

AGENDA FOR THE 2004-SEP-27 MEETING
OF THE ECONOMIC DEVELOPMENT STANDING COMMITTEE,
TO BE HELD IN THE BOARD ROOM, CITY HALL, COMMENCING IMMEDIATELY FOLLOWING
THE PRE-COUNCIL MEETING.

1. ADOPTION OF MINUTES:

Minutes of the 2004-AUG-16 Meeting of the Economic Development Standing Committee held in the Board Room, City Hall at 10:19 a.m.

2. INTRODUCTION OF LATE ITEMS:

3. RECEIVING OF DELEGATIONS: *(green)* (10 MINUTES)

4. REPORTS OF ADVISORY BODIES: *(tan)*

Parking Advisory Committee:

(a) As attached.

Conference Centre Advisory Committee:

5. CITY MANAGER'S REPORT: *(blue)*

6. INFORMATION ONLY ITEMS: *(white)*

7. CORRESPONDENCE: *(pink)*

8. NOTICE OF MOTION:

9. CONSIDERATION OF LATE ITEMS / OTHER BUSINESS:

10. QUESTION PERIOD: *(Agenda Items Only)*

11. ADJOURNMENT:

REPORT TO: THE ECONOMIC DEVELOPMENT STANDING COMMITTEE
FROM: COUNCILLOR L. D. McNABB, CHAIR, PARKING ADVISORY COMMITTEE
RE: RECOMMENDATIONS ARISING FROM THE MEETING HELD FRIDAY, 2004-JUN-04

The following items were considered by the Parking Advisory Committee at its Regular Meeting held Friday, 2004-JUN-04:

(1) Training for Parking Patrollers (Commissionaires)

(Note: E-mail dated 2004-MAR-04 from Mr. Chris Curley, Operations Manager, Robbins Parking Service Ltd. and Report from Mr. P. F. Wipper, Manager, Regulation and Risk Management attached.)

Recommendation: That Staff, in conjunction with the Parking Advisory Committee, Tourism Nanaimo, the Downtown Nanaimo Partnership and the City's parking contractor, Robbins Parking Service Ltd., be instructed to develop a 2-hour ambassador training program for Parking Enforcement Officers.

(2) Proposed Lighting Survey of the Bastion Street Parkade

(Note: E-mail dated 2004-MAR-03 from Councillor T. K. Krall attached.)

Recommendation: That Staff be authorized to conduct a lighting survey/audit of the Bastion Street Parkade and then prepare and forward a complete report, including costs associated with the proposed improvements, to a future meeting of the Parking Advisory Committee for information and consideration.

(3) Proposed 5-Minute Grace Period for On-Street Parking Metres

Recommendation: That Staff be directed to implement the proposal to program on-street parking meters to provide a 5-minute grace period.

(4) Proposed "Ambassadorial" parking pass (Downtown Nanaimo Partnership)

(Note: A sample of a staff "scratch" parking permit issued by the Vancouver Island Health Authority attached.)

Recommendation: That Staff be directed to provide a detailed report with respect to the "scratch" parking pass proposal outlining the approximate costs to the City and the proposed uses.

Respectfully submitted,



Councillor L. D. McNabb, Chair
Parking Advisory Committee

g:\parking\PAC\Reports\0409xx\report to EDSC

☐ Council
☒ Committee *EDSC*
☒ Open Meeting
☐ In-Camera Meeting
Meeting Date: *2004-SEP-27*

4(a)1

Peter Wipper

From: Chris Curley [ccurley@telus.net]
Sent: Thursday, March 04, 2004 12:35 PM
To: Thomas Krall
Cc: Peter Wipper
Subject: Commiussionaire Training

I just wanted to pass on a few comments regarding the current status of the Commissionaires in their role as bylaw enforcement officers for the City of Nanaimo.

We have been using their services since July of 2002 and from that time have struggled to keep a full compliment of well trained individuals on the job. Staff turn over has been very high and we find ourselves constantly in a training mode.

The Commissionaire staff come to us with security training provided by the Corps, some of these individuals come from a military or police background and have received additional training which we have found to be beneficial to the job. When we have a position to fill we rarely get more than one individual to interview for the job which again has caused an increase to the turn over of staff. As a result of the limited number of Commissionaires in the Nanaimo area, we find ourselves in the position of hiring staff which we would not normally consider suitable in an open selection process.

The training for this position is a combination of office and field work which includes an overview of the expectations of the job from both a Robbins and City perspective. This training stresses the importance of their role as a member of the downtown community, conflict management, and the purpose of parking bylaws to control downtown parking and traffic. Our goal is to insure that we have confident, informed, and courteous staff on the streets at all times. The training has also included super host as well as an ambassador program conducted by Tourism.

I am surprised that we are now receiving a more than the acceptable number of unfavourable comments regarding the Commissionaire staff, it is my opinion that the three Commissionaires we currently employ have the ability to do the tasks as expected. The comments we have been receiving through our contact with the general and business community as well as City staff have been mostly favourable.

We will always receive complaints regarding parking rates, availability, and enforcement but have committed ourselves to deal with these issues in a professional manner. Our goal has always been to offer the City the best possible service and equipment available and to follow the direction as requested by City staff.

I will look forward to discussing these issues with you and offer my commitment to improve our services to the City.

REPORT TO: THE PARKING ADVISORY COMMITTEE
FROM: P. F. WIPPER, MANAGER, REGULATION AND RISK MANAGEMENT
RE: PARKING ENFORCEMENT OFFICER TRAINING

BACKGROUND:

As the tourist season approaches, Staff have been requested to report on the parking enforcement officers' current training program. It is felt that a well-trained patroller has the opportunity to contribute to the downtown's positive image by serving as an ambassador to the City. This brief report will outline the training that the patrollers currently receive, it will discuss the challenges of patroller turnover and will suggest that all patrollers receive ambassador training.

DISCUSSION:

In an e-mail (attached) dated 2004-MAR-04 from Mr. Chris Curley, Operations Manager, Robbins Parking Service, Mr. Curley outlines the training that patrollers receive and the challenges that Robbins has had to face in terms of keeping a full complement of Commissionaires on the downtown patrols. Staff have had the opportunity to meet with both the local head of Commissionaires and Robbins and agree that, based on the nature of the job, it is difficult to keep Commissionaires on patrol for any length of time. The position requires an individual who can be on his/her feet all day, walk many kilometres in a wide range of weather conditions and who can withstand verbal abuse. This is not an easy position and it is not surprising that a typical Commissionaire only lasts a few months on the job. The high turnover however, creates challenges in terms of ensuring that all patrollers receive adequate training.

Currently, Commissionaires are trained by Robbins to not only provide efficient parking enforcement, but also recognize the importance of their role as a member of the downtown community. Robbins' goal is to ensure that they have a confident, informed and courteous staff on the streets at all times. The patrollers' training has also included (when available) SuperHost training as well as the Ambassador Program conducted by Tourism Nanaimo.

Although Staff agree with Mr. Curley's comments concerning the challenge faced by high patroller turnover, Staff feel it is essential that all patrollers receive some type of ambassador/public relations training. Because Tourism Nanaimo only offers ambassador training twice a year, it is recommended that a short 2-hour ambassador/public relations course be developed specifically for the Commissionaires. It is recommended that the course be developed in partnership with the City, Tourism Nanaimo, the Downtown Nanaimo Partnership and the City's parking contractor, Robbins Parking Service Ltd.

RECOMMENDATION:

That Staff, in conjunction with the Parking Advisory Committee, Tourism Nanaimo, the Downtown Nanaimo Partnership and the City's parking contractor, Robbins Parking Service Ltd., be instructed to develop a 2-hour ambassador training program for parking enforcement officers.

Respectfully submitted,



P. F. WIPPER
MANAGER, REGULATION AND RISK MANAGEMENT

Peter Wipper

Subject: FW: Parking Committee Agenda Items

-----Original Message-----

From: Thomas Krall
Sent: Wednesday, March 03, 2004 11:06 AM
To: Larry McNabb; Jim Bowden; Peter Wipper
Cc: George Hanson (E-mail)
Subject: Parking Committee Agenda Items

There are two items that I would appreciate having on the next agenda of the Parking Advisory Committee:

1. Downtown Parking: A Review of Enforcement Behaviours and Policies.

The current tone and attitude of the Commissionaires/Enforcement Officers in the Downtown is receiving a lot of criticism from business owners, employees, shoppers and visitors. Peter/Jim, is it possible to have members of the Committee receive a copy of the Agreement made with Robbins Parking at the time of the contract renewal? Specifically, I think we need to review with Robbins the 'ambassador' role that Commissionaires/enforcement officers were to assume. As well, a report on the report from Robbins on the training that personnel have undertaken prior to assuming enforcement responsibilities would be helpful.

2. Bastion Parkade

The public, business owners and visitors to Downtown continue to be reluctant to take advantage of the space availability and cheaper rates charged at the Bastion Parkade. Several reasons are being given for this reluctance. One of them is that the bottom floors either have poor lighting, or the lighting is poorly maintained, with lights being burned out for periods of time and/or the timers being out of sync. It may be appropriate that the Committee ask staff to conduct a lighting survey/audit on this Parkade.

A second issue of concern being expressed is one of safety. Specifically, the access off Terminal Avenue from the Southeast lane is difficult and dangerous. Currently there is a left turn lane on Terminal for traffic heading Northwest which increases the risk at making an entry from the Southeast lane on Terminal. A staff report on what needs to be done to rectify this situation may be desirable.

Thanks

Tom

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Staff Parking Permit 8 HOUR

0578-09

Scratch Year 03 04 05

This permit entitles the bearer to park for one shift only. To validate your parking permit for use, scratch off the grey panels covering the day, month and year on which you wish to park.

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| 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | | | | |

FRAUDULENT USE OF THIS PERMIT OR FAILURE TO SCRATCH OFF THE ACTUAL DATE IS A
VIOLATION OF THE VIHA PARKING/TRAFFIC REGULATIONS. ONLY VALID IN SURFACE STAFF PARKING LOTS.

52 - 05 - 1253 - 5 (Revised 01/03)

Not Valid in Parkade

DISPLAY FACE UP ON DASH