

Infill Compliance Team Annual Report 2020

Recommendations

That Administration cease the annual reporting on the Infill Compliance Team initiative, with updates provided to Council by memo, as necessary.

Previous Council/Committee Action

At the April 5, 2017, Urban Planning Committee meeting, the following motion was passed:

That Administration provide dedicated administrative clerical support as generally referenced in the April 5, 2017, Sustainable Development report CR_3569 and provide an annual progress report in First Quarter 2018.

At the April 23, 2019, Urban Planning Committee meeting, the following motion was passed:

2. That for the 2020 Infill Compliance Team Annual report to Urban Planning Committee, Administration:
 - Consult with stakeholders for input on infill construction practices.
 - Work with stakeholders to explore their suggestions in response to the April 23, 2019, Urban Form and Corporate Strategic Development report CR_6140, and provide a memo to Council in November 2019 with a progress update.
 - Explore options to introduce an excavation inspection and approval progress on infill projects.

At the September 14/15/16, 2020, City Council Public Hearing, the following motion was passed:

That Administration include, in the 2020 Infill Compliance Team Annual Report to Urban Planning Committee, an update on residential compliance and reporting measures, exploring options related to policy, procedures and practices to support infill compliance.

Executive Summary

Infill development continues to be important in providing diverse housing choices to Edmontonians, supporting the Urban Places strategic goal of *ConnectEdmonton*.

Furthermore, *The City Plan* identifies infill development as being critical to welcoming more people and homes into Edmonton.

Administration's Infill Compliance Team (the Team) is dedicated to working with builders to ensure infill is implemented in a way that makes Edmonton a safe and attractive place to live. Administration does this through many tools, including: regulations; builder and community education and outreach; complaint-led inspections; and proactively monitoring infill construction sites (i.e. scheduled permit inspections, impromptu inspections, etc.).

This report provides an annual update on the work of the Infill Compliance Team, including its enforcement approach, inspection results, and common infraction types observed in 2019. It also responds to part two of the April 23, 2019, Urban Planning Committee motion, as well as the motion passed at the September 14/15/16, 2020, City Council Public Hearing. At the January 28, 2020, Urban Planning Committee, Administration brought forward Urban Form and Corporate Strategic Development report CR_7180 Infill Builders Permit Process Status: Expedited Infill Pilot, which addressed part one of the April 23, 2019 motion.

Administration is currently developing the Infill Compliance Team Data Dashboard - an online dashboard that will provide Council and the public with routinely updated information about the enforcement activities of the Infill Compliance Team and other infill related data sets.

The collaborative nature of the Team reflects an integrated approach to providing effective and efficient service delivery to Edmontonians. Administration's actions in response to the community stakeholder suggestions (as outlined in Attachment 5 - Community Stakeholder Suggestions, Engagement Feedback and Next Steps) raised at the April 23, 2019, Urban Planning Committee meeting, support the implementation of the *Infill Roadmap 2018* Action 13 - *Monitor and make the necessary improvements to regulate how the City addresses emerging issues related to infill construction.*

Report

As Edmonton continues to grow and welcome more people into Alberta's capital city, it will be important to provide housing choices for people of all ages and stages in life. Inclusive in this consideration are the opportunities for infill development in Edmonton's older neighbourhoods. Infill development reflects new residential home developments that may include single detached housing, semi-detached housing, duplex housing, row housing, secondary suites and garden suites. The Team inspects low-density infill construction sites in the city's core, mature, and established neighbourhoods, and enforces infractions under municipal bylaws and provincial legislation.

Infill inspections are undertaken on both a complaints basis and through proactive measures. Infill compliance activities are supported by the Infill Compliance Team Steering Committee (the Committee), a cross-departmental group. The Committee is tasked with providing strategic oversight and identifying issues or gaps in policy and procedure to mitigate infill development construction impacts in Edmonton.

The Team has evolved to become more integrated and holistic. The Team is composed of Community Standards Peace Officers, Safety Codes Officers, Development Permit Inspectors, Development Compliance Officers and Lot Grading Inspectors. The inclusion of additional enforcement units has improved integration, deployment, communication, data collection and analysis for the team.

When an issue falls outside of the Team's jurisdiction, or if multiple infractions are identified, referrals are made to the appropriate authorities, and where appropriate, multidisciplinary inspections are coordinated. Complaints are prioritized based on public safety, severity, or impacts to surrounding residents. The general types of infill construction concerns and related rules and regulations are outlined in Attachment 1 - Infill Construction Concerns and Enforcement Rules. For further information about the Team's composition and enforcement approach, please see Attachment 2 - Infill Compliance Team Composition and Enforcement Approach.

2019 Inspection Results

As compared to 2018, the 2019 data demonstrates a 53 percent decrease in written warnings and an approximately three percent increase in tickets issued as reflected in enforcement data in Attachment 3 - 2019 Inspection Results. This overall decrease in enforcement reflects the 22 percent decrease in complaints from residents and the completion of approximately nine percent fewer inspections than the previous year, as noted in Attachment 4 - 2019 Data Analysis. Please note, the comparisons above

omits data from the Safety Codes and Lot Grading teams in order to illustrate a true comparison from the previous enforcement year data (2018).

As the overall number of complaints decreased in 2019, so too did the enforcement actions of the Team. For more detailed data analysis on the enforcement activities of the team, please see Attachment 4 - 2019 Data Analysis.

Stakeholder Discussions

At the April 23, 2019, Urban Planning Committee meeting, Administration was directed to consult with stakeholders for input on infill construction practices. Throughout 2019 and into 2020, Administration met with the community stakeholders (the Residential Infill Working Group) that attended the April 23, 2019, Urban Planning Committee meeting, as well as representatives from the infill building industry (including the Canadian Home Builders Association-Edmonton Region, Infill Development in Edmonton Association and YEGarden Suites) to discuss infill construction practices.

Specific attention was given to the stakeholder suggestions raised at the April 23, 2019, Urban Planning Committee meeting. Through the five in-person workshops, all stakeholders were given the opportunity to explore each of the stakeholder suggestions in greater detail and refine Administration's potential actions in response. Attachment 5 - Community Stakeholder Suggestions, Engagement Feedback and Next Steps provides an overview of the engagement undertaken as part of this report and the final set of actions Administration will explore in response to the feedback received.

Consideration of Excavation Inspections and Permit Approvals

At the April 23, 2019, Urban Planning Committee meeting, Administration was also asked to explore options to introduce an excavation inspection and approval process on infill projects. Administration assessed the current processes of building permit reviews, enforcement processes and approaches by Safety Codes Officers. This assessment, which included consultation with the Safety Codes Council, determined that existing processes meet or exceed the requirements established in the Safety Codes Act as required through accreditation and are in alignment with an approved Quality Management Plan.

Administration will explore opportunities to collaborate with provincial Occupational Health and Safety Officers to refer building permit applications that may present concerns with excavation. Please see Attachment 6 - Excavation Inspection and Approval Process on Infill Projects for further information.

Next Steps

Administration will continue to support infill development through the Expedited Infill Pilot program, enforcement activities, education campaigns and engagement. Administration's response, outlined in Attachment 5 - *Community Stakeholder*

Suggestions, Engagement Feedback and Next Steps will be integrated with the work plans in relation to the Infill Roadmap 2018. Further opportunities for input into Administration's proposed approaches from stakeholders will be ongoing to help inform and direct future activities.

Administration will continue to develop the Infill Compliance Team Data Dashboard, to be completed in early 2021. This dashboard will enable the Infill Compliance Team to make operational choices in a more timely manner to address emerging concerns, capitalize on operational efficiencies and ensure the best service is being provided to Edmontonians. It will also be public facing, allowing residents the opportunity to identify trends or concerns. With the Infill Compliance Team Data Dashboard (please see Attachment 7 - Infill Compliance Team Data Dashboard) coming live in early 2021, Administration recommends that CR_8099: *Infill Compliance Team Annual Report* be the final annual report for the Infill Compliance Team to Urban Planning Committee.

Public Engagement

As outlined in the report and Attachment 5 - Community Stakeholder Suggestions, Engagement Feedback and Next Steps, numerous consultations with stakeholders have occurred since the April 23, 2019, Urban Planning Committee meeting.

Corporate Outcomes and Performance Management

Corporate Outcomes: Effective and efficient service delivery:			
Outcomes	Measures	Results	Targets
Internal processes are effective	Response rate to citizen complaints (# complaints responded to: # received), %	100% (1,034 - 2019)	100% (Q4, 2020)
	Average time to respond to citizen complaints related to Community Standards Bylaw 14600 and Traffic Bylaw 5590 (# business days)	4 days (2019)	4 days (Q4, 2020)
	Average time to respond to citizen complaints related to Zoning Bylaw 12800 (# business days)	4.7 days (2019)	10 days (Q4, 2020)

	Average time to respond to citizen complaints related to the Alberta Safety Codes Act (# business days)	2 days (2019)	2 days (Q4, 2020)
	Average time to respond to citizen complaints related to Edmonton Drainage Bylaw 18093 (# business days)	TBD	5 days (Q4, 2020)

Risk Assessment

Risk Element	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
Customers and Residents	If approved, customers/residents may perceive that there is no further opportunity to provide feedback on infill construction matters and the Infill Compliance Team	1 - rare	1 - minor	1 - low	Current operational teams and processes in place to receive public feedback and provide to the Infill Compliance Team	Maintain current operational teams and processes in place to receive feedback about the Infill Compliance Team and develop and online, publicly-available data dashboard summarizing the Infill Compliance Team enforcement results
Political Influences	If approved, Council may perceive that there is no further opportunity to provide feedback on infill construction matters and the Infill Compliance Team	1 - rare	1 - minor	1 - low	Current operational teams and processes in place to receive public feedback and provide to the Infill Compliance Team	Maintain current operational teams and processes in place to receive feedback about the Infill Compliance Team and develop an online, publicly-available data dashboard summarizing the Infill Compliance Team enforcement results. Further utilize memorandums as a means for updating City Council about the Infill Compliance Team, when necessary

Corporate Governance	If not approved, resources will continue to be required to facilitate the annual report development, potentially reducing service levels	3 - possible	2 - moderate	6 - low	Current operational teams and processes in place to coordinate the preparation of the annual report	Maintain current operational teams and processes in place to prepare future reports and develop an online, publicly available data dashboard summarizing the Infill Compliance Team enforcement results
Customers/Citizens	If not approved, there would be continued risk to operational decisions and service levels for the team, resulting in reduced service and loss of reputation	3 - possible	2 - moderate	6 - low	Current operational teams and processes in place to receive public feedback and provide to the Infill Compliance Team	Maintain current operational teams and processes in place to receive feedback about the Infill Compliance Team and develop an online, publicly-available data dashboard summarizing the Infill Compliance Team enforcement results. Further utilize memorandums as a means for updating City Council and the public about the Infill Compliance Team, when necessary
Political Influences	If not approved, there would be continued risk to operational decisions and service levels for the team, resulting in reduced service and loss of reputation	4 - likely	2 - moderate	8 - medium	Current operational teams and processes in place to receive public feedback and provide to the Infill Compliance Team. Current opportunity to provide information to City Council by memorandum	Maintain current operational teams and processes in place to receive feedback about the Infill Compliance Team and develop an online, publicly-available data dashboard summarizing the Infill Compliance Team enforcement results. Further utilize memorandums as a means for updating City Council and the public about the Infill Compliance Team, when necessary

Attachments

1. Infill Construction Concerns and Enforcement Rules
2. Infill Compliance Team Composition and Enforcement Approach
3. 2019 Inspection Results
4. 2019 Data Analysis
5. Community Stakeholder Suggestions, Engagement Feedback and Next Steps
6. Excavation Inspection and Approval Process on Infill Projects
7. Infill Compliance Team Data Dashboard

Others Reviewing this Report

- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- C. Owen, Deputy City Manager, Communications and Engagement
- R. Smyth, Deputy City Manager, Citizen Services
- B. Andriachuk, City Solicitor