

PROTECTIVE SERVICES 2023 ANNUAL REPORT



Your City, Your Family, Our Duty

Table of Contents

Message from Chief Priebe	1
Executive Summary	3
Introduction	4
Fire Services	5
Call Volume.....	5
Types of Incidents	6
Fire Loss vs Dollar Save.....	7
Response Standards compliance	8
Emergency Fire Responses	8
Alberta Building Code (HIRF)	9
Emergency Medical Responses	10
Motor Vehicle Collisions	11
Reasons for Non-Compliance	13
Response Standards Conclusions	14
Enforcement Services	15
Complaint Received	15
Complaints by Neighbourhood	16
Complaints around the Unsheltered	17
Complaint Method of Reporting	17
Violations	19
Animal Control	21
Special Events	22
Park and Foot Patrols	23
Traffic Safety	24
Joint Operations	25
Loud Vehicle Enforcement	25
School Safety Traffic Patrols	26
Collisions	27
Injury Collisions	28
Collision per Traffic Corridor	29
Intersection Collision	30
Automated Traffic Enforcement	32

Message from Chief Priebe



In 2023, Fire Services and Protective Services underwent a significant transitional phase marked by notable achievements, challenges, and considerable staff changes. The retirements of Fire Chief Kosterman, Inspector Adamitz, the Administration supervisor, and the resignation of an Assistant Deputy Chief left a commendable legacy within the Protective Services family, and we extend our warmest wishes for their retirement.

Amidst these transitions, capable individuals filled vacancies eager to serve and lead Protective Services into the future. I was privileged to become the new Fire Chief of Spruce Grove in April of 2023. I started work with the City as a seasonal grass cutter in the summer of 1993 and joined the Volunteer Fire

Department in 1994. I would have found it hard to believe then that I would be sitting in this seat one day. As the newly appointed Fire Chief, I am deeply honoured to lead this exceptional team of dedicated professionals and serve such an outstanding organization. Together we are committed to upholding the highest standards of service and safety to our community.

Throughout 2023, our personnel demonstrated unwavering commitment, ensuring that our response standards were consistently met. Their dedication to delivering excellent customer service and patient care exemplifies the professionalism and compassion that define our organization.

The Fire Services 10-year Master Plan was presented to Council in April. I thank the committee for the months of hard work they put in. This 10-year plan will help inform administration and Council on future Corporate Planning initiatives and other operational decisions.

The Alberta Health Services (AHS) contract expired in April and through a contract extension, negotiations with AHS took place throughout the remainder of the year. Two successful pilot projects undertaken in partnership with AHS in 2022 led to operational changes in 2023, streamlining emergency medical response procedures and enhancing patient care efficiency. The first allowed cross-trained firefighter paramedics, functioning as Medical First Responders (MFR), to stand down inbound ambulances when they can treat patients on-site and refer them to other services or when not required, reducing duplication, and freeing up EMS (Emergency Medical Service) resources faster. The second was an AHS policy change that allowed firefighter-paramedics to attend MFR calls in Spruce Grove in a non-contracted ambulance versus a Fire engine. This allowed for the transport of critical patients if required, cutting delays in getting critical patients to the hospital instead of waiting for a health system-provided ambulance to arrive.



Work commenced on implementing new Fire Services records management software to modernize technology and enhance records management across various aspects of Fire Prevention, training, data reporting, and incidents. This new Records Management System (RMS) software will be operational in 2024.

The introduction of the new Fire Pump "Ruby" in March, alongside community engagement through our first-ever fire truck naming contest, underscores our commitment to community involvement and service improvement. "Ruby" was designed to meet the needs of the community for the next 20-plus years providing Fire, EMS, and rescue operations from one apparatus. The contest was a considerable success, and with this input from the residents, the other two Pumps were named as well.

2023 saw Enforcement Services experience several major changes. Early in the year, the service moved to a new RMS which enabled the use of electronic ticketing. The system has quickly become a leading platform among Municipal Enforcement agencies in the province. Electronic ticketing reduced the amount of manual ticketing entries by 90% and decreased the time spent by Officers at roadside stops. In addition to allowing for greater efficiency in ticketing processes, the new RMS, along with tremendous support from the City's Information Systems (IS) department has seen enforcement services able to begin the development of a new statistical dashboard which when complete will provide a rich data analysis capacity to guide operational and resource decision making.

This year also saw some personnel changes. The Enforcement team was expanded by one member in September to support the Community Outreach Team and their work within the Community.

Despite the challenges of transition, 2023 was a year of achievement for Protective Services. With our new leadership team in place, along with the dedication of our personnel, Protective Services will continue to adapt and innovate, to meet the current and changing needs of our rapidly growing community.



Executive Summary

2023 was overall another busy year for Protective Services. Fire Services responded to 6957 incidents and experienced a 15% decrease in overall call volume from 2022. Enforcement Services answered 4197 complaints in 2023, which is a 4.6% increase from 2022. All incidents combined; Protective Services responded to 11,138 incidents/complaints. Sadly, this past year the city did experience the tragic loss of two individuals due to fire-related incidents and one traffic fatality.

SGFS Fire Response Standards are set by Council for turnout time and travel time, with an added total response time for the three response categories. Regarding turnout and travel combined (excluding dispatch), SGFS met the following response standards

- Fire Incidents - 90.1%
- EMS Incidents - 89.7%
- Collisions - 97.7%

The High-Intensity Residential Fire (HIRF) requirement, which is a response of 10 min (600 sec.) for Residential house fires, was met 100% of the time. For all other fire-related responses such as alarms, it was met 97.7% of the time. The total property value where a fire occurred in 2023 was just over \$64 million with just under \$3 million in damages.

Complaints to Enforcement Services increased slightly in 2023 in comparison to 2022 and past years though has remained relatively stable. Most complaints, approximately 76%, are received via the public complaints line while the next highest amount is officer generated at approximately 8%. Most of the complaints being dealt with stem from parking and traffic control related matters, with animal control matters and property related complaints also being larger drivers of calls for service.

Regarding citations, Enforcement Services issued 2556 citations which is a decrease of 6.5% from 2022, though nearly at the same level as in 2021. This decrease is largely due to the requirement of Enforcement Services officers, including the dedicated traffic unit, having to re-focus all proactive efforts on emerging priorities for the city for a period of 2 to 3 months during the summer of 2023.

The neighbourhood with the highest number of complaints in 2023 was the City Center, followed by Harvest Ridge and Aspenglen. City Centre's complaints were significantly higher because of an increase in concerns associated to homelessness and the Open Space Bylaw.



Introduction

The City of Spruce Grove Protective Services is made up of three distinct yet linked departments. Fire Services, Enforcement Services, and Police. Police services are performed under contract with the Royal Canadian Mounted Police and are not part of this report. Automated Traffic Enforcement is reported in a separate detailed report.

Fire Services

Spruce Grove Fire Services (SGFS) provides traditional Fire services but also includes ambulance service which is contracted to Alberta Health Services (AHS). SGFS is an Accredited Organization by Accreditation Canada currently holding an Accredited with Exemplary Standing status. Service Standards for SGFS are set by the City of Spruce Grove council and are based on the National Fire Protection Association (NFPA) Standards.

Enforcement Services

Spruce Grove Enforcement Services (SGES) ensures compliance with municipal bylaws and certain provincial statutes. The service is made up of Community Peace Officers who are appointed and given authority by Alberta Public Safety and Emergency Services, and Bylaw Officers appointed by the City under the Municipal Governance Act. SGES enforces most city bylaws and primarily the Alberta Traffic Safety Act along with some lesser-known legislation such as the Animal Protection and Trespass Acts.



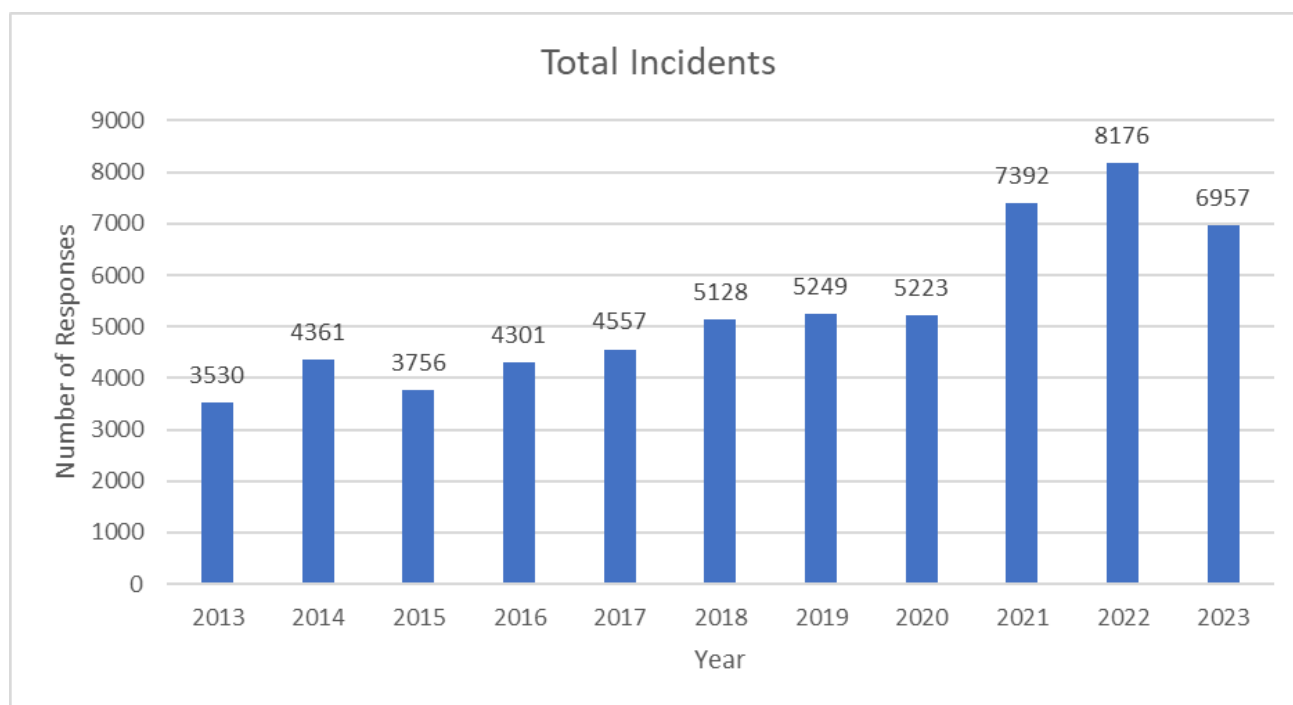
Fire Services

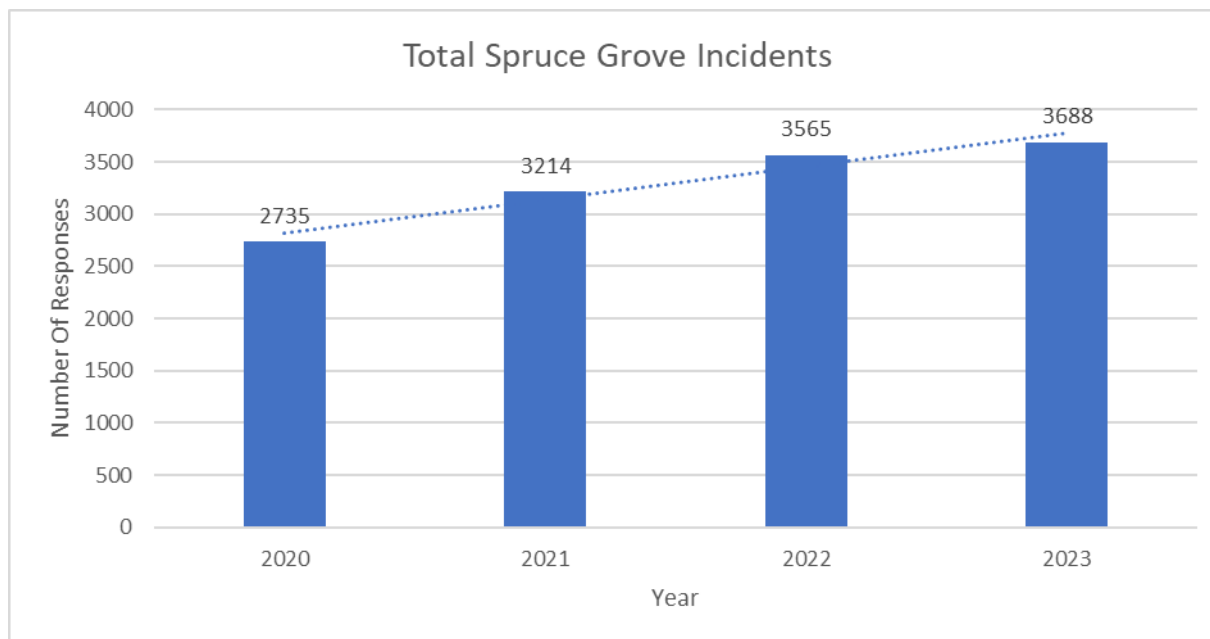
Call Volume

There were 6957 incidents in 2023 and 8176 incidents in 2022. This represents a 15% decrease from 2022. Call volume within the city boundaries increased slightly. In 2023 there were 3688 incidents within Spruce Grove compared to 3565 in 2022. This represents a call volume increase of 3.45% within Spruce Grove.

The chart below shows the overall call volume year over year since 2013.

- The reporting year 2022 shows the largest call volume for Fire Services in the last decade.
- The call volume decreases in 2020 were due to a three-month change in how calls were dispatched from AHS during that year of the pandemic.
- The call volume in 2023 is down comparatively to 2022 and 2021 but post-pandemic volumes still represent an approximately 34% increase from pre-pandemic volumes.





Types of Incidents

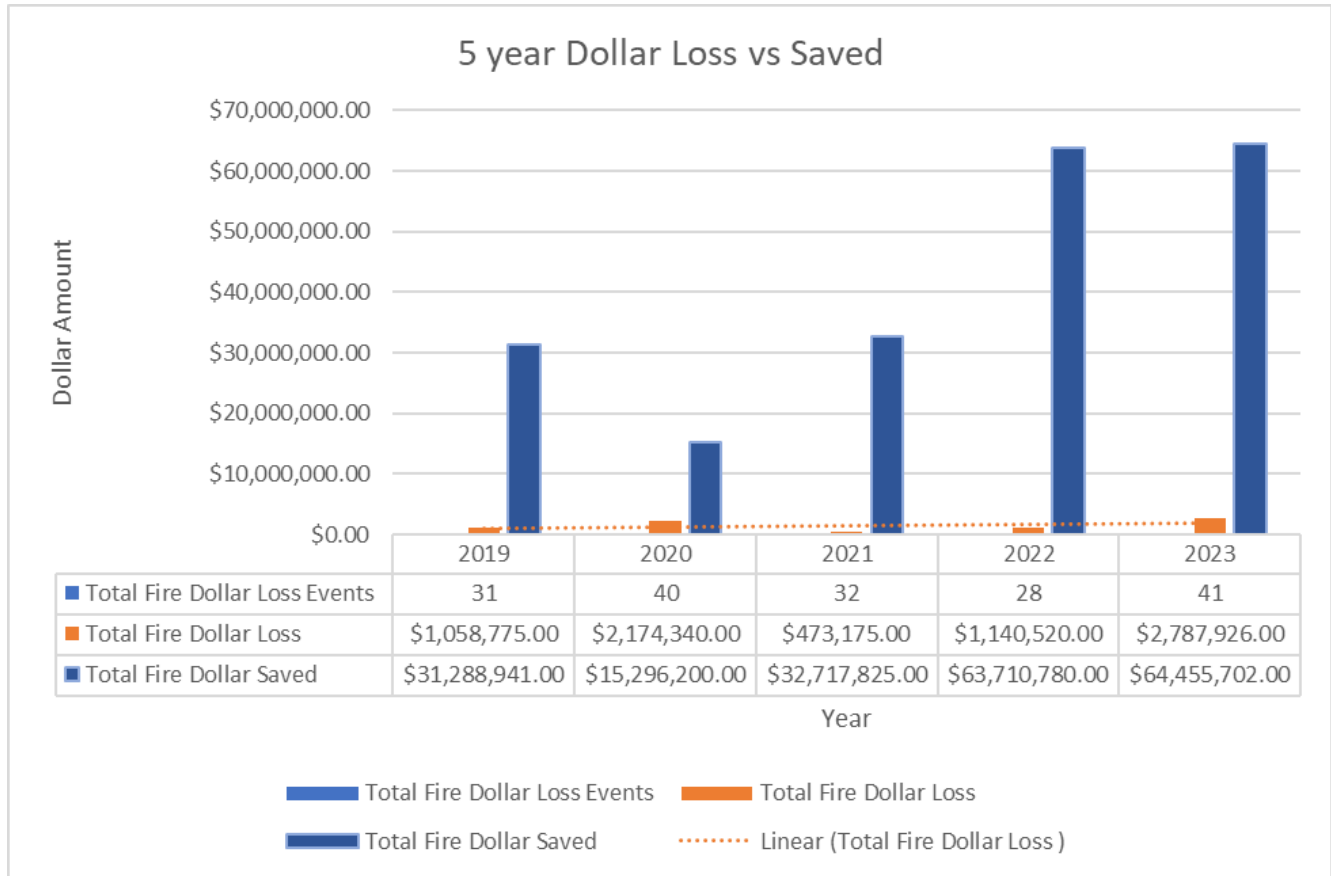
For reporting purposes, forty different response types are grouped into eleven categories. Medical calls make up most of these incidents. The following chart shows a breakdown of the incidents responded to within the City of Spruce Grove:

Group Type	2023	2022	2021	2020	2019
Alarm No Fire	383	341	269	256	253
Explosion	1	1	1	0	0
False Alarm	49	31	60	52	82
Fire Dollar Loss	41	26	33	25	28
Fire Other	60	33	47	26	9
Medical	3011	2993	2615	2,223	2,239
Motor Vehicle Collision	81	67	115	95	98
Public Hazard	47	41	49	47	32
Public Service	28	27	21	19	44
Rescue/Misc.	2	3	0	2	0
Unclassified	1	0	3	1	5



Fire Loss vs Dollar Saved

Fire losses each year are completed as an estimate of the total value of the property including contents. In 2023 the total value of property in which a fire occurred was \$64,455,702.00. The Estimated fire dollar loss was \$2,787,926.00. This is approximately a 4% loss rate for 2023.





Response Standards Compliance

Corporate Policy CP-1005-17 requires the reporting on compliance with various response standards. This section of the report is designed to fulfill this reporting requirement.

Emergency Fire Responses

Response reporting is broken down into various components of the response and only applies to those incidents deemed an emergency response.

- Total Response Time
- Dispatch Time
- Turnout Time
- Travel Time - first unit
- Travel Time - second unit

Total Response Time is the cumulative reporting of all other times that determines if an apparatus arrives in time. The required time is 399 seconds or less, 90% of the time. Of these times, SGFS is only directly accountable for turnout and travel time which is 320 seconds.

- In 2023 the standard was achieved 61.4% and the 90th percentile was 502 seconds.

Dispatch Time is not set by council however the policy does require reporting on dispatch time 79 seconds or less 90% of the time.

- In 2023 this was achieved 6.4% of the time.

It is important to note the pre-alerting system employed by SGFS is designed to allow an overlap of times between dispatch and chute. This system allows dispatch to take up to 90 seconds while resulting in a faster response than without the pre-alert. When the extended time of 90 seconds is considered, dispatch was compliant for Fire Emergencies 89%, and Fires with Dollar Loss 91% of the time in 2023.

Turnout Time is measured from the time of dispatch (responders are provided with an address to respond to) and the time they declare themselves on route. For calls requiring the donning of bunker gear this time is set at 80 seconds 90% of the time.

- In 2023 the standard was achieved 98.5% and the 90th percentile was 38 seconds.

Travel Time - First apparatus, is the actual drive time of the first responding apparatus. Council has established a travel time standard of 240 seconds 80% of the time.

- In 2023 the standard was achieved 64.8% and the 90th percentile was 283 seconds.

Travel Time - second apparatus is the actual drive time for the second apparatus. The standard of 480 seconds or less 90% of the time was achieved 92.8% of the time. However, this does not reflect turnout time for this apparatus and only drive time.

- In 2023 the standard was achieved 96.8% and the 90th percentile was 328 seconds.

Turnout and Travel Time combined is a valuable time to monitor as this is the portion of the Total Response Time that SGFS is directly accountable for. In this area, fire responses have a combined standard of 320 seconds.

- In 2023 the standard was achieved 90.1% and the 90th percentile was 320 seconds.

Alberta Building Code (HIRF)



The Alberta Building Code requires enhanced building standards when the fire response from time of call received by dispatch to on scene exceeds ten minutes or six hundred seconds nine out of ten times (same building).

- In 2023 this standard was achieved 100% of the time for fires with dollar loss and 97.7% for all other Fire incidents.

Emergency Medical Responses

Medical responses are difficult to properly benchmark. This is as AHS is responsible for dispatching and SGFS has no access to the raw data.

Medical response reporting does not include motor vehicle collisions and certain elements such as dispatch are not reportable. Medical response reporting is broken down into the following components.



- Total Response Time
- Turnout Time
- Travel Time

Total Response Time is the time measurement that adds both the turnout time and the travel time for a combined time. Unlike fire responses, medical responses do not consider dispatch times in their calculation. The combined total response time for medical incidents is three hundred seconds or less, 90% of the time.

- In 2023 the standard was achieved 89.7% and the 90th percentile was 302 seconds.

Turnout Time is measured from the time of dispatch (responders are provided with an address to respond to) and the time that they declare themselves on route. For medical emergencies there is no requirement to don bunker gear and the turnout time is 60 seconds or less 90% of the time.

- In 2023 the standard was achieved 99.4% and the 90th percentile was 10 seconds.

Travel Time is the actual drive time of the first responding unit. Council has established a travel time standard of 240 seconds 80% of the time.

- In 2023 the standard was achieved 64.8% and the 90th percentile was 276 seconds.

Alberta Health Services is responsible for ambulance service within Spruce Grove and contracts Spruce Grove to provide two Advanced Life Support units into the provincial system. Although based in Spruce Grove these units can be sent anywhere by AHS dispatch. The standard which AHS has established for an ambulance response within Spruce Grove is 15 minutes or 900 seconds.

Area Coverage: Area coverage is when an ambulance is sent out of Spruce Grove to sit in another community and provide coverage for that area, while there is no active emergency call. During these times SGFS will send an Advanced Life Support crew and equipment to any medical call in Spruce Grove thus ensuring the residents and visitors of Spruce Grove continue to receive optimum care.

In 2023 SGFS ambulances were sent to provide “area coverage” a total of 665 times for a total of 949, unit hours. During the period of this report ambulances also responded to 3253 medical incidents outside of Spruce Grove.

Pump Response is defined as anytime a fire pump responds to a medical call in Spruce Grove. A pump is dispatched to assist an ambulance for any call categorized as Delta or Echo (serious) or when there is no SGFS ambulance within Spruce Grove. There were 1159 of these responses in 2023 with a 90% response rate of 306 seconds and 88% under 300 seconds.

Motor Vehicle Collisions

Response reporting is broken down into various components of the response.

- Total Response Time
- Dispatch Time
- Turnout Time
- Travel Time



Total Response Time is the cumulative reporting of all other times that determines if an apparatus arrives in time. The response time standard for MVCs is 399 seconds 90% of the time. Of these times, SGFS is only directly accountable for turnout and travel time which is 320 seconds.

- In 2023 the standard was achieved 74% and the 90th percentile was 330 seconds.

Dispatch Time is not set by council however the policy does require reporting on dispatch time. This time is based on NFPA standard of 79 seconds or less 90% of the time.

- In 2023 the standard was achieved 23.3%

It is important to note the pre-alerting system employed by SGFS is designed to allow an overlap of times between dispatch and chute. This system allows dispatch to take up to 90 seconds while resulting in a faster response than without the pre-alert. When the extended time of 90 seconds is considered, dispatch was compliant on MVC Emergency incidents 100% of the time in 2023.

Turnout Time is measured from the time of dispatch (responders are provided with an address to respond to) and the time that they declare themselves on route. For motor vehicle collisions that time is set at 80 seconds or less 90% of the time.

- In 2023 the standard was achieved 97.4% and the 90th percentile was 36 seconds.

Travel Time is the actual drive time of the first responding apparatus. Council has established a travel time standard of 240 seconds 90% of the time.

- In 2023 the standard was achieved 74% and the 90th percentile was 296 seconds.

Turnout and Travel Time combined is an important time to monitor as this is the portion of the Total Response Time that SGFS is directly accountable for. In this area MVC responses have a combined standard of 320 seconds.

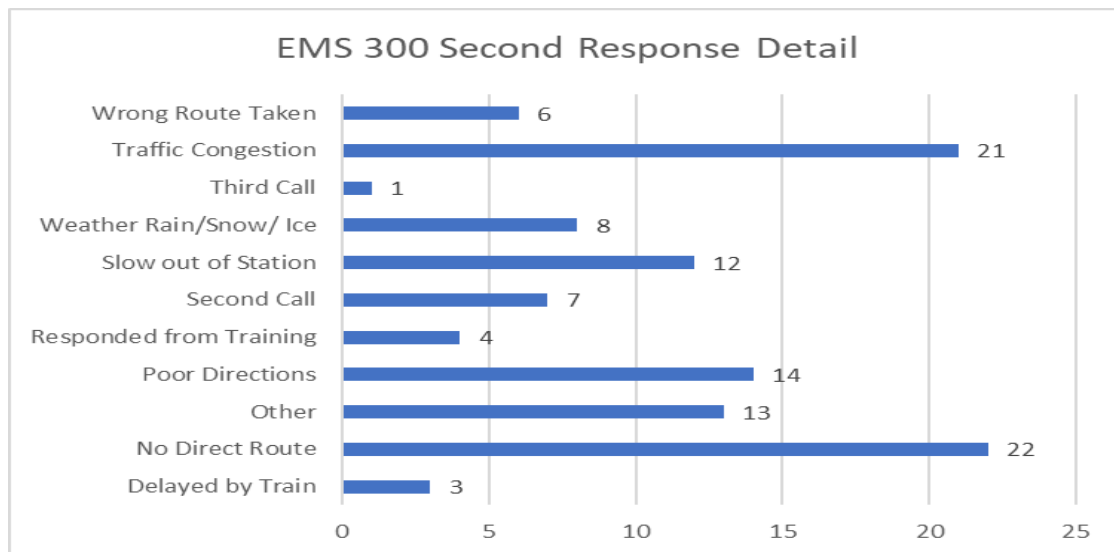
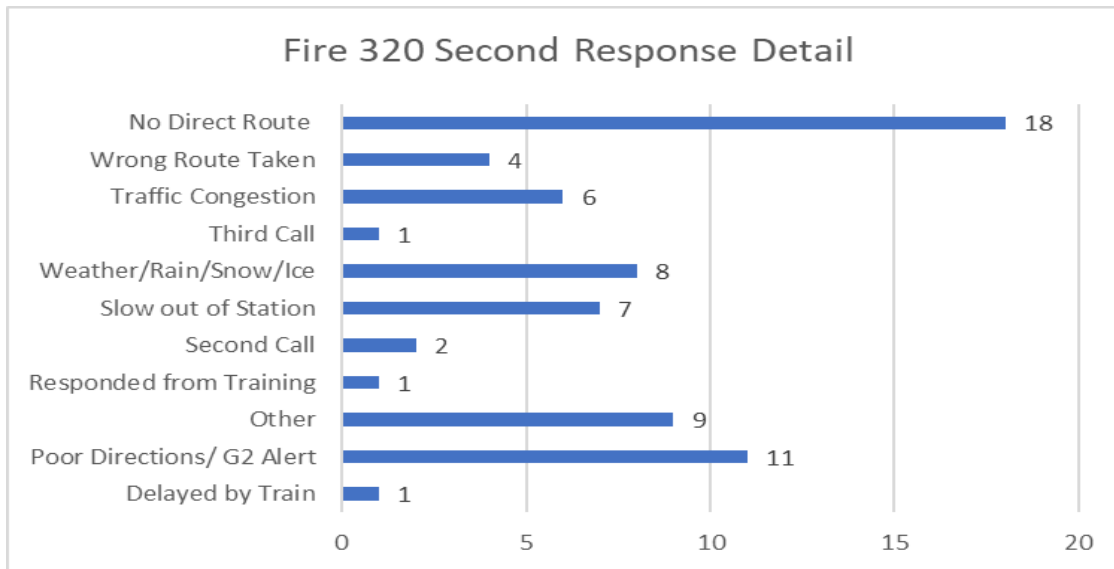
- In 2023 the standard was achieved 94.7% and the 90th percentile was 300 seconds.





Reasons for Non-Compliance

SGFS tracked the reasons why emergency incidents were not responded to in the standards established. These times are independent of dispatch times.



Of the 3688 responses in Spruce Grove 179 emergency responses or 5% are greater than the predetermined time as outlined in the response standards.

Response Standards Conclusions

For the 2023 reporting period compliance with response standards was positive. In the main areas: fire response was met 90%, and HIRF requirements were achieved 100% of the time. Medical responses were met 89.7% and Motor Vehicle Collision response standards were met 94.7% of the time.

At the conclusion of the third quarter last year, Spruce Grove Fire Services and Parkland County 911 Center started conversations on service levels and requirements. Parkland County is a crucial partner to the successful level of service Spruce Grove has provided. In these discussions, they were receptive to our concerns and dedicated to accommodating our requirements. Several adjustments were initiated towards the end of 2023, reflecting their commitment to improvement. The outcomes of these modifications remain pending evaluation until we acquire sufficient data from 2024.

The Emergency Response Service Standards Corporate policy will be reviewed in 2024. This review is necessary to integrate the updates on the NFPA 1221 standard for dispatch as well as the Alberta 9-1-1 Standards our contract dispatch provider Parkland County is required to meet.

Spruce Grove continues to be a highly functioning and cost-effective fire service.



Enforcement Services

Complaints Received

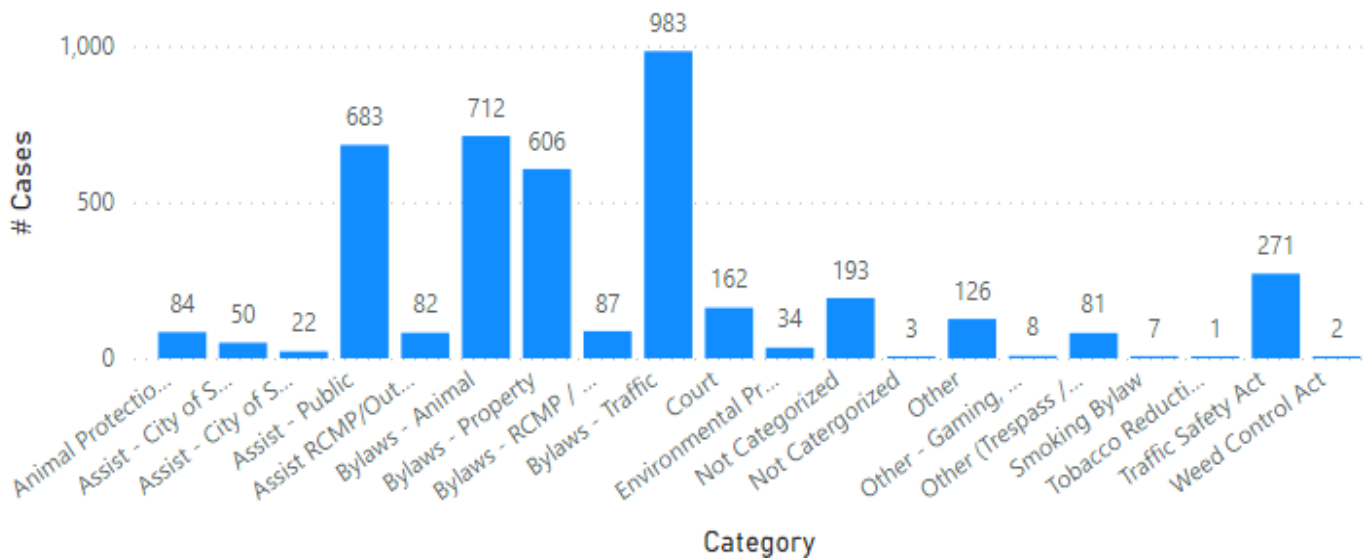
The number of complaints received by Enforcement Services saw a slight increase in 2023. Enforcement Services registered 4197 complaints as compared to 4011 in 2022 and 3950 in 2021.

Complaints received by Enforcement Services are divided into nineteen categories. The busiest area, as with prior years, remains bylaw-traffic which is parking related matters. Complaints in relation to animal bylaws and property bylaws are also significant.



Cases

BY CATEGORY



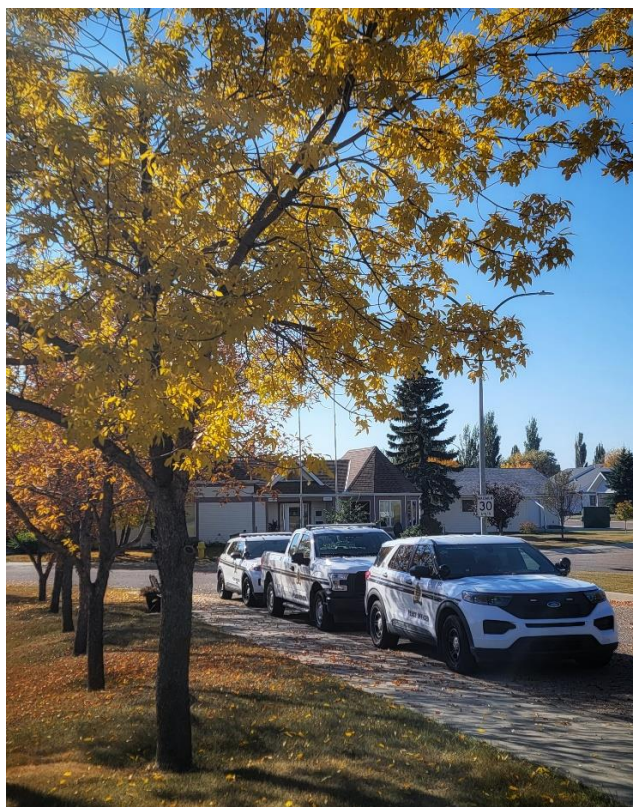
Complaints by Neighbourhood

Enforcement Services tracks complaints per neighbourhood to better assess community concerns and how to direct enforcement resources. The top three areas in terms of pure number of complaints in 2023 were City Centre with 432, Harvest Ridge at 278 and Aspenglen with 199. In 2022 the top three were Harvest Ridge, City Center, and West Grove.

In examining the 2023 statistics City Center experienced the biggest change from 2022. The main complaint types were suspicious persons / open space bylaw / homeless complaints, followed by parking / abandoned vehicles, trespass act and assistance to the public complaints.

The biggest driver of complaints in Harvest Ridge were parking and abandoned vehicles complaints, followed by general assistance to the public and then unsightly property complaints.

Aspenglen saw a larger number of parking / abandoned vehicle complaints, followed by noise and animal complaints, unsightly property complaints and assistance to the public.





Complaints around the Unsheltered

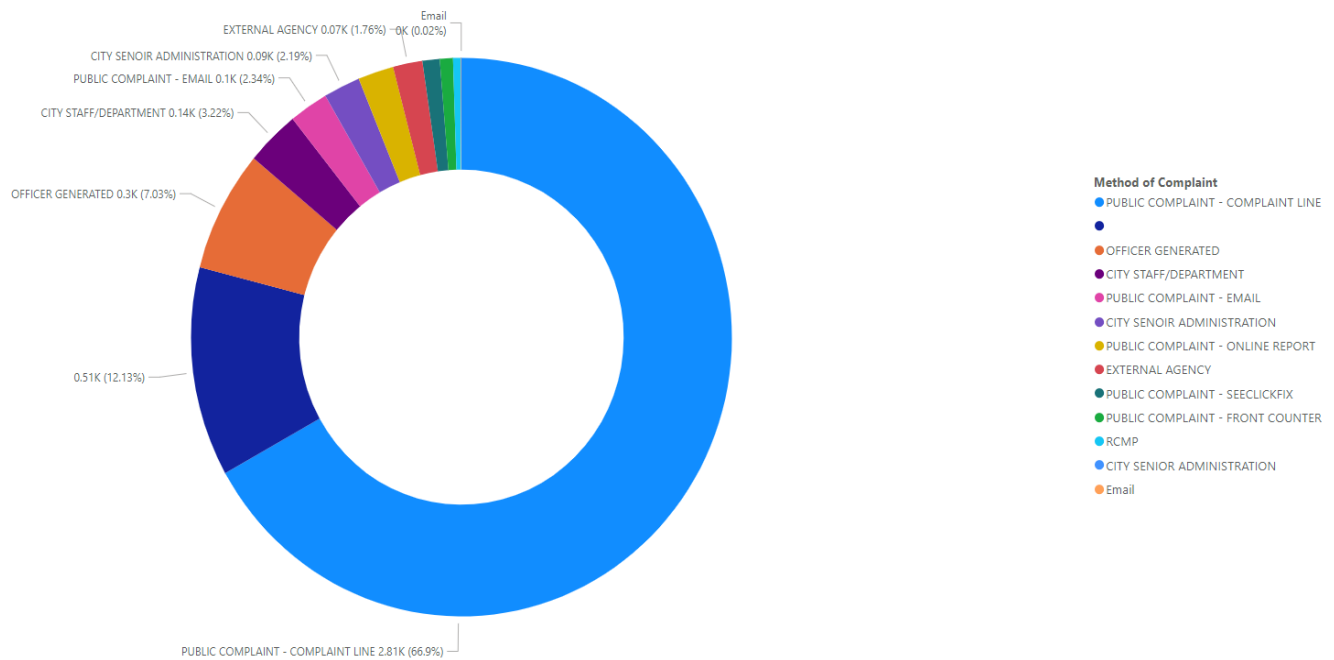
2023 was a year of transition in relation to our City’s unsheltered population, the City’s approach to working with this segment of our population and the impact upon Enforcement Services resources. During the period from February to May of 2023, Enforcement Services responded to sixty-two complaints in relation to our unsheltered population. From June until August, that number dropped to twenty-seven. Finally for the end of the year, from September until the end of December there were only forty-three complaints in total.

It is notable that in August of 2023 our city implemented a new Community Outreach program with pro-active teams working with our unsheltered population. This team included 1 Enforcement Services officer partnered directly with them, while also creating a strong working relationship with Enforcement Services overall. This has led to our Enforcement Services officers experiencing a significant reduction in demands on their time, as our Outreach teams are available and readily address calls that would otherwise have gone to Enforcement. While Feb and March of 2023 saw twenty-one calls for service in this area to Enforcement Services, there have only been eleven in the same period for 2024.

Complaint Method of Reporting

There are various reporting options available to register complaints with Enforcement Services. The methods of reporting by which Enforcement Services receives complaints has remained consistent over the years. 2023 saw the first full year of availability to the public of the “SECLICKFIX” reporting option. While that, along with email and other online reporting are available to the public, the vast majority (approximately 76%) of complaints received by Enforcement Services continue to come through the complaints line through to our Dispatch Service, with Officer Generated complaints being the next largest component (at approximately 8%).

In early 2024 our current dispatch service contract will expire and after examining what elements of improvement could be made, a decision was made to move to a new dispatch service provider. Enforcement services will be dispatched by the Parkland County dispatch center, the same service provider who dispatches for our Fire Services. With this change, we will be able to enjoy enhanced services that will reduce time spent by our Enforcement officers at a computer conducting data entry, to free up more time for them to be on the road.

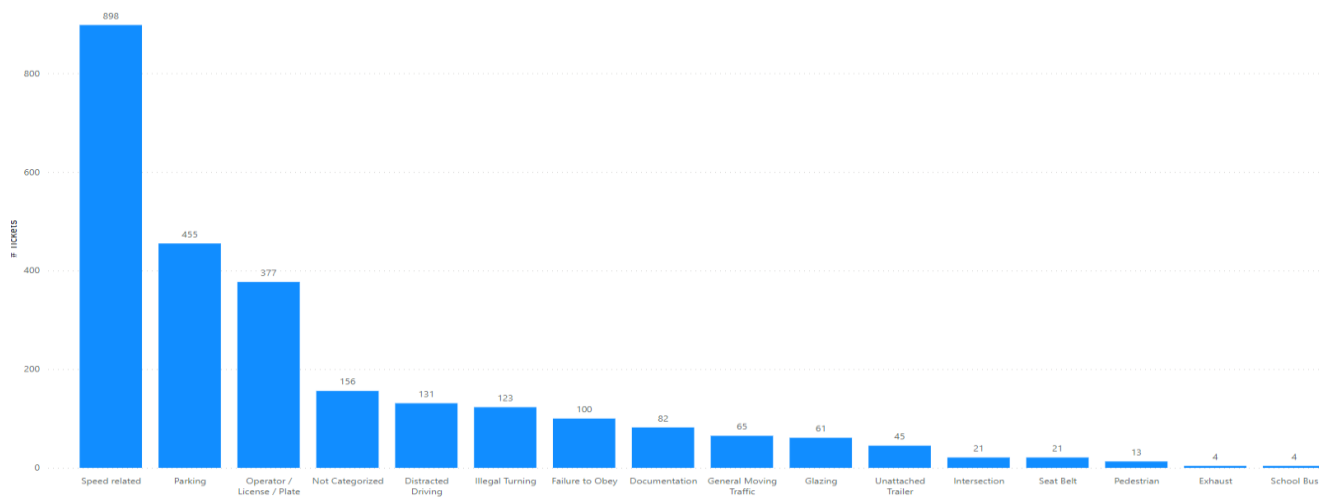


It should be noted that, as previously mentioned, in February of 2023 Enforcement Services migrated over to a new Records Management System. The new system is significantly more user friendly and provides for more robust report generation and analyses to better inform strategic and tactical decision making. Unfortunately, due to limitations in the porting over of data, approximately 500 files could not be properly attributed in terms of the method of complaint however it is reasonable to assume that the majority of those will have come through the complaint line, or be self generated by our officers, in keeping with the trends of the past, and the remainder of 2023.



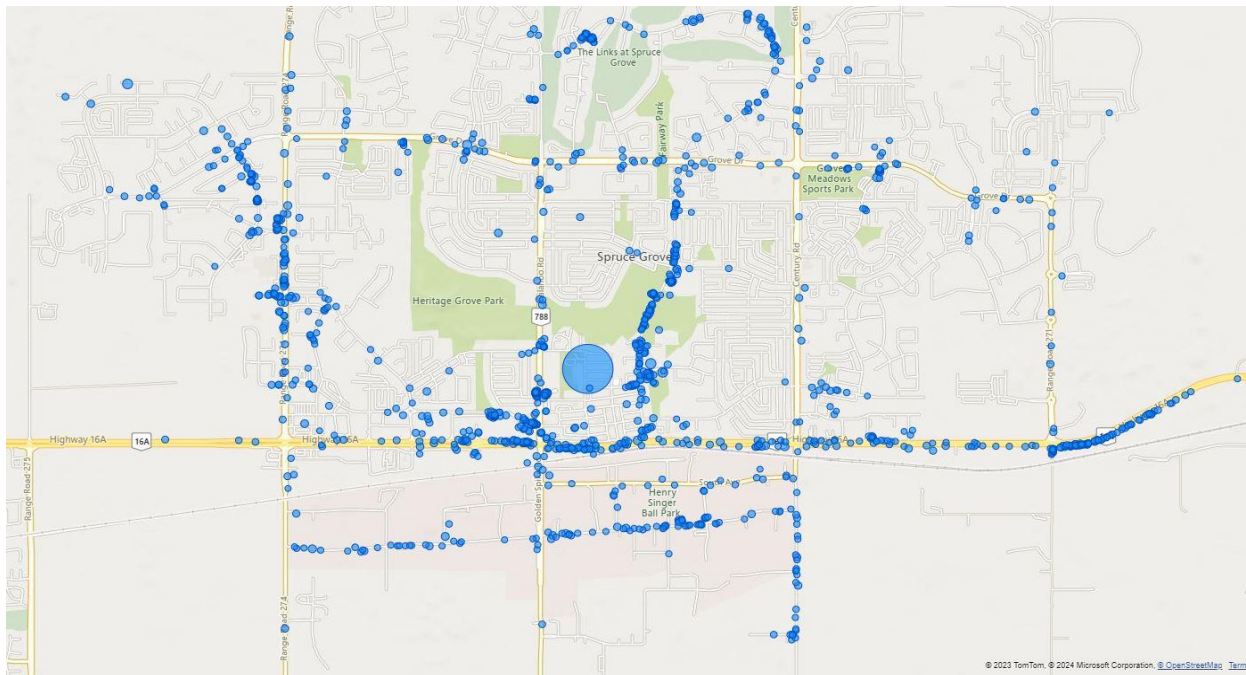
Violations

Violations are charges issued by Enforcement Services. The violations may be generated because of a complaint received by the service, or when an officer conducts a patrol and notices an infraction. In 2023 for several months our dedicated traffic program, along with much of the pro-active time of all Enforcement officers shifted to address an emerging City priority. Even with that period of shifted priority, there were 2556 violations issued. This is in comparison to 2733 violations issued in 2022 and 2568 in 2021.



As can be seen, the majority of the violations relate to speeding and other moving violations, including distracted driving. An examination of the location of ticketing shows that our Enforcement officers are focusing their efforts in and around high volume and high collision areas of the city as well as within school zones and areas of higher complaints.



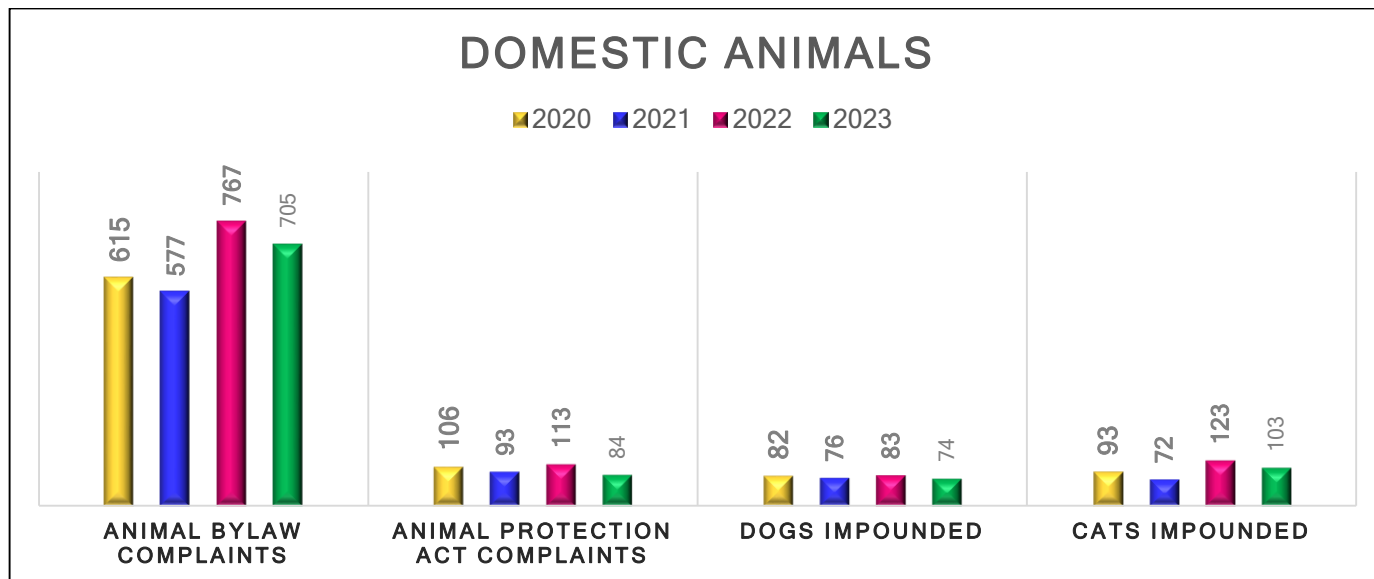


It is also notable that 2023 saw a complete migration of Enforcement Services to an E-Ticketing platform. This has increased our efficiency for officers in terms of the time it takes to process tickets at roadside, the accuracy of our documentation, and the speed with which we are able to provide disclosure to both violators and the courts.



Animal Control

2023 saw a slight drop in animal complaints from 2022. A likewise trend was noted with the number of animals impounded.



Animal impoundments are as follows:

- 2023 - 74 dogs and 103 cats
- 2022 - 83 dogs and 123 cats.
- 2021 - 76 dogs and 72 cats.

In 2023 peace officers delivered seventy-three of the impounded animals (64 dogs and 8 cats) to the shelter, while one hundred four animals (9 dogs and 95 cats) were delivered by either the public, RCMP, or external groups.

Of the animals impounded, ninety-six were claimed by their owners (71 dogs and 24 cats) and eighty-one animals (2 dogs and 79 cats) were transferred to animal rescue agencies. As noted, the trend around claiming of animals remains significantly different for dogs than cats, as is the case in past years, and in other jurisdictions which administration polled.

Special Events

Spruce Grove Enforcement Services is one branch of the City's Protective Services department. The city hosts many events throughout the year. Spruce Grove Enforcement Services is integral in ensuring residents and visitors to the city have a safe and enjoyable event experience. Enforcement Services participates in several aspects of a community event. These would include event planning and consultation, traffic safety, site safety, and community engagement.

Some of the special events held in Spruce Grove in 2023 included:

- Spruce Grove Agra Fair
- Canada Day Festivities
- Remembrance Day
- Ribfest
- Winter Light Up Festivities



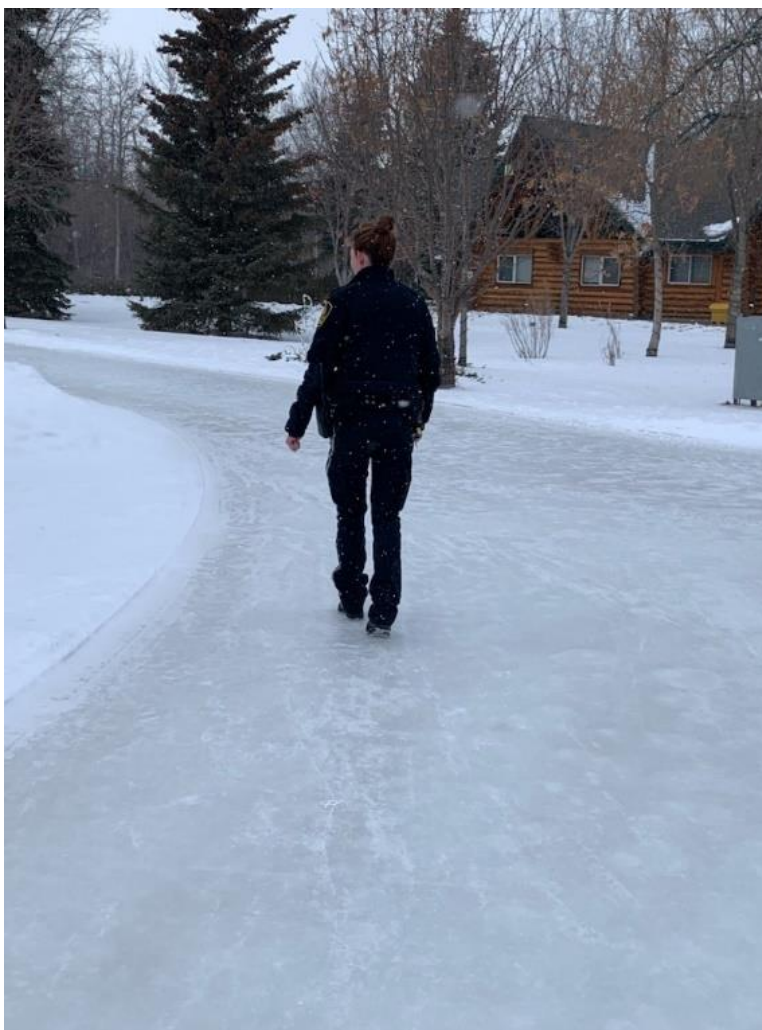
Enforcement Services believes that community engagement is essential in understanding the concerns and interests of the citizens it serves. Officers routinely find opportunities to engage with the public in a proactive, non-enforcement capacity. Bike patrols and foot patrols on the City's pathway systems are examples of such opportunities. Other 2023 engagement activities included:

- Scoops with Cops
- Camp Days - Superhero Week
- Canada Day Pancake Breakfast
- Kinnette's Stuff a Cruiser and Christmas Hamper Drive
- Block Parties

Park and Trail Foot Patrols

2023 saw visibility and public safety / interactions between our Peace Officers and citizens on our trails and in our parks become a priority for Council. In response to this a great deal of officer time was dedicated to conducting hundreds of pro-active foot patrols in those areas. This has resulted in positive feedback on visibility and citizen comfort levels on the trails. Unfortunately, the Records Management System was not set up to track these patrols, though manual tracking during the period of February 27th to August 20th would indicate over 1500 patrols ranging in time from one minute to well over an hour in duration took place.

For 2024 we have worked with our service provider to set up a flag which will allow us to track these patrols and later be able to better report on them. This flag went active in January of 2024.



Traffic Safety

Traffic safety is a collaborative effort of Enforcement Services, the RCMP, Engineering, Public Works, and Automated Traffic Enforcement.

Traffic Enforcement

The City of Spruce Grove is committed to ensuring it has one of the safest road systems in Canada. Spruce Grove constantly evaluates its traffic safety initiatives within an everchanging environment. The City Traffic Safety Plan strives to remain current with international, national, and regional best practices to ensure our citizens continue to enjoy a safe road and transportation network.

It is important to note that in late 2023 the city made the decision to change service providers for the Automated Traffic Enforcement (ATE) program. A new contract has been developed with Global Traffic Systems and was put into place March of 2024. Administration has been working closely with Global to ensure the continued accuracy and public safety focus of the ATE program.



Joint Operations

To maximize visibility and enhance resource deployment, the Spruce Grove RCMP, RCMP Integrated Traffic Unit, and Tri-Municipal Peace Officer Services conducted high visibility joint force operations to augment other applied traffic safety measures. In 2023 Enforcement Services conducted thirty-four Joint Force Operations to address such issues as excessive vehicle noise, distracted driving, seat belt, vehicle equipment deficiencies and other concerns.



Loud Vehicle Enforcement

Knowing that this issue has in the past been one of importance to the City, Enforcement Services continued to maintain a focus on vehicles with excessively loud exhaust systems to the extend possible, however in 2023 Enforcement Services was re-directed to focus on distracted driving. Enforcement Services continued to conduct reactive and proactive efforts in known problem areas and in response to citizen complaints. The officers, as in past years, utilized the internal BOLO feature of our records management system to identify areas requiring specific attention and target patrols and efforts accordingly.

The number of tickets laid in 2023 for this bylaw infraction were 10. In 2022 there were 40 vehicle equipment charges for altered mufflers, and excessive noise, prior to introducing Decibel readers. Up until September of 2022 another 3 charges were issues after conducting a number of dedicated traffic operations, testing 22 vehicles.

The switch to focus upon Distracted Drivers saw 131 charges laid in 2023, as compared to 36 in 2022.



School Safety Traffic Patrols

One of the focus areas within the City's Traffic Safety Plan is enhanced visibility in school areas. On school days there is high vehicular and pedestrian traffic. This also includes buses transporting children and youth to and from these institutions. Typically, there are approximately one hundred eighty-four instructional days in a school year.

To ensure a presence at schools during high traffic periods officers will either conduct patrols or establish a traffic operation. The following chart shows the number of patrols and operations since 2020.

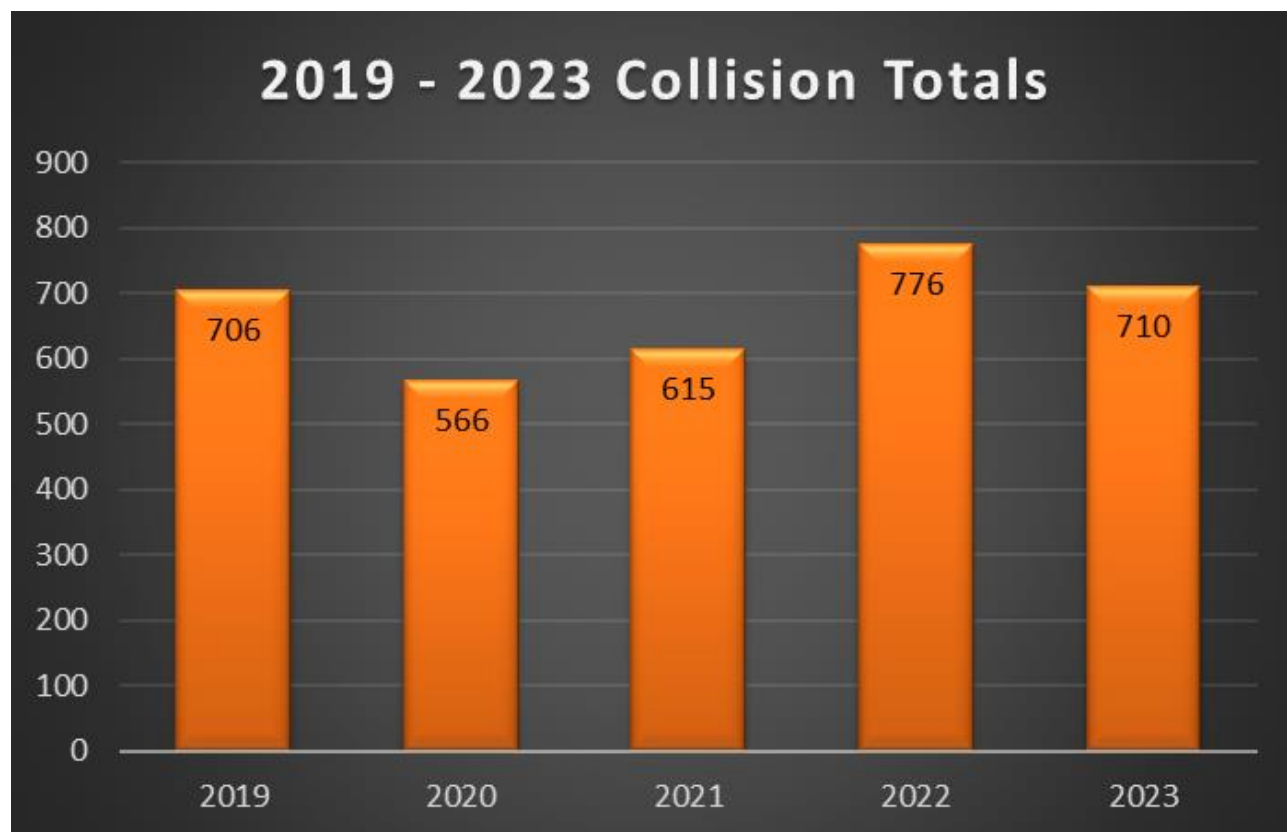
School	2020	2021	2022	2023
Brookwood School	48	48	55	76
Ecole Broxton School	25	51	47	105
Copperhaven School	31	68	42	47
Greystone Centennial Middle School	32	59	59	75
Living Waters Christian Academy	6	5	2	1
Millgrove School	20	35	43	48
Prescott Learning Centre	45	56	76	58
Spruce Grove Composite High School	16	13	44	70
St. Joseph Catholic School	21	11	22	46
St. Marguerite's / St. Thomas Aquinas Catholic School	19	15	32	29
St. Peter the Apostle Catholic School	44	26	35	48
Woodhaven Middle School	15	13	30	41
TOTAL	322	400	487	644



Collisions

2023 there was an overall slight decrease in the number of total and injury collisions reported into Alberta Transportation. While there is often a time lag in reporting of collision data, the 2023 collision statistic are accurate as of January 24th, 2024.

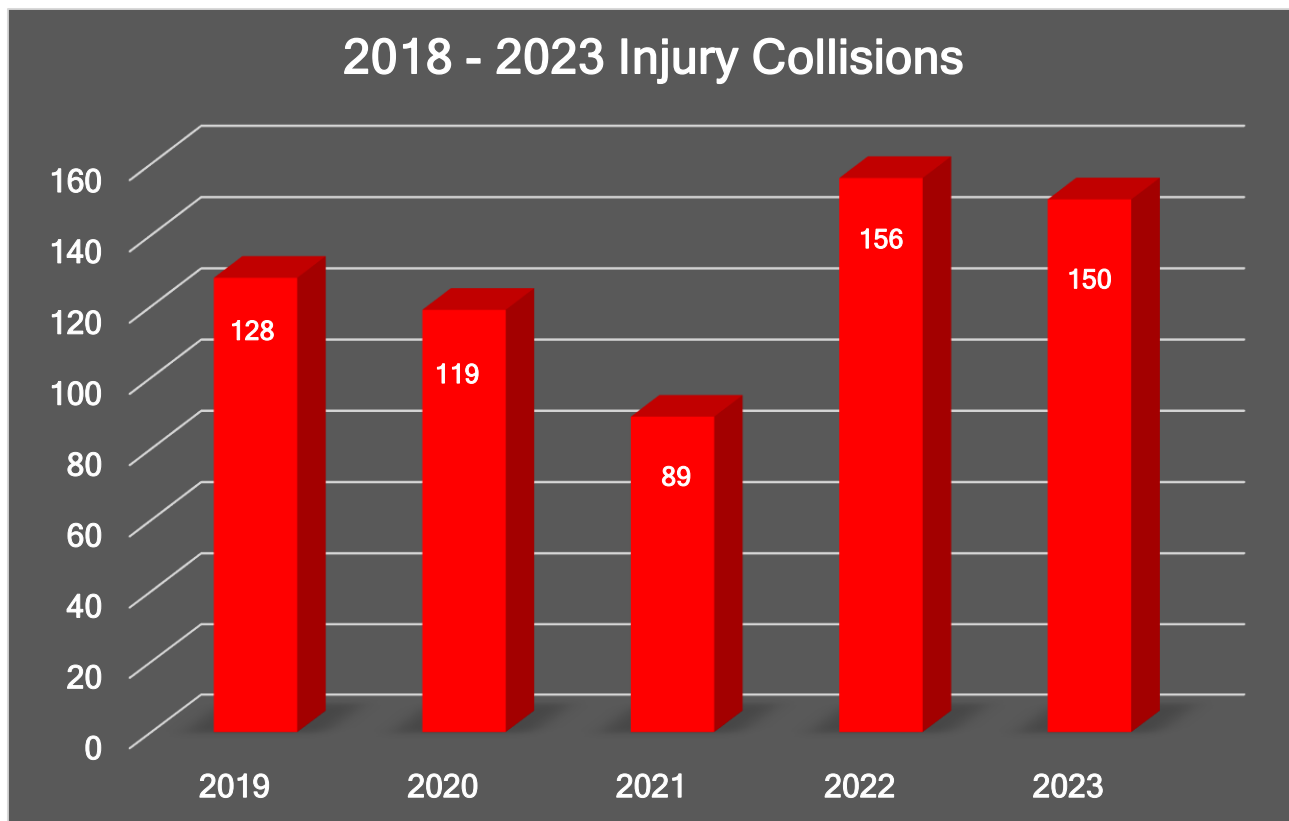
2020 and 2021 numbers are likely to have been impacted by the effects of the Covid lock downs and reduced traffic on the roads. 2022 saw a rebound to historical traffic levels and accidents. That stated, even with population growth and increased traffic volumes, our overall collision numbers remain low. Sadly, there was one fatal collision in 2023 involving a pedestrian, but with nearly 11 million vehicles being counted as moving past our 13 traffic speed signs alone (a small subset of the total vehicle movements across the city in a year), and close to 250 of our 710 collisions occurring in parking lots, it can be said that Spruce Grove’s traffic safety program is continuing to be very effective.





Injury Collisions

There was a total of 150 injury collisions in 2023. Again the 2023 data is received from Alberta Transportation, slightly down from 2022 despite increasing population for the city. Again, as noted, there was one unfortunate traffic collision fatality in 2023 involving a pedestrian being struck along the Highway 16 corridor. This represents the only true traffic collision fatality for the city in many years.





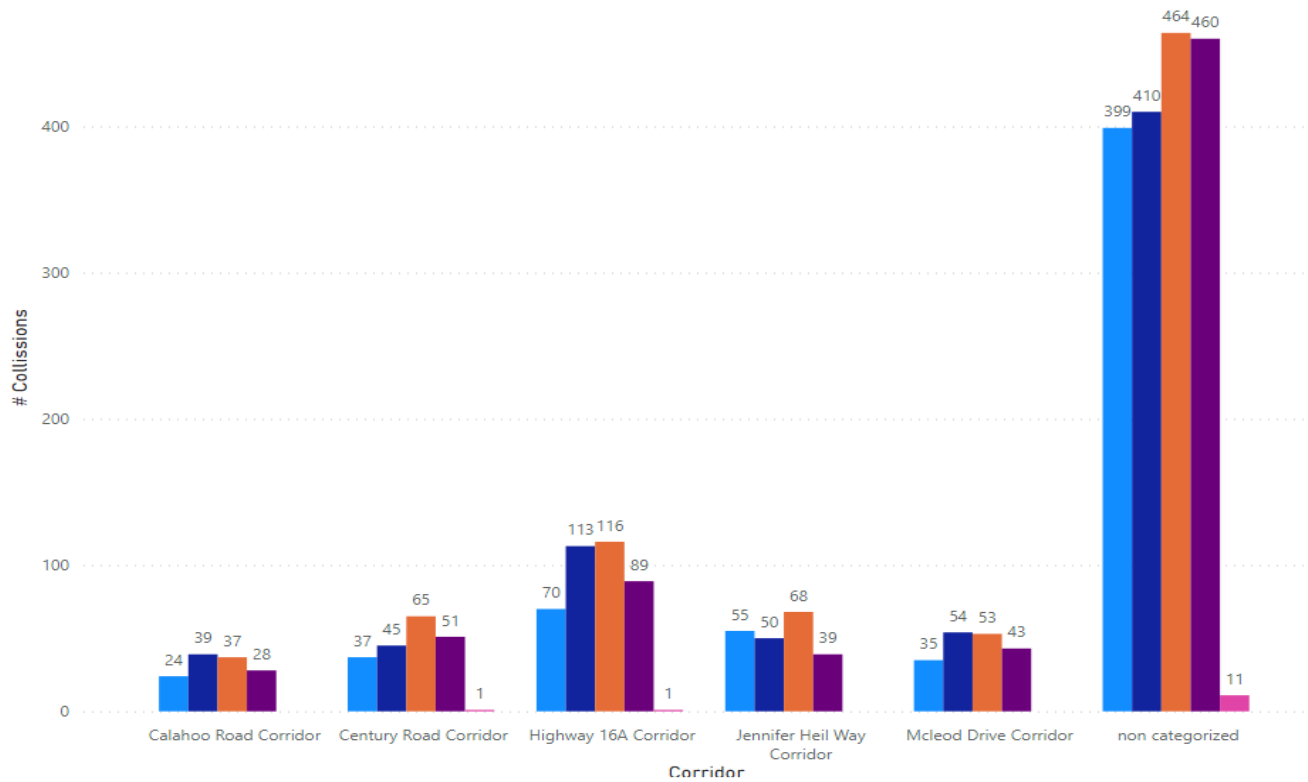
Collision per Traffic Corridor

The primary traffic corridors through Spruce Grove are Highway 16A, Jennifer Heil Way, Century Road, Grove Drive, McLeod Avenue and Calahoo Road. 2023 saw an emphasis on traffic corridor and intersection presence and enforcement from enforcement services. There was a slight collision decrease noted on all the transportation conduits. The largest decrease was seen on the Highway 16a Corridor.

Collisions

BY YEAR, CORRIDOR

Year ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



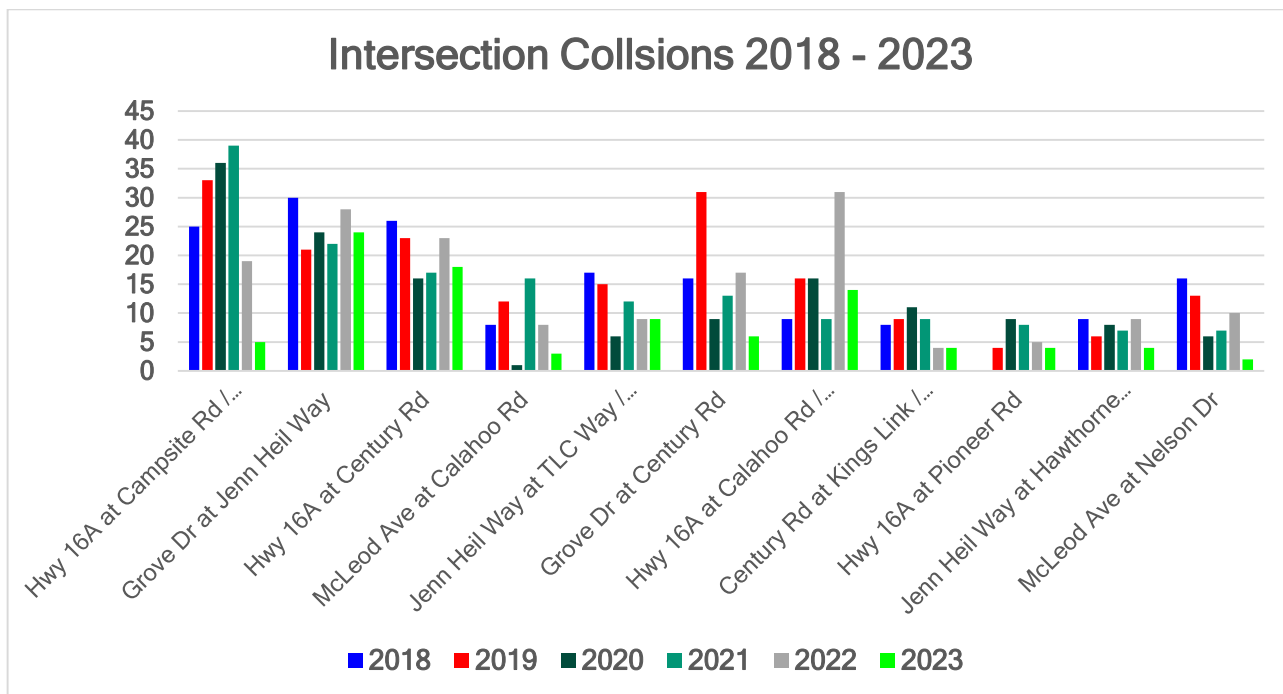


Intersection Collision

It is important to note that overall, 2023 is showing a reduction in intersection collisions. While much of the reduction is likely attributable to intersection control changes and enhanced enforcement, it is important to recognize that with the change in records management system, and the migration to all collision data coming from Alberta Transportation, it is probable that some of the collisions which has previously taken place near to an intersection and were part of the data set are now being excluded. That stated, the data is encouraging in terms of intersection collisions being overall down, though two intersections remain a concern.

In 2022 the top ten City intersections in terms of number of collisions were noted below. 2023 saw the realization of notable traffic collision reductions for what the intersection was previously with the most collisions, that of 16a and Jennifer Heil. There was a similar decrease at the intersection of Grove Drive and Century Road. These are felt to be at least in large part attributable to the introduction of a protected left turn lanes and light controls at these intersections which were introduced after careful consideration by City Engineering and Protective Services with support from Information Systems.

<u>Intersection</u>	<u>2022 Collisions</u>	<u>2023 Collisions</u>
Highway 16A at Calahoo Road/Golden Spike Road	31	14
Grove Drive at Jennifer Heil Way	28	24
Highway 16A at Century Road	23	18
Highway 16A at Campsite Road/Jennifer Heil Way	19	5
Grove Drive at Century Road	17	6
Jennifer Heil Way at Nelson Drive/Tri-Leisure Way	12	9
Century Road at Century Crossing	12	4
McLeod Avenue at Nelson Drive	10	2
Century Road at Westwind Drive	10	2
Jennifer Heil Way at Hawthorne Gate/Spruce Ridge Drive	9	4



Overall, the number of intersection collisions along the Highway 16a corridor are reduced from 2022 which is consistent with the overall reduction in collisions along this entire corridor, though it remains the transportation corridor with the most collisions in the city. The intersection with the most collisions in 2023 is now that of Grove Drive and Jennifer Heil Way. This intersection along with Highway 16a and Century Road will be the subject of attention and study for improvement options in 2024.

Finally, the department will be monitoring the impacts of two recent changes which could affect our collision numbers. The first is the introduction of the Collision Reporting Center, which is overseen by the RCMP and located at the City Protective Services building. It has been the experience of the RCMP and other municipalities, as well as the service provider that the introduction of these centers can see an increase in the number of collisions that are reported, as opposed to when citizens are required to go to the local police office to report them.

On a different note, commencing in January of 2024, the Province increased the damage threshold for reporting from \$2000 to \$5000. This of course will have the potential to reduce the number of reportable collisions for the city.

Both are raised only for the awareness of Council and will be monitored by the department over 2024.



Automated Traffic Enforcement

Automated Traffic Enforcement (ATE) is just one tool in an effective traffic safety regime. Spruce Grove strives to remain up to date on current traffic safety practices. This includes communication with regional municipalities, membership in traffic safety organizations and attending conferences. Automated Traffic Enforcement includes both mobile and fixed automated devices which are strategically placed throughout the city.

In late 2023 the province updated the ATE Guidelines, placing limitations on the use of ATE in some provincial highways in and around Edmonton and Calgary and extending the freeze on ATE for another year, prohibiting the addition of any new ATE sites, or technologies until December 1, 2024, or such time the government decides to end the freeze.

Each year Spruce Grove Protective Services drafts an Annual Automated Traffic Enforcement report which is prepared and presented separately from the Annual Protective Services Report. Once prepared and presented it is attached to the City's Automated Traffic Enforcement webpage for public access.

Late 2023 saw the City end its contract with its service provider for ATE services and begin work on identifying a new service provider.

