



**WHAT
WE
HEARD.**



**PUBLIC
PARTICIPATION**

RCMP Community Feedback Survey

Project Overview:

In January 2026, the RCMP conducted an online, public survey to better understand resident experiences and priorities for policing. The information has been used to help inform 2026-27 strategic planning for the RCMP. The survey ran from January 12-26, 2026, and was published using Involve Airdrie, the City's online public engagement portal. 1749 participants responded to the survey. This report provides a synopsis of the results of the survey.

Date: February 13, 2026
Prepared by City of Airdrie

Executive Summary

As Airdrie continues to grow and evolve, it's important that policing services reflect the needs and expectations of our community. In January 2026, The City of Airdrie and the RCMP gathered resident feedback using an online survey to help identify priorities, opportunities, and challenges in local policing.

Policing Priorities 2026-27

- Road safety figures largely in the feedback received through the survey. Speeding, street racing, loud vehicles, red-light running, unsafe crosswalks, and school-zone issues are the most frequently identified concerns.
- Property crime and “night prowling” are a persistently cited concern. Car break-ins, door-handle checking, porch piracy, and thefts show up repeatedly in the feedback and are often tied to perceived lack of deterrence.
- “More visible presence” is a frequently requested improvement. Respondents equate safety with seeing police and would like to see patrols, especially in the evenings and nights, in neighbourhoods, on main corridors, in parks and on pathways.
- Trust is mixed. Many participants expressed gratitude and confidence in RCMP, but others report negative interactions (rudeness, poor follow-up) and frustration about priorities.
- There are conflicting sentiments around the role of police in mental health, youth and community initiatives and around identity-related questions.

Youth-focused Responses

- Young respondents identified that while they generally feel protected by, and safe in the presence of, RCMP, they are also intimidated by RCMP officers and expressed concern that it is assumed they are doing something wrong.
- Youth participants identify that officers' behavior, tone, and body language shape participants' level of comfort. Youth participants were less concerned with enforcement itself and more concerned with approachability. Respondents want officers who listen attentively, allow people to explain themselves, and avoid rushing to conclusions.

Overall, both adult and youth respondents indicated feeling generally safe in Airdrie, with some increased sense of insecurity at night. Both respondent groups also expressed a desire for continued or expanded positive, professional and empathetic interactions and communication with RCMP in Airdrie.

Project Information

In January 2026, the RCMP sought public feedback to better understand resident experiences and priorities for policing. The information has been used to help inform 2026-27 strategic planning for the RCMP.

Public Participation Approach

From January 12-26, 2026, the RCMP conducted an online, public survey to gather feedback from residents on their experiences and priorities for policing. The survey was published using Involve Airdrie, the City's online public engagement portal. 1749 participants responded to the survey. Information about the survey and how to participate was promoted through various City of Airdrie communications channels, including social media, road signs and post card handouts.

Summary of Public Participation Input

Respondents repeatedly praised crisis-trained officers for empathy, patience, and calm communication, noting that these qualities significantly reduce fear and build confidence. At the same time, participants expressed a desire for clearer communication, reassurance, and non-intimidating behaviour during everyday interactions, particularly among youth who often assume they are “in trouble” when an officer approaches.

Visible, proactive presence, whether in neighbourhoods, schools, parks, pathways or other public spaces is seen as a key contributor to perceived safety.

Negative experiences described in the feedback included frustration with slow response times, limited follow-up, dismissive treatment, or interactions that felt threatening or prejudicial based on race, gender, disability, or age.

Concerns about road safety, street racing, property crime, and inadequate deterrence were frequently mentioned community priorities, while experiences of discrimination suggest some tensions exist in the community around belonging, public behaviour, and equitable treatment.

Overall, the feedback from the survey indicated that respondents are seeking a policing approach grounded in empathy, visibility, fairness, and accountability—one that meets safety expectations while building stronger, more respectful relationships with all residents.

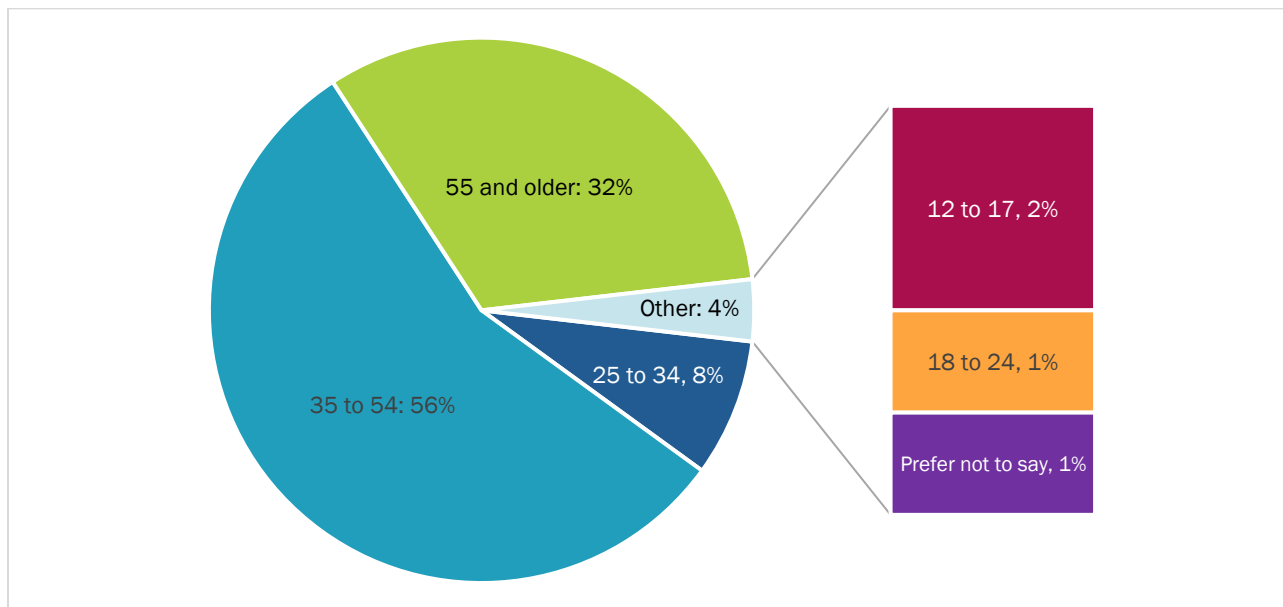
The following sections provide summaries of responses to each survey question organized by category.

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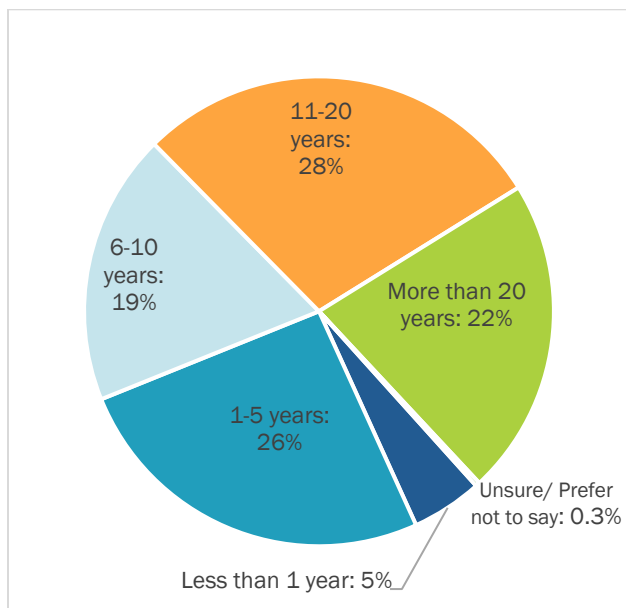
What we heard

ABOUT THE PARTICIPANTS

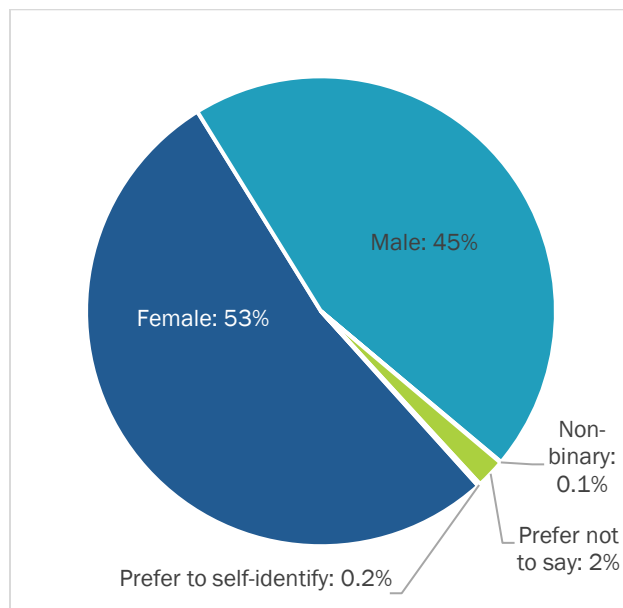
Q1. What is your age? (n=1749)



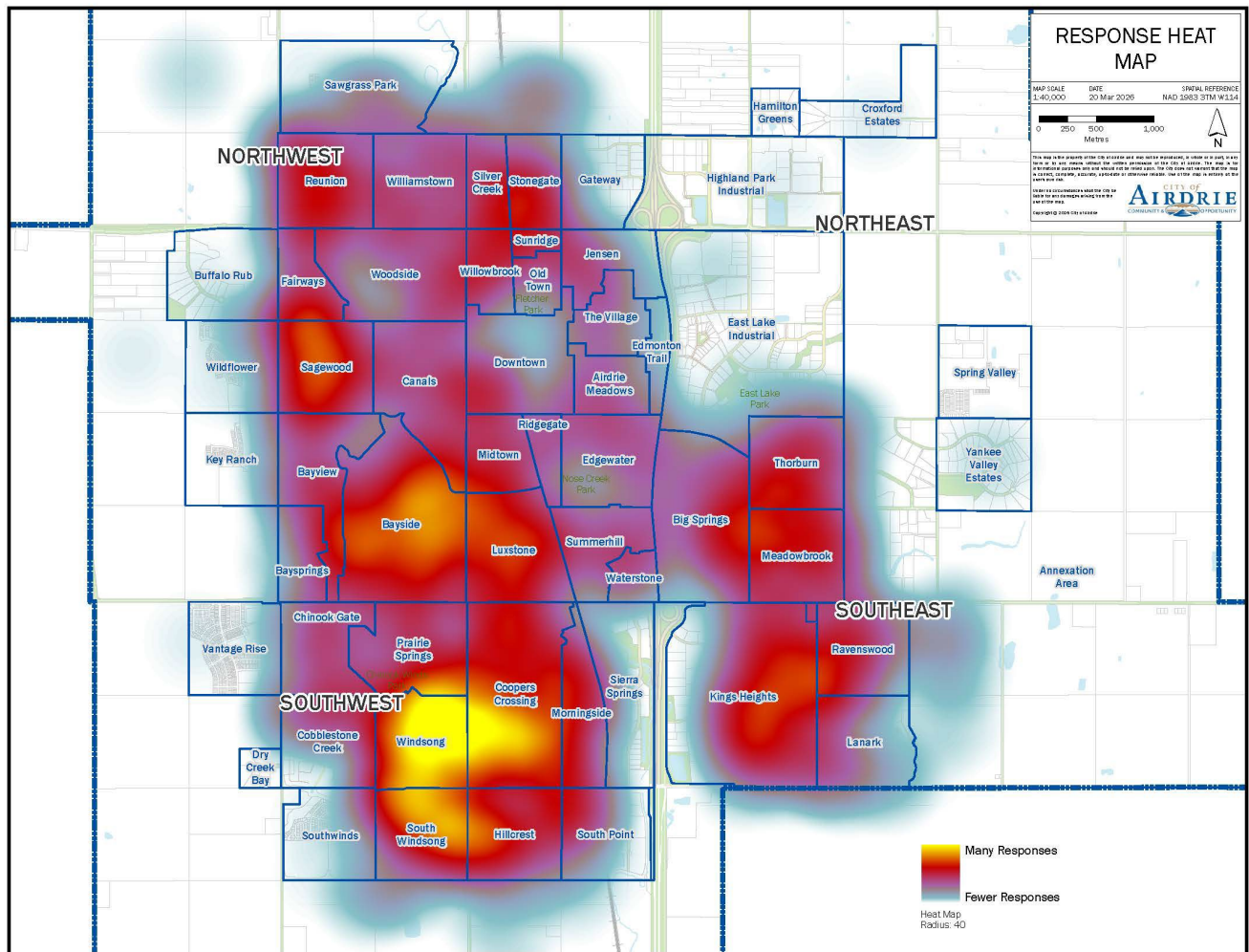
Q2. How long have you lived in Airdrie? (n=1741)



Q3. What is your gender? (n=1741)

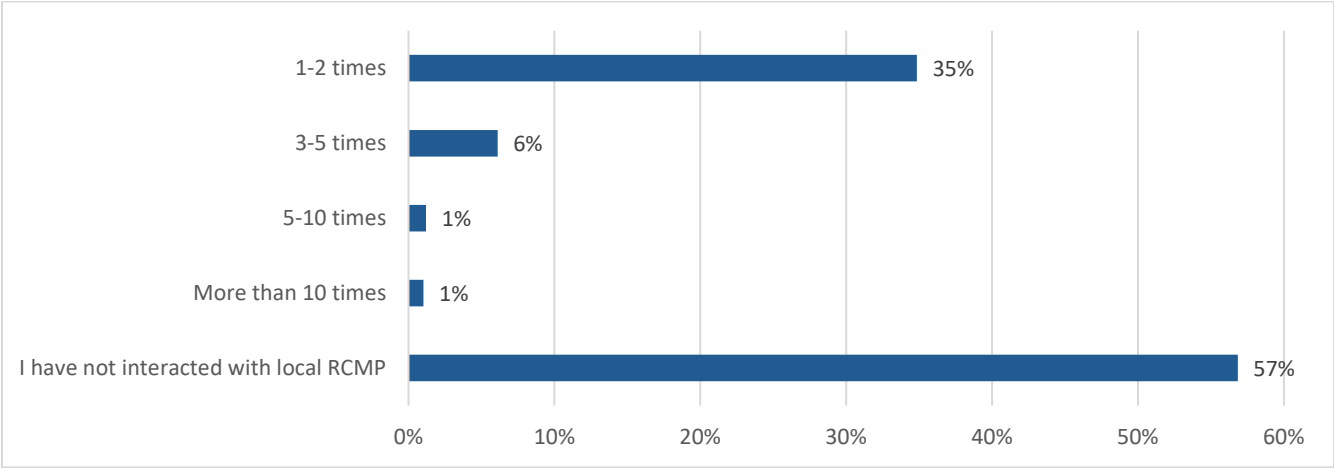


Q3. What is your postal code (n=1657)

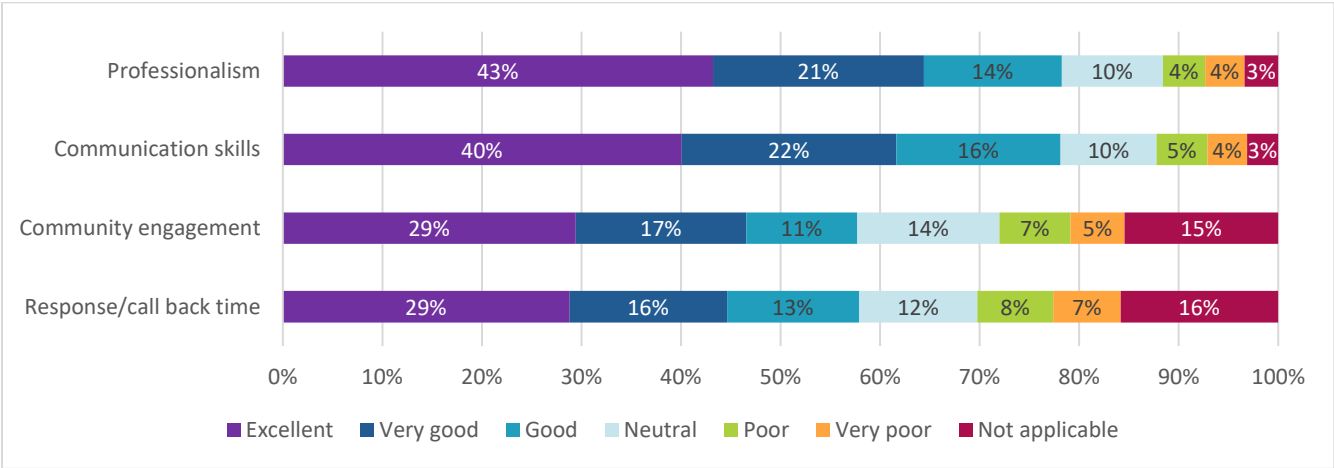


EXPERIENCES WITH RCMP IN AIRDRIE

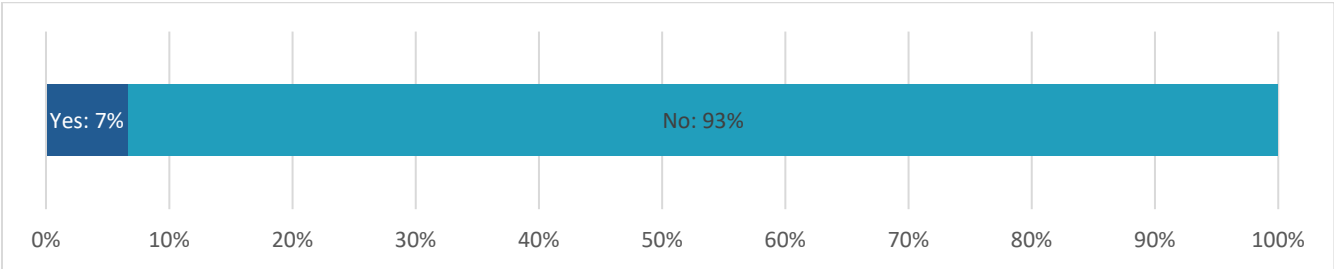
Q5. How often have you personally interacted with the Airdrie RCMP in the past year? (n=1573)



Q6. If you have interacted with local RCMP in the past year, please rate the following: (n=672)



Q7. Have you ever had an interaction with the Police and Crisis Team (mental health)? (n=1571)



Q8. What was your experience like with the Police and Crisis Team? (n=99)

A substantial number of comments describe positive interactions characterized by compassion, professionalism, and effective support. Respondents frequently highlighted officers' empathy, patience, calm communication, and follow-up, noting that these behaviours significantly improved their sense of safety and trust through difficult situations.

However, some respondents reported negative or distressing experiences, often tied to slow response times, perceived dismissiveness, lack of seriousness, or intimidating actions. These incidents, though fewer, had a strong impact, leaving those respondents feeling unsupported or unsafe during critical moments.

Theme	# of mentions	Theme	# of mentions
Professional, polite and effective assistance	51	Gratitude and community appreciation	9
Compassionate, caring and supportive	24	Traumatic or fearful encounters	2
Delayed, insufficient or inappropriate response	12	Administrative or Investigative frustrations	2
Mixed or inconsistent experiences	9		

"They came for the mental health of my [family member], they were very professional and understanding. They spoke of some of their own experiences to help relate. Overall, I was pleased with them."

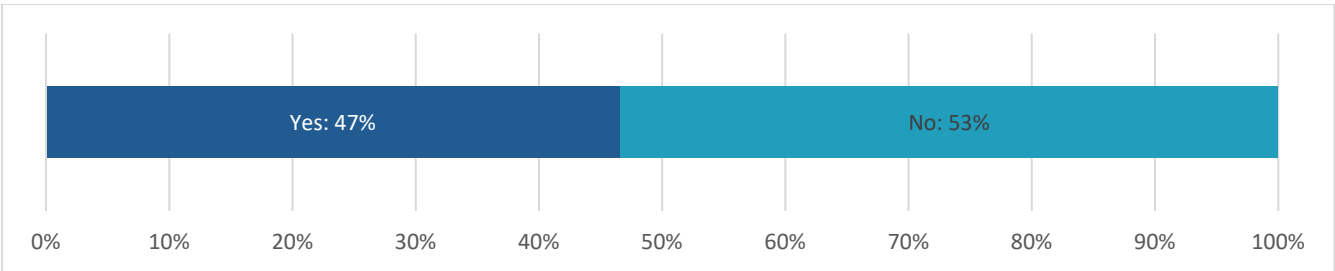
"Outstanding! Fast, professional and helpful."

"One officer was excellent; the other was unprofessional and made things worse."

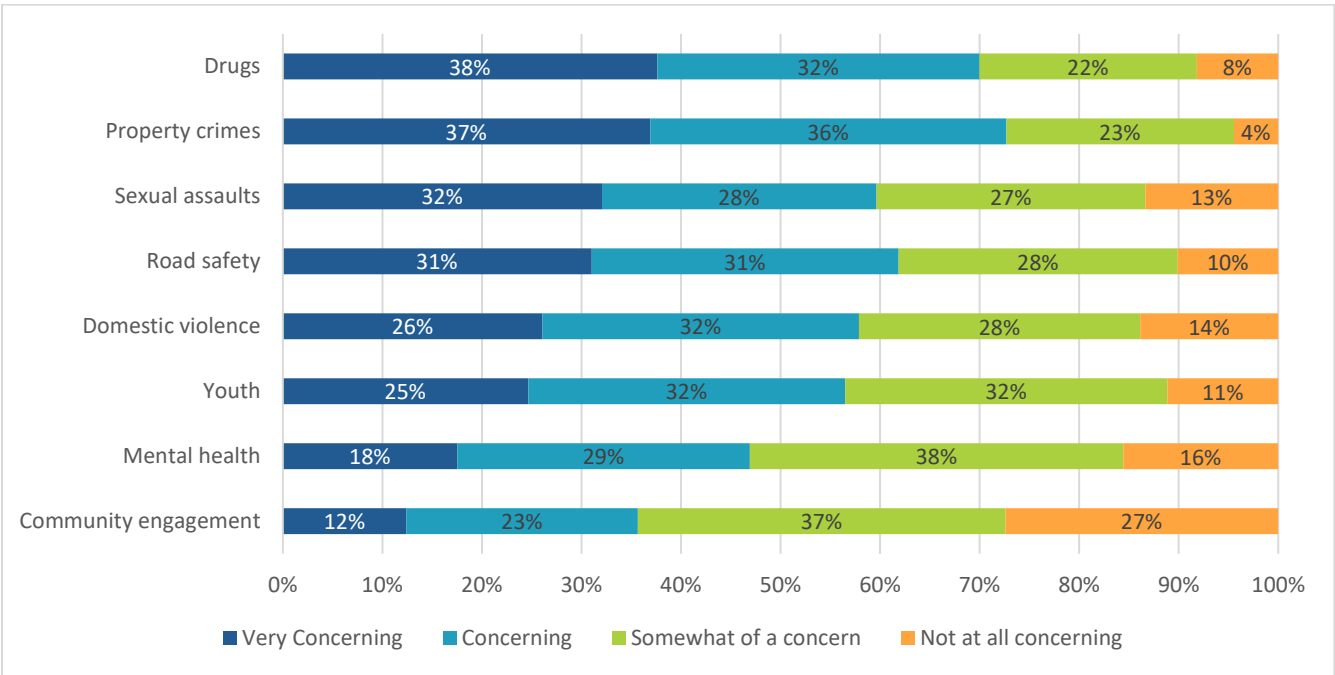
"[They gave] him space while outlining next steps in a factual manner while also supporting us as family."

POLICING PRIORITIES AND COMMUNITY SAFETY

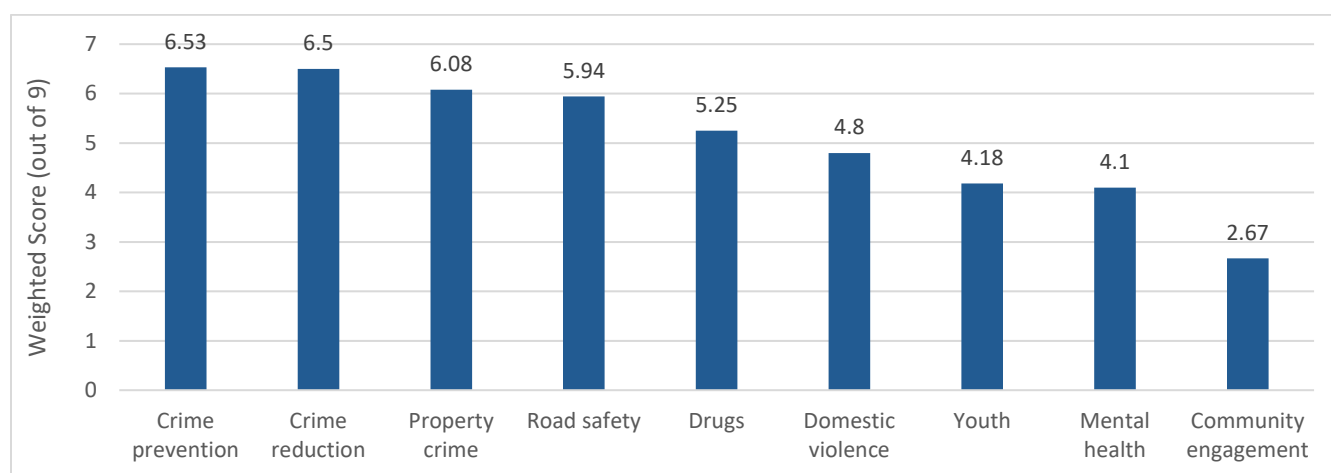
Q9. Before this survey, were you aware that Airdrie’s current policing priorities are road safety, crime reduction and community engagement? (n=1572)



Q10. Here are some of the most frequent concerns we heard about safety in Airdrie in 2025. Please rate how concerning they are to you today? (n=1574)



Q11. What do you think the local RCMP should focus on in 2026/2027? Please rank your answers in order of importance to you. (n=1522)



Q12. Do you have any additional safety concerns not listed above? If so, what are they? (n=1525)

Input received in the survey identifies traffic safety and noise (especially street racing), school zone safety, and visible police presence as key concerns. There were some concerns noted around trust in policing and sufficient resources needed for policing (training, responsiveness, priorities), with recurring concerns about response times, follow-through, and clarity around RCMP vs. municipal enforcement roles.

Other concerns identified by participants included: youth behavior in and around schools, property crime, drugs (potentially related to organized crime activities), fraud and scams, and support for vulnerable populations. Some submissions identified racism and hate speech concerns in the community, other comments included discriminatory language targeting immigrants or specific ethnic groups.

Theme	# of mentions	Theme	# of mentions
Speeding and dangerous driving	48	Drugs and/or organized crime	7
Street racing and vehicle noise	26	Fraud, scams and cyber crime	7
Police presence, visibility and resourcing	24	E-bikes/ scooters on paths	6
RCMP conduct, training and trust	18	Sexual assault, physical assault	6
Youth concerns and school safety	17	Animals and dangerous dogs	4
School zones and drop-off/ pick-up	15	Child-related sexual offences	4
Racism, hate speech and bias	13	Firearms policy and RCMP role	2
Parking and bylaw enforcement	12	Fireworks and nuisance	2
Focus on more serious crime rather than small infractions	11	Roles and confusion of RCMP and Municipal Enforcement	2
Pedestrian and crosswalk safety	10	Policing model	2
Property crime and theft	8	Lighting and infrastructure	1
Homelessness, mental health and vulnerable people	8		

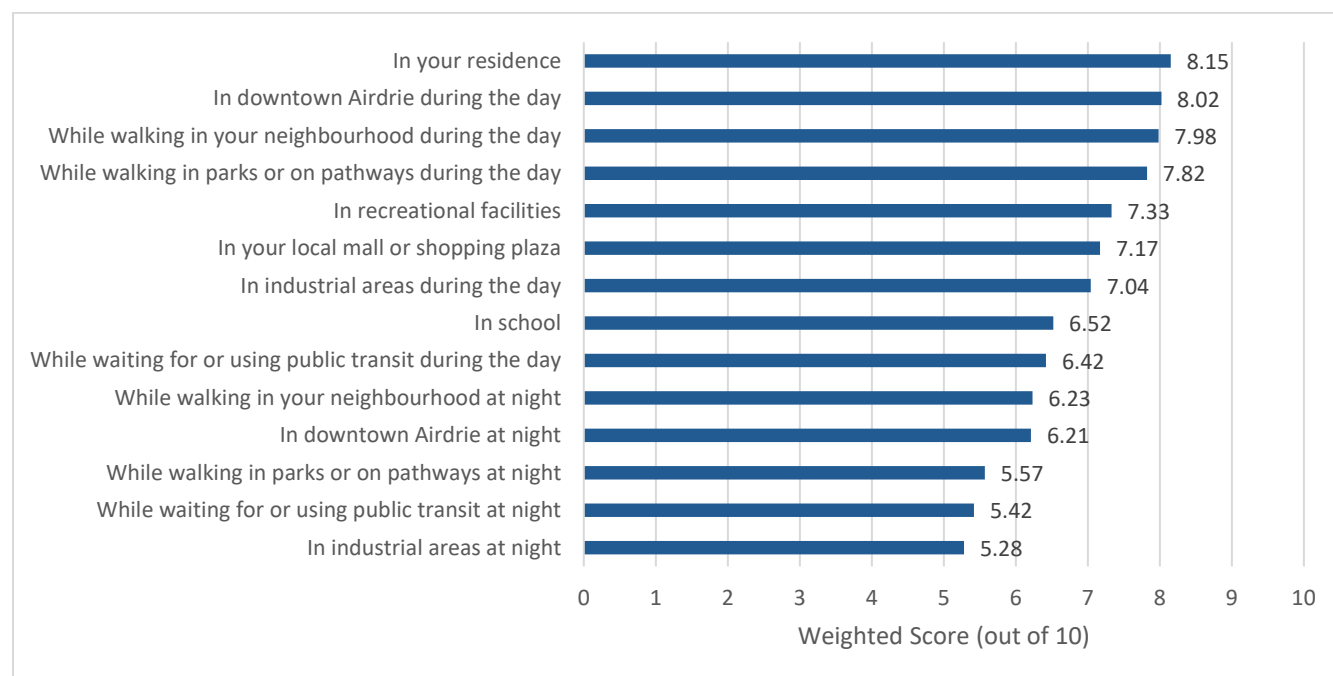
“Unsafe use of e-bikes and scooters on sidewalks and walking paths. Pedestrian safety in these areas. Also, drop off and pick up behavior and driving at schools is often unsafe and ignores laws.”

“Constant nightly drag racing on 8th West, North to South.”

“Reduction of gang activity specifically related to the sale of drugs.”

“Manpower, can the RCMP supply the allocated amount of police officers needed to properly police Airdrie.”

Q13. Please say how safe you feel in each of these locations, with one being “very unsafe” and ten being “very safe.” (n=1555)



Q14. Do you have any additional thoughts on policing priorities or community safety that you would like to share? (n=513)

A key priority expressed by respondents is related to road safety. Speeding, aggressive driving and nighttime street racing were mentioned often, with participants expressing a desire for more consistent, visible enforcement in this area.

Respondents expressed a growing concern about property crimes such as car prowling, vehicle theft, garage or home break-ins and vandalism near plazas, pathways and townhouse complexes and a desire for more or better follow-up after reporting such incidents. Concerns about youth-related behaviours such as large groups congregating near 7-Eleven's, McDonalds restaurants, parks and schools, accompanied by bullying, fighting, drug use and vandalism were identified by some respondents as priority areas.

Other comments received expressed interest in understanding how the policing model in Airdrie is keeping up with population growth in the City and whether a federal (RCMP), provincial or municipal model would provide the most efficient services.

As well, concerns about homelessness, addictions, vulnerable persons, mental health and cultural tensions in the community were raised in relation to available training for RCMP officers in these areas, or support for specialized teams that work with, or within, RCMP to address concerns in these areas.

Theme	# of mentions	Theme	# of mentions
Road safety and traffic enforcement	150	Communication and follow-up	13
Community policing and visibility	64	Drug use	13
Youth-related concerns	42	Lighting and infrastructure	12
Property crime and break-ins	40	Delayed, insufficient or inappropriate response	10
Appreciation for RCMP/policing in Airdrie	37	Loitering, intimidating behaviour	9
Policing model	35	Animals and dangerous dogs	8
Public education and outreach	31	Firearms regulations change	4
Racism, bias and trust concerns	29	Fraud, scams and cyber crime	4
Noise and nuisance concerns	21	Slow response times	4
Policing resources keeping up with growth	18	Community environment and social cohesion	3
Need for empathetic, fair interactions with RCMP	18	Child-related sexual offences	2
Mental health and social concerns	15		

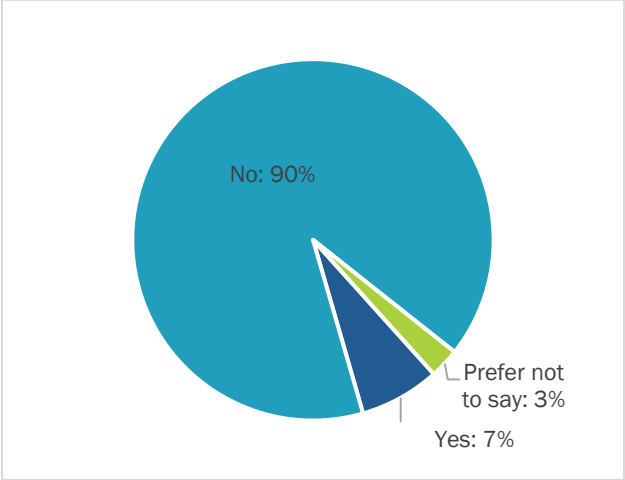
"First, thank you for the opportunity to share. ...there's been a couple of robberies in my neighborhood in the past few months. ..Sharing the outcome of the investigation or if an arrest occurred...would ease up the tension and stress. [Not all the] details [but] general info on consequences."

"Police need to be monitoring speeding along 8 St SW more closely. It is being used for racing by youth at night, especially during the summer."

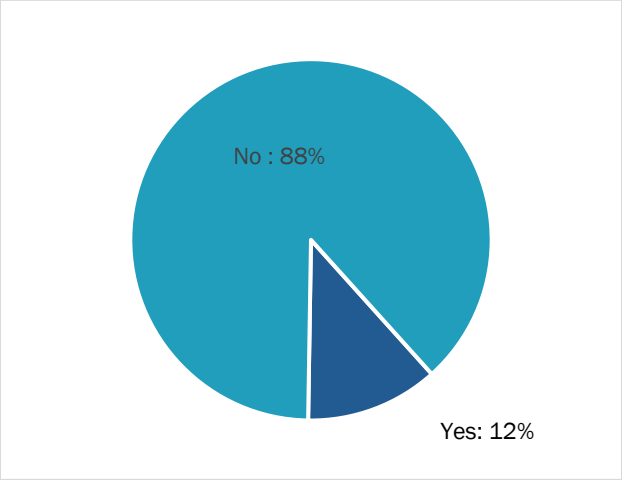
"Our crime rates are going down or remaining steady in most areas. [Two] areas I would like to see improved [are] mental health and drugs."

EXPERIENCES OF DISCRIMINATION AND COMMUNITY SAFETY

Q15. Are you living with mobility limitation that impacts your movement when out and about? (n=1570)



Q16. [If yes,] Have you experienced discrimination or harassment in the last 12 months that was based on your mobility limitation? (n=151)



Q17. If yes, would you like to provide details of the experience? (n=15)

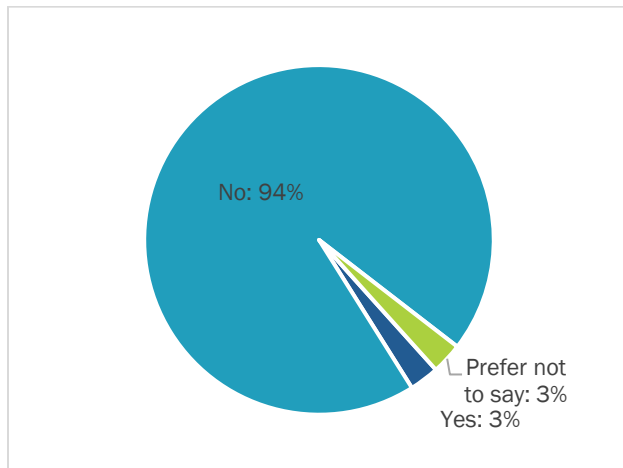
Respondents identified experiences with public confrontations, dismissiveness, and shaming, often related to use or misuse of accessible parking. Other experiences included a lack of understanding about non-visible disabilities, physical barriers affecting accessibility (e.g. icy sidewalks), lack of bylaw enforcement (e.g. to clear icy sidewalks), aggressive animals and perceived racist/ethnic bias.

Theme	# of mentions	Theme	# of mentions
Hostility and harassment in public spaces	6	Animal-related safety	1
Stigma and misuse of accessible parking	5	Gaps in enforcement/response	1
Stigma towards invisible disabilities	4	Perceived racist/ethnic bias	1
Physical accessibility barriers	2		

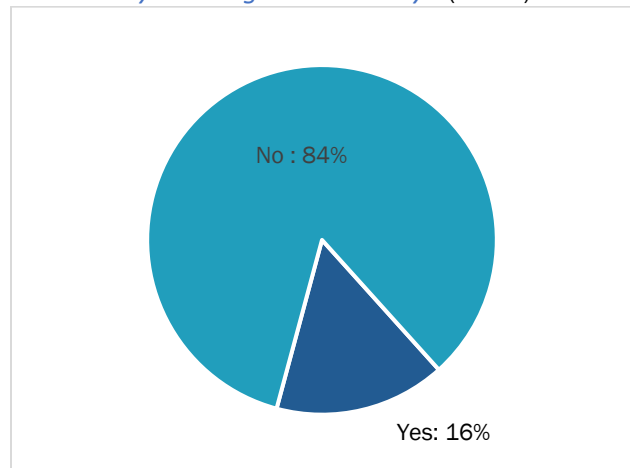
“Handicap parking, was told I did not have the right to park there, was told they will call the police and have my car towed before I get back to it. I have a valid handicap placard.”

“Sidewalks are icy and not shoveled in front of mailbox... Bylaw will do nothing to get sidewalks shoveled.”

Q18. Do you identify as Indigenous?
(n=1567)



Q19. [If yes,] Have you experienced discrimination or harassment in the last 12 months that was based on your Indigenous identity? (n=82)

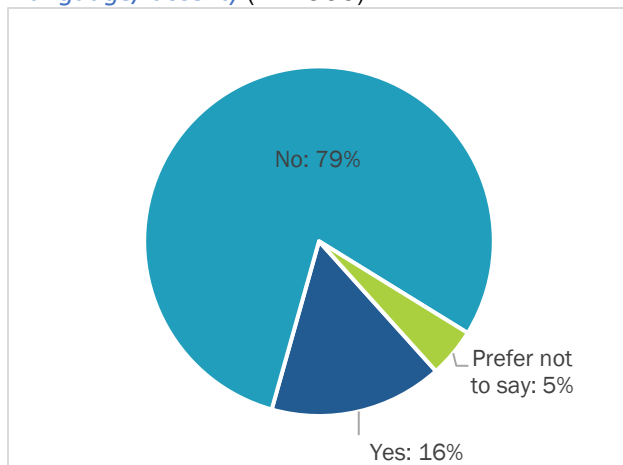


Q20. If yes, would you like to provide details of the experience? (n=9)

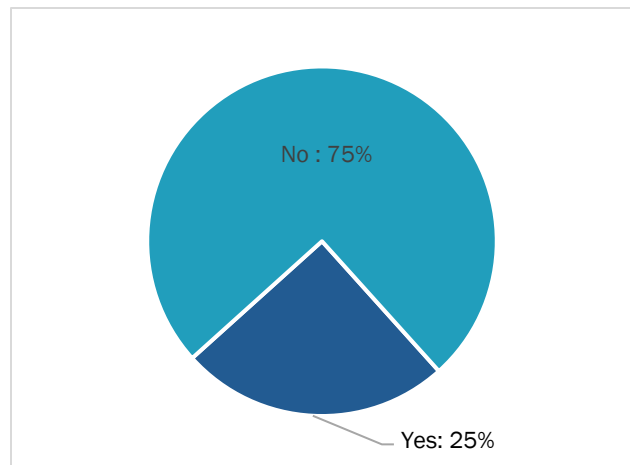
There were too few comments to derive common themes. However, examples of comments received include:

- By the neighbours [who blocked] the driveway. They started bullying me; the police couldn't do anything.
- While doing outreach on Christmas Day we were asked to exit the train station as we didn't have safe food handling permits or a busking permit... I was talked down to and spoken to in a condescending manner... Had we been a [group of white women] it would not have happened.
- Police, while in plain clothes, were loudly discussing how much they hate [Indigenous people]

Q21. Do you identify as part of a visible minority group? (Visible minority refers to someone who presents as non-white in appearance or language/ accent) (n=1566)



Q22. [If yes,] Have you experienced discrimination or harassment in the last 12 months that was based on your visible minority status? (n=315)



Q23. If yes, would you like to provide details of the experience? (n=60)

Respondents described experiencing direct racial slurs, verbal abuse, and aggressive behavior in public places such as parking lots, parks, recreational facilities, and while walking or driving. These events involved strangers and, in several cases, youth.

Some experiences included differential treatment, such as rude tone, dismissiveness, or failure to acknowledge customers happening in supermarkets, registries, clinics, and other service interactions. Other experiences described by respondents included judgmental looks, passive-aggressive comments, or being repeatedly asked “Where are you from?” These interactions, while less overt, accumulate to create a sense of not belonging.

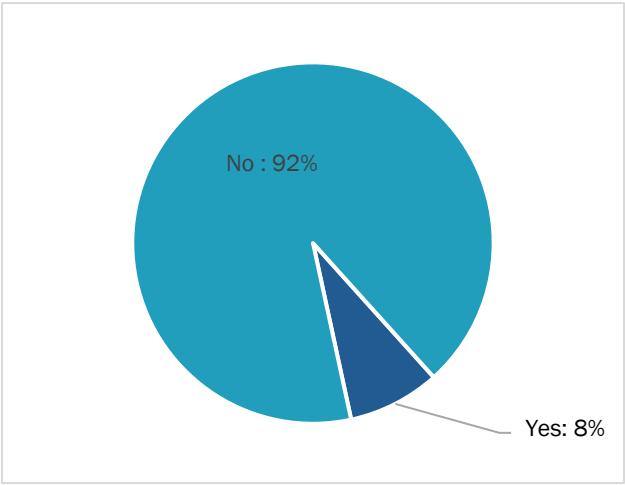
Respondents also identified that comments blaming immigrants for housing pressures or economic issues seem to be increasing. Some individuals reported being treated as perpetual outsiders despite being longtime residents or Canadian-born.

Theme	# of mentions	Theme	# of mentions
Racial slurs and verbal harassment	11	Online/ social media hostility	4
Discrimination in customer services and public interactions	9	Microaggressions and bias	4
Aggressive behaviour in public	8	Racial profiling and suspicion based on appearance	3
Negative treatment from law enforcement or security staff	5	Intimidation and fear	2
Anti-immigrant sentiment and social exclusion	5	Employment and economic discrimination	2
Accent and language-based discrimination	4	Vandalism and hate symbols	1

“Racist comments at the gas station while filling up my vehicle.”

“At a store, I was trying to buy something. The attendant mentioned that she’d have to hold on to the item while I reviewed it. I found that weird. She went on to say that someone of my color had bolted out with similar item prior.”

Q24. Have you experienced discrimination or harassment in the last 12 months that was based on your gender? (n=1559)



Q25. If yes, would you like to provide details of the experience? (n=67)

Respondents described experiences with public-space harassment (catcalling, following, intimidation), vehicle-related harassment and road rage, and negative or dismissive experiences with RCMP. Common settings for experiencing gender-based harassment or discrimination included streets or parking lots, construction zones, grocery and retail spaces, and residential sidewalks (especially early morning or darker hours).

Other experiences described included: service discrimination (e.g., mechanics, salons), neighbor conflicts (including dog-related intimidation), and experiences of bias or prejudice relating to gender, sexual orientation, misgendering, and appearance.

Theme	# of mentions	Theme	# of mentions
Public space harassment and intimidation	18	Identity-based harassment	4
Chronic/systemic experiences	9	Anti-male sentiment	3
Negative interactions with police/RCMP	8	Animal related intimidation	2
Gender stereotyping and service discrimination	7	Behavioural changes required for safety	2
Road rage and vehicle harassment	4	Avoid reporting incidents, do not trust something will be done	1

“I’ve experienced gender-based harassment my entire life...it’s ongoing.. [and] colours my responses about how safe I feel at night or on pathways alone.”

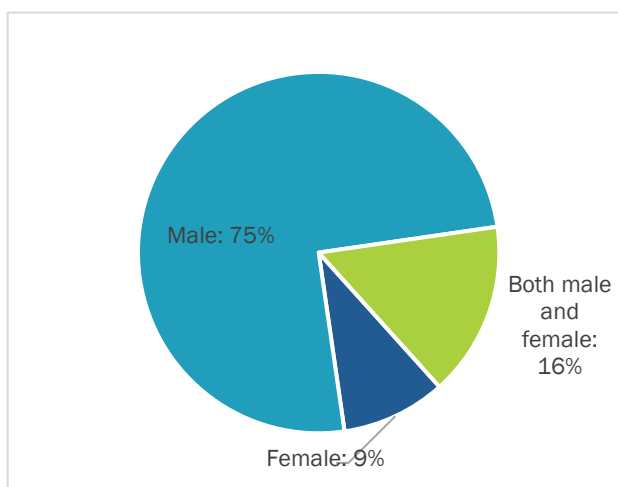
“Unwanted stares, comments, feeling uncomfortable. Watching grown men staring at young girls/young women.”

YOUTH-FOCUSED QUESTIONS

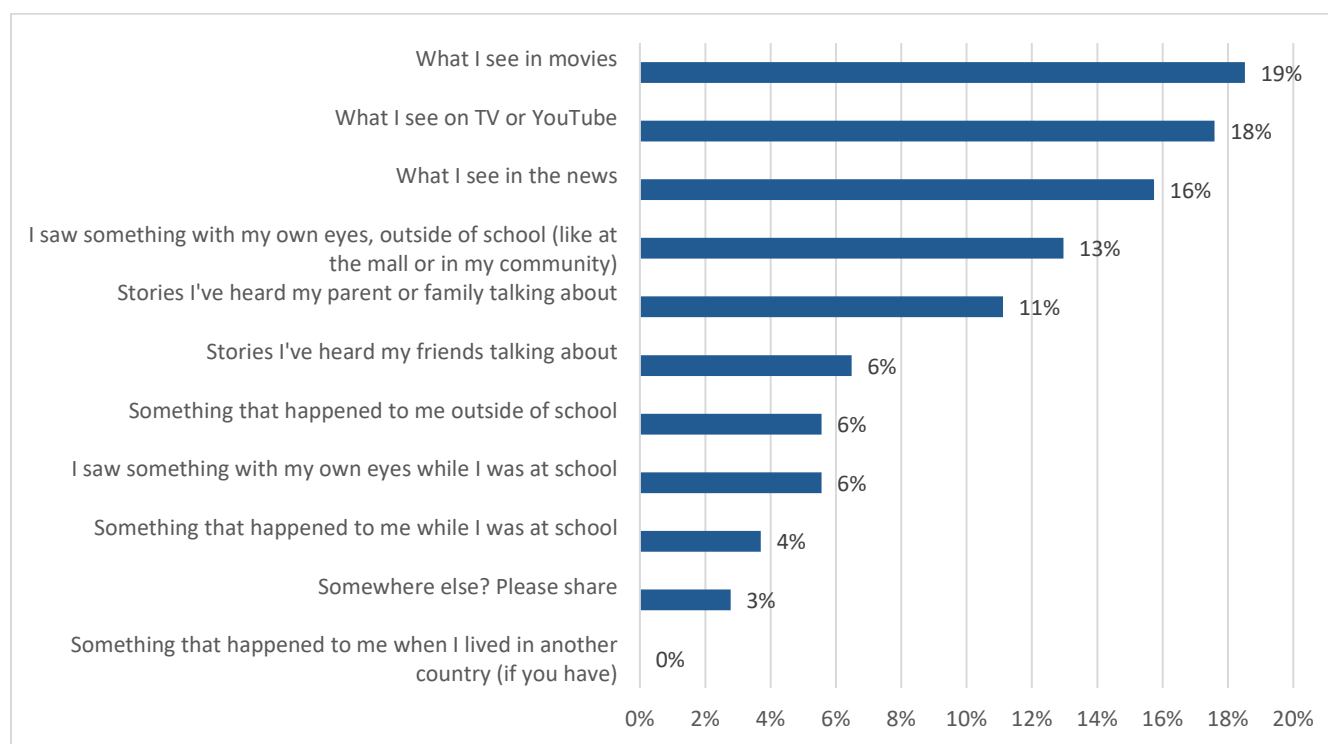
Q26. What is the first word that comes to mind when you think of an Airdrie RCMP officer? (n=29)



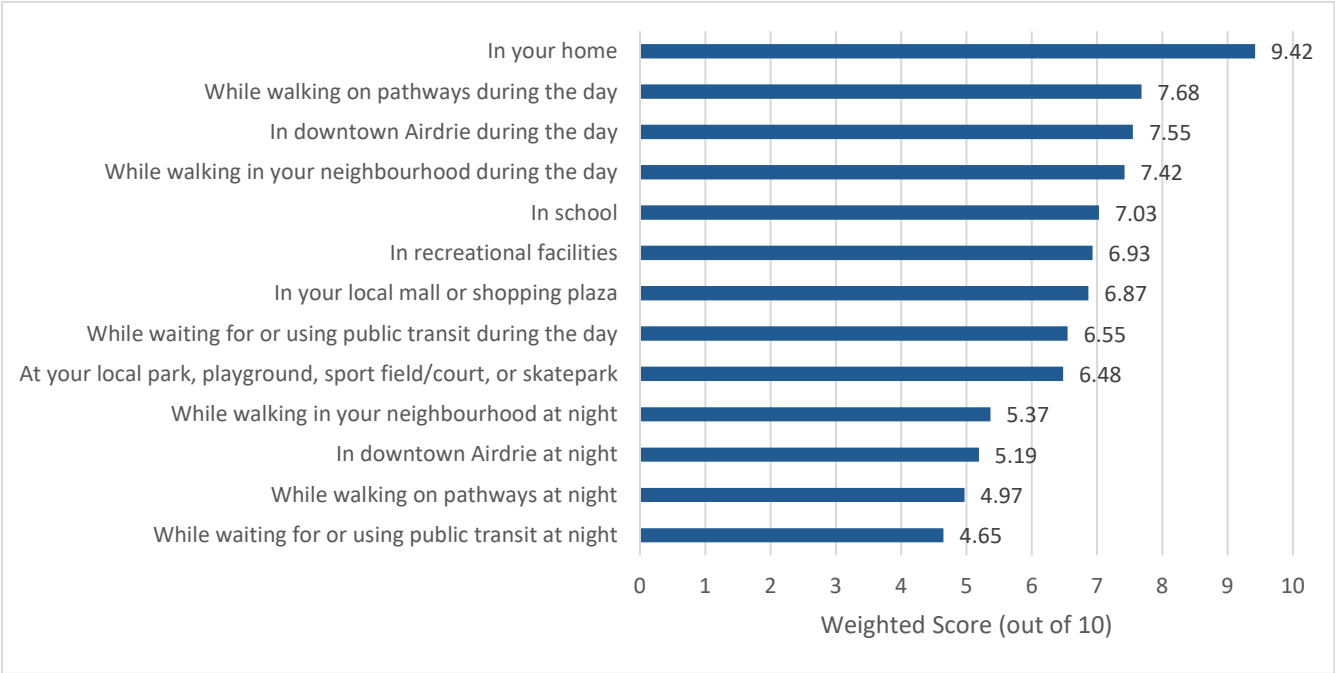
Q27. Was the police officer you just thought about a male or female officer? Or did you think about both? (n=32)



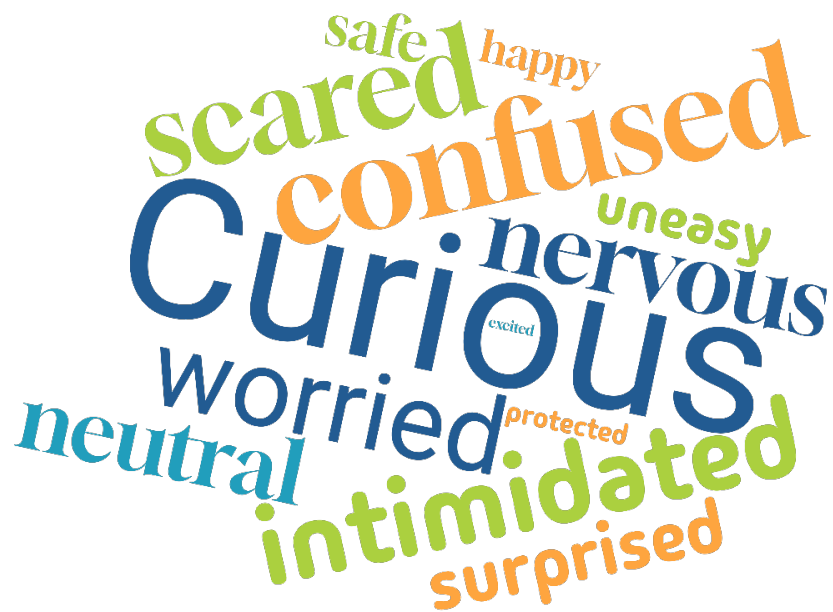
Q28. Where do you get your ideas about police officers from? (n=31)



Q29. Please say how safe you feel in each of these locations, with one being “very unsafe” and ten being “very safe.” (n=31)



Q30. Imagine you are hanging out in your community at a local shopping plaza, park, ball court or skatepark when you see a police officer walking towards you. Pick 3 words (or add your own word) that describes how you would feel, or have felt if that has happened to you before? (n=31)



Q31. Please explain why you picked the feelings you did. (n=30)

A number of respondents indicated they would feel a sense of fear or uncertainty if approached by an officer worried that they might be in trouble (but not know why), that police being present must mean something bad has happened or is happening, or that they may be vulnerable to assumed wrong-doing due to their identity. Other respondents indicated that they would be curious as to why police would need to be there and interact with them, and or that they would feel safe or reassured by police approaching them.

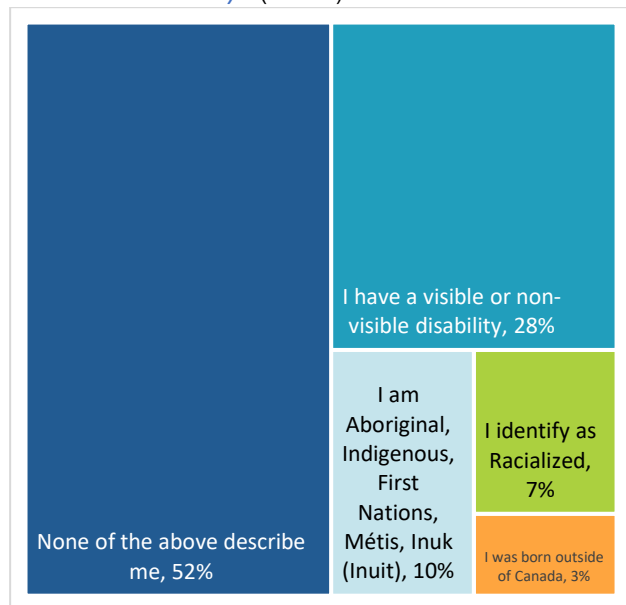
Theme	# of mentions	Theme	# of mentions
Assumed (self) wrongdoing	10	Curiosity about the situation	5
Unease/intimidation	6	Reassuring presence	4
Signals something bad happened/ is happening	6	Uncertainty about reason for police presence	4
Presence is not a concern	6	Identity-based vulnerability	2

“I wouldn’t necessarily know why, and feel like maybe I could’ve done something wrong or something bad may have happened around”

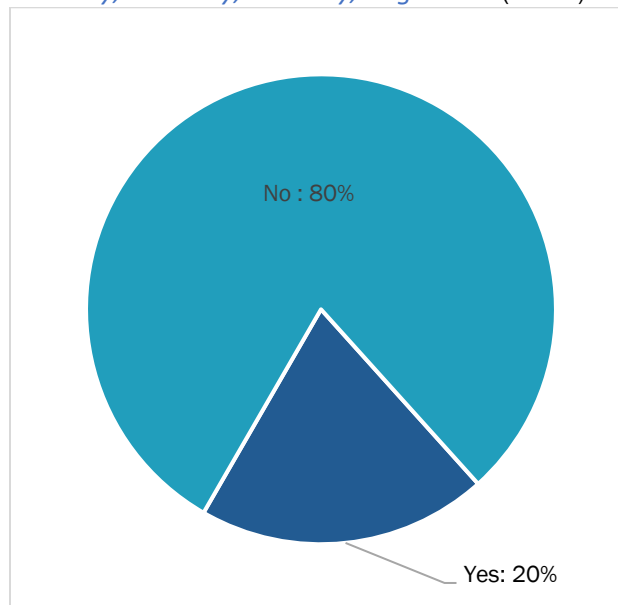
“...because I feel safe around police officers and I think they will protect me and the citizens around me”

We want to better understand how people experience safety differently in our community, including experiences of those who may be more vulnerable to harm or discrimination. The next two questions will help us do that.

Q32. Check off all the things that are true for you (these categories are based on those used by Statistics Canada). (n=29)



Q33. Have you experienced discrimination or harassment in the last year that was based on your identity, disability, ethnicity, or gender? (n=30)

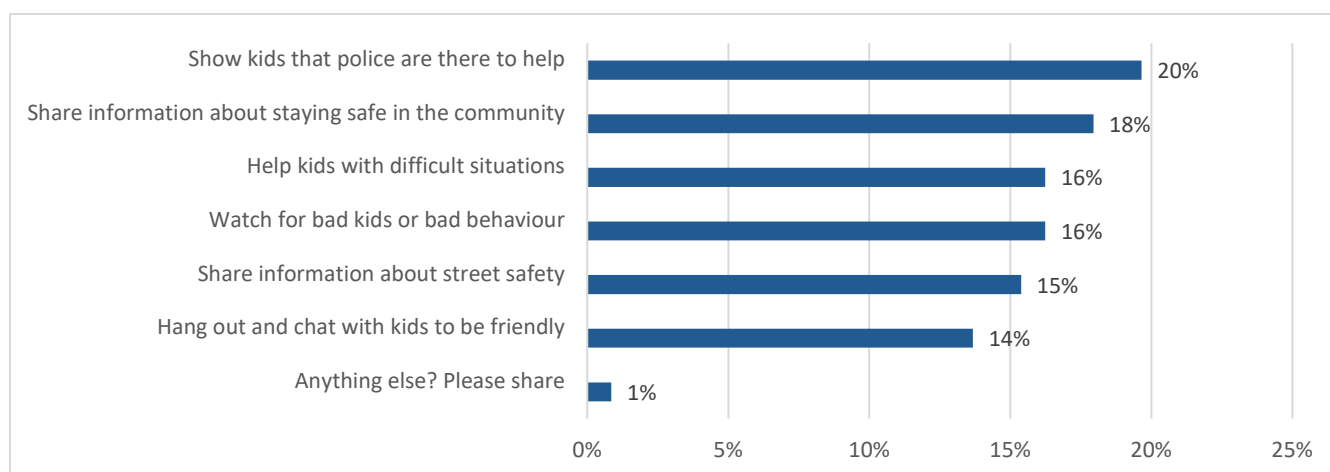


Q34. If yes, would you like to provide details of the experience? (n=8)

There were too few comments to derive common themes. However, examples of comments received included:

- Gender discrimination at school with “friends”
- [Getting harassed at school] for being girls
- Kids make fun of me for my speech impediment
- People being rude to others who are not the same ethnicity as them
- People calling me an immigrant, but I was born in Canada

Q35. What jobs or tasks do you think a police officer should be doing when they come to your community? (n=31)



Q36. How do you want a police officer to show that they want you to feel comfortable, safe and respected? (n=27)

Youth responses identify that officers' behavior, tone, and body language shape participants' level of comfort. Participants were less concerned with enforcement itself and more concerned with approachability, calmness, and being treated as a person rather than with the assumption of wrongdoing. Respondents want officers who listen attentively, allow people to explain themselves, and avoid rushing to conclusions. In general, comments reflected a desire for police presence that feels protective and not threatening.

Theme	# of mentions	Theme	# of mentions
Calm, respectful communication	6	Treated as equals	2
Friendliness	5	Community presence	2
Approachability	5	Active listening	2
Non-intimidating behaviour	4	Sensitivity to vulnerability and safety concerns	1
Reassurance and transparency	2	Discomfort with unwanted attention	1

“Be calm and kind but not in a weird or condescending way”

“Appearing more friendly would help as officers can make people anxious for just being there. Not because they did something wrong but because they don’t want to be mistaken for doing something wrong.”

Q37. If a police officer was talking to you directly, how would you want them to treat you? (n=30)

Youth respondents consistently asked to be treated with respect, kindness, and calm—as equals and without judgment. They want officers to communicate clearly, listen patiently with empathy, and avoid intimidating cues (e.g., raised voices, presuming blame).

Theme	# of mentions	Theme	# of mentions
Respect and dignity	10	Listening and patience	3
Kindness and empathy	7	Willingness to talk and answer questions	3
Non-judgement and fairness	4	Clear communication	2
Without condescension	3	Professional	2
Calm presence	3	Sensitivity to context	2

“Like they respect me and that even if I am a teenager and not a cop that doesn’t mean I’m stupid or telling a lie.”

“With respect and dignity, without prejudice and bias, patient and understanding.”

SUGGESTIONS TO IMPROVE SERVICE

Q38. Do you have any suggestions on how to improve RCMP service in Airdrie that you would like to share?
(n=806)

A key concern expressed by respondents is related to dangerous driving and street racing. Common suggestions to address these concerns often included requests for targeted enforcement near high-incident corridors, school zones and patrols at night, particularly on streets where racing seems to happen such as 8 St, 40 Ave, Main Street and Yankee Valley Boulevard. Some respondents expressed frustration with the perception of a focus on minor vehicle issues and not enough on more high-risk behaviours like racing, or crosswalk and school zone safety.

Respondents equate safety with seeing officers – in neighbourhoods, at malls, in parks and on pathways.

To address concerns about youth-related issues such as bullying, fighting, drug use and vandalism, common suggestions included RCMP school resource presence and collaborative prevention with school and community organizations.

Many respondents identified they would like more regular updates about crime trends, arrests, initiatives and a better understanding about how RCMP are addressing concerns. Suggestions included proactive public reporting, social media updates, booths at community events, “coffee with a cop,” and clearer non-emergency contact information.

Some participants expressed a concern about whether RCMP have enough capacity given the rapid growth of Airdrie in recent years, they cite concerns about slow response times, inconsistent follow-up, a desire for more stations, and a need for expanded mental health teams. Some suggestions related to these concerns include increased use of technology (e.g. red-light cameras, licence plate readers, etc.), partnerships for co-response models (e.g. with mental health nurses or social workers), and split views on which policing model (RCMP, provincial or municipal) might best serve Airdrie’s needs.

Theme	# of mentions	Theme	# of mentions
Visible presence/patrols	133	Enforcement on pathways	11
Speeding, street racing or dangerous driving	126	Add technology (speed signs, red light cameras, etc.)	10
Trust/confidence in RCMP	87	Organized crime and or drugs	9
Public education and outreach	57	Bylaw enforcement	8
Need more officers	45	Loitering, intimidating behaviour	8
Focus on more serious crime rather than small infractions	45	Public reporting of investigative outcomes	8
Policing Model	40	Role of police in mental health	7
Night patrols, presence	36	Civilian roles to free officers up for patrol	6
Youth-related concerns	32	Unsafe crosswalks	5
Night prowling, property crimes, car break-ins	30	Staff retention	4
Need for empathetic, fair interactions with RCMP	30	Clearer understanding of roles of RCMP, sheriffs, bylaw officers	4
Poor follow up, slow response times	27	Expanded training in mental health, deescalation, non-violent intervention	4
Racism, hate speech and bias	23	Dispatchers unfamiliar with local geography	2
School-zone, playground presence	21	Desire for internal/review audit of case prioritization	2
Policing resources keeping up with growth	15	Animal welfare or dangerous animals	2

Theme	# of mentions	Theme	# of mentions
Loud vehicles	14	More diversity of RCMP officers	1
Negative interactions (rude/power tripping)	14	Fraud, scams and cyber crime	1

"I'd like the RCMP in Airdrie to communicate more with the community. [Regular] updates about local crime, safety programs, and how concerns are being addressed would help people feel more informed and build trust"

"Friendly meet ups with teens to promote good behavior"

"Less focus on traffic violations, but more on speed in the residential areas, more frequent patrolling at night"

"Airdrie should have another police station...on the west side. We are a large city now and if there is an emergency, [the train may block access]."

What's Next & Timelines

The feedback provided by survey respondents is considered along with feedback from the annual Policing Town Hall (held this year on March 12, 2026) and with regular crime statistics analysis, by RCMP staff to develop the Community Priorities Plan. The Community Priorities Plan and the results of this survey are expected to be shared with the Policing Committee at the April 9, 2026 meeting of the committee.