

Okotoks Municipal Enforcement 2023 Annual Report



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Introduction

Reflecting on the past year, the themes of *Transition* and *Realignment* stand at the forefront of our journey throughout 2023. In the wake of the post-pandemic era, Okotoks and subsequently Okotoks Municipal Enforcement (OME) have faced a myriad of challenges. Yet, it is through these challenges that we have discovered opportunities for innovative approaches in upholding and advancing public safety.

The role of Municipal Enforcement in Okotoks saw a big shift this year. We had dived into reshaping how we do things internally – from tweaking processes and adding resources to reorganizing our leadership and team structure. All efforts were underway with the intent to lay a solid foundation for the future, upholding our commitment to community safety.

One of the focus areas was staffing. Recruiting the right people in right roles, well-trained and equipped, was important. We aimed to create a welcoming and diverse team, one that reflects the community we serve. By introducing new roles and innovative recruitment tactics, we've made strides in managing the workload for our team, leading to a healthier and improved working environment with measured outcomes.

In 2023, we were deliberate with our engagement and efficiently collaborated with internal business partners and the Okotoks community. Adding to our resources and expertise, we've been more effective in handling community safety concerns.

I am proud of our Municipal Enforcement team for their dedication and hard work throughout the year. Each officer's individual contribution was vital in meeting our community's needs and ensuring public safety is upheld for the Town of Okotoks. This annual report is a showcase of what we've achieved together.

Vikram Kulkarni

Vikram (Vik) Kulkarni

Okotoks Municipal Enforcement Manager

Core Milestones

1. With deliberate consultation and collaboration efforts, OME developed its first five-year (2024-2029) Business Plan which included Mission, Vision, and Values.
2. Five officers joined the OME team to replace a significant turnover.
3. Based on a provincial initiative to modernize traffic enforcement operations, OME has implemented an electronic ticketing system in enforcement vehicles. This has improved client and officer safety, as well as process efficiency with ~46% of issued fines in 2023 resulting from electronic tickets.

Mission, Vision, Values

This business plan is a strategic blueprint designed to navigate our organization's growth and future in Okotoks. Developed to align with our core mission, vision, and values, its purpose is twofold:

- + Strategic Guidance: It outlines our goals and the steps needed to achieve them, ensuring our actions are aligned with our long-term objectives.
- + Partner Engagement: It serves as a key communication tool for partners, clarifying our direction and fostering collaboration.

Created in response to evolving community needs and emerging opportunities, this plan is our roadmap to making a meaningful impact in Okotoks, emphasizing safety, compliance, and excellence in service.



Mission

To be a reliable and trusted service, recognized for our professional and ethical approach through the integrity of our people



Vision

To collaborate with partners and the public to achieve the best outcomes in pursuit of compliance, keeping Okotoks safe for everyone



Values

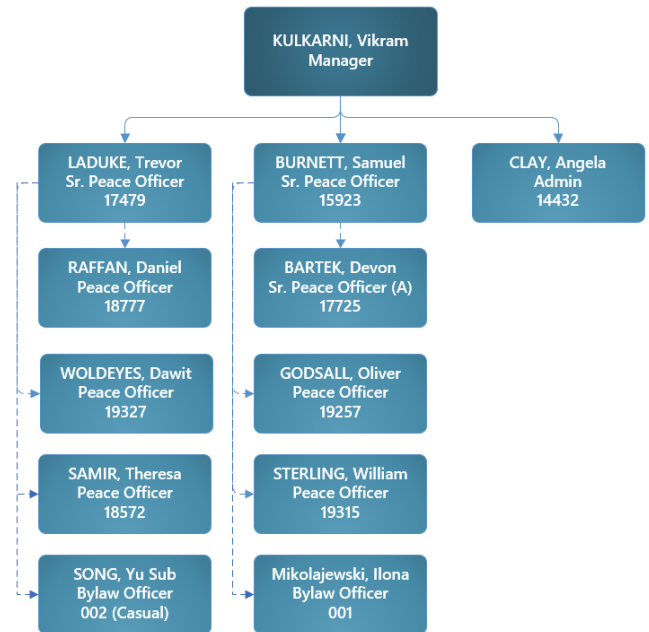
Professionalism
Compassion
Integrity

OME Staffing

Okotoks Municipal Enforcement (OME) staffing was strengthened in 2023 with the hiring of three (3) Peace Officers to fill vacancies and bring the workforce up to compliment. Hours of service and scheduling were re-evaluated, and a new schedule was implemented to better accommodate service coverage in conjunction with team numbers.

Professional Standards

Okotoks Municipal Enforcement reports all public complaints involving peace officer conduct and use of force to the Province of Alberta Peace Officer Program. Use of force is considered a last resort when all other measures of achieving compliance have been exhausted or an individual uses force against a peace officer.



In 2023, Okotoks Municipal Enforcement did not have any professional standards investigations to report.

Professional Standards Files		
2023	2022	Change
0	1	▼ 100%

Service Statistics

Assistance to the RCMP

In 2023, during traffic stops, OME officers required the assistance of the RCMP when dealing with impaired drivers. The RCMP Radio Communications Pilot Project is moving into the next stages of the project. OME officers will continue to have radio access to the RCMP as an increased safety tool for Community Peace Officers.

Community Outreach and Education

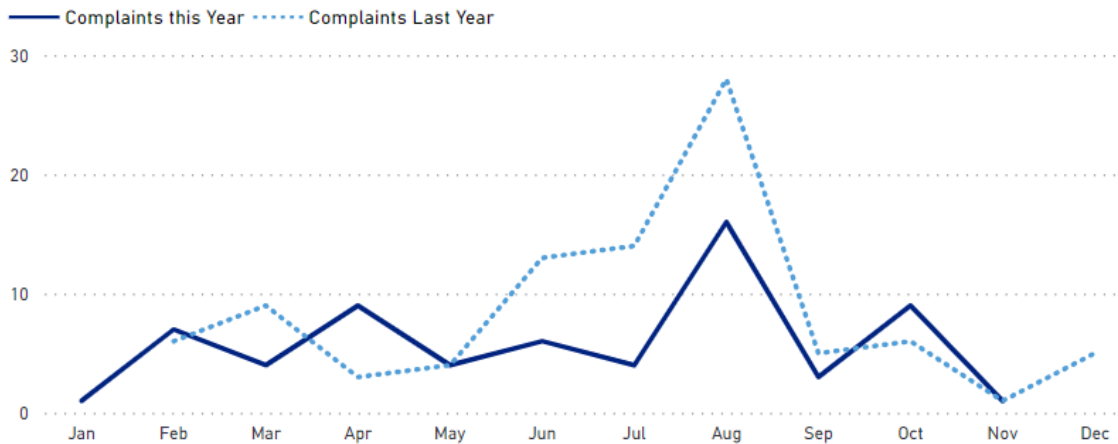
Officers invested approximately six (6) hours per day in school zones to demonstrate a visible presence to deter speeding and encourage a safer environment for other road users. Okotoks has a high adolescent demographic, and a majority of community outreach is focused on youth. Officer presence in schools fosters positive relationships and provides a way to impart safety related education.

Anti-Graffiti Program

In the summer of 2022, there was an unprecedented increase in graffiti on public property. Across 2023, OME officers diligently investigated graffiti files and were instrumental in identifying

perpetrators who were subsequently charged or assigned community service restitution. Complaints data comparing 2023 to 2022 showcases a reduction in graffiti complaints, as seen below.

Figure 1 - Graffiti Complaints 2023



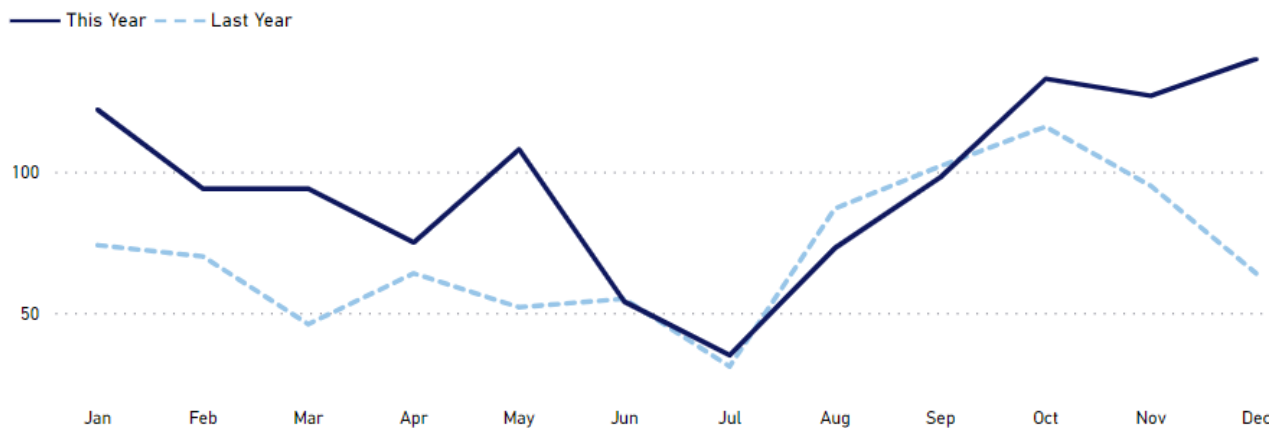
Source(s): Omnigo RMS; Set Summary Data

Traffic Initiatives

Throughout 2023, traffic enforcement continued as an operational priority for OME. Data obtained through traffic count/speed studies provided OME with insight into problematic areas and allowed for targeted traffic enforcement.

- Substantial increase in speeding related violations in 2023 as compared to 2022 (n=34%).
- Compared to 2022, the data follows a similar seasonality, with much of the increase taking place Jan-Jul and Oct-Dec.
- Increases observed in later months of 2023 correlate with implementation of the E-Ticketing program within the Town. This is a provincially led initiative towards modernization efforts.

Figure 2 – Tickets, Tags, Warnings related to Speeding Violations (General & School) 2023



Speed Data			
Incident Type	2023	2022	Change
Speeding (General)	1060	720	▲ 47%
<i>Tickets</i>	803	607	▲ 32%
<i>Warning</i>	257	113	▲ 127%
Speeding (School Zone)	91	136	▼ 33%
<i>Tickets</i>	57	104	▼ 45%
<i>Warning</i>	34	32	▲ 6%
Grand Total	1151	856	▲ 34%

Source(s): Omnigo RMS; Set Summary Data

Complaint and Officer Generated Investigations

1840
Complaints Investigated
 23% more than 2022

138
Officer Generated Reports
 9% less than 2022

Traffic Safety Act / Use of Highway and Rules of the Road / Bylaws

OME Service Files Processed	
<u>Complaints</u>	
Cleared by Compliance	895
Warnings / Education	819
Cleared with Charge	120
Still Under Investigation	6
Total	1840
<u>Officer Generated Reports</u>	
Cleared by Compliance	80
Warnings / Education	29
Cleared with Charge	29
Still Under Investigation	-
Total	138
<u>Tickets, Tags, Warnings</u>	
Violation Tickets, Tags	1871
Written Warnings	739
Total	2610

Source(s): Omnigo RMS