

Summary of longer-term cost reduction actions

In addition to the steps discussed in the report, other work is planned over the next few years which will reduce Planning and Development costs and improve the delivery of services. The work will also support the goal of reaching the minimum target of 30 percent of annual operating expenditures as outlined in the Planning and Development Business Model Policy.

Implementation and revision of Policy C610 (Fiscal Policy for Planning and Development Business)

Planning and Development Reserve costs will be reviewed to ensure all elements of overhead reductions have been implemented according to the policy. A review of other municipalities' planning and development reserve policies, along with the sustainability of their reserves, will inform potential future policy revisions. These changes are expected to take effect in 2022.

Zoning Bylaw Renewal Initiative

The Zoning Bylaw Renewal Initiative is a comprehensive overhaul of Edmonton's current Zoning Bylaw that includes rethinking how, what and why the City regulates in terms of zoning and land development. The quality of the Zoning Bylaw has a direct impact on the efficiency of our development permitting and inspection services. The new Zoning Bylaw will create a modern regulatory environment that focuses on simplifying and streamlining requirements and supports efficient service delivery. This work will help enable all people, places and businesses to thrive and prosper. The project is expected to be completed in 2022.

Exploration of additional cost reduction actions such as reduced consumption of office and other corporate services

Reserve related expenses for such things as downtown office space and technology should decrease given the quicker than expected transition to online service delivery, lower service demands, process and automation improvements and the transition to work from home strategies, resulting in lower rental costs as part of the next budget cycle

Service Improvement Work

The current improvements build on the success of the Urban Business Transformation project completed in 2019 (Attachment 6). The improvements focus on applying a risk-based and data-driven approach to meet service expectations.

Administration continues to focus on improving the reliability, efficiency and effectiveness of services. Report CR 7581 Reductions to Small Business Regulations, presented to the Executive Committee on October 26, 2020, provides more information on improvement work completed and underway.

Setting Service Levels

The service level project will identify and communicate timeline targets for planning and development services. Service levels will reflect the City's fiscal realities, support reliable service, and link to service delivery improvements. Clear, well-communicated service levels will give stakeholders, industry and Council a better understanding and expectations of services and timelines.