



Urban Form and Corporate Strategic Development

Quarterly Activity Report

SECOND 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

EXPLANATIONS

General Explanations

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

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

Unless otherwise stated, Days to Issue is calculated as the number of business days between the date on which the application was submitted and the date on which the permit was issued. This does not include timelines for completing inspections. Median business days to issue is calculated based on the permits that were issued in each quarter.

Processing timelines are not included for applications where reliable data is not available or where application complexity varies too significantly to provide a valuable summary measure. For example, development compliance inspections are not included in the report due to reliability of data.

Permits

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.

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

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

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

Financials

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

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

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

Service Enhancements include both operating and capital expenses.



QUARTERLY ACTIVITY REPORT

URBAN FORM BUSINESS TRANSFORMATION HIGHLIGHTS

Highlights of Quarter 2

The goal of the Urban Form Business Transformation Initiative is to support quality of life for Edmontonians, by enabling efficient and effective planning and development. This quarter, the initiative has implemented several process changes that impact Edmonton's strategic goal to develop vibrant urban places and accessible communities where people and businesses thrive. These changes include :

The expansion of Expedited Program to include additional development types. This expansion reduces time to acquire development permits for Residential Small Lot (RSL) and Planned Lot Residential (RPL) zones.

- Currently 30 companies have enrolled and are taking advantage of 2 business day development permit approvals for Single Detached dwellings in the aforementioned zones
- This program is currently integrated into the online Single Detached House Permit application.

The reduction in Footing and Foundation inspections for builders that consistently pass these inspections the first time. This change utilizes City resources more efficiently and will save time in the building process.

- As of June 22nd, builders in greenfield neighbourhoods who have a history of success on their footing and foundation inspections may have received a response "no inspection required" when attempting to schedule a footing and foundation inspection.
- Builders are still required to request a footing and foundation inspection for every project.

The expansion of online applications for Home Improvement Permits such as detached garages and demolitions. This change removes the need to apply in-person for contractors and builders and utilizes City resources more efficiently.

- This is a first step in moving simple residential development and building permits online to complement the existing single detached, semi-detached, garden suite and row house applications.
- These online applications will be available for citizens in the next quarter.



QUARTERLY ACTIVITY REPORT

OFFICE OF THE ECONOMIST

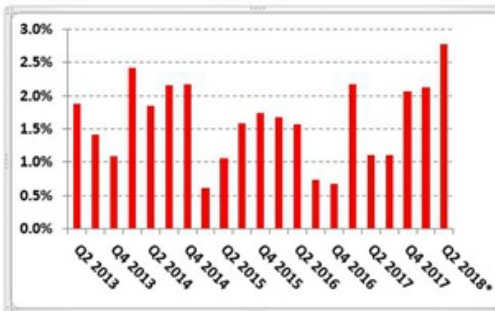
Commentary from the Office of the Economist

Inflation in Metro Edmonton

Inflation, as measured by Consumer Price Index (CPI), moved higher in the second quarter of 2018 as increases in energy-related prices drove up transportation and home heating costs. Year-over-year inflation was 2.7% in the month of May 2018. Inflation should slow over the next few months to a value closer to 2.0%. Lower inflation will help preserve the real value of incomes in Metro Edmonton and support consumer spending.

Housing costs, particularly rents, have eased considerably over the past 18 months and will keep inflation relatively stable into 2019. Edmonton's rental vacancy rate is in the 7% range, well above the October 2015 low of 1.4%, causing rents to drop. While this is improving housing affordability in the rental sector, it has had a negative impact on multi-family construction.

Figure 4 – Edmonton Metro Area's CPI Inflation



Source: Statistics Canada *Estimate

Housing Starts

The overall level of quarterly housing starts has been down on a year-over-year basis since turning sharply lower in late 2017. Though single-family housing starts were up significantly in the first two quarters of 2018, the gains were more than offset by reductions in multi-family housing starts. As noted earlier, rental vacancy rates in Metro Edmonton are now hovering in the 7% range, undercutting the incentive for adding to the multi-family housing stock.

Total housing starts for the city should hold steady over the remainder of 2018 and into 2019 as continuing gains in employment and population support the demand for new housing.



QUARTERLY ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

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

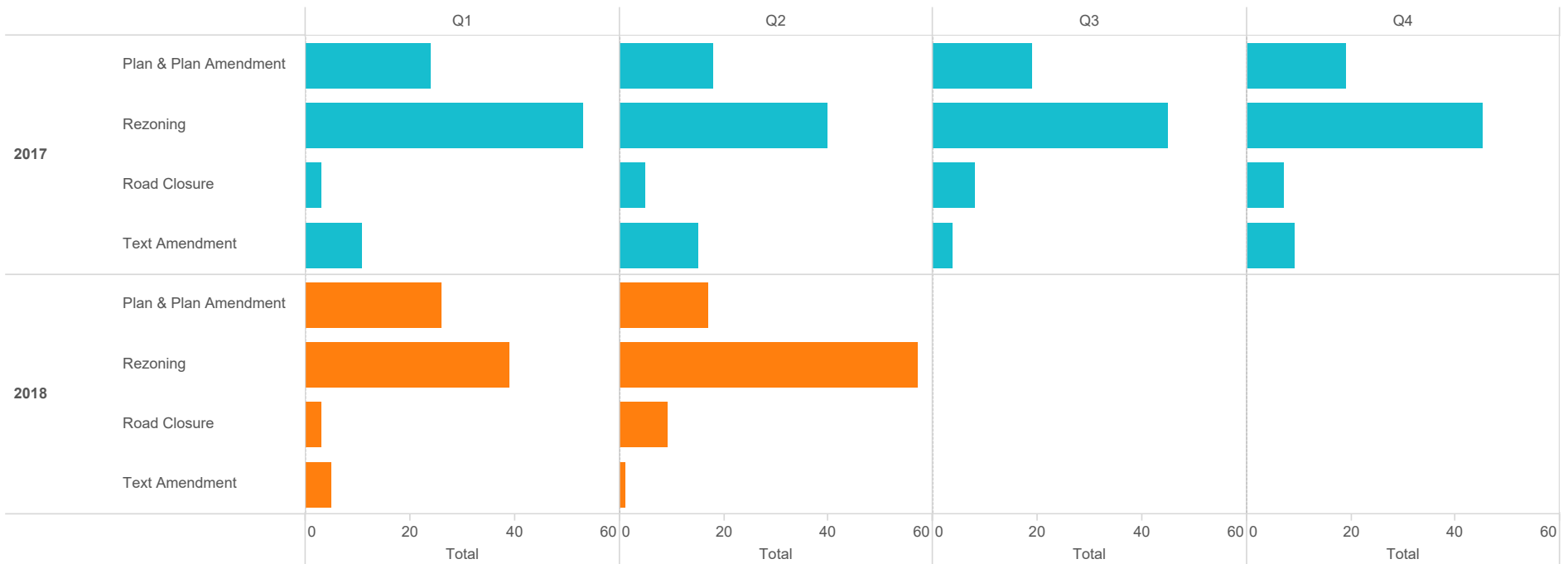
- subdivide land into two or more parcels (subdivision),
- create bare land condominium units (subdivision),
- convert existing buildings into condominiums (condominium conversion),
- create or amend an Area Structure Plan or Neighbourhood Structure Plan (ASP or NSP),
- change the zoning of land (rezoning),
- 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	Q2
Plan & Plan Amendment	24	18	19	19	26	17
Rezoning	53	40	45	45	39	57
Road Closure	3	5	8	7	3	9
Text Amendment	11	15	4	9	5	1





QUARTERLY ACTIVITY REPORT

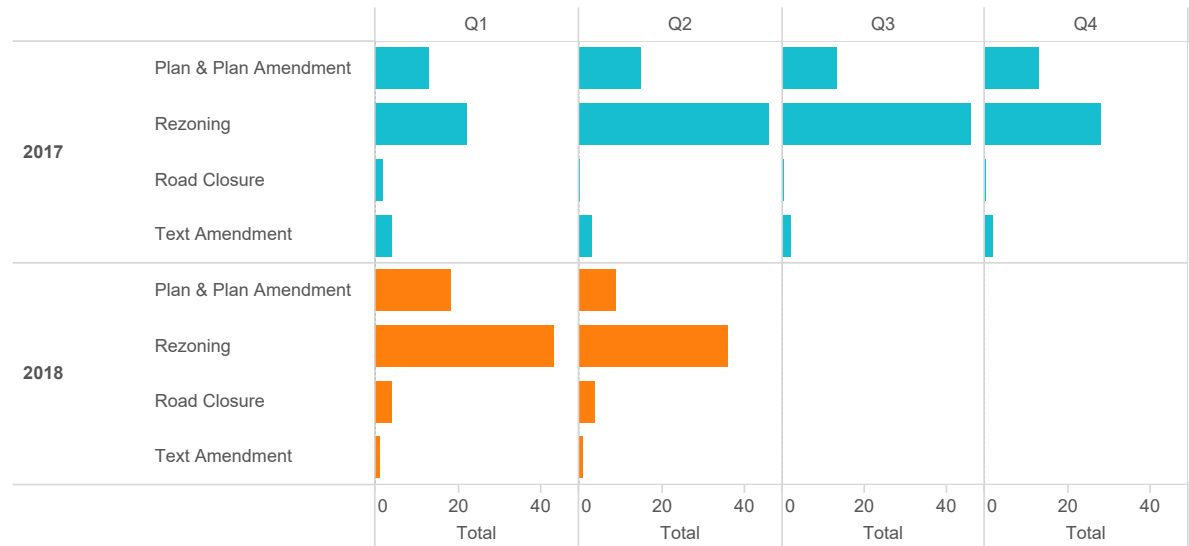
BYLAWS BROUGHT TO PUBLIC HEARING

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.

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

1 Bylaws Brought to Public Hearing

Category	2017				2018	
	Q1	Q2	Q3	Q4	Q1	Q2
Plan & Plan Amendment	13	15	13	13	18	9
Rezoning	22	46	46	28	43	36
Road Closure	2	0	0	0	4	4
Text Amendment	4	3	2	2	1	1



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	2015	2016	2017
Plan & Plan Amendment	244	356	294
Rezoning	181	226	205
Road Closure	510	422	493
Text Amendment	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. For conditionally approved applications, the totals also include major change request applications where significant changes are proposed to a conditionally approved subdivision, such as reorientation of blocks and/or adding, removing or reorienting roads.

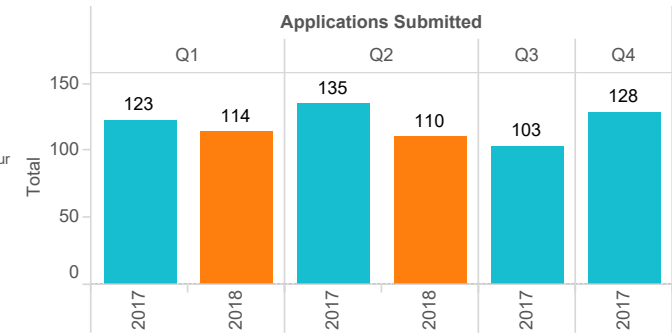
Minor - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. Also includes applications such as boundary adjustments, title separations, and condominium applications. For conditionally approved applications, the totals also include minor 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 (Residential lot splits only)- Subdivision of an existing residential lot to create additional single detached, semi-detached, or row housing lots. These subdivisions typically occur in mature residential neighbourhoods. Includes bareland condominium applications that meet this criteria.

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.



1 Major

		2017				2018	
		Q1	Q2	Q3	Q4	Q1	Q2
Major	Conditionally Approved Applications	20	26	18	15	28	17
	Average Days from Submission to Decision	225	260	249	150	247	174
	Approved for Registration	17	10	18	47	15	11
	Average Days of Approvals for Registration	n/a*	31	43	48	48	24

2 Minor

		2017				2018	
		Q1	Q2	Q3	Q4	Q1	Q2
Minor	Conditionally Approved Applications	31	22	14	16	26	29
	Average Days from Submission to Decision	41	47	58	85	54	59
	Approved for Registration	16	10	6	18	8	11
	Average Days of Approvals for Registration	n/a*	46	147	44	28	27

3 Lot Splits (residential lot splits only)

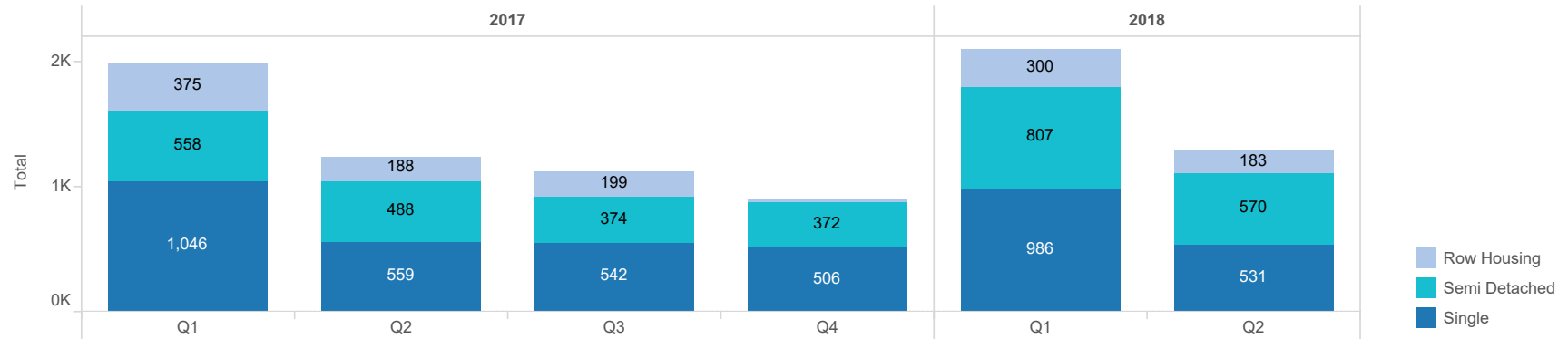
		2017				2018	
		Q1	Q2	Q3	Q4	Q1	Q2
Lot Splits	Conditionally Approved Applications	71	100	79	87	69	79
	Average Days from Submission to Decision	48	42	40	40	45	50
	Approved for Registration	52	80	74	72	82	65
	Average Days of Approvals for Registration	n/a*	32	23	20	30	34



QUARTERLY ACTIVITY REPORT

SUBDIVISION

Conditionally Approved Single/Semi Detached/Row Housing



4 Lots Conditionally Approved and Lots Approved for Registration

		2017				2018	
		Q1	Q2	Q3	Q4	Q1	Q2
Lots Conditionally Approved	Single	1,046	559	542	506	986	531
	Skinny Singles	828	886	398	496	741	987
	Semi Detached	558	488	374	372	807	570
	Row Housing	375	188	199	22	300	183
	Multiple Family	6	4	2	2	8	26
	Commercial	7	13	7	6	9	7
	Industrial	6	7	22	0	3	4
Lots Approved for Registration	Single	494	87	504	785	61	107
	Skinny Singles	216	237	285	1,251	51	61
	Semi Detached	282	296	143	362	102	30
	Row Housing	155	0	72	387	36	87
	Multiple Family	2	3	10	20	5	5
	Commercial	6	7	4	8	5	5
	Industrial	4	0	0	2	0	0

All historical data has been re-stated to reflect standardization of reporting methodology which was incorporated in Q2 2018.



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.

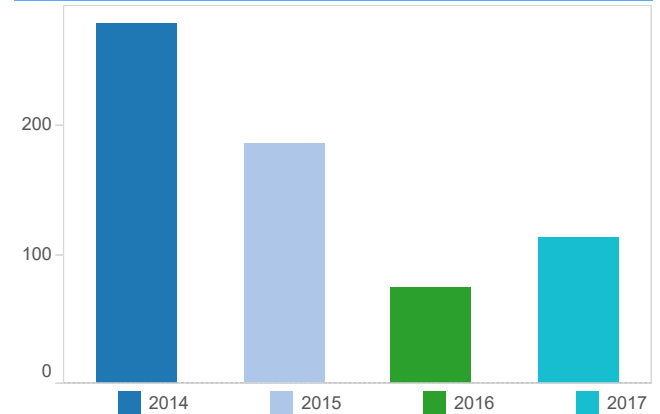
With every Servicing Agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications approved indicates the volume of serviced lots that will be available in the near future.

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

1 Servicing Agreements

	2014	2015	2016	2017
Projects Approved	279	186	74	114
Single Family Lots	7,576	5,229	3,236	4,779
Multiple Family Lots	57	93	5	35
Commercial Lots	41	6	5	8
Industrial Lots	77	19	11	11

Servicing Agreements Approvals



ENGINEERING DRAWINGS

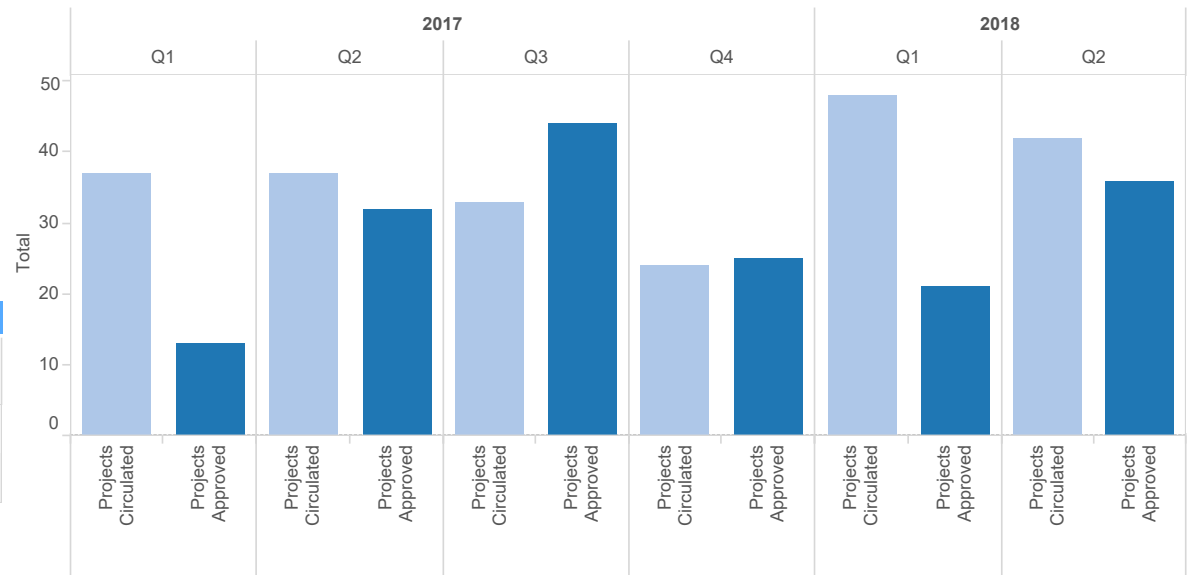
Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

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

1 Projects Circulated vs Projects Accepted

Category	2017				2018	
	Q1	Q2	Q3	Q4	Q1	Q2
Projects Circulated	37	37	33	24	48	42
Projects Approved	13	32	44	25	21	36





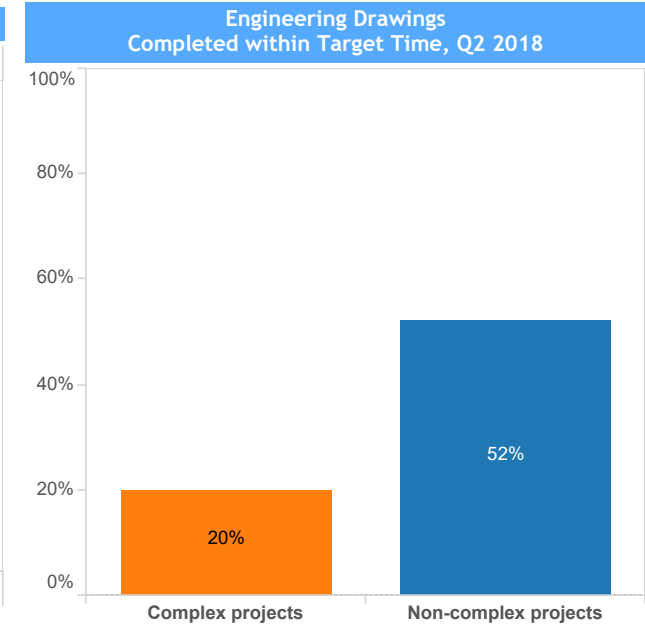
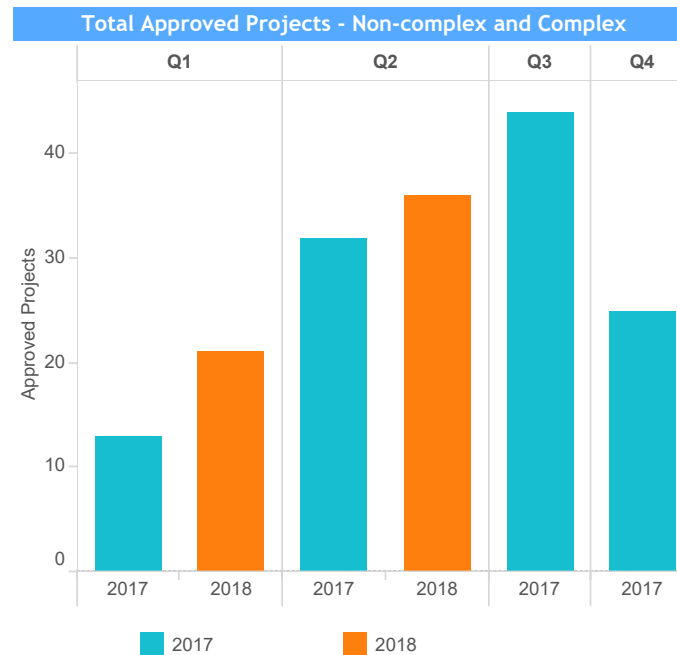
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ENGINEERING DRAWINGS

Engineering Drawings are categorized as non-complex or complex. Non-complex drawings are identified as projects that contain elements that are standard on most drawing submissions, such as roadway cross sections and approved pipe materials. Typically, non-complex projects are the continuation of adjoining existing developments. Complex projects are characterized as projects that contain elements that are not typical in most drawing submissions, such as stormwater management facilities, lift stations, arterial roadways or creek crossings. These projects may require additional input from specialists or experts.

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

Projects over 300 days are removed from the analysis.



2 Non-complex Projects

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Approved Projects	11	26	34	21	18	31
% Completed Within Target	36%	72%	50%	71%	50%	52%
Average Days with the City	57	60	62	59	62	78
Average Days with the Applicant	42	28	44	35	37	39

3 Complex Projects

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Approved Projects	2	6	10	4	3	5
% Completed Within Target	0%	20%	50%	25%	100%	20%
Average Days with the City	100	61	87	39	40	71
Average Days with the Applicant	64	44	72	75	13	59

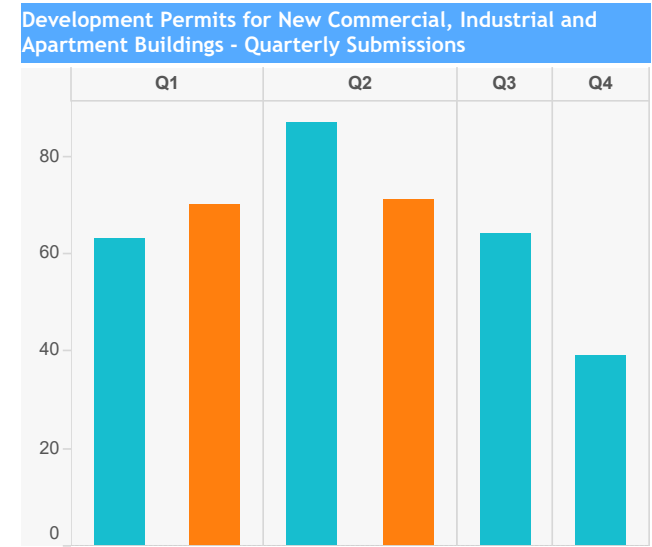
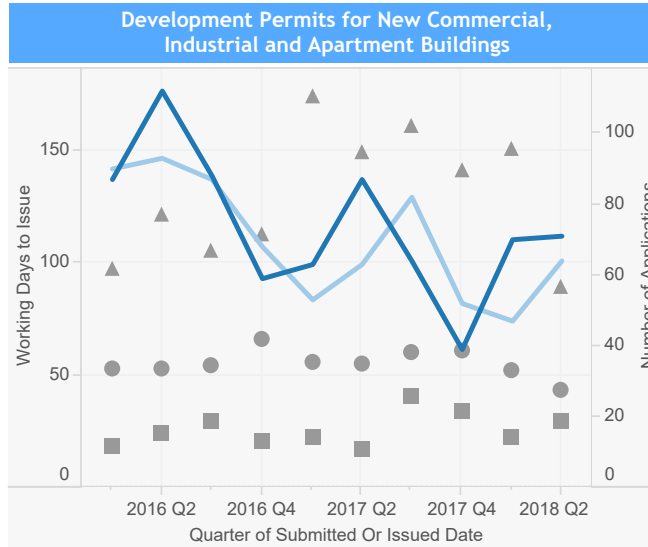


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COMMERCIAL, INDUSTRIAL AND OTHER PERMITS

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.



Number of Applications:
■ Applications Submitted
■ Permits Issued

Work Days to Issue:
■ 15th Percentile
● Median
▲ 85th Percentile

■ 2017
■ 2018

1 Development Permits for New Commercial, Industrial and Apartment Buildings

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	63	87	64	39	70	71
Permits Issued	53	63	82	52	47	64
Median Work Days to Issue	58	50	66	60	62	47

2 Other Development Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	359	456	416	317	368	479
Permits Issued	336	328	391	289	322	334



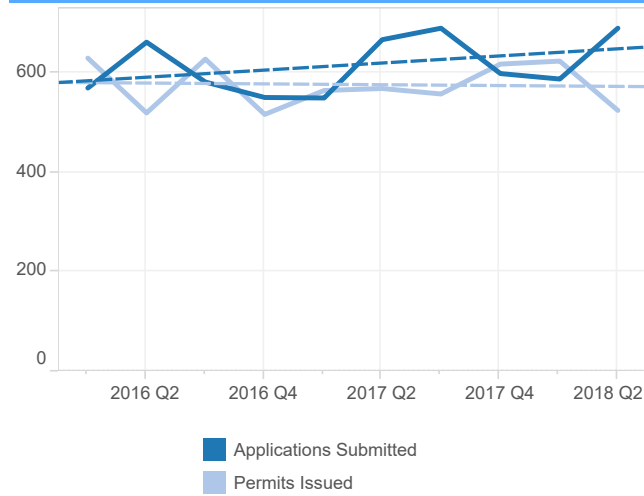
QUARTERLY ACTIVITY REPORT

COMMERCIAL, INDUSTRIAL AND OTHER PERMITS

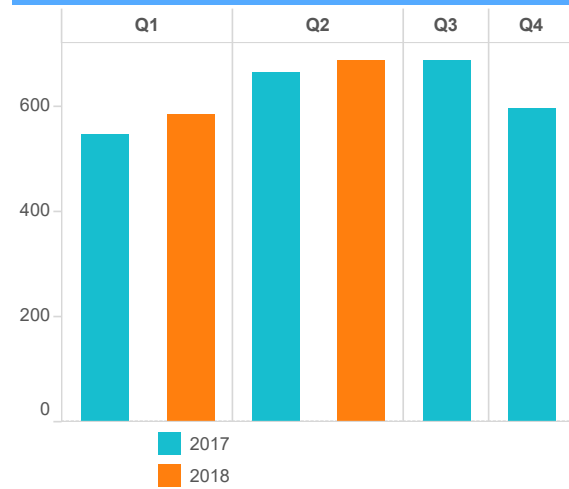
Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations.

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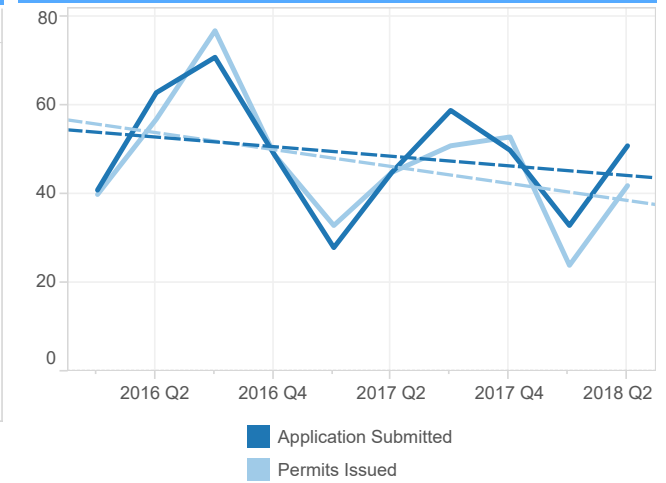
Building Permits for New Constructions



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	2018 Q2
Applications Submitted	549	666	689	598	587	689
Permits Issued	564	568	557	617	623	524
Median Work Days to Issue	22	24	31	32	26	32

4 Demolitions and Other Additional Permits

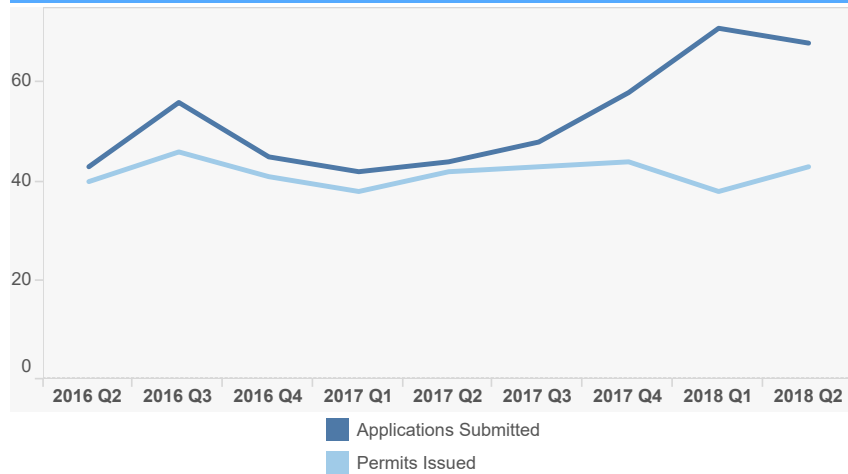
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	28	45	59	50	34	51
Permits Issued	33	45	51	53	28	43
Median Work Days to Issue	1	1	1	1	8	8



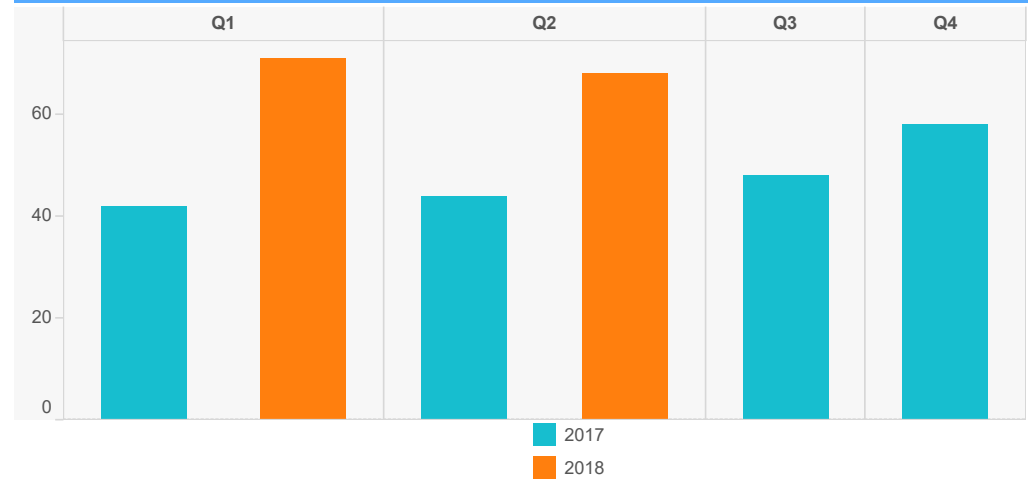
QUARTERLY ACTIVITY REPORT

RESIDENTIAL MULTI-FAMILY PERMITS

New Multi-Family Development Permits



New Multi-Family Development Permits- Quarterly Submissions



1. New Multi-Family Development Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	42	44	48	58	71	68
Permits Issued	38	42	43	44	38	43
Median Work Days to Issue	16	30	15	10	13	13

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

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Permits Issued	34	29	33	48	35	34
Median Work Days to Issue	17	18	12	11	12	11
% Permits Issued within 55 business days (target = 75%)*	76%	69%	85%	79%	91%	94%
% Permits Issued within 55 business days, YTD*	76%	73%	77%	78%	91%	93%

*Note: these numbers exclude projects within mature neighbourhood overlay.

A Multi-Family residential development includes row housing and apartment dwellings.



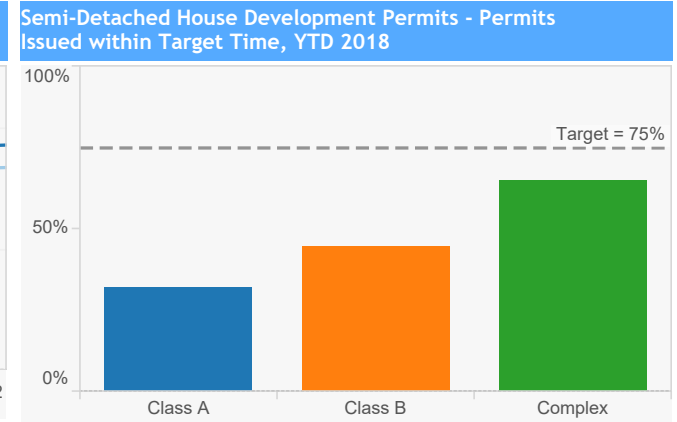
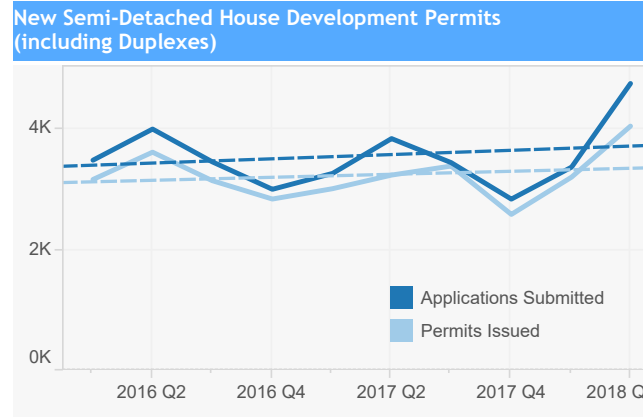
QUARTERLY ACTIVITY REPORT

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	2018 Q2
Applications Submitted	134	184	203	132	219	136
Permits Issued	136	152	200	146	201	141

1.1 Semi-Detached House - Class A

Permits Issued	111	124	161	110	173	105
Median Work Days to Issue	5	5	5	5	7	10
% Permits Issued within 6 business days	77%	85%	78%	81%	42%	15%

1.2 Semi-Detached House - Class B

Permits Issued	4	7	3	6	6	12
Median Work Days to Issue	7	6	5	10	25	23
% Permits Issued within 15 business days	75%	86%	100%	67%	50%	42%

1.3 Semi-Detached House - Complex

Permits Issued	21	21	35	30	22	23
Median Work Days to Issue	70	38	36	45	47	41
% Permits Issued within 55 business days	43%	76%	71%	63%	64%	65%



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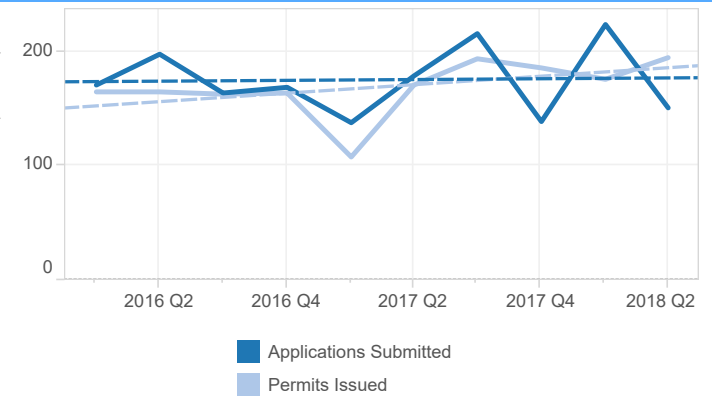
RESIDENTIAL SEMI-DETACHED HOUSE AND ROWHOUSING PERMITS

2 Semi-Detached House and Rowhousing Building Permit

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	208	210	269	204	292	222
Permits Issued	156	229	237	274	234	279

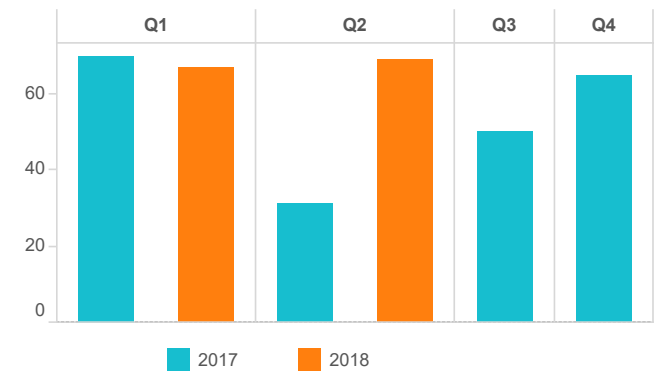
2.1 Semi-Detached Building Permit - projects up to 2 dwelling units

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	138	179	216	139	224	151
Permits Issued	108	171	194	186	176	195
% Permits Issued within 25 business days	51%	23%	27%	35%	34%	44%



2.2 Rowhousing Building Permit - projects more than 3 dwelling units

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	70	31	50	65	67	69
Permits Issued	48	58	43	88	58	84
Median Work Days to Issue	260	74	36	58	40	37





QUARTERLY ACTIVITY REPORT

SINGLE DETACHED HOUSE PERMITS

A single detached house permit goes through three stages:

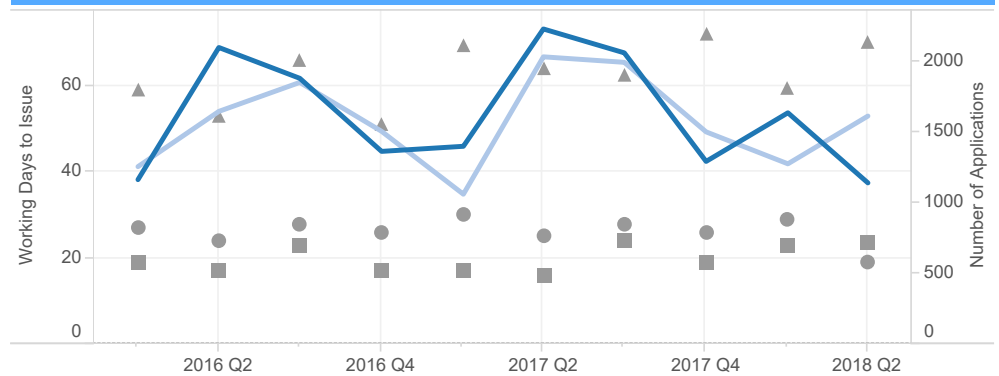
- Application Intake, where the application is screened and determined if the information provided is complete enough to begin review;
- Development Review; and
- Building Permit Review.

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.

*June data is based on the number of applications that potentially could be issued by July 30 on target.

Single Detached House Permits



1 Application Intake

		January	February	March	April	May	June
Expedited	Applications submitted	35	20	29	19	33	49
	% Of Applications Reviewed Within Target (4 business days)	69%	100%	97%	89%	100%	100%
	95% Of Applications Reviewed Within (Business Days)	6	2	2	5	2	2
Non-Expedited	Applications submitted	360	333	353	360	396	260
	% Of Applications Reviewed Within Target (2 business days)	97%	71%	75%	22%	89%	81%
	95% Of Applications Reviewed Within (Business Days)	2	4	3	5	3	5

Number of Applications:
■ Applications Submitted
■ Permits Issued

Work Days to Issue:
■ 15th Percentile
● Median
▲ 85th Percentile

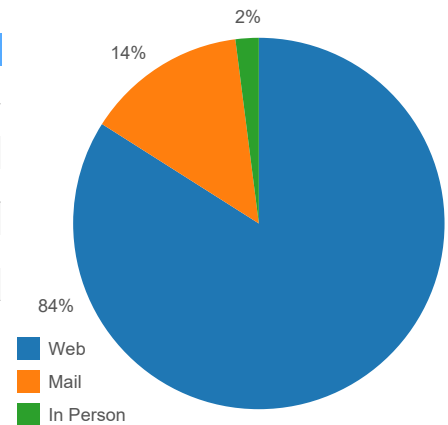
2 Development Review (Non-Expedited)

		January	February	March	April	May	June
Greenfield	Applications submitted	306	256	294	282	410	258
	% Of Applications Reviewed Within Target (15 business days for Q1, 20 for Q2)	100%	99%	97%	100%	97%	99%
	95% Of Applications Reviewed Within (Business Days)	14	13	15	13	18	n/a*
Infill	Applications submitted	45	57	68	55	77	46
	% Of Applications Reviewed Within Target (20 business days for Q1, 30 for Q2)	53%	40%	26%	71%	79%	100%
	95% Of Applications Reviewed Within (Business Days)	42	47	40	44	37	n/a*

3 Building Permit Review

		January	February	March	April	May	June
Plans Examination	Applications submitted	321	338	352	326	433	345
	% Of Applications Reviewed Within Target (15 business days for Q1, 20 for Q2)	61%	39%	43%	94%	98%	99%
	95% Of Applications Reviewed Within (Business Days)	21	21	26	23	16	n/a*

Single Detached - Permits Submitted by Application Method, YTD 2018





QUARTERLY ACTIVITY REPORT

MINOR RESIDENTIAL PERMITS

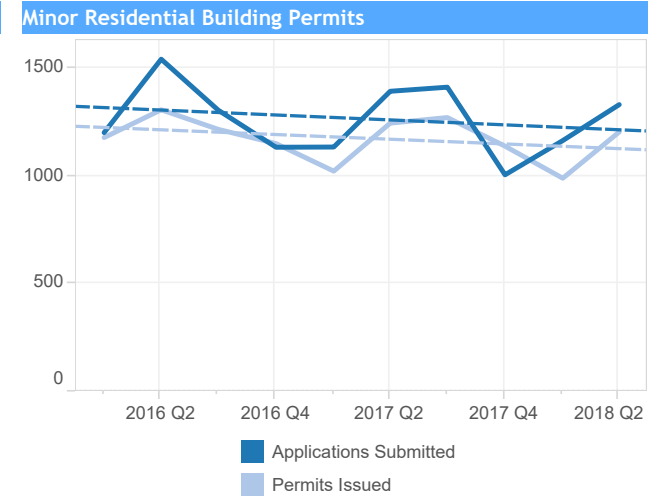
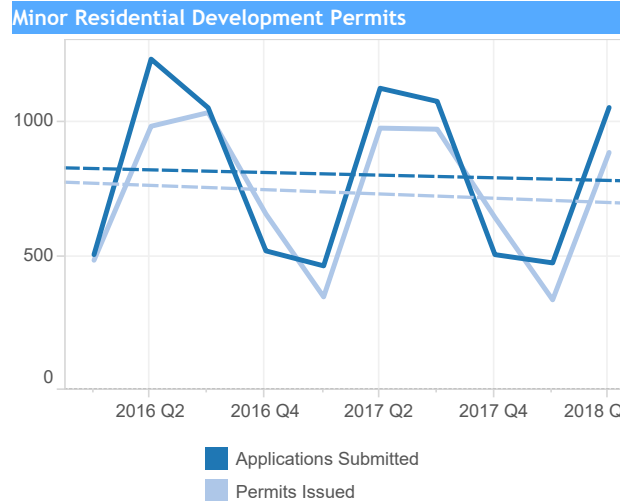
Minor Residential Permits are a two part application process. Minor Development and Building Permit approvals are required for the following structure types.

- 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.



1 Minor Residential Development Permit

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	464	1,128	1,079	506	475	1,056
Permits Issued	348	979	975	645	337	888
Median Work Days to Issue	18	7	11	26	21	3

2 Minor Residential Building Permit

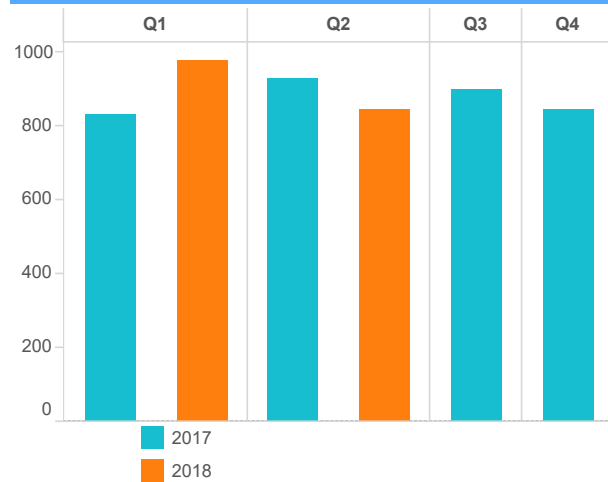
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	1,136	1,395	1,414	1,007	1,166	1,333
Permits Issued	1,024	1,247	1,273	1,140	991	1,206
Median Work Days to Issue	1	2	8	15	1	3



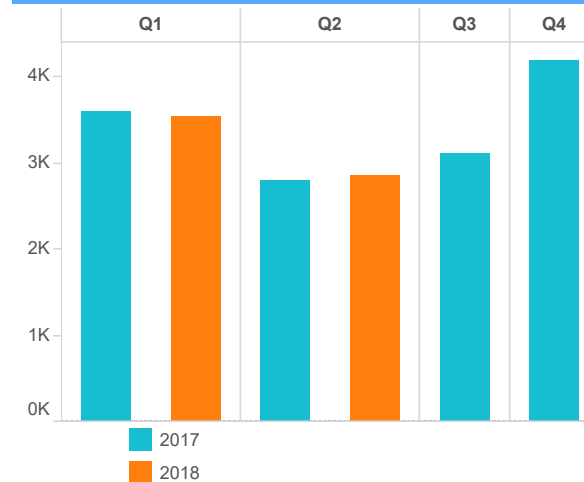
QUARTERLY ACTIVITY REPORT

MECHANICAL AND ELECTRICAL PERMITS

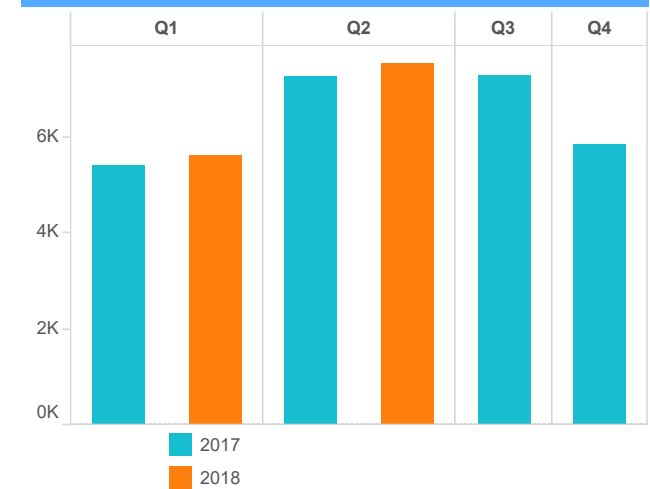
HVAC Permits Issued



Plumbing & Gas Permits Issued



Electrical Permits Issued



3 HVAC Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	911	963	908	1,065	1,116	972
Permits Issued	830	929	898	845	977	845
Median Work Days to Issue	1	1	1	1	1	1

4 Plumbing & Gas Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	3,692	2,827	3,037	4,719	4,299	3,672
Permits Issued	3,608	2,796	3,102	4,194	3,549	2,867
Median Work Days to Issue	1	1	1	1	1	1

5 Electrical Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Applications Submitted	5,730	7,955	7,650	6,669	6,371	8,347
Permits Issued	5,422	7,266	7,304	5,871	5,634	7,539
Median Work Days to Issue	3	2	3	4	8	3



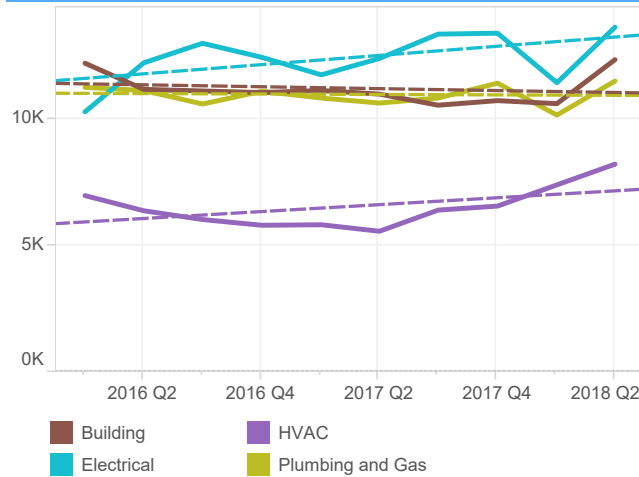
QUARTERLY ACTIVITY REPORT

SAFETY CODE INSPECTIONS

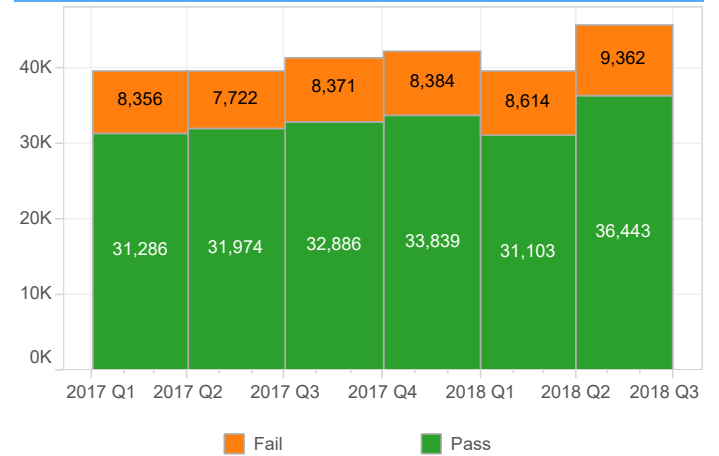
New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety Codes Permits include Building, HVAC (heating, ventilation, and air-conditioning), Plumbing, Gas, and Electrical permits. Each permit requires at least one inspection after the work has been completed.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

Development Services completes over 40,000 safety code inspections per quarter. This figure is comprised of completed inspections for Building, Plumbing, Gas, HVAC and Electrical disciplines. Other completed inspections compiled quarterly include Lot Grading, Landscaping, Development Site Inspections and Sidewalk Cafes. These numbers vary greatly throughout the year, as they are impacted by seasonal conditions.

Safety Code Inspections Completed



Safety Code Inspections Pass/Fail



1 Safety Code Inspections Completed

	2017				2018	
	Q1	Q2	Q3	Q4	Q1	Q2
Building	11,160	11,019	10,578	10,760	10,639	12,386
Plumbing and Gas	10,861	10,664	10,864	11,451	10,187	11,536
HVAC	5,840	5,582	6,420	6,580	7,420	8,242
Electrical	11,781	12,431	13,395	13,432	11,471	13,670
Total	39,642	39,696	41,257	42,223	39,717	45,834

2 Other Inspections Completed

	2017				2018	
	Q1	Q2	Q3	Q4	Q1	Q2
Lot Grading	165	3,225	8,173	2,408	106	3,998
Others	115	528	742	404	22	210

**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.

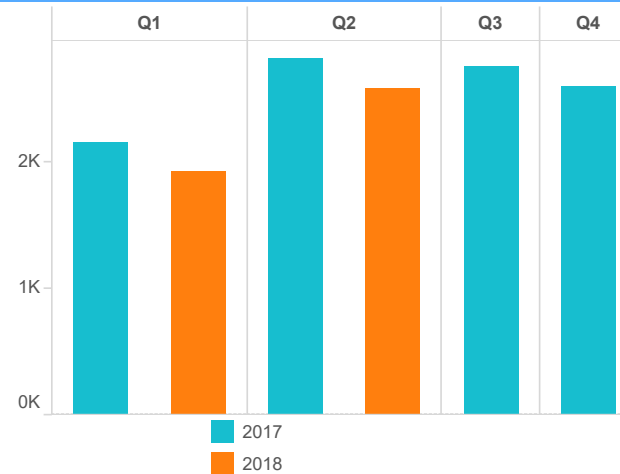
The City offers two levels of service for Compliance Certificates – Regular Service and Express Service. There are significantly higher volumes for Regular Service requests, which causes response times to vary.

Performance Targets:

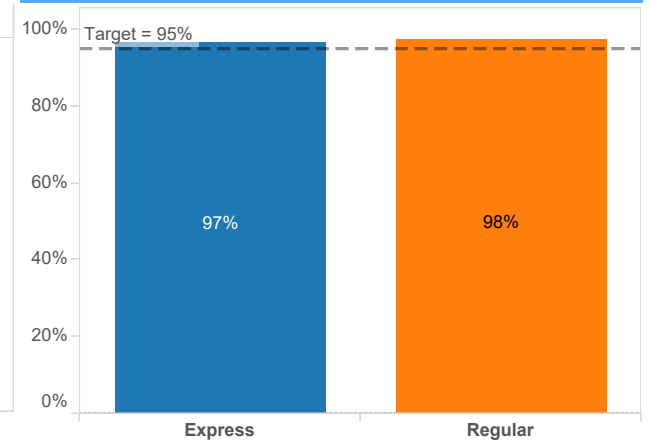
Express Service - 95% issued within 3 business days;
Regular Service - 95% issued within 10 business days.

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	2018 Q2
Applications Submitted	2,147	2,813	2,746	2,587	1,918	2,572
Certificates Issued	1,888	2,696	2,742	2,646	1,695	2,467

1.1 Express Certificate

Certificates Issued	312	543	613	508	299	511
Median Work Days to Issue	3	2	2	2	2	1
% Certificates Issued within 3 business days	94%	92%	95%	95%	94%	99%

1.2 Regular Certificate

Certificates Issued	1,576	2,153	2,129	2,138	1,396	1,956
Median Work Days to Issue	8	8	7	7	7	7
% Certificates Issued within 10 business days	96%	92%	98%	98%	97%	98%

* Including Zoning Confirmations and Re-Stamps



QUARTERLY ACTIVITY REPORT

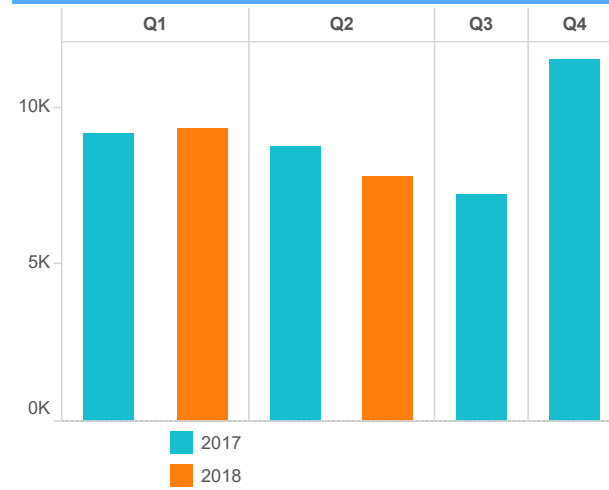
LICENSING

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

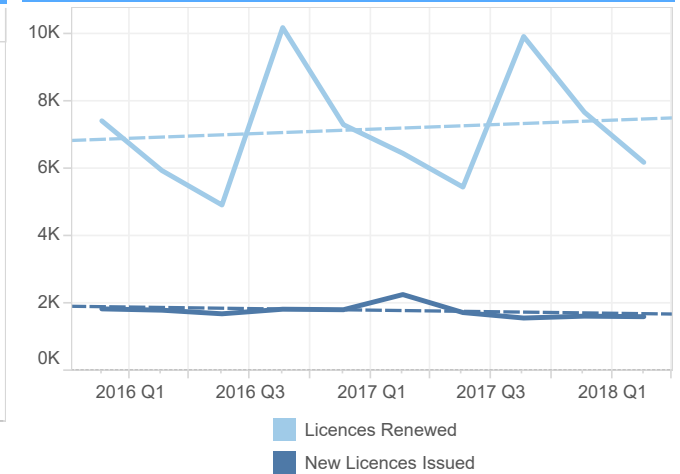
There are nearly 30,000 active businesses operating within the City of Edmonton. For complete applications with fees paid on time, a new business licence can be issued within 24 hours. If the application requires referral from Fire Rescue Services, it can take up to 11 business days. Existing businesses 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	2018 Q2
New Licences Issued	1,818	2,268	1,734	1,571	1,627	1,611
Licences Renewed	7,313	6,462	5,460	9,931	7,683	6,194
Total Licences Issued/Renewed	9,131	8,730	7,194	11,502	9,310	7,805

1.1 New Licences (without referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Licences Issued	1,358	1,630	1,322	1,156	1,207	1,246
% Issued within 24 hours	58%	51%	58%	53%	56%	62%

1.2 New Licences (require referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Licences Issued	460	638	412	415	420	365
% Issued within 11 business days	39%	24%	45%	39%	36%	42%

2 Vehicle for Hire

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2
Dispatch Licences Issued	10	72	14	11	6	76
Driver Licences Issued	1,746	573	375	424	347	368
Vehicle Licences Issued	7	1,559	43	16	93	1,480



QUARTERLY ACTIVITY REPORT

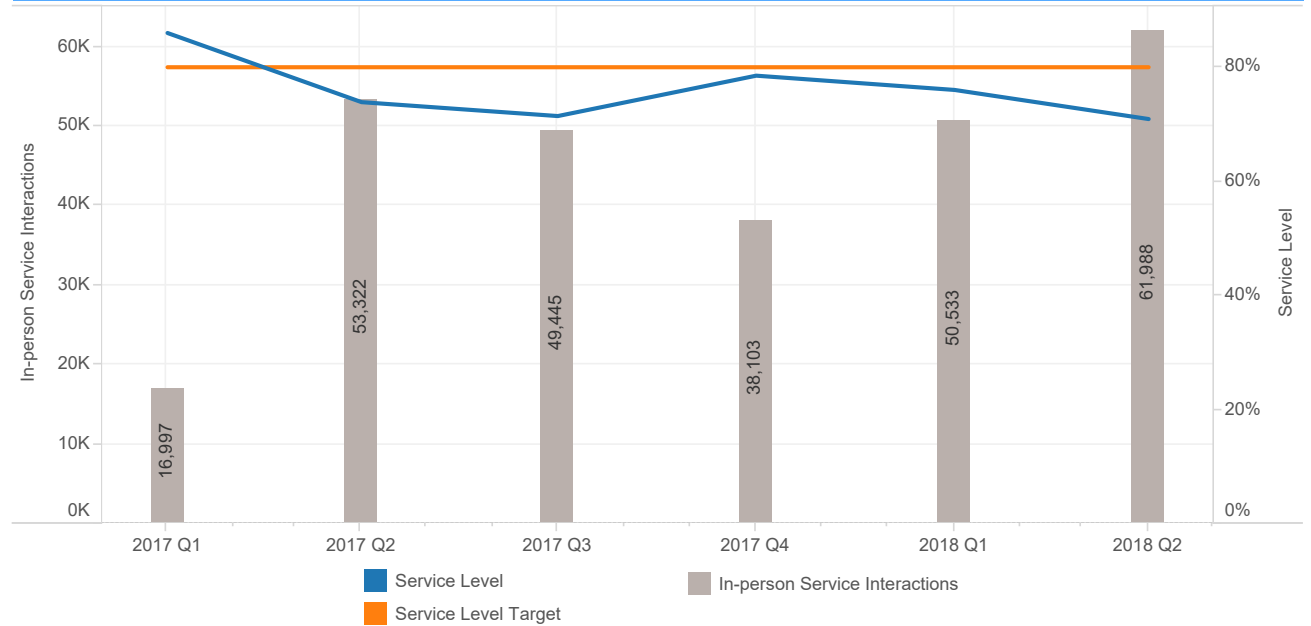
CUSTOMER SERVICE

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	2018 Q2
In-person Service Interactions	16,997	29,567	26,754	23,006	25,116	33,362
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,417	28,626
Total In-person Service Interactions	16,997	53,322	49,445	38,103	50,533	61,988
In-person Service Interactions with wait time under 15 minutes	86%	77%	82%	88%	88%	76%
In-person Service Interactions with wait time under 4 minutes (Payments)	n/a	70%	59%	65%	64%	65%
Total In-person Service Interactions within target time	86%	74%	71%	79%	76%	71%

2 CRM Tickets

Number of Tickets Resolved On Time (2 business days)	7,993	11,599	9,754	8,578	7,521	6,455
% of Tickets Resolved On Time	86%	76%	80%	85%	80%	62%



QUARTERLY ACTIVITY REPORT

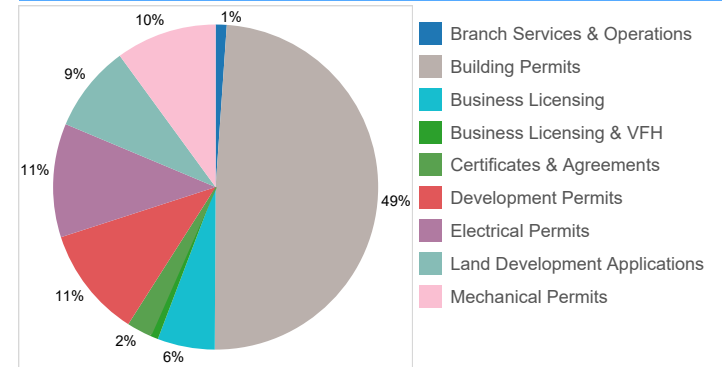
FINANCIALS

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.

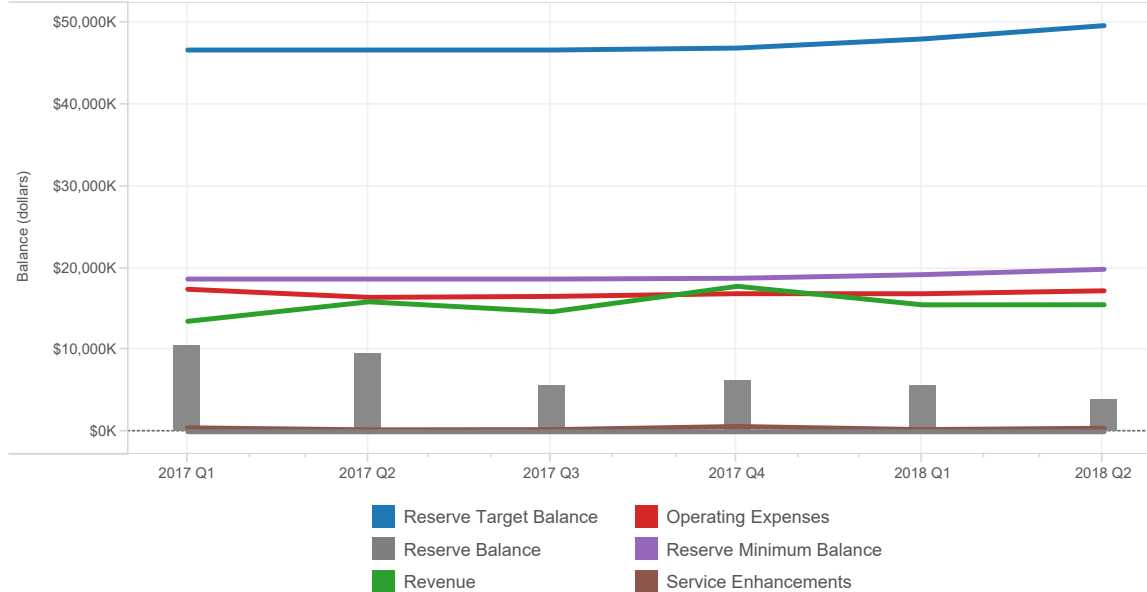
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The branch continues to actively manage the balance between service demands and the reserve balance. The reserve enables financial support during times of economic volatility, and also to 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 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.

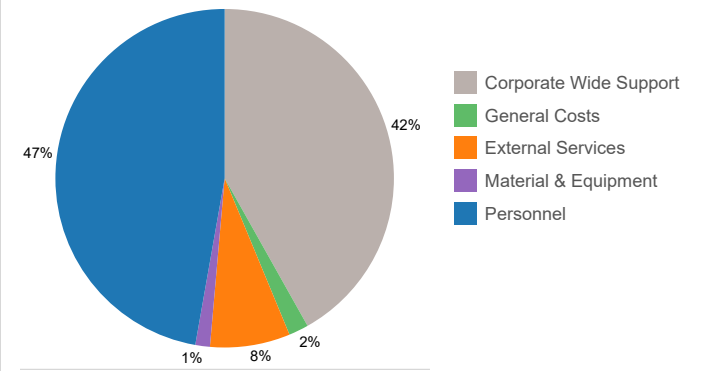
Development Services Revenue YTD - 2018 Q2



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



Development Services Expenditures YTD - 2018 Q2



Corporate Wide Support

Accommodations	6%
City Planning	14%
Corporate Support Services	13%
Other	4%