



2025 Town of Okotoks Community Survey

Understanding your Quality of Life in Okotoks

At the heart of every great community is the quality of life its residents enjoy. This is your chance to tell us how Town programs, services and amenities—like roads, parks, recreation and events—shape your daily experience in Okotoks.

All feedback will remain anonymous, and only group results will be shared with Town Council. Your answers will not be connected back to you.

Throughout the survey, look for the ? icon to access more details about specific services or questions.

The survey is open until **TBD, 2025**. Once completed, you'll have the chance to enter a draw for a **\$150 gift certificate** to a local Okotoks business of your choice.

Please Note: The information collected in this survey is governed by the **Freedom of Information and Protection of Privacy Act (FOIP)**. It will be used to assess community issues, identify opportunities, and gather feedback on services provided by the Town of Okotoks. Survey results will be compiled by **Advanis Inc.** and presented in a report to Council, which will be made publicly available. For more information about FOIP, please contact the **FOIP Coordinator** at **403-938-8944** or foip@okotoks.ca. For more details on this survey, visit: shapeourtown.okotoks.ca/community-survey.

To begin, how old are you? (Must be 16 years or older to participate.)

- 15 years old or younger *Terminate*
- 16 to 17 years old
- 18 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65 years old or older
- Prefer not to say

If refused age = To be eligible, please confirm that you are over the age of 15.

- You are 18 years old or older

- You are 16 or 17 years old
- You are 15 years old or younger *Terminate*
Unfortunately, you do not meet the eligibility requirements to complete this survey. Thank you for your time.
- Prefer not to say *Terminate*
Unfortunately, you do not meet the eligibility requirements to complete this survey. Thank you for your time.

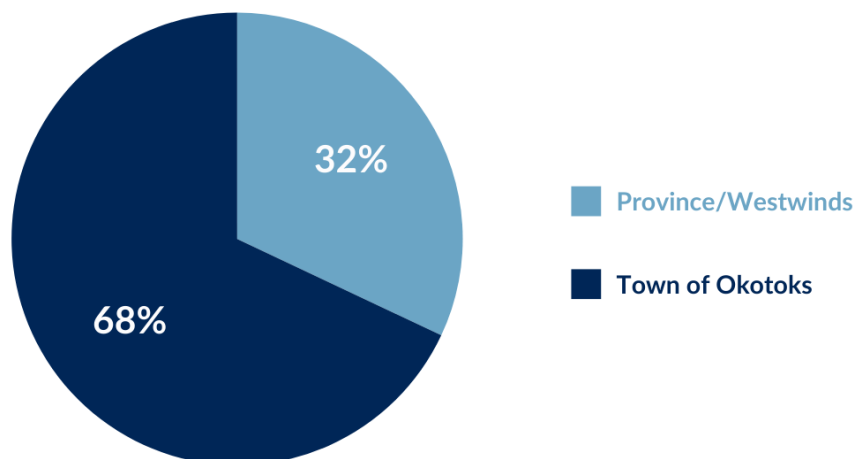
Do you pay property taxes in Okotoks?

[Select one option]

- Yes, **residential** property taxes
- Yes, **commercial** property taxes
- Yes, **both** residential and commercial property taxes
- No, I do not pay property taxes
- Unsure
- Prefer not to answer

If yes, ask:

Approximately 32% of your tax dollars fund provincial education and Westwind Communities for senior housing. The remaining 68% is used by the Town of Okotoks to support local services.



Were you aware of how your tax dollars are distributed?

- Yes
- No

- I don't know/unsure

Show for all responses:

Thinking about all the Town programs, services, and amenities, please rate the value you feel you receive.

- Very Good Value
- Good Value
- Acceptable Value
- Poor Value
- Very Poor Value
- Don't Know

Show if...

- (if Q1a very good (Q1a = 1)) What is the **main reason** you feel that you receive **very good** value?
- (if Q1a good (Q1a = 2)) What is the **main reason** you feel that you receive **good** value?
- (if Q1a acceptable (Q1a = 3)) What is the **main reason** you feel that you receive acceptable value?
- (if Q1a poor (Q1a = 4)) What is the **main reason** you feel that you receive **poor** value?
- (if Q1a very poor (Q1a = 5)) What is the **main reason** you feel that you receive very **poor** value?

Quality of Life in Okotoks

We'd like to hear about your experience living in Okotoks.

How would you rate the overall quality of life in Okotoks?

[five-point scale from low to high – Advanis recommendation]

- Very good
- Good
- Acceptable
- Poor
- Very poor
- Don't know

What is one thing the Town could focus on to improve your quality of life in Okotoks?

- Don't know / No comment

Quality of Life Priorities

We'd love your feedback to help us understand how Town services contribute to your quality of life and where improvements may be needed. Your input will help us evaluate both the impact and effectiveness of these services to guide future improvements.

For each item listed below, please tell us:

How much does this service impact your quality of life?

- No impact
- Low impact
- Moderate impact
- High impact
- Essential impact
- Don't know/unsure

To what extent does this service meet your needs?

- Does not meet my needs
- Partially meets my needs
- Mostly meets my needs
- Fully meets my needs
- Exceeds my needs
- Unsure / Don't know

Town Service	"?" Service Description - A brief explanation of what the service does.	% of Budget
Road, sidewalk and traffic infrastructure	Maintenance of streets and traffic infrastructure to support safe and efficient transportation and to protect infrastructure.	6.0
Economic Development	Support for business attraction, retention and growth to stimulate the local economy.	0.9
Royal Canadian Mounted Police (RCMP)	Investigate crime and work with Municipal Enforcement to provide traffic safety compliance.	7.2

Municipal Enforcement	educate, address concerns and enforce local bylaws such as nuisance and unsightly premises and certain provincial statutes as traffic safety.	2.5
Recreation Facilities, Operations and Programming	Pools, arenas, fitness facilities, gymnasium and programming for registered and drop-in use of indoor and outdoor recreation facilities.	14.2
Transit Services	Provide local public transportation.	2.1
Community Social Support and Social Development	Support individual and family well-being through community partnerships, providing education, referrals and resources.	2.7
Engineering	Planning and management of municipal infrastructure projects, traffic management and engineering reviews of development as required.	1.8
Fire & Rescue Service	Fire prevention, fire suppression, medical first response, and specialized rescues.	11.2
Parks, Pathways and Cemetery	Development and maintenance of parks, open spaces, pathways, sports fields, and cemetery services.	6.3
Water, Storm and Wastewater Services	Provide safe and reliable potable water supply, water distribution and wastewater treatment.	10.2
Waste Services	Collection distribution and disposal of waste including garbage, organics, and recyclables.	5.4
Arts & Culture, Programs, Library & Events	Delivery of cultural programming, community events, and library services.	4.1
Environmental Services	Environmental stewardship, public education, and incentive programs for conservation.	0.7
Planning and Permitting Services	Design new communities, Review and processing of permits, conducting inspections and development planning services.	4.3

Community Identity

If a friend or family member was thinking of moving to Okotoks, what would you tell them about living here?

Customer Experience

Have you interacted with Town staff when you used or accessed services from the Town of Okotoks in the past 12 months?

- Yes
- No

- Unsure

Show if has had interactions with Town staff

Considering the interactions you have had with the Town of Okotoks employees (not including Council), how do you rate your satisfaction level?

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know/Unsure
a) How helpful the employees were	•	•	•	•	•	•
b) How courteous the employees were						
c) Knowledge about the services they provide	•	•	•	•	•	•
d) Speed of response to inquiries or requests	•	•	•	•	•	•

Which of the following, if any, have you accessed or used in the past 12 months?

Please select all that apply.

- Town Website - Okotoks.ca
- Town Engagement Platform - Shapeourtown.okotoks.ca [[This engagement platform is a one-stop shop for all Town engagements and includes all the information you need to know to actively participate or learn more about engagement opportunities.]]
- Virtual Town Hall - Vth.okotoks.ca [[Using Virtual Town Hall and registering for an account provides you with access to the following information online:
 - My Town – sign in to view all of your Town accounts, including your utility bill and property tax accounts.
 - Dog Search – locate the owner of a lost animal by tag or tattoo.
 - Business Directory – search for a business
 - Existing Business License – renew an existing license
 - Property Search – find a property
 - Access tax certificates]]
- Applications and form submissions - forms.okotoks.ca/ [[The Town of Okotoks uses online forms for things, such as Tax Installment Payment Plan (TIPP), permits and businesses licenses, etc.]]
- Active Okotoks - ActiveOkotoks.ca [[The Active Okotoks website helps you explore and register for drop-in activities at Town recreation facilities. You can also find schedules for swimming, skating, fitness classes, and other recreational programs, making it easy to plan your next visit.]]
- None of the above

Considering your online interaction(s), how satisfied or dissatisfied are you with your experiences using these service(s)?

[Show if has accessed an online service, and only show those services they have accessed]

<p>Town Website - Okotoks.ca</p>	<ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied • Don't use • Don't Know/ Unsure
<p>Town Engagement Platform - Shapeourtown.okotoks.ca "?"</p> <p>This engagement platform is a one-stop shop for all Town engagements and includes all the information you need to know to actively participate or learn more about engagement opportunities.</p>	<ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied • Don't use • Don't Know/ Unsure
<p>Virtual Town Hall - Vth.okotoks.ca "?"</p> <p>Using Virtual Town Hall and registering for an account provides you with access to the following information online:</p> <ul style="list-style-type: none"> • My Town – sign in to view all of your Town accounts, including your utility bill and property tax accounts. • Dog Search – locate the owner of a lost animal by tag or tattoo. • Business Directory – search for a business • Existing Business License – renew an existing license • Property Search – find a property • Access tax certificates 	<ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied • Don't use • Don't have an account • Don't Know/ Unsure
<p>Applications and form submissions - forms.okotoks.ca/ "?"</p>	<ul style="list-style-type: none"> • Very Satisfied • Satisfied

<p>The Town of Okotoks uses online forms for things, such as Tax Installment Payment Plan (TIPP), permits and businesses licenses, etc.</p>	<ul style="list-style-type: none"> • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied • Don't use • Don't Know/ Unsure
<p>Active Okotoks - ActiveOkotoks.ca</p> <p>"?"</p> <p>The Active Okotoks website helps you explore and register for drop-in activities at Town recreation facilities. You can also find schedules for swimming, skating, fitness classes, and other recreational programs, making it easy to plan your next visit.</p>	<ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied • Don't use • Don't Know/ Unsure

Is there anything else you would like to share with the Town of Okotoks?

Town Communications

The Town of Okotoks strives to ensure clear, concise, and timely communications are delivered to our residents. Please let us know more about your thoughts on the communications the Town provides.

How do you keep updated on Town news, programs and services?

Please select all that apply.

- Town of Okotoks social media (Facebook, Instagram, X formerly Twitter, LinkedIn, YouTube)
- Town of Okotoks website, Okotoks.ca
- Shape Our Town engagement platform
- Okotoks Western Wheel (local newspaper)
- Local radio stations (Eagle 100.9 or Sun Country)
- Word of mouth
- E-newsletters from the Town
- Portable Road signs
- LED Permanent Signs on 32nd Street and Southridge Drive
- Other (specify): _____
- I don't keep myself updated

Ask if more than one item selected in previous question

Which of these do you prefer to get your news?

Show their specific items selected in the previous question to make their top selection.

How satisfied are you with how frequently the Town communicates with citizens?

- Very Satisfied
- Satisfied
- Neither satisfied nor satisfied
- Dissatisfied
- Very Dissatisfied
- Don't know/unsure

LOGIC If dissatisfied or very dissatisfied – Should the Town communicate more or less often?

- More
- Less

How satisfied are you with the overall quality of communication from the Town?

- Very Satisfied
- Satisfied
- Neither satisfied nor satisfied
- Dissatisfied
- Very Dissatisfied
- Don't know/unsure

Community Engagement

The Town is committed to increasing meaningful community engagement and creating more opportunities for you to provide input on Town programs, projects and initiatives.

Please indicate your level of agreement with the following statements:

About Town of Okotoks Community Engagement	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Do not know/ Cannot comment
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a) I have opportunities to provide input into decisions that the Town makes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I am likely to participate in Town in-person engagements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I am likely to participate in Town online engagements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I am satisfied with the level of engagement the Town has offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Okotoks Town Council wants to increase the frequency of engagement opportunities between themselves and residents. How would you most prefer to interact with Council?

- In-person, e.g. Council Connect opportunities at community events, Town Halls, etc.
- Web, including social media
- Telephone
- Email
- Mail
- Virtual, including video conference
- Other, please specify

Your Turn to Share with Us

What specific projects or initiatives should Council prioritize over the next four years to improve overall community well-being and quality of life?

Is there anything else you would like to share with the Town of Okotoks?

Demographics

For the Town to better understand the different views and needs of citizens, this final set of questions will allow us to analyze the data by sub-groups. Please be assured that nothing will be recorded to link your answers with you or your household.

What is the primary language spoken in your household?

- English
- French
- Tagalog
- German
- Other (please specify): _____

What is your gender?

- Male
- Female
- Another (please specify): _____
- Prefer not to say

How long have you lived in Okotoks?

- Less than 5 years
- 6-10 years
- 11-20 years
- 21-40 years
- 41+ years

Which area of Okotoks do you live in?

- Air Ranch
- Rancher's Rise
- Central Heights
- Cimarron:
 - Cimarron
 - Cimarron Estates
 - Cimarron Grove
 - Cimarron Meadows
 - Cimarron Park
 - Cimarron Springs
 - Cimarron Vista
- Cornerstone
- Crystalridge:
 - Crystalridge
 - Crystal Green

- Crystal Shores
- D'Arcy
- Downey Ridge
- Drake Landing
- Heritage Okotoks
 - Downtown
 - Downtown Business Park
 - Lineham
 - South Railway
- Hunters Glen
- Mountainview
- Northgate Commercial Centre
- Okotoks Country Residential
- Rosemont
- Sandstone
- Sheep River:
 - Sheep River
 - Sheep River Cove
 - Sheep River Heights
 - Sheep River Ridge
- Suntree
- Tower Hill
- Wedderburn
- Westmount:
 - Westmount
 - Westmount Estates
- Westridge
- Woodhaven

(If your neighborhood is not listed, please specify: _____)

What is your current employment status?

- Working for an employer full-time, that is 35 or more hours per week
- Working for an employer part-time, that is, less than 35 hours per week
- Full-time stay-at-home caregiver
- Self-employed

- Student
- Not employed, but looking for work
- Retired
- Unable to work
- Other
- Prefer not to answer

Does anyone in your household regularly commute outside of Okotoks for work or school?

Select all that apply

- Yes, to Calgary
- Yes, to Foothills
- Yes, to some where else (specify):
- No *Exclusive*

Does anyone in your household work from home more than two days per week?

(Yes/No)

What is your household's total annual income?

- Under \$50,000
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 and above
- Prefer not to say

How many people currently live in your household?

- [insert # of people]

Show if more than 1 person

Are there any children in your household who are:

- 0 to 11 years
- 12 to 17 years
- No children
- Prefer not to answer

Survey Final Completion Remarks

Thank you for sharing your thoughts! Your feedback is essential in helping us keep your quality of life at the forefront as we plan for Okotoks' future. We truly appreciate your time and input—it helps us see what's working and where we can improve.

As a thank you, you may enter a draw for a chance to win a \$150 gift certificate to a local Okotoks business of your choice. Do you wish to be entered into this draw? **Your contact information will only be used for the purposes of the draw and will not be tied to your survey responses.*

- Yes, I allow Advanis to provide the Town of Okotoks with my contact information should I be the winner of this draw
- No, remove me from the draw

If yes to draw:

Please provide your contact details. Personal information will remain confidential and **only** be used to contact the individual who has won the draw. Insert FOIP – collecting info so that we may contact you should you be the winner of the draw.

- First name:
- Last Name:
- Email:
- Phone Number:

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