedback regarding the Zoning Bylaw Renewal Initiative, please use the General Feedback Form

+   Subscribe to our newsletter

+   Contact us at zoningbylawrenewal@edmonton.ca