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2027

Budget Survey Results

What we Heard

2027 Budget Survey Highlights

Executive Summary

1

Value for taxes is about service and understanding

Perceptions of value were tied not only to visible service levels, but also to how clearly residents understand where tax dollars go and what they receive in return.

2

Support for investment depends on the purpose and conditions

Participants were more open to investments when the need, benefits, costs and potential impacts were clear, while areas such as Uptowne and industrial growth showed more conditional or divided support.

3

Core infrastructure is the strongest priority.

Participants placed the greatest emphasis on roads, water and wastewater, and maintaining existing municipal assets before lower-priority investments.

4

Participants want to maintain services while keeping costs manageable.

Most respondents favoured either maintaining current services with moderate tax increases or limiting tax increases even if some services or projects are reduced or delayed.

5

Access to information does not always mean people feel informed

Residents identified several preferred Town communication channels, but the results suggest that feeling informed depends on receiving enough context to understand decisions, costs, priorities and impacts.

Section 1: 2027 Budget Survey Highlights

The 2027 Budget Survey gathered input from 329 participants on Town services, infrastructure, taxation, public safety, growth, parks and playgrounds, and communications. The results reflect the views of people who chose to participate and will help inform the Town's 2027 budget process.

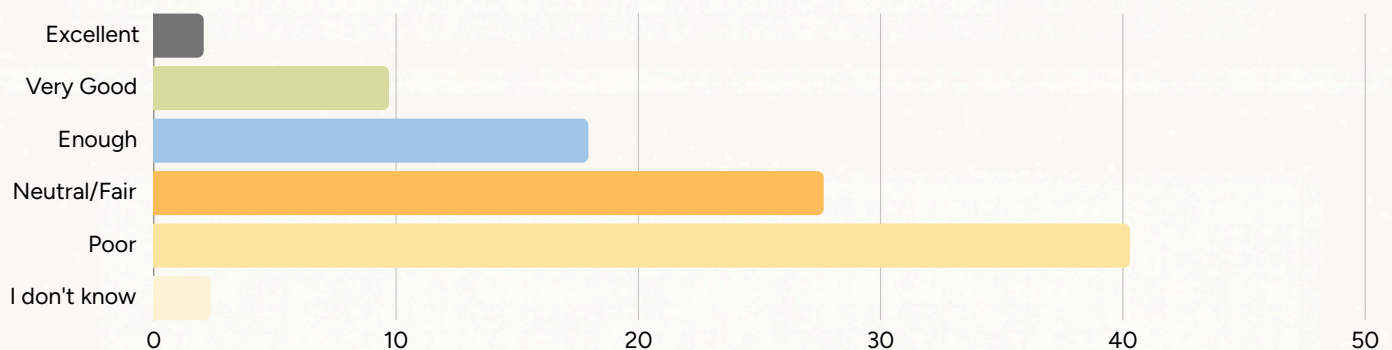
What Stood Out

Value for taxes is about service and understanding

- **40.3%** of respondents rated the value received from Town-funded services as poor.
- Written comments often connected value with visible services such as roads, snow clearing, green-space maintenance and infrastructure.
- Others said they did not know where their tax dollars went or lacked enough information to judge the value they received.

The feedback suggests perceptions of value are shaped by both service delivery and how clearly the Town explains spending, costs and outcomes.

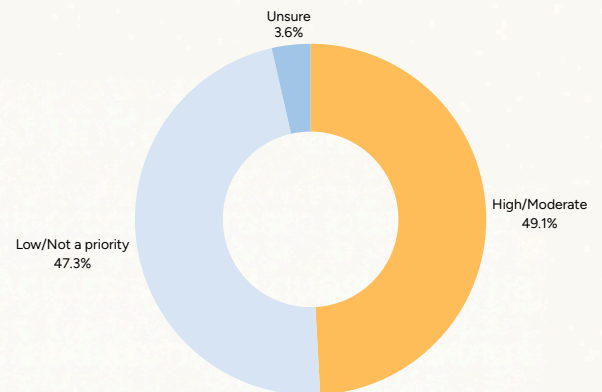
What level of value do you feel you received from the remaining taxes used to fund Town services? (Question 9)



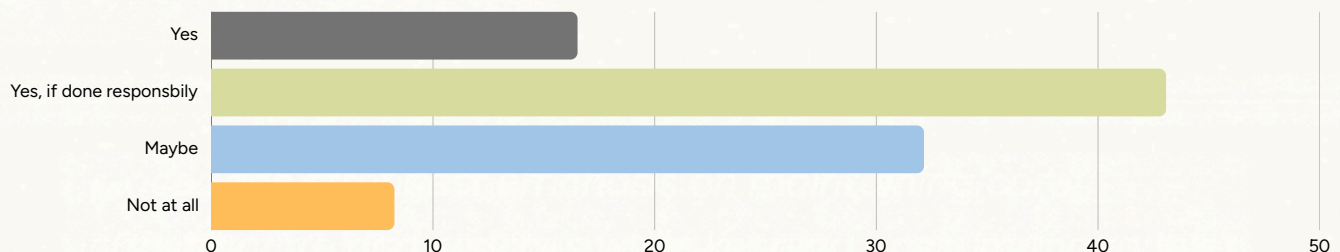
Support for investment depends on the purpose and conditions

- Most respondents did not reject industrial growth. The largest group supported it if done responsibly, while nearly one-third said they needed more information.
- Uptown revitalization showed much less agreement: **49.1%** rated it a high or moderate priority, while **47.3%** rated it low or not a priority.
- Written comments often reflected competing priorities, who benefits and who should pay.
- The results highlight the importance of clearly explaining the purpose, costs and expected community benefit of major investments.

Priority of investment in Uptowne Olds (Question 20)



Do you support industrial growth in Olds? (Question 21)



Core infrastructure is the strongest priority.

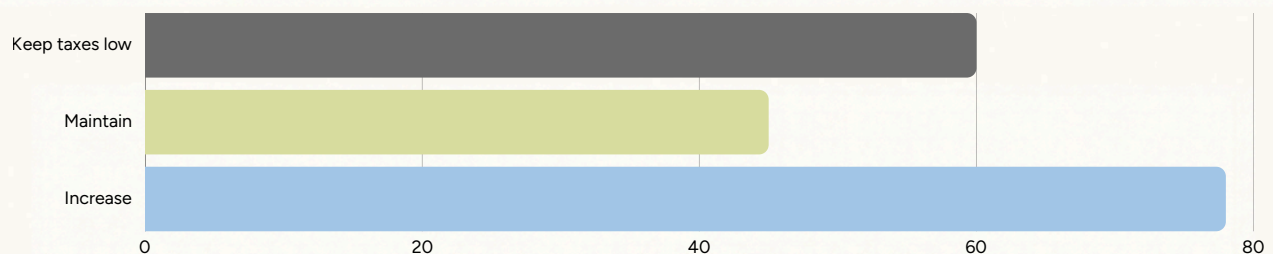
- Roads and water and wastewater infrastructure ranked highest among long-term infrastructure priorities.
- Written comments repeatedly emphasized roads, aging water and sewer systems, sidewalks and maintenance.
- Participants often contrasted these needs with spending they viewed as less essential.
- The broader message is to maintain and renew existing assets before taking on lower-priority investments.

Participants want to maintain services while keeping costs manageable.

- Responses were almost evenly split between maintaining current services with moderate tax increases when necessary and keeping tax increases as low as possible, even if some services or projects are reduced or delayed.
- Only **11.6%** supported increasing investment if it required higher taxes.
- The results suggest greater support for targeted improvements than broad service expansion.
- Snow clearing illustrates the trade-off: residential snow removal was the top improvement identified, but **52.9%** of those who answered the cost question would not pay more for improved service. Another **29.6%** would pay \$1 to \$5 more per month.

Keep tax increases as low as possible, even if it means reducing or delaying some services and projects	43.15%	145
Maintain current service levels, accepting moderate tax increases when necessary.	45.24%	39
Increase investment in services and infrastructure, even if it requires higher taxes.	11.61%	39

Willingness to increase taxes with corresponding service level impact (Question 11)

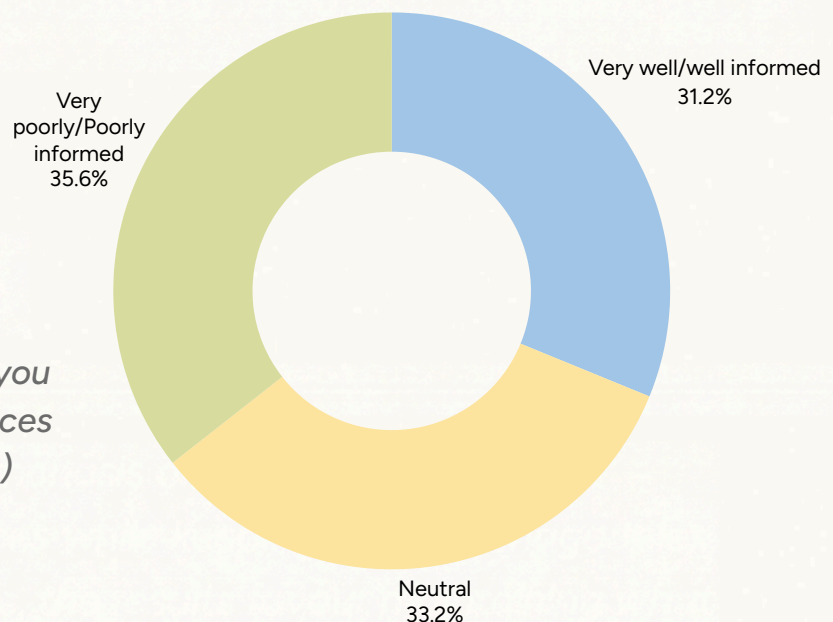


Access to information does not always mean people feel informed

- Facebook and the Town website were the most commonly preferred communication channels among participants.
- About one-third said they felt well or very-well informed, another third said poorly or very poorly informed about Town projects, services and decisions.
- The final third indicated a “neutral” stance.
- Respondent-level analysis showed that many people who felt poorly informed still identified Town communication channels as preferred sources.

The opportunity is not simply to communicate more, but to provide clearer context about decisions, costs, priorities and outcomes.

Overall, how well informed do you feel about Town projects, services and decisions? (Question 24)



Overall Message

Participants generally want the Town to focus limited resources on core infrastructure and reliable services, make targeted improvements where needs are strongest, keep additional costs manageable and clearly demonstrate the value residents receive for their taxes.

Section 2: About the Engagement

2.1 Purpose

The Town of Olds conducted the 2027 Budget Survey to gather public input on service levels, infrastructure priorities, taxation, public safety, parks and playgrounds, growth and communications.

The results will be used as one source of information to help Council and Administration understand community priorities and trade-offs while developing the 2027 Budget.

2.2 Survey Design

The survey included **29** questions covering:

- branch dump and grass clippings services, snow clearing and other infrastructure priorities;
- property taxes and value for taxes;
- public safety;
- trails, parks and playgrounds;
- business development and industrial growth;
- Community Connection Centre services;
- communications and engagement;
- respondent demographics.



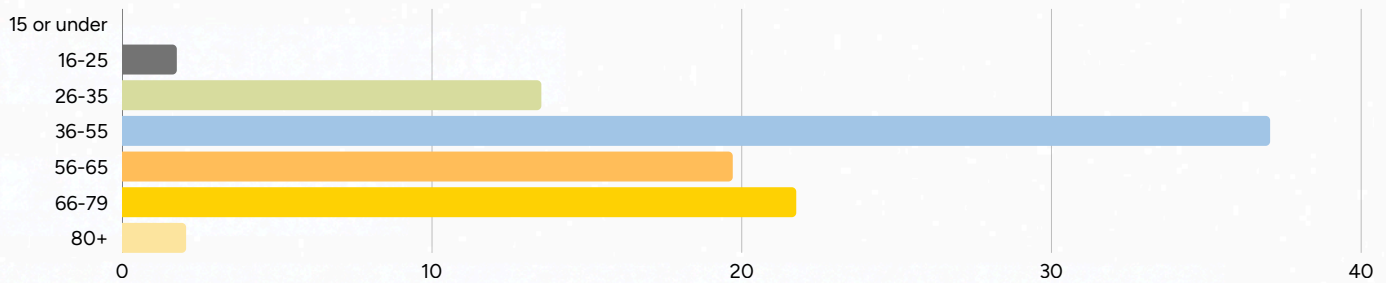
2.3 Who Participated

The survey ran from June 26 to August 19, 2026, and received input from **329** contributors.

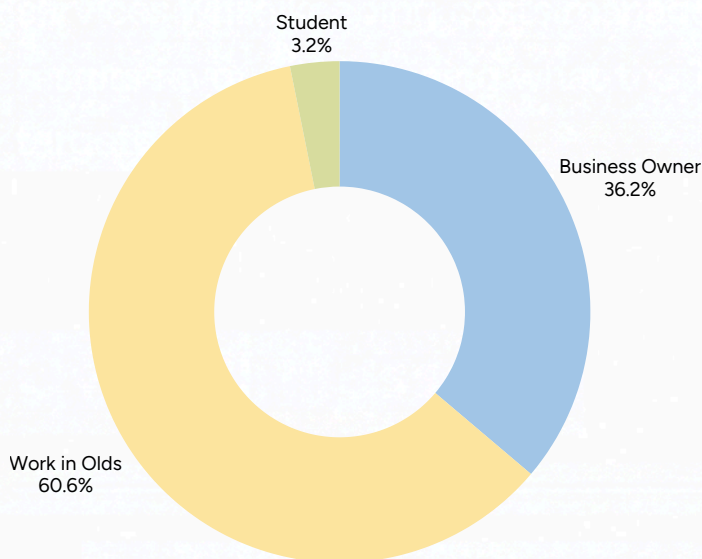
Respondents represented a range of ages. The largest group was **36** to **55** years old, while people aged 56 and older also represented a significant share.

Homeowners were strongly represented: about **89%** identified as homeowners in Olds and about **7%** as renters. Some respondents also identified as business owners, people who work in Olds or county residents who use Olds as their primary hub.

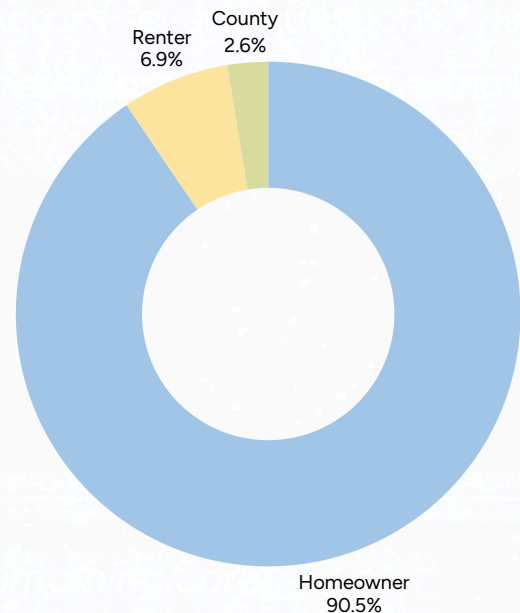
Age of participants (Question 28)



Working situation (Question 29)



Living situation (Question 29)



2.4 How We Analyzed the Feedback

Quantitative results and written comments were reviewed separately, then considered together to identify the strongest themes, priorities and areas of differing opinion.

Not every participant answered every question, so percentages are based on the number of respondents who answered each question unless otherwise noted.

Written comments were used to add context to the quantitative results and help explain why participants responded the way they did. Major findings were also tested against comments that challenged or qualified the interpretation.

Analysis was assisted by artificial intelligence to help organize feedback, identify potential themes and draft summaries. Town staff reviewed the original responses and validated the findings and final report.

2.5 Limitations

Although we try to encourage broad participation, the survey was completed by about 329 people, a standard response rate for the annual survey. 89% of those who completed the survey identified as homeowners in Olds. Results reflect the views of people who chose to participate and should be considered alongside other information used in the 2027 budget process.

Section 3: What We Heard

3.1 Focus on the Basics and Show Value

Participants placed the strongest emphasis on maintaining core infrastructure and services while keeping costs manageable. Across several questions, the results favour maintaining what the Town already provides and making targeted improvements where needs are clearest, rather than broadly expanding services.

Infrastructure is the strongest priority

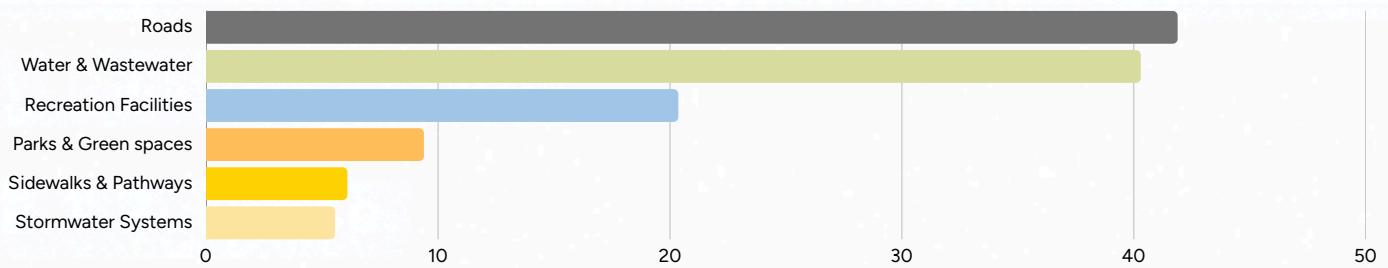
Roads and water and wastewater infrastructure ranked highest among long-term priorities. Roads were ranked first by **41.9%** of respondents who ranked the item, while water and wastewater infrastructure were ranked first by **40.3%**.

Other priorities, including recreation, parks, sidewalks and stormwater, generally ranked lower. Written comments also emphasized roads, water and sewer systems, sidewalks and other core municipal assets.

“ I understand services are expensive, I feel priorities should go to maintaining town assets over building new assets. I feel the town provides a decent level of service for the taxes we pay.

Funds seem to be spent on more nice to have improvements than need to haves. Beautification projects are great but not at the cost of snow clearing, road maintenance and underground infrastructure. Every year the taxes go up and services fade. ”

Which infrastructure investment should be the Town's highest priority over the next five years? (Question 7)



Affordability shapes service expectations

Respondents were almost evenly divided on the balance between taxes and services:

- **45.2%** supported maintaining current service levels with moderate tax increases when necessary.
- **43.2%** preferred keeping tax increases as low as possible, even if some services or projects are reduced or delayed.
- **11.6%** supported increasing services and infrastructure even if it required higher taxes.

Rather than showing one clear preference on taxation, the results reflect a tension between affordability and expectations for reliable municipal services.

“ I think it’s hard to run a town and keep people happy. I think you do a good job. I want more but don’t necessarily want to pay more. ”

Things are fine as they stand. Taxes are high enough. We don't need to increase spending/taxes. We're already getting beaten up with the cost of living as it is. ”

Value is connected to both service delivery and understanding

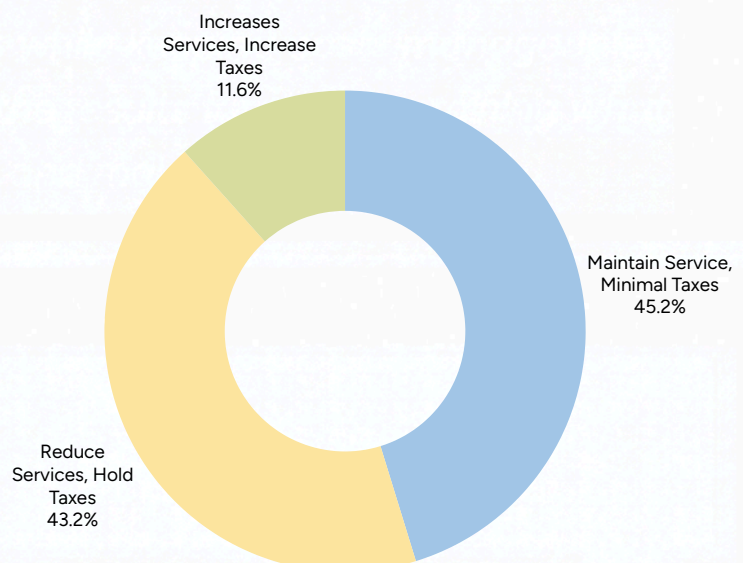
When asked about the value received from the portion of property taxes that funds Town services, **40.3%** rated the value as poor, **27.7%** selected neutral or fair and **11.7%** felt the value was very good or excellent.

Written comments connected perceptions of value to service levels, particularly roads, snow clearing, maintenance and infrastructure. Others questioned where tax dollars were being spent or said they lacked enough information to judge the value they received.

Together, the results suggest perceptions of value are shaped by both the services residents receive and how clearly the Town explains costs, priorities and outcomes.

“ I don’t feel I see a lot of personal benefit in terms of development, improvements or services based on where I live and what my service needs are (e.g. snow removal, garbage/compost/recycling collection) and the community). I also acknowledge that I don’t have a deep understanding of how the tax is used in ways that may be benefitting me, so I answered I don’t know.

Willingness to adjust taxes to
determine service level impact
(Question 11)



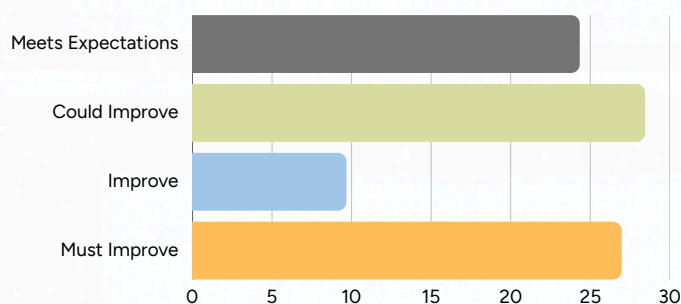
Closer Look: Snow Clearing

Snow clearing illustrates the broader balance between service expectations and cost.

More than half of respondents said current snow clearing either meets expectations or is acceptable but could improve. At the same time, **27%** said service should improve even if funding must be redirected from another area, while fewer than 10% supported a modest tax increase specifically for improved snow clearing.

Residential street snow removal was the top improvement identified, selected by **48.7%** of respondents.

The Town has adjusted snow clearing services in recent years to help manage costs. Increasing service levels would require additional funding. Which statement best reflects your view? (Question 4)



“ We need to have more snow clearing on residential streets, and we need to continue to upgrade water infrastructure before it becomes an issue. ”

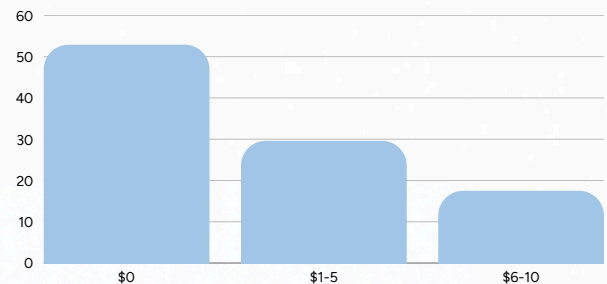
The residential street I live on very rarely got any plowing after a snow fall, yet the majority of the town did. We all pay taxes but for some reason we were left out. ”

“ Most services are adequate with the exception of pothole filling and snow removal. ”

Among the 240 people who answered how much more they would be willing to pay for improved snow clearing:

- **52.9%** are not willing to pay any more: **\$0**
- **29.6%** would pay an additional **\$1 to \$5** per month
- **17.5%** would pay an additional **\$6 to \$10** per month

How much would you be willing to pay for a change in snow clearing?
(Question 6)



Written comments included strong calls for better residential snow clearing, alongside comments from participants who felt current service was adequate or good.



What this tells us

Participants identified a clear area for improvement, but the results do not show broad support for funding that improvement through higher taxes. Snow clearing reflects the larger survey pattern: maintain core services, improve where needs are clear and carefully consider the cost.

3.2 Parks and Playgrounds: Use, Access and Replacement

Playground use varies considerably across Olds, and the results suggest that location plays an important role in which facilities households use.

Some playgrounds serve a broader community role

Centennial Park and Rotary Athletic Park of Olds had the highest reported use, with about 41% of respondents using each frequently or occasionally.

Use was lower across most neighbourhood playgrounds, but lower use does not necessarily mean a playground is not valued or needed. When asked why they used some playgrounds less often:

- **45.7%** said they do not use playgrounds;
- **32.5%** identified location;
- **26.9%** said they use the playground closest to them; and
- comparatively few identified condition, equipment quality, accessibility or safety.

NOTE: Lower reported use should be considered alongside location, neighbourhood access, equipment age and condition before informing replacement decisions.

Replacement priorities favour existing assets

When asked what should guide future playground replacement:

- **56.5%** selected replacing the oldest equipment;
- **34.2%** selected ensuring all neighbourhoods have access to a playground;
- **32.3%** selected investing in the most heavily used playgrounds;
- **15.8%** selected improving accessibility; and
- **15.5%** selected creating larger destination playgrounds.

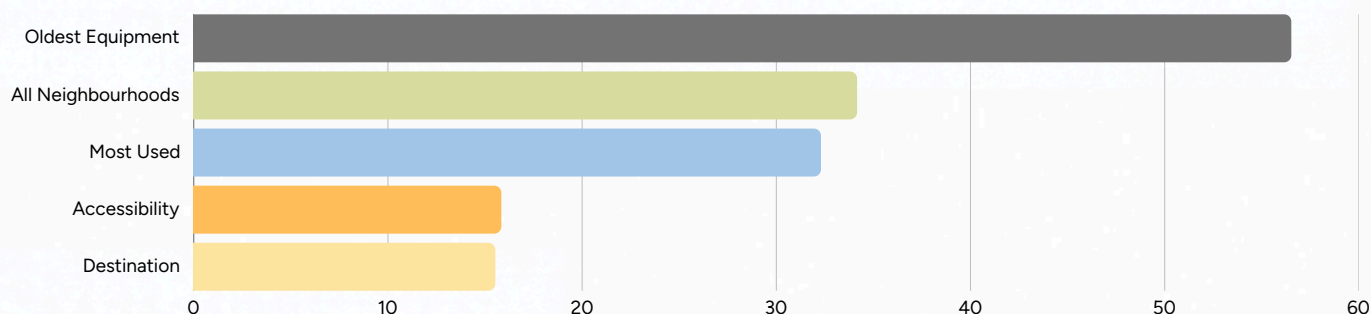
Overall, respondents placed greater priority on maintaining and replacing existing playgrounds than creating new destination facilities.

Closer Look: Prioritizing Playground Replacement

Respondent-level analysis showed that people who used at least one playground frequently or occasionally were more likely to support larger destination playgrounds than those reporting little or no playground use.

Even among playground users, however, destination playgrounds remained a lower overall priority than replacing aging equipment, maintaining neighbourhood access and investing in heavily used facilities.

When replacing playgrounds, what should be the Town's highest priority? (Question 7)



- Replacing the oldest equipment — **56.52%**
- Ensuring all neighbourhoods have access to a playground — **34.16%**
- Investing in the most heavily used playgrounds — **32.30%**
- Improving accessibility — **15.84%**
- Creating larger destination playgrounds — **15.53%**

What this tells us

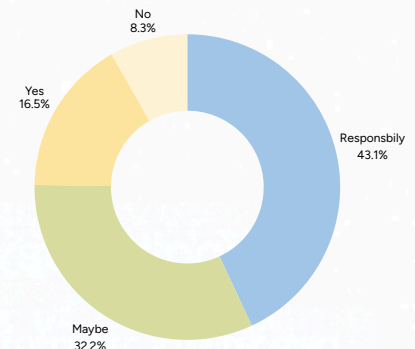
The survey suggests that playground replacement decisions should consider more than reported use alone. Equipment age, neighbourhood access, current neighbourhood demographics, and how residents use the broader playground network all emerged as important considerations.

3.3 Growth Is Supported, With Conditions

The survey shows broad openness to industrial growth, but that support is not unconditional.

When asked whether they support industrial growth in Olds:

- **43.1%** said yes, if it is done responsibly;
- **32.2%** said maybe, but they need more information;
- **16.5%** said yes; and
- **8.3%** said no.



Conditions matter

Many written comments about industrial growth focused specifically on proposed data centre projects. Broader comments about growth raised questions about infrastructure capacity, community impacts, jobs and the potential to reduce pressure on residential taxpayers.

“ Olds is still a comfortable town, although recent growth had a negative impact on the roads, infrastructure and noise levels.

One participant connected industrial growth directly to reducing pressure on residential taxpayers:

Olds is still a comfortable town, although recent growth had a negative impact on the roads, infrastructure and noise levels.

What this tells us:

Participants were generally open to industrial growth, but the strongest support was for growth that is responsible, well understood and balanced against impacts on infrastructure and the community.

3.4 Uptowne: A Genuine Area of Differing Opinion

Responses on Uptowne revitalization were almost evenly divided. When asked how much of a priority Uptowne revitalization should be compared with other Town projects and services:

- **8.6%** said high priority;
- **40.5%** said moderate priority;
- **24.9%** said low priority;
- **22.5%** said not a priority; and
- **3.6%** were unsure.

Combined, **49.1%** rated Uptowne a high or moderate priority, while **47.3%** rated it low or not a priority.

Written comments help explain the split. Support tended to focus on economic activity, appearance and creating a stronger destination.

“For the amount I pay in taxes the town is not growing by attracting new businesses. Snow removal is really lacking especially in residential cul de sacs. I see a lot of wasted resources by no upgrades downtown that could attract small businesses to make downtown a place u want to go to.”

The Town looks forlorn. dusty, grimy, weedy; structures and crosswalks etc need painting. Trees need dead branches pruned, Centennial Park needs bathroom building and signs painted. Not enough floral displays on highway 27; Downtown streets need cleaning.”

3.4 Uptowne: A Genuine Area of Differing Opinion

Comments expressing lower support more often focused on competing needs, fairness or responsibility for the area.

“Taxation across this town is not equitable. There is a small portion of the town that pays upwards of 30% more because of “assessed” values. There needs to be a normalization method applied to this across the town. It is worth noting that with us paying way more certain services are poorer for us (ie. snow removal). The town also DOES NOT need to be putting more money into “uptowne”. That should be up to merchants in that space.

As someone who works out of town, much of Uptowne isn’t accessible to me, and too much priority is focused in this area.

”

What this tells us

There is no clear consensus on further Uptowne investment. Support tended to focus on economic activity, appearance and strengthening the area as a destination, while lower support was more often connected to competing priorities, perceived accessibility and who should be responsible for the investment.

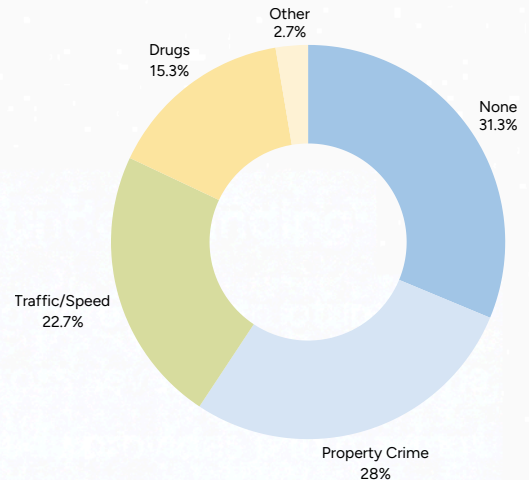
3.5 Public Safety

Public safety concerns were mixed, with no single issue dominating the responses.

When asked which issue concerned them most:

- **31.3%** said they did not have any significant safety concerns;
- **28.0%** identified property crime;
- **22.7%** identified traffic safety and speeding;
- **15.3%** identified drug-related issues; and
- **2.7%** selected another concern.

Which public safety issue concerns you most in Olds? (Question 12)

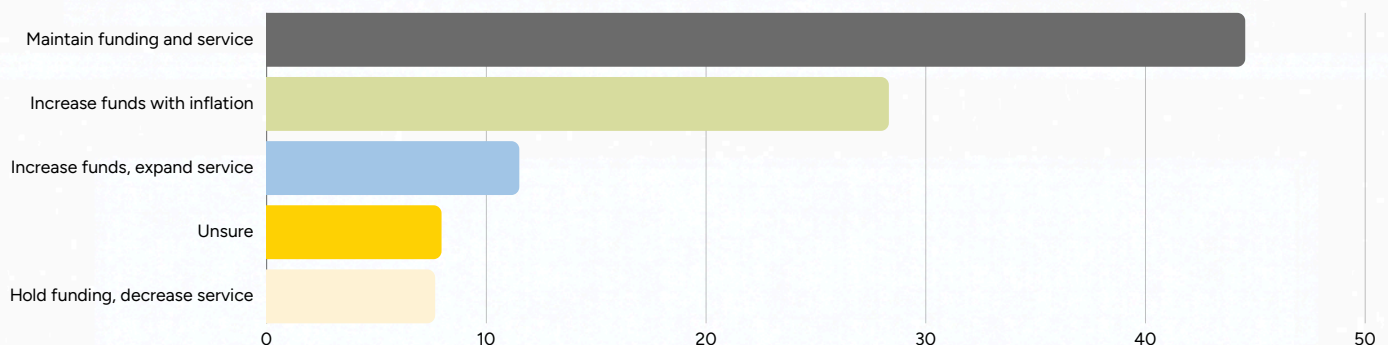


Most favour maintaining current policing services

When asked about future investment in policing:

- **44.5%** supported keeping funding at current levels and maintaining current service levels where possible;
- **28.3%** supported increasing funding to maintain current services as costs rise;
- **11.5%** supported increasing funding to expand policing resources and services;
- **7.7%** supported keeping funding at current levels even if service levels decrease; and
- **8.0%** were unsure.

Overall, respondents showed more support for maintaining current policing services than significantly expanding them.



Written comments also raised concerns about traffic enforcement and the visibility of bylaw services.

“ I am not sure what the Bylaw Enforcement Officers do as I have only seen them driving around. With the number of speeders, poor and distracted drivers in town I would expect to see them do more enforcement.

That concern was not universal. One participant noted:

I feel I live in a comfortable and safe area to live and walk. Other than the electric bike and scooters coming up behind us on the walking path the bylaw have to walk on some of the paths and perhaps speak with the riders.”

What this tells us

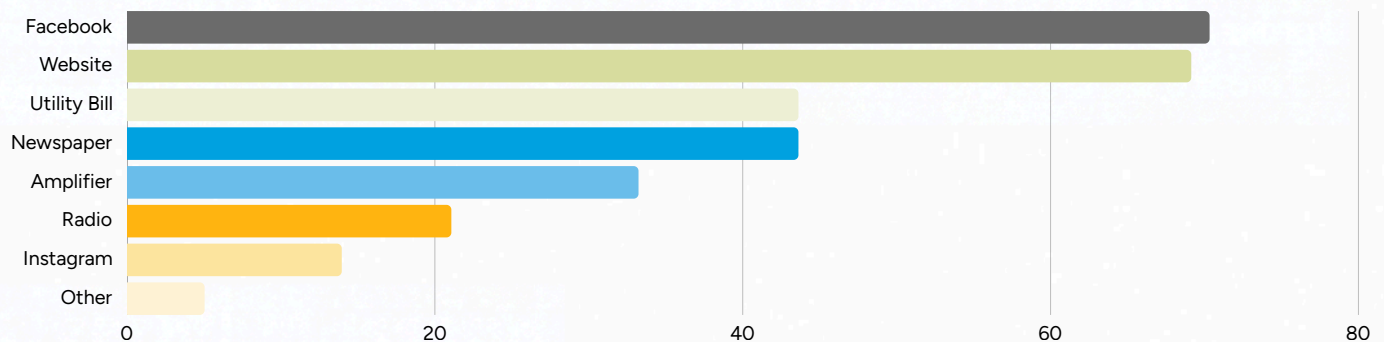
Participants generally favour maintaining current policing and public safety services rather than significantly expanding them. Among those who identified a safety concern, property crime and traffic safety were the most common.

3.6 Communications: Access Does Not Always Mean Understanding

Participants identified a wide range of Town communication channels, but that access does not necessarily translate into feeling well informed.

The most preferred information sources were:

- Town of Olds Facebook — **70.3%**
- Town website — **69.1%**
- Utility bill inserts — **43.6%**
- Local newspaper reporting and Town advertising — **43.6%**
- The Amplifier eNewsletter — **33.2%**



At the same time, only **31.2%** of respondents said they felt well or very well informed about Town projects, services and decisions. Another **33.2%** were neutral, while **35.6%** said they felt poorly or very poorly informed. Respondent-level analysis showed that participants who felt poorly or very poorly informed were still likely to identify Facebook, the Town website and the local newspaper as preferred information sources.

“*Taxes have continued to increase, yet the quality of service continues to decrease. There is not a clear trackable record available to residents that describe exactly where our tax paying money is going.*”

Different channels show different patterns

Respondent-level analysis showed a strong association between selecting The Amplifier as a preferred information source and feeling informed. Facebook, despite being the most preferred channel overall, did not show the same relationship. Only **25.7%** of respondents who selected Facebook said they felt well or very well informed, compared with **43.7%** of those who did not select it.

The website had broad appeal across age groups, while The Amplifier was more commonly selected by older respondents. Facebook was strongest among younger and middle-aged participants.

These results suggest different channels may play different roles. Facebook and the Town website were among the most commonly preferred information sources, while the Amplifier was more strongly associated with respondents who felt well informed.

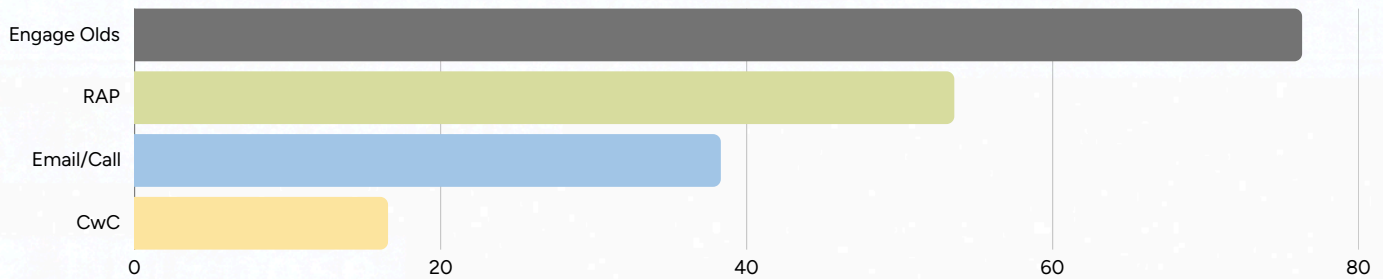
*Without having a breakdown of how dollars are spent,
I can't comment on the value I have received.* ”

The written comments reinforce a broader point: the challenge is not simply whether information is available, but whether it provides enough context for people to understand what is happening, why decisions are being made and how those decisions affect them.

Residents are using engagement tools

Participants reported using several ways to provide feedback to the Town. Engage Olds was the most commonly selected at **76.3%**, followed by Report-A-Problem at **53.6%**. Another **38.3%** had emailed or called Council, while **16.6%** had participated in Coffee with Council.

Which of the following Town engagement tools have you used? (Question 25)

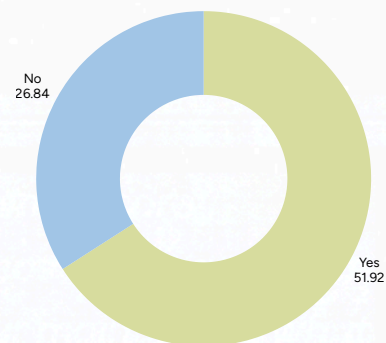


“I feel that Council and staff provide very good to excellent service; there is evidence of a 'how can I help' attitude. However, Council needs to be open and communicative with the public, even on difficult topics.”

Awareness of Voyent Alert is mixed

Just over half of respondents, **51.9%**, said they were aware of Voyent Alert.

Are you aware of Voyent Alert? (Question 26)



What this tells us

The strongest challenge is not access to information, but understanding. Participants are already using Town communication and engagement channels, yet many still do not feel well informed, suggesting that clearer context and explanation may matter more than simply increasing the volume of communication.

Section 4: What This Means for the 2027 Budget

The survey does not point to one single budget direction. Instead, it shows a consistent set of expectations about how participants want the Town to approach choices and trade-offs.



Protect core infrastructure and reliable services

Roads, water and wastewater infrastructure were the strongest long-term priorities, while written comments repeatedly returned to maintenance, snow clearing, sidewalks and other core services. The clearest direction is to maintain and renew existing assets before lower-priority investments.



Make targeted improvements, not broad service expansions

Participants were almost evenly divided between keeping tax increases as low as possible and maintaining current service levels with moderate increases when necessary. Only a smaller group supported broader service and infrastructure expansion. The results point more strongly toward targeted improvements where needs are clear than broad service expansion.



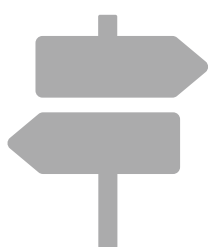
Show the value behind spending decisions

A sizeable share of respondents rated value for taxes poorly, while written comments also showed uncertainty about where tax dollars go and how spending decisions benefit residents. That makes explaining the purpose, cost and expected outcomes of spending decisions an important part of the budget process.



Explain the purpose and conditions of investment

Support for industrial growth, Uptown investment and other spending varied depending on the type of project and the conditions attached to it. Participants repeatedly emphasized the importance of understanding the purpose, benefits, costs and potential impacts.



Expect trade-offs

Participants did not agree on every priority. Uptown revitalization was almost evenly divided, public safety concerns varied, and service expectations were often balanced against affordability. The survey helps identify where there is stronger common ground and where Council will need to weigh competing priorities.

Overall direction

Participants generally want the Town to focus limited resources on core infrastructure and reliable services, make targeted improvements where needs are strongest, keep additional costs manageable and clearly demonstrate the value residents receive for their taxes.



Section 5: How Feedback Will be Used

The 2027 Budget Survey is one source of information that will help inform Council and Administration as the 2027 Budget is developed.

Survey findings will be considered alongside other information used to develop the 2027 Budget.

The survey does not determine all budget decisions. It helps identify where participants see the strongest priorities, where opinions are divided and where more explanation may be needed as decisions are made.

The results will also help Administration understand where service expectations, affordability and community priorities intersect.

Section 6: Detailed Survey Results

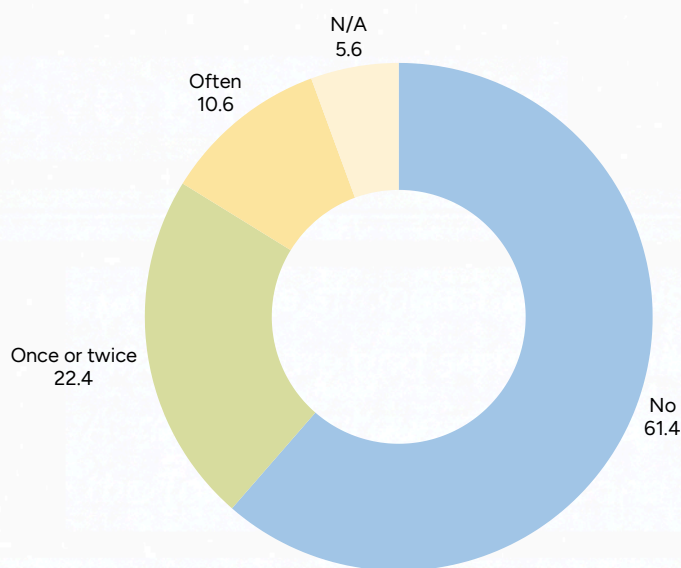
This section provides detailed survey results to support the findings presented earlier in the report

6.1 Branch Dump and Grass Clippings

Use of the branch dump and grass clippings area in the previous 12 months:

- **61.4%** had not used it;
- **22.4%** had used it once or twice;
- **10.6%** used it often; and
- **5.6%** said it was not applicable.

Have you used the branch dump and grass clippings area in the past 12 months? (Question 1)



Despite relatively low use, **74.5%** strongly or somewhat supported keeping the service available.

When asked about paying more for year-round access, **98.2%** said no.

6.2 Snow Clearing

When asked about current snow clearing:

- **24.3%** said service levels meet their expectations;
- **28.5%** said they are acceptable but could improve in key areas;
- **27.0%** supported improvement even if funding is reduced elsewhere;
- **9.7%** supported a modest tax increase for improved service; and
- **10.6%** selected another response.

Residential streets were the top area identified for improvement at **48.7%**, followed by:

- more frequent plowing — **14.8%**;
- sidewalk clearing — **12.5%**;
- better communication — **8.6%**; and
- additional snow removal from downtown and commercial areas — **5.3%**.

Among respondents who answered how much more they would pay each month for improved snow clearing:

- **52.9%** selected \$0;
- **29.6%** selected \$1 to \$5; and
- **17.5%** selected \$6 to \$10.

6.3 Infrastructure, Taxes and Service Levels

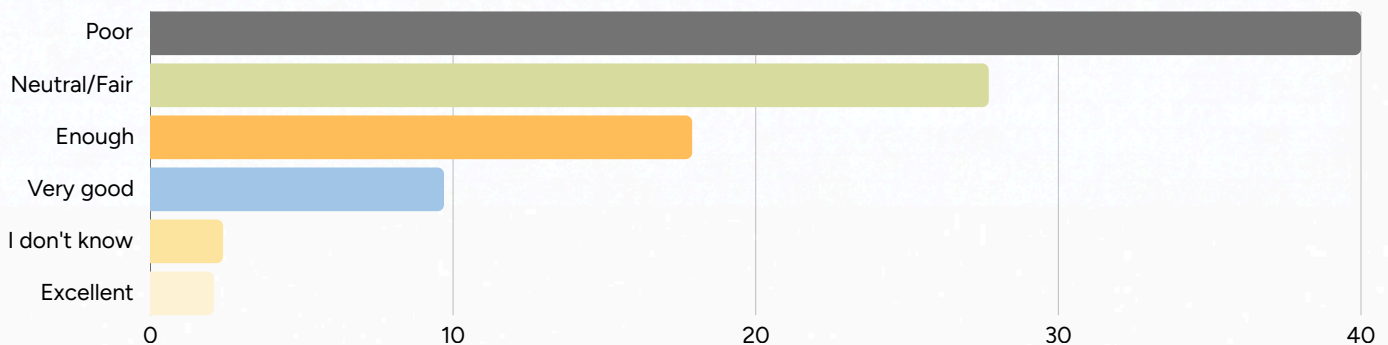
When respondents ranked infrastructure investments for the next five years:

- **41.9%** ranked roads first;
- **40.3%** ranked water and wastewater infrastructure first;
- **20.4%** ranked recreation facilities first;
- **9.4%** ranked parks and green spaces first;
- **6.1%** ranked sidewalks and pathways first; and
- **5.6%** ranked stormwater systems first.

Value for taxes

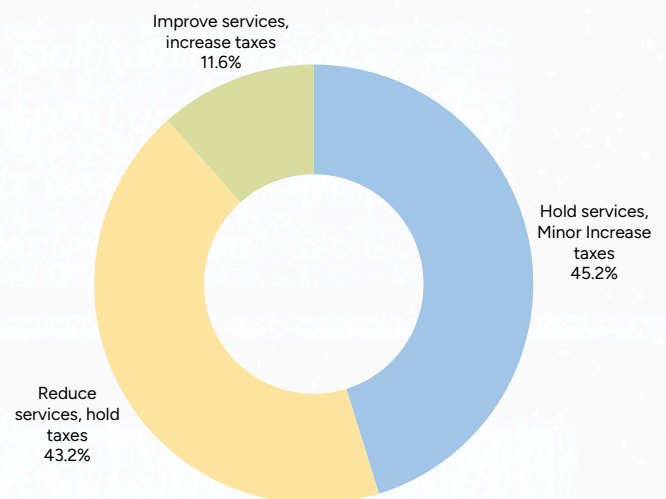
When asked about the value received from the portion of property taxes used to fund Town services:

- **40.3%** said poor value
- **27.7%** said neutral or fair value
- **17.9%** said enough value
- **9.7%** said very good value
- **2.4%** said they did not know
- **2.1%** said excellent value



Balancing taxes and service levels

- **45.2%** supported maintaining current service levels and accepting moderate tax increases when necessary;
- **43.2%** preferred keeping tax increases as low as possible, even if some services or projects are reduced or delayed; and
- **11.6%** supported increasing investment in services and infrastructure even if it requires higher taxes.



6.4 Public Safety

When asked which issue concerned them most:

- **31.3%** said they did not have any significant safety concerns
- **28.0%** selected property crime
- **22.7%** selected traffic safety and speeding
- **15.3%** selected drug-related issues
- **2.7%** selected another concern

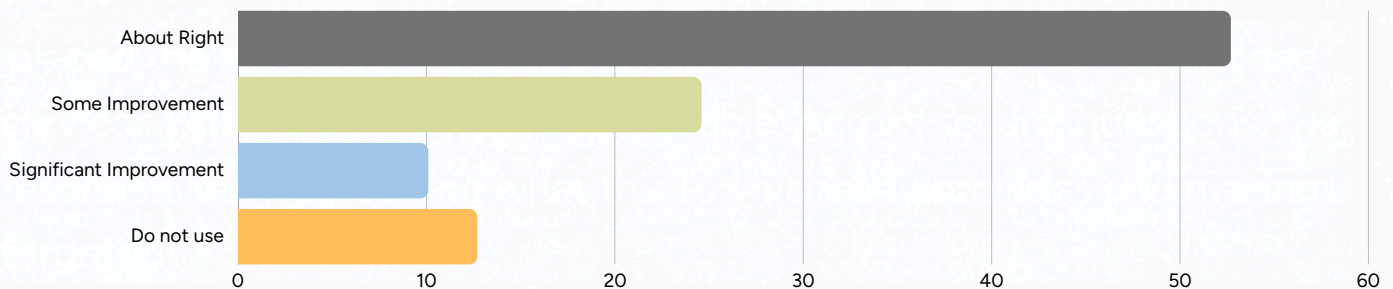
Investment in policing

- **44.5%** supported keeping funding at current levels and maintaining current service levels where possible
- **28.3%** supported increasing funding to maintain current services as costs rise
- **11.5%** supported increasing funding to expand policing resources and services
- **7.7%** supported keeping funding at current levels even if service levels decrease
- **8.0%** were unsure

6.5 Trails, Parks and Playgrounds

Trails and pathways

- **52.7%** said the current level of maintenance was about right;
- **24.6%** said it needs some improvement;
- **10.1%** said it needs significant improvement; and
- **12.7%** said they do not use trails and pathways.



Playground use

Centennial Park and Rotary Athletic Park of Olds had the highest reported use. For Centennial Park, **41.4%** reported using it frequently or occasionally.

Reasons for using some playgrounds less often included:

- **45.7%** do not use playgrounds;
- **32.5%** selected location;
- **26.9%** use the playground closest to them; and
- fewer respondents identified equipment quality, amenities, condition, accessibility or safety.

Playground replacement priorities

- **56.5%** selected replacing the oldest equipment;
- **34.2%** selected ensuring all neighbourhoods have access to a playground;
- **32.3%** selected investing in the most heavily used playgrounds;
- **15.8%** selected improving accessibility; and
- **15.5%** selected creating larger destination playgrounds.

6.6 Business, Uptowne and Growth

A relatively small share of survey respondents identified themselves as Town business licence holders. Of those who answered the question, 17.2% said they pay for a business licence in Olds.

The follow-up question about business supports received relatively few responses, so those results should be interpreted cautiously.

Uptowne investment

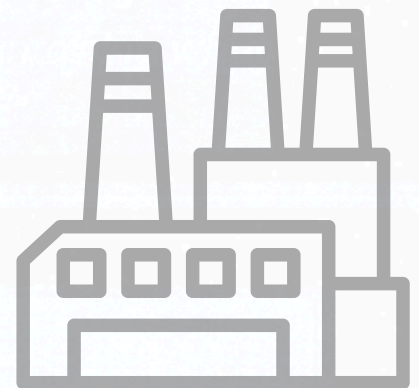
Participants were closely divided on the priority of further investment in Uptowne:

- **8.6%** said it should be a high priority
- **40.5%** said moderate priority
- **24.9%** said low priority
- **22.5%** said it should not be a priority
- **3.6%** were unsure

Combined, **49.1%** selected high or moderate priority, compared with **47.3%** who selected low or not a priority.

Industrial growth

- **43.1%** supported it if done responsibly
- **32.2%** said maybe, but wanted more information
- **16.5%** said yes
- **8.3%** said no



6.7 Community Connection Centre

When asked about maintaining Community Connection Centre programs focused on prevention and connecting people with supports before challenges become crises:

- **42.8%** said the services are important and current funding levels are appropriate
- **14.1%** said they are very important, even if additional municipal investment is required
- **12.6%** said they are somewhat important and funding could be reduced if necessary
- **14.4%** said they are not a priority for municipal funding
- **15.0%** were unsure
- **1.2%** selected another response

6.8 Communications and Engagement

Preferred information channels

- Town of Olds Facebook — **70.3%**;
- Town website — **69.1%**;
- utility bill inserts — **43.6%**;
- local newspaper reporting and Town advertising — **43.6%**;
- The Amplifier — **33.2%**;
- local radio — **21.1%**; and
- Instagram — **14.0%**.



Feeling Informed

- **31.2%** felt well or very well informed;
- **33.2%** were neutral; and
- **35.6%** felt poorly or very poorly informed.

Engagement tools used

- Engage Olds — **76.3%**;
- Report-A-Problem — **53.6%**;
- email or calls to Council — **38.3%**; and
- Coffee with Council — **16.6%**.
- Awareness of Voyent Alert was **51.9%**

...

2027

Budget Survey Results - Data

Appendices

Engage Olds

Form Results Summary

Jun 13, 2026 - Aug 18, 2026

Project: 2027 Budget Survey

Form: 2027 Budget Survey

Tool Type: Form

Activity ID: 7

Exported: Aug 19, 2026, 11:22 AM

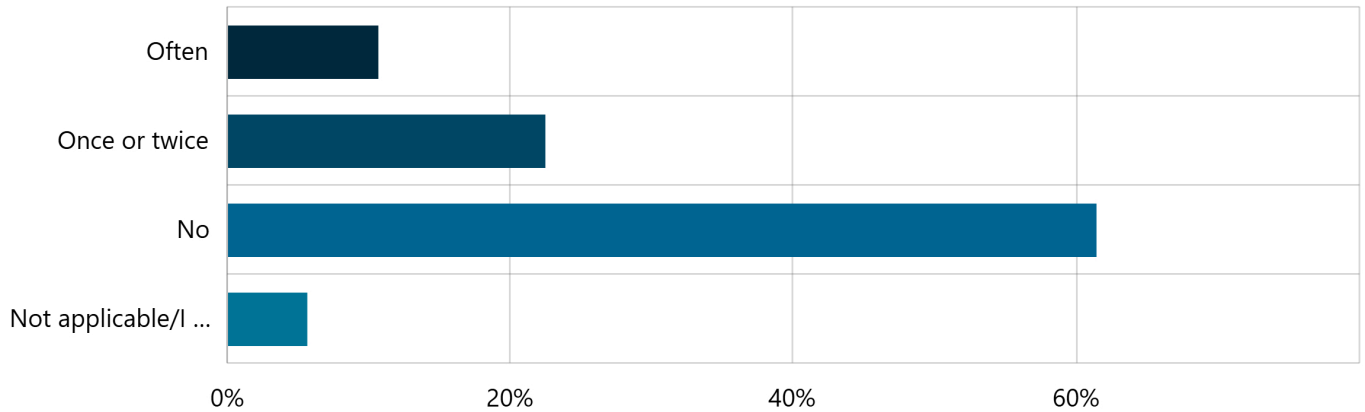
Exported By: JToellner

Filter By: No filters applied.

Contribution Summary

1. Have you used the branch dump and grass clippings area in the past 12 months?

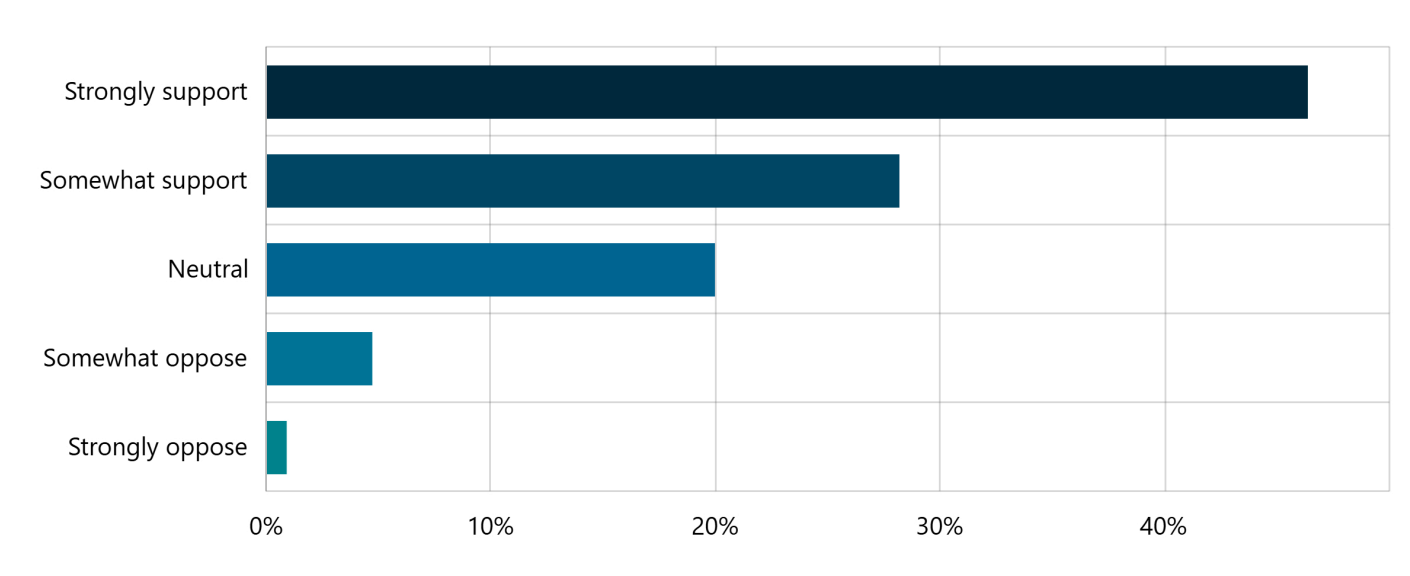
Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
Often	10.62%	36
Once or twice	22.42%	76
No	61.36%	208
Not applicable/I don't have yard waste	5.60%	19
Total	100.00%	339

2. Regardless of whether you use it, do you support the Town continuing to provide this service?

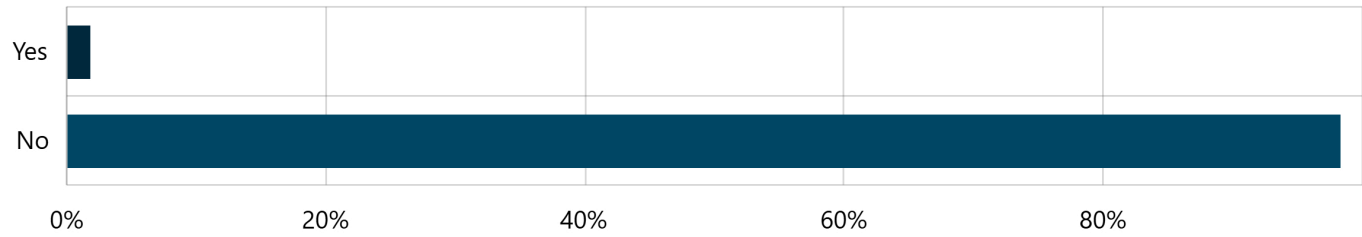
Multi Choice | Skipped: 1 | Answered: 341 (99.7%)



Answer choices	Percent	Count
Strongly support	46.33%	158
Somewhat support	28.15%	96
Neutral	19.94%	68
Somewhat oppose	4.69%	16
Strongly oppose	0.88%	3
Total	100.00%	341

3. The Branch Dump and Grass Clippings Area are currently only open in May to October. Would you be willing to pay more to have this service available all year?

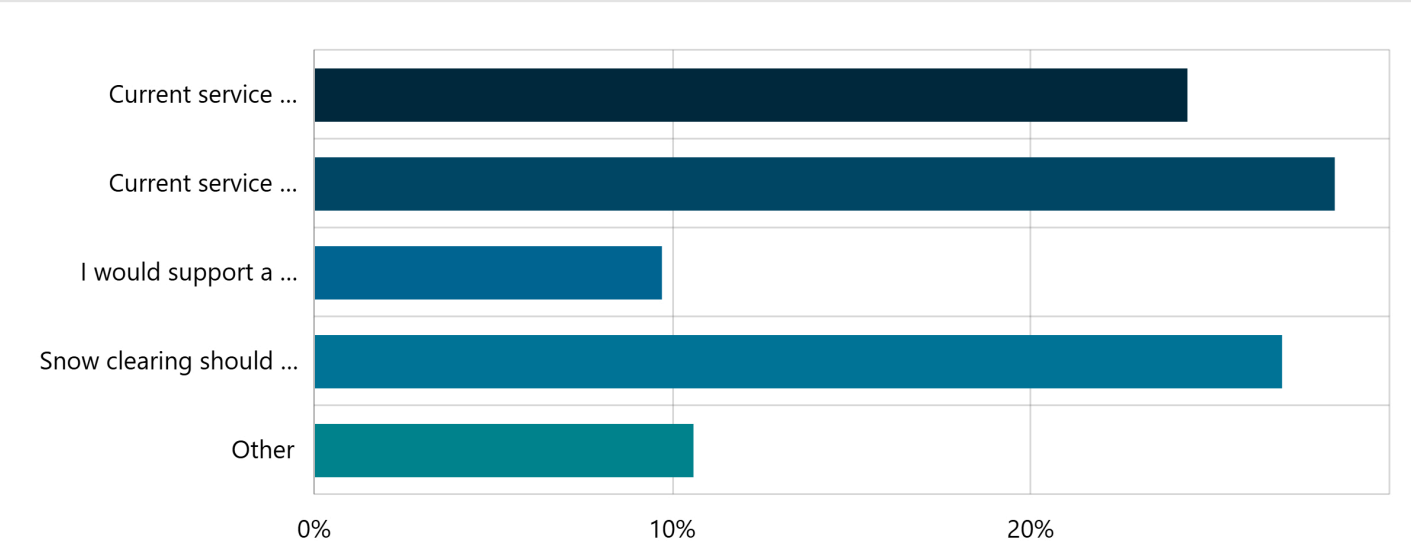
Multi Choice | Skipped: 1 | Answered: 341 (99.7%)



Answer choices	Percent	Count
Yes	1.76%	6
No	98.24%	335
Total	100.00%	341

4. The Town has adjusted snow clearing services in recent years to help manage costs. Increasing service levels would require additional funding. Which statement best reflects your view?

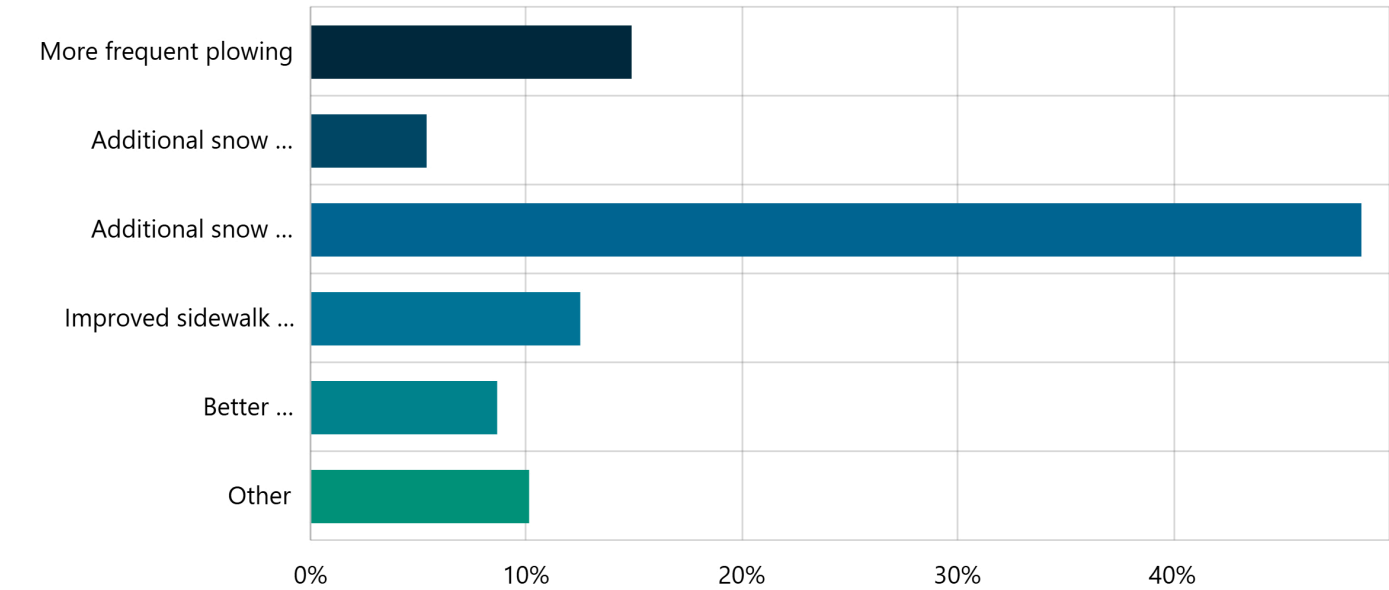
Multi Choice | Skipped: 1 | Answered: 341 (99.7%)



Answer choices	Percent	Count
Current service levels meet my expectations.	24.34%	83
Current service levels are acceptable but could be improved in key areas.	28.45%	97
I would support a modest tax increase for improved snow clearing.	9.68%	33
Snow clearing should be improved even if it requires reducing funding in other areas.	26.98%	92
Other	10.56%	36
Total	100.00%	341

5. If improvements were made, what should be the highest priority?

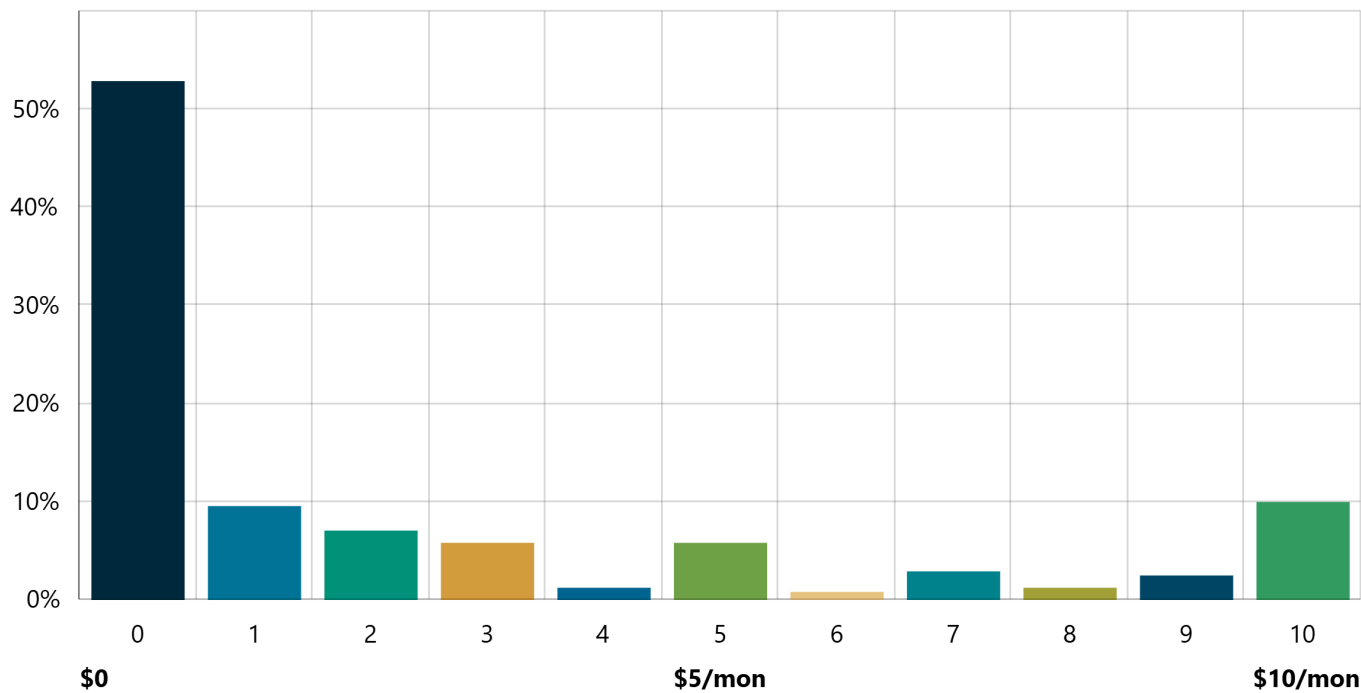
Multi Choice | Skipped: 5 | Answered: 337 (98.5%)



Answer choices	Percent	Count
More frequent plowing	14.84%	50
Additional snow removal from downtown and commercial areas	5.34%	18
Additional snow removal from residential streets	48.66%	164
Improved sidewalk clearing	12.46%	42
Better communication regarding snow operations	8.61%	29
Other	10.09%	34
Total	100.00%	337

6. How much would you be willing to pay for a change in snow clearing?

Slider | Skipped: 102 | Answered: 240 (70.2%)

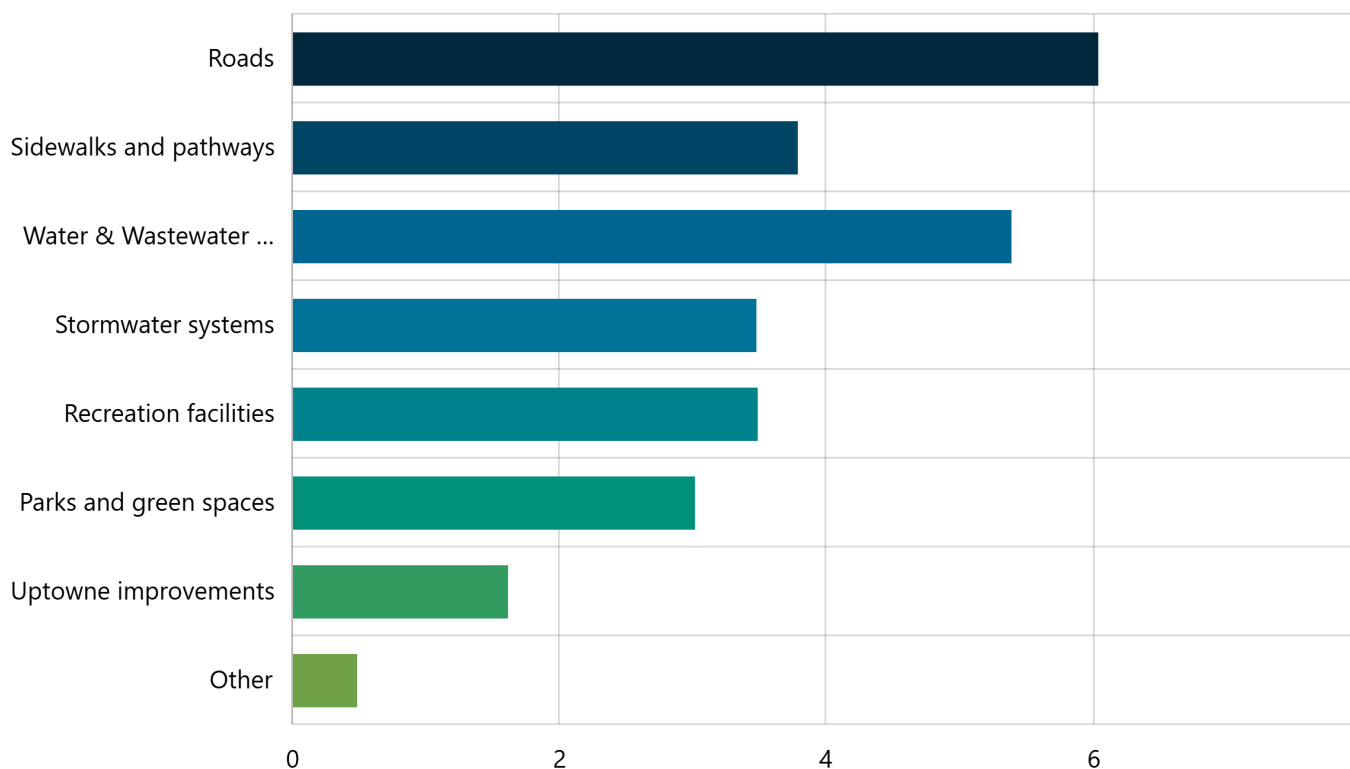


Count	Average	Median	Min	Max
240	2.33	0.00	0	10

0	1	2	3	4	5	6	7	8	9	10
52.92%	9.58%	7.08%	5.83%	1.25%	5.83%	0.83%	2.92%	1.25%	2.50%	10.00%
127	23	17	14	3	14	2	7	3	6	24

7. Which infrastructure investment should be the Town's highest priority over the next five years?

Ranking | Skipped: 9 | Answered: 333 (97.4%)



	1	2	3	4	5	6	7	8	Count	Score	Avg Rank
Roads	41.89% 124	26.35% 78	17.23% 51	7.09% 21	1.35% 4	3.72% 11	1.35% 4	1.01% 3	296	6.03	2.21
Sidewalks and pathways	6.09% 14	23.91% 55	20.87% 48	24.35% 56	13.91% 32	6.52% 15	4.35% 10	0% 0	230	3.78	3.53
Water & Wastewater infrastructure	40.30% 106	23.95% 63	20.53% 54	9.89% 26	2.66% 7	1.90% 5	0.76% 2	0% 0	263	5.38	2.19
Stormwater systems	5.56% 12	22.22% 48	20.83% 45	21.76% 47	17.13% 37	7.87% 17	4.17% 9	0.46% 1	216	3.47	3.65
Recreation facilities	20.36% 45	10.86% 24	15.38% 34	11.76% 26	18.10% 40	15.38% 34	8.14% 18	0% 0	221	3.48	3.75
Parks and green spaces	9.39% 20	14.08% 30	13.62% 29	10.33% 22	18.78% 40	21.60% 46	11.27% 24	0.94% 2	213	3.01	4.30

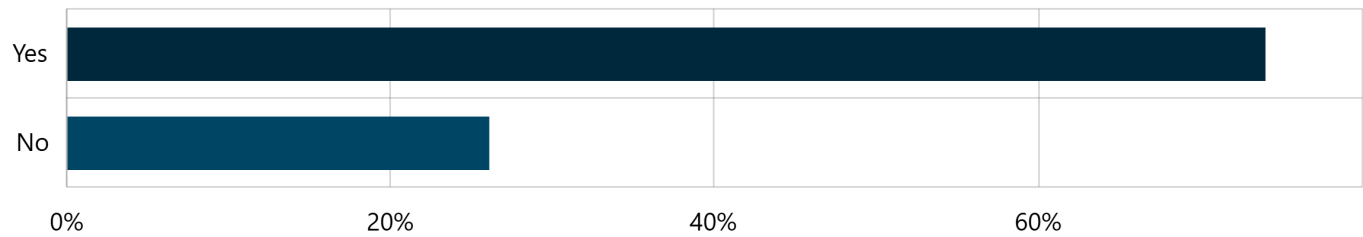
Uptown ne improvements	3.03% 5	3.03% 5	7.27% 12	6.67% 11	13.94% 23	17.58% 29	44.85% 74	3.64% 6	165	1.61	5.76
Other	12.28% 7	5.26% 3	5.26% 3	5.26% 3	0% 0	1.75% 1	10.53% 6	59.65% 34	57	0.48	6.21

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.

Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

8. Are you aware that approximately 30% of your property tax bill goes to the Province of Alberta?

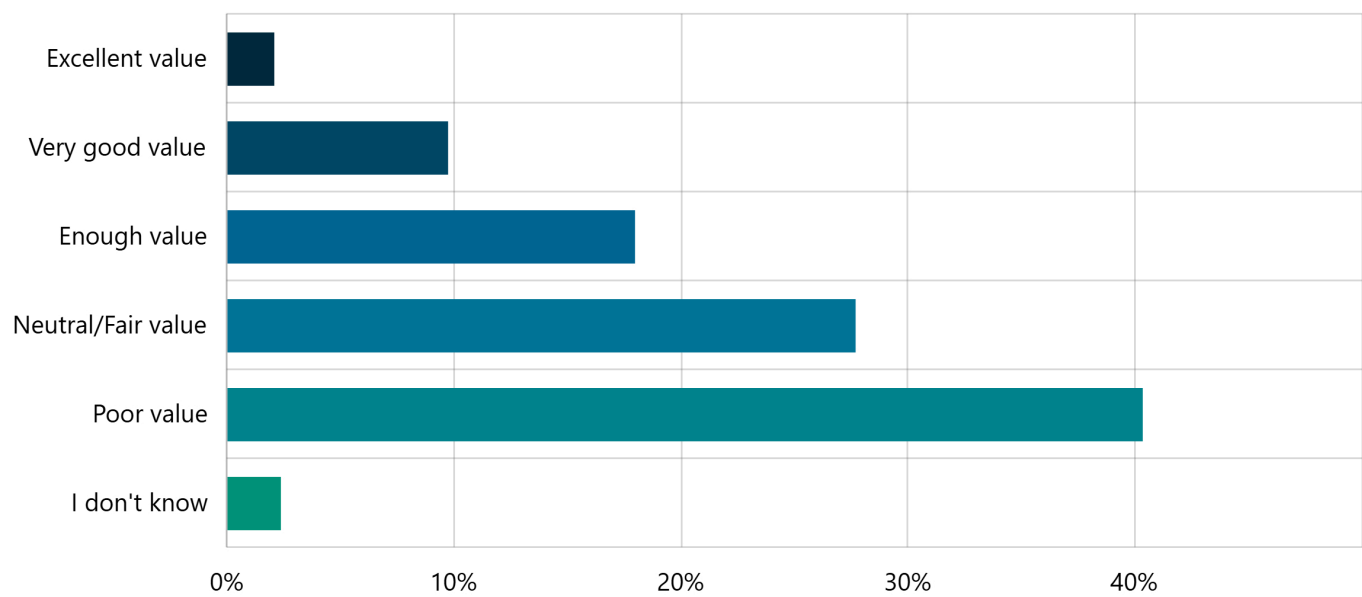
Multi Choice | Skipped: 4 | Answered: 338 (98.8%)



Answer choices	Percent	Count
Yes	73.96%	250
No	26.04%	88
Total	100.00%	338

9. What level of value do you feel you received from the remaining taxes used to fund Town services?

Multi Choice | Skipped: 2 | Answered: 340 (99.4%)

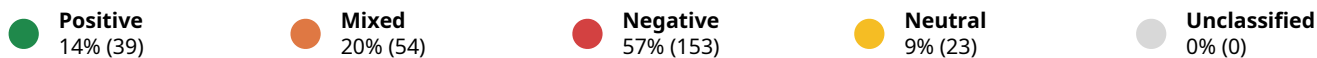


Answer choices	Percent	Count
Excellent value	2.06%	7
Very good value	9.71%	33
Enough value	17.94%	61
Neutral/Fair value	27.65%	94
Poor value	40.29%	137
I don't know	2.35%	8
Total	100.00%	340

10. Considering your answer from the last questions, what's the main reason you feel that way?

Long Text | Skipped: 73 | Answered: 269 (78.7%)

Sentiment



Tags



Tag	Percent	Count
value for taxes	41%	110
financial management	39%	104
maintenance	29%	78
snow clearing	25%	68
taxes	21%	56
roads	19%	52
staff	13%	35
community development	11%	29
green spaces	11%	29
infrastructure	10%	28
parks	9%	25
Council	9%	23
communication	8%	22
sidewalks and pathways	7%	19
waste services	6%	15
data centre	5%	13

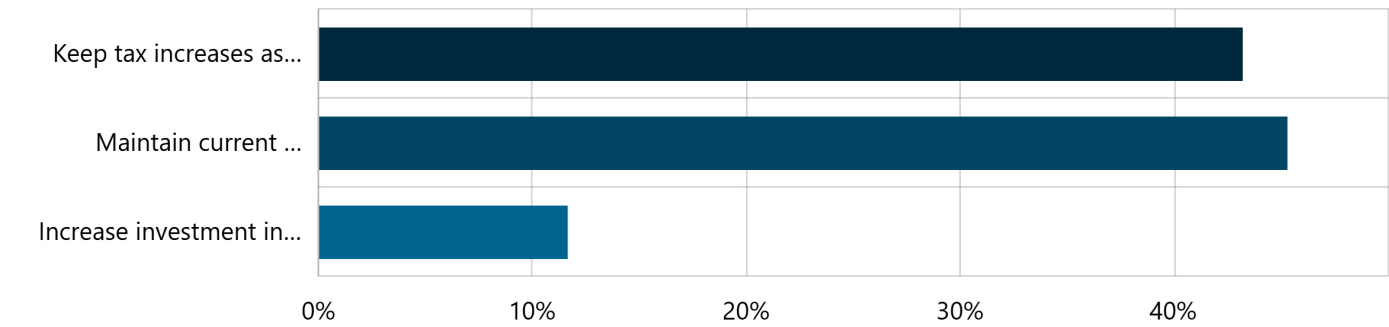
arts & culture	4%	11
public safety	3%	8
utilities	3%	8
Uptowne	2%	6
enforcement	1%	4
potholes	1%	2
accessibility	0%	1

Featured Contributions

No featured contributions

11. Which statement best reflects your view?

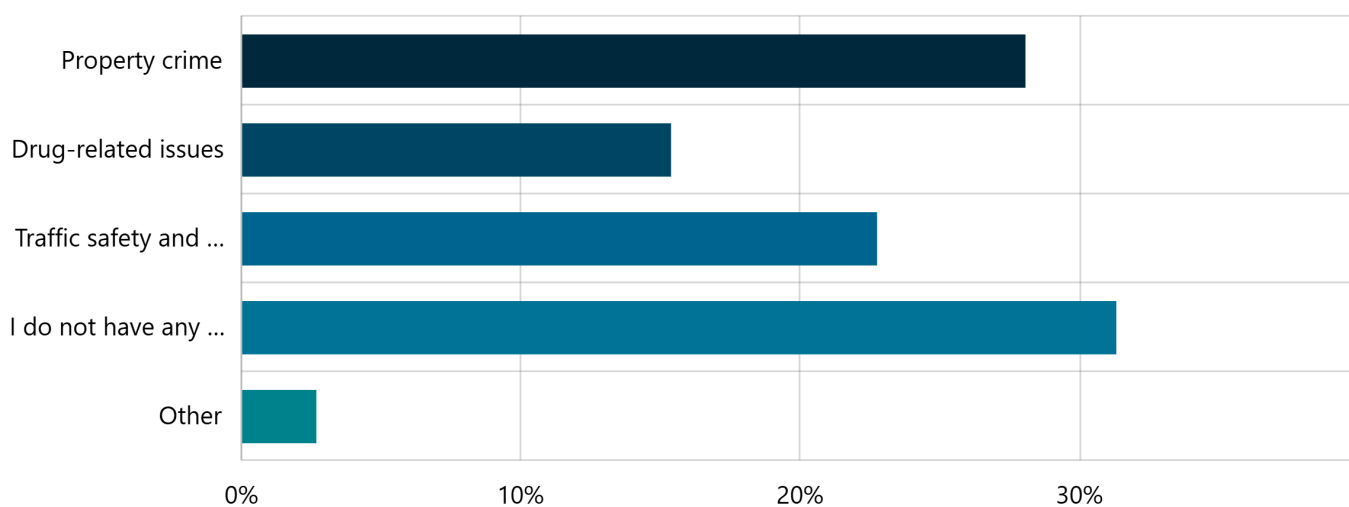
Multi Choice | Skipped: 6 | Answered: 336 (98.2%)



Answer choices	Percent	Count
Keep tax increases as low as possible, even if it means reducing or delaying some services and projects.	43.15%	145
Maintain current service levels, accepting moderate tax increases when necessary.	45.24%	152
Increase investment in services and infrastructure, even if it requires higher taxes.	11.61%	39
Total	100.00%	336

12. Which public safety issue concerns you most in Olds?

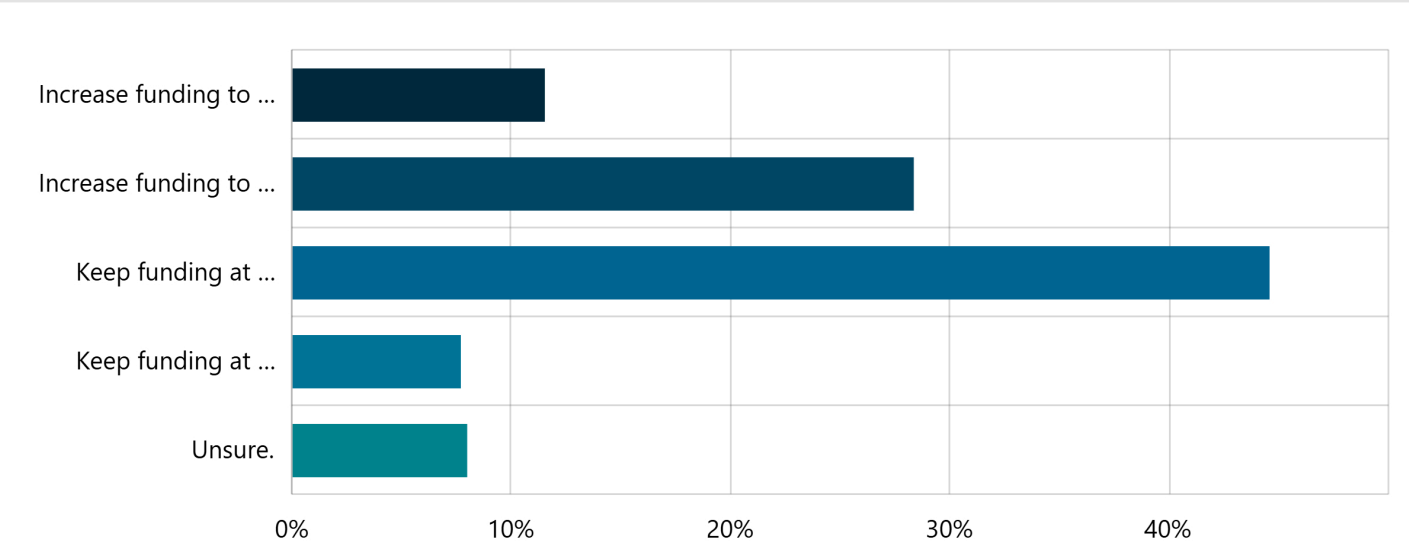
Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
Property crime	28.02%	95
Drug-related issues	15.34%	52
Traffic safety and speeding	22.71%	77
I do not have any significant safety concerns	31.27%	106
Other	2.65%	9
Total	100.00%	339

13. In past budget surveys, residents have identified public safety concerns, including property crime, drug-related issues, and traffic safety and speed. What level of investment in policing services would you support to enhance public safety in the community? Please select one:

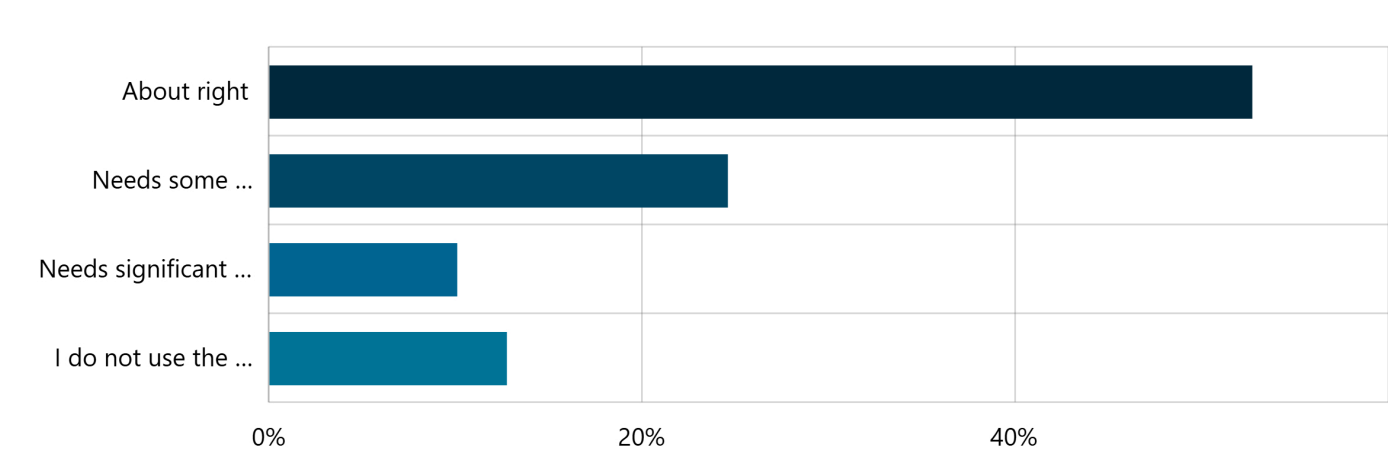
Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
Increase funding to expand policing resources and services.	11.50%	39
Increase funding to maintain current policing services and keep pace with inflation and rising costs.	28.32%	96
Keep funding at current levels and maintain current service levels where possible.	44.54%	151
Keep funding at current levels, even if service levels may decrease over time.	7.67%	26
Unsure.	7.96%	27
Total	100.00%	339

14. The Town maintains trails and pathways year-round. Do you believe the current level of service is:

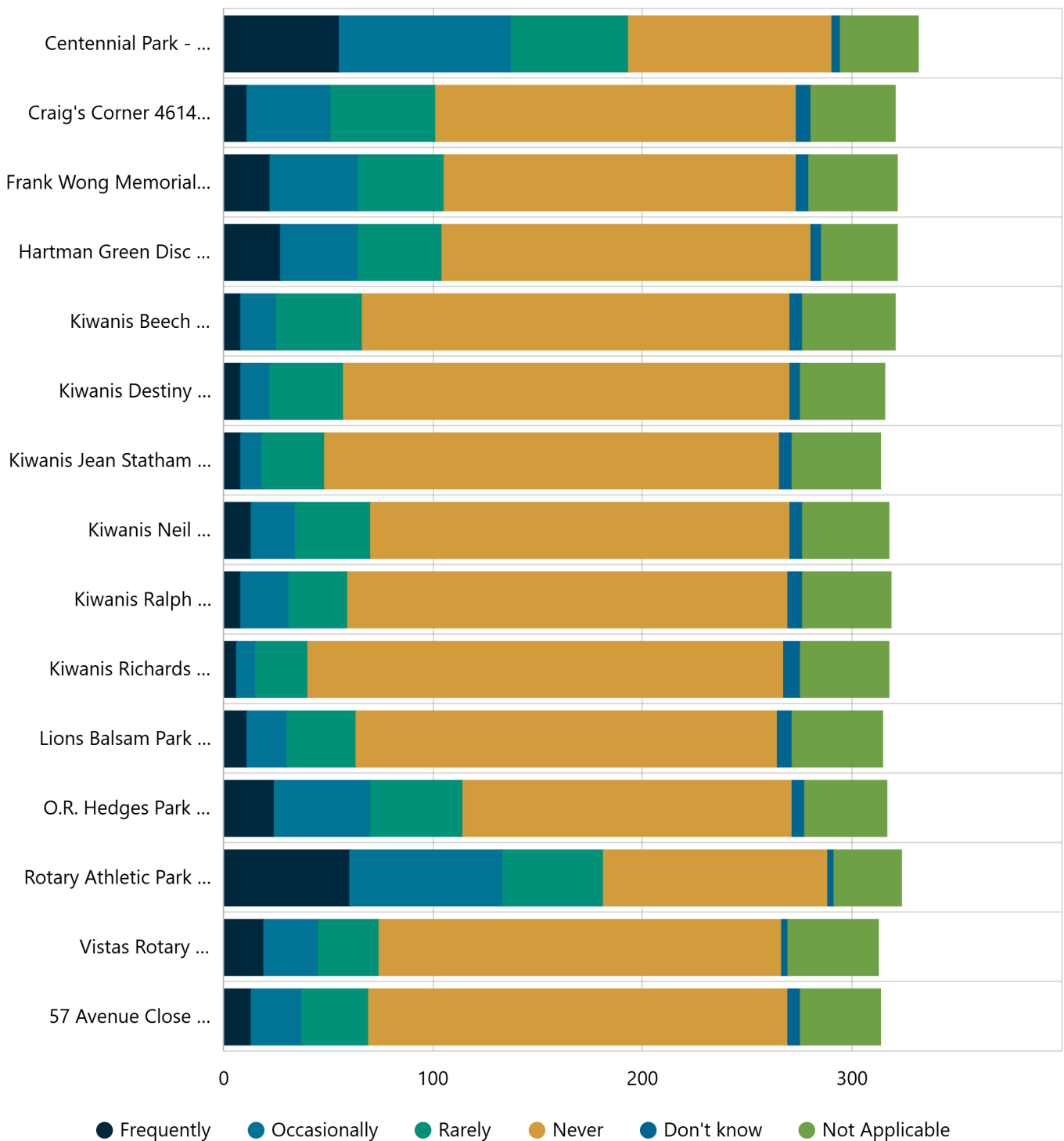
Multi Choice | Skipped: 4 | Answered: 338 (98.8%)



Answer choices	Percent	Count
About right	52.66%	178
Needs some improvement	24.56%	83
Needs significant improvement	10.06%	34
I do not use the trails and pathways	12.72%	43
Total	100.00%	338

15. How often does your household use these playgrounds?

Matrix | Skipped: 10 | Answered: 332 (97.1%)



	Frequentl y	Occasiona lly	Rarely	Never	Don't know	Not Applicable	Count	Score
Centennial Park - Splashpark & Skatepark	16.62% 55	24.77% 82	16.92% 56	29.31% 97	1.21% 4	11.18% 37	331	3.07

-5037 52
Street

Craig's Corner 4614 48 Avenue	3.44% 11	12.50% 40	15.63% 50	53.75% 172	2.19% 7	12.50% 40	320	3.76
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Frank Wong Memorial Park 5119 Shannon Drive	6.85% 22	13.08% 42	12.77% 41	52.34% 168	1.87% 6	13.08% 42	321	3.69
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Hartman Green Disc Golf Course 56 Avenue and 53 Street	8.41% 27	11.53% 37	12.46% 40	54.83% 176	1.56% 5	11.21% 36	321	3.63
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Kiwanis Beech Playgroun d 4 Beech Crescent	2.50% 8	5.31% 17	12.81% 41	63.75% 204	1.88% 6	13.75% 44	320	3.98
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Kiwanis Destiny Playgroun d 3 Destiny Lane	2.54% 8	4.44% 14	11.11% 35	67.62% 213	1.59% 5	12.70% 40	315	3.99
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Kiwanis Jean Statham Park 5511 56 Street	2.56% 8	3.19% 10	9.58% 30	69.33% 217	1.92% 6	13.42% 42	313	4.05
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Kiwanis Neil Leatherdal e Memorial Park Across from Hope Pointe Church (5402 43 Street)	4.10% 13	6.62% 21	11.36% 36	63.09% 200	1.89% 6	12.93% 41	317	3.91
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Kiwanis Ralph Maybank Memorial Park 56 Avenue and 50 Street	2.52% 8	7.23% 23	8.81% 28	66.04% 210	2.20% 7	13.21% 42	318	3.98
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Kiwanis Richards Crescent Playgroun	1.89% 6	2.84% 9	7.89% 25	71.61% 227	2.52% 8	13.25% 42	317	4.10
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d 20
Richards
Crescent

Lions Balsam Park 43 Balsam Crescent	3.50% 11	6.05% 19	10.51% 33	64.01% 201	2.23% 7	13.69% 43	314	3.96
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O.R. Hedges Park 5013 54 Street	7.59% 24	14.56% 46	13.92% 44	49.68% 157	1.90% 6	12.34% 39	316	3.61
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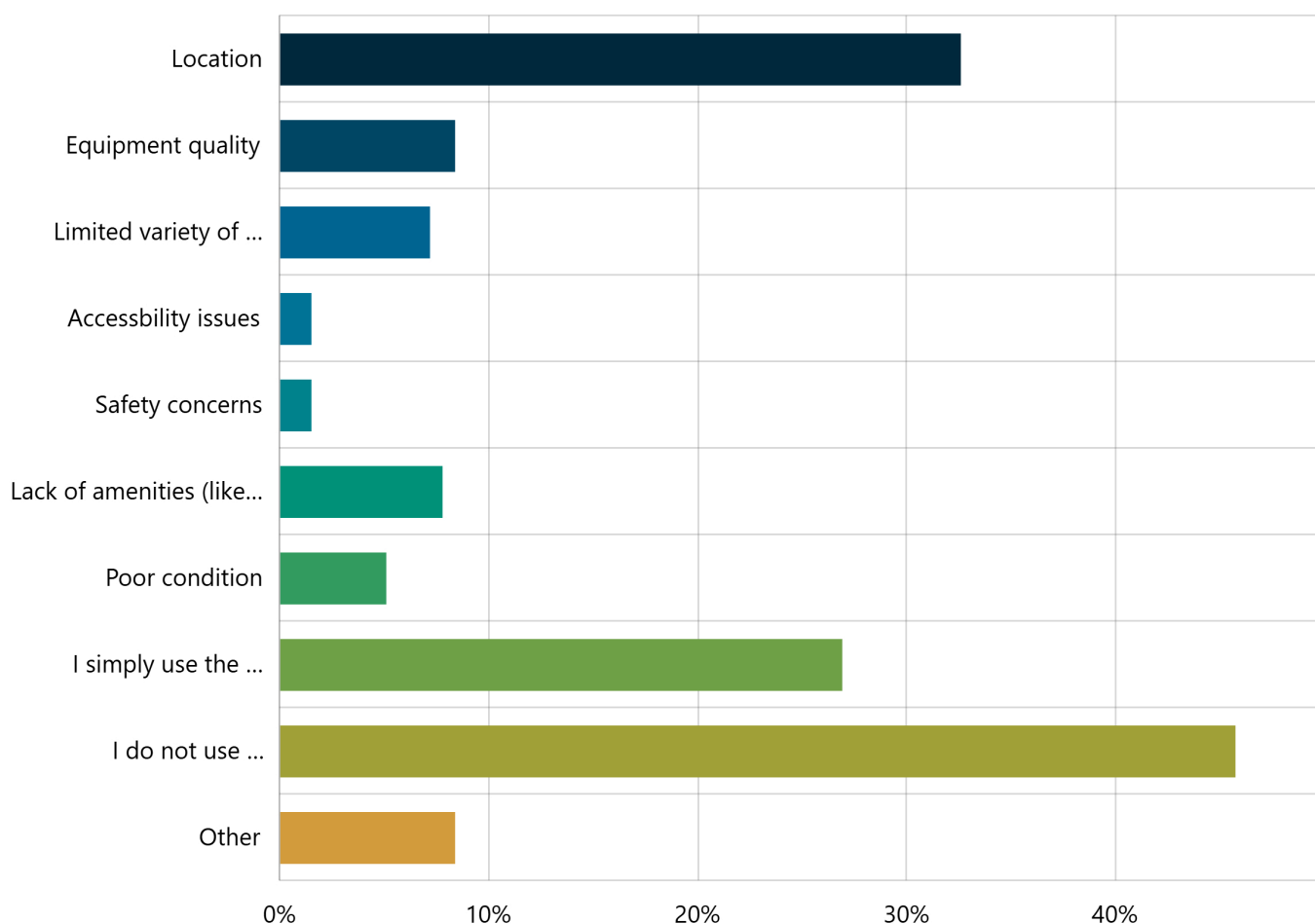
Rotary Athletic Park of Olds 3901 70 Avenue	18.58% 60	22.60% 73	14.86% 48	33.13% 107	0.93% 3	9.91% 32	323	3.05
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Vistas Rotary Playgroun d 49 Valiant Crescent	6.09% 19	8.33% 26	9.29% 29	61.54% 192	0.96% 3	13.78% 43	312	3.84
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57 Avenue Close Playgroun d 5707 57 Avenue Close	4.15% 13	7.67% 24	10.22% 32	63.90% 200	1.92% 6	12.14% 38	313	3.88
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16. Thinking about the playgrounds you use LEAST often, what are the main reasons? (Select all that apply)

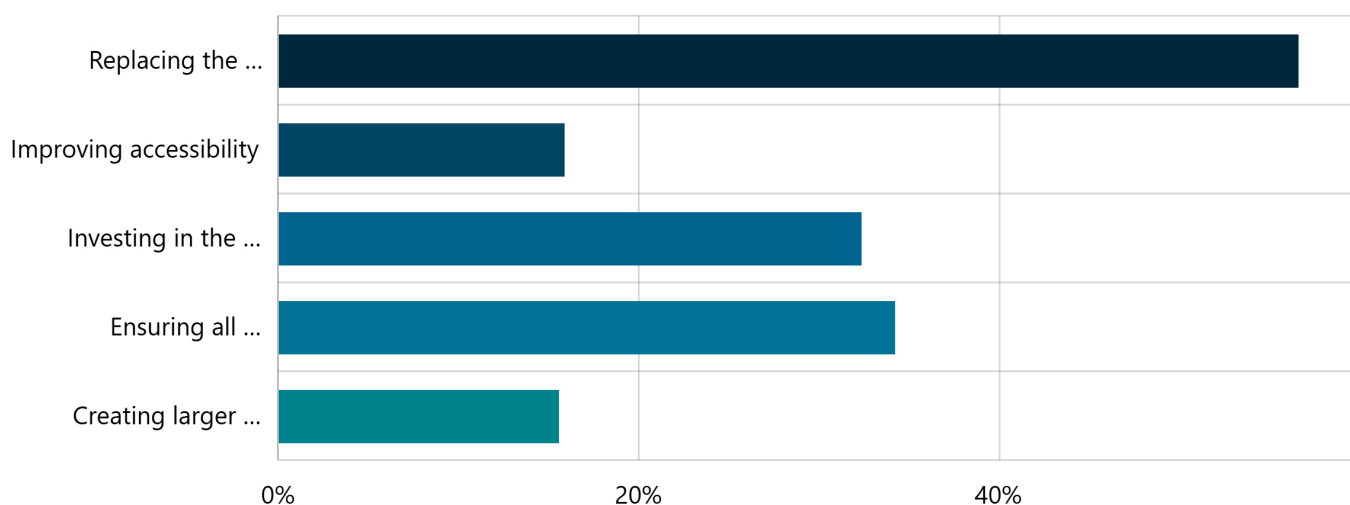
Multi Choice | Skipped: 7 | Answered: 335 (98%)



Answer choices	Percent	Count
Location	32.54%	109
Equipment quality	8.36%	28
Limited variety of play features	7.16%	24
Accessibility issues	1.49%	5
Safety concerns	1.49%	5
Lack of amenities (like picnic tables or toilets)	7.76%	26
Poor condition	5.07%	17
I simply use the playground closest to me	26.87%	90
I do not use playgrounds	45.67%	153
Other	8.36%	28

17. When replacing playgrounds, what should be the Town's highest priority? (Select up to 3)

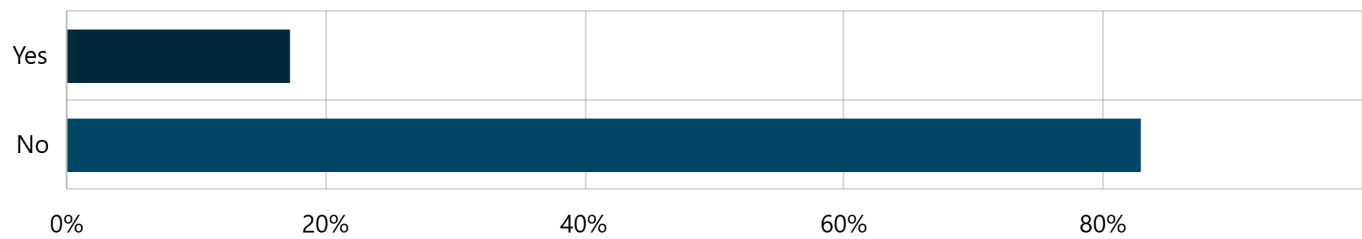
Multi Choice | Skipped: 20 | Answered: 322 (94.2%)



Answer choices	Percent	Count
Replacing the oldest equipment	56.52%	182
Improving accessibility	15.84%	51
Investing in the most heavily used playgrounds	32.30%	104
Ensuring all neighbourhoods have access to a playground	34.16%	110
Creating larger destination playgrounds	15.53%	50

18. Do you pay for a business license to operate a business in the Town of Olds?

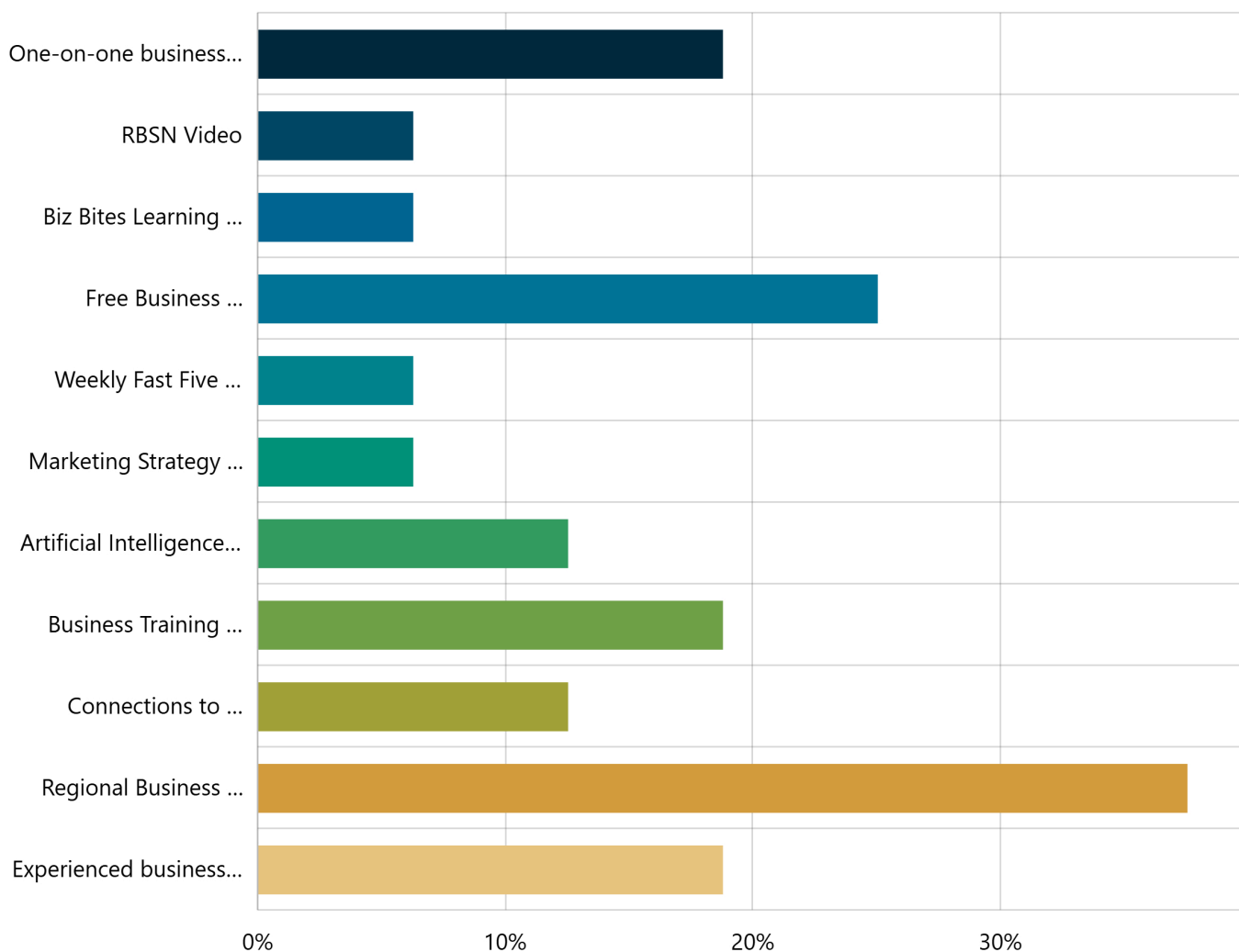
Select Box | Skipped: 10 | Answered: 332 (97.1%)



Answer choices	Percent	Count
Yes	17.17%	57
No	82.83%	275
Total	100.00%	332

19. What aspects of the business licence provide the most value to your business?

Multi Choice | Skipped: 326 | Answered: 16 (4.7%)

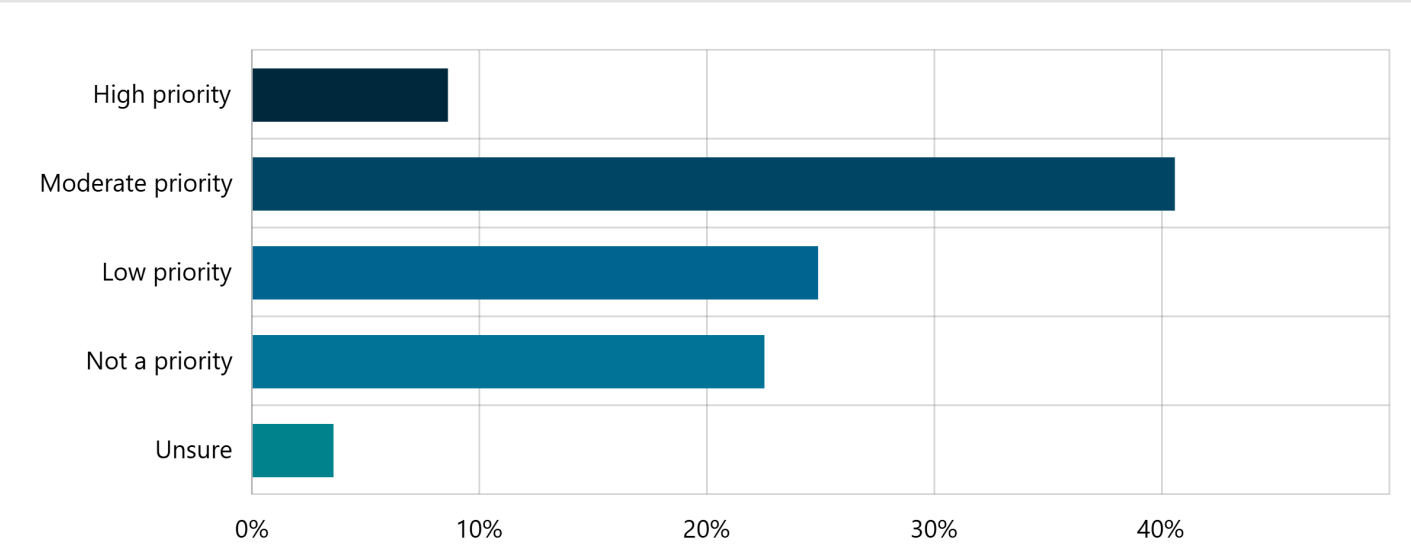


Answer choices	Percent	Count
One-on-one business growth consultations	18.75%	3
RBSN Video	6.25%	1
Biz Bites Learning Library - webinars, presentations, resources and training tools	6.25%	1
Free Business Promotional Video	25.00%	4
Weekly Fast Five eNewsletter	6.25%	1
Marketing Strategy Support	6.25%	1
Artificial Intelligence (AI) Integration Assistance	12.50%	2
Business Training and Webinars	18.75%	3
Connections to Funding and Capital Resources	12.50%	2

Regional Business Networking Opportunities	37.50%	6
Experienced business advisors	18.75%	3

20. How much of a priority should revitalization in Uptowne Olds be compared to other Town projects and services? This might include improved infrastructure, storefronts, improving walkability, housing developments, public meeting spaces and/or park improvements.

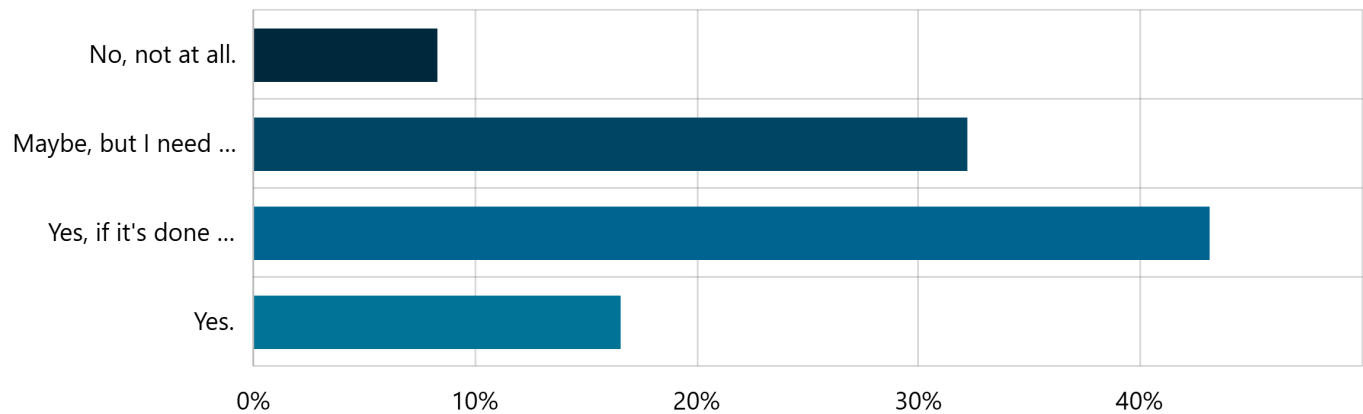
Multi Choice | Skipped: 4 | Answered: 338 (98.8%)



Answer choices	Percent	Count
High priority	8.58%	29
Moderate priority	40.53%	137
Low priority	24.85%	84
Not a priority	22.49%	76
Unsure	3.55%	12
Total	100.00%	338

21. The most effective way to reduce the tax burden on residents of Olds is to increase industrial investment in the Town of Olds. When done responsibly, these investments can provide opportunities, and strengthen our local economy. Do you support industrial growth in Olds?

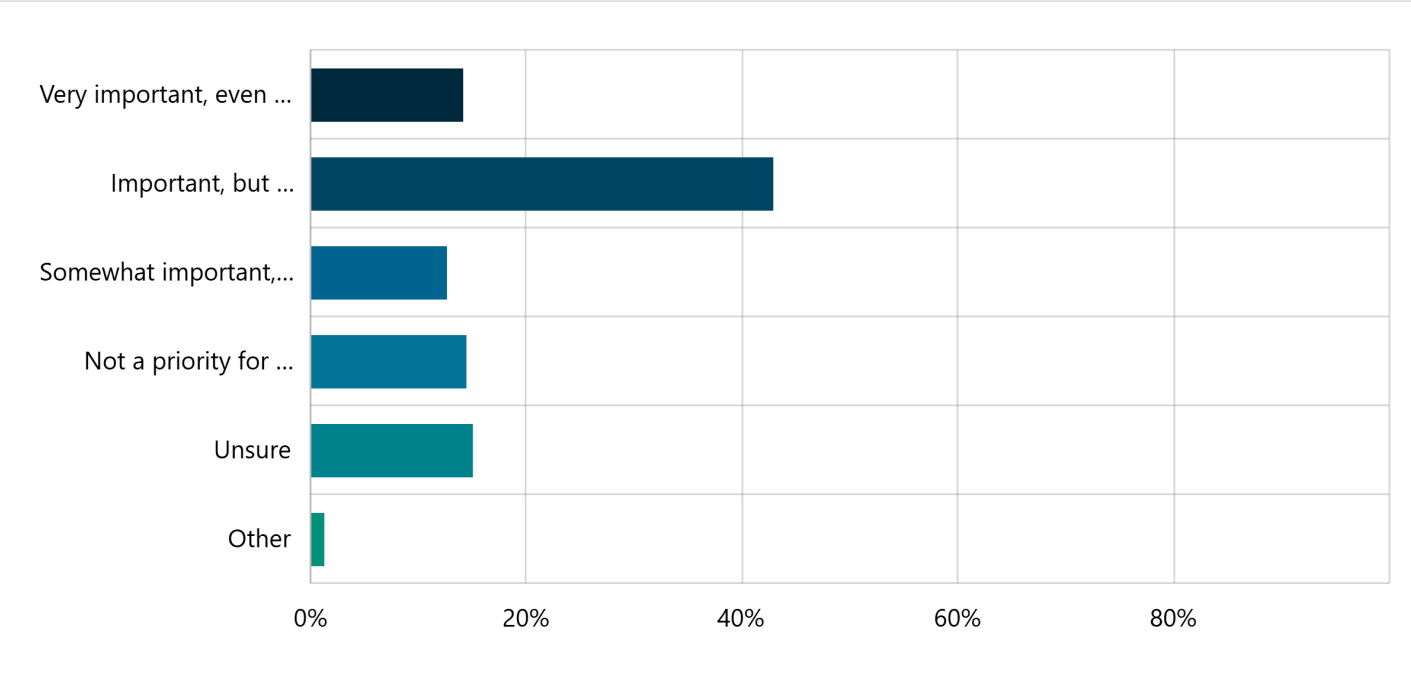
Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
No, not at all.	8.26%	28
Maybe, but I need more information.	32.15%	109
Yes, if it's done responsibly.	43.07%	146
Yes.	16.52%	56
Total	100.00%	339

22. The CCC's programs focus on prevention by helping people access supports before challenges become crises. When considering future budgets, how important is it to maintain these services?

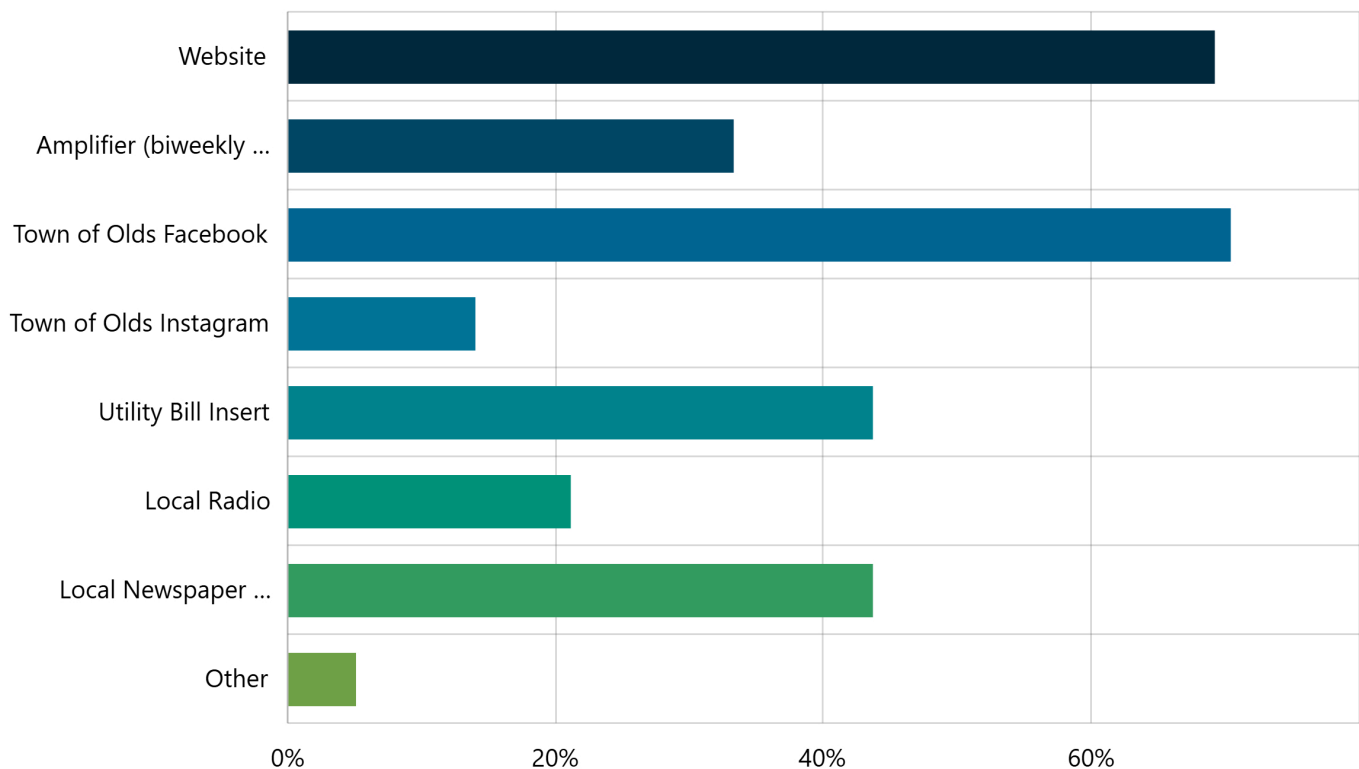
Select Box | Skipped: 8 | Answered: 334 (97.7%)



Answer choices	Percent	Count
Very important, even if it requires additional municipal investment	14.07%	47
Important, but current funding levels are appropriate	42.81%	143
Somewhat important, funding could be reduced if necessary	12.57%	42
Not a priority for municipal funding	14.37%	48
Unsure	14.97%	50
Other	1.20%	4
Total	100.00%	334

23. The Town has several channels of to communicate with the public. How do you prefer to receive information from the Town of Olds? (Choose up to 3)

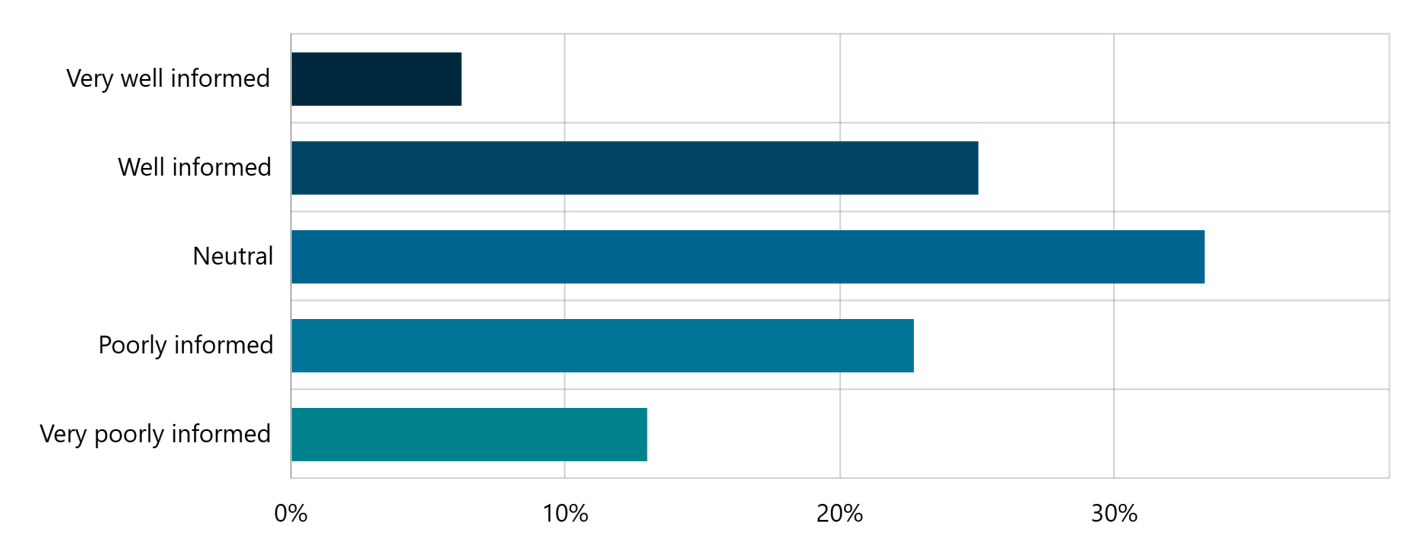
Multi Choice | Skipped: 5 | Answered: 337 (98.5%)



Answer choices	Percent	Count
Website	69.14%	233
Amplifier (biweekly eNewsletter)	33.23%	112
Town of Olds Facebook	70.33%	237
Town of Olds Instagram	13.95%	47
Utility Bill Insert	43.62%	147
Local Radio	21.07%	71
Local Newspaper reporting & weekly Town advertising	43.62%	147
Other	5.04%	17

24. Overall, how well informed do you feel about Town projects, services, and decisions?

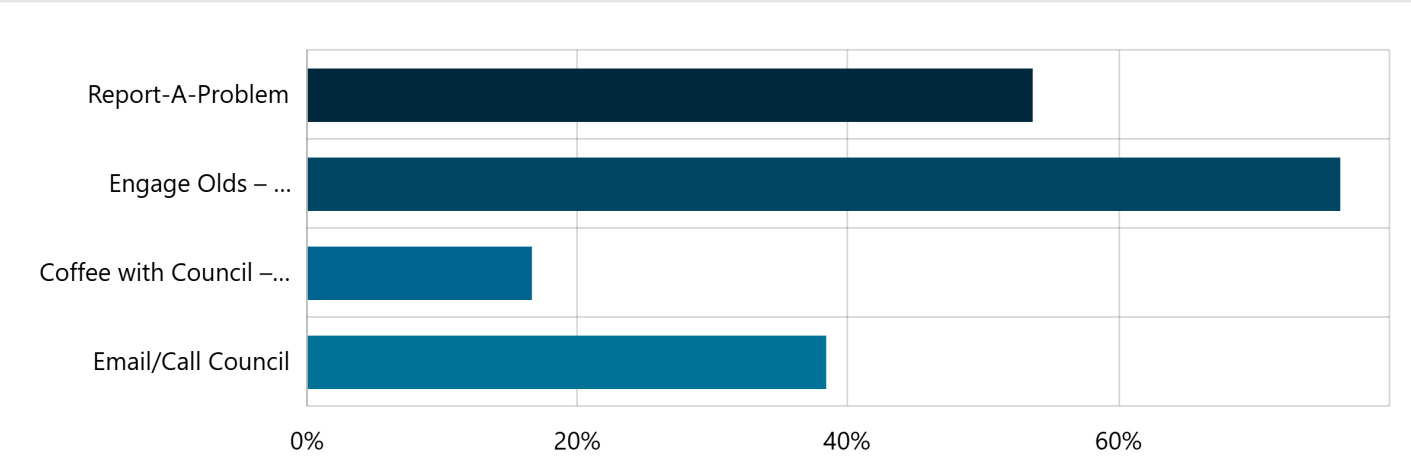
Multi Choice | Skipped: 2 | Answered: 340 (99.4%)



Answer choices	Percent	Count
Very well informed	6.18%	21
Well informed	25.00%	85
Neutral	33.24%	113
Poorly informed	22.65%	77
Very poorly informed	12.94%	44
Total	100.00%	340

25. The Town has several ways to gather feedback from the community. This feedback is taken seriously and is used to make important decisions. Which of the following Town engagement tools have you used? (Select all that apply)

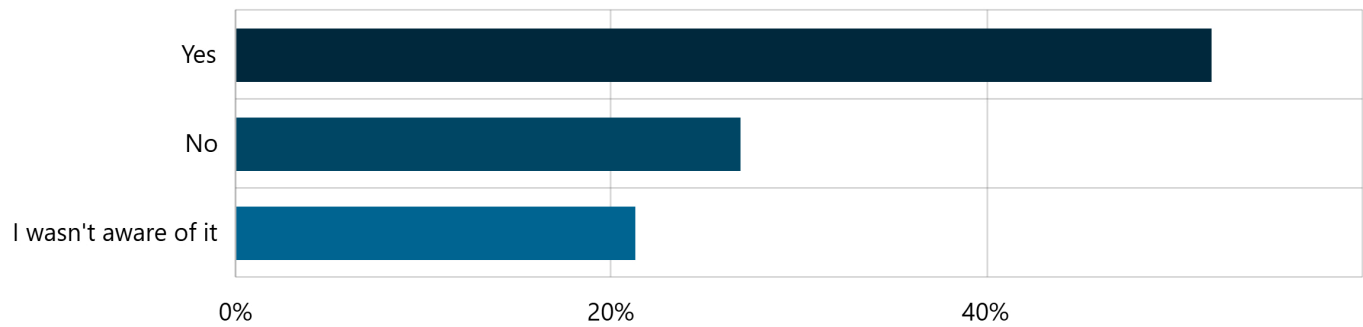
Multi Choice | Skipped: 34 | Answered: 308 (90.1%)



Answer choices	Percent	Count
Report-A-Problem	53.57%	165
Engage Olds – Surveys & Public Participation	76.30%	235
Coffee with Council – in person discussions with Council	16.56%	51
Email/Call Council	38.31%	118

26. The Town uses Voyent Alert for important announcements. It is used for emergencies, to share road closures, utility digs, and traffic impacts. Are you aware of Voyent Alert?

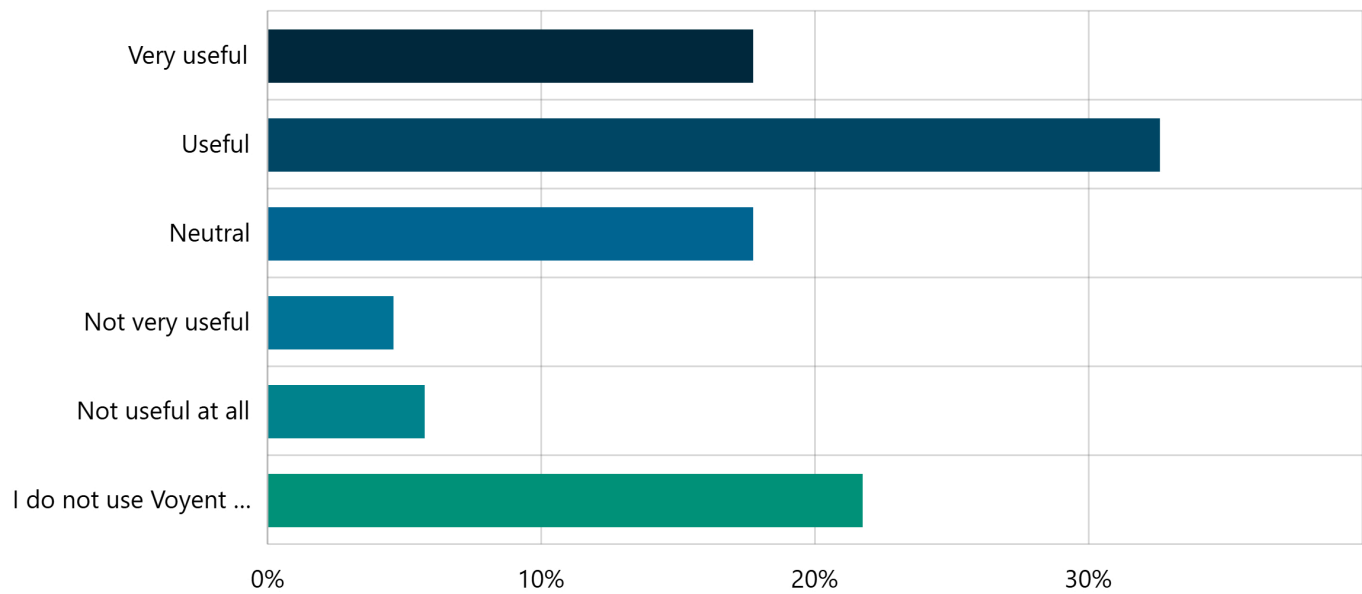
Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
Yes	51.92%	176
No	26.84%	91
I wasn't aware of it	21.24%	72
Total	100.00%	339

27. How useful do you find Voyent Alert for receiving important Town information?

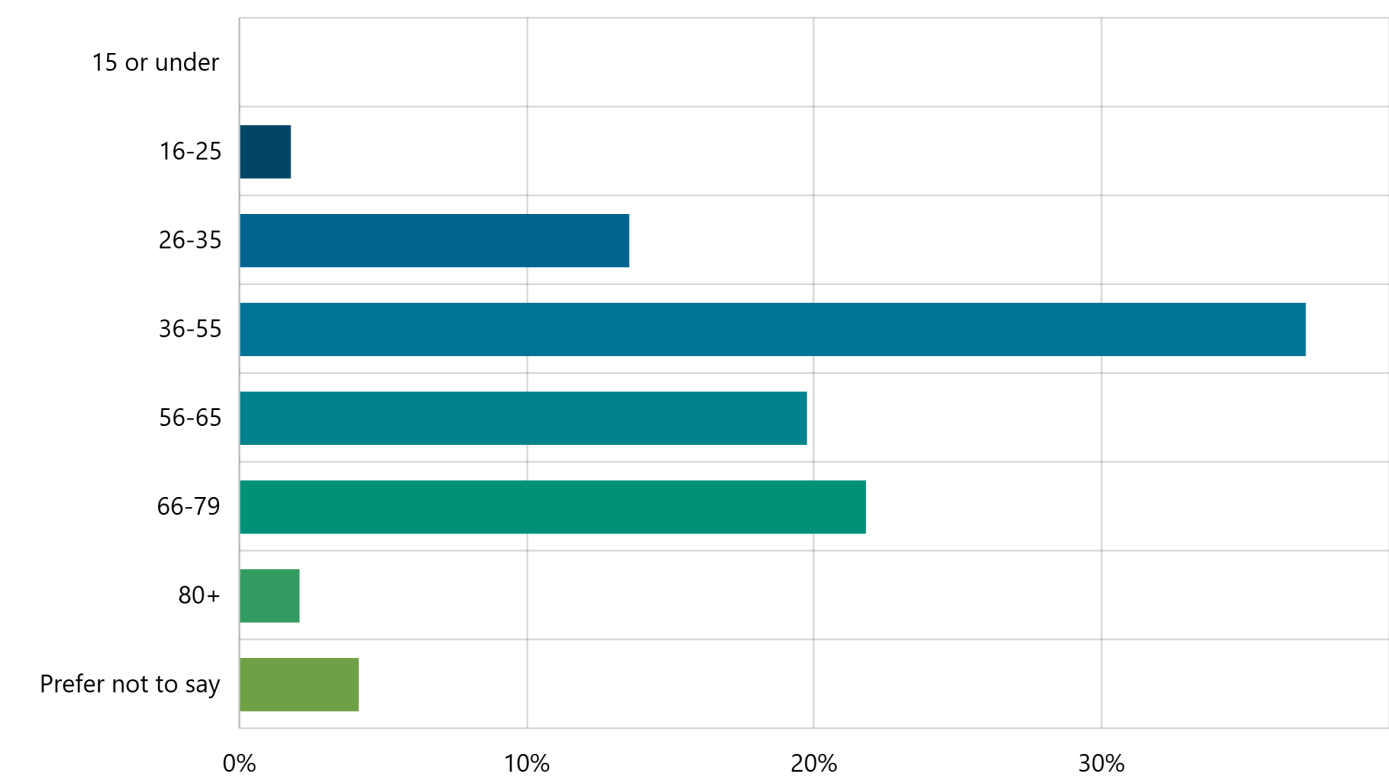
Multi Choice | Skipped: 167 | Answered: 175 (51.2%)



Answer choices	Percent	Count
Very useful	17.71%	31
Useful	32.57%	57
Neutral	17.71%	31
Not very useful	4.57%	8
Not useful at all	5.71%	10
I do not use Voyent Alert	21.71%	38
Total	100.00%	175

28. What's your age?

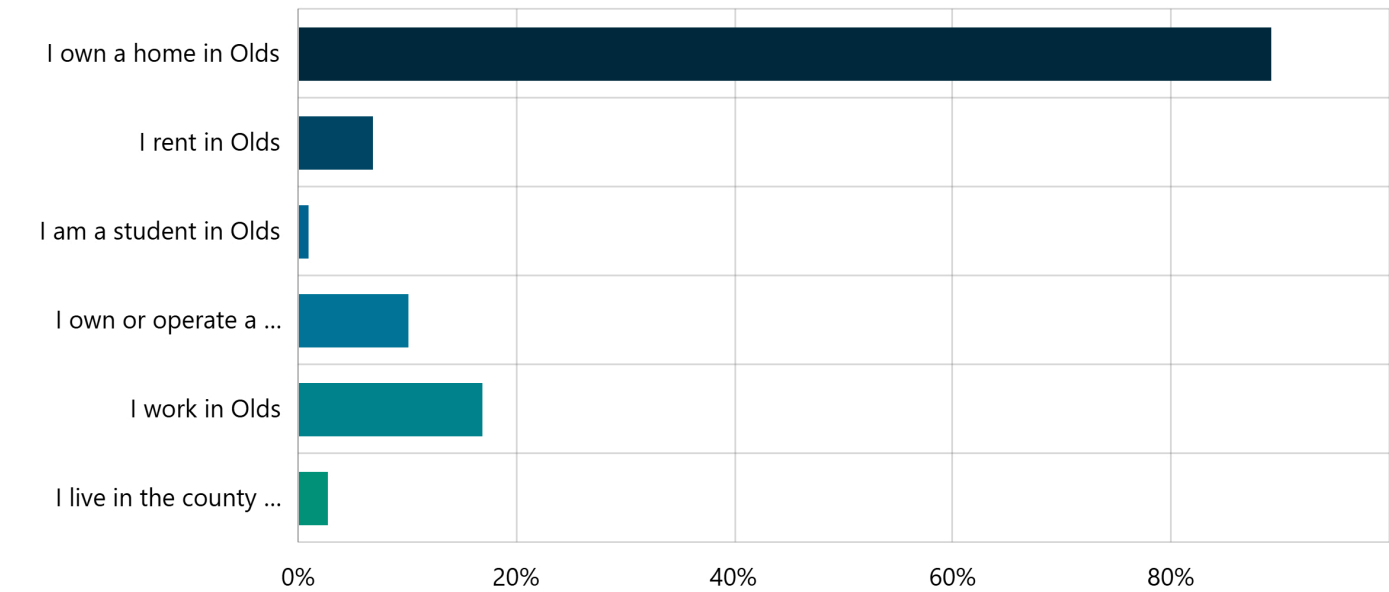
Multi Choice | Skipped: 2 | Answered: 340 (99.4%)



Answer choices	Percent	Count
15 or under	0%	0
16-25	1.76%	6
26-35	13.53%	46
36-55	37.06%	126
56-65	19.71%	67
66-79	21.76%	74
80+	2.06%	7
Prefer not to say	4.12%	14
Total	100.00%	340

29. What best describes your situation:

Multi Choice | Skipped: 3 | Answered: 339 (99.1%)



Answer choices	Percent	Count
I own a home in Olds	89.09%	302
I rent in Olds	6.78%	23
I am a student in Olds	0.88%	3
I own or operate a business in Olds	10.03%	34
I work in Olds	16.81%	57
I live in the county and Olds is the primary hub	2.65%	9

2027 Budget Survey Results - Comments

Considering your answer from the last questions, what's the main reason you feel that way?

I can see the visual improvements that the Town is making on the infrastructure and the various activities that are organized through the Town.
I feel as though the town puts way too much money into beautification attempts like art and flowers; yes those are nice to look at but a waste in the big picture. I do think there are higher priorities like debt reduction and infrastructure stabilization.
The cost of everything is increasing, we have to make due with what we can.
Our service levels compared to property taxes (after provincial deductions) are higher than average. While I'm satisfied with the services currently provided, I believe there are always opportunities to improve efficiency. I also feel that senior administration salaries are relatively high for a community of this size.
Our taxes go up services get cut. Not once did our road get plowed this year, pot holes are horrible in town
Taxes keep increasing and services keep decreasing, and the town wastes a lot of money on dumb things like public art.
I feel the town used to do a much better job on maintaining overall appearance. It may be finding issue but it just doesn't feel like the same level of attention is being offered. Or some areas get prioritized while others get left behind completely.
Roads are in rough shape. Need more light crossings for pedestrians. Snow removal and street sweeping is non existent in parts of town. Green spaces aren't kept nice and weeds are overtaking them. Trees are also not trimmed.
Roads are crap, better roads in Bangladesh.
I think that we spend too much money on things that do not matter, we are a huge sports community and I think we need to improve and invest in these things for our future and our children. Our roads get out of control in the winter with decreased snow removal. Not having a recycling centre to use and having to drive far to use one. Roads were fixed that didn't need to be fixed and others that weren't needed to be.
Our roads in town are horrible!!!
The grass around town looks terrible and unkept. Areas have been called "natural areas" but no native species have been planted to support this. These are just unkept areas at this point making no attempt at hiding the cost saving purpose they serve. I am in favour of naturalized areas and think it's a fantastic way to save money but it must be done responsibly. The roads are rarely plowed and there needs to be more invested in our water services.
The water and sewer lines are aging and need to be replaced
Towns in debt don't get to have nice things. Taxes should increase - but not for increased service levels, they should be used to pay off debt and fix our crumbling infrastructure.
Funds seem to be spent on more nice to have improvements than need to have. Beautification projects are great but not at the cost of snow clearing, road maintenance and underground infrastructure. Every year the taxes go up and services fade.
We pay some of the highest taxes in town. Our road is never plowed or cleared. Our fence is used as a landing spot for snow clearing which affects its structure and leads to flooding in our yard in the spring.
Wasteful spending on new town office
roads are the [REDACTED]s, sidewalks cracked and broken. poor snow removal. seems like every town employee has their own leased truck. piss poor management and STUPID SPENDING , present council needs their asses fired ASAP!
Town is broke and the tax payers are in the hook

2027 Budget Survey Results - Comments

You arbitrarily changed the mowing this year after rescinding your knee jerk decision to naturalize green spaces last year also 2 workers putting around watering the planters on Hwy27 of which should have been removed as a incremental expense which was removed prior!!
Need to change from snow removal to snow plowing. Waste of money to remove snow. Never lived anywhere else that had snow removal -Calgary , Cochrane, rural Alberta. Increase police and bylaw enforcement funding to manage criminal activities in town. Reduce traffic accidents and congestion by not allowing left hand turns from 57 Ave onto 50th street.
I feel that given our budgetary restrains, the town has done a good job with what they have.
Doesn't seem like we get a lot for how much we pay every year.
Past poor investments/business decisions (ex Sundial) and accompanying debt load have left Olds in a FAR worse position financially than other surrounding towns and therefore tax dollars are going to debt servicing rather than services benefiting residents. That said, a data center and power plant located beside residents is absolutely NOT the answer.
I feel this way because of the wages that the CAO makes, RIDICULOUS..
Lovely town, good services for a small town. Town council works hard for us. However there is not enough grass cutting or management of dandelions and weeds in greenspaces! This leaves the town looking run down and embarrassing in many areas.
Poor planning, poor decision made by both concil and administration.
Budget cuts are usually made from the bottom up rather than looking reducing the "fat" at the top. ie funding cuts from a facility(pool, arena, museum library or parks etc) and the CFO gets a raise!! How does that work??
I am not sure what the Bylaw Enforcement Officers do as I have only seen them driving around. With the number of speeders, poor and distracted drivers in town I would expect to see them do more enforcement. I don't think we need 3 Bylaw Enforcement Officers. If they are doing anything there needs to be more publicity on what they do.
Town maintenance has dropped considerably
I find that taxation levels are reasonable for the level of services provided, given that the province takes a third. I could tolerate higher taxation for improved services, but don't feel that they're necessary. I would like to see more low-cost walkability improvements to go along with rising density, such as curb extensions and better accessibility for active transportation.
We pay the taxes. Should go to where the people say
My sidewalks are crumbling and getting worse every year. My residential street was not snow plowed even once last winter Big pot holes from last year near the railway crossing on auction mart road haven't been repaired.
Feeling like overall receiving less and less for more money.
High taxes with not much service. Other similar size towns have lower taxes and better services
Stop paying the AOC 260,000 a year that would help a lot. Ridicules wage for a town our size. Stop spending money on stupid this like flowers. Maybe residents would adopt a pot and take care of it. The town is broke, use money only where it is absolutely needed. Find some common sense. Spent money like it is coming from your own pocket!!!
Still see a lot of waste
Taxes continue to increase while services remain stagnant or decrease.

2027 Budget Survey Results - Comments

I believe we have too much bureaucracy and are overpaying for the services. I would like to see the Olds College contribute a tremendous amount more to the town coffers!
I don't have a lot of complaints about tax-funded items
Snow removal should never have been removed. Took far too long to come up with a reasonable and workable garbage/recycle/compost pick-up schedule. The town has wasted so much on things that are unnecessary like the statues, the signs, poor decisions with Sundial, ONet and now the impending Synapse project. It is unfortunate that the town will not listen to or take into consideration the voices of the residents. They are trying to save you from another blunder & you are blind to the information.
It seems like "Dream Projects" are getting more attention rather than the priority items like water and wastewater and roads until it's too late and then have to be done at a much higher cost. Not enough emphasis is being considered on "end of use" projects rather than running things until they actually break.
Our town does not keep up with roads and alleys and prefers to spend more irresponsibly
Money not spent properly and no accountability for the spending. This budget survey proves that you are focused on the wrong issues and completely oblivious to what the town needs.
I have a high tax bill given my house I have but I don't really get more value from it than a smaller "cheaper" property and the lack of clearing of snow on my street and others has caused damage to our vehicle because the ruts are too deep for low cars
No improvements in our area of town
Property Taxes for The town have hit the limit!! Property owners are not a bottomless pit of cash. Property Taxes will price owners out of their homes!
I don't feel I see a lot of personal benefit in terms of development, improvements or services based on where I live and what my service needs are (e.g. snow removal, garbage/compost/recycling collection) and the community). I also acknowledge that I don't have a deep understanding of how the tax is used in ways that may be benefitting me, so I answered I don't know.
There continues to be questionable money spent on consultants and golf tournaments that could be better used to help the citizens of Olds.
Taxes are very high, but I don't see where that goes. Roads are awful I hit a pit hole so big it damaged the rim on my tire.
I trust that the town does what they can with the money that they have.
Taxes are about as high as Calgary but we don't live in Calgary. We live in a small town. I'm willing to greatly reduce taxes for a great reduction in services
It seems as if any time I see town employees there are multiple standing around, watering flower plants. I would rather see tax dollars go towards our outrageous water bills
All the other towns that are nearby have more. They have better services.
The town literally sold out my house value by approving 10 data centers & power plant
For the amount I pay in taxes the town is not growing by attracting new businesses. Snow removal is really lacking especially in residential cut-de-sacs. I see a lot of wasted resources by no upgrades downtown that could attract small businesses to make downtown a place you want to go to. of wasted resources
Wasteful spending, especially raises for town administration and expenses

2027 Budget Survey Results - Comments

I feel like significant investment is needed in water and waste water. Our own sewage treatment, or freshwater facility, should have been a priority decades ago. Now we have a failing system that will continue to burden the town with excessive fees until we get a council that plans ahead, instead of kicking the problem over to the next generation to deal with.
Taxes have increased an insane amount in the last few years and nothing has changed for the better imo. Status quo maybe. Snow plowing has not gotten better but taxes have increased. Roads are worse or the same. Now we need to let a gas plant the size of a third of our town be built right in town to cover up the mistakes. There is no dump for our extra garbage anymore. The cardboard recycling centre has been dismantled. Literally everything is going away and our taxes keep going up.
I know the town tries it's best with the resources it has
I'm happy with the level of service and maintenance of the town
I work in municipal government and understand things happen and you will never make everyone happy
Because in winter, my street is never cleaned, in the spring and summer, there is a giant puddle, due to your poor road maintenance, I'm not sure where my tax dollars go, but no benefits to me.
Our taxes keep going up but our roads and deteriorating, green spaces need mowed, etc. it feels like the town is getting behind on the upkeep
I think it's hard to run a town and keep people happy. I think you do a good job. I want more but don't necessarily want to pay more.
Recognize the town is carrying a high level of debt, compared to similar sized towns
New resident so we feel it is fine so far. We haven't been challenged with any difficulties yet.
Most of the taxes should go to the Town.
Taxes are too high.
Lower taxes & cut services.
We get what we pay for. If the town had more money more things would happen but one has to work within their means.
The Town is doing the best they can with the revenues they receive.
Service level has been good.
Our property taxes have been subject to high increases over the last couple of years but no increase in the level of services provided by the Town
We have alot of good things in our town.
I m on a fixed income with little or no wiggle room
In my area there have been no improvements to the roads, no snow moving let alone a lift, there are no plans for water/storm upgrades upcoming, have been paying taxes for over 20 years and many increases have happened over 300% in that time and services have diminished so is herd to say anything positive about the handling of the tax dollars and all you hear is shortage of funds and don't have money to continue services
Provincial government has to much power over municipalities
Poor water and sewer pipes, old infrastructure, limited plants, and poor flower displays
no snow removal all winter no street sweeping half ass mowing

2027 Budget Survey Results - Comments

When new projects are undertaken in the town, they seldom align with what I feel should be the priority.
Everything costs more and we are getting less. The town has absorbed as much cost as they can and years of artificially low taxes are to the point services can't be maintained any longer
You keep raising my taxes but keep taking services away like recycling depots, compost for grass large bins that were left around for residents to use. Instead you increased my taxes and added more days to the bin pick up? You raise taxes but decrease snow clearing ? If you did that better you would reduce the strain on your storm water systems but not allowing and entire winters precipitation to hit it all at once . You guys increased my taxes to pay for your failed onet project .
It often feels like tax money is used inappropriately on things like "beautification" when in reality, bus routes need to be plowed, we need better recreational facilities.
Taxes in Olds are way higher compared to other towns. For what we pay, we don't get that much back in value.
Potholes and temporary fixes of roading. Heaved sidewalks. (Back alley by Whitewater Way is full of large potholes. It's used as a main thoroughfare for both vehicles and pedestrians who cut through from Tim Hortons to Co-op to avoid going out on the highway. It's a liability for those who travel down it and for those who own property there, especially in Winter. It's also a dumping ground for others garbage. Temporary pothole fixes never last long as they get churned out by a high traffic load.)
My sidewalk has never been fixed for the past 10 years
Olds is well kept, I think people have a positive view of Olds.
I currently do not own any property in the town
Snow removal from residential areas would help maintain sidewalk levels above the snow pack level of adjacent road. Arena ice time availability is not conducive to keeping our youth population engaged and learning important life skills in a team environment. We share ice surface with other teams and play half ice and need to use ice surface outside of town regularly. We would benefit from at least two additional ice surfaces + could keep youth in our community as adults and raise family here
Really - charging for the parade, allowing a massive data centre in with a power plant and calling it light industrial - hah pretty poor
In different towns for example Carstairs you can see where the tax dollars go. We lived there for many years there snow removal is amazing in all main and residential. There green spaces are constantly mowed kept up with added flowers and trees every few years. Road maintenance as well as sidewalks that need to be fixed. It would be nice even if we are charged more here to have a beautiful town with more up keep
This town looks more and more like a dump, we used to be a proud community in bloom! Now we no longer cut and maintain our green spaces and leave them to fester with unsightly weeds.
The Olds Sportsplex is a run down old outdated building in dire need of replacement but we're too busy funding ONet and building a new maintenance shop...
Oh and should I mention Watering Flowers in the RAIN!
The town is not listening to residence. The data centre is being pushed even though their a large amount of people who will be directly effected who are opposed. The city should work something out with the county like Lacombe has so they can bring things to the county and get a portion of the taxes and then bring the data centre to outside of town.
There are so many things in town that needs repair, wasted money on so called art while the same pots holes destroy you car year after year. Do proper repairs, not make shift ones and save more money

2027 Budget Survey Results - Comments

I chose Poor value because I don't believe the Town is managing taxpayers' money effectively. Essential services continue to fall short, yet the focus is on cutting services instead of fixing budgeting and management. Residents pay significant taxes and should expect reliable core services. Before considering cuts, the Town should prove it can spend existing tax dollars responsibly and efficiently.

Roads are never plowed throughout the winter live in the green area

Town tends to hire too many Directors and middle managers and not enough "boots on the ground " staff

Grass cutting , naturalization was dealt with last year!

Property taxes have increased exponentially in the 4 years I've owned a house in Olds and the only service to improve was weekly green bin pick ups. Not seeing any return for my tax money benefiting young adults at all

No residential snow clearing, green space and pathways need to be maintained more frequently. Overgrown and full of weeds. Minimal street cleaning in the spring. Recycling depo has forced residents to now travel to didsbury with no notable cost savings to us.

Most services are adequate with the exception of pothole filling and snow removal

Municipalities must learn to live within their means. Higher taxation with reduced services is not value for money. Services have been on a steady decline for the past 5 years. Taxation has been on an unsustainable rise the last few years.

Lack of snow removal, extremely high water and waste bills - actually absurd. Property tax continues to go up and services continue to go down.

I was impressed with the town's snow removal last winter. I was also impressed with the town's efforts to maintain or improve road surfaces. I have seen other towns and cities neglect these things, and they end up costing the taxpayer much more than if they had been looked after early.

Our taxes have increased over the last few years and yet service have been cut or minimized.

Property tax goes up by 500 a year minimum and services lessen ever year

Taxation across this town is not equitable. There is a small portion of the town that pays upwards of 30% more because of "assessed" values. There needs to be a normalization method applied to this across the town. It is worth noting that with us paying way more certain services are poorer for us (ie. snow removal). The town also DOES NOT need to be putting more money into "uptowne". That should be up to merchants in that space.

The roads in winter are awful. Also, every playground should have an outhouse, the lack of toilets in an area specifically for small children is ridiculous.

Road repair, curbs and snow removal affects everyone, and is seriously lacking.

To much is spent on developing new communities with out helping older communities prosper.

I think the Town's priorities are out of touch with what residents actually need. Property taxes continue to increase, yet basic services like road maintenance and snow removal still aren't where they should be, especially across all areas of town.

Although 30% goes to the province, prior community mismanagement has still put a strain on taxes for those in town. Bringing industry into the community help alleviate tax increase to residential and to business is the biggest step forward needed. The small voice of a few does not represent a community of almost 10,000.

Far too much has been spent and continues to be spent on the "nice to have" things as opposed to the crucial items such as infrastructure, streets

2027 Budget Survey Results - Comments

Too much of our taxes goes towards town debt. As someone who works out of town, much of Uptowne isn't accessible to me, and too much priority is focused in this area
Due to bad ACO and Financial Officials advice we are in a hole. Them advising to move forward with a Data centre and Power Plant is ludicrous. Must be a payoff somewhere, follow the money. Look what the advice to go forward with "O" net did.
If the town is BROKE why are you spending money on SMART METERS THAT NO ONE WANTS? Priority needs to be given to INFASTRUCTURE NOT PET PROJECTS. FIRE THE CAO.
Town debt from poor past decions, delivering sevicees that are not essential
Common sense is lost. Town has too many employees feeding the system and not servicing the taxpayer.
If you forgive 2.5 million dollars in taxes when companies do have the monies there will be shortfalls and dont pay for inset costs for new developments and ONet style expenditures - why keep Emerge Ops center open for years and so forth smart spending is more productive - dont forgive taxes for companies that can pay even though they say they cant
Seniors housing portion is not right. As a senior I receive no benefit. What is this money used for?
Room for some belt tightening
A lot of work has been done to fix water issues. Snow gets cleared. Roads are in decent shape. Streets are clean.
Zero snow removal on our street, thankful for 4WD. Streets are dug up and months go by while the town puts gravel in the holes which pounds out within hours. Much more.
My taxes were higher in Didsbury
My taxes increase substantially each of the past three years but it is not apparent as to where it goes.
The CAO is paid way too much, he should be fired. He is a very poor advisor. Town operations are bloated and wasteful. We need a cleansing of all town council.
I continue to see a deterioration in our roads each year.
Money has been wasted on buying onet and bailing out friends. Letting the town owned properties sell for \$1. Spending money on art or statues that are in distaste and the money could be spend on snow removal and grass cutting
Snow plowing sucks. Street conditions suck. No one cares about beautifications and statues
Art installations along highway 27 complete waste of tax payer dollars. Seek corporate sponsorship for large infrastructure projects.
Need more trees and beautification, especially in dull areas like highway 27 through town
About the snow plowing, for what I pay in taxes my street could have been done once, my crescent was not touched, and not at a time when the sun will come out and melt it the next day.
Without having a breakdown of how dollars are spent, I can't comment on the value I have received.
Taxes have continued to increase, yet the quality of service continues to decrease. There is not a clear trackable record available to residents that describe exactly where our tax paying money is going.
Good services overall. Lots of amenities. I lived in both major cities, so I'm used to no residential snow clearing.

2027 Budget Survey Results - Comments

See previous two comments. We're paying top dollar for services that aren't being completed to a satisfactory level. No one from the town holds these contractors accountable or even checks their work.

I feel there has been money wasted on the Onet and the money owing on the mall should have been collected instead of taking more land. There's talk of a bus which is not needed at this time. Town is not big enough to support one enough nor do we have the money to put towards it.

I do think that we could find less expensive ways to keep things nice. I would also like to see our big compost bins that we used to have brought back. Some of us can't get to the branch, grass drop off areas.

There are some very high salaries for Town of Olds employees. The wage for our ceo is ridiculous as one example. I feel we spend a fair amount on programming for seniors/youth camps etc including paid staff members. I'm not sure this falls under Town of Olds. I feel there are community organizations that could cover off these areas and have them as income for their organizations.

I feel like the Town of Olds works hard to balance our costs vs revenue.

Taxes to the town for basic services like mowing, landscaping, cleaning, snow removal, arboriculture, etc. are misused. I have noticed in the last few years a dramatic decline in the appearance, functioning, and overall well-being in the town despite a sharp increase in taxation. It is deeply frustrating seeing the town waste money on planting trees along streets only to not properly take care of them and die within the year, never to be replaced for example.

The roads near down town are very bad. And I got stuck laving my house 3 times due to poor snow clearing

I think we are playing catch up with debt for the last few years.

Except for bailing out ONet and "free" Wifi downtown, I think that tax revenue is fairly well managed.

Service is only adequate.

When observing some town employees working, while plowing sidewalks for example, it seems as though additional training would be beneficial. I've seen firsthand employees who are not using equipment properly and then end up doing a very poor job. If residents are paying for such services, then the labourers need to be skilled operators.

I'm not educated enough on the town budget to state a strong opinion.

The town is well maintained and we have very good services we can access without paying extra or through subsidized fees

There are infrastructure issues in many parts of the town - roads with potholes, sidewalks with significant settling and cracking, and what's with the apparently permanently unpaved section of 57th Avenue north of the hospital? Will it ever be paved?

Mostly the snow clearing. I find it crazy that roads and alleys are just left with packed snow and for people to fend for themselves. And then when there is massive runoff and melting we get notices to chip ice by hand

This change from last year swing back to not mowing is extremely disappointing and needs readdressing now!

Level of service doesn't feel like it matches what residents pay in taxes.

Because with tax increases taxpayers receive less services but town office is always adding staff. What we are in the financial mess we're in there should be a freeze on everything including COLA like employees in the private sectors have to deal with.

I don't feel town resources (equipment, people, infrastructure) is used as effectively or optimally as they should be.

2027 Budget Survey Results - Comments

More attention should be given to safety. Example. Sidewalk covered by ice during thaw and freeze conditions putting pedestrians in danger of falls. Need to attend these issues in a timely manner. Had called and nothing took place.
It seems that the mayor and council are taking direction from the CAO when those elected to council should be providing direction to the CAO. Lack of transparency from the mayor, council, and municipal employees has caused a loss of confidence and trust.
The town could cut back on expenses.
I've lived here a long time and the natural areas leaving grass and weeds to grow wild is unbelievable when I look at the waste of money the town is spending on O Net and the waste of "art" on the highway. Worst spot to put that! We shouldn't have had to pay for the bad investment choices of some of the wealthiest people in town!
I think the town is using the taxes responsibly, doing infrastructure repairs which will result in money to spend in other areas in the future.
Our park only gets garbage and recycle pickup and usually one gravel/salt run in the winter time. We have a new Apt complex just to the south of us and people are already plugging streets for parking spots - so it should just be a shit show in the winter time. Better planning and parking lots need to be part of new construction sites . one spot does not make sense when most homes are a two income residence.
The province needs to support municipalities more. I came back to this since it's the only place to type before submitting - there should be something at the end. I am curious why Arts and Culture are not included in this survey. Things like the Library and Museum are important for our community as well. The first thing that many people go to in a community is the library and then the museum or something like that to find out more about the community. The library is the hub of a community.
Seen better and worse in other towns
Too much money spent on ball diamonds and soccer fields north of walmart. Keep the grass cut, clear parking lot and ALL paths clear of snow to allow disabled, mobility issue, seniors and all people access from the parking lot to all sidewalks to allow winter time walking in a safe matter. Now, only perimeter walkways kept cleared and only accessible if you park on the street. Not safe.
Poor planning and budgeting
1. One town councillor said to me and then 3 others that Olds does more with less; how? Taxes are lower, but utilities are higher and are all grant opportunities exploited. Dollar for Dollar there is still waste and Brent refuses to follow Council policy. It's not the worst, but it's getting worse
No snow removal in crescent, poor grass cutting on boulevard. Exceptionally high water pricing, compared to major cities.
I moved to Olds 25 years ago because I liked what I saw how Olds was run then, the past 10 years has shown a huge decline in quality of upkeep and pride this town has for the residents. Olds needs to get people who manage this town to have more expertise and pride in what they do.
Parking lot at the Cow Palace is terrible. Needs redoing.
The roads are the worst I've ever seen them in 50 years. Too much money is wasted on councils pet projects, cameras, water park, round about, smart metres, beautification projects etc. None were necessary expenditures. Stop wasting money we don't have and go back to necessities.
We are a wealthy town but debt should be our highest priority
Inefficient use of manpower.

2027 Budget Survey Results - Comments

High wages for administration seems to be a concern 😞
The town does a decent job, but the fact that my taxes have gone up \$1000 in the past 3 years means to me they should be doing an amazing job.
High taxes not a lot of high services
Living in the Vistas means living with on going construction. The state of construction sites is appalling with no regard to garbage blowing around and weeds growing on lots and then blowing everywhere. Each construction site needs a garbage bin WITH A LID. Weeds need to be controlled in the spring. Developers and builders need to be held accountable for their sites and they also need to clean sidewalks of mud and snow. Perhaps the bylaw officers could monitor and tickets be issued.
Our household is senior citizens on a fixed income.
I feel the level of services are adequate, but taxes are still too high in Olds compared to some other towns of similar size. Water bills are double of what I was paying in Didsbury. What hasn't helped is having our home assessment go up by a significant amount in the last 4 years. I'm not planning on selling anytime soon, so all it does is make my taxes go up every year.
We need to have more snow clearing on residential streets, and we need to continue to upgrade water infrastructure before it becomes an issue
The reduction in paths and green space mowing and upkeep is very disappointing to me. I feel it needs to return to the level it was in 2019 when I moved back here. I also just noticed the other day the flower bed at the corner of Main Street and Ted's looks so crappy. It used to be beautiful in the summer. Hire more summer students to do these things. It is a good job for university students to come home for the summer and do.
It seems we focus on things only visual to the hwy main street. The green spaces not being cut costs us more to keep our yards weed free.. and it looks bad. The mosquitoes are bad this year.. more cutting of the grass should be done.
I feel the town is doing OK, but perhaps things could be done more efficiently.
Things are fine as they stand. Taxes are high enough. We don't need to increase spending/taxes. We're already getting beaten up with the cost of living as it is.
I've had no problems with the services supplied by the town so far.
Lots of amenities. Average tax bill from other places I lived.
I think the council does a good job managing the money they have to work with
I find it extremely frustrating that taxes go up but services go down. Also I understand summer staff numbers went up in parks but grass cutting has gone down by half and weed control has stopped. This isn't "naturalization", but rather reduced work ethic.
I feel I live in a comfortable and safe area to live and walk. Other than the electric bike and scooters coming up behind us on the walking path the bylaw have to walk on some of the paths and perhaps speak with the riders .
I pay nearly 4k in property taxes for half a duplex and you can only take my garbage every 2 weeks... ridiculous. I am a household of 2 and we have more then once had to take garbage to the dump because the truck doesn't come frequently enough. Also destiny way that runs alongside my house didn't get plowed once last winter.
I don't think there is enough being done to parks as of yet. The only park that I've seen being worked on is the centennial park
Too much focus on uptowne and not enough on actual important town issues, nobody cares about uptowne olds for a reason.

2027 Budget Survey Results - Comments

Don't think we need more services
There haven't been any noticeable changes around town. The residential roads still don't get cleared from snow, the roads still have potholes, uneven sidewalks, the natural areas are out of control, etc
I feel the town is doing its best with the money the provincial government isn't allocating properly In saying this I believe letting green spaces "naturalize " makes neighborhoods look unkempt and takes away from people doing their share on their own property
debt & interest payments are so high that the benefits are low
Unhappy our street isn't cleared of snow often enough. Green space beside our house no longer being mowed. Increased mouse problem
Overall Olds is a clean, safe place to live with green spaces and proper accessibility.
For the cost of things I feel that the services rendered is of fair value for what the tax level is.
I feel that Council and staff provide very good to excellent service; there is evidence of a 'how can I help' attitude. However, Council needs to be open and communicative with the public, even on difficult topics.
we do not seem to get much in our area as we are always a low priority
I think you do a good job with what you have. I would like there to be more opportunities for community input.
The administration and council would like to install a power plant and ai data center in our town, much too close, should have been shut down right away. Too much push for unfettered fast growth, slow down!
I enjoy living in Olds with all amenities Do NOT want data center in residential areas) Town keeps up on road sidewalk repairs snowplowing garbage etc pickup. (Miss when they had cleanup truck each year go round to remove big items -not everyone has a car or truck or can afford to hire out. Especially seniors on low fixed income).
We have a lot of things. Things cost money. If you don't want things, move to Carstairs.
I feel we pay a lot in taxes in Olds and we see very little in improvements. We also have limited winter activities like indoor playgrounds, indoor field houses or fitness centres with daycare for families with young children.
There is no reason for an unelected official to be making \$200000 + per year. Nor should they be influence on town council. Imagine what that extra money would be doing for our town.
Council does not seem to listen to its residents
Taxes are up, services are declining.
My street gets plowed once a year, usually once it starts melting with warmer weather. We have to have winter tires just to get out.
I am in a neighbourhood that pays one of the highest tax rates and do not get my street plowed, swept or maintained. It is open to public but not maintained by the town. Renovations that are unnecessary to parks e.g. Brigel. Naturalized areas that should be upkept as weeds are taking over.

2027 Budget Survey Results - Comments

Taxes in Olds have become inflated by repeated large gambles on creating an industrial complex like no other in Canada. There are reasons, like common sense, that no other towns have chosen to blunder in to new opportunities with their eyes wide shut. Unless we are attracting large scale manufacturing, industrial jobs add burdens to the infrastructure and very few new jobs. Olds is a rural community that thrives because it has a large service area, consumers that will go elsewhere.
The Town is doing the best they can with the financial resources available
The main roads are plowed and if there is an issue with severe snowfall the town responds
Town spends money on silly things
People in town need to understand that if they want everything, taxes will go up. The rest of the people that are chronic complainers are likely renters who don't see the property tax bill. I'm happy with the services status quo today.
Just feel that way
the Town looks forlorn. dusty, grimy, weedy; structures and crosswalks etc need painting. Trees need dead branches pruned, Centennial Park needs bathroom building and signs painted. Not enough floral displays on highway 27; Downtown streets need cleaning.
Not sure why my taxes this year went up so much, would love to know where that money is going!
I think there is still a lot of money wasted on things that are not a priority
My main complaint with the town is it appears they own far too much equipment, when they could be using contractors, when you own this equipment then you need people to run it and maintain it.
We've only lived here for a year but we pay double what we did in our old town for essentially the same, or less, services.
Tax levy increased significantly based on property assessment for 26 year old house and the town is just planning to increase spending to consume the budget increase without considering lowering the tax rates to match the large % increase received due to the increase in existing property values.
Garbage collection every two weeks. Should be weekly
The status quo is acceptable in my opinion, but there is always room for improvement.
Never have had snow plowed on our street, came close this year but temp was 18 above so too late! Park pathway area in SW terrible mowing and weed maintenance.
I live in the county so hard to give input
The residential street I live on very rarely got any plowing after a snow fall, yet the majority of the town did. We all pay taxes but for some reason we were left out.
the snow clearing in my area is non-existent and the council doesn't seem to really respect what the town wants around the area center, from what I've seen at meetings. the snow clearing of paved pathways has been pretty good. bylaw services have been helpful. glad for those two things.
I feel the Town provides poor service. There is no community centre, for the size the recreation options are extremely limited, there is no snow clearing or grass maintenance. It seems like the ball has dropped everywhere. Not one service is currently well done.

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The above question is misleading. The 30% of taxes goes to education. The schools in Olds are good and we need young families if the town plans to continue existing. So I consider it a good use of the 30% of my property taxes. Olds is still a comfortable town, although recent growth had a negative impact on the roads, infrastructure and noise levels. I do not think the salary of the CAO is justified and I do not think the town administration, council and mayor do enough.
I don't feel admin does a good job in evaluating whether our personnel should tackle some jobs or whether more informed contractors could do it more efficiently and cost effective.
My road is rarely plowed in a timely manner. It drifts very badly and becomes impassable or I get stuck so bad. Anytime I try to talk to the town it is so hard to get a hold of someone and they are rarely able to answer questions or offer assistance
The town cuts back on snow removal - community events - lawn clipping bins and yet we see no improvements in other areas. Get rid of some services that are failing - invest olds - fccs - those people are pulling in huge incomes - there's a great step to getting more money in our town.
I don't see enough infrastructure maintenance.
Basic infrastructure seems underfunded.
I am happy with current services
I have had to pinch pennies all my life and sometimes the town throws money around like it grows on trees! And giving away valuable property for a dollar is insane and some people should have been fired over that!
I believe the town overall does a good job of managing our tax money
The only negative comment deals with the fact that our street did not have any snow plowing and no gritting at all last winter. If there was money in the budget, additional street lighting in residential areas could be increased. Several streets are almost dark at night. The rest of the services are acceptable. The Town has pretty parks and green spaces, and the public areas are clean and well maintained. Thanks to those who keep the Town looking great.
I do not feel that town council now or on the past have used their budget and decision making in the best interest of the taxpayer. Example O net and sundial (promised electricity that was not supplied) in the past which taxpayers now pay for. The council and town are not listening or being transparent with the residents regarding the data centres, Synapse being the worst. Foothills gas cannot supply local businesses in the county or town now but suddenly there is enough for the data centres.
I feel strongly that the town is not providing necessary services, and this has come from systemic under-collecting of taxes. The sidewalks are icy hazards in the winters, there is allegedly \$2M/year in losses from water leaks, and the town has an affordability issues that could be partly addressed by public housing to compete with the red hot rental market. I would love to see more spending on pro-social areas to make the town more walkable and bike-friendly. Invest Olds also needs a revision.
Too many managers and supervisors and not enough boots in the ground!
Silverthorn road has many seniors and very little if any snow removal.
Weather conditions are hard on the roads, and depending on snowfall, clearing it properly can be of concern. I think the province should get 10 percent instead of 30. I feel my tax rate is higher than it needs to be.

2027 Budget Survey Results - Comments

I believe the town is not well managed. For a community of this size, we need less bureaucracy, better alignment of key necessary activities, better alignment of staff compensation starting with the CAO. These roles are over paid.
The amount of taxes we pay is absurd. Water prices, facilities (rink availability, pool schedules), and snow removal are areas that restrict town pride.
High wages
Our taxes are quite high compared to neighbouring communities. I hate that the naturalized areas now take away green space for kids to play. Did not see value in that at all.
It seems like a lot of our taxes go to pay down debt from previous poor decision making and it looks like this admin is heading down the same path with the proposed data centre. All that gets mentioned so far in this survey is would I agree to higher taxes. Maybe try figuring out a way to lower taxes without reducing services. Now that would be an accomplishment worthy of being re-elected and typically is what makes the difference between good and poor management.
Snow pushing & snow removal
There are a lot of things here for young families like mine. That costs money.
Feel money isn't really spent where it is truly needed
Need better people working on priorities in the budget.
I sadly don't really know or think about it. It's been the small things like the garbage cycle changing that was a real benefit. My real only other thought are the roads in the winter.
The arena needs a major improvement or even a new twin arena. Doesn't need to be extravagant and seat 1000 people. But we do need a new twin arena as ours is getting very old and the aux ice viewing is an absolute joke
Olds is a hub between Red Deer and Calgary so it has more amenities. Those things cost money.
I understand services are expensive, I feel priorities should go to maintaining town assets over building new assets. I feel the town provides a decent level of service for the taxes we pay
Money is being spent on ridiculous things like the statue row on hiway 27 and could have been used for better goals . Like proper snow removal during evening and overnight hours and not during busy daytime hours
Roads are terribly repaired, cleared, or marked all over town; it's actually nicer driving gravel roads than many intown roads. We have many elderly in town and should be promoting an outdoor healthy lifestyle for all but its very difficult to use sidewalks at any time of year.
Taxes are to high already and we don't need to fund everything that is proposed. We can't afford to keep paying more every year for everything. The town needs to cut back on some services rather than raise taxes to pay for it
Over spending needs to stop. Time to be held accountable
Poor Snow clearing, poor road conditions
O-net debacle. Lack of protections for water wastewater in exchange for commercial Tax base.(my perception) Rec and Leisure space is a nice to have. But does not...NOT provide for an efficient investment . Ball fields and arenas do not = more residents or more business tax base...the job is protect water, remove wastewater and keep streets passable... appropriate use of transfer payments and resident safety.... you should not think more revenue is better (commercial at any cost) Residents 1st.

2027 Budget Survey Results - Comments

Feel as though council is more worried about "extra" services than focusing on the main infrastructure. There's quite a few backed up sewer issues this year, perhaps instead of worrying about Datacentres & buying buildings for yourselves that weren't required. (IE. the 14 million dollar town building), worry about what the town actually wants, no one wanted that building, and the result was O-NET had to be sold because of what you owed the province. wtg.

My lot and area has no stormwater system, town culvert are poorly maintained and the streets have had little to no improvement in years, Other than lane blading and addition of some gravel occasionally

The CEO is overpaid and not accountable to residents. The debacle of the proposed data center could have been completely avoided if Council would have listened at the beginning that a power plant didn't belong in town. How much taxpayers money was spent on this alone?

There needs to be a thorough review of wages for high ranking officials within the town as I feel they are being overpaid. There appears very little accountability within decision makers to keep costs low for tax payers.

Too much is out into Invest Olds for the return. They don't appear to be doing due diligence prior to submitting. Money should not be invested into beautification ie planters in the highway, till the unnecessary debts that have been accumulated have been paid off.

Our CAO is one of the highest paid in the province, for the return on investment, I think that salary is too high.

My street never had snow removal