

What We Heard- Survey Results



Shaping Hinton's Future: Residents' Priorities 2026

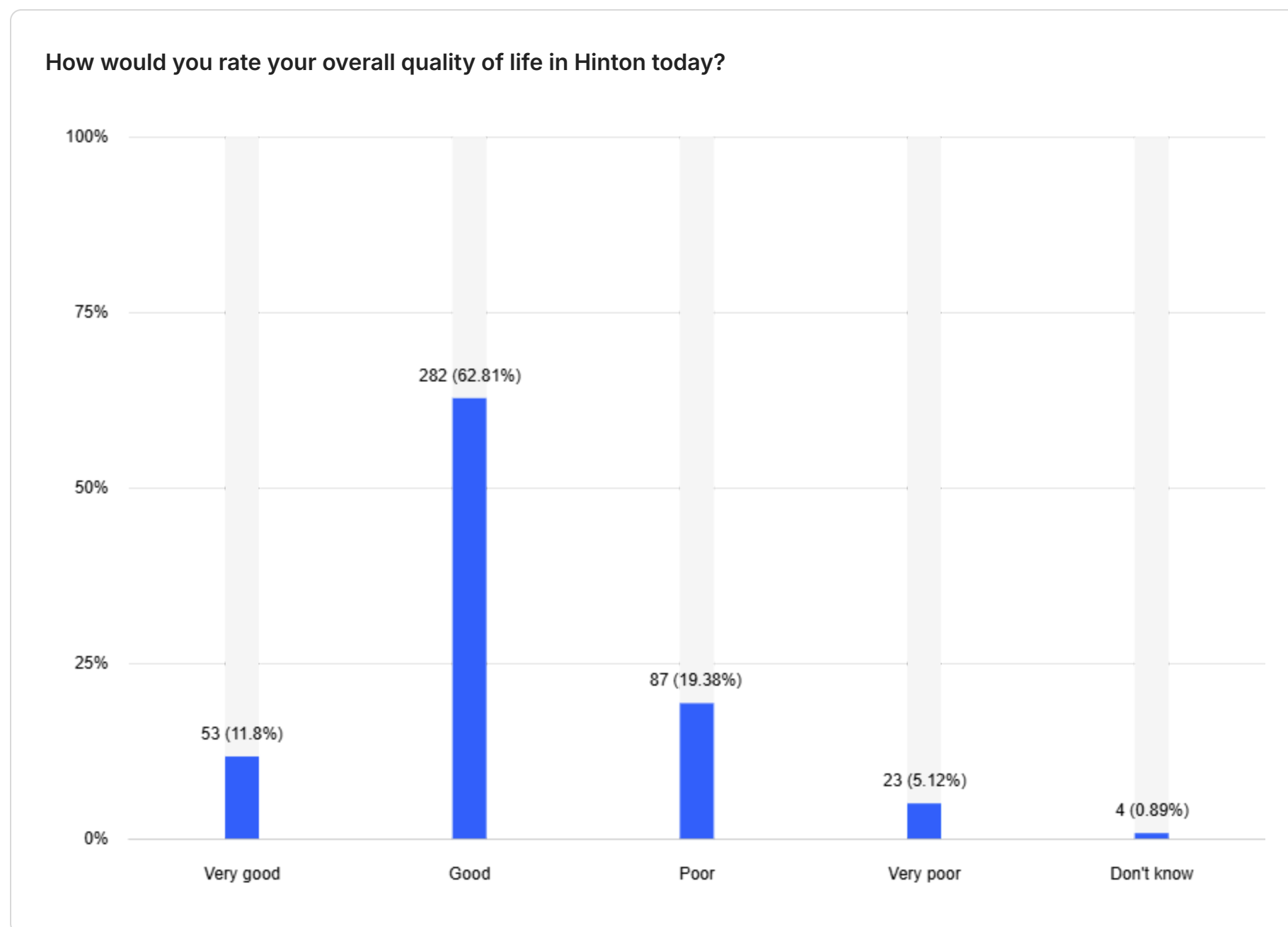
Total submissions: **682**

Date range: **Feb 06, 2026-Feb 28, 2026**

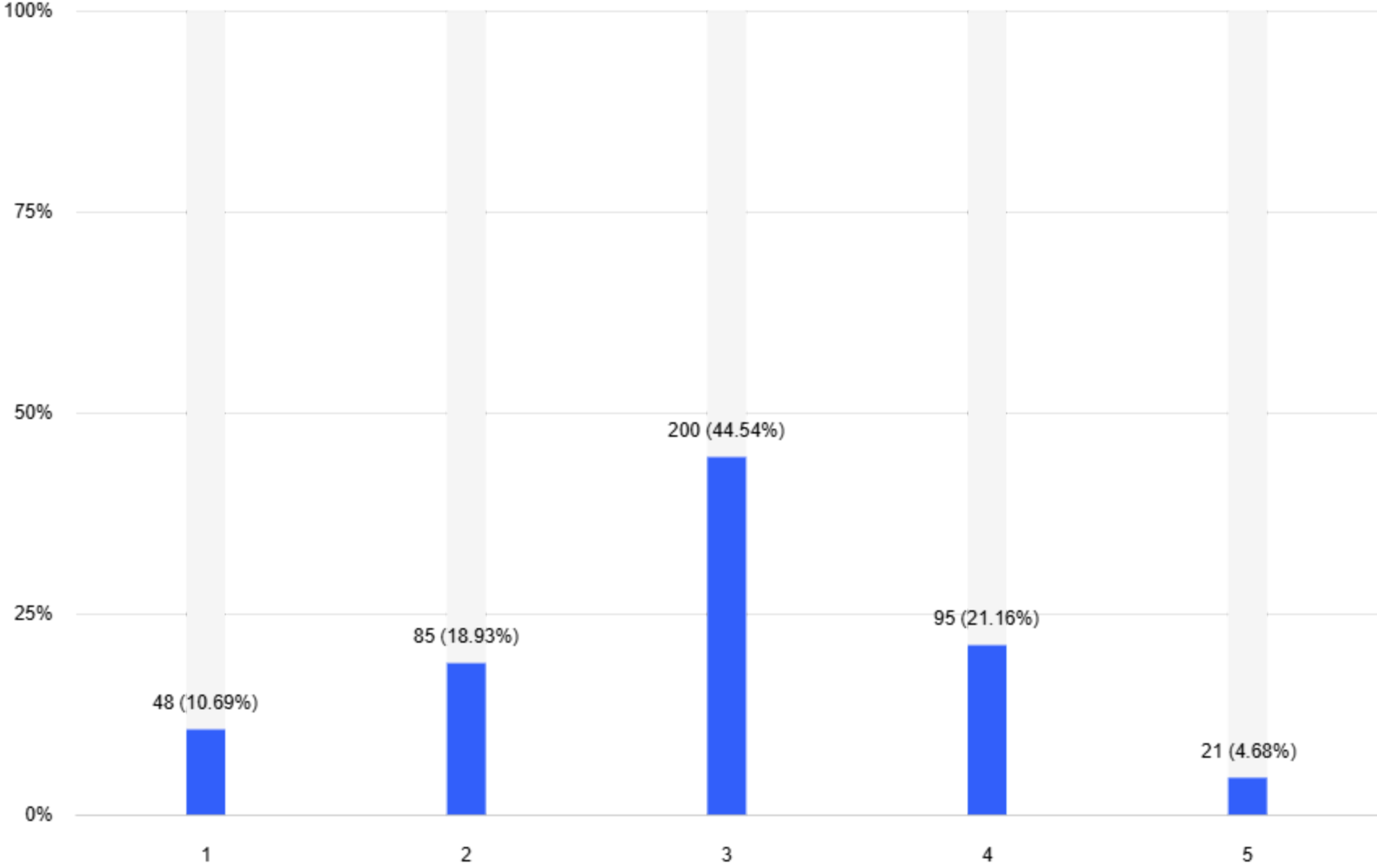
Total responses: **21947**

Council is creating a strategic plan—a roadmap or game plan—for the next four years. It will help Council and Town staff focus on the most important priorities from 2026 through 2029, instead of reacting to problems one by one. Since the Town has limited money, time, and staff, Council will choose priorities that reflect the unique needs and aspirations of Hinton.

The purpose of this survey was to help Hinton's Town Council understand resident concerns and priorities. The survey was open for Hinton residents from February 6 through 28, 2026 and these are the results.

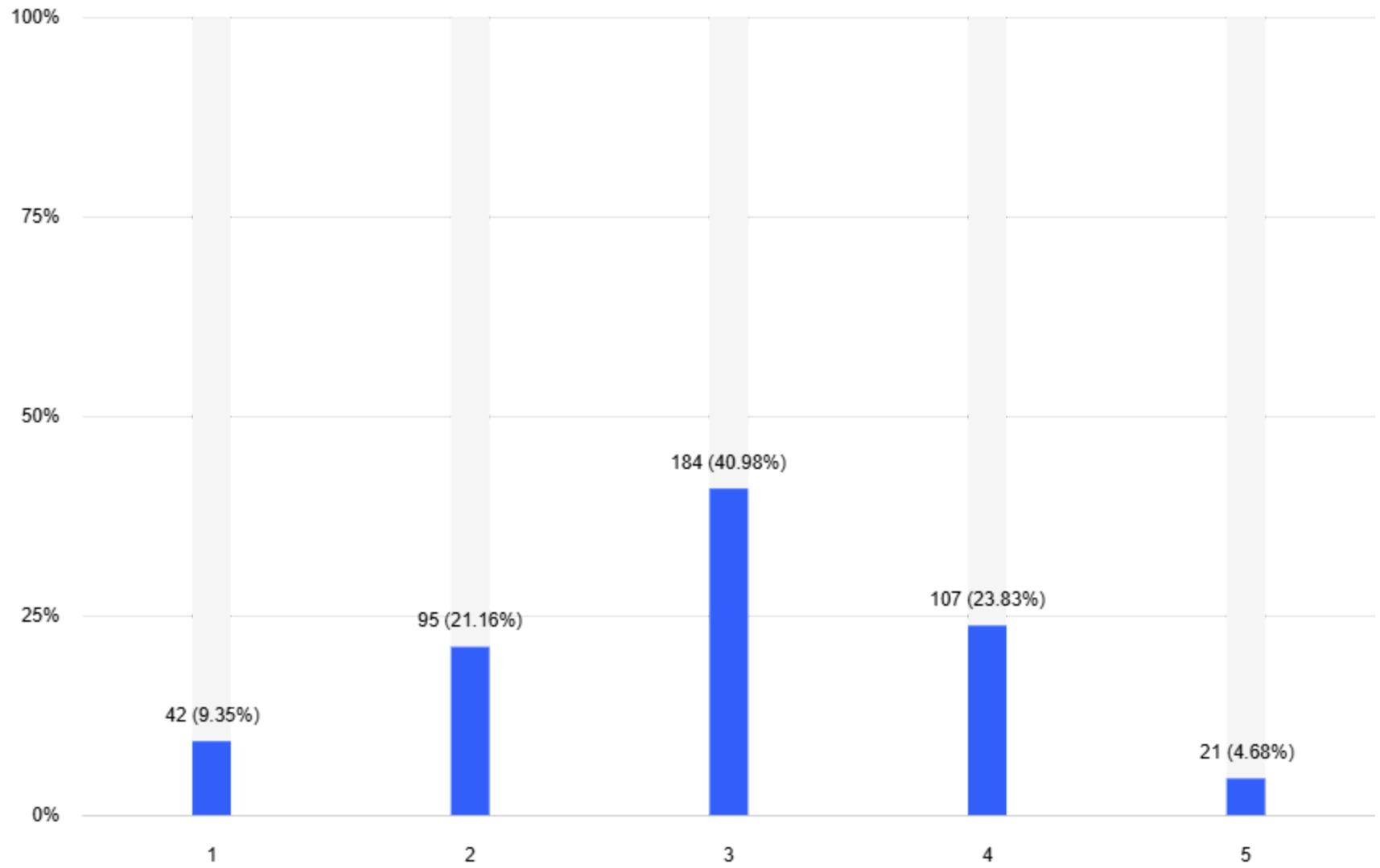


Taking everything into account, how satisfied are you with the way the Town of Hinton is running the community?



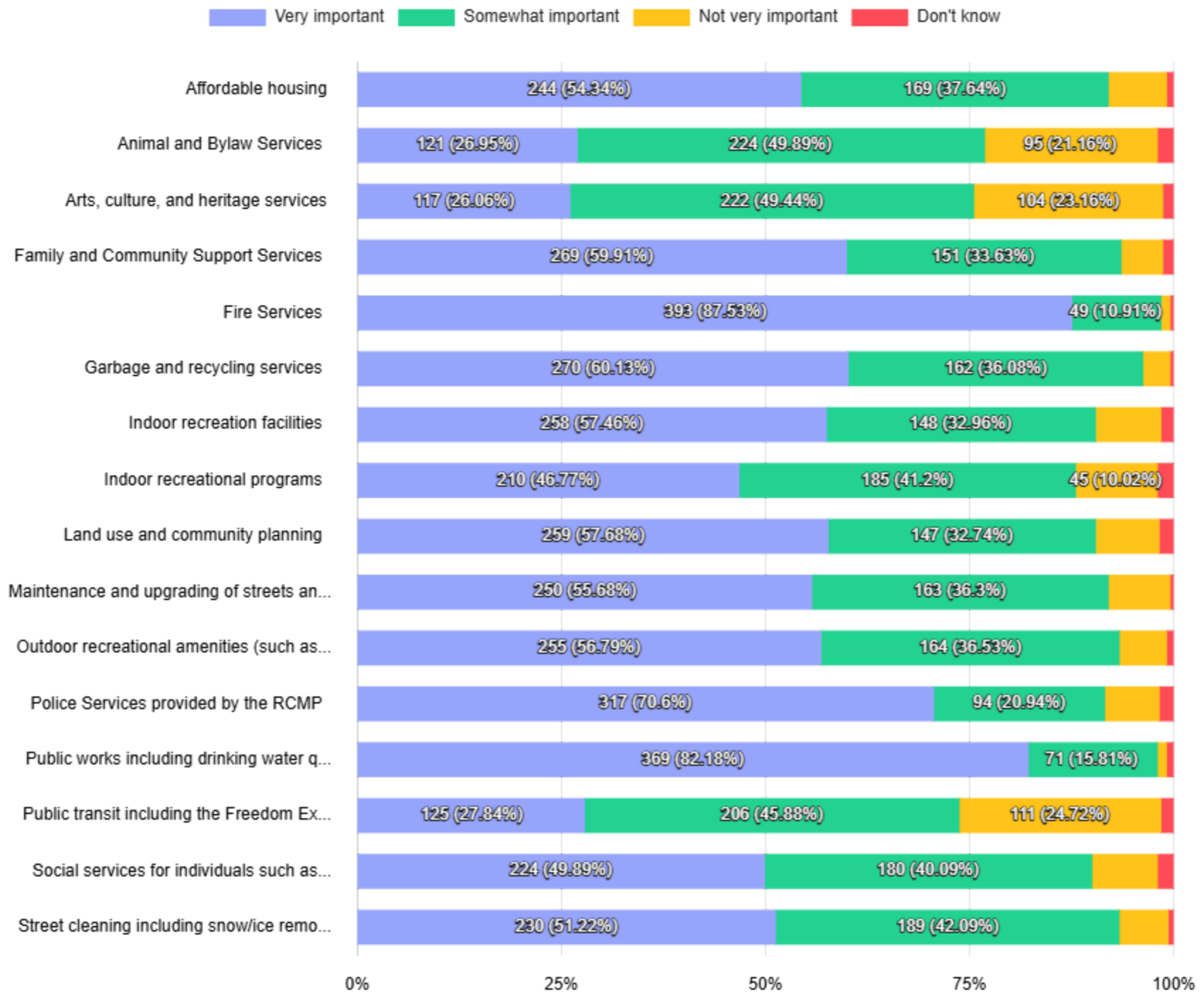
Value 1 = Very Unsatisfied; Value 5 = Very Satisfied

How satisfied are you with the overall level and quality of services and programs provided by the Town of Hinton?



Value 1 = Very Unsatisfied; Value 5 = Very Satisfied

How do you rate the importance of the Town's programs and services?

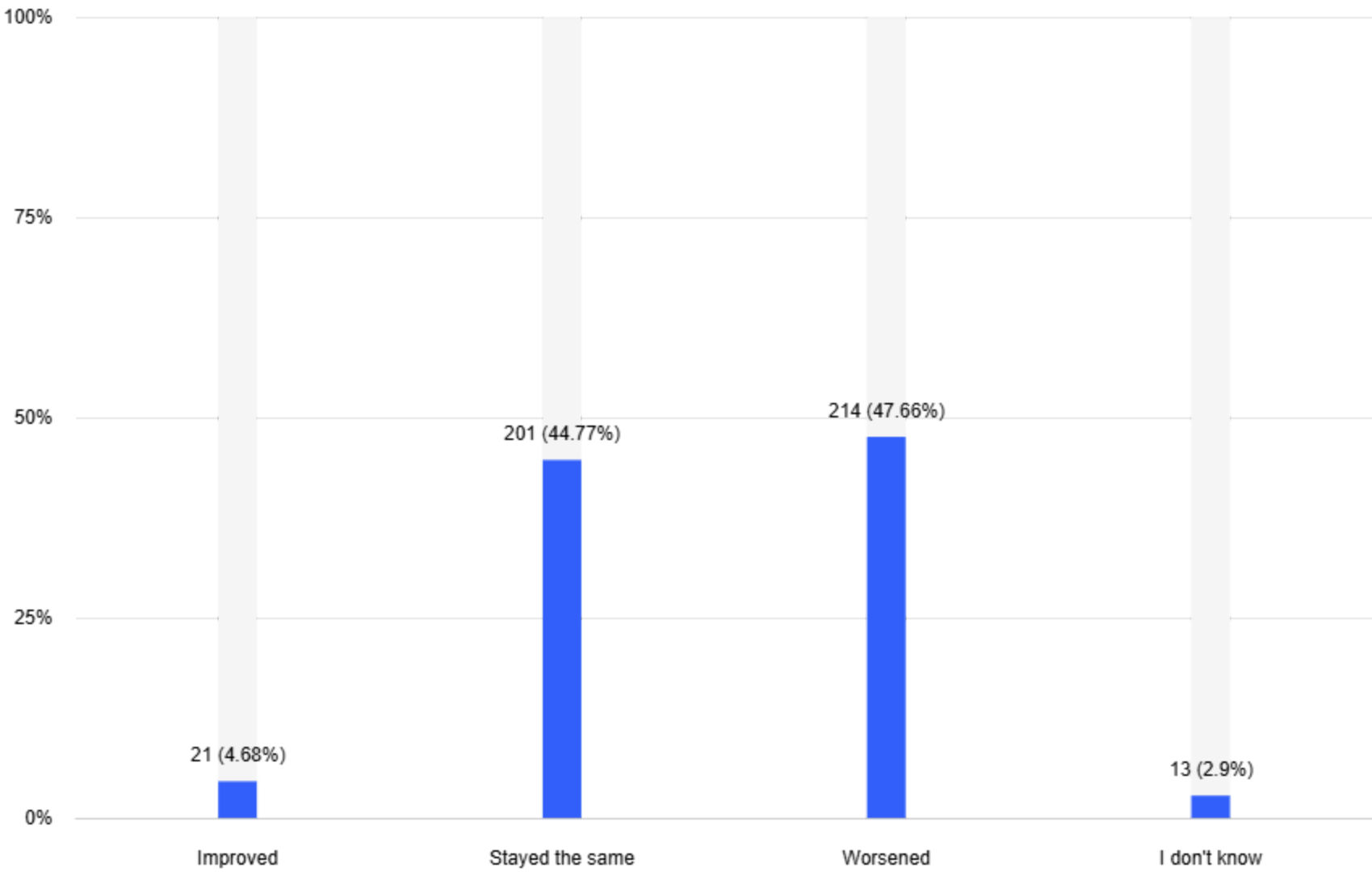


The services considered most important are Fire Services; Public Works (including drinking water); and Police Services provided by the RCMP.

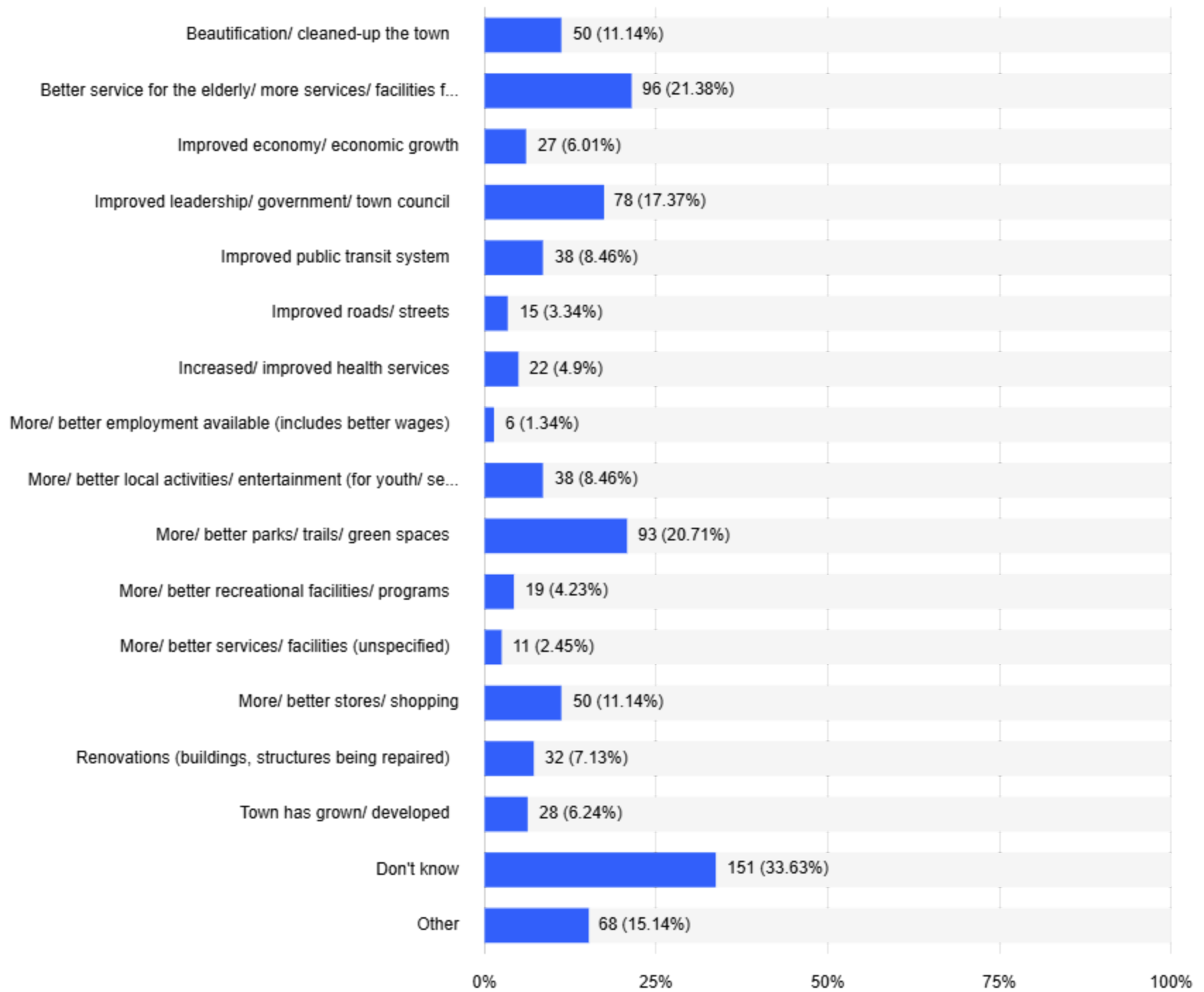
When considering both Very Important and Somewhat Important ratings, Fire Services; Public Works (including drinking water); and Garbage and Recycling Services are considered the most important programs and services.

Those considered Not Very Important: Public Transit including the Freedom Express; Arts, Culture, and Heritage Services; and Animal and Bylaw Services.

Do you feel that the quality of life in Hinton in the past three years has _____?

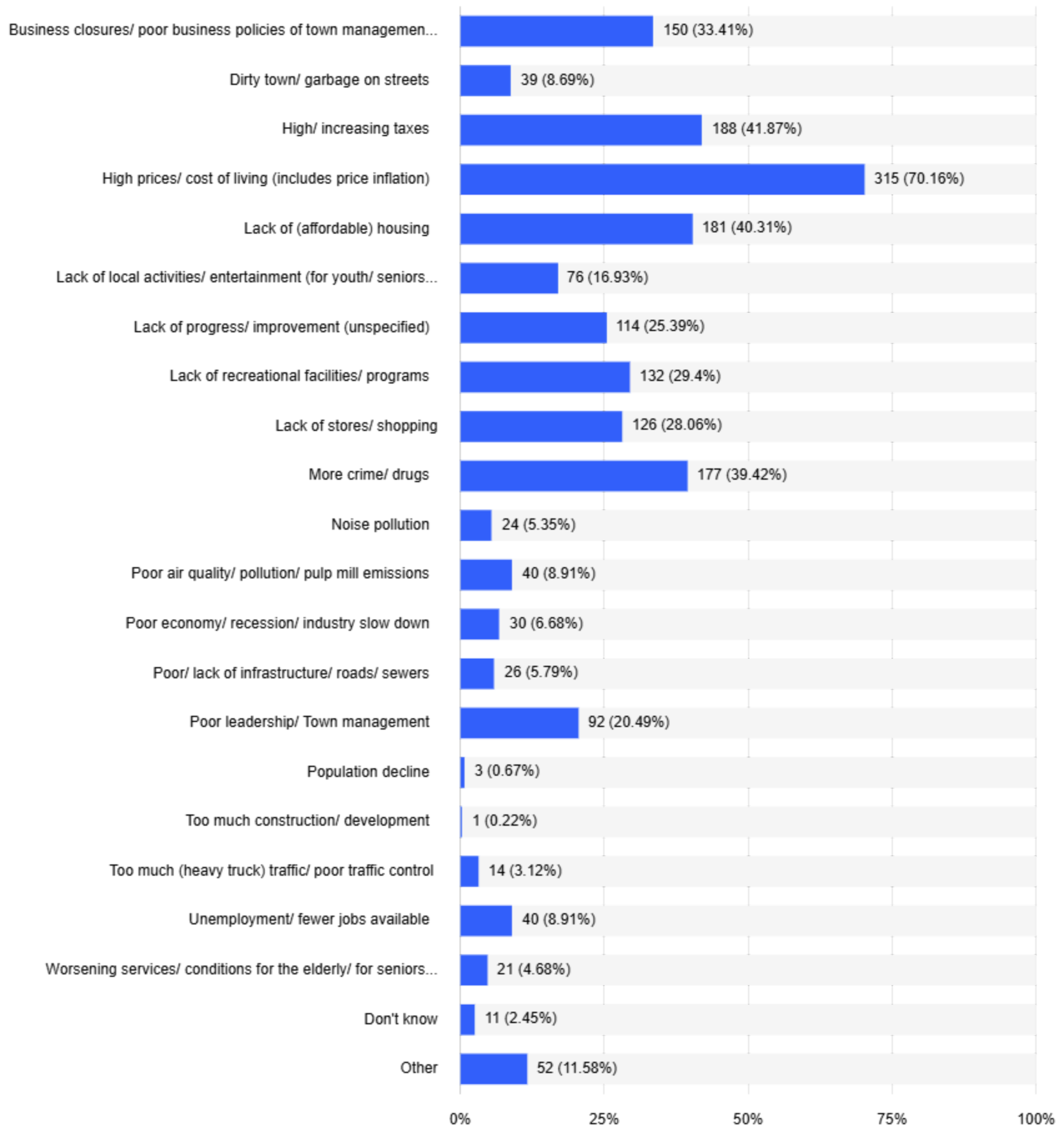


Why do you think the quality of life has improved?

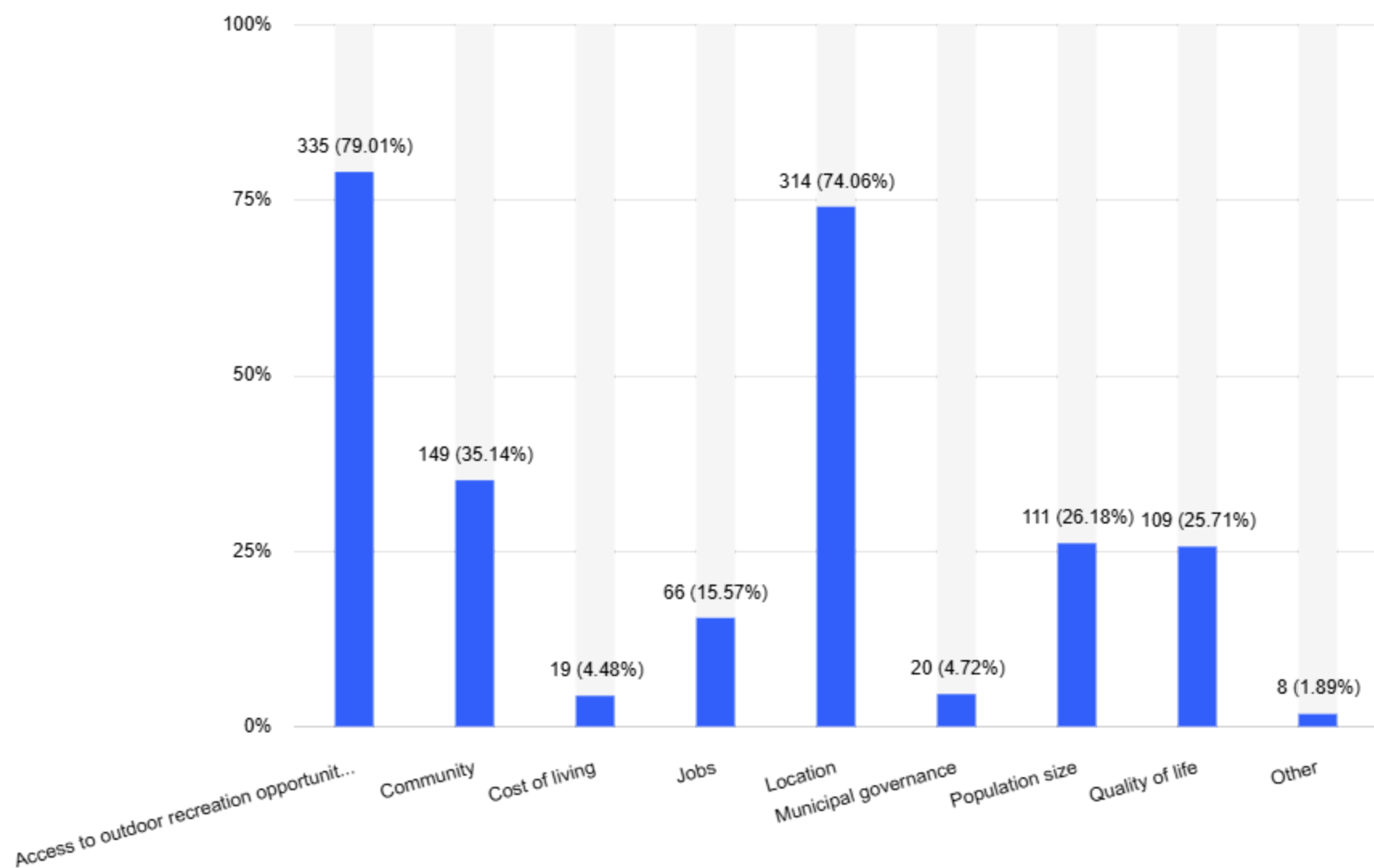


The number of 'don't know' responses may reflect the 47% of respondents who feel that quality of life has worsened.

Why do you think the quality of life in Hinton has decreased?



What are Hinton's strengths?



Are there opportunities that you think Hinton should pursue?

Top five themes

1. Recreation Centre & Community Amenities

A new or significantly upgraded recreation centre was one of the strongest and most frequently repeated themes.

Residents want:

- A new pool and updated facilities
- A multi-use complex (rinks, field house, indoor track, childcare)
- Spaces for youth, seniors, arts, culture, and events
- More community events and winter/summer activities

They desire a hub that builds community connection, recreation, and local pride.

2. Affordable Living

Residents emphasized:

- More affordable housing (family, seniors, supportive, low-income)
- More grocery store competition (Walmart Supercentre, Costco, No Frills, etc.)
- Lower or more reasonable taxes and utility rates

- Better rental affordability and protections

3. Tourism Expansion with Beautification & Infrastructure Improvements

Tourism is widely supported — but with conditions. Residents consistently said Hinton must:

- Beautify highway corridors, parks, and public spaces
- Improve walkability, trails, and signage
- Promote tourism, events, and local attractions
- Support outdoor recreation and eco-tourism
- Invest in pathways, Riverfront Park, Beaver Boardwalk access, and connectivity
- Ensure the town looks welcoming and clean

People want tourism growth, but not at the cost of local quality of life.

4. Healthcare Access & Attracting/Retaining Doctors

There is serious concern about declining medical services. Residents repeatedly asked for:

- More doctors
- A fully functioning hospital
- Increased medical services and specialists
- Strategies to recruit and keep healthcare professionals
- Better support for existing clinics

Health care is seen as critical to quality of life and community stability.

5. Economic Diversification & Business Growth

Residents want Hinton to grow—beyond tourism and its historical dependence on resource extraction. They emphasized:

- Attracting new businesses and industries
- Improving permitting and being more “business-friendly”
- Encouraging tech, green energy, trade schools, and post-secondary programs
- Expanding commercial and residential development
- Supporting small businesses and entrepreneurship

This represents a desire for a stronger, more diverse local economy with more job opportunities.

How can we make Hinton a better place to attract long term residents and encourage those who are here, to stay?

Top five themes

1. Cost of Living & Grocery Affordability

Hinton residents want significantly lower costs—especially groceries, housing, utilities, and taxes—to make everyday life more affordable.

2. Recreation Facilities & Community Amenities

The community is calling for a modern, reliable recreation centre with improved indoor and outdoor amenities that better support families, youth, and year-round activities.

3. Housing Availability & Affordability

Residents want more diverse, attainable, and good-quality housing options for families, seniors, workers, and professionals, with limits on short-term rentals to free up inventory.

4. Healthcare Access & Workforce Shortages

People want improved healthcare services and more doctors, supported through targeted recruitment, incentives, and infrastructure to stabilize local medical care.

5. Economic Development & Business Growth

Residents want the Town to grow by attracting new industries and retail options, reducing barriers for businesses, and creating better jobs and shopping competition.

What's your vision for Hinton in 2029?

Summary of comments

Hinton is a thriving, affordable, and welcoming mountain community where residents of all ages enjoy a high quality of life supported by strong healthcare, vibrant recreation, diverse housing, and a resilient local economy.

Priority Areas

Affordability: Ensure residents can afford groceries, housing, taxes, and essential services so people on all incomes can live and stay in Hinton.

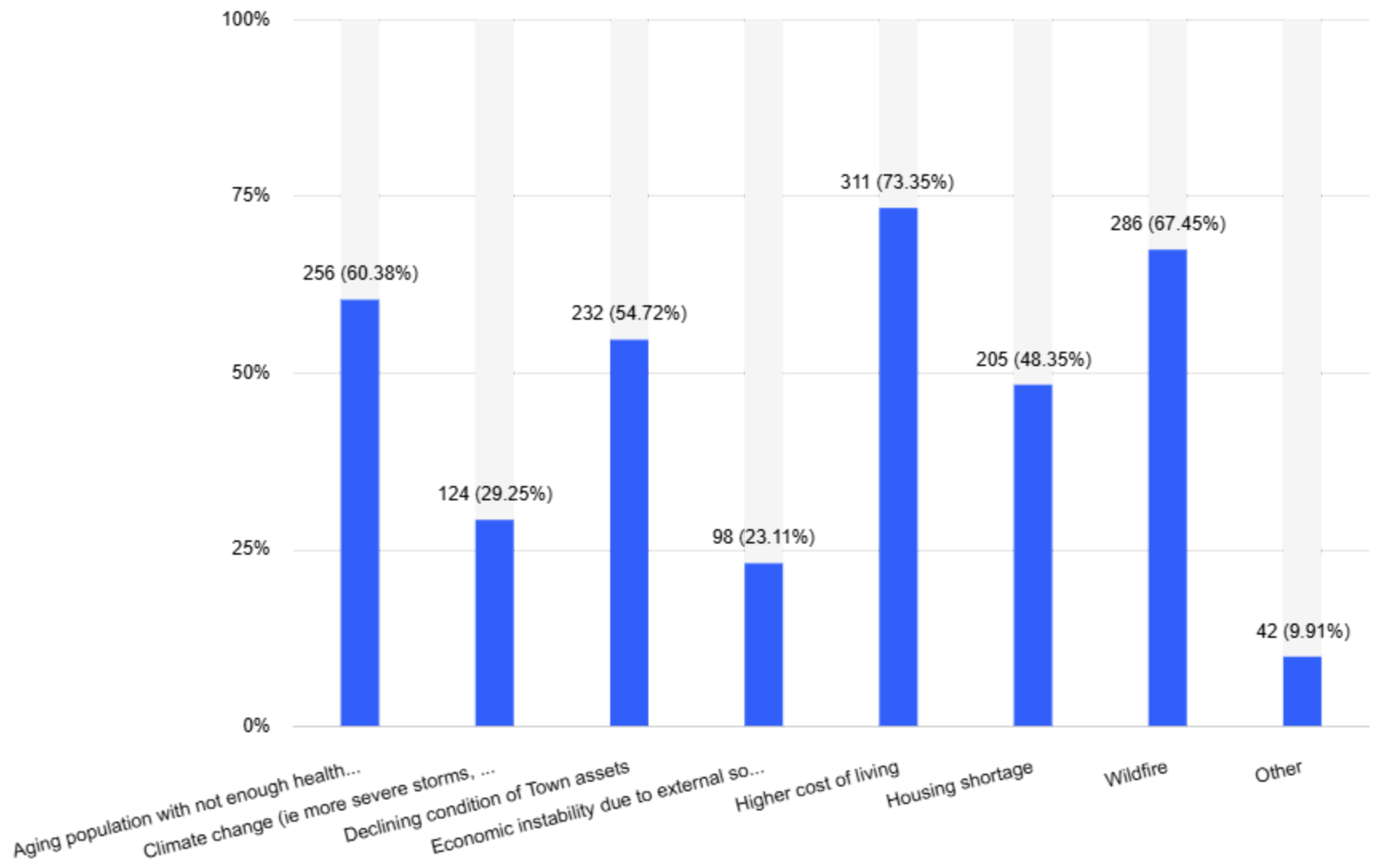
Healthcare: Strengthen and stabilize local healthcare by attracting and supporting doctors, improving medical facilities, and ensuring reliable access to care.

Recreation & Community Spaces: Build a modern recreation centre, enhance indoor and outdoor amenities, and create clean, safe, well-maintained parks, trails, and gathering spaces.

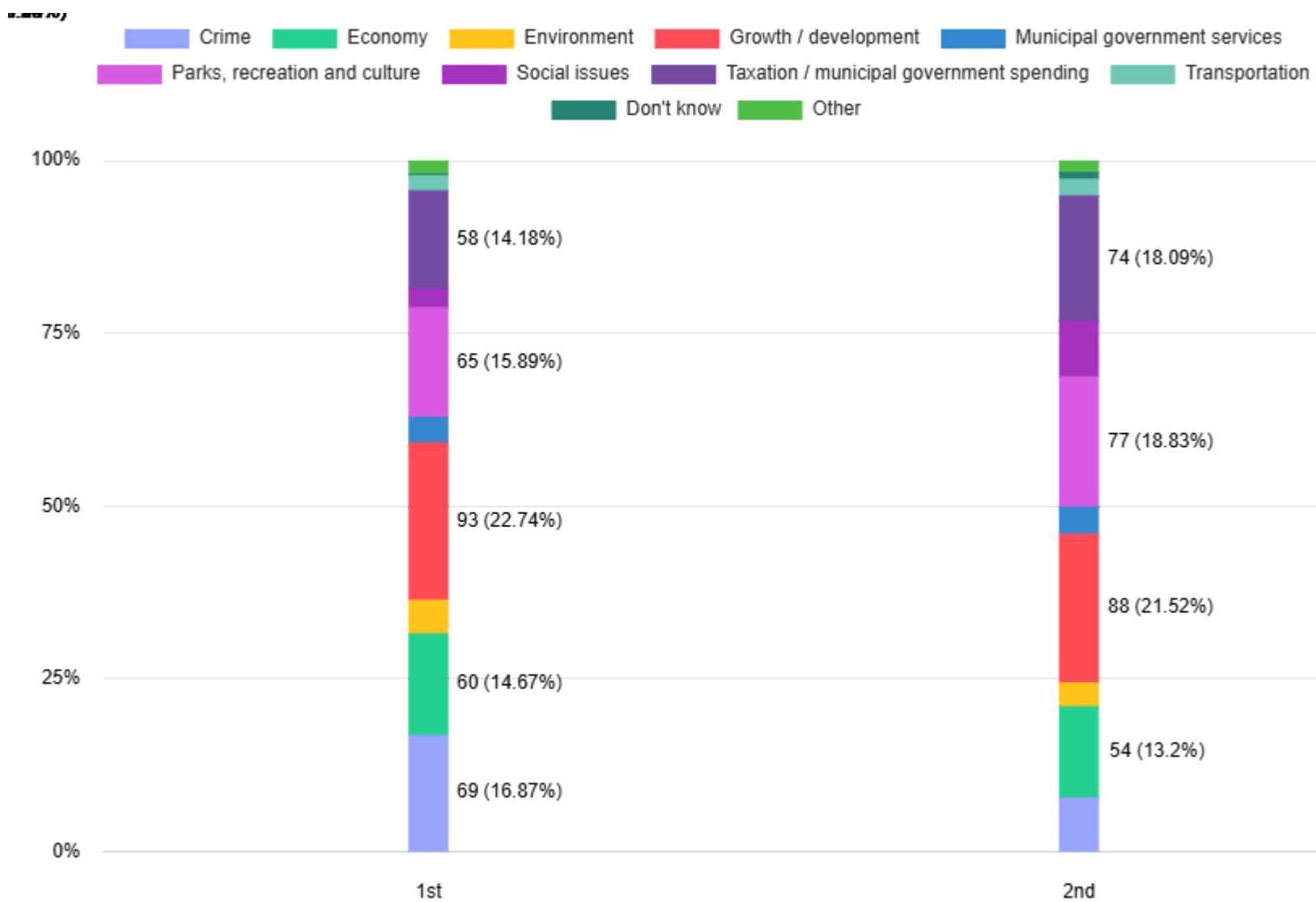
Housing & Growth: Expand housing options—including seniors, families, and workers—while promoting thoughtful development and improving neighbourhood livability.

Economic Diversification & Local Business: Attract new retail and employment opportunities, increase competition (especially grocery options), and create a business-friendly environment that supports sustainable long-term growth.

Are there specific threats that you think Hinton needs to be ready for?



Which aspects of the community do you feel should receive the greatest attention from Town Council?



Priority	Area	1st	2nd
1	Growth / development	22.7%	21.5%
2	Parks, recreation and culture	15.9%	18.8%
3	Taxation / municipal government spending	14.1%	18.1%
4	Economy	14.7%	13.2%

Why do you think the aspects you selected above, should receive the greatest attention from Town Council?

Top five themes

1. Affordability & Cost of Living

Residents consistently say Hinton is becoming too expensive — with high taxes, utilities, groceries, fuel, and housing costs making it difficult for families, seniors, and people on fixed incomes to stay.

2. Crime, Safety & Homelessness

A major concern is the rise in crime, visible drug use, unsafe public spaces, and homelessness; residents want meaningful action, support services, and strategies that reduce disorder and improve community safety.

3. Growth, Economic Development & Jobs

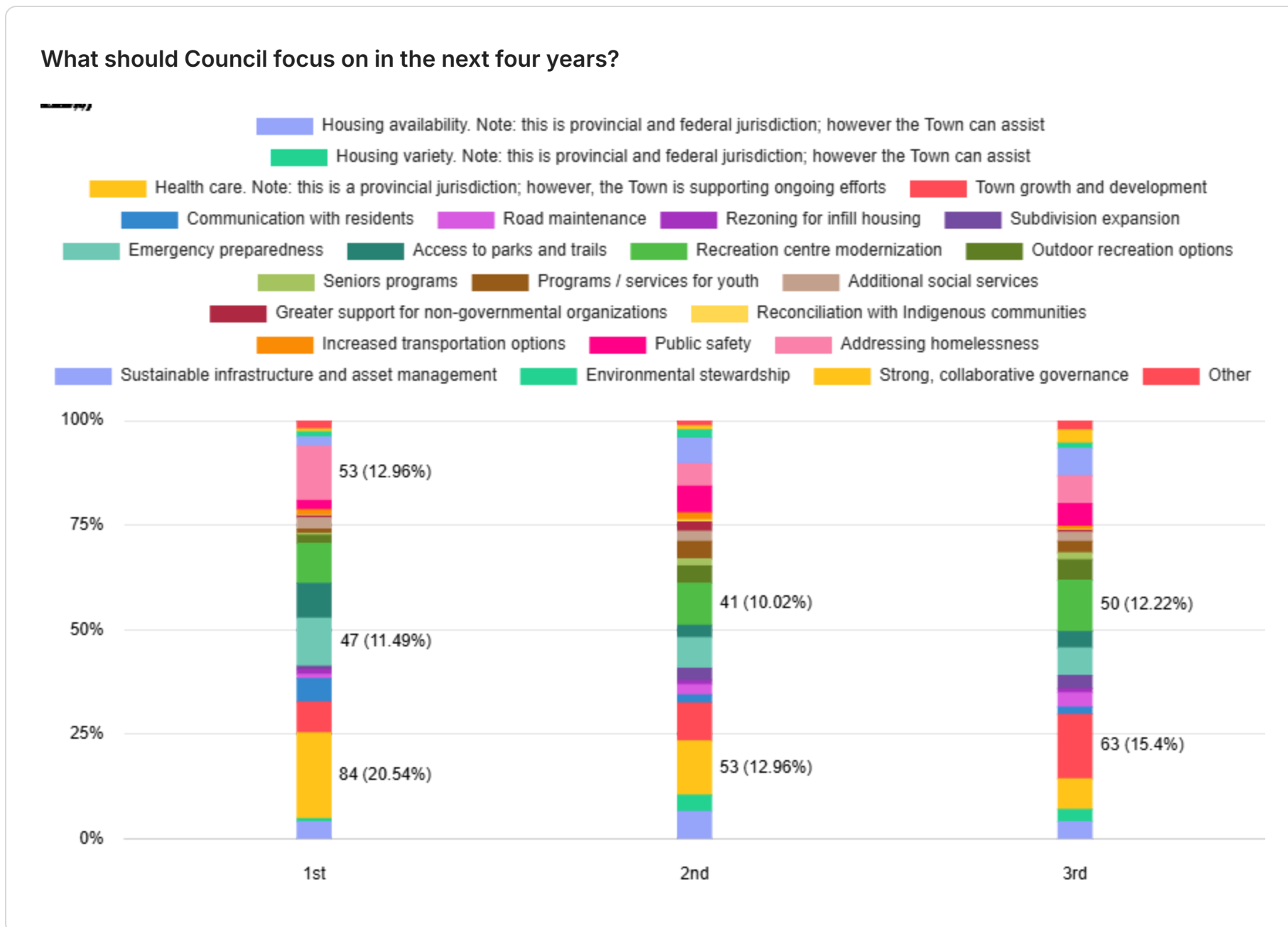
People want Hinton to grow by attracting new businesses, employers, and industries; reducing barriers to development; and creating more job opportunities to prevent stagnation and out-migration.

4. Recreation Facilities & Community Amenities

There is strong demand for a new or upgraded recreation centre, well-maintained parks, community events, and improved public spaces to support families, youth, and overall quality of life.

5. Fiscal Responsibility, Municipal Efficiency & Infrastructure

Residents want the Town to control spending, improve service delivery, avoid unnecessary studies, maintain infrastructure, and ensure that tax dollars provide visible value to the community.



Priority	Area	1st	2nd	3rd
1	Healthcare (Note: this is provincial jurisdiction; however, the Town is supporting ongoing efforts)	20.5%	13%	7.3%
2	Recreation Centre modernization	9.5%	10%	12.2%
3	Addressing homelessness	13%	5.4%	6.6%
4	Emergency preparedness	11.5%	7.3%	6.6%
5	Town growth and development	7.3%	9%	15.4%

Are there community concerns that you think Council should advocate for, at other government levels?

Top three themes

1. Healthcare Access & Physician Shortages

Residents identify healthcare as the community's most urgent need—including attracting and retaining doctors, stabilizing the hospital, reducing ER closures, improving wait times, expanding medical services, and advocating strongly to the province for proper funding.

2. Housing Availability & Affordability

Residents consistently connect housing to overall wellbeing, stressing the need for more attainable housing options, land for development (not infill), senior housing, transition housing, and affordable rental availability—especially because limited housing makes it harder to attract healthcare professionals and retain families.

3. Cost of Living, Basic Affordability & Community Supports

A strong theme is the high cost of food, utilities, taxes, and overall living expenses, alongside concerns about homelessness, social services, and affordability programs; residents want the Town to advocate for affordability, support vulnerable populations, and reduce barriers that make daily life harder.

How long have you lived in Hinton?



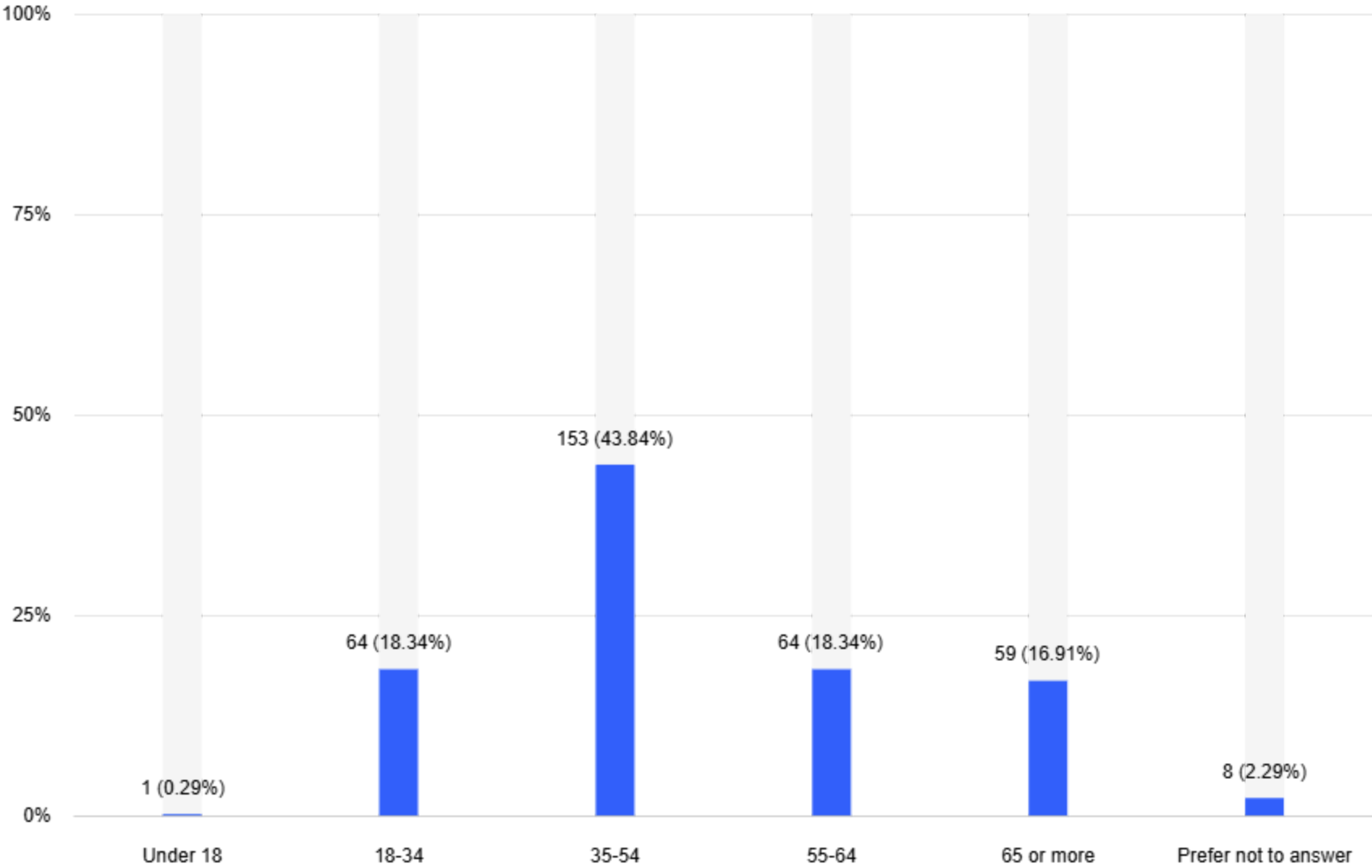
Are you responsible for paying property taxes for a property in Hinton?



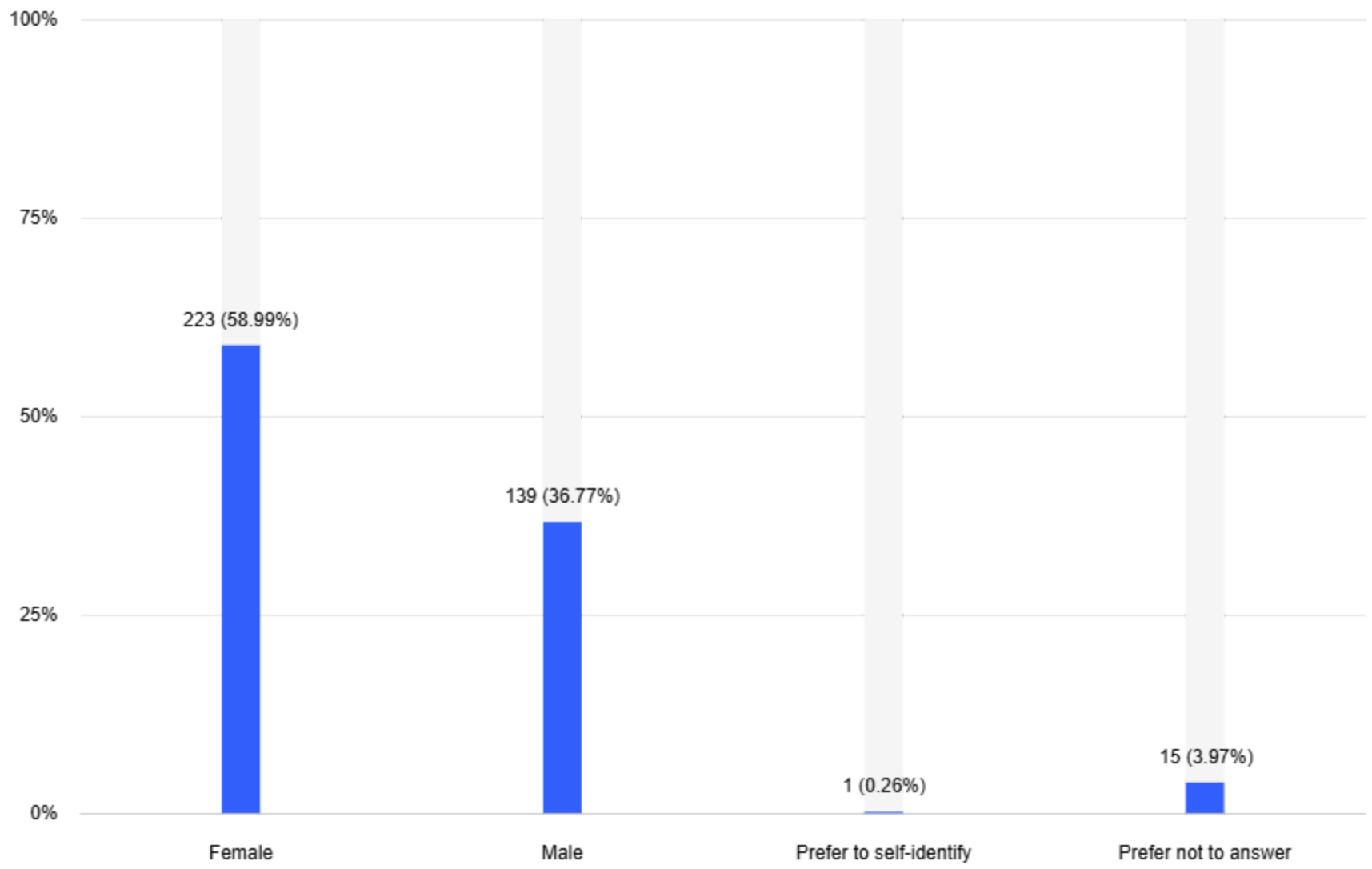
Do you ___ the home you live in?



What is your age?



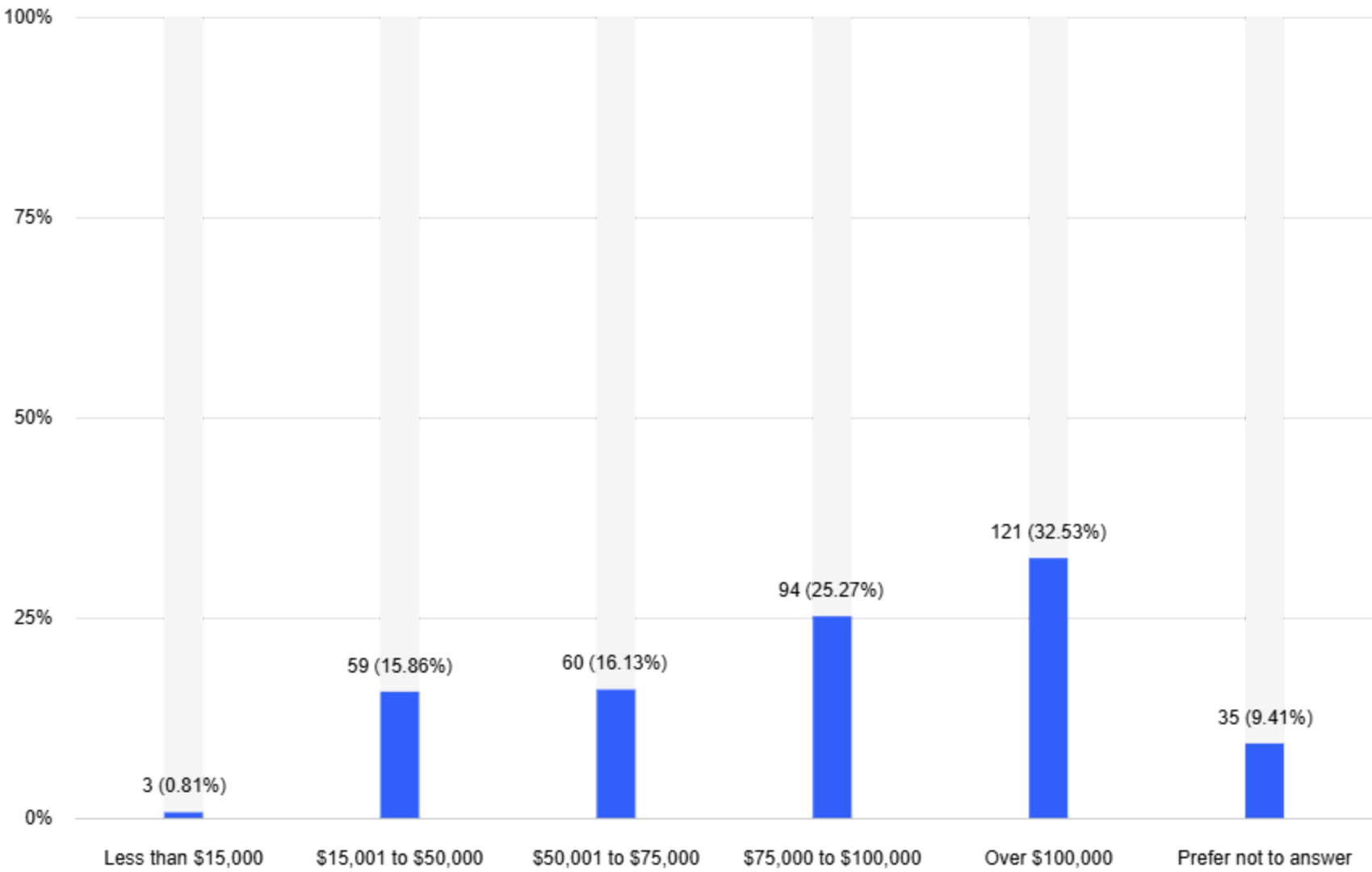
Which gender do you identify as?



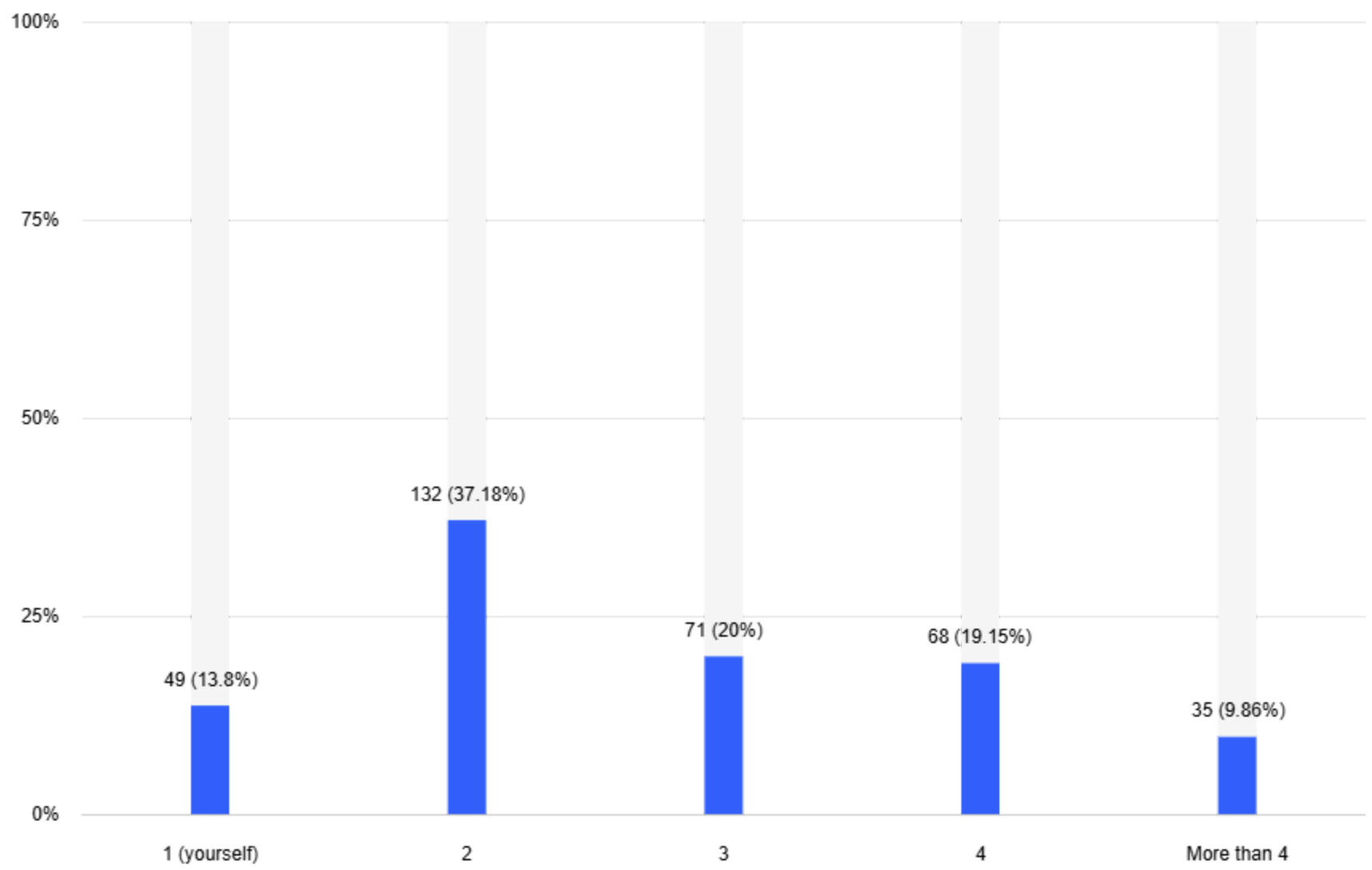
Do children under age 18 live in your household?



Which category best represents your personal income in the last year?



How many people are there in your household?



Which Hinton District do you live in?

