



The Urban Form Business Transformation (UFBT) initiative was about changing the way we provide planning and development services and improve customer service. The team worked with City staff and city-building partners (industry, citizens, service providers, etc) to find and implement creative solutions to the challenges experienced today. The initiative included improvements to processes, technology and service delivery was completed in December 2019. Many of the positive impacts are evident now, while others will be realized throughout 2020. These changes will support the on-going improvement efforts within the Urban Form and Corporate Strategic Development (UFCSD) department.

Process Changes as Part of UFBT

Highlights for UDI members include a complex / non-complex tiered application review approach, targeted and measurable timelines for application review, and pre-application meetings, which can improve the application process and shorten timelines on applications. Pre-application meetings are strongly recommended for complex applications, and may be required for very complex applications like the creation of a new plan or changes to a large area of land. To request a pre-application meeting, use [the online request form](#).

Please note that rezoning and subdivision pre-application meetings were previously held on Tuesdays but will now be held on Wednesdays. This change is being made to align with public hearings at City Council, which were previously held on Mondays but will now be held on Tuesdays.

Opportunity to Learn More

Information on the rezoning process can be found [here](#) and on the subdivision process can be found [here](#) on edmonton.ca, including application checklists and timelines. You can also [sign up here](#) for regular updates from the City through our Building Edmonton newsletter.

For more information on recent process changes, join us for a conversation on Subdivision Planning's conditional approval process for complex and change request applications. This will be an opportunity for a collaborative discussion on what's working and potential 'pain points' since the process changes went live in mid-December 2019.

Topics covered will include submission requirements, file classification, timelines, and overall process as they relate to subdivision conditional approvals. There will be an opportunity to share feedback and hear of the work planned for 2020.

You have the opportunity to choose from one of two sessions (click on the date to register):

Session 1 - [March 2, 2020 \(2:00 p.m. - 4:00 p.m.\)](#)

Session 2 - [March 6, 2020 \(9:00 a.m. - 11:00 a.m.\)](#)

Both sessions will be held on the 3rd floor of Edmonton Tower in room 380.

Please share this message with those who may be interested.