

ACCOUNTABILITY REPORT

Q4 2024

February 11, 2025



ROCKY VIEW COUNTY

EXECUTIVE SUMMARY: Q4 2024

The Rocky View County Accountability Report provides residents, businesses, and partners with regular information about the organization's service performance and progress on the County Strategic Plan. This report is produced in the spirit of our values – accountability, leadership, and integrity – and aims to provide consistent and transparent information to the community. Some noteworthy highlights for Q4 2024 include:

Strategic Plan

Effective Service Delivery: 2024 saw important milestones in advancing Effective Service Delivery. The County Service Framework was fully utilized for the first time in the planning and budgeting process. Resident satisfaction with the information provided by the County and public engagement opportunities improved. The Customer Service Strategy was completed and moved into implementation, with several customer service initiatives planned for 2024. The County's People Strategy was also implemented, including an updated Remote Work Policy, the introduction of an employee Anytime Feedback form, and development of initiatives around workplace flexibility and wellness.

Financial Prosperity: The County continues to make progress on balancing tax revenues between residential and non-residential landowners, with the assessment split ratio improving to 34% non-residential/66% residential. Economic Development has focused on creating target sector profiles, including manufacturing, Tourism and Transportation, and Logistics and Warehousing, working with potential investors to attract business to the County. The County continues to assess the state of its infrastructure and develop its asset management program, set for Council's consideration in Q3 2025.

Thoughtful Growth: Significant progress was made on the Municipal Development Plan in 2024, which is set for completion by the end of Q2 2025. Several Area Structure Plans (E.g., Janet, Prairie Gateway) were approved, and the County continued to be leaders in the region through their active participation in the Calgary Metropolitan Region Board (CMRB).





Service Performance

Notable service performance highlights for Q4 2024 include:

- Traffic interactions/stops saw an increase of **40%** in Q4 compared to same time last year. This increase is due to a population growth in the County and surrounding areas, with more traffic utilizing County roads thus resulting in more traffic violations.
- Fire Services responded to **1040** incidents across the county in Q4 2024, a 4% increase over Q4 in 2023, with a 13% increase overall when comparing the total annual calls from 2023 and 2024. Seventy percent of these calls required a multi-station coordinated response due to the nature of the incident resulting in **2825** station responses.
- There was a significant decrease in the processing time for Planning Applications in Q4. Most applications were processed within the 10-month service delivery level. Average processing time across all subdivision applications was 195 days, which is within 2-weeks of the service delivery.
- Building Permits issued have seen a **103%** increase over 6 years, due to significant growth in the County.
- Rocky View County Utility line locates have increased **81%** since joining Alberta One Call on October 1, 2023.



STRATEGY REPORT: Q4 2024

Effective Service Delivery



	Services are clearly defined, communicated, and transparent to citizens	Target: ✓ 100% of the County's services levels are defined by 2023
✓	The County has a full inventory of services and levels of service. This inventory helped to guide planning for the 2025 budget cycle. The County will continue to apply its service framework in a way that maximizes the benefit to Council and citizens.	
	Services are resourced and delivered to specific groups as intended, and residents are satisfied with the outcomes	Targets: ✓ 63% satisfaction with range of services by 2025 ✓ 73% satisfaction with service levels by 2025 ✓ 85% of services achieving defined service level targets by 2025
✓	In 2024, 50% of citizens surveyed were satisfied with the range of services the County delivered, and 69% were satisfied with service levels. As the County grows, it will continue to explore the services residents want and need.	
	Residents are satisfied with public engagement opportunities and the availability of information	Targets: ➤ 66% satisfaction with information provided by the County by 2025 ➤ 48% satisfaction with engagement by 2025
✓	In 2024, 68% of residents were satisfied with the information provided by the County, and 42% with public engagement opportunities. The County will continue to explore different methods to engaging citizens, and to report back on decisions made following public input.	
	Services are continually assessed for improvements in cost efficiency, effectiveness and customer experience	Targets: ➤ 3.5/5 customer experience rating by 2025 ➤ 50% employees moderately or highly engaged by 2025
✓	The County is implementing a Customer Experience Strategy in 2025. This will include measures of customer experience in everyday transactions and clearly defined customer service standards.	
✓	The County will implement an employee engagement survey in 2025 to better measure the employee experience and design programs that respond to employee need.	

STRATEGY REPORT: Q4 2024


Financial Prosperity

	Successfully balancing tax revenues between residential and non-residential landowners	Targets: <ul style="list-style-type: none">➤ 33% non-residential assessment by 2025
✓	The 2024 assessment split ratio came in at 34% non-residential/66% residential, putting the County ahead of its target of 33% non-residential assessment by 2025. This is in part due to the successful implementation of the Economic Development Strategy and growing investor interest in Rocky View.	
	Ensuring the County remains financially sustainable for future generations	Targets: <ul style="list-style-type: none">➤ 65% assets captured by an asset management plan by 2025➤ Strategic Reserve Policy by 2024
✓	The County's Asset Management Project continues. The State of Infrastructure Report, Data Gap and Financial Gap Analysis is to be presented to Governance in October. The final report is due Q3 2025.	

Thoughtful Growth

	Clearly defining land use policies and objectives for the County	Targets: <ul style="list-style-type: none">➤ Municipal Development Plan (MDP) Update by 2025➤ Land Use Bylaw Updates by 2026➤ Complete Area Structure Plans (ASPs) in alignment with the Regional Growth Plan (RGP) and Council priorities
✓	The MDP Review project was 70% complete as of the end of 2024 and is on track for an approved MDP by Q3 2025. Updates to the Land Use Bylaw will follow in 2026.	
✓	All County ASPs demonstrated appropriate alignment to the RGP and Council priorities.	
	Defined land use policies and objectives are being met and communicated	Targets: <ul style="list-style-type: none">➤ 91% land use approvals aligned with Regional Growth Plan/MDP by 2025➤ 91% growth/approvals within the approved growth areas within the Regional Growth Plan by 2025➤ 100% statutory plans that align with the Regional Growth Plan and receive an approval recommendation from CMRB
✓	92% of land use approvals aligned with the Regional Growth Plan/MDP in Q4, which is in line with the County's target of 91%.	
✓	24% of land use applications were approved within approved Growth Area. Applications received in non-preferred growth areas were supported under policy (i.e. Area Structure Plans) or are within the Agricultural areas for a First Parcel Out or New/Distinct Agricultural Operation.	
✓	100% of statutory plans received a recommendation from the CMRB.	

STRATEGY REPORT: Q4 2024

	<p>Demonstrating leadership within the Calgary Metropolitan Region Board and leveraging the County's strategy for growth within the Regional Growth Plan.</p>	<p>Targets:</p> <ul style="list-style-type: none">➤ Zero challenges to statutory plans by member municipalities, despite CMRB Administration approval recommendations➤ 100% active participation in CMRB Technical Advisory Groups
<p>✓ The County received 0 challenges to statutory plans by CRMB member municipalities and maintained 100% active participation in CMRB Technical Advisory Groups in 2024.</p>		

SERVICE PERFORMANCE: Q4 2024

CULTURE & RECREATION

Cemetery Services

- Cemetery Marker sales have decreased slightly compared to 2023. However, this adjustment aligns well with current staffing levels, as the previous sales volume had proven challenging to sustain. With this more manageable sales volume, Cemetery Services can continue to provide high-quality service while optimizing our resources effectively.
- Internments are increasing approximately 10% annually. Cemetery Services is exploring how to continue meeting this demand with current capacity.

<u>Burial Services</u>	<u>Memorialization</u>	<u>Funeral & Cremation Services</u>
<ul style="list-style-type: none">➤ 157 interments (increase over Q4 2023)➤ 107 plots sold (increase over Q4 2023)	<ul style="list-style-type: none">➤ 168 markers sold (decrease over Q4 2023)	<ul style="list-style-type: none">➤ 116 cremations (decrease over Q4 2023)

Recreation, Leisure and Culture Facility & Programming Access

- Recreation Governance Committee approved **Emergency funding** for Bearspaw Community Association to provide “watch” for potential fires until a fire detection malfunction at the facility can be identified and corrected.
- **110 Community Connections** were made by Recreation, Parks & Community Support staff. There were fewer community connections during Q4 due to a staffing vacancy. Although there were fewer community connections, there was an increase in hours spent in the community (155).
- Community connections enhance engagement and maintain open communication between the County and community groups and organizations.

SERVICE PERFORMANCE: Q4 2024

PUBLIC SAFETY

Building Approvals & Compliance

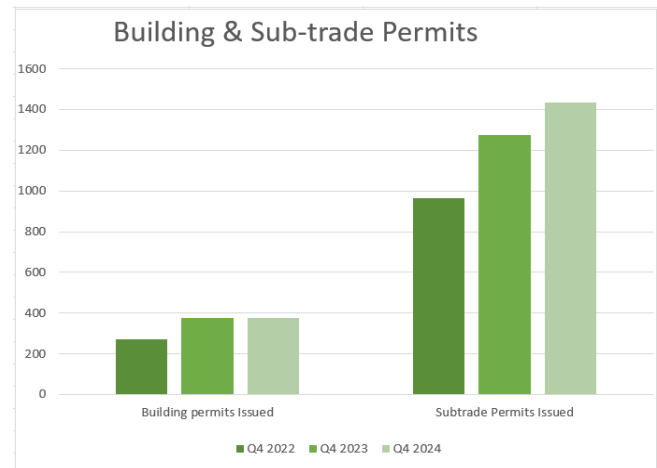
Safety Codes Monitoring & Compliance

- Building Inspections in Q4 2024 increased 4.25%, and Subtrade inspections increased 15% compared to Q4 2023.
- Building Permits issued in Q4 2024 increased 10% compared to Q4 2023 and Subtrade permits increased 19% compared to Q3 2024.
- Overall, Building Permits issued have increased 49% since 2019, and building inspections by 103%.



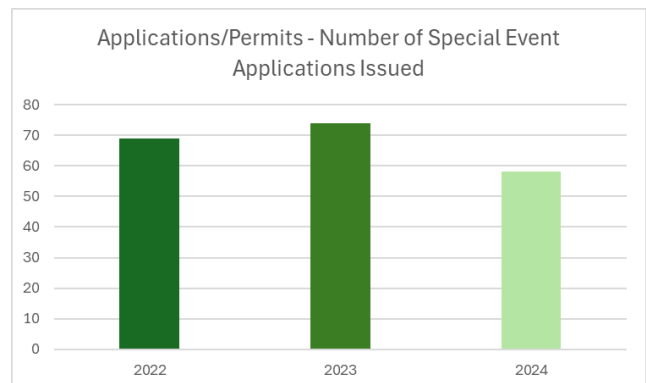
Building Construction & Alteration Approvals Compliance

- Subtrade permits issued have increased by 57% since 2019, and inspections performed by 69%.



Special Events Permitting

- **9 Special Events applications** were processed in Q4, a decrease from Q3 due to seasonal changes in the volume of events. Overall, applications are down from 2023 due to a change in permit application *requirements* in 2024, with the County no longer requiring permits for events on private lands. This has created efficiencies for the service.

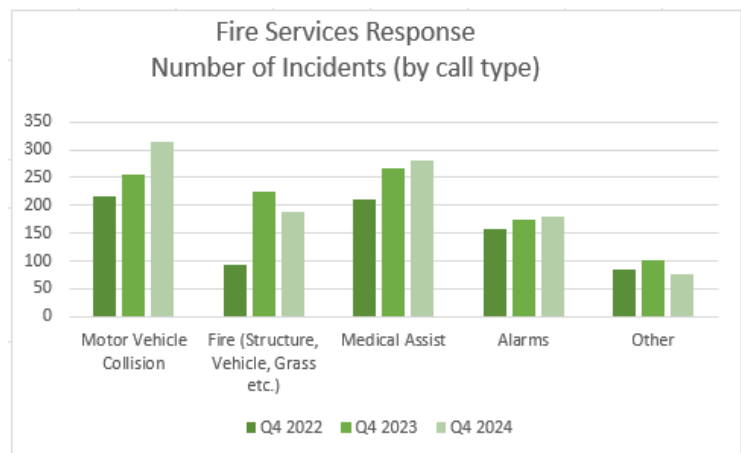
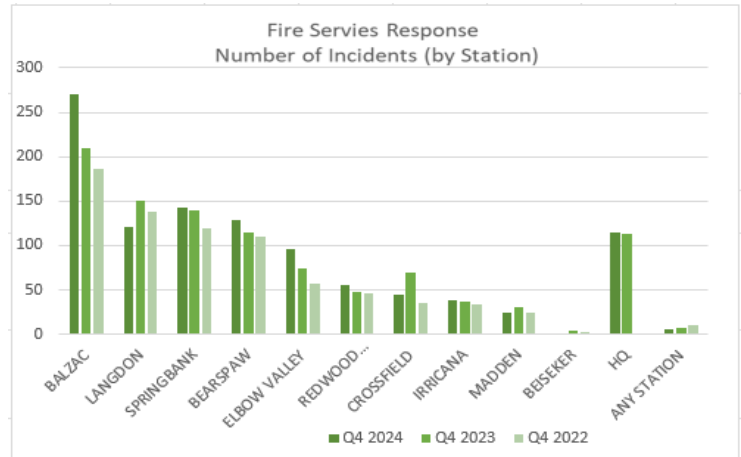


SERVICE PERFORMANCE: Q4 2024

Fire Services and Emergency Management

Fire Services Planning & Response

- Fire Services responded to 1040 incidents across the county in Q4 2024, a 4% increase over Q4 in 2023, with a 13% increase overall when comparing the total annual calls from 2023 and 2024. Seventy percent of these calls required a multi-station coordinated response due to the nature of the incident, resulting in 2825 station responses.
- Balzac experienced the largest increase in call volume in Q4 of 2024, with 29% more responses. Elbow Valley Station followed the trend in Q4 with a 28% increase. The greatest call type increase in Q4 were attributed to motor vehicle accidents.
- RVCFS had multiple significant fire events across the county in Q4. On October 19th a grassfire was contained prior to reaching any structures and later the same day a structure fire in the Bearspaw area caused a loss of a residence. In Q4 there were five-dollar loss (structure fires) incidents throughout the County, with three homes only sustaining an estimated \$30,000 or less due to quick responses of RVCFS. This included a storage unit fire at the Springbank Airport that was quickly extinguished.



Fire Prevention & Compliance

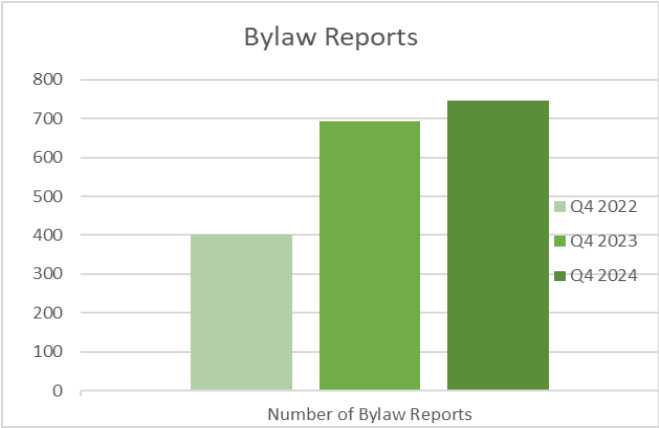
- All seven County fire stations collaborated on scheduling an open house on smoke alarms - Smoke Alarms: Make them work for you. Approximately 547 residents attended. Crews also participated in school fire drills.
- The Fire Prevention team continued navigating the damaged fire pumps in the Janet industrial area, consulting with water system operators to restore water service to the area. Through Q4 all the water systems were restored other than one, which is now being supplied by an alternate system until repairs are completed (Q1 of 2025).

SERVICE PERFORMANCE: Q4 2024

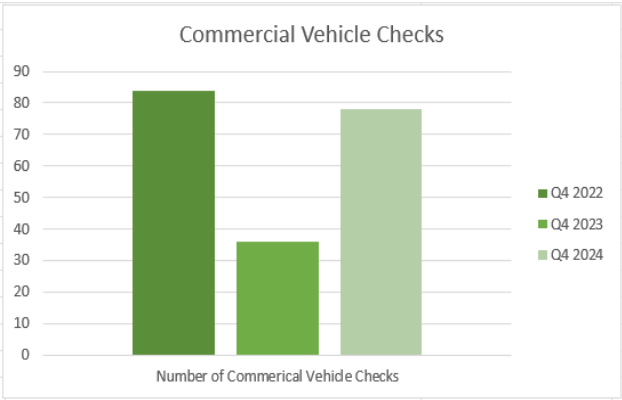
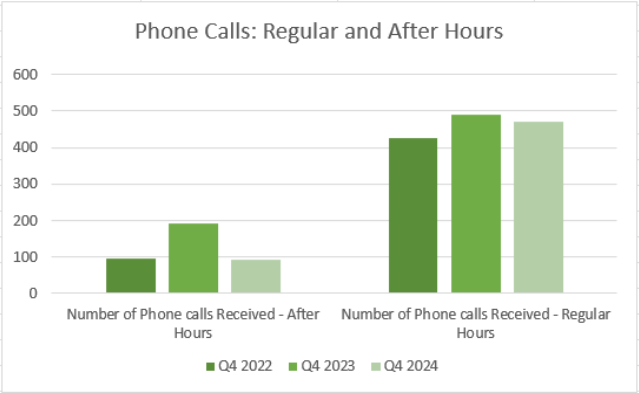
Enforcement Services

Incident Response

- Bylaw Reports are rising and have seen an increase of **8%** in comparison to the same period in 2023. Overall, there was a 25% increase in bylaw reports in 2024, as compared to 2023. With new population growth, residents appear to be utilizing Bylaw more readily.
- Traffic interactions/stops saw an increase of **40%** in Q4 compared to same time last year. This increase is due to a population growth in the County and surrounding areas, with more traffic utilizing County roads.



- Overall, regular and after-hours phone calls were down slightly from Q4 in previous years.
- Commercial vehicle checks increased due to commercial vehicle related complaints.

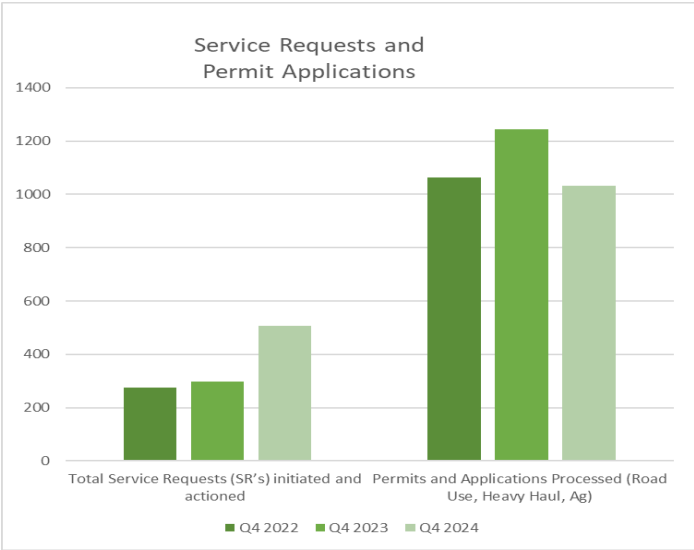
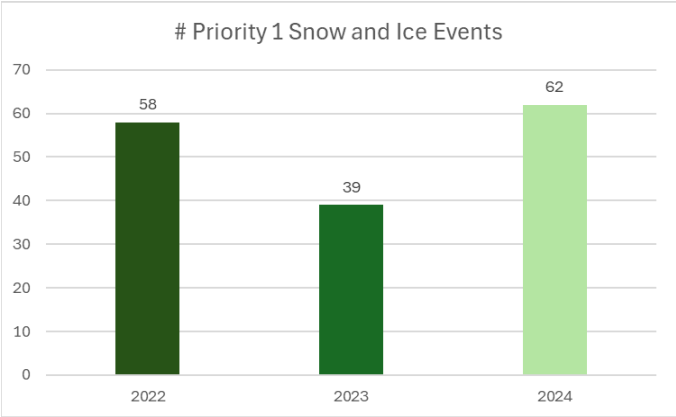


SERVICE PERFORMANCE: Q4 2024

TRANSPORTATION

Road Access

- Transportation Services consistently reported a 100% response rate to snow and ice events within the prescribed service level. Specifically, for priority 1 roads, this target is set at 36 hours, while for priority 2 roads, it is 60 hours.
- A slight increase in service requests throughout 2024 is primarily due to environmental factors and population growth in the County.

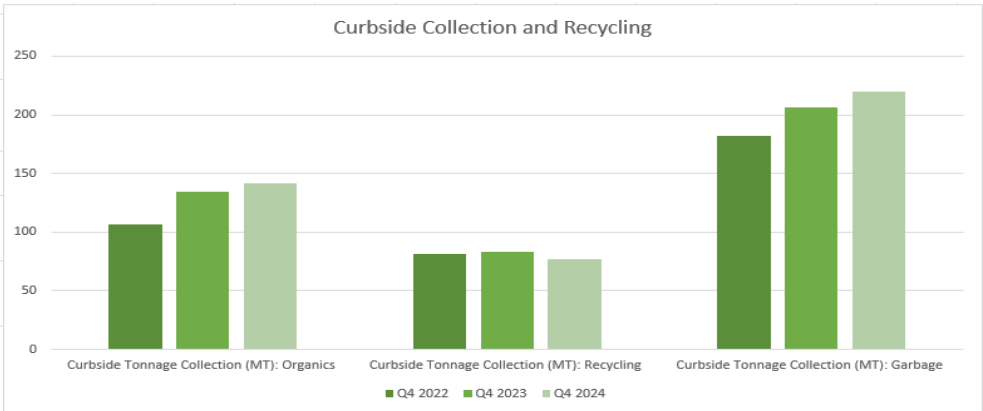


ENVIRONMENTAL PROTECTION

Waste Management

Curbside Collection

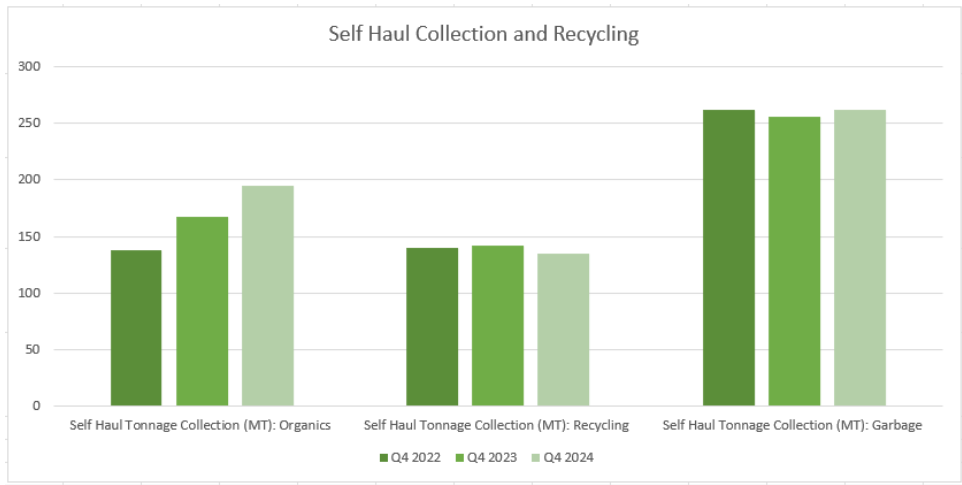
- December 2024 recycling tonnage data was not available prior to this report being published due to a change in contractor. The tonnages reported below are estimates, with the County anticipating an increase in organics and gargabe tonnages in Q4, and recycling remaining relatively stable.



SERVICE PERFORMANCE: Q4 2024

Waste Self-Haul

- Q4 2024 self-haul recycling tonnages were not provided by the recycling processing facility prior to the deadline of this report. Material commodity volumes are estimated based on year-to-date averages for each respective self-haul site and are roughly on par with 2023.
- The Rocky View County **Waste App Guide** provides everything residents need to manage waste and recycling, including access to collection calendars, sorting tips, notifications for special events, and a way to report issues or concerns. The Waste App Guide has seen a notable **70%** increase in users over the same period in 2023.



Environmental Protection & Awareness

- The Roadside mowing program was 100% complete in 2024.
- The Invasive Weed inspection program for 2024 was complete with 100% compliance.

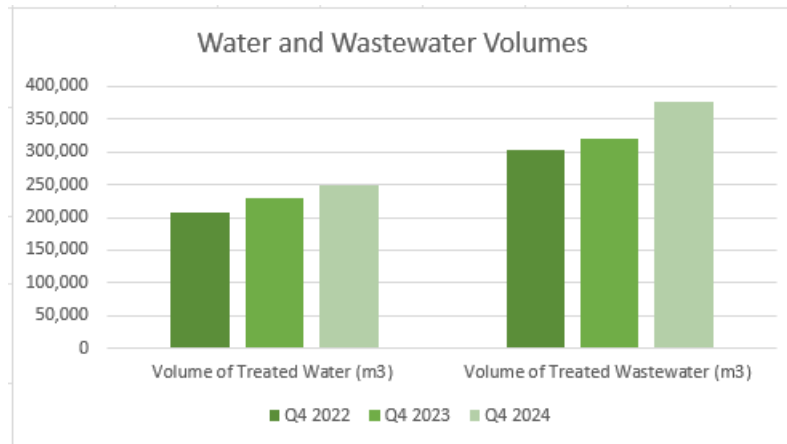
Environmental Protection and Awareness	Q4 2023	Q4 2024
Percentage of Roadsides Mowed (annual program)	100%	100%
Percentage of Roadsides Controlled for Invasive Weeds	100%	100%

UTILITIES

Water Treatment & Distribution/Wastewater Collection & Treatment

- Utility line locates have increased 81% since joining Alberta One Call on October 1, 2023. This is tied to the development growth in the County. Utility line locates are required before disturbing the ground.
 - To manage the increase of locates, processes were streamlined for efficiency, resources were reallocated, and seasonal employees were tasked with a majority of the locates.
- The volume of water treated and distributed has increased due to system growth with an average of ~6% increase in customer growth across the County systems. In Bragg Creek, 85 new Wintergreen water customers connected representing a ~28% growth in new water customers.
- The wastewater volume increase is mainly due to the ~12% customer growth seen on the East Rocky View with combined water/wastewater customers, as well as an increase of ~5% in wastewater only customers in Langdon. Langdon made up the majority of reported flows.

SERVICE PERFORMANCE: Q4 2024



Utility Operations	Annual 2022	Annual 2023	Annual 2024
Utility Connections: Wastewater only Customers	2887	2969	3084
Utility Connections: Water only Customers	303	306	391
Utility Connections: Combined Water/Wastewater Customers	1234	1303	1425
Service Requests	190	465	671
Locates	589	925	1675
Cross Connection Control Devices	Not available	Not available	60

LAND & ECONOMIC DEVELOPMENT

Development Planning & Approval

- In Q4 there was a significant decrease in the processing time for Planning Applications with the majority of applications being processed within the 10-month service delivery level. However, overall, 2024 saw the proportion of applications processed within the 10-month time-frame decrease to 41%.
- Subdivision processing was faster this quarter than any other quarter this year. Average processing time across all subdivision applications was 195 days, which is within two weeks of the service delivery level. For subdivision applications that were deemed complete in 2024 the average time to a decision was 116 days, showing that files with outstanding requirements from 2023 or earlier where Administration was waiting on direction or information from the applicant prior to proceeding resulted in a longer processing time of 79 days, on average. Overall, the proportion of subdivision applications processed within the 6-month time-frame was down slightly in 2024.
- Planning saw a reduction in the number of legacy files being actively processed and a reduction in Conceptual Scheme applications. This, combined with the introduction of new standard operating procedures for planning staff (resulting in greater role clarity and improved application processes), can be attributed to quicker processing times.
- Planning made significant progress on moving multiple ASPs forward to a conclusion, with Springbank receiving support from residents and Council, Conrich Future Policy Area directed to proceed forward, and the scheduling of the Bears paw ASP for a Public Hearing on January 28, 2025.

SERVICE PERFORMANCE: Q4 2024

- Regional Planning continues to progress the Municipal Development Plan (MDP) Review project on time with a final draft planned to come to Council in Q1 2025. On November 22, 2024, the Province announced it would withdraw funding from CMRB and make membership voluntary. Following this announcement, our Council passed a motion that Rocky View County intends to leave the CMRB. The draft MDP has been updated to remove Regional Growth Plan requirements that did not align with the interests of the County and the feedback received during Stages 1 and 2 of engagement. The MDP is being developed collaboratively with feedback from the public, interested parties, and internal departments. Although the MDP Review project was required to meet the requirements of the CMRB Growth Plan, the project has always first considered the interests of the County and its residents
- The Prairie Gateway ASP and Janet ASP were submitted to the CMRB Regional Evaluation Framework, and both ASPs received unanimous approval by the CMRB. The Janet ASP received third and final reading from Council on January 7, 2025. The Prairie Gateway ASP is scheduled for third reading on February 4, 2025.
- The Joint Planning Area (JPA) Context Studies continue to be developed jointly with the JPA member municipalities. In December 2024, the JPA Trilateral Committee members participated in a guided visioning session hosted by Intelligent Futures. At this meeting, the Committee identified priorities and shaped the vision of the JPA. The Committee agreed to structure the project so work could progress outside of the CMRB.

Development Planning & Approval Metrics	Annual 2023	Annual 2024
Number of Pre-applications Meetings Held	98	137
Number of Development Permit Applications Rendered	330	365
Number of Development Permit Applications Received	453	396
Number of Real Property Reports Processed	612	634
Number of Planning Applications Decisions Rendered	122	161
Number of Planning Applications Received	144	146
% of Subdivision Applications Processed within Service Level (6 months)	57%	51%
% of Redesignation/Amendment/Local Plan/Road Closure Applications Processed within Service Level (10 months)	68%	41%
Number of Intermunicipal Planning Circulations	273	324
Number of ASPs Actively being worked on – (Average)	6	4.25

Business & Economic Development

Economic and Business Development conducted meetings with a wide range of sector companies within the Economic Development Strategy's target sectors. The meetings included manufacturing, data centers, and supply chain companies. The department responded to a number of requests for information through Invest Alberta and these opportunities are at an early stage of research and review by the companies. Work continued on the creation of target sector profiles with the manufacturing profile being completed in Q4. Work began in Q4 on the final two sector profiles, Tourism and Transportation, Logistics and Warehousing and these studies will be completed in Q1 of 2025.

2024 was a significant year for the Economic Development team, as the department secured a \$4B hyper-scale data center investment for the County as well as other investments including Keurig, and Dr. Pepper's first distribution center in Western Canada. The team strengthened the working relationships with the local Chambers of Commerce operating in the County and continued the brand building work positioning the County as a tier one location to invest in and operate a business.

- **14 Investment Meetings** were completed in Q4.
- **5 Chamber of Commerce Meetings** were attended.
- **7 Contacts** were made with firms interested in locating to the County.

SERVICE PERFORMANCE: Q4 2024

GOVERNANCE & CIVIC ENGAGEMENT

Communications & Public Engagement

- In Q4 2024, the Communications & Engagement Team advanced Rocky View County's strategic priorities by delivering timely, transparent information and fostering inclusive dialogue.
- Internally, the team highlighted the People Strategy StaffSource Spotlight, launched an Anytime Feedback Form, and supported the Long Service Awards.
- Externally, a new Pet Licensing Portal was introduced, communications for Emergency Management meetings and exercises were provided, agriculture workshops were promoted, and ongoing updates for waste collection programs were provided.
- Issues such as a High Plains Industrial Area water disruption and a national postal strike were managed in Q4, while progressing a comprehensive website update through content reviews and a user-focused redesign.
- Public engagement efforts spanned key initiatives like the Aggregate Resource Plan, Municipal Development Plan, Animal Control Bylaw, Regional Off-Site Levy updates, Agriculture Master Plan, Fire Services Plan, and the Madden Fire Hall.
- A 70% decrease in Safe and Sound notifications in 2024 can be mostly attributed to no longer using S&S for public notices of planning related and public hearing decisions. Messages and notifications that used to be sent on a bi-weekly basis, are now posted on the website.

Communications Metrics	Annual 2023	Annual 2024
Number of Council & Board Meetings (Review and Related Communications)	137	76
Number of StaffSource Requests	179	232
Number of Media Requests	114	188
Number of Safe & Sound Notifications	315	95
Number of Public Notices and County Reviews	263	278
Number of Media Releases and website news posts	-	114
Number of Project Requests	-	73
Number of Engagement Requests	-	13
County Website Updates	-	361
Events Supported	-	18
Visual & Design Requests	-	70
Urgent Issues	-	25

Council Support

- Administration receives appeals that are for the Land and Property Rights Tribunal (LPRT) and must be forwarded on. The 2024 stats for this have been included for all quarters.
- Refunds were issued to all but 4 CARB appeals, two went to hearing: 1 of which was refunded as the assessment was changed by the Board, and 3 were not, due to the appeal being withdrawn within three business days of the hearing.
- We anticipate an increase in both LARB and CARB appeals in future years with the increased business and residential in the County. We saw a reduction in development permit appeals this year, but an increase in subdivision appeals where Council was acting as the Subdivision Authority.

SERVICE PERFORMANCE: Q4 2024

CARB, LARB, SDAB & LPRT for 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Total
Number of CARB Appeals Received	0	99	0	0	99
Number of CARB Decisions Made	0	0	0	2	2
Number of CARB Appeals Withdrawn	0	3	66	23	92
Number of LARB Appeals Received	6	23	0	0	29
Number of LARB Decisions Made	0	0	13	0	13
Number of LARB Appeals Withdrawn	4	12	0	0	16
Number of SDAB Hearings Held	7	5	7	1	20
Total SDAB Appeals Receive - Council Acting as Subdivision Authority - NEW	0	0	2	2	4
Total SDAB Appeals Receive- Council Acting as Development Authority - NEW	0	0	1	0	1
Total SDAB Appeals Received - Administration Acting as Development Authority	6	6	3	3	18
Number of SDAB Decisions Made	6	5	10	1	22
Number of appeals withdrawn	1	1	0	1	3
Number of Development Permit appeals forwarded to the LPRT	0	2	1	2	5
Number of Subdivision appeals forwarded to the LPRT	0	2	2	1	5

CORPORATE SERVICES

People & Culture

- Vacancy rates for permanent full time positions reduced to 3% in Q4 2024.
- Paid per call fire fighter vacancies reduced to 24% in Q4 2024.

Workforce				
Metric	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Permanent FTE Employees - Actual	327	335	344	348
Permanent FTE Employees - Budgeted	344.5	358.5	358.5	358.5
Permanent FTE Employees - <i>Vacancy</i>	18	23.5	14.5	10.5
Permanent FTE Employees - <i>Vacancy Rate</i>	5%	7%	4%	3%
Part time Fire Fighter - Actual	101	112	107	102
Part time Fire Fighter - Budgeted	120	120	120	120
Part time Fire Fighter - <i>Vacancy</i>	19	8	13	18
Part time Fire Fighter - <i>Vacancy Rate</i>	16%	7%	11%	15%
Paid Per Call Fire Fighter - Actual	74	70	62	68
Paid Per Call Fire Fighter - Budgeted	90	90	90	90
Paid Per Call Fire Fighter - <i>Vacancy</i>	16	20	28	22
Paid Per Call Fire Fighter - <i>Vacancy Rate</i>	18%	22%	31%	24%

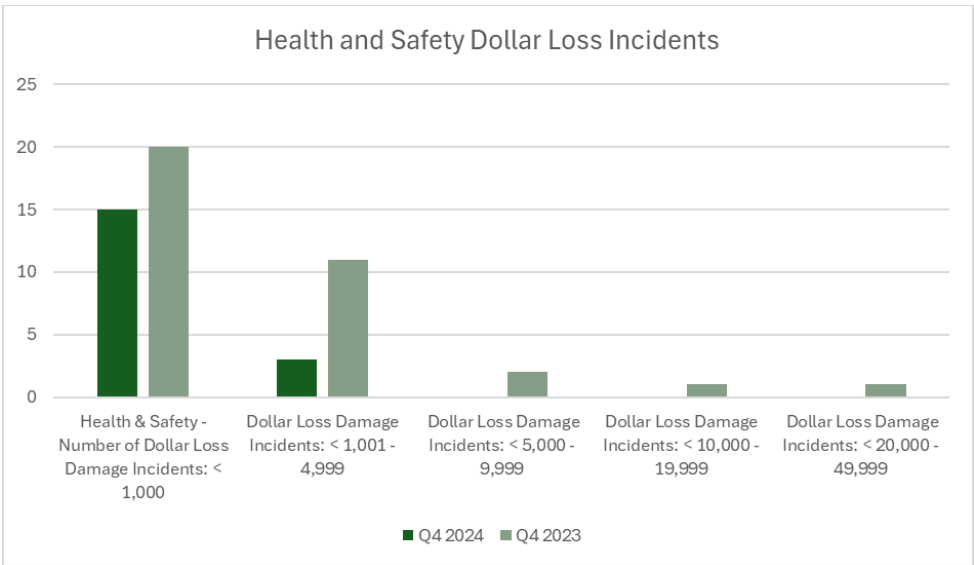
SERVICE PERFORMANCE: Q4 2024

- Turnover for 2024 trended positively overall and has improved from previous years.
- A summer 2024 survey of other Alberta municipalities (~25 participants) showed turnover averages of around 4% (involuntary) and 13% (voluntary).
- Turnover remains an important indicator that Administration will continue to watch closely.

Annual Rolling Turnover				
Metric	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Involuntary**	3%	2%	2%	3%
Voluntary**	12%	10%	10%	9%

Health & Safety

- Health and Safety Injuries: 8 Injuries reported, 1 lost-time injury, 5 injuries required medical attention.



General Inquiries

- 2024 shows a slight increase in customer inquiries as compared to 2023.

Metric	Annual 2023	Annual 2024
Calls: Business Hours	40966	42223
Calls: After Hours	2304	4045
Incoming E-mails (questions@rockyview.ca)	2163	2387

SERVICE PERFORMANCE: Q4 2024

Information Technology Management

Information Management

- The focus for Q4 2024 was on developing the wireframe for new employees that incorporated the IM policy acknowledgement.
- A Critical Documents Toolkit was developed and, in collaboration with the IM Champions, deployed to Departments to complete.
- For Modern Workspace, a deployment roadmap, governance framework, and wireframe were developed. IM Central information portal was successfully launched at the end of the year.

FOIP (Access to Information)

	Q4 2024
Number of FOIP requests received in quarter	42 Requests
Number of FOIP requests closed in quarter	37 Requests
Average number of days FOIP requests closed in quarter, were open for	37 Days
Number of FOIP requests closed in quarter that were open for over 30 days	14 Requests
Percentage of FOIP requests closed in quarter that were open for over 30 days	37.8%

- Under the FOIP Act, a public body has a 30-day timeline to respond to requests received, subject to specific exceptions. This timeline often means not all requests initially received in Q4 2024 would have been able to be completed in Q4 2024 and some were carried over into Q1 2025. For a similar reason, some requests that were completed in Q4 2024 were initially received in earlier time periods.
- Of the 14 requests that were open for over 30 days, all were extended under a recognized exception to the FOIP Act or the result of applicant inactivity. Time extensions were taken for seven requests due to the large number of records required to be searched or reviewed, two requests were paused while waiting for payment or clarification from the applicant, and five applicants ceased responding to communication and their requests were declared abandoned after 30 days of no communication.
- Three requests closed in Q4 2024 had been open for over 60 days. A request had been open for 367 days and the closure of that file has skewed the statistic regarding the average number of days requests were open for in Q4 2024. Without that request being included, the average number of days a file was open for in 2024 in Q4 was 28 days.
- Timelines were also impacted by the office closure in late December as the legislated 30-day timeline does not pause for weekends, holidays, or office closures.

SERVICE PERFORMANCE: Q4 2024

Intergovernmental Relations

Management of Intergovernmental Relationships	<ul style="list-style-type: none"> ✓ Regular Intermunicipal Committee (IMC) meetings between elected officials and senior administration foster relationships, resolve issues and seek collaboration opportunities. ✓ In Q4 2024, IMC meetings were held with the the City of Chestermere and the City of Calgary. ✓ An Intermunicipal Collaboration Framework agreement with the MD of Bighorn was completed.
Regional Growth Management Board Participation	<ul style="list-style-type: none"> ✓ The County had 100% participation in Calgary Metropolitan Region Board (CMRB) committees and technical advisory groups in Q4 2024. Administration supported elected officials at two CMRB meetings, requiring a total of 44.5 staff hours, and attended 8 Technical Advisory Group meetings, requiring a total of 43.5 staff hours.
Management of Other Governmental Relationships	<ul style="list-style-type: none"> ✓ Attended the Rural Municipalities of Alberta Fall Convention from November 4-7. There, the County attended the November 4th Growth Management Board Rural Caucus Meeting, the November 6th Ministerial Forum and Ministers' Open House and met with Minister McIver. ✓ The County attended a meeting with the Tsuut'ina Nation on December 2.

Fleet Provision & Facility Access

- The warmer weather and reduced snowfall in Q4 resulted in fuel savings for the County.
- Fleet Services continues to work with the external Fire Services maintenance contractor to enhance the work order process and reduce closure times.

	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Number of facilities work orders	240	265	237	227
Number of fleet work orders	600	561	463	589
Average time to close work orders	1 day (internal)	1 day (internal)	1 day (Internal)	1 day (Internal)
	24 days (external)	24 days (external)	21 days (external)	20 days (external)
Litres of Fuel used *	160,451	179,470	153,021	144,384
Number of Commercial Vehicle Inspections	28	24	19	18
% of Commercial Vehicle Inspections completed	32%	27%	21%	20%

*Includes Diesel and Gas

SERVICE PERFORMANCE: Q4 2024

Land Administration

- Land Administration continues to address the backlog of Lease/License renewals on a priority basis. Private utility licenses will be addressed during Q2 2025.

% Lease/License Agreements up to date	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Lease – Recreation (14)	0%	100%	88%	88%
License – Recreation (42)	40%	40%	60%	60%
License – Private Utility (21)	0%	0%	0%	0%

Engineering Design & Construction

- Capital Projects completed nine and started two new projects in Q4, with another seven set for completion in Spring 2025.
- 26 Capital projects will carry into 2025, with another 15 forecasted to proceed for a total of 41 projects, with projects ranging from smaller local drainage improvements to large road and interchange construction, as well as the engineering and planning for four new buildings.
- The total Capital Projects budget will exceed \$130M.
- Three engineering projects were completed in Q4, leaving five active projects, all anticipated to be completed early in 2025.
- Four projects include levy updates, scheduled for public hearing and third reading in January 2025.
- 121 circulations were submitted to Engineering with an increase in on-time responses by 5% from last quarter, to 85%.

	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Number of Capital Projects (Total)	46	42	33	26
% of Capital Projects on track	87%	90%	94%	96%
Number of Engineering Projects (Total)	8	8	8	8
% of Engineering Projects on track	75%	88%	88%	100%

SERVICE PERFORMANCE: Q4 2024

PRIORITY PROJECTS							
Project Name and Description	Project Progress	Project Budget	Actual to 12/31/24	RFP/Consultant Information	Project Status	Target completion	% Complete
Asset Management Developing an Asset Management Framework for the County.	The final report on the State of Infrastructure will be delivered in Q2 2025. Administration anticipates an asset management policy coming to Council in late 2025.	\$200,000	\$110,000	WSP		Q4 2025	75%
Fire Soft Levy Strategy Developing a framework and methodology for a soft services levy bylaw.	Fire Soft Levy Strategy is on hold until Fire Master Plan has been approved.	TBD	\$0		On hold		0%
Recreation Soft Levy Strategy Developing a framework and methodology for a soft services levy bylaw.	Public Consultation is continuing with update to be provided in Q4 2024.	\$250,000	\$111,246	Mooreview Consulting		Q3/Q4 2024	75%

MAJOR PLANNING PROJECTS							
Project Name and Description	Project Progress	Project Budget	Actual to 12/31/24	RFP/Consultant Information	Project Status	Target completion	% Complete
Municipal Development Plan (MDP) Review Development of a new MDP that aligns with the Municipal Government Act and Regional Growth Plan (RGP). Will serve as a road map for orderly, efficient, and sustainable growth in Rocky View County over the next 20 years.	Following Rocky View County Council's vote to leave the Calgary Metropolitan Region Board, the draft MDP has been updated to remove Regional Growth Plan requirements that did not align with the interests of the County and the feedback received during Stages 1 and 2 of engagement. The MDP Review project is currently in Stage 3 of engagement, and the revised draft MDP has been circulated internally. Governance Committee will receive an update on the MDP Review project on February 11, 2025. Following the Governance Committee meeting, the draft MDP will be made public on the MDP Review project websites, and a variety of engagement activities will take place over February and March 2025 (e.g. online survey, open houses, MDP-in-a-Box, Schedule-a-Planner). In late March 2025, a CAO workshop will update Council on what was heard during engagement and how the document will be updated. A final draft will go to public hearing and Council for approval tentatively in May	\$250,000	\$183,425	Muse Deign Top Intelligent Futures		Q2 2025	70%
Land Use Bylaw Amendments Make amendments to Land Use Bylaw C-800-2020 in a phased approach. The amendments will be executed in four phases with each phase to be presented at a Council Briefing, Governance Committee, and Public Hearing of Council.	Public Engagement in relation to the proposed Land Use Bylaw regulation of Vacation Rental and Bed and Breakfast uses. Engagement summary and proposed Land Use Bylaw Amendments to be presented at Governance Committee in Q1 2025, and a subsequent Public Hearing of Council in Q2 2025.	N/A	N/A	N/A		Q2 2025	50%

SERVICE PERFORMANCE: Q4 2024

MAJOR PLANNING PROJECTS							
Project Name and Description	Project Progress	Project Budget	Actual to 12/31/24	RFP/Consultant Information	Project Status	Target completion	% Complete
Prairie Gateway Prairie Economic Gateway is a significant intermunicipal collaboration between Rocky View County and The City of Calgary that will result in a jointly planned Industrial Rail Served ASP with joint municipal investments and mutual benefits guided through the Deal Agreement.	The project is currently in Phase 5 - Calgary Metropolitan Region Board Application and County Adoption. CMRB approval of the Area Structure Plan was received November 22, 2024. Final County approval is anticipated in Q1 2025, contingent on successful Deal Agreement negotiation with the City of Calgary.	\$785,000	\$581,638	KPMG Richard Barss MPE Engineering		Q4 2024	85%
Aggregate Resource Plan (ARP) Developing an ARP that is sensitive to stakeholder requirements & responsive to the diverse development conditions. Will define clear locational criteria to guide the development of aggregate resource extraction projects.	The Aggregate Resource Plan project Terms of Reference was amended at the October 8, 2024 Council Meeting. Phase 1 was completed and staff is on target to complete Phase 2 by the end of Q2. Currently, staff is finalizing an Aggregate Development Performance Standards document, Aggregate Site Monitoring Bylaw, and amendments to the Land Use Bylaw and MDP. Staff will be engaging with the public in late February on the work done. Any proposed changes will be made to the documents following public engagement. Staff will then return to Council seeking approval for the document as Phase 3 of the project in Q3 2025.	\$75,000 (Phase 1)	\$59,843			Phase 2 Q2 2025 Phase 3 Q3 2025 Phase 4 TDB	Phase 2 65%
Joint Planning Areas (JPA) Development and adoption of a Terms of Reference to govern the development of a Context Study. Outcomes will inform new municipal statutory plans and amendments to the Regional Growth Plan (RGP) and guide Calgary Metropolitan Region Board (CMRB) decision-making.	The Joint Planning Area (JPA) Context Studies continue to be developed jointly with the JPA member municipalities. In December 2024, the JPA Trilateral Committee members participated in a guided visioning session hosted by Intelligent Futures. The Committee identified priorities and shaped the vision of the JPA. The Committee agreed to structure the project so work could progress outside of the CMRB. Given the CMRB Growth Plan will likely no longer apply to the JPA Context Studies, the document will continue to be a visionary non-statutory document, but will now focus more on informing new and updated Intermunicipal Development Plans (IDPs) and Intermunicipal Collaboration Frameworks (ICFs). The creation and update IDPs and ICFs will be required as a result of the County leaving the CMRB and Growth Plan. A request for proposals (RFP) has been tendered for a consultant to support the development of the Context Studies.	JPA1 \$100,000 JPA2 \$100,000	JPA 1 \$24,233 JPA 2 \$23,343	Invistec Consulting Ltd. TBD - ~April 2025		Q3 2025	55%