

CURRENT PLANNING BRANCH

QUARTERLY ACTIVITY REPORT

FIRST QUARTER 2015

Land Development Applications	2
Servicing Agreements	4
Development Permits	5
Combination Permits.....	10
Safety Code Permits.....	13
Certificates and Agreements	17
Licensing	19
Development Compliance.....	20
Customer Service	21
Financials.....	22
Explanations	23



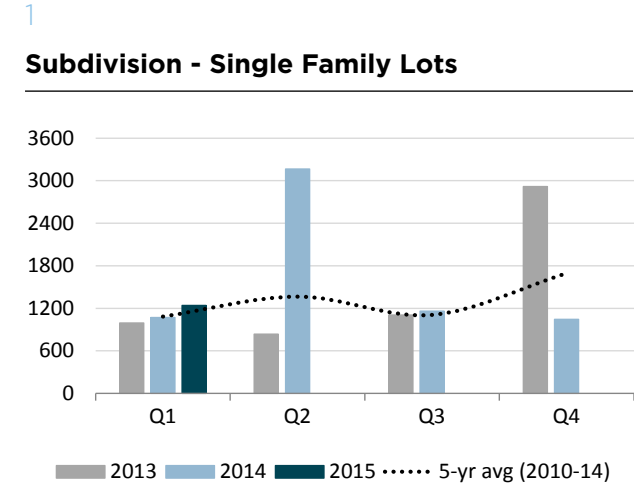
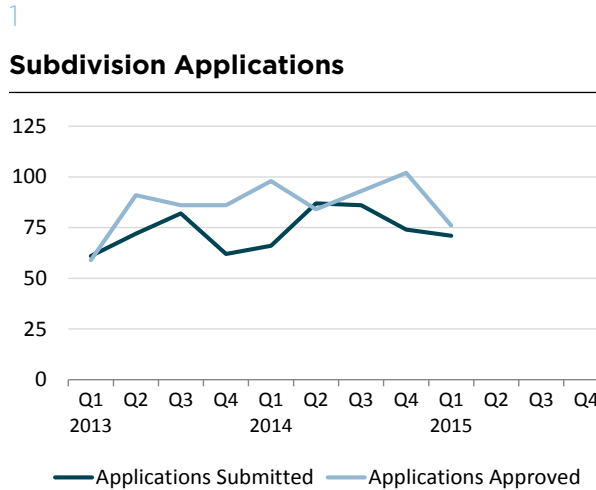
LAND DEVELOPMENT APPLICATIONS

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.

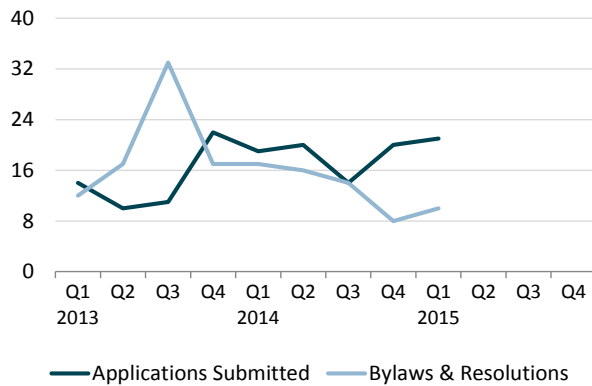


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Subdivision											
Applications Submitted	66	87	86	74	71				-4%	+8%	+8%
Applications Approved	98	84	93	102	76				-25%	-22%	-22%
Single Family Lots Applied For	1071	3166	1162	1046	1240				+19%	+16%	+16%
Multiple Family Lots Applied For	16	60	12	54	21				-61%	+31%	+31%
Commercial Lots Applied For	7	16	19	6	4				-33%	-43%	-43%
Industrial Lots Applied For	14	2	2	2	2				0%	-86%	-90%
Other Lots Applied For	17	108	318	64	45				-30%	+165%	+165%
2 Condominium Conversion											
Applications Submitted	33	35	37	45	41				-9%	+24%	+24%
Condominium Units Approved	780	357	641	1362	1034				-24%	+33%	+33%

LAND DEVELOPMENT APPLICATIONS

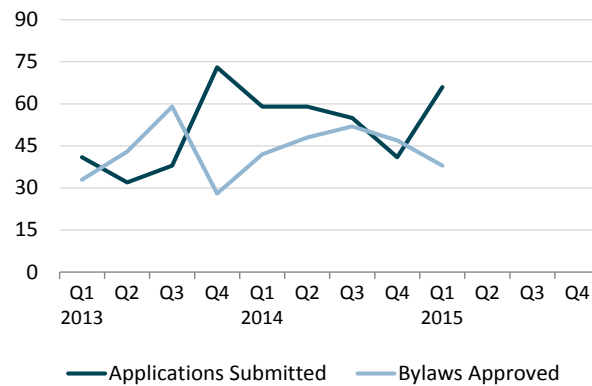
3

Plan & Plan Amendments



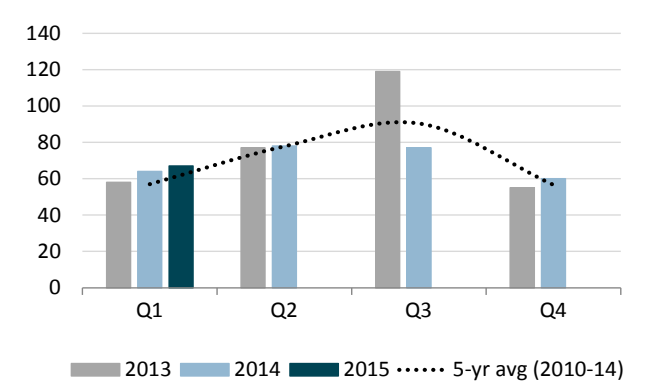
4

Rezoning



6

Bylaws & Resolutions at Council



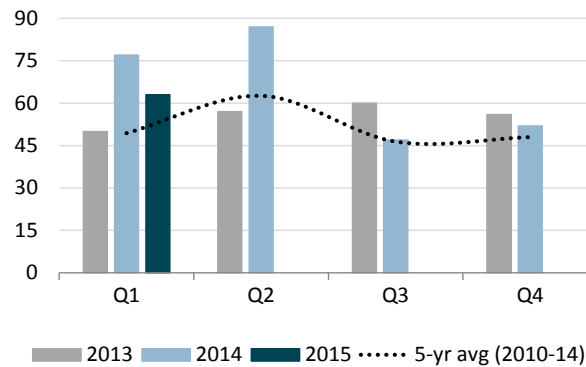
	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3 Plan & Plan Amendment											
Applications Submitted	19	20	14	20	21				+5%	+11%	+11%
Bylaws & Resolutions	17	16	14	8	10				+25%	-41%	-41%
4 Rezoning											
Applications Submitted	59	59	55	41	66				+61%	+12%	+12%
Bylaws Approved	42	48	52	47	38				-19%	-10%	-10%
5 Road Closure											
Applications Submitted	9	6	5	4	9				+125%	0%	0%
Bylaws Approved	2	6	9	1	6				+500%	+200%	+200%
6 Total Bylaws / Resolutions to Council	64	78	77	60	67				+12%	+5%	+5%

SERVICING AGREEMENTS

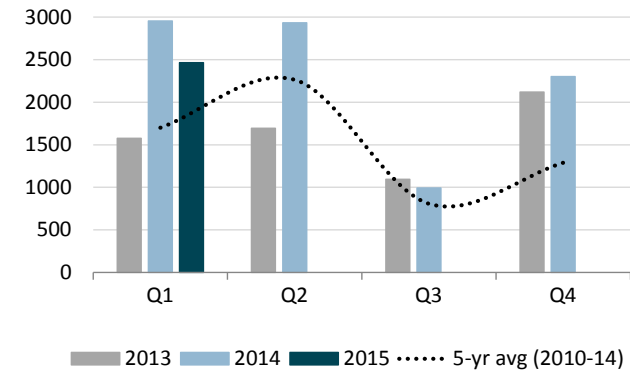
A Servicing Agreement is a legal contract between the developer or property owner and the City of Edmonton. It outlines the terms and conditions which must be met and agreed upon prior to development or servicing proceeding. The Servicing Agreement can be a requirement of a Subdivision or a Development 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.

1
Servicing Agreement Submissions



1
Single Family Lots Submissions

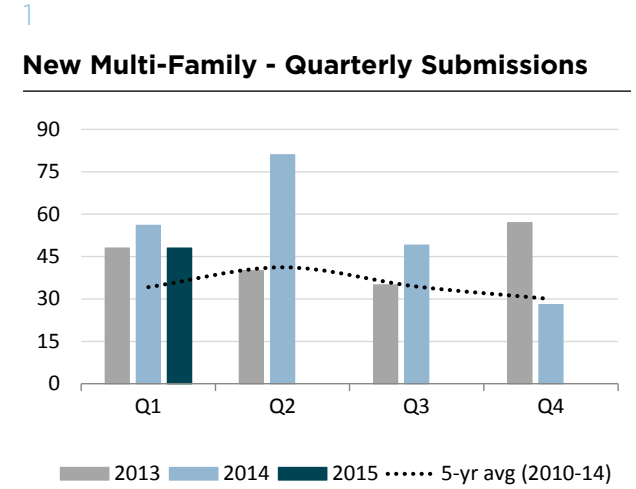
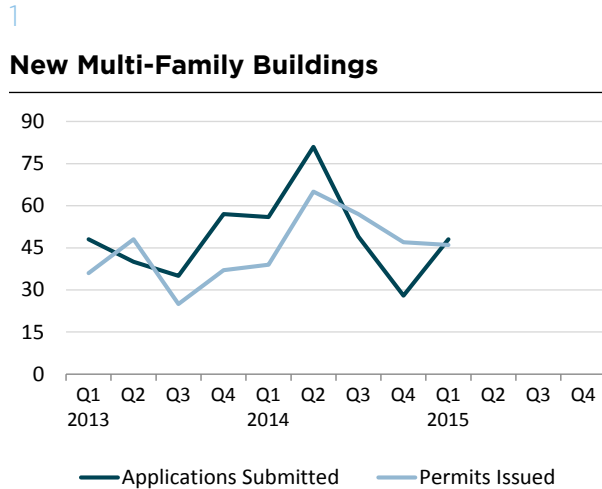


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Servicing Agreement Projects Submitted	77	87	47	52	63				+21%	-18%	-18%
Single Family Lots	2955	2935	994	2302	2465				+7%	-17%	-17%
Multiple Family Lots	15	16	46	13	80				+515%	+433%	+433%
Commercial Lots	8	14	7	2	4				+100%	-50%	-50%
Industrial Lots	23	27	4	2	11				+450%	-52%	-52%

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.



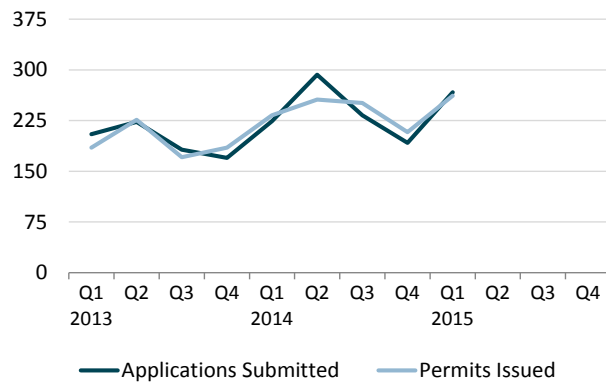
	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 New Multi-Family Building DP											
Applications Submitted	56	81	49	28	48				+71%	-14%	-14%
Permits Issued	39	65	57	47	46				-2%	+18%	+18%
Median Work Days to Issue	70	73	60	94	90				-4%	+29%	+29%
1.1 Projects up to four dwellings*											
Permits Issued	22	32	41	17	18				+6%	-18%	-18%
Median Work Days to Issue	62	46	51	89	22				-75%	-64%	-64%
% Permits Issued within 55 business days (target - 75%)	38%	65%	54%	18%	78%				+60%	+40%	+40%

*Excluding projects within mature neighbourhood overlay.

DEVELOPMENT PERMITS

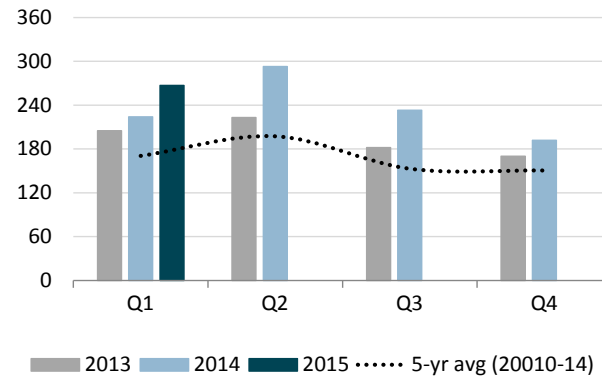
2

New Duplex / Semi-Detached Houses



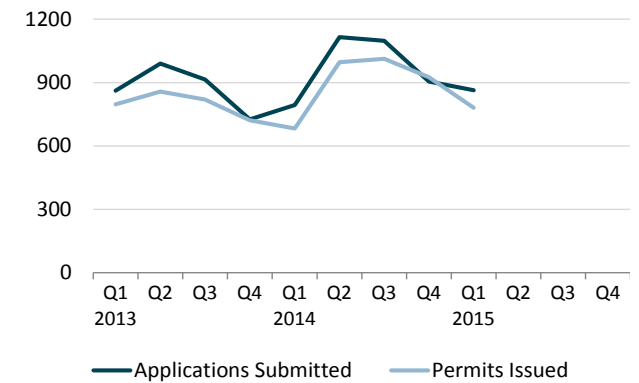
2

New Duplex / SD - Quarterly Submissions



3

Other Residential¹



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 New Duplex / Semi-Detached House DP											
Applications Submitted	224	293	233	192	267				+39%	+19%	+19%
Permits Issued	233	256	251	208	262				+26%	+12%	+12%
Median Work Days to Issue	6	6	7	7	7				0%	+17%	+17%
3 Other Residential DP ¹											
Applications Submitted	794	1115	1098	905	864				-5%	+9%	+9%
Permits Issued	683	997	1013	925	781				-16%	+14%	+14%
Median Work Days to Issue	1	1	1	2	1				-50%	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 6 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.

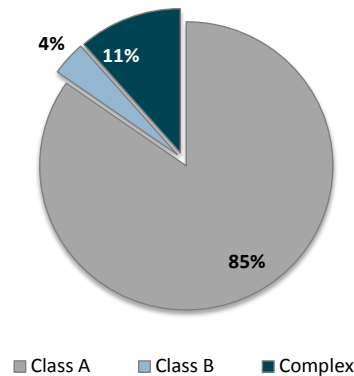
Performance Targets for semi-detached house development permits:

- Class A** - 75% permits issued within **6** 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.

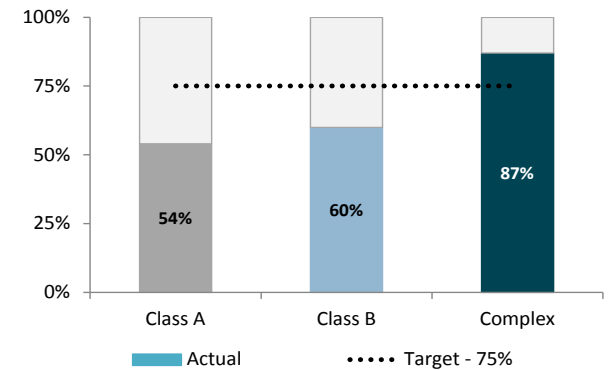
2

Semi-Detached House - Permits Issued by Level of Complexity, YTD 2015



2

Semi-Detached House - Permits Issued within Target Time, YTD 2015

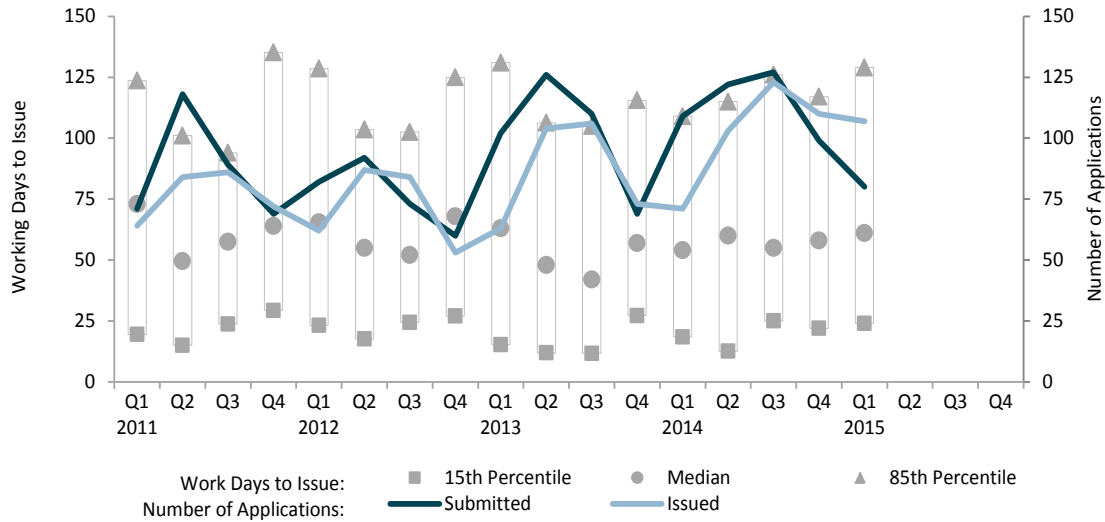


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2.1 Semi-Detached House - Class A											
Permits Issued	172	192	191	158	222				+41%	+29%	+29%
Median Work Days to Issue	6	6	6	6	6				0%	0%	0%
% Permits Issued within 6 bus. days (not including day of submission)	46%	41%	57%	51%	54%				+3%	+8%	+8%
2.2 Semi-Detached House - Class B											
Permits Issued	25	31	17	14	10				-29%	-60%	-60%
Median Work Days to Issue	7	6	7	26	14				-46%	+100%	+100%
% Permits Issued within 15 bus. days	78%	82%	88%	29%	60%				+31%	-18%	-18%
2.3 Semi-Detached House - Complex											
Permits Issued	34	33	42	35	30				-14%	-12%	-12%
Median Work Days to Issue	24	26	42	31	20				-35%	-15%	-15%
% Permits Issued within 55 bus. days	68%	97%	74%	80%	87%				+7%	+19%	+19%

DEVELOPMENT PERMITS

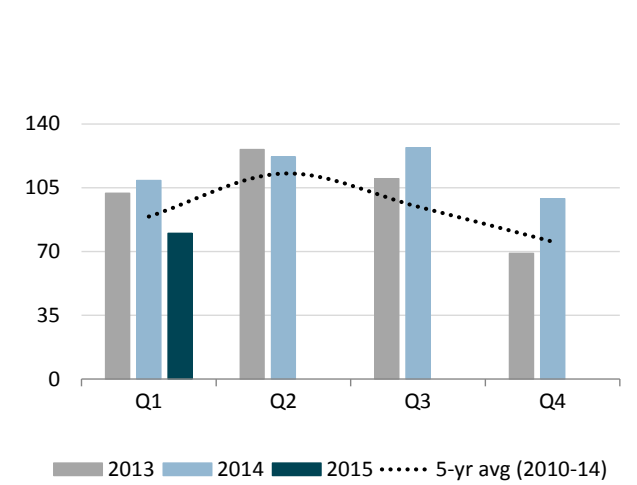
4

New Non-Residential Buildings



4

New Non-Residential - Quarterly Submissions

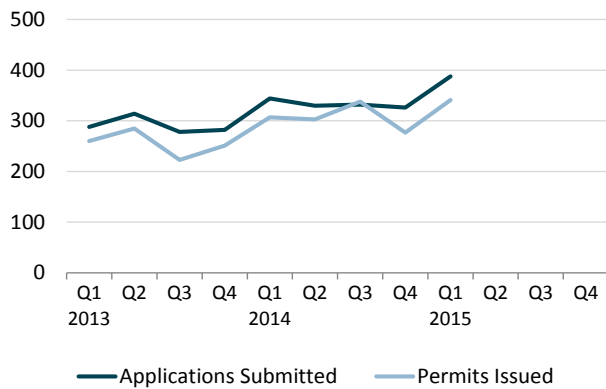


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
4 New Non-Residential Building DP Applications Submitted	109	122	127	99	80				-19%	-27%	-27%
Permits Issued	71	103	123	110	107				-3%	+51%	+51%
Median Work Days to Issue	54	60	53	58	61				+5%	+13%	+13%

DEVELOPMENT PERMITS

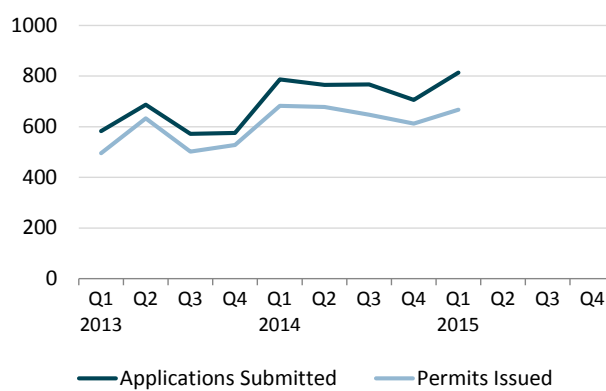
5

Other Non-Residential²



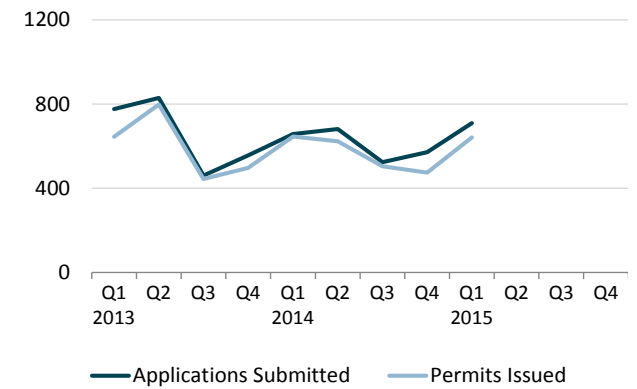
6

Home Occupation Permits



7

Portable Signs



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
5 Other Non-Residential DP²											
Applications Submitted	344	330	332	326	388				+19%	+13%	+13%
Permits Issued	307	303	338	277	341				+23%	+11%	+11%
6 Home Occupation DP											
Applications Submitted	787	765	767	706	814				+15%	+3%	+3%
Permits Issued	682	678	647	612	667				+9%	-2%	-2%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
7 Portable Sign DP											
Applications Submitted	658	682	524	572	710				+24%	+8%	+8%
Permits Issued	646	623	505	474	642				+35%	-1%	-1%
Median Work Days to Issue	4	4	3	2	3				+50%	-25%	-25%

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.

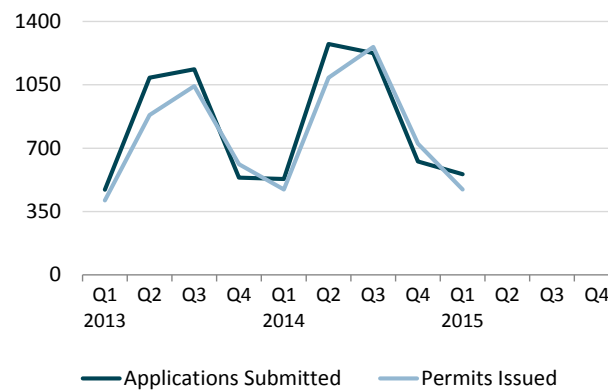
A combination permit is considered issued after all of the required permits are issued. After a permit is issued and construction is complete, at least one safety code inspection will be completed.

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.

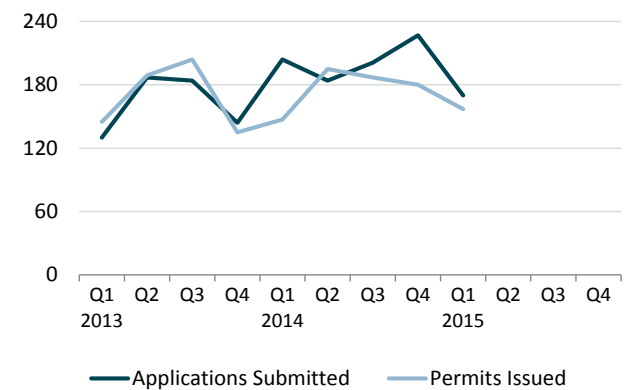
1

Minor Residential Combo Permits



2

Sign Combo Permits

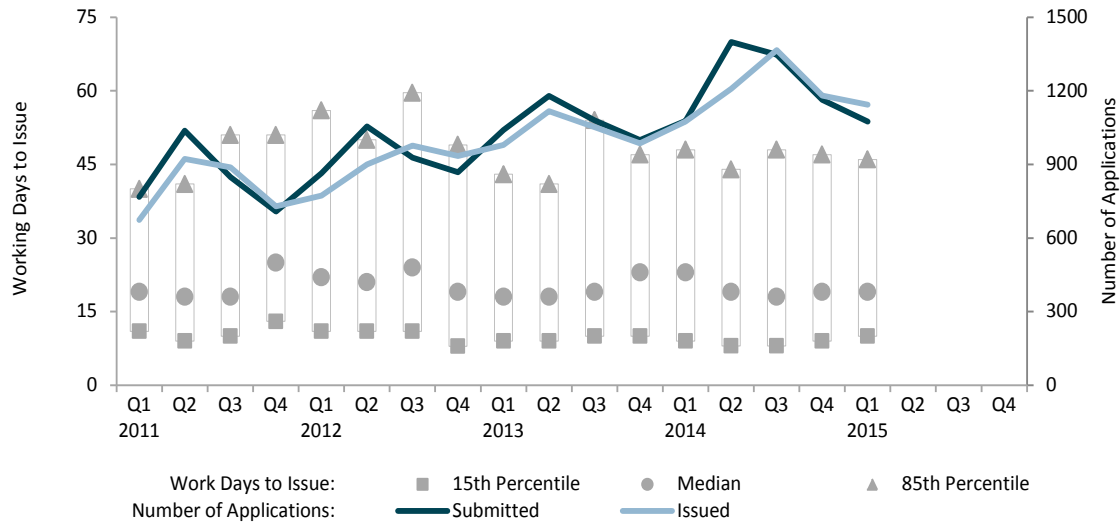


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Minor Residential Combo Permit											
Applications Submitted	529	1276	1225	627	556				-11%	+5%	+5%
Permits Issued	472	1090	1259	725	472				-35%	0%	0%
Median Work Days to Issue	20	8	11	18	16				-11%	-20%	-20%
2 Sign Combo Permit											
Applications Submitted	204	184	201	227	170				-25%	-17%	-17%
Permits Issued	147	195	187	180	157				-13%	+7%	+7%
Median Work Days to Issue	43	24	21	22	23				+5%	-47%	-47%

COMBINATION PERMITS

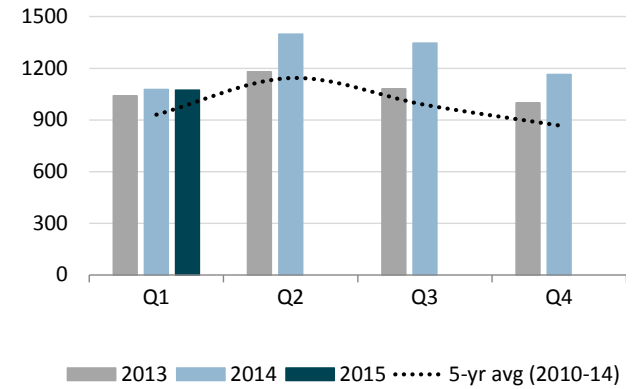
3

House Combo Permits



3

House Combo - Quarterly Submissions



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3 House Combo Permits											
Applications Submitted	1077	1399	1347	1164	1074				-8%	-0.3%	-0.3%
Permits Issued	1074	1209	1366	1181	1144				-3%	+7%	+7%
Median Work Days to Issue	23	19	18	19	19				0%	-17%	-17%
Expedited Permits											
Permits Issued - % of Total	32%	35%	32%	29%	27%				-2%	-5%	-5%

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.

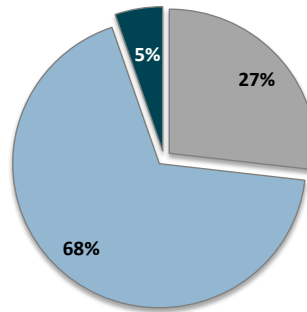
Performance Targets:

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.

3

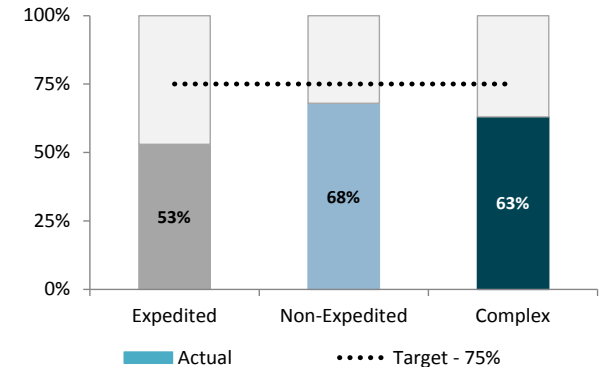
House Combo - Permits Issued by Level of Complexity, YTD 2015



■ Expedited ■ Non-Expedited ■ Complex

3

House Combo - Permits Issued within Target Time, YTD 2015



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
3.1 House Combo - Expedited											
Permits Issued	339	424	438	346	307				-11%	-9%	-9%
Median Work Days to Issue	10	9	9	9	10				+11%	0%	0%
% Permits Issued within 10 bus. days	51%	67%	68%	62%	53%				-9%	+2%	+2%
3.2 House Combo - Non-Expedited											
Permits Issued	687	727	842	752	777				+3%	+13%	+13%
Median Work Days to Issue	28	25	24	23	23				0%	-18%	-18%
% Permits Issued within 30 bus. days	57%	65%	63%	65%	68%				+3%	+11%	+11%
3.3 House Combo - Complex											
Permits Issued	49	58	86	83	60				-28%	+22%	+22%
Median Work Days to Issue	74	72	66	59	70				+19%	-5%	-5%
% Permits Issued within 85 bus. days	56%	63%	73%	73%	63%				-10%	+7%	+7%

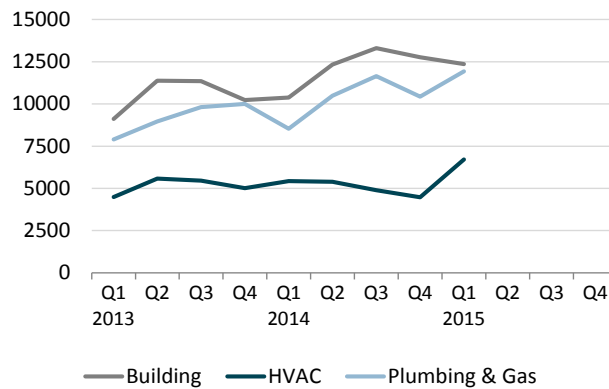
SAFETY CODE PERMITS

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.

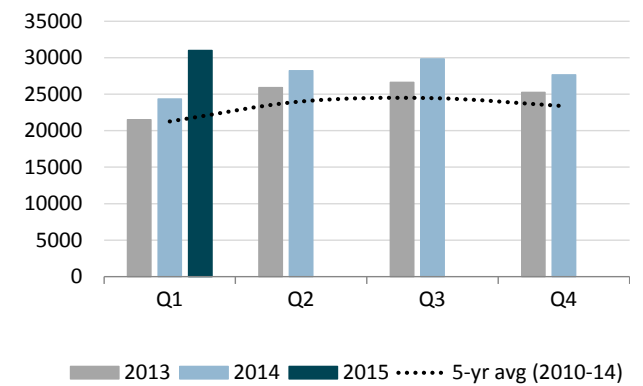
Current Planning Branch employees complete over 20,000 safety code inspections each quarter. This does not include electrical inspections, which are completed by an external contractor.

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](#).

1
Safety Code Inspections Completed



1
Inspections Completed - Quarterly Volume

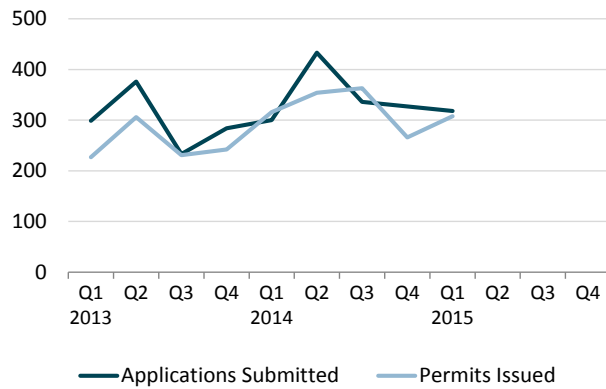


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Safety Code Inspections Completed											
Building Inspections	10385	12330	13302	12760	12366				-3%	+19%	+19%
HVAC Inspections	5425	5392	4893	4477	6708				+50%	+24%	+24%
Plumbing & Gas Inspections	8536	10490	11648	10437	11925				+14%	+40%	+40%
Total Inspections Completed	24346	28212	29843	27674	30999				+12%	+27%	+27%

SAFETY CODE PERMITS

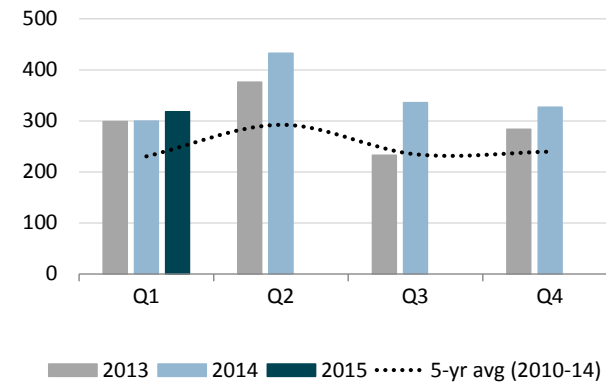
2

Rowhousing & Semi-Detached Building Permits



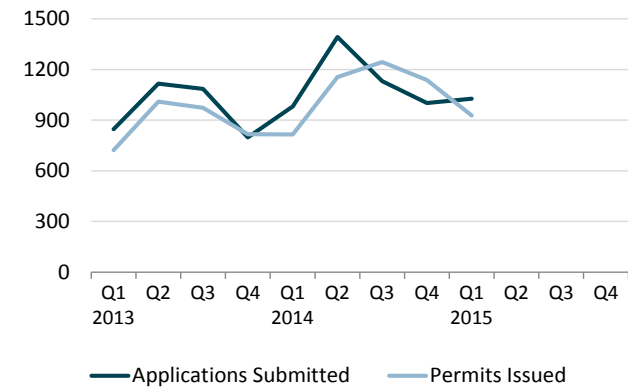
2

Rowhousing & SD - Quarterly Submissions



3

Minor Residential Building Permits¹

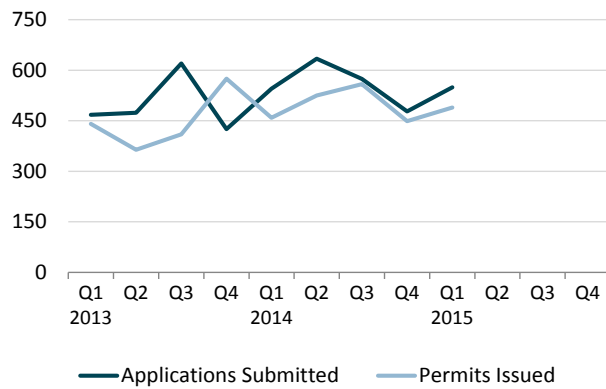


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 Rowhousing & Semi-Detached BP											
Applications Submitted	300	433	336	327	318				-3%	6%	6%
Permits Issued	316	354	363	266	308				16%	-3%	-3%
Median Work Days to Issue	29	18	23	19	22				16%	-24%	-24%
2.1 Projects up to two dwellings units											
Permits Issued	226	283	279	232	262				13%	16%	16%
% Permits Issued within 25 business days (target = 75%)	59%	68%	59%	68%	76%				8%	17%	17%
3 Minor Residential Building Permit ¹											
Applications Submitted	981	1393	1131	1002	1027				2%	5%	5%
Permits Issued	816	1155	1244	1138	928				-18%	14%	14%
Median Work Days to Issue	2	8	14	17	8				-53%	300%	300%
3.1 Interior Alterations											
Permits Issued	421	470	427	481	451				-6%	7%	7%
% Permits Issued within 24 hours (target = 95%)	79%	72%	69%	69%	76%				7%	-3%	-3%

SAFETY CODE PERMITS

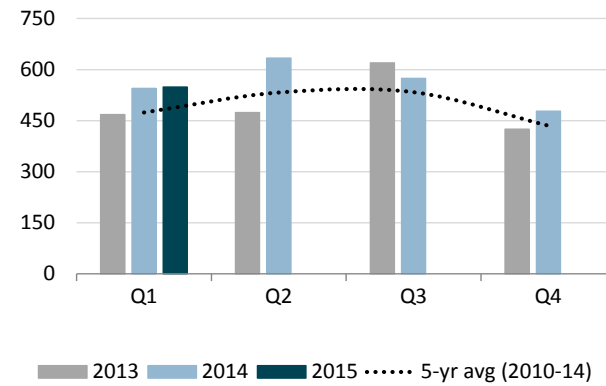
4

Commercial Final Building Permits²



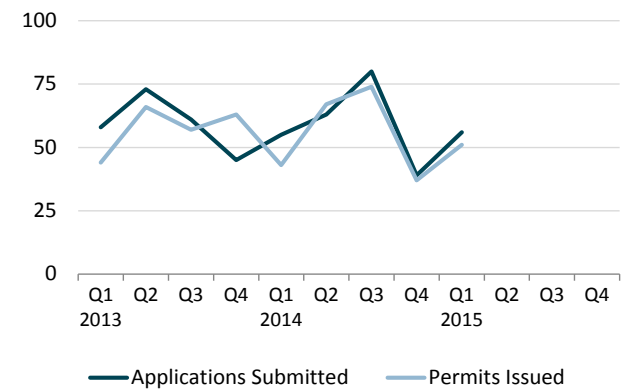
4

Commercial Final - Quarterly Submissions



5

Other Non-Residential Building Permits³

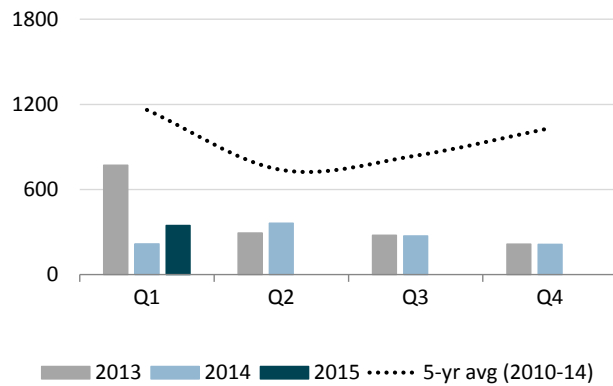


	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
4 Commercial Final Building Permit ²											
Applications Submitted	545	634	574	478	549				+15%	+1%	+1%
Permits Issued	459	525	559	449	489				+9%	+7%	+7%
Median Work Days to Issue	27	22	26	26	33				+27%	+22%	+22%
5 Other Non-Residential Building Permit ³											
Applications Submitted	55	63	80	39	56				+44%	+2%	+2%
Permits Issued	43	67	74	37	51				+38%	+19%	+19%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%

SAFETY CODE PERMITS

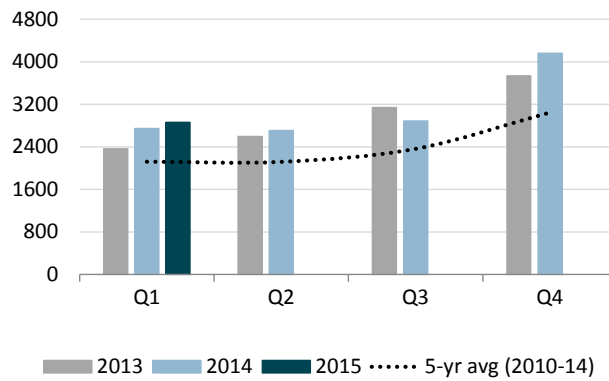
6

HVAC Permits Issued*



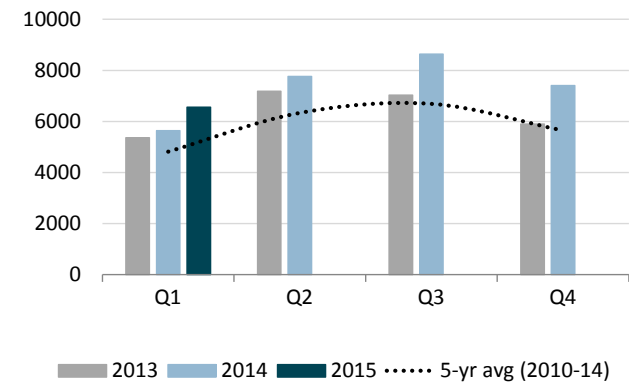
7

Plumbing & Gas Permits Issued



8

Electrical Permits Issued



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
6 HVAC Permits											
Applications Submitted	225	350	281	227	357				+57%	+59%	+59%
Permits Issued	216	363	272	213	347				+63%	+61%	+61%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
7 Plumbing & Gas Permits											
Applications Submitted	2774	2768	2995	4159	2951				-29%	+6%	+6%
Permits Issued	2745	2709	2889	4164	2862				-31%	+4%	+4%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
8 Electrical Permits											
Applications Submitted	6547	8399	9059	7457	7411				-1%	+13%	+13%
Permits Issued	5643	7761	8636	7407	6563				-11%	+16%	+16%
Median Work Days to Issue	3	1	2	3	3				0%	0%	0%

*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.

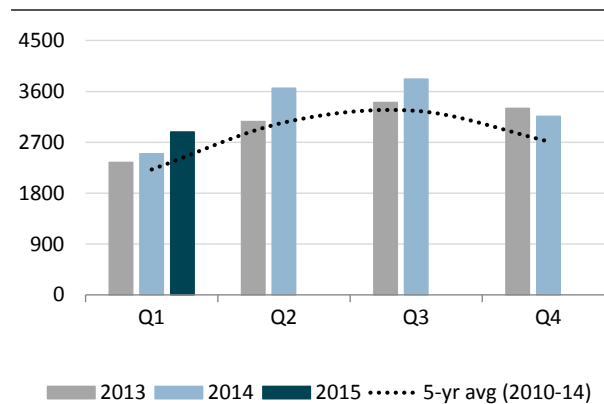
A compliance certificate is a formal response from the City of Edmonton that states that any development on a property meets all regulations of the Zoning Bylaw. Compliance Certificates also include Zoning Confirmations and Re-Stamps.

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.

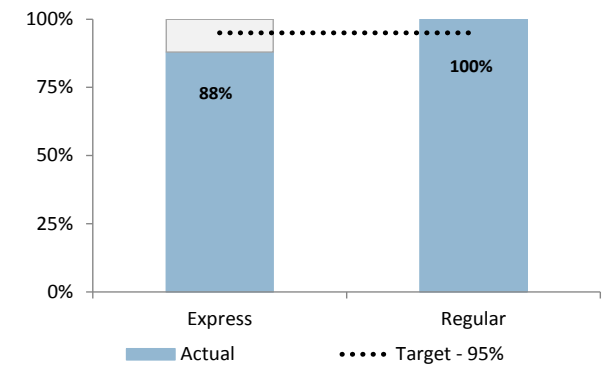
Performance Targets:

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 2015



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Compliance Certificate*											
Applications Submitted	2497	3660	3820	3160	2885				-9%	+16%	+16%
Certificates Issued	2373	3292	3784	3236	2631				-19%	+11%	+11%
1.1 Express Service											
Certificates Issued	354	735	941	554	363				-3.4%	+3%	+3%
Median Work Days to Issue	2	3	3	5	5				0%	+150%	+150%
% Issued within 3 business days	92%	79%	79%	77%	88%				+11%	-4%	-4%
1.2 Regular Service											
Certificates Issued	1873	2374	2637	2682	2631				-2%	+40%	+40%
Median Work Days to Issue	4	8	7	7	5				-29%	+25%	-71%
% Issued within 10 business days	96%	88%	90%	92%	100%				+8%	+4%	+4%

* Including Zoning Confirmations and Re-Stamps

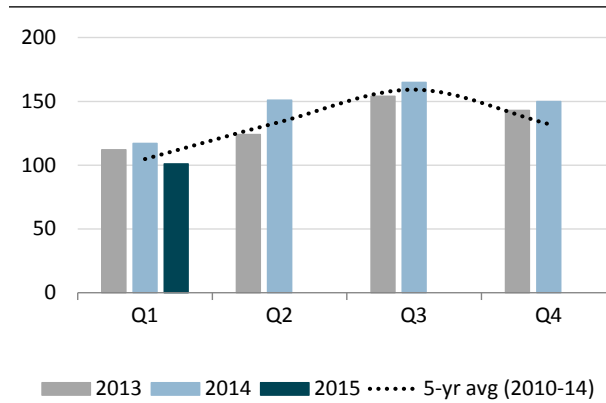
CERTIFICATES & AGREEMENTS

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.

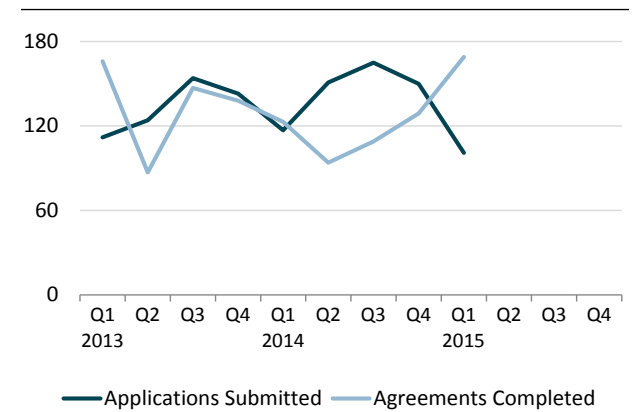
2

Encroachment Agreements - Quarterly Submissions



2

Encroachment Agreements - Completions



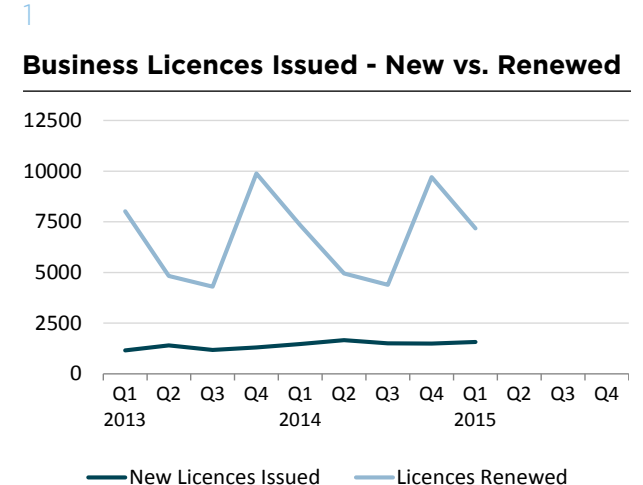
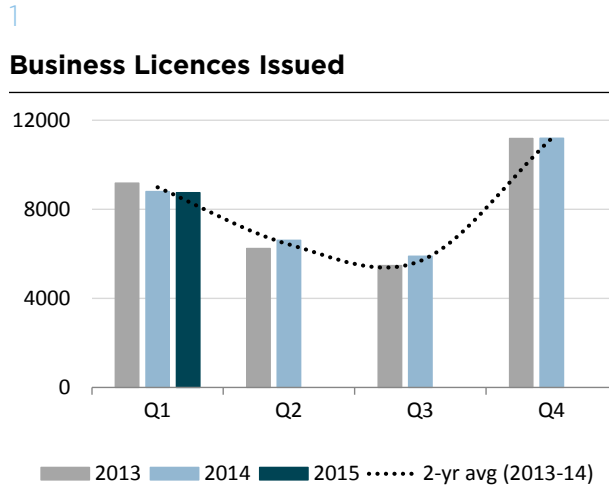
	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2 Encroachment Agreement											
Applications Submitted	117	151	165	150	101				-33%	-14%	-14%
Agreements Completed	123	94	109	129	169				+31%	+37%	+37%
Median Work Days to Complete	67	50	65	76	86				+13%	+28%	+28%
3 Occupancy Certificates											
Applications Submitted	10	17	28	18	16				-11%	+60%	+60%
Certificates Completed	7	9	20	22	18				-18%	+157%	+157%

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 complete applications with fees paid on time, a new business licence can be issued within 24 hours. If the application requires 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.



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Business Licence											
Business Licences Issued - New	1471	1656	1505	1489	1571				+6%	+7%	+7%
Business Licences Issued - Renewal	7332	4956	4388	9707	7181				-26%	-2%	-2%
Total Business Licences Issued	8803	6612	5893	11196	8752				-22%	-1%	-1%
1.1 New Licence (no referral required)											
Licences Submitted and Issued	1378	1568	1325	1278	1337				+5%	-3%	-3%
% Issued within 24 hrs (target = 75%)	48%	56%	55%	47%	57%				+22%	+18%	+18%
1.2 New Licence (referral required)											
Licences Submitted and Issued	389	376	382	1150	398				-65%	+2%	+2%
% Issued within 11 business days (target = 75%)	33%	31%	26%	11%	36%				+231%	+9%	+9%
2 Vehicle for Hire											
Broker Licences Issued	4	77	12	6	18				+200%	+350%	+350%
Driver Licences Issued	906	877	819	901	808				-10%	-11%	-11%
Vehicle Licences Issued	80	1591	30	16	159				+894%	+99%	+99%

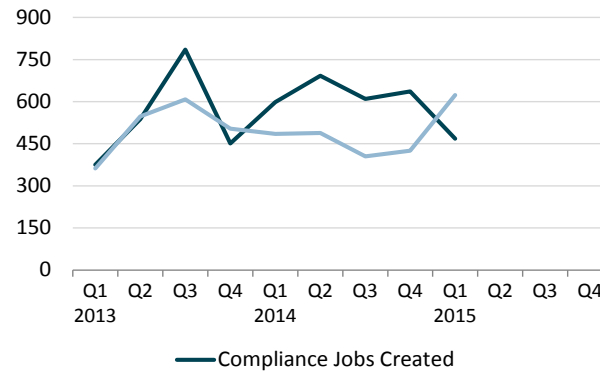
DEVELOPMENT COMPLIANCE

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.

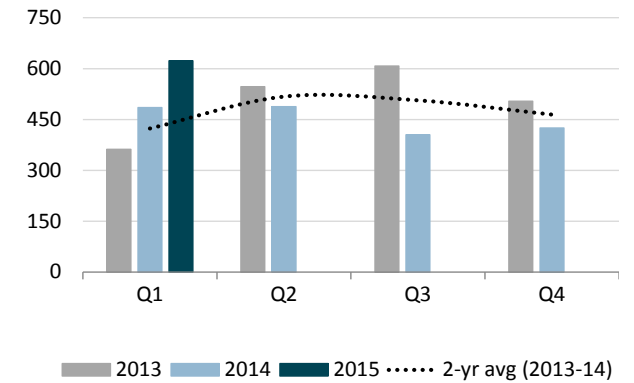
The Development Compliance team was established within the Branch in 2010 to deal effectively with zoning compliance issues. The team responds to complaints that require diplomacy, discretion, professionalism, and resolution-based actions to aid the City with the enforcement of the Zoning Bylaw.

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 Created



1
Compliance Jobs Completed



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Development Compliance											
Compliance Jobs Created	598	692	610	636	468				-26%	-22%	-22%
Compliance Jobs Completed	485	488	405	425	623				+47%	+28%	+28%
Median Days to Complete	87	81	97	83	139				+67%	+60%	+60%

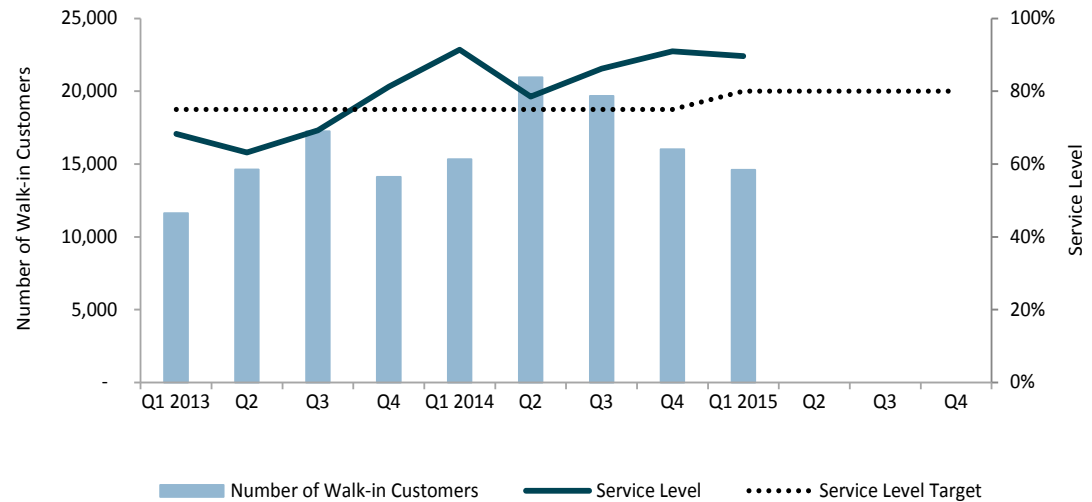
CUSTOMER SERVICE

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 80% 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



	2014				2015				% Change Q4 2014 - Q1 2015	% Change Q1 2014 - Q1 2015	% Change YTD 2014 - YTD 2015
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1 Walk-in Customer Service											
Number of Walk-in Customers	15326	20948	19670	16007	14598				-9%	-5%	-5%
% of Walk-in Customers with Wait Time under 15 Minutes (Service Level)	91%	79%	86%	91%	90%				-1%	-2%	-2%
2 CRM Tickets											
Number of Tickets Resolved	8980	11997	12162	14265	11984				-16%	+33%	+33%
% of Tickets Resolved On Time	92%	92%	76%	91%	93%				+2%	+1%	+1%

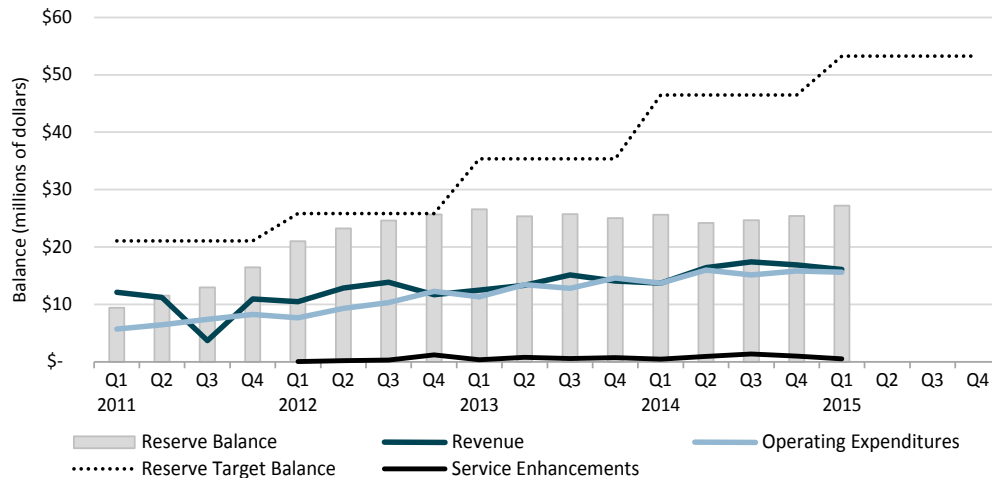
FINANCIALS

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.

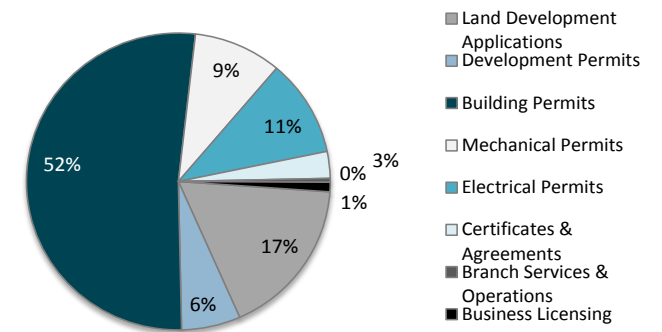
The Current Planning Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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.

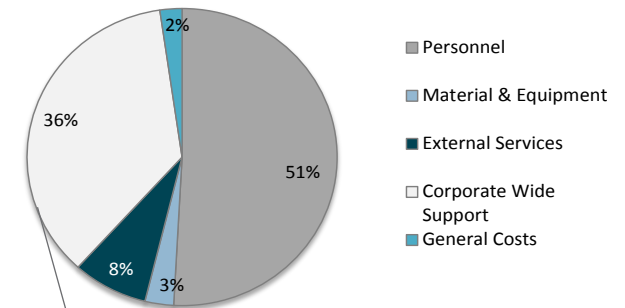
Quarterly Branch Revenue, Expenditures, and Reserve Fund Balance^{1,2,3}



Current Planning Revenue: Jan - Mar 2015



Current Planning Expenditures: Jan - Mar 2015



Corporate Wide Support⁴:
 Transportation Planning = 17%
 REHES = 3%
 Urban Planning & Environment Branch = 18%
 Corporate Support Services = 45%
 Accommodations = 16%
 Other = 1%

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.