

A large, stylized geometric illustration on the left side of the page, composed of various triangular and polygonal shapes. These shapes contain icons representing different aspects of city life and infrastructure: a blue tractor, a modern building, a bridge, a water tower, a person walking, a person on a bicycle, a golf course, a bridge, and a house. The colors used are primarily shades of blue, green, and white.

# Quarterly Report

## Second Quarter 2026

### **City of Edmonton**

Urban Planning & Economy Department  
Development Services Branch

**Edmonton**

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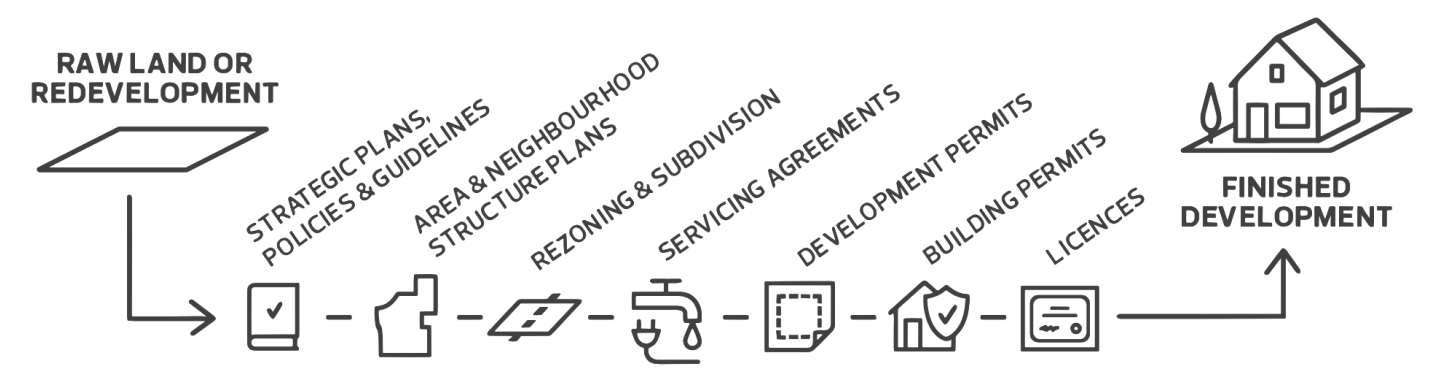
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# Introduction

The Quarterly Report serves as a snapshot of the activities carried out by the Development Services Branch within the Urban Planning and Economy (UPE) Department. The following diagram summarises these activities at a high level:



From the second quarter of 2023, the methodology used to calculate application statistics in the Quarterly Reports mirrors that of the [Application Processing Times](#) webpage. This report differs from the webpage in its time range of coverage, offering an analysis of the previous three years evaluated against the Service Level targets.

## Performance Measures

[Application Processing Time](#), [Inspection Scheduling Time](#), and [Customer Satisfaction](#) are key performance measures. Application processing timelines are measured in calendar days, starting with the submission of a complete application and concluding when a decision is made. Timelines include City and partner agency time to review the application, obtain additional information from the applicant, and complete all detailed reviews. Inspection scheduling timelines are measured in business days, from the date an inspection is requested to the next available inspection date.

The City strives to meet or exceed target processing times 75% of the time, target scheduling times 100% of the time, and achieve a customer satisfaction score of 75%.

Apart from the metrics discussed above, this report also provides a section on [Financials](#). This segment gives insight into the revenues, expenditures, and the present condition of the Planning and Development Business Model Reserve Fund.

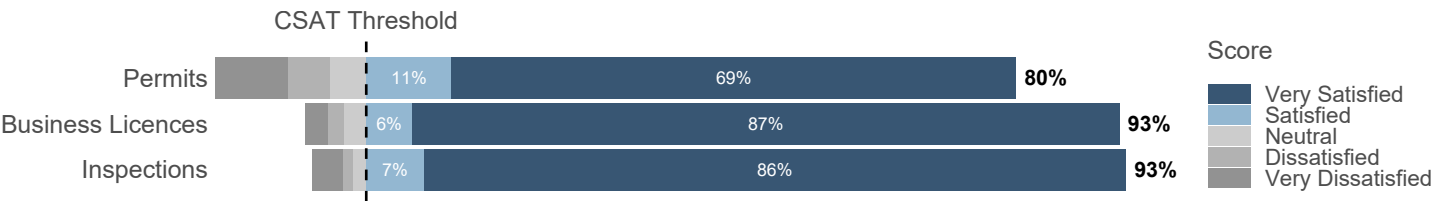
## Additional Details

While this report offers an overview of the core services provided by the Branch, it does not encompass all services performed by Development Services or the work of other branches involved in processing applications. Activities that cannot be reliably measured on a quarterly basis, and those that don't provide significant quarterly insights, are intentionally omitted.

For information on [Metric Definitions](#) and [Supplementary Details](#), please refer to the [Appendix](#). Visiting the [Application Processing Times](#) webpage is recommended for the most comprehensive coverage of application details and additional resources pertaining to the services outlined in this document.

## Customer Satisfaction

The City surveys customers on an ongoing basis to get feedback on permit, licence, and inspection processes. Performance is measured using a [Customer Satisfaction Score \(CSAT\)](#), which refers to percentage of applicants who indicated they were satisfied or very satisfied with the service received. The City aims to achieve a score of 75% or higher across all survey types.



In Q2 2026, the CSAT % for Permits, Business Licences, and Inspections surveys was 80%, 93%, and 93% respectively.

## Application Summary

**Note:** "Building Permit", "Development Permit", and "Conditional Approval" are abbreviated with "BP", "DP", and "CA" respectively.

### Service Level Statistics

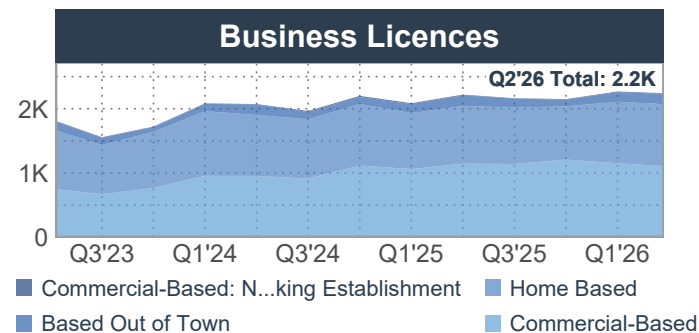
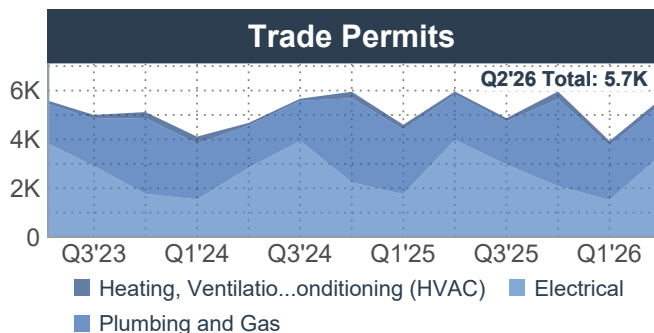
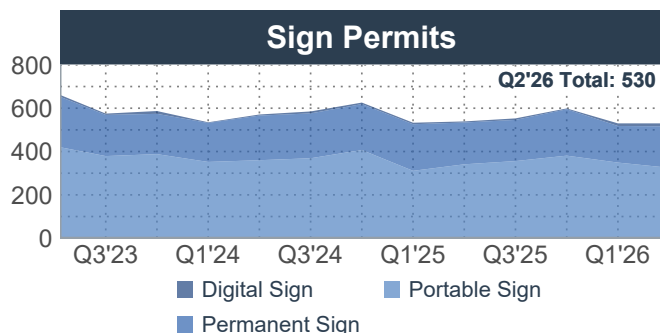
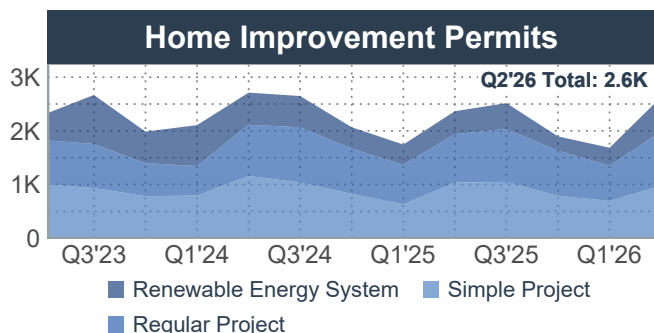
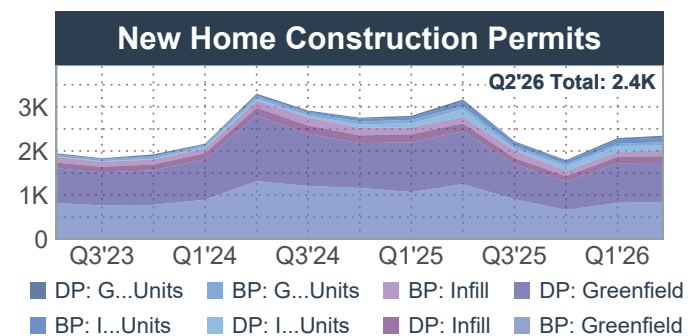
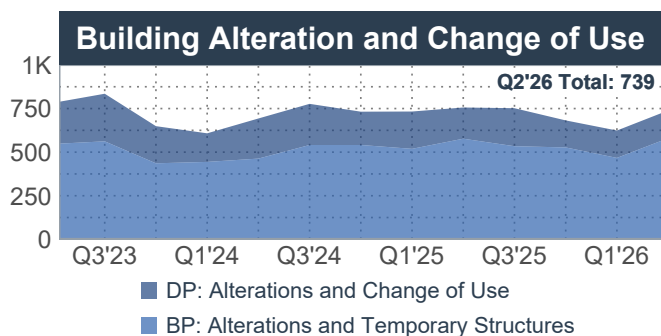
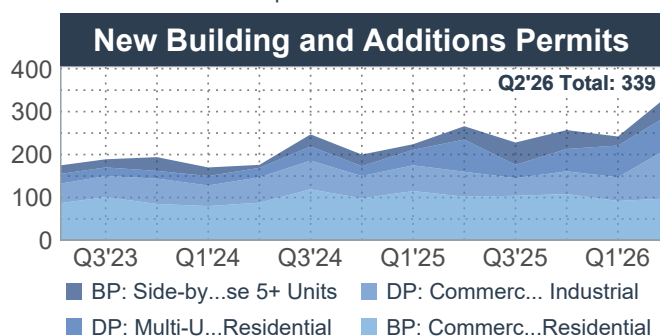
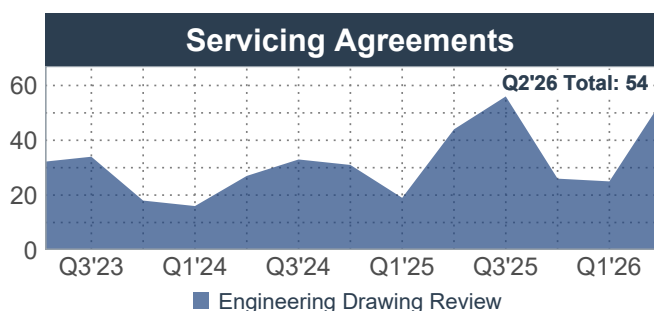
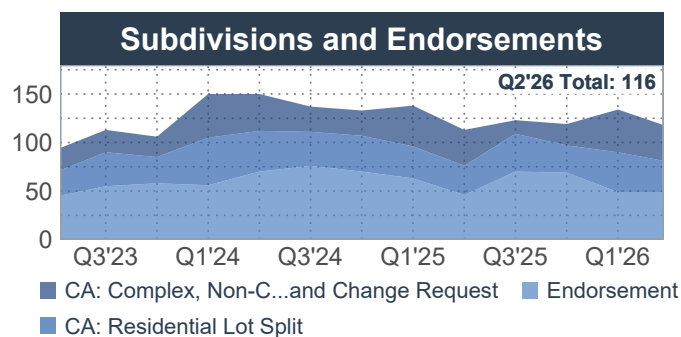
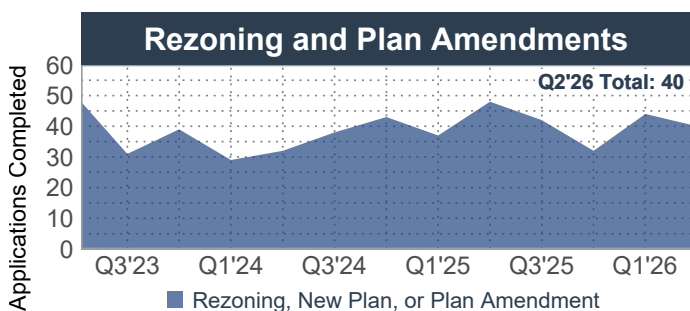
| Application Type                                              | Quarter Total <sup>1</sup> | Target Days | Within Target | Average Days | Percent Change <sup>2</sup> |
|---------------------------------------------------------------|----------------------------|-------------|---------------|--------------|-----------------------------|
| <b>Rezoning and Plan Amendments</b>                           |                            |             |               |              |                             |
| Rezoning, New Plan, or Plan Amendment                         | 40                         | 160         | 70%           | 147          | ↓ 3%                        |
| <b>Subdivisions and Endorsements</b>                          |                            |             |               |              |                             |
| CA: Complex, Non-Complex, and Change Request                  | 36                         | 100         | 42%           | 114          | ↑ 17%                       |
| CA: Residential Lot Split                                     | 31                         | 60          | 94%           | 36           | ↑ 4%                        |
| Endorsement                                                   | 49                         | 18          | 63%           | 32           | ↑ 34%                       |
| <b>Servicing Agreements</b>                                   |                            |             |               |              |                             |
| Engineering Drawing Review                                    | 54                         | 100         | 37%           | 130          | ↑ 3%                        |
| <b>New Building and Additions Permits</b>                     |                            |             |               |              |                             |
| DP: Commercial, Mixed-Use, Industrial                         | 118                        | 90          | 76%           | 73           | ↓ 34%                       |
| DP: Multi-Unit Residential                                    | 77                         | 120         | 51%           | 140          | ↓ 3%                        |
| BP: Commercial, Mixed-Use, Industrial, Multi-Unit Residential | 98                         | 120         | 86%           | 64           | ↓ 32%                       |
| BP: Side-by-Side Row House 5+ Units                           | 46                         | 70          | 80%           | 49           | ↓ 64%                       |
| <b>Building Alteration and Change of Use</b>                  |                            |             |               |              |                             |
| DP: Alterations and Change of Use                             | 159                        | 30          | 66%           | 38           | ↑ 3%                        |
| BP: Alterations and Temporary Structures                      | 580                        | 60          | 88%           | 29           | ↓ 25%                       |
| <b>New Home Construction Permits</b>                          |                            |             |               |              |                             |
| DP: Greenfield                                                | 853                        | 20          | 97%           | 5            | ↓ 19%                       |
| DP: Greenfield Row House 3-4 Units                            | 43                         | 20          | 42%           | 28           | ↑ 17%                       |
| DP: Infill                                                    | 180                        | 40          | 34%           | 73           | ↑ 10%                       |
| DP: Infill Row House 3-4 Units                                | 94                         | 90          | 30%           | 139          | ↑ 21%                       |
| BP: Greenfield                                                | 852                        | 35          | 94%           | 15           | ↓ 29%                       |
| BP: Greenfield Row House 3-4 Units                            | 74                         | 35          | 76%           | 26           | ↑ 10%                       |
| BP: Infill                                                    | 147                        | 35          | 63%           | 37           | ↑ 11%                       |
| BP: Infill Row House 3-4 Units                                | 109                        | 35          | 63%           | 38           | ↑ 13%                       |
| <b>Home Improvement Permits</b>                               |                            |             |               |              |                             |
| Simple Project                                                | 977                        | 25          | 89%           | 11           | ↓ 10%                       |
| Regular Project                                               | 1,012                      | 40          | 75%           | 43           | ↑ 6%                        |
| Renewable Energy System                                       | 642                        | 5           | 93%           | 2            | ↓ 22%                       |
| <b>Sign Permits</b>                                           |                            |             |               |              |                             |
| Permanent Sign                                                | 191                        | 5           | 87%           | 4            | ↑ 30%                       |
| Digital Sign                                                  | 14                         | 55          | 71%           | 34           | ↓ 22%                       |
| Portable Sign                                                 | 325                        | 5           | 100%          | 0.01         | 0%                          |
| <b>Trade Permits</b>                                          |                            |             |               |              |                             |
| Plumbing and Gas                                              | 2,085                      | 3           | 37%           | 6            | ↑ 28%                       |
| Electrical                                                    | 3,367                      | 3           | 88%           | 2            | ↓ 14%                       |
| Heating, Ventilation and Air Conditioning (HVAC)              | 210                        | 3           | 84%           | 2            | ↓ 4%                        |
| <b>Business Licences</b>                                      |                            |             |               |              |                             |
| Commercial-Based                                              | 1,101                      | 25          | 85%           | 19           | ↓ 37%                       |
| Commercial-Based: Night Club or Drinking Establishment        | 9                          | 70          | 89%           | 29           | ↓ 65%                       |
| Home Based                                                    | 966                        | 15          | 77%           | 13           | ↑ 10%                       |
| Based Out of Town                                             | 163                        | 10          | 90%           | 6            | ↑ 42%                       |

<sup>1</sup> Represents the count of applications completed in the reporting quarter.

<sup>2</sup> Represents the percent change in Average Days (rounded to 2 decimals) compared to the same quarter of the previous year.

## Application Completion Counts

Each chart below depicts the fluctuations in application volumes for a service area, with coloured segments representing an application type that contributes to the total. For more information, please refer to the supplementary details section.



## Rezoning and Plan Amendments

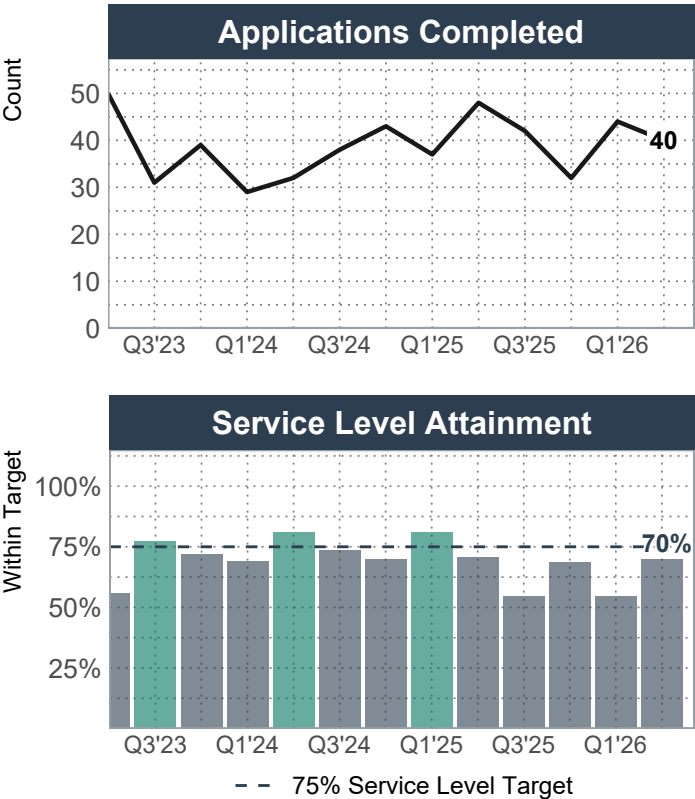
### Rezoning, New Plan, or Plan Amendment

Applications that involve creating a new statutory plan or amending an existing plan, or rezoning to change land use category or intensity (e.g., commercial to residential, industrial to commercial, low density residential to high density residential).

*Non-Complex and Complex Rezoning applications were consolidated into this single category as per the 2026 Service Level refinements. See the appendix for further details.*

**40 applications** were finalized in Q2 2026 with an average **processing time of 147 days**.

**70%** of Rezoning, New Plan, or Plan Amendment applications were completed within the current service level **target of 160 days**.



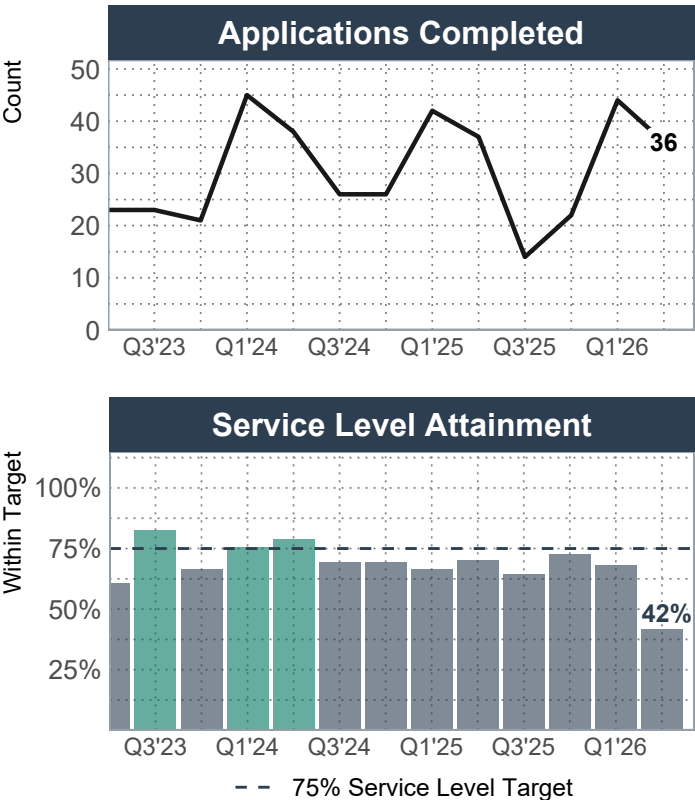
## Subdivisions and Endorsements

### Conditional Approval: Complex, Non-Complex, and Change Request

Applications to determine what conditions need to be met to subdivide lots. Includes complex, non-complex, and change requests.

**36 applications** were finalized in Q2 2026 with an average **processing time of 114 days**.

**42%** of Conditional Approval: Complex, Non-Complex, and Change Request applications were completed within the current service level **target of 100 days**.

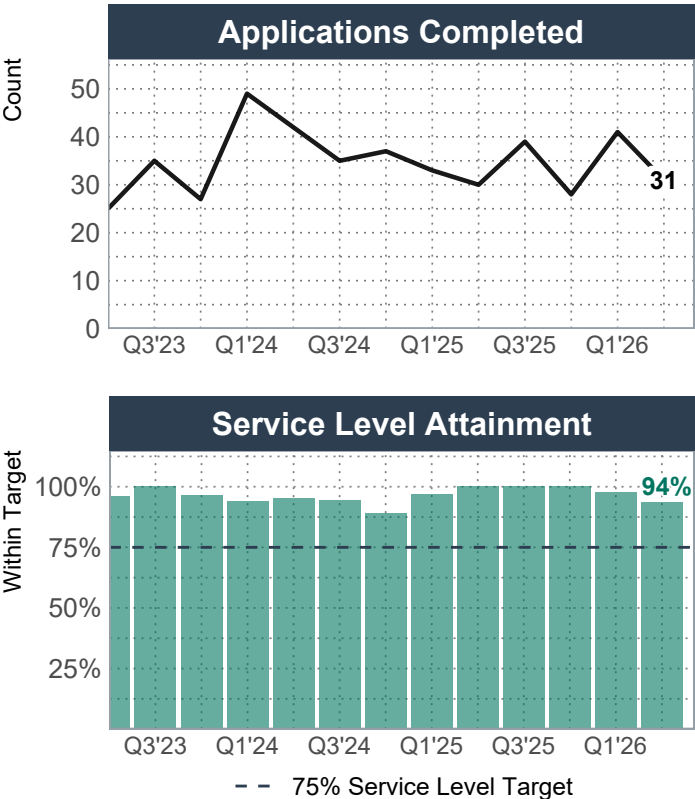


## Conditional Approval: Residential Lot Split

Applications pertaining to the subdivision of an existing residential lot to create additional single or semi-detached, duplex, or row housing lots.

**31 applications** were finalized in Q2 2026 with an average **processing time of 36 days**.

**94%** of Conditional Approval: Residential Lot Split applications were completed within the current service level **target of 60 days**.

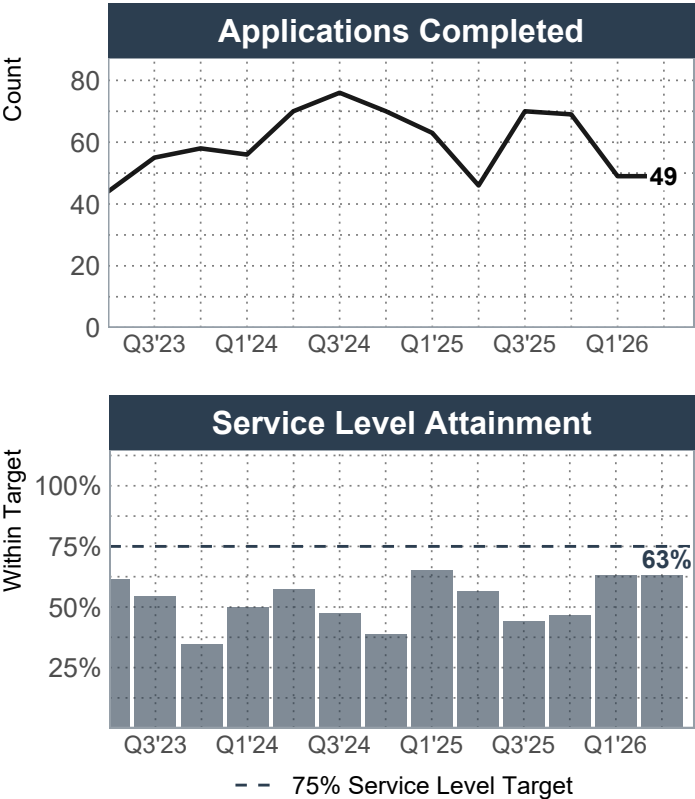


## Endorsement

Applications to confirm that the conditional subdivision approval requirements have been met. Both major and minor endorsements are included in the reported metric.

**49 applications** were finalized in Q2 2026 with an average **processing time of 32 days**.

**63%** of Endorsement applications were completed within the current service level **target of 18 days**.



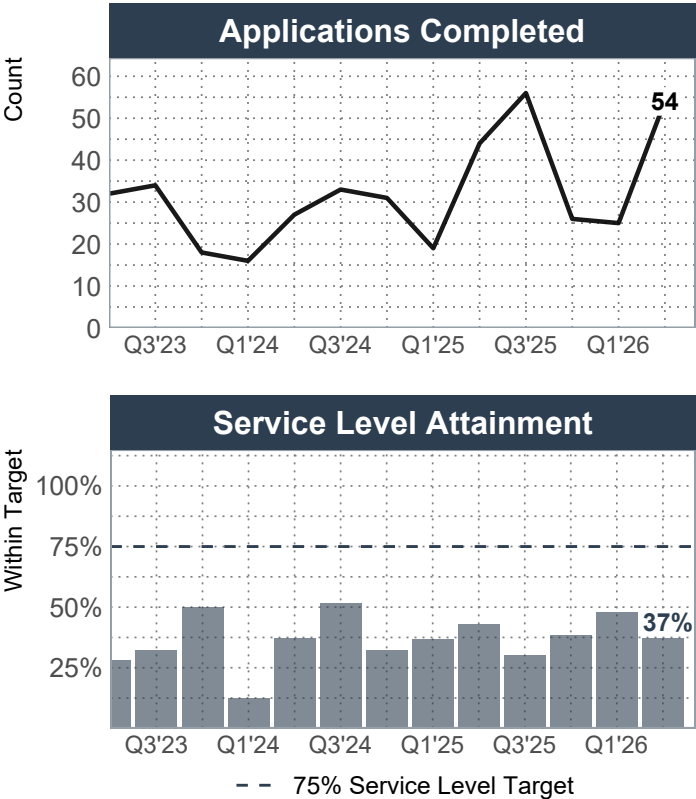
# Servicing Agreements

## Engineering Drawing Review

Applications that make provision for the construction of municipal improvements such as storm and sanitary sewers, roads, sidewalks, power, street lighting, landscaping and various other items. Engineering drawings are a component of certain servicing agreements that help ensure compliance with City standards and aid in the determination of terms and conditions between the City and developers.

**54 applications** were finalized in Q2 2026 with an average **processing time of 130 days**.

**37%** of Engineering Drawing Review applications were completed within the current service level **target of 100 days**.



# New Building and Additions Permits

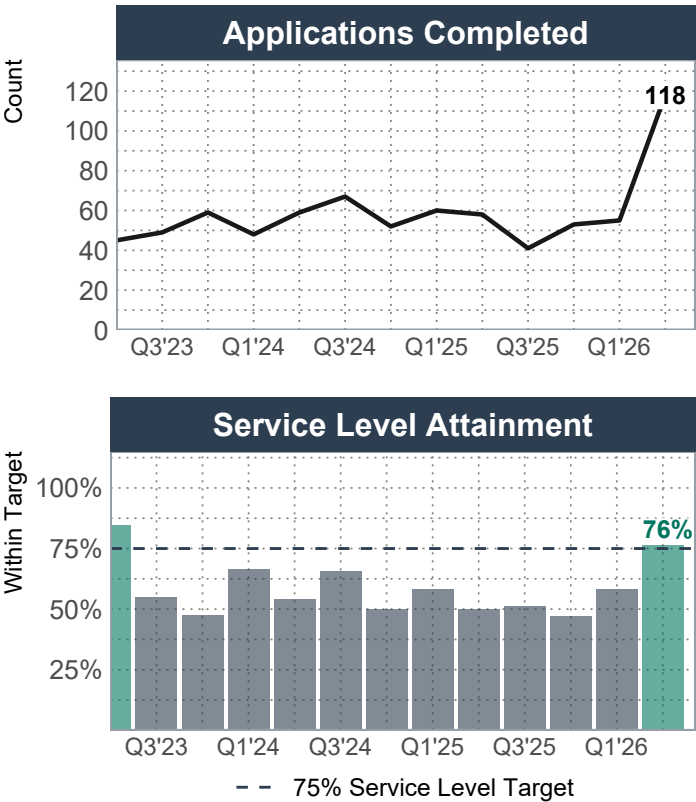
## Development Permit: Commercial, Mixed-Use, Industrial

Applications to confirm Zoning Bylaw compliance for new construction or additions to commercial, industrial, institutional, and mixed-use (blend of commercial and residential) buildings.

*The target for this category was increased to 90 days from 75 days as per the 2026 Service Level refinements. See the appendix for further details. The 2026 Q2 uptick in files relates to the Centre City Parking Program. 56 applications were received, seeking a temporary development permit, an opportunity which closed on June 30, 2026.*

**118 applications** were finalized in Q2 2026 with an average **processing time of 73 days**.

**76%** of Development Permit: Commercial, Mixed-Use, Industrial applications were completed within the current service level **target of 90 days**.



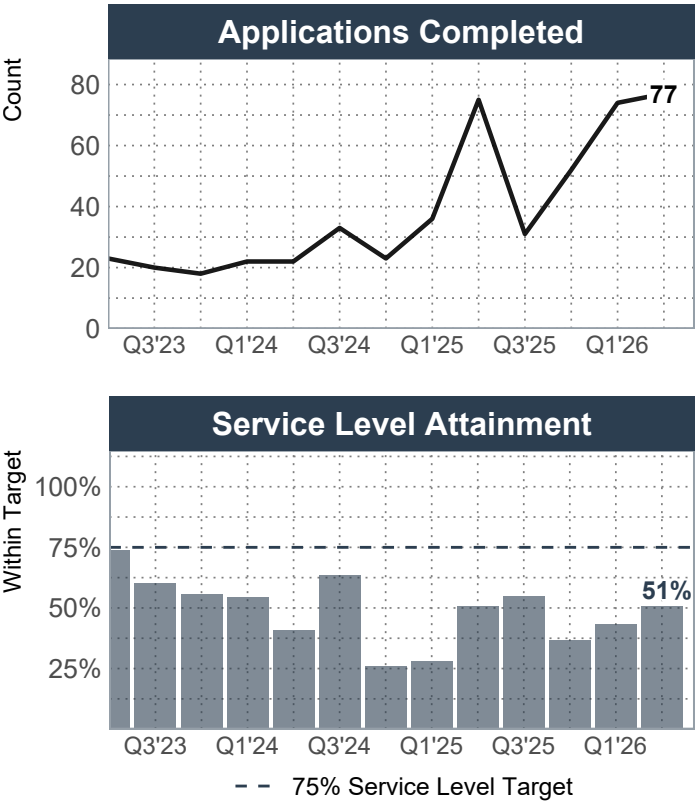
Development Permit: Multi-Unit Residential

Applications to confirm Zoning Bylaw compliance for new side-by-side row houses with 5 or more principal units, stacked row houses and apartments or condos without commercial spaces. This does not include secondary suites and backyard housing units

The target for this category was increased to 120 days from 90 days as per the 2026 Service Level refinements. See the appendix for further details.

77 applications were finalized in Q2 2026 with an average processing time of 140 days.

51% of Development Permit: Multi-Unit Residential applications were completed within the current service level target of 120 days.

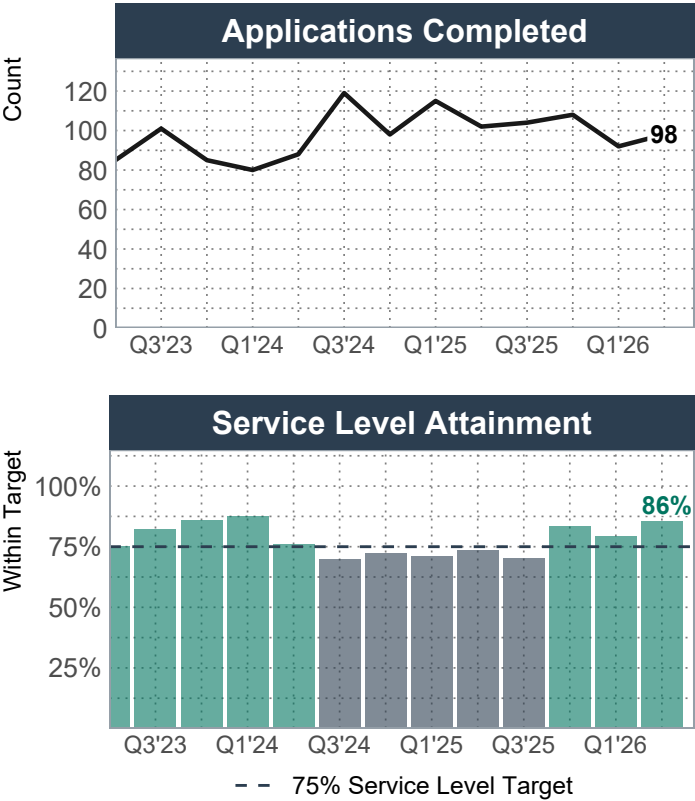


Building Permit: Commercial, Mixed-Use, Industrial, Multi-Unit Residential

Applications to confirm buildings are designed in accordance with the National Building Code (Alberta Edition) and other relevant regulations. This metric reports on new buildings that fall into one of the following categories: commercial, mixed-use, industrial, stacked row house, apartment or condos.

98 applications were finalized in Q2 2026 with an average processing time of 64 days.

86% of Building Permit: Commercial, Mixed-Use, Industrial, Multi-Unit Residential applications were completed within the current service level target of 120 days.

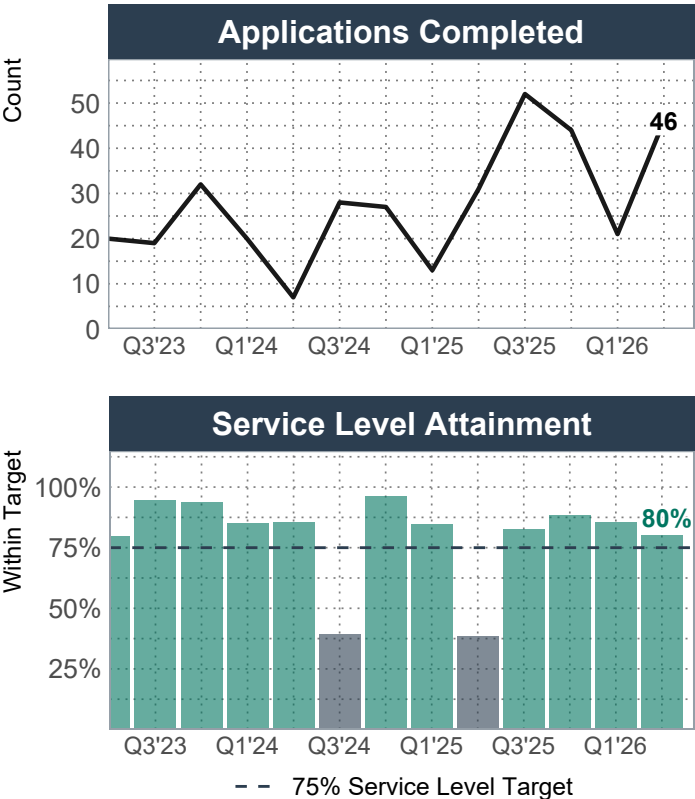


## Building Permit: Side-by-Side Row House 5+ Units

Applications to confirm new side-by-side row house buildings with 5 or more units are designed in accordance with the National Building Code (Alberta Edition) and other relevant regulations.

**46 applications** were finalized in Q2 2026 with an average **processing time of 49 days**.

**80%** of Building Permit: Side-by-Side Row House 5+ Units applications were completed within the current service level **target of 70 days**.



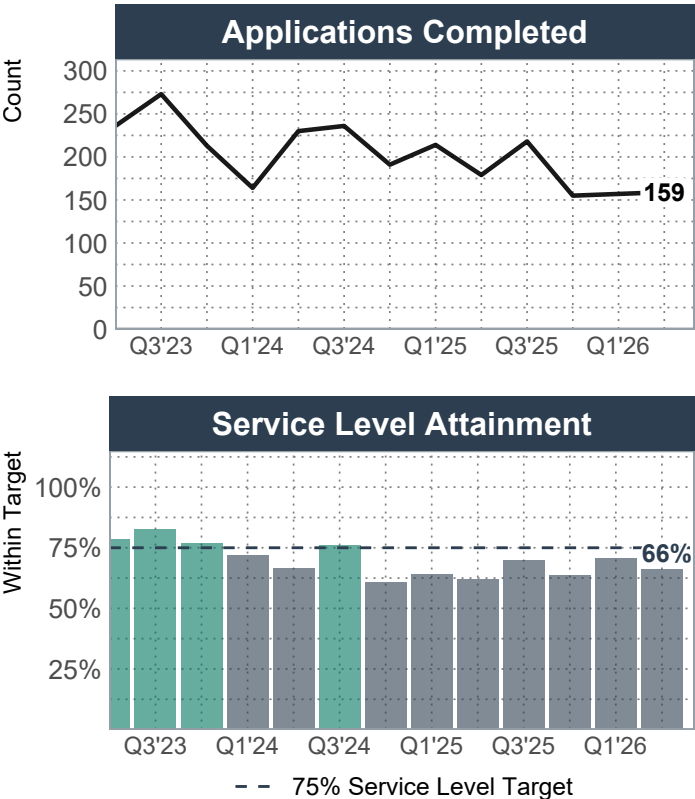
## Building Alteration and Change of Use

### Development Permit: Alterations and Change of Use

Applications to confirm Zoning Bylaw compliance for interior and exterior alterations and renovations, demolitions, or changes in business activities. Applies to individual units or common areas of existing commercial, industrial, institutional, mixed-use, or multi-unit residential buildings.

**159 applications** were finalized in Q2 2026 with an average **processing time of 38 days**.

**66%** of Development Permit: Alterations and Change of Use applications were completed within the current service level **target of 30 days**.

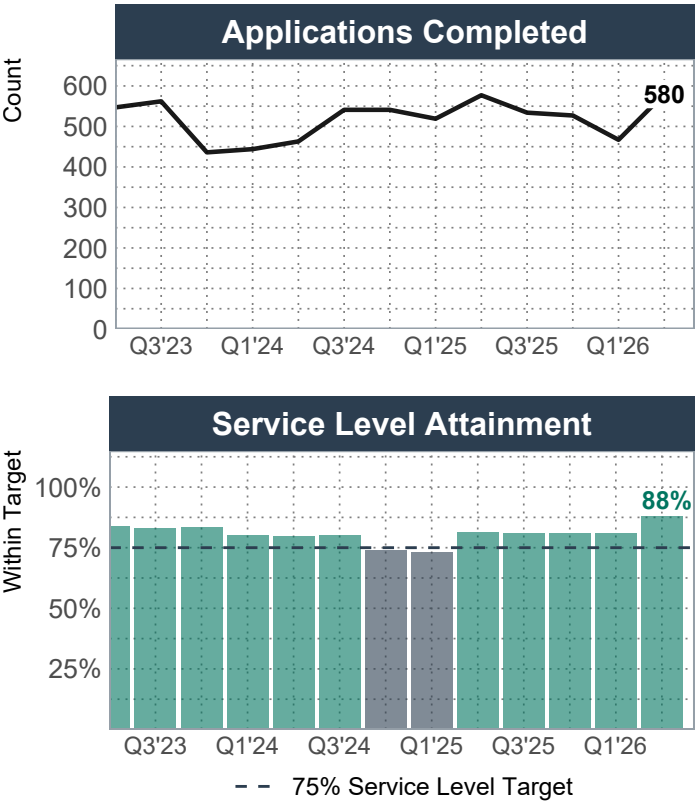


## Building Permit: Alterations and Temporary Structures

Applications to confirm compliance with the National Building Code (Alberta Edition) and other relevant regulations for interior and exterior alterations and renovations, demolitions, or changes in business activities. Applies to office trailers, storage sheds, and sea cans, as well as individual units or common areas of existing commercial, industrial, institutional, mixed-use, or multi-unit residential buildings.

**580 applications** were finalized in Q2 2026 with an average **processing time of 29 days**.

**88%** of Building Permit: Alterations and Temporary Structures applications were completed within the current service level **target of 60 days**.



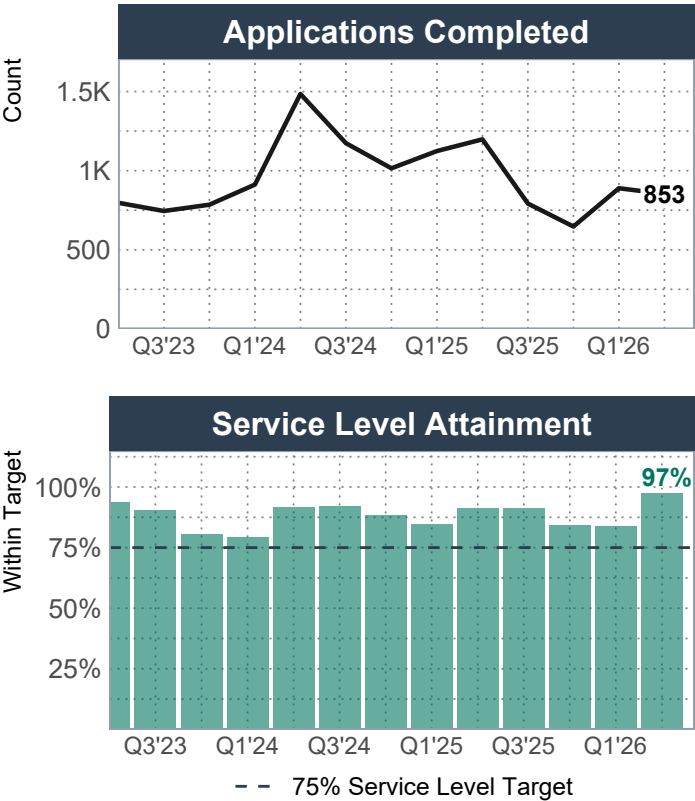
## New Home Construction Permits

### Development Permit: Greenfield

Applications to confirm Zoning Bylaw compliance for new low-density residential construction on land that has not previously been developed. Includes single-detached houses and semi-detached houses with or without secondary suites, and backyard housing.

**853 applications** were finalized in Q2 2026 with an average **processing time of 5 days**. Out of this total, **553 were auto-reviewed** with an average processing time of **1 day**.

**97%** of Development Permit: Greenfield applications were completed within the current service level **target of 20 days**.



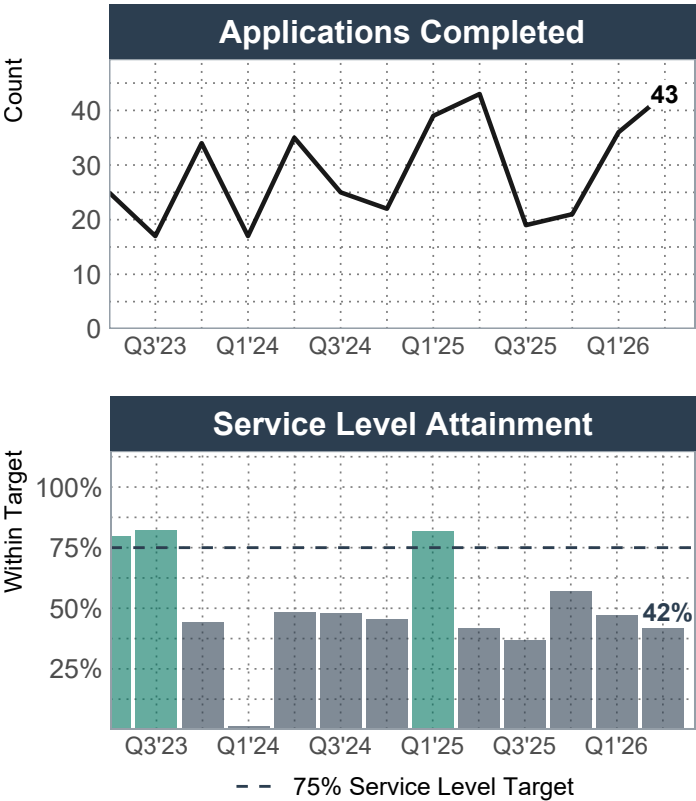
Development Permit: Greenfield Row House 3-4 Units

Applications to confirm Zoning Bylaw compliance for new low-density residential construction on land that has not previously been developed. Includes 3 to 4 unit side-by-side row houses with or without secondary suites, and backyard housing.

*This category was newly introduced as per the 2026 Service Level refinements. See the appendix for further details.*

**43 applications** were finalized in Q2 2026 with an average **processing time of 28 days**.

**42%** of Development Permit: Greenfield Row House 3-4 Units applications were completed within the current service level **target of 20 days**.

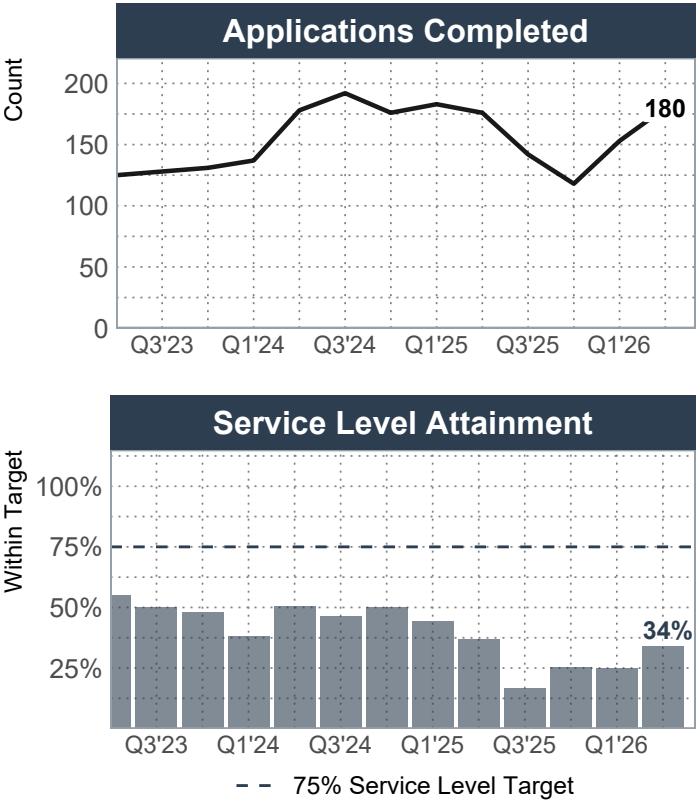


Development Permit: Infill

Applications to confirm Zoning Bylaw compliance for new housing in previously established neighbourhoods. Includes single-detached houses and semi-detached houses with or without secondary suites, and backyard housing.

**180 applications** were finalized in Q2 2026 with an average **processing time of 73 days**.

**34%** of Development Permit: Infill applications were completed within the current service level **target of 40 days**.

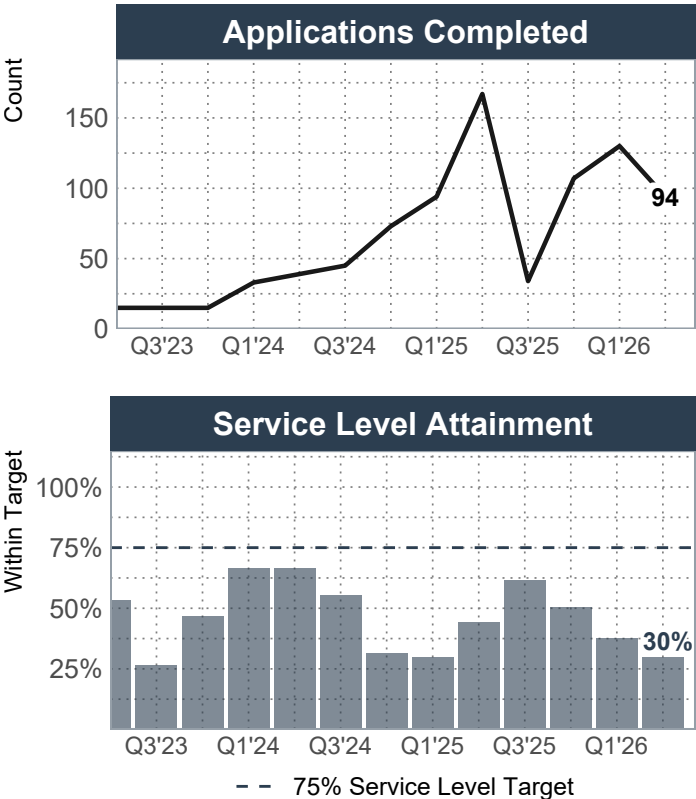


Development Permit: Infill Row House 3-4 Units

Applications to confirm Zoning Bylaw compliance for new housing in previously established neighbourhoods. Includes 3 to 4 unit side-by-side row houses with or without secondary suites, and backyard housing.

*This category was newly introduced as per the 2026 Service Level refinements. See the appendix for further details.*

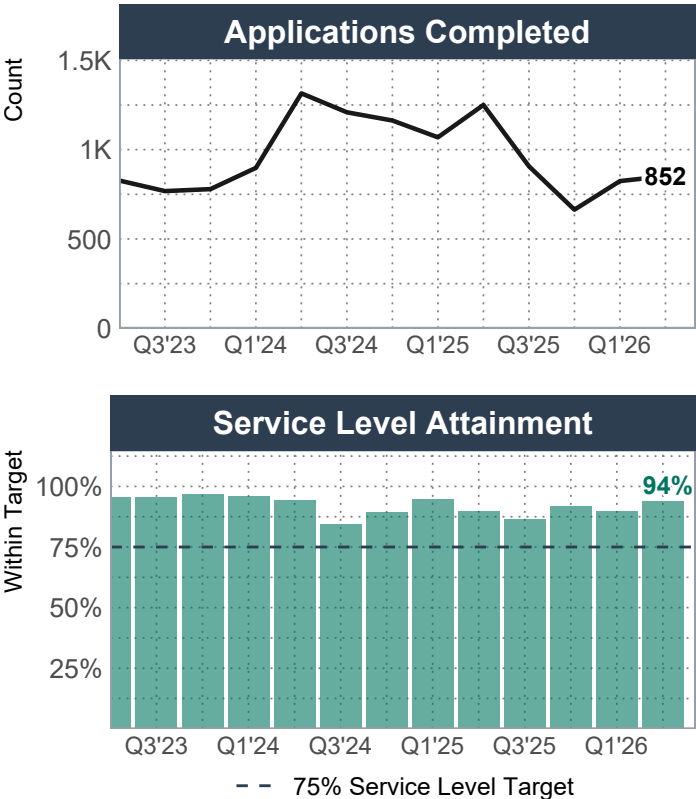
**94 applications** were finalized in Q2 2026 with an average **processing time of 139 days**.  
**30%** of Development Permit: Infill Row House 3-4 Units applications were completed within the current service level **target of 90 days**.



Building Permit: Greenfield

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new low-density residential construction on land that has not previously been developed. Includes single-detached houses and semi-detached houses with or without secondary suites, and backyard housing.

**852 applications** were finalized in Q2 2026 with an average **processing time of 15 days**.  
**94%** of Building Permit: Greenfield applications were completed within the current service level **target of 35 days**.

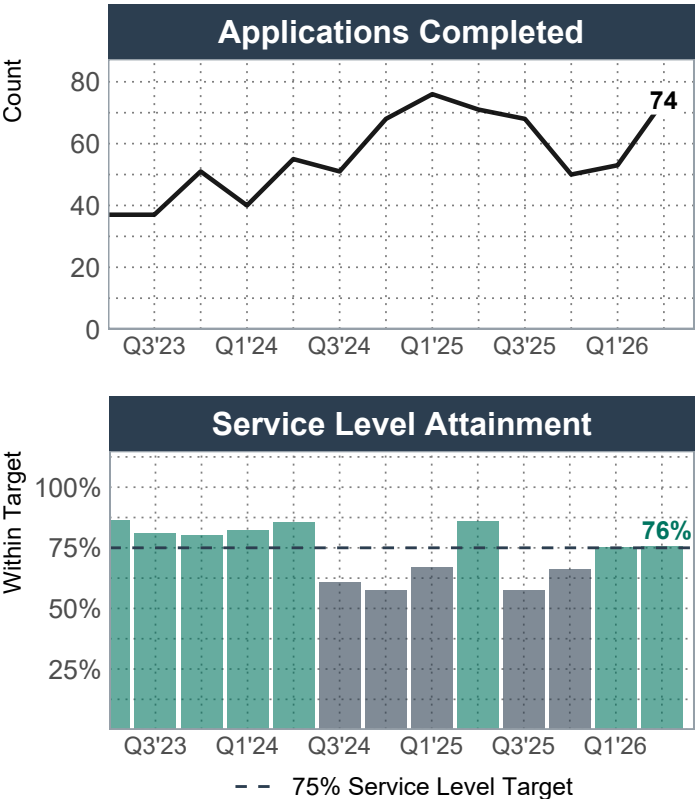


## Building Permit: Greenfield Row House 3-4 Units

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new low-density residential construction on land that has not previously been developed. Includes 3 to 4 unit side-by-side row houses with or without secondary suites, and backyard housing.

*This category was newly introduced as per the 2026 Service Level refinements. See the appendix for further details.*

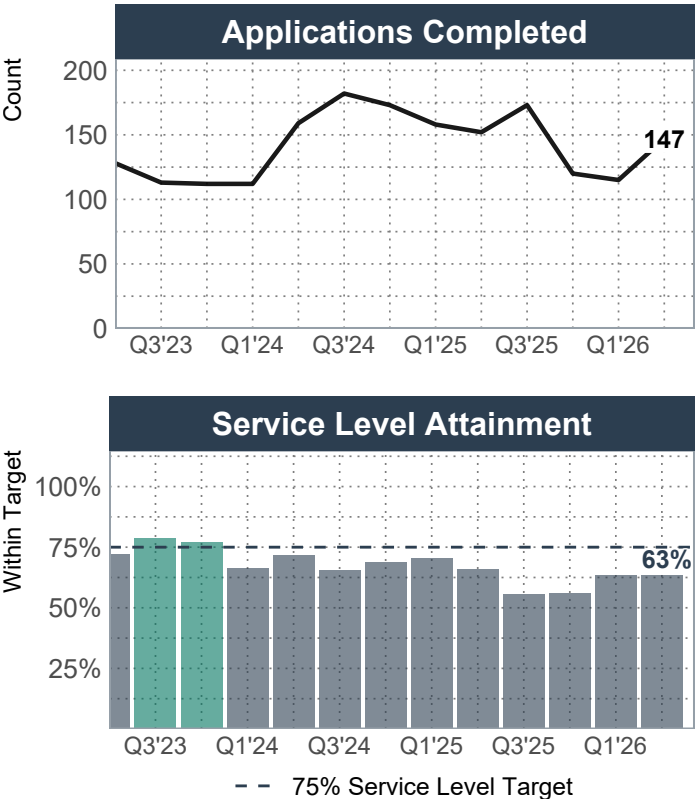
**74 applications** were finalized in Q2 2026 with an average **processing time of 26 days**.  
**76%** of Building Permit: Greenfield Row House 3-4 Units applications were completed within the current service level **target of 35 days**.



## Building Permit: Infill

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new housing in previously established neighbourhoods. Includes single-detached houses and semi-detached houses with or without secondary suites, and backyard housing.

**147 applications** were finalized in Q2 2026 with an average **processing time of 37 days**.  
**63%** of Building Permit: Infill applications were completed within the current service level **target of 35 days**.



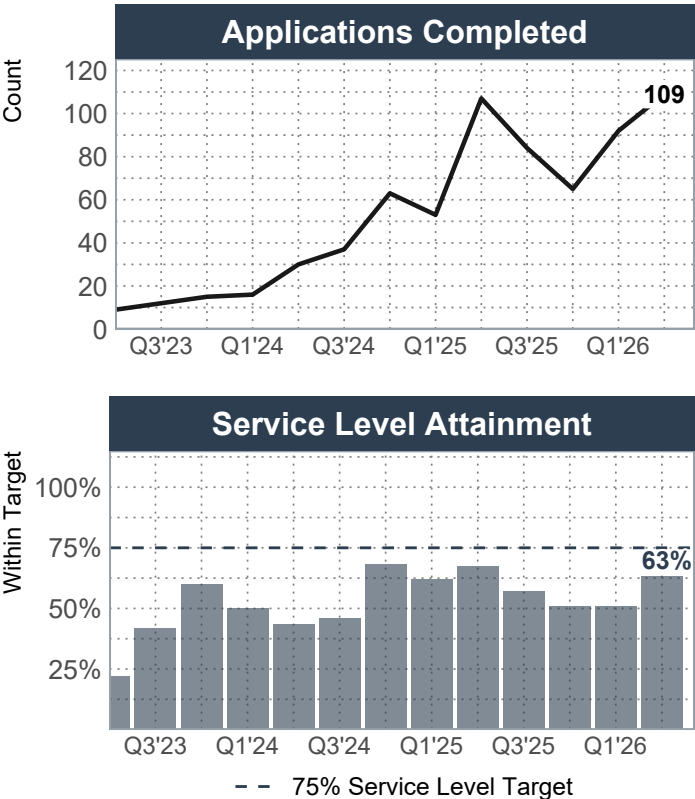
## Building Permit: Infill Row House 3-4 Units

Applications to confirm new buildings adhere to the National Building Code (Alberta Edition) and other relevant regulations for new housing in previously established neighbourhoods. Includes 3 to 4 unit side-by-side row houses with or without secondary suites, and backyard housing.

*This category was newly introduced as per the 2026 Service Level refinements. See the appendix for further details.*

**109 applications** were finalized in Q2 2026 with an average **processing time of 38 days**.

**63%** of Building Permit: Infill Row House 3-4 Units applications were completed within the current service level **target of 35 days**.



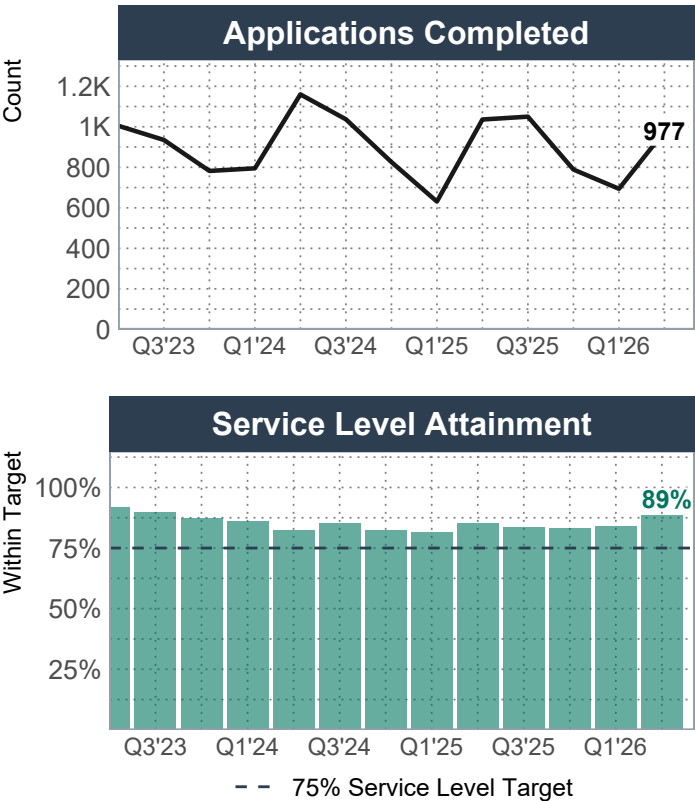
## Home Improvement Permits

### Simple Project

Applications for renovations to single platform decks (in backyards less than 6 feet high), demolitions, detached garages (standard designs less than 55 square metres for single detached houses), home renovations and basements, hot tubs and swimming pools.

**977 applications** were finalized in Q2 2026 with an average **processing time of 11 days**.

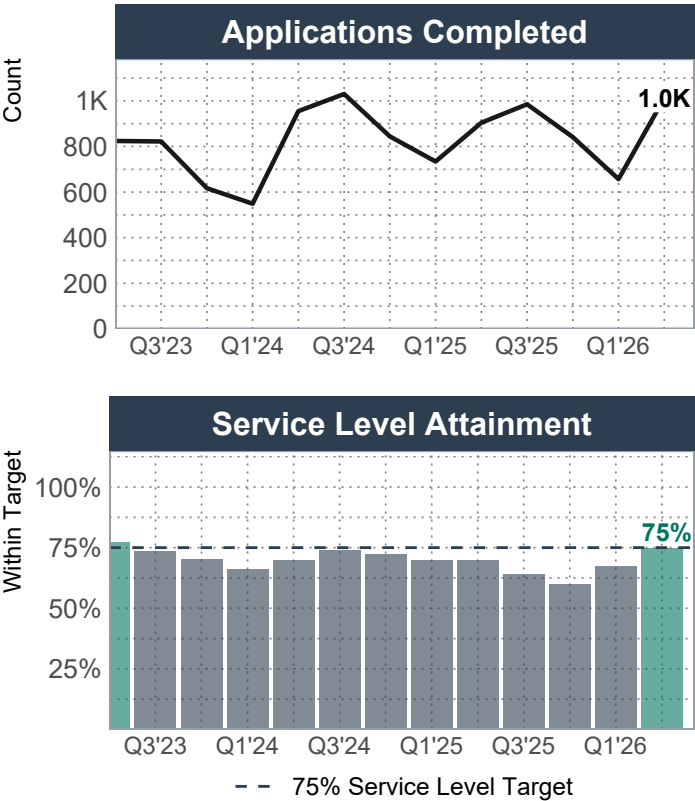
**89%** of Simple Project applications were completed within the current service level **target of 25 days**.



Regular Project

Applications for renovations to decks, detached garages, home additions, secondary (basement) suites, sheds, gazebos, pergolas and carports.

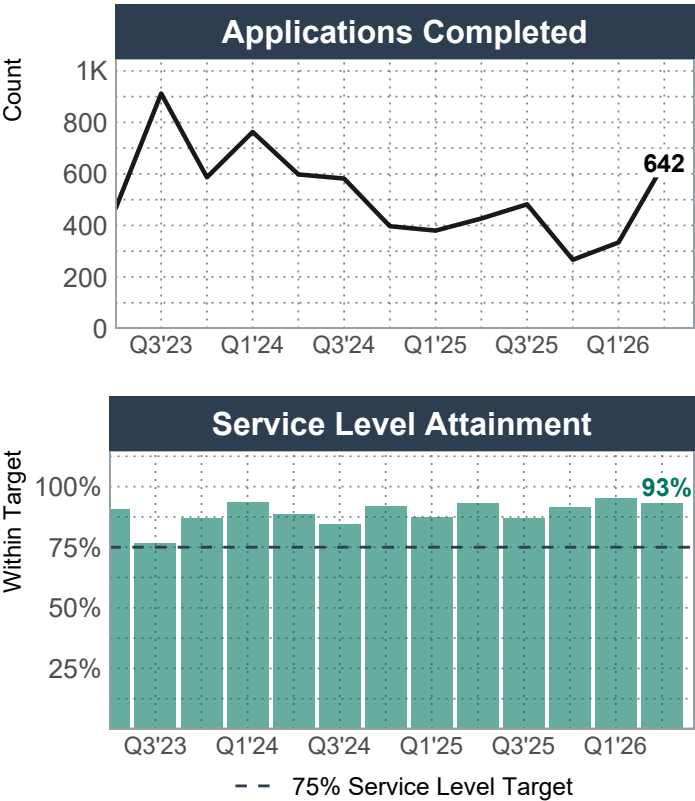
**1,012 applications** were finalized in Q2 2026 with an average **processing time of 43 days**.  
**75%** of Regular Project applications were completed within the current service level **target of 40 days**.



Renewable Energy System

Applications for solar photovoltaic (PV), solar thermal (hot water), geoexchange systems.  
*The target for this category was reduced to 5 days from 10 days as per the 2026 Service Level refinements. See the appendix for further details.*

**642 applications** were finalized in Q2 2026 with an average **processing time of 2 days**.  
**93%** of Renewable Energy System applications were completed within the current service level **target of 5 days**.



## Sign Permits

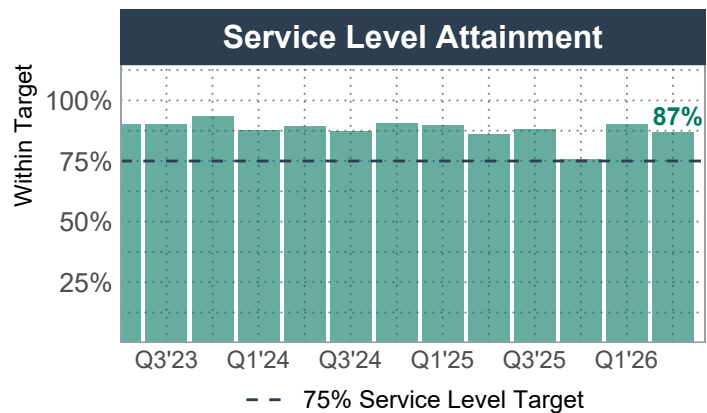
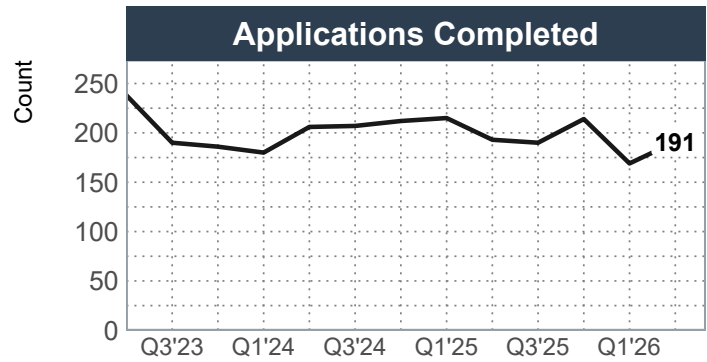
### Permanent Sign

A Permanent Sign is classified as a sign that is anchored into the ground or affixed to or painted onto a building or other structure that cannot readily be removed from a site and is non-digital.

*The target for this category was reduced to 5 days from 10 days as per the 2026 Service Level refinements. See the appendix for further details.*

**191 applications** were finalized in Q2 2026 with an average **processing time of 4 days**.

**87%** of Permanent Sign applications were completed within the current service level **target of 5 days**.



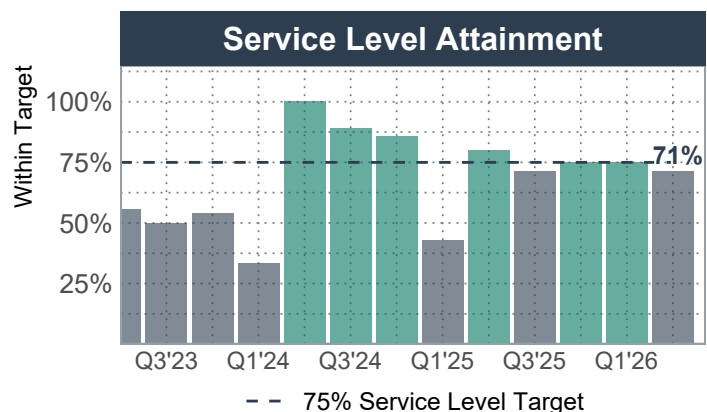
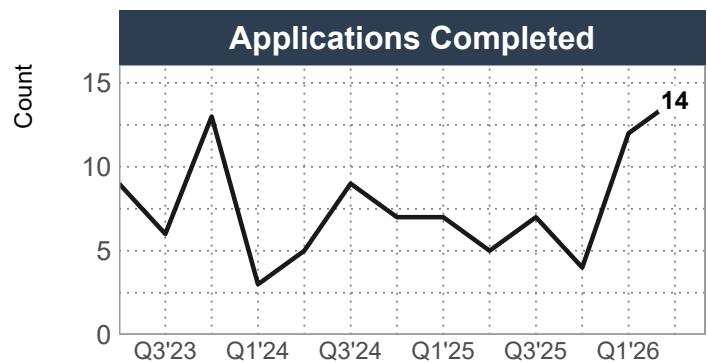
### Digital Sign

A Digital Sign is classified similarly to the permanent sign, but can be changed remotely without manually or mechanically replacing the sign face or its components. They are regulated differently in consideration of light pollution impacts on the surrounding community.

*The target for this category was increased to 55 days from 35 days as per the 2026 Service Level refinements. See the appendix for further details.*

**14 applications** were finalized in Q2 2026 with an average **processing time of 34 days**.

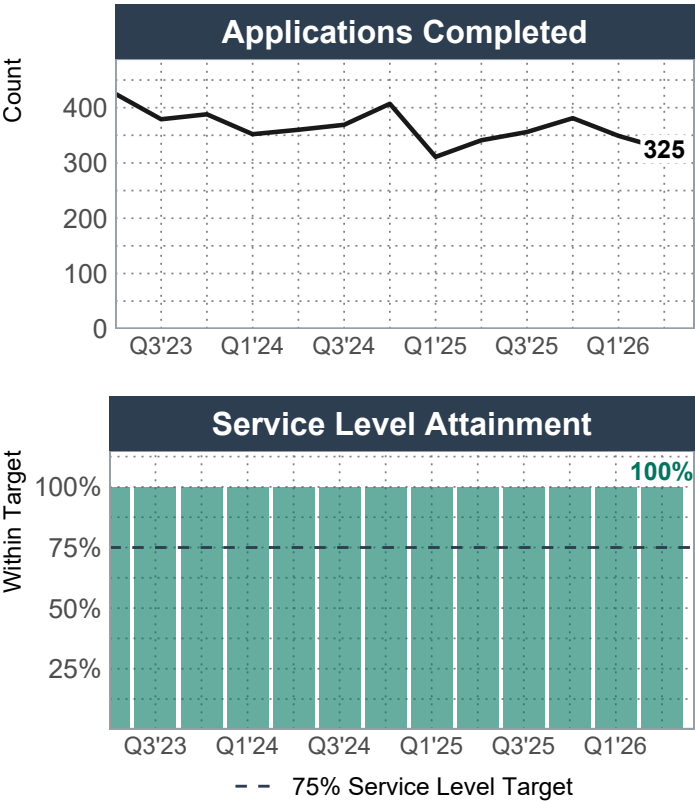
**71%** of Digital Sign applications were completed within the current service level **target of 55 days**.



Portable Sign

A Portable Sign is used for short-term advertising and is easily removable. This category includes bridge banners, temporary signs on private property such as sandwich boards, road right-of-way signs, and show-home wayfinding signs.

**325 applications** were finalized in Q2 2026 with an average **processing time of 1 day**.  
**100%** of Portable Sign applications were completed within the current service level **target of 5 days**.

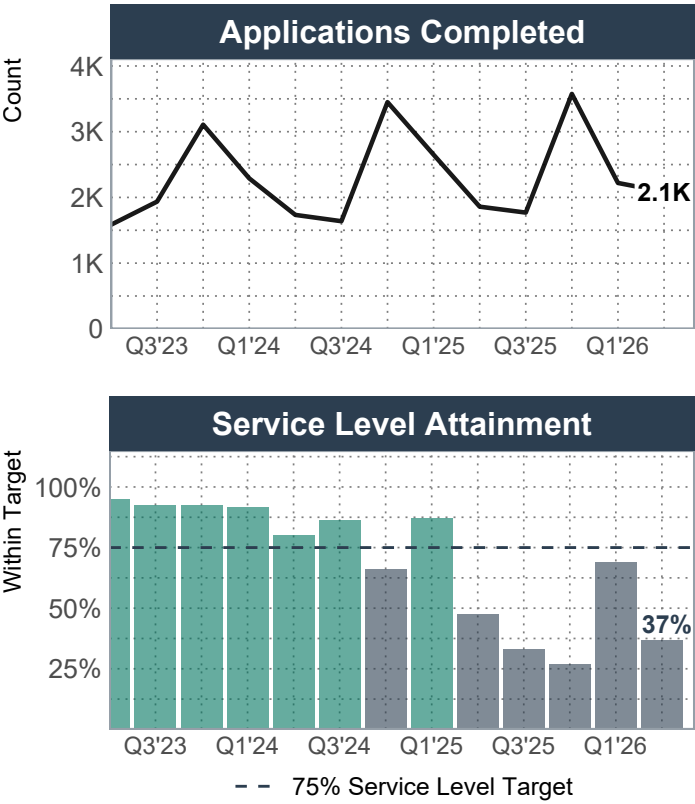


Trade Permits

Plumbing and Gas

A stand-alone permit for plumbing and gas work in residential and commercial locations where no building permit is needed.

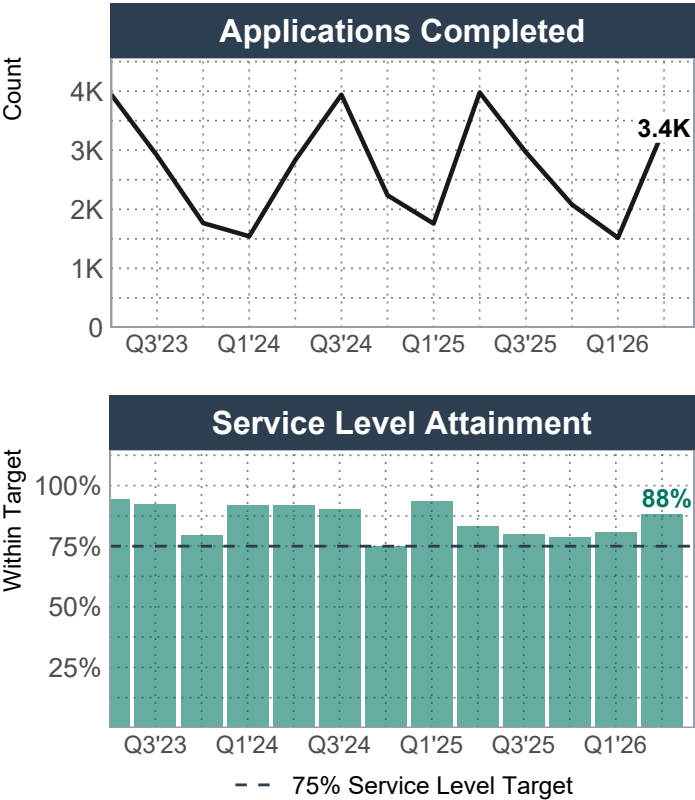
**2,085 applications** were finalized in Q2 2026 with an average **processing time of 6 days**.  
**37%** of Plumbing and Gas applications were completed within the current service level **target of 3 days**.



Electrical

A stand-alone permit for electrical work in residential and commercial locations where no building permit is needed.

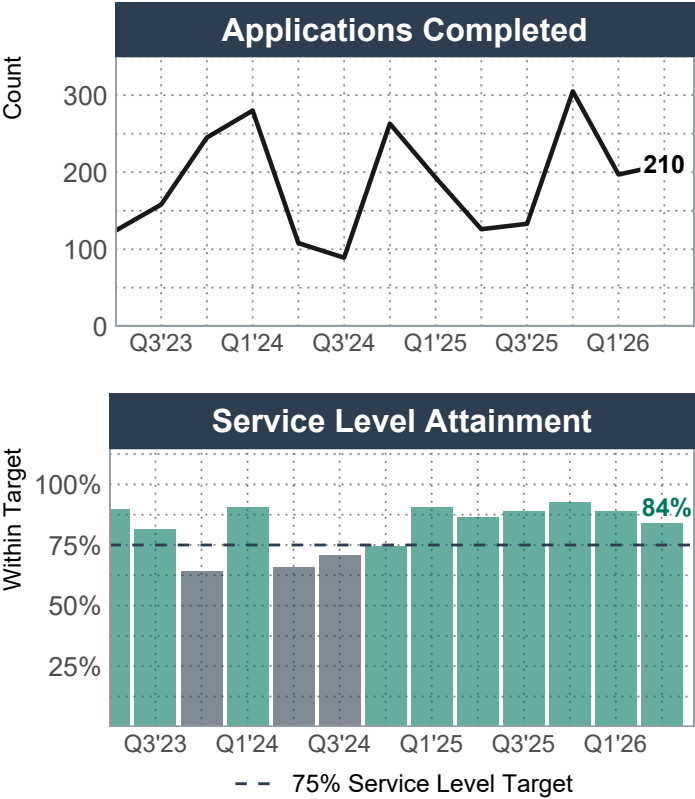
**3,367 applications** were finalized in Q2 2026 with an average **processing time of 2 days**.  
**88%** of Electrical applications were completed within the current service level **target of 3 days**.



Heating, Ventilation and Air Conditioning (HVAC)

A stand-alone permit for heating, ventilation and air conditioning work in residential and commercial locations where no building permit is needed.

**210 applications** were finalized in Q2 2026 with an average **processing time of 2 days**.  
**84%** of Heating, Ventilation and Air Conditioning (HVAC) applications were completed within the current service level **target of 3 days**.



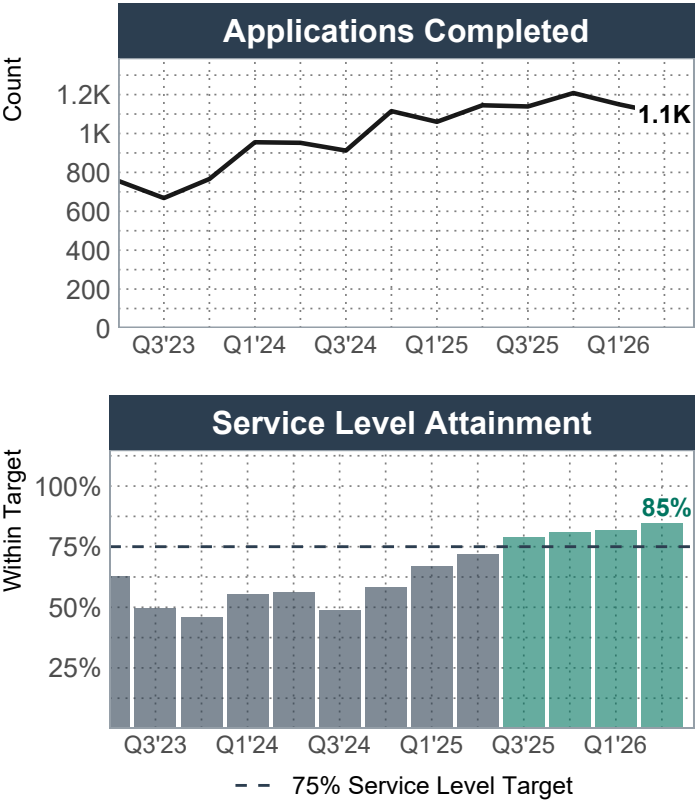
Business Licences

Commercial-Based

New licence applications for businesses that operate out of a commercial or industrial location and do not involve alcohol sales where minors are prohibited at any time or from any part of the premises. Processing times do not include the time needed to obtain any development or building permits that may be required before the licence can be issued.

The target for this category was reduced to 25 days from 35 days and the timeline scope was expanded as per the 2026 Service Level refinements. See the appendix for further details.

**1,101 applications** were finalized in Q2 2026 with an average **processing time of 19 days**.  
**85%** of Commercial-Based applications were completed within the current service level **target of 25 days**.

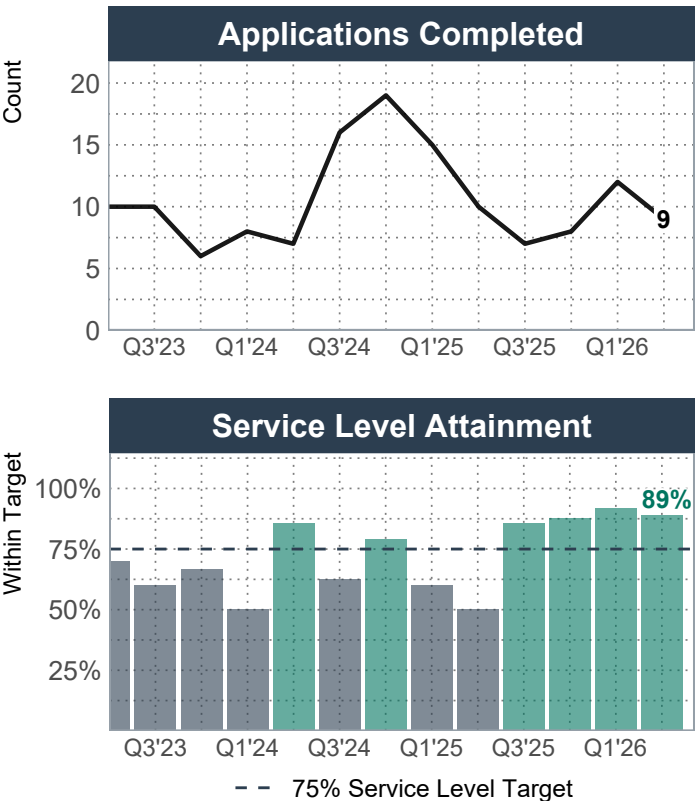


Commercial-Based: Night Club or Drinking Establishment

New licence applications for businesses that operate out of a commercial or industrial location and involve alcohol sales where minors are prohibited from all, or part of the premises during at least some of the business' operating hours. Processing times do not include the time needed to obtain any development or building permits that may be required before the licence can be issued.

This category was newly introduced as per the 2026 Service Level refinements. See the appendix for further details.

**9 applications** were finalized in Q2 2026 with an average **processing time of 29 days**.  
**89%** of Commercial-Based: Night Club or Drinking Establishment applications were completed within the current service level **target of 70 days**.

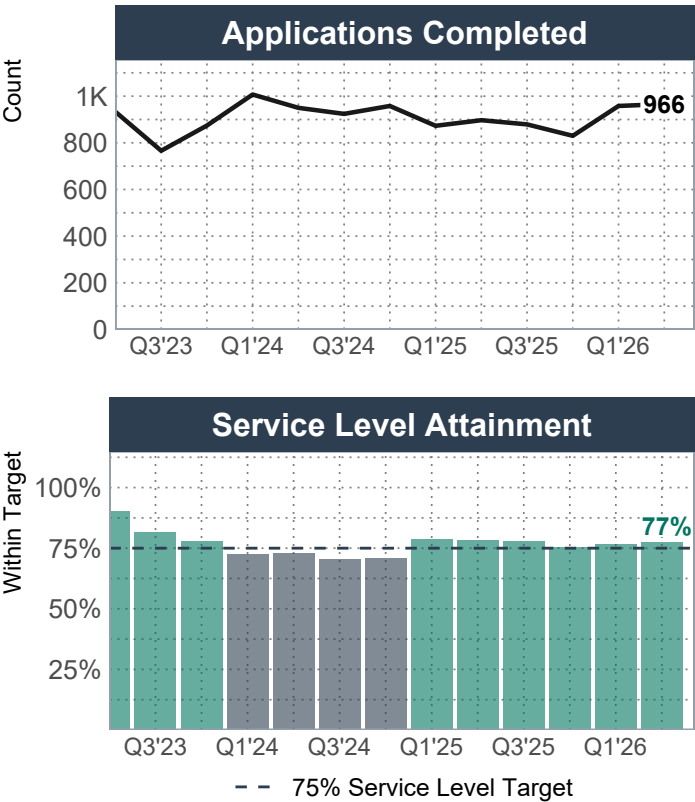


Home Based

New licence applications for businesses that operate out of a residential location. Most do not require any additional permits.

The target for this category was reduced to 15 days from 20 days as per the 2026 Service Level refinements. See the appendix for further details.

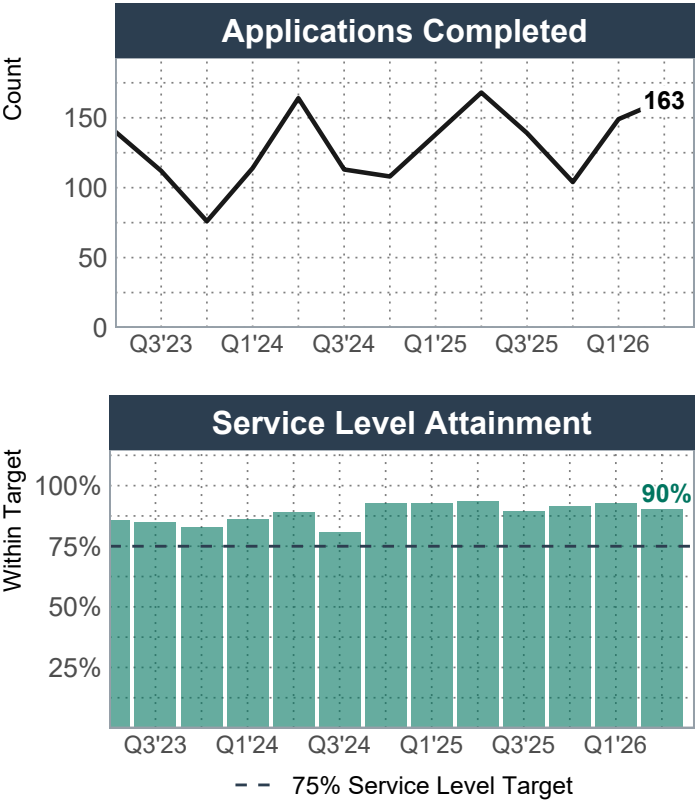
**966 applications** were finalized in Q2 2026 with an average **processing time of 13 days**.  
**77%** of Home Based applications were completed within the current service level **target of 15 days**.



Based Out of Town

New licence applications for businesses based outside the City of Edmonton that conduct business within Edmonton. Development and building permits are not required.

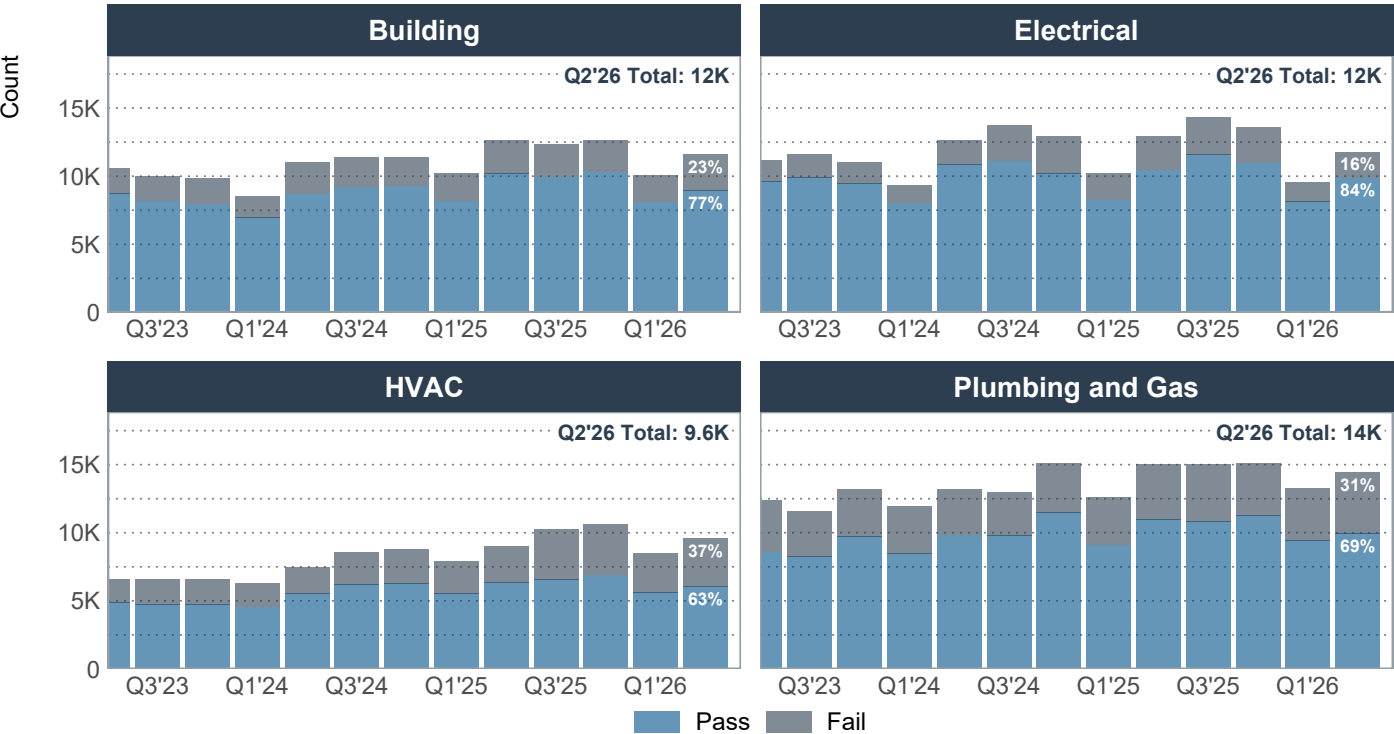
**163 applications** were finalized in Q2 2026 with an average **processing time of 6 days**.  
**90%** of Based Out of Town applications were completed within the current service level **target of 10 days**.



# Safety Code Inspections

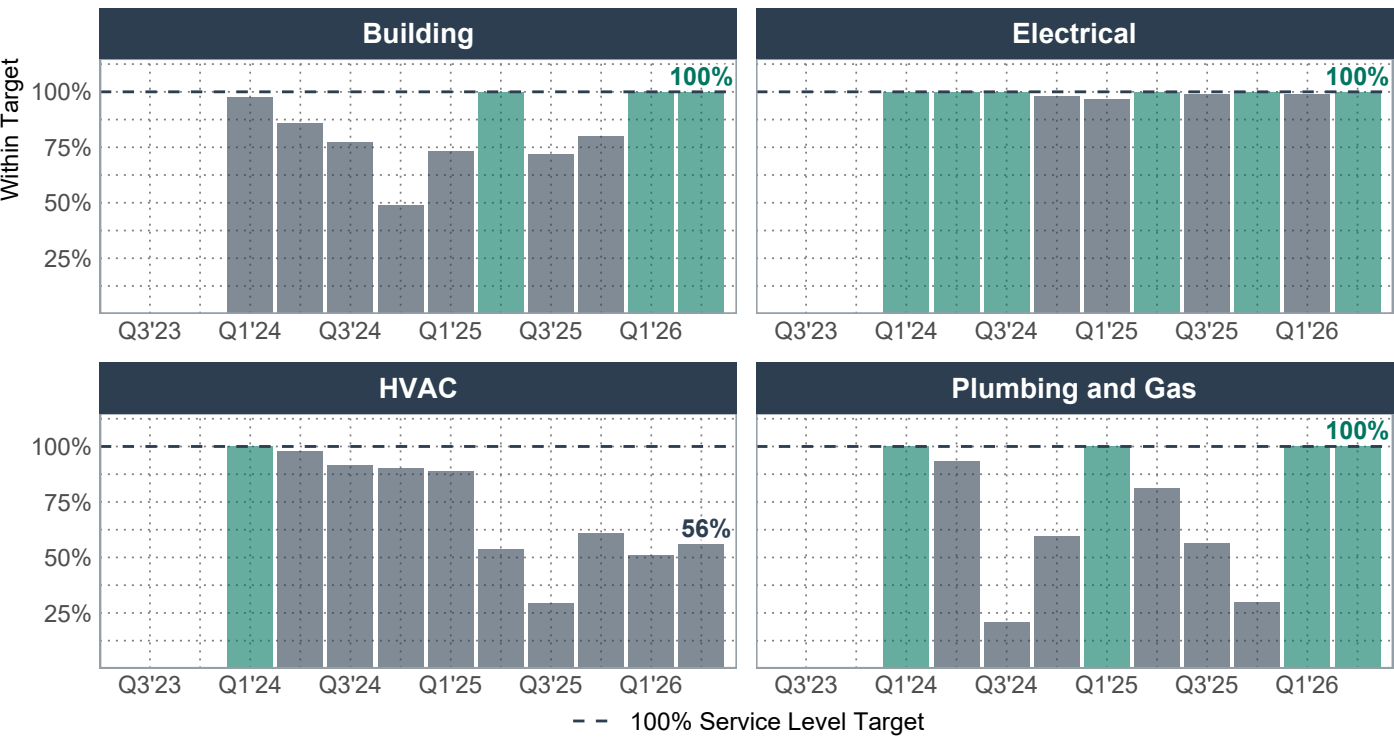
## Inspection Counts

Each building and trade permit requires at least one inspection to ensure compliance with safety and energy regulations. Counts include re-inspections and will always exceed permit counts as multiple inspections are associated with a single project.



## Inspection Scheduling Time

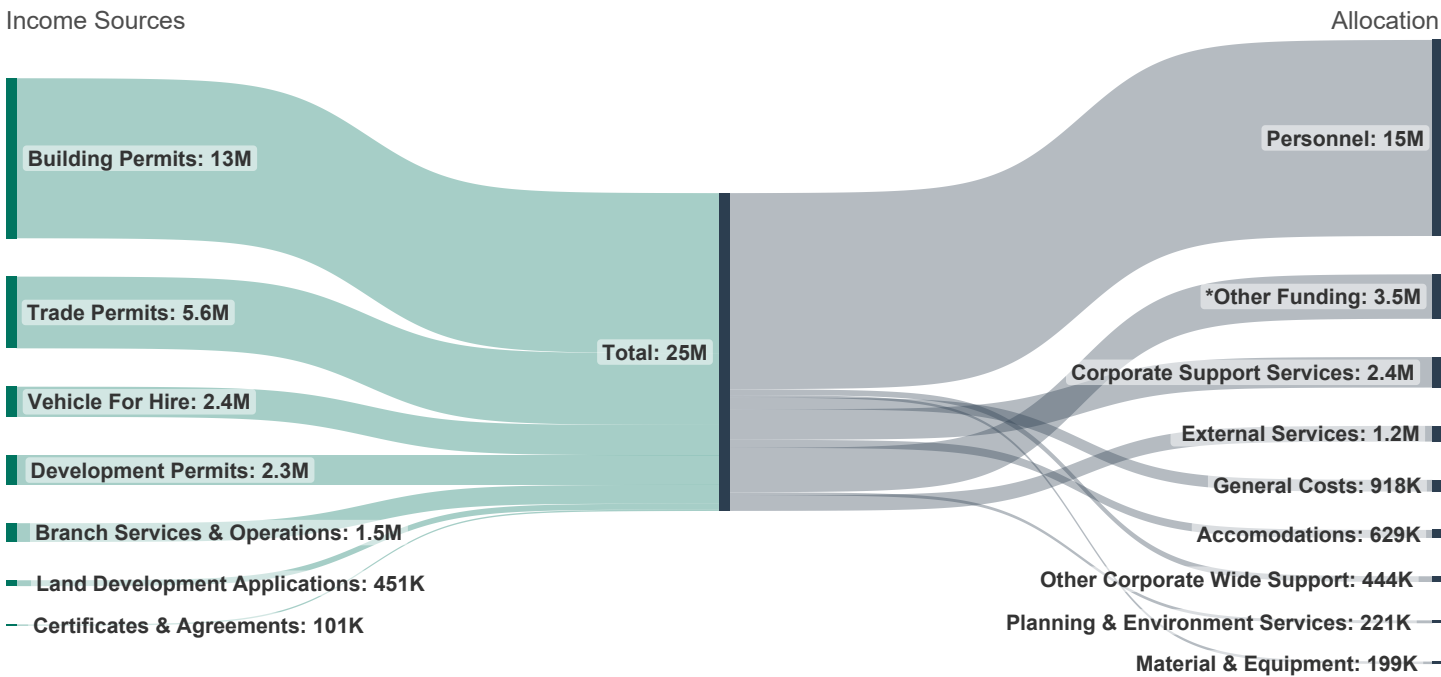
In Q2 2026, the average scheduling time was 2 days for Building inspections, 1 day for Electrical, 5 days for HVAC, and 2 days for Plumbing and Gas. Service level attainment is calculated with a **target of 5 days** for all inspection types.



Financials

Revenues and Expenditures

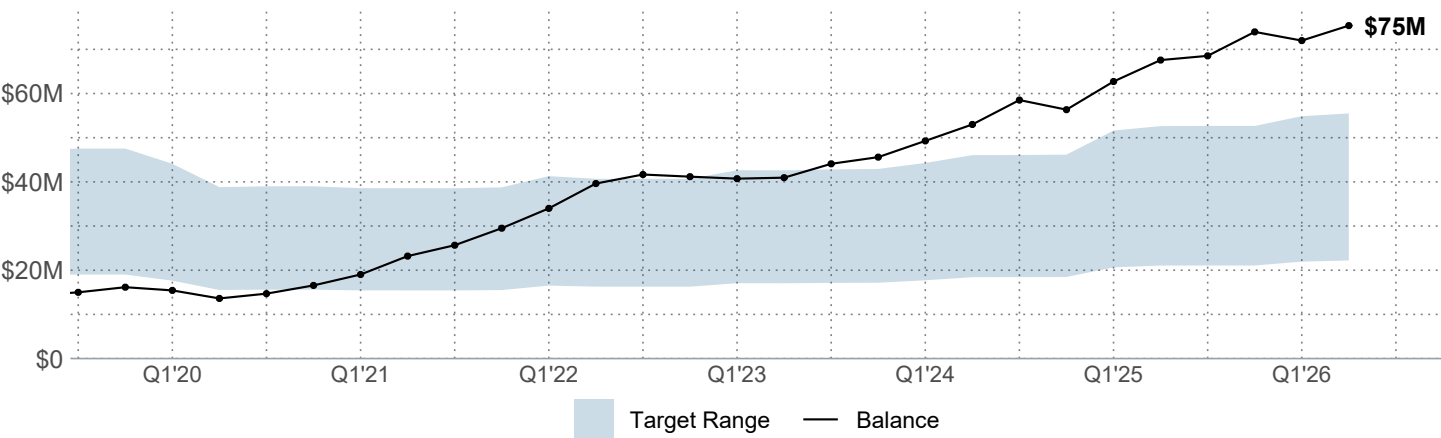
The UPE department’s cost recovery model ensures that revenue collected for the processing of applications is directly and indirectly attributed to the delivery of those services. This includes corporate support costs as well as providing for investment in service improvement initiatives. A summary of the distribution of funds in Q2 2026 is provided below.



*\*Other Funding represents the branch’s tax levy funding net of transfer to/from reserves. Tax levy funding is used to support activities, programs and services that are excluded from the Planning and Development Business model as established in City Policy C610.*

Planning and Development Business Model Reserve Fund

The Planning and Development Business Model (PDBM) Reserve Fund was established to balance revenue and expenditure streams over the long term. The upper and lower bounds of the target range depicted below is set each quarter according to annual operating expenditures, and the balance is the cumulative total funds in the reserve at the end of each quarter.



## Appendix

### Metric Definitions

#### Processing Time

Processing Time is measured in calendar days, starting with the submission of a complete application and concluding when a decision is made. This timeline includes City and partner agency time to review the application, obtain additional information from the applicant, and complete all detailed reviews. The development and construction application review process is a partnership between the City and the applicant to reach a decision.

#### Scheduling Time

Scheduling time is different from the processing time of other services. It is measured in business days and is used exclusively for Safety Code Inspections. Each observation included in the average represents a point-in-time measurement for a day that has elapsed during the reporting period. The time measured each day corresponds with the number of days until the next available inspection date.

#### Applications Completed

Applications Completed refers to the count of applications completed in the corresponding time period based on the finalization process used in the calculation of its timeline. If an application is eligible for renewal, it is only counted once unless otherwise specified. Counts may include applications initiated several quarters in the past.

#### Customer Satisfaction Score

A Customer Satisfaction Score (CSAT %) is calculated using the satisfaction rating an applicant has assigned to their experience obtained via survey. The number of surveys with scores of *Satisfied* or *Very Satisfied* is divided by the total number of surveys to arrive at the CSAT %.

### Supplementary Details

#### Application Completion Count Area Charts

Area charts are used to summarise the activities of the reporting quarter. Application types are distinguished by colours only to indicate the major contributors to volumes within a service area at a high-level. It is suggested that the reader consult the individual application sections for a greater depth of insight into specific trends, as area charts do not lend themselves well to the study of individual components.

#### Snapshot Measures

The measures reported in this document are pulled directly from production systems shortly before release. Slight variations in values reported across periods can be expected due to ongoing work on these systems. These differences can arise from discrepancies in scope of work revealed after the completion of an application, correction of data entry errors, or updates to Statistics Canada's building classification system.

These differences may be particularly notable for measures reported as a percentage for low volume application types. Significant discrepancies, as well as those that are the result of changes in methodology, will always be noted.

## Methodology Changes

### Service Level Target Adjustments

In Q1 2026, Service Level targets were refined to better reflect observed performance, offering applicants a more realistic expectation of processing timelines. Targets were adjusted for the following categories:

- Development Permit - *Commercial, Mixed-Use, Industrial*: 90 days (increased from 75)
- Development Permit - *Multi-Unit Residential*: 120 days (increased from 90)
- Development Permit - *Infill Row House 3-4 Units*: 90 days (new category)
- Development Permit - *Greenfield Row House 3-4 Units*: 35 days (new category, target unchanged)
- Building Permit - *Greenfield and Infill 3-4 Units*: 35 days (new category, targets unchanged)
- Home Improvement Permit - *Renewable Energy System*: 5 days (reduced from 10)
- Sign Permit - *Permanent Sign*: 5 days (reduced from 10)
- Sign Permit - *Digital Sign*: 55 days (increased from 35)
- Business Licence - *Commercial-Based*: 25 days (reduced from 35)
- Business Licence - *Commercial-Based Night Club or Drinking Establishment*: 70 days (new category)
- Business Licence - *Home Based*: 15 days (reduced from 20)

### Rezoning and Plan Amendments

*Non-Complex* and *Complex Rezoning* applications were consolidated into a single reporting category with a more representative name: *Rezoning, New Plan, or Plan Amendment*. This update was applied due to the significant reduction in *Non-Complex* applications following the *Zoning Bylaw Renewal*. The target remains 160 days.

### New Home Construction Permits

Additional reporting categories were introduced for infill and greenfield permits involving three to four unit row houses. These updates were introduced to differentiate the unique timelines associated with these applications and to facilitate the tracking of processing time reductions resulting from scheduled workflow improvements.

### Business Licences

Time previously reported under the *Commercial-Based: Fire and Police Consultation* reporting category was merged with the timeline of the *Commercial-Based* category. This update corresponds with a workflow improvement that allows the majority of consultations to proceed after licence issuance, making this reporting category obsolete for most new licences. High-risk businesses that still require pre-issuance consultations are now captured under the new *Commercial-Based: Night Club or Drinking Establishment* category.