

DEVELOPMENT SERVICES BRANCH

# QUARTERLY ACTIVITY REPORT

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THIRD QUARTER 2017



Edmonton

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## QUARTERLY ACTIVITY REPORT

### LAND DEVELOPMENT APPLICATIONS

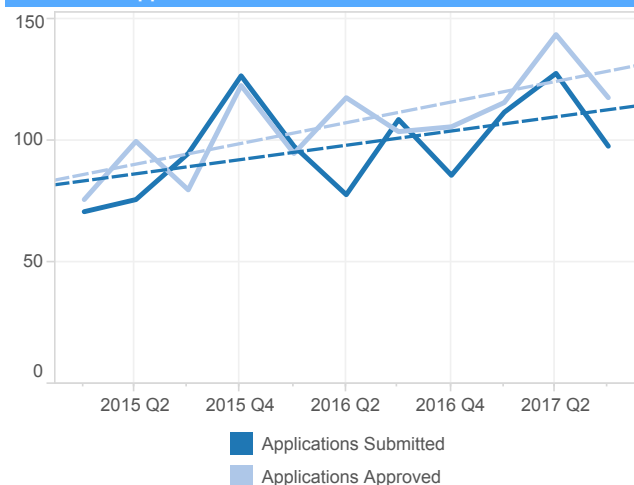
A land development application (LDA) is required for any of the following:

- 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).

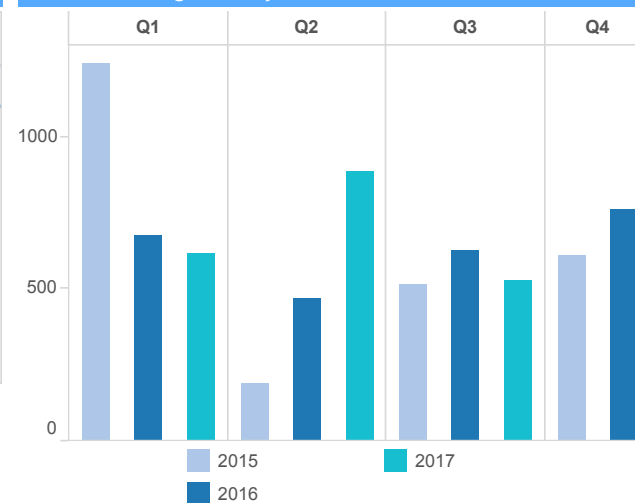
Plans, rezonings, and road closures require approval by City Council. Subdivisions are approved by the Subdivision Authority.

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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	71	76	95	127	98	78	109	86	112	128	98
Applications Approved	76	100	80	123	95	118	104	106	116	144	118
Single Family Lots Applied For	1,240	190	512	612	678	472	629	763	614	886	527
Multiple Family Lots Applied For	21	11	8	20	18	6	2	34	5	6	11
Commercial Lots Applied For	4	3	5	19	9	2	2	4	5	3	4
Industrial Lots Applied For	2	3	2	12	7	2	3	26	2	2	1
Other Lots Applied For	45	3	8	56	7	5	9	8	4	81	8

#### 2 Condominium

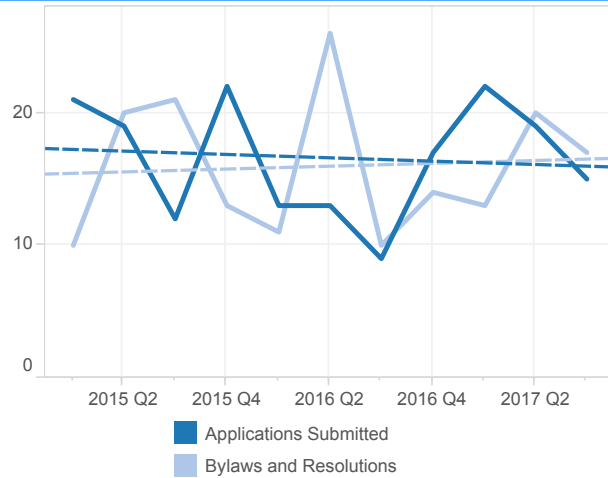
	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	41	35	51	52	43	71	49	38	24	35	39
Condominium Units Approved	1,034	597	969	983	446	1,575	1,018	462	209	355	490



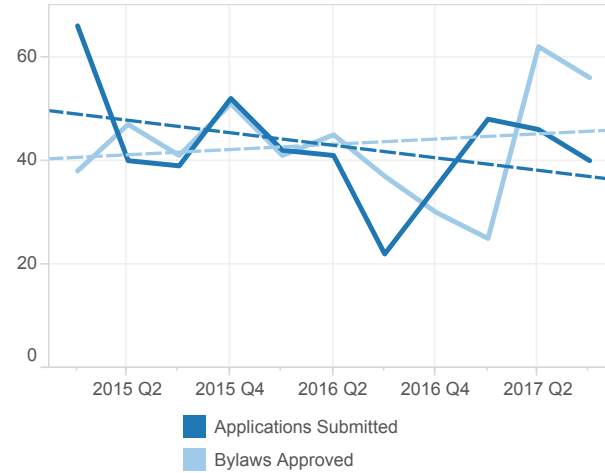
## QUARTERLY ACTIVITY REPORT

### LAND DEVELOPMENT APPLICATIONS

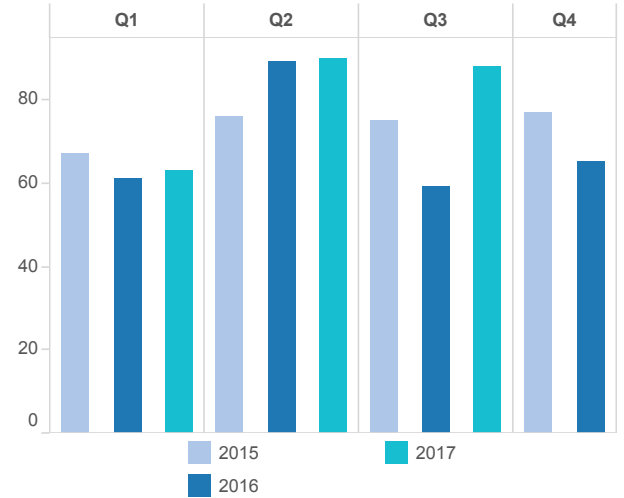
Plan & Plan Amendment



Rezoning



Bylaw & Resolution at Council



#### 3 Plan & Plan Amendment

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	21	19	12	22	13	13	9	17	22	19	15
Bylaws and Resolutions	10	20	21	13	11	26	10	14	13	20	17

#### 4 Rezoning

Applications Submitted	66	40	39	52	42	41	22	35	48	46	40
Bylaws Approved	38	47	41	51	41	45	37	30	25	62	56

#### 5 Road Closure

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

#### 6 Total Bylaws/Resolutions to Council

Total Bylaws/Resolutions to Council	67	76	75	77	61	89	59	65	63	90	88
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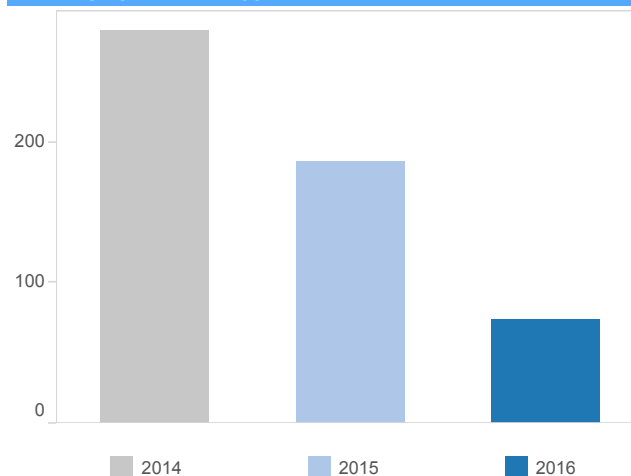
# QUARTERLY ACTIVITY REPORT

## SERVICING AGREEMENTS

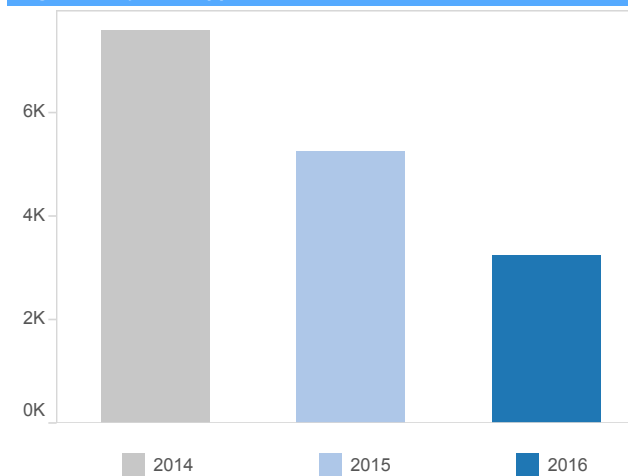
A Servicing Agreement is a legal contract between the developer or property owner and the City of Edmonton. It outlines the terms and conditions which must be met and agreed upon prior to development or servicing proceeding. The Servicing Agreement can be a requirement of a Subdivision or a Development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

Servicing Agreements Approvals



Single Family Lots Approvals



### 1 Servicing Agreements

	2015	2016
Projects Approved	186	74
Single Family Lots	5,229	3,236
Multiple Family Lots	93	5
Commercial Lots	6	5
Industrial Lots	19	11

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



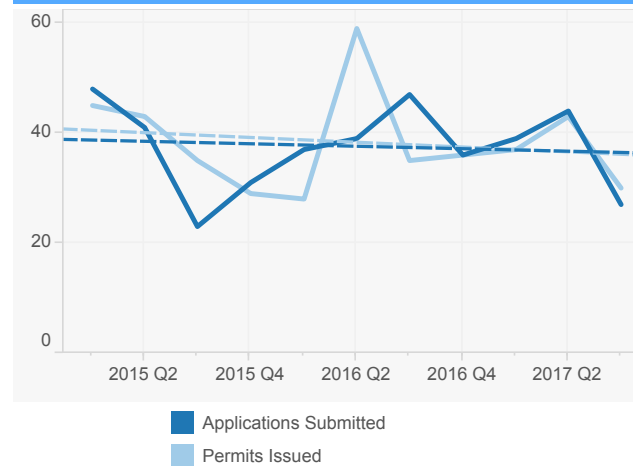
# QUARTERLY ACTIVITY REPORT

## DEVELOPMENT PERMITS

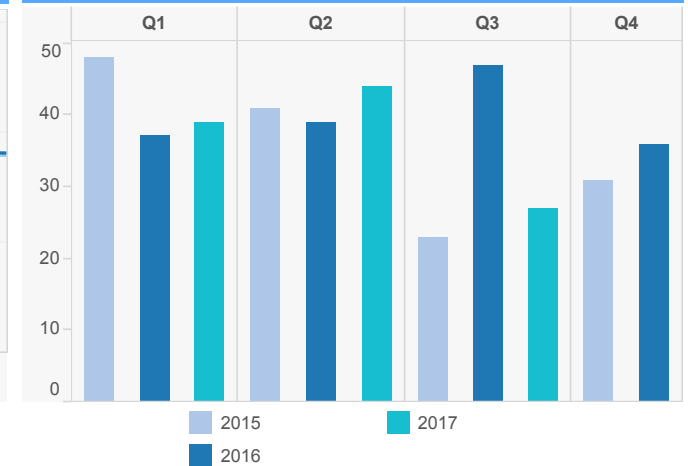
A development permit is written approval from the City that the location, size, and use of a building complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	48	44	27	32	37	40	55	40	42	44	28
Permits Issued	46	45	35	29	28	59	35	36	38	43	31
Median Work Days to Issue	90	52	59	51	49	26	25	18	24	33	30

### 1.1 Projects up to 4 dwellings

Permits Issued	28	30	18	12	21	43	23	26	33	29	22
Median Work Days to Issue	41	36	34	27	45	23	14	12	16	17	18
% Permits Issued within 55 business days (tagret = 75%)*	78%	95%	75%	91%	100%	95%	100%	100%	80%	77%	100%
% Permits Issued within 55 business days, YTD*	78%	88%	84%	85%	100%	96%	97%	98%	80%	79%	83%

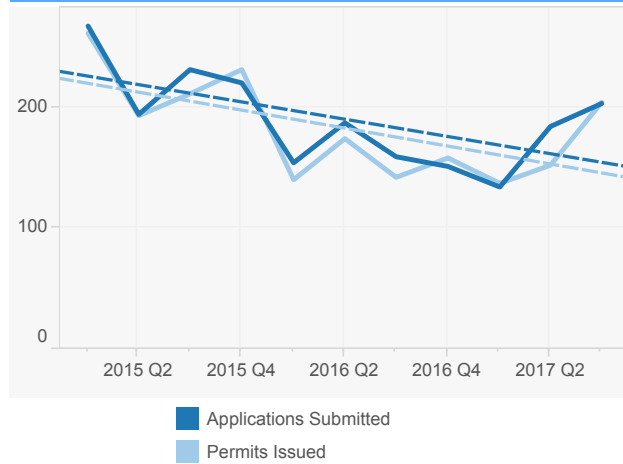
\*Note: these numbers exclude projects within mature neighbourhood overlay.



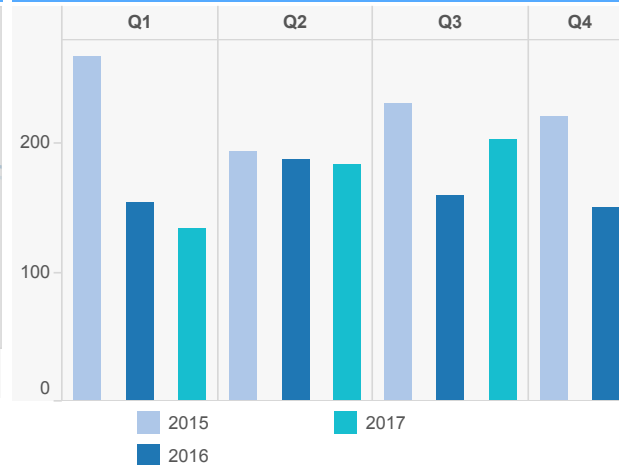
# QUARTERLY ACTIVITY REPORT

## DEVELOPMENT PERMITS

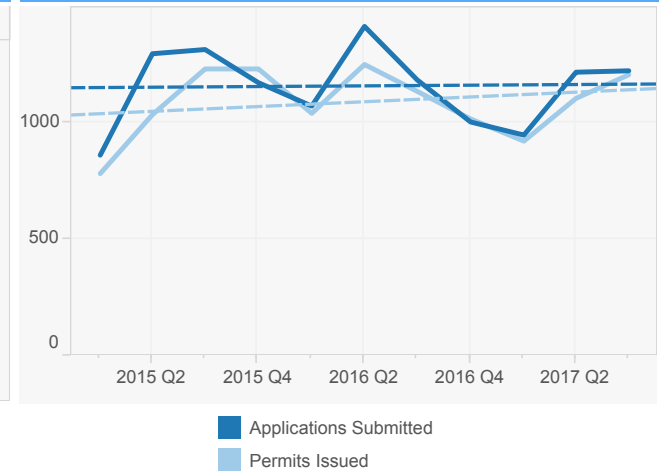
New Duplex / Semi-Detached Houses



New Duplex / SD - Quarterly Submissions



Other Residential



### 2. New Duplex / Semi-Detached House DP

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	266	194	228	214	154	184	158	146	134	184	203
Permits Issued	261	192	210	225	140	173	141	154	136	152	204
Median Work Days to Issue	7	6	7	6	6	6	7	7	5	5	5

### 3. Other Residential DP

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	858	1,292	1,310	1,168	1,068	1,409	1,180	1,000	944	1,213	1,219
Permits Issued	779	1,031	1,227	1,227	1,037	1,246	1,131	1,013	918	1,101	1,202
Median Work Days to Issue	1	1	7	5	1	2	3	2	1	1	1



# QUARTERLY ACTIVITY REPORT

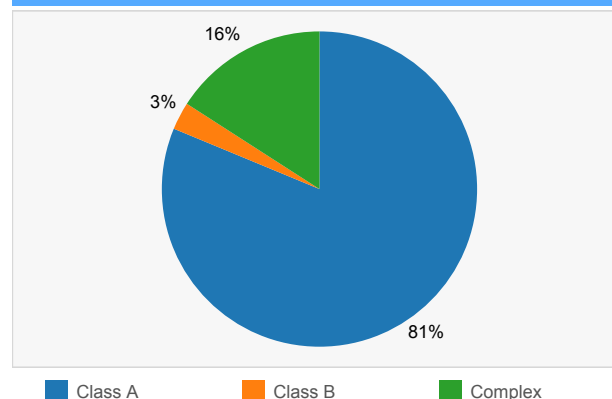
## DEVELOPMENT PERMITS

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.

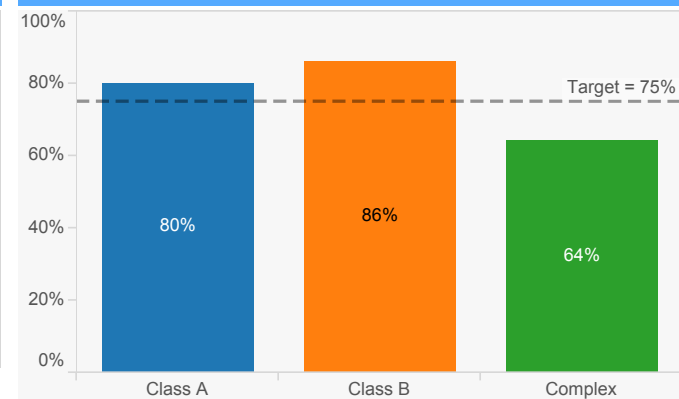
Performance Targets for semi-detached house development permits:  
 Class A - 75% permits issued within 6 business days;  
 Class B - 75% permits issued within 15 business days;  
 Complex - 75% permits issued within 55 business days.

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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	221	146	177	182	115	145	112	114	111	124	164
Median Work Days to Issue	6	6	7	6	6	6	6	7	5	5	5
% Permits Issued within 6 business days	53%	68%	47%	68%	79%	63%	54%	46%	77%	85%	78%

### 2.2 Semi-Detached House - Class B

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	10	21	8	20	8	13	9	11	4	7	3
Median Work Days to Issue	14	8	7	6	7	8	9	6	7	6	5
% Permits Issued within 15 business days	60%	76%	88%	85%	88%	92%	67%	91%	75%	86%	100%

### 2.3 Semi-Detached House - Complex

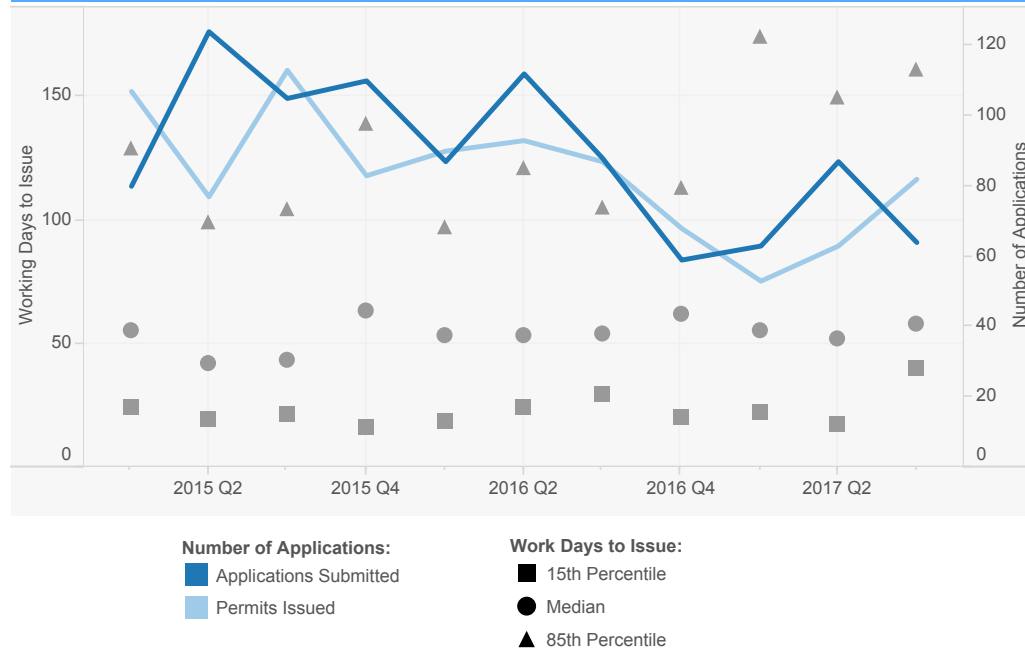
	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	30	25	24	23	17	15	20	27	21	21	36
Median Work Days to Issue	20	27	49	46	40	38	51	45	70	38	39
% Permits Issued within 55 business days	87%	80%	63%	65%	88%	67%	60%	74%	43%	76%	69%



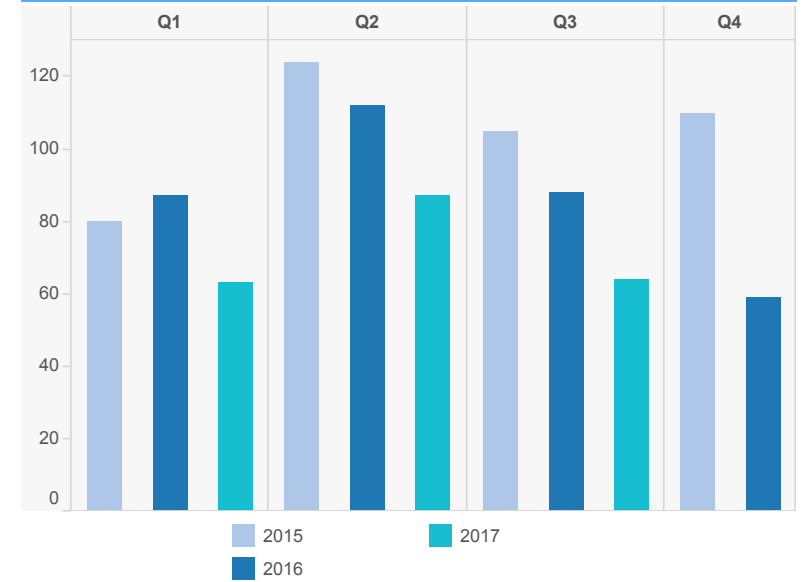
# QUARTERLY ACTIVITY REPORT

## DEVELOPMENT PERMITS

New Non-Residential Buildings



New Non-Residential - Quarterly Submissions



### 4. New Non-Residential DP

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	80	124	105	110	87	112	88	59	63	87	64
Permits Issued	107	77	113	83	90	93	87	68	53	63	82
Median Work Days to Issue	61	38	43	63	58	54	54	65	58	50	66

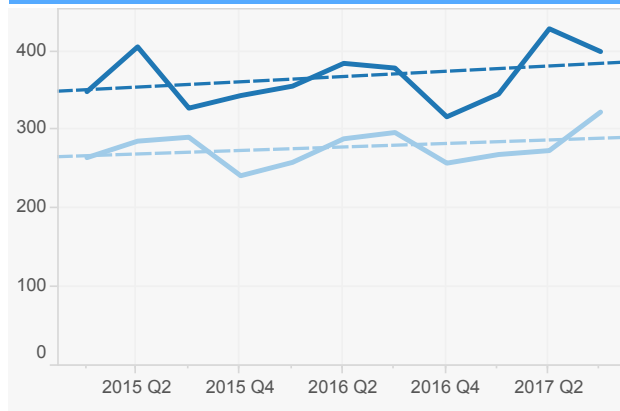




# QUARTERLY ACTIVITY REPORT

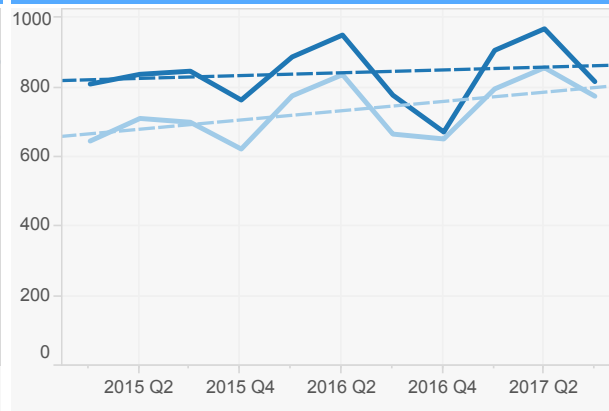
## DEVELOPMENT PERMITS

Other Non-Residential



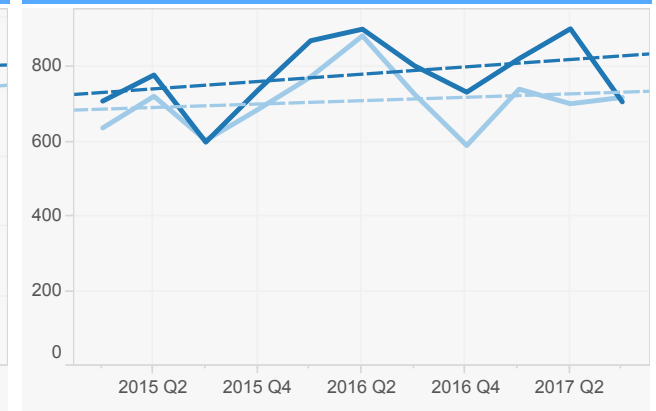
■ Applications Submitted  
■ Permits Issued

Home Occupation Permits



■ Applications Submitted  
■ Permits Issued

Portable Sign Permits



■ Applications Submitted  
■ Permits Issued

### 5 Other Non-Residential DP

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	388	421	339	358	386	407	401	353	359	456	416
Permits Issued	339	335	336	303	327	331	363	329	336	328	396

### 6 Home Occupation DP

Applications Submitted	811	839	848	765	889	952	779	673	908	970	818
Permits Issued	647	712	701	624	777	838	667	653	797	858	776
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1

### 7 Portable Sign DP

Applications Submitted	710	780	600	740	872	903	805	734	824	904	708
Permits Issued	638	723	605	688	775	885	729	591	742	703	720
Median Work Days to Issue	3	7	8	5	7	8	6	4	5	9	13



# QUARTERLY ACTIVITY REPORT

## COMBINATION PERMITS

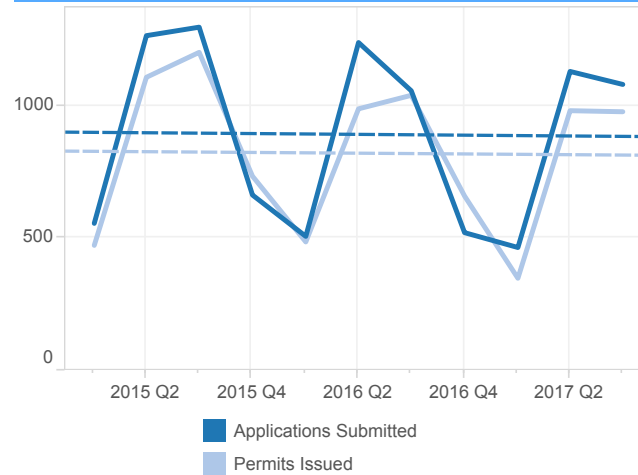
A combination permit is used for select applications that require multiple permits. An applicant can make a single application that includes all of the required development and safety code permits. Combination permits are used for accessory structures, uncovered decks, signs (if a building permit is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

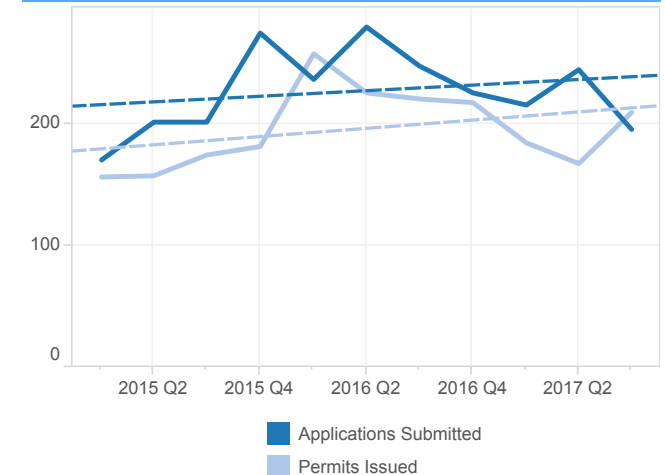
Simple residential combo permits can be issued in one day at the Permits and Licensing Service Center. Permits take longer to issue if they are for discretionary development, require a variance, are contained within a neighbourhood overlay, or the initial application is incomplete.

In 2012, the Development Services 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.

Minor Residential Combo Permits



Sign Combo Permits



### 1 Minor Residential Combo Permit

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	555	1,263	1,295	662	506	1,237	1,055	520	464	1,128	1,079
Permits Issued	472	1,106	1,200	733	485	987	1,038	658	348	980	976
Median Work Days to Issue	16	6	12	23	25	10	18	23	18	7	12

### 2 Sign Combo Permit

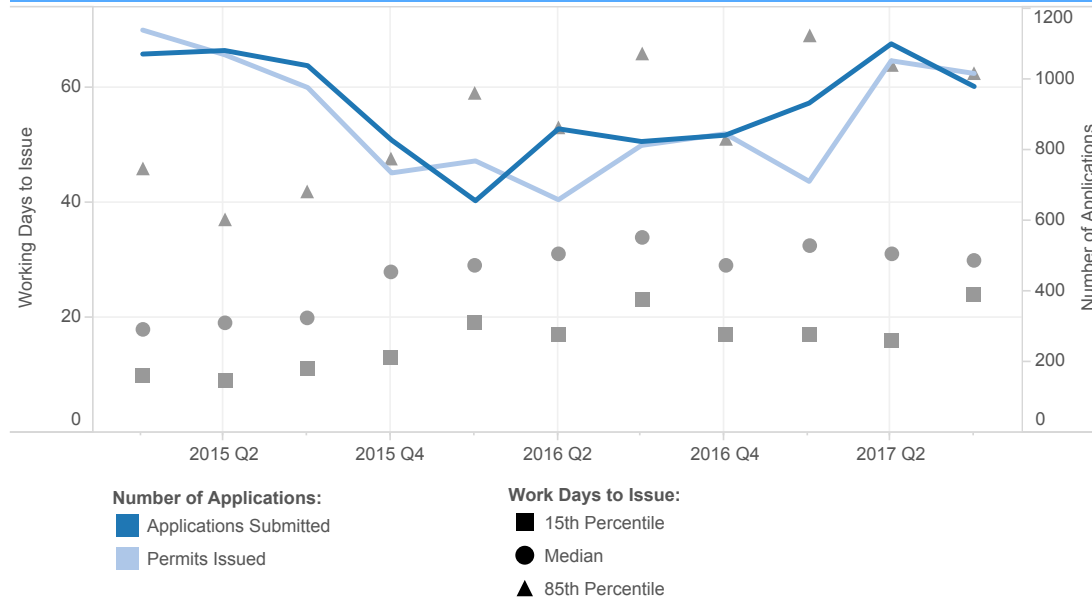
	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	170	201	201	274	236	279	247	225	215	244	195
Permits Issued	156	157	174	181	257	225	220	217	184	167	209
Median Work Days to Issue	23	23	24	20	27	22	26	23	25	23	33



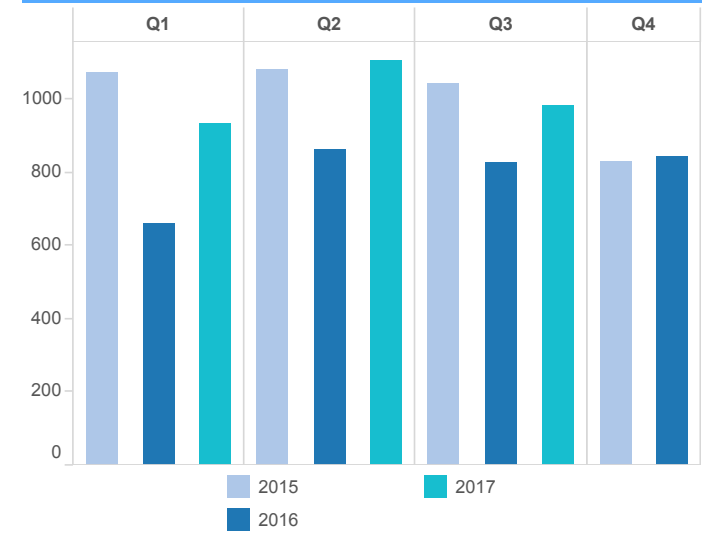
# QUARTERLY ACTIVITY REPORT

## COMBINATION PERMITS

House Combo Permits



House Combo - Quarterly Submissions



### 3 House Combo Permits

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	1,074	1,084	1,041	830	658	862	826	844	935	1,103	982
Permits Issued	1,142	1,072	979	737	771	661	815	848	713	1,055	1,019
Median Work Days to Issue	19	19	21	24	33	28	36	28	34	30	33
Expedited Permits Issued - % of Total	27%	23%	21%	26%	19%	20%	17%	12%	12%	12%	10%



# QUARTERLY ACTIVITY REPORT

## COMBINATION PERMITS

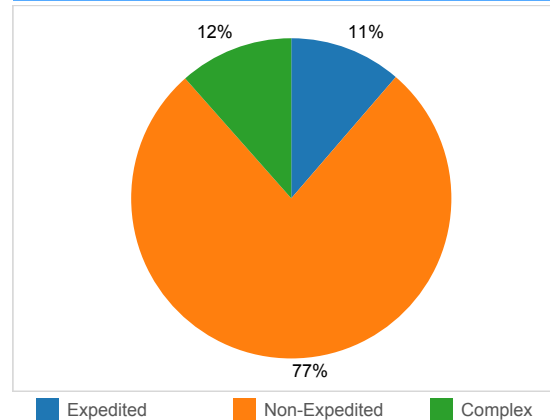
If a house combo application qualifies for an expedited review, the development permit can be issued within one day, and the complete combo permit (development and building) can be issued within 10 business days. Permits take longer to issue if they are for discretionary development (Class B, non-expedited)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

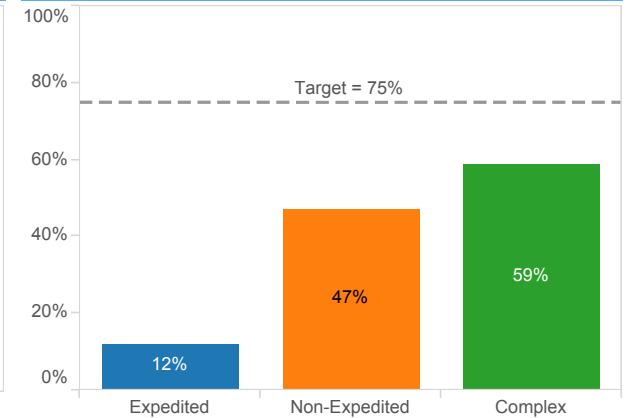
Expedited - 75% issued within 10 business days;  
Non-Expedited - 75% issued within 30 business days;  
Complex - 75% issued within 85 business days.

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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	306	248	209	188	150	134	136	101	87	124	104
Median Work Days to Issue	10	9	10	13	19	17	25	14	19	15	21
% Permits Issued within 10 business days	53%	75%	57%	27%	15%	19%	5%	27%	11%	22%	1%

### 3.2 House Combo - Non-Expedited

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	776	755	694	487	550	443	565	656	558	806	787
Median Work Days to Issue	23	20	23	27	34	28	35	27	33	29	33
% Permits Issued within 30 business days	68%	79%	78%	61%	41%	58%	36%	61%	44%	54%	42%

### 3.3 House Combo - Complex

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Permits Issued	60	69	76	62	71	84	114	91	68	125	128
Median Work Days to Issue	70	58	69	79	96	75	73	72	82	69	81
% Permit Issued within 85 business days	63%	62%	70%	61%	41%	58%	61%	65%	53%	62%	58%



## QUARTERLY ACTIVITY REPORT

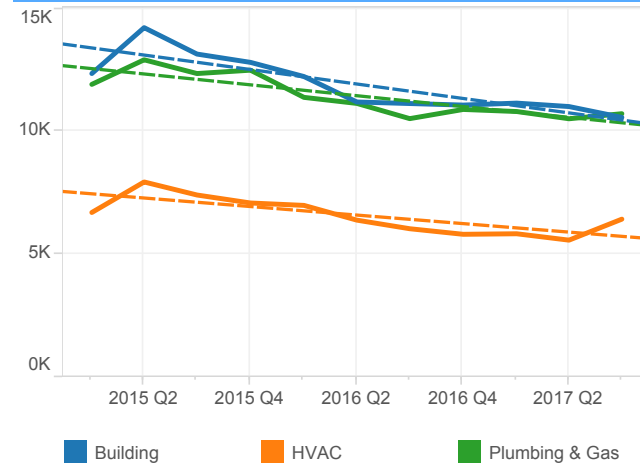
### SAFETY CODE PERMITS

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.

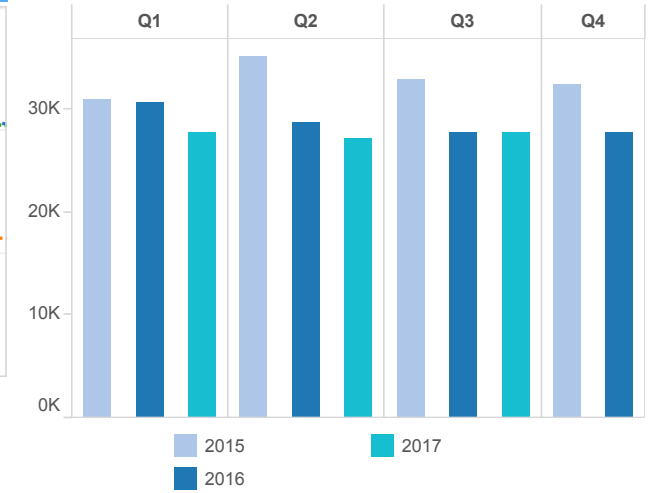
Development Services Branch employees complete over 20,000 safety code inspections each quarter. This does not include electrical inspections, which are completed by an external contractor.

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

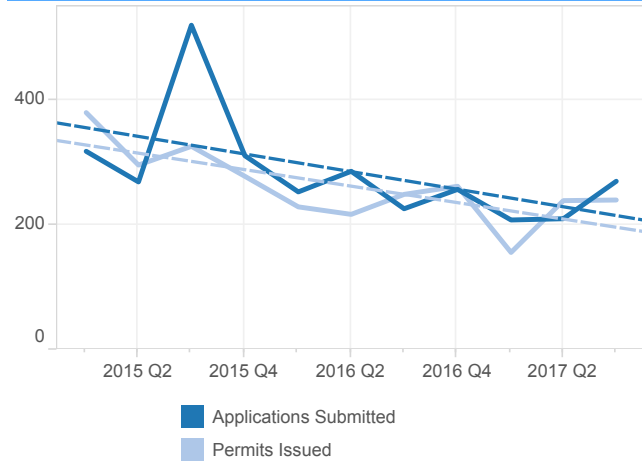
	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Building	12,366	14,235	13,159	12,821	12,244	11,208	11,145	11,082	11,162	11,022	10,581
HVAC	6,708	7,951	7,420	7,095	6,997	6,397	6,047	5,820	5,842	5,582	6,437
Plumbing & Gas	11,925	12,926	12,366	12,503	11,396	11,150	10,530	10,904	10,820	10,525	10,731
<b>Total Inspections Completed</b>	<b>30,999</b>	<b>35,112</b>	<b>32,945</b>	<b>32,419</b>	<b>30,637</b>	<b>28,755</b>	<b>27,722</b>	<b>27,806</b>	<b>27,824</b>	<b>27,129</b>	<b>27,749</b>



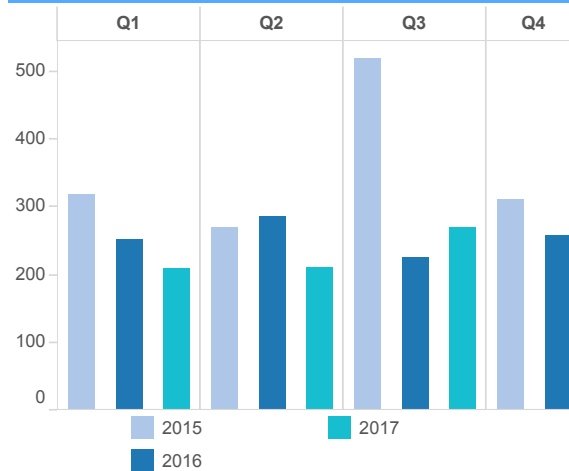
# QUARTERLY ACTIVITY REPORT

## SAFETY CODE PERMITS

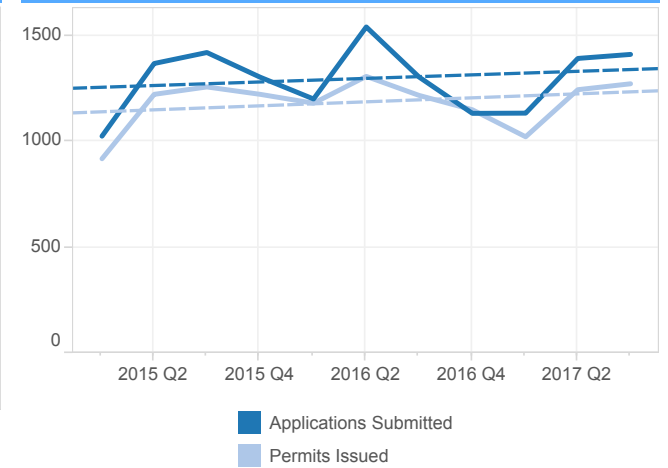
Rowhousing & Semi-Detached Building Permits



Rowhousing & SD - Quarterly Submissions



Minor Residential Building Permits



### 2 Rowhousing & Semi-Detached Building Permit

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	318	269	520	311	253	286	226	257	208	210	270
Permits Issued	380	296	326	278	229	217	249	262	156	239	240
Median Work Days to Issue	22	18	20	22	27	22	30	29	41	36	34

#### 2.1 Projects up to 2 dwelling units

Permits Issued	262	219	203	222	165	165	164	164	108	176	195
% Permits Issued within 25 business days	76%	70%	74%	68%	51%	69%	60%	63%	51%	22%	28%

### 3 Minor Residential Building Permit

Applications Submitted	1,027	1,371	1,423	1,306	1,203	1,544	1,307	1,135	1,136	1,395	1,414
Permits Issued	920	1,225	1,260	1,225	1,183	1,310	1,220	1,152	1,024	1,247	1,275
Median Work Days to Issue	8	11	16	10	12	9	16	14	1	2	8

#### 3.1 Interior Alterations

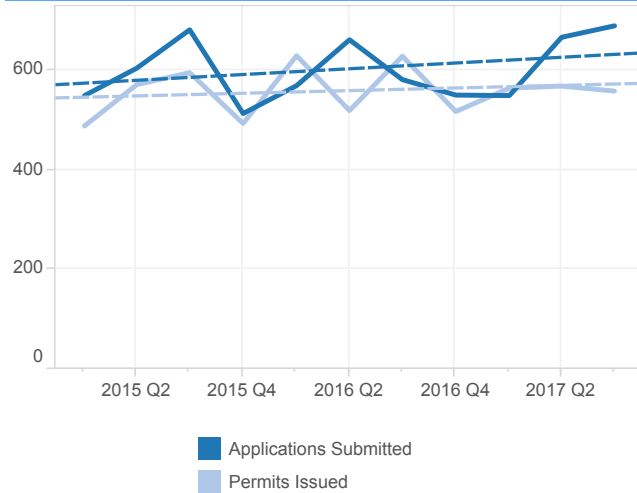
Permits Issued	450	542	528	622	632	635	522	533	555	573	506
% Permit Issued within 24 hours	74%	68%	67%	69%	68%	70%	70%	72%	79%	80%	76%



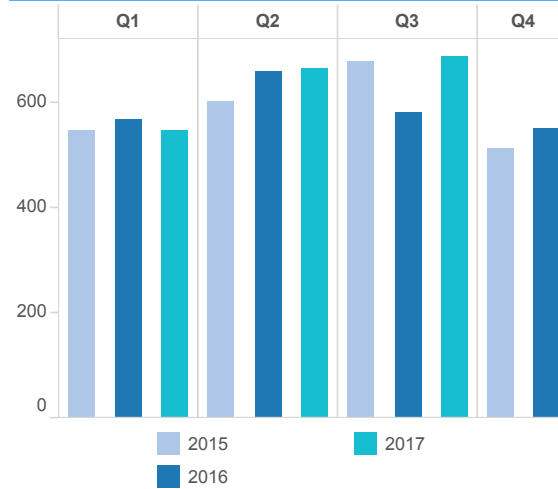
# QUARTERLY ACTIVITY REPORT

## SAFETY CODE PERMITS

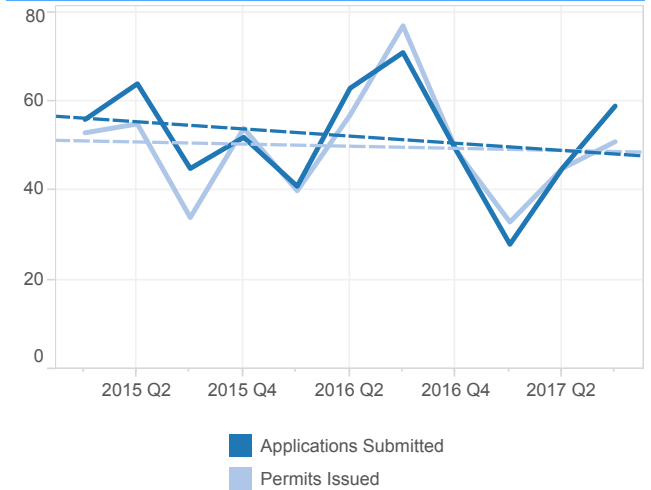
Commercial Final Building Permits



Commercial Final - Quarterly Submissions



Other Non-Residential Building Permits



### 4 Commercial Final Building Permits

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	549	604	681	513	569	661	581	550	549	666	689
Permits Issued	488	571	595	493	629	519	628	517	564	568	558
Median Work Days to Issue	33	28	30	36	29	25	26	27	22	25	33

### 5 Other Non-Residential Building Permits

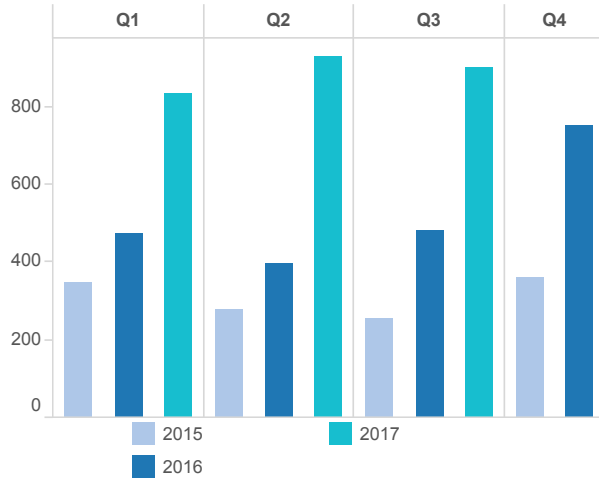
	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	56	64	45	52	41	63	71	49	28	45	59
Permits Issued	53	55	34	54	40	57	77	49	33	45	51
Median Work Days to Issue	1	1	1	3	1	1	1	1	1	1	1



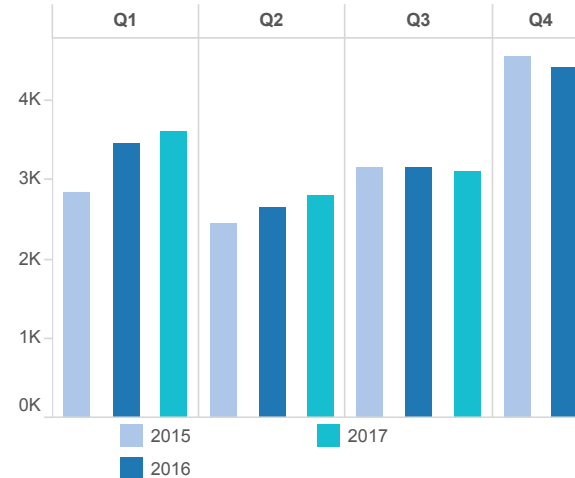
# QUARTERLY ACTIVITY REPORT

## SAFETY CODE PERMITS

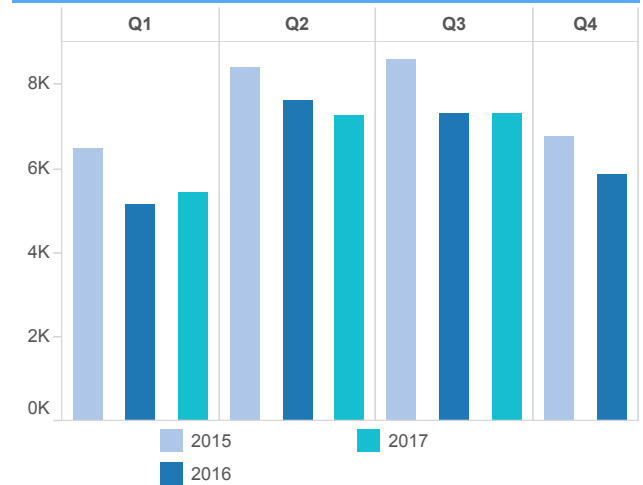
HVAC Permits Issued\*



Plumbing & Gas Permits Issued



Electrical Permits Issued



6 HVAC Permits\*

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	355	298	268	370	520	422	522	804	911	963	908
Permits Issued	347	280	254	359	474	397	483	751	830	929	900
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1

7 Plumbing & Gas Permits

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	2,929	2,556	3,282	4,638	3,570	2,706	3,349	4,603	3,692	2,828	3,037
Permits Issued	2,851	2,442	3,151	4,567	3,474	2,653	3,154	4,424	3,611	2,798	3,104
Median Work Days to Issue	1	1	1	1	1	1	1	1	1	1	1

8 Electrical Permits

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	7,405	8,608	9,742	7,160	5,558	7,902	7,953	6,987	5,740	7,961	7,664
Permits Issued	6,505	8,405	8,605	6,767	5,153	7,636	7,325	5,872	5,424	7,276	7,333
Median Work Days to Issue	3	2	2	2	2	2	2	3	3	2	3





# 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.

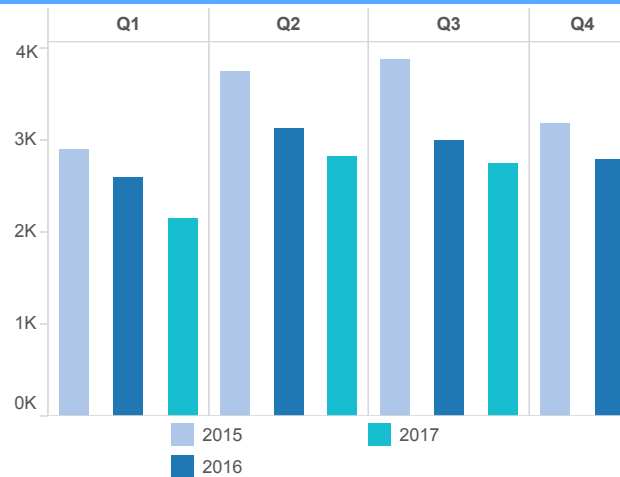
The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

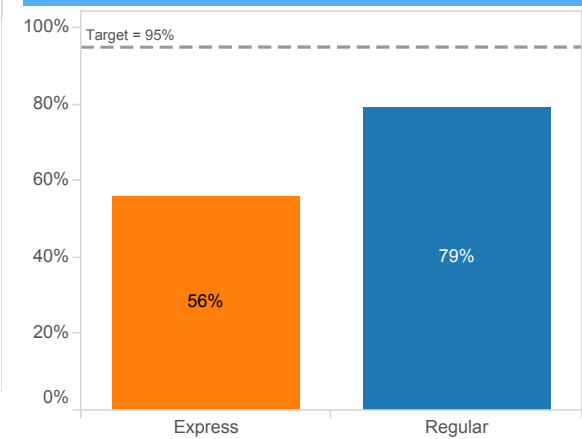
Express Service - 95% issued within 3 business days;

Regular Service - 95% issued within 10 business days.

Compliance Certificate - Quarterly Submissions



Compliance Certificate - Issued within Target Time, YTD 2017



### 1 Compliance Certificate - Total\*

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	2,885	3,745	3,876	3,184	2,586	3,128	3,001	2,777	2,147	2,813	2,746
Certificates Issued	2,630	3,462	3,850	3,194	2,418	2,919	3,006	2,699	1,888	2,700	2,751

### 1.1 Express Certificate

Certificates Issued	363	596	726	536	301	510	633	475	312	544	614
Median Work Days to Issue	2	2	3	3	2	3	3	3	4	4	3
% Certificates Issued within 3 business days	88%	87%	78%	79%	83%	77%	74%	72%	42%	50%	69%

### 1.2 Regular Certificate

Certificates Issued	2,267	2,866	3,124	2,658	2,117	2,409	2,373	2,224	1,576	2,156	2,137
Median Work Days to Issue	6	8	7	6	5	7	7	7	9	10	8
% Certificates Issued within 10 business days	93%	90%	90%	91%	97%	93%	93%	93%	79%	69%	89%

\* Including Zoning Confirmations and Re-Stamps



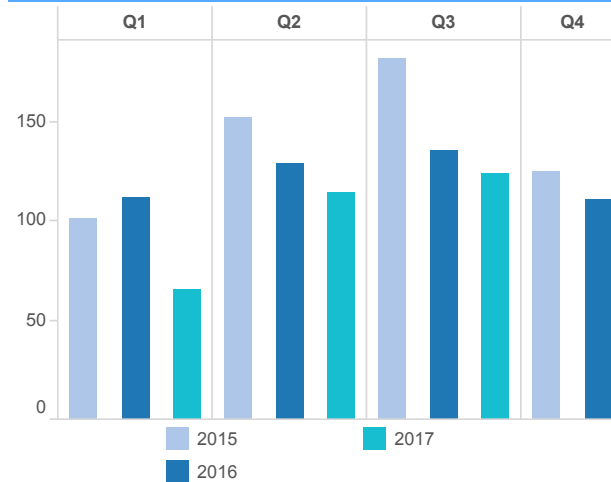
# QUARTERLY ACTIVITY REPORT

## CERTIFICATES & AGREEMENTS

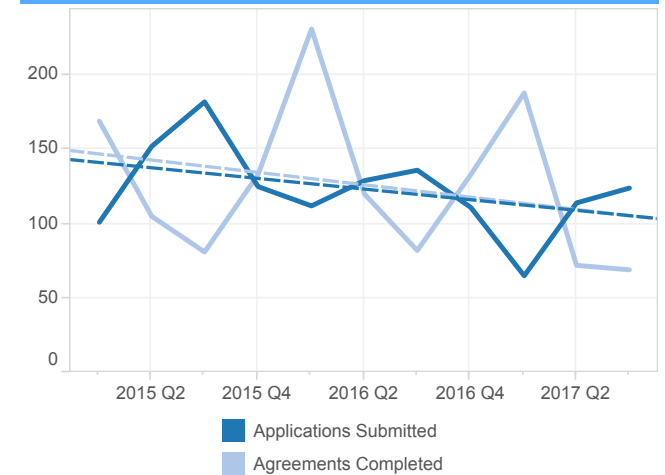
An encroachment agreement is a formal contract between the City and the owner of a property that allows a structure that extends onto City or public property to remain in place. Typically, an encroachment agreement takes a minimum of six weeks to complete. Timelines can increase if the application requires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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	101	152	182	125	112	129	136	111	65	114	124
Agreements Completed	169	105	81	133	231	120	82	133	188	72	69
Median Work Days to Issue	86	66	78	106	110	89	91	87	80	80	77

### 3 Occupancy Certificate

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Applications Submitted	16	28	26	10	14	17	34	17	7	21	31
Certificates Completed	18	26	21	11	13	18	40	19	8	18	29



# QUARTERLY ACTIVITY REPORT

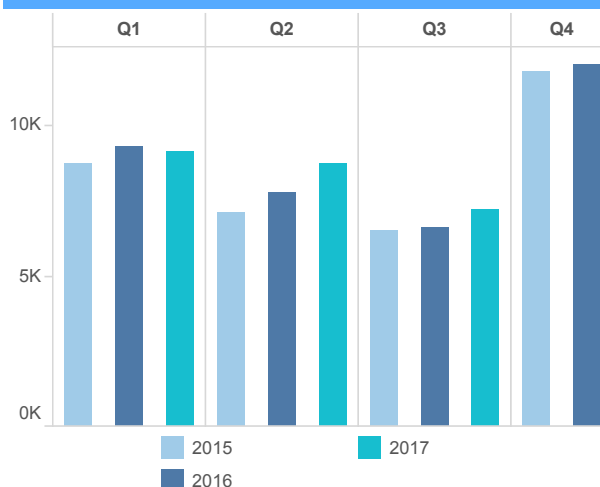
## LICENSING

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

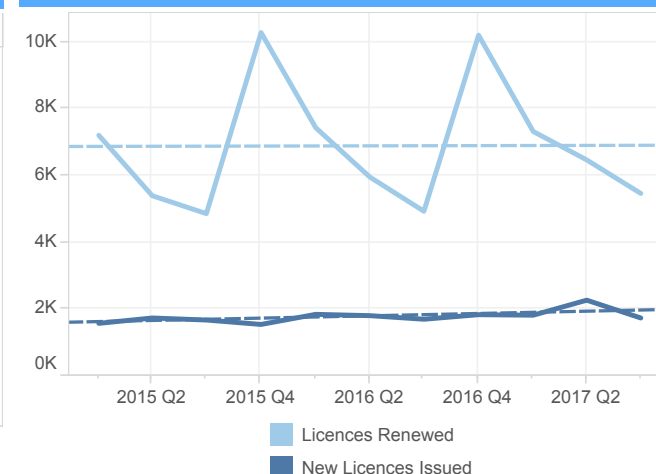
There are nearly 30,000 active businesses operating within the City of Edmonton. The Development Services Branch ensures that new and existing businesses comply with the Business Licence Bylaw. New businesses require both a business licence and development permit. For complete applications with fees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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
New Licences Issued	1,574	1,734	1,673	1,541	1,843	1,804	1,697	1,833	1,818	2,267	1,734
Licences Renewed	7,200	5,391	4,857	10,273	7,427	5,951	4,928	10,195	7,313	6,463	5,460
Total Licences Issued/Renewed	8,774	7,125	6,530	11,814	9,270	7,755	6,625	12,028	9,131	8,730	7,194

#### 1.1 New Licences (w/o referral)

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Licences Issued	1,138	1,308	1,278	1,022	1,385	1,414	1,268	1,285	1,358	1,534	1,320
% Issued within 24 hours	63%	57%	53%	59%	51%	52%	48%	46%	58%	55%	58%

#### 1.2 New Licences (require referral)

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Licences Issued	436	426	395	519	458	390	429	548	460	733	414
% Issued within 11 business days	30%	26%	31%	26%	37%	38%	31%	30%	39%	21%	45%

### 2 Vehicle for Hire

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Dispatch Licences Issued	16	61	12	8	1	52	26	6	10	72	14
Driver Licences Issued	227	174	182	340	189	710	677	562	1,768	583	377
Vehicle Licences Issued	171	1,421	29	32	6	1,470	93	14	7	1,559	43



## QUARTERLY ACTIVITY REPORT

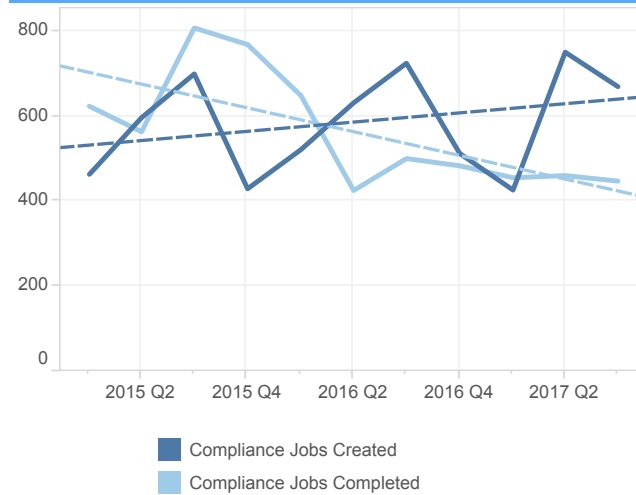
### DEVELOPMENT COMPLIANCE

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.

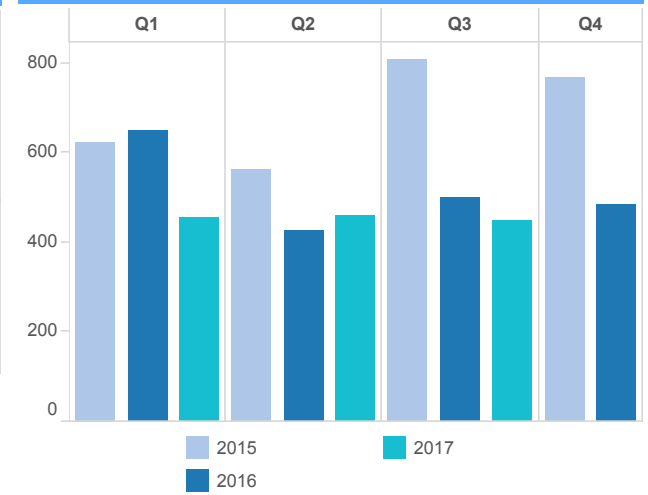
The Development Compliance team was established within the Branch in 2010 to deal effectively with zoning compliance issues. The team responds to complaints that require diplomacy, discretion, professionalism, and resolution-based actions to aid the City with the enforcement of the Zoning Bylaw.

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

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
Compliance Jobs Created	463	596	699	429	521	631	724	512	426	750	669
Compliance Jobs Completed	623	563	807	768	648	425	500	483	455	460	447
Median Work Days to Complete	139	107	139	79	119	53	43	65	101	87	64



## QUARTERLY ACTIVITY REPORT

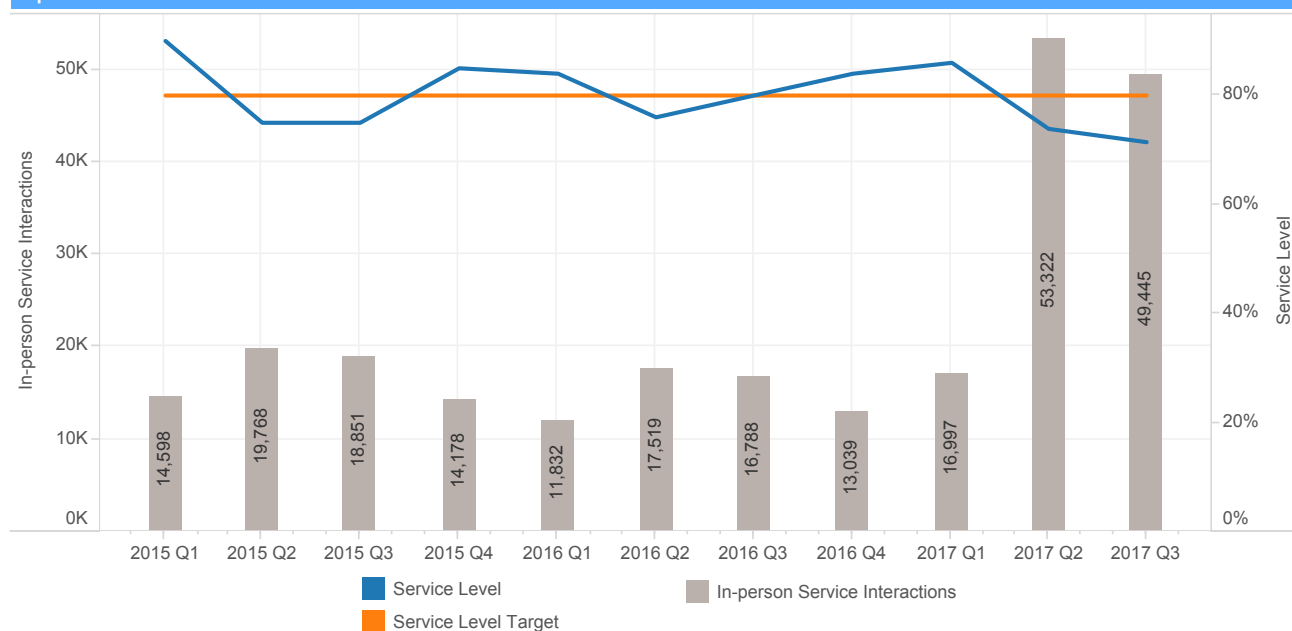
### CUSTOMER SERVICE

The Edmonton Service Centre opened on January 27, 2017, replacing the former Permit & Licensing Service Centre. Numerous service offerings were added to the existing Development Services permit and licence intake and approval, including Assessment & Taxation customer services, Edmonton Transit customer services, Community and Recreation Facilities, Drainage Planning, Fire Rescue Services, and Traffic Operations.

The Edmonton Service Centre assists approximately 30,000 customers each quarter. Each customer may have more than one interaction per visit. The target is to have at least 80% of interactions with wait time less than 15 minutes before being served. Service Level is defined as the percentage of interactions with wait time under 15 minutes. For payments, the target wait time is 4 minutes.

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.

#### In-person Service Interactions



#### 1 In-person Service Interactions

	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3
In-person Service Interactions	14,598	19,768	18,851	14,178	11,832	17,519	16,788	13,039	16,997	29,567	26,754
In-person Service Interactions (Payments)										23,755	22,691
<b>Total In-person Service Interactions</b>	<b>14,598</b>	<b>19,768</b>	<b>18,851</b>	<b>14,178</b>	<b>11,832</b>	<b>17,519</b>	<b>16,788</b>	<b>13,039</b>	<b>16,997</b>	<b>53,322</b>	<b>49,445</b>
In-person Service Interactions with wait time under 15 minutes	90%	75%	75%	85%	84%	76%	80%	84%	86%	77%	82%
In-person Service Interactions with wait time under 4 minutes (Payments)										70%	59%
<b>Total In-person Service Interactions within target time</b>	<b>90%</b>	<b>75%</b>	<b>75%</b>	<b>85%</b>	<b>84%</b>	<b>76%</b>	<b>80%</b>	<b>84%</b>	<b>86%</b>	<b>74%</b>	<b>71%</b>

#### 2 CRM Tickets

% of Tickets Resolved On Time	11,984	14,032	13,546	12,090	8,501	8,398	9,986	7,884	7,993	11,599	9,754
% of Tickets Resolved On Time	93%	92%	92%	89%	90%	84%	80%	87%	86%	76%	80%

# QUARTERLY ACTIVITY REPORT

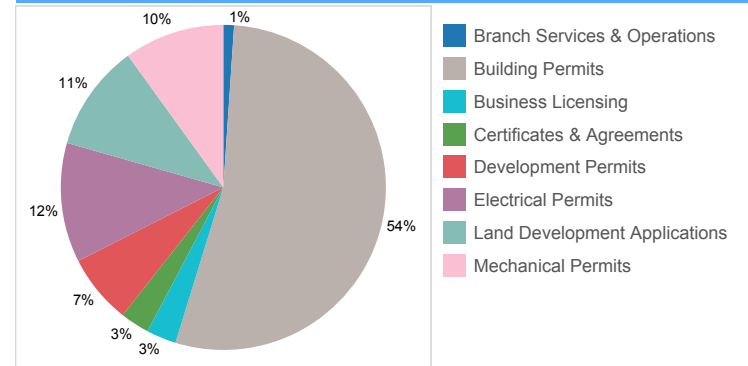
## FINANCIALS

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.

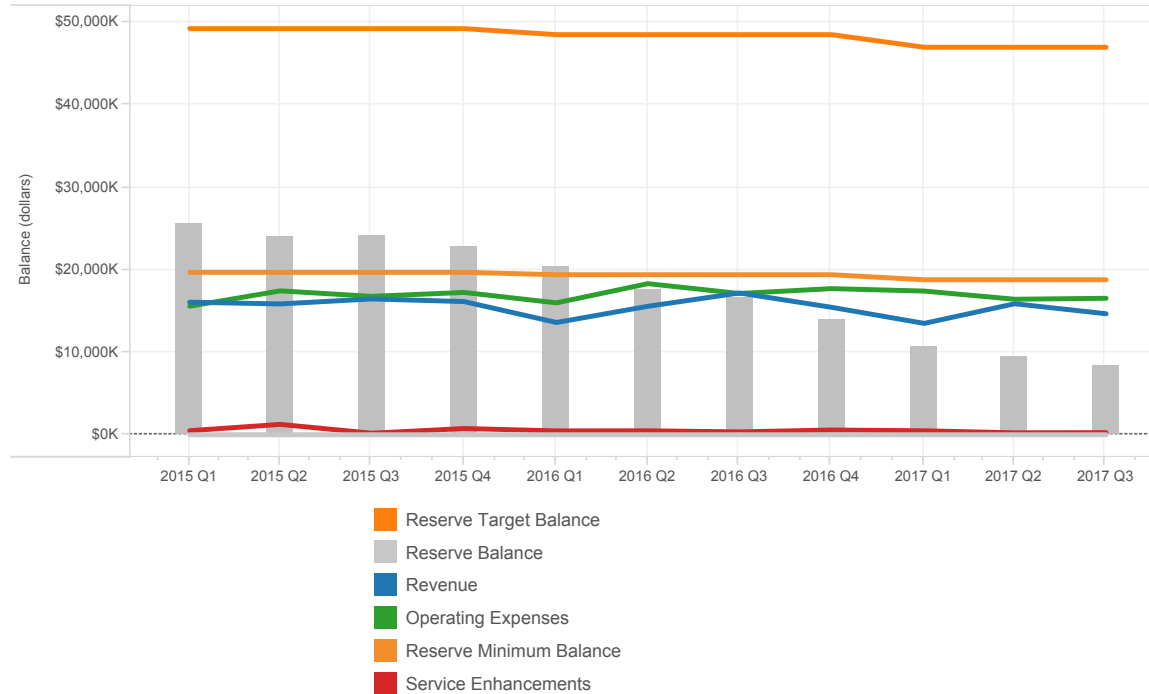
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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.

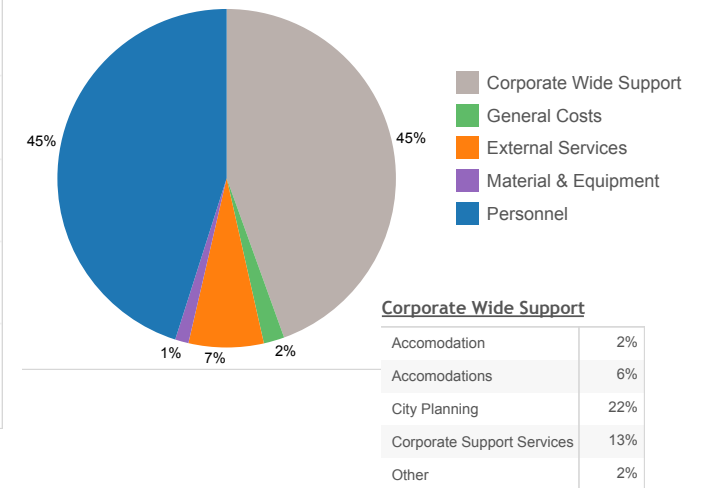
Development Services Revenue YTD - 2017 Q3



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



Development Services Expenditures YTD - 2017 Q3



### Corporate Wide Support

Accommodation	2%
Accommodations	6%
City Planning	22%
Corporate Support Services	13%
Other	2%

## EXPLANATIONS

### General Explanations

1. The Quarterly Activity Report provides a summary of activity within the Development Services Branch. It does not encompass the entirety of Development Services 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.
5. House Combo permits issued within target timeline includes time from application intake to building plans examination issued. This includes the time the application is with the service centre, development permits, building permits, and with the applicant for more information.

### 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. Corporate Wide Support allocations will be monitored on an ongoing basis, and adjusted if necessary, to ensure that full cost recovery is achieved. City Planning includes technical support for plans reviews by Transportation and Parks and includes the Land Development Application approvals process. "Other" category includes Real Estate and Housing + Community Standards.
4. Service Enhancements include both operating and capital expenses.

### 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.