

# QUARTERLY ACTIVITY REPORT

FIRST QUARTER 2016

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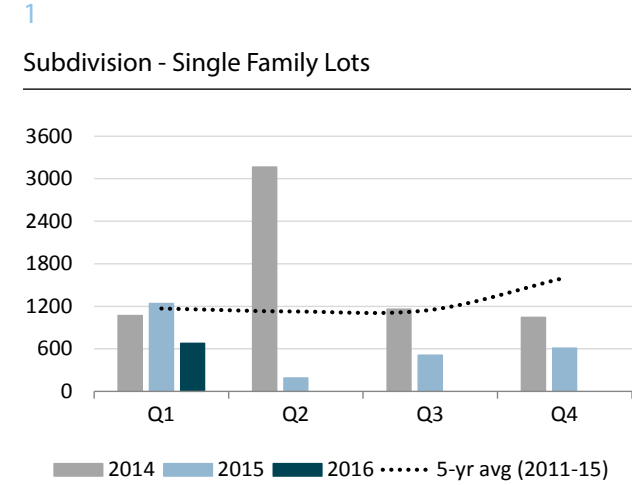
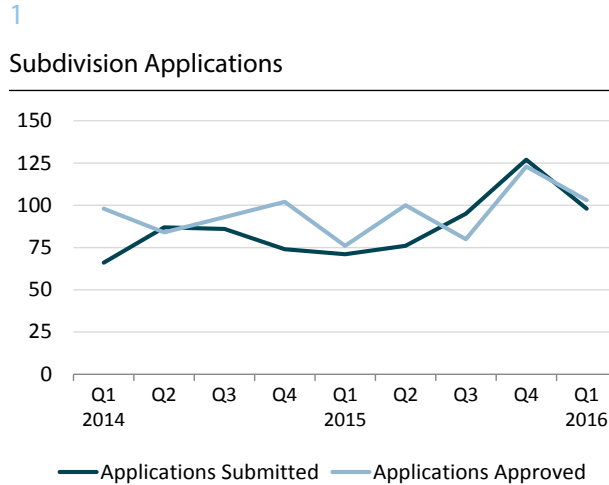
# LAND DEVELOPMENT APPLICATIONS

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.

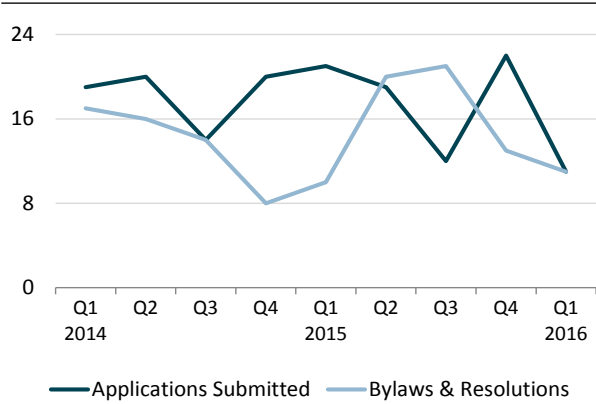


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>1 Subdivision</b>											
Applications Submitted	71	76	95	127	98				-23%	+38%	+38%
Applications Approved	76	100	80	123	103				-16%	+36%	+36%
Single Family Lots Applied For	1240	190	512	612	678				+11%	-45%	-45%
Multiple Family Lots Applied For	21	11	8	20	18				-10%	-14%	-14%
Commercial Lots Applied For	4	3	5	19	9				-53%	+125%	+125%
Industrial Lots Applied For	2	3	2	12	7				-42%	+250%	+250%
Other Lots Applied For	45	3	8	56	7				-88%	-84%	-84%
<b>2 Condominium</b>											
Applications Submitted	41	35	51	52	43				-17%	+5%	+5%
Condominium Units Approved	1034	597	969	983	446				-55%	-57%	-57%

# LAND DEVELOPMENT APPLICATIONS

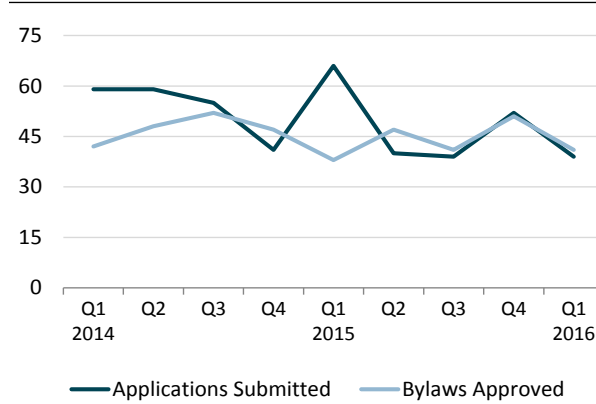
3

Plan & Plan Amendments



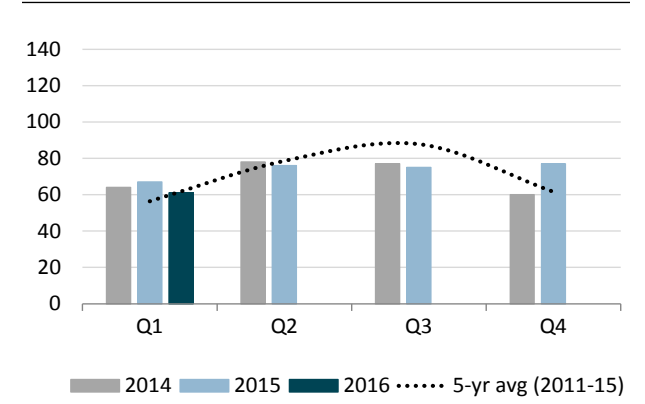
4

Rezoning



6

Bylaws & Resolutions at Council



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>3 Plan &amp; Plan Amendment</b>											
Applications Submitted	21	19	12	22	11				-50%	-48%	-48%
Bylaws & Resolutions	10	20	21	13	11				-15%	+10%	+10%
<b>4 Rezoning</b>											
Applications Submitted	66	40	39	52	39				-25%	-41%	-41%
Bylaws Approved	38	47	41	51	41				-20%	+8%	+8%
<b>5 Road Closure</b>											
Applications Submitted	9	0	9	4	7				+75%	-22%	-22%
Bylaws Approved	6	4	3	2	6				+200%	0%	0%
<b>6 Total Bylaws / Resolutions to Council</b>	<b>67</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>61</b>				<b>-21%</b>	<b>-9%</b>	<b>-9%</b>

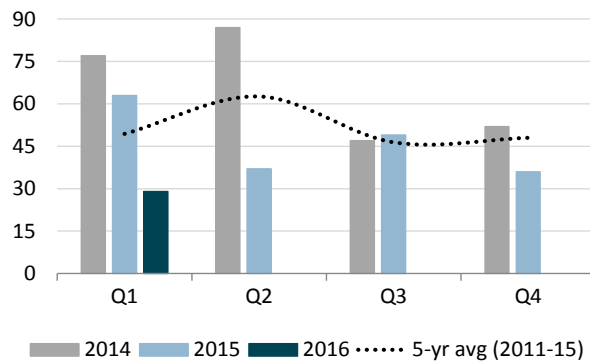
## SERVICING AGREEMENTS

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.

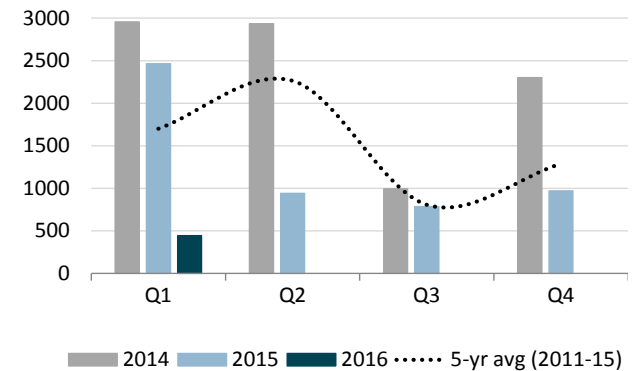
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Servicing Agreement Submissions



1

Single Family Lots Submissions

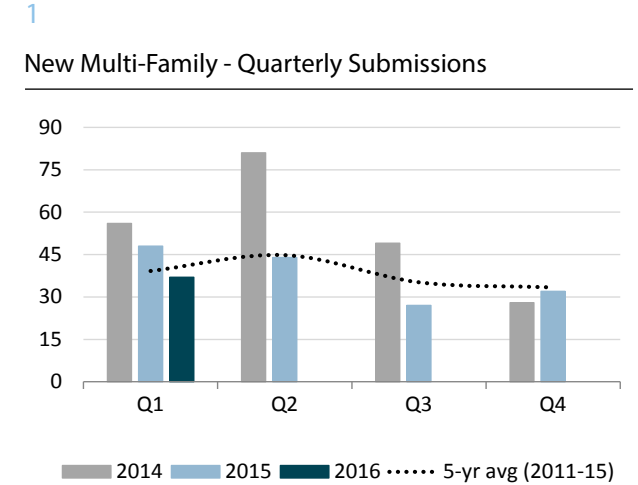
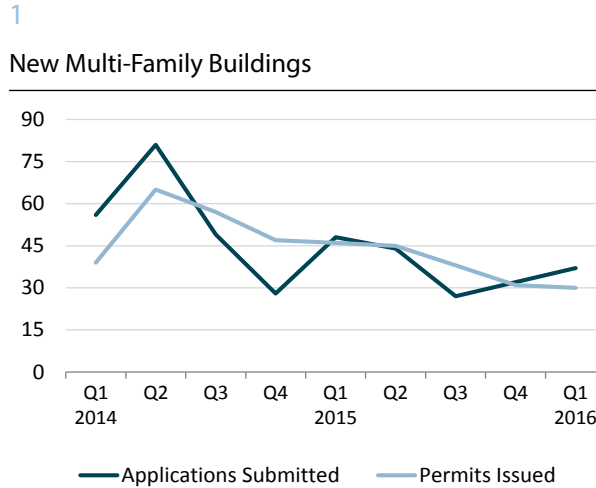


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
1 Servicing Agreements											
Projects Submitted	63	37	49	36	29				-19%	-54%	-54%
Single Family Lots	2465	941	786	970	445				-54%	-82%	-82%
Multiple Family Lots	80	9	157	136	39				-71%	-51%	-51%
Commercial Lots	4	2	2	2	3				+50%	-25%	-25%
Industrial Lots	11	0	8	1	2				+100%	-82%	-82%

## 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.



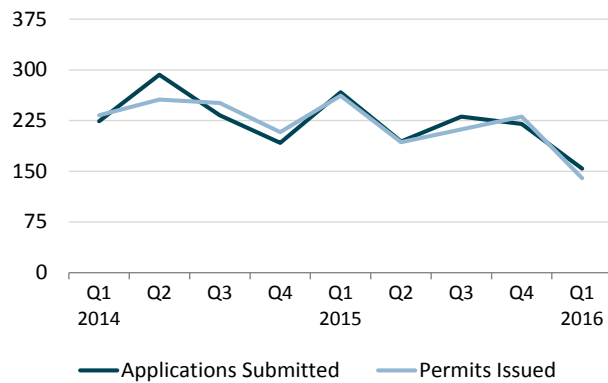
	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
1 New Multi-Family Building DP											
Applications Submitted	48	44	27	32	37				+16%	-23%	-23%
Permits Issued	46	45	38	31	30				-3%	-35%	-35%
Median Work Days to Issue	90	52	66	53	49				-8%	-46%	-46%
1.1 Projects up to 4 dwellings											
Permits Issued	18	22	17	11	15				+36%	-17%	-17%
Median Work Days to Issue	22	19	31	26	36				+38%	+64%	+64%
% Permits Issued within 55 business days (target = 75%)	78%	95%	71%	91%	100%				+10%	+28%	+28%
% Permits Issued within target time, YTD*	78%	88%	82%	84%	100%						

\*Excluding projects within mature neighbourhood overlay.

# DEVELOPMENT PERMITS

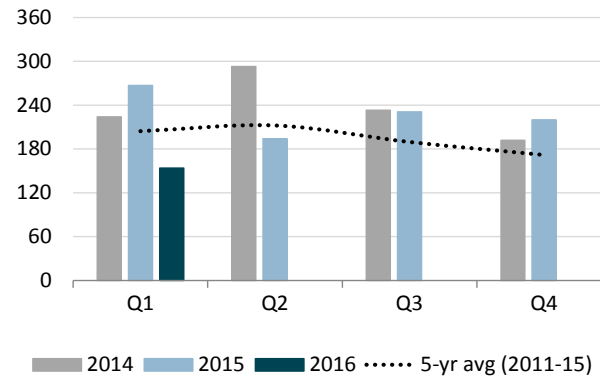
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New Duplex / Semi-Detached Houses



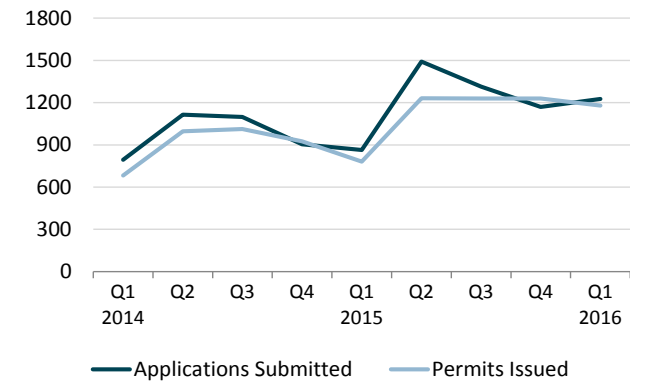
2

New Duplex / SD - Quarterly Submissions



3

Other Residential<sup>1</sup>



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>2 New Duplex / Semi-Detached House DP</b>											
Applications Submitted	267	194	231	220	154				-30%	-42%	-42%
Permits Issued	262	193	212	231	140				-39%	-47%	-47%
Median Work Days to Issue	7	6	7	6	6				0%	-14%	-14%
<b>3 Other Residential DP</b>											
Applications Submitted	864	1492	1314	1169	1226				+5%	+42%	+42%
Permits Issued	781	1231	1229	1230	1180				-4%	+51%	+51%
Median Work Days to Issue	1	6	7	5	4				-20%	+300%	+300%

## DEVELOPMENT PERMITS

In Q1 2014, the Development Services 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.

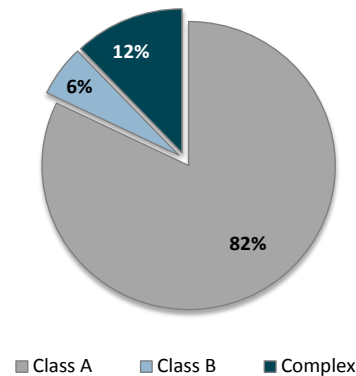
Performance Targets for semi-detached house development permits:

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.

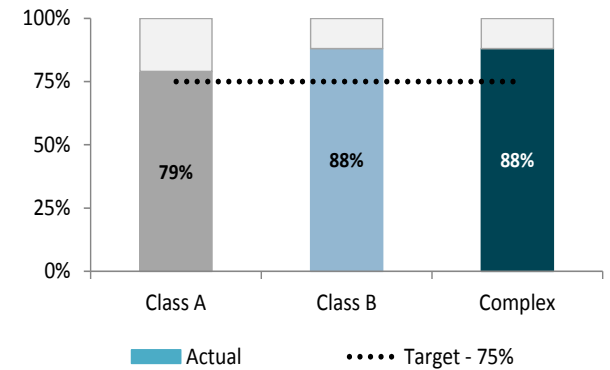
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Semi-Detached House - Permits Issued by Level of Complexity, YTD 2016



2

Semi-Detached House - Permits Issued within Target Time, YTD 2016

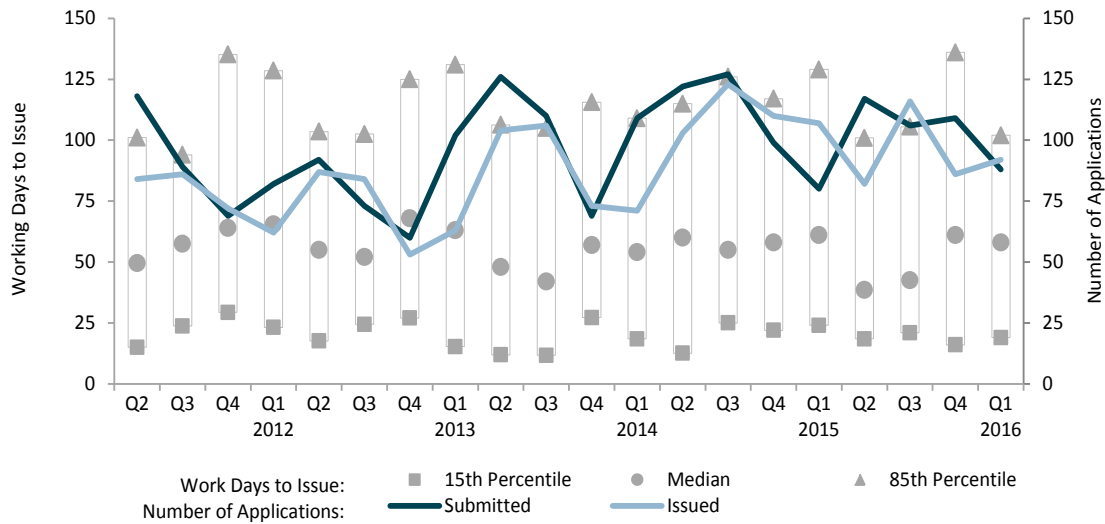


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>2.1 Semi-Detached House - Class A</b>											
Permits Issued	222	176	177	182	115				-37%	-48%	-48%
Median Work Days to Issue	6	6	7	6	6				0%	0%	0%
% Permits Issued within 6 business days	54%	56%	47%	68%	79%				+16%	+46%	+46%
<b>2.2 Semi-Detached House - Class B</b>											
Permits Issued	10	29	8	19	8				-58%	-20%	-20%
Median Work Days to Issue	14	12	7	6	7				+17%	-50%	-50%
% Permits Issued within 15 business days	60%	55%	88%	84%	88%				+5%	+47%	+47%
<b>2.3 Semi-Detached House - Complex</b>											
Permits Issued	30	25	25	23	17				-26%	-43%	-43%
Median Work Days to Issue	20	27	47	46	40				-13%	+100%	+100%
% Permits Issued within 55 business days	87%	80%	64%	65%	88%				+35%	+1%	+1%

# DEVELOPMENT PERMITS

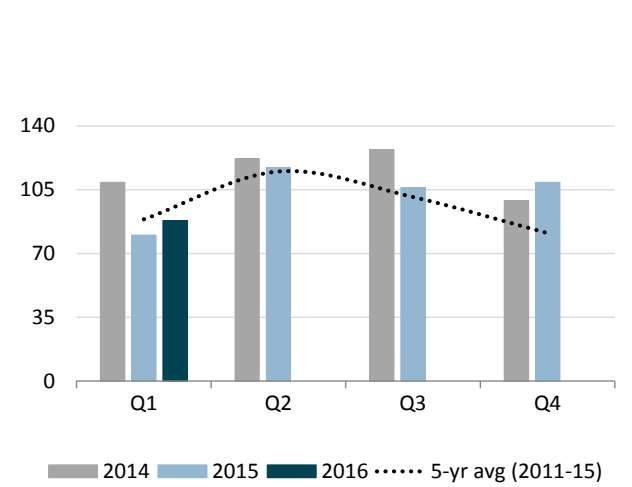
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## New Non-Residential Buildings



4

## New Non-Residential - Quarterly Submissions



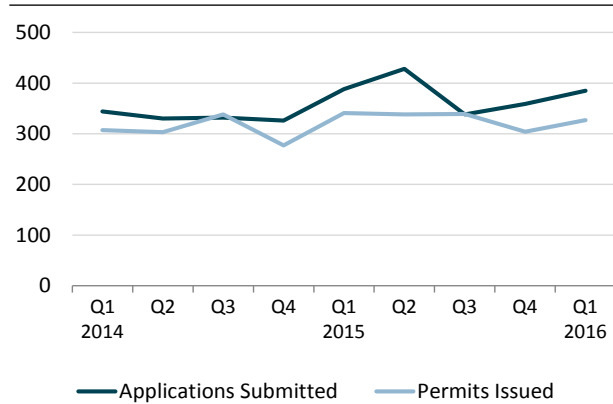
	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
4 New Non Residential DP											
Applications Submitted	80	117	106	109	88				-19%	+10%	+10%
Permits Issued	107	82	116	86	92				+7%	-14%	-14%
Median Working Days to Issue	61	39	43	61	58				-5%	-5%	-5%



## DEVELOPMENT PERMITS

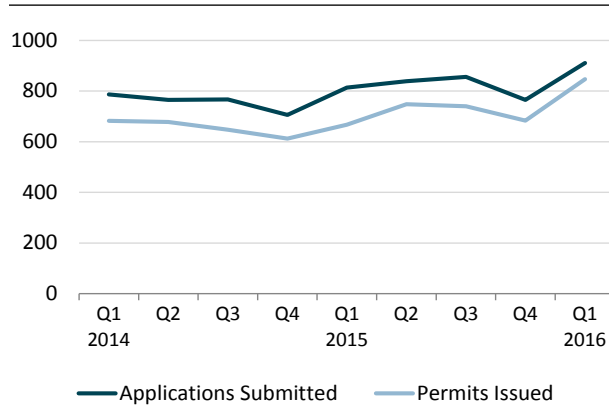
5

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



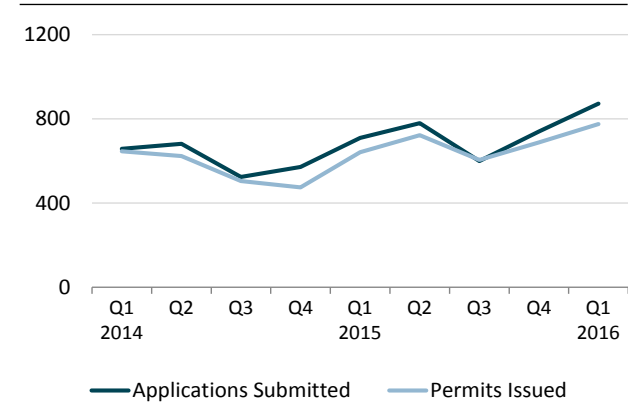
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Home Occupation Permits



7

Temporary Signs



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>5 Other Non Residential DP</b>											
Applications Submitted	388	428	338	359	385				+7%	-1%	-1%
Permits Issued	341	338	339	304	327				+8%	-4%	-4%
<b>6 Home Occupation DP</b>											
Applications Submitted	814	839	856	765	911				+19%	+12%	+12%
Permits Issued	667	748	740	683	847				+24%	+27%	+27%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
<b>7 Portable Sign DP</b>											
Applications Submitted	710	780	600	740	872				+18%	+23%	+23%
Permits Issued	642	723	605	688	775				+13%	+21%	+21%
Median Work Days to Issue	3	7	8	5	6				+20%	+100%	+100%

## 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.

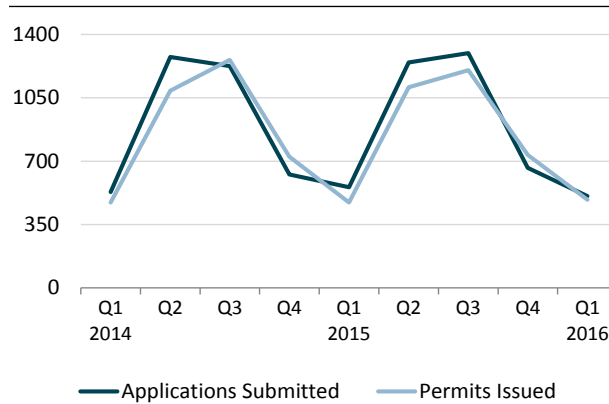
A combination permit is considered issued after all of the required permits are issued. After a permit is issued and construction is complete, at least one safety code inspection will be completed.

Simple residential combo permits can be issued in one day at the Permits and Licensing Service Center. 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 Development Services 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.

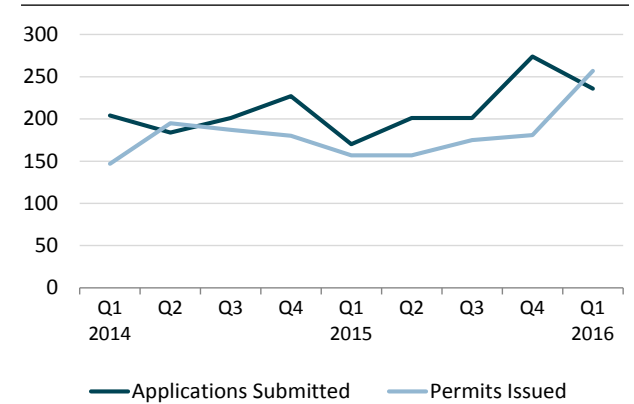
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Minor Residential Combo Permits



2

Sign Combo Permits

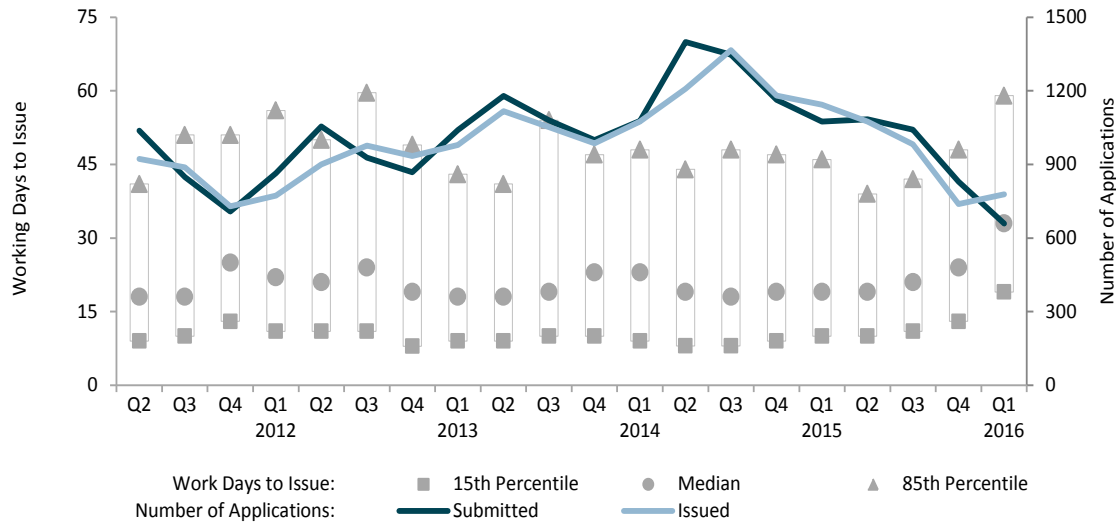


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
<b>1 Minor Residential Combo Permit</b>											
Applications Submitted	556	1246	1297	663	507				-24%	-9%	-9%
Permits Issued	472	1108	1203	735	487				-34%	+3%	+3%
Median Work Days to Issue	16	7	12	23	25				+9%	+56%	+56%
<b>2 Sign Combo Permit</b>											
Applications Submitted	170	201	201	274	236				-14%	+39%	+39%
Permits Issued	157	157	175	181	257				+42%	+64%	+64%
Median Work Days to Issue	23	24	24	20	28				+40%	+22%	+22%

# COMBINATION PERMITS

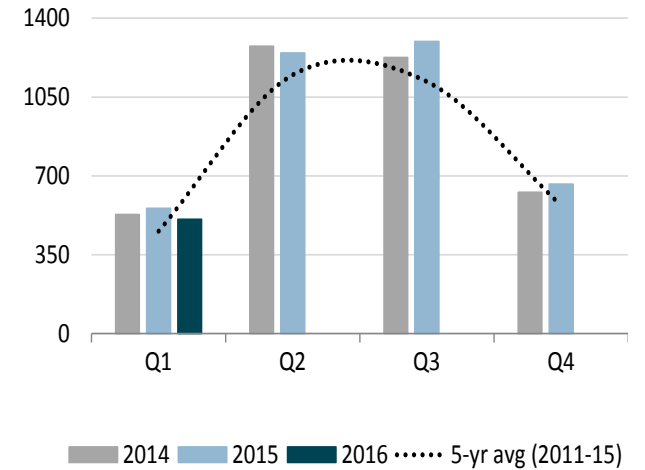
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## House Combo Permits



3

## House Combo - Quarterly Submissions



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change YTD 2015 - YTD 2016
3 House Combo Permits											
Applications Submitted	1074	1084	1041	830	659				-21%	-39%	-39%
Permits Issued	1144	1074	982	739	778				+5%	-32%	-32%
Median Working Days to Issue	19	19	21	24	33				+38%	74%	74%
Expedited Permits Issued - % of Total	27%	23%	22%	26%	20%				-23%	-26%	-26%

## 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.

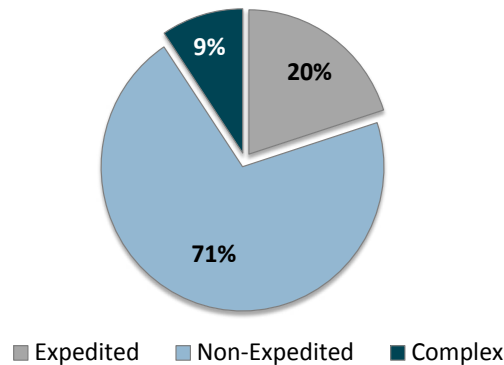
### Performance Targets:

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.

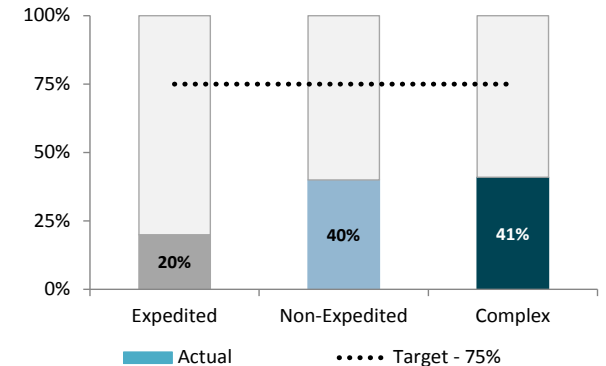
3

House Combo - Permits Issued by Level of Complexity, YTD 2016



3

House Combo - Permits Issued within Target Time, YTD 2016<sup>5</sup>



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>3.1 House Combo - Expedited</b>											
Permits Issued	307	250	213	194	156				-20%	-49%	-49%
Median Work Days to Issue	10	9	10	14	20				+43%	+100%	+100%
% Permits Issued within 10 business days	53%	74%	56%	26%	20%				-23%	-62%	-62%
<b>3.2 House Combo - Non-Expedited</b>											
Permits Issued	777	752	693	676	549				-19%	-29%	-29%
Median Work Days to Issue	23	20	23	23	34				+48%	+48%	+48%
% Permits Issued within 30 business days	68%	79%	78%	71%	40%				-44%	-41%	-41%
<b>3.3 House Combo - Complex</b>											
Permits Issued	60	69	76	63	73				+16%	+22%	+22%
Median Work Days to Issue	70	58	69	79	96				+22%	+37%	+37%
% Permits Issued within 85 business days	63%	61%	70%	60%	41%				-32%	-35%	-35%

## SAFETY CODE PERMITS

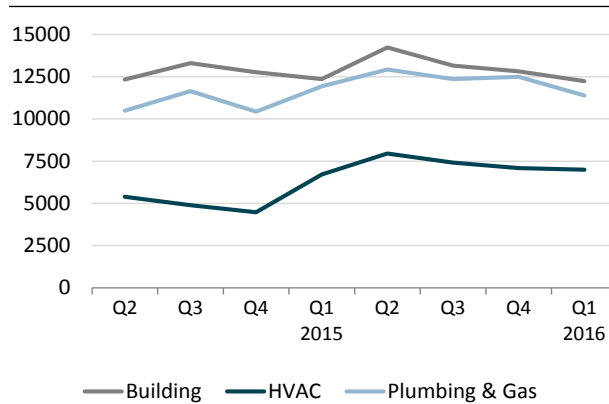
Safety code permits ensure that any new construction or alterations comply with the Alberta Safety Codes Act. Safety code permits include building, HVAC (heating, ventilation, and air-conditioning), plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has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

Development Services 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](#).

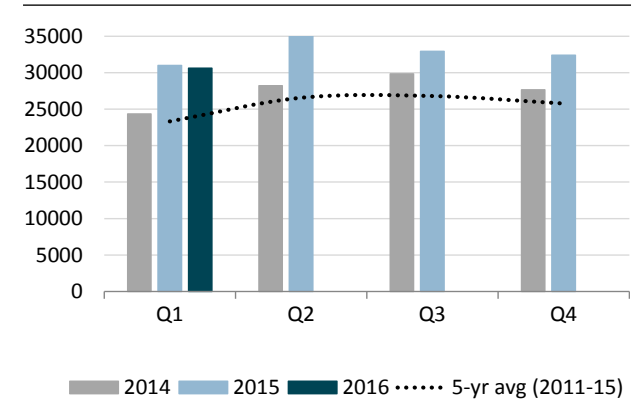
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Safety Code Inspections Completed



1

Inspections Completed - Quarterly Volume

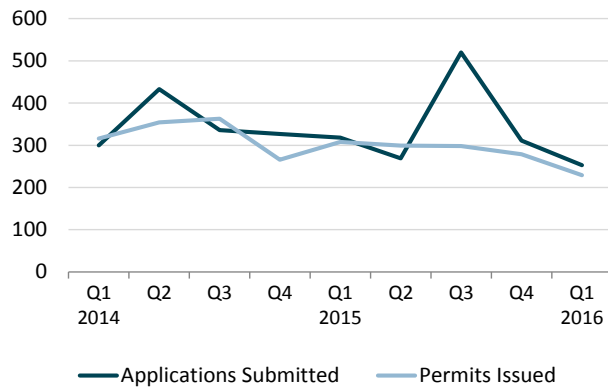


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>1 Inspections Completed</b>											
Building	12366	14235	13159	12821	12244				-5%	-1%	-1%
HVAC	6708	7951	7420	7095	6997				-1%	+4%	+4%
Plumbing & Gas	11925	12926	12366	12503	11396				-9%	-4%	-4%
<b>Total Inspections Completed</b>	<b>30999</b>	<b>35112</b>	<b>32945</b>	<b>32419</b>	<b>30637</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-5%</b>	<b>-1%</b>	<b>-1%</b>

## SAFETY CODE PERMITS

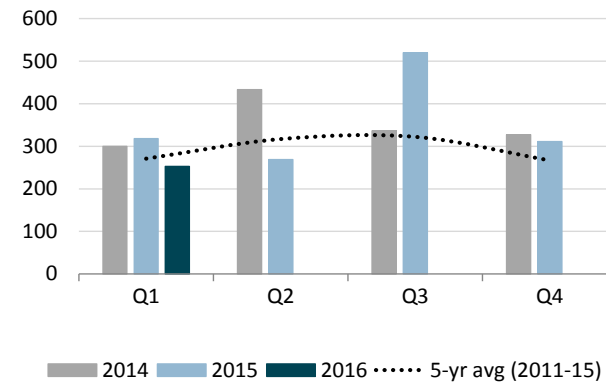
2

Rowhousing & Semi-Detached Building Permits



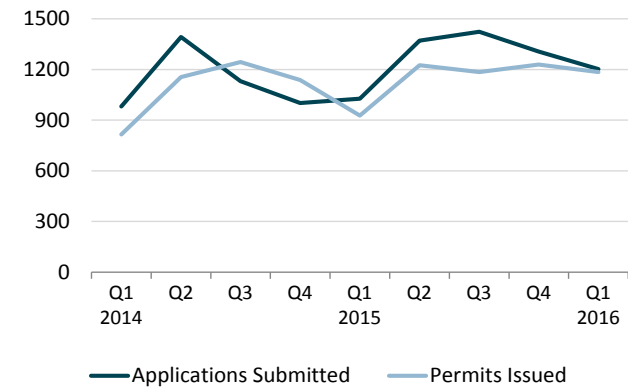
2

Rowhousing & SD - Quarterly Submissions



3

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

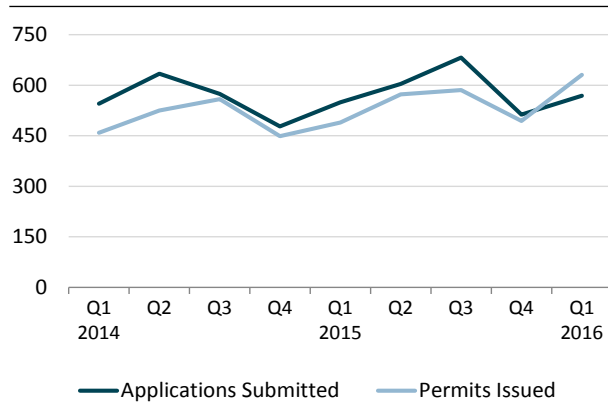


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>2 Rowhousing &amp; Semi-Detached Building Permit</b>											
Applications Submitted	318	269	520	311	253				-19%	-20%	-20%
Permits Issued	308	299	298	279	229				-18%	-26%	-26%
Median Work Days to Issue	22	18	19	22	27				+23%	+23%	+23%
<b>2.1 Projects up to 2 dwelling units</b>											
Permits Issued	262	221	203	223	165				-26%	-37%	-37%
% Permits Issued within 25 business days	76%	71%	74%	68%	51%				-25%	-33%	-33%
<b>3 Minor Residential Building Permit</b>											
Applications Submitted	1027	1371	1423	1306	1203				-8%	+17%	+17%
Permits Issued	928	1226	1185	1229	1185				-4%	+28%	+28%
Median Work Days to Issue	8	11	13	10	12				+20%	+50%	+50%
<b>3.1 Interior Alterations</b>											
Permits Issued	451	453	529	623	632				+1%	+40%	+40%
% Permits Issued within 24 hours	76%	69%	69%	70%	70%				0%	-8%	-8%

# SAFETY CODE PERMITS

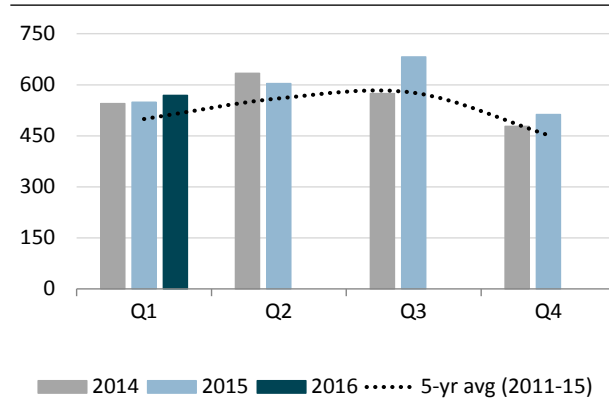
4

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



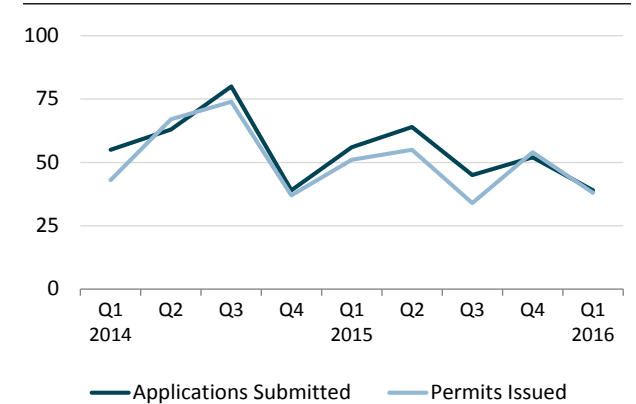
4

Commercial Final - Quarterly Submissions



5

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

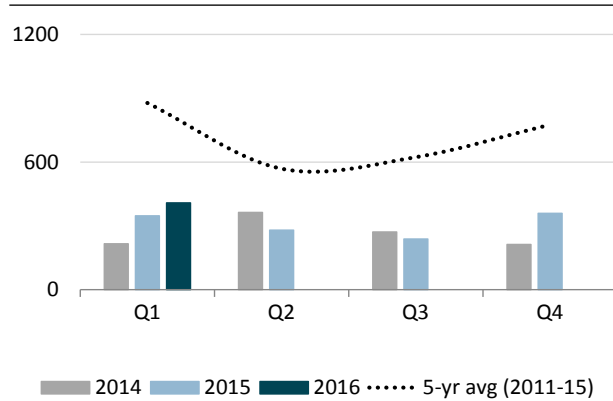


	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>4 Commercial Final BP</b>											
Applications Submitted	549	604	682	513	569				+11%	+4%	+4%
Permits Issued	489	573	586	494	631				+28%	+29%	+29%
Median Work Days to Issue	33	28	30	36	29				-19%	-12%	-12%
<b>5 Other Non-Residential Building Permit</b>											
Applications Submitted	56	64	45	52	39				-25%	-30%	-30%
Permits Issued	51	55	34	54	38				-30%	-25%	-25%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%

## SAFETY CODE PERMITS

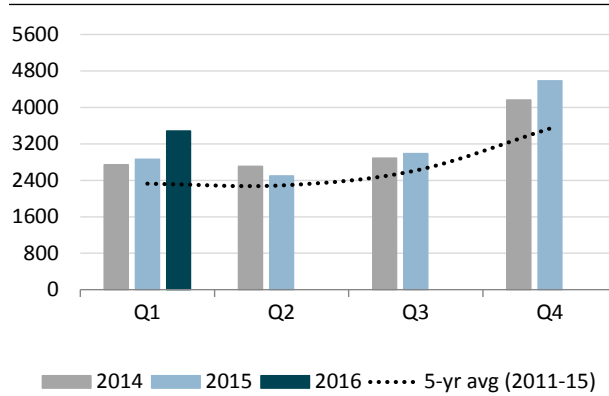
6

HVAC Permits Issued\*



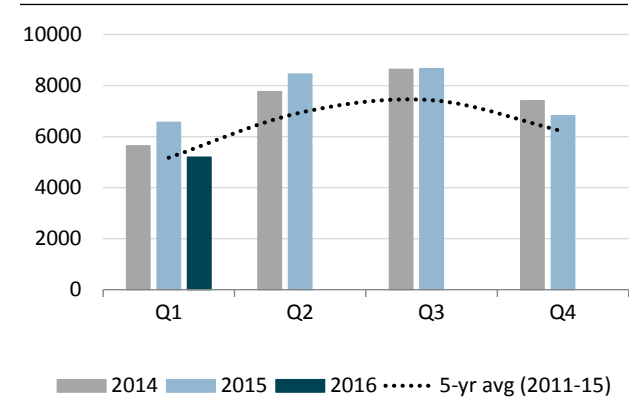
7

Plumbing & Gas Permits Issued



8

Electrical Permits Issued



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>6 HVAC Permits</b>											
Applications Submitted	357	298	268	370	523				+41%	+46%	+46%
Permits Issued	347	280	238	359	408				+14%	+18%	+18%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
<b>7 Plumbing &amp; Gas Permits</b>											
Applications Submitted	2951	2559	3284	4641	3574				-23%	+21%	+21%
Permits Issued	2862	2500	2991	4585	3485				-24%	+22%	+22%
Median Work Days to Issue	1	1	1	1	1				0%	0%	0%
<b>8 Electrical Permits</b>											
Applications Submitted	7411	8611	9755	7176	5590				-22%	-25%	-25%
Permits Issued	6563	8450	8664	6820	5193				-24%	-21%	-21%
Median Work Days to Issue	3	2	2	2	2				0%	-33%	-33%

\*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 Development Services 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.

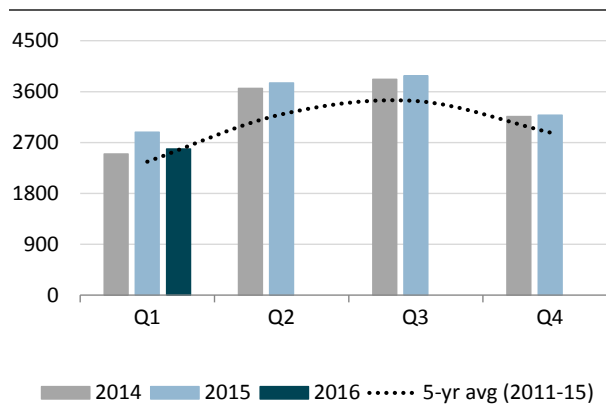
The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

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

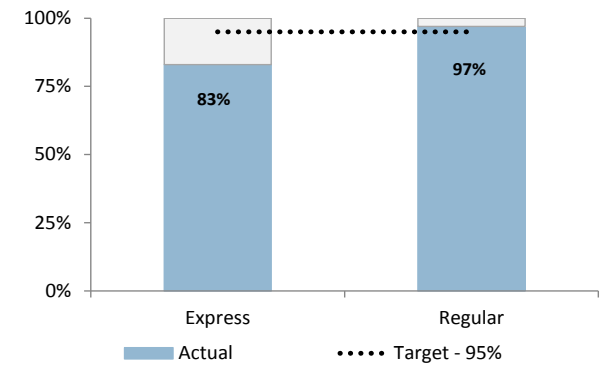
1

Compliance Certificate - Quarterly Submissions



1

Compliance Certificate - Certificates Issued within Target Time, YTD 2016



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>1 Compliance Certificate - Total*</b>											
Applications Submitted	2885	3753	3881	3186	2588				-19%	-10%	-10%
Certificates Issued	2631	3468	3853	3196	2420				-24%	-8%	-8%
<b>1.1 Express Certificate</b>											
Certificates Issued	363	598	726	537	301				-44%	-17%	-17%
Median Work Days to Issue	2	2	3	3	2				-33%	0%	0%
% Certificates Issued within 3 business days	88%	88%	79%	79%	83%				+5%	-6%	-6%
<b>1.2 Regular Certificate</b>											
Certificates Issued	2268	2870	2852	2445	2119				-13%	-7%	-7%
Median Work Days to Issue	6	7	7	6	5				-17%	-17%	-17%
% Certificates Issued within 10 business days	93%	91%	91%	93%	97%				+4%	+4%	+4%

\* Including Zoning Confirmations and Re-Stamps

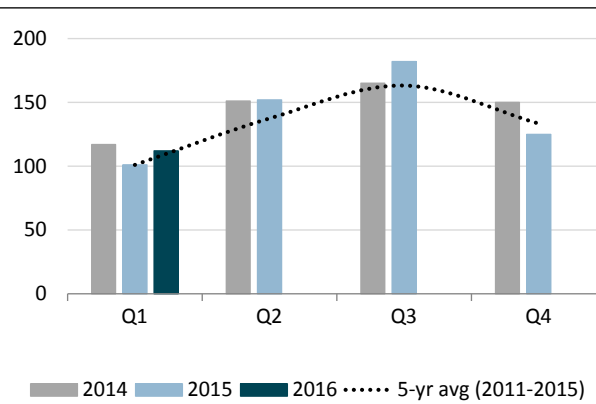
## CERTIFICATES & AGREEMENTS

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.

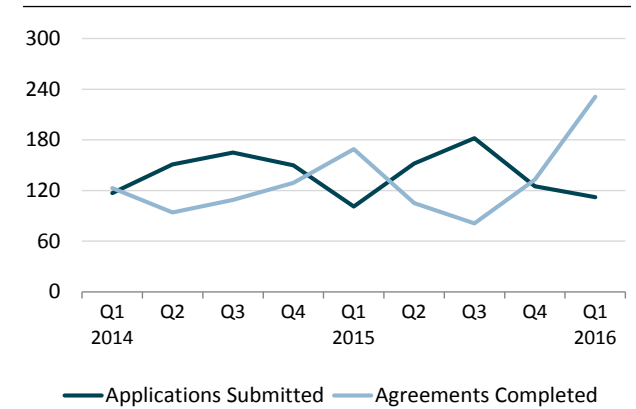
2

Encroachment Agreements - Quarterly Submissions



2

Encroachment Agreements - Completions



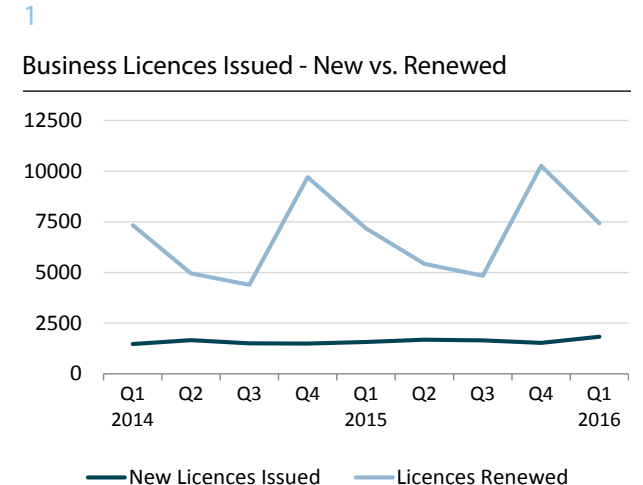
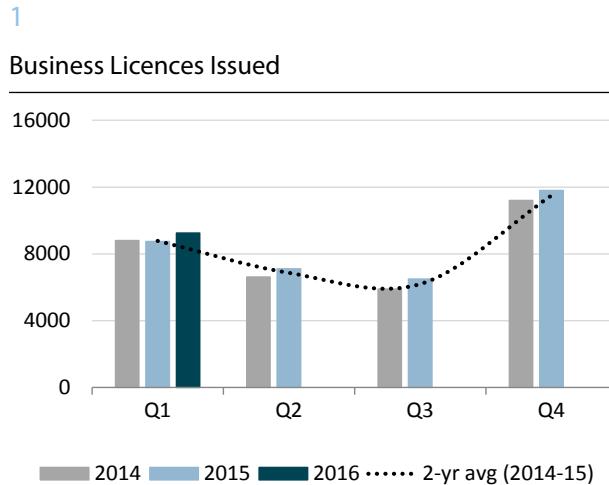
	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>2 Encroachment Agreement</b>											
Applications Submitted	101	152	182	125	112				-10%	+11%	+11%
Agreements Completed	169	105	81	133	231				+74%	+37%	+37%
Median Work Days to Complete	86	66	78	106	110				+4%	+28%	+28%
<b>3 Occupancy Certificate</b>											
Applications Submitted	16	28	26	10	14				+40%	-13%	-13%
Certificates Completed	18	26	21	11	13				+18%	-28%	-28%

## LICENSING

The Development Services 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 Development Services 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.



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>1 Business Licensing</b>											
New Licences Issued	1571	1688	1651	1530	1826				+19%	+16%	+16%
Licences Renewed	7181	5425	4846	10268	7426				-28%	+3%	+3%
<b>Total Business Licences Issued</b>	<b>8752</b>	<b>7113</b>	<b>6497</b>	<b>11798</b>	<b>9252</b>				<b>-22%</b>	<b>+6%</b>	<b>+6%</b>
<b>1.1 New licences (w/o referral)</b>											
Licences Submitted and Issued	1337	1539	1489	1251	1624				+30%	+21%	+21%
% Issued within 24 hours	57%	48%	49%	51%	49%				-4%	-14%	-14%
<b>1.2 New licences (require referral)</b>											
Licences Submitted and Issued	398	386	460	378	395				+4%	-1%	-1%
% Issued within 11 business days	36%	12%	13%	20%	15%				-25%	-58%	-58%
<b>2 Vehicle for Hire</b>											
Broker Licences Issued	18	62	12	8	1				-88%	-94%	-94%
Driver Licences Issued	570	476	436	445	202				-55%	-65%	-65%
Vehicle Licences Issued	159	1415	22	30	1				-97%	-99%	-99%

## DEVELOPMENT COMPLIANCE

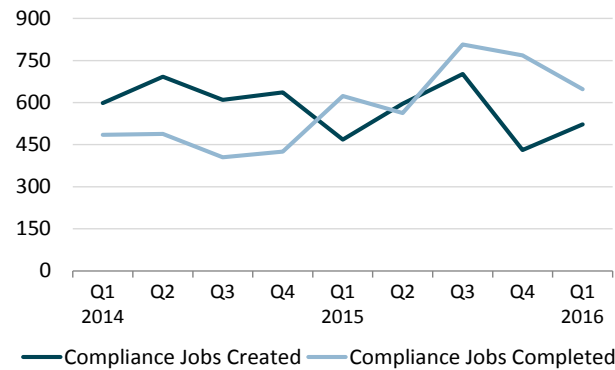
Where citizen activities or property conditions don't comply with the Zoning Bylaw, Development Services Branch employees provide education, warnings, inspections and may apply penalties.

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.

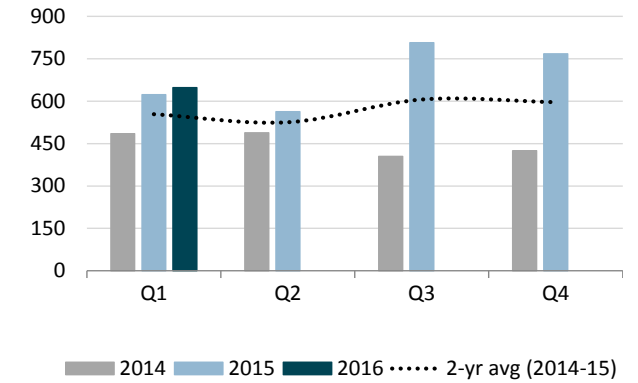
1

Compliance Jobs Created



1

Compliance Jobs Completed



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
1 Development Compliance											
Compliance Jobs Created	468	596	702	431	522				+21%	+12%	+12%
Compliance Jobs Completed	623	563	807	768	648				-16%	+4%	+4%
Median Days to Complete	139	107	139	79	119				+51%	-14%	-14%

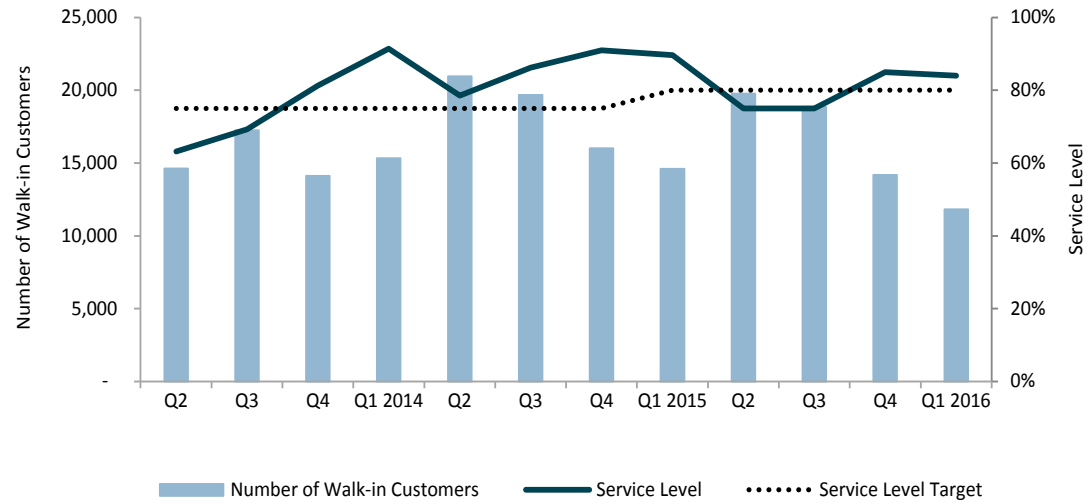
## CUSTOMER SERVICE

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

Development Services employees are responsible for resolving any 311 phone call inquiries related to Development Services business offerings 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



	Q1 2015	Q2	Q3	Q4	Q1 2016	Q2	Q3	Q4	% Change Q4 2015 - Q1 2016	% Change Q1 2015 - Q1 2016	% Change Q1 2015 - Q1 2016
<b>1 Walk-in Customer Service</b>											
Number of Walk-in Customers	14598	19768	18851	14178	11832				-17%	-19%	-19%
% of Walk-in Customers with wait time under 15 minutes	90%	75%	75%	85%	84%				-1%	-7%	-7%
<b>2 CRM Tickets</b>											
Tickets Resolved	11984	14032	13546	12090	8501				-30%	-29%	-29%
% of Tickets Resolved On Time	93%	92%	92%	89%	90%				+1%	-3%	-3%

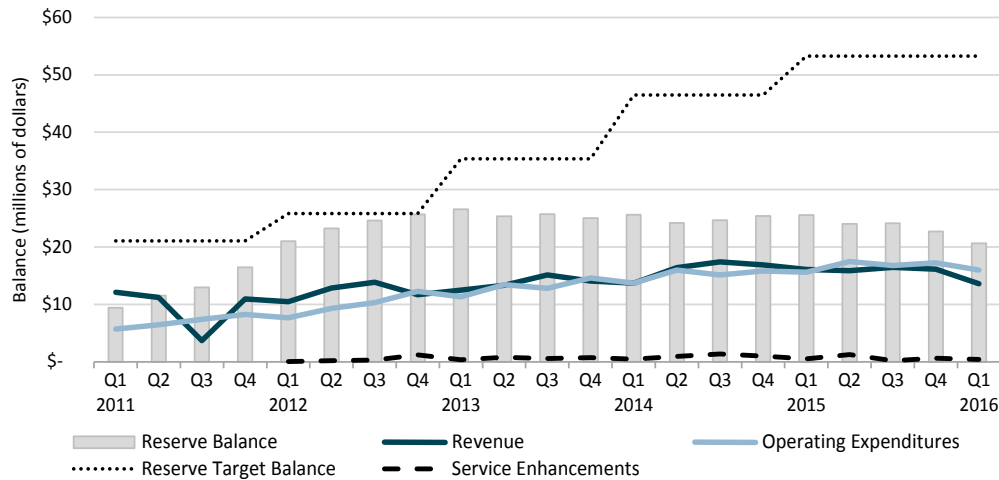
# FINANCIALS

The Development Services Branch implemented a cost recovery 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.

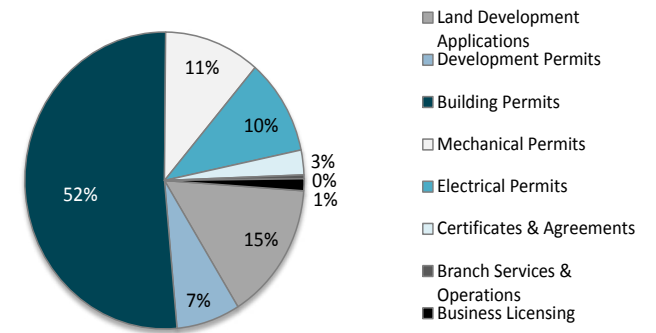
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

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 Development Services business offerings represent over 30 per cent of operating expenditures.

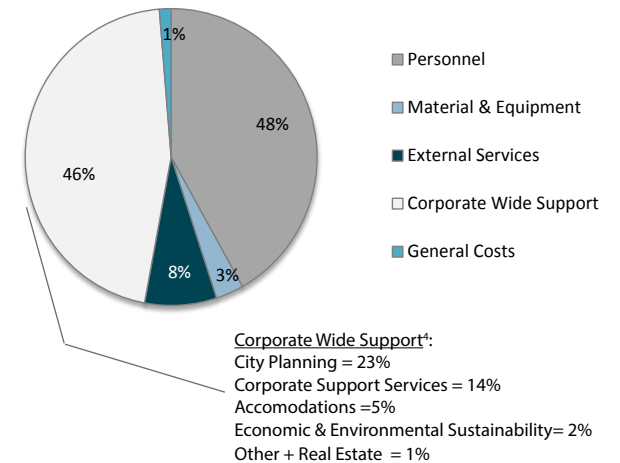
Quarterly Branch Revenue, Expenditures, and Reserve Fund Balance<sup>1,2,3</sup>



Development Services Revenue: Jan - Mar 2016



Development Services Expenditures: Jan - Mar 2016<sup>6</sup>



## EXPLANATIONS

### General Explanations

1. The Quarterly Activity Report provides a summary of activity within the Development Services Branch. It does not encompass the entirety of Development Services 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.
5. House Combo permits issued within target timeline includes time from application intake to building plans examination issued. This includes the time the application is with the service centre, development permits, building permits, and with the applicant for more information. Cancelled applications are not included.

### 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, Development Services 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 Development Services Branch financials. While Vehicle for Hire work is completed within the Development Services Branch, the Branch only recognizes enough revenue to cover the related expenses (included in Branch Services category).
6. Transfers to City Planning are estimates only.

### 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.