

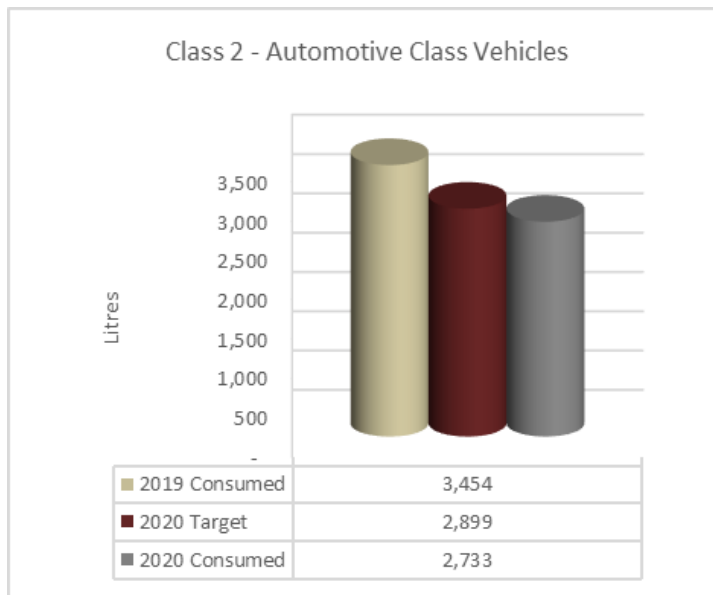
# Municipal Enforcement Department

## Municipal Enforcement Department

### 2020 – 2023 Operating Budget Roll-up

	2019 Actual	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
<b>REVENUES</b>							
Activity Revenue	\$540,284	\$791,900	\$374,996	\$842,400	\$732,400	\$751,900	\$764,400
Grant Revenue	46,000	46,000	50,200	46,000	49,150	49,150	49,150
Other Revenue	12,204	10,000	10,192	10,000	10,100	12,585	12,550
<b>TOTAL REVENUES</b>	<b>598,488</b>	<b>847,900</b>	<b>435,388</b>	<b>898,400</b>	<b>791,650</b>	<b>813,635</b>	<b>826,100</b>
<b>EXPENDITURES</b>							
FTE Count	7.70	6.77	8.26	8.80	8.80	8.80	8.80
Wages & Benefits	644,892	721,515	687,211	764,018	778,080	801,543	823,040
Contracted & General Services	58,594	83,495	66,151	68,073	107,918	85,407	88,587
Materials, Goods & Supplies	22,079	23,100	13,506	11,604	11,626	11,332	10,675
Internal Charges	42,300	42,300	45,300	45,900	37,100	38,400	39,400
<b>TOTAL EXPENDITURES</b>	<b>767,865</b>	<b>870,410</b>	<b>812,168</b>	<b>889,595</b>	<b>934,724</b>	<b>936,682</b>	<b>961,702</b>
<b>REVENUES LESS EXPENDITURES</b>	<b>(169,377)</b>	<b>(22,510)</b>	<b>(376,780)</b>	<b>8,805</b>	<b>(143,074)</b>	<b>(123,047)</b>	<b>(135,602)</b>
<b>Associated Amortization</b>	<b>29,874</b>	<b>21,112</b>	<b>21,292</b>	<b>21,534</b>	<b>29,876</b>	<b>30,175</b>	<b>30,477</b>
<b>Transfers to Reserves</b>	<b>(410,708)</b>	<b>(557,575)</b>	<b>(166,182)</b>	<b>(637,776)</b>	<b>(445,880)</b>	<b>(517,293)</b>	<b>(554,959)</b>
<b>Tax Funding Required</b>	<b>(580,085)</b>	<b>(580,085)</b>	<b>(542,962)</b>	<b>(628,971)</b>	<b>(588,954)</b>	<b>(640,340)</b>	<b>(690,561)</b>

### Municipal Enforcement Fuel Consumption Benchmarks



## Service Area: Enforcement (1 of 4)

The three areas of enforcement (general bylaws, Land Use Bylaw, and provincial acts) can be separated into two categories: Proactive Enforcement and Reactive Enforcement.

Reactive enforcement is essentially all of the follow up regarding the numerous Actions Requests submitted to Municipal Enforcement. Normally between 750-950 Action Requests are received per year that represent 850-1,100 individual incidents. While a large portion of the Action Requests come from citizens and visitors, there is an increasing amount of Action Requests coming from various other Town of Banff departments as well as the wardens and RCMP seeking enforcement and education to addresses safety and efficiency issues as well as enhanced protection of public assets.

Proactive enforcement represents all of the other enforcement that is not specifically in reaction to individual Action Requests. Proactive enforcement is guided and influenced by numerous factors. Continuous analysis of Action Requests, Council direction, and requests from other Town of Banff departments tend to provide us with the most guidance as to where we should focus our proactive enforcement efforts. Some examples of proactive enforcement are:

- Focused monitoring of waste and recycling stations throughout the town for illegal dumping and theft of recyclables
- Downtown core focused enforcement in the downtown core for illegal cycling and skateboarding on sidewalks

In many cases, proactive enforcement will be preceded by, or blended with some form of educational and awareness effort.

### Municipal Enforcement 2020 – 2023 Operating Budget

	2019 Actual	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
<b>REVENUES</b>							
Activity Revenue	\$509,370	\$760,900	\$342,781	\$810,900	\$700,900	\$720,900	\$730,900
Grant Revenue	46,000	46,000	49,150	46,000	49,150	49,150	49,150
Other Revenue	11,095	10,000	10,000	10,000	10,000	12,485	12,450
<b>TOTAL REVENUES</b>	<b>566,465</b>	<b>816,900</b>	<b>401,931</b>	<b>866,900</b>	<b>760,050</b>	<b>782,535</b>	<b>792,500</b>
<b>EXPENDITURES</b>							
FTE Count	5.75	4.71	5.77	6.90	6.90	6.90	6.90
Wages & Benefits	417,131	541,963	457,011	573,503	575,472	593,409	609,236
Contracted & General Services	52,197	75,000	58,281	59,129	100,284	75,080	77,973
Materials, Goods & Supplies	19,785	20,300	10,950	9,144	9,144	8,727	7,975
Internal Charges	37,700	37,700	40,600	41,200	32,400	33,700	34,700
<b>TOTAL EXPENDITURES</b>	<b>526,813</b>	<b>674,963</b>	<b>566,842</b>	<b>682,976</b>	<b>717,300</b>	<b>710,916</b>	<b>729,884</b>
<b>REVENUES LESS EXPENDITURES</b>	<b>39,652</b>	<b>141,937</b>	<b>(164,911)</b>	<b>183,924</b>	<b>42,750</b>	<b>71,619</b>	<b>62,616</b>
<b>Associated Amortization</b>	<b>27,675</b>	<b>19,686</b>	<b>19,866</b>	<b>20,080</b>	<b>27,676</b>	<b>27,953</b>	<b>28,233</b>
<b>Transfers to Reserves</b>	<b>(406,419)</b>	<b>(553,288)</b>	<b>(161,701)</b>	<b>(633,296)</b>	<b>(440,877)</b>	<b>(512,290)</b>	<b>(549,956)</b>
<b>Tax Funding Required</b>	<b>(366,767)</b>	<b>(411,351)</b>	<b>(326,612)</b>	<b>(449,372)</b>	<b>(398,127)</b>	<b>(440,671)</b>	<b>(487,340)</b>

## COUNCIL EXPECTATIONS

- 1) Regularly review Council's enforcement expectations
- 2) Consistency of practice that delivers the vision that we have for Banff as a model mountain community and world class visitor destination
- 3) Enforce traffic violations heavily where complaints are received
- 4) Heavy enforcement in areas where safety is a concern (e.g. playground and school zones)
- 5) Ongoing bylaw education recognizing a high population turn-over
- 6) Working in collaboration with other town departments, Parks Canada and the RCMP

### Successes (past and ongoing)

- **Effective use of new technology:** handheld ticketing, complaint tracking, online payments and permits, Action Requests, 1<sup>st</sup> time limit offence ticket discounts
- Established, effective downtown parking time limits
- Assistance and involvement with special events
- Downtown area-focused enforcement
- Peace Officer on transit bus (reduced to “as needed” basis due to COVID)
- Highly accessible and approachable staff fostering positive public relations
- High retention of fully trained staff
- Reduction in graffiti and visible dumpster picking
- Communication with other departments on enforcement
- Expanded use of handheld ticketing units to ticket and track illegal camping warnings and other bylaw infractions
- New operational approach to snow removal enforcement (new) update in the 2021 priorities.
- Moved to Android phone system for all officers which negates the need for officers to carry both iphone and handheld ticket device. Money savings in data and device costs moving forward.
- Enforcement of unauthorized parking on private property consistently makes up 10% or more of our traffic and parking-related calls. We have a quick and efficient system that results in a great service to complainants

### Challenges/Opportunities

- Working better with Streets Dept. to help with winter snow plowing and removal (\*see additional comments below)
- Lack of effective signage and delineation for bus parking in Mount Royal Parking lot
- Communication with other departments on enforcement
- Bylaw reviews
- Delivery of offence notices electronically-would like to have more email addresses on file for tax roll.
- Difficulty in balancing improved or additional regulatory signage installed where ticketing statistics show that it is needed, with esthetics.
- Look to enhance signage and call process for snow removal operations

2020 Priorities:	Priority Status
<ul style="list-style-type: none"> <li>Continue waste receptacle area monitoring in fringe areas of townsite</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>This initiative was reduced significantly due to resources, however with full compliment of CPOs in 2020, we will be able to pro-actively monitor these areas with high frequency</i> <i>Able to do this</i></li> </ul>
<ul style="list-style-type: none"> <li>Additional ticketing analysis in high infraction zones and resulting signage improvement in those areas that show that require it</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Completed/Ongoing. Municipal Enforcement continues to analyze ticket/complaint data and will bring requests forward to Traffic and sign Committee where applicable</i></li> </ul>
<ul style="list-style-type: none"> <li>Continued focus on communication between departments</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Ongoing</i></li> </ul>
<ul style="list-style-type: none"> <li>Complete review of the Taxi Regulatory framework.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Bylaw Review to be presented to Governance and Finance December 2020</i></li> </ul>
<ul style="list-style-type: none"> <li>Monitoring and pro-active enforcement of cannabis and alcohol regulations.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>4 months of <b>significantly</b> reduced vehicular traffic allowed increased focus in this area with high frequency patrols for COVID gathering issues. We saw an increase to date of <b>176%</b> in liquor/cannabis warnings and tickets. (69 tickets/warnings in 2020 compared to 25 tickets and warnings in 2019)</i></li> </ul>
<ul style="list-style-type: none"> <li>Monitoring and pro-active enforcement of moving traffic violations.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>This is an ongoing significant element of focus for Municipal Enforcement. Using a year over year comparison (June 01-November 6 2019-2020 to account for COVID differences) we saw a slight rise in the percentage of locals and Bow Valley commuters receiving speeding tickets (2019 10% and 2020 13%). However, there have been no local and Bow Valley commuters who are repeat offenders.</i></li> </ul>
<ul style="list-style-type: none"> <li>Monitoring and pro-active enforcement of issues that may lead to negative human/wildlife conflict situations.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Completed/Ongoing</i></li> </ul>
<ul style="list-style-type: none"> <li>Create electronic towing authorizations using pronto forms in officer's cell phones to streamline complete towing process</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Completed. Officers can complete towing authorizations in the field (with photos attached) and these can be emailed to the towing companies rather than having to be delivered.</i></li> </ul>

2021 Priorities:	Communication Format
	(RFD/Briefing/Policy/Bylaw/Workshop/Etc.)

# Project Summary

Project Account #:

<b>Project #:</b>	GG-89-16	<b>Department:</b>	460-Bylaw Services	<b>Project:</b>	Bylaw AFRRACS Radios
<b>Budget Year:</b>	2021	<b>Manager:</b>		<b>Project Type:</b>	Protective Services
<b>Budget Status:</b>	Open	<b>Project Partner:</b>		<b>Asset Type:</b>	Communications - Radios
<b>Year Identified:</b>	2016	<b>Start Date:</b>	4/4/2016	<b>Est. Completion Date:</b>	5/2/2016

**Project Description:**

This project is for the purchase of 6 portable radios capable of accessing Alberta First Responder Radio Communication System (AFRRACS) in 2016 by the bylaw department. The radios must be dual band capable of accessing the new 700 MHZ frequencies and meet the P25 industry standard. The AFRRACS system is being installed throughout Alberta and is dedicated to all first responders. RCMP have committed to using the system and in order to maintain communication with the RCMP, these radios will be required.

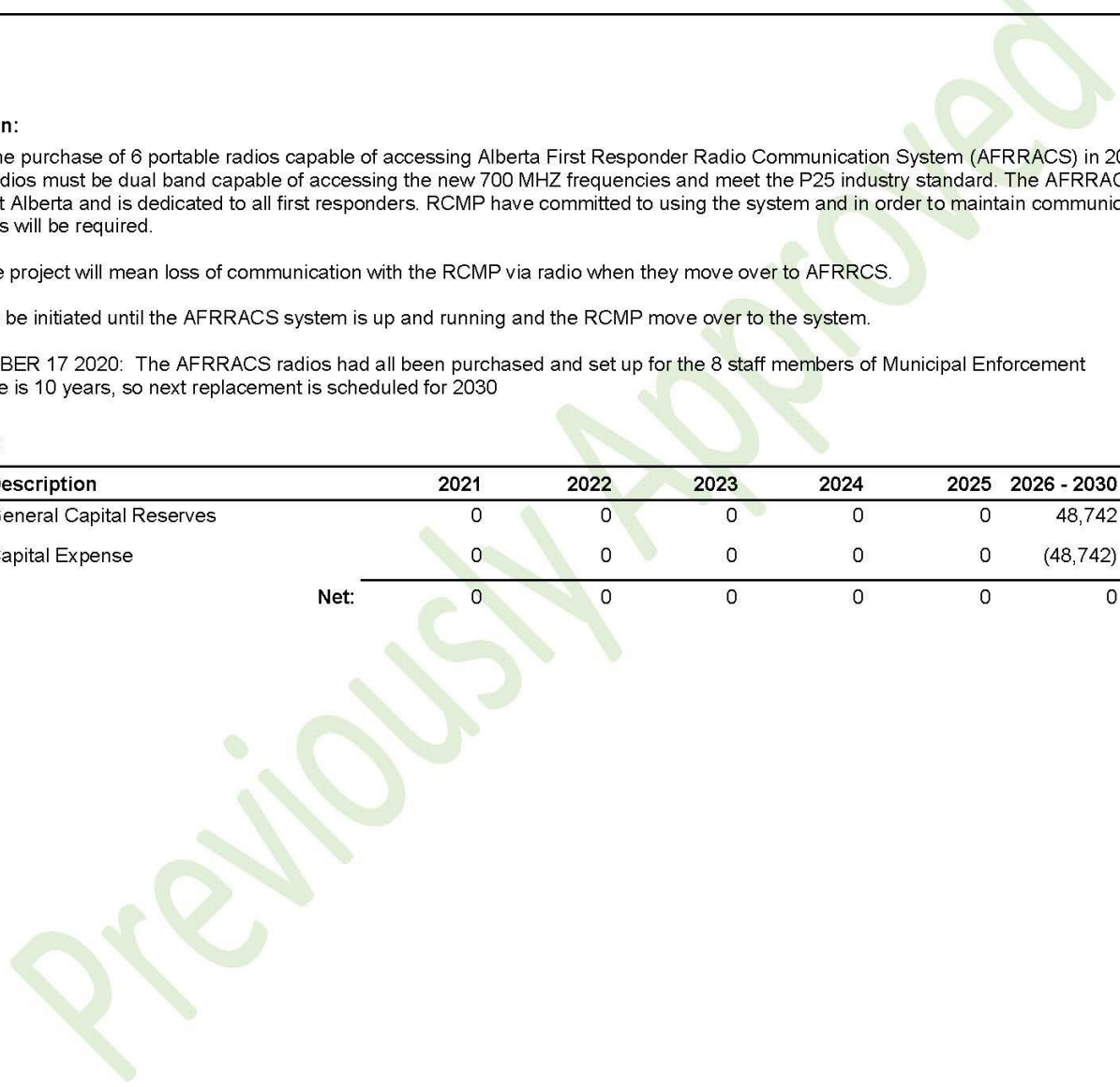
Non approval of the project will mean loss of communication with the RCMP via radio when they move over to AFRRACS.

This project will not be initiated until the AFRRACS system is up and running and the RCMP move over to the system.

UPDATE-SEPTEMBER 17 2020: The AFRRACS radios had all been purchased and set up for the 8 staff members of Municipal Enforcement  
 Estimated useful life is 10 years, so next replacement is scheduled for 2030

**Budget Summary:**

Account	Description	2021	2022	2023	2024	2025	2026 - 2030	Total
3200	General Capital Reserves	0	0	0	0	0	48,742	48,742
6000	Capital Expense	0	0	0	0	0	(48,742)	(48,742)
<b>Net:</b>		0	0	0	0	0	0	0



# Project Summary

**Project Account #:** 2-460-2014-6000

<b>Project #:</b> GG-94-20	<b>Department:</b> 460-Bylaw Services	<b>Project:</b> Parking Enforcement handheld devices and printers
<b>Budget Year:</b> 2021	<b>Manager:</b> Tony Clark	<b>Project Type:</b> Protective Services
<b>Budget Status:</b> Open	<b>Project Partner:</b>	<b>Asset Type:</b> Equipment Replacement
<b>Year Identified:</b> 2020	<b>Start Date:</b> 1/6/2020	<b>Est. Completion Date:</b> 8/31/2020

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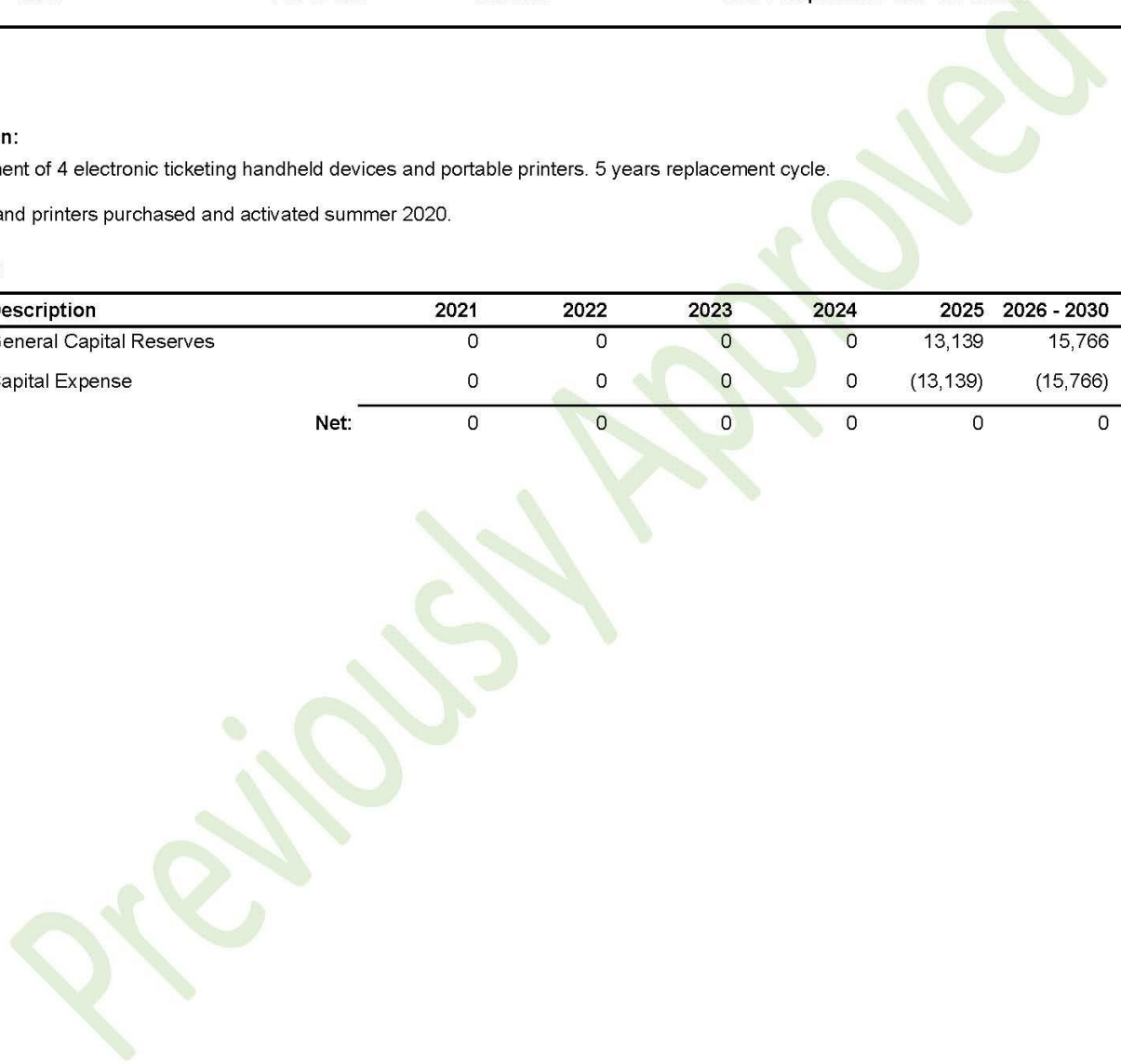
**Project Description:**

Life-cycle replacement of 4 electronic ticketing handheld devices and portable printers. 5 years replacement cycle.

All handheld units and printers purchased and activated summer 2020.

**Budget Summary:**

Account	Description	2021	2022	2023	2024	2025	2026 - 2030	Total
3200	General Capital Reserves	0	0	0	0	13,139	15,766	28,905
6000	Capital Expense	0	0	0	0	(13,139)	(15,766)	(28,905)
<b>Net:</b>		0	0	0	0	0	0	0



## Service Area: Bylaw Education (2 of 4)

Education is purely proactive, and in many cases is intended to create awareness of imminent proactive enforcement efforts where the previous enforcement in these areas may have been mostly reactive. In other cases, it takes the form of a seasonal reminder where certain types of focused enforcement are carried out proactively, but only at certain times of the year. Some of examples of our past and current education efforts are:

- The Late Night Nuisance Abatement Program (past)
- Door hanger program for illegal dumping (current)
- Personal visits to downtown businesses every Fall to educate about proper and legal snow removal from sidewalks (continuous/seasonal)
- Active updates on the Municipal Enforcement's website space (continuous)
- Active member on the School Safety Committee (continuous)

### Bylaw Education 2020 – 2023 Operating Budget

	2019 Actual	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
<b>REVENUES</b>							
Grant Revenues			\$840				
Other Revenue	440						
<b>TOTAL REVENUES</b>	<b>440</b>		<b>840</b>				
<b>EXPENDITURES</b>							
FTE Count	0.65	0.83	0.73	0.60	0.50	0.50	0.50
Wages & Benefits	83,026	73,102	84,481	77,149	69,544	71,436	73,378
Contracted & General Services	3,805	5,300	4,140	5,658	4,078	6,455	6,651
Materials, Goods & Supplies	779	1,300	1,056	960	960	1,020	1,040
Internal Charges	2,000	2,000	2,100	2,100	2,100	2,100	2,100
<b>TOTAL EXPENDITURES</b>	<b>89,610</b>	<b>81,702</b>	<b>91,777</b>	<b>85,867</b>	<b>76,682</b>	<b>81,011</b>	<b>83,169</b>
<b>REVENUES LESS EXPENDITURES</b>	<b>(89,170)</b>	<b>(81,702)</b>	<b>(90,937)</b>	<b>(85,867)</b>	<b>(76,682)</b>	<b>(81,011)</b>	<b>(83,169)</b>
<b>Associated Amortization</b>	<b>800</b>	<b>486</b>	<b>486</b>	<b>496</b>	<b>800</b>	<b>808</b>	<b>816</b>
<b>Transfers to Reserves</b>	<b>(2,573)</b>	<b>(2,573)</b>	<b>(1,843)</b>	<b>(1,843)</b>	<b>(2,198)</b>	<b>(2,198)</b>	<b>(2,198)</b>
<b>Tax Funding Required</b>	<b>(91,743)</b>	<b>(84,275)</b>	<b>(92,780)</b>	<b>(87,710)</b>	<b>(78,880)</b>	<b>(83,209)</b>	<b>(85,367)</b>



**COUNCIL EXPECTATIONS**

- 1) On-going Bylaw education recognizing a high population turnover
- 2) Clear regulatory signage
- 3) Education whenever a long-standing enforcement approach is changed
- 4) Proactive education on seasonal issues

**Successes (past and ongoing)**

- Proactive pre-snowfall education program for Banff Avenue businesses
- Downtown local place focused enforcement
- Few repeat offenders for skateboarding and bike on sidewalk tickets
- Led speed indicator sign placement and data gathering
- Elementary school safety monitoring
- Car seat inspection/education program
- Dog in hot car display

**Challenges/Opportunities**

- Shrubbery and trees over sidewalks
- Innovative ways to education transient populations
- Coordination of time to visit businesses to do sidewalk snow clearing education

**2020 Priorities:**

- Continue to develop a pet evacuation plan to pair with overall evacuation plan for Banff Emergency Management (from 2019)
- Engage Canmore Bylaw Services in looking at a collaborative approach to emergency pet evacuation. (from 2019)

**Priority Status**

- ✓ *This initiative is already in the works through the Community Services Department. One member of Municipal Enforcement attended a training course with members of Community Services and will take a supporting role on potential evacuation efforts*
- ✓ *This initiative is already in the works through the Community Services Department. One member of Municipal Enforcement attended a training course with members of Community Services and will take a supporting role on potential evacuation efforts*

**2021 Priorities:**

- Update monthly information on Municipal Enforcement traffic safety focuses based on the Alberta Traffic Safety Calendar. Note it on Social media and add announcements/updates on any days where officers will be out on a focused program
- Restart the Child Restraint Seat Inspections (Cancelled since March 2020) with new COVID protocols in place. To roll out early 2021

**Communication Format**

(RFD/Briefing/Policy/Bylaw/Workshop/Etc.)

Communication Department will be contacted directly and requested to update any relevant info on TOB social media accounts

Communication will be through Bow Valley Family Hub and TOB Facebook page.

## Service Area: Bylaw Permits, Inspections & Licensing (3 of 4)

This service area includes the licensing of taxi operators, vehicle inspections and driver and public complaints. Street use permit monitoring.

### Permits, Inspections & Pet Licensing 2020 – 2023 Operating Budget

	2019 Actual	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
<b>REVENUES</b>							
Activity Revenue	\$30,914	\$31,000	\$32,215	\$31,500	\$31,500	\$31,000	\$33,500
<b>TOTAL REVENUES</b>	<b>30,914</b>	<b>31,000</b>	<b>32,215</b>	<b>31,500</b>	<b>31,500</b>	<b>31,000</b>	<b>33,500</b>
<b>EXPENDITURES</b>							
FTE Count	0.76	0.70	1.05	0.80	1.10	1.10	1.10
Wages & Benefits	84,731	60,665	85,131	64,690	92,542	95,071	97,666
Contracted & General Services	1,513	2,075	2,552	2,116	2,366	2,635	2,675
Materials, Goods & Supplies	981	1,000	1,000	1,000	1,000	1,040	1,090
Internal Charges	1,700	1,700	1,700	1,700	1,700	1,700	1,700
<b>TOTAL EXPENDITURES</b>	<b>88,925</b>	<b>65,440</b>	<b>90,383</b>	<b>69,506</b>	<b>97,608</b>	<b>100,446</b>	<b>103,131</b>
<b>REVENUES LESS EXPENDITURES</b>	<b>(58,011)</b>	<b>(34,440)</b>	<b>(58,168)</b>	<b>(38,006)</b>	<b>(66,108)</b>	<b>(69,446)</b>	<b>(69,631)</b>
<b>Associated Amortization</b>	<b>800</b>	<b>486</b>	<b>486</b>	<b>496</b>	<b>800</b>	<b>808</b>	<b>816</b>
<b>Transfers to Reserves</b>	<b>(858)</b>	<b>(858)</b>	<b>(1,500)</b>	<b>(1,500)</b>	<b>(1,553)</b>	<b>(1,553)</b>	<b>(1,553)</b>
<b>Tax Funding Required</b>	<b>(58,869)</b>	<b>(35,298)</b>	<b>(59,668)</b>	<b>(39,506)</b>	<b>(67,661)</b>	<b>(70,999)</b>	<b>(71,184)</b>

**COUNCIL EXPECTATIONS**

- 1) Guidelines are set at a standard that is appropriate to fit within our community profile
- 2) Promote low emission vehicles with possible incentives

**Successes (past and ongoing)**

- Busking Permit Program taken in-house by Municipal Enforcement works to better control and awareness of outstanding permits.
- Reduction in graffiti/quicker resolution
- Working with engineering to identify areas where there should be street use permits effective use of Peace Officer/Admin position
- Responsible pet ownership insert is reviewed yearly and goes out with animal license renewals
- Required follow ups for unpaid business licenses has dropped dramatically. Due to past positive enforcement.
- Social media has proven to be an effective tool in increasing the speed of returning lost animals to owners.
- Limited the number of concurrent busking permits for louder instruments worked to reduce complaints to zero in 2017

**Challenges/Opportunities**

- Finding time to complete comprehensive bylaw reviews.
- Creation of an electronic/online format to record and track taxi inspections and email records to taxi company owners.
- Collection (or disposal) of unpaid animal licenses can be a high time consumption task as Finance Department requires that we do all we can to close the files.
- Work with Streets and Engineering to create some complimentary enhancements to the Street Use permit process relating to parking enforcement in areas where SUP holders have exclusive use of the street. Clear, consistent and uniform sign requirements and monitoring allow for better service to SUP holders when parking enforcement is requested.

**2020 Priorities:**

- Work on expanding/improving on all the positive steps made with SUP monitoring and enforcement Consider working on signage guidelines relevant to SUP areas to achieve more positive service focuses enforcement.
- Consider implementation of an electronic-based inspection format for taxi inspections

**Priority Status**

- ✓ *Partially Complete but still a work in progress and is added/ continued in the 2021 priorities.*
- ✓ *Completed. Physical taxi inspections are now done using electronic “pronto forms”*

**2021 Priorities:**

- Update busking guidelines to include COVID protocols (if needed) as well as a consideration to add allowable locations in the renewed 200 block of Bear Street.

**Communication Format**

(RFD/Briefing/Policy/Bylaw/Workshop/Etc.)

Bring RFD or briefing to Council

## Service Area: Lost and Found (4 of 4)

This service area receives and catalogues all lost and found items and coordinates the return of items to the owner. All items not claimed are donated to charity groups for yearly found item disposals.

Municipal Enforcement also collects and inventories bikes that get left/abandoned on downtown bike racks when these racks are being either removed for the season or maintained.

### Lost & Found 2020 – 2023 Operating Budget

	2019 Actual	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
<b>REVENUES</b>							
Grant Revenue			\$210				
Other Revenue	669		192		100	100	100
<b>TOTAL REVENUES</b>	<b>669</b>		<b>402</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>EXPENDITURES</b>							
FTE Count	0.54	0.53	0.71	0.50	0.40	0.40	0.40
Wages & Benefits	60,004	45,785	60,588	48,676	40,521	41,627	42,761
Contracted & General Services	1,079	1,120	1,178	1,170	1,190	1,237	1,288
Materials, Goods & Supplies	534	500	500	500	522	545	570
Internal Charges	900	900	900	900	900	900	900
<b>TOTAL EXPENDITURES</b>	<b>62,517</b>	<b>48,305</b>	<b>63,166</b>	<b>51,246</b>	<b>43,133</b>	<b>44,309</b>	<b>45,519</b>
<b>REVENUES LESS EXPENDITURES</b>	<b>(61,848)</b>	<b>(48,305)</b>	<b>(62,764)</b>	<b>(51,246)</b>	<b>(43,033)</b>	<b>(44,209)</b>	<b>(45,419)</b>
<b>Associated Amortization</b>	<b>599</b>	<b>454</b>	<b>454</b>	<b>463</b>	<b>600</b>	<b>606</b>	<b>612</b>
<b>Transfers to Reserves</b>	<b>(858)</b>	<b>(858)</b>	<b>(1,138)</b>	<b>(1,138)</b>	<b>(1,253)</b>	<b>(1,253)</b>	<b>(1,253)</b>
<b>Tax Funding Required</b>	<b>(62,706)</b>	<b>(49,163)</b>	<b>(63,902)</b>	<b>(52,384)</b>	<b>(44,286)</b>	<b>(45,462)</b>	<b>(46,672)</b>

## COUNCIL EXPECTATIONS

- 1) Having a seamless weekend and after hour lost and found service

### Successes (past and ongoing)

- Social media to locate owners
- Use of Report Exec program for tracking works well and also allows for the attachment of photos of the items directly to the report
- Seacan provides good external storage
- Working with RCMP – ex: wallets/ids

### Challenges/Opportunities

- Unable to modify system (Report Exec) to create an intuitive easy to use bicycle registration system as it is hard-wired as a permit application system.
- Collecting and documenting large numbers of items that have little or no value i.e. one well used mitt, debit cards, dirty soiled personal items.
- The ability to have Communications post info for lost/found pets in a very expedient manner has been very successful in getting pets back to owners quickly

### 2020 Priorities:

- Full evaluation and reorganization of our on-site physical storage and tracking of lost and found items.
- Work with Communications to create and add content for a “rotational” message on TOB Facebook site relating to how to report and inquire about Lost and found items.
- Focus on a system of immediate posting of lost animals on the TOB Facebook page or other social media.

### Priority Status

- ✓ *Tentative. Looking to find approval for appropriate site renovation that could include a more functional Lost and found storage area.*
- ✓ *Completed-created a storage system based on month the item was turned in to allow for easy filing and easy method to check found items inventory when inquiries come in.*
- ✓ *Still requires follow up as new website in place summer of 2019*
- ✓ *Communications is notified ASAP when we find or receive lost pets. This includes a photo of the found animal and date, time and approximate area the pet was found it. This in turn is posted very quickly on the TOB Facebook page. We have seen good success with this system*

### 2021 Priorities:

### Communication Format

(RFD/Briefing/Policy/Bylaw/Workshop/Etc.)