

OME Noise Complaint Data

Date: 2024-09-03

Completed By: Corporate Analytics

Key Findings

1. Council has requested information relating to vehicle complaints and resulting outcome activity (tickets, tags, warnings) during the dates of July 1st to August 19th, 2024, between the hours of 2200 – 0200. For this period, there are 0 recorded complaints specific to vehicle-related noise. As such, there are no tickets, tags, warnings issued.
2. The following data review provides insight into what noise-related complaints were received during the requested period (n=7).

Data Review

Data table for OME noise complaints¹ received by type and outcome:

Noise Data (Complaints and Resulting Outcomes) from Jul 1 – Aug 19 ²	
Complaint and Outcome Type	Count
Residence Noise	6
<i>Verbal Warning</i>	5
<i>Written Warning</i>	1
Construction Noise	1
<i>Verbal Warning</i>	1
Traffic Noise	0
Other Noise	0
Total Complaints	7

Source(s): OME Statistical Reporting Dashboard; Extracted from System 2024-08-29

Analytical Commentary:

- Due to the generic nature of Bylaw 19-10, it is possible for complaint calls to be marked as community standards residential or construction, even when a vehicle may be present or involved. Example: Vehicle noise created via a construction vehicle may create overlap in categorizing the complaint between the bylaw type.
- OME is not available to receive complaint calls for a 24/7 period. Current operations accept complaints called on Friday and Saturdays between 0900hrs and 2400 hrs.

¹ In Okotoks, noise is regulated under Community Standards Bylaw 19-10 and the Traffic Bylaw 10-10. Bylaw 19-10 is all encompassing in that it simply states, "noise that disturbs", meaning if someone is creating a noise that is causing a disturbance it could constitute a violation of the bylaw. Bylaw 10-10 is specific to motor vehicle noise.

² Restricted to Friday and Saturday between the hours of 10pm-2am. Note that the Okotoks Municipal Enforcement Office collects complaint calls until 12am.

Noise Data – Occurrence by Date & Time			
Date	Time	Residential Noise	Construction Noise
July 12 2024	2238	X	
July 12 2024	2309		X
July 19 2024	2351	X	
July 19 2024	2339	X	
August 3 2024	2332	X	
August 9 2024	2255	X	
August 10 2024	2255	X	

Source(s): OMNIGO RMS System; Extracted from System 2024-08-29