



Governance Committee

Subject:	Rocky View County Q1 2025 Accountability Report
Date:	June 10, 2025
Presenter:	David Marcial, Acting Manager / Business Strategist
Department:	Strategy & Performance

REPORT SUMMARY

This report serves as the Q1 2025 Rocky View County Accountability Report. The report provides the Governance Committee and the public with updates on the County's activities – including projects, strategy, and operations – to the end of Q1 2025.

ADMINISTRATION'S RECOMMENDATION

THAT the Governance Committee receive the Rocky View County Q1 2025 Accountability Report for information.

BACKGROUND

The Rocky View County Accountability Report was implemented in 2023 to establish a regular and consistent approach to reporting on the County's strategic plan, projects, and operations, increasing transparency and accountability.

The Q1 2025 Accountability Report incorporates some changes when compared to previous iterations:

- Each division (including the CAO's Office) now has a highlight page that features impactful initiatives, metrics and information for that division.
- A new section was added to note trends and themes from the Councilor inquiry line.
- Reviews were done with Managers to ensure that the report captures the necessary information and metrics to tell the story of the departments and services.

The report still includes:

- An Executive Summary noting high level impacts for the focus areas of the Strategic Plan.
- A Strategic Plan update on the progress on the key performance indicators (KPIs) approved by Council.
- Service Performance, including key performance metrics and information on operational work.
- Major Project Updates with progress and cost information on major corporate projects.

With the municipal election in October 2025 and the ongoing work to develop a longer-term capital plan and multi-year budget, this reporting will be refreshed later this year to ensure transparent and focused communication on the impactful initiatives that are being undertaken by the County.

DISCUSSION

Noteworthy highlights for Q1 2025 include:

Effective Service Delivery:

In Q1 2025, the County engaged Leger to complete a biannual Citizen Satisfaction Pulse Survey. The information gathered provided insight into some of the Strategic Plan KPIs, particularly satisfaction with the quality and number of services provided.

Additionally, the Community Services Division has kicked-off a Division Enhancement Program to increase efficiency and effectiveness. This program is being implemented over the next 18 months with the key goals of reducing approvals timelines, simplifying processes, increasing consistency in application submission requirements and providing more opportunities for customer engagement and transparency.

Financial Prosperity:

In terms of financial prosperity, the County continues to make significant strides in attracting AI data centers to the province. The County is an ideal location for these facilities, and the proposed investment will positively contribute to tax revenue for the benefit of all County residents.

The Asset Maturity Assessment Study and State of Infrastructure Report for Rocky View County was conducted throughout 2024. This included assessments of five Asset Service Classes and covered over 57,000 assets with an estimated value of \$2.1 billion. The findings from this work will be integrated into the long-term capital plan and multi-year budget.

Thoughtful Growth:

The County saw significant advancements in Thoughtful Growth during Q1, with the Prairie Gateway Deal Agreement (with the City of Calgary) and Area Structure Plan being approved by Council in February. The Springbank Area Structure Plan was also approved in Q1.

The dissolution of the Calgary Metropolitan Region Board occurred in Q1 2025. Following that decision, the County is in the process of creating Intermunicipal Development Plans and Intermunicipal Collaboration Frameworks to facilitate regional collaboration between the former members.

Service Performance:

Notable highlights for Q1 2025 were:

- The County launched 4 public engagement initiatives (Bragg Creek ASP, Waste & Wildlife Solutions, Aggregate Resource Plan and Madden Fire Station) that reached 316 residents in-person, 348 online and received over 3000 comments.
- Based on the results from the 2025 Citizen Satisfaction Survey, 63% of residents are satisfied with their interactions with the County and 64% of residents are satisfied with the information provided by the County.
- There was a 16% increase in total emergency call volume for Fire Services from Q1 2024. This metric has been consistently increasing since Q1 2022 (up 84%).
- 11 education/outreach programs were delivered by Agricultural & Environmental Services reaching 478 participants.
- Capital & Engineering started 18 new Capital projects in Q1, bringing the total number of active projects to 42.
- Transportation Services actioned 507 Service Requests, which are up 49% year-over-year.
- Planning saw a 70% increase in applications received compared to the first quarter of 2023 and 2024, but in line with Q1 2022 when the highest volume throughout the rest of the year was seen.

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- In Q1 2025, Building Permits issued increased 21.5% compared to Q1 2024 and Subtrade permits increased 48% compared to Q1 2024.
- Economic Development is creating a One Team program that aims to improve communication between departments, remove operational silos, and streamline the application process from start to finish for selected high-value projects.

ALTERNATE DIRECTION

Administration does not have an alternate direction for Governance Committee's consideration.

ATTACHMENTS

Attachment A: Q1 2025 Accountability Report Final

Attachment B: Q1 2025 Accountability Report Presentation – Governance Committee June 10, 2025