

A large, stylized blue wave graphic that curves across the top half of the page, composed of several overlapping bands of different shades of blue.

2023

Business Plan

DEVELOPMENT SERVICES

Bylaw, Community Safety
and Parking

A smaller, stylized blue wave graphic at the bottom of the page, mirroring the design of the larger wave above.

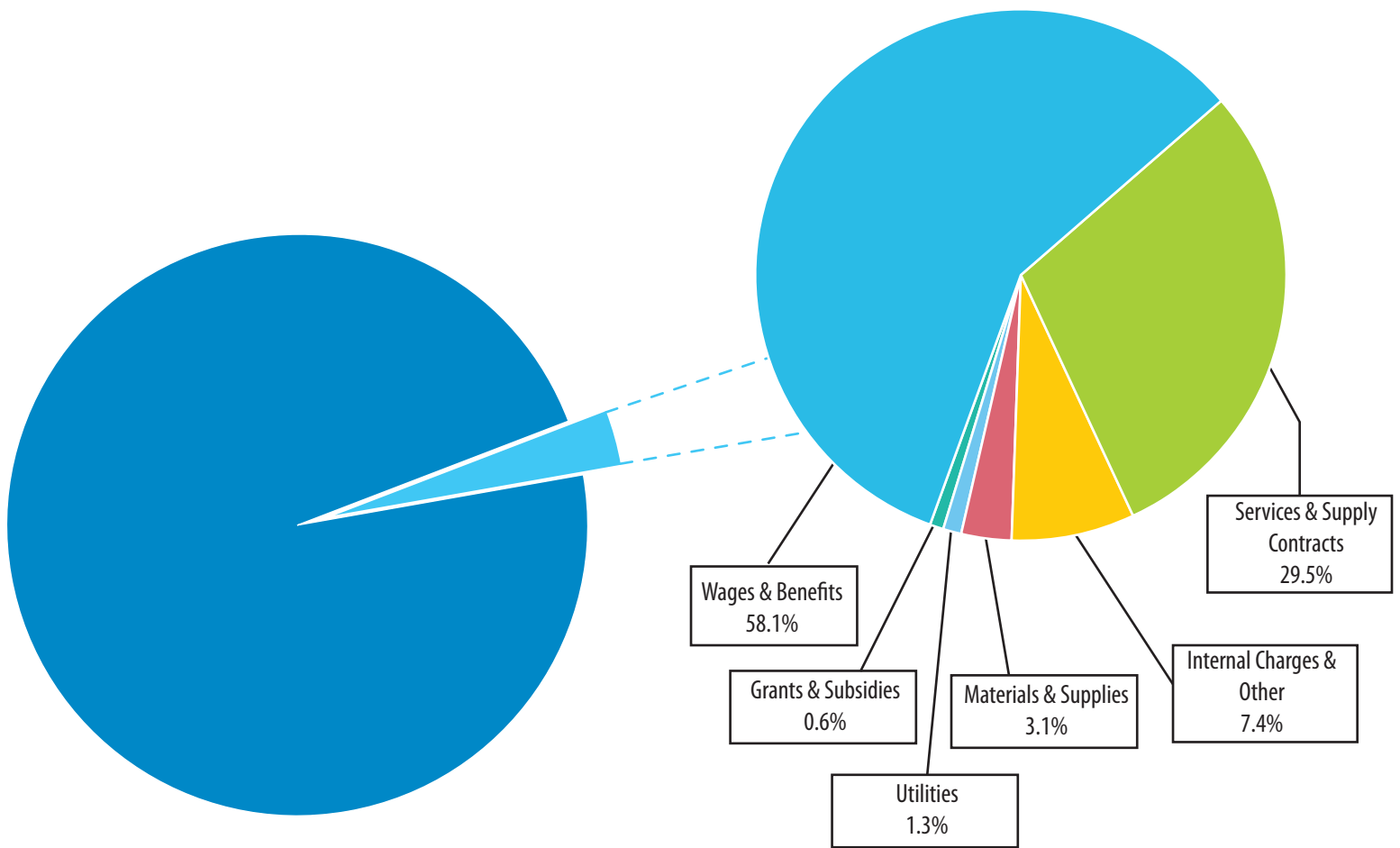
DEPARTMENT OVERVIEW

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

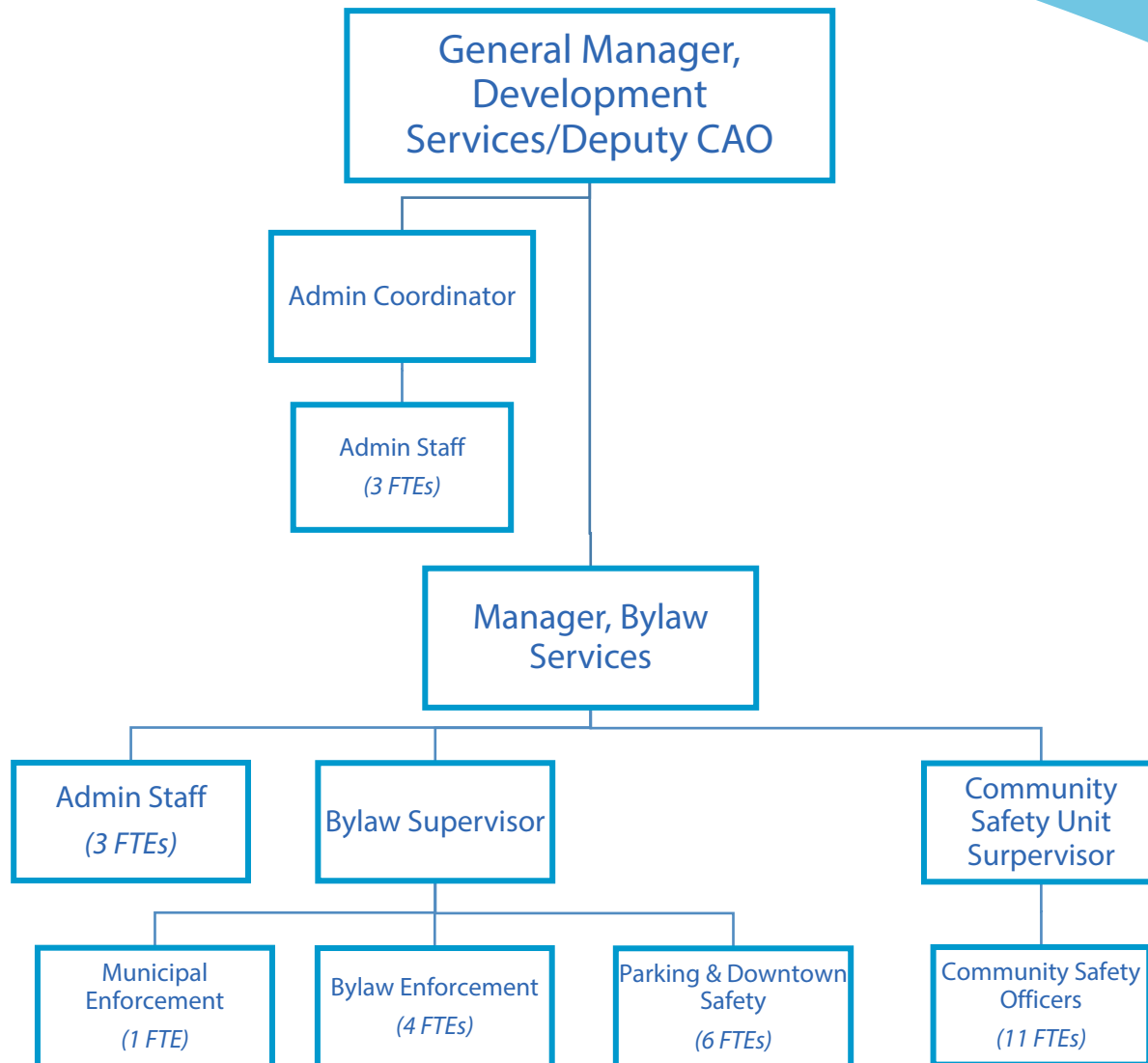
DEPARTMENT'S SHARE OF THE BUDGET



■ BYLAW, COMMUNITY SAFETY AND PARKING 2.9%
■ REMAINING CITY BUDGET 97.1%

Operating Expenditure Budget:

\$ 5,256,861



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

LEVEL OF SERVICE

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 Services

- Proactive parking enforcement in Downtown, University, Hospital areas, City parks and recreation facilities
- Utilization of licence plate recognition technology
- Parking enforcement and security patrols in (3) City-owned Parkades and (6) surface parking lots
- 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
- Liaise with the contracted private security
- Administer parking permits
- Provide municipal support to business and special events
- Liaise with the RCMP bike patrol

Community Safety Unit

- Provides front-line municipal responses & supports to the community to reduce public disorder & 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 & adoption of unclaimed animals
- Dog licencing & dangerous dog management
- Promoting responsible pet ownership & humane treatment of animals
- Enforcement of the Animal Responsibility Bylaw
- Reactive & proactive investigation and patrol with emphasis on parklands and municipal beaches
- Removal of wildlife carcasses from roadways and beaches

2022 ACHIEVEMENTS

Bylaw Services

- Development of the Downtown Nanaimo Community Safety Action Plan was coordinated through the Bylaw Department to develop specific measures for the City to take beginning in 2022 to make Downtown Nanaimo safer and healthier for all. Public consultations and studies of best practices in other communities were undertaken through 2021 to develop the action plan which was adopted by Council in the spring of 2022.

- The new Community Safety Unit (12 officers) was developed in accordance with the recommendations of the Downtown Nanaimo Safety Action Plan.
- A Downtown Vandalism Relief Grant program was developed in partnership with the Greater Nanaimo Chamber of Commerce to provide rapid supports to businesses and commercial properties who experience incidents of crime.

2022 ACHIEVEMENTS

- The Bylaw Department Calls for service January – September YTD; Bylaws – 3,682 which include 635 responses to encampments, Community Safety Unit – 434 which include 125 responses to encampments, Municipal Enforcement 443.

Parking Services

- Parking bylaw officers were substantially tasked in responding to security and public disorder matters throughout the year. Funding was secured to undertake an evaluation of the City's downtown parkade facilities to update and improve security features and infrastructure. The study commenced in the summer of 2022.

2023 CONSIDERATIONS AND OPPORTUNITIES

Bylaw Services

- Addressing social disorder and the impacts of the City's vulnerable population will remain a key focus of the Bylaw Services team in 2023.

Downtown Nanaimo Community Safety Action Plan

- The Bylaw Services and Community Safety units will support efforts to renew and revitalize the downtown area with the provision of proactive patrols and a tiered response to incidents of public disorder.
- Community Safety Officers will support City programs aimed at keeping public spaces and infrastructure clean, safe and accessible to the broader community.

Downtown Security Improvements

- The Community Safety Team will assist in identification and implementation of CPTED changes in the downtown core based on information from ongoing safety audits and input from residents and businesses.

Animal Control

- Recommendations of the 2020 Animal Control Service Review Report were implemented throughout 2021, including the enactment of the new Animal Responsibility Bylaw 2021 No. 7316 which includes increased scopes of service relating to cats, and changes to dog licencing and designation of aggressive dogs. A new three year service agreement was signed with Nanaimo Animal Control Services, which increased staffing from 2.5 to 3 full time animal control officers. Renovations and improvements to the pound and adoption center are in development to provide additional space for cats and to improve existing dog kennel facilities.

- Security improvements to the City's downtown parkade facilities will protect the safety of parkade patrons and their vehicles for residents who drive downtown for dining, shopping and events, and for visitors to the City.

Parking Services







- With the addition of the new Community Safety Officer team, the parking enforcement division will have additional opportunities to improve parking management in neighborhoods where street parking is in high demand.

Animal Control

- The animal shelter facility will be undergoing renovations to update the kennels to current standards of animal care and to increase capacity to house and care for cats in anticipation of increasing service demands with the new Animal Responsibility Bylaw.
- Enforcement of provisions of the Animal Responsibility Bylaw regulating cats which trespass on private property will come into effect in January, 2023.

2023 KEY INITIATIVES

City Plan

Initiative	Connected Goal
Downtown Safety Plan implementation	 
CSO program implementation	 
Parkade security improvements	 

City Plan: Nanaimo Relimagined Five City Goals



A GREEN NANAIMO:
Resilient & Regenerative Ecosystems



A HEALTHY NANAIMO:
Community Wellbeing & Livability



A CONNECTED NANAIMO:
Equitable Access & Mobility



AN EMPOWERED NANAIMO:
Reconciliation, Representation & Inclusion



A PROSPEROUS NANAIMO:
Thriving & Resilient Economy

PROPOSED OPERATING BUDGET

	2022	2023	2024	2025	2026	2027
	Approved Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
Revenues						
Animal Control	\$ 291,500	\$ 358,500	\$ 362,085	\$ 365,705	\$ 369,362	\$ 373,056
Bylaw Services	71,600	71,600	72,316	73,039	73,768	74,508
Community Safety	-	-	-	-	-	-
Parking	1,552,992	1,693,751	1,804,873	1,822,924	1,841,152	1,859,562
Annual Operating Revenues	\$ 1,916,092	\$ 2,123,851	\$ 2,239,274	\$ 2,261,668	\$ 2,284,282	\$ 2,307,126
Expenditures						
Animal Control	\$ 695,193	\$ 761,910	\$ 783,664	\$ 799,334	\$ 815,317	\$ 831,621
Bylaw Services	1,364,845	1,327,089	1,353,609	1,380,662	1,408,260	1,436,525
Community Safety	1,156,994	1,668,428	1,701,194	1,734,619	1,768,709	1,803,482
Parking	1,470,227	1,499,434	1,530,714	1,556,120	1,603,162	1,618,989
Annual Operating Expenditures	\$ 4,687,259	\$ 5,256,861	\$ 5,369,181	\$ 5,470,735	\$ 5,595,448	\$ 5,690,617
Net Annual Operating Expenditures	\$ 2,771,167	\$ 3,133,010	\$ 3,129,907	\$ 3,209,067	\$ 3,311,166	\$ 3,383,491
Staffing (FTEs) - Budgeted	28.0	28.0	28.0	28.0	28.0	28.0

	2022	2023	2024	2025	2026	2027
	Approved Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
Expenditure Summary						
Wages & Benefits	\$ 2,548,964	\$ 3,055,661	\$ 3,116,774	\$ 3,179,108	\$ 3,242,691	\$ 3,307,545
Services & Supply Contracts	1,433,571	1,550,722	1,588,300	1,614,863	1,663,081	1,680,100
Materials & Supplies	219,085	161,850	161,516	164,742	168,042	171,400
Utilities	79,980	70,880	72,298	73,742	75,217	76,721
Internal Charges & Other	355,659	387,748	400,293	408,280	416,417	424,851
Debt Servicing	-	-	-	-	-	-
Grants & Subsidies	50,000	30,000	30,000	30,000	30,000	30,000
Annual Operating Expenditures	\$ 4,687,259	\$ 5,256,861	\$ 5,369,181	\$ 5,470,735	\$ 5,595,448	\$ 5,690,617

APPENDIX A - BYLAW STATISTICS

Total Bylaw Calls:

2017	2,292
2018	2,432
2019	3,746
2020 (August 20)	2,991
2021	4,681
2022 (July 31)	2,680

Total Encampment Calls:

2017	281
2018	377
2019	438
2020	663
2021	690
2022 (July 31)	468

2021 Bylaw Calls – By Description

- Abandoned Autos – 5
- Animal Control Assist – 3
- Blasting – 1
- Building Department Assist – 1
- Business Licence Assist - 15
- Buskers – 4
- Clean Team – Parks – 88
- Clean Team – Streets – 246
- Containers (Planning) – 2
- COVID-19 – 7
- Dumping – 31
- Dust -18
- Environmental Issues – 14
- Fire Department Assist – 19
- Graffiti – 81
- Grow Ops – 4
- Impounded Vehicle 3
- Mental Health – 4
- Noise – 158
- Noise (Dogs) – 138
- Nuisance (Target) – 10
- Parking Assist – 552
- Parks and Rec Assist – 66
- Planning Assist – 70
- Public Works Assist – 62
- Public / City Department Assist – 151
- RCMP Assist – 26
- Sanitation – 242
- Security – 168
- Security (2020 Labieux) – 2
- Security – Multi BEO Call - 6
- Security (Multi-Dept. Call) – 12
- Security – Drug Related - 71
- Security (EHS Assist) – 6
- Security – Encampment – 690
- Security – Parkade – 324
- Security (Sleeper) – 753
- Signs – 24
- Smoking – 8
- Snow/Ice Removal – 26
- Suites - 2
- Suspicious Persons – 52
- Traffic – 189
- Traffic – Living in Vehicle – 29
- Tree Cutting – 8
- Unsightly – 250