



Town of Olds 2026 Budget Report

Introduction

From June 16 to July 17, 2025, the Town of Olds used Ethelo's Citizen Budget tool for its 2026 budget engagement. The purpose was to learn about residents' budgeting priorities and gauge satisfaction with municipal services.

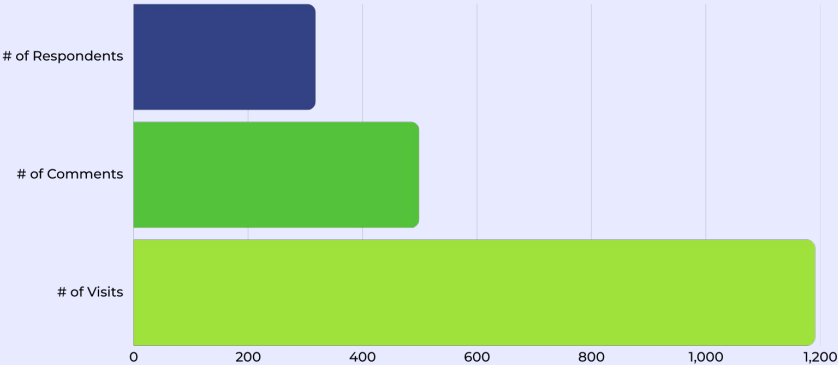
- **Top budget priorities** include Public Works and Public Safety tied for the highest average support (both 66%), followed by Recreation Facilities (56%), Economic Development, Planning & Development, and Parks & Trails (each 54%).
- Residents' top **public-safety priorities** include: Property crime (80%) and drug enforcement (67%) for RCMP, while traffic safety/speed (56%) and unsightly properties (47%) led Municipal Enforcement concerns.
- On **infrastructure**, nearly 65% favored continuing the Town's renewal program even if it delays other services, with road resurfacing/pothole repair (76%) and water & sewer upgrades (59%) emerging as the most valued projects.
- To **stay informed**, people said social media (65%) and the Town website (49%) work best, and they prefer giving input through public surveys (73%).
- **Participation** skewed toward long-time residents and homeowners—61% have lived in Olds 10+ years and 87% own their homes—with most respondents aged 35–74.

Participation

Statistic	#
# of Respondents	318
# of Comments	499
# of Visits	1,191

Overall, **strong participation was recorded**, with approximately 1,200 unique site visits, and 318 participants. This is a participation rate of nearly 25% - which is very high for a community engagement survey.

Of the 318 participants 44% (141) **made at least one comment**.



Voting Results

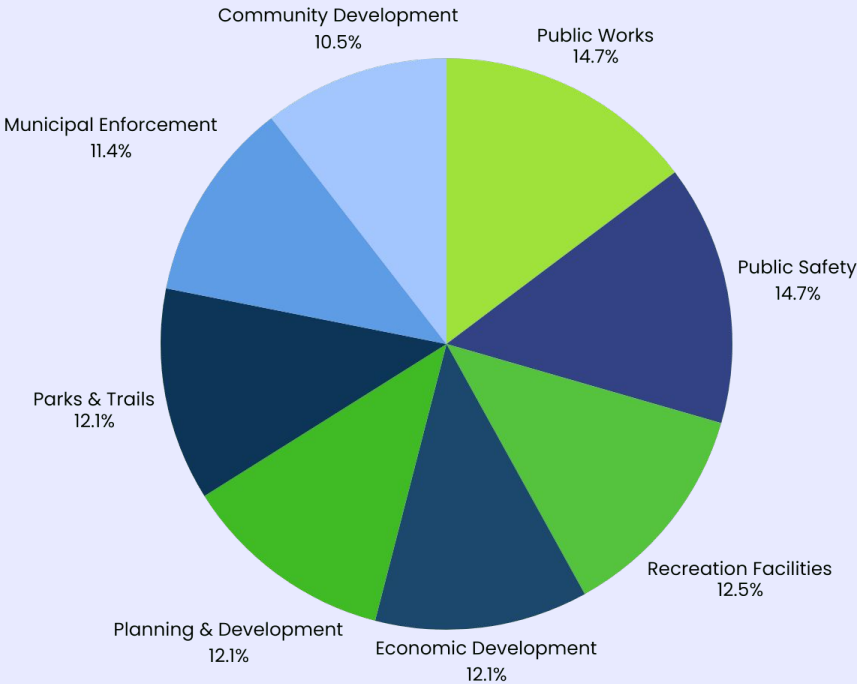


Budgeting Priorities

How would you prioritize the various tax supported services within the Town?

Service Area	Average Support
Public Works	66%
Public Safety	66%
Recreation Facilities	56%
Economic Development	54%
Planning & Development	54%
Parks & Trails	54%
Municipal Enforcement	51%
Community Development	47%

Total Responses: 319





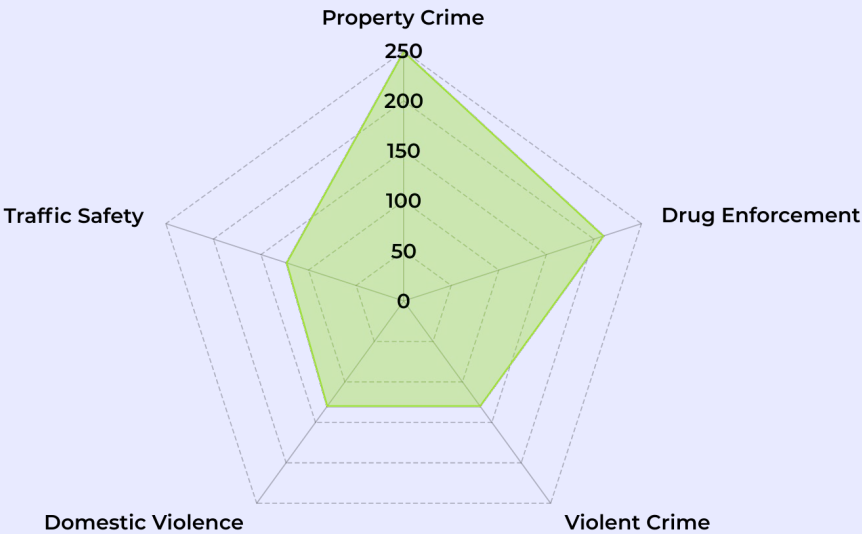
Protective Services

RCMP

What do you think are the top policing priorities that Council should focus on in 2026?

Priority	Responses
Property Crime	249
Drug Enforcement	210
Violent Crime	130
Domestic Violence	130
Traffic Safety	123

Total Responses: 313

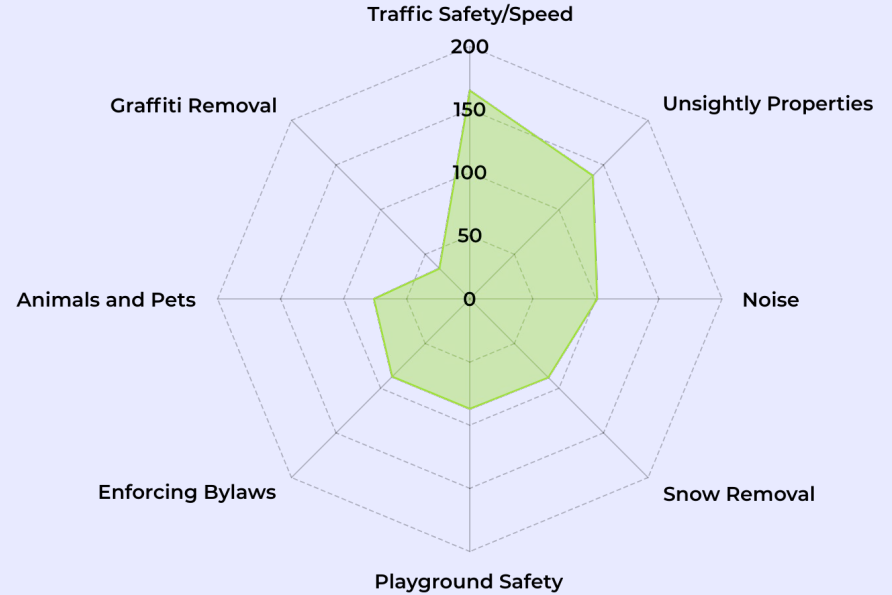


Municipal Enforcement

Where would you like to see ME focus their resources?

Priority	Responses
Traffic Safety/Speed	165
Unsightly Properties	138
Noise	101
Snow Removal	88
Playground Safety	87
Enforcing Bylaws	87
Animals and Pets	76
Graffiti Removal	34

Total Responses: 295



Infrastructure & Planning

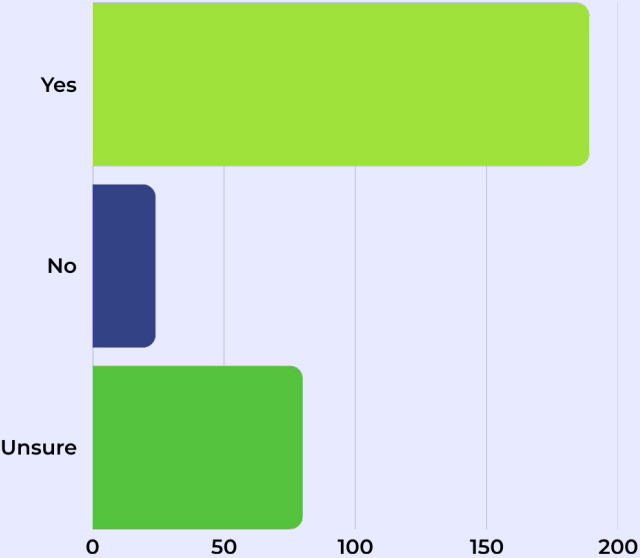


Infrastructure Renewal

Should the Town continue focusing our resources on this project even if it means delaying other services or projects?

Response	#
Yes	189
No	24
Unsure	80

Total Responses: 293

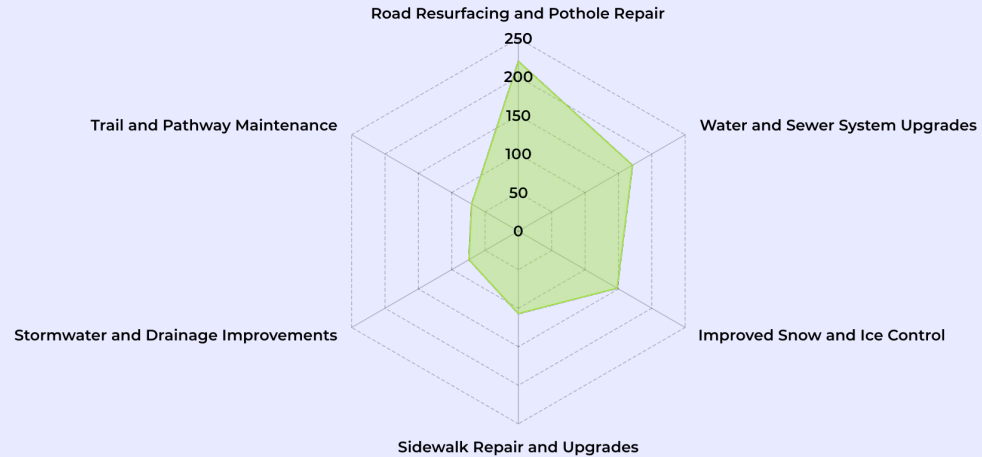


Infrastructure Priorities

What are the most important Infrastructure priorities to you?

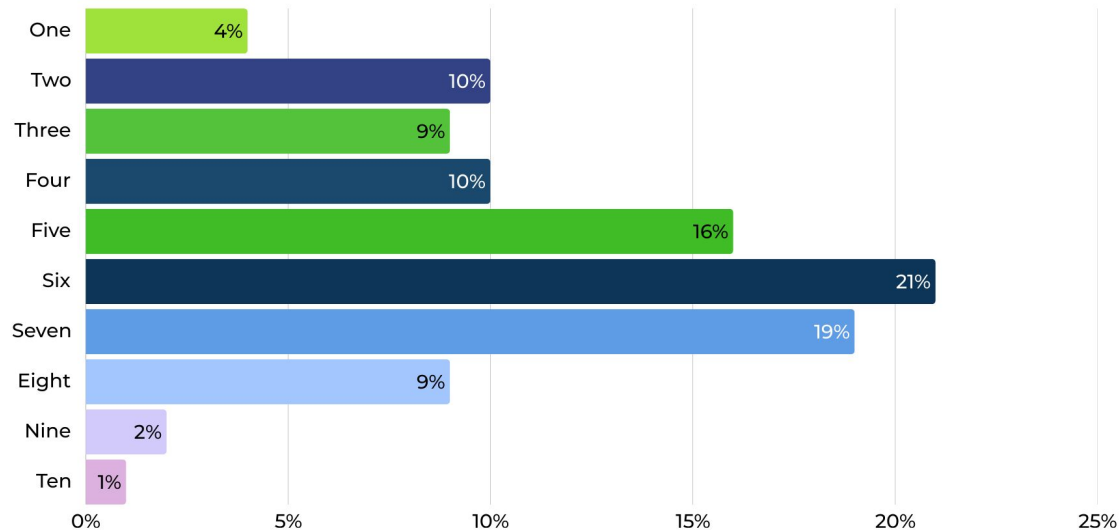
Priority	Responses
Road Resurfacing and Pothole Repair	220
Water and Sewer System Upgrades	171
Improved Snow and Ice Control	148
Sidewalk Repair and Upgrades	107
Stormwater and Drainage Improvements	74
Trail and Pathway Maintenance	70

Total Responses: 290



Public Works - Roads

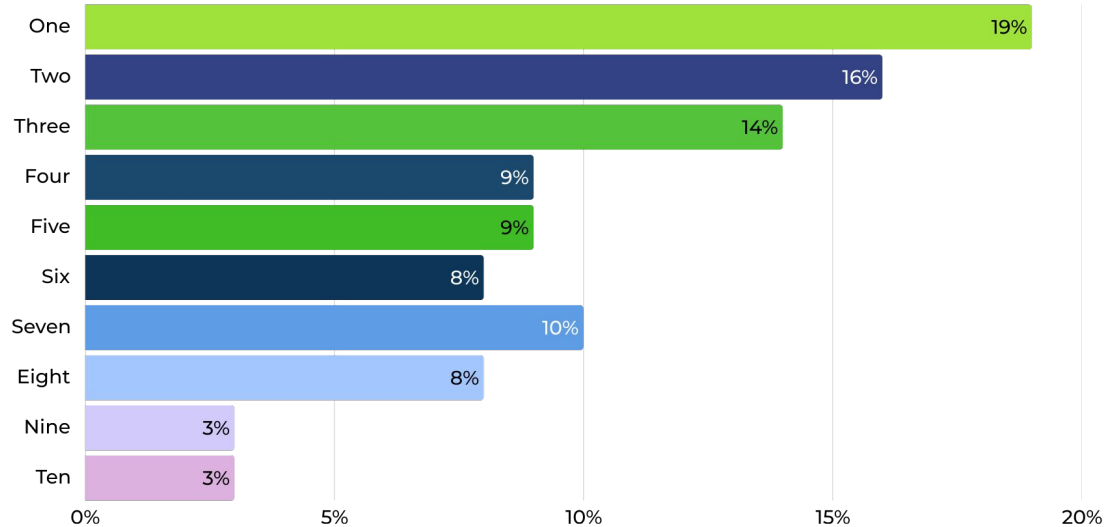
How would you rate the current condition of roads in our community (1 - 10)?



Total Responses: 271

Public Works - Snow Removal (Neighborhood)

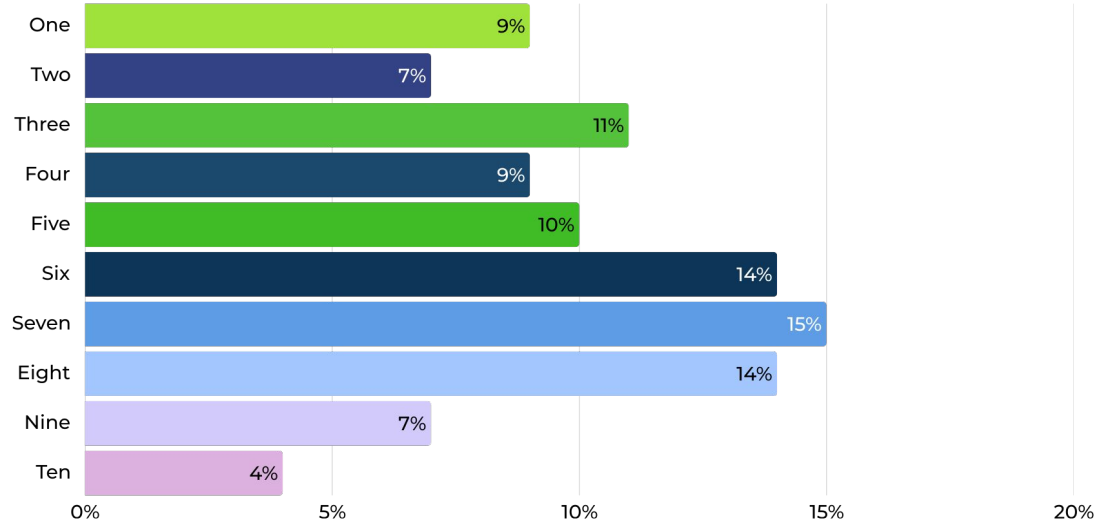
How would you rate the snow clearing and ice control services in your neighborhood? (1-10)?



Total Responses: 263

Public Works - Snow Removal (Town)

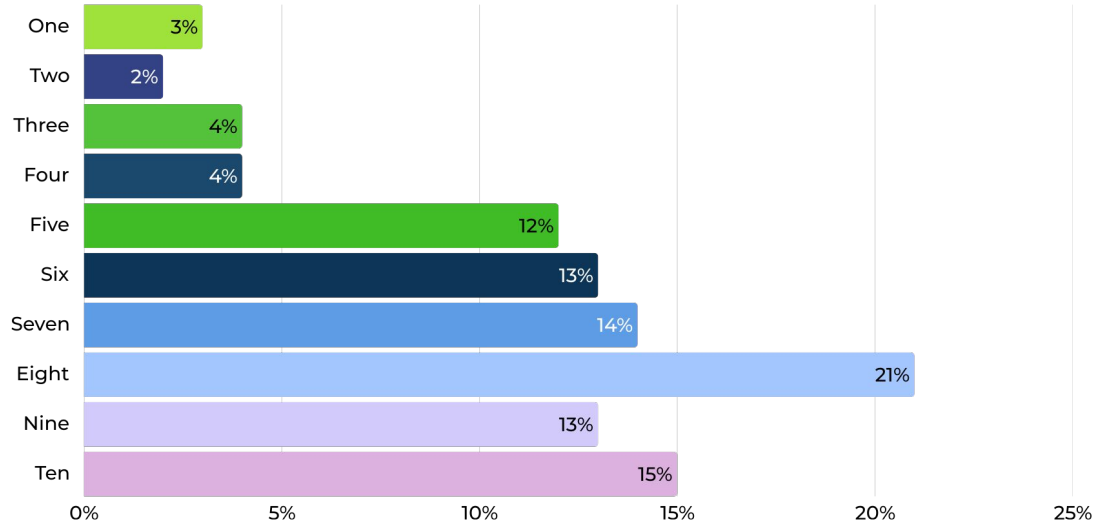
How would you rate the snow clearing and ice control services in your town? (1-10)?



Total Responses: 253

Waste Management

How would you rate your current waste collection services? (1-10)?



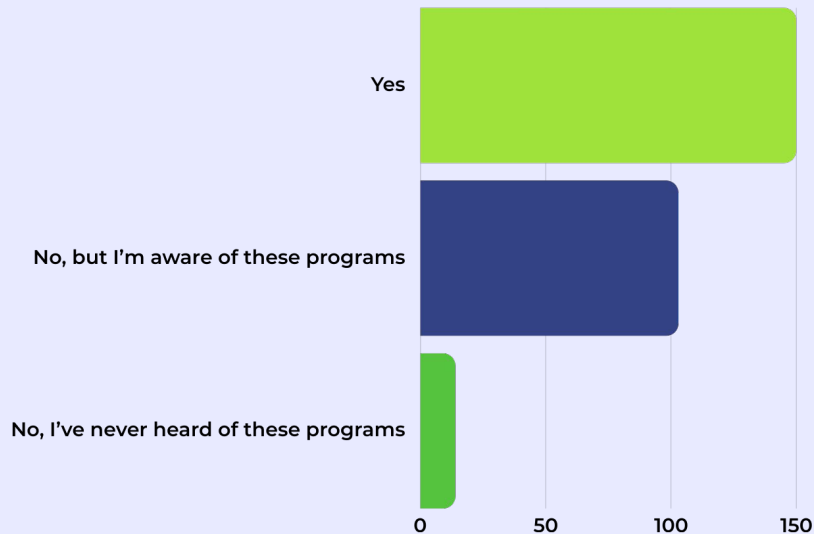
Total Responses: 271

Waste Management

Have you taken part in our annual spring cleanup programs in the past?

Response	#
Yes	150
No	103
Unsure	14

Total Responses: 267

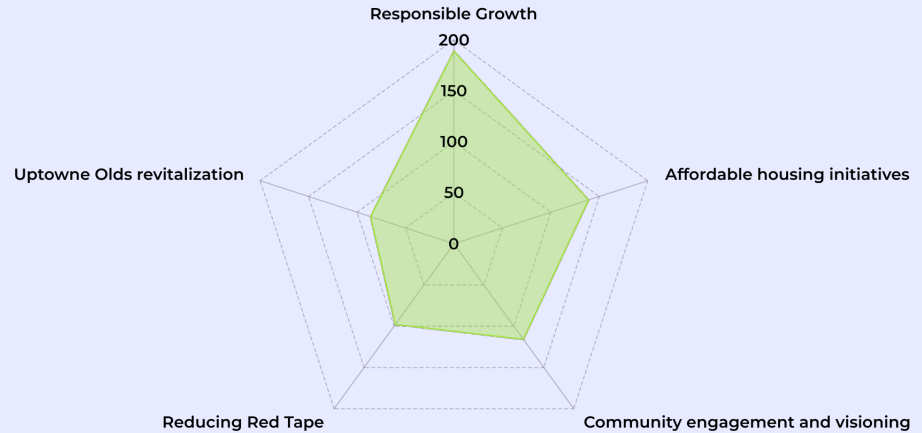


Planning & Development

What are the most important Planning and Development priorities to you?

Priority	Responses
Responsible Growth	189
Affordable housing initiatives	139
Community engagement and visioning	116
Reducing Red Tape	98
Uptowne Olds revitalization	86

Total Responses: 268





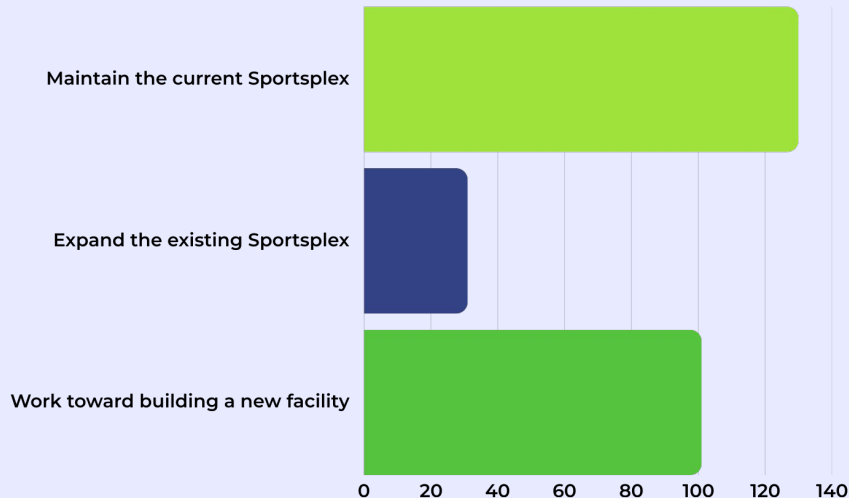
Community Services

Recreation - Sportsplex

Should the Town focus on maintaining the existing Sportsplex or begin planning for a new or expanded facility?

Response	#
Maintain the current Sportsplex	130
Expand the existing Sportsplex	31
Work toward building a new facility	101

Total Responses: 262

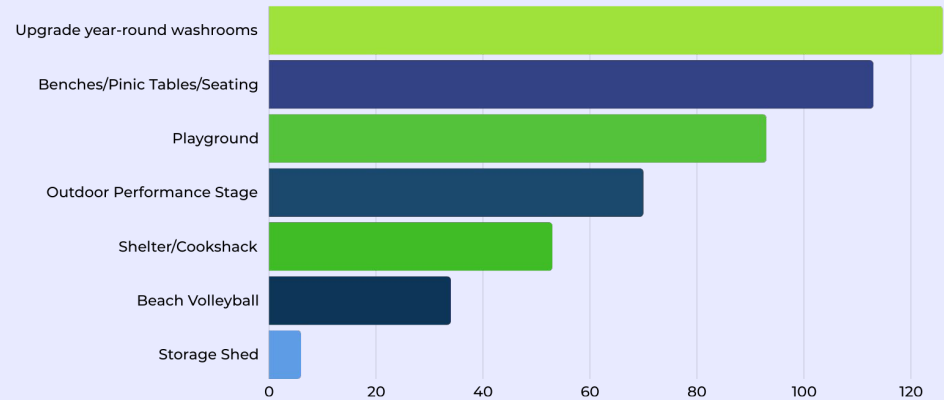


Recreation - Centennial Park

Which future projects would you like to see us work on?

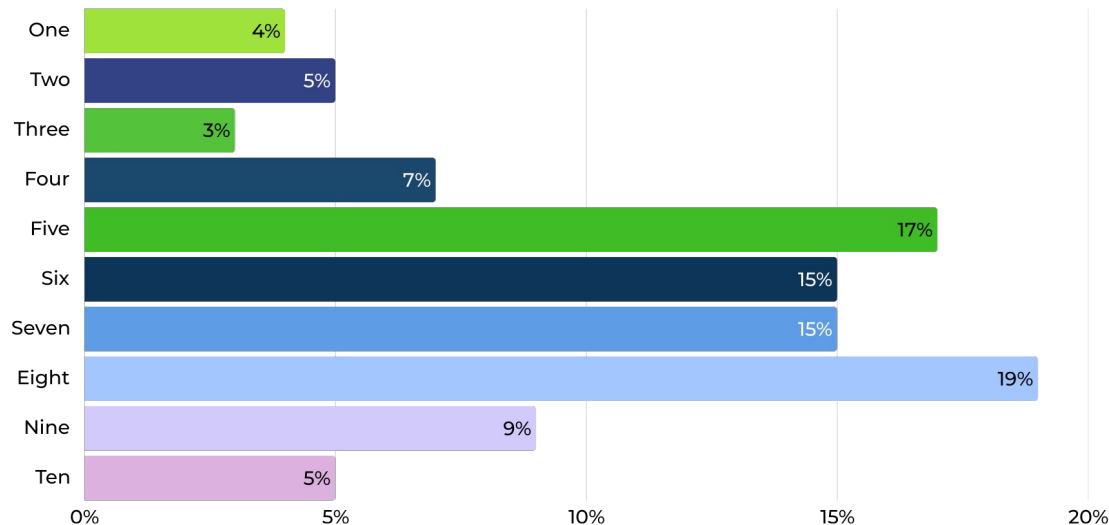
Response	#
Upgrade year-round washrooms	126
Benches/Picnic Tables/Seating	113
Playground	93
Outdoor Performance Stage	70
Shelter/Cookshack	53
Beach Volleyball	34
Storage Shed	6

Total Responses: 235



Recreation - Olds Aquatic Centre

How would you rate your current the current experience at the Aquatic Centre (1-10)?



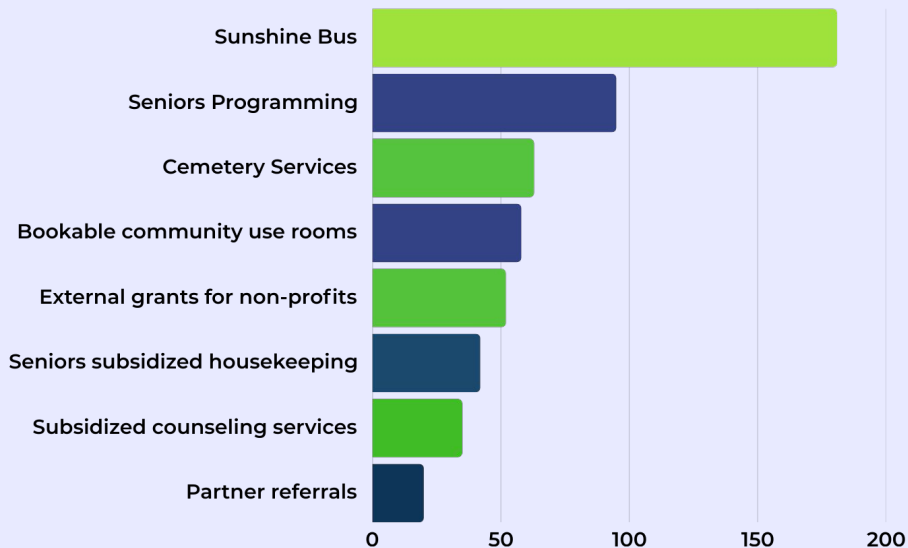
Total Responses: 237

Community Development - Family & CSS

What services are you aware are available through the Community Connection Centre?

Channel	#
Sunshine Bus	181
Seniors Programming	95
Cemetery Services	63
Bookable community use rooms	58
External grants for nonprofits	52
Seniors subsidized housekeeping	42
Subsidized counseling services	35
Partner referrals	20

Total Responses: 235

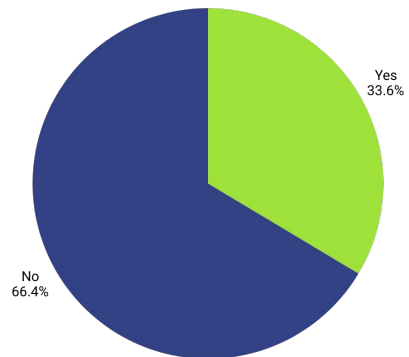


Community Development - Mountain View Power

Are you currently an MVP customer?

Response	#
Yes	86
No	170

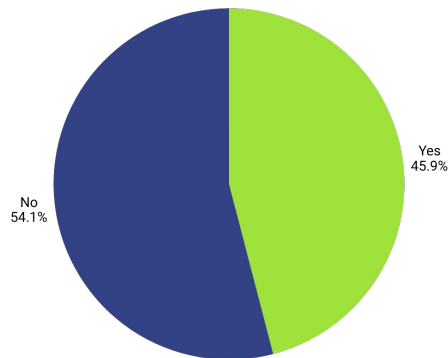
Total Responses: 256



Would you consider becoming an MVP customer in the future?

Response	#
Yes	34
No	40

Total Responses: 74

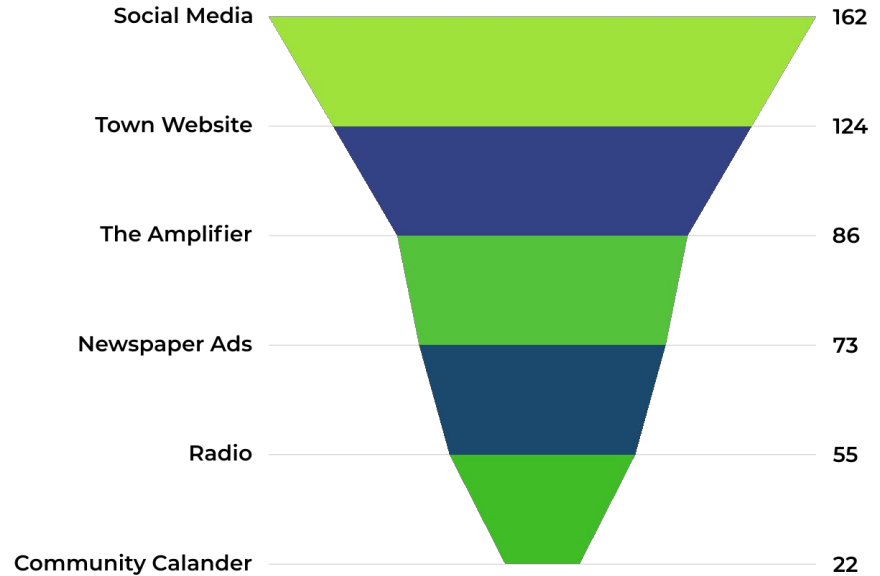


Communications & Engagement - Communication Channels

What Town communication channels do you currently find most effective?

Channel	#
Social Media	162
Town Website	124
The Amplifier	86
Newspaper Ads	73
Radio	55
Community Calendar	22

Total Responses: 251

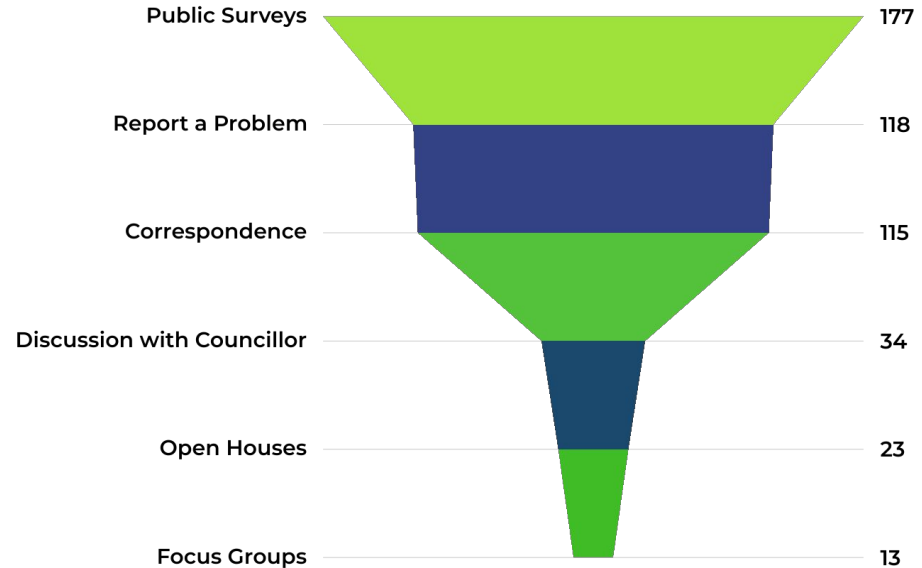


Communications & Engagement - Feedback Channels

What method(s) do you prefer using in sharing your feedback with the Town?

Channel	#
Public Surveys	177
Report a Problem	118
Correspondence	115
Discussion with Councillor	34
Open Houses	23
Focus Groups	13

Total Responses: 242

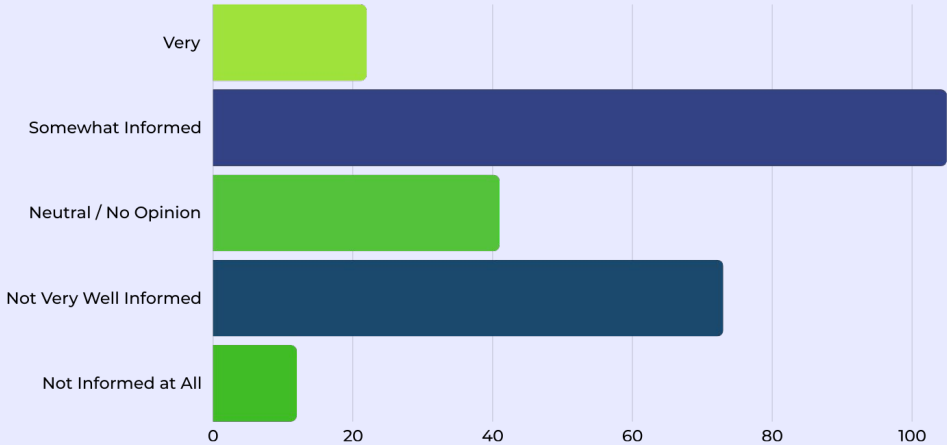


Communications & Engagement - Informed Level

How informed do you feel about Town of Olds initiatives, services, and programs on an ongoing basis?

Response	#
Very	22
Somewhat Informed	105
Neutral / No Opinion	41
Not Very Well Informed	73
Not Informed at All	12

Total Responses: 253

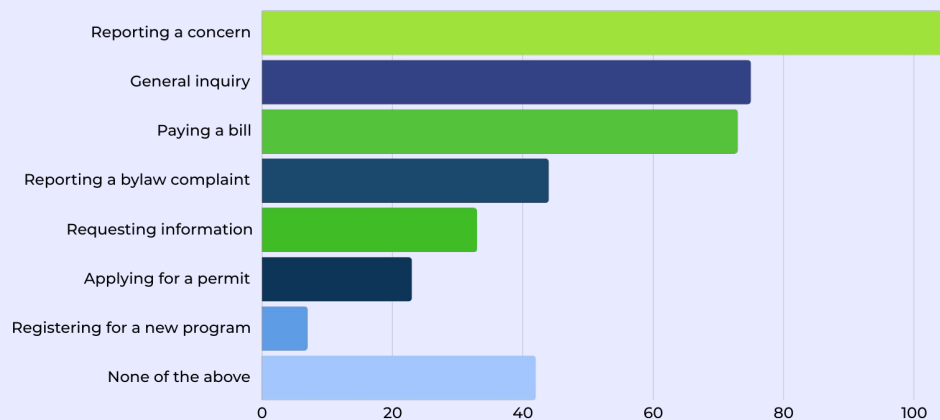


Town Experience - Contacting Town of Olds

For what reason(s) have you contacted the Town of Olds over the past 12 months?

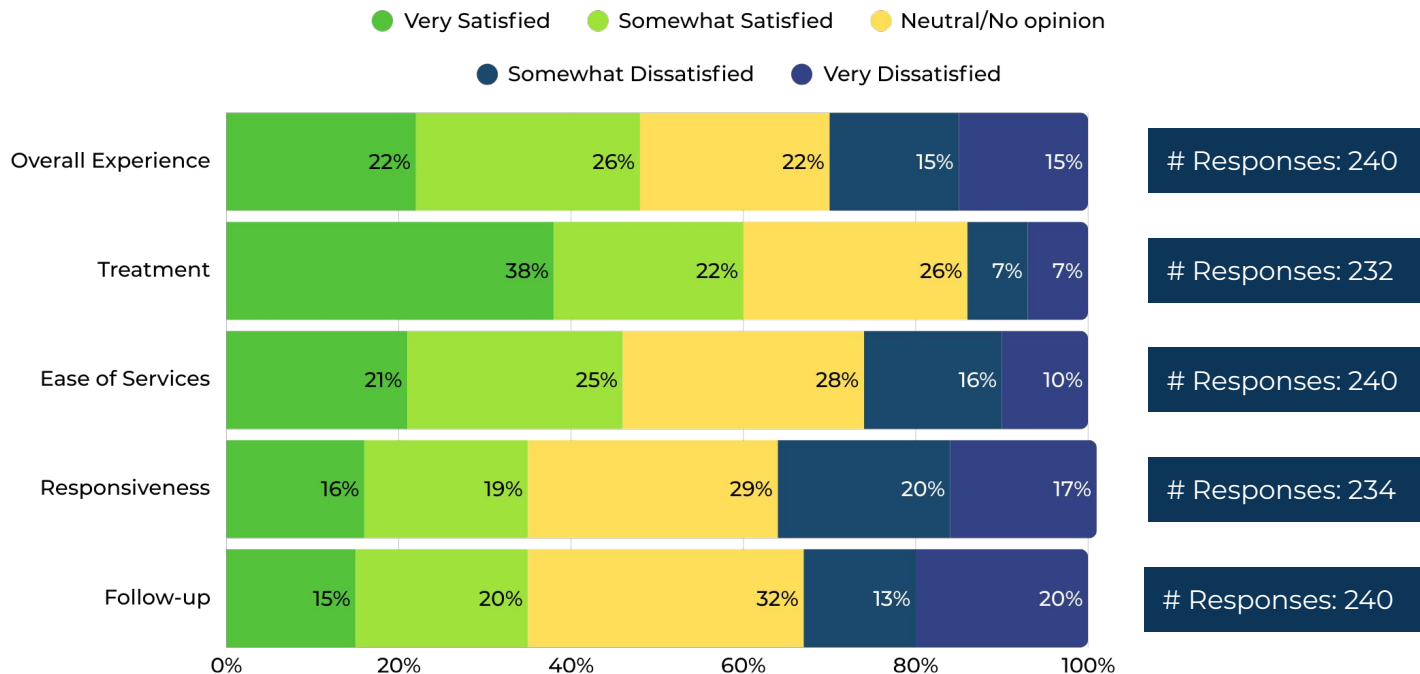
Reason	Response
Reporting a concern	105
General inquiry	75
Paying a bill	73
Reporting a bylaw complaint	44
Requesting information about a service or program	33
Applying for a permit	23
Registering for a new program	7
None of the above	42

Total Responses: 246



Town Experience - Satisfaction Ratings

Thinking of your most recent interaction with the Town, and regardless of the outcome, how satisfied were you with the following: The overall experience; How respectfully you were treated; How easy it was to get the information/services needed; How heard you felt in your feedback or concerns; The level of follow-up you received from the Town?



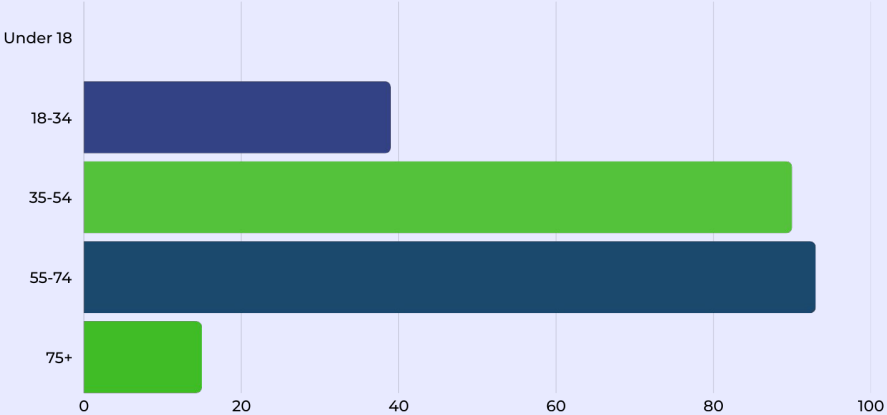
Demographic Results



Respondent Age

Age	Response
Under 18	0
18-34	39
35-54	90
55-74	93
75+	15

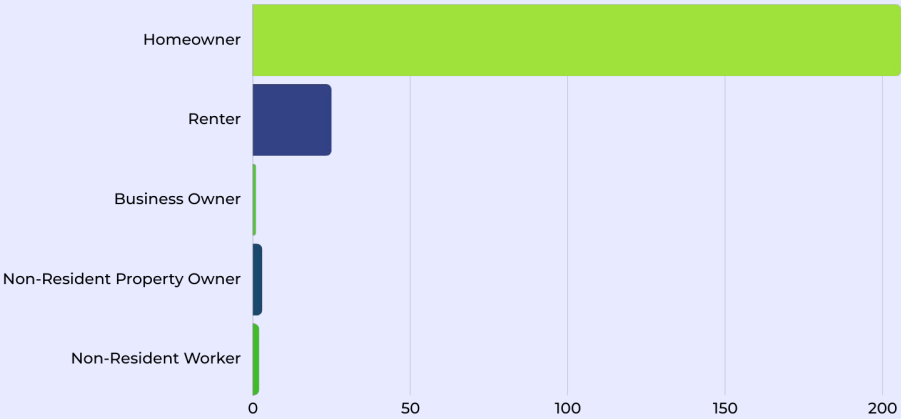
Total Responses: 237



Respondent Status

Age	Response
Homeowner	206
Renter	25
Business Owner	1
Non-Resident Property Owner	3
Non-Resident Worker	2
Student	0

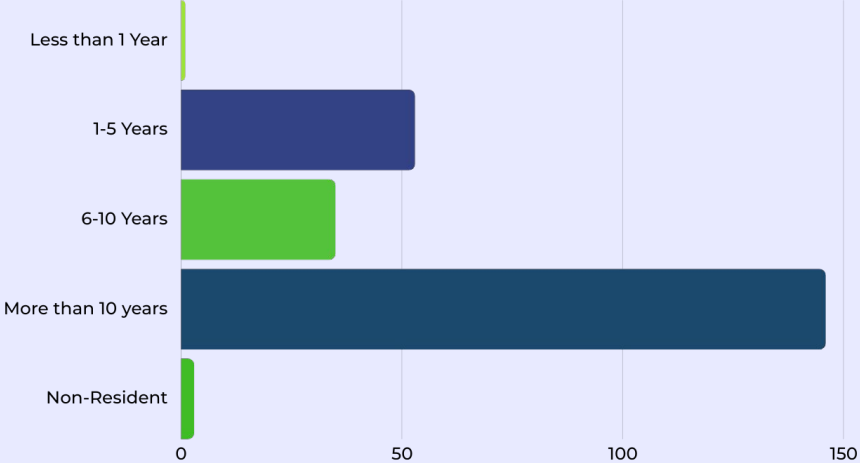
Total Responses: 237



Length of Residency

Response	#
Less than 1 Year	1
1-5 Years	53
6-10 Years	35
More than 10 years	146
Non-Resident	3

Total Responses: 238





Appendix: Comments

RCMP - Comment Summary

Traffic safety is the top concern — residents want stronger enforcement of speeding in school/playground zones, residential streets, and highways (≈30 mentions).

More visible policing — people want to see officers on patrol in the community (on foot, bike, or car), especially in parks, schools, and uptown areas (≈15).

Round-the-clock coverage — requests for 24/7 policing and more night-time patrols to reduce break-ins and crime during off-hours (≈11).

Focus on serious crime & professionalism — calls to prioritize violent/property crime over minor infractions, ensure officers apply laws correctly, and follow through in court (≈14).

Other issues raised — crack down on noisy vehicles, add cameras/lighting in parks, and ensure resources keep pace with town growth (≈9).

Total Comments: 39

RCMP - Comments

eleven officers are dedicated to Olds I challenged to see their presence in the Community. What are they doing throughout a day? I don't see them patrolling their town. With an eight hour shift in a 24 hour day does that mean we have approx 4 officers on duty at all times? Each shift would have 32 hours (4x8) of potential output so if our crime is below average what is getting done in each four person shift?
Expanding coverage to 24/7, rather than no police presence at certain times of the day
Noise violations
Enforcement of speed limits in playgrounds would be nice. Have not seen any presents on Briegel Road this year.
We need to crack down on all the extremely loud vehicles in the town. I think the RCMP could use this as a reason to pull people over and check for other infractions possibly removing issues before they occur. There is no shortage of tickets that could be written, and therefore money and arrests to be made.
Strengthen officers skill sets for dealing with people with mental illness
es, police & enforcement officers should have a better knowledge of the laws they enforce, than was exhibited by the RCMP, in citing the handicapped operator of a mobility aid with blatantly incorrect charges. Further, the town should immediately reimburse that handicapped operator for legal expenses incurred in contesting the incorrect charges, and issue a public apology.
Need to have Policing 24/7 to reduce all the B&Es
College kids coming to and from the bars to the college campus after close
24/7 policing presence
Switch the effort away from the stop sign campaign, to more focus on community policing. Our young people in this town should be able to trust police, rather than fear and avoid them.
Community Engagement - Building Relationships within the schools as a preventative measure.
Stopping at kids ice tea stands to support them and show they care.
24/7 policing to reduce crimes that happen during non policing hours. Any career criminal knows what hours the police work.
Greenspace upkeep and lighting in Parks
Drivers burning through playground zones.
We need our officers to spend more time within town limits.
Video surveillance in the parks to prevent vandalism.
Olds most unwanted individual freely harassing and assaulting citizens.
More traffic control needed. Many, many people just roll through stop signs and some, depending on time of day, barely slow down for a stop sign. If the Town of Olds is ok with this, change the stop signs to yield signs. Same as highway 2 speed control. If our RCMP patrol any part of highway 2, it needs to be done a lot more. Now, for most people, 110 kms/hr is a minimum speed and 120-130 is the norm. Even RCMP are traveling well over 110 kms/hr. If this is going to be the new norm, the highway speed signs should not say maximum speed at 110 but suggested speed is 110. Either enforce traffic laws properly and with a bit more RCMP involvement or just let it turn in a free for all.
Speeding on 57th st east of the Catholic school down to Briegel road is an issue. Such a risk for someone to get hit on the walking path that crosses it. This needs more policing for speeders!
Town residential neighborhood speed should be 30k with all main roads 50k. We've heard the argument that signage is too costly but the threat to children and seniors is real. Allowing 50+k on residential streets is foolish and it's time we dealt with this issue.
Work with citizens and their children around the responsibility of pedestrians. Many are wearing ear buds and many never even look before crossing the road. Rather than lower speed limits, teach people to "stop, look and listen before you cross the street; use your eyes use your ears before you use your feet." Monitoring of the new playground zones would indicate that, in the case of Deer Meadow School, school zone hours were working.
Police don't need to do the parents job and teach children public safety...their priority should be to focus on limiting violent crime and theft in olds and surrounding area. As for traffic enforcement, how many serious incidents has this town had due to reckless driving? Egregious offences need to be dealt with, but let's keep our priorities straight for the community. Crime is greater problem than a rolled stop sign

[illegible]

Infrastructure Renewal - Comment Summary

Fix core systems first — prioritize water/sewer leak repairs and ongoing maintenance; “fix it now vs. pay more later” (≈18 mentions).

Clarify tradeoffs — many respondents said they can’t answer the question without specifics on which other projects or services would be delayed (≈10).

Improve roads & traffic flow — repair potholes, pave utility cuts promptly, and address bottlenecked intersections (≈8).

Manage spending & communicate priorities — Residents expressed concerns about waste and lack of transparency in decisions (≈8).

Balance resources — don’t neglect smaller programs and basic amenities while addressing the infrastructure deficit (≈5).

Total Comments: 53

Infrastructure Renewal Comments

This question is almost impossible to answer when we aren't given examples as to what the other important infrastructure is. Is it road repairs? Is it companies actually completing projects from start to finish? Why would there not be a more balanced approach?
This question is difficult to give a yes or no answer, without knowing what projects a person is saying "no" to
Use balance so smaller projects or programs don't get cut or forgotten because of an infrastructure deficit.
Repair and pay now, or risk suffering an expensive catastrophic failure later. The choice should be clear.
It would be nice to have some monitoring done to crews - why would we need 4 trucks and 9 guys out on one job site with 6 just standing around - for more than 20 minutes ? so much wasted hours - people don't realize that wasting time is stealing
Focussing on areas where there are major leaks and then focussing on pot holes
Roads in this town need proper repair. More stop signs in Uptown Olds intersections. A high collision sign is useless. Stop means stop.
Getting the leaking water/wastewater under control should be a priority. Repair & maintain priority & longlife existing infrastructure before spending on non infrastructure spending.
I can live live without all the decorative flower planters & the strict maintenance they require - prioritize.
It's do it now or do it later when things break down, which is far more costly.
We need to completely fix a problem instead of band aiding a whole bunch of projects and then move on with a prioritized list.
As others have said it's very hard to give a yes or no answer. The town is not be very transparent or forthcoming with what the other services or projects would be. This town likes to waste so much of the taxpayers money! Waste it on statues, flower pots, roundabouts, too many staff standing around watching other staff work, not doing jobs correctly the first time so they need to repair it again and again several times, spending thousands of dollars to renovate/ build a new town office, the list goes on!
With these crews working on our streets they need to be complying with OH&S regulations before the Town has a Major Incident
Planning department needs to follow up more on completion of permit conditions and changes in land uses / upgrades and needs.
The infrastructure department does need to focus on the roads a bit more. Also why after a project that cuts into the public street does it take literally years to pave that hole over that's gotta be stopped. The developer needs to be fined by the day until that's done.
There are too many bottlenecks on the roads in town. Thinking of the intersections at 50 Ave and 54 St. and 54 St. and Highway 2A specifically. Trains and vehicles turning left can hold up traffic for several minutes. More needs to be done to improve traffic flow.
This should have been dealt with by past councils as well before spending money on Op's Centre, traffic circle, Bergen rocks and flower overkill!
Cannot say without knowing what the other projects that would be delayed.
Obviously clean water and effective sewage treatment is important, but it's hard to have an opinion on other infrastructure needs, when we don't know what they are.
A common sense decision I fed,
Lets learn from Calgary's mistake...
Again not enough information! What are you delaying what are the cost difference? How can this council ask for feedback but not give any information. This is just another waste of taxpayers time and money.
You need to focus on adding more catch basins for stormwater. Quite often when we get heavy rains it floods the sidewalk and my front lawn which is heavily sloped causing Damage to my lawn
I am happy that the Town is concentrating on the water and sewage system especially identifying leaks. I think we do need more drainage outlets for storm water as many homes have sump pumps running too often.
Also the potholes in alleys and the section of road north of Season's Encore need attention.
Need clarity on exactly what other projects and services are being delayed to adequately answer the question.
A lot of words saying nothing...No specification
As a previous commenter mentioned, specificity is lacking, particularly relative to "other important infrastructure projects."

There should be equal effort put into all "services and projects"
All resources should be split between projects
Why was the infrastructure allowed to deteriorate to its current condition, what's next ?
Without knowing what we are saying no to, it's hard to say "yes" or "no". However, fixing the water issue is a must
I agree with the other poster, cannot say without knowing what other projects that would be delayed.
Need more information to answer this question. What other projects or services and what are their costs?
Recognizing the risk, it is important to have clean, safe drinking water and ensure the sewer, wastewater are essential services but there must be balance as other areas will need to be continually taken care of playing catch up is the detrimental to our community..
What are the other important infrastructure projects are on the list? We obviously need to take care of the old infrastructure first before it's a disaster I'd say
Look at alternatives for waste water treatment. We have no control whatsoever on costs for present system!
Getting a base level of functionality and maintenance in place before expanding seems like the obvious choice. Always good to build on a strong foundation.
A common sense decision I feel.
Failure to properly invest and maintain infrastructure will ultimately cost more to replace than to maintain
Most people drive everywhere. I walk and see the sidewalks, roads and infrastructure is crumbling and needs much more work to get on top of it, that's just the visible stuff too, so I say 100% stick with the focused fixing, when these sorts of things are ignored there's a hefty bill and consequence down the road- just look at Calgary last summer, those water mains were identified as needing repair which went ignored until it was too late. Olds should be a buzzing destination but it has been neglected and it shows! Let's make Olds great.
Charging residents for unnecessary water meter replacement is ridiculous..
Yes we need to focus on our infrastructure repairs to date and allocate funds to maintain it in the future. Calgary's water disaster woke up all municipalities that it must be maintained, not installed and forgotten.
An aging infrastructure must have some yearly work. Had this been done regularly we would not be facing such a problem. With a town our size this task will never be complete but will be forever ongoing. A budget line for yearly repairs and upgrades is a must.
You shouldn't have wasted money and maintained this infrastructure in the past. Taxpayers should not have to sacrifice for the towns inability to budget and maintain effectively.
By the number of holes in the streets dug up for repairs you appear to not be gaining on the problem
It's difficult to answer this without knowing what other services or projects would be delayed.
I watched the online budget meeting on this - it's ridiculous that the town wants to "in house" the paving repairs, when the infrared repair machine is already abandoned from the past "best thing ". Contract this work out, and get it done right. The town is stepping over dollars to pick up nickels.
Town need to have real data to learn if the work is successful. A number of homes in the newer areas still have sump pumps drain directly into waste water lines
We need to maintain the infrastructure of the town. There are areas where the sidewalks & streets are breaking up & becoming a liability. The water loss in the Deer Meadows area is very concerning; we as taxpayers keep paying for that expense over & over, why not fix it?
Infrastructure in Olds seems like an overall fail. The decision to not take care of the storm water and wastewater systems is now critical. The road conditions around Olds are an embarrassment. Taxpayers continue to be penalized for the lack of planning in this community.
What is being delayed?
focus on remediation and repair of what we currently have. water and wastewater continue to be a focus....followed by roads and pathway mtce....and repair and mtce of skatepark; water park; sportsplex; swim pool and existing ball diamonds and soccer fields. no new builds at this time
To properly answer this question we need to know what is being delayed.

Infrastructure Priorities - Comment Summary

Water meter program — skepticism about mandatory replacements (necessity, cost/fees, safety, rationale), with a few noting leak-detection benefits (≈12 mentions).

Parks/trails & “naturalization” — maintain parks and mow grass; many oppose unkempt “naturalized” areas and want trails kept up (mowing, weeding, connections) (≈11)

Snow removal & winter access — improve clearing on streets/sidewalks/trails; align policies (e.g., winter no-parking, equipment use, avoid salt on paths) (≈7).

Road condition & coordination — fix potholes and crossings; repair roads/sidewalks promptly after underground work to avoid long-lasting cuts (≈6).

Sidewalks & accessibility — add missing sidewalks and design upgrades with accessibility in mind (curb ramps, scooter/wheelchair access) (≈3).

Total Comments: 38

Infrastructure Priorities Comments

I think the "mandatory" placement of new SMART WATER METERS is totally out of line and an expenditure that wasn't necessary...

the new smart meters is a real bone of contention regarding the cost of these things . Are they really that necessary?? don't think so

We live beside a little park that is no longer being maintained. What a terrible idea! How awful for the kids that used to play there. I can see saving money on not maintaining certain areas, but not maintaining a park? Come on guys.

I have to agree that the water meters are an absolute waste of money, especially after the onet debacle. Our roads are in need of maintenance, snow removal is horrible and we went from 'community in bloom' to 'community in doom'. The naturalized spaces look horrible.

Instead of plowing snow on trails, use those funds to cut grass, keep weeds in control, reduce the FIRE hazard and the danger to Homes, Business and our First Responders

I believe it's important for those who are responsible for sidewalk upgrades to use the lens of those with accessibility concerns. Many sidewalks are still not accessible to those in wheelchairs or scooters- such as the sidewalks along 2A/ college.

More information is needed on what exactly these water meters do and how they differ from the older style.

All of these infrastructures are equally important.

Don't neglect the trails and pathways.

Water meters totally unnecessary!

Stop being ridiculous with parking and changing of lane widths

Trails and pathways are usually maintained. But the new naturalized areas are embarrassing and despicable. Snow removal is sub-par for the amount residents are taxed in Olds.

Mow the grass. This naturalization initiative is a poor way to showcase our town as one that cares. I'll even mow it for you.

Really have to question why the trucks drive around all winter with their blades up? Salt shouldn't be used on the pathways as it's harmful to animals. Design new road with area for snow piles.

I'd love to see no street parking on residential streets from October to April. That would allow smaller vehicles/trucks to clear snow without needing huge and costly equipment.

If the town can't keep trails and pathways maintained why put them in in the first place?

Why did the town put in trails and pathways if they didn't plan to maintain them?

mandatory water meter replacement totally unnecessary, what did the pilot project find?

Less water meters and more grass cutting

Contrary to other posts, I believe upgrading and maintaining water meters is essential, plus slow consistent replacement ensures proper working meters which could benefit homeowners. My understanding these meters can detect and notify homeowners of leaks within their homes. Benefit for all.

I think it's deplorable that there are areas in East Olds that have no sidewalk at all. When contacted about this issue, the response was "how many people would use this sidewalk anyways?" Since when has that become a determining factor in the importance of seeing that all areas in Olds should have a sidewalk on at least one side of the street? Shameful.

Why are we charged a monthly fee for water meter replacement "some time in the future"? Have any meters already changed shown any amount of "under" consumption readings???ie not recording actual usage??

More trails and trail connections would be really nice.

There was a fire on the outside back wall of a house on highway 27, 2 doors west of Mr Mike's, 2 weeks ago.

And on a totally unrelated topic, I'd like to know what research was done on the safety of smart metres before the town decided it was their decision to install them without input from ratepayers.

Would be wonderful to get the other 2 sections of the tracks redone like Hwy 27

[illegible]

Roads - Comment Summary

Standards & accountability — inspect new work, hold contractors/utilities to quality and timelines (e.g., high gutters, sub-par restorations), and fix unclear crosswalks (≈ 10).

Excavation patching & paving — finish cuts promptly, restore asphalt properly, and stop leaving long-term gravel patches (≈ 9).

Road-utility coordination — replace aging underground lines before resurfacing to avoid re-digging and wasted spend (≈ 5 mentions).

Winter operations — improve residential snow clearing, sweep winter gravel, and consider restoring snow fences to cut drifting (≈ 5).

Total Comments: 30

Roads Comments

Some of the new residential areas side street gutters are higher than the street, rendering them useless. No accountability or record of who okayed it, do better.
Why isn't road maintenance being addressed when areas are dug up to address services? It makes sense to replace and maintain the lower surfaces and bring a road crew in after to properly pave and repair the surface.
Should be a plan to replace older underground utilities before any road replacements are considered. Money should not be wasted on true residential streets.
I don't believe you should resurface roads without knowing what the underground services are like, again complete a project and don't band aid. Don't resurface and then 2 years later dig it up to replace the underground services
Roads are not too bad really. I am more concerned about the conditions of underground infrastructure. Attention to proper patching and maintenance can make do.
No sense worrying about roads until underground infrastructure is addressed. Avoid redundancy of fixing a road to tear it up again for a water line repair.
On crosswalks, instead of painting 30% of the white markers, can't they all be done instead of a 3 year project each. Looks cheap.
The restoration of road surfaces after excavation for utility service, maintenance and installation is definitely substandard.
When the town does their digs it shouldn't take as long as it does to replace the asphalt.
Tracks by bowling alley should be even with the road and needs alignment and hole filled.
I think the completion of road repairs is lacking proper qualified work standards. In some instances it's worse than before repair commenced.
A lot of roads in Olds are not in good condition and should be maintained a lot better. Snow removal in residential areas in the winter is pretty much a joke. I see many times where a town of Olds sand truck makes a trip down my street but I have never seen in 20 years, the truck actual put down his blade to at least level out all the bumps in the packed snow and ice that the town seems to think all is good and let's just wait for the next chinook. Terrible snow removal and road maintenance in Olds in our residential areas in the winter.
When traveling north on 57 Ave just prior to 58 st there is a nearly unavoidable bump. I saw a car hit it and rip their oil pan off leaving oil all over the road. Absolutely unacceptable on a commonly travelled road. Not to mention 50 St needs to be repaved the entire way from 57 Ave to the four way stop downtown. Patching it has only made it worse.
The rocks they spread all over the roads during the winter and then don't bother to sweep up throughout the summer likely doesn't help the condition of the roads.
The road recycler Red Deer owns appears to work well
cold patch filling of potholes does nothing - corner of Highway 27 and 65th ave is a good example - the pothole there has been patched 3 times this winter spring and it will need it again before winter (I realize it is Provincial not municipal - just using it as an example
Poor planning, poor record keeping have put the Town into this message.
If cars have to be road worthy then why aren't roads car worthy...hmm ask yourself that.
Why have snow fences all been removed??? The cost to grade and blow snow after EVERY snowfall in the alley north of the Silverthorn Close crescents is astronomically more than installing snow fence on posts that were originally in place!!!!
Might be a good idea to encourage people to walk and use bicycles if the road repairs are not kept up to driver's standards. Olds is small enough to walk everywhere or bike.
Can we ensure that all crosswalks are clearly marked. There is one on 58 street that is poorly placed and often an issue.
Any roadwork I have witnessed has taken absurdly long to finish, how about hiring a full crew and actually get these things done! Make Olds great!
2 places repaired. 5 more are dug up and not repaired. Definitely going backwards.

In my opinion, the problem with sidewalks and roads begins with the inspection of new construction, or the lack thereof. Asphalt and concrete sag if the ground below is unstable, such as due to groundwater issues or drastic temperature changes.

Perhaps it's time to explore new technology and practices instead of pouring concrete everywhere?

The timely replacement of asphalt after a service/infrastructure repair would save money. There was a service repair done on 51 Street in December 2024. Eight months later, it is still a gravel patch and crews are out every few weeks cleaning it up & repacking.

This I believe was part of the Telus/O-net upgrades- hold them accountable for timely repairs. Gravel on lawns, pavement patches - the debt that we incurred from O-net just keeps on giving.

Maybe if the town hired "properly certified" pavers the roads might be better, road out front my house was "patched" after a waterline repair and now needs to be fixed again

Well the now Olds town office had some lovely paving done before the move? Can you tell us if that was tax dollars well spent?

Compared to other small towns I feel our roads are better than most. I think some focus should go towards making sure they are utilized properly. ie. Preventing speeding, proper discard of snow and water drainage.

Along with comments about enforcement changing the residential speed limit to 30km/40km per hour, speed bumps on the roads and significant signage would ensure roads are being used properly.

Snow Removal - Comment Summary

Snow removal service levels — many residents report inconsistent or no clearing on residential streets, deep ruts, and a decline in service quality (≈28 mentions).

Priorities & timing — respondents want earlier-morning plowing and higher priority for the hospital, school zones, bus routes, and key intersections; several criticize the “wait until it stops snowing” approach (≈12).

Plowing practice & materials — requests to put blades down, use graders to shave ruts, and curb gravel/sanding overuse; fix utility cuts and rough patches promptly (≈12).

Pathways & sidewalks — keep downtown sidewalks clear and accessible, don't prioritize trails over roads in storms, and encourage/enforce resident shoveling where needed (≈7).

Taxes & fairness — a few say reduce service only if taxes drop, while others are frustrated paying for removal they never receive (≈5).

Total Comments: 59

Snow Removal Comments

I'm okay with the current balance of service. Cleaning costs money - I have never not been able to get to where I've wanted to go.
I am amazed that the plow crews do not get out first thing in the morning. I regularly see them come by my place on the 2A in early afternoon after all the rush hour cars have packed down the snow into ice. DO not tell me it can not be done, I am from the Maritimes where we deal with blizzards and high snowfall, I know it can be done, and done well. Getting out BEFORE the public clears the roads better and leaves them safer for all members of the public.
We moved here 7 years ago and the snow removal was Excellent. However in recent years there has been a Noticeable decline in the way this is being done.
Priority roads are never plowed, trucks need to get and plow when needed. The darn pathways get done within hours. But not the roads, towns priorities are wrong.
I'd be happy with reducing snow removal even more if my taxes went down.
Non existent
How the hell are the roads not plowed! It's completely unacceptable!!
In a town as large as Olds, it is completely unacceptable to not plow all the roads. This is an issue that many citizens have complained about and yet it is consistently downgraded.
What snow removal? The snow just builds, melts and creates permanent rut/tracks all over town.
If a plow is out on the road to apply sand/salt it should have the blades down.
Too much gravel
My understanding is that snow removal will continue but the level of service has changed. There is a threshold of snow pack before the residential streets will be cleared, Overall the past 2 winters we have not experienced accumulation of snow, I found the roads accessible.
I pay for snow removal every year in my taxes yet never see snow removal in my part of the community. Feels great! Does not feel like a money grab or scam. I feel grateful to throw away my hard earned money into something I'm forced to pay for but never get to enjoy!
Seems to be no thought on to when to clear or not to clear our streets. Also on numerous times throughout the winter season a grader with a saw tooth blade could be used to smooth the snow ruts and not have to remove all the snow. As chinooks are prevalent here.
only service we see are sand and gravel at the 4 ways and 2 ways in our neighborhood. There hasn't been snow clearing in a few years
Great in my area, but I live where we pay for removal. In the rest of town it's terrible. The downtown is never cleared before shoppers arrive, leaving piles of snow to get from a vehicle to the sidewalk. Town sidewalks on the library street are never cleared, leaving them icy and dangerous all winter long.
We live in Silver Lynx park so snow removal is done by Park (residents have paid for the service) however we get maybe one load of gravel per year if lucky (during winter) elsewhere in town - service is poor- ice build up at the pool parking is terrible in winter
Absolute 0, mother nature removes more snow than the town does in out cul de sac. 1600 dollars for property taxes 11 years ago when i moved, 2800 dollars not and we get no snow removal. Back then it was maybe 3 or 4 times a year. Certification of everything meanwhile prices skyrocketes
What snow clearing ? Not on my street
Did not plow once where I live.
Why is the Main Street a higher priority for plowing than the road leading to the hospital?
We regularly observe Town Of Olds plough trucks travelling around town with the blades up while the snow ruts on the streets accumulate
This is a regular complaint for many citizens. Snow removal should be a given in a town the size of Olds and it's shocking that it is consistently set aside as a priority.
Too slow. And secondary streets are important too.
Please stop the policy of "waiting to clear snow until it has stopped snowing"
Please address school zones and business streets earlier in the morning
I live on a Red route and the roads are never cleaned. Bus route.
Very few people here have any idea how to drive on a snow/ice covered road, why do you insist on going 10 km/hr over the speed limit and deliberately spin your tires at the intersections ?
It's unrealistic to expect the roads to be bare and dry all year long !

I live on a crescent which is on the lowest priority and our street did not get cleared once last winter. I found this to be extremely challenging and frustrating as I have a stroller and I couldn't even leave my house because it was too difficult with all the snow/ice.
For the tax I pay they should be able to clear snow a couple times
horrible
Horrendous. My street has never once been cleared since living here. It's rough on people's vehicle suspensions and unacceptable.
Snow removal on residential streets is nonexistent!
Please do return to previous 24/25 level of snow removal on residential streets.
We completely lucked out and bought a house on a priority snow removal road.
No clearing during this last winter. If you drive down a road to get to the stop sign/ intersection you are heading to sand, put the plow down.
It would be great if everyone shovel their sidewalk. There are extremely icy areas that are risky to walk on
I had thought the snow removal used to be great here, but this last year it looked like spending was halted big time, we see these trucks but they don't put their blade down anymore and the side roads are now icy with deep ruts and dangerous. Very poor.
They didn't even bother clearing our street this year just sprayed rocks on the ice.
I do believe some streets get such big ruts that the town operations people need to address some of these issues when they see and drive over it. Bring the grader over just to level it.
The sanding truck drives around with a blade have never seen the blade used even when the snow pack on roads makes it very hazardous
Roads would not need a daily drive by of the sanding truck if the ruts weren't so deep. If the road was flat cars would be able to pass each other safely without daily sanding.
Do we save money by not clearing the snow but cost us money on road maintenance because of rutting and erosion?
Makes no sense that the road leading to the hospital is not the highest priority for plowing?
If you spend more up front to clear the snow immediately, you pay way less on potholes and bad roads.
Poor, Hospital Road needs to be priority, slow on plowing, slower on removal.
When you do plow tow those who ignore the signage because that impacts proper snow removal.
Very poor in all aspects.
The priority, setting within the priority route group is way off. The observable, highest priority of the priority routes is regularly to do with the street next to the "Olds exhibition" facilities - to the detriment of school bus routes in the immediate vicinity of the schools and the Hospital.
Horrible!
It isn't acceptable
Clear what snow?
ridiculous, what snow removal?
Difficult to watch snow clearing when there is snow melting running into the gutters
Exactly.
What snow removal? Not in my neighborhood.
I feel that if uptown gets snow removal, the businesses taxes should go up and not be the responsibility of all towns people.
When crews are not fixing water leaks in the winter they should be out moving snow on side streets.
We are the lowest priority, and we never got any crews out last winter
sand and rock overkill on streets

Waste Management - Comment Summary

Recycling access & trust — Many residents requested to bring back in-town depots and glass/cardboard options and better explain where blue-bin material goes to rebuild confidence (≈17).

Composting service — Shift to bi-weekly pick-ups in April–Nov, add occasional winter pickups (e.g., post-Halloween), and restore large seasonal yard-waste bins (≈17).

Operations & service quality — Tighten collection practices (close bin lids, ensure apartment access, right-size for larger households) while keeping recent reliability gains (≈17).

Pricing & value — Lower costs or add pay-for-extra options, and show where the money goes (≈8).

Garbage pickup frequency — Adjust black-bin cadence (some want weekly; others say current every-two-weeks works) and consider alternating blue/green in summer (≈4).

Total Comments: 50

Waste Management Comments

I think that weekly compost is too frequent. I would do every two week pickup start of April to end of November.

I feel the loss of a it recycling centres in town has been a great disservice to the community, the residents and how so many households now disregard the proper usage of all bins. It's become a free for all

The loss of the recycling centres n town is a great loss to the community

Stop the blue bin scam, it just ends up in the dump. Black and compost only

Please bring back the large yard waste bins. The small residential bins are not adequate

what's the value of the blue bins when it all just goes to the dump. seems like a waste to me

One more compost pick up during winter would be most appreciated.

Green every two weeks, need lower pricing.

Bring back large neighborhood bins for spring clean-up

The current program is great for two person household however, it is understandable that larger householdS may find it lacking in a lot of circumstances

We need recycling for glass jars, etc. Not sure why that was stopped.

I miss the big 3 cubic yard community bins. Being a two person household our black & blue bins are often less than half full. BUT my black compost bin is full almost every pick-up.

bring back blue bin recycling. replace large cardboard recycling bins.

The Town of Olds was proactive with the 3 bin implementation and has failed in recycling

Wish garbage was every 2 weeks instead of 3.

Garbage is every 2 weeks...

Why don't we have garbage picked up every week and alternate blue and green bins for the summer?

I do believe you made a big mistake when you shut down the in town recycling spot. People will recycle if you make it easy for them to do it.

The big neighborhood bins for yard compost were helpful.

Terrible at recycling

In all honesty, services in Olds were much better 15 years ago. We had yard waste bins for branch and lawn clippings. Better recycling (even though it all went to the dump anyway or ended up in seacans)

Too many blue box contents restrictions. Are you aware of how much plastic ends up in the garbage?

Recycle plastics, cans, cardboard and papers. Should not be "dumped" into the waste disposal. What happened to recycling?

They were a waste of money because contractors use them for garbage and unacceptable waste.

They are meant for the residents use.

The last garbage company that had the contract closed all the lids when they dumped. Thus current supplier i think intentionally leaves all the lids open to fill the bins with rain and snow. I find it quite hilarious.

Never had an issue with the garbage pickup. We are a household of 5, and are so thankful it got switched to every 2 weeks instead of 3!

Being back the big green bins in multiple locations in the summer.

Maybe in one central location. They were stinky and abused.

Great system, I don't miss the big green bins. There was too much abuse of these bins. If you follow the guidelines for each bin with a family of 5 there is ample space in both the blue and black bins. Early spring the green bins fill up quickly but with the branch/grass dump this works well. Thank you!

it would be nice to have the black bin picked up every week.

Not having compost taken all winter was a downgrade

Excellent idea to pick green bins every week!!

Would it be possible to add an additional winter compost pickup, even if it was at the expense of one or two of the main-season weeks? Additionally, ensuring that everyone has at least one compost collection after Halloween would be nice for pumpkin disposal.

Excellent in all areas

Teach people how to compost! Bring back recycling!! make people pay for extra garbage. Living in such a wasteful way is not good for the next generations who will be living in piles of garbage.

I wonder how much more carbon is emitted making residents drive small vehicles to Didsbury to get rid of recycling since the town shut the recycling depot in Olds?

It's at least a little better now every other week, since it used to be every 3 weeks.

The removal of the large compost bins has created severe hardship for the seniors who now have very few places to get rid of the autumn leaves.

it is frustrating when some times the lids are closed after pick up and sometimes they are not. When the lids are not closed, rain and snow get in and, in winter the bottom freezes. Why can't the driver drop the bin slower so the lids always close

A Winter compost pick up would be great, like special once a month or two even?

Waste collection has been a lot better this year than others. A few compost pickups during the winter would be a nice addition.

Does a compost bag exist for the green pickup bin? Might facilitate winter pick up a couple times...

I believe most of the blue bib goes to the waste disposal in Didsbury, so why pay for recycling???

Are we recycling? I have heard that blue bins go to Didsbury landfill?

Collection is outstanding but leaf and thatch is improving

Collection is good but way too costly. Other places have similar pickup schedules and pay 1/4 of the amount. Where's the money going???

Meets the average needs. Would anyone be able to explain where our blue bin recycling goes?

What recycling and compost programs are in Olds? Apartment buildings— all

Goes into "black" garbage.

What are the cost of the other things besides pick up? Is it a cost we should be paying?

I like our schedule for waste management and enjoy initiatives like "kick it to the curb" that Foster community engagement and so not cost money.

Spring Cleanup - Comment Summary

Branch dump & access — Keep the branch dump, expand hours (evenings/weekends), and consider accepting more items; reuse chipped branches as free mulch (≈6).

Yard-waste & compost capacity — Restore/add options for grass/leaves (e.g., seasonal large bins), consider a municipal compost program, and promote “leave clippings on lawns” where appropriate (≈5).

Pop-up transfer stations — Run more often (spring and fall; more than one weekend), ensure convenient times, and keep/broaden hazardous & large-item drop-off (≈6).

Program communications — Advertise dates, locations, and what’s accepted beyond social media so non-users aren’t missed; make a simple “what/when/where” guide (≈5).

“Kick it to the Curb” — keep the program (widely praised), noting mixed views on whether the Town should facilitate or leave it resident-led (≈4).

Total Comments: 26

Spring Cleanup Comments

Poorly thought out. I feel the bins were a better solution and we need our own waste transfer rather than driving to Didsbury or another community to dispose of waste
Grass clippings should be left on the lawns
All these are great. Especially the branch dump. Much better than the large green bins. Those were abused.
The branch dump is a great addition. And the extra green bin pickup is fantastic. We this town does desperately need a place to dispose of excess grass, leaves if necessary. With all the space at the new office by the branch dump, I would think the town could easily operate a compost service and offer compost to residence for a reasonable price during the summer season.
The branch dump is good, but the branches should be mulched and then given away to people who want to mulch their trees and shrubs - much healthier for them than grass!
I miss the green bins but I love the new spring cleanup programs!!
The branch dump is helpful but extra grass bins would be appreciated. The spring clean up would be better a little later in spring.
The pop up transfer site should be more than one weekend
I really appreciate the branch dump, I would love to see expanded hours for those of us who work M-F 8-5, some evening hours would be appreciated
The time of day the Branch dump is open Monday to Friday makes it challenging for those that work. The items accepted/ denied at pop up station don't meet the needs of some.
Spring clean-up pop up times are never very convenient.
Poor advertisement of the program, with social media this should be a no brainer
It's posted all over social media
The landfill in Didsbury is partially owned by the Town of Olds. Why would we build another one?
Kick it to the Curb was great!
You need more advertising about these programs.
Where did the giant compost bins go? They used to reside in our now un-maintained park. They were a great idea.
Why are we restricting lawn care companies who perform the tasks homeowner's normally do but prefer to hire out from using our disposal facilities? Why not instigate some form of identity that it is an Olds property waste? Perhaps some cameras at our previous bins locations would have solved outside of Olds people using our waste bins. ??
Kick it to the Curb is great for those who have a difficult time hauling large items to the dump.
Not for people not on social media.
I appreciate the pop-up station to get rid of hazardous waste and large items
I would love to know more on these, and the when's
Should offer spring and fall service. It was better in the past where larger items were also cleared.
People can do kicks it to the curb without wasting town resources.
This is a positive initiative
Kick it to the curb is done all the time! And doesn't cost the taxpayer a thing!

Planning & Development - Comment Summary

Walkability & accessibility — Make large developments (e.g., Cornerstone) pedestrian-friendly; widen/complete sidewalks; improve access for mobility devices; and add/upgrade multi-use paths and bike links (≈11 mentions).

Transit & community bus — Add a simple town bus with regular routes/hours, improve the Sunshine Bus for seniors, and consider service to larger centres for medical/airport trips (≈7).

Housing mix & supply — Create more affordable options (smaller homes, town/row homes, gentle infill), increase lot availability, and avoid over-reliance on condos; use better infill design standards (≈8).

Planning, transparency & growth — Strengthen planning oversight, engage the public on area-plan changes, be clearer about land deals/costs, and focus on maintaining what exists before expanding (≈8).

Total Comments: 33

Planning & Development Comments

If you're building more large developments (like Cornerstone) make sure they're walkable and pedestrian friendly! It's a nightmare in there! Transportation is a problem for seniors who no longer drive and for others who don't drive. The Sunshine bus is helpful but not convenient and has limited hours. A smaller shuttle bus with a regular route would be helpful as many who do not drive are far away from shopping and recreation and service areas. Walkability - wider sidewalks. There are lots of places in town that are not pedestrian or mobility scooter friendly. Cornerstone should do a better job of paving over potholes. More affordable smaller homes for seniors, NOT Condos ! Focus should be on supporting and enhancing pedestrian and cyclist connections throughout town with a focus on connections to services and recreation facilities such as parks and sports fields. A community bus is also needed to transport people throughout the main areas of town regularly throughout the day/evening. A community bus transporting people to larger centres for things like medical appointments, airport, etc is also needed. Planning, does Olds have a planning department? Sure does not seem that way. The town really needs to become more proactive in creating affordable housing areas. Young couples and older empty nesters do not want to buy 4-5 bedroom homes yet that is all the builders are creating. There is no use in doing economic development if the people you need to work in your community have to buy/build in other communities. When they do, they spend their money there, use the facilities there and pay taxes there. Stop letting the builders run the planning and development of the community. The town needs to take over the Richardson development. To attract more people to move to Olds large sized lots need to be offered. Support daily bus trips to Calgary. Affordable housing needs to be in infills in established neighbourhoods, for lower income people is needed. \$350,000.00+ homes with granite and glitz to name a couple of luxury items are not always necessary. Town or row homes and multi family units, like in Quebec where a duplex is not side by side, but rather one above the other may help. Owner and renter. Decent access to shopping would help. Responsible growth is essential. Reminders that with new developments added pressures to resources in the town. No more dumb art projects along the road. More transparency would be nice, less 1 dollar property sales would be lucrative to the community at large A connected path system that keeps bikers off roads would be nice. Adding additional multi-use pathways will help reduce road degradation (due to decreased traffic) and increase community health. Bikes are transport, not just for recreation. Duplexes are great as infill projects with higher density living, however, when licensing duplexes to be built as infills, do NOT allow front driveways. They are extremely unfriendly and those people never shovel snow and it becomes very icy and it is a hazard walking past them. Make the town more welcoming and walkable. The art projects bring in tourism and people really like them, I say more "dumb" art projects the town a personality not a blank slate With all the Seniors we have in town and growing every year, wouldn't it be prudent to maybe have a couple of regular Bus Routes that go around key spots in town? Rural Municipalities must dump the net-zero plan altogether — carbon dioxide is plant food, not a pollutant. LET'S STOP WASTING OUR MONEY ON THE UN AGENDA!!! Braun's KICIEI website is full of strategies, background, and practical tools. It even includes a carbon calculator to help municipalities figure out how much CO₂ they produce, absorb, and how much they're being asked to spend per insignificant tonne. She runs on the philosophy of "Localism over Globalism" and facts over fiction. As KICIEI rapidly becomes a national grassroots network, her main goal this year is to focus on behind-the-scenes support — helping local leaders organize and take action in their own communities. GET INVOLVED IN KEEPING OUR COMMUNITY FREE OF ICLEI!!!! The absolute last thing this community needs is more seniors housing. THIS COMMUNITY DESPERATELY NEEDS AFFORDABLE HOUSING
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[illegible]

Olds Aquatic Center - Comment Summary

New or regional facility — Plan a larger multi-use complex or new pool (often paired with arena/fieldhouse) and explore a regional partnership model (≈9 mentions).

Hours & lane access — Expand adult lane-swim capacity, add adult-only/free-swim slots, and extend/adjust morning and evening hours (≈6).

Maintenance & reliability — Fix and keep core features working (hot-tub jets, showers/temperature, steps/handrails, timing clocks) to avoid deterring users (≈6).

Amenities & accessibility — Add a sauna/steam room and more toddler splash features, provide covered seating, and improve accessible paths/seating around the site (≈4).

Centennial Park rink — Reconsider the outdoor rink/warming sea-can in Centennial Park due to aesthetics, cost and location concerns (≈3).

Total Comments: 34

Olds Aquatic Center Comments

Inclusive connectivity, pathways, linkages, picnic tables should be access for strollers, mobility aids, scooters, wheel chairs.
More Lane Swim Options 2 lanes in the evening especially in the winter is not enough Longer hours open both morning and night. I would look to revising your hours to reflect a 5:30 - 10 pm or 9 pm,
unprofessional staff who belittled us while trying to teach our special needs daughter how to swim. and when we complained we were dismissed
sauna or steam room addition would upgrade the experience
The Town has completely ruined our wonderful open space of Centennial Park, the ice rink should never have been built there.and now we have further made the park even uglier by adding a sea can container for a "warming shed" Leave Centennial Park alone
Not applicable to me
The pool renovation was a waste of money. The pool was in poor condition and I'm well aware it cost over 3 million dollars. It would have been better to build a pool that meets the needs of the population. It's also poorly staffed and the schedule is reduced. Other towns have much better facilities.
New pool should planned for community center
Hot tub was not working for 2 months. Jets still do not work. It would be nice to have a steam room also.
More swim times for Adults with no children.
We don't use very much.
Work towards a multiplex
If the old arena can be revitalized and a new double surface built would be great. Also need a fieldhouse.
I have only been to the pool twice since it was built. I did not rate for that reason. I do believe it is important to the town however. A multi purpose complex like the collicut center in Red Deer or Spray Lakes in Cochrane would be a better use of facility space. It would be a large expense and could be a major center for the central alberta area. A major project plan. Applications to Lotto funds, government support etc.
The expense that went into that ice rink is ridiculous. With our unpredictable winters, you can't put ice in til the conditions are ideal. Are poor decision for tax payers dollars.
I haven't used the aquatic centre in some time now...Hard to give a rating..
i hold a yearly membership at the pool. the maintenance of this facility is really lacking - the steps into the pool needed repairing (handrail was loose) instead they removed the steps altogether making it nerve wracking for seniors to get into it now. The top jets on the hot tub have not worked for nearly 5 months now - when asked about this - excuses come in all forms but nothing concrete. Since we cannot use the whole facility - there is no discount offered because the whole tub is not working . This is a beautiful facility and with proper maintenance and guidance could last for another 25 years . So many of my friends that used to come to the pool with me have stopped going because the hot tub is not functioning properly .
Maintain the installed and built-in services that were designed for public use when the facility was new things like the hot tub and the entrances to the pools are very important to the ongoing patronization of the aquatic centre by those who really want to use it. The lack of maintenance is a serious disincentive to public patronage of the facility.
Maintenance only

Adding more splash activities or interactions like a slide in the toddler area as there is not a lot of engaging things things to play with other than buckets and toys.
Also having better preschool lesson times as there are no times that really work for working parents. Not everyone can be a stay at home parent.
More free swim slots for adults.
More future work to be done to unite all the walking paths in town.
When the family change room is out of order, many women bring their sons (clearly over the age of 6) in with them. They are fully capable of changing themselves. It's uncomfortable trying to change and seeing a ~9 year old boy staring at you.
Adjust early morning hours to accommodate adults leaving time for school usage.
I gave this a high rating, but last time we were there the jets weren't working in the hot tub.
There needs to be covered seating added.
make a multi function building with ice surfaces and pool and indoor soccer pitches
Arena requires a massive upgrade if not a new facility.
Olds and surrounding communities really need to work together to have a regional facility. There are regional facilities that are within your travel distance of 1 hour. People drive that all the time, having an arena or pool within 5 minutes is great but it is just not feasible. The county of Mountain View, Didsbury, Cremona, Sundre, Bowden even extend to Carstairs and innisfail should find a middle point and work together to build an amazing facility.
The showers and change rooms could definitely use an upgrade. The water is either freezing or scalding. Is there no way to have it a consistent temperature. Plus, the showers are sporadic about working. Also the hot tub was down for months this winter. Why is it so difficult to keep it running? One of the stop clocks has not worked for over a year. Surely this is a minor repair. Many of use the clocks to challenge our time and improve our fitness.
Never been inside building even tho I donated to construction
Never used the facility.
Don't spend any more money on Centennial Park! It is now an eye sore and a waste of tax dollars!
A regional facility would be great. Is there grants and resources the town and surrounding areas can look into?
As for our pool, it needs to be heated better first thing in the morning.

Communications - Comment Summary

Early input on decisions — Ask residents before council acts (votes/town halls/surveys) so major moves don't land as surprises (≈7 mentions).

Multichannel communication — Use more than Facebook: promote agendas widely (radio/newspaper/utility bill inserts), post timely updates on the website, add site signage/written notices for permits, and close the loop on reported issues (≈10).

Naturalization policy & trust — explain the rationale, control weeds, and model upkeep; many cited naturalized areas as an example of poor consultation (≈4).

Fiscal transparency — clarify tax increases and big-ticket items (e.g., ONET sale price, admin pay, office move) and tie them to public input (≈6).

Total Comments: 27

town does well NOT having Strong communication or wanting citizen input. Example the poorly conceived Naturalized Areas. They don't meet the Town's own bylaws.
There has got to be a better way to communicate with the public about council agendas and planning on a larger scale.
No more council pet projects or investment of ratepayers money in businesses or projects without consent of ratepayers through direct communication such as surveys/voting.
A lot of large budget items seem to be approved without taxpayer/community input. For example: the operations center, o-net, hiring more ME officers, hiring more fire department staff, etc
Residents do not get informed until after decisions are made
Why are our taxes increasing 2.5 % for the next 2 years (at least) when the present Town Office has been sold for an amount that should cover the O net deficit. There again we have never heard what the sale price was!!!!
Taxes should be lower. Utilities should be lower. Nuff said.
I have heard from numerous residents refer that our peace officers are nothing more than town dog catchers. You rarely see them doing anything and when they are they just seem to be driving out of town. Why not get them out in the community doing traffic enforcement, interacting with the public at events or in local stores and even driving most of all the streets in Olds, on a daily basis, to just have a public presence.
Show by example! Now all the unkempt yards can say that they are following the town's example. The unsightly so called NATURALIZED AREAS are making the town look like they really don't care.
When there are permits being granted for oversize and out of regular building bylaws, the people in the direct vicinity should receive written notices of the proposed project before it is approved. Not just the standard notice in the paper.
We don't do Facebook.
It is true if you don't do Facebook which neither do I, you are a bit cut off but you can hear it from the Facebook people without the rest of it... 😊
Telus bought ONET for \$11 million. It's on the website for a few months now.
they definitely need to present projects that affects neighborhood appearance and functionality to either a vote or town hall meeting prior to implementing example of the time an money wasted is the naturalization fiasco
This naturalization program took our whole neighborhood by surprise. We do not feel listened to by members working for the town. Our areas concerns were swept under the rug as being petty and unsubstantiated.
Seems to me the town has done a much better job over the last year or so providing responses and correspondence to Facebook and town posts. Noticeably better communications in that department from a few years ago
Council meetings are on the website complete with the agenda but unless you are aware that this is there residents won't look. Perhaps radio announcement and use of the newspaper to complete information cycle. Or in November after the organizational meeting have a full schedule and how/where to find the agendas in the utility newsletter.
I need to do a better job of staying informed
Further to this, if there were changes/ variances being requested, in previous municipalities I've lived in there would be a physical sign on the property indicating that proposal. Why can't that happen here? Currently if you are not diligent in scouring the paper, just in case, you will probably be uninformed of proposed changes that you are just outside of the mandatory notification zone of.

[illegible]

Town Experience - Comment Summary

Public input & transparency — decisions feel pre-set with limited consultation; the naturalization program is the main flashpoint cited as a surprise (≈11 mentions).

Follow-up & closure — many report no response, long delays, or form-letter replies; a few got timely answers that still didn't solve the issue (≈10).

Resident treatment — people often feel unheard or dismissed (incl. bylaw interactions); a smaller group praised courteous staff but blamed the system (≈12).

Naturalization program — residents expressed notable negative sentiment, with some saying it was “rammed through” with little/no consultation, looks like “not cutting the grass,” and creates weed/garbage issues; several also criticize the attempted “fix” as inadequate (≈8 mentions).

Services & bylaws — modernize online tools/forms; create/enforce a residential noise bylaw; clear sightline-blocking trees/shrubs; better explain the playground-zone change (≈7).

Total Comments: 49

Town Experience Comments

Town does not want to have information that could impact what the Town wants.
Still no follow up on drainage in my backyard and contractor signing off that yard is complete and town gave contractor his refund by now
Council hears the words that are said but they appear to come into discussion with a decision having already been made and therefore it feels like a waste of time to speak to them in chambers.
Naturalized Area beside our home. No prior consultation with our neighborhood
The naturalized areas is just code for not cutting the grass or looking after that area. It will lead to problems in the tall grass of all kinds including garbage dumping.
I have had too many bad experiences in the past, I don't bother reaching out unless I absolutely have to.
We submitted a complaint and the town took well over 4 months to respond. By then the neighbour had the building already up, against the bylaw. THEN the town finally gave us a notice and we were told we had to pay to appeal it. So ridiculous since it should not have gone up in the first place! Then we were informed they made an exception for the neighbour to build after everything was already done. Not impressed at all. Very annoyed that the town does NOTHING to enforce bylaws. But rather makes us pay to appeal things that WERE NOT APPROVED TO BEGIN WITH. That neighbour should've been made to tear it down and move it!
Taxes have gone up and services have gone down the toilet. This naturalization project is a nightmare for those who need to live by the mess. Property values will drop; fire hazards will rise; rodents and garbage will increase; more neighbors will follow the I don't care attitude and you will have made enemies of many of the citizens of Olds.
After 2 weeks of responding, cookie cutter response
Comments stated when I showed frustration with the change from school zones to playground zones, and the naturalization debacle. The councillors operated off near misses but not accidents and a lack of public engagement has me wonder about the information they use. I was made to feel like a child killer even though I have kids in the school. most days I rarely see anyone adult or child on the sidewalks outside school hours. Definitely fewer in the winter and yet speed is reduced from 7:30 am until 9 pm. Hard to keep a car at the 30 km speed. I use cruise control. Only seen one officer since the change and I drive this road a few times per day.
The town is extremely hard to deal with. Ever since Judy Dahl came into the town it has had an air of "they do NOT care what the town people think and they'll do whatever they want" it's time they go back to small town helpful and get out of ignorant disassociation with the people who pay their wages!! And STOP signing up for UN control tactics over our town!!!!
Did report a problem twice not a word back from town either time.
By-laws should be created and enforced with community benefit and convenience in mind. Enforcement should be similarly purposed, and carried out with compassion and discretion by officers who have taken the time to learn the laws they enforce. The town of Olds is a place to live, not a place to be forced to jump through bureaucratic hoops for little community benefit, or to be victimized by law enforcement officers who sometimes display a seeming ignorance of the laws they enforce.
Naturalized areas and removal of poop bags are half baked ideas.
Trees and shrubs should not block the view of approaching vehicles. For example: The view north on the corner of 57 Ave.and 52 St. threatening letter for water meter replacement. No names or signatures provided. Communications should be involved in producing respectful letters sent
Our town administration has lost sight that they are working for the taxpayers and should focus on listening to the taxpayers more.
I was told by the bylaw officer there is no noise bylaw. They "hope" people quiet down by 11 pm on weekdays and midnight or 1 am on weekends. We need a residential noise bylaw written and enforceable that has reasonable hours with an exception provision for special events.
Bylaw took 5 days to respond to a residential noise concern.
Online services regarding property taxes etc do not provide all information easily, you have to call in to get previous tax info
Info & methods to get service very outdated in my experience.
No follow up
Any concerns a person may have they get shuffled around, not always contacted in a timely manner..
See previous comments
I have had all simple emails and calls responded to in a timely matter, thank you. Unfortunately it was not helpful for my situation, but now I know

Form letters
They refused to do anything
Not opened to evidence produced that is contrary to the opinion of the town....They seem to forget that they are employed by the citizens of the community that they serve, who may be more informed than they are..
Patronize call.
Ignorant responses to concerns about evergreen trees blocking the driver's view at a street corner. Responder claimed it was within the allotted space. No. Nobody can see around the trees. Just pull it or trim it up eight feet.
Dealing with the naturalization issue was a nightmare! No consultation with homeowners this was going to affect....just rammed it through!
Problem unresolved due to lack of correspondence
Damaged my vehicle on a pothole in town. Guy on the phone made me out to be a liar and was exceptionally rude.
How many Town of Olds vehicles are necessary to run this town? There seems to be a lot more vehicles driving around or sitting in a spot with a driver and maybe a passenger, but not much getting done. I witnessed the other day, at the ball diamonds parking area behind Walmart, a Town of Olds employee picking up garbage. He seemed to be scared to walk. He would pick up a piece of garbage, get back into his truck, drive 5 feet, get out, pick up another piece of garbage and repeat. Very lazy and what a waste of fuel if he does this all day long. And that was only 1 employee. How much other waste is going on that we don't see but are getting billed as taxpayers?
I dislike the plexiglass barriers in the town office.
the naturalization ordeal was supposed to be corrected but the fix looks almost as bad as the proposed naturalization
I have inquired about supervised visits, this is not a town issue but they have 0 idea or info for this, it would be nice to have people who are informed about their town. When I was looking for subsidy for cat spaying- since this operation is \$300+ , I got a form where I needed a priest or principal to vouch to how broke I am as a single mother. This is very outdated, and as I have neither of these I did not qualify. How about proof of income? I can provide that! something actually real, and not just an opinion.
Safety concern for citizens is completely dismissed. It's like the town workers don't even live in the town and have no care for the town or its people.
Very concerned about what appears to be snap decisions with no public input ei. Nature areas
I totally agree with the last statement
Had no interest in our ideas.
No treatment. Was ignored
The only positive from the town
i was treated respectfully but did not feel heard
The employees of the town have always been helpful, kind and patient as they can, it's not their fault the town has terrible outdated forms
I know personally some of the councillors. I know the job is not an easy one. For the most part respect is given, however I sometimes don't feel; heard.
Respectfully dismissed with no care for public safety
They did not really care what you had to say
Calls rarely returned and when they are it is some excuse on why it can't be done or someone else's department , then you never get a call back from that person