

Summary results are as follows:

- There has been a downward trend in the number of complaints received by peace officers in response to infill construction; in 2017, there were 659 complaints, in 2020 there were 386 complaints and in 2021, there were 371 complaints.
- During this time, there continues to be an upward trend in infill development. Since the adoption of the Residential Infill Policy C551, the Core & Mature area net new housing units climbed from 18 per cent (2010) to 30 per cent (2020) of all housing completions. Statistics are not yet finalized for 2021.
- Administration reassigned peace officers' priorities during COVID-19 in order to focus on municipal and provincial health mandates. As a result, fewer resources were available to the Infill Compliance Team for inspections. Life safety issues that were brought to the attention of Safety Codes Officers were still prioritized as before.
- Development Compliance
  - The total number of complaints substantially decreased from 186 in 2018 to 54 in 2019. The trend towards fewer complaints continued, with 32 being reported in 2020, and 33 in 2021.
  - In 2021 there was an increase in proactive inspections due to an expedited internal referral system with the Development Permit Sign Team who manage Development Permit Notification Signs. In the event the applicant fails to provide a confirmation photo proving the sign has been posted within 14 days after the permit has been issued, an email is sent to Development Compliance requesting an inspection be scheduled.
- Development Permit Inspections
  - The number of tickets issued by the Development Permit Inspection Team continues to remain low. This is likely due to a lack of escalation of an inspection file to the point where tickets are issued. Generally speaking, compliance is achieved through warnings, Violation Notices, and *Municipal Government Act Orders*.
  - There was an increase in inspections from 2020 to 2021 due to assistance from other city areas (Lot Grading, Development Coordination) completing follow-up inspections for the Development Permit Inspection Team during the winter months.

- Lower ticket numbers in the past two years may also be explained by impacts of the COVID-19 pandemic. Enforcement teams have focused more on education due to the financial implications of the pandemic.
- Safety Codes
  - While the number of complaints decreased in 2021 compared to 2020, the percentage of infractions increased.
  - There was a shift in the number of complaints that resulted in an actionable infraction and in some cases escalation to formal orders.
  - Revised scripting and assignments enabled a more robust response to complaints regarding excavation and property damage.
- Lot Grading complaints have continued to decline over the past 5 years.
  - Lot Grading data collection does not separate or differentiate between infill and greenfield development.
  - This trend can be attributable to implementing and improving lot grading plans and inspection requirements and more public education and knowledge on infill lot grading requirements.
  - The substantial decline in complaints received from 2020 to 2021 may also be a result of unusually dry weather conditions of 2021 over the unusually wet conditions of 2020.

## 2020 and 2021 Inspection Results for Infill Projects

## Attachment 1

Table 1 - Overall Compliance Summary by Bylaw Officer Type for 2020						
Inspection Type	Community Standards Peace Officer	Development Compliance Officer	Development Permit Inspector	Safety Codes Officer	*Lot Grading Inspector	Total
<b>Complaints</b> <i>Infill related complaints received from citizens via 311, transferred from other City departments, and Councillors' inquiries</i>	386	32	N/A	257	120*	<b>795</b>
<b>Proactive Inspections</b> <i>Derived from Development Permit Inspections, proactive inspections initiated by Peace Officers while on community patrol, and proactive inspections of Development Permit Notice Signs by Development Compliance Officers</i>	21	57	532	N/A	39	<b>649</b>
<b>Follow Up</b> <i>Infill related investigations required re-inspections to confirm compliance</i>	68	22	281		48*	<b>419</b>
<b>Total</b>						<b>1863</b>
<b>**For 2020, Safety Codes officers did not collect number followup inspections completed after initial infraction found</b> <b>*Lot Grading data collection does not separate or differentiate between greenfield and infill development, therefore the data provided are estimates only based on comparison/percentage of infill vs greenfield data from 2017 to 2019 data established for Action 17. 120 estimated resident complaints were received, however 48 were estimated to be valid and received an inspection.</b>						
Enforcement Action						
<b>Violation Notice/Notice to Comply</b> <i>Written and Verbal Warnings given by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	104	39	199	N/A	24	<b>366</b>
<b>Tickets</b> <i>Tickets issued by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	101	9	4	N/A	N/A	<b>114</b>
<b>Municipal Government Act Orders</b> <i>Issued by Development Compliance Officers and Development Permit Inspector to stop or correct a development that is not in accordance with a Development Permit or Edmonton Zoning Bylaw 12800</i>	0	5	4	67	0	<b>76</b>
<b>Safety Codes Act Orders</b> <i>Issued by Safety Codes Officers construction that is not in accordance with a Building Permit or Safety Codes Act</i>						
<b>Total</b>						<b>556</b>

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Table 1 - Overall Compliance Summary by Bylaw Officer Type for 2021						
Inspection Type	Community Standards Peace Officer	Development Compliance Officer	Development Permit Inspector	Safety Codes Officer	Lot Grading Inspector	Total
<b>Complaints</b> <i>Infill related complaints received from citizens via 311, transferred from other City departments, and Councillors' inquiries</i>	371	33	N/A	317	58*	<b>779</b>
<b>Proactive Inspections</b> <i>Derived from Development Permit Inspections, proactive inspections initiated by Peace Officers while on community patrol, and proactive inspections of Development Permit Notice Signs by Development Compliance Officers</i>	19	152 <sup>‡</sup>	992	N/A	39*	<b>1202</b>
<b>Follow Up</b> <i>Infill related investigations required re-inspections to confirm compliance</i>	163	50	377	95	23*	<b>708</b>
<b>Total</b>						<b>2689</b>
<p>*Lot Grading data collection does not separate or differentiate between greenfield and infill development, therefore the data provided are estimates only based on comparison/percentage of infill vs greenfield data from 2017 to 2019 data established for Action 17. 58 estimated resident complaints were received, however 23 were estimated to be valid and received an inspection.</p> <p>‡ Increase from 2020 is due to an expedited internal referral system between the Development Permit Sign Team. If the applicant fails to provide a confirmation photo to the sign team proving the sign is now posted within 14 days, an email will be sent to the Infill Development Compliance Officer informing them right away an inspection is required to take enforcement action.</p>						
Enforcement Action						
<b>Violation Notice/Notice to Comply</b> <i>Written and Verbal Warnings given by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	168	68	161	N/A	7	<b>409</b>
<b>Tickets</b> <i>Tickets issued by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	155	5	0	N/A	N/A	<b>160</b>
<b>Municipal Government Act Orders</b> <i>Issued by Development Compliance Officers &amp; Development Permit Inspector to stop or correct a development that is not in accordance with a Development Permit/Edmonton Zoning Bylaw 12800</i>	0	11	1	69	0	<b>81</b>
<b>Safety Codes Act Orders</b> <i>Issued by Safety Codes Officers construction that is not in accordance with a Building Permit or Safety Codes Act</i>						

Total	581
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Table 2a - Most Common Infractions 2018 - 2021, by Tickets Issued								
Infraction Type	2018		2019		2020		2021	
	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Tickets Issued	Percentage of Total Tickets Issued
Occupy Road Right of Way	68	15.8%	87	19.8%	30	29.4%	32	20.6%
Operate a business without a licence	60	13.9%	9	2.1%	0	0%	0	0%
Obstruct Highway	56	13.0%	39	8.9%	9	8.8%	15	9.6%
Material on Sidewalk or Roadway	42	9.7%	37	8.4%	15	14.7%	15	9.6%
Drive/Park Motor Vehicle/Trailer with Expired Licence Plate	25	5.8%	11	2.5%	1	0.9%	0	0%
Construction nuisance on land	20	4.6%	13	3%	6	5.8%	10	6.4%

Table 3a - Type and Frequency of Infill-related Infractions				
Community Standards Peace Officers, 2020				
Community Standards Infraction Type	Number of	Percentage of Total	Number of Written and	Percentage of Total

## 2020 and 2021 Inspection Results for Infill Projects

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Table 3a - Type and Frequency of Infill-related Infractions				
Community Standards Peace Officers, 2020				
	Tickets Issued	Tickets Issued	Verbal Notices Given	Notices Issued
Failing to display a Development Permit notification sign	4	4.0%	2	1.9%
Maintaining an Access without a Permit or Contrary to the Terms of a Permit	17	16.8%	5	4.8%
Dumping on Private Property	1	1.0%	2	1.9%
Cause or Permit Construction Activity	2	2.0%	12	11.5%
Cause or Permit Construction Noise Outside Designated Time	8	7.9%	0	0.0%
Cause or Permit Construction Noise on Sunday or Holiday	1	1.0%	0	0.0%
Construction Nuisance on Land	1	1.0%	7	6.7%
Nuisance on Land (includes feeding)	5	5.0%	0	0.0%
Nuisance on Land - Production of Excessive Dust, Dirt, or Smoke	1	1.0%	0	0.0%
Offensive Odours	0	0.0%	1	1.0%
Odours and Emissions	0	0.0%	1	1.0%
Cause or permit Noise	0	0.0%	1	1.0%
Cause or permit Noise from Property	0	0.0%	4	3.8%
Cause or Permit a Prohibited Fire	0	0.0%	3	2.9%
Snow or Ice on Sidewalk	0	0.0%	1	1.0%
Parking on a Sidewalk or Boulevard	3	3.0%	1	1.0%
Park an Unattached Trailer	2	2.0%	1	1.0%
Material on Sidewalk or Roadway	15	14.9%	19	18.3%
Obstruct Highway	9	8.9%	9	8.7%

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Table 3a - Type and Frequency of Infill-related Infractions				
Community Standards Peace Officers, 2020				
Occupy Road Right of Way	17	16.8%	13	12.5%
Crossing Sidewalks and Boulevards	3	3.0%	11	10.6%
Operate Tracked Vehicle on Highway	1	1.0%	0	0.0%
Display Sign on Highway	2	2.0%	0	0.0%
Uncovered Loose Material	1	1.0%	0	0.0%
Work on Boulevard w/o Permit	0	0.0%	3	2.9%
Fire Hydrants- no parking within 5 metres of a fire hydrant	0	0.0%	2	1.9%
Tracking	0	0.0%	1	1.0%
Boulevard Trees	0	0.0%	1	1.0%
Park a Recreational Vehicle Overtime	0	0.0%	1	1.0%
Driver Fail to Produce Trip Inspection Report	1	1.0%	0	0.0%
Operate comm. veh. in prohibited manner/contrary to Cert/Regs	1	1.0%	0	0.0%
Failure to Provide P.O. w/ Certificate of Registration	2	2.0%	0	0.0%
Failure to Provide P.O. w/ Operator's Licence	1	1.0%	0	0.0%
Drive/Park MV/Trailer w/ Expired Licence Plate	1	1.0%	0	0.0%
Owner of Vehicle Involved in contravention	1	1.0%	0	0.0%
Littering	0	0.0%	2	1.9%
<b>Total</b> <i>Infill related complaints directed to Infrastructure maintenance, and not redirected to the Peace Officers are not counted here, and so there may be more as they relate to damage caused to City infrastructure or right-of-way.</i>	<b>101</b>	<b>100.0%</b>	<b>104</b>	<b>100.0%</b>

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Table 3b - Type and Frequency of Infill-related Infractions				
Community Standards Peace Officers, 2021				
Community Standards Infraction Type	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Written and Verbal Notices Given	Percentage of Total Notices Issued
Failing to display a Development Permit notification sign	2	1.3%	4	2.4%
Maintaining an Access without a Permit or Contrary to the Terms of a Permit	39	25.2%	12	7.1%
Dumping on Private Property	1	0.6%	2	1.2%



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Cause or Permit Construction Activity	5	3.2%	9	5.4%
Construction Nuisance on Land	2	1.3%	10	6.0%
Nuisance on Land (includes feeding)	1	0.6%	0	0.0%
Nuisance on Land - Production of Excessive Dust, Dirt, or Smoke	0	0.0%	0	0.0%
Nuisance on Land - Accessible Excavation or Standing Water	2	1.3%	1	0.6%
Offensive Odours	9	5.8%	0	0.0%
Cause or permit Noise	0	0.0%	3	1.8%
Cause or permit Noise from Property	0	0.0%	7	4.2%
Parking on a Sidewalk or Boulevard	3	1.9%	4	2.4%
Park an Unattached Trailer	3	1.9%	1	0.6%
Material on Sidewalk or Roadway	16	10.3%	38	22.6%
Obstruct Highway	16	10.3%	12	7.1%
Occupy Road Right of Way	33	21.3%	32	19.0%
Crossing Sidewalks and Boulevards	8	5.2%	19	11.3%
Operate Tracked Vehicle on Highway	2	1.3%	3	1.8%
Display Sign on Highway	0	0.0%	2	1.2%
Uncovered Loose Material	1	0.6%	0	0.0%
Work on Boulevard w/o Permit	4	2.6%	0	0.0%
Tracking	0	0.0%	1	0.6%
Boulevard Trees	0	0.0%	2	1.2%
Park in a no-parking zone	1	0.6%	2	1.2%
Loading Goods Across Sidewalk	1	0.6%	0	0.0%
Interfere with Boulevard Tree	1	0.6%	0	0.0%
Operate Motor Vehicle Off Road	1	0.6%	0	0.0%

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Election Signs	0	0.0%	1	0.6%
Private Property Obstructions	0	0.0%	2	1.2%
Owner of Vehicle Involved in contravention	2	1.3%	0	0.0%
Operate MV w/o lic in poss'n.	1	0.6%	0	0.0%
Drive/Park MV/Trailer w/o Licence Plates Properly Displayed	1	0.6%	0	0.0%
Littering	0	0.0%	1	0.6%
<b>Total</b> <i>Infill related complaints directed to Infrastructure maintenance, and not redirected to the Peace Officers are not counted here, and so there may be more as they relate to damage caused to City infrastructure or right-of-way.</i>	<b>155</b>	<b>100.0%</b>	<b>168</b>	<b>100.0%</b>

Table 4a - Type and Frequency of Infill-related Infractions						
Development Compliance and Development Permit Inspection Officers, 2020						
Development Compliance Infraction Type	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Written and Verbal Notices Given	Percentage of Total Notices Issued	Number of Municipal Government Act Orders Issued	Percentage of Total Municipal Government Act Orders Issued
Development without a Development Permit	3	23.1%	2	0.8%	2	22.2%
Development in contravention of a Development Permit	1	7.7%	12	5.0%	2	22.2%
Prohibited or restricted object in a Residential Zone without a Development Permit	1	7.7%	7	2.9%	1	11.1%
Failing to display a Development Permit notification sign	4	30.7%	18	7.5%	0	0%
Development Permit Inspections and Landscaping (DPI)	4	30.7%	199	83.6%	4	44.4%
<b>Total</b>	<b>13</b>		<b>238</b>		<b>9</b>	

*Note: Administration does not categorize data based on the type of infraction so only the total number is displayed. 'Prohibited or restricted object in a Residential Zone without a Development Permit' is used to enforce AC units within a side yard on Skinny lots. This data was no longer tracked in 2021 due to the Zoning Bylaw amendment removing that restriction.*

Table 4b - Type and Frequency of Infill-related Infractions						
Development Compliance and Development Permit Inspection Officers, 2021						
Development Compliance Infraction Type	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Written and Verbal Notices Given	Percentage of Total Notices Issued	Number of Municipal Government Act Orders Issued	Percentage of Total Municipal Government Act Orders Issued
Development without a Development Permit	0	0.0%	5	1.3%	0	0%
Development in contravention of a Development Permit	4	80.0%	15	4.1%	8	66.7%
Prohibited or restricted object in a Residential Zone without a Development Permit	0	0.0%	0	0%	0	0%
Failing to display a Development Permit notification sign	1	20.0%	48	13.3%	3	25%
Development Permit Inspections and Landscaping (DPI)	0	0%	291	81.0%	1	8.3%
<b>Total</b>	<b>5</b>		<b>359</b>		<b>12</b>	

*Note: Administration does not categorize data based on the type of infraction so only the total number is displayed.*

Table 5a - Type and Frequency of Infill-related Infractions, 2020					
Safety Codes Officers					
Safety Codes Infraction Type	Number of complaints received through all methods	Number of Infractions Found	Percentage of complaints that were actionable infractions	Number of Safety Codes Act Orders Issued	Percentage of Total Safety Codes Act Orders Issued
Site Fencing	167	112	67%	32	19.16%
Excavation	30	19	63.3%	9	30%
Property Damage	15	3	2%	0	0
Work without an approved Building Permit	15	15	100%	10	66.6%
Other - Excavation crosses property line. debris on other property. vibration causing concern, debris against construction fence, fence leaning, house being demolished is not secure.	30	15	50%	4	13.3%
<b>Total</b>	<b>357</b>	<b>194</b>	<b>54.3</b>	<b>55</b>	

Table 5b - Type and Frequency of Infill-related Infractions, 2021					
Safety Codes Officers					
Safety Codes Infraction Type	Number of complaints received through all methods	Number of Infractions Found	Percentage of complaints that were actionable infractions	Number of Safety Codes Act Orders Issued	Percentage of Total Safety Codes Act Orders Issued
Site Fencing	174	125	72%	39	31.2%
Excavation	45	32	71%	14	43.7%
Property Damage	21	13	61.9%	4	30.7%
Work without an approved Building Permit	21	16	76%	10	62%
Other - Excavation crosses property line. debris on other property. vibration causing concern, debris against construction fence, fence leaning, house being demolished is not secure.	56	20	35.7%	0	0%
<b>Total</b>	<b>316</b>	<b>216</b>		<b>67</b>	

Table 6 - Complaint and Enforcement Summary 2020 and 2021					
Lot Grading Inspectors					
Summary Information	Total Lot Grading Complaints	Valid Lot Grading Complaints	Number of Tickets Issued	Number of Non-Compliance Letters Issued	Number of Infill Site Meetings
<b>2020</b>	120	58	12	24	46
<b>2021</b>	58	23	7	12	39

Table 7a - Inspections and Actions for Valid Complaint Files in 2020*		
Lot Grading Inspectors		
Lot Grading Infraction Type	*Number of Tickets Issued	Percentage of Total Tickets Issued
Fail to Obtain Rough Grade Approval	0	0%
Fail to Obtain Final Grade Approval	10	83.3%
Fail to Obtain Lot Grading Plan Approval	1	8.3%
Fail to Comply with Lot Grading Plan	1	8.3%
Fail to Establish / Maintain Surface Grades and Elevations	0	0%
Improper Discharge of Roof or Foundation Drainage	0	0%
Improper Release of Stormwater or Subsurface Water	0	0%
Alter Surface Grades Causing Nuisance, Hazard or Damage	0	0%
Alter Approved Private Drainage System	0	0%
<b>Total</b>	<b>12</b>	<b>100%</b>

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\*Note: Enforcement actions presented are specifically in response to the valid complaints for 2019 and earlier. The lot grading unit issues reminders/extensions prior to issuing a ticket.

<b>Table 7a - Inspections and Actions for Valid Complaint Files in 2021*</b>		
<b>Lot Grading Inspectors</b>		
<b>Lot Grading Infraction Type</b>	<b>*Number of Tickets Issued</b>	<b>Percentage of Total Tickets Issued</b>
Fail to Obtain Rough Grade Approval	0	0%
Fail to Obtain Final Grade Approval	7	100%
Fail to Obtain Lot Grading Plan Approval	0	0%
Fail to Comply with Lot Grading Plan	0	0%
Fail to Establish / Maintain Surface Grades and Elevations	0	0%
Improper Discharge of Roof or Foundation Drainage	0	0%
Improper Release of Stormwater or Subsurface Water	0	0%
Alter Surface Grades Causing Nuisance, Hazard or Damage	0	0%
Alter Approved Private Drainage System	0	0%
<b>Total</b>	<b>7</b>	<b>100%</b>

\*Note: Enforcement actions presented are specifically in response to the valid complaints for 2020 and earlier. The lot grading unit issues reminders/extensions prior to issuing a ticket.