



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement

PAGE NUMBER: 6

ELECTED OFFICIAL: Pelham

QUESTION:

what's the eta on the Electronic Provincial ticket system?

ANSWER:

The Electronic Provincial Violation Ticket system has proved to be more complicated than expected to implement. We are currently working with the software provider to resolve the final stages of the program and hope to have the system operational within the first quarter of 2023.



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SERVICE AREA: Municipal Enforcement

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ELECTED OFFICIAL: Pelham

QUESTION:

does muni enforcement also ticket drinking in public - or does that go to RCMP?

ANSWER:

Municipal Enforcement and RCMP have the capability to enforce drinking in public.



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ELECTED OFFICIAL: Pelham

QUESTION:

what hours do bylaw work? days/week.

ANSWER:

Municipal Enforcement operates 7 days a week. Hours of operation vary throughout the year. Typical hours are from 08:00 to 18:00. During summer (June to October) hours extend to 20:00. Special operations like snow removal days can see a Peace Officer start as early as 05:00 to assist the Streets Department.



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ELECTED OFFICIAL: DiManno

QUESTION:

How has the 30 km/hr speed limit been received by the public? How many tickets have been issued?

ANSWER:

Speeding tickets issued in 2021 totaled 613 vs a YTD total of 1033 for 2022. It is difficult to comment on how it is being received dependent on if a person was on the receiving end of a ticket or not. Cyclist safety as an incentive to sustainable mode shift was one of the goals of reducing vehicle speed. Sustainable mode share for travel over the Bow River in July and August combined has increased by 6% since 2019 to 33% in 2022. A reduction in speeds may have been a contributing factor towards this increased sustainable mode share.

Community Cruisers Bike All Winter Banff Resident PreSurvey Results to the Question "How much of a barrier do you think the following things are to your own winter riding? >> Fear":

2021: 14 of 35 respondents said large or moderate (40%)

2022: 5 of 24 respondents said large or moderate (21%)

& Question "Based on your own experience and understanding, how much do you agree with these statements about winter riding? >> Winter riding is safe"

2021: 15 of 35 respondents strongly agreed or agreed (43%)

2022: 12 of 24 respondents strongly agreed or agreed (50%)

Community Cruisers E-Bike Survey Summer 2022 Results to the Questions

"I feel safe riding an e-bike": 60% strongly agreed or agreed (65 respondents)

"I feel safe riding a standard bicycle": 80% strongly agreed or agreed (65 respondents)



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - Bylaw Education

PAGE NUMBER: 11

ELECTED OFFICIAL: DiManno

QUESTION:

The number of overnight camping complaints, warnings and tickets - are these numbers an increase from previous years?

ANSWER:

Year to date camping complaints for 2022 total 169, up from 144 in 2021. The majority of complaints for 2022 appeared to be focused in the area of the Train Station parking lot.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - Bylaw Education

PAGE NUMBER: 11

ELECTED OFFICIAL: DiManno

QUESTION:

Has there been any consideration to adding non-commercial vehicles to the bylaw that outlines how commercial vehicles may not idle in the Town of Banff?

ANSWER:

This would be a Council direction for Administration to explore. Municipal Enforcement shouldn't lead an initiative that they would have to enforce.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - VPP/RPP

PAGE NUMBER: 15

ELECTED OFFICIAL: DiManno

QUESTION:

Last service review, we heard from a handful of folks experiencing challenges or raising concerns - have we received any via Action Request concerns/challenges in 2022?

ANSWER:

Last year saw more inquiries / complaints due to the newness of the system and technology. Anecdotally, it appears there are fewer complaints / glitches than the previous year.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - NSLR In-car cameras

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

How helpful have body worn cameras been for the department?

ANSWER:

The Body worn cameras have been and continue to be very helpful for Municipal Enforcement (ME) to ensure there is recorded evidence of person to officer encounters as well as any claims of wrong doing by the officer that can be reviewed. With the introduction of the ME traffic unit and subsequent increase in violation tickets being issued, vehicle cameras will ensure any court challenges have appropriate video evidence.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - NSLR In-car cameras

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

Are there any FOIP considerations to filming?

ANSWER:

Current FOIP requirement are being followed with the body worn camera program that would be similar to in car cameras. the in car cameras only record footage when emergency lights are activated as part of the programming similar to the in car cameras the RCMP utilize.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - NLSR In car Camera and additional officer request

PAGE NUMBER:

ELECTED OFFICIAL: Pettigrew

QUESTION:

one can buy a \$ 300 in car camera why \$16000??? Do we have office space for new position?

ANSWER:

The in car camera system is integrated into the vehicle emergency lighting control system. the camera is constantly filming and records footage 30 seconds to a minute before the emergency lights are activated similar to RCMP in car cameras. the cameras are also connect to our server and must integrate into that system. off the shelf dash cameras would not work for this application. The additional parking enforcement Officer would have to hotdesk. The ME area was designed to house 8 staff. Since the introduction of VPP/RPP, additional space is being used including the hotdesk area and the new meeting room that was built as part of the Town Hall main floor reconstruction. Administration is exploring long term solutions.



2023 Service Review Council Questions

SERVICE AREA: Municipal Enforcement - NSLR New Bylaw Officer

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

Just to help me understand - currently in summer, there is one full-time bylaw officer and four seasonal bylaw enforcement officers who are pretty dedicated to parking enforcement? Is that not enough staff to cover weekends? Or are there tasks that only a full-time bylaw officer can do? Trying to understand the gaps.

ANSWER:

The existing full-time bylaw officer is primarily dedicated to parking enforcement year round. the 4 seasonal officers (May to October) also focus on parking enforcement. During the months of October to May, we are left with only 1 parking enforcement officer on staff and therefore, cannot cover a 7 day a week parking enforcement operation. this effects the integrity of the program as well as a significant loss of potential revenue.