

ATTACHMENT B

The 2019 approach to the impacts of social disorder on public area cleanliness and security in Nanaimo

Issue	Response and timeline	Impact
<p>Minor campsites Minor campsites are typically found in parks and on vacant land. Temporary campsites are permitted in some areas of some City parks between the hours of 7pm and 9am. A person camping must move on and leave no materials behind by 9am.</p>	<p>The approach taken to illegal small campsites is to remove them as early as possible before they become more established. Small campsites are eligible to be removed if they are in “amenity areas”, in named restricted parks or in any park after 9am.</p> <p>Removal of inhabited minor campsites is led by the bylaw section and sometimes the RCMP. Any materials not taken away by the camper are removed. In these instances it is important to act quickly to prevent the establishment of a larger encampment. For this reason it is most effective for staff on the scene to remove the materials as opposed to waiting for a contractor who typically are not able to respond immediately. For most of 2019 Bylaw services were removing the waste and hauling it to landfill or the Public Works yard for disposal. This was time consuming and not the most appropriate use of officer’s time.</p> <p>In November 2019 the staff trialed a “City of Nanaimo Social Disorder Response Team” (SDRT) designed to take the strain of waste removal away from the bylaw department. Since the inception of the dedicated rapid response team the bylaw section has been more able to focus on bylaw and enforcement work as they are now less focused on removal of waste.</p>	<p>Staff estimate that during 2019 70% of the Bylaw sections’ resources were taken up by dealing with the impacts of Nanaimo’s social issues.</p> <p>The result has been that less staff time has been available for typical bylaw duties.</p> <p>The SDRT is designed to alleviate the strain of from the bylaw section so they can focus on enforcement matters. The SDRT is an unbudgeted expense that costs approximately \$22,000 per month to fund. In 2019 the costs were partially covered by an underspend in the Sanitation budget. There are no funds allocated to this work in 2020.</p>
<p>Major encampments Sometimes encampments are not noticed when they are first formed. When they go unnoticed for a number of days they can become quite large and require a major clean-up effort.</p>	<p>Major encampments are typically removed by City contractors within two days of reporting. These clean ups generally require lots of resources to remove large amounts of waste from areas that are typically difficult to access.</p>	<p>Approximately \$25,000 was spent on major encampment clean-up in City of Nanaimo Parks in 2019.</p>

ATTACHMENT B

<p>Abandoned stolen shopping carts and detritus on streets</p>	<p>The bylaw, sanitation, and parks operation sections have been removing abandoned materials from streets and “amenity areas”. Waste and soiled items are landfilled. Stolen shopping carts in working condition are taken to the Public Works yard where they are eventually collected and returned to their location of origin. All efforts to return items of value and importance to their owner are taken. By the spring of 2019 the sanitation section was unable to meet the demand of the required streets clean-up work. As a result the bylaw section began removing the waste items from streets themselves.</p>	<p>The rapid response of the bylaw section prevents the accumulation of waste and prevents encampments from forming however it does mean that bylaw resources are less available for their more typical duties.</p> <p>The SDRT is designed to alleviate the strain of from the bylaw section so they can focus on enforcement matters.</p>
<p>Wesley Street Wesley street is described as an “Urban Dead zone”. It is a problem, high traffic area frequented by individuals who are using the services of the nearby Overdose Prevention Site and Harris House Health Clinic.</p>	<p>Bylaw officers conduct multiple daily sweeps of Wesley Street to maintain order, clear abandoned goods and to prevent the establishment of an encampment. In 2019 the City installed a lockable fence at the rear of the Service and Resource Centre to prevent access to the property at night. In 2019 Custodial staff resources were reallocated to allow for a daytime custodian at City Hall and SARC. It is estimated that 25% of the work undertaken by the daytime custodian relates to the high traffic nature of Wesley street and includes moving on of overnight rough sleepers in doorways and removal of waste, human waste and used harm reduction supplies.</p>	<p>The addition of a daytime custodian has been achieved through a reallocation of human resources. No additional staff are required. Custodial services in the evenings have been readjusted.</p>
<p>Harm reduction supplies Discarded harm reduction supplies include used needles.</p>	<p>Many City operations crews are trained and equipped to remove any used harm reduction supplies encountered during their working day. In 2019, the urban clean-up program operated by John Howard Society on behalf of the City cleared trails and downtown streets of improperly discarded harm reduction supplies. Funding for this program ended in December 2019. As of December 2019 there are a total of 19 needle boxes in City Parks and amenity areas. Depending on their location, these boxes are serviced by the sanitation crew or a City contractor on a</p>	<p>The budget for the Urban clean-up program for 2019 was \$44,856 and has a provisional budget of \$45,000 for 2020. This contract was renewed in 2020.</p>

ATTACHMENT B

	<p>monthly or as needed basis. In 2020 staff will evaluate the needle box program and the potential for its expansion into new parks and civic facilities.</p>	
<p>Vandalism and Graffiti Vandalism experienced includes damage to parks infrastructure including trails, irrigation systems, flower beds and playgrounds. Graffiti is a particular issue in parks washrooms and on the exterior of civic and recreation facilities.</p>	<p>Repairs and over painting are undertaken by Parks operations staff, typically within one to three days of the vandalism or graffiti taking place. Bigger acts of vandalism can require the use of contractors, for example the theft of wire from the NDSS and Merle Logan fields in 2019 required a contractor to replace the wire.</p>	<p>The impact is that Parks operations staff are diverted away from their typical duties. Work is reprioritized leaving some tasks delayed as a result. In 2019 \$122,265 of parks department staff time was attributed to issues resulting from vandalism. \$25,195 was expended on electrical repairs.</p>
<p>Misuse of washrooms Washrooms in City facilities have been misused for the purposes of camping and drug abuse.</p>	<p>As of October 2019 Washrooms at Beban Social Centre are now only accessible with a key accessed at the front counter. The Public Washroom in Diana Krall Plaza now has reduced hours to assist in limiting its misuse; hours are now 7 am till midnight Sunday-Thursday and 7am to 3am Friday and Saturday. There is consideration of a similar measure for the public washrooms in the lobby of the SARC building.</p>	<p>Staff have dealt with some difficult situations in public washrooms.</p>
<p>Break ins and security issues</p>	<p>Security issues at Beban park were persistent in 2019, thefts and incidences of patrons causing a disturbance meant that security patrols were used extensively over the summer. Additionally, there were numerous break ins at the Public Works yard in 2019. The alarmed fence was compromised and rendered irreparable in some sections. A security guard performing foot patrols was utilized increasingly from June 2019 eventually becoming a nightly service in August. In October staff agreed a security services sharing arrangement with Pacifica Housing, the operator of the supportive housing development on Labieux Road. This entails foot patrols originating at the Pacifica Housing site crossing over into Public Works and Beban park several times at night.</p>	<p>In 2019 \$85,402 was expended on security services in Parks facilities and spaces. The majority of this was time spent at Beban Park but it also includes foot patrols at other problem locations including Deverill Square, May Bennet Park and the NDSS turf field. This expenditure was unbudgeted. The \$45,499 in Public Works Security measures were unbudgeted in 2019. \$64,064 has been budgeted for Public Works security in 2020.</p>

ATTACHMENT B

	<p>This is known as the joint security plan and is developed through the Nikao Community Advisory Committee (CAC).</p>	
--	------------------------------------------------------------------------------------------------------------------------	--