

Permit and Licence Services for Business - Current Timelines

Permit and Licence Services includes:

- The **Development Permit** process to ensure that a piece of land is developed and allowed to be used in accordance with the zoning bylaw.
- The **Building Permit** process to ensure that buildings constructed in Edmonton are safe for occupants and conform to the Building Code.
- A **Business Licence** to certify that a business is legitimate and complies with the Business Licence Bylaw. The business licence process ensures that a business has both a Development Permit and Building Permit prior to operating and connects the business to other regulatory requirements.

The data shared is a 2-year snapshot (2018 and 2019) to provide context to the timelines and volumes of permits and licences that **play a role in business development** in Edmonton. Year to date for 2020 was not included given the impacts of COVID-19.

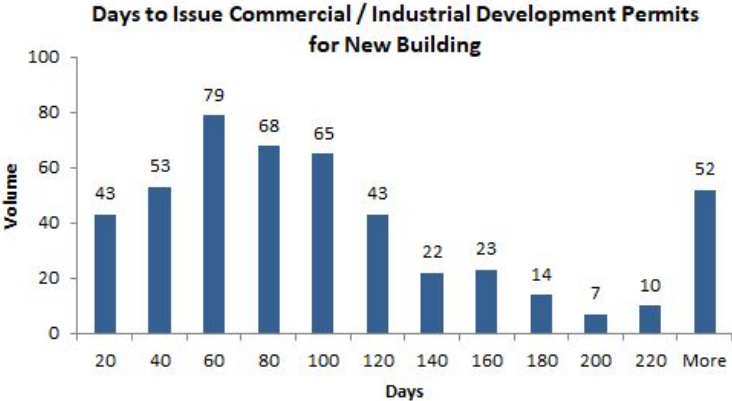
Timelines

Complete Application Impacts

The quality and completeness of an application impacts the time it takes to process. Complete applications, which include all required information, are typically in the fastest 25 percent, in terms of days to issue.

Commercial/Industrial Development Permits for New Buildings and Additions

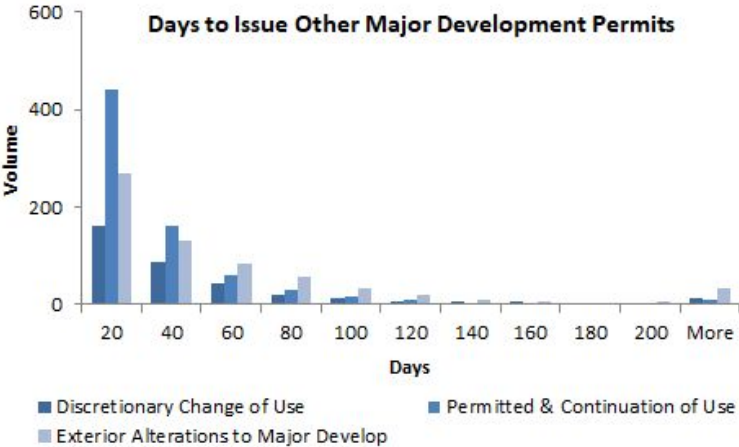
These projects have longer timelines because they are more complex and often require circulation to other agencies for review.



Other Commercial/Industrial Development Permits

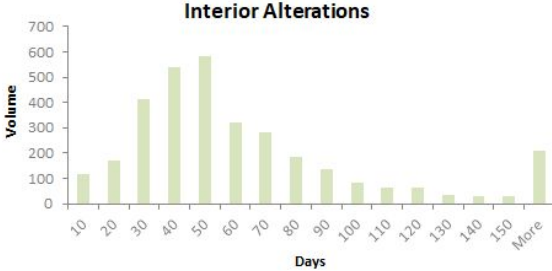
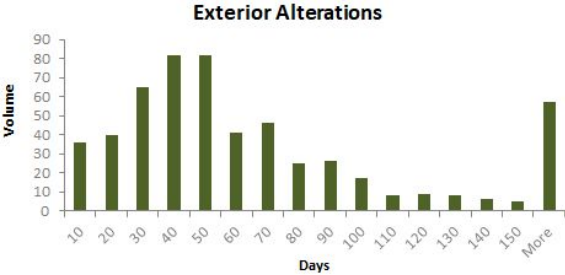
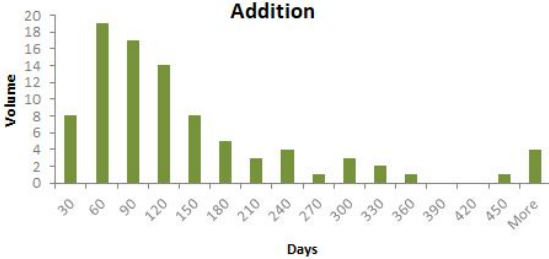
These projects include Change of Use (when a type of business wants to operate from a space that was previously occupied by a different type of business, they need a change of use development permit) and Exterior Alterations. These

projects are smaller in scale and only require circulation to other departments and agencies in certain circumstances.



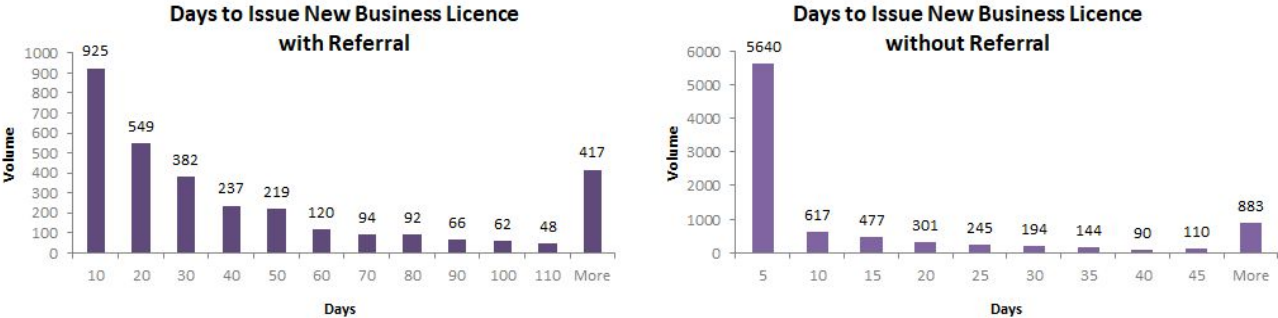
Building Permits

Building Permits are issued for new buildings, additions to existing buildings, exterior alterations and interior alterations. Often, several building permits will be issued for a single building. If a builder constructs a new building with five tenants it is typical for there to be one new building permit followed by five interior alteration building permits. An interior alteration building permit typically follows a change of use development permit.



Business Licences

The majority of business licence applications are processed in 10 days or less. The permit clearance process within a business license confirms that appropriate development and building permits are in place, or if they are required. When permits are required, the business licence application will be on hold until the permits are granted. Referrals to other agencies (eg. Fire Rescue Service, Edmonton Police Service, Alberta Health Services) require additional time and take place with specific business types such as restaurants, bars, pawnshops, or body rub parlours.



Note: Applications in the “more” column in the above charts have long timelines for many reasons such as the customer requested to put it on hold, the application involved complexity that required negotiation between the City and customer, or poor data due to human error.

Summary

The table below provides a summary of permit and licence timelines.

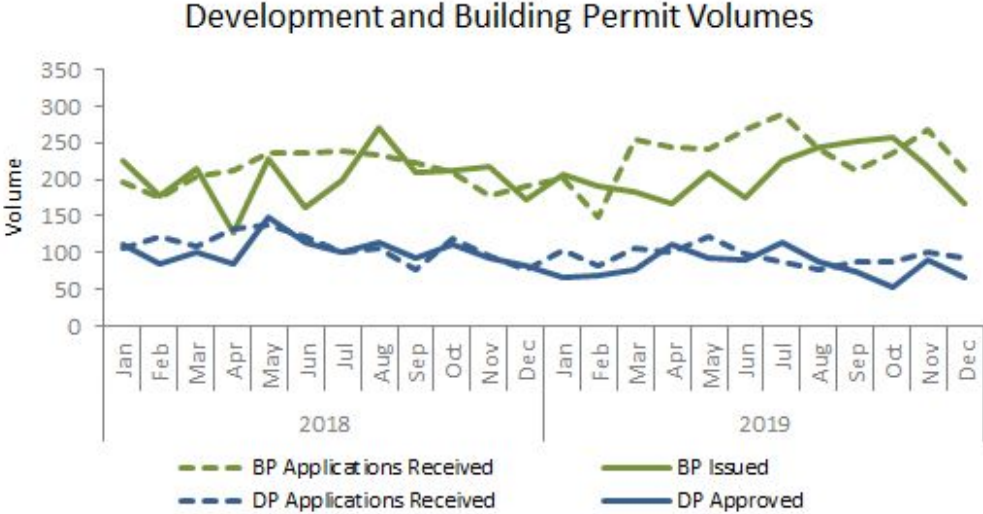
	25% of all applications are issued within X days	50% of applications are issued within X days (median)	75% of applications are issued within X days
Development Permits			
	Number of Days		
New Commercial/Industrial Building and Additions	47	80	129
Discretionary Change of Use	10	24	49
Permitted & Continuation Change of Use	1	13	33
Exterior Alterations	11	28	62
Building Permits			
	Number of Days		
New Buildings	31	83	161
Additions	52	91	167

Exterior Alterations	30	47	77
Interior Alterations	33	47	71
Business Licences			
	Number of Days		
Business Licences w/ Referrals	8	23	57
Business Licences w/o Referrals	0 - same day	0 - same day	14

Volumes

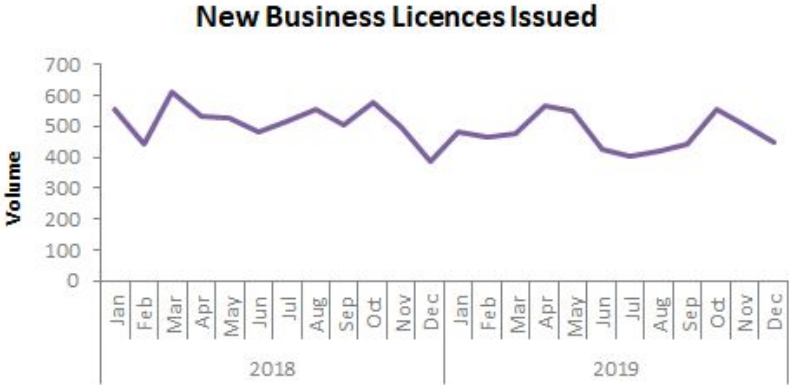
Development Permit Volume & Building Permit Volume

Development permits and building permits have seasonal trends. Volume tends to be higher in the spring and summer months and lower in the colder months for new construction. The volume of permits issued lags behind the volume of applications received.



Business Licence Volume

Business licencing volume tends to dip in the summer and winter and get busier in the spring and fall. Getting a business licence is the last step in the process and it may be lagging the busy development and building permit season in the warmer months.



Effects of Regulation Change

Changes to regulations can impact permit volumes. Reducing regulations can permanently reduce permit volumes. The introduction of new regulations can cause volume spikes as people rush to submit their applications before the new regulations take effect. Below are two examples where regulation had an effect on volume:

- In November 2018 the requirement for a development permit was removed for basic change of use applications. Permitted and continuation of use development permits dropped by 40% the following year.

Major Development Permit Type	2018	2019	% Change
Commercial , Ind, etc. Major Project	255	282	11%
Discretionary Change of Use	227	200	-12%
Permitted & Continuation of Use	489	292	-40%
Exterior Alterations to Major Develop	335	371	11%

- A building code change on December 1, 2019 caused new building permit applications to spike in November 2019. Contractors rushed to submit their permit applications before the deadline in order to have them reviewed under the previous code.

Work Type	2019 Building Permit Applications Received											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
New Buildings	18	24	30	33	27	55	40	32	30	32	69	19