

CITIZEN BUDGET SURVEY 2023



INTRODUCTION

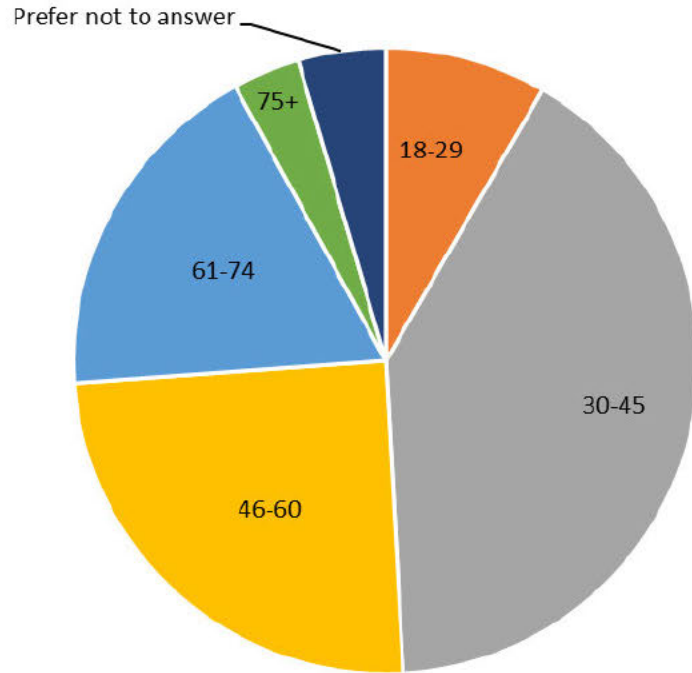
From August 15 to September 18, 2023, the Town of Olds ran a citizen budget survey. There were 42 questions with 14 areas for open comments. The purpose of the citizen budget survey was to help the Town understand what is important to citizens and allow us to direct funding accordingly.

- Participants were asked to rate the effectiveness of various department areas and the specific services they offer.
- There were open-ended questions asking citizens to highlight what department areas were doing well and what could be improved
- There were service level specific questions related to Snow clearing, Solid Waste, Recycling and O-Net.

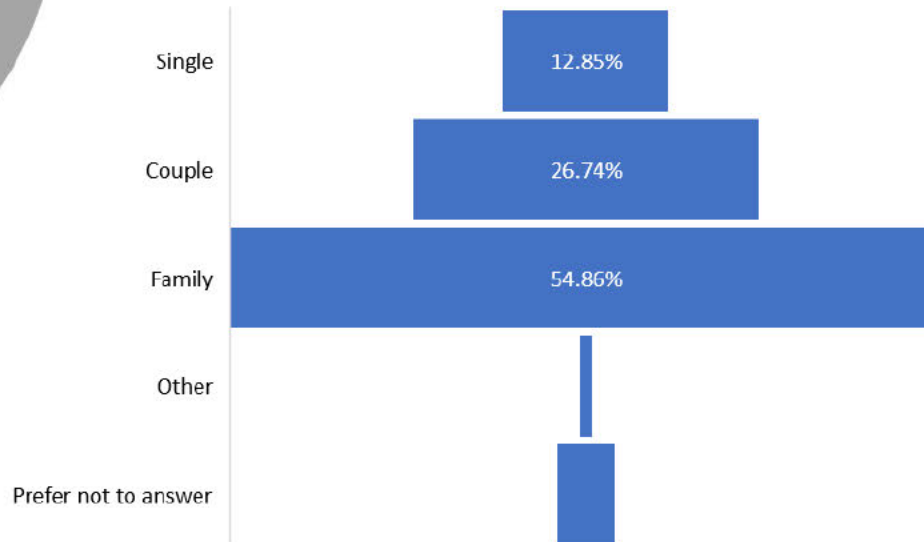
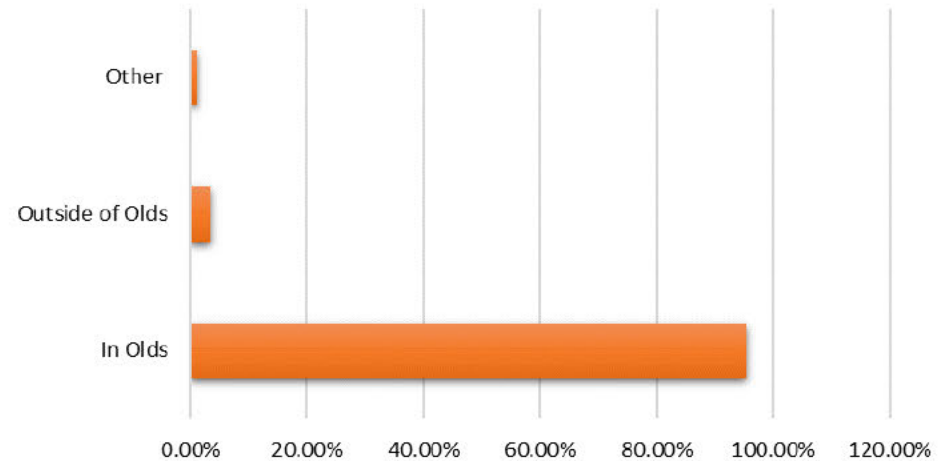
*Any comments are in original form, they have not been modified in anyway. Any comments pertaining to specific staff members or of an inappropriate nature have been redacted.

DEMOGRAPHICS – 300 RESPONDENTS

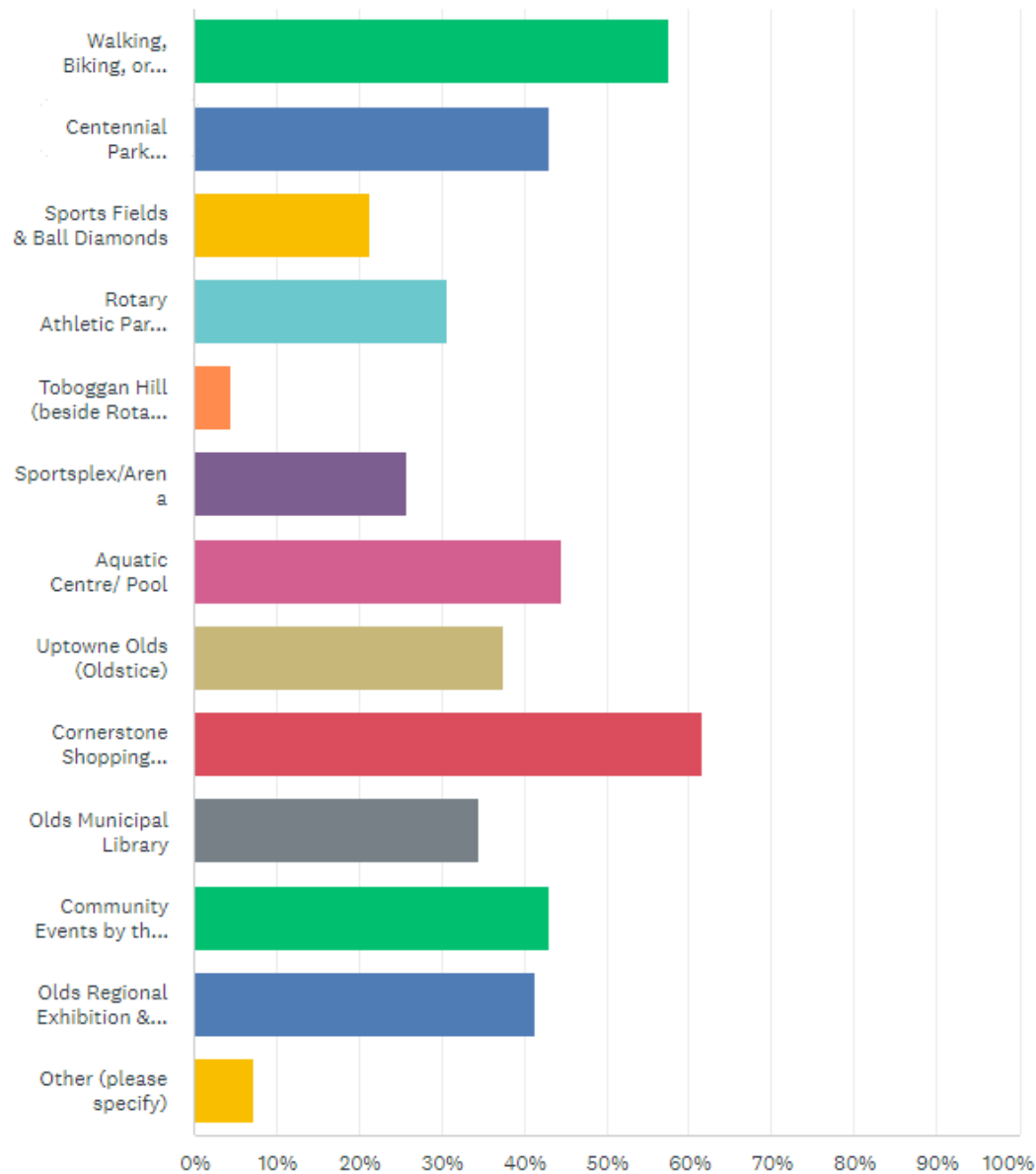
AGE of Respondent



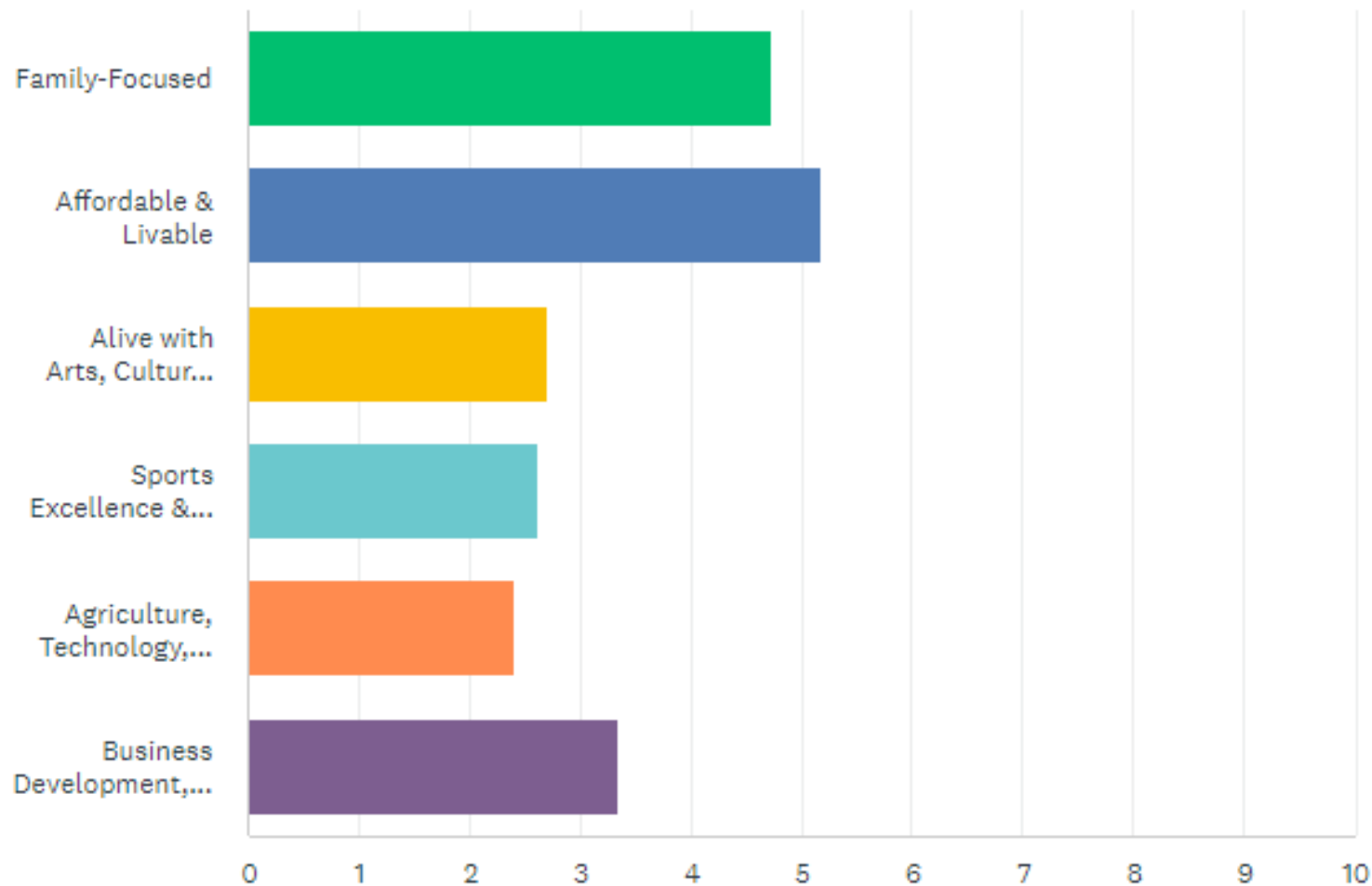
Where do you live?



When thinking back on the past two years, which services, attractions, or activities have you most appreciated or most used? Please select 5.



To ensure our community's continued improvement and development, we want to know what areas are important to you as we allocate these finite resources. Please prioritize the types of community values you envision for Olds, from most to least important.



Was there a community value that was missed?

Affordability

Good infrastructure and maintenance

Inclusive, social safety net, food security, mental health and addictions

Esthetically pleasing - well looked after

Diversity

more traffic enforcement..loud vehicles and speeders

seniors housing

Truth

Strong Protective Services (Fire, Police, EMS)

Ecosocial

Education, and Senior Fitness

More activities for seniors

Environmental care

GARBAGE AND RECYCLING

Safe and accessible (eg public transport, bike lanes), opportunities for youth and young adults

inclusive community

Programs for Seniors

Quiet, orderly, sightly, safe neighbourhoods

I don't think the options give for the question are conducive to receiving good useable feedback. Many of these are not really values. In many cases more than one item is lumped together or one response (such as livability) is connected to many different values. If a town is not "liveable" everything else is irrelevant.

Up town shopping there's nothing up town, we need stores

Environmental concern...like offering recycling stations

Enough doctors for all residents

Accessibility; many of these other values follow naturally from accessibility. Car-centric town planning is inherently inaccessible.

Sustainability and accessibility

Housing

Lower taxes

Seniors

Seniors housing

Probably but I won't address this now
Activities for seniors
Treating the customer (residents) with respect as we are the customer and need to be heard
Sound and well developed/maintained infrastructure
Seniors free activity
Personal health
Leadership and innovatiin
transportation
upkeep with streets and holes repair quicker
Safe and respectful community
Community involvement... friendly supportive neighborhood. Godly values. Safe neighborhoods
Easily Understood and Efficient Transportation
Focus on community spirit and activities. Small town feel.
Transparent government spending
The town supporting active volunteering and their groups
Walkability
Safety
Park Trails and walkability
Age friendly
Security
Investment
Crime prevention
Recycling
Clean - proper garbage removal and street cleaning
Plowed residential roads
Attracting young families instead of what seems to be always catering to the elderly
Extra-Curricular activities
safe community
Safe and protected
Crime reduction and public safety
We need a center like the collicut, more activities for kids and families
Community events is lacking and has been for awhile. No rodeo in olds?

That we take care of our local businesses first. Such as the Town should use Local contractors, not those from the city.

Safe

Inclusive. Diverse. Anti-Racist. Be brave!

Safety/public service

The ridiculous expenses associated with O-net spending. The garbage being picked up ONCE a month!!!!!!

Green, environment

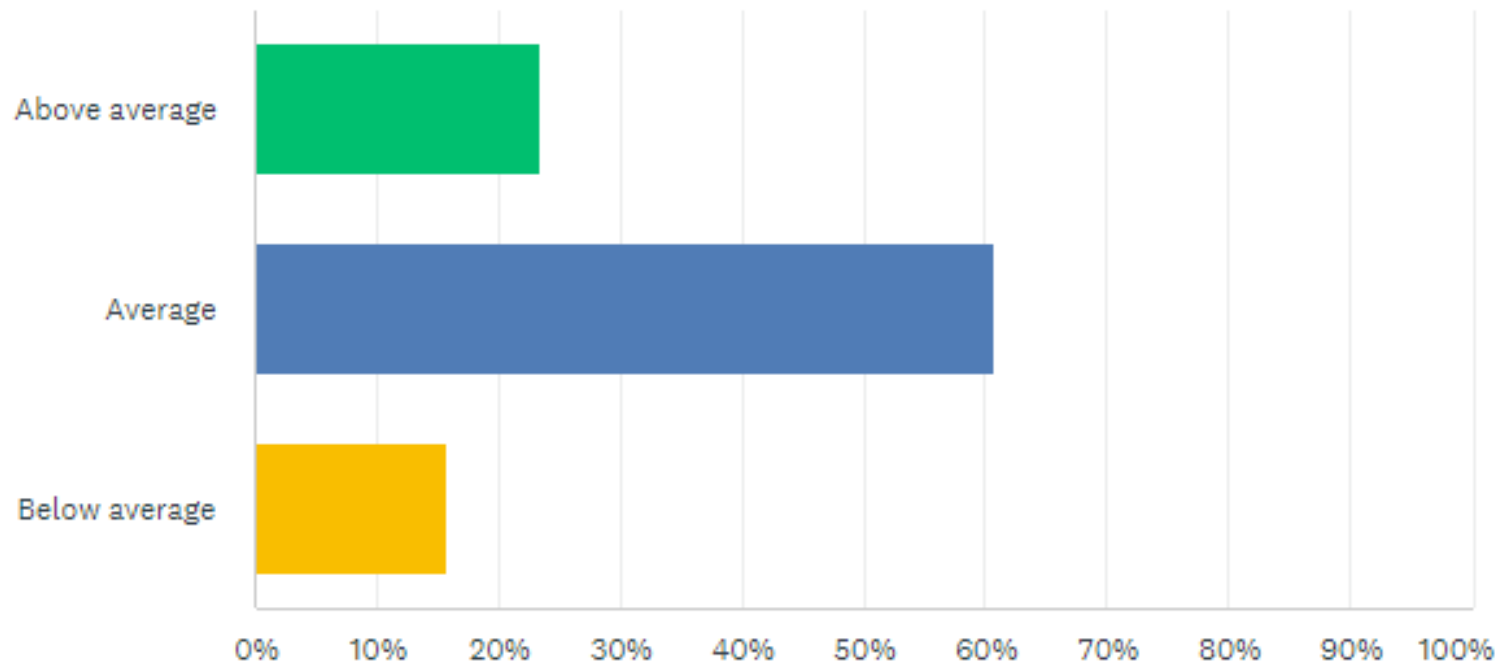
Seniors Living

devotion to jesus

PROTECTIVE SERVICES

How would you rate the effectiveness of these services?

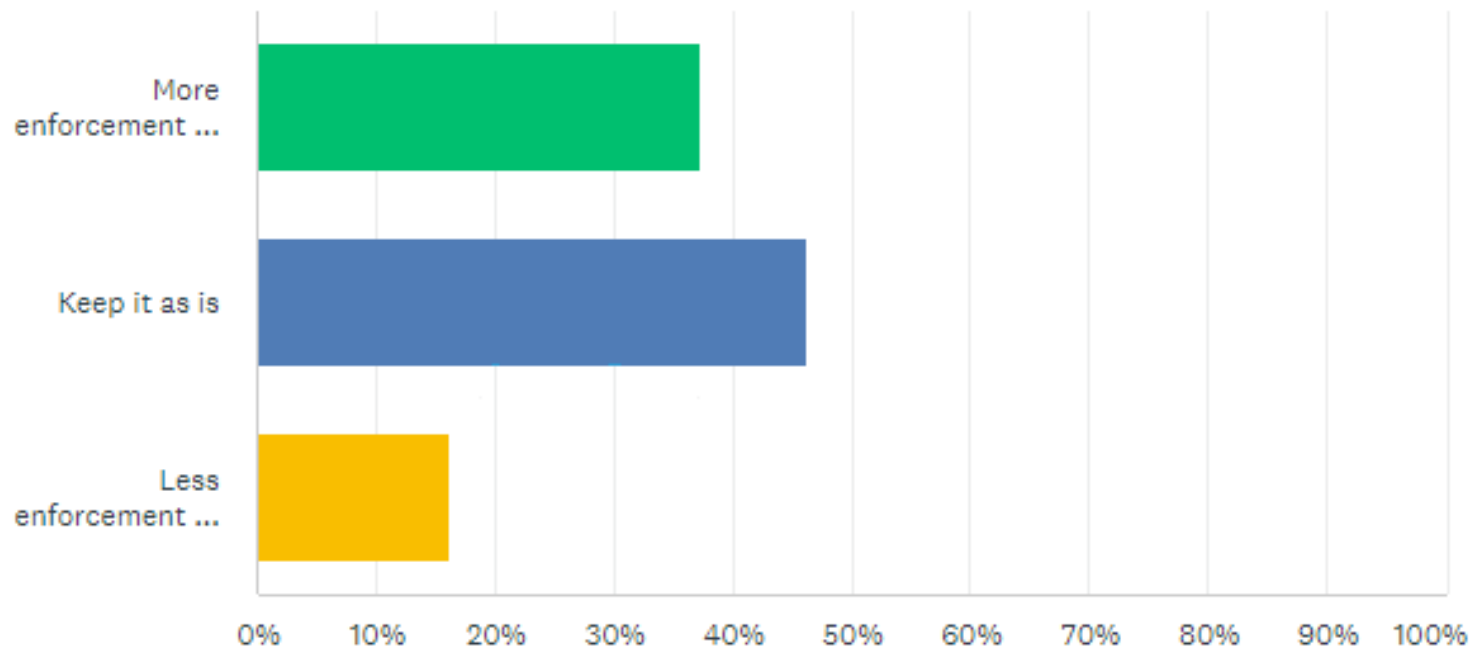
Total Responses	Above Average	Average	Below Average
290	23%	61%	16%



BYLAW ENFORCEMENT

Do you think the Town should invest more in Bylaw Enforcement?

Total Responses	More Enforcement	Keep it as is	Less Enforcement
289	37%	47%	16%



COMMENTS

You need to stop the bylaw officers giving out notices for thinks like tree branches over hanging sidewalks to some residents and not others that have a much worse problem.

Fire Department excells.

Regular patrols of community areas example centennial

Police presence seems adequate, but some speed enforcement would be nice

Fire Department impressed with...Community Policing I feel we need more attention placed on distractive driving, very loud vehicles stunting and speeding .

Bylaw needs to follow through with the rules that our council has made. Especially enforcing pet rules.

Keep adequate staff

Could do a better job enforcing weed issues on vacant lots and sidewalks not cleared of snow

No issues

I have noticed the parks, etc are not as well maintained as in the past. For example, weeds, long grass etc.

Love low involved the fire dept is in the community events

we need more cell phone, speeding, etc., tickets.

Do not see any community policing in our area

I don't see our Bylaw Officers out very much. I feel they could be enforcing speeding, running red lights on the highway through town, enforcing traffic laws (speeding, illegal u-turns uptown, monitoring and enforcing school zones).

The Fire Department is a phenomenal group of women and men who dedicate themselves to the safety of our town. THANK YOU for all you do to keep our town and surrounding area safe.

Need more police presence

I am ok with standards that are kept now

Community events

It good

Doing well in all areas in comparison to available resources

More bylaw engagement. There are known 'hot spots' and they need more attention and proactivity.

I think overall, especially emergency response, is excellent.

RCMP are doing a great job. Town by-law dept should be shut down as they are unwilling to respond to any calls for service. [REDACTED].

Fire dept is great, community bylaw police is a waste of money. They DO NOT monitor speeding n racing at all!!! Is there a cat bylaw they can enforce??? Dogs are NOT the problem! Do they work until late like midnight?? Are they always daytime hours n together?? [REDACTED]

The people in general do their jobs just fine its the fact that they have their hands tied when it comes to actually being able to convict criminals. So far i think the fire department does their job.

I think its pretty good

No complaints

More Bylaw enforcement educate dog and cat owners on their responsibility as pet owners, Truckers using Jake Brakes.

Bylaw seems to be a cash cow, focus more on the needs of the community and not on giving out tickets. ie, snow removal tickets

How about enforcing then instead of putting up stop signs (4-way, 3-way) to slow down the traffic?

Also the new playground zones instead of school zones... was there a problem before? Why the change? If we have a problem, then enforce it! You should be thinking of keeping the traffic moving instead of slowing it down. On one hand you talk about saving the environment then you put up barriers (4-way stops) that pollute the same environment you are trying to save. If anything, you should be building roundabouts/traffic circles instead of 4-way stops; that would slow down the traffic, but still keep it moving, while saving the planet...

Safety on sidewalks in winter needs to be improved, enforce the bylaw of clearing the sidewalks of snow and ice

As a town I feel we are doing the best we can when it comes to disaster services and such. It would be nice if we can focus on the theft but I realize as times get tough it will just get worse

Not much experience with these services

We need to work on actual crime and not worry so much about people's lawns being 2" long

Fire department is excellent and their investment in the Lucas is great

By-law officers often do not know the by-laws. Suggest requirement for them to familiarize themselves with by-law before responding.

Everything is fine except after the last tornado Disaster Services could make sure more is known about what to do and where to gather for safety in the future.

Overall very good

The service response is very fair considering the business and needs of our community. I would be an improvement if there was more speeding and distracted driving enforcement. it is getting very bad in our community.

[REDACTED]

For volunteers, the fire department is wonderful

Bylaw all the overhanging shrubs and branches and hedges on the east side of town.

Deal with reoccurring known criminals harder

More presence of police via foot/bike patrols . We know they are there, just don't see them very often

If you have policies regarding trailer parking on the street then adhere to your policy or revamp your policy we have a large cattle trailer parked on our street approx. 5 days a week in a very busy neighbourhood and nothing gets done!!

Need to be present more at the right times

I think we are well protected with good people.

I have not had to use these services, thankfully. I am glad they are available.

Seems good so far. Haven't personally used any

Bylaw is unavailable on weekends and evenings when most issues exist. The Nega Dome consistently is allowed to get away with disturbing the peace

Monitoring of unsightly properties (both private and town) and making sure they are cleaned up,

More patrolling and put the machine that records speeds into other streets such as Briegel Road.

More police presence in areas that are prone to encourage unlawful activities.

Bylaw Enforcement responsiveness in a timely manner when a complaint has been addressed.

I don't think I'm qualified to answer this question. I do know that in the past, break ins were very high and I definitely felt that not enough was being done to crack down on it

Police are here to help the community when you are in times of need

Night patrols . Appears to be night crime here.

Bylaws... the walking paths are awful with dog excrement on the paths.

Quite a few unsightly properties. Overgrown gardens.. old furniture sitting outside.

Being consistent with playground zones and community obeying the bylaws of being quiet after 11pm

Bylaw enforcement has been lacking

If you are going to spend money on bylaw enforcement then the Town needs to ensure the bylaws are actually enforced! Snow/sidewalk removal and unsightly are two of the worst!

Community policing should be more visible given the number of personnel

There needs to be more enforcement of bylaws especially in regards to traffic offences around playground and school zones and along residential streets.

Community overall feels safe and I love that the protective services are involved in the community. Could improve on enforcing traffic related offences, in particular people speeding through the playground zones.

I assume bylaw would show up for specific complaints but I have seen zero bylaw enforcement action taking place on their own accord. I could walk down any street or alley in town and point out numerous bylaw infractions. This is fine though, bylaw can stay out of people's business.

Thankfully never had to rely on any fire or disaster services in town and only hope these are in place. Not much information is provided to the citizens about these services.

Fines for not effectively removing snow and ice could be better

Doing well on safety patrol by the elementary school. Effectively responding to emergencies- fire department, and EMS. Making sure people are slow down on 52 st and 56 ave. People are bad for not slowing down or stopping after school pick up or drop off by the school. A few times kids and I almost got hit by a vehicle because they are too much in a rush getting to their destination.

Considering our garbage collection, blue bin and green program, I think there needs to be a bit of a more relaxed approach when the bin is full and the lid can not completely close. We are facing challenges as residents, and we are all trying to make the best of this situation. We do not need a ticket or warning. Seriously.

More visible rcmp needed at public locations such as skate park, pool, schools etc

Serving community I feel is doing well

Codes of conduct and presentation of members could be improved

I think keeping up with stray animals and then noisy neighbors with noise bylaws need to be worked on

[REDACTED]

Excellent fire department.

Improve bylaw enforcement and encourage new residents to get updated on the bylaws.

Watching traffic at 4 way stop by deer meadows school

More patrols/enforcement of streets, speeding and "illegal" activities in parks as well as car prowlers and theft.

[REDACTED]

More enforcement of off leash dogs, speeding other laws

[REDACTED]

A bylaw officer did visit our neighbors about a concern we had but I don't know if there was any follow up done because the neighbors have not changed anything. I'm glad the officer visited but where is the follow up

More staff

Olds is in need of a designated animal bylaw officer to maintain animal welfare

Communication, I had an issue where my child was hurt, spoke to somebody at town office, filled in the report a problem, left a message for bylaw....I got no reply from ANYBODY even though my child (11) was hurt and bleeding because of a public walkway obstruction.

Traffic (noise and speed) and animal (cats) control could be better

Really no comment.

Too many staff [REDACTED]

Instead of brushing off victims of crime when police are called they need to step up and do more to reduce the crime spew in olds

There is a major speeding/racing issue in town. Residents are aware and are threatening to take matters into their own hands because of lack of concern from police. There is not alot of police or bylaw presence in town to deter speeding, racing, break and entering etc.

More full time members

Better visibility would be nice and later in the nights other than 8-5 hours

More enforcement of playground zones and residential areas. Drivers fly through some of these areas at high rates of speed and when I have my grandchildren walking with me I fear the vehicles would not be able to stop if needed. If people are needing to speed they should leave home earlier

By law enforcement

bylaw enforcement is too loose. So many speeders on our streets. Cat owners need to be more accountable for their off leash pets. Complaints don't lead to any results from the pet owners

Great presence. Love the relationship with the schools

Everything seems safe. No issues is good

The area of the park should be monitored. Whether this is local patrol or RCMP. A lot of shady stuff goes on there without any repercussion.

The fire department is great

All good

I called during winter due to my neighbor not chipping away the ice in their sidewalk. The results were that my ice once it melted had no drain to go to because it was blocked by their huge ice rink so my house had a huge ice rink in front of it even after I chipped away at it. Nothing was ever done about it.

The RCMP are rarely around to hand out excessive speeding and stunting and excessive noise at all hours of the day and night from vehicles on 57 ave.

The new playground signs and slow area signs are too small. They should be regularly marked 30km per hour signs at each area.

Would like to see more night policing to prevent theft and break ins.

More speed control. Especially in the vistas and 57th avenue coming south into town towards the hospital. The speeds are way too high.

Fire/rescue is excellent. Law enforcement needs more resources. (\$)

More presence in the newly marked play ground zones. Many drivers simply ignore them.

More police patrols at night.

We need more policing within the town, fire dept is doing awesome

Consistently hear of damage to property. Increased presence would be an asset

Rcmp in schools! Interaction with the public.

Increased police presence or bylaw officers. Something besides waiting to ticket someone going through a school zone during peak times.

Vandalism seems to be increasing

An effort is made to be visible within the community. More effort needs to go into protecting neighborhoods from ongoing vandalism and theft.

Bylaw enforcement is a joke. I.e. hedges overhanging the sidewalks around the city make the narrow sidewalks so narrow 2 people cannot walk together in many cases

When I have called for police assistance, the officers have always been dispatched in a timely manner. Improvement could be in the dismantling and diminishing of the nuisance activities that take place behind the arena/library. As well, as the people driving the wrong way on 53rd St. (One-way), it has increased significantly.

Bye law enforcement

Hard to know since I haven't been in need of these services so I don't see any deficiency

seem to be doing fine

More full time firefighting staff

this department does a fine job - i think the rural (farms) have issues with so much crime and have heard the response times are not so great

Have had a bylaw issue on our street for the past five months. Six calls made to bylaw by four different homeowners. Nothing has been resolved, total lack of enforcement.

Communication between and within the services is needed.

There seems to be good connection between departments. These services work hard to be community connected and provide quality events to maintain a positive presence in town.

Need more enforcement on barking dogs and traffic enforcement, people in this town drive like IDIOTS !

Enforcement of any road laws or general complaints are lacking

Everyone is doing well. We just need more speed enforcement. An actual person out and about. More patrols of residential areas would also be welcome.

Police are always available but ems we need more

Could use more patrolling in residential areas for rural crime.

More RCMP Officers Please

The Bylaw Enforcement needs to be improved

There needs to be more enforcing of speed limits, stop signs, handicap spaces, and crosswalks on the road in front of ecole olds elementary. Someone is going to get hurt.

Using a paid volunteer fire department is a solid approach. I would be interested to learn more about how much is paid for RCMP and what value we get for RCMP. Also a report on the number of calls that bylaw officers deal with each week would be valuable.

never see a Bylaw officer must be nice working 9-5 Monday-Friday

Thankfully, I have had no need for fire or disaster services, so don't feel I can comment. Community policing of the speed limit on 57st east to Briegel Road needs to be increased to daily drive bys and enforcement.

Uncut lawns and unshoveled snow on sidewalks should be dealt with. Dog barking bylaws should be enforced.

Fire department doing ok

traffic enforcement re speeding

If they were writing tickets and getting the job done maybe it would help. Maybe if more people got tickets we would not need them to spend that much time on issues as the threat of tickets is not working they need to enforce more

Enforcement (both bylaw and Policing) seem to be random and insufficient. Small things, like trucks flying up and down our streets late at night, or people obviously not shovelling their sidewalks all winter, seem to go consistently unaddressed.

Bylaw needs improving.

Bylaw officers should be able to enforce the bylaws instead of saying they are just a guideline. Specifically the time a vehicle can sit in one spot when parking on a public street.

The only improvement is a bigger budget so we can have more policing happening....to react to idiots driving in residential areas.

[REDACTED]

More patrolling to deter theft

Better enforcement of dog bylaws

Not enough speed control in residential areas

Better speed control needed

The FD, RCMP and disaster services are quick to respond and involved in the community. The town needs to uphold our bylaws, from roaming pets to unsightly properties

Crime prevention could be improved, speeding enforcement in town could be improved

Everything seems good to me

Having both police and fire offices on the west side of the railway tracks was a complete over site when considering response time to highway accidents and responses.

Have the cops do something besides eat donuts at tim hortons and pull people over at the end of the month to meet ticket quotas.

Policing definitely needs to be improved - that's the only reason I chose below average.

All Services are doing the best they can with the number of employees they have at this point in time. This needs to increase dramatically if Services are to continue to run well in the near future with the population of Olds increasing.

Appreciate the initiatives and events! Like seeing the fire trucks in the community

Dealing with bigger issues in the community like thefts instead of issuing tickets like speeding.

More presence of police would be appreciated as safety is always a priority

They are great

[REDACTED]

You should have separated your questions better. Would have loved to comment on the lack of Bylaw Enforcement. Too many paid people at fire department RCMP rarely around town. The list goes on. Town does not need more paid staff they just need the right people to do their job

Push AHS for another full time 24 hour ambulance so our volunteer firefighters don't have to respond to so many medical calls.

Police & By-law visibility presence is non-existent.

Bylaw should spend more time enforcing bylaws, the arena high traffic student areas such as behind the arena are in need of patrolling and monitoring.

You never see bylaw or police. Would like to see more patrolling in communities.

Community engagement has been great this year. Emergency response and have noticed more patrol

Fire department could use more full time staff I hear.

Not really sure that the bylaw do anything didn't take me long driving around this town to find unsightly properties that never change

Fd is doing a great job

Bylaw needs to spend more time enforcing speeding texting bylaws. Littering. More enforcement of young drivers that have zero respect in the parking lots by the arena.

Having a fire hydrant out of service with a garbage bag draped over it for months on end was very concerning, especially given the number of staff working within Protective Services department.

I'd love to see something done about the drag-strip that 57th ave has become, south of the 54 street stop intersection.

I don't see a presence of any of these areas except when ticketing for snow on sidewalks

All is good, don't spend any more money on it.

Fire is doing great! Need more bylaw enforcement

They appear proactive and involved in the community. I think they do a good job.

We need our own EMS service. AHS is brutal

Traffic infractions. Especially speeding.

Patrol the cow palace parking lot and the constant safety issues, harassment and noise the public's has to deal with

Faster response time.

The fire department has continuously done an amazing job. I am interested in supporting more fire employees.

The Bylaw services are a waste of taxpayers' money. Whenever I had dealings with the bylaw officers they did not go anywhere.

Good fire department. Could use more law enforcement as the policing is not 24 hour and the town would benefit from 24 hour policing as there is an influx of crime during the hours the police are not working.

Increase in Bylaw Enforcement

enforce the laws with sever punishment.

Speed limits in Uptown.

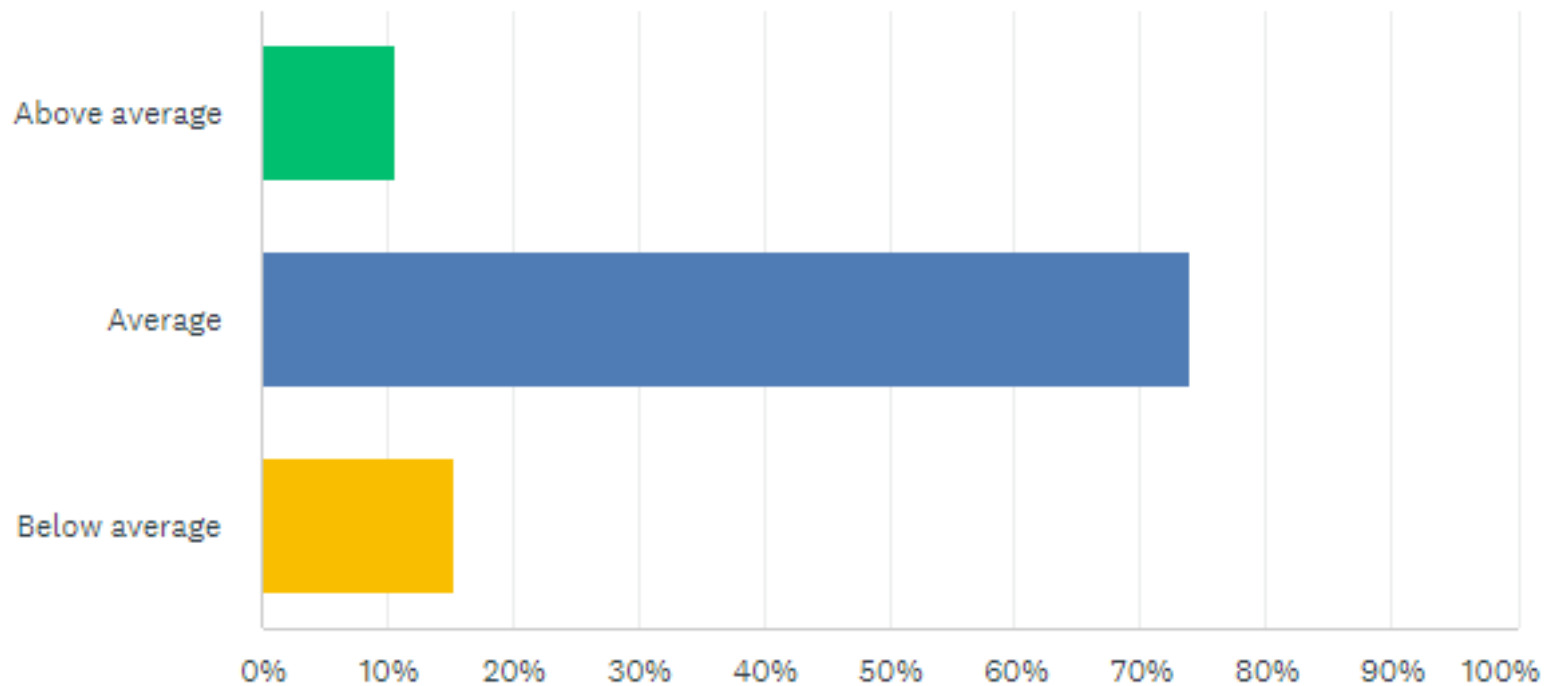
Fire Department is good, community policing needs more of a presence, no comment on disaster services.

More community presence of bylaw offices and RCMP.

CORPORATE SERVICES

How would you rate the effectiveness of these services?

Total Responses	Above Average	Average	Below Average
288	11%	74%	15%



COMMENTS

All need improvement also closing town office before the day is over.

Easy access online, good staff at the town office

no comments as haven't dealt with them

All OK

No issue

Too much money spent for less than adequate results. Salaries are too high for a town this size.

Very unresponsive to inquiries

I really liked when you called me to let me know that my water bill increased sharply after my daughter got room mates - it could have been a leak. Please call for weed control or snow removal before sending out the guys to get it done.

Inconsistent policies: if you issue a invoice with terms, follow it.

If ONET falls under Corporate Services, you need to get this fixed. I have heard a LOT of complaints about ONET (I am one of the ones complaining too). I understand ONET is working to fix the issues with the delivery platform, the Town needs to ensure this highly funded service is working properly.

I am ok with present standards

Town updated information with bills

Way to expensive for services received

Lovely staff and so very helpful. Lots of knowledge

Report a problem page has changed for the worse. It's difficult to get in touch with anyone by phone other than the front reception, which isn't helpful many times. CAO and directors numbers need to be more accessible.

No problem

Charging to much for water especially the grey water. The charge for the same amount is just wrong.

Lower the water rates.

No complaints!

Accept Credit Card payments.

We need a local waste transfer station, travelling to Didsbury is unacceptable.

Run it like a private business, not an endless money pit. Be efficient instead of taking more money from the taxpayers. Have targets and find new efficiencies, do things better and cheaper. Be accountable for work done and paid by the taxpayer. When I see some of the work completed I am ashamed and wonder who signs off on that. If I did that at me job I wouldn't be working there any longer...

Took a really long time and several calls to set up pre-authorized debit for my utility bills. System is breaking down somewhere.

I often contact the town by e-mail of my concerns. I have received a reply from one counsellor on one occasions. All others ignore my e-mails and do not respond.

Questions to the town are promptly answered, trees in parks should have more care, like topping and pruning of older trees.

Keep improving roads

they are doing a good job, keep it going.

All good

Sending out bills

Seems like alot of staff at town office before you see who you need to. Multi tasking seems to be missing.

Customer service is friendly

Don't know

I think they do an adequate job, neither bad nor exceptional

The new town shop was a waste of money

Unsure at the moment

No issues

Timely responses.

I'm sure some people would push for online payment portal or something of that nature but it seems fine as-is.

Water bills are much too expensive

Good job on street sweeping, and repainting the crosswalk lines. Good job on repairing sidewalks.

Things are fine in this area

The recycling, garbage and compost rotation is difficult. It needs to be more frequent. The repairing of pot holes is ridiculous too. 56A Street Close is a mess and has been forever.

The staff at the town office most given answer to a question - that's not my department with no assistance. Customer service is lacking!

Utilities are getting so expensive. Reduce rates for seniors.

The town utility bill is terrible expensive for what we get.

More recycling ♻️ pick up or re open the recycling area and have someone monitor it when its open to the public.

Online bill payment system needs improvement. Need ability to I pay dog licences online

The response time to phone messages is frequently slow. The phones go unanswered if it is 10 minutes before closing. I was at the office at 420 and except for 1 person others had coat on and saying goodbye. The office is open for another 10 minutes...why are they leaving? I am unable to find the topics to be discussed at council meetings before the meeting so I would know if I will watch it, why is the topics to be discussed not publicly available? Why is there no exceptions for \$3 / month fee for 2nd recycling bin for medical reason? Make citizens aware of snow plowing or removal services discussion so as citizens we can weigh in on it.

no opinion

Waste water based on water usage keeps people from watering lawns and beautifying our town. Need to find a way to over come this it is too expensive to water.

More engaging surveys and communications

This is joke

Tell your maintenance crew to actually repair what is needing the repair instead of brushing it off

Having to manually pay monthly bills is archaic. Please allow for automatic bill payments using credit cards.

The department seems efficient. They always call me back in a timely fashion whenever I have a questions

Office staff are great

Give us the services we are paying for...where's the money going

Friendly. Helpful.

Poor budgeting of tax money

Easy access to down building.

Doing well tossing random traffic circles and random statues everywhere instead of using the money for stuff that actually matters

All good

It's fine

Taxes are way too high for the services we get in Olds. We need garbage pick up more often and a place to take recycling. Stop wasting money on extras and get back to basics. Enough with the flowers, statues, extra sports facilities while basic needs of garbage removal complaints are met with threats of higher taxes. And sell O-Net.

Cutting costs of wasteful services like having 10 dump trucks waiting around to get loaded with snow.

Online payment that's not crazy expensive.

More/easier online options, including forms and applications.

All services are efficient

Improve computer billing

Taking some responsibility for things that have been contracted out like garbage pick up.

Tax payments are high considering the services

Over staffed for the ice of the City.

No issue with corporate services.

Town Office opening hours do not work for people who work

I haven't encountered any issues with corporate services

Need to plan communication to reach people through a variety of means - there are people without access to computers.

Very good customer service, no improvements necessary

not everyone has access to computers or cell phones and I think being charged to get a paper bill is prejudicial. so much for the big kick of going green - like a paper straw saves the planet but the plastic cups still abound

There had been better communication on facebook to keep people informed. If you dont use that platform, I am not sure if people are feeling as connected...The more person to person contact corporate has, the better people feel. They feel heard, understood and are able to get answers more efficiently than if a person has to deal with a computer, email or "canned" response.

Not seeing tons of results for our increased taxes

The town staff are amazing at answering inquiries and even let us know if there is something odd with our bills. As long as they continue to have the resources that THEY need, all is well.

You could add gauges for water waste so we are not overcharged each year

Personnel at office are easy to deal with.

Better communication

My engagement with this group is limited, however, when I have dealt with them, responses are prompt, friendly and accurate.

Sending a notice if you are late for one utility bill seems a bit over the top, perhaps this could be extended to 2 months?

Lower taxes

Timely services, great job people!

Get rid of paper statement fees.

communication needs to improve at all levels trying to get a answer is somewhat trying

How do you see closing the town office at noon and 4:00 being taxpayer friendly. I cant believe you cannot stagger lunch hours to accommodate those taxpayers that work and would like to pay in person.

Being able to pay things online would be nice.

Town Finances need improving. Debt limit too high.

Online platform to select the paperless it wouldn't save multiple times.

Technology seems to be lacking. Computer always seems to be down on numerous occasions when stopping by.

Could you possibly charge more for water? What a joke!

I feel this part of town services runs smoothly. I appreciate the services are easy to connect with and doing business with the town is usually a pleasure!

The cost of water in this town is atrocious, onet is not good and is a drain on our community, i was lied to my face at the town office, You should be able to enter in to direct billing for your taxes at any time of year online through your portal. The recycling centers were closed, the home garbage bins rotation is not good one, should be every 2 weeks especially now

Seems fine to me

I work away for long periods of time. It has happened in the past that my water bill has been applied to my tax bill (which I pay annually). Because I wasn't home to pay two continuous bills. I do not want nor wish to pay my bills via giving you my credit card and having it applied that way.

Lower taxes

Utilities are high compared to other communities. Is this because of the added expense of having to take over the failing O-Net company?

Corporate Services could do better!!!! Hands are tied with the increases that are being put on residence with Utilities, tax and now the total annihilation of the recycling programme!!! Thought we were supposed to be one of the 'greenest' communities in Alberta?!? NOT Good enough!!!

Better communication and knowing what the community actually needs to grow

Simple things as including the newsletters with our monthly property taxes and utilities emails as it used to be. Should not have to search for it

The Town office should be open during the lunch hour, can the front reception people take staggered lunch breaks? The reception staff are wonderful but hours are not convenient for working people. Enough with the COVID excuses

Don't use often

Don't use very much. Pay utility bills online and only attend town office to pay annual property taxes. Staff are pleasant and helpful when attending.

Need more online access. Tax bills/utilities.

All good

Typical govt

I'd like to see more listening to the people, as in the case of the Miller Meadows re-zoning. A small handful of adjacent residents were notified (maybe 25?) about this enormous change proposed to our area, and yet I, [REDACTED], presented an invalid petition to Town Council apparently, because I didn't have 10% of the town's population opposed (2,100 of which are children under 19). I find dealing with things like Miller Meadows to be so degrading and dismissed.

People are not friendly and the water and taxes are to high.

They answer the phone when I call

I have never once been treated with respect when dealing with town staff. Rude and arrogant! Not once have you helped to solve a problem, nor showed the willingness to.

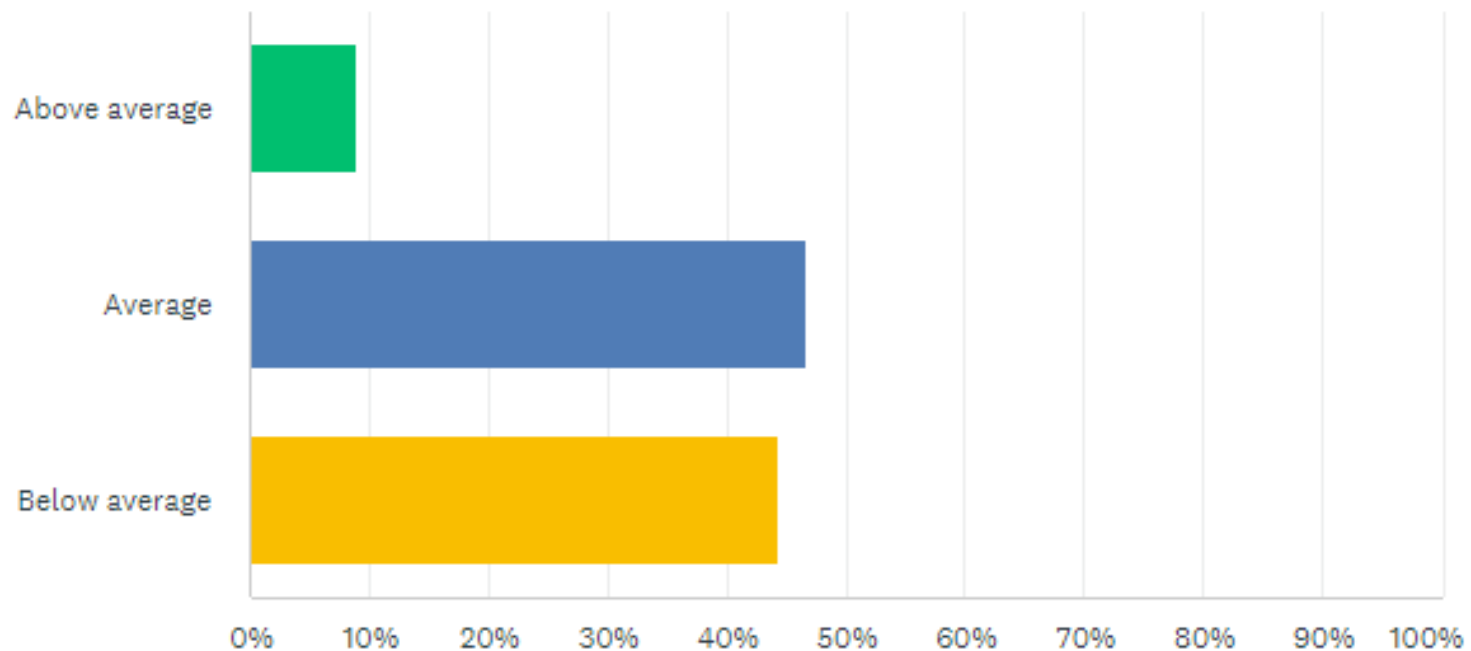
No issues

Be open during lunch hour.
Town bills are extremely expensive and the taxes are crazy for the services we receive. Ie: garbage pick up
customer service is excellent
Seems organized
No notes.
This town is managed so poorly I'm not sure where to start. The ridiculous water and services prices for extremely poor management or the fact that they pass the buck every complaint sent in
Be open over the lunch hour for those who work.
Property taxes are ridiculous in the highlands way too high.
We get taxed a ridiculous amount. Above many other municipalities and see very little return. Garbage, recycling, snow removal? What is going on here??? Where is our money being spent. I'm disgusted.
Billing and tax payment services are average. Support services need a tune up. My requests for inquiries into out of town contractors working in town, street water backup, have seem to go un-addressed.
Lower the cost of taxes when we do not receive composting. Or replace the non composting days with garbage.
Have your phones answered by a person rather than "press 1 for"
Spending money on pointless things. Onet bail out, we don't get good value for the amount of taxes we pay. Utilities is through the roof.
Friendly
No problem
Friendly staff.
collecting taxes and spending money

OPERATIONS

How would you rate the effectiveness of these services?

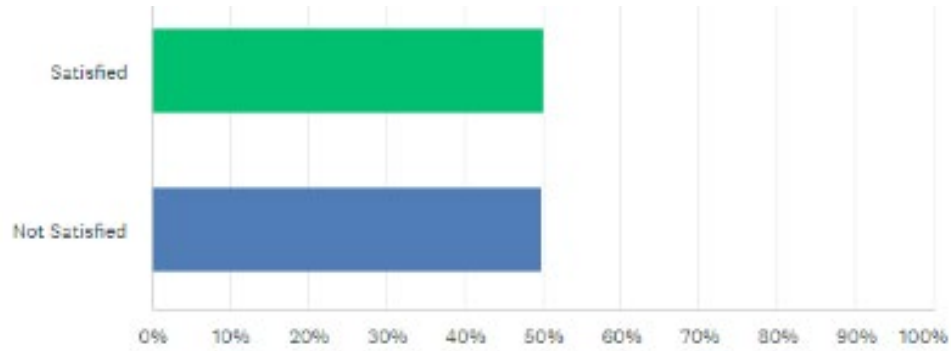
Total Responses	Above Average	Average	Below Average
289	9%	47%	44%



SNOW CLEARING

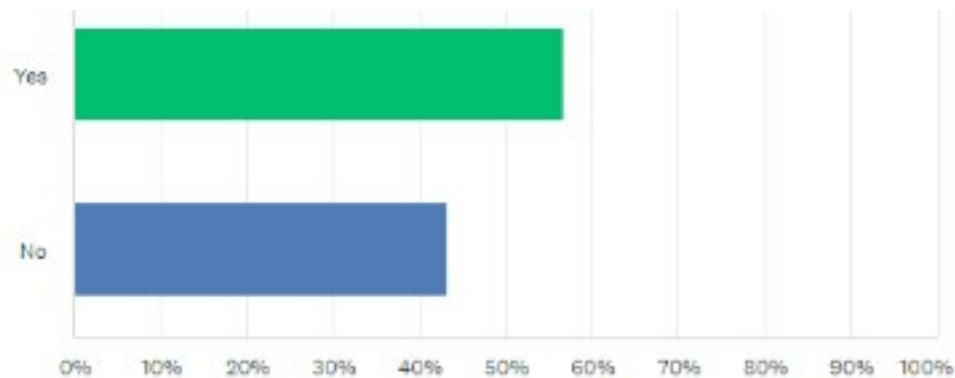
When considering snow clearing, how satisfied are you with our service?

Total Responses	Satisfied	Not Satisfied
289	50%	50%



Should the Town increase its investment in snow clearing?

Total Responses	Yes	No
287	57%	43%



COMMENTS

The use of sand on the roads less plowed or not plowed would make it easier to drive.

Pray for a Chinook.

I live on a mid priority road and snow removal is great for me.

Snow clearing is also a safety issue. Should continue as is.

Get plows out and clear all road (side roads are pitiful and poorly maintained) BEFORE people drive on them and pack it down. Scrape them. The side roads are always the roughest. Pay extra or schedule normal working hours so plows are out early in the morning before traffic. Make a regular work day for plow drivers 3 a.m. to 11 a.m.

Continue with current program of removal and plowing as is

The Town clears the snow with priority given to major roadways first - as it should be! It costs a lot of taxpayer dollars to consistently be clearing the entirety of roads after every snowfall. With our long winters, these taxpayer dollars are better spent enriching other aspects of our community.

Overkill at times in residential areas. Funds could be better spent elsewhere

The snow clearing in Olds has been exceptional. I have noticed in many other communities snow is cleared but not removed. I wonder if we have set the standard too high in Olds...hard to back up a bus :)

They were trucking snow when it was not needed from side streets. Sure that costs a lot.

It's fine

roads leading to senior homes not cleared on priority. plows drive up one side of crescent but only clear half which is in front of lodge leaving seniors on other end of crescent contending with unplowed road,

I know people complain, but I also know there are a lot of streets and very few vehicles for removal. I think the town does well with the snow removal.

We live on Sunrise Cres. The snowplow plows in front of the Seniors center, then lifts and doesn't plow our street much later yet we are all elderly Olds does way more vs say Calgary, but instead of clearing entire streets move to single side clearing and no street parking. Graders can push all to one side, bobcats to follow to scoop out buried driveways: fraction of the cost until snow is so built up you need to truck it out

I fully understand the costs related to snow management. It is crazy to have to creep along the roads in winter for fear of damaging your vehicle due to the ruts and ice on the roads.

I seriously hope you are able to come up with a balanced plan that deals with the neighbourhoods that are not on the main routes that get early service. Living on the north side of town (north of the Co-op), we have are forced to bounce around due to extremely uneven, snow packed streets.

Residential cul de sac roads can become impassable

You will never please everyone. The parking you have provided on 50th Street downtown is going to be an issue in the winter

Leave openings so you can turn at intersections and into parking lots

We have a hard enough time getting in our culdesac. It will be impossible if you dont remove snow

Removal in major routes and plowing on side streets

I would like to see the removal of snow cease so that some of the lesser used roads could at least get plowed. Our area got plowed once the last few years. I would like that to increase at least to 2.

[REDACTED] Snow removal is a must in this climate. Plowing is just not going to cut it but if you do try that whatever you do do not plow it to the curb and block everyone's car in and cover their sidewalk up you're going to have a lot of upset people. It should be all graded into a pile going down the center of the street to keep the parking open and the sidewalks clear.

Removing is absolutely necessary!! Other communities also do removal, streets are narrow enough so plowing piles up n as a result more people are stuck downtown or wherever n causes more accidents, businesses suffer etc. Buy more snow equipment instead of flower pots! Equipment continually is being fixed!!!

The plows should have the blades down when the snow is falling not just packing it down and adding salt and sand which makes more of a mess then anything. Getting it off the roads makes the roads safer to drive on, and u don't have a bunch of vehicles stuck on main street trying to push each other out, well the school bus is there.

Streets need to be cleared of snow more often.

More often and a better job. Half the time it's scraped no where near the aidewalk

Please consider pedestrians - eg, school bus stops, elderly, around the Cornerstone/Walmart area - to make it more accessible

It is hard to please everyone.

More efficient use of equipment. Use local contractors in big snow events.

Use the town grader efficiently and when it breaks down, get a contractor to fill in... Or contract more of it, might turn out cheaper in the end.

some of the areas that do not get cleared are driving and parking hazardous!

I realize I don't live on a " high priority street" but when the winter comes our streets get done maybe twice a year. The snow drifts are about 3 feet high along with the pile of snow they left at the end of our street was uncalled for.

I have a problem with property owners being required to clear the sidewalks but the town is not required to clear the streets. Ridiculous.

What are we going to pay more for? Will it actually get better because the amount it already costs for some areas to get done once maybe twice a year is a joke

If you're going to hold residential owners accountable to the sidewalks, then the town needs to be hold to the same if not higher standard for clearing town pathways and roads

I was forced to buy a new vehicle with 4 x 4 so that I can get off of my street in the winter.

we live in an area that has a lot of snowfall, we need to accept that and live with it.

My hairdresser [REDACTED] had to tell her customers not to come as the street was treacherous with the amount of snow. She contacted the town, but still lost a few weeks of business due to lack of snow removal. All businesses that are serving the public should have priority snow removal.

Doing okay

Sometimes you just wonder....what are they doing? How many days till they even get started !

Roads which have senior complex on them need to be cleared and snow removed. snow removal is needed so parking and crossing the street is possible.

It's kind of frustrating to see snow clearing going on AFTER it has already melted to the pavement. But I have to acknowledge that the service is generally quite good.

Just push into the middle and let Mother Nature take care of itself until it is required to be cleared (3-5 storms later)

It seems the east side of olds is usually left to the end of the route schedule.

It's so weather dependent it's hard to judge if we'll need more or less next year. But if we need to upgrade or repair equipment I think that investment is vital. In our area we need to have it scraped all the way down when you do get to us as we are the bottom of the list and often the downtown will be cleared 3 times before it gets to us.

I can't complain

Needs to be done more often, they come 3 weeks later

Shoving snow up again sidewalks & more shovelling is going to be tough in an aging population. We best not be getting tickets for uncleared sidewalks if that happens.

We live in a cul-de-sac that usually gets plowed last and that is just fine. We are Canadians and we know how to do snow.

Keep the streets clear, easier for people to get around and less accidents

When snow is cleared, perhaps it would be nice not to create a wall of snow in front of residents driveways

Residential streets can get pretty bad at times

Perhaps choosing to prioritize snow clearing in neighborhoods that are frequented by elderly. If bylaw receives a request for safety reasons, that area gets put to the top of the list.

It would be awful if this service was stopped, with the college being right in town, we have an awful lot of young drivers around and it is very helpful to have the roads plowed for safety

Alleyways and side roads should be cleared at least once per season; some routes currently receive no clearing at all.

Ensure sand is put down in common ice areas

Maybe look at other companies that may charge less.

Snow removal sets our town apart from others

When the packed snow on the road is higher than the sidewalk, something needs to be done

At least get rid of ruts and ensure the gravel is removed from streets as early in the spring as possible.

Isn't done often enough. Should be started as soon as it starts snowing, to stay on top of it. Then it wouldn't be so much to scrape off later.

Satisfied with the past snow removal practice as I live in a Close but could see an opportunity for snow plowing on road where town has road side easement. ie: Vista Dr

Good as is.

Response time to clear snow seems very slow an inefficient. By the time the plows are out the snow has been packed into solid ice and the graders only skim the surface or don't bother at all. The ruts in the street are allowed to get to absurd and dangerous depths before anything is done.

Please make priority on the main roads, as well as the trucking routes.

Keep drains unplugged in the spring

When clearing roads, job needs to be more thorough, remove ruts

Didn't receive any last year

More tax money spent on snow clearing and less spent on things such as statues on hwy

It has gotten better over the years. But it still needs improving. They will pile the snow in the middle of the road and then nightfall starts and it gets dark and people have driven into the pile into the middle of the road. They also don't clear it very well sometimes or not soon enough so when they do try to clear it everything is ice

This town has lots bins for grass clippings, snow removal was terrible last year. There has been so many cuts yet we see huge tax bills and less services!

Doing an acceptable job.

Give more jobs to the ppl to promote snow shoveling businesses or kids to do it.

I pay a monthly HOA that includes snow removal in my community, but get no "break" on taxes and in a sense pay double for snow removal.

What I have seen in the past is that the town isn't very efficient with the snow. Need to hire people that know how to run the machines. And have better planning on the snow removal. For example don't decide to clear snow by the schools when parents are dropping there kids off.

The. You see the sanding truck driving around with his blade up. Need to start have the graders and plows pushing the snow into the middle of the road and then worry about it after. The biggest thing is to get after it as soon as it snows. It's a lot easier to deal with before it's packed down melted and frozen again. Biggest thing the management of the snow removal and operators.

Just regularly plow the roads! It makes all accessible for cars or ambulance or fire trucks. Any drainage issues can be solved with a lot less snow removal than doing the whole street. The lack of snow removal causes ruts and damage to cars, if the roads were plowed ruts are reduced.

Plowing costs less and provides better roads

Don't clear snow around school streets during drop off and pick up times

I appreciate the snow clearing, I can't imagine how terrible the roads would be without your help!

I have only ever witnessed snow clearing, why not try snow plowing in some areas

I carpool and driving down the side streets such as 48 street East of the tracks is damaging to my car, ruts and snow make it almost impassable at times

Snow clearing could be useful on main roads but plowing should be utilized. Smaller roads get cleared maybe 1-2 times per year after all is said and done. Roads are horribly packed with ice by this point and also causes drainage issues. Snow clearing should be replaced or supplemented with plowing immediately after larger snowfalls instead of waiting weeks+ to clear roadways.

The town is supposedly saving money, put the saved money towards snow clearing

Its tough to satisfy all. Heavy snowfalls occur often. I am more concerned with managing slippery streets. More ice management

Senior struggling with the lack of downtown snow removal. As well as travelling through ice rutted roads. I've heard counsellor as well as mayor say we are an excellent town for seniors. Not so if snow removal is part of their vision ...

Clearing more where seniors live ! Sidewalks and cleaning of streets !

Nothing has been done in the last year

We are lucky if we see allow down our street one just as spring arrives. It should be done more often

Marketing Olds as an elderly friendly community when ambulances cannot access their homes due to snow and ice seems like a contradiction. Rather than choosing between clearing all roads everywhere at each snowfall versus no clearing at all, perhaps bylaw can monitor neighborhoods and request clearing at the next possible date.

2013. Snow removal was the best! But! That year we had alot of snow, blew the budget and have been suffering ever since

The whole street should be considered off of main routes. The traffic doesn't stop because we are off Main Street

Clear roads on a regular bases, we live close to the Catholic school and we are always the last to be plowed, we have a terrible drive to our house which is in the city and it should be like this.

Crosswalk access should be cleared

There are some roads that require attention sooner, they are dangerous, they get rutted.

Work smarter not harder and money would be saved. If they had operators that actually knew how to run the equipment it could be done better and in half the time. Many times they just create a worse mess by not knowing what to do.

Additional money towards snow clearing, and should be earlier in the morning. Everyone leaves around 8 and the roads should already be completed.

How about just grading residential when road is rough to cut removal cost and grade more often

They do a great job already

The snow removal is poorly planned. There is always too many dump trucks waiting around. Some areas the snow does not need to be removed and can be piled up. It can be organized better.

People complain about it way too much.

There are many culdesacs in olds with houses tight together so being able to push snow onto yards isn't always available. We need snow removal to a certain extent in areas

Welcome to Alberta. People need to remembered that we live here.

The town should look for a more time efficient way to clear snow, having multiple contractors lined up for hours waiting for their turn surely can't be the best use of funds.

Don't stop just because it's the weekend, and then it snows, and you start at the beginning, and then some areas never have snow removed.

Snow clearing should only occur where boulevards are not present. All other areas would be fine as strictly snow plowing to save on spending

There was talk of taking away snow removal. Absolutely ridiculous. It takes so long to get the roads cleaned, as long as a few weeks. Then only to look in the forecast and see another dump of snow. It is not well thought out

Residents of Olds should not get stuck in the streets while waiting weeks for proper snow clearing. Of all the places we have lived in Canada (including 10 years in the Northwest Territories), Olds snow clearing is amongst the worst. Tax payer dollars should be allocated to driveable roads within appropriate timeframes...not clearing the day before another storm is forecasted.

Not enough in residential area

Stop snow clearing. Residents should be responsible for clearing their own driveways and walkways. When plowing streets, train operators to stop damaging the curbs. Our entire neighbourhood (the Highlands) has unsightly, permanent scrapes, gouges and chunks of concrete chipped away from the shoddy curbside plowing each spring that gets worse every year. A few more years of this damage and all the curbs will need to be replaced - an insane expense!!

Removal is a waste of money on all residential streets. Plow and require residents to shovel snow onto their lawns. High traffic roads can be plowed to the middle like most other towns across Canada. If too narrow for parking then restrict parking in winter...like most other towns in Canada. We get snow here...residents and businesses need to adjust their expectations to help reduce our taxes.

Snow removal services have been reduced over the 8 yrs I have lived in Olds. Service reduction should mean Tax reduction. Stop frivolous spending/

Please continue snow removal in our Town. This new council continues to cut and reduce services. I am completely dissatisfied with the recent decisions made by council, including the changes to waste removal and the speed limit designation in front of EOES.

Side streets

I live in an area that will always be cleared, so I recognize my bias when I say all is good. Still, I think that it is important for people to be able to drive down their streets and park at their homes easily in the winter.

Snow removal on roads is currently fine however some of the town side walks don't get cleared, eg North side of highway 27 or the sidewalk by cows palace. It becomes so icy that is impossible

The town does a very good job at clearing roads and pathways.

#12 is a catch question (not a yes or no type answer)- there should be a contingency plan for heavier snowfall years - it is not a one size fits all solution -

Grader operators are terrible at removing snow from our streets. Couldn't get out of our driveways this past winter. Totally unacceptable.

Plowing causes an issue around getting out of driveways. Snow removal addresses this

It seems that often the snow removal takes a long time and often is already melting by the time ruts are scraped down...

Actually remove the snow from the roads and budget better

Removal/plowing doesn't seem to always be well timed to snow events. Usually okay but sometimes misses the mark.

I appreciate the removal. Not just plowing which can cause more problems than it relieves.

We seldom get our streets cleared but our taxes remain the same as those who get their streets done ever time.

Our crescent was plowed once last year. I feel it is the same routes plowed over and over and crescents never get done.

Nothing to add.

I think the focus should be on snow clearing key routes - especially with higher volume traffic and where business rely on street parking. Other streets - quieter residential and streets without significant traffic should be snow plow only.

Reduce Cleaning of Uptown. little bit of Snow money wasted there and Residential street see nothing

I'd be happy with snow plowing without removal in residential areas with low traffic priority. Last year the town removed snow once in our area late in the season but the we're several times that people were getting stuck on the road in front of there houses (my wife included and we have a 4 wheel drive SUV, with studded winter tires). I'd put up with the berm of snow if the roads were decent.

As a Homecare nurse in our community, I am well aware of the lack of snow removal on certain streets that make it impossible for some to navigate independently from their home in the winter.

Satisfied with the amount of snow plowing and clearing that already occurs. Do not increase or decrease.

Our back alley needs plowing more often for water drainage issue and frost heaves in Spring. In Feb. 2023 we got our 4X4 truck stuck trying to get out of our backyard. Stuck in the ruts of your back alley. Please maintain back alleys in Winter as well.

Better notify all areas to be cleared or plowed so that people can move their vehicles. Many Purple and Red routes do not receive any notification.

Should be more of a priority

put the blade down on the road instead of just scraping the top

The red routes are the busiest streets in town and these are the ones you do not have people move there cars. You have just stated that these are priority routes and should be cleared and not have the plows go around cars. declare them as snow routes like most towns and cities use our bylaw officers and ticket and tow and people will get the message. Why leave them parked for plows to go around.

Increase in snow removal means increase in taxes, which we personally cannot undertake.

Just focus on main routes

With the seniors in this town we definitely need to do as much as we can to keep the streets drivable!!

I think the town is doing a good job of snow removal. I wonder if putting up more snow fences would help decrease drifting in some residential neighborhoods like Duncan place buy the environmental reserve?

The higher property tax areas in town should also have a priority on snow removal

Pass

No other places clear snow. I think it's a waste of money.

I feel the snow removal has been less frequent over the past couple of years. While I understand trying to save some money, lack of snow removal affects people's daily lives, ESPECIALLY folks with mobility issues. This needs to be taken into consideration. I'm still not just about the bottom dollar

They should plow or clear every road. Not just the ones they see fit.

I've heard this year the town will reduce its snow clearing from what it currently is and I find that a bad idea

Pushing the snow to the side of the road on highway 27 was a terrible idea considering those sidewalks ended up becoming pure ice. Seriously this community is full of older folks and young children and the sidewalks are completely unsafe the entirety of the winter.

Sell O-Net, don't spend all the money on planters for the highway that no one cares about and out that towards snow removal.

With the Taxes that we are paying in this community, there should be better snow removal in all areas inside the town core.

Keep removal to key areas but plow everything. Improve drainage/

Removal in high traffic areas and plowing more frequently in low traffic areas. Low traffic areas become extremely hard on vehicles and sometimes impassable with lots of snow or when snow is compacted so much.

It's absolutely an essential service that affects everyone throughout winter. We need continuous snow removal

I understand that major roads and those used more like at the schools and hospital and such need to be cleared first but it would be nice to have the uptown area cleared more often as well and not just down the middle I work uptown and we had many complaints by customers that they could not easily park along the road especially some of our more senior customers felt it was unsafe. And also to have the older residential areas done more than once a season and five on the days it is actually scheduled.

The Town has the correct equipment but not sure if the staff know how to use it properly. The walking paths may have snow cleared however the town has resources to place sand along the trails however that is rarely used as a # of paved trails are very icy in winter and early spring

Having town owned vehicles etc to remove snow instead of contracting out services might help with costs. Also because of priority routes some streets never get cleared until spring meltoff.

Need to do better, very poor job on neighbourhood roads. Left all winter to go uneven and wreck shocks and suspension in vehicles. Paths are poorly done.

In my neighborhood (Highlands) we pay some of the highest property taxes in town however the snow removal service is non-existent in comparison to other areas

While snow removal has improved slightly over the years, it could use more improvement. With rising costs people are forced to drive more fuel efficient vehicles, however the roads in Olds are far from practical for a smaller car. Additionally residential areas are sometimes impassible, even to emergency responders.

The removal process was good, but I would suggest more investment on bylaws enforcement ensuring vehicles are not blocking the snow removal process for the one time that it's critical to remove the snow. We had multiple issues with no enforcement, vehicles parked in front of our house on the day they removed snow. It took two days for bylaw to get back to me but by then it was too late and our house didn't get plowrd. This is important to prevent water seepage in our basement in the spring. As well as the lack of enforcement of sidewalk clearing.

Snow removal on roads near the elementary school was dismal last year. Really easy to get stuck in ruts/get cars stuck. Considering the number of people and children at drop off and pick up, this is so dangerous.

Alot of areas get ignored

If the snow plow would actually plow to the edges or sidewalks on the roadways there would be much less impact from freeze and thaw.

It snows in Alberta. Slowing down on side-streets helps with the discomfort of bumpy/icy roads. I don't want to pay more property taxes for snow removal. I'd rather spend that money on better snow tires.

I think snow clearing should be done when it snows right away, all you have to do is pile it yo the end of the road and get the skidster to flat it down a bit. That way the snow don't pile up and turn to ice and it wouldn't cost as much as a once time snow removal like you do.

I have a rental house on a main route that needs to stay as it has a school but I also live in a residential area that maybe gets plowed 1-2 times a year. This is crazy, it becomes so rough and also causes so much snow build up which causes water issues when melting

DO NOT CANCEL SNOW REMOVAL!!!!

The snow doesn't always need to be removed, it can just be plowed. In my court we have a big park, they come and remove the snow off the grass and haul it away? Snow is free water, pile the snow on the grass vs hauling away and you get free water and save money on trucking costs.

I feel they do a good job.

would like to see more effort clearing public sidewalks of ice. I'm fine with the current clearing policy of the roads

Is it cheaper to contract it

Yes and no is too broad. Yes, if it doesn't take away from other services or increase taxes. Otherwise, no you're doing fine.

Find proper services at better prices or make your employees actually do their job

No more tax dollars should be allocated toward snow removal than what has already been.

Takes forever to get snow removed throughout the town. The fact is, some winter days I struggle to get my vehicle out. How can I work if my roads are not properly maintained?

The way the snow clearing done has to be addressed. [REDACTED].

It's appalling how atrocious the snow removal and plowing is in the community, especially how long it take with the plowing on side roads and cul da sac. With the amount of taxes we pay (which is higher that Fort Saskatchewan) I would expect better service.

rotate the priority of snow clearing in residential areas. East Olds feels like the forgotten child

Increase in snow clearing would help everyone get around

Push to curb. Leave to melt.

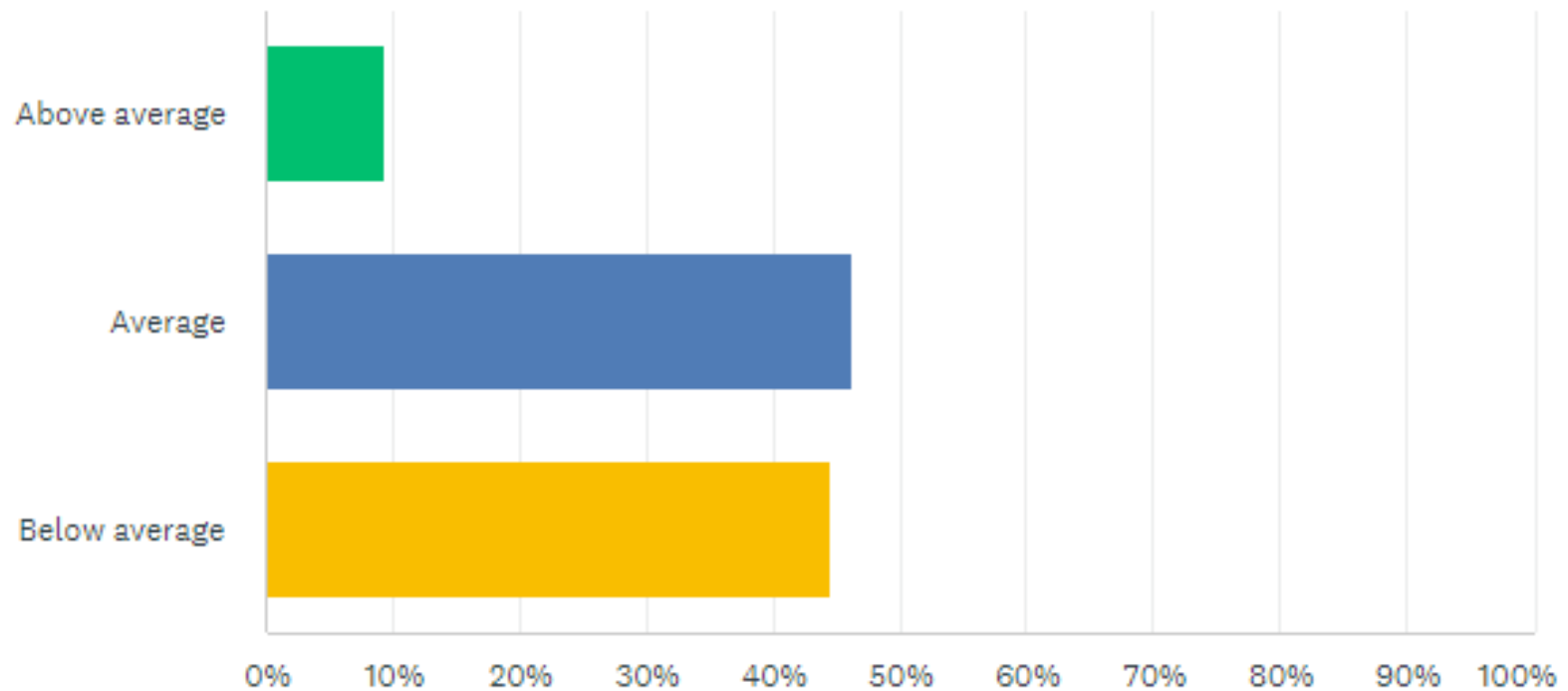
I think they do a great job of snow removal in town.

Stop picking up so much snow. It is a waste of money and time. Plow it or leave it.

SOLID WASTE MANAGEMENT

When considering Waste Management, including garbage, recycling and community grass dumpsters, how would you rate the value of our services?

Total Responses	Above Average	Average	Below Average
290	9%	46%	45%



COMMENTS

Confusion over why composting goes into garbage in winter but is separate rest of year

Removing waste management has already had an impacted on the environment. With most of the garbage disposal being removed from store and alone steet I have noticed more garbage along streets and ditches.

We need black and blue bins emptied every two weeks maximum.

Loss of recyclj f area. Recycling and garbage being disposed of in the same area. Makes no sense to tax on carbon taxes when the taxes paid to the town of Olds doesn't get used to make a difference in the carbon footprint.

I would like to see an extra pickup for the blue bin during Christmas holidays. We have a large amount of paper and cardboard, with the removal of the drop off recycling I would imagine more of this will go to a black bin.

Three week rotation is good.

Blue bag (recycling) can be improved. The removal of the central collection area was a major step backward. The issue was the collection was extremely poorly managed. The bins were always full (empty them more regularly!) and collection was overly complicated. It was glass bottles here, plastics there, flat cardboard way over there. It was convenient to bring recyclables to the location on a regular basis. Now we went from complicated to throw everything in to same blue bag, hold it for a month and then put it out. Very poor. A recommendation comes from a community I used to live in. Every Saturday morning, a site was open from 7 a.m. to 1 p.m. There were several huge dumpsters that people put there bluebags (all sorted by plastics, paper, etc) and flat cardboard in those specific dumpsters. What made it very successful is that there was a staff member to help ensure people put everything in the correct large dumpster. Nothing was loose (like the collection area that was shut down) so no waste landed on the ground and the bins were trucked out that day (because it was paved parking lot). In and out in one day. The incentive to use it was it was an opportunity every Saturday to not collect and store your recyclables for a month (and not be tempted to put in the regular trash). It worked. Contact me to know more.

Continue with current 3 week rotating pick-up schedule and eliminating compost pick-up during the winter months. Would be nice to have a annual drop-off for paints, used oil, similar products once a year ?

Our current waste management system has promoted sustainable practices and made me and my family more conscientious about what is waste, recyclable, and compostable materials.

Liked the green bin pause in the winter. Let's make sure our sorting and separating recyclables is actually being handled appropriately. No point separating and collecting separately if it all goes into the landfill

every 3 weeks is not enough for families

Tax dollars are used! Just because it is not property taxes, it is still a tax. Levied monthly.

The big green dumpsters at the entrance to Imperial drive has been full of garbage that does not belong. This will probably continue at tax payers expense. I'm sure its not people in Imperial dumping that garbage.

I love the big bins, but I'm a person on my own and do not fill a large bin,

I believe it was mistake to remove community recycling bins. This will result in an increase of garbage

I'm not sure now where all our recycling/compost goes so if it's not in the town of Olds, where does it go, and why can't a town of this size facilitate that?

I love the grass bins, could not maintain my yard without. Sad to see them being misused for other garbage. It appears that often blue bins are under-utilized, maybe we can use them too for greens in the summer months?

A) I called the Regional Waste authority, they told me they dump the recycling in the landfill.

b) If A is true, why not just have more garbage and no recycling?

Oh boy, where to start. !!!!!!!!!!!!!

Blue bin / recycling - we hear that these items are recycled - apparently NOT TRUE!! I have heard stories of people following the blue bin pick-up truck to the Didsbury landfill and dumping there. We are paying to have our recycling sent for recycle purposes and it appears this is not happening. PLEASE find a market for these products so they do not end up in landfill.

GREEN BIN - I am very disappointed that the large green bins were reduced. We live in a neighbourhood with seniors who still cut their own grass, and now they have to carry it to the north side of Frank Wong park. The small green bins have a purpose, however during the spring/summer/fall season, sometimes it is not enough. We need to have at least one big green bin along Silverthorn at the entrance to Frank Wong park.

Need more black bin dumps

We need keep green bins all year and if there is no recycling stop that pick up black bin more

Need the blue/black bin picked up more often.

I have no issues as we are just a family of 2. I do agree that larger families need pickup more often or more bins. But if you choose to have a larger family, there are costs associated with that and if it costs more for pickup, then that's a price that needs to be budgeted for.

I would also hope that there could be exceptions made for single-parent households, or people just struggling in this day and age.

Since the closing of the recycle bins in town I'm noticing a lot of people either rural or Urban dumping their cardboard and recyclables in the alley in behind residences bins etc. We should also get rid of the contractors and start doing the waste ourselves as the services absolutely deplorable that we currently have. If the driver doesn't like you or feel like dumping your garbage he just doesn't.

Stop green bin pickup in winter but supply dumpsters as have been around town for grass

Now that all recycling has been removed from the town and all we have now is our blue bins they will be filled faster or it will be going to the landfill anyway. So we are not helping the environment at all, and probably not saving anything either.

Black bins need picked up more often. We dont need green bin pick up in winter.

We need to have bins picked up more often now that you've taken away our recycling facility. Garbage is piling up around town because no one has anywhere to put it

The black/blue bins need to get emptied more frequently

I wish they picked the bins up more than every 3 weeks. And wish they still collected the green bin during the winter

We need pick up more than once every three weeks. Garbage, compost and recycling pile up very quickly especially now that you've removed the Town recycling centre off Main Street. It is especially gross in summertime. We want to support recycling and composting household waste but you are not making it easy at all. Please seriously reconsider the once every 3 weeks schedule and reopen the recycling centre.

Good as it is.

Bins too small for families, have a local waste facility for residents so we don't have to travel to Didsbury. The one we had in the past worked.
Town shut down due to mismanagement

With the community recycle facilities being closed I feel we need more of blue bin pick ups and black bins

I said it before and say it again. How about pay per use? We hardly use our black garbage, but still pay same as the neighbors that have them heaping full every time and don't recycle much... For example in Switzerland I saw that people would buy stickers for different size bags and then stick it on it in order to be picked up. You pay for what you use/waste.

With 6 people in my family, it is really tough to have each bin picked up only once every 3 weeks. Probably works well for 2 person homes, but really tough for our family. During the winter this year our bins were always overflowing when we didn't have the 3rd bin (compost).

A 3 week cycle does not mean less waste is going to the landfill people still have the same amount of garbage they just dump it in other people's bins

Each bin should be weekly all year round

Residents with suites in the basement are a problem. Landlord provides only one garbage bin, leaving residents to stack up garbage outside. Perhaps landlords should provide two bins if two separate tenants in the house. Otherwise, perhaps by-law could pay these residents a visit to encourage them to get a second bin.

Garbage should be picked up every second (every other) week. Many say recycle actually goes to the landfill and if this is true the town should discontinue recycle bins completely. Olds should go back to having it's own landfill, not using the Didsbury landfill. Green bins pickup is fine as it is now.

We had the big green bins in our Cres., but they were removed. Yet they were always well used.

Biggest complaint is having to move my bins to my neighbour's yard across the back alley. This has caused bad relations between many that I know of. Also, can we not encourage people to keep their bins in their yards and not all over the alley !

Bring back community central recycle deposit locations.

Walking 4 blocks away (x2 each time--there and back) to empty our lawn mower bag 3 times per mow is too far. Might as well leave our grass in the dumpsters.

I would like to see black garbage by weekly and then green and blue on the alternate weeks

Garage and recycling need to be picked up more often

We need a more rotation for black bins for larger families that create more waste.

I know my neighbours are not satisfied with the lack of grass bins but overall I've made it work for me this summer. The 3 week rotation does work for my family as well but I think our bins are a
But bigger in our older area of town.

Blue bins need to be picked up much more frequently. It will help cut down on black bin waste too!

Comm grass bins in our area are always full or overflowing due to big yards . Please continue making them available

Going to didsbury for a dump is ridiculous

No green bins in winter is working good, I think. I could use black pick up once a month with blue bin more often.

We end up with more garbage in the winter now with no green bin taken out.

I would like to see the black bins and blue bins get picked up more frequently

Would benefit large families if garbage went every other week

Removing recycling stations was a huge mistake. Compost could be reduced

Compost needs to continue all winter! If it can't, then we need an extra garbage pick up (every second week). Families can hardly manage one garbage pick up every three weeks if you take away compost services again this winter.

Don't like not having green bins from October.

Need the black and blue bins more often

I have been hearing that all of the waste, regardless of whether it is blue bin, green or black, is all going to the landfill. Now the recycling center is closed so there isn't any place to take our extra recycling to. If everything is all ending up in the landfill, then perhaps we go back to one bin that gets picked up each week.

Having a 3 week rotation is ridiculous, I could get behind a 2 week rotation alternating between recycling and garbage, you've already removed our recycling centers and your going to find a garbage increase due to that. I can even understand removing the green bin in winter, but then... up the garbage and recycling services

I do not use the Green bin very often and definitely not in Winter

Please provide a place where recyclables can be put in times where you have excess recyclables

No you have taken away the community dumpsters over the Tracks and Co-Op. .. We need blue bins emptying more often. If feel there will be an increase in fly tipping and then the town will look even more unsightly.

We need consistency and also 3 week rotation does not work for most. I would pay the extra anytime to have garbage more than on average 1 time a month

I agree with cutting out the green bin service over winter months!

We need town recycling bins

Garbage is not picked up often enough. It gets full and reeks. Biweekly should be the minimum time it is picked up. Blue bin also needs to be picked up biweekly, especially with the recycling centres closed. I understand that blue bin does not even go to recycling. If this is true, just increase black bin to weekly and stop blue bin.

Would like to see a recycling center in town again.

Agree with stop the green bin pick-up during winter months, 3 week rotation is OK

Monitor the community bins more. Seems that a lot of companies (landscaping, etc.) and out of town people dump in them.

It's really disappointing and seems to be getting worse. Even with a very small family we seem to overflow bins in the 3 week timeframe. Especially now with recycling centers removed we need to stockpile cardboard recycling to haul to Didsbury.

Garbage pickup needs to be more often

We have more recycling then our blue bin can hold. With the yellow bins gone I don't know what to do with the access? We don't recycle anymore as a family and I just take it all to the dump myself. We have more garbage than our black bin can hold as well. We are a family of five and I run a small dayhome. We hardly use our green bin except for when we do yard work.

I really wish that the schedule would be a bit better for the black bins. It is really a problem with families with more than 3 people. Recently with the removal of the recycling depots, this issue needs to be updated and improved. Perhaps a few "overflow" bins should be put at the old recycling location for any community members to put that one or two extra bags of garbage. It is difficult and annoying issue now that some of the recycling options have been changed. Please help revisit this issue, and resolve the new issues that have transpired.

Bring back the town recycle centres

Being a 3 week rotation is hard. I agree with stopping the compost in the winter and that worked well but then maybe the blue and black bin needs to be rotated more frequently

3 weeks for garage is just ridiculous! Why do we blue bun when there is no recycling?

Discounts for seniors.

Terrible service level and quality

Rather have more recycling pick then snow removal on my street

Not happy with removal of recycle Center. You will need to increase black and blue bin pickup now

I don't use the grass/compost services but still have to pay the same rate - I don't even have a bin!

Need better recycling systems in place

My biggest complaint is in the summer the placement of the grass bins. For insomuch day is pushing 70 years old and he had to take his grass clippings 5 blocks down the road. He doesn't own a truck. So it was very difficult for him to get it to the bins, and he would get one cut of his grass and his green bin would be full. I believe the house hold green bins need to be picked up more in the summer.

Then not to sure how things are going to work out with the town taking away the recycling centres in town. That is going to create more garbage in your house hold bins. And more littering around town and the country.

It would be nice to find more ways to reduce costs.

no opinion

Blue bins need to accept more recyclables, bins need to be picked up more often.

Getting rid of town recycling facilities drastically changed the satisfaction and effectiveness of our current program. There is no way to reduce waste when there is nowhere for it to be recycled and blue bins are full. Facilities should be available or blue and black bins should be picked up bi-weekly instead of once every 3 weeks.

You collect every 3 weeks. Compost and garbage bins reak in the summer. Most communities pick up more often. Have more central compost locations and get rid of individual bins

The mess surrounding community green bins speak for themselves!

Now is more garbage placed into private owned bins and costing us more in fees to have them dumped? I think the town should own a few paper bins and place them around so other residents can put their cardboard in not into a private bin !

Bring back the bins you took away no savings here

Poor services, regular missed pickups. Over flowing green bins placed in the neighborhood for grass and leaves is being filled with stuff that is non compostable, landscapers should have to take their business compostables to the dump and pay for it. It should not be allowed to be put into the big green bins and the regular household bins should be weekly for garbage and the green bin should go alternating weeks with the blue bin in a different truck behind the garbage. Better yet have it all picked up weekly because it goes to Didsbury dump anyway

Bulk Recycle bins need to come back

why is blue bin in use when there is no market for recycled products!!!!????

Picking up bins more frequently. Every three weeks for a family is absurd.

Need the recycling depots returned

More black bin days

Green bins should be discontinued in winter months. Coming from didsbury, which has every second week removal of blue and black bins, the three week rotation is difficult for families. It may be sufficient for seniors and homes without families but for homes with families it is below par. Reducing green bin can allow more funds to be allocated for black bin. Perhaps an inquiry into town management from surrounding areas may be helpful in maximizing our funds.

Rotation needs to be better, every 2 weeks with Black going out weekly. Blue and black one week, Green and black the following. this will help the overflow

I'm happy with the services

Need more frequent garbage collection (black bin).

Compost pick up ends in October. Should there not be a reduction in our billing to reflect one less pick up?

Agreed green can stop for winter. Advertise a second black bin to more people (for the fee) as many don't know it's an option

Every 3 weeks is acceptable without stopping service for green bin in winter. But the cost is very high for only 1 bin being collected a week. Other communities pay a fraction of the cost and receive twice the service.

Garbage should be picked up every other week.

Leave as is unless you can find cost improvements. Happy with what we receive now

The garbage men are lazy. Knocking bins over, not getting out to pick them up. Not picking up garage bins with excuses of the snow being too high in the alley. But really the snow wasn't high at all.

Pick up garbage more often if you're going to get rid of recycling bins and still give people a place to take recycling. Stopping green bins in winter is fine. Making thousands of vehicles drive to Didsbury to recycle is not only environmentally catastrophic it's a waste of time.

Would love to see the recycling come back by the tracks. Also would like a more frequent than 3 week pick up for garbage.

I think people need to utilize the bins they have and quit complaining. If you make the effort to compost and break down your cardboard recycling before throwing it in the blue bin there is no reason you should need your garbage picked up more frequently. The recycling facilities were a disaster. I used to use them for our businesses cardboard but after seeing the constant supply of trash shoved in there we ended up getting a recycle bin at our business.

We need to get some form of recycling centres back. I know this is difficult as they were abused and people ended up throwing garbage in them but I feel there needs to be some option to recycle other than just throwing cardboard into the garbage.

Recycling is not the do all be all of environmental protection, when it all goes to the landfill anyways. I'd rather know the truth then live in a green dream.

These services are not sufficient for families which make up a large portion of the community. I feel as though only older folks fill out these surveys as they do not have the same needs as families. Rather than offering a second bin at a cost to families, offer a smaller bin at a discount to households who do not need the collection as often. Every second week is reasonable, coming from blackfalds and having weekly everything plus recycling sources at a free dump. Olds is severely lacking for more property taxes being charged.

If compost collection is stopped in the winter, they could alternate between garbage and recycle every two weeks instead of three.

Took away green bins in the summer and they are always full and impossible to use

Needs to be more often

The black bin is consistently full, as well as the green bin in the spring.

Needs to be more then cycled once every 3 weeks. If you remove green bin in winter add an extra week of blue/black then.

You got rid of out dumpsters to put cardboard in, and we now only have one bin for recycling which now fills up much quickly. You can't remove the recycling bins and not expect each household to now have an increase in their blue bin. Or drive to Didsbury, which people aren't doing on a regular basis

The removal of community recycle bins has been a negative blow for the community. The three week rotation does not allow for any supports for larger boxes (and most people receive multiple boxes by mail) and now there is no local resource for disposing of cardboard. Taking it to the dump in another community jurisdiction of Didsbury is not a well planned decision for many people in this community.

Black bins need to be picked up weekly or bi weekly. Green bins not in the winter. What happened to the recycling depot? Will need blue bins picked up more often if there's no recycle depot too

Garbage collection should be taking place weekly. It's unacceptable for a modern community in Canada to have trash picked up every three weeks. Community bins should all be removed as non-tax paying folks from outside town are using and abusing this service.

Black bins should be every single week, period. I don't know of any small community that doesn't pick up garbage every single week. Green bins are fine on the new April-October schedule but should be picked every week and eliminate community bins that are used and abused by non residents of Olds who do not pay for them. Blue bins should be every week as well. The community bins now gone throughout town were used and abused by non-residents of Olds not paying for them so I'm glad they are gone now. The waste management company being used is not efficient and alternatives should be discussed or at minimum they should be held accountable for their poor service schedules.

Why were there 4 green bins placed at the North End of Winter Drive when the roads have not been opened to the public.

The question included in this survey was vague and unclear. It should have been, are you satisfied with the level of services the Town now provides regarding waste management. There are a lot of people dissatisfied with the removal of the community recycling bins. Instead of removing them completely, maybe the Town should have looked at alternate formats that would have reduced people dumping the incorrect material in the bins. Town council continues to cut more and more services. I am fully supportive of paying more taxes to maintain these services. Everything in life has increased in price so we should expect to pay more. Stop cutting everything from our Town.

Garbage every two Weeks. Compost every month.

Need places to drop off cardboard

I feel that having an easy and robust recycling and compost program is a must. If the bins will be removed around town, then there needs to be an option for residents that don't have bin service (i.e. apartments in the uptown.) Bin services should be an option for renters that wish to pay for the service.

The current 3 week schedule is sufficient for our household

It would have been helpful if the Council of the day considered markets for recyclables when purchasing the oversized blue bins. Much money was spent and now the absence of markets to sell recyclables to, have made this a costly service. Smaller bins and planning for downturns in markets may have saved taxpayers the \$\$ it now is costing.

The three R's of environment protection are Reduce, Reuse and Recycle...

Education initiatives to help teach reduction and reutilization of waste products could be implemented. There may even be grants available for this...

Recycle is a waste of our money, so many contaminated loads, make black bin pick up more frequent or get rid of blue all together

Black garbage pick up feels too tight at once every three weeks. Now, without our recycle facilities, so will the blue bin. It's going to cost me fuel and fees to go to the Didsbury dump anyway, so I would be willing to pay more.

Garbage disposal should be every two weeks. Every three makes people dump garbage everywhere

If we are paying for green bins year round, they should be collected year round. Black bins need to be picked up more frequently.

I question the viability of the Blue Bin. I do believe in recycling but realistically does this actually bring revenue back to the town or does all the money go to the company that picks up the bins? All indications as of late says that there is no real market for recycling, so is all this product going to the landfill?

I'm thankful that there is only 2 of us in our home, can't imagine going three weeks without getting the bins dumped with a larger family.

It is very overpriced for the level of service.

Where does the compost material go? How is it used? In other locations, branches and other organic materials can be put into compost bins. In time, you can pick up organic compost materials if you live in the community. I would like to know if this option exists with the current Waste Management approach.

The recent removal of the large community bins is a concern. I expect a side effect will be full/overflowing blue bins or local dumping of excess material in other commercial containers. I think the entire program needs a revisit in how it is managed, what services are provided, and where everything goes/is used/reused.

Question 16 related to the bins that were removed. See my comment about where everything is going for disposal / reuse. I think more transparency is necessary.

We pay for a second black bin as our family with 2 kids in diapers can't keep up on a 3 week rotation. We find the cycle works fine with this setup

I am still in favor of stopping the green bin pick up in the winter.

Losing green bin service in the winter increases the amount of garbage a household produces. Perhaps a community composting resource would be helpful. Citizens can drop their own household compost/Christmas trees/pumpkins etc.

Limit green bin pickup in Winter months.

3 weeks is too long for garbage (black bin)

grass bins should be emptied more in April and May when yardwork is being done and later on weekly

If it will cut costs take away the spring clean up

I liked not using green bins over winter.

3 week service is far below other town/city services.

Town operated recycling center. Houses look awful with too many bins. Change garbage pick up/recycling to every two weeks in winter when green bin not getting picked up.

Please increase the number of grass bins again! Green bins fill up too quickly in non-winter months! I'm fine with halting green bin pickup in winter months though

You should be working with mountain view county to assist with funds for these bins. Also cut out some of the other crap being purchased and I'm sure the bins could have stayed. I don't want to pay more as my fees are already crazy. Just direct the funds properly.

We need the waste bin picked up more and the grass bins set up more locally (vistas)

It was better having the decreased Green bin pick up during the winter. But can we add an extra Black and Blue bin pick up? Now that the larger recycling centres are closed it's going to be tough fitting everything in the Blue bins. My household used the centres all the time!!

Not often enough

Having community recycling centres would be very helpful

-lack of recycling in town. Would like the big areas back. No where to recycle glass.

- or weekly recycling pick up

- more frequent garbage pick up schedule.

-weekly organic pick up in summer.

The big metal green bins are a waste of money and frequently abused.

Typically I would have rated services 'average'. I never minded the 3 week rotation and I loved how our community promoted recycling.

I am disheartened and disappointment with the decision to remove the larger recycling centre's in town. I feel that people are going to get sloppy and not ur beautiful town will become a dumping ground.

Not all citizens have the resources to travel out of town to the landfill, and with a town the size of Olds, we shouldn't have to. We need to do better with this. Lack of recycling is going to be a problem. It already is for me.

The recycling centres need to be reopened and treated respectfully

You have reduced the amount of grass Bins but have not spread out where the bins are located. (Frank wong park) has two and the rest of shannon drive to the west has zero. I am currently emptying my green bin plus two elderly neighbours as my grass cuttings won't make the 3 week rotation.

If during the winter your skipping the green bin then pickup black twice and blue once in that three week rotation.

You closed down the recycling areas due to illegal dumping which I believe will increase as now there isn't even a local place to take cardboard, glass etc. I now believe that our household blue bins I'm sure are being dumped in the landfill

Increase black/blue bin pickup, reduce green bin pickup and eliminate during winter.

Wow! What do you want us to say? You have completely closed the recycling drop offs in town without a plan B and you expect us to give you ideas? That's what we pay you to do!!!!

3 week schedule is not sufficient, especially in the summer months when compost and garbage are sitting for 3 weeks in 30 degree weather

I like the 3 week cycle. Please keep compost all year.

Black bins should be picked up more frequently - every three weeks is not enough for most families

We need more scheduled pick ups. We need to be able to recycle all the cardboard we all have to constantly use. Taking away the green bins for part of the season leads to not using them at all. Let's get this major waste management problem fixed. We only get pick ups every 3 weeks and now we have nowhere to take the excess cardboard it's becoming a massive problem for everyone. Incredibly irresponsible as our taxes increase and we get less services

I agree with halting green bin services in the winter months but feel that the fees should reflect that. Also I recently had to get a new black bin. It is a fraction of the size and yet I am still paying the same amount for pickup. We are a family of 5 and this new bin barely holds 2 large garbage bags. And on a 3 week rotation we are constantly have to make runs to the landfill which adds even more cost to our monthly budget. We do recycle and compost a lot to help reduce our waste but still these new smaller bins are ridiculous

Need more frequent pick up days, and to resume green bin pick up in the winter.

3 week schedule makes for disgusting bins and more bugs in summer

For alot of bigger families only having the black bin taken once every 3 weeks is to little, we are holding onto garbage for the next time our bin is empty and not able to catch up until community clean up week or are forced to make a dump run ourselves. This problem can run over into green and blue bin use as well and having those extra bins around town to help with that waste disposal was great.

Green bins need to stay not picked up in winter. With that, alternating 2-3 week cycles with that open week for garbage would be tremendously helpful

Hate the current 3 week rotation. For a family of 4, our blue and black bin are full or over flowing ever 3 weeks and we recycle as much as possible. In the winter when the green bin is not being picked up, should incorporate another black or blue bin pickup in lieu.

Increase pick ups

The waste management plan in this town is far from adequate, despite the above average costs to live in Olds. There is not enough room in some alley ways and garbage is rarely collected. At best, pick up every 3 weeks is insufficient. Bins in the summer are seen crawling with maggots. The removal of the recycle bins will further increase the garbage issue.

3 week garbage is horrible. Our family of 4's recycling bin and garbage is overflowing. In the summer it is awful for smell with the heat. Birds get in your black bin as it is over full. There is now no where to take overflow recycling which helped when available A 2 week cycle would be best for us. Maybe a sr family or single thinks it's great but for families this system is horrible.

As a young family with two kids, every three weeks for the black bin is always a nightmare. We already have two bins, and are trying to reduce waste. But they are full everytime. Not only that, but it attracts so many animals and the stench is awful once the third week hits. Because there are recycling centres provided to the town residents. I would suggest green/blue bin once a month or every 4weeks and the black bin on a biweekly schedule.

The loss of recycling sites is a major concern

I agree with the 77 percent of taxpayers. Eliminate green bin pickup during winter months and either save the money or add additional green bin pickups during intense growing season.

The schedule should stay the same and no green bin pick up in winter

I'm just going to throw my excess garbage into the recycle bin. Blue bin just goes to dump anyways. Am tired of asking for change in this matter. You say reducing pick up reduces garbage?? I don't think so. Didsbury dump is a long way off and is expensive! I'm already paying for garbage removal!!

I agree we don't need the green bins in the winter. But the 3 week rotation is terrible. I have not heard of any other place in Alberta that only gets there garbage picked up every 3 weeks. It's terrible. Now that the community recycle bins have been taken away how are people supposed to last 3 weeks. For example if someone buys a new tv, where are they going to put the tv box? Cut it up and put it in your blue bin, sure, then your bin is completely full with one item and you now have to wait 3 weeks before you can put anything else in it. Budget needs to be increased for garbage and should be picked up at a minimum every 2 weeks.

3 weeks for garbage pick up is absurd. It smells in the horrendous in the summer months, and for households with more then 3 people its difficult. Cancelling the green bin in the winter is a great idea, however the black bin should be picked up instead, not alternating with the blue.

would like to see more education on what residents are allowed/not allowed to put in each bin, like distributed hardcopy leaflets

The community green bins are a ugly liability

The previous survey about collection was done before the community bins were taken. It might be beneficial to do it again. Nobody wants more bins to store in their yard.

Worst water management I've ever seen, I can imagine a family being able to comply with the small amount of scheduled servicing supplied. Get rid of o net and help your town out where it's needed

Very unsatisfactory. Garbage pickup is very 3 weeks is pathetic. It should be like the city where it is garbage one week and then recycling and compost the next together on a two week cycle.

Have garbage picked up more than once a month. This is ridiculous. No other town does this. For how much we pay in taxes, get real.

We are still paying for green bin removal during the times we no longer have it, replace the days we don't have green bin with garbage

As a family of 5 the waste collection is a joke. We spend way to much money on garbage collection for the service we receive. We should be getting weekly black and blue bin collection. I visit the didsbury dump minimum of once a month, to take the extras that don't fit.

Not everyone is given the same size black bin either. Some fit nearly 2/3 more capacity then the others. How is that fair? Is this the 65 percent of the population whom don't want the collections to change? I know multiple small communities across the country who have these fees included into there property tax and also pay less tax, and are given weekly collections. Olds need to step up.

No additional ideas

We need more frequent pickup of the black and blue bins.

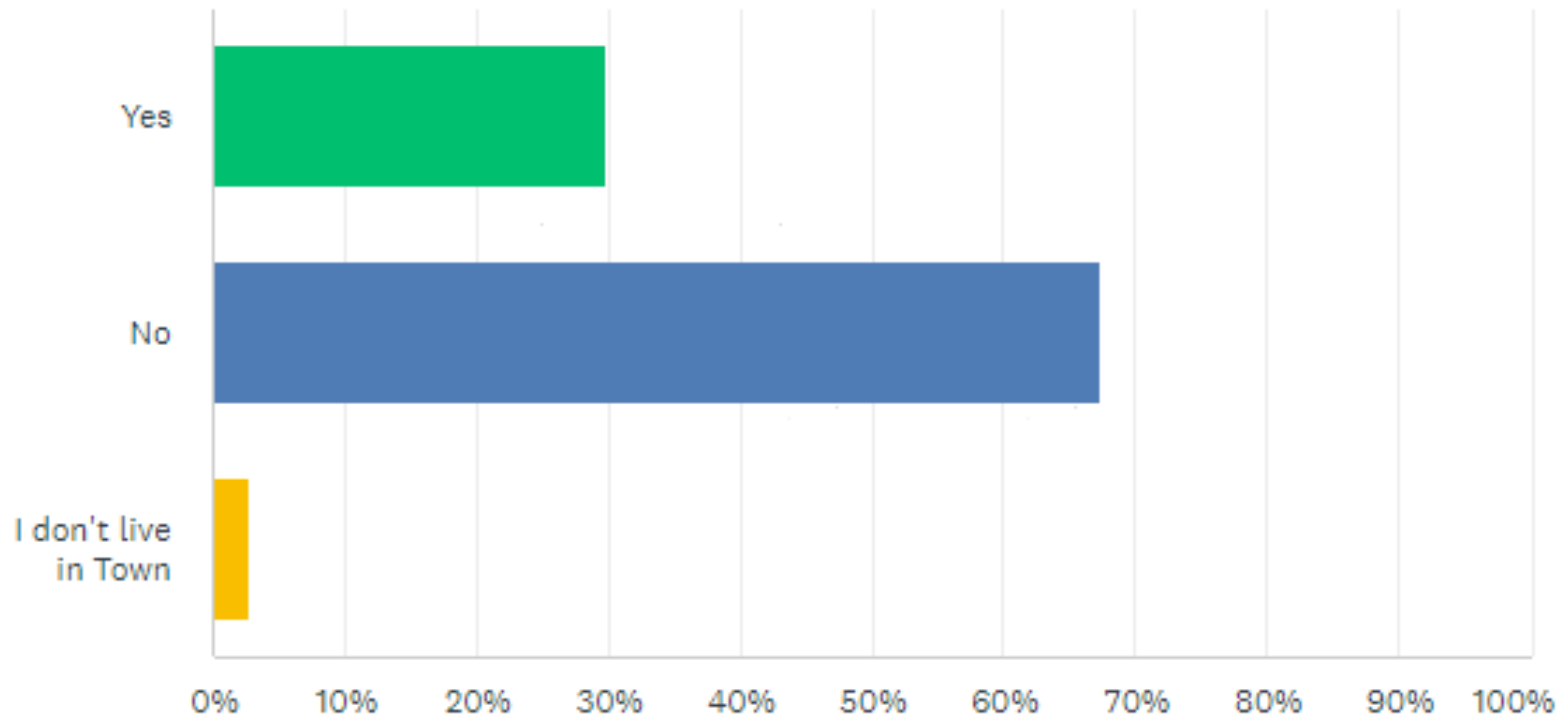
put all green bins in one location.

bring back the recycle centres so i can feel good about my stuff going to the dump.

RECYCLING

Are you willing to pay more to continue a recycling centre in Town?

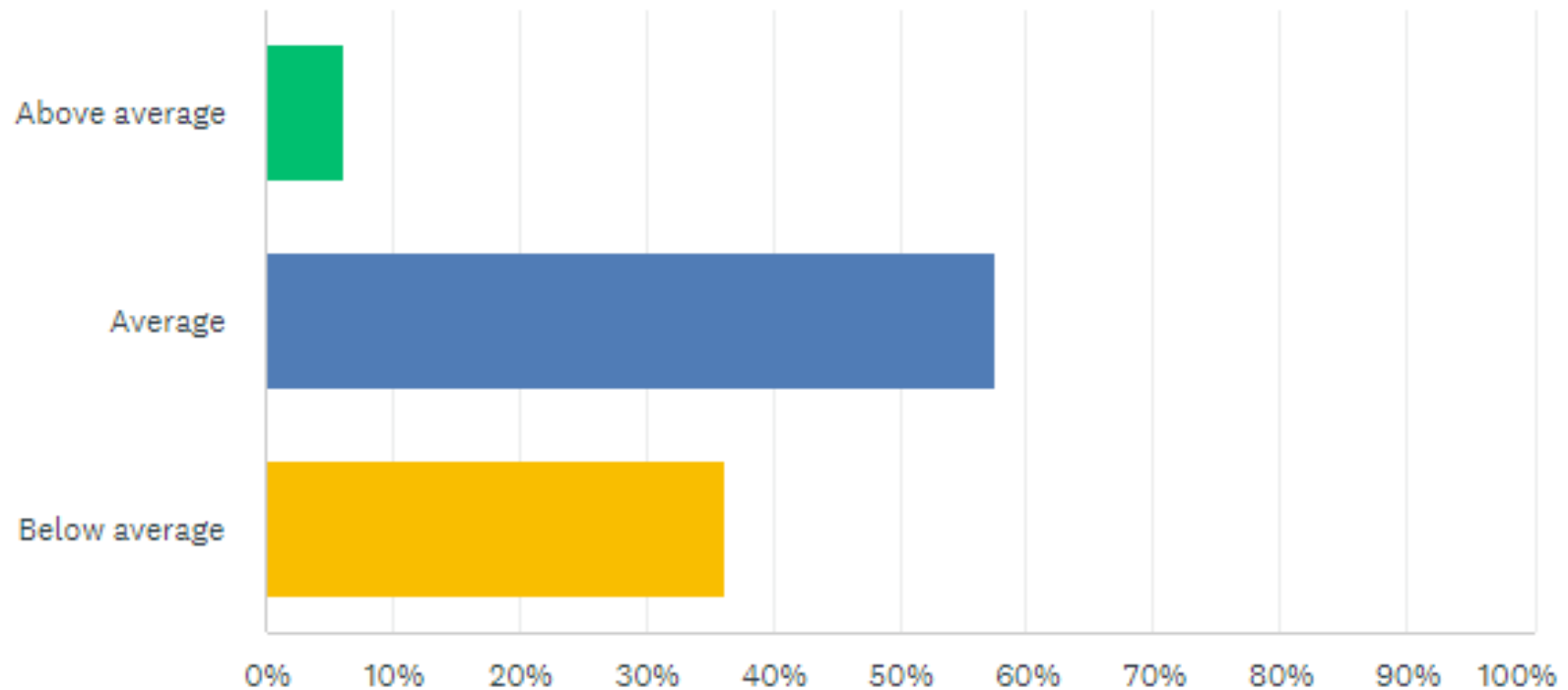
Total Responses	Yes	No	N/A
289	30%	67%	3%



PUBLIC WORKS

How would you rate the value of these services for your tax dollars?

Total Responses	Above Average	Average	Below Average
290	6%	58%	36%



COMMENTS

I would like to see more maintenance to roads in olds, repaving especially

No complaints

no comments unless this pertains to snow clearing of sidewalks and that could be improved as well

All OK

No issue

I have two cars in my family damaged by a couple of the severe pot holes in Olds

The roads in this town are minimal at best. Driving through town should be a smooth ride but it's a bump bump bump bump bump bump. It's horrible. There are fissures and potholes everywhere. The roads in this town are horrible.

I walk and there are a lot of sidewalks in need of repair

Compare to other towns, pretty good

BLUE BIN / RECYCLING - If there is nowhere to take the blue bin to for recycling, why would we pay more to have the program. Unless Town Administration has a viable, consistent user for the blue bin contents, why would we pay more in the likelihood the recycling will end up in landfill anyway. If we don't have a viable, consistent and reliable recycling program, let's dump the blue bins and using only the black bins. Then we can have a more realistic waste management program.

PUBLIC WORKS - It is amazing that each year, we seem to get farther behind on maintenance. Crosswalk lines should be done yearly if needed as this is part of the safety for people crossing the street. I have seen some that have not been done for a few years and it is hard to see that the lines are even there.

Pot hole repair seems to be non-existent at time but I see staff out with the portable filler/sealer, but there are still a lot of holes to go.

it is an ongoing job that the town is doing a fair job of

It's fine

I feel that some of the priorities seem out of kilter. But I am not privy to the planning so perhaps it needs to be that way. I trust the department to do what they think is best.

They're pretty slow at getting to it all but it looks nice once they do. However I've reported potholes for many weeks now and none of them have ever been filled.

Our streets are a disgusting mess!! Patches over patches over more holes!! I'm ashamed to say I live in olds!!! Where is the machine to fix holes? Hire more guys to fill holes instead of painting sidewalks that are all crumbling!!!! Flower pots don't cover the streets sadly.... street painting is useless as street sweeping n winter plugging scrape it off, reduce painting. Concentrate on fixing HOLES!!! Pave the street north of the encore instead of more gravel constantly!! FIX IT

When the get done they are good their new pothole patcher works good

Paint some lines. Fix potholes.

Street sweeping is not done properly or often enough

Lots of potholes. We need more sidewalks in newer areas and fixing up sidewalks in older neighborhoods. Road paint could use a touchup

Good as it is!

Streets seem to be in average shape, some sidewalks are in need of repair. Overall not bad.

Very sad state of affairs there... Just like I stated above, who approves this pathetic work that is done? I would be ashamed and fired as well. Why don't you demand quality work for the money we pay (talking about pothole repairs)? How about someone accountable checking on the work. Street sweeping is another good example; why don't they work as soon as the weather is favorable? There is so much dust in the spring and no sweeper in sight. You have then use them, don't wait for a certain time or month (not sure if it works that way, but it sure seems that way).

some of the streets in Olds are in grave disrepair, potholes making for a terrible ride and hard on car suspension, some of the public sidewalks need better maintenance

They seem to be on the ball

If the Mayor and council thinks are roads and sidewalks are properly maintained maybe they should get out and see the town they live in

Average

I think it is good enough right now. This issue I have is with the road access to the businesses located close to the Brick store, it's confusing and not easy to get to those businesses.

Roads, pothole fill is critical

Seriously, you need to ask !

With the aging town sidewalks, it would be good for the Council to begin on a 5 year plan and budget for sidewalks and continue to improve the town sidewalks.

The Town is always on it--good work!

Steaming sewers more

The traffic circle outside town is useless and need a set of lights at high school corner

There are way to many potholes and broken roads in this town.

The repairs to our street this summer really helped with the man hole covers but created a big speed bump too! Our sidewalk has been repaired multiple times and it cracked again. Sometimes I wonder if our neighbourhood is sinking!

Public works is often poorly organized as evidenced by timing of projects. Sooo many terrible sidewalks : even though they're supposed to be wheelchair accessible, so many have a sharp access point or lip and makes it difficult to navigate. When street/sidewalk lines disappear, seems to be a long lapse before they're redone. Intersection of 57Ave & 46 St horrible. It's just wide enough for motorists to think it's double lane but without clear lines delineating the proper lanes, it's an accident waiting to happen.

Repaving of 52 St : we had the best summer ever, why wait so late in the year to commence ?

Streets need fixing

Pothole repair is very limited. Street sweeping is a waste- just moves the dust and rocks around- no cleanup happening.

Painting had been terrible - please paint curbs where parking is not allowed

Need more street cleaning

Pothole repair is not done in a timely manner. There should be a designated team to check for these issues and maintain them asap.

Potholes here are often quite ridiculous and the town sure takes its sweet time getting to them

Sidewalk maintenance could be improved; some are in poor repair, especially in the older parts of town.

Street painting could be a bit better

Street sweeping happens once a year in my area, after the snow has gone.

The roads a full of potholes in some areas, which could be a danger to road users.

Needs improvement

Crosswalk painting is a yearly job. Why are they painting crosswalks on the first day of school in September. If we stay ahead of maintenance the problems on our streets and sidewalks would be looked after. Put a plan in place! Roads in town have deteriorated and are in the worst shape they haven been in for years!

Potholes are awful and take forever to get filled

Seems like the money is squandered away on beautification projects like flowers instead of actual maintenance. Some areas of town are badly neglected.

Service would be above average if the sidewalk maintenance was better

Keep on top of potholes. Over all good job.

Really bad. It can be embarrassing to live in a town in such disrepair. The sidewalks are in poor shape and street sweeping is such a rare occasion that its not possible to enjoy wheeled sports like skateboarding or roller-blading on the streets. There are still piles of debris from last winter that have not been swept up. A parade or agricultural event will come through and animal droppings are left on the street afterwards for months. It's not like this in other towns I visit, not at all. Street painting seems to take place regularly enough. Pothole repair seems selective to certain neighborhoods while others are neglected entirely.

The public works department is usually on top of things, however there are some areas that could use new sidewalks, and the truck route could use some street lights, as it is very dark at night for pedestrians....criminals count on having poorly lit areas as well.

Fix the problems correctly the first time!! Just patching causes more cost in the end with more repairs needed. Waste of time and dollars. It sure should not take so many people to "pot holes" too many stand around doing nothing. Wasting tax payers money

Pothole repairs in the town are terrible. The condition of the roads are terrible. 56A street Close has been a disaster for a long time. There has been sidewalk repairs around the area but they leave the potholes or the ramp going to the road from the alley for example.

I have reported our side walk is broken for 8 years. People from the town have looked - yet its still broken! 8 years!

Takes a long time waiting for repair...

There are town sidewalks that have not been maintained at all. There is a section along highway 27 that is covered in gravel from the winter ice mismanagement and was never swept all summer!

Repair to roads should not be done near schools at peak times

Potholes street cleaning and snow plowing is not great

The pot hole repair finally picked up and the end of the summer. Street painting is good, only complaint is they decided to do the line by the deer meadow school on the day that school. Poor planning once again.

Don't paint crosswalks during school pick up and drop off times

The town was painting a cross walk right by deer meadow on the first day of school during drop off, could have been done any other day

You're doing the best you can!

All are lacking and need repair

no opinion

Street sweeping just blows the dirt around since they do it dry

Better enforcement of tree and hedge trimming on sidewalks and at street corners for traffic vision is needed. Some places you can't even walk down the sidewalk and some intersections you have to pull into street to see if pedestrians or cars coming.

I am happy with progress and prioritization.

Back to the question of paying more for recycling please. Will Olds taxpayers pay less taxes now that that service no longer exists?

Very poorly looked after , I am a senior with a walker and some side walks have no where to come off with out have to lift the walker up ! Or the gutters are too deep and you have to push it up !

[REDACTED]

I have had 2 flat tires due to the huge 1foot deep potholes on my street. Instead of filling them maybe resurface the road. I have been here 17 yrs and just being filled is not enough it seriously needs resurfacing and the manhole and catch basin need service also

When in 10 yrs has any of the potholes been repaired properly. I highly suggest following the town Facebook pages where residence chat about this on going issue among other things

Better monitoring of streets that need repaired

street sweeping is great but pot hole repair needs improvement

Roads are garbage.

It's ok

My experience is the town does well in this area. The provincial roads (2A and 27) not as well maintained.

The streets are horrible and littered with potholes. Sure they fix a few each summer but beside one they fix there's 2 more that need fixed that are left. Roads are rough and a disgrace to the community. Either build better smoother roads to begin with or commit to fixing them completely and properly.

All good.

Put stupid speed bumps right before a stop sign but not a road that has high traffic while kids are playing...

All good

It's fine

They seem to miss every single pot hole on the road and the bad roads stay there for years. The boys spend 3 or 4 days patching the road when a paving crew could re do an entire intersection in two days. Does not seem well thought out.

Some big potholes that were not fixed in a timely manner this spring.

I don't have any

This department is and has been chronically underfunded for so long that we will all be shocked to see how much it will cost to just play catch up.

The walking path on winter going to the tree reserve is an accident and injury waiting to happen. With small children and seniors predominantly making up the foot traffic. Instead of repairing the steep hill, more random asphalt was sprinkled on it making it more uneven. I fear someone is going to be injured there.

The potholes in this town is unacceptable

Spent more on the building they just built then on keeping the roads and sidewalks in proper repair.

It has been nice to see the new pothole repair machine working great so far

Roads are not kept up as they should be. Patches don't always last.

Fair

Potholes are not being repaired well. Curbs in our neighbourhood are all destroyed from poorly trained, shoddy snow flowing - scraped, gouged - destroyed and getting worse each year. The cost to replace these destroyed curbs (in our case, the Highlands neighbourhood) will be immense.

More pothole repair - but also the holes currently repaired are not being done effectively and return same season to need repairing again. More training obviously needed for those doing the repairs.

Pavement patching does not provide a consistent surface. Street sweeping without water causes dust in residences that increases resident cleanup costs.

The new hwy 2 round about in a real danger to cyclists travelling through the round about. The bike lanes do not go through the intersection forcing the cyclists into traffic. Needs a bike path around each side of the round about

Again, the survey question is unclear. Did the Town consult with an expert in making this survey, as I am doubtful. The average resident is not going to know and shouldn't be expected to know the cost of each of these services in comparison to the budget. I.e. the value of these services. You should have asked if we are satisfied with the services as presented. Then ask, would you pay more/less with an explanation for the change. My only suggestion for 53rd Street, please do the street sweeping before 7:30 am or after 4pm, to avoid the additional parked cars from the school staff parking on the street. The residents abide by removing their cars off the road, but then the school staff ignore the signs and park on the street.

There are a lot of pot holes that seem to sit for a long time. Also, a lot of the alley ways in the uptowne are in dire need of resurfacing.

My only complaint is regarding icy sidewalks in the winter.

They maintain the streets and sidewalks. Drainage of excess water is a problem in many areas of town with household sumps having to run a lot. there needs to be provision of extra drains in streets with the expectation that household sumps are run towards the street. Too many people are running sump lines into common green spaces increasing the water level in several areas of town.

there are still some major holes to work on in town don't understand when they are on one street why don't they hit them up at the same time - at least 3 that i know of they come back two and three times to finish the job.

From the outside looking in sometimes appears that there are alot of crew members doing a simple job and more training should be given to younger crews doing road work as to how to direct traffic and effectively use pylons when working. Perhaps more seasoned members could teach the younger ones...

Fix our damn roads, the are absolutely horrible and its inexcusable

Pothole repair and street painting seemed to have been subpar this calendar year. Lots of deep cracks and missing painted lines. There are also some intersections or roads that could do with painted lines to better inform traffic patterns.

I think the town does a good job.

Too many potholes

Majority of tre streets in town are in serious need of repair. Too many potholes/bad roads.

I know that it takes time to repair potholes and sidewalks, but in the 6 years I have lived here I have never actually seen a pothole repaired.

I walk all the time many sidewalks are a hazard especially in the winter when snow hides uneven blocks.

Not sure who maintains the sidewalk in front of ecole olds elementary but it is so pitted that kids trip on it and fall often.

Many roads need pot hole repair, and some repaving is necessary. How does the town plan to manage ensuring we maintain infrastructure without gouging tax payers.

which pot hole repair? Crew for 5 days on the same patch has nothing to do with productivity

Adequate

Please maintain frost heaves and huge ruts in back alleys.

Not quick enough on pothole repair. As with snow clearing, better notification needs to be given so that people can relocate their vehicles. Uptowne gets no notice, typically.

Filled potholes turn into bumps, some residential roads in poor shape.

need to do all the streets including our close

Street sweeping only needs to be done once a year. Pot holes are filled but don't seem to be checked to see if they hold up and water sits in them

Seems average, as stated above

low service level

I have been calling in for the last three years to get a storm drain in front of my house fixed. The grate is only half there...still waiting.

Too many sidewalks and roads in need of repair in Olds

Streets always full of gravel
Lots of potholes in town

More concerned about rainbow crosswalks than pothole repair

I have been a resident of Olds for 19 years, and our roads and sidewalks are the worst I've seen them. I also need to not that the lack of accessible sidewalks along hwy 2A (along Olds College) is unsafe and for persons in wheelchairs and scooters and this is a safety concern. My teenage son is in a wheelchair and cannot safely access the sidewalk and if forced to remain on the busy highway. Accessibility needs to be looked at in order it Community

Seems fine so far

None, good job Actually the transition from county to town seems to be a issue north of the hospital and north of John Deere

Potholes in roads for months on end before a half assed patch job is done. Roads end up super uneven and ugly.

On the Smitty's road, they came back 3 times to do repairs rather than just completing them all at once - that is when they finally got around to it. Driving in Olds is like Super Mario - swerve and curve!

I'm sure they are doing the best they can with the money we have given through taxes.....NOT!!!

Ensure painted crosswalks in visible areas. Street sweeping on common routes for bikes (ie up 54th to high school)

The pothole repair is terrible. I'm not even sure that happens.

The amount of pot holes over the past year under this new administration is staggering. We need this problem rectified immediately

Our roads have never been in such poor shape, 50 Street from 57 Ave to 50 Ave needs major work

Usually they are on top of their jobs and keep their end running smoothly.

Paths in some areas are heaved and never get fixed. The fancy new pot hole filler sure isn't filling too many around town (consistently 54st by the tracks is brutal

Potholes are a concern for smaller cars.

Public street snow removal was awful last winter and had many problems with . But everything else has been good

Drive or walk around town and look for yourself there seems to be lots of town trucks driving around all the time and they don't make a note of what they see

Lived in town for 18 yrs . Only 1 piece of sidewalk in area been replaced. Same as where I work. Crosswalk hasn't been painted in 3yrs.

We are falling behind on road maintenance. Street sweeping was extremely late this year.

I am thankful that Olds makes line painting, crosswalk clarity, parking lines at the elementary school etc a priority! Nothing makes a town feel dumpy like worn-down crosswalks, poor signage, busted up streets etc. I would like to see however, priority given to the painting at the schools... the center lines on 53rd in front of OES, etc.

The roads are terrible, on Hawthorn the man hole is to far down the road, at one house every year in the spring you see water piled up they can't even walk of there walkway and operation do nothing

It is fine

Street painting is sorely lacking in MANY parts of this town

I think they do okay. There's always pot holes, but your never going to get them all fixed.

well done

More focus on repairing streets and sidewalks

Strive around you'll figure it out

Large pot holes are not fixed in a quick and timely manner

Streets are average.

It seems one has to "pull teeth" to get any action on sidewalk repair. Street sweeping needs improvement, that being in supervision and operator performance, street painting is very poor.

It's fine

The streets are a mess. Report a pothole? How about staff taking a drive and they will quickly see problem areas themselves. Sidewalk maintenance? How about sidewalk installation, once again in east Olds.

They focus too much on painting the curbs rather than painting lines on the road to clearly define where the lanes are

The sidewalk replacement program seems to have no rhyme or reason.

Is it make work for Olds Concrete?

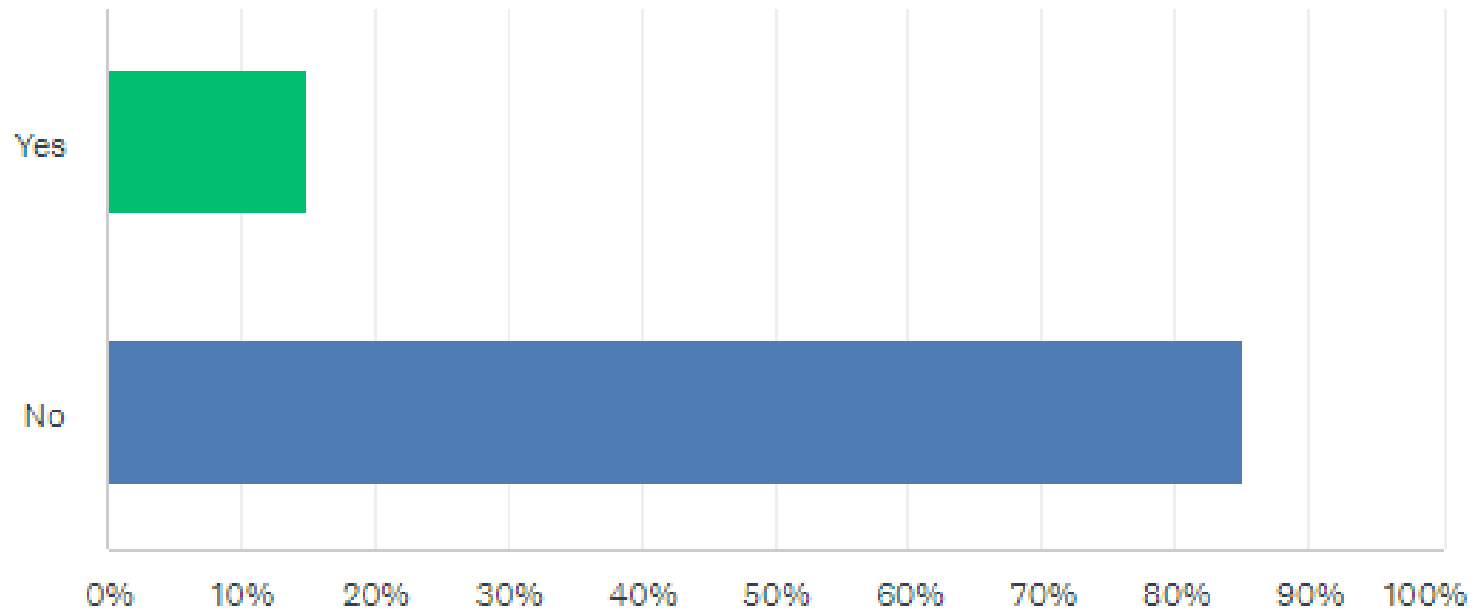
Streets are good. Sidewalks probably need more attention.

i don't want to pay more, but want more services

PLANNING AND DEVELOPMENT

Have you used the Planning and Development department in the last 2 years?

Total Responses	Yes	No
290	15%	85%



COMMENTS

Improving.

No issue

Planning is a joke without enforcement, it's better to build illegally in olds then get a permit

My building permit process went smoothly, the inspector was decent to work with when he came by to check the work done.

Haven't used

You want too much money for everything. Like how many permits do u really need. Another money grab for the most part.

More public input required

No interactions with them

Thorough and professional, doing a good job.

Do you follow up on open permits? I have a building permit next to me that next seems to close

The process is confusing. We added a driveway/parking pad. It should say somewhere obvious that unless you're paving you don't need to do the paperwork.

Quit building houses we need affordable housing apartments

Two of the busiest crosswalks- the college and 54st and the elementary school and 54th continue to go unpatrolled (both need lights!) While others, far less busy, get signs and lights Foolish

I would love to see higher-density and multi-use zoning come to Olds. These environments, by design, reduce both noise and pollution and improve many aspects of the sense of community.

Please plan for more affordable housing. Townhouses, small single family homes. (Similar to the size of wartime housing (850-1000sqft)

It's a pain, and not small business user friendly or focused at all. So much red tape and yet office personnel isn't friendly and no party wants to tell u what is expected and what is required.

Continue with trails and parks and keep recreational facilities in one place off of connector routes. Put a future development plan in place!

Seems good.

None. I haven't used these services

Would like to see playground zones implemented in my area (Rotary Park) as well as more speed bumps and enforcement. Lots of pedestrians and children present with speeding vehicles.

Don't have any comments

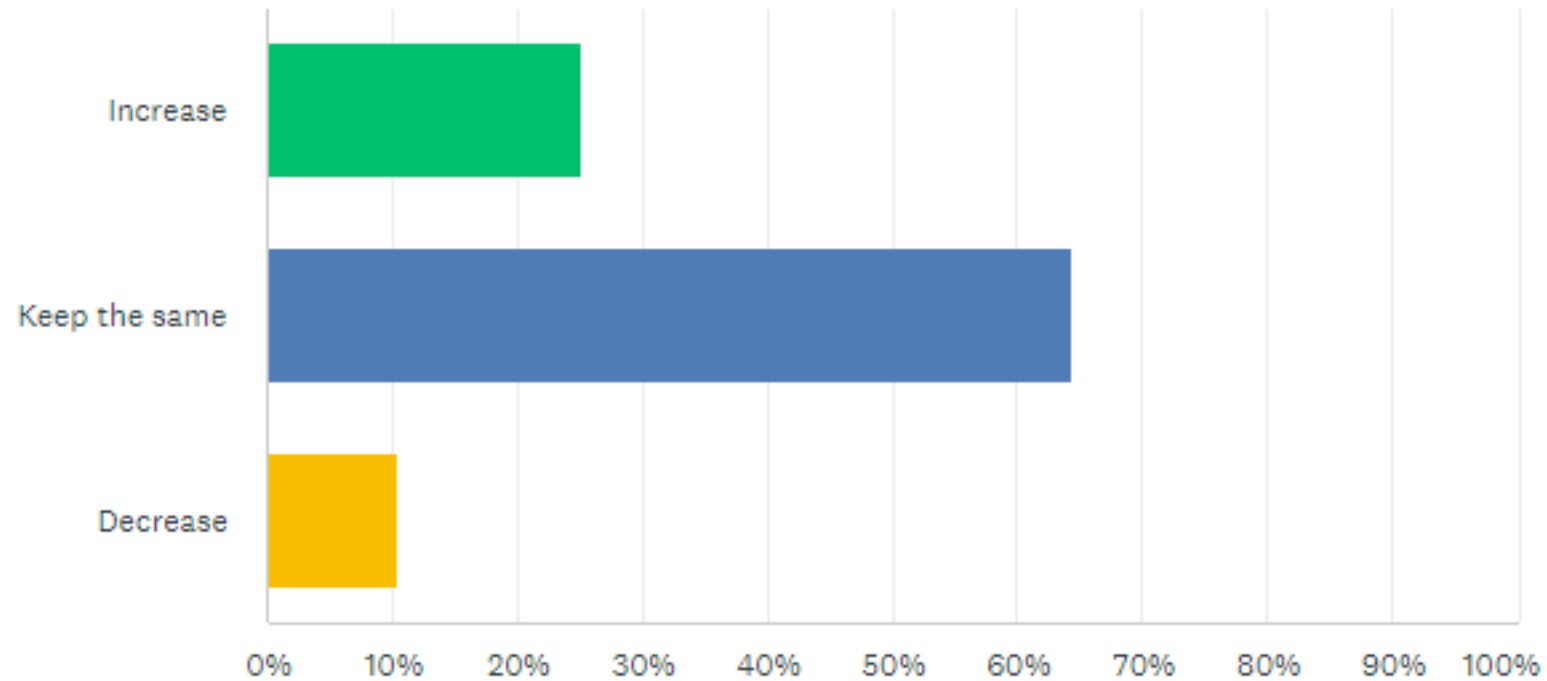
I hope the planning and development department will look into more seniors buildings and at a reasonable price ! When you are on a fixed budget it is hard ! We need some places that supply lodging and meals .

	. Had to get permits for a garage in our backyard
	. Policies
	are grey so they can approve on a "who you know" basis. So many hoops to jump through to make improvements on our property. Improvements that the town can tax and benefit from so bit of a joke that they have no idea what's going on to approve permits but can figure out the amount to tax you once things are done.
	Parks are looking good.
	Effective department
	Put the money into fixing the roads in town
	Good development of uptowne area
	They seem to be doing a satisfactory job.
	Planning to increase rules surrounding land use and permits is really offensive to people who have strived for decades to buy their properties. When you own a property it should be yours to do with as you see fit, "within reason". We saw during covid that, "within reason" is very subjective. Planning and development needs to maintain the goals and values of the town and not only the financial outcomes. My frustration over the zoning changes from low density to medium density was rather high. The federal government has made decisions regarding immigration that WILL NOT be solved by small towns. We need to grow and build accordingly but the infrastructure needed to support this growth has to be held in consideration. It is irresponsible and hurtful to invite 25 guests to dinner at your house and have only the chairs, place settings and food for 10...Planning and development must have balance...Our water, medical, education, police services, supply chain etc... must all be looked at and held in delicate balance with growth.
	Less red tape, more building
	They were very easy to work with.
	Helpful when engaged. Not happy with amount of time it took to have applications reviewed.
	Had inquiry but, No one called back.
	never get the same answer twice
	Better enforcement of permits and compliances. update MDP.
	Planning and Development team is always helpful.
	Figure out affordable housing for the generation that youll need in order for olds not to become a ghost town. 0 housing for young folks with pets. Just tons of seniors housing.
	Make it easier to fill out forms online!
	If there was less red tape on these areas, money could be used elsewhere.
	Planning department has been very quick to respond and the front staff are very good at providing assistance
	Rules seem to be to strict. There's no need for it.

COMMUNITY SERVICES

Would you recommend changing the funding for this service?

Total Responses	Increase	Keep the Same	Decrease
289	25%	64%	11%



COMMENTS

Unsure

Work with service organizations for maintenance and support.

every established park in olds has trees in dire need of maintenance.

Olds sportsplex could use some repairs and updates.

All good

no comment

Some trails need pavement repair or replace. Rotary Park needs more trees planted to provide windbreak. Overall good.

The Town has done a great job with the renovating the ball diamonds - many family friends who have come to town for ball tournaments have commented on the quality maintenance of the fields, the shelters for the outhouses, and the appealing aesthetic that the renovations provided. It would be nice to see these improvements carried out in other aspects of the town as well, such as at the dog park, which may benefit from new benches, outhouses with shelters, and landscaping to include an aquatic aspect for the dogs.

Need preventative and proactive efforts to create affordable housing. Not enough space in town for those on a limited/fixed income.

Olds has a good variety and many community events, especially Canada Day. The events are organized, well run and cater to all in the community. I attend most events and don't have children.

Too many flowers

Love the development of rotary park

Move your Octoberfest music indoors. The music is so loud that I cannot keep my door open or go to bed before 11 because of the loud obnoxious music coming from the grounds and this is with me living by the hospital.. There are noise bylaws for everyone but the town.

The indoor sports facility should start indoor tennis during the winter. We can only play outdoor tennis during the Spring and Summer months. It would be easy to setup tennis, since there is already pickle ball.

The splash park, and the skate park seem to be working well. I'm not aware of other services.

Movies in the park are fun for the kids but lots of bugs. More traffic control at fireworks

No comment as I don't use a lot of the services aside from the walking trails. There are some trails that are starting to show their age with tree roots coming up that make the surfaces dangerous with trip hazards.

Town provides enough in this area

Still not enough ball diamonds. Arena is not easily accessible for parents with strollers, special needs, etc.

I would approve more funding if it went directly to the community. More resources for mental health, more helping the homeless, more help for the average person.

I think too much is being spent in these areas.

How much is spent on social programming, n special events,??
The splash park seems to be a issue every year maybe u should maintain those water lines better.
I dont know. I dont play sports.
More childcare after-school/summer programming options
Outdoor bike jump park
Add security features at skatepark like lighting at night
Public art like murals to beautify Main Street
Indigenous celebration event and more opportunities to learn about Indigenous peoples history in the area, and promote reconciliation
Services and programming to increase inclusion of immigrants into our community
Trails are great.
Community services seem to be good
Trails are good, keep that up. Special events we find out about after they are over. How about advertising that something is happening well before? We always seem to read about what was, not what is coming...
All the outdoor sport field seem to have very little use. The skating rink was a good idea, that one is always used.
Some of the planted tree areas at the Rotary Park are in bad shape. Money was spent to plant the areas with trees and shrubs, perhaps more attention to the maintenance is needed. Too amny weeds, etc!
Love all the trails. I appreciate that snow removal is attended to on the trails
All are working well
We are lacking in Preventative Social Programming. We need a central place for our people to turn too, for example Olds Neighbourhood Place.
what is community development and preventative social programming
Some need more attention to maintenance, very happy otherwise.
Doing well
More trails and events for the general public. Love the get togethers !
All is most excellent.
All good
Extension of trail system and creation of urban forest areas as we do not have many naturally occurring. Enhanced services to sports fields (baseball diamonds in particular). In other municipalities town staff prepare ball diamonds for users. In olds this is passed off to volunteers who do not have the expertise or equipment to safely and effectively do this. The condition of OR Hedges is in disrepair and needs attention both in terms of the diamonds as well as parking, seating areas, etc. It would also be much to see contracts awarded to individuals who would run the concession at Rotary over the summer for those attending baseball games.
Love all the walking trails
Portapotties along imperial trail and by Rotary Park are excellent, as are thé benches .

Need more parking at centennial park
okay
Blocking in an entire community for cow crossings is irresponsible. The Ag Society is not paying taxes afterall
We need another or improved ice arena in this town. Kids can't get ice time as it is and families have to go to neighbouring towns for hockey practices
Trails are well used
Love the snow clearing on the trails.
We need a public recreational facility
Well, it would be nice to have a better usable football field year round instead of more soccer fields and baseball diamonds
We need more entertaining things to do in Olds!
I don't use any of the sports oriented events, so they don't concern me.
I do however, hate when I go for a walk on the walking trails, that the paths are littered with dog excrement and many areas of town are littered with rubbish.
It's decent
Comments above under Planning and Development. Rec facilities should not be located on thoroughfares with no parking. Put a plan in place!
Great that trails are cleared of snow
Seems to be working.
Plant more trees. We are losing the older growth trees all over town and nothing is being done to replace them.
More walking paths and green areas
Make sure the soccer fields are just as well kept as the baseball diamonds. No discrimination on sports being played in the community. Soccer is just as important for kids to be involved in as baseball.
The only thing that comes to mind is the Olds Splash Park. It seems that it is not always working, and it is a shame that there are not many shaded areas for parents to sit (close so they can keep an eye on their children) Perhaps there could be a few more shady spots and a few more picnic tables for sitting. I have seen a few seniors trying to find a spot to comfortably sit, and they end up going back to their car, because of lack of benches and shady spots.
In door training center for all sports.
I think the parks are well looked after
The hockey rink! It is embarrassing to have so many people come to this town!
Good
Outdoor dirt bike to use and expand on the pool
Improve off leash dog enforcement

We need a new facility with more rinks. There isn't enough ice for the population of the town.
I love the walking /cycling trails in the town. My grandchildren enjoy the parks
Making Olds a more walkable town would be nice.
no opinion
The arena needs a major upgrade
Seems ok to me
Can't use them as the ball groups think they own them my tax dollars funded them
None of it works in my opinion and is a complete waste of money just so teens have an opportunity to vandalize further
An indoor/outdoor pool for the teens to use. Skate park expansion for the teens. Not all parents can afford hockey, dance or gymnastics
Make them more affordable to use
Hot water on weeds is not working parks are too weedy
Make sure the trails are cleared of snow as more of a priority
The Town needs more indoor floor space.....
I'd like more kid's activities
We need a field house
Don't waste money on dumb art.
All good. Love all of the community involvement.
Ensure it is available for all
More updated playgrounds for children. That are more challenging but suitable for younger kids. A playground by the splash park would be amazing.
Maintain the areas we have and stop increases more areas while reducing the maintenance of the existing areas.
No comment
Unless we are willing to pay for the good upkeep of the properties we own we need to stop building things. Parks are great but if we can't or are unwilling to spend the money to maintain them, then close some. And stop diverting funds from needed infrastructure repairs to prettify the Town.
Walking path on winter entering the tree reserve is in desperate need of repair. Aside from that the services are great!!
Wish they never built that HOCKEY skating rink in the park, it was a beautiful open place for kids to play. Now its just an eye sore
It good
OR baseball diamonds are under utilized. Revenue could be generated by usong the diamonds for more events or tournaments and a concession could be a financial asset

No comment

Working well

Making bike/ walking trails that connect, not end in a dead end area. Also increase signage on the walking trails for people less familiar with the areas. We got lost multiple times when we moved here because there is no signage to identify where you are or where you're going (specifically Highland areas)

Please connect the gaps in the bike / walking path trail system. There are areas where we need to bike or walk across grass or down busy streets to get from one area of pathway to the next. Connect the city. There is also no safe way to bike from the west side of town to uptown or the Olds College.

Connect the paths/trails across town.

Early spring clean-up of the walking trails needs to be improved. Removal of stone placed on hills, corners, etc before someone is injured in a fall caused by stone. I would expect the the trails are inspected by parks and rec before a know activity takes place.

I recommend the addition of a rink marshall on the ice during the public skate sessions. Other communities do this, as it helps to enforce the rules of no sticks and pucks as well as assist with keeping people safe on the ice.

More trails and park development

More trails. How about linking Olds and Didsbury with a walking/biking trail

This is a very valuable service. I feel that having special events and programs available makes the community a valuable place to live! If the department feels they need more money to maintain the same level of service, then it should be a priority. However, I am satisfied with what they are doing, so I chose keep the same.

The rotary fields was a good addition to our town

I would like to see some of the resources reallocated to public transportation. There are many people needing access to a public system that has regular routes and that could accommodate people of all ages who may not have transportation. Also it is recognized that Olds has a significant plus 65 population and more planning needs to go towards this demographic. For example most seniors want to remain in their homes for as long as possible and would benefit from access to supports to enable them to be in their own homes. This includes transportation.

No comments

like the use of all of them as they are no problems with any of them

Most are working well. Trails are great.

We do need more preventative programing.

To ask questions about funding any of the services the town provides assumes one knows the budget and how it is be managed... it is hard to say, "Yes, spend more in this area.", if one has no idea how much is being spent and whether the peoples in charge are good at managing their budgets

They need to make more effort to keep the drug dealers away from the skate park

More advanced notice of events, surveys, etc. are needed (first found out about this survey in the paper today (29th), halfway through the survey period).

I enjoy the community events and the parks are well maintained.

Invest in lights for bight soccer and water soccer fields at rotary park

No comment

The town does an excellent job maintaining.

More trails would be nice.

It is hard to answer these questions as the amount of spend is not sufficiently disclosed so to understand what an increase or decrease in funding would impact.

Please, mow and trim to the fence lines along pathways like you used to do.

Further development of the trail system in town to interconnect our green spaces. Poor decisions we're made when designing the outdoor rink. A full sized sheet of ice was not necessary and is rarely used as intended. A more practical design would have been a smaller sheet with boards for shinny, and a family skating area for younger children.

Post- Pandemic, some seniors need to be encouraged to get out and be more engaged with their community for their own quality of life. Can a service club engage them by in person contact and encouragement to be community minded?

Mowing more often and better weed control. Main road (hyw27) still does not look very attractive, needs proper trees!

ok

Snow plowing of trails!!! Also instruct staff on how to salt and sand. It is a waste of time to send someone to salt or sand if it is not done to do any good and does nothing to improve the safety of walkers. Also do proper maintenance on snow removal equipment as whenever we get a dump of snow or it is cold equipment problem is the excuse why snow removal is not done. This creates a safety issue.

Vast improvement in 2023. They need more funding for parks infrastructure. Less special events and social program.

Playground structure needs to be added to centennial park

Very unhappy about the proposed expansion of pathways right behind our house on Duncan Place! One of the key concepts that came out of the Reserve committee several years ago was that residents bordering on existing homes on the Reserve wanted to avoid paths right next to their homes... or have a tree buffer between paths and their homes. Most homes have a tree buffer but we will not! (We were originally told by the developer and town that the Reserve would be left natural and never be made into a park.) We are concerned about noise, lack of privacy, vandalism, dog messes, and decreased home values because of a nearby path. Residents in the Highlands knew when they bought their homes that there may be paths next to their homes, the rest of us around the Reserve did not!

The pool should not have needed a renovation of half of it's original cost after only 20 years. There are many towns with older pools that have not wasted this amount of money.

Love all the community events.

The weeds along the walking paths are the worst I've seen then this year. I've only seen staff out once this summer in my area actually weeding the flower beds.

More connectivity for walking trails.

Figure out ways to cut costs to recuse taxes

I would love to see a trail specific for bikes! I would like to see an FCSS advisory board be reinstated.

We need outdoor tennis courts and basketball courts. The little kid ones at the middle school don't count.

Seems fine to me

No comments

More focus on community rinks.

In order to attract young families and tournaments that will bring revenue into the community we need more robust centres. Decent football/lacrosse field - better arena - a Collicut type Center where everything is all in one building and can be used year round

Tennis Courts in town are falling apart! We have to travel to Innisfail to play! We pay them \$20 per year for a membership! With Tennis increasing in popularity, I think you should look at maybe resurfacing them and charging a fee to play, just like Innisfail!

Trails and bike paths should be a priority. Sports fields are well Maintained, preventative programming is important.

The trails are awesome although some non-paved mountain biking trails would be nice like what Sundre has. More programming for teenagers is essential to keep them busy and off the streets! Other communities in the area have youth centres and events that provide more things for teenagers to do.

Better landscaping maintenance

Once again this area should have been broken down further when it comes to questions. Exactly what do the people at Community Social programming do besides hosting hotdogs in the park for a few residents

Nothing currently

Would like to see more trails

Love all of the trails/running paths in town. It would be amazing to see the town host a fun run (5km/10km) celebrating them!

Parks and trails are greatly appreciated, as are our sportsfields. Olds only hosts two major events that are run by volunteer groups. Perhaps more of the budget should be spent on actual community programming and we wouldn't need 'preventative' social programming.

I feel the Town does a great job. There's ample trash cans, and they are changed often. The special events are done well, and attract crowds from other towns.

Need to have a facility with more to do for kids and families

I like the paved paths and would like more

Town must pay more attention to Hartman green. There is grass not being cut weekly, there are at least 6 dead trees that need removal, large Lilac bush is dead, trees planted last year are not being watered, garbage cans left till full, Porta potty looks like it's not been maintained all year. And that's just ONE park! It's shameful how our greenspaces are treated by the town. They're a lot more important than rock statues and planters all over hwy 27!

Trails in town are great.

I think it's great there are garbage cans and doggie poop bags available.

The leaves that accumulate against the fence at ball diamonds- such as imperial diamonds- should be cleaned up before the season starts. The town seemed to take very good care of diamonds this year, they looked great!!

our family applauds the hard work of community services immensely

We need a new arena the old one doesn't work well anymore.

Rotary park wasn't very well thought out. The one bathroom is located too far away from all the ball diamonds. Not great for disabled people who need a bathroom not an outhouse.

More for families

Grass cutting needs to be addressed, there is poor or little training on this topic, the supervision needs to be addressed.

too much is being spent on social event s(block parties, etc) when these funds could be better spent elsewhere

Unsure

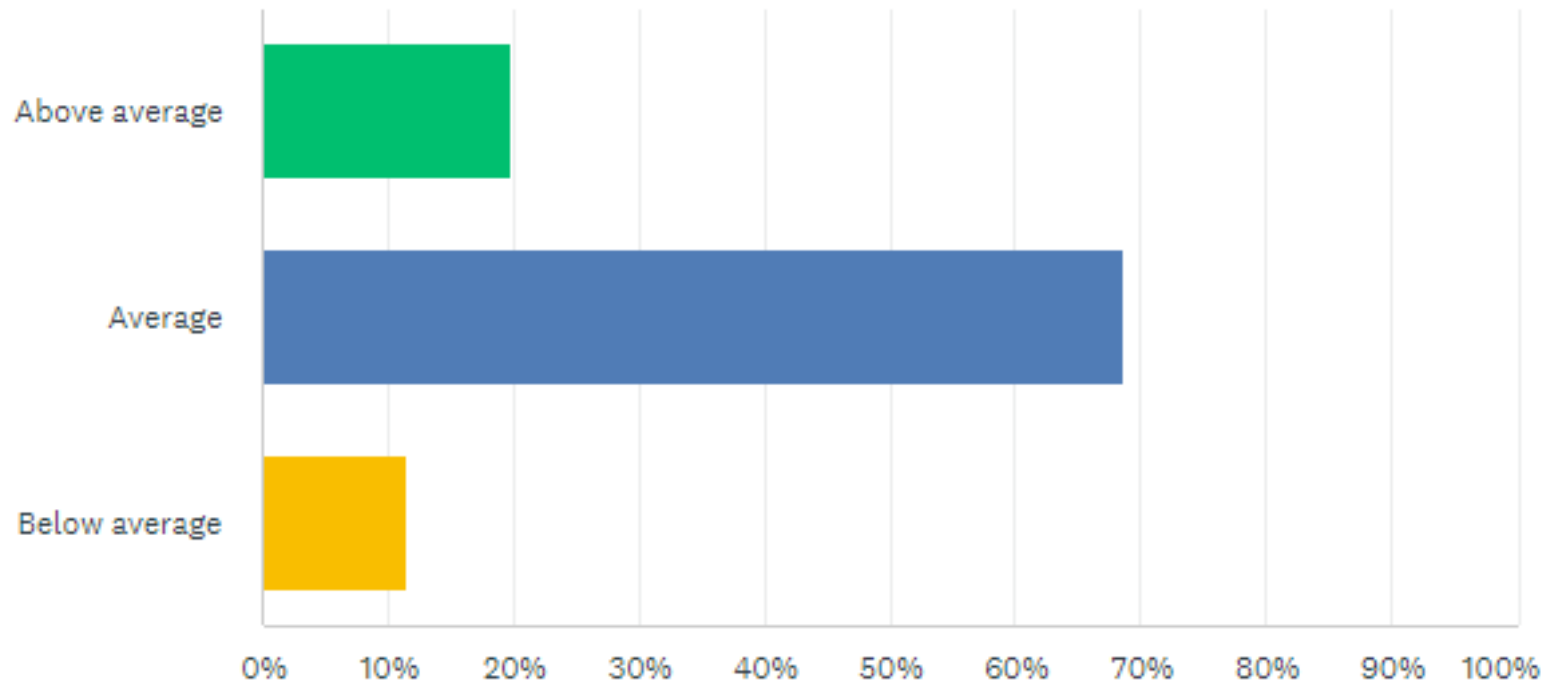
the maintenance of parks needs to be improved.

More trails in town. Connect the imperial trail to rotary park and highlands trail to highlands pond at Duncan.

PARKS

How would you rate the maintenance of our parks (ball diamonds, playgrounds, boulevards, etc.)?

Total Responses	Above Average	Average	Below Average
287	20%	69%	11%



COMMENTS

The image of the town is diminished with less maintenance. Consider the consequences.

Keep as is. Focus on high priority areas.

New Outdoor Rink and pickleball courts have been a lot of fun for me and my family! Love the pond rinks as well and appreciate the maintenance that goes into their upkeep

Love the maintenance of our parks

In the past year I have noticed our parks etc have too many weeds.

would like to see green spaces mowed once a week again

The green space in behind us needs to be mowed more than every two weeks in the summer to keep down the number of dandelions that blow into our yards

It would be good to have a regular pesticide program to reduce the dandelions. At one point, Frank Wong park this summer was yellow. The dandelions then spread into our yards and we have to deal with them.

It is important to maintain ball diamonds and sports facilities if you plan to host regional and provincial activities. These activities bring in more money than the public realizes

Rotary diamonds are in awful shape. Kids get hurt because there is no shale. Its like concrete

Our Town keeps looking more and more neglected and rubby dub by not cutting the grass keeping weeds down keeping the streets swept

They seem fine to me

I dont play sports.

It's pretty good

Parks are in good shape.

I feel the mowing is done adequately, people need to be more diligent in keeping their 1 foot borders clean where the town has stated are the resposibility of the property owners.

Love the parks

Too much money is being wasted on cement "statues" on the north side of Hwy 27 across from Home Hardware and also on too many flower pots than are needed. Get rid of statues and have fewer flower pots to maintain, to save money and would look just as nice.

Well looked after

The parks always appear to be well maintained and relatively litter-free.

No issues with these

Baseball diamonds need to be maintained and prepared for each use by town staff. Relying on inexperienced volunteers without proper equipment or training to do this work is a concern in terms of both safety and field quality.

Need to pick up the grass after mowing instead of leaving it behind. Looks terrible
Did not use these areas.
We did notice the grass was not as well maintained this year but we are happy the town is trying to cut costs.
Ball field maintenance has been subpar
I don't use them. No idea
Again, just to drive the point home.... football fields
They are a good use of tax dollars
I think the parks in town are very well maintained.
We have never experienced windrows that need baling in our parks prior to 2023 unless in a wet year circumstance.
Do not use, but parks are good
Good
Greenspace maintenance appears to be adequate
Any and all parks really need to have either washrooms or a port a potty available. It SHOULD be a standard when parks are built. Children and adults alike need a place to use the washroom. Especially children that are potty training.
Olds looks beautiful along 27 in the summer.
Definitely noticed a lack of mowing and weed removal in parks this year.
I didn't notice a issue with the difference in the mowing , the grass cutting is fine
I do not have any comments
All seems good.
Need to mow every week for the first 2 months of summer especially when it rains a lot
Good by me
Just drive down highway 27 and look left , right and centre. Weeds, weeds and more of the same.
I didn't use these fields so Not real sure how well they are kept up
I would like to see more walk ways that are not pavement. Thats all we have in this town except one 700m strip. Not everyone wants to be in a cement town. Plus its terrible for those who walk or run daily its bad for animals. We need more green spaces thats not paved. IF we want pave we will walk on the rd.
Rotary diamonds need more attention. July was an improvement. They should be watered often and more shale
A playground at the splash park would be amazing and a new playground at the the "Deer poop park" would be great, maybe even fenced in because right now it's covered in deer poop... The whole field and sand in the playground, it's disgusting.

The boulevard in the vistas has never looked worse. It's full of weeds and the grass along the sidewalk is full of weeds and looks terrible. I didn't know there was a budget cut but reading the above, it's super obvious now.

Too many to maintain properly

Weeds need to be managed better in the gardens on the paths a lot of large prickles which pose risk to the small children learning to bike. Winter lake is in desperate need of weed removal. Looks awful.

Working well

Well maintained

Pull or spray weeds in the tree pods along pathways.

Connect the trails and pull weeds from town planted tree pods along all pathways. Spray for weeds earlier in year and again if needed.

Was the new outdoor arena really a good investment.

Flower pots along 27 really do nothing for the Community,

As the Town continues to add parks and green spaces, it should be expected that the cost of maintenance increases. I support an increase to my taxes for this service.

I feel like more should be invested in things that don't need ongoing maintenance. Trees along boulevards instead of planters, for example.

It would be beneficial to have a tree planting succession plan.

doesn't hurt the grass to be a bit longer when it is so hot

Could be less frequent honestly

They are well maintained overall.

Trees need to be better maintained

Again - what is the current plan for mowing? How about irrigation? How does it get adjusted when it's wet and grass is growing more quickly, versus when it is dry and grass is not growing fast.

[REDACTED]
Adequate

Good job!

Pathways not mowed enough.

cutting a small stretch from 57 ave close to playground entrance that would take less than 5 minutes. why lift you blades and still drive over it

Cut back on the flowers its to many and some never have the weeds pulled around them and they are more of an eyesore to the community

Seems things have improved in 2023, keep invested in parks budgets.

Happy with the mowing schedule in our area and around town... but not sure why the town cut the tall grass in parts of the Reserve. It looks unsightly, decreases habitat for wildlife and may increase the risk of fire because those areas are now more dry.

There's always room for improvement.

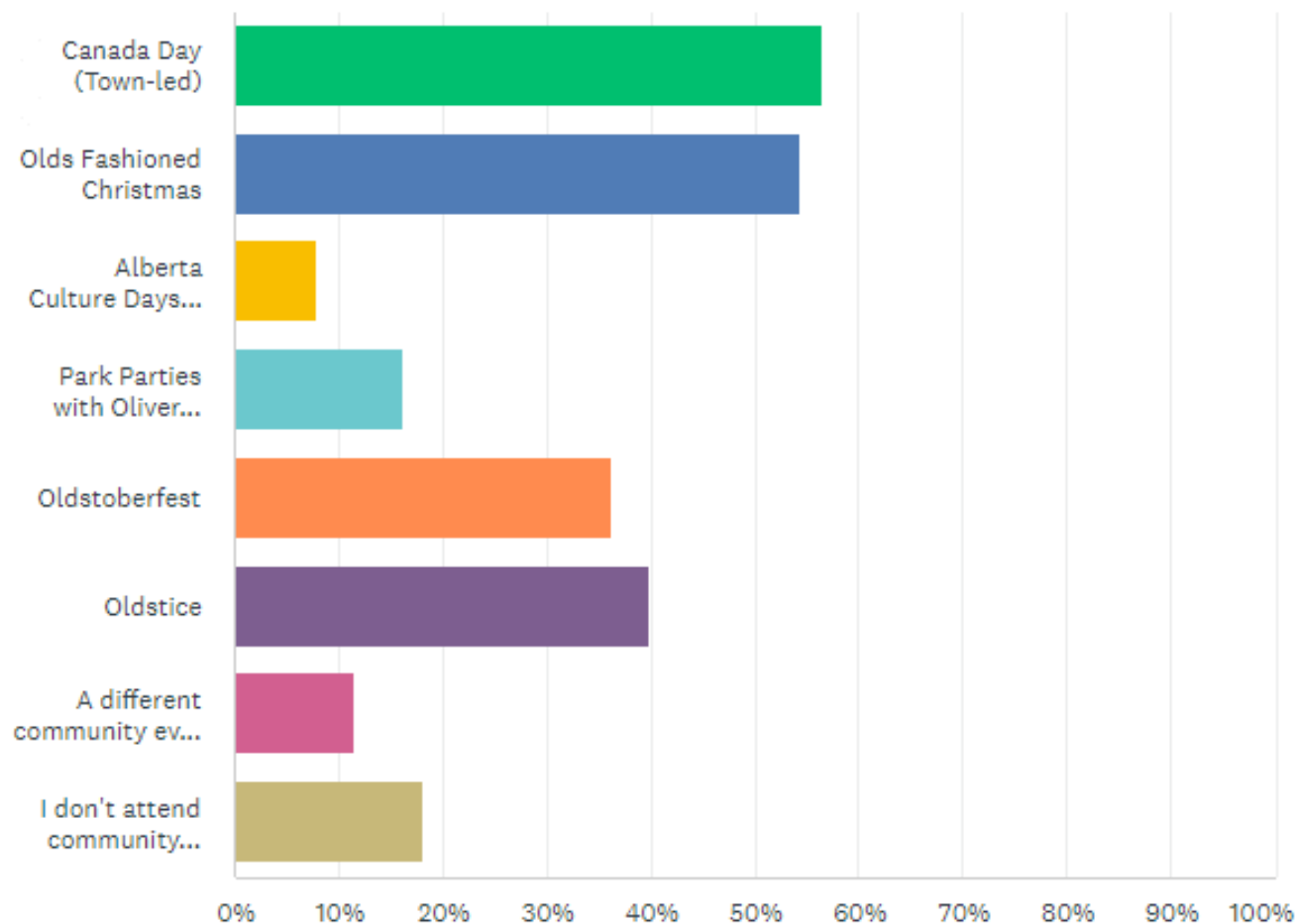
Don't use so cannot answer
Summer staff work hard to keep town looking nice
The parks are always well maintained
Quit putting flower beds on highway 27. The weeds below in the cracks of the boulevard take away from anything your trying to accomplish, watching town employees maintaining them daily by weeding or watering is more then frustrating to watch and same with the statues on highway 27.
Giant field in town behind DQ always overgrown.
I don't mind they let it grow as long as the weeds are sprayed
I don't mind less mowing. Sundre got goats. Can we get goats?
Didn't see any difference in 2023 to prior years.
All playgrounds should have at least a port a potty available
The shrub beds are in terrible condition
The grass doesn't get mown short enough in the first place then have to wait 2 weeks for it to get cut again (balsam Cres park)
Town staff seem to spend more time driving to and from town shop then they do mowing
The staffing needs more supervision to get more production
Our parks used to be pristine. I agree wholeheartedly that the sports facilities need to be kept in tip top shape but that should not be to the detriment of all other green spaces.
I'd like to see weeds sprayed more, like the ones on the hwy 27 boulevard. They're unsightly to out-of-towners on a main through-road in town. I think litter clean-up is done well. Thank you!
I think whoever runs a program at the green fields they should have access to a lawn mower to mower, volunteer can help it cuts cost and the money can go else where
No issues
Grass must be mowed weekly! You have the same staff level, same equipment. I'm sure town staff and council mow their lawns once per week! Sure don't leave it long enough to create large clumps of grass on their lawns. Kills the grass and gives mosquitoes someplace to live! Also, it looks unkempt. Weekly mowing is a must!! This is not an area to reduce funding!
More weed spraying is required. The weeds go into seed and then they make there way onto my lawn.
They are amazing in this town
The mowing of these areas for example needs to be done on a "carried out as required" not on a regular scheduled time, I've seen mowing being done in the rain at high speed.
Parks are well maintained
Excellent job cleaning snow from park walking paths!

The parks and green spaces looked terrible this year.

New ball diamonds need to fix drainage. Soccer fields at rotary need more care and attention.

SPECIAL EVENTS

Which Town led or supported events did you attend in 2022/2023? Check all that apply.



COMMENTS

Sharing info with Uptowne businesses. We are not all a part of Uptowne association. Email would be great if there was a place to sign up when you get your business license

Moved to town just over a year ago and really enjoy the July 1 fireworks.

So glad Olds puts on free special events and does such a good job

The events are always well run, organized and good for all residents.

As stated before enforce noise bylaw on October fest. Move the music inside and close the doors. I usually hope for rain on your Octoberfest so I can enjoy the evening with door or windows open and able to go to bed by 11

I'm new to town and I did not know about the events

Why is Octoberfest allowed to be loud enough to disturb our TV and sleep well after 11:00 pm

The Canada Day fireworks were amazing, thank you for keeping the budget to allow this.

They are important to keep the community united

More fireworks

I am just not a joiner and I don't do well in crowds. My favourite event was Canada Day where you had to stay in your car, lol.

They do a great job on all the events though!!

Music with fiddlers in evergreen center. Finally something that seniors totally enjoyed!!!!!! More programs or events for seniors at Canada day etc, Instead of everything for kids

Its always a good idea to invest extra in the firework displays

Timing doesn't work great with our busy family schedule, we don't keep up with upcoming event scheduling or are out of town in the summer weekends to enjoy outdoor activities not available in town

Somehow let us know what is coming.

Love them. Thanks for putting such a great effort into parades and fireworks

Home Church Block Parties

none of the above

I didn't attend the Park Parties but think this is an excellent type of event. I have been a volunteer at past Canada Day events. I know seniors who live in the lodge and think the parades should still go past the lodge so they can watch.

I didn't attend any this year

Park parties are great ! You missed the east side of the tracks this year I think !

The music is TOO LOUD at some of these events. I live many blocks away and I've clearly heard the lyrics being sung with all my windows closed.

I think we should focus on a few key events. Quality over quantity.
I like that there is a way for the youth to get involved and help with town events. My teenager had enjoyed meeting people on the YAC
I dont attend them because we don't have time mostly and our interests lie elsewhere
More parking is needed up town
Lots of variety offered.
Most town events gather in the Cow Palace. I cannot enjoy them as I have allergies.
Such a great job on these
Showcase is too long. Should be done at 7pm
I think they are awesome and good for getting to know ow neighbors
Oldstober fest is good
Get more small businesses involved outside of the Uptowne area only.
Enjoyed them
Uptown Olds has a lot of potential and charm. Defiantly put more towards the Christmas season and attract more people. We have a very "instagramable" town and should take advantage of this and the potential of increasing the budget for Christmas season/decorating and events
I love the events
Reducing these events seems like a great way to cut costs!
When my children were younger this was one of my favourite parts of the town.
Special events are important just not my thing
Too hard for a senior to get around to see some of these things
Not sure who coordinates these events they should be replaced
Make it better. Maybe bring back the fair we used to have
Maybe more entrepreneurially motivated events with speakers, small business promotions (booths), networking options to attract young professionals to Olds?
Christmas. Do more. Not sure what. But do more.
Always enjoy the ones we attend
None of these are things I would really attend.
Special events that are celebrations, (Canada Day, Remembrance day) should be on the Town. Those that support a particular group should be up to that group.
Great events! Keep up the good work!!

Wish they used community businesses to help with services for these events. Business who's families live and work in this community, not ones from the city

Good

Volunteers do not need recognition dinners anymore than Council Members. Using taxpayer monies to pay for volunteer recognition is an unnecessary expense. The key word here is volunteer.

Recommend focusing on finding more sponsorships to support the events, therefore reducing the financial input from the Town without a reduction of the quality and quantity of events.

Special events are essential to feeling like our community is a vibrant place to live. The more we can keep people in Olds, the better off business is. If people have to leave town for their entertainment, they will make shopping trips a part of that trip, taking money out of the pockets of local business. Investment in events is an investment in business. Also, it's important to remember that not all residents are "young families" and "seniors" the middle aged professionals, and couples with no children are also important and should be planned for in events.

It would not be my expectation that the town puts on many events other than Canada Day celebrations. Things like BBQ in the parks etc can easily be run and organised by local groups. Eg, local church group/sports teams for fundraising etc.

there is quite a bit of money spent on this and some of it could be cut back on although the family events are important for people who may not otherwise afford these activities.

They are usually quite good

I enjoy them and attend as many as I can.

These are important to pull the community together and engage with local businesses. How can groups of businesses and volunteers help these town sponsored events so that town staff can focus on tasks that volunteers can't do?

Waste of money. don't think we need to promote Drinking and drunk people like Oldstoberfest or Flat track racing that the whole town has to listen to that noise.

Better communication of events. Often did not know of an event until after it occurred.

Oldstice was underwelming. Won't be attending in future. Very disappointed.

A lot of these can be cut back. don't think we need a party in the park every month

if events can't be support by volunteers, then don't have them.

Canada Day event was excellent!

Probably a waste of money in some cases

The town led events are usually poorly planned or not advertised great,

They are all well organized

They are great. I'd like to see more support for events that aren't town-led

More community events would be wonderful

Do away with the Free hotdogs at the park parties

I didn't attend any vs I don't attend.... There is a difference to the wording. It's not that I won't attend, however we were unavailable for ones we would attend.

More events are needed. Many travel to surrounding towns for activities

Just good job and keep it up! Compared to other communities I've lived in, Olds always impresses with its community events. We try not to miss any.

Town events are few, out dated and boring!!! New leadership with fresh new ideas

Add new ideas.... think outside the box, as we have become stagnant and BORING! Other communities have soap box derbys, decoration contests for harvest (scarecrows) etc. Plan new family events that involve both family and businesses at different park locations in town and showcase how truly beautiful Olds is.

Would like to see more things to do for Christmas

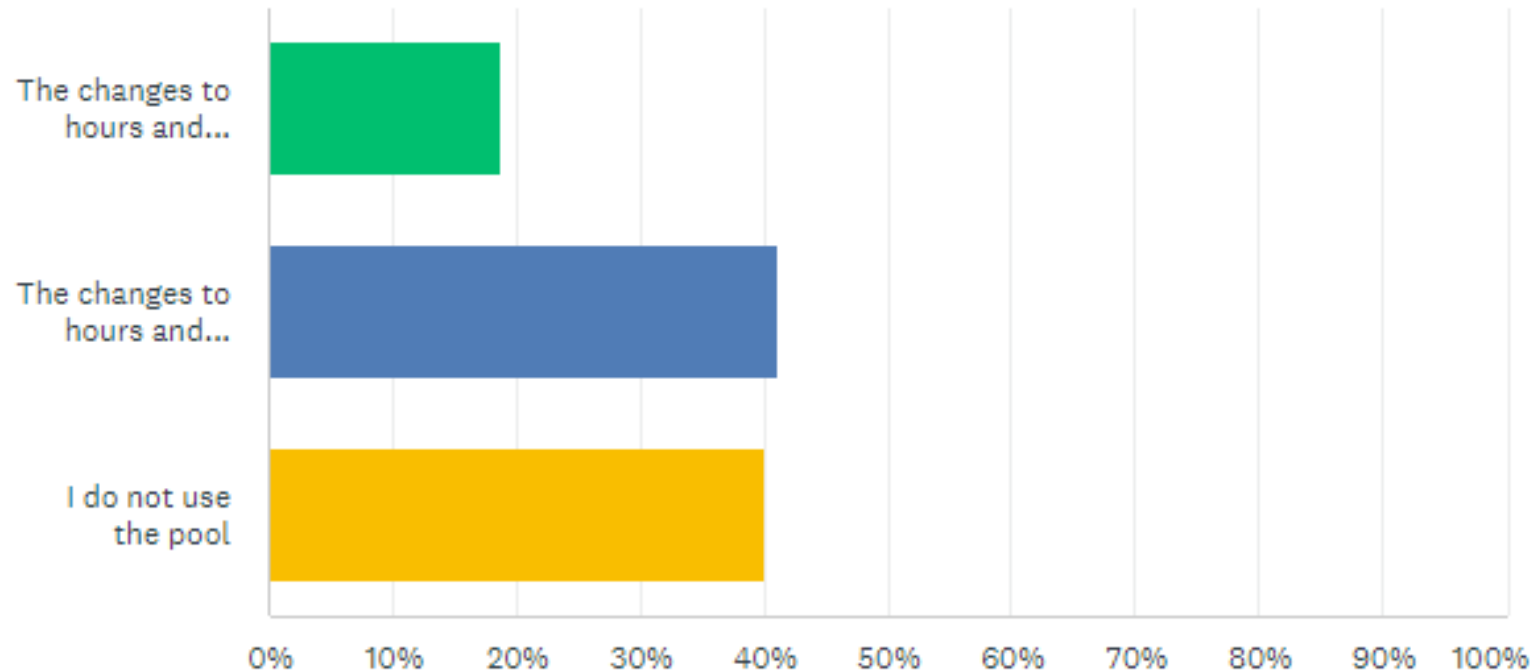
cut back on these

I enjoy Midnight Madness.

AQUATIC CENTRE

Last year, to control costs, the pool reduced its hours of operations and reduced what services were offered. How did these changes impact you?

Total Responses	Big Impact	Minimal Impact	Do not use Pool
287	19%	41%	40%



COMMENTS

We seldom use the pool.

The Olds pool is a staple for my kids

We would be OK with increasing user fee costs as they are quite minimal. Need to try to increase availability for youth swimming lessons.

Awesome

Would love a sauna/steam room!

I'm not sure how the cost actually impact my concerns, but lane swims are at times where they're non effective. I get it that you don't make a lot of money on lane swim, but for a lot of us that are older, and possibly overweight, the times are nonfunctional. Who exercises at 8 or 9 at night? A lane swim in early afternoon would be preferable.

The pool seems to have a lot of hours, parties at the Olds Pool are very cheap compared to other towns

No comments as I don't use the pool.

Consider children's routines and schedules when making swim schedule. Tot time at noon is not smart.

I can't wait to use the pool when it opens!

Love that we r keeping it up.

We go to other communities for swim lessons as the instructors are rude and ignorant and nothing is done. We have no problems at other facilities only in Olds.

Love the lane swim but impossible to use in the morning or at lunch hour since I work full time so I rely alot on the evening swims that were cut back or combined with public swim which was pretty disruptive to me unfortunately

My son enjoys the swim lessons

Our family loves family swim during weekends

Hopefully you can resume swims on stat holidays as that will bring good revenue and attendance

A hot sauna like in Innisfail would be a great addition

That said OAC is a well maintained pool, I appreciate having it in town and the Town committing to keeping it well maintained for years to come.

Good facility to have for year round use

Might been a good idea, but a waste of money. Perhaps make it more affordable to use or somehow figure out how to raise more revenue. If this money pit continues, we need to close it or have it only open so we get back what it costs to run it. Either break even or have a hard look at closing it or change it to something that will be at least break even venture...

I felt that closing the pool in August and September for maintenance was a poor choice of timing.

They need to run lifeguard training. It's been quite a while since the last training events. My daughters are working toward NLS certification and we have had to do it all in Calgary

The pool is great. Anything we can do to make the pool bigger or better is great.

I feel this facility is poorly managed. Last year the hours were cut so we only had 10 minutes to get into the building, get changed, showered, and into the pool. Thirty women in ten minutes? Quite unlikely. After enough complaints, the pool opened at 8:15.

Every time I am at the pool I count at least 6 staff members, plus the instructor. The lifeguard changes out every 15 minutes, requiring a lot of guards. Is this really necessary?

I have none, I think it's important to have a community pool.

Look to train more staff

Availability of instructors for both group and private lessons is a real concern. Lessons are full before I can register and I have been on a waiting list for private lessons for over 6 months

The timing of the shutdown was really inconvenient. The lack of lifesaving courses this summer meant we had to travel to another town for my teen to progress towards her life guarding goal.

The aquatics aqua fit two night a week cancelled left a lot of us seniors upset as it is a great exercise program for many that don't walk or exercise in the winter months

Heard it's too expensive

I do not use the pool but I do see it as important for the community and should have opening hours as long as possible to fit in with people's schedules so all can use it.

It's not user friendly open times for any family that works past 6pm or owned a business and not home until 7pm for a family swim. Need to find a happy medium. We went weekly out of town to take the family swimming cause of the lack of hours or staffing or how they treat kids at times.

I believe the pool should be open on weekends and especially holidays as this is the only time our young families can get to the pool as a FAMILY. The other time adjustments to save money are fine as long as they do not impact the classes that have proven to be successful to date.

Wouldn't mind a slight increase in fees/costs to accommodate more program offerings.

Kid loves the pool but it can be hard to find a public swim at an appropriate time.

Great for our community

Cost is high

The management needs to change that's why I don't use facility

Cutting back hours only limits people to enjoy and get exercise

The hours and times/programs offer at the olds pool are terrible! We end up going to red deer most the the time because of it. Absolutely terrible if this place can't be run properly it needs to shut down and save the waist of my tax dollars!!!

Need to expand the size of the pool, its always so packed and not alot of ppl do water safety anymore

Why cut hours? Why not increase revenue ?

Fitness rentals ect?

The hours should be cut back for the people that like to hit the pool for exercise I. The morning and evening. It was to bad the poop was shut down for the summer. For the people with kids that like to get there swimming lessons down in summer.

I do not have any comments

Good thing to have. Not all communities have them

Poorly run at a loss

More women's only swims

Lane swim in the mornings reduced to 3 days a week... not sure why.

Town Need to know that the POOL is a money losing building so doing anything to help with the loss is good.

I would pay a bit more for pool

Don't use the pool.

Pool needs to stay for children to get out and exercise. Maybe a better marketing program to get more people to go?

We need a larger Center here like Blackfalds abbey Center.

Clean and great facility!

Don't use the pool often due to its small size

Lack of pool hours for seniors caused many residents to move there membership to Didsbury

The Town decided to close the pool on certain long weekends, which meant that we spent our money in other communities as their pools were open. As well, I was disappointed that the evening Aquafina class was also cancelled. Please bring these two things back. Again, the Town is cutting too much. I will pay more tax for this service. This new council is cutting too much.

More kids stuff

Agree with the reduction of hours to reduce operating costs

It's very hard to find time to go to the pool and have room as an adult. It feels like it's always booked for family, public (which is just family), and club or school swims. If I want to find a time to attend aqua-classes or lane swims, for example, it's very hard to fit into my schedule. A large percentage of people in our community work during the day, so having evening hours is important. Based on the number of people at lane swim, and the lack of space available if you try to go, it's something that could be offered nightly, (though I recognize this is not practical).

Should be open more, longer hours to accommodate more people.

The pool provides a means of contributing to a healthy lifestyle for all ages.

as a caregiver, the pool is my only source of escape for personal time for me - so i have a yearly membership would sincerely like a quick email when they change or close on short notice as i have respite care to factor in as well - love the pool

Hours are so weird, hard to even go with a normal schedule

It is a vital service to the community.

Myself and half the town voted against the pool being built up there but as usual we were ignored, it should have been more Town centred

I think we have to focus on break even. How can you increase volume of usage / rental so that revenue goes up. Overfilling the pool isn't an option but thinking about how to optimize usage and revenue should be an objective.

When my children were young, we frequented the pool quite regularly. I consider it a great asset to have in Olds.

Reduction of class selection for kids was impactful. The pool is a great community resource. A 70% subsidy of the operating costs does not bother me one bit. Resources like this are part of what makes Olds a desirable place to live and raise a family.

Keep pool open on weekends and shut it down midweek one day. We need our kids swimming on weekends. Pour more money into this pool. Having the pool shut down Sundays is crazy.

It would be nice to see some if the paid programs back in the pool like cardio kick

The pool has been a huge benefit to our family over the years.

Reduced hours are fine. Make service level as cost effective.

Decrease in lane swim times has stopped my ability to swim often and regularly. I feel like you could be open more hours if you cut the number of guards. I have worked major city center pools with only 2 guards during lane swim and AM public events. There is no need for the amount of guards (4 to 5 is what i have seen) on at night during lane swim hours or college swims. Decrease the amount to pay for more open hours.

Adult programming is needed later in the evenings too accommodate working parents. Deep water aquafit in the evening should be brought back

Many of the renovations on the pool were not necessary. It is not an old pool, only the ones to improve energy efficiency should have been done.

Too much cost for too little value

Not enough lane swim times

Seems like closing the pool could save lots of tax dollars

Thank you for maintaining our pool!

Love the pool

Shutting down the pool on stat holidays while kids are out of school is a huge missed opportunity for our children. I have been there and turned away in the past because the pool has reach max occupancy. Perhaps weekday closure would be more beneficial.

Keep er open.

The pool is a vital service. It is an important place for all parts
Of our community. Can we extend the hours?

If this device isn't being used enough to cover costs perhaps you should look at changing the services provided to bring more people in, thus increasing memberships. Again not enough services for families or working adults in the evenings!!

Town staff need to start thinking out side of the box and start promoting pool more

We love using it and love how affordable it is to bring my family.

There are almost no compatible lane swim times and when there are it is half pool and crowded.

I never use this pool along with many others. The pool is too cold and not a pleasant experience. I have heard similar from others also.

I do wish there was more lane swimming access early in the am or later in the evening.

The pools should not be closed for every long weekend to cut costs

families with small children are impacted by the long weekend closures as many of them work during the week and need both parents in the pool to supervise. Consider closing weekend mornings and leave the pool open for afternoons and holidays.

We love the pool! Can't wait to see the improvements!

Another important community facility that needs to be taken care of. It's understood the pool is not a money maker.

Running the pool / a business at a 700,000 each year sure doesn't make sense. I understand the town needs a pool, but the numbers gotta add up. Changes need to be made.

Our family loves the pool

It is a vital part of a vibrant community and needs to be affordable for young families and accessible

More advertising and fun community activities to attract visitors.

Maybe more large swimming events to get people interested in swimming as a sport.

We love the pool. It's a great option to keep kids advice and reduce prices. We're all struggling with taxes and increased living expenses... swimming gives everyone an opportunity to do sports.

Excited for new updates

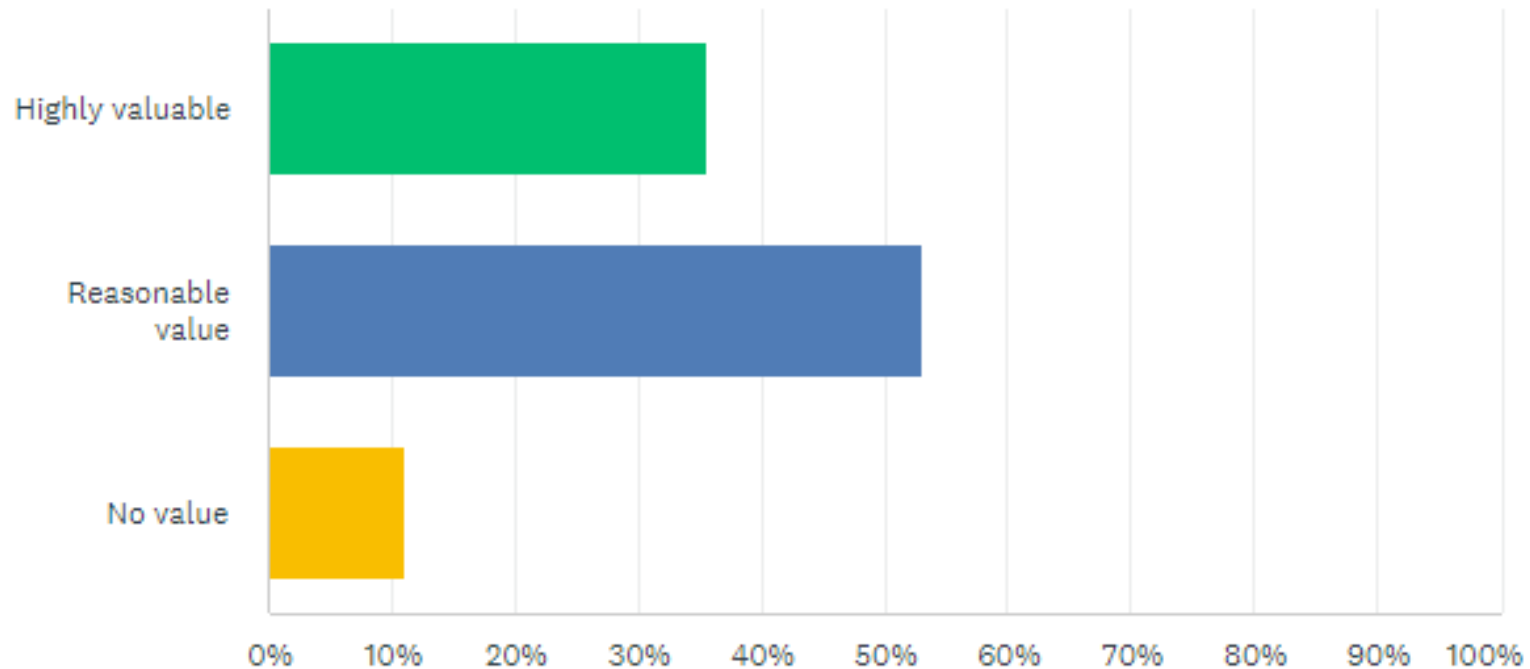
Restore the Deep Water Aquasize classes to pre-cut levels.

Investigate a steam room and sauna. There was some money given to the town for this some years back. It should be a project that is at least on the books when money becomes available.

COMMUNITY CONNECTIONS CENTRE

In your opinion, how valuable are these services to our community?

Total Responses	Highly Valuable	Reasonable Value	No Value
286	36%	53%	11%



COMMENTS

Agree this is valuable

Hooray for uptown accessible service!

Awesome initiative

We will have to wait and see what value it actually brings to the town.

Too early to tell

It's too new to comment

Nice to have wish we didn't need such things but nice to have

Builds a shared sense of community and signals the Town's dedication to an inclusive, accessible community

What percentage of tax dollars are being allocated to this Center.

Another money pit, just to make somebody feel good.

I don't use any of these services, but I am glad the town provides them for those who have the need.

We need to keep expanding this facility. Get us back to where a person could go to Olds Neighbourhood Place and get the assistance they need. We've got to start dealing with our homeless situation too. The same lady has been parked behind the Smitty's mall for three years now.

Do they not have their own space to conduct their meetings. Do we actually supply staff to operate these entities.

I hope it serves the community well.

Worthwhile service

More seniors are moving from the cities so we need more to keep them occupied

I use the sunshine bus occasionally for elderly immobile parents. I wish it was avail on weekends for church services , such a HUGE spiritual loss/connection for many

Need a drop in centre

Can't wait to see this grow and flourish in town

Do not feel the Town needed yet another facility when room exists in facilities we currently have. Town office, new Ops Centre, old abandoned fire hall, arena, library etc. Do not waste taxpayer dollars when other spaces can accommodate this!

.None to share

I dont use these services or know much about them but I'm sure they are vital for the individuals that do

Good idea.

My kids go to the BGC teens area

Waste of my money
Important
None. Didn't even know it existed
All good
The sunshine bus is needed to support seniors in our community. It's one of the only thing olds does for transportation seniors.
Good
At a time of unknown Municipal Operating Costs would we be increasing staff and infrastructure.
The Town has not done a good job explaining what FCSS is and what they offer. Suggest promoting this more.
All very valuable services! It's nice to see them have a home. I think this will be great for communication as well.
I have not accessed these services, n/a
hopefully the cost of operating an additional facility does not cut into the resources for the groups using that space.
More visibility when there are fundraising events
Good grief another building being built!!!
I'd be interested to learn more about this. I think that the town needs to spend more time putting information into the Albertan and on social media so that people can consume information in print or in digital form.
Before further investment is made into facility the town needs to take inventory of what is currently available and under utilized. This included facilities owned/operated by service clubs.
Social services are provincial responsibility and should not be dumped on local tax payers.
While this service is critical, I hope it does not impact funding allocated to existing community programs
I have never even heard of the moccasin house
Having not heard of or having used any of these services all I can say is I hope the building they are now in wasn't built in response to them when so much square footage of space is open in the mall that once had fields in it among other vacant buildings...
First good idea in years for this town.
Great idea, it will be useful
To have a central location. Thrilled there's a youth space!
First time I am hearing of this service.
Some of those Social programs are a provincial responsibility. Town of Olds should keep to their mandate
Emergency Shelter especially needed
Highly valuable if it includes more space for children at BGC. This town is severely lacking for childcare spaces.
Time will tell if another taxpayer paid facility was necessary.

I'm not in the situation to use it, hopefully never will have to, but others might need it. Just don't want this to turn into a place where additional homeless people are coming to our town now that we have room for them. I know this has happened to other places in Alberta and I don't want this to happen to olds.

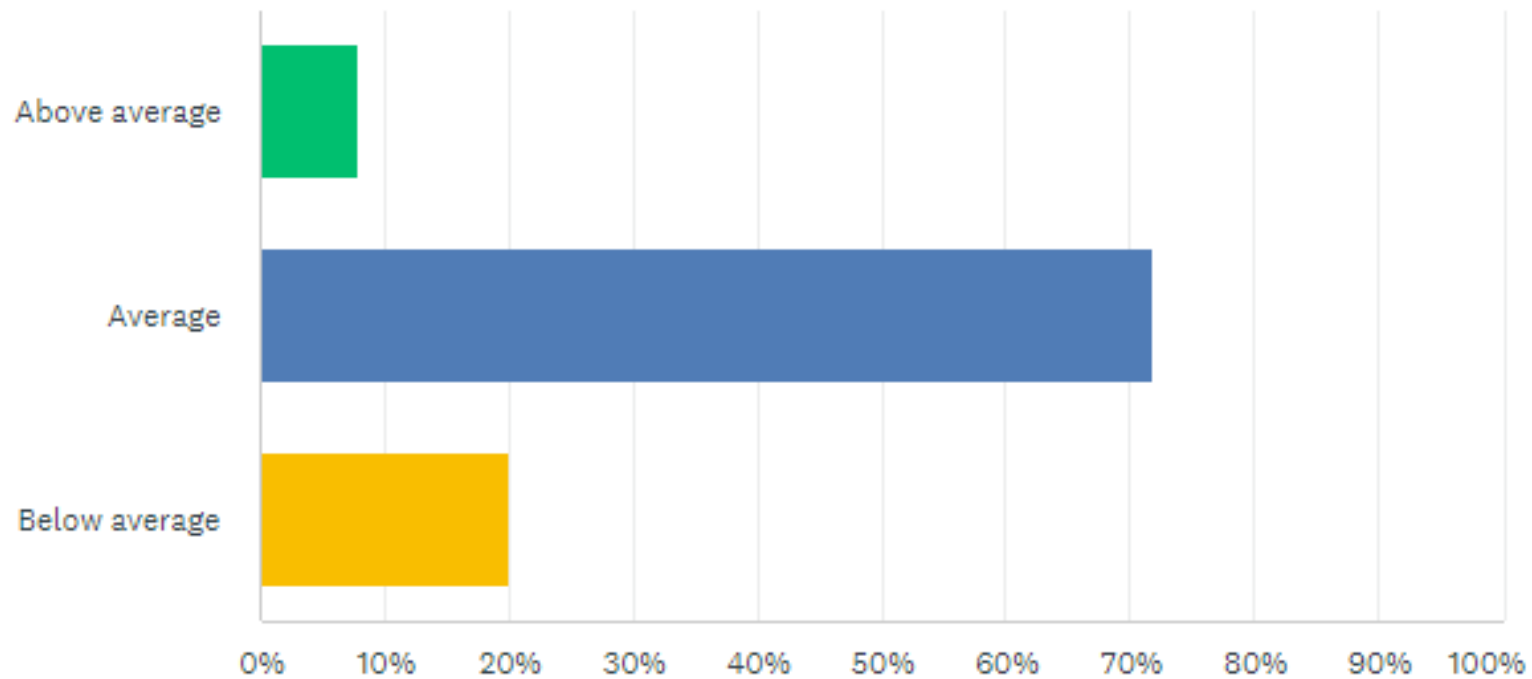
This is a duplication of the previous Neighborhood Place. These services were being successfully delivered at the Town office, this seems like an unnecessary expense.

Be sure to inform the public about these services.

ECONOMIC DEVELOPMENT & INVEST OLDS

With Economic Development in Olds – including supporting existing business, helping them grow and seeking investments – how would you rate the value of these services for your tax dollars?

Total Responses	Above Average	Average	Below Average
288	8%	72%	20%



COMMENTS

The town should not be investing in multi million dollar projects or companies that do not have a solid reputation or business plan.

Additional funding in this area would improve results.

Work with local investors and developers.

Be good to see more new business coming to Town. Are there plans for more commercial / industrial lot development.

Missing Olds Institutes Everything Olds

Sounds to me you are using money that could be better spent on a touchy-feely program.

Show me the profit and true return? instead give me the cash and I'll invest it for you, my historical returns would beat it

I have not heard of anything that has come to town via Invest Olds. It would be good if Invest Olds were to publish a list of businesses they attracted so we know they had a part in it.

Not sure of activity, but economic development is vital to any community

I just don't know enough about what is being done to make a comment on it.

You can't service the streets that we already have I don't think you should be pushing for more growth and investment

There needs to be affordable rentals for people in need, so far there is nothing available n people had to leave town!

I don't even know what they have done.

I dont know

I put Average because I have no idea what specific initiatives you are working on or the outcomes/goals you've set for the program and how it's supposed to improve my life as a resident

That said I fully support the idea

Attract industry to create jobs and bring people to Olds

Another money wasting idea. Let businesses do business. Create positive tax environment and they will come.

You cannot run your own operations efficiently and you want to tell someone what is good business idea?

Don't know much about this.

O-Net internet is good for attracting business'. Just need to improve their tv service

I think the town shouldn't be managing any businesses other than looking after the town itself.

Keep working on bringing secure businesses to Town

The commercial space in town is so expensive it was cheaper to buy a bigger office in Calgary than continue renting our space here. I don't think it matters how much we invest in trying to bring business in if they can't find an affordable space here.

We've not utilized their services and unfamiliar with it

Needs affordable housing

Need more low cost senior housing with cooking facilities for low income seniors. Not everyone wants to live in communal housing.

The town is ever-growing with more housing, therefore more people. We need better business so we don't have to keep going to the city to buy clothes, shoes etc.

We need a Costco and a Starbucks in my opinion.

Consistency

Nothing has been improved.

[REDACTED]

More community and networking events for small businesses

Another missed opportunity to provide better information to the citizens. Where is this being advertised and promoted other than the invest Olds website? From what I can tell there is little to no interest from the community. I like the idea of supporting local businesses but this doesn't seem to be accomplishing that. Make sure the town is seeking the right kinds of outside investments.

Housing options for development. Bringing in more franchise options give the towns people more options and makes the town more appealing

Many business owners have no idea what invest olds is. Perhaps someone should reach out to owners and be more transparent

If we have a business license in town, we should be allowed to advertise and have some assistance with marketing from the Town of Olds.

I do not know

The chamber of commerce is a joke. We need to do more to attract shoppers

Lots of talk talk talk but no action in the last 3 years or longer

You can not have economic investment when you refuse a business application. Try allowing them to operate rather than turning them down.

Share more info publicly

Support Aubin's Auto Aid.

Affordable housing is essential but most investment attracted to olds is giving reduced costs to get them here. Stop increasing taxes on residents to feed the corporate greed.

This is absolutely needed

Need more affordable homes

Good

There is nothing really visible to show what is being done by this group. You could explain what the group has done. Communication is non existent

I think there is too much focus and probably Town investment in this. I think the Town is too focused on Agricultural businesses. Why doesn't the Town get sponsorships for its buildings, such as the pool and arena, to offset the cost of them.

Uptown

I don't see anything that has been done by this group. That doesn't mean that nothing has, but I have heard nothing and seen nothing. Perhaps if there are things going on and efforts being made a monthly newsletter sent to everyone who has a business license would be beneficial communication.

The addition of the marijuana plant in Olds has lowered the class of the town and done little for it's economic benefit

More assistance to small businesses. NOT WALMART OR CANADIAN TIRE

I would rather see the resources go towards existing business groups such as the Chamber of Commerce.

More affordable housing

The focus on specific businesses thru facebook have been great.

When it comes to economic development in Olds, it would be nice to maintain the vision and values of Olds and not try to make "little Calgary or Edmonton" here. More opportunity for local folks to build businesses and storefronts are better than big box stores and big city investors.

Local iniqtives have a flavor and feel for their own community.

I have started to see ads but I'm not sure I've seen clear results. What are the goals and objectives of this group? How are they measured? How is information reported to the community?

The impact of invest olds is unknown to me, so cannot comment on its effectiveness. Where can this data be found?

Seemed to work better (and for less cost to the taxpayer) when this was done by volunteers from the Olds Institute.

How does this help us taxpayers when you discount there taxes? This is not a feature and I don't think it would be a deciding factor. Last year you paid someone to tell you that the commercial taxes were already below average

Have yet to see any new Development? Residents don't what affordable housing.

Simply reduce the red tape to operate in Olds and get that message out. We have what you need and we make it simple for you to be here. We want you.

Lower business taxes for the first few years of ownership to encourage more small business

I tried getting ahold of someone there multiple times to help with a business, apparently the emails were not going to their inbox?? Or they were just ignored

So far

I do not know what has been done in regards to this program in the past and the successes and failures

Like the investment opportunities but you also need a focus on supporting businesses in the area

What is the cost?

Affordable housing should be top priority for this town council. Given the description above I would say this initiative has been unsuccessful and funds could be allocated elsewhere. This initiative is ineffective.

I don't see any value in the towns economic development team. What new industry or business has been brought to olds a large salary with no return

Need to do a better job. The last big push of the Cannabis plant has been a huge failure

Nothing seems to working when neighbouring communities are growing and Olds remains stagnant.

I don't see any benefit of this currently happening

Lower taxes for businesses and don't make the permit rules so strict so people actually want to open a business in olds.

Is it actually attracting investment? What's new in town?

The website and digital promotions could be better, the website has misplaced businesses and typos. Social media has too many hashtags and graphics are not accessible.

Need incentives offered to draw interested groups to town possibly in the form of tax reductions or other avenues.

The o-net take over was not right. The town took over the millions in debt. Telus had offered to absorb that debt but was rejected. Onet services are not for everyone, they have stolen the opportunity for companies like telus and Shaw to give fibre optic options. Poor business move buying onet olds. Should have let telus buy them for the 11million they offered.

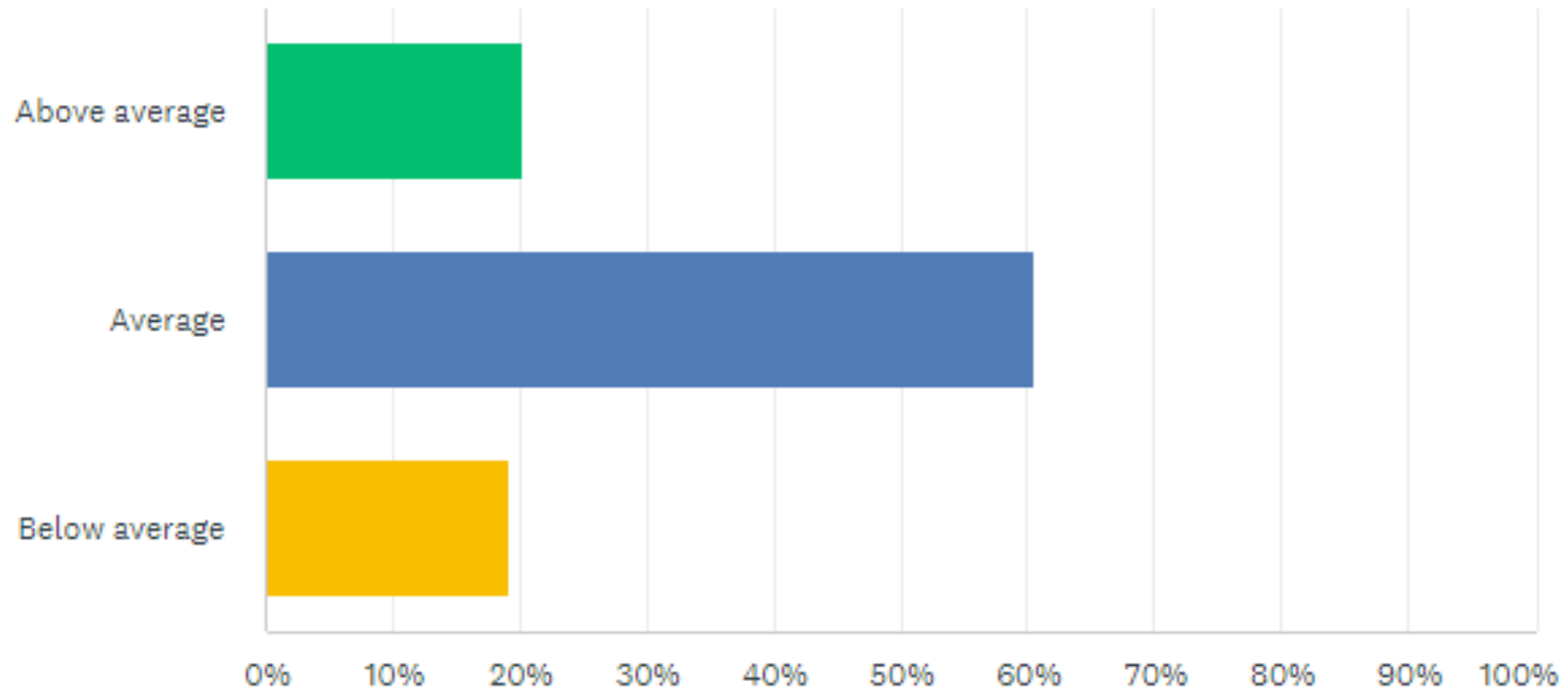
Unsure

More partnerships with the college and the largest employers in Town (Sundial, Pro-All, OSG, etc.)

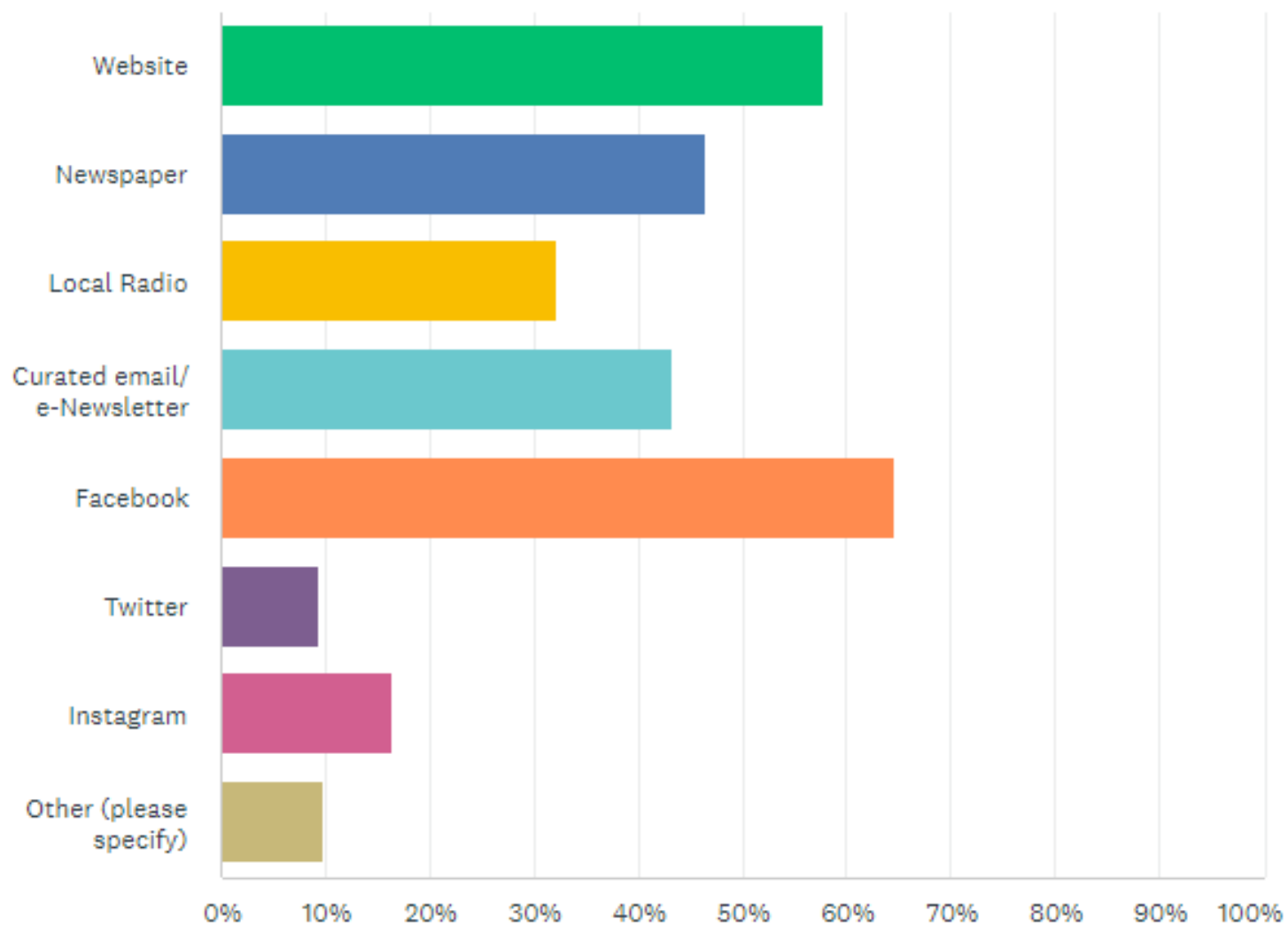
COMMUNICATIONS & ENGAGEMENT

When you think about Town of Olds Communications & Engagement over the last 6 months – including website, social media, press releases, emails and flyer – how would you rate the effectiveness of our services?

Total Responses	Above Average	Average	Below Average
287	20%	61%	19%



What is (or would be) your preferred way to receive information from the Town? Check all that apply



OTHER (SPECIFIED)

Utility bill newsletters

Anything but our corrupt newspaper

Notices posted in local businesses

Accurate Information should be put out there

Send emails and allow people to unsubscribe.

Mailed newsletter seems to be most effective. On the signage around town post reminders of important events or a reminder to check the newsletter

Mail flyer

Regular mail

With our utility bill

In town bill

Knock on my door

Get the mayor doing something

Mail

Mailed flyers

Innovate --- Audio and visual rather than electronic device communications

Community billboards and bulletin boards in stores and public buildings... yes old school!

Newsletter

Text

I think the recent coffee with the town councilors is a good initiative. This should be something that is done year round, not just over a short 4 week timeline in summer.

Save your money here, it's the communication age.

with my monthly bill

Pushed updates either through sms or email. Only to the people impacted. IE snow removal tomorrow on your street.

Sent out with town billing

What happened to the monthly newsletter?

Mail, for the older generation and those who don't use social media

Town newsletter email out

Electronic calendars in facilities

COMMENTS

I find information provided very informative and up to date.

Website is good.

I like the showcasing of events in town. A directory of services is hard to maintain but so important for newcomers

I do notice the posts on Facebook, and I do listen to the local radio station. Your support of the local paper is also vital to our community.

One

Just more of it!

I don't even know why I'm taking part in this survey other than I care for my community,, because you guys put the survey out there to make yourselves look good but in the end you don't really listen to anything the people have to say and you go ahead and do what it is you're going to do anyway.

No idea of that either

I dont know

As a professional working full time with a young family, I struggle to keep up with work and personal affairs on several different social media channels. Anything that makes it easier for me to get information about the Town (without a bunch of spam) is welcomed. It's important to me to know what's going on in Town because this is where I've chosen to make a home for my family but it can be tough to do since I commute to the City and travel for work as well

Don't know exactly what they do

Keep doing the surveys. It's great way for democracy to truly be effective.

I like the fact that we are allowed to speak through these types of surveys, and that we are kept informed of different changes to the town.

Coffee w with the Council - a great informal way to get the public pulse

Frequent surveys are good but more attention needs to be paid to how questions are asked and how the information is being interpreted. I think questions of often miss the mark in getting to the root of what people want.

The report an issue function on the website is very helpful. Also as a Facebook addict I appreciate the snow removal updates in the winter.

Was not aware of it till I saw article on paper in early august thereabouts

More communication than there used to be.

has very good at sharing information.

It's pretty up to date on important issues that affect us

I like the almost daily updates on Facebook.

Can't offer any solutions, this is a challenging job to keep people informed. There a lot of people in the community who don't use any social media and are not likely to go out of their way to visit the town website. Personally I could really go for another Ginger Heat rap if that's in the cards.

It is good

I think the communication has been better but still needs improvement. I find that there are still times where events are happening in town that no one knows about

More exposure and marketing opportunities for businesses in town

The Facebook town page is current for upcoming events

I do appreciate the communications posted to Facebook, as I do not receive a newspaper at my home for some reason.

Some responses to show you read feedback

[REDACTED]

We always get this at the last minute. Try sending it way before the date so people can prepare

Seems to be a lot of duplicate info

Website is not updated with most current and accurate information

You need more youth covering communication. The elders don't understand the generational gap and a lot of the messages are being missed.

Don't just take complaints and shove them in a drawer. People want answers. Post reforms that the town does in response to citizens concerns.

Facebook looks good!

content

Facebook posts are effective, print that comes in utility bills is effective.

They seem to keep everyone up to date on events or incidents that effect the community. Well done

I haven't noticed this

No one in the Gen Z / Millennial / Gen X demographic uses social media anymore - especially Facebook. To notify residents of important things like this survey it would be good to mail out a physical paper flyer or email.

Stop relying on social media to promote town communication. It's not effective to reach the majority. Mail/email, community board postings, newspaper, radio etc. the people of Olds do not use social media like the town assumes they are.

Onet has done nothing to increase community confidence over the past 12 -14 months. Crediting service to some customers and not all is insane. What about a community events channel that works

I have enjoyed an increase in public engagement sessions. But suggest that you have some in-person ones outside of businesses hours so to sllow working people to attend. I guess that you mainly get retirees attending. The town is made up of non-retirees too.

I've seen a lot more interaction on Facebook, which has been great. I also appreciate that the Town interacts and helps other community organizations and businesses get the word out. I would like to see organizations use the Town of Olds Community Events Calendar more. Perhaps

there is a way the team can make it easier for groups to share their information on the calendar. (i.e. send an email with all events for a season or month and the team can put them on the website, instead of the organization having to post each event one at a time.)

Surveys are good.

I do not have enough information to know the extent of what they have been doing. I do appreciate the opportunity to complete surveys. The availability of paper surveys should be extended to people who do not have access to a computer or who may not use one.

Townhalls should be brought back... The coffee with council meetings are a good start. Easy access to information both on and off the computer/cell phone are really important

Inaccurate information posted lots and not corrected

More advanced notice of events, surveys, etc. are needed (first found out about this survey in the paper today (29th), halfway through the survey period).

I don't have enough information to say.

Good promotions on upcoming events, and with road closures etc.

Increased communication - good and bad - is critical. Transparency is a must. Using different mediums of communication is also important so that readers can consume in a preferred method (i.e. newspaper versus website) and at times that are convenient for them. Also a robust calendar of events / activities that can be added to by local groups and business would be nice. There is always lots going on but sometimes it is difficult to know about events especially if you've just moved to town and don't know the history and rhythm on activities.

The full page in the paper for the Town of Olds is very informative.

If people want to know what's happening they will reach out. When I like to know when the ballgames are at the new ballpark - I look it up.

more communication is needed

Cant believe this would take a team it is just a repeat over all listed.

Haven't seen improvement, not sure why a team is required.

Facebook posts are clear and concise

Haven't noticed them.

I appreciate the improved monthly newsletters! I would like an option to subscribe to mass email communication as I know I miss things via social media

I'm not even entirely sure what they do? Little posts about street cleaning?

Seems fine to me

Put something in billing and you should have a larger response to opinions on what is bothering people in regards to how the town is operated

They havent.

More surveys!

Unsure

News posts showing up in my Instagram feed are great. Not always a link in bio or something to find the details as the link is just to the town home page. Too often people have to resort to asking around on FB for event details.

They are NOT getting anything right , I was told by someone to take this survey or I would never have known about it so information is not getting out!!!!

And no one looks at the newspaper that never shows up and is full other towns news, there is no news letter email out

Didn't even know it existed

Newspapers are not delivered. Not all people follow social media. Use the electronic screens you have in all town facilities and perhaps place one in both Uptowne and Cornerstone. A yearly calendar of services and events should be ready by January 1. Then update that calendar monthly as required. A newsletter could be added to tax notices that go out twice a year at no significant additional cost.

I see more FB posts?

Haven't noticed much of a change. Not that I've been looking though.

Messages are crafted in a more effective way now. The town website needs work. It doesn't function at all. Hard to navigate and doesn't change

Posting photos of media releases and letters are not effective, engaging, or accessible.

I appreciate the letters from [REDACTED] They seem to be more transparent and explained than before.

Information printed in the local paper, a lot of seniors do not have computers.

Be more active on Facebook with multiple posts of the same as Facebook does now update all the time

Website info needs to be improved. For example, the info for this survey lists the dates as 2022.

No Idea. I didn't realize that an extra effort was being made.

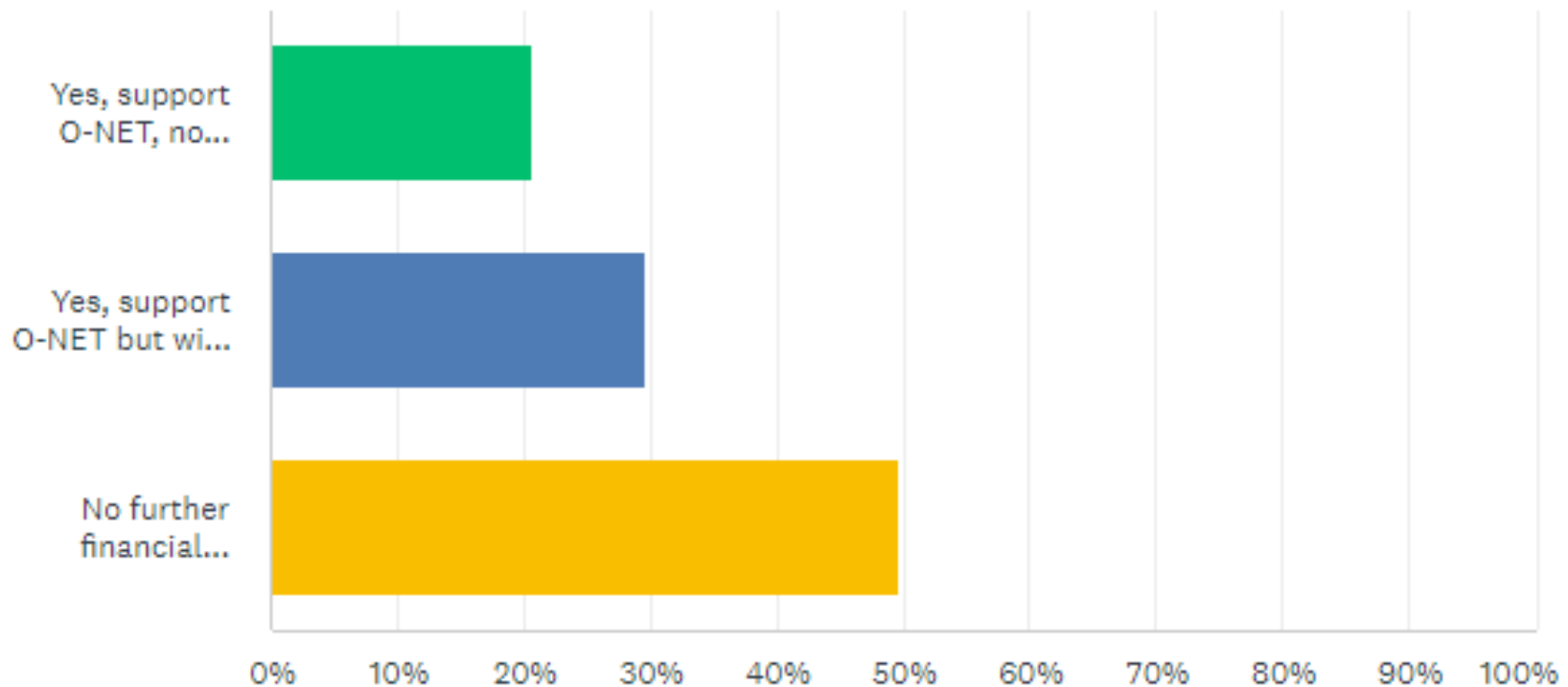
Better information before/after council meetings.

it's perfect....except when it's not

O-NET

Looking to 2024 and beyond, Council must decide if the Town will invest further dollars in O-Net should there be additional need. Should the Town provide O-Net with the needed financial support to stabilize and grow its business?

Total Responses	Yes, support O-Net, no matter what	Yes, support O-Net but with limitations	No further financial support
280	21%	29%	50%



COMMENTS

See question 32

Funding for fibre-optic cable upgrades and expansion,OK.

Television ?? Not OK !

The town supported Onet and touted it as a means to reduce taxes for residents in the long run. Too much has been invested to cut and run, but we need to see returns. If this will not happen then cut them loose.

Office could not even tell us if fiber optics was available at our address on Vera Close. We went with Bell TV and Telus internet.

I am a user at home and love it. Keep it going. It is a model for other communities.

Should investigate and consider selling O-Net assets (if a reasonable fair offer can be procured)

I use Shaw. Why should my tax dollars support something that by your own statements is failing. Sell the high speed, fiber option to Telus or Rogers and get out of this loser.

This should not have happened to begin with. We are a town not a business operation.

Lots of poor service and issues with it working. Not using.

Probably a good idea to sell it. Too hard to compete against the giants in telecommunications

Before the town decided to not support O net they were the best system in Canada. Then equipment got old and I assume the town held back funds and system went to be the worst. Now with new platform it is back. I am in the test customer and back loving the system.Buy local!!!!

It is a business and really should be make its own money to invest in growth

Only support it if it can eventually be self-sustaining.

Fibre internet is great, please continue to support O-Net. TV is the past for anybody under age 70, I would not want my tax dollars invested here

It is a great facility; TV, Internet and phone

Find me a community based ISP that has made cash...there was no good exit strategy, and all the talk of partnering to create small datacenters for internet centric businesses in the beginning came to nothing

The staff at ONET have had a rough time the last year. We (our household) have come close to dropping ONET TV due to the very lengthy repairs and going with another provider. We have given ONET all the grace we can, BUT they need to get this fixed, NOW.

It would be nice if the community would support O-net, as all profits are returned to the community

Enough already

I don't know many people who are satisfied with O-Net and the limited exposure that I have had has not been good.

The idea was sound but it just seems there is issue after issue.

The prophets from this company should go back into subsidizing costs of utilities for residents or by royalty checks

Why would you kill a service that is locally owned???

O net is great internet at least

Any public funding must be tied to proving long term sustainability, self generated (ie, not through subsidy) positive cash flow within the next 3-5 years and a differentiated service that can compete with other service providers - otherwise what's the point?

Not a supporter.

Why did the Town buy this.

Again, don't get involved in private business. Why do I use Shaw at home? Because it's cheaper than O-Net!

How about being competitive to start with? Is it that hard to figure out? I would love to support local, but it has to be better and cheaper than the competition. I will not pay more, just because you put money into it. You should make it so affordable that every Olds citizen will use the service and not even think or know that there is a competition, because there should be NO competition... But hey, we can brag that we had the first Gig speed service. Now others are offering it and much cheaper. Think about that.

They cost people just as much if not more than the big companies and they have too many outages it is time to stop dumping money into them and move on

Support O-Net if it contributes to economic and business development and innovation

You need a section for other comments. There is a piece of property north of Braeburn Estates that is not developed. I've heard this property belongs to the town, and that the town has forgotten about it. Please research this as it would make an ideal spot for low cost housing to be developed.

If after this many years they can't operate on their own, no more funding should be given.

I think the town should NOT be invested in any way with O-Net.

Continue to expand beyond Olds

Not too familiar with this

I have been faithfully paying my bills and not getting the service I pay for and the town wants to keep supporting them? Let them be sold to Telus so we can get decent service again.

It is impossible to answer this question without having more information. I will support O-NET if there is some credible, data based, information that indicates it can be a reliable income source to the town moving forward. If it is continually costing the town money to operate then it has defeated its purpose as far as I can see. If there are services or benefits it can offer above competitor companies (Shaw, Telus) then that information needs to be shared with residents. People need to know why they should care about keeping O-NET and alternatively why they might want to get rid of it altogether. There is a real lack of clear information about O-NET in terms of costs, value added, long term costs/benefits, etc. People need all of the information to make informed decisions.

We are early adopter of Onet. I wouldn't change our internet services but I would be ok with discontinuing the television platform. We stopped using it when the recordings became unreliable and have basically switched entirely to streaming services. Our internet speeds are fantastic so streaming works flawlessly.

We have their service for tv, wifi and phone and ,and are very happy with their service and it's local

O net is down more than available o net sucks

This should support itself as those who set it up , said it would.

Don't use O-NET

While service remains excellent, the product is unreliable and not worth paying for. It is embarrassing how this organisation has fallen

Love it

O-Net used to be something to be proud to have in Olds. We were well known for having the fastest internet services around. The last year or so, if they haven't lost business it would be very surprising. The service is by far no longer something to be proud of. Slow internet, aging platforms and services. We would like to see this brought back up to being a successful business once again.

O-NET is known worldwide as the best services and has made Olds known around the world! It's growth potential for both Olds & O-NET is a wonderful way bring more interest to Olds and continues to put Olds at the forefront of technology & services!

O-NET has a lot of opportunity to grow if the town stops getting it wrapped up in controversies that have nothing to do with it.

Onet is an affordable way to receive fiber service to homes

We have used other companies but we are happy now with O-NET. Support local I say.

What percentage of tax payers actually use O-NET? Compared this to the years of continual taxpayer funds trying to bail out a losing venture and how long it will take to pay the millions back. Cut your losses now and move forward with TOWN OF OLDS business and services to the community.

Must ensure tax payers are not left responsible for the entire O-NET dept

Extremely valuable and easily the best internet provider in town. I've never really had an issue but I see other people complain about constant issues with the TV and phone services which I'm sure has left a sour taste. Get the bugs worked out and maybe do some advertising with incentives to get people to switch back.

We like our internet and phone services by O-NET.

O-Net is very important within our community. It makes me happy that we have a home grown service that employs local community members. It is also wonderful that we are able to call and actually talk to a live person! This is an integral part of our community, please SHOP LOCAL AND SUPPORT LOCAL!!

Sell to Telus

It should never have been taken over by the town. Since the town took over, there has been nothing but issues with O-net services

We have internet through o- net and it works well for the most part and the price was right for us

I love keeping money in our town but the service has be come terrible!

O-net has been awful for the last year.....still paying top dollar for crap.

We use Onet internet but Roger's is offering the same for almost have the price!! So we might have to switch!

We use it and its good

I had ONET internet and TV for 3 weeks and had to cancel and switch to Shaw as its unreliable service was accepted by my employer for working from home.

I had O-Net and canceled my services due to problems that they couldn't figure out. The town should be selling O-Net. It's not something that the tax payers should be paying for. O-Net is so far behind on the technology and the not be able to keep on the technology. As soon as they will get it figured out, other providers will be coming out with better technology. Can't compete with the multiple billion dollar companies.

If O-Net is a viable company then do as other business to stay financially viable. If the business is a needed service in the town then the company needs to figure out their business plan.

Why are tax dollars supporting a company...does the town support a dying car dealership or another business that isn't viable? Why do citizens who don't use a business support it with tax dollars.

We've had nothing but issues with O-NET for the last year, we've now switched providers

Seems like these funds could be better spent elsewhere.

We have been supporters for YEARS! THE SERVICE IS CRAP, they keep saying new hardware is coming but never does....been a year now. Fix it or get rid of it

We are not happy with our service and have been told for over a year that upgraded service is in the works. We have been patient but with winter coming and spend more time on TV we need to know if/when this is coming.

Don't use it, but may. Would like to see more financials shared with it

Right now it is have issues with internet and tv . It is hard to compete with the big guys. I really don't think they should invest any more money into something that isn't going to work !

Sorry that is my opinion

Sell it off

The absolute worst service. Close it down no one knows what good service is when they are constantly down

Please do not sell to Telus

I don't use O-Net due to cost and negative reviews from current customers

Tax dollars on a company I don't use just because its 'local' but was unable to kick it against its competitors. Makes sense.

The Town is not a money making place and should never been involved with this in the first place (MONEY WISE)

Money can be utilized better elsewhere

Unnecessary when there are other options

I don't use onet.

As an onet customer I have managed my frustration waiting for long needed upgrades. Shame on management for taking so long. Finally have new technology and will continue to purchase to support this local initiative

Sell it. The town had no right to take tax payers money and invest in a private company. Cut our losses and sell it.

We don't use it. We don't hear anything good about it. This community should not be advertising it self as the first gig town as mistakes were made and continued to occur and the program has failed. These resources could be used to fix the abortion of poorly labelled road ways and intersections that cause the same accidents every day over and over again.

It's barely tolerable but I feel bad telling them how awful it is because they are so nice.

Can't complete with large companies.

Sell it

Television platforms are outdated and dying. Investing in fibreoptic internet makes sense but to inject funding into television seems irresponsible when thinking long term.

I've been receiving a credit for almost a full year because the tv service is not functional

Maybe consider scrapping cable TV service and focus on digital.

The only people who

Complain about o-net are those using the tv service - obviously tv should not be part of their services. Stick to internet - it's what they are meant for.

Onet has not treated its customers consistently during the upgrading . Crediting some (those who complaint) doing nothing for others who faced identical service issues is unfair and unethical.

Without O-nwt, the other providers are too substandard for the Town to operate.

Boo

There was no right answer to choose for 36. I don't think it should be Yes "NO MATTER WHAT", but I also don't think that there should be "significant limitation". There should be a balanced approach and growth should be prioritized like any business.

I don't know enough to provide a reasonable answer.

Town should support but the Town shouldn't own it

This has been a "money pit" since its inception. There was no opportunity for people to have a referendum at the beginning and hopefully Town Council has learned from this mistake. Taxpayers will be carrying the costs for years and these dollars could have gone to other necessities such as public transportation and infrastructure.

this seems to be an ongoing unsuccessful venture that is costing money - been on the books for a long time

Has the town appointed a board that has community members on it? Do "the town" council, admin, CAO etc...really want Onet to succeed? If they do, who are the key players in making sure it does... the company will not survive unless there are devoted individuals who have the desire and knowledge to make it thrive.

I have seen little to no communication to explain what the problems are and what is being done to address those problems. I have seen zero advertising for new people to sign up for Onet.

Never should have bought the company, private ownership would have kept it from becoming a money pit

I don't think that investment in the TV platform is necessary to the success of O-NET given the amount of streaming platforms available using the Internet and that most people who are younger will opt for said streaming platforms.

Until the past year, the service was outstanding. I believe they can be again.

O-Net is not available in my area but with everything I have read online, there is a very large number of unhappy customers that want to make a change. Either fix it or get rid of it and sell it to a company that will get it working the way it is supposed to

This I have no opinion on

My answer is conditional. What is their business plan? How are they measured? What is the realistic ROI for taxpayer funds? What is the implications if they don't get additional funding?

Town should never get involved with o-net.

O-Net has communication giants for competitors. It is a unique service and makes our town unique. It draws technology to our area. Support it!

O-Net was working just fine until the town took it over. Now I have had to cancel the tv service due to it no longer being useable and the internet has begun having issues. I am not likely to continue as an O-Net customer and can no longer recommend it to others. Given this service degradation, I think it would be a poor use of taxpayer money to continue to provide financial support.

find it was expensive for what was offered

If they are short of funds how are they sponsoring things??? Quit using tax dollars to fund this and the information that flowed out about it is to little to late. If so taxpayers still want O-Net then let there taxes go up to cover it and leave the rest of us alone.

This is a black eye to the Town and has severely tied up tax resources. Waste of money. Crapping service.

We supported O-Net for many years until the service became so poor we had to switch back to Shaw. I'm hopeful the new upgrades will improve ONet enough that we will return to Onet as soon as our Shaw contract ends.

I use O-net and I like the fact of it being a local company but if they aren't turning a profit now after how many years. Does that really make sense to keep investing?

Sell it

Poor technology and too expensive monthly rates

It seems like the town has supported onet enough. If they can make it on their own now then the business should probably be shut down or sold to shaw.

This is a hard one. I am an O- Net customer to try and support the business and our community. However, services are not great and users pay a lot of money for subpar service. Sometimes when something isn't working we need to acknowledge this. I fear O-Net will bleed us all dry yet I'm not ready to give up on them

Don't use it. Have heard nothing but complaints about it

The town should revive how o net is doing in regards to how many customers they have. If it declines or continues to decline the town should at some point review to see if total withdrawal vs monies owed would make sense

Get rid of the tv

Sell it, the town should of never taken it over with that huge expense going to a vote to decide if the community actually wanted to dump more into it.

It is a Financial blemish on the Community!

The service and quality of the service needs to drastically improve or I do not see it continuing

Town needs to get out the business, sell it fast before the town goes deeper in debt to support this business

While onet is our best service provider in town it is probably not smart to provide them with a carefree budget

I'm not sure how this Onet business is entangled with the town? I think it is a stain on the name of our town as I hear whisperings of back door deals etc from others. Aside from that, I would be curious to know how Onet benefits our community, other than a free wifi network in town?

The idea was great service not so much. We have been supporting but are cancelling. They just can't provide what you are paying for. System outs, not working. Moving on.

With about \$20 million owning and you're looking to inject more money ! !!!

This venture has cost the tax payers enough both in council and administration time as well as legal costs, the debit has cost the town infrastructure projects that has even put to the back burner and who knows what else old out dated arena? Sell Sell Sell Sell!! Get what you can before the next generation have to pay for this as well

It's an asset but struggles at times

ONET has been a losing proposition since it's inception. It is time to cut the losses, sell it for what you can get, pay off the debt and put taxpayers dollars into Town services where it belongs!

I don't know what to think about O-NET anymore.

I don't understand why we are assisting businesses financially

I like the O-net service but the town can't keep bailing them out. My tax dollars don't need to fund a business that can't make money. Will the town give me tax dollars so my business can stay afloat?

We had O-Net to try and support local but always had issues, so switched to Shaw.

Previous council really broke its back and the backs of volunteers. This council has tried to improve it but there needs to be a major investment in marketing O-net. Social media attacks everything about it and there is no presence fighting to dispel bad press and nay sayers

The town has spent a RIDICULOUS/ EMBARRASSING amount bailing O-net out. What about the people who live and pay taxes in OLDS? We're having to pay extra monthly to dump out garbage despite recycling. We pay insane water and power fees. This town is getting bigger than it can handle. We are considering buying property elsewhere.

The O-Net team did a good sales pitch to the town on this topic. There needs to be people with better expertise representing the town on this situation.

I use Shaw as INET is unreliable

This is spending good money after bad.

Should have let Telus buy them. They are bleeding our community dry. They are not sharing the fibre optic capabilities other competitors. O-net is not for everyone. Stop giving them our money. Maybe put some of that money into the waste program, making it more affordable and higher frequency..Onet needs to be dropped.

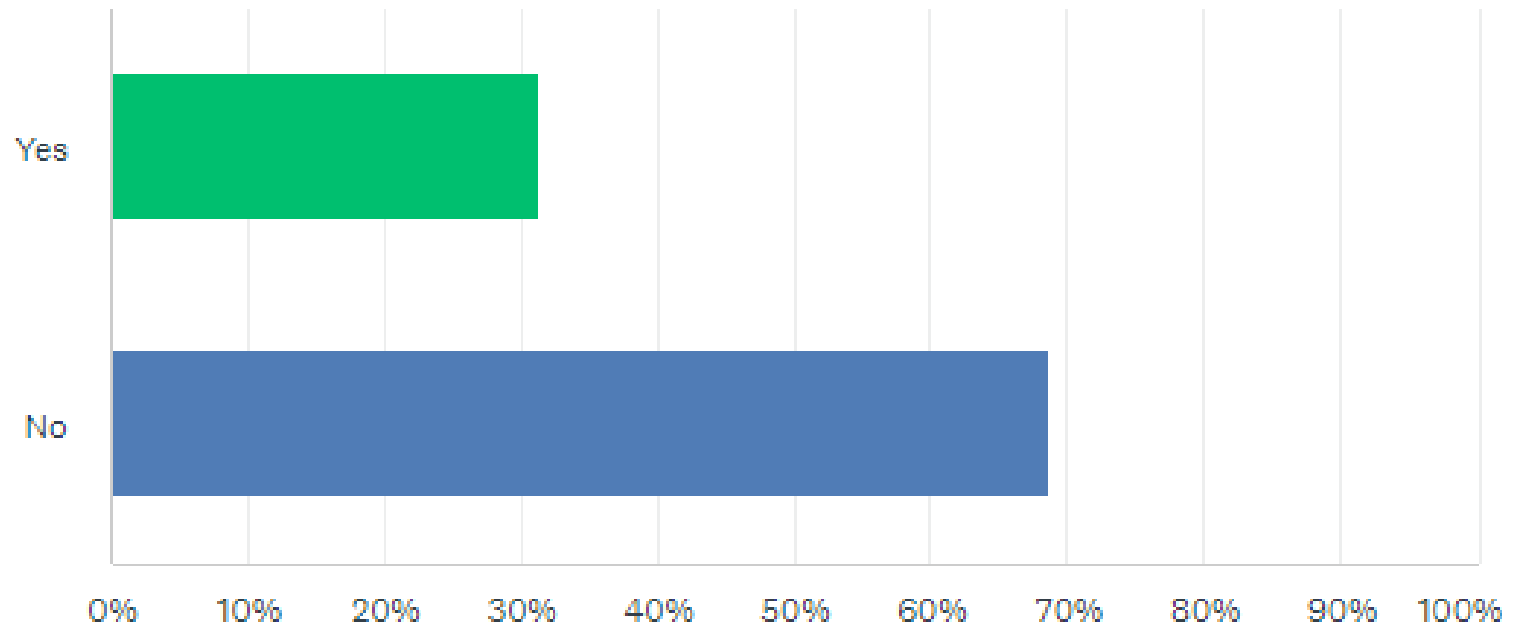
O-net should be viewed as a town utility. Much like snow removal or the public pool.

Sell it. Fast.

REPORT-A-PROBLEM

Have you used the Report-A-Problem service?

Total Responses	Yes	No
288	31%	69%



SUMMARY

GENERAL OVERVIEW

- Overall residents rated the effectiveness of services provided by the Town of Olds as 'Average'
- Two notable areas of improvement are:
 - Operations
 - Solid Waste

COMMENT SECTION OVERVIEW

- Protective Services/Bylaw enforcement – residents are generally happy with the fire department. Many bylaw enforcement comments wanting to see more enforcement in Town (traffic, branches, weeds, animals, more presence)
- Corporate Services/Administration – varied from great customer service to lacking. Catchall for all comments relating to Town services received for taxes paid.
- Public Works – many comments relating to pot hole repairs (time, amount of) and sidewalks
- Community services – residents are generally happy with this area, trails are much appreciated
- Parks – responses varied, but those unhappy with the parks cited mowing schedule, weeds and sportsfields as neglected.
- Special Events – Overall positive, couple comments in relation to noise
- Aquatic Centre –Most comments centered around hours of operation and programming
- Community Connections Centre – split of positive feedback and knowing what FCSS is or how it will benefit the community
- Economic Development – Comments show a lack of understanding of what is being done and how it can benefit the Town
- Communications and Engagement – A lot of good comments recognizing the changes that have been made

SERVICE SPECIFIC QUESTIONS

Bylaw Enforcement

- When asked 'do you think the Town should invest more in bylaw enforcement' responses were 37% more enforcement, 47% keep as is and 16% less enforcement
- Most of the comments were negative in nature, and were asking for more bylaw enforcement.

Snow Clearing

- When asked 'how satisfied are you with this service' responses were split 50/50. This was also representative in the comments section. Varied from pleased with level of snow removal, to wanting less to wanting more.
- 57% said the town should invest more in snow clearing

Solid Waste

- When asked 'how satisfied are with waste management as a whole' responses were 55% average/above average and 45% below average.
- Comments for the most part relate to the 3 week cycle, particularly in relation to the black bin.
- Unfavourable comments in regards to the recycling centre closure and the decrease in Compost bins

Recycling

- When asked 'Are you willing to pay more to continue a recycling centre in the Town of Olds' 67% said no

O-NET

- When asked 'should the Town invest further dollars into O-NET should there be a need' responses were 50% no further investment, 29% yes – but with limitations, 21% yes – no matter what.
- Many comments around selling O-NET
- Some comments recognizing the value in O-NET

QUESTIONS FOR FUTURE DISCUSSION

1. The majority of residents are requesting an increased investment in snow clearing. Administration will bring snow clearing to the next service level review session with the following options for Council's consideration:
 - increase the base budget to snow clearing contracted services.
 - implement changes to our snow clearing efforts to make the existing process more efficient.
2. Most respondents are not in favour of paying more for a recycling centre, while slightly over half are satisfied with the current level of service. What does Council believe is the most appropriate service level for our solid waste collection program? (Status quo, slight increase, slight decrease)
3. Residents were asked if the Town should invest more in Bylaw Enforcement, while 47% said keep it as is and 37% said they would support investing more in enforcement all comments were asking for more enforcement. We know that given the current staffing in this department that more is not possible without further investment in a Municipal Enforcement Officer, would Council support an additional position in this department?