



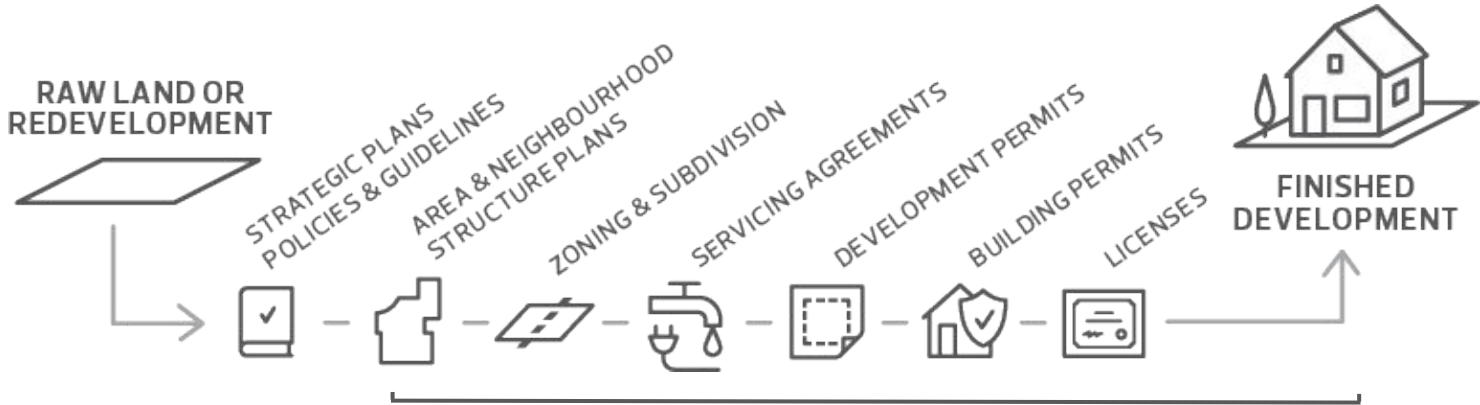
Development Services

Edmonton

2025 Pilot Branch Budget Presentations

September 8, 2025

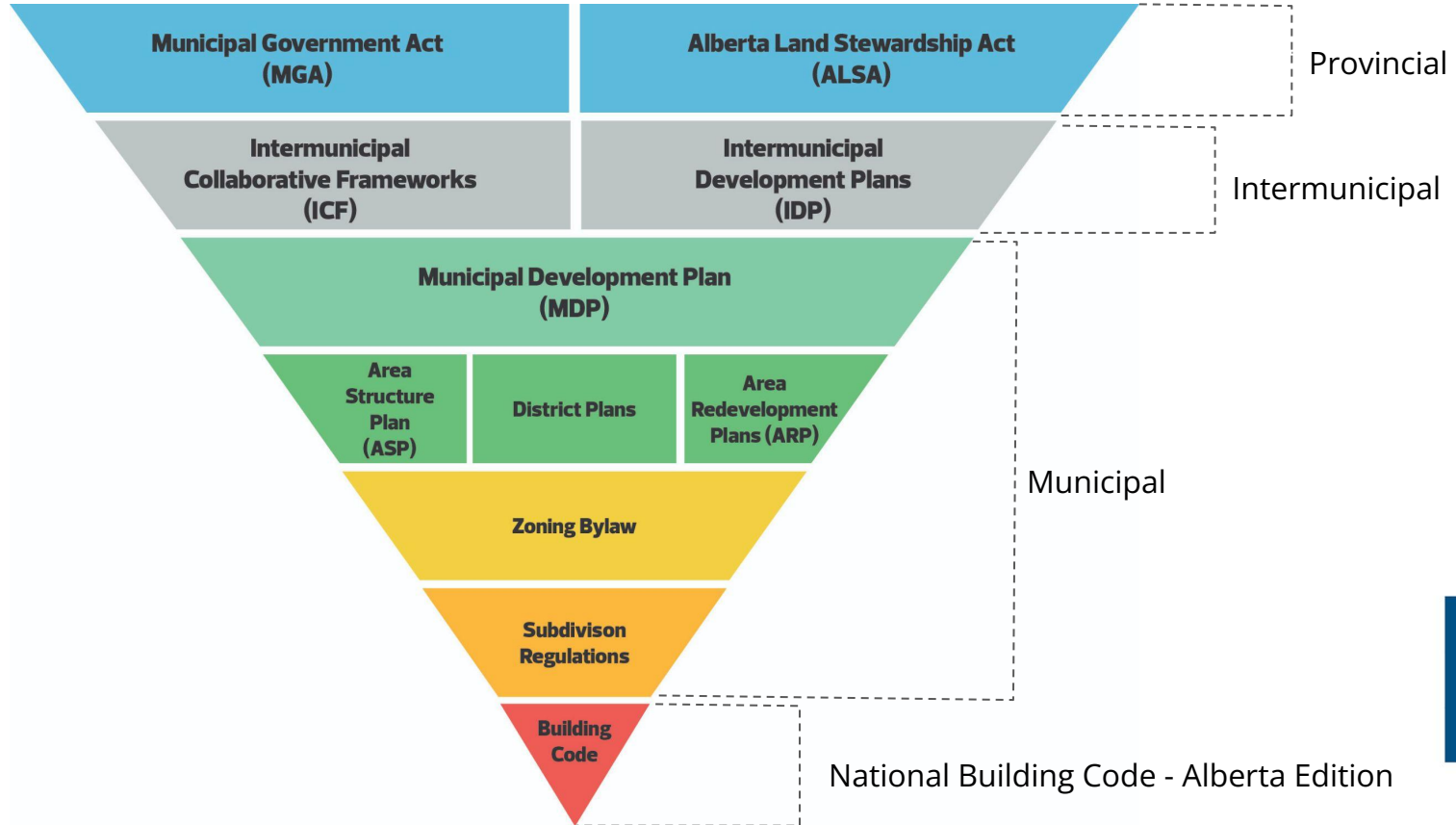
Branch Overview



Development Services



Legislative and Compliance Requirements



Service Delivery: 2024 Highlights

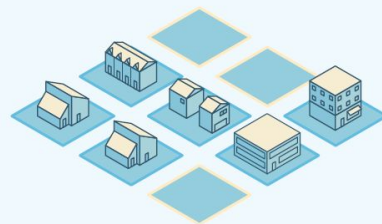
The estimated **building permit construction value** was

\$4.2B

an **increase of 31%** over 2023



Commercial and industrial projects represented **\$1.4B¹** of the total construction value



5,291

 new lots
were created through subdivision

50% more residential development and building permits were issued in 2024 than in 2023



178,603

 safety codes inspections were completed in 2024 – approximately 700 per day

9,037 new businesses received licences in 2024
3,851 home-based business licences approved



241

 Land Use Bylaws were advanced to City Council

Branch Overview - Structure and FTEs

451.6 TOTAL FTE

Management Roles: (Branch Manager, Directors, General Supervisors, Chief Examiners and Inspectors, Engineers, Managers, Senior Planners, Team Leads)

Union Leaders: (Supervisors, Safety Codes Officers, Engineering Technologist, Leads, Landscape Architects, Planners, Planning Technicians, Transportation Technicians)

Planning Coordination and Operations

Subdivision and Development Coordination

Development Approvals and Inspections

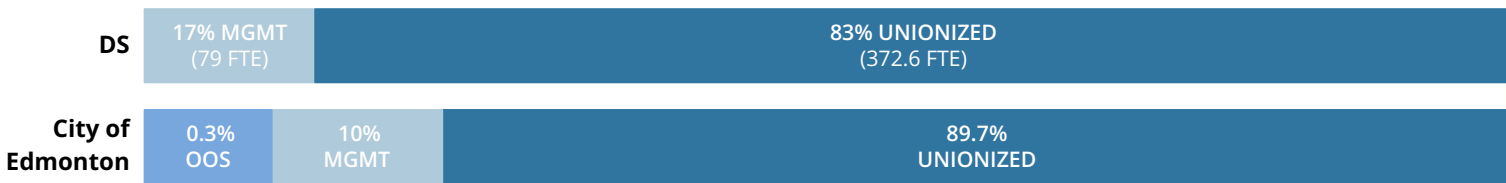
Safety Codes, Permits and Inspections

Sample Roles: Planners, Planning Techs, Engineering Techs (80.6 FTE)

Sample Roles: Engineering Technicians, Transportation Technicians, Landscape Architects, Planning Technicians, Planners, Clerks (100 FTE)

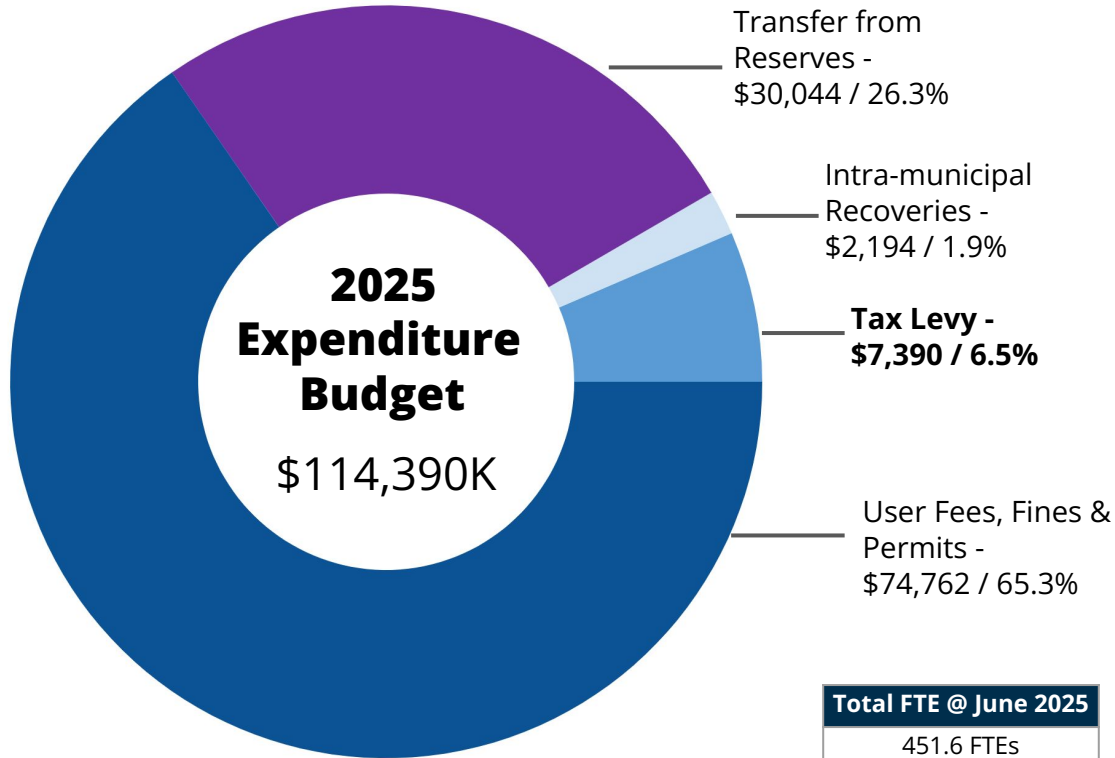
Sample Roles: Planning Technicians, Planners, Development Services Technicians, Clerks, Analysts (124 FTE)

Sample Roles: Safety Codes Officers, Clerks (147 FTE)



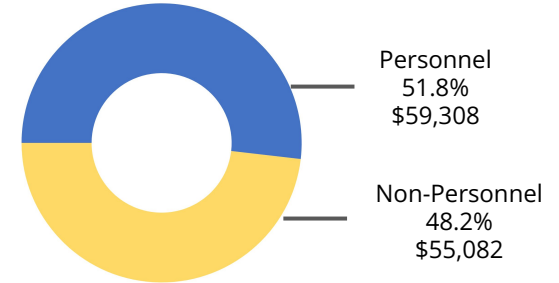
Funding Model Summary

Development Services



Total FTE @ June 2025
451.6 FTEs

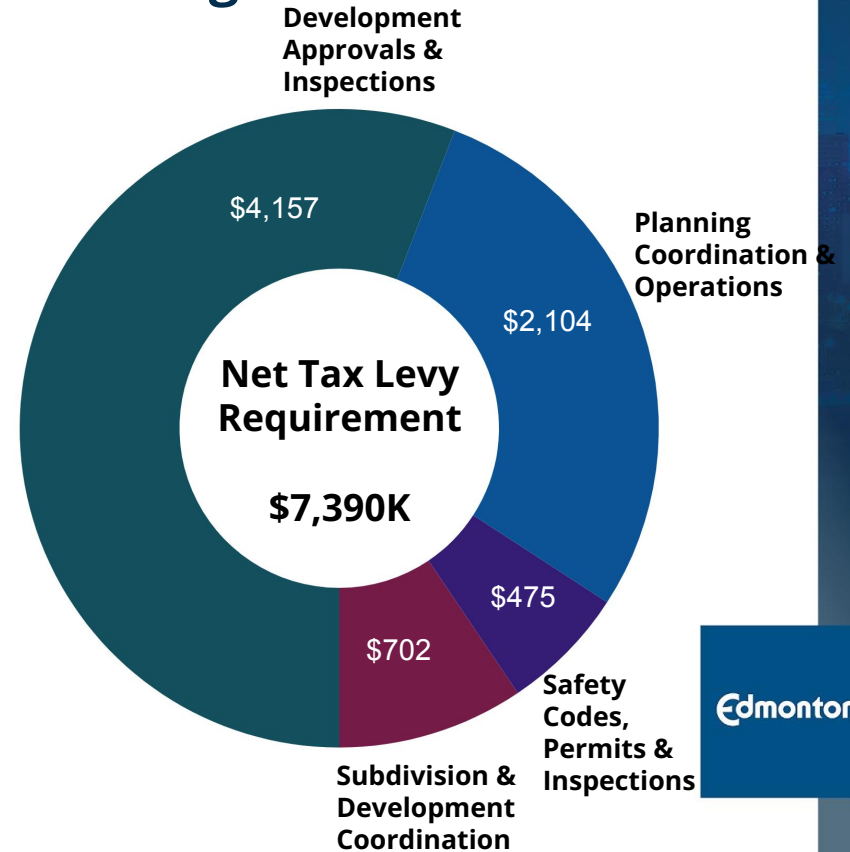
2025 TOTAL EXPENDITURE BUDGET (000s)



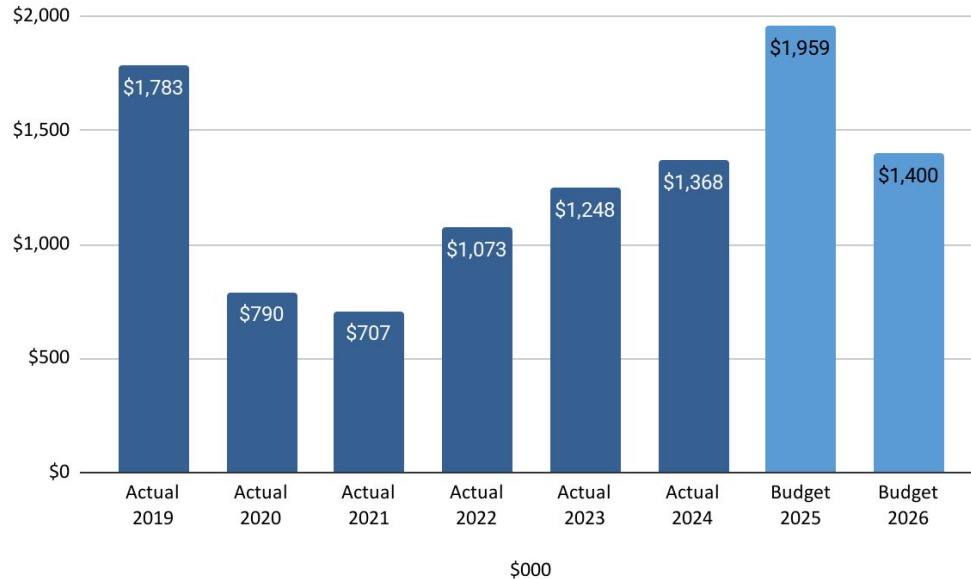
Cost Drivers	Funding Model
<ul style="list-style-type: none"> • Land Development Applications • Development Permit Applications • Building Permit Applications • Inspection requests • Enforcement and compliance requests • Inquiries (e.g. 311 tickets) • Appeals 	<p>Mostly User Fees, Fines & Permits, and Reserves, with \$7,390 of Tax Levy Funding.</p>

Development Services Tax Levy Funding

Planning Coordination & Operations	Zoning Bylaw Implementation, Policy and Regulation Development and Coordination
Subdivision & Development Coordination	Servicing Agreements - Enforcement and Caveat Discharges, Naming Committee as per Policy C610A.
Development Approvals & Inspections	Business Licensing, Development Compliance & Lot Grading Compliance activities, support for Encroachment agreements
Safety Codes Permits & Inspections	Staff time not directly related to ongoing permit activity, including Problem Properties support.



Development Services Capital Expenditures



Capital expenditures fund technology to support and enhance service delivery

Examples:

- Replacing end of life software
- Implementing the new zoning bylaw
- Automating processes
- Enhancing the applicant portal

Integration with Carbon Budget and Climate Adaptation

2023-2026 Carbon Budget Budget. Zoning Bylaw Renewal

- Direct Emissions Impacts - High
- Enabling Emissions Impacts - High



Climate Resilience Planning and Development Action Plan

- Zoning Bylaw Wildfire-Resilience Overlay
- Floodplain protection overlay
- Climate resilient landscaping Zoning Bylaw regulations
- Solar and EV readiness Zoning Bylaw regulations

DS Audit Recommendation Themes

- Current Planning Reserve Audit (April 2018)
- Residential Infill Audit (June 2019)
- Arterial Roadway Assessments Audit (May 2022)
- Safety Codes, Permits and Inspections Audit (October 2022)



Planning and Development Business Model

Fiscal Policy for the Planning and Development Business (C610)

Designed to improve and stabilize service levels through economic volatility.

Purpose:

- Balance shortfalls during downturns
- Maintain consistent service levels
- Fund operating and capital investments that increase productivity or support improvement

TARGET BALANCE

75%

OF OPERATING
EXPENSES

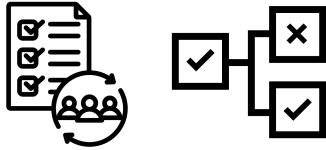
MINIMUM BALANCE

30%

OF OPERATING
EXPENSES

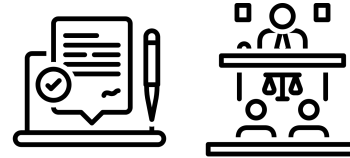
Scope of the Planning and Development Business

FUNDED



- Review
- Approval
- Inspections
- Compliance service related to development applications
- Indirect costs of the above, e.g. technology, building lease costs

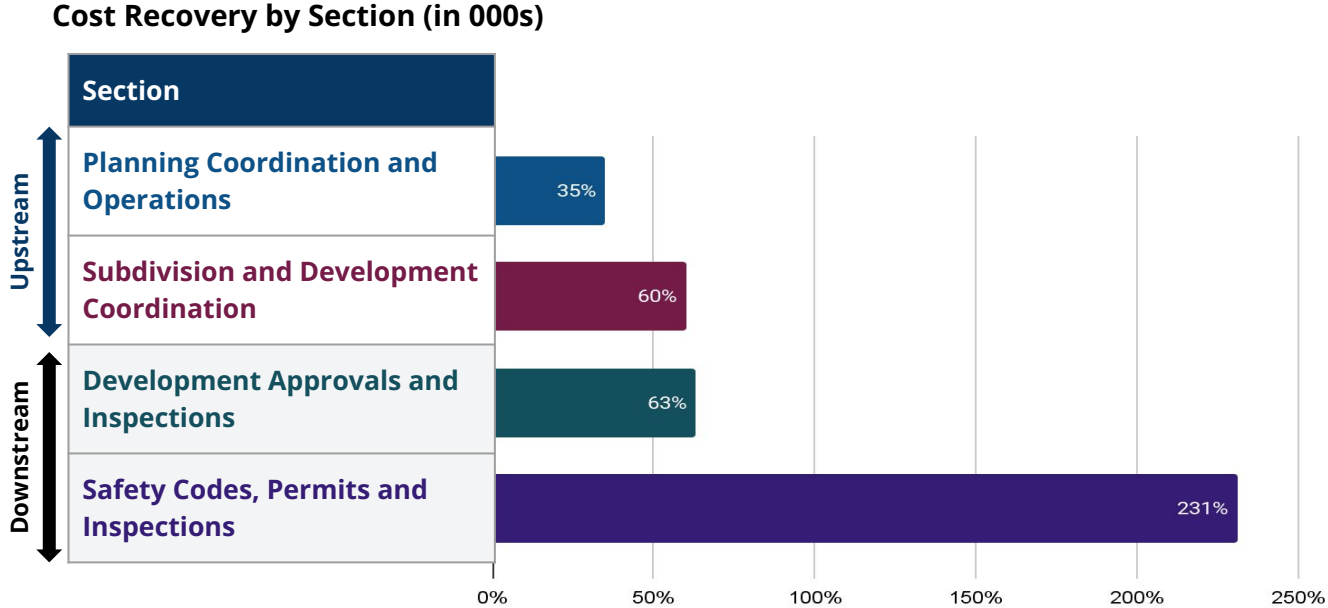
NOT FUNDED



- Policy development
- Regulation setting
- Appeals
- Licensing
- Compliance and other services unrelated to development applications

2024 PDBM Cost Recovery Analysis

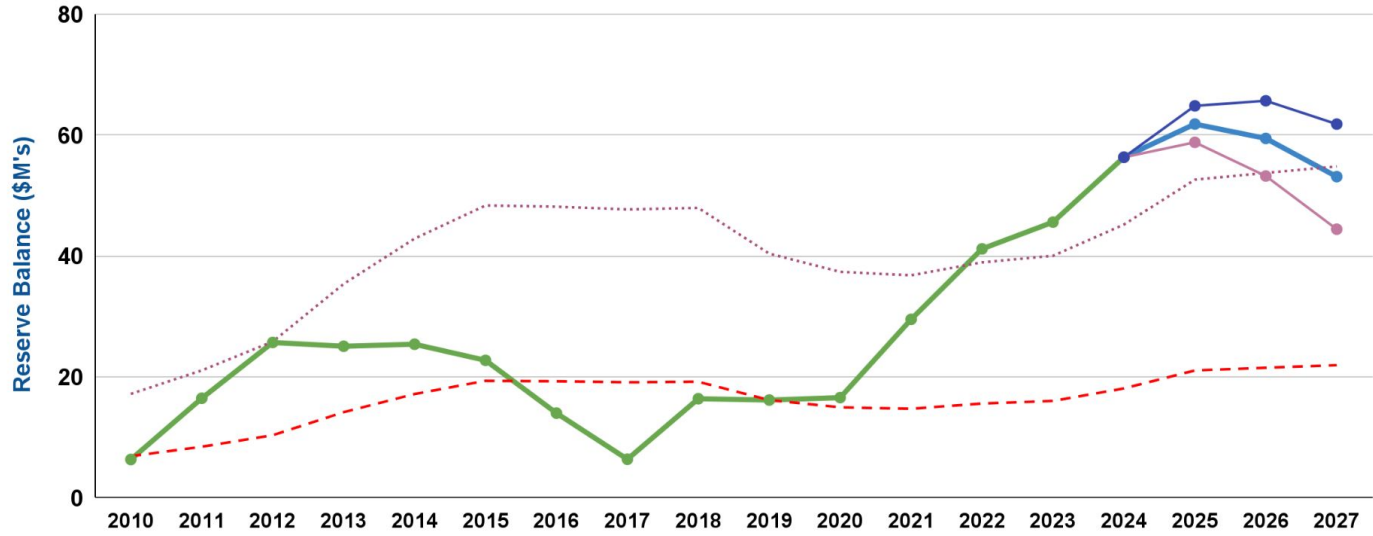
The PDBM realized a 123% cost recovery overall



** Results exclude tax levy funded expenses and licensing services (Business Licensing - 100% recovery and Vehicle For Hire - 199% recovery) expenses and revenues*

PDBM Health (Reserve Balance)

● Reserve Balance ● Forecasted Reserve Balance - - Minimum balance - - - Target balance ● Low Case Forecast ● High Case Forecast



The PDBM Reserve is expected to return to the target balance in 2027

Development Services' Programs

**Planning Coordination
and Operations**

**Subdivision and
Development
Coordination**

**Development Approvals
and Inspections**

**Safety Codes, Permits and
Inspections**

Enterprise Performance Measures: Development Services

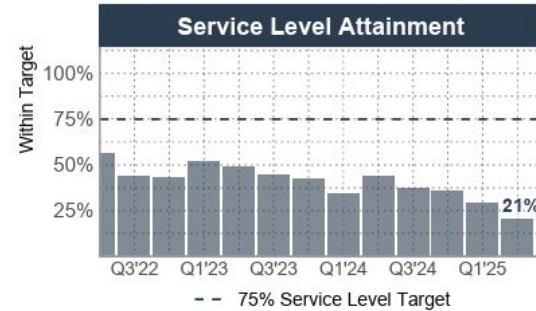
	2022 Actual	2023 Actual	2024 Actual	2026 Target	2023-2026 Desired Trend
Land Development Service Targets*	75%	64%	63%	75%	↗
Permit and Licence Service Targets**	86%	88%	83%	75%	↗
Customer Satisfaction for Permit and Inspection Services	85.4%	89.6%	87%	75%	↗

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

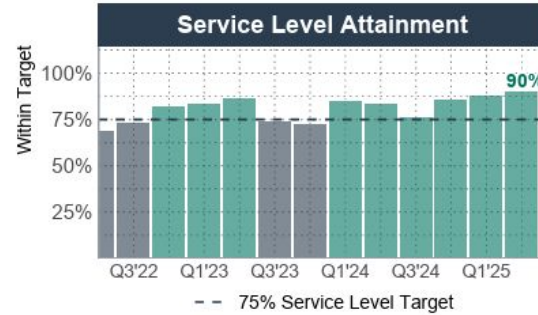
** Permit and Licence Service Targets include all Development and Building Permits, and Business Licenses

Select service levels

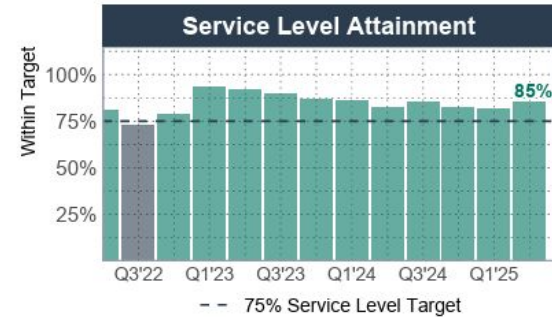
Small Scale Residential Infill Development Permits



Commercial-Based Business Licences

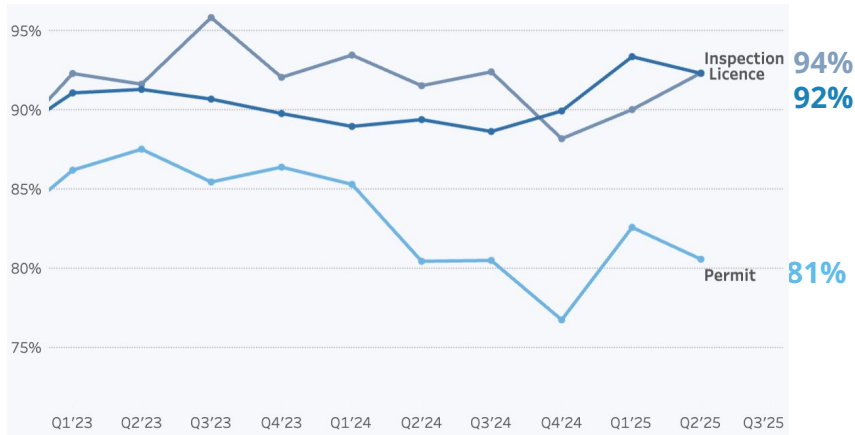


Simple Home Improvement Projects



Customer Satisfaction

CSAT Scores



5 days ago 2

Very happy with the online service it's fast and easy to follow.

2 days ago 2

Honestly the city of edmonton inspectors are great at what they do and not only do they educate the builders when there is an infraction they are just good people not like inspectors group

2 days ago 1

The development officer was very helpful and we are very satisfied with all of the help we received from them. We would like to note that Transportations requirements were in conflict with other City bylaws and policies, this caused a number of delays in the whole process. (Alley right of way vs Recessed doors & Entrapment locations for a Safe urban environment)

5 days ago 2

bad timelines on final building inspections. need next day inspections

2025 YTD Survey Results

Overall CSAT Score

88%

81% were satisfied with the *permit* service

92% were satisfied with the business *licensing* service

94% were satisfied with the *inspection* service



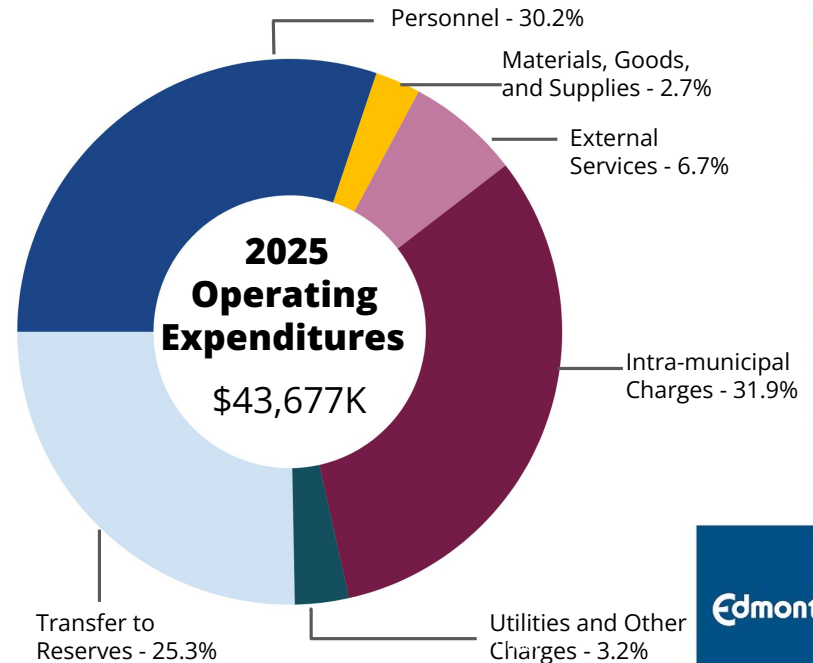
Planning Coordination and Operations - 80.6 FTEs

Overview

Evaluates, conducts engagement, and advances recommendations to City Council on land use applications. Maintenance, review and renewal of the Zoning Bylaw. Provides customized service and a single point of contact to facilitate and project manage complex land, development and building projects.

Examples of services:

- Rezonings
- Amendments to area structure plans, area redevelopment plans, and district plans
- Road closures



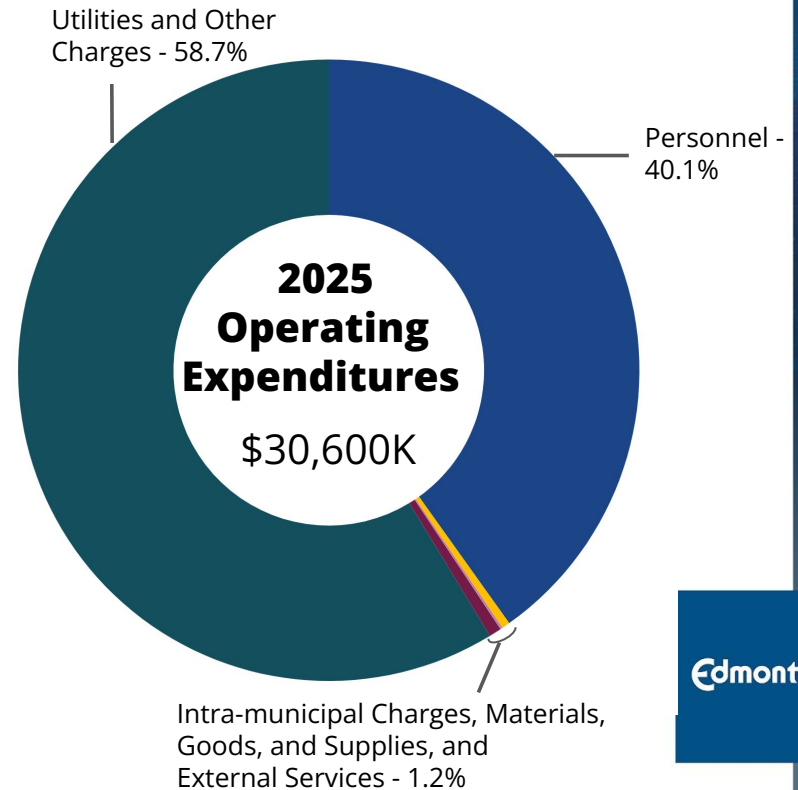
Subdivision and Development Coordination - 100.0 FTEs

Overview

Evaluates and approves subdivision applications, prepares and administers servicing agreements between developers and the City, design reviews and inspects the construction of infrastructure to support new development and municipal improvements such as storm and sanitary sewers, roads, sidewalks, power, street lighting, and landscaping. Includes naming and addressing.

Examples of services:

- Subdivision approval
- Endorsement of new lots
- Engineering drawing review and servicing agreements
- Transportation and Landscaping inspection



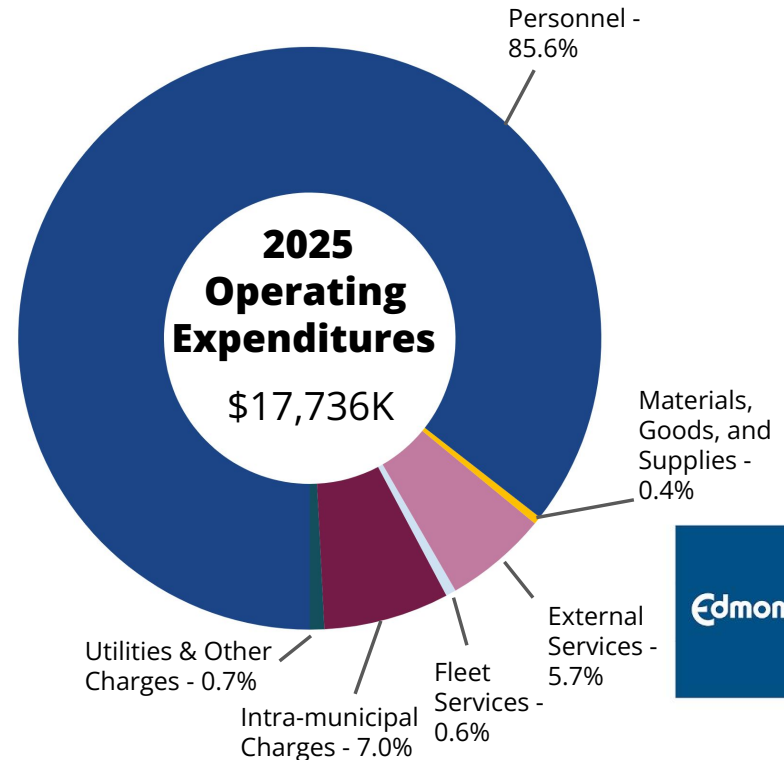
Development Approvals and Inspections - 124.0 FTEs

Overview:

Evaluates and makes decisions on development permits, lot grading, and landscaping in alignment with the Zoning Bylaw. Conducts proactive development inspections to ensure compliance with approved permits, complaints-based inspections for zoning infractions, and enforcement activities. Administers Business Licence Bylaw and Vehicle for Hire Bylaw, including issuing licences to businesses and advancing policy and bylaw changes.

Examples of services:

- Development permit approvals
- Development inspections and compliance
- Business Licence Bylaw and Vehicle for Hire Bylaw administration



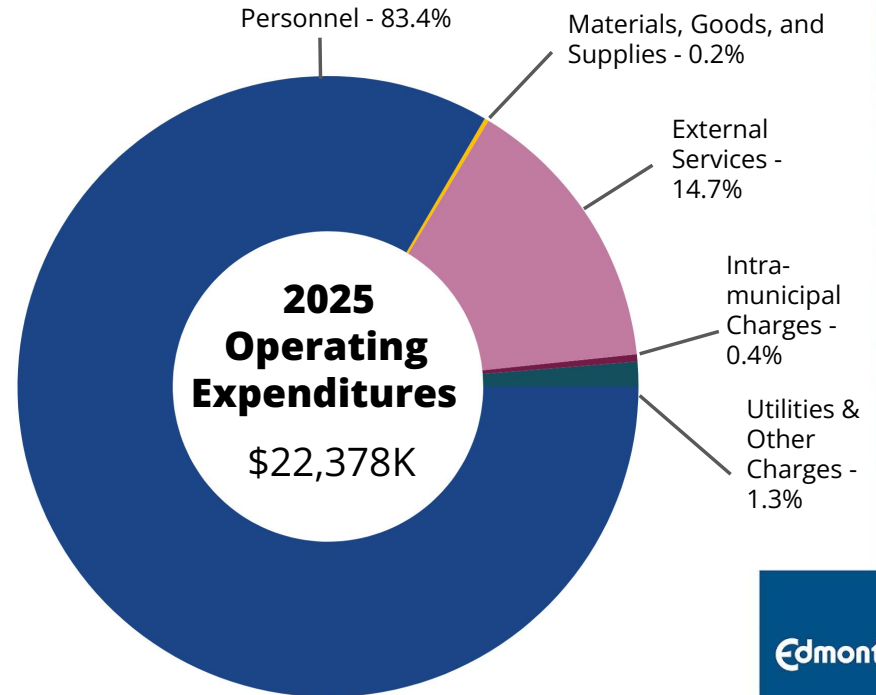
Safety Codes, Permits and Inspections - 147.0 FTEs

Overview:

Provides safety oversight to all development and building practices through building permit review and approval, inspections, and enforcement to ensure compliance with the National Building Code - Alberta Edition and associated codes and standards.

Examples of services:

- Building permit approvals
- Safety Codes inspections
- Infill compliance and enforcement



Benchmarking and trending

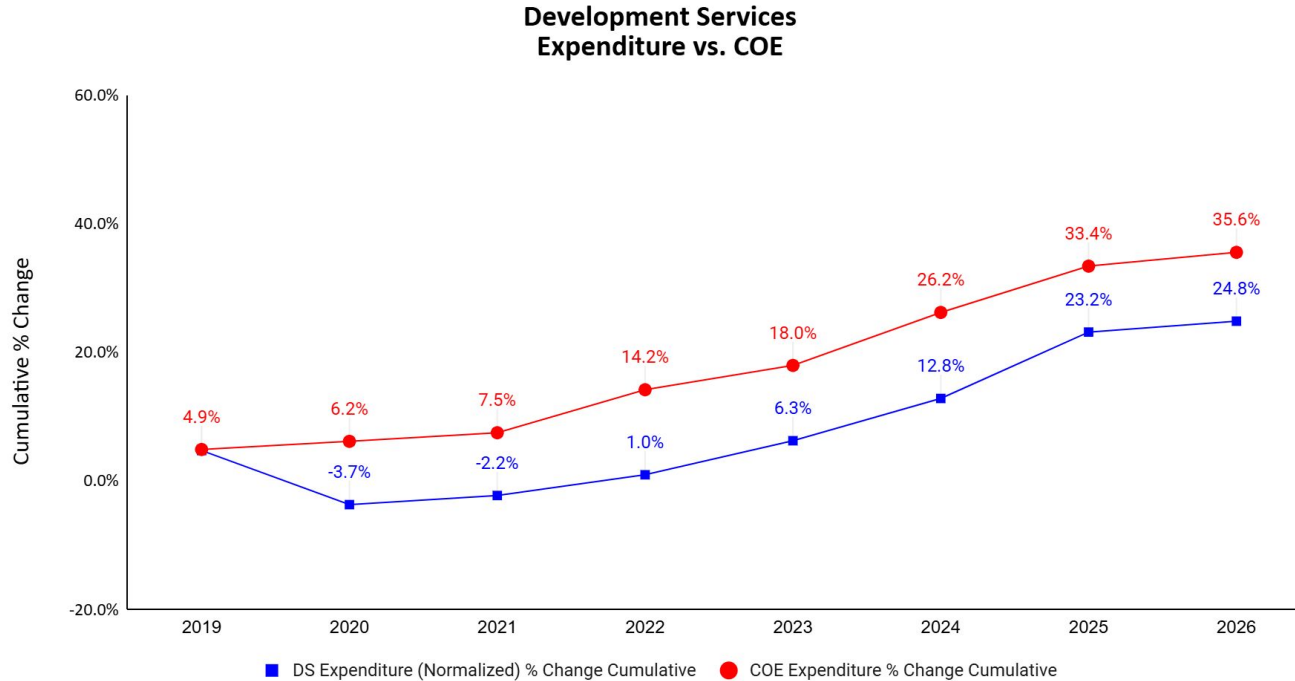
Benchmarking

Residential approvals

	Municipal Fees		Approval Timelines		Planning Features		Overall Index	Overall
Municipality	Total Value Per Unit (\$)	Rank (Lowest to Highest)	Average Timelines (Months)	Rank (Lowest to Highest)	Score (%)	Rank (Highest to Lowest)	Weighted Average	Rank (Lowest to Highest)
Edmonton	22,680	8	3	4	0.8	5	1.26	1
Halifax	14,008	6	10	13	0.9	1	1.26	2
London	33,930	9	5	7	0.8	5	1.14	3
Regina	15,476	7	3	3	0.6	14	1.12	4
Calgary	50,286	11	4	6	0.8	5	1.01	5
...								
Vancouver	118,935	21	8	11	0.7	10	0.21	17
Brampton	108,222	18	14	16	0.8	9	0.16	18
Hamilton	64,546	14	31	23	0.7	10	0.04	19
Pickering	109,951	19	17	19	0.7	13	-0.01	20
Toronto	138,157	22	25	22	0.9	3	-0.22	21
Markham	160,013	23	23	20	0.9	2	-0.32	22
Bradford West Gwillimbury	102,700	17	24	21	0.4	19	-0.41	23

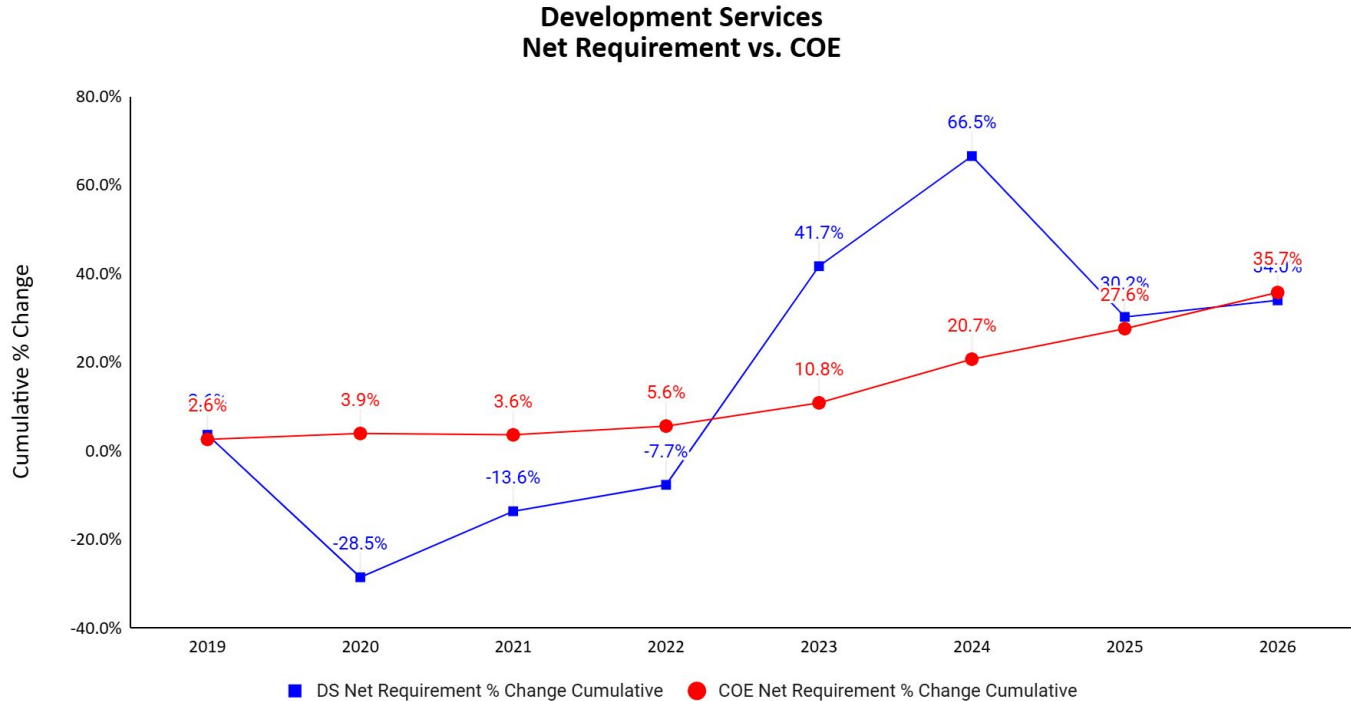
Budget Trend - Branch versus Corporate

(Cumulative Change - Expenditures)



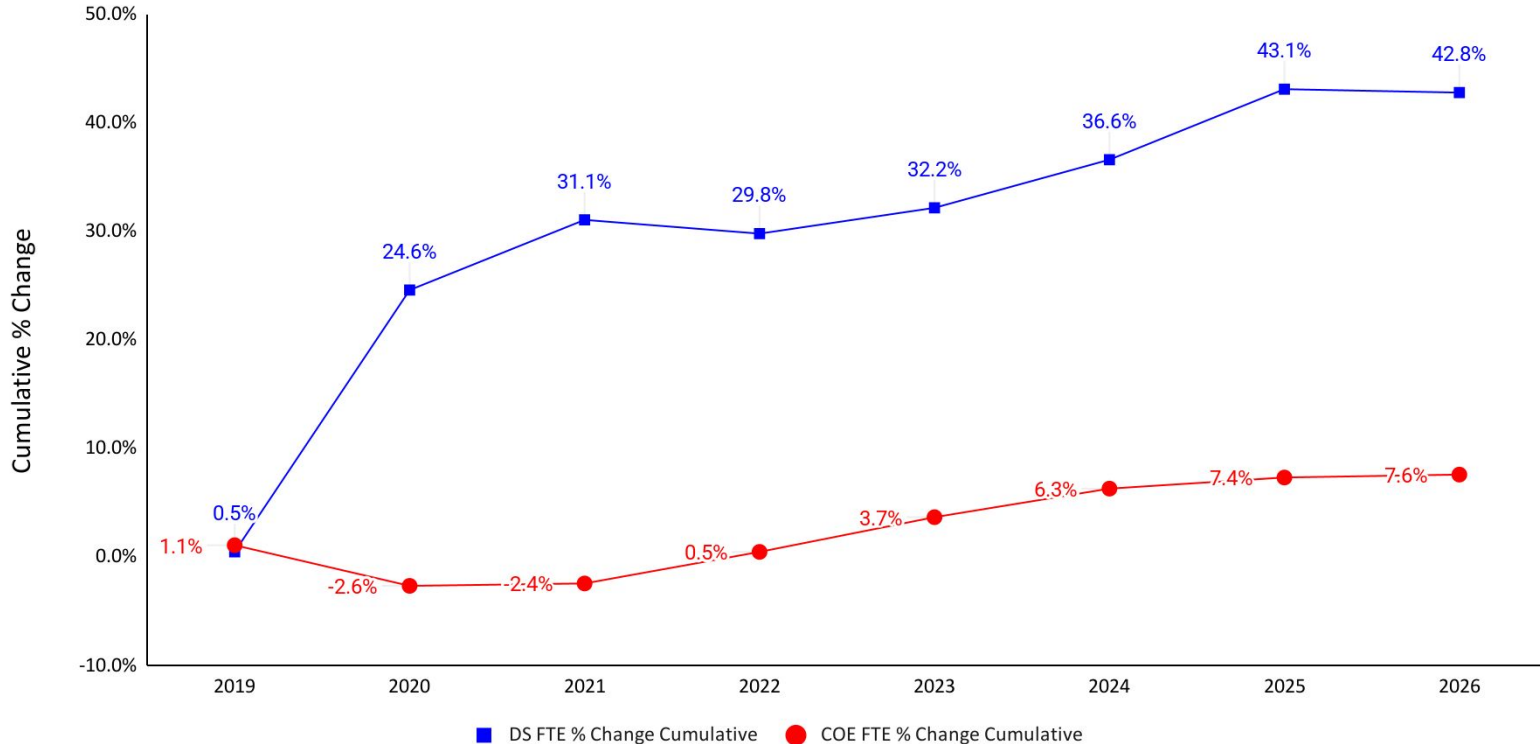
Budget Trend - Branch versus Corporate

(Cumulative Change - Net Requirement)



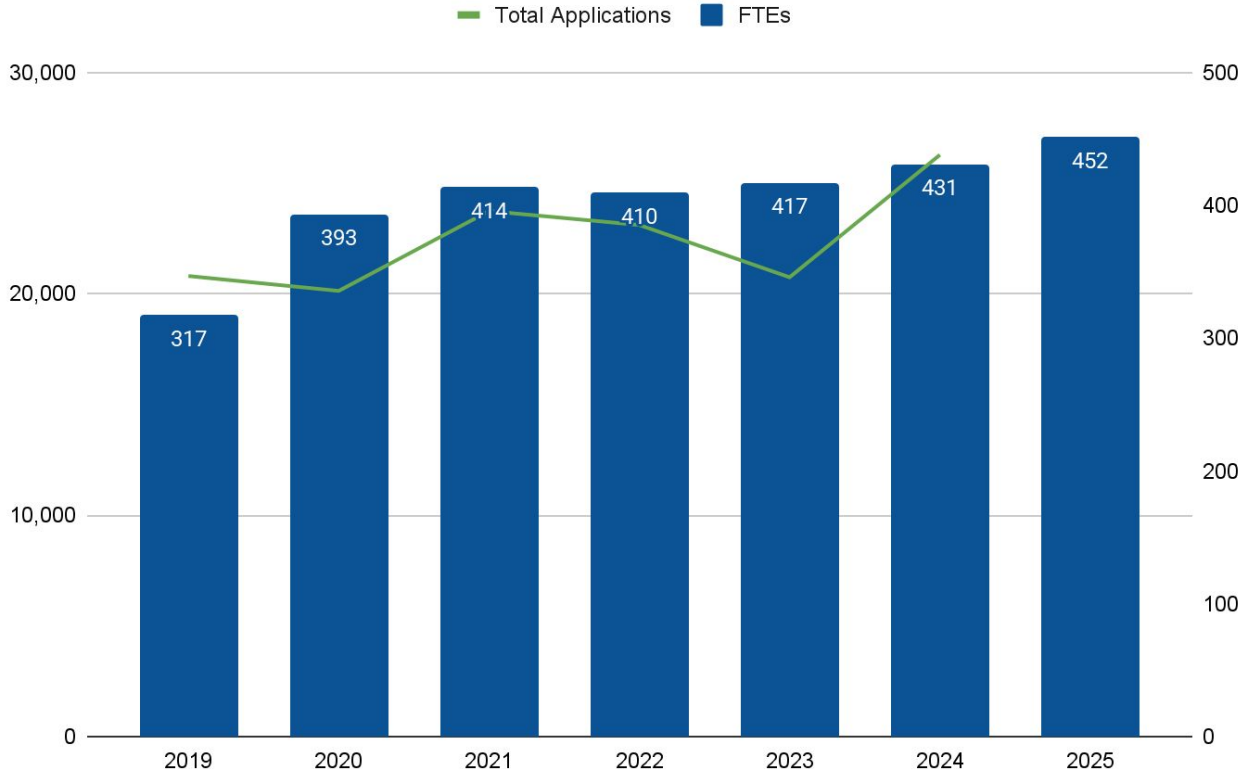
Budget FTE Trend - Branch versus Corporate

(Cumulative change)



Development Services

FTEs vs. Application Volumes



Continuous Improvement

Highlights: finding efficiencies



Process Improvement	Description	Results
Amendments to Business Licence Bylaw 20002	Modernizing the Fire Safety Inspection Process for New Business Licences	Licences issued <i>12 days faster</i> at no additional operating cost or effort
Artificial Intelligence in Safety Codes Inspections	Leveraging a predictive AI model for HVAC and Plumbing and Gas inspections	Saves an estimated <i>\$63,900 of inspection time</i> annually
Auto-Review Permits	Automating low density Development Permits	Saves an estimated <i>\$140,977 of application review time</i> annually

Highlight: reducing the Tax Levy budget

Beginning in 2025, the PDBM began funding enforcement services through user fees. This resulted in an overall reduction to the net tax levy requirement of

\$1.2 million annually

while adding 2 FTEs to enhance enforcement and compliance



Changes were reflected in the November 13, 2024, Financial and Corporate Services report FCS02529, Fall 2024 Supplemental Operating Budget Adjustment - 2023-2026 Operating Budget.

Focus for 2026: Taking Care of Business(es)

Improving our permit and licensing services for small businesses supports Edmonton's prosperity.



Business Owners



Contractors



Skilled Professionals

- Simplification by design
- Experience should be predictable, user friendly and easy to navigate
- Services should consider the wide range of user needs

Thank you
Questions?

The logo for the city of Edmonton, featuring the word "Edmonton" in white text on a blue square background. The background of the slide is a dark blue gradient with a faint, semi-transparent image of a modern architectural structure, possibly a stadium or arena, with a curved roof and glass panels.

Edmonton