SERVING EDMONTONIANS:
SERVICES AND SUBSERVICES

CITY OF EDMONTON SERVICE LIST
2027–2030

CIVIC SERVICES AND RELATIONSHIPS

Communications Service
- Brand
- Public Communications
- Reputation

Customer Access Service
- 311
- Digital User Experience
- Service Centre

Elections Service
- Census Operations (Paused)
- Elections Operations

Engagement Service
- Public Engagement and Research

External Relations and Intergovernmental Strategy Service
- External Relations
- Intergovernmental Strategy

Municipal Governance Service
- Civic Agencies
- Corporate Memberships
- Councillor's Office Liaison
- Governance and Legislative Services
- Protocol
- Tribunals

Records Access Service
- Access and Privacy
- Records Management

COMMUNITY DEVELOPMENT AND SOCIAL SUPPORT

Affordable Housing and Homelessness Service
- Affordable Housing Initiatives
- Homelessness Initiatives

Community Capacity Building Service
- Community Collaboration and System Change

Community Investment Service
- Community Funding
- Leveraging Investment

Indigenous Relations Service
- Indigenous Engagement and Consultation
- Indigenous Systems Navigation

ECONOMIC DEVELOPMENT

Business Licensing Service
- Business Licensing and Regulation
- Vehicle for Hire Licensing

Economic Development Service
- Business Retention and Expansion
- Economic Investment
- Economic Strategy Development and Implementation

ENVIRONMENTAL PROTECTION AND STEWARDSHIP

Climate Resilience Community Programming Service
- Climate Financing and Rebates
- Climate Programming

Waste Collection Service
- Apartment and Condo Collection
- Assisted Waste Collection
- City Facility Waste Collection
- Curbside Collection
- Waste Drop-Off
- Waste Education and Outreach
- Waste Reduction Support

Waste Processing Service
- Organics Processing
- Residual Waste Processing

LAND DEVELOPMENT

Development Service
- Client Liaison
- Development Permits and Inspections
- Planning Coordination
- Subdivision Coordination and Development

Land Use Planning Service
- Intermunicipal Statutory Planning
- Open Space
- Urban Growth
- Urban Strategies
- Zoning Bylaw Maintenance

MOVEMENT OF PEOPLE AND GOODS

Parking Service
- Off-Street Parking
- On-Street Parking

Roads and Active Pathways Service
- Bridge and Auxiliary Structure Maintenance
- Multimode Pathway Maintenance
- Road Maintenance
- Snow and Ice Control
- Street Sweep

Traffic Safety Service
- Automated Enforcement
- Safety Engineering
- Safe Mobility Education and Community Activation
- Street Lighting
- Traffic Control
- Traffic Signals

Transit Service
- Conventional Transit
- Paratransit

PARKS, RECREATION AND CULTURE

Edmonton Public Library

Events Service
- Event Hosting and Attraction
- Event Partnerships

Interment and Perpetual Care Service
- Cemetery Sales and Operations

Parks and Open Space Service
- Parks and Open Space Management
- River Valley Parks
- Stadiums and Sports Fields
- Urban Forest Management

Recreation Opportunities Service
- Arts and Community Centres
- Attractions
- Golf Courses
- Recreation Partnerships
- Recreation and Sport Centres
- Seniors Centres

PUBLIC SAFETY

Animal Welfare Service
- Animal Care
- Pet Licensing

Bylaw and Provincial Act Enforcement Service
- Business Licensing Compliance
- Community Standards Enforcement
- Development Compliance and Enforcement
- Safety Codes Compliance and Enforcement
- Transit Safety and Enforcement

Community Safety Prevention and Response Service
- Community Safety Issue Prevention
- Community Safety Response

Edmonton Police Service

Emergency Management Service
- Emergency Management
- Emergency Social Services

Fire Prevention Service
- Fire Engineering
- Fire Investigations
- Fire Prevention Inspections and Enforcement
- Fire Safety Community Outreach

Fire Rescue Service
- Emergency Dispatch
- Emergency Event Response
- Emergency Logistics Management
- Emergency Systems Support
- First Responder Health and Wellness
- First Responder Readiness

Safety Codes and Inspections Service
- Safety Codes Permits and Inspections

MANAGING THE CORPORATION:
SERVICES AND SUBSERVICES

CITY OF EDMONTON SERVICE LIST
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BUSINESS AND STRATEGY

Environment and Climate Resilience Service
- Environment and Climate Resilience Stewardship
- Environmental Compliance
- Environmental Management
- Utility Management and Renewable Energy Procurement

Internal Audit Service

Legal Service
- Legal Advice and Representation
- Insurance and Claims Management

Security Service
- Corporate Security
- Information Security

Strategic Leadership and Management Service
- Corporate Leadership
- Corporate Planning and Performance
- Corporate Policy Development
- Risk Management
- Service Experience and Improvement

CORPORATE REAL ESTATE

Corporate Land Development Service
- Land Development

Corporate Property Management Service
- Property Management

Property Transactions Service
- Leasing
- Property Acquisition and Disposition

EMPLOYEE EXPERIENCE

Employee Training and Development Service
- Corporate Learning

Human Resources Management Service
- Compensation and Classification

Human Resources Strategic Services
- Inside Information
- Labour Relations
- Organizational Development
- Outreach, Recruiting and Onboarding
- Payroll, Benefits and Pensions
- Respect in the Workplace
- Workforce Systems and Analytics

Workplace Health and Safety Service
- Disability Management, Wellness and Mental Health
- Occupational Health and Safety
- Safety Systems and Health

FINANCIAL SUSTAINABILITY

Contracts Service
- Contract Advice
- Contract Management
- Supplier Support

Financial and Budget Service
- Accounts Payable
- Accounts Receivable
- Corporate Accounting, Reporting and Policy
- Corporate Budget Planning and Consolidation
- Department Financial Planning, Analysis and Reporting
- Utility Regulation

Corporate Investment Management Service
- Investment Management

Procurement Service
- Non-/Competitive Procurement
- Sustainable Procurement

Property Assessment Service
- Assessment Operations

Taxation Service
- Taxation Operations

PROJECT AND ASSET MANAGEMENT

Archive, Artifacts and Heritage Service
- Heritage and Archive Facilities
- Heritage Collections

Asset Management Service
- Lifecycle Management

Business Technology Solution Service
- Application and Software Business Solutions
- Enterprise Intelligence
- Geographic Information Systems
- Information Technology Hardware Infrastructure Operations
- Technology Project Management
- Technology Strategy and Planning

Facility Management and Maintenance Service
- Custodial Services
- Facility Maintenance

Fleet Management and Maintenance Service
- Fleet Procurement and Fuel
- Municipal Fleet Maintenance
- Transit Fleet Maintenance

Infrastructure Delivery Service
- Facility Infrastructure Delivery
- LRT Expansion and Renewal
- Neighbourhoods Infrastructure Delivery
- Open Spaces Infrastructure Delivery
- Project Management Support
- Transportation Infrastructure Delivery

Infrastructure Planning and Design Service
- Engineering Services
- Facility Planning and Design
- Neighbourhoods Planning and Design
- Open Spaces Planning and Design
- Renewable Energy Utility
- Transportation Planning and Design

Supply Chain Operations Service
- Category Management
- Inventory Management and Operational Purchasing
- Warehousing and Logistics