

# QUARTERLY ACTIVITY REPORT

FOURTH QUARTER 2015

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## LAND DEVELOPMENT APPLICATIONS

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

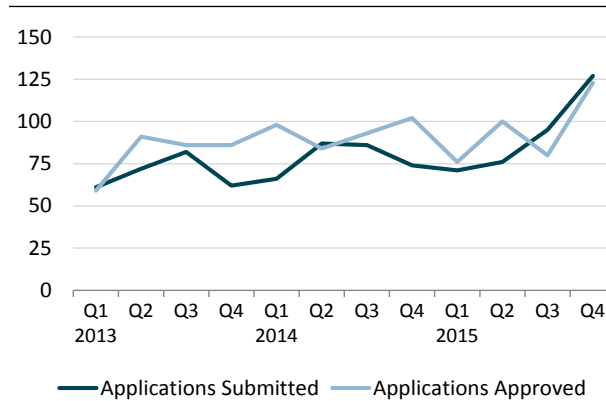
- subdivide land into two or more parcels (subdivision),
- create bare land condominium units (subdivision),
- convert existing buildings into condominiums (condominium conversion),
- create or amend an Area Structure Plan or Neighbourhood Structure Plan (ASP or NSP),
- change the zoning of land (rezoning), or
- close a portion of roadway (road closure).

Plans, rezonings, and road closures require approval by City Council. Subdivisions are approved by the Subdivision Authority.

LDAs vary significantly in complexity and completion time. Some factors that influence timelines include whether assessments, circulation to other civic agencies, or public meetings are required. The single most common cause of delay in processing LDAs is incomplete or insufficient information.

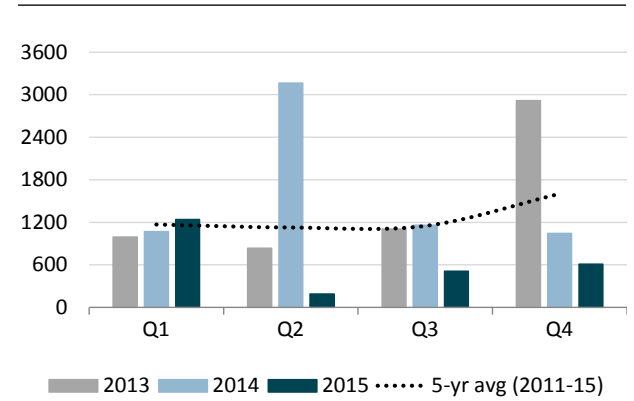
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Subdivision Applications



1

Subdivision - Single Family Lots

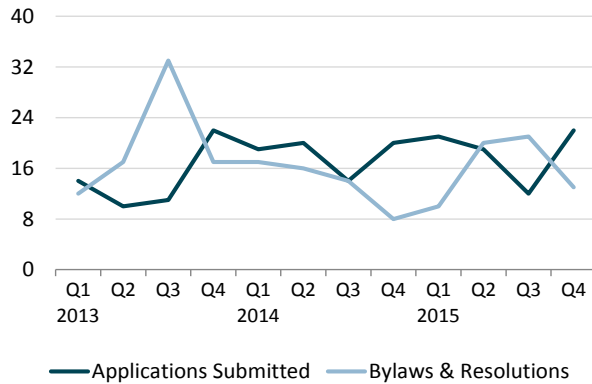


	2014				2015				% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015 -
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Subdivision											
Applications Submitted	66	87	86	74	71	76	95	127	+34%	+72%	+18%
Applications Approved	98	84	93	102	76	100	80	123	-54%	+21%	+1%
Single Family Lots Applied For	1071	3166	1162	1046	1240	190	512	612	+20%	-41%	-60%
Multiple Family Lots Applied For	16	60	12	54	21	11	8	20	-150%	-63%	-58%
Commercial Lots Applied For	7	16	19	6	4	3	5	19	+280%	+217%	-35%
Industrial Lots Applied For	14	2	2	2	2	3	2	12	+500%	+500%	-5%
Other Lots Applied For	17	108	318	64	45	3	8	56	+600%	-13%	-78%
2 Condominium Conversion											
Applications Submitted	33	35	37	45	41	35	51	52	+2%	+16%	+19%
Condominium Units Approved	780	357	641	1362	1034	597	969	983	+1%	-28%	+14%

LAND DEVELOPMENT APPLICATIONS

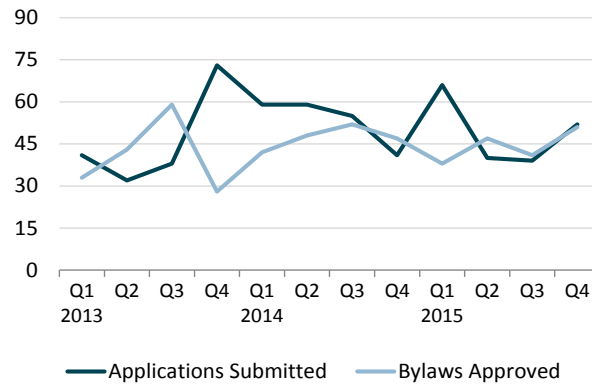
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Plan & Plan Amendments



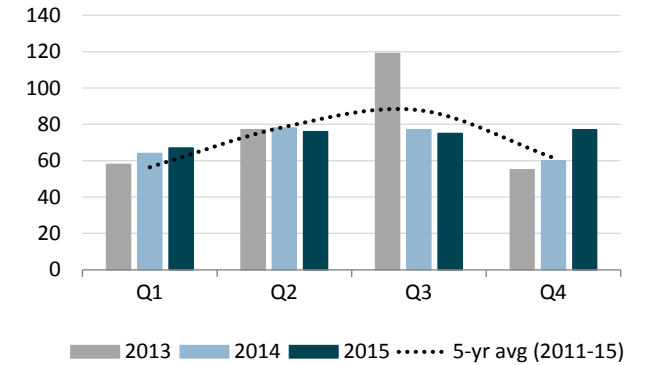
4

Rezoning



6

Bylaws & Resolutions at Council



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>3 Plan &amp; Plan Amendment</b>											
Applications Submitted	19	20	14	20	21	19	12	22	+83%	+10%	+1%
Bylaws & Resolutions	17	16	14	8	10	20	21	13	-38%	+63%	+16%
<b>4 Rezoning</b>											
Applications Submitted	59	59	55	41	66	40	39	52	+33%	+27%	-8%
Bylaws Approved	42	48	52	47	38	47	41	51	+24%	+9%	-6%
<b>5 Road Closure</b>											
Applications Submitted	9	6	5	4	9	0	9	4	-56%	0%	-8%
Bylaws Approved	2	6	9	1	6	4	3	2	-33%	+100%	-17%
<b>6 Total Bylaws / Resolutions to Council</b>	64	78	77	60	67	76	75	77	+3%	+28%	+6%

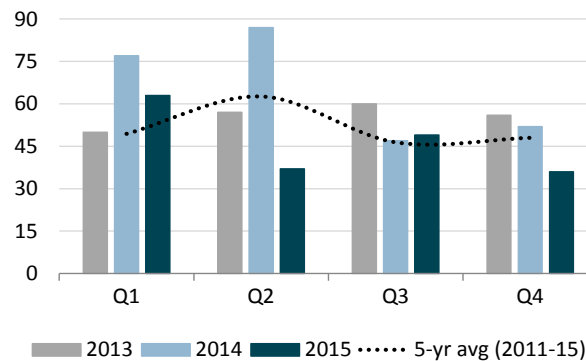
## SERVICING AGREEMENTS

A Servicing Agreement is a legal contract between the developer or property owner and the City of Edmonton. It outlines the terms and conditions which must be met and agreed upon prior to development or servicing 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 received is a good indicator of the amount of serviced lots that will be available for development in the near future. It is also an indicator of the peak application submission periods which affects the review and approval time for the Engineering Drawings.

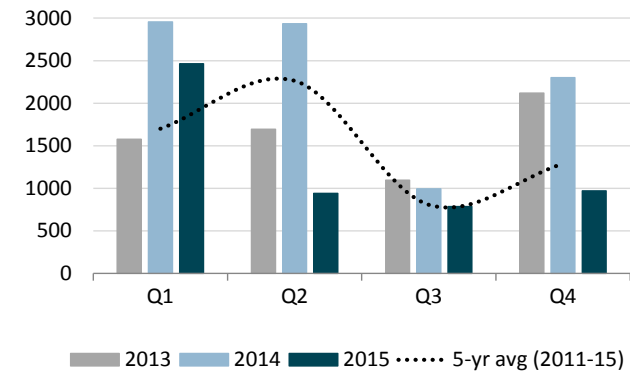
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Servicing Agreement Submissions



1

Single Family Lots Submissions

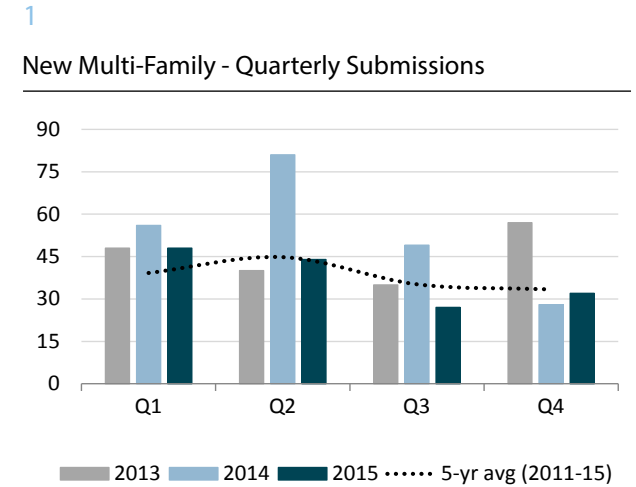
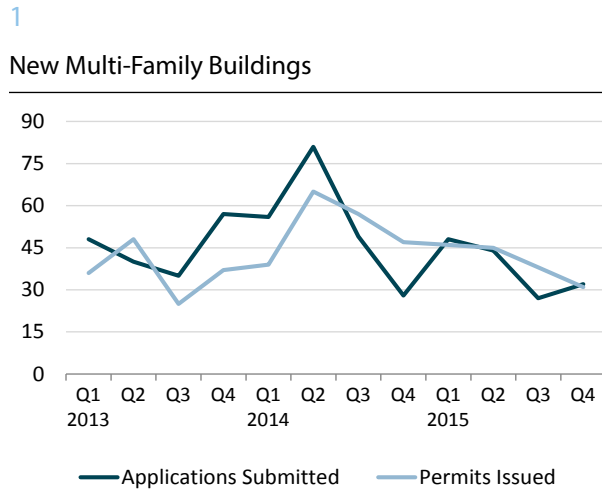


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
1 Servicing Agreements											
Projects Submitted	77	87	47	52	63	37	49	36	-27%	-31%	-30%
Single Family Lots	2955	2935	994	2302	2465	941	786	970	+23%	-58%	-44%
Multiple Family Lots	15	16	46	13	80	9	157	136	-13%	+946%	+324%
Commercial Lots	8	14	7	2	4	2	2	2	0%	0%	-68%
Industrial Lots	23	27	4	2	11	0	8	1	-88%	-50%	-64%

## DEVELOPMENT 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 to issue. Applications for development that is 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.



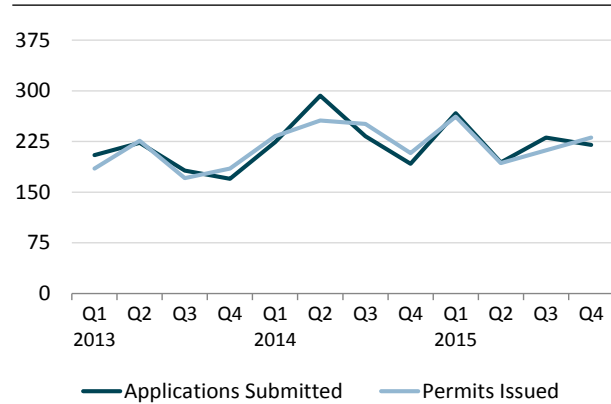
	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>1 New Multi-Family Building DP</b>											
Applications Submitted	56	81	49	28	48	44	27	32	+19%	+14%	-29%
Permits Issued	39	65	57	47	46	45	38	31	-18%	-34%	-23%
Median Work Days to Issue	70	73	60	94	90	52	66	53	-20%	-44%	-12%
<b>1.1 Projects up to 4 dwellings</b>											
Permits Issued	22	32	41	17	18	22	17	11	-35%	-35%	-39%
Median Work Days to Issue	62	46	51	89	22	19	31	26	-16%	-71%	-60%
% Permits Issued within 55 business days (target)	38%	65%	54%	18%	78%	95%	71%	91%	+28%	+406%	+91%
% Permits Issued within target time, YTD*	38%	54%	54%	50%	78%	88%	82%	84%			

\*Excluding projects within mature neighbourhood overlay.

## DEVELOPMENT PERMITS

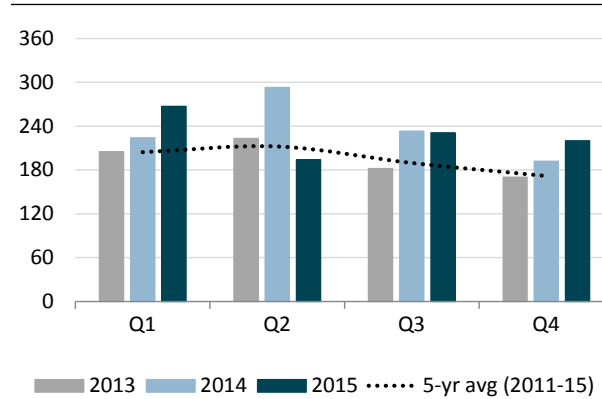
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New Duplex / Semi-Detached Houses



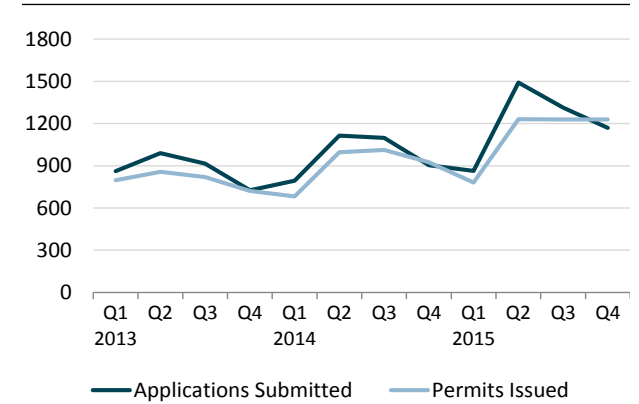
2

New Duplex / SD - Quarterly Submissions



3

Other Residential<sup>1</sup>



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>2 New Duplex / Semi-Detached House DP</b>											
Applications Submitted	224	293	233	192	267	194	231	220	-5%	+15%	-3%
Permits Issued	233	256	251	208	262	193	212	231	+9%	+11%	-5%
Median Work Days to Issue	6	6	7	7	7	6	7	6	-14%	-14%	0%
<b>3 Other Residential DP</b>											
Applications Submitted	794	1115	1098	905	864	1492	1314	1169	-11%	+29%	+24%
Permits Issued	683	997	1013	925	781	1231	1229	1230	+0%	+33%	+24%
Median Work Days to Issue	1	1	1	2	1	6	7	5	-29%	+150%	+280%

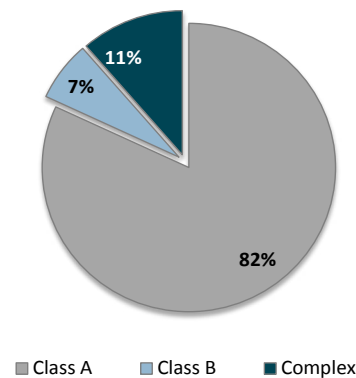
## DEVELOPMENT PERMITS

In Q1 2014, the Current Planning Branch made process changes 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.

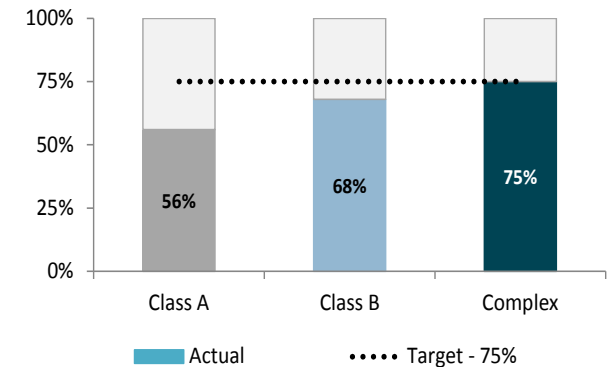
Performance Targets for semi-detached house development permits:  
Class A - 75% permits issued within 6 business days;  
Class B - 75% permits issued within 15 business days;  
Complex - 75% permits issued within 55 business days.

The actual results include times for complete and incomplete applications.

2  
Semi-Detached House - Permits Issued by Level of Complexity, YTD 2015



2  
Semi-Detached House - Permits Issued within Target Time, YTD 2015

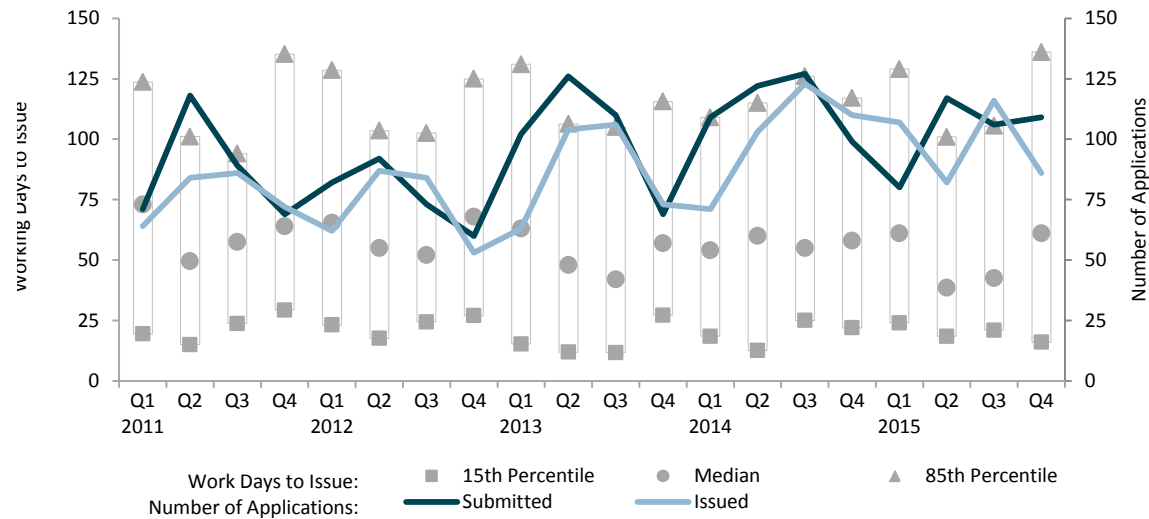


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>2.1 Semi-Detached House - Class A</b>											
Permits Issued	172	192	191	158	222	176	177	182	+3%	+15%	+6%
Median Work Days to Issue	6	6	6	6	6	6	7	6	-14%	0%	+4%
% Permits Issued within 6 business days	46%	41%	57%	51%	54%	56%	47%	68%	+45%	+33%	+7%
<b>2.2 Semi-Detached House - Class B</b>											
Permits Issued	25	31	17	14	10	29	8	19	+138%	+36%	-24%
Median Work Days to Issue	7	6	7	26	14	12	7	6	-14%	-77%	-15%
% Permits Issued within 15 business days	78%	82%	88%	29%	60%	55%	88%	84%	-5%	+190%	-6%
<b>2.3 Semi-Detached House - Complex</b>											
Permits Issued	34	33	42	35	30	25	25	23	-8%	-34%	-28%
Median Work Days to Issue	24	26	42	31	20	27	47	46	-2%	+48%	+14%
% Permits Issued within 55 business days	68%	97%	74%	80%	87%	80%	64%	65%	+2%	-19%	-4%

DEVELOPMENT PERMITS

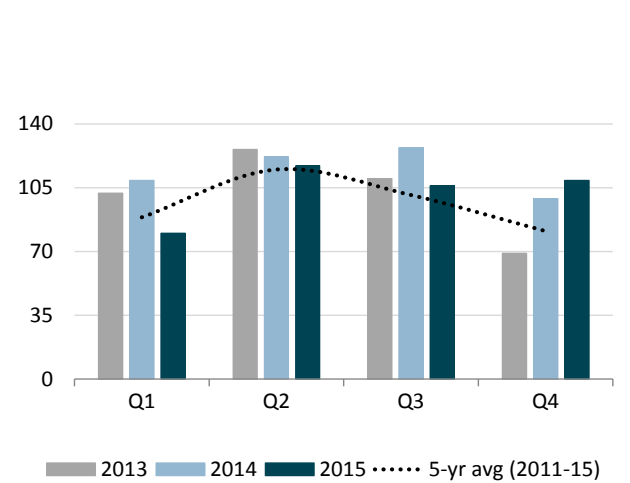
4

New Non-Residential Buildings



4

New Non-Residential - Quarterly Submissions



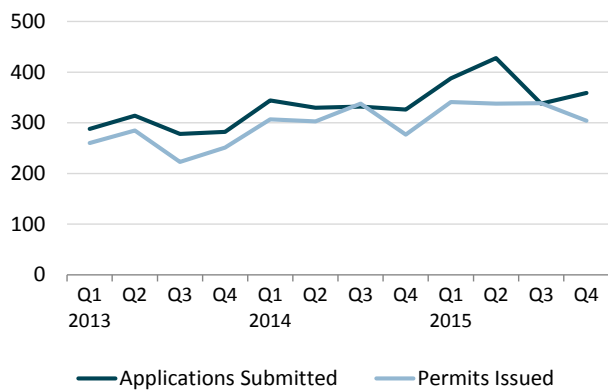
	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
4 New Non Residential DP											
Applications Submitted	109	122	127	99	80	117	106	109	+3%	+10%	-10%
Permits Issued	71	103	123	110	107	82	116	86	-26%	-22%	-4%
Median Working Days to Issue	54	60	53	58	61	39	43	61	+42%	+5%	-9%



DEVELOPMENT PERMITS

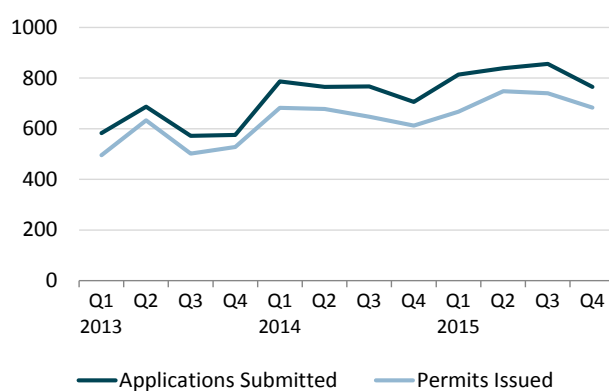
5

Other Non-Residential<sup>2</sup>



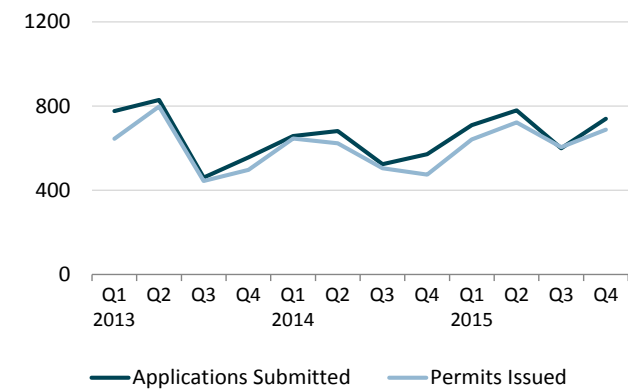
6

Home Occupation Permits



7

Temporary Signs



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>5 Other Non Residential DP</b>											
Applications Submitted	344	330	332	326	388	428	338	359	+6%	+10%	+14%
Permits Issued	307	303	338	277	341	338	339	304	-10%	+10%	+8%
<b>6 Home Occupation DP</b>											
Applications Submitted	787	765	767	706	814	839	856	765	-11%	+8%	+8%
Permits Issued	682	678	647	612	667	748	740	683	-8%	+12%	+8%
Median Work Days to Issue	1	1	1	1	1	1	1	1	0%	0%	0%
<b>7 Portable Sign DP</b>											
Applications Submitted	658	682	524	572	710	780	600	740	+23%	+29%	+16%
Permits Issued	646	623	505	474	642	723	605	688	+14%	+45%	+18%
Median Work Days to Issue	4	4	3	2	3	7	8	5	-38%	+150%	+77%

## COMBINATION PERMITS

A combination permit is used for select applications that require multiple permits. An applicant can make a single application that includes all of the required development and safety code permits. Combination permits are used for accessory structures, uncovered decks, signs (if a building permit is required), and single detached houses.

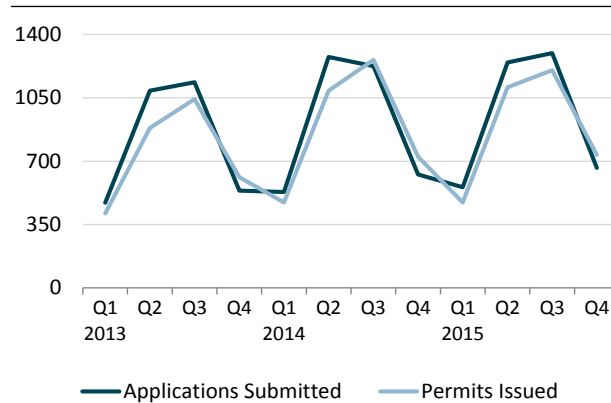
A combination permit is considered issued after all of the required permits are issued. After a permit is issued and construction is complete, at least one safety code inspection will be completed.

Simple residential combo permits can be issued in one day at the Current Planning Service Centre. Permits take longer to issue if they are for discretionary development, require a variance, are contained within a neighbourhood overlay, or the initial application is incomplete.

In 2012, the Current Planning Branch launched Expedited Development Review for qualified house combo permits. If an application qualifies for expedited review, the development permit can be issued within one business day.

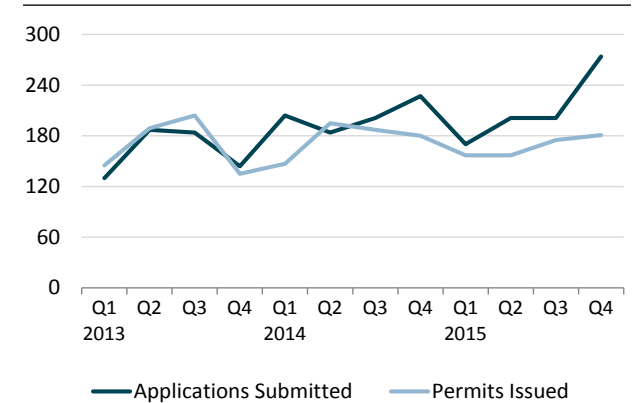
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Minor Residential Combo Permits



2

Sign Combo Permits

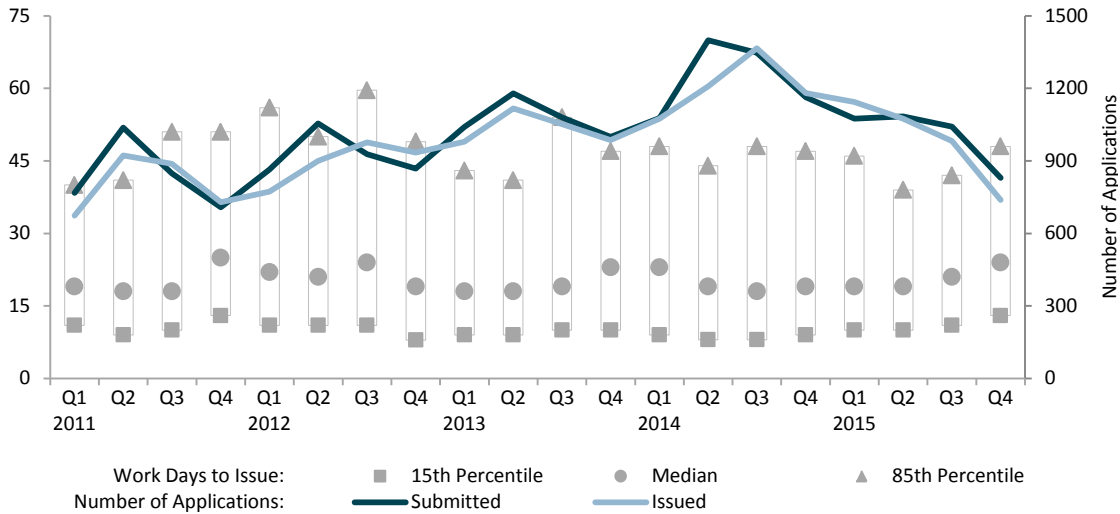


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>1 Minor Residential Combo Permit</b>											
Applications Submitted	529	1276	1225	627	556	1246	1297	663	-49%	+6%	+3%
Permits Issued	472	1090	1259	725	472	1108	1203	735	-39%	+1%	-1%
Median Work Days to Issue	20	8	11	18	16	7	12	23	+92%	+28%	+3%
<b>2 Sign Combo Permit</b>											
Applications Submitted	204	184	201	227	170	201	201	274	+36%	+21%	+4%
Permits Issued	147	195	187	180	157	157	175	181	+3%	+1%	-6%
Median Work Days to Issue	43	24	21	22	23	24	24	20	-17%	-9%	-17%

COMBINATION PERMITS

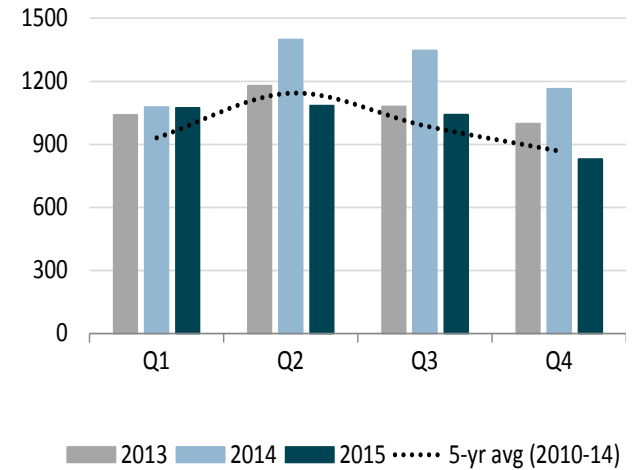
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House Combo Permits



3

House Combo - Quarterly Submissions



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
3 House Combo Permits											
Applications Submitted	1077	1399	1347	1164	1074	1084	1041	830	-20%	-29%	-19%
Permits Issued	1074	1209	1366	1181	1144	1074	982	739	-25%	-37%	-18%
Median Working Days to Issue	23	19	18	19	19	19	21	24	+14%	26%	5%
Expedited Permits Issued - % of Total	32%	35%	32%	29%	27%	23%	22%	26%	+18%	-10%	-23%

## COMBINATION PERMITS

If a house combo application qualifies for an expedited review, the development permit can be issued within one day, and the complete combo permit (development and building) can be issued within 10 business days. Permits take longer to issue if they are for discretionary development (Class B, non-expedited) or are contained within the 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.

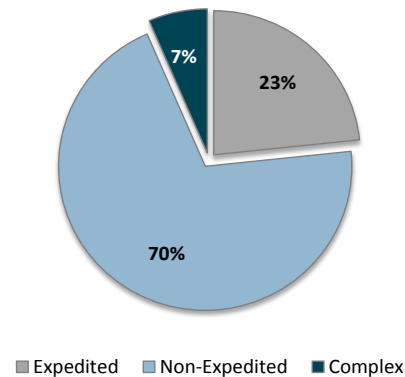
### Performance Targets:

Expedited - 75% issued within 10 business days;  
Non-Expedited - 75% issued within 30 business days;  
Complex - 75% issued within 85 business days.

Actual results include times for complete and incomplete applications.

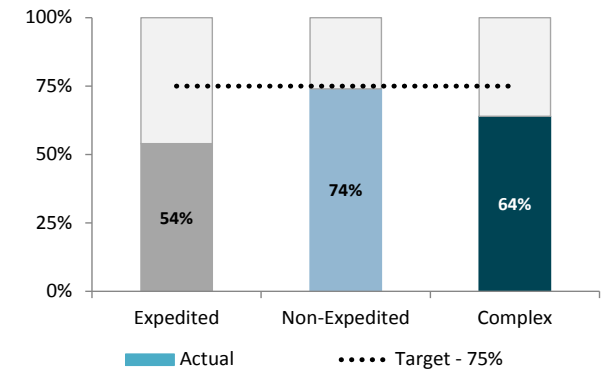
3

House Combo - Permits Issued by Level of Complexity, YTD 2015



3

House Combo - Permits Issued within Target Time, YTD 2015



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>3.1 House Combo - Expedited</b>											
Permits Issued	339	424	438	346	307	250	213	194	-9%	-44%	-38%
Median Work Days to Issue	10	9	9	9	10	9	10	14	+40%	+56%	+16%
% Permits Issued within 10 business days	51%	67%	68%	62%	53%	74%	56%	26%	-54%	-58%	-9%
<b>3.2 House Combo - Non-Expedited</b>											
Permits Issued	687	727	842	752	777	752	693	676	-2%	-10%	-4%
Median Work Days to Issue	28	25	24	23	23	20	23	23	0%	0%	-11%
% Permits Issued within 30 business days	57%	65%	63%	65%	68%	79%	78%	71%	-9%	+9%	+10%
<b>3.3 House Combo - Complex</b>											
Permits Issued	49	58	86	83	60	69	76	63	-17%	-24%	-3%
Median Work Days to Issue	74	72	66	59	70	58	69	79	+14%	+34%	+2%
% Permits Issued within 85 business days	56%	63%	73%	73%	63%	61%	70%	60%	-14%	-18%	-5%

## SAFETY CODE PERMITS

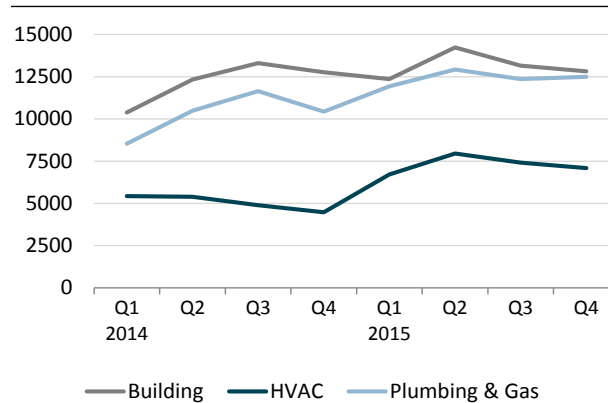
Safety code permits ensure that any new construction or alterations comply with the Alberta Safety Codes Act. Safety code permits include building, HVAC (heating, ventilation, and air-conditioning), plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has been completed. Permits for new buildings typically require multiple inspections throughout the construction process.

Current Planning Branch employees complete over 20,000 safety code inspections each quarter. This does not include electrical inspections, which are completed by an external contractor.

Building permit volumes provide an indication of overall economic activity within the City of Edmonton. Detailed information on building permits and the construction value of these permits can be found in the [Monthly Building Permit report](#).

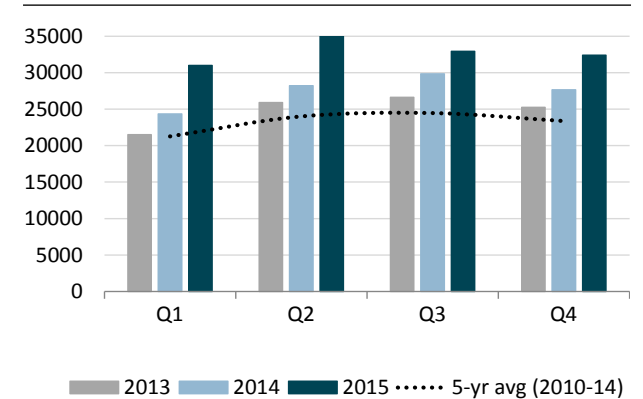
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Safety Code Inspections Completed



1

Inspections Completed - Quarterly Volume

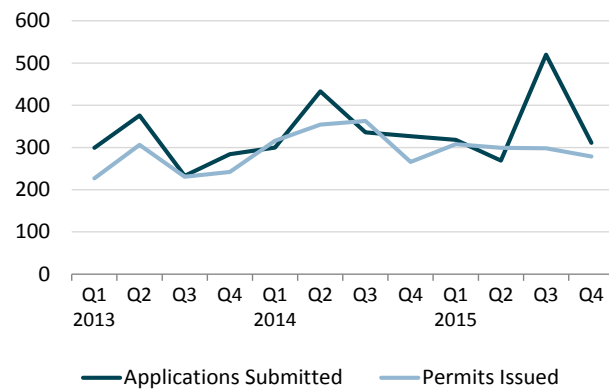


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>1 Inspections Completed</b>											
Building	10385	12330	13302	12760	12366	14235	13159	12821	-3%	+0%	+8%
HVAC	5425	5392	4893	4477	6708	7951	7420	7095	-4%	+58%	+45%
Plumbing & Gas	8536	10490	11648	10437	11925	12926	12366	12503	+1%	+20%	+21%
<b>Total Inspections Completed</b>	<b>24346</b>	<b>28212</b>	<b>29843</b>	<b>27674</b>	<b>30999</b>	<b>35112</b>	<b>32945</b>	<b>32419</b>	<b>-2%</b>	<b>+17%</b>	<b>+19%</b>

## SAFETY CODE PERMITS

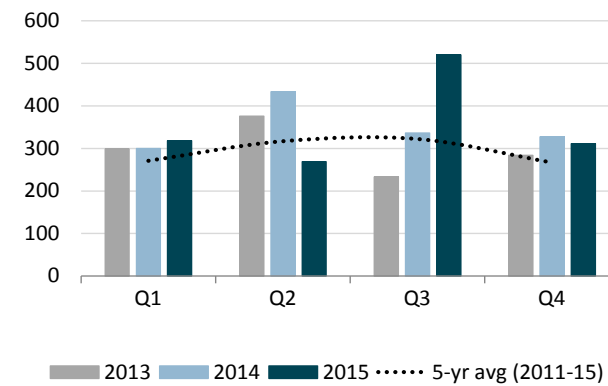
2

Rowhousing & Semi-Detached Building Permits



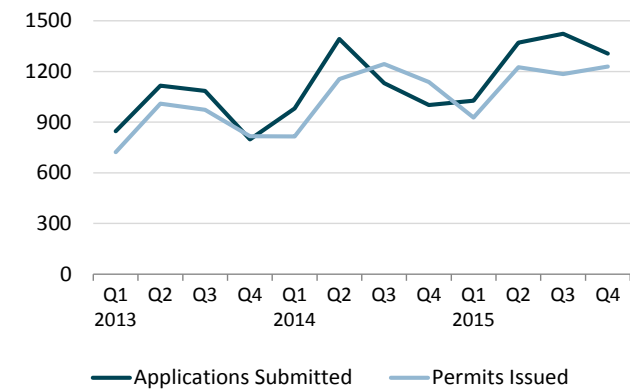
2

Rowhousing & SD - Quarterly Submissions



3

Minor Residential Building Permits<sup>1</sup>

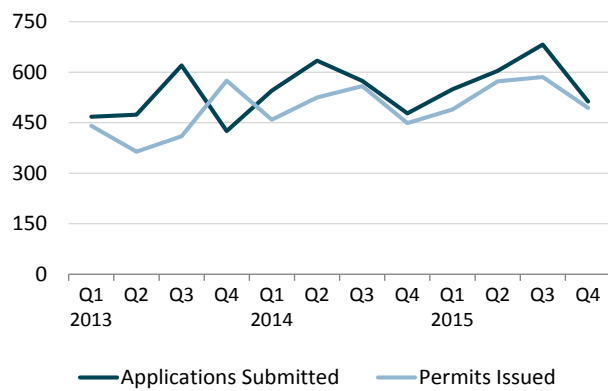


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>2 Rowhousing &amp; Semi-Detached Building Permit</b>											
Applications Submitted	300	433	336	327	318	269	520	311	-40%	-5%	+2%
Permits Issued	316	354	363	266	308	299	298	279	-6%	+5%	-9%
Median Work Days to Issue	29	18	23	19	22	18	19	22	+16%	+16%	-9%
<b>2.1 Projects up to 2 dwelling units</b>											
Permits Issued	226	283	279	232	262	221	203	223	+10%	-4%	-11%
% Permits Issued within 25 business days	59%	68%	59%	68%	76%	71%	74%	68%	-8%	0%	+4%
<b>3 Minor Residential Building Permit</b>											
Applications Submitted	981	1393	1131	1002	1027	1371	1423	1306	-8%	+30%	+14%
Permits Issued	816	1155	1244	1138	928	1226	1185	1229	+4%	+8%	+5%
Median Work Days to Issue	2	8	14	17	8	11	13	10	-23%	-41%	+2%
<b>3.1 Interior Alterations</b>											
Permits Issued	421	470	427	481	451	453	529	623	+18%	+30%	+14%
% Permits Issued within 24 hours	79%	72%	69%	69%	76%	69%	69%	70%	+1%	+1%	-3%

SAFETY CODE PERMITS

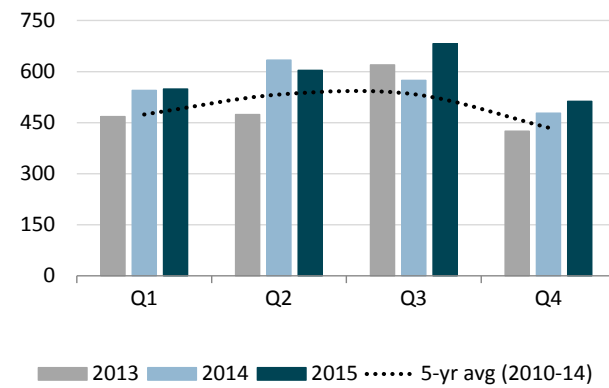
4

Commercial Final Building Permits<sup>2</sup>



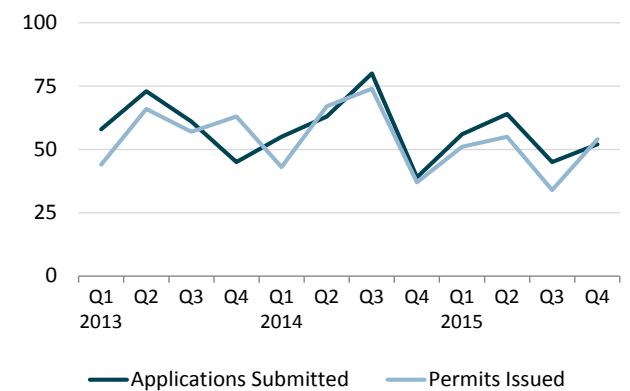
4

Commercial Final - Quarterly Submissions



5

Other Non-Residential Building Permits<sup>3</sup>

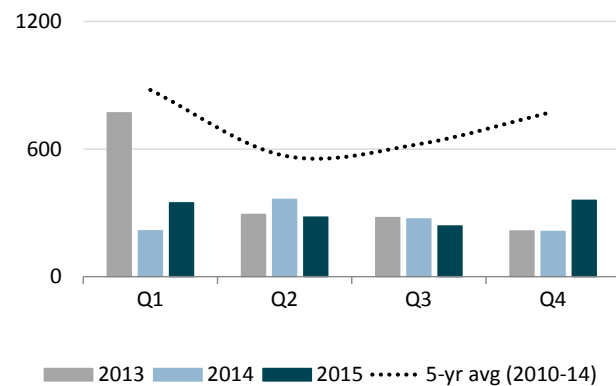


	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>4 Commercial Final BP</b>											
Applications Submitted	545	634	574	478	549	604	682	513	-25%	+7%	+5%
Permits Issued	459	525	559	449	489	573	586	494	-16%	+10%	+8%
Median Work Days to Issue	27	22	26	26	33	28	30	36	+20%	+38%	+26%
<b>5 Other Non-Residential Building Permit</b>											
Applications Submitted	55	63	80	39	56	64	45	52	+16%	+33%	-8%
Permits Issued	43	67	74	37	51	55	34	54	+59%	+46%	-12%
Median Work Days to Issue	1	1	1	1	1	1	1	1	0%	0%	0%

SAFETY CODE PERMITS

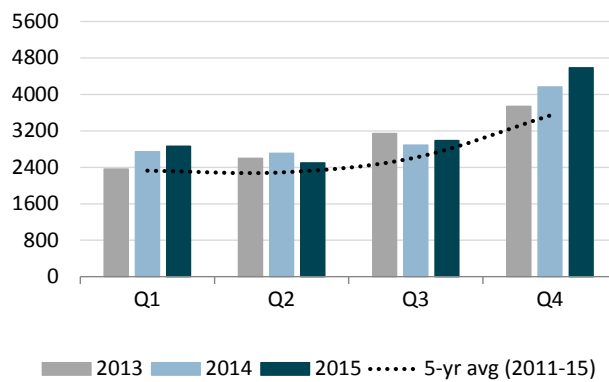
6

HVAC Permits Issued\*



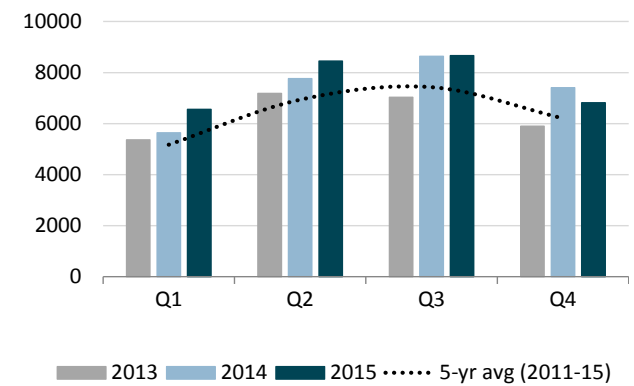
7

Plumbing & Gas Permits Issued



8

Electrical Permits Issued



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>6 HVAC Permits</b>											
Applications Submitted	225	350	281	227	357	298	268	370	+38%	+63%	+19%
Permits Issued	216	363	272	213	347	280	238	359	+51%	+69%	+15%
Median Work Days to Issue	1	1	1	1	1	1	1	1	0%	0%	0%
<b>7 Plumbing &amp; Gas Permits</b>											
Applications Submitted	2774	2768	2995	4159	2951	2559	3284	4641	+41%	+12%	+6%
Permits Issued	2745	2709	2889	4164	2862	2500	2991	4585	+53%	+10%	+3%
Median Work Days to Issue	1	1	1	1	1	1	1	1	0%	0%	0%
<b>8 Electrical Permits</b>											
Applications Submitted	6547	8399	9059	7457	7411	8611	9755	7176	-26%	-4%	+5%
Permits Issued	5643	7761	8636	7407	6563	8450	8664	6820	-21%	-8%	+4%
Median Work Days to Issue	3	1	2	3	3	2	2	2	0%	-33%	0%

\*The decline in HVAC Permits is due to the changes made in 2012 to have the Plumbing and Gas section govern replacements and alterations of gas appliances. A Gas Permit is now required for these work processes.



## CERTIFICATES & AGREEMENTS

The Current Planning Branch completes various certificates and agreements.

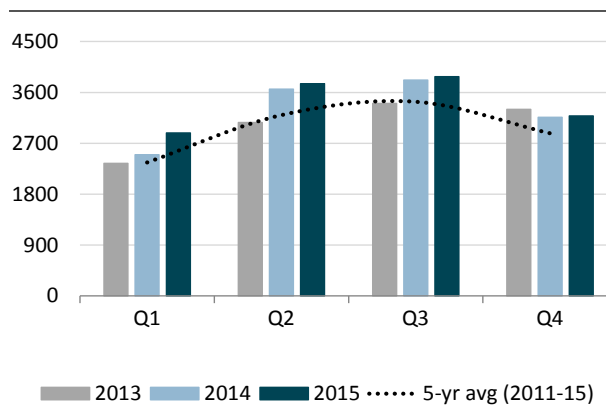
A compliance certificate is a formal response from the City of Edmonton that states that any development on a property meets all regulations of the Zoning Bylaw. Compliance Certificates also include Zoning Confirmations and Re-Stamps.

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.

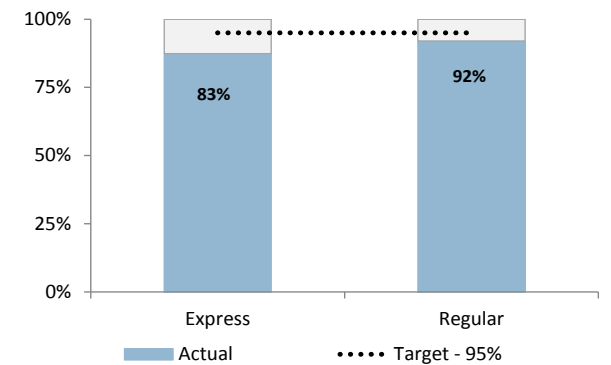
Performance Targets:

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

1  
Compliance Certificate - Quarterly Submissions



1  
Compliance Certificate - Certificates Issued within Target Time, YTD 2015



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>1 Compliance Certificate - Total*</b>											
Applications Submitted	2497	3660	3820	3160	2885	3753	3881	3186	-18%	+1%	+4%
Certificates Issued	2373	3292	3784	3236	2631	3468	3853	3196	-17%	-1%	+4%
<b>1.1 Express Certificate</b>											
Certificates Issued	354	735	941	554	363	598	726	537	-26%	-3%	-14%
Median Work Days to Issue	2	3	3	5	2	2	3	3	0%	-40%	-23%
% Certificates Issued within 3 business days	92%	79%	79%	77%	88%	88%	79%	79%	0%	+3%	+2%
<b>1.2 Regular Certificate</b>											
Certificates Issued	1873	2374	2637	2682	2268	2870	2852	2445	-14%	-9%	+9%
Median Work Days to Issue	4	8	7	7	6	7	7	6	-14%	-14%	0%
% Certificates Issued within 10 business days	96%	88%	90%	92%	93%	91%	91%	93%	+2%	+1%	+1%

\* Including Zoning Confirmations and Re-Stamps

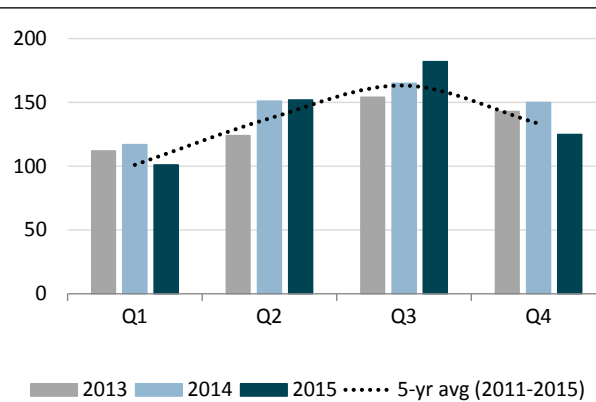
## CERTIFICATES & AGREEMENTS

An encroachment agreement is a formal contract between the City and the owner of a property that allows a structure that extends onto City or public property to remain in place. Typically, an encroachment agreement takes a minimum of six weeks to complete. Timelines can increase if the application requires circulation to other civic agencies or has serious issues.

An occupancy certificate is written approval from the City of Edmonton that the building complies with the Zoning Bylaw, meets the requirements of the Alberta Building Code and can be occupied. The reported category only includes daycares and group homes.

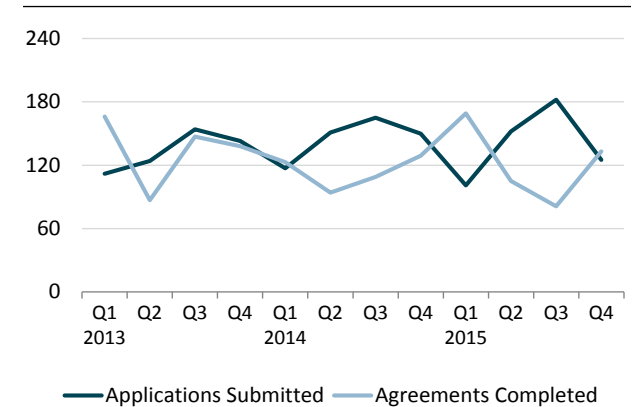
2

Encroachment Agreements - Quarterly Submissions



2

Encroachment Agreements - Completions



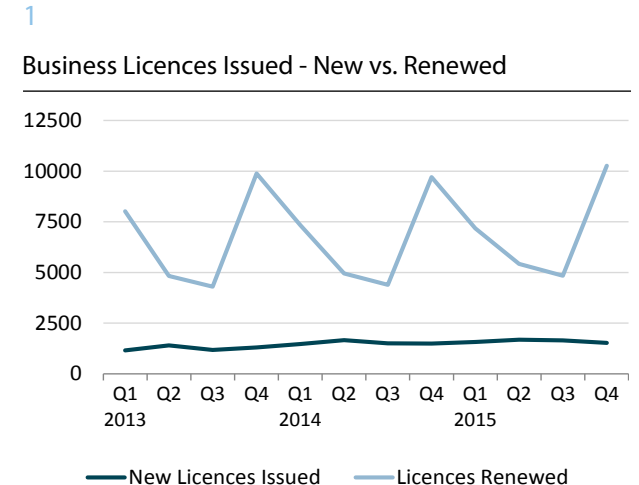
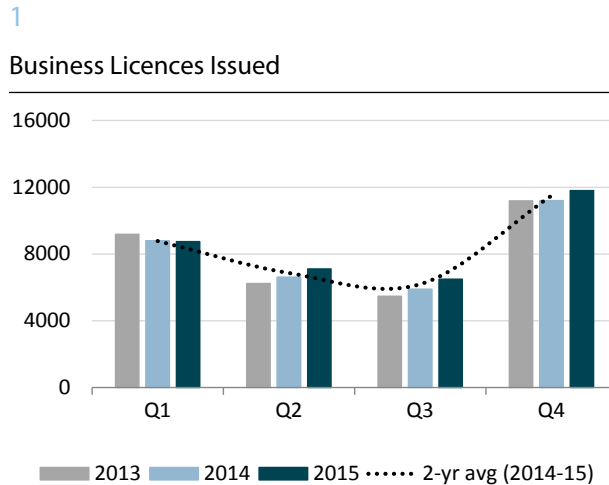
	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>2 Encroachment Agreement</b>											
Applications Submitted	117	151	165	150	101	152	182	125	-31%	-17%	-4%
Agreements Completed	123	94	109	129	169	105	81	133	+64%	+3%	+7%
Median Work Days to Complete	67	50	65	76	86	66	78	106	+36%	+39%	+30%
<b>3 Occupancy Certificate</b>											
Applications Submitted	10	17	28	18	16	28	26	10	-62%	-44%	+10%
Certificates Completed	7	9	20	22	18	26	21	11	-48%	-50%	+31%

## LICENSING

The Current Planning Branch 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. The Current Planning Branch ensures that new and existing businesses comply with the Business Licence Bylaw. New businesses require both a business licence and development permit. 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 ensure compliance with the Vehicle For Hire Bylaw.



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
<b>1 Business Licensing</b>											
New Licences Issued	1471	1656	1505	1489	1571	1688	1651	1530	-7%	+3%	+5%
Licences Renewed	7332	4956	4388	9707	7181	5425	4846	10268	+112%	+6%	+5%
<b>Total Business Licences Issued</b>	<b>8803</b>	<b>6612</b>	<b>5893</b>	<b>11196</b>	<b>8752</b>	<b>7113</b>	<b>6497</b>	<b>11798</b>	<b>+82%</b>	<b>+5%</b>	<b>+5%</b>
<b>1.1 New Licences (w/o referral)</b>											
Licences Submitted and Issued	1378	1568	1325	1278	1337	1539	1489	1251	-16%	-2%	+1%
% Issued within 24 hours	48%	56%	55%	47%	57%	48%	49%	51%	+4%	+9%	-1%
<b>1.2 New Licences (require referral)</b>											
Licences Submitted and Issued	389	376	382	1150	398	386	460	378	-18%	-67%	-29%
% Issued within 11 business days	33%	31%	26%	11%	36%	12%	13%	20%	+54%	+84%	-20%
<b>2 Vehicle for Hire</b>											
Broker Licences Issued	4	77	12	6	18	62	12	8	-33%	+33%	+1%
Driver Licences Issued	906	877	819	901	570	476	436	445	+2%	-51%	-45%
Vehicle Licences Issued	80	1591	30	16	159	1415	22	30	+36%	+88%	-5%

# CURRENT PLANNING BRANCH

## DEVELOPMENT COMPLIANCE

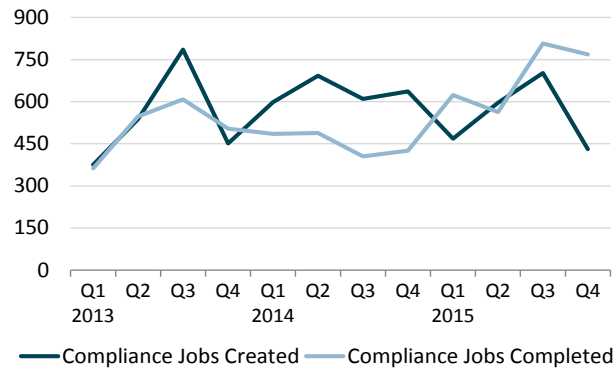
Where citizen activities or property conditions don't comply with the Zoning Bylaw, Current Planning Branch employees provide education, warnings, inspections and may apply penalties.

The Development Compliance team was established within the Branch in 2010 to deal effectively with zoning compliance issues. The team responds to complaints that require diplomacy, discretion, professionalism, and resolution-based actions to aid the City with the enforcement of the Zoning Bylaw.

Compliance jobs are created when a Zoning Bylaw complaint is made. Branch employees contact the individual responsible and conduct at least one inspection to ensure that the compliance issue is resolved. The Branch may also conduct proactive inspections before a complaint is made. Multiple inspections may be required for each job. A compliance job is completed when the issue has been resolved and full compliance with the Zoning Bylaw is attained. Thus, completion timelines are dependent on the length of time that it takes an individual to correct the violation.

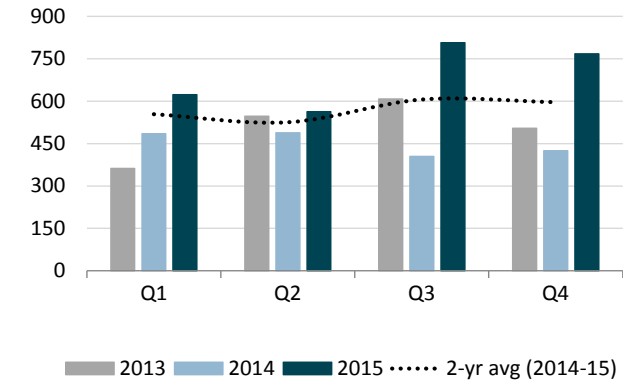
1

Compliance Jobs Created



1

Compliance Jobs Completed



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015
1 Development Compliance											
Compliance Jobs Created	598	692	610	636	468	596	702	431	-39%	-32%	-13%
Compliance Jobs Completed	485	488	405	425	623	563	807	768	-5%	+81%	+53%
Median Days to Complete	87	81	97	83	139	107	139	79	-43%	-5%	+34%

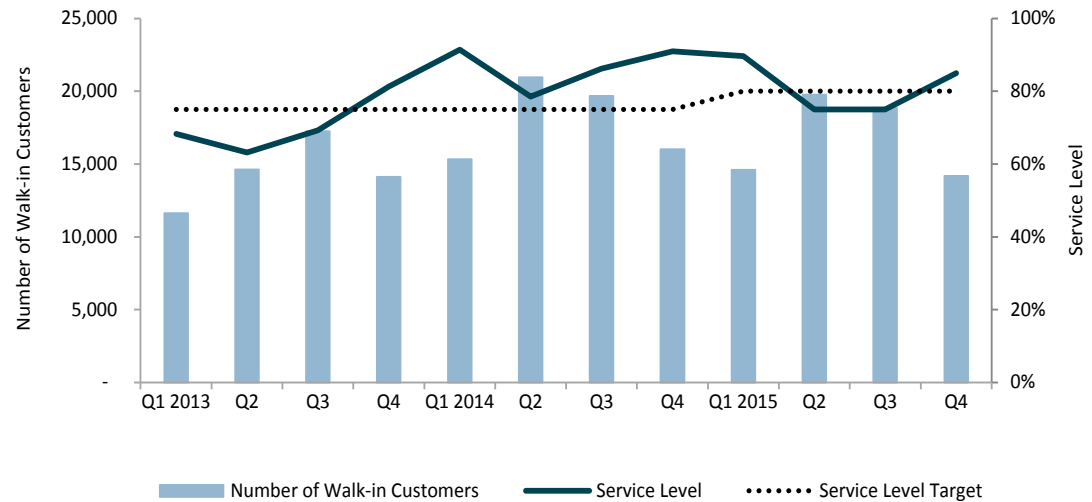
## CUSTOMER SERVICE

Located on the 5th floor of HSBC Bank Place, the Current Planning Service Centre (CPSC) provides a wide range of services to residents and development industry representatives. CPSC staff ensure that licences and permits move efficiently through each stage of the City's process, from application intake and approval, to payment and records management. This includes in-person issuance of minor permits and licences, answering customer inquiries, and processing payments for the majority of City of Edmonton fees, fines, and taxes.

The CPSC assists over 10,000 walk-in customers each quarter. One performance target is to have at least 80% of walk-in customers wait less than 15 minutes before being served. Service Level is defined as the percentage of walk-in customers with wait time under 15 minutes.

Current Planning employees are responsible for resolving any 311 phone call inquiries related to Current Planning services that 311 agents can not address. A CRM (Customer Relationship Management) ticket is issued for each inquiry. Most tickets are responded to within two business days.

### 1 Walk-in Customer Service



	Q1 2014	Q2	Q3	Q4	Q1 2015	Q2	Q3	Q4	% Change Q3 2015 - Q4 2015	% Change Q4 2014 - Q4 2015	% Change YTD 2014 - YTD 2015 -
<b>1 Walk-in Customer Service</b>											
Number of Walk-in Customers	15326	20948	19670	16007	14598	19768	18851	14178	-25%	-11%	-6%
% of Walk-in Customers with wait time under 15 minutes	91%	79%	86%	91%	90%	75%	75%	85%	+13%	-7%	-6%
<b>2 CRM Tickets</b>											
Tickets Resolved	8980	11997	12162	14265	11984	14032	13546	12090	-11%	-15%	+9%
% of Tickets Resolved On Time	92%	92%	76%	91%	93%	92%	92%	89%	-3%	-2%	+4%

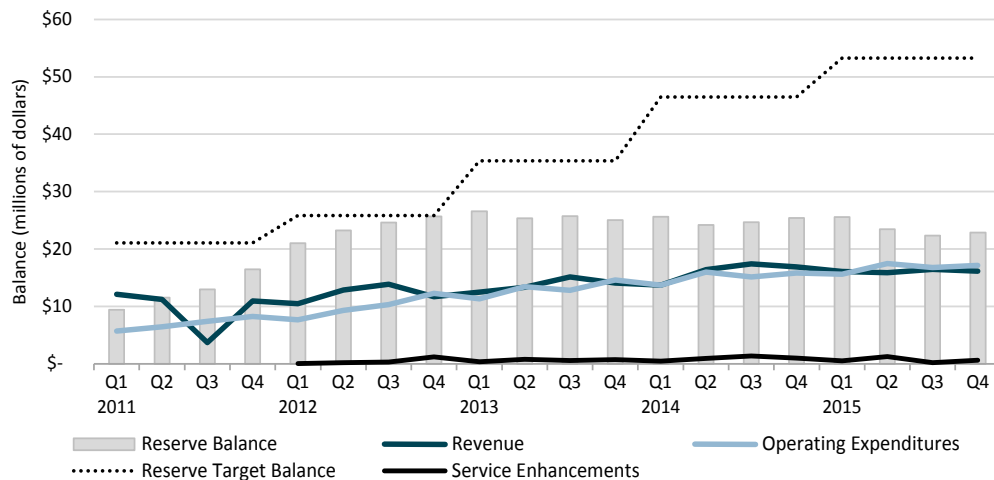
## FINANCIALS

The Current Planning Branch implemented a new business model in 2010 to achieve long-term financial sustainability and enhanced, accountable service levels for revenue generating planning services. The full cost recovery model ensures that revenue collected for the processing of applications is directly and indirectly attributed to the delivery of those services. This includes corporate support costs as well as providing for investment in service improvement initiatives.

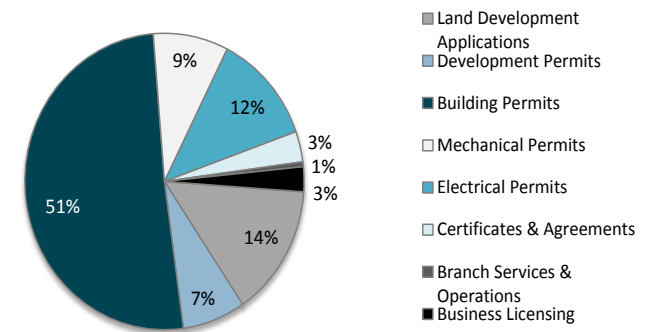
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

The full cost recovery model and reserve fund ensure that services are responsive to client needs in the short and long term. The Branch reached full cost recovery by the end of 2012. Transfers to other City branches that provide support for Current Planning services represent over 30 per cent of operating expenditures.

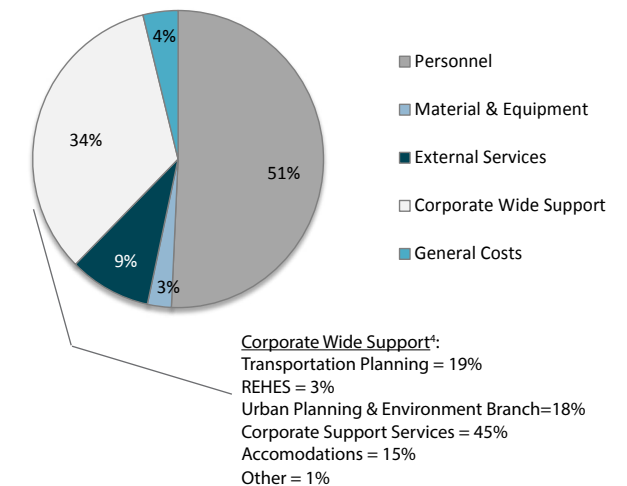
Quarterly Branch Revenue, Expenditures, and Reserve Fund Balance<sup>1,2,3</sup>



Current Planning Revenue: Jan - Dec 2015



Current Planning Expenditures: Jan - Dec 2015



## EXPLANATIONS

### General Explanations

1. The Quarterly Activity Report provides a summary of activity within the Current Planning Branch. It does not encompass the entirety of Current Planning work or the work of other branches involved in processing applications. Activities that are not easily measured on a quarterly basis are not included. As well, minor activities that do not provide valuable information on a quarterly basis are not included.
2. 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.
3. Work Days to Issue is calculated as the number of work 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 work days to issue is calculated based on the permits that were issued in each quarter.
4. 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.

### Development Permits

1. Other Residential category includes all minor development permits with the exception of semi-detached and duplex houses. This includes permits for residential covered decks, exterior alterations, additions, secondary suites, swimming pools, fences, leave as built, and other similar projects.
2. Other Non-Residential category includes permits for non-residential exterior alterations, parking lots, change of use, leave as built, child care services, and other similar projects. Work days to issue is not included for this category due to the extreme variation in processing times for these applications.

### Financials

1. The reported revenues and expenditures are actual amounts, based on end of quarter results.
2. The reported reserve fund 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.
3. In Q3 2011, \$8 million of business licensing revenue was transferred to Corporate Programs as part of organizational restructuring. Following this, Current Planning only recognizes enough revenue from business licensing to cover the related expenses.
4. Corporate Wide Support allocations will be monitored on an ongoing basis, and adjusted if necessary, to ensure that full cost recovery is achieved.
5. Vehicle for Hire revenue and expenditures are not included in Current Planning Branch financials. While Vehicle for Hire work is completed within the Current Planning Branch, the Branch only recognizes enough revenue to cover the related expenses (included in Branch Services category).

### Safety Code Permits

1. Minor Residential category includes building permits for minor residential construction. This includes permits for residential covered decks, exterior alterations, interior alterations, secondary suites, mobile homes, demolitions, and other similar projects.
2. Commercial Final category includes the majority of non-residential building permits, as well as permits for apartment buildings. This includes permits for new buildings, additions, exterior alterations, interior alterations, and other similar projects.
3. Other Non-Residential category includes footing / foundation, structural framing, excavation, and demolition building permits.