

Accessibility Committee Meeting
to be held via Zoom and in person in Council Chambers
Wednesday, April 22, 2026
at 2:00 p.m.

1. **Call Regular Committee Meeting to Order**
We acknowledge that Penticton, where we live and work, is on the traditional lands of the Syilx People in the Okanagan Nation.
2. **Adoption of Agenda**
3. **Adoption of Minutes**
 - 3.1 Minutes of the July 9, 2025 Special Accessibility Committee Meeting
Recommendation:
THAT the Accessibility Committee adopt the minutes of the July 9, 2025 Special meeting as presented.
 - 3.2 Minutes of the September 23, 2025 Special Accessibility Committee Meeting
Recommendation:
THAT the Accessibility Committee adopt the minutes of the September 23, 2025 Special meeting as presented.
 - 3.3 Minutes of the February 27, 2026 Special Accessibility Committee Meeting
Recommendation:
THAT the Accessibility Committee adopt the minutes of the February 27, 2026 Special meeting as presented.
4. **New Business**
 - 4.1 Roundtable Check-in
 - 4.2 Community Safety and Wellbeing Plan – Phase 2 Engagement
Staff Recommendation:
THAT the Accessibility Committee receive into the record the report dated April 22, 2026 titled “Community Safety and Wellbeing Plan – Phase 2 Engagement”.
5. **Next Meeting**

The next regular Accessibility Committee meeting is scheduled for July 8, 2026 at 9:30 am via Zoom and in-person.
6. **Adjournment**

Accessibility Committee Meeting
held via Zoom and in person in Room A
Wednesday, July 9, 2025
at 9:30 a.m.

Present: Trisha Kaplan, Chair
Leanne Williams, Vice-Chair
Kristi Bauman
Randy Boras
Ron Crawford
Grant Pattingale
Heather Miller
Krista Russo

Council Liaison: Isaac Gilbert

Staff: Sarah Desrosiers, Social Development Specialist
Hayley Anderson, Legislative Assistant

1. **Call to Order**

The Chair called the Accessibility Committee to order at 9:30 am.

2. **Adoption of Agenda**

It was MOVED and SECONDED

THAT the Accessibility Committee adopt the agenda of July 9, 2025 as presented.

CARRIED UNANIMOUSLY

3. **Adoption of Minutes**

3.1 Minutes of the April 16, 2025 Accessibility Committee Meeting

It was MOVED and SECONDED

THAT the Accessibility Committee adopt the minutes of the April 16, 2025 meeting as presented.

CARRIED UNANIMOUSLY

Krista Russo joined the meeting at 9:32 am.

4. **New Business**

4.1 Roundtable Check-in

The Chair led the Committee in a round table check-in to discuss accessibility thoughts or challenges not specifically on the agenda.

- 4.2 KVR Trail Strategy
Delegation: George Harris, George Harris Collaborative

It was MOVED and SECONDED

THAT the Accessibility Committee receive into the record the report dated July 9, 2025 titled "KVR Trail Strategy".

CARRIED UNANIMOUSLY

Ron Crawford left the meeting at 10:39 am.

- 4.3 Penticton Pier Replacement Update

It was MOVED and SECONDED

THAT Accessibility Committee receive into the record the report dated July 9, 2025 titled "Penticton Pier Replacement Update".

CARRIED UNANIMOUSLY

It was MOVED and SECONDED

THAT after reviewing for accessibility and inclusion barriers, the Accessibility Committee endorse the proposed plan for the Penticton Pier and surrounding landscape.

CARRIED UNANIMOUSLY

Kristi Bauman left the meeting at 11:00 am.

- 4.4 Action Log Update

The Social Development Specialist provided the Committee with an update on the Action Log from the Accessibility Plan 2023-2026.

5. **Next Meeting**

The next regular Accessibility Committee meeting is scheduled for October 8, 2025 at 9:30 am via Zoom and in-person.

6. **Adjournment**

It was MOVED and SECONDED

THAT the Accessibility Committee adjourn the meeting held on July 9, 2025 at 11:19 am

CARRIED UNANIMOUSLY

Certified Correct:

Hayley Anderson
Legislative Assistant

Special Accessibility Committee Meeting
to be held via Zoom
Tuesday, September 23, 2025
at 1:00 p.m.

Present: Trisha Kaplan, Chair
Leanne Williams, Vice-Chair
Kristi Bauman
Randy Boras
Ron Crawford
Grant Pattingale
Heather Miller
Krista Russo

Council Liaison: Ryan Graham

Staff: Blake Laven, General Manager of Development Services
Sarah Desrosiers, Social Development Specialist
Hayley Anderson, Legislative Assistant

1. **Call to Order**

The Chair called the Special Accessibility Committee to order at 1:00 pm.

2. **Adoption of Agenda**

It was MOVED and SECONDED

THAT the Accessibility Committee adopt the agenda of September 23, 2025 as presented.

CARRIED UNANIMOUSLY

3. **New Business**

- 3.1 Penticton Accessibility Assessment- Beach Accessibility
Delegation: Happy Cities and Meaningful Access Consulting

It was MOVED and SECONDED

THAT the Accessibility Committee receive into the record the presentation titled
"Penticton Accessibility Assessment".

CARRIED UNANIMOUSLY

4. **Next Meeting**

The next regular Accessibility Committee meeting is scheduled for October 8, 2025 at 9:30 am via Zoom and in-person.

5. **Adjournment**

It was MOVED and SECONDED

THAT the Accessibility Committee adjourn the meeting held on September 23, 2025 at 2:01 pm.

CARRIED UNANIMOUSLY

Certified Correct:

Hayley Anderson
Legislative Assistant

Special Accessibility Committee Meeting
held via Zoom and in person, Room A, City Hall
Friday, February 27, 2026
at 9:30 a.m.

- Present:** Trisha Kaplan, Chair
Leanne Williams, Vice-Chair
Randy Boras
Grant Pattingale
Heather Miller (via Zoom)
Krista Russo
- Council Liaison:** Julius Bloomfield
- Regrets:** Kristi Bauman
Ron Crawford
- Staff:** Blake Laven, General Manager of Development Services
Deanne Burleigh, Bylaw Services Manager
Ysabel Contreras, Parks Planner
Hayley Anderson, Legislative Assistant

1. **Call to Order**

The Chair called the Special Accessibility Committee to order at 9:30 a.m.

2. **Adoption of Agenda**

It was MOVED and SECONDED

THAT the Accessibility Committee adopt the agenda of February 27, 2026 as presented.

CARRIED UNANIMOUSLY

Heather Miller joined the meeting at 9:32 a.m.

3. **New Business**

3.1 Safe Public Places Bylaw No. 2025-35

It was MOVED and SECONDED

THAT The Accessibility Committee recommend that Council give second and third reading to the "Safe Public Places Bylaw No. 2025-35", "Municipal Ticketing Information Amendment Bylaw No. 2025-36" and the "Bylaw Notice Enforcement Amendment Bylaw No.2025-37", bylaws that support a safe, secure and healthy community.

CARRIED UNANIMOUSLY

- 3.2 KVR Trail Strategy: Phase 1 & 2 Engagement Summary
It was MOVED and SECONDED
THAT the Accessibility Committee receive into the record the report dated February 27, 2026 titled "KVR Trail Strategy: Phase 1 & 2 Engagement Summary".
CARRIED UNANIMOUSLY
- 3.3 McGregor Park and McNicoll Park Upgrades – Engagement Plan
It was MOVED and SECONDED
THAT the Accessibility Committee receive into the record the report dated February 27, 2026 titled "McGregor Park and McNicoll Park Upgrades – Engagement Plan".
CARRIED UNANIMOUSLY
- 3.4 City of Penticton Accessibility Plan 2023-2026 2nd Annual Progress Report
It was MOVED and SECONDED
THAT the Accessibility Committee receive into the record the report dated October 21, 2025 titled "City of Penticton Accessibility Plan 2023-2026 2nd Annual Progress Report".
CARRIED UNANIMOUSLY

4. **Next Meeting**

The next regular Accessibility Committee meeting is scheduled for April 8, 2026 at 9:30 am via Zoom and in-person.

5. **Adjournment**

It was MOVED and SECONDED

THAT the Accessibility Committee adjourn the meeting held on February 27, 2026 at 10:49 a.m.

CARRIED UNANIMOUSLY

Certified Correct:

Hayley Anderson
FOIPPA and Records Management Specialist



Memo to Committee

penticton.ca

Date: April 22, 2026
To: Accessibility Advisory Committee
From: Julie Czeck, General Manager, Public Safety & Partnerships
Subject: **Community Safety and Wellbeing Plan – Phase 2 Engagement**

Staff Recommendation

THAT the Accessibility Committee receive into the record the report dated April 22, 2026 titled "Community Safety and Wellbeing Plan - Phase 2 Engagement."

Staff Recommendation

Strategic priority objective

Vision: Penticton is a connected, resilient and healthy waterfront city focused on safety, livability and vibrancy.

Mission: Penticton will serve its residents, businesses and visitors through organizational excellence, partnership and the provision of effective and community focused services.

Culture: We are committed to open communication, integrity, and professionalism to build public trust through excellence in all that we do. We embrace modernization, innovation and adaptability to meet the evolving needs of our community, fostering a culture of engagement and purpose.

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.

Background

A Community Safety and Wellbeing (CSWB) Plan is a coordinated, multi-sector approach that brings together local government, social services, health care, housing, Indigenous partners, law enforcement, and community organizations to address complex social challenges that no single agency can resolve alone.

The 2022 Community Safety Resource Review recommended developing a CSWB Plan to guide how public safety agencies and the City work together with partners on shared priorities. With a strengthened internal structure and strong collaboration already underway, Penticton is well-positioned to advance this work.

Many B.C. communities, including Kelowna, Nanaimo, Chilliwack, Burnaby, and Victoria, now have CSWB plans that align partners around shared priorities; these models offer useful reference points as Penticton shapes its own.

The CSWB Plan will establish a multi-year strategy to strengthen safety, connection, and wellbeing; align City departments and community partners around shared priorities; build on existing work by identifying priority areas through data and engagement; and create one integrated plan that connects public safety and social development strategies to support a safer, healthier, and more inclusive community.

Timelines & Project Approach

The work is structured across four phases, with community engagement at the core of identifying future priorities. Urban Matters has been retained to support this initiative and completed Phase 1 between Spring 2025 and early 2026.

Phase 1 focused on establishing a baseline understanding of current risks and vulnerabilities. This included a current-state assessment, a jurisdictional scan, and analysis of data from the large-scale resident safety survey. Work paused in Fall 2025 due to operational pressures and has since resumed.

The four phases of the project are:

- Phase 1: Current State Analysis (*completed*)
- Phase 2: Engagements (*current phase*)
- Phase 3: Analysis and Validation
- Phase 4: Finalization of the Report

Summary of Phase 1

Phase 1 produced a comprehensive picture of Penticton's safety and wellbeing landscape, drawing on City, RCMP, Bylaw and Fire data; Statistics Canada and Census information, provincial dashboards, and over 1,800 responses to the public safety questionnaire (Attachment A, B, C).

The findings point to a consistent story: Penticton is experiencing the combined impacts of an aging population, increasing social complexity, strained public spaces, and declining perceptions of safety, even as several crime and health indicators remain stable or improve.

Residents' top concerns and areas of priority action included property crime and theft, illicit drug use, homelessness and encampments, traffic safety, and limited visibility of police and bylaw services. When asked where they want to see further investment, they prioritized increased police presence, more treatment and recovery services, enhanced bylaw services, and expanded affordable housing and shelter options.

Key Learnings from Phase 1:

- Visible social disorder, such as open drug use, mental health crises, homelessness, and encampments, remains the most significant driver of community safety concerns.

- Rising social complexity is outpacing current service capacity, resulting in RCMP, Fire Services, and Bylaw teams increasingly responding to homelessness, mental health, and substance-use-related issues that extend beyond their traditional roles. More provincial and federal investment is needed to address root causes of crime and wellbeing.
- Housing instability and homelessness continues to be a major contributor to social disorder and increased service demands, reinforcing the importance of coordinated housing, health, community supports and upstream prevention.
- Residents want a balanced approach that combines targeted enforcement with health, housing, and recovery supports.
- Safety experiences vary across the community. Seniors, youth, Indigenous peoples, racialized and equity-seeking groups, people with lived or living experience of homelessness, and residents of different neighbourhoods face distinct safety challenges and experiences. Effective responses must be inclusive and informed by these lived realities.
- Perceptions of safety are declining more rapidly than crime trends, underscoring the need for clearer public communication, encouragement of reporting crime, greater visibility of services, and improvements to the design, maintenance, and conditions of public spaces.
- Traffic safety and emergency preparedness are emerging areas of concern. Traffic-related complaints to the City have increased steadily since 2020, and only 20% of residents report feeling very prepared for an emergency.

Through this analysis a draft CSWB Framework emerged (Attachment B). This Framework is guiding the Phase 2 engagement activities and will continue to be refined as engagement progresses over the coming months.

Phase 2

The project is now in Phase 2, which focuses on engaging partners and community members to validate the findings from Phase 1, confirm shared priorities, and collaboratively shape strategies that address root causes.

Phase 2 engagement includes outreach to the following groups:

- Social and community-serving agencies
- Penticton Indian Band and Indigenous organizations (e.g., Friendship Centre, Métis Association)
- Business community, including:
 - Chamber of Commerce
 - Penticton Industrial Development Association
 - Downtown Penticton Business Improvement Association
- Regional partners (RDOS)
- Provincial agencies, such as:

- Interior Health
- BC Housing
- Ministry of Children and Family Development
- BC Corrections
- Ministry of Social Development and Poverty Reduction
- Safety agencies, including Bylaw, RCMP, and Fire
- Faith community organizations

Engagement also includes targeted conversations with priority populations, including:

- Youth
- Seniors
- Equity-seeking groups
- People with disabilities
- Individuals with lived or living experience of homelessness

A dedicated City webpage and a short public survey have been used to support broader community input and to further validate emerging themes. Feedback gathered through this phase will refine priority areas, clarify partner roles, and help build a strong foundation for coordinated actions that enhance both community safety and wellbeing.

A final Phase 2 engagement opportunity will be available to community members at the May 5, 2026 Council Open House, where participants can connect directly with the project team.

Accessibility Committee Involvement

As of the Phase 2 engagements, the Committee will be asked to consider the following questions:

1. What does safety and wellbeing mean to you?
2. Do the priorities identified by the community/public in Phase 1 align with your experience or perception?
3. What areas of focus would you like to see prioritized in a CSWB?
4. What is working well today that we should build on?
5. What feels unsafe, uncertain, or challenging?
6. What role should the community play in a CSWB Plan?
7. How should we measure progress in a way that feels meaningful and shows real impact?
8. Any other feedback?

Phases 3 and 4

Phase 3 will consolidate the findings from Phases 1 and 2 into a *What We Learned* report. Urban Matters will develop key recommendations based on this work, which will inform the development of draft actions in collaboration with key partners who will play contributing roles in the plan.

As part of this phase, informal engagement opportunities, such as pop-up conversations at the Farmers' Market will be explored as a creative way to connect with community members who may not typically participate in formal meetings or surveys.

Phase 4 will focus on the development of the full plan, which Urban Matters will compile over the summer. The draft plan will be reviewed with key partners prior to being brought forward for Council endorsement, anticipated in September.

Financial Implication

Council allocated \$75,000 in the 2025 Budget to support the independent analysis, engagement, and plan development. Funding for implementing the priority actions identified through this process will be brought forward separately, pending Council's adoption of the CSWB Plan.

Analysis

Penticton is at a pivotal moment. Rising social complexity, visible disorder, housing instability, and declining perceptions of safety are converging in ways that exceed the capacity of current systems. Phase 1 shows residents' concerns stem less from crime rates and more from unmet social needs, strained public spaces, and limited access to provincial mental-health, housing, and substance-use supports. At the same time, older adults, youth, racialized community members and several neighbourhoods are experiencing disproportionate impacts, highlighting the need for coordinated, culturally safe, community-wide solutions.

The City now has the internal structure, partner momentum, and data about where support is most needed. The Plan will serve as a multi-year, data-driven roadmap that aligns partners around shared priorities, guides future funding decisions, and will direct resources toward actions that will have the greatest impact on safety, wellbeing, and system pressures. Ultimately, it will help Penticton to move toward proactive, coordinated strategies that strengthen safety today and build long-term community resilience.

Attachments

Attachment A – Penticton Today Statistics

Attachment B – Emerging CSWB Framework

Attachment C – Penticton Public Safety Questionnaire Results (Phase 1)

Respectfully submitted,

Julie Czeck, GM Public Safety & Partnership

Penticton Today

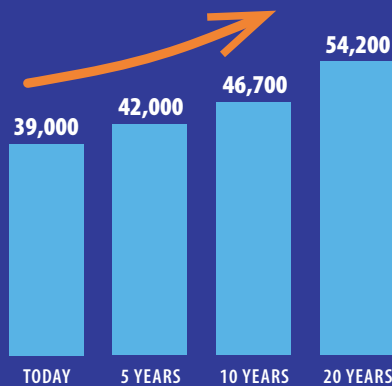
POPULATION



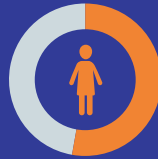
~39,000

growing at

1.79%
annually



GENDER

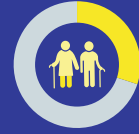


53% women

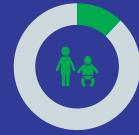


47% men

AGE BREAKDOWN



30%
seniors
(65+)



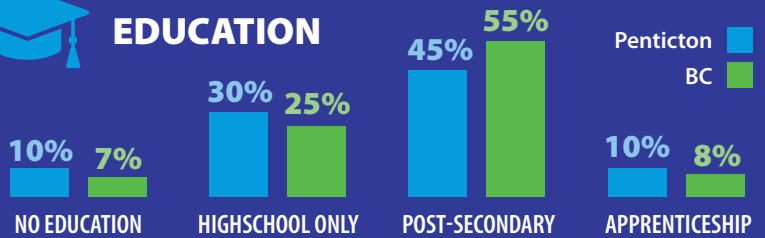
12%
youth
(0-14)



58%
working age
(15-64)



EDUCATION



LANGUAGES SPOKEN AT HOME

English, Punjabi, French, Spanish, Portuguese

MEDIAN EARNINGS



Penticton: In 2020, full-year, full-time workers earned a **median income of \$56,000**, up **21.4%** since 2016 — still **below** the provincial median (**\$66,000**).

POVERTY



12% below low-income threshold, with **senior women** most affected

Data Sources: This infographic draws on multiple sources including the 2021 Census, Community Foundation of the South Okanagan Similkameen 2023 Vital Signs Report, 2024 & 2025 RCMP Crime Statistics, 2024 Penticton Bylaw Enforcement Data, 2024 Penticton Fire Department Stats, the 2024 Public Safety Questionnaire, and the 2025 Coroner Reports.



Penticton Today

PERCEPTION OF SAFETY

Over 1,800 Penticton residents shared their views in a November 2024 Public Safety Survey, which highlighted their top concerns:



TOP INVESTMENT PRIORITIES

Survey respondents ranked **increased police presence (65%)**, **treatment and recovery services (48%)**, and **enhanced bylaw enforcement (46%)** as leading priorities. **Affordable housing (42%)** and **shelter options (41.8%)** also emerged as strong areas of concern. Results show strong support for a balanced approach that combines social supports with enforcement.

CRIME TRENDS IN PENTICTON

RCMP CRIME STATS – 2025 Q2 VS. 2024 Q2



RCMP CRIME INCREASES – 2025 Q2 VS. 2024 Q2



OVERALL CRIME SEVERITY INDEX (CSI)


In 2024, **down 6.9%** from 2023

REPEAT OFFENDERS – 2024

In 2024, **15 individuals** were linked to **420 police files**, highlighting a concentration of repeat criminal activity and need for criminal justice reform.

5-YEAR CRIME TRENDS

In 2025, several offences reached their lowest levels in five years, including:

- 
- ↓ AUTO THEFT
 - ↓ BICYCLE THEFT
 - ↓ RESIDENTIAL BREAK AND ENTERS
 - ↓ MISCHIEF TO PROPERTY
 - ↓ THEFT FROM VEHICLES
 - ↓ THEFT (OTHER)

Data Sources: This infographic draws on multiple sources including the 2021 Census, Community Foundation of the South Okanagan Similkameen 2023 Vital Signs Report, 2024 & 2025 RCMP Crime Statistics, 2024 Penticton Bylaw Enforcement Data, 2024 Penticton Fire Department Stats, the 2024 Public Safety Questionnaire, and 2025 Coroner Reports.

Penticton Today

FOOD SECURITY



Shoplifting Trends

47 offenders identified in Q2 2025; **13%** were repeat offenders. **51%** of incidents involved stolen food or groceries — a sign of growing food insecurity.



Food Bank Usage

Regional food banks saw a **20–100% increase** in clients (2021–2022), driven by rising food prices, interest rates, and rental costs.



Cost of Healthy Food

In 2022, a healthy monthly food basket for a family of four in the Okanagan cost **\$1,264, up from \$1,020 in 2017**.

MENTAL HEALTH



In 2024, the **Integrated Crisis Response Team** — a partnership between a police officer and a nurse — supported individuals in **1,311 mental health-related client interactions**.

SUBSTANCE USE & ADDICTION

Medical Response Calls (2024): In 2024, the **Penticton Fire Department** responded to **4,328 emergency incidents**, with **2,547** of those being **medical response calls**.



Unregulated Drug Deaths (2024): In **2024**, the BC Coroners Service reported **26 deaths** due to unregulated drug overdoses in Penticton. As of **April 2025**, there have been **7 deaths**, suggesting a possible decline — though the year is still ongoing.

SENSE OF COMMUNITY BELONGING



68% of residents aged 12+ in the **Okanagan Health Services Delivery Area** reported a somewhat or very strong sense of belonging to their local community (2019–2020). This is **on par** with the provincial average of **69.5%**.



SOICS Community Survey

385 Participants

ADDRESSING RACISM IN SOUTH OKANAGAN

KEY FINDINGS

- 27%** experienced discrimination (based on race, ethnicity, religion, etc.)
- 74%** did not report incidents
- Only **15%** felt comfortable contacting RCMP
- 22%** believe racism is increasing

HOMELESSNESS

The **2025 Point-in-Time Count** identified **194 individuals** experiencing homelessness in Penticton.



78 unsheltered

116 sheltered

This is **up 17%** from 166 in 2023.

As of November 2024, there were:

73 permanent shelter beds

40 new temporary beds

added to support seasonal and emergency needs.

SAFE PUBLIC SPACES

In 2024, Bylaw Services responded to

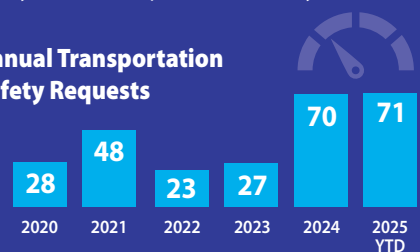
5,785 calls for service

with **63%** related to **social disorder issues**, such as public disturbances, loitering, and substance use.

TRAFFIC SAFETY

There is an increase trend in the # of traffic safety related complaints to the City.

Annual Transportation Safety Requests



Active Public Requests & Areas of Concern 2025



#	CONCERN
70	Crosswalks
20	Intersections
2	Visibility
125	Speeding

Data Sources: This infographic draws on multiple sources including the 2021 Census, Community Foundation of the South Okanagan Similkameen 2023 Vital Signs Report, 2024 & 2025 RCMP Crime Statistics, 2024 Penticton Bylaw Enforcement Data, 2024 Penticton Fire Department Stats, the 2024 Public Safety Questionnaire, and the 2025 Coroner Reports.



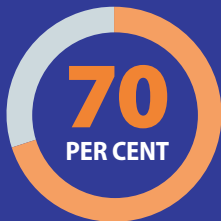
Penticton Today

EMERGENCY PREPAREDNESS

According to the 2024 Public Safety Questionnaire:



of residents feel **very prepared** for emergencies (e.g., fire, natural disasters)



feel **somewhat prepared**



feel **very unprepared**

WHY RESIDENTS FEEL UNPREPARED FOR EMERGENCIES



No emergency kit or go-bag



Unclear where to start or what to do



Lack of information about local hazards



Challenges preparing with pets



Financial barriers to preparing supplies



Difficulty planning for all types of emergencies



General lack of resources and guidance



Limited communication from the City about emergency plans



Unaware of the City's emergency response strategy



Data Sources: This infographic draws on multiple sources including the 2021 Census, Community Foundation of the South Okanagan Similkameen 2023 Vital Signs Report, 2024 & 2025 RCMP Crime Statistics, 2024 Penticton Bylaw Enforcement Data, 2024 Penticton Fire Department Stats, the 2024 Public Safety Questionnaire, and the 2025 Coroner Reports.

Community Safety and Wellbeing Plan

A Community Safety and Wellbeing (CSWB) Plan is a long-term strategy to make Penticton safer, stronger, and more connected. It brings together the City, local organizations and other levels of government to build on community strengths and address safety challenges as a team.

Safety is more than preventing crime – it's about creating a community where people feel protected, supported, and able to live well. It looks different for everyone and includes several interconnected areas:





HAVE YOUR SAY! 


Use a sticker to mark the **one dimension** you believe would have the greatest impact on improving your safety and wellbeing in Penticton.

 **Physical Safety:** Protection from harm, violence, emergencies and environmental risks and supported by strong response systems and public education.

 **Social Safety:** A sense of belonging, free from discrimination, harassment, and isolation.

 **Economic Safety:** Access to housing, employment, and income that supports a stable and healthy life.

 **Health & Emotional Safety:** Reliable access to physical, mental, and emotional health services.

 **Cultural Safety:** Respect for diverse identities, traditions, and perspectives while ensuring people feel seen and valued.

 **Environmental Safety:** Safe, well-designed public spaces and strong emergency preparedness.

Emerging CSWB Framework

The City of Penticton is developing a **Community Safety and Well-Being (CSWB) Plan** to bring together residents, service providers and government partners to identify shared priorities, coordinate resources and clarify roles. Community safety is a shared responsibility and built through collaboration. When people feel safe they're more likely to participate in community life, access services and contribute to overall wellbeing.

VISION: Penticton is a connected, resilient, and healthy waterfront city focused on safety, livability, and vibrancy.

PRINCIPLES: Collaborative, Wellbeing-focused, Committed to decolonization and reconciliation, Equity, diversity, and inclusion (EDI), Trauma informed, Evidence informed, and Adaptable

ENABLERS OF SUCCESS: Advocacy, Communication and Engagement, Awareness and Education, Partnerships and Collective Impact



**HAVE
YOUR
SAY!**

STEP 1: Use the three stickers provided to mark the **top three priority areas** where you believe increased focus would most improve your safety and wellbeing in Penticton.

STEP 2: If you feel something important is missing, write it on a sticky note and add it to the outside of the board.

VISION

PRINCIPLES

ADVOCACY • COMMUNICATION • AWARENESS

COMMUNITY WELLNESS

COMMUNITY SAFETY

Community and Social Wellbeing

- Social connectedness
- Prevention services
 - Childcare
 - Youth supports
- Seniors supports
 - Accessibility
 - Food security
- Equity, diversity and inclusion

Housing & Homelessness

- Safe, affordable, accessible housing
 - Homelessness prevention
 - Emergency sheltering
 - Encampments

Mental Health & Addiction

- Mental health awareness
 - Access to treatment
 - Overdose prevention

Emergency Preparedness

- Public education
- Regional collaboration

Crime Prevention and Public Safety

- Safe public spaces
- Property crime
- Community and partner violence
 - Traffic safety
 - Perception of safety

ENGAGEMENT • PARTNERSHIP • EDUCATION





Public Safety Questionnaire Engagement Report

December 13, 2024

[1.0 Overview](#)

[2.0 Community Participation](#)

[3.0 Feedback Form Results](#)

[4.0 Conclusions](#)

[Appendix A- Engagement Timeline](#)

1.0 Overview

Earlier this year, Council refocused its priorities to two key areas: Safe and Resilient and Livable and Accessible. The Public Safety Questionnaire launched at the Council-hosted Budget Open House on October 29, 2024, to help City Council and staff understand the level of safety residents feel in their neighbourhoods, the types of crime residents experience, their preferences for community safety investments, and to gauge their awareness for emergency preparedness.

Feedback will be used to help guide priority tactics and initiatives to increase public safety. The following document summarizes the activities completed and the findings from the process.

2.0 Community Participation

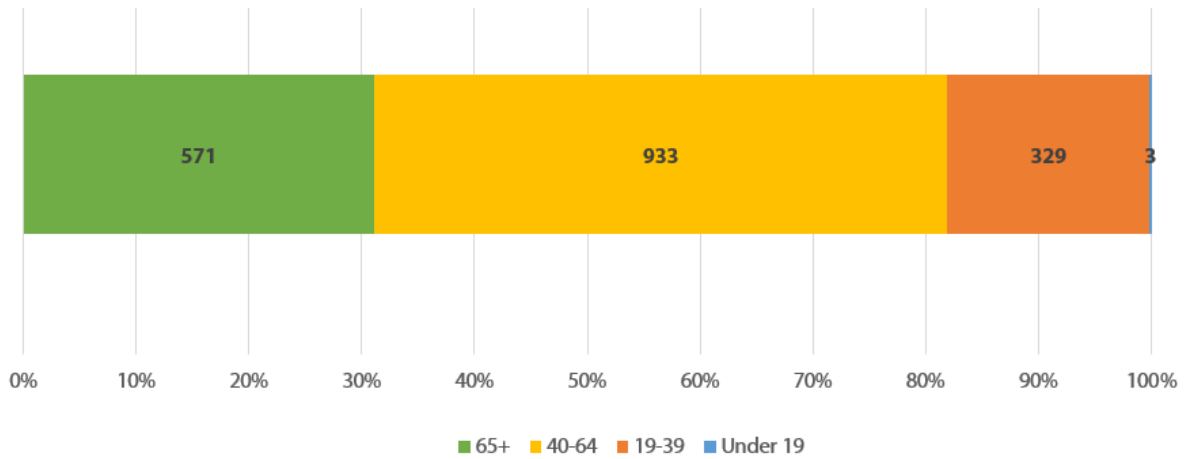
The engagement program was conducted between October 29 and November 29. The following diagram summarizes participation. A detailed timeline of engagement activities is provided in Appendix A.



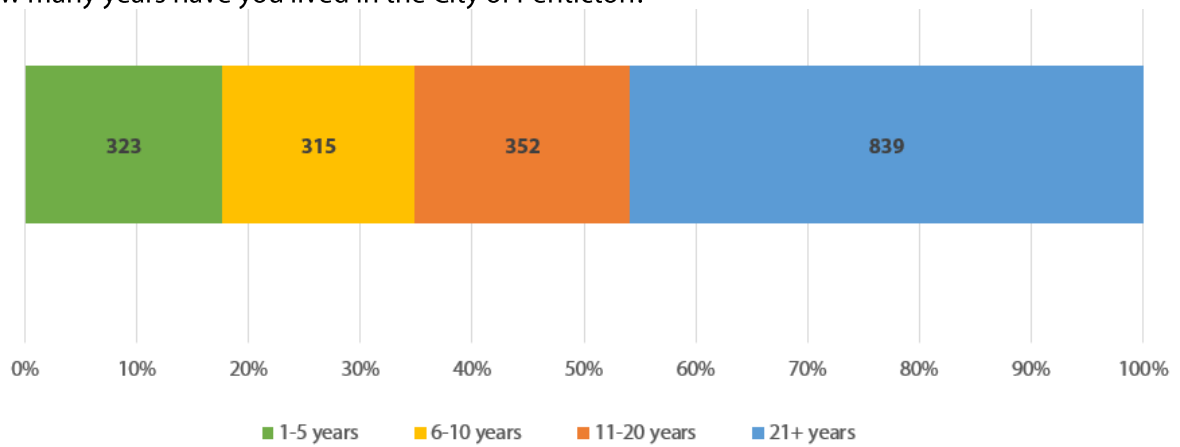
3.0 Feedback Form Results

One of the primary ways the City gathers formal feedback is through the use of feedback forms. The focus of the feedback form was to understand the level of safety residents feel in their neighbourhoods, the types of crime residents experience, their preferences for community safety investments, and to gauge their awareness for emergency preparedness. The deadline for feedback was Friday, Nov. 29. In total, **1842 feedback forms** were received. Please note that the key findings from those submissions are presented in this report and that complete results, including full comments, are available at shapeyourcitypenticton.ca

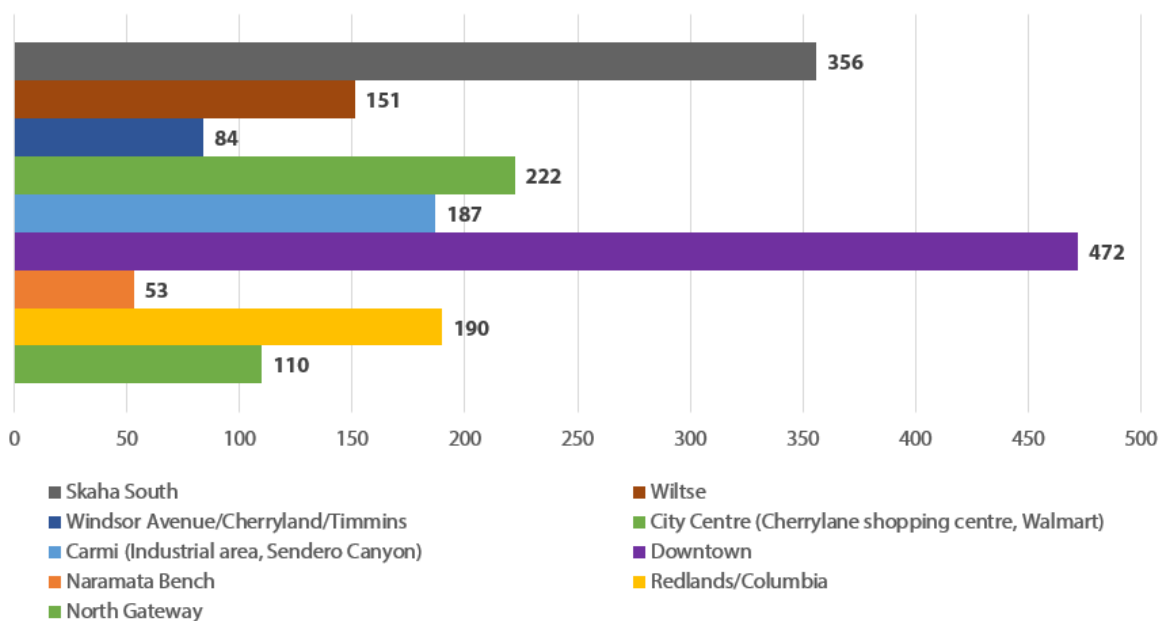
1. Please select your age category



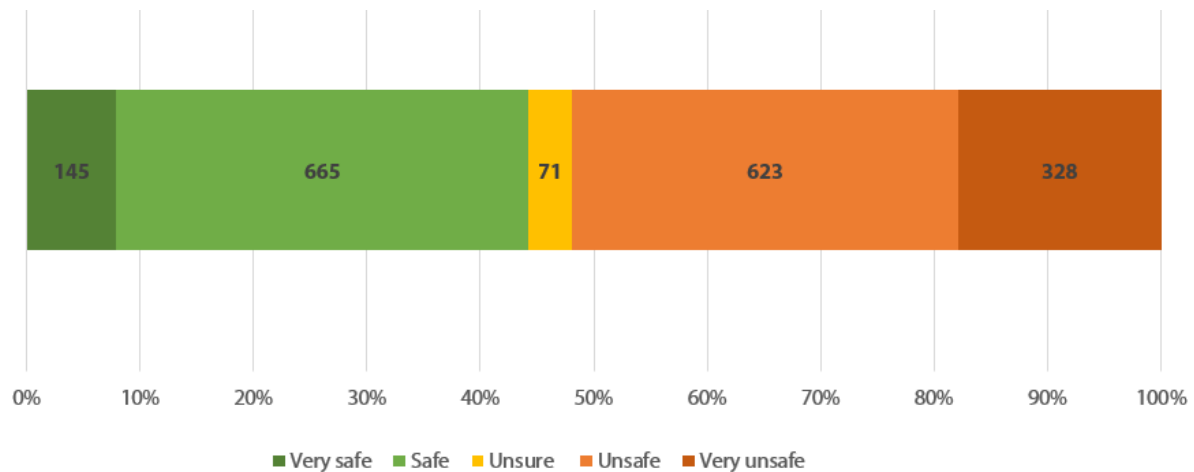
2. How many years have you lived in the City of Penticton?



3. Which neighbourhood do you live in?



4. How safe do you feel in your neighbourhood?



Respondents that selected 'Unsure' were invited to provide further comment. The following is a summary of the themes. Full comments are available at shapeyourcitypeterborough.ca

- Increase of homelessness and drugs on the streets, uncomfortable walking in the evenings
- Increasing property and vehicle thefts
- Lack of visible police presence

Respondents that selected 'Unsafe' were invited to provide further comment. The following is a summary of the themes. Full comments are available at shapeyourcitypeterborough.ca

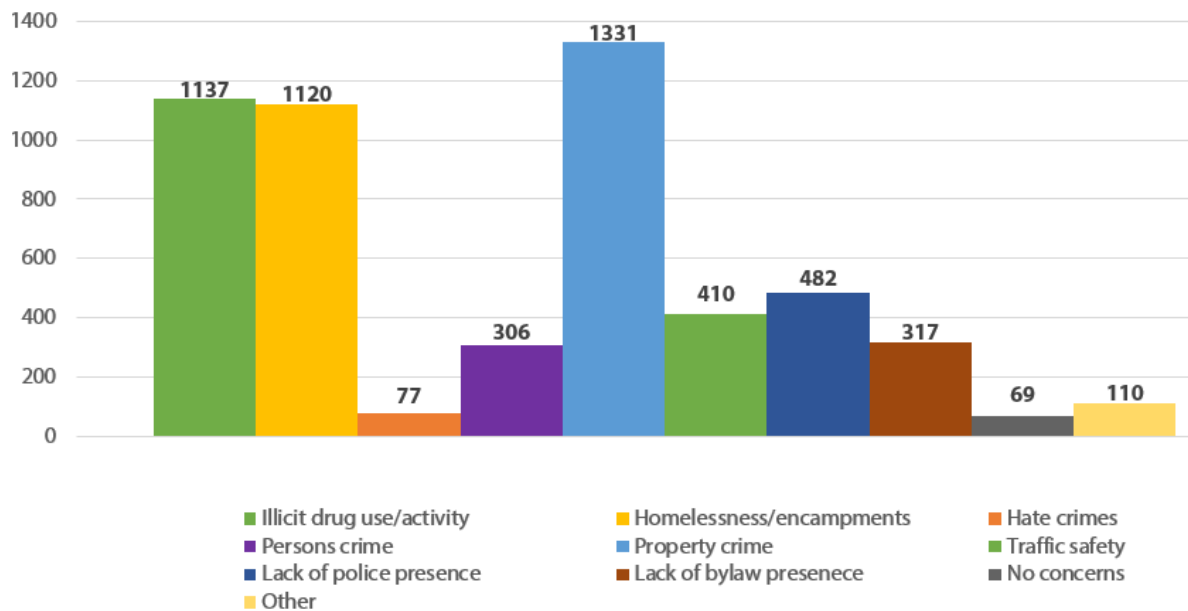
- People experiencing homelessness on drugs carrying weapons
- Too many encampments
- Open drug use and drug dealing
- Witnessing repeat thefts without consequences
- Physical assaults
- Property crime
- Traffic safety (speeding, no sidewalks in neighbourhood)
- Lack of police presence
- Thefts
- Drug paraphernalia in public spaces
- Increase in violent crimes (stabbings, homicides, more Emergency Response Team (ERT) incidents)

Respondents that selected 'Very Unsafe' were invited to provide further comment. The following is a summary of the themes. Full comments are available at shapeyourcitypeterborough.ca

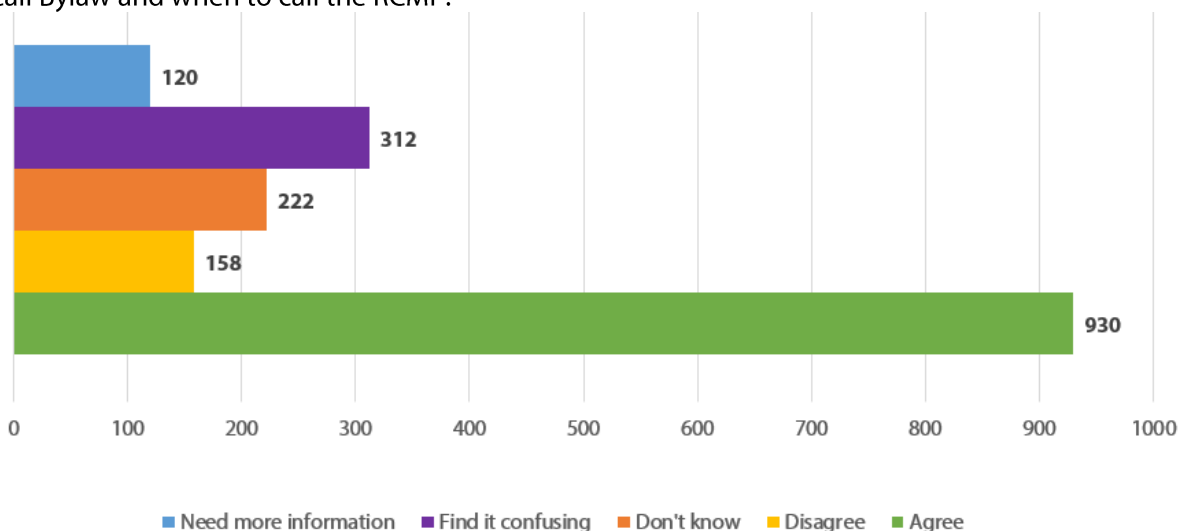
- Escalating open drug use, crime
- Increasing property and vehicle thefts
- Aggressive break-ins
- Physical assaults from those on drugs
- Vandalism

- Mental health issues resulting in aggressive behaviours from those experiencing homelessness
- Concern for the number of weapons carried by those experiencing homelessness
- Open drug use
- Increasing encampments and loitering on sidewalks
- Trespassing
- Increase in RCMP and ERT response in neighbourhoods
- Experiencing hate crimes

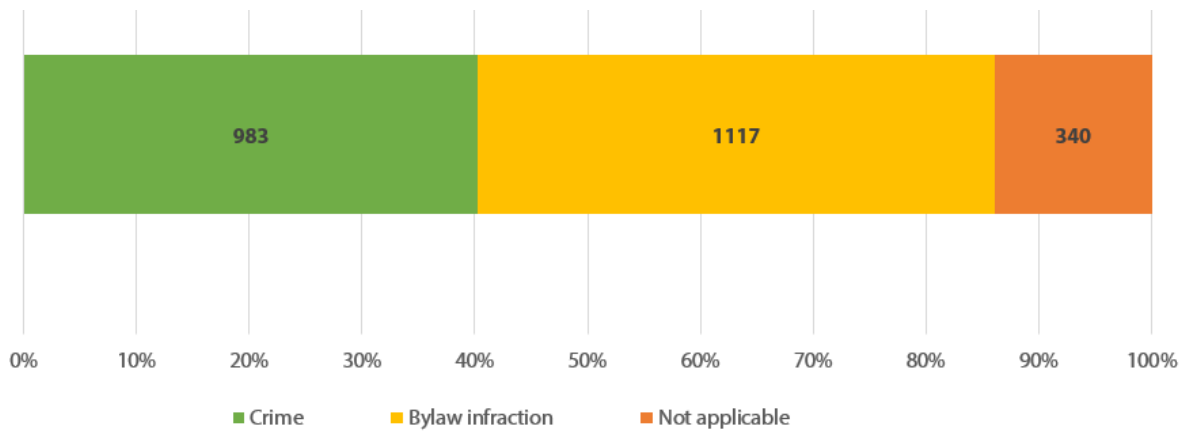
5. Which of the following issues are a top concern in your neighbourhood? Please select the top 3. Note: This graph represents responses from all neighbourhoods. Individual results are presented in the Conclusion section.



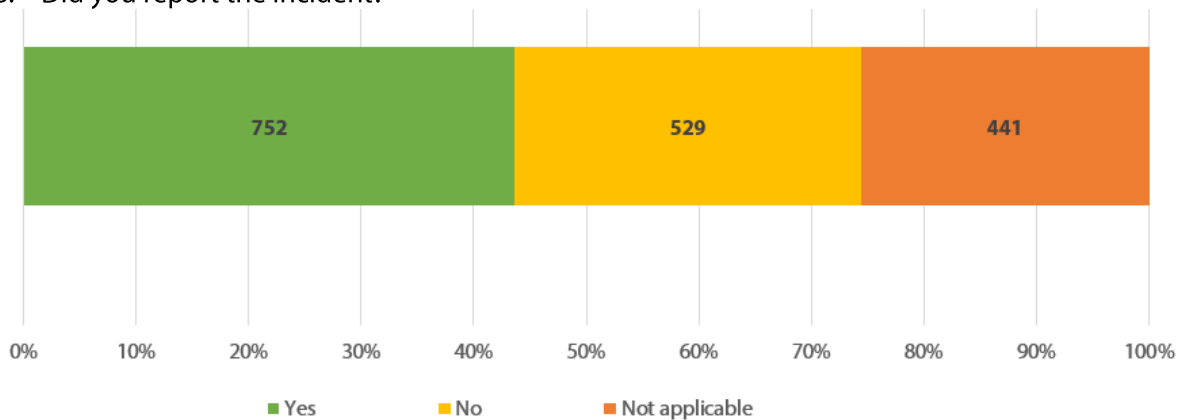
6. Please rate the following statement: I feel confident in knowing the difference between when to call Bylaw and when to call the RCMP.



7. Have you witnessed a crime or bylaw infraction in the last year?



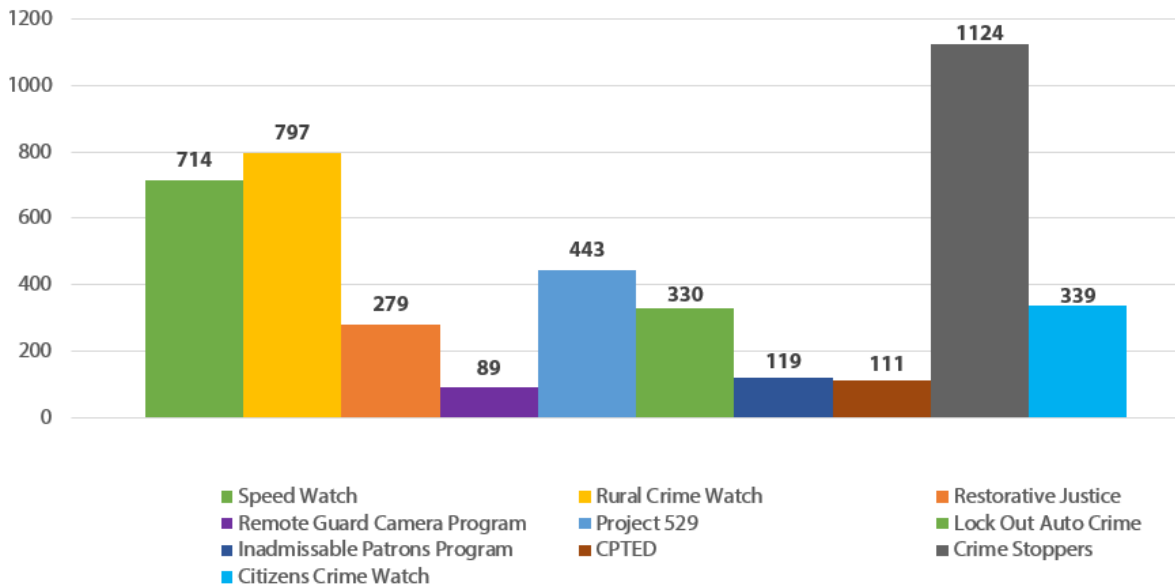
8. Did you report the incident?



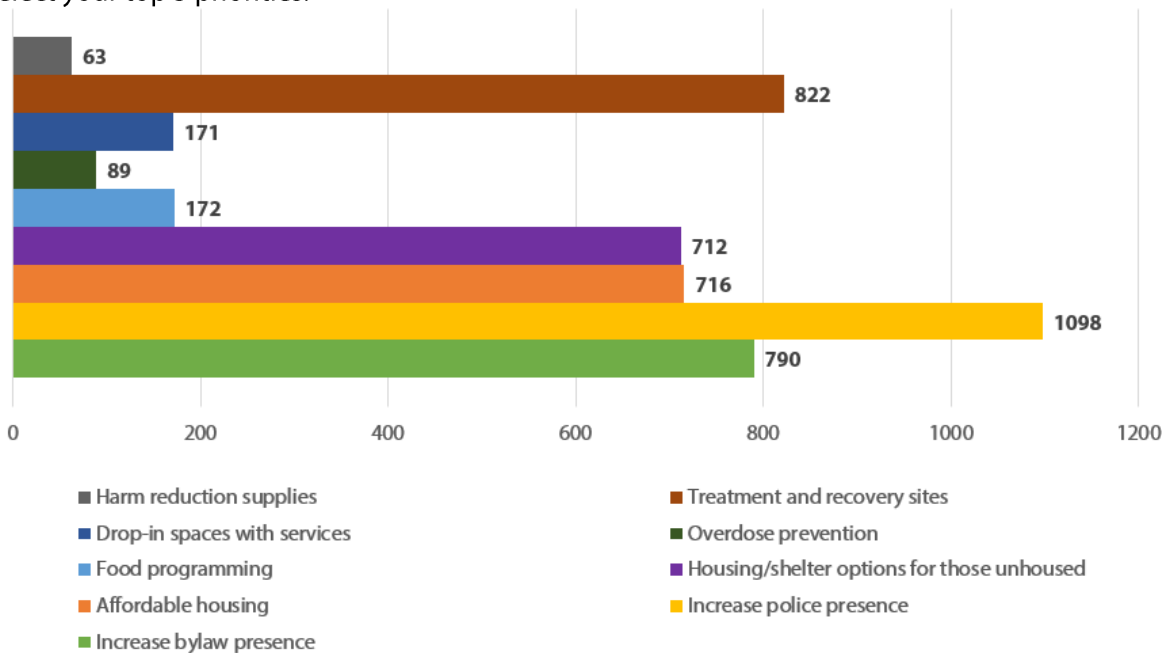
Respondents that selected 'No' were invited to explain why they did not report the incident they witnessed. The following are themes from the comments provided. Full comments are available at shapeyourcitypenticton.ca

- Concern that even if reported, nothing will change
- RCMP and Bylaw officers are already overwhelmed
- Have previously reported similar incidents without resolution
- Received no response from RCMP or Bylaw
- Unsure who to call
- When crime is happening daily, reporting it daily is not feasible
- Handled matter personally
- Incident was reported by someone else
- Concern that offenders aren't held accountable for their offences
- Concerned about repercussions of reporting

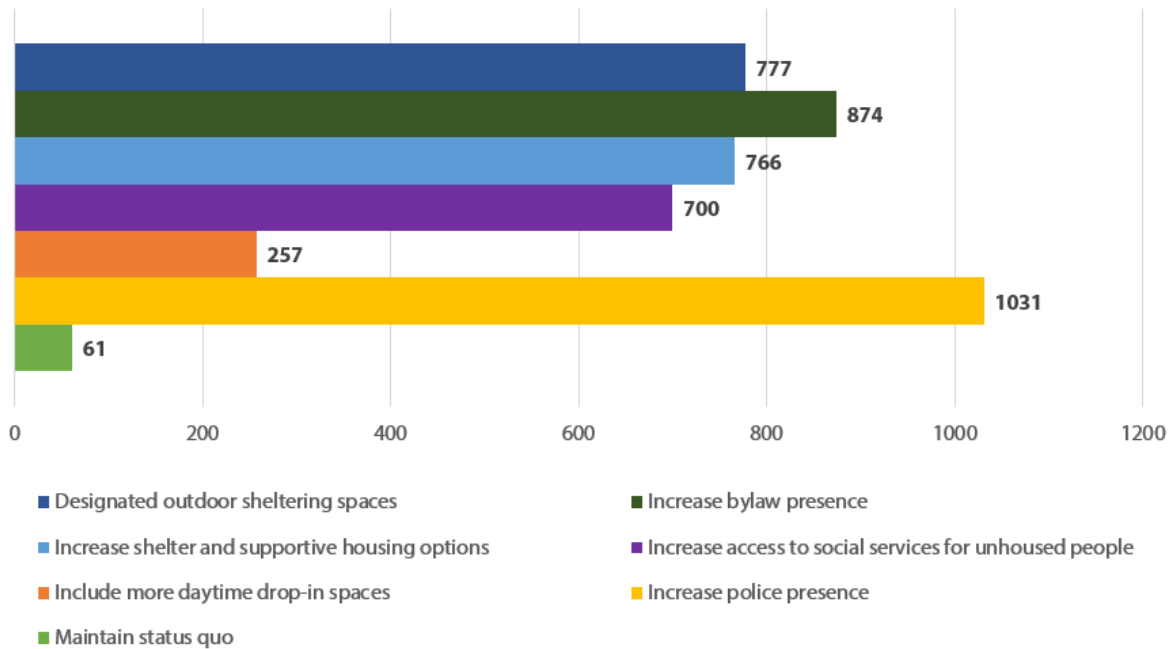
9. There are a number of initiatives and programs that can help address crime in neighbourhood areas. Are you familiar with the programs listed below? Select all that apply.



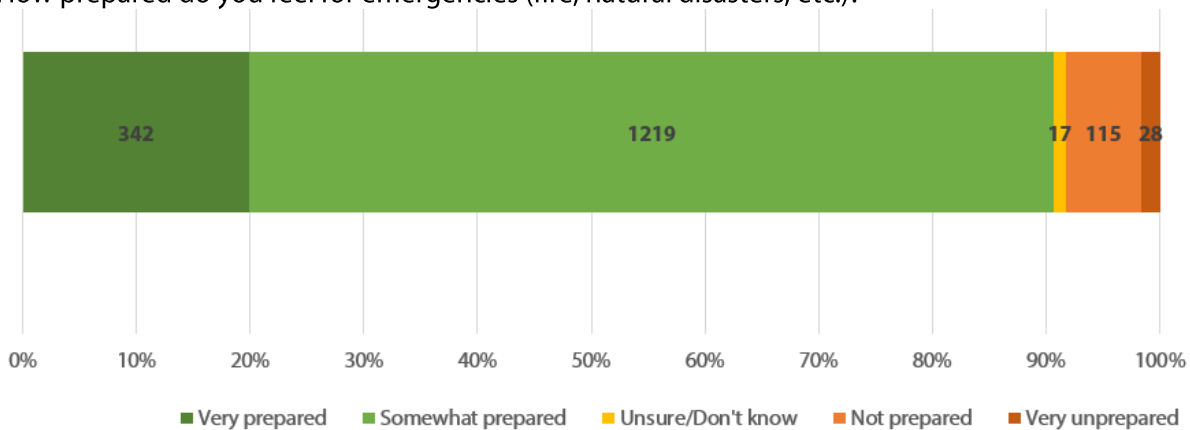
10. Where would you like to see future investments to support a Safe and Resilient community? Please select your top 3 priorities.



11. Encampments are on the rise in many communities in BC. For Penticton, please select the top 3 strategies you would like prioritized for managing encampments.



12. How prepared do you feel for emergencies (fire, natural disasters, etc.)?



Those that selected 'Unprepared' were invited to elaborate on their response. The following are themes from the comments provided. Full comments are available at shapeyourcitypenitcton.ca

- Do not have an emergency kit or go-bag
- Do not know where to start, what to do
- Lack of information about local hazards
- Inability to afford and store go-bag
- Too difficult to prepare for all events
- Difficult to prepare a plan, especially with pets

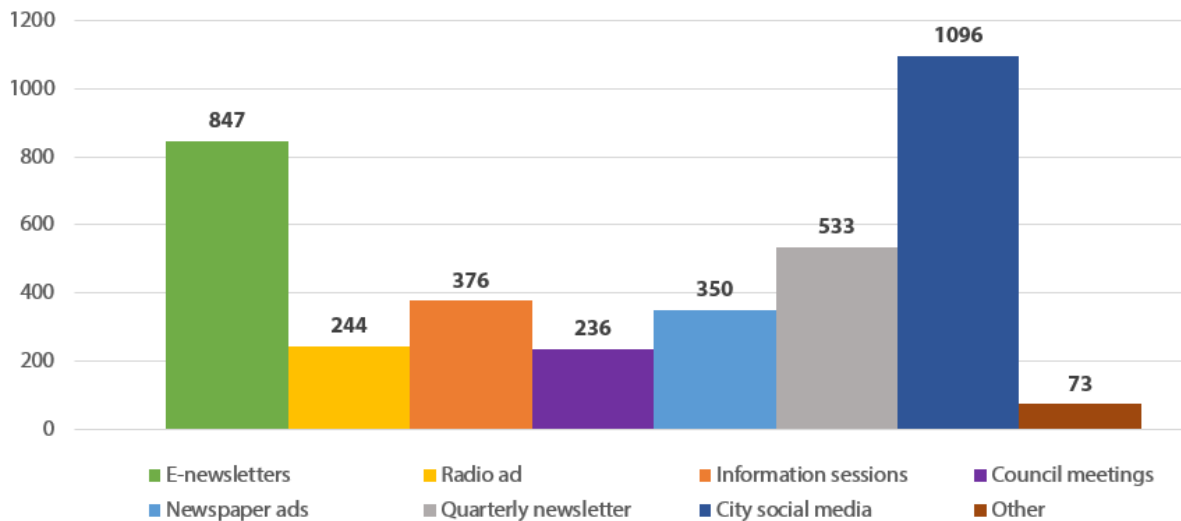
Those that selected 'Very unprepared' were invited to elaborate on their response. The following are themes from the comments provided. Full comments are available at shapeyourcitypenitcton.ca

- City hasn't provided enough information to residents about emergency planning
- Unaware of what City's [emergency response] plan is
- Lack of resources

Those that selected 'Unsure' were invited to elaborate on their response. The following are themes from the comments provided. Full comments are available at shapeyourcitypenticton.ca

- Lack of information for how to prepare
- No previous need to consider preparing
- Only just learning about what hazards to prepare for

13. How would you prefer to receive information about public safety programs or initiatives? Select all that apply.



'Other (please specify)' included online news sites, television news, flyers, with utility bills, on the SOEC billboard, direct to email inbox, and pop-up booths in the community.

14. Is there anything else you would like to share regarding public safety in our community?

The following are summaries of general themes provided by respondents. Full comments are available at shapeyourcitypenticton.ca

Crime and Safety

- Concerns for personal safety when downtown, or in parks
- Concerns with open drug use, drug dealing
- Concerns of threats or threatening behaviours from those experiencing homelessness, including with weapons
- Desire to see "catch and release" program reformed
- Desire for [stronger] consequences for law and bylaw breakers
- Desire for more police
- Concerns regarding aggressive deer
- Desire for more traffic calming measures, concerns with excessive speeding

Homelessness and Addiction

- Desire for higher levels of government to take back their responsibilities (provide mental health services/facilities, affordable housing, rehabilitation programs)

- Concerns that services in Penticton are attracting those experiencing homelessness from outside the city
- Concerns with encampments in public spaces limiting general use (parks, trails)
- Concerns for “lack of rules” for those in social/supportive housing (tolerance for drug use, theft, violence)
- Concern that the amount of BC Housing facilities are disproportionate to the population of the city

RCMP and Bylaw

- Concerns with the lack of response from police and bylaw officers when crimes are reported
- Desire for extended bylaw hours
- Desire for stricter enforcement of laws and bylaws, especially related to vandalism, theft and public drug use
- Desire to have bylaw officers focus less on parking concerns and more on community safety issues
- Desire to organize neighbourhood/citizen safety initiatives
- Desire for more bylaw officer staff in order to prevent encampments before they start

Mental Health Services

- Concerns for the lack of long-term treatment facilities
- Desire to collaborate with provincial and federal governments to create more centres of support (rehabilitation centres, mental health units)
- Desire for programs for families and individuals to support them before they become homeless

Community and Economic Impact

- Concerns that tourists avoid downtown areas because of safety concerns and encampments
- Concerns for safety throughout Nanaimo Square, businesses losing business
- Concerns with walking alone through neighbourhoods and parks (solo adults, older children/teens)
- Desire to see use of CPTED throughout community
- Concerns that guests and visitors won’t return due to amounts of visible homelessness and public drug use

4.0 Conclusions

The main goal of this process was to gather feedback from the community to understand the level of safety residents feel in their neighbourhoods, the types of crime residents experience and to gauge community awareness for emergency preparedness.

North Gateway

The majority of respondents living in this neighbourhood feel unsafe or very unsafe (56%) and 43% feel safe or very safe. 2% of respondents are unsure whether they feel safe. The

top 3 concerns for this neighbourhood are property crime (71%), followed by a tie of illicit drug use/activity and homelessness/encampments (70%).

Redlands/Columbia

The majority of respondents living in this neighbourhood feel safe or very safe at 69% and 26% unsafe or very unsafe. 5% of respondents are unsure whether they feel safe. The top 3 concerns for this neighbourhood are property crime (75%), followed by a tie of illicit drug use/activity and homelessness/encampments (40%).

Naramata Bench

The majority of respondents living in this neighbourhood feel safe or very safe at 74% and 26% unsafe or very unsafe. There were no unsure responses. The top 3 concerns for this neighbourhood are property crime (85%), followed by homelessness/encampments (48%) and illegal drug use/activity (42%).

Downtown

The majority of respondents living in this neighbourhood feel unsafe or very unsafe at 64% and 33% safe or very safe. 4% responded unsure. The top 3 concerns for this neighbourhood are illicit drug use/activity (79%), property crime (75%) and homelessness/encampments (69%).

Carmi (Industrial area, Sendero Canyon)

The majority of respondents living in this neighbourhood feel unsafe or very unsafe (50%), with 47% responding feeling safe or very safe. 3% responded as unsure. The top 3 concerns in this neighbourhood are property crime (77%), illicit drug use/activity (62%) and homelessness/encampments (58%).

City Centre (Cherrylane shopping centre, Walmart)

The majority of respondents living in this neighbourhood feel unsafe or very unsafe (71%), with 27% responding feeling safe or very safe. 2% responded as unsure. The top 3 concerns in this neighbourhood are homelessness/encampments (84%), illicit drug use/activity (80%), and property crime (72%).

Windsor Avenue/Cherryland/Timmins

The majority of respondents living in this neighbourhood feel unsafe or very unsafe (66%), with 31% responding feeling safe or very safe. 2% responded as unsure. The top 3 concerns in this neighbourhood are homelessness/encampments (83%), illicit drug use/activity (70%), and property crime (63%).

Wiltse

The majority of respondents living in this neighbourhood feel safe or very safe at 79% and 23% unsafe or very unsafe. 5% of respondents are unsure whether they feel safe. The top 3 concerns for this neighbourhood are property crime (79%), followed by homelessness/encampments (50%), and illicit drug use/activity (42%).

Skaha South

The majority of respondents living in this neighbourhood feel unsafe or very unsafe (52%), with 43% responding feeling safe or very safe. 6% responded as unsure. The top 3 concerns in this neighbourhood are property crime (79%), homelessness/encampments (70%) and illicit drug use/activity (66%).

Future investments to support a Safe and Resilient community

Respondents indicated their top three priorities for future investments to support a Safe and Resilient community are increasing police presence (65%), treatment and recovery sites (48%), and increasing bylaw presence (46%).

Strategies for managing encampments

Respondents indicated their top three priorities for managing encampments are increasing police presence (61%), increasing bylaw presence (52%), and designating outdoor sheltering spaces (46%), which eked ahead by 1% of increasing shelter and supportive housing options (45%).

Emergency preparedness

While the majority of respondents indicated they feel somewhat or very prepared for an emergency (91%), only 52% are registered for the City's emergency text notification system.

Next Steps

The feedback gathered through the engagement program is to be provided to the Safety and Public Partnerships team. It will also be shared with Council and the community-at-large.

Appendix A - Engagement Timeline

The following list summarizes the main methods that were used to raise awareness about the application and the opportunities for residents to provide feedback through the community engagement period that took place between October 29 and November 29, 2024.

Date	Activity
Oct. 29	Council-hosted Budget Open House
Oct. 29	Project information and feedback form on www.shapeyourcitypenticton.ca
Nov. 4	Eblast
Nov. 8	Service announcement
Nov. 13	Eblast
Nov. 18	Social media post
Nov. 27	Social media post
Nov. 29	Deadline for feedback forms