

ACCOUNTABILITY REPORT

Strategy & Performance

Q4 2025





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Executive Summary

Overview

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.

Q4 Highlights

Effective Service Delivery:

- Signed an interim Fire Services Memorandum of Understanding with the City of Chestermere to allow for automatic emergency services response across boundaries to serve our communities more efficiently.
- Successfully conducted the Municipal Election with 9,333 residents casting their ballots and, subsequently, onboarded the newly elected Council.
- 9 Capital and Engineering projects were completed, including the traffic circle at Springbank Road/Range Road 33 and the 2025 gravel program.

Financial Prosperity:

- Administration held meetings with prospective investors and work began on developing marketing packages for the manufacturing sector to better position the County and support future investment attraction efforts.

Thoughtful Growth:

- Intergovernmental and Regional Services worked collaboratively with intermunicipal partners to develop project Terms of Reference for Intermunicipal Development Plans (IDPs) and Intermunicipal Collaboration Frameworks (ICFs) with Airdrie, Calgary, Chestermere, and Cochrane.
- Council approved two new Terms of Reference for the East Glenmore Area Redevelopment Plan and Sunshine Road Area Redevelopment Plan, and one new Terms of Reference for the Emerging Sector Strategy.

Rocky View Lifestyle:

- The County launched a redesigned website featuring a fresh look, simplified navigation, and an improved experience across all devices. The site is designed to make information easier to find and to help residents quickly connect with County services.
- Completed the 2025 mowing and invasive weed programs.

Strategic Plan: Key Performance Indicators

Effective Service Delivery



Services are clearly defined, communicated and transparent to citizens

- 100% of the County's service levels are defined by 2023 (100% complete) ✓



Services are resourced and delivered to specific groups as intended and residents are satisfied with the outcomes

- 63% satisfaction with the range of services by 2025 (currently at 60% according to the Citizen Satisfaction Pulse Survey)
- 73% satisfaction with services levels by 2025 (currently at 67% according to the Citizen Satisfaction Pulse Survey)



Residents are satisfied with public engagement opportunities and the availability of information

- 66% satisfaction with information provided by the County by 2025 (currently at 64% according to the Citizen Satisfaction Pulse Survey)
- 48% satisfaction with engagement by 2025 (currently at 55% according to the Citizen Satisfaction Pulse Survey) ✓



Services are continually assessed for cost efficiency, effectiveness, and customer experience improvements

- 3.5/5 customer experience rating by 2025 (3.52 is the average satisfaction score according to the Citizen Satisfaction Pulse Survey) ✓
- 65% of employees moderately or highly engaged by 2027 (currently at 66% according to the 2025 Employee Engagement Survey) ✓

Financial Prosperity



Successfully balancing tax revenues between residential and non-residential landowners

- 33% non-residential assessment by 2025 (currently at 33%) ✓



Ensure the County remains financially sustainable for future generations

- 65% of all assets captured by an asset management plan by 2025 (complete) ✓
- Create a Strategic Reserve Policy by 2024 (the Fiscal Management Strategy will meet the intent of this KPI)

Thoughtful Growth



Clearly defining land use policies and objectives for the County

- Update the Municipal Development Plan (MDP) by 2025 (complete) ✓
- Update Land Use Bylaw by 2026 (in progress/ ties into MDP adoption)



Defined land use policies and objectives are being met and communicated

- 91% land use approvals aligned with the MDP by 2025 (data collection being altered to focus on MDP alignment)

Rocky View Lifestyle



Planning for and responding to the needs of the population's demographics to maximize quality of life for those who choose to live in Rocky View County

- Overall quality of life in Rocky View County (No target set - 88% feel they have a good / very good quality of life based on data from the 2024 Citizen Satisfaction Survey; Alberta benchmark is 85%)

Councillor Inquiry Line

This quarter's calls to the councillor inquiry line received concerns related to infrastructure upkeep, water utilities, environmental management, and community safety.

Key Issues Raised

- Frequent concerns with road maintenance (potholes, gravel, grading), traffic routing, intersections, and traffic concerns such as speed limits around Boyce Ranch Road, Range Roads, Heartland Road, and Highway 1/566 corridors.
- Residents also focused on water, utilities, and fire protection. In particular, water line extensions, water leaks, hydrant outages, Westridge Utilities responsibilities, and wastewater questions, reflecting concerns about service reliability and emergency readiness.
- There were multiple queries related to building and development permits, inspection failures due to documentation, permitting delays, and zoning or conceptual scheme compliance in areas such as Cochrane Lake, Bearspaw, and Conrich.
- Residents raised community safety and bylaw issues. In particular, safety at specific intersections, dark sky lighting, noise, fireworks, arson concerns, and general bylaw enforcement requests.
- Residents raised issues around run-off, gravel, dirt hauls, burning brush piles, and grazing lease questions, showing attention to environmental impacts of local activities.



OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

Key Highlights

Intergovernmental Relations/ Regional Planning

- ✓ Successfully signed an interim Fire Services Memorandum of Understanding with the City of Chestermere to allow for automatic emergency services response across boundaries to serve our communities more efficiently
- ✓ Successfully met with municipal partners to advance dialogue and project work related to Prairie Economic Gateway, the Cooperative Stormwater Management Initiative, the Bearspaw Reservoir, as well as Intermunicipal Collaboration Frameworks and Intermunicipal Development Plans



Communications & Public Engagement

In addition to the launch of the new County website, **7** events were supported, **33** media releases and website news posts, **41** internal requests, and **45** project requests



Recreation & Community Support

42%

increase in funding applications processed

93

community connections

128.5

hours of community outreach



Office of the Chief Administrative Officer

Intergovernmental Relations/ Regional Planning

The County continued to advance shared interests with the City of Calgary, focusing on Prairie Economic Gateway, the Cooperative Stormwater Management Initiative and the Bearspaw Reservoir. Throughout Q4, the County also continued to foster relationships with municipal neighbours through regular Intermunicipal Committee (IMC) meetings and project planning.

IMC meetings were held with the City of Airdrie and the City of Chestermere and the Terms of Reference for Intermunicipal Development Plans (IDPs) and Intermunicipal Collaboration Frameworks (ICFs) with Airdrie, Calgary, Chestermere, and Cochrane were developed. The Terms of Reference for each IDP and ICF will be presented to the respective Intermunicipal Committees (IMCs) and Councils in Q1 2026. This work responds to Ministerial Order MSD:025/25, issued in May 2025, which requires Rocky View County to adopt IDPs and ICFs with former CMRB municipalities that share a common boundary with the County by November 2027.

Highlights

- An interim Fire Services Memorandum Of Understanding was signed with the City of Chestermere to allow for automatic emergency services response across boundaries to serve our communities more efficiently.
- The County signed onto a Regional Table Memorandum of Agreement centered on strengthening dialogue and cooperation at the regional level. Members include: City of Airdrie, City of Calgary, City of Chestermere, Town of Cochrane, and Town of High River.
- Recreation conversations were advanced with the Town of Cochrane, Town of Crossfield, and the City of Airdrie.
- Ongoing dialogue with Town of Cochrane on wastewater servicing.
- Met with provincial and federal officials 7 times to advocate for infrastructure funding and Prairie Economic Gateway.

Recreation & Community Support

There were less community connections in Q4, largely due to the election, holidays, budget preparation and the wrap up of grant funding. On the other hand, community outreach hours increased, as staff visited community groups off-site to discuss programs, services and to see firsthand grant funding in action. Neighbouring municipalities were visited to discuss collaboration and regional recreation, as well as meetings with consultants and architects. There was a 42% increase in processing of funding applications from Q4 2024.



Quarterly Stats

- 93 community connections
- 128.5 hours spent in the community
- 44 funding applications processed (42% increase from Q4 2024)
- Staff attended the ARPA and FCSS Annual Conferences
- Updates for FCSS include:
 - Attended the Natural Supports Summit
 - Assistance with the facilitation of the Table Talk Discussions in Bragg Creek
 - Held orientation sessions for new board members and met virtually with 2025 funded agencies



Communications & Public Engagement

In Q4, the Communications & Engagement Department completed a major project – the revision, update and overhaul of the County Website. Communications played a key role in supporting the County’s first-ever four-year budget process, developing clear and accessible materials to help residents understand long-term priorities and funding decisions. The team also supported a successful municipal election by providing clear, timely, and accurate information before and after voting day.

Public engagement efforts advanced several major initiatives including the 2026–2029 Municipal Budget, Greater Conrich Area Structure Plan and Bragg Creek Area Structure Plan. Additionally, open houses were held for the Cemetery Master Plan and Garden of Peace Expansion Concept, the proposed Water Exclusivity Bylaw, and recent road work on Cochrane Lake Trail. The department also supported 45 project requests which is a 25% increase in requests compared to Q4 2024.

Quarterly Stats

- 41 StaffSource requests
- 34 media requests (21% decrease from Q4 2024)
- 28 Safe & Sound notifications (133% increase from Q4 2024)
- 45 project requests (25% increase from Q4 2024)
- 185 County website updates (12% increase from Q4 2024)
- 7 events supported (36% decrease from Q4 2024)
- 5 engagement requests



CORPORATE SERVICES

Key Highlights

People & Culture



average vacancy rate for both part-time and paid-per-call firefighters was lower in 2025 vs 2024

4% average permanent FTE vacancy rate for 2025, down from 5% in 2024



Legal Services

53 ATIA requests received

49 ATIA requests closed

On average, ATIA requests took

25 days to process

202 requests closed in 2025, up **39%** from 2024

Legislative Services

13 public hearings held

487 residents participated in public hearings



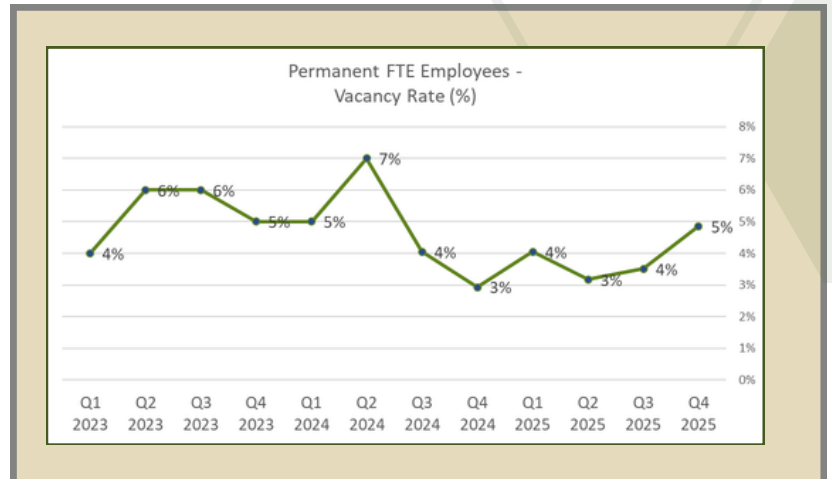
Corporate Services

People & Culture

Rolling annual turnover in Q4 was at 6% (voluntary) which is consistent with the previous quarter and down from 9% a year earlier. The permanent FTE vacancy rate currently sits at 5% and is an increase from 3% in Q4 of 2024.

Quarterly Stats

- 349 permanent full-time employees (of 366.8 budgeted) and 109 part-time firefighters (of 120 budgeted)
 - 11 vacant part-time firefighter spots (down from 18 from Q4 2024)
 - 17.8 vacant permanent full-time spots (5%)
- 31 seasonal or temporary workers



Legislative Services

In Q4, Legislative Services successfully conducted the 2025 Municipal Election and onboarded the newly-elected Council. The department also began the implementation of the Internal Policy Management Policy, a procedure to guide Administration's future review of County policy and procedures. The department successfully coordinated the County's first Enforcement Appeal Committee hearing since 2018, revisions to the County's CAO Delegation order, and the first Capital Committee meetings to support the budget process. Lastly, the department successfully hosted a group of Grade 3 students at the County Hall to learn more about municipal government.



Quarterly Stats

- 100% of Subdivision and Development Appeal Board decisions were issued within the Municipal Government Act timelines.
- Coordinated the County's first Enforcement Appeal Committee hearing since 2018.
- 4,081 residents received public hearing notifications.
- 13 public hearings were held with a total of 487 residents participating (in-person, in writing, or pre-recorded submission).
- 7 Council meetings were supported.



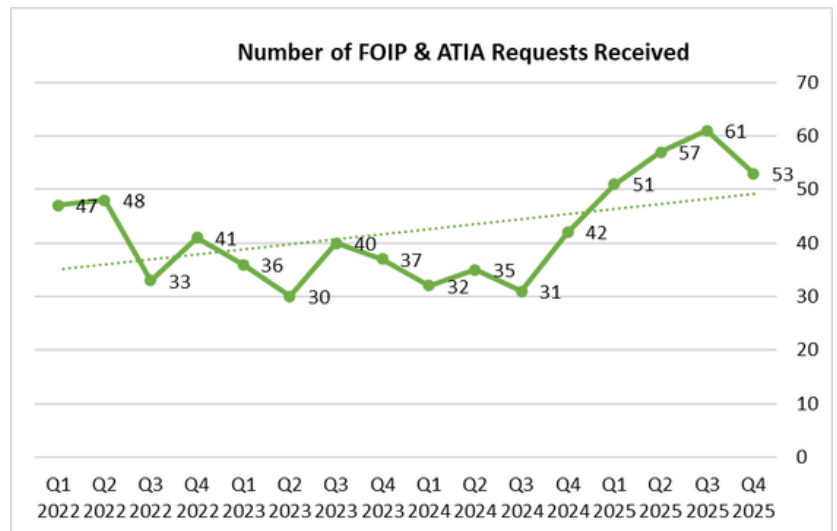
Legal Services

Access to Information Act (ATIA)

ATIA requests that were closed in Q4 were open for an average of 25 business days. 2025 has seen a greater number of requests received than previous years with many requests also having an increased complexity, requiring additional time and effort to complete.

Quarterly Stats

- 53 access to information requests were received
- 49 requests were closed
- 25 business days on average were required to process a request
- 24 requests required over 30 business days to process (up from 7 in Q3 2025)



FINANCIAL & BUSINESS SERVICES

Key Highlights

Customer Care & Support

11,430

total calls
(22% increase from Q4 2024)

676

emails received
(12% increase since Q4 2024)

118

Internal work requests



Asset Management

Data & Mapping:

- 524 maps produced
- Municipal Reserve Map Book completed

Parks & Risk Mitigation:

- FireSmart Vegetation Management Project in Bragg Creek was awarded and initiated

Operations & Coordination:

- Completed parks inspections, service requests, and compiled sanitary asset data with Utilities



Financial & Business Services

Customer Care and Support

Internal and external customer calls, emails, walk-ins and internal work requests remained steady for Customer Care and Support with a 22% increase in call volume compared to Q4 2024. The department continues to sustain customer engagement and reaffirm their commitment to reliable, high-quality service operations.

Quarterly Stats

- 10,365 calls during business hours (24% increase from Q4 2024)
- 1,065 calls after hours (9% increase from Q4 2024)
- 676 general email questions (36% increase from Q4 2024)
- 118 internal work requests (9% decrease from Q4 2024)



Asset Management

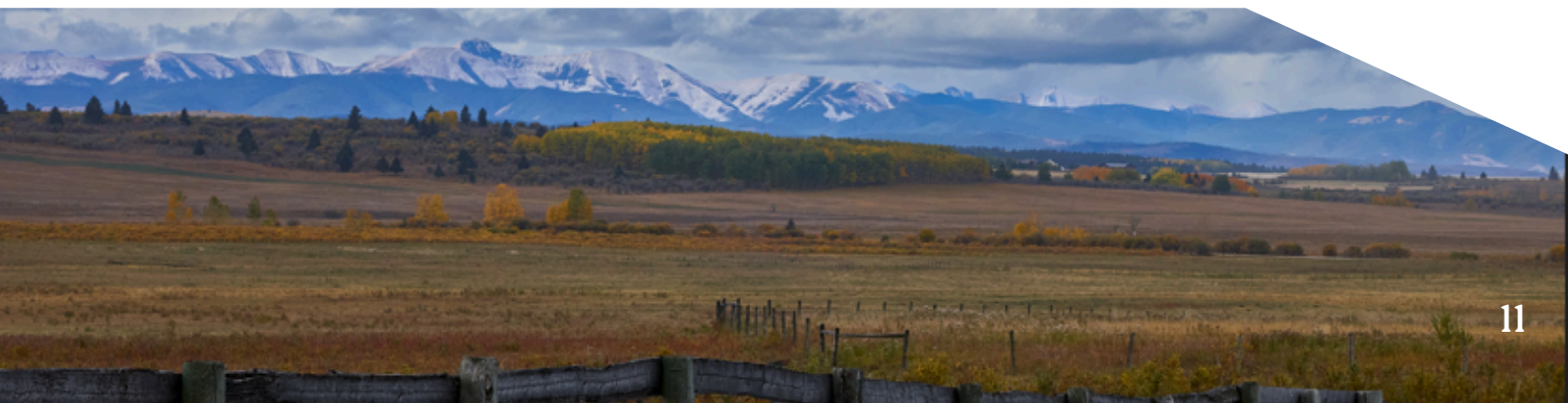
In Q4, the Asset Management team continued work on the Data Governance Project in collaboration with the IT department. On the Parks side, the FireSmart Vegetation Management project in Bragg Creek was awarded and implementation began. The team also collaborated with the Utilities department to compile sanitary asset information for various utility facilities into organized spreadsheets. In addition, a comprehensive map book of all Municipal Reserve land parcels was developed to support Municipal Land Disposal reviews.

Quarterly Stats

- 60 internal and external service requests for parks (29% decrease from Q3)
- 37 parks and county lands field inspections
- 25 call centre and service requests (81% decrease compared to Q4 2024)
- 524 maps service base maps created

Municipal Lands

Throughout Q4, Municipal Lands managed a total of 3 land sale files and worked towards finalizing a new agreement template. The new template will bring the expired grantees into compliance. Currently, all Private Utility license agreements are in compliance.



INFRASTRUCTURE SERVICES

Key Highlights

Capital & Engineering Services

27 **9** **\$156.76M**

Active projects

projects completed

total value of projects



Transportation Services

357

Service requests actioned
(down 30% vs Q4 2024)

1,501

permits and applications processed
(up 45% vs Q4 2024)

Utility Services

88 utility service requests ↓ 41%

177 waste and recycling service requests ↑ 20%
(vs Q4 2024)

Agricultural & Environmental Services

- ✓ Completed 2025 Mowing Program
- ✓ Completed the Invasive Weed Inspection Program for 2025



Fire Services

Fire Services responded to **1,083** calls for service this quarter.

The top 3 calls for service were **motor vehicle collisions**, **medical assists**, and **fires**



Infrastructure Services

Agricultural & Environmental Services

In Q4, the roadside mowing program ended the season with 100% of mowing completed. Similarly, the Invasive Weed Inspection Program for 2025 ended; resulting in 694 weed cases managed, 91 notices issued with 93% compliance. Lastly, 3 fields tested positive for Clubroot resulting in notification to the producer under the Alberta Pest Control Act.



Quarterly Stats

- 3 educational/outreach programs were executed this quarter with 82 attendees.
- 93% satisfaction rating on the programs.

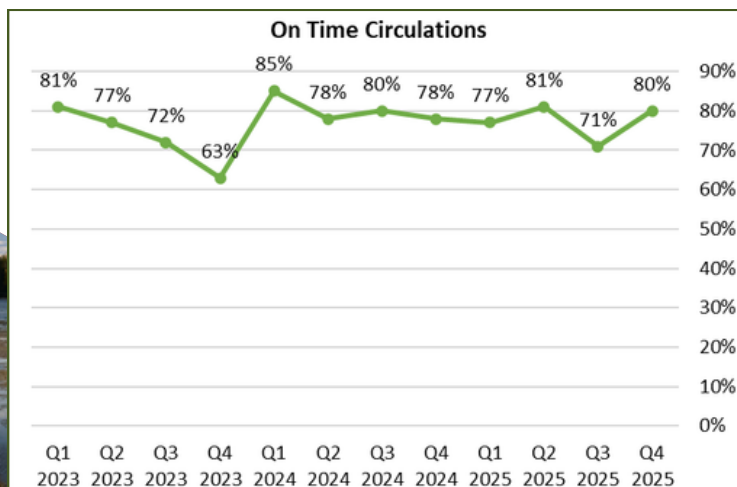


Capital & Engineering Services

In Q4, there were 9 projects completed. This includes the construction of the traffic circle at Springbank Road and Range Road 33 and the completion of the 2025 gravel program. There are 27 active projects underway throughout the County. For many of these projects the final construction and landscaping is expected for Spring 2026.

In addition, there was a funding injection of \$21M from ATEC for the interchange construction at Highway 1 and Range Road 33 for a total construction budget of \$45M. ATEC also provided \$2.33M for intersection improvements at Highway 1A and Lochend Road. This project is anticipated to increase the safety standards for all motorists.

Lastly, the Cochrane Lake Improvement Plan is on track for completion for end of Q4 2026.

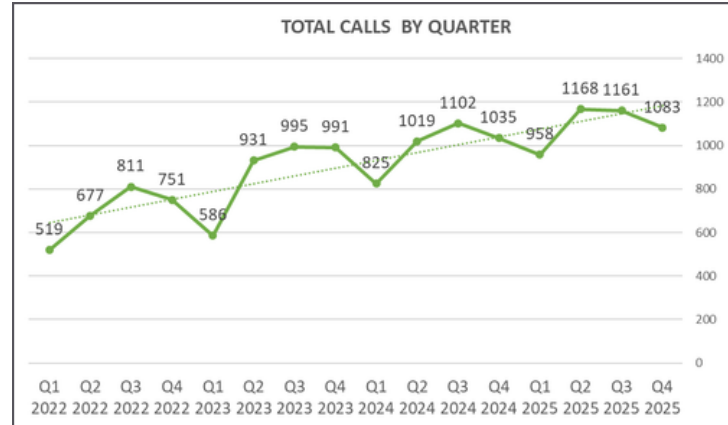


Planning circulation response times have continued to improve throughout Q4 with the addition of 1 FTE on the Engineering Services team.

Fire Services and Emergency Management

Fire Services Planning and Response

In Q4, fire services responded to a total of 1,083 calls for service. Fire Services has seen a steady increase in operational demand over the past year responding to a total of 4,370 calls for service this year. This is a 59% increase in calls for service in the last four years.



Quarterly Stats

- 16 fire inspections
- 93 fire investigations (182% increase compared to Q4 2024)
- 328 motor vehicle collisions (increasing 25% for 2025 vs 2024)
- 281 medical assist
- 281 fire-related calls for service
- 23 mutual aid
- 176 alarms

Fire Services Operations

Planning is underway for the Paid-Per-Call recruitment cycle, scheduled to commence in the first quarter of 2026 and conclude by June 2026. In addition, the County has begun the Full-Time Eligibility List process for Career Firefighters and is expected to be finalized by late Q1 2026. This process will support workforce continuity and future staffing requirements.

Fire Services Public Education

Fire Prevention week was held from October 5-11 with a focus on how to buy, charge, and dispose of lithium-ion batteries to continue to support community risk reduction. Fire Services held 5 open houses across the county where residents were able to come collect information and speak with the staff.



Emergency Management Training and Preparedness

Emergency Services conducted a targeted training session with the Finance group on the provincial Hazard Assistance and Resilience Program, which provides financial support for uninsurable losses resulting from natural disasters. Emergency Management staff also participated in a multi-agency exercise with Springbank Airport and delivered emergency preparedness workshops at Costco, strengthening partnerships and enhancing community readiness.



Emergency Management Audit and Compliance

In accordance with the Emergency Management Act, the Hazard Identification and Risk Assessment (HIRA) is required to be completed on a biannual basis and is scheduled for revision in Q1 2026. In addition, the County successfully hosted the Agency Meeting hosted on November 20, 2025 with members across the province.

Operational Services

Fleet Provision & Facility Access

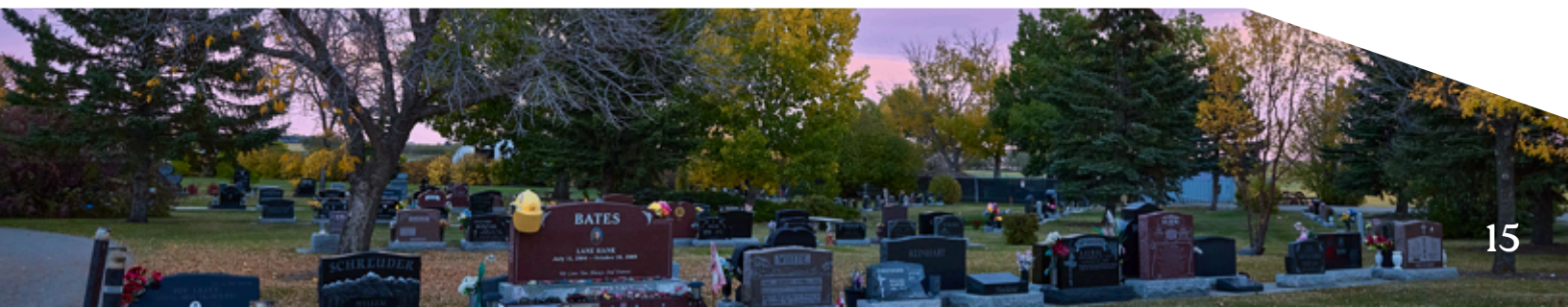
In Q4, Fleet Services completed the installation of telematics devices in all fleet vehicles. The telematics devices enhance the County's ability to track and analyze fleet assets. The next quarter will focus on expanding the project to include commercial vehicle inspections and digital vehicle checks.

Quarterly Stats

- 845 work orders
 - 527 Fleet
 - 318 Corporate Properties (40% increase compared to Q4 2024)
- Average of 17 days to close an external work order and 3 days to close an internal work order

Cemetery Services

The County generated \$421,327 in total revenue from the sale of interments, cremation services, and plots and markers sold in Q4, an increase of 55% from Q3. In Q4, there were 219 markers sold, a 75% increase from Q3.



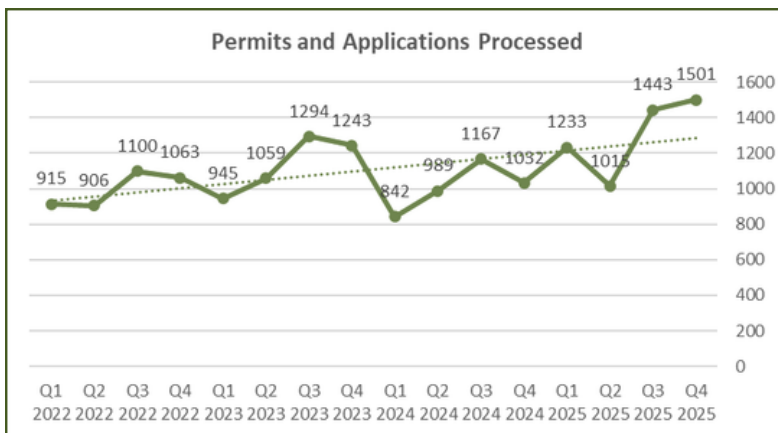
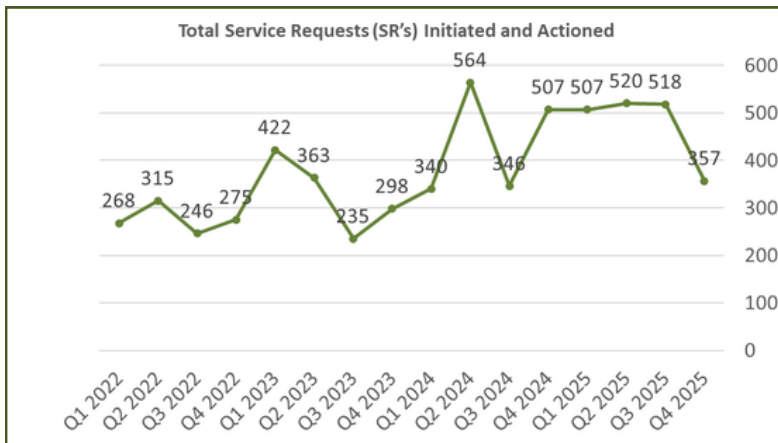
Transportation

Road Access

In Q4, Transportation Services crews balanced the completion of remaining construction and maintenance programs while responding to the onset of winter operations. Significant effort was focused on snow and ice control in the latter part of Q4, with multiple snow events requiring ongoing monitoring, plowing, sanding, and ice mitigation across the County. Prior to freeze-up, crews successfully completed key seasonal programs including hot patching, snow fence installation, gravel maintenance, and culvert installations, ensuring assets were prepared for winter conditions. These efforts helped stabilize the road network, improve drainage, and position the County well heading into the winter season, despite variable weather and operational demands.

Quarterly Stats

- 357 total service requests (does not include proactive/initiated requests)
- 1,501 permits and applications processed for road use, heavy haul, and agriculture (45% increase compared to Q4 2024)
- 16 priority 1 area snow and ice events



Utilities

Waste Management

In Q4, recycling and organics tonnage decreased 27% from Q4 2024, however tonnages collected from the FireSmart events were not included and branches were processed throughout the year for some sites, whereas in 2024 branches were stockpiled and processed in Q4. Recycling weights increased by 17% compared to Q4 2024. Organics increased 3% and garbage 5%. Lastly, the Waste Guide app saw a 17% increase in subscribers since Q4 2024.

Quarterly Stats

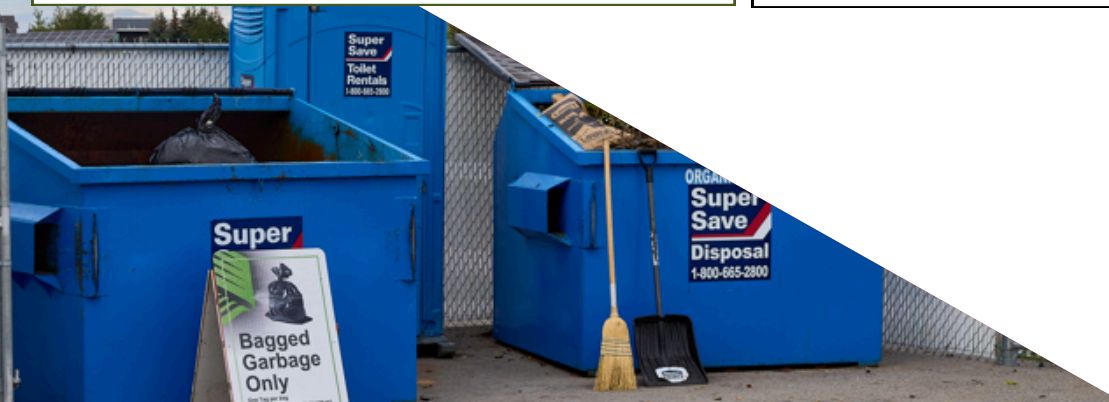
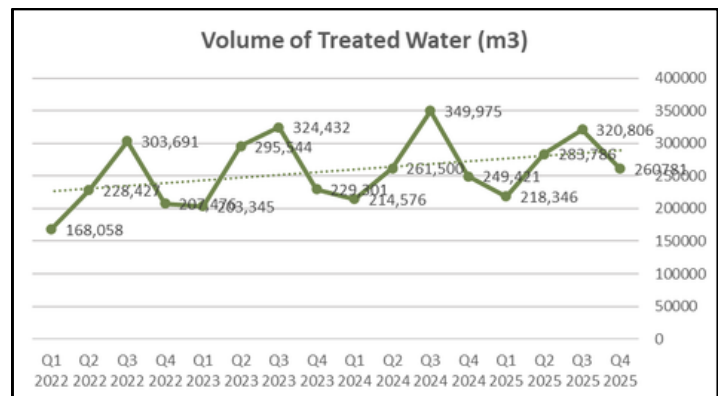
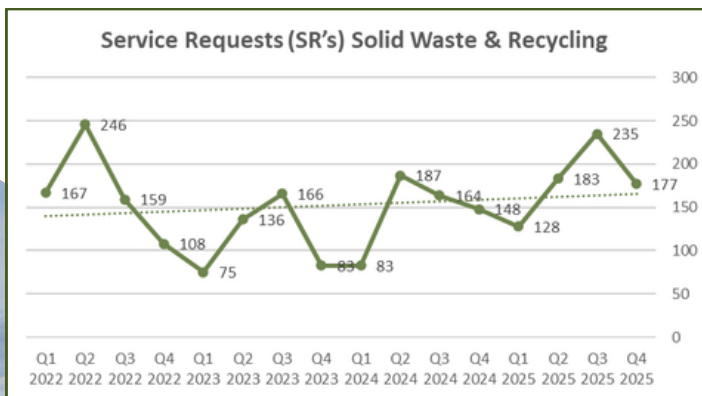
- 949 tons of garbage, recycling and organics collected
 - 466 curbside
 - 483 self-haul
- 177 solid waste and recycling service requests (20% increase from Q4 2024)
- 1144 Waste Guide App subscribers
- 13,749 self-haul site visits

Water and Wastewater Management

In Q4, treated wastewater slightly increased for customers in Langdon, as the area continues to grow. Locates decreased due to weather and the impact on construction. Lastly, there was a 4% increase in treated Water and Wastewater from last Q4, primarily due to increased system growth.

Quarterly Stats

- 260,781 cubic metres of treated water
- 392,982 cubic metres of treated wastewater
- 88 utility service requests (41% decrease compared to Q4 2024)
- 30 new water/wastewater connections
- 209 locates (30% decrease compared to Q4 2024)



COMMUNITY SERVICES

Key Highlights

Business & Economic Development

- ✓ hosted the County's first-ever Tourism Forum
- ✓ Began work to develop marketing packages for the manufacturing sector to better position the County and support future investment attraction efforts



Enforcement Services

3,112

total calls received in 2025 (up 30% from 2024)

3,436

2025 dog licensing interactions

7,391

total traffic stops in 2025 (down 19% from 2024)

319

2025 commercial vehicle checks (down 25% from 2024)

Building Services

15,676 inspections in 2025 (building and subtrade)

25% increase in inspections since 2024

7,534 permits issued in 2025 (building and subtrade)

\$7.93M earned in revenue in 2025

Planning Services

3,519 planning inquiries and correspondence this quarter. Planning has experienced a **24%** increase in customer inquiries over the past three years.

99%

of circulation responses were on-time

58%

of subdivision applications were processed within the 6-month timeframe in 2025, up 9% from last year



Community Services

Business & Economic Development

In Q4, Economic Development continued its work to support investment activity, partnerships, and business engagement across the County. The department held meetings with prospective investors and work began on developing marketing packages for the manufacturing sector to better position the County and support future investment attraction efforts. In addition, the One Team initiative progressed this quarter, with a project selected and moving through the process, strengthening cross-departmental collaboration on more complex projects. The department also continued its regular engagement with Invest Greater Calgary and with local Chambers of Commerce. Lastly, Economic Development hosted the first-ever Tourism Forum for the County's tourism sector. The event held in November received positive feedback from participants, providing an important platform for industry engagement, knowledge sharing, and discussion of tourism opportunities in the region.



Quarterly Stats

- 9 Chambers of Commerce meetings attended
- 23 investment meetings were held
- 8 contacts made with firms interested in locating to the County

Enforcement Services

Calls for service during regular hours, traffic interactions, commercial vehicle checks and bylaw reports significantly decreased this quarter compared to Q3. A decrease in these categories is consistent with the quarterly cycle. Dog licensing interactions saw an increase as the notification for the 2026 licensing period was distributed.

Quarterly Stats

- 681 calls for service were received
 - 105 after hours
 - 576 regular hours
- 1507 traffic interactions/stops (43% decrease compared to Q4 2024)
- 962 Bylaw reports (29% increase compared to Q4 2024)
- 319 court disclosure requests (10% increase compared to Q3)
- 677 dog licensing interactions (27% increase from Q3)
- 29 commercial vehicle checks (63% decrease compared to Q4 2024)

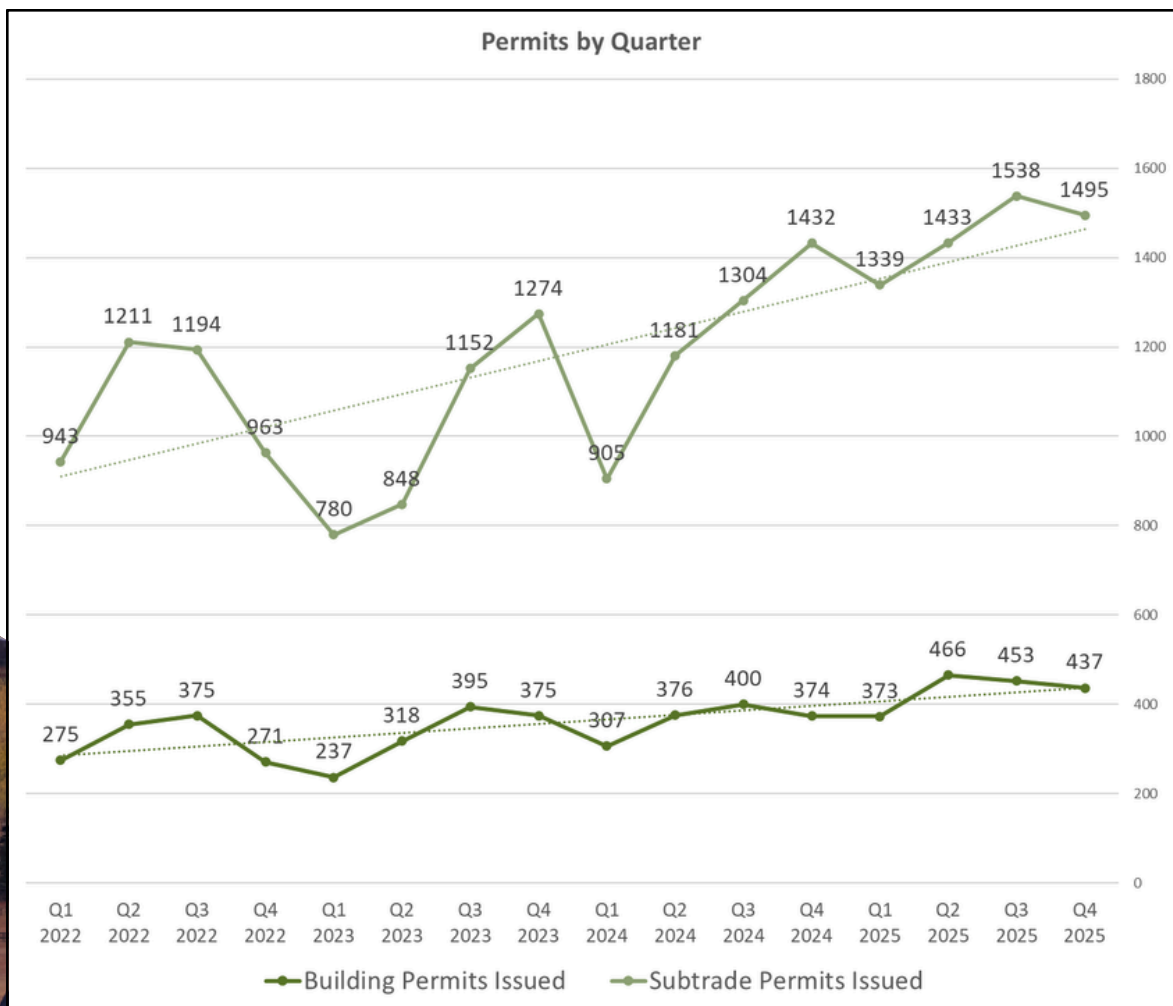


Building Services

Building Services continued its steady increase in workflow volumes throughout Q4. Subtrade inspections increased 18% compared to Q4 2024. Similarly, the number of building permits issues increased 17% and subtrade permits increased 5% compared to Q4 2024. On the other hand, building inspections decreased 6%, largely due to the current staffing levels coupled with development growth throughout the County. Building Services remains focused on proper training, customer satisfaction and ensuring the County meets its provincial obligations within the County's Quality Management Plan.

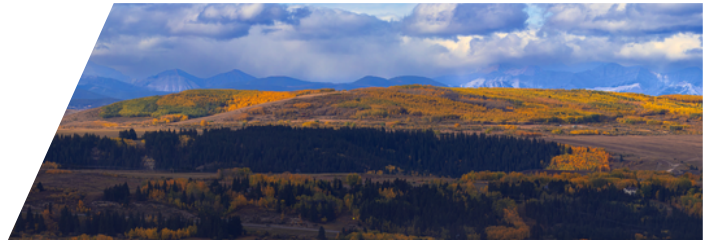
Quarterly Stats

- 1,505 building inspections
- 2800 subtrade inspections
- 437 building permits issued
- 1495 subtrade permits issued
- **\$1.73M** earned in revenue



Planning

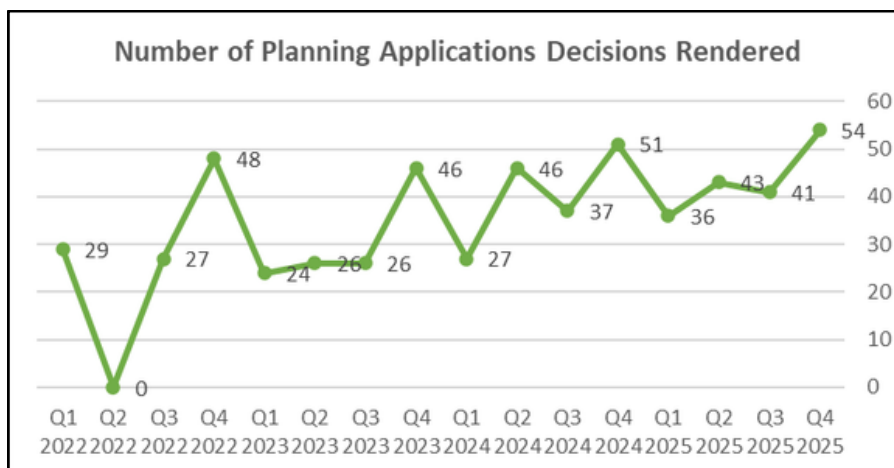
Planning saw a consistently high volume of inquiries and application submissions in Q4. The department received the highest number of emails since the statistic has been tracked, and the second highest number of RPRs being processed in 2025. Planning is processing files at a consistent pace, with fewer new intakes, allowing the team to advance legacy and complex files to decision. Development Permit applications rendered was low compared to other quarters, due to the Holiday Season where no Notice of Decision ad dates run in December to allow for appropriate public notice and responses.



In addition, Intergovernmental and Regional Services worked collaboratively with intermunicipal partners to develop project Terms of Reference for Intermunicipal Development Plans (IDPs) and Intermunicipal Collaboration Frameworks (ICFs) with Airdrie, Calgary, Chestermere, and Cochrane. Council also approved two new terms of reference for ASP projects (East Glenmore Area Redevelopment Plan and Sunshine Road Area Redevelopment Plan) and one new terms of reference for a long range planning project – Emerging Sector Strategy.

Quarterly Stats

- 3,519 planning inquiries and correspondence
- 108 development permit applications received with 68 decisions rendered
- 29 planning applications received with 54 decisions rendered (slight increase from Q4 2024)
- 29 pre-application meetings were held (consistent with Q4 2024)
- 10 ASPs are actively being worked on (25% increase from Q4 2024)
- 52% of subdivision applications were processed within the 6-month timeframe (up from Q4 2024)
- 41% of redesignations, amendments, local plans, and road closures were processed within the 10-month timeframe (down from Q4 2024)
- 99% of circulation responses were on time



Appendix

Appendix A: Recreation & Community Support

Recreation Parks & Community Support	2025	2024	2023	2022
Funding Approved - Dollars (\$) of Funding Approved: FCSS	\$934,865	\$957,288	\$920,300	\$854,000
Funding Approved - Dollars (\$) of Funding Approved: Recreation	\$3,933,295	\$4,260,440	\$4,131,490	\$ 2,059,397
Funding Approved - Dollars (\$) of Funding Approved: Library	\$501,029	\$653,360	\$687,400	\$663,830
Funding Approved - Dollars (\$) of Funding Approved: Specialized Transportation	\$487,000	\$444,400	\$403,000	\$303,500
Funding Approved - Dollars (\$) of Funding Approved: Total	\$5,856,189	\$6,316,488	\$6,142,190	\$4,613,727
Number of Funding Applications Processed	129	125	134	84
Applications/Permits - Number of Special Event Applications Processed	56	98	125	118
Applications/Permits - Number of Special Event Applications Issued	42	58	74	69
Community Outreach - Number of Community Connections	1634	979	1027	959
Community Outreach - Hours spent in the Community	402	299.5	363	286

Appendix B: Communications & Public Engagement

Communications & Public Engagement	2025	2024	2023	2022
Number of Council & Board Meetings (Review and Related Communications)	100	76	137	109
Number of StaffSource Requests	256	232	179	175
Number of Media Requests	150	188	114	176
Number of Safe & Sound Notifications	88	95	315	581
Number of Public Notices, County Connection, and County Reviews	276	278	263	257

Number of Media Releases and website news posts	108	114		
Number of Project Requests	215	73		
Number of Engagement Requests	21	13		
County Website Updates	862	361		
Events Supported	46	18		
Visual & Design Requests	132	70		
Urgent Issues	108	114		

Appendix C: People and Culture

Metrics as of the end of the calendar year

People & Culture	2025	2024	2023	2022
Permanent FTE Employees - Actual	349	348	327	
Permanent FTE Employees - Budgeted	366.8	358.5	344.5	
Permanent FTE Employees - Vacancy	17.8	10.5	13	
Permanent FTE Employees - Vacancy Rate (%)	5%	3%	5%	
Part-Time Firefighter - Actual	109	102	107	
Part-Time Firefighter - Budgeted	120	120	120	
Part-Time Firefighter - Vacancy	11	18	13	
Part-Time Firefighter - Vacancy Rate (%)	9%	15%	11%	
Paid-Per-Call Firefighter - Actual	67	68	65	
Paid-Per-Call Firefighter - Budgeted	90	90	90	
Paid-Per-Call Firefighter - Vacancy	23	22	25	
Paid-Per-Call Firefighter - Vacancy Rate (%)	26%	24%	28%	
Seasonal and Temporary - Actual	31	29		
Permanent FTE Tenure: Less than 1 Year (%)	8%	12%	13%	
Permanent FTE Tenure: 1 to 5 Years (%)	41%	37%	38%	
Permanent FTE Tenure: 5 to 10 Years (%)	19%	21%	20%	

Permanent FTE Tenure: Over 10 Years (%)	32%	30%	29%	
Permanent FTE Rolling Annual Turnover rate (%): Involuntary	4%	3%		
Permanent FTE Rolling Annual Turnover rate (%): Voluntary	6%	9%		

Health & Safety	2025	2024	2023	2022
Health & Safety - Number of Injuries	44	40	38	
Health & Safety - Number of Dollar Loss Damage Incidents: < 1,000	90	75	94	
Dollar Loss Damage Incidents: < 1,001 - 4,999	9	13	28	
Dollar Loss Damage Incidents: < 5,000 - 9,999	1	5	6	
Dollar Loss Damage Incidents: < 10,000 - 19,999	2	0	2	
Dollar Loss Damage Incidents: < 20,000 - 49,999	2	1	2	
Dollar Loss Damage Incidents > 50000	0			
Total dollar loss	\$160,000			
Time Loss Due to Occupational Injury (days)	58			

Appendix D: Legal Services

Freedom of Information and Protection of Privacy Act (FOIP) and Access to Information Act (ATIA)	2025	2024	2023	2022
Number of FOIP requests received	100	140	143	169
Number of ATIA requests received	122			
Number of FOIP requests closed	108	145	141	174
Number of ATIA requests closed	94			
Average number of days FOIP requests closed were open for	80	28	30	25
Average number of business days ATIA requests closed were open for	21.5			
Number of FOIP requests closed that were open for over 30 business days	33	44	34	30
Number of ATIA requests closed that were open for over 30 business days	31			
Percentage of FOIP requests closed that were open for over 30 days	55%	31%	24%	18%
Percentage of ATIA requests closed that were open for over 30 business days	34%			
Number of FTE	1.20	1.20	1.00	1.00

Appendix E: Legislative Services

Council Support	2025	2024	2023	2022
Assessment Review Board Coordination				
Number of Assessment Complaints Received	176			
Number of Assessment Complaints Withdrawn/Settled	154			
Number of Assessment Review Board Decisions Issued	20			

Percentage of Assessment Review Board Decisions Issued within Municipal Government Act Timeframes	N/A			
Subdivision and Development Appeal Board Coordination				
Number of Subdivision and Development Appeal Board Appeals Received	28			
Number of Subdivision and Development Appeal Board Appeals Withdrawn/Settled	7			
Number of Subdivision and Development Appeal Board Appeals referred to the LPRT	4			
Number of Subdivision and Development Appeal Board Decisions Issued	18			
Percentage of Subdivision and Development Appeal Board Decisions Issued within Municipal Government Act Timelines	100%			
Enforcement Appeal Committee Coordination				
Number of Enforcement Appeal Committee Appeals Received	2			
Number of Enforcement Appeal Committee Appeals Withdrawn/Settled	0			
Number of Enforcement Appeal Committee Decisions Issued	1			
Percentage of Enforcement Appeal Committee Decisions Issued within Municipal Government Act Timelines	100%			
Council Meeting Support				
Number of Council Meetings Supported	32			
Percent of Agendas Posted within Procedure Bylaw Timelines	100%			
Council Committee Meeting Support				
Number of Governance Committee, Public Presentation Committee, and Recreation Governance Committee Meetings Supported	19			
Number of Agricultural Service Board, ALUS Partnership Advisory Committee, Bragg Creek FireSmart Committee, and Family and Community Support Services Board Meetings Supported	16			
Percent of Agendas Posted within Procedure Bylaw Timelines	93%			

Public Hearing Coordination				
Total Number of Public Hearings Held	68			
Total Number of Public Hearings Cancelled Due to Advertising Errors	0			
Total Number of Public Hearings Withdrawn by Applicants	0			
Total Number of Residents Who Received Public Hearing Notifications	25,540			
Total Number of Residents Who Participated in person at a public hearing	182			
Total Number of Residents Who Participated in writing for a public hearing	728			
Total Number of Residents Who Participated by Microsoft Teams at a public hearing	7			
Total Number of Residents Who Participated by pre-recorded a/v recording for a public hearing	34			

Appendix F: Customer Care & Support

General Inquiries	2025	2024	2023	2022
Total Calls - Business Hours	45038	42223	40966	46066
Total Calls - After Hours	3964	4045	2304	2550
Total Incoming E-mails (questions@rockyview.ca)	2713	2387	2163	2248
Number of Work Requests	457	567	571	457

Appendix G: Asset Management

Asset Management	2025	2024	2023	2022
Planning and Development Requirements and Policies (PRDP) Review	331	448		
Redesignation Application Reviews	168	99		
Intermunicipal Reviews	141	73		
Internal Requests from other departments (Parks)	122	172		
External Requests (Call Centre/Calls/Service Requests for Parks)	223	430		
Field inspections - Parks and County Lands	188	106		
Maps Created - Parks, Lands, Transportation Services	3349	1445		
Asset Management Dataset Conversions	100	18		
State of Infrastructure Report: Service Class Completions	7	5		

Appendix H: Municipal Lands

Municipal Lands	2025	2024	2023	2022
% of Lease agreements in compliance - Recreation	93%	12%		
% of License agreements in compliance - Recreation	54%	40%		
% of License agreements in compliance - Private Utility	100%	100%		
Special Event Agreements	27			
External Requests	55			
Land Sale inquiries/applications	20			
Capital Projects	3			
Internal Requests (Parks)	63			
Internal Requests (Planning)	41			

Appendix I: Agriculture & Environmental Services

Agriculture & Environmental Services	2025	2024	2023	2022
Number of ALUS Projects	4	2	4	3
Number of Fields Inspected for Clubroot	509	605	554	611
Percent of Roadsides Mowed as part of the Annual Program	100%	100%	100%	100%
Number of Educational/ Outreach Programs Executed	20	22	14	25
Number of Attendees at Educational Outreach Programs	772	850		
Satisfaction Rating on Programs	94%	98%		
Number of Weed Inspection Cases	694	508	636	636
Weed Cases – Div 1	73	58		
Weed Cases – Div 2	133	87		
Weed Cases – Div 3	125	107		
Weed Cases – Div 4	112	77		
Weed Cases – Div 5	164	112		
Weed Cases – Div 6	80	63		
Weed Cases – Div 7	7	18		
Percent of Roadsides Controlled for Invasive Weeds	100%	100%	100%	100%

Appendix J: Capital & Engineering Services

Capital & Engineering	2025	2024	2023	2022
Number of Capital Projects (Avg / Quarter)	36	37	24	
Capital Projects Completed	23	23		
New Capital Projects	24	25		
% of Capital Projects on Track (Annual Average)	99%	92%	85%	
Total Value of Capital Projects (\$MM) – End of Year	\$156.76	\$105.78		
Circulation Responses (On Time) – Annual Avg	77%	80%	72%	
Circulation Responses (1 Week Past) – Annual Avg	16%	12%	14%	
Circulation Responses (2 Weeks Past) – Annual Avg	7%	8%	14%	

Appendix K: Fire Services and Emergency Management

Fire Services & Emergency Management total calls per station	2025	2024	2023	2022
Balzac	939	941	779	682
Langdon	622	510	528	440
Springbank	598	561	514	409
Bearspaw	557	505	435	411
Elbow Valley	349	346	270	214
Redwood Meadows	217	194	215	190
Crossfield	160	161	222	150
Irricana	175	151	171	148
Madden	122	99	95	90
Beiseker	17	8	24	24
HQ	489	505	250	0
Total	4370	3981	3503	2758
Mutual Aid	88	14	36	72
Public Education Events	57	56	44	32

Fire Inspections	94	131	127	80
Fire Investigations	318	170	122	68
Motor Vehicle Collision	1104	882	815	666
Fire (Structure, Vehicle, Grass etc.)	932	956	817	581
Medical Assist	1066	1066	932	778
Alarms	749	659	651	518
Other	455	279	317	263

Appendix L: Operational Services

Cemetery Services	2025	2024	2023	2022
Number of Interments	449	467	416	378
Interment Revenue	\$565,390.34			
Number of cremation services provided	460	444	476	427
Cremation Services Revenue	\$53,375.00			
Number of Markers Sold	509	401	546	218
Markers Revenue	\$475,392.94			
Number of Plots Sold - At-Need	188	339	312	514
Number of Plots Sold - Pre-Need	132			
Plots Revenue	\$821,037.13			
Fleet				
Number of Work Orders	2250	2213		
Average time to close work orders – Internal (days)	2.84	1		
Average time to close work orders – External (days)	14.14	22		
Litres of Fuel used	701,268	637,326		
Number of Commercial Vehicle Inspections	73	89		
% of Commercial Vehicle Inspections completed	100%	100%		
Corporate Properties				
Number of Work Orders	972	969	904	

Appendix M: Transportation Services

Transportation Services	2025	2024	2023	2022
Priority 1 Area Number of Snow and Ice Events	45	62	39	58
Priority 1 Area Snow and Ice Response Within 36 Hours	100%	100%	100%	100%
Priority 2 Area Number of Snow and Ice Event	45	62	39	58
Priority 2 Area Snow and Ice Response Within 60 Hours	100%	100%	100%	100%
Total Service Requests (SR's) initiated and actioned	1902	1757	1318	1104
Service Requests by Category				
SNIC (Snow & Ice Control)	432			
Drainage/Culverts	177			
Illegal Dumping/Dead Animal	418			
Gravel Road Maintenance	445			
Hard Surface	210			
Permits and Applications Processed (Road Use, Heavy Haul, Ag)	5192	4030	4541	3984

Appendix N: Waste Management

Waste & Recycling	2025	2024	2023	2022
Self-Haul Tonnage Collection (MT): Organics	307	279	293	396
Self-Haul Tonnage Collection (MT): Recycling	527	462	506	564
Self-Haul Tonnage Collection (MT): Garbage	1088	1136	1193	1367
Number of Self-Haul Site Visits	56091	54983	53994	50646
Curbside Customers	2093	2,009	1,911	1,854

Curbside Tonnage Collection (MT): Organics	909	816	755	752
Curbside Tonnage Collection (MT): Recycling	313	320	324	332
Curbside Tonnage Collection (MT): Garbage	920	873	813	824
Service Requests (SR's)	723	582	460	680
Waste Guide App subscribers	1144	979	576	381

Appendix O: Water/Wastewater Operations

Water/Wastewater Operations	2025	2024	2023	2022
Volume of Treated Water (m3)	1,083,719	1,075,472	1,052,622	907,652
Volume of Treated Wastewater (m3)	1,743,761	1,554,807	1,292,844	1,384,562
Utility Connections: Water-only Customers	392	391	306	303
Utility Connections: Wastewater only Customers	3,144	3,084	2,969	2,887
Utility Connections: Water & Wastewater Customers	1,589	1,414	1,303	1,234
Service Requests (SR's)	590	671	465	190
Locates	1369	1675	925	589
Cross Connection Control Devices	87	60	549	

Appendix P: Enforcement Services

Incident Response	2025	2024	2023	2022
Number of Phone Calls Received - After Hours	463	556	660	353
Number of Phone Calls Received (not dog licensing related) - Regular Hours	2649	1835	2237	1652
Number of Commercial Vehicle Checks	319	426	464	395
Number of Traffic Interactions/ Stops	7391	9094	11963	8704
Number of Bylaw Reports	4616	3550	2852	1757
Court Disclosure Requests	1261			
Dog Licensing Interactions	3436			

Appendix Q: Building Approvals and Compliance

Building Services	2025	2024	2023	2022
Building Inspections Completed	5795	5901	5780	4122
Subtrade Inspections Completed	9881	8297	7623	5981
Building Permits Issued	1729	1457	1325	1276
Subtrade Permits Issued	5805	4822	4054	4311
FTE Not Including Managers & Supervisors	11	11	11	11
Revenue	\$7,938,806			

Appendix R: Planning and Development

Planning Services	2025	2024	2023	2022
Number of pre-application meetings held	146	137	98	0
Number of Development Permit Applications Rendered	404	365	330	397
Number of Development Permit Applications Received	418	396	453	406
Number of RPRs Processed	782	634	612	712
Number of E-mails	7137	7092	5624	4466
Number of Calls	5582	4973	4288	1879
Number of Counter Visits	1220	1155	1293	1012
Number of Planning Applications Decisions Rendered	174	161	122	104
Number of Planning Applications Received	174	146	144	217
Percent of Subdivision Applications Processed within Time Frame (6 months) – Annual Average	60%	51%	57%	37%
Percent of Redes/Amendment/Local Plan/Road Closure Applications Processed within Time Frame (10 months)	43%	41%	68%	36%
Number of Intermunicipal Planning Circulations	363	324	273	201
Number of ASPs actively being worked on - Annual Average	8.75	6	4	3
% Circulation Responses (on time)	98%	100%		
% Circulation Responses (1 Week Past)	1%	0%		
% Circulation Responses (2 Weeks Past)	0%	0%		