



# Council Report

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**Date:** November 5, 2024  
**To:** Anthony Haddad, City Manager  
**From:** Julie Czeck, Director of Public Safety and Partnerships and Sarah Desrosiers, Acting Social Development Specialist  
**Subject:** Q3 2024 - Public Safety and Partnerships Division Updates

## Staff Recommendation

THAT Council receive into the record the report dated November 5, 2024, titled "Q3 2024 - Public Safety and Partnerships Division Updates", representing work completed between July 1, 2024 – September 30, 2024.

## Strategic priority objective

**Safe & Resilient:** The City of Penticton will enhance and protect the safety of all residents and visitors to Penticton.

**Livable & Accessible:** The City of Penticton will proactively plan for deliberate growth, focusing on creating an inclusive, healthy, and vibrant community.

## Executive Summary:

In Q3, the Division focused on enhancing community safety and well-being through strategic partnerships with law enforcement, social services, and local businesses. Key initiatives included developing a comprehensive plan for the 2024/2025 Temporary Winter Shelter, which emphasizes safety and collaboration among various organizations, and revitalizing the Situation Table to better address the needs of at-risk individuals. The Province allocated \$30,000 to support the re-establishment the Situation Table, aimed at improving inter-agency collaboration and service delivery. Additional efforts included enhanced collaboration on Crime Prevention Through Environmental Design (CPTED) projects, the implementation of restorative justice practices, and joint patrols by Bylaw Services and the RCMP.

The Social Development Department also made significant progress in implementing actions in the Social Development Framework. Key initiatives included securing additional funding for the Power St Childcare Project, advancing the Affordable Housing Reserve Pilot Program, participating in a Food Security Summit and securing a \$70,000 grant for local food infrastructure. Collaborative events with Indigenous partners highlighted the commitment to mental wellness and community engagement.

## **BACKGROUND**

### **PUBLIC SAFETY AND PARTNERSHIP UPDATES**

In Q3 the Division advanced community safety and well-being through strategic partnership initiatives that involve collaboration with law enforcement, social service providers, and the business community. Key strategic initiatives include the comprehensive plan for the Temporary Winter Shelter, the revitalization of the Community Active Support Table (i.e. Situation Table) and enhanced collaboration with the RCMP and Fire Department.

#### **2024/2025 Temporary Winter Shelter**

Staff worked extensively with 100 More Homes to develop a plan for the 2024/2025 Temporary Winter Shelter in Penticton. This plan includes a collaborative partnership commitments aimed at ensuring the safety and well-being of shelter guests, staff, and neighboring residents. This collaborative plan involves key organizations, including the RCMP, City Bylaw, Penticton Fire Department, 100 More Homes, Interior Health, the Chamber of Commerce, and the Penticton Industrial Development Association (PIDA), supplemented with private security to provide the required 24/7 oversight. Key elements of the safety plan include:

- A dedicated staff member at the shelter responsible for safety coordination with local law enforcement and overnight private security at the shelter.
- Daily patrols in the neighborhood by the RCMP and Bylaw.
- Ongoing cleaning efforts by shelter staff and the City's Clean Team to maintain neighborhood cleanliness in public places (streets, boulevards, sidewalks) around the shelter and the broader neighbourhood.
- Regular meetings with key partners to address emerging issues, with PIDA providing business liaison representation.
- Neighbourhood engagement sessions to provide an opportunity to hear directly from community throughout the season.

The plan's primary objectives are to foster a coordinated approach to risk management and maintain a secure and clean environment. Each partner has contributed specific resources tailored to their expertise, reinforcing a united front in managing safety and security. The plan delineates specific responsibilities and timelines for each participating organization, ensuring that actions are tracked through Key Performance Indicators (KPIs) that will be reported out at the end of the season and used for future planning. Staff will participate in weekly calls with key partners to monitor and respond to the evolving needs of the shelter operations.

The City remains a key partner in collaboration with 100 More Homes and BC Housing on the successful implementation of the Temporary Winter Shelter. The Division of Public Safety & Partnerships will continue working with partners on the implementation of the Safety & Security plan to enhance successful operations this season.

## **Situation Table**

In BC, Situation Tables are the key mechanism in communities for all frontline agencies to address escalating situations and identify vulnerable and/or at-risk individuals who require an intervention (Attachment A). They currently exist in approximately 34 communities across the Province and help create communication pathways for interagency collaboration and eliminate service redundancies with all partners who may be involved in case management or interventions. The benefits of Situation Tables include:

- Improved collaboration among service providers;
- Improved service delivery;
- Reduced demand for emergency and police services;
- Reduced risk of criminal offending and victimization, and;
- Fostered awareness of complex community issues.

On March 19, 2019, Council supported a resolution to establish a local Situation Table known as the Community Active Support Table (CAST) for high-risk individuals, and individuals with complex needs. However, since its inception five-years ago, new organizations have emerged without an inter-agency agreement to participate in CAST, in addition to new community governance structures addressing these issues; namely the Memorandum of Understanding (MOU) between the City and 100 More Homes. While these changes are positive, they necessarily demand refreshed governance procedures including inter-agency participation agreements, data sharing practices, and referral pathways.

Throughout the summer months staff conversations with 100MH identified a gap in the operation of the Situation Table and a desire to see it re-invigorated. The re-establishment of a Situation Table in Penticton will ensure any existing and emerging public safety challenges are met by multi-sector collaboration by the police, bylaw, social service providers, and health agencies to preserve and promote community safety.

The Province has provided \$30,000 to re-establish that the Situation Table, including training and capacity building. Re-establishing Penticton's Situation Table will enable front-line service providers to proactively identify vulnerable people and families at imminent risk of harm or victimization and rapidly connect them to services before they experience a negative or traumatic event (e.g. overdose, eviction, etc.).

The re-establishment of a Situation Table in Penticton will ensure good governance, data-sharing practices and inter-agency agreements with all partners. In recognizing that Situation Tables are the result of successful collaboration of all partners, staff will work with partners including 100 More Homes, RCMP, Bylaw and service agencies on the successful establishment of a Situation Table in Penticton and provide further updates in upcoming reports.

## **Enhanced Bylaw Collaboration with the RCMP and Fire Department**

The Bylaw Department is dedicated to enhancing community safety through partnerships with key partners, some of this partnership work in Q3 included:

- CPTED: As part of our ongoing commitment to community safety, we are collaborating with the RCMP Community Policing Team on three Crime Prevention Through Environmental Design (CPTED)

reports—one focused on Nanaimo Square and the others at Penticton High School and Carmi Elementary, initiated at the request of the Superintendent of Schools. To bolster our capacity in this area, the Bylaw Services Department is partnering with Community Policing to send two Bylaw officers for training, enabling them to become certified CPTED evaluators. This initiative will enhance the City's ability to provide proactive crime prevention advice to residents and businesses, helping them implement effective strategies to safeguard their properties.

- **RESTORATIVE JUSTICE:** In addition to our work with CPTED, three Bylaw Services officers participated in introductory restorative justice training in Q3. This approach was recently applied to address an ongoing noise complaint issue between neighbors that had strained both police and bylaw resources historically. The facilitated restorative justice session brought all parties together to collaboratively design an agreement for moving forward. This not only resolved the immediate conflict but also allows for more efficient use of bylaw and RCMP resources moving forward.
- **PROJECT 529:** Project 529 is a bike registration and recovery program designed to help prevent bike theft and aid in the recovery of stolen bicycles. It offers a user-friendly online platform where cyclists can register their bikes, track them, and report thefts. The project collaborates with local law enforcement, bike shops, and communities to raise awareness about bike safety and theft prevention. By providing resources and a supportive network, Project 529 aims to create safer cycling environments and promote responsible bike ownership. To enhance the effectiveness of this initiative, Bylaw Services has dedicated a liaison to community policing, focusing on increasing bike registrations, and will provide training for team members to ensure they utilize the service effectively when identifying abandoned bikes.
- **HOT SPOT PATROLS:** The RCMP and Bylaw Services have recently begun sharing intelligence to enhance their hot spot patrols. In Q3, Bylaw conducted over 1,200 proactive patrols in identified hot spots, in addition to the time dedicated by police. Hot spots are determined through data analysis of crime reports and community feedback, aiming to deter criminal activity, increase police visibility, and engage residents. Bylaw Services also collaborated with social sector partners to improve safety in certain hot spots. For instance, the relocation of a fence has allowed for quicker Bylaw responses on public property, facilitating timely interventions. Additionally, working with BC Transit and the City's GM of Infrastructure, a bus stop was moved to reduce congregation and improve safety for transit users. Bylaw Services continues to collaborate with partners for a coordinated response to loitering, ensuring concerns are addressed efficiently and fostering a safer community.
- **RCMP/BYLAW JOINT PATROLS:** This quarter, Bylaw Services and the RCMP have begun joint patrols in public spaces where individuals experiencing homelessness have sought overnight shelter. The collaboration provides a coordinated approach to managing these areas, supporting the City in clearing public spaces while adhering to case law that allows overnight sheltering between 7 PM and 9 AM when adequate shelter options are not available. By combining resources, expertise and authorities, Bylaw and the RCMP aim to effectively address safety concerns while respecting the legal rights of individuals utilizing these public spaces. This partnership enhances the City's ability to navigate the complexities associated with homelessness in the community.

- **FIRE EXTINGUISHER TRAINING:** As winter approaches and the risk of outdoor fires to stay warm increases, the Penticton Fire Department has equipped Bylaw Services with essential training on the proper deployment and use of fire extinguishers. This training includes comprehensive protocols for after-incident reporting, ensuring that all incidents are documented and addressed effectively. Equipped with the knowledge and tools to manage potential fire incidents during their routine patrols, Bylaw officers can help mitigate risks, protect public spaces, and contribute to the overall safety of residents during the winter months.
- **JOINT MEDIA CAMPAIGNS:** Throughout the summer the City's Communications team implemented a "Focus on Safety" Communications campaign in partnership with public safety and community partners including the RCMP, Fire, Bylaw and the School District. The campaign included a series of social media posts outlining a range of safety initiatives to educate the public about upcoming traffic safety changes and the September return to school. The top reaching post featured the RCMP talking about slowing down in playgrounds and school zones, which reached 20,500+ people on Facebook and is currently the #3 most-viewed post on Instagram so far this year, reaching 2,900+ people. Another post about slowing down in school and playground zones reached more than 21,600+ people. The reel featuring the City's Bylaw Services department and the new 'Kiss and Go' zone near Princess Margaret Secondary has reached more than 11,600 people. These posts were shared widely, including through the School District, and were largely positively received.
- **FOCUS ON BYLAW:** The City's Communications team has been working to raise awareness of the work the City's Bylaw Services team has been doing to support safety throughout the community. This includes creating social media content to shine a light on the work that often goes on behind the scenes. These posts garner significant interest from the community, with a post about Bylaw Services and RCMP handing out positive tickets this summer currently being the #8 most-viewed post on the City of Penticton's Facebook page this year so far, reaching more than 40,000 people. Secondly, a reel about Bylaw Services increasing its daily hours is the #3 most-viewed post on Instagram so far this year (3,000+ views) and the #9 most-viewed post on Facebook (39,700+).

## **BYLAW SERVICES OPERATIONAL UPDATES**

### **Bylaw Services Review**

In May 2024, the City began a review of the Bylaw Services Department, focusing on enhancing the Community Safety Officer (CSO) program based on the 2022 Community Safety Resource Review recommendations. The project's goals include evaluating policies and training, identifying gaps, formulating best practices, clarifying the Department's mandate with public safety partners, and developing a performance measurement framework, to continue enhancing service in support of our residents and businesses

Phase 1 (May - July) involved a program assessment and partner engagements with RCMP, social sector and businesses to identify challenges and opportunities in the current service delivery model. In Phase 2 (August - October), staff collaborated with Helpseeker Technologies to provide data for approximately 5,000 social disorder case files from 2019 – 2024 ; this comprehensive review will ensure that the report's conclusions are statistically valid. Additionally, staff conducted a comprehensive jurisdictional review of eight municipalities

to identify best practices for enhancing Penticton's response to social challenges. A draft report will be completed by the end of October, with results set to be presented in Q4.

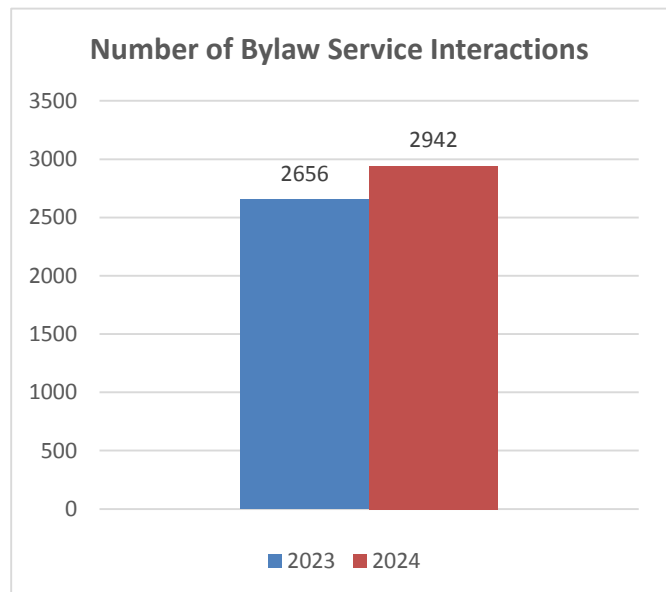
### Bylaw Calls for Service

The Bylaw Services team supports the enforcement of City bylaws, with the primary goals of ensuring public safety, maintaining community and property standards, and managing social nuisance issues in public spaces.

In Q3 2024, the total number of calls for service was 1,696. Since August 1, 2024 the Bylaw Services team extended hours of operations from 6am – 10pm, receiving 166 calls for service between 6pm and 10pm (approx. 10% of calls).

Since August, the Department has re-introduced proactive hot spot patrols in areas that have traditionally had a high volume of service calls. These patrols aim to engage directly with the community to address issues before they escalate into service requests.

Since implementation of this practice **1, 246** proactive patrols have occurred. Including the **1,686** calls for service, the total number of bylaw “responses” or service interactions in Q3 was **2,942**, compared to 2,656 in Q3 2023. It is important to note that historically proactive calls were grouped with service calls; moving forward, they will be tracked separately. Ongoing tightening of report writing, file management and data tracking will remain a focus for the department, with additional changes in the future that may not be compatible with comparisons of historical statistics.



In Q3, the breakdown of service calls is as follows:

- Traffic-related calls: 351
- Safe Public Places calls, including 50 encampments: 944<sup>1</sup>
- Good Neighbor Bylaw (GNB) calls: 220<sup>2</sup>
- Other inquiries: 181<sup>3</sup>

In Q3 2024, the implementation of foot and bike patrols marked a new initiative aimed at enhancing visibility. During this quarter, officers logged close to 100 hours of patrols: 83 hours on foot patrols and 6 hours on bike

<sup>1</sup> Top 5 issues for Safe Public Spaces calls: Loiter in Public place, Encampments, Wellness checks, Drug Paraphernalia, Abandoned property.

<sup>2</sup> Top 5 issue for Good Neighbour Bylaw calls: Property maintenance, Noise complaint, Boulevard maintenance, Nuisance Lighting, Nuisance smoke.

<sup>3</sup> Zoning, Parks, Irrigation Sewer & Water, Solis Waste Collections, Smoking, Deer Feeding, Signs, Fire & Life Safety

patrols. Since this program was not in place last year, there are no comparable statistics to evaluate its impact. The introduction of these patrols reflects a commitment to building stronger relationships within the community and enhancing overall public safety.

The community predominantly reaches out to the Department through phone calls, accounting for a total of 888 calls for service. Online submissions have also become a popular avenue, with 227 incidents reported through our digital platforms. Email communication contributes 127 reports, while walk-ins account for 34 interactions. Other channels, including various forms of outreach, total 60. This data underscores the community's reliance on accessible communication methods to report concerns and seek assistance.

## **Encampments**

Bylaw staff will continue to address calls for service related to encampments, collaborating with community partners to meet the complex needs of those experiencing homelessness. In Q3, they responded to 50 encampment calls in addition to their daily proactive efforts to assist individuals transitioning from overnight sheltering in public places. This includes working with partner agencies to move individuals from encampments into the continuum of care based on their complex needs. Bylaw staff will continue to work to enforce relevant public spaces bylaw and if needed, call on RCMP resources to assist.

This summer, the City actively worked with the Province to address two major encampments at the Red Wing and Ellis Street Bridge, which had become significant sources of concern, leading to numerous calls for service that Bylaw was not authorized to address directly. The Province eventually cleared these encampments. This outcome initiated productive discussions with the Ministry of Housing about the necessity for long-term solutions to homelessness in the area. While the temporary winter shelter will provide some immediate relief, it is clear that enduring provincial solutions are essential to effectively address the underlying issues and ensure lasting improvements in community safety and well-being.

Staff are actively working with the Penticton Indian Band and the Ministry of Transportation and Infrastructure (MOTI) to support efforts in addressing a growing encampment near the Channel Parkway. This partnership emphasizes a shared commitment to finding solutions to these complex problems while recognizing the roles of each government in the process.

## **Social Development Q3 Updates**

The Social Development Framework, adopted in late 2023, is guided by 9 principles that safeguard relationships and processes in how the department works. In recognizing that local social development functions at the intersection of higher orders of government and local non-profits who deliver social services, the principles are crucial for how the work gets done.

The Social Development Framework has 47 actions within the 6 key priorities of the department: Housing, Homelessness, Mental Health & Wellness Supports, Supports for People Who Use Substances, Childcare and Food Security. In addition, there are 10 key actions around the governance of the department to ensure that Social Development upholds its principles and takes a sophisticated systems-integration approach to local planning.

Of these 57 cumulative actions, Social Development has made progress on 30 actions in Q3 alone towards the implementation of the framework. Taken together, these initiatives have been supported through

approximately \$3.1M that is currently being managed by Social Development. While some of these actions remain in progress, it is important to note that not one action took place without meaningful relationships with community partners.

## **Childcare**

*Power St Childcare Project:* The City successfully worked with the Province to secure additional funding to meet inflationary capital demands for the Power St Childcare at the Community Centre. In partnership with the operator – the YMCA of the Southern Interior – preliminary construction of the facility has begun with an anticipated finishing date of late 2025. To date, it is anticipated that Penticton is on track to meet 60% of the 722 net new spaces needed according to the Child Care Action Plan.

*Housing Integration:* Childcare integration into affordable housing has been a focus of conversation, particularly as it relates to workforce housing. As staff have begun engaging community partners on the Social Housing and Infrastructure Plan, a key focus has been seeking opportunities to co-locate childcare spaces and providers in new builds.

## **Food Security**

*Food Infrastructure:* Social Development has continued to partner with the Community Foundation of the Okanagan Similkameen (CFSOS) and United Way BC by jointly hosting collaborative meetings with key social sector partners who are offering and providing food services for residents. In Q3 this collective group of partners were able to successfully apply for and receive \$70,000 from the UWBC Critical Food Infrastructure Grant to invest in local food infrastructure across many organizations.

*South Okanagan Similkameen Food Security Summit:* Social Development supported the CFSOS and participated in a regional day-long Food Security Summit in October. Social Development is supporting the CFSOS in next steps as it involves the formalization of an action plan to build a sustainable, resilient and equitable food system in Penticton.

## **Housing**

Following the launch of the Affordable Housing Reserve Pilot Funding Program in April (Council Resolution 64-2024), Social Development, alongside Development Services department, have processed two applications from local non-profits, with more suspected applications coming in Q3. This program is a key mechanism for the City to support non-profit housing providers to get social housing opportunities to a shovel-ready state, and well-positioned for future capital housing grants and programs.

*Social Housing and Infrastructure Plan:* Getting Council's endorsement to look at three city-owned properties for social housing focused for youth, seniors and workforce housing led to the beginning work of creating a local Social Housing Plan in partnership with 100 More Homes. Staff organized two half-day engagement sessions with over 30 participants to begin aligning strategic land opportunities, operators, funding and development timelines. The Social Housing and Infrastructure Plan will be a tactical plan that goes beyond identifying social housing targets. It will provide a more comprehensive list of potential housing sites on 'community land', including sites owned by the City along with sites owned by non-profit partners, faith-based groups, and other levels of government and their agencies, which may be suitable for social housing development. There will be linkages to possible co-located services and capital funding sources to build on the identified sites.



## Homelessness

*Youth Homelessness Planning:* Social Development participated in youth homelessness planning with the 100 More Homes Youth Action Table Sub-committee. The current focus of community efforts are focused on youth emergency safe suites and building out a suite of youth housing options. Following Council's Resolution to explore city-owned land for workforce, seniors and youth housing needs (Council Resolution 185-2024), staff are exploring ways to incorporate youth-specific housing options on city-land. This includes various conversations with different levels of government, including Interior Health, Ministry of Children and Families and BC Housing on what funding models exist to support these programs.

## Supports for People Who Use Substances

*Community Action Team Research:* The Penticton Community Action Team (CAT) is a local team of partners to coordinate on-the-ground support to prevent overdoses. These teams exist in several communities across the province and funded by the provincial government. They provide support and services to people who use drugs and reduce the risk of illicit drug toxicity deaths in communities hit hardest by the overdose crisis.

Penticton's CAT has been working on what is called the 'Penticton Substance Use System Change Project,' in the effort to understand the current service pathways for people using substances. The project had 2 key goals: (1) to understand the scope of services available in Penticton across the substance use continuum (ie. prevention, harm reduction, treatment and enforcement), and (2) to understand how accessible those services are. The CAT underwent research and engagements both with social and health organizations, as well as with people with lived and living experience to understand what improvements were needed. The key findings of this project are summarized in Attachment A. There were a total of 14 gaps identified within the current system, many of the themes touching on the need for more long-term treatment, better service pathways and barrier-free options to support.

As part of the next steps with this project, the CAT is currently collaborating with 100 More Homes to explore potential solutions for integrating better service pathways for people using substances.

## Mental Health and Wellness Supports

*Indigenous Events:* Taking a collaborative role with local Indigenous partners to celebrate and bring awareness and understanding of Truth and Reconciliation has been a key component of the department's work in addressing the mental well-being of our First Nations, Metis and Inuit community members, as well as allies. The Social Development Department supported the Okanagan Nation Alliance, along with the Penticton Indian Band, Oonkane Friendship Centre, and the South Okanagan Metis Association for the events of National Day for Truth and Reconciliation on September 30, 2024. The Social Development Department also collaborated with Penticton Indian Band, Oonkane Friendship Centre, the South Okanagan Metis Association and OneSky Community Resources for the events of Sisters in Spirit Day on October 4, 2024. Facilitating this group in a meaningful and intentional way has strengthened the collaborative efforts between the City of Penticton and Indigenous leaders and organizations in our community.

*Building Safer Communities Fund:* The department has continued to facilitate the distribution of funds in the community for at-risk youth, working with Oonkane Friendship Center, the YMCA of the South Okanagan, Foundry Penticton and BC Transit. The Free Youth Transit Pass program aims to reduce the barriers for youth accessing services which enhance their mental wellness and sense of community belonging.

## **Equity, Diversity and Inclusion**

*Accessibility:* Social Development has continued to lead the implementation of the City's Accessibility Plan for 2023-2026, as well as supporting the City's Accessibility Committee. With the Accessibility Advisory Process, the Accessibility Committee has reviewed event accessibility, the Accessible Pedestrian Signals program, the Park Sign Standardization program and the Sidewalk Construction Guide, and the Lakawanna Park Upgrade Plan. Furthermore, the Social Development Department has continued to provide an accessibility lens interdepartmentally, working with various City staff to ensure that barriers are removed before work begins and to work closely with other municipalities through the Municipal Accessibility Network to align their work in a provincial approach to accessibility.

Social Development Staff updated the City of Penticton Council with the City of Penticton Accessibility Plan 2023-2026 Annual Progress Report, highlighting the significant progress that has been made over the last year through cross-departmental collaboration, such as beginning improvements for website accessibility, communicating with BC Transit about accessibility barriers to transit, working with Communications, Infrastructure, Information and Technology, and Recreation departments on various projects, and harnessing emerging opportunities, such as the installation of Mobi-Mats and the expansion of the HandyDART program in Penticton. The Annual Progress report acts as a tool to stay accountable to the actions of the Accessibility Plan and as guide for future actions.

*Age-Friendliness:* The Social Development Department has continued to collaborate with diverse groups of senior-serving organizations through the Aging Well group for the well-being of seniors in our community. In this quarter, the Social Development Department supported a grant application to the New Horizons for Seniors Program through Employment and Social Development Canada for the Aging Well group to support the vision of a community seniors hub.

*Anti-Racism:* The Social Development Department has supported the South Okanagan Immigrant and Community Services (SOICS) anti-racism initiative by placing their posters around City Hall and the Community Center. SOICS is an organization which frequently engages in meaningful actions to reduce racism in the community, including hosting anti-racism forums, educational community sessions and engaging in anti-racist campaigns with the Provincial government. The Social Development Department also supported the creation of an Inclusive Workplace Policy created by SOICS and has continued to participate in the Anti-Racism Respect Network Meetings hosted by SOICS.

## **Financial implication**

All initiatives as outlined in this report have been completed within existing approved budgets.

Respectfully submitted,

Julie Czeck, Director of Public Safety and Partnerships

Sarah Derosiers, Acting Social Development Specialist

Concurrence

City Manager  AH	Director of Finance  AMC	Director of Development Services  <b>BL</b>	GM of Infrastructure  <i>KD</i>	Director of Community Services  KJ
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