What We Heard

On-Street Construction & Maintenance Permit Program

Phase 1 and 2

February 2026

ADVISE

SHARE YOUR VOICE
SHAPE OUR CITY

Edmonton

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Land Acknowledgement

The City of Edmonton acknowledges the traditional land on which we reside is in Treaty Six Territory. We would like to thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as nêhiyaw (Cree), Dené, Anishinaabe (Saulteaux), Nakota Isga (Nakota Sioux) and Niitsitapi (Blackfoot) peoples. We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together we call upon all of our collective, honoured traditions and spirits to work in building a great city for today and future generations.
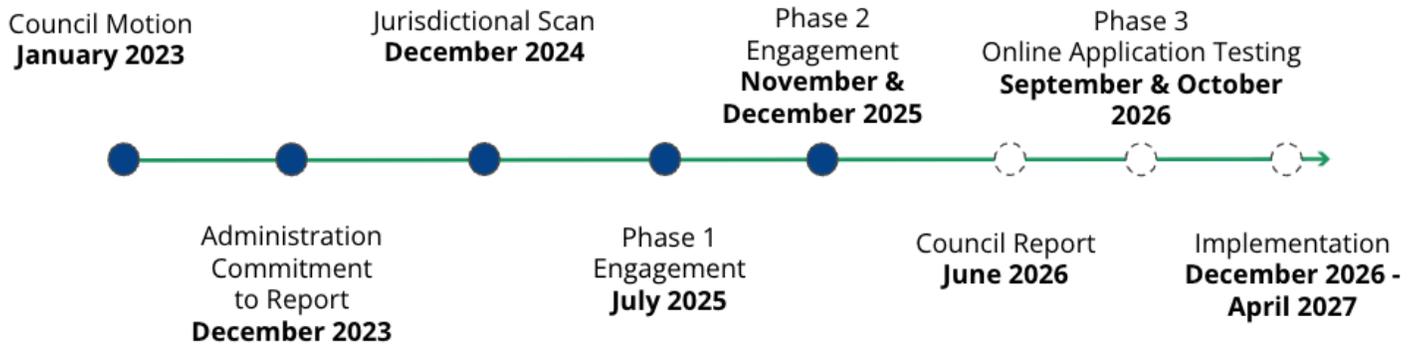
Project Overview

"On-Street Construction and Maintenance (OSCAM) permits are required for most work on City road rights-of-way, including roads, sidewalks, and boulevards."
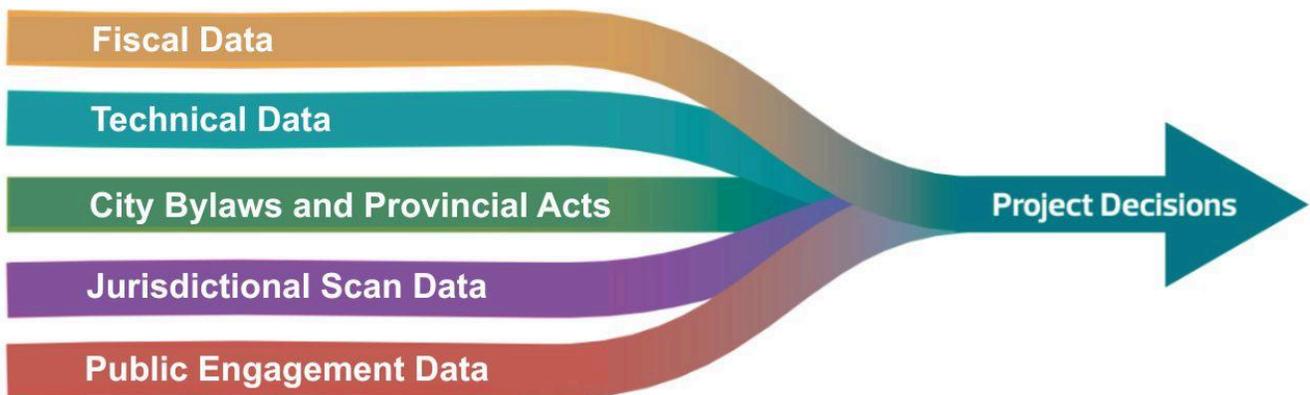
At the January 31, 2023 Edmonton City Council meeting, the following motion was passed: "*That Administration provides a report on increasing the fine for Traffic Bylaw 5590 related offences, related to obstructions along road right-of-way being increased*." On December 4, 2023, City Administration committed to exploring opportunities to increase compliance with Traffic Bylaw 5590 related to construction and maintenance activities on the road right-of-way.

The OSCAM Permit Program Review project aims to enhance the permitting program and processes, expand resources for applicants and establish efficient enforcement mechanisms to increase compliance. The project also includes a review of the City's permitting fee structure to provide further incentive for the efficient use of road right-of-way.

Project Timeline

Council Motion
January 2023

Jurisdictional Scan
December 2024

Phase 2
Engagement
**November &
December 2025**

Phase 3
Online Application Testing
**September & October
2026**

Administration
Commitment
to Report
December 2023

Phase 1
Engagement
July 2025

Council Report
June 2026

Implementation
**December 2026 -
April 2027**

What will inform the OSCAM Permit Program update?

Fiscal Data

Technical Data

City Bylaws and Provincial Acts

Jurisdictional Scan Data

Public Engagement Data

Project Decisions

To make project decisions, the OSCAM Project Team will consider a variety of factors, including:

➔ **Fiscal Data** includes the number of OSCAM permits, permit revenue and cost of delivering the program.

➔ **Technical Data** includes the number of applicants who apply using the existing Google web form and email and phone data related to application status.

➔ **City Bylaws and Provincial Acts** influence the OSCAM permit program through provincial and bylaw requirements.

➔ **Jurisdictional Scan Data** includes jurisdictional comparisons of similar permitting programs from Calgary, Winnipeg, Halifax, Vancouver, Montreal and Saskatoon.

➔ **Public Engagement Data** includes feedback collected from previous years and feedback from both phases of engagement completed in 2025.

Public Engagement Approach

From July to December 2025, the On-Street Construction and Maintenance Permit (OSCAM Permit) project team conducted two phases of public engagement to gather feedback about improving the permitting process experience for users and updating the current permit fee structure. The City engaged with interested and impacted parties including - but not limited to - developers, road builders, utility companies and event organizers. The focus of the engagement process was to gather feedback on various aspects of the permit process and determine which updated fee models could be implemented in 2026/27.

Phase 1 engagement aimed to understand challenges with the current application process, identify barriers to obtaining permits, address enforcement and compliance concerns and inform the development of a new online application portal.

Phase 2 provided interested parties the opportunity to learn about Phase 1 engagement results and share insights on proposed fee criteria and enhanced enforcement.

This report summarizes feedback from Phase 1 and Phase 2 public engagement.

Phase 3 is scheduled for September/October 2026 and will utilize beta testing with select external and internal parties to refine the new online permit application process.

Public Engagement Spectrum

The City's Public Engagement Spectrum defines the public's level of influence in engagement processes. Both Phase 1 and Phase 2 public engagement sit at the ADVISE level meaning interested parties were asked to share their feedback and perspectives on the current OSCAM Permit Program and their input will be considered in the recommended changes.

ADVISE	REFINE	CREATE	DECIDE
The public is consulted by the City to share feedback and perspectives that are considered for policies, programs, projects, or services.	The public is involved by the City to adapt and adjust approaches to policies, programs, projects, or services.	The public collaborates with the City to develop and build solutions regarding policies, programs, projects, or services. This can include community initiated engagement.	The public is empowered to make decisions directly or on behalf of the City about policies, programs, projects, or services.

Phase 1

What We Did

An online survey was available from July 8 to 31, 2025. All OSCAM permit holders who held permits between June 2024 and June 2025 were invited by email to complete the survey. The survey was also shared directly with and promoted through professional associations and key industry contacts, including BILD, IDEA, Concrete Alberta, EPCOR and ATCO.

What We Asked

Respondents were asked to share their feedback on:

- Overall satisfaction with the current program
- Barriers related to the program and the application process
- Concerns with enforcement and compliance
- Improvements to the online permit application portal

Who We Heard From

The survey received 236 responses, though not all respondents answered every question. A total of 93% of survey respondents applied for an OSCAM permit in the 12 months prior to completing the survey, and most respondents applied for fewer than 10 permits each year. Respondents pre-dominantly self-identified as builders and developers, Edmonton residents and/or utility providers.

What We Heard

Key survey findings from the first phase of engagement are summarized below. Complete Phase 1 quantitative data can be found in Appendix A.

Theme Category	Key Findings	Respondent Suggestions for Improvement
Application Process: Portal Accessibilities and Features	- Respondents reported having a positive experience with the current portal. - Other respondents made suggestions to improve the functionality and user experience.	- Allow applicants to create profiles with pre-saved information for multiple applications. - Add a feature to check application status. - Create a reporting tool for non-compliance and related follow ups. - Include definitions link or tab (ie. collector and arterial roads). - Develop a self service application option for simpler projects to help reduce wait times.

		● Add an option to select multiple road types (ie. both arterial and residential).

Application Process: Permit Types and Timelines	● 67% of survey respondents are very to somewhat satisfied with the current OSCAM permit process.
	● 66% of survey respondents are satisfied with the response timelines for OSCAM permits, but 74% of respondents have experienced delays in receiving OSCAM permits at least once.
	  ○ Respondents reported slower than expected responses and approvals from OSCAM Permit technicians.
	  ○ Others shared that their inquiries went unanswered.
	  ○ Respondents reported experiencing delays in approving permits for emergency utility work.
	  ○ Respondents noted additional permit delays when working in and/or near bike lanes and shared pathways.
		● Simplify and scale application requirements to the needs of each project.
		● Flexibility to extend or modify permits due to construction delays and inclement weather without requiring re-application.
		● Hire additional technicians during peak season to ensure timely processing and responses.
		● Assign a technician to be the single point of contact for questions, follow ups or scope changes.

Information/ Support	● Lack of awareness about when to apply for an OSCAM permit. ● General support for more education to improve compliance.	● Provide how-to resources for first time applicants or those needing additional support. Suggestions included video tutorials, application guides and sample permits. ● Hire more enforcement officers to ensure OSCAM permit compliance.
Invoicing Process	● Respondents reported delays in receiving invoices. ● Invoicing delays affect respondents ability to recover costs from clients in a timely manner.	● Improve the invoicing process and timelines to help applicants keep their project budgets up-to-date.

OSCAM Permit Fees	• Respondents suggested reducing or eliminating fees. • Re-evaluate permit fees based on usage and scope of project.	• Suggestions for fee structuring ○ Flat fee for small projects or closures. ○ Ability to see what the permit will cost prior to confirmation/billing of the permit. • Implement a standard application fee instead of daily fee.

Phase 2

What We Did

All respondents to the Phase 1 survey were invited to participate in one of four online workshops between November 25 and December 4, 2025, including representatives from professional associations and key industry contacts, including BILD, IDEA, Concrete Alberta, EPCOR and ATCO.

What We Asked

The workshop discussions were organized into four topics with a list of potential fee options to consider.

Fee Option Category	Current State	Options for Consideration
OSCAM Permit Fee General permit for construction and maintenance requiring the obstruction/blockage of a transportation mode (sidewalk, road, etc.).	**Flat Daily Fee** $25 per day	**Flat Daily Fee** Flat fee set at $25+ per day, with increases based on Canadian Consumer Price Index (CPI).
		Flat Daily Fee and Seasonal or Annual Permits Discounted daily fees with seasonal/annual permits that would allow for expedited processing.
		Occupant Fee Fees based on the square footage of a construction/maintenance site and the duration of the project.
Waste Bin/Seacan/PODS OSCAM Permit Fee Permit for the setting of Waste Bins/Seacans/PODS on a public road for a set amount of time.	**No Charge**	**Flat Daily Fee** Flat fee set at $25+ per day, with increases based on CPI.
		Flat Daily Fee and Scaled Rates Scaled rates based on the duration of the permit.
		Flat Weekly Fee and Over a Week Fee Two fee structures; one for permits only lasting a week and one

		for permits that require a longer period than a week. Extended duration would come with a higher rate to encourage the shortest possible obstruction of right-of-way.
Review of Traffic Accommodation Plans (TAP's) Travel Accommodation Plans are documents prepared as a component of the OSCAM Permit application which shows how the applicant is going to redirect traffic throughout the project.	**No Charge**	**Full Cost Recovery** TAP reviews would be charged at an hourly technician rate required to complete full review of the TAP.
		Charge per TAP Review For intermediate and complex only; fees would be incurred per the number of reviews that would be required before the TAP would be considered compliant.
		First Draft Free and Resubmission Charges Only The first draft review would be at no cost, only resubmission reviews would incur a charge to the applicant.
Inspection Fees for Collector and Arterial Roads Inspections are conducted for collector and arterial roads to ensure compliance with OSCAM permits, legislation, and bylaw requirements.	**No Charge**	**Mandatory OSCAM Inspection Fees** All OSCAM permit applicants would be subject to fees to inspect the project site.
		Typed Inspection Fees Based on type of OSCAM permit being obtained; the following types of structures are under consideration: • Only intermediate & complex OSCAMs (ie: arterial roads, bike lanes, etc.) • OSCAMs with a duration of longer than one month. • Based on public complaints, 311 inquiries, etc.

Additionally, participants were asked to share their level of support for the following compliance and enforcement activities:

Increasing Inspections	Increasing Warning Notices	Increasing Tickets	Higher Penalties and Fines	Education
On-site reviews following permit approval to ensure site compliance with permit scope and public safety.	Notices of non-compliance without penalties and fines.	Notice of a penalty/ fine for non-compliance of OSCAM permit requirements.	The fiscal value charged to an OSCAM permit holder in response to non-compliance.	Educational resources provided to permit applicants and permit holders to assist in compliance.

Who We Heard From

Across the four sessions, a total of 31 individuals representing 22 organizations participated; a full list of representative organizations can be found in Appendix B.

What We Heard

Key findings from the second phase engagement are summarized below. Quantitative data can be found in Appendix C.

Theme Category	Key Findings	Respondent Suggestions for Improvement
OSCAM Permit Fee Criteria	• Changes to the fee structure could cause increases in administrative costs, approval times and create construction delays. • Occupant-based fees would lead to a significant increase in costs.	• Introduce a seasonal OSCAM permit for situations where access to multiple small areas is required in order to conduct work for one project. • In terms of an Occupant fee, mapping areas where different types of fees apply would allow industry to more accurately budget for projects.
Waste Bin/ Sea-Can/PODS OSCAM Permits	• The 30 day permit limit is not sufficient for some projects and as a result, multiple extensions would be required. • Applying for and compliance for OSCAM permits may decrease if a fee is introduced, particularly in undeveloped areas. • Narrow setbacks and small lots present a challenge in storing waste bins. For example, on an infill build, the right-of-way may be the only place to safely store a waste bin. • Participants were generally opposed to a daily fee model for waste bins, citing high costs.	• A flat fee for a given period of time (i.e. a week, a month) would provide support for longer term projects requiring OSCAM permits. • Bin sharing amongst adjacent builds could meet the needs of multiple projects, lower costs for each individual builder and reduce overall right-of-way usage. • Dedicated zones for waste bins could be established, with usage belonging exclusively to the applicant.
Traffic Accommodation Plan (TAPs) Reviews	• TAPs may become overdesigned to try to prevent incurring fees. • Fees should be waived if the TAP is authenticated by a licensed professional.	• TAP review fees should be included into existing agreements when third-parties are completing construction contracted by the City. • Considerations on the road flow for the purpose of clearing right-of-way during

	- Flat fees are preferred to better forecast expenses and align with the expected staff time to complete reviews. - If fees are based on levels of complexity, the requirements for each category need to be clear. - TAP requirements can be inconsistent and vary based on what OSCAM technicians are looking for.	periods of highest use and ensuring contractor safety (ex. keeping construction outside of rush hour).
Inspection Fees	- Some participants indicated that Inspections should be included in the OSCAM permit fee and not a separate cost. - Participants shared concerns that a flat fee would be applied for inspections that may only occur at about 30% of OSCAM permit locations. - Concerns about the lack of communication between inspectors and permit holders regarding site readiness, especially if a fee is charged per inspection. Participants noted inspectors do not always show up when they say they will or inspectors arrive early in a permit period when little to no activity has been completed yet. - Respondents were generally neutral on the question of increased inspections, citing the above concerns are more important considerations than inspection frequency.	- Inspections could be free for projects that pass, and only bear a cost (fee or fine) if the inspection is failed. - Inspection costs could be rolled into one predictable flat fee as opposed to being part of a mixed "fee for service" structure to reduce administrative labour on applicants.
Enforcement	- Concerns with long stretches of roadway being closed with no construction activity, and temporary OSCAM Permit projects remaining past peak hours. - Respondents overwhelmingly supported education as the first step to increasing compliance before tickets or fines. - The majority of respondents were either very or somewhat supportive of increased	Implement an alternate enforcement model, similar to a driving record, where repeated warnings or fines lead to increased inspection frequency or longer review cycles.

	warning notices for OSCAM Permit violations. ● Respondents had mixed opinions on both increasing the number of tickets issued and increasing penalties and fines. ● The majority of respondents were either very or somewhat supportive of providing more educational opportunities and tools to OSCAM Permit users.	

Next Steps

Feedback from Phase 1 and Phase 2 engagement will be considered in developing recommended changes to the OSCAM Permit Program. In June 2026, the recommended program changes will be presented to the Urban Planning Committee. If approved, changes will be implemented in late 2026 to early 2027 with the goal of having all new systems and structures in place for the 2027 construction season.[1]

Phase 3 testing of the online application portal is scheduled to take place in late 2026. Interested OSCAM Permit applicants will be invited to test the new online permit application portal to help refine the tool prior to launch.

Stay Updated

For more information on OSCAM permits, please visit edmonton.ca/business_economy/oscam-permit-request, or contact us by email at oscam.permit@edmonton.ca.

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[1] Construction season is estimated to begin in mid-May 2027, based on City of Edmonton construction schedules.

Appendix A: Phase 1 Survey Quantitative Results

Approximately how many OSCAM permits do you apply for in a typical year? (n-value: 220)
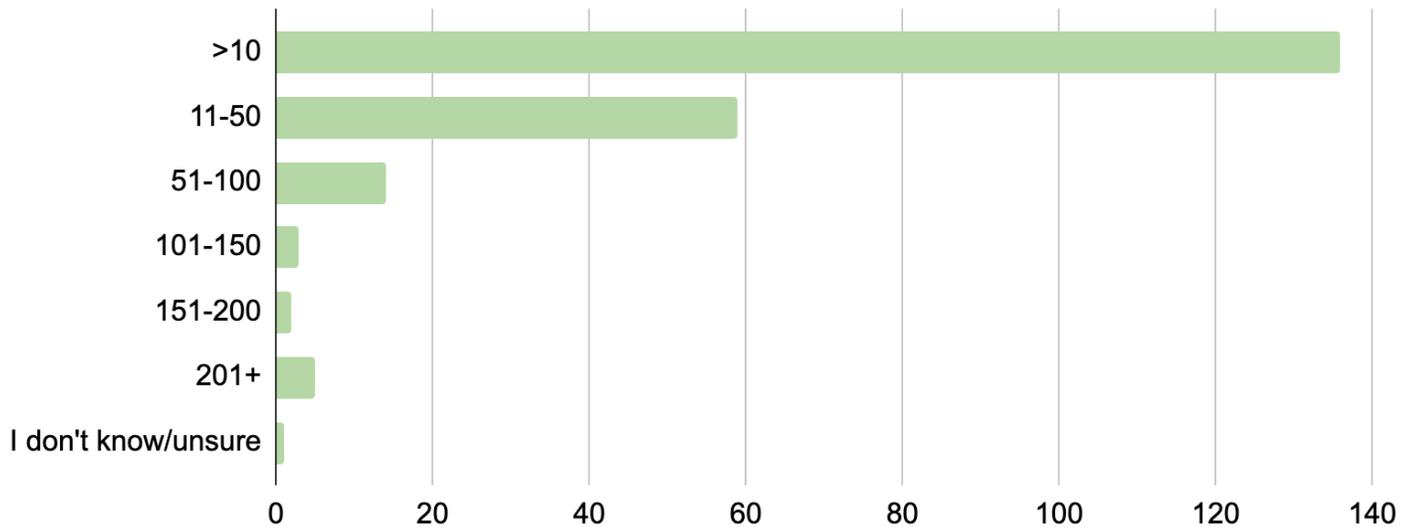
Please identify the types of projects you have requested an OSCAM permit for. Select all that apply. (n-value: 220)
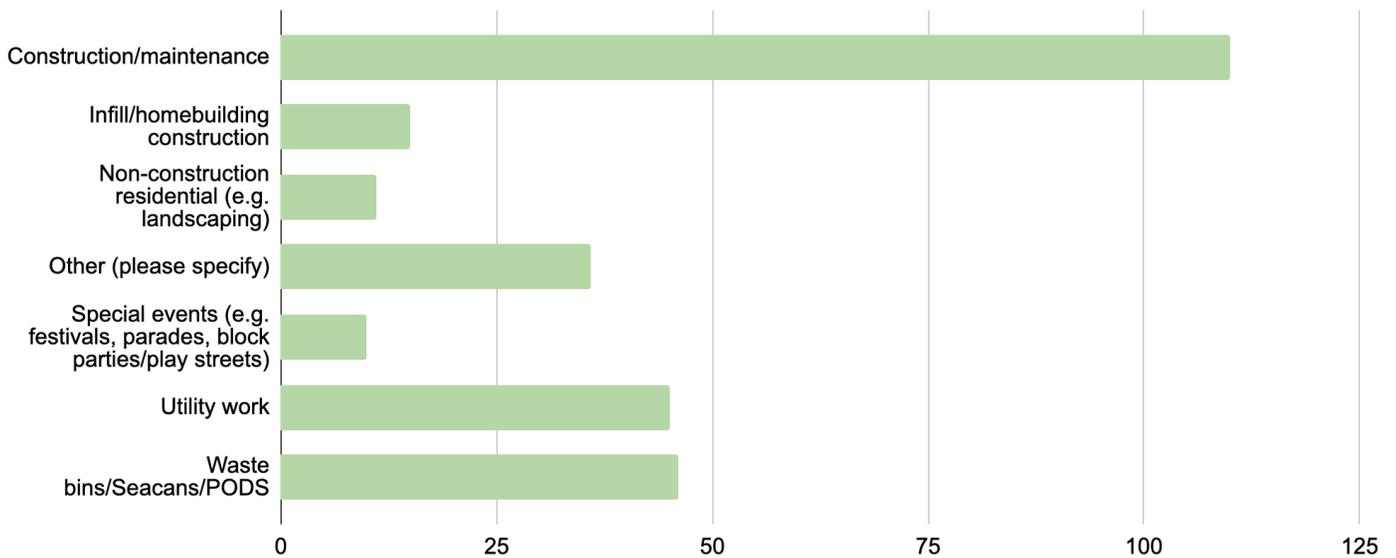
How satisfied are you with the current OSCAM permit application process? (n-value: 220)

● Very Satisfied   ● Somewhat Satisfied
● Neither Satisfied nor Unsatisfied
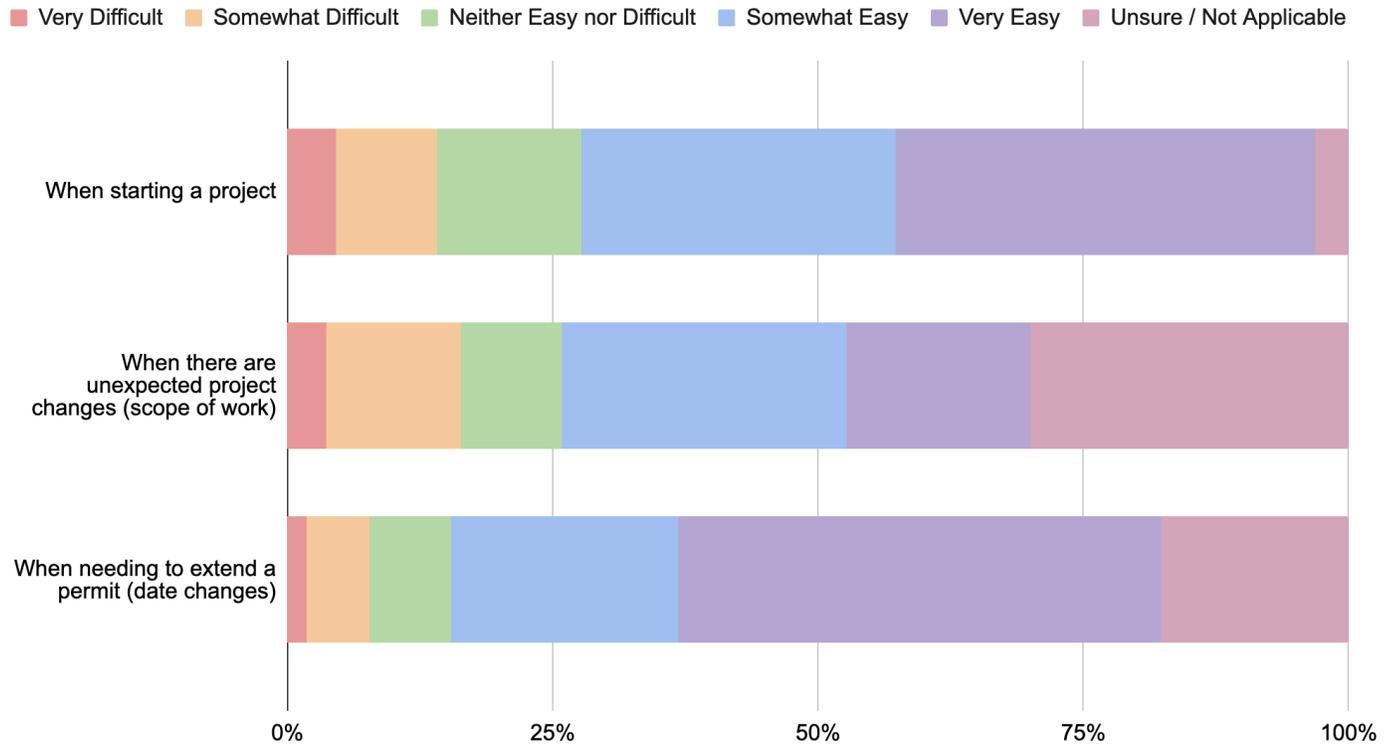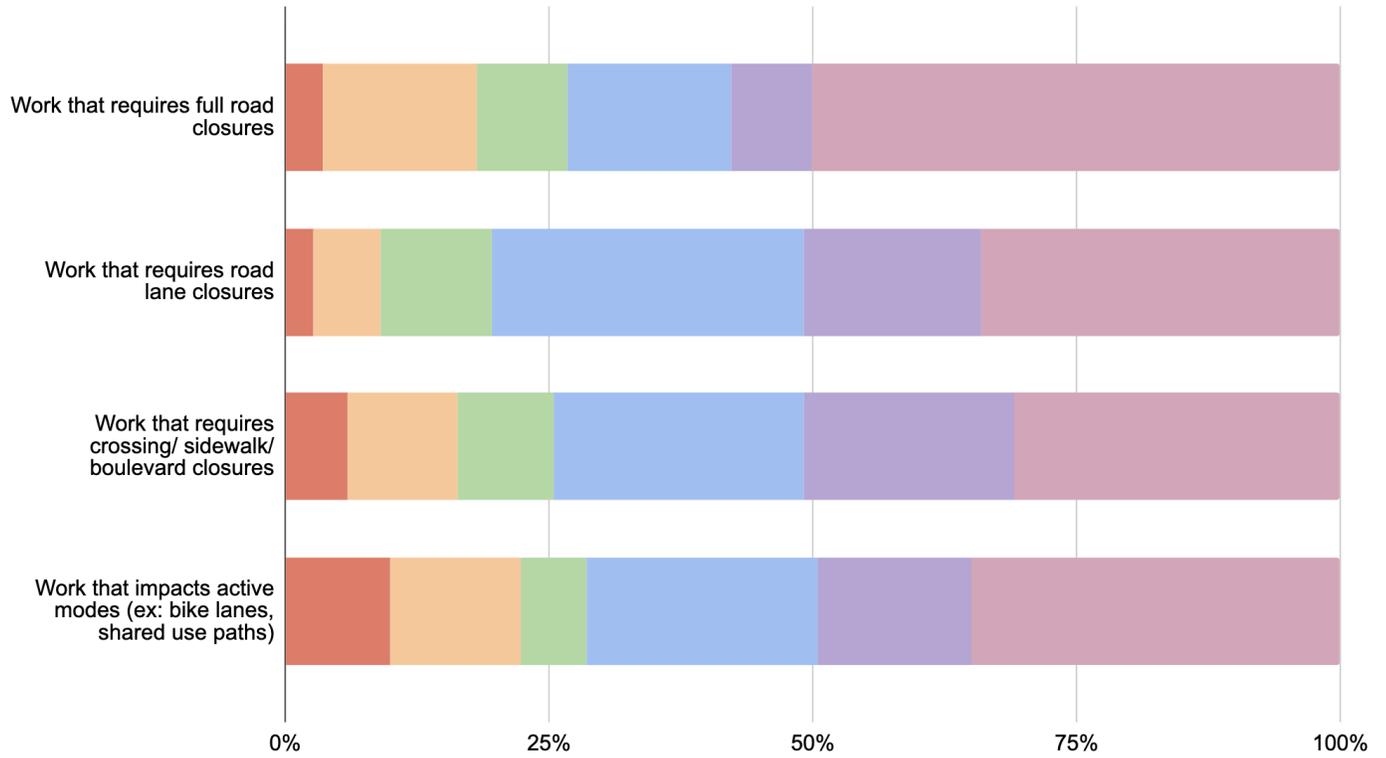● Somewhat Unsatisfied   ● Very Unsatisfied
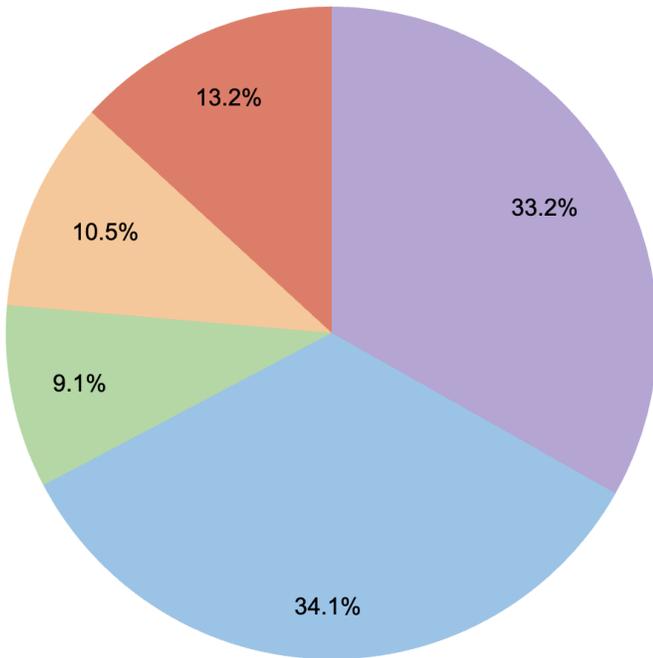
13.2%

10.5%

9.1%

33.2%

34.1%

What is your level of satisfaction with the processing timelines for OSCAM permit applications? (n-value: 220)

● Very Unsatisfied   ● Somewhat Unsatisfied
● Neither Satisfied nor Unsatisfied   ● Somewhat Satisfied
● Very Satisfied

12.3%

14.5%

7.7%

28.6%

36.8%
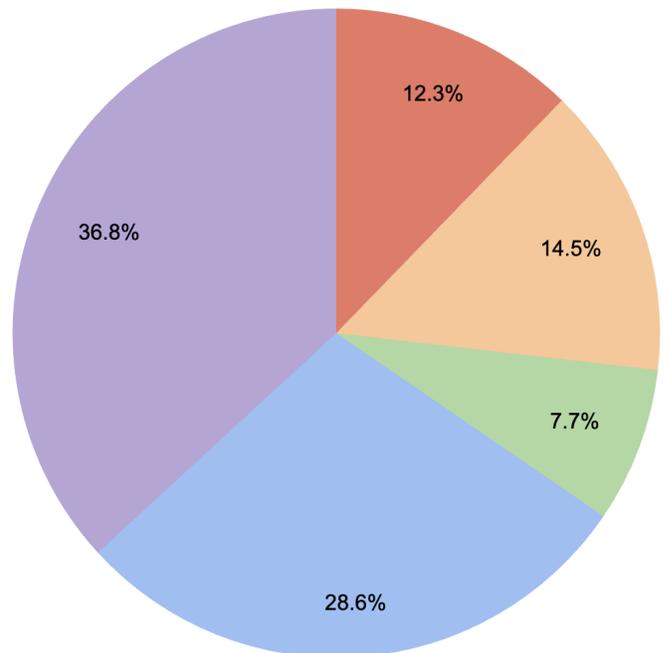
Please rate how difficult or easy it is to meet the requirements for OSCAM permits in each of the following situations. (n-value: 220)

Legend: ■ Very Difficult   ■ Somewhat Difficult   ■ Neither Easy nor Difficult   ■ Somewhat Easy   ■ Very Easy   ■ Unsure / Not Applicable

Please rate how difficult or easy it is to meet the requirements for OSCAM permits for any of the following uses that impact the road right of way. (n-value: 220)
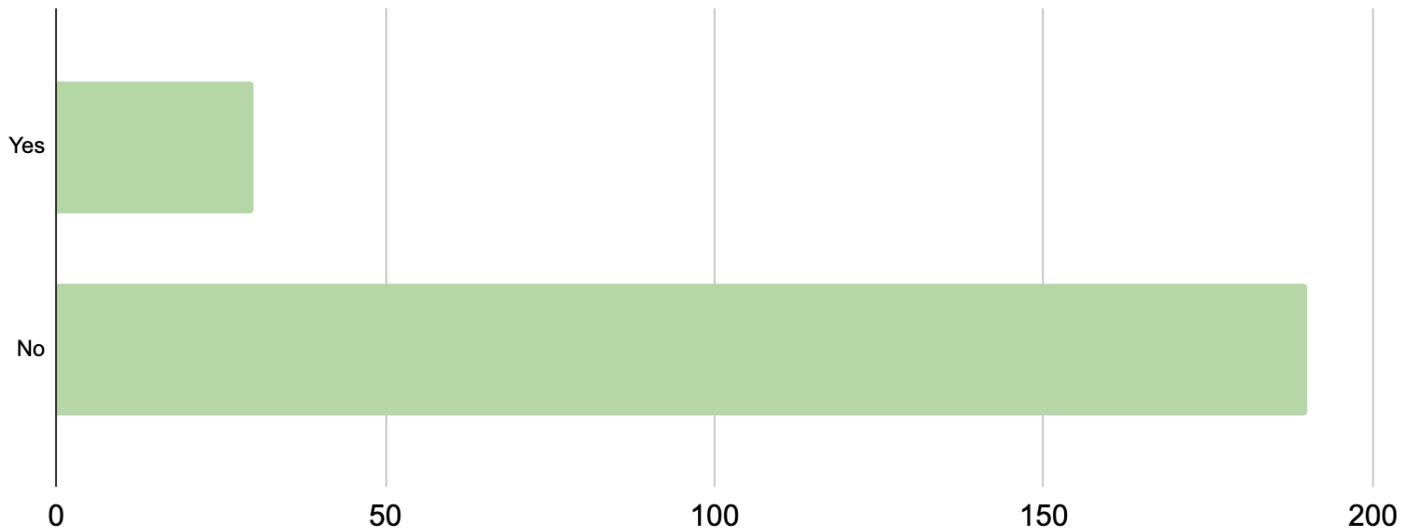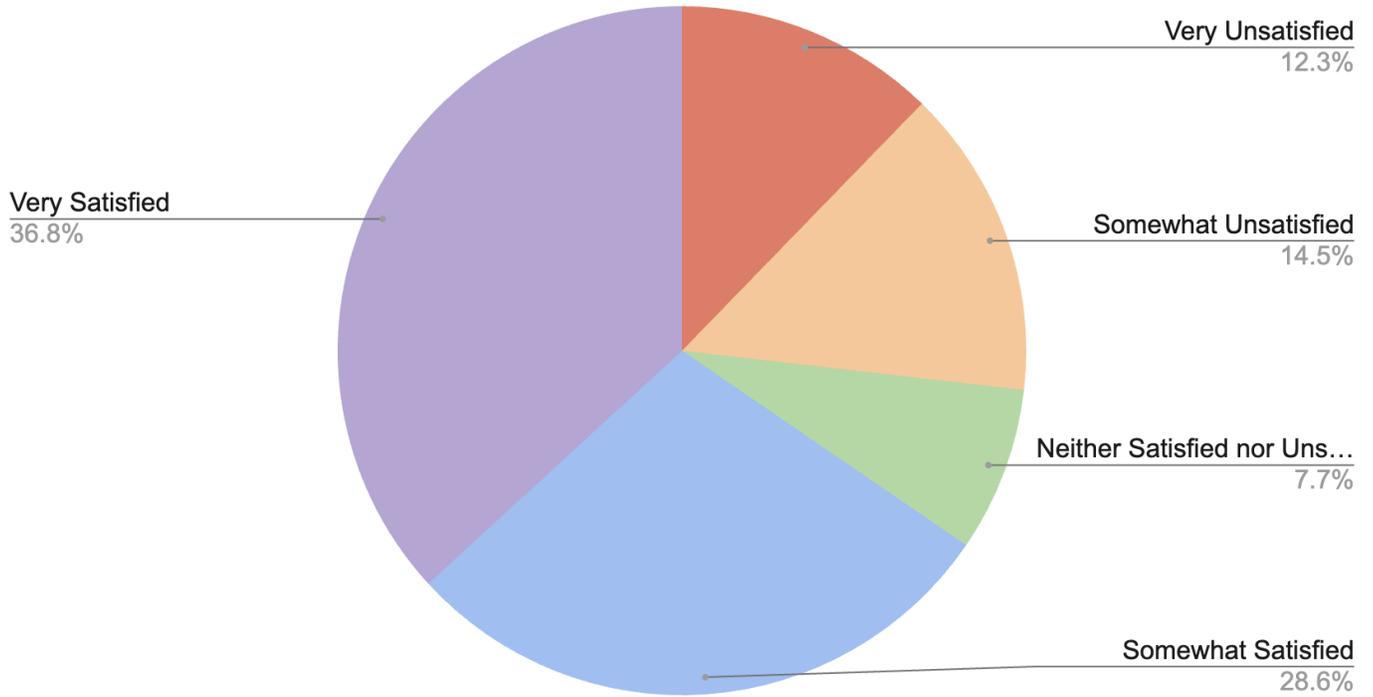
Based on your satisfaction with the OSCAM permit application process and your understanding of permit requirements, is there any support that the City can provide that would make it easier to apply for and follow OSCAM permit requirements? Choose all that apply. (n-value: 220)
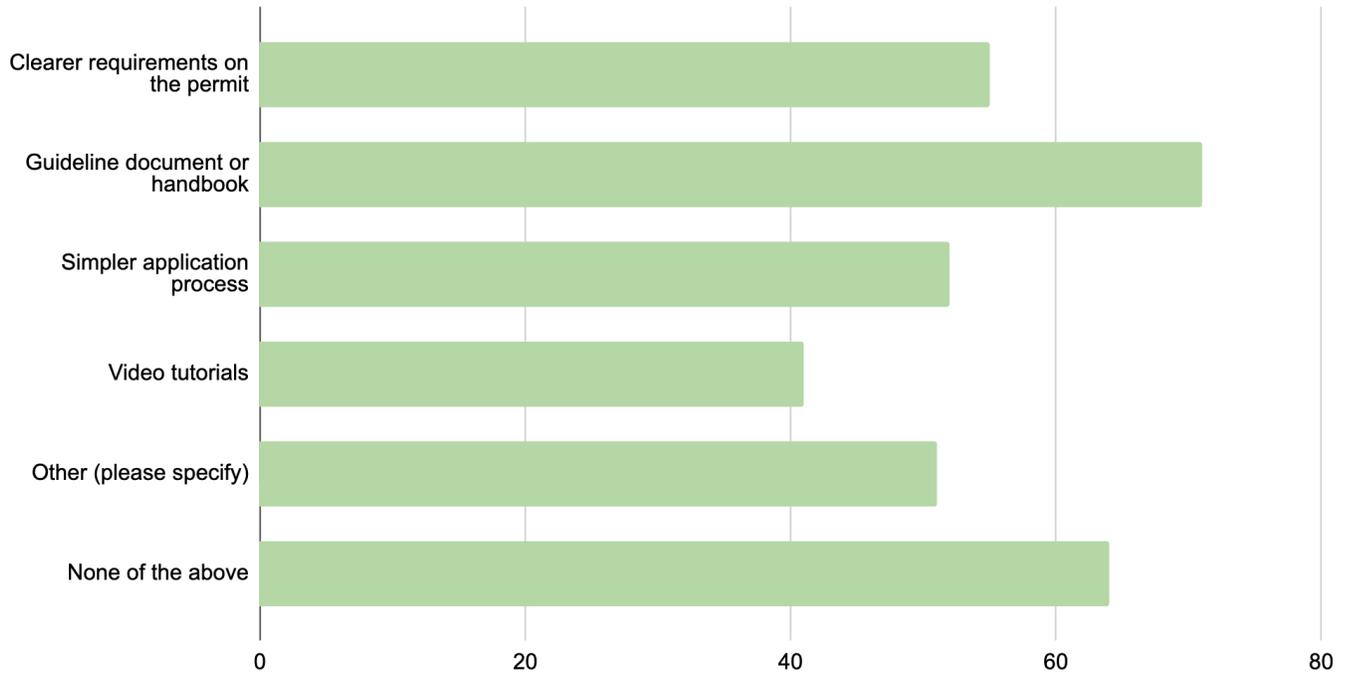

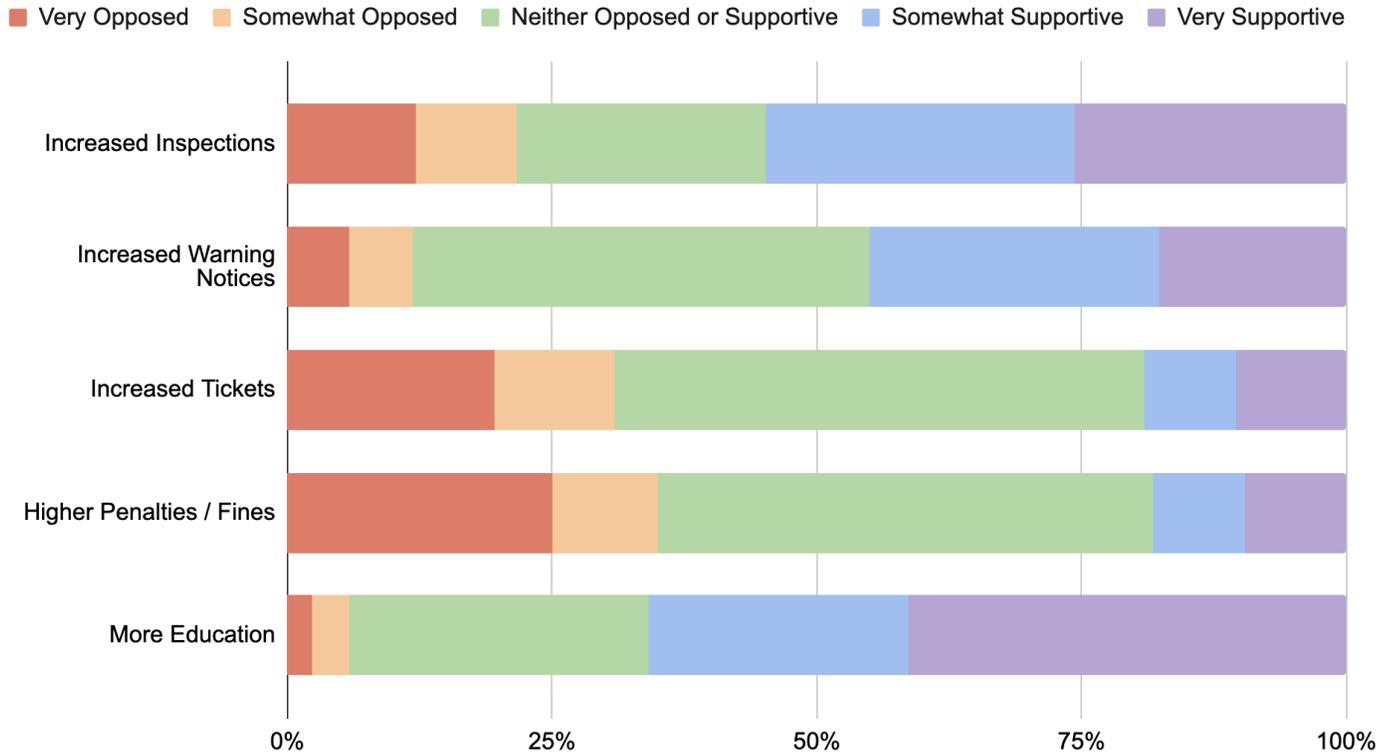Have you encountered any other barriers to applying for OSCAM permits? (n-value: 220)

What is your level of satisfaction with the processing timelines for OSCAM permit applications? (n-value: 220)

Very Unsatisfied
12.3%

Somewhat Unsatisfied
14.5%

Neither Satisfied nor Uns…
7.7%

Somewhat Satisfied
28.6%

Very Satisfied
36.8%

How often do you experience delays in receiving OSCAM permits? For reference, the average processing time for an OSCAM permit application is 6 business days. (n-value: 220)
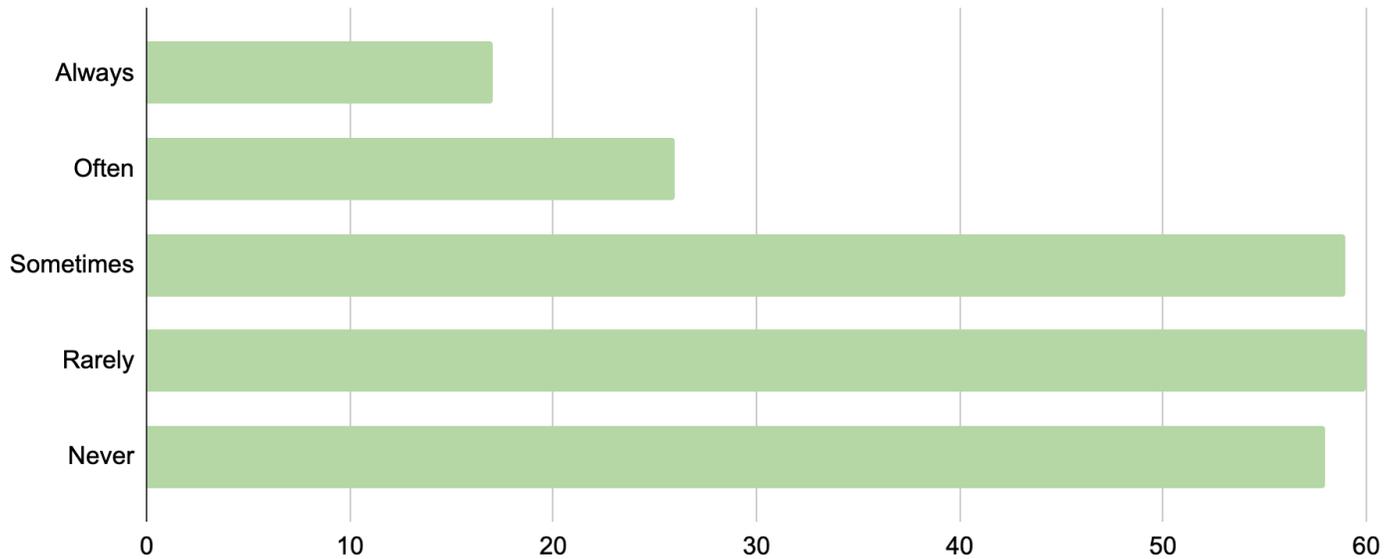
What is your level of support for the following enforcement mechanisms to ensure compliance with OSCAM permit requirements? (n-value: 220)

■ Very Opposed   ■ Somewhat Opposed   ■ Neither Opposed or Supportive   ■ Somewhat Supportive   ■ Very Supportive

Which of the following categories best describes your/your organization's primary affiliation when applying for OSCAM permits? (n-value: 220)
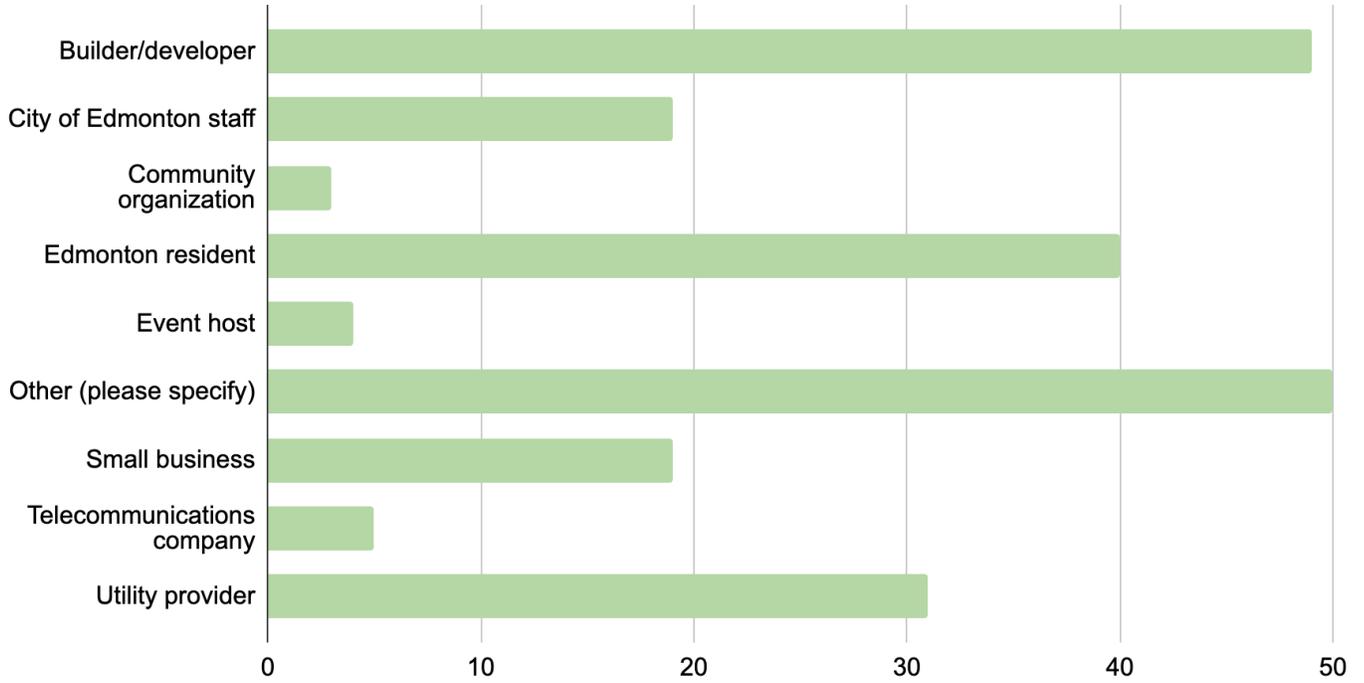
Approximately how many employees does your organization have? (n-value: 220)
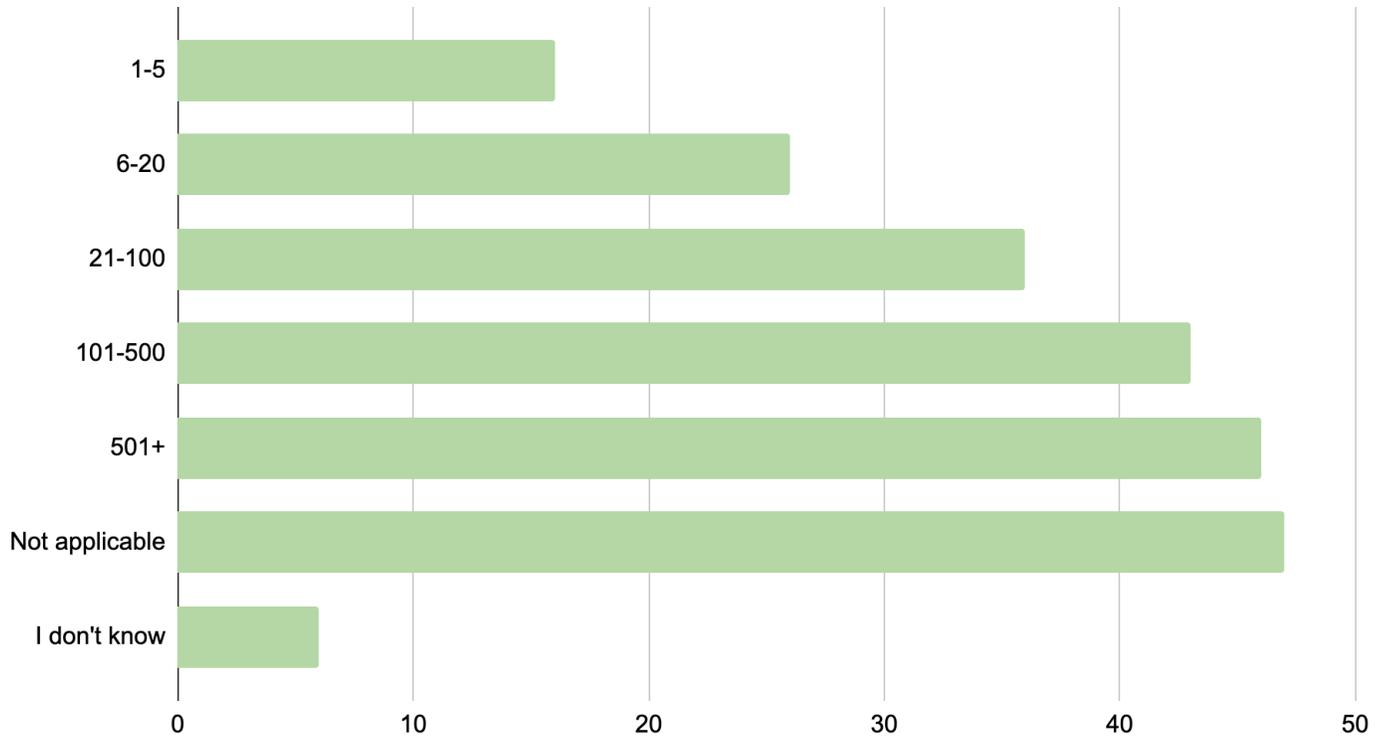
Appendix B: Phase 2 Workshop Organization List

The following organizations participated in the Phase 2 online workshops:

- Standard General Inc.
- Ridgeline
- ATCO
- Coventry Homes
- Concrete Alberta
- Valard Construction
- Citadel Theatre
- Azuria Water Solutions
- Edmonton Neighborhood Watch (Enwatch)
- Superior Crane
- Brookfield Homes

- Rescom
- Tacada
- Lot BF Enterprises Inc.
- GC Construction Inc.
- EPCOR
- Ledcor Industries Inc.
- Nichols Environmental & Engineering
- Thurber Engineering Ltd.
- Energy Crane Service
- You Junk It

Appendix C: Phase 2 Quantitative Results

What is your level of support for the following enforcement and compliance activities?