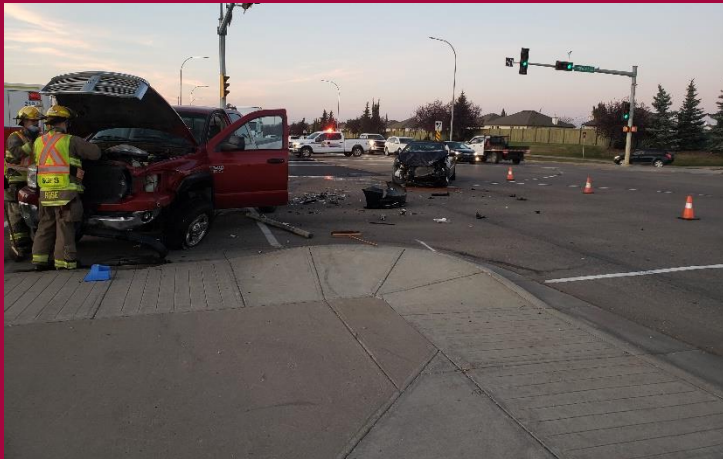
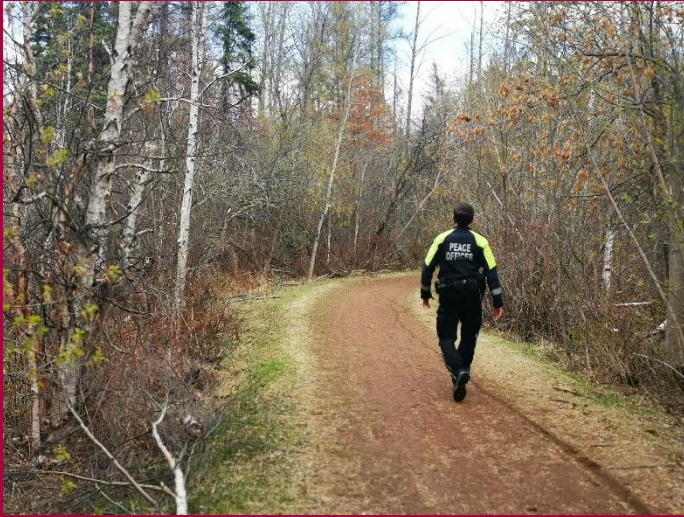


PROTECTIVE SERVICES 2020 ANNUAL REPORT



Your City, Your Family, Our Duty



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Message from Chief Kosterman



2020 is a year that needs no introduction. COVID-19 played havoc with many municipal, provincial, federal, and private services. Protective Services was no exception with additional stressors on personnel including daycare and school closures, sick family members, restricted travel and toilet paper shortages. At work there were rapidly changing schedules, work requirements, protective equipment, changes to CMOH orders, and on and off again enforcement of those

orders. Twice in 2020 a provincial public health emergency was declared which affected Community Peace Officers with a Ministerial Order taking over direction of the officers with regard to enforcement of CMOH orders. Labour and management negotiated Letters of Understanding to ensure not only staff safety but also continued services in very short periods of time. The level of cooperation between everyone involved was impressive. Services were maintained due to the extraordinary commitment of staff.

On top of COVID-19 a new Automated Traffic Enforcement contract was settled and implemented, the new Protective Series Building was completed and a grand opening was held with council. Community Peace Officer and Paramedic training was modified, adjusted, and continued, including the placement of affected city staff into the Protective Services family. If this was the complete 2020 picture it would be adequate, but it is not the entire picture. Through 2020 services continued and the measure of those services are impressive.



Executive Summary

2020 was once again a busy year for Protective Services with SGFS experiencing the exact same number of incidents as they did in 2019 and Enforcement Services having an increase in complaints of over 15%. SGFS responded to 5,249 incidents while Enforcement Services answered 4,266 complaints. Combined Protective Services responded to over 9,500 incidents/complaints. There were no fatal fires or traffic collisions in 2020.

Fire response standards for SGFS are set by council for turnout time and travel time, with an additional total response time for the three response categories. In the area of total response time SGFS met the response standard 85.7% for fires, 76.6% for medical incidents, and 69.8% for collisions. With regard the High Intensity Residential Fire (HIRF) requirement SGFS met this requirement 100% for fires and 97.7% of the time for all other fire related responses such as alarms. The total value of property were a fire occurred was in excess of 17 million with just over two million in damage.

The increase in complaints to Enforcement Services can in part be contributed to enforcement of the Chief Medical Officer of Health Orders, which was 194 complaints. The vast majority of complaints, 85%, are received via the public complaints line while the next highest amount is officer generated at 6%. With regard to citations Enforcement Services issued 1,863 citations which is a decrease of almost 5.5%. This decrease is largely due to changes in practices during the pandemic. Animal control remained busy with a decrease in animal bylaw issues but sadly a 14% increase in the number of investigations under the Animal Protection Act. In total 175 animals were impounded with 120 claimed by owners, two were adopted, and the rest transferred to animal rescue agencies. There were no animals euthanized.

The neighbourhood with the highest number of complaints was Harvest Ridge. Spruce Village and Greenbury round out the top three neighbourhoods for complaints.

The main Safe City functions are Automated Traffic Control (ATE) and Fire Prevention. ATE is reported on outside of this report. Fire Prevention was severely hampered by two factors. First a decrease in staffing due to illness and secondly pandemic precautions. In total there were 543 inspection activities with 237 annual inspections completed.



Introduction

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

Fire Services

Spruce Grove Fire Services (SGFS) provides the traditional services of a fire service but also includes ambulances services which are contracted to Alberta Health Services (AHS). SGFS is an Accredited Organization by Accreditation Canada. 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) provides policing services in relation to municipal bylaws and certain provincial statutes. The service is made up of Community Peace Officers who are appointed and given authorities by Alberta Justice and Solicitor General. SGES enforces most city bylaws and primarily the Alberta Traffic Safety Act along with some lesser known legislation such as the Inn Keepers Act. In total they enforce 11 provincial statutes including the Gaming, Liquor and Cannabis Act. In 2020 they were also responsible for enforcement of the CMOH-Orders.

Safe City

In addition to providing direct services such as fire prevention, automated traffic enforcement, and targeted crime prevention, Safe City also supports other agencies and organizations.

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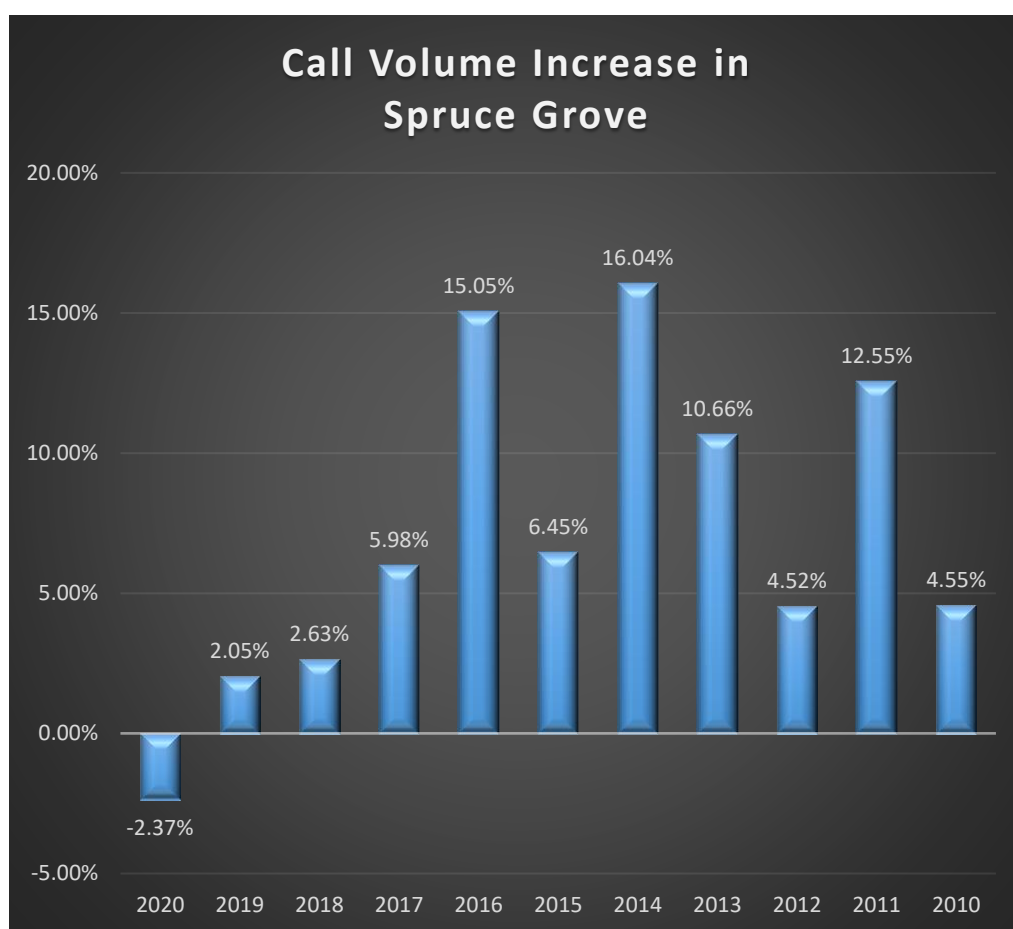
Fire Services

Call Volume

There were 5,249 incidents in 2020 which is the exact same number as in 2018. Call volumes have traditionally increased every year over the last ten years except in 2015 when volume decreased. The decrease was largely due to provincial efforts to keep ambulances in their home communities.

Within Spruce Grove there were 2,717 incidents, which is a decrease of 2.37%. This decrease was largely due to response restrictions placed on fire services throughout the province in the early days of the pandemic.

Since 2011 Spruce Grove has seen a 178% increase in call volume within Spruce Grove.



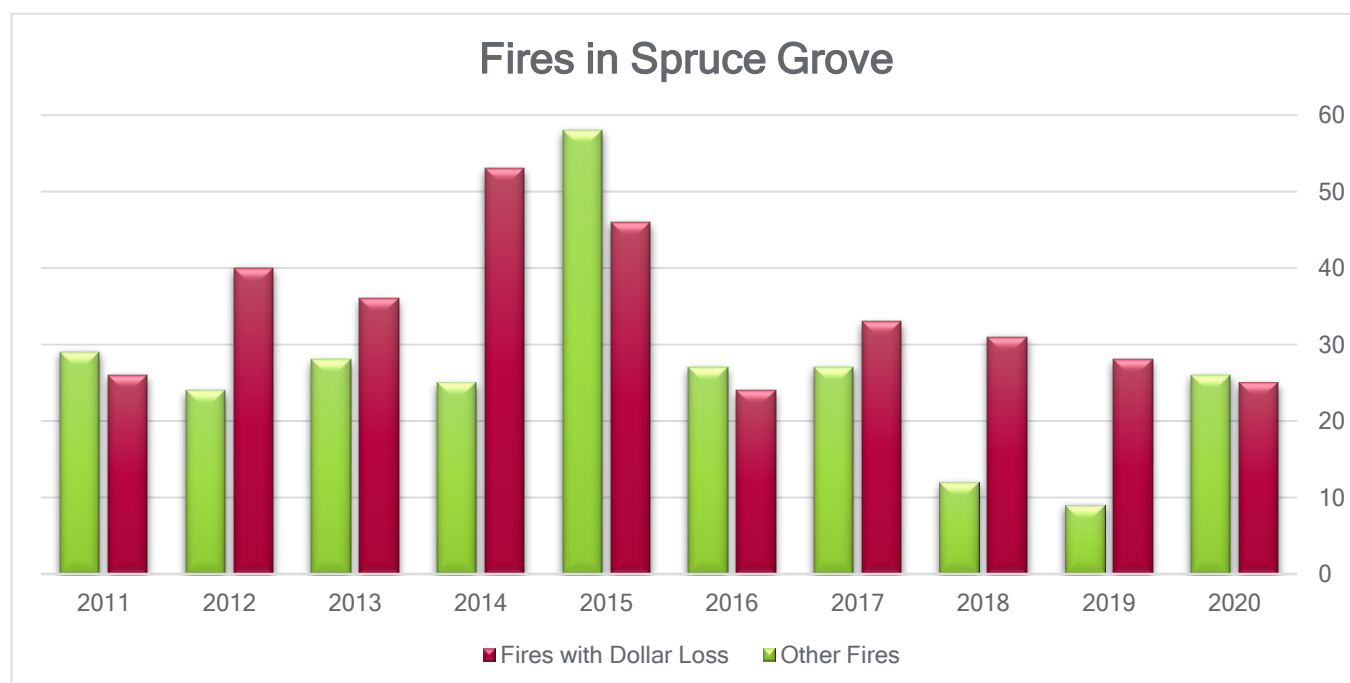


Types of Incidents

For reporting purposes 40 different response types are grouped into 11 categories. Medical calls make up the majority of these incidents with a total of 4,711 incidents (2,223 were in Spruce Grove). Of the remaining 538 incidents, 523 were within Spruce Grove. The following chart shows a breakdown of the incidents responded to within the City of Spruce Grove:

Group Type	2020	2019	2018
Alarm No Fire	256	253	160
Explosion	0	0	0
False Alarm	52	82	39
Fire Dollar Loss	25	28	31
Fire Other	26	9	12
Medical	2,223	2,239	2,307
Motor Vehicle Collision	95	98	109
Public Hazard	47	32	33
Public Service	19	44	35
Rescue/Misc	2	0	1
Unclassified	1	5	0

There was 25 “Fires with Dollar Loss” which is three less than 2019. The number of fires in Spruce Grove that cause dollar loss remains low even though the community continues to grow. The following graph shows fires since 2011.



Fire Fatalities

There were no fire fatalities in Spruce Grove in 2020, or in the last two decades. This is significant as the Alberta Fire Commissioner reports that Alberta has a fire death rate of .82 per 100,000, which means statistically there would have been three fire deaths in Spruce Grove in the last decade.

Fire Dollar Loss

Fire losses each year are completed as an estimate of total value of property including contents. In 2020 the total value of property in which a fire occurred was \$17,470,740. The estimate fire loss is \$2,174,540. This may be translated to figure of \$15,296,200 of property value saved from fire in 2020.

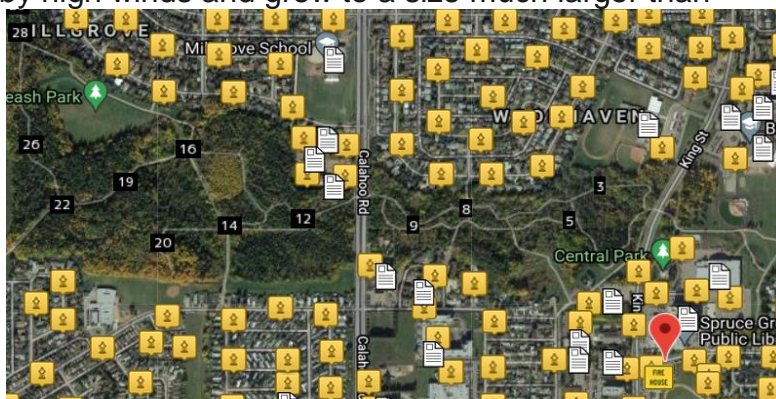


Rubbish/Brush Fires

While authoring this report we are reminded that it is the tenth anniversary of the Slave Lake fire. On May 15, 2011 SGFS along with a mechanic from Fleet Services responded to Slave Lake, Alberta with additional resources from Edmonton, Strathcona, St. Albert and others for a devastating wildland fire that entered the town. The fire destroyed 374 properties and damaged another 52 in the town. It also destroyed or damaged another 91 properties in the surrounding area. While the Fire Chief of Strathcona took over command in the Emergency Operations Centre, the Fire Chief of Spruce Grove took over Slave Lake fire command. The town was divided up into sectors with Spruce Grove, St. Albert, Strathcona, and Edmonton all being assigned sectors to protect throughout the night and into the following afternoon.

Spruce Grove responds annually to fires within its forested parks and private properties, but it is important to note that Spruce Grove is not Slave Lake. Whereas Slave Lake is surrounded

by large forests Spruce Grove's forest is much smaller in size and located in the city centre with fire hydrant access on all sides. The Slave Lake fire started a day or more before, was multiple forest fires, and was fuelled by high winds and grew to a size much larger than Spruce Grove's entire park system prior to entering the town. Fires that occur in Spruce Grove's approximately 135 acre forested area are separated primarily by Calahoo Road, responded to in less than 320 seconds, have a preplanned emergency locating and access system, and have a system of nearby fire hydrants.



Hydrants near park system

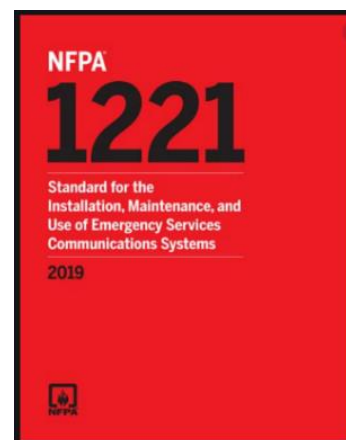


On this anniversary we are reminded of the dangers of wildfires or urban interface fires, but we are also reminded of the planning and preparation that takes place annually to ensure the forested areas within Spruce Grove are allowed to remain natural and unspoiled. The natural areas are a host to many species of plants, birds, and insects.

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.

The time of call received is no longer based on the initial 911 call but instead based on when the call is transferred to the fire dispatcher. The time allotted for dispatching a call is now reflective of the time allotted for fire dispatch instead of the combined 911 and fire dispatcher times. NFPA 1221 section 7.4.3 identifies this time as 60 seconds 90% of the time.



Emergency Fire Responses

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

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

Total Response Time was met 85.7% of the time.

Total Response Time is the most important of all the response time factors. It is the cumulative reporting of all other times that determines if an apparatus arrives in time. In 2020 the required time of 380 seconds or less 90% of the time was met 85.7% of the time. The 90th percentile time for total response time was 519 seconds.

Dispatch Time is not set by council however the policy does require reporting on dispatch time. The corporate policy reporting time is 79 seconds or less 90% of the time. However as the 79 second standard included the 911 call processing time and SGFS is no longer receiving the time of 911 call, this reporting measure has been adjusted to 60 seconds. Compliance with the 60 second standard was 1.9%.

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 calls requiring the donning of bunker gear this time is set at 80 seconds 90% of the time. In 2020 this target was achieved with 80 seconds or less being met 99% of the time.

Turnout Time Standard Achieved

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. This standard was met 55.3% of the time. The 90% compliance time was 338 seconds.

Travel Time – 1st Apparatus was met 55.3% of the time.

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 94.7% of the time. However this does not reflect turnout time for this apparatus and only drive time.

Travel Time – 2nd Apparatus Achieved

Turnout and Travel Time combined is an important time to monitor as this is the portions of the Total Response Time that SGFS is directly accountable for. In this area fire responses have

Turnout and Travel Combined met 76.4%

a combined standard of 320 seconds. This time frame was met 76.4% of the time with a 90th percentile of 335 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 600 seconds 9 out of 10 times (same building). In 2020 fire services met this requirement 100% of the time for fires with dollar loss and 97.7% of the time for all non-medical responses.

HIRF Requirements
Achieved

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
met 76.6%

Total Response Time is the time measurement that adds both the turnout time and the travel time for a combined time. Unlike fire and MVC responses, medical responses do not take into account dispatch time in their calculation. The combined total response time for medical incidents is 300 seconds or less 90% of the time. In 2020 this standard was met in Spruce Grove 76.6% of the time.

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

Turnout Time Standard
achieved 81.4%



emergencies there is no requirement to don bunker gear and the turnout time is 60 seconds or less 90% of the time. In 2020 this target was achieved with 60 seconds or less being met 81.4% of the time.

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 2020 this standard was met 61.5% of the time.

Travel Standard met
61.5%.

Alberta Health Services is responsible for ambulance service within Spruce Grove and contracts Spruce Grove to provide two Advanced Life Support units in to 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. In critical calls such as heart attacks, strokes, or trauma this time is considered by SGFS to be unacceptable.

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 a pump crew with Advanced Life Support firefighters and equipment to any medical call in Spruce Grove thus ensuring the residents and visitors of Spruce Grove continue to receive optimum care.

In 2020 SGFS ambulances were sent to provide “area coverage” a total of 569 times for a total 480 unit hours. The ambulances also responded to 1,919 medical incidents outside of Spruce Grove for an additional 3,317.6 hours. The combined hours outside of Spruce Grove is 3,797.6 ambulance hours or 18.9% of the contracted 17,520 hours.

Pump Response is defined as anytime a fire pump responds to a medical call in Spruce Grove. There are only two scenarios in which a pump responds. The first is to any serious incident. Incidents are categorized as Alpha, Bravo, Charlie, Delta, Echo, and Omega. A pump is dispatched to assist an ambulance for any call categorized as Delta or Echo. They are also dispatched to any medical incident when an SGFS ambulance is not available to respond. There were 696 of these responses in 2020, with a total of 671.5 unit hours. 72.7% of the incidents identified as emergency were responded to in less than 300 seconds, from time of dispatch.

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 most important of all the response time factors. It is the cumulative reporting of all other times that determines if an apparatus arrives in time. In 2020 the required time of 380 seconds or less, 90% of the time, was met 69.8% of the time.



The breakdown of other times helps identify the areas in need of improvement.

Dispatch Time is not set by council however the policy does require reporting on dispatch time. The standard for dispatch time has been modified from the 79 seconds which included 911 processing time to 60 seconds or less 90% of the time. For motor vehicle collisions the 60 second standard was met 25.4% of the time.

Dispatch Time
compliance improved
by 25.4%

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 2020 this target was achieved 92% of the time.

Turnout Time Standard
Almost Achieved

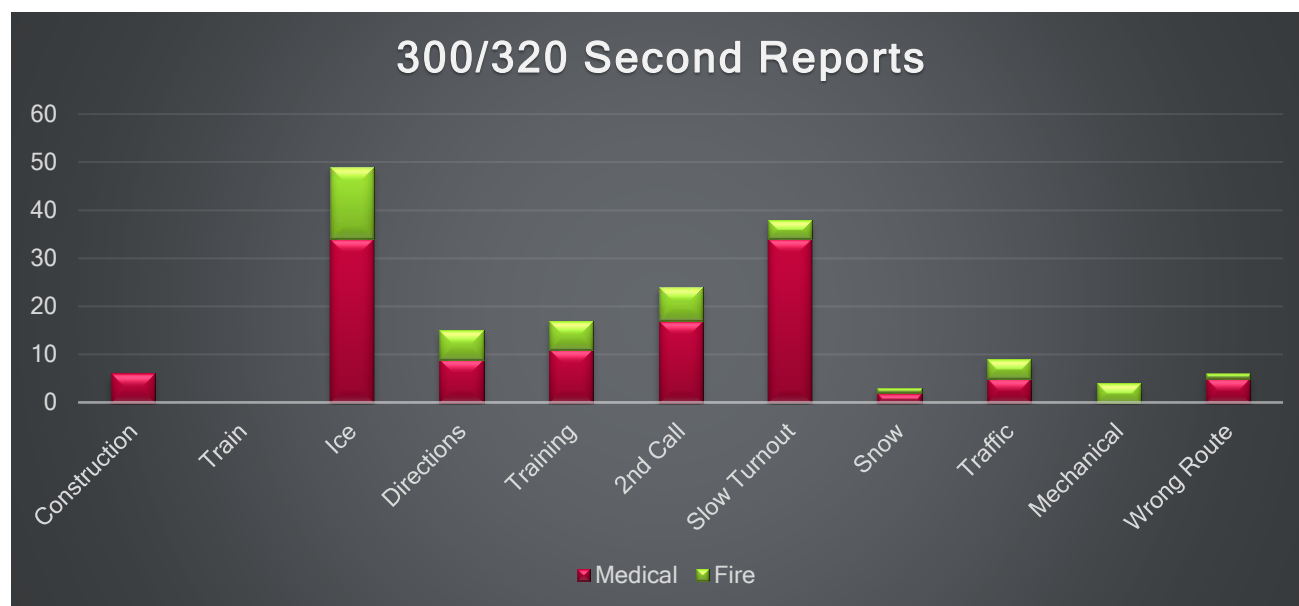
Travel Time is the actual drive time of the first responding apparatus. Council has established a travel time standard of 240 seconds 90% of the time. In 2020 this target was met 68.3% of the time.

Reasons for Non-Compliance

In 2020 SGFS tracked the reasons why emergency incidents were not responded to in less than 300 seconds for EMS and 320 seconds for all other calls. These times are independent

of dispatch times. Although there have been challenges with this tracking the following was determined.

Eleven categories were identified with reason however there was also 176 incidents where the reason was selected as other. Again in 2021 reviews are being done to try and categorize additional reasons to reduce the use of “other”.



Dispatch Time

Dispatch Time is monitored against NFPA 1221 Standard section 7.4. It is important to note that 911 call answer time is not part of this standard. 911 standards for Alberta are derived from the *Alberta 9-1-1 Standards*, a Ministerial Order of the Minister of Municipal Affairs.

NFPA 1221 (2019) states that the call processing time is from call answer to initial notification of responding units. SGFS interprets this to mean from call answer until responding units are provided with an address to respond to, as this is also when units are assigned. The NFPA standard for this time period is 60 seconds 90% of the time for emergency events. 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 taken into account dispatch was compliant for Fire Emergencies (including MVCs) 14.1%, EMS (including MVCs) 65.7%, and Fires with Dollar Loss 17.5% of the time.

911 times are not reported in the 2020 annual report.

Response Standards Conclusions

In 2020 the compliance with response standards was positive. In the main areas: fire response was met 85.7%, and HIRF requirements were achieved. Medical responses were met 76.6% and Motor Vehicle Collision response standards were met 69.8% of the time.

The response chain is only as strong as its weakest link. Fire services will have to take a serious look at each area of the response matrix and determine where the most cost effective improvements can be made to ensure Spruce Grove continues to receive a highly functioning and cost effective fire service.



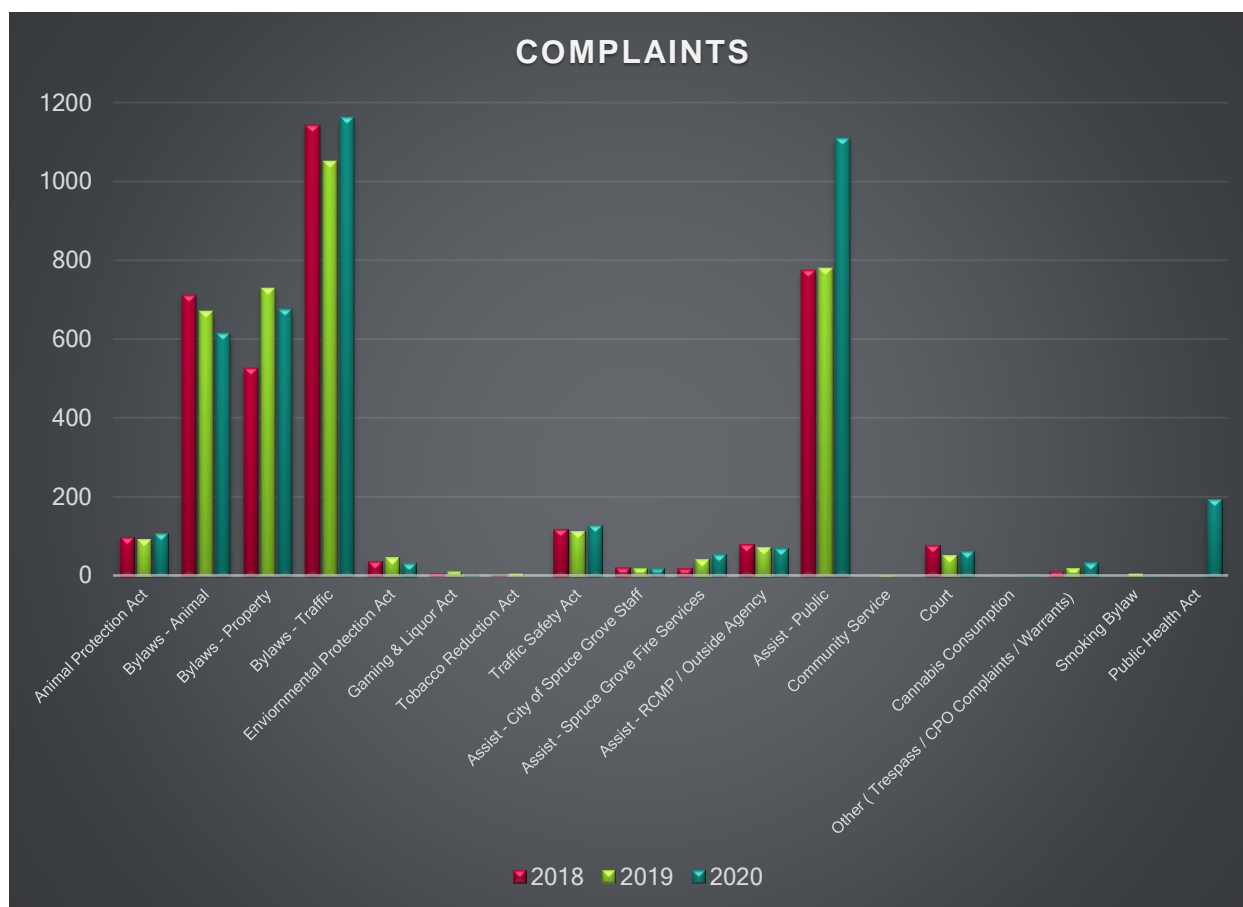
Enforcement Services

Complaints Received

In 2020 Enforcement Services received a total of 4,266 complaints. This is an increase of 15.1 % from the previous year (3,706 complaints) and 17.9% over 2018 (3,617 complaints). 194 of the additional complaints received is attributable to Public Health Act. For reporting purposes these are broken down into 18 categories. The busiest area remains bylaw – traffic which is largely parking related matters.



The following chart shows each category over a three year comparison. Over the three year period parking, animal control and property complaints continue to dominate the types of complaints received. The increase in complaints in relation to Assist-Public is largely due to pandemic.



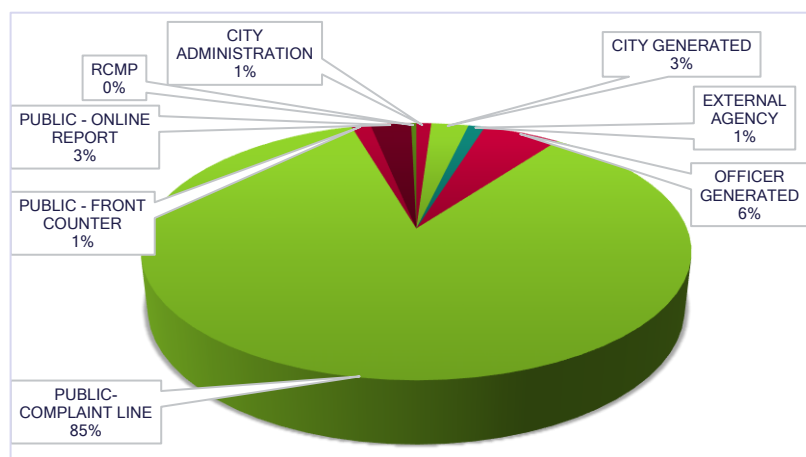
Complaints by Neighbourhood

Complaints are tracked by neighbourhood. The top three areas with complaints in 2020 were Harvest Ridge, Spruce Village and Greenbury. Greenbury supplanted Spruce Ridge from the 2019 top three list. The complaint volume change in these neighbourhoods over the previous year are as follows: Harvest Ridge 10.9% increase; Spruce Village 1.96% decrease; Greenbury 77.85% increase. The categories which experienced the greatest increase in complaints in the Greenbury area were: Snow Removal Sidewalk which increased of 45 complaints; Parking with increased 20 complaints, and Noise Complaints which increased of eight complaints. The chart below illustrates some of the top complaint categories.

NEIGHBOURHOOD	HARVEST RIDGE	SPRUCE VILLAGE	GREENBURY
TOTAL COMPLAINTS	324	250	249
Animal Control	44	28	40
Driving	6	5	3
Noise Bylaw	17	13	19
Parking Complaints	60	56	41
Snow Removal Sidewalk	22	8	48
Unsightly Property	19	8	11

Complaint Method of Reporting

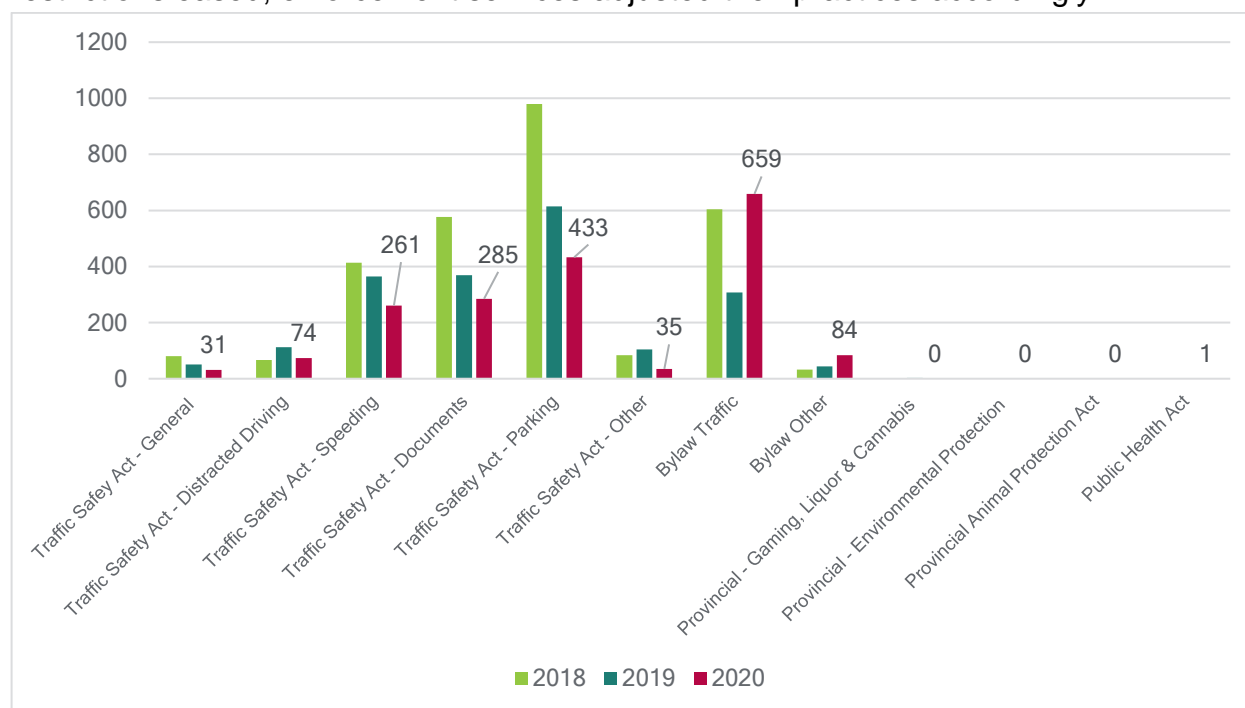
The methods of reporting by which Enforcement Services receive complaints has remained relatively consistent over the years. There are various reporting options citizens have to register complaints with Enforcement Services. The preferred method is by telephone



through the dispatch service. This method accounts for 85.32% of all complaints received by Enforcements Services. Officer generated complaints although down - 5.06% from the previous year, if combined with calls received by the complaint line account for 90.68% of all complaints received. The reduction in officer generated complaints may be attributed to the pandemic. All other methods of reporting combined accounted for only 9.32% of complaints received. Online reporting remains relatively consistent between 2019 at 2.68% and 2.84% in 2020. A slight increase was also noted in the number of complaints received by City Administration and then being referred to Enforcement Services between 2019 and 2020.

Citations

Citations are violations or charges issued by Enforcement Services. The citations may be generated as a result of a complaint received by the Service or when an officer conducts a patrol and notices an infraction. The number of citations issued in 2020 was impacted by the Public Health Emergency declaration, factors included less traffic, restrictions on gatherings, financial impact of the pandemic, and business closures. For these reasons officers took a more compassionate approach during peak periods of the Public Health Act restrictions. The frequency of warnings in lieu of citations given during these times increased. During those phases, primary attention and focus was directed towards infractions that would pose life safety concerns. As the community adjusted and acclimatized to the changes, and restrictions eased, enforcement services adjusted their practices accordingly.



Animal Control

The general downward trend in animal complaints continues from 2018 and 2019 to 2020. In 2020 there were 615 Bylaw complaints compared to 671 in 2019 and 712 in 2018. This represents a decrease of -8.34% compared to 2019 and -13.62% compared to 2018. There were however 106 Provincial Animal Protection Act complaints received in 2020 which compared to 2019 is an increase of 13.98% and an increase of 10.42% over 2018. Overall combined there were 721 Animal Complaints in 2020.

In 2020 there were 175 animals impounded into the animal shelter; 82 dogs and 93 cats. Peace officers delivered 78 of the animals, while 97 were delivered to the shelter by

members of the general public. Of the animals impounded 120 were claimed, 2 were adopted, 53 were transferred to animal rescue agencies, and no animals were euthanized.

Special Events

In 2020 in response to the pandemic the provincial government declared public health emergencies and many Chief Medical Officer of Health Orders were issued. This subsequently eliminated all major special events in the city and also eliminated the smaller events normally attended to by the Community Peace Officers.

Enforcement Services, RCMP, and Fire Services did however provide 102 birthday drive-bys in the hopes of lifting spirits of many affected by home isolation. There was also a drive-by of the Westview Health Centre to honour health care workers and of the RCMP detachment to honour the RCMP.

SAFE CITY

The two main areas of Safe City are Traffic Safety and Fire Prevention. Traffic safety is a collaborative effort of Enforcement Services, RCMP, Engineering, Public Works, and Automated Traffic Enforcement. Fire Prevention is a collaborative effort of Fire Services, Planning, and the province. Safe City also assists in crime prevention initiatives.

Traffic Enforcement

The City of Spruce Grove is committed to ensuring it has one of the safest road systems in the province for all road users. Emphasis on the Safe Systems approach and its focus towards Vision Zero, where the goal is to achieve zero fatalities and zero serious injury collisions. The 2019-2022 Traffic Safety plan utilizes the 5 E strategic concept of Evaluation, Enforcement, Engagement, Engineering and Education in identifying traffic safety goals.

Joint Operations

In an effort 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. Despite the COVID-19



impediments Spruce Grove Protective Services conducted 33 joint forces traffic safety operations.

School Safety Traffic Patrols

School areas present risks to vulnerable street users, due to the volume of vehicular traffic, child pedestrians and others who are on non-motorized mobile transportation devices. Typically there are approximately 184 instructional days in a school year. The pandemic severely reduced the number of days that school zones were in effect. However there were still 322 school safety traffic patrols conducted.

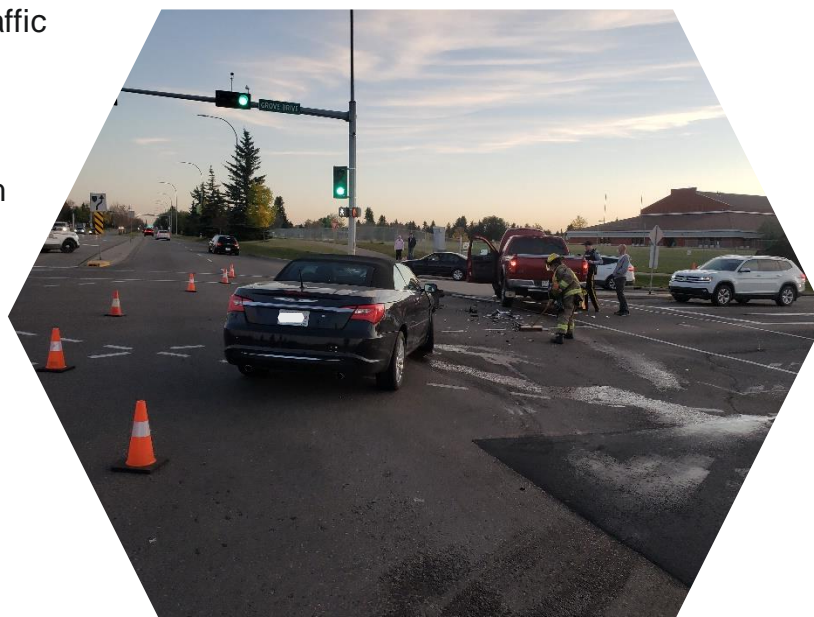
Schools	2020 patrols
Brookwood School	48
Ecole Broxton School	25
Copperhaven School	31
Greystone Centennial Middle School	32
Living Waters Christian Academy	6
Millgrove School	20
Prescott Learning Centre	45
Spruce Grove Composite High School	16
St. Joseph Catholic School	21
St. Marguerite's / St. Thomas Aquinas Catholic School	19
St. Peter the Apostle Catholic School	44
Woodhaven Middle School	15
TOTAL	322

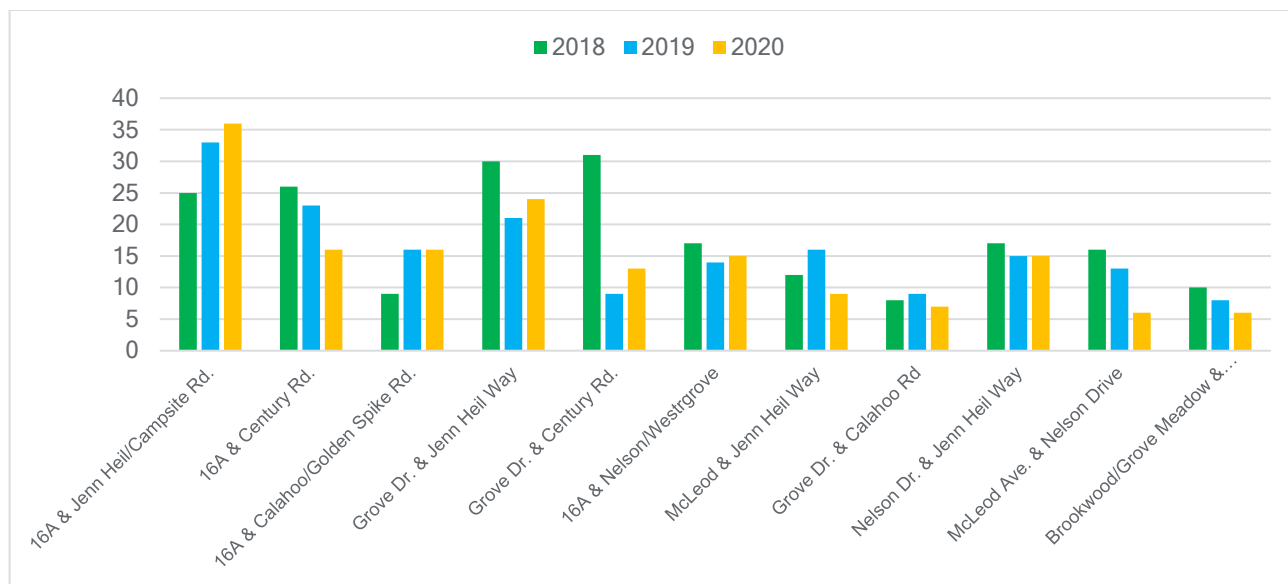
Fatalities

Spruce Grove continues its success in recording no traffic collision fatalities in 2020.

Collisions

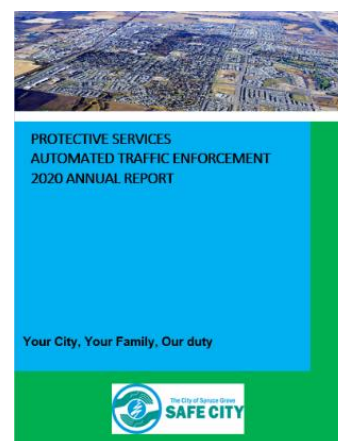
The 2020 year saw a decrease in traffic volume as businesses, schools, entertainment facilities, etc. were required to close for periods of time while people embraced working from home. The decrease in traffic volume was a further contributing factor in Spruce Grove recording fewer traffic collisions. 566 vehicle collisions were recorded which is a decrease of 19.8% over 2019.





Automated Traffic Enforcement

In 2020 the City of Spruce Grove changed its service provider for Automated Traffic Enforcement (ATE). This transition resulted in ATE being suspended for a period of approximately 7 months allowing for infrastructure construction and equipment replacement. A detailed Automated Traffic Enforcement report is prepared and presented separately from the annual Protective Services report.

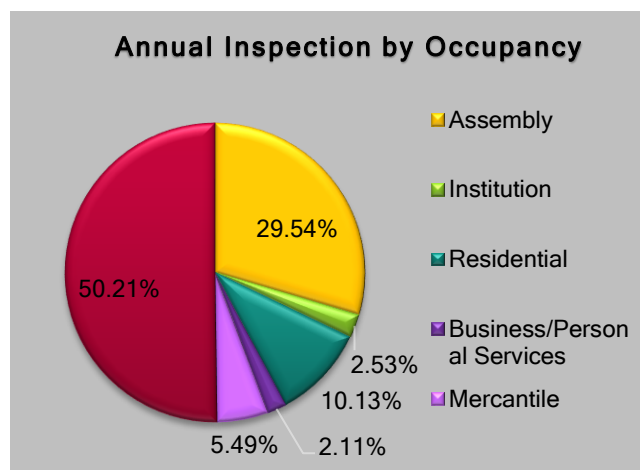


Fire Prevention

Fire Prevention Officers work to reduce hazards and increase safety practices. They provide fire safety sessions, perform fire inspections, work with businesses, the public and city to ensure safe practices, conduct fire investigations, along with Chief Officers. All of these activities are done in accordance with the Alberta Safety Codes Act and its regulations.

Inspections

In 2020 due to the pandemic there were fewer inspections completed. In total there were of 543 inspection activities with 237 of those being annual inspections.

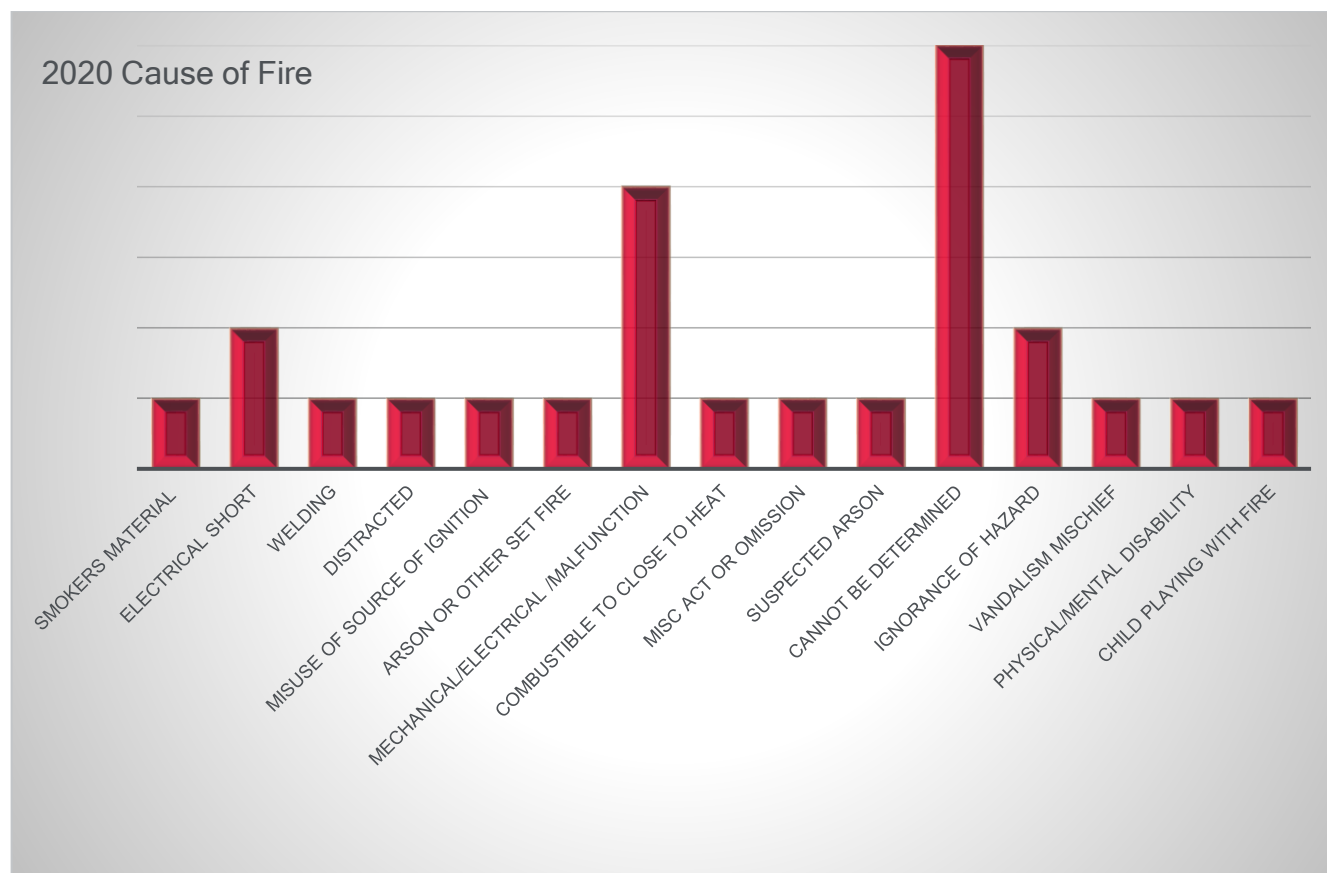


In addition to annual inspections there were six special event inspections, 16 inspection meetings, and 23 construction site inspections.

Investigations

All fires within Spruce Grove that cause a minimum of \$1.00 in damage must be investigated and reported to the Office of the Fire Commissioner. The purpose of these investigations is public safety and not to assign blame, however when the investigation becomes suspicious the investigator then brings in the RCMP and the scope of the investigation becomes criminal.

In 2020 there were 41 properties damaged by fire. Of these 16 were the result of fire spreading from the initial or primary fire. The causes of the remaining 25 primary fires are as follows.



Burning Permits

There were 235 burn permits issued in 2020 which is a 62% increase over 2019.

