

THE CORPORATION OF THE CITY OF VERNON



**MEMORANDUM**

**TO:** Patti Bridal, Chief Administrative Officer **FILE:** 0810-20

**PC:** Kevin Poole, Director of Corporate Administration  
 David Lind, Chief Fire-Rescue Services **DATE:** August 16, 2024  
 Blake Macleod, Superintendent RCMP

**FROM:** James Rice, Director, Operations Services

**SUBJECT: DOWNTOWN WASHROOMS – CALLS FOR SERVICE UPDATE**

Council, at its Regular Meeting of August 12, 2024 adopted the following resolution:

*“THAT Administration report on possible options for the downtown washrooms, located by Nature’s Fare (3400 30th Ave), in relation to the ongoing issues reported by local business staff of overdoses, encampments, fires, etc. occurring at this location.”*

Administration provided an update to Council at the November 8, 2021 Regular Meeting following the adjustment to the operational hours of the downtown washrooms (Attachment 1).

The following table details the annual calls for service for both the Transit Terminal Facility washroom as well as the 30<sup>th</sup> Avenue facility washroom since 2021:

<b>Calls for Service – Transit Terminal</b>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024 (to Aug 9)</b>
Operations	10	3	6	9
Bylaw	22	8	9	4
RCMP	16	15	14	7
Fire Rescue Services	14	18	25	10
<b>Total**</b>	<b>62</b>	<b>44</b>	<b>54</b>	<b>30</b>

<b>Calls for Service – 35<sup>th</sup> Street and 30<sup>th</sup> Avenue</b>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024 (to Aug 9)</b>
Operations	33	3	2	14
Bylaw	7	3	10	8
RCMP	6	9	10	3
Fire Rescue Services	64	66	56	37
<b>Total**</b>	<b>110</b>	<b>81</b>	<b>78</b>	<b>62</b>

\*\* Total calls for service do not account for multi-agency responses to the same event which would effectively lower the totals reported in the tables.

It is important to note that the calls for service for Fire-Rescue and RCMP includes responses for a variety of reasons. Since the washrooms do not currently have a specific address, these numbers reflect calls to the general area and are not necessarily tied to the washroom facility directly or the unhoused. Assigning addresses to both facilities to improve tracking and reporting of incidents is currently under review.

The original intent of the Downtown washrooms was to address the need for a public washroom and eliminate/reduce occurrences of public defecation in the downtown area. Removing or moving the facility on 30<sup>th</sup> Avenue outside of the downtown core may reintroduce problems that existed prior to the installation of this facility or simply move the current issues to another location. The estimated cost to remove the facility is \$30,000. An additional \$75,000 would be required to relocate the facility to a new location. This estimate could vary significantly depending on specific site conditions.

Contract security inspections are currently conducted 2 times per day at both washroom facilities. The primary objective of this service is to provide a presence and observe and report problems to either Bylaw or the RCMP. This service could be increased to hourly security inspections at both facilities at an estimated cost of \$40,000 annually. The effectiveness of this option is unclear and would likely depend on the availability of supporting resources from Bylaw and the RCMP.

**RECOMMENDATION:**

THAT Council receive for information the memorandum titled "Downtown Washrooms – Calls for Service" dated August 16, 2024 and respectfully submitted by the Director, Operations Services.

Respectfully submitted:

James  
xRice

Digitally signed by James Rice  
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James Rice,  
Director, Operation Services

Attachment 1 – Memorandum dated October 28, 2021

Approved for the Agenda by the CAO 



THE CORPORATION OF THE CITY OF VERNON

**INTERNAL MEMORANDUM**

**TO:** Will Pearce, CAO **FILE:** 0810-20  
**PC:** Keri-Ann Austin, Corporate Officer **DATE:** October 28, 2021  
**FROM:** James Rice, Director, Operation Services  
**SUBJECT: DOWNTOWN WASHROOMS – VANDALISM UPDATE**

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The purpose of this memo is to provide Council with an update on vandalism events related to the downtown public washrooms following the adjustment to the operational hours that occurred on June 15, 2021 as directed by Council.

The operational hours at the transit terminal facility prior to June 15, 2021 were 7:00am-10:00pm daily. The operational hours at the 35<sup>th</sup> Street and 30<sup>th</sup> Avenue facility prior to June 15, 2021 were 24-hours daily. On June 15, 2021 the operational hours at both locations were changed to 8:00am to 6:00pm daily. The following table details the reduction in calls for service at both facilities that occurred following the change in operational hours:

<b>Calls for Service – Transit Terminal Facility (2021)</b>		
	March 1 – June 15	June 15 – Oct 15
Operations	13	4
Bylaw	14	3
RCMP	5	3
<b>Total</b>	<b>32</b>	<b>10</b>

<b>Calls for Service – 35<sup>th</sup> Street and 30<sup>th</sup> Avenue facility (2021)</b>		
	March 1 – June 15	June 15 – Oct 15
Operations	7	3
Bylaw	7	0
RCMP	2	1
<b>Total</b>	<b>16</b>	<b>4</b>

Based on the data collected, it does appear that the change in operational hours has significantly reduced the occurrences of inappropriate behaviour at these facilities.

On June 3, 2021 one of the washroom facilities at the transit terminal sustained significant damage as a result of a fire that was set inside the washroom. At its Regular Meeting of June 14, 2021, Council approved a budget of up to \$25,000 to repair the damage, funded from the 2020 Year End Unexpended Uncommitted balance. The repair was completed on August 13, 2021 at a total cost of \$15,865. Since the change in operational hours \$1,670 has been spent on vandalism repairs at both locations.

**RECOMMENDATION:**

THAT Council receive the memorandum titled "Downtown Washrooms – Vandalism Update" dated October 28, 2021, respectfully submitted by the Director, Operation Services for information.

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James Rice,  
Director, Operation Services