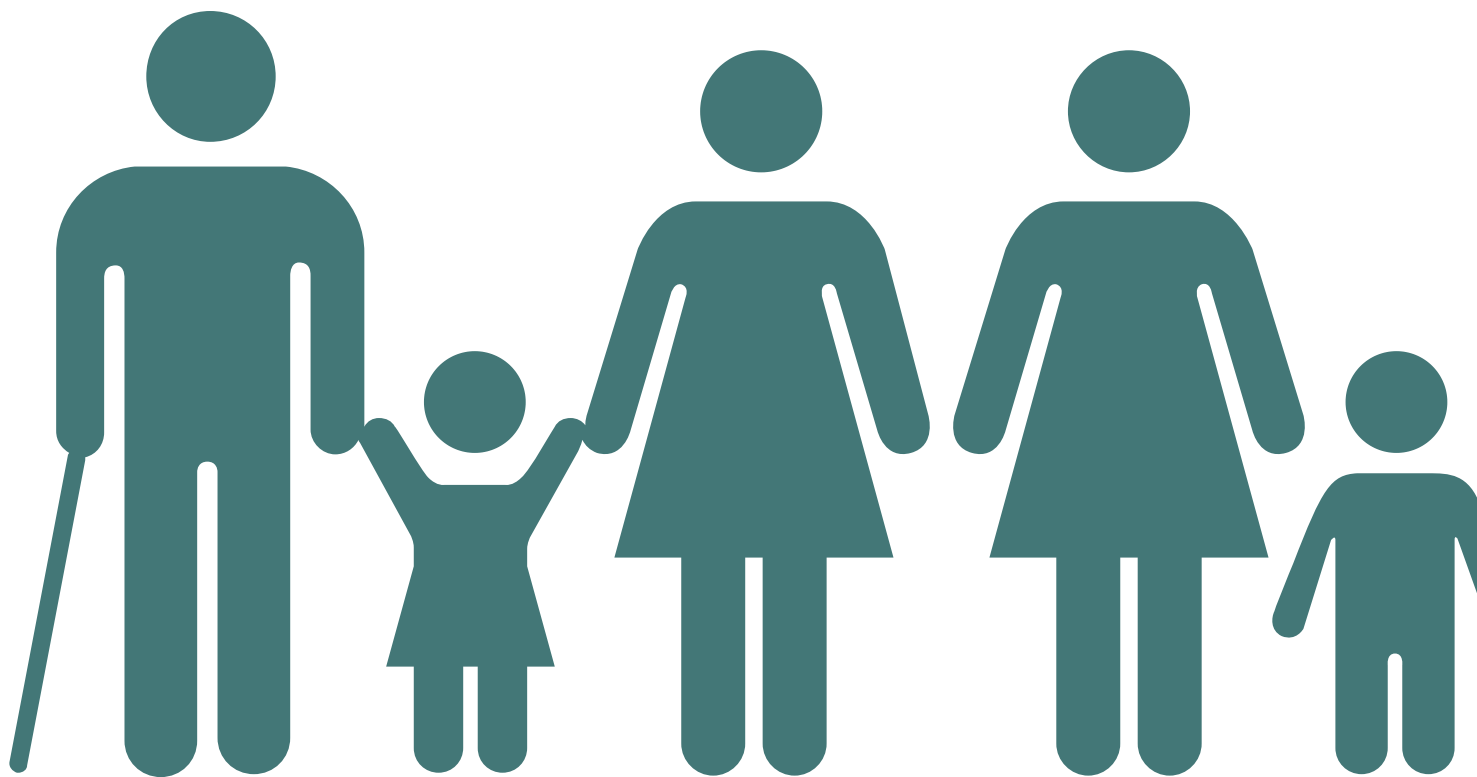


# WHAT WE HEARD REPORT

*Budget Engagement 2024 –  
Understanding Residents' Priorities*





# EXECUTIVE SUMMARY

Each year, Rocky View County budgets, plans, and invests for the future based on resident needs and community priorities. To better understand resident priorities, concerns, and satisfaction with service levels, the County conducted three phases of public budget engagement over the spring, summer, and fall of 2023, collecting approximately 500 comments from interested members of the public.

What we heard throughout all three phases of engagement is summarized in this report. Full comments shared in Phase 1 of engagement are included in the appendices of this report.



# PUBLIC ENGAGEMENT PHASE ONE

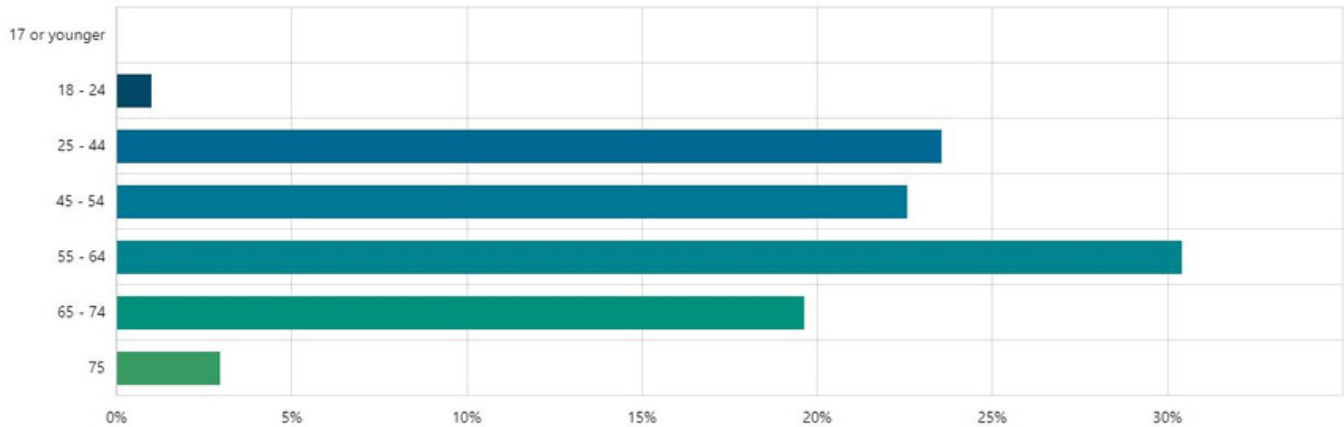
Throughout Phase 1 of Budget Engagement, over 400 comments were shared with engagement team members — offering valuable insight into the individual priorities of residents.

To gather feedback, Rocky View County elected officials and management team members hosted a series of Open Houses across the County where they asked residents, “**What issues should Rocky View County Focus on.**” This question was also asked in an open forum on the Your View budget engagement page.

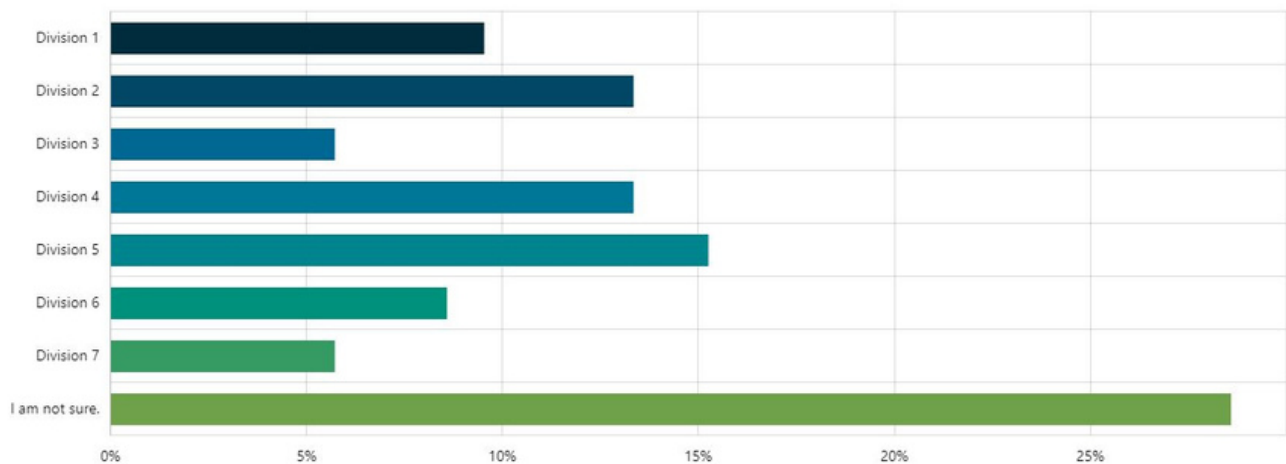
Residents completed 105 online surveys and a budget-balancing tool allowed residents to allocate funding to services using numbers from the 2023 budget.

# PARTICIPATION

Data collected from the online survey showed that residents from all age ranges took part. However, the 55 – 64 age range had the highest levels of participation, with 31 out of 105 survey participants falling into this age range.

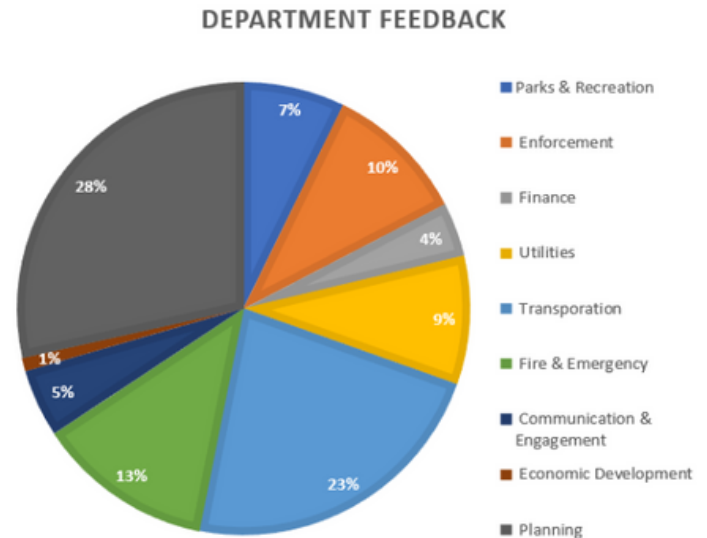


Many participants needed clarification on which Rocky View County division they resided in. Of those who knew, Division 5 had the most respondents, followed by Divisions 2 and 4.



# WHAT ISSUES SHOULD ROCKY VIEW COUNTY FOCUS ON?

We asked residents, “What issues should Rocky View County focus on?” during Open Houses across the County. Two hundred and thirty-six comments\* were shared. **Planning & Development, Transportation Services, and Fire & Emergency Services** received the most comments.



**Planning and Development:** Participants asked the County to preserve a country residential lifestyle, address potential traffic concerns caused by visitors to the planned Costco in Springbank, improve communications and engagement transparency and notification methods, restrict gravel pits, and ensure developers remain within the limits of Area Structure Plans.

**Transportation Services:** Feedback centered around managing traffic congestion, snow removal, road repair, maintenance, and infrastructure improvements.

**Emergency and Fire Services:** Residents strongly advocated for a secondary egress from West Bragg Creek and Fire Smart measures near the Prince of Peace Village.

**Enforcement Services:** Residents requested a garbage bylaw to protect humans and wildlife and prevent roadside dumping. Speeding and wildlife-vehicle collisions were also shared concerns, rural crime and the complaint and enforcement processes.

**Recreation, Parks & Community support:** Participants called for more recreational opportunities, additional active pathways, and designated bike lanes.

**\*Please note comments in this report have been condensed for summary purposes. Certain comments touched on multiple themes, and calculations are based on the most prevalent themes.**

**Utility Services:** Residents shared positive feedback on the new compost pilot project in Bragg Creek. Infrastructure improvements at the Bragg Creek Transfer station were appreciated. Concerns around water included themes of supply, infrastructure, and costs to taxpayers.

**Communications & Engagement:** Most feedback centered on promoting Councillor Open Houses, with residents voicing the events would be more accurately called “resource fairs.” Residents noted a change in tone on social media as positive and relatable, and the County was encouraged to organize information events with local experts on issues of concern.

**Financial Services:** Residents commented on the need to reduce or eliminate the local area improvement tax for Prince of Peace Village, reduce general taxes and focus more on revenue.

**Economic Development:** This service received two comments, one on the need to balance agriculture with housing development projects and another calling for the County to invest in ecological goods and services through programs like the ALUS (Alternative Land Use Services) Rocky View program.

Additional comments requested more support for green initiatives, better access to healthcare services, a long-term environmental, social, and governance strategy, a proposed off-site levy, a potential dark sky policy in Bragg Creek, hindered animal access to the river in Bragg Creek, and logging by Spray Lakes Sawmills.



# SATISFACTION LEVELS SURVEY

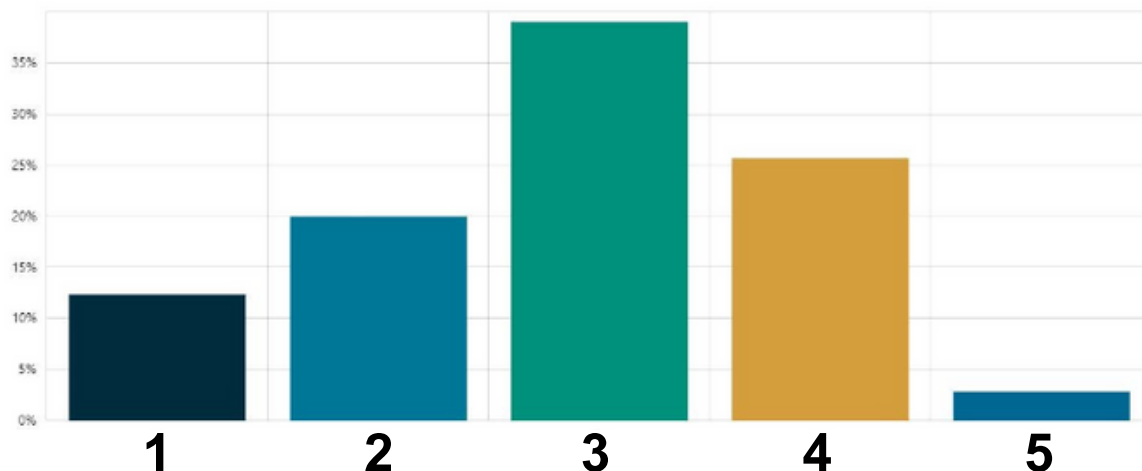
A total of 105 residents answered the following three questions with the opportunity to explain their responses:

- How satisfied are residents with the services Rocky View County provides for tax dollars?
- What services in the County are working well?
- What services in the County are NOT working well?

Results from this survey largely validated the findings of previous data gathered in the 2022 Citizen Satisfaction survey, available [here](#).

## How satisfied are you with the services Rocky View County provides for tax dollars?

Residents rated the County at 2.87 stars out of five when asked to rate the services provided for tax dollars collected.

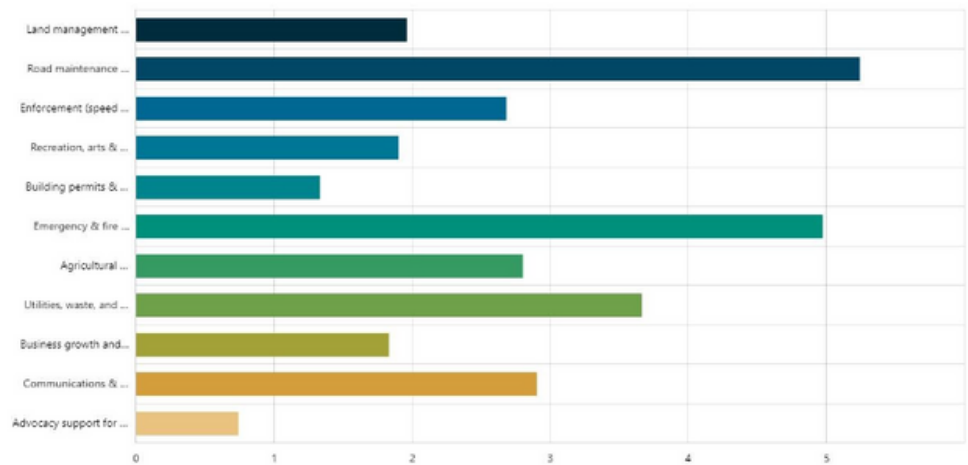


# SATISFACTION

When questioned why they gave their rating, residents shared feedback, with calls to improve road maintenance and snow removal. Numerous residents felt they received little service from the County, and many were satisfied with the service levels provided. Additional comments were made on enforcement, weed control, recreational opportunities, planning and development, permits, inspections, and support for seniors.

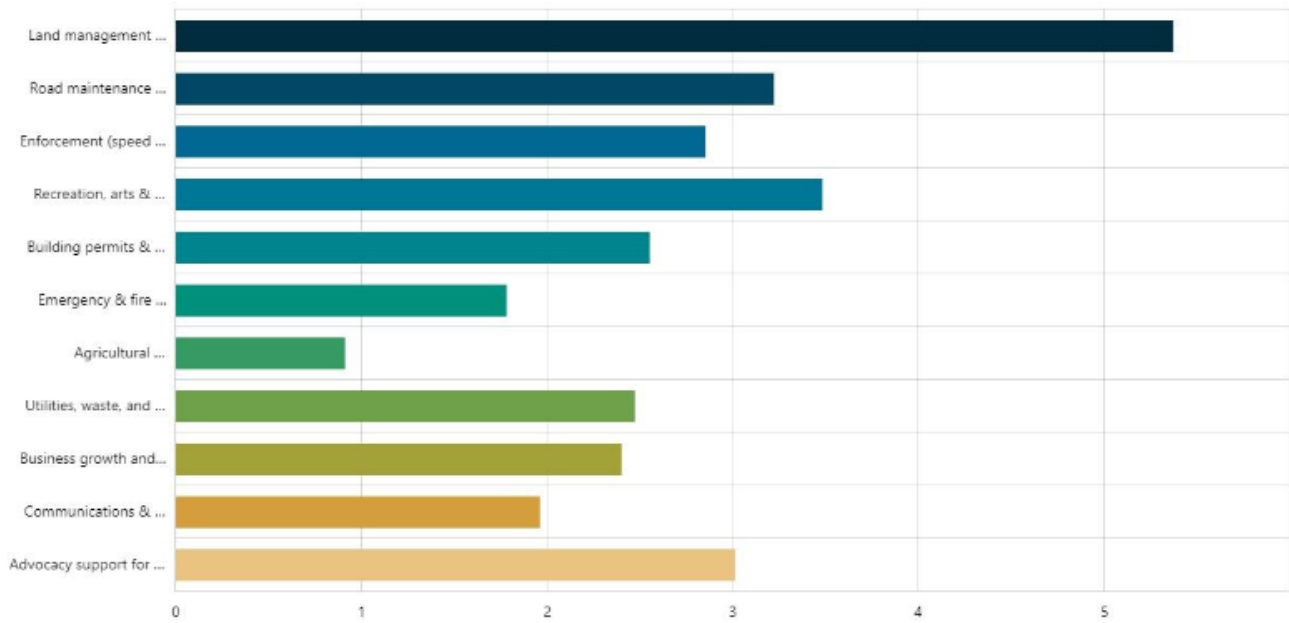
## What services in the County are working well?

Residents were asked to pick the top three services in the County that work well. The number one choice was **Transportation Services**, followed by **Fire & Emergency Services** and **Utility Services**.



## What services in the County are NOT working well?

Residents were asked to pick the top three services in the County that are not working well for them. The top services of concern were **Planning & Development**, followed by **Recreation, Arts & Community Support** and **Transportation Services**.

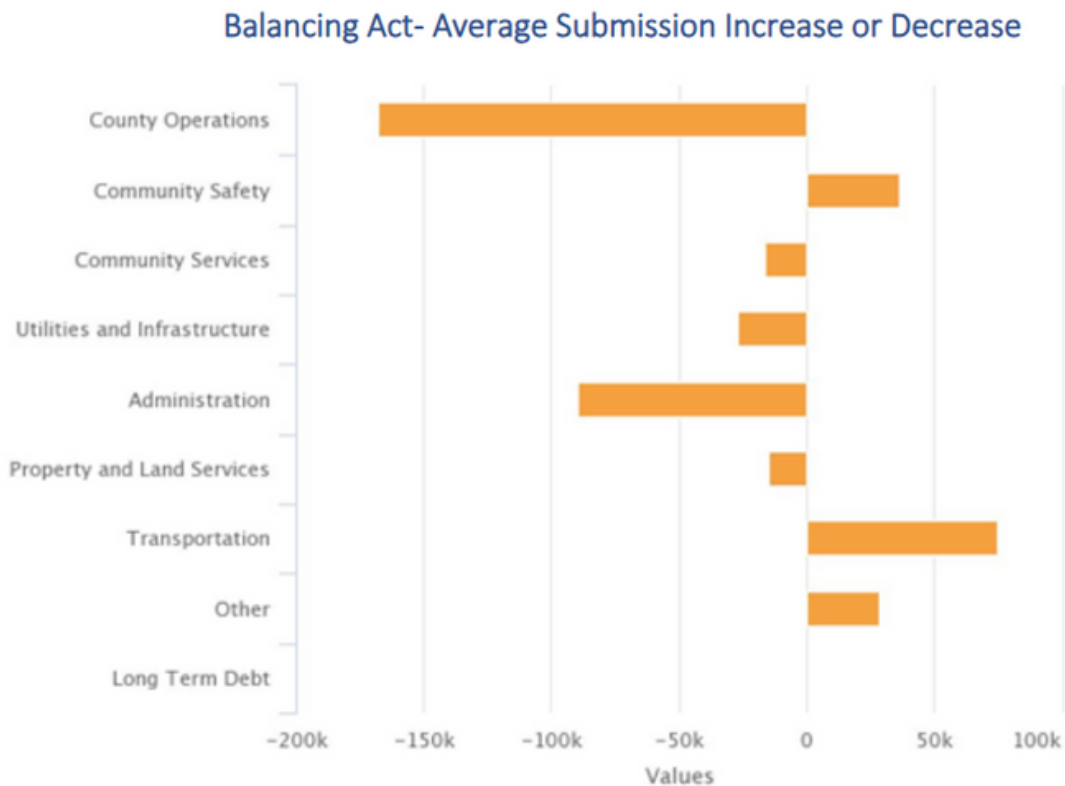


# BUDGET ALLOCATOR TOOL

A budget simulator tool was included in the public engagement. The tool offered residents the opportunity to allocate funding to services using numbers from the 2023 budget. Participants could then submit their mock budget to the County.

Residents spent 393 hours and 58 minutes using the budget simulator tool (an average of about 10 minutes per resident) with 2,182 total page views.

Thirty-five participants submitted their mock budgets, all with different priorities. Here is a total breakdown of amounts increased and decreased by services on average.





## PHASE 2

# INFORMATION SESSIONS

In October, residents were invited to an in-person information session to ask questions directly to members of the finance team about the budget.

Residents came to share their views on the budget process and learn about budget document updates. Discussions focused on the budget process, the structure of budget documents, and any areas of concern.

Feedback shared centered around the following themes:

- The new information included in the 2024 budget documents was considered relevant and helpful for better understanding.
- Positive progress was noted in terms of reporting and transparency.
- The County was urged to ensure residents understood the costs of delivering services.
- The County was encouraged to manage expectations regarding new recreation development and infrastructure.

# PHASE 3: SPECIAL COUNCIL MEETING

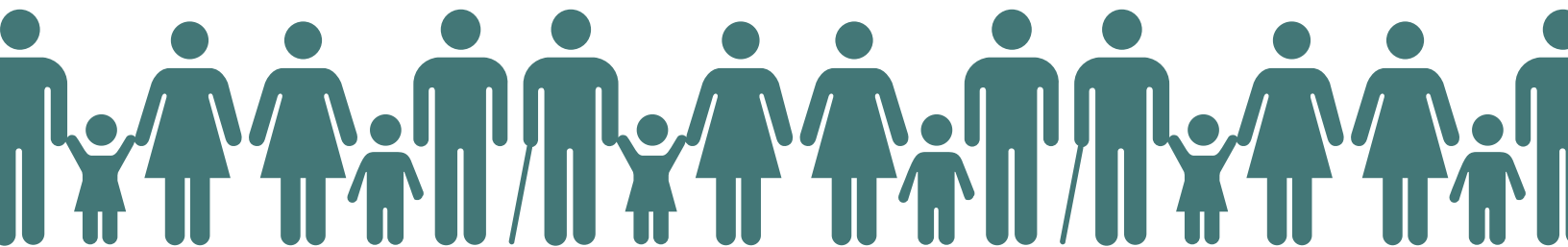
Members of the public were invited to share final feedback on the proposed 2024 budget directly to Council on November 15, during a Special Council meeting. Two residents came to share their views, which focused on the following areas:

## Proposed Recreation Facilities

- Concerns were raised about the escalating costs and financial implications for residents regarding the recreation amenities identified in the Parks & Recreation Master Plan.
- The County was encouraged to adhere to a 20-minute drive radius for facility provision to avoid duplicating services.
- The County was urged to consider rural versus urban service levels and distinguish between residents' needs and wants.

## Proposed Fire Stations

- Concerns were shared that the County is moving to a more urban level of services, at a cost to taxpayers.
- More information and a transparent approval process were requested on the approval and rationale behind proposed Fire Stations.
- The County was asked to provide population thresholds that trigger the need for new Fire Stations and examine current or new cost-sharing agreements with neighbouring municipalities.
- Rising costs of proposed facilities was noted as concerning.



## APPENDIX 1 – FULL COMMENTS

### What issues should Rocky View County focus on?

In the below list, some comments are accompanied by a number indicating how many participants agreed with it during the engagement process.

- Make developers stay within the limits of an ASP (X4).
- Ensure an ASP is developed that protects the country/residential lifestyle (X4).
- Gravel policy (aggregate plan with residents views represented) that keeps operators away from existing residents. (X4).
- Proposed Glenbow East Dam-NO GO!
- Restrict gravel pits-nothing west of 22 @ 567.
- Restrict gravel pits-nothing west of Hwy 22.
- Restrict gravel extraction west of Hwy 22-safety issues.
- Aggregate plan-pits only have 10 year permit. Current processing and jurisdictions between RV and AB Govt overlapping and outdated. No pit plan should be approved without planning area first. Neighbours can't do highest and best use while Aggregate Companies continually change scope and rules. Neighbours are buffers. No clear planning on what they can do. Poor use of RV.
- Gravel pit development in a logical, staggered fashion.
- Include gravel pits in new rules (2X).
- Communication to let residents know status of Developments. i.e. Elbow View/ Qualico Development. We had no idea it had been rescinded.
- Lack of transparency at Rockyview i.e.: Bingham Crossing Costco development. Landowners not notified by development and impacted by County decision.
- Development permits-adjacent residents should be notified when the application is received, NOT when the DP has been issued.
- RVC needs to increase the circulation area for community feedback of proposed Development permits. Current scheme is 8km from development. This is not large enough for permit approvals like Costco and others.
- Listen more to residents and less to big developers.
- Who gets informed/notices about development? Not wide enough.
- Lack of transparency at Rockyview i.e.: Bingham Crossing Costco development.
- Landowners not getting official notices due to the rule of "adjacent" landowners only-particularly Rocky Range View.
- Honor the public engagement responses from 2018 to 2022. These responses are valid for residents that LIVE here. Thank you.
- Ensure Development proposals are consistent with local community (e.g., Ascension Dev. is totally out of scale with massive impact).
- Please have no development for less than 2 acres (we have horses and want space for them)
- Keep Bears paw out of the city (X2).
- Future growth should transition from city densities.
- More emphasis on what is good for RVC and residents and less on what Calgary wants. Hold off or prevent further Westward Calgary expansion.

- Develop Springbank in a manner that keeps it country residential and small town feel. Concentrate on centralizing recreational, educational and retail in a manner that is not spread through out of area and that is not big box.
- Develop Springbank in a manner that keeps it country residential and small town feel. Concentrate on centralizing recreational, educational and retail in a manner that is not spread through out of area and that is not big box.
- Please don't approve projects like Ascension; responsible development that respects neighbouring communities.
- Preserve rural character. While there is a need for development this should not come at the expense of preserving rural way of life.
- CR is valuable but the County and some councillors just don't care. What we've seen over the last 20 years is a desire to put industrial and commercial in CR areas that drives residents out.
- Community support for country/rural residential.
- Do we really need the biggest Costco in Canada out here in Springbank? Developers win again!! Need to have responsible size restrictions! No community engagement. And we'll end up with multiple big box stores beside it because where Costco goes so do others. Traffic planning is very optimistic can't see how 5000 plus car trips will be handled adequately.
- New proposed Costco. RVC and staff has NO idea of the potential traffic concerns especially with Callaway season.
- COSTCO AV visitors/day = 3500, Springbank population = 3500 :( (X2).
- We need a COSTCO or shopping facility sooner than later! (X2).
- The Giant Costco hitting Springbank soon has grown in size with minimal change to traffic infrastructure. The TIA should be revisited to ensure traffic does not route south through the communities, but rather merges onto the TransCanada Efficiently\*. A learning feedback loop from CrossIron Must be applied.
- Air BNB issues and vacation rentals.
- Subdivision process is tedious.
- More focus on merits of development.
- When will Glenbow Hamlet be developed?
- Holding Developers accountable and proper infrastructure in place before new development. Really thinking if residents want the development before making decisions. We moved to Springbank to get away from large development. Seems like empty promises prevail.
- Harmony is too big, too fast-need Open House ASAP!!
- Community Standards (X3).
- I'd appreciate an overall plan to accommodate the rapidly increasing population in the county. We need more roundabouts instead of traffic lights; a better plan for the armada of gravel trucks that is proliferating; and a solid approach to left turns in and out of side roads, driveways and subdivisions.
- Live/work in Conrich area-NO!!!
- Culverts need to be replaced and fixed.
- TWP 274 is horrible – washboard is out of control.
- Pothole on 16th and Garden Road (X3).
- Repair road markings.

- Roads need better maintenance especially in winter.
- Cut the dead poplars by cemetery on Garden Road (X4).
- Traffic congestion near Balzac.
- Traffic management on W Bragg Creek Road (X3).
- Traffic management in Bragg Creek is very short sighted.
- Traffic in Sharp Hills-volume and safety, speed and pedestrians on road (no sidewalks).
- RR33, traffic, cars, congestion roads, (#1 EXIT Rge Rd 33).
- Traffic big issues on Springbank Road. (3 schools, school buses plus Harmony).
- Restrict truck traffic on Garden Road.
- The escalation in heavy vehicle traffic on Township Road 254 has led to a rise in sound pollution within Rocky View (Delacour area), thereby affecting residents' quality of life. The noise, stemming primarily from acceleration, passing vehicles, and commercial vehicles employing air brakes, reverberates due to the unique valley contour of Delacour and the two changes in speed limit.
- Regarding traffic around CrossIron Mall, all the new development with warehousing and the traffic that brings, I'm surprised that the roads have not been improved to accommodate all this new development in the area.
- I know the 566 bridge over QEII is provincial but come on ... 2 lane traffic!
- The traffic just keeps getting worse by the CrossIron Mills mall. I sat there for 35 mins the other day!! Do you really think an expansion will really do anything? Doubt it....
- The ramp coming off the highway for Balzac exit North bound is very dangerous during peak times. Traffic is so backed up that it goes down the highway with stopped vehicles causing vehicles behind them to slam on their brakes. If you can't fix the bridge right away then at least add more lanes and extend the ramp to move the traffic off of the highway.
- RR13-Balzac Road intersection (lots of accidents-STARs often lands).
- Improvements to Old Banff Coach RD. It needs to be wider.
- Need a traffic circle 22 & 567.
- Snow plowing.
- More dust abatement on gravel roads-go further before and past each property.
- In Stage Coach area there is a T intersection that constantly has drivers ending up in the ditch all winter long. Not sure what can be done to resolve this but after a snow fall there is usually on average 15 to 20 cars that slide in the ditch as they are not able to handle the tight intersection and the hill at the intersection just makes matters worse. If it wasn't for good people in the neighborhood that help pull the vehicles out there would probably be more collisions.
- I'd appreciate an overall plan to accommodate the rapidly increasing population in the county. We need more roundabouts instead of traffic lights; a better plan for the armada of gravel trucks that is proliferating; and a solid approach to left turns in and out of side roads, driveways and subdivisions.
- Traffic management in Bragg Creek is very short sighted.
- Big dip on 567 and Panorama RD (been there for 7 years).
- RR 271 South of 250 (Dalroy Road?).
- 566/13 Bad intersection & dangerous. Have witnessed bad accidents.

- Advocate for County residents to restrict large trucks on Hwy 8 after Ring Road is completed. Thx!
- Snow removal blocks driveways! Better technique for people!
- What can we do about icy paths in the hamlet?
- Overpass over QE2.
- Road infrastructure policy services.
- Roads Dept: Rocky Range View is not a properly engineered road - soft base - and yet "LARGE" double dump trucks and movie trucks are accessing all the time + breaking up the road. This road needs to be registered and controlled properly.
- Less gravel in ditches.
- Traffic lights required on Hwy 22 and Western Trail and Big Hill Springs.
- We'd appreciate a change in the speed limit for Township Road 254, specifically the section between Range Road 281 and Range Road 273 (currently not limited to 70 km/h), to be set at 80 km/h. Additionally, we suggest improved signage alerting drivers as they enter a residential community across Rocky View's communities. While there is currently signage prohibiting the use of engine retarder brakes within the municipal area, we propose enhancing this messaging further east and west to provide earlier and more prominent language to drivers that they are entering a community.
- Township Road 254 experiences elevation changes to the west and east, leading to limited sight distances in both directions. This has led to a rise in collisions compared to previous years. Notably, the road has been the site of several major accidents and fatalities. The current speed limit doesn't provide adequate time to respond to turning vehicles, vehicles overtaking others, or safe interaction with commercial vehicles.
- Hold Volker Stevin accountable for quality work.
- Egress from West Bragg across the bridge. Please make that a priority (X6).
- Chance of flood is low. Fire is high. Can we make an escape plan a priority for Wintergreen and West Bragg.
- Secondary Egress (X3).
- Escape Route Fire Bridge (X6).
- Limited Bragg Creek Emergency Services (Police) (Fire).
- Limited FireSmart Strategy.
- Have TRUMAN (the owner of the property next to the Village) CLEAN THE FOREST, to eliminate FOREST FIRES! (X8).
- Complaint and enforcement process (X2).
- Independent enforcement (X2).
- Big trucks speeding on Twp 272 tearing up the road.
- Education of West Bragg day-use i.e., Speed Limit.
- Wildlife vehicle collisions are a big issue (safety especially) Would love RVC collaboration / assistance into reaching out to the province on areas, including Hwy 22 (X4).
- We need a garbage bylaw to protect humans/wildlife (X4).
- Garbage dumping.
- Truckers skipping the scale and going down 292 (intersection 566 & 292).
- By-law team very responsive.

- Abandoned and vacant houses unsecured.
- More police presence in rural areas.
- Police response overnight around Crossfield area.
- Dealing with crime.
- Water supply for Ascension, water pressure is dropping.
- Water infrastructure not in place to properly handle the proposed growth in Springbank.
- With communities like Cambridge and Peace of Prince now connected to County water system, like RVC to help reduce and/or provide subsidizing in the budget to help reduce water charges. We need to encourage residents to make sure their yard is green to reduce the risk of fire, and not to mention it will help beautify our community.
- Ridiculous comment. There is no reason other taxpayers should pay for your water use. I use one simple trick to keep my water bill down: I use less water. Real simple.
- Water Co-op regulation and oversight.
- With communities like Cambridge and Peace of Prince now connected to County water system, like RVC to help reduce and/or provide subsidizing in the budget to help reduce water charges. We need to encourage residents to make sure their yard is green to reduce the risk of fire, and not to mention it will help beautify our community.
- I appreciate the water co-op. Been part of it for 35 years with no issues.
- Water to surrounding areas.
- Transfer Site (now more expensive and ineffective than ever) — more inefficient.
- Why are we paying outrageous water bills when we have huge amount of ground water. Years ago steam engineered trains used to stop in Airdrie to replenish. I see natural springs all over Airdrie. But guess we're still buying our water from Calgary...thanks Brown... we've got cannels everywhere but I can't afford to water my little lawn...bet you and your counsel are filling your pockets.
- Agreed, the sewage charge is a scam!
- Kudos to the Compost Pilot Project. It is making a huge difference (X6).
- Thanks for the infrastructure improvements at the Bragg Creek Transfer Station (X2).
- Designated bike lanes to Springbank School/Heritage Club/Arena/Links Golf Course. Also bike lanes for all who come to the Springbank area.
- Need more recreational pathways in Bearspaw connected to the existing infrastructure (X3).
- Connecting the pathway from Haskayne to Glenbow Ranch and enabling efficient access.
- Active transportation network connecting to Glenbow Ranch (X3).
- Poor pedestrian experience in the hamlet.
- Increase funding for Park for all seasons Do not make it a user fee.
- Investment in area recreational priorities.
- I would love to see Rocky View County build a recreation facility that caters to county residents over and above the surrounding cities that don't seem to care about Rocky View residents.
- For all the industrial growth, I do not remember seeing anything that would actually directly benefit residents like a recreation facility, ball fields or arenas. Facilities are at capacity in Airdrie and Calgary; youth and adult sports are important to a sustainable community plan, an important piece that we are desperately lacking.
- Financial support to upgrade SH Club building.

- Why did Webber receive \$100K in funding? Why did Cochrane receive \$100K in funding?
- Better communication regarding what this event entails - maybe call it a "Resource Fair" (X6).
- Encourage RVC to organize information events with local experts/orgs. on issues of local concerns.
- Lack of community engagement and doesn't represent community interest!!
- Great tone on Social Media - You are breaking down barriers.
- Clear concise timely communication.
- Find better ways to pay off the new building than nickel and dime homeowners to death. The rate of avoiding the permit hassle seems to increase quite a bit due to the admin. focus & money hassle — safety problems.
- Cut/lower taxes.
- Reduce or eliminate LIT for POP Village (X5).
- RVC more focused on "revenue."
- Balance AG with industry with housing development projects.
- Investment in ecological goods and services, through programs like your ALUS Rocky View program, is smart. The projects support private landowners who are preserving the public good, you can avoid costs to grey infrastructure like culverts by investing in green infrastructure, you can reduce water treatment costs, and gain political capital in the process because the carrot approach favours everyone.
- I don't think that ESG features in the county's vision whatsoever. Like, everyone is moving to (or trying to) move to a net zero world with all sorts of innovative ideas. Don't see that in the county. Waste management seems to be very short sighted. Fire management and fire smarting seems to be absolutely non existent. Pest control equals zero — you're on your own residents when it comes to canker and bud worm management.
- Limited County Long Term ESG Strategy.
- Don't get 5G cell tower(s) around Calterra Estates near homes.
- Should the County be funding the grain-cleaning Co-Op to update their electrical infrastructure? Isn't that the Co-Op's responsibility?
- I would like RVC to support more and more green initiatives that will help fight climate change (at least do our part). Provide some funding support for any initiatives that will help make county to become carbon neutral such as going solar for electricity.
- I know that health care is a provincial responsibility, but if Rockyview County and the City of Airdrie would budget money for the project there would be more buy in from the provincial government to approve and fast track this. There have been many stories of needless deaths and catastrophic injury due to the lack of services in the county with the reliance on the city of Calgary. Personally, I am afraid of myself or loved ones requiring life saving measures in the county with our lack of services, and I know that I am not alone. It's time to finally establish a hospital to service residents in the county and Airdrie.
- Right now we are experiencing a shortage of medical staff (doctors/ nurses are in short supply). There is no point in building new facilities if we do not have the medical personnel to staff them. Building a new hospital is a huge undertaking & extremely costly (a new hospital built in B.C. cost \$888 per sq ft). What we all need to do is take better care of our health! Doing what we can to stay out of the hospital....exercising, eating healthy, avoiding risky scenarios, etc.

- I understand that the proposed tax levy for fire and recreation services is going to be based on property size, i.e., per hectare. However the cost of these services is driven by the number of people or households. The result will be larger properties paying a disproportionate amount of tax for these services. For example, a levy on my 4 hectare property would be 4 times my neighbors 1 hectare property, even though there are 4 active individuals there, versus us 2 seniors. Their need and use of these type of recreation and fire facilities is far greater than ours, yet we could pay 4 times as much. The levy should be household based, not property size.
- Transportation Off-Site Levy- idea makes sense but why does a small landowner pay the same per acre to create a 4 acre lot as a developer pays to create a massive shopping center drawing an overload of traffic on County Road?? 800 cars/hr. for Costco when a 4 acre lot in residential area may add 2 cars/day??
- Basing this levy on area opposed to households and businesses makes no sense. A single family farm in East Rocky View could have a \$1000 per hectare per year levy. The average Alberta farm is approx. 500 hectares. That's \$500,000 per year! Even the lower option of \$8500 per hectare equals \$212,500 per year. Why would the Governance Committee even present this to council?
- Transparency with constituents. Lower Costs.
- Transport to nearest C-Transit/senior pass (annual discount).
- Critical learning here. Multiple posts.
- Longer hours for Handi-Bus (afternoon dialysis)
- Tree removal in the Hamlet is a flood/ heat/ noise problem for the residents of the community and needs to be stopped. The Christine ASP restricts the tree removal from Flood plain and needs to be restricted — Gateway Included!!!
- Animal (e.g. Deer) access to the river across the rip-rap. Now they are using the bridge! (X2)
- Dark Skies policy (X3).
- Clear cut logging in WBC by Spray Lakes Sawmills. Need to reassess environmental impact. Especially with revenue from Kananaskis Pass (X5).
- Quit influence of Rocky View 2023 on city expansion. UCP is not about politics or power, it is all about property.
- Springbank Airport Business restrictions to provide a safe and healthy environment for residents in Harmony.
- Infrastructure or fire hydrants-have to pay insurance to cover.

## How satisfied are you with the services Rocky View County provides for tax dollars?

- Most of the services I access are in one of the towns/cities within your boundary.
- We provide our own water, pay for each bag of garbage. What services? I guess snow removal from the main roads.
- Don't feel like we get many services at all with our tax dollars. Besides schools (which look like they are underfunded), the recycling center is only open a couple days a week in Springbank and it is often too full to accept certain things.
- Compared to other areas of RVC, we have no additional services beyond roads. Being purely rural I believe the scale of taxes, as related to services available needs to be reassessed.

- No services besides plowing the road.
- I don't receive many services but I think they do a great job on the roads and snow clearing around my area. Would be nice if it was paved but I know that is a dream.
- What services? The roads are in sad shape.
- What do I get for all the taxes I pay? Some road maintenance, and some snow removal. I have to fight you guys every other year because you can't do a proper property assessment.
- Pay "City" tax rates without "City" level of services.
- Being on the rural side we just don't see any results for our tax dollars.
- Taxes are high and there is little I need or get from the County.
- I feel like the county is only concerned about making money and not about providing high quality amenities for its residents. I live in Langdon and I cannot understand why a community this size does not have facilities that similar size towns have.
- Taxes go up every year but rural don't see anything more from it.
- I don't get any service except roads and fire.
- We are actually on Farmland not urban and we do not see our roads kept up to where they should be, more mud than gravel. and we get no other services. Tired of decisions being made for Bearspaw and Springbank wealthy residents. We are ignored.
- Most everything we need is easily accessible or found.
- RVC has met all our needs.
- Everything I need is currently provided.
- RVC does an adequate job providing necessary services for the dollars spent but there is lots of room for improvement.
- The general services are being provided, with perhaps a little extra not much beyond that in my personal experience.
- The County plans quite prudently.
- Rocky View County is a great place to live! I would like to see more community-building efforts for and among the residents.
- Services are adequate. We do not need large recreation facilities. The planning department is horrific. The timeline to get any zoning done is pathetic. We need to streamline the ability to push ASP zoning faster. Specifically the Conrich ASP.
- Snow removal is good, taxes are responsible, most roads ok.
- The administration doesn't always listen nor provide any guidance or reasons for some of their decisions when asked for help and support.
- RVC wastes a lot of tax dollars on administration and not in the communities.
- The administration doesn't always listen nor provide any guidance or reasons for some of their decisions when asked for help and support.
- Very insulted. RVC approved a possible fiery lithium ion battery power plant beside Cottage Club community of 100s, and allocated NO funds for any fire station here equipped with necessary hazmat. Madden with 18 residents gets a fire station instead?
- There is room for improvements in all areas of the county.
- My sense from reading the press is that a lot of time is wasted by Council on petty grievances, childish antics, and revenge strategies. I am hoping to attend an open meeting to see for myself to what degree there is civilized, thoughtful discourse.

- Inconsistent allocation amongst the divisions....the squeaky wheel seems to get the most grease!
- Very high residential taxes that never seem to go down no matter how much commercial and industrial is approved. Langdon and Bragg Creek must start paying their full share of services, and stop being subsidized by the rest of the county.
- The county is very diverse and widespread. I feel often that "lobby groups" are often receiving the tax \$ instead of being spread around.
- Our roads are rarely taken care of, we have limited recreational opportunities.
- School access is good. Road clearing is good. Lose points for road repair as local road slumps unrepaired.
- Snow removal seems to be slow and they didn't do a great job of removing snow and rely on gravel. In the spring they send the sweepers but there is still a lot of gravel laying around from winter. Community upkeep seems to be good otherwise.
- Road maintenance is good but it took 3+ months to replace our range road/ township sign!
- Highway 560 needs doubled and left lanes at Rainbow Rd.
- Poor snow removal. Costs of utilities keep going up, like at least 5 times in the less than 2 yrs. I've lived here. Refusal to build an arena in Langdon.
- Road maintenance was horrendous this year. We have little to no police presence and crime is high for a small area. Current Planning and zoning is disappointing
- Quite unsatisfied. Very poor road maintenance, and when it is done, it is very poorly done. Too much emphasis on Social Services when the upper two levels of Government are already spending Billions in the same area. Way too much overlap.
- Better and prompt snow removal, have quicker execution on important amenities required sustaining socio economic development of the community
- No money is spent on new infrastructure. The roads need to be paved.
- Basic services are well covered but the County has a history of not charging development levies at a level that will fund services. This is a great deal for developers but downloads the cost to existing taxpayers.
- Snow plowing of Range Rd 33A is terribly slow (always behind the other roads leading to or home). Plow pushes a snow drift, I have to hand shovel, into our driveway. Plow only plows circumference of bus turning circle.
- My gravel road is constantly wash boarded by heavy truck traffic, it should be paved.
- I would like to see better snow clearing in the community of Langdon, but am pleased with garbage and recycling collection.
- Snow removal seems to be slow and they didn't do a great job of removing snow and rely on gravel. In the spring they send the sweepers but there is still a lot of gravel laying around from winter. Community upkeep seems to be good otherwise.
- Poor snow removal and weed control.
- Better and prompt snow removal, have quicker execution on important amenities required sustaining socio economic development of the community
- You don't grade gravel roads enough.
- Road maintenance is good but it took 3+ months to replace our range road/ township sign!

- Extremely poor road maintenance, wasted money on road maintenance. Poor winter plowing. Roads that are tar and chip end up rougher than before. Paving in Keoma when not needed and without any proper consultation, raised road bed will cause issues.
- Most concerns about road conditions in winter.
- RVC needs to start crushing more than just 25mm road crush gravel and adding feet of it every year with calcium to their poorly constructed gravel roads. A lift of 75mm gravel would save taxpayers a lot of \$\$.
- My gravel road is constantly wash boarded by heavy truck traffic, it should be paved.
- Extremely poor road maintenance, wasted money on road maintenance. Poor winter plowing. Roads that are tar and chip end up rougher than before. Paving in Keoma when not needed and without any proper consultation, raised road bed will cause issues.
- You don't grade gravel roads enough.
- Most concerns about road conditions in winter
- I would like easier recycling: i.e.) no need to sort same, like in Calgary, and also no windrow at the end of my driveway after snowplowing roads.
- WE have reverted to bottle drives and begging residents of Sharp Hill to fund the maintenance costs (\$15000) for the Municipal Reserve -Park (owned by the COUNTY) in Sharp Hill to keeps the grass cut and weeds under control I am sure the County
- RVC owned properties should have weed control and mowing at least once in the summer. Country Lane estates area is a prime example of unkept RVC lands along Country Lane Point. Weeds are spreading and the long grass is a fire hazard.
- Generally good but lacking in policing support.
- I feel we are understaffed when it comes to policing in the area but a hugely support the County in their traffic enforcement. However I would like to see that increased as I live slightly east of the county and with the increase in commercial vehicles.
- Along highway 8 next to no police presence, no city water or sewer in our community, grass county road shoulders still not cut this season, dogs off leash most of the time,
- Traffic safety, we have roads going by the south beach still posted 60 despite our request, we have huge speeding issues all along copithorne and adventure park, polite response but minimal action and no changes.
- Would like more money put towards law enforcement.
- Need a hospital and more policing.
- No RCMP detachment close by. Just had a break in.
- I live in a residential neighborhood, and look out to industrial equipment parked year round on the road, enforcement says that doing anything takes too much time.
- Rural land owners should not have the same restrictions on discretionary use that someone in Airdrie has.
- More recreation sites are needed - ball fields, arenas, etc.
- Lack of playgrounds/structures for kids. Lack of connected pathways for walks/biking.
- Need more for kids to do in family communities.
- We need a hospital, more parks, a rec center, more schools, more focus on things other than just building houses.

- Generally speaking the services have been very good. However, the services provided by the building and planning department are atrocious. Residents waiting months, sometimes over a year, for permits; unclear or contradictory communication; etc.
- Developers need to pay all expenses and levies.
- Overall ok but the inefficiency and painful process of undertaking to obtain building and development permits and subsequent inspections is painful which is driving business away.
- I am not convinced that the services provided are properly managed. For example, the building permits and inspections process is archaic, inefficient, and flat out painful to go through.
- I feel that seniors are the neglected yet ever-growing group in the county, especially in Langdon. There is no housing for seniors so we are forced to leave Landon once our houses/yards become too much for us. The seniors club has nowhere to call there.
- Healthcare and disregard for seniors.
- West Bragg Creek needs another access out.
- Love the outdoor spaces need more healthcare spaces.

## What services in the County are working well?

We asked residents to pick the top three services in the County that work well. The number one choice was Transportation Services, followed by Fire & Emergency Services and Utility Services. When asked why they chose these services, here is what participants said.

- All services are typical "Public" union run services, overstaffed, underworked and marginally effective, but of the list these are the best
- NONE. Embarrassing considering the tax I pay.
- None
- One is the only thing working well
- None emergency services took over 2 hrs. to find my place. Closest hall is Bearspaw over 25 km's.
- None
- I think all areas need improvement.
- I had to put in three but none of these services are working well in my area east and west of Hwy 22 north of Cochrane. I am appalled at how much the rural areas are ignored unless they are wealthy or Urban. Rocky view County is way too big.
- Hard to pick 3.
- I put community engagement because I have been impressed with the personal courtesy and efficiency of RV staff by phone. Otherwise maintenance is barely adequate, not great. EMS services are strained but they are committed to doing the best they can.
- I am very unsatisfied with everything but the fire department.
- I'm not happy with any so I just picked three that least affect me.
- These are hands-on services, well done.
- These seem to be handled promptly and generally well.
- Core services are good. Need more focus on recreational infrastructure such as kids playgrounds, connected pathways

- For the size of the county, RVC does an okay job on these services.
- The roads in and around Harmony always seem to be plowed well. The approval of a Costco and Bingham Crossing are a step in the right direction for area improvement and fire service from Springbank airport is a non issue.
- We have daily pickup, our green spaces seem to be mowed frequently and I'm liking our current development in Harmony and excited for the final result.
- Would like more law enforcement, crime/break-ins are on the rise in Watermark and doesn't feel safe anymore.
- Land management is worst. To many subdivisions send acreages.
- Planning takes way too long. Offsite levies are prohibitive when it comes to water and wastewater costs. Basic Operations in the County are efficient.
- Not really happy with development (Gateway plans), flood control berms without a new higher bridge spell higher levels and velocity of flow, co-existence of wildlife non existent where are the ramps for wildlife to the water on the berms?
- The County turns a blind eye to residents' concerns Re: Development.
- Land permitting sucks! Unilaterally changing agricultural land to an industrial park with high risk of lithium ion battery fire at the Ghost lake dam provides 100's with no evacuation plan, and no fire station with hazmat training.
- No subdivisions.
- In the two years we have lived in RVC, I have not seen any speed enforcement, lack of community policing and rural crime are concerns.
- Enforcement, particular speeders/non stoppers at intersections on our main road (Hwy 772) is basically non-existent - everyday we see near misses.
- More support for policing traffic and criminal. Much more support for road maintenance. Eastbound in winter seems to stop at range road 284 & 566.
- We are lacking in Services Snow and Road Services in Sharp Hill, support for MR land (\$\$) to make good use of the community land and Traffic issues.
- I feel that snow removal worked very well in past couple of years, road maintenance not so much. Enforcement, would love to see some of the enforcement on the summer onslaught of bicycles riding with much disregard for the rules of the road and signage.
- I have only used these two services but roads are well maintained and the permit office has always been great to us.
- Our fire department is amazing. Very engaged with the community and very kind and caring the few times we've needed them for emergencies.
- The people I know who volunteer for fire are very dedicated and work hard for our community. My garbage and recycling get picked up every week.
- I am only satisfied with 2 of the services provided but had to add a 3rd.
- I don't see more than two that I can say are of any value to me or the County as a whole. I chose #3 as a last resort to fill the spaces.
- Love the outdoor spaces.
- No glaring issues with those selected services. The others are seriously lacking and ignored.
- I had to pick 3. Personally, I only wanted to pick 1.
- These are the only services we have had experience with.

## What services in the County are NOT working well?

We asked residents to pick the top three services in the County that are not work well. The top services of concern were Planning & Development, followed by Recreation, Arts & Community Support and Transportation Services.

When asked why they chose these services, here is what participants said.

- Out of control and chronically underfunded development is creating an increasing burden on Taxpayers. Detailed information is very hard to access.
- Organic waste collection needs to be year-round and more encouraged to reduce landfill use. Elbow Valley school is at capacity - major planning issue. Concerned about land use planning and urban sprawl into the county and developing over natural heritage.
- East RVC has the best agricultural land but what is the RVC council allowing? More and more industrial forcing multi-generational farmers out of the area. What happened to “Dark Sky” like it is in West RVC?
- Too much airtime is given to the vocal super minority that simply likes to listen themselves complain and impede proper responsible development.
- Rocky View only cares about building out industrial and commercial areas and is impacting residents’ enjoyment of the semi-rural way of life. Focus on putting commercial and industrial in the hamlets Langdon, Bragg Creek and Harmony.
- Agricultural areas need to be protected with development of acreages and subdivisions only allowed in recognized growth areas.
- land P&D is a historical issue in the MD.
- A lot of land management ignores community identified issues; enforcement is spotty; and there is a need for more recreation support, especially pathways and trails.
- The land management plan seems to be whatever the developers want.
- Development permits are granted contrary to planning documents and ratepayer wishes. Communications have improved but it is still difficult to know what is going on. Permits are granted without an understanding of what is being done,
- Disregard for the environment; developers and gravel pit owners seem to get everything they want; residence owners get punished for the least initiative.
- We are fed up with land development without proper consultation of environmental and adjacent landowner input.
- Development is going on, but we seem to be paying for all the extra burden on our infrastructure.
- Springbank ASP process is poorly done and requires a revamp in land usage designation. Need more weed control on County owned lands and ditches.
- Planning is poorly executed. Business opportunities are curtailed as a result of lengthy approval times and unnecessary red tape (for instance dealing with the CMRB). Communication is poor - especially in terms of notifying stakeholders of upcoming change.
- The county has lost its rural concern and has taken on a commercial / business attitude.

- I don't see a lot of businesses moving in mostly because infrastructure isn't there yet, permitting seems to be slower compared to other areas, Development seems to be taking longer than expected.
- Don't receive much of these services.
- I can only comment on the first one chosen, The rest have little or absolutely no effect on me other than cause me to incur more taxes. Recycling and waste collection? Where? I have to pay a private contractor. Mowing and spraying is sporadic, and poor.
- I live in Bragg Creek. Very little support for rec services visible here. Really hard to get a biz going or to build anything, and poor access to healthcare. 3+ year wait list for a family MD.
- Again I had to choose three but all, and I repeat all need improvement in the rural and non-wealthy areas.
- Don't really use these services but can always be improved. The grass along my place has not been cut.
- Pretty sure you generally ignore us out here in Harmony.
- Too much push to change the fundamental nature of Bragg Creek: we need wildlife coexistence with protected corridors/. Speeding is horrendous on HWY 22 with constantly tailgating, speeding and generally impatient with drivers following.
- Need more policing resources, tighter controls on development.
- Heavy recreation traffic and speed on Township Road 232 heading towards Kananaskis.
- Lack of adequate speed controls, lack of playgrounds and connected pathways, too long for certain commercial developments e.g., Bingham crossing.
- Symons Valley Road turns into a racetrack on summer weekends with little police presence. Additional workshops focusing on rural life (landscaping, septic, gardening, yard maintenance etc.) especially self directed online ones would be greatly appreciated.
- Rural land owners should not have the same restrictions on discretionary use that someone in Airdrie has.
- Enforcement seems via complaint only, no routine neighborhood drive though, Communication is infrequent. Land Management, should be to keep residential areas residential.
- Building permit process is plain awful. Need more police presence in rural, easily targeted communities, and the speeding through Harmony is out of control, especially with drunks from the golf course.
- Fire services are extremely under funded and understaffed. Enforcement needs to be expanded with more traffic members.
- Way too little recreation facilities in Springbank (no swim facilities or day cares), recycling is not good enough, and we have many neighbours waiting on permits for their home builds that talk about the process and wait times to be crazy.
- We need recreation centers, arenas and ball fields. The traffic around CrossIron is a disaster. 566 is a disaster, instead of getting it right, new development permits are extended which will make the situation worse; the foresight is laughable.
- Langdon has a giant portion of the population of rocky view county and yet the county still refuses to approve an ice arena. And yet somehow justifies building a second single surface arena in Indus a town of 30 is people. Snow removal was minimal.
- More resources are needed to do more advocacy and provide more recreation services.

- There is no logic to the permits being handed out. There seems to be a lot of irregularities, and the rules should be followed for all.
- Permit process is unreal way more red tape compared to other neighborhood county's.
- Rocky view is notorious for being difficult to deal with regarding permits, etc. Difficult to dialogue and get info, especially specifics on website.
- More funding for emergency services.
- Fix roads more (slumps in Bears paw vista place are so bad it is damaging suspensions). Also more business at Bears paw road and Crowchild trail area. Should develop more areas to build business services etc.
- RVC doesn't engage with the community and become a part of the community. Very dictatorship approach and telling the communities what they need, instead of taking direction from the community.
- Communication... Next none
- WE can do a lot more to build a sense of community among Rocky View County residents. Social media and the Balzac Community Hall could be used a lot more.
- Medical services are often outside of the county.
- Need more access to healthcare as we share now with people in north Calgary. More ambulances needed. Is our recycling really recycled and if so where pls.
- We need a hospital and more recovery facilities, splash parks, services for the massive numbers of kids, youth and families.
- Reconsideration is needed for scheduling of Ag Round-ups and the various chuckwagons.
- Placing a lithium ion BESS fiery power plant industrial park beside a community of 100's, with no evacuation plan in DC123 and no new fire station with hazmat training is irresponsible or even negligent.
- Too many fire stations.
- More funding for emergency services.
- Also need more businesses to go things in county instead of driving through. Gravel roads need to switch to pavement. Some areas get more attention then others. Advocate to province to better manage highways in the county. Some should be widened, repaved.
- I feel the county is pricing some services as well as rents for businesses out of reach for the average family.
- sometimes councillors (or lobbyists) seem to have "an agenda" which helps define actions of council.
- Why? Come spend a day in Bragg Creek.
- Don't know.