

PLANNING DEPARTMENT

# 2024 ROADMAP



ROCKY VIEW COUNTY



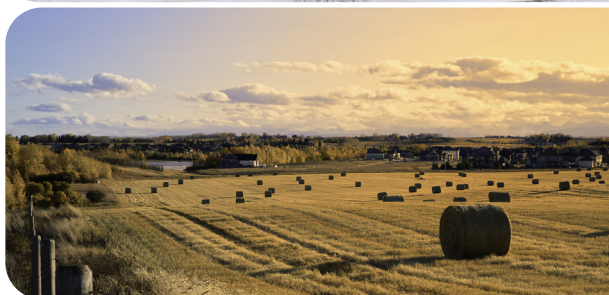
## INTRODUCTION

The 2024 Roadmap outlines the strategic direction and key initiatives of the Planning department for the upcoming year. This Roadmap serves as a guiding framework that aligns the goals, resources, and actions to fulfill our vision as a department as noted in the Customer Charter.

The 2023 End of Year Report highlighted the successes and areas for growth. This Roadmap builds on that report and provides a forward-looking perspective to complement the End of Year Report.

In the following sections, we outline the main projects and their primary objectives. In addition, we list specific department projects that align with the three main pillars of the County Strategy.

The 2024 Roadmap is guided by the End of Year Report, Customer Charter, and the strategic initiatives set out by County leadership. The Roadmap positions the Planning department to act on opportunities, foster collaboration with other departments, and advance our shared vision as a County, which provides effective service delivery, financial prosperity, and thoughtful growth.





### **CUSTOMER SERVICE CHARTER**

Build the tools outlined in the charter to create an environment supportive of customer service excellence.



### **CUSTOMER SERVICE SURVEYS**

Follow up with customers to improve our understanding of the customer experience and adapt services in response.



### **QUARTERLY REPORTS**

Develop a wider range of measures to understand department performance and highlight areas of improvement.



### **PROCESS MAPS & STANDARD OPERATING PROCEDURES**

Complete ±120 department processes and templates to guide staff and customers, and identify areas for improvement.



### **INFORMATION TECHNOLOGY SOLUTIONS**

Collaborate with IT on six projects to improve department efficiency and provide new digital services including online maps, tools, and forms.



### **PLANNING AND DEVELOPMENT APPLICATIONS**

Continue to shorten timelines, clear legacy files, and better define customer expectations for application processes.



### **MUNICIPAL DEVELOPMENT PLAN (MDP)**

Continue with community engagement, drafting, review, and refinement. The MDP will be presented to Council by end of 2024.



### **AREA STRUCTURE PLANS (ASPs)**

Continue to progress on the Conrich, Springbank, Bearspaw, and Langdon Area Structure Plans at various stages of completion.



### **AGGREGATE RESOURCE PLAN (ARP)**

Continue to develop policies, standards, and other measures to regulate aggregate extraction in alignment with Council direction.



### **LAND USE BYLAW**

Work towards establishing a structure and workplan for a comprehensive rewrite of the County's Land Use Bylaw based on distinct areas of the County.



### **POLICY DOCUMENT RANKING**

Introduce a Planning Policy Document ranking system for annual review and prioritization by Council.



### **PROJECT HANDOFF**

Support establishment of the County's new Intergovernmental Services and Regional Planning Department to provide greater opportunities for collaboration and progress on regionally significant projects.

## CUSTOMER SERVICE & OPERATIONS IMPROVEMENTS

### Customer Service Charter

We will begin building out the Tools from the Customer Service Charter to ensure that the Charter continues to act as a guide for customer service excellence. Additionally, we will work with applicants to improve mutual accountability in processes to improve timeline predictability.

This year, we will focus on creating an onboarding package for staff, publishing one-pagers at defined intervals for ASP project updates, building the internal wiki, implementing Teams for rapid communication and problem-solving, and improving the pre-application process.

### Quarterly Reports

We will continue to follow-up with customers to improve survey response rate and collect more qualitative data. This will inform our customer feedback report, which will provide information for Council and community on Planning's performance.

### Process Mapping and Standard Operating Procedures

We will finish the baseline process maps and standard operating procedures, including over 120 processes and templates. This baseline will give us foundational information for process improvements that will start the iterative mapping process.

## GROWTH AND SERVICE IMPROVEMENTS

### Planning Approval Timelines

We will exceed the target of having 80% of planning applications within service delivery timelines (10 months for redesignation and 6 months for subdivision). We will continue to build our understanding of the reasons for appeals and improve how we can work alongside community to build understanding and common expectations to reduce appeals.

### Legacy Files

We will resolve outstanding legacy files, and work to minimize future legacy file backlogs. Legacy files are applications that are older than 16-months from submission. We see legacy files as in need of withdrawal or presentation to Council to eliminate their strain on resources.

### Development Permits

We have increased staffing with two new Development Officers to continue improving development permit timelines and meet service standards for development permits.

## INFORMATION TECHNOLOGY (IT) DEPARTMENT LEAD TECHNOLOGY SOLUTIONS

### **Planning Development Map**

Working with the IT department and Environmental Systems Research Institute (ESRI) to leverage the existing use of GISMO (ArcGIS) and start to develop external-facing customer focused solutions.

### **Website Redesign**

Working primarily with the Communications & Engagement department to leverage the existing use of the Rocky View County website and start to develop external-facing customer focused solutions to redesign the functionality and usability.

### **CityView Utilization**

Working with the IT department to explore the existing utilization of the CityView software.

### **Project Portfolio Management**

Working with the IT department to explore the existing use of Monday.com as a project and file management tool.

### **Team Dynamix (TDX) Enterprise Service Management (ESM)**

Working with the IT department to improve the quantity and quality of planning department inquiries received.

### **Information Management**

Working with the IT department to improve document storage and management.



The Planning and Development 2024 Roadmap advances Council's Strategic Objectives through collaboration, promoting effective service delivery and facilitating growth.





## PLANNING PROJECTS



### **MUNICIPAL DEVELOPMENT PLAN**

The Municipal Development Plan will be nearing completion by the end of the year. The Distinct Areas in the MDP will set the stage for both Land Use Bylaw reforms and future ASP amendments.



LAND USE BYLAW

### **LAND USE BYLAW**

As noted above, the Distinct Areas in the Municipal Development Plan will begin the process of redefining and rewriting the Land Use Bylaw in Rocky View County. Our goal in 2024 is to rewrite the Land Use Bylaw to connect with the County's needs.



AGGREGATE  
RESOURCE PLAN

### **AGGREGATE RESOURCE PLAN**

The ARP will transition into Phase 2: Draft Plan and Engagement, which includes drafting the ARP, Land Use Bylaw amendments, Aggregate Site Monitoring Bylaw, MDP section drafts, and updated application standards and requirements. We will see additional public engagement opportunities over the year and complete the ARP project for Council and CMRB approval in 2024.



AREA STRUCTURE  
PLANS

### **JPAS, JANET ASP, PRAIRIE GATEWAY ASP, INTERMUNICIPAL CIRCULATIONS**

Rocky View County will be adding the Intergovernmental and Regional Planning department to provide additional capacity and expertise to intergovernmental projects. The Joint Planning Areas, Janet ASP, Prairie Gateway ASP, and Intermunicipal Circulations will all be under the direction of this new department.

**BEARSPAW**

## **BEARSPAW AREA STRUCTURE PLAN**

The Bears paw ASP will begin public engagement this year, prepare a public engagement summary report, finalize the ASP and present for Council and CMRB approval.

**CONRICH**

## **CONRICH AREA STRUCTURE PLAN**

The Conrich ASP is planned to be completed this year, with final amendments and technical studies finishing in January. Council and CMRB approval are the final steps for completing the project.

**LANGDON**

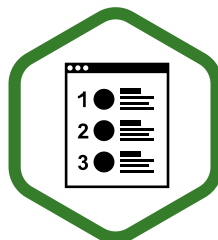
## **LANGDON AREA STRUCTURE PLAN**

The Langdon ASP has just begun and will progress into the project scope as per the Terms of Reference.

**SPRINGBANK**

## **SPRINGBANK AREA STRUCTURE PLAN**

The Springbank ASP is planned to be completed this year, with the public engagement summary report and revised land use concept going to Governance Committee for further direction in January. Pending Governance Committee direction, all technical studies will be completed, the ASP will be finalized, and Council and CMRB approval will be required for completing the project.



## **PROJECT POLICY DOCUMENT RANKING**

We will be introducing a process for ranking Planning Policy Documents for annual review and prioritization by Council. This will enact a standardized review for each project, review budget and staff requirements, and present a clear picture of project potential and needs.

## ALIGNING WITH COUNTY STRATEGY



### Effective Service Delivery

#### **Customer and Stakeholder Feedback Surveys**

Understanding how we are meeting customers' expectations across services and inquiring into areas of improvement through follow-up calls.

#### **Performance Tracking**

Tracking performance data from Planning to understand application timelines, development trends, and areas for improvement.

#### **Pre-Application Process**

Setting up customers for success with their proposals through a simple and efficient process.

#### **Development Permit Renewal Improvements**

Reducing the amount of information applicants submit for renewals to reduce unnecessary redundancy and improve timelines.



### Financial Prosperity

#### **Approval Timelines**

Decreased Planning and Subdivision approval timelines and supported several significant business developments through the process. This increases the County assessment value and investment in infrastructure.



### Thoughtful Growth

#### **Defining Distinct Areas in the Municipal Development Plan**

Celebrating the diverse communities and values across Rocky View County and planning for appropriate levels of growth allows us to work alongside communities by creating distinct area plans.

#### **Land Use Bylaw Updates**

Protecting communities from unsuitable development and removing unnecessary barriers to compatible proposals.

#### **Regional Growth Plans**

Guiding regional growth with Joint Planning Areas, Area Structure Plans, and the Aggregate Resource Plan in collaborative planning projects.

#### **Responsible Growth**

Guiding growth through the Municipal Government Act and Rocky View County policies and bylaws to grow responsibly and connect policy to land.





**Rocky View County**

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**ROCKY VIEW COUNTY**