



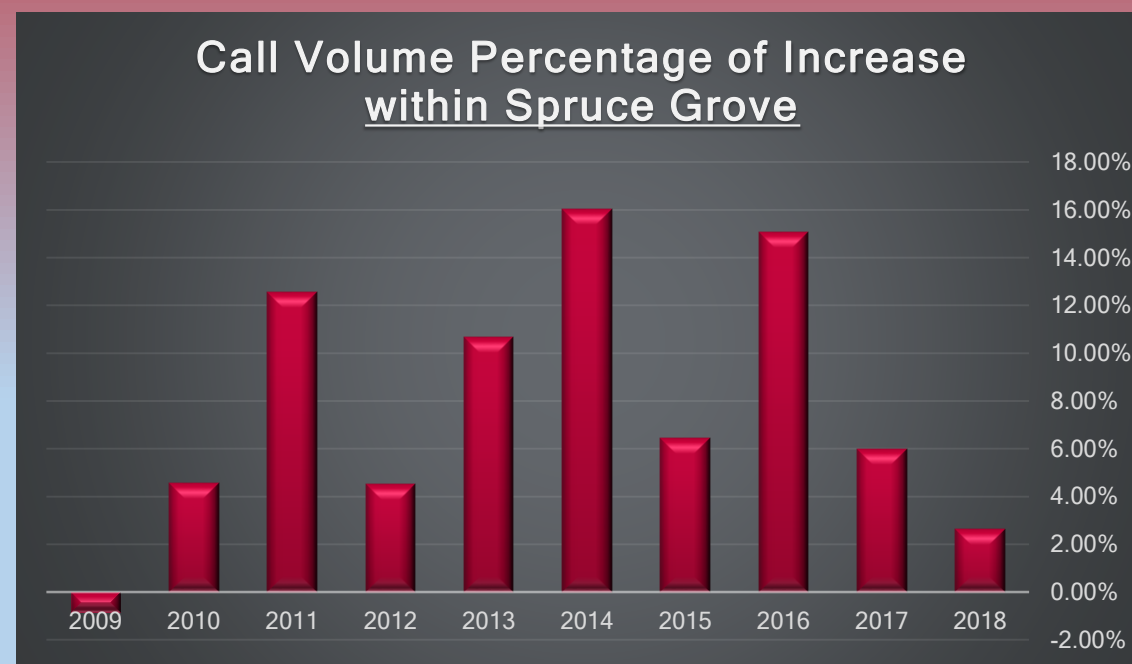
# 2018 Protective Services Report



# Fire Services



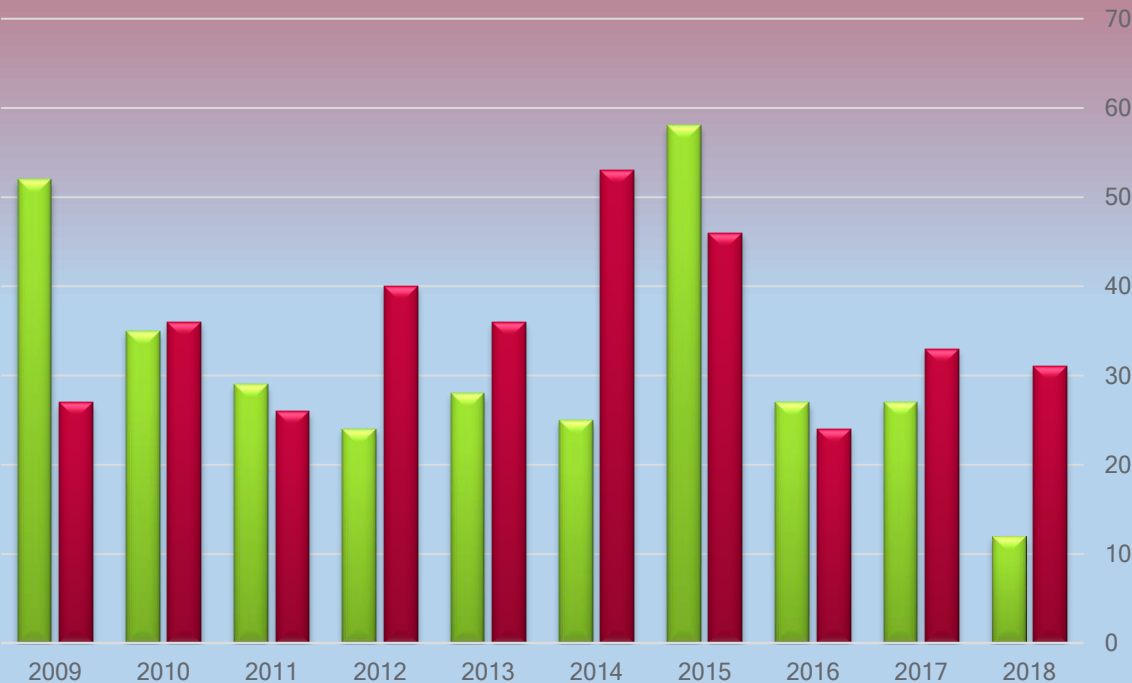
- Total Call Volume increased by 12.5%
- Call Volume Increase in Spruce Grove 2.7%
- Since 2008 Call Volume has increased by 200%





# Dollar Loss Fires

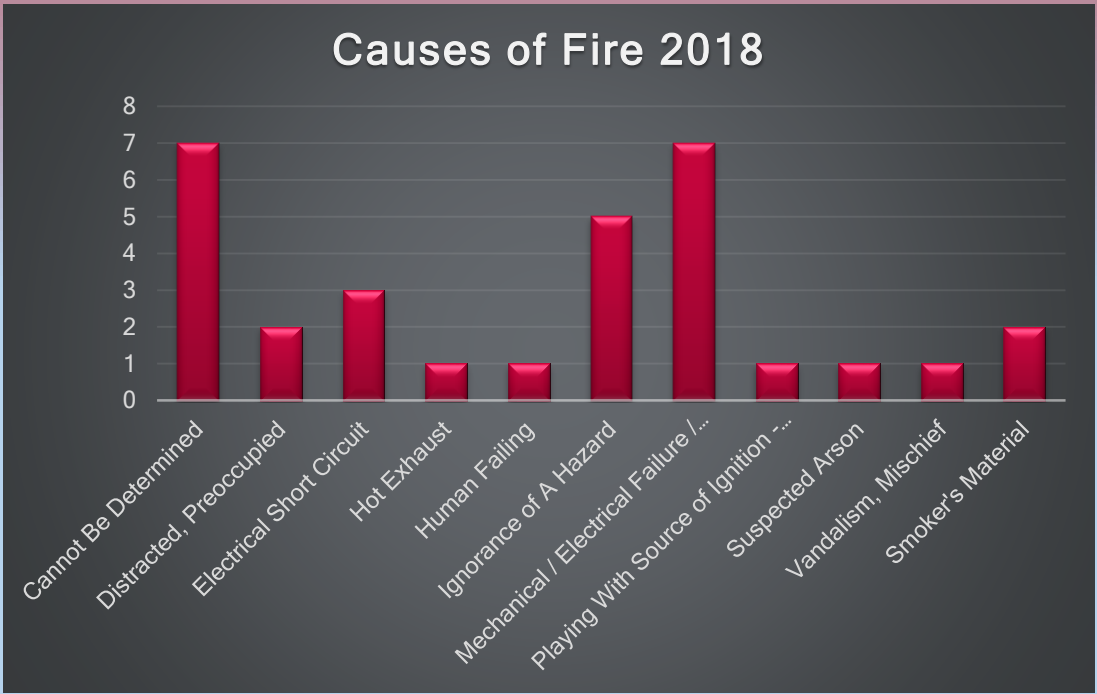
- Loss of \$2,082,450
- Saved \$23,911,916
- No fire related deaths in 2018



■ Fires with Dollar Loss ■ Other Fires



- Leading Cause of fire is Mechanical/Electrical Failure





# Fire Response Standards Compliance



<b>Total Response Time – 399 seconds</b>	<b>54.4%</b>	<b>Improved 31.4%</b>
<b>Dispatch Time - 79 seconds</b>	<b>7.7%</b>	<b>Improved 57%</b>
<b>Turnout Time – 80 seconds</b>	<b>93%</b>	<b>Standard Achieved</b>
<b>Travel 1<sup>st</sup> Apparatus – 240 seconds</b>	<b>65.5%</b>	<b>Improved by 3%</b>
<b>Travel Time 2<sup>nd</sup> Apparatus – 480 seconds</b>	<b>95.5%</b>	<b>Standard Achieved</b>
<b>HIRF – Total time 600 seconds</b>	<b>96.2%</b>	<b>Standard Achieved</b>



# Emergency Medical Response Standards Compliance



<b>Total Response Time – 300 seconds</b>	<b>76.3%</b>	<b>Decrease of 13%</b>
<b>Turnout Time – 60 seconds</b>	<b>91%</b>	<b>Standard Achieved</b>
<b>Travel Time – 240 seconds</b>	<b>56.3%</b>	<b>Decrease of 13.4%</b>



# MVC response Standard Compliance

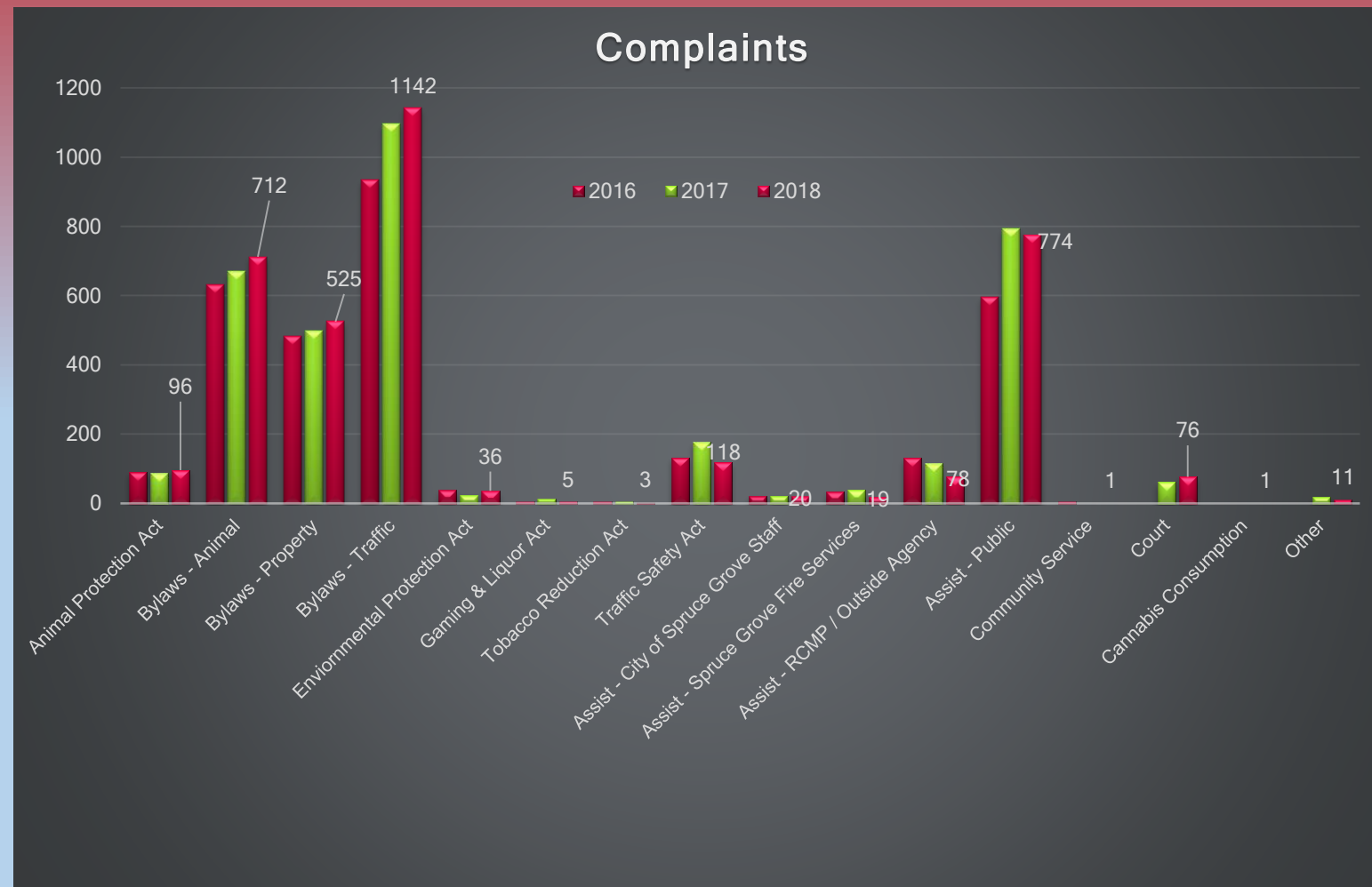


<b>Total Response Time – 399 seconds</b>	<b>58%</b>	<b>Decrease of 29.2%</b>
<b>Dispatch Time - 79 seconds</b>	<b>17.6%</b>	<b>Decrease of 64.3%</b>
<b>Turnout Time – 80 seconds</b>	<b>96%</b>	<b>Standard Achieved</b>
<b>Travel Time – 240 seconds</b>	<b>77%</b>	<b>Decrease of 4.5%</b>



# Enforcement Services

- 12.3% Increase in Complaints received.
- Parking remains main complaint
- Animal Complaints second highest.

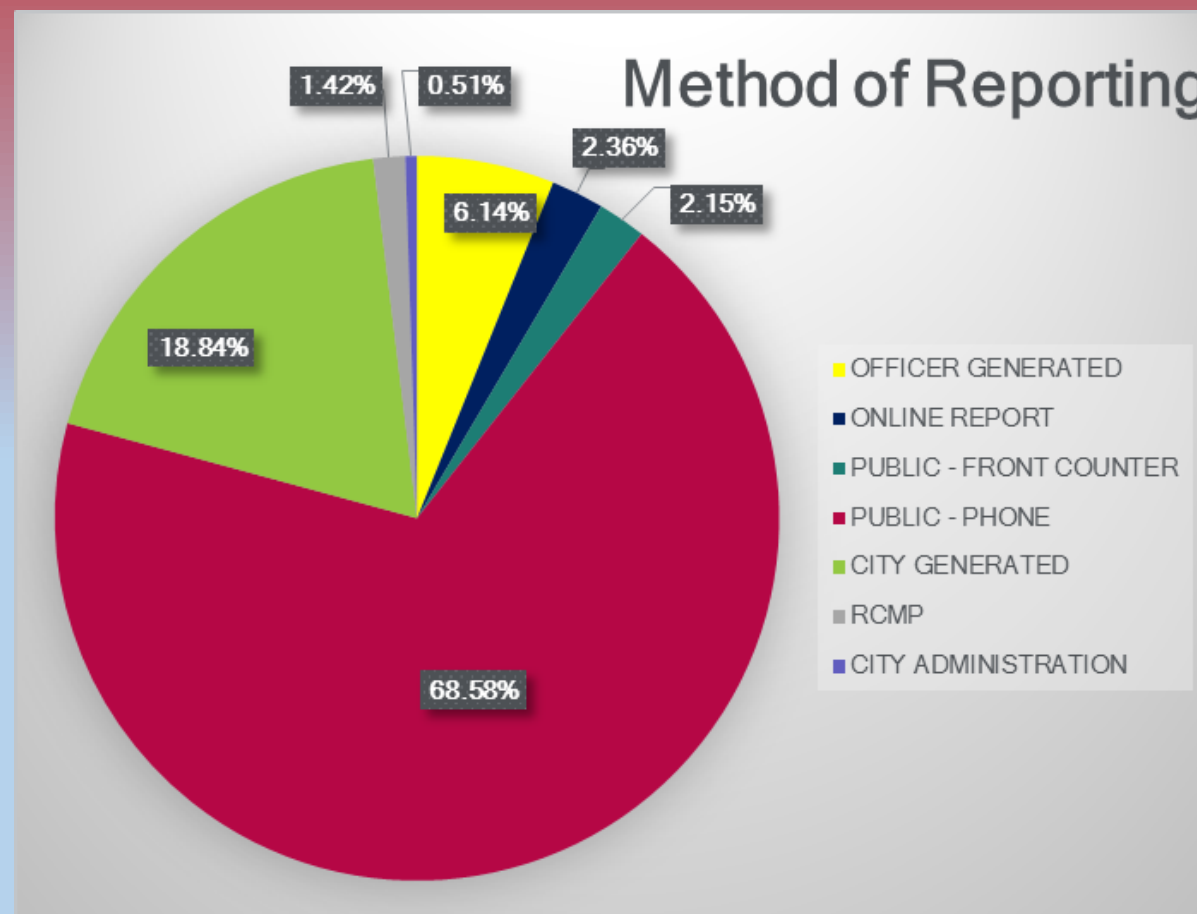




# Complaint Reporting Method



- Telephone remains main source of public filing complaints
- City Generated
- Public Walk-in and online equal.



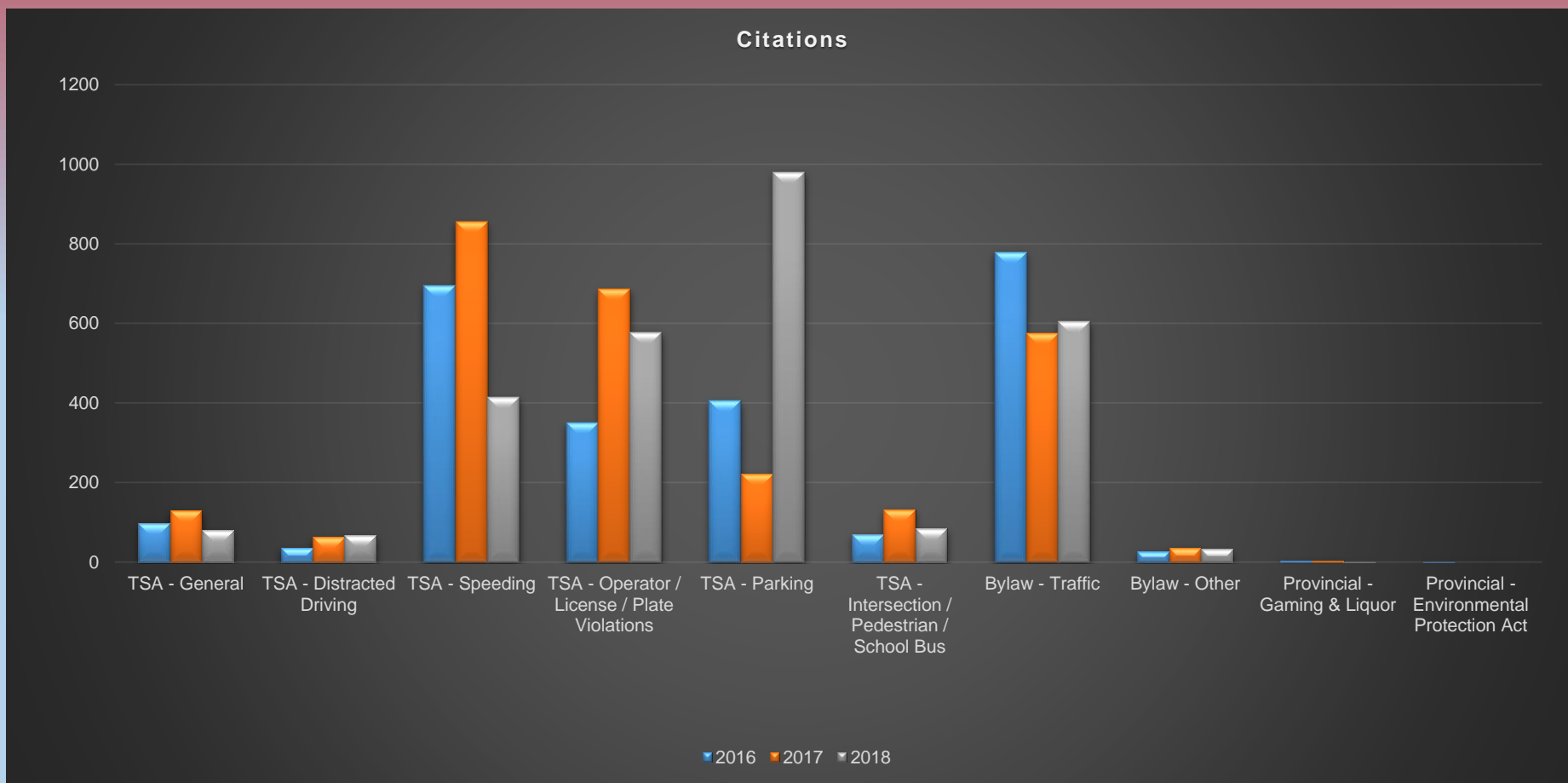




# Citations



- 5.2% increase in citations
- Majority are vehicle related





# Animal Control



- 6.7% Increase in complaints.
- Very few Citations issued
- 211 animals impounded
  - 145 claimed
  - 27 adopted
  - 37 sent to rescue
  - 2 euthanized



Questions