

## WAYS TO GO: TRANSPORTATION MASTER PLAN STAKEHOLDER MEETING

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**Date:** June 26, 2012  
**Time:** 1 pm-4 pm  
**Location:** Banff Town Hall – Council Chambers  
**Meeting Facilitator:** Bunt & Associates

Meeting Attendees:	Organization
Chip Olver	Town of Banff (TOB)- Councillor
Leslie Taylor	TOB- Councillor
Brian Standish	TOB- Councillor
Stavros Karlos	TOB- Councillor
Robert Earl	TOB- Town Manager
Diana Waltmann	TOB- Mgr Communications
Darren Enns	TOB- Senior Planner
Chad Townsend	TOB- Enviro Planner
Adrian Field (AF)	TOB- Mgr Engineering
Shannon O'Donovan-Zirnhelt (SOZ)	TOB- Engineer Coordinator
Paul Godfrey	TOB- Mgr Operations
Sarah Strand	TOB- Intern
Glen Pardoe (GP)	Bunt & Associates
Mike Furuya (MF)	Bunt & Associates
Koji Miyaji	BVRTSC
Jonathan Walsh	Discover Banff Tours
Stuart Back	BLLT
Barb Pelham	Canada House Gallery
Rob Savage	RCMP
Dave Brunner	RCMP
John Walsh	Sysco Food Service
John Rose	Parks Canada
Justin Burwash	Caribou Properties
Shawn Birch	Caribou Properties/Ultimate Ski & Ride
Kees Vanderlee	A Bit of Banff, Sleeping Buffalo
Jeremy Powell	Banff Taxi
Rob House	Pinnacle Tours
Ken Campbell	Hostelling International
Ron Sautner	The Banff Centre
Edward Roe	Fairmont Banff Springs
Darren Reeder	BHMA
Lee Viggars	GFS
Howard Froese	GFS
Terry Youde	Marshall Trucking
Michael Hannan	Brewster

Note: action items are *italicized* and in *red text*.

MEETING MINUTES		
NO.	TOPIC	WHO
1.0	<p><b>Introductions –Round Table</b></p> <ul style="list-style-type: none"> <li>- Welcome</li> <li>- Discussed the purpose of the project: transportation action plan (capital plan), results oriented, update 1998 TMP</li> <li>- Project Schedule: April 2012 to January 2013</li> <li>- Purpose of Stakeholder Meeting: to receive input on ideas/concerns with regards to transportation in Banff from stakeholders.</li> <li>- Focus Group sign- up encouraged</li> <li>- Introduced Transportation Consultant- Bunt &amp; Associates (Glen Pardoe and Mike Furuya)</li> </ul>	SOZ
2.0	<b>Round Table Introductions</b>	All
3.0	<p><b>Presentation Outline</b></p> <ul style="list-style-type: none"> <li>- See Slide 2 in attached PowerPoint presentation</li> </ul>	Bunt
4.0	<p><b>Town of Banff Transportation Vision</b> (see slide 4 in attached PowerPoint presentation )</p> <p><b>4.1 Banff Community Plan Transportation Goals &amp; Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Transportation Goals <ul style="list-style-type: none"> <li>▪ Provide a transportation system that encourages and complements pedestrian movement and cycling.</li> <li>▪ Provide a transportation system that enhances resident and visitor experience.</li> <li>▪ Encourage the integration of local and regional transportation of people and goods.</li> <li>▪ Provide a transportation system that is economically and environmentally sustainable</li> </ul> </li> <li>▪ Transportation Objectives <ul style="list-style-type: none"> <li>▪ Increase opportunities for non-vehicular modes of transportation.</li> <li>▪ Make transit services more convenient and comfortable.</li> <li>▪ Improve the movement and delivery of goods.</li> <li>▪ Reduce and manage traffic volume and parking needs downtown.</li> <li>▪ Increase parking facilities to accommodate day visitors and commuters.</li> <li>▪ Improve pedestrian and cycle facilities by creating a defined and continuous system of pathways throughout town.</li> <li>▪ Pursue a regional transportation plan that links key destinations</li> <li>▪ Improve trail connectivity to the national park</li> </ul> </li> </ul>	Bunt

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	<p>4.2 Councils 2012 Transportation Strategic Priority</p> <ul style="list-style-type: none"> <li>▪ Providing an environmentally and economically sustainable transportation system will enhance residents' quality of life and the visitor experience – a priority that touches all three key areas and numerous objectives.</li> </ul>	
5.0	<p><b>What is a Transportation Master Plan?</b></p> <ul style="list-style-type: none"> <li>- See slide 5 in attached PowerPoint presentation</li> </ul>	Bunt
6.0	<p><b>Banff's Transportation Master Plan Goals</b></p> <ul style="list-style-type: none"> <li>- See slides 6-10 in attached PowerPoint presentation</li> </ul>	Bunt
7.0	<p><b>Project Plan &amp; Outcome</b></p> <ul style="list-style-type: none"> <li>- See slide 11 in attached PowerPoint presentation</li> </ul>	Bunt
8.0	<p><b>Identification of Transportation Issues</b></p> <ul style="list-style-type: none"> <li>- Open Discussion amongst all stakeholders about 5 areas covered in Transportation Master Plan</li> </ul>	All
8.1	<p><b>Parking Management</b></p> <ul style="list-style-type: none"> <li>- <b>Councillor :</b> in favor of paid parking but has to be attached to capital project to build more parking areas/structures</li> <li>- <b>Bunt:</b> paid parking encourages turnover of spots in prime spots</li> <li>- <b>Councillor:</b> why don't shopping malls have paid parking time limits? Banff needs longer parking so visitor gets full experience.</li> <li>- <b>Bunt:</b> Time limit discourages all day parking and since 15% of parking is made up of staff there needs to be quick turnover so staff doesn't use these spots all day. All day parkers should be in parking lots not on streets. Time limit achieves the turnover if enforced with paid parking. Paid parking encourages people to self-regulate.</li> <li>- <b>Stakeholder:</b> penalizing everyone with paid parking rather than the people that aren't obeying the time limits.</li> <li>- <b>Stakeholder:</b> guests that take tour need to park cars and have them parked for half/whole day. Time limits would push them to residential areas. Duration should be longer to match what a short stay means in Banff.</li> <li>- <b>Stakeholder:</b> how much revenue is generated from time violation tickets per year?</li> <li>- <b>SOZ:</b> need to confirm with Bylaw</li> <li>- <b>Bunt:</b> charging for parking can help achieve certain goals but can also cause other issues</li> <li>- <b>Stakeholder:</b> would worry that if 60% of time violations are from locals, they will start parking in alleys which is already difficult and too congested to make deliveries.</li> <li>- <b>Koji:</b> parking needs to be comprehensive and provide overflow parking further from downtown core to plan for parking.</li> <li>- <b>Bunt:</b> who thinks Banff does not have enough parking downtown? (50% of stakeholders raised hands)</li> </ul>	All

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- **Stakeholder:** think parking problem is mostly on the East side of Banff Avenue. Transportation hub (buses, tourists, and parking) need to be considered. Parking is mostly a problem during the busy months. Interested in seeing how many cars in parking areas are locals/employees/managers vs. customers. Are we seeing the same parking issues in the parking studies?
- **Bunt:** yes but mindset of community changes over the years.
- **Stakeholder:** retail sales are still low economically but once it comes back we will have more of a parking problem.
- **Councillor:** restaurant is back around 2008 levels therefore have recovered.
- **Stakeholder:** peak time issues
- **Bunt:** are people being deterred because no parking?
- **Stakeholder:** yes people are being deterred from coming to Banff because of limited parking. Therefore, we need more to avoid deterring potential customers.
- **Stakeholder:** real shortage of parking not just perceived issue. It's not just the peak times on a Saturday; in February we are short parking.
- **Stakeholder:** too short of time limit deters customers (i.e. 2 hours). We need more time for visitors. Also if visitors have to jump in their car and move it to abide by the time limit they will then ultimately cause more congestion.
- **Stakeholder:** need to provide all day parking for visitors so that they can easily visit Banff, majority of visitors are regional and are coming for day trips.
- **Stakeholder:** businesses in Banff make all their money in a few summer months so that is where there is a problem. Don't wait until there is a parking problem to implement a solution or feeling amongst visitors will last for years to come that Banff has a parking problems.
- **Bunt:** if we need more parking, who do you think should pay for it?
- **Stakeholder:** intercept parking lots are not part of our culture and will not get used; not Disneyland.
- **Councillor:** intercept parking would only work if we shut downtown down and give them no choice but to park there.
- **Councillor:** Kelly Ripa show used intercept parking at the train station and worked well because people had to use it.
- **Stakeholder:** 80% of retail clientele is regional.
- **Bunt:** how far are you prepared to walk to not pay for parking?
- **Stakeholder:** first time in Banff in a couple of years and was looking for parking meter. Willing to walk further for free parking.
- **Councillor:** don't want to punish the visitor we want to provide them with many different parking options.
- **Bunt:** are hotel parking lots full during the peak periods?
- **Stakeholder:** yes they are full, and that is just with the guests.

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	<ul style="list-style-type: none"> <li>- <b>Bunt:</b> Bunt will check parking occupancy of hotels in July.</li> <li>- <b>Stakeholder:</b> do we know how many of the vehicles in parking areas are employees/locals vs. visitors?</li> <li>- <b>TOB:</b> no but will be answering this with data collection in the summer.</li> <li>- <b>Bunt:</b> do people feel that parking signage adequately directs people to parking areas?</li> <li>- <b>Koji:</b> no they are not intuitive.</li> <li>- <b>Stakeholder:</b> signs are good if you are looking. But mostly people go off of intuition. Can't change people's habits.</li> <li>- <b>Bunt:</b> there is an information gap for where parking is as there is residual parking during peak times.</li> </ul>	
8.2	<p><b>Traffic Management</b></p> <ul style="list-style-type: none"> <li>- <b>Stakeholder:</b> H.O.V lane for taxis, buses, and cars with 4+ people. Businesses that depend on left hand turn would not like the elimination of the left hand turn on Banff Ave.</li> <li>- <b>Stakeholder:</b> no left hand turn makes flow going straight better but then right turns will be made into residential areas.</li> <li>- <b>Stakeholder:</b> it is important to look at people flowing through and those that stop in the core.</li> <li>- <b>Stakeholder:</b> those that are coming from Canmore (colleagues) are coming to Norquay entrance to avoid downtown traffic.</li> <li>- <b>Stakeholder:</b> if Buffalo St off of Banff Ave was the only left turn allowed what would happen?</li> <li>- <b>Bunt:</b> will look at this and see what happens in the model.</li> <li>- <b>Stakeholder:</b> right hand turns with pedestrians is a problem as well.</li> <li>- <b>Councillor:</b> are intercept surveys going to be capturing a long weekend?</li> <li>- <b>Bunt:</b> likely will not be doing survey during long weekend as do not design transportation infrastructure for peak times but can ramp up #'s to estimate peak long weekends from the tube counts.</li> <li>- <b>Bunt:</b> pedestrians want to go East/West; vehicles want to go North/South and that creates conflict. Need to set priority on either pedestrians or vehicles.</li> <li>- <b>Stakeholder:</b> during Bike Fest we closed downtown. What type of congestion and traffic flow did we see?</li> <li>- <b>Stakeholder:</b> there was no traffic management issues downtown during Bike Fest. However, feelings vary amongst businesses as to whether impacted them negatively or positively.</li> <li>- <b>Councillor:</b> Cave and Basin traffic will not be present this year but will come back next year. Bunt will have to add the historic data into their analysis to account for this.</li> <li>- <b>Bunt:</b> cannot build your way out of traffic problems in Banff. This is because the boundaries are fixed.</li> </ul>	All

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	<ul style="list-style-type: none"> <li>- <b>Bunt:</b> roundabouts will be considered; need to see if enough area for them and impact from pedestrian flows.</li> <li>- <b>Bunt:</b> are stakeholders interested in look at the use of one way couplets?</li> <li>- <b>Councillor:</b> interested in looking at all traffic options. Are sales coming from pedestrians walking by or from vehicles?</li> <li>- <b>Stakeholder:</b> all people that enter their business are those that walk by (location of business on 100 block of Banff Avenue). It is more important to widen sidewalks and have all day parking available for their customers.</li> <li>- <b>Koji:</b> seasonal couplet and seasonal H.O.V would be good option because it will match the demand of the time.</li> </ul>	
8.3	<p><b>Active Modes of Transportation</b></p> <ul style="list-style-type: none"> <li>- <b>Bunt:</b> use of “Woonerfs” on areas like 200 block of Bear street.</li> <li>- <b>Stakeholder:</b> since nobody stops their cars outside of their business they are all for it.</li> <li>- <b>Bunt:</b> could make it that certain times of the day vehicles are allowed and then at other times pedestrians only.</li> <li>- <b>Stakeholder:</b> how would this change how Bear street operates now?</li> <li>- <b>Bunt:</b> it would formalize it and make it feel more like a plaza than a street. And therefore people wouldn’t be breaking the law by j-walking.</li> <li>- <b>Bunt:</b> what about bike lanes on Banff Avenue?</li> <li>- <b>Stakeholder:</b> doesn’t solve transportation issue.</li> <li>- <b>Stakeholder:</b> Banff Avenue is the slowest and least safe street. Therefore cyclists shouldn’t bike on Banff Avenue and should make way for the visitors driving vehicles so they can get in and spend money.</li> <li>- <b>Stakeholder:</b> but what about the visitor that wants to ride their bike up Banff Avenue?</li> <li>- <b>Stakeholder:</b> need more bike parking like the bike corrals recently installed.</li> <li>- <b>TOB:</b> paid parking also encourages active modes</li> <li>- <b>Stakeholder:</b> need to look at biggest regional competitor, Canmore. They do not have paid parking so Banff should not have paid parking as well because we don’t want people to go to Canmore instead of Banff.</li> </ul>	All
8.4	<p><b>Public Transportation</b></p> <ul style="list-style-type: none"> <li>- <b>Koji:</b> provided overview of the Regional Transit Mandate. Regional service in Canmore and Banff will start in Fall. This plan will capture where the regional service should be located: potential winter service. Public transport is tax based subsidized. Koji can share recent regional studies with Bunt.</li> <li>- <b>Stakeholder:</b> staff from Canmore should impact the usage of the regional transit.</li> </ul>	All

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	<ul style="list-style-type: none"> <li>- <b><u>Koji:</u></b> majority of riders would be Canmore to Banff commuters (therefore hours of service will follow work hours). Banff to Canmore will have same hours as analysis showed that this would be demand time.</li> <li>- <b><u>Stakeholder:</u></b> very supportive of transit and regional transportation. HOV has huge merit for transit system as buses cannot get through during the busy times.</li> <li>- <b><u>Stakeholder (Taxi Company):</u></b> happy but just like buses they get stuck during busy times.</li> </ul>	
8.5	<p><b>Goods &amp; Service Movement</b></p> <ul style="list-style-type: none"> <li>- <b><u>Stakeholder:</u></b> since they are dealing with food deliveries, temperatures are very important. Temperatures of foods are good earlier in the morning. Residents ask truckers to turn off engines (reefers) due to sleep disruption early in morning. Also limited space in delivery lanes.</li> <li>- <b><u>Stakeholder:</u></b> some issues are stairs, weird side doors, someone needs to be there to receive deliveries, delivery trucks in front of one another, and it becomes a race between companies to get in the alley for a delivery first.</li> <li>- <b><u>Bunt:</u></b> would a loading dock help? Would it help if it was controlled and managed?</li> <li>- <b><u>Stakeholder:</u></b> too hard because customers dictate when food should be delivered. Also private passenger vehicles clog up the alleyway.</li> <li>- <b><u>Bunt:</u></b> Scheduled delivery times, tighter controls in lanes would help?</li> <li>- <b><u>Stakeholder:</u></b> yes it would help but staging area would not work because making multiple stops. Trucks are coming to Banff and not often going on to other destinations.</li> <li>- <b><u>Stakeholder:</u></b> normal size truck that they run is a 40'. Huge cost and infrastructure would be needed to set up staged areas for deliveries- who will pay for this? Who will pay for managing? Pricing is set up for door to door delivery.</li> <li>- <b><u>Stakeholder:</u></b> biggest issue is the back alley in-between Banff Avenue and Bear street. Other alleys are manageable.</li> <li>- <b><u>Stakeholder:</u></b> if allowed trucks to park on street in early morning it would be a lot more effective and have fewer issues. Designated loading areas for early morning and bylaws that go with it. Such as, restricting side streets in the morning to only trucks.</li> <li>- <b><u>Bunt:</u></b> are you worried about the liability of unloading off the street?</li> <li>- <b><u>Stakeholder:</u></b> no, it would be more efficient and get trucks out of Banff quicker. They do it all the time in areas like downtown Calgary.</li> <li>- <b><u>Stakeholder:</u></b> need to more strictly enforce the no private parking abuse in the loading areas. Change signage to “zero tolerance” possible towing of vehicles.</li> </ul>	All

## MEETING MINUTES

<b>8.0</b>	<b>Future Public Consultation</b> <ul style="list-style-type: none"><li>- Focus Groups will be held in September to review draft recommendations for TMP Update prior to bringing to Council; encouraged stakeholders to sign up</li><li>- Website will have information on project and link for public to provide comments/input throughout the summer</li></ul>	SOZ
<b>9.0</b>	<b>Next Steps</b> <ul style="list-style-type: none"><li>- Finish data collection by end of July; write draft recommendations for TMP Update; Draft Report to Council in November '12; Final Report to Council January '13.</li></ul>	SOZ