



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

Community Safety and Wellbeing Priority Actions

Progress Update

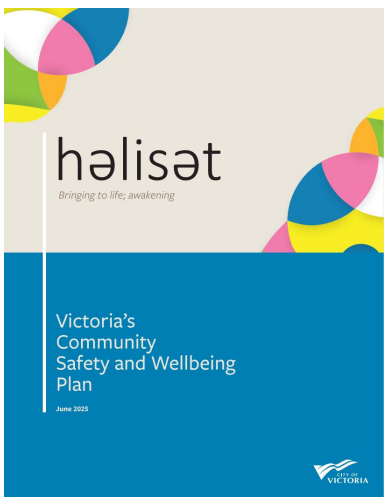



1  Committee of the Whole – November 20, 2025

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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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Foundational Activities

- **Internal re-organization to establish new department using existing resources**
- **Continued delivery of services and programs that:**
 - Improve protective factors
 - Reduce risk factors
 - Support broader plan actions and objectives
- **Creating the environment for individuals to get the supports they need while addressing enforcement and access for the broader public**

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Implementation Context

- **Strategic Investments**
 - Activities informed by insights from community organizations who have lived / living experience
- **Strategic Relationships**
 - Convening, collaborating and working with both internal and external partners
 - Island Health
 - BC Housing
 - Victoria Police
 - Various City Departments
- **On-going monitoring and adaptation**
 - Seizing opportunities as they arise; adapting efforts to respond to changing needs

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Enhanced Community Services & Coordination

- **Downtown Street Ambassador Program**
 - Solid Outreach Society - Underway
- **Housing Relocation Support Team**
 - Pacifica Housing - Underway
- **Downtown Neighbour Network Pilot**
 - DVBA - Underway
- **Cultural Outreach & Transportation Support Program**
 - Peer2Peer Indigenous Society – December 2025
- **Youth Outreach & Transportation Support Program**
 - Youth Empowerment Society – December 2025

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Housing Solutions & New Capacity

Working in collaboration with BC Housing:

- **Expanded Rock Bay Landing**
 - 30 additional mats
 - Opened August 2025
 - Shelter mats with meals, laundry access and programs
- **Launched new Recovery Oriented Housing Program on Johnson Street**
 - 20 new units
 - Will open April 2026
 - Independent, dry living with access to services and supports offered through Cool Aid
- **Actively exploring additional solutions**



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Emergency Weather Response

- **Coordination and supports for vulnerable population during extreme weather events**
 - Collaboration and solutions with other municipalities
 - Level 1 and Level 2 supports include:
 - Stay Warm / Stay Dry kits
 - Overnight shelter spaces
 - Overnight warming buses and warming tents



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Downtown Cleaning

- **Urban Clean Team deployment**
 - Litter, graffiti, street cleaning, damaged infrastructure repairs
- **Community Clean Up Program on Pandora, Princess and Ellice**
 - Delivered with support of community service providers, Police and Bylaw
 - Increasing services throughout fall
 - 4 - 6 visits / week



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Community Safety & Bylaw Services

- **Increasing capacity with new staff**
 - 4 officers hired; 5 hires in process
 - Recruitment continues for January 2026
- **Enhanced deployment integration with Police & Bylaw Services**
 - Community Safety Targeted Enforcement Program – Underway
 - Piloting two downtown Community Safety Field Hubs – January 2026
- **Expanded services and programs**
 - Coordinated outreach and education for businesses
 - Connecting vulnerable residents with outreach workers and support services
 - Investigating complaints, providing visible presence and conducting enforcement

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Progress Summary

Priority Action	Status
Hire additional bylaw officers	Underway
Match CSTEP Funding for Victoria Police	Completed
Increase public works attention in downtown core	Underway
Increase support for community service providers	Underway
Enhance Emergency Weather Response programs	Completed
Establish new housing and shelter options	Underway
Resource service providers to fill unused shelter spaces	Underway
Collaborate with Princess Street businesses	Underway

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