



Memo to City Manager

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Date: March 3, 2026
To: Anthony Haddad, City Manager
From: Julie Czeck, GM Public Safety and Partnerships
Subject: **Q4 2025 Public Safety and Partnership Updates**

Background

This report highlights progress on public safety and partnership initiatives from October 1, 2025 - December 31, 2025, including updates from the RCMP, Bylaw Services, Penticton Fire Department, and cross-sector collaboration that support safety, resilience, and community well-being in Penticton.

Executive Summary

Q4 showed improvements in public safety across Penticton. RCMP calls for service, Criminal Code files, violent crime, and property crime all declined, many to their lowest levels in five years, reflecting the effectiveness of targeted enforcement, prolific-offender management, and strengthened collaboration across the justice system.

The RCMP's integrated offender management strategies (ROMP and ReVOII) continued to deliver measurable reductions in reoffending, increased compliance, and stronger court outcomes, reinforcing their value as core public-safety tools. At the same time, mental-health-related demands remained high, with ICRT responding to nearly 500 calls in Q4 alone, underscoring ongoing system pressures.

Bylaw Services significantly expanded proactive enforcement, completing over 9,200 proactive patrols in Q4. Complex property files, graffiti abatement, and bylaw modernization all advanced meaningfully, and parking operations saw improved revenue performance driven by strategic enforcement.

Across the broader Public Safety & Partnerships portfolio, Q4 was heavily shaped by the Heart and Hearth initiative, which required intensive analysis, engagement with provincial partners, site tours, and public information sessions. This work represented a major operational focus for the quarter.

Social development efforts continued despite these demands, with progress in food security (including the *Vital Signs* report and exploration of a community food hub), childcare system

monitoring, accessibility initiatives, and refinement of the Emergency Weather Response framework, which supported additional shelter capacity during extreme cold.

A critical strategic milestone was the development of a regional homelessness response partnership with the RDOS and 100 More Homes. This marks a shift toward shared regional responsibility for social infrastructure and will reduce reliance on Penticton as the sole service hub.

Overall, Q4 demonstrated downward crime trends, rising proactive enforcement, strengthened regional alignment, and continued advancement of key social-wellbeing initiatives during a period of significant operational pressure.

RCMP Q4 2025 Updates

RCMP Calls for Service



Q4 2025 saw a 4% decline in overall calls for service, compared to this time last year, with a total of 3,873 calls reported; this represents a 6% decline year to date. The top three calls for service were unwanted person (460), check-wellbeing (363) and suspicious circumstances (213). Other call types are reflected in the table below. In addition, in 2025, the RCMP completed 60,405 minutes of hot spot patrols (approximately 1,007 hours) across a total of 1,924 patrols.

Calls for Service	Q4 2024	Q4 2025	% Change 2024 to 2025	Q4 YTD 2024	Q4 YTD 2025	% Change YTD 2024 to 2025
Total Calls for Service	4,044	3,873	-4%	17,174	16,194	-6%











Top 10 Calls for Service - Penticton Detachment (Municipal)	
Initial Call Type	# of Calls
Unwanted Person	460
Check Wellbeing	363
Suspicious Circumstances	213
Theft	211
Disturbance	198
Assist Other Agency	195
Mischief	164
Alarm	158
Assist Police/Fire/Ambulance	140
Traffic Incident	137

Criminal Code and Controlled Substances Act Files

Of the calls for service, approximately 1,233 were Criminal Code or Controlled Substances Act Files. This is down 22% from the same period last year (1,580), and 17% year to date. Comparatively, the South East District is down 3.8% and the Province is down 8%.

Criminal Code & CDSA	Q4 2024	Q4 2025	% Change 2024 to 2025	Q4 YTD 2024	Q4 YTD 2025	% Change YTD 2024 to 2025
Total Criminal Code & CDSA Files	1,580	1,233	 -22%	6,278	5,195	 -17%

Violent Crime

Violent Crime	Q4 2024	Q4 2025	% Change 2024 to 2025	Q4 YTD 2024	Q4 YTD 2025	% Change YTD 2024 to 2025
Assault (Common & With Weapon/Cause Bodily Harm)	112	89	 -21%	490	410	 -16%
Sex Offences	30	28	 -7%	171	149	 -13%
Uttering Threats	69	34	 -51%	285	214	 -25%
Intimate Partner Violence (Violent Crime Only)	59	45	 -24%	172	202	 17%
Violent Crime - Total	256	167	 -35%	1108	847	 -24%

Violent crime trends show an overall decrease of 35% overall across all category types, except intimate partner violence, which is seeing a 17% increase year-to-date, rising from 172 to 202 incidents between 2024 to 2025. In Q1 2026, the RCMP, in partnership with the City and the South Okanagan Women In Need Society, is launching a new IPV awareness campaign focused on education and ensuring community members know where to access available supports and resources.

The Penticton RCMP utilizes two aligned strategies to reduce violent crime and manage chronic offenders: the Repeat Offender Management Program (ROMP) and the Repeat Violent Offending Intervention Initiative (ReVOII). There are currently 4 offenders managed through ReVOII, and 15 through ROMP.

ReVOII brings together police, dedicated Crown prosecutors, probation officers, correctional supervisors, and community-integration specialists to intervene early with repeat violent offenders, increase oversight, and connect individuals with supports aimed at breaking the cycle of violent reoffending. The program uses enhanced case management, increased monitoring, collaborative information-sharing, and regionally based "hubs" to ensure coordinated responses to individuals with violent offending histories.

ReVOII prioritizes individuals with a recent history of violent convictions, predicate offences involving actual or threatened violence, or other offences containing elements of intimidation or threats. These individuals receive intensive supervision and tailored intervention plans, while police and probation

officers jointly provide prosecutors with detailed information to support charge assessments and custody decisions.

Together, ROMP and ReVOII provide a dual-track approach:

- ReVOII delivers structured, justice-sector coordination to hold violent offenders accountable while supporting behavioural change.
- ROMP focuses on proactive enforcement, targeted surveillance, and disruption of prolific offending for offenders who don't quite meet the threshold for a ReVOII designation.

This integrated approach strengthens community safety by addressing both chronic criminal behaviour and violent reoffending risk through enforcement, supervision, and intervention.

Key Outcomes of ROMP and ReVOII Initiatives

During this reporting period, the Repeat Offender Management Program (ROMP) and the Repeat Violent Offending Intervention Initiative (ReVOII) continued to produce strong public-safety results. ROMP operations led to several impactful enforcement actions, including the immediate arrest of a known violent offender following an assault with a weapon, preventing further harm to the community. Targeted surveillance also disrupted active drug-trafficking activity, resulting in the seizure of a significant quantity of illicit drugs and recommended federal trafficking charges. In addition, the Crime Reduction Unit (CRU) executed a high-risk rural search warrant that recovered stolen vehicles, firearms, ammunition, and controlled substances.

ReVOII also generated meaningful outcomes in supervision, behavioural change, and justice-system efficiency. Participants showed improvements across multiple stability indicators, ranging from better engagement in treatment to increased compliance with electronic monitoring and structured custody plans.

At the two-year mark, ReVOII outcomes Provincially include:

- 38% improvement in compliance
- 27% improvement in resourcefulness
- 34% improvement in mental-health stability
- 37% improvement in substance-dependence indicators
- 26% improvement in housing stability
- 49% reduction in negative police interactions following designation
- Faster charge-assessment decisions by designated Crown Counsel
- 84% of cases approved to court
- 75% of participants remanded into custody (vs. 57% for non-ReVOII clients)
- Longer custody durations, reflecting enhanced supervision and accountability
- Lower reoffending among participants who actively engage with the program

Together, ROMP and ReVOII form a coordinated and complementary strategy that reduces violent crime, disrupts prolific offending, and enhances community safety through focused enforcement, intensive monitoring, and targeted behavioural-change supports.

Property Crime

Property Crime	Q4 2024	Q4 2025	% Change 2024 to 2025	Q4 YTD 2024	Q4 YTD 2025	% Change YTD 2024 to 2025
Auto Theft	60	17	-72%	178	99	-44%
Bicycle Theft	25	22	-12%	113	81	-28%
Break & Enter - Business	31	29	-6%	131	130	-1%
Break & Enter - Residence	17	13	-24%	68	59	-13%
Break & Enter - Other	37	16	-57%	85	64	-25%
Mischief to Property	251	251	0%	1152	796	-31%
Theft - Other	114	79	-31%	433	338	-22%
Shoplifting	118	85	-28%	484	406	-16%
Theft from Vehicle	120	54	-55%	356	272	-24%
Fraud	96	87	-9%	331	360	9%
Property Crime - Total	908	678	-25%	3479	2701	-22%

Property crime continues to show a strong downward trend, with total offences decreasing by 25% in Q4 2025 compared to the same quarter in 2024, and year-to-date numbers down 22%.

The most significant reductions were seen in auto theft (-72% in Q4, -44% YTD), theft from vehicles (-55% in Q4, -24% YTD), break and enter – other (-57% in Q4, -25% YTD), and mischief to property, which remained stable this quarter but is down 31% year to date. Other categories, including shoplifting, bicycle theft, break and enters to businesses and residences, and theft-other, also showed moderate but consistent decreases. Fraud was the only category to see a year-to-date increase (9%), while quarterly numbers remained stable.

The Property Standards and Compliance Team (PCST) – a joint initiative between RCMP, Bylaw, Fire and Development Services also continues to make progress. The group met regularly throughout the reporting period and reviewed 13 properties of concern. Of these, 9 properties required action, and 7 have since been resolved favourably. The PCST has also strengthened interdepartmental communication, establishing effective channels that did not previously exist and improving coordination on property-related concerns.

Overall, these results reflect broad and sustained reductions across nearly all property-crime types, indicating that targeted enforcement, effective surveillance, and chronic-offender management strategies are contributing to improved community safety.

Five Year Averages

Violent Crime	Q4 2020	Q4 2021	Q4 2022	Q4 2023	Q4 2024	Q4 2025	Average (2020 to 2024)	Sparkline (2020 - 2025)
Assault (Common & With Weapon/Cause Bodily Harm)	106	96	99	115	112	89	106	
Sex Offences	19	26	33	42	30	28	30	
Uttering Threats	57	62	59	49	69	34	59	
Intimate Partner Violence (Violent Crime Only)	38	30	27	49	59	45	41	
Violent Crime - Total	209	226	233	242	256	167	233	

Property Crime	Q4 2020	Q4 2021	Q4 2022	Q4 2023	Q4 2024	Q4 2025	Average (2020 to 2024)	Sparkline (2020 - 2025)
Auto Theft	45	46	32	27	60	17	42	
Bicycle Theft	24	19	28	22	25	22	24	
Break & Enter - Business	46	34	41	35	31	29	37	
Break & Enter - Residence	9	13	9	7	17	13	11	
Break & Enter - Other	19	16	24	10	37	16	21	
Mischief to Property	290	454	493	361	251	251	370	
Theft - Other	87	99	84	88	114	79	94	
Shoplifting	91	83	123	112	118	85	105	
Theft from Vehicle	148	103	94	55	120	54	104	
Fraud	104	89	70	79	96	87	88	
Property Crime - Total	923	991	1052	823	908	678	939	

Reports of several major offence types reached five-year lows in Q4 2025, including common and weapon-related assaults, uttering threats, auto theft, business break and enters, mischief, theft-other, and theft from vehicles. These reductions highlight a broad downward trend across both violent and property-related offences.

During the same period, the top Crime Severity Index (CSI) drivers were break and enters (all types), mischief, fraud, CSAM making/distribution, and child luring via computer. Notably, this is the first quarter in which two child-exploitation-related offences appeared among the top five CSI contributors. This shift may be linked to increased reporting by social media platforms in response to heightened pressure to improve child-safety practices. Most CSAM and child-luring files originated from BC ICE, reflecting enhanced detection and reporting rather than an underlying increase in local offending.

RCMP Operational Highlights – Q4 2025

Community Policing

Q4 2025 marked a period of stabilization and renewal within the Community Policing program. Following an extensive hiring process, the unit successfully selected a retired Calgary Police Service Detective with 25 years of service, to fill the Community Policing/Crime Stoppers Coordinator position. This individual brings significant operational experience, strong public-speaking skills, and a balanced, community-focused approach.

Community Policing, CPTED, and Restorative Justice activities continued steadily through 2025, with a combined total of 91 Community Policing events and 80 Restorative Justice engagements across the year. Although the distribution of activity varied from month to month, the overall volume demonstrates continued community demand for prevention, education, and restorative practices. The addition of a full-time coordinator is expected to increase program capacity and strengthen outreach in the South Okanagan moving into 2026.

Finally, victim services received 119 referrals and was managing 393 active files as of December 31, 2025. Throughout this period, staff provided extensive support, including 840 emotional-support calls, 1,097 court updates, 13 court orientations, and 14 hours of in-court support for victims testifying. They also took part in 6 Crown, witness, and victim meetings, responded to 4 crisis call-outs, and consistently participated in regional and ICAT meetings. In addition, staff engaged in several community events, including the City's Open House with Mayor and Council, the First Responders Dinner, a Syilx Family Networking Conference in Westbank, and a Career Day presentation for students in Keremeos.

Integrated Crisis Response Team (ICRT)

ICRT continues to play a critical role in addressing mental-health-related calls for service. Since January 2024, ICRT has responded to 2,604 interactions in Penticton, with 499 calls occurring in the fourth quarter alone. These numbers highlight both the continued community need for mental-health supports and ICRT's established position as an essential frontline resource.

A complex case involving a high-needs individual demonstrates the team's impact. Through sustained collaboration between ICRT, Interior Health clinicians, and a supervising psychiatrist, the individual, who had generated 36 police files in 2024, was stabilized on medication, resulting in a reduction to only eight police contacts from January to May 2025 and zero calls over a five-month period. This period of stability reflects the effectiveness of coordinated medical support, daily follow-ups, and trust built between agencies.

Although the individual later experienced a relapse tied to increased drug use and unstable housing, ICRT again played a pivotal role. The team facilitated direct information-sharing between Interior Health and Crown Counsel following his arrest for a violent offence, ensuring that his mental-health history informed appropriate risk assessment and judicial decisions. While the circumstances of the arrest were serious, the coordinated response demonstrated the strength of the relationships built through ICRT and the value of integrated approaches when managing high-risk, vulnerable individuals.

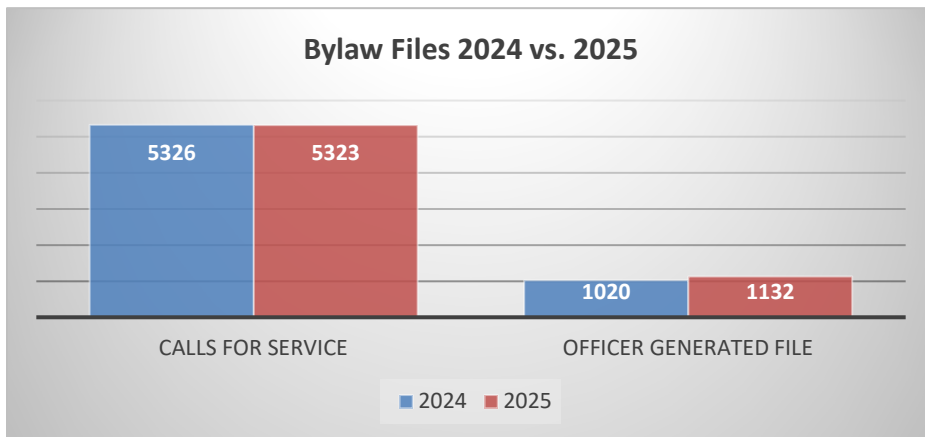
Bylaw Q4 2025 Updates

In Q4 2025, Bylaw Services responded to 1,228 calls for service and generated 329 proactive files, compared to 735 calls and 237 officer-generated files in Q4 2024. Officers also conducted 9,283 proactive patrols during the quarter. This represents a substantial increase in both reactive and proactive activity year over year.

Across the full year, Bylaw Officers completed 29,233 proactive patrols in 2025 and responded to 5,323 calls for service, while generating 1,132 proactive files. In contrast, 2024 saw 5,326 calls for service and 1,020 officer-initiated files.

While overall call volumes remained essentially unchanged between 2024 and 2025, officer-initiated files increased by approximately 11%, reflecting a meaningful shift toward proactive enforcement. The growth in proactive files is consistent with the expanded proactive-patrol model implemented in August 2024.

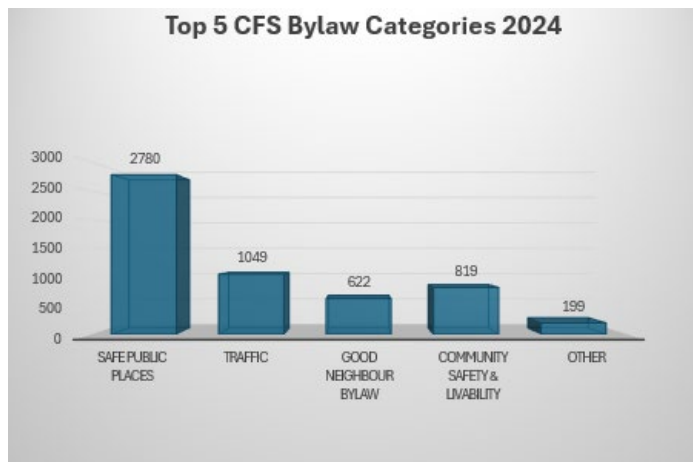
In 2025, most Bylaw Service calls for service generated occurred by phone (2,954 calls, 56%), followed by officer on-view observations (1,139, 21%) and online submissions (555, 10%), with smaller volumes received by email (446), walk-ins (134), and other methods (95).



Call Types

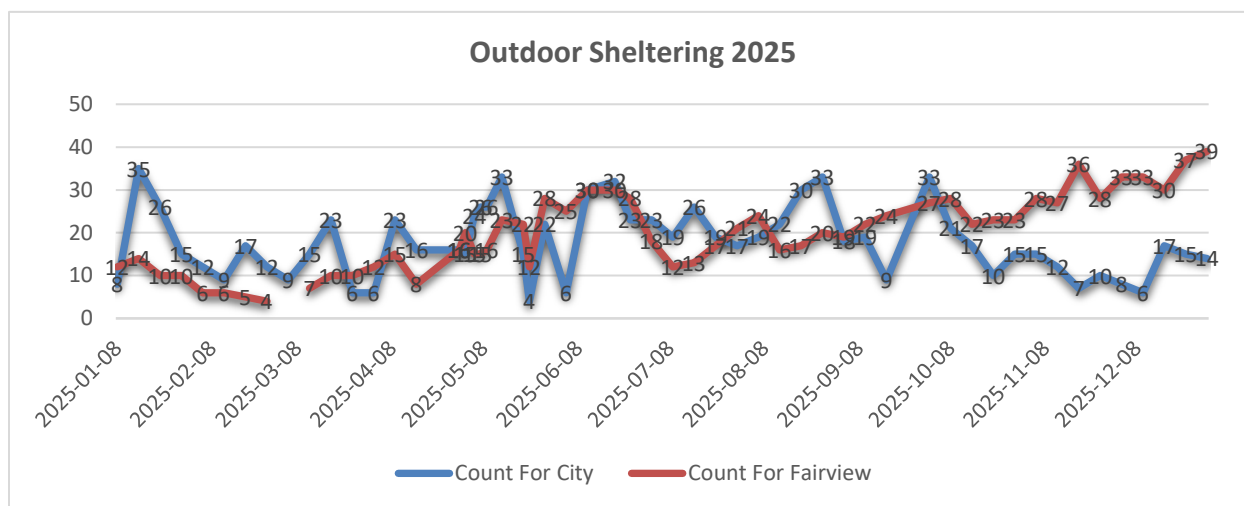
A review of the top five Bylaw calls for service shows a notable shift in call composition between 2024 and 2025. While Safe Public Places remained the largest category, calls decreased by approximately 29%. Traffic-related calls increased by roughly 28%, becoming a more prominent share of Bylaw demand in 2025. Conversely, Good Neighbour Bylaw calls declined by nearly 60%. Two new categories, Parks Regulation and Referrals & Partnerships, emerged in the 2025 top-five, replacing

Community Safety & Livability and Other, indicating a shift toward more partnership-based and location-specific enforcement activities. The breakdown of calls is reflected in the graphs below.



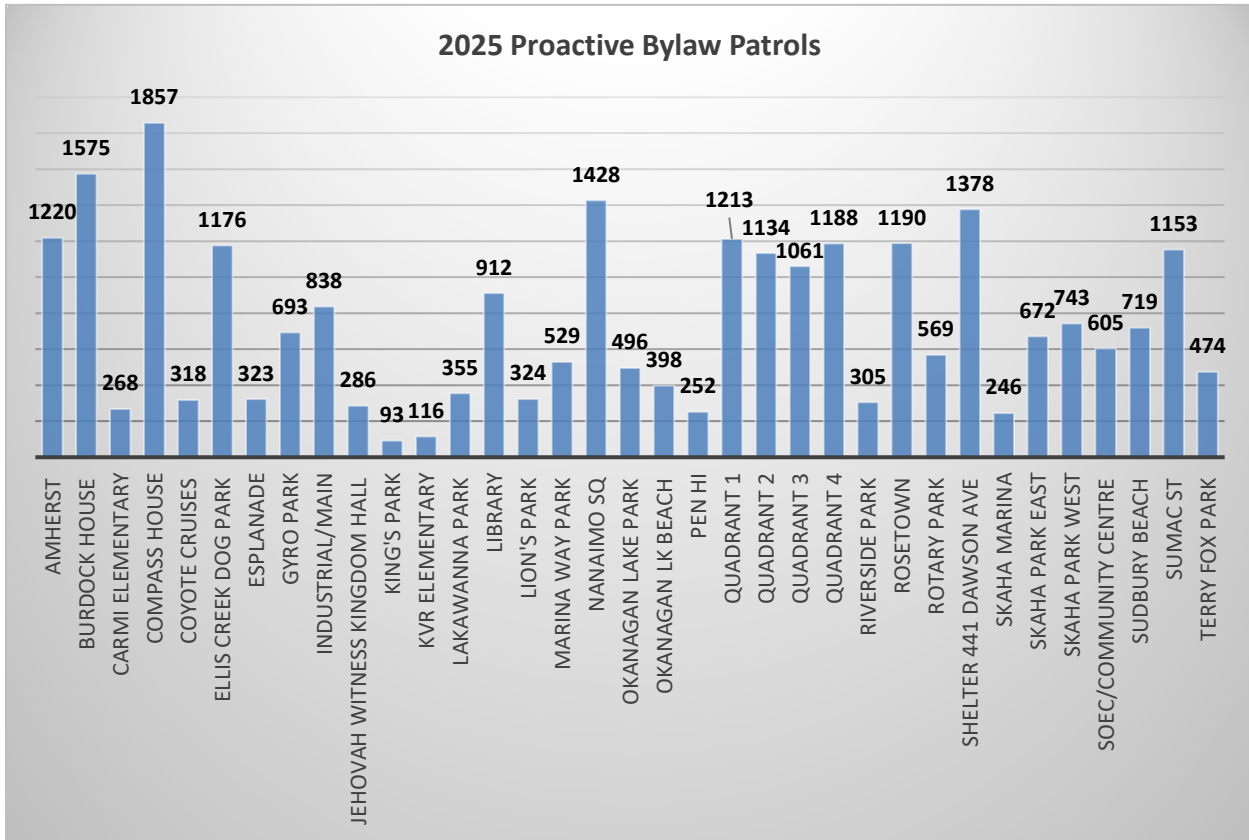
Outdoor Sheltering

Beginning in late October 2024, Bylaw Services began routinely tracking individuals sheltering outdoors. The table below summarizes the 2025 outdoor-sheltering counts within City limits, including estimates for the Fairview encampment. Fairview data reflects the number of visible structures rather than the number of individuals, as Bylaw Services can only document what is observable from public property. As of February 24, 2025, provincial partners estimate that 10–14 people are living at the site, indicating that the number of structures exceeds the number of occupants and fluctuates over time. While Bylaw Services cannot enter the site, the RCMP can; in 2025, they responded to 114 calls for service at the encampment, including 39 in Q4. The 2025 Point-in-Time Count corroborates these findings, identifying 78 individuals sheltering outdoors at the time of the count.



Proactive Patrols

The department’s top proactively patrolled locations for 2025 are shown in the table below, highlighting the areas that required the most consistent monitoring throughout the year. During Q4 alone, officers conducted 9,283 proactive patrols, demonstrating a strong and sustained enforcement presence and supporting both compliance and public safety by ensuring frequent visibility and timely response in priority zones.



Parking

In Q4 2025 revenue increased to \$50,565, up from \$30,245 in Q4 of 2024 - a 67% year-over-year gain. This strong revenue performance occurred despite a decrease in total tickets issued, which fell from 1,742 in 2024 to 1,459 in 2025, a reduction of 283 tickets or approximately 16%. When looking at the full year, total parking ticket revenue increased from \$124,079 in 2024 to \$179,790 in 2025, while total tickets issued rose from 6,640 to 7,077.

Bylaw Operational Highlights

Quarter 4 marked a period of strong operational momentum for Bylaw Services, reflecting both proactive enforcement and significant progress on modernization initiatives. In Q4 alone, the Zero Graffiti Pilot Program removed 1,730 graffiti tags from City-owned property, and officers cleared 12 shopping carts and 21 truckloads of debris from public spaces. Staff also completed targeted training,

and major milestones were reached toward implementing a new radio system and advancing data-management modernization. These achievements demonstrate a department rapidly evolving toward more coordinated, prevention-focused community safety practices.

Building on this momentum, Bylaw Services made strides throughout 2025 in strengthening community safety, resolving complex property issues, and enhancing enforcement effectiveness. The team played a key role in addressing eight problem properties through the Property Standards Compliance Team and advanced several Crime Prevention Through Environmental Design (CPTED) assessments in partnership with the RCMP.

Partnerships were central to 2025 progress: Bylaw collaborated with SOWINS on joint patrols, supported foot patrols along Okanagan Lake, reinforced school-zone safety, and conducted targeted ride-alongs with Interior Health and Social Development. Theft-prevention efforts grew through Project 529, resulting in 25 bike registrations and 50 decals issued. Work with Ask Wellness also contributed to renewing the Sharps Collection Agreement, underscoring Bylaw's role in coordinated public health and safety responses. Bylaw officers further supported major community safety initiatives, including the Point-in-Time Count, 100 More Homes cleanups, and United Way events.

Operational modernization continued throughout 2025, with significant progress on key bylaws including the Parks Regulation Bylaw and the Traffic Bylaw. In Q4, the Safe Public Places Bylaw (SPP) received first reading. The Public Safety Advisory Committee endorsed the SPP, with further feedback expected from the 100 More Homes Lived Experience Table and the Medical Health Officer to ensure the updates remain balanced, informed, and community-focused.

Fire Department

PFD Call Trends

In the fourth quarter of 2025, the Penticton Fire Department (PFD) responded to 924 incidents, representing a 6.8% increase from the 865 calls recorded during the same period in 2024. This overall growth was driven largely by a significant rise in medical responses, which rose 27.7% - from 394 to 503 incidents. In contrast, fire-related calls declined by 7.6%, dropping from 144 in Q4 2024 to 133 in Q4 2025.

Within these categories, several notable trends emerged. Overdose calls rose sharply, increasing from 25 to 72 incidents – a 188% increase. Overdoses now account for approximately 14% of all medical responses, compared to about 6% the previous year.

Unhoused-related fires remained relatively stable, with 27 incidents reported in Q4 2025 compared to 28 in Q4 2024. These calls continue to make up roughly one-fifth of all fire incidents. Additionally, miscellaneous fire incidents increased from 4 to 6, though they continue to represent a small portion of PFD's overall fire-related workload.

Incidents	Q4 2024	Q4 2025	% Change
Total Incidents	865	924	↑ 6.8%
Medical Incidents	394	503	↑ 27.7%
Fire Incidents	144	133	↓ 7.6%

PFD Incident Types

Incidents	Q4 2024	Q4 2025	% Change
Medical Incidents	394	503	↑ 27.7%
Overdoses	25	72	↑ 188%

Incidents	Q4 2024	Q4 2025	% Change
Fire Incidents	144	133	↓ 7.6%
Unhoused Fires	28	27	↓ 3.57%
Miscellaneous	4	6	↑ 50%

Public Safety & Partnerships – Q4 Updates

Q4 was an active period centered on advancing emergency weather planning (including early planning work for the extension of the Temporary Winter Shelter), community accessibility initiatives, inter-agency coordination, and core social development priorities. A significant portion of the quarter was dedicated to the Heart and Hearth initiative, which required extensive coordination and public-facing engagement. This included organizing and supporting multiple tours of the proposed site, participating in community information sessions, preparing materials for public engagement events, responding to questions and concerns from residents and stakeholders, and developing reports and supporting documentation for Council’s consideration. The depth of work on Heart and Hearth represented a major operational focus for the quarter.

Social Development activity centered on several other community wellbeing priorities, with much of the work reflecting ongoing collaboration across food security, childcare, accessibility, emergency response, and community safety. Food security remained a prominent theme through the release of the *Vital Signs* report, which focused entirely on food insecurity in Penticton. Staff contributed through the Food Access Collective and participated in related community engagement events, including a documentary screening and panel discussion. Alongside this, work continued with community partners to address operational concerns at Soupateria and to explore longer-term models for improving food access, including the early steps toward identifying potential locations for a community food hub or commissary kitchen.

Childcare planning also progressed through participation at the Early Years Table, where staffing shortages were consistently identified as a major challenge affecting service stability across the sector. To support internal planning, a snapshot of local childcare program capacity and availability was developed to help clarify local pressures and system needs.

Engagement across the community continued throughout the quarter, including participation in events marking Truth and Reconciliation and Missing and Murdered Indigenous Women and Girls, attendance at the Council Open House and the Heart and Hearth public engagement session, and a school-based conversation with students focused on substance use and its wider community impacts.

Accessibility work also advanced, particularly through the Beach Accessibility and Mobi-Mat project, which is now being refined ahead of a Council report aligned with the summer season. Complementary efforts continued through Cycling Without Age, Safe Public Spaces Bylaw planning, and internal work to strengthen accessibility and inclusion within emergency planning and broader city processes.

Winter emergency response planning resulted in the creation of a clear and repeatable Emergency Weather Response framework that outlines roles, responsibilities, and activation thresholds. Although a permanent location was not secured in Q4, ASK Wellness agreed to serve as operator, and when temperatures dropped below -10°C in February 2026, 20 additional emergency beds were activated across Burdock House (10) and Compass House (10), ensuring short-term capacity during severe weather.

In addition to local efforts, the City partnered closely with 100 More Homes to advance a regional response to homelessness. Together, the partners developed and presented a coordinated regional framework to the RDOS, which has since been endorsed and a joint MOU to reflect this work will be adopted in Q1 2026. This work establishes a foundation for shared regional responsibility in addressing homelessness, shifting toward a model where all communities participate in planning, resourcing, and advocating for needed social infrastructure. The emphasis moving forward is on supporting regional partners in strengthening their voices, building capacity, and ensuring the entire region is aligned in developing long-term, sustainable solutions rather than relying solely on Penticton's systems and services.

Progress also continued on the Situation Table, where core members met to discuss restarting the table and to outline next steps. Training was completed in anticipation of chairing the table once reinstated, provincial opportunities for additional support and training were identified, and historical documentation was brought together to clarify earlier operations and roles.

Work on the Community Safety and Wellbeing Plan resumed following delays tied to Heart and Hearth efforts, and an emerging framework introduced at the Council Open House now forms the foundation for the project's upcoming community engagement phase, which will be summarized in a separate staff report.