



Development Servicing
Agreements, Subdivision
and Development
Coordination

Edmonton

**2025 Work
Summary**

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Introduction

The Development Servicing Agreements (DSA) unit provides a key function in the land development process at the City of Edmonton. Generally speaking, developers and applicants may be required to enter into a servicing agreement as a condition of plan registration or progression to the building permit stage. As expected, the DSA unit is charged with preparing these servicing agreements which cover any off-site construction requirements, review and approval of engineering drawings for the off-site construction and the administration of the contract, associated securities and the assurance that construction will be done on-time. The servicing agreement also includes the collection of off-site levies and payments and recoveries under the City's various cost-sharing programs (Arterial Roadway Assessment (ARA), Permanent Area Contribution (PAC), Fire Hall Off-site Levy, Boundary Assessment, etc.)

This report will provide a summary of the accomplishments of the DSA unit in 2025 as well as some future plans for 2026.

2025 Overview

2025 was expected to be one of the busiest years on record and the results did not disappoint. The following report outlines the qualitative accomplishments of the DSA unit; however, not mentioned in this report is the increase in collaboration between our section and other sections and units in the City (Development Engineering and Drawing Review, Drainage Planning and Traffic Operations and Regulatory Compliance). I made it a point to have other teams and units do presentations at our DSA weekly meeting to share what their unit does and how it interacts with some of the work we do. I have done the same giving several presentations at other section and unit meetings explaining what DSA does and how we fit into the development process and will continue to do so in 2026.

Dan Yeung - General Supervisor, Development Servicing Agreements Unit

2025 Accomplishments

Servicing Agreement Team

The following work was accomplished by the Servicing Agreement team in 2025.

Residential North

Adil Virani - Senior Engineer

Ahsan Afzal - Development Engineer

Raghda Abdelmonem - Development Engineer

Prabhadesh Toor - Co-op Student

- **54 Servicing Agreements prepared and executed for the creation of 3594 lots**
- **114 various other Servicing Agreements (PAC, Amending, Interim Construction Agreement (ICA), Municipal Improvements Servicing Agreements (MISA), or Other) executed as well**

Residential South

Susana Maki - Senior Engineer

Andrea Chmilar - Senior Engineer Arterial Coordination

LeRoy Yang - Development Engineer

Joanne Aboufarrage - Co-op Student

Aaron Song - Co-op Student

- **41 Servicing Agreements prepared and executed for the creation of 1765 lots**
- **114 various other Servicing Agreements (PAC, Amending, ICA, MISA, or Other) executed as well**

Industrial and Commercial

Steve Jensen - Senior Engineer

Yvonne Qiu - Development Engineer

- **35 Servicing Agreements executed**

Transportation Agreements

Esther Anderson - Project Coordinator

- **82 Transportation MISA's executed**
- **36 other Transportation MISA's drafted, to be executed at a future time**
- **10 MISA's executed**
- **5 Amending Agreements executed**
- **4 Other agreements (2 Assignments, 2 cash In lieu) executed**

Drawing and ePlan/SA Portal Administration

Tamla Foster - ePlan Coordinator

- **191 Drawings went to pre-circ**
- **177 Drawings Approved**
- **430 Construction Completion Certificates (CCCs) issued**
- **594 Final Acceptance Certificates (FACs) issued**

Caveats and Enforcement

Ho Li - Senior Enforcement Engineer

Michael Watson - Enforcement Technician

- **15 Securities cashed and projects assumed by the City**
- **Approximately \$290,000.00 of cashed security used for development**

Cost Assessment Team

ARAs, Boundary Assessments, and Offsite Levies

Loretta Michel - Cost Assessment Engineer

- **120 ARA and Boundary Assessment Memos Prepared**
- **52 Off-Site Levy (OSL) memos prepared**
- **126 ARA cost submissions reviewed and accepted**
- **193 levy inquiries for a total of 284 properties**

PAC Team, North Side Residential and City-wide Industrial

Shariq Khan - Senior Engineer

- **200 Basins created and updated**
- **13 Neighbourhood Design Reports (NDR's) or other studies reviewed**
- **45 Construction Costs accepted**
- **105 Inquiries**

PAC Team, South Side Residential

Girmay Kahsay, P.Eng. - Project Controller

Responsibility area includes Lewis Farms & Edgemont from Residential North, Residential South , Infill PAC South, Ellerslie industrial & Crossroads:

Performance Measure	Measure Description	Comments
NDR, Servicing report, AMP review completed on time.	<ul style="list-style-type: none"> ● 8 NDR reviewed & reviewed one creek erosion protection study report, provided comments & identified applicable interconnecting & connecting Storm & sanitary PAC basins ● 2 Area Master Plan (AMP) amendments reviewed 	<ul style="list-style-type: none"> ● Based on amended AMP and accepted NDR updated PAC basin boundaries ● Alignments to apply interconnecting & connecting PAC basins
NDR amendment and servicing report review completed on time.	<ul style="list-style-type: none"> ● 11 NDR Amendments ● Servicing reports reviewed ● Provided comments & applied amendment to applicable Basins. 	Includes: <ul style="list-style-type: none"> ● Site specific/change in basin boundaries ● Basin cost ● Change in land use ● Change in assessable area ● Applicable cost adjustments
Estimated construction cost	<ul style="list-style-type: none"> ● 95 PAC basin cost estimates reviewed & Accepted 	Includes: <ul style="list-style-type: none"> ● Review Engineering Drawings

review completed on time		<ul style="list-style-type: none"> • Ensure basin boundary & cost are inline with the latest amended NDR • Identify cost Sharable Items • Review Schedule B/LDA approval conditions
DCA completed on time	86 Development Cost Analysis (DCA) completed <ul style="list-style-type: none"> • Ellerslie industrial (3) • Decoteau (9) • Ellerslie (7) • Meadows (3) • Heritage Valley (11) • Windermere (9) • Grange (8), • Lewis Farms (6) • Edgemont (7) • Infill PAC South (23) 	Includes: <ul style="list-style-type: none"> • Identify cost sharable items • Boundary condition costs • Oversizing costs • Basin boundary & area adjustments • Adjust Over/under expenditures • Apply accepted Estimated cost and prepare DCA Requirement checklist • Ensure DCA is conducted in line with the applicable PAC basin rate & existing overexpenditure (OE) is reflected • Includes Memo's for ARA, & MISA agreements
Actual construction cost Review completed on time-for 2025 update	<ul style="list-style-type: none"> • 89 PAC basin cost sharable construction costs Reviewed & applicable cost adjustments applied 	<ul style="list-style-type: none"> • Over expenditure & underexpenditure for applicable Basins of development stages adjusted accordingly.
2025 PAC Basins updated on time	<ul style="list-style-type: none"> • 218 PAC basins updated 	Includes: <ul style="list-style-type: none"> • Apply cost adjustments to existing OE • Apply area adjustments • Review Trust Reports

New PAC basins Established	<ul style="list-style-type: none"> • 46 New PAC basins established 	<ul style="list-style-type: none"> • Based on accepted NDR
PAC basins Amended	<ul style="list-style-type: none"> • 22 PAC basins amended 	<ul style="list-style-type: none"> • Based on accepted Amended NDR/ Servicing report
"What if" DCA's completed	<ul style="list-style-type: none"> • 8 What if DCA's completed 	
Inquiries	<ul style="list-style-type: none"> • 88 inquiries completed, including applicable PAC basins inquiry, basin overexpenditures inquiry, basin boundary inquiry, remaining developable area & cost inquiry 	

PAC Team, Inquiry and Development Permit (DP) Review

Susan Bogojevic

Jamil Shaikh

Tak-Hau Li, P.Eng.

- **803 DP responses**
- **246 Pre-application responses**
- **For Drainage Assessments**

Financial Team

Angie Neal-Anshelm - Financial Analyst

Benardette Amenaghawon - Financial Methods Analyst

- **454 Disbursement payments sent out**
- **254 Journal Voucher disbursement packages prepared**
- **79 Letters of Credits and Bonds were released to their Financial Institutions**
- **87 Cash Securities were released**

Plans for 2026

In 2026, the strategic plan for the DSA Unit includes the following:

The core strategy for the unit is built on the "PST" model: Process Mapping, Standard Operating Procedures (SOPs), and Technology/Training, underpinned by a commitment to Customer Service.

1. Customer Service Targets

The unit aims to maintain high responsiveness and efficient processing times across all functions.

- **General Response Time:** All customer queries (across all departments) must be responded to within 8 business hours of receipt. Acknowledgment of the query is sufficient if a full answer is not immediately available.
 - **Servicing Agreements:**
 - Draft agreements within two weeks of a proper request (i.e. all documents have been properly submitted and ARA/BA/PAC costs are accepted by DSA Cost Assessment).
 - Meet ePlan timelines with a target of 100 days.
 - Review and sign off on agreements for signing within two business days.
 - **Cost Assessment:**
 - Yearly ARA Rate Updates: Interest rates for Over-Expenditures (OEs) available in the first two weeks of January; Draft Rates to DASC by March.
 - Day-to-Day: Assessment memos prepared within two weeks of request; cost submissions reviewed within two weeks of receipt.
 - **Management:** Disbursement packages sent out within two business days (after the cooling-down period).
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2. Strategic Pillar: Process Mapping (P)

The goal is to map the entire DSA process to visualize all functions and identify areas for efficiency and improvement. This includes mapping workflows for all key operational areas:

- Agreements and Drawings
 - Cost Assessment (ARA, BA, OSL)
 - PAC (Permanent Area Contributions)
 - Finance
 - Arterial Coordination and Enforcement
 - Management
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3. Strategic Pillar: Standard Operating Procedures (SOPs) (S)

The objective is to consolidate all SOPs into a single "binder" accessible to all staff, allowing any new member to read the SOP (or watch a video) and perform the role. This is critical for cross-training and backfilling positions (e.g., maternity leave).

Key SOP Development Areas:

- **Agreements & Drawings:** SOPs for reviewing engineering drawings/redlines, processing SA requests, preparing servicing agreements (MISA, ICA, Showhome), and operating ePlan.
 - **Cost Assessment:** SOPs for yearly rate updates, preparing ARA/Boundary Assessment/Off-Site Levy memos, and operating DASC/DAWC systems.
 - **PAC:** SOPs for reviewing NDR submissions, updating basins, reviewing PAC costs, and preparing DCA checklists/documents.
 - **Finance:** SOPs for preparing Schedule "C" and disbursement packages, updating WIP, and processing/releasing security.
 - **Arterial & Enforcement:** SOPs for coordinating developers, managing DC Liaison/Transportation working groups, and processing caveat discharges.
 - **Video Library:** Staff are required to record themselves performing tasks to create "missing" SOP documents and training videos. A method analyst will be allocated to interview staff and formalize these into manual format.
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4. Strategic Pillar: Technology & Training (T)

- **Technology Initiatives:**
 - Bring ePlan up to date.
 - Develop a new PAC system.
 - Implement a fee for property inquiries.
- **Training Focus:**
 - Provide updated and continuous training and skill updating across various disciplines.
 - Utilize the new SOP "binder" and video library for efficient cross-training.