

Welcome to the Community Safety Business Forum



January 27, 2026

6:00-8:30 p.m.

kelowna.ca

Community Safety Plan

Actions to reduce risk, vulnerability
and harm in our community

Safety is fundamental to a healthy community. It underpins wellbeing, economic vitality, and our quality of life.

The City's Community Safety Plan is a five-year (2022-2026) community-built action plan to improve safety and sense of safety. The plan is designed to generate shared ownership, vision and action among government ministries and community organizations.

► Visit kelowna.ca/communitysafetyplan to learn more.



Business Safety Community Forum
Action Plan

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Crisis-Response Community-Led (CRCL)

A new approach to crisis response

CRCL (pronounced “circle”) is a community-led, non-police crisis response service coming to Kelowna in early 2026. Delivered by the Canadian Mental Health Association (CMHA), the program provides compassionate support for people aged 13+ experiencing mental health or substance use crises.

Why it matters

The development and delivery of CRCL is a Community Safety Plan action. CRCL allows people in crisis to receive compassionate, specialized support, while **helping police focus on crime and safety-related calls.**

What it offers

- ▶ Rapid, mobile crisis support from trained mental-health professionals
- ▶ Crisis stabilization, safety planning, and advocacy
- ▶ Connection to community services and follow-up support
- ▶ Basic care (food, clothing)

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Crime Prevention

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Crime Prevention Through Environmental Design (CPTED)

Designing safe, welcoming spaces

CPTED is a proactive approach to community safety. It helps reduce opportunities for crime by shaping the environment around businesses, residences and public spaces.



Book an audit

You can book a free CPTED audit with an expert. Together, we'll tour your property to identify areas that may invite unwanted activity. You'll receive a report with tailored recommendations, along with a chance to connect with the City's Community Safety Team.

► Visit kelowna.ca/CPTED to learn more.



Over the past five years, the CPTED program has successfully reduced crime in areas with moderate to high calls for service.

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Crime Prevention

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Mayor's Task Force on Crime Reduction

Community-driven initiatives to reduce crime

Established in 2023, the Mayor's Task Force on Crime Reduction (MTFCR) provided seven recommendations, with specific actions linked to each, that were endorsed by Council in May 2024. Many of the initiatives are in progress with several programs and expansions underway. The work reflects a coordinated, multi-agency approach to crime reduction, community engagement, and advocacy for systemic change both federally and provincially.

- 1** Enhance Business Improvement Area (BIA) community safety programs
- 2** Increase resident engagement & education in crime prevention/reduction
- 3** Increase support for treatment and recovery
- 4** Partner with regional / provincial gov't and non-gov't orgs to establish Sobering & Assessment Centres
- 5** Through partnerships, explore the creation of a full-continuum multi-care site
- 6** Advocate for continued follow-through on the 2022 Provincial Report, "Transforming Policing and Community Safety in BC"
- 7** Continue to advocate for measures to address repeat offending and increase confidence in the justice system.

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Crime Reduction

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Kelowna Fire Department

Crime & fire prevention checklist

A few simple steps can help you meet fire code, follow City bylaws, and make your property safer. The Crime & Fire Prevention Checklist is your quick guide to safeguard your property, lower the risk of fire and theft, and prevent costly insurance issues or penalties.

The checklist contains information on how to easily safeguard your property by improving:

- ▶ Access & Security
 - ▶ Waste & Container Security
 - ▶ Combustible Storage
 - ▶ Landscaping & Visibility
- ▶ Find the full checklist at:
kelowna.ca/communitysafety.



The Crime & Fire Prevention Checklist is a joint effort between the Kelowna Fire Department, Bylaw Services, and Community Safety teams.

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Protective Services

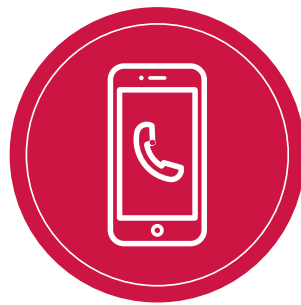
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Who to call, when to call

Your contacts in an emergency and reporting crime,
City bylaw violations, and safety concerns.



EMERGENCY



A serious crime has just occurred or is about to occur. This includes in-progress crime, or if someone's health, safety, or property is in jeopardy.



You have an emergency that requires immediate action from the police, ambulance, or fire.



RCMP NON-EMERGENCY

For non-emergency and general inquiries for:

- ▶ Reporting a crime after it has occurred
- ▶ Reporting stolen, lost or found property
- ▶ Reporting suspicious or illegal activity
- ▶ Obtaining general information from the RCMP



Report Online:
kelowna.ca/police

The online reporting tool is an alternative way to report incidents that may not require police attendance.

Note: Crimes with suspects, injuries, or concerns for health or safety may not be reported online.



BYLAW SERVICES

You can register a complaint for:

- ▶ Nuisance property / unsightly premises
- ▶ Parking infractions
- ▶ Person(s) sheltering in public spaces
- ▶ Zoning / Illegal suites

Report Online: kelowna.ca/bylaws

More Resources

- **Graffiti**
250-469-8600 (option 6)
for the graffiti hotline
 - **Safe Needle Disposal**
Parks Department
250-717-2757 between 8 a.m. and 4 p.m.
- Fire Department
after hours (non-emergency)
250-469-8801, needle collection option

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Protective Services

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What we've heard

SAFETY & SECURITY

Customers, business owners, and staff feel unsafe. Businesses are asking for more safety supports.

- ▶ Police response times feel too slow
- ▶ Need more clarity between RCMP's role versus Bylaw
- ▶ Frustrated and exhausted by dealing with the same issues and same people again and again – feel helpless
- ▶ Lack of access to business and diminished sense of safety is a barrier for customers
- ▶ Staff don't feel safe when people are loitering nearby, especially when opening or closing the store, or when asking people to leave



"Sometimes I feel like reporting an issue won't help. They are gone by the time the cops come."

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Community Feedback

January 27, 2026

What we've heard

CLIENT SERVICE & COMMUNICATION

Businesses are asking for more communication to stay informed on what is being done, and who is doing what.

- ▶ Businesses aren't sure who to contact for support
- ▶ Businesses feel left out of the loop
- ▶ How are decisions made?



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Community Feedback

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What we've heard

CLEANLINESS & BEAUTIFICATION

Businesses are having to clean up mess left in and outside of their business.

- ▶ Businesses have to clean up with what is left behind by people and feel unsafe cleaning up certain things
- ▶ More consistent cleaning is wanted (sometimes clean up lasts only a few hours)
- ▶ Want to know who to contact for clean up
- ▶ Patrons avoid businesses because of mess left outside

"I never thought I would have to clean up some of the things that I've found outside by business."



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What we've heard

FINANCIAL IMPACTS

Business owners are incurring more costs to deal with these issues.

- ▶ Businesses feel conflicted about staying open or not
- ▶ Losing customers and can't attract new customers, foot traffic is down
- ▶ Businesses are spending more money on security
- ▶ Property damage:
e.g. graffiti, broken windows /damaged doors, scorch marks / fire , broken promotional signage, damaged outdoor seating/ tables
- ▶ Increased operation costs
 - Products destroyed/ losing inventory
 - Repairs sometimes have to be repeated
 - Losing staff and new staff have to be constantly trained

"I just don't know how much longer I can financially weather this storm. Things need to change."

"I arrived to find my window broken; this is not what I wanted to deal with today."

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What we've heard

PERSONAL WELLBEING

Business owners and staff are feeling the impact of community safety issues.

- ▶ Business owners are anxious about safety concerns
- ▶ Staff must be constantly vigilant
- ▶ Businesses feel like they are going through too much
- ▶ Staff sometimes witness traumatic incidents
- ▶ Business staff and owners can't "switch off"



"I used to be able to go home and relax, but now I'm just stressed about what I might walk into in the morning."

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