



*Urban Form and Corporate Strategic Development*

# **Quarterly Activity Report**

THIRD 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 determines the type and scale of development permitted on a parcel of land. Subdivision creates new parcels, including condominium and strata parcels.
- 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 3

The goal of the Urban Form Business Transformation (UFBT) Initiative is to support quality of life for Edmontonians by enabling efficient and effective planning and development.

This quarter;

1. The eServices team implemented the Home Improvement Permit (HIP). The Home Improvement Permit will make it easier for our customers to apply online and get the correct permits and fees. It is an all in one permit for smaller residential permits.

Home Improvement Permit (HIP) will be used for all new Accessory structures, including detached garage, Shed, Gazebo, Carport, Greenhouse, Play Structure and Demolitions. It includes in-person, mail and online application methods.

2. To enable families to join our infill neighbourhoods, the City has adopted an approach that allows Development Permits to be submitted at the same time as the lot split subdivision application. This approach decreases processing times and helps Builders get houses to market faster.

When a lot split subdivision application is being processed, the two house development permit applications can be submitted. Both will be reviewed by the same Development Officer reinforcing consistency. One application can be approved before the new lot is registered at Land Titles. The decision on the other application will be held until the new lot is registered. This approach allows the entire lot to be excavated and both sewers lines to be installed.

3. City expands opportunities for Secondary Suites and launches an Online Registry

Edmontonians can now apply to build secondary suites in single family homes on narrow lots, and in semi-detached, duplex and row houses. Changes to the Zoning Bylaw to allow secondary suites in these housing types were passed by City Council on August 20, 2018 and come into effect immediately. The City has also launched an online registry where prospective tenants can check to see if a suite has the proper permits in place.

Homeowners with existing, unpermitted suites now have the ability to apply for permits and become regulated, which supports safer housing for all Edmontonians.



# QUARTERLY ACTIVITY REPORT

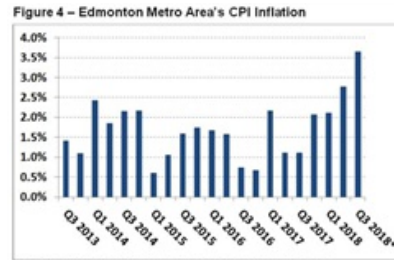
## OFFICE OF THE CHIEF ECONOMIST

### Commentary from the Office of the Chief Economist

#### Inflation in Metro Edmonton

Inflation, as measured by the CPI, is estimated to have moved higher in the third quarter of 2018 (see Figure 4) as increases in energy-related prices drove up transportation and home heating costs. Inflation should slow over the balance of the year but will remain above 2%. 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 recent low of 1%, causing rents to drop. While this is improving housing affordability in the rental sector, it has had a negative impact on multi-family construction.



Source: Statistics Canada, Table 18-10-0004-01, not seasonally adjusted  
\*denotes an estimate

#### Housing Starts

After turning sharply lower in late 2017, the overall level of housing starts has shown signs of improvement throughout the first three quarters of 2018. The gain in the third quarter was largely attributed to higher multi-family starts, particularly apartments. However, as noted earlier, rental vacancy rates in Metro Edmonton remain elevated, undercutting the incentive for adding to the multi-family housing stock.

Looking ahead, elevated new home inventory (particularly for single-family homes), along with a well-supplied existing housing market are expected to slow the pace of construction for the balance of 2018 and into early 2019.

Figure 6 - City of Edmonton - Housing Starts



Source: Canada Mortgage and Housing Corporation, not seasonally adjusted



# QUARTERLY ACTIVITY REPORT

## LAND DEVELOPMENT APPLICATIONS

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

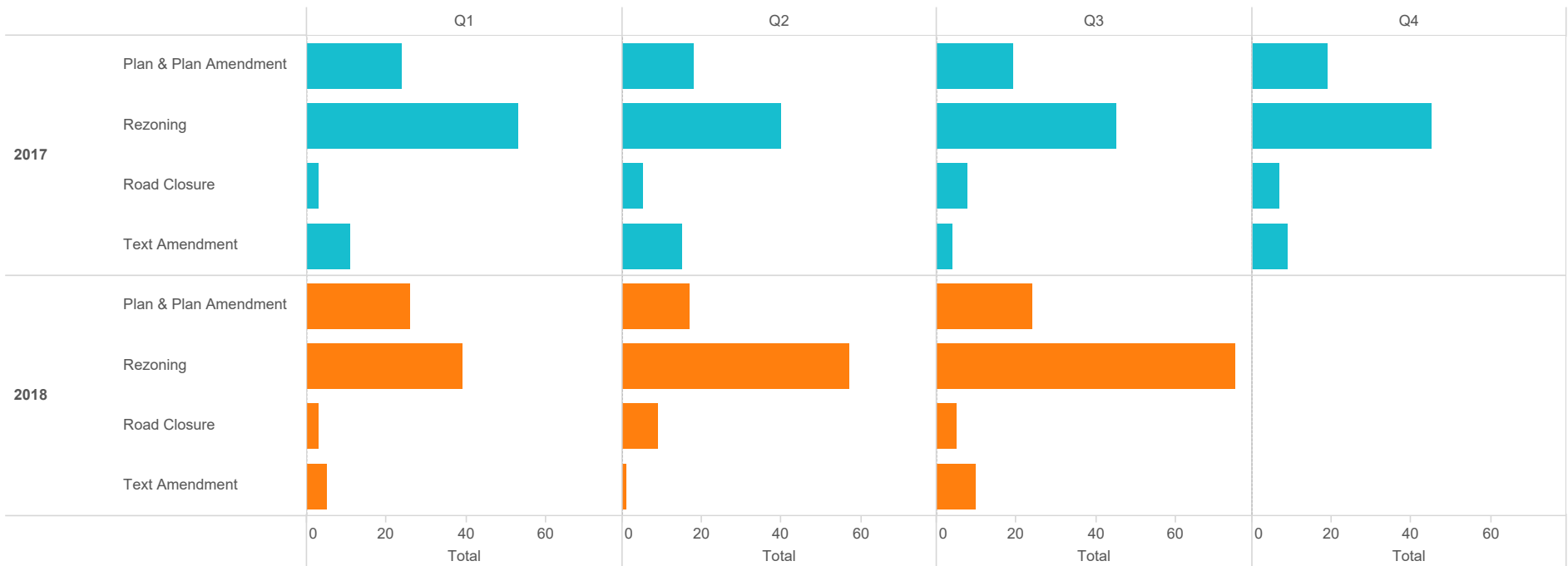
- subdivide land into two or more parcels (subdivision),
- create bare land condominium units (subdivision),
- convert existing buildings into condominiums (condominium conversion),
- create or amend an Area Structure Plan or Neighbourhood Structure Plan (ASP or NSP),
- change the zoning of land (rezoning),
- 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	Q3
Plan & Plan Amendment	24	18	19	19	26	17	24
Rezoning	53	40	45	45	39	57	75
Road Closure	3	5	8	7	3	9	5
Text Amendment	11	15	4	9	5	1	10





# QUARTERLY ACTIVITY REPORT

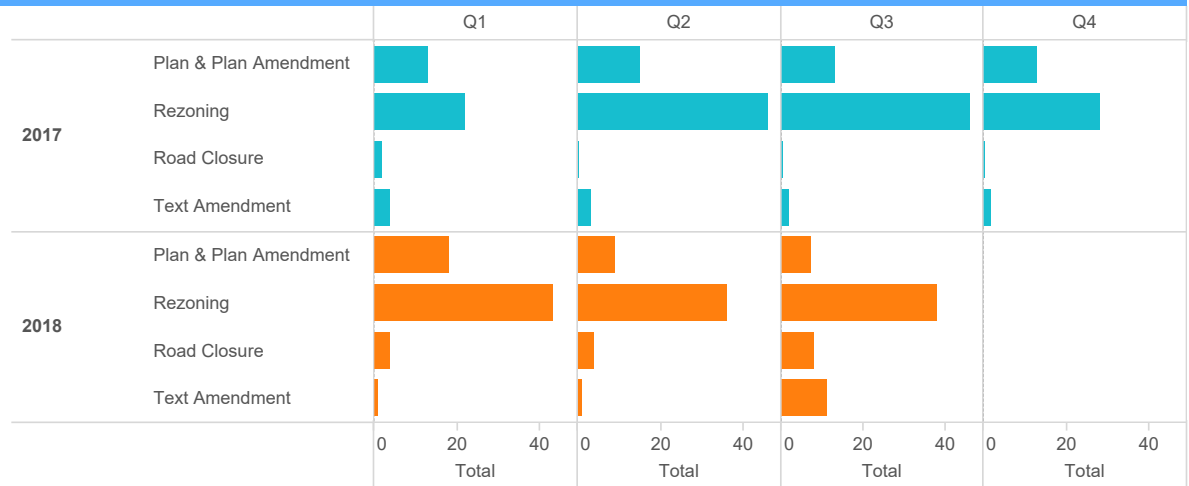
## BYLAWS BROUGHT TO PUBLIC HEARING

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	Q3
Plan & Plan Amendment	13	15	13	13	18	9	7
Rezoning	22	46	46	28	43	36	38
Road Closure	2	0	0	0	4	4	8
Text Amendment	4	3	2	2	1	1	11



## 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.

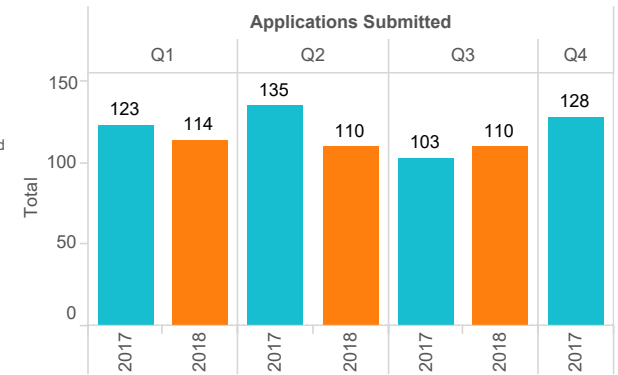
**Minor** - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. Also includes applications such as boundary adjustments, title separations, and condominium applications. For conditionally approved applications, the totals also include minor 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	Q3
<b>Major</b>	Conditionally Approved Applications	20	26	18	15	28	17	8
	Average Days from Submission to Decision	225	260	249	150	247	174	233
	Approved for Registration	17	10	18	47	15	11	34
	Average Days of Approvals for Registration		31	43	48	48	24	18

### 2 Minor

		2017				2018		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>Minor</b>	Conditionally Approved Applications	31	22	14	16	26	29	24
	Average Days from Submission to Decision	41	47	58	85	55	59	57
	Approved for Registration	16	10	6	18	8	11	5
	Average Days of Approvals for Registration		46	147	44	28	27	14

### 3 Lot Splits (residential lot splits only)

		2017				2018		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>Lot Splits</b>	Conditionally Approved Applications	71	100	79	87	69	79	90
	Average Days from Submission to Decision	48	42	40	40	45	50	44
	Approved for Registration	52	80	74	72	82	67	57
	Average Days of Approvals for Registration		32	23	20	30	34	11

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

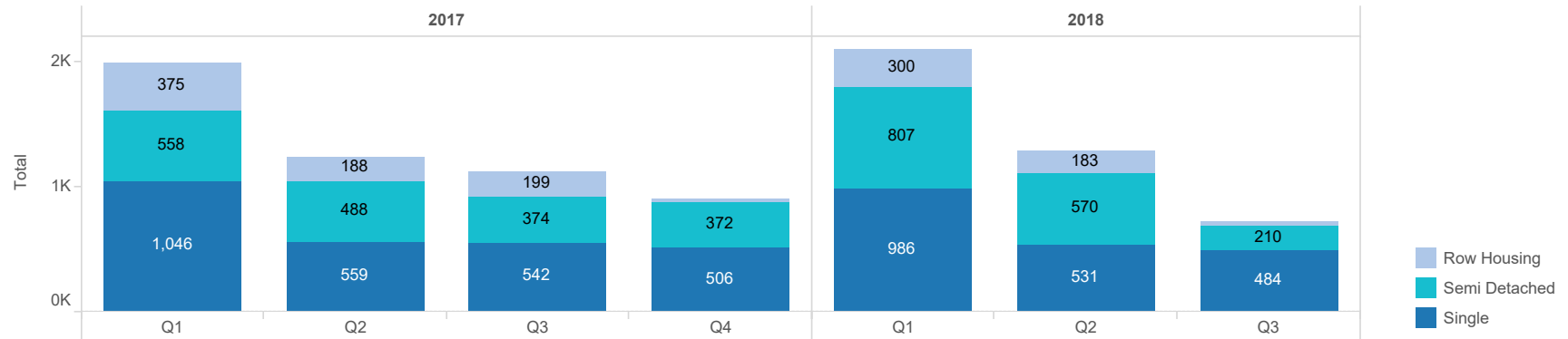




# QUARTERLY ACTIVITY REPORT

## 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	Q3
<b>Lots Conditionally Approved</b>	Single	1,046	559	542	506	986	531	484
	Skinny Singles	828	886	398	496	741	987	394
	Semi Detached	558	488	374	372	807	570	210
	Row Housing	375	188	199	22	300	183	26
	Multiple Family	6	4	2	2	8	26	10
	Commercial	7	13	7	6	9	7	3
	Industrial	6	7	22	0	3	4	22
<b>Lots Approved for Registration</b>	Single	494	87	504	785	61	107	225
	Skinny Singles	216	237	285	1,251	51	61	672
	Semi Detached	282	296	143	362	102	30	474
	Row Housing	155	0	72	387	36	87	264
	Multiple Family	2	3	10	20	5	5	6
	Commercial	6	7	4	8	5	5	5
	Industrial	4	0	0	2	0	0	1

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.

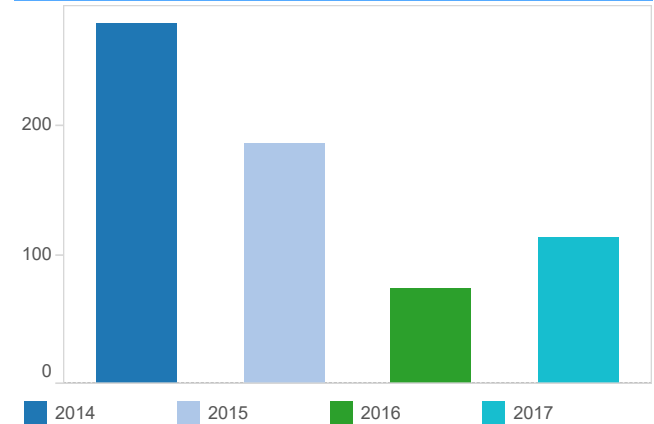
With every Servicing Agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications approved indicates the volume of serviced lots that will be available in the near future.

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

### 1 Servicing Agreements

	2014	2015	2016	2017
<b>Projects Approved</b>	279	186	74	114
<b>Single Family Lots</b>	7,576	5,229	3,236	4,635
<b>Multiple Family Lots</b>	57	93	5	35
<b>Commercial Lots</b>	41	6	5	8
<b>Industrial Lots</b>	77	19	11	11

### Servicing Agreements Approvals



## ENGINEERING DRAWINGS

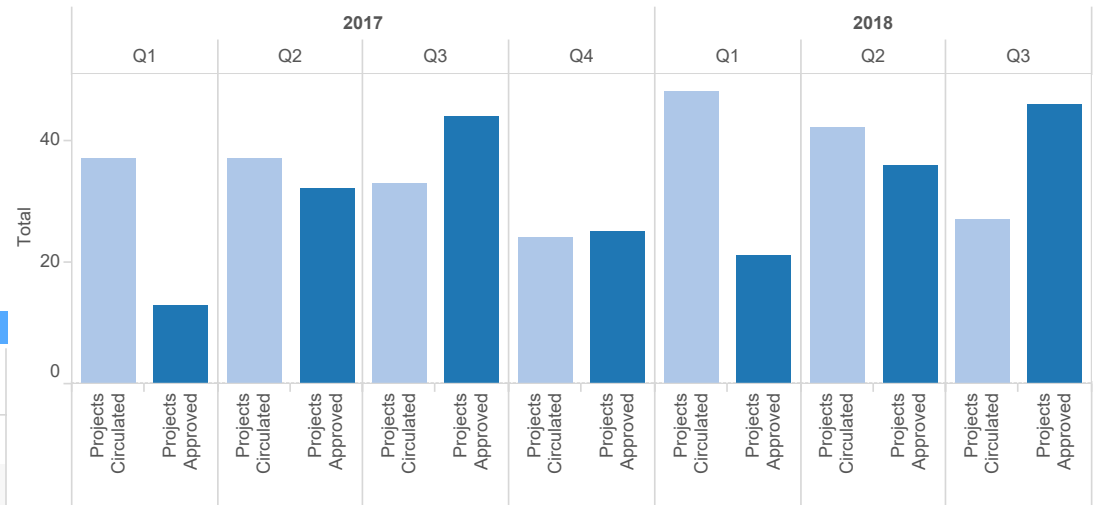
Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

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	Q3
<b>Projects Circulated</b>	37	37	33	24	48	42	27
<b>Projects Approved</b>	13	32	44	25	21	36	46





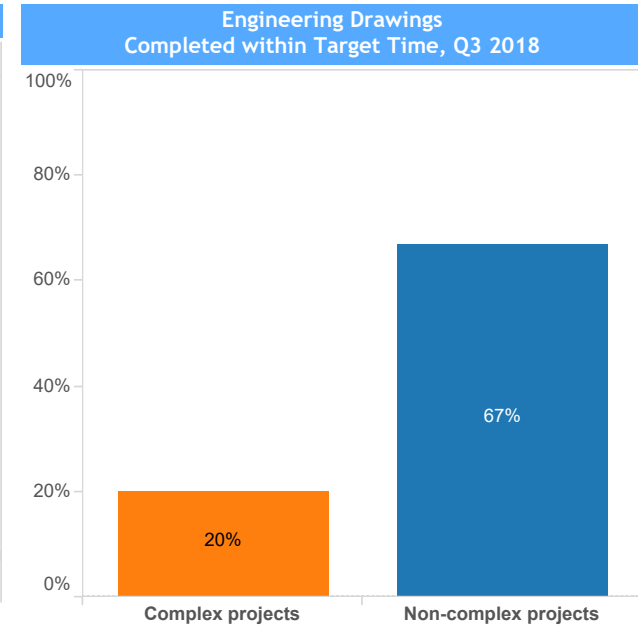
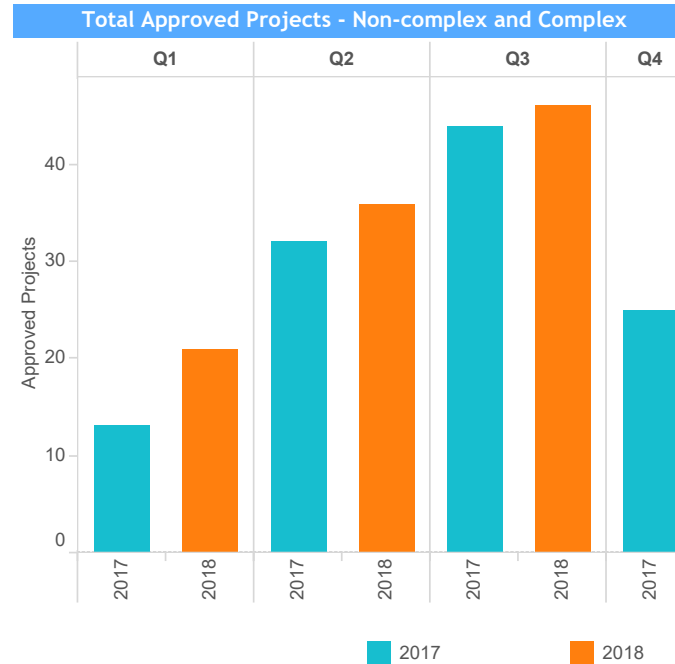
# QUARTERLY ACTIVITY REPORT

## ENGINEERING DRAWINGS

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

The target of 100 days is a joint target between 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	2018 Q3
Approved Projects	11	26	34	21	18	31	36
% Completed Within Target	36%	72%	50%	71%	50%	52%	67%
Average Days with the City	57	60	62	59	62	78	54
Average Days with the Applicant	42	28	44	35	37	39	30

### 3 Complex Projects

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Approved Projects	2	6	10	4	3	5	10
% Completed Within Target	0%	20%	50%	25%	100%	20%	20%
Average Days with the City	100	61	87	39	40	71	73
Average Days with the Applicant	64	44	72	75	13	59	61



# QUARTERLY ACTIVITY REPORT

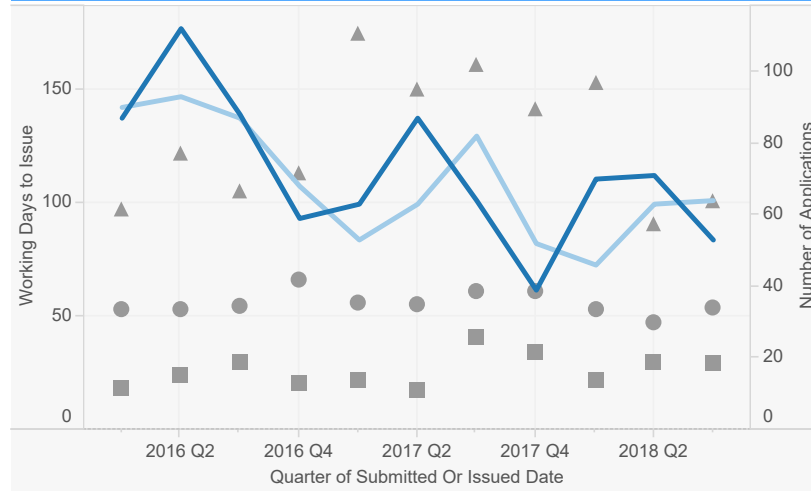
## COMMERCIAL, INDUSTRIAL AND OTHER PERMITS

A development permit is written approval from the City that the location, size, and use of a building complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

The amount of time that it takes to issue a development permit varies significantly, depending on the type of development permit and application complexity. Permits for minor changes can be issued in one day, while permits for new commercial buildings typically take several weeks. Applications for developments that are listed as a discretionary use in the Zoning Bylaw require notification to neighbouring property owners and typically take longer to complete.

Other factors that influence timelines include whether circulation to other civic agencies is required and whether assessments are required. The single most common cause of delay in processing development permits is incomplete or insufficient information, which may result in multiple review iterations.

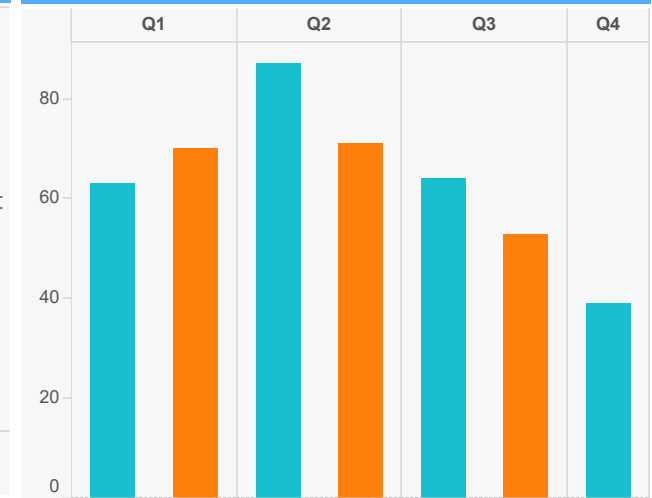
**Development Permits for New Commercial, Industrial and Apartment Buildings**



**Number of Applications:**  
■ Applications Submitted  
■ Permits Issued

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

**Development Permits for New Commercial, Industrial and Apartment Buildings - Quarterly Submissions**



### 1 Development Permits for New Commercial, Industrial and Apartment Buildings

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	63	87	64	39	70	71	53
Permits Issued	53	63	82	52	46	63	64
Median Work Days to Issue	58	50	66	60	62	46	65

### 2 Other Major Development Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	359	456	416	317	368	479	451
Permits Issued	336	328	391	289	319	334	381

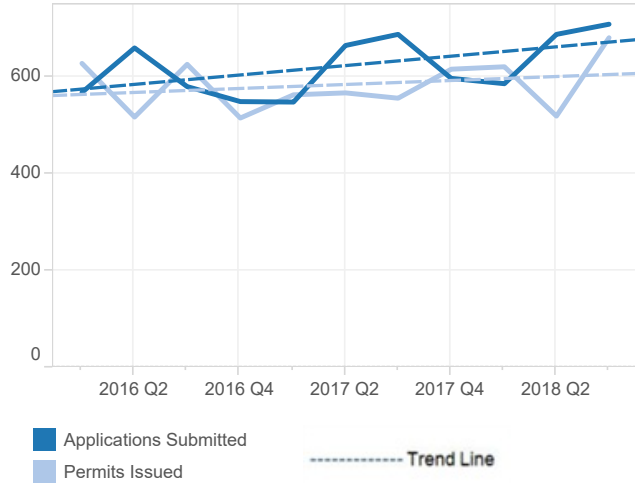


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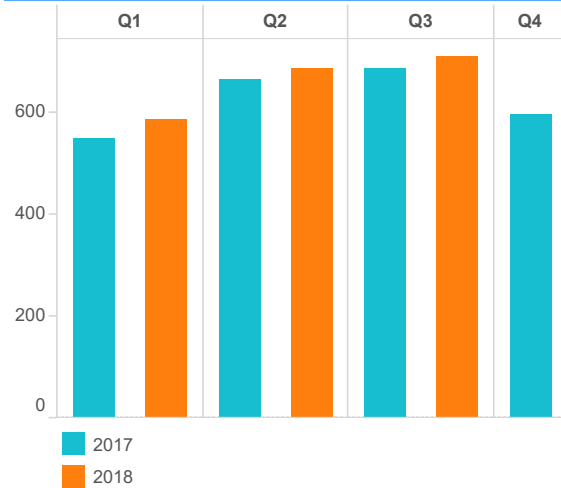
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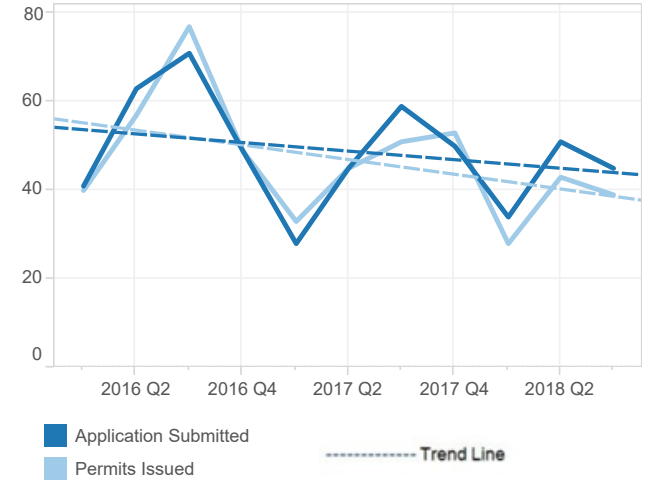
**Building Permits for New Constructions**



**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	2018 Q3
Applications Submitted	549	666	689	598	587	689	710
Permits Issued	564	568	557	617	622	520	682
Median Work Days to Issue	22	24	31	32	26	32	35

### 4 Demolitions and Other Additional Permits

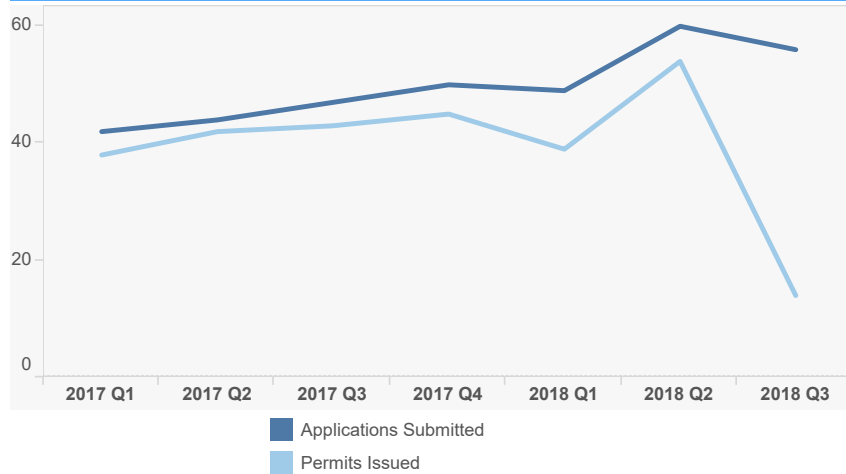
Applications Submitted	28	45	59	50	34	51	45
Permits Issued	33	45	51	53	28	43	39
Median Work Days to Issue	12	21	30	31	26	31	34



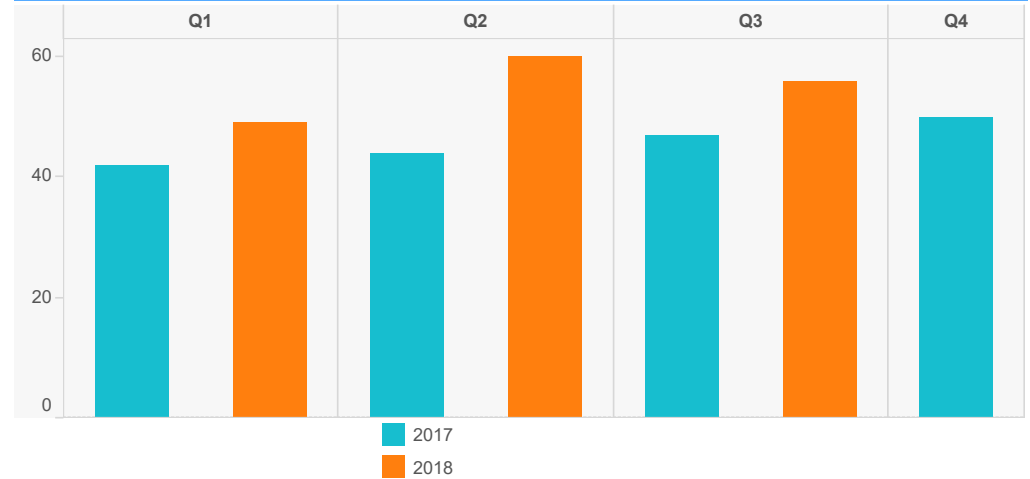
# QUARTERLY ACTIVITY REPORT

## 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	2018 Q3
Applications Submitted	42	44	47	50	49	60	56
Permits Issued	19	33	37	52	43	48	42
Median Work Days to Issue	13	25	13	13	16	13	20

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

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Permits Issued	19	25	32	47	35	34	29
Median Work Days to Issue	13	17	11	12	11	11	11
% Permits Issued within 55 business days (target = 75%)*	100%	76%	88%	79%	89%	97%	83%
% Permits Issued within 55 business days, YTD*	100%	86%	87%	84%	89%	93%	90%

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

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



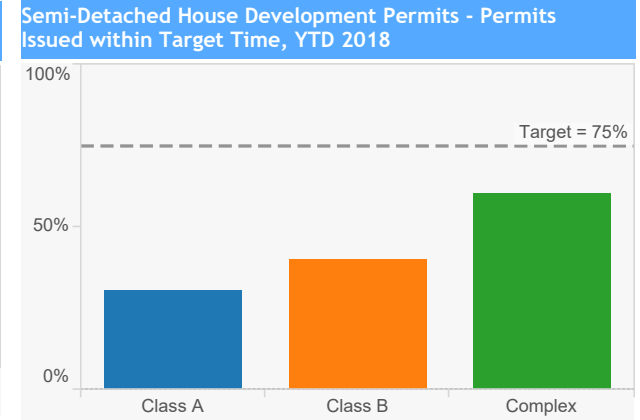
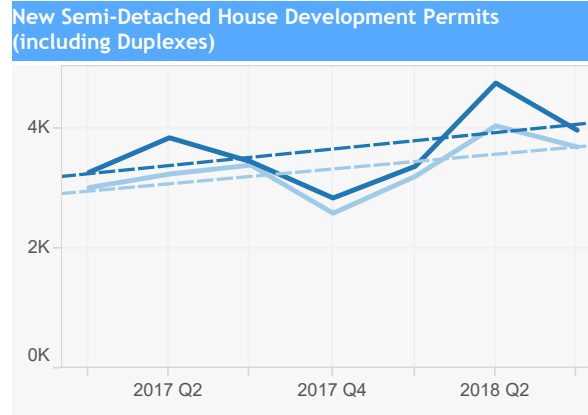
# QUARTERLY ACTIVITY REPORT

## 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	2018 Q3
Applications Submitted	134	184	203	132	219	136	114
Permits Issued	136	152	200	146	201	141	115

#### 1.1 Semi-Detached House - Class A

Permits Issued	111	124	161	110	173	105	95
Median Work Days to Issue	5	5	5	5	7	10	10
% Permits Issued within 6 business days	77%	85%	78%	81%	42%	15%	25%

#### 1.2 Semi-Detached House - Class B

Permits Issued	4	7	3	6	6	12	2
Median Work Days to Issue	7	6	5	10	25	23	47
% Permits Issued within 15 business days	75%	86%	100%	67%	50%	42%	0%

#### 1.3 Semi-Detached House - Complex

Permits Issued	21	21	35	30	22	23	18
Median Work Days to Issue	70	38	36	45	47	41	58
% Permits Issued within 55 business days	43%	76%	71%	63%	64%	65%	50%



# QUARTERLY ACTIVITY REPORT

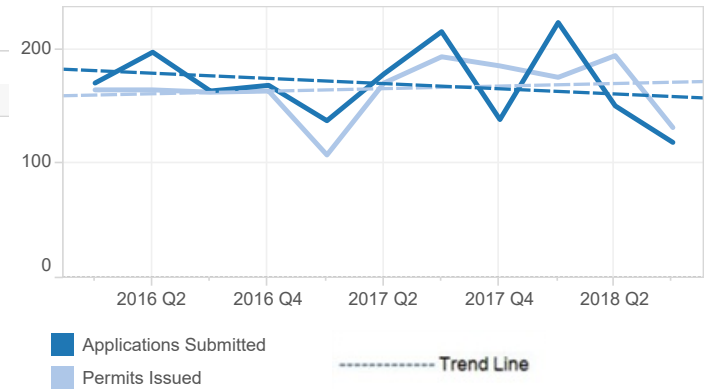
## RESIDENTIAL SEMI-DETACHED HOUSE AND ROWHOUSING PERMITS

### 2 Semi-Detached House and Rowhousing Building Permit

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	208	210	269	204	292	222	195
Permits Issued	156	229	237	274	234	278	215

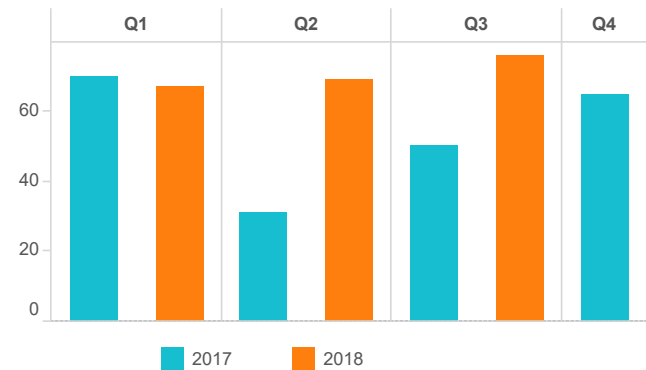
### 2.1 Semi-Detached Building Permit - projects up to 2 dwelling units

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	138	179	216	139	224	151	119
Permits Issued	108	171	194	186	176	195	132
% Permits Issued within 25 business days	51%	23%	27%	35%	34%	44%	30%



### 2.2 Rowhousing Building Permit - projects more than 3 dwelling units

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	70	31	50	65	67	69	76
Permits Issued	48	58	43	88	58	83	83
Median Work Days to Issue	260	74	36	58	40	36	36







# QUARTERLY ACTIVITY REPORT

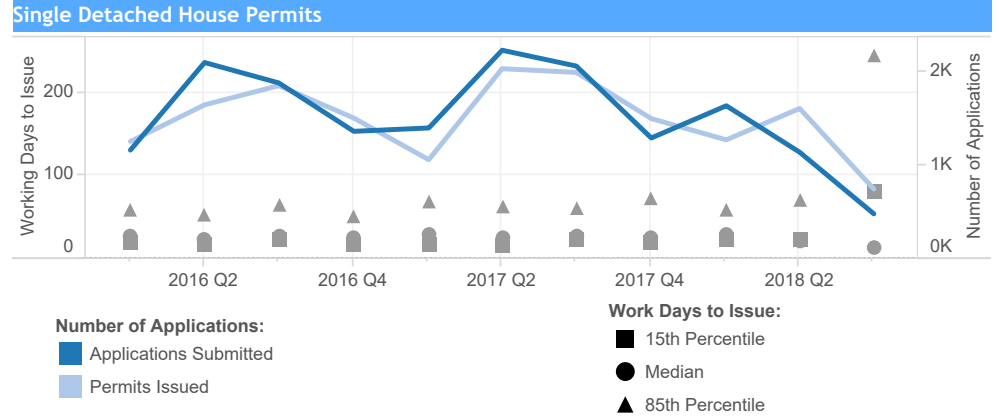
## SINGLE DETACHED HOUSE PERMITS

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.

\*September data is based on the number of applications that potentially could be issued by October 31 on target.



### 1 Application Intake

		January	February	March	April	May	June	July	August	September
<b>Expedited</b>	Applications submitted	35	20	29	19	34	49	30	34	47
	% Of Applications Reviewed Within Target (4 business days)	69%	100%	97%	89%	100%	100%	100%	85%	83%
	95% Of Applications Reviewed Within (Business Days)	6	2	2	5	2	3	2	12	6
<b>Non-Expedited</b>	Applications submitted	360	333	353	369	428	309	227	268	232
	% Of Applications Reviewed Within Target (2 business days)	97%	71%	75%	26%	94%	91%	78%	81%	99%
	95% Of Applications Reviewed Within (Business Days)	2	4	3	5	3	5	4	3	1

### 2 Development Review (Non-Expedited)

		January	February	March	April	May	June	July	August	September
<b>Greenfield</b>	Applications submitted	306	256	294	280	410	258	196	230	189
	% Of Applications Reviewed Within Target (15 business days for Q1, 20 for Q2)	100%	99%	97%	100%	97%	99%	99%	97%	100%
	95% Of Applications Reviewed Within (Business Days)	14	13	15	12	18	16	12	20	14
<b>Infill</b>	Applications submitted	45	57	68	55	77	46	54	52	43
	% Of Applications Reviewed Within Target (20 business days for Q1, 30 for Q2)	53%	40%	26%	45%	34%	33%	43%	48%	86%
	95% Of Applications Reviewed Within (Business Days)	42	47	40	43	37	41	40	35	24

### 3 Building Permit Review

		January	February	March	April	May	June	July	August	September
<b>Plans Examination</b>	Applications submitted	321	338	352	322	430	343	241	286	249
	% Of Applications Reviewed Within Target (15 business days for Q1, 20 for Q2)	61%	39%	43%	94%	98%	97%	97%	94%	100%
	95% Of Applications Reviewed Within (Business Days)	21	21	26	24	17	19	19	22	15



# QUARTERLY ACTIVITY REPORT

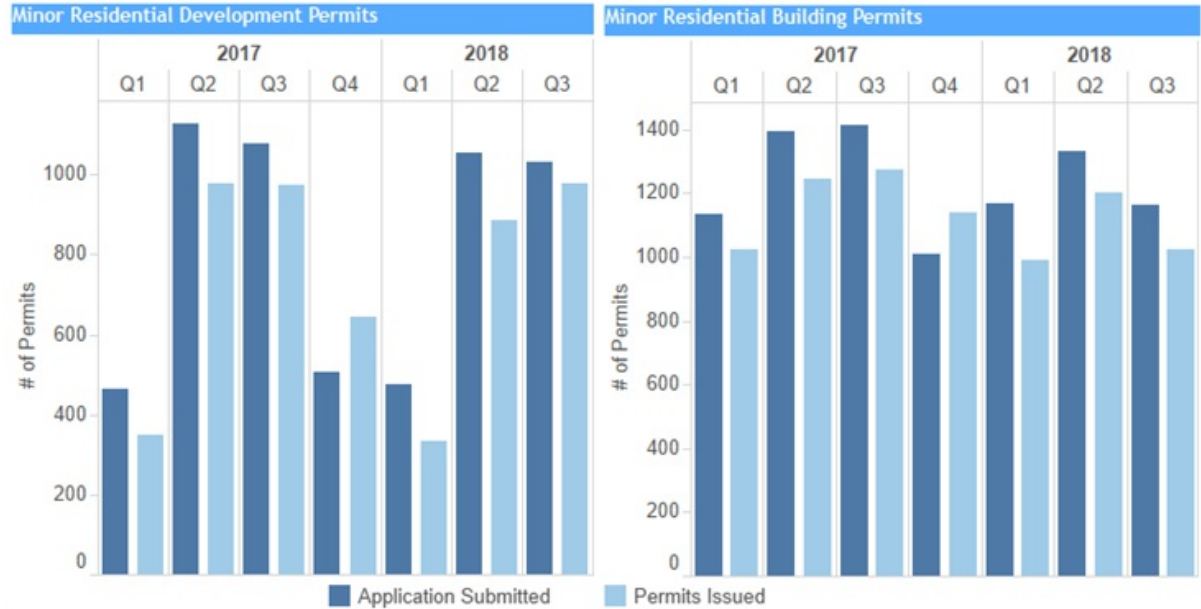
## MINOR RESIDENTIAL PERMITS

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

- accessory structures (E.G. detached garage, shed, gazebo)
- uncovered decks

Some Minor Residential Permits, like interior alterations, require a building permit only and these figures are included in the Minor Residential Building Permit figures. 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	2018 Q3
Applications Submitted	464	1,128	1,079	506	475	1,056	1,030
Permits Issued	348	979	975	645	334	884	976
Median Work Days to Issue	18	7	11	26	21	3	17

### 2 Minor Residential Building Permit

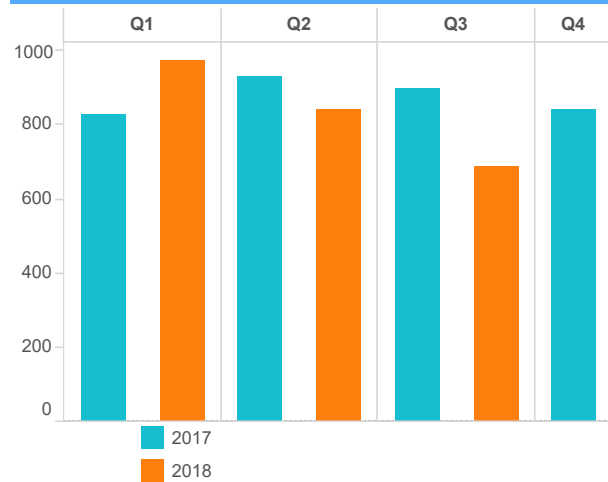
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	1,136	1,395	1,414	1,007	1,166	1,333	1,161
Permits Issued	1,024	1,247	1,273	1,139	988	1,200	1,024
Median Work Days to Issue	1	2	8	15	1	3	16



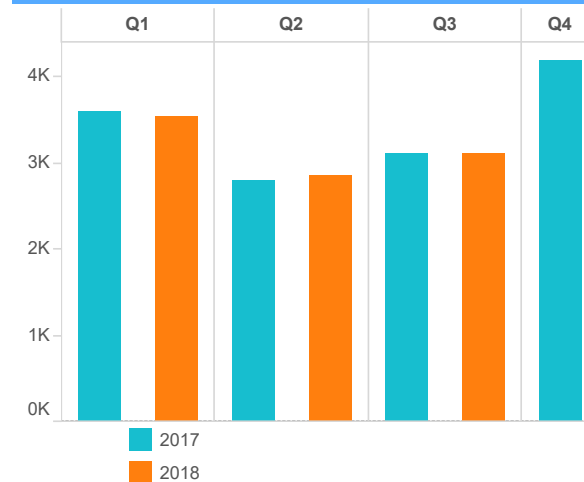
# QUARTERLY ACTIVITY REPORT

## MECHANICAL AND ELECTRICAL PERMITS

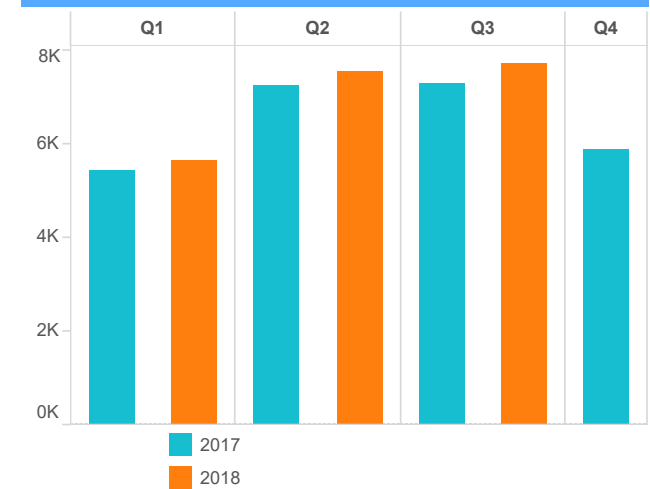
HVAC Permits Issued



Plumbing & Gas Permits Issued



Electrical Permits Issued



### 3 HVAC Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	911	963	908	1,065	1,114	972	880
Permits Issued	830	929	898	844	975	841	687
Median Work Days to Issue	1	1	1	1	1	1	5

### 4 Plumbing & Gas Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	3,692	2,827	3,037	4,718	4,296	3,664	3,424
Permits Issued	3,608	2,796	3,102	4,193	3,548	2,865	3,109
Median Work Days to Issue	1	1	1	1	1	1	1

### 5 Electrical Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Applications Submitted	5,730	7,955	7,650	6,669	6,371	8,347	8,417
Permits Issued	5,422	7,266	7,302	5,869	5,630	7,529	7,707
Median Work Days to Issue	3	2	3	4	8	3	3



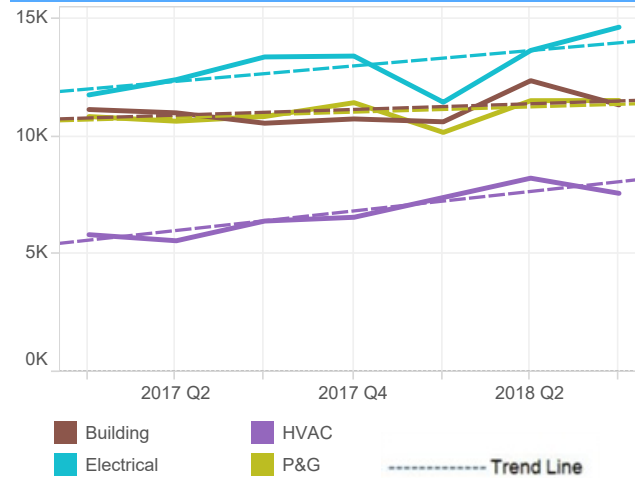
# QUARTERLY ACTIVITY REPORT

## SAFETY CODE INSPECTIONS

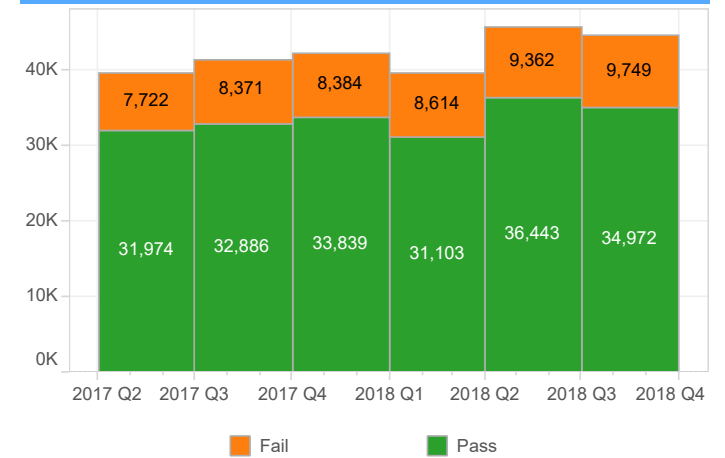
New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety Codes Permits include Building, HVAC (heating, ventilation, and air-conditioning), Plumbing, Gas, and Electrical permits. Each permit requires at least one inspection after the work has been completed. 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	Q3
<b>Building</b>	11,160	11,019	10,578	10,760	10,639	12,386	11,357
<b>P&amp;G</b>	10,861	10,664	10,864	11,451	10,187	11,536	11,543
<b>HVAC</b>	5,840	5,582	6,420	6,580	7,420	8,242	7,598
<b>Electrical</b>	11,781	12,431	13,395	13,432	11,471	13,670	14,660
<b>Total</b>	39,642	39,696	41,257	42,223	39,717	45,834	45,158

### 2 Other Inspections Completed

	2017				2018		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>Lot Grading</b>	165	3,225	8,173	2,408	106	3,998	6,959
<b>Others</b>	115	528	742	404	22	210	434

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



# QUARTERLY ACTIVITY REPORT

## COMPLIANCE CERTIFICATES

The Development Services Branch completes various certificates and agreements.

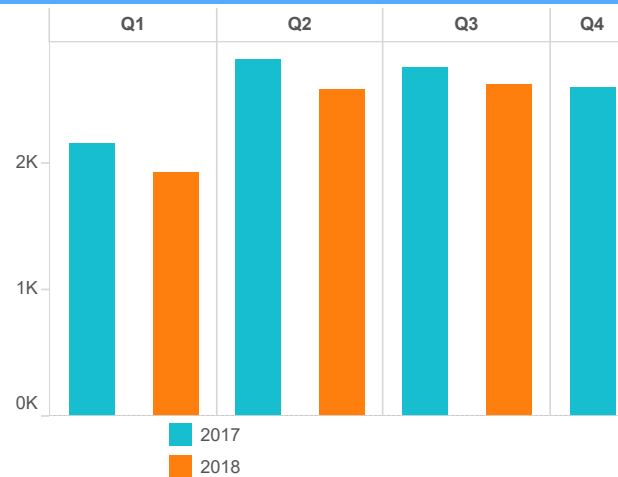
A compliance certificate is a formal response from the City of Edmonton that states that any development on a property, based on a Real Property Report from an Alberta Land Surveyor, meets all regulations of the Zoning Bylaw and/or has been issued any required Development Permits. Compliance certificates also include zoning confirmations and re-stamps.

The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

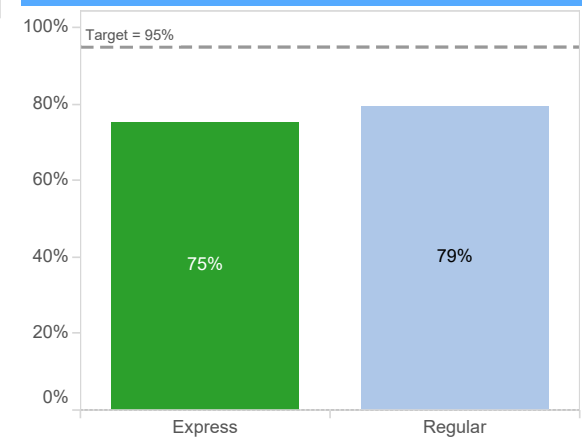
Performance Targets:

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

Compliance Certificate - Quarterly Submissions



Compliance Certificate - Issued within Target Time, YTD 2018



### 1 Compliance Certificate - Total\*

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
<b>Applications Submitted</b>	2,183	2,769	2,766	2,556	1,923	2,566	2,616
<b>Certificates Issued</b>	1,888	2,696	2,741	2,646	1,694	2,464	2,605

### 1.1 Express Certificate

<b>Certificates Issued</b>	312	543	613	508	299	510	545
<b>Median Work Days to Issue</b>	4	4	3	4	3	2	2
<b>% Certificates Issued within 3 business days</b>	42%	50%	69%	46%	54%	83%	79%

### 1.2 Regular Certificate

<b>Certificates Issued</b>	1,576	2,153	2,128	2,138	1,395	1,954	2,060
<b>Median Work Days to Issue</b>	9	10	8	9	8	9	10
<b>% Certificates Issued within 10 business days</b>	79%	69%	89%	86%	77%	87%	73%

\* Including Zoning Confirmations and Re-Stamps



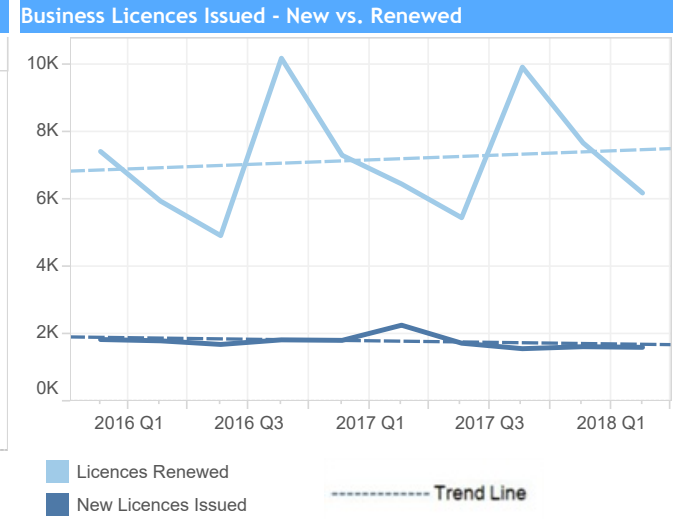
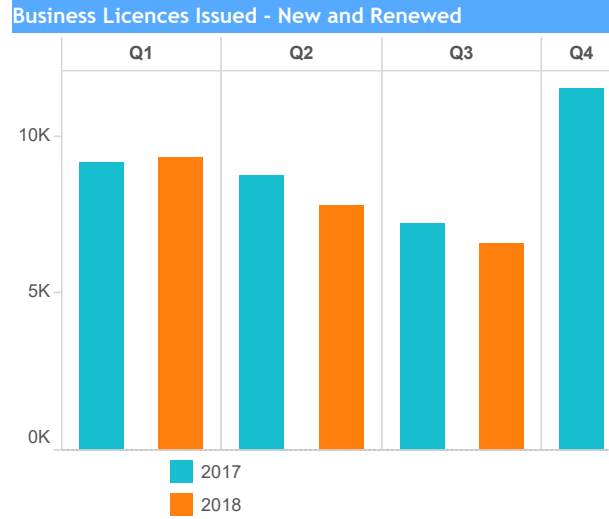
# QUARTERLY ACTIVITY REPORT

## 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.



### 1 Business Licensing

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
New Licences Issued	1,818	2,268	1,734	1,571	1,630	1,611	1,579
Licences Renewed	7,313	6,462	5,460	9,931	7,680	6,194	5,031
Total Licences Issued/Renewed	9,131	8,730	7,194	11,502	9,310	7,805	6,610

#### 1.1 New Licences (without referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Licences Issued	1,358	1,879	1,322	1,156	1,210	1,246	1,169
% Issued within 24 hours	58%	45%	58%	53%	56%	62%	59%

#### 1.2 New Licences (require referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Licences Issued	460	389	412	415	420	365	410
% Issued within 11 business days	39%	39%	45%	39%	36%	42%	42%

### 2 Vehicle for Hire

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Dispatch Licences Issued	10	72	14	11	6	76	6
Driver Licences Issued	1,732	563	367	423	347	367	349
Vehicle Licences Issued	7	1,559	43	16	93	1,480	14



# QUARTERLY ACTIVITY REPORT

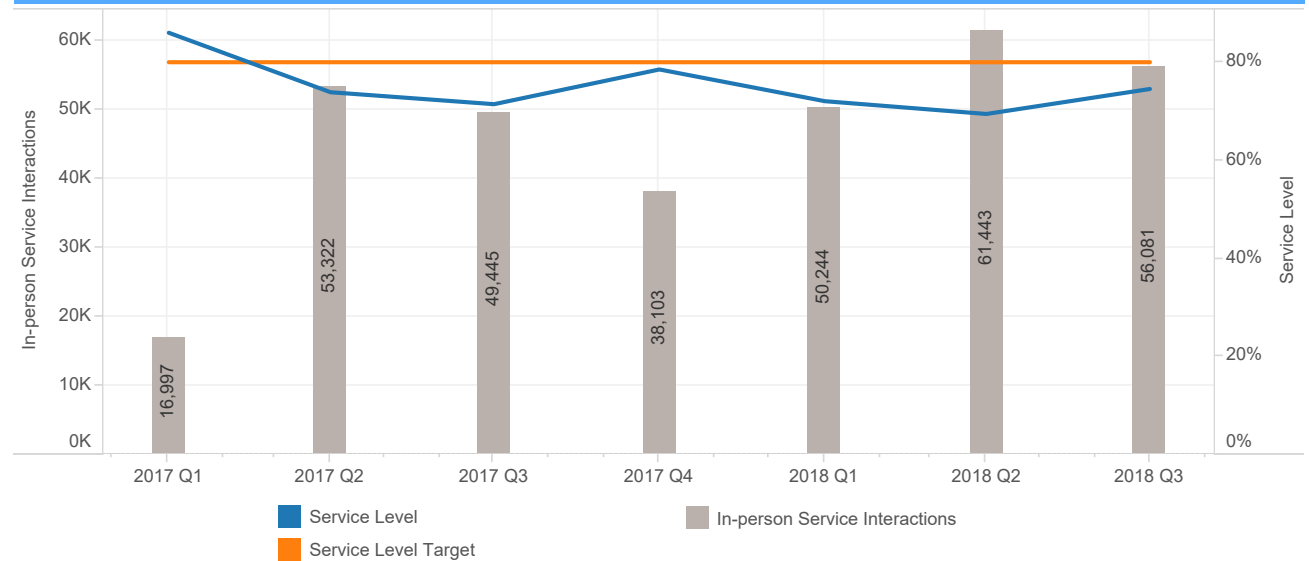
## CUSTOMER SERVICE

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	2018 Q3
In-person Service Interactions	16,997	29,567	26,754	23,006	15,096	20,310	18,577
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,389	28,626	25,025
In-person Service Interactions (Queue Assignment)	n/a	n/a	n/a	n/a	9,759	12,507	12,479
<b>Total In-person Service Interactions</b>	<b>16,997</b>	<b>53,322</b>	<b>49,445</b>	<b>38,103</b>	<b>50,244</b>	<b>61,443</b>	<b>56,081</b>
In-person Service Interactions with wait time under 15 minutes	86%	77%	82%	88%	81%	76%	79%
In-person Service Interactions with wait time under 4 minutes (Payments)	n/a	70%	59%	65%	66%	65%	74%
In-person Service Interactions with wait time under 4 minutes (Queue Assignment)	n/a	n/a	n/a	n/a	74%	69%	69%
<b>Total In-person Service Interactions within target time</b>	<b>86%</b>	<b>74%</b>	<b>71%</b>	<b>79%</b>	<b>72%</b>	<b>69%</b>	<b>75%</b>

### 2 CRM Tickets

Number of Tickets Resolved On Time (2 business days)	7,993	11,599	9,754	8,578	7,562	6,945	6,767
% of Tickets Resolved On Time	86%	76%	80%	85%	80%	61%	68%



# QUARTERLY ACTIVITY REPORT

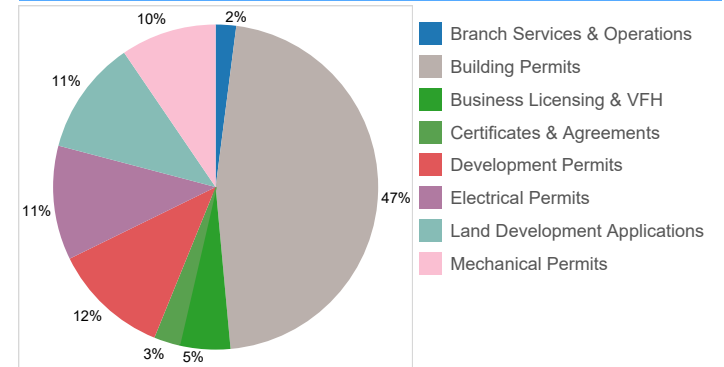
## FINANCIALS

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.

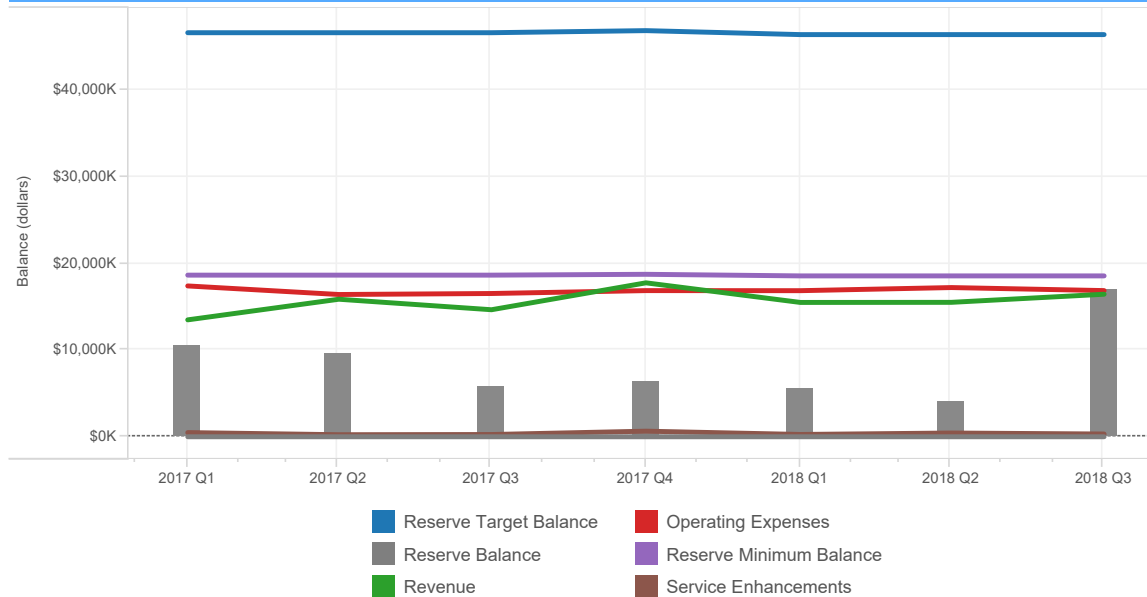
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The branch continues to actively manage the balance between service demands and the reserve balance. The reserve enables financial support during times of economic volatility, and also to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

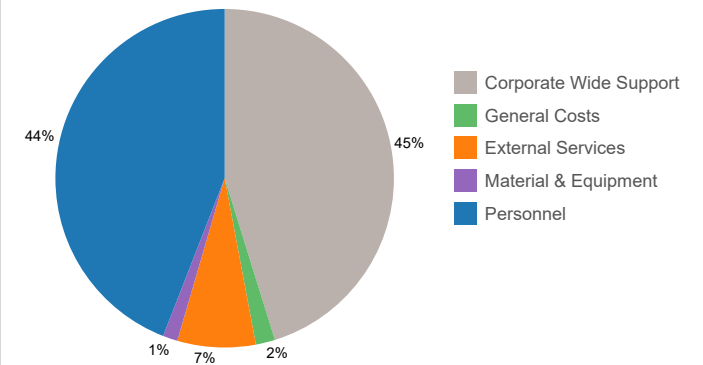
### Development Services Revenue YTD - 2018 Q3



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



### Development Services Expenditures YTD - 2018 Q3



#### Corporate Wide Support

Accommodations	5%
City Planning	22%
Corporate Support Services	13%
Other	4%