



DEVELOPMENT SERVICES

Bylaw Services and Parking

2020 Business Plan



Bylaw Services and Parking

OVERVIEW

The Community Development's Bylaw Services section identifies, investigates, mediates and resolves bylaw violations, and provide enforcement services to all City Departments.

Three bylaw officers, two clerks and a bylaw supervisor work out of the Service and Resources Center (SARC, 411 Dunsmuir St), providing general enforcement services including property maintenance, noise, zoning, building, nuisances, barking dog investigations.

Social disorder and challenges associated with the Opioid Crisis, homelessness and mental health issues have impacts on the city's public spaces and parklands, and require significant bylaw resources. Bylaw officers work closely with police, housing and health services addressing homelessness and encampments throughout the community.

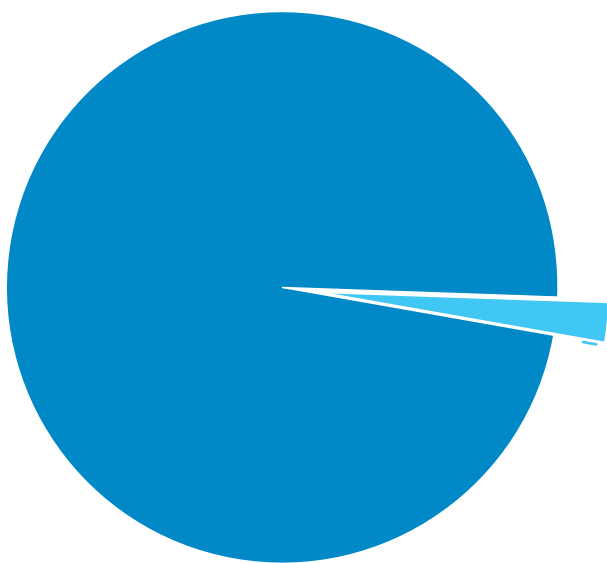
Six parking and bylaw enforcement officers and a parking clerk work out of the Community Policing and Services Office (18 Victoria Crescent) providing bylaw, traffic and parking enforcement and security services to the downtown area, civic facilities and the City's waterfront boat ramps. The scope of these services will extend to the Hospital Area in the fall of 2019. Bylaw staff manage the City's parking facilities and street surface lots.

The Bylaw Manager reports to the Director of Community Development and administers all bylaw, parking, parking and animal shelter facilities, bylaw adjudication and contracts for animal control services, and participates in the nuisance property committee, graffiti task force, health and housing task force and the Nanaimo Homelessness Coalition.

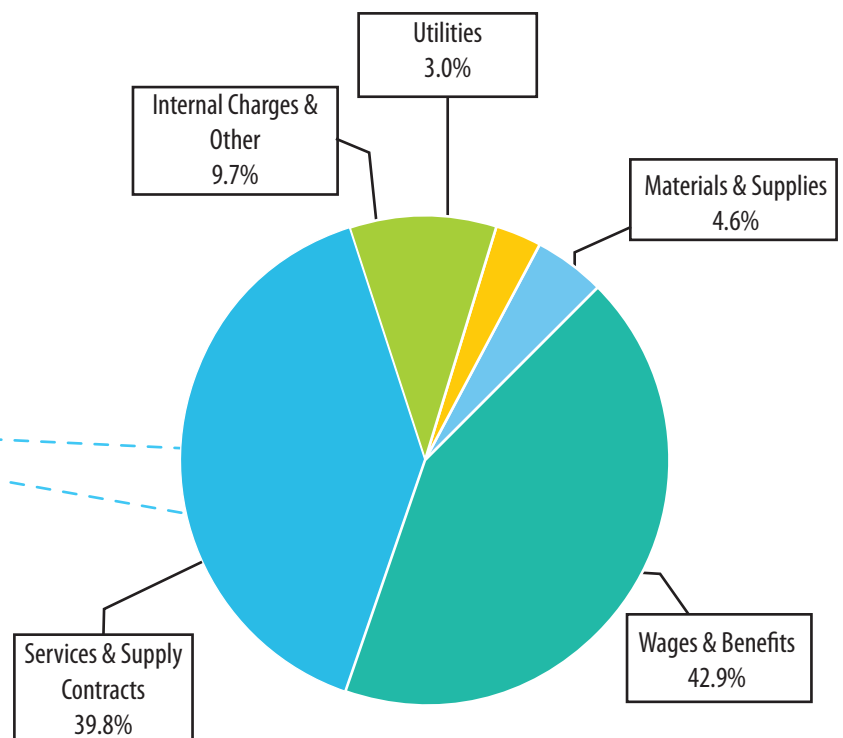
Core Services

- Bylaw enforcement and security
- Parking services
- Animal control

DEPARTMENT'S SHARE OF CITY'S OPERATING EXPENDITURE BUDGET



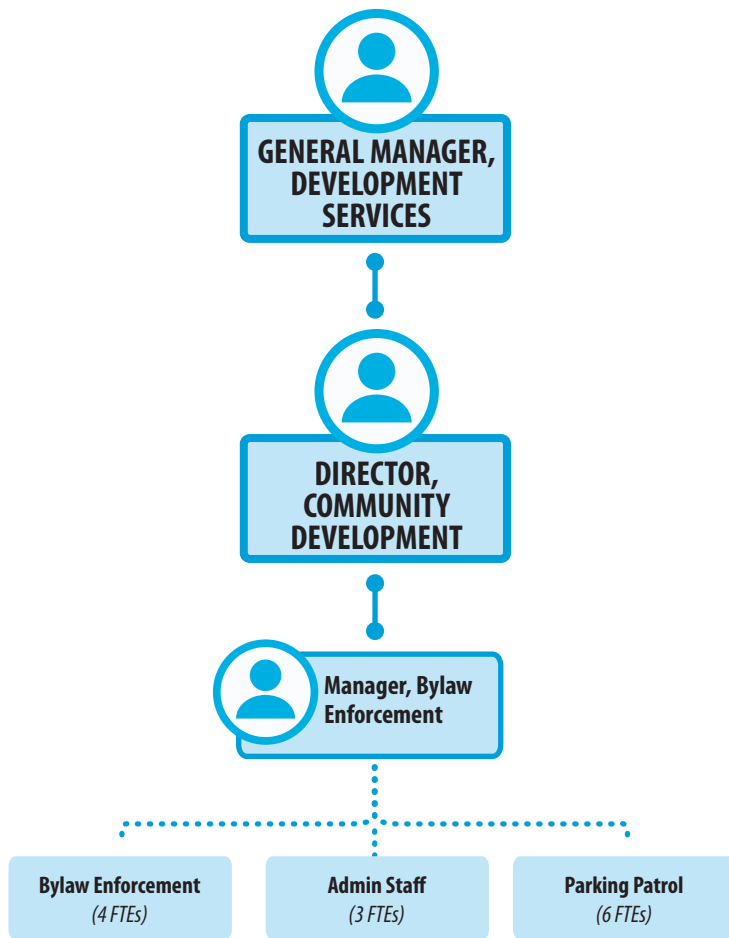
- BYLAW REGULATION AND SECURITY 2.0%
- REMAINING CITY BUDGET 98.0%



Operating Expenditure Budget:

\$3,051,758

LEVEL OF SERVICE



Bylaw Services

- Responds to complaints from the public, city departments and other agencies. Investigates and enforces regulatory bylaws
- Develops and updates city regulatory bylaws
- Responds to public security & homelessness matters
- Administers nuisance property abatement program
- Administers city ticketing and adjudication systems
- Provides corporate security advice on property and employee safety
- Provides property maintenance regulation of unsightly conditions; informing the owner they must comply with property maintenance by laws

Parking Services

- Manages three City-owned parkades and three surface public parking lots in the downtown core:
 - The City-owned parkades provide 886 public parking stalls. Utilization of the parkades has increased steadily since 2014 due to a rise in monthly parking passes and agreements with downtown businesses. The Harbourfront facility has a 100% commitment for monthly passes, while the Vancouver Island Conference Centre (VICC) parkade is at 76% capacity and the Bastion parkade is at 75% capacity during the day. As a result, revenue has risen from \$940,000 in 2014 to a projected \$1,250,000 in 2019.
 - The City-owned surface lots provide 165 public parking stalls. Utilization of the surface lots at Wentworth, Cavan and Selby Streets have remained consistent between 2014 to 2019 with monthly parking passes accounting for 85% of utilization. Revenue for the three surface lots is projected to be \$141,000 in 2019.
- Manages and enforces downtown parking, parkades, meters, timed parking and residential parking
- Enforces regulatory bylaws downtown
- Responds to public security & homelessness matters
- Liaises with the contracted private security
- Manages parking in the hospital neighbourhood
- Administers parking permits
- Provides municipal support to business and special events
- Liaises with the RCMP Bike Patrol

Animal Control

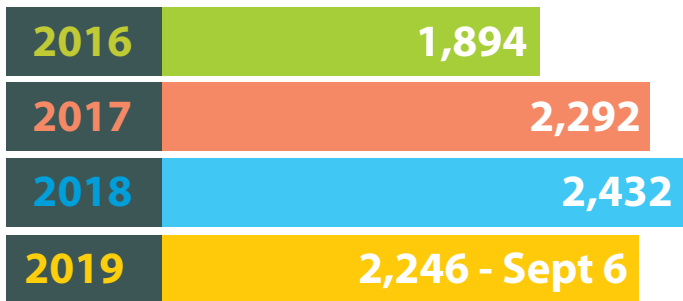
- Animal Control Services provided by a contracted service provider
- Enforces animal control bylaw and controls animals in City parks
- Removal of animal carcasses from public highways and beaches

Bylaw Services and Parking

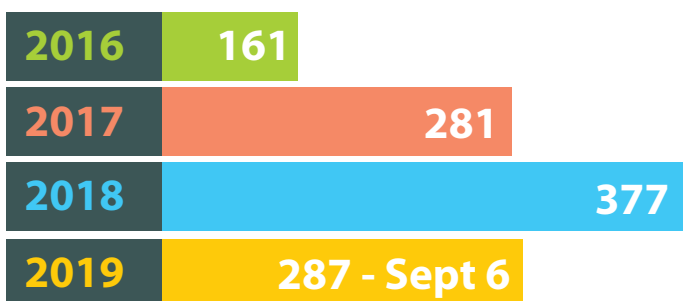
2019 ACHIEVEMENTS

- Updates to various bylaws: A number of amendments have been made to various bylaws, including the parks bylaw, public nuisance bylaw, bylaw enforcement bylaw, nuisance abatement and cost recovery bylaw, and the traffic bylaw.
- New staff: Two new parking bylaw enforcement officers and a number of new-hire replacements for bylaw enforcement in 2019.
- Homelessness: the City's bylaws were updated in 2019 to conform to Court decisions prescribing locations and circumstances in which overnight sheltering is permitted. Bylaw enforcement worked collaboratively with police and outreach services to assist in the closure of the Port Drive Tent City transitioning individuals to temporary housing sites and shelter facilities.
- Public Disorder: Bylaw Services are responsive to matters relating to public disorder, homeless encampments and open drug use in public spaces. A graffiti action team was created to respond to significant increases in graffiti vandalism.
- Nuisance Properties: The Nuisance Property Committee addressed chronic nuisance issues occurring at numerous properties through informal resolutions with owners, and referred several properties to Council for nuisance designation. A new Nuisance Abatement Bylaw has been presented to Council with updated authorities and a flat-rate fine of \$250.00 for nuisance calls. Thirty-two properties were reviewed by the Committee, and two properties were designated as nuisances by Council.

TOTAL BYLAW CALLS

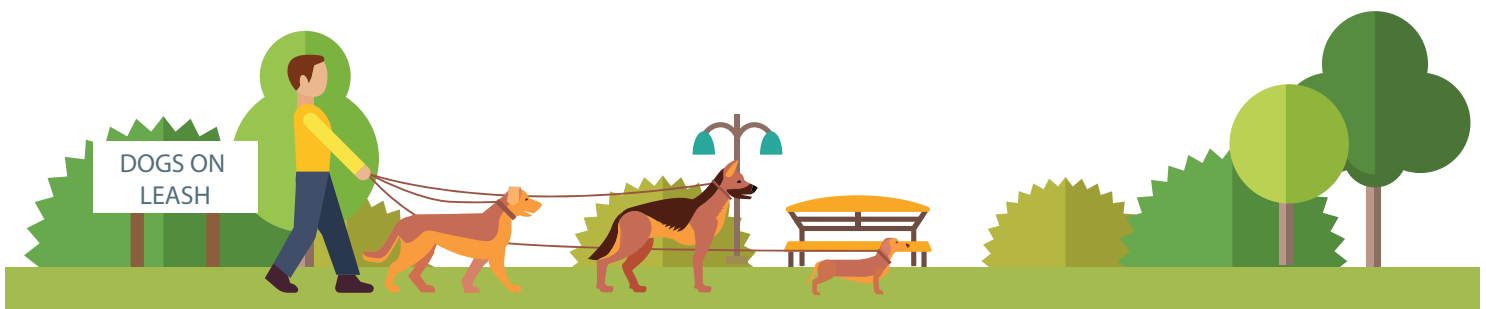


TOTAL ENCAMPMENT CALLS



2018 Bylaw Calls - By Description

Parking - 460	Environmental issues - 23
Security (encampments) - 377	Assist parks department - 22
Unightly Property - 278	Nuisances - 20
Assist public or city department - 197	Panhandlers - 20
Noise (dogs) - 159	Assist planning department - 19
Security - 135	Abandoned autos - 10
Noise - 135	Assist business licensing - 9
Security (sleeper) - 108	Street entertainers - 9
Dumping - 100	Assist fire department - 7
Security (drug-related) - 55	Impounded vehicle - 7
Security (parkade) - 50	Security (miscellaneous) - 4
Signs - 45	Illegal suites - 3
Graffiti - 40	Unsafe structure - 3
Assist building department - 37	Assist animal control - 2
Assist public works - 34	Dust - 2
Assist RCMP - 27	Suspicious persons - 2
Traffic - 26	



Bylaw Services and Parking

2019 ACHIEVEMENTS, cont'd

- Parking: a replacement License Plate Recognition vehicle was acquired in 2019 which facilitates efficient parking enforcement over broad areas, and is being used in parking congested areas downtown, around civic facilities, parks, boat ramps and ferry terminals. A new parking enforcement plan will commence in the Hospital area in the fall of 2019.

DOWNTOWN PARKADE PASS INVENTORY – SEPTEMBER 2019

Parkade	Total Space	Permit Capacity	Current Pass Occupancy	Public Space Remaining
Bastion	292	208	205	30%
Harbour Front	301	301 <i>(includes 150 for Coast Hotel)</i>	299	0-10% minimal
Port of Nanaimo Centre (VICC)	308	308 <i>(includes 75 for VICC events)</i>	234	25%



TICKETING OFFENCE SUMMARY FROM JAN 01, 2019 TO SEPT 06 2019

Revenue Group	Number of Offences	Fines
Animal	174	\$21,000
Bylaw	1,136	\$48,000
Parking	4,136	\$128,000

TICKETING OFFENCES BY TYPE FROM JAN 01, 2019 – SEP 06, 2019

Bylaw	Description	Offences	Fines
3704	Property Maintenance	2	\$200
4500	Zoning	11	\$2,200
4750	Noise Control	6	\$600
4923	Animal Control	174	\$21,300
5000	Traffic & Highways (includes parking)	4,944	\$167,105
5648	Nuisance and Disturbance	34	\$5,100
7049	Fire Works	1	\$200
7073	Parks Regulation	50	\$7,500
7109	Street Entertainers	4	\$200
7242	Property Maintenance	10	\$1,500
7268	Smoking	1	\$250
Total Revenue			\$210,070

Bylaw Services and Parking

KEY CHALLENGES FOR 2020

- Bylaws - calls for services relating to homelessness and social disorder can take up to 75% of front-line bylaw resources at times. The mitigation and clean-up of encampments and the related public safety issues is a priority to the community. A number of key challenges arise from these circumstances:

- Increase in violence toward bylaw officers resulting in work related injuries and requirements for additional training and equipment.
- Bylaw officers are often first responders to public disorder matters which should be police calls.
- The size and nature of encampments often require attendance of 2-5 bylaw officers on multiple occasions with police support.
- Bylaw officers remove multiple truckloads of abandoned debris and garbage on a daily basis, resulting in an increase of more than \$6,000.00 in hauling and tipping fees in 2019.
- Significant costs are incurred cleaning up large encampments in public spaces.
- Fire hazards and damage to habitat
- Demands for service relating to homelessness issues impact ability to provide timely response to other bylaw matters.

- Parking

- A downtown parking plan with phased stages of implementation was previously initiated, but discontinued, leaving inconsistencies in areas with free and metered pay parking. The downtown transportation study currently being led by the Traffic Engineering section will provide a framework for future parking management strategies.

- Repeated incidents of vandalism resulted in the removal of over 100 single-head parking meters downtown and loss of significant parking revenue.
- Increasing vehicle-related theft and damage occurring in downtown City Parkades requires robust security and infrastructure upgrade considerations.
- The three downtown City-owned parkades are highly utilized, with increasing periods of congestion impacting hotel patrons and other user groups.

- Animal Control

- The Animal Control contract will expire in 2020 and will require updating and revision.
- The animal shelter facility requires replacement or significant renovation to meet current standards of animal care, which has been identified in an Animal Shelter Improvements Business Case.
- Service levels for animal control services which include dog licensing, enforcement, investigations, operation of the animal shelter facility and removal of animal carcasses from City streets and beaches have not been adjusted to keep up with population growth since the 1980's.



QUARTER

1

ENFORCEMENT

- Implementation of the Hospital Area parking enforcement plan.

QUARTER

2

ANIMAL CONTROL

- Updating and posting contract for Animal Control

QUARTER

3

GRAFFITI

- Expansion of a coordinated approach to address graffiti to clean up public and private infrastructure throughout the City.

PARKING

- Ongoing capital projects to replace surface membranes on Bastion and Harbour Front Parkades.

QUARTER

4

BYLAWS

- Updating Traffic and Highways Bylaw

DOWNTOWN TRANSPORTATION

- Supporting the implementation of downtown transportation plans

Bylaw Services and Parking

PROPOSED OPERATING BUDGET

	2019	2019	2020	2021	2022	2023	2024
	Approved Budget	Restated Budget*	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
Revenues							
Bylaw Enforcement & Security	\$ 354,275	\$ 354,275	\$ 370,500	\$ 374,205	\$ 377,947	\$ 381,725	\$ 385,544
Parking Services	1,667,749	1,667,749	1,813,237	1,831,369	1,849,684	1,868,180	1,886,861
Annual Operating Revenues	\$ 2,022,024	\$ 2,022,024	\$ 2,183,737	\$ 2,205,574	\$ 2,227,631	\$ 2,249,905	\$ 2,272,405
Expenditures							
Bylaw Enforcement & Security	\$ 1,657,304	\$ 1,671,711	\$ 1,679,517	\$ 1,708,395	\$ 1,736,577	\$ 1,771,097	\$ 1,806,305
Parking Services	1,260,168	1,270,282	1,372,241	1,394,582	1,419,619	1,447,962	1,476,719
Annual Operating Expenditures	\$ 2,917,472	\$ 2,941,993	\$ 3,015,758	\$ 3,102,977	\$ 3,156,196	\$ 3,219,059	\$ 3,283,024
Net Annual Operating Expenditures**	\$ 895,448	\$ 919,969	\$ 868,021	\$ 897,403	\$ 928,565	\$ 969,154	\$ 1,010,619
Staffing (FTEs) - Budgeted	14.0	14.0	14.0	14.0	14.0	14.0	14.0

* Restated budget reflects allocations of committed contingency as a result of CUPE contract settlement

**Does not reflect transfers to General Parking Reserve. Net operating revenue from parking operations is transferred to General Parking Reserve.

PROPOSED OPERATING BUDGET

	2019	2019	2020	2021	2022	2023	2024
Expenditure Summary	Approved Budget	Restated Budget*	Draft Budget	Draft Budget	Draft Budget	Draft Budget	Draft Budget
Wages & Benefits	\$ 1,225,001	\$ 1,249,522	\$ 1,308,758	\$ 1,330,343	\$ 1,356,947	\$ 1,384,090	\$ 1,411,768
Services & Supply Contracts	1,184,808	1,184,808	1,214,987	1,239,286	1,264,075	1,289,353	1,315,139
Materials & Supplies	131,199	131,199	140,710	137,098	131,411	134,042	136,718
Utilities	99,800	99,800	90,685	92,499	94,347	96,234	98,159
Internal Charges & Other	276,664	276,664	296,618	303,751	309,416	315,340	321,240
Annual Operating Expenditures	\$ 2,917,472	\$ 2,941,993	\$ 3,051,758	\$ 3,102,977	\$ 3,156,196	\$ 3,219,059	\$ 3,283,024

* Restated budget reflects allocations of committed contingency as a result of CUPE contract settlement

