

What We Heard Report

Each year the Royal Canadian Mounted Police (RCMP) deploy their resources based on an Annual Performance Plan (APP). The APP is a strategic blend of provincial and local priorities intended to reflect the public safety priorities of our community. The online survey results will help determine the local policing priorities for Okotoks Municipal Enforcement (OME) and the RCMP in 2022. The survey ended on Feb. 28. Thank you for taking the survey!

Not everyone has the same definitions of what crime means in our community and we may have different perceptions and expectations. As an Okotokian, this survey is a chance to help prioritize what is important for Okotoks and our community.

This survey focused on three (3) themes:

- 1. Community perceptions of public safety during the last year (2021)
- 2. How the community feels about the current state of safety and crime in Okotoks
- 3. Community priorities for public safety for the coming year in Okotoks





Public Participation - What stage?

The RCMP online survey is at CONSULT.

	INFORM	CONSULT	INVOLVE
GOAL	To provide balanced and objective information in a timely manner.	To obtain feedback on analysis, issues, alternatives, and decisions.	To work with public to make sure concerns and aspirations are understood and considered.
	• • • •		





Engagement Strategy



618 survey participants (78% completion rate*)

*note: 483 respondents completed the entire survey; partially completed survey responses were included in this report.

740+ comments shared throughout the entire survey.



2021 Comparison

104 Survey respondents **27.5**% Response rate

500% Increase in participants

Citizen Panel

436 Okotoks survey participants are registered for the Okotoks Citizen Panel. The Citizen Panel consists of individuals who have voluntarily signed up to join this group of engaged citizens and want to be contacted for public consultation opportunities as they become available. Part of the engagement strategy for the 2021 RCMP survey included sending out an invitation this group of citizens directly to complete the survey.

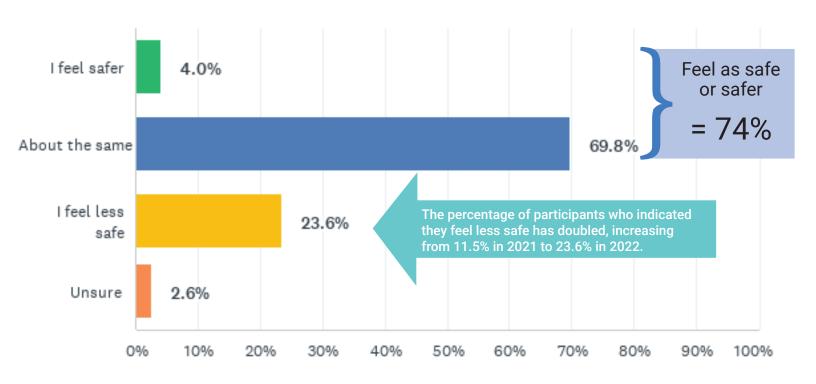
Various communications methods were also utilized to promote the Public Safety Survey including eNewsletter mailouts, presence in the Okotoks Western Wheel Town Page, as well as organic posts and paid advertisements on Town social media channels.





Community Safety

Please indicate how your level of safety in this community has changed since 2021?



ANSWER CHOICES	▼ RESPONSES	•
▼ I feel safer	4.0%	23
▼ About the same	69.8%	400
▼ I feel less safe	23.6%	135
▼ Unsure	2.6%	15
TOTAL		573



2021 Comparison 4.8% Felt safer

82% About the same

11.5% Felt less safe

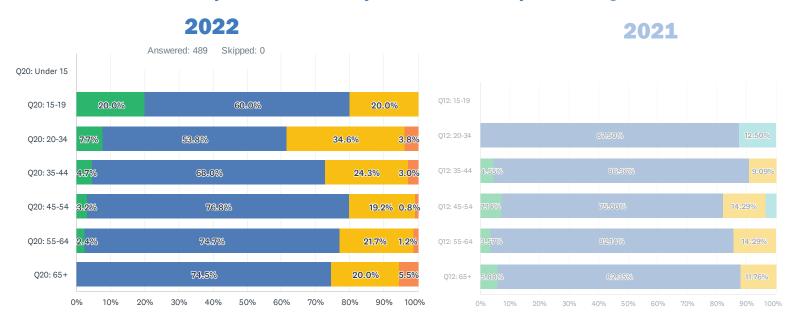


2020 Annual Report statistics



Community Safety vs Age Demographics

Please indicate how your level of safety in this community has changed since 2021?



When comparing respondent's perception of safety related to their age:

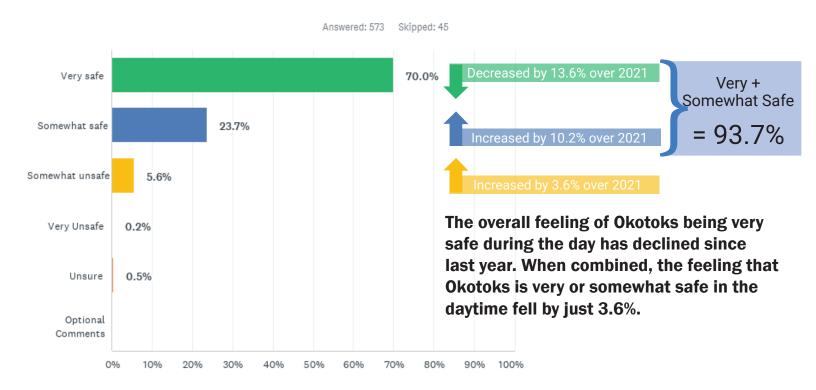
- The demographic that indicates the highest level of feeling less safe is the 20 to 34 year olds.
 This is up substantially from the previous year when there was no indication of feeling less safe from this group.
- Across the board the indication of feeling less safe increased for every age category.





Community Safety during the day

To what extent do you feel safe in Okotoks when you are outside alone during the day?



ANSWER CHOICES	▼ RESPONSES	•
▼ Very safe	70.0%	401
▼ Somewhat safe	23.7%	136
▼ Somewhat unsafe	5.6%	32
▼ Very Unsafe	0.2%	1
▼ Unsure	0.5%	3
▼ Optional Comments	Responses 0.0%	0
TOTAL		573



Previous Year Comparison

83.6% Very safe

13.5% Somewhat safe

1.9% Somewhat unsafe

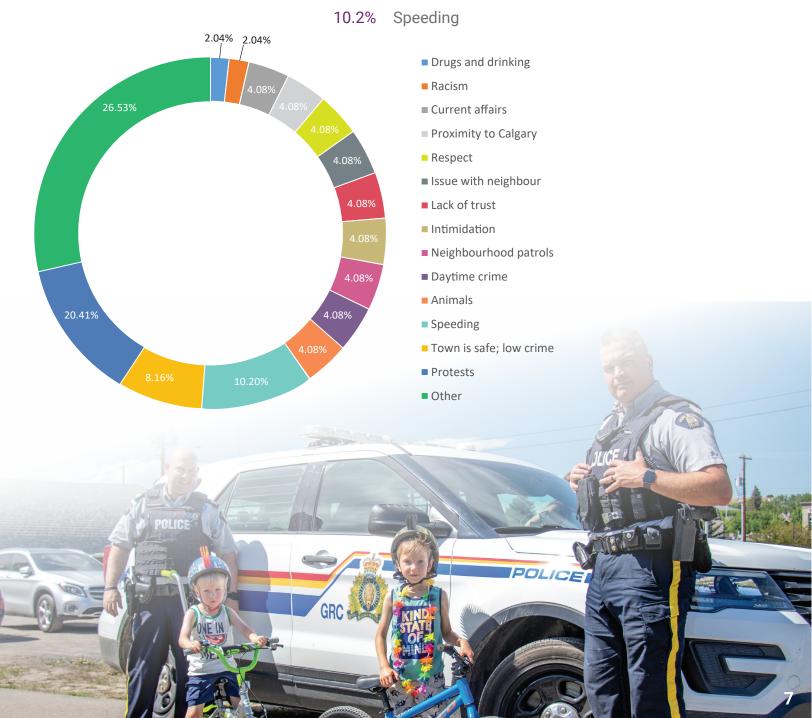
0.96% Very unsafe





The comments covered a wide variety of issues, with most garnering only a couple of comments for each of the themes below. The top 2 main daytime concerns in the comments were:

20.4% Safety concerns around protests





Community Safety at Night

To what extent do you feel safe in Okotoks when you are outside alone at night?

The overall feeling of Okotoks being very safe at night has declined since last year. Those who felt very safe or somewhat safe at night fell nearly 9% (from 82.5% to 73.8%) since last year.



ANSWER CHOICES	▼ RESPONSES	•
▼ Very safe	30.7%	176
▼ Somewhat safe	43.1%	247
▼ Somewhat unsafe	18.2%	104
▼ Very unsafe	4.0%	23
▼ Unsure	4.0%	23
TOTAL		573



Previous Year Comparison

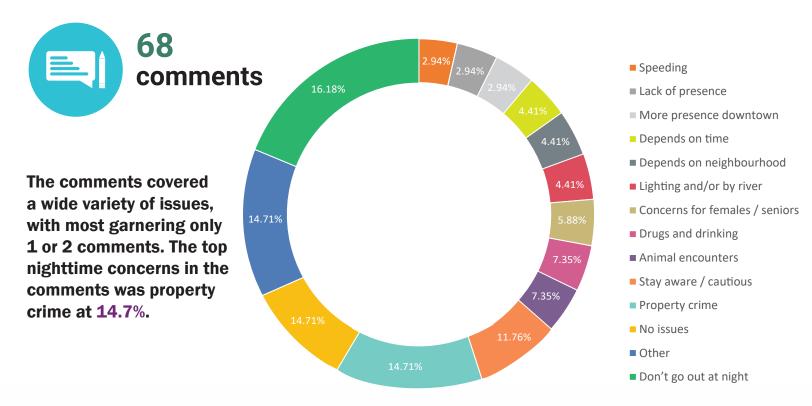
48.5% Very safe

34.0% Somewhat safe

15.5% Somewhat unsafe

0.97% Very unsafe



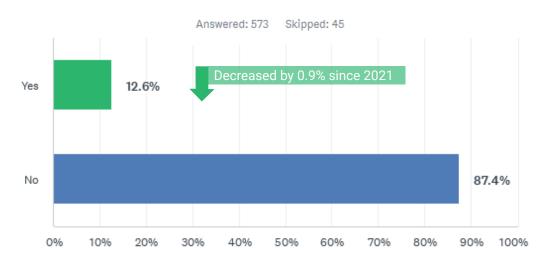






Community Safety and Property Crime

Were you a direct victim of property crime in Okotoks during 2021?



ANSWER CHOICES	▼ RESPONSES	•
▼ Yes	12.6%	72
▼ No	87.4%	501
TOTAL		573

Number of respondents who indicated they were victims of property crime has remained fairly consistent for the last 2 years and is still substantially lower than in 2020 (25%).



2021 Comparison

13.5% Victim of Vehicle theft, break and enter or property damage



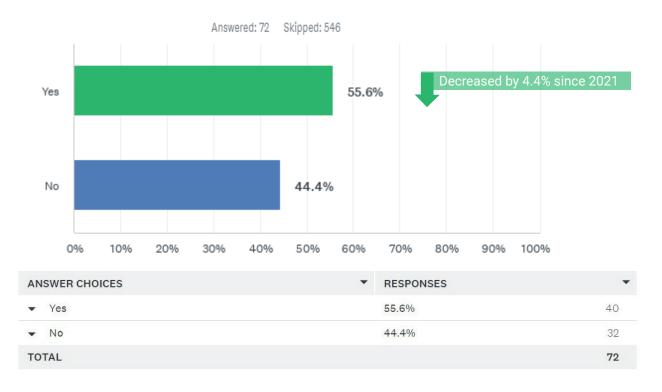
2020 Comparison

25% Victim of Vehicle theft, break and enter or property damage



Community Safety and Property Crime

If you answered yes, did you report the incident to RCMP?



Of those 72 indviduals who reported being a victim of a property crime, only 56% reported the incident to the RCMP.



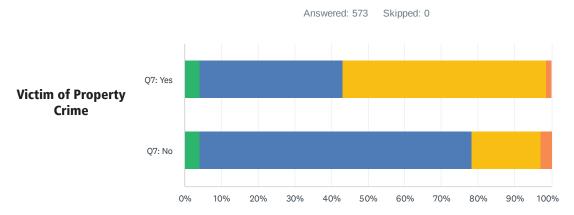


Community Safety vs Victim of Property Crime

Were you a direct victim of property crime in Okotoks during 2021?

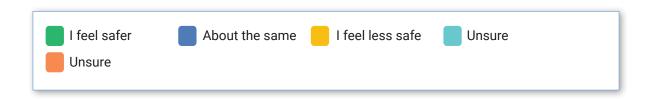
The following shows the correlation between those who were a victim of property crime and how their feelings of safety have changed.

Q2 Please indicate how your level of safety in this community has changed since 2021?



Those who experienced property crime were much more likely to indicate they feel less safe:

- Of those 72 individuals who indicated they were a direct victim of property crime, nearly 56% indicated they felt less safe, while 43% indicated they still feel about the same or safer.
- For those 501 individuals who weren't a victim of property crime, 19% felt less safe, while 78% felt about the same or safe.

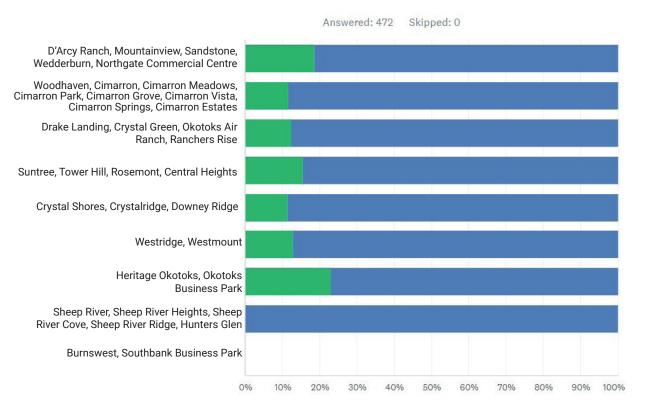




Victim of Property Crime vs Neighbourhood

Were you a direct victim of property crime in Okotoks during 2021?

The following shows a breakdown of the neighbourhoods where the 60 people who indicated they had been a respondents of victims of property crime live.



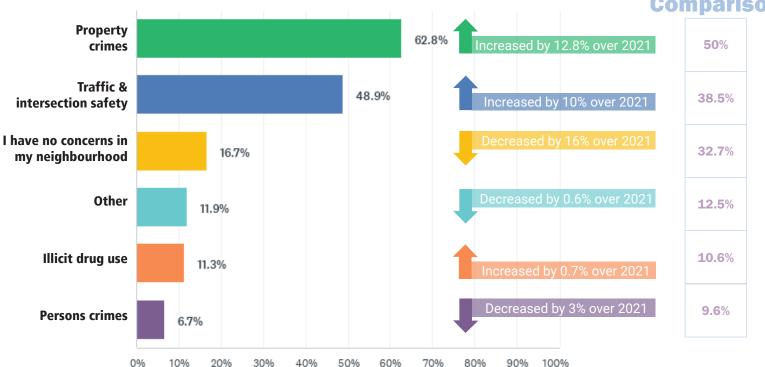
	•	YES 🕶	NO 🕶	TOTAL *
▼ Q18: D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre		18.6% 13	81.4% 57	14.8% 70
 Q18: Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates 		11.7% 12	88.3% 91	21.8% 103
▼ Q18: Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise		12.5% 10	87.5% 70	16.9% 80
▼ Q18: Suntree, Tower Hill, Rosemont, Central Heights		15.5% 9	84.5% 49	12.3% 58
▼ Q18: Crystal Shores, Crystalridge, Downey Ridge		11.4% 8	88.6% 62	14.8% 70
▼ Q18: Westridge, Westmount		12.8% 5	87.2% 34	8.3% 39
▼ Q18: Heritage Okotoks, Okotoks Business Park		23.1%	76.9% 10	2.8%
▼ Q18: Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen		0.0%	100.0%	8.3% 39
▼ Q18: Burnswest, Southbank Business Park		0.0%	0.0%	0.0%
▼ Total Respondents		60	412	472



Community Safety

Which of the following issues are a CONCERN in your neighbourhood, choose all that apply:





ANSWER CHOICES	•	RESPONSES	•
▼ Property crimes (e.g. vehicle theft, property damage, etc.)		62.8%	339
▼ Traffic & intersection safety		48.9%	264
▼ I have no concerns in my neighbouhood		16.7%	90
▼ Other (please specify)	Responses	11.9%	64
▼ Illicit drug use		11.3%	61
▼ Persons crimes (e.g. bodily harm, threat, etc.)		6.7%	36
Total Respondents: 540			



Top 3 concerns:

37% Traffic safety17% Property crime

14% Noise



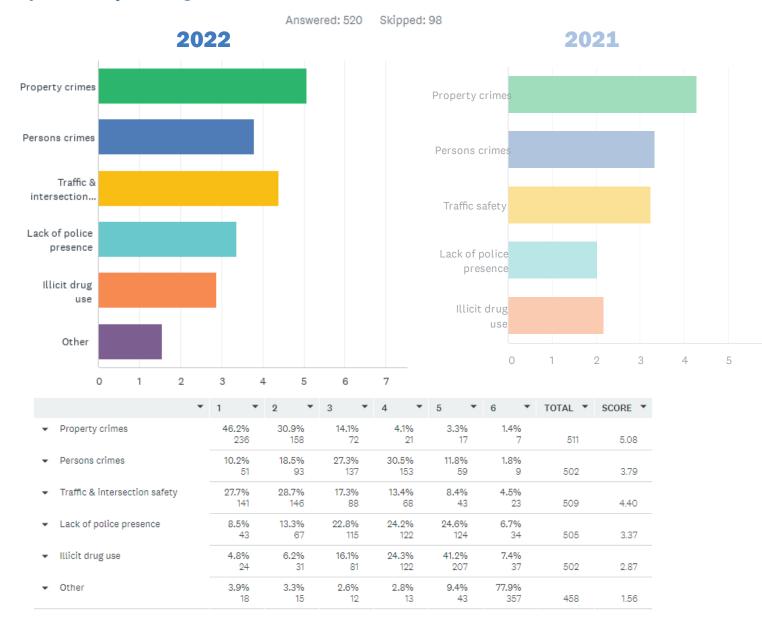
2021 Comparison

Top 2 concerns continue to be property crime (50%) and traffic & intersection safety (38.5%) and respondent's concern increased by 13% and 10% respectively over last year. These 2 concerns remained consistent for the last 3 years.



Community Safety

Please rank the following concerns from the most important to the least important in your neighbourhood:





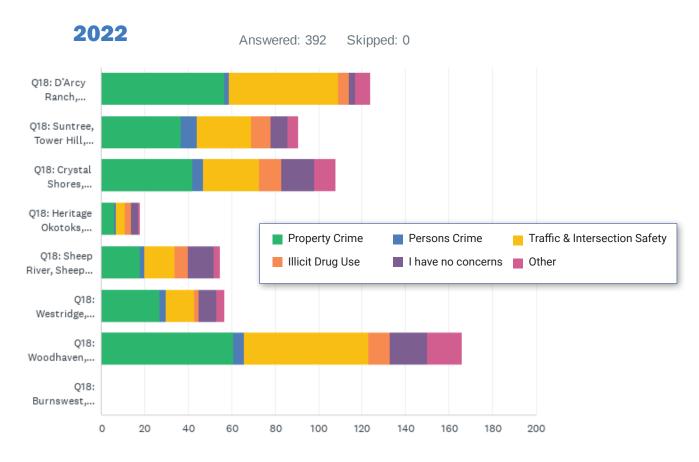
2021 Comparison

Property crimes, persons crimes and traffic safety remained the top 3 concerns. Concern over lack of police presence and drug use have increased slightly over the previous year.



2022 Neighbourhood Concerns

Which of the following issues are a concern in your neighbourhood?

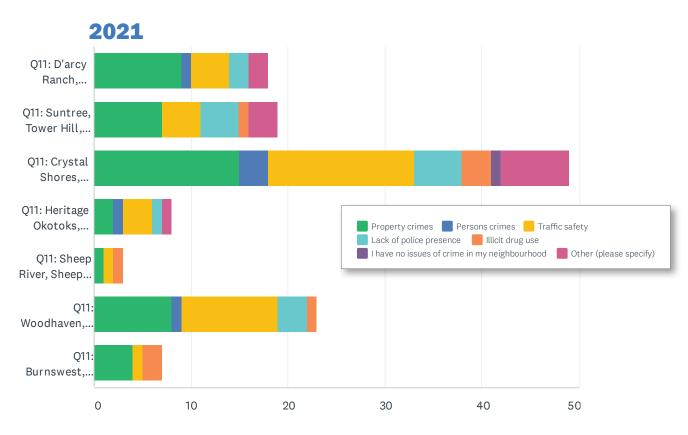


	PROPERTY CRIMES (E.G. VEHICLE THEFT, PROPERTY DAMAGE, ETC.)	PERSONS CRIMES (E.G. BODILY HARM, THREAT, ETC.)	TRAFFIC & INTERSECTION SAFETY	ILLICIT DRUG USE	I HAVE NO CONCERNS IN MY NEIGHBOUHOOD	OTHER (PLEASE SPECIFY)	TOTAL
Q18: D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre	81.4% 57	2.9%	71.4% 50	7.1% 5	4.3%	10.0% 7	31.6% 124
Q18: Suntree, Tower Hill, Rosemont, Central Heights	63.8% 37	12.1% 7	43.1% 25	15.5% 9	13.8%	8.6% 5	23.2% 91
Q18: Crystal Shores, Crystalridge, Downey Ridge	60.0% 42	7.1% 5	37.1% 26	14.3% 10	21.4% 15	14.3% 10	27.6% 108
Q18: Heritage Okotoks, Okotoks Business Park	46.2% 6	7.7% 1	30.8% 4	23.1%	23.1%	7.7% 1	4.6% 18
Q18: Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen	46.2% 18	5.1% 2	35.9% 14	15.4% 6	30.8% 12	7.7%	14.0% 55
Q18: Westridge, Westmount	69.2% 27	7.7% 3	33.3% 13	5.1%	20.5% 8	10.3% 4	14.5% 57
Q18: Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates	59.2% 61	4.9%	55.3% 57	9.7%	16.5% 17	15.5% 16	42.3% 166
Q18: Burnswest, Southbank Business Park	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total Respondents	248	25	189	45	66	46	392



2021 Neighbourhood Concerns COMPARISON

Please rank the following concerns from the most important to the least important in your neighbourhood:



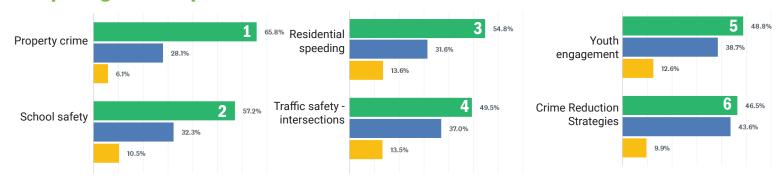
	PROPERTY CRIMES	PERSONS CRIMES	TRAFFIC SAFETY	LACK OF POLICE PRESENCE	ILLICIT DRUG USE	I HAVE NO ISSUES OF CRIME IN MY NEIGHBOURHOOD	OTHER (PLEASE SPECIFY)	TOTAL
Q11: D'arcy Ranch, Mountainview, Sandstone, Northgate Commercial Centre	90.00%	10.00% 1	40.00% 4	20.00%	0.00%	0.00%	20.00%	27.69% 18
Q11: Suntree, Tower Hill, Rosemont, Central Heights	77.78% 7	0.00%	44.44% 4	44.44% 4	11.11% 1	0.00%	33.33%	29.23% 19
Q11: Crystal Shores, Crystalridge, Downey Ridge, Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise	60.00% 15	12.00%	60.00% 15	20.00% 5	12.00%	4.00% 1	28.00% 7	75.38% 49
Q11: Heritage Okotoks, Okotoks Business Park	50.00% 2	25.00% 1	75.00% 3	25.00% 1	0.00%	0.00%	25.00% 1	12.31% 8
Q11: Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen	50.00% 1	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	4.62%
Q11: Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates	72.73% 8	9.09%	90.91%	27.27% 3	9.09%	0.00%	0.00%	35.38% 23
Q11: Burnswest, Southbank Business Park, other	100.00%	0.00%	25.00% 1	0.00%	50.00%	0.00%	0.00%	10.77% 7
Total Respondents	46	6	38	15	8	1	13	65

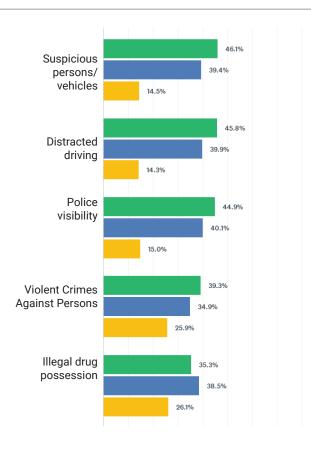


Community Safety - Prioritizing Issues in 2022

Please prioritize the issues listed below in terms of importance for Okotoks?

Top 6 significant priorities:

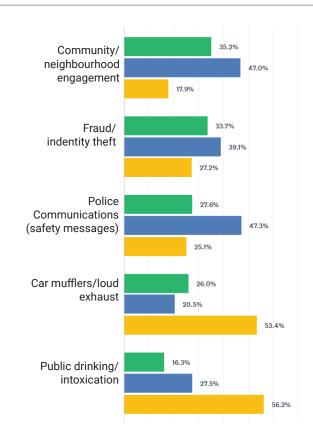




Somewhat

Low significance

Significant



Note: This is the first year fraud/identity theft and school safety were included as options.



2021 Prioritizing Issues COMPARISON

Top priorities comparison from 2021 to 2022:

When comparing respondent priorities from last year to this year, here are the highlights:



- Crime reduction strategies fell from the 2nd most important issue in 2021 to 6th in 2022.
- Violent Crimes Against Persons fell from 3rd to 10th in the priority list.
- Distracted Driving fell from 4th to 8th priority.
- Youth Engagement remained consistent as the 5th priority, with 49% of respondents indicating it is a significant priority.



2021 Comparison

Top 5 concerns: Property crime (64%), Crime Reduction Strategies (51%), Violent Crimes Against Persons (49%), Distracted driving (46%), and Youth Engagement (48%).

Significant + Somewhat Significant:

When looking at the priorities in combining significant and somewhat significant rankings, the top 6 priorities remain the same, although crime reduction strategies moves up to the 2nd position and Community/neighbourhood engagement moved up in priority from 12th to 10th position:

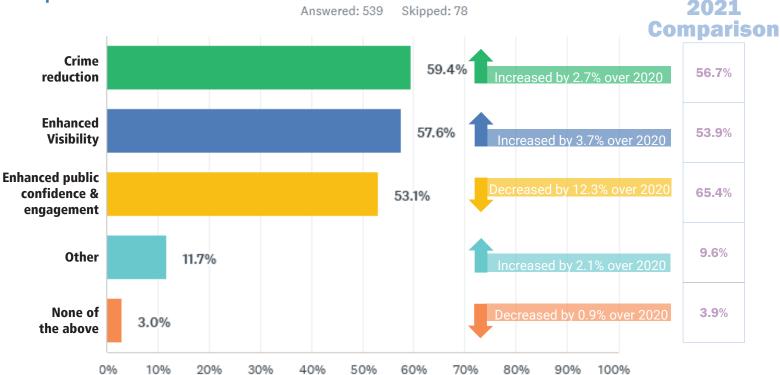
- 1. Property crime (93.9%)
- 2. Crime reduction strategies (90.1%)
- 3. School safety (89.5%)
- 4. Traffic safety-intersections (86.5%)
- 5. Residential speeding (86.4%)
- 6. Youth engagement (87.5%)
- 7. Distracted driving (85.7%)
- 8. Suspicious persons/vehicles (85.5%)

- 9. Police visibility (85%)
- 10. Community neighbourhood engagement (82.2%)
- 11. Violent crimes against persons (74.2%)
- 12. Illegal drug possession (73.8%)
- 13. Fraud/indentity theft (72.8%)
- 14. Police communications (74.9%)
- 15. Car mufflers/loud exhaust (46.5%)
- 16. Public drinking/intoxication (43.8%)



Community Safety

Which of the following 2021 policing priorities do you believe remain important for 2022?



ANSWER CHOICES	•	RESPONSES	•
 Crime reduction 		59.4%	321
▼ Enhanced visibility		57.6%	311
▼ Enhanced public confidence & engagement		53.1%	287
▼ Other (please specify)	Responses	11.7%	63
▼ None of the above		3.0%	16
Total Respondents: 540			



2021 Comparison

Crime reduction took over as the top priority for 2022 followed closely by enhanced visibility, while enhanced public confidence and engagement dropped by over 12% as a priority since the previous year.





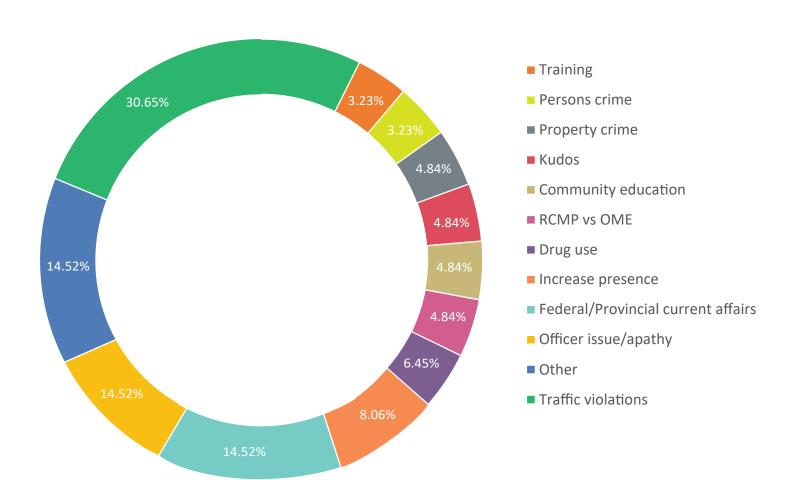
Comments covered a wide variety of issues, with most garnering several comments each. The top priorities identified as continuing to be a priority for 2022 in the comments were:

30.7% Traffic enforcement (speeding, school zones, noise, texting while driving etc.)

14.5% Officer issue, apathy, lack of follow up, attitude

14..5% Federal/Provincial current affairs

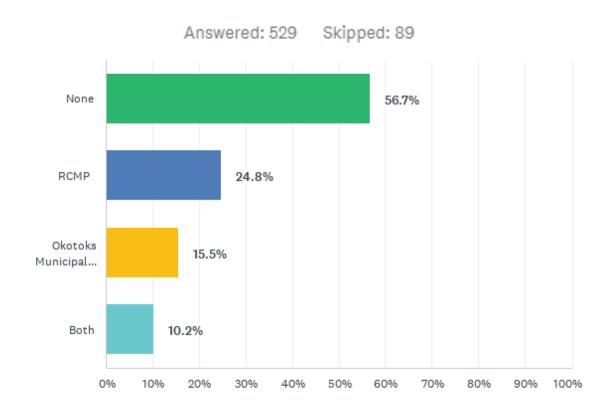
8.0% Increased presence





Community Interactions

Have you had any interactions with the local RCMP or Municipal Enforcement in the last 12 months? (Select all that apply)



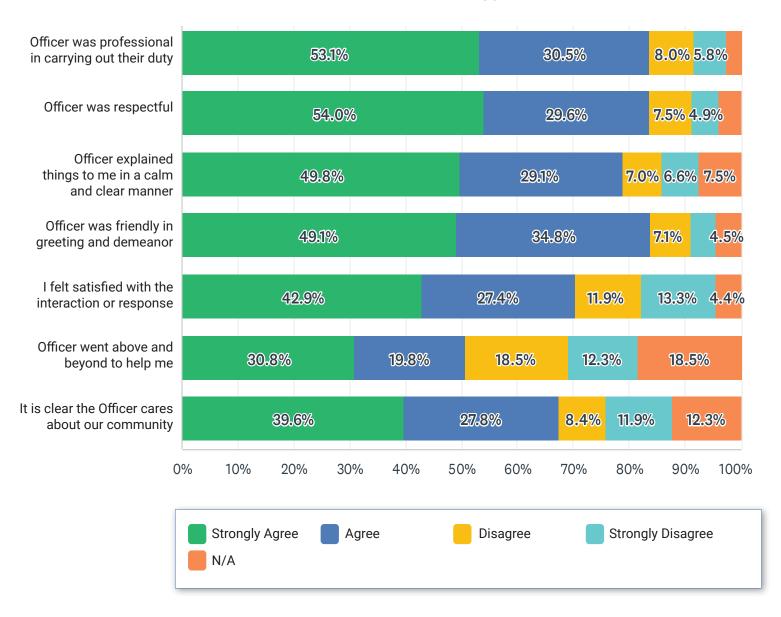
ANSWER CHOICES	•	RESPONSES	•
▼ None		56.7%	300
▼ RCMP		24.8%	131
▼ Okotoks Municipal Enforcement		15.5%	82
▼ Both		10.2%	54
Total Respondents: 529			



Community Interactions

If you have had any interactions with the local RCMP or Municipal Enforcement in the last 12 months, please tell us about your experience. This includes any interactions around town or at events, or if you have reported a situation, asked for help, or may have received a fine or warning.

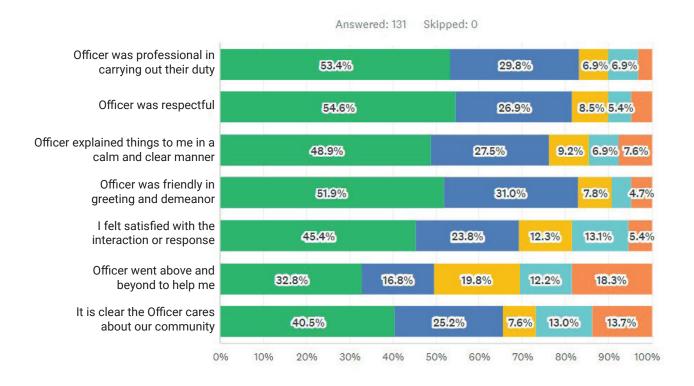






Community Interactions with RCMP

The following shows how the 131 respondents who indicated they had an interaction with only the local <u>RCMP</u> rated that interaction.

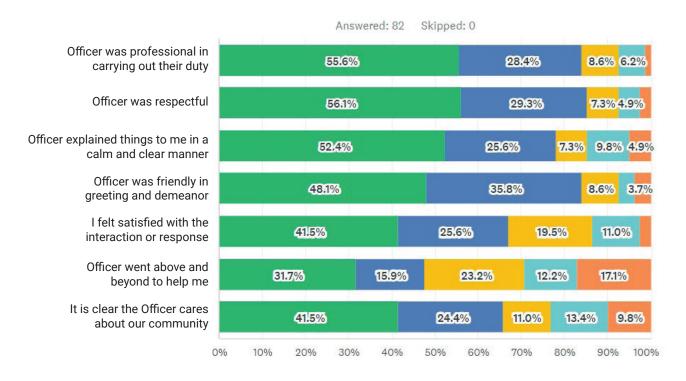


	•	STRONGLY +	AGREE ▼	DISAGREE ▼	STRONGLY DISAGREE	N/A 🔻	TOTAL ▼	WEIGHTED AVERAGE
	fficer was professional carrying out their duty	53.4% 70	29.8% 39	6.9% 9	6.9% 9	3.1% 4	131	1.66
▼ Of	fficer was respectful	54.6% 71	26.9% 35	8.5% 11	5.4% 7	4.6% 6	130	1.63
to	fficer explained things me in a calm and clear anner	48.9% 64	27.5% 36	9.2% 12	6.9% 9	7.6% 10	131	1.72
	fficer was friendly in eeting and demeanor	51.9% 67	31.0% 40	7.8% 10	4.7% 6	4.7% 6	129	1.63
2.50	elt satisfied with the teraction or response	45.4% 59	23.8% 31	12.3% 16	13.1% 17	5.4% 7	130	1.93
	fficer went above and eyond to help me	32.8% 43	16.8% 22	19.8% 26	12.2% 16	18.3% 24	131	2.14
ca	is clear the Officer rres about our ommunity	40.5% 53	25.2% 33	7.6% 10	13.0% 17	13.7% 18	131	1.92



Community Interactions with Municipal Enforcement

The following shows how the 131 respondents who indicated they had an interaction with only the local <u>Municipal Enforcement</u> rated that interaction.



•	STRONGLY _ AGREE	AGREE ▼	DISAGREE ▼	STRONGLY DISAGREE	N/A ▼	TOTAL ▼	WEIGHTED AVERAGE
 Officer was professional in carrying out their duty 	55.6% 45	28.4% 23	8.6% 7	6.2% 5	1.2% 1	81	1.65
▼ Officer was respectful	56.1% 46	29.3% 24	7.3% 6	4.9% 4	2.4%	82	1.60
 Officer explained things to me in a calm and clear manner 	52.4% 43	25.6% 21	7.3% 6	9.8% 8	4.9% 4	82	1.73
 Officer was friendly in greeting and demeanor 	48.1% 39	35.8% 29	8.6% 7	3.7% 3	3.7%	81	1.67
 I felt satisfied with the interaction or response 	41.5% 34	25.6% 21	19.5% 16	11.0% 9	2.4%	82	2.00
 Officer went above and beyond to help me 	31.7% 26	15.9% 13	23.2% 19	12.2% 10	17.1% 14	82	2.19
▼ It is clear the Officer cares about our community	41.5% 34	24.4% 20	11.0% 9	13.4% 11	9.8%	82	1.96



Buildig Positive Relationships: Suggestions

Okotoks RCMP and Municipal Enforcement are committed to building positive relationships with the community. Please share your suggestions and ideas for ways our officers can interact in a positive manner.

Top trend in comments:

42% Increase presence

27% Community engagement

24% Youth engagement / School visits

19% Be Personable/Have a good attitude

14% Education

12% Foot patrols, bike patrols, and being seen in parks and on pathways

8% Participate in / be present at community events

Community engagement

Some unique and creative ideas submitted for community engagement included Cops with Coffee; introduce themselves to school patrollers and join school patrols for a day; organize youth vs. officer hockey games, obstacle courses, street hockey and other sports; create a youth ride-along program; instead of tickets, recruit youth for community services (clean up litter, bike patrolling with OME, perform random acts of kindness); resuming Positive Ticketing;

and, walk down Elizabeth street on
good days or be present at busy
atrol
shopping locations.





213 comments



Community Safety

Our local police care about the community. The past two years have brought about challenging times resulting from the global pandemic, please share some thanks or positive feedback we can share with them.



167 comments

Many of the comments revolved around the positive interactions, attitudes and professionalism exhibited by officers in our community during interactions with residents and businesses.

Top trend in comments:

42% Thank you's 16% Keep Town safe

20% Appreciation 16% Respectful & professional

18% Recognition as 10% Helpful & kind

1st responders

My experience with the OME has been wonderful. They were able to approach the situation in a respectful and caring matter. OME officer also was able to articulate themselves and why I was receiving the warning. After it was explained to me and I felt like they were their to educate and support the good of the community. They were super awesome and I am thankful for the OME support in our community.



Helpful / Kind

Keep Town safe



Community Safety 2022 Responses

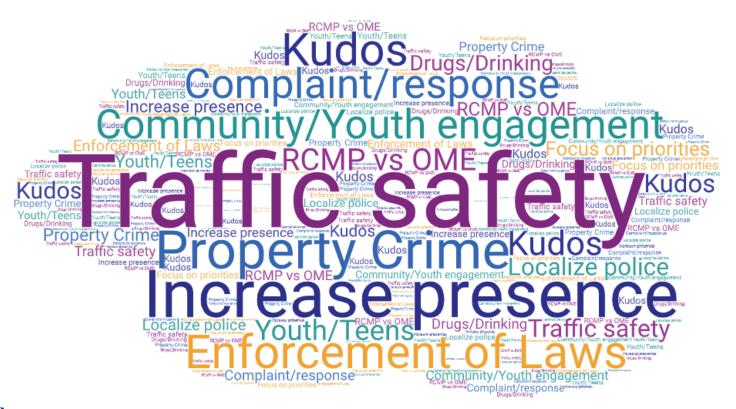
Is there something we did not ask that you would like to make the Okotoks RCMP and Municipal Enforcement aware?

Okotoks RCMP asked an open-ended question at end of the survey, with the majority of comments in line with questions previously asked. Below are the top themes, along with a visual representation of all themes.



Top themes:

- 1. Traffic safety 26%
- 2. More engagement (community & youth) 13%
- 3. Property crime 12%
- 4. Increase presence 12%
- 5. Enforcement of laws 9%





Community Safety - 2021 COMPARISON

Is there something we did not ask that you would like to make the Okotoks RCMP aware of?

Okotoks RCMP asked an open-ended question at end of the survey, with the majority of comments in line with questions previously asked. Below are the top themes, along with a visual representation of all themes.



70 comments

Top themes:

- 1. No issue 51%
- 2. Traffic violations 17%
- 3. Kudos/Thanks 10%
- 4. More engagement 10%
- 5. Lack of presence 7%

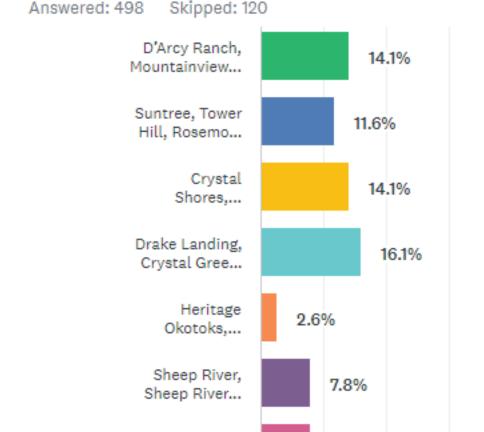




About our community participants

What area in Okotoks do you live or run your business in?

Answered: 498



Westridge.

Westmount

Woodhaven,

Cimarron....

Burnswest, Southbank...

Other (please

specify)

7.8%

5.2%

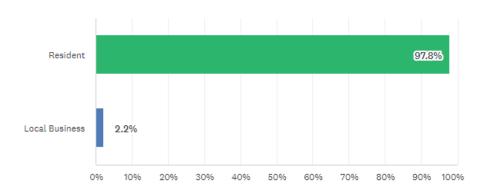
20.7%



About our community participants

Are you filling this survey out as a Town resident or as a local business?

Answered: 498 Skipped: 120

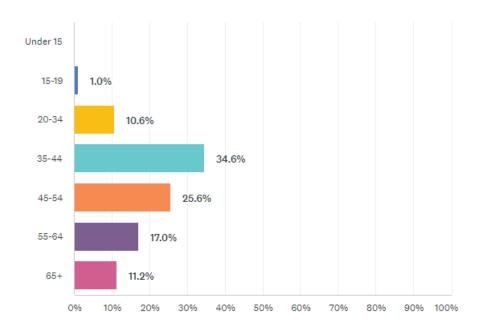


ANSWER CHOICES	▼ RESPONSES	•
▼ Resident	97.8%	487
▼ Local Business	2.2%	11
TOTAL		498



About our community participants

Which age group do you fit into?



ANSWER CHOICES ▼	RESPONSES	•
▼ Under 15	0.0%	0
▼ 15-19	1.0%	5
▼ 20-34	10.6%	52
▼ 35-44	34.6%	169
▼ 45-54	25.6%	125
▼ 55-64	17.0%	83
▼ 65+	11.2%	55
TOTAL		489

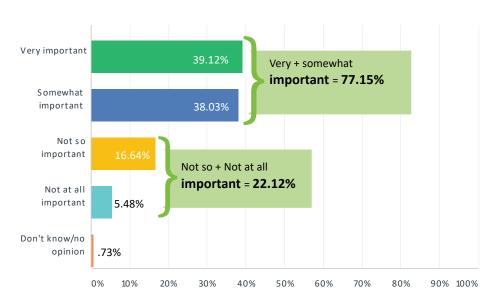


APPENDIX A: Budget 2022 Engagement Data

The following 2 pages is data pulled from the Budget 2022 public participation that asked residents to weight service priorities.

Priorities

As an Okotokian, how important is bylaw enforcement to the community? (Including animal control, traffic, noise/nuisance, property standards, parking, etc.)



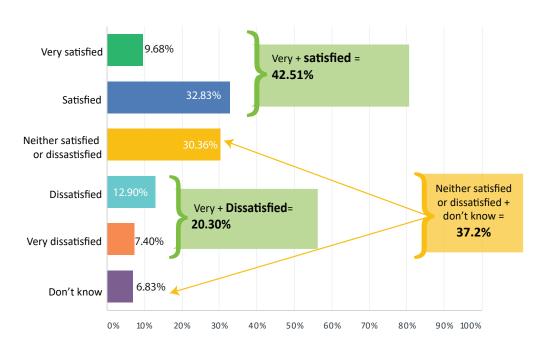
ANSWER CHOICES	RESPONSES	
Very important	39.12%	214
Somewhat important	38.03%	208
Not so important	16.64%	91
Not at all important	5.48%	30
Don't know/no opinion	0.73%	4
TOTAL		547



APPENDIX A: Budget 2022 Engagement Data

Service Ratings

As an Okotokian, how satisfied are you with bylaw enforcement to the community? (Including animal control, traffic, noise/nuisance, property standards, parking, etc.)



ANSWER CHOICES	RESPONSES
Very satisfied	9.68% 51
Satisfied	32.83% 173
Neither satisfied nor dissatisfied	30.36% 160
Dissatisfied	12.90% 68
Very dissatisfied	7.40% 39
Don't know	6.83% 36
TOTAL	527