

Online Self Serve - Summary & Adoption Rates

In April 2017, the City of Edmonton started offering digital services for development and building permits. These services provide applicants with better ways to manage their projects, through enhanced transparency and collaboration with the City, and increased the efficiency of service delivery.

Since 2016, the list of digital services and permit applications accepted through selfserve.edmonton.ca has grown (Table 1). This is in addition to existing online services used within Urban Form and Corporate Strategic Development (formerly Sustainable Development) that include:

- Servicing Agreements, Engineering Drawing Redlines (December 2015);
- Construction Completion Certificates and Final Acceptance Certificates (May 2016);
- Applications for [building, electrical or mechanical permits and inspections](#)
- Temporary sign [permits](#); and
- Variety of [land development applications](#).

In late 2015, the eServices project was created to offer digital planning and development services. eServices has been successful in:

- using a development process with iterative feedback loops that provide multiple opportunities for continuous improvement;
- collaborating with internal and external stakeholders; and
- pairing process improvement with the transition to technology to provide a more effective and efficient overall service.

The Urban Form Business Transformation project is integrating the eServices team and will continue to leverage this approach.

The adoption rates and usage of the online services demonstrates success, convenience and value to applicants (Table 1).

Table 1: Implemented Online Self Serve		
Online Service	Implemented Date	Online Usage
Compliance Certificates	2016 - Oct	80%
Single Detached House Permits	2017 - Apr	84%
Alberta Energy Code for House Permits	2017 - Apr	84%
Expedited Single Detached House	2017 - Jul	100%

Permits		
Row House Permits	2017 - Nov	94%
Semi-Detached House Permits	2017 - Nov	78%
Footing and Foundation Only Building Permits for Houses	2017 - Nov	Various
Expanded Payment Option - Electronic Fund Transfers	2018 - Mar	Measuring
Single Detached House Permits - Enhancement for Infill (separate development and building permits)	2018 - Apr	Measuring
Garden Suite Permits	2018 - Apr	Measuring

Administration continues to expand the online service offerings (Table 2) and anticipates further expansion to other planning and development services, such as rezoning applications. Technology changes are planned based on other improvement work and available resources.

Table 2: Planned Online Self Serve	
Online Service	Anticipated Launch
Home Improvement Permits (decks, garages, renovations, demolitions) for Contractors	2018 Q2
Home Improvement Permits for Homeowners	2018 Q2
Major Development Permits (Commercial, Industrial and Multi-Dwelling Buildings), includes digital plan review	2018 Q3
Modernization of Trade Permits and Inspections	2018 Q3
Commercial, Industrial and Multi-Dwelling Building Permits, includes digital plan review	2018 Q4
Business Licences	2018 Q4

Process improvements identified through the Urban Form Business Transformation project will inform timing of additional services.