

The Corporation of the City of Vernon

# Protective Services Bylaw Compliance 2024 Year End Report



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## Executive Summary

The Bylaw Compliance department forms part of the Protective Services team and consists of 2 Traffic Officers, 7 regular full-time Officers, 2 part time Officers and 12 relief Officers. Department operations continue to provide effective service to the community with Officers available 7 days a week, 8 a.m. until midnight between April 15 and November 1, while operational hours are reduced to 8 a.m. to 10 p.m. through the winter months.

Department priorities remain focused on management of the parking system and proactive officer presence throughout the Business Improvement Area's (BIA), while continuing to foster relationships with social agencies, RCMP, local businesses and citizens throughout the community. Other department priorities continue to include the professional development of Officers, retention and promotion within, as well as customer service excellence.

Officers are committed to responding quickly to calls for service throughout the community utilizing discretion and the progressive enforcement model while maintaining professional standards in often difficult situations. Officers worked with significant file loads during peak periods through 2024, with full time officers actioning and completing over 500 files each by year end.

Bylaw Compliance Calls for Service and investigated files for 2024 show an 8.6% decrease (4880 to 4463) in files over the previous year. The primary contributing factors affecting the decrease in total volume of complaints include a 11.0% decrease (1006 to 895) in BIA files, a 26.4% decrease (2098 to 1547) in Parks and Public Places files and a 31.2% decrease (2025 to 1394) in files related to the unhoused population.

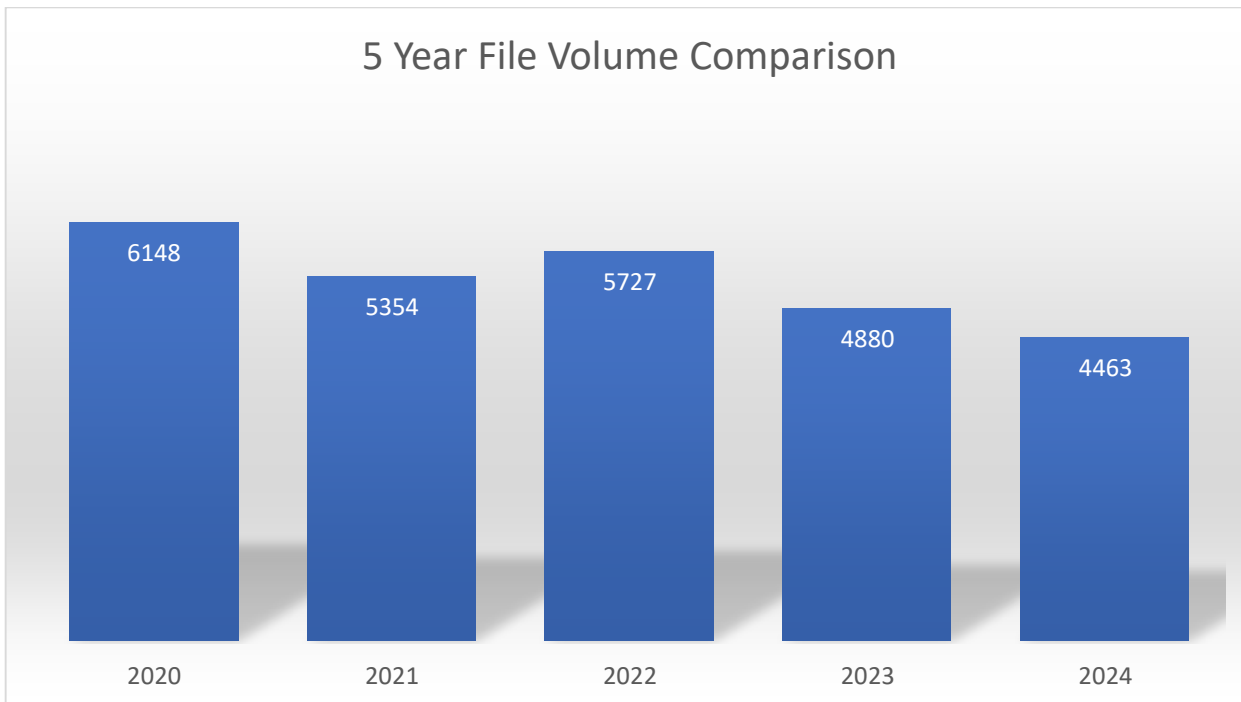
Protective Services Bylaw Compliance continues to support Council's Strategic Priorities of "Livability" and "Vibrancy" by maintaining a continued daily proactive presence in the downtown core through uniformed Bylaw Compliance Officers to enhance public safety while providing education and resources to address a variety of safety and bylaw related concerns throughout the community.

## Bylaw Compliance Calls for Service

Bylaw Compliance Calls for Service and investigated files are broad and encompass several City Bylaw regulations. Calls for Service for the year 2024, show an 8.6% decrease in the total number of files investigated over the previous year (4880 to 4463). Calls for Service from the public continue to make up the majority of operational files at 65% of total files and saw a 16.3% increase over the previous year (2498 to 2904). 23% of files were generated by Bylaw Compliance and other City staff while 6% of files were transferred from the RCMP.

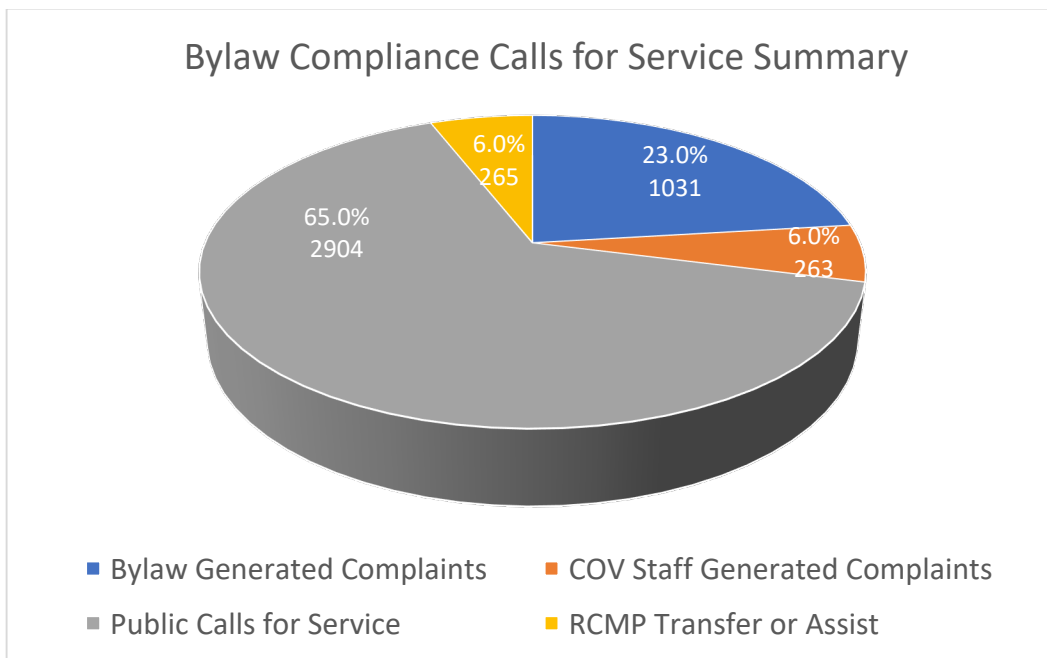
### Bylaw Compliance 5 Year File Volume Comparison:

Year	File Count	Change over Previous Year
2020	6148	-9.2%
2021	5354	-12.9%
2022	5727	7.0%
2023	4880	-14.8%
<b>2024</b>	<b>4463</b>	<b>-8.6%</b>



Bylaw Compliance Calls for Service by File Type 2024

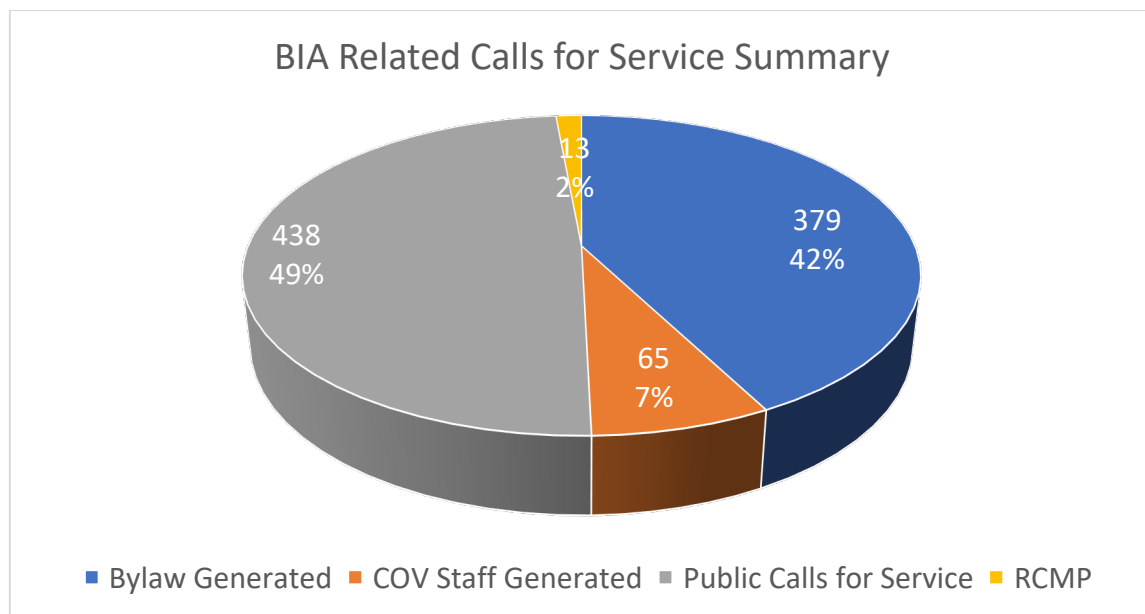
	5480 Business Licence	5600 Traffic	5911 Solid Waste	4711 False Alarms	4980 Noise	4980 Pan handle	4980 Prop. Maint.	5000/6000 Zoning	5057 Parks and Public Places	5635 Fire Service	Misc.	Total (% Total)
Bylaw Generated Complaints	26	152	29	0	0	10	5	1	770	24	14	<b>1031 23%</b>
COV Staff Generated Complaints	13	49	1	0	1	1	13	3	178	4	0	<b>263 6%</b>
Public Calls for Service	30	1212	50	0	103	10	384	118	568	55	374	<b>2904 65%</b>
RCMP Transfer or Assist	1	17	0	205	2	0	1	0	31	2	6	<b>265 6%</b>
<b>Number of Complaints for These File Types</b>	<b>70</b>	<b>1430</b>	<b>80</b>	<b>205</b>	<b>106</b>	<b>21</b>	<b>403</b>	<b>122</b>	<b>1547</b>	<b>85</b>	<b>50</b>	<b><u>4463</u></b>



## Downtown Business Improvement Area (BIA)

The BIA or downtown core continues to be a priority, as Bylaw Compliance Officers actively address temporary shelters, nuisance issues and behaviors, property maintenance, sign regulations, solid waste collection and traffic related files. Calls for service show an 11.0% decrease in 2024 over the previous year (1006 to 895) as Officers continued to be a year-round, daily presence in the BIA conducting a minimum of two foot patrols daily to deter suspicious activity, nuisance behavior and enhance public safety. Officer visibility and presence likely contributed to the 15.3% increase in Calls for Service from the public in the BIA over the previous year (380 to 438). Consistent daily Officer presence also likely contributed to the 31.7% (555- 379) decrease proactive files generated by Bylaw Compliance Officers while actively patrolling the BIA.

Call Origin	2023	2024	Percent Change
<b>Bylaw Generated</b>	555	379	<b>-31.7%</b>
<b>COV Staff Generated</b>	58	65	<b>12.1%</b>
<b>Public Calls for Service</b>	380	438	<b>15.3%</b>
<b>RCMP Transferred</b>	13	13	<b>0%</b>
<b>Total Calls for Service</b>	1006	895	<b>-11.0%</b>



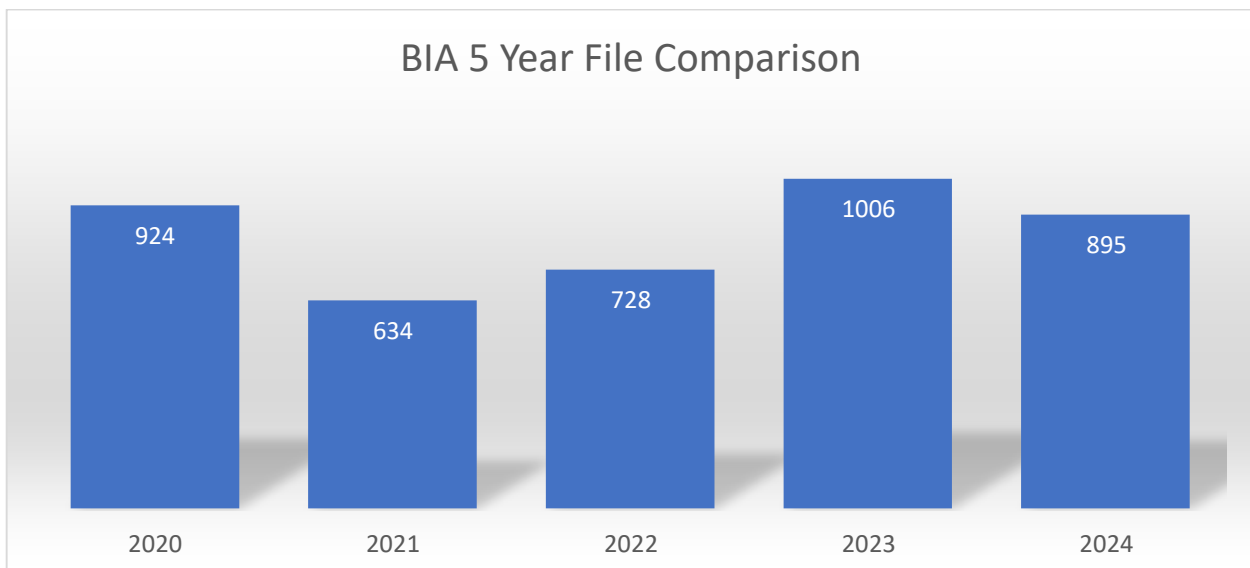
Business Improvement Area Summary by File Type

File Type	Number
Business License	27
Refuse/ Solid Waste Related	38
Fight/Confrontation	4
Fire and Fire Services Related	27
Graffiti	12
Prohibited Use (COV facilities & parks)	165
Mental Health	8
Miscellaneous	49
Noise	5
Panhandling	7
Property Maintenance and Snow Removal	38
Referred to Public Works or Contractor	13
Rubbish Clean Up	41
Safety/Security (Warrants/RCMP Assist)	16
Sign Related	29
Substance Related (Drug/Alcohol/Sharps)	120
Temporary Shelters	68
Traffic Related	215
Urinate/Defecate in Public	1
Vandalism	12
<b>Total</b>	<b>895</b>

Generated By	Total	Percentage
Bylaw Officer	379	42%
COV Staff Generated	65	7%
Public Complaints	438	49%
RCMP	13	2%

**Note:** BIA files relate to several different bylaws including the Traffic Bylaw, Good Neighbour Bylaw, Parks and Public Places Bylaw and Business Licensing.

Miscellaneous files may include sharps, found property, or files related to solid waste, zoning and building bylaws.



## Parks and Public Places

Bylaw Compliance Officers provide a daily presence throughout the community to address Parks and Public Places concerns with a primary focus on regulations that relate to nuisance activity and temporary shelters in parks. Calls for Service declined 26.3% over the previous year (2098 to 1547) with the primary contributing factor being a reduction of 51.5% in files related to temporary shelters. This reduction may be a result of displacement with regards to the Polson Park Revitalization Project or may be a result of temporary shelter areas being established outside of City of Vernon jurisdiction. Parks and Public Places files (1249 of 1547) or 81% were directly related to the unhoused population.

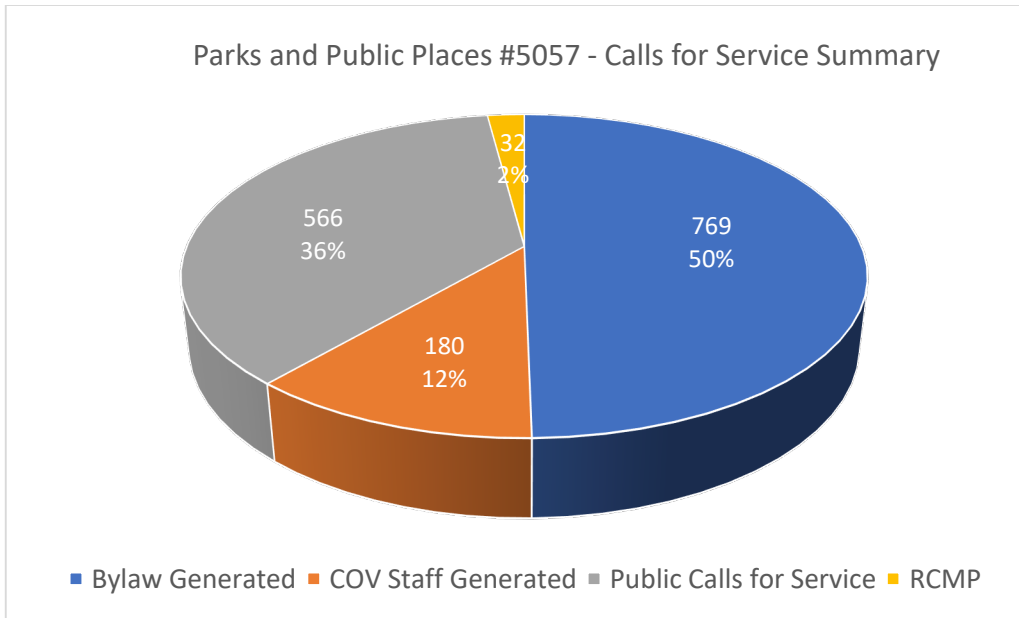
### Parks and Public Places Summary by File Type:

File Type	Number
Fight/Confrontation	11
Fires in a Public Place	54
Mental Health	16
Miscellaneous (Found property/ Prohibited Use)	425
Referred to Public Works or Contractor	55
Rubbish Clean Up	149
Safety/Security (Warrants/RCMP Assist)	32
Substance Related (Drug/Alcohol/Smoking/Sharps)	217
Temporary Shelters	540
Urinate/Defecate in Public	13
Vandalism	35
<b>Total</b>	<b>1547</b>

Generated By	Total	Percentage
Bylaw Officer	769	50%
City Employee	180	12%
Public Complaint	566	36%
RCMP	32	2%

**Note:** Miscellaneous files include traffic/boat launch issues, noise, found property, sidewalk obstruction, in park after hours and misuse of City facilities (washroom, lobby, Parkade issues).

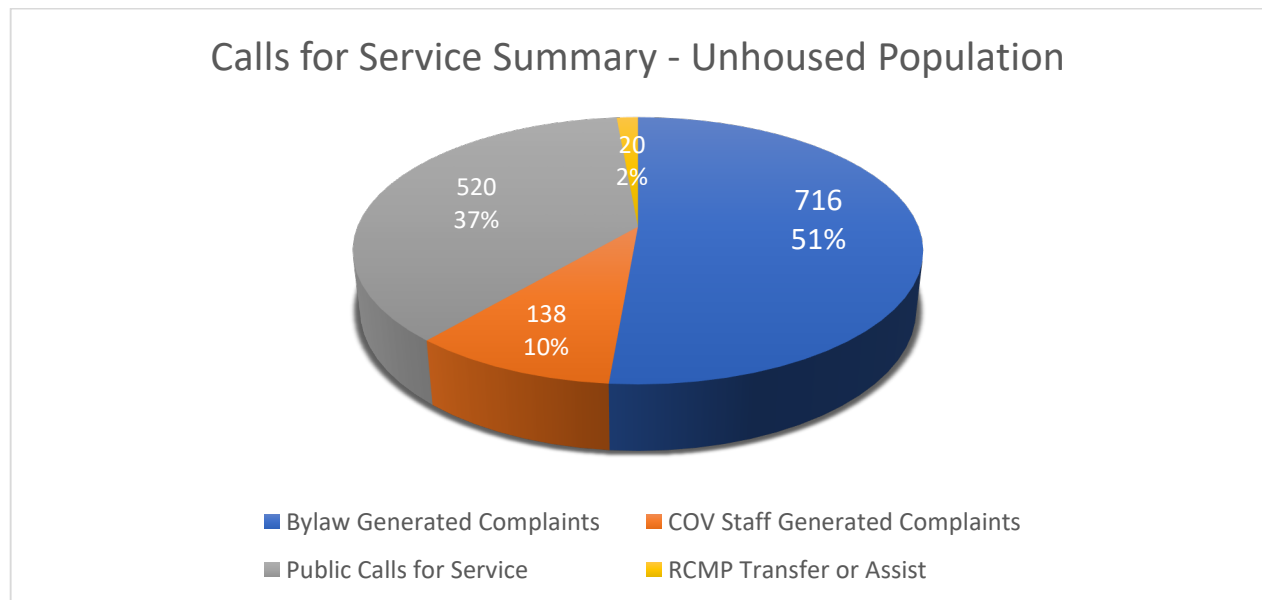




## Unhoused Population

Bylaw Compliance Officers continued to focus on minimizing the impact of unhoused individuals on park users, business owners and the public through frequent foot, bike and vehicle patrols. Bylaw Compliance Officers assigned to work daily with the unhoused population continued to proactively patrol and monitor the downtown BIA, area parks, regulate temporary shelters, partner with the RCMP Downtown Enforcement Unit, RCMP Integrated Crisis Response Team and also accompanied social agency outreach teams when requested. Officers continued to liaise and collaborate with social providers to assist in connecting individuals with housing options and other available community resources. Officers investigated a total of 1394 files related to the unhoused population which equates to 31.2% of the Bylaw Department’s files for 2024. The 31.2% decrease in unhoused related files over the previous year (2023 to 1394) can be attributed to continued proactive Officer presence within the BIA and adjacent parks to reduce nuisance issues and behaviors and may also be a result of several temporary shelter areas being established outside of City of Vernon jurisdiction.

Year	Bylaw Department Yearly File Count	Files related to Unhoused Population to Year End	Percentage of Total Files
2023	4880	2025	41.4%
<b>2024</b>	4463	1394	<b>31.2%</b>

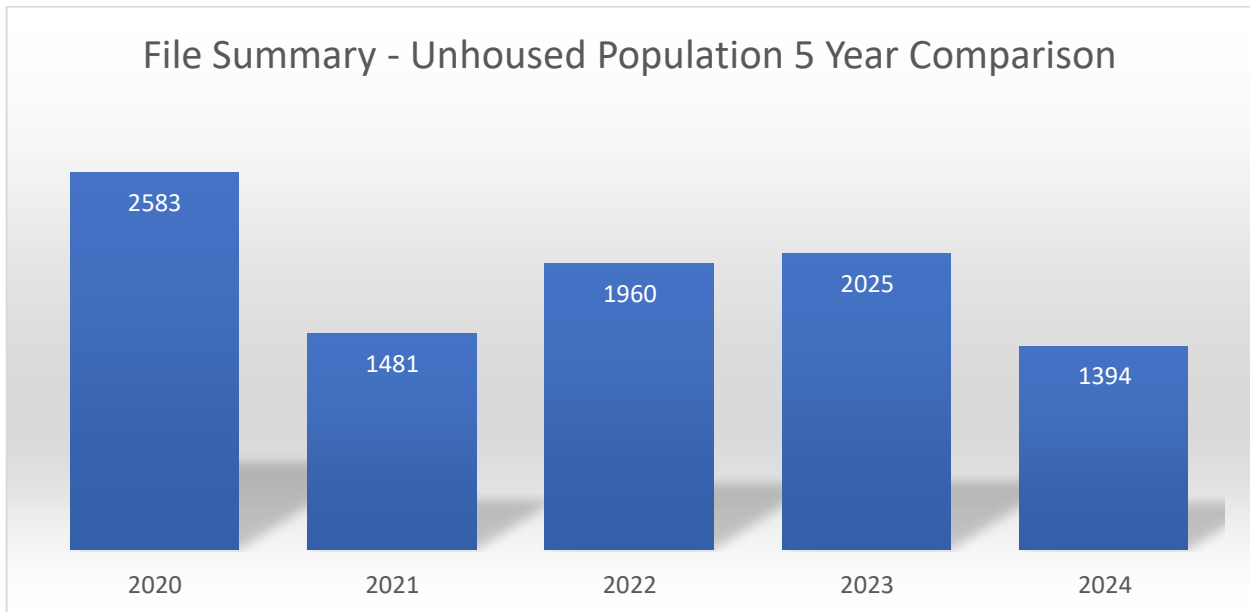


Files related to the unhoused population include all calls for service where concerns relate to alcohol, sharps, smoking, temporary overnight shelters, encampments, panhandling, personal security related complaints, mental health, urinating/defecating in public or damage and where vandalism to public facilities is reported or witnessed.

Unhoused Population Summary by File Type

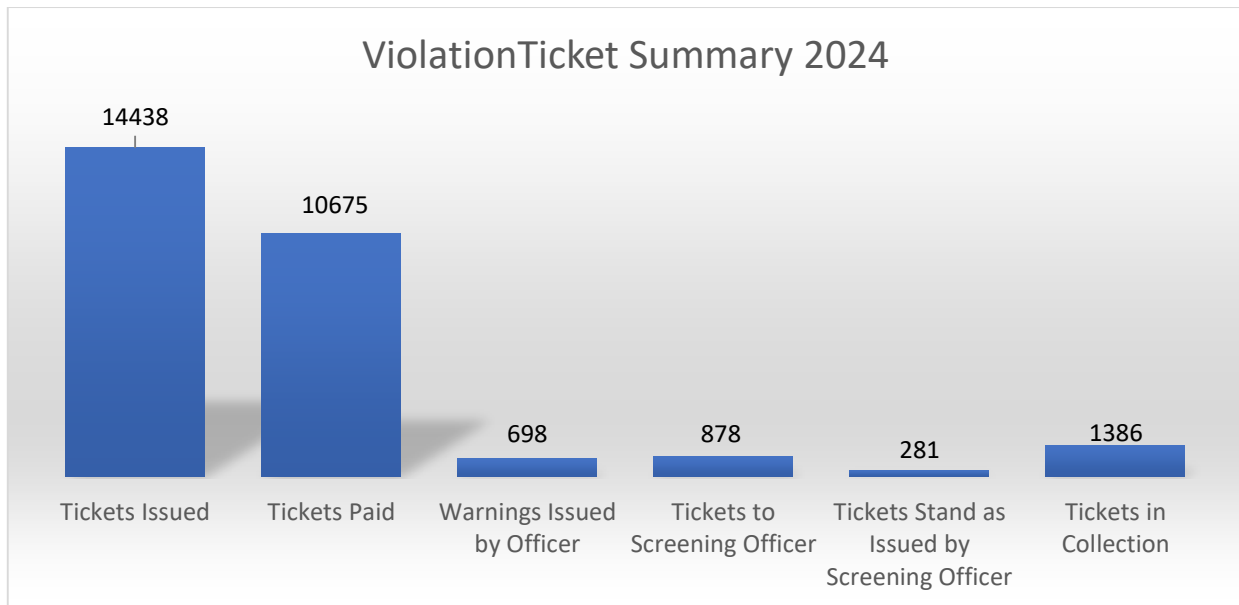
File Type	Number
Miscellaneous	9
Solid Waste Collection	0
Good Neighbour	78
Graffiti	0
Parks and Public Places	1254
Animal Regulation & Animal Pound	0
Business Licence	8
Traffic	20
Fire Services	25
<b>Total</b>	<b>1394</b>

Generated By	Total	Percentage
Bylaw Officer	716	51%
City Employee	138	10%
RCMP	20	2%
Public Complaint	520	37%



## Bylaw Compliance Violation Ticket Summary:

Year	Tickets Issued	Tickets Paid	Percent Paid
2023	14497	10424	71.9%
<b>2024</b>	14438	10675	<b>73.9%</b>



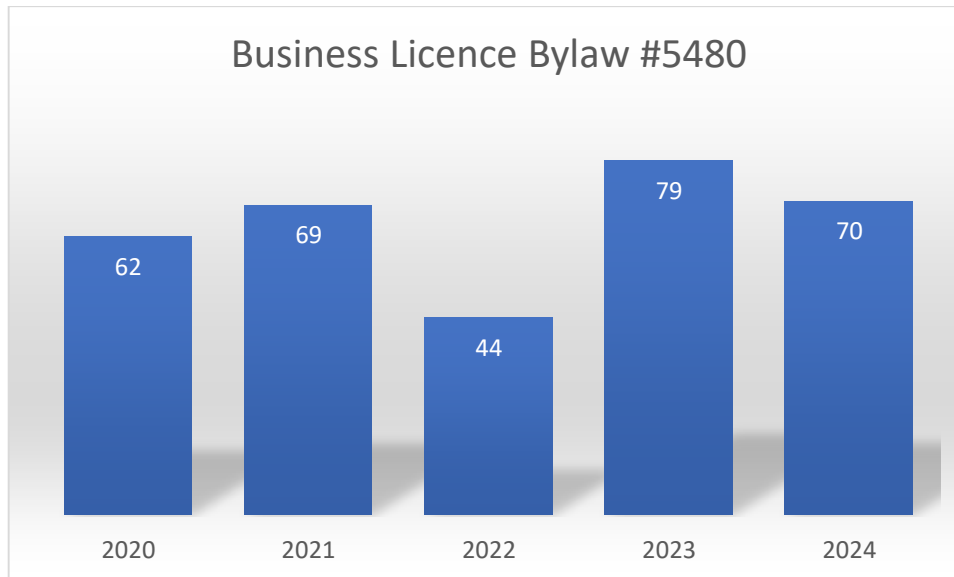
**Comments:** This report is not intended to balance, as disputed tickets may be cancelled, reduced to warnings or paid prior to adjudication by the disputant. The report is intended solely to indicate the level of activity required by the department throughout the year to meet the demands of the parking system and the public.

**"Warnings":** may be tickets written as warnings, or tickets issued and then reduced to a warning through the appeal process.

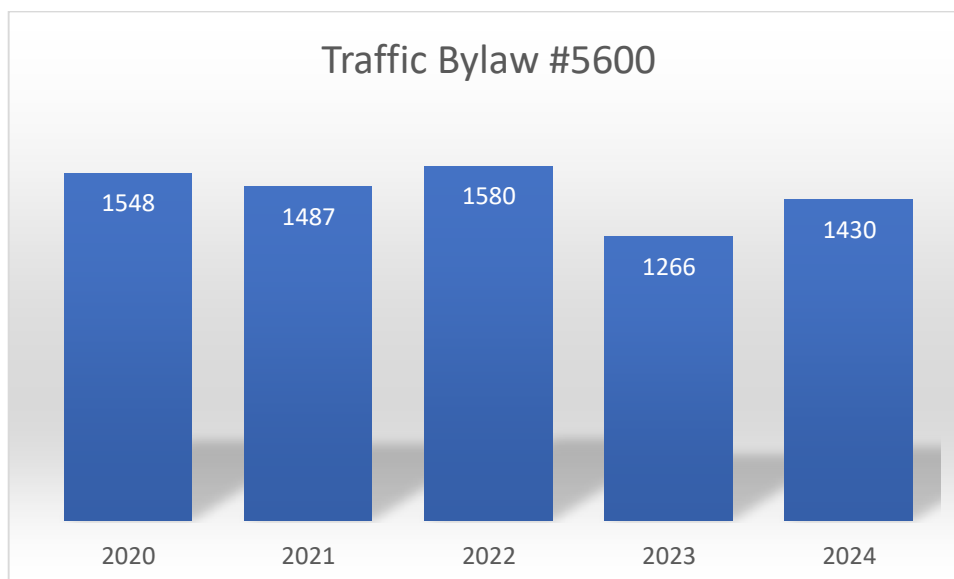
**"Stand as issued":** are tickets which have been appealed, but upheld by the Screening Officer.

## Bylaw Regulation 5 Year File Comparison:

The following graphs depict a 5-year visual comparison of several different bylaw regulations related to the number of operational files investigated and completed each year.



**Bylaw 5480 Business Licensing** – Reflects complaints regarding; commercial businesses without a license or with overdue fees



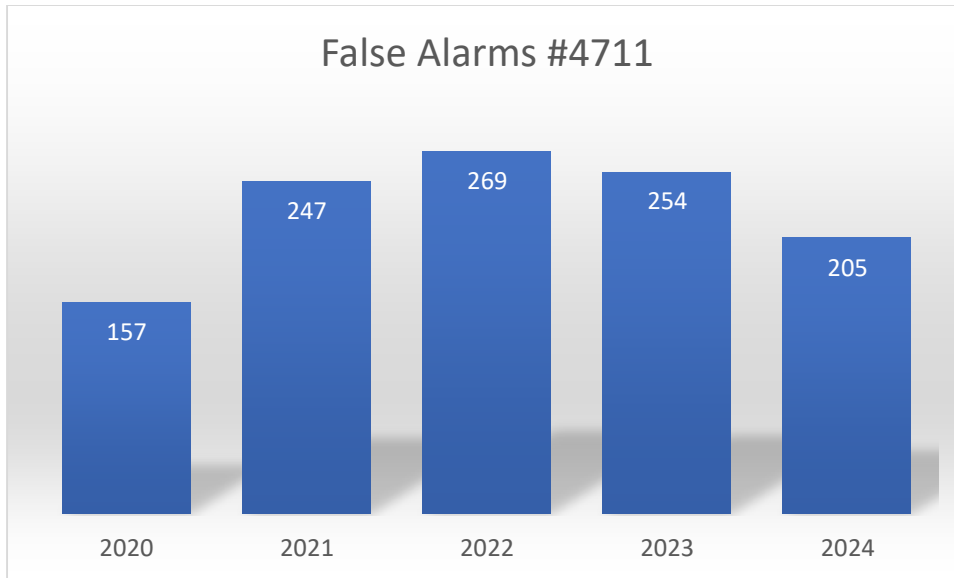
**Bylaw 5600 Traffic** – Reflects complaints regarding; traffic issues (abandoned vehicles, parking regulations), vegetation obstructions on pedestrian corridors/ vision clearance concerns for motorists and sidewalk snow/ice concerns.



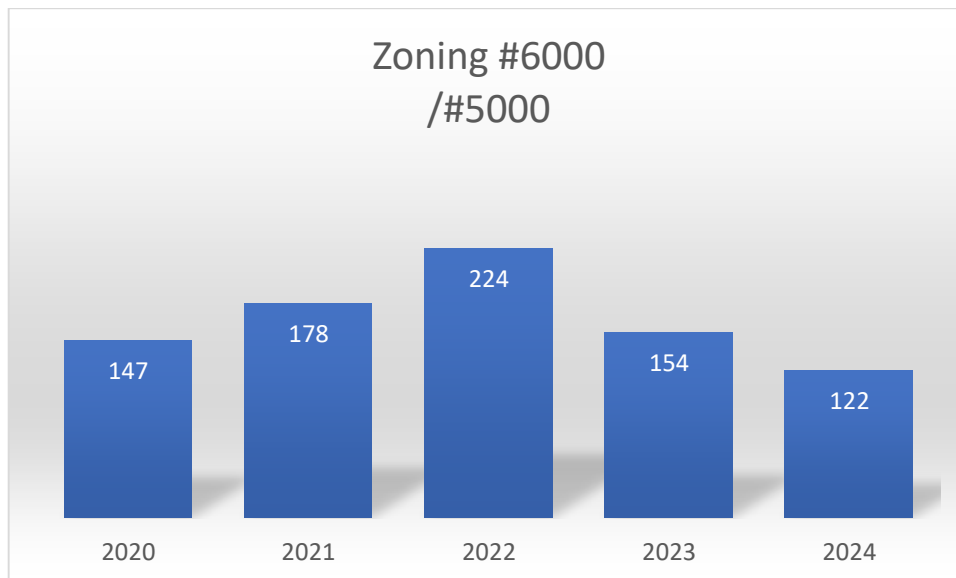
**Bylaw 5911 Solid Waste** – Reflects complaints regarding; residential and commercial rubbish pickup and recycling complaints and illegal dumping.



**Sign Bylaw #4489** – Reflects complaints regarding; signs blocking traffic visibility, unpermitted signs and portable sign permitting.



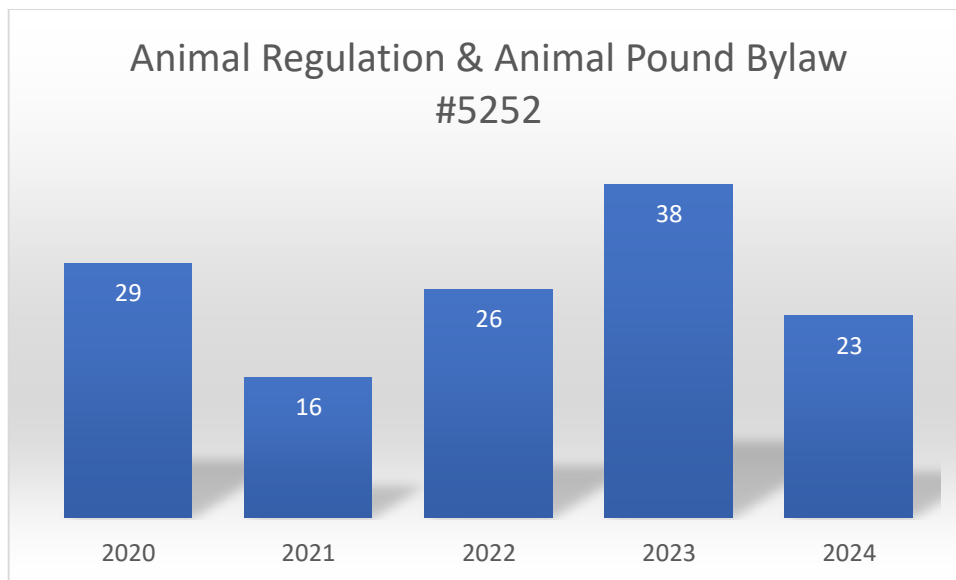
**False Alarm Bylaw #4711** – Reflects complaints regarding; residential and commercial alarms as well as panic alarms confirmed false by the RCMP and transferred to Bylaw Division.



**Zoning Bylaw #6000** – Reflects complaints regarding; fence height and location, cannabis facilities, vacation rentals and vehicles stored on residential lots.

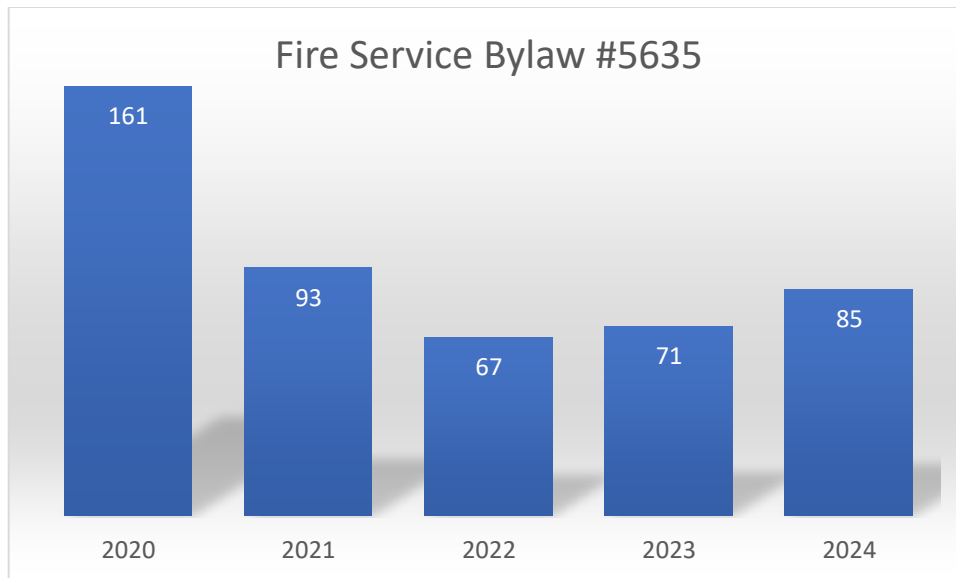


**Parks and Public Places Bylaw #5057** - Reflects complaints regarding; temporary shelter, improper rubbish disposal, alcohol, smoking, vandalism to public facilities that occur in parks and public places.

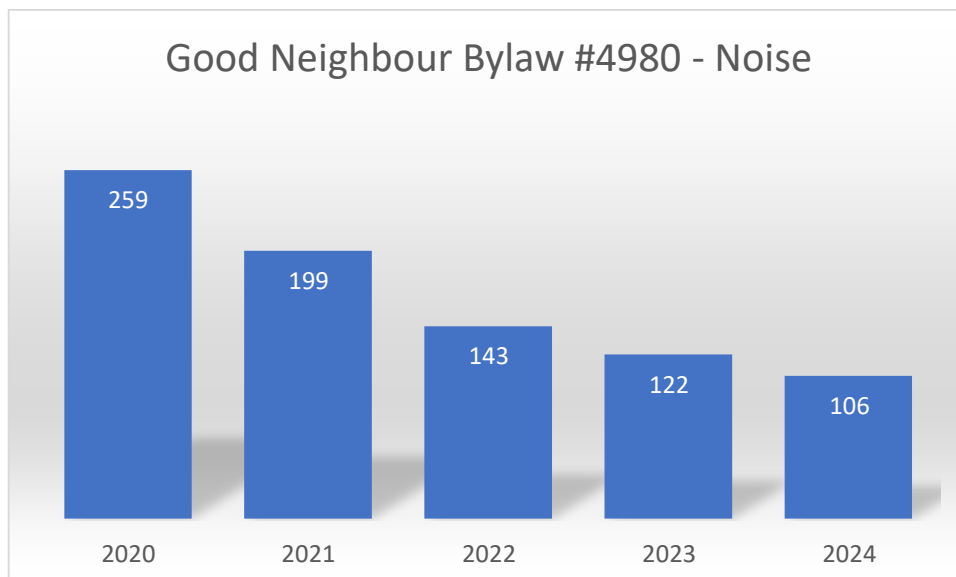


**Animal Regulations and Pound Bylaw #5252** – Reflects complaints regarding; number of companion animals, urban hen and feeding of wildlife regulatory requirements.

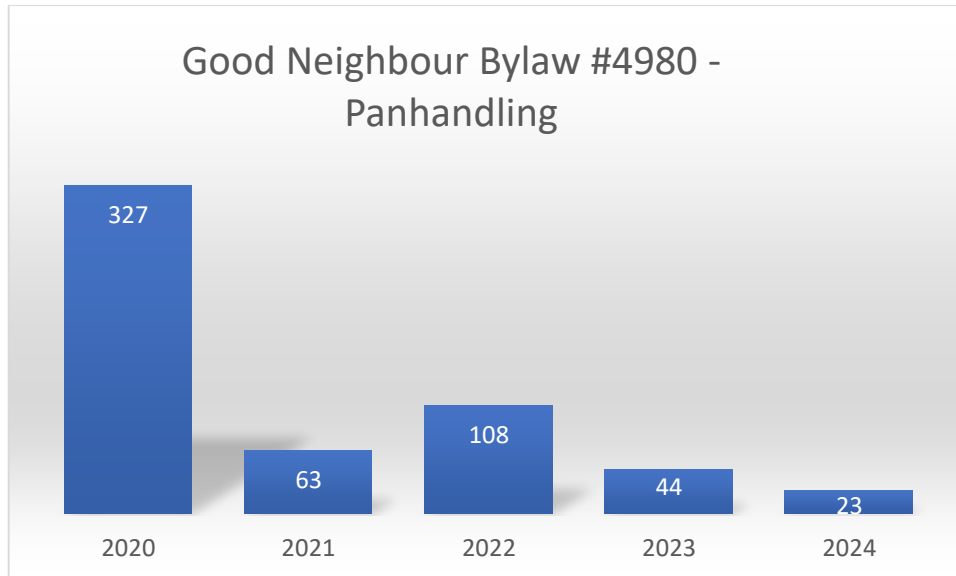




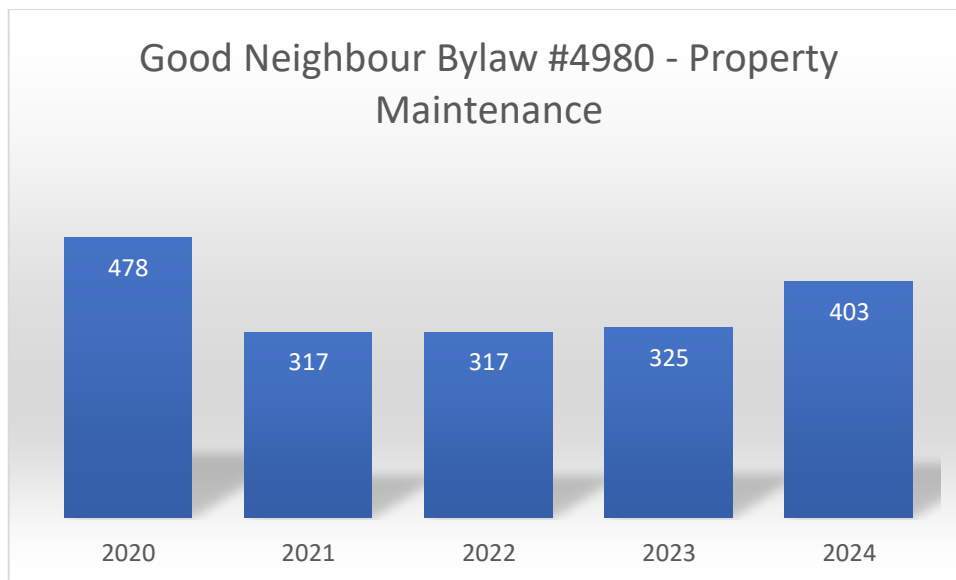
**Fire Services Bylaw #5635** – Reflects complaints regarding; burning of improper fuel, fireworks, regulation of fire control during fire bans, open air burning regulations, illegal accumulation of combustibles and to secure vacant buildings against unauthorized entry.



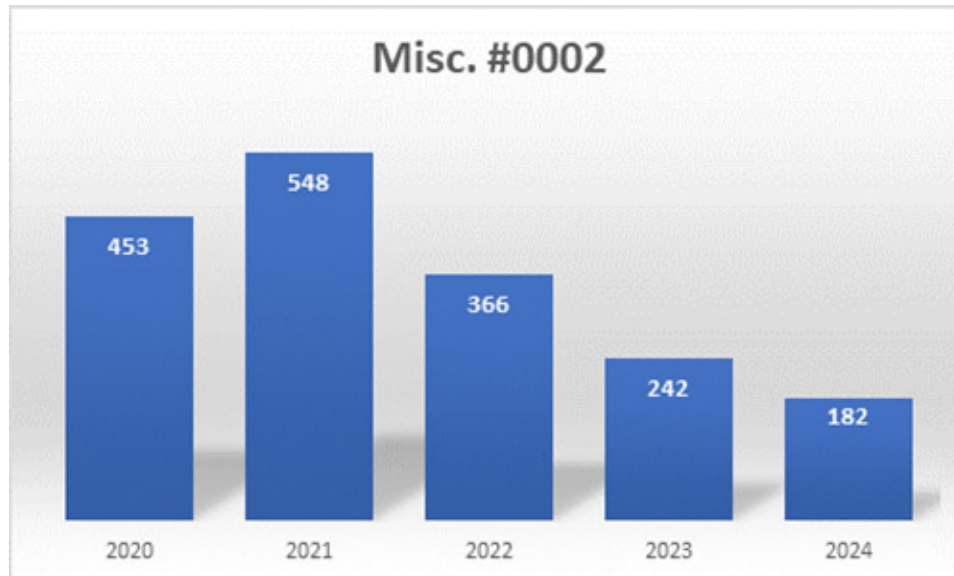
**Good Neighbour Bylaw #4980** – Reflects complaints regarding; construction outside authorized hours and nuisance noise from residential properties including party noise.



**Good Neighbour Bylaw #4980** – Reflects complaints regarding; Panhandling complaints throughout the community.



**Good Neighbour Bylaw #4980** – Reflects complaints regarding; property maintenance which includes nuisance smoke, unkept boulevards/lanes, unkept property, overgrown property, noxious weeds, and RCMP assist to private properties.



**Miscellaneous Complaints** - Reflects complaints regarding; general assistance to public, found property, sharps pick up requests and other assorted complaints.

Also includes complaints related to; graffiti, tree protection, safe premise, building and plumbing, soil removal and deposition, firearms and weapons, rental standard of maintenance, bee keeping and landscape standards.

### Bylaw Compliance Proactive Initiatives throughout 2024:

- Bylaw Compliance continues to work with Fire Rescue Services with respect to their ongoing Fire Prevention Program in the downtown BIA to educate businesses about the Solid Waste Bylaw collection requirements. The program encourages businesses to keep all garbage and recycling inside until the day of collection and keep the perimeter of their buildings and adjacent lane clear of combustibles to mitigate the risk of fire to help keep businesses and the community safe.
- Through proactive patrols of the BIA, recreation center and City parks, Bylaw Officers assisted the RCMP in locating 57 individuals wanted on warrant.
- Bylaw Compliance facilitated 22 small claims court actions in 2024 which resulted in a recovery of \$4,500 from individuals with significant outstanding unpaid parking violation tickets.
- Bylaw Officers presented an “Introduction to City of Vernon Bylaw Services” to the Vernon and District Immigrant and Community Services Society which was very well received.

## Conclusion:

Protective Services Bylaw Compliance continues to support Council's Strategic Priorities of "Livability" and "Vibrancy" by maintaining a continued daily proactive presence throughout the community focussing on the downtown core and area parks. The department continues to develop and foster relationships with local social agencies, RCMP, businesses and citizens in order to collaborate effectively when community concerns are brought forward. Uniformed Bylaw Compliance Officers work diligently to enhance public safety while providing education and resources to address a variety of safety and bylaw related concerns throughout the community.