

# Infill Compliance Team Annual Report

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## Recommendation

That the April 3, 2018, Urban Form and Corporate Strategic Development report CR\_4706, be received for information.

## Previous Council/Committee Action

At the February 27, 2018, Agenda Review Committee meeting, the Urban Form and Corporate Strategic Development report CR\_4706 was postponed to the April 3, 2018, Urban Planning Committee meeting.

At the April 5, 2017, Urban Planning Committee meeting, the following motion was passed:

That Administration provide dedicated administrative clerical support as generally referenced in the April 5, 2017, Sustainable Development report CR\_3569 and provide an annual progress report in First Quarter 2018.

## Executive Summary

This report provides an update on the progress of the Infill Compliance Team, including its enforcement approach, inspection results and common infraction types observed.

- Over the course of 2017, and compared to 2016, the Infill Compliance Team (the Team) completed an increased number of inspections;
- Greater administrative coordination with the addition of a part-time clerical staff member enabled more inspections;
- With improved communication there is greater public awareness and clarity about where to direct infill complaints;
- There was an increase in complaints registered, which led to a corresponding increase in number of inspections, with the most common infraction types related to contraventions of Traffic Bylaw 5590, as was the case for 2016; and
- In 2018, Administration will use alternative deployment strategies to ensure that the team can be more effective in proactively monitoring infill construction sites while also effectively responding to citizen complaints.

## Report

### Background

The Team inspects infill construction sites in the core, mature, and established neighbourhoods of the city, as noted on Attachment 1 - Infill Area Reference Map. The Team enforces infractions under municipal bylaws and provincial acts, and makes referrals to other relevant authorities, such as Safety Codes Officers and Lot Grading Inspectors when they suspect violations outside of the Team's jurisdiction. A general list of the bylaws, infill-related infraction types, and authority of each officer, can be found in Attachment 2 - Infill-related Legislation and Infraction Types.

The Team's activities are coordinated by Citizen Services and supported by the Infill Compliance Team Working Committee, a cross-departmental working committee between Citizen Services and Urban Form and Corporate Strategic Development.

### Enforcement Approach

The Team works towards compliance with permits and bylaws using various methodologies including education, verbal and written warnings, follow-up inspections, and more formalized enforcement, including tickets, and Municipal Government Act Orders.

The Team educates infill builders about good construction practices, available City resources, and applicable regulations. The presence of officers on site promotes conversations directly with participants in the construction process. Attachment 3 - List of Education Materials, provides a list of the materials that may be distributed during inspections.

Due to changes to the permitting process over the past few years, education is typically prioritized over enforcement. In cases of multiple potential infractions, the Team takes the time to ensure the broader context of the violations is understood by those present on sites, then follows up with formal enforcement action, depending on the infraction.

The Team clerk logs and prioritizes proactive inspections, answers phone calls and provides administrative support to the officers, allowing the inspectors to focus on offences and follow-up items. The addition of the part-time temporary position in June 2017 has enabled an increase in inspections from 2016.

### **2017 Inspection Results**

The inspection results outlined in this report include proactive inspections (i.e. approved Building Permit data and Officer-initiated inspections) and complaint driven inspections. Administration prioritized citizen complaints and investigated them within established response times.

The proactive inspection target was not met due to a greater emphasis being placed on responding to complaints, which rose considerably in 2017. See Attachment 4 - 2017 Infill Compliance Team Inspection Results, for the breakdown of enforcement action by the Team, and Attachment 5 - 2017 Infill Compliance Team Inspection Results Analysis, for analysis of the enforcement results.

### **Stakeholder Feedback**

The Construction Issues Advisory Committee, comprised of members from Administration, community organizations, and industry, addresses the community, safety and environmental impacts of residential construction. At their meeting on January 10, 2018, members provided the following feedback:

- The updated Development Permit Notification Signs have played a role in providing information for residents to be able to contact the builder prior to placing a complaint with the City.
- The builders appreciate the educational approach that the Team has taken.
- For 2018, focus should be placed on addressing the high number of roadway-related infractions, including reviewing Traffic Bylaw 5990 and protecting mature trees on public and private property.
- Continued education remains important and further work with the Edmonton Federation of Community Leagues (EFCL) and the Infill Development Edmonton Association (IDEA) to explore additional educational opportunities for residents and builders should be undertaken, focusing on changing infill construction rules and expectations regarding good construction practices.
- The Team provides a benefit and additional staffing (either through a thorough review and reallocation of existing resources or through new staffing) would be supported as it would reduce inspection timelines.

### **Budget/Financial**

The number of site visits and inspections increased in 2017. Administration anticipates that they will either remain at 2017 levels or continue to increase. To maintain current service levels, Administration will reallocate resources within the existing operating budget to transition the part time temporary clerk position to a full-time permanent position.

**Corporate Outcomes and Performance Management**

<b>Corporate Outcome: Edmonton is a safe city</b>			
<b>Outcome(s)</b>	<b>Measure(s)</b>	<b>Result(s)</b>	<b>Target(s)</b>
Effective and efficient service delivery: Internal processes are effective	Response rate to citizen complaints (# complaints responded to: # received), %	820, 100% (December 27, 2017)	100% (Q4, 2018).
	Average timeliness of response to citizen complaints related to Community Standards Bylaw 14600 and Traffic Bylaw 5590 (# business days)	4.4 (December 27, 2017)	4 (Q4, 2018).
	Average timeliness of response to citizen complaints related to Zoning Bylaw 12800 (# business days)	TBD	10 (Q4, 2019)

**Attachments**

1. Infill Area Reference Map
2. Infill-related Legislation and Infraction Types
3. List of Educational Materials
4. 2017 Infill Compliance Team Inspection Results
5. 2017 Infill Compliance Team Inspection Results Analysis

**Others Reviewing this Report**

- T. Burge, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- C. Campbell, Deputy City Manager, Communications and Engagement
- R. Smyth, Deputy City Manager, Citizen Services