

DATE OF MEETING October 28, 2019

AUTHORED BY BILL CORSAN, DIRECTOR, COMMUNITY DEVELOPMENT

SUBJECT **BYLAW SERVICES FUNCTION – BACKGROUND INFORMATION**

OVERVIEW

Purpose of Report:

To provide Council with an overview of the Bylaw Services Section.

BACKGROUND

At the 2019-AUG-26 Council meeting, it was moved and seconded that:

“Council direct Staff to prepare a report and presentation for a Governance and Priorities Committee meeting that provides an overview of the bylaw enforcement function, breakdown of the annual enforcement budget and revenues, and how this compares with other similar municipalities and the general bylaw policy of the organization”.

DISCUSSION

The Bylaw Services Section plays a key role within the City of Nanaimo by investigating, mediating, and resolving bylaw violations. Staff in the section provide service directly to the public and interact with Staff throughout the organization daily.

The Bylaw Services Section has three main areas of operation:

- Bylaw enforcement & security
- Parking services
- Animal control

A detailed breakdown of the section is outlined in Attachment A: Bylaw Services and Parking 2020 Business Plan.

Bylaw Enforcement & Security

The Bylaw Services Section has 4 full-time bylaw officers and two administrative staff who respond to complaints from the public, City departments, and other agencies. The budget for the service in 2019 was \$1,671,711. Revenue in 2019 was \$354,275.

The group is charged with enforcing the City’s regulatory bylaws and respond to over 2,400 calls per annum. The most common calls relate to parking, security (encampments), unsightly property, assisting the public, noise from dogs, security, and noise.

The team also work with other City Staff to review, update, and develop new regulatory bylaws.

An increasingly important role has been an increase in response to the impacts of the opioid crisis and homelessness concerns throughout the community. The team responded to 161 encampment calls in 2016, with the number more than doubling to 377 in the last two years.

The 2020 Business Plan identifies an expansion of the graffiti removal program, and an update to the “Traffic and Highways Regulation Bylaw 1993 No. 5000” as key initiatives for next year.

Parking Services

The Bylaw Services Section manages three City-owned parkades (Bastion, Harbourfront, and Port of Nanaimo Centre) and three surface public parking lots in the downtown core. The budget for Parking Services was \$1,270,282 in 2019, with revenue of \$1,667,749.

The City has 6 full-time employees (FTEs) dedicated to parking patrol and one administrative staff to operate the parking function. The Staff are based out of the Community Policing and Services Office at 18 Victoria Crescent. Staff will be returning to Council with a report on options relating to the long-term use of this office space.

In addition to managing and enforcing parking, the team respond to public security and homelessness matters and provide support for special events in the downtown core.

The 2020 Business Plan identifies the implementation of the Hospital Area parking enforcement plan and a capital plan to replace the membranes in the Bastion and Harbour Front parkades as key initiatives.

Animal Control

The City of Nanaimo has a contract with Nanaimo Animal Control Services Ltd to enforce the City’s “Licencing and Control of Animals Bylaw 1995 No. 4923” and to operate the pound and adoption centre for the City of Nanaimo. The contract has a value of \$457,840 per annum with an additional \$22,050 to supply a seasonal employee from May 1 to September 31 each year.

The contractor operates out of a City-owned facility at 1260 Nanaimo Lakes Road. The contracted level of service has remained the same since the mid-1980s, and minimal maintenance has been performed on the existing facility.

In 2018, animal control officers responded to 2,799 complaints. In total, 210 dogs were under the care of the animal control contractor, with 83% of those reunited with their owner. 29 cats were under the care of the contractor, with 6 cats claimed by their owner, and 19 adopted to new homes.

The 2020 Business Plan has flagged the renewal of the animal control contract in 2020 as a key initiative. Prior to the renewal of the contract, Staff are conducting a service review to determine if the City is receiving best value, and if not, what alternative approaches may be considered going forward.

CONCLUSION

The Bylaw Services Section is an important function to the City of Nanaimo investigating, mediating, and resolving bylaw violations. The team also manages the City's parking function and oversees the animal control service contract. |

SUMMARY POINTS

- A Governance and Priorities Committee meeting has been set for 2019-OCT-28 to provide Council with a review of the bylaw enforcement function.
- The Bylaw Services Section delivers bylaw enforcement and security, parking services, and animal control services for the City of Nanaimo.
- The 2020 Bylaw Services Business Plan layouts out a number of key initiatives for the coming year, including the continued efforts to provide support for the opioid crises and downtown security, implementation of the Hospital Area parking enforcement plan, upgrades to the Bastion and Harbour Front parkades, and a service review of the animal services contract.

ATTACHMENTS

ATTACHMENT A: Bylaw Services & Parking 2020 Business Plan |

Submitted by:

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Concurrence by:

Jeremy Holm, Director, Development
Approvals on behalf of Dale Lindsay General
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Dave LaBerge
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