

CITY OF EDMONTON SERVICE LIST 2023–2026

Edmonton

CORPORATE PROMISE

Working together, we enable a better life for all Edmontonians.

OUR CULTURAL COMMITMENTS

Safe Helpful Accountable
Integrated Excellent

Click on links below to view the [Corporate Business Plan](#) and the [Corporate Business Plan Placemat](#).

SERVING EDMONTONIANS: SERVICES AND SUBSERVICES

RECREATION AND CULTURE

Events Service

Events Hosting and Attraction

Interment and Perpetual Care Service

Cemetery Sales and Operations

Recreation and Cultural Programming Service

Attractions

Recreation and Sports Centres

River Valley Parks

Recreational and Sport Facility Access Service

Community Centres

Golf Course Operations and Programming

Partnership Development and Support

Stadiums and Sports Fields

SOCIAL SUPPORT

Affordable Housing and Homelessness Service

Housing

Social Systems Navigation and Support Service

Community Collaboration and System Change

Individual Care

CIVIC SERVICES

Census Service (Paused)

Census

Customer Access Service

311

Service Centre

Election Service

Elections

Municipal Administrative Tribunals Service

Tribunals

Municipal Governance Service

Civic Agencies

Corporate Memberships

Councillor's Office Liaison Team

Governance and Legislative Services

Office of the Integrity Commissioner

Records Access Service

Access and Privacy

Records Management

PUBLIC SAFETY

Animal Welfare Service

Animal Welfare

Bylaw and Provincial Act Enforcement Service

Bylaw and Provincial Act Enforcement

Safety Codes Compliance and Enforcement

Zoning Inspections and Enforcement

Community Safety Service

Community Safety Clean Up

Community Safety Prevention and Response

Fire Investigation Service

Fire Investigation

Fire Prevention, Inspection and Enforcement Service

Fire Prevention Inspection and Safety Education

Fire Rescue Service

Accreditation and Continuous Improvement

Emergency Event Response

Emergency Systems Support

Engineering, Learning and Innovation

Fire Dispatch

Logistics Management

Professional and Technical Development

Recruitment and Community Outreach

Workplace Safety, Mental and Physical Health

Pet Licensing Service

Pet Licensing

Safety Code and Inspection Service

Building Permits and Inspections

Traffic Safety Service

Automated Enforcement

Safe Mobility Engineering

Safe Mobility Planning and Community Activation

COMMUNITY DEVELOPMENT

Community and Neighbourhood Services

Community and Neighbourhood Capacity Building

Community Granting Service

Community Grants and Funding

MOVEMENT OF PEOPLE AND GOODS

Active Pathways Service

Multimode Pathway Maintenance

Parking Service

Off Street Parking

On Street Parking

Roads Service

Bridge and Structure Maintenance

Road Maintenance

Snow and Ice Control

Street Sweep

Traffic Control

Traffic Signals and Street Lights

Transit Service

Bus and Light Rail Transit (LRT)

Paratransit

LAND DEVELOPMENT

Development Service

Development Approvals

Subdivision Coordination and Development

Land Use Planning Service

Planning Coordination and Operations

Urban Growth and Open Space

Urban Strategies

Zoning Bylaw Maintenance

Residential, Commercial and Industrial Land Development Service

Land Development

ECONOMIC DEVELOPMENT

Business Licensing Service

Business Licensing

Business Retention and Investment Service

Local Economy and Investment

Regional Development

Strategic and Emerging Investment

ENVIRONMENTAL PROTECTION

Park and Open Space Access Service

Parks and Open Space Management

Urban Forest Management

Waste Collection Service

Communal Residential Collections

Commercial Self-Haul

Curbside Residential Collection

Litter Bin Collections

Non Residential Collectionl

Waste Drop Off

Waste Education and Outreach

Wildlife Management Service

Wildlife Management



MANAGING THE CORPORATION: SERVICES AND SUBSERVICES

PEOPLE, RELATIONSHIPS AND PARTNERSHIPS

Communications Service

Brand Integration

Communications

Reputation

Engagement Service

Public Engagement
and Research

Intergovernmental and Institutional Coordination Service

External Relations

Indigenous Relations

Intergovernmental
Coordination

PROJECT AND ASSET MANAGEMENT

Asset Management Service

Lifecycle Management

Property Transactions

Corporate Property Management and Leasing Service

Property Services

Facility Management and Maintenance Service

Custodial Services

Facility Maintenance

Fleet Management and Maintenance Service

Fleet Procurement
and Fuel

Municipal Fleet
Maintenance

Transit Fleet
Maintenance

Information Technology Hardware Infrastructure Service

Information
Technology Hardware
Infrastructure
Operations

Infrastructure Delivery Service

Facility Infrastructure
Delivery

LRT Expansion
and Renewal

Neighbourhoods
Infrastructure
Delivery

Open Spaces
Infrastructure
Delivery

Project Management
Support

Transportation
Infrastructure
Delivery

Infrastructure Planning and Design Service

Engineering Services

Facility Planning
and Design

Neighbourhoods
Planning and Design

Open Spaces
Planning and Design

Renewable
Energy Utility

Transportation
Planning and Design

Warehousing and Logistics Management Service

Warehousing
and Logistics

STRATEGY AND BUSINESS

Corporate Leadership Service

Corporate Leadership

Corporate Policy Development Service

Corporate Policy
Development

Equity and Social
Inclusion

Emergency Management and Preparedness Service

Emergency
Management and
Preparedness

Internal Audit Service

Audit

Legal Service

Legal Services

Risk Management Service

Insurance and Claims
Management

Risk Management

Security Service

Corporate Security

Information Security

Strategic Management Service

Business Planning
and Performance

Service Experience
and Improvement

TECHNOLOGY AND DATA

Archive, Artifacts and Heritage Service

Archive, Artifacts
and Heritage

Business Solution Service

Business Solutions

Technology Project
Management

Technology Strategy
and Planning

Data Management Service

Data Management

Geographic Information Systems Service

Geospatial Information
Systems and
Spatial Analytics

Information Analysis Service

Information Analysis

POSITIVE EMPLOYEE EXPERIENCE

Employee Training and Development Service

Corporate Learning

Human Resources Management Service

Compensation and
Classification

Human Resources
Strategic Services

Inside Information

Labour Relations

Organization
Development

Outreach,
Recruitment and
Onboarding

Payroll, Benefits
and Pensions

Respect in the
Workplace

Workforce Systems
and Analytics

Workplace Health and Safety Service

Disability
Management,
Wellness and
Mental Health

Occupational Health
and Safety

Safety Systems
and Health

ENVIRONMENTAL STEWARDSHIP

Environmental Strategy and Policy Development Service

Environment and
Climate Resilience

Sustainable Waste Processing Service

Construction and
Demolition Waste
Processing

Environmental
Compliance Activities

Organics Processing

Recyclables
Processing

Refuse Derived
Fuel Processing

Residual Waste
Disposal

Sales and Support
Services

FINANCIAL SUSTAINABILITY

Corporate Accounting and Reporting Service

Accounts
Payable

Accounts
Receivable

Corporate Accounting
and Reporting

Financial Planning and Analysis Service

Corporate Budget
Planning and
Consolidation

Department Financial
Planning, Analysis and
Reporting

Utility
Regulation

Investment Management Service

Investment
Management

Property Assessment Service

Assessment
Operations

Purchasing Service

Corporate Contract
Management

Procurement

Taxation Service

Policy and
Data Quality

Taxation
Operations