

2019 Data Analysis

Summary

The 2019 construction year reflected a decrease of approximately 22 percent in resident complaints for infill development compared to 2018. This was accompanied by a decrease in formal enforcement action of approximately 30 percent by the Infill Compliance Team members compared to 2018. While there was a slight increase in overall inspections of almost 13 percent, this was likely attributed to the increase in proactive inspections for Development Permit Notice Signs by Development Compliance Officers and follow-up inspections by the entire team. Note that Safety Codes and Lot Grading Data for the 2019 inspection year has been included in this attachment for comparison purposes.

Table 1 - Comparison of Team Actions in 2018 vs 2019			
Inspection Type	2018	2019*	Change in Percent
Resident Complaints <i>Infill related complaints received from citizens via 311, transferred from other City departments, and Councillors' inquiries</i>	1240	963	-22.3%
Proactive Inspections <i>Derived from Development Permit Inspections, proactive inspections initiated by Peace Officers while on community patrol, "Site Meetings" by Lot Grading Inspectors and proactive inspections of Development Permit Notice Signs by Development Compliance Officers</i>	538	781	45.2%**
Follow Up <i>Infill related investigations required re-inspections to confirm compliance</i>	542	873	61.1%
Total Inspections	2320	2617	+12.8%
Enforcement Action			
Violation Notice/Notice to Comply <i>Written and Verbal Warnings given by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	1,152	575	-50.1%
Tickets <i>Tickets issued by Development Compliance Officers, Development Permit Inspectors, Lot Grading Inspectors and Peace Officers for violations found on an Infill property</i>	442	455	+2.9%
Municipal Government Act Orders <i>Issued by Development Compliance Officers and Development Permit Inspectors to stop or correct a development that is not in accordance with a Development Permit or Edmonton Zoning Bylaw 12800.</i>	11	12	+9.1%
Safety Codes Act Orders <i>Issued by Safety Codes Officers construction that is not in accordance with a Building Permit or Safety Codes Act</i>	N/A	90	N/A
Total Actions	1605	1134	-29.5%

*Note: Inspection and enforcement data for 2019 include the Safety Codes and Lot Grading Teams

**Note: If Development Permit Notice Sign inspections are omitted, proactive inspections declined slightly by 4.8%

Analysis of Infill Compliance Team Activity

In 2019, the Infill Compliance Team conducted 963 inspections related to resident complaints for infill construction. For the fourth consecutive year, the highest volume of complaints are associated with construction practices and infractions under the jurisdiction of Community Standards Peace Officers. Of the 963 resident complaints, 599 are under the jurisdiction of Community Standards Peace Officers and represent over 62 percent of all complaints received. Similarly, of the 455 tickets issued for infill infractions in 2019, 439 or 96 percent of all tickets issued were associated with construction practices and infractions under the jurisdiction of Community Standards Peace Officers. Enforcement in the form of written notices decreased in 2019 for the overall team, however other enforcement actions remained consistent with values in 2018.

The Infill Compliance Team received fewer resident complaints in 2019, and generally witnessed more compliance on site during inspections. Fewer complaints and generally improved responsiveness to complaints contributed to the reduction in formal enforcement actions in 2019.

Table 2 - Comparison of Most Common Infractions in 2019					
Infraction Type	2018		2019		Change in Tickets Issued from 2018
	Number of Tickets Issued	Percentage of Total Tickets Issued	Number of Tickets Issued	Percentage of Total Tickets Issued	
Occupy Road Right of Way	68	15.8%	87	19.8%	+27.9%
Obstruct Highway	56	13.0%	39	8.9%	-30.4%
Material on Sidewalk or Roadway	42	9.7%	37	8.4%	-11.9%
Display sign on highway	9	2.1%	31	7.1%	+244.4%
Drive motor vehicle across physical barrier on highway	0	0.0%	19	4.3%	N/A

Analysis of Most Common Infractions

In 2019, for the fourth consecutive year, the most common infractions were related to inspections undertaken by Peace Officers. As in years past, the most common infraction type was related to occupying the road right of way in contravention of the Traffic Bylaw No. 5590. Changes to the On-Street

Construction and Maintenance (OSCAM) permitting process in 2019 included the new addition of a \$25 per day fee. While the Infill Compliance team utilized more formal enforcement actions, including the use of tickets to incentivise builders to obtain the necessary permits during construction, the increase in enforcement action for occupying the road right of way may not be fully attributed to the OSCAM permit changes. Further data analysis will need to be undertaken to carefully consider the fee changes and the impact on permit compliance over the coming years.

In 2019, there was a notable increase in the erection of illegal signs on city boulevards and right of ways, often advertising services and businesses. Due to the potential distraction to drivers and impediments of sight lines, formal enforcement through tickets in advance of warnings were often utilized to mitigate the negative impacts of these signs. It is important to note that not all signs were adjacent to infill sites, but may have been observed through proactive inspections by Peace Officers while patrolling infill neighbourhoods.

Opportunities and Challenges

To enable Peace Officers to respond to complaints in a more timely manner, Administration revised Peace Officer deployment approach from a four day per week model to a seven day per week model. This change enabled Peace Officers to respond to complaints sooner, resulting in an average response time of four days in 2019 from approximately eight days in 2018. The improved response time may have contributed to fewer complaints for the same issue being catalogued.

In 2019, Administration heard from community members about the importance of providing an integrated enforcement approach to infill construction and publicly sharing infill enforcement data. As a result, Administration has included within the 2019 Infill Compliance Team report available enforcement data for the Safety Codes and Lot Grading teams as it relates to infill development, which was not included in previous reporting. This information may be found in Attachment 2 - 2019 Infill Compliance Team Inspection Results.

Moving forward, Administration is developing an online and publicly available data dashboard that will illustrate the progress of the Infill Compliance Team on a live basis. Please see Attachment 5 - Infill Compliance Team Data Dashboard for more information.

Residential infill will continue to play an increasingly important role in how Edmonton manages growth to provide diverse housing options for our current and future residents. Increased education and collaboration with community and industry, accompanied by an integrated enforcement approach will be critical to welcoming infill construction in a respectful way in our developed communities.

