

Safety Codes Compliance and Enforcement: Provides customer service and compliance with the Provincial Safety Codes Act and associated codes and standards through education, compliance and, where necessary, enforcement.

Key Actions for 2023-2026

Edmonton's ability to retain, attract and grow business is impacted by how the City regulates and provides permitting and licensing services to businesses, property owners and potential investors. An efficient permitting, licensing and regulatory process helps reduce barriers and encourage investment in our city.

The branch is advancing a number of initiatives to streamline its permitting, licensing and regulatory processes to ensure a more transparent, consistent, and reliable experience for homeowners, developers and businesses. Service design and continuous improvement opportunities will be undertaken to align to the implementation of The City Plan, District Planning, Zoning Bylaw Renewal, new Building Codes, and other policy and regulatory changes. This will include work such as the Permit and Licensing Improvement Initiative, continuous red tape reduction and review of the service delivery model. This work has a direct impact on the management of the Planning and Development Business Model.

Summary of Proposed Service Level Changes


The colours below each service package shows the strategic alignment identified through the Priority Based Budget process. Each colour corresponds with a strategic attribute. The longer the bar, the greater the impact it has on the attribute. A missing colour indicates there is limited or no alignment towards that strategic attribute.



Funded Service Packages

Priority Based Budgeting - Strategic Alignment		Type
New or Enhanced Services		
<p>Zoning Bylaw Renewal Continuation: The Zoning Bylaw Renewal Initiative is a comprehensive modernization of Edmonton's Zoning Bylaw. The initiative has recalibrated its timeline in response to community and industry feedback and has added one year to its schedule. The service package request is for personnel to cover the scope of adjustment and to address implementation impacts for Assessment and Taxation.</p> <div style="background-color: #76b82a; width: 20px; height: 10px; display: inline-block;"></div> <div style="background-color: #f1a340; width: 20px; height: 10px; display: inline-block;"></div> <div style="background-color: #27ae60; width: 40px; height: 10px; display: inline-block;"></div> <div style="background-color: #f1c40f; width: 20px; height: 10px; display: inline-block;"></div>		Integrated (Lead)

Unfunded Service Packages

Priority Based Budgeting - Strategic Alignment	Type
Council Directed	
Urban Planning and Economy City Plan Implementation: This integrated package includes resources to implement UPE City Plan initiatives, and aligns with the City's priorities of integrated and connected communities, economic resilience and growth within the City's developed areas. 	Integrated (Support)

Performance

	2020 Actual	2021 Actual	2022 Target	2026 Target	2023-2026 Desired Trend
Land Development Service Targets*	64%	70%	73%	75%	↗
Permit and Licence Service Targets**	n/a	n/a	n/a	75%	↗
Customer Satisfaction for Permit and Inspection Services	n/a	n/a	n/a	75%	↗

*Land Development Service Targets include: Rezoning, Subdivision and Engineering Drawings

** Permit and Licence Service Targets include: Development and Building Permits and Business Licences

Measuring the service targets will provide valuable insight into how the branch is providing a consistent and predictable service.

The service targets exist for land development and the branch is currently establishing service targets for permit and licensing. The branch will also conduct a customer satisfaction survey on their level of satisfaction with their experience with our services to identify areas for improvement.