

**2024**

# **Business Plan**

**DEVELOPMENT SERVICES**

Bylaw, Community Safety  
and Parking

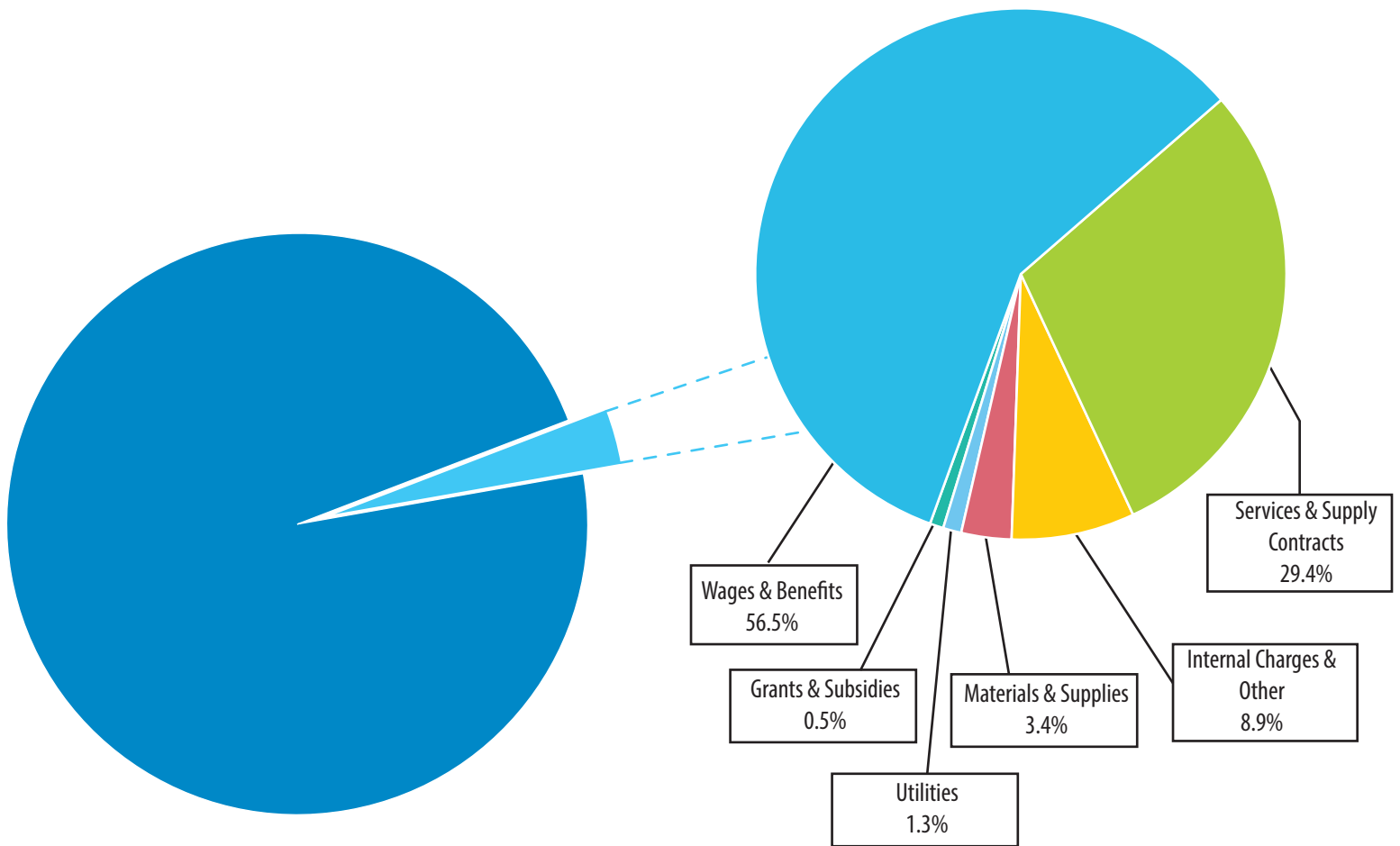
# DEPARTMENT OVERVIEW

The Bylaw, Community Safety and Parking Department is responsible for bylaw enforcement, animal control, and City of Nanaimo owned parking facilities and enforcement.

The Core Services are:

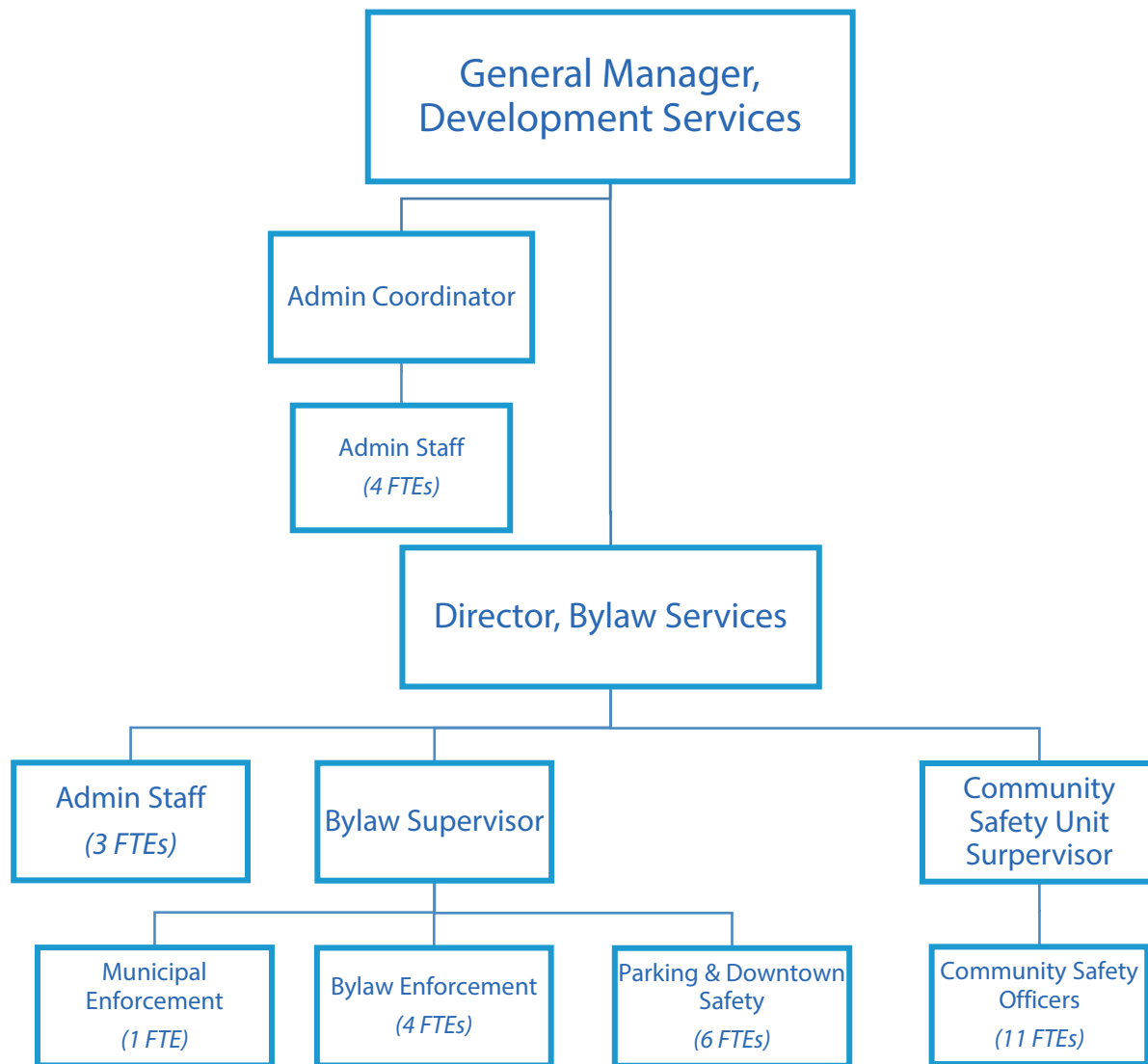
- Bylaw Enforcement
- Adjudication Administration
- Municipal Enforcement (Commercial Vehicles)
- Parking Enforcement
- Community Safety
- Animal Control

# DEPARTMENT'S SHARE OF THE BUDGET



**Operating Expenditure Budget:**

**\$ 5,643,773**



# LEVEL OF SERVICE

## Bylaw Services

- Receives, investigates, and enforces regulatory bylaw complaints from the public, City departments and other agencies
- Zoning, building, signs, property maintenance, public nuisance, business licencing, traffic bylaw matters, remedial actions
- Assists Legislative Services and other City departments in the development and updating of regulatory bylaws
- Municipal enforcement responses to sheltering in public spaces and incidents of public disorder
- Nuisance properties
- Corporate security and employee safety

## Adjudication Administration

- Administration of the bylaw notice adjudication system
- Service agreement with eight municipalities to administer a Dispute Adjudication Registry System (DARS)
- Municipal ticketing management

## Municipal Enforcement

- Enforce Traffic and Highways Bylaw with particular attention to Commercial Vehicle Regulations
- Perform dangerous goods inspections of commercial vehicles
- Assists Engineering Department in commercial vehicle traffic and truck route matters

## Parking Enforcement

- Proactive parking enforcement in Downtown, University, Hospital areas, City parks and recreation facilities
- Parking enforcement and security patrols in (3) City-owned Parkades and (6) surface parking lots

- Utilization of licence plate recognition technology
- Downtown security foot-patrols & municipal enforcement responses to public disorder incidents
- Administration of all City issued parking permits to the public including Downtown parkade facilities matters

## Community Safety Unit

- Provides front-line municipal responses and supports to the community to reduce public disorder and anti-social behaviours with an emphasis on the Downtown area
- Engagement with vulnerable citizens including people experiencing homelessness to assist in coordination of appropriate social, health and enforcement responses
- Conduct investigations and enforce all City regulatory bylaws with an emphasis on protection of parklands and public infrastructures
- Provision of a highly-visible municipal enforcement presence through proactive foot and bicycle patrols

## Animal Control

- Contracted animal control services to the City of Nanaimo
- Operation of the Animal Pound and Adoption Centre
- Reuniting lost animals with owners and adoption of unclaimed animals
- Dog licencing & dangerous dog management
- Promoting responsible pet ownership and humane treatment of animals
- Enforcement of the Animal Responsibility Bylaw
- Reactive and proactive investigation and patrol with emphasis on parklands and municipal beaches
- Removal of wildlife carcasses from roadways and beaches

# 2023 ACHIEVEMENTS

## Community Safety Unit

- Conduct proactive foot and bicycle patrols downtown 19.5 hours daily, seven days a week.
- 6,836 calls for service (Jan – July)
- Hundreds of wellness checks conducted, 38 responses where CPR and medical aid were provided, over 900 units of Naloxone administered in response to overdose emergencies (Jan – July).

- CSO's provided primary staffing supports for overnight extreme weather emergency shelter events.
- Shoes, clothing and water distributed to vulnerable, unhoused citizens.
- Coordination of site clean-up and remediation of significant encampment locations in City parks and other open spaces.

## 2023 ACHIEVEMENTS

- Enforcement and security supports for Commercial Street Thursday night markets and other community events and festivals.
- Involved in coordination and execution of the 2023 homeless Point-in-Time Count.
- Participation on the Acute Response (Situation) Table for Nanaimo
- Ongoing coordination of the Downtown Nanaimo Community Safety Action Plan.

### Bylaw Unit

- Administration of the Nuisance Property Abatement program.
- 1,453 calls for service (Jan-July) including 217 unsightly properties, 302 encampments (outside of downtown core – does not include encampment responses by CSO's)

### Parking Services

- Pay parking will be introduced to the Hospital area in September 2023.

- In previous years, parking patrol officers provided enforcement responses to public disorder matters in the downtown core. Parking enforcement has increased with the creation of the CSO program. 8,036 tickets were issued (Jan – July 2023) in comparison to 6,975 in 2022.
- The municipal enforcement officer program has been suspended in recent years, and parking patrols now conduct patrols and enforcement duties throughout the City.
- New security measures continue to be implemented in City Parkade facilities including the installation of CCTV systems in Harbour Front and PoNC parkades.

### Animal Control

- Nanaimo Animal Control Services Ltd continues to provide contracted services to the City operating the animal shelter facility and enforcing the Animal Responsibility Bylaw.
- Renovation plans are in development to improve dog kennel facilities at the shelter.

## 2024 CONSIDERATIONS AND OPPORTUNITIES

- The Province has provided funding for the development of a Community Safety and Wellness Plan which will provide opportunity to evaluate progress in implementation of the Downtown Nanaimo Community Safety Action plan and to determine if it is feasible to expand the measures to be City-wide initiatives.
- The CSO Unit is receiving training to conduct Crime Prevention Through Environmental Design (CPTED) assessments to reduce disorder and foster positive social interaction among the users of public spaces downtown.
- CSO unit will receive advanced overdose training and trauma informed practice to enhance services and supports to vulnerable citizens, and is exploring opportunities to conduct joint patrols with medical outreach teams.

## 2024 KEY INITIATIVES

### Initiatives

#### Strategic Priority: Social, Health and Public Safety Challenges

Parkade Security Improvements

Community Safety and Wellness Plan

CSO training and development

# PROPOSED OPERATING BUDGET

	2023	2024	2025	2026	2027	2028
	Approved Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
<b>Revenues</b>						
Animal Control	\$ 358,500	\$ 369,500	\$ 373,195	\$ 376,927	\$ 380,696	\$ 384,503
Bylaw Services	71,600	129,900	131,199	132,511	133,835	135,175
Community Safety	-	-	-	-	-	-
Parking	1,693,751	1,955,602	1,975,159	1,994,912	1,983,950	2,003,790
<b>Annual Operating Revenues</b>	<b>\$ 2,123,851</b>	<b>\$ 2,455,002</b>	<b>\$ 2,479,553</b>	<b>\$ 2,504,350</b>	<b>\$ 2,498,481</b>	<b>\$ 2,523,468</b>
<b>Expenditures</b>						
Animal Control	\$ 762,486	\$ 799,879	\$ 815,921	\$ 832,236	\$ 848,876	\$ 865,853
Bylaw Services	1,340,284	1,481,780	1,527,320	1,557,660	1,589,025	1,616,380
Community Safety	1,676,684	1,623,194	1,668,797	1,701,052	1,734,683	1,763,670
Parking	1,586,724	1,738,920	1,780,453	1,815,816	1,852,223	1,886,812
<b>Annual Operating Expenditures</b>	<b>\$ 5,366,178</b>	<b>\$ 5,643,773</b>	<b>\$ 5,792,491</b>	<b>\$ 5,906,764</b>	<b>\$ 6,024,807</b>	<b>\$ 6,132,715</b>
<b>Net Annual Operating Expenditures</b>	<b>\$ 3,242,327</b>	<b>\$ 3,188,771</b>	<b>\$ 3,312,938</b>	<b>\$ 3,402,414</b>	<b>\$ 3,526,326</b>	<b>\$ 3,609,247</b>
Staffing (FTEs) - Budgeted	28.0	28.0	28.0	28.0	28.0	28.0

	2023	2024	2025	2026	2027	2028
	Approved Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
<b>Expenditure Summary</b>						
Wages & Benefits	\$ 3,065,025	\$ 3,187,613	\$ 3,287,887	\$ 3,352,710	\$ 3,420,163	\$ 3,476,619
Services & Supply Contracts	1,613,722	1,662,136	1,695,379	1,729,284	1,763,873	1,799,149
Materials & Supplies	198,227	190,685	194,498	198,384	202,357	206,400
Utilities	70,880	71,800	73,236	74,699	76,193	77,717
Internal Charges & Other	388,324	501,539	511,491	521,687	532,221	542,830
Debt Servicing	-	-	-	-	-	-
Grants & Subsidies	30,000	30,000	30,000	30,000	30,000	30,000
<b>Annual Operating Expenditures</b>	<b>\$ 5,366,178</b>	<b>\$ 5,643,773</b>	<b>\$ 5,792,491</b>	<b>\$ 5,906,764</b>	<b>\$ 6,024,807</b>	<b>\$ 6,132,715</b>

2023 wages & benefits reflect 2022 wage rates as contract negotiations were completed after adoption of 2023 - 2027 Financial Plan

## Proposed Changes

A business case for a Bylaw Steno has been prepared for Council's consideration for inclusion in the 2024 – 2028 Financial Plan.

# APPENDIX A: BYLAW STATISTICS

Total Bylaw Calls:	Bylaw	CSO
2019	3,715	n/a
2020	4,396	n/a
2021	4,681	n/a
2022	4,627	2,378
2023 (Aug. 4)	2,753	6,838

## Calls – By Description (Jan.1 – Aug. 4, 2023)

### Bylaw Enforcement Officers

- Abandoned Autos – 8
- Animal Control Assist – 8
- Building Department Assist – 38
- Business Licence Assist – 30
- Buskers – 1
- Clean Team – Parks – 10    Clean Team – Streets – 39
- Containers (planning) – 2
- Dumping – 27
- Dust – 8
- Engineering Assist - 11
- Fire Department Assist – 19
- Graffiti – 104
- Impounded vehicle – 4 (this is not being utilized correctly and is not accurate)
- Noise – 166
- Nuisance – 11
- Parking Assist – 237
- Parks & Rec Assist – 30
- Planning Assist – 43
- Public Assist – 38
- Public Works Assist – 47
- RCMP Assist – 16
- Security – 50
- Security – Multi BEO – 2
- Security – Welfare Check – 14

- Security – Drug Related – 25
- Security – EHS Assist – 1
- Security – Encampment – 303
- Security – Parkade – 73
- Security – Sleeper – 44
- Signs – 16
- Smoking – 6
- Snow/Ice Removal – 3
- Traffic – 1000
- Traffic – Living in Vehicle – 39
- Unsightly – 217

### Community Safety Officers

- Accelerants Removal – 6
- Assist – Animal Control - 10
- Assist – EHS - 35
- Assist – Fire Dept - 34
- Assist – OPS Security - 36
- Assist – Outreach - 44
- Assist – Parks & Rec - 73
- Assist – Public - 111
- Assist – RCMP - 127
- Assist – SFN Outreach - 12
- Assist – Transit - 3
- Bikes - 5
- Buskers – 1
- Chattels – 354
- Clean Team – Parks – 118

- Clean Team Streets – 295
- Encampment/Structures – 766
- Fire – 29
- Graffiti – 68
- Living in vehicle – 1
- Medical – General – 18
- Medical – OD – 40
- Mental Health – 43
- Noise – 8
- Nuisance Property – 10
- Outreach Referral – 18
- Panhandlers – 4
- Parkade Security Surface Lots – 55
- Parkade Security Bastion – 157
- Parkade Security HF – 98
- Parkade Security VICC – 240
- Parking Assist – 16
- Security – Drug Related – 297
- Sleeper – 914
- Smoking – 6
- Social Aid – 155
- Social Disorder – 843
- Traffic – 6
- Violent SOC – 10
- Weapons – 75
- Welfare Check - 1,678