

# PROTECTIVE SERVICES

## 2024 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 .....	16
Complaint Received .....	17
Complaints by Neighborhood .....	18
Complaints around the Unsheltered .....	18
Complaint Method of Reporting .....	19
Violations .....	20
Animal Control .....	22
Special Events .....	23
Park and Foot Patrols .....	24
Traffic Safety .....	25
Traffic Enforcement .....	25
Joint Operations .....	26
School Safety Traffic Patrols .....	27
Collisions .....	28
Injury Collisions .....	29
Collision per Traffic Corridor .....	30
Intersection Collision .....	31
Automated Traffic Enforcement .....	33



## Message from Chief Priebe



It is with great pride that I present the Spruce Grove Protective Services 2024 Annual Report. Over the past year, our dedicated team—spanning fire suppression, Emergency Medical Services, Enforcement Services, and administration, has worked diligently to protect and serve our community.

Spruce Grove Protective Services continues to be a leader in public safety, responding to a wide range of emergency and enforcement calls. In 2024, our fire and emergency services personnel responded to 6688 calls for service, including residential fires, medical emergencies, hazardous materials incidents, and vehicle collisions. Our highly trained teams ensured quick, effective responses, meeting established standards, and remaining below Provincial and National averages. Fire Prevention maintained public and firefighters' safety through 390 public safety inspections. Alongside our fire and emergency response efforts, our Community Peace Officers responded to 3766 complaints and played a crucial role in maintaining public safety through enforcement and education. Addressing bylaw concerns, traffic enforcement, and community engagement initiatives, they worked proactively to support a safe and welcoming city for all. Their efforts in, traffic safety, and collaboration with law enforcement agencies further strengthened our ability to respond to the evolving needs of our residents.

In April 2024, a new Alberta Health Services (AHS) contract was signed for two and a half years, with an optional extension for the same duration. Under this agreement, operational meetings are now held quarterly, providing AHS and the City with a platform to address challenges and plan for the community's future needs. Spruce Grove remains a top performer under the contract and continues to support our partnership with AHS.

A new Assistant Deputy Chief position has been introduced within Protective Services to enhance leadership capacity, manage administrative responsibilities, and oversee the City's Emergency Management program. This newly created role is designed to ensure that emergency preparedness efforts remain comprehensive and effective. The Assistant Deputy Chief will focus on legislative compliance, ensuring that emergency protocols align with municipal, provincial, and federal regulations. Additionally, this position will be responsible for staff training, coordination of mock emergency scenarios, and the ongoing maintenance of the City's Emergency Management Plan. By strengthening these key areas, the City aims to enhance overall preparedness and improve its ability to respond effectively to emergencies in the future. The Alberta Emergency Management Agency conducted an audit of the city's Emergency Management Plan, confirming that it is robust and fully compliant with legislation.



In late 2024, a significant equipment upgrade was made with the introduction of new battery-powered rescue tools, commonly known as the Jaws of Life, which were placed into service on both SGFS Pump/Rescue apparatus. These advanced tools mark a notable improvement over older models that relied on gas-powered hydraulic pumps and hoses. The transition to battery-powered rescue tools provides several key benefits, including faster setup and deployment times, improved accessibility in challenging environments, enhanced ease of operation, and lower maintenance costs. The elimination of cumbersome hydraulic hoses and external power units allows firefighters to work more efficiently, ultimately leading to quicker extractions.

Additionally, work continues implementing a new Fire Services records management software system, aimed at modernizing technology and improving the efficiency of records management across multiple aspects of fire department operations. On completion, this software will streamline fire prevention activities, training documentation, data reporting, and incident tracking, ensuring that information is stored, accessed, and analyzed more effectively. By enhancing data management capabilities, the new system will contribute to better decision-making and improved operational efficiency.

With the valuable support of the Communications team, the social media presence of Protective Services has continued to expand and reach a wider audience. The platform has seen steady growth, engaging community members with informative and relevant content. Regular weekly posts featuring important public safety messaging, recognition of dedicated staff members, and highlights of special events have been well-received by followers.

2024 saw Enforcement Services experience several changes. It marked the first full year of utilizing the new Records Management System, which included the implementation of an enhanced officer safety feature. The new system is already showing benefits in terms of accuracy of data, streamlining of officer work and enhanced awareness of and monitoring of officers while they are working in the City.

Enforcement service moved to a new Dispatch provider. This new contract with Parkland County introduced enhanced services and aligned Enforcement with Fire Services. It was this change that allowed Enforcement Services to introduce the changes noted above, and greatly assisted in allowing Enforcement Services officers to meet their core duties in what was a challenging year.

A new Construction Compliance Bylaw officer position was approved to support the City in ensuring construction compliance and to build relationships between the City and builders. Once this position was hired, it immediately began to show value in addressing this critical role which ensures compliance with bylaws while developing the key relationships with industry to facilitate the rapid pace of growth within the City. The position has been leveraged not only by Enforcement Services but also other key areas of the City such as Planning and Development in this important role.



The Province announced significant changes to the ATE Guidelines late in the year. These changes had a significant impact on the ATE program across Alberta specifically in Spruce Grove. Work has begun on addressing the impacts of these changes and will continue into 2025.

I am honoured to serve alongside such a dedicated team, and I am incredibly proud of the professionalism and service they provide. Guided by our core values and a strong community focus, we remain committed to delivering the highest level of protection and care to Spruce Grove residents.

Looking ahead, we will continue to evolve, investing in training, technology, and community partnerships to meet the changing needs of our fast-growing city. Our commitment to public safety remains unwavering, and we will strive to ensure that every resident feels safe, supported, and well-served.



## Executive Summary

2024 was overall another busy year for Protective Services. Fire Services responded to 6688 incidents and experienced a 3.87% decrease in overall call volume from 2023. Enforcement Services answered 3766 complaints in 2024, which was a 10% decrease from 2023. All incidents combined; Protective Services responded to 10,454 incidents/complaints. Sadly, this past year the city did experience the tragic loss of two individuals due to traffic fatalities.

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 – 89.3%
- EMS Incidents - 89.1%
- Collisions – 90.2%

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 98.6% of the time.

The Fire Prevention team conducted 404 interactions, including inspections, permits, occupancy load assessments, and public education. Additionally, 107 development plan reviews were completed.

Complaints to Enforcement Services decreased in 2024 in comparison to 2023. The main driver of this decrease was the final changes to the Records management system in 2023, and the new dispatch system in 2024. Most complaints, approximately 73%, are received via the public complaints line while the next highest amount is generated through the online complaint portal at 5.44%. As in past years, 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 1648 violations which is a decrease of 35% from 2023. This was attributable in part to some human resource dynamics which led to enforcement services not always being at full capacity in 2024.

The neighbourhood with the highest number of complaints in 2024 was the City Centre, followed by Harvest Ridge and Spruce Village. The largest complaint type for the City Centre was Graffiti, followed by parking events, and animal complaints.





# 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 including Incident response, Fire Prevention, and Fire investigations. It 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.

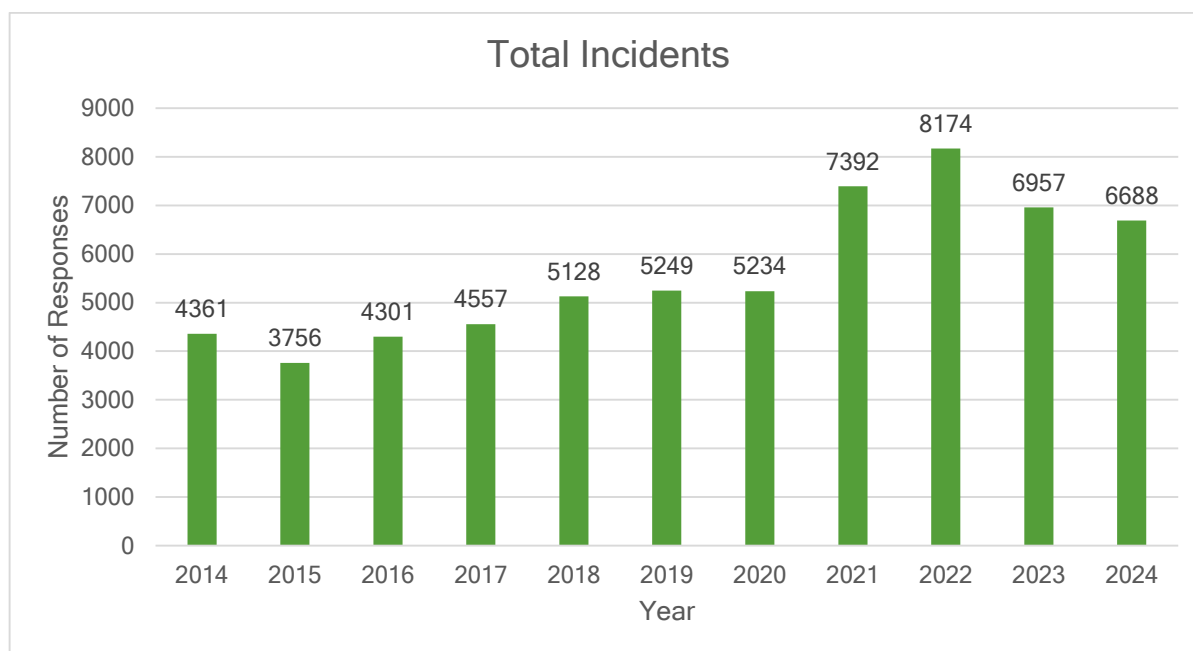
# Fire Services

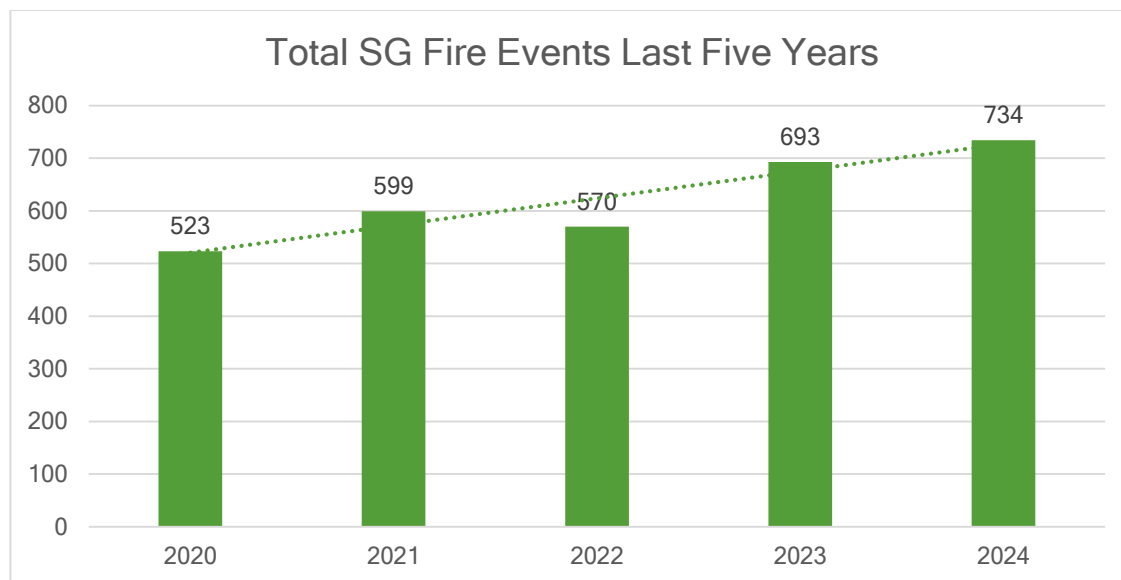
## Call Volume

There were 6688 incidents in 2024 and 6957 incidents in 2023. This represents an overall decrease of 3.87% from 2023. Call volume within the city boundaries increased slightly. In 2024 there were 3890 incidents within Spruce Grove compared to 3704 in 2023. This represents a call volume increase of 5.00% within Spruce Grove.

The chart below shows the overall call volume year over year since 2014.

- 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 2024 is down comparatively to 2023 and 2022.





## Types of Incidents

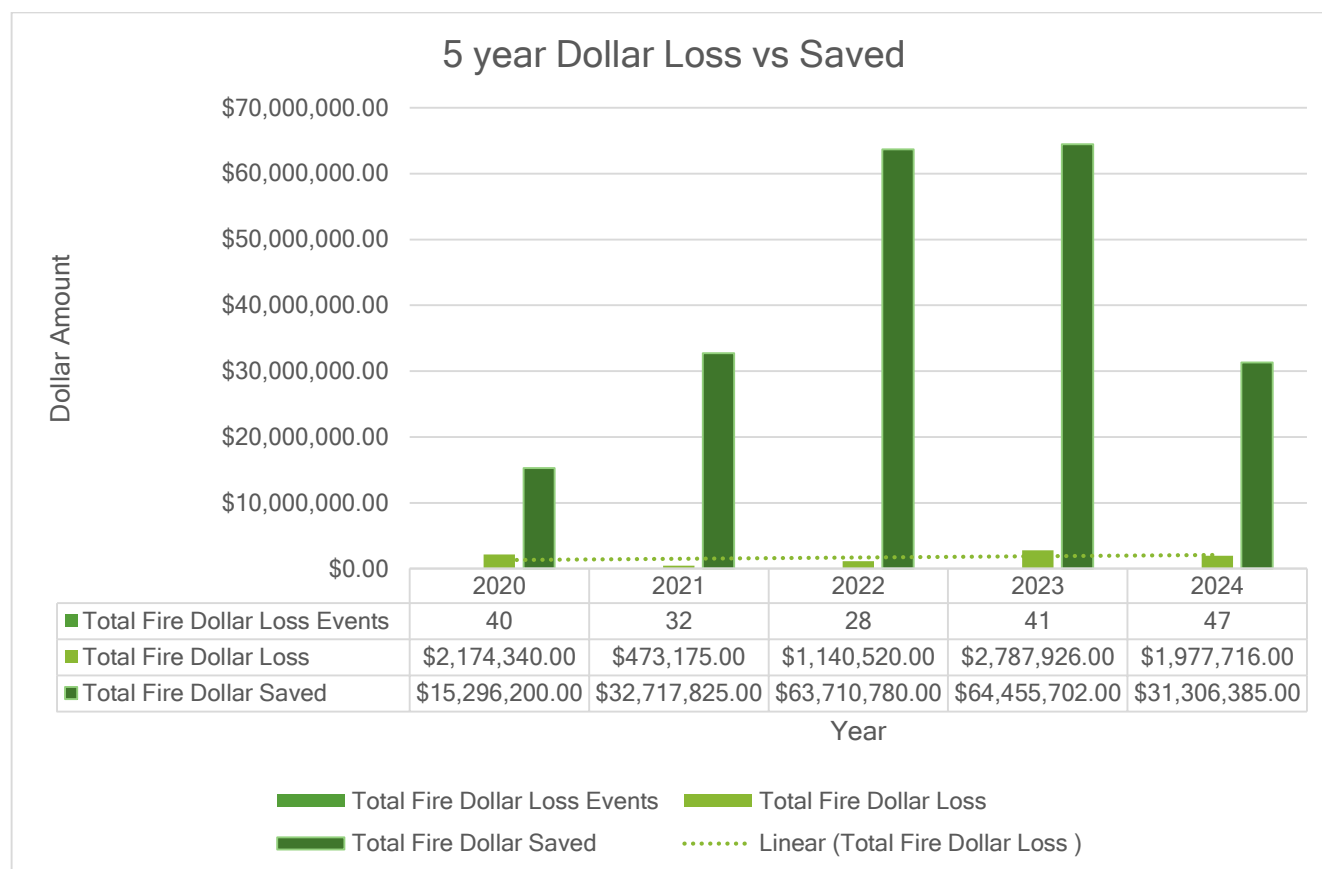
For reporting purposes, forty different response types are grouped into eleven categories. Medical calls make up most of these incidents. The following chart shows a breakdown of the incidents responded to within the City of Spruce Grove:

Response Group Type Emergency/Non-Emergency	2019	2020	2021	2022	2023	2024
Alarm No Fire	253	256	269	341	383	385
Explosion/Rupture	0	0	1	1	1	3
False Alarm	82	52	60	31	49	62
Fire Dollar Loss	28	25	33	26	41	47
Fire Other	9	26	47	33	60	54
Medical	2239	2223	2015	2993	3011	3156
Motor Vehicle Collision	98	95	115	67	81	94
Public Hazard	32	47	49	41	47	53
Public Service	44	19	21	27	28	30
Rescue Misc.	0	2	0	3	2	2
Unclassified/Undetermined	5	1	3	0	1	3



## Fire Loss vs Dollar Saved

Fire losses each year are completed as an estimate of the total value of the property including contents. In 2024 the total value of property in which a fire occurred was \$31,306,385.00. The Estimated fire dollar loss was \$1,977,716.00. This is approximately a 6% loss rate for 2024.





# Response Standards Compliance

Corporate Policy CP-1005-17 requires 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 2024 the standard was achieved 58% and the 90<sup>th</sup> percentile was 399 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 2024 this was achieved 4.9% 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 for increased response while dispatch is evaluating the call. This results in a faster response than without the pre-alert. As an accredited dispatch service, Parkland County reports an overall time of 90 seconds for call evaluation for critical responses like structure fires. 90 seconds was achieved 87% of the time when the pre-alert is factored into the response.

**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 2024 the standard was achieved 97.5% and the 90<sup>th</sup> percentile was 43 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 2024 the standard was achieved 62.4% and the 80<sup>th</sup> percentile was 279 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. However, this does not reflect turnout time for this apparatus and only drive time.

- In 2024 the standard was achieved 95.3% and the 90<sup>th</sup> percentile was 347 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 2024 the standard was achieved 89.3% and the 90<sup>th</sup> 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 2024 this standard was achieved 100% of the time for fires with dollar loss and 98.6% for all Fire incidents.

## Emergency Medical Responses

Medical responses are difficult to properly benchmark. 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 2024 the standard was achieved 89.1% and the 90<sup>th</sup> percentile was 305 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 2024 the standard was achieved 98.9% and the 90<sup>th</sup> percentile was 3 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 66.4% and the 90<sup>th</sup> percentile was 275 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 that 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.

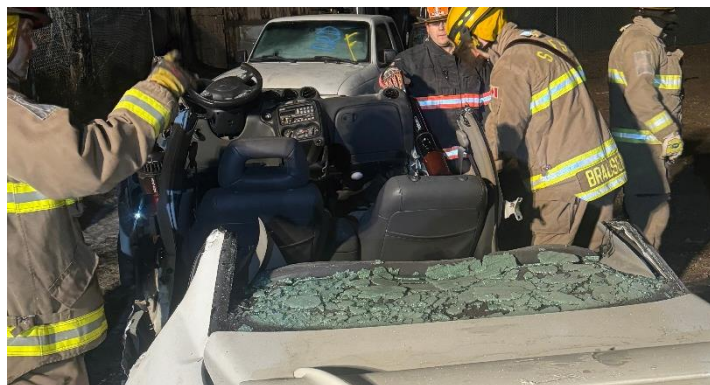
In 2024 SGFS ambulances were sent to provide “area coverage” a total of 416 times for a total of 490, unit hours. During the period of this report ambulances also responded to 2798 medical incidents outside of Spruce Grove.

**Pump Response** is defined as any time 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 1269 of these responses in 2024 with an 89.5% response rate of 305 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 2024 the standard was achieved 71.4% and the 90<sup>th</sup> percentile was 451 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 2024 the standard was achieved 50% 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 on MVC Emergency incidents 100% of the time in 2024.

**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 2024 the standard was achieved 95.7% and the 90th percentile was 68 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 2024 the standard was achieved 77.2% and the 90<sup>th</sup> percentile was 283 seconds.

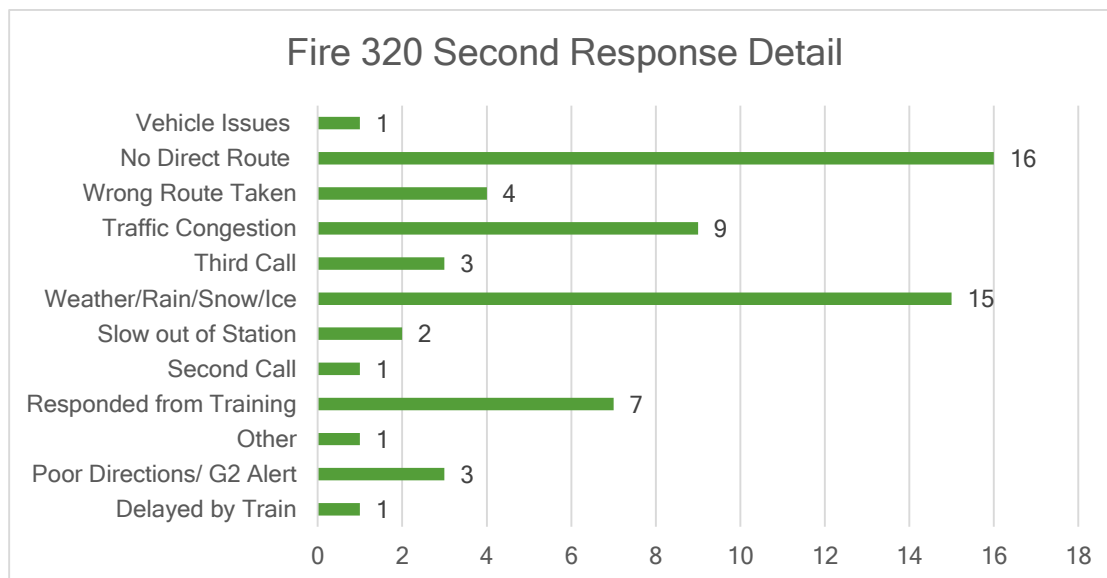
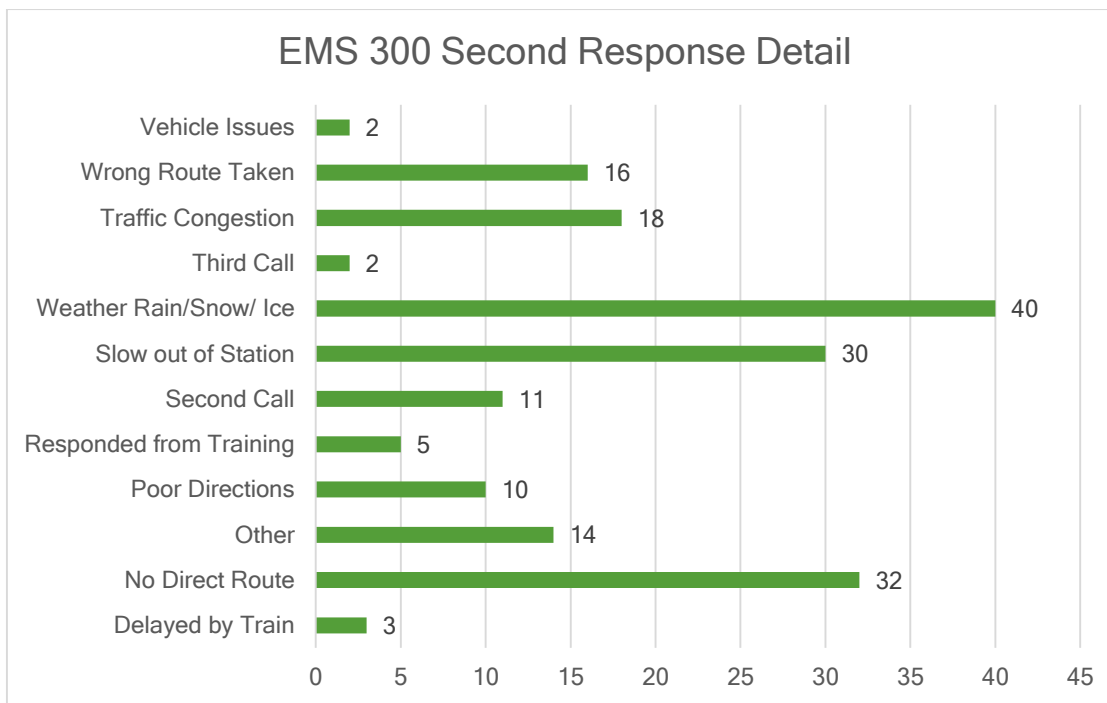
**Turnout and Travel Time combined** is an important time to monitor as this is the portion of the Total Response Time that SGFS is directly accountable for. In this area, MVC responses have a combined standard of 320 seconds.

- In 2024 the standard was achieved 90.2% and the 90th percentile was 320 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 3890 responses in Spruce Grove, 2466 were dispatched as emergency responses. 246 of these emergency responses or 10% are greater than the predetermined time as outlined in the response standards.

## Response Standards Conclusions

For the 2024 reporting period compliance with response standards was positive. In the main areas: fire response was met 89.3%, and HIRF requirements were achieved 100% of the time. Medical responses were met 89.1% and Motor Vehicle Collision response standards were met 90.2% of the time.

Spruce Grove Fire Services and Parkland County 911 Centre have continued their conversations on service levels and requirements. Parkland County is a crucial partner to the successful level of service Spruce Grove provides. In these discussions, Parkland County provided its standards and the 911 standards they are held to as an accredited dispatch center. Several adjustments were initiated in early 2025, reflecting their commitment to improvement. The outcomes of these modifications remain pending evaluation as a joint commitment to collaboration.

The Emergency Response Service Standards Corporate policy will be reviewed in 2025. 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



2024 was a very eventful year for Spruce Grove Enforcement Services (SGES). It marked the first full year of utilizing the new Records Management System, which included the implementation of an enhanced officer safety feature. Additionally, Enforcement Services also transitioned to a new dispatching service, aligning with Fire Services to create a more unified system. This new system introduced enhanced services which saved administrative time for officers by creating and entering initial complaint data into the records management system for them and enhancing over-the-air monitoring and support for our officers in the field. This increased efficiency proved invaluable in helping address some of the human resource pressures faced by Enforcement Services in 2024.

SGES saw positive career advancements within its ranks. Two of our Bylaw Officers successfully competed for and secured open CPO positions, demonstrating strong career progression within the service. This ability to see career progression within the service is beneficial to both our officers and the service in terms of recruitment and retention in the long term. 2024 was a successful year for Enforcement Services. With some of the efficiencies that came from our new systems, the officers were able to not only address our calls for service in our normal timely and professional manner, but they were also able to re-invigorate some of our community engagement and prevention activities which had been dormant since the onset of the Covid period.

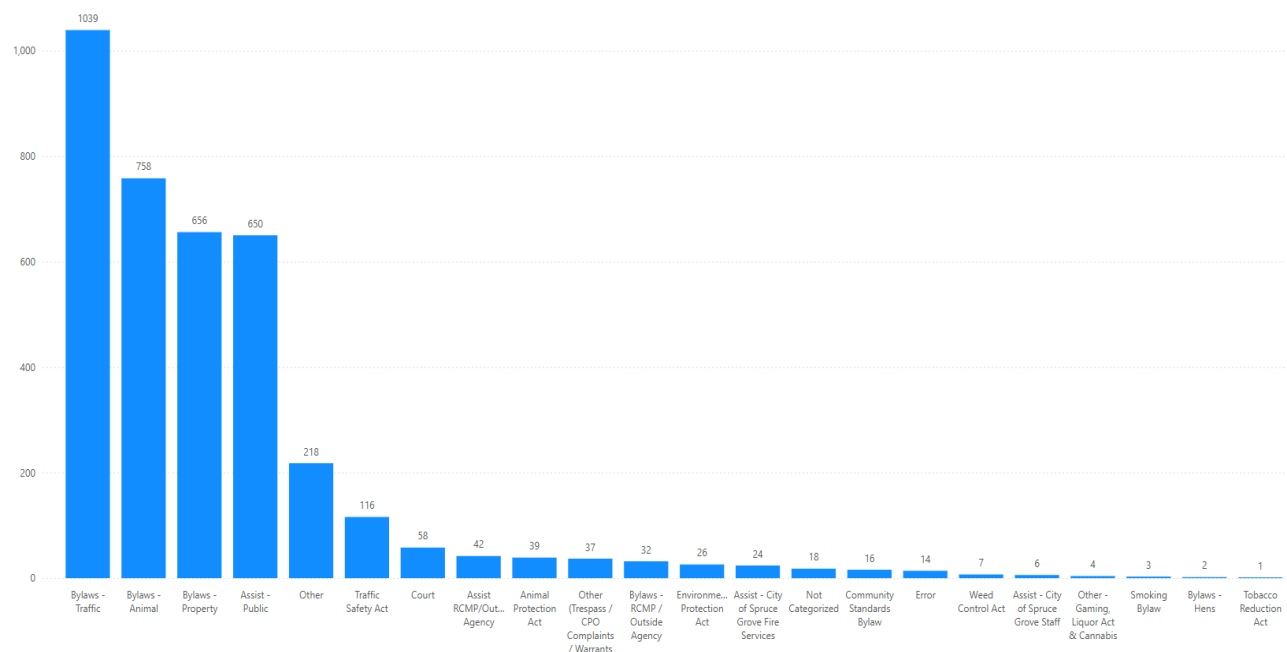
SGES was also fortunate to receive support in the creation of a new position late in 2024 dedicated to working with the construction industry. Our new construction compliance bylaw officer position was created and successfully staffed in the last quarter of 2024. The position works closely with Planning and Development, builders, and developers within the city to develop industry relationships with the goal of facilitating the fast pace of growth of the city while ensuring safety and compliance with our bylaws. The position, while new, has already led to benefits in this area and SGES looks forward to even more value from this position in 2025.

## Complaints Received

SGES recorded 3766 complaint files for 2024, which is slightly lower than the 4197 shown in 2023. One of the benefits of the migration to our new dispatching provider is that they regularly address inquiries in the first instance based upon protocols with SGES that would in the past have resulted in a file and an officer having to return a phone call for information. This has resulted in saved time for officers and lower call volumes being forwarded to SGES. It should also be noted that the records for January and part of February of 2023 were skewed upward due to the limitations on how data was transferred over from the older records management system. This resulted in a significant decrease for the first quarter of 2024 from 2023. In the remaining three quarters of 2024, despite the improvements with Dispatch, the calls for service received by SGES were up slightly from 2023.



As in past years, the busiest area of work remains bylaw traffic which is parking related matters. This includes enforcement of parking bans during snow removal in addition to all other forms of parking complaints. Complaints in relation to animal bylaws and property bylaws again remain significant.

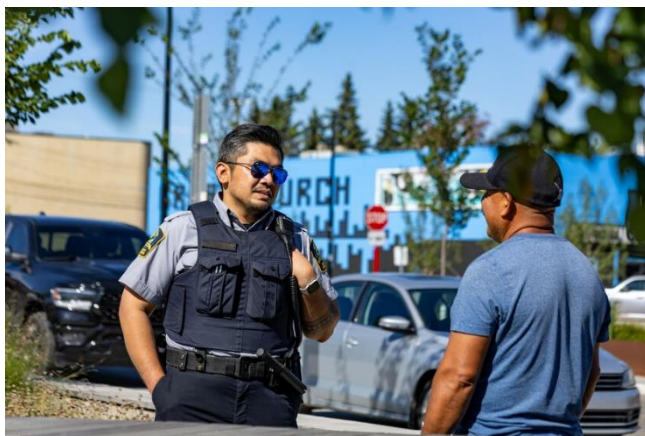




## Complaints by Neighbourhood

As in past years, Enforcement Services tracks complaints by neighbourhood to better assess community concerns and how to direct enforcement resources. The top three areas in terms of pure number of complaints in 2024 were the City Centre, at 288, Harvest Ridge at 263, and Spruce Village at 179. The top three areas in 2023 were City Centre, Harvest Ridge, and Aspenglen.

The biggest drivers of complaints for the City Centre were graffiti, parking issues, and noise complaints. In Harvest Ridge, the main drivers also included parking issues, as well as loud/barking dog complaints. Spruce Village was also consistent in showing parking complaints as a major driver of work, in addition to graffiti and barking/loud dog issues.



## Complaints around the Unsheltered

2024 saw the first full year of operation for the City's Outreach program, which includes an Enforcement Services Community Peace Officer. While that program reported dealing with a larger number of individual persons over the year, the number of complaints received regarding our unhoused population was lower than in 2023.

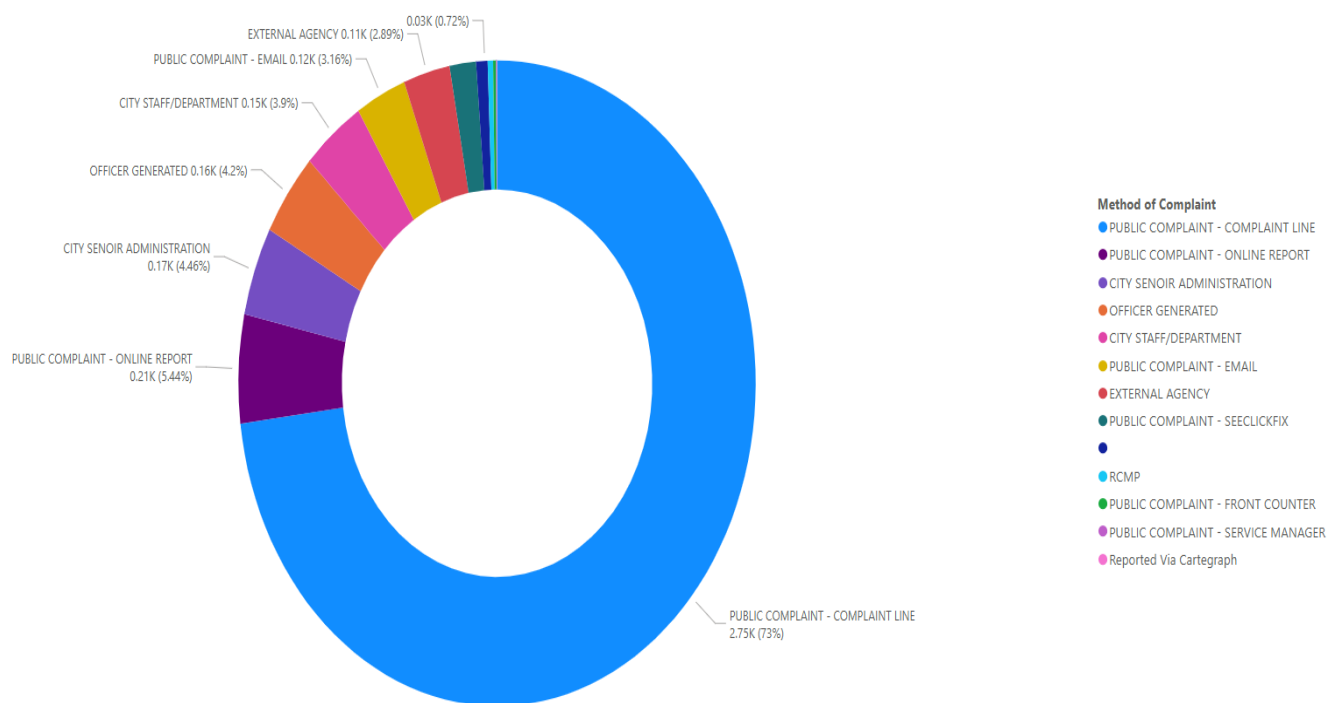
Enforcement Services responded to a total of 108 complaints related to the City's unsheltered population in 2024. This compares favourably to the 132 complaints responded to in 2023. Enforcement services worked very closely with the Outreach program as well as non-government organizations and our RCMP detachment throughout the year to look for ways to proactively address the needs of this population and reduce any negative interactions with the community.

## Complaint Method of Reporting

While Enforcement Services continues to stress the value of utilizing the online complaint portal or complaint line as the most efficient way to register concerns for follow-up, as in past years, there remain various reporting options available to register complaints. Some of these are also internal to City Staff. The methods of reporting by which Enforcement Services receives complaints have remained consistent over the years.

The vast majority of complaints received by Enforcement Services continue to come through the complaints line through to our Dispatch Service at 73%. The second most popular approach is the online reporting portal at 5.44%. This is a very encouraging trend, as it is, as stated, the most efficient way to lodge complaints with the service. City staff combined represent another 8.36% of all complaints, and officer-generated events represent 4.2% of all calls, to round out the largest means of reporting.

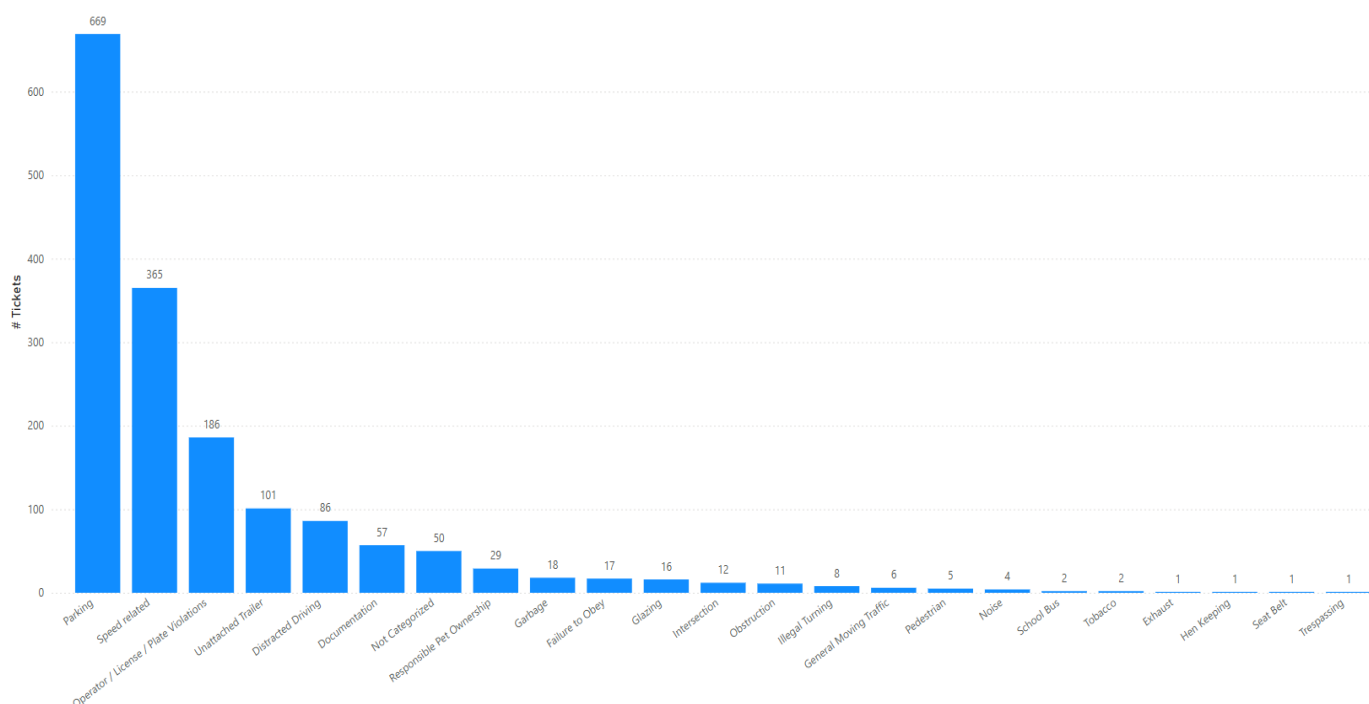
The switch over to the new Dispatching model has, as indicated, been very well received and with the increased use of online reporting and the complaint line, 2024 has been a most effective year in terms of operational efficiency for the service.



## 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. As noted earlier, 2024 Enforcement Services staffing was not always at full complement which did have an impact on the issuance of violations in comparison to previous years. The overall complaint volume remained quite high which then led to a prioritization of duties and analysis. While citations were down, it is evident by things like collision data that utilizing other data points and prioritization of responses were successful in achieving positive outcomes in the City.

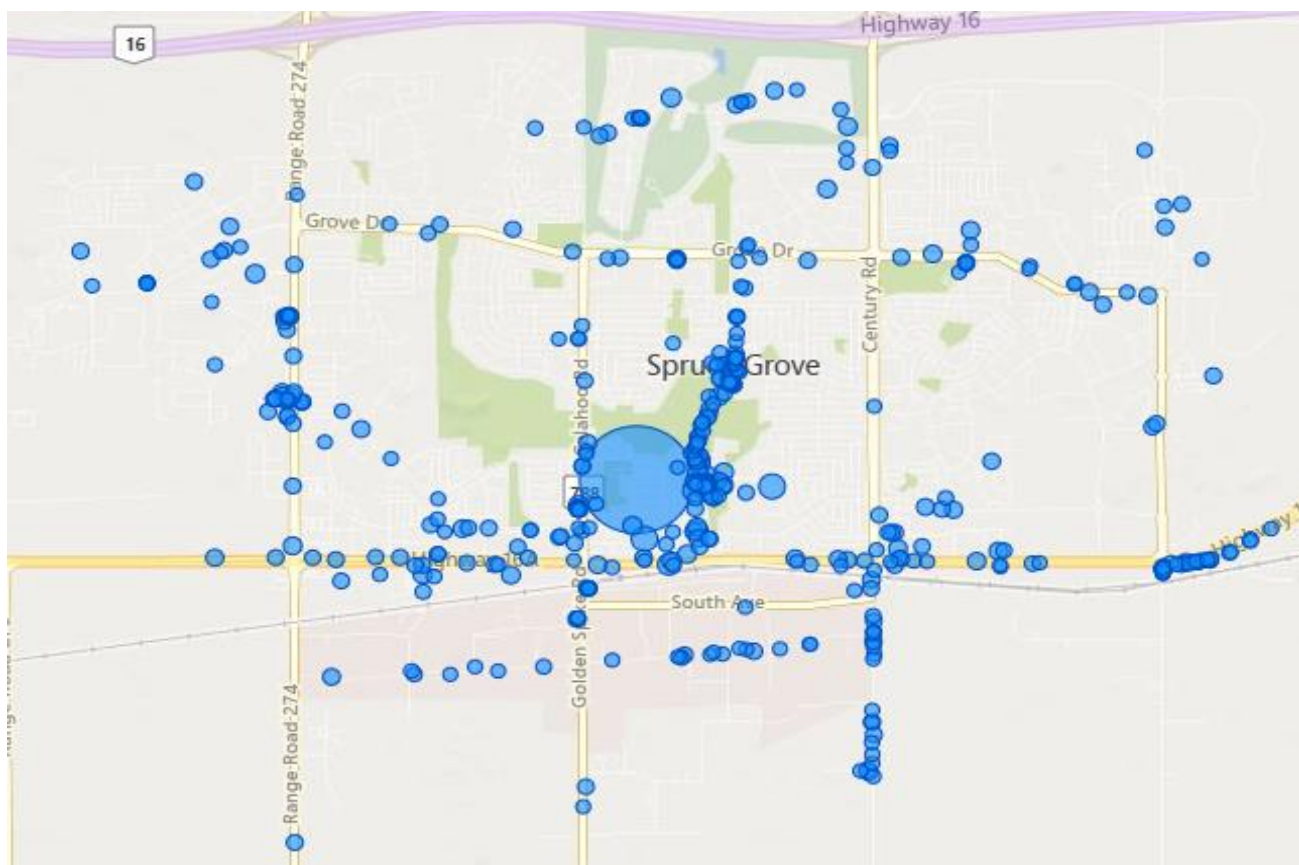
There were 1648 violations issued in 2024, as compared to 2556 in 2023. In analyzing data and resource priorities at the end of 2024, as well as the changes to ATE announced by the Province, a renewed focus on traffic safety will be a significant emphasis for 2025.



As you will note, parking issues generated the most violations in 2024, followed by speed related violations.

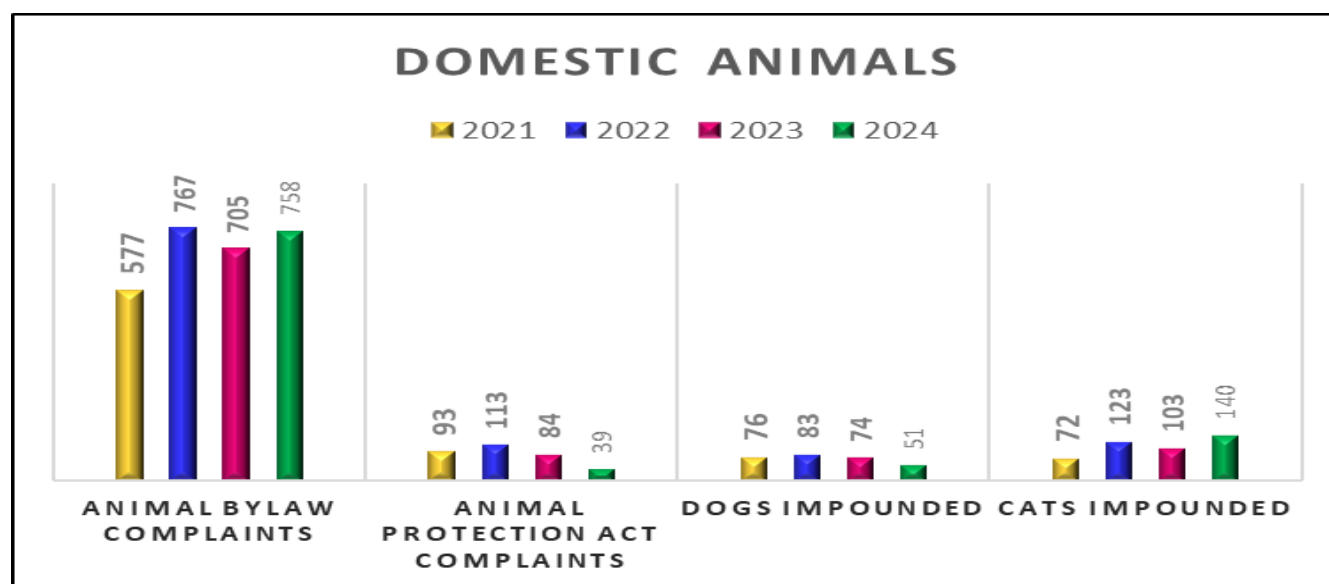


As in past years, the location of ticketing shows that our Enforcement officers continue to focus their efforts in and around high volume and high collision areas of the city as well as within school zones and areas of higher complaints. The business intelligence tools provided by our Information Systems group have been very valuable in assisting with this targeted approach.



## Animal Control

2024 saw an increase in animal related bylaw complaints from 2023 though the last three years have been relatively level. The total number of animals impounded was up slightly from 2023 though the number of cats impounded was up significantly.



Animal impoundments are as follows:

- 2024 – 51 dogs and 140 cats
- 2023 - 74 dogs and 103 cats
- 2022 - 83 dogs and 123 cats.
- 2021 - 76 dogs and 72 cats.

In 2024 SGES officers delivered 41 of the 191 animals that were impounded (32 dogs and only 9 cats) at the animal shelter. The other 150 animals (19 dogs and 131 cats) were delivered by either the public, RCMP or external groups.

Of the 191 animals impounded, 72 were claimed by their owners (38 dogs and 34 cats) and 119 (12 dogs and 100 cats) were either transferred to other rescue agencies or in 3 cases (all cats) had to be euthanized for medical reasons. 4 animals (1 dog and 3 cats) were managed through other avenues. Dogs continue to be claimed by their owners at much higher levels than do cats, consistent with past years and other jurisdictions.

## Special Events

Spruce Grove Enforcement Services is one branch of the City's Protective Services department. As in past years, the city hosts many events throughout the year. Spruce Grove Enforcement Services remains a key unit dedicated to ensuring the safety of residents and visitors to the city and making these events an enjoyable experience for all. As in the past, Enforcement Services participated with other elements of the city to support these community events. This included event planning and consultation, traffic safety, site safety, and community engagement.

Some of the special events held in Spruce Grove in 2024 included:

- Spruce Grove Agra Fair
- Canada Day Festivities
- Remembrance Day
- Ribfest
- Winter Light Up Festivities
- Battle of the Badges



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
- Canada Day and the Pancake Breakfast
- Kinnette's Stuff a Cruiser and Christmas Hamper Drive
- Block Parties
- Pop Up Playgrounds
- Youth activities at the Log Cabin



## Park and Trail Foot Patrols and Preventative Patrols

While 2024 was a challenging year for Enforcement Services from a resourcing perspective, visibility and public interactions between our officers and citizens in our parks and on our trail systems remained an area of great importance. Additionally, Enforcement Services was able to replace 2 of the 3 patrol bicycles with new e-bikes that enabled officers to cover greater distances along the trails in the same or less time than in the past. The new e-bikes also greatly expanded our ability to deploy from the protective services building directly and still be able to return to address public complaints in a reasonable response time.

With the introduction of a flag within our records management system we were able to track specifically the number of foot/bike patrols that were conducted. Over 400 foot and bike patrols were logged on our system for 2024.



## Traffic Safety

Traffic safety is a collaborative effort of Enforcement Services, the RCMP, Engineering, Public Works, and Automated Traffic Enforcement and continues to be an area of high importance.

The City of Spruce Grove remains committed to ensuring it has one of the safest road systems in Canada. Spruce Grove continues to constantly evaluate its traffic safety initiatives within the constantly evolving and growing challenges in our transportation environment. This is accomplished through a balanced approach utilizing traditional enforcement techniques, Automated Traffic Enforcement, engineering and design changes, traffic calming measures, legislative/bylaw changes, and public education. Through this multi-faceted approach, Spruce Grove continues to enjoy a high level of traffic safety.



## Traffic Enforcement

Traditional traffic enforcement continues to be conducted both by Enforcement Services officers and the RCMP. Partner agencies, such as the RCMP Provincial Traffic Services, Provincial Traffic Sheriffs, and our colleges with Stony Plain and Parkland Enforcement Services continue to be important to our overall approach to enforcement in the City.

Another element of our enforcement is the Automated Traffic Enforcement program. This program has been in a high degree of flux during 2024. 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 a third-party company with tremendous experience in the ATE field and was put into place with operations beginning to scale up in May of 2024. This was dramatically impacted by a mid-summer announcement by the Province of possible changes to the ATE program coming at the end of 2024 which saw the build out of the ATE program altered and scaled back significantly. At the end of 2024, the Province announced a significant change to the ATE program parameters which has seen the program placed on hold pending further review by Administration and a decision by Council.

## Joint Operations

As indicated, Enforcement Services works closely with several partners in order to maximize visibility and enhance resource deployment. These include the Spruce Grove RCMP, RCMP Integrated Traffic Unit, Provincial Traffic Sheriffs, and Tri-Municipal Peace Officer Services. Working with them, Enforcement Services conducted high visibility joint force operations to augment other applied traffic safety measures. In 2024 there were seventeen (17) such Joint Force Operations. These focused on a variety of violations including speeding, excessive vehicle noise, distracted driving, seat belts, vehicle equipment deficiencies, and other concerns.







## School Safety Traffic Patrols

The City's Traffic Safety Plan continues to focus on high 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. There continue to be concerns coming from the public in relation to traffic safety during school hours.

To ensure a presence at schools during high traffic periods officers will either conduct patrols or establish a traffic operation. This can range from as short a duration as a high visibility patrol through the area during key times to dedicated traffic operations and ticketing within the zone. The following chart shows the number of patrols and operations since 2021.

School	2021	2022	2023	2024
Brookwood School	48	55	76	63
Ecole Broxton School	51	47	105	99
Copperhaven School	68	42	47	88
Greystone Centennial Middle School	59	59	75	104
Living Waters Christian Academy	5	2	1	0
Millgrove School	35	43	48	72
Prescott Learning Centre	56	76	58	129
Spruce Grove Composite High School	13	44	70	54
St. Joseph Catholic School	11	22	46	78
St. Marguerite's / St. Thomas Aquinas Catholic School	15	32	29	51
St. Peter the Apostle Catholic School	26	35	48	38
Woodhaven Middle School	13	30	41	39
<b>TOTAL</b>	<b>400</b>	<b>487</b>	<b>644</b>	<b>815</b>

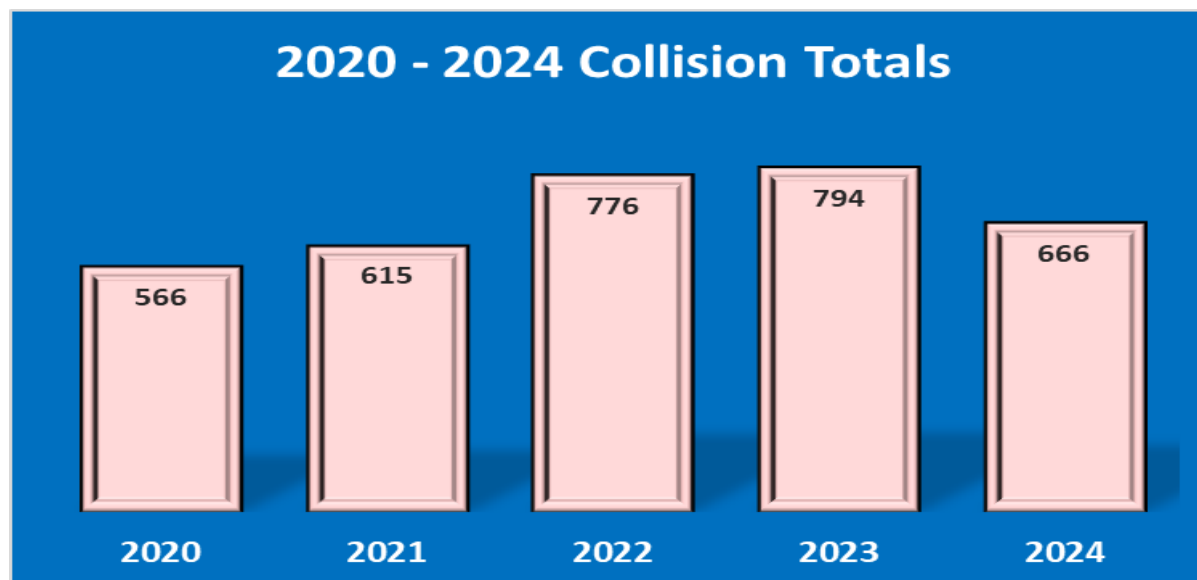
In 2024 as a result of the focus on school zone safety through patrols and pop-up traffic operations, there were 110 violations issued for speeding in 30 km/hr. zones and 24 violations issued for passing a school bus or failing to yield to pedestrians in crosswalks.

## Collisions

2024 there was an overall decrease in the number of collisions reported to Alberta Transportation. It remains important to note that there is a time lag in reporting collision data, the 2024 collision statistics are accurate as of March 24th, 2025. The chart below also contains updated collision data for 2023 as compared to what was available at the time of reporting for the 2023 annual report.

It is reasonable to infer that 2020 and 2021 numbers are likely to have been impacted by the effects of the COVID lockdowns 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 were two fatal collisions in 2024. One involved a pedestrian collision while the other resulted from an individual involved in a criminal flight from another agency that tragically saw the offender collide with and kill the innocent occupant of a civilian vehicle.

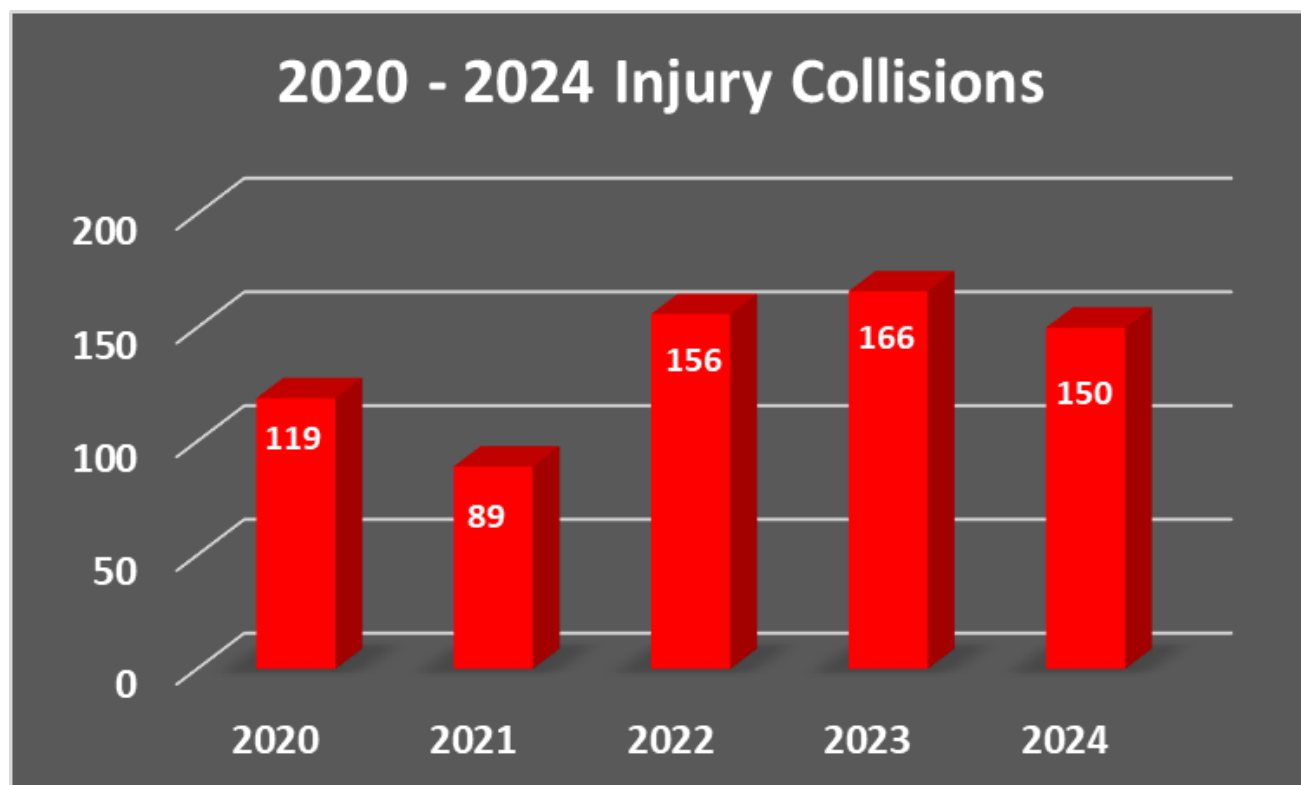
With nearly 12 million vehicles being counted as moving past our 14 traffic speed sign locations alone (a small subset of the total vehicle movements across the city in a year), and close to 100 of our collisions occurring in parking lots, it can be said that Spruce Grove's traffic safety program is continuing to be very effective.





## Injury Collisions

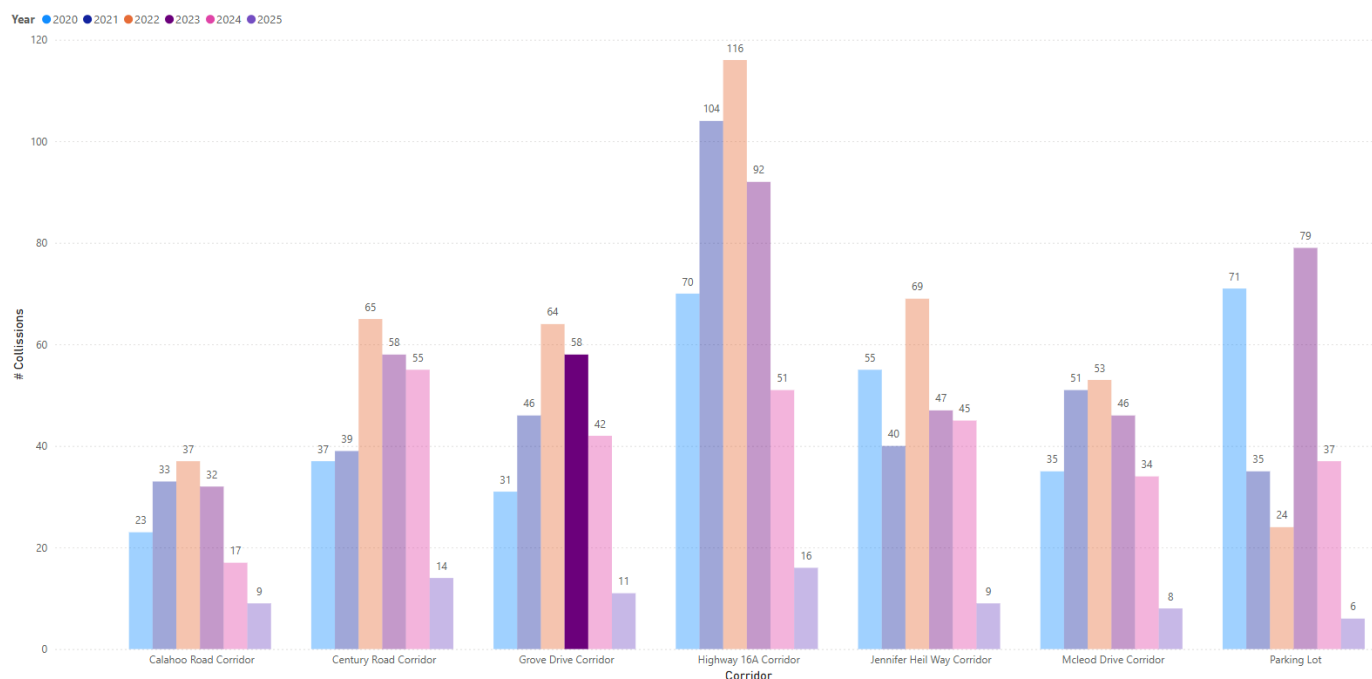
There was a total of 150 injury collisions in 2024 which is lower than for 2023. This is in the context of increasing population and traffic volumes for the city. Again, as noted, there were two very tragic traffic collision fatalities in 2024 involving a pedestrian being struck as well as a criminal flight crash, both along the Highway 16 corridor.





## 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, though with continued development in the northeast portion of the city, 2024 saw the emergence of higher levels of traffic and collisions along Pioneer Road. 2024 saw an emphasis on traffic corridor and intersection presence and enforcement from enforcement services. There was once again a slight collision decrease noted on all the transportation conduits with the largest decrease again along the Highway 16a Corridor.



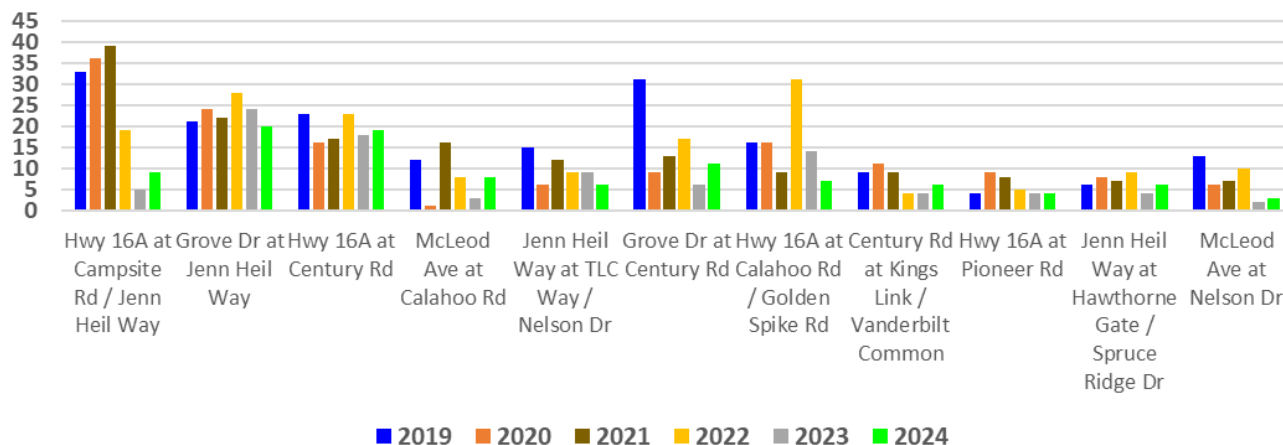


## Intersection Collision

It is important to note that overall, 2024 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.

<u>Intersection</u>	<u>2023 Collisions</u>	<u>2024 Collisions</u>
Highway 16A at Calahoo Road/Golden Spike Road	14	7
Grove Drive at Jennifer Heil Way	24	20
Highway 16A at Century Road	18	19
Highway 16A at Campsite Road/Jennifer Heil Way	5	9
Grove Drive at Century Road	6	11
Jennifer Heil Way at Nelson Drive/Tri-Leisure Way	9	6
Century Road at Century Crossing	4	6
McLeod Avenue at Nelson Drive	2	3
Century Road at Westwind Drive	2	4
Jennifer Heil Way at Hawthorne Gate/Spruce Ridge Drive	4	6

### Intersection Collisions 2019 - 2024



Overall, the number of intersection collisions along the Highway 16a corridor are relatively the same as in 2023 though the overall collisions at intersections continue to be lower. The intersections at Grove Drive at Jennifer Heil Way and Century Road at Highway 16a remain the highest level of collisions in the City. These intersections are being examined with Engineering in relation to potential changes. It is also noted that the intersection of Grove Drive at Century Road also now reaching double digits in numbers and will be examined more closely in 2025.



## Automated Traffic Enforcement

As indicated earlier, Automated Traffic Enforcement (ATE) has in the past proven to be an effective component of the tools utilized within the traffic safety regime. ATE has traditionally included both mobile and fixed automated devices which are strategically placed throughout the city based upon an assessment of traffic safety needs and driven by collision and speed data.

As noted earlier, in late 2024 the province announced they would be ending the freeze on ATE in April of 2025 but also updating and significantly curtailing the allowed uses of ATE through a new set of Guidelines. The changes restricted the use of ATE of any sort, outside of intersections, to playgrounds, schools, and construction zones. It further restricted ATE at intersections to the enforcement of red-light violations only, with no ability to enforce speeding violations at intersections through the use of ATE. Finally, the changes restricted any form of ATE use on Provincial highways or connectors traveling through municipalities, including Highway 16a through the City.

This has had a major impact on ATE throughout the province, including in Spruce Grove. This has resulted in a response plan being created for 2025 that will look for ways to mitigate these impacts.



