

2016

ACTION PLAN



**DEVELOPMENT
SERVICES**



These actions highlight the major projects that are underway in the Branch. Major projects are temporary (have a start and end date) and represent the high-priority actions that will advance the branch goals and objectives over the year. In addition to these, the Branch has several other projects underway and continues to provide services to citizens and industry that are critical to advancing the City vision.

ADVANCE THE CITY VISION

- Edmonton's Infill Roadmap Implementation
- Modernization of the Zoning Bylaw
- Evolving Vehicle for Hire Providers
- Design & Construction Standards Update
- Energy Code Implementation
- Development Completion Permit

STRENGTHEN EDMONTON'S FINANCIAL POSITION

- Development Services Financial Strategy

DELIVER EFFECTIVE AND EFFICIENT SERVICES

- Integrated Service Centre
- Residential Living Compliance Initiatives
- Safety Codes & Development Permitting Operational Improvements
- eServices – Service Improvement Stream

BUILD A HIGH-PERFORMANCE WORK ENVIRONMENT

- Development Services People Plan
 - eServices – System Enhancement Stream
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EDMONTON'S INFILL ROADMAP IMPLEMENTATION

PURPOSE

To support the City's objective of building a balanced and sustainable city through more and better infill across Edmonton's mature and established neighbourhoods.

DESCRIPTION

Edmonton's Infill Roadmap is a coordinated two year, 23 action work plan, that guides how internal teams work together, and with citizens and partners, to support new housing in mature and established neighbourhoods. The actions are intended to improve communications, remove barriers to building infill and support the development of more infill. In addition to the 23 action items, other supporting items are being implemented to be proactive, adaptable, and responsive as infill related issues and needs arise.

LEAD

Development & Zoning Section

CONTRIBUTORS

Business Strategy & Operations, City Planning Branch (CityLab and Planning Coordination), various other sections and branches

TIMELINE

All action items underway by Q3 2016 with ongoing implementation

MODERNIZATION OF THE ZONING BYLAW

PURPOSE

To support the City's objective of building a balanced and sustainable city by ensuring that the development regulations in the Zoning Bylaw reflect and result in desired outcomes.

DESCRIPTION

Zoning Bylaw 12800 was adopted in 2001 and contains the rules and regulations for development of land in Edmonton. Bylaw updates ensure that regulations reflect current development needs and priorities. The Bylaw is updated through amendments to specific sections that are identified by Council and communities or as needed to align with related policies and plans. Current updates relate to parking, landscaping and amenity area requirements, alcohol sale separation distances, garage and garden suites, the mature neighbourhood overlay and more.

LEAD

Development & Zoning Section

CONTRIBUTORS

All sections in Development Services, City Planning, various other sections and branches, Industry Partners, Community Leagues, Citizens

TIMELINE

Ongoing

EVOLVING VEHICLE FOR HIRE PROVIDERS

PURPOSE

To support the City's objective of providing citizens with more transportation options through the introduction and regulation of new service providers.

DESCRIPTION

The new Vehicle for Hire Bylaw 17400 came into force on March 1, 2016, and introduced a new service provider, called 'Private Transportation Provider', in response to new technologies and the public desire for more transportation options. Full implementation of the new bylaw requires policies and procedures to be introduced and will require future amendments to address issues and needs as they arise.

LEAD

Business Licensing and Vehicle for Hire Section

CONTRIBUTORS

Business Strategy & Operations, Law Branch, Office of Public Engagement

TIMELINE

2016–2017

DESIGN & CONSTRUCTION STANDARDS UPDATE

PURPOSE

To support the City's objective of sustainable infrastructure by ensuring that design and construction standards for city infrastructure reflect and result in desired outcomes.

DESCRIPTION

The Design and Construction Standards promote consistency and quality of infrastructure construction throughout the city. The Standards are used by several City branches and utilities when reviewing engineering drawings for new municipal infrastructure. The Standards are being updated to ensure that they reflect current infrastructure needs and priorities, as well as related plans and policies.

LEAD

Development Coordination Section

CONTRIBUTORS

Transportation, Drainage, Parks, EPCOR, Street Lighting

TIMELINE

2016–2017

ENERGY CODE IMPLEMENTATION

PURPOSE

To support the City's objective of environmental sustainability by introducing and supporting the implementation of energy codes and energy efficiency requirements for new construction.

DESCRIPTION

The new National Energy Code and Section 9.36: Energy Efficiency of the Alberta Building Code will come into effect in November 2016, with the objective of improving the energy efficiency of buildings and reducing greenhouse gas emissions. Implementation of the new codes will involve training, supporting, and communicating with internal staff and building industry representatives about process and requirement changes.

LEAD

Safety Code Permits & Inspections Section

CONTRIBUTORS

Business Strategy & Operations, Industry partners (Canadian Home Builders Association, Safety Codes Council, Alberta Municipal Affairs)

TIMELINE

Implementation in November 2016 with continued supporting activities into 2017

DEVELOPMENT COMPLETION PERMIT

PURPOSE

To improve the effectiveness of development permits by introducing a formal process to ensure that completed development aligns with the approved development permit conditions.

DESCRIPTION

The Development Completion Permit will be used to ensure that major buildings and infill development, reflect the conditions of approved plans, such as landscaping, setbacks, and height, when built. The Permit will replace the collection of landscaping securities at permit application with the collection of securities during project construction. This new Permit is intended to address community and industry concerns by introducing an efficient process to ensure that new development is constructed in a manner that was originally approved.

LEAD

Development & Zoning Section

CONTRIBUTORS

Safety Code Permits & Inspections, Business Strategy & Operations

TIMELINE

Launch in Q1 2017

DEVELOPMENT SERVICES FINANCIAL STRATEGY

PURPOSE

To support long-term financial resilience by developing a strategy to guide responsible management of the Development Services Reserve Fund.

DESCRIPTION

The Development Services Reserve Fund is used to ensure that revenue generating planning and development services are responsive to client needs by balancing revenue and expenditure streams over the long term. The Fund balance is forecasted to fall below the minimum level of 30% of annual operating expenditures by the end of 2016. The Financial Strategy will outline actions to achieve the minimum balance within three years and continue to responsibly manage the Fund into the future.

LEAD

Business Strategy & Operations Section

CONTRIBUTORS

All Corporate areas supported by the Development Services Reserve Fund, Business Advisory Committee

TIMELINE

Development in 2016, Implementation through 2018

INTEGRATED SERVICE CENTRE

PURPOSE

To provide a great customer service experience for citizens by offering all City of Edmonton services in one central location.

DESCRIPTION

The Integrated Service Centre (ISC) will amalgamate multiple City services to a single, easy-to-access location on floors 2 and 3 of the new Edmonton Tower. Services include those currently provided by: Permits and Licensing Service Centre; Development & Zoning; Safety Codes, Permits & Inspections; Drainage; Assessment and Taxation Inquiries; Edmonton Transit System (ETS); Community & Recreation Facilities; Traffic Operations; Bylaw Ticket Administration; Fire Rescue; Edmonton Police Service (EPS).

The new City of Edmonton Service Centre will open its doors to the public on February 10, 2017. To achieve this, five key work packages are underway that will deliver the requirements for a new space, as well as improved technology, content, knowledge, communication and integration for customer service functions across the City.

LEAD

Permits & Licensing Service Centre Section

CONTRIBUTORS

Teams that will be included in ISC (see above)

TIMELINE

Launch in Q1 2017

RESIDENTIAL LIVING COMPLIANCE INITIATIVES

PURPOSE

To support the City's objective of safe and inclusive housing options by providing effective and coordinated housing compliance activities.

DESCRIPTION

The Residential Compliance Team (RCT) was formed in 2013 to ensure that Group Homes, Limited Group Homes, Lodging Housing and Secondary Suites comply with all City-enforced housing regulations. The mandate of the RCT has since expanded to include compliance of all residential and residential-related use classes and other non-permitted residential living situations. This includes acting as subject matter experts and participating in related corporate initiatives – Project Watch, Problem Properties Task Force and Safe Housing. A thorough review of the effectiveness of the RCT and related initiatives has identified key actions for improving the outcomes of these enforcement activities. These actions will be implemented over the next two years to ensure that the team is effective in promoting safe and inclusive housing options.

LEAD

Development & Zoning Section

CONTRIBUTORS

Safety Codes, Permits & Inspections
Edmonton Police Service
Community Standards
Fire Rescue Services
Provincial Agencies
Support and Advisory Groups

TIMELINE

2016–2017

SAFETY CODES & DEVELOPMENT PERMITTING OPERATIONAL IMPROVEMENTS

PURPOSE

To enhance customer service and desired outcomes by increasing the efficiency, transparency and consistency of all safety codes and development permitting and inspection processes.

DESCRIPTION

In 2014, an audit was completed that outlined actions to improve the efficiency and effectiveness of building, mechanical and electrical permitting processes. The audit recommendations were closed in early 2016, but the team is committed to continuing to build upon these improvements. Activities include: examining processes to remove non-value added steps and changing steps to increase effectiveness; improving documentation, training and communication of processes; and better utilization of technology. Similar improvement initiatives are underway to also improve the development permitting processes.

LEAD

Safety Codes, Permits & Inspections; Development & Zoning Section

CONTRIBUTORS

Business Strategy & Operations Section, Industry partners

TIMELINE

2016–2017

DEVELOPMENT SERVICES PEOPLE PLAN

PURPOSE

To support the strategic goal of building a high performance work environment through the attraction and retention of a talented and engaged workforce.

DESCRIPTION

The ability to effectively achieve the organization's goals depends entirely on the people that comprise it. The People Plan provides a comprehensive and long-term framework to address high priority branch needs related to attracting, supporting and leveraging a successful workforce. In alignment with related department and corporate initiatives, the People Plan sets out actions to embed a highly effective culture that will deliver on branch, department and corporate goals. Initiatives include improved training, internal communications, and talent management tools and processes.

LEAD

Business Strategy & Operations Section

CONTRIBUTORS

All Sections in Development Services, Department Strategy Teams, HR Strategic Advisor

TIMELINE

2016–2018

eSERVICES – SERVICE & SYSTEM IMPROVEMENTS

PURPOSE

To enhance customer service by delivering and supporting optimized, standardized, and automated processes in a customer-focused, easy-to-use manner.

DESCRIPTION

eServices is aimed at transforming how we provide services for fee-based planning and development applications. The initiative consists of two streams: Service and System Improvements. The Service Improvement stream is focused on streamlining services. The System Improvement stream is focused on providing excellent business systems and tools. The objectives of the overall initiative are to: provide a self-serve channel to clients to access services from anywhere; increase efficiency and reduce overall costs of delivering services; maintain business and technical alignment and integration with eBusiness (for example, Corporate Identify Management); ensure the eServices program is transparent and open.

LEAD

Business Strategy & Operations Section

CONTRIBUTORS

All Sections in Development Services

TIMELINE

2016–2018

UPDATED JUNE 2016

