



2026 Resident Services Survey Results

The High River community was invited to complete this survey, which was available May 14 – 29, 2026. The survey was shared multiple times in the following ways:

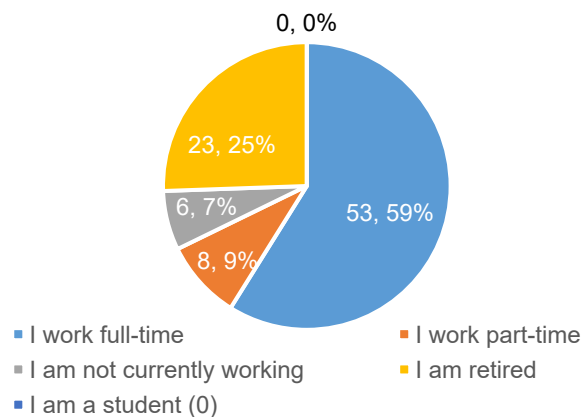
- Social media posts on Instagram and Facebook: May 14, 21 and 26
- Public notice in the May 22, 2026 High River Times newspaper
- Email circulation to RSS budget subscribers on May 22, 2026

There was a total of 95 responses to the survey. As most questions were optional for people to answer, the number of responses to each question may vary.

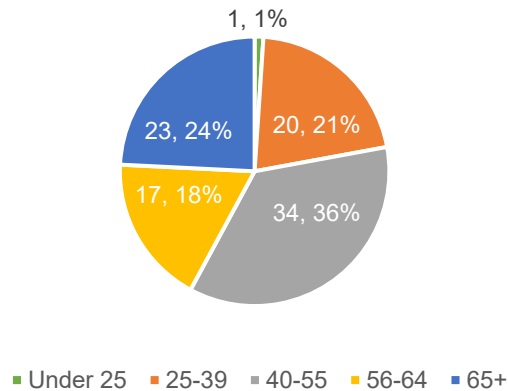
There were three open-ended questions on the survey. One included private information to be included in a prize draw, so those responses will not be shared publicly. The other open-ended responses are provided verbatim/exactly as respondents wrote them. We have not corrected for spelling, grammar or accuracy. Comments were edited only if they included inappropriate language, were discriminatory in nature or identified specific individuals or groups.

Question One: Please choose the category that best describes you.

90 responses



Question Two: Please indicate your age below. 95 responses



Question Three: Please rank the following municipal service areas which fall under the Town's control, with the top item being the most important. 93 responses

Rank	Options	First Choice	Second Choice	Third Choice	Fourth Choice	Fifth Choice	Sixth Choice
1	Improving the water, sewer and road infrastructure	34.4%	26.9%	12.9%	14.0%	8.6%	3.2%
2	Protecting the river corridor and natural environment	21.5%	23.7%	28.0%	16.1%	6.5%	4.3%
3	Supporting the most vulnerable in the community with affordable housing and social supports	22.6%	12.9%	14.0%	23.7%	20.4%	6.5%
4	Improving recreational facilities and programs	11.8%	12.9%	22.6%	19.4%	22.6%	10.8%
5	Fostering an inclusive and diverse community	6.5%	14.0%	8.6%	16.1%	19.4%	35.5%
6	Increasing housing density	3.2%	9.7%	14.0%	10.8%	22.6%	39.8%



Question Four: Are there any other areas you believe the Town should prioritize that are not listed in the question above? (600 character/100 word maximum response) 51 responses

- Recycling services
- Snow removal is terrible. We need all roads to be cleared and salted. Dumping pea gravel just makes a mess and doesn't help much with icy control when it's just dumped on top of snow. We also need recycle and compost pick up.
- Recycling, composting household pick up - if we pride ourselves on environmental stewardship this needs to be added. We are the only community in foothills without household collection of recycling and compost.
- Creating a walking bridge to cross from the west to northwest with connecting path system to existing. Think Fish creek park
- No
- Attracting local business owners and shoppers by finding a way to make the rent more affordable downtown
- Traffic safety
- No
- Supporting the most vulnerable fosters a safe and inclusive community. Partner with local schools too please
- I think it would be amazing, if the town could approve businesses that would meet all of our needs in the way of clothing, shoes so that travel out of town would not have to happen. I know that it's the people that bring business proposals to the town, but boy it would be amazing to have clothing and shoes at an affordable price close to home.
- Supporting the maintenance of law and order
- People move to HR because it is affordable, safe, traditional and western. Stop changing it. If people do not like it, then move elsewhere. , small, traditional, and holds western values. Stop changing the very reasons people move here. If people dont like the small town feeling and values, then do not move here.
- The town needs to become fiscally leaner, more efficient, and transparent. I don't think the administration is lined up with the wants and needs of its citizens. It seems to have its own agenda and then spins it to make it seem as though it come from public consultation.
- Continue investing in the community by building infrastructure the supports the existing residents and community. Grow in existing areas first before expanding.
- Encouraging more small town businesses to open up. More affordable housing as well.
- Curbside recycling
- Improvement in care of outdoor recreational spaces ie: weeding flower beds around happy trails, keeping poop bags full around happy trails full around



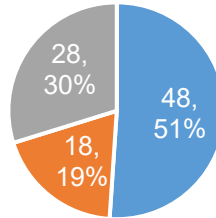
- Our public library should receive more funding.
- Off leash areas (not fenced squares with no wind breaks, trees or interesting scenery). Sidewalks that are on the same side of the road consistently. Continuous sidewalks. I hate having to cross back and forth just to walk on sidewalks. I have the only sidewalk on my side of the road.
- Establish a transportation means to connect with main cities
- Noise complaints, and dog noise and off leash monitoring and ticketing more.
- Avoiding housing growth like other communities and increase tourism interest more
- Improve/maintain sidewalks and crosswalk
- New library building, we have outgrown ours and this is a main community hub.
- Investing in better road paint, the roundabout paint wore away very quickly.
- Our youth need job opportunities allow Walmarts etc to be built here we need more stores and healthcare expansion. Ex addiction treatment/mental health facilities/counselling
- Stop contracting everything out, have better snow removal and recycling center access. Have recycling pick up. The town employees should have to live in town not the city.
- Id like to see non-franchised businesses highly incentivized to open stores in town. I believe nurturing our local community is integral in maintaining stability in the towns history and culture
- Recycling with blue and green bins
- Improving communication of town activities, announcements, etc outside of social media. Not everyone uses social media.
- I am a food bank volunteer and the amount people, especially the homeless, seniors and special needs and ones with restricted diets, including myself using the food bank is shameful in this province. They keep telling us this the richest province but the people that need it the most aren't seeing any of it, we/they are just seeing cut after cut. It makes me furious when I see towns, cities, provinces, the country spending money on ridiculous things when we have starving and homeless people in this country, we need to look after the people so they can be proud again.
- I'd be really jazzed on a recycling and composting program
- Additional adult living development. Additional retail shops. More doctors.
- Road infrastructure definitely needs to be worked on in this town. Roads are rough, lines are faded and residential sidewalks need some attention. Taxes are pretty high for the town and feel the money is not being managed in the proper areas.
- Roads are full of potholes and the ones that have been repaired are sinking again. Street signs need to be looked at some are not correct and or broken. The lot across from the hospital that used to have a house on it needs to be cleaned up.
- More affordable seniors housing



- Encourage more businesses to move here (and to stay here). Simplify the process for businesses to open.
- Improving pathways and walkways so no abrupt dropoffs near areas people using scooters or walking, biking, since not always safe way setup currently at a lot of locations in NW and SW plus that I have encountered as a biker, pedestrian and volunteer trio bike pilot around town. The other thing is safer cross walks for pedestrians and bike to walk or ride bike across.
- I am a fairly new resident of High River, but I have heard that the residents response's we're not fairly taken into account for the Cargill centre expansion, true or not I am not sure.
- Public Safety: Ensuring that fire, rescue, and policing services are appropriately funded and responsive to the community. I would rank this as my number two in the list above jumping the current 2-5 down below this as the second.
- Improve the intersection at 18 street SE and 12 Ave SE there needs to be traffic lights as this is a very dangerous intersection with traffic not slowing down on 12 Ave both east and west bound lanes. I have witnessed some very close calls that will eventually be a very serious accident at that intersection. More education need to be done on the proper use of the traffic circle on 12 Ave and Center Street.
- Snow removal needs to be looked at. Clearing of main roads like Ambulance routes to and from hospital.
- Improve recycling service, I.e. rollout bins for residences. The current recycling center is woefully inadequate.
- Golf carts in town
- Traffic control, Officer patrols, enforcing bylaws (ie. Noise, electric scooters & bikes, animal control)
- Road, pathway and green space maintenance should be included in infrastructure maintenance
- I have always believed our town needed a swimmable lake community. This will bring a high number of people to seek to live in High River
- Curbside recycling pick up
- Update the playgrounds
- The forested nature trails on the west side of town. The whole area looks to be very vulnerable to forest fire.
- Remember that residents need more than recreation—library, cultural venues, green spaces

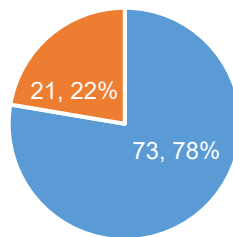
Question Five: The Town cannot spend more than it brings in. An increase in service levels requires a tax increase. To lower taxes, a reduction in services is required. Please choose the statement that best represents your thinking.

94 responses



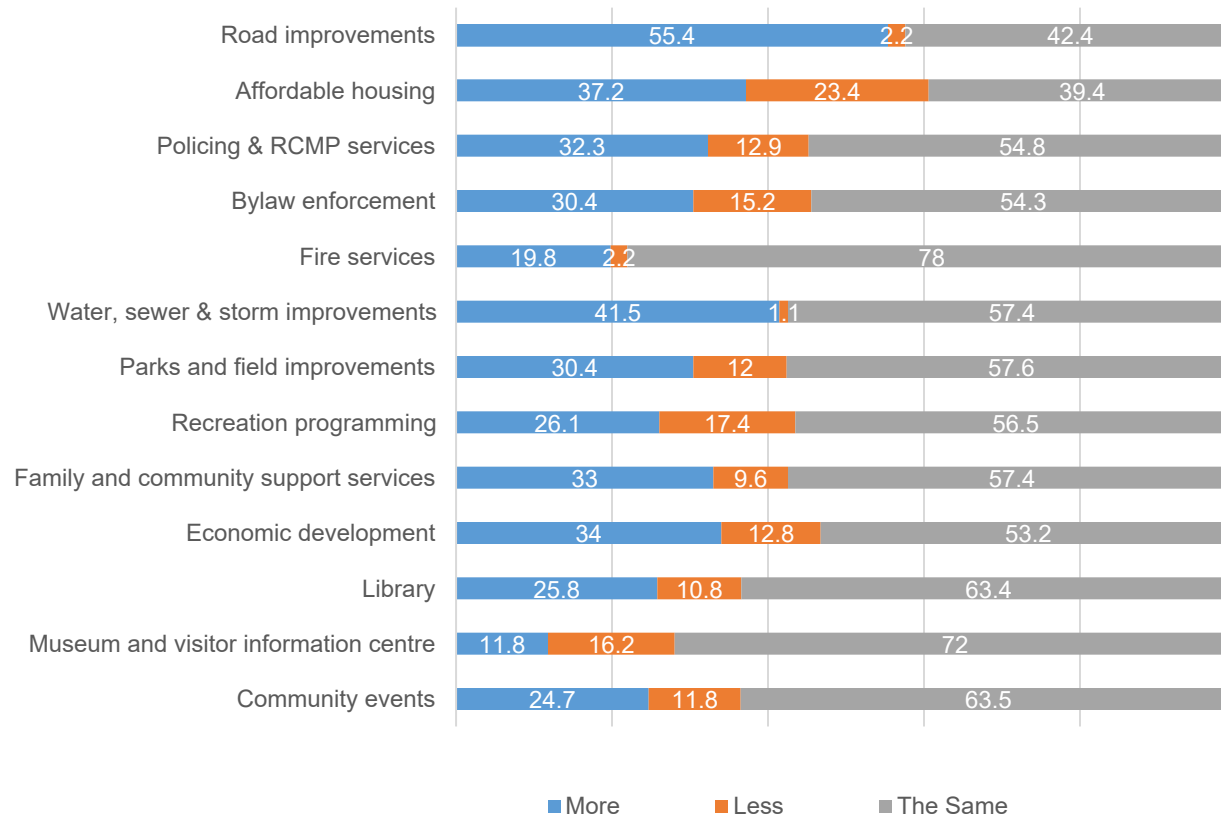
- Current service levels are appropriate
- I would support a reduction in service levels to keep taxes as low as possible
- I would support an increase in service levels and an increase in taxes as a result.

Question Six: Please choose the option that best represents your preferences. 94 responses



- Keep taxes as consistent as possible year over year.
- Always keep taxes as low as possible, which may result in significant fluctuations year over year.

Question Seven: Which services do you think should receive more, less or the same funding as they do now? Information about current spending is available at the link at the start of this survey. (Noted below in percentages) 93 responses





Question Eight: When thinking about the future of High River, what is one area you think the Town should focus on to improve quality of life for residents? Please explain how you think the Town can allocate resources to address this issue. (600 character/100 word maximum response) 63 responses

- We should have same recycling services as other towns close to us.
- Snow removal. Instead of paying the workers to dump gravel on the roads get them to plow snow and then dump salt once. Instead of repeatedly dumping gravel day after day which doesn't work. It's more about adjusting time spent
- Household pickup of recycling and composting
- Walkability/roads in the winter months especially for seniors. More senior programming in High River: Ex Day programs for dementia. Less need to go to Calgary.
- I'm not happy with the council decisions. Stop the miss use of taxpayers money being spent.
- More inviting activites etc for young families moving to the area to raise their kids.
- One key focus should be strengthening community connection through youth programming, active transportation, and local economic growth. Expanding youth programs and events gives young people safe, engaging opportunities. Investing in a continuous bike pathway from south to north would improve accessibility and connectivity. Supporting local shops while attracting key retail options can enhance convenience and vibrancy. Resources can be allocated through partnerships, phased infrastructure funding, and grants that support recreation, small business, and community-led events.
- Rules applied the same to all
- improve communication to residents
- Burnside recycling
- Increased library services
- Keeping and bring businesses in Town.
- More access to affordable child programs (age 3+) that allow families who work full time to participate.
- I think our town provides a pretty great quality of life - it's how our people in the community choose to experience it. Perhaps we do need more things for our youth to do, but when provided there will always be a demographic of youth that will choose not to partake.
- I think the Town is doing a responsible job of allocating our tax dollars. We need to continue to attract young families to a safe, friendly, successful, and active community.
- HR, Okotoks and the provincial government should build a bike path between HR and the Home Depot in Okotoks.
- Contract more services and reduce capital costs.



- The town should be doing an audit to expose the waste and inefficient use of resources. Money wasted on High country drive golf crossing, payouts with NDA's, cost overruns on aquatic centre the was not supported by a majority of citizens, recent Land use Bylaws
- Stop all the multi family developments. There is enough apartments and low income housing. Focus on preserving the rivers. Focus on promoting traditional families
- I would like to see more staff and equipment in the public works department
- building the community to adapt to climate change and provide better alternative modes of transport.
- Affordable housing. Grants to help people build rentals.
- Continue to connect all areas of town with bike paths. Build bridge from NW to southside of river.
- Revitalizing the downtown core
- Bringing more commercial business in order to give residents more options as well as increase the commercial tax base
- Bylaw officers should be continuously patrolling the town when they're on shift, this includes frequently cycling/ walking the happy trails.
- I'm concerned about the future of libraries. The town should include all of the library programming in the Recreation Guide/schedule that is published every six months.
- Fix your water leaks. How much you spend on unmetered treated water you pump back into the ground. But I'm the monster cause I have a green lawn.
- We need a community centre that is not so expensive that the residents of High River cannot afford to rent. The Highwood Centre is the only community centre and it is so expensive that community groups cannot afford to use it. Is this Centre for the community or is it to make money on movie productions and out of area rentals?
- Transportation means,
- As the town grows we need to consider safety and roads/traffic more. Narrow roads and snow removal need to be better and improved.
- Preserve natural environment - High River's greatest asset. more control over development and developers who only care about profit not quality of life.
- The greatest of us is one who takes care of the least of us. great places that help everyone no matter their station in life. Our Library is amazing, the filming in town and the parks department that make out town desirable.
- Recycling at your driveway as that would reduce the number of garbage bags each so you could collect garbage twice a week and recycling once a week.
- If the town can allocate funds to increase development and encourage corporate investment, the increase in taxes should go to supporting social services. Our community will fail in our digital age unless the town has a strong support system.



- More community resources for those struggling ie) support food rescue, more services available at the library to support residents, affordable housing run by not for profits like westwinds and supported by thr.
- Better funding for the library is a good start. Alternative transport options as well (better bike infrastructure)
- Keep our town safe. Go to any town in BC and you know exactly what I'm referring too
- Fix the ball diamonds. People don't want to play here because it dangerous. Stop allowing apartment buildings and density housing.
- The town has prioritized the beautification of our community and I think we can now diversify the funds towards supporting our social services
- Keeping the small town feel as much as possible.
- Keep the small town feeling with a large sense of community. Host more community events using existing spaces and resources.
- Encourage the government to listen to the town issues and listen to the people. All of you need to remember that we voted you all in, whether it be municipal or provincial, to make common sense decisions.
- I'm personally hoping for just a few more bigger businesses in our town for convenience, as well as businesses to bring in tax revenue. This will lessen the burden of property taxes on homeowners. When a person is living in a villa/duplex, and having to pay 4k for 1230 square ft and half a yard, I find the property taxes excessive especially when I have a town road behind my home that's ridden with craters and the trucks hauling horse trailers or empty cattle liners rattle the dishes in my cupboards. More revenue for better roads.
- More doctors.
- Infrastructure should be a top priority and after that Policing and housing for low income/homeless folks.
- Affordable housing for seniors
- Listening to what the residents want. The results of the pool referendum were ignored so what's the point of asking residents?
- Safer cross walks for bikers and pedestrians alike
- Just a comment here about the boulders that were put along the road on the North side centre street along the roadway. Was the residents asked about doing that expense or is it not required ? I just personally think it looks like Bedrock (Flintstones) and one more thing, the traffic lights and some signage could use e



- I don't know the magic formula. I think It's a mix of encouraging growth so Dr's and others will want to come live and work here, which includes growth of housing (including affordable options), while also securing critical infrastructure and safe water for drinking with public safety in community, having enough businesses to keep High River residents spending money in the community and not going to Okotoks or elsewhere so much and possibly creating more commercial tax base, and having as much as possible here for families & residents to do that they everyone lives, works & play here.
- More focused needs to be done in business development and working on innovation on getting more business to coming into our community.
- Should improve the sewer, water and roads and then entice businesses to come to High River.
- The town does an excellent job promoting and protecting the town environment. Modernization of recycling and composting would enhance the community
- cut waste, put money to work
- Limit new builds, minimize noise disruptions, enforce laws, crack down on crime, resident participation on decisions before yards are torn up (Fibreconnect!!)
- Marge Roads and Parks crews where it makes sense. Road crews empty garbage cans along Happy Trails then Parks come along to maintain the area. It seems inefficient.
- Our town is wonderful as is. If we could figure out the nasty smells that we get sometimes, and get rid of those completely (we seem to be getting better with this), then it would be perfect! Another thing we need here is recycling and composting. Apparently we're the only town not on board. And the government pays for this already. Why are we holding back?
- Add g more snow plows to do all streets in winter months. Curb side recycling.
- Walking bridge connecting NW to downtown could be funded by money being wasted on manufactured problems like high country drive intersection.
- Keeping community events and programs for all people. Old young and including all diversity.
- I think town should continue to focus on maintaining the friendly small town feel that the residents know and love. Trying to increase housing density will single handedly ruin that feeling. Supporting multi generational housing with allowing carriage houses I believe will fill the gap in housing density enough with out feeling over crowded.
- Keeping the small town family oriented feeling. I fear that dense housing will take this feeling away.

Question 10: If you wish to be entered into the draw for a \$100 rebate on utilities or \$100 in recreation passes, please provide your email address and postal code below. 60 responses

A random draw was done of those who submitted their names and a winner was awarded their prize of choice.