

CURRENT PLANNING BRANCH

QUARTERLY PROGRESS REPORT

THIRD QUARTER 2014

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BRANCH PURPOSE

The Current Planning Branch meets the challenge of translating the City's growth vision into plans and development approvals. The Branch shapes a livable, safe, and sustainable City by guiding how land is developed, buildings are constructed, and businesses operate.

GREAT PEOPLE - GREAT SERVICE - GREAT OUTCOMES

CITY WIDE PLANNING REORGANIZATION

A review of the organizational structure for City Wide Planning stems from industry and staff engagement sessions held in March 2014. Based on the feedback gathered, it was recommended that the current organizational structure is evaluated to achieve several objectives, one of which is to deliver better customer service.

CREATION OF THE APPLICATIONS UNIT

HOW

- Creating a unified technical team of Planning Technicians from the geographic area planning units to handle all land development application intake to ensure consistency and quality of applications, as well as support planning analysis.

BENEFITS

- A single point of entry for all land development applications for our customers with clearly defined application requirements.
- A team-based approach that promotes collaboration and communication resulting in a more engaged staff.
- Cross-functional training opportunities to minimize service disruptions to our customers.

ESTABLISHMENT OF SPECIAL PROJECTS UNIT

HOW

- A dedicated team of professional planners that provide planning expertise on policy and guideline development and Council inquiries.

BENEFITS

- A current planning perspective on a variety of projects that impact the development industry.
- A conduit for feedback and suggestions from the development industry for policy and guideline development.
- A direct link to the industry for updates on special projects.

ADDITION OF THE GENERAL SUPERVISOR OF AREA PLANNING

HOW

- Reporting to the Director and overseeing five Senior Planners, this position will provide additional guidance and mentorship to staff, as well as support for the Director for Council-related activities.

BENEFITS

- Consistency among geographic areas with respect to decisions made regarding land development applications.
- Conflict and dispute resolution on complex and sensitive projects.
- Section representation for all applications going to Council.
- Opportunity and support for the growth of professional planners.

HOW WE'RE IMPROVING

1 INDUSTRY INFORMATION SESSIONS

Join us on November 25 to learn about how the City adapts to make application processes more efficient, and how the application process works for Development Permits and Building Permits. The main focus of the session will be on Major Development Permits, specifically for multi-dwelling applications. You will be provided with information on how to make sure your application is complete, and how to meet requirements for circulation. The sessions will cover topics including applications, City development and building permit process, service enhancements and City performance targets.

For more information, please visit:
majordpsession.eventbrite.com

2 APPROVAL PROCESS REVIEW

The Current Planning Branch has issued a Request for Proposal for an External Review of the Approval Process. To prepare for the 2015 construction season, this RFP for consultant services will conduct a review of engineering drawing approval, Construction Completion Certificate (CCC) and Final Acceptance Certificate (FAC) business processes to further identify gaps related to overall consistency, efficiency, and effectiveness. The consultant will be responsible for researching and comparing best practices used in other comparable municipalities and identifying the root causes, to recommend organizational improvements and/or further improvements to these business processes.

3 FUTURE STATE AND eSERVICES

Future State, also known as eServices, is an online portal that connects residents, businesses and industry representatives to a variety of City of Edmonton services not currently available online. The goal of the project is to make the best use of resources in order to make it easier for customers to do business with the City. Major components of the project include the introduction of electronic forms, electronic plans submission and review, and a knowledge management portal.

Q3 2014 Update:

- 21,249 pet licences issued to date
- 399 business licence renewals completed to date
- Nearly 35,000 user accounts created to date
- More than \$1 million transacted from pet and business licence renewals
- ePlan: the end of paper engineering drawing submissions effective as of November 1, 2014

4 PRE-APPLICATION MEETINGS

In May 2014, the Current Planning Branch, in cooperation with Drainage Services, Fire Rescue Services, Epcor, Transportation Planning and Waste Management Services, launched Pre-Application Meetings for Major Development Permits. The purpose of the Pre-Application Meetings is to provide industry partners and the City with an opportunity to identify issues, share information and outline supplementary information required to support the Development Permit application.

Q3 2014 Update:

- To date, more than 40 pre-application meetings have been held
- Pre-Application fee payments are now online
- The average time from submission to approval was 39 days in Q3, compared to 60 work days in Q2

For more information, please visit:
www.edmonton.ca/preapplication

5 PLANNING ACADEMY

Planning Academy courses are designed for citizens to better understand and participate in the planning process. Planning Academy also allows citizens the opportunity to gain a better understanding of the roles, rights, and interests of the parties involved in the planning and development process. The program consists of three core courses and three elective courses. A Certificate of Participation can be earned by completing all three core courses along with any one elective. These courses will be offered by City staff at least twice per year. Participants are welcome to take any course whether or not it will lead to the certificate.

Q3 2014 Update:

- The majority of Fall 2014 Planning Academy courses were full with more than 40 participants each
- A new Infill course is scheduled for February 2015; this course will cover topics about what infill means in Edmonton, provide an overview of housing development opportunities, and encourage discussion between residents and the City

For more information, please visit:
www.edmonton.ca/planningacademy

6 WINTER CITIES DESIGN GUIDELINES

The creation of Winter Design Guidelines is a foundational action in the “WinterCity Implementation Plan,” approved by Council on September 10, 2013. Current Planning is leading a Winter Design Working Group, made up of diverse key stakeholders, to develop the winter design guidelines. They will help Edmonton to become more functional, safe, comfortable, and aesthetic in the winter months. The document is organized into two main components:

- The Streetscape: Improving the public realm provides practical and tactical urban design guidelines for outdoor spaces impacted by the built environment.
- Open Space: Consider winter infrastructure and site design guidelines to enhance our experiences in the outdoors in the winter time.

Q3 2014 Update:

- The second ‘Design Den’ workshop was held in September with approximately 70 participants to review the draft guidelines; these comments will be used to further refine the document and stakeholders will have an opportunity to provide input on implementation at Design Den 3 later this year
- The team is on track to have a draft completed by the end of the year and will present at the Winter Cities Shake-Up Conference in January

For more information, please visit:
www.wintercitiesconference.com

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PERMIT PROCESS REVIEW

As an initiative of the Future State Project and eServices, the Branch is working alongside Tantus Solutions Group Inc. to engage in a review of the building and development permits procedures to find areas of improvement and a recommended course of action in order to adapt to changing environments. Tantus has completed a preliminary engagement plan for the best method to engage internal and external stakeholders of the permit review process. The summary of recommendations will focus on improving the building and development permitting process with respect to all stakeholders.

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BUILDING PERMITS AND INSPECTION SERVICES AUDIT

On January 23, 2014, the Office of the City Auditor completed an audit of the City's building permits and inspection processes. Their objectives were to determine if Building Permits and Inspection Services' operations were performed in an effective and efficient manner, and if Building Permit and Inspection Services has an adequate method of regularly assessing its operational performance.

Q3 2014 Update:

- To date, more than 200 self-inspected footing and foundation verifications have been processed
- Implementation of an automated email for contractors regarding inspection outcomes

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CURRENT PLANNING SERVICE CENTRE DASHBOARD

The Current Planning Service Centre ensures that licences and permits move efficiently through each state of the City's process. From the initial application, approval, payment, and records management, they are committed to providing seamless, trustworthy, attentive, and resourceful service.

Q3 2014 Update:

- The Current Planning Service Centre has seen a 14% increase in the number of in-person visits in Q3 2014 (compared to Q3 2013)
- A 38% increase in the number of phone inquiries in Q3 2014 (compared to Q3 2013)
- Licensing and Building Permits combined for 76% of requested services in Q3 2014

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LANDSCAPE INSPECTION REQUEST FORM

A Landscape Inspection Request Form has been created to schedule your landscape inspection. Landscape inspections run from May 1 to September 30 each year. August 30 is the cut-off for inspections to take place the same year.

Please note: requesting an inspection does not automatically result in an inspection. Factors such as lot grading, building permits, new-installs, etc. will all be factors in determining sites to be inspected.

For more information, please visit:
www.edmonton.ca/landscapeinspectionrequest

THIRD QUARTER ACTIVITY OVERVIEW

View the complete **Quarterly Activity Report** at
www.edmonton.ca/cpperformance

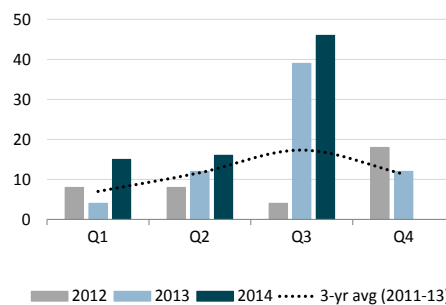
46

Servicing Agreements for Multi-Family Lots

+188% from Q2 2014
+18% from Q3 2013

SERVICING AGREEMENTS

Multi-Family Lots



19,670

Total walk-in customers

-6% from Q2 2014
+14% from Q3 2013



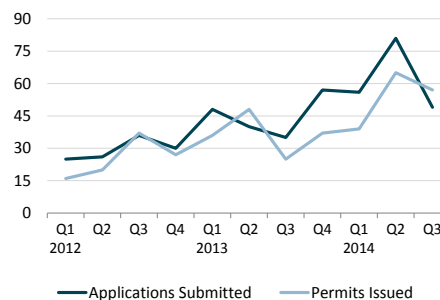
57

Development Permits issued for New Multi-Family Buildings

-12% from Q2 2014
+128% from Q3 2013

DEVELOPMENT PERMITS

New Multi-Family Buildings



86%

Walk-in customers with wait time under 15 minutes

Target = 75%



438

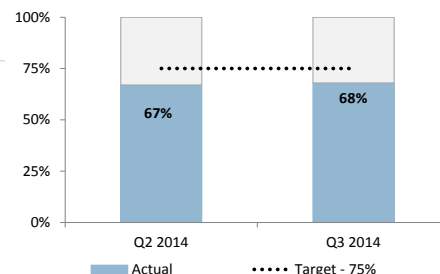
Expedited House Combo Permits Issued

+3% from Q2 2014
+41% from Q3 2013

+1% from Q2 2014
issued within 10
business days

EXPEDITED HOUSE COMBO

Issued within Target Time



1,505

New Business licences issued

-9% from Q2 2014
+28% from Q3 2013



29,843

Total Safety Code inspections completed

+6% from Q2 2014
+12% from Q3 2013