



## 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](mailto: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	<a href="#">Fire &amp; Emergency Services</a>
Appeal a Decision	<a href="#">Legislative Services</a>
Application circulations process inquiries	<a href="#">Planning &amp; Development Services</a>
Approach construction inquiries	<a href="#">Transportation Services</a>
Boundary Adjustment inquiries	<a href="#">Planning &amp; Development Services</a>
Building Permit extension request	<a href="#">Building Services</a>
Building Permit inquiries – requirements/ processes	<a href="#">Building Services</a>
Building Permit requirements - disputed assessment	<a href="#">Building Services</a>
Buy/lease a closed road allowance	<a href="#">Planning Policy</a>
Certificate of Compliance or Real Property Report requests	<a href="#">Planning &amp; Development Services</a>
Close an undeveloped road allowance	<a href="#">Transportation Services</a>
Comment on an active application	<a href="#">Planning &amp; Development Services/ Legislative Services</a>
Council/Board/Committee/Commission meeting questions	<a href="#">Legislative Services</a>
Determine if a permit is in place for a business/activity -	<a href="#">Planning &amp; Development Services</a>
Development activity causing a nuisance	<a href="#">Planning &amp; Development Services</a>
Development Permit extension request	<a href="#">Planning &amp; Development Services</a>

Typical Inquiry	Department to contact (click on blue text for contact information)
Development Permit inquiries – requirements/ processes	<a href="#">Planning &amp; Development Services</a>
Development Permit requirements - disputed assessment	<a href="#">Planning &amp; Development Services</a>
Development Permit status requests	<a href="#">Planning &amp; Development Services</a>
Ditches and sidewalks inquiries	<a href="#">Transportation Services</a>
Dog complaints	<a href="#">Municipal Enforcement</a>
Dog nuisances	<a href="#">Municipal Enforcement</a>
DP condition compliance concerns	<a href="#">Planning &amp; Development Services</a>
Drainage Issues/inquiries	<a href="#">Operational Services</a>
Fees for Building Permits	<a href="#">Building Services</a>
Fees for Development Permits	<a href="#">Planning &amp; Development Services</a>
Fees for Redesignation	<a href="#">Planning &amp; Development Services</a>
Fees for Subdivision	<a href="#">Planning &amp; Development Services</a>
Fill and grading complaints	<a href="#">Planning &amp; Development Services</a>
Fire hydrant concerns	<a href="#">Fire &amp; Emergency Services</a>
FOIP Requests	<a href="#">Legal Services</a>
Funding for events request	<a href="#">Recreation, Parks &amp; Community Support</a>
Garbage collection issues	<a href="#">Utility Services</a>
Grading complaints/inquiries	<a href="#">Transportation Services</a>
Heavy equipment use concerns	<a href="#">Transportation Services</a>
How to book a sprayer	<a href="#">Agricultural &amp; Environmental Services</a>
How to make a presentation, or present my support or opposition to an application, to Council	<a href="#">Legislative Services</a>
Illegal camping inquiries	<a href="#">Planning &amp; Development</a>
Intersection light standards	<a href="#">Transportation Services</a>
Land use options – what is allowed	<a href="#">Planning &amp; Development Service</a>
Late payment disputes or inquiries	<a href="#">Financial Services</a>
Media: inquiries and interview requests	<a href="#">Marketing &amp; Communications</a>
MPC inquiries – status/dates/objections/circulations/process	<a href="#">Planning &amp; Development Services</a>
Neglected green space	<a href="#">Operational Services</a>
Noise concerns	<a href="#">Municipal Enforcement</a>
Planning Application status requests	<a href="#">Planning &amp; Development Services</a>
Potential Land Use Bylaw violation inquiries/reports	<a href="#">Planning &amp; Development Services</a>
Public Hearing questions/comments	<a href="#">Legislative Services</a>
Questions regarding recreational funding	<a href="#">Recreation, Parks &amp; Community Support</a>
Refunds for letters of credit request	<a href="#">Planning &amp; Development Services</a>
Removal / repair of signs or road side memorials	<a href="#">Transportation Services</a>

<b>Typical Inquiry</b>	<b>Department to contact</b> (click on blue text for contact information)
Road Name Changes	<a href="#">Information Technology</a>
Road safety concerns	<a href="#">Transportation Services</a>
Road/parking lot condition/maintenance inquiries/concerns	<a href="#">Transportation Services</a>
Special event application/questions	<a href="#">Recreation, Parks &amp; Community Support</a>
Speed limits/reductions in construction zones, neighbourhoods etc.	<a href="#">Transportation Services</a>
Speeding concerns	<a href="#">Municipal Enforcement</a>
Status of County Projects	<a href="#">Capital Project Management</a>
Subdivision questions – can a parcel be subdivided, what are the options/ fees etc.	<a href="#">Planning &amp; Development Services</a>
Tree Removal inquiries	<a href="#">Operational Services</a>
Unsightly / abandoned property	<a href="#">Municipal Enforcement</a>
Vintage Truck rental	<a href="#">Operational Services</a>
Water servicing inquiries	<a href="#">Utility Services</a>
Water well concerns	<a href="#">Capital Project Management</a>
Weeds or pests issues	<a href="#">Agricultural &amp; Environmental Services</a>

## Agricultural & Environmental Services

Email	<a href="mailto:agservices@rockyview.ca">agservices@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
General information	<a href="#">About Agricultural Services   Rocky View County</a>
Rent Equipment	<a href="#">Rental Equipment   Rocky View County</a>
Report a weed or rodent problem	<a href="#">Report a Problem   Rocky View County</a>

## Assessment Services

Email	<a href="mailto:assessment@rockyview.ca">assessment@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Roll search	<a href="#">Assessment Roll Search   Rocky View County</a>
Reviewing your Assessment	<a href="#">Reviewing Your Assessment   Rocky View County</a>

## Building Services

Email	<a href="mailto:building@rockyview.ca">building@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Book a building or subtrade inspection	<a href="#">Building &amp; Subtrade Inspections   Rocky View County</a>
Application forms	<a href="#">Forms &amp; Documents   Rocky View County</a>
Do I need a permit?	<a href="#">Do I Need a Permit?   Rocky View County</a>

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## Capital Project Management

Email	<a href="mailto:capitalprojects@rockyview.ca">capitalprojects@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
**no current webpage for this department	

## Financial Services

Email	<a href="mailto:tax@rockyview.ca">tax@rockyview.ca</a> (for tax related inquiries)
	<a href="mailto:finance@rockyview.ca">finance@rockyview.ca</a> (for budget related inquiries)
Phone	403-230-1401

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



## Fire & Emergency Services

Email	<a href="mailto:fireservices@rockyview.ca">fireservices@rockyview.ca</a>
Phone	403-230-1401
Emergency	911

Issue/Inquiry	Weblink
Request a Fire Inspection	<a href="#">Fire Inspections   Rocky View County</a>
Request a Fire Permit	<a href="#">Request a Fire Permit   Rocky View County</a>
Fire Services – All information	<a href="#">Fire &amp; Emergency   Rocky View County</a>
Fire Bans	<a href="#">Fire Bans   Rocky View County</a>
Fireworks Permit	<a href="#">Fireworks   Rocky View County</a>

## Information Technology

Email	<a href="mailto:GISolutions@rockyview.ca">GISolutions@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Neighbourhood naming application	<a href="#">NeighbourhoodNamingApplication_RSNR-1 (rockyview.ca)</a>
Road naming application	<a href="#">RoadNamingApplication_RSNR-3 (rockyview.ca)</a>
Maps and digital data requests	<a href="#">Maps   Rocky View County</a>

## Legal Services

Email	<a href="mailto:FOIP@rockyview.ca">FOIP@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Request records/documents	<a href="#">Record Requests   Rocky View County</a>
Access to Information Application	<a href="#">Request to Access Information form (rockyview.ca)</a>
Authorization of Representative & Affidavit of Witness Form	<a href="#">LLS 1179 Authorization of Representative &amp; Affidavit of Witness - Request (rockyview.ca)</a>

## Legislative Services

Email	<a href="mailto:legislativeservices@rockyview.ca">legislativeservices@rockyview.ca</a> (for general inquiries)
	<a href="mailto:sdab@rockyview.ca">sdab@rockyview.ca</a> (for Subdivision and Development Appeal Board)
Phone	403-230-1401

Issue/Inquiry	Weblink
Appeal a Decision	<a href="#">Subdivision &amp; Development Appeal Board   Rocky View County</a>
Copies of Bylaws	<a href="#">Bylaws   Rocky View County</a>
Census details	<a href="#">Census   Rocky View County</a>
Council Policies	<a href="#">Policies   Rocky View County</a>

## Marketing & Communications

Email	<a href="mailto:communications@rockyview.ca">communications@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Safe and Sound information	<a href="#">Safe &amp; Sound   Rocky View County</a>
Sign up for Safe and Sound	<a href="#">Rocky View Public Alert - Sign up (everbridge.net)</a>

For Media: Inquiries and Interview requests:

Email	<a href="mailto:media@rockyview.ca">media@rockyview.ca</a>
Phone	403-520-6280

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## Municipal Enforcement

Email	<a href="mailto:enforcement@rockyview.ca">enforcement@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Report an Issue	<a href="#">Report an Issue   Rocky View County</a>
	<a href="#">Bylaw Complaints   Rocky View County</a>

### Operational Services

Email	<a href="mailto:cemeteryadmin@rockyview.ca">cemeteryadmin@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Cemeteries and Memorials	<a href="#">Cemeteries &amp; Memorials   Rocky View County</a>

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# Planning Policy

Email	<a href="mailto:planning_policy@rockyview.ca">planning_policy@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Book a Planning Meeting	<a href="#">Book a Planning Meeting   Rocky View County</a>
Plans Under Review	<a href="#">Plans Under Review   Rocky View County</a>



## Planning & Development Services

Email	<a href="mailto:development@rockyview.ca">development@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Book a Planning Meeting	<a href="#">Book a Planning Meeting   Rocky View County</a>
Report a Compliance Issue	<a href="#">Report an Issue   Rocky View County</a>  <a href="#">Bylaw Complaints   Rocky View County</a>
Plans Under Review	<a href="#">Plans Under Review   Rocky View County</a>
Do I need a permit?	<a href="#">Do I Need a Permit?   Rocky View County</a>
Certificate of Compliance / Real Property Report	<a href="#">Certificate of Compliance   Rocky View County</a>
Recent Approved Development Permits	<a href="#">Approved Development Permits   Rocky View County</a>
Development Permit application forms	<a href="#">Forms &amp; Documents   Rocky View County</a>
Subdivision and Redesignation application forms	<a href="#">Forms &amp; Documents   Rocky View County</a>
Planning Documents	<a href="#">Planning Documents   Rocky View County</a>

## Recreation, Parks & Community Support

Email	<a href="mailto:specialevents@rockyview.ca">specialevents@rockyview.ca</a> (for special event applications)
	<a href="mailto:fcss@rockyview.ca">fcss@rockyview.ca</a> (for family and community support services)
	<a href="mailto:Recreation@rockyview.ca">Recreation@rockyview.ca</a> (for general inquiries)
Phone	403-230-1401

Issue/Inquiry	Weblink
Special Event application	<a href="#">Special Event Applications   Rocky View County</a>
Community Funding	<a href="#">Community Funding   Rocky View County</a>
Social Services / Clubs / Associations	<a href="#">Social Services   Rocky View County</a>

## Transportation Services

Email	<a href="mailto:roadapproach@rockyview.ca">roadapproach@rockyview.ca</a>
Phone	403-230-1401

Issue/Inquiry	Weblink
Driveways and Approaches	<a href="#">Driveways &amp; Approaches   Rocky View County</a>
Buying gravel	<a href="#">Gravel Sales   Rocky View County</a>
Report a road issue	<a href="#">Report a Road Issue   Rocky View County</a>
Road Closure application	<a href="#">Road Closures &amp; Allowances   Rocky View County</a>

## Utility Services

Email	<a href="mailto:utilities@rockyview.ca">utilities@rockyview.ca</a> (for general inquiries)
	<a href="mailto:wasteandrecycling@rockyview.ca">wasteandrecycling@rockyview.ca</a> (for waste related inquiries)
Phone	403-230-1401

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