



CALGARY  
POLICE  
SERVICE

## Residential Traffic Safety Unit

Over the last three years the Calgary Police Service has developed a new unit to specifically address Residential Traffic Safety. This unit has been presenting to each Ward in the City to both provide and to solicit information on “problem areas” throughout the City to allow more specific and targeted visibility and enforcement. This unit is specifically interested in Residential TRAFFIC issues.

The strategy has been:

- Utilize citizen feedback to inform operational response
- Focus on playground zones, pedestrian rich locations and other high risk locations identified through collision data analysis
- Emphasize public awareness and education, and facilitate citizen engagement through Ward Traffic Safety Meetings and to work with City partners to further support traffic calming measures outside enforcement

The Residential Traffic Safety Unit, as the next component in our mandate, would like to **communicate directly with Community Associations to offer the opportunity to present directly to Boards and to discuss problems and solutions in your community.**

If you are interested in participating please email [rtsu@calgarypolice.ca](mailto:rtsu@calgarypolice.ca) with your contact information.

**A COLLABORATIVE APPROACH  
TO ENHANCING TRAFFIC SAFETY IN RESIDENTIAL COMMUNITIES**

## Strategy

- Utilize citizen feedback to inform operational response
- Focus on playground zones, pedestrian rich locations and other high risk locations identified through collision data analysis
- Emphasize public awareness and education, and facilitate citizen engagement through Ward Traffic Safety Meetings
- Work with City partners to further support traffic calming measures outside enforcement.

## RTSU

- Created to specifically address residential traffic issues
- Driven by CPS Traffic Service Request (TSR) system for issue identification & response
- Operational in the fall of 2016. First official Ward deployment in October (Ward 13)
- Comprised of 1 Sergeant, 4 Constables, 4 Photo Radar Officers, and 1 Analyst

## Impact

- Significant reduction in number of TSR's assigned to District Patrol and TRU Teams since inception of RTSU:
- Increased capacity for collaboration between District members and RTSU on priority / CMS (CRS) issues
- Identification of approx. 15 locations by RTSU added to ATEP for regular enforcement by Photo Radar team
- 58 % reduction in number of TSR's assigned to Photo Radar TSR Team (372 in 2017 vs 899 in 2016)

	2015	2016	2017
<b>Total TSR Requests</b>	1525	1656	1379
<b># Assigned to Districts</b>	484	395	221
<b># Assigned to TRU Teams</b>	140	92	4
<b>% of Total to Districts</b>	32%	24%	16%
<b>% of Total to TRU Teams</b>	9%	5.5%	0.2%

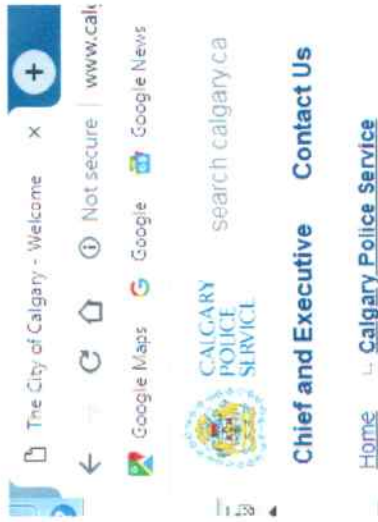
## Moving Forward

- Increase visibility within residential areas and continue to engage with residents
- Expand events attended by RTSU to include community level meetings
- Continue to build on newly established community partnerships including MLA's office, City Councilor offices, and neighborhood committee coordinators
- Strengthen collaboration with City partners on traffic concerns requiring resolutions other than enforcement (sign changes, installation of crosswalks, RRFB's, extension of playground zones etc)

# TRAFFIC SERVICE REQUESTS

1

Go to [calgarypolice.ca](http://calgarypolice.ca)



4

Answer parking question then Click the tab



2

Scroll down to TSR and Click

[REPORT A TRAFFIC CONCERN](#)

**Citizen Online Report System**  
This system allows you to submit and print police reports

[FILE A REPORT](#)

**Traffic Service Request (TSR) form**

A TSR form deals with persistent traffic violation(s) that are noted by the public

[REPORT A TRAFFIC CONCERN](#)

**Reports, statistics, and Research Requests**

Police Service documents provide an overview of Calgary Police Service activities and accomplishments, financial reports and statistical information

[VIEW CPIS BUSINESS PLANS AND BUDGETS](#)



3

Click

[Click here to submit a traffic service request](#)

\* Please ensure you choose the correct request

**Traffic Service Requests**



- Parking (contact Parking Authority for violations)
- Signage
- Temporary Barriers or Barricades
- Transit

[Contact the City of Calgary at 311](#)

**TRAFFIC SERVICE REQUESTS**

To report an ongoing traffic concern related to the following:



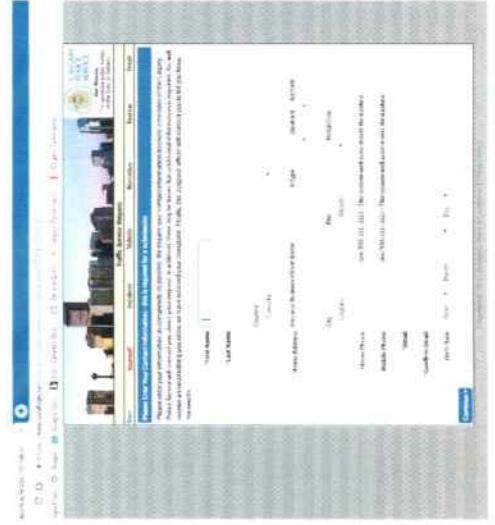
- Speeding Issues
- School or Playground Zones
- Trucks/Commercial Vehicles
- Pedestrian Safety Issues
- Intersection Safety Issues
- Motorcyle Issues
- Illegal Turns

[Click here to submit a traffic service request](#)



5

Complete the entire report



Please complete as detailed and accurately as possible to assist officers in enforcement.

Please Include directions, times, and any additional information you feel may assist in resolving the issue.