

Supplemental Information Package

Development Services

Corporate Outcomes:

- Land Development - Edmonton is developed to support growth and social, cultural, economic and environmental well-being.
- Economic Development - Edmonton has a diverse and prosperous economy that thrives locally and globally.
- Strategy and Business - The City of Edmonton's corporate processes are robust and helpful for integrated service delivery.

The Development Services branch **implements strategic growth** and advances Edmonton’s vision to be a healthy, urban and climate-resilient city of two million people. Through effective land use planning, permitting and licensing, Development Services shapes Edmonton’s urban form, transportation network, livability, environment and economy.

The branch **provides core services to facilitate new development**, including new plans and plan amendments, rezonings, subdivisions, development agreements, development and building permits and inspections, and licensing. Through these services, Development Services provides accessible, innovative and excellent customer service. The Client Liaison Unit offers customized service and a single point of contact for external stakeholders and internal staff to facilitate and project manage complex land, development and building projects through the full planning and permitting continuum.

Efficient and effective permit, license and regulatory processes reduce wait times, encourage private investment in Edmonton and provide equitable access to City services. People want and need reliable and positive experiences when accessing services from the City. Development Services **embraces new and innovative approaches to service delivery** to meet customers' expectations and remain a leader in the nation.

