

# 2023 Protective Services Annual Report



# Year in Review

- Year of Transition
- 10 Year Master Plan
- Alberta Health Services (AHS) Contract
- Fire Services Software Development
- Name the Fire Truck Contest
- Enforcement Services New Records Management
- Community Outreach Support

# Executive Summary

- 2023 Fire Services responded to 15 per cent less incidents
- 2023 Enforcement Services responded to 4.6 per cent more incidents
- Fire and EMS Services Response of 320 seconds were met 90 per cent of the time
- High Intensity Residential Fire Standards (HIRF) was met 100 per cent of the time

# Fire Services

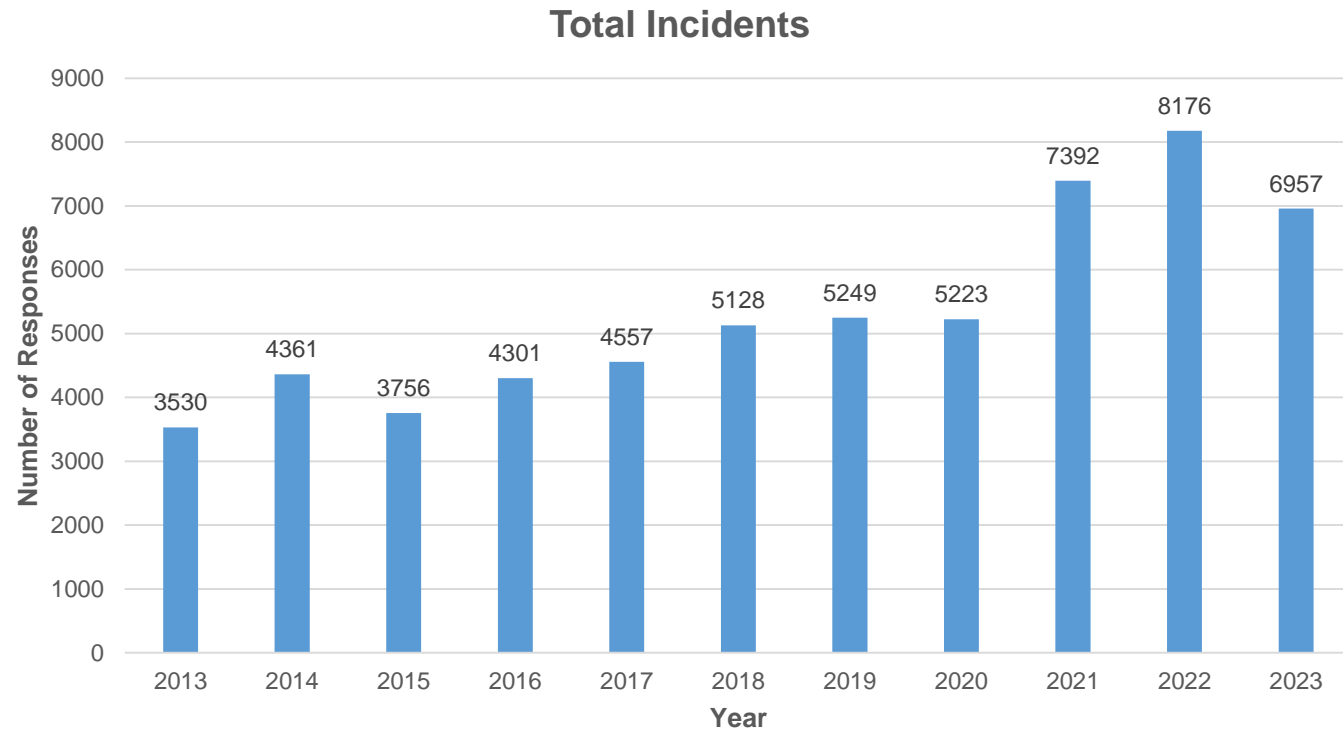
Call Volume

Types of Incidents

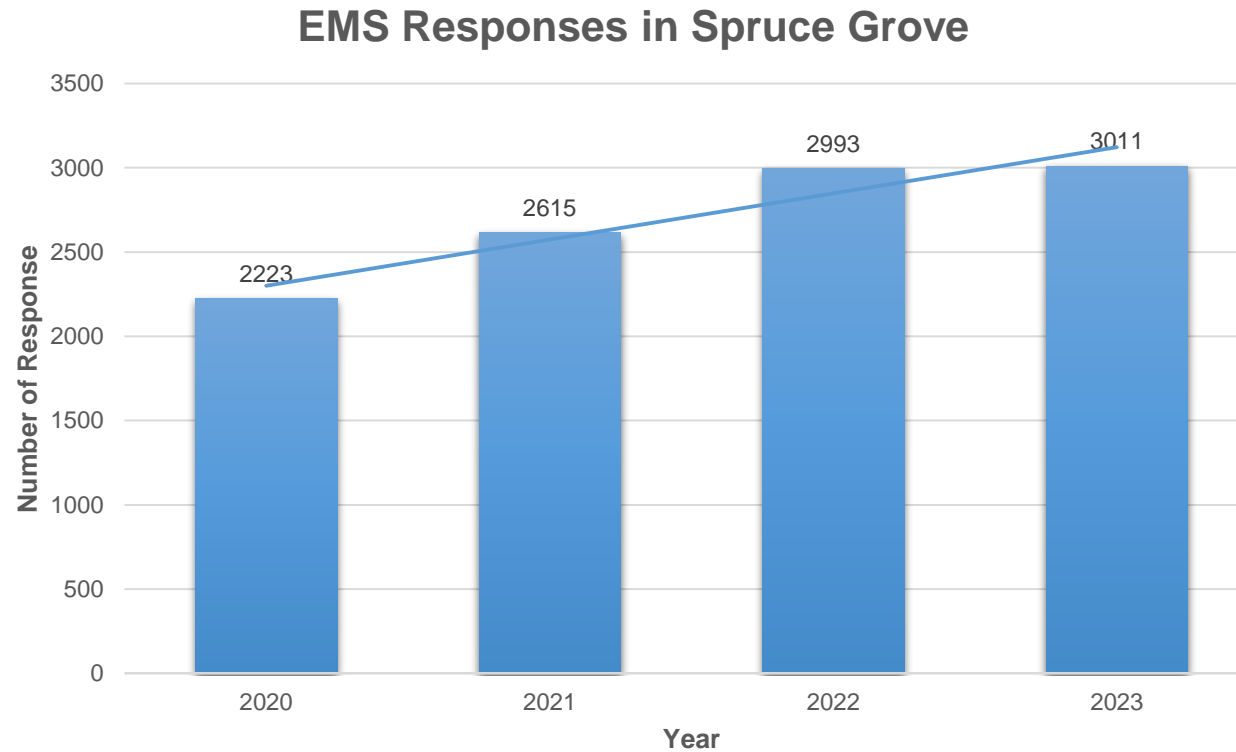
Response Standards



# 2023 Fire Services Response Totals



# Total Responses in Spruce Grove



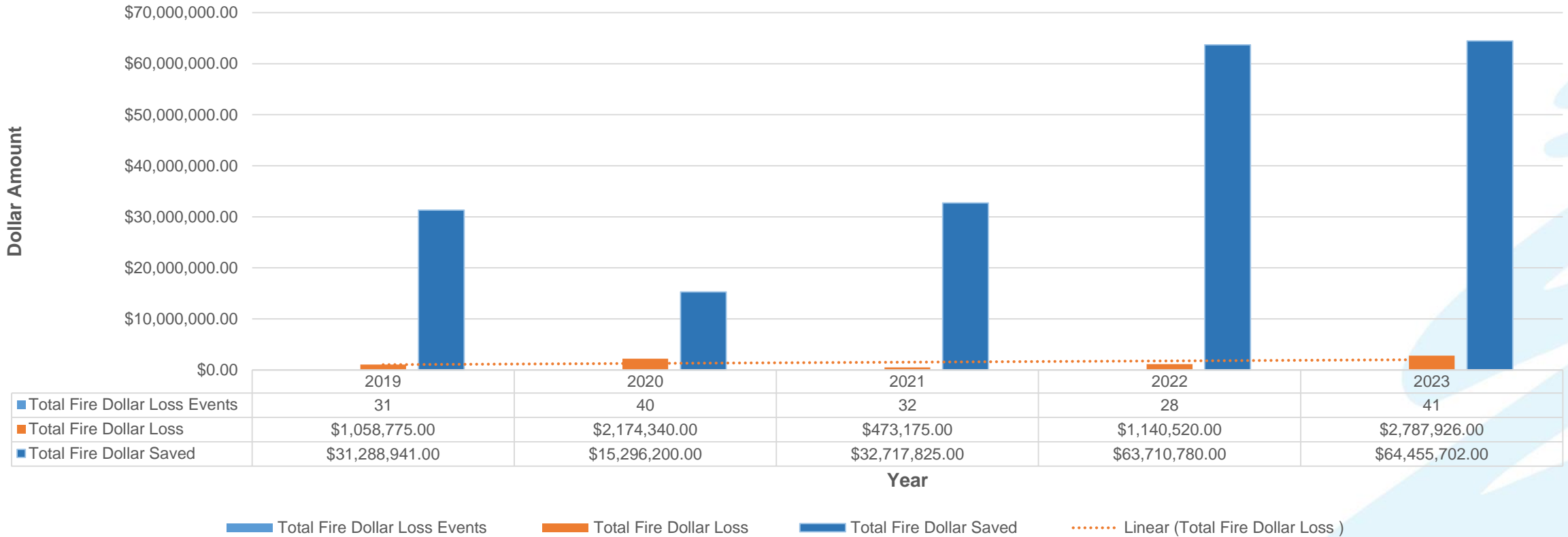


# Types of Incidents In Spruce Grove

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 Dollar Loss vs Dollar Saved

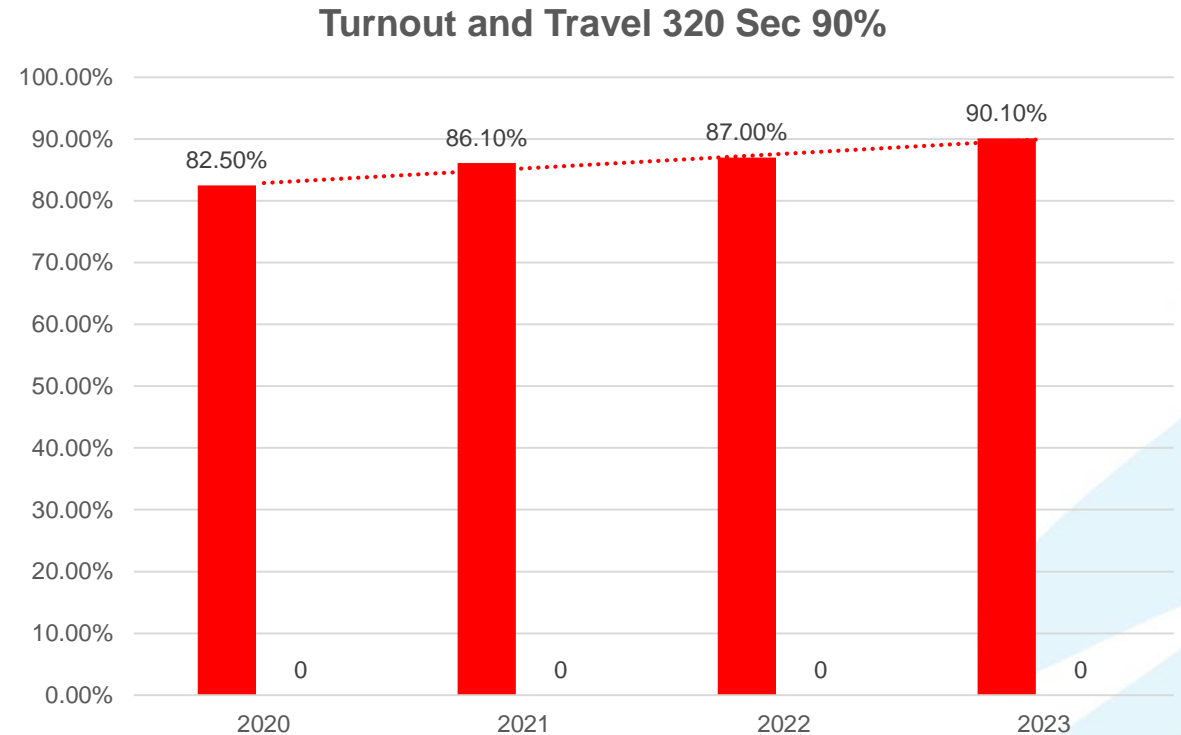
5 year Dollar Loss vs Saved





# Emergency Fire Response

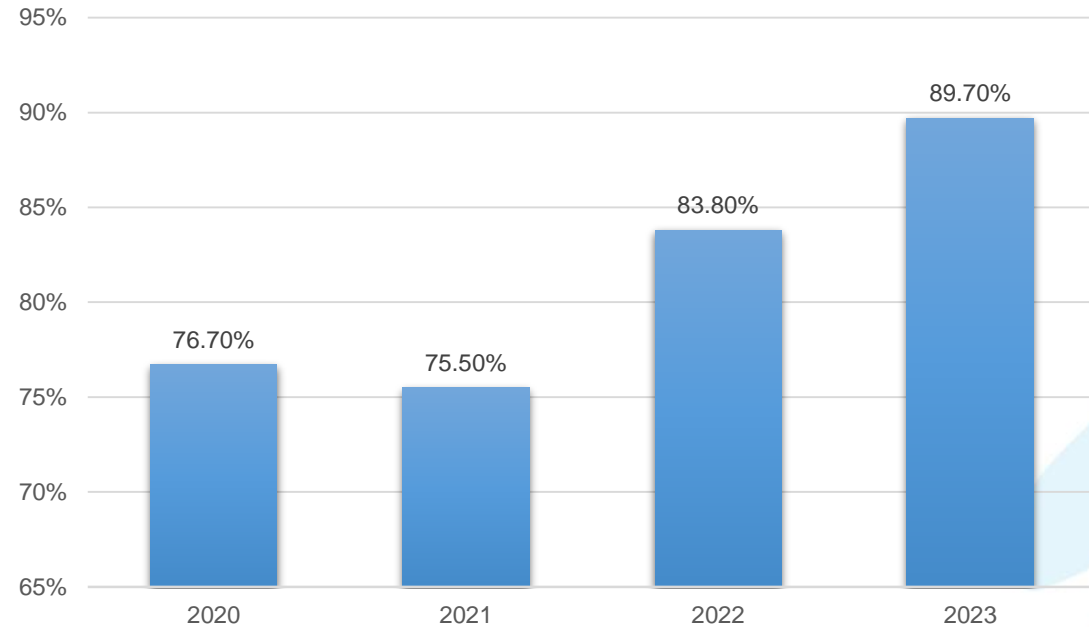
- High Intensity Residential Fire (600 sec 100%)
- Total Response Time (399 sec 61%)
- Dispatch Time (79 sec 6.4%)
- Turnout Time (80 sec 99%)
- Travel Time – first unit (240 sec 65%)
- Travel Time – second unit (480 sec 97%)
- **Turnout and Travel Time (320 sec 90%)**



# Emergency Medical Responses

- Turnout Time (60 sec 99%)
- Travel Time (240 sec 65%)
- **Turnout and Travel Time (300 sec 90%)**

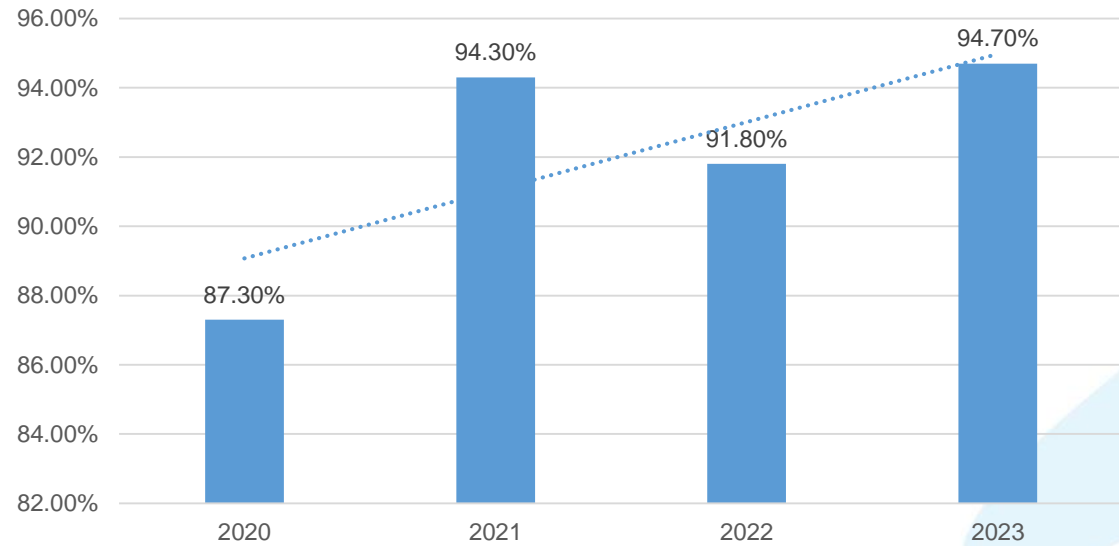
Turnout and Travel 300 Sec 90%



# Motor Vehicle Collision

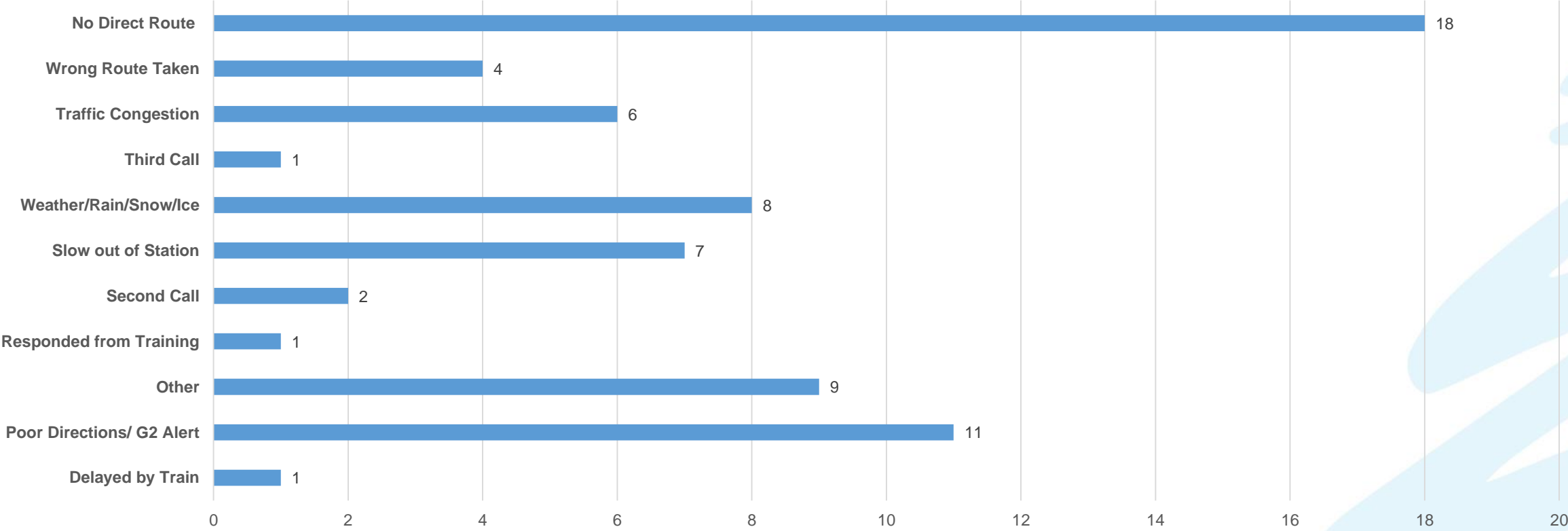
- Total Response Time (399 sec 74%)
- Dispatch Time (79 sec 6.4%)
- Turnout Time (80 sec 97.4%)
- Travel Time – first unit (240 sec 74%)
- **Turnout and Travel Time (320 sec 95%)**

Turnout and Travel 320 Sec 90%



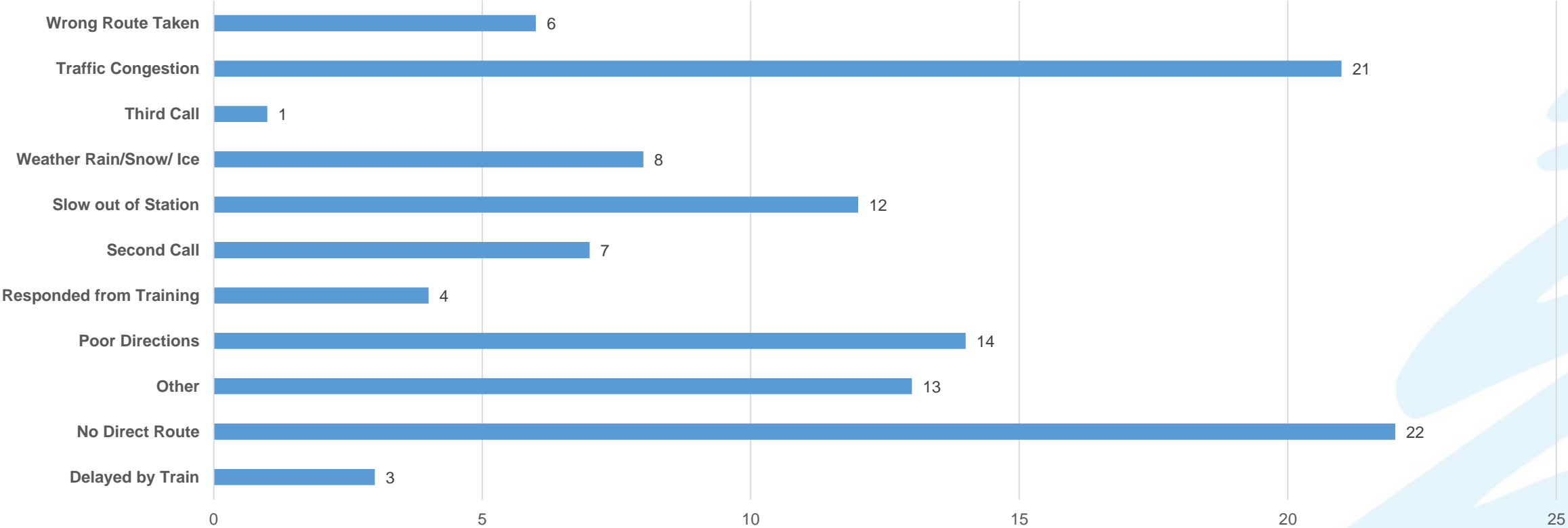
# Reasons for Non-Compliance Fire

Fire 320 Second Response Detail



# Reasons for Non-Compliance EMS

EMS 300 Second Response Detail



# Enforcement Services

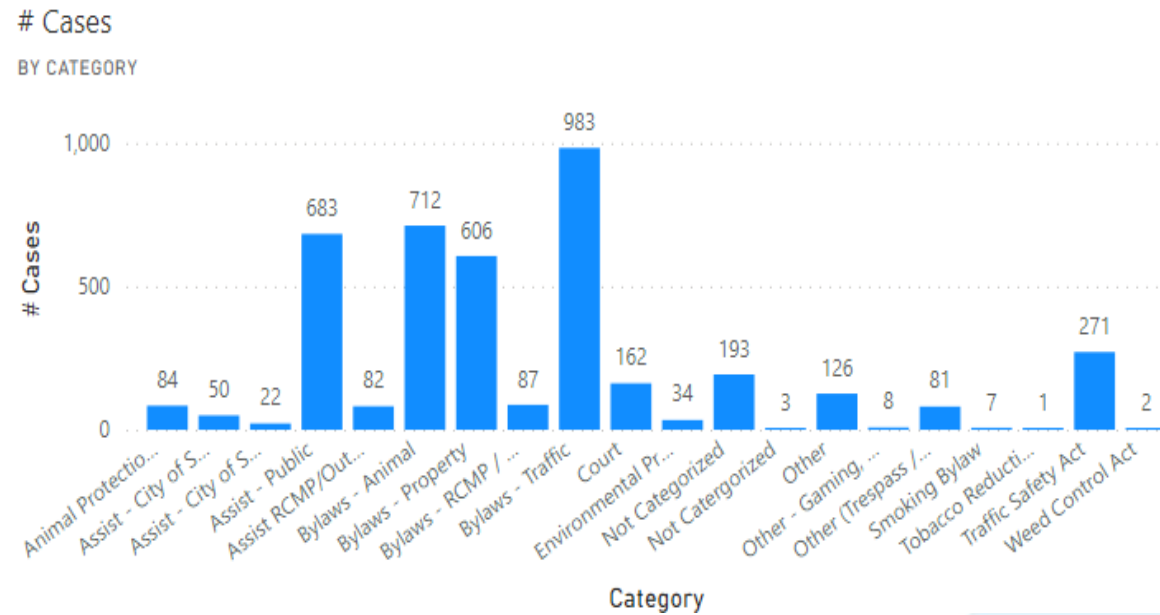


# Protective Services

## Enforcement Services Update

### Complaints Received

- Overall slight increase in complaints
- Top Complaint Types
- Top Complaint Areas
- Method of Report
- Unsheltered Complaints

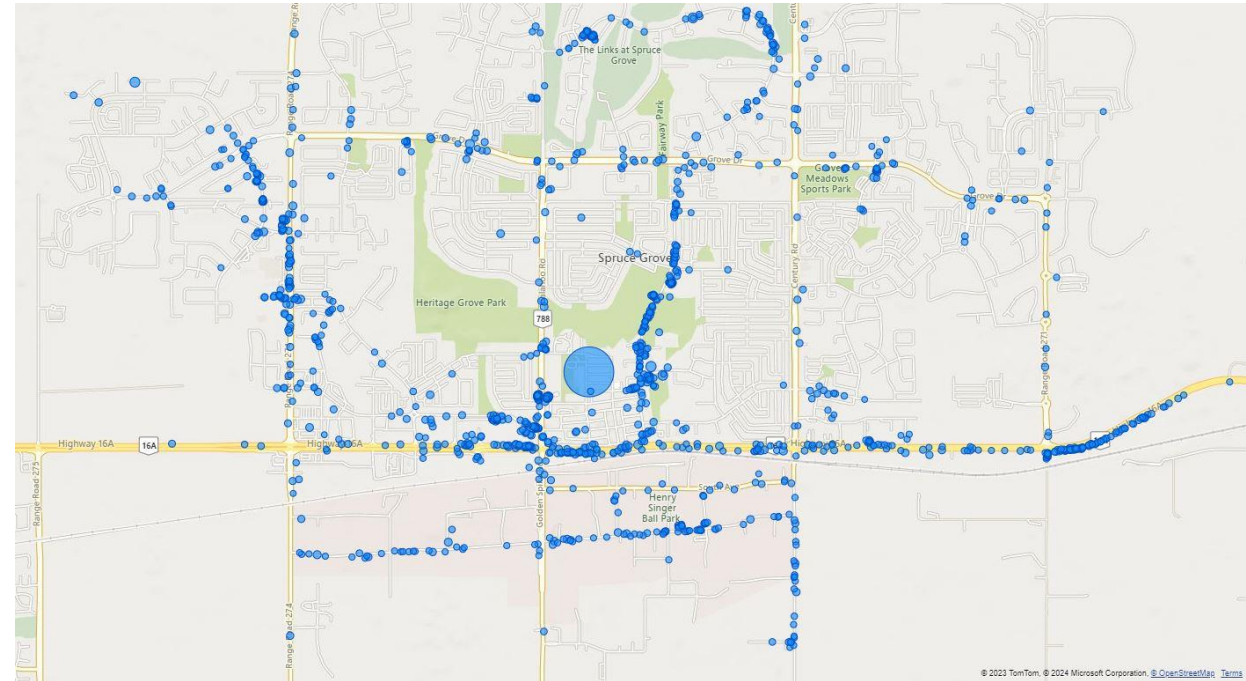




# Protective Services Enforcement Services Update

## Violation Tickets

- 2023 vs past years
  - Emerging Issues Impact
- Top Violation Types
- Location of Violations
  - What this says about deployment
- Loud Vehicle Enforcement

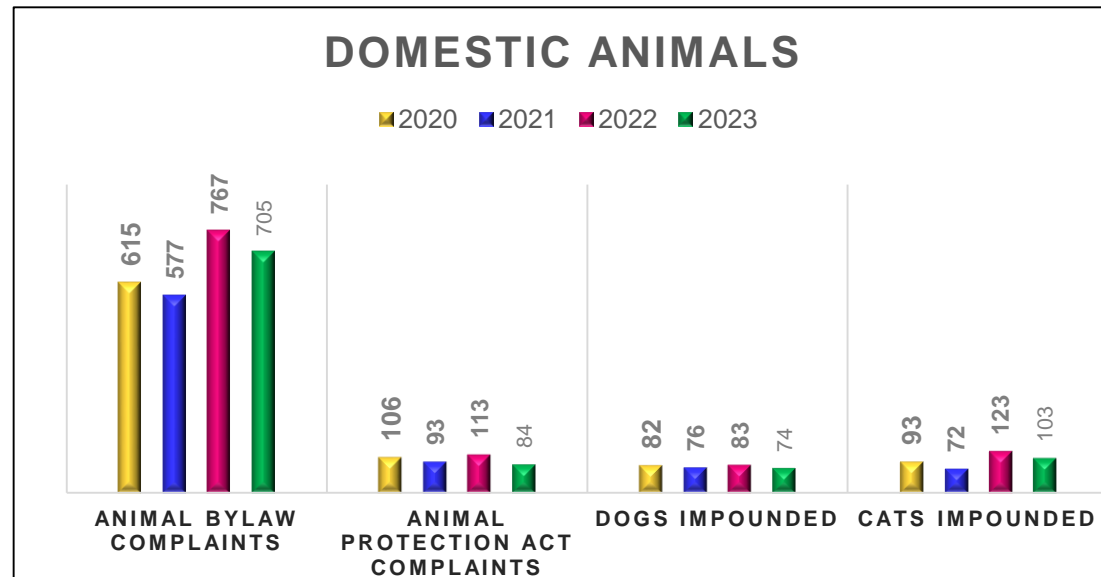


# Protective Services

## Enforcement Services Update

### Animal Control

- Number of Complaints
  - Bylaw and Animal Protection Act
- Dogs Impounded
  - Returned
- Cats Impounded
  - Returned



# Protective Services

## Enforcement Services Update

### Special Events

- Focus on Community Engagement
- Major Community Events
- Proactive / Non-Enforcement Activities
- Park / Trail Foot and Bike Patrols



# Protective Services

## Enforcement Services Update

- Significant Developments
  - Intersection Safety
  - Automated Traffic Enforcement (ATE)
- Joint Operations
- School Safety Traffic Patrols
  - Enhanced Focus for 2023

### Traffic Safety

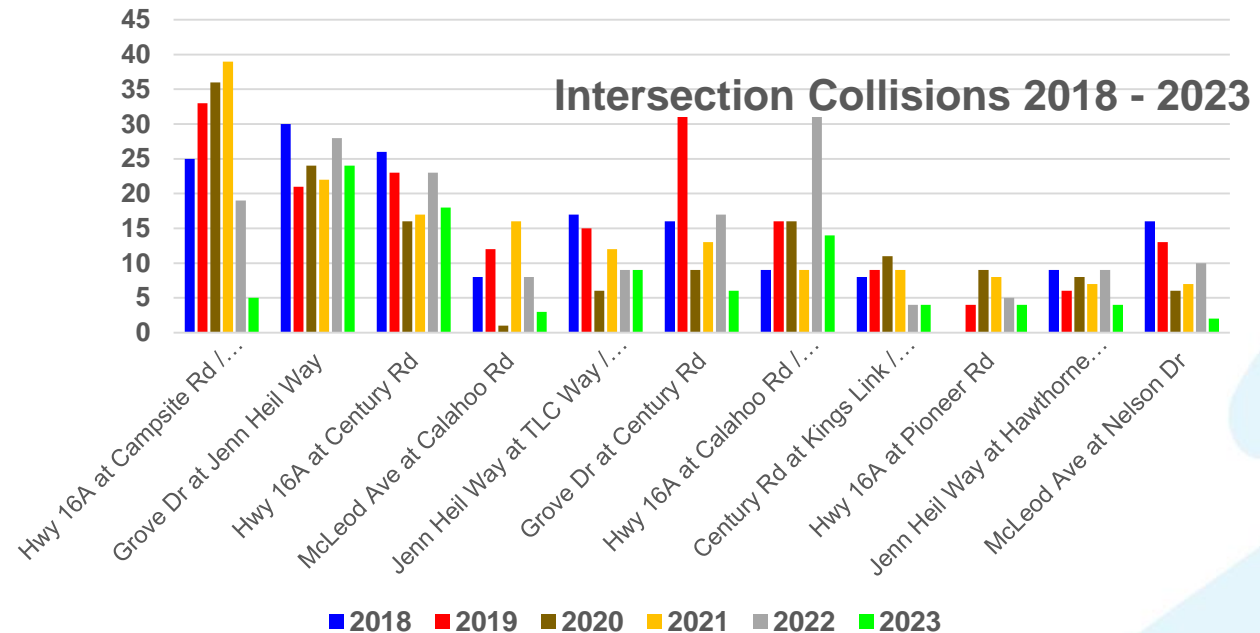
School	2020	2021	2022	2023
Brookwood School	48	48	55	76
Ecole Broxton School	25	51	47	105
Copperhaven School	31	68	42	47
Greystone Centennial Middle School	32	59	59	75
Living Waters Christian Academy	6	5	2	1
Milgrove School	20	35	43	48
Prescott Learning Centre	45	56	76	58
Spruce Grove Composite High 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
<b>TOTAL</b>	<b>322</b>	<b>400</b>	<b>487</b>	<b>644</b>

# Protective Services

## Enforcement Services Update

### Traffic Collisions

- Total Collisions Down
- Injury Collisions Down
  - One Fatal Collision
- Traffic Corridor Collisions
- Intersection Collisions
  - Successful Interventions
  - Future Intersections of focus





# Protective Services

## Fire and Enforcement Services Update



QUESTIONS?

