

Technology and Implementation Projects: Deliverables and Next Steps

This attachment contains an overview of the Zoning Bylaw Renewal Initiative's Technology and Implementation projects. These projects will support the implementation of the new Zoning Bylaw and the transformation of land development services in Edmonton.

The anticipated outcomes of the projects are to:

- Remove development and investment barriers in Edmonton by:
 - Creating a clear, predictable and accessible development process for developers, builders, property owners and other city builders.
 - Reducing project approval timelines through opportunities such as automated reviews, fewer discretionary approvals and streamlined permit requirements.
 - Shift City resources to focus on development applications reviews to better implement The City Plan's goals and in doing so support the City of Edmonton as:
 - A collaborative partner on new innovative projects;
 - A quick approver for standard applications; and
 - A readily available resource for Edmontonians and occasional users.
- Utilize new technology to improve the online user experience and streamline City services by:
 - Providing access to detailed and accurate zoning information online for all stakeholders to make informed decisions.
 - Increasing website and tool functionality for users to find and use information more efficiently.
 - Creating self-service opportunities and automated workflows to reduce strain on government resources.

Table 1.0 provides an overview of the deliverables required to achieve the Technology and Implementation project outcomes.

Table 2.0 highlights the additional land development services projects Administration is collaborating on with various stakeholders.

Table 1.0: Technology and Implementation Project Deliverables		
Deliverable	Description	Next Steps
A New Interactive Version of the Zoning Bylaw in a Content Management System (CMS)	<p>Replace the existing outdated CMS, Robohelp, with a new CMS to enhance the online user experience when navigating the Zoning Bylaw on edmonton.ca.</p> <p>The new CMS will:</p> <ul style="list-style-type: none"> • Display the bylaw in a user-friendly online format with increased functionality (e.g. printing) • Allow for more efficient and accurate maintenance (e.g. text amendments) 	<ul style="list-style-type: none"> • Prototype user testing will occur in May with various members of the public, industry and staff. • User testing feedback will be used to make adjustments for the final Content Management System build out.
A New Site-specific Interactive Zoning Map	<p>A new interactive online map that will provide the public and Administration with detailed zoning information for every property in Edmonton.</p> <ul style="list-style-type: none"> • The map will contain geospatial layers, including the zoning layer • Existing mapping software will be consolidated into an updated version • A more robust data set will expand functionality (e.g. assist with finding regulations, making land development decisions, etc.) 	<ul style="list-style-type: none"> • Information has been collected from City staff, various members of industry and the public to understand the needs for an interactive map. • The information gathered will be used to build the first map version.
A New Development Applications Interactive Map	<p>A new interactive map for the public that displays in-progress development applications. It will be used to:</p> <ul style="list-style-type: none"> • Inform the public about what developments are happening in their communities • Provide city builders with relevant information when researching development opportunities 	<ul style="list-style-type: none"> • Information has been collected from staff, various members of industry and the public to understand the needs for an interactive map. • The information gathered will be used to build the first map version.
Development Permit Automation	<p>Exploring opportunities to automate additional low-risk, high-volume development permit applications, such as</p>	<ul style="list-style-type: none"> • Continue to review the draft bylaw to understand the level of risk and

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	new greenfield single and semi-detached dwellings.	impacts associated with automating development permits.
Implementation of Zoning Bylaw into Land Development Workflows	The Zoning Bylaw is used during land development processes, such as rezonings, subdivisions, development permits and inspections. Changing the rules may impact these processes in terms of application volumes, new application requirements, etc. This project will ensure a smooth transition from new rules to these services, through thoughtful implementation.	<ul style="list-style-type: none"> • Continue testing mock applications to understand the impact of new regulations on land development services. • Continue to explore opportunities to further streamline services.

Table 2.0 Projects Related to Transforming Land Development Services

Project	Description	Project Collaboration Needs
Public Notifications Platform	Administration is working to develop a corporate opt-in notifications platform. The Zoning Bylaw Renewal Initiative will be among key partners and one of the first business areas to provide service and update notifications to Edmontonians via email and SMS when the platform launches. Funding has been allocated and a functional prototype is being planned for Q3 2022.	As part of the Zoning Bylaw Renewal Initiative changes to the notification process will be proposed. Administration is working together to identify overlap and coordinate process changes.
Permit and Licensing Improvement Initiative	This initiative is focused on improving the permit and licensing experience for staff and customers in a financially sustainable way. Some of the service improvements underway include: <ul style="list-style-type: none"> • Setting service level parameters (e.g. timelines) • A pilot project to collect and manage customer feedback in a timely and meaningful way • Continuous improvements to streamline development processes and technology 	The changes to the Zoning Bylaw could have potential impacts on the work of the Permits and License Improvement Initiative. Administration is working together to identify overlap and coordinate process changes.
District Planning	This project will create 15 District Plans that provide	District Plans will be used to evaluate

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	direction on land use, mobility, design and growth management in alignment with The City Plan, and focuses on planning for the first population horizon of 1.25 million.	future rezoning applications using the new Zoning Bylaw. Administration is working together to identify overlap and coordinate process changes.
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