




## 2021 Achievements

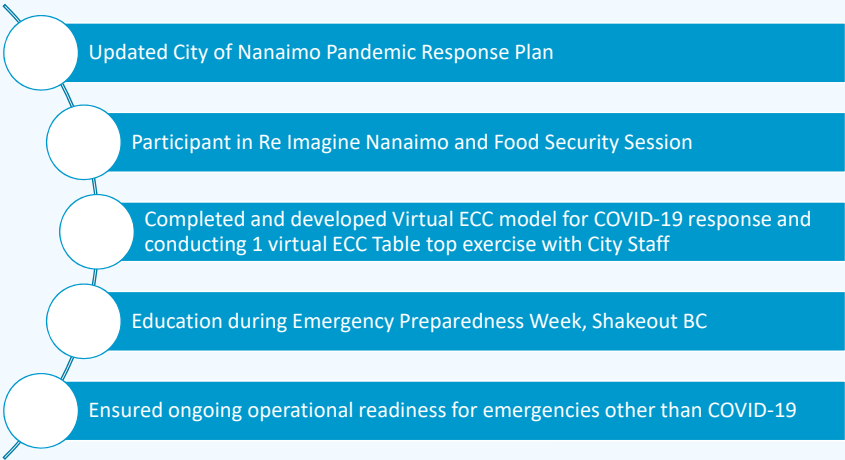


- ECC Activations – 1 Covid-19 and 2 virtual (Wildfire and Severe Weather)
- Recovered \$113,535.39 from EMBC for COVID-19 response
- Developed and Coordinated Mid Island COVID-19 update with Regional MHO, First Nations, School District, VIU and Mid Island Communities from Tofino up to Oceanside
- Ensured ongoing operational readiness for emergencies other than Covid-19
- ECC room planning Fire Station#1
- Developed COVID-19 guidelines for ECC, ESS response and meetings
- Initiated and finalized Mobile Hospital Contract with PR&C and Island Health

*Emergency Management*





## 2021 Achievements



- Updated City of Nanaimo Pandemic Response Plan
- Participant in Re Imagine Nanaimo and Food Security Session
- Completed and developed Virtual ECC model for COVID-19 response and conducting 1 virtual ECC Table top exercise with City Staff
- Education during Emergency Preparedness Week, Shakeout BC
- Ensured ongoing operational readiness for emergencies other than COVID-19

*Emergency Management*





## 2021 Achievements

### ESS

- Developed ESS Virtual Response Model – Profiled response model at EMBC sessions and conference. Developed virtual program for EMBC and supported Lytton evacuees

Date	Task #	Event	District
20-Jan-21	210354 Meeting		
08-Feb-21	215936 Structure Fire		City of Nanaimo
17-Feb-21	210354 Meeting		
17-Mar-21	210354 Meeting		
21-Apr-21	220178 Meeting		
04-May-21	220552 Structure Fire		City of Nanaimo
19-May-21	220178 Meeting		
01-Jul-21	N/A	EMBC Tel-Register	PECC
02-Jul-21	N/A	EMBC Tel-Register	PECC
03-Jul-21	N/A	EMBC Tel-Register	PECC
04-Jul-21	N/A	EMBC Tel-Register	PECC
05-Jul-21	N/A	EMBC Tel-Register	PECC
06-Jul-21	N/A	EMBC Tel-Register	PECC
07-Jul-21	N/A	EMBC Tel-Register	PECC
08-Jul-21	N/A	EMBC Tel-Register	PECC
09-Jul-21	N/A	EMBC Tel-Register	PECC
23-Jul-21	221973 Structure Fire		City of Nanaimo
23-Jul-21	221973 Structure Fire		City of Nanaimo

Emergency Management

## 2022 Considerations & Opportunities

Training for City Staff to resume when possible in person

Preparation for new ECC at new Fire Hall

Reestablish in person or blended ECC response

Ongoing volunteer training

Emergency Management





## 2022 Key Initiatives

- New ECC at Station #1 – familiarization and completion
- Staff Training and Exercise
- Review events for strengths, weaknesses and gaps
- Preparation for seasonal events



*Emergency Management*

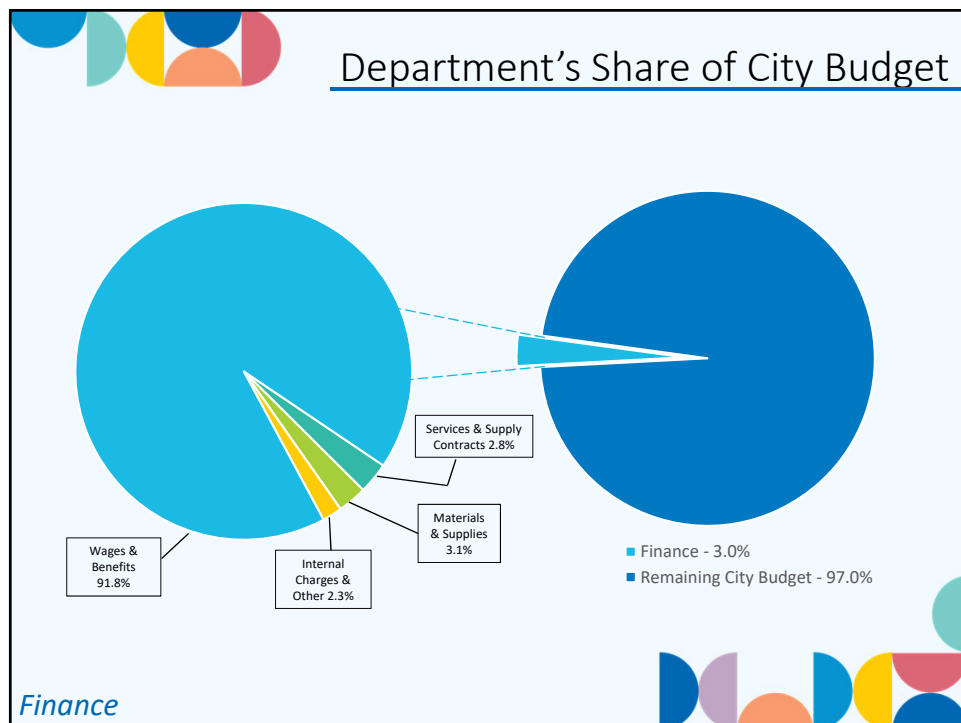





# Finance

## *2022 Business Plan*










## 2021 Achievements

- Changed tax penalty allocation to 1% at July 2<sup>nd</sup> and extended 2<sup>nd</sup> penalty to 9% on September 10<sup>th</sup>
- Grant applications
- Budget software upgrade
- Implemented *bids&tenders* E-bidding software
- Joined CCSP to help foster awareness of sustainable procurements

Finance



## 2021 Achievements

- On-line payment promotion
- Dog licences now processed on line
- Worked with Sanitation to create an online option for refuse cart exchanges
- Started working on updating the Asset Management Plan and the 20 Year Investment Plan
- COVID – 19 Restart Grant
- Maintained consistent PPE stock over COVID-19

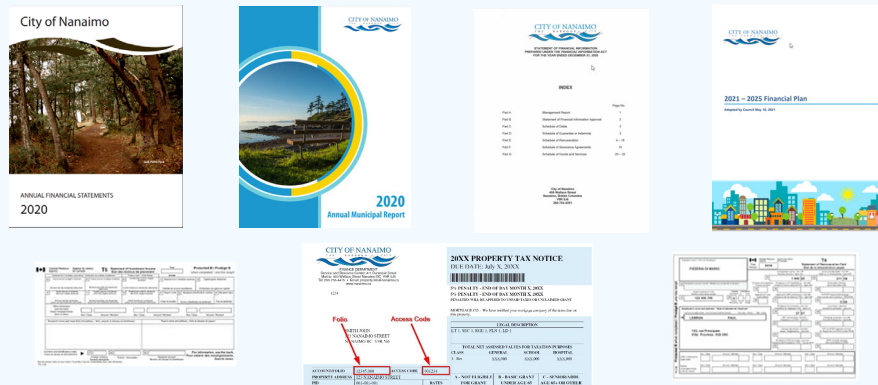
Finance





## 2021 Achievements

### Completion of all statutory reporting requirements



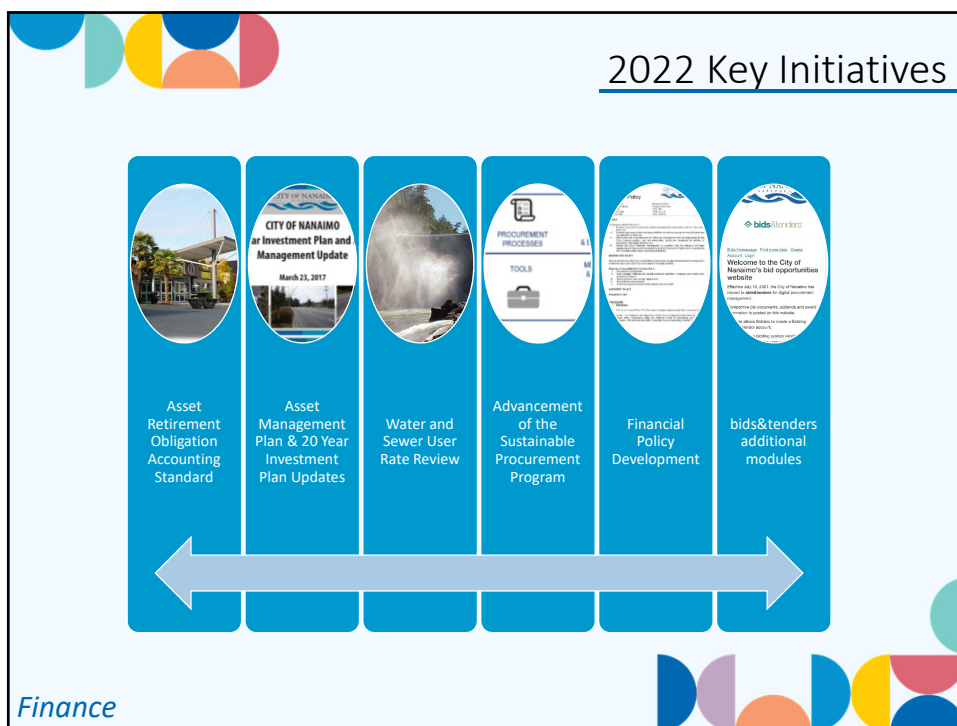
Finance

## 2022 Considerations & Opportunities

- ERP project
- Invoice automation solution
- Promote and expand online services
- Asset retirement obligation accounting standard
- Staffing capacity limited

Finance



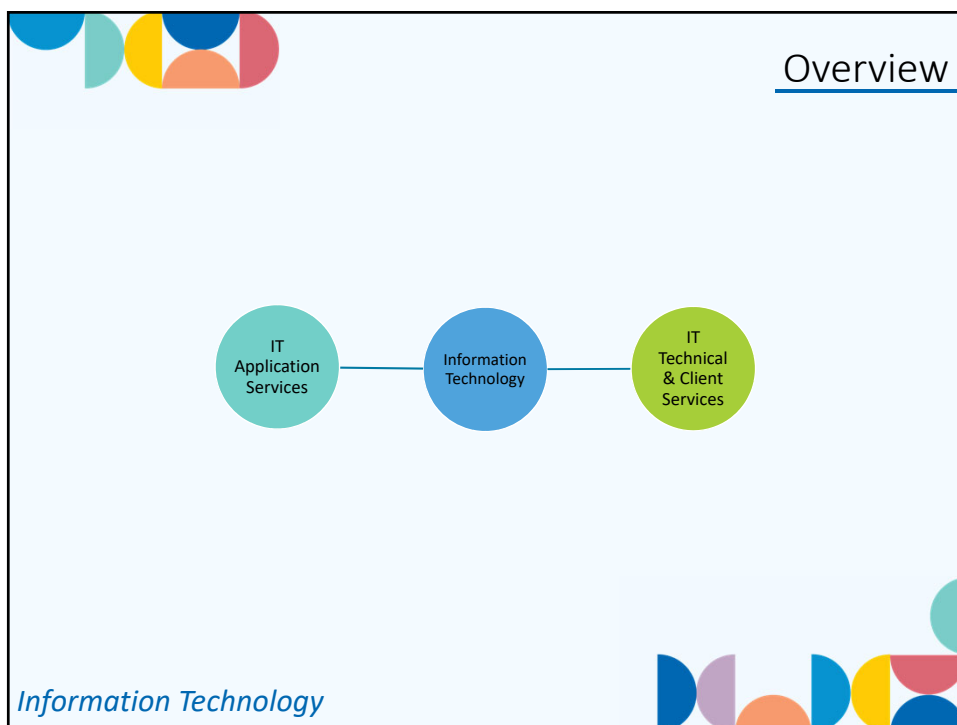
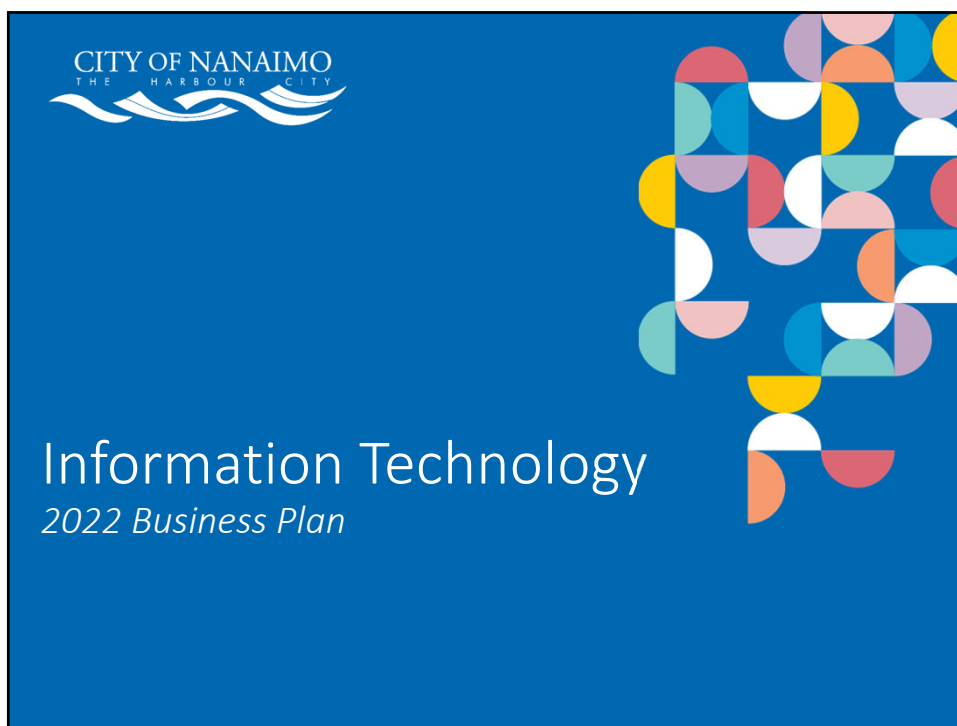


## Business Cases Developed Not Currently in Draft Budget

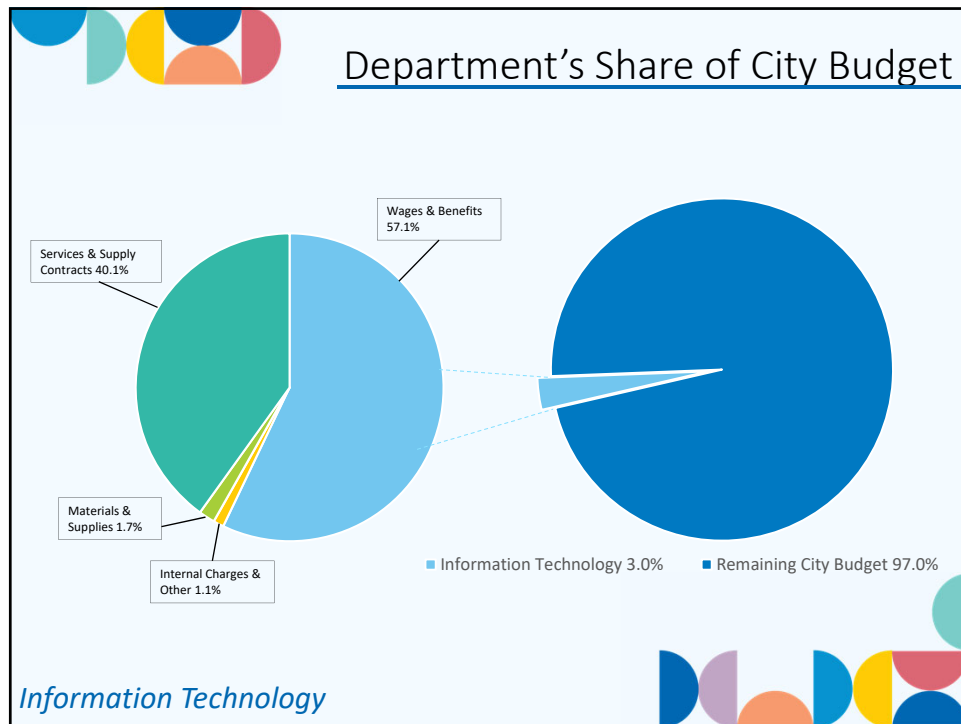
- **Manager, Financial Services & Special Projects**
  - To oversee Payroll, Purchasing and Revenue Services and assist with Special Projects

*Finance*













## 2022 Considerations & Opportunities



**Defensible IT Security**



**Leveraging Asset Location Intelligence**



**Nanaimo Intelligent City**



**Enabling Service Excellence**

*Information Technology*




## 2022 Considerations & Opportunities

### Defensible IT Security

**Goal:** A well-established information security program that:

- Guides investments of limited resources
- Mitigates Cyber Risks
- Governed by Privacy and Information Security Committee
- Is constantly tested and improved



*Information Technology*



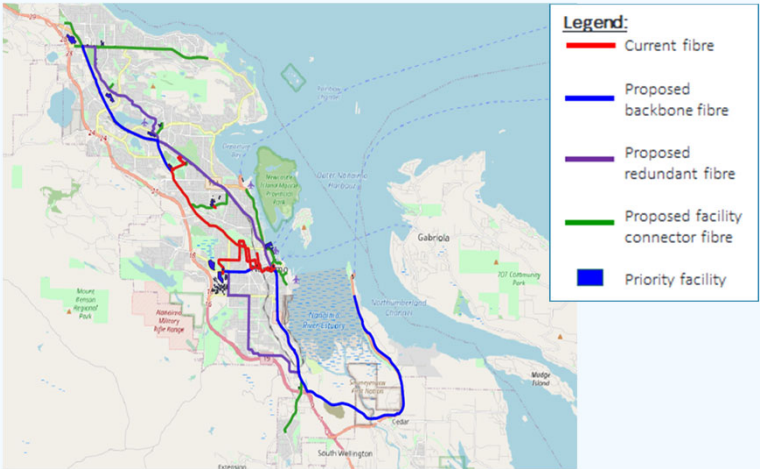


**2022 Considerations & Opportunities**  
**Leveraging Asset Location Intelligence**



*Information Technology*

**2022 Considerations & Opportunities**  
**Nanaimo Intelligent City – Preliminary Fibre Plan**



**Legend:**

- Current fibre
- Proposed backbone fibre
- Proposed redundant fibre
- Proposed facility connector fibre
- Priority facility

*Information Technology*



## 2022 Considerations & Opportunities

### Enabling Service Excellence



ONLINE BUILDING PERMITS



OFFICE 365



CORPORATE ASSET MANAGEMENT



ENTERPRISE DOCUMENT AND RECORDS MANAGEMENT SYSTEM



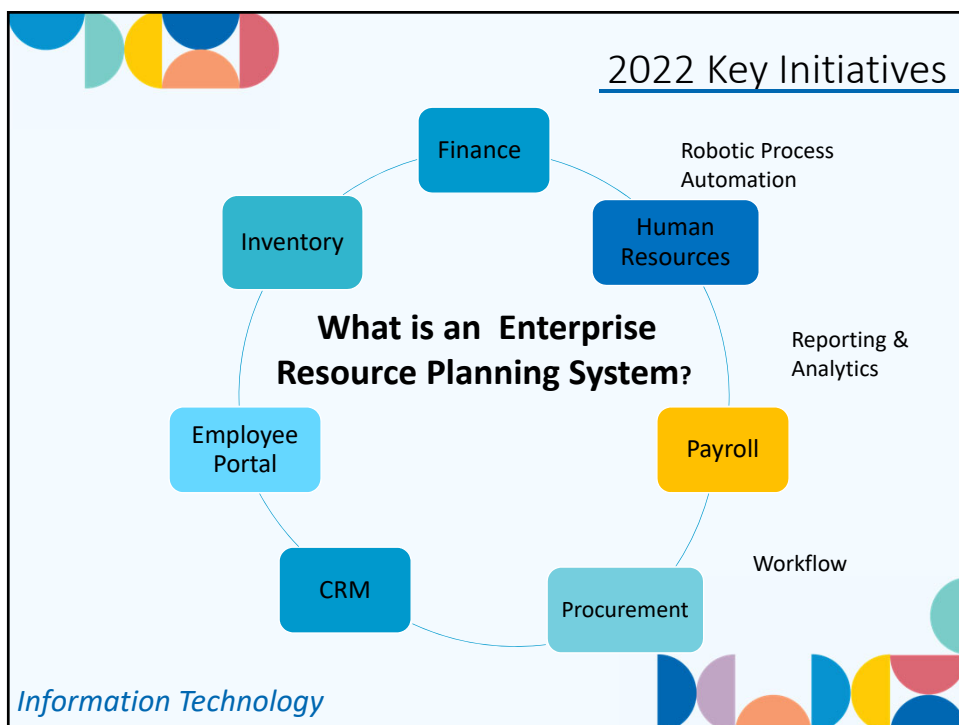
FINANCIAL PLANNING AND ANALYSIS



ENTERPRISE RESOURCES PLANNING



*Information Technology*







## 2022 Key Initiatives

- Corporate Asset Management System
- Enterprise Resources Planning System
- E-Permitting Solution
- Defensible Security Program
- Cloud Strategy including Office 365
- Stadium District Technology
- VICC AV Upgrade - other spaces
- Enterprise Document and Records Management System
- Fire Station #1 - Technology
- Intelligent City – Fibre and Wireless Connectivity Improvements

*Information Technology*



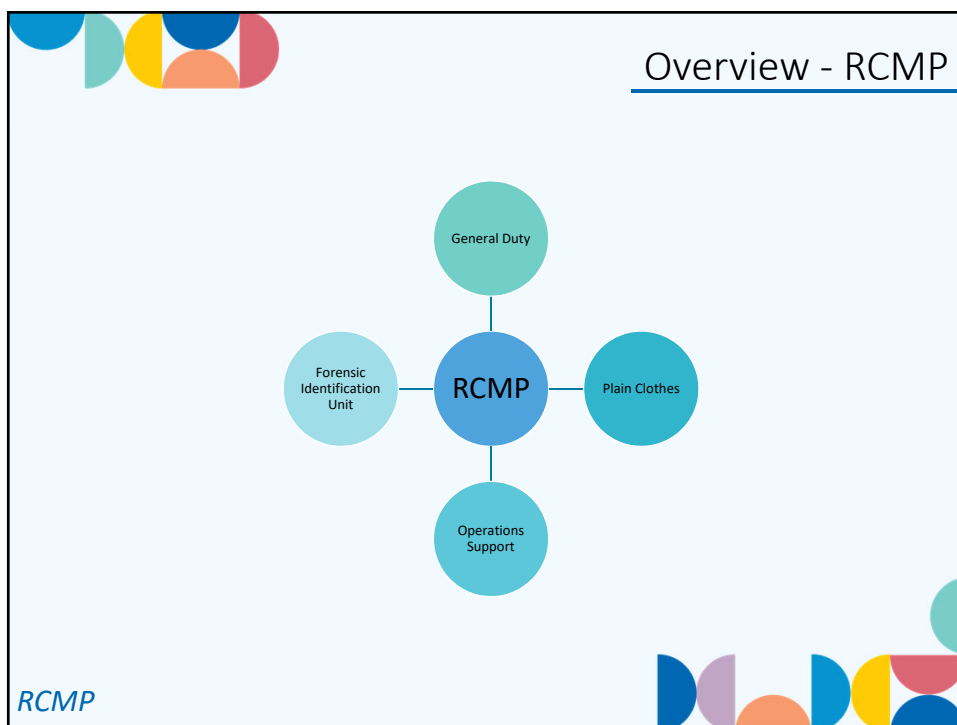
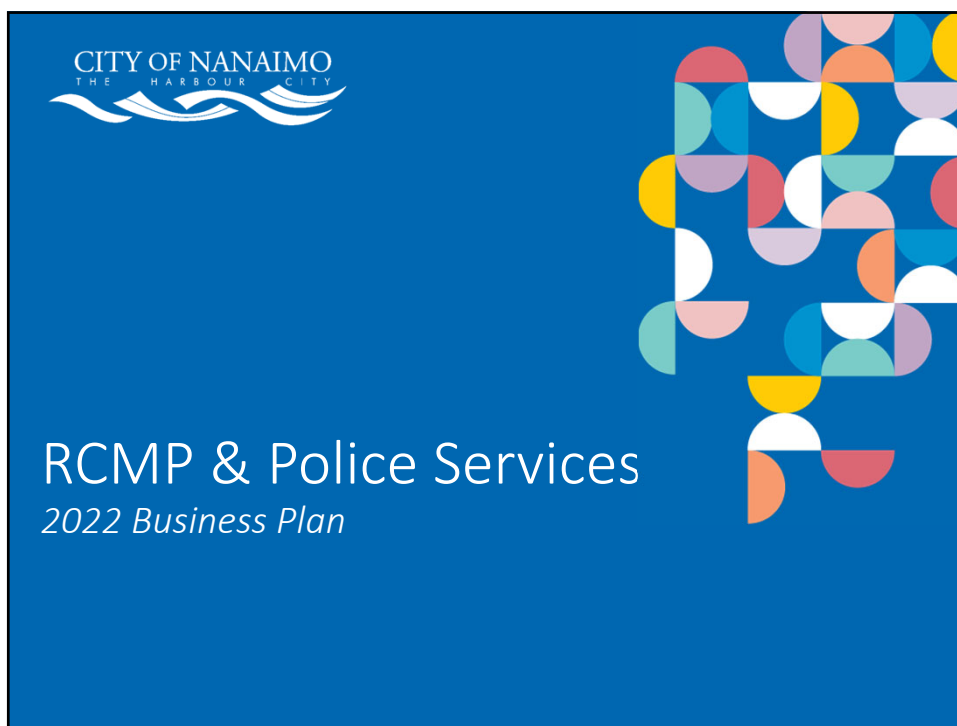
## Business Cases Developed Not Currently in Draft Budget

- Supervisor, Technical Support
  - To support the Technical Services Unit who oversees critical systems and IT services for the City including hardware infrastructure, 120 applications across 22 facilities and maintains the security and integrity of the City's network.

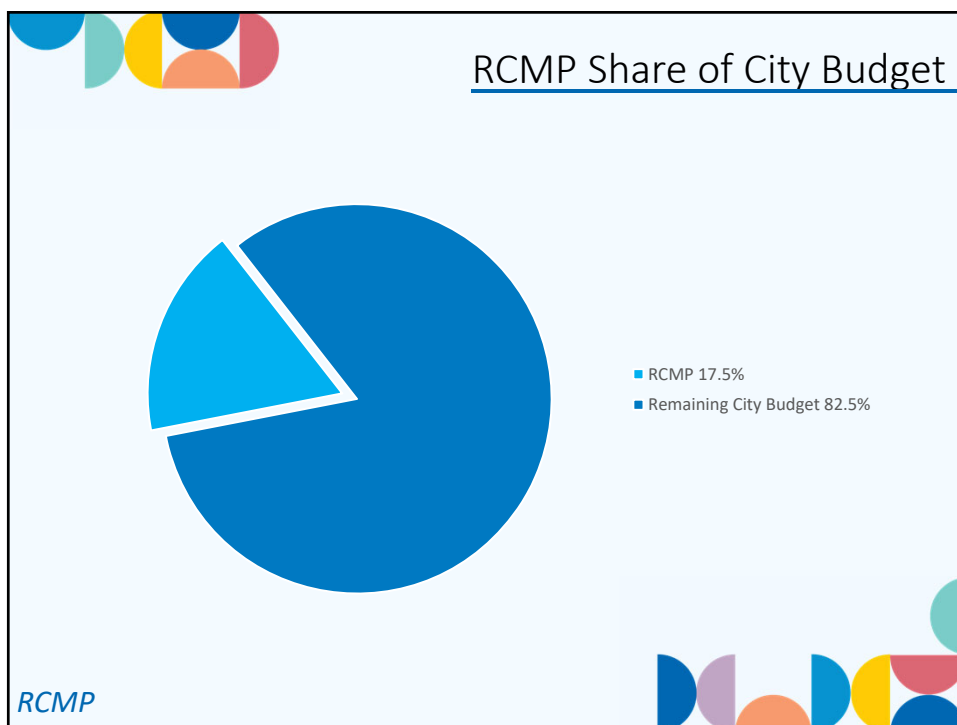
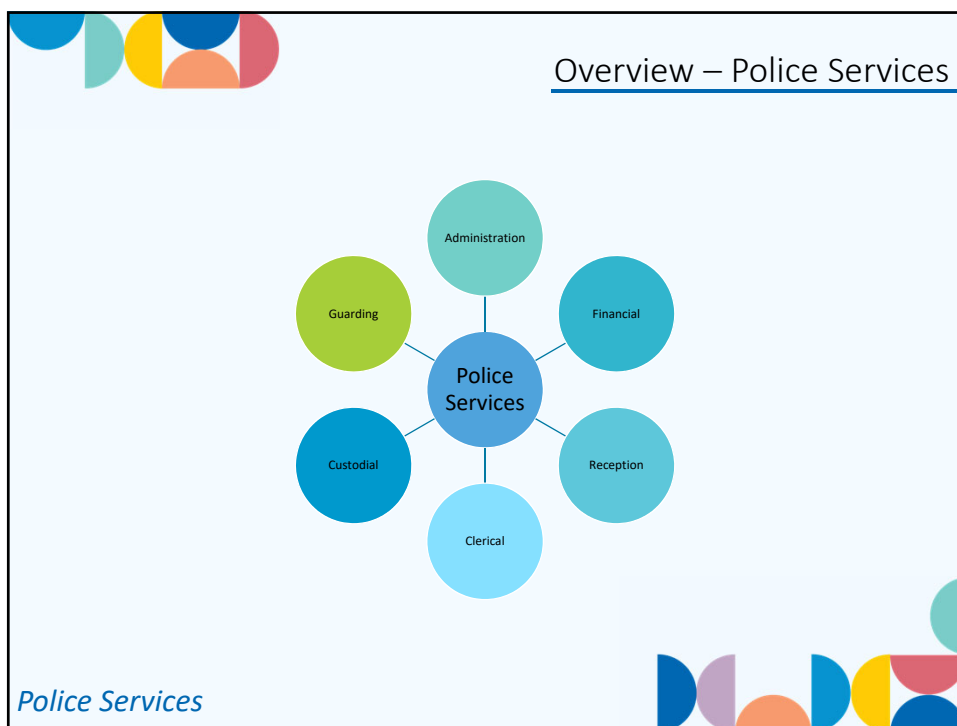
*Information Technology*



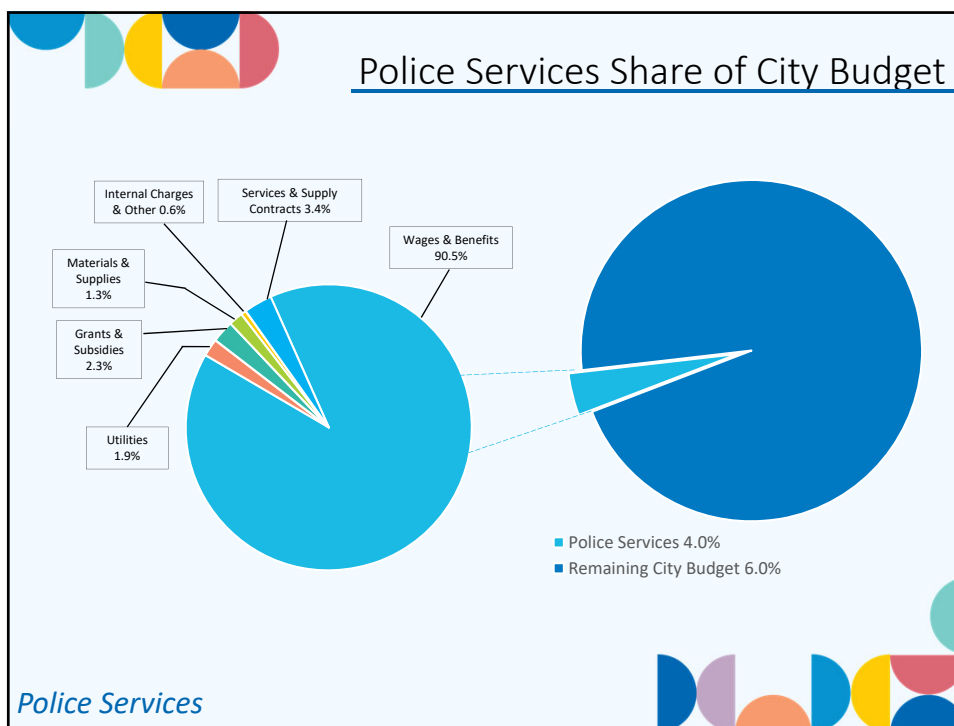












### 2021 Achievements RCMP

#### CRIME REDUCTION

- Successful prosecutions on sex offences and child pornography incidents
- Launching a sub unit of serious crime to address vulnerable persons (intimate partner violence, missing persons, mental health liaison) to improve consistency and support during investigations and police interactions
- Multi tiered drug enforcement investigations of synthetic drugs and opioids (fentanyl and carfentanil)


#### COMMUNITY POLICING JOINT INITIATIVE

- Completed Community Safety Audits
- Interagency approach to targeting small fires in the Downtown
- Increased coordinated effort to address Mental Health with our Community Partners
- Downtown Security Action Plan




*RCMP*





## 2021 Achievements

### RCMP

**YOUTH**



- Continued dedicated Youth team working with youth in school and community

**TRAFFIC**

- Alignment of RCMP Traffic Resources to reflect work

**STAFFING**

- Three new members – Community Response Unit (2) and General Duty (1) – joined the detachment out of a total of 15 members to be hired over 5 years.


## 2021 Achievements

### Police Services

**DETACHMENT FUNCTIONALITY:**

**GATES:**

Work in progress for the installation of security gates for police parking lots at 303 Prideaux Street. Gates are expected to be in place and operational by Spring of 2022.

**DETACHMENT MOVES:**

Three Units from Nanaimo Detachment have moved into renovated space at 575 Fitzwilliam Street to ease crowding pressures in 303 Prideaux Street.

**NEW SPACES:**

ATCO Trailers have been installed on site at 303 Prideaux Street to:

- Move the wellness centre from within the detachment to create more needed locker room space
- Move the General Duty storage space to create more working office space for General Duty members

*Police Services*





## 2021 Achievements Police Services

### DETACHMENT FUNCTIONALITY CONTD:

- Work continues on the long term space needs study for the future of the Nanaimo Detachment
- Renovations within 303 Prideaux Street continue in order to create more work space
- RCMP Departmental Security review of all three (3) buildings includes the Fire Administration building for RCMP temporary use in 2022. Estimates of required modifications forthcoming.
- Police vehicles moved to on street parking to create enough parking spaces for City staff and members personal vehicles.

## 2022 Considerations & Opportunities

RCMP

### STAFFING PRESSURES:

- Establishment is 151
- Nanaimo ratio is: 1 RCMP Police Officer to 671 citizens, and the RCMP Provincial average is 660.
- Call Volume/Operational Capacity
- Downtown Community Safety Response

#### Number of Files (Calls for Service)

2019	2020	2021*
51,718	46,780 (COVID)	24,216

\*Jan-June 30, 2021



RCMP






## 2022 Considerations & Opportunities

### RCMP

- Staffing of regular member positions 2022  
Operations Support S/Sgt (1), General Investigative Services (1), General Duty (1)
- Serious Person Offences (Sexual Assault (adults/ children), Homicides).
- Reconciliation
- Continued Mental Health Liaison with Community Partners and Mandated Policy for Mental Health Response
- Enhanced Traffic Safety









## 2022 Considerations & Opportunities

### Police Services

- RCMP Departmental Security Review of 575 Fitzwilliam Street, 303 Prideaux Street and 580 Fitzwilliam Street.
- Staffing municipal support positions.
- Space needs review and business case continues.
- Anticipated move of specific units into 580 Fitzwilliam Street in late 2022.

*Police Services*







## 2022 Key Initiatives

### RCMP

**COLLABORATIVE APPROACHES:**

- Strengthen essential services relationships
- Public Safety Audits & Community Policing
- Enhance public safety through coordinated data (public safety stats) & Inters VIU
- Target hardening & mitigation of communities
- Have adequate resources & redundancies to participate with partners (HHT, MHLO, Outreach)



RCMP





## Business Cases Developed

### Not Currently in Draft Budget

- Police Services: Support Staff Resourcing Plan
  - A multi-year approach to increase municipal employees who support the current 151 contracted RCMP (160 members by 2024)
- RCMP: Geographically Targeted Bike Patrol Units
  - An additional four bike patrol members supporting the Downtown area



Police Services & RCMP

