

# CITY OF EDMONTON SERVICE LIST 2023-2026

Edmonton

## CORPORATE PROMISE

Working together, we enable a better life for all Edmontonians.

## OUR CULTURAL COMMITMENTS

Safe Helpful Accountable  
Integrated Excellent

Click on links below to view the [Corporate Business Plan](#) and the [Corporate Business Plan Placemat](#).

# SERVING EDMONTONIANS: SERVICES AND SUBSERVICES

## RECREATION AND CULTURE

### Events Service

Events Hosting and Attraction

### Interment and Perpetual Care Service

Cemetery Sales and Operations

### Recreation and Cultural Programming Service

Attractions

Recreation and Sports Centres

River Valley Parks

### Recreational and Sport Facility Access Service

Community Centres

Golf Course Operations and Programming

Partnership Development and Support

Stadiums and Sports Fields

## SOCIAL SUPPORT

### Affordable Housing and Homelessness Service

Housing

### Social Systems Navigation and Support Service

Community Collaboration and System Change

Individual Care

## CIVIC SERVICES

### Census Service (Paused)

Census

### Customer Access Service

311

Service Centre

### Election Service

Elections

### Municipal Administrative Tribunals Service

Tribunals

### Municipal Governance Service

Civic Agencies

Corporate Memberships

Councillor's Office Liaison Team

Governance and Legislative Services

Office of the Integrity Commissioner

### Records Access Service

Access and Privacy

Records Management

## PUBLIC SAFETY

### Animal Welfare Service

Animal Welfare

### Bylaw and Provincial Act Enforcement Service

Bylaw and Provincial Act Enforcement

Safety Codes Compliance and Enforcement

Zoning Inspections and Enforcement

### Community Safety Service

Community Safety Clean Up

Community Safety Prevention and Response

### Fire Investigation Service

Fire Investigation

### Fire Prevention, Inspection and Enforcement Service

Fire Prevention Inspection and Safety Education

### Fire Rescue Service

Accreditation and Continuous Improvement

Emergency Event Response

Emergency Systems Support

Engineering, Learning and Innovation

Fire Dispatch

Logistics Management

Professional and Technical Development

Recruitment and Community Outreach

Workplace Safety, Mental and Physical Health

### Pet Licensing Service

Pet Licensing

### Safety Code and Inspection Service

Building Permits and Inspections

### Traffic Safety Service

Automated Enforcement

Safe Mobility Engineering

Safe Mobility Planning and Community Activation

## COMMUNITY DEVELOPMENT

### Community and Neighbourhood Services

Community and Neighbourhood Capacity Building

### Community Granting Service

Community Grants and Funding

## MOVEMENT OF PEOPLE AND GOODS

### Active Pathways Service

Multimode Pathway Maintenance

### Parking Service

Off Street Parking

On Street Parking

### Roads Service

Bridge and Structure Maintenance

Road Maintenance

Snow and Ice Control

Street Sweep

Traffic Control

Traffic Signals and Street Lights

### Transit Service

Bus and Light Rail Transit (LRT)

Paratransit

## LAND DEVELOPMENT

### Development Service

Development Approvals

Subdivision Coordination and Development

### Land Use Planning Service

Planning Coordination and Operations

Urban Growth and Open Space

Urban Strategies

Zoning Bylaw Maintenance

### Residential, Commercial and Industrial Land Development Service

Land Development

## ECONOMIC DEVELOPMENT

### Business Licensing Service

Business Licensing

### Business Retention and Investment Service

Local Economy and Investment

Regional Development

Strategic and Emerging Investment

## ENVIRONMENTAL PROTECTION

### Park and Open Space Access Service

Parks and Open Space Management

Urban Forest Management

### Waste Collection Service

Communal Residential Collections

Commercial Self-Haul

Curbside Residential Collection

Litter Bin Collections

Non Residential Collection

Waste Drop Off

Waste Education and Outreach

### Wildlife Management Service

Wildlife Management



# MANAGING THE CORPORATION: SERVICES AND SUBSERVICES

## PEOPLE, RELATIONSHIPS AND PARTNERSHIPS

### Communications Service

Brand Integration

Communications

Reputation

### Engagement Service

Public Engagement  
and Research

### Intergovernmental and Institutional Coordination Service

External Relations

Indigenous Relations

Intergovernmental  
Coordination

## PROJECT AND ASSET MANAGEMENT

### Asset Management Service

Lifecycle Management

Property Transactions

### Corporate Property Management and Leasing Service

Property Services

### Facility Management and Maintenance Service

Custodial Services

Facility Maintenance

### Fleet Management and Maintenance Service

Fleet Procurement  
and Fuel

Municipal Fleet  
Maintenance

Transit Fleet  
Maintenance

### Information Technology Hardware Infrastructure Service

Information  
Technology Hardware  
Infrastructure  
Operations

### Infrastructure Delivery Service

Facility Infrastructure  
Delivery

LRT Expansion  
and Renewal

Neighbourhoods  
Infrastructure  
Delivery

Open Spaces  
Infrastructure  
Delivery

Project Management  
Support

Transportation  
Infrastructure  
Delivery

### Infrastructure Planning and Design Service

Engineering Services

Facility Planning  
and Design

Neighbourhoods  
Planning and Design

Open Spaces  
Planning and Design

Renewable  
Energy Utility

Transportation  
Planning and Design

### Warehousing and Logistics Management Service

Warehousing  
and Logistics

## STRATEGY AND BUSINESS

### Corporate Leadership Service

Corporate Leadership

### Corporate Policy Development Service

Corporate Policy  
Development

Equity and Social  
Inclusion

### Emergency Management and Preparedness Service

Emergency  
Management and  
Preparedness

### Internal Audit Service

Audit

### Legal Service

Legal Services

### Risk Management Service

Insurance and Claims  
Management

Risk Management

### Security Service

Corporate Security

Information Security

### Strategic Management Service

Business Planning  
and Performance

Service Experience  
and Improvement

## TECHNOLOGY AND DATA

### Archive, Artifacts and Heritage Service

Archive, Artifacts  
and Heritage

### Business Solution Service

Business Solutions

Technology Project  
Management

Technology Strategy  
and Planning

### Data Management Service

Data Management

### Geographic Information Systems Service

Geospatial Information  
Systems and  
Spatial Analytics

### Information Analysis Service

Information Analysis

## POSITIVE EMPLOYEE EXPERIENCE

### Employee Training and Development Service

Corporate Learning

### Human Resources Management Service

Compensation and  
Classification

Human Resources  
Strategic Services

Inside Information

Labour Relations

Organization  
Development

Outreach,  
Recruitment and  
Onboarding

Payroll, Benefits  
and Pensions

Respect in the  
Workplace

Workforce Systems  
and Analytics

### Workplace Health and Safety Service

Disability  
Management,  
Wellness and  
Mental Health

Occupational Health  
and Safety

Safety Systems  
and Health

## ENVIRONMENTAL STEWARDSHIP

### Environmental Strategy and Policy Development Service

Environment and  
Climate Resilience

### Sustainable Waste Processing Service

Construction and  
Demolition Waste  
Processing

Environmental  
Compliance Activities

Organics Processing

Recyclables  
Processing

Refuse Derived  
Fuel Processing

Residual Waste  
Disposal

Sales and Support  
Services

## FINANCIAL SUSTAINABILITY

### Corporate Accounting and Reporting Service

Accounts  
Payable

Accounts  
Receivable

Corporate Accounting  
and Reporting

### Financial Planning and Analysis Service

Corporate Budget  
Planning and  
Consolidation

Department Financial  
Planning, Analysis and  
Reporting

Utility  
Regulation

### Investment Management Service

Investment  
Management

### Property Assessment Service

Assessment  
Operations

### Purchasing Service

Corporate Contract  
Management

Procurement

### Taxation Service

Policy and  
Data Quality

Taxation  
Operations