

PROTECTIVE SERVICES

Department Service Levels

Overview

Protective Services includes two law enforcement agencies: Municipal Enforcement Services and the RCMP. Both provide vital services to ensure residents, businesses and visitors have access to a safe and enjoyable community whether at home or work, or while using roadways, parks, and facilities. Officers are supported by an essential team of dedicated and skilled support personnel.

Officers use a balance of engagement, education, and enforcement to achieve the City's desired public safety outcomes. Protective Services does this through fair, impartial, and professional engagement with the community.



CITY OF
FORT SASKATCHEWAN

REVIEWED AND UPDATED APRIL 2024

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Conventional Traffic Enforcement

PBB Program Area Description/Overview:

Integrated traffic services which consist of RCMP and Municipal Enforcement Services. Conventional enforcement of provincial traffic safety laws and regulation using conventional enforcement. E.g., distracted driving, impaired driving, municipal traffic / parking laws. This service also includes crowd and traffic control for planned community events.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Traffic Safety is a priority in the City of Fort Saskatchewan. Council adopted Vision Zero as a traffic safety mindset and long-term goal to have zero fatalities and major injury collisions on the City's roadways. Conventional traffic enforcement helps us achieve changing driver behavior and educating motorists regarding road safety compliance.

RCMP Conventional Traffic Violations Issued (Cleared by Charge)		
	Jan-Dec 2022	Jan-Dec 2023
Seatbelt Tickets	70	18
Speeding Tickets	225	211
Intersection-Related Tickets	36	48
Criminal Code Impaired Driving Charges	9	5
Other Moving Traffic Violations	78	83
Other Non-Moving Traffic Violations	393	545
RCMP Conventional Traffic Violation Warnings		
	Jan-Dec 2022	Jan-Dec 2023
Seatbelt Tickets	8	8
Speeding Tickets	56	69
Intersection-Related Tickets	27	25
Other Moving Traffic Violations	49	78
Other Non-Moving Traffic Violations	170	254
Municipal Enforcement Services Issued		
	Jan-Dec 2022	Jan-Dec 2023
Seatbelt Tickets	18	3
Speeding Tickets	415	364
Commercial Vehicle Enforcement Tickets	88	344
Total Provincial Traffic Warnings	1,376	1,518
Total Provincial Traffic Violations	1,524	1,356

Service Levels (Customer Service Levels and/or Technical Service Levels): RCMP Traffic Enforcement, Municipal Enforcement Services

Legislation, Regulations or Standards: Traffic Safety Act and City of Fort Saskatchewan Traffic Bylaw.

Policy Alignment: Safe Community, Vision Zero

Profile of Users: Motorists travelling on City roadways.

Commercial Vehicle Enforcement

PBB Program Area Description/Overview:

The Commercial Vehicle Enforcement Program consists of Municipal Enforcement Officers conducting compliance checks on commercial vehicles and dangerous goods carriers traveling through the City of Fort Saskatchewan. Commercial Vehicle Safety Alliance (CVSA) Inspections are conducted on our roadways to enhance safety and protect roadway infrastructure. Joint force Operations will be conducted throughout the year with other agencies to enforce the Dangerous Goods and Commercial Vehicle legislation.

Reason for Offering: Traffic Safety and Vision Zero:

Fort Saskatchewan has a strong commercial and industrial base economy that is home to several major industrial and petrochemical industries whose plants receive, process and distribute a variety of products many are considered dangerous goods. Fort Saskatchewan has a dangerous goods route through the City on Highway 21 and Highway 15. The Eastgate Business Park is classified as a Dangerous Goods Vehicle storage location within the City. The large number of commercial vehicles traveling through Fort Saskatchewan, warrant focused Commercial Vehicle Enforcement to ensure public safety and compliance.

Commercial Vehicle Enforcement	2021	2022	2023
Warnings	96	31	147
Tickets	69	23	179
Inspections	64	57	90

Service Levels (Customer Service Levels and/or Technical Service Levels): RCMP Traffic Enforcement, Municipal Enforcement Services

Legislation, Regulations or Standards: Traffic Safety Act and City of Fort Saskatchewan Traffic Bylaw.

Policy Alignment: Peace Officer Program Policy, Municipal Enforcement Standard Operating Procedures

Profile of Users: Motorists traveling on roadways, commercial vehicle carriers

Automated Traffic Enforcement

PBB Program Area Description/Overview:

Automated Traffic Enforcement (ATE) is an integral part of our Traffic Safety Program. This program relates to intersection safety device (ISD) cameras and mobile photo enforcement. The City uses a Contract Service Provider for the ATE Program who provide the ISD cameras, mobile photo enforcement equipment and vehicle and a Peace Officer to operate one mobile unit. The City provides a staff member to conduct ISD ticket approval and administrative work to support this initiative.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Traffic Safety and Vision Zero.

Automated traffic enforcement (ATE) technology, combined with other transportation safety strategies, such as education and awareness, help reduce the frequency and severity of collisions on our highways.

Inventory/Volume/Demand:

Automated Traffic Enforcement Statistical Data

Description	2019	2020	2021	2022	2023*	Variance *2019-2023
Vehicles Monitored at ISD Sites	12,330,876	12,752,726	14,177,947	14,061,133	6,356,328	N/A
Total ISD Violations	44,062	36,646	31,296	31,077	13,508	N/A
Issued ISD Violations	20,820	13,908	20,096	19,199	5,966	N/A
Non-Issued ISD Violations	23,242	22,738	11,200	11,878	7,642	N/A
Red Light	420	403	653	807	296	N/A
Speed on Green	20,400	13,505	19,443	18,392	5,670	N/A
Mobile Photo Radar	433	164	158	0	184	N/A
Total ATE Violations Issued	21,253	14,072	20,254	19,199	6,150	N/A

2019 to 2023 Intersection Safety Device Data; NOTE: ATE ISD sites were not operable for several months, data in above table only reflects when sites were operable. As such, a variance was not conducted as it would not be an accurate reflection of change over time.

Frequency or Response Timing:

ISD Cameras operate 24 hours per day, 365 days a year

Mobile Photo Enforcement: 60 hours per month

Standard Operating Procedures/Specifications: Protected Services Automated Traffic Enforcement Business Rules.

Service Levels: Contracted Out to a Service Provider: Verra Mobility

Intersection Safety Device Cameras for Speed on Green and Red Light violations

Mobile Photo Laser Enforcement -60 hours per month.

Policy Alignment: Automated Traffic Enforcement Policy GEN-046-A

Legislation, Regulation or Standards: Alberta Automated Traffic Enforcement Guidelines, Traffic Safety Act

Profile of Users: Motorists travelling on City roadways.

RCMP General Duty Response to Calls

PBB Program Area Description/Overview:

General Duty refers to the uniformed officers who observe, detect and respond to all manner of calls for police services. Duties include criminal code, CDSA and provincial statute investigations; proactive patrols in an effort to reduce crime and increase traffic safety; and assisting the general public with various non investigative calls for service. Annual Police Priorities reflect the priorities of the Justice Minister, K Division's Commanding Officer, and those of Fort Saskatchewan's Council and community. Allocation of resources is based on these priorities.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Alberta Police Act

The Government of Alberta is responsible for ensuring adequate and effective policing is maintained throughout Alberta. Alberta municipalities with populations exceeding 5,000 are responsible for providing policing services in their communities, as per the Alberta Police Act.

Administrative Support Personnel: (Police Clerks) are an essential part of this program. Unique to our Policing Services is dispatching services until 2:00am. Administrative documentation for law enforcement is greater today than ever before. Police Clerks help keep Officers out on patrol by taking on some of these administrative duties. Admin Services include Front Counter Services; Call Evaluation and Dispatch; Information Management and Exhibit Coordinator; Court Detail; Security, Procurement and Building Supports.

Inventory/Volume/Demand: Please see the statistical reports on the following pages:

Service Levels:

- Policing Services: RCMP Officers are on shift 24 hours per day, 365 days per year
- Local call evaluation and dispatching 8:00 am – 2:00 am, Monday – Sunday; KDIV Edmonton dispatches from 2:00 am – 8:00 am;
- Front Counter Hours - 8:00 am – 7:00 pm 5 days a week, 10:00 am – 3:00 pm, Saturday and closed on Sundays.



Staffing

The Fort Saskatchewan Detachment operates as a 'Post' model detachment meaning that the Provincial staffing resources are integrated into the Municipal staffing resources to work together to respond to calls for service in the detachment jurisdiction. This jurisdiction includes the City of Fort Saskatchewan, Bruderheim, Lamont, Chipman, and other rural areas including a small section of Sturgeon County.

The City of Fort Saskatchewan currently has 33 Established Positions for effective policing in Fort Saskatchewan. The Provincial resources total 8 established positions. The breakdown of these positions is as follows:

Municipal RCMP Positions	# Positions
Inspector	1
Staff Sergeant	1
Corporal	6
Constables	25
Total Municipal RCMP Officers	33
Provincial RCMP Positions	
Sergeant	1
Corporal	1
Constables	6
Total Provincial RCMP Officers	8
RCMP FTE Staffing Breakdown	
General Duty Response to Calls	29
General Investigation Section	6
Traffic/Crime Reduction Unit	3
Community Policing & Victim Services	1
School Resource Officer	1
Domestic Violence Officer	1
Total RCMP Detachment Positions	41

Legislation, Regulations or Standards: A number of factors contribute to the way in which policing services are delivered in the City of Fort Saskatchewan. Some of the regulatory requirements and guiding documents are: The Alberta Police Act, Municipal Government Act, Criminal Code of Canada, Provincial Acts and Regulations, Alberta Law Enforcement Framework, RCMP ACT.

Profile of Users: The City of Fort Saskatchewan residents as well as motorists travelling through our City.

Policy Alignment: RCMP Policy and Procedures

Fort Saskatchewan Municipal Detachment
Crime Statistics (Actual)
January to December: 2019 – 2023
Prepared by SARU

CATEGORY	2019	2020	2021	2022	2023	% Change 2019 - 2023	% Change 2022 - 2023	Avg File +/- per Year
Offences Related to Death	2	1	0	3	3	50%	0%	0.4
Robbery	4	2	13	14	2	-50%	-86%	0.8
Sexual Assaults	28	25	45	29	33	18%	14%	1.4
Other Sexual Offences	16	35	40	29	19	19%	-34%	0.0
Assault	199	202	288	219	267	34%	22%	15.3
Kidnapping/Hostage/Abduction	5	8	5	1	11	120%	1000%	0.5
Extortion	4	6	3	20	24	500%	20%	5.4
Criminal Harassment	74	92	128	121	106	43%	-12%	9.3
Uttering Threats	88	63	68	83	113	28%	36%	7.0
TOTAL PERSONS	420	434	590	519	578	38%	11%	40.1
Break & Enter	73	64	31	81	76	4%	-6%	2.3
Theft of Motor Vehicle	76	73	61	84	87	14%	4%	3.3
Theft Over \$5,000	12	10	12	22	20	67%	-9%	2.8
Theft Under \$5,000	477	397	352	393	433	-9%	10%	-9.2
Possn Stn Goods	100	105	46	96	89	-11%	-7%	-3.1
Fraud	208	162	157	209	272	31%	30%	17.5
Arson	2	1	5	11	6	200%	-45%	1.8
Mischief - Damage To Property	124	204	312	363	284	129%	-22%	47.9
Mischief - Other	213	145	134	162	184	-14%	14%	-4.1
TOTAL PROPERTY	1,285	1,161	1,110	1,421	1,451	13%	2%	59.2
Offensive Weapons	49	48	27	35	29	-41%	-17%	-5.3
Disturbing the peace	163	151	142	149	176	8%	18%	2.4
Fail to Comply & Breaches	324	188	195	276	214	-34%	-22%	-13.2
OTHER CRIMINAL CODE	288	162	97	161	156	-46%	-3%	-26.5
TOTAL OTHER CRIMINAL CODE	824	549	461	621	575	-30%	-7%	-42.6
TOTAL CRIMINAL CODE	2,529	2,144	2,161	2,561	2,604	3%	2%	56.7



Fort Saskatchewan Municipal Detachment
Crime Statistics (Actual)
January to March: 2020-2024

Prepared by SARU

CATEGORY	2020	2021	2022	2023	2024	% Change 2020 - 2024	% Change 2023 - 2024	Avg File +/- per Year
Offences Related to Death	0	0	1	0	0	N/A	N/A	0.0
Robbery	2	1	1	0	3	50%	N/A	0.1
Sexual Assaults	13	5	12	9	9	-31%	0%	-0.4
Other Sexual Offences	20	20	11	5	9	-55%	80%	-3.7
Assault	44	68	46	41	75	70%	83%	3.5
Kidnapping/Hostage/Abduction	1	1	0	3	1	0%	-67%	0.2
Extortion	4	0	5	4	2	-50%	-50%	0.0
Criminal Harassment	21	35	30	26	35	67%	35%	1.9
Uttering Threats	16	14	17	21	22	38%	5%	1.9
TOTAL PERSONS	121	144	123	109	156	29%	43%	3.5
Break & Enter	5	10	11	20	22	340%	10%	4.4
Theft of Motor Vehicle	15	17	13	21	15	0%	-29%	0.4
Theft Over \$5,000	1	2	3	8	2	100%	-75%	0.8
Theft Under \$5,000	103	71	69	87	65	-37%	-25%	-6.0
Possn Stn Goods	25	9	14	23	15	-40%	-35%	-0.6
Fraud	46	48	45	71	52	13%	-27%	3.5
Arson	0	0	1	3	1	N/A	-67%	0.5
Mischief - Damage To Property	52	50	75	67	47	-10%	-30%	0.7
Mischief - Other	28	24	28	34	36	29%	6%	2.6
TOTAL PROPERTY	275	231	259	334	255	-7%	-24%	6.3
Offensive Weapons	6	7	8	10	5	-17%	-50%	0.1
Disturbing the peace	32	13	25	48	42	31%	-13%	5.5
Fail to Comply & Breaches	52	29	83	74	51	-2%	-31%	4.3
OTHER CRIMINAL CODE	67	24	33	38	21	-69%	-45%	-7.8
TOTAL OTHER CRIMINAL CODE	157	73	149	170	119	-24%	-30%	2.1
TOTAL CRIMINAL CODE	553	448	531	613	530	-4%	-14%	11.9



Fort Saskatchewan RCMP Detachment Workload Metrics					
Metric	2019	2020	2021	2022	2023
Population	25,912	26,500	27,088	27,676	28,264
Established Positions	31	32	33	33	33
Criminal Cases/Regular Member	68.2	55.9	52.9	66.8	69.8
Crime Severity Index (CS)	86.9	81.5	66.9	85.6	N/A
Criminal Code/1000 population	84.2	69.7	64.4	79.6	81.5
Police to Population Ratio (PPR)	835	828	820	839	856
Detachment File Count (Municipal + Provincial)	11,970	10,743	11,091	10,737	10,944
Prisoner Count	n/a	n/a	333	370	454

Specialized RCMP Policing Units

PBB Program Area Description/Overview:

The Specialized RCMP units consist of General Investigations Services (GIS), School Resource Officer, Traffic/Crime Reduction Unit (T/CRU), Community Policing and Victim Services and Domestic Violence Coordinator.

The GIS Section supports the General Duty Members with their investigations and depending on the complexity and/or severity of the file, will take the lead on complex files. They are subject matter experts on techniques such as search warrant drafting and investigative interviewing.

The Traffic/Crime Reduction Unit's mandate is to use intelligence based proactive policing to reduce crime and increase traffic safety in support of Vision Zero.

The School Resource Officer takes a holistic community-based approach to proactively work with the City's youth to provide education on key topics such as anti-bullying, drugs/alcohol and traffic safety. While enforcement is sometimes required, wherever possible, alternative measures are used, and enforcement is a last resort. The Community Policing and Victim Services Constable is an important role in the community, attending events, conducting education and safety information and working with various groups and organizations to public safety matters. There is one dedicated Corporal position to focus on Domestic Violence in the community.

Reason for Offering: Public Safety

The Specialized Units are created to address specific community needs, they are often utilized to help with the workload of uniformed first responders. These units take on more complex investigations and person crimes, and fraud investigations.

Inventory/Volume/Demand: Please see the statistical reports on the following pages:

Frequency or Response Timing: Respond to calls for assistance within one business day.

Administrative Support Personnel:

The Protective Services Analyst provides the intelligence and data analysis on criminal investigations. The RCMP Police Clerks support the Specialized Sections to help enhance the documentation and court processes for the policing work out of these units. Taking much of the administrative workload off of the trained officers to focus on investigations.

Service Levels: The Specialized Units enhance the General Duty Policing and investigations within the City.

General Investigation Unit: 6 FTE

Traffic/Crime Reduction Unit: 3 FTE

Community Policing & Victim Services Officer: 1 FTE

School Resource Officer: 1 FTE

Domestic Violence Coordinator: 1 FTE

Legislation, Regulations or Standards:

Annual Policing Priorities are set in consultation with City Council. The Alberta Police Act, Municipal Government Act, Criminal Code of Canada, Provincial Acts and Regulations, Alberta Law Enforcement Framework, RCMP Act.

Profile of Users: The City of Fort Saskatchewan residents, businesses and motorists travelling through the City.

Policy Alignment: RCMP Policy



Municipal Enforcement Services

PBB Program Area Description/Overview:

Enforcement of City of Fort Saskatchewan Bylaws by Municipal Enforcement Services and RCMP officers. These include traffic, dangerous goods, animal control, business, Community Standards, etc. This service also includes all Provincial Statute Enforcement such as the Petty Trespass Act; Provincial Offences Procedure Act; Weed Control Act; etc.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Enforcement of Municipal Bylaws : Municipal Enforcement is responsible for the administration and enforcement of a variety of municipal by-laws, animal control and Provincial Acts. These officers perform an essential service that contributes to our community's health and wellbeing, cost effectively, and in a manner that has enabled police officers to focus primarily on crimes and criminality.

Service Levels: Municipal Bylaw Enforcement; Provincial Acts and Regulations

Municipal Enforcement Service Level Hours		
Position/Duty	Service Level	Hours / days
Municipal Enforcement Service	Hours of Service: 7:00am – 8:00pm 7 days per week	13 hours/day
Community Peace Officers	9 FTE	1950 hours/year
Days of Week	Monday - Sunday	7 days/week

Frequency or Response Timing: Calls for service are responded to based on the urgency/priority of the request. Public safety calls have priority over less serious matters. After hours the RCMP is advised about the call in some instances and service is provided but is prioritized amongst other police/criminal matters.

Policy Alignment: Peace Officer Program Policy and Procedure, Municipal Enforcement Internal Policies

Legislation, Regulations or Standards: *Municipal Government Act*; City Manager's Bylaw C29-95 , City of Fort Saskatchewan Bylaw C6-86 (Appointment of Bylaw Enforcement Officers); Alberta Public Safety and Emergency Services Peace Officer Program

Inventory/Volume/Demand:

CATEGORY	2019	2020	2021	2022	2023
Animal Control					
Animal Control Files WITH License Project	920	393	452	386	731
Animal Control Files WITHOUT License Project	527	393	n/a	n/a	438
Animal Control Tickets	61	64	89	64	77
Animals Re-united with owner	129	72	87	94	81
Animals to Edmonton Human Society	43	19	20	58	14
Animal Licences Sold by ME	200	129	126	129	238
Animal Licences Sold Total	3,176	3,427	2,940	2,775	3,190
Case Types					
Animal Control Files (Cats & Dogs - including APA)	527	393	457	384	438
Animal Control License Project	393	N/A	0	0	288
Assist City Staff	N/A	N/A	11	32	47
Assist Public	N/A	N/A	78	68	71
Assist RCMP	71	79	50	45	103
Business Licensing/Signs	71	14	12	4	6
Community Standards Bylaw	411	360	342	325	402
Environmental Protection Act	4	6	3	2	1
Fire Bylaw	1	2	7	0	6
Found Property	80	59	75	102	94
Gaming, Liquor & Cannabis Act	1	3	3	5	2
Land Use Bylaw	11	5	5	5	1
Open Spaces and Parkland Bylaw	5	17	22	36	52
Smoking Bylaw			3	4	10
Snow Removal & Street Sweeping	107	139	111	138	57
Traffic Bylaw	536	626	547	407	509
Noise Complaints			93	166	231
Traffic Safety Act	231	192	169	155	137
Trespassed Premise Act	3	7	9	34	14
Waste Disposal Bylaw	38	31	28	6	13
Parking Complaints	367	381	383	366	413
Abandoned Vehicles	115	142	75	56	64
Total Case Types WITH license project	2611	2,073	6,197	5,846	7,728
Total Case Types WITHOUT license project	2,218	2,073	n/a	n/a	7,290
Citations					
Bylaw to Provincial	88	94	198	132	264
Verbal Warning	1337	1,269	1,885	1,725	1,430
Warning (not including CVE - see below)	894	902	1,502	1,376	1,518
Municipal Enforcement Tags (paid only)	671	319	113	84	148
Provincial Ticket (not including CVE - see below)	1945	1002	1,504	1,524	1,356
Disputed Tickets	383	213	341	301	175
Total Citations (not including disputed tickets)	4552	3,697	5,543	4,846	4,716
Events					
Events (including Community Service)	699	1,536	367	1,434	1,132
Positive Tickets			29	72	129

Animal Control

PBB Program Area Description/Overview:

Municipal Enforcement officers enforce the Animal Control Bylaw and provincial Animal Protection Act. Includes the investigation of animal abuse, dangerous animals, and apprehending / processing animals roaming at large. Also includes care and maintenance of animals while in our care and ensuring animals receive necessary veterinary care.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Municipal Enforcement officers enforce the Animal Control Bylaw and provincial Animal Protection Act. Includes the investigation of animal abuse, dangerous animals, and apprehending / processing animals roaming at large. Also includes care and maintenance of animals while in our care and ensuring animals receive necessary veterinary care.

Inventory/Volume/Demand: See Municipal Enforcement Stats table.

Frequency or Response Timing: 13 hours per day/ 7 days a week – excluding Stat holidays.

Standard Operating Procedures/Specifications: Municipal Enforcement Policy and Procedure Manual

Service Levels: Animal Licensing; Education and Enforcement of the Animal Control Bylaw; Kennel Facility – temporary 72 hour hold for dogs and domestic cats; Rescue of dogs at large and domestic cats; Reunite pet owners with their furry friends; Delivery of unclaimed animals to an animal rescue; Investigation into dog attack/bites and nuisance dogs.

Policy Alignment: Safe and Welcoming Community - Working Alone Policy , MES- Municipal Enforcement Policy and Procedure Manual

Legislation, Regulations or Standards: Animal Control Bylaw; Animal Protection Act, Dangerous Dog Act

Profile of Users: Residents of the City of Fort Saskatchewan and pet owners.