



List of Typical Questions and Corresponding Contact Information

All callers to 403-230-1401 will be greeted by an actual person. One of our Customer Care representatives will personally take the call and direct the party to the appropriate department; they will track every inquiry that comes in, and will follow up to ensure the inquiry has received a response. With emails to questions@rockyview.ca, the same process applies. Standard turnaround time expected is two (2) business days.

Below is a list of the most common inquiries and the responsible departments. Please click on the blue text under the “Department to contact” heading to access the contact information for that department, as well a links to their specific website materials/forms etc.

Typical Inquiry	Department to contact (click on blue text for contact information)
Ambulance response times	Fire Services & Emergency Management
Appeal a Decision	Legislative & Intergovernmental Services
Application circulations process inquiries	Planning
Approach construction inquiries	Transportation Services
Boundary Adjustment inquiries	Planning
Building Permit extension request	Building Services
Building Permit inquiries – requirements/ processes/ disputes	Building Services
Building Permit requirements - disputed assessment	Building Services
Buy/lease a closed road allowance	Transportation Services
Certificate of Compliance or Real Property Report requests	Planning
Close and consolidated an undeveloped road allowance	Planning
Comment on an active application	Planning /Legislative & Intergovernmental Services
Council/Board/Committee/Commission meeting questions	Legislative & Intergovernmental Services
CP RAIL / Whistle blowing concerns	Transportation Services (Road Operations)
Determine if a permit is in place for a business/activity -	Planning
Development activity causing a nuisance	Enforcement Services

Typical Inquiry	Department to contact (click on blue text for contact information)
Development Permit extension request	Planning
Development Permit inquiries – requirements/ processes / disputes	Planning
Development Permit requirements - disputed assessment	Planning
Development Permit status requests	Planning
Ditches and sidewalks inquiries	Transportation Services
Dog complaints	Enforcement Services
Dog nuisances	Enforcement Services
Dust blowing from Development	Enforcement Services
Dust from roads	Transportation Services
DP condition compliance concerns	Enforcement Services
Drainage Issues/inquiries	Capital and Engineering Services
Fees for Building Permits	Building Services
Fees for Development Permits	Planning
Fees for Redesignation	Planning
Fees for Subdivision	Planning
Fill and grading complaints	Enforcement Services
Fire hydrant concerns	Fire Services & Emergency Management
Fireworks – use on private land; permits; report danger to people or property	Fire Services & Emergency Management
FOIP Requests	Legal Services
Funding for events request	Recreation, Parks & Community Support
Garbage blowing from Development	Enforcement Services
Garbage collection issues	Utility Services
Grading complaints/inquiries	Transportation Services
Gravel Maintenance	Transportation Services (Road Operations)
Heavy equipment use concerns	Transportation Services
How to book a sprayer	Agricultural & Environmental Services
How to make a presentation, or present my support or opposition to an application, to Council	Legislative & Intergovernmental Services
Illegal camping inquiries	Enforcement Services
Intersection light standards	Transportation Services
Land use options – what is allowed	Planning
Late payment disputes or inquiries	Financial Services
Media Requests	Communications and Engagement
Neglected green space	Agricultural & Environmental Services
Noise concerns	Enforcement Services
Planning Application status requests	Planning
Potential Land Use Bylaw violation inquiries/reports	Enforcement Services

Typical Inquiry	Department to contact (click on blue text for contact information)
Public Hearing questions/comments	Legislative & Intergovernmental Services
Questions regarding recreational funding	Recreation, Parks & Community Support
Refunds for letters of credit request	Planning
Removal / repair of signs or road side memorials	Transportation Services
Road Name Changes	Information Technology
Road safety concerns	Transportation Services
Road/parking lot condition/maintenance inquiries/concerns	Transportation Services
Safety concerns – receiving threats or feeling unsafe in your community	Contact the RCMP non-emergency or call 911 – this is not a County function.
Sign Issues (Missing / Add / Replace)	Transportation Services (Road Operations)
Skunk Trap Request	Agricultural & Environmental Services
Special event application/questions	Recreation, Parks & Community Support
Speed limits/reductions in construction zones, neighbourhoods etc.	Transportation Services
Speeding concerns	Enforcement Services
Status of County Projects	Capital and Engineering Services
Subdivision questions – can a parcel be subdivided, what are the options/ fees etc.	Planning
Tree Removal inquiries	Agricultural & Environmental Services
Unightly / abandoned property	Enforcement Services
Vintage Truck rental	Operational Services (Transportation Services)
Waste Transfer Site queries	Utility Services
Water servicing inquiries	Utility Services
Water well concerns	Capital and Engineering Services
Weeds or pests issues	Agricultural & Environmental Services

Agricultural & Environmental Services

Email	agservices@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
General information	About Agricultural Services Rocky View County
Rent Equipment	Rental Equipment Rocky View County
Report a weed or rodent problem	Report a Problem Rocky View County

Assessment Services

Email	assessment@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Roll search	Assessment Roll Search Rocky View County
Reviewing your Assessment	Reviewing Your Assessment Rocky View County

Building Services

Email	building@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Book a building or subtrade inspection	Building & Subtrade Inspections Rocky View County
Application forms	Forms & Documents Rocky View County
Do I need a permit?	Do I Need a Permit? Rocky View County

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Capital and Engineering Services

Email	capitalprojects@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Drainage ProjectsW	Capital Projects Rocky View County
Water and Waste Servicing	Capital Projects Rocky View County
Transportation	Capital Projects Rocky View County

Communications and Engagement

Email	communications@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Safe and Sound information	Safe & Sound Rocky View County
Sign up for Safe and Sound	Rocky View Public Alert - Sign up (everbridge.net)

For Media: Inquiries and Interview requests:

Email	media@rockyview.ca
Phone	403-520-6280

Enforcement Services

Email	enforcementservices@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Report an Issue	Report an Issue Rocky View County Bylaw Complaints Rocky View County
Report a Land Use Bylaw Compliance Issue	Report an Issue Rocky View County Bylaw Complaints Rocky View County

Financial Services

Email	tax@rockyview.ca (for tax related inquiries)
	finance@rockyview.ca (for budget related inquiries)
Phone	403-230-1401

Issue/Inquiry	Weblink
Change address for property tax notices	Property Tax Address Changes Rocky View County
Tax Installment application form	TIPP-Application-Form.pdf (rockyview.ca)
Financial Statements / Business Plan	Budget & Finance Rocky View County

Fire Services & Emergency Management

Email	fireservices@rockyview.ca
Phone	403-230-1401
Emergency	911

Issue/Inquiry	Weblink
Request a Fire Inspection	Fire Inspections Rocky View County
Request a Fire Permit	Request a Fire Permit Rocky View County
Fire Services – All information	Fire & Emergency Rocky View County
Fire Bans	Fire Bans Rocky View County
Fireworks Permit	Fireworks Rocky View County

Information Technology

Email	GISolutions@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Neighbourhood naming application	NeighbourhoodNamingApplication_RSNR-1 (rockyview.ca)
Road naming application	RoadNamingApplication_RSNR-3 (rockyview.ca)
Maps and digital data requests	Maps Rocky View County

Legal Services

Email	FOIP@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Request records/documents	Record Requests Rocky View County
Access to Information Application	Request to Access Information form (rockyview.ca)
Authorization of Representative & Affidavit of Witness Form	LLS 1179 Authorization of Representative & Affidavit of Witness - Request (rockyview.ca)

Legislative & Intergovernmental Services

Email	legislativeservices@rockyview.ca (for general inquiries)
	sdab@rockyview.ca (for Subdivision and Development Appeal Board)
Phone	403-230-1401

Issue/Inquiry	Weblink
Appeal a Decision	Subdivision & Development Appeal Board Rocky View County
Copies of Bylaws	Bylaws Rocky View County
Census details	Census Rocky View County
Council Policies	Policies Rocky View County

Operational Services

Email	cemeteryadmin@rockyview.ca
Email	
Phone	403-230-1401

Issue/Inquiry	Weblink
Cemeteries and Memorials	Cemeteries & Memorials Rocky View County
Agricultural Services	About Agricultural Services Rocky View County
Transportation Services (including Vintage Truck rental request)	Questions@rockyview.ca

Planning

Email	development@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Book a Planning Meeting	Book a Planning Meeting Rocky View County
Plans Under Review	Plans Under Review Rocky View County
Plans Under Review	Plans Under Review Rocky View County
Do I need a permit?	Do I Need a Permit? Rocky View County
Certificate of Compliance / Real Property Report	Certificate of Compliance Rocky View County
Recent Approved Development Permits	Approved Development Permits Rocky View County
Development Permit application forms	Forms & Documents Rocky View County
Subdivision and Redesignation application forms	Forms & Documents Rocky View County
Planning Documents	Planning Documents Rocky View County

Recreation, Parks & Community Support

Email	specialevents@rockyview.ca (for special event applications)
	fcss@rockyview.ca (for family and community support services)
	Recreation@rockyview.ca (for general inquiries)
Phone	403-230-1401

Issue/Inquiry	Weblink
Special Event application	Special Event Applications Rocky View County
Community Funding	Community Funding Rocky View County
Social Services / Clubs / Associations	Social Services Rocky View County

Transportation Services

Email	roadapproach@rockyview.ca
Phone	403-230-1401

Issue/Inquiry	Weblink
Driveways and Approaches	Driveways & Approaches Rocky View County
Buying gravel	Gravel Sales Rocky View County
Report a road issue	Report a Road Issue Rocky View County
Road Closure application	Road Closures & Allowances Rocky View County

Utility Services

Email	utilities@rockyview.ca (for general inquiries)
	wasteandrecycling@rockyview.ca (for waste related inquiries)
Phone	403-230-1401

Issue/Inquiry	Weblink
Waste and Recycling	Garbage & Recycling Rocky View County
Cross connection control report	Cross Connection Control Rocky View County
Water utilities locate request	Water Utilities Locate Request Rocky View County
Offsite pumping application	Off-Site-Pumping-Application.pdf (rockyview.ca)