



CURRENT PLANNING BRANCH

# QUARTERLY ACTIVITY REPORT



FIRST QUARTER 2014

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## LAND DEVELOPMENT APPLICATIONS

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

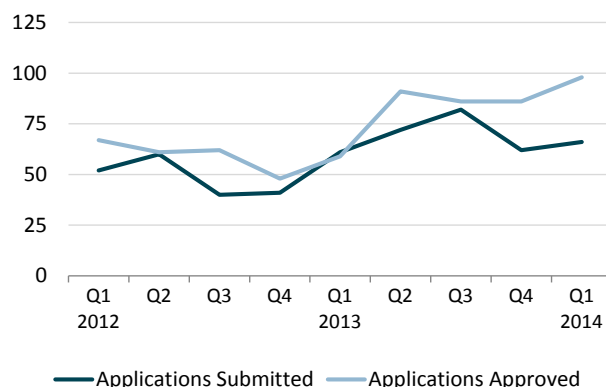
- subdivide land into two or more parcels (subdivision),
- create bare land condominium units (subdivision),
- convert existing buildings into condominiums (condominium conversion),
- create or amend an Area Structure Plan or Neighbourhood Structure Plan (ASP or NSP),
- change the zoning of land (rezoning), 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.

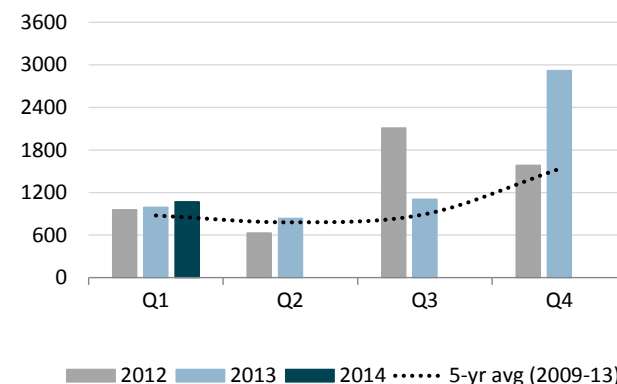
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### Subdivision Applications



1

### Subdivision - Single Family Lots

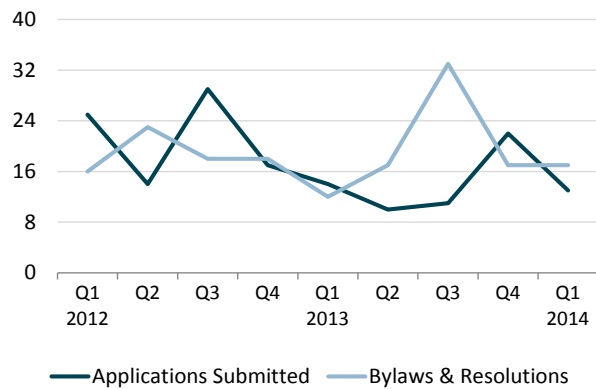


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Subdivision											
Applications Submitted	61	72	82	62	66				+6%	+8%	+8%
Applications Approved	59	91	86	86	98				+14%	+66%	+66%
Single Family Lots Applied For	993	835	1106	2919	1071				-63%	+8%	+8%
Multiple Family Lots Applied For	19	11	12	15	16				+7%	-16%	-16%
Commercial Lots Applied For	5	9	6	2	7				+250%	+40%	+40%
Industrial Lots Applied For	1	4	13	4	14				+250%	+1300%	+1300%
Other Lots Applied For	10	21	5	116	17				-85%	+70%	+70%
2 Condominium Conversion											
Applications Submitted	25	35	29	41	33				-20%	+32%	+32%
Condominium Units Approved	337	316	534	711	780				+10%	+131%	+131%

## LAND DEVELOPMENT APPLICATIONS

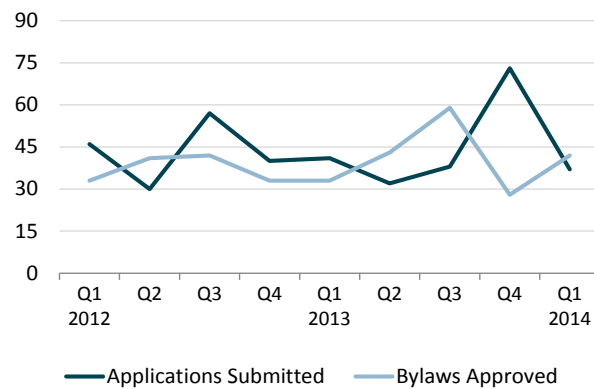
3

### Plan & Plan Amendments



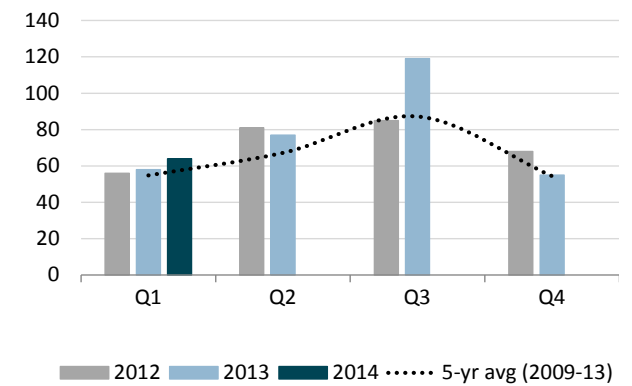
4

### Rezoning



6

### Bylaws & Resolutions at Council



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3 Plan & Plan Amendment											
Applications Submitted	14	10	11	22	13				-41%	-7%	-7%
Bylaws & Resolutions	12	17	33	17	17				0%	+42%	+42%
4 Rezoning											
Applications Submitted	41	32	38	73	37				-49%	-10%	-10%
Bylaws Approved	33	43	59	28	42				+50%	+27%	+27%
5 Road Closure											
Applications Submitted	6	5	8	11	7				-36%	+17%	+17%
Bylaws Approved	1	6	4	6	2				-67%	+100%	+100%
6 Total Bylaws / Resolutions to Council	58	77	119	55	64				+16%	+10%	+10%

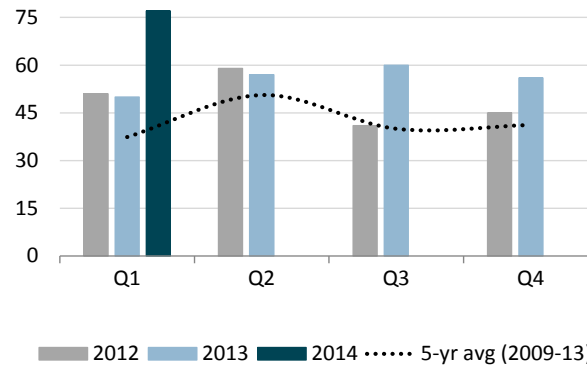
## SERVICING AGREEMENTS

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. It is also an indicator of the peak application submission periods which affects the review and approval time for the Engineering Drawings.

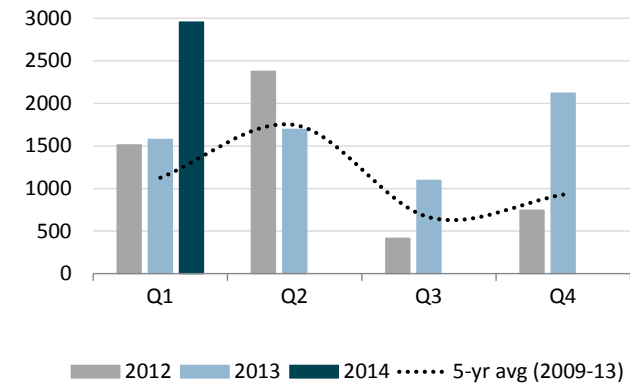
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**Servicing Agreement Submissions**



1

**Single Family Lot Submissions**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Servicing Agreement Projects Submitted	50	57	60	56	77				+38%	+54%	+54%
Single Family Lots	1576	1694	1095	2119	2955				+39%	+88%	+88%
Multiple Family Lots	4	12	39	12	15				+25%	+275%	+275%
Commercial Lots	4	9	13	3	7				+133%	+75%	+75%
Industrial Lots	57	10	13	39	23				-41%	-60%	-60%

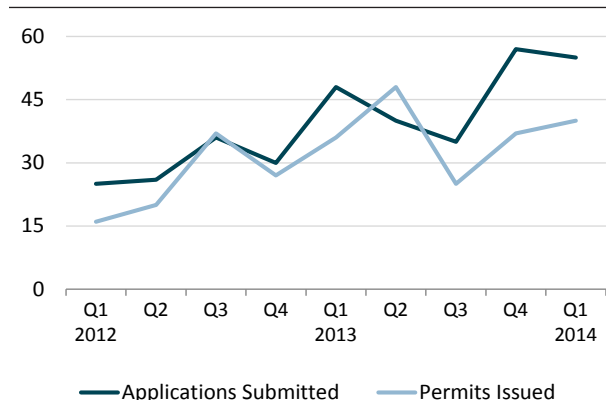
## DEVELOPMENT PERMITS

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.

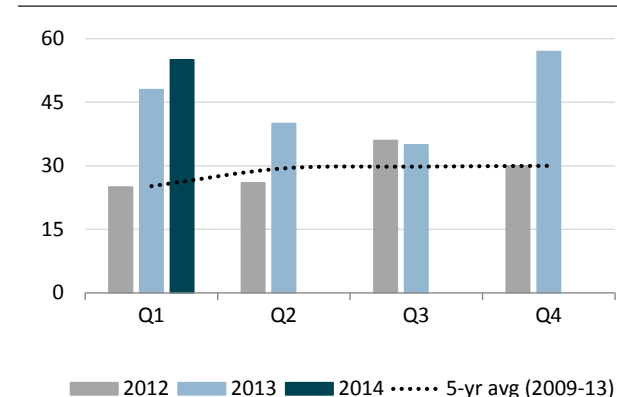
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**New Multi-Family Buildings**



1

**New Multi-Family - Quarterly Submissions**



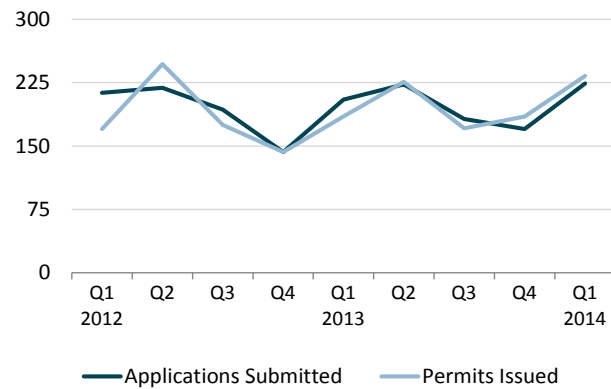
	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 New Multi-Family Building DP											
Applications Submitted	48	40	35	57	55				-4%	+15%	+15%
Permits Issued	36	48	25	37	40				+8%	+11%	+11%
Median Work Days to Issue	40	50	70	69	72				+4%	+80%	+80%
1.1 Projects up to four dwellings*											
Permits Issued	21	26	8	21	22				+5%	+5%	+5%
Median Work Days to Issue	27	17	35	56	62				+10%	+128%	+128%
% Permits Issued within 55 business days (target - 75%)	82%	88%	88%	45%	38%				-7%	-44%	-44%

\*Excluding projects within mature neighbourhood overlay.

## DEVELOPMENT PERMITS

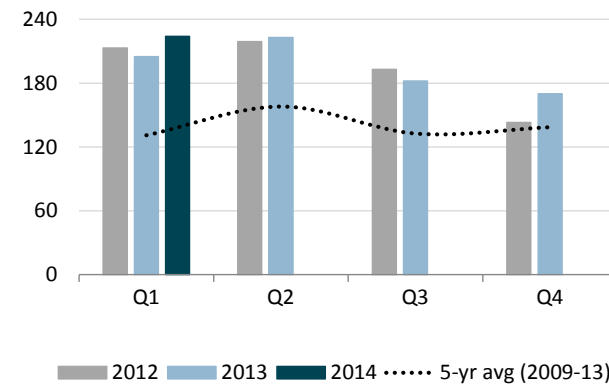
2

### New Duplex / Semi-Detached Houses



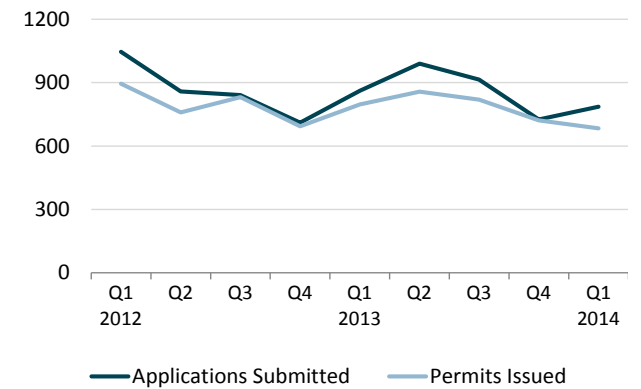
2

### New Duplex / SD - Quarterly Submissions



3

### Other Residential<sup>1</sup>



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 New Duplex / Semi-Detached House DP											
Applications Submitted	205	223	182	170	224				+32%	+9%	+9%
Permits Issued	185	226	171	185	233				+26%	+26%	+26%
Median Work Days to Issue	14	14	16	22	6				-73%	-57%	-57%
3 Other Residential DP <sup>1</sup>											
Applications Submitted	862	990	915	726	786				+8%	-9%	-9%
Permits Issued	797	857	820	721	684				-5%	-14%	-14%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%

## DEVELOPMENT PERMITS

In Q1 2014, the Current Planning 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;

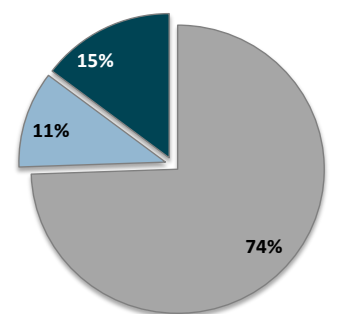
**Class B** - 75% permits issued within **15** business days;

**Complex** - 75% permits issued within **55** business days.

The actual results include times for complete and incomplete applications.

2

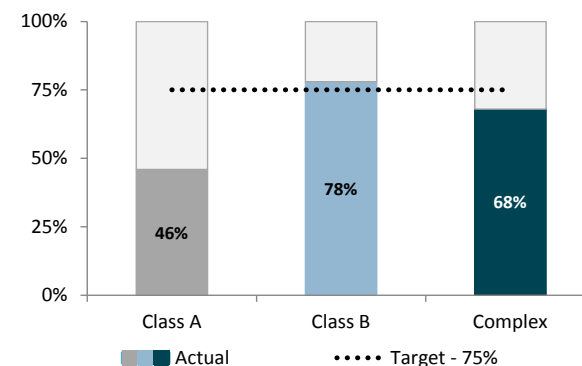
### Semi-Detached House - Permits Issued by Level of Complexity



■ Class A ■ Class B ■ Complex

2

### Semi-Detached House - Permits Issued within Target Time, YTD 2014

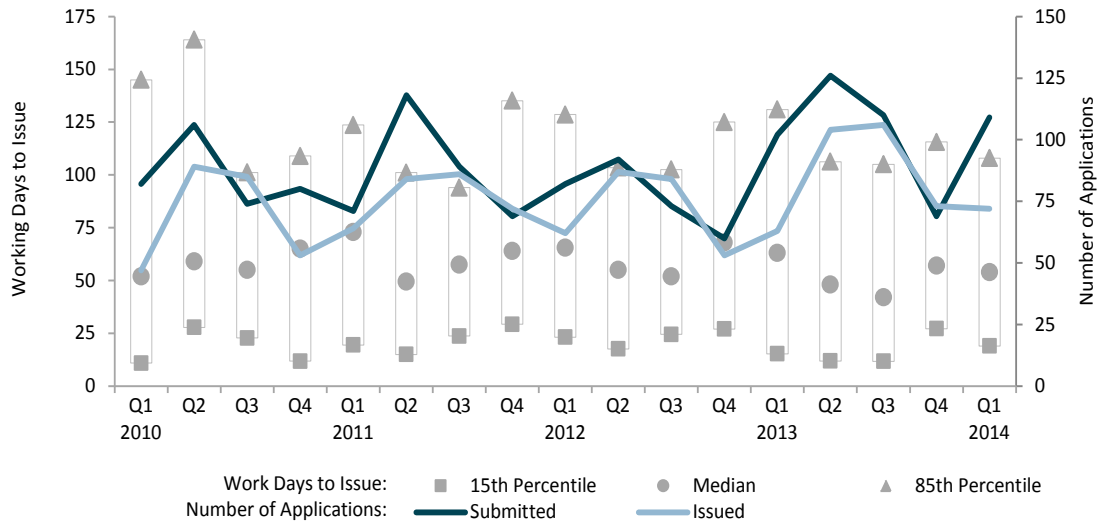


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2.1 Semi-Detached House - Class A											
Permits Issued	55	172	120	124	172				+39%	+213%	+213%
Median Work Days to Issue	15	13	14	19	6				-68%	-60%	-60%
% Permits Issued within 5 bus. days	1%	2%	2%	1%	46%				+45%	+45%	+45%
2.2 Semi-Detached House - Class B											
Permits Issued	106	18	23	33	25				-24%	-76%	-76%
Median Work Days to Issue	11	19.5	14	19	7				-63%	-36%	-36%
% Permits Issued within 15 bus. days	64%	33%	57%	29%	78%				+49%	+14%	+14%
2.3 Semi-Detached House - Complex											
Permits Issued	24	35	27	27	34				+26%	+42%	+42%
Median Work Days to Issue	52	34	32	36	24				-35%	-55%	-55%
% Permits Issued within 55 bus. days	58%	68%	88%	76%	68%				-8%	+10%	+10%

## DEVELOPMENT PERMITS

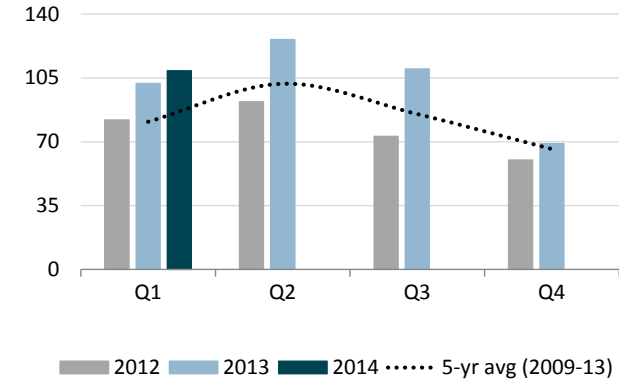
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### New Non-Residential Buildings



4

### New Non-Residential - Quarterly Submissions



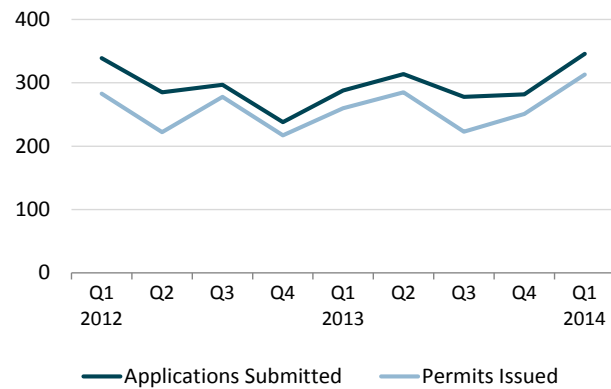
	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
4 New Non-Residential Building DP											
Applications Submitted	102	126	110	69	109				+58%	+7%	+7%
Permits Issued	63	104	106	73	72				-1%	+14%	+14%
Median Work Days to Issue	63	48	42	57	54				-5%	-14%	-14%



## DEVELOPMENT PERMITS

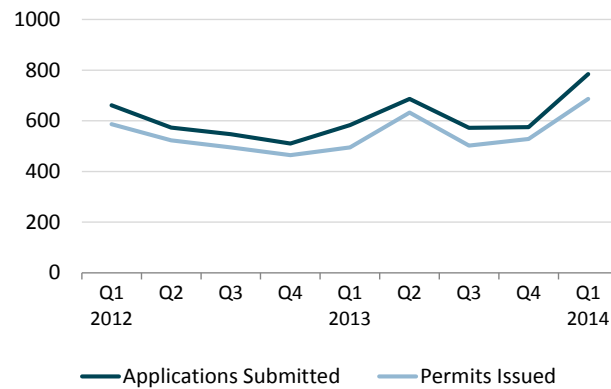
5

### Other Non-Residential<sup>2</sup>



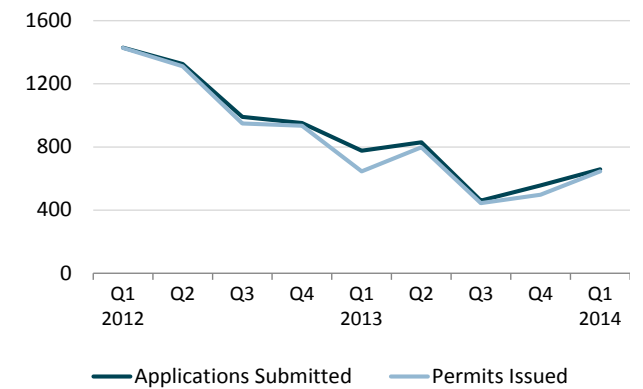
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### Home Occupation Permits



7

### Portable Signs



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
5 Other Non-Residential DP <sup>2</sup>											
Applications Submitted	288	314	278	282	346				+23%	+20%	+20%
Permits Issued	260	285	223	251	313				+25%	+20%	+20%
6 Home Occupation DP											
Applications Submitted	583	687	572	575	785				+37%	+35%	+35%
Permits Issued	495	633	502	528	687				+30%	+39%	+39%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
7 Portable Sign DP											
Applications Submitted	776	829	460	556	658				+18%	-15%	-15%
Permits Issued	645	798	444	497	646				+30%	0%	0%
Median Work Days to Issue	1	3	3	5	4				-20%	300%	300%

## 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.

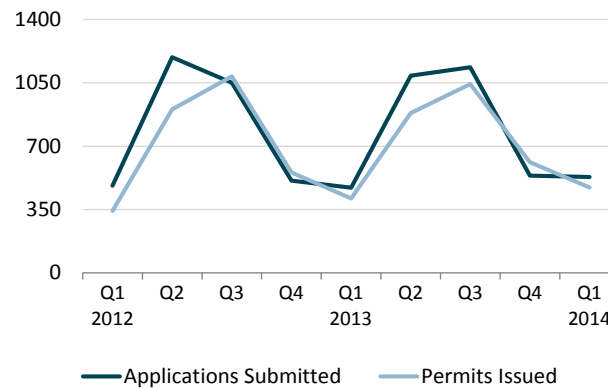
A combination permit is considered issued after all of the required permits are issued. After a permit is issued and construction is complete, at least one safety code inspection will be completed.

Simple residential combo permits can be issued in one day at the Current Planning 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 Current Planning 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.

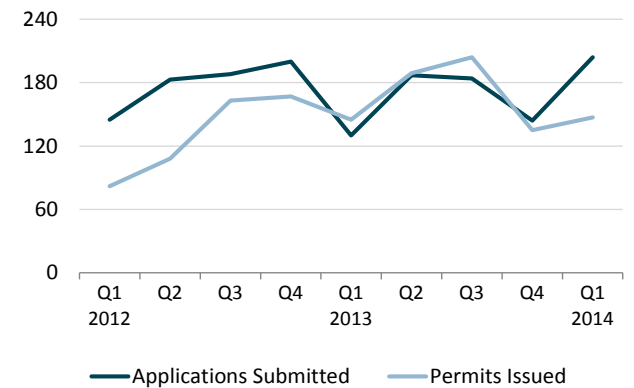
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### Minor Residential Combo Permits



2

### Sign Combo Permits

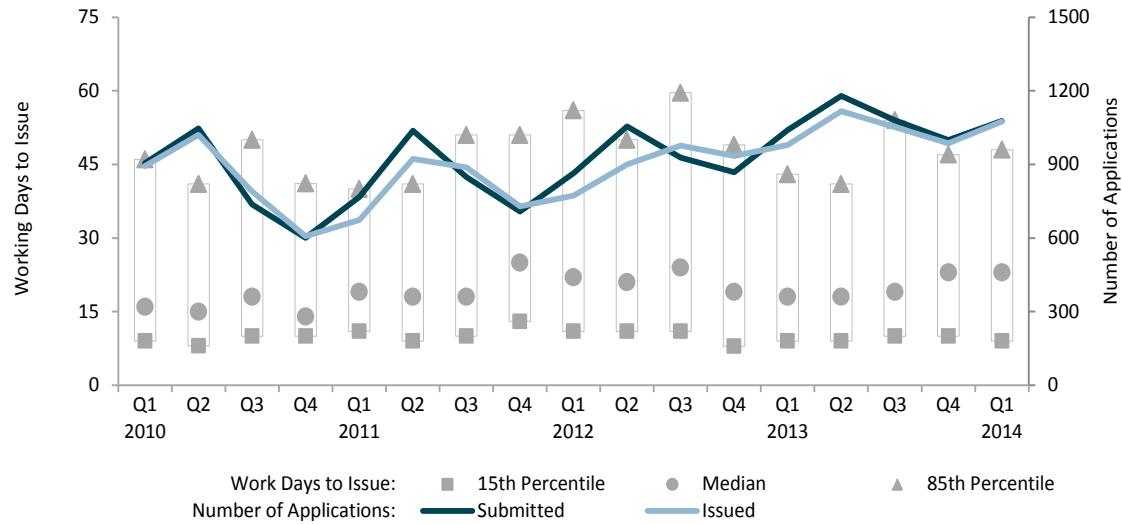


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Minor Residential Combo Permit											
Applications Submitted	471	1090	1136	537	529				-1%	+12%	+12%
Permits Issued	411	883	1043	611	472				-23%	+15%	+15%
Median Work Days to Issue	12	6	13	20	20				0%	+67%	+67%
2 Sign Combo Permit											
Applications Submitted	130	187	184	144	204				+42%	+57%	+57%
Permits Issued	145	189	204	135	147				+9%	+1%	+1%
Median Work Days to Issue	53	43	53	42	43				+2%	-19%	-19%

## COMBINATION PERMITS

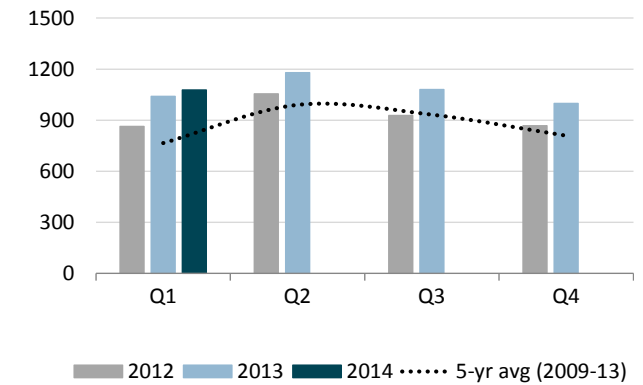
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### House Combo Permits



3

### House Combo - Quarterly Submissions



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3 House Combo Permits											
Applications Submitted	1040	1179	1080	999	1077				+8%	+4%	+4%
Permits Issued	979	1117	1052	986	1075				+9%	+10%	+10%
Median Work Days to Issue	18	18	19	23	23				0%	+28%	+28%

## 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;

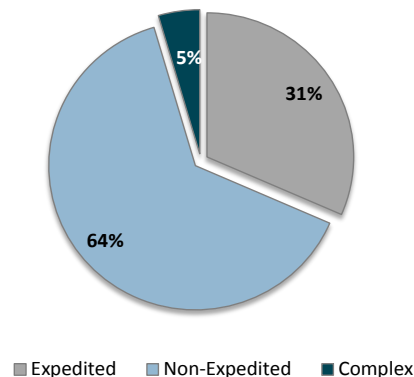
**Non-Expedited** - 75% issued within **30** business days;

**Complex** - 75% issued within **85** business days.

Actual results include times for complete and incomplete applications.

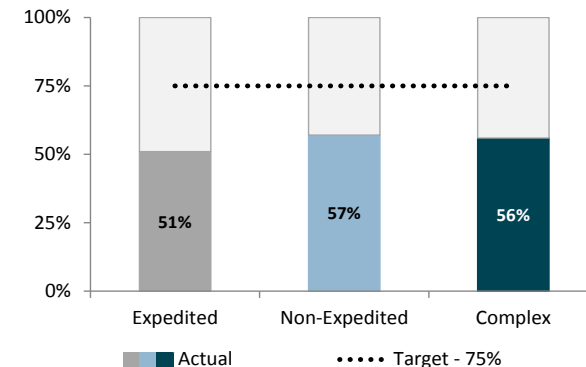
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### House Combo - Permits Issued by Level of Complexity



3

### House Combo - Permits Issued within Target Time, YTD 2014



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3.1 House Combo - Expedited											
Permits Issued	291	360	310	322	339				+5%	+16%	+16%
Median Work Days to Issue	10	10	11	11	10				-9%	0%	0%
% Permits Issued within 10 bus. days	56%	53%	46%	49%	51%				+2%	-5%	-5%
3.2 House Combo - Non-Expedited											
Permits Issued	648	694	672	605	687				+14%	+6%	+6%
Median Work Days to Issue	22	23	24	30	28				-7%	+27%	+27%
% Permits Issued within 30 bus. days	72%	71%	68%	64%	57%				+7%	-15%	-15%
3.3 House Combo - Complex											
Permits Issued	40	61	63	53	49				-8%	+23%	+23%
Median Work Days to Issue	73.5	77	70	69	74				+7%	+1%	+1%
% Permits Issued within 85 bus. days	56%	57%	62%	68%	56%				-12%	0%	0%

## SAFETY CODE PERMITS

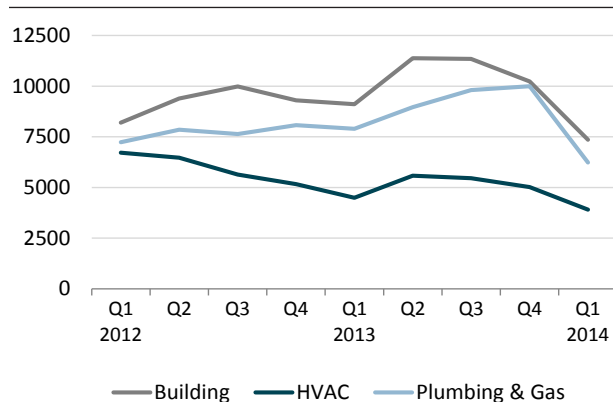
Safety code permits ensure that any new construction or alterations comply with the Alberta Safety Codes Act. Safety code permits include building, HVAC (heating, ventilation, and air-conditioning), plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has been completed. Permits for new buildings typically require multiple inspections throughout the construction process.

Current Planning 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](#).

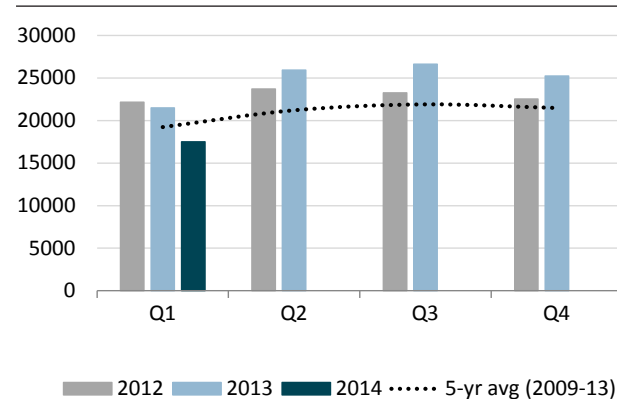
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**Safety Code Inspections Completed**



1

**Inspections Completed - Quarterly Volume**

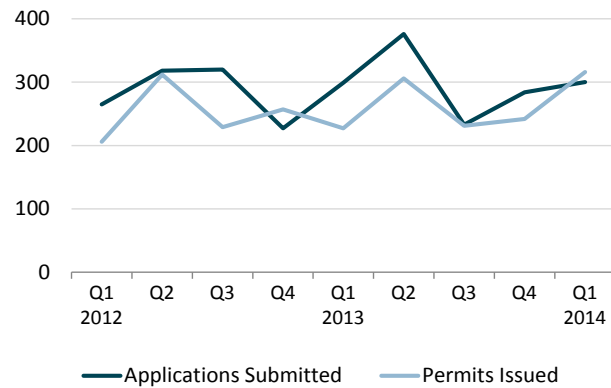


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Safety Code Inspections Completed											
Building Inspections	9116	11378	11351	10234	7354				-28%	-19%	-19%
HVAC Inspections	4487	5586	5463	5016	3913				-22%	-13%	-13%
Plumbing & Gas Inspections	7893	8965	9810	10000	6238				-38%	-21%	-21%
Total Inspections Completed	21496	25929	26624	25250	17505				-31%	-19%	-19%

## SAFETY CODE PERMITS

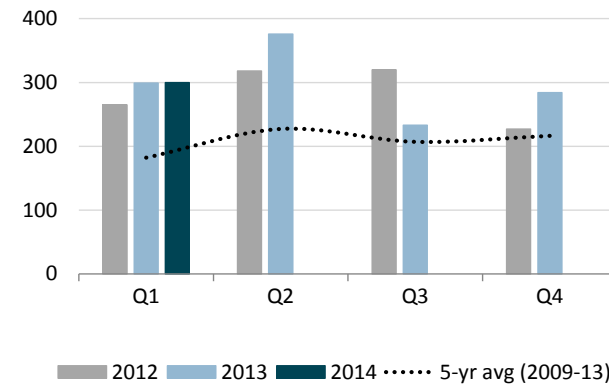
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### Rowhousing & Semi-Detached Building Permits



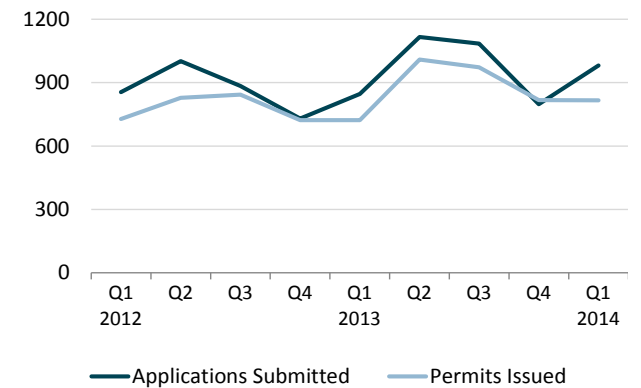
2

### Rowhousing & SD - Quarterly Submissions



3

### Minor Residential Building Permits<sup>1</sup>

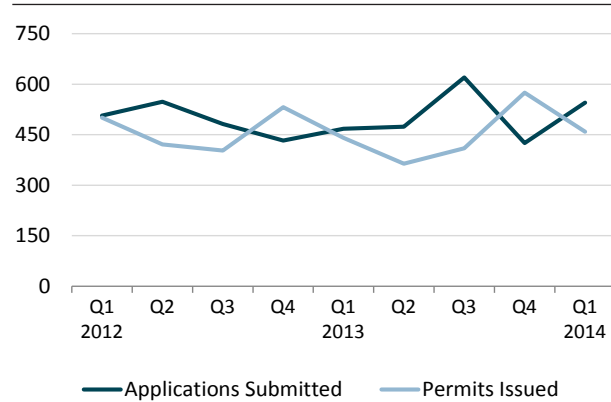


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 Rowhousing & Semi-Detached BP											
Applications Submitted	299	376	233	284	300				+6%	0%	0%
Permits Issued	227	306	231	242	316				+31%	+39%	+39%
Median Work Days to Issue	26	27	34	40	29				-27%	+12%	+12%
2.1 Projects up to two dwellings units											
Permits Issued	183	238	188	198	226				+14%	+23%	+23%
% Permits Issued within 25 business days (target = 75%)	54%	53%	43%	18%	59%				+41%	+5%	+5%
3 Minor Residential Building Permit <sup>1</sup>											
Applications Submitted	847	1116	1085	798	981				+23%	+16%	+16%
Permits Issued	723	1010	973	817	816				0%	+13%	+13%
Median Work Days to Issue	1	7	13	11	2				-82%	+100%	+100%
3.1 Interior Alterations											
Permits Issued	424	385	358	389	421				+8%	-1%	-1%
% Permits Issued within 24 hours (target = 95%)	75%	70%	65%	75%	79%				+4%	+4%	+4%

## SAFETY CODE PERMITS

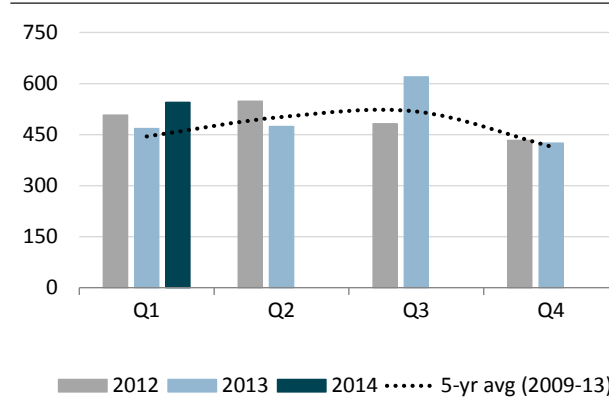
4

**Commercial Final Building Permits<sup>2</sup>**



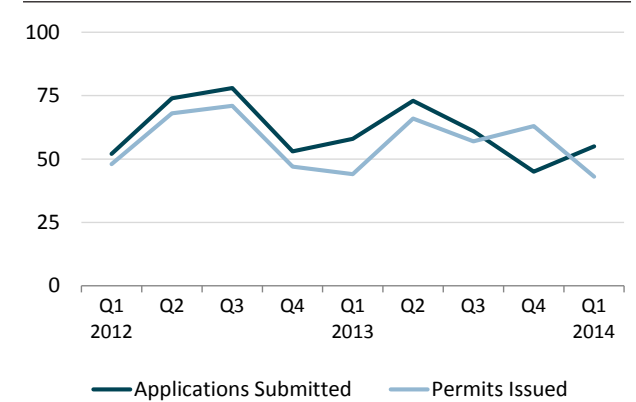
4

**Commercial Final - Quarterly Submissions**



5

**Other Non-Residential Building Permits<sup>3</sup>**

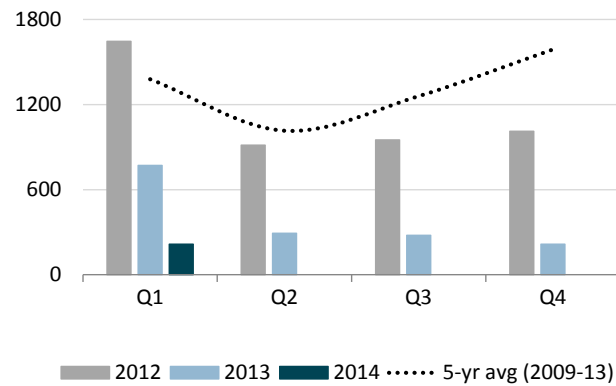


	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
4 Commercial Final Building Permit <sup>2</sup>											
Applications Submitted	468	474	620	425	545				+28%	+16%	+16%
Permits Issued	441	364	410	575	459				-20%	+4%	+4%
Median Work Days to Issue	47	39	46	41	27				-34%	-43%	-43%
5 Other Non-Residential Building Permit <sup>3</sup>											
Applications Submitted	58	73	61	45	55				+22%	-5%	-5%
Permits Issued	44	66	57	63	43				-32%	-2%	-2%
Median Work Days to Issue	1	3	1	1	1				0%	0%	0%

## SAFETY CODE PERMITS

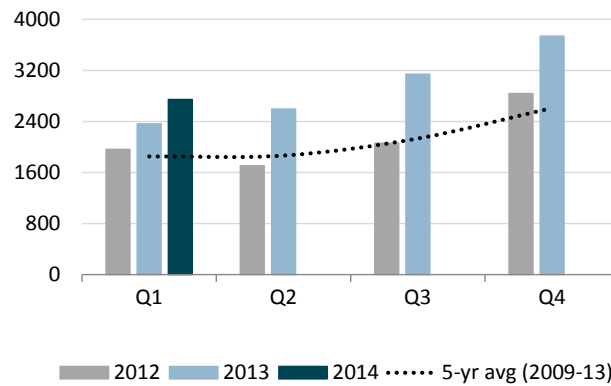
6

**HVAC Permits Issued\***



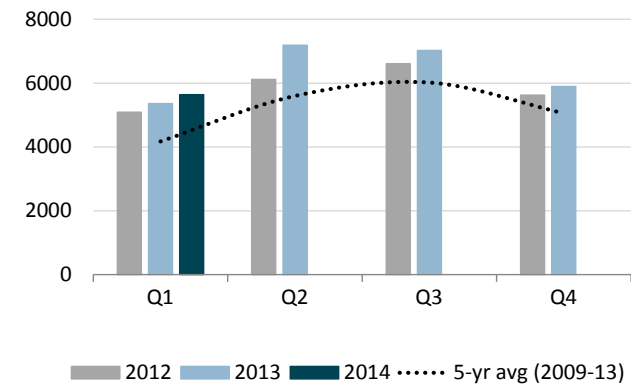
7

**Plumbing & Gas Permits Issued**



8

**Electrical Permits Issued**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
<b>6 HVAC Permits</b>											
Applications Submitted	760	313	295	225	225				0%	-70%	-70%
Permits Issued	771	293	278	215	216				0%	-72%	-72%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
<b>7 Plumbing &amp; Gas Permits</b>											
Applications Submitted	2430	2691	3216	3827	2774				-28%	+14%	+14%
Permits Issued	2363	2596	3142	3739	2745				-27%	+16%	+16%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
<b>8 Electrical Permits</b>											
Applications Submitted	5885	7748	7297	6340	6547				+3%	+11%	+11%
Permits Issued	5362	7188	7028	5900	5643				-4%	+5%	+5%
Median Work Days to Issue	5	3	2	2	3				+50%	-40%	-40%

\*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 Current Planning 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 meets all regulations of the Zoning Bylaw. Compliance Certificates also include Zoning Confirmations and Re-Stamps.

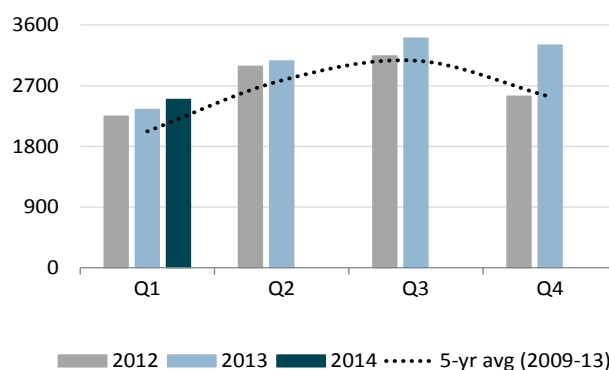
The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

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

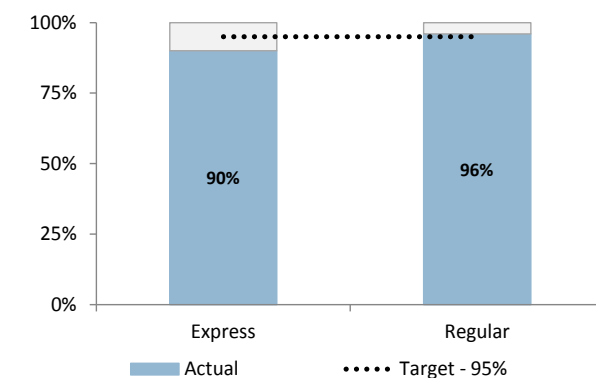
1

**Compliance Certificate - Quarterly Submissions**



1

**Compliance Certificate - Certificates Issued within Target Time, YTD 2014**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Compliance Certificate*											
Applications Submitted	2347	3069	3406	3301	2497				-24%	+6%	+6%
Certificates Completed	2267	2947	3304	3182	2389				-25%	+5%	+5%
1.1 Express Service											
Certificates Submitted	352	617	819	612	365				-40%	+4%	+4%
Median Work Days to Issue	2	2	2	2	2				0%	0%	0%
% Issued within 3 business days	89%	92%	93%	87%	90%				+3%	+1%	+1%
1.2 Regular Service											
Certificates Submitted	1766	2241	2350	2425	1930				-20%	+9%	+9%
Median Work Days to Issue	3	6	6	4	4				0%	+33%	+33%
% Issued within 10 business days	98%	97%	94%	94%	96%				+2%	-2%	-2%

\* Including Zoning Confirmations and Re-Stamps

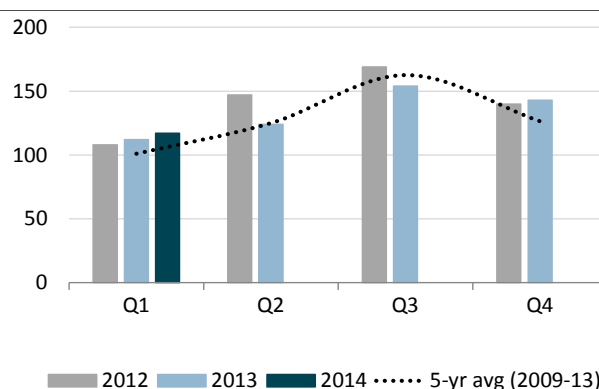
## CERTIFICATES & AGREEMENTS

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.

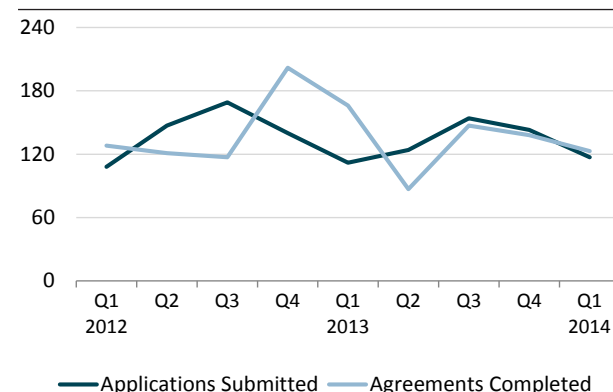
2

**Encroachment Agreements - Quarterly Submissions**



2

**Encroachment Agreements**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 Encroachment Agreement											
Applications Submitted	112	124	154	143	117				-18%	+4%	+4%
Agreements Completed	166	87	147	138	123				-11%	-26%	-26%
Median Work Days to Complete	79	58	59	53	67				+28%	-15%	-15%
3 Occupancy Certificates											
Applications Submitted	10	14	31	9	10				+11%	0%	0%
Certificates Completed	13	9	17	7	7				0%	-46%	-46%

## LICENSING

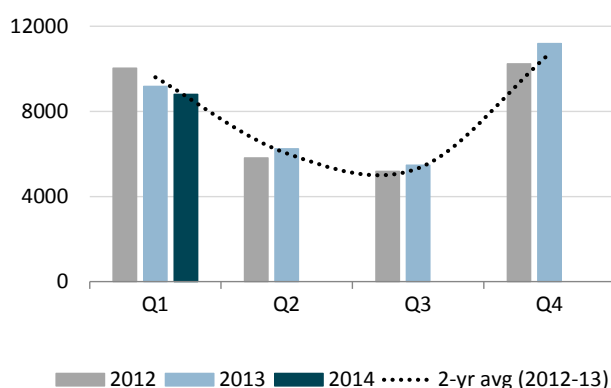
The Current Planning Branch manages the issuance of all City of Edmonton business and vehicle for hire licences.

There are nearly 30,000 active businesses operating within the City of Edmonton. The Current Planning 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.

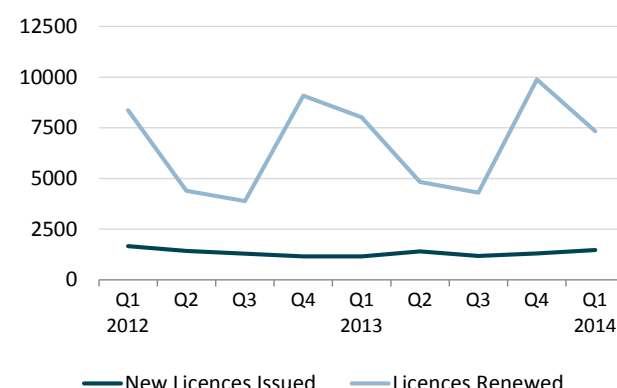
1

**Business Licences Issued**



1

**Business Licences Issued - New vs. Renewed**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Business Licence											
Business Licences Issued - New	1160	1406	1172	1304	1471				+13%	+27%	+27%
Business Licences Issued - Renewal	8021	4833	4300	9883	7332				-26%	-9%	-9%
Total Business Licences Issued	9181	6239	5472	11187	8803				-21%	-4%	-4%
1.1 New Licence (no referral required)											
Licences Submitted and Issued					975				n/a	n/a	n/a
% Issued within 24 hrs (target = 75%)					66%				n/a	n/a	n/a
1.2 New Licence (referral required)											
Licences Submitted and Issued					192				n/a	n/a	n/a
% Issued within 11 business days (target = 75%)					58%				n/a	n/a	n/a
2 Vehicle for Hire											
Broker Licences Issued	3	60	5	15	4				-73%	+33%	+33%
Driver Licences Issued	813	841	793	907	906				0%	+11%	+11%
Vehicle Licences Issued	12	1564	29	22	80				+264%	+567%	+567%

## DEVELOPMENT COMPLIANCE

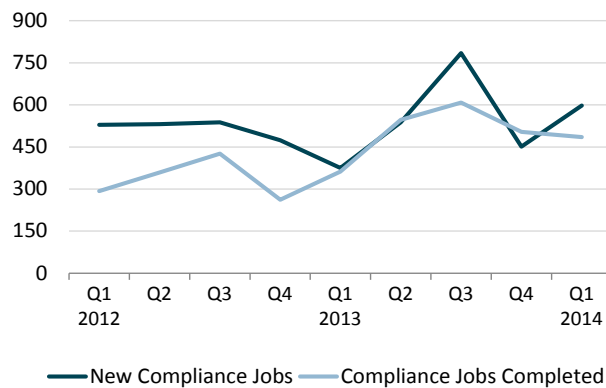
Where citizen activities or property conditions don't comply with the Zoning Bylaw, Current Planning Branch employees provide education, warnings, inspections and may apply penalties.

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.

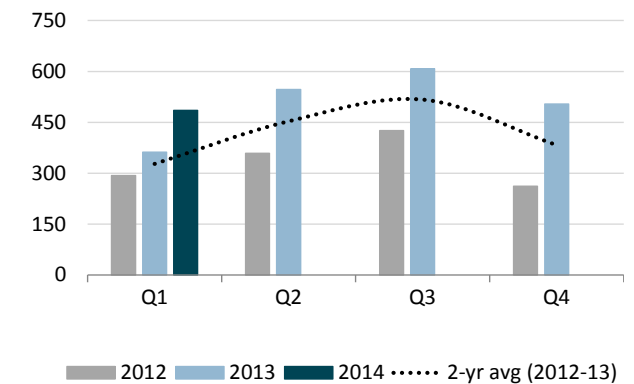
1

**Compliance Jobs**



1

**Compliance Jobs Completed**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Development Compliance											
Compliance Jobs Created	375	538	785	451	598				+33%	+59%	+59%
Compliance Jobs Completed	362	547	608	504	485				-4%	+34%	+34%
Median Days to Complete	107	109	57	57	87				+53%	-18%	-18%

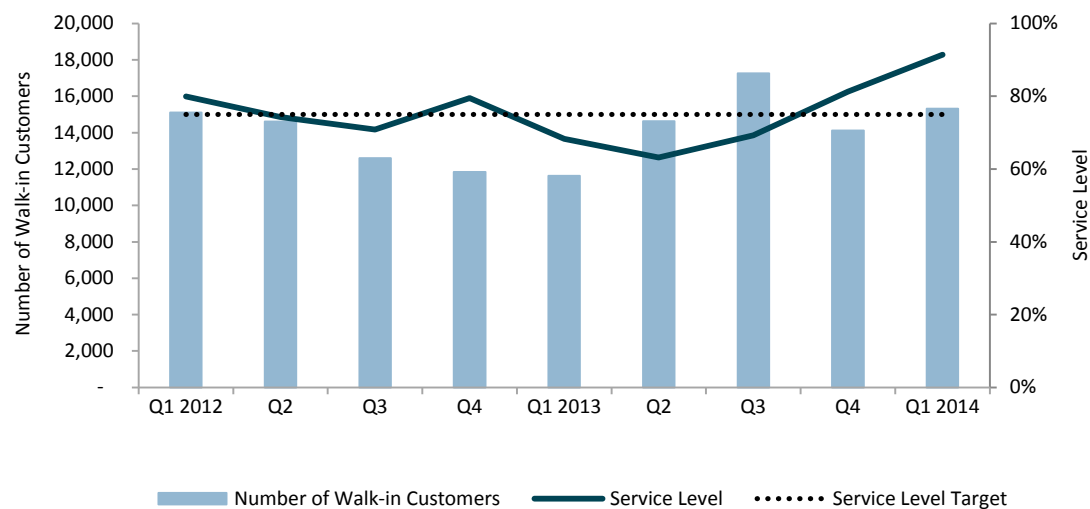
## CUSTOMER SERVICE

Located on the 5th floor of HSBC Bank Place, the Current Planning Service Centre (CPSC) provides a wide range of services to residents and development industry representatives. CPSC 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 CPSC 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.

Current Planning employees are responsible for resolving any 311 phone call inquiries related to Current Planning 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.

1  
**Walk-in Customer Service**



	2013				2014				% Change Q4 2013 - Q1 2014	% Change Q1 2013 - Q1 2014	% Change YTD 2013 - YTD 2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Walk-in Customer Service											
Number of Walk-in Customers	11620	14630	17252	14112	15326				+9%	+32%	+32%
% of Walk-in Customers with Wait Time under 15 Minutes (Service Level)	68%	63%	69%	81%	91%				+12%	+34%	+34%
2 CRM Tickets											
Number of Tickets Resolved	9646	10368	12200	10676	8980				-16%	-7%	-7%
% of Tickets Resolved On Time	80%	56%	76%	86%	92%				+7%	+16%	+16%

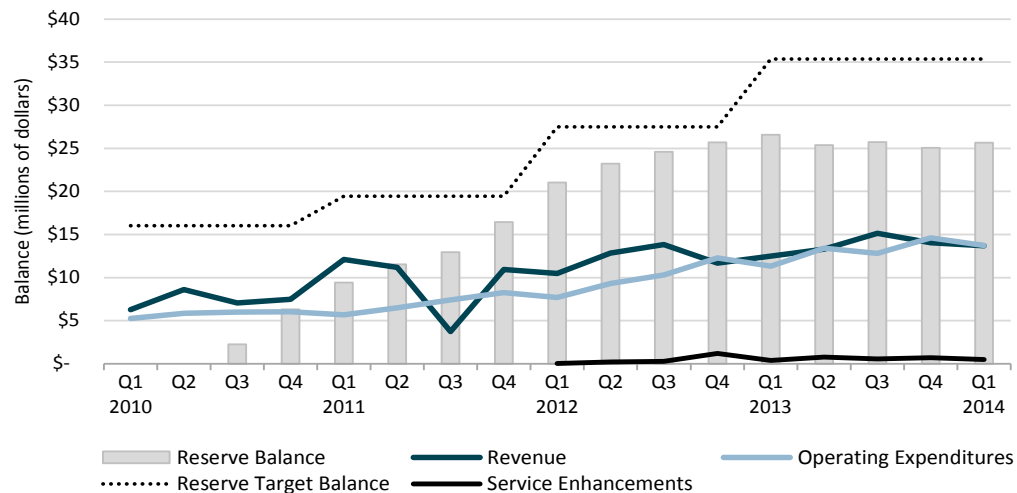
## FINANCIALS

The Current Planning 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.

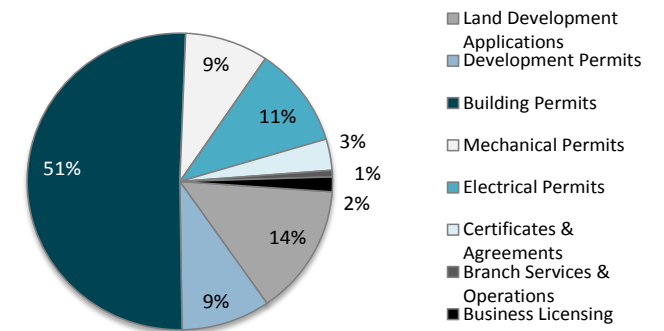
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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 Current Planning services represent over 30 per cent of operating expenditures.

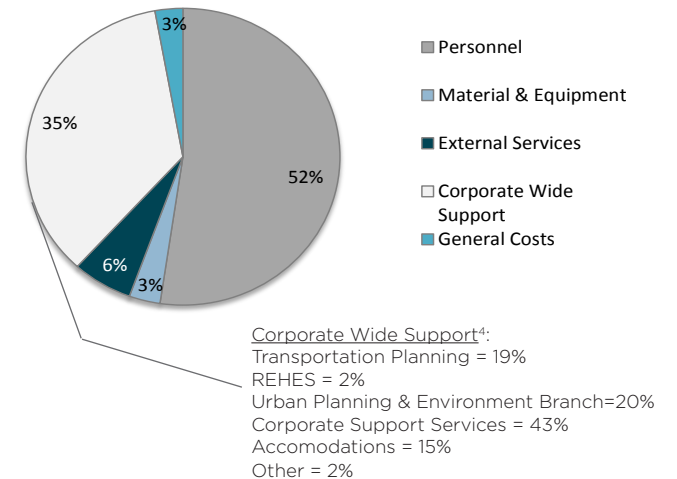
### Quarterly Branch Revenue, Expenditures, and Reserve Fund Balance<sup>1,2,3</sup>



### Current Planning Revenue: Jan - Mar 2014



### Current Planning Expenditures: Jan - Mar 2014



## EXPLANATIONS

### General Explanations

1. The Quarterly Activity Report provides a summary of activity within the Current Planning Branch. It does not encompass the entirety of Current Planning 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.

### 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, Current Planning 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.
5. Vehicle for Hire revenue and expenditures are not included in Current Planning Branch financials. While Vehicle for Hire work is completed within the Current Planning 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.