



2025-MAY-13

Canada Community Building Fund – City of Nanaimo Response to Qualitative Questions

- 1) Please provide a brief history of how housing in the community has been shaped by forces such as employment growth and economic development, transportation, and migration. Please include any long-term housing challenges the community has faced.**

Nanaimo is an important economic centre of the region and continues to attract new residents from across Canada. Like many cities in Canada, Nanaimo residents are challenged to find affordable, adequate, and suitable housing options. Historically, Nanaimo has had lower housing prices compared to other urban areas, such as Metro Vancouver. However, prices have escalated rapidly over the past five years and there is not enough housing at a mix of prices, tenures, typologies, and sizes. Residents experience great difficulty finding housing that meets their needs.

Nanaimo is the second largest urban centre on Vancouver Island and the fifth largest in British Columbia. The city's central location makes it a natural transportation and distribution hub for all of Vancouver Island. Home to an excellent deep-sea port, this ocean-side city, on average, handles over 4 million tons of cargo through its port facilities and deep-sea terminal. Nanaimo is home to over 6,400 businesses and growing. Businesses choose to locate to Nanaimo because of cost efficiencies, exceptional technological infrastructure, and access to global markets. The city offers a well-trained, stable and educated workforce. Vancouver Island University graduates from various disciplines provide a constant stream of new employees for local companies.

As of 2024, the largest sectors by number of businesses are Construction (17.4%), Real Estate and Leasing (11.4%), Other Services *except* Public Administration (10.8%), Professional, Scientific and Technical Services (10.8%), and Retail (10.7%). Together, these five sectors account for 61% of all business licenses in the City. The City of Nanaimo provides services to the greater Nanaimo region, consisting of over 172,000 people. The City of Nanaimo accounts for 4.3% of the total land area of the Regional District, but is home to 59% of the population and operates as the region's economic and employment centre.

Currently, Nanaimo has a population of just over 100,000 and continues to evolve from a small suburban city to a thriving mid-sized urban community. With its beautiful waterfront, abundant nature, and access to urban lifestyles have made Nanaimo a place that is cherished by existing residents and increasingly sought after by newcomers. Nanaimo has continued to attract people from other parts of BC and Canada. With the rise of remote work and the relatively affordable housing it offers, relocating to Nanaimo has become an appealing option for many households. Net migration is a key part of the city's growth story: 27% of the population (24,770 people) moved to Nanaimo between 2016 and

2021, a higher share than the 21% who moved in the previous five-year period. Among these migrants, the majority came from elsewhere in BC (64%), 24% from other provinces, and 13% internationally.

The 2023 and 2024 Housing Needs Reports for the city state that while Nanaimo currently has a sufficient supply of housing units to meet the total housing need, it is the size, affordability, and range of housing options that is not adequate. The City's greatest housing challenge is to meet the need for below market housing units. The City currently has approximately 1,500 below market housing units. The 2024 Housing Needs Report states that the City needs 12,962 housing units over the next ten years, and 35% of these units must be below market units.

2) Please detail the existing municipal housing policy and regulatory context, including approved housing strategies, action plans and policies within Official Community Plans (OCPs).

Small-Scale Multi-Unit Housing and Transit-Oriented Areas: The City's Zoning Bylaw was amended in June 2024 to allow four housing units per lot on more than 22,000 residential lots in the City, as required by Provincial Bill 44, related to Small-Scale Multi-Unit Housing. In June 2024, the City of Nanaimo adopted Transit-Oriented Area Designation Bylaw No. 7382, which designates three bus exchange areas—Woodgrove, Country Club, and Vancouver Island University (VIU)—as Transit-Oriented Areas. Within a 400-metre radius of these exchanges, higher density and greater building heights are permitted to accommodate more housing.

The Interim Housing Needs Report (2024): outlines the 5-, 10-, and 20-year housing needs for the City of Nanaimo, including detailed information regarding rental housing, market housing, non-market housing, and bedroom need estimates. In addition, the report explains the difference between the Provincial Housing Target Order for Nanaimo and housing need estimates. The primary document is the '*Interim Housing Needs Report (2024)*'; however more information about housing need can also be found in the '*Technical Memorandum*'.

The Housing Needs Report (2023): The City of Nanaimo completed a 10-year Housing Needs Report in early 2023 that met the Local Government Act requirements at that time. The 2023 Housing Needs Report process included consultation and engagement with the community. However, due to the November 2023 changes to the Local Government Act, a new housing needs report was required by January 1, 2025 using an updated analysis methodology.

Health and Housing Action Plan (2021): This ten-year Action Plan identifies specific issues, services, resource gaps, and priority needs to address health and housing in Nanaimo. A framework for action was established with six priority areas including improving systems coordination; diverse housing options; leadership and engagement; complex needs, capability prevention; and poverty reduction. Recommendations include immediate actions to improve systems navigation, coordination of services, and resourcing in support of Nanaimo's vulnerable community members.

City Plan: *City Plan - Nanaimo ReImagined* was adopted in July 2022 and is the City's strategic planning document that provides direction for the coming 25 years on housing, land use, Truth and Reconciliation, climate adaptation, health and wellness, diversity, accessibility and inclusion, economic prosperity, sustainable living, and more. Nanaimo is currently the second largest city on Vancouver

Island and is constantly evolving. More people are choosing Nanaimo to raise families, work, retire, and enjoy our city's natural, cultural and urban amenities. *City Plan - Nanaimo ReImagined* aims to guide the City's approach to managing growth while balancing its economic, social, cultural, and environmental goals. Its implementation is supported by two essential documents: *The Integrated Action Plan* and the *Monitoring Strategy*. The *Integrated Action Plan* communicates the full breadth of actions the City may consider undertaking to implement City Plan policies. The *Monitoring Strategy* identifies key targets and indicators to monitor the success of City Plan implementation.

The City recently completed a review of City Plan policy and Integrated Action Plan actions to determine if the classes of housing need (from the 2024 Housing Needs Report and Local Government Act 473.1) are being addressed. The seven classes of housing need that were reviewed are: i) affordable housing, ii) housing for families, iii) housing for seniors, iv) housing in close proximity to transportation infrastructure that supports walking, bicycling, public transit, and alternative forms of transportation, v) rental housing, vi) shelters for individuals experiencing homelessness and at risk of homelessness, and vii) special needs housing. The result of the analysis was that the City of Nanaimo has policies, and is taking action to address all seven required classes of housing need.

A sample of housing policies found in Section C3.2 “Affordable Housing” of **City Plan** include:

- *More affordable housing options of diverse types, tenures, affordability levels, and health supports to meet a variety of community needs.*
- *Ongoing leadership in identifying and removing barriers to maintaining existing, and delivering new, affordable housing.*
- *Equitably distributed affordable housing options across all residential areas.*
- *Low to moderate income households continuing to succeed, even as housing prices and rental rates rise.*
- *Affordable housing innovations supported through emerging regulatory tools, funding, and initiatives.*
- *Strong community support and trust built through transparent and meaningful engagement on affordable housing.*
- *Leveraging of external resource opportunities, including senior government funding, programs, partnerships, and incentives, to generate affordable housing options.*

C3.2.1 Consider use of Residential Rental Tenure Zoning (RRTZ) to secure a portion or 100% of new residential development on selected sites for rental housing.

C3.2.2 Assess sites for affordable and supportive housing projects to identify those that will best meet the needs of the target population.

C3.2.3 Provide additional incentives to new residential development projects where a share of rental units are secured at below market rent levels, targeting low and moderate income households.

C3.2.4 Allow affordable and supportive housing in all designations that permit residential use and mixed-use. Consider permitting supportive housing in all light industrial designations where appropriate.

C3.2.5 Prioritize the use of City owned land for socially beneficial uses such as affordable and supportive housing, and seek opportunities to partner with agencies and organizations that support community wellbeing.

C3.2.6 Use incentives to encourage the development of affordable and accessible rental and owned housing units. Consider providing additional density, parking relaxations, development cost charge reductions, payment of legal fees, or other types of financial measures.

C3.2.7 Explore opportunities to secure a proportion of housing units as affordable through the rezoning process.

C3.2.8 Use the Nanaimo Health and Housing Action Plan (2020), Affordable Housing Strategy (2018), and Housing Assessments as updated, to guide the City such that all people in Nanaimo, regardless of their background, situation, or past experiences, are able to navigate and access a full spectrum of health and housing services.

C3.2.9 Continue to encourage and support investment from senior levels of government to develop and maintain adequate access to affordable and supportive housing through dedicated units, income support, and other methods.

C3.2.10 Use tax revenues from short term rental accommodation to support increased access to low income and special needs housing.

C3.2.11 Maintain a Housing Legacy Reserve Fund for cash-in-lieu contributions negotiated with developers through rezoning and make funds available for affordable and supportive housing across all areas of the city. Review the Housing Legacy Reserve Fund Bylaw on a regular basis to ensure the funds are meeting the diverse needs of residents.

C3.2.12 Develop a land acquisition and funding strategy to acquire sites for affordable and supportive housing.

C3.2.13 Continue to support programs aimed at preventing net loss of rental housing units.

C3.2.14 Restrict strata conversion of existing residential rental buildings of four or more units when the rental vacancy rate falls below 3% in the city.

C3.2.15 Require tenant relocation plans as a condition of rezoning or redevelopment of existing mobile home parks and purpose built rental buildings of four or more units.

C3.2.16 Encourage retention or replacement of existing rental units as redevelopment occurs through tools that include rental only zoning and rental replacement obligations, housing agreements, or an equivalent cash-in-lieu contribution made to the City's Housing Legacy Reserve Fund.

C3.2.17 Restrict short term rental uses of residential housing to maximize the supply of residential units available for long term rental.

C3.2.18 Support development of projects with innovative and affordable forms of ownership or rent.

C3.2.19 Use housing agreements to secure different types of affordable and supportive units for the long term, including family-friendly, seniors, accessible, and adaptable units.

C3.2.20 Support development of accommodation and housing options to rapidly re-house those experiencing homelessness including shelters, transitional housing, and supportive housing.

C3.2.21 Encourage development of affordable, supportive seniors housing that provides adequate care, nutrition, safety, and socialization.

C3.2.22 Support amenity zoning programs that include family-sized units, particularly near schools. In appropriate locations, encourage developers to place family-sized and accessible units on the ground floor.

C3.2.23 Encourage developers to incorporate amenity spaces that promote resident interaction and relationship building.

C3.2.24 Encourage integration of community serving facilities within affordable housing projects, such as child / elder care spaces, health services, educational programs, and recreation and wellness programs.

C3.2.25 Recognize that required onsite parking increases housing costs and ensure that parking requirements consider the intended resident group of new affordable housing developments, as well as road safety implications, and accommodate parking variances where appropriate.

C3.2.26 Co-locate City facilities and affordable and supportive housing where appropriate. Explore partnerships with other levels of government and not-for-profit housing providers to facilitate development of new housing as part of City administration buildings, community centres, fire halls, or other City facilities.

C3.2.27 Work with the Province, Federal Government, First Nations, and other public / private / not-for-profit community partners to maintain and increase non-market housing options that serve a diversity of health and housing needs.

C3.2.28 Support coordination efforts to implement the Health and Housing Action Plan as updated.

C3.2.29 Explore opportunities to increase permanent supportive housing and transitional housing, rapid re-housing, shelter, detox treatment, and inpatient treatment beds with Island Health; BC Housing; provincial, federal, regional, and local government; private sector; and service provider partners.

C3.2.30 Work with the Regional District of Nanaimo, neighbouring First Nations, and local governments to address regional housing needs.

3) How have population changes in your community impacted your housing market?

Nanaimo's population is just over 100,000 people, a major population milestone for a once-small community now becoming a vibrant urban centre. Nanaimo's population has been growing at a rapid rate (10.3% since 2016), a faster pace than the province (7.4%). Nanaimo's growth is supported by in migration, mostly from elsewhere in BC but also from households moving from other parts of Canada. Nanaimo's population is aging. As the 45- to 64-year-olds age into retirement over the coming two decades, the shift in housing demand will be significant. Finding alternative housing for seniors to downsize into in their neighbourhoods, as well as a range of affordable options for those in the working age population, will be critical.

For the past ten years the City has issued building permits for an average of 1000 housing units per year, and the recent five year average is 1100 units annually. Also, the City is on track to exceed the housing targets issued by the province for the first year, July 1, 2024 to June 30, 2025. The City of Nanaimo has sufficient housing supply, however it is the range of housing options, especially affordable housing that is not meeting needs (i.e. income levels) in Nanaimo.

4) How have employment and labour conditions (e.g., prevalence of precarious employment, temporary or seasonal workforces, reliance on less predictable sectors such as natural resources, agriculture, tourism, etc.) in your community impacted housing supply and demand?

Nanaimo continues to have high levels of labour force participation, however employment conditions and demographic challenges are increasing the demand for affordable housing. Nanaimo residents have the benefit of working close to home, with 85% of the working populations commuting locally.

Nanaimo is a service-based economy:

- High reliance on retail (14.1%), healthcare (16%), and trades (17.1%) sectors.
- 27.8% of workforce in sales and service—often lower-wage, part-time, or precarious jobs.
- This increases the demand for affordable and rental housing options.

Nanaimo has seasonal and tourism-based employment:

- Tourism contributes to short-term, less stable jobs.
- Growing short-term rental market reduces long-term rental availability.
- The growing short-term rental market may in future contribute to rising rents and housing competition.

There is a housing construction slowdown:

- Building permit values fell 44% in 2024.
- Housing starts dropped 63% (from 1,170 units in 2023, to 431 units in 2024).

Demographic pressures:

- Nanaimo was Canada's 5th fastest growing mid sized urban centre in the 2021 Census.
- Labour force replacement ratio is 0.70—with new retired residents outpacing new workforce entrants to the City.
- This causes affordability challenges that risks displacing lower-income and precariously employed residents.

5) Please describe the housing needs and challenges of priority populations in your community, specifically for the 13 groups identified by CMHC: women and their children fleeing domestic violence; women-led households (especially single mothers); seniors 65+; young adults aged 18-29; Indigenous peoples; people with physical health or mobility challenges; people with developmental disabilities; people dealing with mental health and addiction issues; veterans; 2SLGBTQIA+; racialized groups; recent immigrants (including refugees); and people experiencing homelessness.

Special needs housing, or housing with support services, is intended to house people with mental and/or physical disabilities. Nanaimo's supply of special needs housing has not changed significantly in the last five years and there is a need for more special needs units. For **people living with disabilities**, it can be challenging to access housing that meets their needs. Engaged residents indicated their situation is exacerbated by intersectional aspects of their identity and situation, such as being a renter, having a low-income, and their unique disability. In addition to limited supply, existing housing options are often unaffordable for people receiving provincial disability assistance. Those engaged highlighted they often spend their entire assistance cheque on housing, leaving little room for other essential costs of living. Persons with disabilities receiving provincial assistance are also ineligible for existing rent supplement programs but find it difficult to afford market rents (2023 Housing Needs Report).

With an **aging population**, the demand for senior housing in Nanaimo will continue to grow, spanning over a wide range of needs such as low-income seniors and those at risk of homelessness to homeowners seeking downsizing options. Seniors on low and fixed incomes are particularly vulnerable to rising rents. Despite a near doubling of non-market senior housing, demand remains high. Seniors make up the largest share of households on BC Housing's waitlist (2023), and instances of senior homelessness are increasing, including first-time experiences of homelessness in their senior years. Homeowning seniors also face challenges with limited downsizing options in their communities. Many prefer to remain in familiar neighborhoods but find themselves living in homes that are too large or inaccessible due to mobility issues, such as difficulties with stairs. The need for adaptable or accessible

housing will only become more pressing. To address this, the development of senior-friendly condominiums and ground-oriented units can provide suitable downsizing options while freeing up larger detached homes for families. Moreover, expanding supportive housing options—such as assisted living, seniors’ supportive housing, and home support services—will help seniors age in place with dignity.

Family-friendly housing is a broad category including two or three+ bedroom apartments as well as ground-oriented housing such as townhomes, houseplexes, and single-detached homes. Housing that is near schools, parks, has access to outdoor space, and good storage are desirable features within this category. There is a need for family-friendly housing options at affordable prices. Moderate-income families cannot afford single-detached houses, which have historically delivered the majority of Nanaimo’s family-friendly housing. Groups seeking family-friendly options include one-parent families, large intergenerational households, and recent immigrants and refugee families with multiple children. Some noted the risk that their children may be placed in foster care if unable to find affordable housing with enough bedrooms. Facilitating the development of units suitable for families will be critical in coming years. The 2024 Housing Needs Report states that over the next ten years the City will need 2,787 one bedroom units; 2,240 two bedroom units; and 7,935 three bedroom units.

Housing affordability is a primary concern for **low-income youth**, youth involved with the foster care system, or youth living on their own for the first time. Youth typically have lower incomes and cannot compete for rental units. Youth moving out on their own for the first time, often earning entry-level wages, are challenged to find available and adequate rental housing they can afford. They can be discriminated against in their housing search due to their age, especially when they have not had adequate opportunities to attain references. A lack of references, or housing history, were barriers exacerbated during COVID-19 when young people had to apply for and view rental units virtually. Students and prospective students report high cost of housing to be a barrier to receiving post-secondary education. Gaps in youth homelessness prevention and response services have been reported in Nanaimo and across central and northern Vancouver Island. Youth transitional housing options are needed, both to prevent homelessness and provide an opportunity for youth to build tenancy history and associated skills.

Snuneymuxw First Nation members indicated there is not enough housing on-reserve and community members are challenged to afford housing in Nanaimo, both on- and off-reserve. Culturally appropriate housing can facilitate connection to culture through ceremony, gatherings, shared meals, prayers, and other traditions. This form of housing is particularly healing for people living with intergenerational trauma and the ongoing legacies of colonialism. Key examples of culturally safe housing options are *Nuutsumuut Lelum* (Nanaimo Aboriginal Centre) and *Friendship Lelum* youth safe house. Government-to-government partnerships with First Nations are currently in place to develop more culturally safe and appropriate housing in Nanaimo. Community input called for development of more Indigenous-owned and operated housing in Nanaimo, along with increased assistance specifically designed to help these groups accomplish that goal.

6) How has your community engaged with priority populations? Please provide an overview of the methodology and assumptions used to conduct engagement with priority groups. Please

provide a description of who was engaged, the type of engagement that took place, and the nature of the engagement (e.g. interviews, consultations). If a private individual has been engaged, please anonymize and remove any identifying features from the narrative.

Engagement process for the 2023 Housing Needs Report: This engagement process aimed to understand current and emerging impacts of the COVID-19 pandemic on Nanaimo's residents. People with lived experience of housing challenges were engaged, particularly vulnerable populations disproportionately affected by the pandemic, including women, youth, newcomers, and Indigenous persons. A variety of inclusive activities were implemented to meet people 'where they're at', with honorariums provided.

Engagement process for City Plan (2022): The process behind *City Plan - Nanaimo Relimagined*, was the most ambitious community engagement program the City has ever attempted. RelImagine Nanaimo received the largest response of any City engagement process to date. Moreover – it engaged new voices. Over 50% of people who responded to the Phase 1 surveys indicated that RelImagine Nanaimo was their first experience participating in a City engagement program. Collecting thousands of contributions from the community involved a multi-faceted engagement strategy. The ambitious goal of the outreach strategy was developed so no one in Nanaimo could claim they had not heard about RelImagine Nanaimo.

Traditional outreach strategies including social media, videos, newspaper, radio ads, and media releases were employed and many ambassadors including stakeholders, Council and Committee members, students, City staff, and others carried the word into the community. RelImagine Nanaimo had a physical presence in the community as well – banners flew from light posts; signs adorned public restrooms, City vehicles, garbage trucks, and transit buses; stickers were posted in the windows of businesses and community buildings; and the recreation team painted public walkways with sidewalk chalk that asked compelling questions about the community. RelImagine Nanaimo came alive in the community. To gather meaningful input, a combination of in-person activities and alternative engagement methods were used, ensuring participation from communities and stakeholders who were either uncomfortable attending in-person sessions or had traditionally been underrepresented in City processes. This took many forms, including: online and statistically-valid mail-out surveys; mall and outdoor pop-up events; safe, socially distanced in-person meetings with persons representing vulnerable populations; a creative community contest that invited individuals to share their feedback via art and poetry; cross promotion with organizations like the school district and library; and a very popular virtual meeting series with community members and stakeholders to review emerging directions.

Each phase analyzed participation patterns and identified potential gaps, with new strategies developed to connect with voices missing from the process. For example, lower participation rates for youth and individuals with barriers were identified during Phase 1. As a result, the team took actions to work directly with schools, Vancouver Island University, local organizations and individuals representing diverse social, cultural, and economic groups to gain insights from these demographics. A parallel engagement process was also organized through government-to-government talks to ensure integration of desired reconciliation outcomes throughout the *City Plan - Nanaimo Relimagined*

document as well as in a dedicated *Truth and Reconciliation* policy section. Residents of Nanaimo demonstrated a deep passion for their City's future. It is through their voices that the City Plan policy topic areas were formed and the ultimate City concept directions were identified, refined, and finalized.

7) Please describe local factors that are believed to contribute to homelessness in your community (e.g., the closing of a mental health facility, high numbers of refugee claimants, etc.).

Homelessness in Nanaimo continues to grow in both visibility and complexity, driven by factors such as a lack of affordable housing, income inequality, trauma, mental health challenges, and substance use. The 2023 Point-in-Time (PiT) Count conducted in Nanaimo identified 515 individuals experiencing homelessness. Preliminary results from the 2024 PiT Count estimate this number has increased to 621, with nearly 70% identified as *unsheltered*, meaning they lack access to any form of daytime or overnight shelter. Sector professionals estimate that between 800 and 1,000 individuals experience homelessness in Nanaimo over the course of a year.

Several local factors also contribute to homelessness in Nanaimo, reflecting both its regional role and the systemic challenges within the city. As a central hub on Vancouver Island, Nanaimo serves as a focal point for services and transportation, drawing individuals from surrounding communities who are seeking support, employment, and/or housing. Nanaimo is also perceived by many as a more affordable alternative than larger urban centres such as Victoria or Vancouver. However, affordable housing has become increasingly scarce in Nanaimo, and rental prices have risen significantly in recent years meaning that more people are becoming precariously housed or experiencing housing insecurity and/or homelessness. The presence of key regional institutions, including the only nearby regional hospital, a provincial correctional centre, and a remand centre means that people discharged from these facilities often remain in Nanaimo due to a lack of transportation, support systems, or stable housing elsewhere.

The city's proximity to the Lower Mainland also makes it a strategic location for drug trafficking routes, contributing to a high prevalence of substance use and associated harms. The toxic drug crisis has increased the vulnerability among people experiencing homelessness, many of whom struggle with mental health and addictions without adequate access to day-to-day support, treatment or recovery services.

Finally, there is a significant gap between the number of people experiencing homelessness in Nanaimo and the availability of shelter beds or supportive housing. When emergency shelter options are unavailable, individuals become further entrenched in homelessness, making it more difficult to regain stability. This shortfall means that many individuals are left unsheltered and making homelessness highly visible in public spaces and increasing the demand and inherent need of emergency and outreach services.

8) Please identify temporary and emergency relief resources available for individuals experiencing homelessness in your community (e.g., number of shelter beds, resource

centres, transitional beds available). If possible, please indicate whether capacity levels are commensurate with need.

Despite increasing demand, access to basic needs services such as meal programs, emergency shelters, supportive housing, hygiene services, daytime drop-in services and health care in Nanaimo have significantly declined over the past decade. In the past five years, the city has lost two indoor daily meal programs, a shower program, the outshop and a drop-in centre.

Meal Programs - Six organizations currently provide a range of dedicated emergency meal services to individuals who are unsheltered or precariously housed in Nanaimo. There is a limited number of indoor, drop-in meal options available. Most meals are distributed outdoors or through outreach at various locations throughout the community. Funding for these programs is limited, with the majority sourced from private donations and community grants. The table below highlights the capacity levels and illustrates the gap in meal provision as it relates to the number of people experiencing homelessness.

Meal Program Operator	Schedule	Location(s)	Meal Provision Capacity Averages
Nanaimo 7-10 Breakfast Club	Daily bagged lunch, 7 days per week	Outreach (Caledonia Park, 55 Victoria, 520 Prideaux Street and 1 Port Drive)	200 bagged lunches daily
	Daily hot breakfast, 7 days per week (prepared by Salvation Army)	Outreach (Caledonia Park, 55 Victoria, 520 Prideaux Street and 1 Port Drive)	70 to 80 breakfasts daily
Harvest Church	Weekly dinner meal provided on Sundays (except July & August)	6553 Portsmouth Road	50 dinner meals served weekly
Nanaimo Foodshare	Weekly lunch meal provided on Mondays	St. Paul's Anglican Church, 100 Chapel Street	50 meals served weekly
Selby Mission	Weekly lunch meal provided on Thursdays	St. Andrew's Church, 315 Fitzwilliam Street	75 meals served weekly
Snuneymuxw Hulit Lelum – Health	Weekly lunch BBQ provided on Tuesdays (except winter months)	1 Port Drive	150 meals served weekly

Wisteria Community Association / Stone Soup	Daily bagged dinner served between 5:30 pm and 8:30 pm, 7 days per week	Outreach (411 Wallace Street, 736 Nicol Street, 90 Commercial Street, 205 Terminal Avenue North, and Bowen Park West)	300 bagged dinner meals daily
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Hygiene Services – The City funds the only shower program available on a drop-in basis in Nanaimo. The shower program on average sees 30 shower users a day and often having to turn away 3-4 individuals each day due to limited staffing and funding capacity. There are limited dedicated washrooms available except for bathrooms located in parks and community centres which can be inaccessible for some individuals experiencing homelessness.

Daytime Services / Resource Centres - The City funds a daytime drop-in centre in the City's downtown core. The Hub offers access to basic needs such as food, hygiene supplies, and clothing, as well as connections to emergency shelter, housing, healthcare, mental health, and other community-based services. The Hub is open daily from 9 am to 4 pm. Since opening in January 2025, the Hub has recorded 6170 visits and welcomed 156 first-time daytime visitors. In addition to the Hub, a local nonprofit organization, Risebridge, offers once a week drop-in services organized by a volunteer group from 9am to 12pm. The volunteers provide snacks, coffee, clothing and access to health care professionals.

Emergency Shelter Services - In total, Nanaimo has 63 BC Housing funded permanent emergency shelter beds for adults, plus 8 beds designated for youth. Preliminary numbers for the 2024 PiT count enumerated 621 individuals as experiencing homelessness. In comparison, Kelowna reported 263 year-round emergency shelter beds and 297 individuals experiencing homelessness in their 2020 count, while Kamloops had 209 year-round emergency shelter beds, and 312 individuals identified in their 2023 count. Based on our most recent PiT Count data, BC Housing currently funds about 10% of the need for permanent Emergency Shelter Beds in Nanaimo in comparison to approximately 89% in Kelowna and 67% in Kamloops.

The following summary outlines the emergency shelter beds for adults experiencing homelessness that were available year-round and the average occupancy rate in 2024 as reported by service providers.

Shelter Name	Total # beds	Occupancy Rate	Notes
Unitarian Shelter (co-ed) 595 Townsite Road (Nanaimo Family Life Association)	27	85%	2 beds are funded privately and held for community agencies needing support for external clients i.e. high acuity
New Hope Centre (men only) 19 Nicol Street	34	88%	10 of the beds are internally funded and offered to long-term shelter

(Salvation Army)			guests that have stabilized. These beds can be empty if there are no suitable shelter guests.
Samaritan Place (women only) 702 Nicol Street (Island Crisis Care Society)	14	80%	Beds are held for guests for up to 30 days with occasional absences which can affect the occupancy rate.

BC Housing provides funding for additional emergency shelter beds during the winter season. An additional 84 shelter beds were provided in the winter 2024/2025 season.

9) Some groups, including students, those in congregate housing, and temporary foreign workers, may be excluded from publicly available core housing need data sources. Communities are encouraged to use this section to describe the housing needs of these respective populations to ensure that all groups are represented in their HNR.

Some demographic groups experience disproportionate rates of core housing need. Renters consistently fare worse than homeowners on all housing standards, particularly with affordability, suitability and long-term housing security. Also included are one-parent households (23%), households where the primary household maintainer is under the age of 24 years (15%), those between 15 and 19 years (33%), singles (24%), households with refugee status (16%), and Indigenous households (17%). Among Nanaimo households, 23% of residents were spending 30% or more of their total income on shelter in 2021 – 39% for renter households and 15% for owners – consistent with trends across the province. Renters are also more likely to be living in substandard or overcrowded housing compared to owner households.

10) How have average rents changed over time in your community? What factors (economic, social, national, local, etc.) have influenced these changes?

The median rent for all unit types has continued to rise between 2022 and 2023. Considering all units together, rents have approximately doubled since 2012 (+97%), with an increase of 6% between October 2022 and October 2023. Notably, for the first time, the median rent for two-bedroom units (\$1,795) has exceeded that of three-bedroom units (\$1,708). This does not imply that every two-bedroom unit rents for more than a three-bedroom unit, but rather that the midpoint rent (the median) is higher for two-bedroom units. This trend may be influenced by the completion of newer two-bedroom units, where rents reflect current construction costs. Three-bedroom units continue to be a challenge in trying to incorporate these units into traditional apartment building designs.

Since 2013, most new purpose-built rental (89%) has been 1- and 2-bedroom units. 47% of net new purpose-built rental dwellings have been 1-bedroom units (+622), while 42% were 2-bedroom units (+558). There were only eight more 3-bedroom units in 2023 than in 2012 (1% of new rental units). Overall, the purpose-built rental supply increased from 3,522 units in 2012 to 5,083 in 2023 (+1,561 or +44%). In the last 10 years (2014-2023), there were 2,263 building permits issued for secondary suites,

or an average of 226 per year. These secondary rental units also support meeting the housing needs of renter households. However, it should be noted secondary suites are not always rented out by the owners and are typically the housing type most likely to be unoccupied (370 or 7% of dwellings in suited houses were unoccupied in 2016).

11) How have vacancy rates changed over time? What factors have influenced this change?

The City's rental vacancy rate has been below 3% since 2014. Ten years later, the 2024 vacancy rate was 2.9%, and this reflects the recent increase in the construction of rental units in the city.

The City of Nanaimo has business licenses for 126 rental apartment buildings and provides an estimated 4,800 rental units (this does not include secondary suites). Since the adoption of secondary suite zoning in 2005, more than 3,700 secondary suites building permits have been issued by the City. Secondary suites fill a key gap in Nanaimo's rental housing market which is not calculated in CMHC's vacancy rental rate. In 2021, 64% of new single-family dwellings were built with a secondary suite. CMHC reported 4,530 rental units in 2021, which means the number of rental units in the primary rental market may be closer to 8,000 units, illustrating the importance secondary suites have on the primary rental market.

12) How have trends in core housing need changed over time between both tenant and owner-occupied households?

In 2021, a total of 5,005 Nanaimo households were in core housing need, representing 12% of all households – 24% of renter households and 6% of owner households. Nanaimo had a slightly higher proportion of households in core housing need compared to the region (10%) and slightly lower proportion compared to the province (13%).

The share of households in core housing need declined from 14% to 12% between 2016 and 2021, a pattern seen across Canada, largely a result of pandemic financial supports and likely an anomaly given benefit programs have since expired. In contrast, engagement participants spoke of worsening affordability conditions in recent years and community service providers described how COVID-19 exacerbated existing vulnerabilities and made the gaps in housing supply and services more visible.

In Nanaimo, 5% of all households experienced extreme core housing need in 2021, spending more than 50% of their income on housing – this situation is more acute for renters, where 10% of households are in extreme core need compared to owners at 2%. As with core housing need, extreme core need levels have improved since 2011, which may be due to a variety of factors, such as growth in the proportion of high-income households, low-income households moving away, or the pandemic financial supports. (2023 Housing Needs Report)

13) In the last five years, how many affordable units for low and very low-income households have been built, and how many have been lost? If data is not available, please describe how the loss of affordable housing units may have impacted your community.

The following non-market housing units have been constructed in Nanaimo in recent years:

Prior to 2022 - permanent supportive housing sites constructed in Nanaimo include:

- 1597 Boundary Crescent - 41 permanent supportive housing units – operated by Vancouver Island Mental Health Association,
- 2060 Labieux Road - 66 temporary supportive housing units – operated by Pacifica Housing Advisory Society,
- 6025 Uplands Drive - 34 permanent supportive housing units - operated by Pacifica Housing Advisory Society, and
- 437 Wesley Street - 36 permanent supportive housing units – operated by Canadian Mental Health Association – Mid Island Branch.

2022 – 1145 Seafeld Crescent: 67 units of non-market seniors housing were constructed.

2023 - 702 Nicol Street (Samaritan Place): 51 permanent supportive housing units, one family unit, and 14 shelter beds were constructed.

2024 - 285 Prideaux Street (Cornerstone): 51 permanent supportive housing units were constructed. Also, in 2024 a shelter for women and children fleeing violence were constructed in Nanaimo, and provincial funding was provided to allow for the continuation of 50 temporary HEARTH supportive housing units at 250 Terminal Avenue.

2025 – 1300 Island Highway (HEARTH units): 50 temporary supportive housing units were constructed.

Also, BC Housing is partnering with Island Health to develop approximately 20 units of Complex Care Housing at 1850 Boxwood Road in Nanaimo. This project is proposed to support individuals experiencing homelessness who have complex health needs. The City received a rezoning application for this proposed project in February 2025.

14) Please describe available affordable and community housing options and needs/gaps currently in your community. Examples can include: Are any of these affordable housing units accessible or specifically designed for seniors, including long-term care and assisted living?

There are approximately 400 supportive housing units, and approximately 1,400 subsidized housing units currently in the City of Nanaimo. These units are owned and operated by various organizations, including *BC Housing* and non-profit housing providers. Data is not available for the total number of accessible units, long term care units, or assisted living units in the City. The 2024 *Housing Needs Report* states that the City of Nanaimo requires 12, 962 additional housing units in the next 10 years, and 35% of these units need to be non-market units to meet the affordability needs of Nanaimo.

Does your municipality provide rent supplements or other assistance programs that deepen affordability for households?

Since 2016 the City has provided funding and partnered with local non-profit agencies to deliver the *Rent Bank* program and rent supplements to prevent tenant evictions. In 2024 the City expanded both

programs using *Online Accommodation Platform MRDT* funds. The rent supplement program is delivered in partnership with the *Canadian Mental Health Association (CMHA)* and *Connective*.

The City-funded rent supplement program is embedded in *CMHA’s Street Reach Outreach* program. The Street Reach Outreach program operates five days a week and works to connect individuals to a variety of support services, such as housing, mental health and substance use support. These support services include assistance with getting basic identification and completing required documentation to ensure individuals are eligible for housing under the existing *BC Housing* programs. In addition, Street Reach Outreach provides rent supplements to retain and maintain housing and provides ongoing social supports to ensure individuals stay housed.

The Street Reach Outreach has shared that they are seeing a significant increase of seniors that are precariously housed and requiring rent supplement supports. The average rent supplement issued through the program is \$545. The following table provides a summary on the overall rent supplements issued by the Street Reach Outreach program, the number of individuals impacted by the rent supplement, and the supports received by individuals between 2024-FEB-06 and 2024-SEP-30.

<i>Canadian Mental Health Association – Mid Island Branch</i>	<i>Total</i>
Number of rent supplements issued	20
Number of unique individuals impacted by rent supplements	20
Number of other services and supports provided to individuals who received a rent supplement payment	63
Number of individuals referred to another agency for other supports and services	20

The city-funded rent supplement program, delivered through *Connective*, is used to enhance the existing housing programs. *Connective* housing programs include the *Forensics Housing and Outreach* program, *Housing First* program, *Community Support Initiative* program, *Oasis Transitional Housing*, *Cornerstone Supportive Housing*, *Lakeside Seniors Independent Living*, and the *Nanaimo Region Rent Bank (NRRB)* program. Rent supplements are used as a flexible tool among the existing housing programs to prevent homelessness or retain housing where individuals may not meet the specific program criteria to receive funding support or a Rent Bank loan. For example, the implementation of the rent supplements, in conjunction with the NRRB, allows *Connective* staff to be responsive to the needs of clients allowing them to have lower loan repayments or to utilize the rent supplements if they are ineligible for a loan and at risk of losing their housing.

The *Connective* housing programs primarily serve low-income individuals and families, seniors, individuals leaving correctional facilities, and individuals experiencing homelessness. *Connective* staff have been working to expand their client base by working with partner agencies such as *Nanaimo Family Life Association*, *Nanaimo Brain Injury Society*, and *Tillicum Lelum* to provide rent supplements to populations identified in key housing need as outlined in the *Housing Needs Report 2023*. The average amount of rent supplements issued is between \$900 and \$1,000, but this amount can vary depending on the individual circumstance. The following table provides a summary on the overall rent

supplements issued by Connective, the number of individuals impacted by the rent supplement, and the supports received by individuals between 2024-FEB-06 and 2024-SEP-30.

<i>Connective Support Society Nanaimo</i>	<i>Total</i>
Number of rent supplements issued	43
Number of unique individuals impacted by rent supplements	73
Number of other services and supports provided to individuals who received a rent supplement payment	281
Number of individuals referred to another agency for other supports and services	20

Is your community in need of supportive housing units with wrap-around supports, such as for those with disabilities?

In Nanaimo, the intersection of homelessness, disability, and brain injury presents a complex public health crisis. According to the 2023 *Point-in-Time Count (PiT)*, 33% of individuals experiencing homelessness in Nanaimo reported having an acquired brain injury, while 68% reported substance use challenges, and 54% identified mental health challenges. These overlapping conditions often result in cognitive impairments, behavioral health challenges, and create difficulties navigating traditional social supports. This creates further barriers for affected individuals to access and maintain stable housing. Without integrated housing models that combine secure, low-barrier accommodations with on-site medical, mental health, and social supports, this population remains at high risk. This complex population often faces repeated hospitalizations, prolonged street entrenchment, physical disabilities and premature death.

Many of the supportive housing sites currently provide access to additional social supports and/or offsite health services. However, we are receiving anecdotal reports of evictions of individuals who are not able to live in supportive housing due to the current levels of acute health challenges. As mentioned, the city has received its first rezoning application for complex care housing that aims to provide housing for individuals experiencing homelessness with acute health challenges. The proposed project will provide 20 units. Unfortunately, it is inherently expected that there will be a waitlist for this type of housing in Nanaimo. The 2024 *Housing Needs Report* states that the City of Nanaimo requires 12, 962 additional housing units in the next 10 years, and 9% of these units need to be deep subsidy supportive housing units to meet Nanaimo’s needs.

15) This final section aims to determine how your community anticipates using the results and findings captured in the HNR to inform long-term planning, as well as concrete actions that can address identified needs. Please use the following questions to describe how those linkages will be made.

a) How will this HNR inform your OCP, housing policies and/or actions going forward? For example, if the HNR identifies specific needs in your community across the housing spectrum – such as housing needed for priority populations, units for large households in denser form factors, more diverse

structural types such as missing middle housing, or more affordable and higher-density housing near transit – how could actions and changes in policy and planning help address those needs?

Diversity of housing options - Woodgrove Urban Centre Area Plan: *City Plan: Nanaimo Reimagined* (City Plan) was adopted in 2022 and identifies seven *Urban Centres*, based on transit-oriented development principles. The Urban Centres are envisioned to be Nanaimo's primary hubs of activity. Each Urban Centre is intended to be a complete community that includes a transit hub, housing, employment, services and amenities, and allows for daily needs to be met without the requirement of travelling outside the Urban Centre. City Plan policy prioritizes preparing *Area Plans* for Urban Centres. The Area Plans are intended to be a tool to encourage housing development and provide more detailed policy direction for housing, land use (transportation, servicing, parks) recreation, culture and wellness. Currently the City is working towards the creation of an Area Plan for the *Woodgrove Urban Centre* to increase the diversity of housing options in this area.

Diversity of housing options and non-market housing - Zoning Bylaw Update: In order to address a number of strategic City Plan goals and more recent Provincial legislative requirements, the City is undertaking a comprehensive review of the *City of Nanaimo Zoning Bylaw*. Project goals include reviewing and aligning the residential zones with City Plan policies and land use designations to address housing needs, updating the density bonus provisions to address specific housing needs such as family friendly and non-market housing, and consider recently introduced Provincial inclusionary zoning tools and opportunities to pre-zone parcels for affordable housing.

Rental housing - Short Term Rental Review: A review of the *City's Short-Term Rental Program* was completed in 2024, including amendments to the Zoning Bylaw, to help increase compliance such that the supply of residential units continues to be available for long-term rental. The tools in *Provincial Bill 35 - Short-Term Rental Accommodation Act* were utilized and will continue to assist the city with protecting the supply of rental units.

Rental housing - Tenant Protection Project: The City is working towards applying tenant protections for residents of manufactured home park communities facing displacement. This project will consider the appropriate communication plan, relocation requirements, financial compensation, and other potential conditions to support residents being evicted from their manufactured home park residence. The City of Nanaimo currently has approximately 20 manufactured home parks that contain approximately 1,700 homes. All of the manufactured home park properties are designated as "*Suburban Neighbourhood*" in City Plan. The Suburban Neighbourhood designation supports single unit dwellings, duplexes, and ground-oriented multi-unit dwellings. Also, all (except one) properties are zoned R12 "*Mobile Home Park Residential*", thus a rezoning application would be required for a development proposal that is not a manufactured home park. The rezoning process provides the City with the discretion to consider if the proposed use is consistent with City Plan policy, and with the discretion to impose conditions/requirements that may include additional protections for tenants.

Non-Market Housing - HEART and HEARTH: In January 2024 the *Ministry of Housing and City of Nanaimo* signed an *Memorandum of Understanding* (MOU) to participate in the Provincial programs *Homeless Encampment Action Response Team* (HEART) and *Homeless Encampment Action Response*

Temporary Housing (HEARTH). The City has been working cooperatively with the Ministry to deliver more than 200 temporary housing units on four sites in Nanaimo at 250 Terminal Avenue, 1300 Island Highway South, 1030 Old Victoria Road, and 1298 Nelson Street. In 2024, the City acquired property for a HEARTH site, offered financial assistance for supportive housing at 1298 Nelson Street, and provided substantial staff support to the HEARTH program.

Non-market housing - Permissive Tax Exemptions: A new “*Permissive Tax Exemption Policy*” was adopted by Council in July 2024 that includes criteria for non-market housing. The policy outlines permissive tax exemption eligibility criteria for non-for-profit organizations that provide non-market housing for Temporary and Supportive Housing.

Non-Market Housing - BC Housing and City of Nanaimo Memorandum of Understanding (2019): This Memorandum of Understanding (MOU) is an agreement between BC Housing and the City to provide 610 housing units (50% non-market units) on six sites in the City. Supportive housing development at 702 Nicol Street and 285 Prideaux Street is completed. In 2024 Staff worked toward finalizing development approvals for nonmarket housing at 355 Nicol Street, 250 Terminal Avenue, 1435 Cranberry Avenue and at the Te’tuxwtun development (564 Fifth Street, 502 and 505 Howard Avenue). The City continues to work cooperatively with BC Housing to find new sites for supportive and affordable housing.

Warming Centre Response for the Unsheltered: The City provided \$474,094 to fund three warming centres with approximately 138 spaces for unsheltered individuals over the 2023/2024 winter season. Warming centre services included access to meals, harm reduction supplies, and support for wound care, mental health and addiction. In addition, the warming centres provided expanded services when extremely cold weather events met the *Emergency Management* and *Climate Readiness* thresholds. The warming centres provided Nanaimo’s unsheltered population key access points into the health and housing continuum of care.

Drop-in Hub: In partnership with the *United Way BC* and the Federally funded *Reaching Home Program*, the City is providing \$584,257 to fund a year-round daytime drop-in hub at 55 Victoria Road that provides warming and cooling services for individuals living unsheltered. The drop-in hub provides an access point for individuals to be placed on *BC Housing’s Housing Registry* allowing them the ability to access supportive housing when available. *Island Crisis Care Society* operates the drop-in hub in partnership with *Nanaimo Family Life Association*. The drop-in hub opened January 2, 2025, and operates seven days a week, 11 am to 6 pm. Key services include access to basic needs such as food, hygiene supplies and clothing. Other services provided include connections to broader support for emergency shelter and housing, health care, mental health resources and more.

- b) How will data collected through the HNR help direct those plans and policies as they aim to improve housing locally and regionally, and how will this intersect with major development patterns, growth management strategies, as well as master plans and capital plans that guide infrastructure investments?**

“Growing out” is often easier than “growing in,” and for many years, outwards growth characterized Nanaimo, stretching the city north and south. Through the City Plan engagement process residents clearly articulated a vision for building on what we have and preserving the vital natural areas that surround Nanaimo for now and for tomorrow. In response, *City Plan - Nanaimo ReImagined* reinforces a commitment to “growing in” and reinvesting in our existing city to revitalize, renew, and reconnect. The plan maintains the existing *Urban Containment Boundary* and prioritizes growth and City investment into seven established Urban Centres that are envisioned to become thriving activity hubs. Updated land uses focus on adding housing, jobs, and services in places where some of the services currently exist, supporting better use of the existing infrastructure and limiting expansion of the City’s footprint. City Plan emphasizes intentional investment in *Downtown as Nanaimo’s Primary Urban Centre*, while establishing guidelines for design, form, and building heights in all Urban Centres to promote higher density and mixed-use development. Policies identify potential for large-format retail in Urban Centres, provided it is consistent with the walking, rolling, and transit-oriented nature and the urban design character envisioned for these spaces. City Plan also refines the neighbourhood land use designation, adding a new designation for neighbourhoods close to Urban Centres, Corridors, and key transit routes to increase the mix of housing options in these well-oriented, well-serviced areas.

The City of Nanaimo’s Missing Middle SSMUH zoning amendment, adopted in June 2024, has created a net capacity of 63,976 Housing units. The net unit change calculation suggests Nanaimo is far exceeding the estimated housing unit needs in all three timeframes and currently has 8.4 times the estimated 5-year need (7,227 units), 4.7 times the estimated 10-year need (12,962 units), and 2.6 times the estimated 20-year need (23,776 units). These findings show zoned capacity is well beyond the anticipated need and can support long-term housing growth in this housing form.

While the SSMUH changes easily accommodate the overall unit need identified in the 2024 Interim Housing Needs Report, this housing form may not effectively address the housing needs of all households. Addressing current and future housing need will also require other housing forms with different features, locations, or levels of affordability. Zoned capacity does not necessarily represent true development capacity, and many factors will affect whether properties redevelop to SSMUH forms over time. The projects outlined in 15(a) will help to address the other housing needs in the community.

- b) Based on the findings of this HNR, and particularly the projected housing needs, please describe any infrastructure gaps that may potentially limit the ability of your community to support forecasted growth unless they are addressed, or that could facilitate more complete and resilient communities. This can relate to any type of enabling infrastructure needed for housing, including fixed and non-fixed assets, as well as social, community or natural infrastructure. Communities are encouraged to illustrate how infrastructure gaps impact their housing systems and growth. Examples of types of enabling infrastructure may include:**

- i. Public Transit**
- ii. Water/Wastewater Systems**
- iii. Roads and Bridges**
- iv. Schools, Parks, Community or Recreational Centres**
- v. Broadband Service and Access**
- vi. Climate Risks/Impacts**

The City builds, maintains, operates, and renews critical infrastructure that supports housing, including transportation, water supply and distribution, sewer collection, fire protection, parks and recreation, and policing services. In 2024, the City invested over \$45 million in these capital works. Many projects are driven by a combination of growth and renewal needs; in 2024, approximately 40% of the overall investment was directly related to supporting growth.

Significant new and upgraded infrastructure is required to support growth, with challenges in sanitary sewer, water supply, transportation, RCMP facilities, and recreation facilities. Currently, the most critical needs are in sanitary sewer and RCMP facilities. We are nearing capacity limits on various stretches of the sanitary sewer collection system, which will limit growth if funding is not available for upgrades.

As the population grows, the demand for public safety services like bylaw enforcement, Community Safety Officers, and RCMP services also increases. While Bylaw and community safety needs are generally moderate, formal law enforcement (like the RCMP or a municipal police force) requires significant infrastructure. The RCMP bases its staffing on community population, so more people mean more law enforcement staff. Unlike Bylaw or Community Safety Officers, the RCMP has strict and complex infrastructure needs for both staff and those in custody, leading to high building costs. These costs are primarily covered by Nanaimo's taxpayers.

By 2046, Nanaimo's population is expected to reach 140,000, driving daily trips up to over 400,000—an increase of more than 60% from 2014. The City Plan aims to manage this growth through densified land use and shifts in transportation modes, replacing vehicle trips with active transportation and transit. If successful, personal vehicle trips would only rise by 25%, while walking, biking, and transit trips would double. This approach will reduce the burden on the road network but requires effective land use strategies and substantial investment in walking, biking, and transit services and amenities. Note: Transit service funding remains a provincial responsibility, limiting local control.

Although the City has expanded walking and biking infrastructure in recent years, growing maintenance demands and limited budgets threaten success in further expansion. Recognizing the need to fund asset management projects, it is unlikely that the non-vehicular network will expand at the same pace as population growth without additional funding. Without this funding, active

transportation will lag behind population growth, undermining City Plan goals and increasing congestion, emissions, and safety risks.

Growing communities need enough indoor and outdoor recreation spaces. As populations increase, existing facilities like community centers, pools, and arenas face more demand, both for programs and maintenance. More competition for subsidized programs means fewer people benefit. Adding more programs is possible but requires more staff, longer hours, higher operating costs, and more wear and tear on facilities. The programs offered by the City are vital for residents' health and well-being, and reduced access to these facilities negatively affects the community.