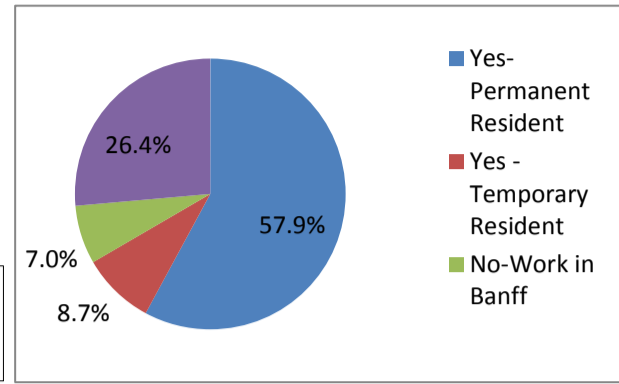


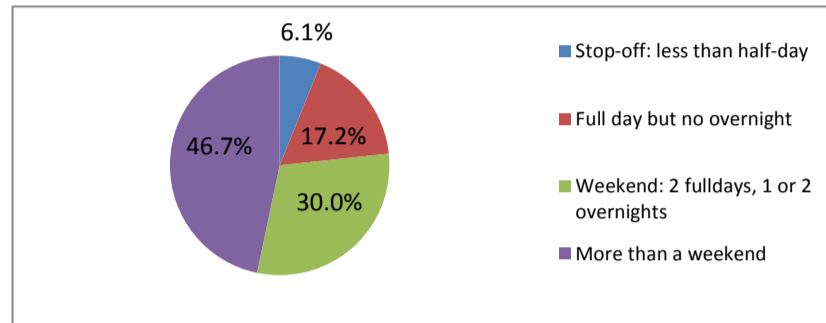
## Ways To Go, Banff Integrated Transportation Plan - Visitor Portion of Survey

Do you live in Banff?		
Answer Options	Response Percent	Response Count
Yes-Permanent Resident	57.9%	427
Yes - Temporary Resident	8.7%	64
No-Work in Banff	7.0%	52
No-Visitor	26.4%	195
<i>answered question</i>		<b>738</b>

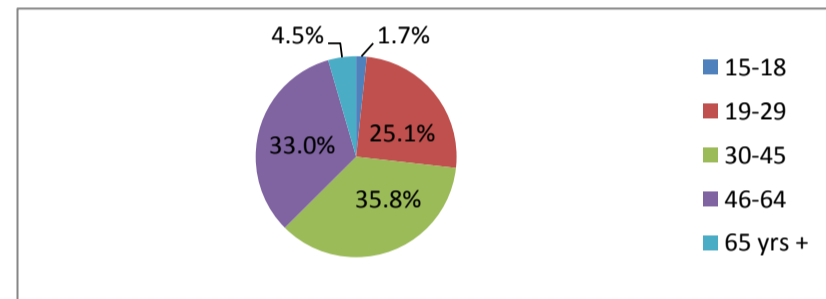
195 people answered the visitor survey



24 How long is your typical visit to Banff?		
Answer Options	Response Percent	Response Count
Stop-off: less than half-day	6.1%	11
Full day but no overnight	17.2%	31
Weekend: 2 fulldays, 1 or 2	30.0%	54
More than a weekend	46.7%	84
<i>answered question</i>		<b>180</b>

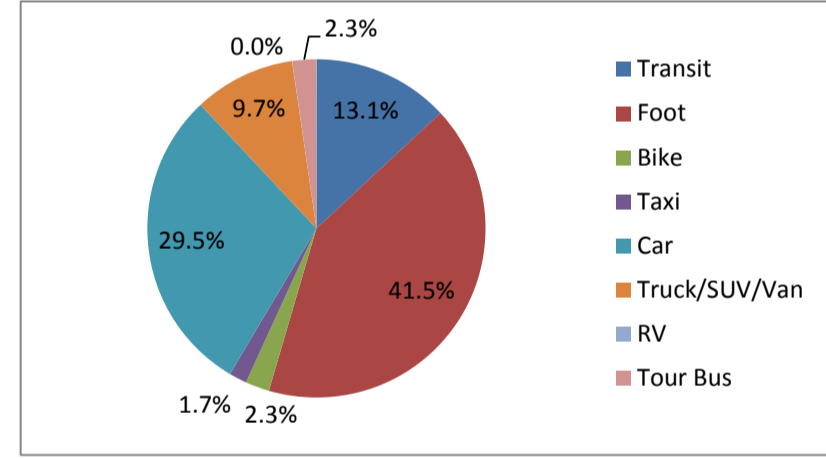


25 What is your age group?		
Answer Options	Response Percent	Response Count
15-18	1.7%	3
19-29	25.1%	45
30-45	35.8%	64
46-64	33.0%	59
65 yrs +	4.5%	8
<i>answered question</i>		<b>179</b>

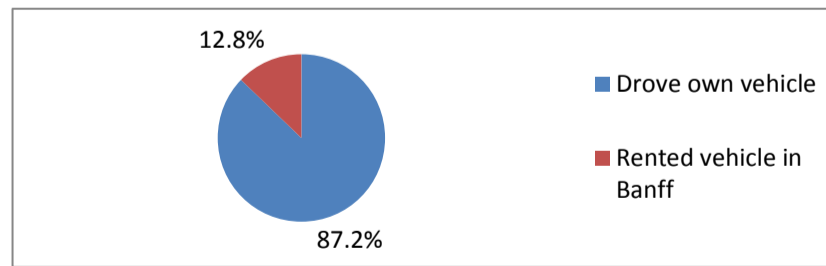


26 What is your main mode of transportation when in the Town of Banff? Select only one.		
Answer Options	Response Percent	Response Count
Transit	13.1%	23
Foot	41.5%	73
Bike	2.3%	4
Taxi	1.7%	3
Car	29.5%	52
Truck/SUV/Van	9.7%	17
RV	0.0%	0
Tour Bus	2.3%	4
Other		5
<i>answered question</i>		<b>179</b>

See Coments Tab/Page - Q#26 - for written responses

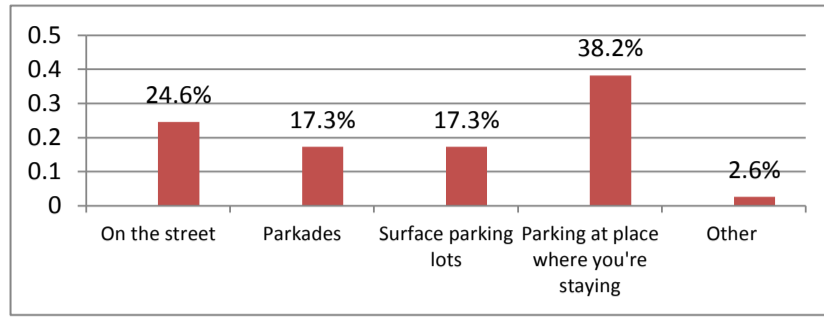


27 On your most recent visit to Banff, did you drive your own vehicle or rent a car when in the town of Banff?		
Answer Options	Response Percent	Response Count
Drove own vehicle	87.2%	116
Rented vehicle in Banff	12.8%	17
<i>answered question</i>		<b>133</b>



28 What type of parking do you most prefer in Banff?

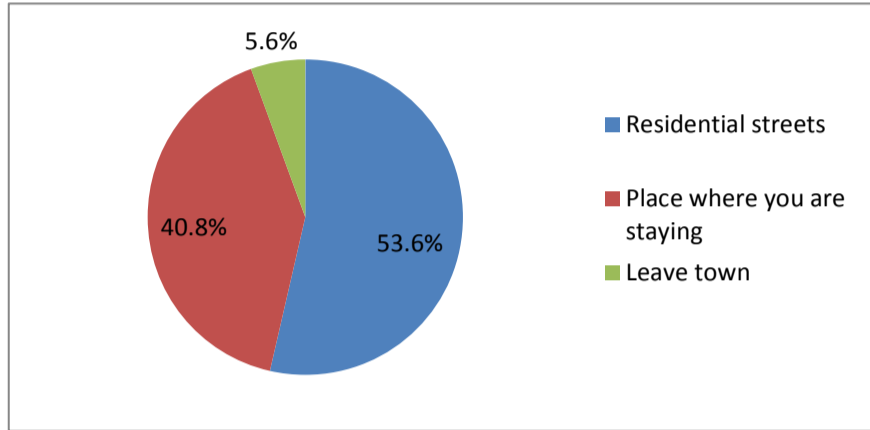
Answer Options	Response percent	Response Count
On the street	24.6%	47
Parkades	17.3%	33
Surface parking lots	17.3%	33
Parking at place where you're	38.2%	73
Other	2.6%	5



See Coments Tab/Page - Q#28 - for written responses

29 When it is difficult to find a vacant parking spot in downtown Banff, where do you park?

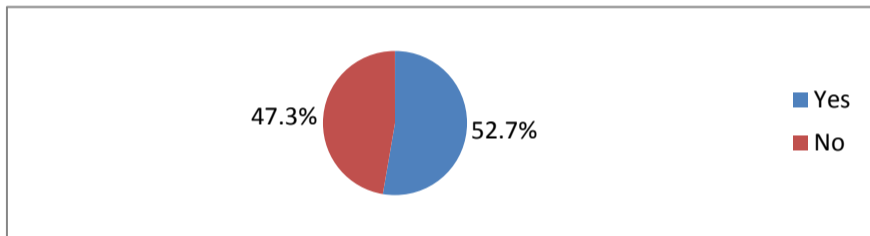
Answer Options	Response Percent	Response Count
Residential streets	53.6%	67
Place where you are	40.8%	51
Leave town	5.6%	7
Other		13
<b>answered question</b>		<b>125</b>



See Coments Tab/Page - Q#29 - for written responses

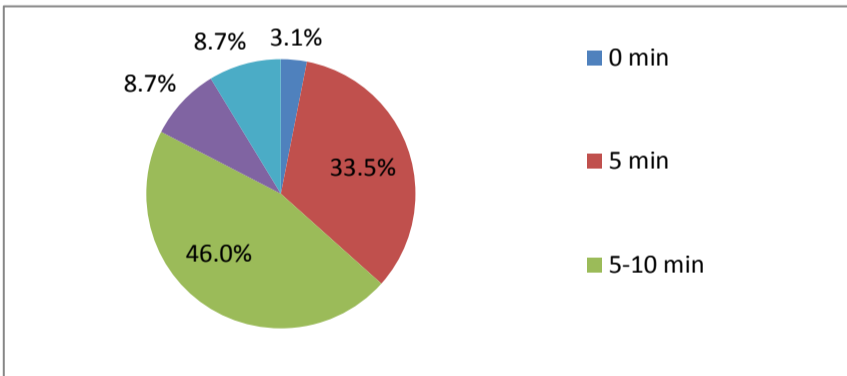
30 Is free parking an important factor when choosing your vacation destination?

Answer Options	Response Percent	Response Count
Yes	52.7%	88
No	47.3%	79
<b>answered question</b>		<b>167</b>



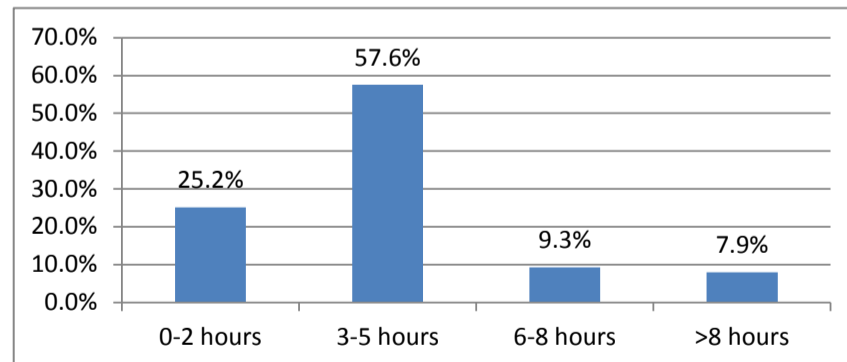
31 How long are you willing to walk in order to park for free?

Answer Options	Response Percent	Response Count
0 min	3.1%	5
5 min	33.5%	54
5-10 min	46.0%	74
Would pay to park close to destination	8.7%	14
If available, would use Park N'Ride services	8.7%	14
<b>answered question</b>		<b>161</b>



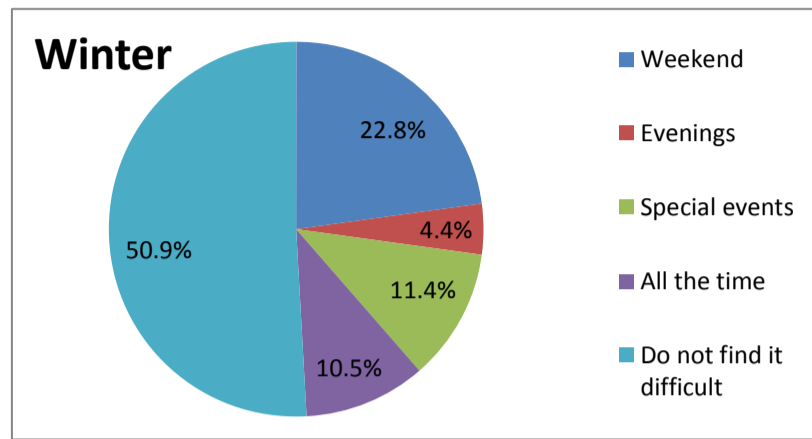
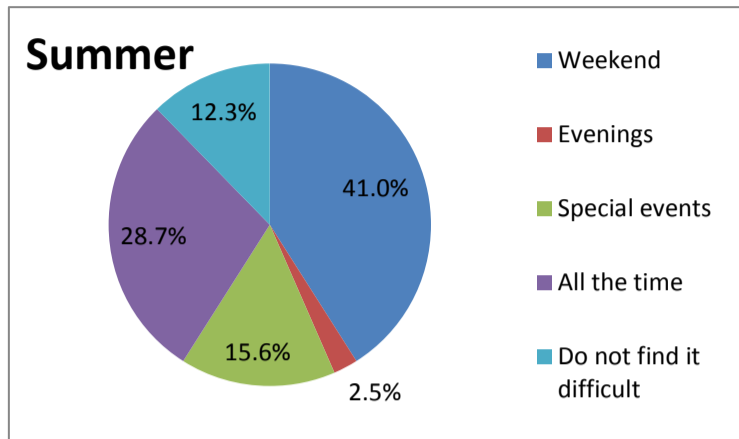
34 What length of parking time would ideally meet your needs when visiting downtown Banff?

Answer Options	Response Percent	Response Count
0-2 hours	25.2%	38
3-5 hours	57.6%	87
6-8 hours	9.3%	14
>8 hours	7.9%	12
<b>answered question</b>		<b>151</b>



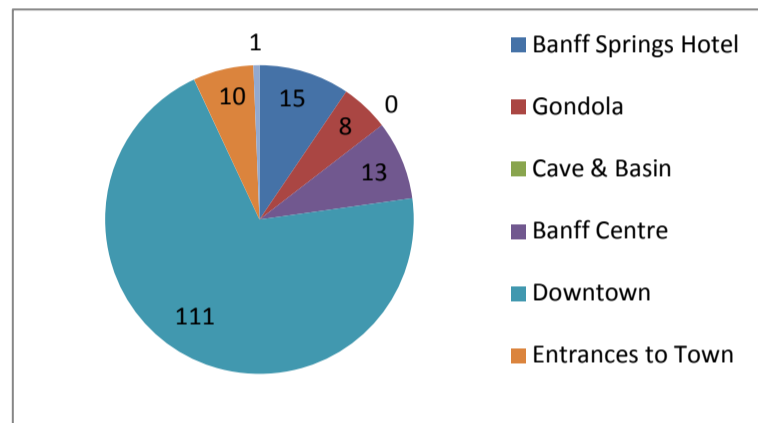
35 When do you find it most difficult to drive through downtown Banff?

Answer Options	Weekend	Evenings	Special events	All the time	Do not find it difficult	Response Count
Summer	41.0%	2.5%	15.6%	28.7%	12.3%	122
Winter	22.8%	4.4%	11.4%	10.5%	50.9%	114
<i>answered question</i>						<b>135</b>



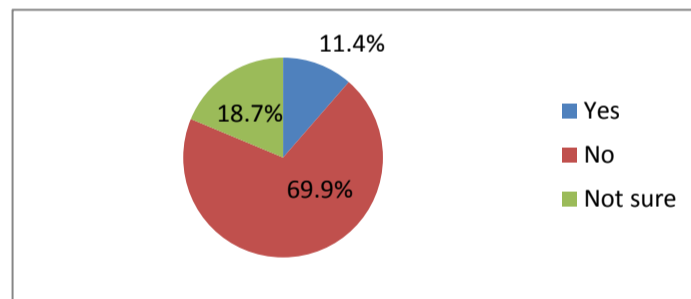
36 Where in Banff do you experience the greatest traffic congestion?

Answer Options	Response Count
Banff Springs Hotel	15
Gondola	8
Cave & Basin	0
Banff Centre	13
Downtown	111
Entrances to Town	10
Tunnel Mountain Area	1
<i>answered question</i>	
<b>127</b>	



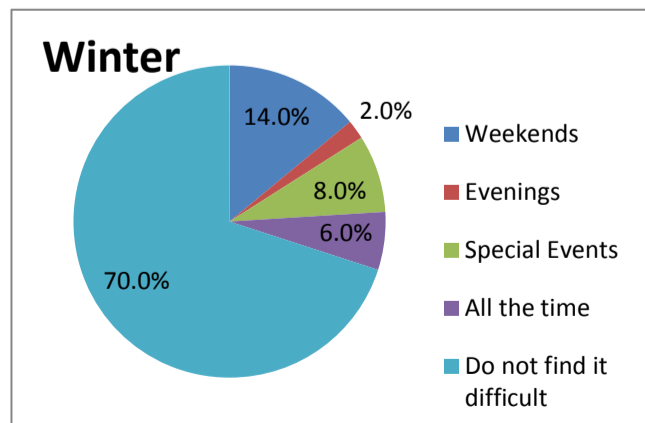
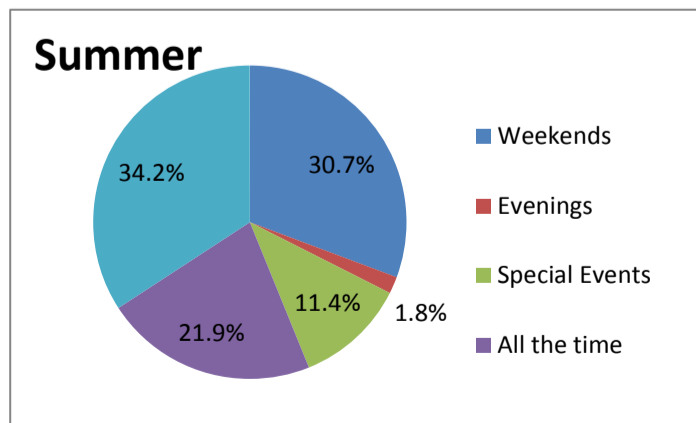
37 Would traffic congestion in Banff cause you to go somewhere else on your next vacation?

Answer Options	Response Percent	Response Count
Yes	11.4%	19
No	69.9%	116
Not sure	18.7%	31
<i>answered question</i>		
<b>166</b>		



38 When do you find it most difficult to cross the Bow River Bridge located at the end of Banff Avenue?

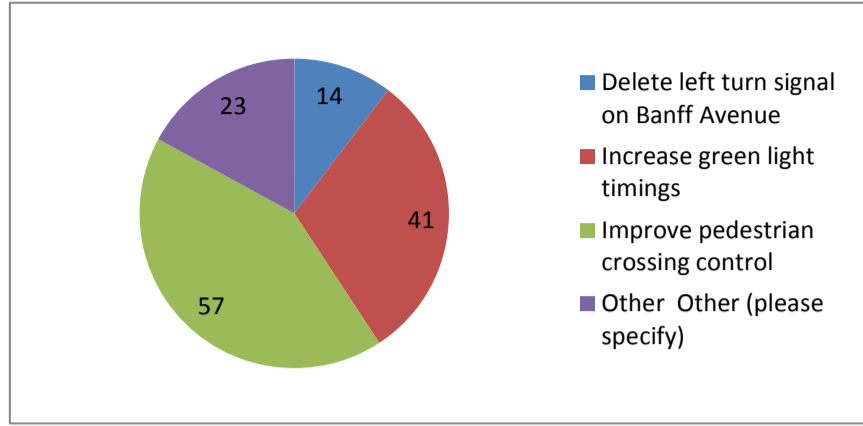
Answer Options	Weekends	Evenings	Special Events	All the time	Do not find it difficult	Response Count
Summer	30.7%	1.8%	11.4%	21.9%	34.2%	114
Winter	14.0%	2.0%	8.0%	6.0%	70.0%	100
<i>answered question</i>						<b>122</b>



39 How can we improve traffic movement through intersections located on Banff Avenue?

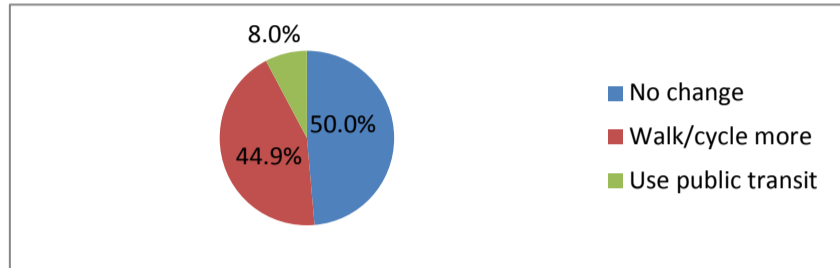
Answer Options	Response Count
Delete left turn signal	14
Increase green light	41
Improve pedestrian	57
Other	23
<b>answered question</b>	
	<b>92</b>

See Coments Tab/Page - Q#39 - for written responses



40 Does traffic congestion downtown cause you to change your driving habits?

Answer Options	Response Percent	Response Count
No change	50.0%	69
Walk/cycle more	44.9%	62
Use public transit	8.0%	11
<b>answered question</b>		
		<b>138</b>

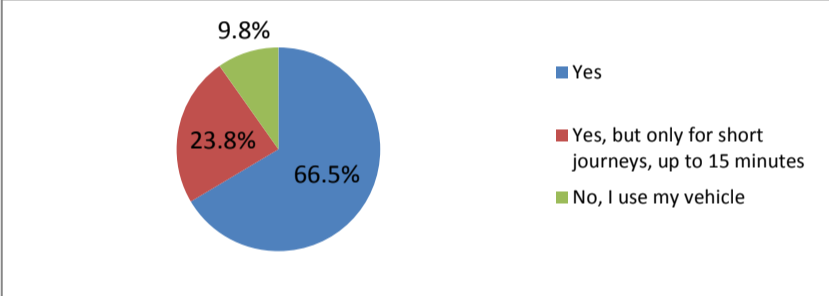


41 How can we improve your traffic experience in the Town of Banff?

See Coments Tab/Page - Q#41 - for written responses

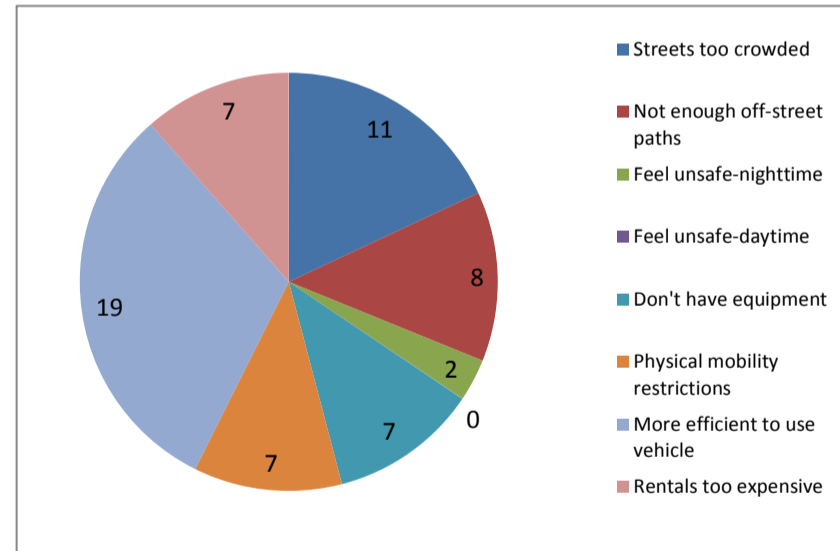
42 Once you arrive in Banff, do you prefer to get around by walking , bike or skateboard?

Answer Options	Response Percent	Response Count
Yes	66.5%	109
Yes, but only for short journeys, up to 15 minutes	23.8%	39
No, I use my vehicle	9.8%	16
<b>answered question</b>		
		<b>164</b>



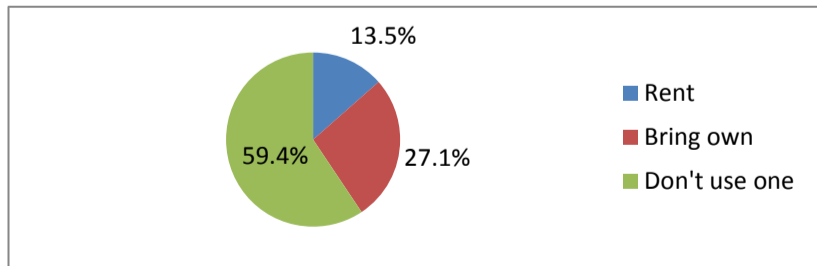
43 If you don't walk, bike or skateboard to get around, why not?

Answer Options (may choose>1)	Response Count
Streets too crowded	11
Not enough off-street paths	8
Feel unsafe-nighttime	2
Feel unsafe-daytime	0
Don't have equipment	7
Physical mobility restrictions	7
More efficient to use vehicle	19
Rentals too expensive	7
<b>answered question</b>	
	<b>48</b>



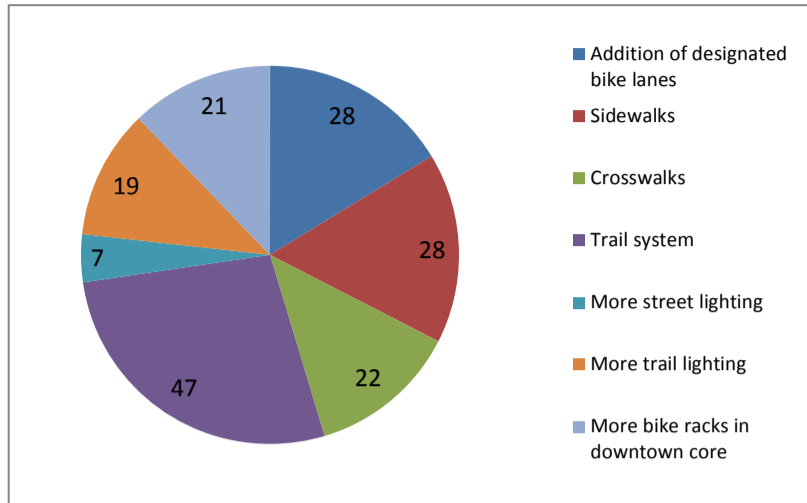
44 If you use a bike when visiting Banff, do you rent a bike or bring your own?

Answer Options	Response Percent	Response Count
Rent	13.5%	18
Bring own	27.1%	36
Don't use one	59.4%	79
<b>answered question</b>		
		<b>133</b>



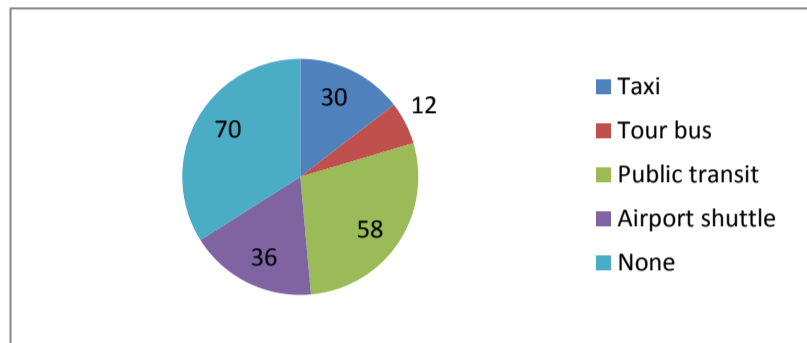
45 What improvements to infrastructure would improve your enjoyment of getting around Banff?

Answer Options (may choose >1)	Response Count
Addition of designated bike lanes	28
Sidewalks	28
Crosswalks	22
Trail system	47
More street lighting	7
More trail lighting	19
More bike racks in downtown core	21
<b>answered question</b>	<b>93</b>



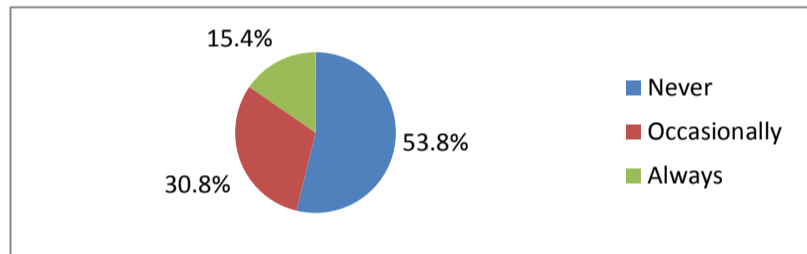
46 What transportation options do you use while visiting Banff?

Answer Options (may choose >1)	Response Count
Taxi	30
Tour bus	12
Public transit	58
Airport shuttle	36
None	70
<b>answered question</b>	<b>156</b>



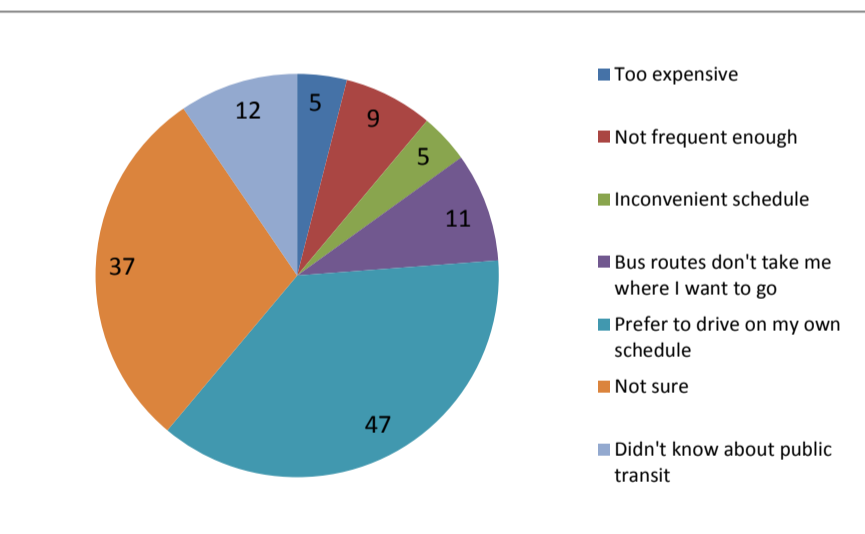
47 How frequently do you use public transit in Banff?

Answer Options	Response Percent	Response Count
Never	53.8%	84
Occasionally	30.8%	48
Always	15.4%	24
<b>answered question</b>		<b>156</b>



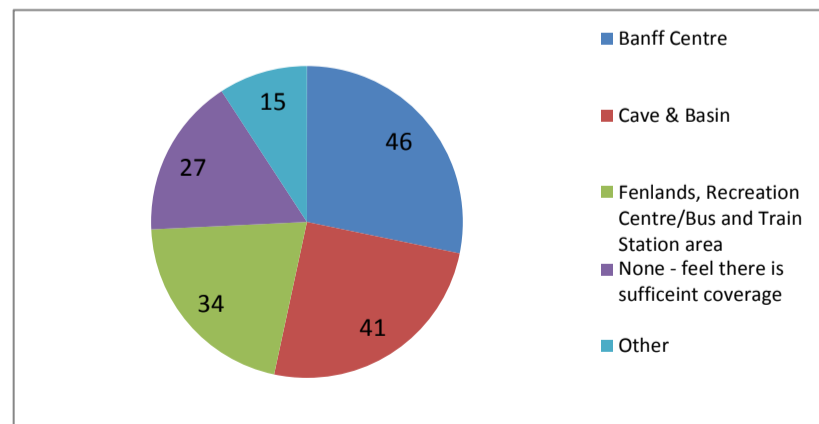
48 If you don't use public transit, why not?

Answer Options (may choose >1)	Response Count
Too expensive	5
Not frequent enough	9
Inconvenient schedule	5
Bus routes don't take me where I want to go	11
Prefer to drive on my own schedule	47
Not sure	37
Didn't know about public transit	12
<b>answered question</b>	<b>105</b>



49 Which locations in the Town of Banff do you feel should be serviced by the public transit system?

Answer Options (may choose >1)	Response Count
Banff Centre	46
Cave & Basin	41
Fenlands, Recreation	34
None - feel there is	27
Other	15
<b>answered question</b>	<b>90</b>

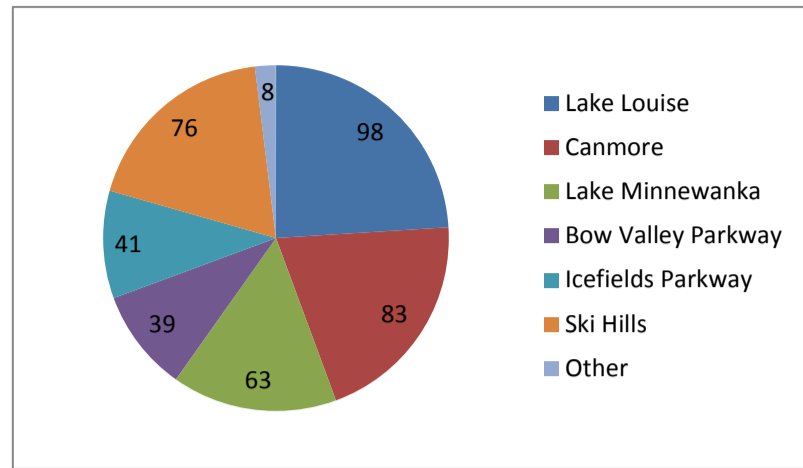


See Comments Tab/Page - Q#49 - for written

50 Which out-of-town destinations should be serviced by public transportation from Banff?

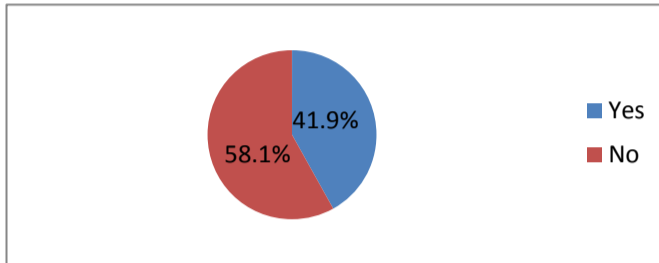
Answer Options (may choose >1)	Response Count
Lake Louise	98
Canmore	83
Lake Minnewanka	63
Bow Valley Parkway	39
Icefields Parkway	41
Ski Hills	76
Other	8
<b>answered question</b>	<b>129</b>

See Coments Tab/Page - Q#50 - for written



51 Is the availability of public transportation important to you when choosing your vacation desination?

Answer Options	Response Percent	Response Count
Yes	41.9%	67
No	58.1%	93
<b>answered question</b>		<b>160</b>



52 Please share any additional ideas or comments related to transportation in Banff

<b>answered question</b>	<b>49</b>
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See Coments Tab/Page - Q#52 - for written responses

**26. What is your main mode of transportation when in the Town of Banff?**

- rent a convertible
- car and foot
- stay at hotel
- drive to town, park and then walk the rest of the day
- transit. foot

**28. Where do you prefer to park in Banff?**

- Anywhere close where I won't get a ticket.
- I use handicapped parking...the parking has to be close to where I am going
- No car
- On the street beside the police station
- Then take the Hotel shuttle to downtown



**29. When it is difficult to find a vacant parking spot in downtown Banff, where do you park?**

- any possible spot that is legal
- Wherever we can find.
- My husband has to drop me off and find parking. If I was travelling alone, I would have to leave.
- never had a parking problem
- No car
- Haven't ever had an issue.
- The Hotel Shuttle again is the best way to travel
- Don't recall it happening.
- Grocery store parking lots
- parkade
- hotel
- don't have to worry

**39. How can we improve traffic movement through intersections located on Banff Avenue?**

- Jay walkers are dangerous!
- Make a large parking lot at the edge of town and make ppl take a bus or walk
- Pedestrain's are reckless and crazy
- more park and ride
- scatter crossings
- return to 2 lanes to Lynx Nortbound at Wolf and remove the
- It's pretty good now.
- never had traffic problem in banff
- more parking spots so people can park and not drive around all day trying to find a spot
- traffic circles
- perform traffic counts and pedestrian counts to determine the best way to proceed
- real time sensors that adjust to volumes
- Synchronize lights.
- fix through lanes at cibc corner
- Make downtown BUS and RV FREE - The Commercial Buses know better than driving downtown and the RV's are just lost looking for Tunnel Mountain Campground - restrict the height of vehicles on Banff Ave with maximum
- Light synchronization
- shut down traffic to town. Park and ride only.

#### 41. How can we improve your traffic experience in the Town of Banff?

- control pedestrian traffic better
- More parking
- Fine Jwalking and delete some cross walks too.
- Less cars would be great. Banff is about visiting the mountains not driving around. Charge for parking in town or have ppl park at the edge of town and give them a free daily bus pass
- Possibly use a period of time to let pedestrians cross and then let the cars go, during busy times few cars get to move due to busy pedestrian traffic.
- Love the town, we visit 2-3 times a year.
- I see nothing that needs to be changed.
- Maybe some one way streets and more frequent bus service (thought that is pretty good!!). I generally park at my hotel, but drive to far flung destinations like the upper hot springs, and cave and basin. That being said I am usually only there in off season, late fall, early spring. So mostly drive if the weather is inclement. I always park at my
- More parking- paid or free
- Have Park and ride for Tourists
- Frankly, I love Banff so much that nothing would deter me from going there. More parking spaces would be nice but people manage regardless. :-)
- More free parking. Longer parking times.
- No parking on banff ave., and delete left turns.
- i really didn't have a problem
- Fix the ski bus problem. Ski buses should be included in the price of a season ticket. That would also reduce traffic. The price of the buses to go up the ski hill is ridiculous.
  
- ...more handicapped parking
- More signs
- never had traffic problem in banff
- I do not find the traffic to be a problem.
- Well honestly it worked better b4 u took out parking spots for transit and benches on Banff ave. Downtoen has become so cluttered and jammed with "stuff" and Banff has never had the best snow removal so add that in and its a nightmare.
- improved guide signage
- With better bike paths, I would DEFINITELY take my bike next time. Even in the winter.
- make Banff Ave. Pedestrian only.
- make sure "no parking" areas are enforced to keep streets clear, provide a good range of parking areas with max parking of up to 6 or 8 hours (but then you have to worry about employees using spaces)
- Stop people from driving the big RV units down Banff avenue or any streets downtown.
- remove RV's.....people towing 45 feet of a house should not cruise down Banff Ave, across the bridge, and go down Spray to SEE the Banff Springs Hotel and loop back through downtown....they need to be on the bus!
- The worst thing about traffic congestion in Banff is the horses. They should be given specific routes, such as along the river. They shouldn't be able to trot along holding up traffic along Banff Ave.
- Get more parking. Also not being allowed to park on the street would really help with the congestion downtown
- It's sad Banff is getting bigger but I guess that's life ... I would travel to Banff less often if you start making roads and passages for more traffic ..... We come there to get away from traffic everywhere in the city...Simple restrict traffic and let people walk more Love Banff for the serenity !!
- regional transit system
- 1. Make Banff Ave a pedestrian mall - Like Sparks Street in Ottawa or Stephen Ave in Calgary. 2. Eliminate RVs and Commercial buses from the downtown core 3. Eliminate left turns and right turns on red 4. all corners cross, cross walks - diagonal cross walks - like Japan
- Wayfinding, tell me where I have the most likelihood of finding a parking spot, even if a bit of a walk.
- traffic control
- We will generally walk given the amount of traffic. Constructing some pedestrain overpasses or +15's at key pedestrian crossing could possibly improve traffic flow as pedestrians crossing can limit vehicles through intersections to one or two car per light cycle.
- By implementing signal progression
- It hasn't been a problem for me.
- Better light r,imming, vehicle detection
- Improve trail connections and signage - improve wayfinding on trails to attractions on the south side of the river
- Free transit!
- close off main street and make people walk.
- Lights take a long time to change at night for pedestrians.

**49. Which locations in the Town of Banff do you feel should be serviced by the public transit system?**

- Taking photos, I look for where there is no one.
- Tunnel mountain hotels need more transit.
- don't know
- Don't use
- Don't use public transit system
- Don't KNow
- recreation grounds, admin grounds
- Bow Falls, Sulphur Mtn, Base of Tunnel Mtn on way out of town
- not familiar enough with most of these locations to comment
- only if monitored and it can be determined that the Bus would reduce the RV traffic that typically cruises down Cave.....it is the biggest parking lot in Banff:)
- We dont use it enough to say where improvement is needed
- hotel to downtown/public transportation as required
- Regional transit would be great?
- stables

**50. Which out-of-town destinations should be serviced by public transportation from Banff?**

- None. Not enough traffic to make it economical.
- Jasper
- Don't use
- Don't use Public transportation
- Fare should be appropriate for distance travelled.
- lake moraine
- campgrounds
- non

## 52. Please share any additional ideas or comments related to transportation in Banff

- Banff was one of the best vacations I have ever taken!!!
- more transport facilities for out of town locations
- I like the improvements so far on the highways. Keep up the good work, but I find I miss turn offs due to poor and late signage.
- I was a resident for three years in the early 1970s.
- I have visited Banff for the last 3 years for 2 weeks at a time. I feel \$2 is a lot if your only staying on the roam for a short time. Say top of Banff avenue to hot springs, then another \$2 for the return journey. It would also be nice if I could get to Canmore for a look around and I'm sure there are visitors there also without transport that would like to visit banff.
- Pixie bike rentals. Racks throughout town.
- Things seem to flow smoothly to me.
- Availability of public transit makes me more likely to return
- Ski racks on busses
- Generally good.
- Make stops 4 ways in 100 - 300 blocks of Muskrat.
- Need more free parking lots, and longer times. We park and then walk. If we can park, then we may not come to Banff.
- Would like to taken VIA rail from Jasper to Vancouver, however there is no bus to Jasper. Renting a car for a one way trip is expensive, Also it would be GREAT if the regular VIA train came into Banff to Vancouver and not just the Mountaineer which is way out of my price range. As it is we will leave Banff to Vancouver via Greyhound Bus, which we have done previously, but is not my ideal method of transportation. I would suggest an "Express" Bus from Banff to Vancouver and by-pass all the small stops along the wav.
- ...sidewalks could be wider...if you have a cane and a wheelchair, it is very hard to get around with all of the pedestrian traffic...also, some shops are not wheelchair accessible. so they should be mandated to change their entrances
- love banff
- Stop trying t
- alternate routes are unclear during times of congestion. Parking lots are not visible from major roads and can be cumbersome to get to during times of congestion. Public transit routes are not publicised. Overnight parking essential to maintain night life.
- I was in town for the curling bonspiel, and was disappointed that the transit did not go to Fenlands. Otherwise, things seemed pretty good. Your on-line lost and found saved the day for my brother and I after someone stole his jackets/key.
- Seems pretty good.
- Roam Transit should be more frequent
- Transit is more expensive than in Germany
- nothing else comes to mind
- With the tour bus visitor dieing a natural death the independant traveller with a car will/has become the majority. Hotels do not seem to have sufficient parking for 90% automobile guests in the summer and peak winter months. How will the town address this parking shortage and the increased traffic volumes the independant traveller will bring to Banff? Has the Town or the Tourism Bureau developed a strategy to address the million plus people of Calgary that consider Banff THEIR backyard and ways to encourage them to "park & ride" to reduce traffic congestion during peak usage. It only takes one or two bad experiences sitting on the Norquay road trying to get into Banff
- I think that park and ride is the best idea ever. Just like at the ski hills when the tractor picks you up if you park far away. If it's free then people will enjoy using it, and leave their cars behind. Taking care of a lot of the traffic issues.
- Just that if Banff starts making more roads to accomodate traffic from tourism We wont come back as often . We leave the city to come to serenity and I dont want to see that lost ... For the last 50 years it has been terrific Don't change because people demand more roads :(
- upgrade the frequency of the bus transit
- You really need to ensure simple, transportation from outside of the hotels to each of the three main ski hills in the Winter months. Uncertainty about this availability has meant we did not come to Banff in 2009-2010 and 2011-2012 ski seasons. We have been to Banff on 7 previous occasions , including 2010-2011 season, from the UK and rely on the ski hill transportation from outside out hotel or at least close by. When it as suggested we would have to catch a bus from hotel to a central point , then disembark and catch another bus to the ski hills we then booked to go elsewhere, both in the US and Europe.
- why is there no transit to primate attractions
- Generally impressed. More frequent busses would be nice.
- People should park out of town and take a horse and buggy to town
- More parking
- Like more benches and wider sidewalks
- Generally good
- I enjoy the wider sidewalks and more crosswalks.
- The LLBean store (principal commerce) and the town of Freeport in Maine provides free parking lots (great for RV's) beyond central area and people seem happy to walk to main street for shopping and dining. Most visitors to Freeport come from high density urban areas so are used to 'park and hike' routines. Town of Grand Canyon does not cater to private car/RV-oriented travel. They do have a great public transportation system - but the also have a heck of a lot more tourists in summer. Banff - market yourself as a 'car-free' downtown zone. People will come anyway - for the great 'wilderness' experience - if they get out of their cars and beyond parking lots!!! You are not an 'outlet mall' shopping destination.
- Good public transit.
- More frequent busses after skiing. Good system otherwise.
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- great
- good bus service to skil hills and drivers helpful and good drivers
- Very good public transit system. Well signed. Better then other places I go.
- Think you have a great public transport system.
- Follow the European model and build a park and ride. Encourage residents to do their part and leave their cars at home in the summer
- come visit whistler
- Better environment for walking then European resorts. Very clean transport, friendly drivers.
- Walking is good