

The Corporation of the City of Vernon

PROTECTIVE SERVICES

Bylaw Compliance

2023 Year End Report

PROTECTIVE SERVICES



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Bylaw Compliance Synopsis

Bylaw Compliance Investigations and Calls for Service for the year 2023, show a 14.8% decrease in the total number of files investigated over the previous year (5727 to 4880). The primary contributing factors affecting the decrease included a 15.8% decrease (2491 - 2098) in Parks and Public Places files and a 20.3% decrease (1580 - 1259) in files related to the Traffic Bylaw.

Department operations continue to provide effective service to the community with officers available 7 days a week 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 continue to focus on management of the parking system, 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 and customer service excellence. Bylaw Compliance officers continue to respond quickly to calls for service throughout the community maintaining professional standards in often difficult situations. Officers worked with significant file loads during peak periods through 2023, with full time officers actioning and completing over 500 files each by year end.

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 Crisis Incident Response Team and also accompanied social agency outreach teams when requested.

Officers conducted frequent foot, bike and vehicle patrol of the downtown core and surrounding parks and assisted RCMP in locating 57 individuals wanted on warrant. Officers continued to liaise with social providers to assist in connecting individuals with housing options and other available community resources. Officers investigated a total of 2025 files related to the unhoused population which equates to 41.4% of the Bylaw Department's files for 2023 with a 3.3% increase in files related to the unhoused population over the previous year (1960 to 2025). The 3.3% increase in files can be attributed to continued pro-active presence within the BIA and adjacent parks to reduce nuisance issues and behaviors.

Bylaw Compliance Officers continue to focus on minimizing the impact of unhoused individuals on park users, business owners and the public throughout the community. Calls for service in the BIA show a 38.2% increase in 2023 over the previous year (728 - 1006). Calls for Service from the public in the BIA saw a 5.84% increase over the previous year (359 to 380) while proactive files generated by Bylaw Compliance Officers saw an increase of 80.8% (307- 555) as Officers continued to be a daily presence to deter suspicious activity and enhance public safety in the BIA.

Bylaw Compliance also conducted several proactive enforcement initiatives which contributed to an increase in files related to the Solid Waste, Sign and Business Licence bylaws. Bylaw Compliance continues to work with Fire Rescue Services with respect to their ongoing fire prevention program in the downtown core to educate businesses about the Solid Waste bylaw collection requirements and prevent fires in lanes. The program encourages businesses keep all garbage and recycling inside until the day of collection and keep the perimeter of their buildings clear of combustibles to help reduce the risk of fire to help keep businesses and the community safe.

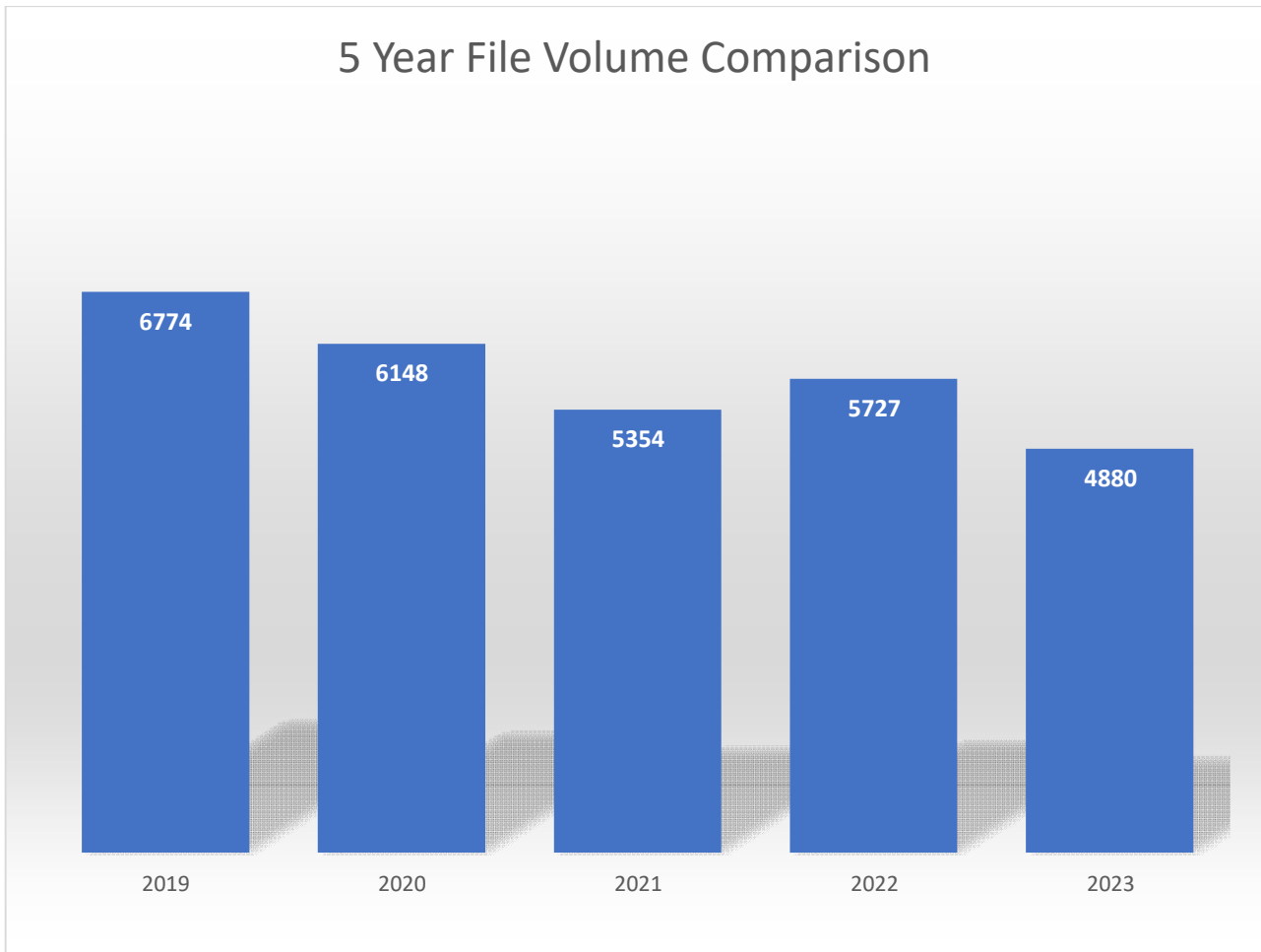
Bylaw Compliance continues to support Councils' strategic priority of a "Vibrant Downtown" by maintaining a daily uniformed presence in the downtown Business Improvement Area's to enhance public safety through proactive patrols via foot, bike and vehicle while also addressing a variety of calls for service on a complaint basis throughout the entire community.

Bylaw Compliance Calls for Service and Investigated Files

5 Year File Volume Comparison:

Year	File Count	Change over Previous Year
2019	6774	11.0%
2020	6148	-9.2%
2021	5354	-12.9%
2022	5727	7.0%
2023	4880	-14.8%

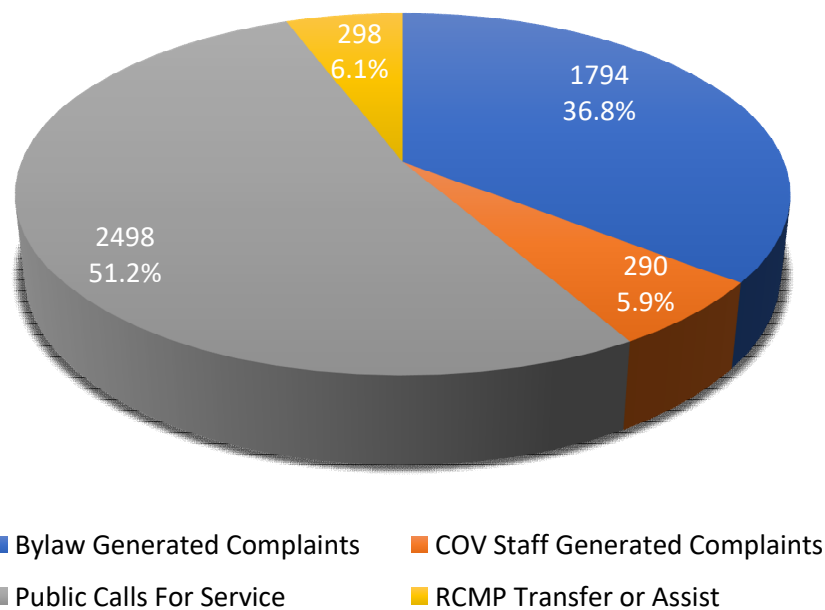
The primary contributing factors affecting the 14.7% decrease in total volume of complaints include a 15.8% decrease (2491 - 2098) in Parks and Public Places files and a 20.3% decrease (1580 - 1259) in files related to the Traffic Bylaw.



Bylaw Compliance Complaints by File Type 2023:

	5480 Business Licence	5600 Traffic	5911 Solid Waste	4711 False Alarms	4980 Noise	4980 Pan handle	4980 Prop. Maint.	5000 Zoning	5057 Parks and Public Places	5635 Fire Service	Misc.	Total (% Total)
Bylaw Generated Complaints	48	78	31	0	0	24	5	2	1474	11	121	1794 36.8%
COV Staff Generated Complaints	4	49	9	0	0	0	14	10	139	14	51	290 5.9%
Public Calls for Service	27	1118	51	0	102	19	336	141	464	42	198	2498 51.2%
RCMP Transfer or Assist	0	14	0	241	4	1	4	1	21	4	8	298 6.1%
Number of Complaints for These File Types	79	1259	91	241	106	44	359	154	2098	71	378	4880

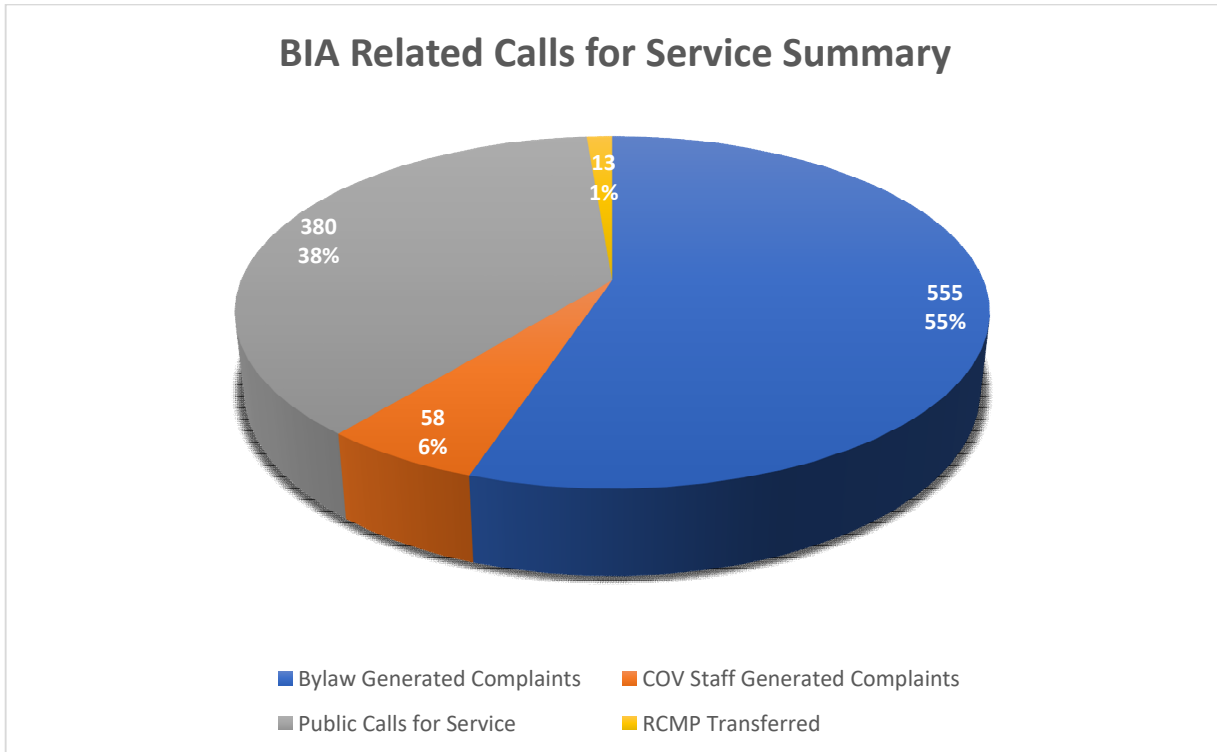
Bylaw Compliance Calls for Service Summary



Downtown Business Improvement Area (BIA) Related Files:

Call Origin	2022	2023	Percent Change
Bylaw Generated	307	555	80.8%
COV Staff Generated	49	58	18.4%
Public Calls for Service	359	380	5.84%
RCMP Transferred	13	13	0%
Total Calls for Service	728	1006	38.2%

Note: The 80.8% increase in files related to calls for services in the BIA as noted above, can be attributed to the increased activity and proactive presence of Bylaw Compliance Officers addressing temporary shelters, nuisance issues and behaviors, property maintenance, sign, refuse, substance and traffic related files.



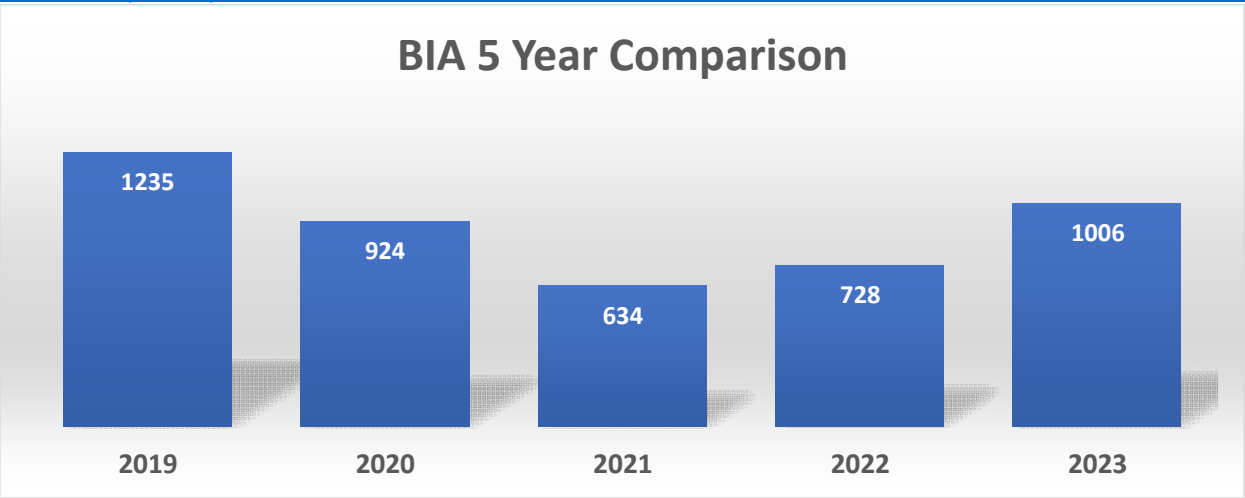
Bylaw Compliance Downtown BIA Related Files:

File Type	Number
Business License	30
Refuse/ Solid Waste Related	52
Fight/Confrontation	1
Fire and Fire Services Related	19
Graffiti	10
Prohibited Use (COV facilities & parks)	83
Mental Health	32
Miscellaneous	62
Noise	12
Panhandling	14
Property Maintenance and Snow Removal	68
Referred to Public Works or Contractor	23
Rubbish Clean Up	49
Safety/Security (Warrants/RCMP Assist)	33
Sign Related	84
Substance Related (Drug/Alcohol/Sharps)	70
Temporary Shelters	187
Traffic Related	156
Urinate/Defecate in Public	3
Vandalism	18
Total	1006

Generated By	Total	Percentage
Bylaw Officer	555	55.2%
COV Staff Generated	58	5.8%
Public Complaints	380	37.8%
RCMP	13	1.2%

Note: 38.2% increase (728 to 1006) can be attributed to continued pro-active officer presence through daily patrols within the BIA.

BIA files relate to several different bylaws including the Traffic Bylaw, Good Neighbour Bylaw, Parks and Public Places Bylaw, Business Licence Bylaw and Fire Services

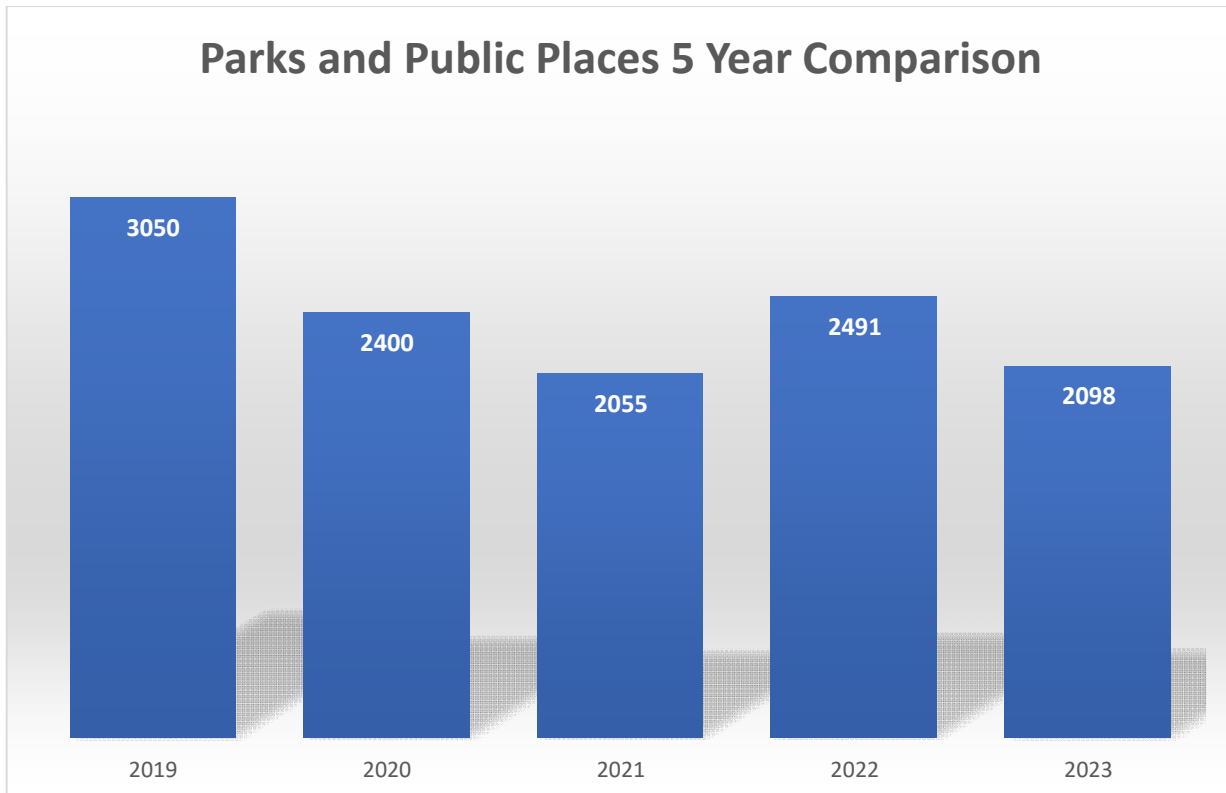


Bylaw Compliance Parks and Public Places Files:

File Type	Number
Fight/Confrontation	5
Fires in a Public Place	61
Mental Health	59
Miscellaneous (Found property/ Prohibited Use)	266
Referred to Public Works or Contractor	109
Rubbish Clean Up	139
Safety/Security (Warrants/RCMP Assist)	85
Substance Related (Drug/Alcoh/Sharps)	209
Temporary Shelters	1100
Urinate/Defecate in Public	13
Vandalism	52
Total	2098

Generated By	Total	Percentage
Bylaw Officer	1474	70.3%
City Employee	139	6.6%
RCMP	21	1.0%
Public Complaint	464	22.1%

Note: Parks and Public Places Bylaw related files decreased by 15.8% over 2022 (2491 to 2098).



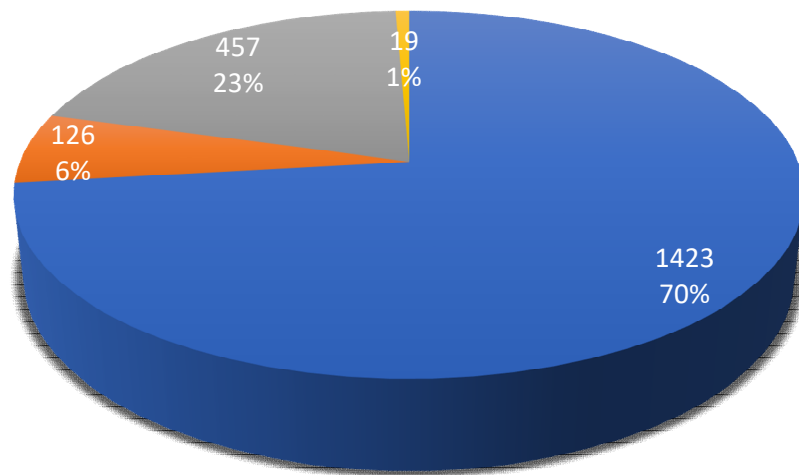
Bylaw Compliance File Summary – Unhoused Population

Files related to the unhoused population include all calls for service where concerns relate to drugs, alcohol, sharps, paraphernalia, 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.

File Summary – Unhoused Population:

Year	Bylaw Department Yearly File Count	Files related to Unhoused Population to Year End	Percentage of Total Files
2022	5727	1960	34.2%
2023	4880	2025	41.4%

Calls for Service Related to Unhoused Population



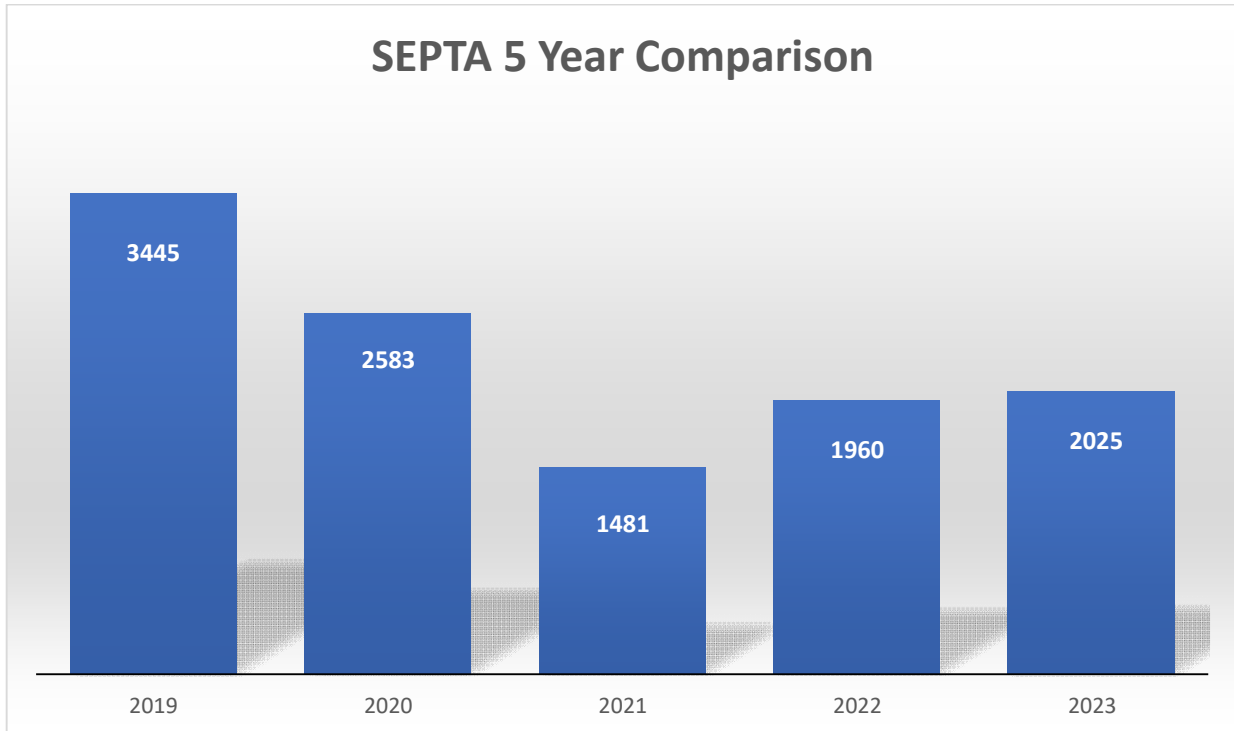
- Bylaw Generated Complaints
- COV Staff Generated Complaints
- Public Calls For Service
- RCMP Transfer or Assist

Bylaw Compliance File Summary – Unhoused Population

File Type	Number
Miscellaneous	11
Refuse Collection	2
Good Neighbour	98
Graffiti	1
Parks and Public Places	1877
Animal Regulation & Animal Pound	0
Business Licence	5
Traffic	18
Fire Services	13
Total	2025

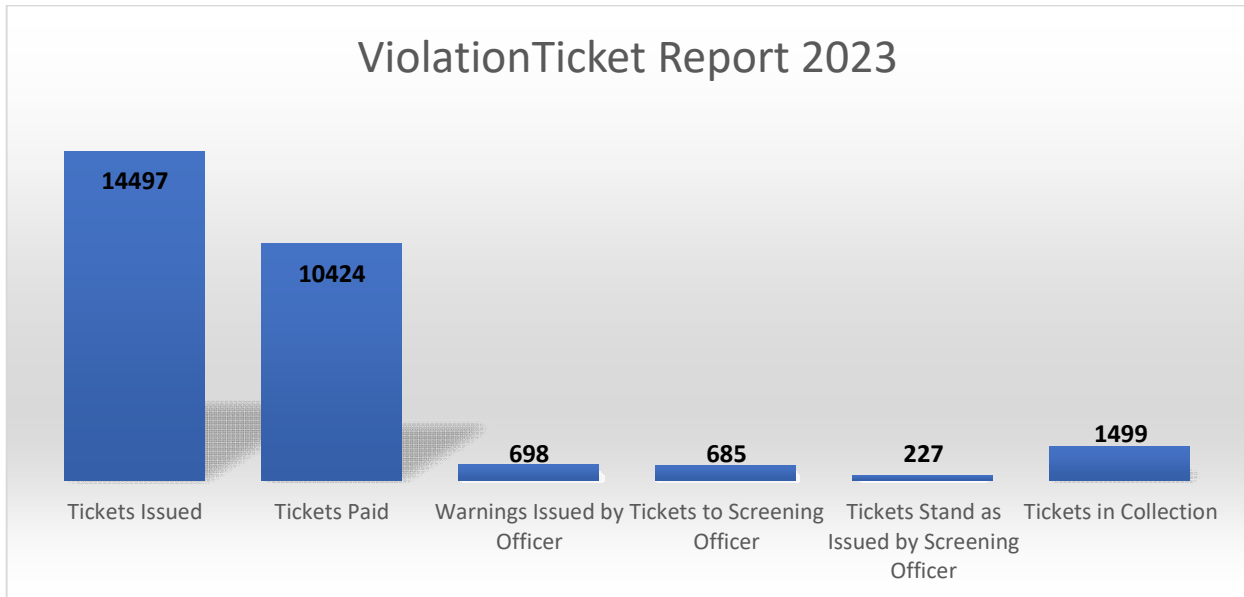
Generated By	Total	Percentage
Bylaw Officer	1423	70.3%
City Employee	126	6.2%
RCMP	19	0.9%
Public Complaint	457	22.6%

Note: The primary contributing factors affecting the 3.3% increase in unhoused population related files over 2022 (1960 to 2025) were a result of continued pro-active officer presence within the BIA and adjacent parks to reduce nuisance issues and behaviors.



Bylaw Compliance Violation Ticket Summary:

Year	Tickets Issued	Tickets Paid	Percent Paid
2022	15410	10649	69.1%
2023	14497	10424	71.9%



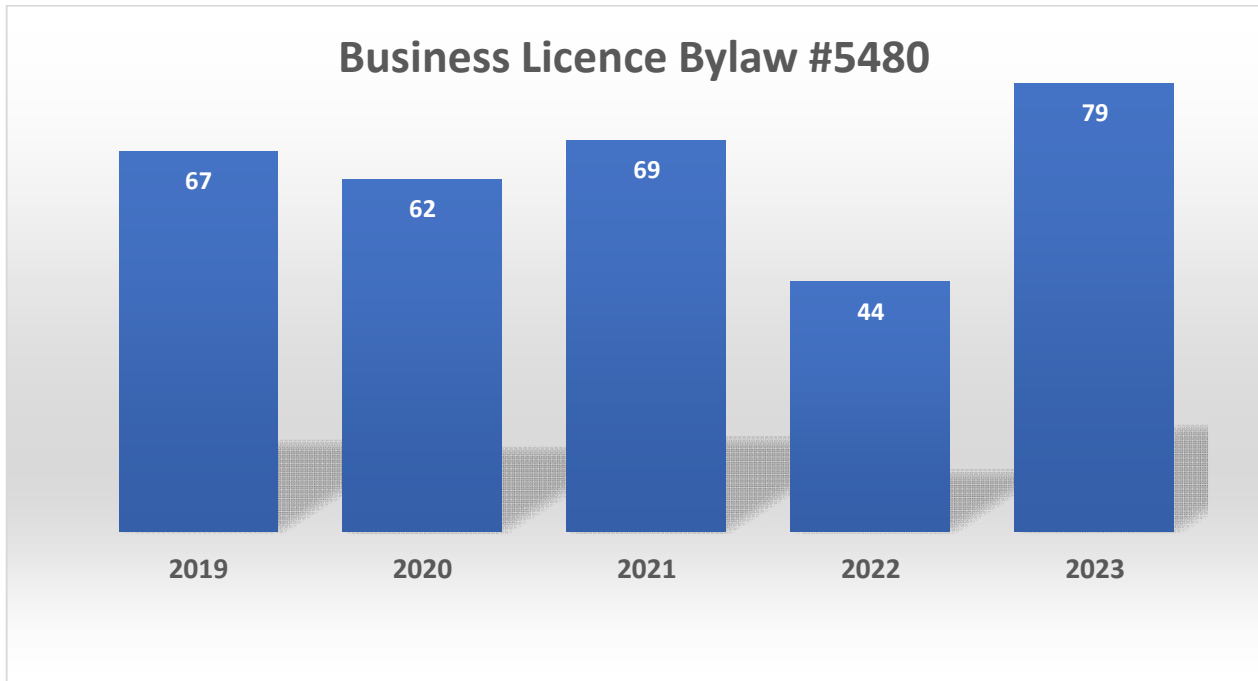
NOTE: 6 small claims court actions occurred in 2023 which resulted in a recovery of \$4,315.00 from individuals with significant outstanding unpaid parking violation tickets.

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 division throughout the year to meet the demands of the parking system and the public.

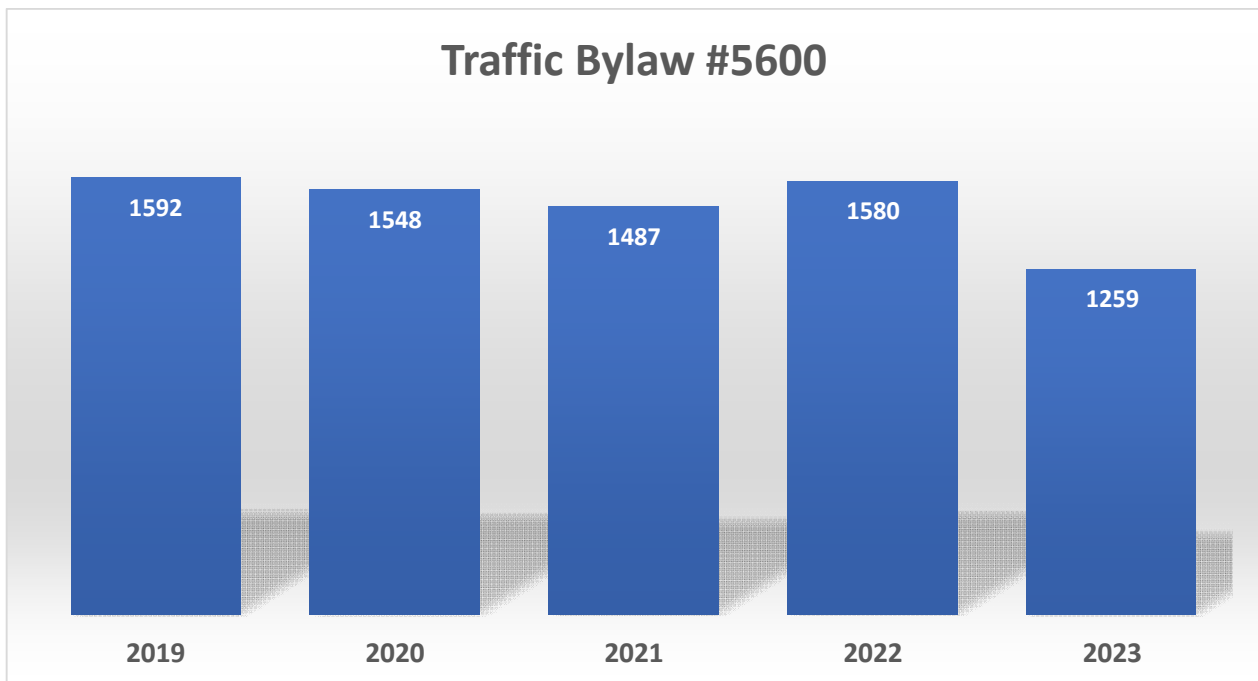
"Warnings": may be tickets written as warnings, or tickets issued and then reduced to a warning through the appeal processes.

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

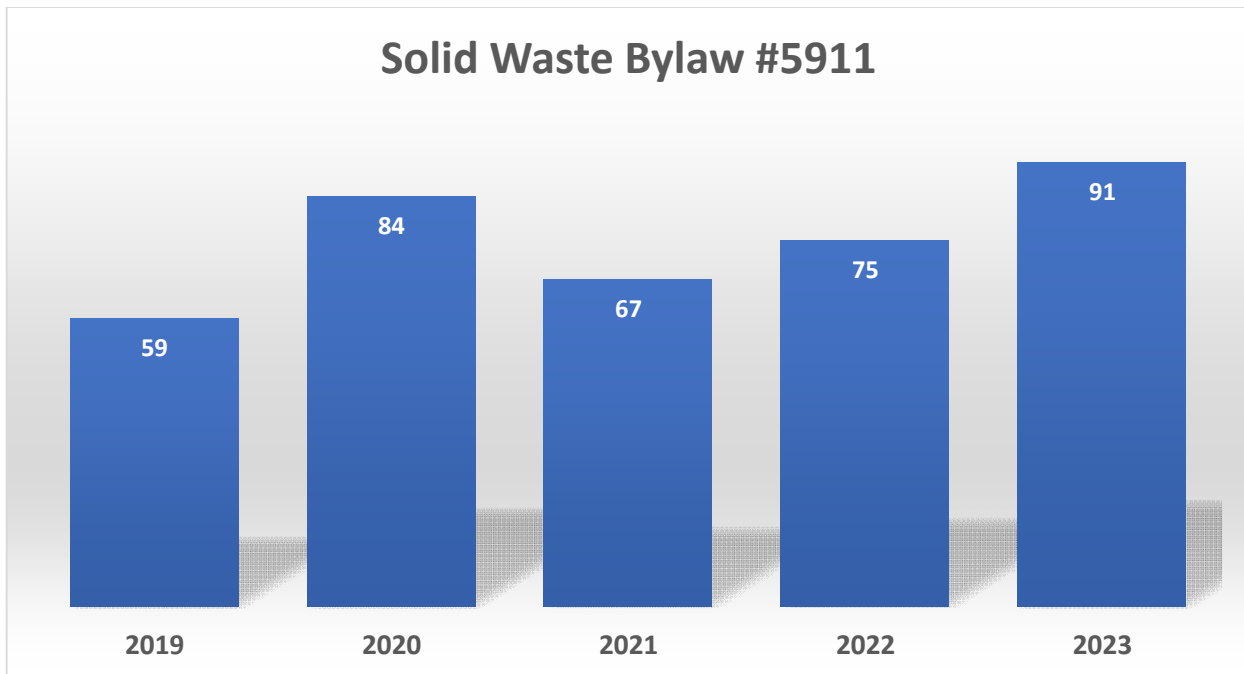
Bylaw Compliance File Type 5 Year Comparison:



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



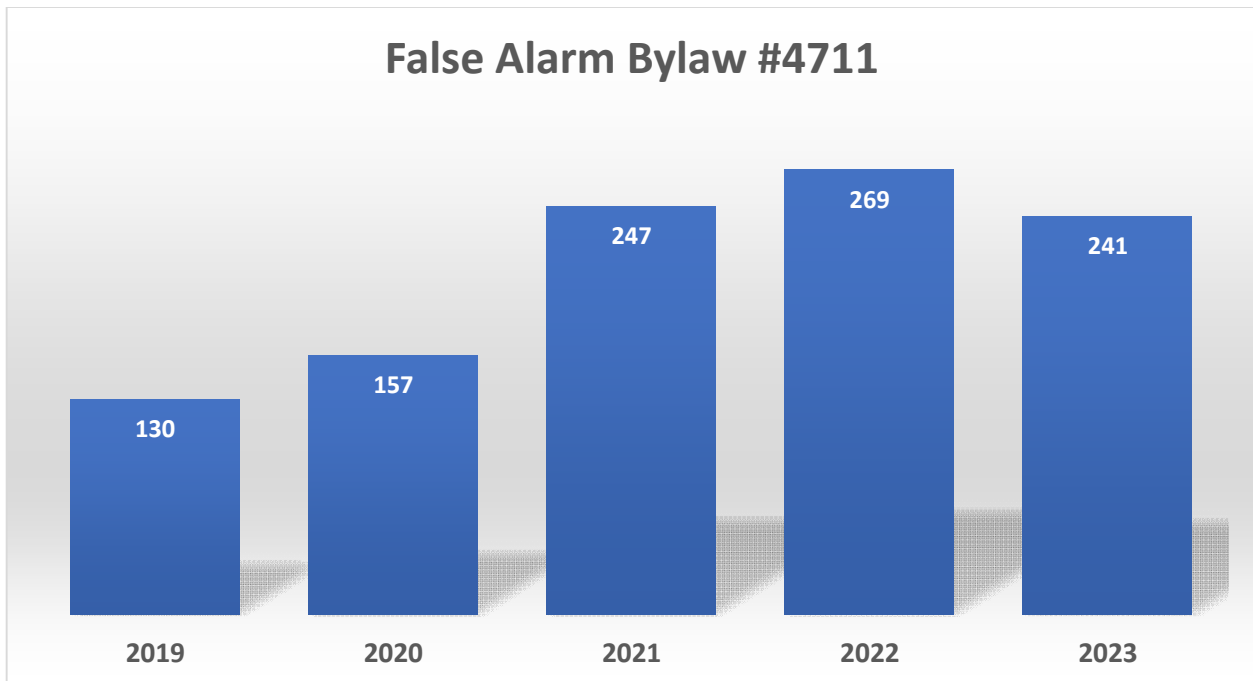
Bylaw 5600 Traffic – traffic issues, including snow complaints of sidewalks not clear of ice/snow or pushing snow into roadway.



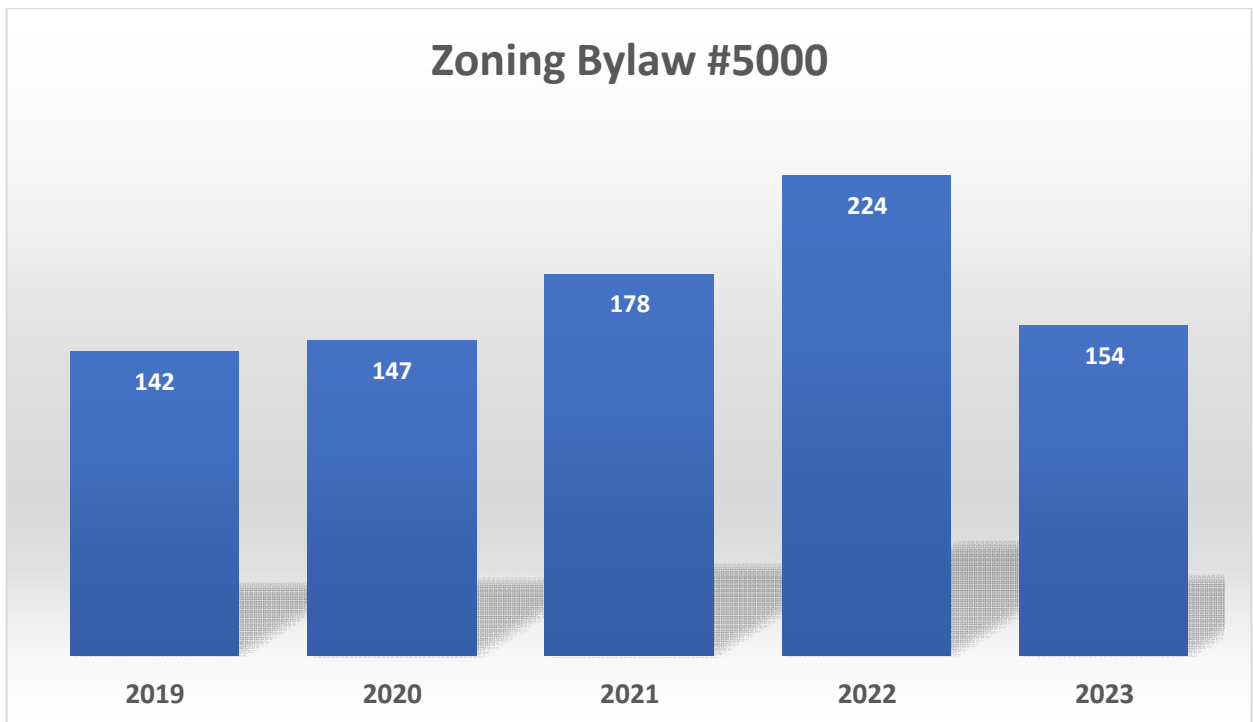
Bylaw 5911 Solid Waste – Residential and commercial rubbish pickup and recycling complaints and illegal dumping.



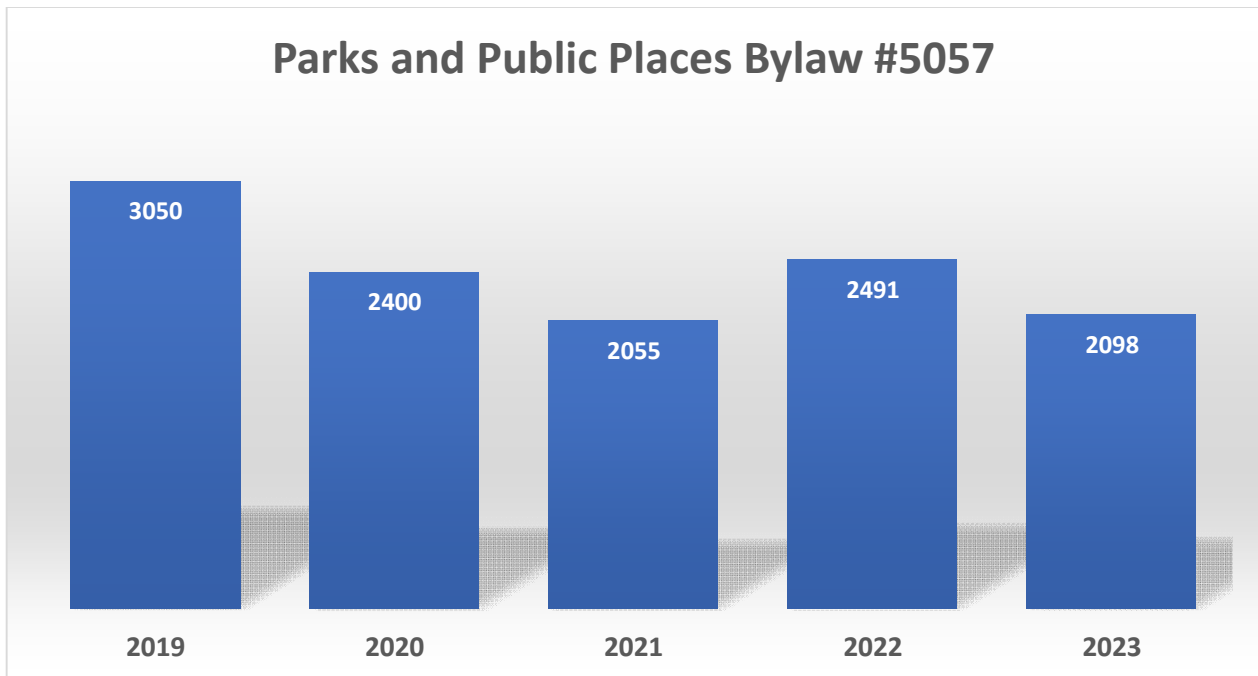
Sign Bylaw #4489 – Signs blocking traffic visibility, unpermitted signs and portable sign permitting.



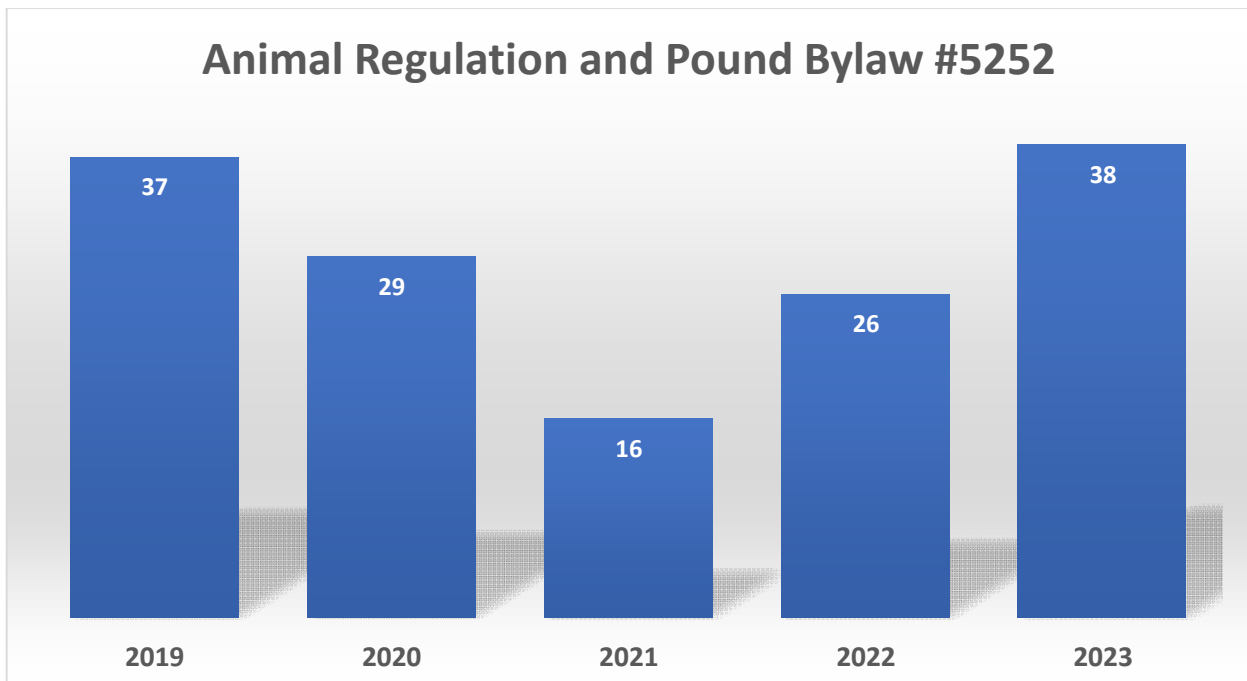
False Alarm Bylaw #4711 – Residential and commercial alarms as well as panic alarms confirmed false by the RCMP and transferred to Bylaw Division.



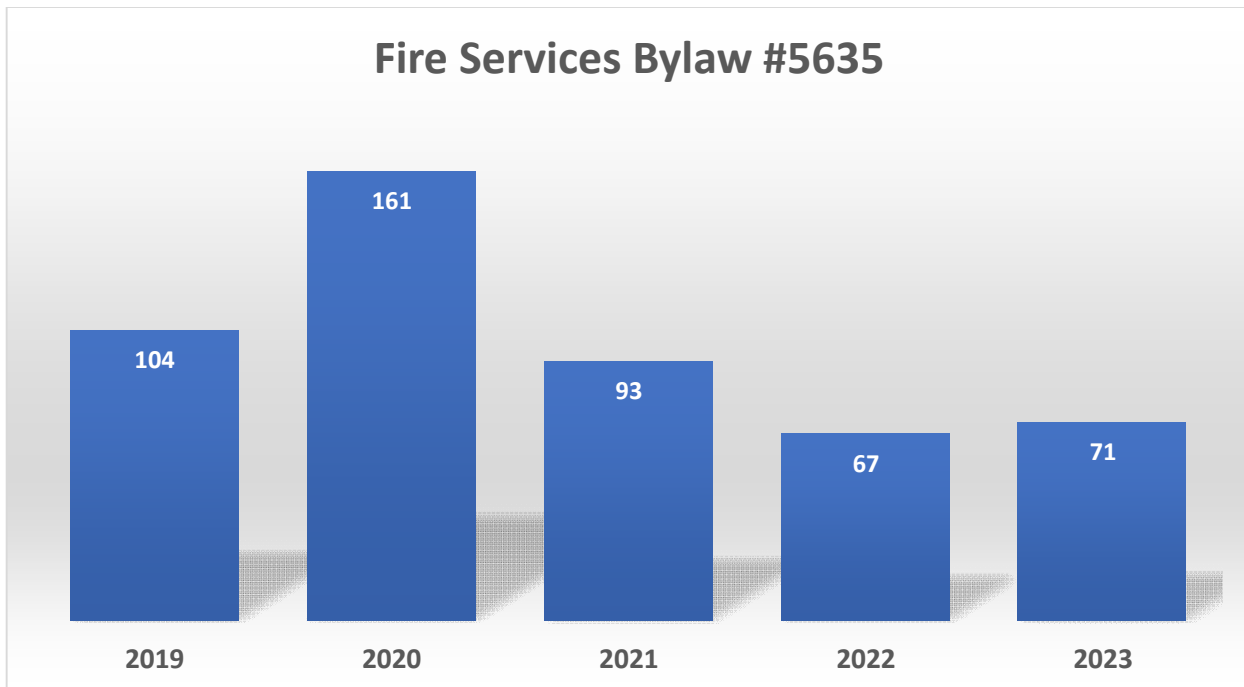
Zoning Bylaw #5000 – Fence height and location, cannabis facilities, vacation rentals and vehicles stored on residential lots.



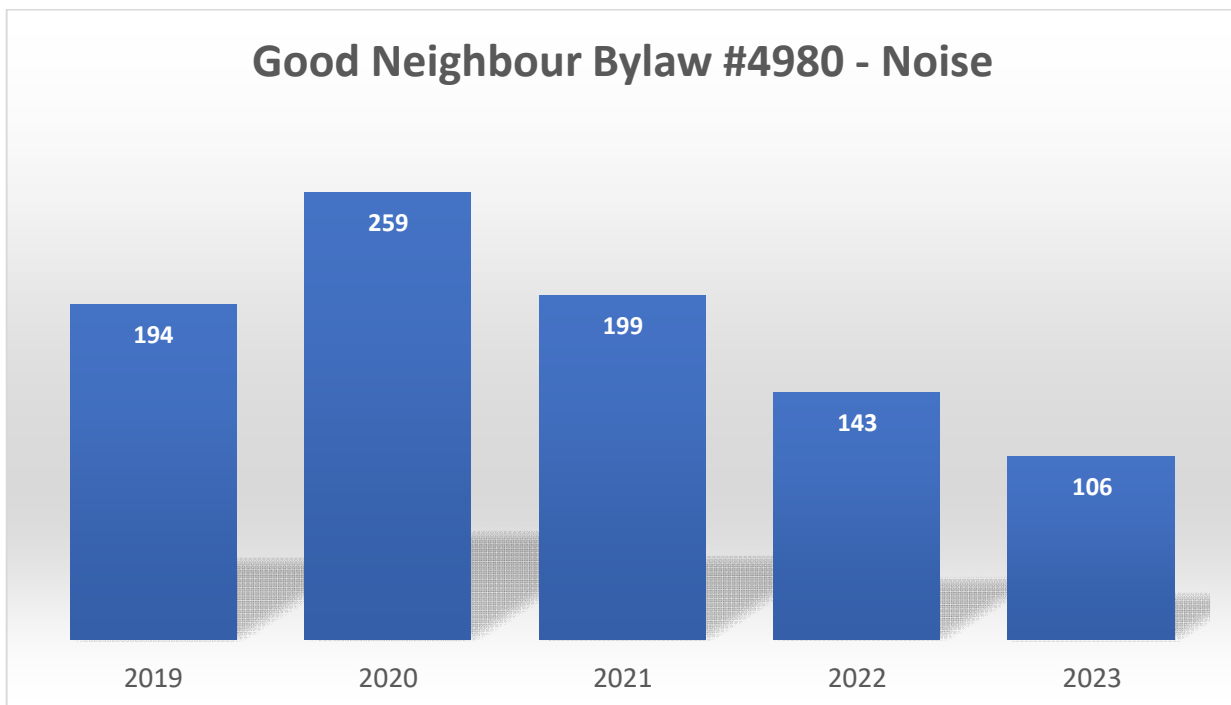
Parks and Public Places Bylaw #5057 – Temporary shelter, improper rubbish disposal and smoking in parks and public places.



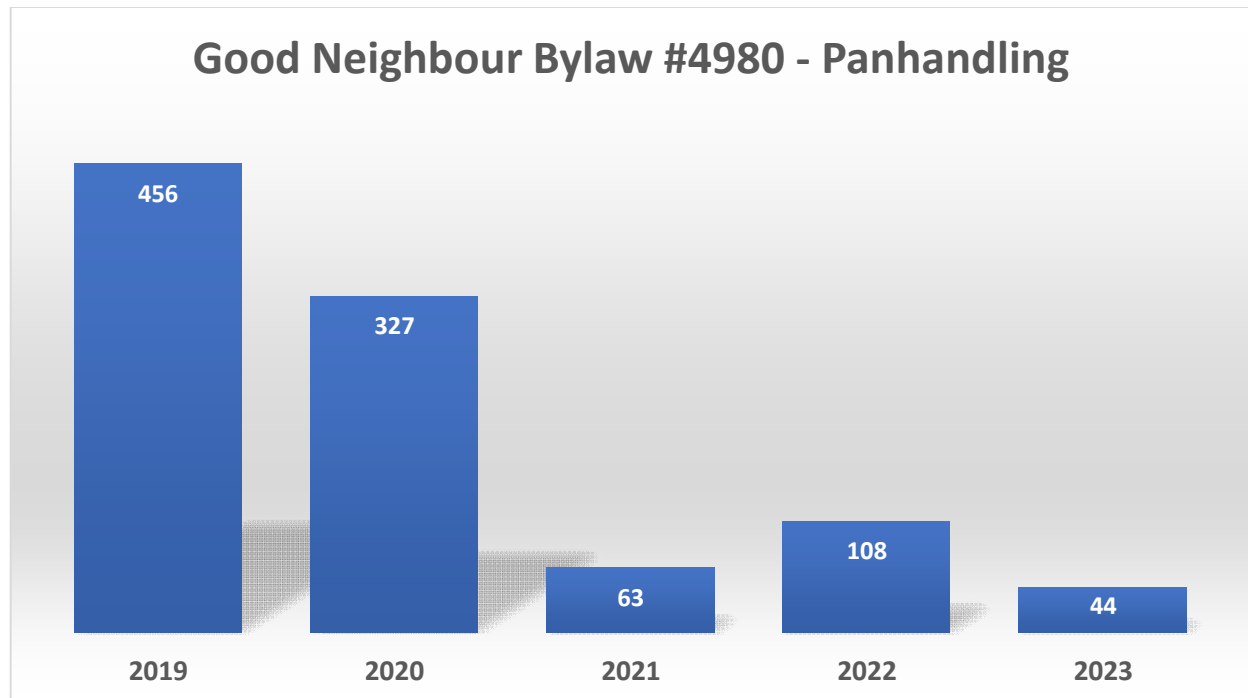
Animal Regulations and Pound Bylaw #5252 – Reflects complaints regarding number of companion animals, urban hen and feeding of wildlife regulatory requirements.



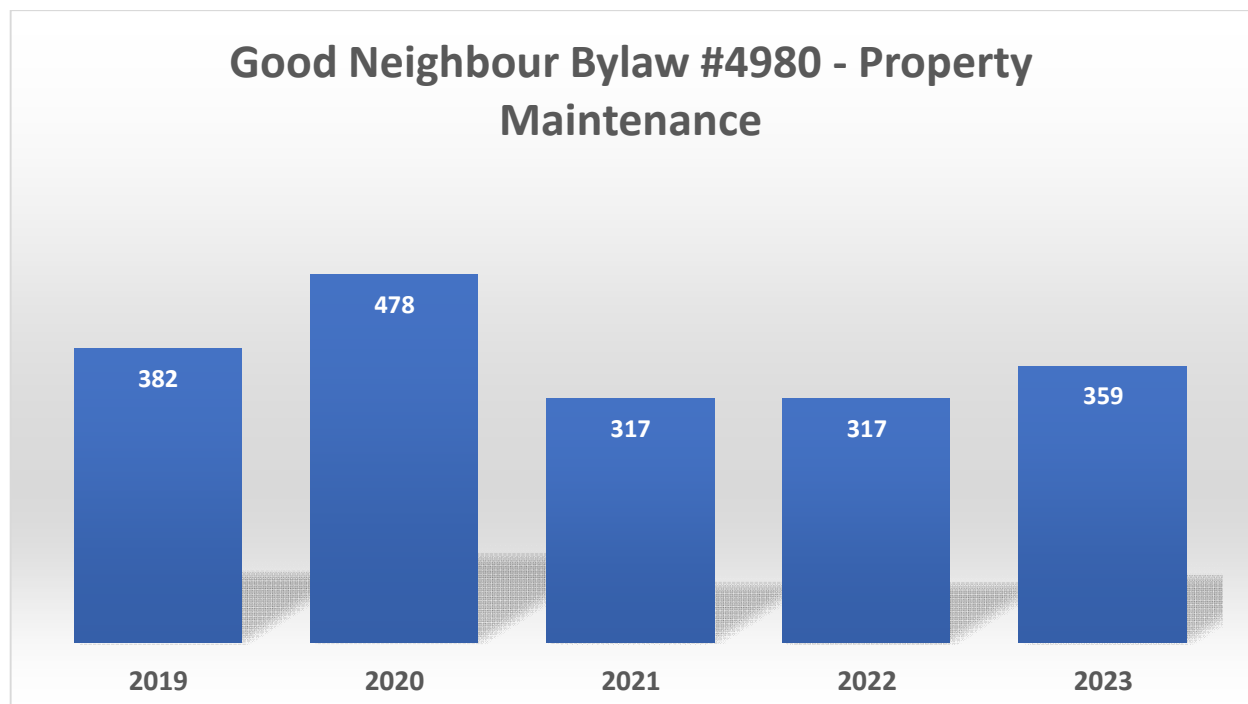
Fire Services Bylaw #5635 – Burning of improper fuel, fireworks, regulation of fire control during fire bans, open air burning regulations, illegal accumulation of combustibles and to secure vacant buildings against unauthorized entry.



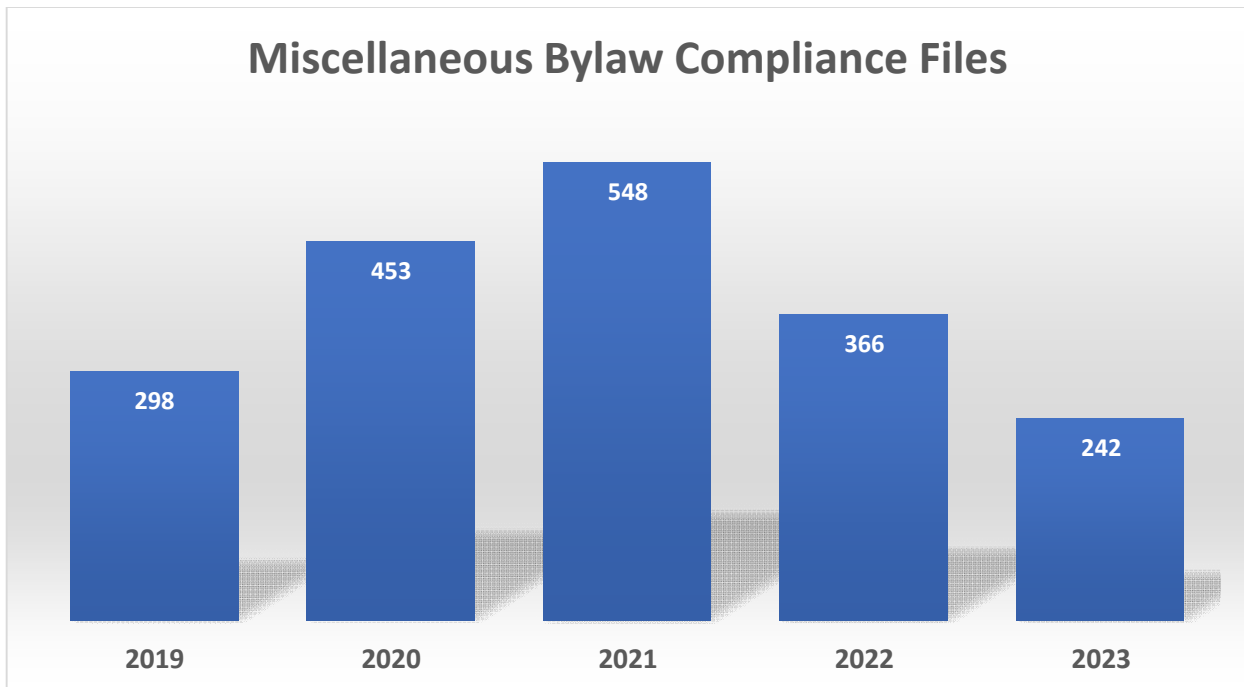
Good Neighbour Bylaw #4980 – Complaints of construction outside authorized hours and nuisance noise from residential properties including party noise.



Good Neighbour Bylaw #4980 – Panhandling complaints.



Good Neighbour Bylaw #4980 – Property maintenance which includes nuisance smoke, boulevards/lanes, and RCMP assist to private properties.



Miscellaneous Complaints - General assistance to public, traffic control for RCMP or Fire Services, 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.