Rocky View County
Q1 2025 Accountability Report

Governance Committee Presentation

June 10, 2025

ROCKY VIEW COUNTY

Introduction

- **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.

- **For Q1 2025, some changes have been incorporated** to the format of the report with the desire to tell a better story of the strategic and operational impacts of the Divisions, Departments and Services. This has been done through increased collaboration with Managers, new visual elements and focusing on what matters to the consumers of the report.

- **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.

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What's New?

- **Divisional Highlight Pages**
  - Showcasing key strategic and operational highlights in a visually appealing 1-page format

- **Council Inquiry Line Update**
  - Identifying key trends and themes heard via the Council Inquiry Line

- **Data trends**
  - Where applicable, focusing on reporting on impactful data trends that encompass all the data points tracked historically

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☑ Met KPI

⊖ Close to meeting KPI

Strategic Plan Update

EFFECTIVE SERVICE DELIVERY	FINANCIAL PROSPERITY	THOUGHTFUL GROWTH

EFFECTIVE SERVICE DELIVERY
- 100% County services and service levels defined ☑
- 60% of citizens satisfied with range of County services ⊖
- 67% of citizens satisfied with the level of service ⊖
- 64% of residents satisfied with the information provided by the County ⊖
- 55% of residents satisfied with engagement opportunities ☑
- 3.52/5 average score for satisfaction with County interactions ☑
- 66% of employees are moderately or highly engaged ☑

FINANCIAL PROSPERITY
- 34% non-residential/ 66% residential assessment split ratio ☑
- 65% of assets captured by an asset management plan ☑
- Fiscal Management Strategy to meet the intent of the Strategic Reserve Policy ⊖

THOUGHTFUL GROWTH
- Municipal Development Plan set for public hearing in July 2025 ⊖
- Incremental updates continue to improve the effectiveness of the Land Use Bylaw ⊖
- KPIs aligning with CMRB to be updated to align with MDP

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Strategic Plan Update

EFFECTIVE SERVICE DELIVERY

- The County engaged Leger to complete a biannual Citizen Satisfaction Pulse Survey.
- The Community Services Division has kicked-off a Division Enhancement Program to increase efficiency and effectiveness. It 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

- The County continues to make significant strides in attracting AI data centers to the province. 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 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.

THOUGHTFUL GROWTH

- The Prairie Gateway Deal Agreement (with the City of Calgary) and Area Structure Plan was 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. The County is in the process of creating Intermunicipal Development Plans and Intermunicipal Collaboration Frameworks to facilitate regional collaboration between the former members.

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Service Highlights – Office of the CAO

Intergovernmental Relations/ Regional Planning

- ☑ Approval of the Prairie Economic Gateway Deal Agreement
- ☑ Approval of the Prairie Gateway Area Structure Plan

Recreation & Community Support

35% increase in community connections and outreach in Q1

Recreation secured funding for the Marigold Library System through the County Library reserves

22 applications for FCSS funding were received and **100%** were approved

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Service Highlights – Corporate Services

Communication & Engagement

4 Public Engagements

316 In-Person Participation

348 Online participation

3000+ Comments

55% of residents are satisfied with public engagement opportunities
According to the 2025 Citizen Satisfaction Pulse Survey

Legislative Services

In Q1 Legislative Services led the review of Council's Compensation and Expense Reimbursement Policy

Supported:

8 Council meetings

4 SDAB hearings

5 Committee meetings
(Governance, Recreation, public presentations etc,)

19 Public hearings

People & Culture

4% Vacancy rate

9% Permanent FTE Rolling Annual Turnover rate (voluntary)

13 Health and Safety injuries

Legal Services

51 FOIP requests received in Q1

56 FOIP requests closed in Q1

The number of requests received is the highest volume in the last 3 years

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Service Highlights – Financial & Business Services

Customer Care & Support

8724 Total Calls (business hours)

728 Total Calls (after hours)

557 Total Incoming Emails

135 Number of Work Requests

Strategy & Performance

3 dashboards visualizing operational metrics built for Fire Services, Utilities, and Building Services

4 organizational strategies supported in building, implementing and monitoring

According to the 2025 Citizen Satisfaction Pulse Survey:

63% of residents are satisfied with their interactions with the County

64% of residents are satisfied with information provided by the County

Asset Management

✓ Corporate Asset Management Program was implemented

Assessments of **7** Asset Service Classes with **57,000** assets and an estimated value of **$2.2B**

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Service Highlights – Infrastructure Services

Utility Services

25% increase in downloads of the Waste Guide application in Q1

11,385 visitors to self-haul sites

Fire Services

16% rise in total emergency call volume

2 emergency incidents in Q1 required the activation of partial Emergency Coordination Centres (ECCs)

94 fire-related investigations were completed in Q1

Transportation Services

507 service requests initiated and actioned

Agricultural & Environmental Services

11 educational/outreach programs with **478** participants

Capital & Engineering Services

26 Capital projects were continued from 2024

2 Capital projects were completed

18 New capital projects were added

42 Active projects

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Service Highlights – Community Services

Development Planning & Approval

70% increase in the number of applications received and decisions rendered compared to the first quarter of 2023 and 2024.

the number of files received this quarter is the highest seen in the last 2 years

3320 Planning inquiries
Emails, phone calls and counter visits

107 Development Permit Applications Received

46 Planning Applications Received

50% Subdivision applications are processed within 6-month timeframe

Business & Economic Development

One Team Program Implementation
Aims to improve communication between departments, remove operational silos, and streamline the application process from start to finish for selected high-value projects

Building Services

1148 Building Inspections ↑

2141 Subtrade Inspections ↑

373 Building Permits Issued ↑

1339 Subtrade Permits Issued ↑

Enforcement Services

1424 dog licensing interactions

43% reduction in traffic stops and interactions

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QUESTIONS / COMMENTS

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