



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services

PAGE NUMBER: 2-40

ELECTED OFFICIAL: Poole

QUESTION:

I'd like to know what might shift in your service areas (staffing, contracting, programs) if there were roughly a 5% or 10% cut in the tax revenue available to your department, compared to 2019, for your service areas.

I'm asking this question of all departments during this pandemic period. Many of us in business are forced to tighten our belts. While there may be arguments at higher-levels of government for fiscal spending to stimulate the economy, at our municipal level, by reducing taxes we help reduce the burdens on our residents.

What operations could be reduced for 2021, perhaps deferred by a year or two?

Operations and capital projects are intertwined. A new capital project typically needs people to oversee it. Are there capital projects, which, if deferred, might free up some of your staff time to deliver current services you would prioritize?

ANSWER:

Administration takes guidance for the service review and budget from the Governance and Finance Committee during the review of the Financial Plan. The service review is this Committee's opportunity to review the services offered by the Town and either enhance or reduce service levels based on based on the needs of their constituents. Administration has adjusted budgets and work plans for the targets set out in the financial plan in July 2020 and reconfirmed in December 2020.

Operating impacts resulting from capital projects can be found at the end of each of the previously approved capital project descriptions included throughout the service review. During the service review presentations administration will highlight individual operating impacts as we go through each capital project



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Administration

PAGE NUMBER: 5-6

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 1 (Administration)

Please explain the nearly 50% rise in contracted services from 2019 to 2021.

ANSWER:

The 2019 approved budget for Contracted and General Services in this cost centre was \$40,050. The 2021 proposed budget is \$38,800 (\$1250 less than budgeted in 2019). Expenditures in this area include division wide expenses related to: advertising and promotion, postage/freight, printing and binding, subscriptions, insurance premiums, legal fees, contracts (i.e. data services, graphic design etc.), training, conference fees for managers and Director, and phone costs for managers and Director. Expenses incurred in 2019 in this area were less than budgeted that year due to lower demand to print marketing material (supplies were high from late 2018), and because in 2019, a number of conferences/training opportunities were hosted locally thereby reducing travel costs



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Children and Youth

PAGE NUMBER: 25-30

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 7 (children & Youth)

I notice that the tax funding required would rise by about 8% from 2019 to the proposed 2021. How would you reallocate your efforts if there were less funding in 2021 than in 2019, say, a drop in 5%, closer to \$440k?

ANSWER:

The 2019 actuals in this service area generated revenues that were in excess of what had been budgeted due to grant revenues received to deliver some children's programming, resulting in a lower tax funding required that year.

The 2021 previously approved budget showed a tax funding requirement of \$512,832. The proposed 2021 budget is currently sitting at \$509,117 (representing a 1% decrease from what was previously approved). Many of these programs operate on a cost recovery model as per council expectations (i.e. 50% cost recovery for Summer Fun) - if tax funding were less for this service area, the shortfall would have to come from either substantially increasing user fees or seeking additional grants to support the program beyond what is currently in place. Reducing the tax funding requirement to \$440K in 2021 would mean the program would need to find \$69,117 in cost savings or additional revenue. The program uses a staffing/participant ratio that adheres to accreditation standards, so reducing staffing numbers would prove challenging.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Facilities & Fenlands

PAGE NUMBER: 35-37

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 9 (Facilities & Fenlands)

Capital projects:

PW-01-17 Fenlands maintenance ~\$530k

Includes Fenlands Cooling Tower Replacement.

Please discuss. If there is less demand for the ice, might the cooling needs be less, and hence this lifecycle replacement be possibly deferred?

ANSWER:

The cooling tower was reused from the original ice plant Pre-Fenlands and is at its scheduled end of life.

If a failure were to occur there would be a down time of 12-14 weeks and loss of ice for both Arenas and curling.

As this vessel contains Ammonia The Fenlands follows a maintenance program developed from recommendations and guidance from our Refrigeration Plant contractors, also taken into account are recommendations arising from findings related to operational decisions made in the 2017 Fernie Memorial Arena Ammonia fatality investigation by technical safety BC.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Facilities & Fenlands

PAGE NUMBER: 35-37

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 9 (Facilities & Fenlands)

I notice that contracted services cost over \$400k. Please help me understand what accounts for most of these contracted services.

ANSWER:

Fenlands Bookings \$37,760 – majority of this cost is \$11,000 advertising, \$11,000 subscriptions (includes Shaw and BookKing Software Fees).

Rec Facilities Booking \$167,227 – majority of this cost is \$151,976 (Sally Borden Pool contract for 11/12 months in 2021)

Fenlands Maintenance & Operations - \$220,229 including services such as insurance AVC \$53,000, PM service contract \$11,000, Refrigeration Plant PM and Startup & Shutdown Contract \$11,000, Liricon lease \$37,000.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Facilities & Fenlands

PAGE NUMBER: 35-37

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 9 (Facilities & Fenlands)

Help me understand the costs of different facilities. Does the Fenlands cost 80% or more of this Service Area? And do I understand correctly that this costs about 1 1/2 million dollars a year in taxes?

ANSWER:

On pg 35/50 of the Community & Recreation Services Service Review document, the budget for Recreation Facilities, Booking and Permitting is presented. The bottom line highlighted in yellow represents the total tax funding required for all recreation facilities. This following chart breaks out the total tax funding required between the Fenlands and all other recreation facilities:

	2019 Actuals	2019 Approved Budget	2020 Q3 Forecast	2021 Approved Budget	2021 Proposed Budget	2022 Proposed Budget	2023 Proposed Budget
Fenlands Facility	\$(740,651)	\$(663,195)	\$(950,157)	\$(773,632)	\$(824,061)	\$(711,310)	\$(737,768)
Other Rec Facilities	\$(792,935)	\$(803,835)	\$(687,928)	\$(778,221)	\$(766,766)	\$(781,415)	\$(796,066)
TOTAL	\$(1,533,586)	\$(1,467,030)	\$(1,638,085)	\$(1,551,853)	\$(1,590,827)	\$(1,492,725)	\$(1,533,834)



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation - Housing Sustainability

PAGE NUMBER: Page 16

ELECTED OFFICIAL: DiManno

QUESTION:

There is budget for pre-design in 2022 but in the Housing Sustainability section it speaks to returning to Council for consideration upon completion of the (newly named) The Aster. Is the pre-design a placeholder?

ANSWER:

The predesign budget was approved in 2017 council motions COU17-142 and 143. Also in 2017, Council subsequently approved a borrowing bylaw to spend \$200,000 (COU17-180 and COU17-181) in pre-design in 2017. Work had progressed on the predesign when Council directed administration to focus on the Banff Ave site first. The Banff Ave site is schedule for completion in 2022 and so administration proposed moving the remaining predesign budget to 2022 so that work could potentially recommence at the conclusion of the Banff Ave housing project (the Aster).

To date, \$24,631 has been spent on site survey, Geotechnical investigations and slope stability analysis. The remaining \$175,369 will be earmarked for any further predesign budgetary expenditure related to building affordable housing on these lots.



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation - Housing Sustainability

PAGE NUMBER: Page 16

ELECTED OFFICIAL: DiManno

QUESTION:

Is Administration doing any future thinking on the community housing reserve and ways we can utilize that fund in the future? The last discussion was around Cave Ave. housing, but are there any pressing needs in the community we can use those funds for in the meantime? Is this a better conversation for when The Aster is complete and Cave Ave. is discussed? How much is currently in the fund, again?

ANSWER:

Housing Sustainability will be returning to council in Q2 with an RFD to consider potential policy development for the use of the Community Housing Reserve fund.

Community Housing Reserve fund has \$ 443,663 as of December 31, 2019

The 2020 reserve amounts will be calculated and added to the fund by end of Q1, 2021.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Housing

PAGE NUMBER: 15-20

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 4 (Housing)

Capital Project GG-88-18a

I would suggest that this be deferred from 2022 to 2023. Please discuss the tradeoffs.

ANSWER:

The decision on when to initiate a housing project on the Cave Avenue lands will ultimately be a decision of council. At this time, the funds sitting in 2022 are earmarked for pre-design costs associated with the development. Moving the pre-development funds to a later year may not prevent a significant issue if construction happens in 2024 or later. However, should construction begin in 2023, it would be necessary to have these funds available in the 2022 fiscal year.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Housing

PAGE NUMBER: 15-20

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 4 (Housing)

For priorities for 2021, I would like the housing report to report on direct and indirect causes of housing demand in Banff, including development approvals by Parks Canada outside the townsite which cause increased housing demand in Banff, as well as the use of cash in lieu of housing payments set at lower than market rates. Would it be possible to report on both housing supply and housing demand?

ANSWER:

Administration consistently reviews all metrics available to us that help to determine housing demand and supply. Currently the long-term impact of the pandemic on housing in Banff is unclear. An analysis of annually published metrics will be undertaken to determine this and reported to council during the annual housing update. Of note, 2021 is also a federal census year and will provide updated housing data on a variety of metrics, such as overcrowding, housing quality, and housing affordability. This information will be useful to compare to the 2016 data acquired during the last federal census. However, many of these census data sets won't be available until late 2022.

Administration uses the following sources to determine housing supply: and demand:

-Municipal Dwelling counts

-Statistics Canada Housing information from Census (Dwelling count, housing quality, overcrowding)

-Affordable unit counts (BHC portfolio – rental and ownership)

-Seniors Unit counts (BVRH portfolio)

-Job Resource Centre rental listings report

Administration uses the following sources to determine housing demand:

-Alberta Apartment Vacancy and rental report (rental vacancy rate)

-BHC Registered Resale List

-Tinu wait list

The state of housing report for 2021 will provide an update on the latest and readily available series of metrics



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Housing Sustainability

PAGE NUMBER: 15-20

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 4 (Housing)

I notice a big fluctuation in what was planned for transferring to reserves. What is the effect of not transferring roughly \$280k to reserves (that had been planned), in 2021?

ANSWER:

There is not actually a change of transfer to reserves, only a correction in how the accounting is displayed for the annual \$650K payment the Town of Banff (ToB) receives from the Banff Housing Corporation (BHC).

Based on the transfer of Ti'nu from the ToB to the BHC, the BHC has entered into a 30 year payment plan to the ToB. The annual payment was originally budgeted as \$650K. Once the final costs of the project were determined, the payment plan was updated to \$644.4K annually. This amount represents the repayment of the principal portion of the Ti'nu costs as well as the interest that the Town of Banff is paying on the loans taken out to build Ti'nu. When the payments are received, the principal portion is recognized against the debt which is a balance sheet account, and the interest portion is recognized on the income statement as capital revenue.

Both amounts flow through to the housing reserve to offset debt interest and principal payments. Amounts are summarized as follows:

	2021	2022	2023
Principal Portion (booked directly against debt owing to ToB)	\$276,426	\$285,573	\$295,022
Interest Portion (shown on Stmt of Revenues and Expenses as Other Revenue)	\$367,976	\$358,829	\$349,380
TOTAL	\$644,402	\$644,402	\$644,402



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation services

PAGE NUMBER: n/a

ELECTED OFFICIAL: Christensen

QUESTION:

Can consideration be given to recruiting staff from our indigenous communities as opposed to furthering our current foreign worker program?

ANSWER:

The current foreign worker support program is in place as a result of a sought after partnership with the Calgary Catholic Immigration Society. It is very specific to supporting foreign workers employed in Canada. It was pursued by the Town of Banff due to the high number of foreign workers living and working in Banff, hired by local employers and requiring various support services. Many foreign workers in Banff have transitioned to permanent residency status over the last ten years.

Local employer hiring practices and trends over the years have directly influenced the type of TOB supports and program development that have been put in place. For example, young people being predominantly hired has resulted in service creation to support young adults, foreign worker recruitment resulted in the establishment of support services for this particular group, and the establishment of permanent residents in Banff resulted in settlement services supports being brought into Banff. As local hiring trends adapt and change over time and as needs and issues emerge, targeted support services and programs will continue to evolve in response.



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation Services – Immigration Support Services

PAGE NUMBER: 7

ELECTED OFFICIAL: Olver

QUESTION:

The Town of Banff holds contracts with Immigration, Refugee and Citizenship Canada (IRCC) to provide services to immigrants throughout the Bow Valley, and to ensure successful integration approaches to ensure a welcoming, inclusive community. Congratulations on negotiating significant contracts for 2020 to 2025! Are these contracts signed?

ANSWER:

The Town of Banff holds two Contracts with IRCC:

Yes, the contract for Settlement Services is signed, and will be in place until 2025.

Yes, the contract for the Bow Valley Immigration Partnership is signed, and will be in place until 2025.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services - Immigration Support Services

PAGE NUMBER: Pg. 8

ELECTED OFFICIAL: Olver

QUESTION:

Would you explain these a bit more please?

Opportunity:

1. New Opportunity for enhanced programing and economic prosperity for a vulnerable population being explored through the; Home Instruction of Parents of Pre-School Youngsters(HIPPY) Program opportunity.
2. With less tourism, and the International Experience Canada program currently on hold. As well as the recent news to reduce the number of "Labour Market Impact Assessments (LMIA) approved for Alberta. TFW numbers are expected to be allowing for more time to connect and provide more comprehensive services with the current pool of TFW's

ANSWER:

1) At the time of updating the service review document, we were awaiting confirmation of funding for this program from IRCC. This program was originally scheduled to start in the first quarter of 2021. However, because of COVID restrictions, IRCC decided to hold off on the funding HIPPY programs across Canada. Our intention will be to pursue program funding when it is safe to do so.

The Home Instruction for Parents of Preschool Youngsters (HIPPY) program is an evidence-based, community-driven response, specifically designed for the literacy needs of families living on low incomes. The Multicultural HIPPY program addresses many issues that immigrants and refugees confront when they arrive in their new country. These include language and cultural barriers, low levels of literacy, lack of recognized professional accreditation, and limited awareness of societal practices.

The HIPPY programs breaks the cycle of poverty and low-level literacy by:

- Providing employment and training to multi-barriered individuals
- Improving adult literacy
- Preparing children for school
- Reducing social isolation
- Increasing parental involvement in school

The program would consist of hiring a coordinator to train 2 to 3 Home visitors to work with 5-10 families each within the Bow Valley. This program would open to all families residing in the Bow Valley.

2.) Recent changes made to the Temporary Foreign Worker (TFW) Program Alberta's government have limited the number and types of jobs available to new temporary foreign workers – making jobs available to unemployed Albertans. As of Nov. 1 2020, dozens of additional occupational categories will be added to the “refusal to process list,” removing the vast majority of occupations from the Temporary Foreign Worker (TFW) Program. These changes will impact 475 occupations in sectors such as accommodation and food services, retail trade, transportation, construction, and professional, scientific and technical services.

Lower TFW numbers being allowed to enter Alberta will allow the staff employed by Calgary Catholic Immigration Society (CCIS), more time to provide clients with information and connect them to community resources. Current workload demands for one TFW position are stretched very thin, as the staff has over 600 unique client contacts a year, with well over 1600 client inquires (i.e. follow up contact with the clients).



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services - Immigration support services

PAGE NUMBER: 7-9

ELECTED OFFICIAL: Poole

QUESTION:

I'd like to hear Administrations thoughts about how we might deploy our expertise in settlement services to assist Indigenous people from across our country to settle here, acknowledging that there would be similar cultural shocks moving from a small community in northern Manitoba to Banff. For every 1000 temporary foreign workers hired in our community, I imagine what the culture of our country's first national park would be if we had a similar number of Indigenous people providing services to residents, visitors and guests.

I acknowledge that revenue for these services is from grants, but how might we engage with the grant providers and program designers in the Federal government to develop and pilot programs for Canadians, Canadians who, too often, face systemic discrimination.

ANSWER:

The service area of Immigration Support Services is specific to immigrants (permanent residents, those transitioning to permanent residency, refugees and foreign workers). All of the staff and services provided in this cost centre are 100% funded through IRCC (Immigration, Refugee, Citizenship Canada). As such, given the contracts we have signed, we have no authority to provide these services for Canadians. Once individuals become Canadian citizens, all participants are able to access a wide range of other services offered both within the municipality and the community at large. Unless limited to supporting a specific demographic group (I.e. permanent residents or foreign workers, etc) due to contractual funding rules, general support services provided by Town of Banff are offered to all residents regardless of background. This includes orientation and welcome support to the community.



2021 Service Review Council Questions

SERVICE AREA: Comm and Rec - Rec Programs

PAGE NUMBER: 31

ELECTED OFFICIAL: DiManno

QUESTION:

Can you give an update on the cabin project in the Rec Grounds? COVID aside, when will it be ready for TOB and community programming? (I run by it all the time - it's been fun watching it come back to life!)

ANSWER:

The cabin project is complete and once Covid guidelines are loosened, the cabin is ready for use for Into the Wild and other outdoor and environmental programming. We are eager to plan a grand opening where we can celebrate Banff's first off-grid building. The project was on budget and we are very pleased with the renovations that have been completed.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Recreation Programs

PAGE NUMBER: 31-34

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 8 (Recreation Programs)

Are there self-organized, non-commercial recreational activities in the community which you would like to promote or be a part of?

ANSWER:

The Town of Banff recreation team has developed relationships and partnerships with many local, non-commercial recreation providers including the Banff Theatre Collective, Rotary Club, PCN, Seniors Society, Gymnastics Club, Roller Derby, Ukulele club, soccer, t-ball, Banff Public Library, Middle Springs Cabin Society, Greenhouse Society, ArtsPlace and more. Administration supports these organizations by linking them to resources for funding, board training, capacity building and more. At times, we may offer some services or program in partnership and typically this is through leveraging those partnerships to access various community grants. Additionally, through established council policies we support new or existing groups by providing facility space at no charge or at a reduced rate for their program delivery. Examples include the PCN walking program, Seniors Tai Chi, the dry floor for roller derby events, access to water to flood the Middle Springs field for outdoor resident skating, etc.

Working with the FCSS Community Development team we also strive to ensure that these entities remain sustainable in the long-term and the level of support increases or decreases depending on theirs and the community's need.

The Town regularly promotes many of the above mentioned organizations events and activities through the Town page, on our website, in the Essential's Guide, via user group e-mails and more.

Staff are always available should a society/group need support or assistance with promotion or program development. The community development team also sends regular correspondence to many local organizations with information on upcoming training sessions, funding opportunities, etc. If an organization would like to be added to that list they can e-mail community.services@banff.ca



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Recreation Programs

PAGE NUMBER: 31-34

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 8 (Recreation Programs)

I notice that the tax funding required would rise by about 13% from 2019 to the proposed 2021. How would you reallocate your efforts if there were less funding in 2021 than in 2019, say, a drop in 5%, closer to \$250k?

ANSWER:

The increase in this service area is attributed to council's adoption of Free Sport & Recreation Sessions. Due to COVID-19 this program was not implemented until the fall of 2020. Programs offered under this umbrella include drop-in sports such as basketball, pickleball, roller skating, skateboarding, yoga, skating, dance, pilates, senior fitness and more. Banff residents must purchase a \$10 annual membership to attend the free sessions. Non-residents pay the drop-in fee or can purchase a punch pass. Council approved the continued discount on these programs during the Fees and Charges Bylaw review in November of 2020.

Any classes offered in addition to the council approved budget for free sport and recreation sessions are done on a full cost recovery basis.

Although some residents have expressed discomfort with participating under current COVID conditions there were still 639 unique Banff users participating in free in person sessions from September 2020 to late November before restrictions resulted in the program suspension. Feedback from residents about the ease of access to these programs has been great. In a recent survey with 58 Free Sport and Recreation Session participants the following was noted:

98 % said they had an excellent / good experience.

95 % rated the quality of programs positive / very positive.

59 % noted that cancellation of drop in participation fees has impacted their participation rate.

26 % noted they would no longer participate if the program had a fee.

19 % were Banff Access Cardholders

Participant Comments:

“THANK YOU so much for this opportunity. I am always looking for free opportunities in Banff because it’s so expensive to live here. It makes a huge difference to be able to get some exercise without having to stress about not being able to afford it. Thank you so much.”

“Thank you. It is great to have these programs offered for free especially during uncertain times. I'm a not sure if I would participate in as many programs if there was a fee attached to them all. It is great for fitness but also mental health and another way to be social in a safe manner for a short period of time”

“Thank you, thank you, thank you. I am so grateful to be a Banff resident because of stuff like this! Man I love this town!”

“Town staff has done a great job facilitating recreational opportunities during the pandemic. Thank you.”



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Recreation Programs

PAGE NUMBER: 31-34

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 8 (Recreation Programs)

Could you discuss potential conflicts with private businesses which offer services such as you are providing. Please comment to the extent that some of our services might drive out private operators.

ANSWER:

The recreation team has a long-standing relationship with many of the local private recreational service providers including yoga and dance studios, karate, fitness, etc., and we regularly partner on the delivery of services. We strive to ensure that there is no duplication of services by offering low cost or free introductory programs, but not intermediate or advanced level. The barrier to participation with the private businesses for many short-term service sector residents is the high cost of participation (i.e. \$20 per session). Typically, we introduce them to the activity through the introduction level, and once exposed, many move on to the private sector to continue developing in the sport / activity. Many of the Town's contract instructors teach at the private studios and with the Town, which makes it financially viable for them to maintain their instructor training and certification. Typically, we also support new instructors in the community who have not yet connected with private businesses by providing teaching hours.

Almost all municipalities across the country offer some form of drop-in recreational programs for the reasons noted above. For many new Canadian residents, visiting a local recreation centre and participating in drop-in programs is a common avenue to engage and connect with their new community and neighbours.



2021 Service Review Council Questions

SERVICE AREA: Comm and Rec - Rec Programs

PAGE NUMBER: 31

ELECTED OFFICIAL: DiManno

QUESTION:

Can you give an update on the Sally Borden Pool Partnership funding? Did we make those payments in 2020? Are we scheduled to in 2021?

ANSWER:

The Sally Borden Pool and Fitness Centre has been closed since March of 2020. Monthly payments have been suspended as a result. The Banff Centre had plans to re-open the pool in January of 2021 and then the new restrictions were announced that prevented this from happening. As soon as the restrictions are removed, it is anticipated that the Banff Centre will work to re-open the pool to the community again at which point, our funding contributions will resume. The Town continues to work with the Sally Borden on lifeguard training and aquatic fitness classes which are supported through external funding programs.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Recreation Projects and Trails

PAGE NUMBER: 38-42

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 10 (Recreation Projects and Trails)

RC 52-15 Trail upgrades

Please explain the 2022 item amounting to \$408k.

Please explain the tradeoffs, keeping or deferring this so that it is not a pre-approved project for a new Council later in 2021. (I note that most of these capital projects have a watermark on them "Previously Approved". On the one hand, this is reasonable, given 3-yr budgeting; on the other hand, it handcuffs us in a year when we are needing to adjust because of the pandemic.)

ANSWER:

Design for two large trail sections, per the Trails Master Plan in addition to the new trail / landscaping around the Central Park pedestrian bridge (north side).

Cave Avenue to Jasper Way – this trail was identified as an important active transportation connector through the Trails Master Planning process. This funding is being allocated in the 2022 year to align to the Central Park pedestrian bridge project timeline as it is anticipated this will be a well utilized desire line by residents. The current Cave Avenue to Jasper Way route has been informally established and the grade exceeds 30 % slope in many areas creating safety concerns and limits usage to pedestrians only. Other access routes between Middle Springs and the downtown core are not available due to private properties lining Cave Avenue.

From Trails Master Plan:

Action 4: Upgrade the key trails (see Map 3 in Appendix A) through Middle Springs to Trail Type 3 (480 linear meters to be converted from natural surface/wood chips to compacted gravel and widened to 2 meters to allow for winter maintenance). Review the slope on these trails and re-grade to accessible standards or add stairs where needed.

Action 5: Define a Type 3 neighbourhood trail (2 meter wide compacted gravel) down to Cave Avenue from Jasper Way (length to be determined based on the best alignment). Some informal trails exist in this area, but wayfinding is difficult and a preferred route has not been formalized.

Bow Falls Trail – the Bow Falls trail currently hugs the southside of road. The trail does not have the best desire line for pedestrians and cyclists due to its location and limited visibility and there are some concerns with vehicles being able to see pedestrians exiting or entering the trail at both the top and bottom. Most pedestrians and cyclists accessing Bow Falls / the Golf Course loop are using the narrow roadway which also hosts tour buses, creating safety concerns. Administration intends to return to council in Q1 with some pre-design drawings and options for consideration to improve pedestrian, cyclist and horse movement along Bow Falls road. It is intended that the proposed project would be done in conjunction with the scheduled overlay program in 2022.

From the Trails Master Plan:

Action 33A: Upgrade the Rundle Avenue trail from Spray Avenue to the Bow Falls Trail to Type 2 (include in a road upgrade)

Action 33B: Upgrade the trail along Bow Falls Road from Rundle Avenue to Bow Falls to Trail Type II.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Recreation Projects and Trails

PAGE NUMBER: 38-42

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 10 (Recreation Projects and Trails)

RC-61-18 Trail Lighting

I think we can defer \$500k of trail lighting.

I am concerned that it is unnecessary in a mountain park community. I think we have portable lighting available at much lower costs. I would like to promote a sense of self-sufficiency, not an urban atmosphere complete with light pollution.

There are direct costs, and then ongoing operational demands, legacy costs which often amount to, on an annual basis, 1/10th the initial capital cost. The cumulative effects trouble me. It's not the first project that causes the burden, it's the 21st project plus the 20 that came before which combine to be a burden.

ANSWER:

The Town of Banff has received \$550,000 from the MSP for the trail lighting program identified. There is significant research that demonstrates that people *feel* safer (especially vulnerable population groups) and are more likely to walk outdoors / actively transport when a pathway is lit. The proposed lighting project meets the Town's lighting policy and design guidelines with lumens remaining low and lights angled towards the ground in efforts to limit potential light pollution. Administration will continue to work with council to balance its active transportation goals and the protection of the dark night sky.

From the Trails Master Plan:

Barriers to Use and Negative Impacts The top three key barriers to using the Town of Banff trails more often for active commuting are weather, lack of grooming/winter maintenance and lack of lighting. Interestingly, these barriers are all more closely associated with winter trail conditions and suggest that taking actions to make trails more appealing in the winter could increase active commuting year-round. Trails are used in the winter by 82% of survey respondents, although it is unclear how many respondents are using them for commuting.



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation – Senior Support

PAGE NUMBER: 24

ELECTED OFFICIAL: DiManno

QUESTION:

Can you give us a sense of how have we been supporting seniors during COVID? And if we intend to continue to do so until the end of the pandemic? Is there any role we can play in helping to ensure seniors are aware of vaccine information once it's available?

ANSWER:

Question 1&2:

A number of supports and services have been offered to support seniors through our Emergency Social Service response. Thanks in large part to the FCSS Seniors Support Coordinator, Seniors Bus Driver and FCSS Community Development Coordinator staff positions. These services will remain in effect until the end of the pandemic:

- Advocacy work for the cleaning of Mt Edith House.
- Caring calls and check in's with isolated seniors at Edith house and in the community.
- A large number of food service deliveries to isolated seniors and those with cost of living challenges: Food/meal delivery from The Grizzly House, Mtn. Fire Foods and the What's For Dinner program sponsored by the Wim and Nancy Pauw Foundation.
- Meals on wheels continues to be provided, as well as food shopping and delivery of food to seniors by the Seniors Bus Driver.
- Mail pick up and transportation to do banking has been provided.

- Income tax filing continued to be offered, which was very important for seniors to receive the extra funds available from the federal government.
- A \$25,000 dollar grant was awarded to support specialized seniors transportation in the Bow Valley, in order for seniors to attend medical appointments in Calgary.
- Online seniors fitness classes were provided.
- Support to open the seniors society room for afternoon tea was provided when it was safe to do so.

Question 3:

- The Town of Banff will do everything it can to support and promote awareness of vaccination information for the community at large, and will focus first on the most vulnerable and those included in the first phase of vaccination roll out. Just as with all other elements of the pandemic response, communication and education will be key, and TOB will ensure that our residents are aware of the vaccination program as it becomes available. Recently the Seniors Support Coordinator attended a presentation by the Primary Care Network regarding the vaccine roll out. The information and presentation will be shared and promoted by the FCSS Seniors Coordinator staff member (i.e. seniors newsletter), and the content of the presentation has also been shared with the Banff Seniors Society.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Social Wellbeing

PAGE NUMBER: 10 -14

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 3 (Social Wellbeing)

Please discuss the Access Program and how many local businesses have been part of this. What types of businesses? What fraction of Banff's businesses would this represent?

ANSWER:

To date there have been between 10-14 different local businesses or organizations that have partnered with the Access Card Program. Their participation in the program has resulted in a 20% to 65% reduction in fees for participating or accessing their programs and services (i.e. Banff Minor Soccer, Sally Borden Fitness & Recreation, Arts Place, Snowtips-Bactrax, Banff Minor Hockey and many others). This a small fraction of the businesses in Banff. It should be noted that efforts to increase partnerships for the Access Program were put on hold for 2020 due to COVID impacts on businesses.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Social Wellbeing

PAGE NUMBER: 10-14

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 3 (Social Wellbeing)

I notice that the increase in tax funding needed, from 2019 to proposed 2021 is about \$6k, or ~4%. What if there were a 5% drop from 2019, say, to ~\$150k. What changes would you make?

ANSWER:

The 2021 approved budget saw a tax funding requirement of \$184,625. The newly proposed 2021 budget has a tax funding requirement of \$164,088 – this reduction of \$20,537 was made due to some restructuring decisions related to the volunteer support role, which we have been able to absorb into another staff function. This role was formally cost shared with some BanffLIFE staffing. The reduction in wages and benefits in proposed 2021 from the approved 2021 is also related to reductions in expenditures in the externally funded Community Helpers Program.



2021 Service Review Council Questions

SERVICE AREA: Community and Recreation – Young Adult Services

PAGE NUMBER: 22

ELECTED OFFICIAL: DiManno

QUESTION:

BanffLIFE has been such an integral part of the community - this is a hard loss in the interim. I see there are hopeful plans for Q3 of 2021. Is there anything BanffLIFE can do in the meantime as outreach to residents?

ANSWER:

Although a large number of BanffLIFE programs and services have been suspended due to COVID restrictions since the pandemic began, there have been some that re-launched once permitted to do so by AHS. Unfortunately, staffing was significantly impacted in this cost centre and as a result, workplans have been adjusted within our division in order to continue to provide some BanffLIFE programming throughout the pandemic which have included:

- Mountain Adventure programming, thanks to the support from the Wim and Nancy Pauw Foundation.
- BanffLIFE Facebook monitoring and responding to inquiries, as well as posting of relevant community information.

Although it is still unknown when gathering activities will be permitted again, we aim to have a programmer position in place sometime in Q2 so that some elements of social connection programming can be relaunched in late Q2/early Q3. The new position will be reaching out to community partners (i.e. Employers, BLLT) in order to assess young adult programming needs within our community.



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Young Adults

PAGE NUMBER: 21-22

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 5 (Young Adults)

To what extent are young adults involved in organizing this themselves? To what extent is this organized by Town staff? We have a tried and true history in Alberta of youth-led programs, going back to the YWCA Sat-Teen Clubs of the 1940s to the community foundation coordinated youth-led programs in Edmonton and Lethbridge in the past decade.

ANSWER:

Young adults have always been involved in the organizing and program planning of BanffLIFE activities. A large majority of the programs would not be successful, if not for a strong base of young adult volunteers.

BanffLIFE originally started out as its own nonprofit and held Society status. However, given the lack of ongoing operational funds to support nonprofits in general, the high turnover of young adults and board members, the large number of programs and activities, high rental rates for space in Banff, and the number of hours town staff were already spending on trying to sustain BanffLIFE as a stand alone society, the council of the day agreed to bring the program in house when the operating board dissolved. Prior to making this decision over ten years ago, the Town of Banff had provided an annual operating grant of \$60,000 per year to the organization.

Currently the program is supported by a Provincial Conditional grant of \$69,838 that requires that we meet early intervention and prevention outcomes in order to receive these funds.

The BanffLIFE program consisted of having one fulltime coordinator and a .6 part time term position over the last few years. In the proposed 2021 budget we are looking to decrease the staffing by .6 and re-class the position from coordinator to a programmer position resulting in additional cost savings. The program will continue to be based out 101 Bear Street



2021 Service Review Council Questions

SERVICE AREA: Community & Recreation Services – Young Adults

PAGE NUMBER: 21-22

ELECTED OFFICIAL: Poole

QUESTION:

Service Area 5 (Young Adults)

If there are fewer services being provided, esp in Q1 and Q2, I do not see why the expenditure would not be reduced proportionately. Please explain if there would be a way to trim some of these costs.

ANSWER:

We do not anticipate having staff in the BanffLIFE service area until Q2. Staff will need to be hired, on boarded and begin program planning for Young adults prior to Q3 and Q4. There is a corresponding wage and benefit reduction of \$31,274 when comparing the proposed 2021 budget to the proposed 2022.



2021 Service Review Council Questions

SERVICE AREA: Community and Recreations – Social Wellbeing

PAGE NUMBER: Pg. 12

ELECTED OFFICIAL: DiManno

QUESTION:

Knowing the social wellbeing of our community is likely in a fragile state going into 2021 – what is Administration’s strategy for delivering Services/programming until in-person gatherings are safer.

ANSWER:

As has been the case throughout the pandemic, administration continues to develop and amend all of our programming options so that they align to the public health orders and programming guidance. Up until the latest restrictions were announced, we had relaunched a number of in person activities such as recreation offerings, and small group gatherings for learning opportunities or skill development, and when safe to do so, will implement them again when appropriate incorporating any updated protocols that are issued. In the meantime, as was the case during the heightened restrictions in the spring of 2020, many of our program offerings such as parent support courses, story times, fitness classes, yoga, and meditation have transitioned back on-line. We are also encouraging safe, outdoor activity, and have revamped our website with a detailed listing of opportunities for people to partake in outdoor activities at Banff.ca/active. Outdoor fitness/recreational programming is still permitted with groups of 10 or less (all who must stay 2 metres distanced) and as such our BanffLIFE Mountain Adventure courses and Mountain Life (30 plus) courses continue to operate. In addition, we have available a number of specific and targeted on-line program offerings for young adults, families, children, and seniors. Help continues to be available through our Banff.ca/covidhelp or at help@banff.ca should someone be looking for a referral to a support service in the community, or for Banff affordability programs, including access to food supports and programs. When it is safe to do so, staff will be eager to resume organizing in person gatherings

again, and we anticipate that as we leave the pandemic behind us, there will be a great desire on the part of the community to participate as was the case pre-COVID



2021 Service Review Council Questions

SERVICE AREA: Comm and Rec - Children, Youth, Family Programs

PAGE NUMBER: Pg. 28

ELECTED OFFICIAL: DiManno

QUESTION:

For clarity - the funds to operate the play space at 101 Bear Street have been secured in the three-year contract? Any word from the province if there could be an extension to 2024 since services were cancelled for a majority of 2020?

ANSWER:

Question 1: Yes, we have secured a three year provincial contract to provide Family Resource Network services, which include the operation of the play space at 101 Bear Street until March 31st 2023.

Question 2: The short answer is that no one-year extensions will be granted.

The Children's Services Ministry plans to review all of the Family Resources Network contracts in the final year. We have been advised that if we continue to meet our outcomes and deliverables until the end of the three year contract, then it would be reasonable to assume that another opportunity to enter into a three year contract will be offered at that time.