



CURRENT PLANNING BRANCH

QUARTERLY PROGRESS REPORT



FIRST QUARTER 2014

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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



ESERVICES

ePlan

ePlan, the first of several phases of eServices, was launched February 24, 2014. ePlan is focused on creating better customer service and improved business practices. The entire process will now be done online, from reviews to comments to approvals. Consultants can now upload industries technical drawings for subdivision servicing agreements to the City for the development review and approvals process. This project examines current processes, identifies areas for improvement, and creates solutions. The project will enhance accountability, communication, and transparency among all involved. ePlan will also create a more efficient work environment for the City.

Consultants and their clients are able to track their project status by logging onto eservices.edmonton.ca. Training is underway and many internal and industry users are already making use of the system.

Additional phases for land development applications, permits and licences are in development. You'll be able to apply 24 hours a day, seven days a week, from your computer or other smart device no matter where you are.

We'll be launching the full eServices site in phases over the coming months, and details about the added services will be updated as the services are made available.

Pet Licences

Pet Licensing was added to the eServices portal on March 31, 2014. The public now has the ability to licence their pets entirely online. This addition to the portal will allow citizens to complete the process from the comfort of their home. This will increase efficiency and decrease wait times in the Current Planning Service Centre.



WHEN PLANNING A CITY IS CHILD'S PLAY

The City of Edmonton has teamed up with an Edmonton school to create an exciting learning opportunity for children. It's called "A Place of Our Own." Its goal is to teach Grade One students how cities are built.

The program, called "A Place of Our Own", was the brainchild of Grade One teacher Jacqueline Yaniw of Michael Strembitsky School in southwest Edmonton. She wanted material that would challenge her students and provide more 'discovery' learning.

The six-year-olds worked as community planners to create and organize a space that meet the needs of residents, learned how to use a map and about caring for the natural environment. Students also worked together to make decisions drawing upon their collaborative skills.

The students made a presentation to parents on March 26, 2014 to showcase the mini-communities they created and talk about what they learned over the course of several weeks. This included classroom work and a field trip to City Hall. Twenty-four students representing six Grade One classrooms from Michael Strembitsky School met with some members of City Council as well as Senior Planner Michelle Ouelette to learn more about how to build a city. Here were just some of the comments from parents of children attending the school.

"Brought a mama to tears! So appreciative of the hard work of our students and the vision of our staff to provide such a great learning opportunity! And above all, you did that with six-year-olds! AMAZING and

WELL DONE!"

"Wow!! That project was spectacular. I can't even imagine how much time and effort went into that. You guys (the teachers and students) have really outdone yourselves. Secretly in my mind I was checking off curricular outcomes that were achieved during this project. There were a lot. Anyway, it was fantastic!! Thanks for all the effort that went into it."

Yaniw says, *"It was interesting to step back and listen to the children. Even the most distracted students have a buy-in when they can create something. It is great to see the students collaborate and figure it out."*

Yaniw hopes that "A Place of Our own" project will be brought back next year but with some improvements.





HOW WE'RE IMPROVING

1

SAFETY CODES REVISED QUALITY MANAGEMENT PLAN

The purpose of revising the Quality Management Plan (QMP) was to bring all four safety code disciplines under one plan and to align the document with the uniform model used throughout the province. The revisions also established clearer application, inspection, and completion requirements for safety code permits. The revised QMP was approved in May 2012. Through the use of a new Permit Services Report, City staff can provide better communication with customers and close permits quicker and more efficiently.

Q1 2014 Update:

- The Building Regulations Section has achieved a 29% reduction in open Issued Permit files so far in 2014. This is further recognized as a 54% reductions from the December 2012 start date.

2

WINTERCITY DESIGN GUIDELINES

A Winter Design Working group, made up of diverse key stakeholders, is leading the development of winter design guidelines. They will help Edmonton to become more functional, safe, comfortable, and aesthetic in the winter months. In October 2012, Edmonton City Council endorsed *For the Love of Winter: Strategy for Transforming*

3

RESIDENTIAL COMPLIANCE TEAM

The Residential Compliance Team (RCT) was developed to address housing issues in Edmonton and improve Edmonton's livability. The RCT supports the strategic goal of Transforming Edmonton's Urban Form through provision and regulation of appropriate, adequate, and affordable housing and living environments. The multi-disciplinary team will ensure Lodging Houses, Group Homes, and Secondary Suites comply with housing regulations administered by the City, ultimately resulting in a safe and harmonious environment for the residents and their surrounding neighbours.

Q1 2014 Update:

- Currently there are 256 outstanding residential complaints, primarily secondary suites dating back to August 2013
- There are 545 active complaints assigned to the Safety Code Officers and the Planning Technicians.
- The RCT receives an average of 26 complaints per week.
- This data is new and the Branch will have data concerning number of resolved complaints in the Q2 report.



4

VEHICLE FOR HIRE ADVISORY GROUP

The Vehicle for Hire (VFH) Industry Advisory Group (IAG) is a group of stakeholders from the taxi and limousine industry working together to provide a forum where issues related to the vehicle for hire industry are brought forward, reviewed and discussed. Members bring their knowledge and experience to the IAG to provide advice to the Vehicle for Hire administration on issues that fall within the IAG's responsibilities. The IAG will be discussing and providing advice on issues that include safety of drivers and passengers, customer service, training, and rates.

There are seven industry members and three external stakeholders (EPS, Responsible Hospitality Edmonton, and Edmonton International Airport) on the IAG. Members have been selected and the first meeting was conducted on March 25, 2014.

5

NEIGHBOURHOOD STRUCTURE PLANS

Current Planning has consulted with internal and external stakeholders, including City Departments and the Urban Development Institute, to develop a Terms of Reference document that helps achieve the City's strategic goals and fosters creativity and innovation in the planning of new neighbourhoods. The purpose of the update is to ensure Neighbourhood Structure Plans (NSPs) in our urban growth areas are implementing new city policy, such as the Designing New Neighbourhood Guidelines, the Complete Streets Guidelines and the Winter City Strategy.

6

PRE-APPLICATION MEETINGS

The Branch is pleased to announce, in cooperation with Drainage Services, Fire Rescue Services, Transportation Planning and Waste Management Services, the launch of Pre-Application Meetings for Major Development Permits. The purpose of the Pre-Application Meeting 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.

Q1 2014 Update:

- Industry partners can further enhance the quality of their Development Permit applications by referencing the Pre-Application Meeting webpage, which contains a list of all guidelines and regulations that inform Major Development Permit applications: www.edmonton.ca/preapplication.

Please contact Lana Phillips at 780.442.2965 or preapplication@edmonton.ca for any additional information.

FIRST QUARTER ACTIVITY OVERVIEW

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

Application quality and completeness are most critical issues that impact the timeliness of processing applications

3

Work Days to Issue Express Compliance Certificate

Target = 95% within 3 days
Actual Result = 90%
+3% from Q4 2013

5

Work Days to Issue Development Permit for Semi-Detached House, Class A

Target = 75% within 5 days
Actual Result = 46%
+45% from Q4 2013

10

Work Days to Issue Expedited House Combo Permits

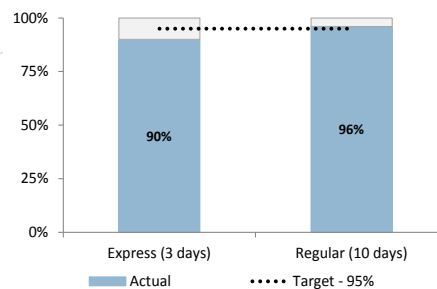
Target = 75% within 10 days
Actual Result = 51%
+2% from Q4 2013



Performance Targets: Actual Results

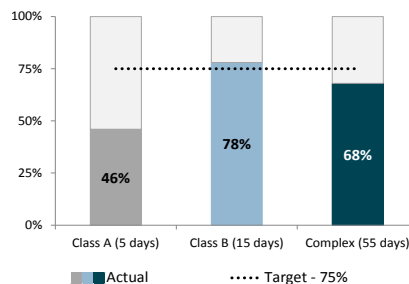
COMPLIANCE CERTIFICATES

Issued within Target Time



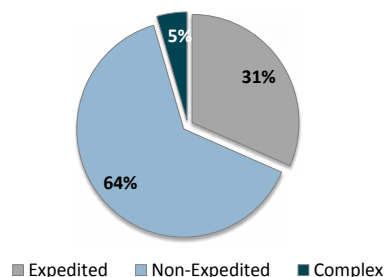
DEVELOPMENT PERMITS

Issued within Target Time (Semi-Detached Houses)



HOUSE COMBO PERMITS

Issued by the Level of Complexity



15,326

Total walk-in customers

+32% from Q1 2013
+9% from Q4 2013



91%

Walk-in customers with wait time under 15 minutes.

Target = 75%

1,471

New Business licences issued

+27% volume increase from Q1 2013
+13% volume increase from Q4 2013

2,955

Servicing Agreement Submissions - Single Family Lots

+88% volume increase from Q1 2013
+39% volume increase from Q4 2013