



Brad McRae, Chief Operations Officer

2018 Priorities

- Review of Bylaw Services
- Review and development of performance metrics
- Increase Emergency Management awareness through community education
- Continue Emergency Management training of City Staff
- Fill vacant municipal positions at Police Services

About Protective Services

Protective Services includes Police Services, Bylaw Services, Emergency Management and Fire Services. Departments work together to reduce community risks by providing enforcement and education and creating a safer environment. Common areas including unsightly premises, hoarding, panhandling, mental health related incidents, Opioid-related responses and homelessness are examples where various departments have worked together to reduce the impact to the City and residents.

Police Services is contracted to the RCMP under the Municipal Police Unit agreement and includes providing furnished office space, support staff and jail facilities by the City. The City funds 90% of the RCMP members assigned to the municipal contract (145/154 members). The City Police Support Services Department supports and assists the RCMP with their mandate to provide safe homes and safe communities with 62 permanent municipal positions.

Bylaw services is comprised of 13 staff and will respond to an increase in demand of 48% in calls for service/responses over the last five years and is on track to respond to 3000 complaints in 2017. Key objectives are to continue to reduce the time for mitigation, including clean up of unsightly premises.

Emergency Management is a corporate responsibility and its mission is to create and maintain a cooperative organization to manage risks from major emergencies and disasters that may affect the City of Nanaimo. Staff work with all City Departments to assist in the City's preparedness, prevention, mitigation and recovery from a major interruption whether it be natural or man made.

Taking a more holistic approach to public safety by creating strategic initiatives and common goals between all departments to public safety is a 2018 goal for Protective Services.