



**STRATHCONA
COUNTY**

**2021 Follow-up to SCOOP Survey on the
Strathcona County Budget:
Reasons for Rating RCMP/Bylaw Services**



Research Results

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November 2021

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I. INTRODUCTION AND PURPOSE OF THE STUDY

In September 2021, Strathcona County conducted an online survey as part of its Strathcona County Online Opinion Panel (SCOOP) initiative. This project, entitled *the Mixed Topic Survey*, with one of the topic areas being questions on the Strathcona County budget. For one of the items in this survey, respondents were asked to rate how they perceived the delivery of policing and bylaw services. In the original survey (n=536), most respondents (63.4%) felt that they were satisfied with how the services matched their expectations. However, there were 13.4% who felt that police and bylaw services exceeded their expectations, and 23.1% who thought that the services were below their expectations.

Strathcona County decided to do a follow-up survey that targeted those who thought that the police and bylaw services exceeded their expectations as well as those who thought the services were below their expectations. The surveys were administered October 18-31, 2021.

This report provides a summary of the development and implementation of these follow-up surveys, as well as a detailed summary of the results. SPSS and NVIVO were used for the data analysis.

Overall, 70 people were contacted by email and asked to elaborate on why they rated police and bylaw services as exceeding their expectations. Overall, 24 responses were received.

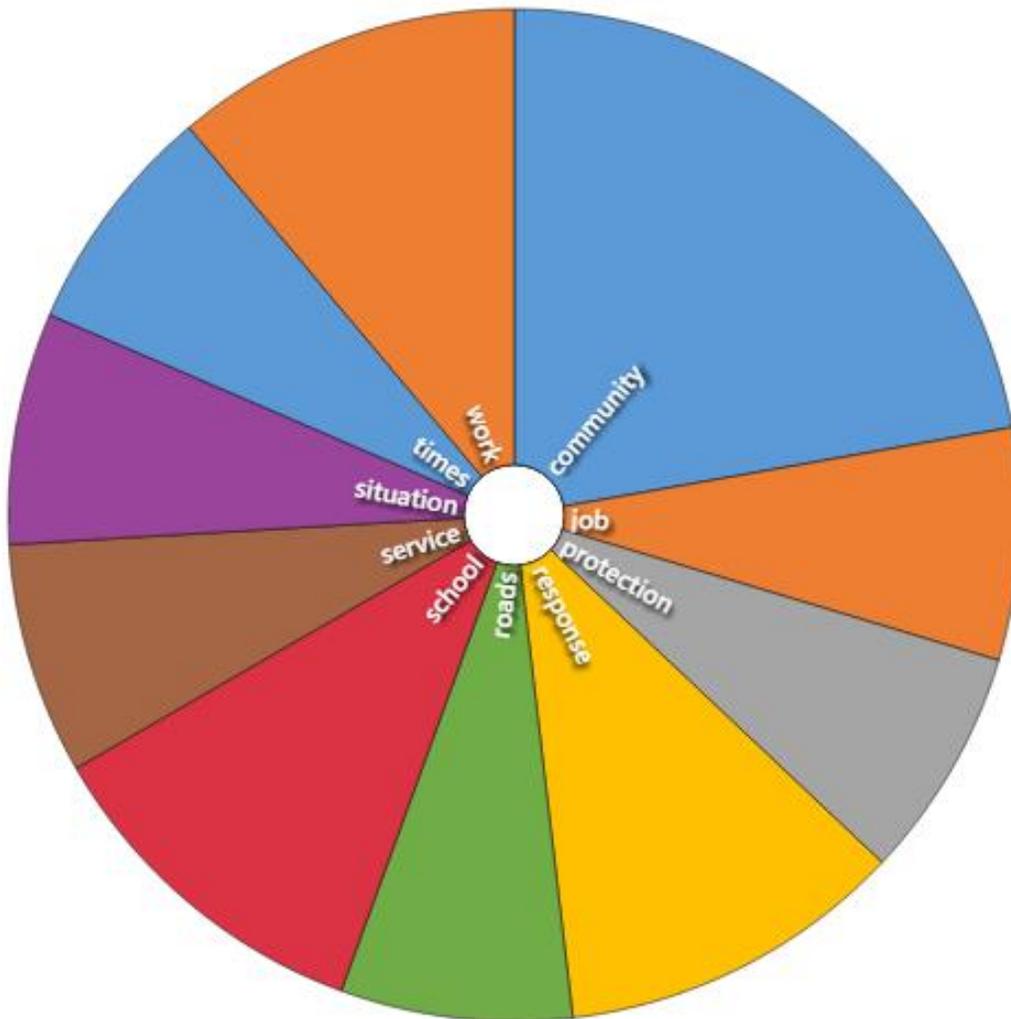
A separate survey targeted the 122 people who felt that the services were below their expectations. These respondents were asked two questions: first, to explain why police and bylaw services did not meet their expectations and secondly, how the RCMP and Enforcement Services could better meet their expectations. Overall, 61 responses were received to at least one of the questions. The questionnaires are provided in Appendix C.

II. SURVEY RESULTS

A. Comments by those who felt that RCMP/Enforcement exceeded expectations.

The open-ended data provided by respondents who felt that policing and bylaw services exceeded their expectations (n=24) was analyzed with NVIVO software to see if there were distinct categories of response. The overall results are shown in Figure 1, where 10 categories were identified. Please note that there are often overlaps, where answers provided by respondents might fit into more than one category. All original comments can be found in Appendix A.

FIGURE 1
Categories for exceeding expectations



The categories identified were as follows:

- **Community** – Various aspects of community fit here, including the establishment of strong community relationships and conversations, relationships with the neighbourhood community leagues and being visible in the community. This also includes personal interactions where it has been clear that the RCMP and Enforcement Services are there to help members of the general public.
- **Job** – Refers to positive perceptions of the RCMP and Enforcement Services when they undertake their duties
- **Protection** – Broken down into continued protection and citizen protection, two essential duties noted by residents.
- **Response** – Referring to how quickly and timely the responses from the RCMP were.
- **Roads** – Noting the main roads (and Wye Road) which are part of the system of patrols done by the RCMP (as perceived by residents)
- **School** – Refers to school resource officers, and one of the duties performed by RCMP officers.
- **Service** – Referring to both non-essential and essential services done by the RCMP in Strathcona County
- **Situation** – Referring to stressful situations and escalating situations reported by residents and how these were handled in a positive manner by the RCMP.
- **Times** – A crossover with response (noted above) as well as an instance where police were working double time to resolve a situation with a resident.
- **Work** – In this instance, work refers to the positive perceptions that these residents had for the RCMP

The majority of comments specifically referred to the RCMP, rather than Enforcement Services, when explaining why policing and bylaw services exceeded their expectations. Almost all responses provided expressed their service expectations were exceeded due to positive, personal interactions with police that were related to service as well as interactions in the community, such as at events or in schools.

B. Comments by those who felt that RCMP/Enforcement were below expectations.

The open-ended data provided by respondents who felt that the RCMP and Enforcement services were below their expectations were asked two questions: first, to explain how Strathcona County RCMP and Enforcement Services did not meet their expectations and secondly, how the RCMP and Enforcement Services could better meet their expectations. All original comments can be found in Appendix B.

1. Please explain how Strathcona County RCMP and Enforcement Services did not meet your expectations.

Fifty-one responses were received to this question from the 122 residents who rated service below their expectations in the original survey. Two of these responses indicated they did not remember reporting dissatisfaction with police and bylaw. NVIVO analysis did not result in distinct categories. A simple thematic analysis was performed, which resulted in some very clear themes.

a) Perceived lack of service is the greatest source of dissatisfaction

While there were a few comments that referred to a specific incident of poor service, the majority of comments pointed to a lack of service, whether specifically, such traffic enforcement, bylaw response, community patrols, or generally.

"It's definitely more of the budget issues that there are. We do need more Policing. Sherwood Park is at 100K people, and they are short staffed. {...} They are stretched thin, and with the cutbacks on important services, this is one of the things we need more of in Sherwood Park."

b) Traffic enforcement is a major source of dissatisfaction

Half of the comments mentioned traffic enforcement. About half of these comments indicated they felt there was not enough traffic enforcement. Some of these comments were general, but many were

specifically dissatisfied with the amount of enforcement near their home. There was no one location that received multiple mentions.

I rarely see an RCMP, Peace Officer or Sheriff in my neighbourhood - which includes two schools and a major recreational park. Speeders speed through these areas on a regular and frightening basis. I'm not sure what their mandate is, but I would like to see them once in awhile in this neighbourhood - and in all other neighbourhoods - so that perhaps people might curb their illegal behaviours.

Other comments suggested the problem was with the types of traffic violations which are being targeted, suggesting enforcement priorities are misdirected. Most of these comments suggested traffic resources should be redirected to residential areas.

Seven comments suggested there is too much traffic enforcement in Strathcona County. Most of these comments suggested that enforcement is being used as a cash grab, with four direct references to enforcement of rolling stops/red light cameras. All of these comments suggest that traffic enforcement takes away from criminal enforcement.

It seems that certain parts of the population are mostly concerned with traffic and traffic conditions {...} If more time, and manpower were assigned to crime prevention and intervention maybe then we would become a safer community.

c) Lack of understanding of the different roles of the RCMP and Enforcement Services

Closely related to the perception that traffic enforcement takes away from criminal enforcement, is the lack of understanding of the different roles of the RCMP officers versus Peace Officers. This is apparent in comments that reference poor RCMP response to bylaw issues, such as noise complaints, etc.

d) Dissatisfaction with bylaw services is greater than with RCMP Services

About half of residents either specifically identified bylaw services or identified functions of Enforcement Services as the reason behind their low rating, such as enforcement of parking, noise and traffic bylaws.

e) Dissatisfaction with police visibility/community presence, particularly in the rural areas

Another common theme is dissatisfaction due to perceived lack of regular police patrols, particularly in rural and residential areas.

"We live on an acreage and other than constant speed traps on highway 14, we never see an RCMP cruiser which is a big issue for feeling safe."

For comments that specifically expressed dissatisfaction related to RCMP Service, half (8) of the comments referenced recent high-profile incidents in the community that they believe were mishandled by police.

"The drive-by shooting incident in Summerwood a few months ago. Police ASSUMED it was fireworks and children woke the next morning to bullet casings on the sidewalk. It took the RCMP SEVEN hours to show up to the scene. It is an abomination to the tax payers."

Seven comments about the RCMP provided detailed responses about how respondents were unhappy with attitude or service received from members during a specific incident/interaction.

2. How could the RCMP and Enforcement Services better meet your expectations?

Fifty-five comments were received regarding how the RCMP and Enforcement Services could better meet expectations.

Consistent with the themes identified in the first question, the majority of responses to this question contained the words more, greater and/or increased.

"There are too few officers - they are stretched too thinly. More proactive public interaction time should be provided including participation at community events, school resource officers and other kinds of relationship building activities. Our RCMP officers are a source of pride and vital to our community."

Respondents most commonly indicated they would like to see more proactive bylaw enforcement and generally more visibility in the community, particularly in residential and rural areas. Many comments also suggested more traffic enforcement was needed, although some of those qualified where the enforcement should take place, depending on their perception of safety issues. Several comments also called for faster response times.

Less commonly, some respondents indicated there should be less traffic enforcement with a shifted focus to dealing with crime.

"Concentrate on the most serious issues rather than traffic enforcement. Known drug dealers live in the area not being dealt with for years."

A few comments suggested that the RCMP and Enforcement Services need to share information more freely, that officers should have better training in people skills/diversity and improve customer service.

III. Summary

Survey responses identify several key takeaways and potential actions to improve satisfaction with police and bylaw services in Strathcona County.

- 1. Residents value police presence in the community.** Police visibility gives residents a sense of safety, high service level and a proactive approach, particularly when patrols are done near their homes.
- 2. Most commonly, respondents expressed a desire for more police and bylaw services in the community.** Some residents felt resources

should be redirected to areas they perceived to be more important, but no one specifically suggested police should receive less funding.

3. *Traffic enforcement is a major source of dissatisfaction with police and bylaw services.* There is not one common type of complaint that creates this dissatisfaction, although a desire for increased traffic enforcement in neighbourhoods/rural areas was the most common theme.

4. *There is a significant belief in the community that traffic enforcement takes away resources from criminal enforcement.* This belief contributes to some of the dissatisfaction with traffic enforcement. Increasing resident understanding of the different roles of the RCMP and Enforcement Services may help with this perception.

5. *Generally, dissatisfaction in the community is more commonly related to functions of Enforcement Services (traffic enforcement, bylaw enforcement) rather than the RCMP.*

6. *Excellent service and professionalism experienced during personal interactions (often in a community setting) with police and bylaw staff were most commonly cited as reasons respondents rated services as exceeding their expectations.* Although there were a small number of specific interactions which led to rating police and bylaw services below expectations, most negative comments were not related to specific, personal experience. Rather residents were far more likely to rate services low because they did not experience contact (particularly outside of an enforcement context) with officers. (This is closely related to point #1)

APPENDIX A ORIGINAL RESPONSES: EXCEEDING EXPECTATIONS

Reasons for this assessment

- Although I have not had any personal involvement with the RCMP recently, my experiences in the past were always extremely positive. I feel safe in Sherwood Park because of their presence. I believe that a national police force is better qualified than anything that the county could produce.
- An officer pulled up behind my parked car while I was looking at my phone to ask if everything was ok. I thought that was a good reminder that they put their lives on the line everyday but still make time to offer a helping hand. It was nice.
- Any interaction we have had with the RCMP, they have been very professional and informative and helpful. They are definitely a presence in the rural areas and patrol the main roads frequently.
- Any time I have used the RCMP, I always received exceptional service - I have found a couple of wallets over the last couple years, and was received very professionally at your Sherwood Park attachment, when I turned them in. Also, I have attended several lectures put on by the force, that were very informative (scams, etc.). It seems to me that your personnel go out of their way to treat me with respect, and I appreciate that. Keep up the good work!
- Anytime I have called, I received immediate response. When my father passed away at home, the members were wonderful. I have worked with school resource officers and have been impressed by their professionalism, empathy and legal knowledge.
- During the past 15 years or so, I have been a resident of Strathcona County, mainly living in Sherwood Park. I have had occasional need to call the services, (not 911, but the non-urgent service), and every time they have responded and dealt with the problem very well.
- For me personally it's more about what they don't do. In the County I don't feel like the RCMP set up "entrapment" style speed traps, and any experience I've had with them have always been respectful and polite. I've met two officers at my son's school, and they were both down to earth and didn't come across as being on a "power trip" or anything like we sometimes read about in other areas of the world. Bottom line is I feel safe living here and I give the RCMP staff some of the credit for that "feeling."
- Have always responded quickly and efficiently. Answered inquiries excellently - full details, helped in a legal problem. Friendly.
- I have high respect for law enforcement today, when we are living in a society that has demented values. The extremists calling for the police to

be defunded is a sad reflection on our society. The officers have very challenging work, and I think they re doing a terrific job.

- I have worked with the RCMP with regard to Traffic Safety and other issues. They are very professional and an asset to our community.
- I see them everywhere! It is a good thing, but they also need to be pulling over more than speeder. They should also be looking for distracted driving. This is a huge issue in Sherwood Park, but I never hear of anyone getting pulled over for being on their phone while driving. I once had to pass a man going 40 km/hr on Wye Road in the left lane because he was on his phone and driving.
- Last spring, we had someone trying to get into our home at 0500 we called 911 and within about 5 two officers were at our home and within a very short time another car arrived to search neighborhood. My wife was very alarmed, and one rather young officer was able to put her mind "at ease."
- On the rare occasions that I have required their services, they have been friendly, polite and helpful.
- Our neighbourhood community league has hosted several community conversations regarding safety. We have greatly appreciated participation from RCMP and Enforcement Services. Together we can create a safer more connected community!
- Professional staff, Timely response times, High visibility,
- Professionalism with wellness checks. Compassion working with the mentally ill. Wonderful work collaborating with Saffron. They are working double time but still manage to work with heart.
- RCMP members are visible and approachable in the community. They encourage communication and strong community relationships.
- Recently, I had contacted the RCMP to report a rolled vehicle found lying upside down in a ditch in rural Strathcona county. It was a stressful situation as the accident seemed fresh however, we could not find any driver or passenger around. The officer spoke with was amazing on the phone, kept me calm while asking questions about the scene and vehicle and was able to dispatch more officers to the location. The service they provided was fast and professional and kind.
- The community officer who is present in the community at various events. Also, glad to hear the school resource position is back in schools in Strathcona.
- The crime rate has gone down considerably. I feel that the service we get from the RCMP regarding participation in the community and youth information and learning is fantastic.
- The services they provide, plus the continued protection.

- The Strathcona RCMP have responded very quickly to any escalating situations. I have seen their team in action in my neighborhood and was very happy with their professionalism.
- They are very visible throughout the county which increases community involvement and citizen protection. Any interactions I've had with our RCMP personal has been with respect, professionalism and understanding of my concerns.
- They have offered quick response when I needed their help and have always been kind and understanding and supportive to me. They also do an excellent job, I feel, keeping my community safe for me.

APPENDIX B ORIGINAL RESPONSES: BELOW EXPECTATIONS

A. Reasons for this assessment

- Traffic issues need more attention
- Implement a Cat Bylaw; greater visible police presence to enhance traffic safety - such as speeding and crime prevention; school resource officer program; departmental review of staff satisfaction within RCMP and enforcement services
- As a regular driver in Sherwood Park, I see dangerous vehicle infractions that don't seem to be important any more. Examples: Tail Gating, no signaling, speeding Through neighbourhoods, stopping at stop signs and then gunning it to catch up, school buses on my street are a problem. Hearing a lot of sirens off of lights have cameras so we know that has been the focus. Please don't mistake me I believe the RCMP are important to our County
- Bylaw does nothing about vehicles parked for weeks on end without movement. They don't enforce curfew or bike helmet laws. The kids in the school zones are out of hand.
- Community reports of long response times to serious issues
- Constant speeding through neighbourhoods and do not see the speed traps I used to see in the playground zones. Known drug houses not shut down.
- Enforcement of speeding has taken over other traffic priorities such as poor driving actions and drivers covering licence plates and dark tinted driver side windows. How about observing traffic flow and pulling over drivers not properly merging or yielding.
- Failed to find bullet casings at drive by shooting in Emerald Hills.
- I am disappointed that our local RCMP detachment is not taking very seriously the need to be more inclusive and diverse, that little efforts are been made to recognize that Strathcona County has changed a lot.
- I appreciate seeing them visible in the community, in marked and unmarked vehicles, on bicycles etc. There are certain roads in this community that are treated like a freeway and there doesn't seem to be any focus by the police to subdue these drivers -Clover Bar Road, Sherwood Drive,
- I don't know the last time I saw a patrol car in my rural area. Constantly people speeding in rural roads and no enforcement to my awareness.
- I don't recall saying the RCMP did not meet my expectations.
- I feel the bylaw enforcement could be more effective. When driving around Sherwood Park there are numerous occasions where I see

trucks parked over sidewalks, RV's too close to the sidewalk, large company trucks on narrow residential streets, dogs running loose in green space that is not for dogs, and cars racing down baseline road at night.

- I have had limited interaction with the RCMP but contacted them on July 1 to complain about some kids who were shooting fireworks in the park behind my house in Sherwood Park, which I knew was not allowed. I was told by the police dispatcher that I needed to call the fire department, at 911 none the less, about this. After the fireworks continued, I had to call the RCMP a second time before I was able to talk to someone who actually acknowledged the need to do something about this. Regarding bylaws, it seems like nothing is done with bylaw enforcement unless a complaint is made by someone. It doesn't make sense that citizens need to file a complaint about their neighbours in order to have basic and obvious bylaws adhered to. Within my own neighbourhood I see bylaws broken routinely. For example: 1) None of my immediate neighbours have screens on their fire pits as required by bylaw yet they routinely use these. 2) There is a no parking sign in front of our house that indicates no parking allowed on the road in the cul-de-sac during the day Monday to Friday, yet people routinely ignore this sign and park their vehicles where they are not allowed. 3) Very few if any properties in my neighbourhood seem to adhere to the minimum distance from property lines for shed. 4) One neighbour insists on storing his garbage cans at the edge of his driveway near the street in spite of bylaws that require these to be kept adjacent to his garage or other permanent structure. Attended bylaw offices to enquire about procedures for filing a noise complaint and the officer was very helpful. On another occasion though we contacted a bylaw officer on the phone to discuss an issue of a neighbour's garbage can placement. The bylaw officer obviously was not aware of the related bylaw as she indicated that a person can place their garbage cans on their property wherever they want.
- I have no complaints.
- I honestly don't have many interactions with the RCMP or Enforcement Services. The one bad experience I had lately was a few months ago. A message was left on my phone by an RCMP officer - there were few details provided (I'm guessing for safety reasons) but I was very concerned as I didn't know if it was an emergency. I repeatedly called back and left multiple messages. As I was trying to return the call, I was bounced around to multiple people. On one occasion I was for some reason forwarded to the complaints area. As I was trying to explain my situation, I was cut off and told, "Get to the point ma'am, we're very busy today." I completely understand that these services are very busy and deal with high stress situations, but as I was trying to return a call, I did not feel it was an appropriate way to be treated. To this day, I have not yet received a call back from the RCMP officer and I have now given up trying. Given recent media

releases about the incident in Summerwood (the shooting), it doesn't instill a lot of confidence that the RCMP take calls from the public seriously."

- I rarely see an RCMP, Peace Officer or Sheriff in my neighbourhood - which includes two schools and a major recreational park. Speeders speed through these areas on a regular and frightening basis. I'm not sure what their mandate is, but I would like to see them once in awhile in this neighbourhood - and in all other neighbourhoods - so that perhaps people might curb their illegal behaviours.
- I see a lot of stop-sign sting operations by my office near Millennium Place. I think their time would be better spent on speed enforcement in residential areas, rather than somebody that rolls a stop sign in an industrial area.
- I see too few police in the community.
- ISSUANCE OF MINOR INFRACTION TICKETS, SUCH AS LICENCE PLATE COVERS, WHAT IS WRONG WITH COURTESY WARNING, OFFICERS TIME CAN BE BETTER UTILIZED DEALING WITH MORE IMPORTANT ISSUES.
- It seems that certain parts of the population are mostly concerned with traffic and traffic conditions. It is wrong to criminalize people due to poor traffic engineering unless it involves a safety issue. If more time, and manpower were assigned to crime prevention and intervention maybe then we would become a safer community. I recall an instance when the RCMP could not find an address in the rural areas. Why not?? I am knowledgeable about County personnel not knowing how to get to South Cooking Lake or to the Josephburg Airport, Why not???
- It seems the policing presence in Strathcona is predominantly focused on traffic enforcement etc. I see nothing being done to reduce property theft and damage. Patrols within the subdivisions is non-existent. Most people do not report crime as it is well known that little to nothing will be done. Some of the recent major crimes in the county made the local police force look highly incompetent. i.e. a murder weapon found by a civilian well after the fact. There is nothing personalized about local policing.
- It took way too long to catch the arsonist in Lakeland Ridge.
- It's definitely more of the budget issues that there are. We do need more Policing. Sherwood Park is at 100K people, and they are short staffed. Understandable also, but I think the R.C.M.P need more civilian support and help, so that they can use their time more effectively in interacting with people. They are stretched thin, and with the cutbacks on important services, this is one of the things we need more of in Sherwood Park.

- It's more of a need for more budget in order for the RCMP to be able to provide more service than the RCMP not meeting expectations. I feel people are getting more self-centered due to COVID (remote work, precautions, less team work) and while there may have been less people on the road, a greater percentage of those on the road are driving less safely. Some of this was helped with the photo radar before it was voted out. I don't tend to see RCMP vehicles unless they are on their way to a scene. I also don't see peace officers very often. I'm glad to see the school program re-introduced to the schools as I know they do help not only problems at the schools, but also help increase respect towards members of the RCMP.
- just observing the crime situation in the county versus the traffic light tickets which is outrageous
- Law enforcement in Strathcona county is what I can only describe as ticket dispensers and cherry pickers. Good gawd the with price of these tickets, maybe they could go solve some real crime rather than handing out rolling stop tickets to single mothers and gawd knows who eating up their entire Christmas budgets. I got a ticket once because the little plug on the back of my Avalanche was partially covering the last letter on my licence plate. It was a vanity plate that spelled CPRESS. My son was visiting one Christmas and got a ticket for not being completely off the road after a blizzard. Nobody could tell where the road was. These so-called police could have come up to the house and asked him to move his vehicle 9 inches further off the road but instead ticked him off at Christmas. They have no public relations. I have complained several times, and even the mayor called me to discuss this. Nothing - absolutely nothing - has changed. SOLVE A G#D Damned Crime! Don't be a degrading ticket dispenser!
- My comments were related to my perception that, although Strathcona County has numerous bylaws in place for things such as trailers parked on roadways, recreational fire pits, and shoveling of snow onto roadways. just to name a few, bylaw enforcement sees to be lacking.
- My understanding the RCMP were "community" focused, yet I don't observe many occasions members engaging the public (i.e. running lights on left turns, running red lights, rolling through stop signs, distracted drivers, people who do not "flow" with the traffic when driving or merging onto the Henday. Drivers with tinted side windows that you can't see, drivers with the plastic covers on the license plates, or who purposely do not clear snow covering their license plates. There are many drivers who still can't safely and efficiently manage the traffic circle at Broadmoor /Sherwood Drive. In short...you appear to be 'REACTIVE' and not 'PROACTIVE'.
- Not enough rural crime patrols/reduction
- past history of inaction to complaints

- patrolling of Jim Common area is totally unsatisfactory. Traffic calming installed by the County re 50 km is not enforced. I have made a point of wasting the best part of days checking and on average 2 patrols came by and NEVER between 5:30 and 7 pm when all the beaters and speeders AND BIKERS use our street as a speedway. Traffic calming just does not work. something needs to be done on Jim Common. we pay high property taxes and should be able to enjoy our backyard.
- poor coverage outside the Sherwood Park urban area. No attempts to build community by participating in social events
- RCMP came to our house in response to a referral from Social Services to a neighbor's spousal abuse situation. A male and female RCMP officer together with another woman spoke to the alleged victim in our back yard. We excused ourselves to protect privacy. The male then said we shouldn't believe the victim. I asserted that the child involved was at risk medically. The female RCMP officer said to the male, "Now they are trying to say that..." in a very rude and accusatory tone. This was my first interaction with either RCMP officer except for escorting them to our backyard. We were helping someone we believed to be in distress. We were allowing her to tell her story. Rude and ignorant and misogynistic and racist (alleged victim is Mexican) is how I would describe both RCMP I had no interaction with female support worker
- RCMP: slow response, insufficient follow up, no rural patrols. ByLaw: lack of interest in enforcement. Work only standard hours - most of the offenses are before/after hours.
- Response to vehicle accidents, refusal to investigate circumstances leading to insurance responsibilities not being properly negotiated.
- Shut down known drug houses before shots are fired!
- Slow response times
- slow rural response time
- Speeding continues to be a serious concern in residential areas, with little or no visible enforcement by the RCMP or Peace Officers.
- The drive-by shooting incident in Summerwood a few months ago. Police ASSUMED it was fireworks and children woke the next morning to bullet casings on the sidewalk. It took the RCMP SEVEN hours to show up to the scene. It is an abomination to the tax payers.
- The only thing that bothers me about enforcement are the photo safety cameras. I find it stressful to approach intersections. Never knowing when they will turn red. For the right turn cameras, I suggest we just install turning right lights only. Otherwise, no turning right on red at those intersections at all. We had a guest to our

community who received a \$405 ticket at Granada and Sherwood Dr. He is a senior, so it was quite the financial burden.

- The RCMP do an outstanding job. The municipal by-law enforcement needs to be improved. There are by-laws in Sherwood Park that are being broken and nothing is being done to rectify the situation.
- The RCMP has become a political entity. They are extremely secretive regarding information supplied to residents. The forensics unit was at a house a block from ours for over a week! They refused to share any information about what had transpired. Same thing with the incident in the library parkade. They controlled any and all information released to the public, even silencing our Mayor and not letting him advise residents what was happening. To this day they have kept all information quiet which only causes people to speculate. Very disappointed in the RCMP!
- The RCMP officer that I dealt with was wearing a thin blue line patch - a blue Canadian flag with a blue line through the centre. When I inquired about the appropriateness of such an insignia, he was dismissive."
- The stop sign @ Starling Drive and Peacock Drive (traveling north & south) is constantly being ignored especially between the hours of 6: AM and 8: AM.
- There are too few officers - they are stretched too thinly. More proactive public interaction time should be provided including participation at community events, school resource officers and other kinds of relationship building activities. Our RCMP officers are a source of pride and vital to our community.
- There is not enough neighborhood interaction. The focus seems to be traffic / moving violations motivated. Enforcement should be more educational versus financially targeted. Tinted windows and noisy vehicles seem to be taking over with no enforcement of those. I have never seen any neighborhood patrols" during the 28 years that I have lived in Sherwood Park and I have lived in four neighborhoods. I believe visibility would reduce property loss and personal attack incidents. As well, investigations are not followed through, even when evidence is handed over on a silver platter."
- They hand you a case number of the crime committed and that's the last of it. There is no investigation being done, you never receive even a call back! To my way of thinking, this is a total waste of taxpayer dollars paying the RCMP for lack of services they are paid to perform.
- We live on an acreage and other than constant speed traps on highway 14, we never see an RCMP cruiser which is a big issue for feeling safe. It is well talked about that the Sherwood Park RCMP is basically a traffic enforcement division. Also, we drove all the way into

the detachment to get a criminal record check and according to their website, we needed 2 pieces of I.D. But nowhere did the website say that it could not be a photocopy of a birth certificate (we don't carry these with us due to fear of losing it), so we had to drive all the way home and back again. The website should be clear on what is required.

- Worry about actual crimes and police work instead of COVID nonsense and cash grab traffic infractions. Get out of the donut shops as well.

B. Ways that the RCMP and Enforcement Services could better meet expectations

- Implement a Cat Bylaw; greater visible police presence to enhance traffic safety - such as speeding and crime prevention; school resource officer program; departmental review of staff satisfaction within RCMP and enforcement services
- Actually do something to protect and serve
- An officer present during this period of time would certainly deter these drivers.
- Be assertive to drivers who flaunt the rules and start a campaign to fine these traffic violations on top of catching speeders.
- Be more Proactive in educating /policing people of the laws as well more defensive driving teachings for drivers.
- better greater Strathcona County coverage and response
- By having more staff out there. I feel they are under staffed. I am so happy to see that we now have community policing back.
- By investigating Real Crime! Better spent investigating real crimes rather than arresting Pastor and Christians over this COVID scam the government is pushing. Anyone with a clue has had this figured out 18 months ago. It's not about a virus, it's about power and control. The RCMP just hand out a case number for a crime, and that's the end of it! Nothing else is done....
- By-law enforcement needs to be proactive. The officers should know the by-laws and drive around Sherwood Park looking for persons or companies flagrantly breaking them. In these situations, officers must give warnings, followed by fines for noncompliance. For example, residents who park trailers or multiple vehicles on their front lawns; or residents who leave their garbage and compost bins on their front lawns year-round. When one resident breaks the by-law then soon others in the neighborhood feel that this is an acceptable thing to do. In our experience, it seems that by-law

enforcement officers only react when a complaint is made. and once a warning has been issued there has not been follow up to assure that the situation has been fixed long term. In short, enforcement should be proactive, not reactive and fines must be levied to keep Sherwood Park a beautiful place to live.

- Concentrate on the most serious issues rather than traffic enforcement. Known drug dealers live in the area not being dealt with for years
- Faster response times
- Greater visibility and traffic enforcement in residential areas. Although tickets from an officer are much more effective due to the impact on an individual (demerits, etc.), I would also recommend reinstatement of photo radar to lessen the pressure on RCP personnel resources.
- I believe, increased visibility, presence. some drivers are super distracted. I think a column in the Sherwood Park news from the bylaw/RCMP focusing on different aspects of safety in our county turning left into the appropriate lane... why there re speed limits bicycle safety on the walking trails...parking long trailers on residential streets (work trailers usually attached to a truck) monitoring (with warnings first) the speed on the roads mentioned above -
- I don't recall saying the RCMP did not meet my expectations.
- I have no comments to make as I have never required their assistance.
- I like to walk a lot in Sherwood Park and have noticed among other things numerous infractions of bylaws on a daily basis. I think this cannot be handled by the RCMP due to costs, staffing etc. Do we have a bylaw enforcement team? If so, they aren't effective. Perhaps a major education push would work?
- I rarely see an RCMP, Peace Officer or Sheriff in my neighbourhood - which includes two schools and a major recreational park. Speeders speed through these areas on a regular and frightening basis. I'm not sure what their mandate is, but I would like to see them once in awhile in this neighbourhood - and in all other neighbourhoods - so that perhaps people might curb their illegal behaviours.
- IMPROVE RESPONSE IN DEALING WITH ISSUES RELATED TO DRUG HOUSES, NOISE ISSUES SUCH AS VEHICLE EXHAUST, PARTY HOMES, ISSUES THAT EFFECT RESIDENTS' QUALITY OF LIFE.
- Law enforcement in Strathcona county is what I can only describe as ticket dispensers and cherry pickers. Good gawd the with price of these tickets, maybe they could go solve some real crime rather than handing out rolling stop tickets to single mothers and gawd knows

who eating up their entire Christmas budgets. I got a ticket once because the little plug on the back of my Avalanche was partially covering the last letter on my licence plate. It was a vanity plate that spelled CPRESS. My son was visiting one Christmas and got a ticket for not being completely off the road after a blizzard. Nobody could tell where the road was. These so-called police could have come up to the house and asked him to move his vehicle 9 inches further off the road but instead ticked him off at Christmas. They have no public relations. I have complained several times, and even the mayor called me to discuss this. Nothing - absolutely nothing - has changed. SOLVE A G#D Damned Crime! Don't be a degrading ticket dispenser!

- Learn good manners and questioning techniques as opposed to being rude and accusatory. Take training in misogyny and racism. Be respectful and interact politely. Listen without judgment
- Less traffic (speed) enforcement and more community visibility. Quite often I see 5 or more patrol cars (RCMP & Sheriffs), tied up handing out tickets. This is not a good use of a trained officer in my opinion. In the rural area we are at the mercy of many criminals. This is why gangs dump their bodies out here! Also, update your website to clearly answer the most common questions people have and be more specific.
- Make more speed traps, all throughout the days and evenings. Large dump trucks and heavy motorbike traffic on rural paved roads. Need better enforcement. Routine patrolling and speed monitoring.
- maybe be more pro active and engage with people and be more tolerant on the traffic light tickets- we spent over \$2,000 on tickets! and this was our grocery budget for the next several months
- Maybe Enforcement Services can take over non criminal duties from the RCMP so as to free up the people with the guns to deal with the higher risk crimes and let ES deal with traffic control and non injury traffic incidents
- More effective compliance of local bylaws by means of better educating the public and more stringent enforcement where required.
- More enforcement
- more information about things going on.
- More speed enforcement in playground and school zones. Known drug houses should be shutdown.
- More thorough investigations.
- More traffic enforcement, more school programs. Kids need to learn responsibilities and also that the RCMP are there to help and can be turned to when there is an issue of safety.

- more work in the residential areas, less speed enforcement on the highways, I would rather see the 6 officers that are at one speed trap on the highway spread out doing speed enforcement in our communities.
- Much more community involvement, less time chasing cars 5-10 KMH over the posted limit if not causing a safety hazard. Why not get the extremely slow drivers off the highways, why not get vehicles out of the fast' lane and why not spend more time and effort on rural crime?
- Not wear thin blue line "insignia."
- One of the things I have seen is at the location of a motor vehicle accident, there would be several RCMP and enforcement cars on scene, but no one would be directing traffic. Instead, they would be standing around the incident. Regarding investigations, ne of the most important things should be keeping the complainant apprised of the status of the complaint. An occasional drive through neighborhoods would go a long way in deterring property crimes.
- Other than regular patrols around neighborhoods and making a point to patrol baseline road in the evening, I am not sure what can be done.
- patrolling of Jim Common area is totally unsatisfactory. Traffic calming installed by the County re 50 km is not enforced. I have made a point of wasting the best part of days checking and on average 2 patrols came by and NEVER between 5:30 and 7 pm when all the beaters and speeders ANDBIKERS use our street as a speedway. Traffic calming just does not work. something needs to be done on Jim Common. we pay high property taxes and should be able to enjoy our backyard.
- poor coverage outside the Sherwood Park urban area. No attempts to build community by participating in social events
- RCMP: increase staffing. Review leadership. Bylaw: show some enthusiasm for the job. Get out on the road. Tix offenders. Don't be shy.
- Really, all they need is some courses in customer service and maybe some compassion training. I know they aren't in a job that is generally considered customer service, but they are dealing with the public and how they interact will greatly impact people' lives. They have an extremely important job and it would go a long way to improving how people view them if they treated the public with more compassion and respect.
- See previous response
- Shut down known drug houses before shots are fired!
- Stop being so friggin' secretive!

- Stop chasing petty crime and focus on more serious crime.
- The front doors to RCMP office should never be locked, refusing to admit the public definitely gives the wrong impression.
- The only time I see them is when there are speed traps. Why aren't they driving through parking lots and areas like Sobeys, Lakeland while all the kids sit and drink. Or how about the 13 and 14 year old teens passing booze and openly drinking around Emerald Hills football field. The number of teens openly drinking and smoking drugs in our community has increased 1000%
- The RCMP are excellent as far as I know. I follow the rules, so I don't have an occasion to interact with enforcement. I suggest tickets be prorated to income as they do in Denmark.
- The so-called public consultation session I attended consisted of a list of what the RCMP was doing and a few curated questions. Public engagement does not mean power points with only a one-way consultation.
- There are too few officers - they are stretched too thinly. More proactive public interaction time should be provided including participation at community events, school resource officers and other kinds of relationship building activities. Our RCMP officers are a source of pride and vital to our community.
- There should be some proactive review or patrol by by-law enforcement officers in order to deal with obvious bylaw infractions. This includes the "little things" that when added up become big things. Also, there should be a mechanism to file anonymous complaints for the more obvious types of bylaw infractions. When it is obvious that there is a problem with bylaws not being adhered to in the County proactive educational campaigns could be used to try and correct the problem. Bylaw officers and RCMP dispatchers should ensure they have knowledge of relevant bylaws in order to provide accurate information and should not brush off legitimate enquiries or complaints."
- To respond to all calls fairly and equally and not make assumptions. PROTECT our community and keep these drug dealers and criminals out of our neighborhoods.
- To take away some of the middle man work and add on more civilian members, in being able to help the RCMP since the budget is not properly distributed where it is needed. I find that some of the issues on the Budget for Sherwood Park needs a major overhaul. Poorly allocated.
- Visibility at special events and day to day locations could improve. How about inviting them. Just love to see them in their dress reds with the horses

- We have rarely seen the Law Enforcement on Hwy 16 going into Edmonton - It seems like everyone on the Hwy speeds excessively and no one is around - don't sit at our usual location - everyone knows to slow down at that location - hardly see a law enforcement vehicle driving around 8am and again around 5pm and also on country roads - very rarely see patrolling going on
- We need more police. Also, the front staff need to be informed. They turned us away saying its a civil matter" but it was actually fraud and when we got to talk to a real police officer the person was charged with fraud."
- Worry about actual crimes and police work instead of COVID nonsense and cash grab traffic infractions. Get out of the donut shops as well.

Appendix C: Questionnaires

A. Exceeded Expectations Survey

Resident satisfaction is important to Strathcona County's RCMP and Enforcement Services. Your feedback is appreciated and will be used as part of an ongoing process to continually improve our service.

1. As part of a recent SCOOP survey regarding the County's budget, you rated the service provided by the RCMP and Enforcement Services in Strathcona County as exceeded expectations. Please explain how Strathcona County RCMP and Enforcement Services has exceeded your expectations.

B. Below Expectations Survey

Resident satisfaction is important to Strathcona County's RCMP and Enforcement Services. Your feedback is appreciated and will be used as part of an ongoing process to continually improve our service.

1. As part of a recent SCOOP survey regarding the County's budget, you rated the service provided by the RCMP and Enforcement Services in Strathcona County as below expectations. Please explain how Strathcona County RCMP and Enforcement Services did not meet your expectations.

2. How could the RCMP and Enforcement Services better meet your expectations?