PLANNING DEPARTMENT

2025
ROADMAP

ROCKY VIEW COUNTY

INTRODUCTION

The 2025 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 2024 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 objective. In addition, we list specific department projects that align with the three main pillars of the County Strategy.

The 2025 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.

ROCKY VIEW COUNTY

QUARTERLY REPORTS

Continue to develop a wider range of measures to understand department performance and highlight areas for improvement. Utilize forthcoming technological improvements to automate data collection to provide a more efficient and timely reporting of performance.

CUSTOMER SERVICE SURVEYS

The customer service surveys will be expanded to different service areas within the department to broaden performance tracking and engagement opportunities. The recommendations of the 2024 Customer Service Survey Feedback Report will also be implemented.
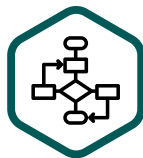
PLANNING AND DEVELOPMENT APPLICATIONS

Shorten timelines through better management of application quality and revision process. Improve frequency and quality of communication on application files and educate applicants on application processes to guide customer expectations.

DEVELOPMENT PROCESS REVIEW

Planning will continue to collaborate with the County's Strategy and Performance team and other associated departments to implement the recommendations of the recent development process review.

PROCESS REFINEMENTS AND IMPROVEMENTS

Refining the planning and development processes and workflows, which staff execute every day, will continue into 2025.

INFORMATION TECHNOLOGY SOLUTIONS

Continue to collaborate and support the IT department on the Planning and Development Map project and CityView Utilization project. Advance discussions on piloting AI powered e-compliance software for planning services.

AREA STRUCTURE PLANS (ASPs)

Continue progress on all active ASP projects, with the aim to adopt the Beacon AI, Bearspaw, Conrich Future Policy Area, and Springbank ASPs.

AGGREGATE RESOURCE PLAN (ARP)

Finalize the ARP project with a presentation of the performance standards, application and policy requirements, and site monitoring bylaw to Council by the end of Q2, 2025.

LAND USE BYLAW (LUB)

Continue to amend the Land Use Bylaw for the Vacation Rental use and bringing forward changes to remove red tape and alternative regulatory processes while aiming to modernize and simplify the Land Use Bylaw.

CUSTOMER SERVICE & OPERATIONS IMPROVEMENTS

Customer and Stakeholder Feedback Surveys

We will continue to follow-up with customers to improve survey response rate and collect more qualitative data, especially from repeat applicants. The survey will also be expanded to other service areas such as long-range planning. This will inform the customer feedback report, which will provide information for Council and community on department performance.

Quarterly Reports

We will work as a department to refine quarterly reports by increasing the relevance and impact of metrics. The goal is to present data that accurately reflects how the Planning department aligns with standards and expectations, and investigate software to help collect and analyze data in a more efficient and timely manner.

Process Refinements and Improvements

We will adapt the process maps to align with the CityView Utilization project led by the IT department, align the process maps with wider divisional improvements, continue to investigate bottlenecks, and utilize the information collected to create online information materials.

GROWTH AND SERVICE IMPROVEMENTS

Planning Approval Timelines

The department will continue to aim to exceed the target of having 80% of planning applications determined in accordance with service delivery timelines for subdivision and redesignation. Particular focus will be on improving the initial application intake process, specifically frontloading advice to applicants through the pre-application meeting service and improving application quality through education and clear requirements. Ongoing application performance tracking will also establish the reasons for an application exceeding the target timelines.

Legacy Files

We will work to clear most of the outstanding legacy files, understanding that there will always be some new legacy files as time moves forward. Legacy files are applications that are older than 16-months from submission. We see legacy files as a priority for withdrawal or presentation to Council to eliminate their strain on resources and blight on local communities.

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INFORMATION TECHNOLOGY (IT) DEPARTMENT LEAD TECHNOLOGY SOLUTIONS

Planning Development Map

Planning will continue to work with the IT department regarding additional iterations of the map, which is expected to create a digital and customizable landowner application notification service, replacing or reducing the need for hard copy mail notifications currently used. Administration will explore the implementation of a comprehensive Contact Management System as a means to achieve this project, and the project will likely also depend on the broader Enterprise Resource Planning (ERP) project.

CityView Utilization

Following data collection on the department needs in Phase 1, Phase 2 of the CityView project will include testing, implementation and rollout of the system. A new build of CityView will be developed to meet the defined requirements from Phase 1. Planning will help to develop and test key features including online applications and payment systems, and train staff and stakeholders to ensure effective adoption.

AI-Powered E-Compliance Software

Planning and Building Services will start initial conversations with IT and a third-party provider to explore the potential to pilot AI-powered compliance checks. Such software could bring forward significant efficiencies in how both departments operate, especially in the undertaking of transactional tasks and high-volume services.

The 2025 Roadmap advances the County vision with strategic initiatives, fostering collaboration for effective service and sustainable growth.

PLANNING PROJECTS

LAND USE BYLAW

Planning will continue to amend the Land Use Bylaw for the Vacation Rental use and will identify other potential amendments to modernize and simplify the Land Use Bylaw. The Planning team will also monitor the progress of the Municipal Development Plan project to establish timelines and scope for a comprehensive rewrite of the Land Use Bylaw.

AGGREGATE RESOURCE PLAN

Moving into 2025, Phase 2 has begun with the drafting of Aggregate Development Performance Standards, an Aggregate Site Monitoring Bylaw, and amendments to both the Municipal Development Plan and Land Use Bylaw in accordance with the Stakeholder Committee Report by Administration. Internal meetings have also been held with other departments to begin building a public platform for information sharing about aggregate development. The draft documents are expected to be presented to Council for adoption by the end of Q2 2025.

### BEARSPAW AREA STRUCTURE PLAN

Administration is collating and assessing Council's proposed amendments to the Bearspaw ASP and working with the City of Calgary to seek its comments on the proposed amendments.

BRAGG CREEK HAMLET REVIEW

The Bragg Creek Visioning Committee is expected to submit its recommendation report to Council in Q1 2025. Broader public engagement will commence, followed by drafting of the ASP. The ASP amendment is expected to be brought to public hearing later in 2025.

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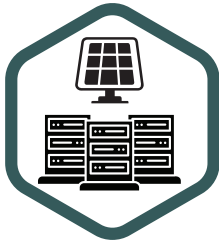
BEACON AI HUB

The developer-led ASP project seeks to establish data centres and solar farm uses. The project proponent is currently undertaking background studies and will prepare the draft ASP for public review in Q2 2025, with a public hearing expected in the summer of 2025.

BEACON AI HUB

CONRICH AREA STRUCTURE PLAN

The Conrich Future Policy Area ASP Amendment is planned to be presented to Council for adoption within Q2 of 2025, with the revised drafts and technical revisions completed by early spring. The review of the greater Conrich ASP will be initiated in 2025. Administration will present a Terms of Reference for Council approval in Q1 2025.

CONRICH

LANGDON AREA STRUCTURE PLAN

Public Engagement for the developer-led Langdon ASP is planned to begin in February. Drafting work and technical studies will continue to be completed. The developer proponent expects to bring the ASP amendments to public hearing later in 2025. A terms of reference for an additional Langdon ASP review project will be brought forward in Q2 2025. The terms of reference will establish a technical review committee to examine growth capacity and also a visioning committee to establish the growth needs of the community. This terms of reference will seek to integrate the plans of the smaller ongoing ASP project.

LANGDON

OMNI AREA STRUCTURE PLAN AMENDMENT

As per Council's direction, Administration will prepare a Terms of Reference for Council approval in Q2 2025.

OMNI

ROCKY VIEW COUNTY

SPRINGBANK AREA STRUCTURE PLAN

The Springbank ASP is planned to be finalized this year, with presentation to Council by April 2025. Administration is working with the City of Calgary to receive final comments on the ASP before presenting any necessary revisions to Council for consideration.

SPRINGBANK
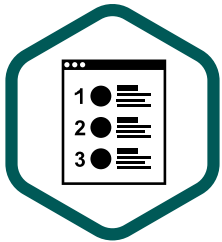
PROJECT POLICY DOCUMENT RANKING

Following the approval of Policy C-322 in 2024, Administration will bring an updated annual ranking list to Council for approval in 2025, in preparation for the 2026 budget.

PLANNING AND DEVELOPMENT APPLICATIONS

Planning has worked hard to aim for 80% of applications decisioned on within the timelines set out. Moving into 2025, we will look at better ways to measure performance, to shorten timelines, to improve communication, and to educate applicants on application processes to better guide customer expectations.

ALIGNING WITH COUNTY STRATEGY

Effective Service Delivery

Customer and Stakeholder Feedback Surveys

Continuing to understand how we are meeting customers expectations across Planning services and inquiring into areas for improvement through follow-up calls.

Performance Tracking

Tracking performance through a variety of data to understand application timelines, development trends and identify bottle necks.

Pre-Application Process

Continuing to refine this process through applicant feedback and overall monitoring.

Financial Prosperity

Approval Timelines

Working on the continuation to decrease Planning and Subdivision approval timelines to secure the benefits of orderly growth earlier.

Core Development Team

Working on providing the best customer experience with key developers to support continued investment in the County.

Thoughtful Growth

Land Use Bylaw Updates

Planning will continue to bring forward changes to modernize and simplify the Land Use Bylaw for ease of use and implementation.

Updating Statutory Plans

The several area structure plan projects and other statutory plans promote the establishment of a current and clear policy framework for applicants and residents in the County.

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