



2023 Service Review Council Questions

SERVICE AREA: Community Services - Administration

PAGE NUMBER: 7

ELECTED OFFICIAL: DiManno

QUESTION:

Can we please receive an update on the Banff and Area Physician Recruitment and Retention Committee?

ANSWER:

The committee continues to meet, although has not been meeting as frequently since it was initially struck back in January 2022. A number of initiatives have been completed or are currently in progress including support in assisting local doctors office to recruit physicians (publishing in medical journals across Canada, physician Facebook groups, sending to all family medicine residency programs across Canada), PCN hosting of new nurse practitioner function out of their office to help alleviate pressure on local doctors, support in finding staff accommodation for locums, advocacy and successful acquisition of AHS office space to co-location model for physicians and other health functions, advocacy to AHS regarding family physician funding model, advocacy regarding small communities being eligible for the AHS Sponsorship Program for the recruitment of foreign trained physicians. The committee has also taken on the role of personally welcoming physicians and locums upon arrival and sharing resources about the community when they arrive.



2023 Service Review Council Questions

SERVICE AREA: Community Services

PAGE NUMBER: 8

ELECTED OFFICIAL: Pelham

QUESTION:

Grant funded FTE count went up from 9.74 to 13.27 from approved 23 budget to proposed 23 budget - why??

ANSWER:

Adjustments to fully funded grant positions happen quite commonly throughout the course of our contracts. As noted in the Q2 forecast column on page 8, the proposed FTE count had forecasted an increase to 11.90 FTE, and the expected FTE count for 2023 has increased again to 13.27 FTE. All of these increases in staffing for Settlement Services are 100% grant funded and specific to our contract deliverables, which extend across the Bow Valley. IRCC (Immigration, Refugee, and Citizenship Canada) has added more funds to our contract for additional in school support work, for another settlement worker, and has added more staff funds for administrative support/data entry etc. They are all tied to demand for services and often relate to federal contract officer review of our statistics and client needs. None of the increases noted in the grant funded columns have any impact on the tax requisition as they are fully funded, and they also come with administrative fee revenue, so actually generate revenue for the town. If you note the amounts in the "surplus generated" line, you will see that as our grant revenue and associated expenditures go up, so too does our surplus. These dollars go into general operating for the town.



2023 Service Review Council Questions

SERVICE AREA: Community Services - Housing Sustainability

PAGE NUMBER: 16

ELECTED OFFICIAL: Pelham

QUESTION:

when do we review the Banff Community Housing Strategy?

ANSWER:

Administration has provided annual updates to council on the progress it has made in implementing the tactics from the 2014 Banff Community Housing Strategy. Each report is listed on the www.banff.ca/housing website as well. The latest council information memo provided on November 14th 2022 included a summary report of all progress made throughout the years on the strategy and captured it into one document. That report suggested that we continue to use the "pillars" identified in the original strategy moving forward. We are currently not of the belief that a new housing strategy would identify anything new or that wouldn't align to one of the 5 pillars. From administration's perspective, we need more below market housing supply. Administration would propose that the focus of our efforts over the next term of council is to continue to find a way to build more below market rental and/or mixed use units.



2023 Service Review Council Questions

SERVICE AREA: Community Services - Housing Sustainability

PAGE NUMBER: 16

ELECTED OFFICIAL: Pelham

QUESTION:

how do we go about looking at LUB and ways to incentivize densification - so many questions in this area!

ANSWER:

Typically, an omnibus review of the Land Use Bylaw has occurred immediately following the Community Plan process. This has been viewed as a way to connect high level priorities with follow-up actions. With respect to incentives towards housing densification, the suite of tactics is likely quite broad and could be informed from steps taken in the past (e.g. Bylaw 380). This topic can also be discussed as plans form related to the development of additional housing tactics and approaches that will be directed over the next term of council, but also over the next 10 year period in alignment with the Banff Community Plan. As the latest Banff Community Housing Strategy Council Information Memo highlighted, a number of policy changes have been made since 2015 in an effort to incent more housing activity. Further tactics could be contemplated and discussed during the community consultation processes being planned for 2023.



2023 Service Review Council Questions

SERVICE AREA: Community Services - Housing Sustainability

PAGE NUMBER: 16

ELECTED OFFICIAL: DiManno

QUESTION:

Does Administration believe we need to undergo a new Community Housing Strategy now that the current one is coming to the end of its timeline?

ANSWER:

Administration is not currently of the belief that a new housing strategy would identify anything that we don't already know (i.e. we need more below market housing supply) and we need to increase ways in which we grow our community housing reserve in order to do this. Administration proposes that we focus our efforts on building more below market rental units and potentially look at further ways to increase our housing reserve contributions and requirements for staff housing. The pillars of the existing housing strategy can continue to be used to further future progress on housing.



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SERVICE AREA: Community Services - Housing Sustainability

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ELECTED OFFICIAL: DiManno

QUESTION:

How are we communicating with the pre-sale homebuyers of The Aster about the progress/timelines? Will some of the homebuyers need to redo mortgage agreement/preapproval paperwork if they are expiring before The Aster is ready for move in?

ANSWER:

Since March 2022, when pre-sales were completed, BHC administration has provided regular updates and photos on the progress of the development with the home buyers. The lines of communication have been kept open and any buyer experiencing challenges or having questions, was encouraged to reach out. The BHC has been transparent about supply chain and labor issues that have impacted and affected the building completion date and buyers have been informed the projected occupancy date is early summer 2023. Home buyers were required to submit mortgage pre-approval documentation prior to participating in the Aster lottery and sales day. At this time, all homeowners were required to pass a mortgage stress test when requesting mortgage pre-approvals. As of June 1, 2021, the stress test was calculated as the higher 5.25%, or your rate + 2%. So, for example, if you have a variable rate approval of 3%, then the stress test rate will be 5.25% because 3% + 2% is 5%. However, if you have 4% fixed rate, then the stress test rate is 6% because 4% + 2% is higher than 5.25%. Over the last year, with the fluctuations in interest rates, BHC staff have been in regular communication with homebuyers. To date we have not had any homeowners rescind their purchase agreements. We anticipate that the subdivision condo plan will be registered in Q1 of 2023 and purchasers will be able to lock in their mortgage rates. The final purchase agreements cannot be completed until the subdivision /condo plan is registered at Alberta Land Titles. Many of the financial institutions in Banff have provided a 'held' rate for BHC customers for up to 12 months.



2023 Service Review Council Questions

SERVICE AREA: Community Services - Seniors Programs and Services

PAGE NUMBER: 21

ELECTED OFFICIAL: Pelham

QUESTION:

senior bus service and transportation services - do we have stats for 2022? How is this service communicated?

ANSWER:

We have historically included the previous year's stats in the service review document so that there is a year over year comparison possible. Given that this document is put together in September, the year-to-date numbers would have only included up to August, representing only a portion of the calendar year. Staff calculate the stats on a monthly basis. As of the end of October 2022, there have been 1818 rides. The service is communicated through the TOB Banff 55 plus newsletter, the Seniors Society newsletter, through partner referrals such as AHS and home care, Bow Valley Regional Housing. Information is posted at Mount Edith and Cascade House. It's in the 211 database and our town website. It is also promoted by our Seniors Support Coordinator when working with clients. The seniors bus is used when coordinating events, and transportation is often arranged by event organizers so that isolated seniors can attend various activities and programs that are being put on in town. The newly replaced seniors' vehicle will have branding and information in a wrap applied in 2023 to serve as a mobile billboard for the service.



2023 Service Review Council Questions

SERVICE AREA: Community Services - Recreation Facility Bookings

PAGE NUMBER: 33

ELECTED OFFICIAL: DiManno

QUESTION:

How was the new turf field received by the community and by out of town users?

ANSWER:

The indoor turf was installed and opened to the public on July 14th. Programs and activities that were held on the turf in the summer of 2022 included a 4-week indoor lacrosse program with 28 local children and youth participants and 12 soccer participants in the multi-sport 4-week camp. The turf was also rented by the Bow Valley Soccer and the Bears Rugby Club for practices in July while field work occurred at the recreation grounds. The greatest use however comprised of the drop in and organized group users, totally approximately 400 participants. This included the Summer Fun camp groups, NOW groups, Rise & Shine and Get Out youth and drop-in soccer and ultimate frisbee sessions. Administration feels that the turf had reasonable exposure during its short installation this summer. All who used the space were very impressed, and we are starting to see now planning for spring programming which will see local groups and organizations begin their seasons earlier as a result of the indoor amenity. Planning is also in the works for registered programs and camps - we anticipate that 2023 will see very expanded use as promotion and marketing efforts and our work with local leagues and start ups continue.