


2020 Year in Review

- COVID-19 Response
 - Emergency Coordination Centre (ECC)





2020 Year in Review

COVID-19 Response

- Stabilize Operations
- Maintain Essential Services

Police

Fire

Water/Sewer

Sanitation

Information Technology

Human Resources

Website

Legislative Services (Council)

Work from Home

CITY OF NANAIMO
THE HARBOUR CITY

2020 Year in Review

Business Model Changes

Online Services and Payments

BizPal

Provide some generic information about your business to generate a custom 9 permits and license needed for local, provincial and federal requirements.

9

Business Licence Application

Apply for new licenses online with the Business Licence Application.

9

Business Licence Payments


Pay online for your business license through our secure payment system.


9


Change of Address Online

Make this all a breeze with your online license system.

9







Virtual City Hall

Parks Ambassadors


Tax Payments at Frank Crane

Pools, Rinks, & Fields


CITY OF NANAIMO
THE HARBOUR CITY

2020 Achievements


Governance Excellence




Economic Health



Environmental Responsibility



Livability



Strategic Plan

5



Governance Excellence



- Changes to Policies/Bylaws
 - Livestreaming of Council/Council-related committee meetings
 - Electronic Conferencing Software
 - Registered Delegations
 - Question Period



Governance Excellence





- Task Forces and Committees
 - Mayor's Task Force on Recovery and Resilience
 - Health and Housing Task Force
 - Economic Development Task Force
- New Committees
 - Advisory Committee on Accessibility and Inclusiveness
 - District 68 Sports Field and Recreation Committee
- Protocol Agreement Working Group

Governance Excellence

- Service Delivery Reviews
 - Animal Control
 - Sanitation Services
 - Building Permit Process
 - Tourism Function
 - Fire Services



Economic Health

- Economic Development Task Force
- Sustainable Procurement
- Building Permits
- Patio Program



Environmental Responsibility


- Climate Change – Guiding Principle for REIMAGINE Nanaimo
- Review of Community Sustainability Action Plan
- Climate Resiliency Strategy
- MOESS Update → Complete Streets
- Green Fleet Strategy
- Checkout Bag Policy
- Step Code




Liveability

- REIMAGINE Nanaimo
- Manual of Engineering Standards and Specifications (MOESS)
- Health & Housing
 - MOU with BC Housing
 - Social Disorder Response Team
 - Minister and VIHA Advocacy
- Downtown Initiatives
- Waterfront Walkway





2021



- COVID-19

STEPS

1

MARCH TO MAY
Focus on closure of facilities and park amenities (playgrounds, sport courts, gated off-leash dog areas), cancellation of in-person recreation programming and providing services online.

2

LATE MAY TO SEPTEMBER
Focus on reopening park amenities and some indoor facilities, offering limited outdoor recreation programming and modified summer camps as well as opening up a pop-up tax payment office that accommodates physical distancing.

3

APPROXIMATELY SEPTEMBER AND BEYOND
Focus on further expanding public access to programs and services.

4

DEPENDENT UPON RELEASE OF A VACCINE
Focus on resumption of normal operations and service and program delivery.



2021 Key Opportunities

GOVERNANCE

- Council
- Service Delivery
- Fiscal Management




	Approved Budget	Revised Budget	Drift	Drift	Drift	Drift	Drift	Drift
			Amount	%	Amount	%	Amount	%
UNAPPORTIONED								
City Administration	\$ 3,980,000	\$ 3,940,700	\$ (39,300)	-1.0%	\$ 3,980,000	\$ 3,940,700	\$ (39,300)	-1.0%
Corporate Services & Facilities	\$6,970,000	\$6,845,000	\$ (125,000)	-1.8%	\$6,970,000	\$6,845,000	\$ (125,000)	-1.8%
Community Development	\$6,960,000	\$6,975,000	\$ 15,000	0.2%	\$6,960,000	\$6,975,000	\$ 15,000	0.2%
Parks & Recreation	\$2,200,000	\$2,195,000	\$ (5,000)	-0.2%	\$2,200,000	\$2,195,000	\$ (5,000)	-0.2%
Engineering & Infrastructure	\$5,400,000	\$5,400,000	\$ 0	0.0%	\$5,400,000	\$5,400,000	\$ 0	0.0%
Public Works & Management	\$6,400,000	\$6,400,000	\$ 0	0.0%	\$6,400,000	\$6,400,000	\$ 0	0.0%
Public Services	\$6,400,000	\$6,400,000	\$ 0	0.0%	\$6,400,000	\$6,400,000	\$ 0	0.0%
Human Resources and Training	\$2,400,000	\$2,400,000	\$ 0	0.0%	\$2,400,000	\$2,400,000	\$ 0	0.0%
Emergency Communications (ECIS)	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Food & Beverage Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Tourism & Convention Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Landfill Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Waste Management	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Animal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Library Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Information Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Audit Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Control Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Compliance	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Legal Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Information Systems Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Facilities Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Transportation Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Maintenance Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Security Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Training Services	\$1,700,000	\$1,700,000	\$ 0	0.0%	\$1,700,000	\$1,700,000	\$ 0	0.0%
Internal Communications Services	\$							

CITY OF NANAIMO
THE HARBOR CITY

2021 Key Opportunities

RESILIENCE

(Image credit: NanaimoNewsNOW.com)



CITY OF NANAIMO
THE HARBOUR CITY

2021 Key Opportunities

PRIORITIES

- Social Issues
 - BC Housing Projects
 - Government Advocacy
 - Social Disorder
- Major Capital Projects
 - RCMP
 - Public Works
 - Waterfront Walkway
 - Fire Hall #1
- Local Economy
 - Economic Strategy
 - Economic Function
 - Sustainable Procurement




CITY OF NANAIMO
THE HARBOUR CITY

2021 Key Opportunities

PRIORITIES CONT'D

- Organizational Resiliency
 - Redeployment
 - Work from Home
- Strategic Focus Areas
 - Task Forces – Implementation
 - REIMAGINE Nanaimo
 - Official Community Plan
 - Parks, Recreation, and Culture Plan
 - Active Transportation Plan
 - Organizational Leadership




CITY OF NANAIMO
THE HARBOUR CITY

2021 Key Opportunities

PRIORITIES CONT'D

Relationships

