

DEVELOPMENT SERVICES BRANCH

QUARTERLY ACTIVITY REPORT

FOURTH QUARTER 2016

| | |
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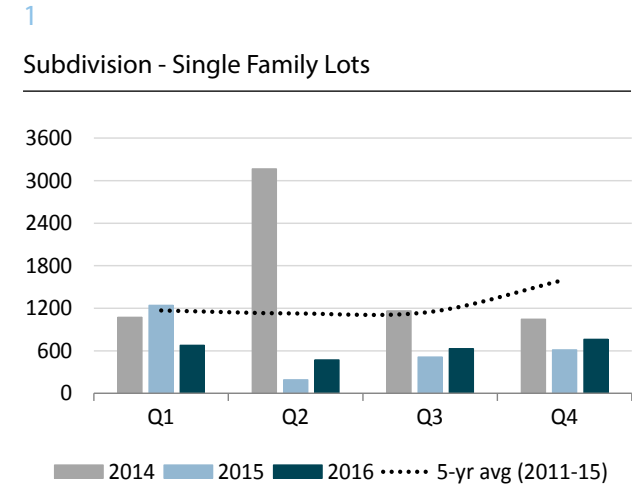
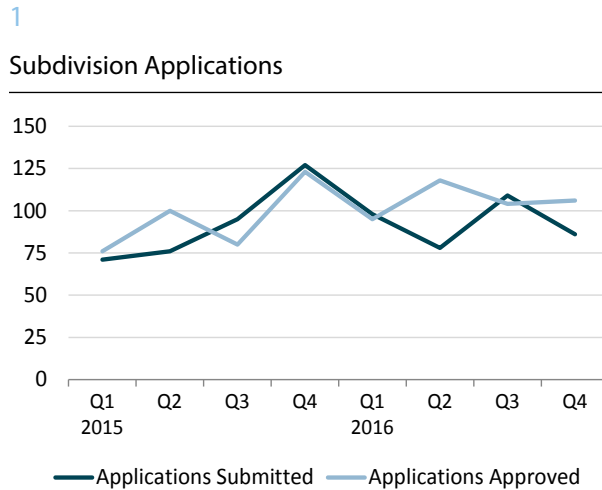
LAND DEVELOPMENT APPLICATIONS

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.

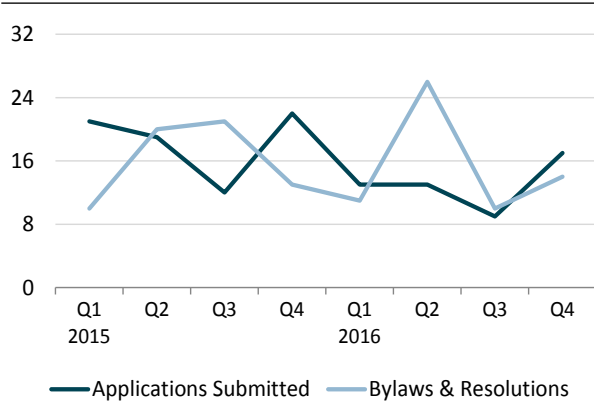


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|----------------------------------|---------|-----|-----|-----|---------|------|------|-----|----------------------------|----------------------------|------------------------------|
| 1 Subdivision | | | | | | | | | | | |
| Applications Submitted | 71 | 76 | 95 | 127 | 98 | 78 | 109 | 86 | -21% | -32% | +1% |
| Applications Approved | 76 | 100 | 80 | 123 | 95 | 118 | 104 | 106 | +2% | -14% | +12% |
| Single Family Lots Applied For | 1240 | 190 | 512 | 612 | 678 | 472 | 629 | 763 | +21% | +25% | -0% |
| Multiple Family Lots Applied For | 21 | 11 | 8 | 20 | 18 | 6 | 2 | 34 | +1600% | +70% | 0% |
| Commercial Lots Applied For | 4 | 3 | 5 | 19 | 9 | 2 | 2 | 4 | +100% | -79% | -45% |
| Industrial Lots Applied For | 2 | 3 | 2 | 12 | 7 | 2 | 3 | 26 | +767% | +117% | +100% |
| Other Lots Applied For | 45 | 3 | 8 | 56 | 7 | 5 | 9 | 8 | -11% | -86% | -74% |
| 2 Condominium | | | | | | | | | | | |
| Applications Submitted | 41 | 35 | 51 | 52 | 43 | 71 | 49 | 38 | -22% | -27% | +12% |
| Condominium Units Approved | 1034 | 597 | 969 | 983 | 446 | 1575 | 1018 | 462 | -55% | -53% | -2% |

LAND DEVELOPMENT APPLICATIONS

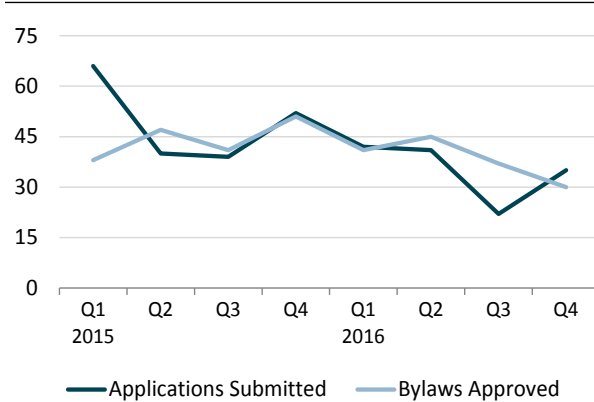
3

Plan & Plan Amendments



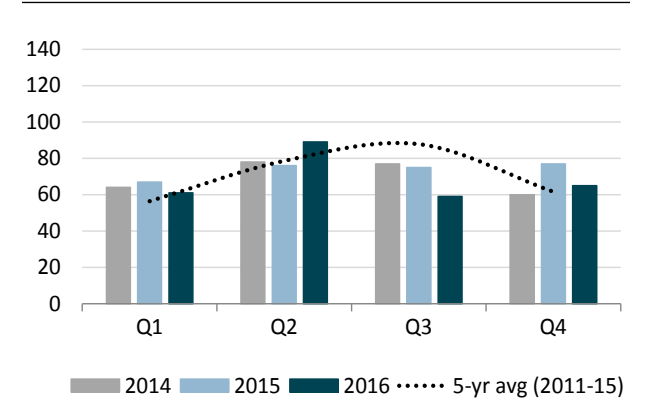
4

Rezoning



6

Bylaws & Resolutions at Council



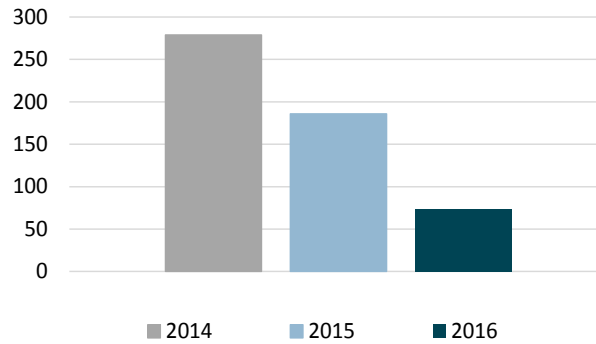
| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------------|----------------------------|------------------------------|
| 3 Plan & Plan Amendment | | | | | | | | | | | |
| Applications Submitted | 21 | 19 | 12 | 22 | 13 | 13 | 9 | 17 | +89% | -23% | -30% |
| Bylaws & Resolutions | 10 | 20 | 21 | 13 | 11 | 26 | 10 | 14 | +40% | +8% | -5% |
| 4 Rezoning | | | | | | | | | | | |
| Applications Submitted | 66 | 40 | 39 | 52 | 42 | 41 | 22 | 35 | +59% | -33% | -29% |
| Bylaws Approved | 38 | 47 | 41 | 51 | 41 | 45 | 37 | 30 | -19% | -41% | -14% |
| 5 Road Closure | | | | | | | | | | | |
| Applications Submitted | 9 | 0 | 9 | 4 | 7 | 2 | 5 | 0 | -100% | -100% | -36% |
| Bylaws Approved | 6 | 4 | 3 | 2 | 6 | 4 | 7 | 5 | -29% | +150% | +47% |
| 6 Total Bylaws / Resolutions to Council | 67 | 76 | 75 | 77 | 61 | 89 | 59 | 65 | +10% | -16% | -7% |

SERVICING AGREEMENTS

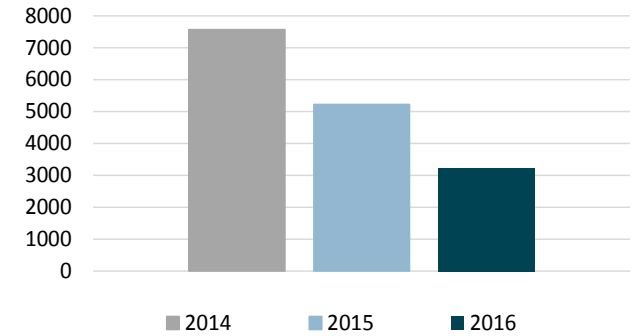
A Servicing Agreement is a legal contract between the developer or property owner and the City of Edmonton. It outlines the terms and conditions which must be met and agreed upon prior to development or servicing proceeding. The Servicing Agreement can be a requirement of a Subdivision or a Development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

1
Servicing Agreement Approvals



1
Single Family Lot Approvals

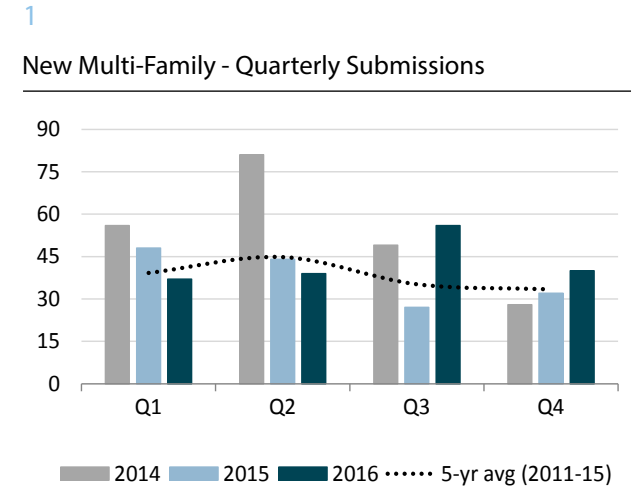
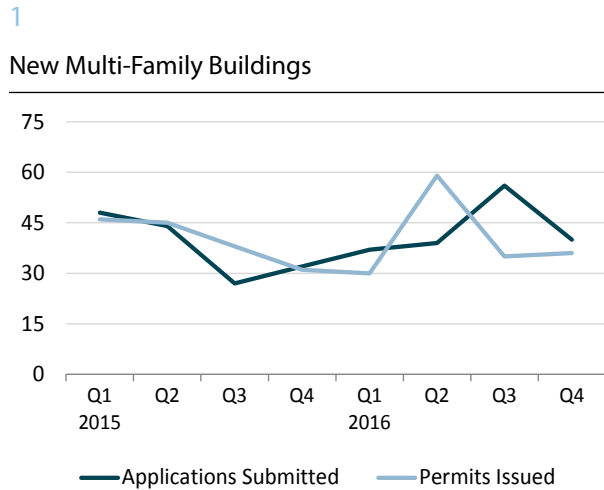


| | 2014 | 2015 | 2016 | % Change YTD 2015- YTD 2016 |
|---|------|------|------|-----------------------------------|
| 1 Servicing Agreements Projects Approved | 279 | 186 | 74 | -60% |
| Single Family Lots | 7576 | 5229 | 3236 | -38% |
| Multiple Family Lots | 57 | 93 | 5 | -95% |
| Commercial Lots | 41 | 6 | 5 | -17% |
| Industrial Lots | 77 | 19 | 11 | -42% |

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.



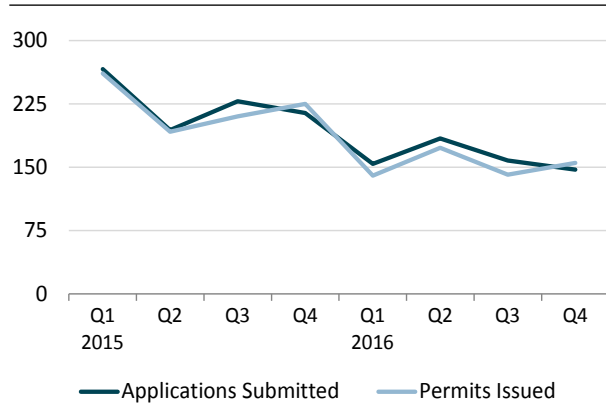
| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|--|---------|-----|-----|-----|---------|-----|------|------|----------------------------------|----------------------------------|------------------------------------|
| 1 New Multi-Family Building DP | | | | | | | | | | | |
| Applications Submitted | 48 | 44 | 27 | 32 | 37 | 39 | 56 | 40 | -29% | +25% | +14% |
| Permits Issued | 46 | 45 | 38 | 31 | 30 | 59 | 35 | 36 | +3% | +16% | 0% |
| Median Work Days to Issue | 90 | 52 | 66 | 53 | 49 | 26 | 25 | 18 | -28% | -66% | -55% |
| 1.1 Projects up to 4 dwellings | | | | | | | | | | | |
| Permits Issued | 28 | 30 | 18 | 12 | 21 | 43 | 23 | 26 | +13% | +117% | +28% |
| Median Work Days to Issue | 41 | 36 | 34 | 27 | 45 | 23 | 14 | 12 | -14% | -56% | -32% |
| % Permits Issued within 55 business days (target = 75%)* | 78% | 95% | 75% | 91% | 100% | 95% | 100% | 100% | 0% | +9% | +13% |
| % Permits Issued within target time, YTD* | 78% | 88% | 84% | 85% | 100% | 96% | 97% | 98% | | | +13% |

*Excluding projects within mature neighbourhood overlay.

DEVELOPMENT PERMITS

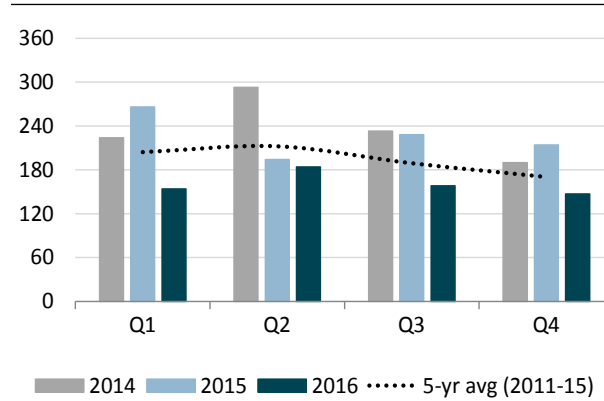
2

New Duplex / Semi-Detached Houses



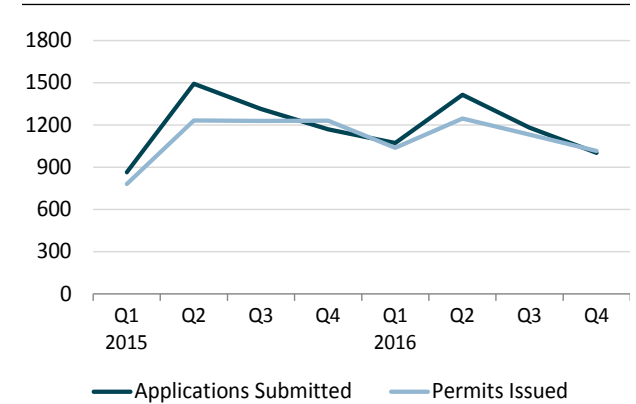
2

New Duplex / SD - Quarterly Submissions



3

Other Residential¹



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|--|---------|------|------|------|---------|------|------|------|----------------------------------|----------------------------------|------------------------------------|
| 2 New Duplex / Semi-Detached House DP | | | | | | | | | | | |
| Applications Submitted | 266 | 194 | 228 | 214 | 154 | 184 | 158 | 147 | -7% | -31% | -29% |
| Permits Issued | 261 | 192 | 210 | 225 | 140 | 173 | 141 | 155 | +10% | -31% | -31% |
| Median Work Days to Issue | 7 | 6 | 7 | 6 | 6 | 6 | 7 | 7 | 0% | +17% | 0% |
| 3 Other Residential DP | | | | | | | | | | | |
| Applications Submitted | 864 | 1492 | 1314 | 1169 | 1072 | 1414 | 1181 | 1002 | -15% | -14% | -4% |
| Permits Issued | 781 | 1231 | 1229 | 1230 | 1037 | 1246 | 1132 | 1015 | -10% | -17% | -1% |
| Median Work Days to Issue | 1 | 1 | 7 | 5 | 1 | 2 | 3 | 2 | -33% | -60% | -43% |

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 5 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.

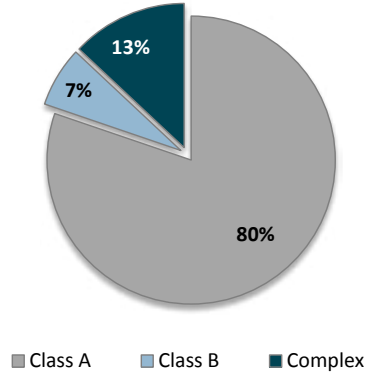
Performance Targets for semi-detached house development permits:

Class A - 75% permits issued within 5 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.

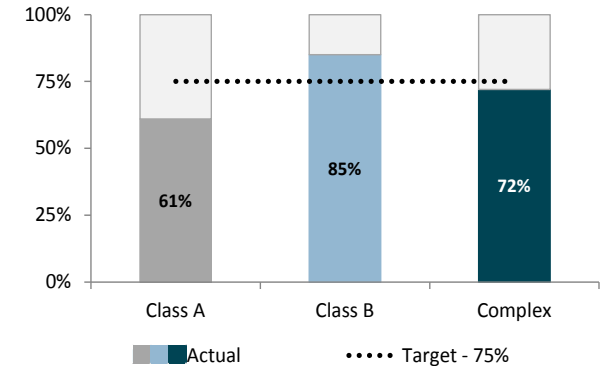
2

Semi-Detached House - Permits Issued by Level of Complexity



2

Semi-Detached House - Permits Issued within Target Time, YTD 2016

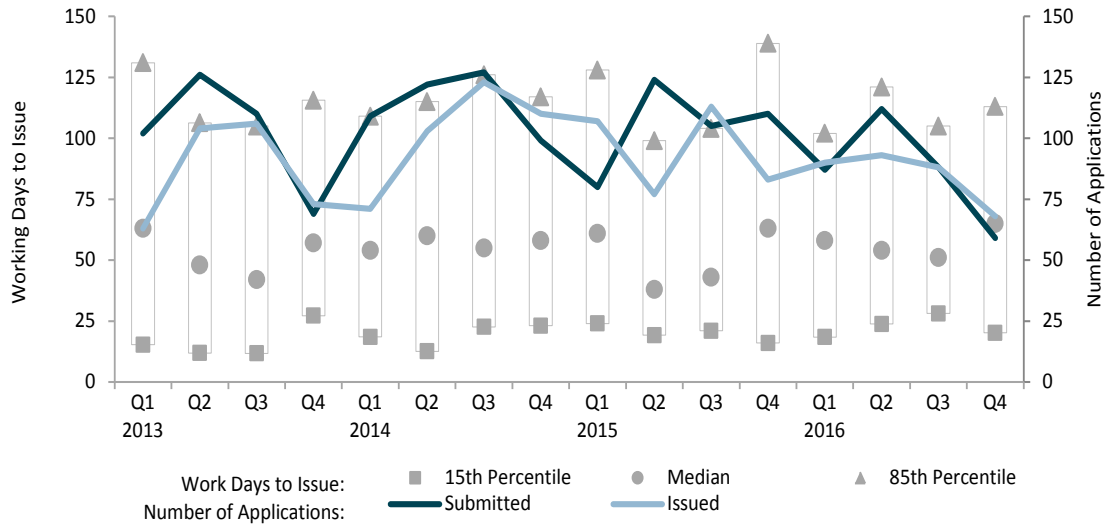


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|--|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------|----------------------------|-----------------------------|
| 2.1 Semi-Detached House - Class A | | | | | | | | | | | |
| Permits Issued | 221 | 146 | 177 | 182 | 115 | 145 | 112 | 115 | +3% | -37% | -33% |
| Median Work Days to Issue | 6 | 6 | 7 | 6 | 6 | 6 | 6 | 7 | +17% | +17% | 0% |
| % Permits Issued within 6 business days | 53% | 68% | 47% | 68% | 79% | 63% | 54% | 45% | -9% | -23% | +2% |
| 2.2 Semi-Detached House - Class B | | | | | | | | | | | |
| Permits Issued | 10 | 21 | 8 | 20 | 8 | 13 | 9 | 11 | +22% | -45% | -31% |
| Median Work Days to Issue | 14 | 8 | 7 | 6 | 7 | 8 | 9 | 6 | -33% | 0% | -14% |
| % Permits Issued within 15 business days | 60% | 76% | 88% | 85% | 88% | 92% | 67% | 91% | +24% | +6% | +7% |
| 2.3 Semi-Detached House - Complex | | | | | | | | | | | |
| Permits Issued | 30 | 25 | 24 | 23 | 17 | 15 | 20 | 27 | +35% | +17% | -23% |
| Median Work Days to Issue | 20 | 27 | 49 | 46 | 40 | 38 | 51 | 45 | -12% | -2% | +23% |
| % Permits Issued within 55 business days | 87% | 80% | 63% | 65% | 88% | 67% | 60% | 74% | +14% | +9% | -3% |

DEVELOPMENT PERMITS

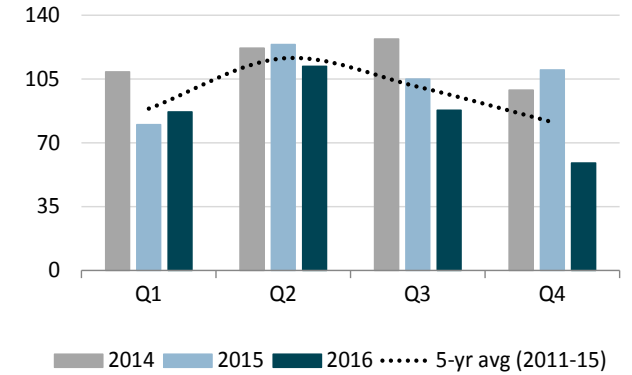
4

New Non-Residential Buildings



4

New Non-Residential - Quarterly Submissions

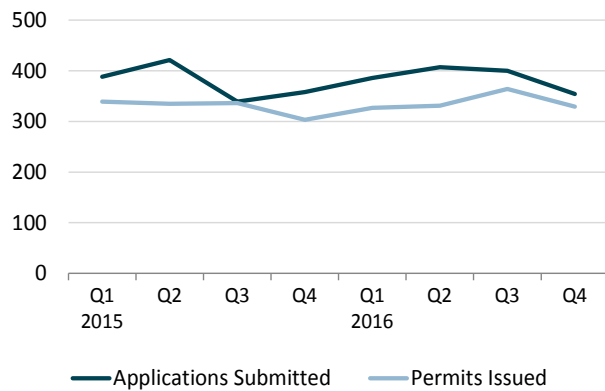


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|------------------------------|---------|-----|-----|-----|---------|-----|----|----|----------------------------------|----------------------------------|-----------------------------------|
| 4 New Non Residential DP | | | | | | | | | | | |
| Applications Submitted | 80 | 124 | 105 | 110 | 87 | 112 | 88 | 59 | -33% | -46% | -17% |
| Permits Issued | 107 | 77 | 113 | 83 | 90 | 93 | 88 | 68 | -23% | -18% | -11% |
| Median Working Days to Issue | 61 | 38 | 43 | 63 | 58 | 54 | 51 | 65 | +27% | +3% | +11% |

DEVELOPMENT PERMITS

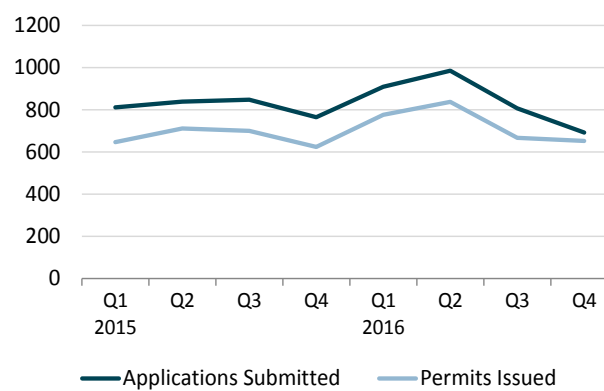
5

Other Non-Residential²



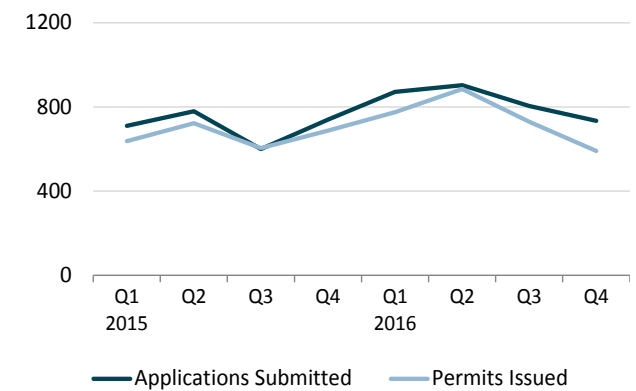
6

Home Occupation Permits



7

Portable Signs



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|-----------------------------------|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------|----------------------------|-----------------------------|
| 5 Other Non Residential DP | | | | | | | | | | | |
| Applications Submitted | 388 | 421 | 339 | 358 | 386 | 407 | 400 | 354 | -12% | -1% | +3% |
| Permits Issued | 339 | 335 | 336 | 303 | 327 | 331 | 364 | 329 | -10% | +9% | +3% |
| 6 Home Occupation DP | | | | | | | | | | | |
| Applications Submitted | 812 | 839 | 848 | 765 | 910 | 986 | 807 | 693 | -14% | -9% | +4% |
| Permits Issued | 647 | 712 | 701 | 624 | 777 | 838 | 668 | 653 | -2% | +5% | +9% |
| Median Work Days to Issue | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0% | 0% | 0% |
| 7 Portable Sign DP | | | | | | | | | | | |
| Applications Submitted | 710 | 780 | 600 | 740 | 872 | 903 | 805 | 734 | -9% | -1% | +17% |
| Permits Issued | 638 | 723 | 605 | 688 | 775 | 885 | 729 | 591 | -19% | -14% | +12% |
| Median Work Days to Issue | 3 | 7 | 8 | 5 | 7 | 8 | 6 | 4 | -33% | -20% | +9% |

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.

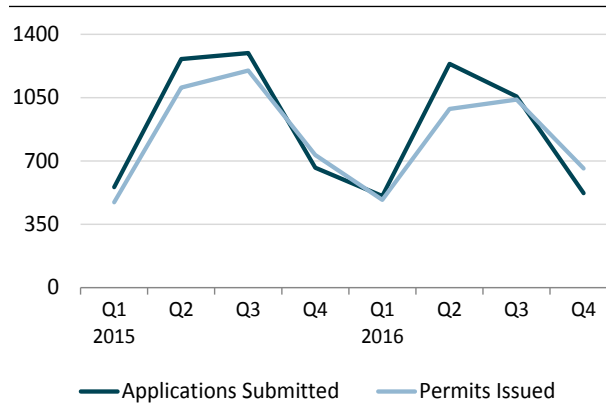
A combination permit is considered issued after all of the required permits are issued. After a permit is issued and construction is complete, at least one safety code inspection will be completed.

Simple residential combo permits can be issued in one day at the Permits & Licensing 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 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.

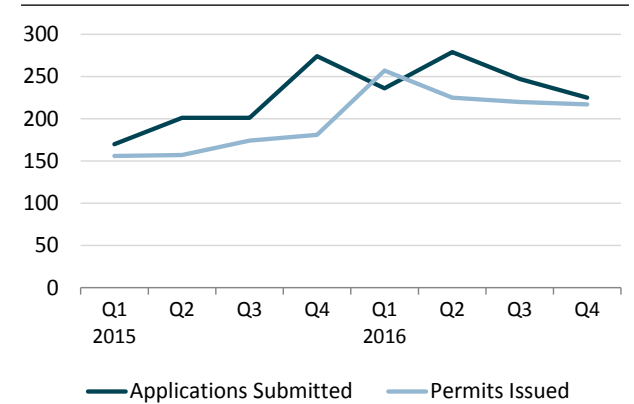
1

Minor Residential Combo Permits



2

Sign Combo Permits

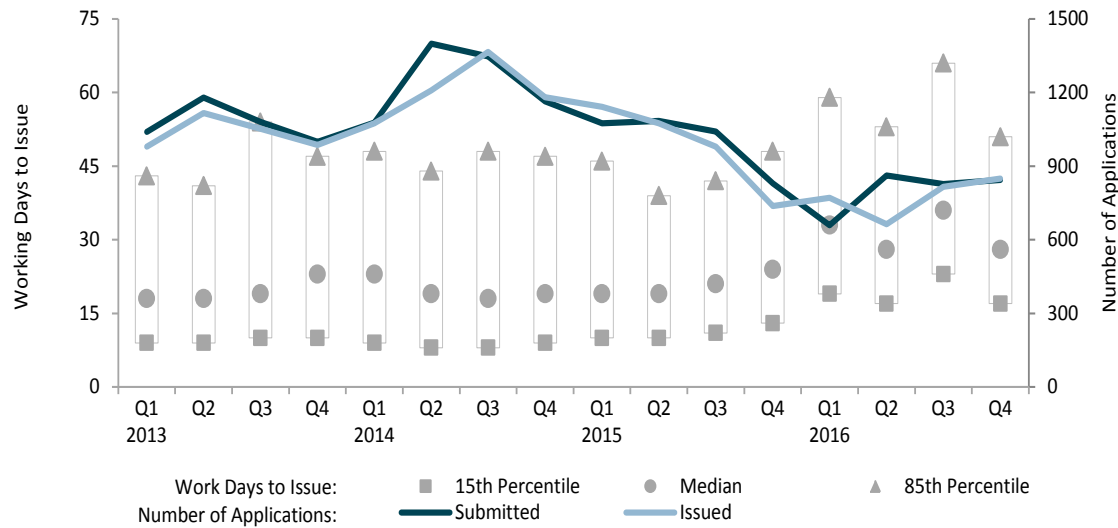


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|---|---------|------|------|-----|---------|------|------|-----|----------------------------|----------------------------|------------------------------|
| 1 Minor Residential Combo Permit | | | | | | | | | | | |
| Applications Submitted | 555 | 1263 | 1297 | 663 | 507 | 1237 | 1056 | 522 | -51% | -21% | -12% |
| Permits Issued | 472 | 1106 | 1200 | 733 | 485 | 987 | 1039 | 659 | -37% | -10% | -10% |
| Median Work Days to Issue | 16 | 6 | 12 | 23 | 25 | 10 | 17 | 23 | +35% | 0% | +32% |
| 2 Sign Combo Permit | | | | | | | | | | | |
| Applications Submitted | 170 | 201 | 201 | 274 | 236 | 279 | 247 | 225 | -9% | -18% | +17% |
| Permits Issued | 156 | 157 | 174 | 181 | 257 | 225 | 220 | 217 | -1% | +20% | +38% |
| Median Work Days to Issue | 23 | 23 | 24 | 20 | 27 | 22 | 26 | 23 | -12% | +15% | +9% |

COMBINATION PERMITS

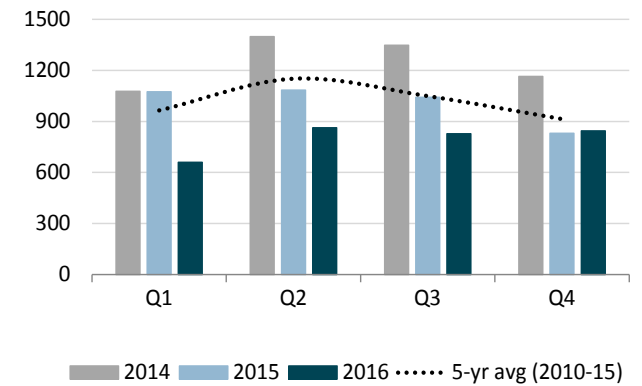
3

House Combo Permits



3

House Combo - Quarterly Submissions



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|---------------------------------------|---------|------|------|-----|---------|-----|-----|-----|----------------------------|----------------------------|-----------------------------|
| 3 House Combo Permits | | | | | | | | | | | |
| Applications Submitted | 1074 | 1084 | 1041 | 830 | 659 | 862 | 827 | 844 | +2% | 2% | -21% |
| Permits Issued | 1142 | 1074 | 979 | 737 | 771 | 663 | 816 | 849 | +4% | 15% | -21% |
| Median Working Days to Issue | 19 | 19 | 21 | 24 | 33 | 28 | 36 | 28 | -22% | 17% | 51% |
| Expedited Permits Issued - % of Total | 27% | 23% | 22% | 26% | 20% | 20% | 17% | 12% | -5% | -14% | -7% |

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.

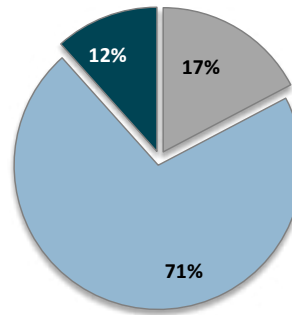
Performance Targets:

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.

3

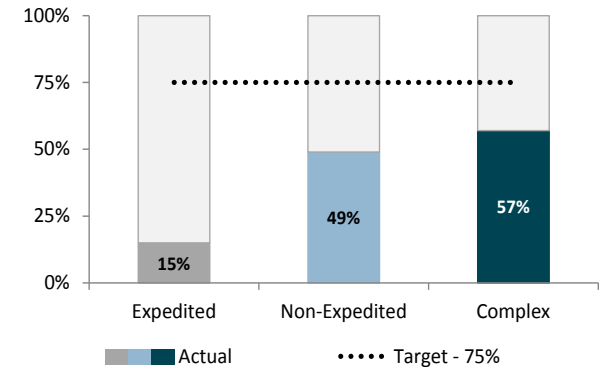
House Combo - Permits Issued by Level of Complexity



■ Expedited ■ Non-Expedited ■ Complex

3

House Combo - Permits Issued within Target Time, YTD 2016



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|--|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------|----------------------------|------------------------------|
| 3.1 House Combo - Expedited | | | | | | | | | | | |
| Permits Issued | 306 | 249 | 212 | 194 | 156 | 135 | 140 | 105 | -25% | -46% | -44% |
| Median Work Days to Issue | 10 | 9 | 10 | 14 | 20 | 17 | 26 | 14 | -46% | 0% | +79% |
| % Permits Issued within 10 business days | 53% | 74% | 56% | 26% | 15% | 19% | 5% | 26% | +21% | 0% | -38% |
| 3.2 House Combo - Non-Expedited | | | | | | | | | | | |
| Permits Issued | 776 | 754 | 691 | 481 | 544 | 444 | 562 | 653 | +16% | +36% | -18% |
| Median Work Days to Issue | 23 | 20 | 23 | 27 | 34 | 28 | 35 | 28 | -20% | +4% | +34% |
| % Permits Issued within 30 business days | 68% | 79% | 78% | 61% | 41% | 58% | 36% | 60% | +24% | -1% | -24% |
| 3.3 House Combo - Complex | | | | | | | | | | | |
| Permits Issued | 60 | 69 | 76 | 62 | 71 | 84 | 114 | 91 | -20% | +47% | +35% |
| Median Work Days to Issue | 70 | 58 | 69 | 79 | 96 | 75 | 73 | 72 | -1% | -9% | +14% |
| % Permits Issued within 85 business days | 63% | 61% | 70% | 61% | 41% | 58% | 61% | 65% | +4% | +4% | -7% |

SAFETY CODE PERMITS

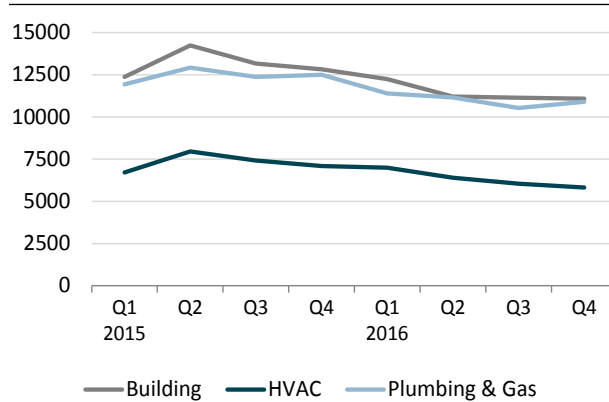
Safety code permits ensure that any new construction or alterations comply with the Alberta Safety Codes Act. Safety code permits include building, HVAC (heating, ventilation, and air-conditioning), plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has 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](#).

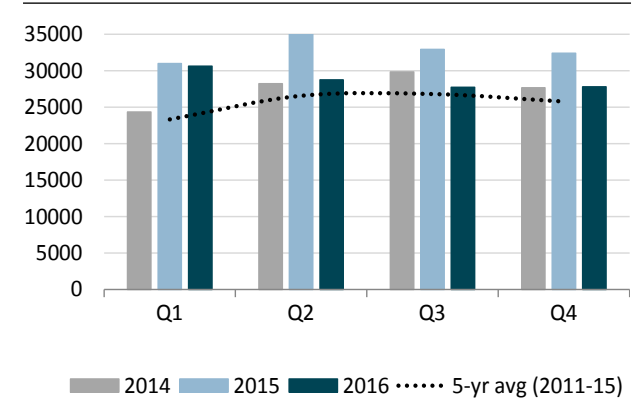
1

Safety Code Inspections Completed



1

Inspections Completed - Quarterly Volume

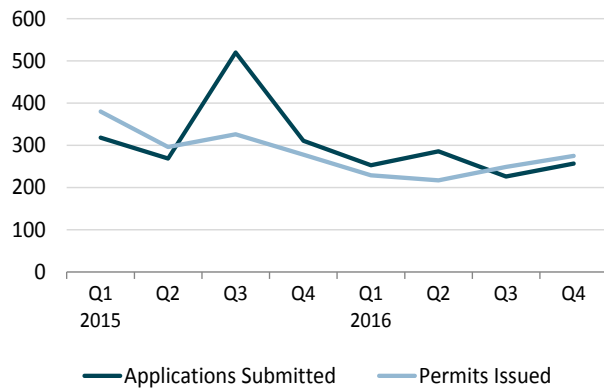


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|-----------------------------|---------|-------|-------|-------|---------|-------|-------|-------|----------------------------|----------------------------|------------------------------|
| 1 Inspections Completed | | | | | | | | | | | |
| Building | 12366 | 14235 | 13159 | 12821 | 12244 | 11208 | 11145 | 11082 | -1% | -14% | -13% |
| HVAC | 6708 | 7951 | 7420 | 7095 | 6997 | 6397 | 6047 | 5820 | -4% | -18% | -13% |
| Plumbing & Gas | 11925 | 12926 | 12366 | 12503 | 11396 | 11150 | 10530 | 10904 | +4% | -13% | -12% |
| Total Inspections Completed | 30999 | 35112 | 32945 | 32419 | 30637 | 28755 | 27722 | 27806 | +0% | -14% | -13% |

SAFETY CODE PERMITS

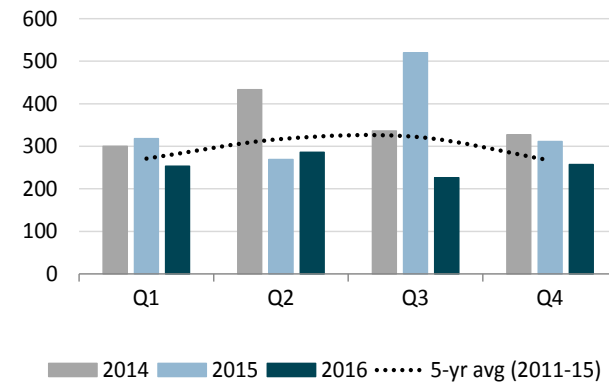
2

Rowhousing & Semi-Detached Building Permits



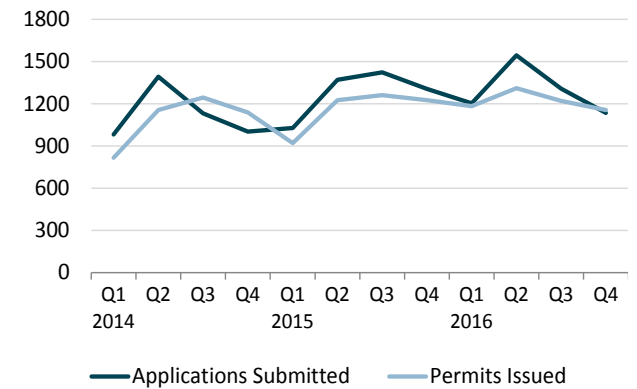
2

Rowhousing & SD - Quarterly Submissions



3

Minor Residential Building Permits¹

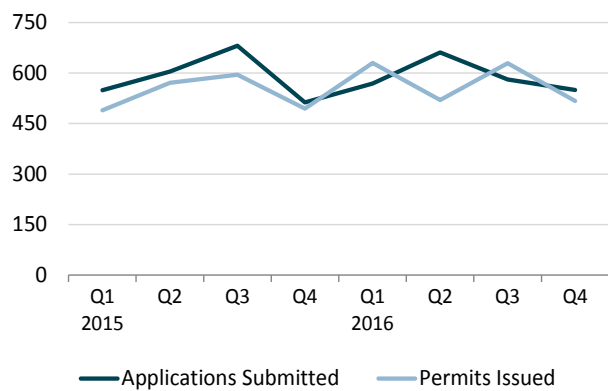


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|---|---------|------|------|------|---------|------|------|------|----------------------------------|----------------------------------|-----------------------------------|
| 2 Rowhousing & Semi-Detached Building Permit | | | | | | | | | | | |
| Applications Submitted | 318 | 269 | 520 | 311 | 253 | 286 | 226 | 257 | +14% | -17% | -28% |
| Permits Issued | 380 | 296 | 326 | 278 | 229 | 217 | 249 | 275 | +10% | -1% | -24% |
| Median Work Days to Issue | 22 | 18 | 20 | 22 | 27 | 22 | 30 | 30 | 0% | +36% | +33% |
| 2.1 Projects up to 2 dwelling units | | | | | | | | | | | |
| Permits Issued | 262 | 219 | 203 | 222 | 165 | 165 | 164 | 171 | +4% | -23% | -27% |
| % Permits Issued within 25 business days | 76% | 70% | 74% | 68% | 51% | 69% | 60% | 61% | +1% | -7% | -12% |
| 3 Minor Residential Building Permit | | | | | | | | | | | |
| Applications Submitted | 1027 | 1371 | 1423 | 1306 | 1203 | 1544 | 1307 | 1135 | -13% | -13% | +1% |
| Permits Issued | 921 | 1226 | 1261 | 1225 | 1183 | 1310 | 1221 | 1155 | -5% | -6% | +5% |
| Median Work Days to Issue | 8 | 11 | 16 | 10 | 12 | 9 | 16 | 14 | -13% | +40% | +13% |
| 3.1 Interior Alterations | | | | | | | | | | | |
| Permits Issued | 450 | 543 | 528 | 622 | 632 | 635 | 522 | 534 | +2% | -14% | +8% |
| % Permits Issued within 24 hours | 74% | 68% | 67% | 69% | 68% | 70% | 70% | 72% | +2% | +3% | +1% |

SAFETY CODE PERMITS

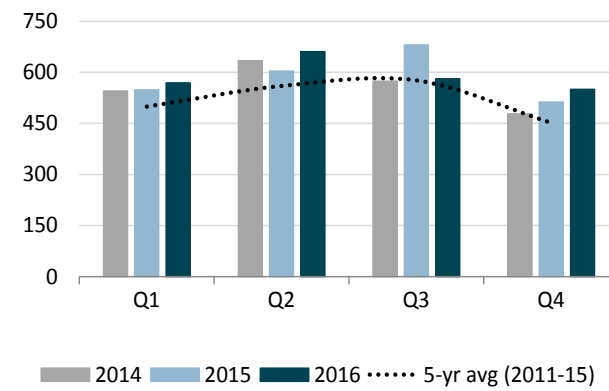
4

Commercial Final Building Permits²



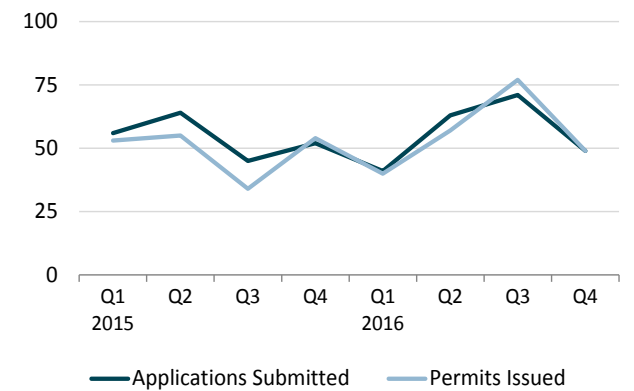
4

Commercial Final - Quarterly Submissions



5

Other Non-Residential Building Permits³

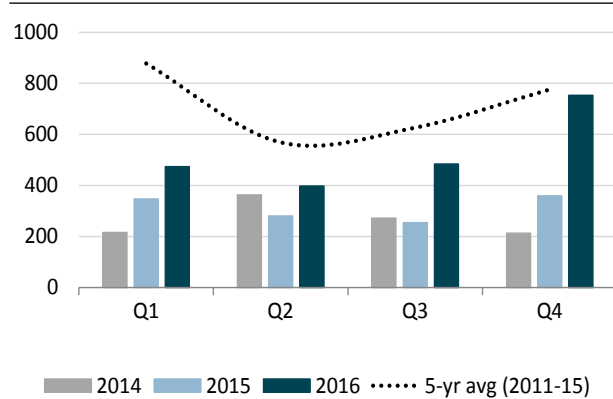


| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|--|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------|----------------------------|-----------------------------|
| 4 Commercial Final BP | | | | | | | | | | | |
| Applications Submitted | 549 | 604 | 681 | 513 | 569 | 661 | 581 | 550 | -5% | +7% | +1% |
| Permits Issued | 489 | 571 | 595 | 494 | 630 | 520 | 629 | 517 | -18% | +5% | +7% |
| Median Work Days to Issue | 33 | 28 | 30 | 36 | 29 | 25 | 26 | 27 | +4% | -25% | -16% |
| 5 Other Non-Residential Building Permit | | | | | | | | | | | |
| Applications Submitted | 56 | 64 | 45 | 52 | 41 | 63 | 71 | 49 | -31% | -6% | +3% |
| Permits Issued | 53 | 55 | 34 | 54 | 40 | 57 | 77 | 49 | -36% | -9% | +14% |
| Median Work Days to Issue | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 0% | -67% | -33% |

SAFETY CODE PERMITS

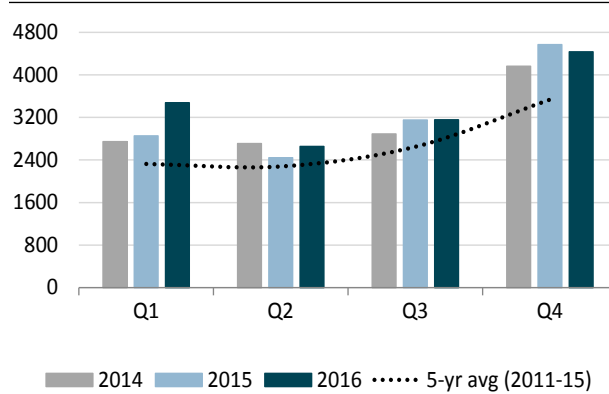
6

HVAC Permits Issued*



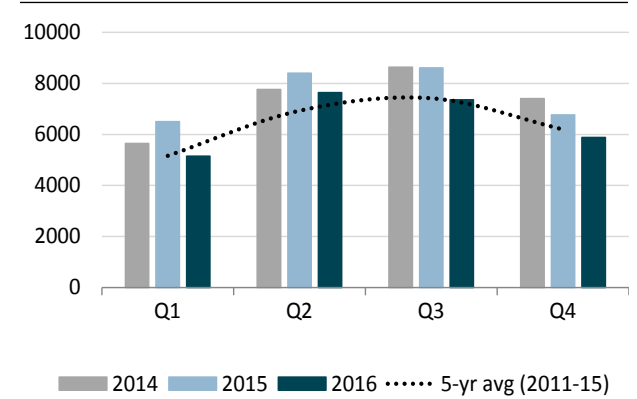
7

Plumbing & Gas Permits Issued



8

Electrical Permits Issued



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|-------------------------------------|---------|------|------|------|---------|------|------|------|----------------------------------|----------------------------------|-----------------------------------|
| 6 HVAC Permits | | | | | | | | | | | |
| Applications Submitted | 355 | 298 | 268 | 370 | 520 | 424 | 523 | 804 | +54% | +117% | +76% |
| Permits Issued | 347 | 280 | 254 | 359 | 474 | 398 | 484 | 753 | +56% | +110% | +70% |
| Median Work Days to Issue | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0% | 0% | 0% |
| 7 Plumbing & Gas Permits | | | | | | | | | | | |
| Applications Submitted | 2930 | 2559 | 3282 | 4638 | 3571 | 2707 | 3350 | 4604 | +37% | -1% | +6% |
| Permits Issued | 2851 | 2442 | 3151 | 4569 | 3475 | 2654 | 3155 | 4434 | +41% | -3% | +5% |
| Median Work Days to Issue | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0% | 0% | 0% |
| 8 Electrical Permits | | | | | | | | | | | |
| Applications Submitted | 7407 | 8610 | 9742 | 7160 | 5558 | 7906 | 7956 | 7013 | -12% | -2% | -14% |
| Permits Issued | 6505 | 8405 | 8609 | 6768 | 5153 | 7639 | 7354 | 5886 | -20% | -13% | -14% |
| Median Work Days to Issue | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | +50% | +50% | 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 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.

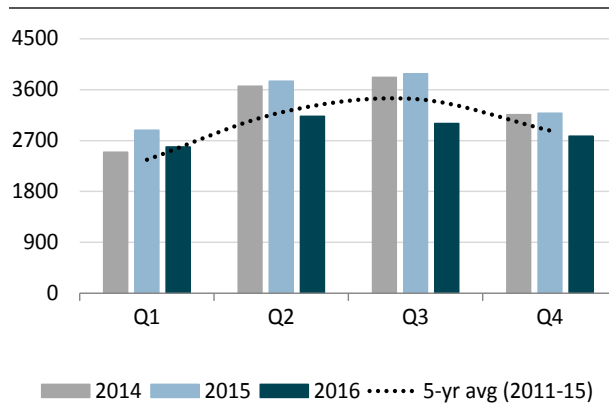
The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

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

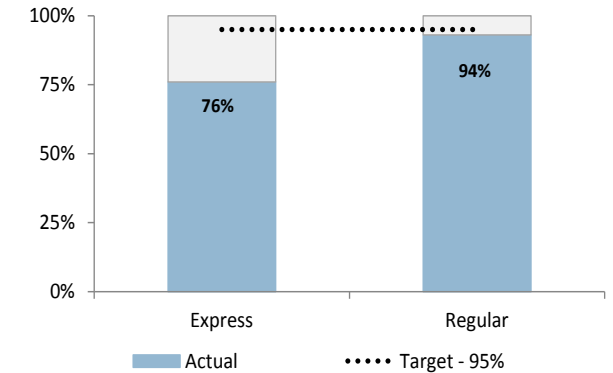
1

Compliance Certificate - Quarterly Submissions



1

Compliance Certificate - Certificates Issued within Target Time, YTD 2016



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|---|---------|------|------|------|---------|------|------|------|----------------------------|----------------------------|------------------------------|
| 1 Compliance Certificate - Total* | | | | | | | | | | | |
| Applications Submitted | 2885 | 3753 | 3880 | 3186 | 2588 | 3129 | 3001 | 2777 | -7% | -13% | -16% |
| Certificates Issued | 2630 | 3462 | 3850 | 3194 | 2418 | 2919 | 3006 | 2705 | -10% | -15% | -16% |
| 1.1 Express Certificate | | | | | | | | | | | |
| Certificates Issued | 363 | 596 | 726 | 536 | 301 | 510 | 633 | 477 | -25% | -11% | -14% |
| Median Work Days to Issue | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 0% | 0% | +10% |
| % Certificates Issued within 3 business days | 88% | 87% | 78% | 79% | 83% | 77% | 74% | 72% | -2% | -7% | -7% |
| 1.2 Regular Certificate | | | | | | | | | | | |
| Certificates Issued | 2267 | 2866 | 3124 | 2658 | 2117 | 2409 | 2373 | 2228 | -6% | -16% | -16% |
| Median Work Days to Issue | 6 | 8 | 7 | 6 | 5 | 7 | 7 | 7 | 0% | +17% | -4% |
| % Certificates Issued within 10 business days | 93% | 90% | 90% | 91% | 97% | 93% | 93% | 93% | 0% | +2% | +3% |

* Including Zoning Confirmations and Re-Stamps

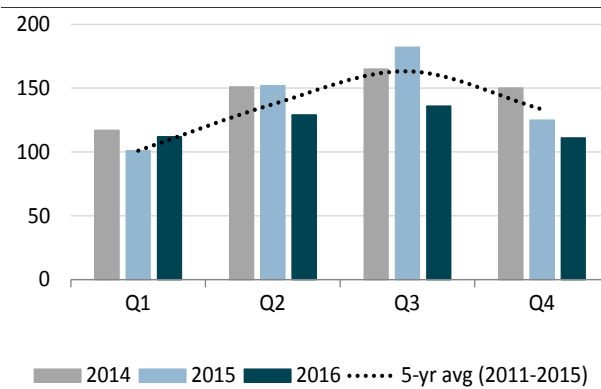
CERTIFICATES & AGREEMENTS

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.

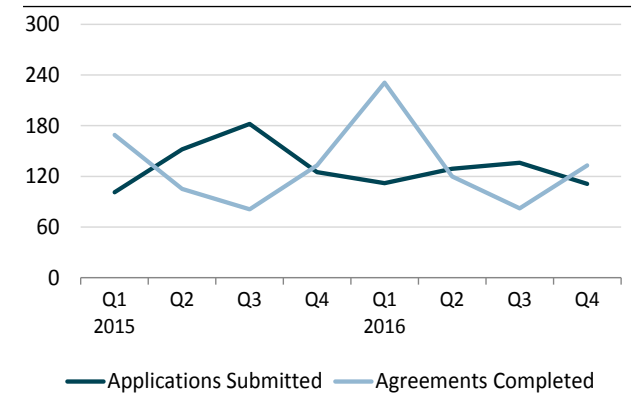
2

Encroachment Agreements - Quarterly Submissions



2

Encroachment Agreements



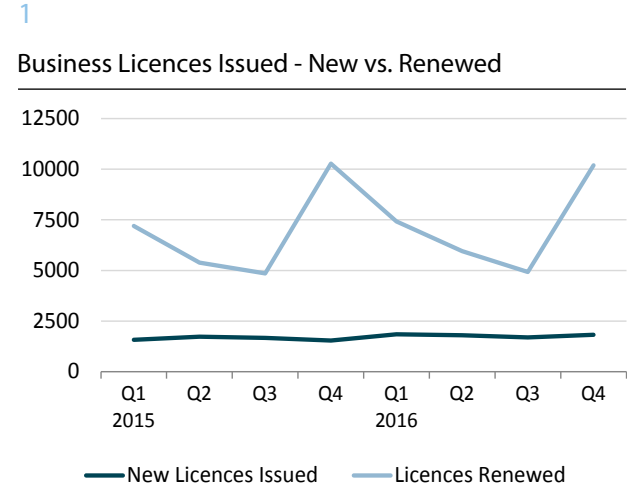
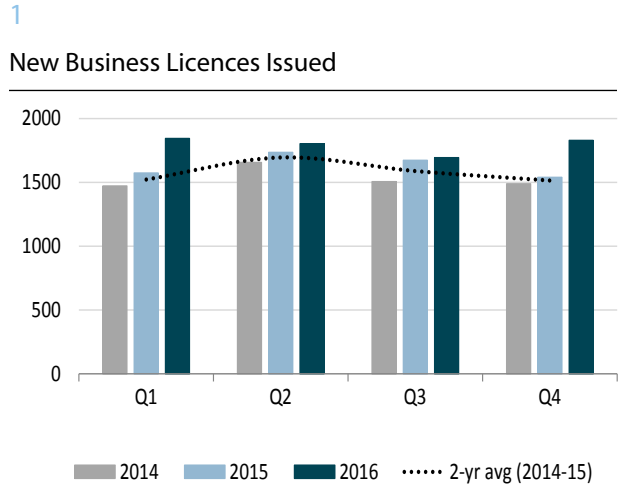
| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 - YTD 2016 |
|---------------------------------|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------|----------------------------|------------------------------|
| 2 Encroachment Agreement | | | | | | | | | | | |
| Applications Submitted | 101 | 152 | 182 | 125 | 112 | 129 | 136 | 111 | -18% | -11% | -13% |
| Agreements Completed | 169 | 105 | 81 | 133 | 231 | 120 | 82 | 133 | +62% | 0% | +16% |
| Median Work Days to Complete | 86 | 66 | 78 | 106 | 110 | 89 | 91 | 87 | -4% | -18% | +12% |
| 3 Occupancy Certificate | | | | | | | | | | | |
| Applications Submitted | 16 | 28 | 26 | 10 | 14 | 17 | 34 | 17 | -50% | +70% | +2% |
| Certificates Completed | 18 | 26 | 21 | 11 | 13 | 18 | 40 | 19 | -53% | +73% | +18% |

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 the complete applications with fees paid on time new business licence can be issued within 24 hours. If the application require 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 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015- YTD 2016 |
|--|-------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|----------------------------------|----------------------------------|-----------------------------------|
| 1 Business Licensing | | | | | | | | | | | |
| New Licences Issued | 1573 | 1734 | 1672 | 1540 | 1843 | 1803 | 1693 | 1829 | +8% | +19% | +10% |
| Licences Renewed | 7195 | 5390 | 4849 | 10268 | 7427 | 5948 | 4927 | 10193 | +107% | -1% | +3% |
| Total Business Licences Issued | 8768 | 7124 | 6521 | 11808 | 9270 | 7751 | 6620 | 12022 | +82% | +2% | +4% |
| 1.1 New licences (w/o referral) | | | | | | | | | | | |
| Licences Submitted and Issued | 1338 | 1308 | 1277 | 1021 | 1385 | 1413 | 1264 | 1281 | +1% | +25% | +8% |
| % Issued within 24 hours | 63% | 57% | 53% | 59% | 51% | 52% | 48% | 46% | -2% | -13% | -9% |
| 1.2 New licences (require referral) | | | | | | | | | | | |
| Licences Submitted and Issued | 435 | 435 | 395 | 519 | 458 | 390 | 429 | 548 | +28% | +6% | +2% |
| % Issued within 11 business days | 30% | 26% | 31% | 26% | 37% | 38% | 31% | 30% | -1% | +4% | +6% |
| 2 Vehicle for Hire | | | | | | | | | | | |
| Broker Licences Issued | 16 | 61 | 12 | 8 | 1 | 52 | 26 | 6 | -77% | -25% | -12% |
| Driver Licences Issued | 384 | 425 | 419 | 433 | 201 | 719 | 687 | 567 | -17% | +31% | +31% |
| Vehicle Licences Issued | 171 | 1421 | 29 | 32 | 6 | 1470 | 93 | 14 | -85% | -56% | -4% |

DEVELOPMENT COMPLIANCE

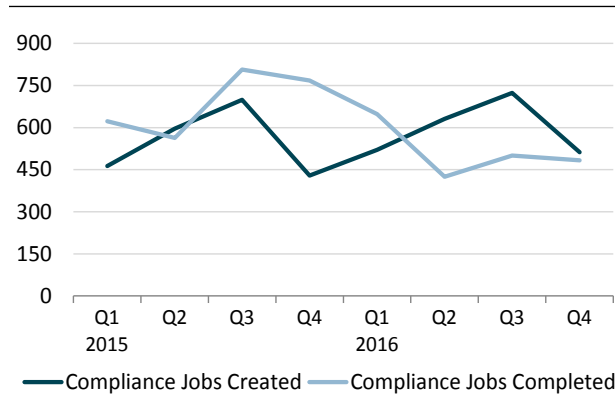
Where citizen activities or property conditions don't comply with the Zoning Bylaw, Development Services Branch employees provide education, warnings, inspections and may apply penalties.

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.

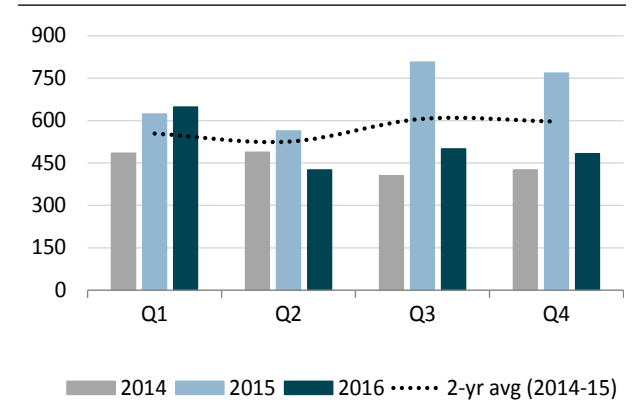
1

Compliance Jobs



1

Compliance Jobs Completed



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 YTD 2016 |
|---------------------------|---------|-----|-----|-----|---------|-----|-----|-----|----------------------------------|----------------------------------|----------------------------------|
| 1 Development Compliance | | | | | | | | | | | |
| Compliance Jobs Created | 463 | 596 | 699 | 429 | 521 | 631 | 724 | 512 | -29% | +19% | +9% |
| Compliance Jobs Completed | 623 | 563 | 807 | 768 | 648 | 425 | 500 | 483 | -3% | -37% | -26% |
| Median Days to Complete | 139 | 107 | 139 | 79 | 119 | 53 | 43 | 65 | +51% | -18% | -40% |

CUSTOMER SERVICE

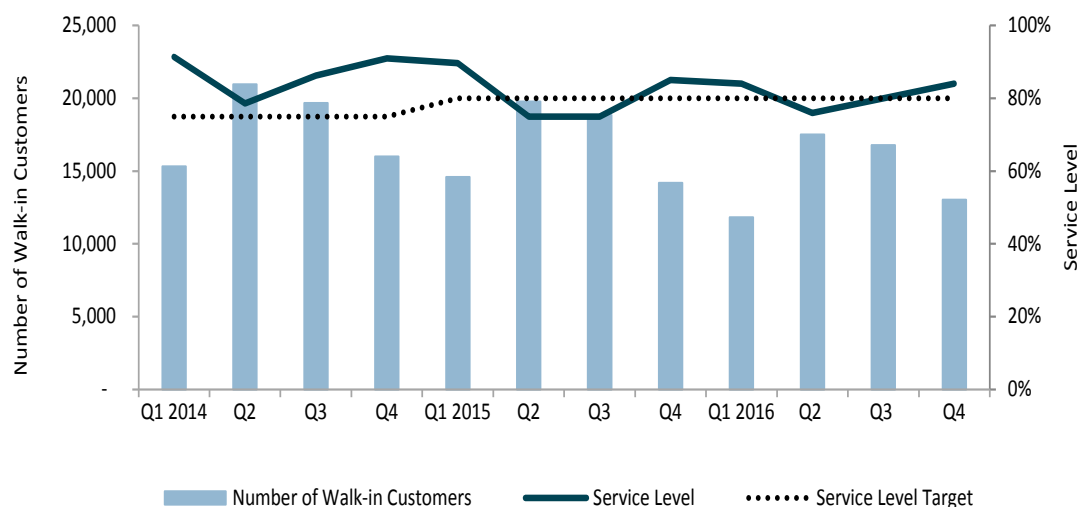
Located on the 5th floor of HSBC Bank Place, the Permits & Licensing Service Centre provides a wide range of services to residents and development industry representatives. The staff ensure that licences and permits move efficiently through each stage of the City's process, from application intake and 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 Permits & Licensing Service Centre assists over 10,000 walk-in customers each quarter. One performance target is to have at least 75% 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 branch 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.

As of January 2017, the Permits and Licensing Service Centre was renamed the Edmonton Service Centre and moved to the Edmonton Tower.

1
Walk-in Customer Service



| | Q1 2015 | Q2 | Q3 | Q4 | Q1 2016 | Q2 | Q3 | Q4 | % Change Q3 2016 - Q4 2016 | % Change Q4 2015 - Q4 2016 | % Change YTD 2015 YTD 2016 |
|--|---------|-------|-------|-------|---------|-------|-------|-------|----------------------------------|----------------------------------|----------------------------------|
| 1 Walk-in Customer Service | | | | | | | | | | | |
| Number of Walk-in Customers | 14598 | 19768 | 18851 | 14178 | 11832 | 17519 | 16788 | 13039 | -4% | -11% | +11% |
| % of Walk-in Customers with wait time under 15 minutes | 90% | 75% | 75% | 85% | 84% | 76% | 80% | 84% | +5% | +7% | +35% |
| 2 CRM Tickets | | | | | | | | | | | |
| Tickets Resolved | 11984 | 14032 | 13546 | 12090 | 8501 | 8398 | 9,986 | 7884 | +19% | -26% | -12% |
| % of Tickets Resolved On Time | 93% | 92% | 92% | 89% | 90% | 84% | 80% | 87% | -5% | -13% | +23% |

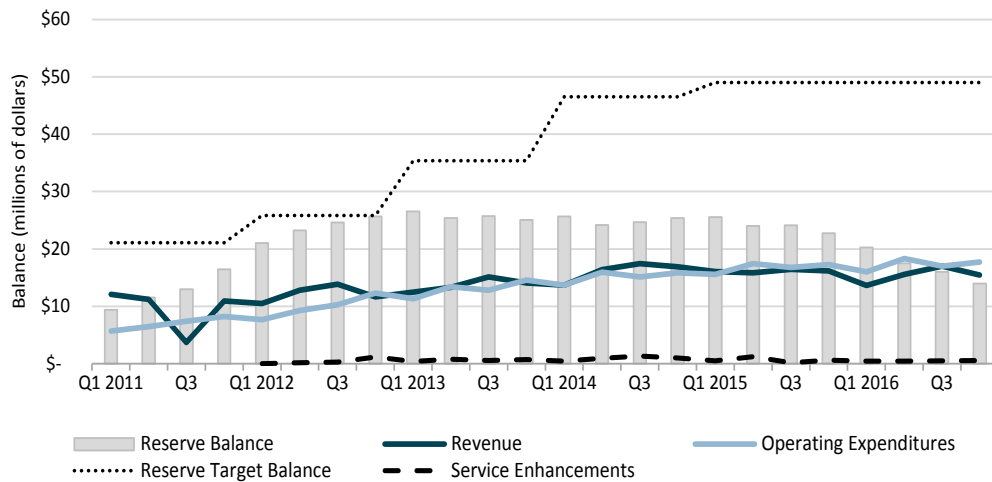
FINANCIALS

The Development Services 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.

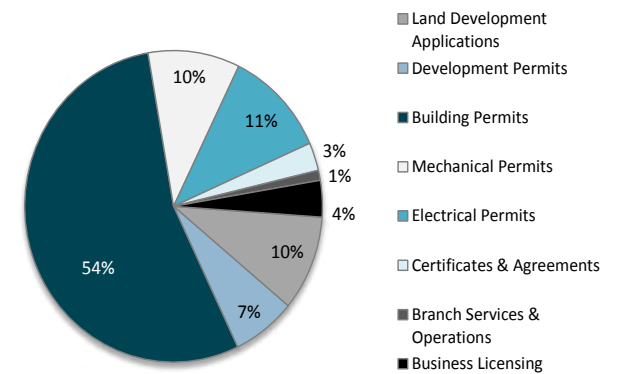
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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 represent over 30 per cent of operating expenditures.

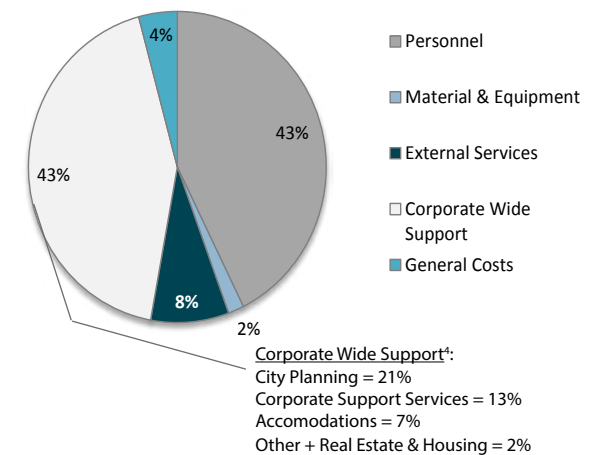
Quarterly Branch Revenue, Expenditures, and Reserve Fund Balance^{1,2,3}



Development Services Revenue: Jan - Dec 2016



Development Services Expenditures: Jan - Dec 2016



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. In Q3 2011, \$8 million of business licensing revenue was transferred to Corporate Programs as part of organizational restructuring. Following this, Development Services 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. 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 + Environment and Economic Sustainability.
5. Vehicle for Hire revenue and expenditures are not included in Development Services Branch financials. While Vehicle for Hire work is completed within the Development Services 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.