



## Memorandum to Council

**To:** Mayor and Council  
**Date:** April 28, 2025  
**From:** Darren Lees, Manager Protective Services  
**Subject:** Protective Services 2024 Year End Follow-up

File No: 4000-02

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### **Purpose:**

During their Regular Meeting on February 10, 2025, Council requested further information from Bylaw Compliance regarding the volume and location of the 2024 calls for service in the Downtown Business Improvement Area(s) and information on how the department addresses nuisance properties.

### **Recommendation:**

THAT Council receive the memorandum titled Protective Services 2024 Year End Follow-up, dated April 28, 2025.

### **Background:**

#### **2024 Calls for Service (Business Improvement Area)**

Bylaw Compliance calls for service files are categorized as public or proactive and defined as follows:

- Public calls for service: in-person front counter concerns, phone calls or emails directly from the community.
- Proactive files: generated by Bylaw Officers conducting foot, bike or vehicle patrols throughout the community.

To provide a visual representation of the 895 calls for service in 2024 in the Business Improvement Area (BIA), the area was divided into four quadrants (Attachment 1). The results show that 72% (641 of 895) of files occurred west of 32 Street and these calls were primarily related to Traffic, Sign, Business Licencing, Fire Services and Parks and Public Places bylaw regulations.

The data was further analyzed, focusing on calls for service related to the unhoused population, and this accounted for 49% (439 of 895) of total files in the BIA (Attachment 2). These calls were related to the Parks and Public Places Bylaw and consisted of files regarding temporary shelters, substance related issues, panhandling, mental health and

prohibited use (which includes misuse of City facilities: public washrooms, parkade, bus shelters, and City Hall reception area).

The calls for service generated by the public and those generated through proactive patrols by Bylaw Officers is included in Attachment 2 and shows 45.6% (200 of 439) of calls for service were generated by the public while 54.4% (239 of 439) were Bylaw Officer generated (proactive patrols). It's important to note that bylaw database files coded to the unhoused population cannot be attributed to or connected with any specific private property residence or area business and are presented as an overall statistic for each area quadrant of the BIA.

### Nuisance Properties

Throughout the community, individual properties may generate a high volume of bylaw related complaints and Bylaw Compliance understands that these nuisance properties can negatively impact a neighbourhood.

The process for a nuisance property complaint begins with an investigation and includes communicating with the property owner the requirement to address and remedy all issues and bring the property into compliance as soon as possible. Through the investigative process, Officers are encouraged to recognize and address other potential issues and hazards that may be occurring on a property. Where an Officer observes issues such as structure modifications, mould or life safety concerns that require another level of expertise or intervention, a collaborative approach is taken. This may include reaching out to a Building Official, a Vernon Fire Rescue Services (VFRS) Fire Prevention Officer, Technical Safety BC, Interior Health Authority or the RCMP. Each agency may order any found deficiencies to be remedied on a timeline at their discretion and serious life safety deficiencies could affect occupancy.

Protective Services supports Council's Strategic Priorities of "Livability" and "Vibrancy" through several proactive safety initiatives:

- Frequent Bylaw Officer patrols and presence in the BIA;
- RCMP Volunteer Community Safety patrols;
- Folks on Spokes;
- Crime Prevention through Environmental Design;
- Security audits; and
- Various safety awareness orientated education programs presented in-person through the Community Safety Office.

Protective Services continues to foster collaborative partnerships with citizens, businesses, Downtown Vernon Association, social agencies, first responders and the RCMP to address community concerns and to enhance safety and security in the BIA and across the community.

**Communication:**

N/A

**Attachments:**

Attachment 1 - 2024 Total Calls for Service – BIA

Attachment 2 - 2024 Total BIA Calls for Service – Unhoused Population / Public  
Generated / Officer Generated

Reviewed by: Kevin Poole, Director, Corporate Administration

Approved by: Peter Weeber, Chief Administrative Officer