


CITY OF NANAIMO
THE HARBOR CITY

ASSIGNMENT

Develop a Downtown Nanaimo Safety Action Plan with recommended measures that the City can take to make Downtown Nanaimo safer and healthier for residents, businesses, visitors, and the community as a whole





ASSIGNMENT

Measures must be pragmatic and tangible, focused on addressing the highest-risk, most serious and most visible issues in the City Centre

- ▶ *Implementation between 2022 and 2024*



DISCUSSION

- ▶ Setting the Stage
- ▶ Desired Outcomes
- ▶ The Approach
- ▶ Additional Efforts
- ▶ Funding and Implementation





SETTING THE STAGE

- ▶ Response to acute situation in Downtown Nanaimo (sense of urgency)
- ▶ Addresses safety and security needs of businesses, neighbourhoods, visitors
- ▶ Focuses on downstream and midstream measures



SETTING THE STAGE

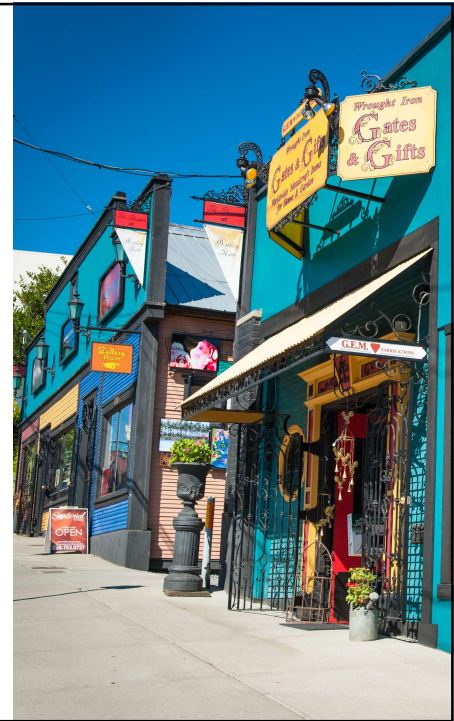
- ▶ Distinct from *Community Safety & Well-Being Plans* (Ontario)
- ▶ Distinct from but supportive of Systems Planning Organization





DESIRED OUTCOMES

- ▶ Perception of Downtown Nanaimo significantly improved
- ▶ Tangible decrease in public disorder (problematic behaviour, conflict, property damage and filth)
- ▶ Businesses and neighbourhoods feel supported



DESIRED OUTCOMES

- ▶ Increased connection to services for persons in need
- ▶ Persons in need feel treated with compassion, respect and dignity
- ▶ Expectations and responsibilities understood and accepted
- ▶ Service providers feel supported







THE APPROACH

TIERED
RESPONSE


Effective, timely, tiered response to behavioural issues and their impacts in the (broader) Downtown Core



TIERED RESPONSE


- ▶ Designed to provide:
 - ✓ Increased visible presence
 - ✓ Flexibility and adaptiveness
 - ✓ Compassionate, relationship-focused intervention
 - ✓ Strong coordination, connection and information exchange





DOWNTOWN AMBASSADORS

- ✓ Eyes on the street; visible presence
- ✓ Interact with businesses, vulnerable populations, visitors, residents
- ✓ Equipped with cell phones and radios to report criminal and/or uncivil incidents, and health emergencies
- ✓ iPads linked to City to report graffiti, damage to public property, garbage to collect, other
- ✓ trained in use of naloxone
- ✓ established in partnership with other agencies





PRIVATE SECURITY

- ✓ Eyes on private properties; visible presence
- ✓ Important bridge to full implementation of *Downtown Safety Action Plan*
- ✓ Interact with businesses, vulnerable populations, visitors, residents
- ✓ Liaise with CSOs
- ✓ Equipped with cell phones and radios to report criminal and/or uncivil incidents, and health emergencies



COMMUNITY SAFETY OFFICERS

- ✓ City employees; authority under *Charter*
- ✓ Proactive patrollers, largely on foot or bicycle
- ✓ Day and night coverage, 7 days per week
- ✓ Interact (compassionate intervention) with vulnerable populations to explain rules and expectations, provide assistance
- ✓ Interact with businesses to advise of CPTED, respond to incidents (30 minute target), and provide presence





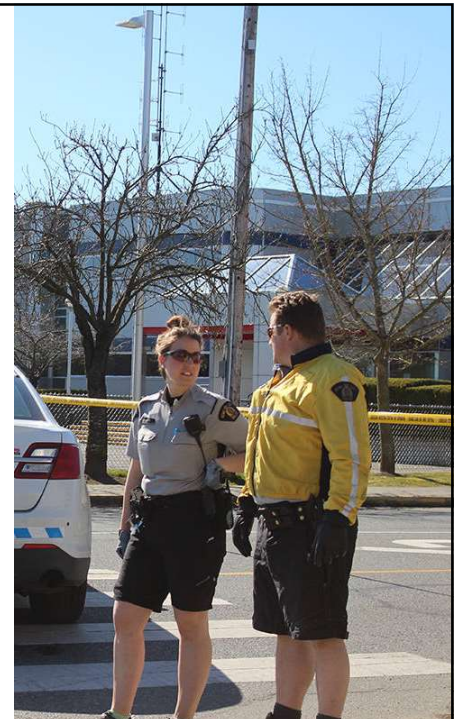
COMMUNITY SAFETY OFFICERS

- ✓ Enforce rules on overnight camping in parks (informed by recent court cases)
- ✓ Focused on Downtown Nanaimo; extend to surrounding parks and neighbourhoods
- ✓ Distinct from Bylaw Enforcement in appearance, deployment, hours of work, training, role



NANAIMO RCMP

- ✓ Authority from *Police Act*; highest tier of response
- ✓ Bike patrol program funded for Downtown Core – visible presence
- ✓ Interact with vulnerable populations and businesses
- ✓ Support City staff; direct line for CSOs
- ✓ Responding to most difficult cases in which potential for use of force, restraint and arrest





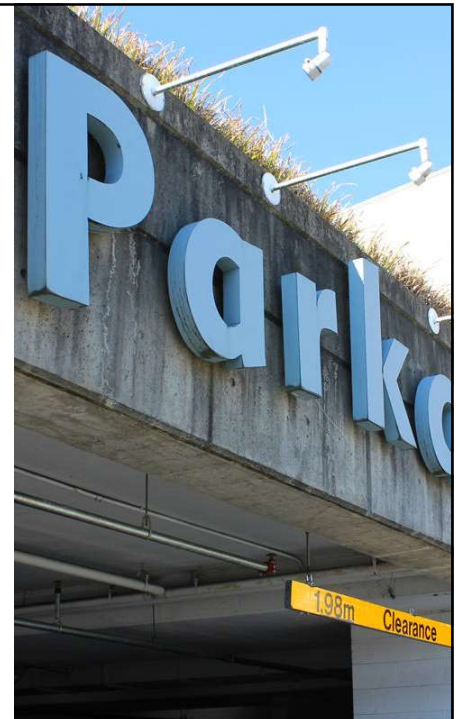
VANDALISM RELIEF GRANT

- ✓ Targets storefront windows, siding, finishings, graffiti
- ✓ Rapid relief, light on process
- ✓ Administered by BIAs



Downtown Parkade Cleaners

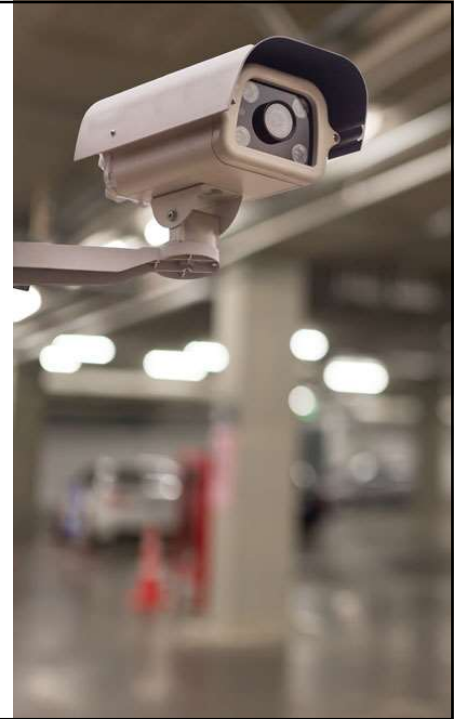
- ✓ Contract cleaners hired to focus on public assets, including parkades
- ✓ Address key senses





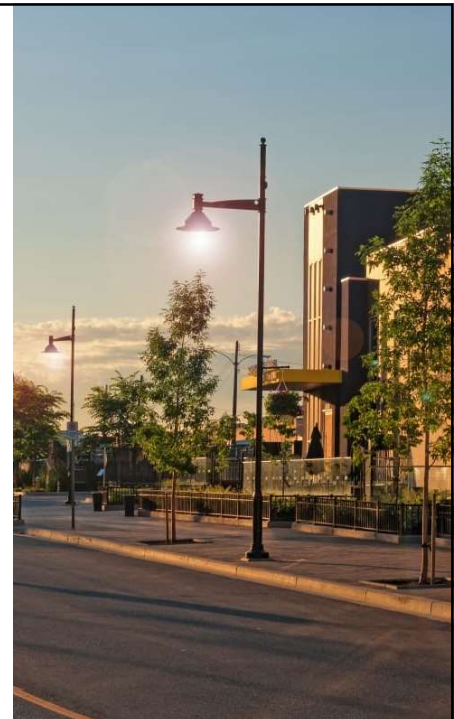
Parkade Security Improvements

- ✓ Study is being commissioned by City already on capital improvements to "harden" parkades
- ✓ Anticipate that AI cameras will be part of changes



Public Space CPTED Improvements

- ✓ Study with Public Works, BC Hydro and others to address lighting needs
- ✓ Informed by Community Policing Safety Audits
- ✓ Supplemented by CSO observations and advice





Rules & Resources

- ✓ Handout on services available, and expectations regarding behaviour
- ✓ Handout on rules for overnight camping



Park Ambassadors

- ✓ Provide presence in parks adjacent to Downtown Nanaimo in 2022
- ✓ "Eyes and ears" for the parks, litter removal, reporting instances of social disorder





THE APPROACH

TIERED
RESPONSE

Effective, timely, tiered response to behavioural issues and their impacts in the (broader) Downtown Core

SPACES &
ASSETS

City programs aimed at keeping public spaces and infrastructure clean, safe and accessible

GOVERNANCE

Downtown Safety Coordinator, Inter-Departmental Working Group, Stakeholders' Committee



Inter-Departmental Working Group

- ✓ Downtown Safety Coordinator
- ✓ Supervisor, Bylaws
- ✓ Inspector, RCMP
- ✓ Director, Public Works
- ✓ Assistant Chief, NFRS
- ✓ Director, Facilities & Parks
- ✓ Director, Community Development
- ✓ Manager, Communications

Meets weekly or bi-weekly to coordinate efforts, implement Action Plan, refine to meet changing conditions



Inter-Departmental Working Group

Meets bi-monthly to provide input, and to identify changes or new initiatives to consider

- ✓ Downtown Safety Coordinator
- ✓ City Departments
- ✓ RCMP
- ✓ Snuneymuxw First Nation
- ✓ Business Improvement Associations
- ✓ Neighbourhood Associations
- ✓ Community Service Providers
- ✓ Private Security
- ✓ Other



ADDITIONAL EFFORTS

- ▶ Bylaws – update as required
- ▶ Potential for BIA / Partner programs
- ▶ *Health & Housing Action Plan*
- ▶ Courts, restorative justice, corrections
- ▶ Situation Table
- ▶ Events in Downtown Core (business, performing arts, recreation)
- ▶ Best Practices Consortium





FUNDING & IMPLEMENTATION

- ▶ Urgent need for quick action and visible change
- ▶ Short-term need for progress on fundamental pieces
- ▶ Longer-term implementation of all pieces, as well as new ones

NEW FUNDS (not already budgeted)

	Option 1 - Phased Implementation			Option 2 - Full Implementation		
	2022	2023	2024	2022	2023	2024
Downtown Ambassadors	30,000	30,000	30,000	30,000	30,000	30,000
Private Security (Parkades)	(36,400)	(74,300)	(75,700)	(36,400)	(74,300)	(75,700)
Community Safety Officers (8) - Option 1	528,900	1,051,800	1,077,800	-	-	-
Community Safety Officer (4) - Option 1	-	525,900	538,900	-	-	-
Community Safety Officers (12) - Option 2	-	-	-	776,800	1,581,800	1,616,700
Community Safety Officer Capital	-	58,200	-	-	58,200	-
CSO One-Time Costs	112,500	36,400	-	149,000	-	-
RCMP Members	-	-	-	-	-	-
Community Clean Team Operations	183,600	639,600	639,200	183,600	639,600	639,200
Community Clean Team Capital	50,400	320,000	-	50,400	320,000	-
Vandalism Relief Grant	50,000	30,000	30,000	50,000	30,000	30,000
Downtown Parkade Cleaners	66,800	68,100	69,500	66,800	68,100	69,500
Parkade Security Improvements	-	Pending	Pending	-	Pending	Pending
Public Space CPTED (One-Time)	25,000	-	-	25,000	-	-
Public Space CPTED Investments	-	Pending	Pending	-	Pending	Pending
Community Rules & Resources Guide	20,000	7,500	7,500	20,000	7,500	7,500
Parks Ambassadors Program (One-Time)	123,800	-	-	123,800	-	-
Downtown Safety Coordinator	76,000	153,900	158,100	76,000	153,900	158,100
Total Operating	918,900	2,432,500	2,475,300	1,166,800	2,436,600	2,475,300
Total One-Time Costs	261,300	36,400	-	297,800	-	-
Total Capital	50,400	378,200	-	50,400	378,200	-
TOTAL	1,230,600	2,847,100	2,475,300	1,515,000	2,814,800	2,475,300

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Community Safety Officers (12) - Option 2	-	-	-
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← Set-Up & Management

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← Savings

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8 hired this year (July start)
Fully utilized in 2023 & 2024

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Uniforms, training, bicycles,
vehicle, work stations

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← Increase in Bike Squad already funded by Council

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← 2022 Pilot already funded
Second Team identified here
2 teams in 2023 & 2024

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← Administered through BIAs

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← Increase to existing funding

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Study in 2022; improvements to follow

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← Laminated and other materials

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← Immediate presence in 2022

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Community Clean Team Operations	183,600	639,600	639,200
Community Clean Team Capital	50,400	320,000	-
Vandalism Relief Grant	50,000	30,000	30,000
Downtown Parkade Cleaners	66,800	68,100	69,500
Parkade Security Improvements	-	Pending	Pending
Public Space CPTED (One-Time)	25,000	-	-
Public Space CPTED Investments	-	Pending	Pending
Community Rules & Resources Guide	20,000	7,500	7,500
Parks Ambassadors Program (One-Time)	123,800	-	-
Downtown Safety Coordinator	76,000	153,900	158,100
Total Operating	918,900	2,432,500	2,475,300
Total One-Time Costs	261,300	36,400	-
Total Capital	50,400	378,200	-

← Added in 2022

NEW FUNDS (not already budgeted)	Option 1 - Phased Implementation			Option 2 - Full Implementation		
	2022	2023	2024	2022	2023	2024
	Downtown Ambassadors	30,000	30,000	30,000	30,000	30,000
Private Security (Parkades)	(36,400)	(74,300)	(75,700)	(36,400)	(74,300)	(75,700)
Community Safety Officers (8) - Option 1	528,900	1,051,800	1,077,800	-	-	-
Community Safety Officer (4) - Option 1	-	525,900	538,900	-	-	-
Community Safety Officers (12) - Option 2	-	-	-	776,800	1,581,800	1,616,700
Community Safety Officer Capital	-	58,200	-	-	58,200	-
CSO One-Time Costs	112,500	36,400	-	149,000	-	-
RCMP Members	-	-	-	-	-	-
Community Clean Team Operations	183,600	639,600	639,200	183,600	639,600	639,200
Community Clean Team Capital	50,400	320,000	-	50,400	320,000	-
Vandalism Relief Grant	50,000	30,000	30,000	50,000	30,000	30,000
Downtown Parkade Cleaners	66,800	68,100	69,500	66,800	68,100	69,500
Parkade Security Improvements	-	Pending	Pending	-	Pending	Pending
Public Space CPTED (One-Time)	25,000	-	-	25,000	-	-
Public Space CPTED Investments	-	Pending	Pending	-	Pending	Pending
Community Rules & Resources Guide	20,000	7,500	7,500	20,000	7,500	7,500
Parks Ambassadors Program (One-Time)	123,800	-	-	123,800	-	-
Downtown Safety Coordinator	76,000	153,900	158,100	76,000	153,900	158,100
Total Operating	918,900	2,432,500	2,475,300	1,166,800	2,436,600	2,475,300
Total One-Time Costs	261,300	36,400	-	297,800	-	-
Total Capital	50,400	378,200	-	50,400	378,200	-
TOTAL	1,230,600	2,847,100	2,475,300	1,515,000	2,814,800	2,475,300



LATE Q2 & Q3 2022

- ▶ RCMP Youth Unit transitions to Downtown Engagement Team
- ▶ City/RCMP Action Table set up for "All Hands", enhanced-presence approach
 - ✓ Bike Squad, Bylaws, Fire, Public Works, PRC, other
- ▶ Activate second Clean Team
- ▶ Launch Vandalism Relief Grant
- ▶ Place Downtown Safety Coordinator; hire, train, equip CSOs
- ▶ Activate Park Ambassadors

LATE Q3 & Q4 2022

- ▶ CSOs on patrol
- ▶ Inter-departmental Working Group active
- ▶ Begin to develop (third party) Ambassador Program for 2023 launch
- ▶ Develop Rules & Resources Guide
- ▶ Commission CPTED Study for public spaces (2023 improvements)



DOWNTOWN NANAIMO SAFETY ACTION PLAN
FINANCE AND AUDIT COMMITTEE

April 20, 2022

