



2021 Service Review Council Questions

SERVICE AREA: Other (Council Initiatives and Library)

PAGE NUMBER: 2-16

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: Other Services - NSLR

PAGE NUMBER: NSLR

ELECTED OFFICIAL: Sorensen

QUESTION:

1) In presentation please confirm the funding for the NSLR is from Emergency Response Fund with a summary of that reserve. I note on the summary pages there seems to be \$114,000 already there for Banff Ave Ped. zone. What I would like to see would cost more than that amount, but do we have 114,000 already in budget?

2) On the Wolf Street /300 block platforms was splitting costs with Cascade Plaza discussed? I ask because they had offered to commit \$ had we closed 300 block and wondering if after we said "no" to that they still commented on any financial contribution

ANSWER:

1) On Dec 7, 2020 council approved \$114,000 to be spent as a "base budget" from the Emergency Response fund to establish a downtown pedestrian zone on Banff Ave in 2021. This base budget of \$114,000 is to cover the following: \$4K traffic control & pedestrian signage, \$5K traffic signal programming, \$50K flagging, \$25K litter picking & beautification, \$30K setup and take down. The new service level request (NSLR) presented in the service review packages outlines additional service levels that would be over and above the base budget of \$114K. Administration is recommending that all costs for this project be funded from the Emergency Response Fund.

Economic Recovery Operating Reserve					
	2020	2021	2022	2023	2024
Opening Balance	\$ -	\$ 1,547,551	\$ 1,023,551	\$ 998,551	\$ 998,551
Additions	\$ 1,602,551				
COVID Emergency Response Budget		\$ (240,000)			
Additional COVID Measures (COU20-371)	\$ (50,000)				
Education for Business Community on Provincial and Federal COVID benefit Programs (COU20-394)	\$ (5,000)				
Downtown Banff Ave Ped Zone (COU20-403)		\$ (114,000)			
Bear St Ped Zone (COU 20-411 & COU20-415)		\$ (72,000)			
COVID Revenue Replacement		\$ (98,000)	\$ (25,000)		
Ending Balance	\$ 1,547,551	\$ 1,023,551	\$ 998,551	\$ 998,551	\$ 998,551

- 2) Platforms along Wolf Street are already in existence from previous trial projects on that street. The potential costs for refurbishment of those are shown as upset maximums and hopefully will not all be exhausted. Platforms in the 300 block would need to be built from scratch and Cascade Plaza has expressed a willingness to contribute up to 50% with the understanding that those would be used for outdoor seating areas associated with building tenants (or similar).



2021 Service Review Council Questions

SERVICE AREA: Banff Ave Pedestrian Zone – New Service Level Request

PAGE NUMBER: Pg. 10

ELECTED OFFICIAL: DiManno

QUESTION:

Love the bike valet idea - park your bike and stay for a bite. Can you clarify - the goal is to have this operated by a rental shop but the TOB would still incur the operating costs?

ANSWER:

The service is budgeted as a Town of Banff operation using Town of Banff staff. However, if a rental shop is interested in partnering (e.g. operating on behalf of the Town) we would explore that as an opportunity with the hopes that we could reduce costs by having the third party provide staff while the Town provides the infrastructure.



2021 Service Review Council Questions

SERVICE AREA: Banff Ave Pedestrian Zone Service Level Request

PAGE NUMBER: Pg. 10

ELECTED OFFICIAL: DiManno

QUESTION:

Can you remind me – will we allow slow biking and skateboarding in the zone this summer?

ANSWER:

With respect to cycling, it is proposed that slow-moving cyclists be allowed within the downtown pedestrian zone during the summer of 2021.

With respect to skateboarding, the existing legislation (Traffic Bylaw 16-8) does not permit on-street skateboarding on the 100 and 200 blocks of Banff Avenue. Should Council desire to allow this activity during the pedestrian zone, a specific policy or Bylaw amendment would be best.



2021 Service Review Council Questions

SERVICE AREA: Other Services – Banff Public Library

PAGE NUMBER: 5

ELECTED OFFICIAL: DiManno

QUESTION:

The library has been a source of joy and stability during the pandemic. THANK YOU, BANFF PUBLIC LIBRARY! What a gift the pick up/delivery system has been. Besides books, they are such a hub for computer use, a quiet space to work, and lots of community programming. What are their plans for service during the pandemic? Are they able to continue their new normal?

ANSWER:

Thank you very much for your ongoing support and encouragement.

During the pandemic we have worked hard to maintain service and increase where we can. We have had a few different types of service depending on the nature of restrictions at the time. Due to current provincial restrictions, we cannot allow members of the public entry into the physical Library building until at least January 21, 2021.

We currently provide:

Curbside and Home delivery of items:

Item refers to any material: as in book, DVD, CD, audiobook, magazine as well as printing and the Craft, Job, and Hygiene Kits. The Library strives to loan our physical materials in a very safe way so our patrons can continue to read and learn at home. This is a great way to continue providing a main library service to supplement the access to online materials

Patrons can request items online or via email or phone to request items they would like to borrow. We provide pick up or delivery within the hours of 10am-5pm, 7 days a week.

Information and reference services, online and by phone. Examples of this can range from vital paperwork assistance, entertainment resources, language and citizenship materials and much more.

Online programming - including examples such as yoga class, children's movement and storytime, Library Listening Room, Meditation class and more.

Reader's Advisory and recommendations. We regularly assist patrons with obtaining materials that they need or desire and utilize our subject specific expertise to help direct when required or wanted.

E-resources and assistance. We have an incredibly wide range of electronic resources ranging from magazines and newspapers, to school assistance, to resume building, audiobooks and movies, and much more.

Printing and scanning services via email and contactless pick up/delivery is offered on an ongoing basis.

Online membership for all residents of Banff and Lake Louise. This will also allow patrons to obtain memberships without having to leave the comfort of their own home and they are able to use the online resources and place holds for materials.

When we are able to open we additionally provide our regular services within our safety procedures including the above as well as:

- Safe indoor space for study or reading
- Computer use
- Wi-fi
- Materials use inside space.
- Exam proctoring (we are the only location closer than Calgary to provide this service)
- In-person reference, reader's advisory, and information service.

We maintain the partnerships we have developed with many local organizations and continue to grow our relationships.

With the support of our Town Council, Mayor and Town of Banff Administration as well as our Banff community, we plan to continue to develop and grow our services and offerings. Our staff and Board are fully dedicated to ensuring that the vital Library programs and services continue to Inspire, Enrich and Connect our community.



2021 Service Review Council Questions

SERVICE AREA: Other (Council Initiatives and Library)

PAGE NUMBER: 2

ELECTED OFFICIAL: Christensen

QUESTION:

p.2 approved grants

Recommendation that the Banff Poet Laureate be recognized with an annual approved grant.

ANSWER:

The Poet Laureate does have funding of \$500 per year from 2021-2023. It is included in Contracted and General Services budget line of the Public Art cost centre which is part of the Planning & Development service review starting on page 39 of 41.

[https://banff.ca/DocumentCenter/View/11783/12 Planning and Development](https://banff.ca/DocumentCenter/View/11783/12_Planning_and_Development)



2021 Service Review Council Questions

SERVICE AREA: Other – Municipal Grant Committee

PAGE NUMBER: Pg. 10 -14

ELECTED OFFICIAL: DiManno

QUESTION:

Based on the number of applications and/or committee feedback, would there be any merit in increasing the municipal grant committee allocation in 2021?

ANSWER:

Evidence would support increasing the grant allocation based on the growth in applications seen between the first and second year of the program, both in terms of the number of applicants and total funds requested:

- In 2020 there were 15 application for the Community Grants (of which 14 were eligible). The total funds requested for Community Grants were almost five times the funds available - \$47,950 requested and \$10,000 available.
- This compares to the first year the program launched in 2019 where there were 5 applications (4 eligible) and the total request was \$5,600

Of the successful grants funded this year, several were only partially funded due to limited funds. In addition, some other grants did meet the criteria, however were not able to be funded due to limited funds. Other items to note:

- Some groups are working on formalizing as registered societies which would make them eligible for the Community Grants stream, instead of the Building Bridges.
- Covid has impacted non-profits financially including the inability to host typical in person fundraising opportunities.