



CITY OF NANAIMO
THE HARBOUR CITY

BUSINESS PLAN 2025

Public Safety
COMMUNITY SERVICES

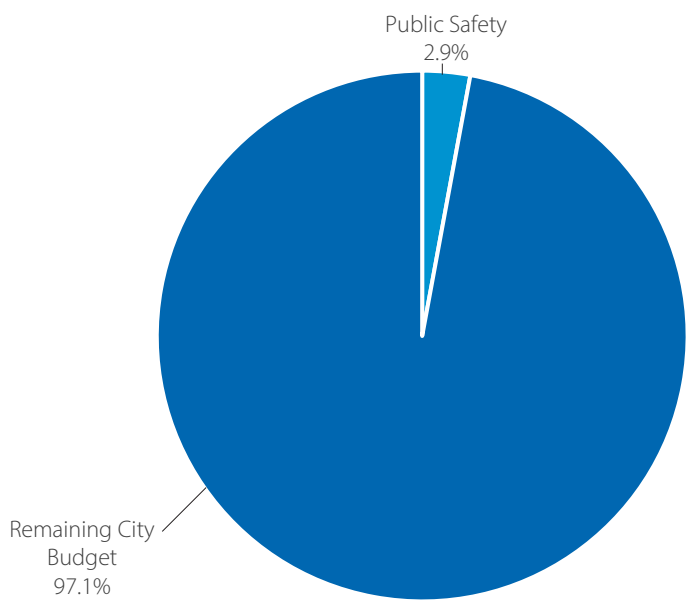
DEPARTMENT OVERVIEW

Reporting to the General Manager of Community Services, the Public Safety Department enhance community safety and contribute to creating safe neighbourhoods and public spaces through proactive education, enforcement of regulations and bylaw, and planning, development and co-ordination of programs to meet the community's social needs.

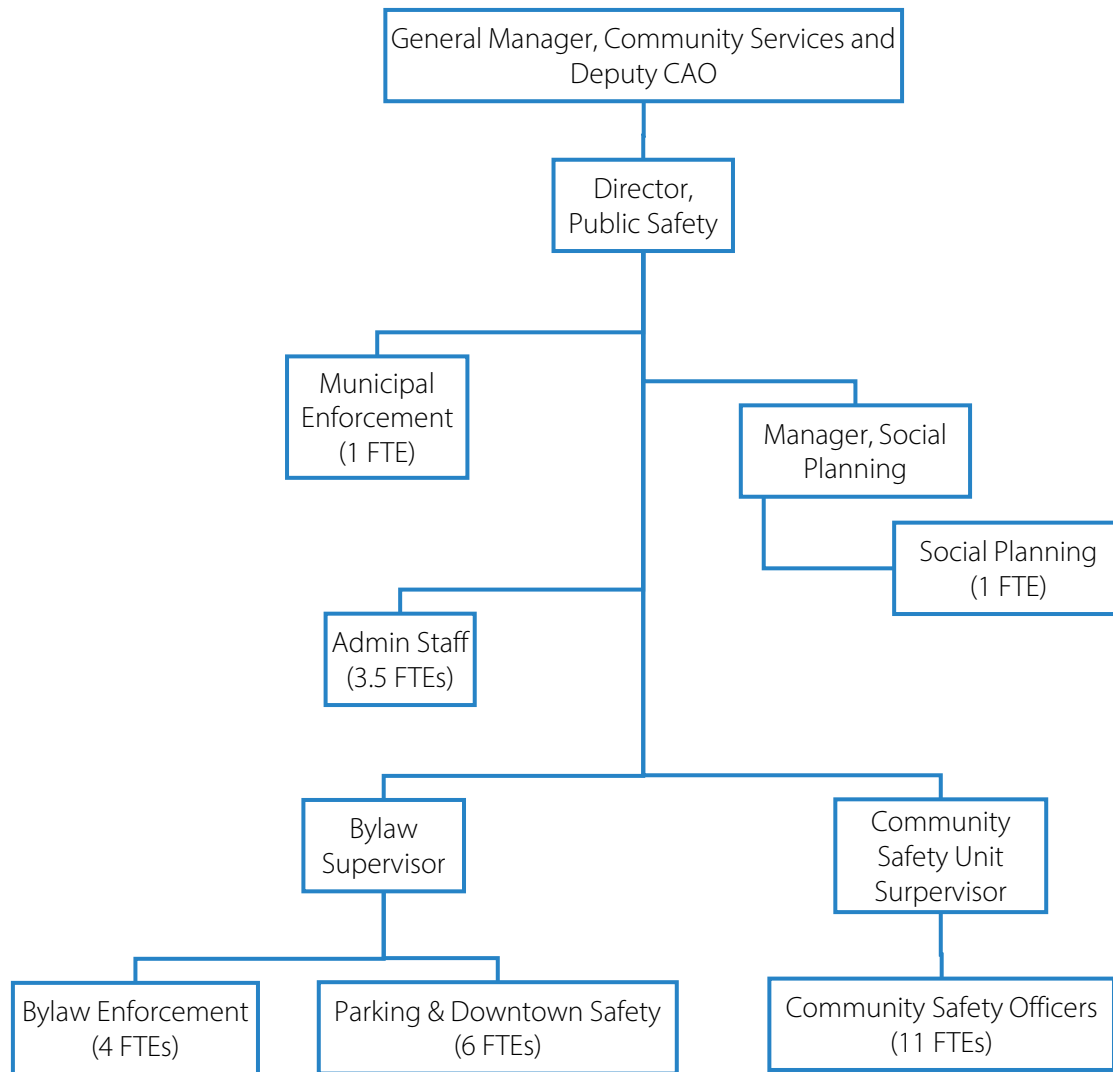
The Core Services are:

- Social Planning Section
- Community Safety Unit
- Bylaw Services Unit
- Parking Enforcement Unit
- Administration of City-owned parking facilities
- Municipal (Commercial Vehicle) Enforcement Unit
- Animal Control Service (Contract)

Department's Share of the Budget



Operating Expenditure Budget: \$6,230,885



LEVEL OF SERVICE

Social Planning

- Responsible for a broad range of strategic policy programs and community services related to social development and planning, including the implementation and monitoring of the City's community safety and wellbeing goals and objectives outlined in City Plan.
- Works to build capacity of the social sector through convening, coordinating and working collaboratively with stakeholders within a systems approach to improve community safety and wellbeing with a focus on equity, inclusion, prevention and reactive solutions to mitigate the impacts of complex social challenges.

Community Safety Unit

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

Bylaw Services Unit

- Diligent enforcement of local government bylaws and regulations. (zoning, building, signs, property maintenance, nuisances, business licencing, traffic, parking, remedial actions).
- Promote civic responsibility, encouraging citizens and property owners to maintain and respect private and shared spaces.
- Support other City departments in preserving environmental integrity, protecting public infrastructure and responding to frontline public safety issues and emergencies.

Parking Services Unit

- Proactive parking enforcement in Downtown, University, Hospital areas, City parklands and recreation facilities utilizing licence plate recognition technology, vehicle and foot patrols.
- Parking administration, permitting, operational maintenance of City parkades, parking metering systems.
- Support Community Safety Unit in Downtown security initiatives.

Municipal Enforcement

- Enforcement of Traffic & Highways Bylaw with emphasis on parking and Commercial Vehicle regulations.
- Collaborate with Traffic Engineering Department on commercial vehicle traffic and truck route matters.

Adjudication Administration

- Administration of the Dispute Adjudication Registry System (DARS).
- Municipal ticketing (bylaw notice) management.

Animal Control Services

- Contracted services provided by Nanaimo Animal Control Services Ltd.
- Enforcement of Animal Responsibility Bylaw No. 7316.
- Operation of the Animal Pound and Adoption Centre.
- Poundkeeper duties.
- Dog licencing and dangerous dog management.
- Reuniting lost animals with owners & adoption of unclaimed animals.
- Proactive patrols of public spaces, public parklands and beaches.
- Removal and disposal of animal carcasses from roadways and beaches.

2024 ACHIEVEMENTS

		2023 STATS	2024 YTD STATS
Community Safety Unit	Calls for service	10,591	4,724
Bylaw Services Unit	Calls for service	2,287	1,225
Parking Services Unit	Calls for service	2,277	1,295
Encampments		1,855	869
Ticketing		13,750	8,517
Fines		\$506,425	\$314,105
Animal Control Services	Total calls	2,457	1,554
	Dog attacks	78 (30 on human)	49 (28 on human)
	Animal impounds	377	259
	Veterinary visits	115	162
	Adoptions	131	56
	Hours of animal care	2181.5	1398.5

Social Planning

- Ongoing coordination of the Building Safer Communities Fund (\$1.8 million) with 7 partner agencies to provide programming for youth at risk to prevent gun and gang violence (IAP – C3.116).
- Implemented a rent supplement program with two community partners and provided ongoing supports to the Nanaimo Region Rent Bank (IAP – C3.2.3).
- Worked with community partners to develop and implement three warming centres and supported emergency response services during extreme cold weather events. (IAP - C3.1.2).
- Supported the expansion of the Shower Program and provides ongoing supports. (IAP - C3.1.2 and C3.1.10).
- The Nanaimo Acute Response Table received 20 referrals as of July 31, 2024 (2023 total – 28 referrals). Twelve vulnerable individuals with acutely elevated risks had their overall risk levels lowered and were connected to support services. (IAP Priority Action #62).
- Distributed the Social Planning Grants to 6 community partner agencies.

- Ongoing support provided to the Nanaimo Systems Planning Organization to implement the Health and Housing Action Plan and coordinate services. (IAP - C3.1.12).

Downtown Nanaimo Community Safety Action Plan Evaluation and Strategy Alignment

- Public Safety Department coordinated the review of the DNCSAP to provide Council with a status report and options to expand the program.

Downtown Parkade Security Enhancements

- Installation of new CCTV systems in the Harbourfront and Port of Nanaimo parkades will be completed in the summer of 2024.

Hospital Area Parking Plan

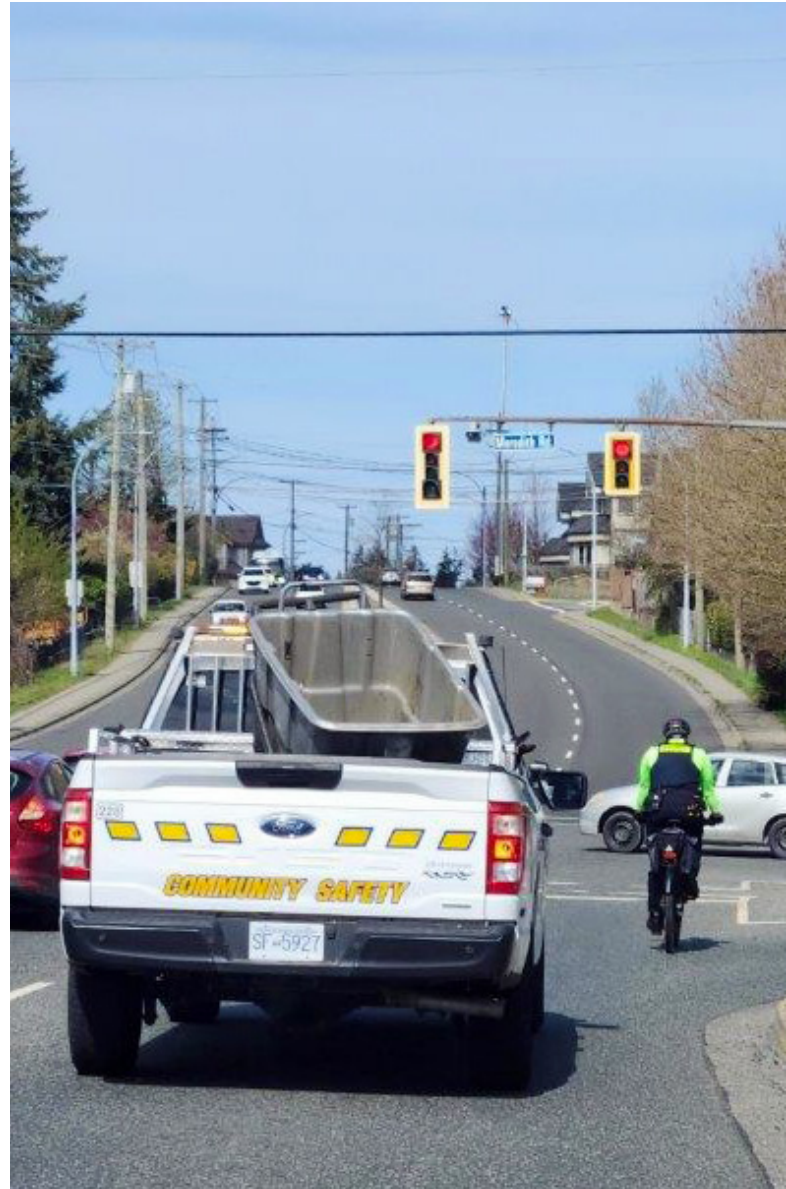
- In collaboration with the Traffic-Engineering Department, pay parking was introduced in the Hospital Area which includes a new online payment platform and expansion of the resident exempt parking program.

Animal Shelter Renovations

- In collaboration with Facility Assets Section, plans are in development to renovate the Pound facility dog kennels and to expand capacity for care of cats.

2025 OPPORTUNITIES

- Development and implementation of Hearth and Heart program and Hearth sites (IAP – C3.1.13, C3.1.39, and C3.2.8).
- Development and implementation of two drop in hubs to provide basic needs to people experiencing homelessness (IAP – C3.1.10).
- Work with School District 68 to support and prioritize the integration of childcare spaces into elementary school sites across the City (IAP Priority Action #79).
- Business case for expansion of Community Safety Officer Unit.
- Re-implementation of pay parking in Downtown areas previously serviced by parking meters removed in 2018 following vandalism spree.
- Animal Control Services contract will return to market.



2025 KEY INITIATIVES

Strategic Priority: Implementing City Plan



IAP Priority Action #62: Support the Nanaimo's Situation Table's work to address the needs of high-risk individuals.



IAP Priority Action #63: Continue to support the Systems Planning Organization to implement the Health and Housing Action Plan and to provide leadership and coordination of services to Nanaimo's most vulnerable citizens.



IAP Priority Action # 64: Work with BC Housing to identify opportunities for additional shelters and fund additional shelter space.



IAP Priority Action # 66: Implement the Downtown Nanaimo Community Safety Action Plan.



IAP Priority Action # 68: Work with BC Housing to establish a Navigation Centre for up to 60 transitional beds.



IAP Priority Action # 79: Work with School District 68 to support and prioritize the integration of childcare spaces into elementary school sites across the City.



IAP C3.1.2: Support public safety and security through Bylaw Enforcement, Extreme Weather Response, Graffiti Program, Shower Program and Emergency Food.



IAP C3.1.8: support grants to fund health, safety and security initiatives.



IAP C3.1.10: Provide and expand access to public water, washrooms and sanitation services to vulnerable populations.



IAP C3.1.16: In collaboration with SD68, MCFD, and other partners, support youth crime prevention and resilience.



IAP C3.2.3: Continue to fund the Nanaimo Rent Bank and Rent Supplement program in addition to Rent Bank Funds provided by BC Housing.

Strategic Priority: Social, Health and Public Safety Challenges

Business case for expansion of Community Safety Officer Unit based on review of the DNSCAP.

Strategic Priority: Maintaining and Growing Current Services

Re-implementation of pay parking in Downtown areas previously serviced by parking meters removed in 2018 following vandalism spree.

Animal Control Services Contract to market in 2025.

PROPOSED OPERATING BUDGET

	2024 Approved Budget	2025 Draft Budget	2026 Draft Budget	2027 Draft Budget	2028 Draft Budget	2029 Draft Budget
Revenues						
Animal Control	\$ 369,500	\$ 375,000	\$ 378,750	\$ 382,539	\$ 386,364	\$ 390,228
Bylaw Services	129,900	148,600	150,086	151,586	153,102	154,633
Community Safety	-	-	-	-	-	-
Parking	1,955,602	1,904,120	2,012,041	2,032,163	2,052,483	2,073,009
Social Planning	-	-	-	-	-	-
Annual Operating Revenues	\$ 2,455,002	\$ 2,427,720	\$ 2,540,877	\$ 2,566,288	\$ 2,591,949	\$ 2,617,870
Expenditures						
Animal Control	\$ 799,291	\$ 891,150	\$ 908,986	\$ 927,161	\$ 945,688	\$ 964,613
Bylaw Services	1,532,373	1,584,112	1,623,745	1,658,611	1,689,935	1,730,982
Community Safety	1,627,502	1,652,350	1,701,206	1,729,926	1,769,767	1,805,429
Parking	1,741,164	1,681,021	1,712,576	1,750,940	1,788,233	1,828,016
Social Planning	414,367	422,252	433,887	441,423	448,061	457,258
Annual Operating Expenditures	\$ 6,114,697	\$ 6,230,885	\$ 6,380,400	\$ 6,508,061	\$ 6,641,684	\$ 6,786,298
Net Annual Operating Expenditures	\$ 3,659,695	\$ 3,803,165	\$ 3,839,523	\$ 3,941,773	\$ 4,049,735	\$ 4,168,428
Staffing (FTEs) - Budgeted	30.4	30.5	30.5	30.5	30.5	30.5