



**TOWN OF DIDSBURY AGENDA
Regular Council Meeting**

**Thursday, June 11, 2026, 6:00 pm
Council Chambers 1606 14 Street**

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| 1. <u>CALL TO ORDER</u> | |
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REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Rosebud Health Foundation
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 3.1

BACKGROUND/PROPOSAL:

The Rosebud Health Foundation Chairperson, Peggy Good is presenting to Council to provide an introduction to Council on the Foundation and outline its role in Didsbury.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To thank the Rosebud Health Foundation for their delegation and accept it as information.



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: E3 Lithium – Project Overview and Local Impacts
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 3.2

BACKGROUND/PROPOSAL:

Leigh Clarke, VP, Government & Stakeholder Engagement from E3 Lithium will be presenting to Council general information regarding E3's upcoming project in Mountain View County and provide local insights regarding project impacts to the community.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To thank E3 Lithium for its delegation and accept it as information.



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: May 26, 2026 Regular Council Meeting Minutes
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 4.1

BACKGROUND/PROPOSAL:

The minutes of the May 26, 2026 Regular Council Meeting are being presented to Council for their review and approval.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Council can adopt the minutes as presented or amended.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To adopt the May 26, 2026 Regular Council Meeting Minutes as presented.



**Minutes of the Town of Didsbury Regular Council Meeting held on
May 26, 2026 in Council Chambers 1606 14 Street
Commencing at 6:00 p.m.**

Council Members Present Mayor Chris Little
Deputy Mayor Bob Murray
Councillor Curt Engel
Councillor Troy Lambert
Councillor Irwin Mahon
Councillor Norm Quantz
Councillor Will Stevens

Administration Present Chief Administrative Officer, Michael Simpson
Chief Financial Officer, Amanda Riley
Director of Community Services, Nicole Aasen
Legislative Services Coordinator/Recording Officer, Jocelyn Baxter
Communications Coordinator, Lisa Bastarache
Council and Community Relations Coordinator, Nelisha Bruce
Planner, Tracey Connatty

1. CALL TO ORDER

Mayor Little called the May 26, 2026 Regular Council Meeting to order at 6:00 p.m.

2. ADOPTION OF THE AGENDA

Res. 227-26

MOVED by Deputy Mayor Murray

To adopt the May 26, 2026 Regular Council Meeting agenda as presented.

Motion Carried

3. DELEGATIONS/PRESENTATIONS

3.1 Didsbury and District Pickle Ball Club

Res. 228-26

MOVED by Councillor Stevens

To thank the Didsbury & District Pickleball Club for their presentation and accept it as information.

Motion Carried

4. ADOPTION OF MINUTES

4.1 May 12, 2026 Regular Council Meeting Minutes

Res. 229-26

MOVED by Councillor Engel

To adopt the May 12, 2026 Regular Council Meeting Minutes as amended.

Motion Carried

5. PUBLIC HEARINGS

5.1 Municipal Development Plan Amending Bylaw 2026-11

Mayor Little called the public hearing to order at 6:27pm to amend Municipal Development Plan Amending bylaw 2026-11. Council heard a presentation of Municipal Development Plan Amending Bylaw 2026-11. This proposed amendment would amend the summary and goal statements of the Live-Work Neighbourhood Policy Area within the MDP to incorporate a policy to add more support for mixed-use and moderate- to high-density multi-unit dwellings

Council called for questions or comment both in favour and opposed from those in the gallery as well as on Zoom. Hearing none, Mayor Little adjourned the public hearing at 6:38 p.m. and reconvened the Regular Council Meeting.

6. CAO REPORT

Res. 230-26

MOVED by Councillor Lambert

To accept the Chief Administrative Officer Report for May 26, 2026 as information.

Motion Carried

7. BYLAWS & POLICIES

7.1 MDP Amending Bylaw 2026-11

Res. 231-26

MOVED by Councillor Engel

That Council grant second reading to MDP Amending Bylaw 2026-11.

Motion Carried

Res. 232-26

MOVED by Councillor Engel

That Council grant third and final reading to MDP Amending Bylaw 2026-11.

Motion Carried

7.2 Bylaw 2026-12 Rates, Fees, and Fines Amending Bylaw

Res. 233-26

MOVED by Councillor Lambert

That Council grant first reading to Rates, Fees, and Fines Amending Bylaw 2026-12

Motion Carried

Res. 234-26

MOVED by Councillor Lambert

That Council grant second reading to Rates, Fees, and Fines Amending Bylaw 2026-12

Motion Carried

Res. 235-26

MOVED by Councillor Lambert

That Council grant unanimous consent to proceed to third and final reading of Rates, Fees, and Fines Amending Bylaw 2026-12

Motion Carried Unanimously

Res. 236-26

MOVED by Councillor Lambert

That Council grant third and final reading to Rates, Fees, and Fines Amending Bylaw 2026-12

Motion Carried

7.3 Land Use Amending Bylaw 2026-13

Res. 237-26

MOVED by Councillor Engel

That Council grant first reading to Land Use Amending Bylaw 2026-13.

Motion Carried

Res. 238-26

MOVED by Councillor Engel

To set **Tuesday, June 23, 2026** as the Public Hearing for Land Use Amending Bylaw 2026-13.

Motion Carried

8. BUSINESS

8.1 Municipal Reserve Disposal Plan 0514037 Block 18 Lot 1

Res. 239-26

MOVED by Councillor Mahon

To set **Tuesday, June 23, 2026** as the Public Hearing for the removal of the MR designation interest within Plan 0514037 Block 18 Lot 1, 2134 22 Street

Motion Carried

8.2 Reserve Bids for Tax Sale Properties 2026

Res. 240-26

MOVED by Councillor Stevens

To approve the reserve bids for the properties designated for the 2026 Public Tax Recovery Auction scheduled for September 16, 2026 at 2:00PM at Town of Didsbury Council Chambers as follows:

- Roll # 178000 - \$207,020;
- Roll # 302000 - \$376,500;
- Roll # 403000 - \$287,400;
- Roll # 607000 - \$263,200.

Motion Carried

Res. 241-26

MOVED by Councillor Stevens

To establish the followings terms and conditions for the 2026 Public Tax Recovery Auction:

- All parcels of land offered for sale shall be purchased on an "as-is, where-is" basis.
- The successful bidder must provide a non-refundable deposit equal to five percent (5%) of the successful bid price in cash, certified cheque or bank draft payable to the Town of Didsbury immediately upon the closing of the bid for that specific parcel;
- The balance of the purchase price must be paid by certified cheque or bank draft within 15 business days of the auction date. Failure to pay the balance will result in the forfeiture of the deposit.
- Goods and Services Tax (GST) will apply to all applicable properties and is payable by the purchaser over and above the successful bid price.

Motion Carried

8.3 Mountain View Seniors' Housing Foundation Golf Classic

Res. 242-26

MOVED by Councillor Engel

To approve a sponsorship to the Mountain View Seniors' Housing 16th Annual Golf Classic as a Team Sponsor for \$2,000 to be funded from the Council Promo and Public Relations budget line.

Motion Carried

Res. 243-26

MOVED by Councillor Engel

That Council approve Mayor Little, Deputy Mayor Murray, Councillor Quantz, and one member of the Town of Didsbury Administration to play in the Mountain View Seniors Housing Golf Classic.

Motion Carried

9. COUNCIL REPORTS

Res. 244-26

MOVED by Councillor Stevens

To accept the May 26, 2026 Council Reports as information.

Motion Carried

10. CORRESPONDENCE AND INFORMATION

Res. 245-26

MOVED by Councillor Engel

To accept the correspondence for May 26, 2026 as information.

Motion Carried

11. QUESTION PERIOD

12. CLOSED MEETING

Res. 246-26

MOVED by Deputy Mayor Murray

To go into closed meeting at 7:20 p.m. for the following items:

12.1 Land Sales - Section 29 of ATIA

Motion Carried

13. RECONVENE

Res. 247-26

MOVED by Deputy Mayor Murray

To return to open meeting at 7:32 p.m.

Motion Carried

Res. 248-26

MOVED by Councillor Engel

To accept the offer to purchase of 1200 Shantz Drive to subject to the terms and conditions as discussed.

Motion Carried

14. ADJOURNMENT

Res. 249-26

MOVED by Councillor Stevens

To adjourn the May 26, 2026 Regular Council Meeting at 7:33 p.m.

Motion Carried

Mayor - Chris Little

Chief Administrative Officer - Michael Simpson



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: CAO Report
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 6.0

BACKGROUND/PROPOSAL:

Please find attached the Chief Administrative Officer's (CAO) Report for May 26, 2026 which includes the following:

- CAO Activity Report
- Development Permits as of June 3, 2026

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

During the CAO Report, Council will have the opportunity to ask questions to the CAO and to make motions for information they would like Administration to bring back to a future Council meeting.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the Chief Administrative Officer Report for June 11, 2026 as information.



**Strategically
Managed
Infrastructure**

CAO Activity report

May 27 – June 10

Strategic planning workshops with Council and follow up meetings with staff related to possible strategic items to be completed during the current term of Council. Administration will review the items selected by Council, and being the process of detailing the sequence of steps required, resource requirements and sequencing of the items and present a detailed draft to Council by June 23rd for the regular Council meeting.



**Vibrant &
Connected
Character
Community**

Meetings with town engineering team regarding ongoing capital project updates on the 21st St. water main connection, the 19th street regional waterline tie in to the water commission, the 15th avenue overlay and milling and catch basin replacement project, the results of the 23rd St. geotechnical investigation completed in April, the east central reservoir construction, the golf course sanitary main, and various smaller items.



**Strong &
Resilient Local
Economy**

Completion of repurchase agreement for sale of Lot 100 in Shantz, receipt of land title for subdivision of the same parcel creating lot 1400, and confirmation of soil testing results as part of due diligence for the same parcel. The Town's legal is handling the conveyance documents with the Town realtor and Buyers legal counsel supporting the process. The deal is nearly complete, and the buyer and the town have had preliminary conversations around construction later this year for a commercial development.



Liveability

Meeting with ATCO Gas regarding upcoming Franchise Agreement renewal. The current term for the franchise agreement will end in March of 2027, and Administration recommends renewing for another term of ten years at minimum, if not a twenty-year term which allows ATCO more certainty for planning system upgrades and maintenance for below-ground and above ground facilities. Annually, the rates can be changed for franchise fees. In Didsbury, the franchise fee rate has remained at 25% since 2015. ATCO has given context that in larger urban centers it's not uncommon for rates to be up around the 29% mark. Administration will provide a more fulsome RFD on renewing with ATCO Gas for a future meeting.



**Governance &
Organizational
Excellence**

Review of new Privacy Management Plan (PMP) with staff to ensure regulatory compliance. A PMP is now in place at the Town, which considers the impacts of how information about individuals within care and control of the town is protected from unauthorized access.

Review of materials and preparation of agenda package, interviews of staff, onboarding of new staff and daily management of department staff as required.

CAO Report: Developments as of June 3, 2026

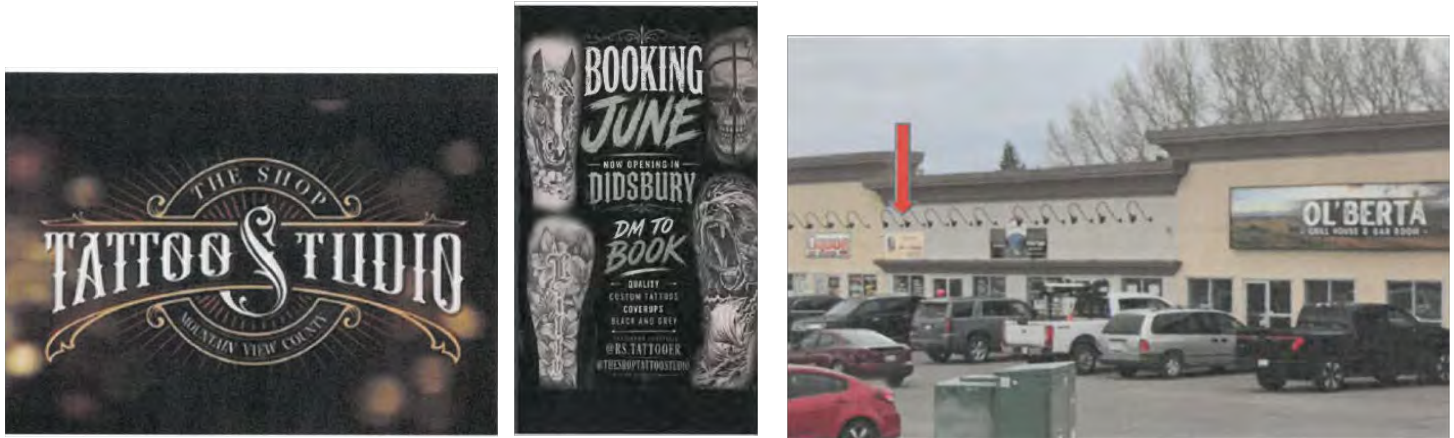
The Town of Didsbury has authorized the conditional issuance of the following permits:

Development Officer (Permitted Use) Decisions

| PERMIT # | ADDRESS | TYPE | APPLICANT/OWNER | DECISION DATE |
|-----------|-------------------------|--|--|---------------|
| DP 26-040 | Bay 4, 2409 – 16 Street | Retail (General) | The Shop Tattoo Studio (a) 2276769 Alberta Ltd. (o) | May 28, 2026 |
| DP 26-041 | 50 Bluebird Drive | Deck Extension | Heppner, Michael & Susan (a/o) | May 26, 2026 |
| DP 26-046 | Bay 2, 2825 – 19 Street | Industrial (Services) Western Way Pallets | Ruppert, Ben (a) 2208769 Alberta Ltd. (o) | May 29, 2026 |

Three new businesses opening in town including a Home Occupation: Dog grooming business as follows:

DP 26-040: Retail (General) The Shop Tattoo Studio & RS Tattooer



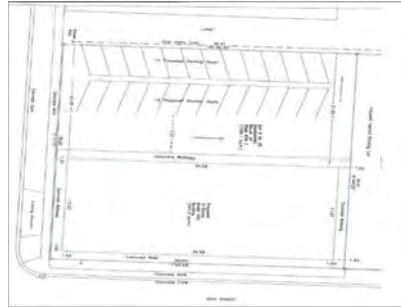
DP 26-046: Industrial (Services) Ben Ruppert o/a Western Way Pallets



Municipal Planning Commission (Discretionary Use) Decisions:

| PERMIT | ADDRESS | TYPE | APPLICANT/OWNER | DECISION DATE | APPEAL PERIOD ENDS |
|-----------|-------------------|-----------------------------------|---|---------------|------------------------------|
| DP 26-033 | 2 Westheights Dr. | Home Occupation: Dog Grooming | Cameron, Kari (a/o) | May 27, 2026 | June 17, 2026 (at 4:30 p.m.) |
| DP 26-043 | 2110 – 20 Street | Building Height Variance (1.52 m) | Genius Masters c/o Paramjit S Bath (a) 2745676 Alberta Ltd. (o) | May 27, 2026 | June 17, 2026 (at 4:30 p.m.) |

DP 26-043 Building Height Variance (1.52 metres) 2110 – 20 Street



The next MPC Meeting is scheduled for Wednesday, June 24, 2026



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: FIN 004-26 Payment Authority Policy
ORIGINATING DEPARTMENT: Corporate Services
ITEM: 7.1

BACKGROUND/PROPOSAL:

Administration is proposing updates to the Payment Authority Policy to include authority over Internal Bank Transfers.

Internal Bank Transfers are facilitated to move funds from the Town's authorized Reserve accounts and Grants accounts after an item that has been approved for payment has been paid from the main operational bank account.

The transfer requires one initiator and one approver to maintain proper segregation of duties and strong financial controls for the organization.

Administration is recommending adding a section within the policy for a stronger policy and transparency over this control that is already in place. No other changes have been made to the policy.

The changes are as follows:

5. Internal Bank Transfers

- a. Internal Bank Transfers are used to facilitate online transfer from one Town of Didsbury bank account to another Town of Didsbury bank account including all operational, savings, reserve and investment accounts.*
- b. No single individual shall have the authority to both initiate and approve an internal bank transfer.*
- c. Transfers of any dollar value requires one initiator, being a member of the finance team as authorized by the CAO, and one approver, being the Chief Financial Officer.*

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Authority to transfer funds internally from one account to another allows for streamlined financial functions and cash flow management. All transfers have been approved by budget approval or unique council resolution.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To approve FIN 004-26 Payment Authority Policy as presented.



Policy Statement

The Town of Didsbury shall provide flexibility in the authorization for payment of expenditures to ensure the efficiency of business operations while maintaining effective internal controls and approval processes.

1. Definitions

- a. **Expenditure** means a purchase of goods or services approved by Council as part of the annual operating or capital budget or by resolution of Council.
- b. **Budget Manager** is a member of Administration authorized by the CAO to oversee collection of revenues and payment of expenditures for a certain area of the budget, as set forth by the CAO in a Directive.
- c. **Cheque** is a payment method for which a specified amount of money is recorded on a printed document which is required to be deposited at a financial institution.
- d. **Electronic Fund Transfer (EFT)**, also known as AFT or CAFT, is a payment method in which funds are deposited directly into the bank account of a vendor or employee.
- e. **Preauthorized Debit (PAD)** is a payment method in which funds, equal to an invoice amount, are preauthorized to be withdrawn from the Town's bank account on a certain date.

2. Principles

- a. Section 209 of the Municipal Government Act (MGA) of Alberta provides the Chief Administrative Officer (CAO) with the authority to delegate his/her powers, duties or functions under the Act to an employee of the municipality.
- b. Section 213(4) of the MGA requires signatures on cheques and other negotiable instruments by the Mayor (or other person authorized by Council to sign) and the CAO (or delegate) OR the CAO acting alone if so authorized by Council.
- c. EFTs have largely replaced cheques as a payment method as they are considered safer, there are fewer administrative processes and costs and payments occur faster.
- d. Payments may only be issued for expenditures that were approved by Council, either as part of the annual operating or capital budget or by resolution of Council.

3. Payment Authorization

- a. Electronic Fund Transfers (EFTs) are used to issue payment to all vendors, except where a vendor is authorized to be paid by Preauthorized Debit (PAD), or where banking information is not provided by the invoice due date.
- b. The CAO may authorize vendors to be paid by PAD when:
 - i. No other payment methods are accepted by the vendor; and/or
 - ii. Payment occurs on a re-occurring basis, such as monthly, quarterly, or semi-annually; and/or
 - iii. For logistical reasons, a different form of payment will be inefficient or costly to the organization.

Examples of these payments include:

- Quarterly Requisitions [Alberta Education];
- Monthly utility, telephone, and credit card invoices;
- Payroll remittances; and
- Quarterly, Semi-Annual, or Annual Loan and Lease payments.

- c. Before any method of payment may be processed, the supporting documentation outlining the payment amount (i.e. invoices and contracts) must be authorized as follows:
- i. **One Signature is Required** to authorize payment of invoices totaling less than \$30,000; or, when an invoice exceeds \$30,000 but is a routine, reoccurring operating expenditures, such as the payment of utilities or requisition payments. The Signature must be from the relevant Budget Manager.
 - ii. **Two Signatures are Required** to authorize payment of invoices totaling \$30,000 or more, except as described in 3(c)(i). The first signature must be from the relevant Budget Manager. The second signature must be from the CAO or as delegated to the CFO.
- d. The CAO or delegate is responsible to prepare after each payment run a Payments Report (Register) for review by the Mayor outlining the vendor, amount paid, and description of the expenditure.

4. Cheque Signing

- a. Where banking information cannot be obtained prior to the due date of an invoice, a cheque may be issued.
- b. Dual signatures are required on all cheques.
- c. Cheques valued at \$30,000 or more must be signed with handwritten ink.
- d. Cheques must be signed by the Mayor and the CAO, or delegates, as outlined below:

| | First Signature | Second Signature |
|------------------------------|-------------------------------|--------------------------------------|
| | <i>Mayor</i> | <i>Chief Administrative Officer</i> |
| May be delegated to: | <i>Deputy Mayor</i> | <i>ACAO/CFO</i> |
| May be further delegated to: | <i>Alternate Deputy Mayor</i> | <i>Manager of Financial Services</i> |

5. Internal Bank Transfers

- a. Internal Bank Transfers are used to facilitate online transfer from one Town of Didsbury bank account to another Town of Didsbury bank account including all operational, savings, reserve and investment accounts.
- b. No single individual shall have the authority to both initiate and approve an internal bank transfer.
- c. Transfers of any dollar value requires one initiator, being a member of the finance team as authorized by the CAO, and one approver, being the Chief Financial Officer.

6. End of Policy.



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Privacy Management Plan
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 7.2

BACKGROUND/PROPOSAL:

As of June 11, 2026, municipalities must adopt a Privacy Management Plan (PMP) as per the Protection of Privacy Act, section 25, 10, and provincial regulation. A copy is not required to be submitted to the province nor the Privacy Commissioner, but must be able to be reproduced upon request. This document outlines standards for maintaining the privacy of individuals of whom information is within the custody and control of the Town, and may be amended over time.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

A PMP addresses a variety of elements including Designation of a Privacy Officer, security system classification, employee training, personal information inventories, automated systems, non-personal data, privacy complaints, access and correction, documentation of internal policies and procedures, periodic review cycles, privacy impact assessments, safeguards, third-party information sharing and proactive disclosure of certain documents in the custody and control of the municipality.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To adopt the Didsbury Privacy Management Plan, as presented, and make a digital copy of the PMP available on the town website for public access.



Policy Statement

The Town of Didsbury Privacy Management Program is to promote accountability through transparency of when, how, and why private information is collected in accordance with the *Protection of Privacy Act*.

Town of Didsbury Council and administration is committed to safeguarding personal and sensitive information of residents, ratepayers, and partners. The Chief Administrative Officer, as the head of the public body, shall be responsible for ensuring that the provisions of this program is adhered to and support an organizational culture of personal information protection and rightful access to information.

Obligations of Head of Public Body

The Chief Administrative Officer, as the head of the public body shall:

- Designate a Privacy Officer,
- Ensure that the Privacy Officer has the financial, human, and technical resources to establish, implement, and periodically review, assess and update the PMP.
- Make reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, and destruction.
- Ensure that the personal information in the custody and control of the Town is protected and that reasonable security arrangements are in place against the unauthorized access, collection, use, or disclosure of personal information.
- Be responsible for the overall operation and administration of the PMP.
- Notify individuals, without unreasonable delay, in the event of an Incident where there is a real risk of significant harm to individuals.
- Champions a workplace culture that prioritizes the privacy of individuals and rightful access to information.
- Coordinates with the Privacy Officer in representing the Town during investigations by the Commissioner.

Obligations of the Privacy Officer

The Privacy Officer is responsible for ensuring the Town's compliance with the *Protection of Privacy Act* (POPA) and administering the Town's Privacy Management Program. In addition, the Privacy Officer has the following responsibilities:

- Serving as the liaison in the organization and primary point of contact for privacy inquiries and concerns.
- Supports the creation implementation, and maintenance of privacy policies and procedures.
- Coordinates with the Head to ensure that the public body adheres to the POPA.
- Establishes and regularly reviews the PMP.
- Develop and implement training and education opportunities for staff.
- Monitors and audits the implementation and organizational compliance with the PMP.
- Coordinates with the Head in representing the Town during investigations by the Commissioner.
- Reports to the Head of the Public Body.



- Champions a workplace culture that prioritizes the privacy of individuals and rightful access to information.

Obligations of Supervisors

Supervisors, including managers and directors, are responsible for:

- Ensuring that staff under their supervision have up to date training and are aware of their obligations in the PMP and the Act.
- Ensuring that the departments and programs which they oversee have completed and up-to-date privacy impact assessments and privacy controls are utilized appropriately.
- Ensuring that no staff member under their supervision contributes to the unauthorized access of personal information or sensitive information held by the Town.
- Reporting any concern, committed act, complaint, or potential incident to the Privacy Officer.
- Assist with the orientation of new employees and explaining their role in privacy protection.
- Participating in audits, and incidents.

Obligations of Staff

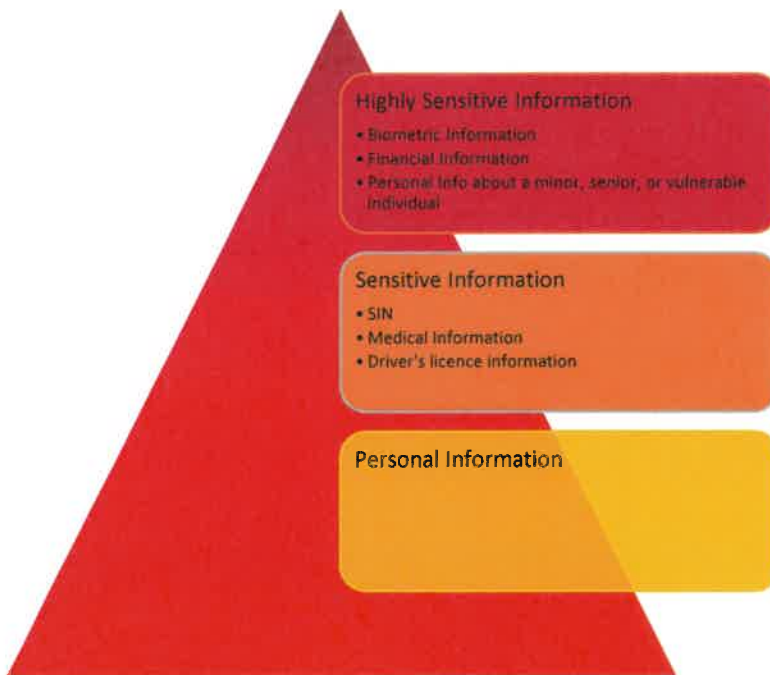
Staff are responsible for:

- Storing, retaining, and destroying information in compliance with Town of Didsbury bylaws and policies.
- Receiving and considering concerns and complaints respecting privacy protection and forwarded them to the Privacy Officer.
- Processing requests for correction to personal information in accordance with Town policies, bylaws, and the POPA.
- Confirming the identity of an individual prior to disclosing or correcting personal or sensitive information.
- Obtaining consent from individuals in the appropriate and prescribed manner.
- Making recommendations on privacy protection to colleagues, their supervisor, and the Privacy Officer.
- Participating in audits, investigations, and incidents.

Policy Statement

When the Town of Didsbury collects, uses, or discloses personal information for an operating program or activity, law enforcement activity, or in compliance with a law of Canada or Alberta, a Privacy Impact Assessment must be completed.

Degrees of Personal Information



Personal Information

Personal information is any of the following. An individual's:

- name,
- home address,
- home or cellphone number,
- email address,
- business address
- business number
- business email,
- contact information,
- race,
- nationality
- ethnicity
- colour,
- religious beliefs or associations
- political beliefs or associations,
- age,
- gender identify,
- sex,
- sexual orientation,
- marital status,
- family status,
- identifying number,
- identifying symbol,
- other identifying particular assigned to an individual,
- fingerprints,
- biometric information,
- blood type,
- genetic information,
- inheritable characteristics
- physical or mental health information
- physical or mental health care history,
- Educational history
- Financial history
- Employment history
- Criminal history, including criminal records where a pardon has been given,

- Personal views or opinions, unless about someone else, and
- Anyone else’s opinions about the individual.

Sensitive Information

The following are considered examples of highly sensitive information:

| <u>Biometric Information</u> | <u>Financial Information</u> | <u>Person Information Respecting a Minor, Senior, or Vulnerable Individual</u> |
|--|---|---|
| <ul style="list-style-type: none"> ○ Medical Information ○ Ethnicity ○ Race-based information ○ Fingerprints | <ul style="list-style-type: none"> ○ Social Insurance Number (SIN) ○ Tax information ○ Banking Information | <ul style="list-style-type: none"> ○ Child Custody Information ○ Driver’s License |

- Biometric information,
- Medical information,
- Banking information,
- Ethnicity,
- Race-based information,
- Social insurance number,
- Passport information,
- Driver’s licence information,
- Child custody information,
- Tax information, etc.

Completing

A Privacy Impact Assessment (PIA) must be completed for every program or service delivered by the Town of Didsbury and must be updated when there is a new or substantial change to an existing administrative practice, program, project, or service which involves the collection, use or disclosure of personal information. To determine if a PIA is required, the Program Administrator may use the **PIA Submission Assessment Tool**.

It is the responsibility of the Program Administrator to complete the Privacy Impact Assessment and send it to the Privacy Officer **prior** to implementing any:

- New administrative practice, program, practice, project, or service, or
- A substantial change to an existing administrative practice, program, practice, project, or service.

Policy Statement

The Town of Didsbury ensures that reasonable security arrangements are in place to ensure that personal information, data derived from personal information, and non-personal information and data is protected against the risk of unauthorized access, collection, use, disclosure, or destruction.

Critical Components

Principle of Least Privileged (POLP)

The *principle of least privileged (POLP)* requires that all system users shall be granted only the minimum level of access necessary to perform their job functions.

The Town will utilize a philosophy of POLP when determining the level of access granted to an employee. The POLP reduces the risk of unauthorized use or disclosure. Furthermore, administrative privileges must be restricted to authorized personnel only and be used only when required.

End Point Detection and Response (EDR)

All Town endpoints must have approved EDR software installed and activated at all times. The EDR must continuously monitor endpoint activity, detect suspected malicious behaviors, generate alerts for the Town's Information and Technology Services provider, and enable automated threat containment.

The EDR shall maintain and audit log of suspected malicious activities.

Information Security Management (ISM)

The Town will employ such process as required to ensure digital data is protected from unauthorized access by third parties, such as firewalls, user-permissions, staff cyber-awareness training on current and emerging threats to database integrity, professional development plans for staff relating to privacy management, rotating password update requirements, hardware updates, software updates, and other methods as may be determined necessary by the town.

Two-Factor Authentication

Accessing Town VPN will require two-factor authentication for town employees working outside the office site when required, and any other program that requires it, as software and new databases are created.

Back-Up

Data backups will be carried out at regular intervals offsite and onsite, including daily, weekly, monthly and annually depending on the criticality of the database, such as Enterprise Resource Planning Software.

Policy Statement

The Town of Didsbury ensures that the appropriate security classification is assigned to records to ensure that information is shared appropriately internally, externally, and publicly to promote transparency and also safeguard the personal information of individuals.

Definitions

Four classification levels are assigned to information in the custody and control of the Town.

Protected, confidential, and restricted information must be carefully controlled and secured so that only those that require access to it for the execution of their duties should have access in

The security classification level assigned to information shall be set out in the records management retention and disposition schedule.

Public

Applies to information that, if compromised, will not cause injury to third parties and is available for public inspection.

Protected

Applies to information that, if compromised, may cause minor injury to third parties. This is information that could be severed or de-identified for review or release.

Confidential

Applies to information that, if compromised, has the potential to cause serious injury to third parties and is only available to employees with specific functions, groups, or roles.

Restricted

Applies to information that, if compromised, could cause extremely grave injury to third parties. This includes highly sensitive information, employment information, and tax information or enforcement records.

Policy Statement

The Town of Didsbury utilizes technology to support operations and services. To reduce the risk of unauthorized access to information held by the Town of Didsbury, this policy is intended to set out the expectations of the use of devices, programs, and networks utilized by Town staff.

General Use and Ownership

Devices, networks, programs, and systems (also referred to as IT resources) supplied by the Town of Didsbury to employees and volunteers in the execution of their duties remains the property of the Town of Didsbury and shall be used in the execution of their duties as an employee of the Town.

Acceptable Use

Access to protected, restricted, and confidential information shall be restricted based on the principle of least privilege, ensuring that users only have access to the data necessary for their job functions.

Users are expected to:

- Establish passwords that are at least 16 characters in length, containing all of the following:
 - An uppercase letter
 - A lowercase letter
 - A number, and
 - A symbol.
- Where two-factor authentication is available, users are required to establish that system.
- Protect their user identifications and passwords and not share them with anyone.
- Use IT resources for work-related purposes only.
- Report any observed or suspected security breaches to the IT Department immediately.

Unacceptable Use

IT users are prohibited from:

- Removing their town-issued device off-site to minimize risk of theft or unauthorized access.
- Using IT resources for personal document or message transmission, storage, or editing.
- Using IT resources to engage in illegal activities, copyright infringement, hacking, unauthorized access to systems, harassment, discrimination, or accessing, creating, or distributing inappropriate or offensive content.
- Using IT resources for personal financial gain, including but not limited to moonlighting.
- Installing or using unauthorized software or hardware, including disabling or circumventing established security features or protocols.
- Engaging in activities that violate the *Protection of Privacy Act (POPA)*, *Personal Information Protection and Electronic Documents Act (PIPEDA)*, including Canada's Anti-Spam Legislation (CASL), and the *Access to Information Act (ATIA)*.

Monitoring and Privacy

The Town reserves the right to monitor and log all network, device, and system activities, including email and internet use without notice. To maintain the privacy of employees, employees are not eligible to use Town networks, devices, or systems for any personal reason. Users should have no expectation of privacy when using business IT resources and the Town of Didsbury is authorized to monitor these devices, networks, programs, and systems during and after the working hours of an employee. Monitoring may be used to ensure compliance with relevant legislation, bylaws, policies and procedures of the Town, to protect Town assets, and reduce the risk of unauthorized use or access to personal information.

Reporting and Compliance

IT users must immediately report the loss, theft, or suspected breach of any IT resource.

Employees that are in violation of this policy may result in disciplinary action, up to and including termination of an employment contract or volunteer agreement/relationship. Legal action may be taken in cases where illegal activities, breaches of security, or unauthorized access to personal information has resulted in a privacy incident that results in a real risk of significant harm to individuals or businesses.

Policy Statement

The Town of Didsbury recognize that each employee works with personal information in the organization in differing degrees. Public sector privacy orientation and continued training is the best tool to ensure competency and compliance with the POPA and to ensure that personal information is handled in an appropriate manner to minimize risk.

Orientation Training

During employee onboarding, employees are required to:

- Successfully complete the *Protection of Privacy Act* training and certification course offered by the Government of Alberta.
- Review, with their Supervisor, the Privacy Impact Assessment for all programs delivered directly or in association with the employee's position.
- Review, with their Supervisor, the Records Information and Management program of the Town and the employee's roles and responsibilities in the program.
- Review the risk mitigation factors and control factors utilized by the Town.
- Review the appropriate processes for communicating, correcting, or disclosing various types of information managed in the individual's role.
- Review how to identify potential privacy incidents or breaches and how to report a potential incident.

Training Regimen

The Privacy Officer will implement an annual training regimen, which may be inclusive of job-specific or general training opportunities for staff.

All employees, including full-time, part-time, seasonal, or casual employees must successfully complete the training and provide documentation of completion to their Committee representative.

Committee representatives are expected to keep all records of completed training in the PMP for review by the Privacy Officer.

Privacy Management Program Review

All employees are required to be aware of the requirements and obligations of the public body under the *Protection of Privacy Act* and Regulations, which take prevail over the Town's bylaws and policies.

Privacy Management Program Frameworks will be reviewed annually.

Privacy Management Policies and Procedures will be reviewed every four years.

Directory of Personal Information Banks will be reviewed annually.

Directory of PIAs will be reviewed annually.

Security Classification Systems will be reviewed every four years.

Policy Statement

Annually, the Privacy Officer and Privacy Committee representatives will undertake an internal audit of the Privacy Management Program to ensure compliance with the applicable legislation.

Auditing Process

The following shall be reviewed in the audit:

Legislation and Policy Compliance

- Reviewing of any legislative changes made to the following:
 - *Protection of Privacy Act and Regulations;*
 - *Access to Information Act and Regulations;*
 - *Municipal Government Act* as it pertains to required disclosures;
- Review of all internal polities to ensure all have been reviewed by all employees throughout the year and that they are up to date with best practices;
- Review of Records Retention and Disposition Schedule and records in the custody of the municipality to ensure appropriate records storage, retention and destruction;
- Review of all Privacy Impact Assessments and update if required.
- Review log of internal training so that all employees have reviewed and completed the training.

Privacy Impact Assessment Review and Updates

Every year, at least 50% of the Privacy Impact Assessments will be reviewed to update any changes made to programs throughout the year. Furthermore, all of the policies will be reviewed by all staff annually and updated accordingly if necessary.

Interviews with Employees

Annually during the audit, a sample of employees in the organization will be interviewed to assess the following:

- Training and general knowledge of personal information handling and relevant policies and procedures.
- Risks associated with the programs that they administer or that need to be addresses/identified.

A sample of program administrators, supervisors, managers, and senior leadership will be conducted.

Policy Statement

Any person with a question, concern, or complaint about how their information is being collected, used or disclosed by the Town of Didsbury may submit a complaint to the Town

Submitting a Privacy Complaint

Privacy Complaint to Town of Didsbury

A person who believes that their personal information has been collected, used, or disclosed in contravention of the *Protection of Privacy Act* may submit a complaint to the Town of Didsbury. A complaint may be given orally or in writing, preferably on the applicable form and submitted to the Town of Didsbury's Privacy Officer. Any department in the Town that receives a privacy complaint must endeavor to send it to the Privacy Officer as soon as possible, so that the concerns can be appropriately addressed.

The Privacy Officer must make a record of the formal privacy complaints received by the public body, which should include:

- the date the complaint was received,
- the date the complaint was responded to,
- an overview of the complaint, and
- how the complaint was addressed.

30 business days after receiving a complaint, the Privacy Officer must respond to notify the person that their complaint has been received and/or address their concerns. A response to a complaint must be in writing.

Escalating a Privacy Complaint

Following a response from the Town of Didsbury, a person has the right to request a review by the Information and Privacy Commissioner within the applicable time period set out in section 38(4) of the *Protection of Privacy Act*.

Policy Statement

To reduce the risk of unauthorized disclosure, the Town may de-identify personal information in order to review, analyze, or administer a program to reduce the risk of unauthorized use or disclosure of personal information.

Definitions

Non-Personal Data means data that has been generated, modified, or anonymized so that it does not identify any individual, and includes data derived from personal information and synthetic data.

Data derived from personal information means data created by data-matching and that identifies any individual whose personal information was used in the data matching

Data matching means linking personal information between two or more databases or other electronic sources of information.

Creation of Non-Personal Data

The Town is authorized to create non-personal data for any of, or any combination of, the following:

- Research and analysis,
- Planning, administering, delivering, managing, monitoring, or evaluating a program or service.

Non-personalized data must be anonymized to the extent that all personal information is deleted from the data set or personal information is broadly categorized to deter re-identification. An example of categorization would be using age-ranges or income-ranges rather than the specified personal information.

Non-personal data may only be created from personal information or data derived from personal information that is already in the custody and control of the Town.

When non-personal data is created, the program administrator must record:

- a) A description of the personal information or data derived from personal information used to create the non-personal data.
- b) The purpose for creating the non-personal data,
- c) The method used for creating the non-personal data, and
- d) The assessment done to mitigate the re-identification of an individual from the data.

Use of Non-Personal Data

The Town may use de-personalized data for any purpose which was used to create it.

Disclosure of Non-Personal Information

Prior to disclosing non-personal information, the program administrator must conduct an assessment that

- a) Ensures that the identify of any individual cannot be re-identified from the data, to the extent possible,
- b) Identifies the classification level of the non-personal data, and
- c) Identifies the level of risk of re-identification and security measures taken to reduce risk.

Policy Statement

Section 7 of the *Protection of Privacy Act* (POPA) enables an individual the ability to request a correction of personal information.

Definitions

Annotation means to add the requested correction to the original record, close to the information under challenge by the applicant. An annotation should note who made the annotation and the date it was made.

Linkage means attaching, joining, or connecting a record to the original record, if the original record is stored in a medium difficult to update.

Request for Correction

Informal Request

An individual who believes there is an error or omission in the individual's personal information may submit a request to the Town to correct the information.

The Town administrator of the program which uses the personal information may receive an informal request to correct personal information if:

- a) The request is from the individual to whom the information relates,
- b) The individual has provided sufficient evidence of the error or omission, **and**
- c) The personal information is not a professional or expert opinion.

Formal Request

A formal request for a correction to personal information may be submitted to the Privacy Officer, preferably in writing and on the appropriate form. The Privacy Officer may receive requests from:

- a) The individual to whom the individual relates,
- b) An individual acting on their behalf, **or**
- c) The administrator who received the original request.

Within 30 business days after the request to correct information has been received, the Town must provide written notice to the applicant that:

- a) The correction has been made, **or**
- b) An annotation or linkage has been made if no correction was made.

Making a Correction

When a correction to personal information is made, an annotation should be made with the date that the annotation was made and by whom it was made.

All records in the custody and control of the Town must be corrected and annotated to reflect the change.

Third Party Notification

Upon correcting, annotating, or linking personal information, the administrator or the Privacy Officer must notify any other public body or any third party to whom that information has been disclosed to in the one-year period leading up to the correction.

The third party notification requirement may be waived if:

- a) The correction is not material, and
- b) The individual has advised, in writing, that the notification is not material.

When the Town receives a notification from a third party with a correction to an individual's personal information, the Town must correct, link, or annotate the information.

Denying a Request to Correct Personal Information

A request to correct personal information may be denied on the grounds that:

- a) The request for correction does not pertain to personal information.
- b) The individual has not submitted adequate proof to support the request.
- c) The identity of the individual cannot be reliably confirmed.

The receiving party of the request must make an annotation or linkage on the profile of the individual of the requested correct that is relevant and material to the record.

Policy Statement

The Town of Didsbury recognize that each employee works with personal information in the organization in differing degrees. Public sector privacy orientation and continued training is the best tool to ensure competency and compliance with the POPIA and to ensure that personal information is handled in an appropriate manner to minimize risk.

Initial Reporting and Containment

As soon as an incident is identified employees should:

- ***Immediately notify their supervisor and take immediate action to contain and document details of the incident.***

IMPORTANT: In the event of a suspected system breach, including malware, ransomware, or system lock-out, the employee and their supervisor shall immediately notify IT and the CAO to contain the breach. Immediately following a breach, the CAO shall notify the Town's insurance provider, RCMP, and legal counsel prior to proceeding to Step 2.

- Report the incident to the Privacy Officer, providing any necessary and relevant details. If there is uncertainty whether or not a situation constitutes a privacy incident or breach, report it to the Privacy Officer.

Investigation and Evaluation of Risks

- The Privacy Officer, in consultation with legal counsel if necessary, shall:
 - a. Gather all of the relevant information to determine the nature and extent of the incident.
 - b. Conduct a RROSH analysis.
 - c. Provide the public body on next steps, which may include notification, additional mitigation measures, and preventative measures to prevent reoccurrence of future incidents.

Notification

Real Risk of Significant Harm (RROSH) Exists

If the analysis determines that there is a RROSH, the Privacy Officer and/or legal counsel must provide notice to the impacted individuals.

The Town shall notify:

- The impacted individuals,
- [The Information and Privacy Commissioner](#)
- [The Minister of Technology and Innovation](#)

Real Risk of Significant Harm Does Not Exist

The Town is not required to notify the individuals, OIPC, or Minister but may opt to notify any of these parties at its discretion to support the principles of POPA that promote accountability and transparency.

Additional Measures

The Privacy Officer, legal council, or the Head may recommend additional mitigation measures, including but not limited to:

- Additional funding or support for security measures,
- Post-incident measures, such as credit monitoring or theft protection services,

Prevention and Follow-Up

Following an investigation, the Town shall conduct an evaluation of the incident to determine if there are additional mitigation or security measures that could reduce risk.

A record of the privacy incident shall be maintained to investigate trends, and inform future policy and budgetary decisions.

Contractors

Budget managers shall be responsible for ensuring that contractors, including service providers that provide software or hardware that contain, use, or disclose personal information are aware of their reporting obligations in the event of a privacy incident.

Examples of Privacy Incidents

| Potential Incident | Containment Actions |
|--|---|
| A public body's work laptop and/or cellphone is lost or stolen. | User login credentials, ability to remotely disable device |
| Malware breaches the Town's software protections. | Data restoration points to maintain database integrity, user permissions and individual computer firewalls and malware detection software, ability to remotely isolate compromised drives |
| An email with a tax notice is sent to the wrong person. | Recall of email, request recipient delete email, notify impacted party of breach |
| An employee's TD-1 is placed in the wrong personnel file. | Request return of printed record, notify impacted party of breach |
| An employee accesses personal information of their neighbour to send a Christmas card to them. | Employee database access revoked, retraining of employee in obligations under POPA, notify impacted party of breach |
| A program attendee takes a photo of a sign-in sheet. | Request that the attendee delete picture from device, notify impacted parties of breach |

Policy Statement

The Town of Didsbury recognizes the risks and benefits that artificial intelligence programs have on the operations of the Town. As such, personal information may not be input into artificial intelligence and automated systems under any circumstances, and these systems will not be used to make a generate content, make decisions, recommendations, or predictions about an individual.

Automated Systems

Acceptable Use of Artificial Intelligence Programs

Employees are able to utilize artificial intelligence for information that is generally available to the public, brainstorm ideas, research proposals, and assist in writing to the extent necessary to improve the efficiency and effectiveness of Town operations in the execution of their duties.

Unacceptable Use of Automated Systems and Artificial Intelligence Programs

Artificial intelligence may not be used to input personal information and provide a recommendation, decision, or prediction as it relates to an individual.

Unauthorized Disclosure to Artificial Intelligence Programs

Personal information, data derived from personal information, confidential proprietary information, copyrighted materials, contracts, agreements, information deemed to be of a high sensitivity, and any information that must or may be exempt from disclosure under authority of the *Access to Information Act* may not, under any circumstances be input into artificial intelligence or automated systems.

Policy Statement

Consent is a vital part of collecting and disclosing personal information from individuals for the administration of programs by the Town of Didsbury.

This policy establishes and authorizes the Town of Didsbury to utilize written, electronic, and oral consent for the purposes of the *Protection of Privacy Act (POPA)* and *Access to Information Act (ATIA)*.

When to Obtain Consent

The Town is only able to use information for the purpose which the information was collected or compiled, or with a use consistent with that purpose. A use is only consistent if:

- a) It has a reasonable and direct connection to that purpose, **and**
- b) It is necessary for performing the statutory duties of, or for operating a legally authorized program or common integrated program of service of the Town.

If the Town requires that the personal information collected be used or disclosed for a purpose inconsistent with its original collection, an individual must provide **consent**.

Consent may be written or oral, in accordance with this policy.

Written Consent

A written consent form must have all the following:

- Specify the personal information to which the consent relates (e.g. phone number and name)
- Must specify to whom the personal information may be disclosed and how the information may be used,
- Specify the date on which the sent is effective and the date the consent expires.
- Must contain the signature of the individual giving consent.

Electronic Consent

At any time when consent is required under the POPA or ATIA, the Town may accept consent electronically. An electronic signature may be acceptable to the Town if the receipt of transmission is from an electronic address actively used by the Town to communicate with the individual. Where there is reasonable doubt that consent transmitted electronically to the Town of Didsbury may have been provided by an unauthorized party (i.e. a cyber-criminal or minor) the Town may reject the form of consent and make a reasonable effort to contact the affected individual.

Electronic consent may be transmitted by email and/or on a form established and transmitted by the Town of Didsbury.

When utilizing electronic consent, the Town shall explicit

Electronic Consent must have all of the following:

- Explicit communication that electronic consent is accepted,

- The electronic signature is reliable for the purpose of identifying the person, and
- The association of the electronic signature with the relevant record is reliable for the purpose for which the record was created.
- Contain the name and any identifying number associated with the individual so that they can be identified.

Electronic consent must be retained on the file pertaining to the individual so that it is usable for subsequent reference. Consent must be retained in accordance with the Records Retention Schedule.

Oral Consent

If written or electronic consent is unfeasible or would unreasonably interfere with the operation of a program of the Town, oral consent may be accepted. Oral consent may only be used when providing a correction to personal information or if an individual's personal information may be used for a purpose inconsistent with the purpose for which it was collected. Oral consent may not be used to authorize a disclosure that was inconsistent with the purpose for which the personal information was collected.

When obtaining oral consent, staff must clarify to the individual that:

- that oral consent is acceptable to the Town,
- that the individual is under no obligation or requirement to provide consent orally, and
- that the individual may withdraw their consent at any time by providing written, electronic, or oral notice to the Town of Didsbury.

Documentation of oral consent must be created and attached to the client record in the applicable form which must include all of the following:

- The date and time of oral consent,
- How the identity of the individual was confirmed,
- Confirmation that the individual is over the age of 18,
- The method of oral consent (e.g. phone call, in-person conversation in office, etc.), and
- The personal information to which the consent relates.

Withdraw of Consent

Policy Statement

Consent is a vital part of collecting and disclosing personal information from individuals for the administration of programs by the Town of Didsbury.

This policy establishes and authorizes the Town of Didsbury to utilize written, electronic, and oral consent for the purposes of the *Protection of Privacy Act (POPA)* and *Access to Information Act (ATIA)*.

When to Obtain Consent

The Town is only able to use information for the purpose which the information was collected or compiled, or with a use consistent with that purpose. A use is only consistent if:

- a) It has a reasonable and direct connection to that purpose, **and**
- b) It is necessary for performing the statutory duties of, or for operating a legally authorized program or common integrated program of service of the Town.

If the Town requires that the personal information collected be used or disclosed for a purpose inconsistent with its original collection, an individual must provide **consent**.

Consent may be written or oral, in accordance with this policy.

Written Consent

A written consent form must have all the following:

- Specify the personal information to which the consent relates (e.g. phone number and name)
- Must specify to whom the personal information may be disclosed and how the information may be used,
- Specify the date on which the sent is effective and the date the consent expires.
- Must contain the signature of the individual giving consent.

Electronic Consent

At any time when consent is required under the POPA or ATIA, the Town may accept consent electronically. An electronic signature may be acceptable to the Town if the receipt of transmission is from an electronic address actively used by the Town to communicate with the individual. Where there is reasonable doubt that consent transmitted electronically to the Town of Didsbury may have been provided by an unauthorized party (i.e. a cyber-criminal or minor) the Town may reject the form of consent and make a reasonable effort to contact the affected individual.

Electronic consent may be transmitted by email and/or on a form established and transmitted by the Town of Didsbury.

When utilizing electronic consent, the Town shall explicit

Electronic Consent must have all of the following:

- Explicit communication that electronic consent is accepted,

- The electronic signature is reliable for the purpose of identifying the person, and
- The association of the electronic signature with the relevant record is reliable for the purpose for which the record was created.
- Contain the name and any identifying number associated with the individual so that they can be identified.

Electronic consent must be retained on the file pertaining to the individual so that it is usable for subsequent reference. Consent must be retained in accordance with the Records Retention Schedule.

Oral Consent

If written or electronic consent is unfeasible or would unreasonable interfere with the operation of a program of the Town, oral consent may be accepted. Oral consent may only be used when providing a correction to personal information or if an individual's personal information may be used for a purpose inconsistent with the purpose for which it was collected. Oral consent may not be used to authorize a disclosure that was inconsistent with the purpose which the personal information was collected.

When obtaining oral consent, staff must clarify to the individual that:

- oral consent is acceptable to the Town,
- the individual is under no obligation or requirement to provide consent orally, and
- the individual may withdraw their consent at any time by providing written, electronic, or oral notice to the Town of Didsbury.

Documentation of oral consent must be created and attached to the client record in the applicable form which must include all of the following:

- The date and time of oral consent,
- How the identity of the individual was confirmed,
- Confirmation that the individual is over the age of 18,
- The method of oral consent (e.g. phone call, in-person conversation in office, etc.), and
- The personal information to which the consent relates.

Withdrawal of Consent

The municipality shall not disclose information to the public about an individual where consent is required and that consent has not been obtained, or that consent has been revoked by the individual.

Individuals may request the removal of personal information from the town database where it is determined that the information no longer has an operational, legal, fiscal, or archival use for the Town. This ensures that information is not unduly held, thereby lowering the risk of unauthorized use or disclosure.



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

| | |
|-------------------------|--|
| MEETING DATE: | June 11, 2026 |
| SUBJECT: | Butte Reservoir – Emergency Backup Generator |
| ORIGINATING DEPARTMENT: | Engineering & Infrastructure |
| ITEM: | 8.1 |

BACKGROUND/PROPOSAL:

The Butte Reservoir has served the municipality for over 50 years. During that time, the reservoir was never equipped with a backup emergency generator. Given the reservoir sits upon a hill, the gravity fed system was robust enough to serve the community’s water consumption.

In the event of a power failure, pressure and flow would decrease but supply would continue. Although the system is capable of meeting the consumption of the community it is not capable of meeting fire flow. Each time the power fails, the community’s fire protection is compromised.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

With the east reservoir nearing completion, it has become evident the Butte emergency power backup is now a necessity. In order to work with one set of operating conditions, the Butte will need to maintain power at all times. This will ensure the two reservoirs will work as one.

In light of this, Administration requested a change order from the East Reservoir contractor. ISL reviewed the change order for suitability and price. The town reviewed the submittal and approved the change order.

The supply and installation was determined to be approximately \$127,000.

Upon further investigation it was determined that the funding allocations for the reservoir project would not be appropriate for the installation of the equipment.

At this time, Administration is seeking Council’s direction on a funding source. Administration is recommending the Water Reserve. The Water Reserve has an estimated amount of \$2.5M available as of December 31, 2026. Funding this project from the Water Reserve will leave \$2,373,000 in the Reserve for future use.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

Council approve the installation of a backup generator at the Butte Reservoir for \$127,000; funded from the Water Reserve.



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

| | |
|-------------------------|---|
| MEETING DATE: | June 11, 2026 |
| SUBJECT: | Committee – Pickleball Project Proposal |
| ORIGINATING DEPARTMENT: | Community Services |
| ITEM: | 8.2 |

BACKGROUND/PROPOSAL:

At the May 26, 2026 Regular Council Meeting, Council heard a delegation from the Didsbury & District Pickleball Club regarding a proposed partnership opportunity with the Town of Didsbury that would see the development of four pickleball courts in the community. A complete partnership application was received by Council at that same meeting.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

As per Policy CS-002 – Community Partnership Projects, when an application for a community partnership is received by Council, a committee of three members of Council and two members of Administration is formed to review the application and bring forward a recommendation to Council.

Administration is seeking Council’s decision regarding Council representation on this committee.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To strike a Community Partnership Project Ad Hoc Committee to make a recommendation to Council on the proposed pickleball courts and to appoint Councillors _____,
_____ and _____ to the committee.



**REGULAR COUNCIL MEETING
Request for Decision (RFD)**

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Capital Budget Amendment – Golf Course Sanitary Sewer Connection
ORIGINATING DEPARTMENT: Engineering & Infrastructure
ITEM: 8.3

BACKGROUND/PROPOSAL:

The 2026 Capital Budget was approved on April 28, 2026 and included \$140,000 for a Sanitary Sewer Connection at the Didsbury Golf Course. Following the review of possible options to provide sanitary servicing of the Didsbury Golf Course, the Town’s engineering firm summarized the matter in Project 29027 memorandum dated June 1, 2026.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Council must consider both the upfront draw on the strategic reserve fund and the long term costs associated with each of the three models discussed in the memo. For the purposes of planning construction this season, Administration is requesting Council select one of the three options outlined in the attached memo.

The option with the lowest capital cost will require annual operating expenses for winterizing, during the off season.

The option with the highest capital cost will contain the least amount of annual maintenance costs due to the simplified service connection to the town’s sanitary system.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To amend the 2026 Capital Budget to add \$105,000 to the Golf Course Sanitary Sewer Connection project for a total project cost of \$245,000, to be funded from the Strategic Initiative and Contingency Reserve, and proceed with option 3,

OR

To proceed with option 1, for an estimated project cost of \$70,000, and plan for recurring annual operational costs in future budgets.



To: **The Town of Didsbury** Date: **June 1, 2026**
Attention: **Michael Simpson, CAO** Project No.: **29027**
Cc: **Craig Fox, Geoffrey Schulmeister (ISL)**
Reference:
From: **Kevin Denischuk, P.Tech. (Eng)., Conner Ainscough, T.T.**

1.0 Project Overview and Background

The Didsbury Golf Course was established in 1960 and is located at the west end of the Town of Didsbury near the end of 20th Avenue. Due to the age of the golf course and its servicing infrastructure, the clubhouse has recently experienced a failure of the tertiary drainage field system. In response to this failure, the Town of Didsbury has engaged ISL Engineering and Land Services Ltd. (ISL) to identify potential options to address the existing deficiencies within the septic system.

The existing tertiary drainage field and associated 5,000-gallon septic tank are approximately 60 years old and are considered to be at the end of their intended service life. Based on the age and condition of the existing infrastructure, ISL will provide a high-level overview of potential options to address the identified deficiencies, including opportunities to reconfigure the system to improve overall performance and reliability. All options assessed will be consistent with the requirements of the *Alberta Private Sewage Systems Standard of Practice (2021)*.

2.0 Design Basis

The design basis that will be provided within this section is the fundamental requirements and principles that will be used to help provide the Town of Didsbury with potential servicing options, three separate categories were assessed as ISL believes they best aligned with the current requirements of the facility. Each of these options are high level options of what could happen. Further detailed design will still be required to confirm exact sizing and flow rates.

2.1 Seasonal Operation

The Didsbury Golf Course operates seasonally from April to October. As the facilities are only in use for approximately seven months of the year, it is important to consider how seasonal operation will affect overall system performance and identify requirements for maintaining the system during the off-season.

As part of the servicing design basis, it should be recognized that implementation of a septic system will introduce additional operational requirements. Specifically, the system must be properly winterized at the end of each season to prevent damage. This includes fully draining effluent from the system and blowing out all service lines to eliminate any residual liquid.

In contrast, servicing options that connect the clubhouse directly to the municipal wastewater collection network will not require seasonal winterization, as the system will remain active year-round.



The implications and costs of these requirements are further evaluated in the proposed options section within the report.

2.2 Maintenance Requirements

For the purpose of this report, maintenance requirements must also be considered as part of the design basis for all options, whether a septic system is retained or the system is connected to the Didsbury wastewater collection network.

A gravity connection directly to the clubhouse would require minimal ongoing maintenance due to the passive nature of the system. Maintenance would generally only be required in the event of operational deficiencies or blockages.

In contrast, septic systems require routine and ongoing maintenance. This typically includes regular cleanouts to prevent solids buildup, generally occurring every one to two years, depending on system usage. The level of maintenance is also dependent on the type of system selected. A conventional septic tank system requires relatively minimal maintenance beyond periodic pumping. However, packaged mechanical treatment systems require more extensive servicing, as they typically include three to four treatment chambers, each of which must be regularly inspected and maintained to ensure proper operation.

The maintenance implications and associated costs will be further evaluated in the proposed options section of the report.

2.3 Flow / Capacity Requirements

The Didsbury Golf Course clubhouse is a small commercial building that currently includes the following water and wastewater infrastructure: three sinks (two located in the washrooms and one in the small commercial kitchen). In addition, each of the two washrooms is equipped with a toilet.

Although servicing demands are relatively low considering that this is a commercial facility, peak daily flow and other servicing requirements are based on the number of users rather than the amount of fixtures (like residential properties are based on).

Therefore, to support the estimation of peak daily flows, data was provided by the Town of Didsbury. This information indicates that the golf course had a total of 335 members in 2025, consisting of 120 junior members and 215 adult members. Additionally, the clubhouse has a seating capacity of 213, including 46 seats in the dining room, 83 seats in the tournament room, and 84 seats on the covered deck.

Using the information provided above, the peak daily flow for the Didsbury Golf Club was calculated. The results of these calculations will help to inform the assessment of future servicing options. A summary of the calculations is presented in the **Table 2.1**.



Table 2.1 Clubhouse Peak Daily Flow Calculations

| Peak Daily Flow Calculations | | | |
|--------------------------------------|-------------------------------|--------------|-------------------------|
| Members Peak daily Flow Calculations | | | |
| Component | Unit Rate (Imp. gal/unit-day) | Quantity | Subtotal (Imp. gal/day) |
| Junior Members | 10 | 120 | 1200 |
| Adult Members | 10 | 215 | 2150 |
| SUBTOTAL | | 335 | 3350 |
| Seating Peak daily Flow Calculations | | | |
| Component | Unit Rate (Imp. gal/unit-day) | Quantity | Subtotal (Imp. gal/day) |
| Dining Room Seating | 25 | 46 | 1150 |
| Tournament Room Seating | 25 | 83 | 2075 |
| Covered Deck Seating | 25 | 84 | 2100 |
| SUBTOTAL | | 213 | 5325 |
| Total Peak Daily Flow | | | |
| | | TOTAL | 8675 |

Note: These are approximate values based upon the Alberta Private Sewage Systems Standard of Practice 2021.

Based on the Alberta Private Sewage Systems Standard of Practice (2021) and the calculations presented above, the Didsbury Golf Course would require a minimum storage capacity of approximately 17,350 imp. gal (peak daily flow multiplied by a factor of 2). This represents approximately 3.5 times the existing effluent storage capacity. However, based on ISL’s understanding of the facility, this theoretical requirement is likely overly conservative, as it is unlikely that all 335 members would be onsite simultaneously or that all 213 seats within the restaurant, tournament house, and deck would be fully occupied at any given time.

To better define actual system demands, ISL recommends completing a metered flow analysis over a 30-day period during the detailed design phase. This analysis would establish the average system flow, which can then be used to estimate peak daily flow by applying a factor of 1.5, providing an appropriate safety margin. The required septic tank volume can subsequently be determined by applying a factor of 2 to the calculated peak daily flow, ensuring sufficient storage capacity to accommodate potential system upsets and periods of elevated inflow.

Based on these assumptions, it can be inferred that the existing 5,000 imp. gal septic tank was designed for peak daily flows of approximately 1,700 imp. gal/day. This is significantly lower than the 8,675 imp. gal/day design flow recommended by the Standard. Accordingly, for the purposes of this design memorandum, a peak daily flow of 1,700 imp. gal/day is assumed for evaluating servicing options in lieu of the theoretical value. However, this assumption should still be confirmed through the recommended metered flow analysis prior to final design.

3.0 Proposed Options

As stated in the previous section, ISL has elected to retain the assumed peak daily flow to inform the development of potential options. However, it is important to note that a metered flow test will still be required as part of the detailed design phase to confirm design flows.

ISL has evaluated the following options to align with the project design basis and address the existing deficiencies associated with the Didsbury Golf Course clubhouse septic system. The options are presented below.

3.1 Option 1: Implementation of a New Tertiary Septic Field

This option proposes decommissioning the existing septic system and replacing it with a new septic tank and tertiary drainage field. All infrastructure and components associated with the existing system will be abandoned or removed prior to installation.



The new septic system will be designed and installed to meet the requirements established by the metered flow analysis. As the existing drainage field is considered compromised, this option includes construction of a new field at an alternate location. The proposed location of the new field is shown in [Figure 3.1](#).



Figure 3.1 Proposed Septic Field Location

This location was selected based on local topography, as it is situated at a lower elevation than the proposed septic tank. This elevation difference is expected to support adequate drainage and promote proper system performance.

Additional considerations for this option include seasonal operation and maintenance requirements. As the system will only be in use during part of the year, winterization will be required for the approximately five months when it is not in operation to prevent freeze-related damage. This annual winterization requirement will increase the overall cost to own and operate the system.

Septic systems typically also require annual cleanouts to reduce the risk of solids buildup within the tank. However, as the system will already require cleaning as part of the winterization process, this requirement has been incorporated into the annual maintenance activities for this option.



Overall, while this option would address the current deficiencies at the clubhouse, it would not improve overall system functionality. Additionally, ongoing costs associated with annual winterization should be considered, as they represent a recurring operational expense.

3.2 Option 2: Implementation of a Packaged Treatment System

This option proposes installing a packaged treatment system to replace the existing septic system currently serving the clubhouse. Packaged treatment plants treat effluent through a multi-stage process, typically consisting of three to four chambers, including a pre-treatment chamber, aeration chamber, and clarifier. Where gravity discharge is not feasible, an additional pump chamber is required to house the pump. Given the level of treatment provided, the system can achieve Level 4 effluent quality, allowing the treated effluent to be reused for applications such as irrigation or direct surface discharge without the need for a secondary or tertiary treatment field or mound.

Although packaged treatment units generally require a larger footprint than a conventional septic tank, the elimination of a tertiary treatment field results in a smaller overall system footprint. The proposed location of the packaged treatment system can be seen in **Figure 3.2**.



Figure 3.2 Proposed Packaged Treatment Location



The high quality of the treated effluent also provides flexibility in disposal methods, including irrigation, surface dispersion, or other alternatives. If irrigation infrastructure is currently available at the golf course, the treated effluent could be integrated into the system to reduce potable water demand and associated costs.

Additionally, due to the seasonal operation of the golf course, the system would require winterization at the end of each season to prevent freezing and potential damage. Winterization may impact treatment performance, particularly for systems that rely on biomass, as the biological processes require a continuous supply of effluent to remain viable. Packaged mechanical systems also require regular maintenance, which, depending on the system, may need to be performed on a quarterly basis by a certified professional.

Similar to conventional septic systems, periodic cleanout is required to limit solids accumulation. As the system will require annual winterization, this activity can be incorporated into the annual maintenance program.

Overall, this option addresses all current treatment deficiencies and provides greater flexibility for dispersion methods due to the higher level of treatment. However, it will require ongoing maintenance and operational oversight to ensure proper system function.

3.3 Option 3: Implementation of Gravity Main

This option includes the construction of a new gravity main connecting the clubhouse to the Town of Didsbury sanitary collection network. Based on the proximity of the golf course to the existing system, approximately 350 m of pipe would be required to complete the connection.

Due to site topography and land ownership constraints, the alignment would require installation of at least four manholes to convey flow and redirect it to a suitable connection point within the municipal network. The proposed alignment of this option can be seen within **Figure 3.3**.



Figure 3.3 Proposed Gravity Main Alignment



By eliminating the on-site septic system, this option removes the need for winterization and routine annual septic maintenance, resulting in reduced ongoing operational costs. However, due to the overall scope and infrastructure requirements, this option is expected to have a higher up front capital cost compared to the other options.

Additionally, existing clubhouse flows are less critical to the design of this option. As the system would connect directly to the municipal network, it can accommodate future increases in servicing demand and provide capacity for potential growth.

Overall, implementation of this option would resolve the current servicing deficiencies. While it has a higher upfront cost, the absence of ongoing maintenance requirements may result in lower lifecycle costs.



4.0 Preliminary Cost Estimates

Preliminary cost estimates are shown in Table 1.1 for the previously identified options. Potential Upgrade Options for Didsbury Golf Course Septic System.

Table 1.1 Potential Upgrade Options for Didsbury Golf Course Septic System

| Preliminary Cost Estimate | | |
|---------------------------|-----|---------------------|
| Option 1 | | |
| | | |
| Tertiary Septic Field | 1 | \$50,000.00 |
| Contingency | 40% | \$20,000.00 |
| SUBTOTAL | | \$70,000.00 |
| Option 2 | | |
| | Qty | \$/Unit |
| Packaged Treatment System | 2 | \$85,000.00 |
| Contingency | 40% | \$34,000.00 |
| SUBTOTAL | | \$119,000.00 |
| Option 3 | | |
| | Qty | \$/Unit |
| Gravity Main | 1 | \$175,000.00 |
| Contingency | 40% | \$70,000.00 |
| SUBTOTAL | | \$245,000.00 |



5.0 Recommendations

Based on the high level review that was completed of the existing functionality of the building, all options present viable approaches to address the identified deficiencies at the clubhouse. However, only two options are recommended for further consideration: a lower capital cost option consisting of a septic system with a tertiary treatment field, similar to the existing system, and a higher capital cost option that provides a long-term solution through connection to the municipal system. These recommended options are outlined below.

5.1 Low Capital Cost Option

It is recommended that the Town consider implementing a new septic tank and tertiary drainage field to replace the existing system. This option provides a relatively low capital cost solution to address the immediate deficiencies.

As the existing system is also a septic system with a tertiary field, operations staff would not require additional training or introduction to a new system type. Operation and maintenance requirements would remain consistent with current practices and would not increase in complexity.

If implemented, the system is expected to have a typical lifespan of approximately 30 to 50 years, provided it is properly maintained and not misused.

Overall, this option would address the current deficiencies and provide a reliable solution for many years; however, it would not provide any operational improvements over the existing system, as it would function in the same manner, and ongoing maintenance requirements and associated costs would persist throughout its lifespan.

5.2 Higher Capital Cost Option

It is recommended that the Town implement a gravity sanitary main connecting the clubhouse to the Town of Didsbury's sanitary collection network. Although this option has a higher initial capital cost, it provides a robust, long-term servicing solution.

This option eliminates the need for an on-site septic system, thereby removing requirements for winterization, routine cleanout, and ongoing maintenance. Connection to the municipal system also improves reliability, simplifies operations, and provides capacity to accommodate future growth or increased demand.

With proper installation, the infrastructure is expected to have a service life exceeding 100 years, effectively providing a "install-and-operate" solution with minimal ongoing intervention.

Overall, while this option has a higher upfront cost, it reduces lifecycle costs by minimizing maintenance and eliminating recurring servicing requirements. It also offers the longest service life of the options considered.



Corporate Authorization

This document entitled "Clubhouse Septic System Design Memo" has been prepared by ISL Engineering and Land Services Ltd. (ISL) for the use of The Town of Didsbury. The information and data provided herein represent ISL's professional judgment at the time of preparation. ISL denies any liability whatsoever to any other parties who may obtain this report and use it, or any of its contents, without prior written consent from ISL.

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Community Development

Conner Ainscough, T.T.
Municipal Technologist



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Public Engagement Summary Report – public information.
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 8.4

BACKGROUND/PROPOSAL:

Over the past several months, the Town of Didsbury has run digital surveys for public input into budgeting priorities, service level satisfaction, and three open houses on quality of life and community values. The information collected during these engagements has been reviewed and summarized for reference by Council when considering aspects of the municipality such as governance, capital priorities, public priorities around spending, and more.

The following 98-page summary report includes the full results from both online surveys, as well as the recorded comments and feedback from the in-person engagements. This report was considered by Council during strategic planning workshops in May while setting priorities for the remainder of the Council term.

Administration is now bringing the document forward for Council to approve for public viewing, to be made available on the Town website.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

A critical component of public engagement relies on being accountable to the public for feedback received during engagements. Administration feels a complete, uncensored accounting of what the public had to say is an important part of the accountability process for this Council in its relationship with the public of Didsbury.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To approve the Didsbury Public Engagement Summary Report completed April 2026, for public information and publication on the Town website.



**The Town of Didsbury
Strategic Plan Priorities Development
Public Engagement Summary Report**

Completed April 2026

The Town of Didsbury Strategic Plan Priorities Development

Didsbury's Strategic Plan guides the work done by Council and administration to help achieve the Town's vision in alignment with its Mission, Priorities, and Values. The 2026 - 2029 Strategic Plan will be a community document that features the Town's vision, strategic goals, and four-year priorities. This document will guide decisions made by this new Council in their four year term.

The goals identify the areas where we need to make a difference for our community. To achieve these goals, the 2026 - 2029 priorities are what we will focus on and where we will invest our time, energy, and resources.

In anticipation of the upcoming Strategic Planning work, the Town began researching and gathering information on current issues and trends facing our municipality. This also includes engagement with residents, members of Council, and Town staff. The research, information, and input gathered during this process will be used to help Council better understand the current state, emerging needs, and opportunities for adjusting priorities.

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Didsbury Show 'n' Shine 2026



Town of Didsbury Public Engagement Summary Report

True governance in Didsbury is a partnership between its elected officials and the residents who are the town's 'center of gravity'. This report represents more than just a collection of opinions; it is a roadmap of community values—prioritizing personal safety, historic preservation, and social connection.

Ongoing engagement is not merely a courtesy, but necessary to ensure municipal decisions are rooted in logic while giving a nod to the emotional comfort that residents seek in their local government.

The Town of Didsbury utilized three different engagement strategies to create this summary report. Each initiative was designed to extract different types of information, ranging from broad community sentiments to granular, actionable feedback on specific projects.

1 Public Budget Survey

The public budget survey is issued to the public for their input regarding community needs, wants, and priorities. The 2026 survey ran for the month of October 2025. It received 97 responses; 82% of the respondents were Didsbury residents.

2 Public Satisfaction Survey

The public satisfaction survey was designed to determine what residents of Didsbury think about the current services as well as what the priorities should be, moving forward. The 2026 survey ran from February 11 to April 30, 2026. It received 174 responses (as of April 15, 2026); 94% of the respondents were Didsbury residents.

3 Public Engagement In-Person Sessions (three)

The public engagement sessions were held over three evenings for two hours each. Councillors and Town Staff engaged participants in conversation on a variety of topics using discussion guides, sharing financial and technical information as well as public feedback from prior engagements. Participants sat down with a member of Council or staff to work through a set of questions provided in a workbook and discuss topics that arose from those initial prompts. Council recorded key points and comments, and the information in this report reflects those observations. Note that not all Council Members were available for all three sessions.

- The first session was held at the Didsbury Municipal Library and was attended by 12 residents.
- The second session was held at the Didsbury Train Station and was attended by 40 residents.
- The third session was held at a local small business (Daphne's) and was attended by 48 residents.

** Note: Some participants attended more than one session.*

How to Use the Data

A Guide for Council

The information garnered from the three public engagement initiatives will help inform Council as they make decisions regarding strategic planning, prioritizing, and budgeting .

Council should treat this qualitative data as a primary lens through which "hard" financial data is viewed. While municipal tax rates and property values dictate the capacity for action, this engagement data defines the priority of action. Specifically:

Tax Rates vs. Value: Council should not just look at the mill rate but at the "perception of lack of value for tax dollars". Strategic plans should link tax increases to "measurable outcomes" as requested by residents.

Property Values vs. Infrastructure: The desire for "brick and stone" aesthetics and "larger lots" should inform zoning changes, as these are the features residents believe sustain property values and town uniqueness.

Cash Restrictions: In times of budget constraints, Council should give heavy weight to the community's preference for "Volunteer Support", leveraging community spirit to maintain service levels when capital for infrastructure is limited.

Consider the Data

It is important to acknowledge possible bias in any public engagement activity. Participation is rarely perfectly representative; often times, those with more time, interest, or access participate while others' opinions are not recorded.

- ⇒ **Self-Selection/Participation Bias:** This occurs when people volunteer to participate, often skewing results toward those with strong opinions and motivation to participate while losing the voices of the *silent majority* who did not participate. This is seen frequently in regards to topics that illicit emotional responses. Negative emotions (anger, fear, sadness) are powerful motivators and can lead to higher engagement; positive emotions (pride and hope) are often more successful in building long-term, sustained engagement.
- ⇒ **Coverage Bias:** Occurs when the method of engagement systematically excludes groups, such as relying on online surveys which may miss elderly, low-income, or technology challenged residents. (Note that, for this report, one of the three initiatives was in-person and two required computer access).
- ⇒ **Social Desirability Bias:** Respondents may give answers they believe are socially acceptable or that the organization or fellow participants wants to hear. This is common with in-person group engagements where *groupthink* is a hazard. Groupthink is a phenomenon that occurs within a group where individuals set aside their personal beliefs or dissenting opinions to avoid conflict, often leading to quieter, more thoughtful, or dissenting voices being silenced in favour of those who speak up first, more loudly, or more frequently.

What We Asked About Didsbury Life

One of Council's goals for this public engagement project was to better understand what Didsbury residents value in their community and their municipal government (Council and Administration). Each of the engagement initiatives solicited input regarding what residents like and appreciate about Didsbury as well as what they may like to see improved.

The Public Budget Survey questions were tailored to helping determine community priorities in relation specifically to the budget process. It asked participants to identify which services and departments were most important to them, as well as how satisfied they are currently with those same services and departments.

The Public Satisfaction Survey questions were similar in nature but did not include a connection with the budget or residential taxes. It also included a number of open-ended questions which resulted in more insight into specifics and more qualitative data.

The In-Person Engagement Sessions were facilitated as conversations in small groups each led by a Council member or the Town CAO. Workbooks were provided to each facilitator with questions to work through with each of the groups. These questions were included to elicit experiential and anecdotal responses to help provide a more complete picture of life in Didsbury beyond the numbers from the online surveys. These prompts included:

- ⇒ What do you like about living in Didsbury?
- ⇒ How would you describe Didsbury?
- ⇒ What makes Didsbury unique?
- ⇒ What matters most to you? (List the top three issues you think Didsbury should focus on).

The comments received over the three evenings of engagement were overwhelmingly **pro-community**, showing a deep-seated desire to preserve *small-town charm, family ties, and social connection*. Residents consistently expressed a sense of pride in Didsbury's unique character, citing its historic downtown, walkability, and inclusive atmosphere as core strengths.

More critical remarks regarding infrastructure and governance focus on improving shared spaces, transparency, and ensuring the town's long-term viability for future generations.



What We Heard

About Didsbury Life

***A bit less than 2% of the population participated in the Public Budget Survey;
Approximately 3% of the population participated in the Public Satisfaction Survey;
Approximately 2% of the population participated in the In-Person Engagement Sessions.***

From the Public Budget Survey, we learned that Didsbury residents consider three areas to be the most important to fund (assuming they are most valued overall due to import placed on funding): roads and sidewalks; community facilities such as the Didsbury Memorial Complex, playgrounds, and Didsbury Neighborhood Place; and public safety, including the RCMP, Community Peace Officer services, and the Didsbury Fire Department.

When asked: *How important are these areas for Town funding?*

97% named 'road and other infrastructure maintenance' as 'slightly' to 'very important'

94% named 'recreation & community facilities, and parks & playgrounds' as 'slightly' to 'very important'

96% named 'public safety' as 'slightly' to 'very important'

From the Public Satisfaction Survey, we learned that 70 % of Didsbury residents value the Town supporting Arts and Culture, and 'Child and Family Services' was ranked third when asked what they felt was the most important services provided (behind 'roads and sidewalk maintenance' and 'utilities').

When asked: *How satisfied are you with the Town of Didsbury's Service (in these areas)?*

36% were 'satisfied' or 'very satisfied' with 'Maintenance of Roads and sidewalks'

79% were 'satisfied' or 'very satisfied' with 'Utility services (water and sewer)'

50% were 'satisfied' or 'very satisfied' with 'Quality of social programs in town'

From the Public Engagement Sessions, we learned that Didsbury residents most appreciate the small town atmosphere; the inclusivity and friendliness; and the convenience and quality of facilities, including: the hospital, the Didsbury Memorial Complex (swimming pool, arenas, and Multi-Purpose Room); and the town's unique character.

Preservation of Character is a non-negotiable priority: The town's 'vibe' and historic architecture are seen as its primary assets. Any future development must align with this "small town atmosphere" rather than 'matchbox town houses'.

Historical features such as the brick buildings, wide streets, good parking, vintage street lamps, all create a hallmark downtown.

Smaller size, more convenient access to services amenities. Knowing your neighbour means personal safety. We like that everything a person needs for daily living is 15 km circle away.



What We Asked

About Funding Priorities

One of Council's goals for this public engagement project was to better understand what Didsbury residents consider priorities for municipal funding.

The Public Budget Survey results very specifically illustrated the connections between the services provided by the Town, the survey participants' satisfaction with those services, and their appetite for committing tax dollars to maintain or improve service levels.

This survey included open-ended questions regarding spending priorities designed to capture detailed, qualitative feedback in a respondent's own words, rather

than restricting them to predefined choices. These questions are used to explore perspectives, providing context to quantitative data. They allow for free expression and help explain the *why* behind opinions.

These questions included:

- ⇒ If you had to increase spending in one area, what would it be?
- ⇒ If you had to decrease spending in one area, what would it be?

Participants were also asked to indicate which tax strategies they supported for each of the services included in the survey:

- ⇒ Maintain the level of service (may require tax increase)
- ⇒ Reduce services (may mean a reduction in taxes)
- ⇒ Reduce services to maintain tax level
- ⇒ Enhance services (may require a tax increase)

The majority of participants indicated that they wanted to maintain or enhance service levels in each individual category and, when asked if they generally support the Town increasing taxes to maintain or enhance current services, 51% somewhat to strongly supported the idea. When asked about increasing user fees to maintain or enhance service levels, 59% somewhat to strongly supported the idea.

The Public Satisfaction Survey addressed the issue of taxation more widely, with questions aimed at assessing participants' overall satisfaction with the Town of Didsbury's taxation rates, user fees, and financial management. No data was provided in this survey regarding tax rates or comparable municipalities' rates to better measure top-of-mind awareness and common perceptions.

- ✓ When asked if taxation rates are reasonable, 37 % somewhat to strongly agreed that they were.
- ✓ When asked if user fee rates are reasonable, 50 % somewhat to strongly agreed that they were.
- ✓ When asked if the Town is financially well managed, 25 % somewhat to strongly agreed that it is.



What We Heard

About Funding Priorities

From the Public Budget Survey, we learned that 79% of the participants were in favour of contributing operating funding each year to the Didsbury Municipal Library, the Didsbury Museum, and the Didsbury Lions Bus. They are also in support of continuing the \$30,000 Council Community Grant Program which provides funding of up to \$2000 per year to various local, not-for-profit organizations.

When asked whether they support the Town increasing taxes in the upcoming year to save for future capital requirements, 34% indicated that they somewhat to strongly support the concept, while 21% were neutral.

When asked what they would reduce spending on, there were three common suggestions:

- ✓ Staffing costs
- ✓ Community events
- ✓ Economic development

When asked what they would increase spending on: ✓ Roads, pathways, and infrastructure was clearly the most popular suggestion

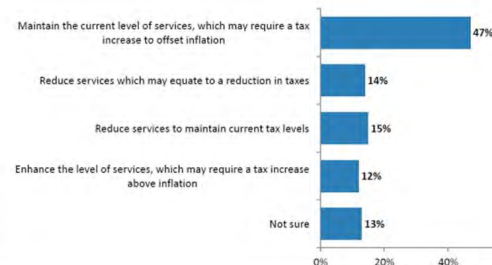
- ✓ Recreation and community services also received some votes.



Session participants were asked to consider the above three areas of service and indicate which ones were most important to them in terms of receiving attention from Council on an ongoing basis.

Recreation and Community Facilities

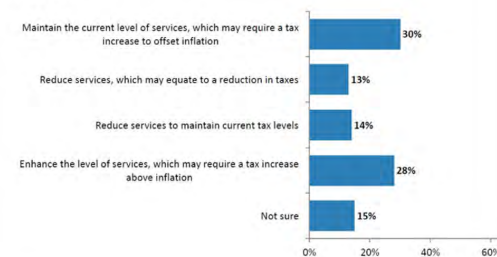
Which of the following tax strategies do you support?



Roads & Other

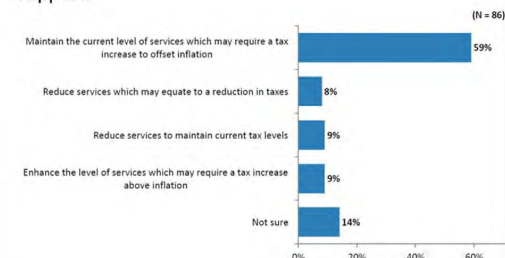
Infrastructure Maintenance

Which of the following tax strategies do you support?



Public Safety

Which of the following tax strategies do you support?



The Public Engagement Sessions included conversations about priorities for the Town, and how funding those priorities would affect future budgets and taxpayers. Some suggestions included:

“Blend higher project spending in over time; as far as the tax levy is concerned—do not sharply disrupt the flow of what people are used to. People want to see current tax rate increases attributed to measurable outcomes or for specific purposes.”

“There is a perception of lack of value for tax dollars already collected. There is skepticism of going further, or seeing any measurable improvement, or that promises will be kept regarding spending.”

“Keep it minimal (increased tax rate to maintain and enhance services).”

What We Asked About Governance

One of Council's goals for this public engagement project was to better understand what Didsbury residents' expectations are for their municipal government, including Council and Administration.

The Public Satisfaction Survey asked questions regarding participants' specific interactions with administration and Town staff, as well as questions regarding more general impressions and perceptions of how the municipality is governed and operated.

Questions with response options ranging from strongly agree to strongly disagree, included:

- ⇒ When interacting with administration I am treated in a professional, respectful and courteous manner.
- ⇒ The concerns that I have brought to the Town have been dealt with effectively.
- ⇒ I believe that the Town Council is making decisions in the best interests of the community.
- ⇒ I believe the Town Council operates in a transparent manner when discussing Town business.

There were also open-ended questions free of prompts or suggestions, allowing participants to share additional thoughts, suggestions, or concerns regarding Council and Administration.

The Public Engagement Sessions did not ask questions specific to governance, but the topic of expectations of Council and Administration was intertwined in all sections of the workbook, especially in the 'Planning/Strategy Session' section, and thoughts organically emerged in conversations.

Additionally, facilitators posed the question: 'Which Didsbury bylaws impact you the most and how?' Council is responsible for bylaws, so the impressions recorded in this section speak directly to expectations and impacts to the residents of Council decisions. The second and third engagement sessions were held after a controversial 'Public Spaces Neutrality Bylaw' was made public and, considering it was in the forefront of community discussion, dominated some of the conversations when those conversations were allowed by Councillors.



Transparency and Governance Reform are Required: there is a palpable sense of skepticism regarding 'closed meetings' and a perceived lack of value for tax dollars.

Residents are calling for the return of regular question periods and 'open dialogue'.

What We Heard About Governance

The combination of questions and delivery methods resulted in a broad picture of contributors' impressions of Council and Administration. It is important to note that, while some of the *facts* participants cited as a basis for their opinions are not actually factual, their perception is what guides behaviour. Understanding these perceptions is crucial for navigating interactions, managing communications efforts, and identifying opportunities and challenges.

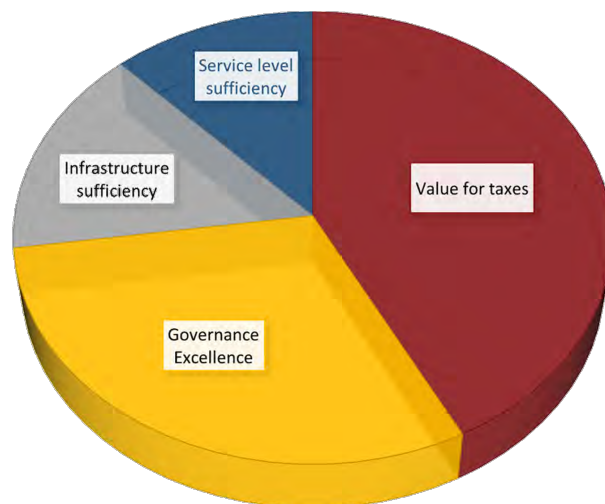
The Public Engagement Sessions were generally anecdotal regarding specific interactions with Council or Administration. Their comments suggested that there is a general mistrust of government at this time, and many contributed this, in part, to the perception of there being too many closed meetings and not understanding the reasons for closed meetings.

Participants were also asked to rank which area they considered to be of highest importance for Council to consider: Service level sufficiency; Infrastructure sufficiency; Value for taxes; or Governance excellence.

The Public Satisfaction Survey results also indicated a desire for more transparency, and dissatisfaction with closed meeting discussions.

- 31% agree to strongly agree that Council is making decisions in the best interest of the community.
- 27% agree to strongly agree that Council is operating in a transparent manner.
- 73% agree that administration responds in a professional, respectful, and courteous manner.
- 38% said they felt that their concerns had been dealt with effectively.
- 62% of respondents stated that they want Didsbury to continue to grow at the same pace.

AREAS OF IMPORTANCE FOR CITIZENS



When asked about overall priorities for Council, participants of the in-person engagement sessions identified 'governance excellence' as highly important, second only to 'value for taxes'.

Comments from the Satisfaction Survey when asked to 'share any additional thoughts, suggestions, or concerns you have regarding the Town of Didsbury's Council or Administration' included:

- * "Continue to strengthen transparency and communication around Council decisions and priorities."
- * "Ensure consistent, timely information is shared by Administration, with clear points of contact for residents."
- * "Encourage respectful, open dialogue between Council, Administration, and the community."
- * "Maintain a focus on long term planning while balancing fiscal responsibility and resident needs."
- * "Be friendly to all people. I'm not appreciative of this trend I'm seeing to exclude groups that are minorities. Let's paint the Town all colours, please."
- * "From an outside perspective, there appears to be a high volume of discussion occurring in closed sessions without corresponding detail or discussion in open meetings..."
- * "I would appreciate seeing continued focus on transparency, communication, and efficient use of resources, ensuring that staffing and decision making structures support frontline services would go a long way toward strengthening trust and improving day to day operations."

Where Do We Go From Here?

Next Steps

Work on the Strategic Plan Priorities development will continue over the summer and will result in a Strategic Plan to guide Council for the remainder of their term.

The input from community engagement, found in this report, will be reviewed and deliberated to identify key themes and areas to be considered and will help inform Council's strategic planning development. Council will explore areas of alignment, recognize shifts in community needs, and consider opportunities to refine current strategic priorities or identify new ones.

Following the strategic planning sessions, a draft set of 2026–2029 strategic priorities will be developed and a complete Town of Didsbury Strategic Plan will be created. Once approved, the 2026–2029 Strategic Plan will be made available to the public.

Work will then begin on implementing the Plan to ensure organizational alignment with resident and business owners' expectations.



Appendix A

Public Budget Survey Results

2026 Public Budget Survey

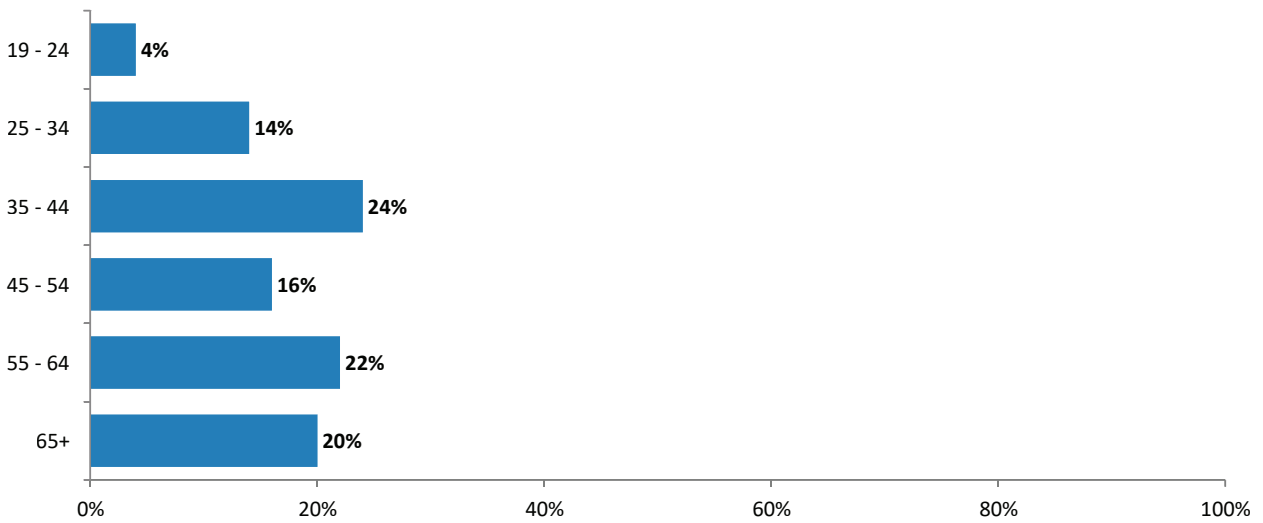
October - 2025



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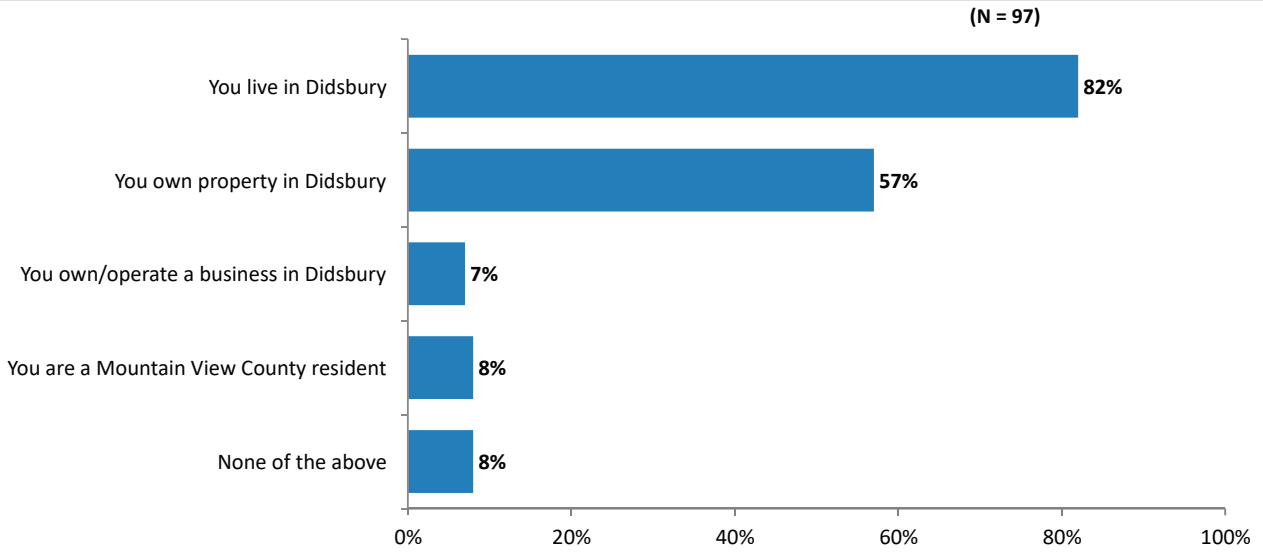
Age category:

(N = 97)

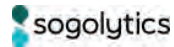


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What is your connection to the Town of Didsbury? (please check all that apply)

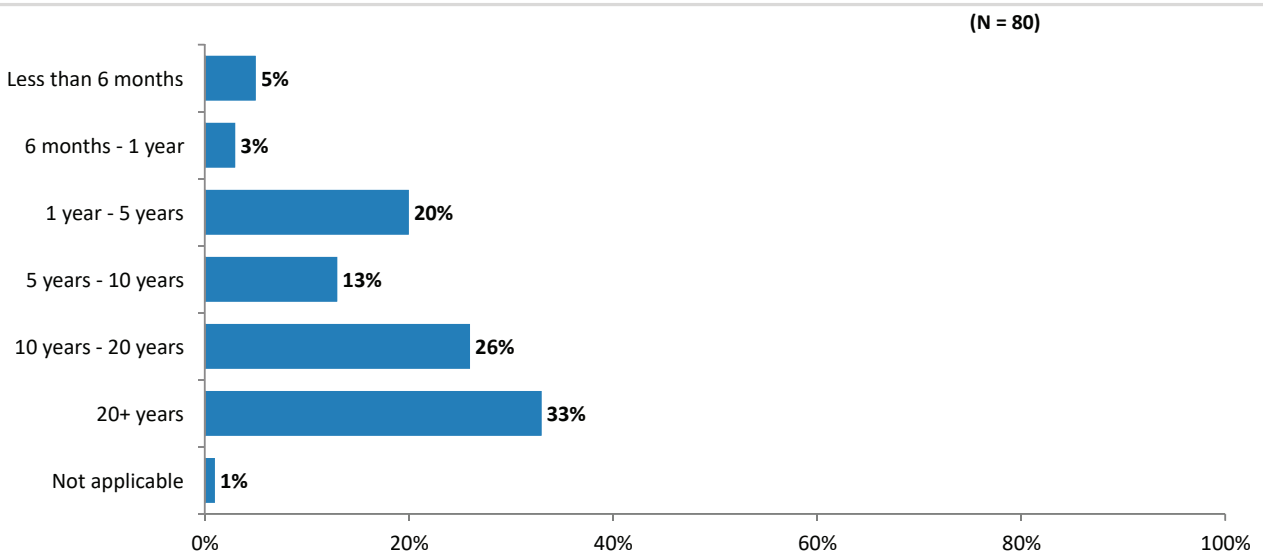


3



© 2026

For how long have you lived in Didsbury?

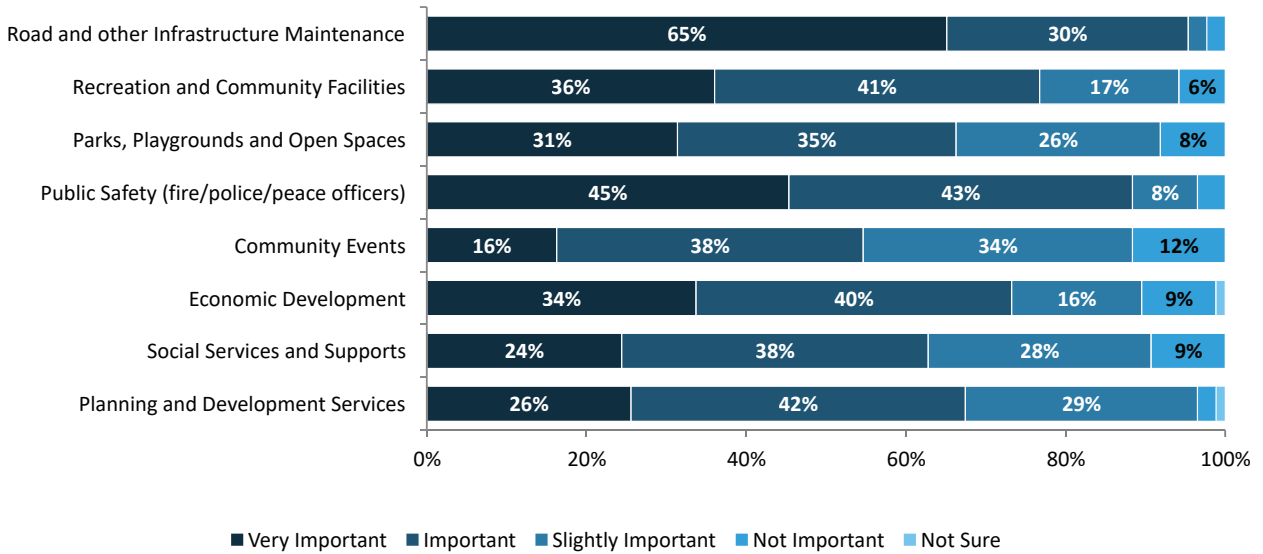


4



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How important are the following areas for Town funding?

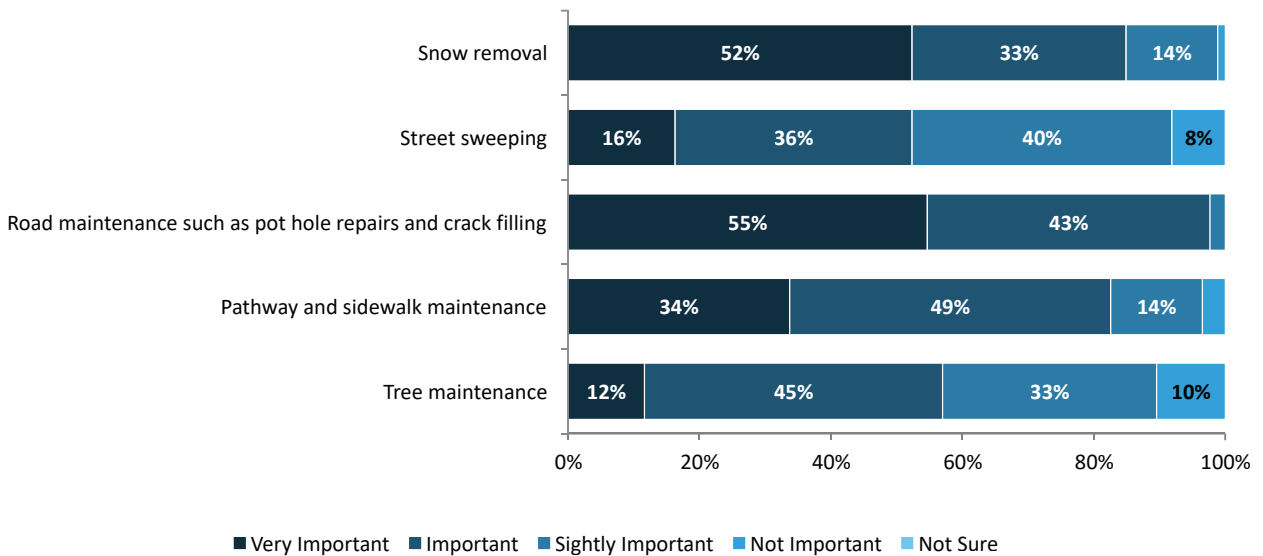


5



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How important is each service to the community?

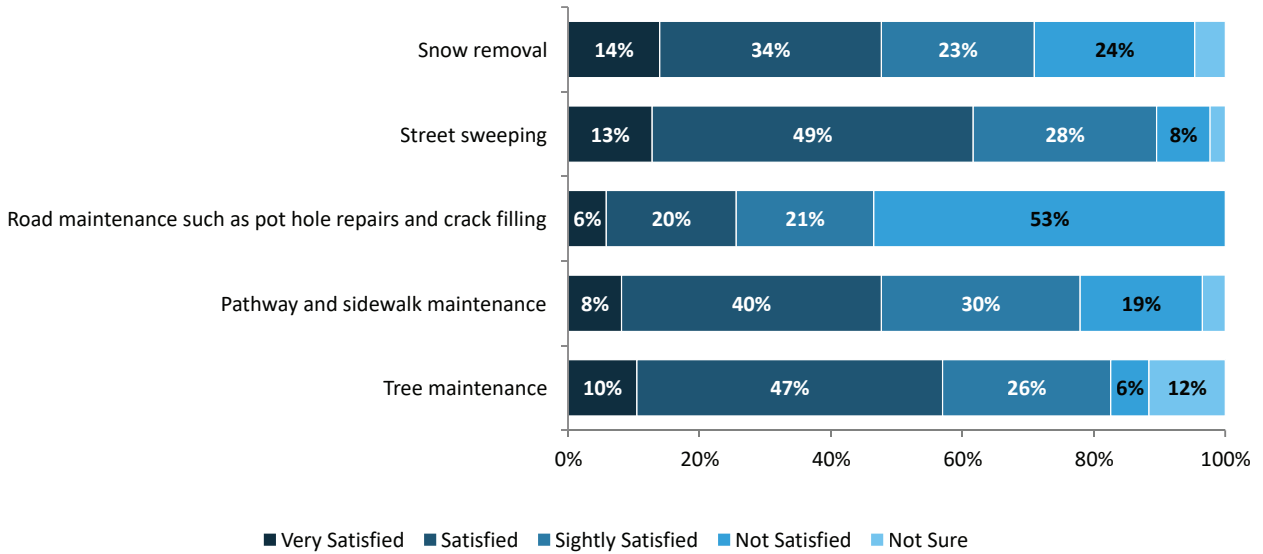


21



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How satisfied are you with each of the services?

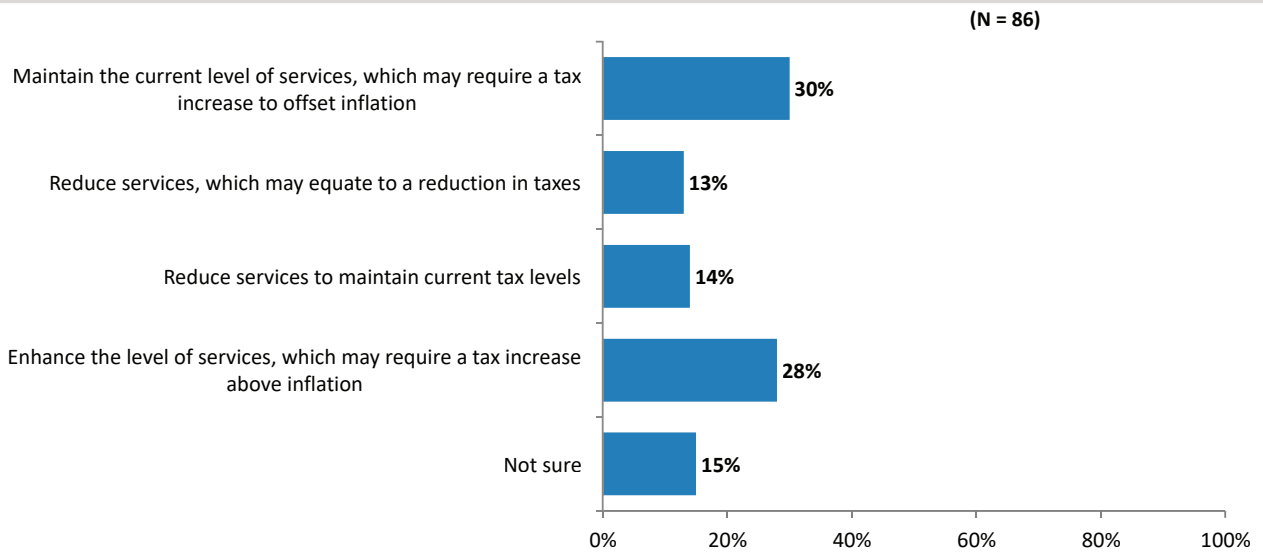


22



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Which of the following tax strategies do you support as it relates to roads and other infrastructure maintenance?

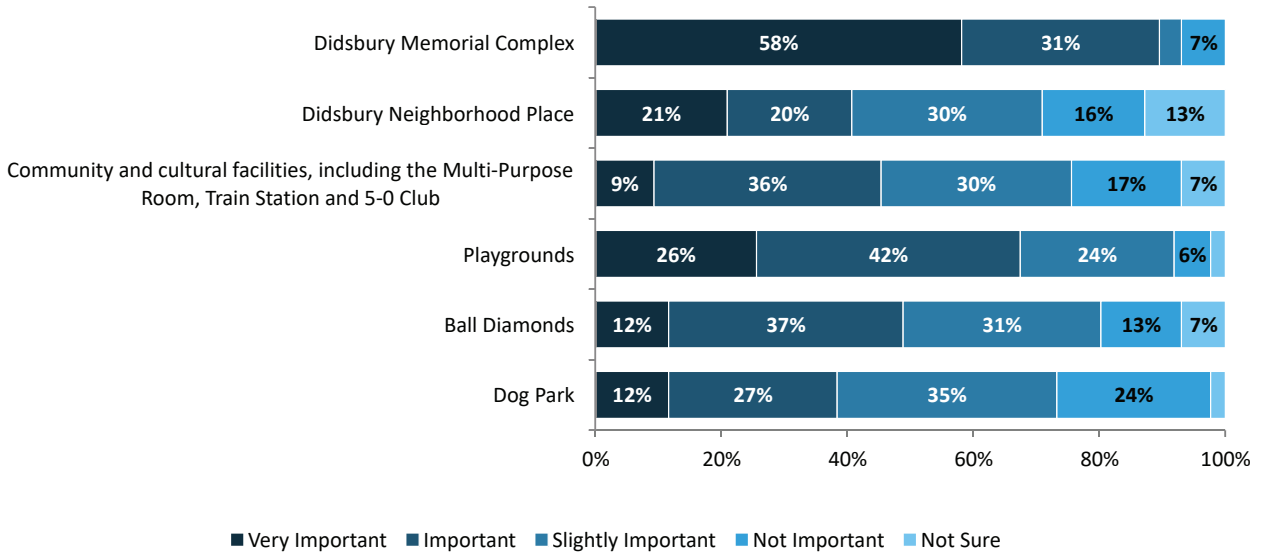


23



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How important is each facility to the community?

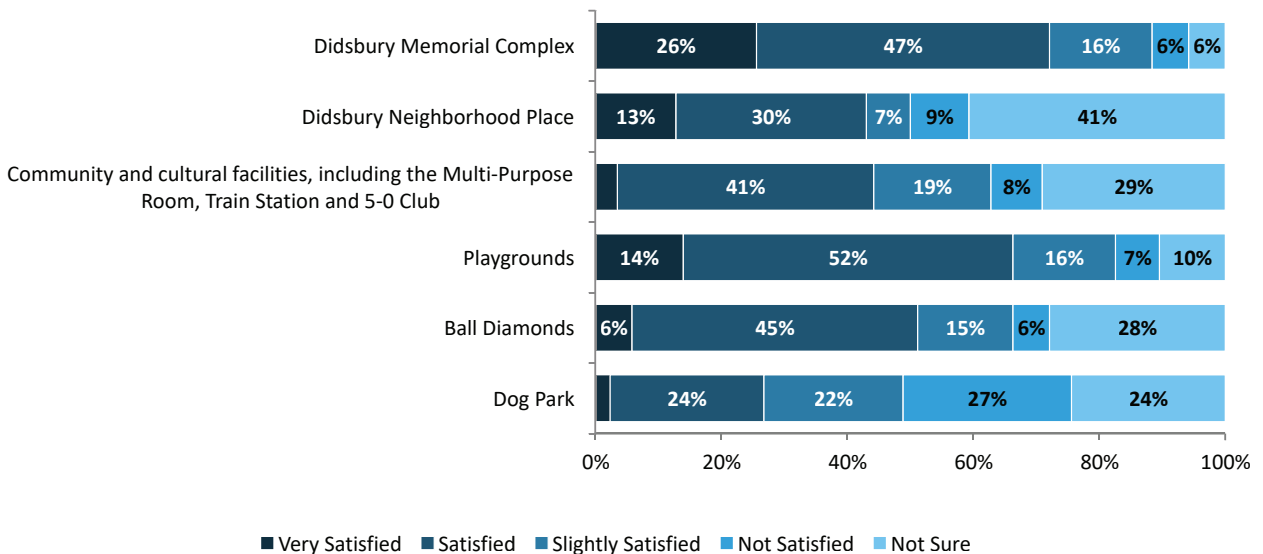


24



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How satisfied are you with each of the facilities?

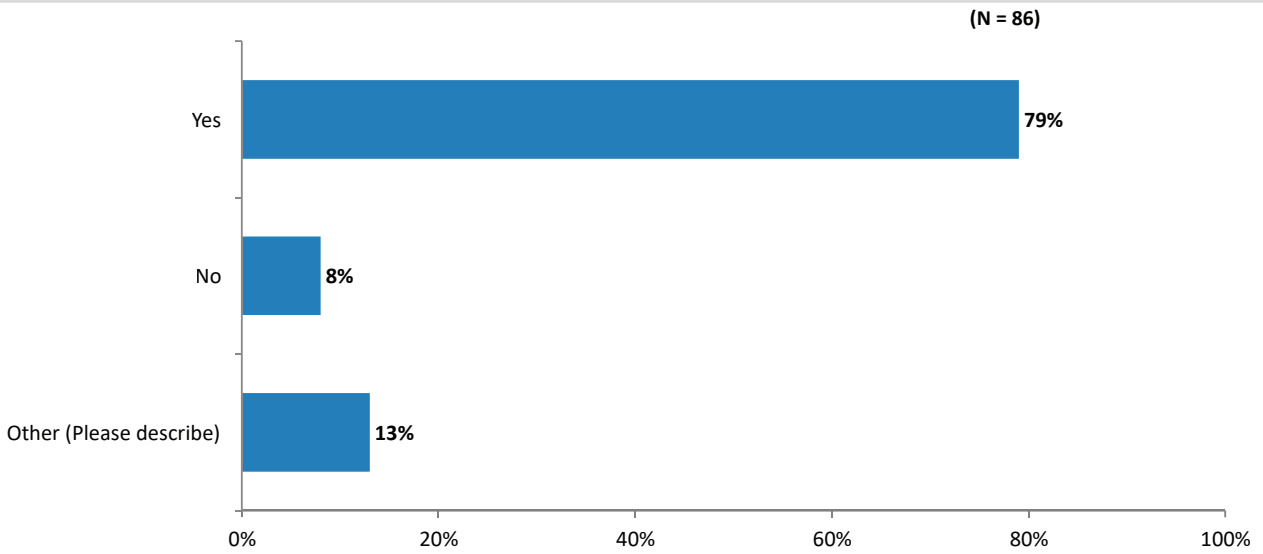


25



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Do you support the operating grant programs listed above?

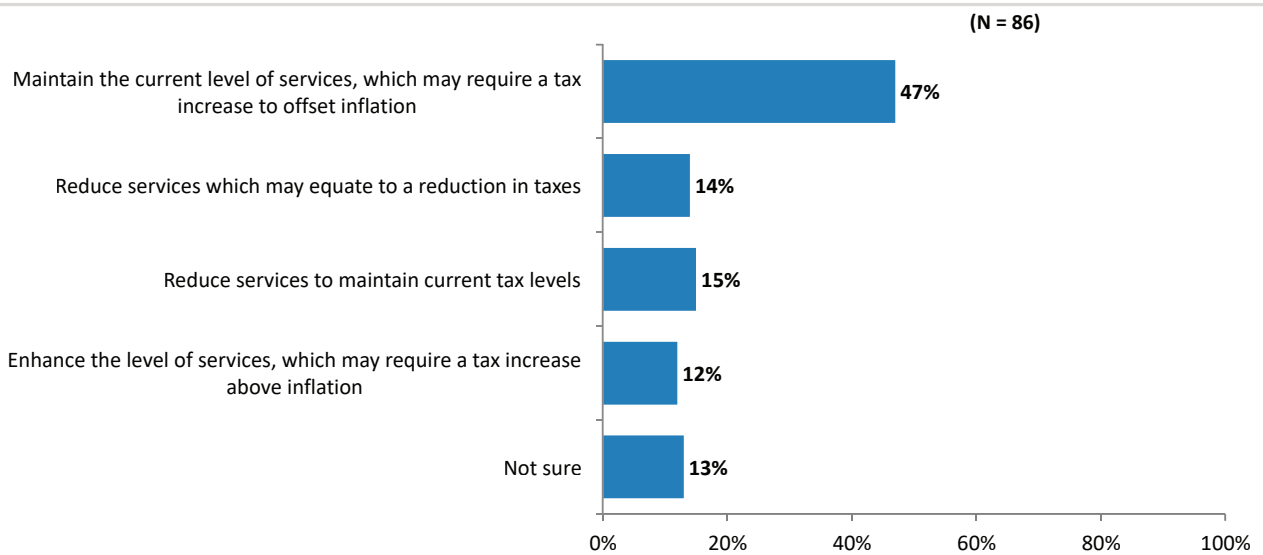


26



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Which of the following tax strategies do you support as it relates to recreation and community facilities?

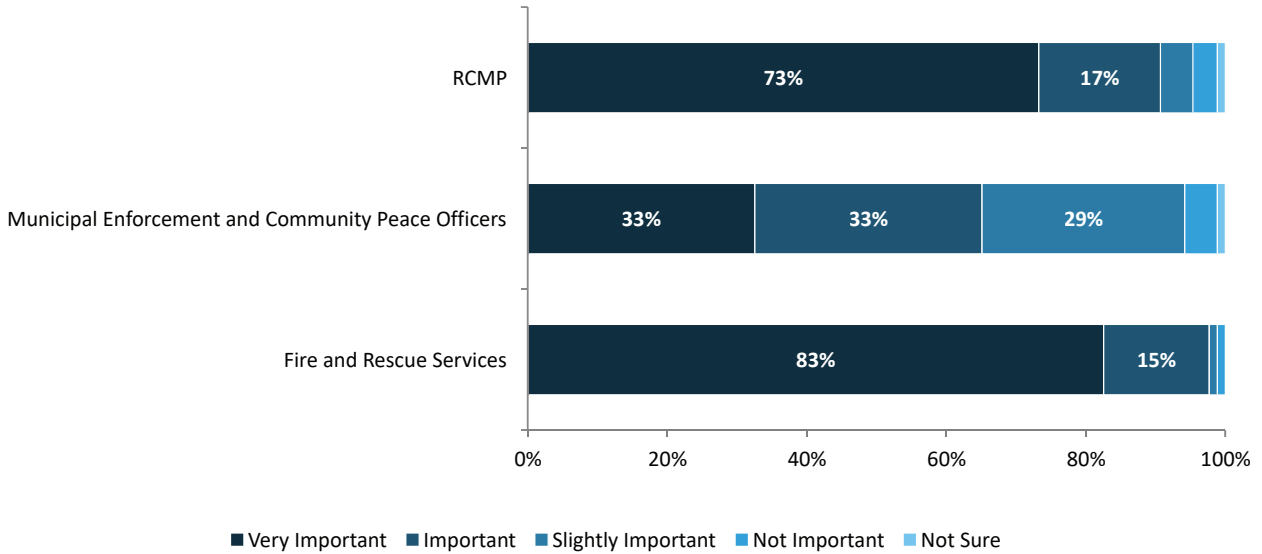


27



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How important is each service to the community?

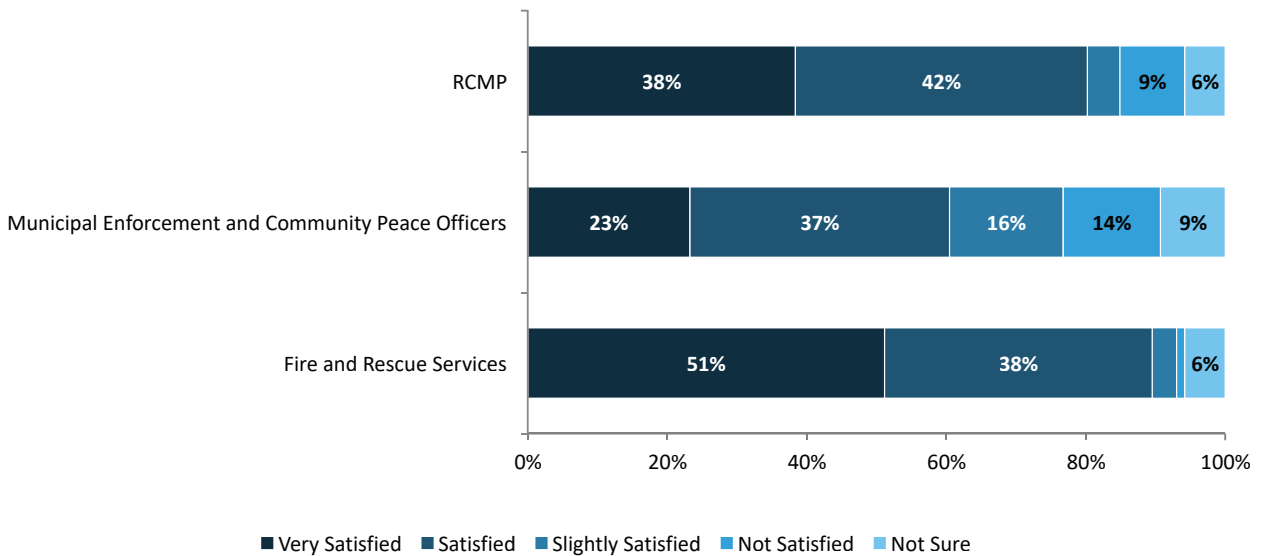


28



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How satisfied are you with each service?

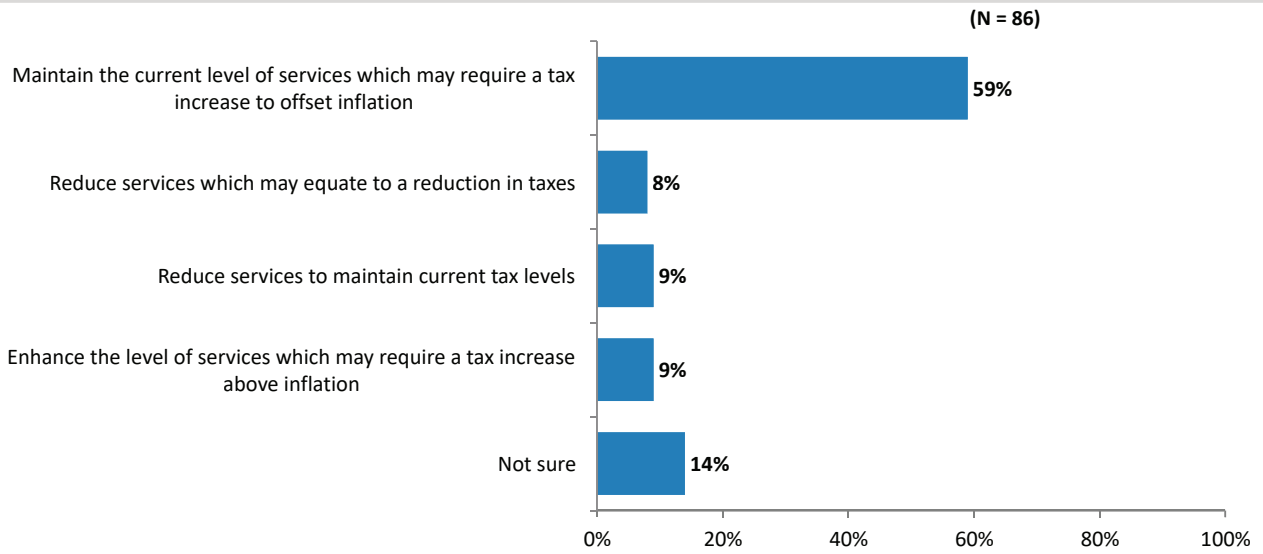


29

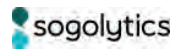


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Which of the following tax strategies do you support as it relates to Public Safety?

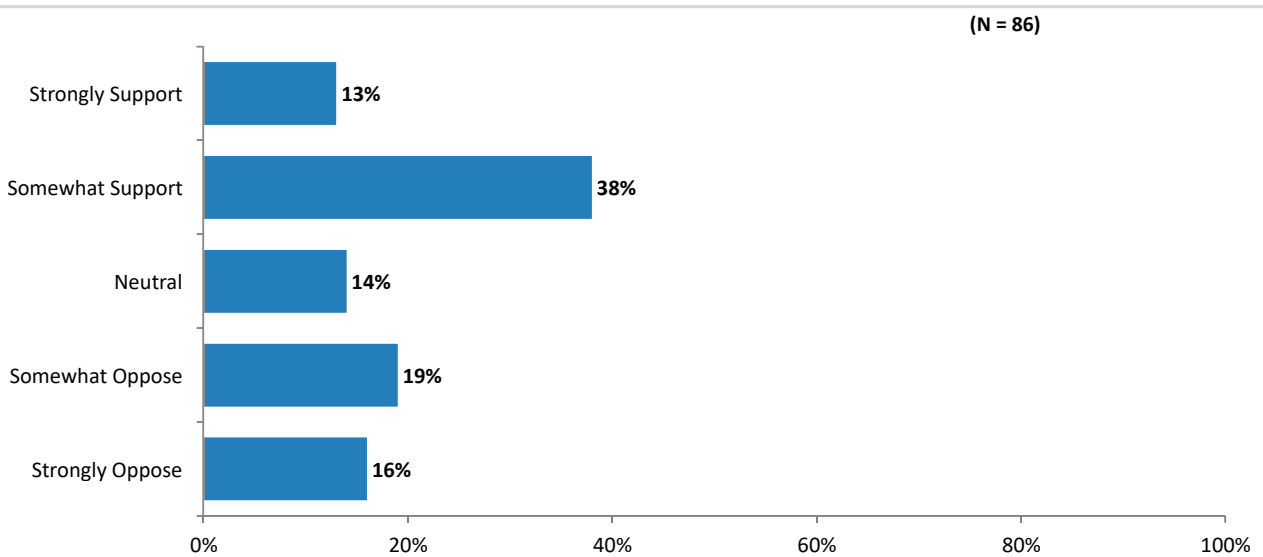


30



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Do you support the Town in increasing taxes to maintain or enhance current services?



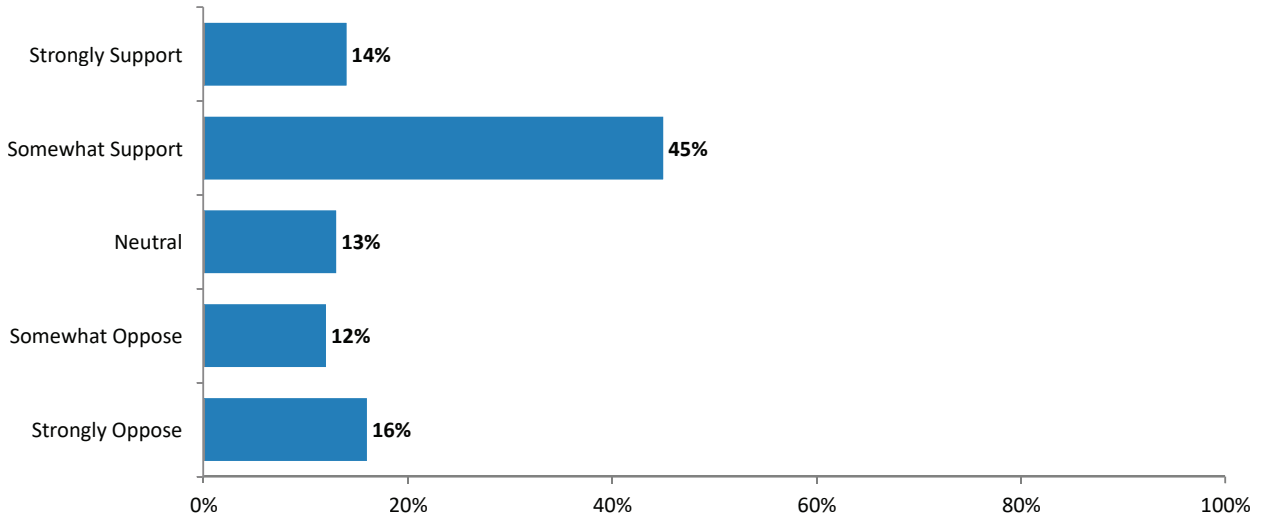
40



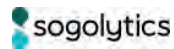
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Do you support the Town in increasing user fees to maintain or enhance current services?

(N = 86)



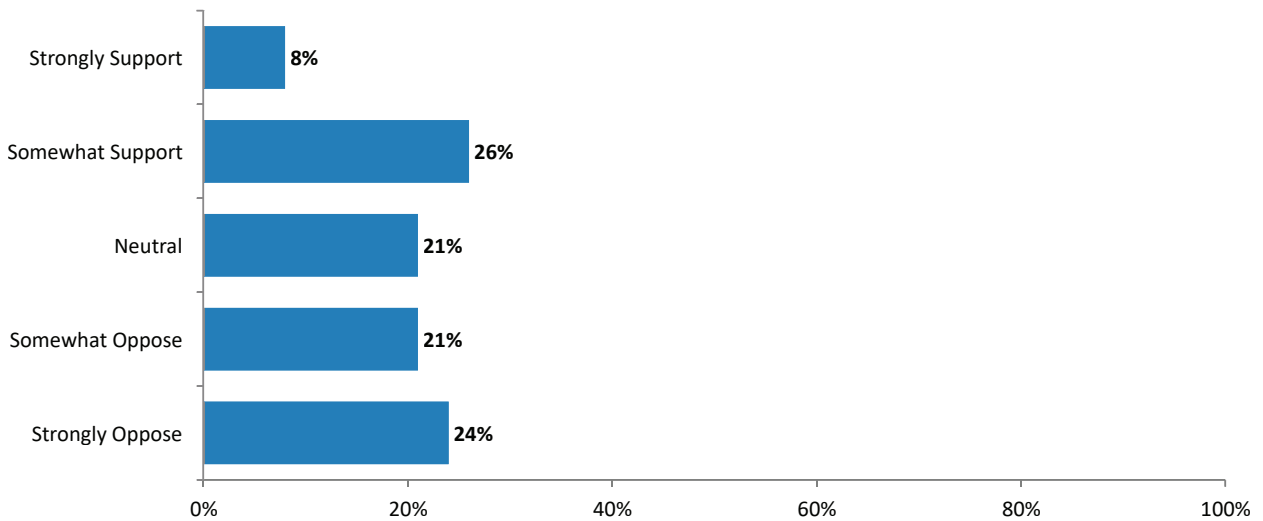
41



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Do you support the Town increasing taxes in the upcoming year to save for future capital requirements?

(N = 86)

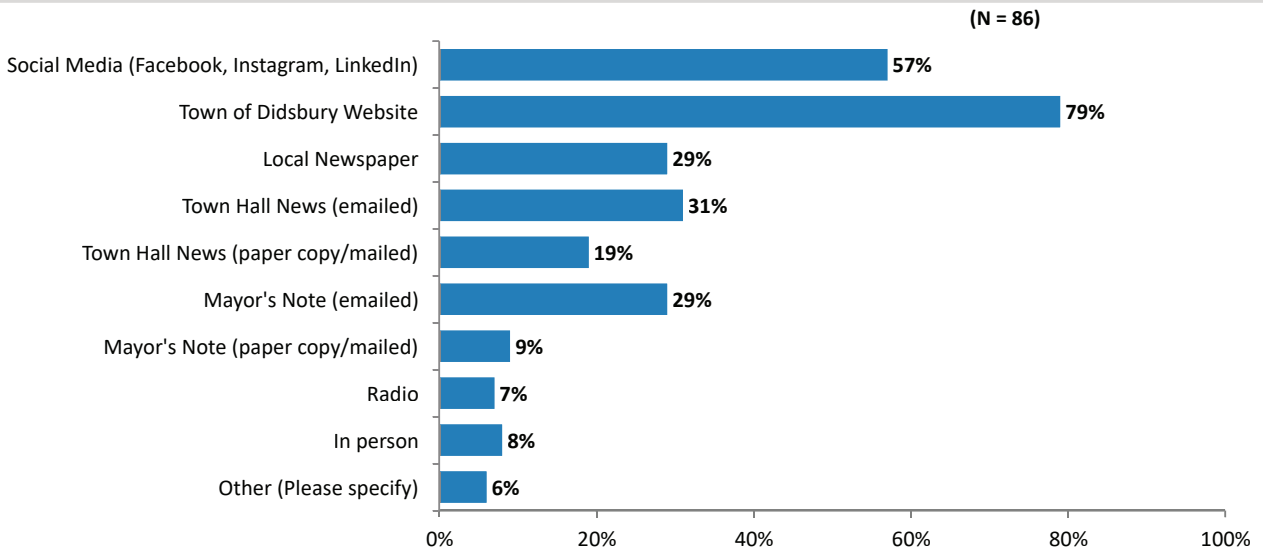


42



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How would you prefer to receive information about the Town's budget? (please check all that apply)

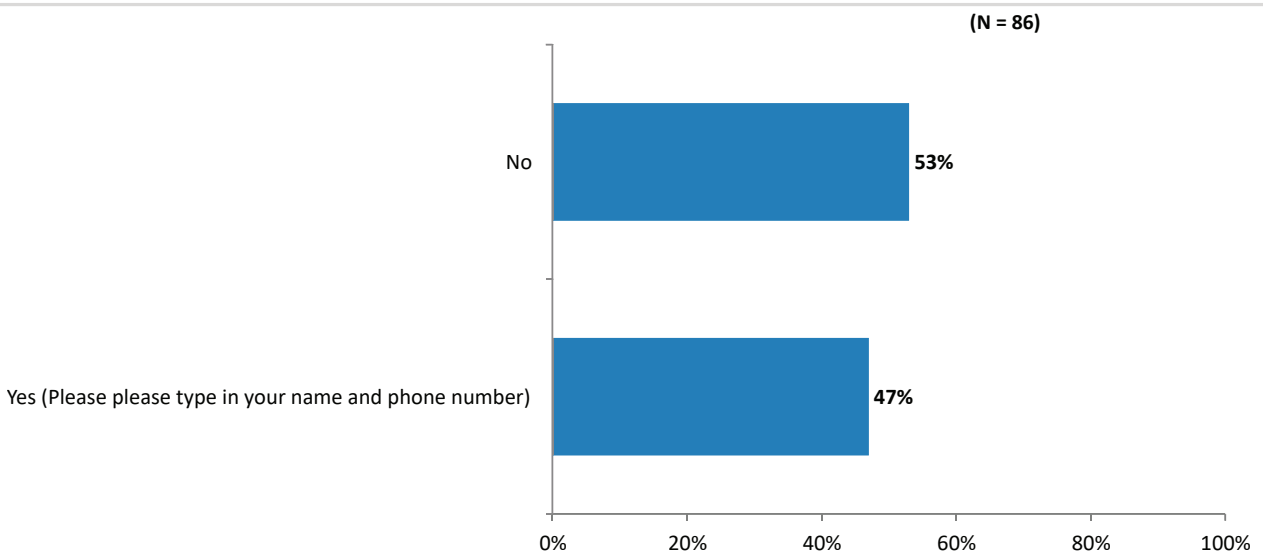


50



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Would you like to provide your name and contact information to be entered to win a \$100 Town of Didsbury utility bill credit?



51



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| |
|--|
| Survey Title: 2026 Public Budget Survey |
| Report Type: Verbatim |
| Start Date: 1-Oct-25 |
| End Date: 31-Oct-25 |
| Sent: 0 |
| Delivered: 0 |
| Bounced: 0 |
| Completed: 97 |
| Filtered Responses: 97 |
| Unique Access Rate: 0.00% |
| Incomplete: 0 |
| Incomplete Incl. in Report: 0 |

| |
|--------------------------|
| Filter(s) Applied |
| No Filter Applied. |
| Grouped By |
| No Grouping Applied. |

| Q31. If you had to REDUCE spending in one service area, what would it be? | | |
|---|--------------|--|
| SR No. | Response No. | Response Text |
| 1 | 1 | Where are deficits? Not making money in areas then cut it down until we are.review 8 year hx budget |
| 2 | 2 | No reductions in any services |
| 3 | 3 | Parks, playgrounds and open spaces |
| 4 | 6 | Snow removal. |
| 5 | 8 | Community events |
| 6 | 9 | Community events |
| 7 | 10 | Economic development |
| 8 | 11 | Community Events |
| 9 | 14 | Social services |
| 10 | 13 | Managers |
| 11 | 17 | I would love to find out why Didsbury is so broke. Highest property taxes, but we get nothing. |
| 12 | 20 | Employees in town office and maintenance |
| 13 | 21 | Number of peace officers, seems excessive for the population |
| 14 | 26 | Community events |
| 15 | 27 | Parks etc |
| 16 | 28 | Town events. Fund, attend and support community run events instead of duplicating + branding as Town |
| 17 | 29 | Not familiar enough with the current spending in each category to know which area could be reduced. |
| 18 | 30 | I am not sure. |

| | | |
|----|----|--|
| 19 | 31 | Economic development |
| 20 | 32 | Development |
| 21 | 33 | Areas that are not municipal responsibilities unless the are totally funded by the appropriate party |
| 22 | 35 | If new roads are built don't waste money with landscaped medians near intersections |
| 23 | 36 | Parks and recreation. |
| 24 | 38 | Economic Development |
| 25 | 39 | I can't think of where needs to reduce |
| 26 | 41 | Community events. |
| 27 | 44 | It's not a matter of reducing spending, it's getting more for your dollar. Drastic changes needed |
| 28 | 45 | Parks |
| 29 | 47 | Make sure that town office and other paid town positions do not have any overlapping duties |
| 30 | 48 | Wages |
| 31 | 49 | POLICE |
| 32 | 52 | Define this for us. |
| 33 | 54 | Winter snow clearing. |
| 34 | 55 | Recreation and Community Facilities |
| 35 | 56 | Ball diamonds are fine - stop upgrading property that is used 3 months of the year. |
| 36 | 57 | Town bylaw officers. We have RCMP. |
| 37 | 58 | Utilities if possible. Look for ways to reduce |
| 38 | 65 | Scaling back non-essential beautification projects like decorative infrastructure or tree planting |
| 39 | 66 | Planning and development. |
| 40 | 68 | Administrative costs related to planning and development |
| 41 | 69 | Roads...there's nothing wrong with gravel |
| 42 | 71 | Community Events |
| 43 | 72 | Reduce the parks, playgrounds and outdoor spaces. |
| 44 | 74 | Social and support |
| 45 | 75 | Maybe economic development or planning and development services |
| 46 | 77 | Social services and supports - please contact me should you require further clarification on this. |
| 47 | 79 | I would reduce spending on the library. Much more important things are needed to be funded |
| 48 | 80 | Administration seems inefficient & too big. Their focus should be to empower the community. |
| 49 | 81 | Economic Development |
| 50 | 82 | Economic development |
| 51 | 85 | Economic development. |

| | | |
|----|----|---|
| 52 | 87 | Economic Development, or at least streamline where the dollars are going. Make it make sense. |
| 53 | 91 | In all areas |
| 54 | 93 | Municipal police services. |
| 55 | 94 | Community events and parks |
| 56 | 95 | recreation and community facilities |
| 57 | 96 | The town shouldn't in Development. Town roll is balance the budget and infrastructure Cut staff |

Q32. If you had to INCREASE spending in one service area, what would it be?

| SR No. | Response No. | Response Text |
|--------|--------------|--|
| 1 | 1 | Don't. Didsbury has been losing money for many years and major and counsel have been self serving. |
| 2 | 2 | Replacing sidewalks. Would love to see a plan whether it be 10 or 20 years |
| 3 | 3 | Roads and other infrastructure maintenance. |
| 4 | 6 | Proper safe well lit sidewalks and pathways. |
| 5 | 8 | Low income housing and pet friendly places |
| 6 | 9 | Roads and snow removal It would also be nice to see Didsbury have its own splash park |
| 7 | 10 | Social services, events |
| 8 | 11 | Road Infrastructure |
| 9 | 14 | Roads |
| 10 | 13 | Roads general infrastructure |
| 11 | 15 | Repave of 22nd st. Roughest road in town |
| 12 | 16 | Growth in our downtown core Better support/expansion for the library |
| 13 | 17 | Maintenance for the entire town, Didsbury looks so bad compared to other towns. |
| 14 | 19 | Roads |
| 15 | 22 | Parks, open spaces |
| 16 | 25 | Roads and aging underground infrastructure |
| 17 | 26 | Economic development |
| 18 | 27 | Infrastructure |
| 19 | 28 | Parks - walking path systems, off leash areas, cross country ski areas, community gardens |
| 20 | 29 | Same as previous answer. |
| 21 | 30 | Cleaning in public areas, parks and beside the rink. |
| 22 | 31 | Infrastructure maintenance |
| 23 | 32 | Community engagement |
| 24 | 33 | Infrastructure maintenance and renewal |
| 25 | 35 | Actually maintain the landscaped medians we have. The one |

| | | |
|----|----|---|
| | | by the South Bethany is embarrassing |
| 26 | 36 | Roads and other Infrastructure Maintenance |
| 27 | 38 | Roads |
| 28 | 39 | Plan to build the fence so the train doesn't honk all night. handicaps parking sidewalk access |
| 29 | 41 | Roads |
| 30 | 44 | First impressions |
| 31 | 45 | Infrastructure |
| 32 | 46 | Roads for 3 years then community |
| 33 | 47 | Infrastructure and road maintenance |
| 34 | 48 | Roads and infrastructure |
| 35 | 52 | Define this for us. |
| 36 | 53 | Recruiting and retaining commercial and industrial business into town |
| 37 | 54 | Nothing really. I'm very happy with the level of service provided by the Town. |
| 38 | 55 | Planning and Development |
| 39 | 56 | Dog park needs to be upgraded and is horrible. We need a better dog park. |
| 40 | 57 | Infrastructure. Lines in 23 Ave in NW part of town are very old. |
| 41 | 58 | Install railroad fence to stop train horn. Use fund raising not tax dollars. |
| 42 | 59 | Infrastructure/walkability |
| 43 | 62 | Road repairs - in particular 23 street north of Hwy 582 |
| 44 | 63 | Roads and other infrastructure |
| 45 | 65 | Funding for infrastructure and emergency services to meet growing community needs |
| 46 | 66 | Recreation |
| 47 | 68 | Economic development |
| 48 | 69 | Recreation - please take care of our pool and arena |
| 49 | 71 | Roads |
| 50 | 72 | Infrastructure. |
| 51 | 73 | Recreation & community facilities - this is the heart of Didsbury... |
| 52 | 74 | Roads |
| 53 | 75 | Recreation and community facilities |
| 54 | 77 | Economic Development - Hotel, new business attraction, keeping business owners local to Didsbury. |
| 55 | 79 | I would increase it in EDev,s pecifically targeting and helping rebuild our downtown shopping core |
| 56 | 80 | Self perform basic infrastructure work by redirecting the grant flow away from fat contracts. |

| | | |
|----|----|---|
| 57 | 81 | Road and other Infrastructure |
| 58 | 82 | Road and other Infrastructure Maintenance |
| 59 | 84 | Economic Development: Marketing the Town as an affordable place families can call home. |
| 60 | 85 | Roads and sidewalks |
| 61 | 86 | Outdoor area walking trails |
| 62 | 87 | Community services. |
| 63 | 89 | economic development |
| 64 | 91 | In order to increase spending we need to be taking in more money. This in N/a. |
| 65 | 93 | Recreation and community spaces. |
| 66 | 94 | Roads and economic development |
| 67 | 95 | planning and development |
| 68 | 96 | I would not increase spending |

Q43. What major infrastructure or service investments would you like to see in Didsbury over the next four years?

| SR No. | Response No. | Response Text |
|--------|--------------|---|
| 1 | 1 | Build houses and get more people here or business. No more liquor or weed shops |
| 2 | 2 | Walkability of neighbours which can connect all residents to all areas of town. |
| 3 | 3 | Roads and Sidewalks |
| 4 | 6 | Proper street lighting to make it safe to walk. Better sidewalks. Utilizing more downtown space. |
| 5 | 8 | Housing |
| 6 | 10 | Roads and pathways |
| 7 | 11 | Roads fixed. All sidewalks wheelchair accessible. More business to invest in Didsbury. |
| 8 | 14 | A spray park |
| 9 | 13 | Roads, noise reducing, pedestrian corridors (some areas not easily accessible) public info boards |
| 10 | 15 | Repave of 22nd st. |
| 11 | 17 | Find out why the town is so broke, figure out where the money is going and go from there. |
| 12 | 19 | Getting the roads fixed where it is needed |
| 13 | 22 | More bike pathways, more natural areas to walk in around town |
| 14 | 24 | Fixing the road on 23 st between the train tracks and snow removal in winter |
| 15 | 25 | Roads and aging underground infrastructure |
| 16 | 26 | -Complete new water reservoir and secure aging infrastructure -finally address the aging library |

| | | |
|----|----|--|
| 17 | 27 | Stronger and firmer control of Major infrastructure projects. Having Engineers do ore intense evalu |
| 18 | 29 | Walking path along 582 bypass road. A pedestrian is going to get hit on that highway yet. |
| 19 | 30 | I'd like to see more cleanliness in the park areas and more enforcement of littering etc. |
| 20 | 31 | Water tower repairs |
| 21 | 32 | Refurbish downtown. Not new development. Are schools big enough for planned growth? |
| 22 | 33 | Sustainable water, sewer, storm. 23 Street north of the tracks |
| 23 | 35 | Do what needs to be done so the train stops honking. |
| 24 | 36 | Complete the hookup to the east reservoir. Assess the Butte reservoir & replace if necessary. Roads |
| 25 | 38 | 23rd Street N of 582, rehabbing the golfer painting. |
| 26 | 39 | Handicap parking accessibility seems impossible in front of drugstore and medical clinic. |
| 27 | 41 | More things for families and children, more opportunities for growth of the community. |
| 28 | 44 | Fix entrance roads |
| 29 | 46 | Road past Savion towards train tracks. |
| 30 | 47 | Water and sewer main inspected and replaced Resurfacing roads Connected walkways Crossing lights |
| 31 | 48 | Bylaw to penalize uncompleted projects(condo building by checkers) Road improvements |
| 32 | 52 | A splash park for young families. Create and finish new basketball courts at the complex. |
| 33 | 53 | More commercial/industrial business to help generate more tax revenue to pay for infrastructure |
| 34 | 54 | I'm biased, but I would love to see some outdoor pickleball courts. |
| 35 | 56 | New dog park. Keep developers honest |
| 36 | 57 | Road repairs. We supposedly bought a machine for repairing potholes. We shouldn't have any potholes. |
| 37 | 58 | Railroad fence to stop the horn blowing. Use fundraising instead of tax dollars |
| 38 | 62 | Fix 23rd Street north of hwy 582 between the tracks. |
| 39 | 65 | Invest in roads, water/sewer, community spaces, and emergency services |
| 40 | 66 | Properly fixing the roads, not just putting a bandaid on it. |
| 41 | 67 | Fix the roads the right way the first time |
| 42 | 69 | Take care of the water situation |
| 43 | 70 | This town could use more accessibility features please. |
| 44 | 71 | Road repairs, and infrastructure maintenance. |
| 45 | 72 | Fix 23 street, better access for valarosa. |

| | | |
|----|----|--|
| 46 | 74 | Fix the road by save on foods |
| 47 | 75 | Connectivity plan (Valarosa), roads, street lighting (campground road is DARK!), splash park |
| 48 | 77 | Downtown revitalization |
| 49 | 79 | An overhaul of our downtown core and upgrading of aesthetics on main street to attract visitors |
| 50 | 80 | An accurate, accountable Capital Asset Management Plan is required. The public has no idea or input. |
| 51 | 81 | Work with AT to determine trigger points for 582 intersection upgrades. Sidewalk on 21 Street to com |
| 52 | 82 | Road in front of the Didsbury Museum repaired Moose Fence Park retained as a municipal park |
| 53 | 84 | New subdivision development and marketing to attract more families to make Didsbury home. |
| 54 | 85 | Road improvements. Lots to choose from. |
| 55 | 87 | Service investment: Community services & Infrastructure investment: Roadworks |
| 56 | 91 | Selling the memorial complex to a private company |
| 57 | 92 | More walking paths |
| 58 | 93 | New library. |
| 59 | 94 | All roads that need to be repaired be resurfaced particularly at entrances |
| 60 | 95 | fix 23 Street out by Save on Foods and sidewalks in all residential areas, at least on one side |
| 61 | 96 | Roads, town owned buildings, water sewer, |

Q47. Do you have any other feedback that you wish to provide regarding the 2026 budget?

| SR No. | Response No. | Response Text |
|--------|--------------|--|
| 1 | 1 | Review books over the past 8 years.stop building rec centres for a town that only has 5000 people |
| 2 | 6 | Less snow removal. Fix the back road to Olds by the train tracks. |
| 3 | 14 | The roads need to be addressed and fixed all throughout town |
| 4 | 13 | Cut |
| 5 | 15 | We dont receive enough back what we pay in taxes. Our taxes are already higher than surrounding area |
| 6 | 16 | I am happy with the services that are covered by my taxes. I do worry about higher taxes and costs. |
| 7 | 17 | Fix the town without upping our taxes. Our taxes are high enough. People will leave this town. |
| 8 | 18 | How about finding cost savings in the budget instead of always asking if we want to pay more. |
| 9 | 22 | Invest more in natural areas and bike paths—more pedestrian connectivity around town. |

| | | |
|----|----|--|
| 10 | 24 | I think the budget has been mismanaged and should be transparent |
| 11 | 27 | An improvement in road line painting and shoulder designation |
| 12 | 35 | Re-zone those lots in shantz to allow some industrial bays to open up and lower the lot prices |
| 13 | 38 | Discovery Didsbury was awesome! Love more events like that. |
| 14 | 39 | Ride a wheel chair to see how access is not available in areas |
| 15 | 43 | I want my town to quit growing!! |
| 16 | 44 | You raise taxes, this place will be a ghost town. This town needs to budget better, reduce overhead |
| 17 | 46 | Had council come up with any ideas to keep taxes the same without increasing taxes? There is always |
| 18 | 47 | Advance advertising meetings using paid media Publish lists of town info for each household/business |
| 19 | 48 | Increase library budget Individual user fees decreased Dog park moved to old high school site. |
| 20 | 54 | Thank you for reaching out to the citizens to get their opinions. |
| 21 | 57 | Spend the tax dollars more wisely to help reduce taxes. Our taxes are some of the highest around. |
| 22 | 58 | Use fundraising evens to pay for community projects. Concerts, lotteries ect. |
| 23 | 63 | No increases in Office staff and council members wages. |
| 24 | 65 | Support infrastructure & safety; want transparency in how admin manages operating budget. |
| 25 | 66 | Like to see a breakdown of the taxes so we can answer this survey better each year |
| 26 | 68 | Our taxes are already too high and until things change, we won't attract new young families/business |
| 27 | 71 | I think that certain programs could have funding reduced to offset the increase for infrastructure |
| 28 | 75 | Try to find a good balance and plan ahead, not just for right now |
| 29 | 79 | Add the category, more efficiency, maintain taxes. Give people a chance to choose this option |
| 30 | 80 | Survey wrongly presumes that admin/ops efficiency is prioritized & unquestionable. Must recalibrate. |
| 31 | 81 | major infrastructure or service investments continued. to the complex. Keep moose fence park a park |
| 32 | 82 | Continue finalizing the capital budget before December 31, 2025. |
| 33 | 85 | Reduce recreation and culture services. Invest into roads and pipes. We don't need to grow. |
| 34 | 94 | We would like to see the services we currently have be improved with the high taxes we already pay. |
| 35 | 96 | . Funding = tax payer. Every level of government wants to |

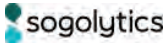
increase tax. Stop cutting off my coments!

Appendix B

Public Satisfaction Survey Results

Town of Didsbury Public Satisfaction Survey 2026

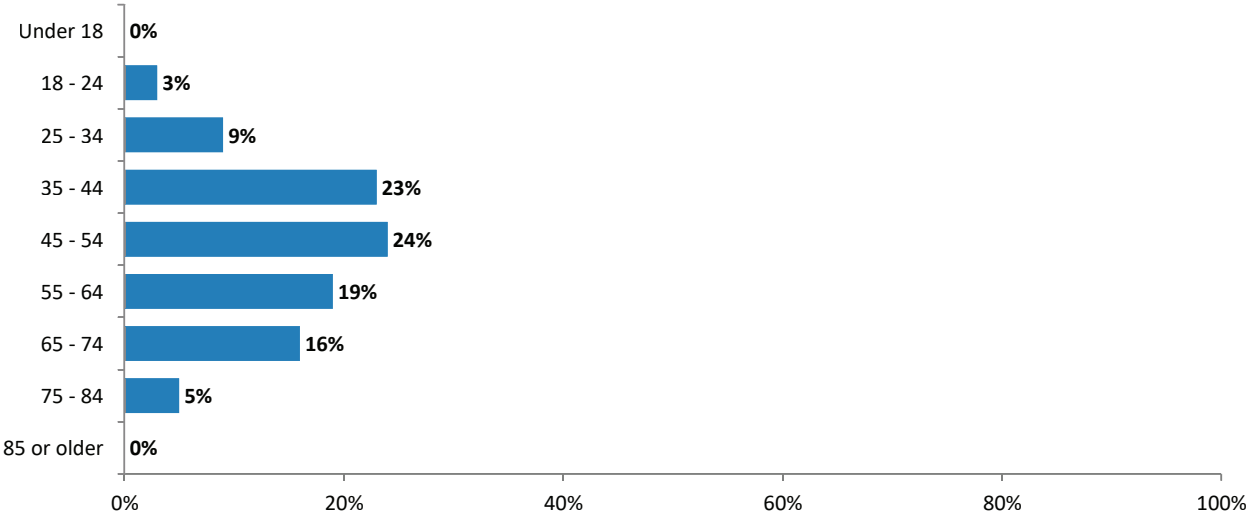
February - 2026



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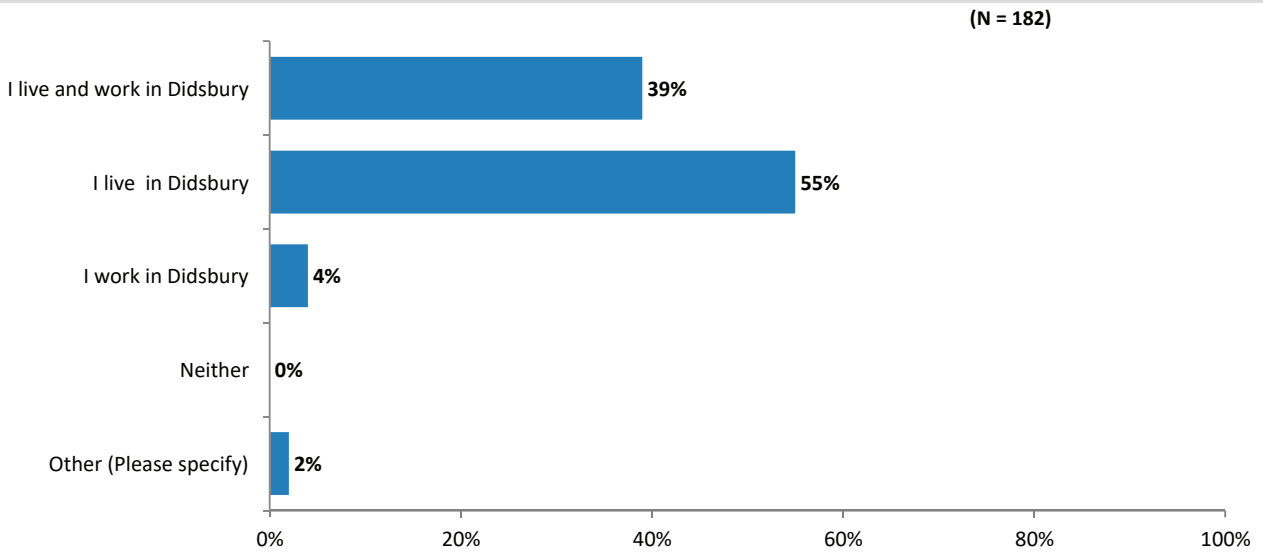
What is your age?

(N = 182)

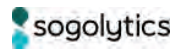


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Please select the option that best describes you.

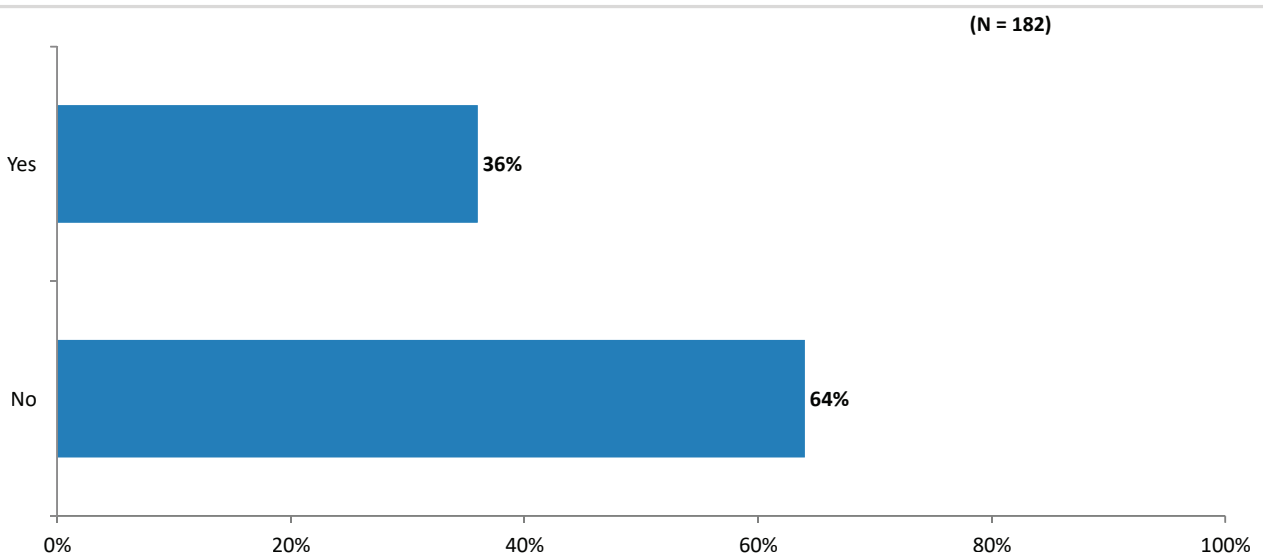


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Do you volunteer for any organizations in Didsbury?



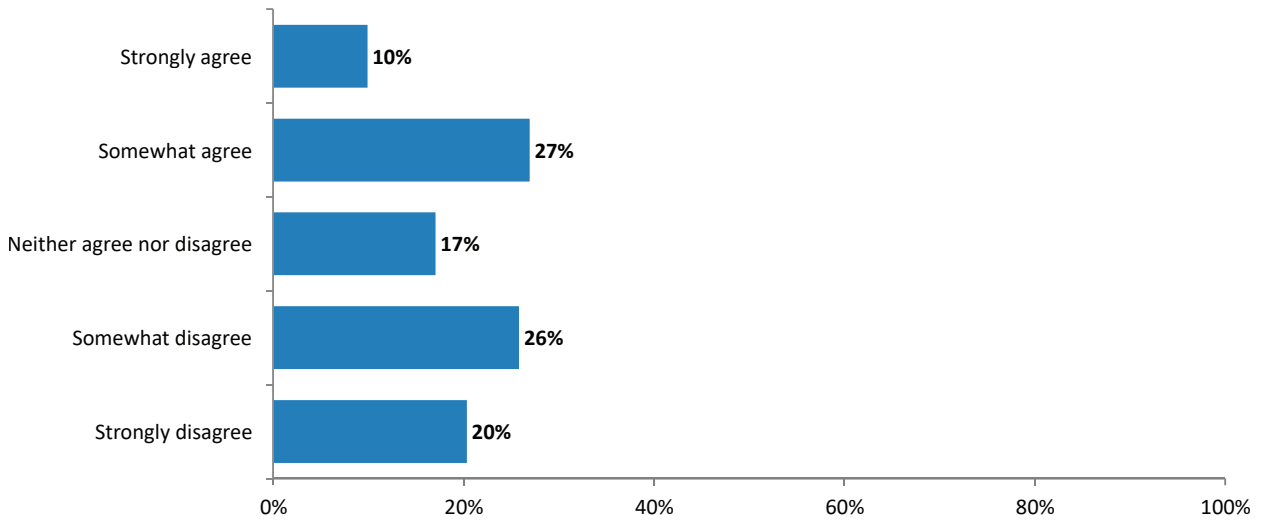
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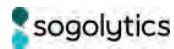
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Considering the current service levels provided by the Town of Didsbury:: Do you feel town taxation rates are reasonable?

(N = 182)



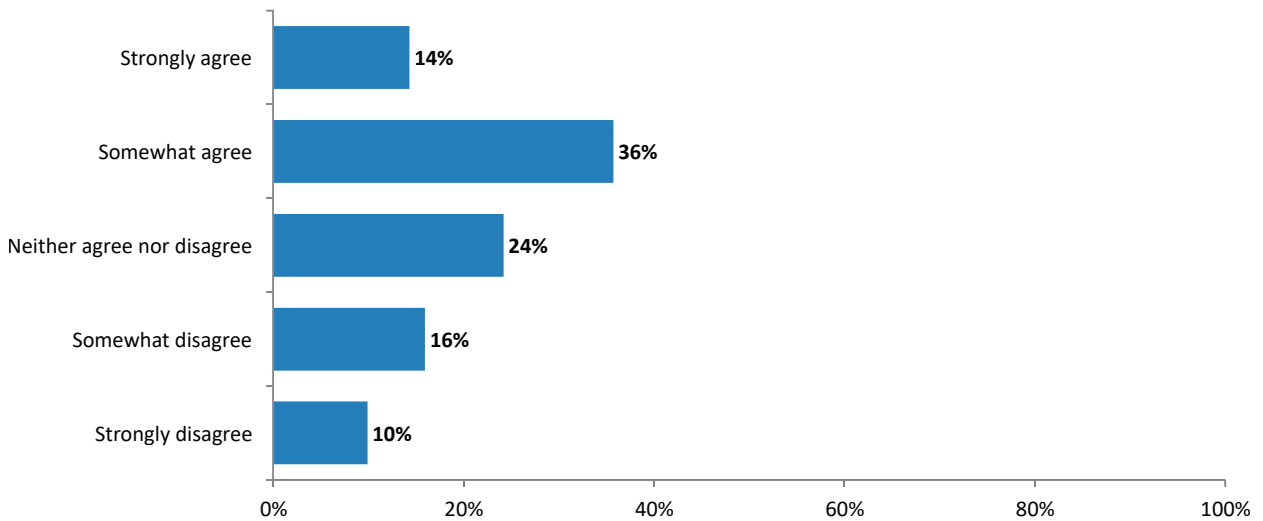
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Considering the current service levels provided by the Town of Didsbury:: Do you feel town user fees are reasonable?

(N = 182)

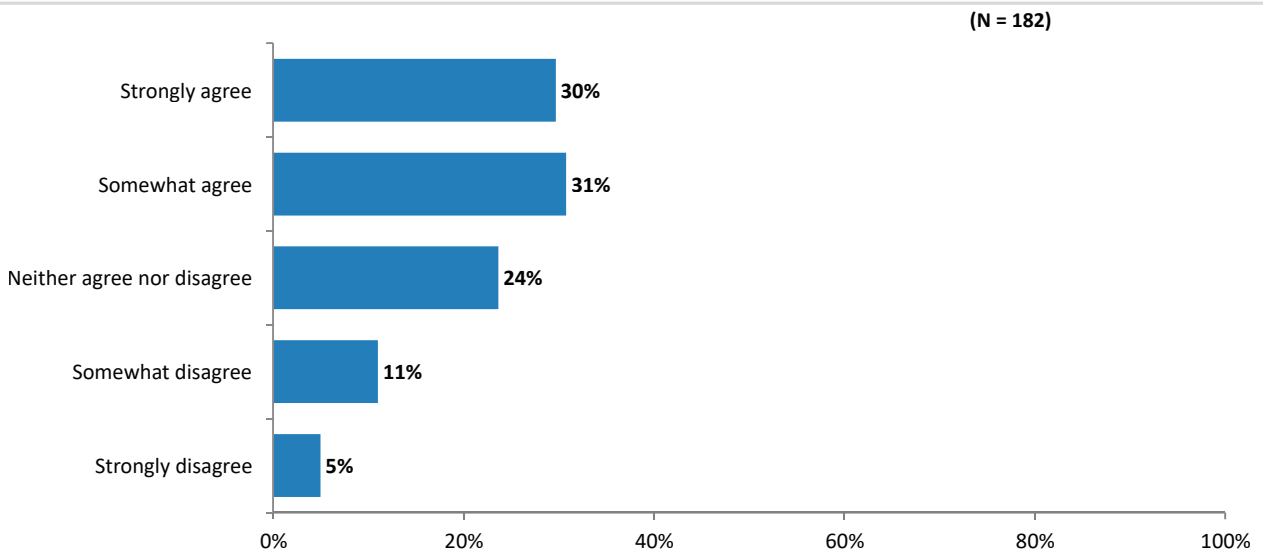


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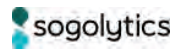


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Considering the Town of Didsbury administration:: When I contact the Town with questions or concerns, I receive a prompt response.

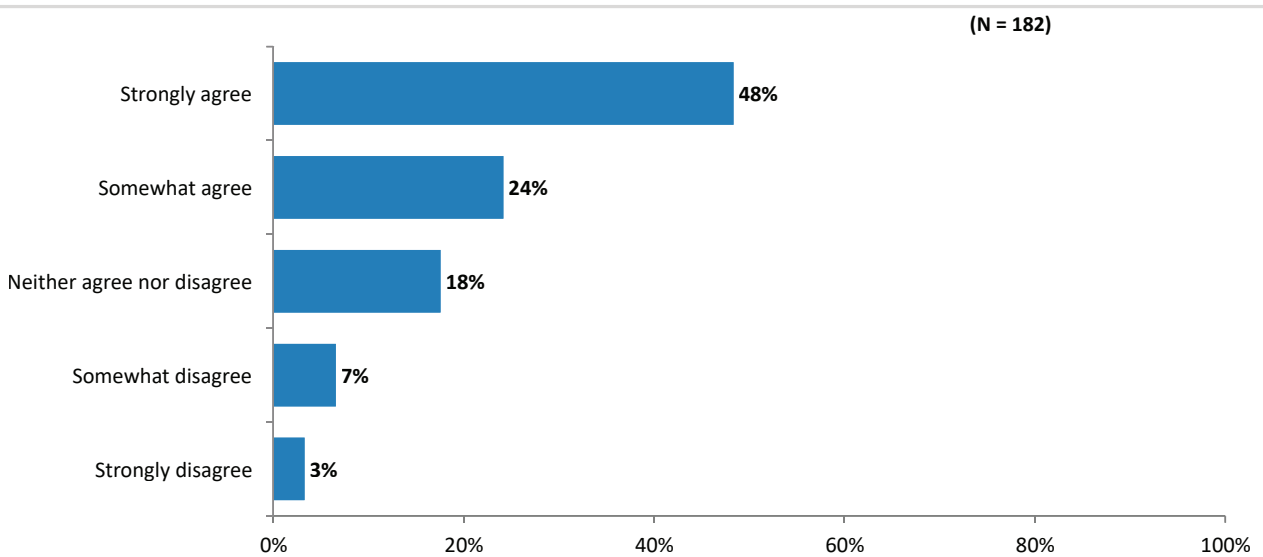


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Considering the Town of Didsbury administration:: When interacting with administration I am treated in a professional, respectful and courteous manner.



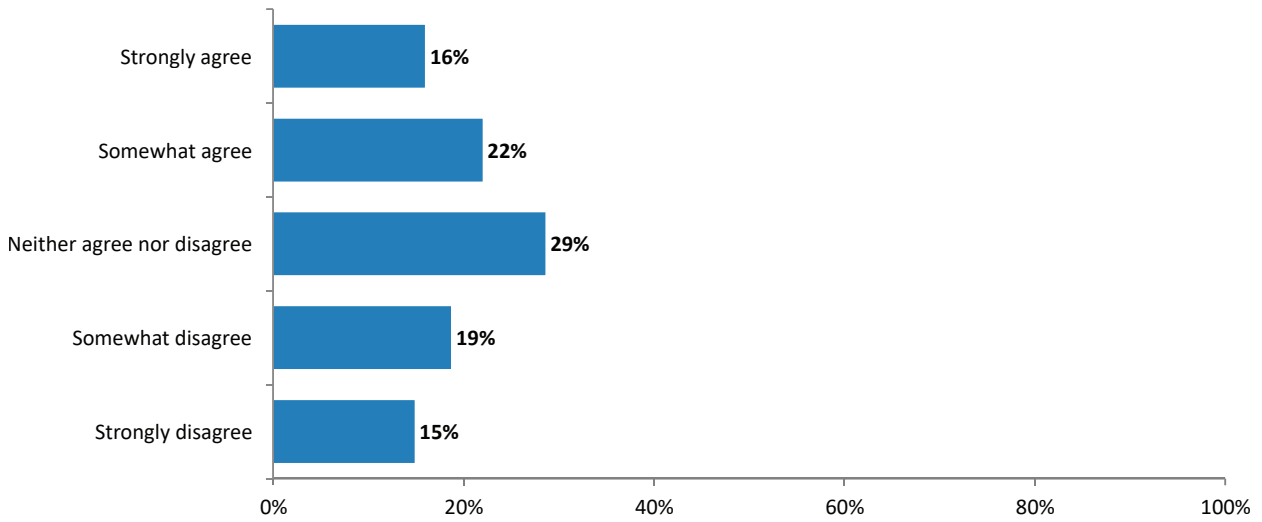
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Considering the Town of Didsbury administration:: The concerns that I have brought to the Town have been dealt with effectively.

(N = 182)



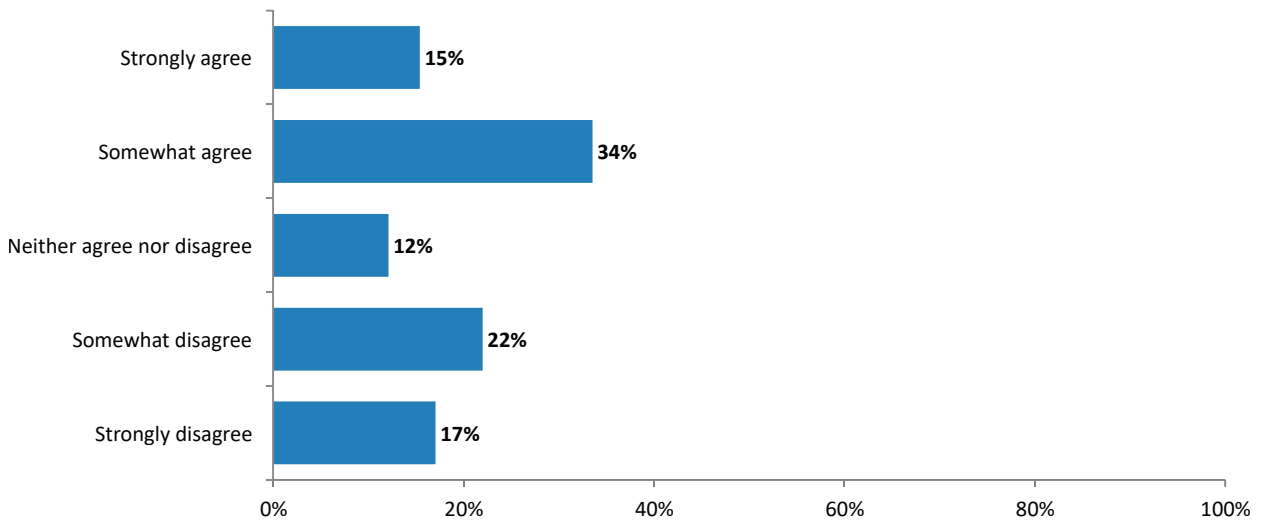
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Considering the Town of Didsbury administration:: The Town provides good communication to residents.

(N = 182)



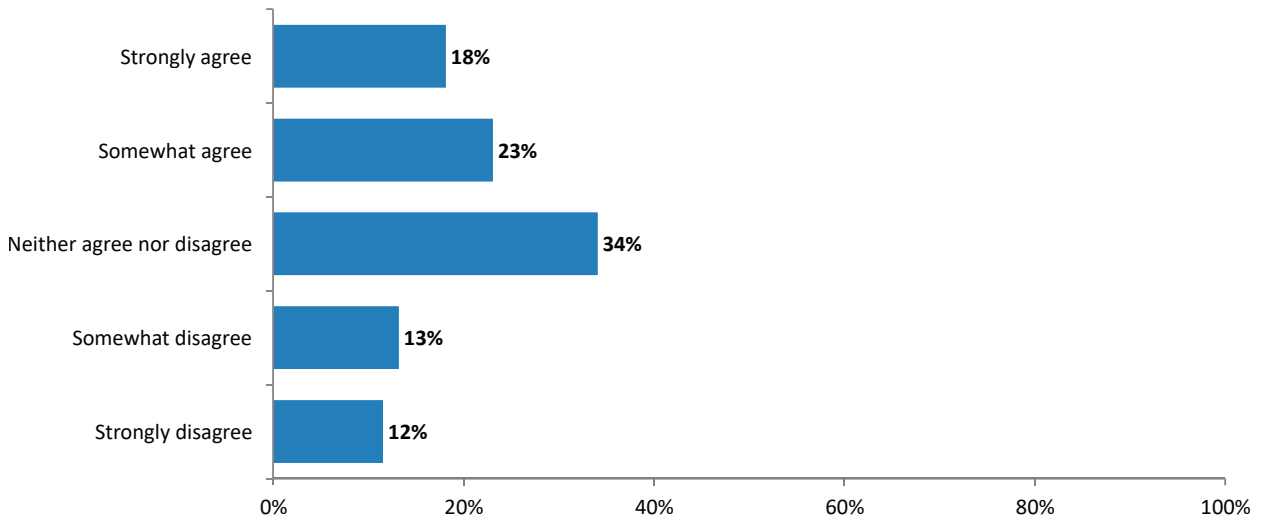
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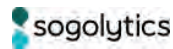
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Considering the Town of Didsbury administration:: I believe that the Town has an appropriate level of staffing to provide services to residents.

(N = 182)



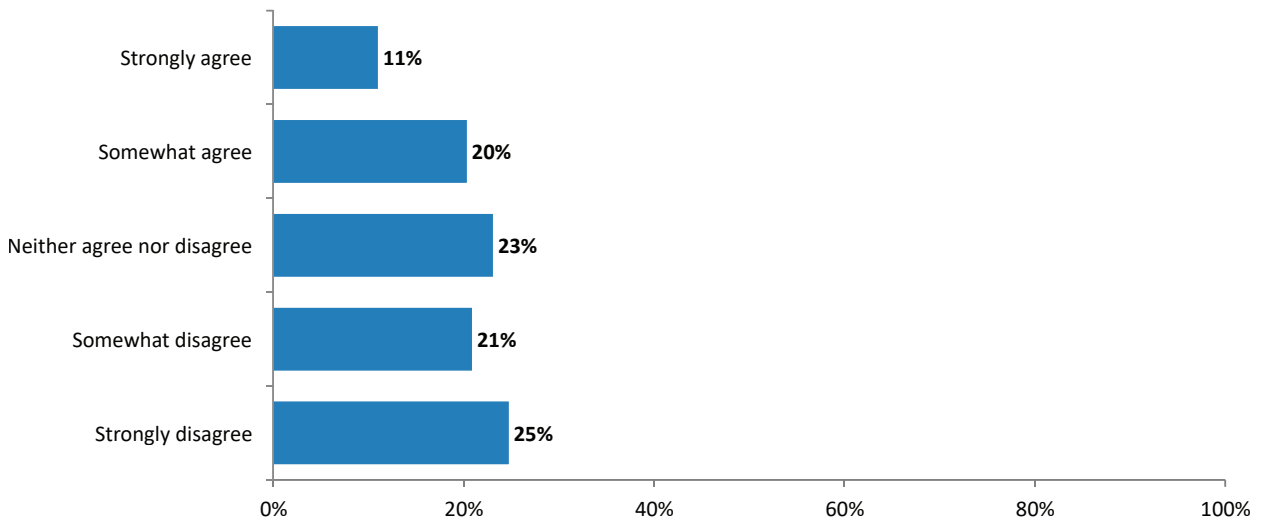
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Considering the Town of Didsbury Council:: I believe that the Town Council is making decisions in the best interests of the community.

(N = 182)



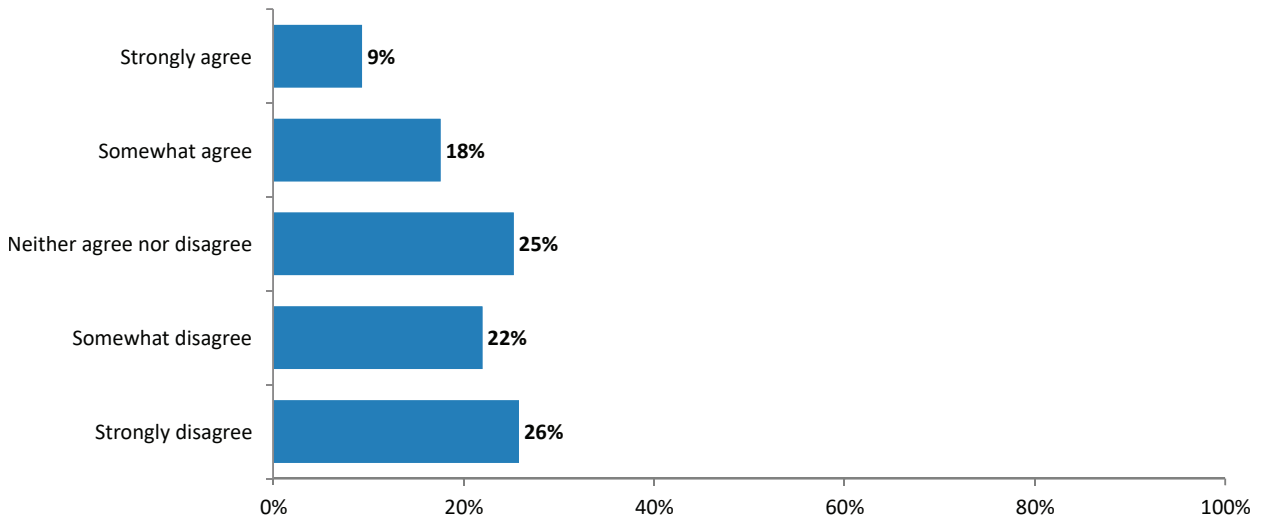
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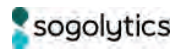
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Considering the Town of Didsbury Council:: I believe the Town Council operates in a transparent manner when discussing Town business.

(N = 182)



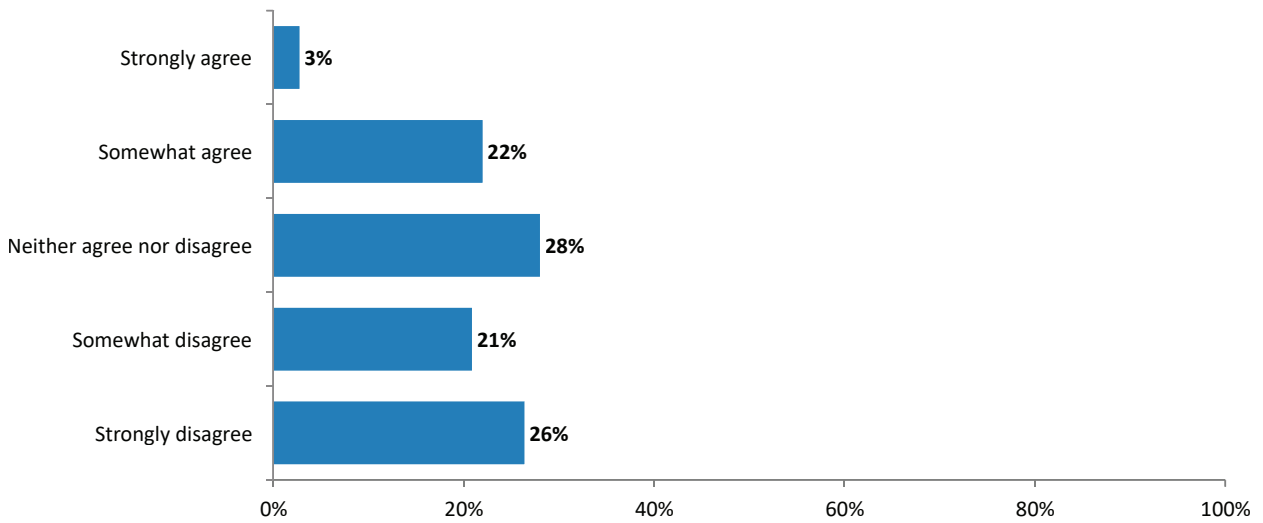
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Considering the Town of Didsbury Council:: I believe that the Town is financially well managed.

(N = 182)



14



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| | |
|---|----------------------|
| Survey Title: Town of Didsbury Public Satisfaction Survey 2026 | |
| Report Type: Verbatim | Language: All |
| Start Date: 8-Feb-26 | |
| End Date: 30-Apr-29 | |
| Sent: 0 | |
| Delivered: 0 | |
| Bounced: 0 | |
| Completed: 182 | |
| Filtered Responses: 182 | |
| Unique Access Rate: 0.00% | |
| Incomplete: 0 | |
| Incomplete Incl. in Report: 0 | |

| |
|--------------------------|
| Filter(s) Applied |
| No Filter Applied. |
| Grouped By |
| No Grouping Applied. |

Q14. What suggestions do you have to improve the quality of services to residents provided by the Town?

| SR No | Response No. | Response Text |
|-------|--------------|---|
| 1 | 3 | We need a outdoor ice rink and a Waterpark. Give more for people to do |
| 2 | 4 | Ensure staff have training in dealing with the public. Treat people with respect. Keep the flowers alive. |
| 3 | 5 | Improved road maintenance/snow removal Investment in safe pathways/parks Commitment to continuous improvement of shared spaces |
| 4 | 6 | Some questions were not applicable but there was no dropdown option for that. Not sure of user fees as I don't really use anything. Some of the Council questions while good they have only been in place for just over 2 months. Hard to evaluate in that short time frame. Thanks for allowing input and feedback! |
| 5 | 7 | Making Didsbury a walkable town. Well lit streets and even sidewalks would be fantastic. Half the streets in downtown barely have a street light and it's unacceptable. Walking after dark is unsafe and treacherous at best. More regular compost and recycling pick ups. Better street cleaning. The street cleaning is terrible. I have the same rocks and dirt on my street curb that have been there for 5 years. Even when you call to have them come back they still don't do a good job. Better training on how to operate equipment? Better equipment? |
| 6 | 8 | Low income would help, actual help for people who are needing a food hamper and do not have a vehicle. Have the streets and side walks be a priority. Having three to four inches of ice on roads and sidewalks is a danger. |
| 7 | 9 | Would be nice to have a splash park in town for the kids |
| 8 | 11 | Provide 10-15 year plan. Not every thing needs to be completed within one year. I would like to see the town plan for another ice surface within next 10 years. If there was a plan to mitigate train whistles this could be completed over a 5 year period with budgeting and work carried out over several years. Preventative maintenance plans and future upgrades for major things like fire hydrant systems, sports complex, water/sewer etc need to be continually communicated. Bylaw needs to ensure that downtown business's clear snow and ice and care for summer weed on |

boulevards. If snow/ice and weed control aren't cared for the town should do it, fine the offender, and charge for removal etc....this includes snow and ice by the ATB side street walk and unoccupied businesses and weeds on boulevard by the laundry mat.

- 9 12 Road maintenance is extremely important, keeping roads clear from snow and ice especially since residents are allowed to park on the side of the road in residential areas and limited sidewalks so people have to walk on icy roads. Do better road maintenance in the summer, i.e., paving and filling holes properly with a qualified paving company. I feel this is not too much to ask as a paying taxpayer.
- 10 13 One suggestion is to rebalance staffing so more resources go toward frontline roles that directly serve residents. The Town appears to have a large number of upper-management positions, but not enough staff carrying out day-to-day operational tasks. Strengthening the workforce that actually maintains infrastructure, supports community programs, and handles resident requests would likely improve service quality, response times, and overall efficiency.
- 11 14 I believe Administration is doing a pretty good job at balancing the various departments and services we need in town. I would like to see more funds being allotted to the library and the museum, though. The library is such a hub in the community, and provides so many services, it wouldn't hurt the Town's overall budget to give them a little more. The museum is the main tourism draw in Didsbury, and should be recognized as such. Both towns north and south of us give their museums more than Didsbury does, even though Didsbury's museum is larger and open 5 days a week (6 in the summer). Maintaining that heritage building is vital to Didsbury, and currently managed by volunteers. The Town should be more aggressive in its support of arts, culture, and heritage.
- 12 15 Maintenance of roads and snow removal remain a challenge for our town. My cul-de-sac in Valarosa (200) is still a thick frozen glacier, even in the middle of a mild February where most roads are now dry and clear. The main entrance to Valarosa was torn up in the fall to run underground utilities for the new subdivision going in (Copper-something), so hopefully that will be re-paved properly in the spring or summer because it's awful to drive on right now and will only get worse in the spring thaw.
- 13 16 Our concerns are with decreasing school enrolment from kindergarten to 12. Families have chosen Carstairs, Crossfield, & Olds to locate. We have been forewarned that we may eventually lose the high school here due to low enrolment. For ourselves we see much senior housing support & development for seniors in all near by towns, but not here. We still love our town & want to support it however we can. We obviously voted for a renewed focus on growth, expertise, enthusiasm, new businesses in the many empty storefronts, innovation, support of recreation facilities; not forgetting to mention town spirit & pride.
- 14 17 Taxes should be used for maintenance of roads and sidewalks and infrastructure.
- 15 18 Another building like the 5-0 club! Eliminating that the town lost a lot of trust by the public. No notices to the public, no alternate places for meetings, reunions, etc. Elks hall is over book & possibly closing! MPR only holds 350 people 😞 hope new council grabs a clue! They are all very positive I'm optimistic they will do well!
- 16 19 Road and sidewalk maintenance is poor.
- 17 22 Look at Carstairs and learn. We own properties in both Carstairs and Didsbury. Carstairs is run incredibly well. Lots of growth, and maintained unbelievably well. All for less taxes. You always see employees working, garbages always emptied etc. way easier to walk in Carstairs.
- 18 23 The snow removal and maintenance in general in this town are severely lacking. It's embarrassing. We have the equipment. We have the staff. Use it. Seriously. Operational services employees are barely seen. They should be seen constantly. Didsbury is just getting its first snow removal in many areas and Carstairs has their street sweeper out. This could be a great little town, but sadly taxes keep increasing and services keep decreasing. There's a reason more people are leaving than are moving here.

19 24 My biggest complaint is the lack of roads being cleared. For having such little snow this year I don't see why I cannot walk out past my driveway because of the ice on the road.

20 25 We need safe roads. Its mid february and have not seen a single effort in snow removal - westhills area all year. Now our street is a skating rink. Dangerous, I often slide right past, or cant stop to pull in or out of my driveway. There are kids walking to school throughout the area - we are waiting for a tragic accident. Consider the relative liability and/or lawsuit vs cost of snow removal - your garbage collectors know this to be a dangerous road - how noone has been run over yet is nothing short of a miracle. Tick tock

21 26 Tighter management of employees

22 27 We need better roads in town,.patch paving isn't the answer. Potholes still fill our streets and are getting worse

23 28 In my opinion, municipal government should be "boring". Meaning, that all the things that should be done, are getting done: > Road maintenance. > Sidewalks > Water / sewer infrastructure. > Snow removal - this one baffles me as the approach to snow removal seems random at best. Streets all around our street will be ploughed but leave ours untouched. All the capital equipment is right there ... so do the job. Or should I request a rebate on my taxes? > Facility maintenance to avoid massive problems down the road.

24 29 I would love to have the roads repaved, but I understand the cost involved.

25 30 Accessibility

26 31 The towns pool could use an update. I'd like to see continued support for the Museum, arts and cultural programs. Continued support for local events like the holiday train and Canada Day.

27 34 Privatize the recreation and reduce the amount of staff on payroll

28 35 Would love to see the kids park beside the rink more upkept. When people come to town they see this. This is a beautiful spot and should be taken care of.

29 36 Maintenance Business development Security

30 37 Plow the roads! We don't have sidewalks and little to no road maintenance - for the amount of money we pay in taxes we should have road maintenance. Seriously!

31 39 Roads and sidewalks during poor weather - especially pathways and cut throughs located in town. Some of these pathways are the only way for residents to get out and about and when they are iced up and not properly cleared, they become a barrier for a safe walk. Additionally, whether it be a ByLaw enforcement, businesses & residents should be held accountable for not properly clearing their sidewalks that are a part of their property responsibilities.

32 41 I think that the town is doing a good job of providing services. Any more services would come at higher taxation that we can't afford.

33 42 Improvement in road and sidewalk maintenance, better spending on infrastructure and measures to reduce speed on roads such as 15 and 20 avenue, which is not being addresses and is becoming a huge safety concern.

34 43 Personally I have called several times thru the 5 years I have lived in the Deer Ridge Area! This entire area consists of 95% seniors but we continually have the iciest roads in town!! In the winter we are last to get our streets cleared and then they do only 23 avenue - they don't do the little bubble area especially in the corners! I live at 1318 - 23 Avenue and not once have they cleared the snow in front of my driveway- and in the spring they do not sweep up what little gravel they put down. Thank you

35 44 1/ Better definition of those services that are now assumed to be appropriate by Administration. 2/ New and improved levels of two-way, open communications with the full scope of the Community. 3/ An open accounting of TOD finances and community vision with mutual priority setting. 4/ End remote employment for all administration and staff unless for extraordinary situations. 5/ All staff should write their own job review, with proposals how to

make their roles more efficient and effective. Benefits for to the taxpayers, not just the employees.

- 36 45 We haven't lived in Didsbury that long but long enough to know we enjoy this town. I would like more walking areas, as sidewalks seem to end or only be on one side of the street. Snow removal could be alot better. We see vehicles getting stuck on our street frequently because of the snow and it rarely gets plowed. I need to make myself more familiar with what Didsbury has to offer but with working in Calgary area, I'm not home much.
- 37 46 There should be one mid season pick up of the compost/ green bin. Say at the end of January/ 1st week of February. A second Dog park (one larger with perhaps with trees) would be great. A tennis/pickle ball court (or two) would be great for a free out door activity. Bring back business license so there could be some accountability to a business that operates in town.
- 38 47 Street lighting is poor. One stretch on 15 Ave, heading west towards the Lutheran church has no lighting. Street lights at the walking paths/trails behind the vet clinic would be wonderful. I only notice these missing elements as I like to walk, but do not feel especially safe in the darker months in these areas. A safe indoor walking track would be the ultimate dream! I know that Westglen has opened their hallways for walking but their openings do not match my availability. I have a dog, but do not walk her at the trails. Too many people have their dogs off leash so I can't risk us being approached by an unsupervised dog. The amount of unpicked up poop has got worse there as well. Is a greater Peace Officer presence unrealistic?
- 39 48 Transparency from the new town council - many matters have been discussed in closed and there was little to no budget discussion or consultation with community members. Less of a focus on businesses and more interaction with community members. Do not pass bylaws that do not make the community feel unsafe to live here, eg. exclusion of LGBTQIA+ flag being allowed to be displayed at certain times. Have town council members respond to communication. Have town administration respond to communication. Bring back business licenses.
- 40 49 Making sure the roads and sidewalks infront of people's homes aren't icy Because our town is so small some people don't have vehicles and in order to prevent slips and injury it's important that roads arnt so slick. (Valarosa was really bad this year) Home owners should be responsible for sidewalks infront of their homes.
- 41 50 Entertainment and access to youth (teen) event need bolstering. There are many activities for young children but nothing for teens. More meaningful activities for teens in town to give them an opportunity to be part of the community and for fun. The library does a great job of hosting events, but more is needed as a perminent fixture to allow teens a safe and healthy outlet. Suggestsions for different options, such as an arcade or board game Cafe, or movie theatre. Another idea is featured art work by teens around town. Offer teens something to be excited about and keep entertainment local. Encourage opinions from this age group to foster involvement in the community. How does this generation want to their home town to look and what services do they want to see in a town that they will soon be a mature working individual of.
- 42 53 Finish clearing the roads in a timely manner. Not build snow banks in the middle of the road. Then not clear for hours on end. Fill pot holes so the vehicles don't loose there axels. Or repave the roads entirely.
- 43 54 Listen to the people/residents Lower wages and staff numbers, wages are way too high and money could be allocated into other areas that benefit the entire town instead of just the staff. Expenditures on unnecessary items (new equipment every year), again money could be allocated to higher importance items such as infrastructure. If unnecessary spending would be reduced so could the property taxes. This town is becoming very unaffordable for what you get.
- 44 55 I think the quality of service is good that is provided by the Town
- 45 56 Focus on things that bring people together and grow community. Roads and sidewalks are

important and get a lot of attention but what makes a town that people want to come to or stay in is our recreation, library, parks, walking paths social services and overall community engagement.

- 46 58 To improve the quality of services to residents, all 3 levels of government (municipal, provincial, federal) need to be cooperative and involved in local improvements. Without that, major higher cost projects will be harder to achieve.
- 47 59 Make it easier to report weeds, obstructed sidewalks or unshoveled or icy sidewalks. I believe you have it where you can only report 1 site per complaint. I usually wait 5-6 days to complain, but it shouldn't take me an hr to fill out multiple forms for the same problem. Since the new way of doing it I haven't complained at all because of the method. Please make it easier.
- 48 60 There is a lot of work being done at the golf course to provide reasonably priced summer activities for youth. Their junior program is awesome. I don't think they received a lot of support from the town when there was a water supply issue last year or the year before. The course is a draw for people moving here but I'm not sure that the town itself, supports that. We need more youth friendly summer activities available for young families. I've been very happy with the level of service that the town provides, other than those issues.
- 49 62 Continued support of the museum and library, interesting places for small town. Nice to have access to the resource of the library especially for children and teens.
- 50 63 For myself and my family, major improvements on the Memorial Complex- especially the pool, would add more value to the town and community. Secondly, general maintenance and upkeep of public spaces- landscaping, trees, etc. I have brought it town administration a couple times in the past 5 years and have seen no results with basic pruning and upkeep of trees in my residential area. Lastly, the library could use some changes on how it functions- more focus on being a library providing good books and access to good information versus social services, and entertainment.
- 51 64 To treat all neighborhoods equally in maintenance. We ALL pay taxes so no one neighborhood should be prioritized over the others (in regard to snow clearing, sidewalk maintenance, park maintenance, etc) The library is great, would be great to see it elevated to a larger, perhaps newer space to fit more people as it is very well used and a safe environment to go to for everyone. Better parking enforcement in industrial areas (ie. taking proper care of the parking lots to encourage people parking appropriately rather than along busy industrial roads and better marking no parking zones, perhaps painting it on the curb since people keep taking down the signs)
- 52 65 We would like to see more done in way of traffic concerns. If we only have 1 by-law officer how is that to be addressed on a daily basis. With increased population there are more vehicles on the road. Reducing the speed limit will NOT change those driving habits of reckless drivers. Didsbury is a great place to live. We need to ensure that if the town is growing that the impact of residence moving here will also bring increased crime (as in Carstairs).
- 53 66 Administration needs to petition for a set level of funding rather than a government grant system so the actual affairs of the town can be addressed.
- 54 67 For safety of the residents in the winter I would like to see more enforcement on property owners not shoveling their sidewalks or de-icing them. We have a lot of seniors and children in town and slips and falls should not be happening on a simple walk to work, school or leisurely.
- 55 69 N/A
- 56 70 Capitalize on our movie industry notoriety and encourage movie tourism. A walking park highlighting movies made here (next to K&W) would be an Incredible asset. Tourist stops and merch as well. A map of locations etc. Beautify and enhance downtown.
- 57 71 We need more walking trails should have a few benches scattered along the route and garbage tins. .

58 75 None

59 76 The town workers need to work Saturdays to keep out streets clean, and parks and garages clean like other town workers do.

60 77 Roads and sidewalks are in very poor condition.

61 79 Staffing of town employees is far too high for a town our size. This should allow property tax cuts OR allow better infrastructure support.

62 80 Would be nice to offer much swimming lessons that locals can get their kids registered before the programs are all full..

63 81 I believe the town is doing a good job with its quality of services. I do not have any suggestions at this time.

64 82 .

65 83 If this town wants to be called a "walkable community" ensure the sidewalks can be use for that purpose.

66 84 I've been citizen of Didsbury, living in the southwest corner of the town for twenty years. H aving paid more than \$80,000 in taxes. I'm appalled with the condition of 15 ave west of 23rd street. For a main feeder route to be patched over year after year is untenable. The fact that the town paved 700 metres of twp road 31.2 that has very little use by town residents is mind boggling. Yes, it was in bad condition, but in the scheme of things, how was this rural road west of the 4 way stop at 7ave a priority over 15 ave. Last year, the spring clean up of winter sanding was on point and completed in a timely manner. Previous years, not so much, stretching into summer months. As a senior that rides a bicycle and motorcycle, that sand/gravel mix can be trecherous.

67 85 To add more walking side walks in the town of didsbury, and more walking trails.

68 86 The town council needs to represent everyone in its community, not just their own interests. Council does not adequately represent our municipality on the Parkland board and actively goes against the positions it has been elected to. If anyone took a second to read the responsibilities and traits of an ideal library board member, they would have thought twice. Our library hasn't returned to its pre-COVID funding despite sometimes having 50+ people attending programs there. This neutrality bylaw is garbage.

69 89 To make sure they focus on supporting the most vulnerable members of our community, giving them representation, support and a strong voice in the town. This includes people of colour, the LGBTQ community, the unhoused and those with limited resources.

70 90 Cut the library budget in half. The library is covertly attempting to advance a radical left agenda as witnessed by their decision to allow Forever Canada to collect signatures for their petition campaign while Not allowing pro-independence supporters to setup a table to collect signatures. This is just one example and the library is well known to have a hyper-partisan, pro-liberal agenda and this is unacceptable. It offends me that I am forced subsidize their pro-liberal activism and since the library is not capable of being non-partisan, then they should return to their original mandate of simply being a library with NO other 'social programs' which designed to advance a liberal agenda. Cut their budget in half and they will be forced to simply be a library again which is what they should be - just a library, with some computers connected to the internet. That's it.

71 91 • Improve communication with clearer, timelier updates on road work, utilities, and service disruptions. • Enhance customer service response times and follow-up on resident concerns. • Continue prioritizing road maintenance and winter snow removal. • Expand easy-to-use online services and opportunities for resident feedback.

72 92 I would suggest focusing on maintaining quality services while keeping property taxes reasonable. Additionally, supporting the library to continue its active programs for kids, as it has done over the past four years, would greatly benefit the community.

73 93 I believe there needs to be improvement in the maintenance of public sidewalks regarding repair and ice/snow removal. I believe there needs to be better enforcement of bylaws regarding snow & ice removal on public sidewalks by home owners. I would appreciate attention to residents with multiple vehicles on the property or street on a full time basis (not referring to the times when visitors are present). I'm referring to derelict vehicles that sit in a driveway year after year.

74 94 Overall just better management of finances and using the resources we have wisely.

75 95 Please get the snow off our streets. I live in Westhills and sometimes it is several days before our streets are cleared.

76 97 Ensure adequate support and resources for snow removal in the winter and road maintenance in the summer Ensure adequate support and resources for protective services

77 101 Economic development, thoughtful growth. Supporting new businesses and encouraging families to move here.

78 102 I am very unhappy with the roads and sidewalks in this town. 1/2 of the sidewalks get shovelled, most time you have to walk on the road and people speed out of town in 5-6 in the morning, run stop signs. Are rates continue to go up and nothing is getting done. This council do not support minor sports in this town.

79 103 Spend the money to keep our facilities attractive in terms of fees and amenities to our residents so that they do not head to Olds. The FCSS dept is doing an outstanding job of providing programs for all ages. I attend many of them. Keepup the good work Shannon and staff!

80 105 With the recent snow storm in mind, the towns lack of action to clear and sand quickly is concerning. On my way home from Calgary in the storm I travelled through Carstairs. At this point the snow had stopped and they were already out sanding their intersections. The next morning taking my child to school, Didsbury still had not been out and it was so icy cars were sliding through intersections and sliding sideways. So dangerous! And that was on the Main Street which should be one of the first to do. And unfortunately this is a familiar story. The town is HEAVILY staffed, overstaffed in all sectors and we can't manage to keep our roads safe in the winter? Reasonable sanding and clearing? We pay higher property taxes than many surrounding towns for less services, lower quality services, use the abundance of staff you have effectively and efficiently.

81 106 I think the flag ban proposal is completely unnecessary and declares us as unwelcoming and hostile. This is not the image of my community that attracts diversity of peoples and investment.

82 107 You need to think of future residents when planning. Ideas from the loudest residents will NOT set Didsbury up to be inviting to new residents. The world is not the same as it was even a decade ago, so following the lead of those who think change is bad will only leave us looking like a bunch of yokels.

83 108 The council is new, I'm unsure of the direction they want to take the town... that has not been made clear to residents. We need clarity and transparency on this. Recreational facilities are very important to the lifeblood of this community, that is important to me. So is the hospital. The surgical suites that were decommissioned should be updated and utilized. I know this is not a town responsibility, but a letter of support to the ministry (ALSS) may help. Having a hospital is a great benefit to any community.

84 109 The Town employees in all public facing positions are amazing to deal with. Always treated with respect, always friendly, and since the vast majority of them have spent a good portion of their lives here (if not all), we know each other, which makes things a bit more personal and lovely. They are residents as well as employees, they know what our residents want and need, because they want them too.

85 110 Overall, I think the new council has been doing a great job engaging with residents and creating opportunities for regular interaction with the community. One practical improvement I'd suggest is prioritizing road line painting. In a small town like ours, clear markings really help people know how to position their vehicles and drive safely.

86 111 Get public input on what services matter the most to residents, and prioritize them. The more public engagement, the better.

87 112 Water services have become more consistent over the last few years. Also, springtime lagoon aromas seem to last a shorter time than in the past. No suggestions. Service providers seem to be on the right track.

88 113 One of my main concerns is our sidewalks! I know that this may seem frivolous, but I really enjoy walking and sometimes the sidewalks are not really walkable in the winter months. I am not sure of the expectation for residents to keep their walks shoveled? Also, some yards are not remotely looked after. Some are full of junk that is an eyesore. It seems to me that they think they live in the country and can leave cars, trucks, garbage, etc in their yard and not take proper steps to keep their surroundings clean and tidy. That's it!! Thanks.

89 114 The Town needs to spend more on parks, street trees and planting new trees. Parks and healthy greenspaces give character to the community and make it a nice place to live, and make people want to move here. Places like the campground and the entrance signs onto the community desperately need trees. Trees make the community seem welcoming, and like someone actually cares about the place.

90 115 I think this town overcharges is private citizens for property taxes while offering very little by way of road and infrastructure maintenance for the town. We do not get our money's worth. We also need more job opportunities here locally.

91 118 - weekly pick up of green bin in May and June or provide a place to dump leaves and grass - where does this fit: with all of the residential zoning so people can reside in their place of business, - why is there not a property tax to address that? There should be a tax rate higher than non-residential for the residence also being in the place of business. These places should be taxed for both at a single higher rate - residential/non-residential tax rate - where does this fit: I do not want my tax dollars funding the Sturling structure. Didsbury residents did not invent a curling rock or stick, they invented a game, which must be properly represented. - Town facilities must not be used for/rented to hate group propaganda and meetings

92 121 Actually I'm reasonably satisfied with the service levels. I would like to see a "snow angel" service for those that can't do their own yard maintenance. I'm interested in keeping seniors and disabled people in their own homes long as possible.

93 122 Focus on infrastructure

94 123 Businesses should be more wheelchair accessible.

95 124 1) Bylaw enforcement should be required of all businesses. I find that ice/snow removal is not enforced in the downtown. If businesses don't comply the town should complete the work and charge the business or apply charges to taxes. All businesses (ie. laundry mat, empty lots, drives etc) should be responsible for maintaining their areas and boulevards (mowing/ weed control etc.). Attention to and pride in areas controlled by business will enhance the overall optics for a prosperous town. 2) I assume, but don't know for sure, there is a preventative maintenance plan for all town owned properties. Preventative maintenance plans should be published if they are not already. 3) I think business licenses should be required...has this been recently changed? I love my town and want to see it prosper!

96 125 Do a better job on fixing potholes and deteriorating streets

97 127 Establishment of a broker function for training and education from various educational institute and universities.

98 128 Council needs to stop pushing ideological positions proposed by their evangelical christian cohorts. It's embarrassing and puts a stain on our reputation.

99 129 U need a snowblower to do all roads and cars should be off roads November to April. Its a nightmare out there for walking . Taxes for my semi detached home are 1000.00 more per year then a full detached home in town. This is wrong!!!

- 10 130 I don't really have any
0
- 10 131 A huge focus is needing on the road conditions in Didsbury. Many roads have severe damage
1 and are ruining vehicles, leading to unnecessary maintenance fees to fix our vehicles. When speaking to neighbours, everyone brings this up, as the roads are very rough.
- 10 132 Not waste tax payers money. Focus more on taking care of all parts of town not just certain
2 areas.
- 10 135 Spend less time trying to ban flags and crosswalks and trying to be trump light. You should be
3 ashamed. Nice distraction from our terrible social services and poor economic outlook.
- 10 136 Given our small percentage of non-residential development and the low level of funding per
4 capita provided by property taxes, I don't believe there is a way to provide a higher level of services without raising property tax rates as places like Chestermere and Stony Plain do. Residents are human, and of course generally want more for less money. It is to our residents credit that, when asked in a referendum, the majority said that they would be willing to pay more property taxes to fund better roads and sidewalks! My suggestion would be to update the 2007 ISL 30 year infrastructure study with new estimated dates for road and sidewalk replacements so that residents can be told and understand that there is a logical plan and progression to infrastructure spending, and stick to that schedule without bowing to acquiesce to the loud squeaky wheels ahead of their allotted schedule.
- 10 137 Ensure decisions are informed by both survey results and feedback gathered through public
5 engagement before changes are implemented. It would also be helpful to communicate how resident input is considered in final decisions.
- 10 138 As a resident, the services are lacking for prioritizing for roads and maintenance. My biggest
6 frustration is the amount of money the town waste with a lack of budgeting and spending the tax payers money. The pool is a huge dissapointment when they take months to order parts, the hot tub is constantly breaking and the town does not reinvest their money into the pool and hospital. Even though the hospital spent money on an addition we need more rooms and beds for emergencies and long term care in the actual hospital. Also as a resident moving here having to pay \$4000 in taxes compared to \$2000 it is not affordable for less services and amenities. If the town reinvested their money into the town and main buildings (pool and hospital specifically) it could slightly justify the extremely high taxes. The things I love about the town is the family and resource centre, I personally volunteer with the animal shelter in town which they do so much great work. The small town vibe and walking paths (pond) that not just me but so many residents love
- 10 140 none
7
- 10 141 Roads and sidewalks need to be better maintained. Especially when putting new lining on roads
8 it was very messy last year. More family activities. Pool toddler time should be placed after most children nap not during nap time hours.
- 10 142 What's being framed by the Town of Didsbury as "neutrality" isn't neutrality at all—it's
9 selective visibility. And when you start deciding which identities are acceptable to be seen in public spaces, that's not fairness, that's exclusion dressed up in policy language. Mayor Chris Little saying this ensures everyone feels represented completely misses the point. Identity is not political. Existing as a 2SLGBTQIA+ person is not a "view" you can just remove from public life to make others comfortable. When you erase representation, you're not creating neutrality—you're creating silence, and silence has never made communities safer or more inclusive. It's honestly hard not to find it a bit laughable that a council believes it can serve all residents while actively limiting who gets to be seen. You can't claim to represent everyone while making entire groups feel like they need to shrink themselves to fit into public spaces. Policies like this don't build unity—they signal to marginalized people that their presence is conditional. And that's not the kind of community most of us want to live in or raise our kids in. If anything, this just

reinforces why voices like Calgary Pride matter so much right now. Representation isn't a threat—it's a reflection of reality.

11 145 There are lack of jobs so people have to travel to Calgary, or Airdrie. The cost of gas could be
0 reduced if there were more jobs in the town. In addition, the jobs here in town either do not pay employees properly and some do not follow the labour laws. It is like they are wanting free labour.

11 146
1 Make things more accessible please

11 147 Snow removal in this town is absolutely brutal They're worried about building new
2 subdivisions, but can't keep the ones we have maintained \$3500 a year in property taxes and the road entering Val Rosa is an absolute dismal shape

11 150 Raise the taxes and quit trying to be the cheapest around because it just makes us look like the
3 cheapest around. Pay for quality? Hell I'm willing.

11 151 The town has gone downhill in the last few years. There is a lack of bylaw enforcement. Lots of
4 unkept lots, vehicles and junk on lawns, vehicles and boats and such parked on lawns right in front of town office, vehicles parked on front lawns. It looks like a dump. Garbage, dog doo etc through-out town. Getting around in town is down right dangerous at times. Many people speed, don't signal, don't stop at signs. Loud vehicles, no mufflers, stunting. By-law sitting at edge of town ticketing people for speeding in area with no turn offs, but nothing done in town? No business licences? How are you gonna make up the short fall? How many councilors have businesses that don't have to pay? How much money are they making off of us?

11 152 I would like to see more accessibility for wheel chairs, senior, people with scooters and Moms
5 with strollers. I think it is important that our residents have access to as much as possible in our community. Especially sidewalks between businesses in town. I also would like to see the walkways/pathways to connect in our small town. A plan was in place to work toward connecting them all 20 years ago when I moved here. However, after all this time and much growth there is some dangerous areas with no pathways that are fully accessible to all. I would like to see more consideration from councilors. When we were dealing with the "Public Space Neutrality Bylaw" there were supposedly 60% asking to stop the bylaw and 40% for the bylaw to go ahead. So, where is the voter representation when the bylaw got passed from the same 3 out of 7 Councilors and the Mayor that had approved the 1st and 2nd reading. They obviously didn't listen to their constituents! I know who I am never voting for!

11 153 Focus on structural issue, stop proposing stupid bylaws where a policy position would have been
6 adequate. Policies should attract positive attention and support business. Since the neutrality bylaw passed I have seen the town presented in the news in an overwhelmingly negative light. Online discourse indicates people are more likely to avoid didsbury as a result of this needless bylaw. I'm sure our businesses appreciate that. A snapshot of opinions:
https://www.reddit.com/r/alberta/comments/1s4erm5/didsbury_passes_bylaw_to_ban_decorative_flags/ I've lived here 20 years, and generally outside discourse has been positive (days of yore and mv arts) or generally neutral. I fear this has created a lasting negative perception of our town that will have prolonged consequence. Services are generally pretty good, parks are clean, the roads could use some work, and the fiscal challenges are on par with similarly sized communities. What really helps improving service levels is attracting businesses and people to the town for tourism or permanent residency. The neutrality bylaw seems detrimental to these goals.

11 154 Given the passing of Bylaw 2026-08, the redundant measures of sidewalk and continental
7 pattern crosswalks means that a solid majority of crosswalks in town need to be repainted even if they aren't faded from years of neglect. Meanwhile, our residential roads are filled with potholes and, at best, spot-jobs are done to fix them. Those are not sustainable for maintenance. Couple that with the amount of people crashing into the Municipal Library and the water main break during the dead of winter, that's not great for town infrastructure. Fix our roads; put

stopguards in front of the library so people can crash into, I don't know, a concrete barrier or metal bollards instead of the library; check the library's structural integrity; and THEN follow through with abiding by the dog-whistling bylaw which creates redundant roadwork in lieu of proper fixes.

- 11 155 Maybe hire outside family and friends. Nepotism is a major problem. There are some very real
8 issues with our budgets, compared to other towns.
- 11 156
9 Better sidewalk maintenance would be nice
- 12 157
0 No suggestions
- 12 158 I am absolutely disgusted that Didsbury readily — eagerly! — encouraged the filming of
1 Wynonna Earp, then hosted a convention for their LGBTQ fans, who were nothing but gracious
and admiring and spent a TON on local businesses, only to turn around and pass such bigoted
bilaws against inclusivity. You sure didn't mind taking 'inclusive' money when it suited you!
The Earpers single handedly SAVED THE DIDSBURY MUSEUM through their generosity.
God truly hates a hypocrite. So good luck with being Canada's most hateful small town.
<https://discoverairdrie.com/articles/didsbury-goes-full-earp-as-fans-head-to-purgatory>
- 12 159
2 remove the bigots
- 12 160
3 Be more transparent and teach residents how the process works to get involved
- 12 161 Think ahead when taking on new projects or give community members and associations a bigger
4 heads up. The water treatment (if that's what this is, or a pump station to new development)
project at the arena is much larger and longer lasting than the town has let on. Arena staff
weren't even aware of streets being ripped up until days before. This had an impact on the
Mountain View Colts playoff attendance and the Skating Carnival attendance to name a couple.
The slow clean up of snow piles added to the parking lot fiasco during these important events. I
sure hope that it is cleaned up before grad. There is already limited parking and now with the
smaller area to park the 500 grad guests are going to have issues with accessible parking. Had
there been more notice perhaps a different location could have been secured. Going forward I
wont recommend anyone rent the MPR due to lack of facility parking.
- 12 162
5 Airdrie property taxes are lower on many of there new builds.
- 12 163
6 Remove Chris Little as Mayor and rescind the Neutrality Bill. Fix my road!
- 12 165
7 Snow removal, maybe better use of our tax dollars by adding more outside recreation things for
younger and older kids. We always go to our neighbouring towns for parks/ splash parks and the
pool. Maintaining a better image, our neighbouring towns have a much cleaner image than our
town.
- 12 166
8 -road and sidewalk clearing is not well kept up with which makes public areas hard to access for
those with strollers and children - town elections were difficult to navigate as there was no
where for me to read platforms of councillors. Can this be made more accessible in the future to
those who can't attend meetings? - our town needs to grow to support modern community needs.
The space across from Ross ford, near checker auto parts etc. should be used to grow and
develop our town services and amenities if possible! - traffic throughout town is consistently
unsafe. I realize part of this is out of the hands of the town, with the rcmp, but many times our
family has almost been hit due to people not stopping at four way stops.
- 12 168
9 During the winter time the town definitely needs to do a better job in taking care of the roads.
Also not sure if it is the towns responsibility but on the back road to olds by where the road to
the dump is the pot holes are deadly.

- 13 169 The snow removal bylaw needs to be looked at again; winters are atrocious and the town is
0 going to start getting sued for car repairs. The town is administration heavy and operations light,
which is backwards. More focus needs to be put into programming for school aged children.
You've cancelled DOSCA, but haven't replaced it with anything substantial and activity nights
are few and far between.
- 13 170 We just bought here in Didsbury and love it. We have no bad opinions or thoughts about this
1 place... Thank you and Once settled maybe get in to volunteer. who knows we are retired....
- 13 173 Considering everyone drives 30 in Didsbury, even where it's 50, I'd say the cops could settle
2 down with people rolling the occasional stop sign. I can't imagine anyone actually thinks
Didsbury needs more traffic enforcement, or any. The post office needs better parking, I realize
they just upgraded their building, but really they should have moved someplace better, it's way
too busy there and it seems unfair to the residents on that street. I realize people have this idea
that we need to build everything all the time, bigger, better, more money etc... but seriously, how
many liquor stores and cannabis stores does one small town need? We're building these strip
malls to stuff more garbage into them. More gas stations, more smoke shops, more liquor stores,
more boring. This whole country is just turning into an endless sea of the same old same old.
Why do we need to make Didsbury just like everywhere else? Turn 20th street into a walking
street or something, let people have a beer and walk around, more food, more drinks, more
music, loosen up.
- 13 174 1. Please pay closer attention to the roads during winter in the Deer Ridge Subdivision. It is
3 housed by seniors and requires more attention to icy conditions ... as there are no sidewalks.
There are multiple falls and broken bones every winter. 2. There needs to be a sidewalk installed
either west up 23rd Ave or south down 14th St from the Deer Ridge Subdivision so residents
who live in this area have walking access to the rest of the town. I'm not sure why this area has
been neglected.
- 13 175 I moved from BC in 2024 to semi retire here, with my family living in this area. As a senior with
4 mobility issues and limited income, I was very frustrated with the lack of road
maintenance/snow removal in town! It was so icy and if there was a handicap parking space, it
had not even been shoveled, graded, or sanded. It was so treacherous! I also look after my 95 yr
old mom who has Parkinson's. Trying to get her from the car to an appt was scary, as her
wheelchair and myself had no traction! I often had to get a family member to help when the
parking lots/streets were a sheet of ice! The train tracks were another issue, with severe icing
and potholes, I ruined my tires with the seal being broken. Never saw a grader or railway crew
cleaning the ice even on warm days, when everything was melting. The 3rd thing I am noticing
is there is no public washrooms, visibly, in a nice setting that is accessible for handicap people. I
might be wrong, but after living here for a year and a half, I have not found anything that we can
use? There is a lack of community space for seniors on a whole. It would be nice to have a park
with wheelchair accessible parking/ paths - no hills- benches, flower gardens and a water
feature, where you could take your loved ones to sit and enjoy the outdoors. This is a beautiful
area of the prairies! I know these things cost money, but I believe fundraisers would be well
received and businesses would help support this.
- 13 176 As the owner of Weatherby's Wreaths at 2014 20th Street, I had emailed Craig Fox in March
5 2021 indicating that there was no sidewalk light in front of my building causing it to be
extremely dark especially in the winter time with shorter days. For no apparent reason, the
sidewalk lights stop just in front of Pizza King which is the next business to the south of my
building. I don't understand why the sidewalk lights were not installed all the way to the end of
the block at 21 Ave where the businesses end on the west side of 20th Street. Craig had
informed me of the new lighting project along 20th Street from 15th Ave north to Home
Hardware in his reply to my email. A few years ago new lights were installed along 20th St from
15th Ave to 20th Ave and then nothing has been done north of 20th Ave. Not only is it dark in
front of my store but all along 20th Street it is very dark north of 20th Ave. We have a lot of
residents who walk that street at night and I feel it's not safe being so dark, especially in the

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| | | winter. It is also very dark during Country Christmas every year and very few customers come north of 20th Ave because it is so dark. I feel this should be a priority since it has been presented since 2021. |
| 13 6 | 177 | flash notifications for when household water usage is unusually high would be a nice touch. Helps to know if there is a leak or problem. |
| 13 7 | 178 | Snow removal on a regular basis not letting it pile up where it disrupts traffic flow, in residential areas. Having the snow cleared in front of businesses so people don't slip and fall like I did. Holes in the streets should be properly fixed so they don't keep reoccurring. By laws are not being properly enforced, parking in front of traffic coming toward them. There is no rhyme or reason to have angle parking along with straight in parking on the same street. Campers and trucks with trailers parking on residential streets, where ever they want to. Parking also in no parking zones, on a continuous basis. |
| 13 8 | 179 | I am concerned the city wants to give thousands of dollars to put a curling rock as art. With inflation where it is it is an irresponsible use of funds. I don't understand why there was a focus in this survey about volunteering, I have lived here for 3 years and have not heard about anything. The city also shuts down at 5pm, I commute and would like to see more evening events or weekends. How can the city manage the terrible noise associated with the trains? It is a reason I am considering moving. I moved to a small town for peace but night and day there is disruption honking and noise. Spend money investing in quality of life not a chunk of rock that will not be a visitor attraction |
| 13 9 | 182 | I think that they need to take a strong look at property taxes and what is offered for young families here. |

Q15. What suggestions do you have to improve the quality of engagement between the Town and residents?

| SR No. | Response No. | Response Text |
|--------|--------------|---|
| 1 | 3 | Be quick on getting out info and we should not have to hear about things from other towns news. |
| 2 | 5 | Listening to all sides fairly and seeking out varied voices that represent the community. Setting an example of compassionate leadership, including a willingness to explore/understand issues they may not fully understand or have preconceived opinions about. Less 'politicking' and more focus on community. Demonstrating a commitment to diversity and inclusivity in our community. Sharing information regarding fiscal decision making processes. |
| 3 | 6 | That's the million dollar question. I think you do a good job communicating in all your platforms and newsletters! Personally, I think you are always going to say "I didn't know"... Regardless of how much you do there will always be some people who will say it's not enough. Just keep going! |
| 4 | 7 | I have always found the website and Facebook updates helpful from the town. Nothing that I can think of. |
| 5 | 8 | Not sure |
| 6 | 9 | Keep social media up to date |
| 7 | 11 | I appreciate the transparency of the current administration |
| 8 | 12 | Listen to residents and fix the problems they share with you. |
| 9 | 13 | The Town could strengthen engagement by offering broader, |

real-time updates through its app. Instead of only general announcements, residents would benefit from alerts about what's happening across the entire town — things like snow clearing schedules, street sweeping, road closures, or service interruptions. Adding simple interactive tools, such as a map where people can report potholes or flag maintenance issues, would also make communication more two-way and help residents feel more connected and informed.

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| 10 | 14 | Administration already does a good job of making sure the public knows what's going on in town - website, Facebook, newsletters, etc. I would like to see the continuation, and prompt publication, of both the Town Hall News and Notes from the Mayor - they always provided more detail on various projects, and weren't just full of "electoral-type" fluff. |
| 11 | 15 | I miss the monthly note from the mayor's desk updating everyone on what's going on, but I appreciate the public engagement sessions coming up in March. |
| 12 | 16 | Some of the things you are implementing will be helpful. Maybe a regular town hall. Somehow we must break through apathy. |
| 13 | 17 | Residents need to feel that they're being heard and taken serious. Past councils didn't want to hear or listen to residents |
| 14 | 18 | When major proposals must be addressed & given public input before they are almost passed 5-0 closing Industrial land having only 1 main Access for traffic ,extend Main Street north into the devision , why the location for water reservoirs was not placed behind the arena & parking was kept ! Millions of dollars was wasted as all the material that needed to stabilize below ground and Paving was dug up ! We need more public input ! Also hats off to the church by the campground for allowing the people of Didsbury to utilize functions there |
| 15 | 19 | More communication. Not everyone has social media. Utilize community bulletin boards and the monthly newsletter |
| 16 | 23 | Not sure |
| 17 | 25 | Routine online surveys like these with recurring tracked questions to show progress and changes of resident priority |
| 18 | 26 | Postal mail to all residents to ensure residents are aware and informed of issues and events. Website is not user friendly and needs to be restructured. Meeting/Event times need to be in evenings so majority of residents may attend |
| 19 | 28 | I guess my one complaint is when I have sent an email with a question to the inquiries@didsbury.ca email, I never seem to get a response. I have only sent a couple and they have been very respectful with simple questions, but no response. However, that has also been the case when I have then forwarded the emails to members of past council zero response or even and acknowledgement of the email. |
| 20 | 29 | I find that we find out about most events in town after they happen. It would be nice if the town had a place where everyone could post all events in town on. My wife and I are |

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| | | not on any social media platforms, I'm sure that there are others as well. |
| 21 | 30 | Transparency and accessibility |
| 22 | 31 | The town should continue to provide a letter with the monthly utility bill as a form of communication of ongoing matters. I appreciate surveys like this on topics and things with our population it would be easy to gather feedback on matters with inputs like this. |
| 23 | 34 | Start from scratch. It's a long way to rebuild confidence. Allow the residents to engage on more matters, collect feedback and use it. |
| 24 | 35 | - |
| 25 | 36 | No comment |
| 26 | 37 | Survey is good start - if it's taken seriously. |
| 27 | 39 | This is a tough question to answer as it all stems from how Mayor & Council portray themselves. In the past, you would see mayor & council within the community, interacting at events & being present. Sadly, this is not the case at the moment. I would hope to see them present in the community and town that they represent, doing their best to make a positive impact for all community groups & associations. |
| 28 | 41 | none |
| 29 | 42 | Open and clear communications. Transparency is paramount and not something I feel has happened in the past. Where does tax payers money go? |
| 30 | 43 | N/A |
| 31 | 44 | 1/ Free up the Council to interact with the public without unnecessary restrictions of confidentiality or attitudes of municipal superiority. 2/ Open accountability of mission, mandate and finances for the associated service clubs, volunteer groups and agencies like the Library and the Museum. There seems to be overlap, resulting in uncertainty and confusion. 3/ Empower the community by recognizing appropriate representation. Build or accommodate accessible formats for regular interactions. This includes Town Hall settings for two way dialogue and reliable constituency access to Council as well as to Public Departments. 4/ Include the community in setting vision, standards and priorities. |
| 32 | 45 | We need to do a better job at being engaged in the community. Volunteering has really helped me get to know more people and learn more, but I still need to do better. |
| 33 | 46 | Perhaps mail inserts for important news. |
| 34 | 47 | I have tried to listen to/watch the online meetings but the audio is poor. Could that somehow be improved? |
| 35 | 49 | More family events. |
| 36 | 50 | See previous. |
| 37 | 53 | Better signage in regards to temporarily closing roads for maintenance. |

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| 38 | 54 | Be transparent with spending, hold town meetings when people who work can attend, allow residents to have an opinion and ask questions that aren't "pre-screened" |
| 39 | 56 | Keep funding recreation, library and social services. Working with non-profits and getting out and talking to residents. Improve the sound and video quality of the council meetings. Having the meetings online is really important and I appreciate the work that goes into it. |
| 40 | 58 | I was surprised that the new mayor didn't continue with the old mayor's monthly letter that was sent out with the water bill, along with the monthly town newsletter. I found it helpful and kept me informed (even though I think many didn't read it, at least I was one who did.) |
| 41 | 59 | Some years ago, the town asked if anyone had recommendations for what the town could do to increase business. I sent in a reply and I never got one word of an answer, or thank you for that which I thought was pretty sad. |
| 42 | 60 | The letter from the Mayor every month was a great touch that brought current issues to the forefront. |
| 43 | 61 | Stop having the majority of council meetings in camera. |
| 44 | 62 | Watching council meetings it appears that all discussion on any subject has already taken place, some councillors don't even speak. No reports from the majority on committees they sit on. You're being paid so do your job as required under the MGA. |
| 45 | 63 | Town Halls and community events |
| 46 | 64 | These surveys are good. |
| 47 | 66 | Let council talk to the residence and get rid of in camera and nondisclosure agreements especially on committees where the town has representation. Withdraw town support and involvement where this isn't the case. |
| 48 | 67 | I think the engagement is great with the use of the Town of Didsbury Facebook page and the Town Website |
| 49 | 69 | N/A |
| 50 | 70 | More understanding for residents about what council can and can't do. So many people blame council and mayor for problems that is admin created. |
| 51 | 71 | You need a 25 year development plan. Stop selling town properties to pay deficits please. The large property across from the elementary school is at risk with this kind of thinking and was at one time listed. You need community inputs that are long term but ratified on the shorter terms. Also stay away from mixing high density apartments in low density residential. |
| 52 | 74 | Better platform on community events. (Slight improvements to the town's website and/or engagement with social media. This survey is an excellent start.) |
| 53 | 75 | None |
| 54 | 76 | More engaging activities for families and people to mingle |
| 55 | 79 | Things like this survey are a good start. Add regular formal |

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| | | and informal town halls and coffee catch ups, like were held at Daphne's prior to the municipal election. |
| 56 | 81 | I believe the town isn't meeting its full potential when it comes to engaging with its residents, specifically when it comes to informing the public on decisions that council makes. Live streaming council meetings is a fantastic first step in this direction, however, most people don't have a couple of hours to spare to watch the meeting. Additionally, I tuned into a livestream a while ago and the quality of it was almost unwatchable. My suggestion to this problem would be to create engaging, but brief council meeting recaps to post on social media. I would suggest creating sub 3 minute professional videos recapping the main points and posting that to the town's social media pages. Monthly videos would be fine. This lowers the bar down from having to watch 2-3 hours down to 2-3 minutes. |
| 57 | 82 | . |
| 58 | 83 | Have better communications. Council should community better with its citizens not wait until a Council meeting. |
| 59 | 84 | I think the process, as is, works for the most part |
| 60 | 85 | More town events and plans. |
| 61 | 86 | Didsbury council spends far too much time in closed sessions, especially when compared to similar municipalities. |
| 62 | 89 | I feel there are already lots of options to engage. |
| 63 | 90 | Chapterize your youtube council meeting videos and provide links to brief, council meeting summaries. |
| 64 | 91 | <ul style="list-style-type: none"> • Provide more consistent and timely communication through multiple channels (website, social media, email). • Increase opportunities for two-way engagement, such as surveys, town halls, and open houses. • Clearly show how resident feedback is considered and used in Town decisions. • Make engagement more accessible for seniors, families, and residents who prefer in-person or non-digital options. |
| 65 | 92 | nothing |
| 66 | 94 | Town if fairly good at this, I see emails, facebook posts and notifications with bills |
| 67 | 95 | ???? |
| 68 | 97 | Engagements sessions are a welcome addition, but will only be well attended when citizens feel heard. There also needs to be an avenue for feedback via other ways too as not everyone can attend these engagement sessions. |
| 69 | 101 | Transparency |
| 70 | 103 | I think that the open houses are a good start. No use of in camera sessions unless they are related to matters concerning town personnel , for example, discipline or interoffice complaints. |
| 71 | 105 | Regular consistent posting on Facebook and instagram, to the town pages and also to the discussion pages, a monthly, |

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| | | <p>weekly and daily post with the happenings around town that day, from the town and community or businesses. Community groups or businesses could submit their happenings to share as well. I feel that often times events are not well attended because the effort to let the community people of this town know about things in repeated and multiple ways is lacking. A mailbox flyer that does not go in the town bills, but is a separate flyer that lists everything happening that month. Something simple and clear that could go on a fridge for example. The current design of the flyer in the town bills is cluttered. A Month at a glance laminated large poster calendars on the community boards around town, that lists all the events and meetings for that month. Including other events and activities from other associations like the Monday line dancing, Aa meetings, etc etc.</p> |
| 72 | 106 | <p>Advance notice of meetings and decisions should be as advanced as possible so that citizens can coordinate their engagement with the town.</p> |
| 73 | 107 | <p>There are a select few residents who are very tuned in to the council and how the town is run. The rest are uninterested in anything other than seeing pristine roads 100% of the time and whine when there's a rut or some ice. Your unenviable chore is to engage with the second group. As a member of the second group, I'm sorry to say that there's not a lot you can do. Politics is boring to some people. Local politics is the most boring of all (an opinion, not a fact). I am responding to this survey because I intentionally chose to be more informed. It is proving difficult to stay engaged, and I only recently started to try. People like me are an almost impossible group to sell this stuff to: the topic has to either directly affect them now or in the immediate future, or has to be 'sensational' in some way. Roughly 97.84% of the Town's business is neither. But I honestly wish you well.</p> |
| 74 | 108 | <p>I understand a lot of council meeting discussions are done in-camera, away from the public. It should be the other way around, the majority of the meeting discussion should be open to the public. Very unfortunate there is no female representation on council.</p> |
| 75 | 110 | <p>Continuing regular opportunities for residents to connect with council is important. Informal town halls, online updates, and simple ways for residents to provide feedback (like this quick survey) help keep communication open and make people feel heard.</p> |
| 76 | 111 | <p>Less time spent in closed council meeting sessions. More in-person public engagement sessions with council and administration. More Didsbury related surveys for public feedback like this one. As much transparency and communication for residents as possible.</p> |
| 77 | 113 | <p>I think this is ok for now.</p> |
| 78 | 114 | <p>Have a better and more consistent presence on social media that shows that all types of people are welcome here.</p> |

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| 79 | 115 | The town council meetings should always be open to the public and open for citizens of Didsbury to speak. |
| 80 | 118 | - Public engagement sessions should not be in a private business unless all businesses are invited to host a public engagement session. Paying money to a single private business for such a session is unacceptable, especially when it is obvious that there is clear favoritism for and friendships with that business given by Councillors Murray, Mahon, and Lambert, and by the mayor. - Council members need to respond to emails; Council cannot be muzzled to not be able to speak their opinions on matters they are deciding on. Each council member, elected by us residents, has a duty to residents to engage individually or publicly. To answer questions put to them with the canned response "I can't comment on that, the mayor speaks for the town" is misguided and incorrect. Council members can answer any question posed to them; they cannot answer as a spokesperson but they can sure, and must, answer when asked questions about their stance on issues or town topics and initiatives or for their answers about agenda items, etc. - Public engagement is not just answering council's questions as is set up in the March sessions, it must also be for residents to provide their input on town matters that impact them and could be improved. - the Town's website and FaceBook page provide a lot of good information; I like the water reservoir updates and videos, the road closure notices, the support for other community group events and more. |
| 81 | 121 | I think the Town makes a good effort. I use social media so I do see Town things posted. There needs to be better engagement fir those that don't use electronics for information. Im not sure what has been tried. |
| 82 | 122 | Be more transparent. |
| 83 | 123 | The council needs to be more open and transparent, and not push through partisan agendas that contribute no value to the community. |
| 84 | 124 | Our new council is doing a great job so far! I was pleased to read that the budget passed so quickly this year |
| 85 | 127 | More gatherings like the CPKC Christmas train. This brought together many people. Would be better if it was a barbeque sponsored by the town bringing many togethe it is always better to have more communication from counsel to the people. |
| 86 | 128 | Council all ran on a position of transparency and yet continues to spend more time in closed session than any town council in recent memory. |
| 87 | 129 | Listen to residents. And having canadian flags in didsbury only i think is wonderful! |
| 88 | 130 | The website is a good way to do that. But your website is pretty old and outdated so maybe you could get a better one |
| 89 | 131 | More surveys are a great option as younger generation are not ones to want to attend public hearings and meetings. This survey is a great way to get better feedback especially from the |

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| | | new family home owners in the 25-40s age range. |
| 90 | 135 | Focusing on work instead of political grandstanding |
| 91 | 136 | Those who answer the phone at the town office generally do an excellent job. It can be a pleasant experience even if a resident does not get the answer they hoped for if the information is delivered with courtesy and understanding. Returning calls promptly is important as well. |
| 92 | 137 | Engagement between administration and residents is generally positive. At public sessions, maintaining a respectful and structured environment would improve the quality of dialogue and help ensure all voices are heard. |
| 93 | 138 | I would say have a clear and impactful budget that actually focuses on the community infrastructure and puts money back into the town. Do what you say and actually focus on building up the town instead of taking money out of the town. If the actions and words match residents would invest back into the town and trust long term prosperity |
| 94 | 140 | none |
| 95 | 141 | More events |
| 96 | 142 | Actually listen instead of being alt right |
| 97 | 145 | Help seniors who do not have the support connect with companions so they can get to places. Help create and sustain jobs. |
| 98 | 146 | Being more open and transparent with the community and ensuring information is easily accessible.. |
| 99 | 147 | Have a website that actually works |
| 100 | 148 | Inclusive programs and policies for all people |
| 101 | 150 | Keep up the regular community conversations, maybe simplify the workbooks and pick new subject matter for engagement the next time around. |
| 102 | 152 | I don't get the newspaper, so I think we need to find more ways to communicate what is happening in town. I am on facebook so I see a bit of info. I also get email from FCSS/Neighbourhood Place and from the library so that is helpful. |
| 103 | 153 | Public forums, don't hide behind procedure to rush through bylaws. A despicable dereliction of democracy. |
| 104 | 154 | Transparency in the municipal government is at an all-time low. There have been countless emails detailing these thoughts, so I advise you actually read them. Just for starters, - Accessibly list your email, and optionally your phone number, if you are a sitting member of council. - Read and reply to emails. - Do not have multiple readings of a bylaw in a single day. - Make publicly and easily available the contents of a bylaw during the sessions where it is presented for consideration. This limits speculation on contents. - Attend controversial council meetings in person instead of virtually. - Ensure that there is a public consultation and questions period before every bylaw, even ones that are controversial. - Publish |

all letters in an agenda package by default, ensuring to censor last names, addresses, and contact information as well as explicit derogatory wording like slurs or obscenities whilst maintaining the brunt of the letter. Allow a citizen to opt out. - At the very least, at least tell people SOMEWHERE VISIBLE that they need to ask for its presence in a publication. And I want to make this one especially clear. - Consider what your town population has to say. Don't arrive to a meeting predetermined on a resolute answer. If 61% of correspondents advise against passing a bylaw, think about it. Don't just show up already decided. Engage in healthy debate with opposing council members. Refer to contents strictly referring to the bill. It really irritated me when Mayor Little gish-galloped a surmisable sum of information SURROUNDING Bylaw 2026-08, but never directly addressing any of the concerns raised by Councillors Engel, Stevens, and Quantz. This is not how a democracy is operated. This is how individual persons usher along their agendas despite public backlash. That's not how representatives, well, represent. Do better for the town. As of now, you've made us a national laughing stock and gotten us lampooned everywhere. Thanks a lot.

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| 105 | 155 | Since the new council, it is far better. |
| 106 | 156 | Make the website more user friendly |
| 107 | 157 | No suggestions |
| 108 | 158 | Stop taking LGBTQ money if your hypocrite hearts hate diversity. |
| 109 | 159 | remove the bigots |
| 110 | 160 | For the town to come out of their comfort zone and talk to ALL people not just a certain group |
| 111 | 161 | As above: clearer vision (short and long term) need to be communicated other than in small print on website. Try reaching out to associations. |
| 112 | 162 | More family and community events. Like, way more. Easter... Canada Day, etc. |
| 113 | 163 | Remove Chris Little as Mayor and rescind the Neutrality Bill. Fix my road! |
| 114 | 165 | Being more involved with our local groups, putting more effort into things like Canada Day etc to keep locals local. |
| 115 | 166 | The town uses outdated methods to connect with residents. Although I know many of didsbury's residents are retirees, those of us raising young families also want to connect but feel the current communication styles are old school and not enticing to access. I think moving away from the traditional social media ads used to modernize and give information in clear concise ways would be helpful |
| 116 | 168 | n/a |
| 117 | 169 | Let's not do multiple readings of a Bylaw in one session. Read it once and then get feedback from the citizens before the second and third readings. |

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| 118 | 170 | Your doing quite fine... Keeping up to date with everyone on all aspects including social media which is hard to stay neutral and you do that greatly..... |
| 119 | 173 | No idea |
| 120 | 174 | This survey is a great start. It appears that the residents of this town have finally voted in a council that cares. |
| 121 | 175 | Sending out a door hanger with a questionnaire might be a good start, or mailbox flyers. I'm sure issues come up every season, but I've only had frustration through the winter months. |
| 122 | 177 | not sure |
| 123 | 178 | Have public works respond better to a question |
| 124 | 179 | Respect that Didsbury is a commuter town now. I have no idea who our council members even are. The app is not consistently up to date. Not sure really. I feel like I am disconnected to the town where I live. |
| 125 | 182 | listening |

Q16. Please share any additional thoughts, suggestions, or concerns you have regarding the Town of Didsbury's Council or Administration.

| SR No. | Response No. | Response Text |
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| 1 | 3 | Just be open with the people and remember we are the ones that put you there. |
| 2 | 4 | Less closed meetings. There's no need for so many, unless of course they are guided by the MGA. Council is not. For a council that is in transparency, they're not very transparent. It was obvious that Dee Trewin was planted in the gallery to move the flag by law along. I thought freedom was for everyone? Bigoted behavior. Changing the bylaw for Irwin's illegal suite was a bit quick, but expected. |
| 3 | 7 | Transparency about why things are being voted on. Such as the the vote to rezone industrial to allow residential just because one of the council members happens to live above his business and wants it to be legal. That's a very sneaky way of going about things. People know. It's a small town. Also, I think you need to reevaluate the amount of same businesses allowed in one town. I get its tax money coming in but no one wants more liquor stores or vape shops or pizza. Don't just grow for the sake of growing. Be mindful of the kind of town we want to be. If I wanted to live in Forest lawn in Calgary I would. I don't want Didsbury to turn into it. |
| 4 | 8 | None |
| 5 | 11 | I'm not sure what happened to the seniors building. From a seniors point of view, I feel there should be a centre for seniors. Shannon has done an amazing job of bringing activities to us but neighbourhood place is a bit size and activity restrictive. |
| 6 | 13 | I would appreciate seeing continued focus on transparency, communication, and efficient use of resources. Ensuring that |

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| | | staffing and decision-making structures support frontline services would go a long way toward strengthening trust and improving day-to-day operations. |
| 7 | 14 | The only suggestion I have is for Council to recognize the value to the community itself, of the property immediately east of Ross Ford Elementary School (fondly called Moose Fence Park). I believe we need a centrally-located park (not to be confused with playground). A gathering place for people to just sit and visit. There is so much potential there for community involvement and engagement in all sorts of activities and events. There is no need to sell it to a developer for houses or condominiums or what-have-you. What we need is more places to rest and relax, and this is the only Town-owned green space there is. Protect it. |
| 8 | 16 | We are giving you our support. If we don't have positive growth, then we slide into complacency which becomes a downhill spiral. |
| 9 | 18 | Didsbury has a bright future ! A great place to live ! Most remarks I said pertain to past instances of poor planning. I have met the new mayor & council and quite satisfied with potential they have ! |
| 10 | 23 | Helpfully this council is better than the last and they dig into the administration and clear house there as well. |
| 11 | 25 | Id raise property taxes and attract a higher income demographic. Small town is great provided it is adequately serviced. Failing infrastructure, and stagnant growth illustrates council have little long term vision - what is the 20yr masterplan? |
| 12 | 26 | Developers given too much consideration, property taxes and utilities are too high |
| 13 | 28 | Only other thought I would share is on growth. Growth has to be managed properly, and be sustainable. Growth for "growths sake" is not always good if not managed properly. |
| 14 | 29 | I would like the town to be very mindful of building developments, a nice pace of growth will be good for the town. Too fast and the infrastructure can't keep up and problems appear. |
| 15 | 30 | Concerned about the lack of transparency and accessibility. |
| 16 | 32 | I would like to see council take a more aggressive view of promoting growth, Didsbury has not grown at the same rate as surrounding communities and past councils have been reluctant to promote growth,. |
| 17 | 36 | No comment |
| 18 | 37 | I'm curious where everyone lives and if their roads get plowed... |
| 19 | 39 | Transparency (which there has been little of). This was in most of the current mayor & councillors campaign "promises". There seems to be a lot more "in camera" portions to the bi-weekly council meetings which does not align with |

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| | | transparency. When bylaws are being changed to satisfy current councillors & not the residents it becomes evident that this council is not for the town, but self serving.. Residents expect more from the mayor & council that was elected. You are not serving yourself, you are serving your community and I think that this needs to be reiterated to them. Ultimately, they work for all residents and not for themselves. |
| 20 | 41 | We need more industrial and commercial development to support the tax base. Historically town council has been out of touch with business needs and attracting business to town. |
| 21 | 42 | Council is new, still waiting to see how they progress before making judgements. Administration is evasive, I dont believe they are open with all aspects of community spending, plans and engagement. |
| 22 | 43 | N/A |
| 23 | 44 | A fresh new approach was mandated by the election of last year. Fresh new things are underway. That's not easy, but it's what the people voted for! Good on Council for taking that to heart, and for stepping forward for the public as they have been asked to do. Wholesome, ongoing public engagement will confirm the mandate and provide the support that everyone needs to go forward with. |
| 24 | 46 | Unknown at his time |
| 25 | 47 | The change to business fees had me confused this year. I'm not fully informed, so maybe missed why the fees were being waived this year. It seems like lost income? Maybe waive the pet license fee instead? Is it because it's hard to police/collect? Is too much money lost trying to enforce the fees? |
| 26 | 48 | Our Town Council is conducting a lot of business behind closed doors, which does not allow for community members to understand which council members are supportive of certain items and other are not. Eg: COLA for town employees during budget discussions. |
| 27 | 53 | Have most of them take a customer service course |
| 28 | 54 | Administration, management, maintenance needs a reset from how things have been going for the past years. It's extremely frustrating as a resident that pays extremely high tax rates to watch my hard earned dollar get wasted away. Your voice seems to never be heard or ignored. I love Didsbury and the people but I am extremely dissatisfied how it is run and operated. I'm hopeful that change will come from the newly elected council and that voices will be heard. |
| 29 | 55 | The property taxes are out of control. With big incre3ases every year it is getting harder to meet the increases for a senior. Maybe there are other ways to finance the Town other than all through property taxes Any thoughts getting involved in the Window program. Houses are aging and new window replacements are needed. that are very expensive. a program to help even the payments would be beneficial. . |
| 30 | 56 | Town Council promised transparency and open |

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| | | communication. This is not happening. Closed sessions are longer than the open sessions of the meeting. Town Council needs to focus on local issues and not get distracted by the larger political landscape ie. what flags can be flown. I don't want my town to be in the news because council is focusing on regressive policies that are not inline with what our town needs to grow and thrive. |
| 31 | 60 | This is a small town that has to operate under some specific limitations. The tax base doesn't compare to larger centres but the quality of life here is exceptional. Thank you to everyone involved for doing such a great job with a limited budget. |
| 32 | 61 | Right wing religious values shape your decision making but none of you will make that public. |
| 33 | 62 | I hear lots of rumors about connections to extremist religious organizations that some council members are involved with. That's frightening if correct. Enough problems in the world right now without having religious extremist driving an agenda in a small town. |
| 34 | 63 | The town council is doing a great job so far and encouraging them to continue to focus on essential services and what the yax payers pay for. |
| 35 | 64 | Would be great to see younger participation. |
| 36 | 66 | Administration is bloated. Should be a local resident. Use local talent rather than creating positions within the town office. |
| 37 | 67 | none |
| 38 | 69 | N/A |
| 39 | 70 | Maby consider assessment of front line staff and work on better quality and performance Often they are rude and aloof. |
| 40 | 71 | Any new construction of homes or multi family dwellings need to have ample parking available and not on the street.. either underground parking or onsite parking. |
| 41 | 75 | None |
| 42 | 76 | Seeing more council members at town functions |
| 43 | 78 | stop upheaving local parks for valarosa it's not even that good of a neighbourhood |
| 44 | 79 | Council has done a great job so far, of making council meetings more welcoming to residents. There is, however, still a pervasive feeling of unwelcome from town staff who are working those meetings. Very unfriendly vibes. |
| 45 | 82 | . |
| 46 | 86 | This identity politics council move is disgraceful, and whoever is responsible for it, and votes in its favour on Tuesday should recuse themselves immediately. |
| 47 | 87 | Im very happy with the town so far, all of my concerns have been met with quick response or action |
| 48 | 90 | Small government, non-intrusive. |
| 49 | 91 | • Continue to strengthen transparency and communication |

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| | | around Council decisions and priorities. • Ensure consistent, timely information is shared by Administration, with clear points of contact for residents. • Encourage respectful, open dialogue between Council, Administration, and the community. • Maintain a focus on long-term planning while balancing fiscal responsibility and resident needs. |
| 50 | 92 | The library could use a bigger summer program, as summer activities for kids have been limited. Also, a splash park in Didsbury would be great so kids can have fun locally instead of having to go to another town during the summer." |
| 51 | 93 | There needs to be sidewalks created in certain sections where there are none and walking on the street is a hazard. The walkability of a community is a great positive feature to residents and visitors. |
| 52 | 94 | Its a new council, so judgement is still pending! |
| 53 | 97 | On the subject of the proposed neutrality bylaw... If this policy were really about paint colors and flag rules, we probably wouldn't be having this conversation. But when the practical effect is that only Pride symbols are being excluded, it stops looking like a neutral policy and starts looking like a message about who belongs here. Our town is strong enough to handle a little color—and honest enough to have that conversation in the open. Creating and using a bylaw to quietly hide behind while using it to purposely exclude some people from their own community is wrong, on every level. This bylaw isn't just embarrassing, it's harmful. Council should do no harm, ever |
| 54 | 101 | Why are we wasting time and money banning rainbow crosswalks? The rationale to ban them is garbage and not accurate or truthful. The "concerns" quoted by council are not true at all. What other non-white things will this council ban? Are non white people next? And then non Christians? Didsbury residents voted for development and growth in our community. Not for putting up walls and barriers. |
| 55 | 102 | You never see council in the community. New business open with maybe 1 or 2 councillors at the grand open. |
| 56 | 103 | Do not use the the town budget like a personal bank account. Act as one would in your own household. Pay for necessities first then if there is money left over, a few perks can be added. I do not see sending a delegation to Japan as a necessity when we have road repairs that need to be done. We need to have more affordable housing for singles. Most of our young people move away, granted there are not many job opportunities in town but when they find a job in another town, as many in my family have done, there was no place for them to live here in town as they had wanted to do. Rents in Calgary are unaffordable so many want to commute but can't because there are no housing options here for them. That unsightly hole in the ground on 21 Ave is a case in point. Condos for young professionals was not a good choice. Small 2 to 3 floor apt buildings would be great. Olds is just finishing up 6 story apt and the rents are very reasonable. Apts are a great start for |

young couples as well. Encourage more small scale manufacturing businesses to come here, provides jobs and adds to the tax base. For some reason many of the past projects that were supposed to be built here fell through. Keep a more watchful eye on who and how the town is run. Having a COA that doesn't live here is a mistake. Same goes for having an employee that lives in another province, works from home, then flies in to town when needed. More wasteful expenses.

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This current council needs to ACTUALLY address what the residents ACTUALLY want and care about. They all used transparency and accountability in their platforms when running for these ELECTED POSITIONS, which they all get a nice little stipend/honourarium via the Provincial government and TAXPAYER DOLLARS I'm sure. But do any of them really know the true definition of either word; transparency, accountability? So far they have not proven or shown any ACTUAL consideration for all of Didsbury's residents.

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Many of the council ran on transparency so discontinuing the closed meetings should be a priority. Be transparent. Many of the council ran on economic growth, I have yet to see anything that is being done to make that a priority. Instead this week what was made a priority was the proposed bylaw for neutrality in this town. Only certain flags and crosswalk design. When has this been a problem? When has non neutral flags flying around town been an issue that needs attention and solving? And same with the crosswalks, when has this been problematic! So we are wasting time, money and energy, so our resources on an issue that has not been an issue?! I heard it been said from council that this is important because of the family values of this town... whose family? Whose values? Because what I know to be true is that I don't hear my family or my values represented in that. I love this town. I don't love that with this attitude and making an actual bylaw, this paints this town with a brush of intolerance. You say neutrality, however that is intolerance. This town has queer humans in it. Many actually. And families of queer humans and friends of queer humans. And everyone should feel welcome in this town. I heard someone say that it's to protect the children from having woke propaganda shoved down their throats and we need to let them be kids... you know some of those kids are queer and this attitude doesn't keep them safe, it can feel unsafe actually. I am a straight human, not a part of the queer community, seeing a rainbow flag or side walk, has zero impact on me. It may however have an impact on how a person of that community feels. And if anything it give me pride that my community is open and accepting of all humans. That we welcome everyone. And right now it doesn't feel that way. In this world today do we really need more opportunities for division? And this bylaw and the attitude it carries is a line in the sand and creating division under the guise of neutrality.

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Every attempt should be made to embrace change. Communities that fail to adapt to new strategies, technologies, and ways of engagement are doomed to wither.

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| 60 | 107 | Too many on council are hard-line, dogmatic ideologues unconcerned about what's good for the town, apparently only interested in forcing their personal beliefs onto the town. Public service attracts different personalities. Unfortunately, one of those personality types is the loud, aggressive, outspoken, hardliner, with an agenda that they're fixated on trying to force the rest of us into following... justification, rationalization, public support, and optics, be damned. I just want a happy town to raise my family and retire in. The lack of openness to anyone who's part of a group that our previous generations would have discriminated against, is scary. I grew up conservative and red-neck but have grown and learned how to accept others who aren't like me. Having a council that hasn't learned acceptance is scary because it makes me sad for our future and makes me concerned that I might not want to retire in the place I used to call home. |
| 61 | 108 | Growth needs to be thoughtful. If you're not well versed in a particular subject, please seek the expertise of those who are. |
| 62 | 109 | My thoughts are that they are catering to those in a certain social network of like-minded individuals. Wanting to have their own personal agendas and beliefs forced upon the residents, and not about anything that the residents of this town are really concerned with. |
| 63 | 110 | I think the new council has been doing a great job and it's been nice to see some fresh faces |
| 64 | 111 | I'm not impressed with the new Town Council members. They only got elected months ago and in my opinion have only done things that negatively impact the Town and its residents. Remove the requirement for business licenses?? Now a "Public Neutrality Bylaw"?? Are they acting in their best interest, or in the best interest of all Didsbury residents... |
| 65 | 112 | Council should stick to priorities espoused during the election: such as sustainable infrastructure, housing and attracting job-creating businesses. |
| 66 | 114 | They need to show some leadership and stand up against the provincial government. More than 2/3 of the people in this province disagree with the direction the UCP is taking us. The Town needs to wake up and do a better job of serving the people. |
| 67 | 118 | - Town Council has proven to be anything but transparent: eight council meetings, 35 closed meeting items (half of which are not closed topics and in contravention of the MGA), no motions for many of the items, 8-1/2 hours spent in public discussion, 15 hours spent in closed session. Disgraceful. "Land sale" is not a closed item title - it must identify the address of the land as one example. - Town Council must have extensive consultation regarding the "neutrality" bylaw before pushing it to third reading. With this initiative 4 council members (those who voted in favor to first and second readings) have proven that bigotry is present at their table when it comes to marginalized groups, not a good look for a |

council - the "neutrality" bylaw is another smear on our town. What they obviously don't get is that by targeting 2SLGBTQIA+ groups they have also disabled the ability to honour Veterans and other community groups on flags and in crosswalks. Other councils and communities around our region, province, and even country must be laughing at Didsbury Council for the "neutrality" bylaw. - The same could be said about being laughed at for the removal of the requirement for business licences which is not, in the words of the mayor "an outdated practice." All towns and cities in Canada have business licences! - I appreciated Councillors Engel, Smith, and Quantz voting in opposition to the first and second readings of the "neutrality" bylaw - representing the community

- 68 121 Be friendly to all people. Im not appreciative of this trend I'm seeing to exclude groups that are minorities. Let's paint the Town all colours please
- 69 122 Again. Be more transparent
- 70 123 Council is not open, when I spoke to the mayor, he was condescending and in my opinion, placed no value on anything I said or contributed, and was not open to suggestions. He only paid attention to his own ideas, was chauvinistic, and extremely prejudiced.
- 71 125 Improve Economic Development. Get away from the idea that the movie industry is a high priority. We need more businesses both retail and commercial.
- 72 127 Please see number 15 above
- 73 128 Councillor Lambert is an embarrassment and deserves to be removed from council for his blatant anti-women and anti-LGBTQ stances and statements made at many public events.
- 74 129 NA
- 75 134 I voted for most of the folks on Council in the last election. Our town clearly needed a change. I left Calgary for a simple town life. I'm not sure if that is possible anymore but I'm hopeful. I believe that the current administration will do what is best for our community not themselves. It's ok to be a small town.
- 76 136 The municipality has many requirements and responsibilities to residents and other levels of government. There is more than enough to do. Let us not be manipulated into doing jobs and taking directions outside of the mandate with which we must comply. The federal and provincial governments would love to have us take on their social and housing responsibilities. Our job is less defined in the MGA now because some municipalities are doing that! If there is ever (and there won't be) any money left over after providing good government, good infrastructure (roads, sidewalks, utilities), good protective services and excellent advocacy to other levels of government, that is when residents can decide whether to take on things like more amenities, affordable housing and unfunded social programs.

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| 77 | 137 | <p>From an outside perspective, there appears to be a high volume of discussion occurring in closed sessions without corresponding detail or discussion in open meetings. Increasing transparency in how decisions are brought forward and discussed publicly would help build trust and confidence in Council's decision-making process.</p> |
| 78 | 138 | <p>The town office is very friendly and professional but I have had many times with my water bill where the town office did not record a payment properly and messed up the bill payments for my whole rental building. Lack of care and attention to detail was very obvious</p> |
| 79 | 139 | <p>I am concerned that the current council is not acting in the best interests of its residents. Recent actions and statements have demonstrated that there is little creative growth mindset, and instead there appears to be an austere and dated approach to economic and social development. Instead of attracting and retaining the young, growing families and businesses that this town needs to survive, their decisions may be more likely to direct them away from the area.</p> |
| 80 | 140 | <p>I am concerned that some of the council are trying to create a community that is not diverse or inclusive. The council meetings should be open to the public</p> |
| 81 | 142 | <p>Framing identity and inclusion as something that must be removed in order to achieve fairness is a fundamental misunderstanding of equity. Policies that limit visibility—particularly for 2SLGBTQIA+ individuals—don't create neutrality, they create exclusion. When certain groups are no longer represented, the message received is that their presence is less welcome or less valid. Council has a responsibility to lead with clarity, compassion, and an understanding of the real impact these decisions have on residents—especially youth and marginalized populations. Representation in municipal spaces can be a powerful signal of safety and inclusion; removing it does the opposite. I would strongly encourage Council and Administration to engage in meaningful consultation with a broad range of community members, including those directly affected, before advancing policies of this nature. Leadership should reflect the full community—not narrow it. At its core, this is about whether Didsbury chooses to be a place where all people feel they belong, or a place where some are asked to be less visible in order to accommodate others.</p> |
| 82 | 143 | <p>I'm extremely alarmed by the recent discussion that has become a blatant attack on the 2SLGBTQIA+ community. This is not the town I grew up in sadly, where divisiveness and southern states religious mindset is now ruling. I'm embarrassed by what makes folks feel empowered and emboldened. Sheer stupidity and hatred. Please focus on becoming the beautiful, diverse, warm and embracing town I knew, where loving thy neighbour was the rule, not reduced to feeling deeply challenged over giving someone a feeling of acceptance represented by a rainbow. A true embarrassment.</p> |
| 83 | 145 | <p>Undecided right now. I do not feel the vulnerable are being</p> |

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| | | seen or heard. |
| 84 | 146 | There seems to be a struggle with having a front desk person over at the main office. The Council hasn't done much to help Didsbury and their latest bylaw they want to enact feels inappropriate considering how many more important things are needing attention than whatever gets put down on roads or flags. It's concerning where they're hoping to take this town if that's the kind of focus they're putting their efforts into. |
| 85 | 147 | Fire them all |
| 86 | 150 | They can pull their heads out of their ass on the neutral spaces bylaw - we all know what it's about. Quit marginalizing liberal social ideals, they're part of the progression of society, not the regressive intent behind the neutral spaces bylaw. Town Councils in Didsbury often try to do the Administration's job for them - quit that practice as well. You're not very good at being administrators, Council members. Stick to your lane. |
| 87 | 152 | I'm very discouraged with three councilors and the Mayor right now. I think it is terrible that you have to apply as a delegation to even get heard by council before the meeting. There should be an open question period before council business begins. Hopefully some councilors would actually listen to what people have to say. |
| 88 | 153 | As above. |
| 89 | 154 | I'm now ashamed to be from Didsbury. Instead of being able to say "Yeah, I'm from Didsbury. It's a welcoming town, small, and we had that tornado some time back. But I was a part of the town's high school band program that won gold in MusicFest Nationals!", now I have to say "Yeah. Listen. I'm from Didsbury. That one town. Frankly, I'm embarrassed. A lot of people I talked to from town, or who lived in town and have since moved out, are ashamed of it now. Myself included." I'm going off to university this upcoming autumn. If things continue the way they have been, i.e. this bylaw isn't repealed because four councillors refuse to look beyond themselves and their own personal agenda, democracy and trust within our council continues to backslide, and our infrastructure continues to do the bare minimum, I hope to never come back except to take the things I left to rot. Thanks for waving goodbye to us youth and the higher-educated! I'm sure nation-wide controversy and the leaving post-secondary educated population will do wonders for future investment in town. Gotta stay neutral, right? Gotta not give queer or aboriginal people visibility, right? Can't have the homophobes or the racists feeling uncomfortable. By no means. Why don't we just give them the red carpet and allow "Carney" flags to fly whilst disallowing queer flags? Let's merge the church and state in our town so we can lampoon anything that doesn't adhere to religious tenets. Actually, let's ban religion. Let's ban symbols of nationhood, our province, and our municipal government. Anything related to politics, even tangentially, isn't neutral. Paying for roads, police services, and healthcare using tax dollars? That's socialism! Better ensure our town |

| | | |
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| | | doesn't pay for anything with, or even collect, taxes. Can't go offending people, now can we? Let's ban private property too! My neighbour has a larger house, and that's not neutral to me! Neutral my ass. Drop the euphemism, cowardly hatemongers. |
| 90 | 155 | New council seems to be doing far better. Time will tell. Same with Cao. Outgoing council and cao were scary awful. |
| 91 | 156 | BIG THANK YOU for putting through a motion to keep municipal flag poles and crosswalks away from woke ideology. |
| 92 | 157 | Town Council should focus on real issues instead of focusing on pseudo culture war issues. I don't care what flag the town flies or what colour a cross walk is. I would like to grow my family in a town where everyone feels safe not just old straight white "Christian" people. When others across Canada see headlines like the town council made it makes young working families not want to live here. It sends a clear message that the Town of Didsbury doesn't welcome LGBTQ+ people. |
| 93 | 158 | Absolutely weak cowardly work on the anti-inclusivity by-laws given how many lesbians actually saved your sad ass train museum. Maybe your town deserves to die. This is why your kids leave. |
| 94 | 159 | the new council are full of old white men that are extremely out of touch with reality. They do not care about anything except their OLD ways. |
| 95 | 160 | Council should prioritize 'closing the loop' on public feedback. When residents provide input on projects like the 2026 Budget or the Central Core Heritage Plan, Administration should clearly communicate how that feedback was used—or why it wasn't—in the final decision. Transparency in the rationale behind a decision is just as important as the decision itself. |
| 96 | 163 | Remove Chris Little as Mayor and rescind the Neutrality Bill. Fix my road! |
| 97 | 165 | I just believe we pay so much in taxes and it doesn't seem to overly benefit the residents of the town. |
| 98 | 166 | Our interactions with employees at the town have always been helpful, prompt and have always solved and addressed our issues. We have no comments about council at this time, but hope they continue to build opportunities to develop and grow our community in a positive direction |
| 99 | 167 | Didsburys partisapetion in the rrs program is hurting our job market places will only hire tfw not our residents lots of hob posting but will not hire |
| 100 | 168 | n/a |
| 101 | 169 | There's a fear of repercussions for speaking out. We have a council of strictly men and it seems a lot like that episode of the Simpson's where grandpa yells at the sky. Be mindful of outward appearance. The goal of a democracy is to protect all of it's citizens; let's not forget or marginalize those who are not represented by council. Half the world is female. |

| | | |
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| 102 | 170 | Let you know in a couple years... I like what I see.... |
| 103 | 171 | Didsbury needs to grow and change with society or we risk being left behind. Why do you think most young people leave Didsbury right after high school? This town is so closed minded very few people in my generation live here in our 20s-30s, let alone want to stay and raise a family here. Young adults are so isolated in Didsbury, it's impossible for them to feel at home when they have very little sense of community or belonging here. Council needs to listen to the residents and actually act in the best interest of the town. Not just make decisions based on their own wants but consider those who they represent. Concider all voices, not just those who vote for the same party as you, not for just those who have the same religious beliefs as you, and not just those who look like you. You were elected to speak for the people, not yourself. |
| 104 | 173 | They seem to be performing their function. |
| 105 | 174 | Everyone is watching with hope |
| 106 | 177 | I see 2 separate things that have been done well from time to time, but are not doing well at the moment: housing and business development. They work together. Good employment opportunities, developing "affordable" housing (this is not the same as emergency or low-income / supplemented housing). I question if the town is sustainable for young families working normal jobs. Rentals are rare and unaffordable - employment opportunities are often low or minimum wage. Can Didsbury be a healthy community with a future if it's unable to sustain more types of families. Is there a path for the Council and Admin to work on improving the town in these 2 areas? |
| 107 | 178 | I don't follow what you people do ,I can only comment on what I see when I do my walks. |
| 108 | 179 | Explore ways to have a town gym with hours for commuters, I spend more money in Olds and Airdrie. Businesses need a refresh, there are more bars than family focus places. |
| 109 | 180 | Very pleased with new council - four in particular who are following thru with issues that they were elected to do! In spite of minority residents loud protests. Keep up the good work! |
| 110 | 181 | Council meetings need to be open to the public more. In-camera meeting need to be reserved for public privacy, not council secrecy. Councillors need to listen to residents not business or religions organizations when making decisions. |

Q17. What word comes to mind when you think of Didsbury? (One to three descriptive words, please)

| SR No. | Response No. | Response Text |
|--------|--------------|---|
| 1 | 1 | Community, Family, Friendly and Inviting |
| 2 | 2 | Home |
| 3 | 3 | Alright could be better |
| 4 | 4 | Past- community Current - handmaids tale. |

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|----|----|---|
| 5 | 5 | Safe, diverse, charming, neighborly, quiet, kind. |
| 6 | 6 | Hard question! I am more than 3!!! Historic charm, unwavering commitment... |
| 7 | 7 | Aging |
| 8 | 8 | Beautiful, homey and neighborly |
| 9 | 9 | Vibrant,small town feel |
| 10 | 10 | Small town High property taxes Not growing In debt |
| 11 | 11 | Friendly The current businesses are great! |
| 12 | 12 | Quiet Small Beautiful |
| 13 | 13 | Quiet and friendly |
| 14 | 14 | Home Safe Friendly |
| 15 | 15 | Home, quiet & safe. |
| 16 | 16 | Friendly, nice community |
| 17 | 17 | Close minded |
| 18 | 18 | Best location in Alberta Fire dept & RCMP great security Closeness to airport & large hospitals |
| 19 | 19 | Struggling |
| 20 | 20 | Snooze |
| 21 | 21 | Stuck in a rut |
| 22 | 22 | 0 |
| 23 | 23 | Mediocre |
| 24 | 24 | Home, comfortable, friendly |
| 25 | 25 | Old, stagnant. Low lost for low services |
| 26 | 26 | Old needs revitalization |
| 27 | 27 | Friendly quiet peaceful |
| 28 | 28 | Wonderful Quiet Peaceful |
| 29 | 29 | I love it |
| 30 | 30 | Lilac |
| 31 | 31 | Humble, connected and honest. |
| 32 | 32 | Small town Alberta |
| 33 | 33 | Community, diversity, proud |
| 34 | 34 | Safe, but limited future for local teens. |
| 35 | 35 | Family and community. |
| 36 | 36 | Lazy |
| 37 | 37 | Quiet but expensive |
| 38 | 38 | Great people, questionable planning for the East Didsbury underground water tank eg. Not groundlevel |
| 39 | 39 | Misogynistic (all male mayor & council) Unequal |
| 40 | 40 | Small town with small town values that no longer serve as the town of Didsbury is growing fast. |
| 41 | 41 | Stuck in neutral |

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| 42 | 42 | Aging Lacking Uninviting |
| 43 | 43 | Home |
| 44 | 44 | Place to Grow! |
| 45 | 45 | Small town |
| 46 | 46 | Quiet, friendly, clean |
| 47 | 47 | Positive; historic, connected (highway access), quaint Negative; stuck, stunted, homogeneous |
| 48 | 48 | Conservative Old Walkable |
| 49 | 49 | Neighbourly, peaceful, beautiful. |
| 50 | 50 | Senior focused community |
| 51 | 51 | High Taxes Limited growth Limited businesses Poor employment opportunities |
| 52 | 52 | Small, friendly, enjoyable |
| 53 | 53 | Beautiful but has room to fix and grow some areas |
| 54 | 54 | Expensive Needs change |
| 55 | 55 | small town quite expensive property taxes |
| 56 | 56 | Community, walkable, |
| 57 | 57 | Quaint |
| 58 | 58 | community, privacy, opportunity |
| 59 | 59 | Quiet but smelly at night |
| 60 | 60 | Home. |
| 61 | 61 | Right wing rednecks |
| 62 | 62 | Lacking |
| 63 | 63 | Conservative, friendly, country spirited |
| 64 | 64 | Quiet, run down, misplaced priorities |
| 65 | 65 | Community Home |
| 66 | 66 | controlling |
| 67 | 67 | Comfortable & friendly place to live |
| 68 | 68 | Expensive, potholes, vintage |
| 69 | 69 | Didsbury is home |
| 70 | 70 | Home |
| 71 | 71 | The golf course needs to be redeveloped-proper parking& a relocated restaurant. |
| 72 | 72 | Home |
| 73 | 73 | Stuck |
| 74 | 74 | Home |
| 75 | 75 | Home and bumpy roads lol. |
| 76 | 76 | Vintage |
| 77 | 77 | Charming small town. Let's keep it that way! |
| 78 | 78 | old |
| 79 | 79 | Small town atmosphere |

| | | |
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| 80 | 80 | Beautiful and old fashioned |
| 81 | 81 | Tight-knit, unique, and home. |
| 82 | 82 | . |
| 83 | 83 | Could be better |
| 84 | 84 | Potential, great, growth |
| 85 | 85 | Cute, small, friendly |
| 86 | 86 | Not a sad backwards town. |
| 87 | 87 | Charming, quite, elderly |
| 88 | 88 | Peaceful, friendly, but expensive for a small town. |
| 89 | 89 | Small, conservative town. |
| 90 | 90 | Friendly, interesting, gritty. |
| 91 | 91 | Friendly, cozy, cheerful |
| 92 | 92 | Home |
| 93 | 93 | Quant and friendly small town living, all inclusive. |
| 94 | 94 | Slow to adapt |
| 95 | 95 | Small Safe |
| 96 | 96 | Home |
| 97 | 97 | Disappointed in the focus of this Council |
| 98 | 98 | Quaint, great place to raise family, needs to do better with road upkeep, infrastructure, |
| 99 | 99 | Quaint Inclusive ? |
| 100 | 100 | Relaxed, quaint |
| 101 | 101 | 75% great community minded welcoming people. |
| 102 | 102 | Didsbury used to be all about the kids in this town and supporting them in there sports |
| 103 | 103 | Small, friendly, welcoming. |
| 104 | 104 | Slippery Slope Bigoted Administration |
| 105 | 105 | Unfortunately right now it would be Intolerant Close Minded Dogmatic Individualistic Which is sad |
| 106 | 106 | Conservative. Limited. |
| 107 | 107 | - Home - Painfully backwards - Amazing |
| 108 | 108 | Friendly Safe Character/charm |
| 109 | 109 | Unwelcoming (currently) Sad |
| 110 | 110 | charming |
| 111 | 111 | Divided, Antiquated, & Ignorant. (Is this what Didsbury wants to be known for????) |
| 112 | 112 | small town |
| 113 | 113 | Peace, quiet, welcoming |
| 114 | 114 | Welcoming, accepting of others and inclusive. |
| 115 | 115 | Quiet, safe, beautiful small town. I love my town and believe we can all work together |
| 116 | 116 | Shameful |

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| 117 | 117 | Dieing town |
| 118 | 118 | Currently: Separatist/TBA epicenter (not what I used to think) |
| 119 | 119 | No growth |
| 120 | 120 | Lovely small town with nice people. |
| 121 | 121 | Struggling to keep the small town caring feel in a world gone crazy. |
| 122 | 122 | Lacking growth. No hope for the future |
| 123 | 123 | Small town racist values. That's how I feel right now. |
| 124 | 124 | Friendly Diverse |
| 125 | 125 | Just boring town |
| 126 | 126 | No growth no jobs in town so have to work elsewhere so we do all our shopping where we work |
| 127 | 127 | Friendly |
| 128 | 128 | 2 weeks ago? Welcoming, artsy, beautiful. Now? Embarrassing, regressive, unwelcoming. |
| 129 | 129 | Enuf liquor and tobacco stores!!! Useless! |
| 130 | 130 | Small, no traffic lights, we wanna keep it that way. |
| 131 | 131 | A strong community of hard working people that want to live a small town life away from city noise. |
| 132 | 132 | Stagnant, unentertaining, |
| 133 | 133 | No jobs live here but work in olds do all my shopping in olds will be moving to olds town is dieing |
| 134 | 134 | Peaceful |
| 135 | 135 | Behind the times. |
| 136 | 136 | Picturesque, caring. |
| 137 | 137 | Picturesque. Potential. Uncertain. |
| 138 | 138 | I do love the passion and friendliness of the small town with volunteer events & a centered family |
| 139 | 139 | Quaint, insular, and quiet. |
| 140 | 140 | Diverse Inclusive Welcoming |
| 141 | 141 | Outdated, |
| 142 | 142 | Not open minded |
| 143 | 143 | Small- minded, borderline radical, uneducated, no longer home |
| 144 | 144 | Growth, innovation |
| 145 | 145 | A place a person comes to die. Unhealthy. |
| 146 | 146 | Lilac trees. Quaint. |
| 147 | 147 | Expensive Un maintained |
| 148 | 148 | Supportive, kind, conservative |
| 149 | 149 | Not sustainable! No work only fake adds to hire none local people |
| 150 | 150 | Dumpster Fire of incestuous politics. |
| 151 | 151 | Dump, poor, no respect. |

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| 152 | 152 | Friendly, caring, accepting. Well, until the Public Space Neutrality Bylaw |
| 153 | 153 | Well, now it's backwoods |
| 154 | 154 | Rural, accessible, archaic. Oh, and; opaque government, ignorant policy, and disregarding residents. |
| 155 | 155 | Has potential |
| 156 | 156 | Friendly Safe Quiet |
| 157 | 157 | Closed minded |
| 158 | 158 | Hypocritical. Bigoted. Fake Christians. |
| 159 | 159 | Old white men deciding for everyone. Like the town wants to step back into the old days |
| 160 | 160 | Stagnant |
| 161 | 161 | ABC Angelic Bustling Charming |
| 162 | 162 | No sense of community... Christmas etc events |
| 163 | 163 | Embarrassing, divisive and unsafe. |
| 164 | 164 | Boring Dirty Old fashioned |
| 165 | 165 | Pot hole's, snowy icy roads, no hotels or fun events. |
| 166 | 166 | Peaceful, communal, growing |
| 167 | 167 | Not a sustainable town no work waiting to move work and shop in olds why live here |
| 168 | 168 | Small The way a town should be Stop growing |
| 169 | 169 | Backwards |
| 170 | 170 | Quiet town with a lot going for it ... Keep it up your doing just fine... |
| 171 | 171 | Socially outdated |
| 172 | 172 | beautiful safe homey |
| 173 | 173 | Prairie family town |
| 174 | 174 | Quaint |
| 175 | 175 | Friendly, relaxing, pretty. |
| 176 | 176 | *Friendly *Caring *Helpful |
| 177 | 177 | small, quiet, too-loud-at-night-train-horn |
| 178 | 178 | Average place to live |
| 179 | 179 | Closes at 5pm |
| 180 | 180 | Friendly Prosperous Home |
| 181 | 181 | REGRESSIVE CLOSE-MINDED |
| 182 | 182 | i want out |

Appendix C

Public Engagement Sessions

Summary

Didsbury Public Engagement Summary Report

True governance in Didsbury is a partnership between its elected officials and the residents who are the town's 'center of gravity'. This report represents more than just a collection of opinions; it is a roadmap of community values—prioritizing personal safety, historic preservation, and social connection. Ongoing engagement is not merely a courtesy, but necessary to ensure municipal decisions are rooted in logic while giving a nod to the emotional comfort that residents seek in their local government.

Public Engagement was held over three evenings for two hours at each session. Councillors and Town Staff engaged participants in conversation on a variety of topics, using discussion guides, sharing financial and technical information and public feedback from prior engagements.

Sessions illustrated on questions covering a variety of topics, dominant community values of small town charm, public and personal safety, social connection and community interactions.

Participants sat with Town Councilors or staff, and worked through the following topics as a group at tables, taking unique viewpoints and distilling conversations down to key points and comments. The comments below are pulled from the workbooks completed by council and staff, and notes written down by participants as the conversations unfolded.

The first session was held on March 3, 2026 at the Town of Didsbury Library, and was attended by 12 residents.

The second session was held on March 9 at the Didsbury Train Station, and was attended by 40 residents.

The third session was held on March 12, at Daphne's, a local small business which donated light refreshments and use of their space to host the final conversation. This session was attended by 48 residents.

Council should treat this qualitative data as a primary lens through which "hard" financial data is viewed. While municipal tax rates and property values dictate the capacity for action, this engagement data defines the priority of action. Specifically:

Tax Rates vs. Value: Council should not just look at the mill rate but at the "perception of lack of value for tax dollars". Strategic plans should link tax increases to "measurable outcomes" as requested by residents.

Property Values vs. Infrastructure: The desire for "brick and stone" aesthetics and "larger lots" should inform zoning changes, as these are the features residents believe sustain property values and town uniqueness.

Cash Restrictions: In times of budget constraints, Council should give heavy weight to the community's preference for "Volunteer Support", leveraging community spirit to maintain service levels when capital for infrastructure is limited.

Session 1

Session 2

Session 3

comments highlighted accordingly.

“What do you like about living in Didsbury?”

People, Safety (policing, hospital, fire well provided for), Active Community with events

Small town atmosphere but still have a good hospital

Hospital Service, Multiple schools (Separate/Catholic, Public, Outreach), Public Works is very responsive via “action-request” system currently in place.

Character community, family ties, small town charm and known for larger lots, traditional appearances of neighbourhoods with brick and old wooden homes; very walkable, friendly. Amenities such as bistros, pubs, Daphne’s, museum, arena, library

Didsbury’s vibe. There’s a good variety of community events, lots of ways to connect to community, lots of small town charm

Welcome and inclusive, friendly small town atmosphere, walkable (except for highway 582), nice park features, Country between Calgary & Red Deer, Diversity of persons, Churches of various denomination, good restaurants, light post

Small Town living

Rec facilities, Family, Quiet, safety

Smaller size, more convenient access to services amenities. Knowing your neighbor means personal safety. We like that everything a person needs for daily living is 15 km circle away.

Nice quiet friendly little town. Relatively safe, crime free. Walk everywhere, restaurants/eateries, small town, know people. Post office meet people. Town improvements overdue on heritage aspect of town history, including signage for heritage sites.



The comments received over the three evenings of engagement were overwhelmingly **pro-community**, showing a deep-seated desire to preserve “small-town charm”, “family ties”, and “social connection”. Residents consistently expressed a sense of pride in Didsbury’s unique character, citing its historic downtown, walkability, and inclusive atmosphere as core strengths. More critical remarks regarding infrastructure and governance focus on improving shared spaces, transparency, and ensuring the town’s long-term viability for future generations.

Session 1

Session 2

Session 3

comments highlighted accordingly.

“Other than work and/or home, where do you and/or your family spend time in Didsbury?”

Museum, Library, shopping at Home Hardware

Museum, Events

Hardware store (shopping), parks (grandkids), walkable on main along downtown

Restaurants and shopping, amusements at community facilities, arena, library, museum, Multipurpose room at Memorial Complex

Library, Ol’Berta, Blue Door concerts, Ride for dad, volunteering for well-being or attending functions at the social venues

Hockey, parks, sports facilities

Swimming, events

Shops, Restaurants, walking trails. Strong “eat local/shop local” sentiment

Walking pathways



Residents reflected on characteristics of the community that can easily be overlooked in daily living by many. Didsbury continues to present as a town with its own uniqueness and center of gravity. For many, Didsbury is an emotional comfort, rooted in safe memories from their past.

Session 1

Session 2

Session 3

comments highlighted accordingly.

“What makes Didsbury unique?”

Architecture! The Town’s downtown brick and stone look and the main street project. Can we continue on this, with matching provincial funding sources?

Small Town Vibes

Heritage downtown and the beauty of community features, such as mature trees, Westglenn, Ross Ford school music program community board. Town support of the program and band uniforms, Blue door concerts.

Museum quality of experience above average, it’s excellent and phenomenal. Ambiance. Movie industry stuff at the museum is not something everyone has to show in their town.

Historical features such as the brick buildings, wide streets, good parking, vintage street lamps, all create a hallmark downtown

Quietly inclusive, don’t feel unwelcome

Still nice that for the size that the town has no traffic lights; this is seen as a character trait.

Stunning Old Town – Coulee/Valley offers nice view scape, and the town has its own cool shops.



Preservation of Character is a Non-Negotiable Priority: The town's "vibe" and historic architecture are seen as its primary assets. Any future development must align with this "small town atmosphere" rather than "matchbox town houses".

Session 1

Session 2

Session 3

comments highlighted accordingly.

“How would you describe Didsbury?”

Home, Friendly, Artsy, Comfortable

Potential, Safe, Friendly

Exceptional food (Thai, Indian, Chinese)

“Historic Dids”, stagnant as time has passed, but the Town has lots of untapped potential

Nice Little town with all necessary amenities. Town is clean, and they police locally (RCMP).

Safe streets by reputation, which some feel is changing, thereby impacting small town feel.

Friendly little quiet town. Welcoming. Caters to family. Retirement, senior recovery with challenges – hospital attraction/care facilities.



Cultural Value: 42% of participants rated arts and culture as "High" importance for the town, viewing it as essential to maintaining community identity rather than becoming a "bedroom community".

“Which community events do you support the most?”

Car show, anything at the museum like Canada day and Halloween family events, odd sport events and also the Mountain View Arts Society and the local Agricultural Society.

All Events held locally.

Music related, events like live jazz, things at the Town Multi-Purpose Room concert, 1906 Bistro, annual car show

Museum events, car show events and other good family events.

Blue door concerts, the car show, Comic Con, music and art related events and Canada Day activities.

Hockey, sports.

Car show, trade show, Country Xmas, Rodeo, Parade

Parade, show and shine, concerts, sports events, trade show, country Christmas

“Should the Town support these community events as well?”

Support if the event is about community

The town does support events well

Town to help advertising outcomes for clubs trying to attract tourists, town can help increase reach of service clubs, Town to continue supporting parade during rodeo weekend, Didsbury showcase

Teenager themed (draw the younger crowd out)

Yes

Yes, within reason



Should support music events

Do not put too much money into it. Yes to some extent, but offer relief on user fees

Service Prioritization: When asked to rank priorities, residents placed the highest value on Volunteer Groups (ranked #1 in some sessions) and Programs, emphasizing a preference for social investment over just physical infrastructure.

“Which Didsbury bylaws impact you the most and how?”

Theft bylaw – Hi Ho, Red apple. Noise, Pet Bylaw

Not any bylaw, kids reckless on bikes

Need to update bylaw on e-bikes and scooters (helmets)

Traffic bylaw needs to be brought out more in particular Shantz misuse of parking by big trucks – the current bylaw needs teeth, currently ineffective. Notwithstanding, there was appreciation for speed enforcement

Want to go see more snow removal enforcement.

Upcoming neutrality bylaw...opposed to it.

Business License ended, lacking data on businesses.

Proposal “Neutrality” will turn people away.

Dog License – many make it free rather than charge

Disappointed in lack of business licenses, no contact about that. Businesses need a business license in every other town, why not outsource running the program to save admin costs?

Neutral spaces bylaw – unnecessary of Council to do this. Snow removal bylaw needs to be enforced.

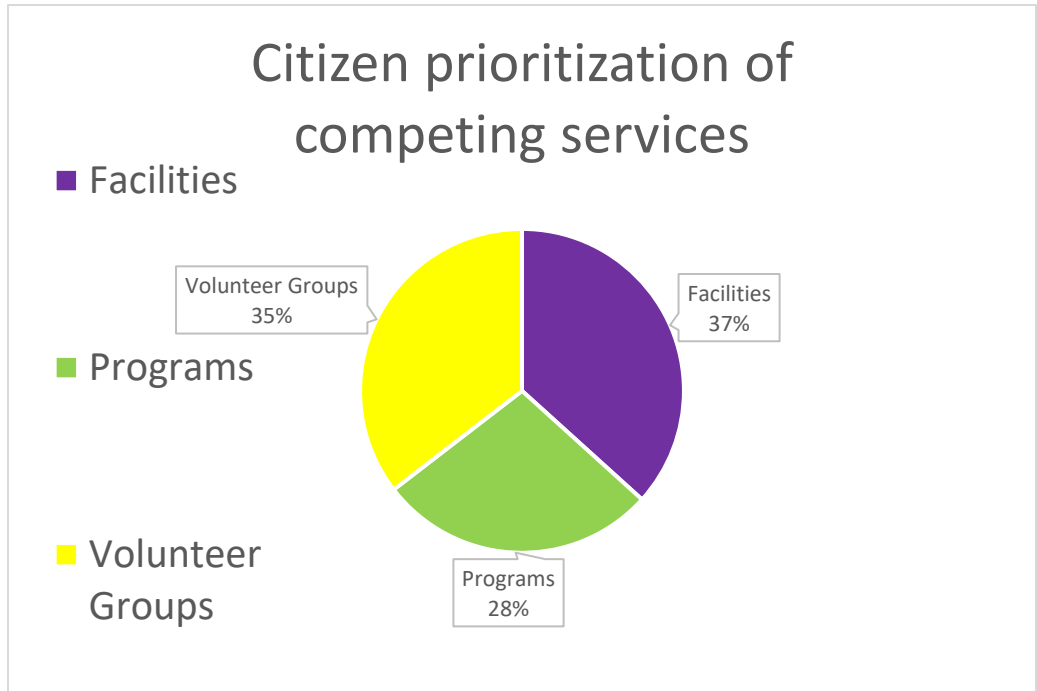
Dog needing license / weed control / people who never shovel their walks. New one to be passed.



Infrastructure is a Critical Foundation, but Communication is Lacking: Residents acknowledge improvements in snow removal but are deeply concerned about an "infrastructure deficit" in water and sewer lines. Council must better communicate the why behind degrading roads to build public support for necessary tax increases.

“Which is more a priority for you?”

Participants were asked to consider between three general areas of service delivery to ascertain which ones were most important to them in terms of receiving attention from Council on an ongoing basis. Participants were asked to give their first impressions of a response, and no formal data was used to suggest a certain hierarchy should be followed. The weighted average responses were



used to create this visual representation how Didsbury residents rank importance around facilities, programs and supporting volunteer groups.



Transparency and Governance Reform are Required: There is a palpable sense of skepticism regarding "closed meetings" and a perceived lack of value for tax dollars. Residents are calling for the return of regular question periods and "open dialogue".

“Thoughts on road and infrastructure maintenance?”

Snow cleaning has improved. Road conditions have been good this winter

Blend higher project spending in over time, as far as the tax levy is concerned - do not sharply disrupt the flow of what people are used to. People want to see current tax rate increases attributed to measurable outcomes or for specific purposes (mill rates for specific purpose/projects/services)

Perception of lack of value for tax dollars already collected. Skepticism of going further, or seeing any measurable improvement, or that promises will be kept regarding spending.

Good pothole fixer. Filling, the potholes that are obvious.

2025-26 snow cleaning was very good. Value for dollar is good this year.

Some areas have waited too long for repair and rebuild

New ways of doing it – west can coating

Information as to why roads and sidewalks are degrading – so more sympathy Incentives for public works people, garbage truck drive. More efficient use of

Keep it minimal (increased tax rate to maintain and enhance services)



“Thoughts on Recreation and Community Programs?”

Old High School land development to a park

A S.M.A.R.T. [Specific, Measurable, Achievable, Relevant, Time-bound] plan would be met with optimism. People don't have a sense of any sort of rec facility improvement plan

Facilities attract people. Old High School property located to great visionary. Doing something with memorial park – facilities, bathroom. Maintain key current services, keep it up.

Let community groups do the initial legwork for the plan

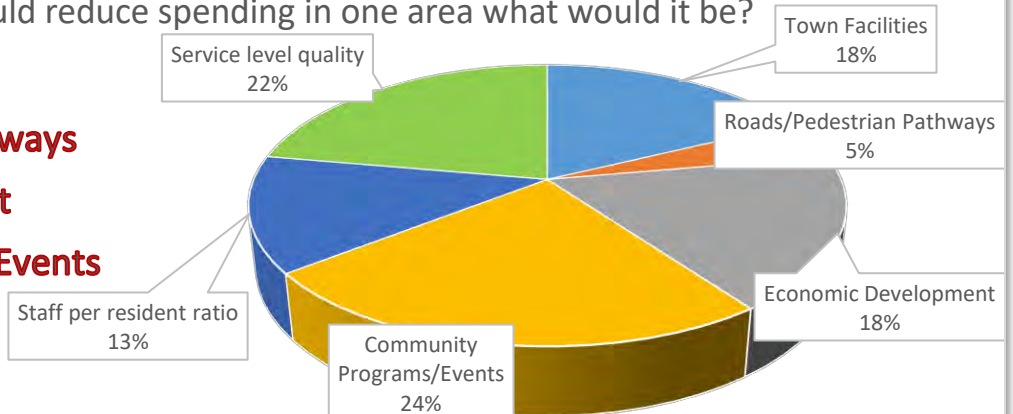
The Town needs better promotion of and sharing info on programs and events

I don't need the town to organize my activities – not wanting tax increase that way



Q: If you could reduce spending in one area what would it be?

- **Town Facilities**
- **Roads/Pedestrian Pathways**
- **Economic Development**
- **Community Programs/Events**
- **Staff per resident ratio**
- **Service level quality**



“What is Didsbury’s biggest challenge 25 years from now?”

25 years – Dead development area, business grant, moose park (remain as a green space)

*Gallery speak timing (start-middle-end?)

Industry to keep kids here

Sewage (old lines will all be breaking down by then)

Service delivery same as now – Infrastructure deficit ie. Sanitary and water lines, recreation facility etc.

Service delivery challenges. Future lack of green spaces (Stop accepting cash levy)

Demographics

Infrastructure

- Growth – water, sewer
- Service delivery – public expectation
- Public spaces – are we taking enough cash in lieu at time of subdivision
- Demographics – what we do now will manifest itself in 25 years.

Next 4 years – fix water first! We will see closed stores, what can be done?

Boundary expansion. Population stagnation. Community decline in spirit. Lower levels of youth engagement. Events and Experience and Attractions for younger people

Relevant – grow or die. Keep small town atmosphere but – well thought out apartments – not matchbox town houses. Hold developers to agreements standards – Sidewalks. Playground and sidewalks

Overcrowding. Surveillance and privacy breaches (Telus 5G towers are unwelcome) due to government overreach. Loss of small town family character “Bring back 1978 Didsbury!” Loss of community spirit /upkeep.

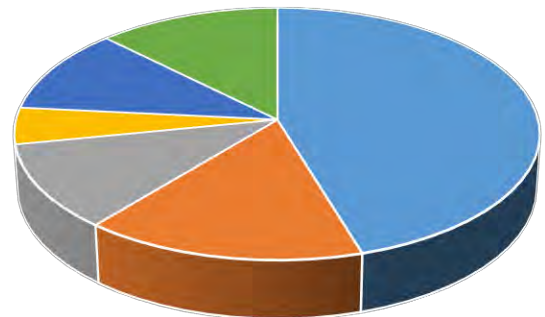
Controllable growth – infrastructure concerns

Attracting business to help town grow – ex housing to attract workers

More vibrant downtown, business that are viable

Q: If you could increase spending in one area what would it be?

- Roads/Pedestrian Pathways
- Infrastructure
- Facilities
- Community Programs/Events
- Service level quality
- Economic Development



Transit campaign on busses was useless – not very effective

“What matters most to you?”

Arts culture is high, Development Volunteerism and Art society (80/20 rule)

Enhance with Existing pathways Infrastructure Replacements

Give joy back to the town through activities that are community building in nature, offer sensible economic growth, industrial/commercial growth in taxbase.

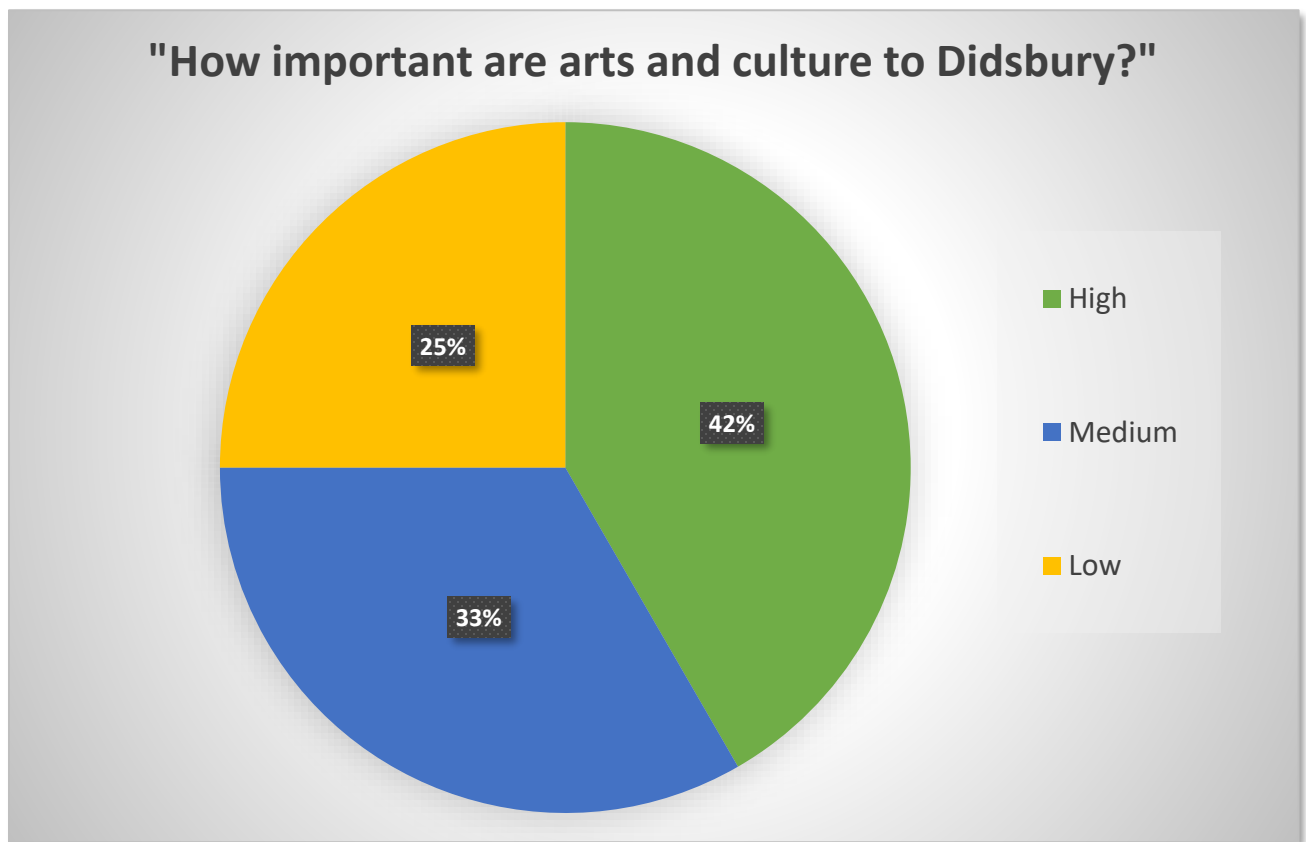
Transparency, Good Planning on projects and then the follow-through; Active development officer that promotes private commercial development properties for investors/buyers.

Enhancing and maintaining our infrastructure.

Personal safety + safe infrastructure vibrant downtown/welcoming

Accountability and governance Roads and sidewalks

Community pride parks behind vet clinic, not sell old high school lot – parks concerts



Comments received on the importance of arts and culture in Didsbury:

Culture, Heritage, Arts master plan– what does it look like?

Low values around arts and culture create a bedroom community atmosphere – community loses identity.

High value but should be done by private groups. Money should fund infrastructure

Problem areas in Didsbury from citizen POV and ideas for solving them:

Business retention needs to be addressed, and a new organization should be formed. It doesn't have to be a formal chamber of commerce, but it should host events, talk with societies, focus on education, training staff and managers on important business topics.

Quality of roads and population stagnation should receive Council attention.

Didsbury Economic Development Advisory Council – qualified people on committee who can develop a strong relationship with all members of the business community.

How do we solve the problem? (General Ideas):

Collection of data on local businesses, seeing developments come to fruition, and seeing things built properly.

Repair and reconstruct roads. Increase population

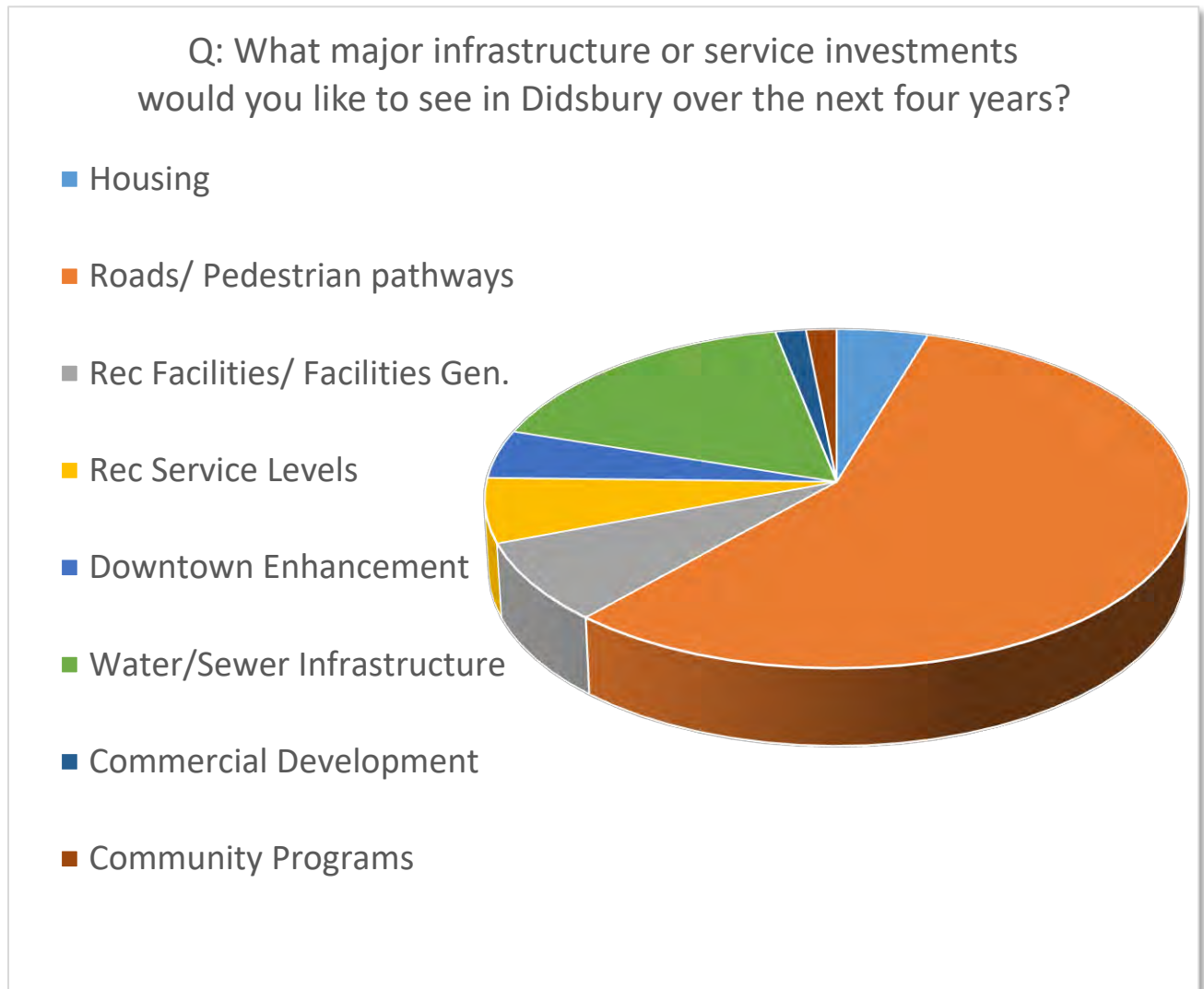
Promote industry to keep them here; share local contracts; Weighting scores to favor local contracts for construction.

Get a draw (attraction, employer or event) to Didsbury. Need jobs in town to build social momentum.

General comments from Engagement Session 1:

- Concerned with "top heavy" administration
- Questioning the value of "Grant Chasing" as a sustainable practice for the municipality.
- Direct communication with residents is better.
- During past council meetings people were not allowed to ask questions. The question period was removed when the council did not want to engage with the public on controversial matters.
- Possibility to bring a question/comment period to the start of council meetings, this would allow citizens to engage with the council without waiting through the whole meeting.
- Questions arise regarding whether bylaws are "grandfathered" in when zoning changes. If a resident had plans for alterations based on the old zoning, they might be unable to proceed after the change, which contradicts why they purchased the property knowing the original zoning allowances.
- Could a bylaw be created to protect local businesses in case of a future COVID-like situation? For example could all businesses be recognized as "essential"? In the same vein can council take a stance on opposing future actions by higher levels of government infringing on peoples Charter rights in town?
- Will legal tender (cash) always be accepted as a form of currency in town?

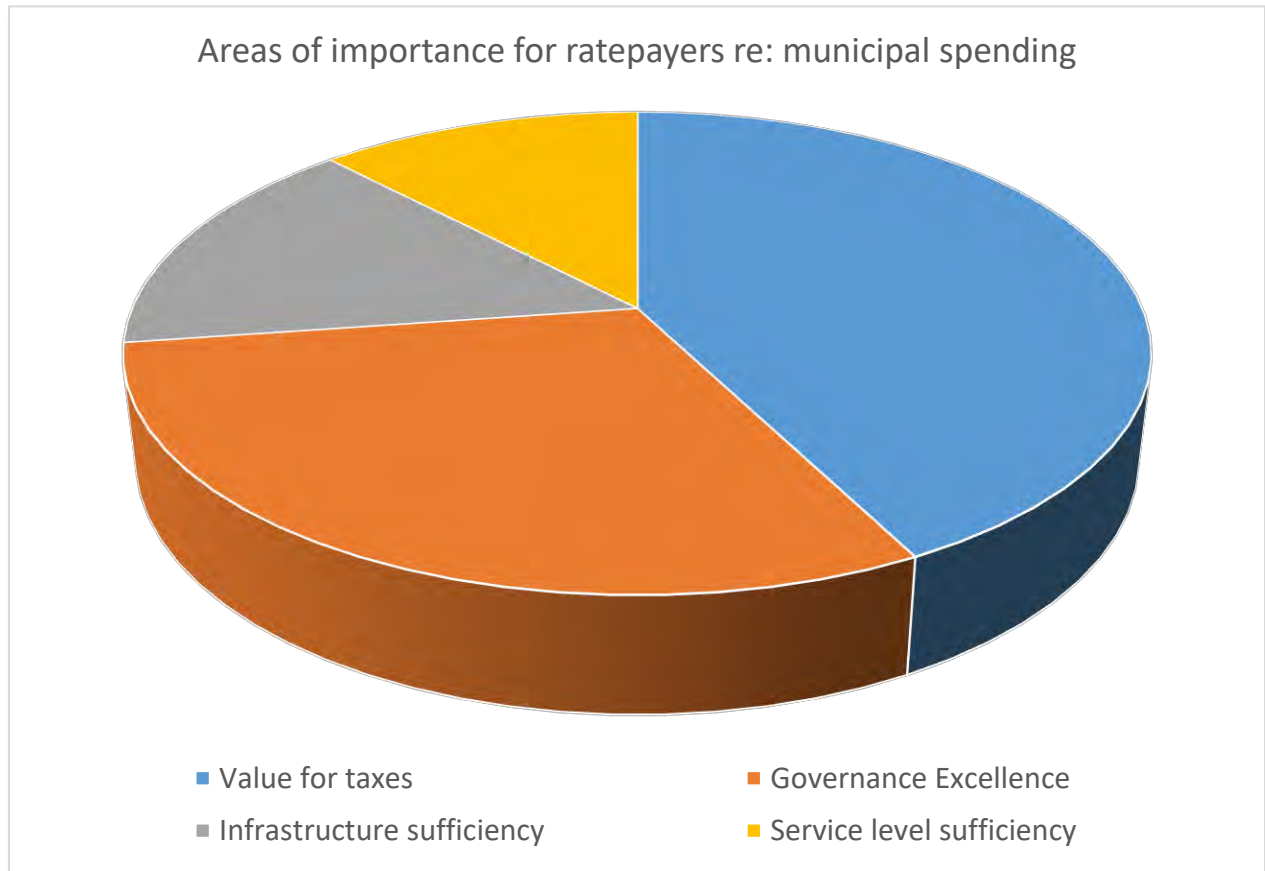
- Question for the town/county regarding data centers, poor to no information regarding data centers, info on actual purposes of facilities, environmental and health implications. Cost/benefit analysis.



- What role/engagement does the council have regarding global initiatives, passed by unelected foreign entities?
- The possibility/feasibility of a local police force, deputizing citizens.
- Regarding waste management, what is the feasibility of incineration for power production from waste? Bio Char for fertilization. Possibly a joint project with other municipalities and the county.
- What are the town's core values or morals? Can the town define those? Do they align with the majority of the town's residents?
- Does the town recognize parental authority, the sanctity of life, personal property, mobility, truth, trust, freedom of assembly, accountability, and the supremacy of God?

- People need to be made aware of the opportunities available where they can contribute their time.
- Where there is duplication of services being offered, these may be merit to noting which specific areas are receiving doubled up services to note patterns that may suggest higher support from the town should be placed on that area.
- Volunteers they create the culture of the community (recreation and culture master plan) Resurrect. –Nurture it!!
- Are the eligibility criteria for the community grant programs hitting the mark?
- Topics in a town hall could include family values: parents express parameters for children's development – the children's protection, self-determined government of real life issues.
- How to handle/represent not so well-to-do people, Essentials, library – mental health – FCSS. - Are the library mandated with what? Family issues, food services. Mandate of the town is to look out for each other.
- How broad is the town councils/Admin mandate. – what the town people expect. –who's job/mandate is it to care for food shortage, housing affordability, circumstances that breed crime – in general, wellbeing of residents.
- The town should recognize the need and who services this need. Empowering the people who do service well/accountable - expose the circle of care
- Who is responsible for what?
- Town council is in position to oversee the agencies in Town because they have oversight of FCSS (in house) – outside (chambers of commerce, clubs)
- How to serve these agencies, acknowledge (respect) them + provide opportunity to interactions between them.
- Mandates for council include directing admin to:
 - Acknowledge the agencies of service in town. For example, Zion is essential for the community and what it does ... ask how we can walk with unity with our agencies.
 - Acknowledge/facilitate family activities – what about drop in centers, indoor soccer/hockey. (memorial hall) library – computer games. FCSS more recreational. Community wide family based activity (ex country Christmas, concert, family focused, field day etc.)
- Economic Development – building electronic parts – build an environment for this. it's all being done but internally focused; needs to be externally focused – provision of service
- Nurture culture of business growth.
- Mentorship programs – Town facilitation that business support mentorship ex. Olds m--- shop
- Recognize a problem of “kingdom building” by bully people.
- Need some really open dialogue – proper town hall (live), hear what the questions (verbal), access to mandates of the functions of the town, what are administration mandates ie public works.
- Theses formats are limited.
- What metrics are available to know town departments are following their mandates or not?
- [Council's] Mandate – what is it? Ex. Library, FCSS, school have mandates.

- Impact of taxes for school that is collected by municipalities.
- Regular civic connections.
- How are you involved in strategic planning?



General comments from Engagement Session 2:

- When “Coffee with Council” ceased, it sent wrong message; the public felt Council’s retreat.
- Didsbury has nowhere to lock up bicycles around town especially side streets. Can we integrate amenities to support the walkable /cyclist lifestyle? Bike locks, pet waste bags, side street benches, etc.
- Community events, particularly info sessions are happening at inconvenient times of the day?
- Could these be some more accessible bookings in the evenings?
- People are of the feeling that enforcement of certain bylaws around town could have more teeth * Mischief behaviors from “youngsters” and the a nuisance bylaw * Traffic and roads towing illegally parked vehicles.
- Neutral spaces bylaw not appropriate * was never related to specific issue * waste of time/money * reckless disturbance for no reason; from a governance perspective.
- Sad to have seen the loss of local art society, Days of Yore event, Chamber of Commerce, volunteer groups doing community events has decreased

- Stereo still sucks in the arena, crackling sound in speakers. Lots of money has been dumped into these spaces.
- Library needs an expansion.
- 16th Ave sucks! Repave that [*expletive*]!
- A “bedroom” community is different and less desirable than a community that has its own sense of identity.
- A growing town needs to support the arts, music etc. *Community concerts *local musicians
- Council culture was, historically to announce things prematurely and then consequently the council would lose credibility when the announcement topic would fail to materialize examples include the “new library”, town parking lot, land, Shantz developments.
- Council needs to deliver on its promises to public. Do what it’s going to do when it says it will.
- New councilors get faces out there and be seen.
- Tap industries to support the Towns “ecosystem” taxes/programs a higher levels.
- Make Moose Park into a better green space. Kids use development, unstructured athletic activities.
- Online Survey printed out for seniors
- More integration of art around the community
- Better promo of local activities
- Don’t use potable water for lawn – encourage use of rain water runoff
- Those who benefit from infrastructure improvements adjacent to their property need to pay more in taxes for it.
- Need a Ec Dev officer to grow opportunities, who understands local
- Hiring admin that doesn’t live here is an issue
- Deer Coulee area needs a greenspace. The arts – 2D sculptures, music etc. need to be inclusive and centralized – run by a body of like-minded people and there is a common place to exhibit and a way to come together with the public as a community meeting place.
- Consider (Crossfield, Carstairs) and what they offer as a tax break new businesses, residences.
- Manufacturing
- Development speeding up, lots to do, tricky to get around, communicate with, newspaper still very useful for information
- Not getting into local senior’s home, Development permits used
- Parks, green spaces, \$50,000 in studied ¾ years ago (lots to discuss on CO2 and the kike)
- Valarosa/Copperlandring (degrading entrance- new developer taking care of the entrance to the who has the responsibility to fix property). Signage near Aspen Lodge feel extremely dated.
- Non-Potable water at the cemetery for watering
- Was budget meeting public? Closed meetings are not transparent. Business licenses should be brought back as a Town service. Lower price from local bids. Streets and sidewalks need more attention.
- Rec facilities must be operated with safety. Neighborhood place programs. Facility, Programs 2, Volunteer Support 1. DEDAC – Chamber. Younger Population. Shoplifting in local store
- Service at the town office not acceptable
- Could not obtain the requested paperwork and permits
- will take legal action
- Paperwork and title do not match

- Administration in the town is great
- Why did council cut budgets and reserve funds
- Why did council get rid of Economic Development in January?
- The proposed Neutral Spaces bylaw will scare away business, make people feel excluded, and discourage people from living in Didsbury.
- As someone trying to be engaged, I find it mildly offensive to have every topic that *can* be in closed, held in closed sessions."
- Issues with transparency, too much of the council meetings are in closed.



General comments from Engagement Session 3:

- Likes the small town feel of Didsbury
- Neutrality Bylaw is a good thing
- Will the town repaint all the crosswalks if this neutrality bylaw comes into effect?
- The hospital cannot facilitate a lot of the residents needs and they have to be taken to Calgary
- Why is the administration so top-heavy? Especially at the rink. Why are there 4 managers?
- The rink is a cornerstone of the community, it needs money put into it, not in management, but in upkeep and staff. Why can't youth work at the rink?
- Library is loud
- Why are there video games at the library?
- Why are there no content controls or passwords on the library computers?
- Why is the library not just a library but also a community hub, after school care/day care for kids

- Hospital needs more services. Public Engagement must continue, there is no say or control locally. Town needs shared vision and direction, and a chamber of commerce. Council historically not good at listening.
- Community town forums needed
- Business Licenses had an ulterior motive, getting rid of them had an ulterior motive.
- Councilor living in a caretaker suite participating in the conversation on LUB amendments was a conflict.
- Accessibility assessment group should be studied.
- Walking paths (more of them, please). Correct the walking pathways between greenspaces.
- Communication with residents on the essentials for our community; Library, Town, Public info, FCSS, other locations.
- Small town and school system is accommodating. Volunteers at library, recreation centers and lodges give the town that small town feel.
- Wheelchair/accessibility could increase, especially more sidewalks. (Rick Hanson path study) Deep service plan for replacement – does one exist?
- Comments on the council split $\frac{3}{4}$,
- Responsible pet ownership bylaw – wildlife protections.
- Utilities and going dormant – can we take a break from paying flat rates when on vacation?
- Neutral spaces bylaw does not present as responsible government, it feels pointed.
- The question of sidewalks and flags can be addressed via policies etc.
- In government there is no neutrality. Can't claim to be neutral then go to women's luncheon with taxpayer money (re: Council attendance at a March Women in Business awards lunch).
- Caretaker suites in industrial lands – benefits a councilor to pass this LUB amendment?
- Snow removal bylaw and the Community Standards Bylaw are impacting me.
- Would like to see Moose Park turned into a functional public open space, green space, activity space for events and live music etc.
- Skate park users aren't being kind to the space (litter etc.) more cleanup needed.
- Memorial Park too far removed from neighborhoods – a better location for greenspace is needed.
- Downtown garbage pickups in summer should be increased. Make service daily in frequency.
- Public Works workers hustle is lacking.
- Questions about influence around strategic planning, undue influence
- Roads and sidewalks at the basketball court, along 20th Ave at the post office street need a rebuild badly.
- Torts are being created along walking paths/sidewalks... hedges and lawns are encroaching on pathways. Would the town consider a compliance officer for curb-side issues for the simple reason that the affected people are too busy to complain. Just go find the infractions and make the property owners comply! This situation is also not just inconvenient for walkers, but also for people in the wheelchairs.
- Do elderly people know about the snow angel program?
- Would like to see green bin pickup over the winter months brought back
- Where does the recycling go?? Innisfail? Does E360 dump at the landfill?
- Standardization instead of normalization. Key. Statement time vs question period
- *Downtown revitalization – how are taxes based – square footage?

- Been told the town hands are tied regarding the unfinished building in the ground downtown – build on or knock it down already!
- Town video put on website...get yourself a proper website. One that holds attention, interest, desire, action, and has a follow up option
- Council needs a long term plan to bring in residences and business
- Business Licenses need enforcement. Give each one an action number on registration
- IJD Inspection permits follow the license
- Assessor's role in determining property values for taxation? How do they determine values/methodology?
- Accessibility issues regarding snow – enforce the bylaw and also for trees from yards blocking sidewalks
- Save On Foods – between buildings by Petro gas station – sidewalk please in that location to connect the two developments for pedestrians.
- 7th Ave mill and overlay required.
- Valid Concern of chalk on sidewalk



REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Council Reports
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 9.0

BACKGROUND/PROPOSAL:

Council members will each provide a verbal or written report on any business, committee activity, or professional development opportunities that they have undertaken.

Councillor Lambert's written report and provided materials are attached.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the June 11, 2026 Council Reports as information



Parkland Regional Library system Report May 2026

Mon, May 25, 2026 at 9:05 AM

Parkland Regional Library System (In person) Meeting Report for May 21, 2026

This was the first in-person meeting PRLS has held this year. Generally the meetings are held by Zoom. So it was good to meet people in person. Overall, it was a productive meeting. Some tough issues arose during the meeting that I believe require further discussion by PRLS and all municipalities that fund PRLS.

2025 Audit

- Clean audit, net financial decrease, expenses were over budget slightly, revenue was down slightly under budget.
- Cash decreased; reserves are covering operations.
- No recommendations were made by auditors.
- PRLS does not budget for amortization.

P.D. Session - PRLS Funding

- For Municipal Library
 - \$2 per capita to gain funding from Alberta
 - \$5.60 maximum from Provincial Government
 - System Funding
 - \$9.99 per capita from municipalities to PRLS to provide services in Region
 - Total requisitions for 2026: \$2,234,174 overall, expenditures were anticipated to increase 1%
 - 35% of PRLS libraries are deficit budgeting
 - Investment into PRLS mostly goes back to Libraries
 - Discussions on, is more money needed or are cuts needed?
 - All capital purchases are made from reserves, reserves are funded by surplus from the operating budget.
 - Econtent makes up 36% of checkouts from libraries which equates to \$0.80 per use
- Info was given on how Econtent is shared between libraries, its costs and its rising level of use over the years.

PRLS 2027 Budget

- STEP & COLA increases
- Request for a budget with the same rate of \$9.99
- Discussion of a capital budget into the operations budget not just a supplement as the reserves funding capital purchase are not sustainable with current funding.
- Motion to have capital purchases added to the operation budget and what that would look like was carried.

Advocacy

- Discussions on advocacy, impact of Bill 28, should PRLS take a stance on Bill 28. Not clear on how Bill 28 will affect municipal library costs.
- Board was handed out material with pornographic images that children are exposed to in municipal libraries. I will be presenting that package to council as I believe it is important for the council to be truly aware of what is circulating in our publicly funded libraries.

Troy Lambert

Blankets

Author: Craig Thompson

Type of book: Graphic Novel

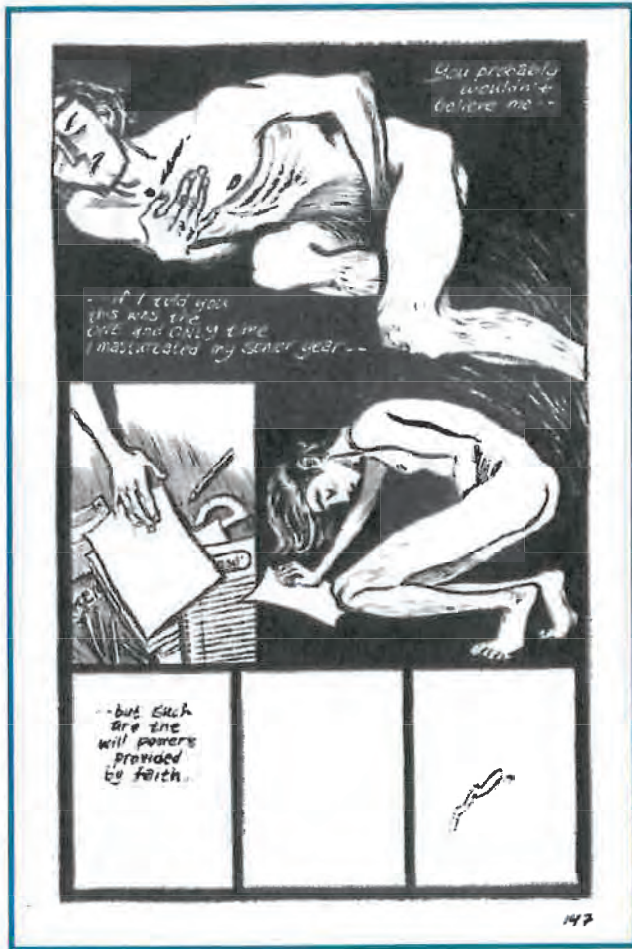
Found in: Schools with students within the K-9 range in EPSB, including Victoria (K-12), Allendale (7-9), Braemar (7-12), S. Bruce Smith (7-9), as well as high schools in EPSB and CBE

Mature Content Included in Book:

Molestation, Sexual activity, nudity, alcohol use, drug use, profanity, derogatory terms

Examples of Explicit Quotes:

- Page 21: "Your dad looks like a M... J, and your mom is so RELIGIOUS it makes everyone in town sick, and your BROTHER...your little brother with his messy hair and stupid voice must be R... D!"
- Page 81: "So Paul, DID you feel up her t... ." ... "My d' ' is twice as big as..."
- Page 289: "Hey rev... !" "Don't call him that, Mike. The proper term is MONGOLOID." "Oh, yeah...MONGOLOID. You wanna play basketball with us, MONGOLOID?" "He's a D... " "Take the ball, you MONGOLOID."
- Page 515: "...didn't have any clothes on. It was like running right into the arms of TEMPTATION. Soon he couldn't get enough NAKED people, so he got addicted to PORNOGRAPHY--And then, that wasn't enough either...which led--uh...I'm sorry.--which led to the next logical step." "k-k-killing people?" "HOMOSEXUALITY." "Oh...how tragic."
- Page 517: "In one of my classes, a student made a ceramic sculpture of a NAKED female torso." "OH MY." "No, I haven't got to the WORST part yet. The worst part is that during the critique, he proceeded to stroke and lick the NIPPLES on the sculpture."







Flamer

Author: Mike Curato

Type of book: Graphic Novel

Found in: Schools with students within the K-9 range in CBE schools, including Dr. George Stanley (5-9), Sir John Franklin (5-9), Prairie Sky (K-9) to name a few as well as EPSB, including Joey Moss (K-9), Rosstyn (7-9), Alex Janvier (K-9), Nellie Carlson (K-9), as well as high schools in EPSB and CBE

Mature Content Included in Book:

Sexual activity, nudity, self-harm, violence, profanity, derogatory terms

Recommended Reading Age According to Author's Website:

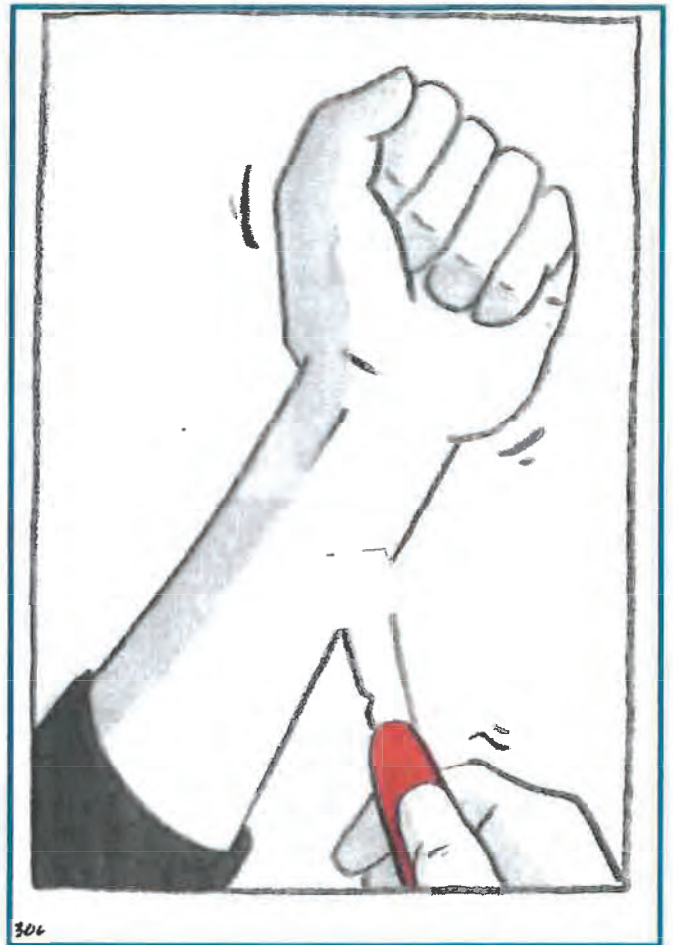
"Recommended reading age 14+ or with adult guidance." (<https://www.mikecurato.com/flamer>)

Examples of Explicit Quotes:

- Page 14: "Hey, Navarro, suck any good / ately? Hahahahaha"
- Page 77: "What, are you trying to get Jones pregnant?" ..."Hey, Navaro, when are you gonna strut your stuff? You've been teasing us for weeks! Haha!" "what is this, a peep show?" ..."I don't want you h lookin' at my i."
- Page 131: "We're each busting i into this bottle. If you don't , you have to d ...! Hahahaha!" "Gimme that! I'll show you."
- Page 207: "YOU'RE THE F !! YOU'RE THE F } FAIRY C. G
(r f / "!!!"









REGULAR COUNCIL MEETING Request for Decision (RFD)

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: June 11, 2026
SUBJECT: Correspondence & Information
ORIGINATING DEPARTMENT: Legislative Services
ITEM: 10.0

BACKGROUND/PROPOSAL:

Correspondence received from other agencies, which may be of importance and of interest, is being provided for Council's review and information.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

The following correspondence items can be found attached:

- MP Blaine Calkins Letter
- MVC Letter to Minister re: Bill 28

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the correspondence for June 11, 2026 as information.



Blaine Calkins MP

Ponoka-Didsbury

www.blainecalkinsmp.ca

 /BlaineCalkins
 @BlaineCalkins
 @BlaineFCalkins

HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

May 6, 2026

Dear Town of Didsbury,

As Canada Day approaches, we look forward to celebrating the founding of Canada as a nation, and the shared values of freedom, democracy, justice and hopeful opportunity that brings Canadians together from coast to coast to coast.

In recognition of this important national holiday, our office is pleased to share a small token celebrating Canadian identity with your community. Enclosed, you will find Canadian flag pins as well as a new Canadian flag, which we hope can be used and distributed during your local Canada Day events and celebrations.

These items are provided to help foster a sense of connection and patriotism among residents, and to celebrate the meaningful role your community plays in strengthening our country.

We thank you for your continued dedication to your municipality and for all the work you do to bring people together. Please accept our best wishes for a safe, enjoyable, and memorable Canada Day celebration!

Should you require additional pins or have any questions, please do not hesitate to contact our office.

Warm regards,

Blaine Calkins MP

Ponoka-Didsbury

Ottawa Constituency

Room 401, Justice Building, Ottawa, ON K1A 0A6
Tel.: 613-995-8886 Fax: 613-996-9860
blaine.calkins@parl.gc.ca

#201-5025 Parkwood Road, P.O. Box 59, Blackfalds, AB, T0M 0J0
Tel.: 587-621-0020 Toll Free: 1-800-665-0865 Fax: 587-621-0025
blaine.calkins.c1@parl.gc.ca



Mountain View C O U N T Y

May 27, 2026

Via Email: minister.municipalaffairs@gov.ab.ca

**Honourable Dan Williams
Minister of Municipal Affairs**

Re: Bill 28, Library Impacts

Honourable Minister Williams:

I am writing on behalf of Mountain View County regarding Bill 28 and its changes to the Libraries Act.

We respectfully ask the Minister to engage in and support a meaningful consultation process before the library provisions of Bill 28 advance further through the adoption of regulations.

As you know, the Mountain View County Urban Libraries are valued and well-used public services in our community. Within the borders of Mountain View County, we have 5 libraries and one satellite library. All libraries are funded primarily by taxpayers, governed by locally appointed boards (with the exception of the satellite library), and staffed by trained professionals who understand our community's needs.

We have reviewed the library-related provisions of Bill 28 and would like to relay the concerns from our library boards about the potential impact on our community:

Local governance: The Minister will have new powers to inspect libraries, issue binding directives, and make regulations governing access and borrowing. These are decisions that currently, and appropriately, belong to the locally appointed board and municipal councils. We are concerned about the precedent this sets for provincial intervention in locally governed services.

Fiscal impact: The legislation will require libraries to redesign service delivery (physical separation of materials, age verification systems, staff retraining, inspection readiness) without the announcement of any new provincial funding. These costs would ultimately fall on municipal taxpayers, and most of our libraries are already outgrowing the spaces they are currently using.

Privacy: Age-based access restrictions would require some form of ID verification for library patrons. This raises practical concerns about patron privacy, equity for residents without government-issued identification, and the appropriateness of asking frontline library staff to serve as gatekeepers.

Consultation: These changes were introduced without meaningful consultation with municipalities or the library sector. We believe the government should engage directly with the Coalition of Alberta Public Libraries and with municipalities before finalizing any regulations.

We are not opposed to supporting families or ensuring age-appropriate access, our libraries already do this through established policies and professional practice. But we believe the approach adopted in Bill 28 is disproportionate, operationally unworkable in its current form, and undermines the local governance model that serves our community well.

We respectfully ask the Minister to engage in and support a meaningful consultation process before the library provisions of Bill 28 advance further through the adoption of regulations.

Sincerely,



Angele Aalbers
Reeve

cc: MLA Tara Sawyer, Olds-Didsbury-Three Hills
MLA Jason Nixon, Rimbey-Rocky Mountain House-Sundre
Town, and Library Board, of Carstairs
Town, and Library Board, of Didsbury
Town, and Library Board, of Olds
Town, and Library Board, of Sundre
Village, and Library Board, of Cremona
Water Valley Library Board