

DEVELOPMENT SERVICES BRANCH

QUARTERLY ACTIVITY REPORT

FIRST QUARTER 2017

The logo for the City of Edmonton, featuring the word "Edmonton" in white sans-serif font on a dark blue square background.

QUARTERLY ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

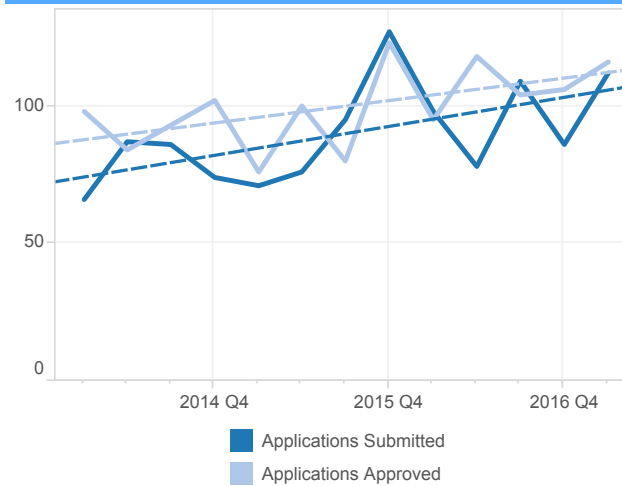
A land development application (LDA) is required for any of the following:

- 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).

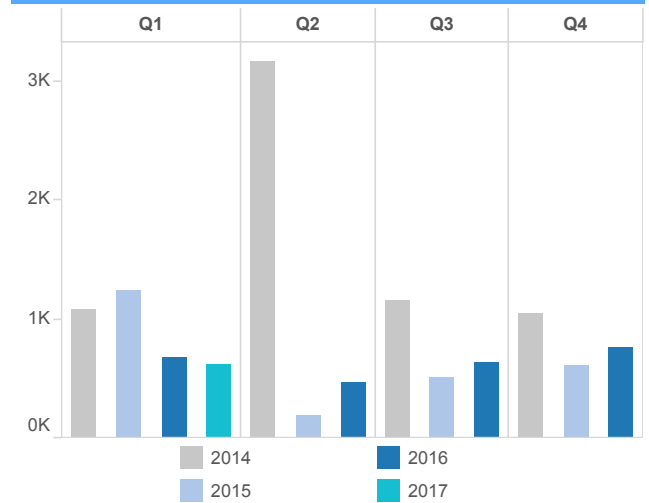
Plans, rezonings, and road closures require approval by City Council. Subdivisions are approved by the Subdivision Authority.

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.

Subdivision Applications



Subdivision - Single Family Lots



1 Subdivision

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	66	87	86	74	71	76	95	127	98	78	109	86	112
Applications Approved	98	84	93	102	76	100	80	123	95	118	104	106	116
Single Family Lots Applied For	1,071	3,166	1,162	1,046	1,240	190	512	612	678	472	629	763	614
Multiple Family Lots Applied For	16	60	12	54	21	11	8	20	18	6	2	34	5
Commercial Lots Applied For	7	16	19	6	4	3	5	19	9	2	2	4	5
Industrial Lots Applied For	14	2	2	2	2	3	2	12	7	2	3	26	2
Other Lots Applied For	17	108	318	64	45	3	8	56	7	5	9	8	4

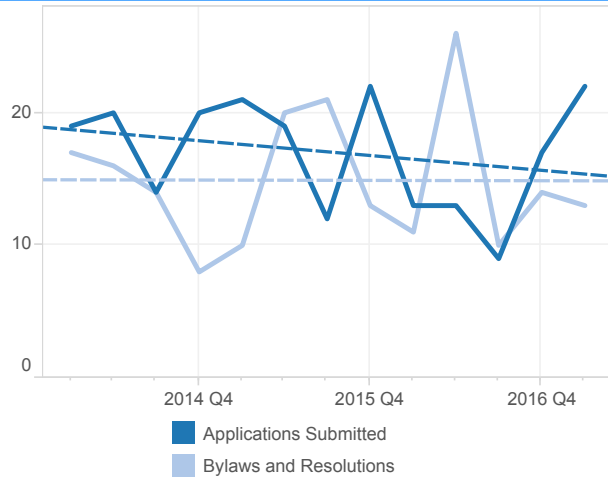
2 Condominium

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	33	35	37	45	41	35	51	52	43	71	49	38	25
Condominium Units Approved	780	357	641	1,362	1,034	597	969	983	446	1,575	1,018	462	209

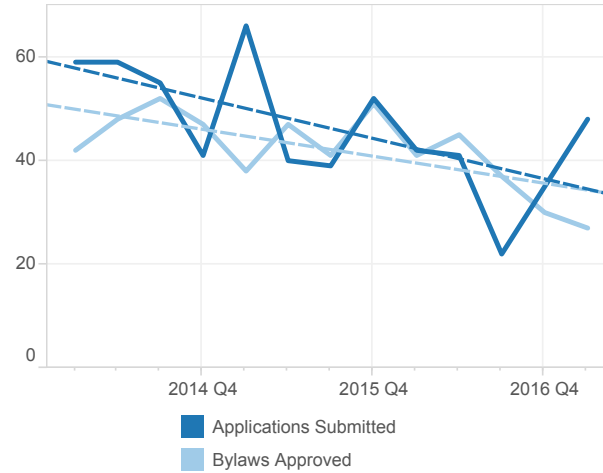
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LAND DEVELOPMENT APPLICATIONS

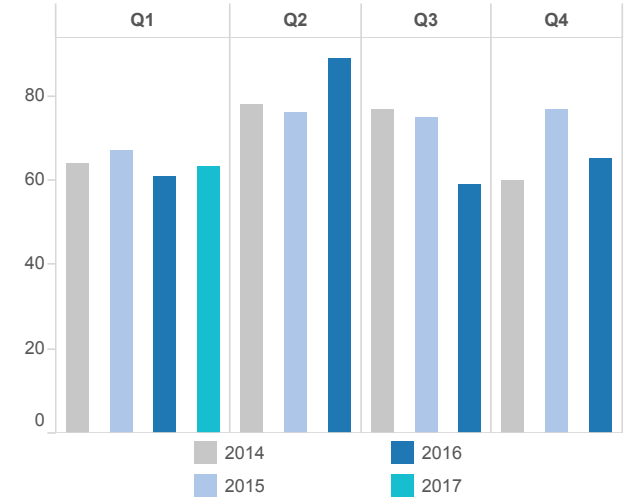
Plan & Plan Amendment



Rezoning



Bylaw & Resolution at Council



3 Plan & Plan Amendment

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	19	20	14	20	21	19	12	22	13	13	9	17	22
Bylaws and Resolutions	17	16	14	8	10	20	21	13	11	26	10	14	13

4 Rezoning

Applications Submitted	59	59	55	41	66	40	39	52	42	41	22	35	48
Bylaws Approved	42	48	52	47	38	47	41	51	41	45	37	30	27

5 Road Closure

Applications Submitted	9	6	5	4	9	0	9	4	7	2	5	0	1
Bylaws Approved	2	6	9	1	6	4	3	2	6	4	7	5	1

6 Total Bylaws/Resolutions to Council

Total Bylaws/Resolutions to Council	64	78	77	60	67	76	75	77	61	89	59	65	63
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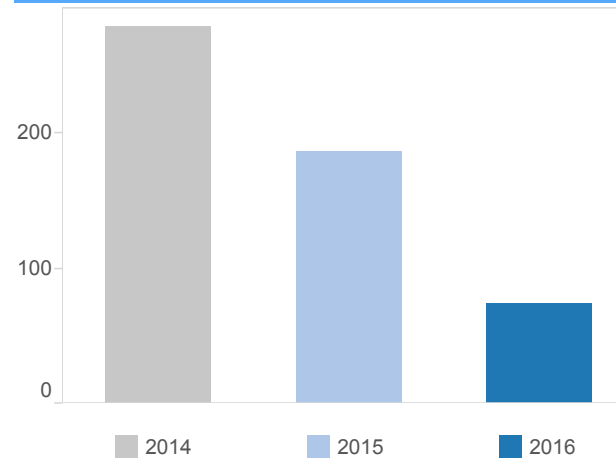
QUARTERLY ACTIVITY REPORT

SERVICING AGREEMENTS

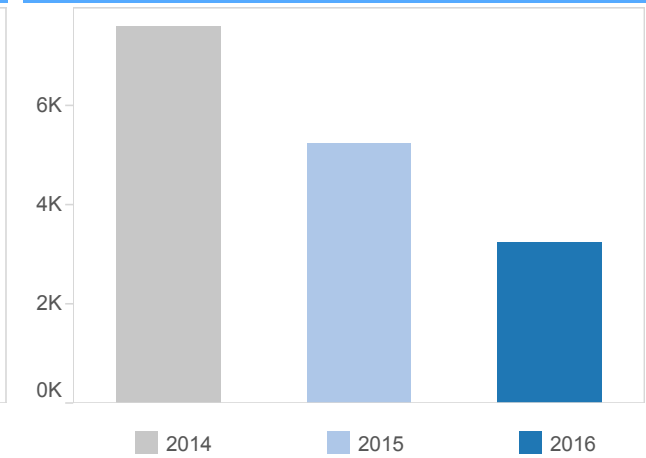
A Servicing Agreement is a legal contract between the developer or property owner and the City of Edmonton. It outlines the terms and conditions which must be met and agreed upon prior to development or servicing proceeding. The Servicing Agreement can be a requirement of a Subdivision or a Development 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 n..

Servicing Agreements Approvals



Single Family Lots Approvals



1 Servicing Agreements

	2014	2015	2016
Projects Approved	279	186	74
Single Family Lots	7,576	5,229	3,236
Multiple Family Lots	57	93	5
Commercial Lots	41	6	5
Industrial Lots	77	19	11

Data for Servicing Agreements is under review and will be updated accordingly.

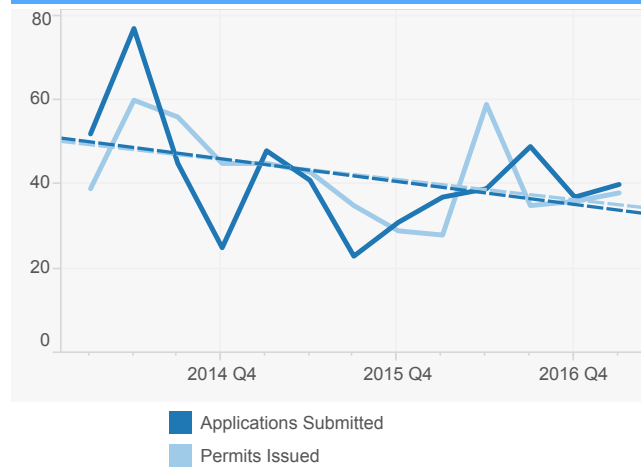
QUARTERLY ACTIVITY REPORT

DEVELOPMENT PERMITS

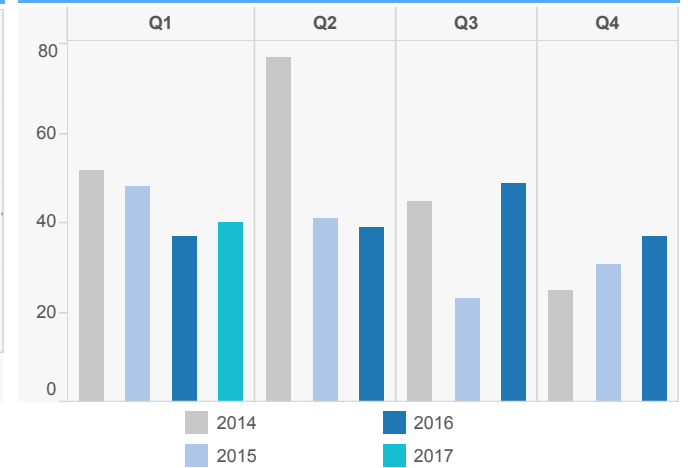
A development permit is written approval from the City that the location, size, and use of a building complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

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.

New Multi-Family Buildings



New Multi-Family - Quarterly Submissions



1. New Multi-Family Building DP

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	55	81	49	28	48	44	27	32	37	40	56	40	41
Permits Issued	39	60	56	46	46	45	35	29	28	59	35	36	38
Median Work Days to Issue	66	72	60	92	90	52	59	51	49	26	25	18	24

1.1 Projects up to 4 dwellings

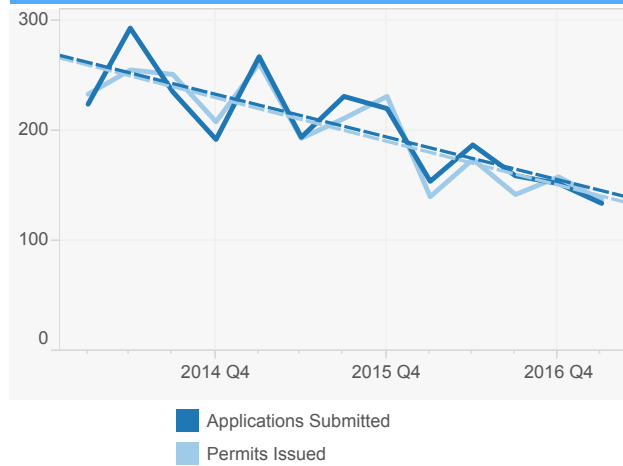
Permits Issued	24	32	42	22	28	30	18	12	21	43	23	26	33
Median Work Days to Issue	59	48	54	74	41	36	34	27	45	23	14	12	16
% Permits Issued within 55 business days (tagret = 75%)*	45%	69%	51%	18%	78%	95%	75%	91%	100%	95%	100%	100%	80%
% Permits Issued within 55 business days, YTD*	45%	59%	55%	50%	78%	88%	84%	85%	100%	96%	97%	98%	80%

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

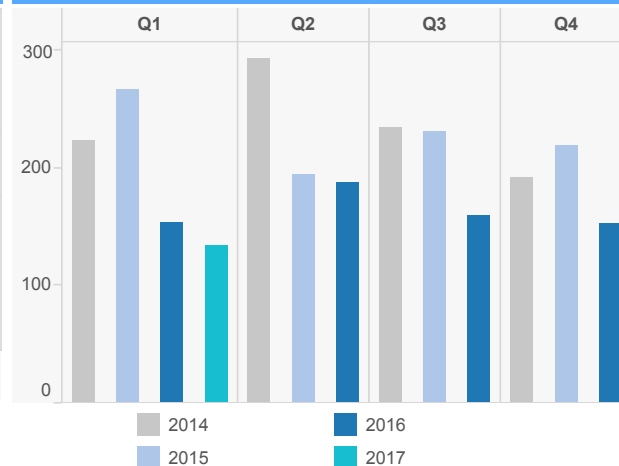
QUARTERLY ACTIVITY REPORT

DEVELOPMENT PERMITS

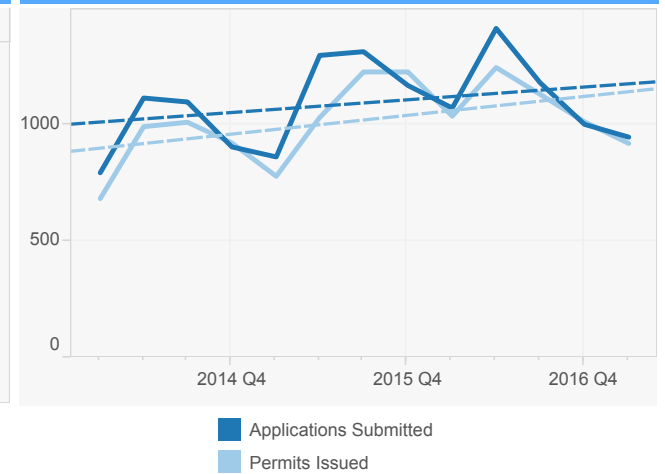
New Duplex / Semi-Detached Houses



New Duplex / SD - Quarterly Submissions



Other Residential



2. New Duplex / Semi-Detached House DP

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	223	293	233	190	266	194	228	214	154	184	158	147	134
Permits Issued	231	255	250	207	261	192	210	225	140	173	141	154	136
Median Work Days to Issue	6	6	7	7	7	6	7	6	6	6	7	7	5

3. Other Residential DP

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	794	1,115	1,098	905	862	1,298	1,314	1,169	1,072	1,414	1,181	1,002	947
Permits Issued	683	992	1,011	922	779	1,031	1,227	1,227	1,037	1,246	1,131	1,013	920
Median Work Days to Issue	1	1	1	2	1	1	7	5	1	2	3	2	1

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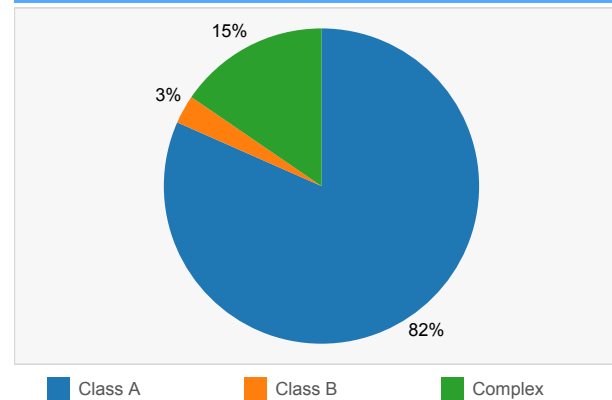
DEVELOPMENT PERMITS

In Q1 2014, the Development Services 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.

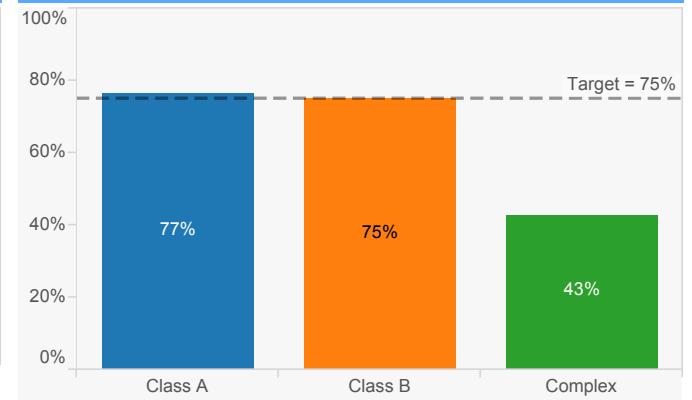
Performance Targets for semi-detached house development permits:
 Class A - 75% permits issued within 6 business days;
 Class B - 75% permits issued within 15 business days;
 Complex - 75% permits issued within 55 business days.

The actual results include times for complete and incomplete applications.

Semi-Detached Houses - Permits Issued by Level of Complexity, YTD 2017



Semi-Detached House - Permits Issued within Target Time, YTD 2017



2.1 Semi-Detached House - Class A

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	172	192	191	158	221	146	177	182	115	145	112	114	111
Median Work Days to Issue	6	6	6	6	6	6	7	6	6	6	6	7	5
% Permits Issued within 6 business days	61%	67%	57%	51%	53%	68%	47%	68%	79%	63%	54%	46%	77%

2.2 Semi-Detached House - Class B

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	25	31	17	14	10	21	8	20	8	13	9	11	4
Median Work Days to Issue	6	6	7	26	14	8	7	6	7	8	9	6	7
% Permits Issued within 15 business days	84%	81%	88%	29%	60%	76%	88%	85%	88%	92%	67%	91%	75%

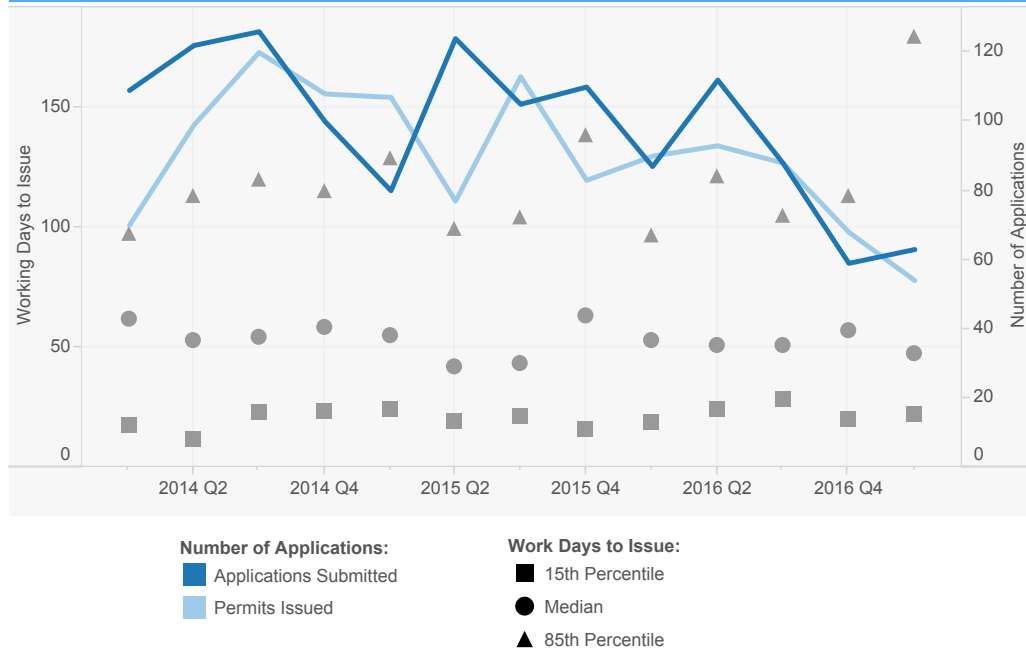
2.3 Semi-Detached House - Complex

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	34	32	42	35	30	25	24	23	17	15	20	27	21
Median Work Days to Issue	22	26	42	31	20	27	49	46	40	38	51	45	70
% Permits Issued within 55 business days	68%	97%	71%	80%	87%	80%	63%	65%	88%	67%	60%	74%	43%

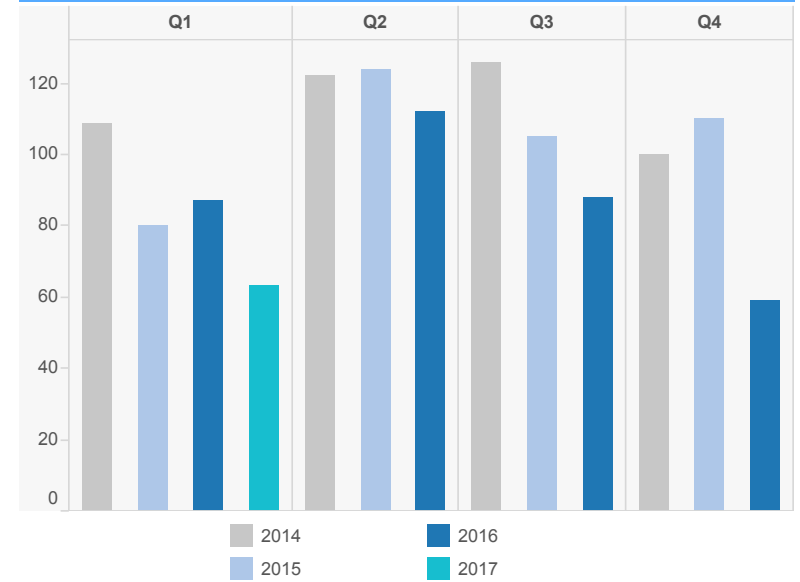
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DEVELOPMENT PERMITS

New Non-Residential Buildings



New Non-Residential - Quarterly Submissions



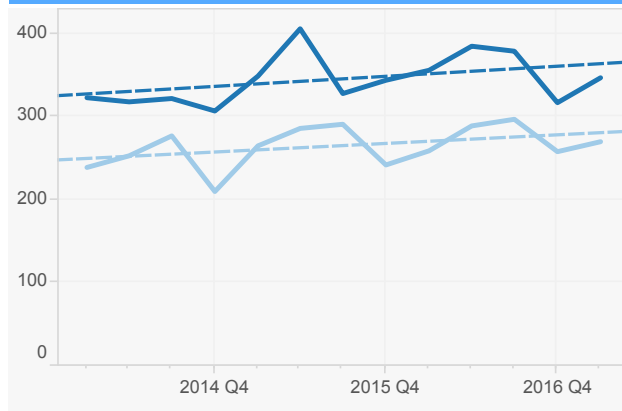
4. New Non-Residential DP

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	109	122	126	100	80	124	105	110	87	112	88	59	63
Permits Issued	70	99	120	108	107	77	113	83	90	93	88	68	54
Median Work Days to Issue	52	58	53	58	61	38	43	63	58	54	51	65	59

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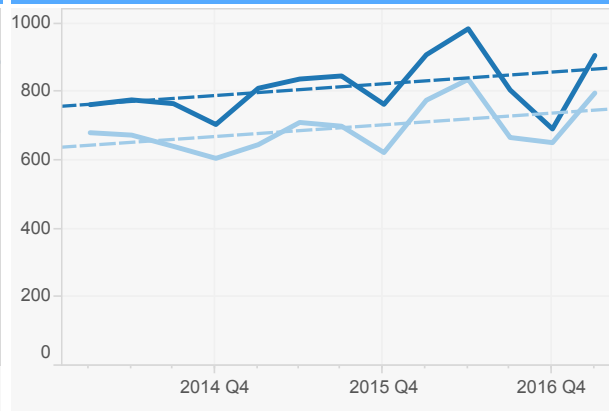
DEVELOPMENT PERMITS

Other Non-Residential



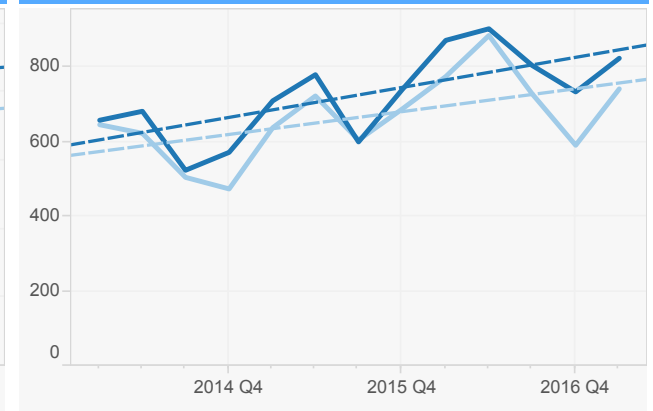
■ Applications Submitted
■ Permits Issued

Home Occupation Permits



■ Applications Submitted
■ Permits Issued

Portable Sign Permits



■ Applications Submitted
■ Permits Issued

5 Other Non-Residential DP

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	345	330	333	324	388	421	339	358	386	407	400	353	360
Permits Issued	306	300	334	274	339	335	336	303	327	331	363	329	338

6 Home Occupation DP

Applications Submitted	764	778	767	706	812	839	848	765	910	986	807	693	908
Permits Issued	682	675	642	607	647	712	701	624	777	838	668	653	798
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1	1	1

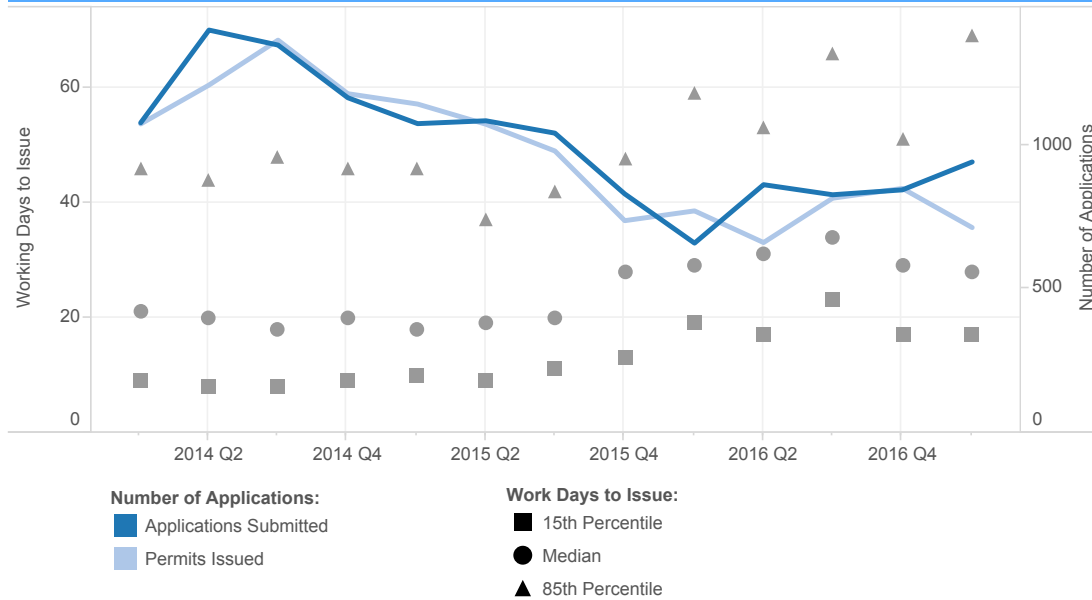
7 Portable Sign DP

Applications Submitted	658	682	524	572	710	780	600	740	872	903	805	734	824
Permits Issued	646	623	505	474	638	723	605	688	775	885	729	591	742
Median Work Days to Issue	4	4	3	2	3	7	8	5	7	8	6	4	5

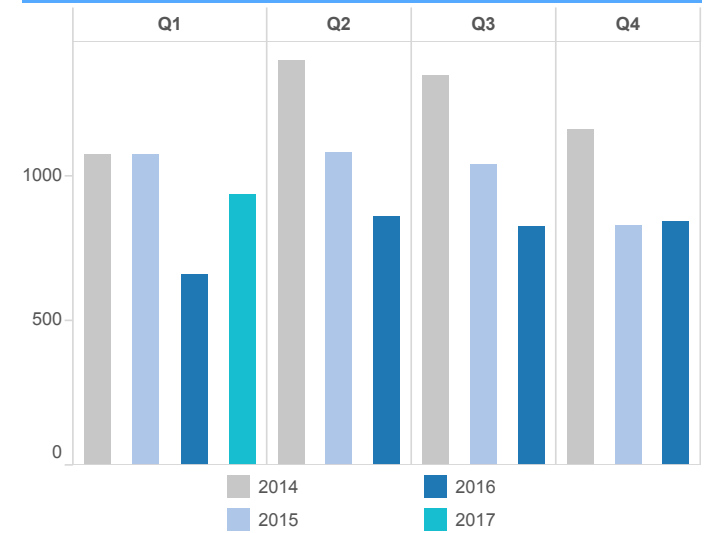
QUARTERLY ACTIVITY REPORT

COMBINATION PERMITS

House Combo Permits



House Combo - Quarterly Submissions



3 House Combo Permits

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	1,077	1,399	1,347	1,164	1,074	1,084	1,041	830	659	862	827	844	941
Permits Issued	1,073	1,208	1,364	1,178	1,142	1,072	979	737	771	661	815	849	713
Median Work Days to Issue	22	19	18	19	19	19	21	24	33	28	36	28	34
Expedited Permits Issued - % of Total	32%	36%	32%	29%	27%	23%	22%	26%	20%	20%	17%	12%	12%

QUARTERLY ACTIVITY REPORT

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 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:

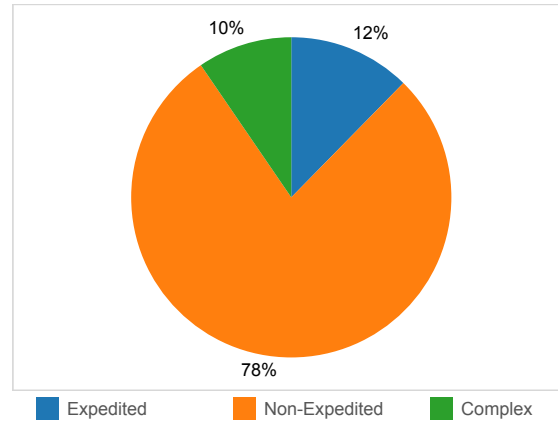
Expedited - 75% issued within 10 business days;

Non-Expedited - 75% issued within 30 business days;

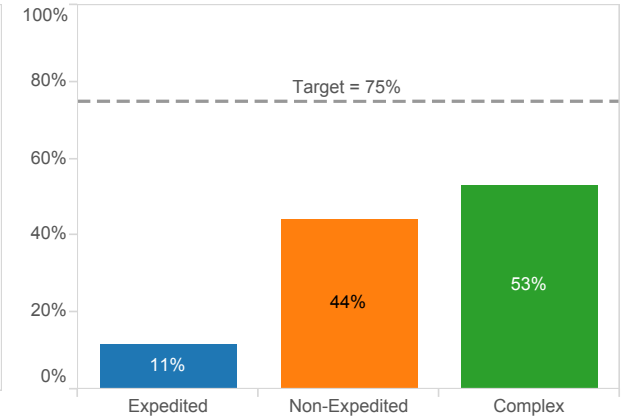
Complex - 75% issued within 85 business days.

Actual results include times for complete and incomplete applications.

House Combo - Permits Issued by Level of Complexity, YTD 2017



House Combo - Permits Issued within Target Time, YTD 2017



3.1 House Combo - Expedited

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	342	433	439	345	306	249	212	194	156	135	140	105	88
Median Work Days to Issue	10	9	9	9	10	9	10	14	20	17	26	14	19
% Permits Issued within 10 business days	52%	67%	67%	62%	53%	74%	57%	26%	15%	19%	5%	26%	11%

3.2 House Combo - Non-Expedited

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	683	717	840	751	776	754	691	481	544	442	561	653	557
Median Work Days to Issue	26	25	24	23	23	20	23	27	34	28	35	28	33
% Permits Issued within 30 business days	62%	65%	63%	66%	68%	79%	78%	61%	41%	58%	36%	60%	44%

3.3 House Combo - Complex

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Permits Issued	48	58	85	82	60	69	76	62	71	84	114	91	68
Median Work Days to Issue	68	72	66	59	70	58	69	79	96	75	73	72	82
% Permit Issued within 85 business days	63%	64%	72%	74%	63%	62%	70%	61%	41%	58%	61%	65%	53%

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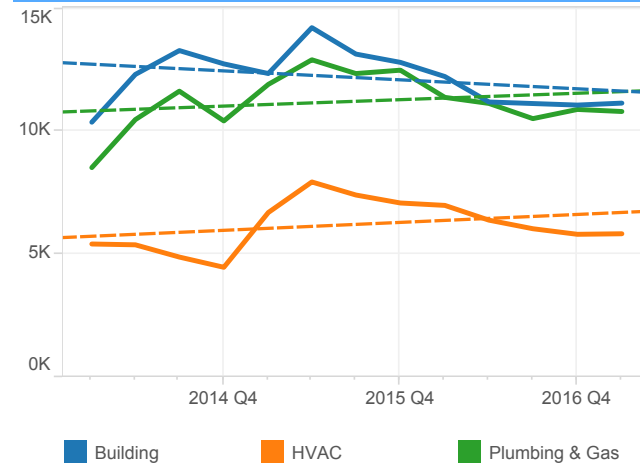
SAFETY CODE PERMITS

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.

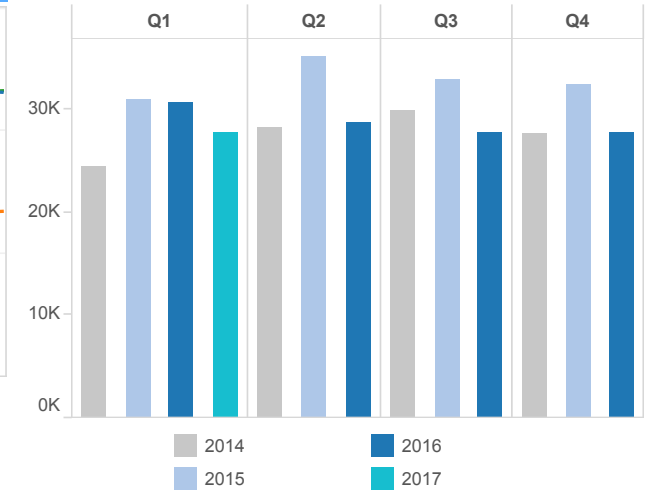
Development Services Branch employees complete over 20,000 safety code inspections each quarter. This does not include electrical inspections, which are completed by an external contractor.

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.

Safety Code Inspections Completed



Inspections Completed - Quarterly Volume



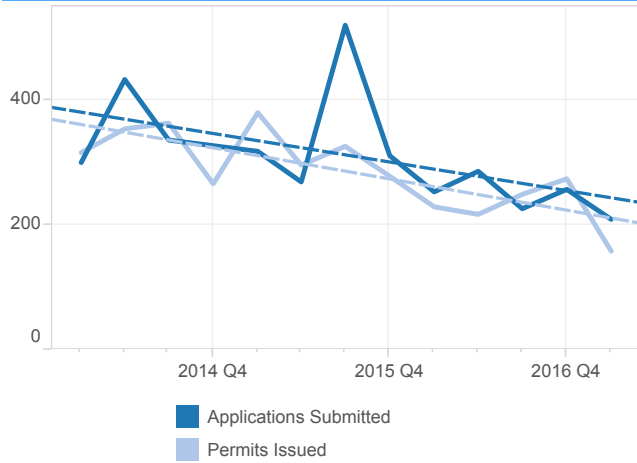
1 Inspection Completed

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Building	10,385	12,330	13,302	12,760	12,366	14,235	13,159	12,821	12,244	11,208	11,145	11,082	11,162
HVAC	5,425	5,392	4,893	4,477	6,708	7,951	7,420	7,095	6,997	6,397	6,047	5,820	5,842
Plumbing & Gas	8,536	10,490	11,648	10,437	11,925	12,926	12,366	12,503	11,396	11,150	10,530	10,904	10,820
Total Inspections Completed	24,346	28,212	29,843	27,674	30,999	35,112	32,945	32,419	30,637	28,755	27,722	27,806	27,824

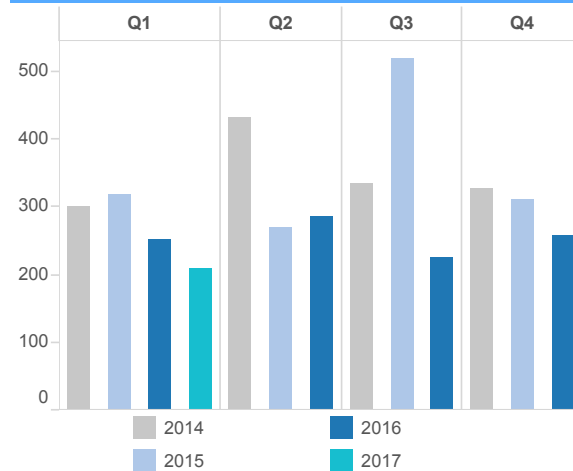
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SAFETY CODE PERMITS

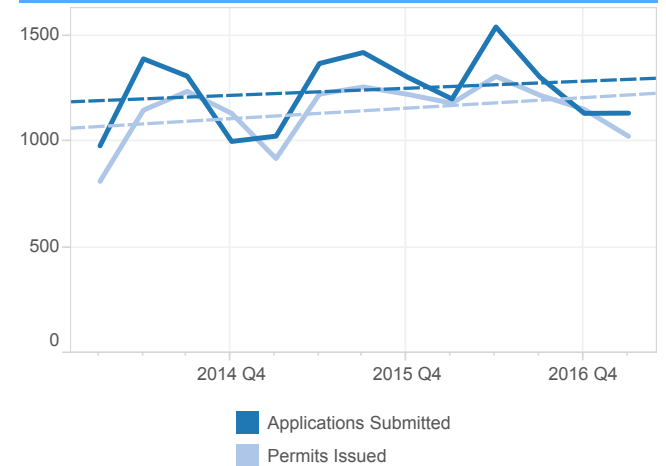
Rowhousing & Semi-Detached Building Permits



Rowhousing & SD - Quarterly Submissions



Minor Residential Building Permits



2 Rowhousing & Semi-Detached Building Permit

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	300	433	336	327	318	269	520	311	253	286	226	257	209
Permits Issued	316	354	363	266	380	296	326	278	229	217	249	274	158
Median Work Days to Issue	27	18	23	19	22	18	20	22	27	22	30	30	42

2.1 Projects up to 2 dwelling units

Permits Issued	226	283	279	231	262	219	203	222	165	165	164	170	110
% Permits Issued within 25 business days	63%	68%	59%	68%	76%	70%	74%	68%	51%	69%	60%	61%	50%

3 Minor Residential Building Permit

Applications Submitted	981	1,393	1,311	1,002	1,027	1,371	1,423	1,306	1,203	1,544	1,307	1,135	1,136
Permits Issued	813	1,150	1,239	1,135	921	1,226	1,260	1,225	1,183	1,310	1,221	1,154	1,026
Median Work Days to Issue	2	8	14	17	8	11	16	10	12	9	16	14	1

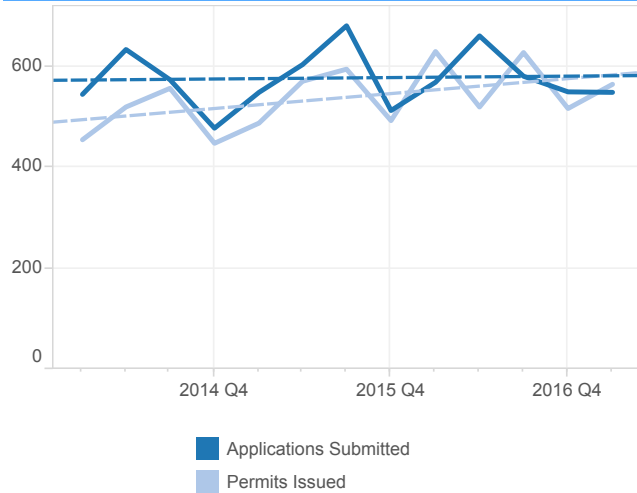
3.1 Interior Alterations

Permits Issued	421	465	426	481	450	543	528	622	632	635	522	533	557
% Permit Issued within 24 hours	80%	73%	69%	67%	74%	68%	67%	69%	68%	70%	70%	72%	79%

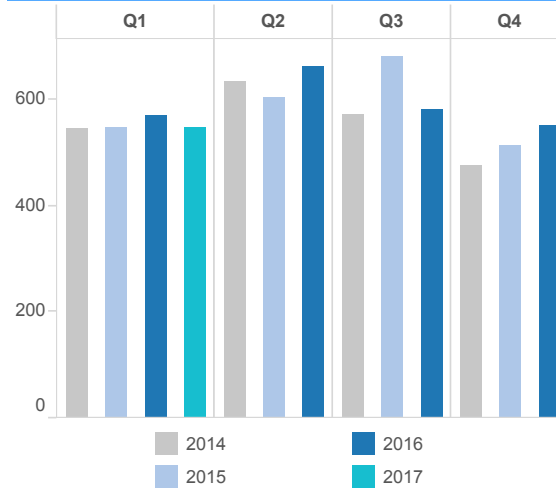
QUARTERLY ACTIVITY REPORT

SAFETY CODE PERMITS

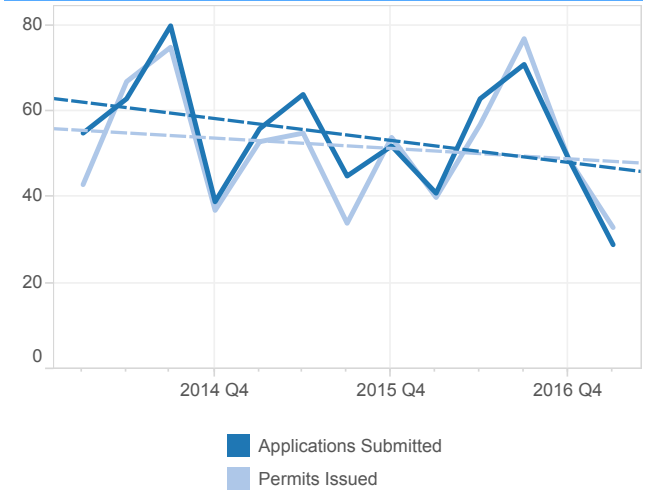
Commercial Final Building Permits



Commercial Final - Quarterly Submissions



Other Non-Residential Building Permits



4 Commercial Final Building Permits

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	545	634	574	478	549	604	681	513	569	661	581	550	549
Permits Issued	455	520	557	448	488	571	595	493	630	520	628	517	565
Median Work Days to Issue	27	22	26	26	33	28	30	36	29	25	26	27	22

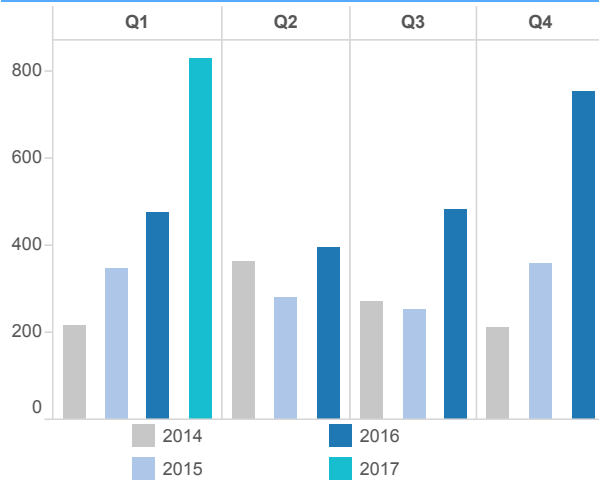
5 Other Non-Residential Building Permits

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	55	63	80	39	56	64	45	52	41	63	71	49	29
Permits Issued	43	67	75	37	53	55	34	54	40	57	77	49	33
Median Work Days to Issue	1	1	1	1	1	1	1	3	1	1	1	1	1

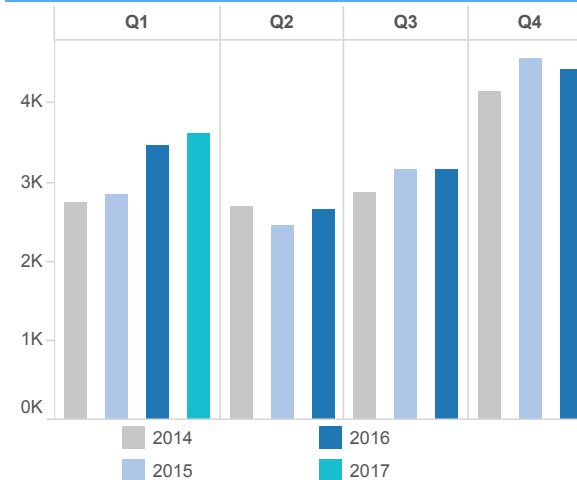
QUARTERLY ACTIVITY REPORT

SAFETY CODE PERMITS

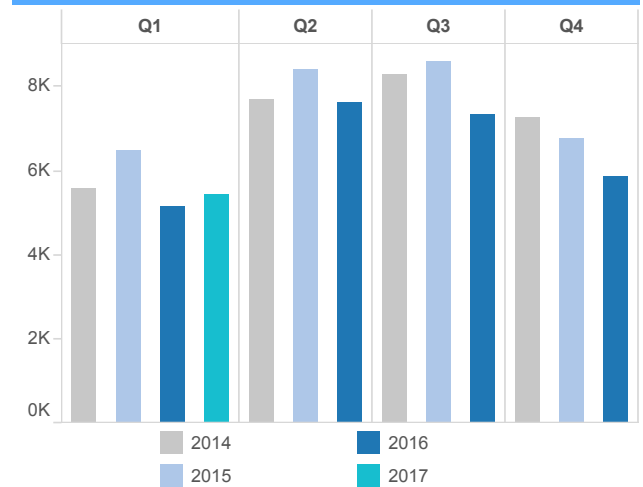
HVAC Permits Issued*



Plumbing & Gas Permits Issued



Electrical Permits Issued



6 HVAC Permits*

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	224	350	281	226	355	298	268	370	520	424	523	804	912
Permits Issued	216	363	272	213	347	280	254	359	474	398	484	753	830
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1	1	1

7 Plumbing & Gas Permits

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	2,771	2,764	2,994	4,135	2,930	2,556	3,282	4,638	3,571	2,707	3,349	4,603	3,694
Permits Issued	2,741	2,702	2,876	4,150	2,851	2,442	3,151	4,569	3,475	2,654	3,155	4,432	3,616
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1	1	1

8 Electrical Permits

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	6,537	8,393	9,051	7,424	7,405	8,610	9,742	7,160	5,558	7,905	7,956	7,000	5,749
Permits Issued	5,596	7,713	8,310	7,260	6,505	8,405	8,606	6,768	5,153	7,638	7,335	5,880	5,455
Median Work Days to Issue	3	3	2	3	3	2	2	2	2	2	2	3	3

*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.

QUARTERLY ACTIVITY REPORT

CERTIFICATES & AGREEMENTS

The Development Services Branch completes various certificates and agreements.

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

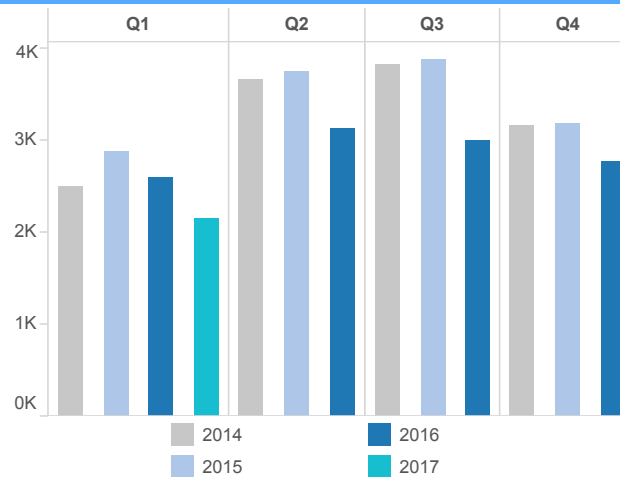
The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

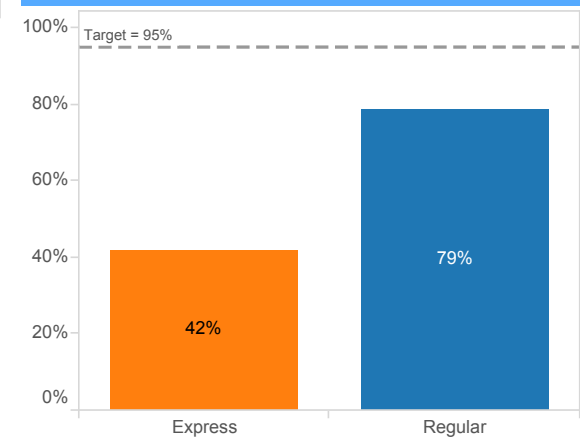
Express Service - 95% issued within 3 business days;

Regular Service - 95% issued within 10 business days.

Compliance Certificate - Quarterly Submissions



Compliance Certificate - Issued within Target Time, YTD 2017



1 Compliance Certificate - Total*

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	2,497	3,660	3,820	3,160	2,885	3,753	3,880	3,186	2,588	3,129	3,001	2,777	2,147
Certificates Issued	2,373	3,291	3,748	3,236	2,630	3,462	3,850	3,194	2,418	2,919	3,006	2,704	1,894

1.1 Express Certificate

Certificates Issued	354	734	941	554	363	596	726	536	301	510	633	477	312
Median Work Days to Issue	2	3	3	3	2	2	3	3	2	3	3	3	4
% Certificates Issued within 3 business days	92%	80%	79%	77%	88%	87%	78%	79%	83%	77%	74%	72%	42%

1.2 Regular Certificate

Certificates Issued	2,019	2,557	2,807	2,682	2,267	2,866	3,124	2,658	2,117	2,409	2,373	2,227	1,582
Median Work Days to Issue	4	8	7	7	6	8	7	6	5	7	7	7	9
% Certificates Issued within 10 business days	96%	89%	90%	92%	93%	90%	90%	91%	97%	93%	93%	93%	79%

* Including Zoning Confirmations and Re-Stamps

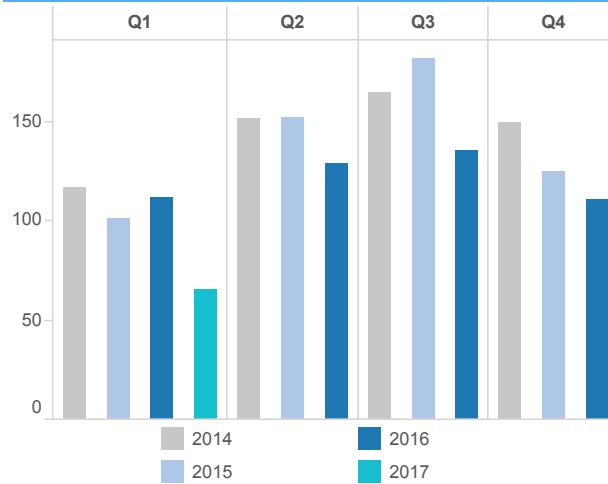
QUARTERLY ACTIVITY REPORT

CERTIFICATES & AGREEMENTS

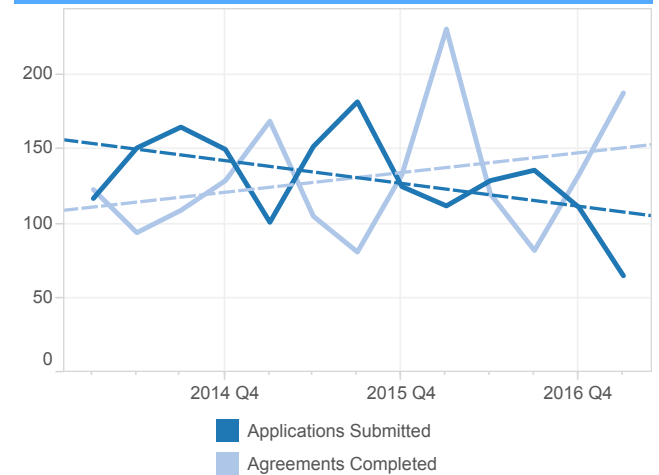
An encroachment agreement is a formal contract between the City and the owner of a property that allows a structure that extends onto City or public property to remain in place. Typically, an encroachment agreement takes a minimum of six weeks to complete. Timelines can increase if the application requires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

Encroachment Agreements - Quarterly Submissions



Encroachment Agreements - Completions



2 Encroachment Agreement

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	117	151	165	150	101	152	182	125	112	129	136	111	65
Agreements Completed	123	94	109	129	169	105	81	133	231	120	82	133	188
Median Work Days to Issue	63	50	65	76	86	66	78	106	110	89	91	87	80

3 Occupancy Certificate

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Applications Submitted	10	17	28	18	16	28	26	10	14	17	34	17	7
Certificates Completed	7	9	20	22	18	26	21	11	13	18	40	19	8

QUARTERLY ACTIVITY REPORT

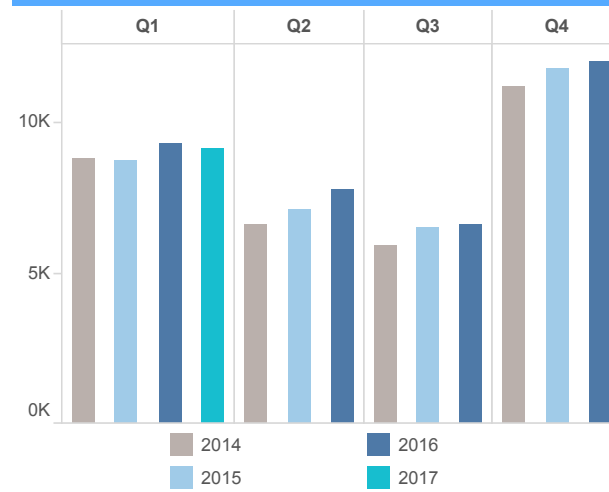
LICENSING

The Development Services Branch manages the issuance of all City of Edmonton business and vehicle for hire licences.

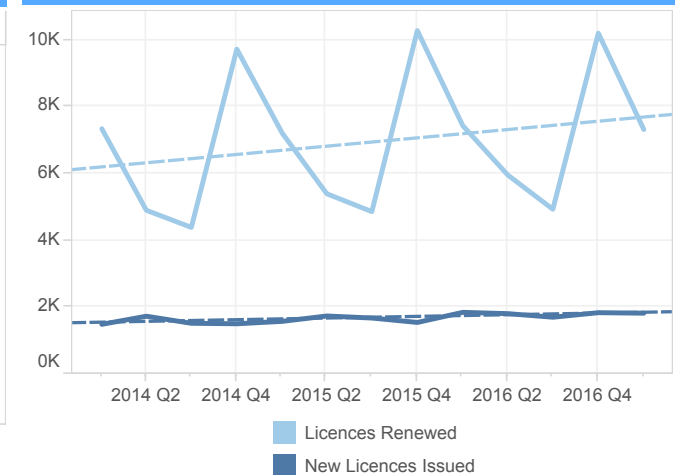
There are nearly 30,000 active businesses operating within the City of Edmonton. The Development Services Branch ensures that new and existing businesses comply with the Business Licence Bylaw. New businesses require both a business licence and development permit. For complete applications with fees 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.

Business Licences Issued - New and Renewed



Business Licences Issued - New vs. Renewed



1 Business Licensing

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
New Licences Issued	1,485	1,727	1,516	1,501	1,574	1,734	1,673	1,541	1,843	1,804	1,697	1,833	1,818
Licences Renewed	7,337	4,897	4,385	9,717	7,200	5,391	4,857	10,273	7,427	5,951	4,928	10,195	7,313
Total Licences Issued/Renewed	8,822	6,624	5,901	11,218	8,774	7,125	6,530	11,814	9,270	7,755	6,625	12,028	9,131

1.1 New Licences (w/o referral)

Licences Issued	1,147	1,380	1,160	1,019	1,138	1,308	1,278	1,022	1,385	1,414	1,268	1,285	1,358
% Issued within 24 hours	56%	56%	60%	54%	63%	57%	53%	59%	51%	52%	48%	46%	58%

1.2 New Licences (require referral)

Licences Issued	338	347	356	482	436	426	395	519	458	390	429	548	460
% Issued within 11 business days	35%	31%	27%	27%	30%	26%	31%	26%	37%	38%	31%	30%	39%

2 Vehicle for Hire

Dispatch Licences Issued	4	73	12	6	16	61	12	8	1	52	26	6	10
Driver Licences Issued	154	215	176	252	262	363	406	428	199	718	686	566	1,768
Vehicle Licences Issued	89	1,598	44	26	171	1,421	29	32	6	1,470	93	14	7

QUARTERLY ACTIVITY REPORT

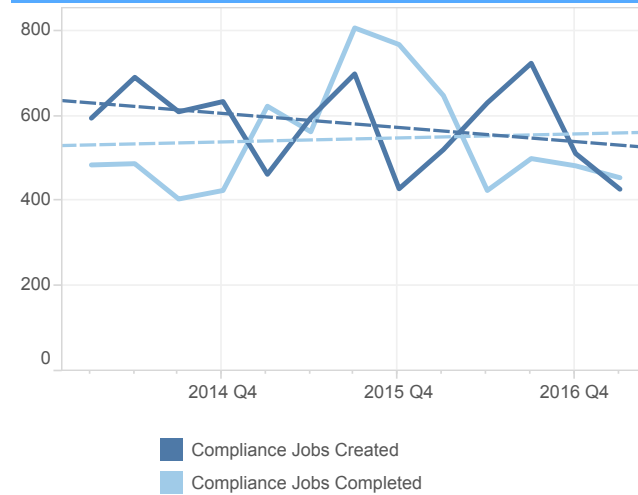
DEVELOPMENT COMPLIANCE

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

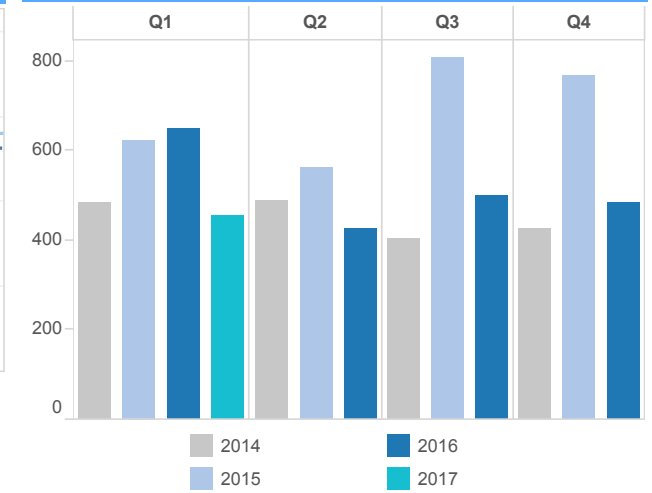
The Development Compliance team was established within the Branch in 2010 to deal effectively with zoning compliance issues. The team responds to complaints that require diplomacy, discretion, professionalism, and resolution-based actions to aid the City with the enforcement of the Zoning Bylaw.

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.

Compliance Jobs Created / Completed



Compliance Jobs Completed



1 Development Compliance

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Compliance Jobs Created	595	691	610	634	463	596	699	429	521	631	724	512	428
Compliance Jobs Completed	485	488	405	425	623	563	807	768	648	425	500	483	455
Median Work Days to Complete	83	81	97	83	139	107	139	79	119	53	43	65	101

QUARTERLY ACTIVITY REPORT

CUSTOMER SERVICE

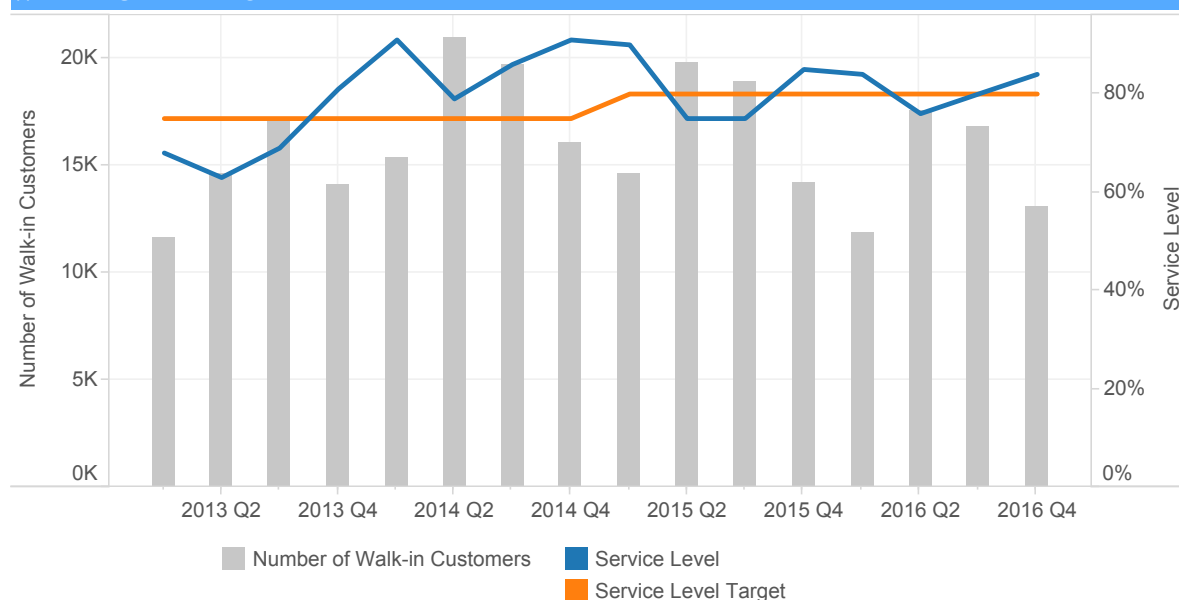
Located on the 5th floor of HSBC Bank Place, the Permits and Licensing Service Centre (PLSC) provides a wide range of services to residents and development industry representatives. PLSC staff ensure that licences and permits move efficiently through each stage of the City's process, from application 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 PLSC 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.

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

The Edmonton Service Centre opened on January 27, 2017, replacing the former Permit & Licensing Service Centre. The data for new Service Centre is under review and will be updated accordingly.

Walk-in Customer Service



1 Walk-in Customer Service

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4
Number of Walk-in Customers	15,326	20,948	19,670	16,007	14,598	19,768	18,851	14,178	11,832	17,519	16,788	13,039
% of Walk-in Customers with wait time under 15 minutes	91%	79%	86%	91%	90%	75%	75%	85%	84%	76%	80%	84%

2 CRM Tickets

	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4
Tickets Resolved	8,980	11,997	12,162	14,265	11,984	14,032	13,546	12,090	8,501	8,398	9,986	7,884
% of Tickets Resolved On Time	92%	92%	76%	91%	93%	92%	92%	89%	90%	84%	80%	87%

QUARTERLY ACTIVITY REPORT

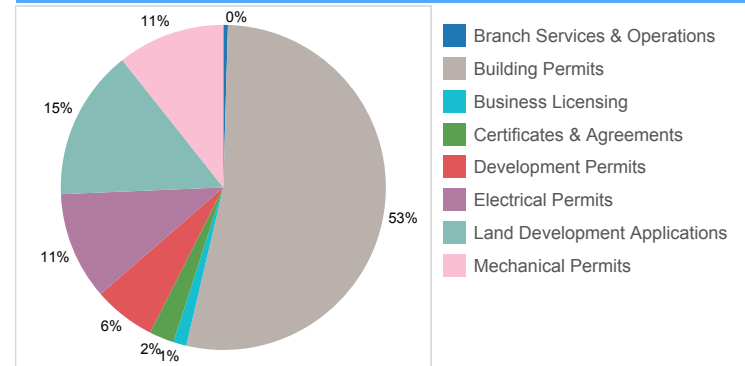
FINANCIALS

The Development Services Branch implemented a cost recovery 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.

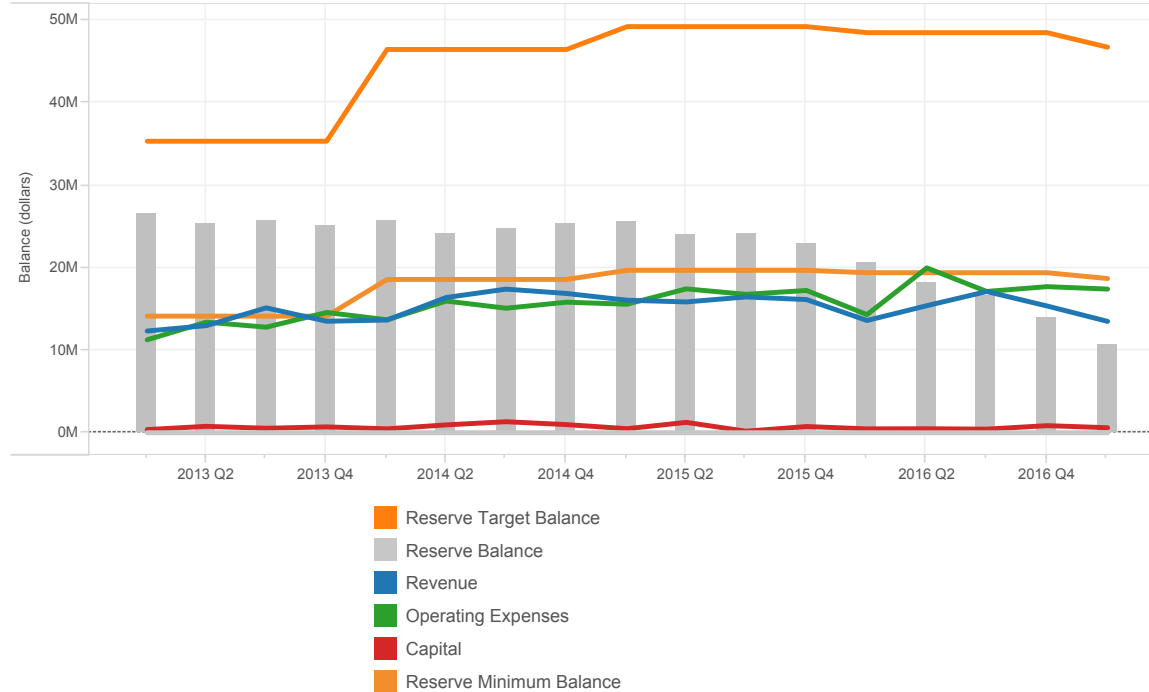
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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 Development Services business offerings represent over 30 per cent of operating expenditures.

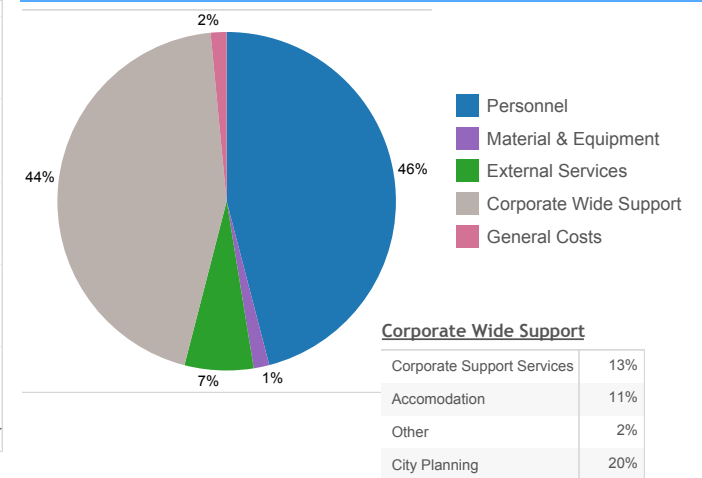
Development Services Revenue YTD - 2017 Q1



Quarterly Branch Revenue, Expenditures, Capital, and Reserve Balance Fund



Development Services Expenditures YTD - 2017 Q1



Corporate Wide Support

Corporate Support Services	13%
Accommodation	11%
Other	2%
City Planning	20%