

Impacts and Benefits of Urban Form Business Transformation



**Risk & Analytics**

2,000 simple inspections were not required through the Footing & Foundation Program freeing up Building Safety Codes Inspectors to focus on more complex inspections.

The innovative use of a predictive model will remove 1,300 plumbing and HVAC inspections allowing those inspectors knowledge to be applied to more complex inspections

**Financial Review**

Policy C610 - Fiscal Policy for the Planning and Development Business was adopted by City Council November 27, 2018

**Customer Journey & Engagement**

*"Edmonton's Urban Form Business Transformation project is a good example of working to improve processes"*  
CHBA Infill Strategy 2019

*"From what we have seen, it has been worth the effort. Thanks to your group for engaging us and more importantly listening."*  
Customer: John Byrne, IBIGroup

**Process Improvements**

By allowing zero lot line houses and secondary suites in the Expedited Development Permit Program, **26%** more applications were accepted into the program

The number of builders participating in the expedited development permit program increased by **59%**

Setting target timelines for rezoning and subdivision applications provides customers and the City a shared goal for applications submitted in 2020

Subdivision Target Timeline  
Within 2020 an average of **100 days** to issue a conditional approval letter for a complete major subdivision application. This is **half** of the current timeline

Rezoning Target Timeline  
Move from an average of 160 days for all rezoning applications to **90 days** (non-complex) or **160 days** (complex) within 2020. Measured from complete submission to public hearing.

**Technology Enhancements**

Online submission of Home Improvement Permits is trending up each quarter with **46%** submitted online in the third quarter of 2019

The current average time to process a major endorsement application is **19 days**, down from 25 days in 2018 and with a target of 18 days in 2020

**Enabling Staff**

**Knowledge Library** provides clear information on planning and development services at staffs finger tips supporting customer service

Supporting staff to adapt and adopt improvements by providing **training** and **job tools** prior to improvements