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Background

- **Endorsement of Community Safety and Wellbeing Plan – July 2025**
- **\$10.35M to support 11 priority actions**
- **Mandate to deliver diverse interventions, fill gaps and contribute to solutions in:**
 - Housing
 - Health Care
 - Service Delivery
 - Downtown
 - Commerce
 - Policing and Justice

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Context

- **6-months: Initiation into Implementation**
 - July 2025 – September 2025
 - Council endorsement of Plan, 11 priority actions, internal reorganization
 - Resourcing, planning and early implementation
 - October 2025 – January 2026
 - Continued roll out and implementation
- **Momentum is building**
 - Requires consistent effort and willingness to try new ways of doing
- **We have a framework for action**
 - Responding to changing community needs within the approved budget

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Approach to Delivery

- Continual process of **planning, doing, learning and adapting**
- Recognize high levels of **inter-dependency across actions**
- Involvement of **trusted partners and agencies**
- **Ongoing advocacy role** for Council

Exploration / resourcing / solutions

Planning / Design

Early implementation

Full implementation

Monitoring & adaptive management

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Partners in Delivery

coolaid. OUTREACH 

Yes YOUTH EMPOWERMENT SOCIETY

 PACIFICA HOUSING
Equitable housing in pursuit of thriving communities

 DOWNTOWN VICTORIA BUSINESS ASSOCIATION

 Government of Canada Gouvernement du Canada

Canada

 VICTORIA POLICE

 THE SALVATION ARMY

 BC HOUSING


 Peer2Peer Indigenous Society
Dedication. Service. Hope.

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Implementation Philosophy

- **Investments:**
 - Informed by insights from those with lived / living experience
 - Filling gaps and catalyzing action
 - Leveraging other funding
- **Relationships:**
 - Convening and collaborating
 - Internal and external teams
- **Implementation:**
 - Seizing opportunities and multi-solving
 - Respond to emerging or changing needs
 - Creating space for new ideas and roles

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Status of Priority Actions

Action	Status
1 Hire 12 additional bylaw officers	Underway
2 Hire 9 additional dedicated police officers	Complete
3 Match CSTEP Funding	Complete
4 Increase public works attention	Underway
5 Rehabilitate and rebuild Pandora and Princess	Initiation
6 Increase support for community service providers	Underway
7 Enhance Emergency Weather Response	Complete
8 Improve Health Access and Transportation Services	Underway
9 Establish new housing solutions & shelter options	Complete
10 Resource service providers to fill unused spaces	Complete
11 Collaborate with Princess Street businesses	Underway

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Support for Community Services Providers

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

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Support for Community Services Providers

- Launch of **Spark Program for Enhanced Youth Safety and Wellbeing**
 - Partnership with Public Safety Canada
 - City-led, multi-partner initiative
 - Now underway through Spring 2026

- Designed to **prevent crime and violence** and **support increased safety and wellbeing among children and youth under 30**
 - \$750,000 in funding to support 19 unique projects
 - Partnership with 16 community organizations and 3 City divisions
 - Focus on prevention, wellbeing, belonging, and resilience

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Spark Program Partners

Aboriginal Coalition to End Homelessness	Crisis Response Community Led (CRCL) Mobile Team
Beacon Community Services	Big Brothers Big Sisters Victoria
Capital Bike	Cridge Centre for the Family
Good Night Out Victoria	Inter-Cultural Association of Greater Victoria
John Howard Society of Victoria	MakeSpace Society
Mustard Seed Victoria	Power to Be Victoria
Thrive Social Services	Umbrella Society for Addictions and Mental Health
Restorative Justice Victoria	Victoria Youth Empowerment Society

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Housing & Sheltering Solutions

- **Rock Bay Landing** – 30 additional spaces
 - Opened in August 2025
 - Shelter mats with meals, laundry access and programs
- **Johnson Recovery Housing Program** – 20 new units
 - Target opening in early April 2026
 - Independent, dry living with access to services and supports through Cool Aid
- **Bridge Street Pathways Shelter** – 34 new spaces
 - Target opening in Spring 2026
 - Low barrier, referral-based shelter with meals, laundry, storage and supports
 - Focused on Elllice Street, Pandora Avenue and downtown areas
- **Salvation Army ARC Victoria** – 13 additional spaces
 - In progress; partnership development underway
 - Sober based shelter with access to meals, services, laundry and supports
 - Target opening in early April 2026

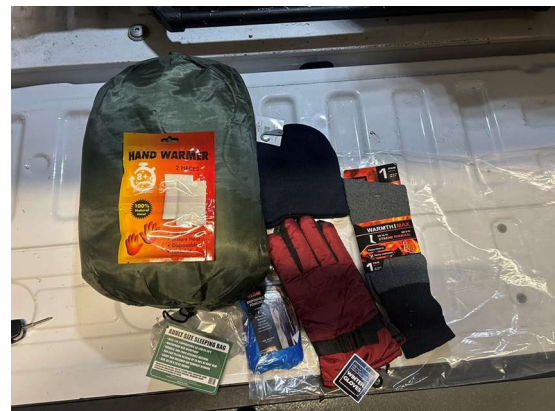
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Enhanced Emergency Weather Response

- **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
 - Wellness Checks
 - Overnight shelter spaces
 - Overnight warming buses and warming tents



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Increased Downtown Cleaning

- **Urban Clean Team deployment**
 - Litter, graffiti, street cleaning, repairs
 - 7 days a week
 - Early morning services
 - High traffic areas
- **Community Clean Up Program on Pandora, Princess and Ellice**
 - Delivered with support of service providers, Public Works, Police and Bylaw
 - 5 days a week



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Community Safety & Bylaw Services

- **Increased capacity within the Team**
 - 10 of 12 officers hired to date + new manager
 - Recruitment continues for January 2026 to achieve goal of 12 net new
- **Expanded service & program focus**
 - Coordinated outreach and education for businesses
 - Connecting vulnerable residents with outreach workers and support services
 - Investigating complaints, providing visible presence and conducting enforcement
- **Enhanced deployment integration with Police**
 - 2 dedicated officers – started January 5, 2026
 - 7 beat officers for Victoria – announced January 13, 2026

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Community Safety Field Hubs

• Launch of Field Hubs for City & Police Teams

- Provide deployment for *Patrol team* and *Feet on the Street team*
- 999 Pandora Avenue and 709 Douglas Street
- Operational February 2026



• Intended outcomes

- Increased collaboration with Victoria Police
- improved relationships with community, businesses and service providers
- Increased visibility for public
- Reduced social disorder and criminal activity



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Pandora Avenue Restoration

• Focus on safer and cleaner space for everyone

- Zone-based, phased implementation approach
- Emphasis on restoring and protecting assets and ability to effectively clean
- Recognition of continued service delivery – MSDPR / The Harbour
- Monitor / adapt for future phases of investments

• Upcoming initiatives

- Planting in median at Vancouver and Pandora
- Creation of Victoria Conservatory Plaza
- New pedestrian lighting – Quadra Street (Pandora to Johnson)
- Removal of temporary fencing from boulevards

• Implementation through spring / summer 2026

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Pandora Avenue Restoration



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What Next

Action	Next Steps
1 Hire 12 additional bylaw officers	Operationalize and Evolve
2 Hire 9 additional dedicated police officers	Operationalize and Evolve
3 Match CSTEP Funding	Wrap Up
4 Increase public works attention	Operationalize and Evolve
5 Rehabilitate and rebuild Pandora and Princess	Phased Implementation
6 Increase support for community service providers	Monitor and Adapt
7 Enhance Emergency Weather Response	Deliver and Plan for Next Year
8 Improve Health Access and Transportation Services	Deliver and Expand
9 Establish new housing solutions & shelter options	Monitor and Adapt
10 Resource service providers to fill unused spaces	Monitor and Adapt
11 Collaborate with Princess Street businesses	Operationalize

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Reflections

- The City is 6 months into *planning, resourcing, and delivering* priority actions the Community Safety & Wellbeing Plan
- The fundamental framework is now in place
 - We are continuing with targeted investments and building relationships
 - There are more opportunities ahead – and (much) more work to do
 - Momentum is building as we continue to learn, act and adapt