

Rocky View County conducted a citizen satisfaction survey between February and March, 2024. This survey allowed property owners an opportunity to provide input on the services they receive and the programs we offer, and share what they believe the County should prioritize.

Response:





- Division 1
- Division 2 Division 3
- Division 4

Quality of life:



of residents feel they have a good/very good quality of life ↑85% Provincial benchmark



agree that quality of life has stayed the same over the past three years **♦**70% in 2022

County perception:



of residents would recommend living in Rocky View County ♦ 80% in 2022



of residents are proud to live in **Rocky View County** ↑76% in 2022



of residents feel safe and secure in the County ↑74% in 2022

Most important local issues:



Over development ↑15% in 2022

Crime prevention → 14% in 2022



future growth

♦ 20% in 2022

Taxation and services:

Division 5

Division 6

Division 7

Rocky View County residents have mixed views on balancing taxation and services.



Increase taxes





People who have contacted the County:



Value for tax dollars:







Resident engagement:



agree they have the

opportunity to voice their opinion on decisions



feel their feedback is taken into account for decisions

↑ 31% in 2022





agree that the County communicates its decisions

↑23% in 2022

County staff interactions:



♦ 38% in 2022



Permits and inspections

↑26% in 2022

↑20% in 2022

Interaction satisfaction:



their staff interactions → 61% in 2022

Staff are:

- courteous and helpful 75% → 77%
- knowledgable 64% → 66%
- easy to get a hold of **59%** 60%



Preferred information type:



and construction

♦91% in 2022

updates

→78% in 2022

and meeting updates

→76% in 2022

Preferred delivery method:



Direct mail and billing inserts



Rocky View County website

♦43% in 2022



Emailed digital newsletter **♦**49% in 2022



Rocky View Weekly

newspaper **♦** 46% in 2022



Community open houses

★28% in 2022



Rocky View County social media ↑14% in 2022

We partnered with market research firm Leger to conduct this survey and analyze the responses. Leger's full report is available to the public at www.rockyview.ca/survey, and was used to inform this summary report.

★50% in 2022