

What We Heard Report

Police Services Survey Summary

November 2025

cochrane
HOW THE WEST IS NOW

Table of Contents

Executive summary 3
Engagement approach 4
Survey questions and insights 6
Appendices 18

Executive summary

The Town of Cochrane engaged WMC Alberta, supported by Applications Management and Dubord Consulting, to evaluate the effectiveness, efficiency, and alignment of its policing services with community needs. As part of this evaluation, one key tactic was to gather resident feedback via an online survey hosted on LetsTalkCochrane. The *What We Heard* report reflects findings from the resident survey conducted between August 4th–19th 2025. A total of 159 residents participated, with response counts varying by question. Not all questions were mandatory so there is a fluctuation in response density.

The survey assessed residents' sense of safety, trust and satisfaction with police and municipal enforcement, and perceived value for money.

Key themes:

- **Positive Interactions:** Despite concerns, many residents reported constructive experiences with police, citing professionalism, respectful engagement, and community involvement.
- **Growth-Related Pressures:** Respondents linked Cochrane's rapid population growth with a perceived rise in crime and increased demand on enforcement services.
- **Reduced Visibility & Capacity Strain:** Several responses indicated police presence has declined and that current staffing and resources are insufficient for the growing jurisdiction.
- **Enforcement Gaps:** Feedback pointed to perceived inconsistencies in enforcing laws and bylaws—particularly around traffic violations and lower-level offences.
- **Limited Influence:** Residents expressed a sense of disengagement, noting that their concerns often feel unheard and that follow-up or resolution is lacking.
- **Confusion Over Roles & Models:** Many indicated uncertainty about the mandates of various enforcement bodies and questioned the clarity and effectiveness of the current contract policing model.

Engagement approach

- Engagement tool: Online survey hosted on *Let's Talk Cochrane* with paper copies available between August 4th and 19th, 2025.
- Open survey to registered users of LetsTalkCochrane, facilitated through the noted consultants as part of a larger Policing Services Model review.

Marketing and communication

- Letstalkcochrane.ca: Landing page with survey link live through the engagement period
- On-site sandwich board signage (4): The Station, The Cochrane RancheHouse, Library, Historic park/museum area
- Printed copies plus posters: The Station, The Cochrane RancheHouse, Library
- Social media: Organic posts, 1–2 per week over a 2-week period
- Media release: Issued on August 5, 2025
- Internal promotion: Shared via SharePoint
- Municipal Matters: Included in the Cochrane Eagle – August 6
- Print advertising: Cochrane Eagle (¼ page ad) – August 6 & 13
- Newsletter send to 2281 registered participants on August 11 (78.7% open rate)

Overall engagement on Letstalkcochrane.ca

- Total landing page visitors: 671
- Total aware visitors: 589
- Total Informed visitors: 414
- **Total completed surveys: 159**

Creative examples







Accessibility & inclusion

Efforts were made to ensure the engagement was inclusive:

- Mobile-friendly survey platform.
- Printed copies for those preferring or requiring paper at The Station and at The Cochrane RancheHouse.
- Posters and sandwich board displays with QR code.

Limitations

While the survey captured valuable insights from 159 community members, participation was voluntary and self-selecting. As such, the results represent the perspectives of those who chose to engage and may not fully represent the views of all Cochrane residents. Online accessibility can be a challenge for some residents.

Survey questions and insights

Q1 Do you live in the Town of Cochrane?

Almost all respondents (99%) live in Cochrane, meaning the survey results largely reflect resident perspectives on policing and safety.

- Yes = 157 (98.7%)
- No, but I work or visit frequently = 2 (1.3%)

Q2 Postal Code

Survey participation was almost entirely from Cochrane residents in the T4C postal area, with only a small number of out-of-town or regional respondents.

- T4C = 123
- T3C, T4M, T3K = 3

Q3 To what extent do local police services (RCMP and Municipal Enforcement Officers) contribute to your sense of safety in Cochrane?

While many respondents (around 56%) feel local police services contribute significantly to their sense of safety, a notable minority (about 16%) feel they contribute little or not at all. Comments suggest this gap is driven by perceived resource constraints, limited visibility of officers, and concerns about reactive rather than proactive enforcement.

Response option	Count	% of responses
Not at all	7	4.5%
Slightly	17	11.0%
Moderately	44	28.6%
Very much	56	36.4%
Completely	30	19.5%

Response Counts (n = 154 | 5 skipped)

Q4 Has your assessment of public safety in Cochrane changed over the last five years?

Four in ten respondents (39%) feel public safety has declined over the past five years, while 44% feel it has stayed about the same and only 11% report improvement. Residents link this decline to rapid growth, more visible crime and disorder, and a perception that enforcement has not kept pace.

Response option	Count	% of responses
Improved	17	11.0%
Declined	60	39.0%
Stayed the same	67	43.5%
Not sure	10	6.5%

Response Counts (n = 154 | 5 skipped)

Q5 If your assessment has changed, please explain why:

Residents who feel safety has declined most often cite rapid growth, more visible crime and social disorder, inadequate traffic enforcement, and a lack of sustained follow-up on complaints. Those who feel safety has improved tend to reference the new detachment, positive personal interactions with officers, and specific success stories. 76 respondents provided written explanations (about half) – see Appendix A for full responses.

***Among those who feel safety declined*:**

- **Growth & crime** – Rapid community growth, more "city-style" issues (vandalism, drug use, trespassing, homelessness, public disturbances).
- **Lack of visible patrols** – Comments repeatedly point to **fewer community patrols** and a sense that police are rarely seen in neighbourhoods or downtown.
- **Traffic and road safety** – Speeding, racing, failure to stop, and aggressive driving with little perceived enforcement.
- **Limited enforcement culture** – Municipal enforcement seen as ticket-focused in some areas and absent or reluctant in others (e.g., dogs, noise, bylaw compliance).

- **Perceived lack of follow-up** – Residents describe making complaints and not seeing sustained action or communication.

Among those who feel safety improved:

- **New facility and infrastructure** – New RCMP detachment seen as an investment that boosts capacity and professionalism.
- **Positive investigations** – Cases where residents reported crime and felt police handled it professionally and effectively.
- **More visible engagement** – Some mention seeing officers more often at events or in certain neighbourhoods.

Q6 Do you feel you have any influence over how police strategies or priorities are set in the community?

Most respondents (about two-thirds) do not feel they have any influence over how policing strategies and priorities are set, and fewer than 15% believe they do.

Response option	Count	% of responses
Yes	23	14.9%
No	103	66.9%
Not sure	28	18.2%

Response Counts (n = 154 | 5 skipped)

Q7 Please give an example to support your opinion:

Comments indicate that while some residents point to surveys and town halls as avenues for input, a much larger group believe decisions about policing are made elsewhere, with public engagement perceived as symbolic rather than impactful. 104 respondents gave a written example - see Appendix B for full responses.

***Among those who feel they have little or no influence*:**

- "We're not listened to" – Complaints to the Town or enforcement are perceived as leading to little or no change (e.g., traffic, noise, dogs, crime).
- Opaque decision-making – Residents say they don't know how priorities are set or who decides them (RCMP vs Town vs Province).
- Engagement seen as box-ticking – Some explicitly describe surveys and consultations as being done to "check a box," with outcomes pre-decided.
- RCMP as externally driven – Perception that contract policing priorities are driven by federal/provincial structures rather than local input.

***Among those who feel they have some influence*:**

- Reference points include:
    - Surveys like this one.
    - Town halls and community sessions.
    - Raising issues with council or the detachment directly.

Q8 If you had a concern or question about how policing is provided, would you know who to contact?

Satisfaction is divided along visibility and responsiveness lines.

Response Option	Count	%
Very dissatisfied	23	15%
Dissatisfied	42	27%
Neutral	39	25%
Satisfied	38	25%
Very satisfied	12	8%

Response Counts (n = 154 | 5 skipped)

Q9 Please give an example to support your opinion:

Residents consistently report confusion about whether to contact the RCMP, municipal enforcement, sheriffs, or the Town itself about policing concerns. Several describe being bounced between agencies or unsure where responsibility lies. There was a high volume of responses at 71 with 88 skipped - see Appendix C for full responses.

Key themes

Among "Yes" respondents, they would contact:

- The local RCMP detachment (non-emergency line or in person).
- Town of Cochrane / municipal enforcement for bylaw or traffic concerns.
- Elected officials (mayor, council, MLA) for systemic or policy issues.

Among "No / Not sure" respondents:

- Confusion over roles – People are unclear whether an issue is RCMP, municipal enforcement, sheriffs, or Town responsibility.
- Systems seen as a "black box" – Lack of information about how to reach the right level (detachment leadership, police commission, Town admin).
- Perceived runaround – Being bounced between numbers, not getting call-backs, or having to navigate multiple agencies.

Q10 How would you rate the balance between proactive community policing (e.g., visibility, education, prevention) and response to incidents (e.g., emergency calls, crime reports)?

A significant majority of respondents (60%) believe policing in Cochrane is too reactive. Only 22% feel the current balance is correct. Very few (2%) believe policing is too proactive, confirming that residents are *not* concerned about over-enforcement or heavy-handed policing.

Response option	Count	% of responses
Yes — the balance is appropriate	34	22%
No — policing is too reactive	92	60%
No — policing is too proactive	3	2%
Not sure	25	16%

Response Counts (n = 154 | 5 skipped)

Q11 How would you rate the value Cochrane residents receive for the money invested in policing (RCMP)?

Nearly six in ten residents (58%) believe they do *not* receive good value for the tax dollars spent on RCMP policing. Only 27% feel policing represents good value. 16% are unsure, reflecting widespread uncertainty over roles, responsibilities, and cost transparency. Residents associate value with visibility, responsiveness, and proactive enforcement — areas where many feel service levels have not kept pace with community needs.

Response option	Count	% of responses
Yes	41	26.6%
No	89	57.8%
Not sure	24	15.6%

Response Counts (n = 154 | 5 skipped)

Q12 Please give an example to support your opinion:

Residents who feel RCMP services do not provide good value cite low visibility, stretched resources, and limited follow-up as key concerns. A smaller group reports positive interactions, but these tend to reflect individual experiences rather than system-wide confidence. There were 95 responses with 64 skipped in this area – full responses can be found in Appendix D.

Key themes:

1. "I don't see them" – Visibility as the main value indicator
2. Perception that RCMP are stretched too thin
3. Slow response or no follow-up
4. Confusion about what services are included in "RCMP policing"

Q13 In your view, do local police services reflect the values and priorities of the Cochrane community?

Fewer than one-third of respondents feel RCMP policing reflects Cochrane's values. Many cited a lack of local influence over priorities and limited visibility as key reasons for feeling disconnected from the current model.

Response option	Count	% of responses
Yes	45	29.2%
No	67	43.5%
Not sure	42	27.3%

Response Counts (n = 154 | 5 skipped)

Q14 How would you rate the value Cochrane residents receive for the money invested in Community Peace Officers (CPOs)?

Municipal Enforcement receives a more favourable value-for-money rating than RCMP services, though residents note persistent confusion regarding responsibilities and service scopes.

Response option	Count	% of responses
Yes	58	37.7%
No	55	35.7%
Not sure	41	26.6%

Response Counts (n = 154 | 5 skipped)

Q15 Please give an example to support your opinion:

Residents consistently expressed uncertainty about what CPOs can and cannot do. Positive comments often reflect visibility and traffic enforcement, while negative comments cite lack of consistency and limited authority. There are differing expectations for RCMP vs CPOs with a public desire for clear, local control over enforcement services. There were 80 responses with 79 skipped in this area – full responses can be found in Appendix E.

Key Themes:

1. CPOs are visible and proactive
2. CPOs have limitations and don't enforce consistently
3. Confusion about mandate (common across both groups)
4. Perception that CPOs are "doing what they can"

Q16 Have you had any personal interactions with the police (RCMP or CPOs) in the last 12 months?

Almost half of respondents have not interacted directly with RCMP or CPOs in recent years. Among those who have, experiences vary widely — reinforcing the divide between positive individual contacts and broader concerns about visibility and capacity. RCMP interactions (31%) are twice as common as CPO interactions (15%). 8% interacted with both, usually during more complex incidents (traffic collisions, investigations, bylaw–police overlap).

Response option	Count	% of responses
Yes – RCMP	48	31.2%
Yes – Municipal Enforcement (CPOs)	23	14.9%
Yes – Both	12	7.8%
No	71	46.1%

Response Counts (n = 154 | 5 skipped)

Q17 If yes, please describe the type of interaction (e.g., traffic stop, bylaw complaint, emergency response, community event).

Resident experiences with individual officers are often positive, but concerns persist around response times, investigative follow-through, and knowing which service — RCMP or CPOs — is responsible for specific issues. There were 90 responses with 69 skipped in this area – full responses can be found in Appendix F.

Key themes:

1. Positive experiences (professionalism, kindness)
2. Slow response times
3. Limited investigative traction
4. Clearer positive sentiment around CPOs
5. Confusion about who handles what

Q18 How much do you trust the following to act in the best interest of Cochrane residents?

Trust in Municipal Enforcement Officers is notably higher and more stable than trust in RCMP services, driven by greater visibility and clearer local roles. RCMP trust is polarized, with significant portions of residents reporting low trust tied to concerns about capacity and responsiveness.

A. Trust in RCMP is middling and polarized

- 33% report *low* or *very low* trust
- 31% report *high* or *very high* trust
- The largest group sits in the middle (36%)

This reflects earlier themes about visibility, responsiveness, capacity, and follow-through.

B. Trust in CPOs is consistently higher

- Only 20% express low trust
- 38% express high or very high trust
- 42% are in the "moderate trust" category — a stabilizing middle

CPO trust outperforms RCMP trust across every category except "very high," where both are similar.

Results – RCMP

Response option	Count	%
Very low trust	19	12%
Low trust	33	21%
Moderate trust	55	36%
High trust	35	23%
Very high trust	12	8%

Response Counts (n = 154 | 5 skipped)

Results – Municipal Enforcement (CPOs)

Response option	Count	%
Very low trust	9	6%
Low trust	22	14%
Moderate trust	64	42%
High trust	45	29%
Very high trust	14	9%

Response Counts (n = 154 | 5 skipped)

Q19 How much do you trust the following to act in the best interest of Cochrane residents?

When asked specifically about trust in RCMP officers, almost two-thirds of respondents report at least a moderate level of trust. However, about one in six report low trust, mostly tied to concerns about visibility, response times, and workload. Trust in front-line RCMP officers is stronger than trust in the overall RCMP policing model or value-for-money.

Trust in both RCMP officers and Municipal Enforcement Officers is generally positive, but more residents cluster in the 'middle' of the scale for CPOs, reflecting mixed experiences with enforcement and uncertainty about their authority. Comments suggest residents appreciate CPO visibility but remain unsure about the limits of their role.

Results – RCMP

Response option	Count	%
Do not trust	12	7.8%
Slightly trust	12	7.8%
Somewhat trust	28	18.2%
Strongly trust	55	35.7%
Completely trust	44	28.6%
Not sure	3	1.9%

Response Counts (n = 154 | 5 skipped)

Municipal Enforcement Officers (CPOs)

Response option	Count	%
Do not trust	20	13.0%
Slightly trust	34	22.1%
Somewhat trust	35	22.7%
Strongly trust	31	20.1%
Completely trust	28	18.2%
Not sure	6	3.9%

Response Counts (n = 154 | 5 skipped)

Q20 How would you prefer to share input about policing services in the future?

Respondents where able to make multiple selections to reflect how they would like to share their feedback in the future. Most frequently selected was Online surveys, followed by Focus groups and through Elected officials. Options such as social media were chosen less often. This supports using online surveys as a core engagement tool moving forward.

Response option	Count	%
I am not interested in providing input	5	3.3%
Social media	21	13.7%
Through elected officials	31	20.3%
Focus groups	45	29.4%
Online surveys	132	86.3%
Community town halls	43	28.1%

Response Counts (n = 153 | 6 skipped)

Appendices

Appendix A: Q5 If your assessment has changed, please explain why:

- Highly unresponsive with a lack of concern and follow up.
- Not a problem or concern.
- The police here are spread way too thin for the amount of crime the rising population has brought to this town. They are unable to be in enough places at a time to help everyone and be at all the hot spots.
- Victim of crime, no effort to resolve issues.
- Too much growth. Too many people which equals more crime.
- Less community patrols, increased neighbourhood thefts.
- Truck got broken into and someone tried to steal it. Very few are paying attention to the speed they travel on our street even when flashing signs are posted.
- The population of the community has increased dramatically. Policing and public safety have not changed. Every time I have made a complaint about speeding, only very temporary measures are taken.
- Community patrols seem nonexistent; speed enforcement priorities are in the wrong areas ("cash cow" areas).
- The new detachment and some good news stories in the media have helped improve my views from a few years ago.
- My confidence in the RCMP has increased dramatically. National security is top of mind. They provide a national link and can share information and resources. Living near Indigenous Nations, a national police force is necessary to deal diplomatically and respectfully.
- Services have kept up with the growth of the community and seem balanced.
- I had trespassing issues and the RCMP response was laughable.
- More crime with population increase.
- More reports of crime in the last few years.
- Not enough enforcement by police officers. We only have ticket writers (municipal enforcement), which does nothing to impact feeling safe.
- Traffic speeds have gone up dramatically. Near misses at stop signs, racing, not stopping at all. More porch pirates and burglary.
- The RCMP cannot be depended on or trusted. They are short-staffed and often pulled to other areas, leaving Cochrane uncovered.
- More could be done but policies and procedures hold the town back.

- The new RCMP centre provides necessary space. When my purse was stolen, they were informative, attentive, and professional.
- The RCMP are doing a fantastic job and peace officers are helping a lot with the bylaw changes.
- Enforcing tickets and having Cochrane crawling with peace officers doesn't create safety, just a feeling they are "out to get you."
- The town has exploded in population while RCMP staffing has stayed the same. They can't be everywhere and are usually responding to things.
- Their presence is even less now that the detachment has moved.
- Problems near the station; chased by thugs; RCMP said they can't do anything even when someone was attempting to get into a woman's car.
- Multiple issues and complaints to municipal enforcement with very little done to rectify situations.
- More people = more crime and mischief.
- Increased number of unruly people and no law enforcement visibility. Poor or nonexistent bylaw enforcement of traffic laws.
- Speed limits and traffic violations are not monitored or enforced. RCMP rarely visible in town since the station moved.
- More crime including vandalism, theft, public disturbances, especially near the station and library.
- I seldom see RCMP anymore; downtown has become a gathering place for the homeless.
- More people, more crime, and less enforcement happening.
- Population has increased and there is less RCMP and sheriff visibility.
- Decrease in RCMP presence; mostly CPOs and sheriffs now.
- Seeing lots of vandalism but less law enforcement than before.
- Believe more RCMP and fewer other services are needed; people respect RCMP more than bylaw or sheriffs.
- Bylaw should be enforcing bylaws instead of trying to be real policemen.
- Town has grown significantly but policing still operates like a small-town force.
- Peace officers do not enforce dog bylaws; biased approach; education-only approach is failing; dog issues are out of control. Need stricter dog bylaws and enforcement.
- Seeing officers on patrol more than before.
- Less enforcement and no accountability to the public.

- Not enough peace officers; poor messaging from the Town and enforcement leadership.
- More visible in the community in recent years.
- RCMP often come across as uncaring, dismissive, and cold.
- Have only been in town for two years.
- Public intoxication and loitering problems near the library and Station.
- Larger city with emergency services not keeping up with growth.
- Seeing more law enforcement mixing with the public and building relationships.
- Seems to be fewer officers to respond to incidents.
- Seeing more officers interacting with people on the streets and at events.
- Visible presence and neighbourhood patrols have declined; enforcement inconsistent. Officers all seem to meet for coffee first thing in the morning.
- More interaction with RCMP at events and in neighbourhoods.
- Lots of police and enforcement — keep it up.
- More crime.
- Dislike municipal enforcement trying to "morph" into full policing.
- RCMP have a bias toward women and do not take physical assault seriously; not proactive; too much radar work and not enough public safety focus; complaints go unresolved.
- More crime.
- More people in Cochrane makes it a higher target for crime.
- Traffic safety is not enforced — distracted driving, rolling stops, aggressive driving, road rage, failure to yield, cyclist conflicts, etc. Lack of enforcement impacts safety.
- Less visibility of police inside town; more visibility outside town limits.
- Harder to contact Municipal Enforcement officers.
- It is very safe in Cochrane compared to other places I've lived.
- With growing population, theft and personal safety risks have increased.
- Policing model is poor; too much traffic-based policing; need alternative solutions; positive to see a peace officer on a bike.
- More break-ins.
- Bylaw enforcement does not enforce rules; defaults to education only.
- More crime, more sirens, more speeding, more public intoxication, more road rage.

- Lack of things for youth to do has caused mischief; concerns about lack of investment in recreation, transit, and culture.
- More vandalism.
- Haven't lived here long enough to have a valid opinion.
- Porch pirate incident in mid-afternoon; others have had similar issues.
- Increased social disorder — trespassing, drug use, vandalism, disturbances, camping or sleeping in vehicles.
- All is good as long as police try to help and work for citizens; one positive case before.
- More people asking for money; homeless people sleeping in building entrances; increased aggressive driving; increase in concerning individuals; past shelter-in-place events affected sense of safety.
- Policing has not grown at the same rate as population; unclear how many police the town has or needs.
- Depends on neighbourhood — newer areas have more problems; growth increases crime opportunities.

Appendix B: Q7 Please give an example to support your opinion.

- I rarely see police or bylaw officers.
- We have talked to the town about the speeding and loud cars in our neighbourhood and were told there were other complaints and that there would be more police presence. In the 6 weeks since being told that, we have not seen an increase.
- Vehicle and home crime runs rampant in my area. There is no proactive policing of the neighborhood and when approaching the police with concerns there is no evidence of follow up.
- Town council and other officials don't care to listen to residents. I would be shocked if they listen to this survey or do their own thing.
- No direct contact or platform.
- I work in schools with an RCMP liaison. I could bring things to their attention.
- Unresolved past complaints.
- I am not sure how I would influence the police. The law is the law.
- They have limited resources.
- My complaints about safety from excessive speeding are taken but nothing permanent is done about it. With respect, they can only do so much but permanent measures outside of policing are not taken e.g. 4-way stops, speed bumps, cameras, significant ticketing.
- I am unaware of what the policing strategies and priorities are so therefore have no influence.
- Priorities seem driven by administration needs, not community needs.
- The RCMP are wanting to get input from the Town's administrators and the public on what matters most in local policing so that they can build a framework for both enforcement and community relations in Cochrane.
- I don't believe that we have enough members to support the jurisdiction adequately, which leads to members focusing on more serious crime while I am more directly affected by less serious crime (stealing from cars, porch pirates, door checks).
- I am female. I am a senior. I am retired.
- I believe Cochrane is a very safe community. I don't think I have the knowledge to shape strategies and priorities.
- First time I have seen Town request opinion.

- RCMP work from their own playbook. The Town does not decide how the area will be policed. RCMP is not a community-based model.
- RCMP are going to run how they want to run.
- If officers are open to listening to the general public about neighborhood concerns, like loud mufflers, I think we could have a more pleasant community. I see a reduction in the noise as soon as a problem vehicle has been pulled over. That vehicle ends up driving slower, which also means they aren't gunning the engine at the stop signs.
- I want to see real change. We have had the RCMP in this town for a very long time and have seen a steady decline in their services and protection. I hope this survey is taken seriously and we consider establishing a municipal Cochrane Police Service.
- RCMP do not take constructive criticism well.
- Have emailed city council on other issues and not received anything back — why would this be different.
- Surveys such as this.
- Had a concern to have traffic policing in 6am rush. That was months ago. I have not seen one police vehicle out patrolling in that time. The driving is out of control.
- I think these things tend to be decided in a manner that leads us to believe that we were “heard” but the government does what they were intending to do regardless.
- The creation of a "safe space" for e-sales involving Facebook, etc. showed a response to the community.
- By my vote.
- Little or no connection; no public input.
- Town halls.
- If I complain to the town then those complaints make it back to the RCMP and peace officers.
- It’s a survey. You don't care what people have to say. You do this to save face and then do things your way. How much will this cost us?
- As the average community member, we shouldn’t get to decide these things. Most people understand about 10% of what goes on in policing so we shouldn’t be making decisions on what we don’t know. Cochrane residents also only make up a portion of the people that “Cochrane RCMP” are actually responsible for.

- So far no mechanism to voice opinion.
- Town administration doesn't listen to the residents.
- The recent graffiti and lack of follow-up communication.
- They don't seem to go after the actual perpetrators. They act like any call is an inconvenience. They chose this job and now they aren't performing it.
- Have made multiple complaints to bylaw and little to no change has come from them.
- Where are the opportunities to do this?
- Little changes in police since I've lived here. More crime reported and in the news, however no changes in policing communicated with the community.
- Police strategies should be determined between the local detachment and the citizens, assuming adequate staffing. Cochrane often has 2–3 members on duty at any time, yet they are responsible for policing a very large area. Strategies get forgotten when the officers are rushing from call to call.
- Municipal enforcement is reactive, not proactive. RCMP has set protocols and procedures and they determine the level of the call.
- Outside of this survey, there hasn't been any discussion of policing. Policing in Cochrane falls under RCMP which isn't managed by local influences.
- At one time the Town had a citizens committee that met with Town officials and RCMP leaders. This is where policing priorities were discussed. An excellent system. I do not know if anything like this exists today. The input from public members was important.
- RCMP services appear to be stretched, difficult to get support and I feel contract policing is an old model.
- If people were to have an influence, wouldn't there have been surveys like this years ago already?
- The policing in Cochrane is subject to too many different elements: sheriffs, RCMP, bylaw and some other group (peace officers, I think). I believe there are too many different branches and departments at work here.
- Engaging with them as needed.
- The only way is to communicate to local elected officials with regards to bylaw; we have no authority over RCMP.
- RCMP do not accept much influence locally contrary to what they say — they listen to Ottawa. I've spoken to town councillors about them but saw no noticeable change.

- Asking for help with dog bylaws for years — it has only gotten worse and the officers are dismissive, rude, and useless. One actually told me we have to have all the proof (description, time, address, photo) and then mocked that effort. No wonder people think they don't do their job.
- Bylaw does not do enforcement unless there are complaints from the public.
- Only input would be our locally elected councillors and mayor.
- I don't know where these strategies or priorities are communicated. Whatever methods are used, I may not be a subscriber to them.
- Where is the public engagement piece? This is the first survey I have seen. Why are there not quarterly public open houses of senior officials?
- School traffic is a mess and police say it's bylaw; bylaw doesn't want to deal with it either.
- The public, including me, came out to express concerns over the YMCA management takeover of the rec centre.
- Officers are approachable and can be asked questions or given feedback in public.
- Being able to participate in a survey.
- I am not aware of a community policing committee.
- If I see a concern I can call RCMP or the Town to express my concern.
- Town hall held at police station.
- Number of officers and placement not within my purview.
- Very little communication regarding which police force we are paying, what attention is paid to residential areas, how peace officers are involved within our town.
- People are forced to make an account just to take a survey — seems like an extra block to limit engagement.
- I don't actually live there but visit frequently.
- The more we talk and interact with the officers the more we see the children feel safer. And then our children will be able to communicate as well and not feel afraid.
- Through sharing concerns with council or police themselves.
- Rarely do you read about policy, change or proactive policing vs reactive. The lack of that communication is clear.
- Province and Town decide. We have very little say, if at all.
- Town is always asking for feedback.
- Access to politicians is available.

- This survey is an example of another “check the box” consultation to say it was done, but citizen voices are never heard.
- Bylaw issues tickets but there is no way to oppose the ticket other than fighting it in court. I should be able to talk to someone at bylaw and not be told to take it to provincial court, especially for a ticket in front of my own house.
- I don't feel, until now, that there has been an opportunity to voice concerns or opinions as to how policing strategies are managed.
- Interactive sessions, presence in community.
- Never been asked.
- I do not even know what the process is.
- When I phone with some question or concern I end up talking to someone who is not living in Cochrane or even Calgary.
- I would think that the RCMP sets their own policies and those are flowed to the Town. Citizen input is probably not a factor. Municipal enforcement — the Town may ask for input; unsure if opinions are considered or cost-effective.
- I don't have a specific example — I just feel that I have no way of providing any input.
- Bicycles speeding on pathways, off-leash dogs — all are ignored.
- I guess this survey would be the start; other than that, not really.
- I can report a bylaw infraction and yes, the specific infraction is dealt with, but similar issues are not dealt with. Example: RVs inappropriately stored over winter.
- Our bylaw officers are too busy driving around and not dealing with noise issues.
- One is a federal resource. I have seen no evidence of a response from any policing strategy that reacts to concerns — break-ins, robberies, speeding bikes, etc.
- I have never been asked for my opinion before this.
- Who are the policy makers?
- This survey.
- I'm not sure if what I answer in this survey will have any impact. With more population, our law enforcement seems stretched pretty thin anyway.
- We have sheriffs, municipal enforcement and RCMP… Why? You don’t implement after the fact and then ask for an example.
- I wasn't able to attend any meetings at the town hall, so I am not sure.

- I’ve said before that the connection between police and school-going kids of all ages is very important.
- Community sessions.
- I was not aware that there was an avenue available through which I could have an influence.
- I think police could spend more time dealing with neighborhood safety than traffic violations.
- Would be surprised if provincial government doesn't railroad anything that doesn't align with their strategy.
- It is after the fact and results are questionable.
- Have seen zero information about what our Town or RCMP services have done in the last year or what their priorities are for the coming year.
- I believe I have no influence on how the RCMP treats people or their arrogant attitudes.
- I have attempted to contact the mayor and council about issues in our community. The response was inadequate at best. Concerns were “passed on” and nobody followed up.
- I am not really asked besides this survey but that could change. That being said, my experience with police here has been great.
- Cochrane RCMP are pretty good about sharing their local priorities in the news. This implies local priorities are established through local systems.
- When I was a teenager the police would take time to get to know us and make us feel heard and seen. Now the two times I've needed them they've completely fumbled the ball. I'm not sure I'd go to them again.

Appendix C: Q9 Please give an example to support your opinion.

- I have looked for a general number that is not 911-based and haven't had luck. It is also not that easy to access the station in Heartland.
- I would phone the RCMP Cochrane line, or inquire with my town council.
- I would contact the RCMP detachment themselves or a council member.
- I went to the police station to voice my concern and was directed to speak to traffic; they informed me of limited staff to patrol at that time in the morning.
- I'm not sure.
- The RCMP has had a long history with the town; they are very visible. Their training is excellent given the fact that Cochrane is influenced by rural and urban dynamics and the intersection of settler and Indigenous cultures.
- No ombudsman has been identified.
- Town of Cochrane head of emergency services.
- Cochrane detachment.
- Local town councillor?
- It wouldn't do anything anyways.
- It's not hard to find the information on who to contact.
- First contact the Cochrane detachment.
- Visit the RCMP office.
- You phone one number and then they tell you to phone another number. Lots of hoops to jump through and when you finally speak to an officer and a file is created they never get back to you when you phone them with more information.
- I have no idea who to call to give feedback.
- Not sure who to contact after municipal enforcement fails to uphold bylaws.
- I assume there is someone to take calls or appointments at the RCMP station; not sure.
- This information is not widely known or advertised.
- I would call the detachment and ask to speak to the officer in charge.
- I would contact the local RCMP detachment.
- As I am not aware of a point of contact for such, I would start with the Town administration and work my way through that. Eventually a member of town council, including the mayor, could well be the one.

- Outside of calling 911 or the RCMP non-emergency number, having a clear conduit to the detachment is unknown. The Municipal Policing Committee is good.
- RCMP would be the easiest to contact, not sure about peace officers or sheriffs.
- Talk to them if you have a problem, concern, etc. Open communication is vital.
- A specific inspector (name omitted).
- The so-called Police Commission or town councillors.
- Doesn't matter — no trust that they will actually do their job. No community trust in municipal enforcement at all; widely known they do not help at all. And if you actually try and do everything they say you have to do to get enforcement, they will come up with another reason to not enforce. Zero trust with municipal enforcement. RCMP seems fine — they deal with crime.
- Bylaw does not enforce bylaw and there is no one to contact if they do not do their job.
- In case of a traffic accident I would contact the local RCMP.
- I would probably go to my MLA for help. I may call the police directly, but I'd be concerned about calling with non-emergency inquiries and affecting their ability to focus on more serious issues.
- I know people in law enforcement in the town who also have access to town administration.
- Cochrane police is a black box. No social media presence, barely news, no open house at the new station.
- I can contact my town councillor anytime to ask questions.
- One could likely find an email address on the Town's website or enter a detachment.
- I don't know how to contact the police except to go to the station.
- I would call the RCMP and/or the Town of Cochrane.
- Call the local detachment.
- Call general number because I am proficient in use of a cell and can find information.
- Lived here for many years and do not know the answer to that question.
- RCMP are a large and disconnected and disjointed organization. The concern would be just lost in the massive machine that is the RCMP.
- I believe I'd call the detachment to ask.
- I have friends that are officers in Cochrane and Calgary.

- Depending on the matter, I'd contact the liaison, commander or council member.
- I've never seen that as an agenda item by our council or mayor. I've never heard it advertised — this is the first time I've ever seen anything along the lines of a survey. I've been living here for 23 plus years.
- I know the detachment commander and I would reach out there.
- Don't know whether to call RCMP, sheriff or peace officers.
- Call the Town or RCMP.
- Mayor.
- Bylaw issues tickets but there is no way to oppose the ticket other than fighting it in court. I should be able to talk to someone at bylaw and not be told on the phone you need to take the matter to provincial court. This is in regards to me parking my car which is registered to my address and receiving a parking ticket in front of my house.
- Call the non-emergency line and discuss with staff, or go into the building and enquire.
- Again, this has always felt like a topic that has never been open to public consultation or an area that requests feedback. Not saying that they don't appreciate it, but they don't go looking for it either.
- Check Town website.
- Pretty obvious. My answer is no, so that concludes I do not know.
- Unclear as to what RCMP does vs municipal enforcement, bylaw, sheriffs, etc.
- See earlier comment.
- Contacting Municipal Enforcement Officers can take days.
- RCMP complaint line.
- I would presume the Town of Cochrane or the RCMP themselves.
- Not sure so no examples.
- If I phoned the RCMP about a noise issue with vehicles in town I am sure that they would just ask me to phone the bylaw officers.
- No idea; I might casually ask a council member.
- I don't know who to contact.
- I would contact the local RCMP detachment and hopefully get answers.
- I know there's a non-emergency RCMP number, but not sure if that's where I would go or not. Maybe the Town of Cochrane?
- We have too many kinds of police and none of them talk to each other or support community agencies or have interest in community inclusion.

- The Town of Cochrane, maybe.
- If I would have a concern or wouldn't feel safe, for sure I would find a way or person who can help with the problem.
- Town, RCMP line.
- A while ago the RCMP came to my house, apparently on a fishing expedition. They said they had overheard something in my text that concerned them, went through my phone and my house. It was very uncomfortable and probably not legal. I regret not having recorded it and not having called a lawyer. Since I did not record it, I expect it would be my word against theirs, and I honestly do not know how to make a complaint without fearing repercussion.
- My assumption is that the Town of Cochrane would be the point of contact for such queries.
- N/A.
- I believe my opinion is not appreciated or considered in an "old boys club" organization like the RCMP.
- If the issue or concern is non-criminal we contact Municipal Enforcement during normal business hours. When issues arise after Municipal Enforcement's normal hours we contact the detachment.
- Not sure, but I could ask around I suppose.

Appendix D: Q12 Please give an example to support your opinion.

- I rarely see police and response times are often pretty long.
- Minimal proactive policing to address the crime issues facing the residents.
- School zones are ignored, especially Fireside.
- There needs to be more police and detectives to follow up on known criminals in this town. There is so much crime here and they can't keep up.
- Directions to policing should be local not federal. RCMP should get out of contract policing. Spread too thin, pulled to too many areas. Rural contract vs city paid contract.
- I value RCMP officers who are well trained and aware of community issues. I also very much value officers who are as knowledgeable as possible about racism, stereotypes, stigma and historical discrimination.
- Not enough town policing.
- I think most people, like I do, expect that if I need police I would call 911; otherwise I know little about the police here except this is Canada and we have reliable police.
- Not visible enough in our area.
- Speeding in the eyes of law enforcement seems to be an acceptable thing in residential and community streets.
- The RCMP contracts get funding from the federal government to offset costs of policing, especially in rural areas around town which we consider home too because it all affects us. A municipal police service will not get this extra funding. In today's world members of the RCMP can become long-term members and part of the community, not just in their work but in their off-duty hours. Because of that they know what our values are all about.
- I look at the size of the new police building and the fact that there are always dozens of RCMP vehicles parked in the parking lot there and wonder what they are doing. It seems that there must be several times the number of officers/vehicles sitting in the office vs out in the community at any time and I've got no idea why there are so many here. Aside from the odd speed trap, I don't see much else happening.
- I am an Albertan living in Canada. Maintaining our RCMP is excellent value.
- I think the RCMP are doing a good job keeping our community safe with the people they have. Crime seems to be very low and hasn't seemed to increase with the community size.

- Stop sitting on roads to get money from people driving 10 km over the speed limit while crime is rising in this town. Focus on criminals should be the priority.
- Do not see RCMP patrols at all anywhere except responding to incidents.
- I would like to know how often our assigned RCMP members are going out of the town boundaries for call response and enforcement. Take Morley for example. It is Cochrane RCMP that are called to that area and often for hours at a time leaving Cochrane without an appropriate number of members. I would also like to know how much of our dollars are used to police areas outside the town.
- I don't fully understand the difference between town vs provincial policing, what each is responsible for. From my daily observations, I would have to say that more needs to be done to slow drivers down. The provincial stance of no cameras is not a good one. If you want proactive, the cameras need to come back and the speed vehicles should be back out in force.
- RCMP are highly trained.
- As mentioned above, as far as I know (or have seen) nothing has been done to address the bad driving concerns of many in this town.
- I think we get what we put in.
- As I noted above, given the specific dynamics of our location, we need a police force that is trained in different areas and is familiar with the diverse groups in the area.
- The Town pays for a certain number of RCMP officers to serve our Town, but many times they are not in Town but rural or highway.
- The RCMP are people who live in the community so they interact with the community all the time.
- RCMP don't do anything in the town, the so-called peace officers do.
- RCMP most often are reactive because that's what their numbers and coverage allow for. Compared to other police forces, RCMP operates on a cheaper budget. More funding would be necessary for more members. It is important to remember that the RCMP in Cochrane do not just cover Cochrane. The area they cover is immense.
- The RCMP are well trained and involved with the community.
- What is the question here? A definition of community values is needed first. If this survey was handed in by one of my students, they would fail.
- Lack of visibility and patrol, especially in the downtown core when people are coming out of the bars.

- As said, they are fine leaving dangerous people on the street. A family member was stabbed near The Station and I have been chased there.
- After making multiple complaints to bylaw with little to no enforcement following, it would seem that it is a waste of time to report issues as complaints seem like an inconvenience to officers.
- RCMP have no visibility other than traffic on 1A. Hard to assess their values if there's no engagement. My impression is that they are apathetic to the welfare and health of the community.
- Lack of visibility in the community.
- The detachment is stretched too thin with too many officers on administrative leave or on federal secondments.
- We get way more bang for our buck using the RCMP and supporting them with community peace officers. The RCMP is a large federal organization that provides these services at a scale. They train and hire personnel from a large hiring pool, have their own systems, and can draw upon other units and public safety resources. Creating a provincial or municipal police service would cost way more money and would likely suffer from hiring issues just like all other police services in North America.
- Given that the Town's policing is subsidized to an extent, the RCMP — well trained, equipped and supported by high tech labs — is a good value.
- The RCMP in Cochrane face systemic challenges that go beyond the performance of individual officers. Chronic understaffing limits their ability to maintain a visible and consistent presence, while short-term postings and a lack of community ties contribute to a lower sense of belonging and accountability. Community policing efforts often feel externally directed or misaligned with local needs. This highlights structural issues within the RCMP model that make it difficult to build sustained, trust-based relationships with the communities they serve.
- A good force is present. And with present I mean not just once in a while sitting at the side of the street pretending to enforce speed limits, for example. Maybe they don't have enough staff for this way too fast growing town, but if that's the reason, then action needs to be taken.
- I have not seen the details of total policing costs per capita to compare to other communities. This would have to include all policing services operating in Cochrane, being stationed in Cochrane, and a true cost to include pensions,

salaries and overtime, vehicles and facilities. We would also want to see the arrangement between the Town and provincial/federal funding.

- Proactive coffee sessions at McDonald's was an interesting way of meeting officers and getting to know about them.
- The RCMP is understaffed and overworked for a growing community and the area that they serve.
- RCMP values are formed and directed from Ottawa.
- RCMP seem fine — not too many issues in town. But municipal enforcement is a costly and useless department if they don't actively deal with dog issues. Officers do not actually care to enforce bylaws. There is harm from not enforcing. Daily issues and dog owners are emboldened. Either enforce or get rid of this municipal enforcement approach.
- Money being spent on new buildings and more should be spent on more policing.
- They are there when you need them.
- Since I don't really know what the values and priorities are for Cochrane, I can't say if the police reflect and align with our community values. Overall understanding and communication of plans, strategies and policing services aren't fully understood. I could go look it up, but since there is this survey, it's clear that something is missing.
- Out of town much of the time dealing with other incidents. Outside of Municipal Enforcement officers' hours they pass the buck the next day, leaving citizens wondering if their concern was passed on, or they say it is not a crime or something they deal with.
- How do we have so many RCMP but you never see them. Are they always on the reserve? Most cities of this size have almost no police presence needed.
- .
- Yes, officers are present and engaged around the community and building relationships with residents.
- Do not follow procedures for informing of a death of a family member. A minor child was informed alone and left alone at home; this was devastating and handled very poorly.
- I never see officers cruising the area — only when there is a problem.
- Which opinion is this question referring to? If referring to value for money… we get what we pay for. Do we need more policing? Yes — but then we will have to pay more. Does policing align with community values? Yes. In order for a

community to be strong, healthy, and fair, there needs to be consistent enforcement of the rules and laws that are designed for safety and order in society.

- Responsive to questions and follow-ups are timely.
- Have no idea what it is costing us.
- RCMP are a large and disconnected and disjointed organization.
- They are very good at showing presence at community functions. Not only are they there for safety reasons but also community building. Love seeing them around town.
- RCMP are in most communities in Alberta and across Canada (except some provinces) and can access all information required in the quickest time.
- The more interaction with the people, e.g. helping out at events, serving coffee, school events, gives more exposure to everyone and helps people feel safer.
- The current services are very professional and steady.
- Lack of visible presence in communities like Bow Meadows. Lots of complaints of cars being broken into and fast drivers within the community. Zero radar enforcement.
- I see them all the time and they respond to urgent matters, however I think perhaps we should have some more RCMP just to be visible in the community.
- They need to do more traffic enforcement.
- RCMP has access to a lot of resources.
- Our own provincial force would be better.
- Provide a broad service with backup resources that local police cannot provide.
- Whose values are we discussing? Municipal leadership seems to value its own prerogatives.
- Officers are friendly even when dealing with highly stressful and emotional situations. It's a hard job to do and I commend them for showing up every day.
- Where are the metrics as to what community policing has achieved versus their strategy? To my knowledge, no one shares these numbers or tells you where you can get them. I would like to see this in more detail as a taxpayer.
- Great education and welcome feedback.
- I can't; I can only base my answer on comparison to police service and visibility in the past.
- I thankfully haven't had to call on the RCMP, yet I see them around town, either patrolling or responding to calls.

- Lots of traffic enforcement, but very little proactive driving around.
- Municipal Enforcement Officers yell at people. This is not acceptable.
- I believe the RCMP do need more education in how to support citizens and are actively providing some education.
- I feel that they are stretched to the max, doing their best with the resources (members on staff) that serve Cochrane and area.
- I think I rarely see a patrol car in Cochrane in the two years I've been living here.
- We should be very proud of the RCMP and all that they do for the Town.
- I think they are aligned with our values; it's just they can't have a purely Cochrane focus, which sometimes creates poor results.
- Too often the number of officers in town is below acceptable levels.
- What are the community values?
- The RCMP always seem to be active at accidents, incidents, etc. but news media has reported that they are understaffed. It is not obvious to the average person that they are spread too thin, but that actually is the case. I think the only way to increase the staffing is by providing more funds.
- I answered "not sure" because I rarely see them around town. In emergency situations, are there enough units on call in Cochrane or could they be spread out in rural areas? This is why I think it's poor value. With the town growing quickly, residents need to know that someone will be able to respond quickly.
- Adding more police will not solve our crime situation.
- I feel safe in my town.
- The police in Cochrane are hard working. There are just not enough of them maybe to do all the visits to youth.
- I have nothing negative to say about the RCMP but I prefer to switch to the Alberta Sheriffs once that becomes an option, for provincial sovereignty reasons.
- Porch pirates.
- Why just asking about RCMP? I see the bylaw group being a total waste.
- RCMP actually try to reduce crime.
- Engagement in the community with friendliness and interest, like at community BBQs or other events, would improve the value of the RCMP as connected with the community.
- When we have contacted the RCMP for non-criminal calls for service, they seem uninterested and not willing to provide a response.

- It is great if police are able to help resolve conflicts and similar.
- I have not looked into the cost of Cochrane RCMP compared to elsewhere and am not sure what sort of budget would be realistic. I do appreciate the attendance and visibility at local info fairs and schools. It would be nice to see more officers walking around downtown for visibility/deterring poor choices.
- This is an unfair question as we don't know what we pay, most people don't use the police, and value is hard to measure. What I can say is if you need the police and none are available, that is a problem. I suspect there are not enough police and the public is largely unaware of that.
- I think the police are a little too laid back. I don't want them to act like in the USA, but they could be more involved in the community like they were when I was growing up here, showing they want to work with the public and get to know us as people. Then maybe more people would feel safe talking to them. I don't know much about police wages or what they need more money for. On our street some people do 80 in a 30; multiple deer have been harmed because of this. Do they need more money after they built a massive facility?

Appendix E: Q15 Please give an example to support your opinion.

- It seems they only work during business hours so I have no idea what to do if there are concerns outside of those hours. This is a problem because things like noise complaints can't be dealt with immediately since by definition they only happen after hours.
- What do they do?
- Very poor enforcement of bylaws in my area. Parking in front of hydrants, unsightly yards are two examples.
- Only give tickets, no community engagement, been wrongfully pulled over in past, been wrongfully put in a cop car in past. They're just not focused on safety.
- There seems to be a good amount of peace officers here. The only issue would be getting boots on the ground in the off leash spaces for people not cleaning up after or controlling their dogs.
- Bylaw should not be used to conduct traffic services that are paid to RCMP. Paying twice for the same service.
- I have seen the presence of peace officers have a positive and negative impact. They are often adequate for situations but I have less trust in their training and judgement.
- CPOs should be doing late night patrols and supporting RCMP.
- I have not had any problems requiring police. But expect if I did they would come and help me if I called. But I don’t know where the police are located here.
- Not visible in the community.
- They sit in various areas around town and that is their idea of law enforcement, especially when it comes to speeding. Motorists slow down when they see their very visible vehicle and once it is gone speeding resumes. Very poor use of their time.
- I often see CPOs in our communities and on our roadways doing their jobs.
- I have no idea how much money is spent on policing. I have never seen police in the community other than driving to and from the detachment. I do know their area of responsibility is far more than just the town of Cochrane so I have no idea.
- Bylaw doesn’t care about enforcement. There is little to no traffic enforcement in our community. Every day I drive around Cochrane I see multiple equipment

violations, poor driving habits, excessive speed, aggressive driving — all with zero consequence. We have residents that refuse to abide by community bylaws and are not fined.

- There are off leash dogs everywhere in this town. I see them everyday wherever I go to run, and I stay out of the off leash parks. Easily 30% of the dogs I see people walking are not on leashes. People take their dogs to school fields to run all the time and my kids are too scared to go over to the field/playground to play due to the issue. Where is the enforcement? How many off leash dog tickets are written in a year? I could write 3–5 a day in a one-hour jog and based on the complete confidence dog owners have in ignoring the laws, I suspect the police are doing virtually no enforcement. Almost everyone I know who is a runner in this town has been bit by a dog here at least once.
- The description about the CPOs may be better placed before the question. Our household has had to contact bylaw a few times and have been well helped in time.
- I think they are a good supplement to the RCMP. They are able to take some of the pressure off the RCMP and seem more approachable and community based.
- I feel that they are more focused on traffic than enforcing bylaws. Our community could use more support enforcing bylaws.
- Again, it seems like collection of money through speed tickets is the main focus for RCMP.
- Again, traffic enforcement seems to be non-existent. Notice a lot of speeding, tailgating, unsafe driving in general.
- Noise complaints and parking never seem to be dealt with in an appropriate time frame.
- In terms of ticket and fine revenue, they are great but that is all they do. And they are not friendly at all. Engage with the people more for crying out loud.
- They never do their job.
- I see more police vehicles on the highways than driving through the communities. I'd like to see a specific officer walking the streets and interacting with the general public. Sitting in a car is not going to give you a good enough idea of what is going on.
- The Cochrane peace officers are very kind and friendly people.

- Noise complaints are not as well enforced as they should be. The number of motorcycles, cars and trucks whose tailpipes/exhaust systems well exceed acceptable noise levels is out of control in Cochrane.
- I rarely see any of these things happening in our city. I would gladly have some of these things enforced but I would like to see a confirmed document stating that any of these things are happening regularly. Many neighbourhoods have the same ongoing complaints and don't have the bylaw complaints resolved.
- I would like to see more enforcement in terms of bylaws associated with the condition of one's land. There are several plots of land that are patches of weeds, etc. and they have been this way for several months up to several years.
- Fewer CPOs are seen east of the highway since they moved to the new Emergency Services Building. Too comfortable in their new offices.
- I feel like peace officers only provide education vs RCMP are left to deal with tickets and traffic enforcement. Chronic speeding cars and construction vehicles speed right by peace officers because they know the peace officers will not stop them.
- They're friendly and knowledgeable.
- Overstaffed. Have too much time on their hands to be harassing town folk.
- Even non-criminal calls go to RCMP when CPOs aren't working. CPOs then sometimes call RCMP to assist and take over other calls that are municipal. RCMP does not just cover Cochrane.
- I've had very little interaction with Cochrane peace officers.
- Too much political interference.
- Complaints have been made about people speeding in our community during certain hours. CPOs do monitor the community but never within the hours during which the most offenses happen.
- Cannot support a call to address dog barking.
- Never see them except on the highway or parked on Main Street on Fridays when court is in session.
- I've given all the examples I can. Literally have large group of men sitting around drinking and harassing people around The Station and the library.
- Last complaint made to bylaw was reached out to three days later and was told they were understaffed.

- CPOs are at least visible and have a calming effect on traffic. Recently I complained of improper parking in an alley and received a very quick response.
- No visibility or enforcement of violators of traffic rules. Daily I see drivers failing to completely stop at stop signs or at a red light before turning right. Speeders all over town, in playground zones, on highways, rarely are they stopped and ticketed.
- Minimal visibility within the community. Very little enforcement of bylaws in public spaces.
- Crouching behind shrubs to write speeding tickets is not a valuable use of their time.
- We get excellent value with the CPOs. Their mandate is to respond to smaller complaints. This frees up other services to deal with bigger issues and do their job effectively while having more minor complaints still dealt with properly.
- Don’t ever see CPOs. If you call for non-emergency support they are never available.
- My impression is that CPOs are reasonably trained for the task at hand.
- I support the work of the CPOs in Cochrane. As municipal enforcement staff employed by the Town, they should play an important role in addressing local concerns in real time. What sets CPOs apart from the RCMP is their focus on community education, traffic safety, and proactive patrolling. RCMP are too busy. CPO work feels more grounded in the day-to-day reality of Cochrane residents. I would like to see their responsibilities expanded, particularly in areas like traffic enforcement, where their increased visibility and responsiveness could make a meaningful difference. Overall, they provide strong value for the town and feel less foreign than federal policing.
- When I see them speeding without lights on or not signaling in traffic circles, I wonder what good example they are setting.
- I rarely see CPOs in my neighbourhood, I don't see them working night shifts. There are kids with no helmets riding around all the time, people parking RVs outside of the parking months and all I ever see is them setting up speed traps.
- Unfortunately I have not interacted with them as of yet.
- They should spend more time enforcing local bylaws. We do not need any more bylaw officers or administrators supporting the program.

- Few officers and they are active in the community with both engagement and education.
- I see the CPOs more often than I see the RCMP. Even on the bike paths and in my neighborhood I see them. The RCMP are lazy and have relinquished most of the so-called lower priority matters to the CPOs, until they are called.
- They do not enforce dog issues. They belittle those who ask for help. The community does not trust them; people don't even report anymore because it is pointless and they will be belittled by officers.
- Very little enforcement in town unless the public complains.
- They don't seem to be too visible.
- Since I don't really know what the values and priorities are for Cochrane, I can't say if the police reflect and align with our community values. Again, overall understanding and communication of plans, strategies and policing services aren't fully understood. I could go look it up, but since there is this survey, it's clear that something is missing.
- They are more community involved than the RCMP, although understaffed for a town of our size. They are regularly seen on patrol. I would like to see their remit focus on proactive enforcement rather than the current reactive, which leads to many offences going unreported or actioned. This leads to community contempt.
- They don't do anything proactive. You have to call them; they'll probably not come out when they call back two days later. Way too hard to report anything.
- .
- I have seen them at local events and interacting with residents at Coffee with a Cop.
- They are more visible in the community than RCMP.
- I don't think that I've ever seen a CPO.
- These officers enforce more minor rules and laws within our town — more of bylaw enforcement. I have had only a few occasions to deal with them but I think they are also valuable to Cochrane.
- Unfortunately there seems to be a lack of involvement with the citizens. This may be due to not enough officers or their roles not being in line with what the community wants. When phoning the help line, often there is a recorded message to leave a message and someone will get back to you. There may be hours before a response is given and by that time the issue may have escalated. I have also witnessed the peace officers being used as traffic

officers outside the boundaries of the town. Cochrane taxes should not go towards enforcement outside the town's jurisdiction.

- Have responded to community needs in our condo association.
- Did not know we had community peace officers. Have far more respect for the RCMP than any other.
- They have a challenging job. Lots of complaints with little support.
- Have met a number of these people and they are always polite, helpful and knowledgeable.
- Always helpful and friendly even under difficult circumstances.
- RCMP are very knowledgeable and know what they're doing to police and engage the community of Cochrane.
- I see this value every time I go for a walk and see either them walking or driving by. They give off a vibe that is welcoming and very calming.
- Same as above. Open and out in the community.
- I've had good responses from our community peace officers with any concern over the years but again if they could help with speed enforcement within the communities vs the main roads that would be great.
- I do see them around and they will come out to certain issues, however most of the time there is not much they can do, which can be frustrating.
- I see municipal enforcement out on proactive patrols and doing traffic enforcement more than I see the RCMP so I think they are good value for taxpayers' money.
- I see the peace officers all the time.
- Too much time being traffic cops and not doing bylaw work. Since they have got radar they are just wanting to write tickets.
- All they do is radar. We don't need the RCMP, sheriff, and peace officers.
- I'm not sure what these guys do all day other than drive around town.
- More bylaws need to be enforced. Additionally more officers in parks and on pathways; bikes speeding is a huge issue in town, as well as penalizing those who litter or leave garbage.
- Aside from sitting on the side of the road catching speeders, this is one area that I don't understand what value they provide. You mention community education and proactive patrolling? Never seen it. I would like to see more of an understanding of what they provide and what their relationship is to the RCMP.
- Present and visible around town.

- I feel that there needs to be more presence/education and tickets to violators in the off leash parks, and those off leash in leash areas. I do not feel that there needs to be a complaint to ticket; be more proactive. If parking issues are obvious — ticket them. Same goes for dog park issues.
- Can't.
- I had to contact bylaw for parking questions/issues in my neighbourhood and response was very quick. Does not appear to be sufficient staffing on the streets though — for things like proactively dealing with people parking right at the curbs, noise complaints, etc.
- Who are these "Peace Officers"? How are they appointed, evaluated and supervised? Are they anything more than either policing on the cheap and/or part of a desire to get rid of the RCMP?
- If you phone Municipal Enforcement Officers, you get a message that they will get back to you in 2 days.
- I actively see RCMP around the community and dealing with incidents on the road and in the community.
- They seem invisible for the most part but there is also not much crime in Cochrane.
- Too busy doing nothing.
- I don't think CPOs do anything but sit in cars and issue traffic tickets. I've never ever heard of them respond to noise complaints or other factors.
- They do very little to improve community safety. Just there to make money.
- They will drive by an infraction and not act; e.g., oversized trailers. They are mandated to enforce the bylaws when an infraction occurs, not educate adults who know better.
- CPOs are visible but I have no way of knowing whether there is actually sufficient staffing.
- The only time I see our CPOs is in the local coffee shop. And thanks for giving a list of responsibilities, as I had no idea what they did different than RCMP.
- You would need to declare how much money it is in order for us to make a decision on if we feel it's appropriate. Poor survey question.
- Don't know they exist.
- I see always a peace officer on the road, good visibility.
- I don't know how much we pay either individually or collectively.
- CPOs are too muscular for their role. Bylaw officials should be low key, unarmed, and take themselves less seriously.

- Speed traps are not effective in making the community safer.
- Peace officers are great!
- Do not see police regularly on the streets.
- What have they done in last year? I have asked for data in the past and got stonewalled. No data means nothing is being done.
- RCMP support more of the crime in town vs the sheriffs/peace officers who hide and give tickets to soccer moms for a U-turn. We are better off taking care of the crime vs ticketing our citizens for driving infractions.
- Never see them unless they are stopping someone for a violation in such a rude manner.
- Municipal Enforcement has been highly receptive to calls for service. They respond and are highly engaged to resolve the issues when presented. These include parking issues, idling issues, abandoned vehicles, etc.
- Excellent value. If anything I would rather have more funds diverted to police if they help keep people safe and out of trouble, resolve conflicts and keep the town nice or even give them bonuses for the great work.
- Have been told that I would receive an email to fill out a report and never did.
- I'm not sure because I don't know what the police even do anymore. I also don't know much about how much we are paying them. Do they need money?

Appendix F: Q17 If yes, please describe the type of interaction (e.g., traffic stop, bylaw complaint, emergency response, community event).

- I reported drugs that had been dropped on the sidewalk. They asked me to deal with it myself and when I refused it was over 30 minutes for them to arrive. This was only a few blocks from the new police station.
- Bylaw complaint for an unattended vehicle as well as an unsightly yard. Also filed a formal report for a vehicle crime in my area.
- Bylaw complaints.
- Called regarding an unmarked truck parked outside one of the businesses in The Trading Post.
- Vehicle damage from vandalism. Bylaw complaint.
- Traffic stop, community events, education.
- Talked to bylaw about an issue with a neighbour.
- Phoned in a suspicious person complaint. Never heard back.
- Complaints regarding speeding.
- An officer warned me not to use my phone at a stop light by wagging his finger.
- Application for police clearance to volunteer at a school.
- Informal chats on the street and at events etc. They are very approachable.
- Our vehicle broke on the road. A member was driving by and helped us move out of the way.
- Bylaw – good response.
- Community event, complaint.
- Trespassing on my property and the RCMP made me think about owning a gun — that's how bad their response was.
- Traffic reroute due to numerous accidents.
- Criminal response.
- Personal social interactions with officers (friendship/contacts).
- Emergency responses.
- Complaint about drivers.
- Credit cards stolen from my purse in a grocery store parking lot.
- Spoken with bylaw in the neighbourhood over complaints of construction vehicles.
- Doesn’t matter. Since COVID and “they’re just doing their jobs” any respect is gone. They don't protect anyone but the people paying their salaries.

- Community events.
- Traffic-related calls. Bylaw complaints.
- Personal relationship.
- Recent graffiti in the downtown core.
- A stabbing incident involving a family member; police response and treatment were very poor.
- Multiple bylaw complaints regarding parking, illegal businesses, unsightly premises and safety concerns.
- Vehicle hit our parked truck: took more than a week to get a copy of the report. In a previous incident, house was broken into and it took RCMP 28 days to respond.
- Community event about cyber-security.
- RCMP check stop; minimal interaction, neutral experience.
- Traffic issues, bylaw (animal).
- Bylaw = CPOs.
- Community events.
- Asking for help with bylaw issues — nothing done even with all requested information provided; officer was rude and dismissive.
- Traffic stop, community events.
- Canada Day event where municipal officers were present and chatting with the public.
- Victim of a crime.
- Checkstop.
- Neighbourhood with residential parking; non-residential vehicles filling streets. Called and was told there is nothing they will do due to time and desire to enforce.
- Emergency response — they always arrive last, if they are able to attend at all.
- Community event.
- Canada Day and event at the station.
- Canada Day and Labour Day parade.
- Tim Hortons cookie day.
- Attended training event/graduation; saw the policing/CPO training setup.
- Went to RCMP for assistance with a matter. Handled well.
- Bylaw incident (dog barking) and illegally parked vehicle.
- Community event – Coffee with a Cop.
- Bylaw issue with peace officer. Did not have a good experience.

- Getting a security clearance.
- Filed a report after being intentionally run off the road while on my bike.
- Traffic stop where the officer had a vehicle pulled over in a live lane, causing safety and traffic issues.
- All of the above (multiple contact types).
- Bylaw complaint regarding private business A-frame signage on town property; told there was no bylaw and to call the business myself.
- Both RCMP and CPO have not been very visible in my day-to-day experiences. Aside from dog poop enforcement, I can't point to a specific area where more presence is needed.
- Traffic stop.
- Traffic stop.
- Issue with water/ice on the sidewalk from our drainage system; told we needed to deal with it, which we did.
- Highway traffic stop.
- Called to report an abandoned car.
- Have seen a police car pulling over a vehicle a couple of times.
- Community event.
- Belligerent bylaw officer while walking dog.
- Bylaw complaint.
- There was a man passed out in the lobby of our building one morning; I called to have him removed. Wasn't sure if 911 or non-emergency was appropriate.
- Phone call after a road rage incident I witnessed. They were not interested in my details.
- They attended our community event in May.
- Visit with "Coffee with a Cop" program.
- Three officers came to my house related to a previous incident.
- Traffic stop.
- Emergency response.
- Porch pirates.
- Contacted RCMP regarding issues at a plaza (stunting, suspicious activity late hours, vehicles and people on foot).
- Bylaw complaint.
- Community events and my kids seeing officers at their school.