

2024 Fun Fair Info Night Open House

Resident Priorities Engagement Results (September 5, 2024)



2025 Budget Feedback


Sylvan Lake

CONTENTS

What's in this report?	2
Want to talk about this report?	2
Executive Summary	3
What's Important to You - Board Details	4
What's important to residents? Board 1	6
What's important to residents? Board 2	7
What's important to residents? Board 3	8
Pick your tax strategy	9

What's in this report?

- On September 5, 2024, the Town held an open house at the Fun Fair Info Fest. The open house featured interactive boards that allowed Lakers to share their thoughts
- Many Lakers dropped by to chat and complete the boards`
- Here are the boards and a short summary
- We've made our best effort to accurately represent the sentiments of the Lakers who participated

Want to talk about this report?

- If you have questions, ideas, positive feedback, or concerns, please visit our online budget ask & answered here:
engage.sylvanlake.ca/2054-budget

Lakers rated our water supply, the waterfront, and easy to find information as the most important. These issues reflect current events for 2024. Water restrictions spotlighted our water supply and the busy summer months keep our waterfront top of mind.

Lakers are increasingly engaging with the Town through the web and in person at events like this open house. They are asking for easy to find information, which means transparency is important.

What's important to Lakers top 10

Drinking water infrastructure and maintenance	25
Parks: Waterfront and beach parks	18
Being able to find information that is easy to understand	13
Municipal Enforcement: Community standards and bylaw enforcement	13
Road repair, street sweeping, and snow removal	12
Fire Department: protecting life, property and the environment	11
Parks: Town trails and parks	11
Bringing new businesses to Sylvan Lake	10
Yard and kitchen waste pickup	10
Skating rink	9

Pick your tax strategy

Increase taxes to improve services	5
Between Increase taxes to improve services and Increase taxes by inflation to maintain services	3
Increase taxes by inflation to maintain services	24
Between increase taxes by inflation to maintain services and Lower taxes by cutting services	6
Lower taxes by cutting services	4

What's Important to You - Board Details

Service	Count	Division
Drinking water infrastructure and maintenance	25	Public Works
Parks: Waterfront and beach parks	18	Parks and Protective Services
Being able to find information that is easy to understand	13	Communication
Municipal Enforcement: Community standards and bylaw enforcement	13	Parks and Protective Services
Road repair, street sweeping, and snow removal	12	Public Works
Fire Department: protecting life, property and the environment	11	Parks and Protective Services
Parks: Town trails and parks	11	Parks and Protective Services
Bringing new businesses to Sylvan Lake	10	Economic Development
Yard and kitchen waste pickup	10	Public Works
Skating rink	9	Recreation, Culture, and Tourism
Swimming pool	9	Recreation, Culture, and Tourism
Easy to find information on www.sylvanlake.ca	8	Communication
Sewer infrastructure and maintenance	8	Public Works
Utility billing	7	Corporate Services
Municipal Enforcement: Pay parking and ticketing	7	Parks and Protective Services
Walking track	6	Recreation, Culture, and Tourism
Animal Services: animal control, barking, soiling, lost and found pets	5	Parks and Protective Services
Programs to help older adults stay in their homes	5	Wellness and Community Connections
Office of the Chief Administrative Officer: Make sure policies and programs are followed	4	Administration
Municipal Enforcement: traffic enforcement	4	Parks and Protective Services
Parks: Spray park	4	Parks and Protective Services
Garbage and recycling pickup	4	Public Works
Senior Centre	4	Recreation, Culture, and Tourism
Events run by Town of Sylvan Lake	4	Recreation, Culture, and Tourism
Youth programs for ages 8 - 18	4	Wellness and Community Connections
Easy to find information on engage.sylvanlake.ca	3	Communication
Printed information including brochures, reports, newspaper notices, and the community guide	3	Communication
Helping local businesses	3	Economic Development
Parks: Pogadl Park ball diamonds (NOT stadium)	3	Parks and Protective Services
Stormwater infrastructure and maintenance	3	Public Works

Programs to build community connectedness	3	Wellness and Community Connections
Social media including Facebook and Twitter (X)	2	Communication
Development permits	2	Planning & Development
Green programs such as large item pickup or toxic waste roundup	2	Public Works
Waste Transfer Site recycling and green programs such as electronics recycling	2	Public Works
Tourism business support	2	Recreation, Culture, and Tourism
Office of the Chief Administrative Officer: Receive direction from Council and advise/inform Council on Town operations	1	Administration
Legislative Services: provides administrative support for Council	1	Administration
Materials for open houses like this	1	Communication
Animal Services: Wildlife and pest control	1	Parks and Protective Services
Fire Department: safety education and fire hall tours	1	Parks and Protective Services
Parks: Pogadl Park campground	1	Parks and Protective Services
Waste Transfer Site garbage disposal	1	Public Works
Fitness programs	1	Recreation, Culture, and Tourism
Volunteer recruiting	1	Wellness and Community Connections
Community support information and referrals	1	Wellness and Community Connections
Animal licenses	0	Corporate Services
Reception	0	Corporate Services
invest.sylvanlake.ca	0	Economic Development
Municipal Enforcement: Vehicle for hire registry and regulation	0	Parks and Protective Services
Planning & Development	0	Planning & Development
Business licenses	0	Planning & Development
Building and renovation permits	0	Planning & Development
Roads project management including redevelopment	0	Public Works
Curling rink	0	Recreation, Culture, and Tourism
Tourism visitor services	0	Recreation, Culture, and Tourism
Tourism Experience Development Incubator program	0	Recreation, Culture, and Tourism
Programs for parents with children	0	Wellness and Community Connections
Transportation support program	0	Wellness and Community Connections

Did you know?

» **2025 Budget Feedback**

Even though the open house is past, and the resident priorities survey is closed you can give positive feedback, ideas, and concerns on: engage.sylvanlake.ca/2025-budget

» **Survey results**

Survey results are posted on engage.sylvanlake.ca once the surveys closes. It does take some time to create, but we build and post it as soon as possible. The 2024 resident priorities budget survey is also available on engage.sylvanlake.ca

» **Budget information**

Every project has its own budget. This is available for almost every project on engage.sylvanlake.ca. It's usually the first thing we post in the news section

» **Having trouble finding project information?**

No worries! Send us a question in the ask & answered section on engage.sylvanlake.ca

» **Having trouble finding other information?**

Ask us here: sylvanlake.ca/contact





What's important to you?

Put a sticker beside departments or services that are most important to you and your family.



Communication

> Being able to find information that is easy to understand



> Easy to find information on engage.sylvanlake.ca



> Easy to find information on www.sylvanlake.ca



> Printed information including brochures, reports, newspaper notices, and the community guide



> Materials for open houses like this



> Social media including Facebook and Twitter (X)



Recreation, Culture, and Tourism

> Skating rink



> Curling rink

> Swimming pool



> Fitness programs



> Walking track



> Senior Centre



> Events run by Town of Sylvan Lake



> Tourism visitor services

> Tourism business support



> Tourism Experience Development Incubator program

Administration

> Office of the Chief Administrative Officer: Make sure policies and programs are followed



> Office of the Chief Administrative Officer: Receive direction from Council and advise/inform Council on Town operations



> Legislative Services: provides administrative support for Council



What's important to you?

Put a sticker beside departments or services that are most important to you and your family.

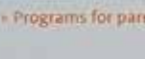


Wellness and Community Connections

» Programs to build community connectedness



» Programs for parents with children



» Programs to help older adults stay in their homes



» Volunteer recruiting



» Transportation support program



» Youth programs for ages 8 - 18



» Community support information and referrals



Public Works

» Road repair, street sweeping, and snow removal



» Garbage and recycling pickup



» Yard and kitchen waste pickup



» Green programs such as large item pickup or toxic waste roundup



» Drinking water infrastructure and maintenance



» Sewer infrastructure and maintenance



» Stormwater infrastructure and maintenance



» Waste Transfer Site garbage disposal



» Waste Transfer Site recycling and green programs such as electronics recycling



» Roads project management including redevelopment

Economic Development

» Helping local businesses



» Bringing new businesses to Sylvan Lake



» invest.sylvanlake.ca

What's important to you?

Put a sticker beside departments or services that are most important to you and your family.



Parks and Protective Services

» Municipal Enforcement: Community standards and bylaw enforcement



» Municipal Enforcement: traffic enforcement



» Municipal Enforcement: Pay parking and ticketing



» Municipal Enforcement: Vehicle for hire registry and regulation

» Fire Department: protecting life, property and the environment



» Fire Department: safety education and fire hall tours



» Parks: Town trails and parks



» Parks: Waterfront and beach parks



» Parks: Pogadi Park ball diamonds (NOT stadium)



» Parks: Spray park



» Parks: Pogadi Park campground



» Animal Services: animal control, barking, soiling, lost and found pets



» Animal Services: Wildlife and pest control



Corporate Services

» Animal licenses

» Utility billing



» Reception

Planning & Development

» Business licenses

» Building and renovation permits

» Development permits



Pick your tax strategy

Put a sticker under your chosen strategy 😊



Increase taxes to improve services

For example: Added snow removal, park maintenance, recreational programs, family and personal support services



Increase taxes by inflation to maintain services

For example: Keep the same service levels for snow removal, park maintenance, recreational programs, family and personal support services



Lower taxes by cutting services

For example: Cutting and/or reducing services like snow removal, park maintenance, recreational programs, family and personal support services



consider yourself

invited

Give positive feedback, ideas, and concerns here:

engage.sylvanlake.ca/2025-budget

The Town of Sylvan Lake acknowledges that we are located on Treaty 6 territory, the traditional and ancestral territory of the Cree, Dene, Blackfoot, Saulteaux, and Nakota Sioux. We acknowledge that this territory is home to the Métis Settlements and the Métis Nation of Alberta, Region 3.

We are grateful for the Traditional Knowledge Keepers and Elders who are still with us today and those who have gone before us. We make this acknowledgment as an act of reconciliation and gratitude to those whose territory we reside on or are visiting.