

Public Safety SURVEY

March 2024



WHAT WE HEARD



Background

Shaping our community's safety priorities

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 in our community. The RCMP use the results of the Public Safety Survey to help determine their local policing priorities. The last public survey took place in March 2022. The last survey focused on three themes:

- Community perceptions of public safety during 2021
- How the community feels about the current state of safety and crime in Okotoks
- Community priorities for public safety in Okotoks for 2021

2024 Public Safety Survey

The 2024 Public Safety Survey focused on the resident's perspective of the current state of safety in our Town, and the community priorities for the upcoming year.

Okotoks RCMP and Municipal Enforcement serve the Town of Okotoks as an integrated policing service. The RCMP is contracted to provide policing services and work alongside Municipal Enforcement, who administer community bylaws.

This year, the public safety survey included additional Municipal Enforcement and bylaw questions in a separate section to better capture the Town's overall safety concerns in addition to the RCMP's policing priorities.

Our Goal

To determine the Town's overall public safety priorities and help inform the RCMP's local policing priorities.

2024

TIMELINE

MAR

APR

13 TO 1

Seek input from residents and local residents through online survey.

MAR

21

Public Safety Open House for community to connect with and provide feedback to members of the Okotoks RCMP and Municipal Enforcement.

APR

22

Present the 2024 Public Safety Survey What We Heard Report to council.

Community Engagement

We are committed (through the Town's Community Engagement Policy) to give the community an opportunity for input into decisions that will affect residents and businesses.

Who did we engage?

Okotoks residents and business owners, as well as our Citizen Panel consisting of individuals who voluntarily signed up to join this group of engaged citizens and want to be contacted for public consultation opportunities as they become available.

LEVEL OF COMMUNITY ENGAGEMENT

This project falls within the **CONSULT** level.



469

Resident and business owners provided feedback on the online survey.



65

Community members attended Public Safety Open House.



130

Citizen panel members provided feedback as part of the online survey.

**There was a 13.6% decrease in participation over the last public safety survey done in 2022, even though an in-person event was added this year.*



	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide balance 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 considered and understood.	To partner with the public in each aspect of the decision-making.	To place final decision-making in the hands of the public.
PROMISE	"We will keep you informed."	"We will listen to and acknowledge your concerns."	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made."	"We will look to you for advice and innovation and incorporate this in decisions as much as possible."	"We will implement what you decide."
	INPUT ZONE			ENGAGEMENT ZONE	

Overview & Highlights

Improvements in Community Safety

Here is where you have seen improvements in community safety in comparison to our 2022 survey results.



92%

Survey participants said they felt **very safe (55%) or safe (37%)** in 2023.



6.0%

30.9% of survey participants said they **interacted with Okotoks RCMP in 2023**, compared to 24.9% in 2022.



4.7%

7.9% of survey participants indicated they **were a direct victim of property crime in 2023** compared to 12.6% in 2022.



9.5%

25% of survey participants said they had an **interaction with Municipal Enforcement in 2023** compared to 15.5% in 2022.



RCMP Highlights



Property crime remains in the top three **RCMP priorities**, but fell from the top priority in 2022 to 3rd priority in 2024.



Traffic safety has moved up to the 1st **RCMP priority** for 2024, increasing from the 4th priority in 2022. **Impaired and distracted driving** has moved to 2nd in the priority list, up from 8th in 2022.

Municipal Enforcement Highlights



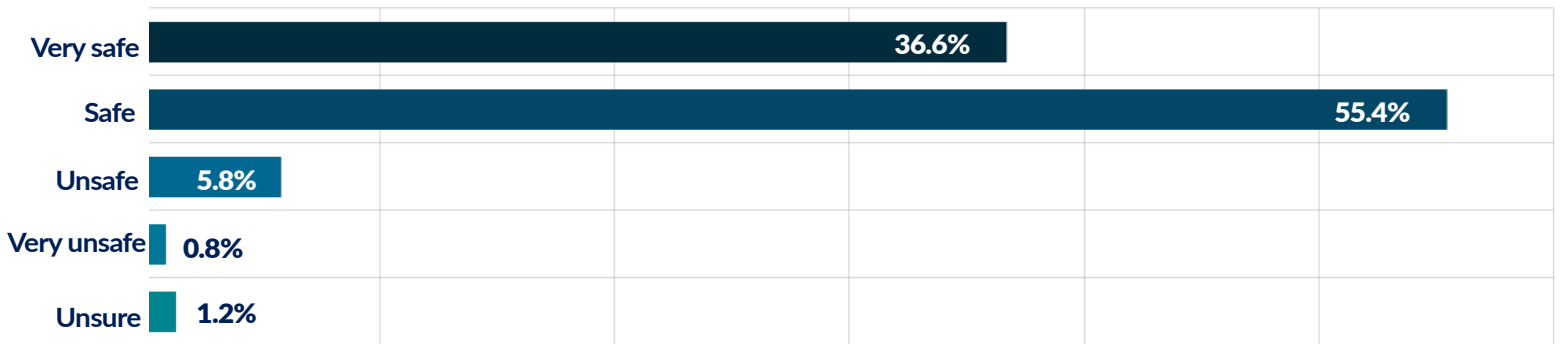
Traffic enforcement was respondents top priority for **Municipal Enforcement** in 2024, up from the 3rd priority in 2022.



School zone safety moved down slightly from the top priority in 2022 to the 2nd highest priority in 2024 for **Municipal Enforcement**.

Neighbourhood Safety

Q1. How safe do you feel in your neighbourhood?



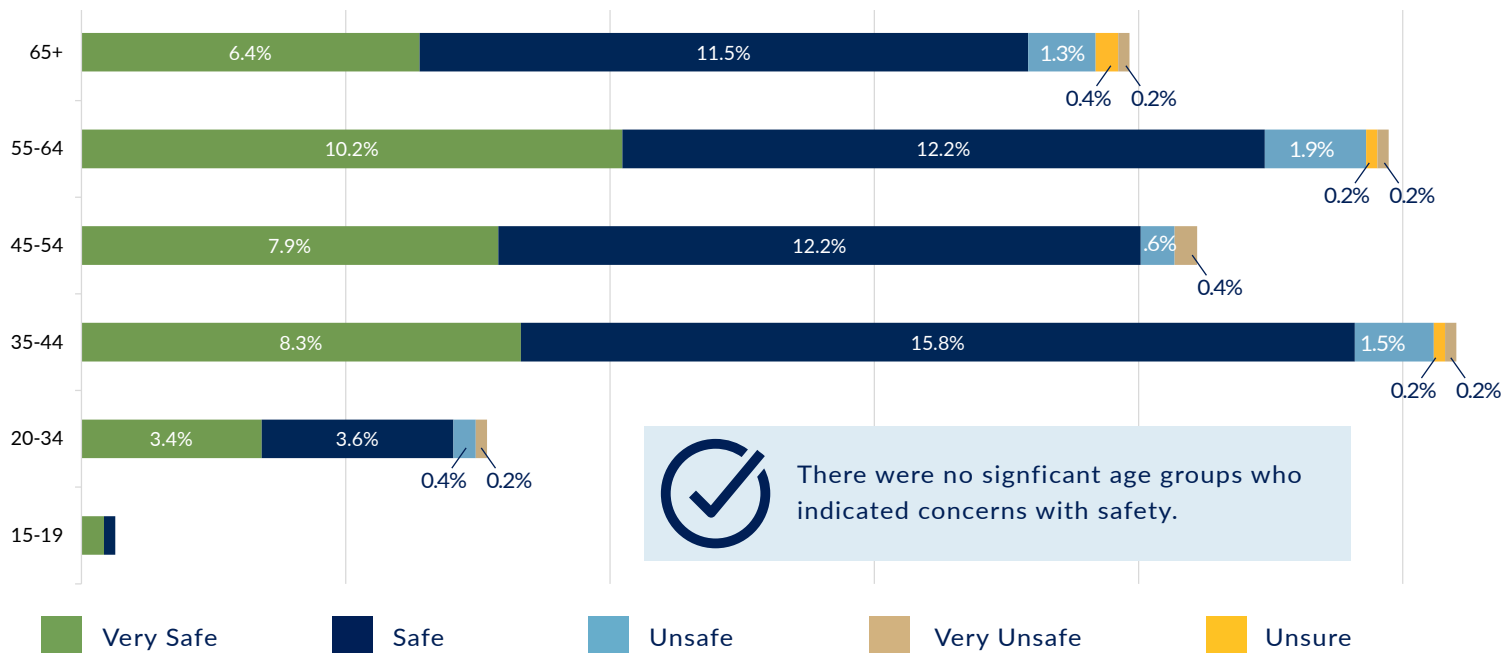
92%

Feel very safe (37%) or safe (55%) in their neighborhood.

2022 Comparison

This same question was asked in our 2022 Household Survey, where 95% of survey respondents said they either felt very safe (55%) or safe (40%) in their neighbourhood.

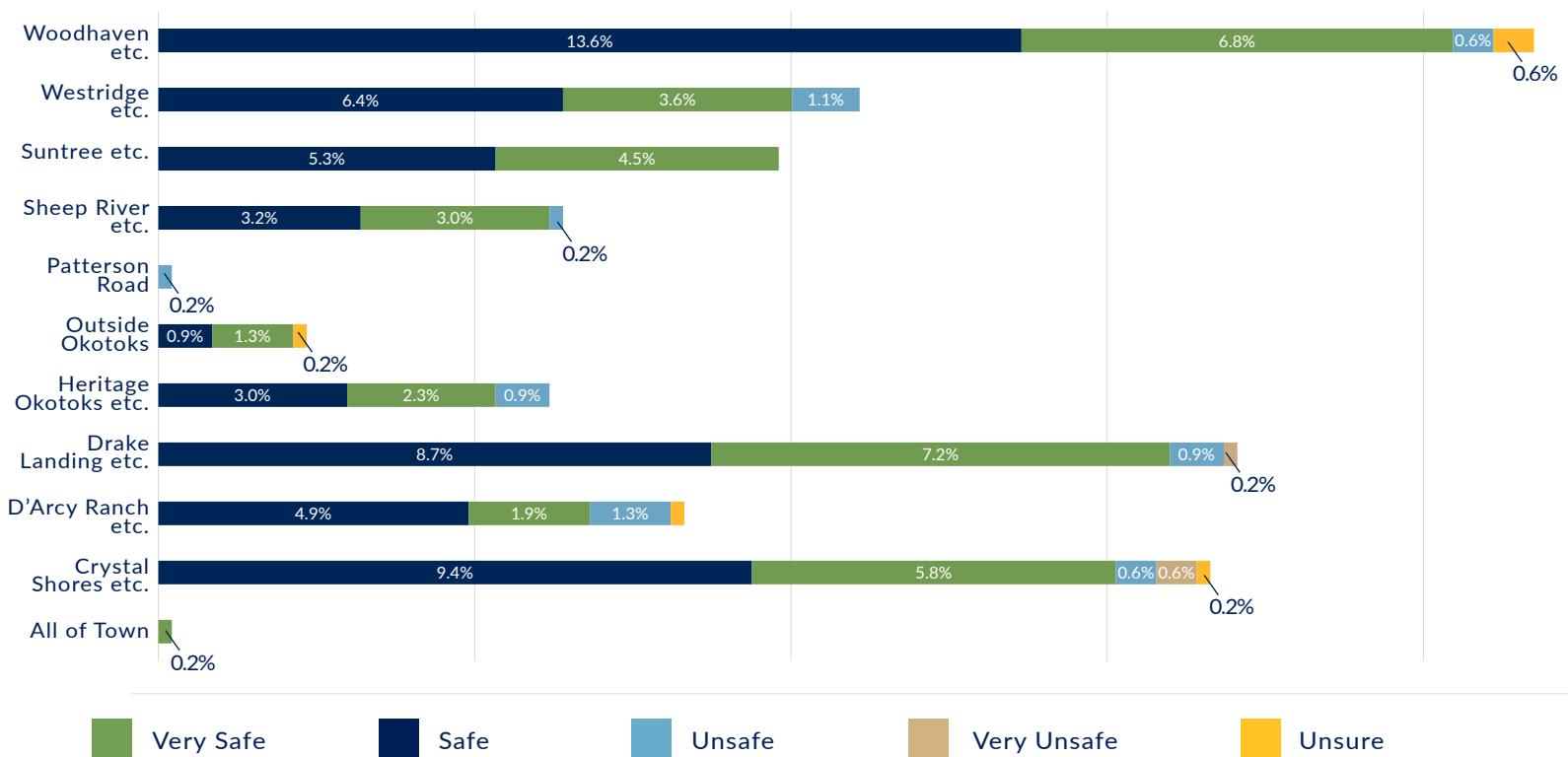
Comparison of age vs feeling of safety



There were no significant age groups who indicated concerns with safety.

Neighbourhood Safety

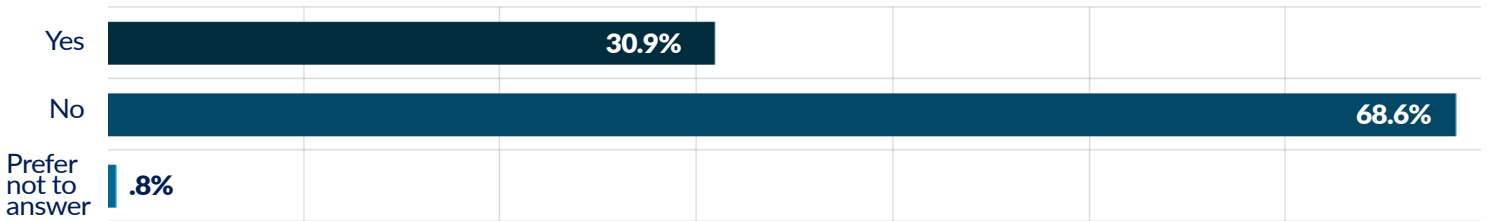
Feeling of safety by neighbourhood



Neighbourhood	Safe	Very Safe	Unsafe	Very Unsafe	Unsure	Grand Total
All areas		1				1
Crystal Shores, Crystalridge, Downey Ridge	44	27	3	3	1	78
D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre	23	9	6		1	39
Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise	41	34	4	1		80
Heritage Okotoks, Okotoks Business Park	14	11	4			29
Outside Okotoks	4	6			1	11
Patterson Road			1			1
Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen	15	14	1			30
Suntree, Tower Hill, Rosemont, Central Heights	25	21				46
Westridge, Westmount	30	17	5			52
Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates	64	32	3		3	102
Grand Total	260	172	27	4	6	469

RCMP Interactions

Q2. Have you had any interactions with the Okotoks RCMP in the last 12 months?



Compared to 2022

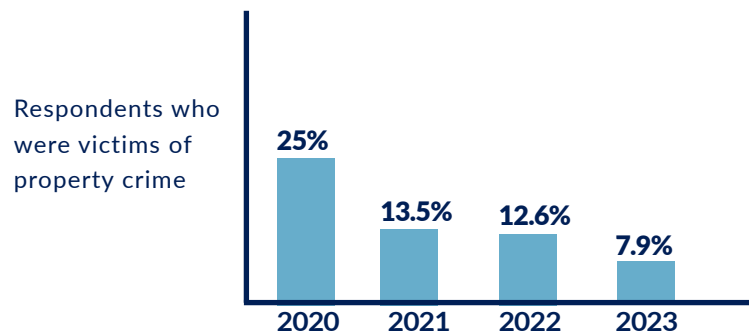
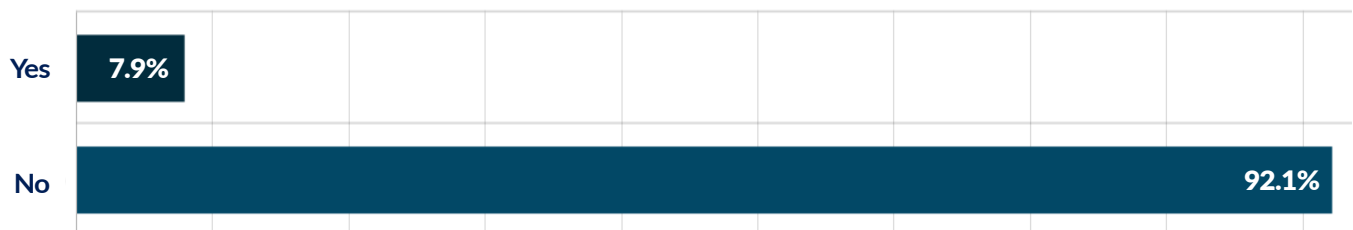
 **6%**

30.9% of survey participants said they interacted with Okotoks RCMP in 2023, compared to 24.8% of 2022.



Property Crime

Q3. Were you a direct victim of property crime in Okotoks during 2023?



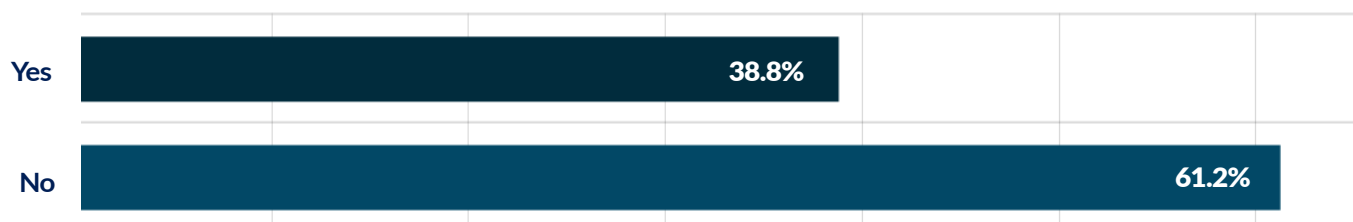
4.8% DECREASE

In respondents who reported being victims of property crime in 2022. Over the last four years, there has been a downward trend in respondents indicating they were direct victims in property crime.

Victims of Property Crime vs Level of Safety

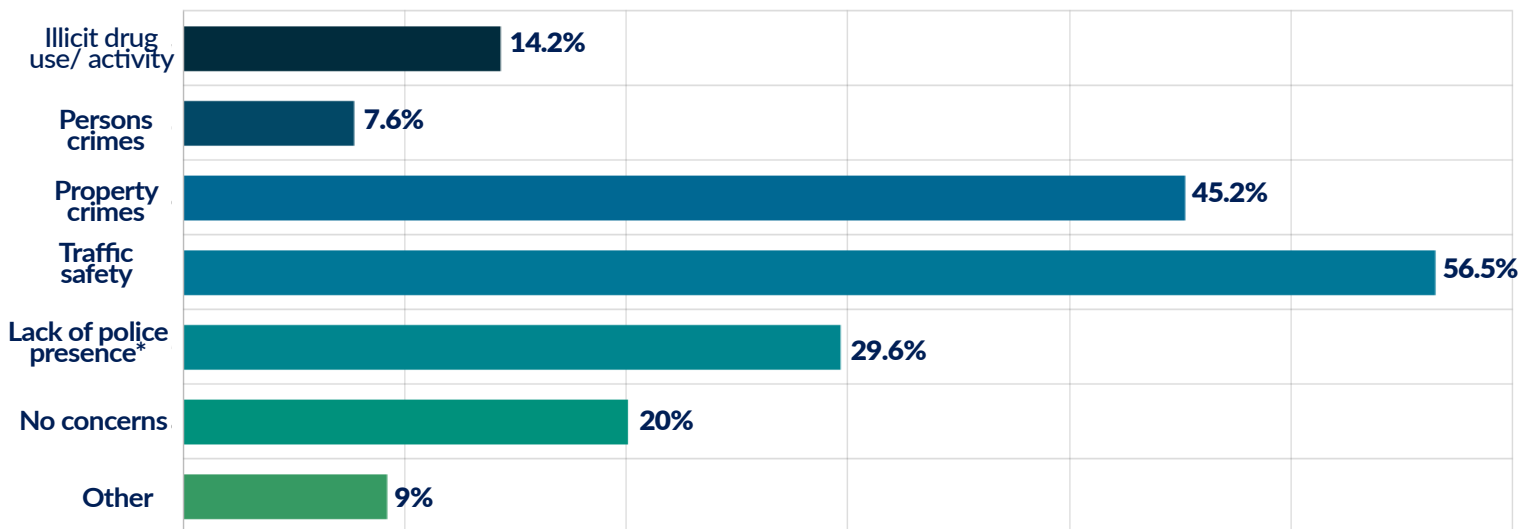
Of the 37 survey respondents who said they were a victim of property crime, 38% indicated that they feel unsafe or very unsafe, while 62% still felt safe or very safe.

Q4. If you answered yes to this question, did you report the incident to RCMP?



Neighbourhood Concerns

Q5. Which of the following issues are a concern in your neighbourhood? **



2024 Top Concerns

1. Traffic safety (56.5%)
2. Property crimes (45.2%)
3. Lack of police presence (29.6)*

2022 Top Concerns

1. Property crimes (62.8%)
2. Traffic safety (48.9%)
3. No concerns (16.7%)

2021 Top Concerns

1. Property crimes (50%)
2. Traffic safety (38.5%)
3. No concerns (32.7%)

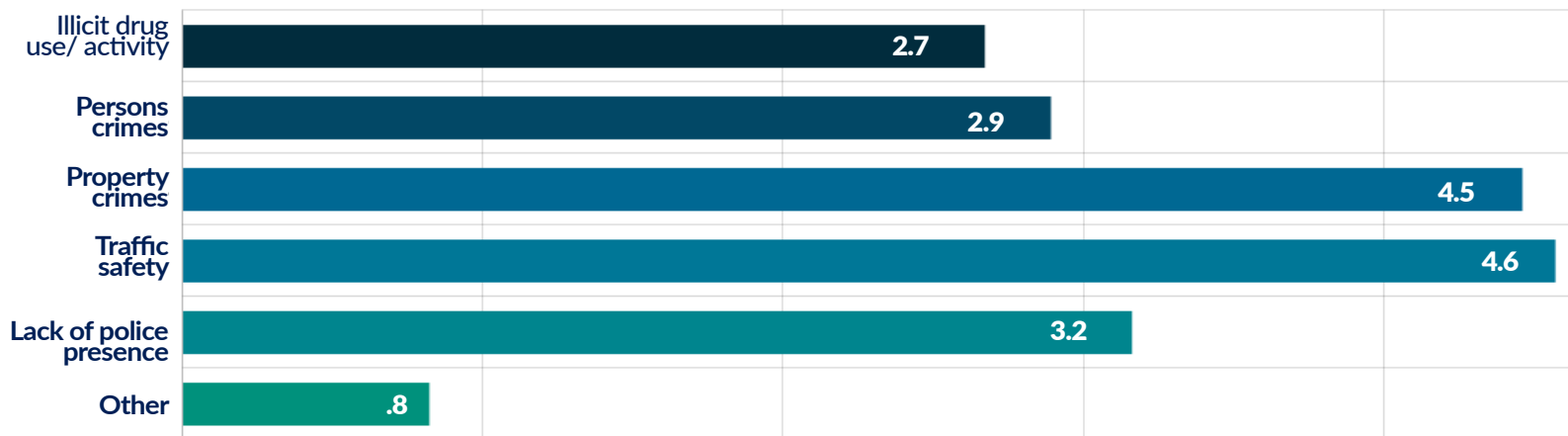
No concerns has slightly improved from 2022 (by 3.3%). The concern for property crime has dropped by nearly 18% since 2022. Traffic safety concerns have increased by nearly 8%. Concerns for crimes against a person remains relatively unchanged as does illicit drug use.

**This is the first year we included lack of police presence as an option in the Public Safety Survey.*

***Respondents were asked to select all that apply; therefore categories aren't mutually exclusive and aren't intended to total 100%.*

Neighbourhood Concerns

Q6. Please rank the following concerns from the most important to the least important in your neighbourhood:



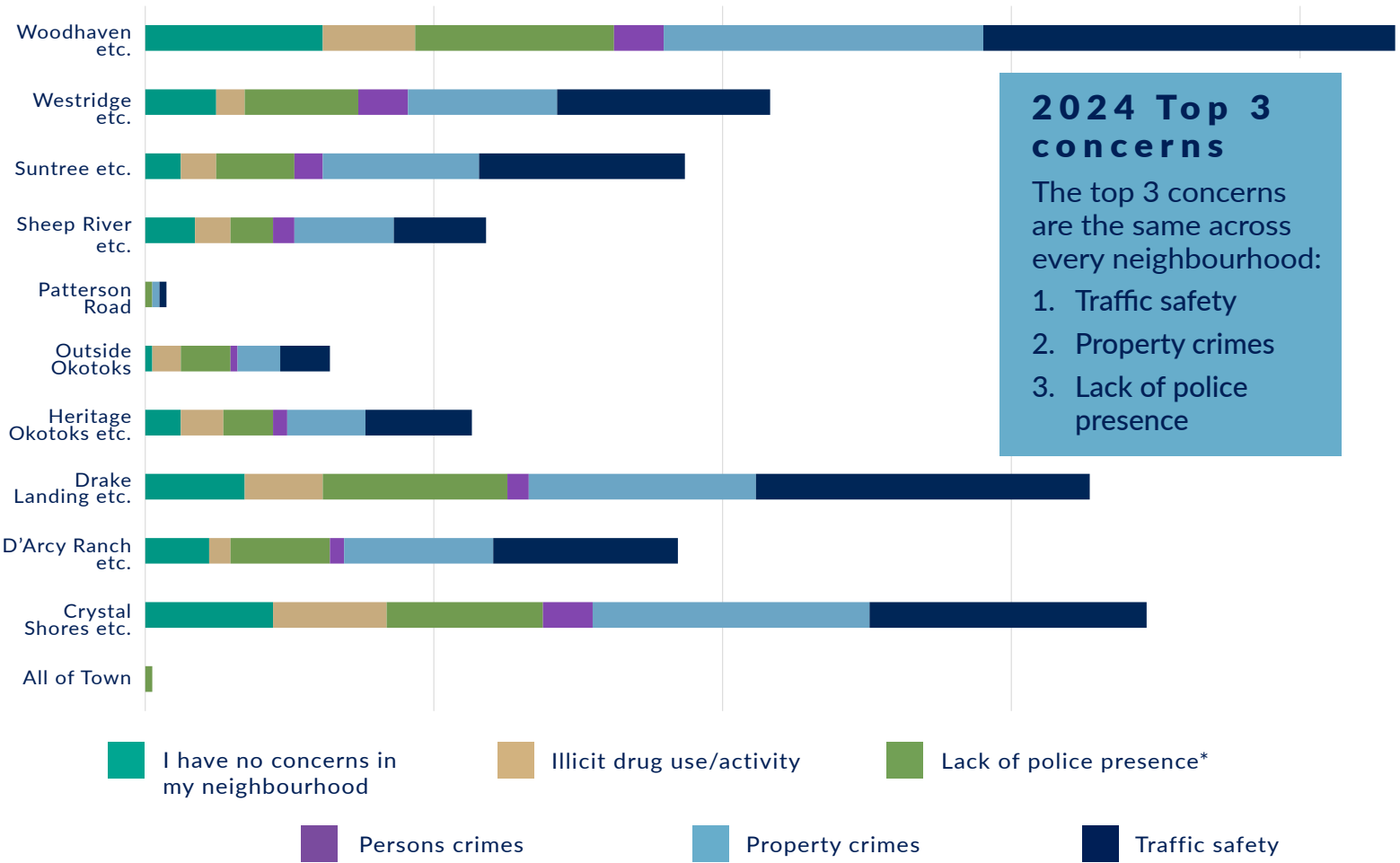
2024 Top 3 concerns

1. Traffic safety
2. Property crimes
3. Lack of police presence

Traffic safety and property crimes have consistently been two of the top three concerns over the last three surveys. Lack of police presence has moved ahead of crimes against persons to the third largest concern.

Prioritizing policing concerns

Concerns by neighbourhood



Neighbourhood	I have no concerns in my neighborhood	Illicit drug use/activity	Lack of police presence	Persons crimes	Property crimes	Traffic safety	Grand Total
All areas	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Crystal Shores, Crystalridge, Downey Ridge	12.8%	11.3%	15.6%	5.0%	27.7%	27.7%	100.0%
D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre	12.0%	4.0%	18.7%	2.7%	28.0%	34.7%	100.0%
Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise	10.5%	8.3%	19.5%	2.3%	24.1%	35.3%	100.0%
Heritage Okotoks, Okotoks Business Park	10.9%	13.0%	15.2%	4.3%	23.9%	32.6%	100.0%
Outside Okotoks	3.8%	15.4%	26.9%	3.8%	23.1%	26.9%	100.0%
Patterson Road	0.0%	0.0%	33.3%	0.0%	33.3%	33.3%	100.0%
Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen	14.6%	10.4%	12.5%	6.3%	29.2%	27.1%	100.0%
Suntree, Tower Hill, Rosemont, Central Heights	6.6%	6.6%	14.5%	5.3%	28.9%	38.2%	100.0%
Westridge, Westmount	11.4%	4.5%	18.2%	8.0%	23.9%	34.1%	100.0%
Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates	14.2%	7.4%	15.9%	4.0%	25.6%	33.0%	100.0%
Grand Total	11.56%	8.24%	17.10%	4.43%	26.08%	32.60%	100.00%

*This is the first year we included lack of police presence as an option in the Public Safety Survey.

Policing Priorities

Q7. Which of the following 2023 RCMP policing priorities do you believe remain important for 2024?

Community involvement & communications	39.2%
Crime reduction (offender compliance checks, traffic enforcement, property crime, etc.)	78.6%
Proactive police visibility (school zones, foot/bike patrols, etc.)	73%
Other	8.7%



19%

Crime reduction remains the top priority for 2024 with respondents indicating it's even more important this year. 78.6% indicated it as the most important policing priority vs 59.4% in 2022.



15%

Proactive and enhanced police visibility is the second highest priority in 2024. 73% indicated it as the second most important policing priority in 2024 vs 57.6% in 2022.



The data from the Public Safety Open House for the same question reinforces the results above with crime reduction as the top priority.

2024 Policing Priorities

1. Crime reduction
2. Proactive police visibility
3. Community involvement and communication

2022 Policing Priorities

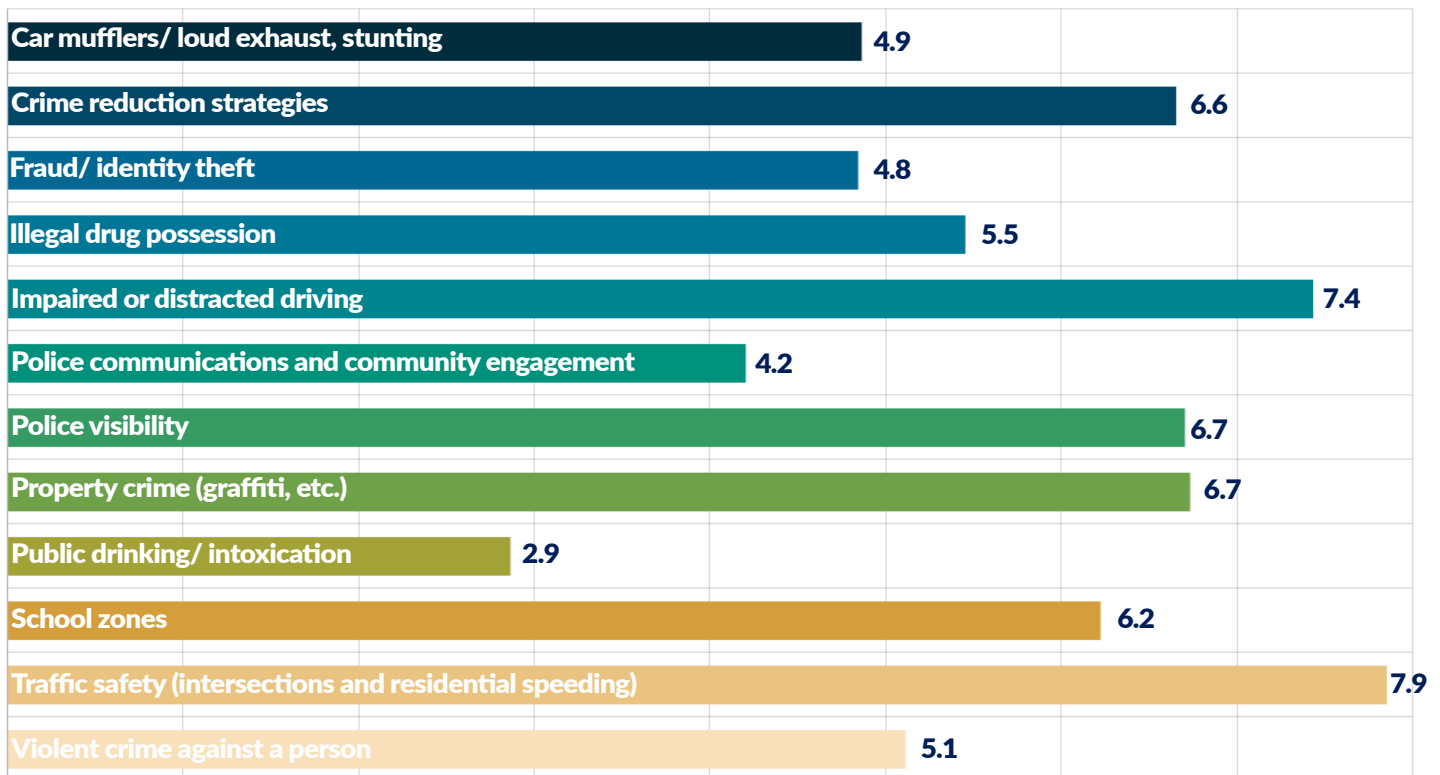
1. Crime reduction
2. Enhanced visibility
3. Enhanced public confidence and engagement

2021 Policing Priorities

1. Enhanced public confidence and engagement
2. Crime reduction
3. Enhanced visibility

Prioritizing policing concerns

Q8. Please prioritize the issues listed below in terms of importance for Okotoks?*



2024 Top Priorities

1. Traffic safety
2. Impaired or distracted driving
3. Property crime
4. Police visibility
5. Crime reduction strategies

2022 Top Priorities

1. Property crime
2. Crime reduction strategies
3. School safety
4. Traffic safety/ intersections
5. Residential speeding

2021 Top Priorities

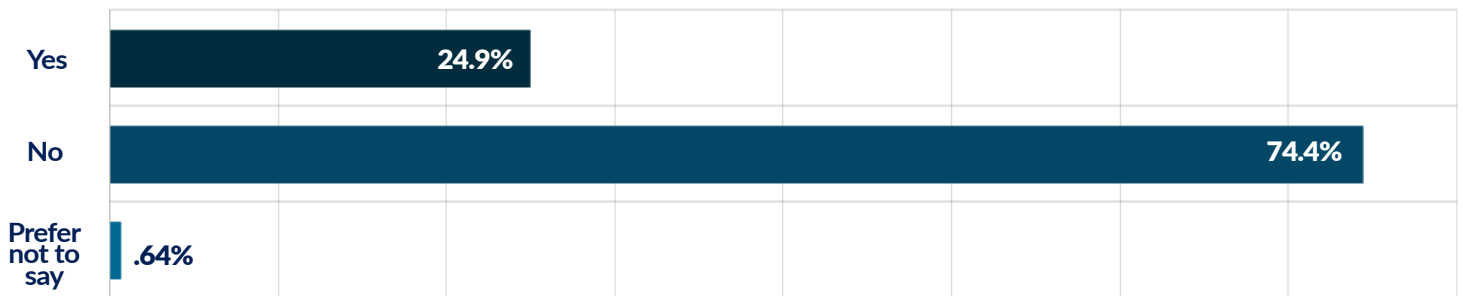
1. Property crime
2. Crime reduction strategies
3. Violent crimes against a person
4. Distracted driving
5. Youth engagement

Note: When broken down into these further categories, it is clear that the top 2024 concerns reinforce the top policing priority of crime reduction in the preceding question (question 7). The feedback from the Open House reinforces the same top 5 priorities.

**Each option's corresponding number represent it's score, which is based on its ranked position multiplied by the response count and divided by the total number of contributions.*

Municipal Enforcement Interactions

Q9. Have you had any interactions with the Okotoks Municipal Enforcement in the last 12 months?



Compared to 2022

 **9.5%**

Survey participants said they had an interaction with Municipal Enforcement in 2023 compared to 15.5% in 2022.

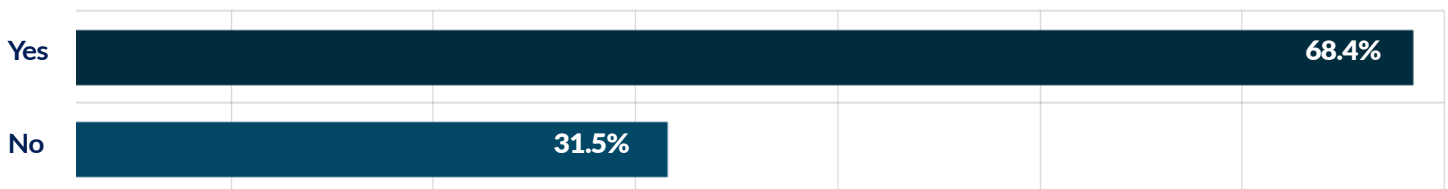


49% SATISFIED

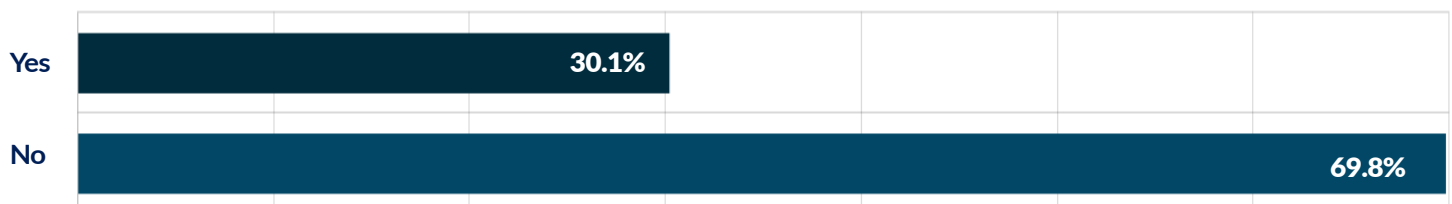
Of the 117 of respondents who had an interaction with Municipal Enforcement in 2023, 49% said they were satisfied with the responsiveness of Municipal Enforcement. 44% were not satisfied and 7% preferred not to answer.

Bylaw and Safety Violations

Q10. Did you witness a safety or bylaw violation in Okotoks during 2023?



Q11. If you answered yes to this question, did you report this incident to Okotoks Municipal Enforcement?



**This is the first year we have asked this question in our Public Safety Survey.*

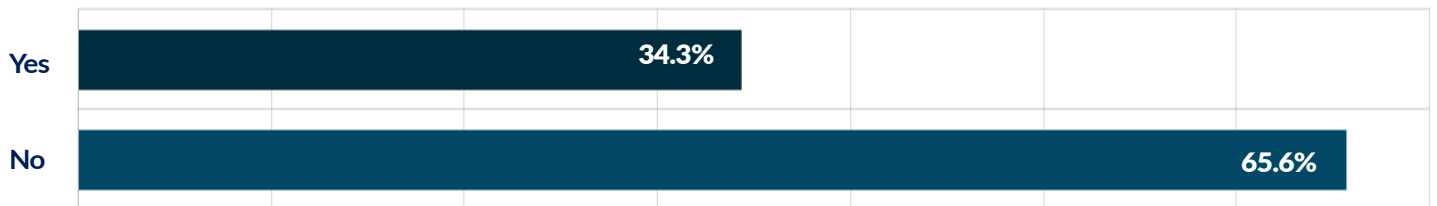


Bylaw Reporting

Only 30% of people who witnessed a safety or bylaw violation reported it.

Traffic Enforcement

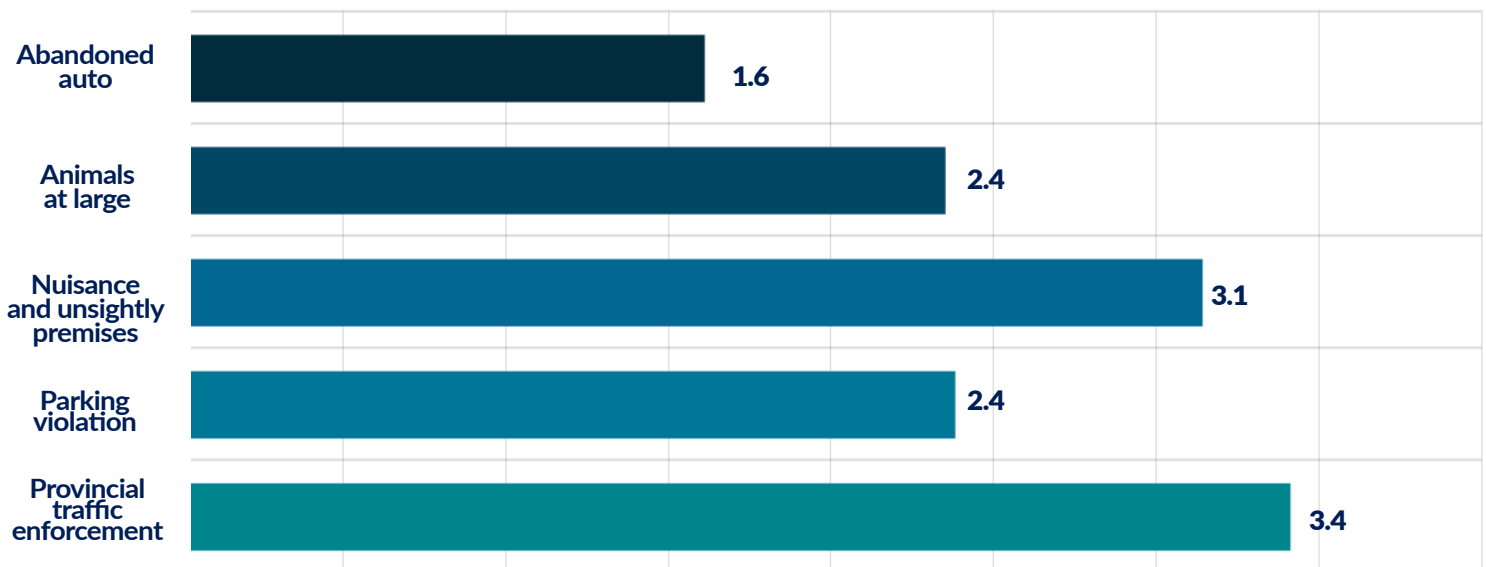
Q12. Do you believe there is adequate enforcement of traffic laws (e.g. speeding, reckless driving) in your neighbourhood?



**This is the first year we have asked this question in our Public Safety Survey.*

Bylaw Concerns

Q13. Please rank the following concerns from the most important to the least important in your neighbourhood:



**This is the first year we have asked this question in our Public Safety Survey.*

Neighbourhood concerns

1. Traffic enforcement
2. Nuisance and unsightly premises
3. Parking violation
4. Animals at large
5. Abandoned auto

Feedback from Open House attendees reinforces the results above with traffic enforcement ranked as the most important concern, followed by bylaw nuisance and unsightly premises. Animals at large ranked higher than parking violations.

**Each option's corresponding number represent it's score, which is based on its ranked position multiplied by the response count and divided by the total number of contributions.*

Bylaw Concerns

Municipal
Enforcement

Concerns by neighbourhood

Neighbourhood	Average of Abandoned auto	Average of Animals at large issues	Average of Nuisance and Unsightly Premises (bylaw enforcement)	Average of Parking violation	Average of Speeding and Distracted Driving (Traffic enforcement)
Crystal Shores, Crystalridge, Downey Ridge	3.7	3.2	2.4	3.0	2.2
D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre	3.7	3.4	2.3	2.9	2.0
Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise	3.8	3.0	2.4	3.1	2.0
Heritage Okotoks, Okotoks Business Park	4.2	2.8	1.9	3.1	2.4
Outside Okotoks	3.1	3.3	2.9	2.5	2.4
Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen	4.0	3.2	2.4	2.7	2.3
Suntree, Tower Hill, Rosemont, Central Heights	4.2	2.6	2.3	3.3	2.1
Westridge, Westmount	3.7	3.4	2.2	3.1	1.9
Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates	4.0	2.9	2.4	2.7	2.2
Grand Total	3.85	3.06	2.32	2.96	2.13



**This is the first year we have asked this question in our Public Safety Survey.*

**Each option's corresponding number represent it's score, which is based on its ranked position multiplied by the response count and divided by the total number of contributions.*

Bylaw and Safety Priorities

Q14. Please rank the below priorities in order of importance based on where you live.

Bylaw enforcement (noise bylaw, animal control)	3.1
Infrastructure protection (road bans, overweight vehicles)	1.9
Provincial traffic enforcement (speeding, distracted driving)	3.7
School zone safety	3.1
Transiency/ loitering/ pan-handling	1.5

2024 Top Priorities

1. Traffic Enforcement
2. School zone safety
3. Bylaw enforcement*

2022 Top Priorities

2. School safety
3. Residential speeding
4. Traffic safety/ intersections

In 2022, survey participants were asked to rank 16 overarching community safety priorities including concerns that fall within the scope of Municipal Enforcement and RCMP. The results shown here highlight comparable priorities and related trends for Municipal Enforcement responsibilities. These include:

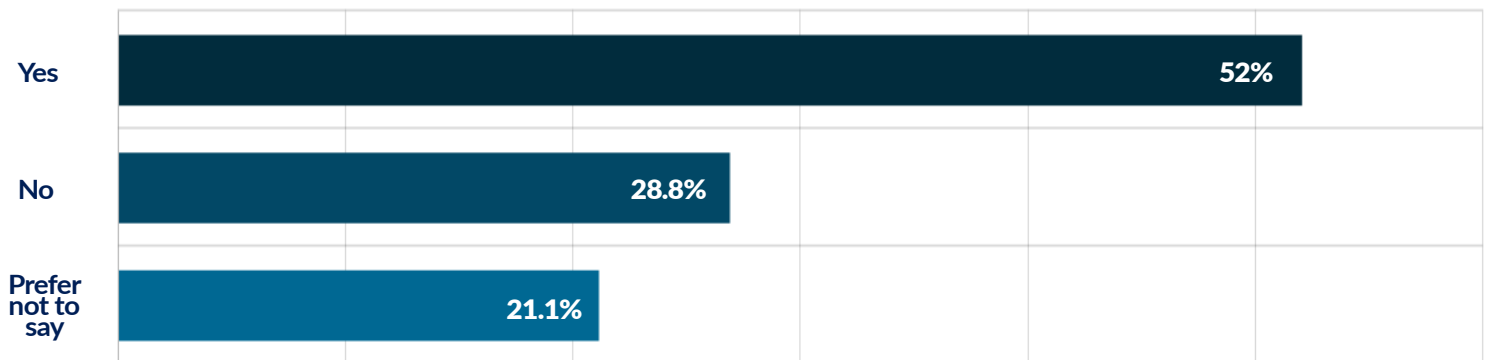
- Traffic enforcement has moved from the fourth priority in the 2022 survey to the top priority for 2024.
- School safety remains the second priority in 2024.
- The feedback from Open House varied slightly with participants indicating school zone safety as the top priority, followed by traffic enforcement and bylaw enforcement, which were tied for the second priority.

**This is the first year bylaw enforcement was listed as an option on the Public Safety Survey.*

**Each option's corresponding number represent it's score, which is based on its ranked position multiplied by the response count and divided by the total number of contributions.*

Municipal Enforcement Responsiveness

Q15. Are you satisfied with the responsiveness of Okotoks Municipal Enforcement?



15% DECREASE

In 2022, 67% of respondents were satisfied (strongly agreed - 41.5%, or agreed - 25.6%) with their interaction or response of Municipal Enforcement. 30.5% were not satisfied and 2.4% preferred not to say.



Survey Demographics

97% Survey participants identified as Okotoks residents, compared to 3% who identified as a local business.

26% Survey participants fit in the 35 to 44 age group, which had the highest participation rate, followed by ages 55 to 66, which represented 25% of survey participants.

22% Participation rate from residents in the neighbourhood group of Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs and Cimarron Estates. This represented the area of Okotoks with the highest participation rate.

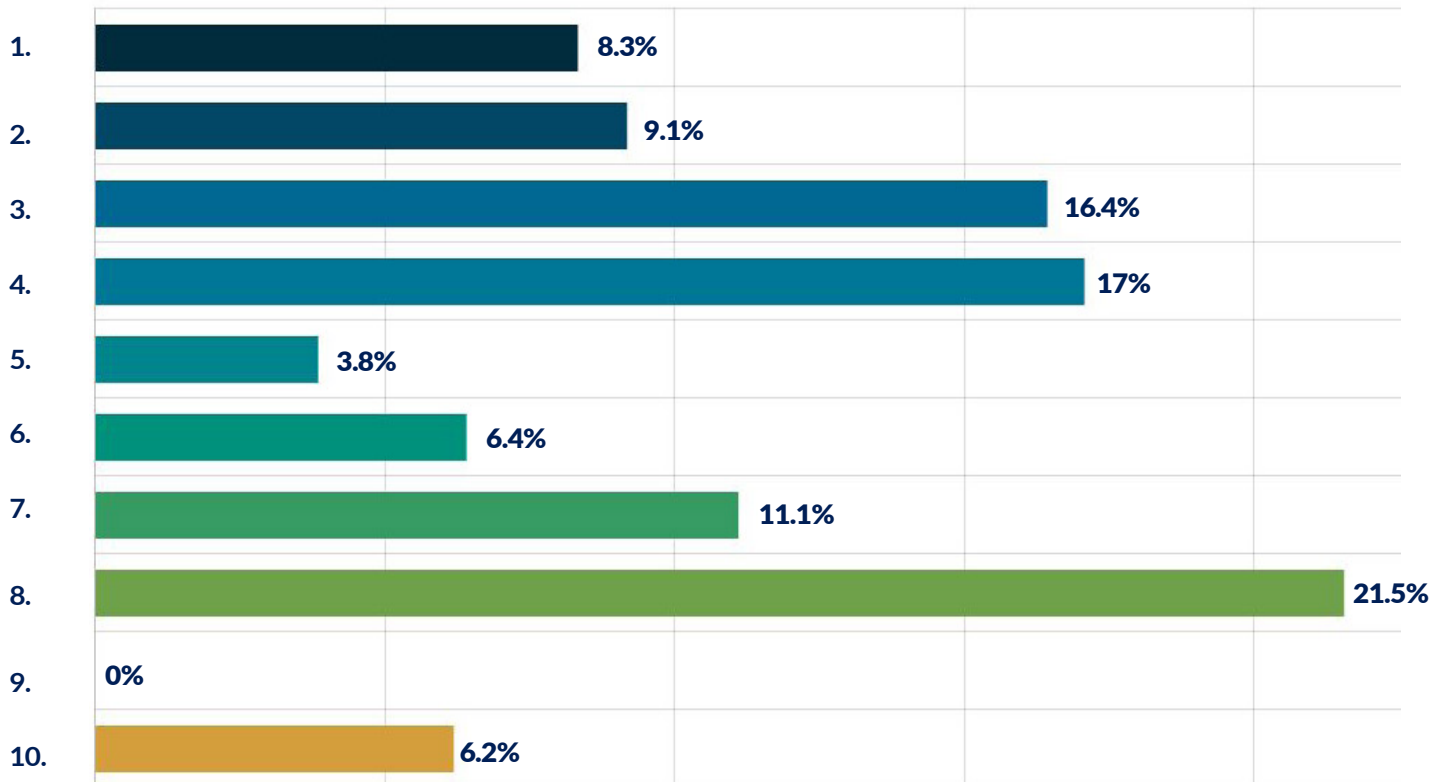


Age group



Survey Demographics

Neighbourhood



1. D'Arcy Ranch, Mountainview, Sandstone, Wedderburn, Northgate Commercial Centre
2. Suntree, Tower Hill, Rosemont, Central Heights
3. Crystal Shores, Crystalridge, Downey Ridge
4. Drake Landing, Crystal Green, Okotoks Air Ranch, Ranchers Rise
5. Heritage Okotoks, Okotoks Business Park
6. Sheep River, Sheep River Heights, Sheep River Cove, Sheep River Ridge, Hunters Glen
7. Westridge, Westmount
8. Woodhaven, Cimarron, Cimarron Meadows, Cimarron Park, Cimarron Grove, Cimarron Vista, Cimarron Springs, Cimarron Estates
9. Burnswest, Southbank Business Park
10. Other

Next Steps

2024**Q2**

Present engagement findings to Council at the Regular Council Meeting on April 22.

2024**Q2**

Okotoks RCMP and Municipal Enforcement to use the findings from the Public Safety Survey to inform their policing priorities in 2024.

2024**Q3**

Okotoks RCMP to hold another in-person engagement opportunity to gather feedback on public safety from the community.

**Okotoks**