



2025 | CITY OF VICTORIA | Community Safety Wellbeing and Partnerships Department

Community Safety and Wellbeing Priority Actions

Initial Progress Update

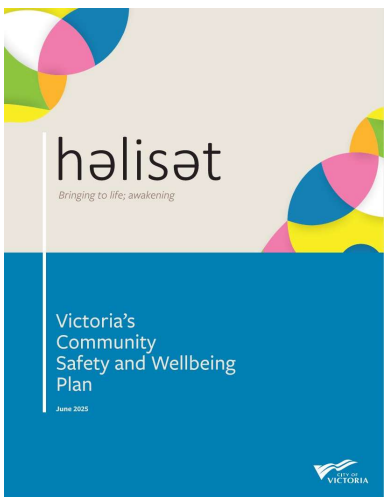



1  Committee of the Whole - September 18 2025

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Background

- Endorsement of Community Safety and Wellbeing Plan – July 2025
- \$10.35M to support diverse interventions, fill gaps and contribute to solutions in:
 - Housing
 - Health Care
 - Service Delivery
 - Downtown
 - Commerce
 - Policing and Justice



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Current Activities

- **Internal re-organization to establish new department using existing resources**
- **Continuing to deliver services and programs that improve protective factors, reduce risk factors and support broader plan objectives**
 - EG: Our DWTN Program; Road Safety Program; My Great Neighbourhood Grants etc.
- **Initial focus on resourcing, planning and identifying requirements for priority actions**
 - Goal to create an environment for people to access services and get the supports they need while dedicating new resources to enforcement

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Implementation Context

- **Strategic Investments**
 - Partnerships to deliver foundational services – this includes providing access to health resources and support for people who are moving through different stages of shelter and housing
 - Activities informed by insights from community organizations who have lived experience
- **Strategic Relationships**
 - Convening, collaborating and working with both internal and external partners
 - Island Health
 - BC Housing
 - Non-profit community service providers
 - Victoria Police
- **On-going monitoring and adaptation**
 - Seizing opportunities as they arise; adapting efforts to respond to changing needs

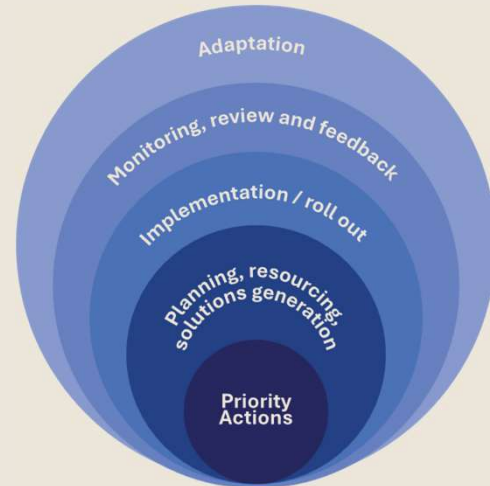
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Implementation Process

- Priority actions are at **different stages of maturity**; high levels of **inter-dependency**
- **Capacity building** and **continued advocacy** within all orders of government



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Enhanced Community Services

- **Relocation Support Services**
 - Expanded hours to reach people in neighbourhoods, the downtown core, and within parks
 - Conducting Vulnerability Assessments; Supportive Housing Referral Applications
- **Downtown Street Ambassador Program**
 - Providing first daily contact; assisting with wake up / pack up activities
 - Enabling positive experiences; helping individuals come into compliance with bylaws
 - Referrals to shelter housing and treatment options
 - Program launching later this month
- **Neighbour Network**
 - Providing toolkit of new resources - who to go to and how to help; support to new relationships among residents and businesses
 - Program launching next month

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Housing Solutions, Additional Shelter Capacity and Emergency Weather Response

- **New housing and sheltering solutions**
 - Goal to help people move to next stage as their needs change
 - Additional capacity within existing shelters
 - Second stage / recovery / transitional housing options
 - Exploring storage and transportation programs
- **Enhanced emergency weather response program**
 - Coordination, activation and supports for vulnerable population during extreme weather
 - Encouragement, collaboration and solutions with other municipalities
 - Preparing for deployment
 - Upcoming update from Emergency Management Team

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Downtown Cleaning & Streetscape Rehabilitation

- **Urban Clean Team deployment throughout downtown core**
 - Litter, graffiti, street cleaning, identifying damaged infrastructure for repairs
- **Community Clean Up Program on Pandora, Princess and Ellice**
 - Delivered with support of outreach providers, Police and Bylaw
 - Increasing services throughout fall
 - New employees hired within Public Works
- **Design underway for restoration on Pandora Avenue**
 - Removal of temporary fencing; restoring surfaces; upgrading infrastructure to support safety, visibility and cleanliness

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Community Safety & Bylaw Services

- **Increasing capacity with new staff and training program**
 - 4 officers hired and currently in training; recruitment continues throughout fall
- **Delivering new programs focused on security assessment and community education**
 - Direct outreach and work with businesses – including on Princess Avenue
- **Convening network of people from health, housing, social services, and public safety agencies to support at-risk individuals or families**
- **Planning for Community Safety Field Hubs in downtown core**

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Police Services and Capacity

- **Delivery of Community Safety and Targeted Enforcement Program (CSTEP)**
 - Enhanced police presence in downtown core
 - Delivers support to residents, businesses and visitors
 - Expansion into village centres and malls during holiday shopping season
 - Continuation of program into spring 2026
- **Recruitment and hiring process underway for new officers**
 - Dedicated resources to enable delivery of community programs and services, targeted crime prevention efforts and enforcement activities

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Summary

- **The City of Victoria is addressing community safety and wellbeing priorities**
 - Working with diverse partners to achieve common objectives
 - Advocating for other government investments in housing, mental health and addictions
 - Projects, partnerships and investments target combination of upstream and downstream solutions
- **Early stages of implementation to deliver on 11 priority actions**
 - Next progress report in November 2025