



*This issue of Building Edmonton was sent out on May 7, 2019*

## **Safety Codes, Permits & Inspections: Summer Hours**

In an ongoing effort to enhance customer service, Safety Codes Permits & Inspections has established summer hours as follows:

### **May 13 thru September 1, 2019**

- Safety Codes Officers will be conducting site inspections between 7:00 AM and 4:30 PM
- Office business hours remain 8:00 AM thru 4:30 PM Monday-Friday

Please continue to ensure safe access and required documents are available at construction projects.

For more information, please call 311.

## **The City Plan Story Walks**

Join The City Plan team and the Zoning Bylaw Renewal team for the Story Walks (and bike ride), an easy stroll in the fresh air that will share real-life examples of how city planning and zoning can help rebuild a neighbourhood and revitalize a city.

The Inclusive and Compassionate walk happens on the evening of Friday, June 14 in Strathcona. The Community of Communities bike ride happens Saturday, June 15 in the morning (**Pre-registration is required for this event only**).

For more information visit [edmonton.ca/thecityplan](http://edmonton.ca/thecityplan) or email [thecityplan@edmonton.ca](mailto:thecityplan@edmonton.ca).

## **Zoning for the Annexation Area**

A special area zone has been put in place for the newly annexed lands. Special Area - Edmonton South generally retains the same development rights as the previous Leduc zones but it now provides a consolidated reference point in Zoning Bylaw 12800 to enable a consistent development permit process.

The Special Area Zoning is intended to support the area's transition to Edmonton's continued growth over time. If a landowner in the Edmonton South area wants to change the use of their



land in the future, they will be required to rezone to a regular City of Edmonton Zone. Lands outside the Special Area will also not be able to use the Edmonton South Zones.

For more information, please refer to [item 3.4 in the March 11, 2019, Public Hearing agenda](#) or email **Anne Stevenson**, [anne.stevenson@edmonton.ca](mailto:anne.stevenson@edmonton.ca).

## **Urban Form Business Transformation - May Update**

The [Urban Form Business Transformation Initiative](#) will help streamline key planning and development services to address concerns raised by the development industries and improve customer service. Below are some highlights of what the project leads have been working on.

### **Project Updates:**

The [Building Better Together](#) project (BBT) is working to improve customer service and timelines for industrial, commercial and large scale residential development. What we've been working on:

- Announced the enhanced service of the [Client Liaison Unit](#) (CLU) coming in Fall 2019.
- Started engaging industry directly about implementing target timelines for select commercial development and building permits.

The [Subdivision Process Improvement](#) project (SPI) is working to create an efficient and effective subdivision process. What we've been working on:

- Developing the online application form for endorsement package submissions.
- Automating the endorsement process.

The [Safety Codes Inspections Efficiencies](#) project (SCIE) is working to reduce the number of non-mandatory inspections to focus more time on the mandatory ones. What we've been working on:

- Continued to develop processes and integrate the model with our computer system (POSSE).
- Began focus groups to understand what people know about home inspections.

The [Knowledge Library](#) project will bring information into one place so City staff can easily find up-to-date information and provide excellent customer service. What we've been working on:

- Selected software for information management. We will be using RoboHelp 2017 and tailoring it to meet our needs.



The [Customer Oriented Website Enhancements](#) project is improving information on edmonton.ca and shifting towards online self-service. What we've been working on:

- Launched four new [Home Improvement Permits webpages](#).

For more information, visit [edmonton.ca/ufbt](http://edmonton.ca/ufbt) or email us at [uftransformation@edmonton.ca](mailto:uftransformation@edmonton.ca).