

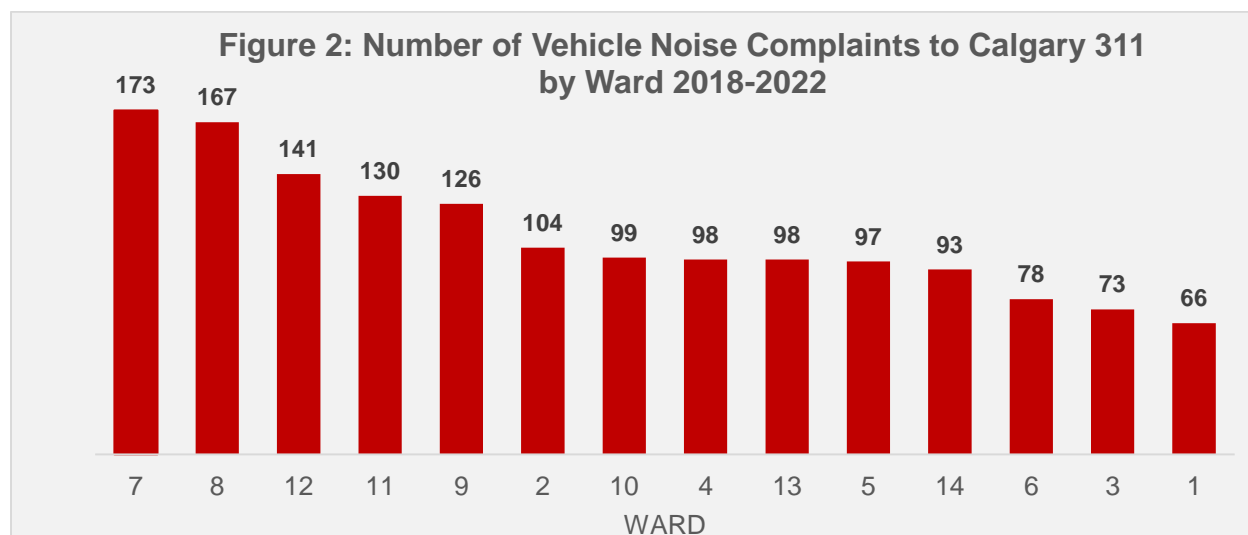
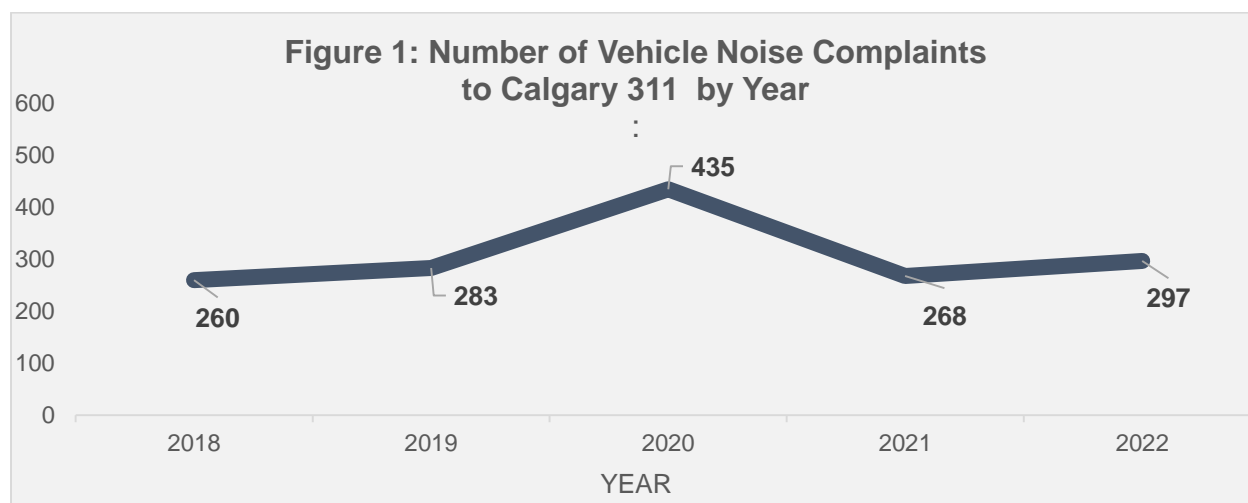
## Noisy Vehicles Complaints and Concerns

### Complaints about Noisy Vehicles (Calgary 311)

Loud and excessive vehicle noise is becoming an increasing concern for Calgarians. From 2018 to 2022, there were over 1,500 vehicle noise complaints reported to Calgary 311, including complaints related to noisy mufflers, vehicle alarms, vehicle horns, and general vehicle noise for vehicles in motion and vehicles not in motion. Figure 1 shows that there was a 54 per cent spike in complaints during the first year of the pandemic and although complaints decreased in 2021, they increased by 11 per cent in 2022, exceeding pre-pandemic levels.

Figure 2 shows that there have been complaints to 311 in all 14 wards, and almost one quarter of complaints over the last five years have originated in Wards 7 and 8, areas encompassing Business Improvement Areas such as 17<sup>th</sup> Ave Retail & Entertainment District and Kensington.

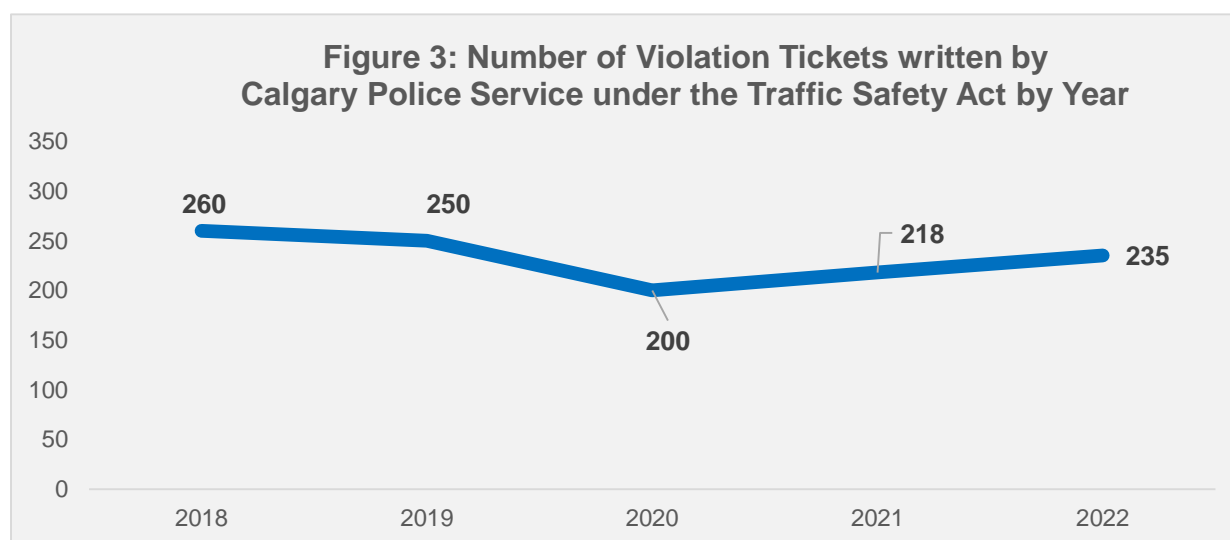
These counts do not include calls made to the Police Non-Emergency line at Calgary 9-1-1.



### **Violation Tickets for Noisy Vehicles (Calgary Police Service)**

Violation ticket data from the Calgary Police Service shows that in the last five years there have been over 1,100 tickets written under the provincial Traffic Safety Act related to excessive vehicle noise in Calgary (see Figure 3). The number of tickets written per year has ranged from 200 tickets in 2020 to 260 tickets in 2019.

Traffic Safety Act violation tickets can be written for: stunting (activity distracting or interfering with other users), emission of any loud and unnecessary noise from a vehicle, disturbance in a residential area, muffler producing excessive noise (sparks, flames), muffler widening, device attached to muffler to increase noise and unnecessary noise from horn. About half of the tickets over the last five years have been for stunting.



### **Health Impacts of Urban Vehicle Noise**

Research outlined in a 2020 report from the European Environment Agency<sup>1</sup> has shown that long-term exposure to urban noise, such as traffic, can cause a variety of health effects including annoyance, sleep disturbance, negative effects on the cardiovascular and metabolic system, as well as cognitive impairment in children. According to studies from the World Health Organization noise pollution is the second largest environmental cause of health problems, just after the impact of air pollution. The report also indicates that a reduction in harmful urban noise levels is more likely to be achieved by using a combination of different measures including noise policies, technology, urban planning, and changes in people's behaviours.

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<sup>1</sup> European Environment Agency. (2020). *Environmental Noise in Europe – 2020*. Luxembourg: Publications Office of the European Union.