



*Urban Form and Corporate Strategic Development*

# Quarterly Activity Report

FOURTH QUARTER 2018





# QUARTERLY ACTIVITY REPORT

## SUMMARY

### Land Development Process



Strategic plans, such as Edmonton's Municipal Development Plan and City plan, shape how the city will grow by guiding how land is used and new developments are built. While Area Structure Plans and 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. Meanwhile subdivisions creates new parcels, including condominium and strata parcels and Servicing agreements provide for the construction of necessary infrastructure such as water, roads, and power.

Approval of Development permits determine the site use, building size, building location, and landscaping. Whereas building permits, mechanical and electrical permits, and inspections ensure 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

### URBAN FORM BUSINESS TRANSFORMATION HIGHLIGHTS

#### Highlights of Quarter 4

##### **Revised Business Model & Reserve Policy approved by City Council**

City Council Approved the Revised Business Model and Reserve Policy. The new policy ensures long-term practices that help get the reserve back to its minimum balance targets. As well, the revisions provide clarity on existing policies that should simplify decision making to support the sustainability of the funding model.

##### **Builders and contractors can now apply for all types of residential construction permits online including**

- Home renovations such as basement developments and exterior alterations
- Uncovered decks, hot tubs, swimming pools, fences
- Accessory buildings such as garages, sheds, greenhouses, and gazebos
- Home additions
- Secondary suites
- Renewable energy systems

##### **Improvements were made to Rezoning by City staff and in conjunction with industry participation**

The team identified some very impactful rezoning improvements that will be the focus of the Rezoning Redesign project for the coming year. The identified improvements are Tiering applications, Pre-Application, Application Standards, Decision making framework, Issue and Conflict Resolution, Circulation, and Automation.

##### **Electrical Inspections Amalgamate into House Building Permits**

All electrical inspections have been amalgamated with the other trade inspections on house building permits that are issued for single houses, semi-detached houses, and row housing up to four units.



# 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, moved lower in the fourth quarter of 2018 (see Figure 4) as increases in energy-related prices slowed, reducing transportation and home heating costs. Inflation should slow in 2019 but will remain above 2 per cent. Lower inflation will help preserve the real value of incomes in Metro Edmonton and support consumer spending.

Upward pressure on 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 was 5.3 per cent in October 2018, an improvement over 7% in October 2017 but still well above the 2013 low of 1.4 per cent. While this is improving housing affordability in the rental sector, it has had a negative impact on multi-family residential construction.

Figure 6 - City of Edmonton – Housing Starts



Source: Canada Mortgage and Housing Corporation, not seasonally adjusted

Figure 6 - City of Edmonton – Housing Starts



Source: Canada Mortgage and Housing Corporation, not seasonally adjusted

#### Housing Starts

After turning sharply lower in late 2017, the overall level of housing starts showed signs of improvement throughout the first three quarters of 2018 (see Figure 6). However housing starts slowed in the fourth quarter as both multi-family and singles starts eased.

As noted earlier, rental vacancy rates in Metro Edmonton remain elevated, undercutting the incentive for adding to the multi-family housing stock. Looking ahead, larger 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 2019.



# QUARTERLY ACTIVITY REPORT

## LAND DEVELOPMENT APPLICATIONS

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

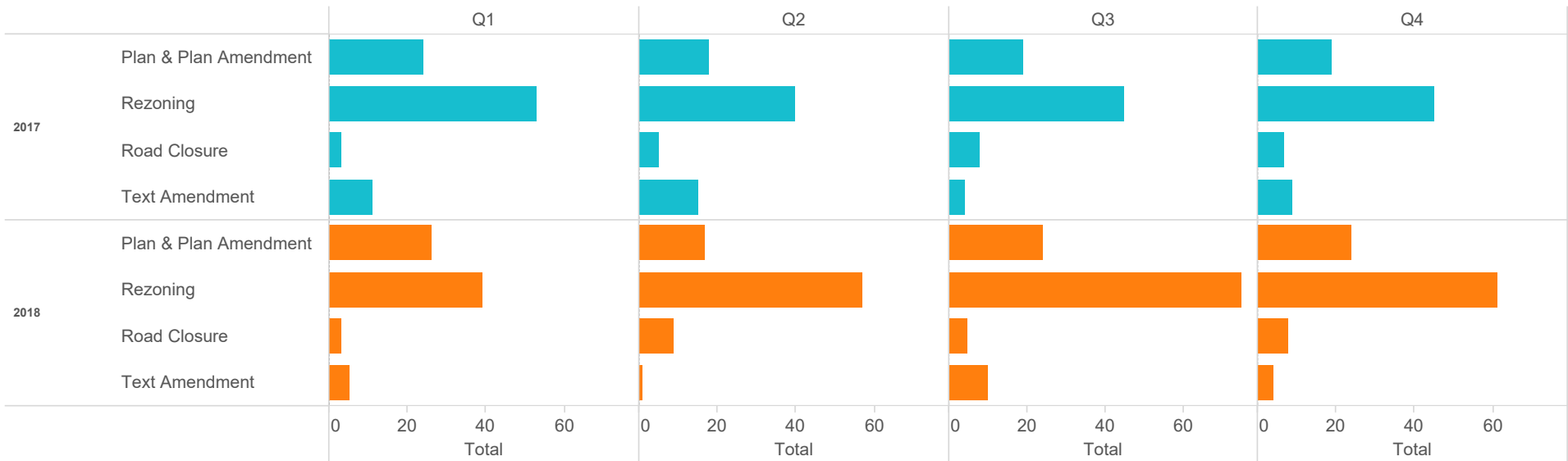
- subdivide land into two or more parcels (subdivision)
- create bare land condominium units (subdivision)
- convert existing buildings into condominiums (condominium conversion)
- create or amend an Area Structure Plan (ASP) or Neighbourhood Structure Plan (NSP)
- change the zoning of land (rezoning)
- 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	Q4
<b>Plan &amp; Plan Amendment</b>	24	18	19	19	26	17	24	24
<b>Rezoning</b>	53	40	45	45	39	57	75	61
<b>Road Closure</b>	3	5	8	7	3	9	5	8
<b>Text Amendment</b>	11	15	4	9	5	1	10	4





# QUARTERLY ACTIVITY REPORT

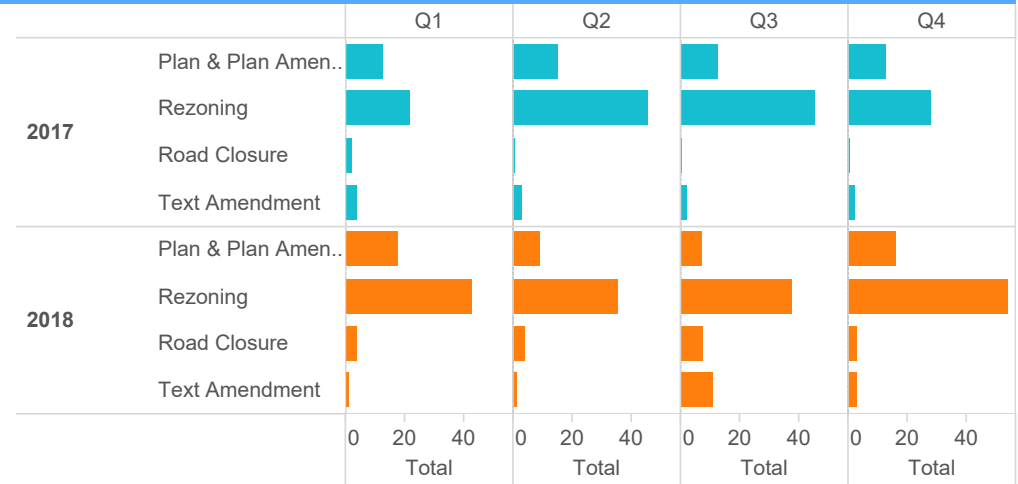
## LDA BYLAWS BROUGHT TO PUBLIC HEARING

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	Q4
<b>Plan &amp; Plan Amendment</b>	13	15	13	13	18	9	7	16
<b>Rezoning</b>	22	46	46	28	43	36	38	54
<b>Road Closure</b>	2	0	0	0	4	4	8	3
<b>Text Amendment</b>	4	3	2	2	1	1	11	3



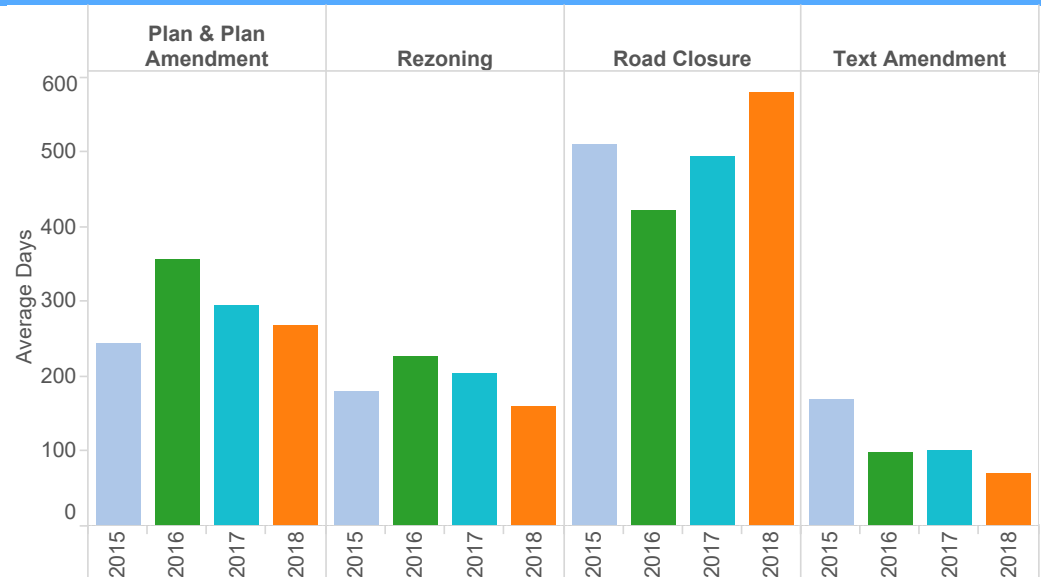
## AVERAGE TIMELINES FOR COMPLETING LDAs

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	2018
<b>Plan &amp; Plan Amendment</b>	244	356	294	268
<b>Rezoning</b>	181	226	205	160
<b>Road Closure</b>	510	422	493	579
<b>Text Amendment</b>	170	99	102	70







# QUARTERLY ACTIVITY REPORT

## SUBDIVISION

**Major** - Includes applications that are in new or developing areas of the city where new infrastructure (such as roads, underground utilities, parks) have not been constructed yet. 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.

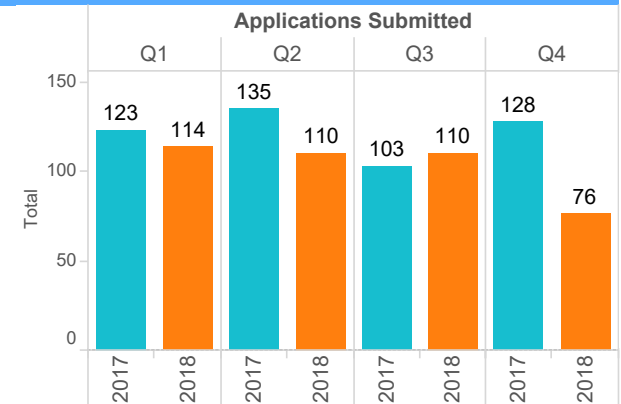
**Minor** - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. Also includes applications such as boundary adjustments, title separations, and condominium applications. For conditionally approved applications, the totals also include minor 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	Q4
<b>Major</b>	Conditionally Approved Applications	20	26	18	15	28	17	8	16
	Average Days from Submission to Decision	225	260	249	150	247	174	233	142
	Approved for Registration	17	10	18	47	15	11	35	50
	Average Days of Approvals for Registration	73	22	41	48	40	24	18	25

### 2 Minor

		2017				2018			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Minor</b>	Conditionally Approved Applications	31	22	14	16	26	29	24	17
	Average Days from Submission to Decision	41	47	58	85	55	59	57	65
	Approved for Registration	16	10	6	18	8	11	5	7
	Average Days of Approvals for Registration	54	46	147	44	28	27	14	9

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

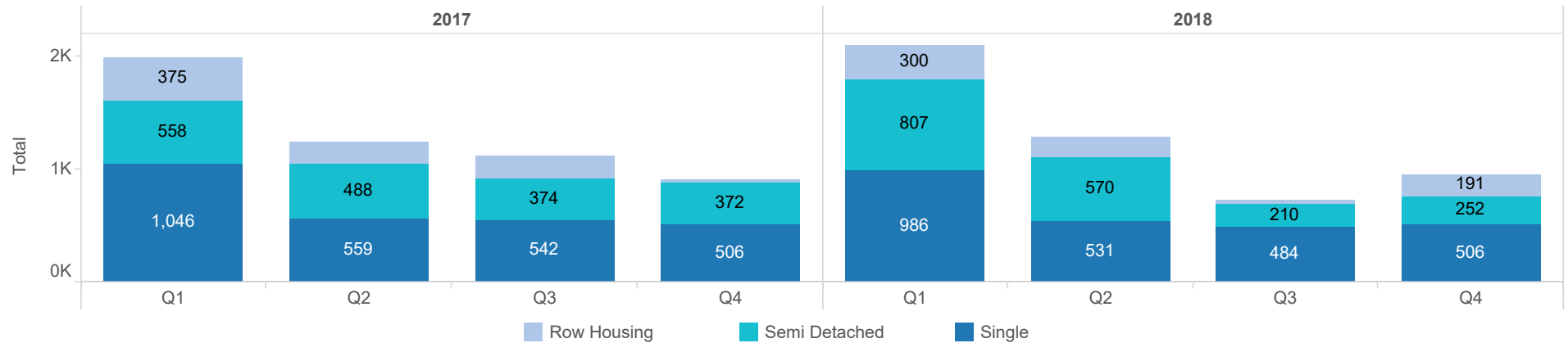
		2017				2018			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Lot Splits</b>	Conditionally Approved Applications	71	100	79	87	69	79	90	65
	Average Days from Submission to Decision	48	42	40	40	45	50	44	44
	Approved for Registration	52	80	74	72	82	67	57	78
	Average Days of Approvals for Registration		26	23	20	30	34	11	13



# 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	Q4
<b>Lots Conditionally Approved</b>	Single	1,046	559	542	506	986	531	484	506
	Skinny Singles	828	886	398	496	741	987	394	565
	Semi Detached	558	488	374	372	807	570	210	252
	Row Housing	375	188	199	22	300	183	26	191
	Multiple Family	6	4	2	2	8	26	10	5
	Commercial	7	13	7	6	9	7	3	9
	Industrial	6	7	22	0	3	4	22	1
<b>Lots Approved for Registration</b>	Single	494	87	504	785	61	107	507	871
	Skinny Singles	216	237	285	1,251	51	61	694	800
	Semi Detached	282	296	143	362	102	30	474	465
	Row Housing	155	0	72	387	36	87	264	195
	Multiple Family	2	3	10	20	5	5	6	7
	Commercial	6	7	4	8	5	5	5	0
	Industrial	4	0	0	2	0	0	1	3

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





# QUARTERLY ACTIVITY REPORT

## SERVICING AGREEMENTS

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. Servicing Agreements provide for the construction of necessary infrastructure such as water, roads, and power. The 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.

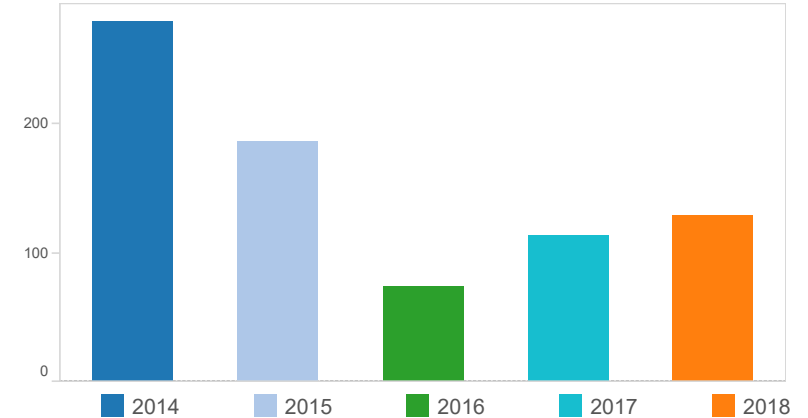
With every Servicing Agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications approved indicates the volume of serviced lots that will be available in the near future.

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

### 1 Servicing Agreements

	2014	2015	2016	2017	2018
<b>Projects Approved</b>	279	186	74	114	129
<b>Single Family Lots</b>	7,576	5,229	3,236	4,635	4,721
<b>Multiple Family Lots</b>	57	93	5	35	28
<b>Commercial Lots</b>	41	6	5	8	13
<b>Industrial Lots</b>	77	19	11	11	4

### Servicing Agreements Approvals



## ENGINEERING DRAWINGS

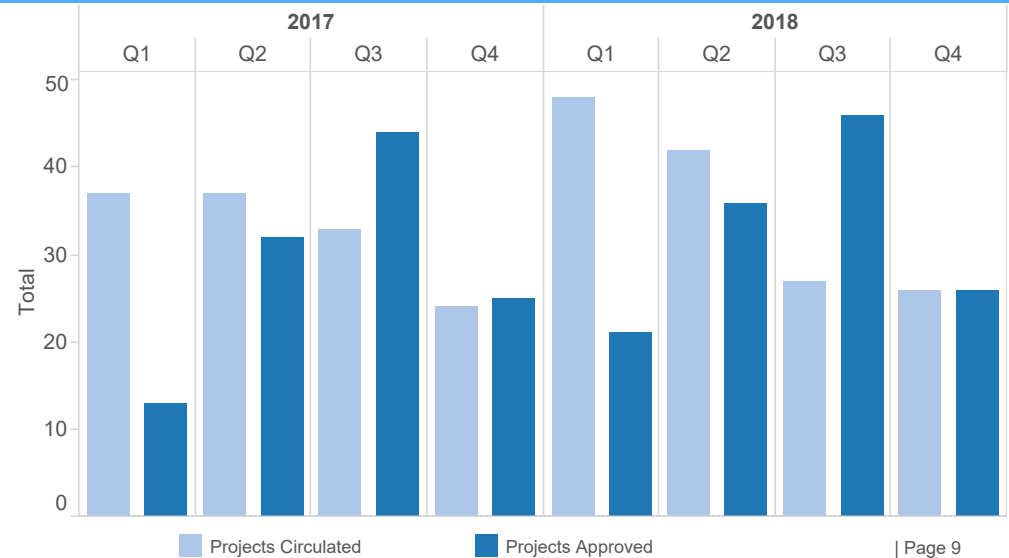
Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

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	Q4
<b>Projects Circulated</b>	37	37	33	24	48	42	27	26
<b>Projects Approved</b>	13	32	44	25	21	36	46	26





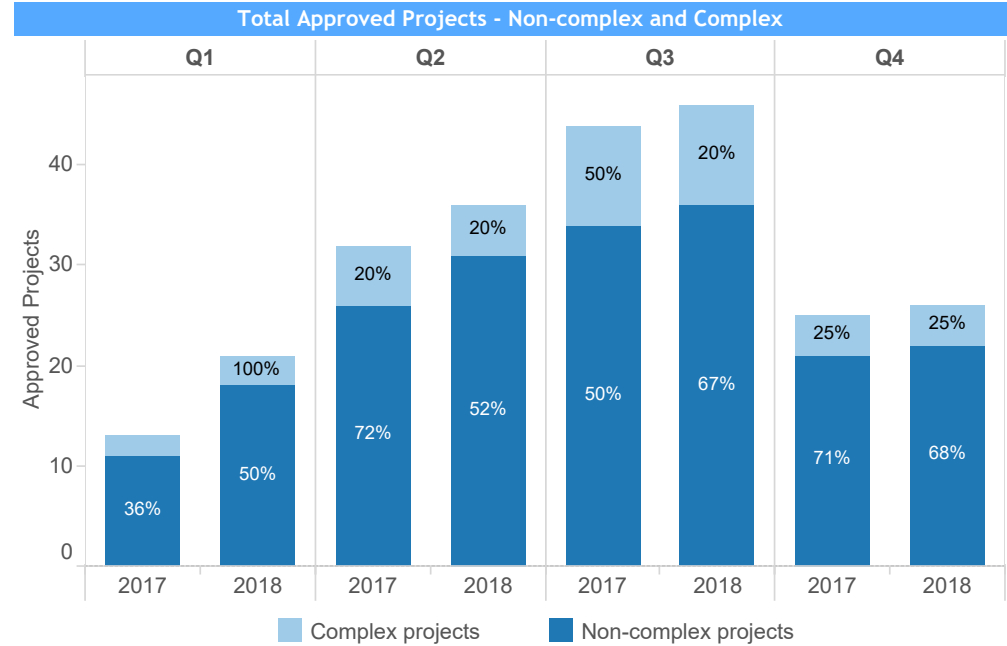
# QUARTERLY ACTIVITY REPORT

## 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				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Approved Projects</b>	11	26	34	21	18	31	36	22
<b>% Completed Within Target</b>	36%	72%	50%	71%	50%	52%	67%	68%
<b>Average Days with the City</b>	57	60	62	59	62	78	54	61
<b>Average Days with the Applicant</b>	42	28	44	35	37	39	30	21

### 3 Complex Projects

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Approved Projects</b>	2	6	10	4	3	5	10	4
<b>% Completed Within Target</b>	0%	20%	50%	25%	100%	20%	20%	25%
<b>Average Days with the City</b>	100	61	87	39	40	71	73	94
<b>Average Days with the Applicant</b>	64	44	72	75	13	59	61	78



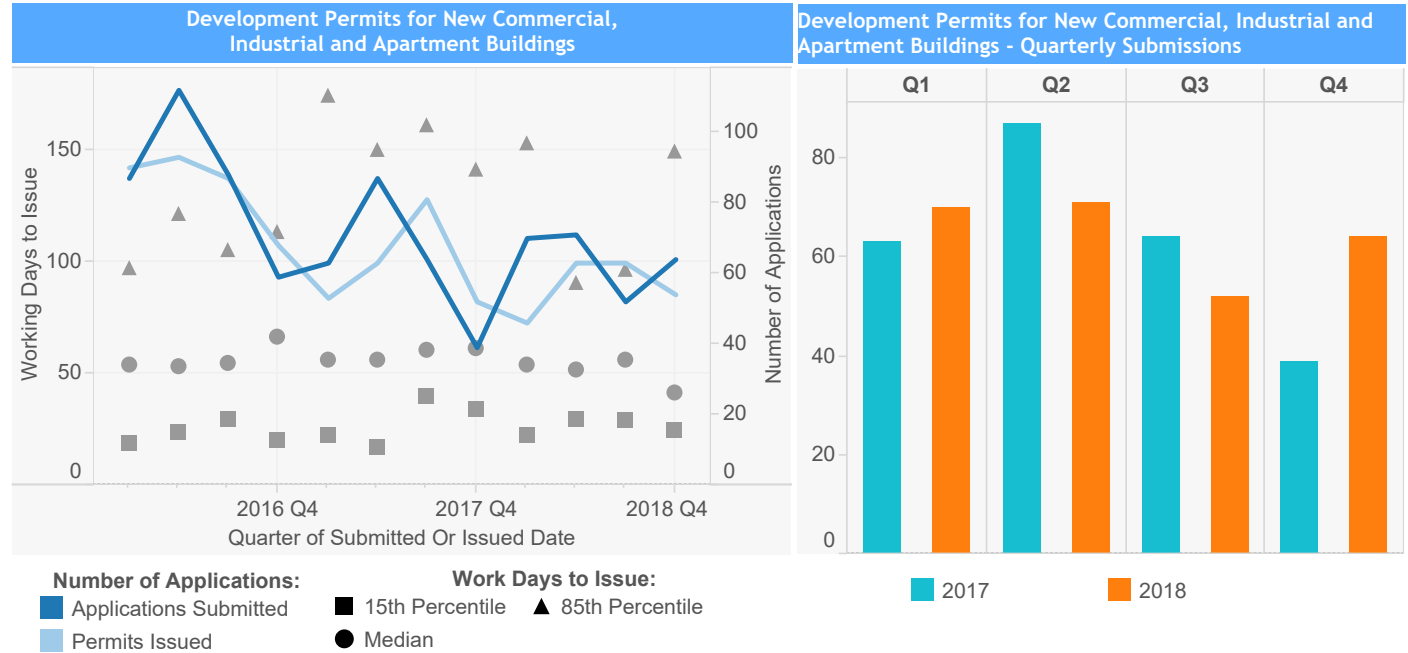
# QUARTERLY ACTIVITY REPORT

## COMMERCIAL, INDUSTRIAL AND OTHER DEVELOPMENT PERMITS

Development permits are written approvals 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.



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

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	63	87	64	39	70	71	52	64
Permits Issued	53	63	81	52	46	63	63	54
Median Work Days to Issue	58	50	65	60	62	46	63	58

### 2 Other Major Development Permits

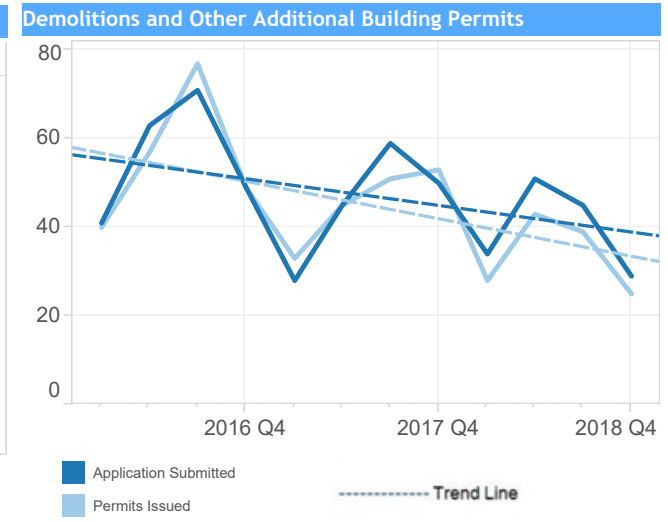
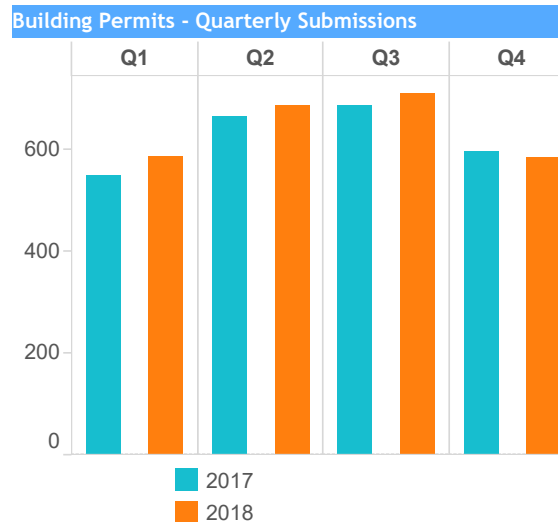
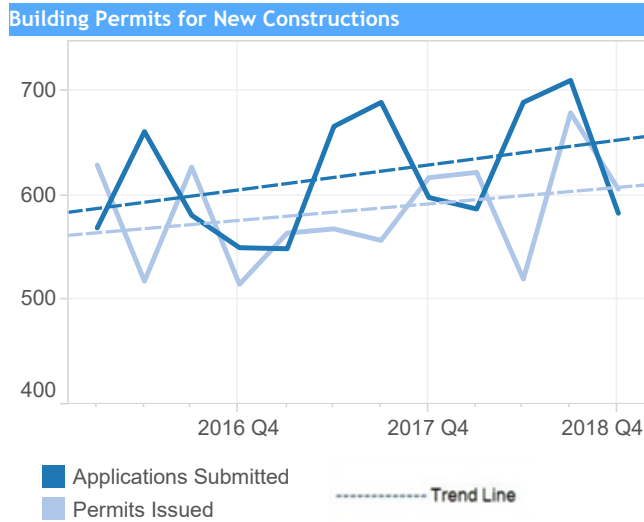
	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	359	456	416	317	368	479	452	321
Permits Issued	336	328	390	289	319	334	380	327



# QUARTERLY ACTIVITY REPORT

## COMMERCIAL, INDUSTRIAL AND OTHER BUILDING PERMITS

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.



### 3 Building Permits for New Constructions

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	549	666	689	598	587	689	710	583
Permits Issued	564	568	557	617	622	520	679	606
Median Work Days to Issue	22	24	31	32	26	32	35	32

### 4 Demolitions and Other Additional Permits

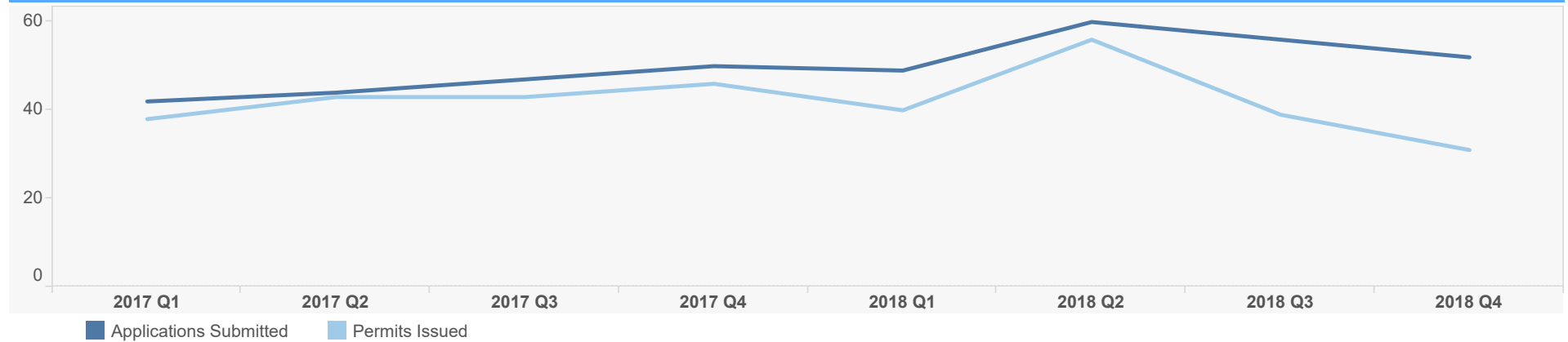
Applications Submitted	28	45	59	50	34	51	45	29
Permits Issued	33	45	51	53	28	43	39	25
Median Work Days to Issue	12	21	30	31	26	31	36	34



# QUARTERLY ACTIVITY REPORT

## RESIDENTIAL MULTI-FAMILY DEVELOPMENT PERMITS

### New Multi-Family Development Permits



### 1. New Multi-Family Development Permits

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Applications Submitted</b>	42	44	47	50	49	60	56	52
<b>Permits Issued</b>	19	33	37	52	43	48	42	28
<b>Median Work Days to Issue</b>	13	25	13	13	16	13	20	13

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

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Permits Issued</b>	19	25	32	47	35	34	29	41
<b>Median Work Days to Issue</b>	13	17	11	12	11	11	12	19
<b>% Permits Issued within 55 business days (tagret = 75%)*</b>	100%	76%	88%	79%	89%	97%	83%	83%
<b>% Permits Issued within 55 business days, YTD*</b>	100%	86%	87%	84%	89%	93%	90%	88%

\*Note: these numbers exclude projects within mature neighbourhood overlay.  
A Multi-Family residential development includes row housing and apartment dwellings.

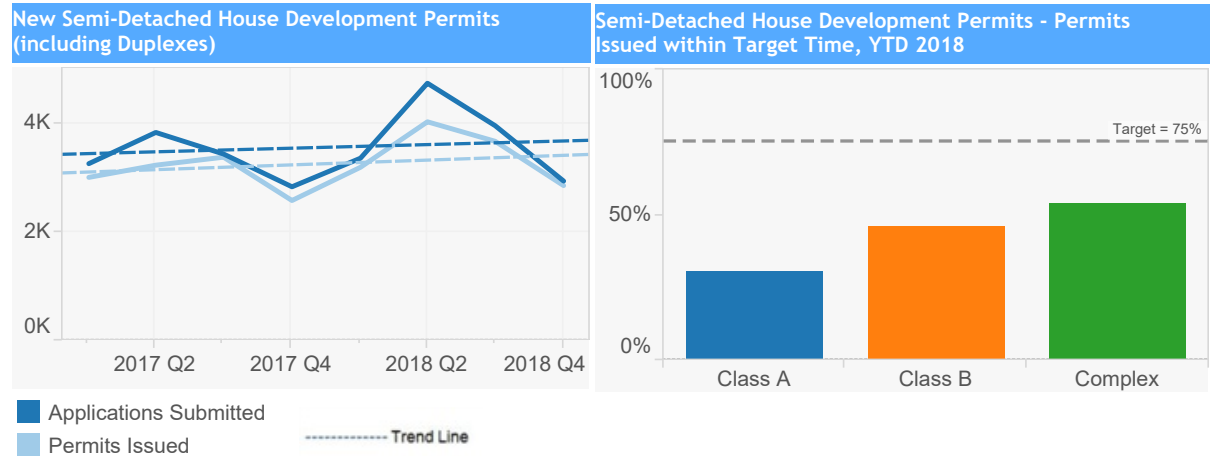


# QUARTERLY ACTIVITY REPORT

## RESIDENTIAL SEMI-DETACHED HOUSE DEVELOPMENT PERMITS

When Class A applications are completed and are not contained within a mature neighbourhood overlay, the target time to issue permits is 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				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Applications Submitted</b>	134	184	203	148	226	156	125	96
<b>Permits Issued</b>	128	171	193	142	207	133	100	60
<b>1.1 Semi-Detached House - Class A</b>								
<b>Permits Issued</b>	111	124	161	110	173	105	95	53
<b>Median Work Days to Issue</b>	5	5	5	5	7	10	10	7
<b>% Permits Issued within 6 business days</b>	77%	85%	78%	81%	42%	15%	25%	34%
<b>1.2 Semi-Detached House - Class B</b>								
<b>Permits Issued</b>	4	7	3	6	6	12	2	4
<b>Median Work Days to Issue</b>	7	6	5	10	25	23	47	11
<b>% Permits Issued within 15 business days</b>	75%	86%	100%	67%	50%	42%	0%	75%
<b>1.3 Semi-Detached House - Complex</b>								
<b>Permits Issued</b>	21	21	35	30	22	23	18	19
<b>Median Work Days to Issue</b>	70	38	36	45	47	41	58	78
<b>% Permits Issued within 55 business days</b>	43%	76%	71%	63%	64%	65%	50%	32%



# QUARTERLY ACTIVITY REPORT

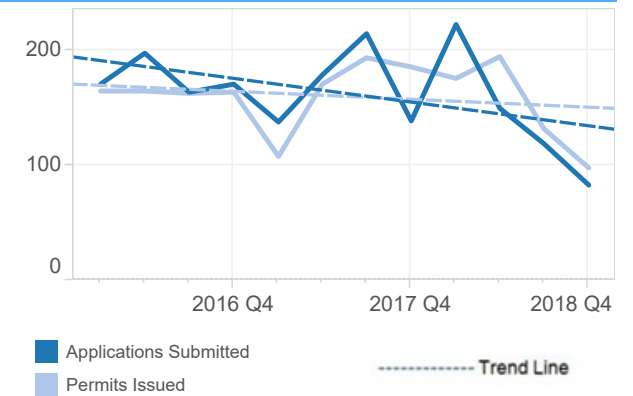
## RESIDENTIAL SEMI-DETACHED HOUSE AND ROWHOUSING BUILDING PERMITS

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

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	208	210	268	204	291	221	195	158
Permits Issued	156	229	237	274	234	278	215	161

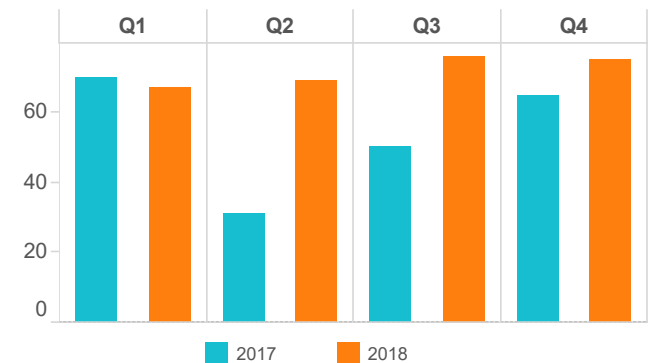
### 2.1 Semi-Detached Building Permit - projects up to 2 dwelling units

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	138	179	215	139	223	150	119	82
Permits Issued	108	171	194	186	176	195	132	98
% Permits Issued within 25 business days	51%	23%	27%	35%	34%	44%	30%	60%



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

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Applications Submitted	70	31	50	65	67	69	76	75
Permits Issued	48	58	43	88	58	83	83	63
Median Work Days to Issue	260	74	36	58	40	36	36	35







# 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.

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

### 1 Application Intake

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Expedited</b>	Applications submitted	35	20	29	19	33	49	30	34	48	33	25	32
	% Of Applications Reviewed Within Target <small>(4 business days)</small>	69%	100%	97%	89%	100%	100%	100%	91%	81%	76%	100%	97%
	95% Of Applications Reviewed Within (Business Days)	6	2	2	5	2	3	2	12	7	5	3	3
<b>Non-Expedited</b>	Applications submitted	360	333	353	369	428	309	226	267	233	246	210	193
	% Of Applications Reviewed Within Target <small>(2 business days)</small>	97%	71%	75%	26%	94%	91%	77%	81%	99%	99%	99%	98%
	95% Of Applications Reviewed Within (Business Days)	2	4	3	5	3	3	4	3	1	1	1	2

### 2 Development Review (Non-Expedited)

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Greenfield</b>	Applications submitted	306	256	294	277	411	258	196	230	188	205	184	162
	% Of Applications Reviewed Within Target <small>(15 business days for Q1, 20 for Q2)</small>	100%	99%	97%	100%	95%	95%	99%	91%	98%	100%	99%	98%
	95% Of Applications Reviewed Within (Business Days)	14	13	15	12	21	18	12	22	16	13	13	18
<b>Infill</b>	Applications submitted	45	57	68	55	74	46	53	52	43	41	28	28
	% Of Applications Reviewed Within Target <small>(20 business days for Q1, 30 for Q2)</small>	53%	40%	26%	65%	57%	48%	62%	75%	65%	46%	68%	29%
	95% Of Applications Reviewed Within (Business Days)	42	47	40	46	52	45	44	49	41	38	42	30

### 3 Building Permit Review

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Plans Examination</b>	Applications submitted	321	338	352	321	428	342	240	285	248	287	229	184
	% Of Applications Reviewed Within Target <small>(15 business days for Q1, 20 for Q2)</small>	61%	39%	43%	94%	98%	97%	97%	93%	98%	94%	96%	93%
	95% Of Applications Reviewed Within (Business Days)	21	21	26	24	17	18	19	22	16	22	19	21



# QUARTERLY ACTIVITY REPORT

## MINOR RESIDENTIAL PERMITS

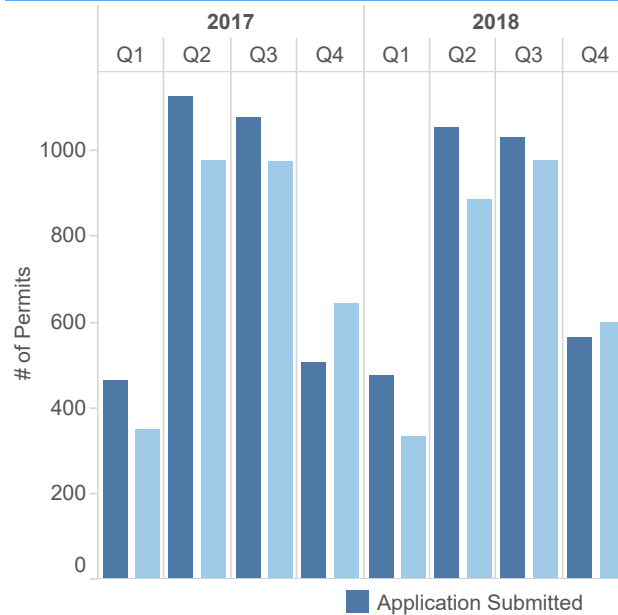
Minor Residential Permits are a two part application process. Minor Development and Building Permit approvals are required for the following structure types:

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

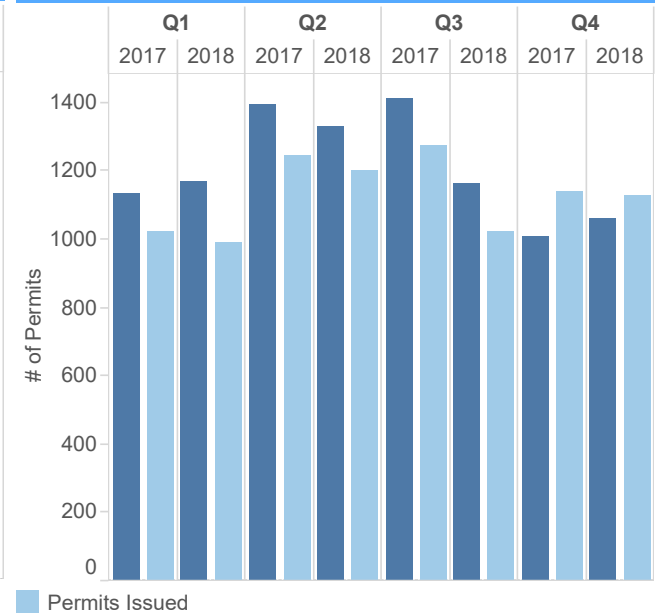
Some Minor Residential Permits, like interior alterations, require a building permit only and these figures are included in the Minor Residential Building Permit figures. A permit is considered issued after all required documents have been received, all associated fees paid, and the plans review completed. 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.

Minor Residential Development Permits



Minor Residential Building Permits



### 1 Minor Residential Development Permit

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Application Submitted	464	1,128	1,079	506	475	1,056	1,030	564
Permits Issued	348	979	975	645	334	884	976	598
Median Work Days to Issue	18	7	11	26	21	3	17	25

### 2 Minor Residential Building Permit

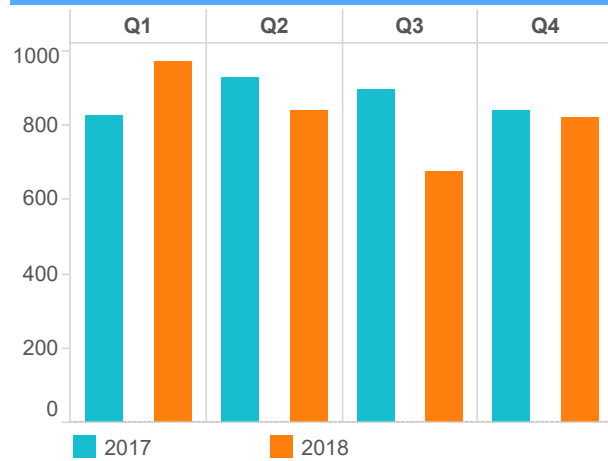
	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Application Submitted	1,136	1,395	1,414	1,007	1,166	1,333	1,161	1,062
Permits Issued	1,024	1,247	1,273	1,139	988	1,200	1,024	1,127
Median Work Days to Issue	1	2	8	15	1	3	16	18



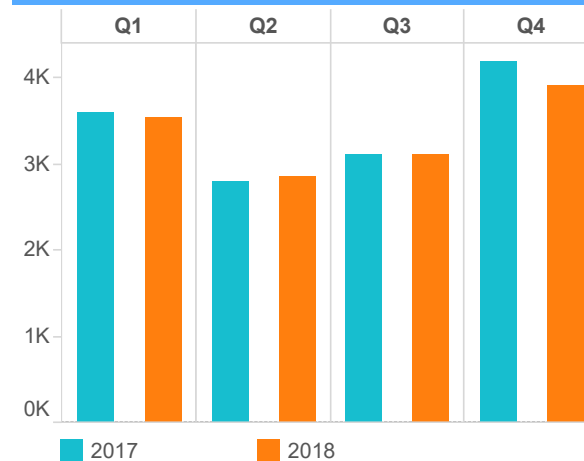
# QUARTERLY ACTIVITY REPORT

## MECHANICAL AND ELECTRICAL PERMITS

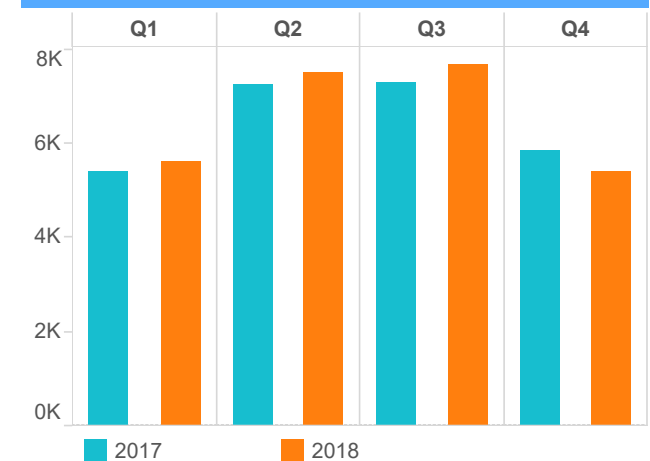
HVAC Permits Issued



Plumbing & Gas Permits Issued



Electrical Permits Issued



### 3 HVAC Permits

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
Applications Submitted	911	963	908	1,065	1,114	971	879	831
Permits Issued	830	929	897	843	974	841	679	824
Median Work Days to Issue	1	1	1	1	1	1	5	6

### 4 Plumbing & Gas Permits

Applications Submitted	3,692	2,827	3,037	4,718	4,294	3,664	3,424	4,221
Permits Issued	3,608	2,796	3,102	4,193	3,548	2,863	3,106	3,908
Median Work Days to Issue	1	1	1	1	1	1	1	1

### 5 Electrical Permits

Applications Submitted	5,730	7,955	7,650	6,669	6,371	8,347	8,417	5,391
Permits Issued	5,422	7,265	7,301	5,868	5,630	7,522	7,682	5,428
Median Work Days to Issue	3	2	3	4	8	3	3	4



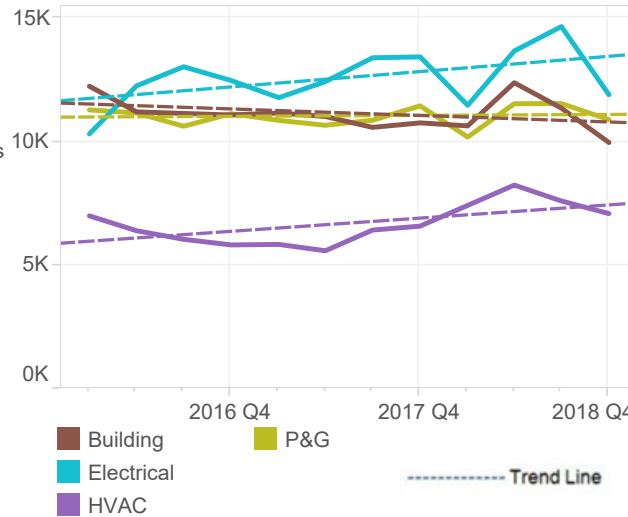
# QUARTERLY ACTIVITY REPORT

## SAFETY CODE INSPECTIONS

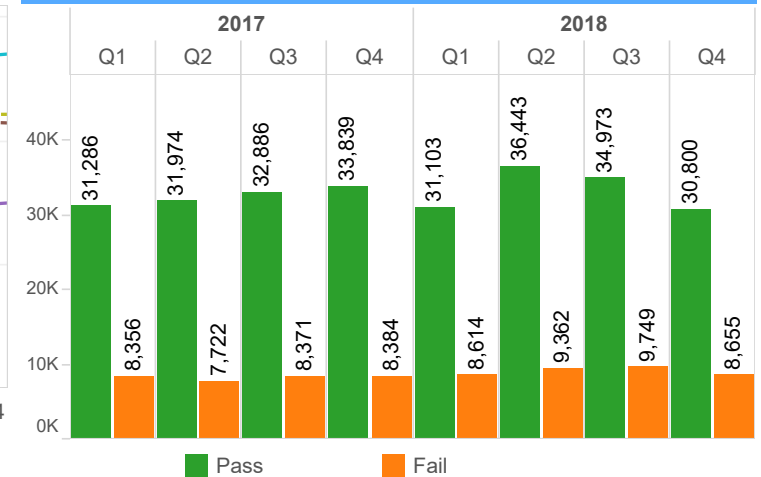
New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety Codes Permits include Building, HVAC (heating, ventilation, and air-conditioning), Plumbing, Gas, and Electrical permits. Each permit requires at least one inspection after the work has been completed. 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	Q4
<b>Building</b>	11,160	11,019	10,578	10,760	10,639	12,386	11,357	9,962
<b>P&amp;G</b>	10,861	10,664	10,864	11,451	10,187	11,536	11,544	10,888
<b>HVAC</b>	5,840	5,582	6,420	6,580	7,420	8,242	7,598	7,086
<b>Electrical</b>	11,781	12,431	13,395	13,432	11,471	13,670	14,660	11,899
<b>Total</b>	39,642	39,696	41,257	42,223	39,717	45,834	45,159	39,835

### 2 Other Inspections Completed\*\*

	2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Lot Grading</b>	165	3,225	8,173	2,408	106	3,998	6,959	2,354
<b>Others</b>	115	528	742	404	22	210	434	86

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



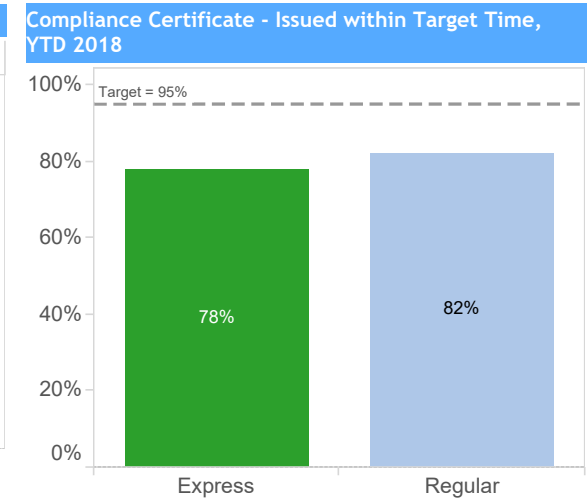
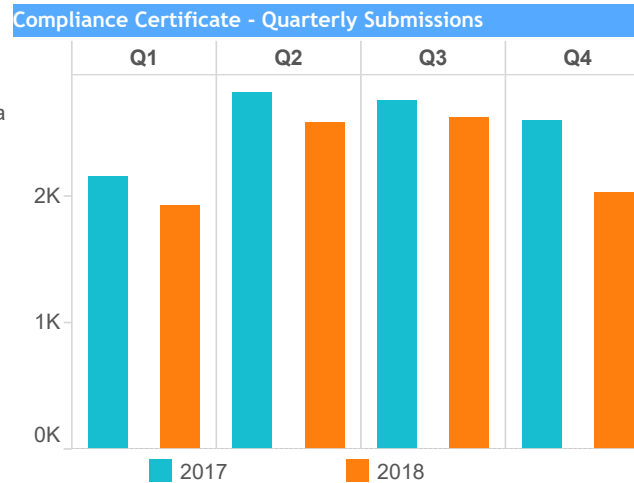
# QUARTERLY ACTIVITY REPORT

## COMPLIANCE CERTIFICATES

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.



### 1 Compliance Certificate - Total\*

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
<b>Applications Submitted</b>	2,183	2,769	2,766	2,556	1,923	2,566	2,616	2,022
<b>Certificates Issued</b>	1,888	2,696	2,741	2,646	1,694	2,464	2,605	2,055

### 1.1 Express Certificate

<b>Certificates Issued</b>	613	544	543	510	508	423	312	299
<b>Median Work Days to Issue</b>	4	4	3	4	3	2	2	2
<b>% Certificates Issued within 3 business days</b>	42%	50%	69%	46%	54%	83%	80%	87%

### 1.2 Regular Certificate

<b>Certificates Issued</b>	1,576	2,153	2,128	2,138	1,395	1,952	2,052	1,632
<b>Median Work Days to Issue</b>	9	10	8	9	8	9	10	7
<b>% Certificates Issued within 10 business days</b>	79%	69%	89%	86%	77%	87%	74%	91%

\* Including Zoning Confirmations and Re-Stamps



# QUARTERLY ACTIVITY REPORT

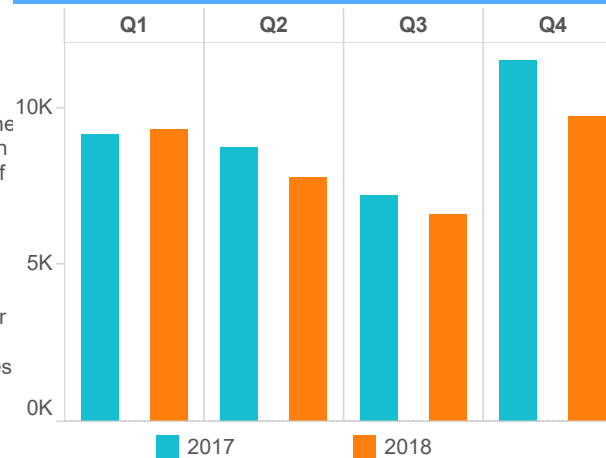
## LICENSING

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

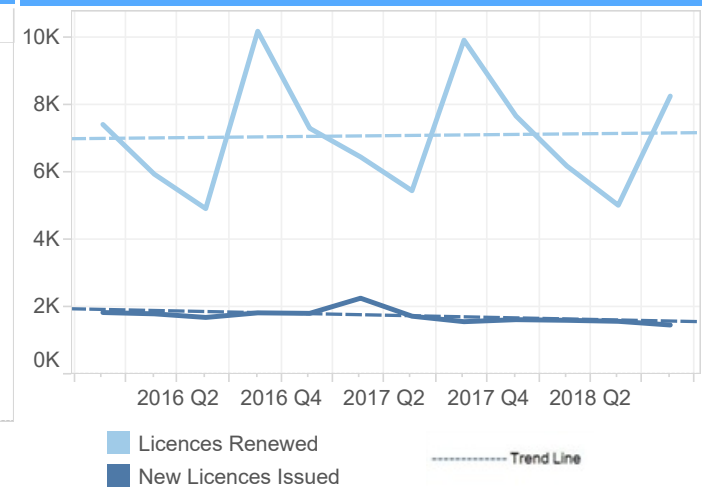
There are nearly 30,000 active businesses operating within the City of Edmonton. For complete applications with fees paid on time, a new business licence can be issued within 24 hours. If the application requires referral from Fire Rescue Services, it can take up to 11 business days. Existing businesses 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	2018 Q3	2018 Q4
<b>New Licences Issued</b>	1,818	2,268	1,734	1,571	1,631	1,612	1,582	1,472
<b>Licences Renewed</b>	7,313	6,462	5,460	9,931	7,679	6,193	5,028	8,269
<b>Total Licences Issued/Renewed</b>	9,131	8,730	7,194	11,502	9,310	7,805	6,610	9,741

#### 1.1 New Licences (without referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
<b>Licences Issued</b>	1,358	1,879	1,322	1,156	1,211	1,247	1,173	1,076
<b>% Issued within 24 hours</b>	58%	45%	58%	53%	55%	62%	58%	52%

#### 1.2 New Licences (require referral)

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
<b>Licences Issued</b>	460	389	412	415	420	365	409	396
<b>% Issued within 11 business days</b>	39%	39%	45%	39%	36%	42%	42%	40%

### 2 Vehicle for Hire

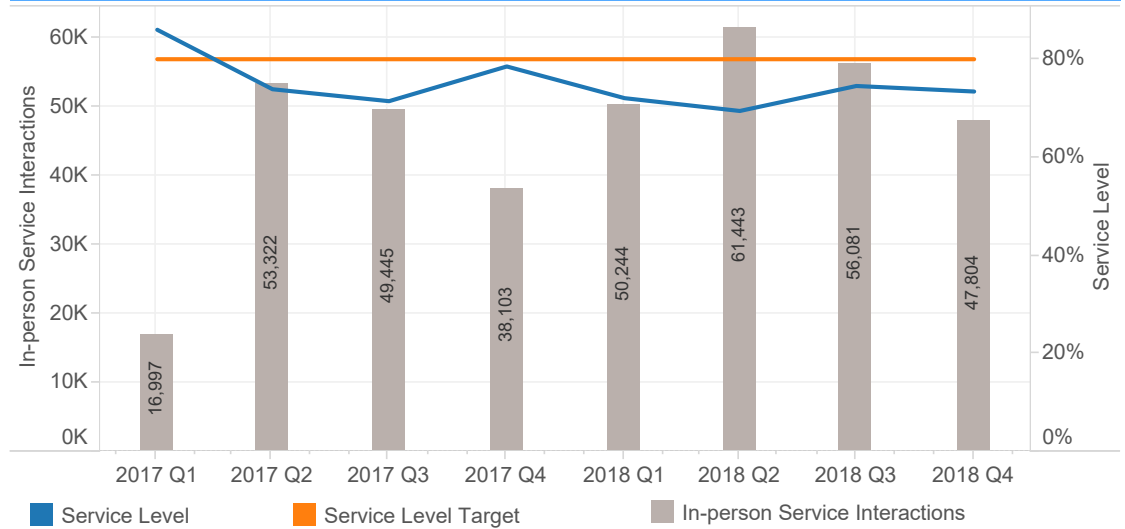
	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
<b>Dispatch Licences Issued</b>	10	72	14	11	6	76	6	4
<b>Driver Licences Issued</b>	1,678	543	360	410	346	365	349	428
<b>Vehicle Licences Issued</b>	7	1,559	43	16	93	1,480	14	13



# QUARTERLY ACTIVITY REPORT

## CUSTOMER SERVICE

### In-person Service Interactions



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.

Edmonton Service Centre 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.

### 1 In-person Service Interactions

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
In-person Service Interactions	16,997	29,567	26,754	23,006	15,096	20,310	18,577	15,292
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,389	28,626	25,025	22,506
In-person Service Interactions (Queue Assignment)	n/a	n/a	n/a	n/a	9,759	12,507	12,479	10,006
<b>Grand Total</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>	<b>47,804</b>
<b>Total In-person Service Interactions</b>								
In-person Service Interactions with wait time under 15 minutes	86%	77%	82%	88%	81%	76%	79%	81%
In-person Service Interactions with wait time under 4 minutes (Payments)	n/a	70%	59%	65%	66%	65%	74%	72%
In-person Service Interactions with wait time under 4 minutes (Queue Assignment)	n/a	n/a	n/a	n/a	74%	69%	69%	65%
<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>	<b>73%</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	6,618
% of Tickets Resolved On Time	86%	76%	80%	85%	80%	61%	68%	59%





# QUARTERLY ACTIVITY REPORT

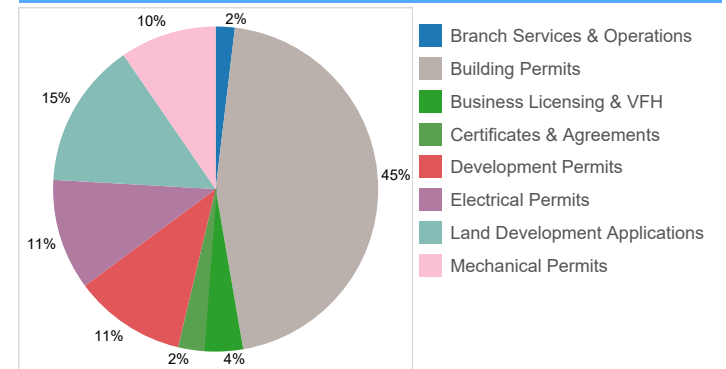
## FINANCIALS

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.

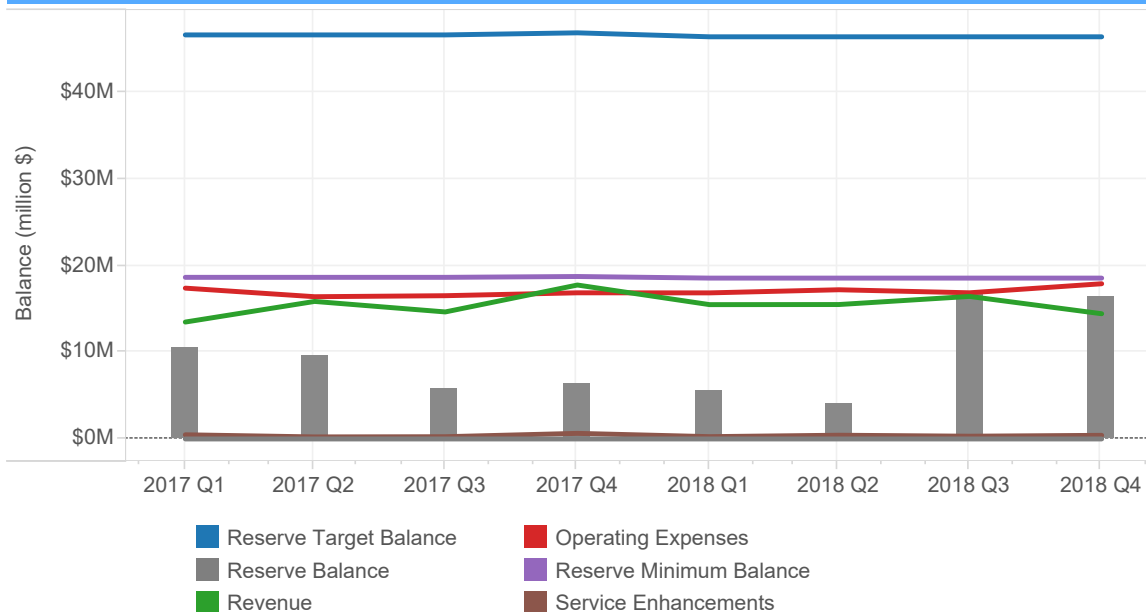
The Planning Development Business Model was established to balance revenue and expenditure streams over the long term. The branch continues to actively manage the balance between service demands and the reserve balance. The reserve enables financial support during times of economic volatility, and also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

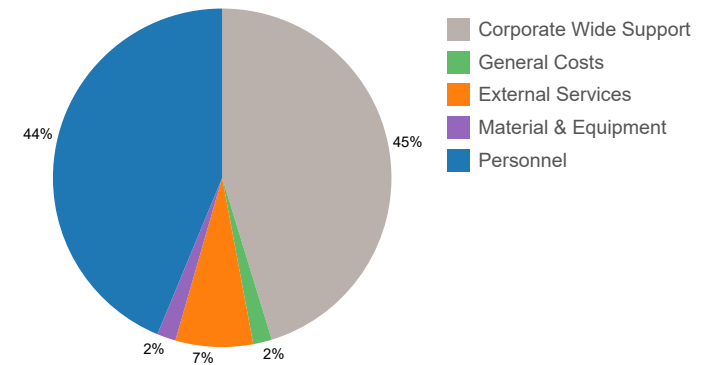
Development Services Revenue YTD - 2018 Q4



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



Development Services Expenditures YTD - 2018 Q4



**Corporate Wide Support**

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



# 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.

### Permits

A development permit is a 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.