



What We Heard:

Banff COVID-19 Public Opinions

October 2020

Survey conducted August 2020

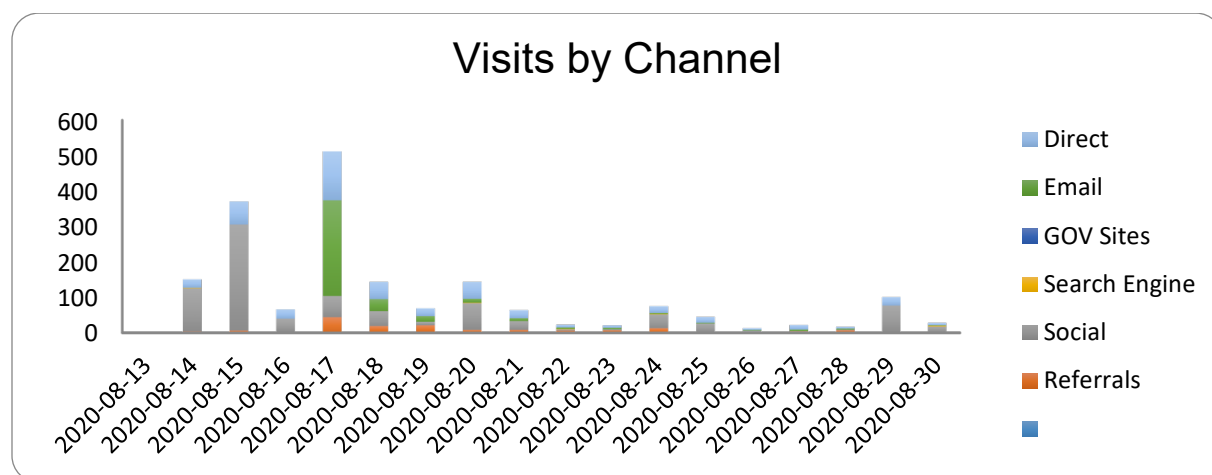
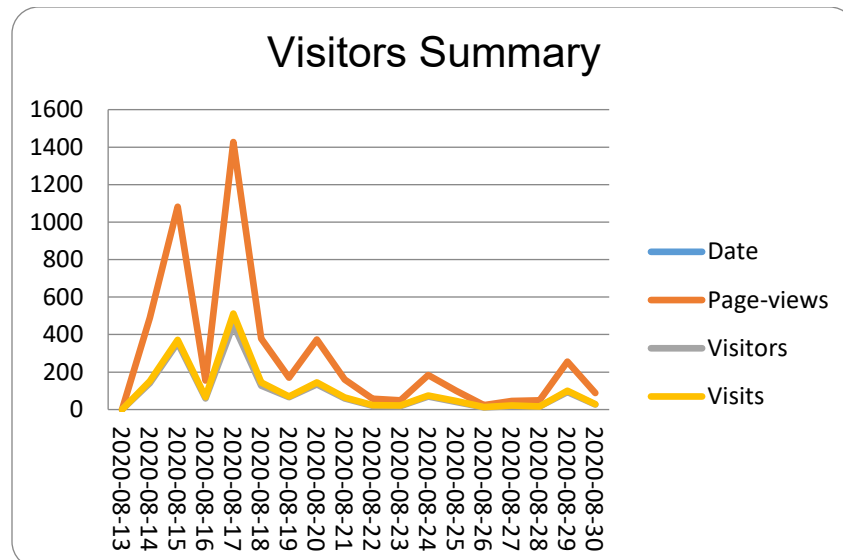
What We Heard

Opinions, Impacts and Expectations about COVID-19 in Banff

Banff has been affected by the COVID-19 pandemic in different ways than other communities, due to the impact on visitation and the economy. The municipal government and many organizations have provided supports to the community and actions to improve safety. A survey conducted through the Banff Viewpoints panel (BanffViewpoints.ca) collected opinions and observations about activities, experiences and Town policies.

This is a snapshot from a two-week period in the peak of summer visitation.

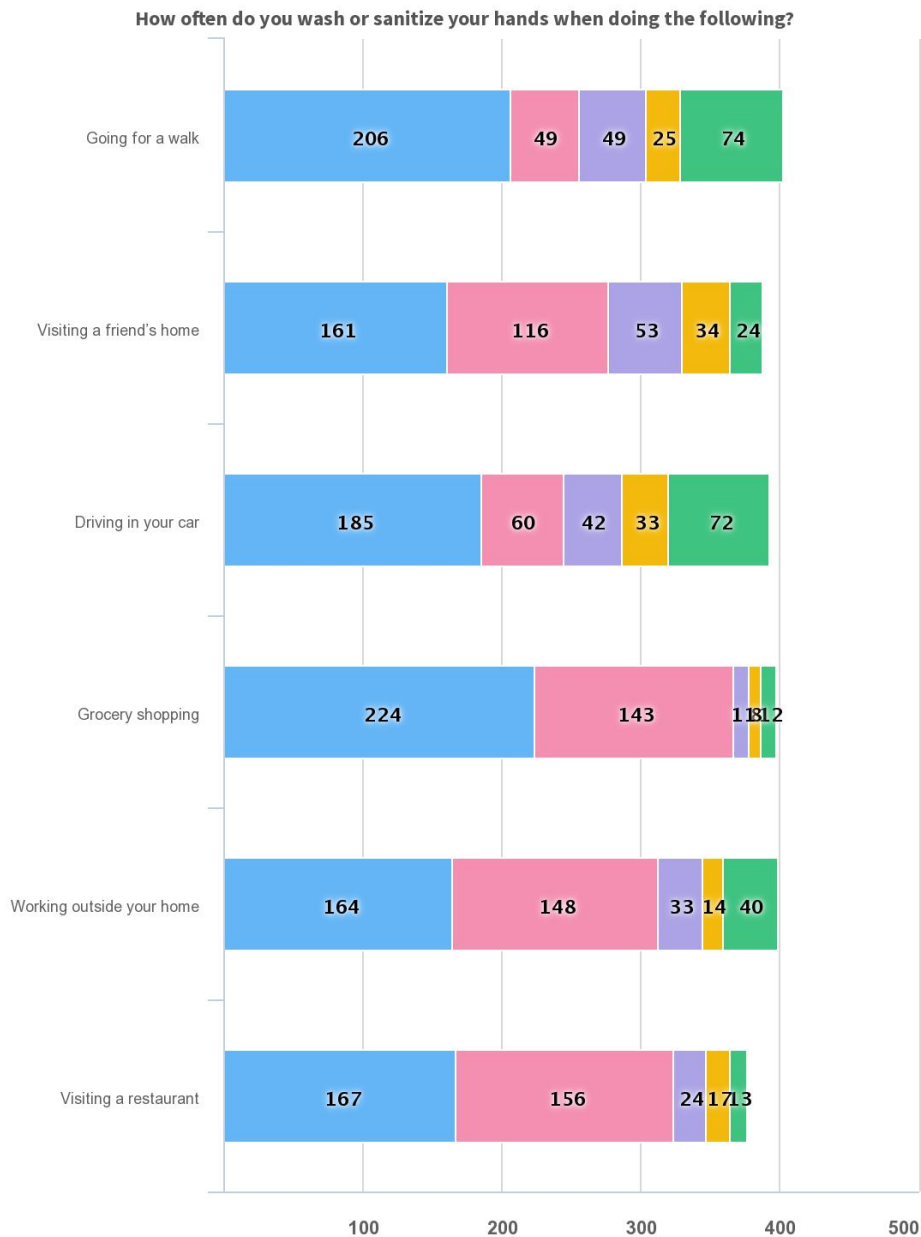
- The survey was conducted from August 13 to August 30, 2020
- There were 404 responses, of those 349 were residents of Banff.
- The survey was promoted through social media, newspaper advertisements, emails to registered participants in the Viewpoints panel and Town of Banff newsletters.
- 192 new registrations to Viewpoints online panel.



Results

Results below are filtered to only present input from residents of Banff.

Q1 How often do you wash or sanitize your hands when doing the following?



Question options

(Click items to hide)

- Whenever I finish the task
- Frequently - about every 30 minutes
- Only if it is convenient
- Occasionally, if I remember
- Rarely

Q2 Do you maintain a two-metre (six feet) distance when doing each of the following?

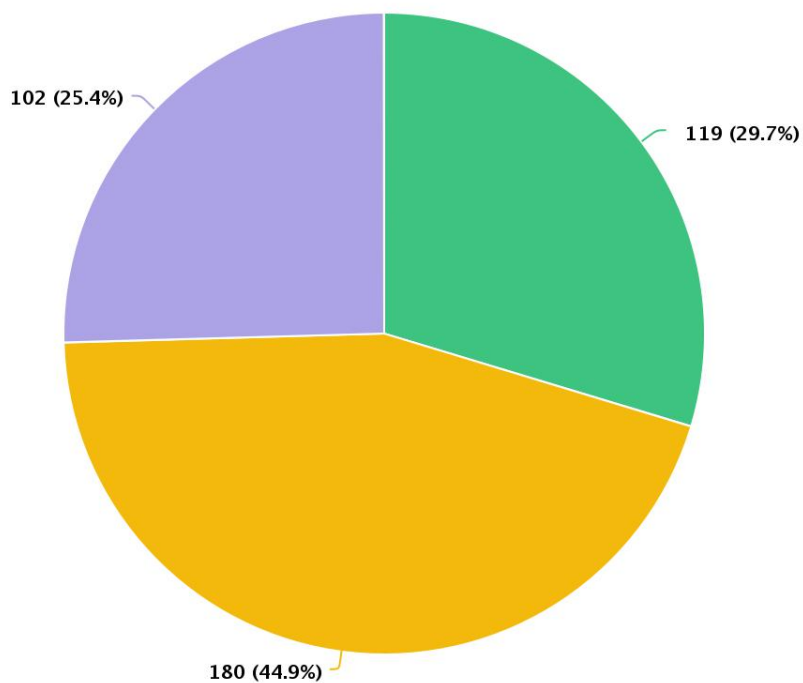


Question options

(Click items to hide)

● Always
 ● Frequently
 ● Sometimes
 ● Rarely
 ● Never

Q3 Would you ask a stranger to give you more space if they encroach on the 2-metre distance from you?

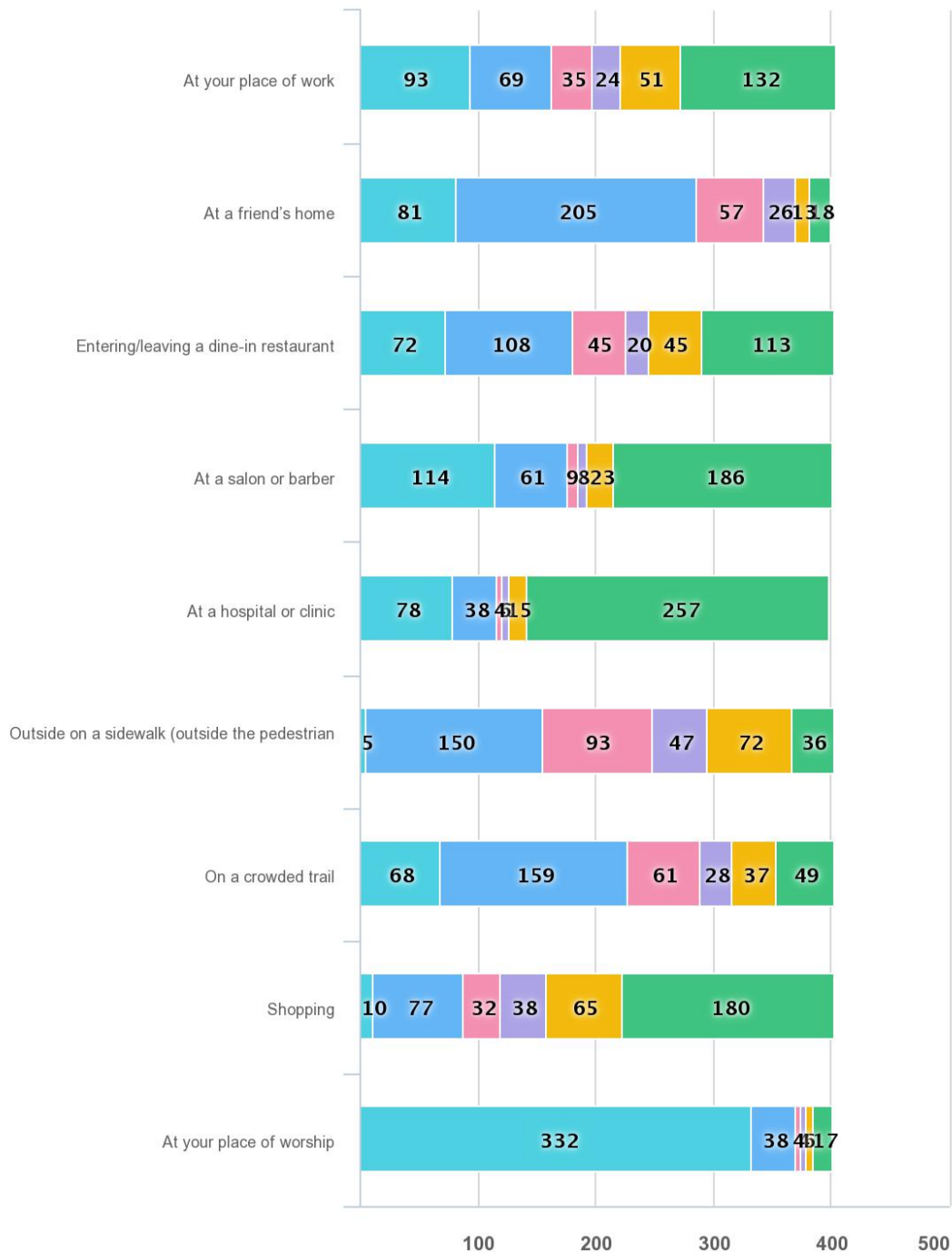


Question options

(Click items to hide)

- I would never be comfortable asking for more space
- I am comfortable asking for more space sometimes
- I am comfortable asking for more space always

Q4 Before Banff's temporary masks bylaw came into effect, how often did you wear a face mask in these situations?



Question options

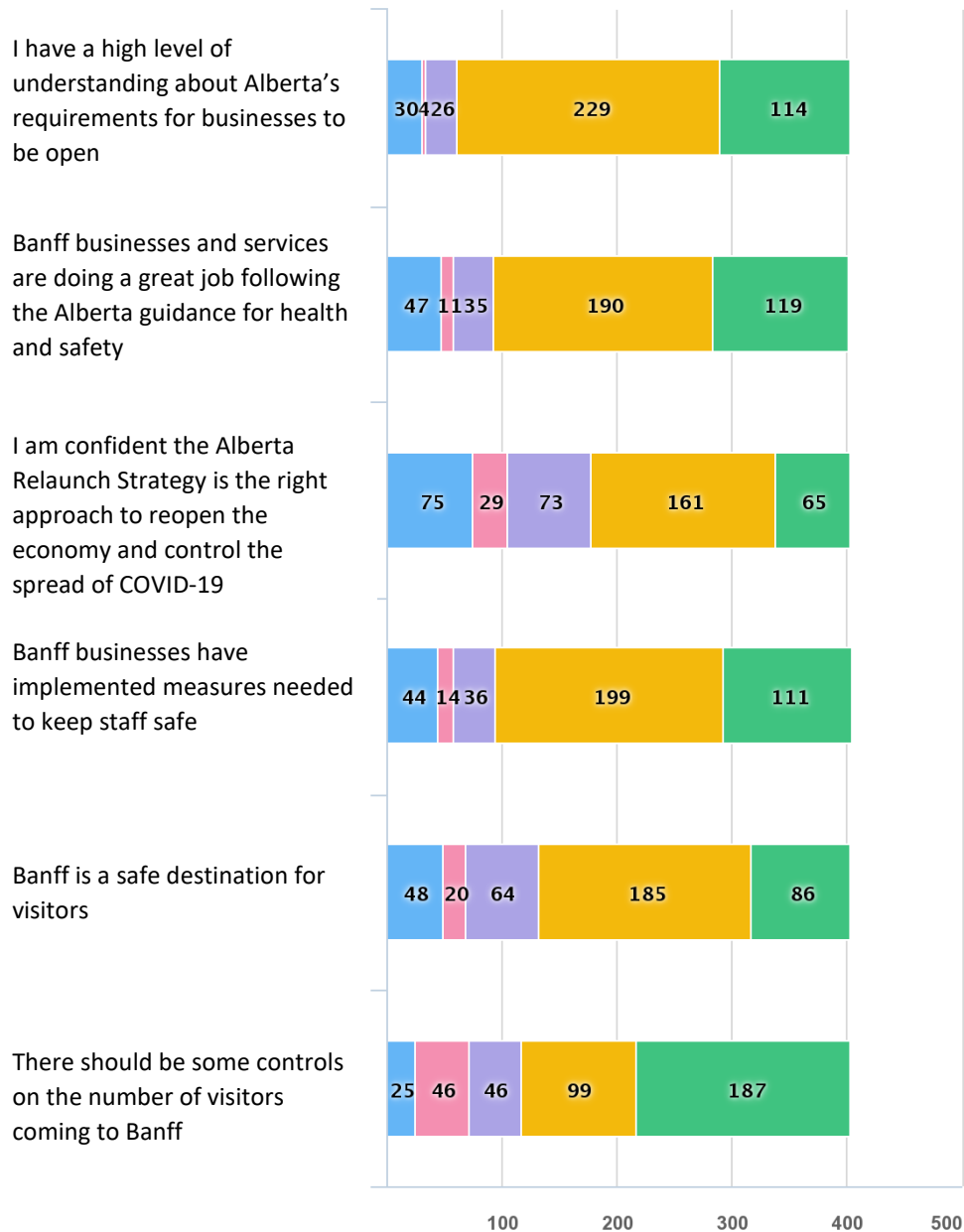
(Click items to hide)

Doesn't apply to me Never Rarely Sometimes Most of the time Always

Q5 Identify your level of agreement with these statements:



Q6 Regarding Alberta in Stage 2 of the Relaunch Strategy (Guidance documents - <https://www.alberta.ca/guidance-documents.aspx>), please rate your level of agreement with these statements:

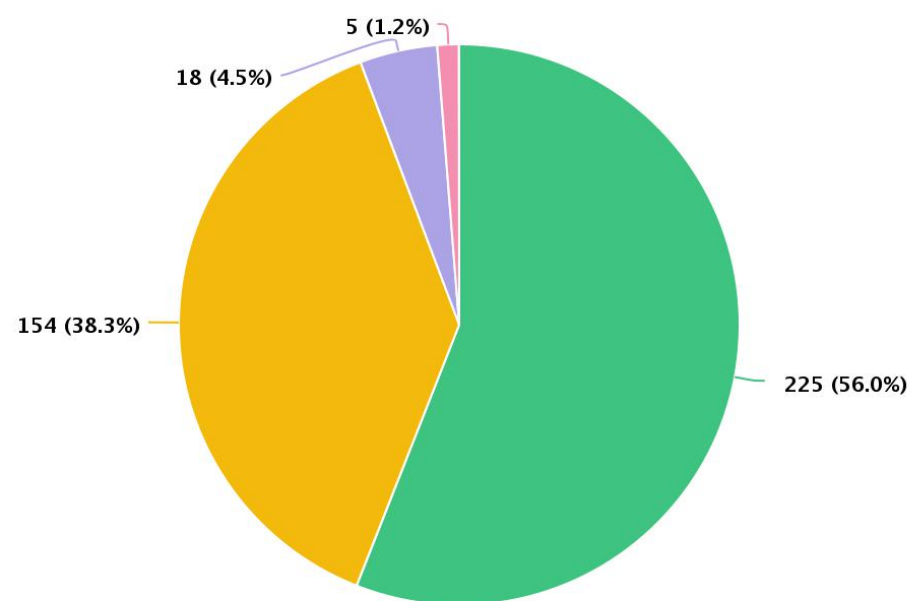


Question options

(Click items to hide)

● Don't Know/Unsure
 ● Strongly Disagree
 ● Disagree
 ● Agree
 ● Strongly Agree

Q7 Overall, how would you rate your level of feeling informed about the evolving COVID-19 pandemic?

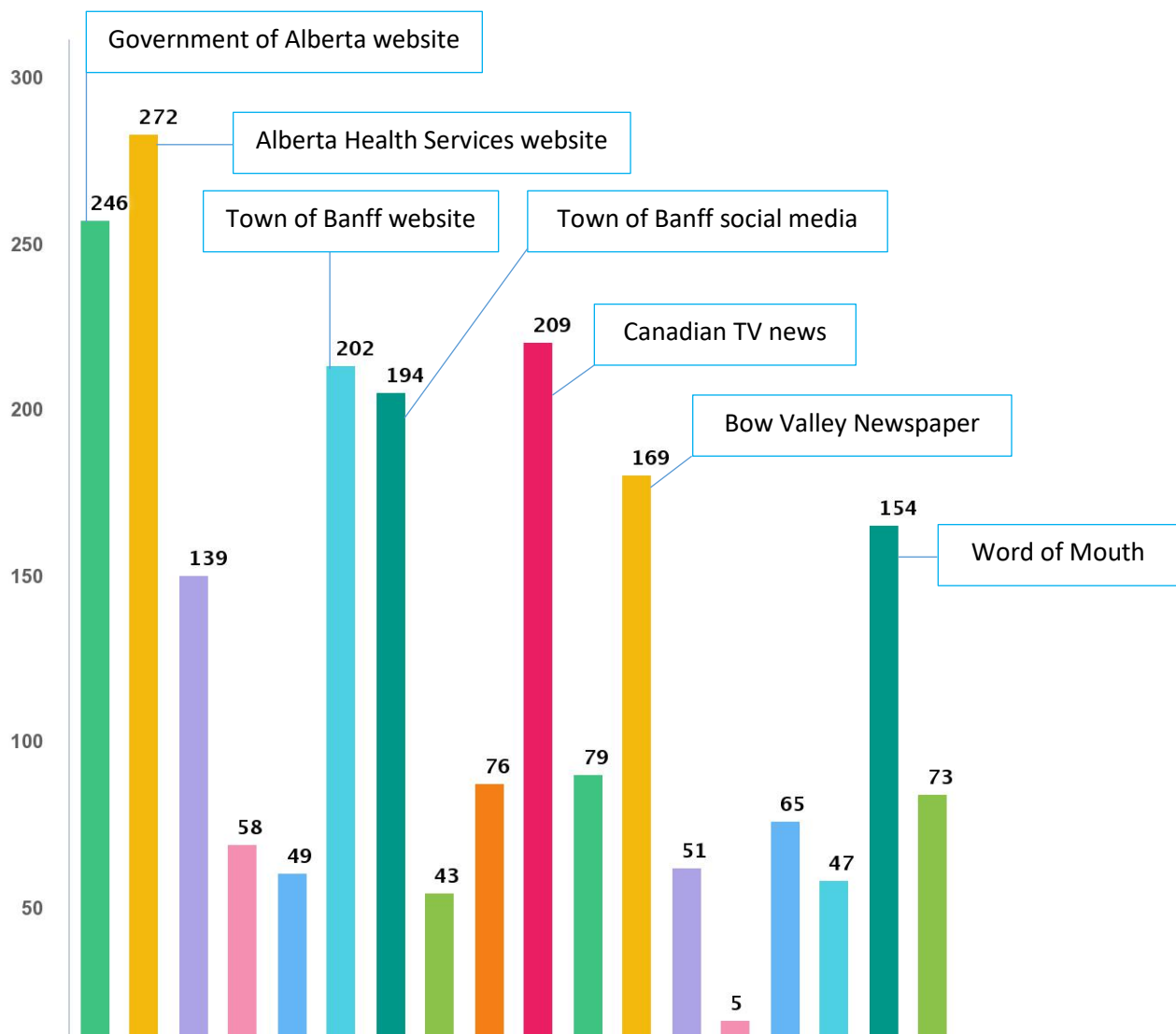


Question options

(Click items to hide)

● Very uninformed
 ● Somewhat uninformed
 ● Somewhat informed
 ● Very Informed

Q8 What are the main sources have you turned to for information about COVID-19, local responses, and support services?



Question options

(Click items to hide)

- Other Word of mouth from friends, family and work colleagues Other newspapers
- Regional Newspapers Town of Banff tax or utility inserts
- Bow Valley radio (radio/online/social) Bow Valley newspapers (print/online/social)
- U.S. or international television news Canadian television news
- Non-government social media Other government social media
- Town of Banff social media Town of Banff website Government of Canada social media
- Government of Alberta social media Government of Canada website
- Alberta Health Services website Government of Alberta website

Q9 How would you rate your awareness for each of the following actions that have been taken by the Town of Banff over the past few months?



Question options

(Click items to hide)

● Not aware
 ● Somewhat aware
 ● Very aware

Q10 What are your thoughts about the Downtown Pedestrian Zone (banff.ca/BanffAve)?
Please indicate the extent to which you agree or disagree with each statement:



Question options

(Click items to hide)

Strongly Disagree Disagree Agree Strongly Agree

Questions 11 and 12 asked open-ended questions about what was most liked and what was not liked about the Pedestrian Zone. Verbatim answers are in the Appendix.

Q13 The downtown pedestrian zone is scheduled to reopen to vehicles in mid-September.

Indicate if you agree or disagree with the following ideas about the Banff Ave pedestrian zone.



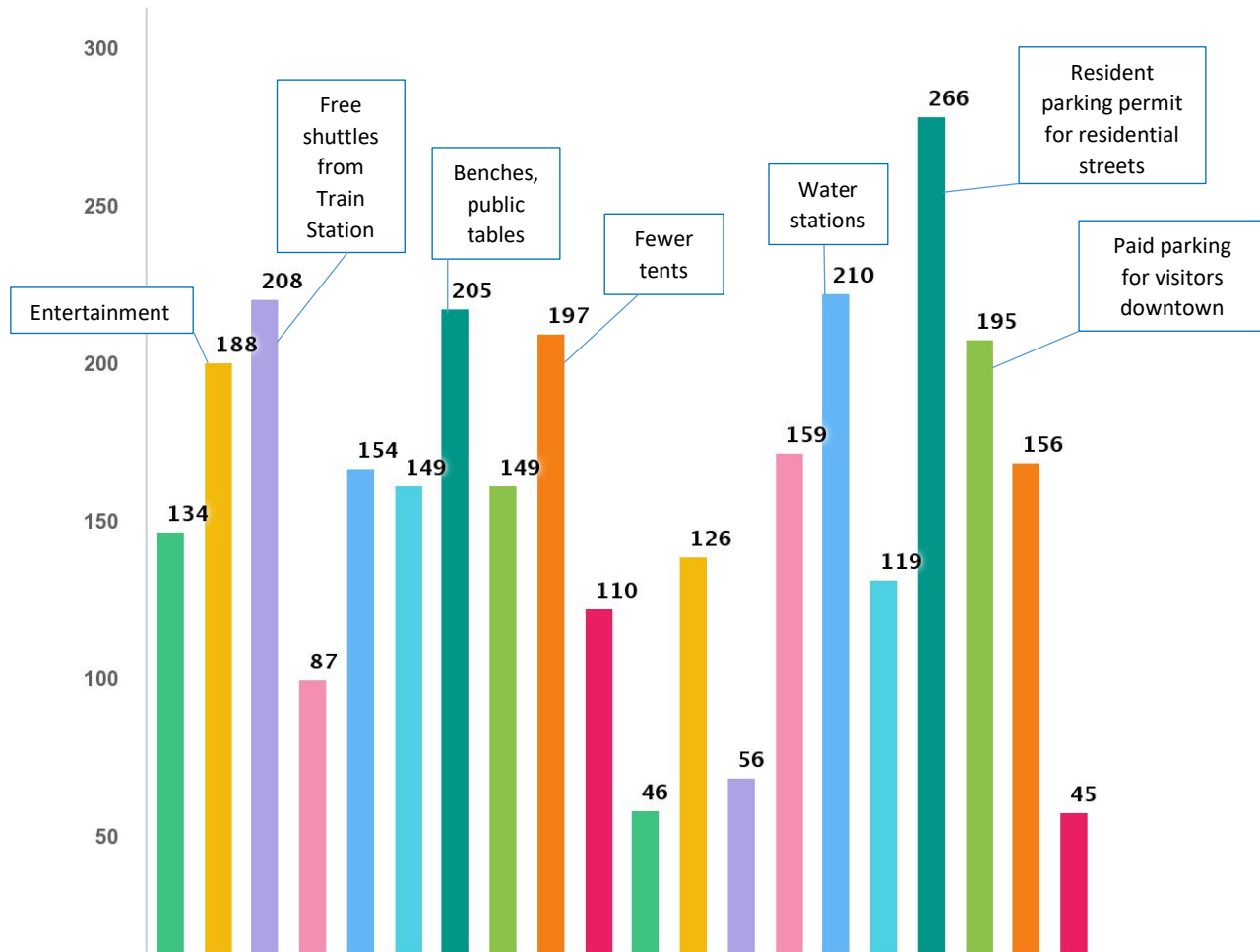
Question options

(Click items to hide)

● No ● Yes

Item	% Yes
It should continue as a pedestrian zone through the fall	66%
It should be removed only after COVID-19 related restrictions are lifted	36%
It should be made available every summer	71%
It should remain as a year-round experience	38%
It should be made available for special events	76%
It should be reopened to vehicles as soon as possible	22%

Q14 If the downtown pedestrian zone was offered in the future, what do you think could improve the experience (if allowed by health authorities)?



Question options

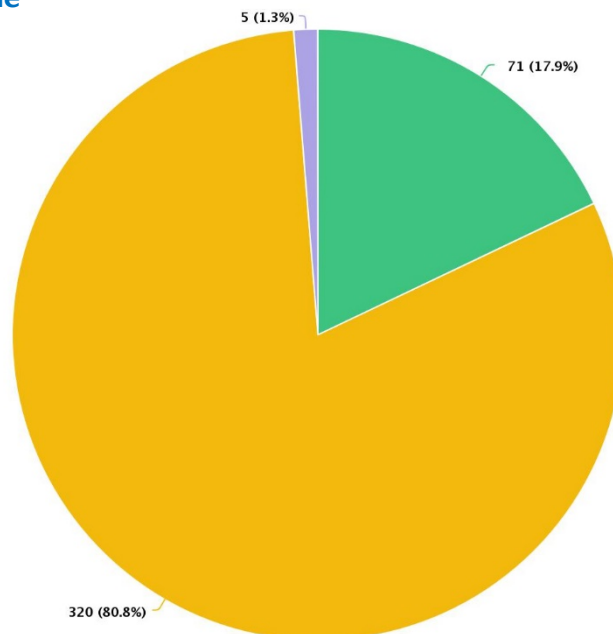
(Click items to hide)

- Other (please specify) Better signage for visitor parking
- Paid parking downtown for visitors to encourage use of free parking at Train Station Public Parking Lot
- A resident parking pass to limit visitor parking in residential areas
- It should be extended to include more areas downtown Public water stations
- A bicycle lane Bicycle repair station More opportunities for local business to participate
- More retail opportunities More food vendors
- Fewer tents/space used for commercial activity More bike racks
- Benches and public tables Information about Banff's history, heritage and the environment
- Information on what to do in Banff Bike rentals
- Free shuttles from the Train Station Public Parking Lot Entertainment
- More hand sanitizer stations

Q14 If the downtown pedestrian zone was offered in the future, what do you think could improve the experience? (alternative display of results):

Item	%
Better signage for visitor parking	40%
Paid parking downtown for visitors to encourage use of free parking at Train Station	52%
A resident parking pass to limit visitor parking in residential areas	71%
It should be extended to include more areas downtown	31%
Public water stations	52%
A bicycle lane	41%
Bicycle repair station	13%
More opportunities for local business to participate	32%
More retail opportunities	11%
More food vendors	27%
Fewer tents/space used for commercial activity	52%
More bike racks	37%
Benches and public tables	51%
Information about Banff's history, heritage and the environment	38%
Information on what to do in Banff	40%
Bike rentals	21%
Free shuttles from the Train Station Public Parking Lot	52%
Entertainment	47%
More hand sanitizer stations	36%
Other	11%

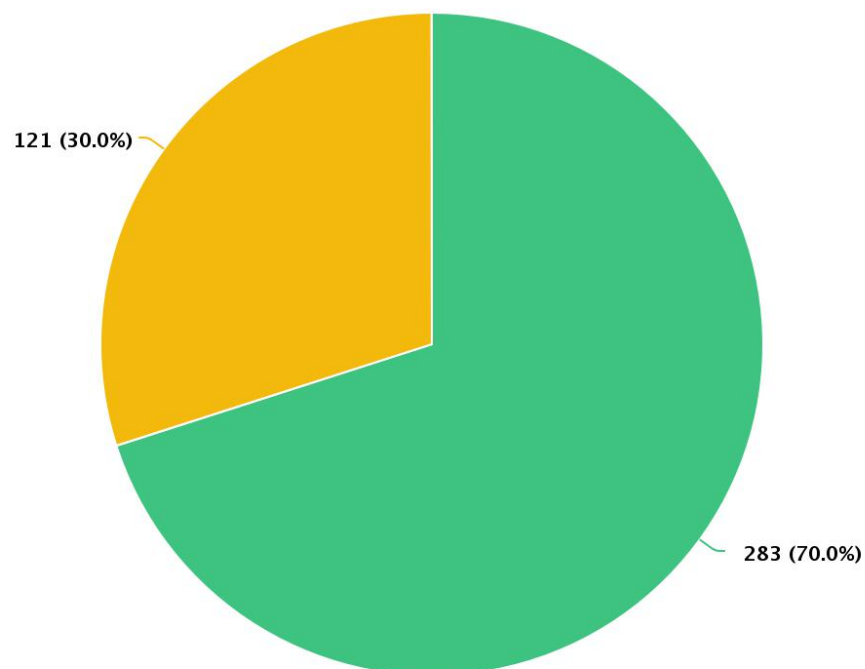
Q15 Do you work in the Banff Avenue downtown pedestrian zone?



Question options
(Click items to hide)

Option 3 No Yes

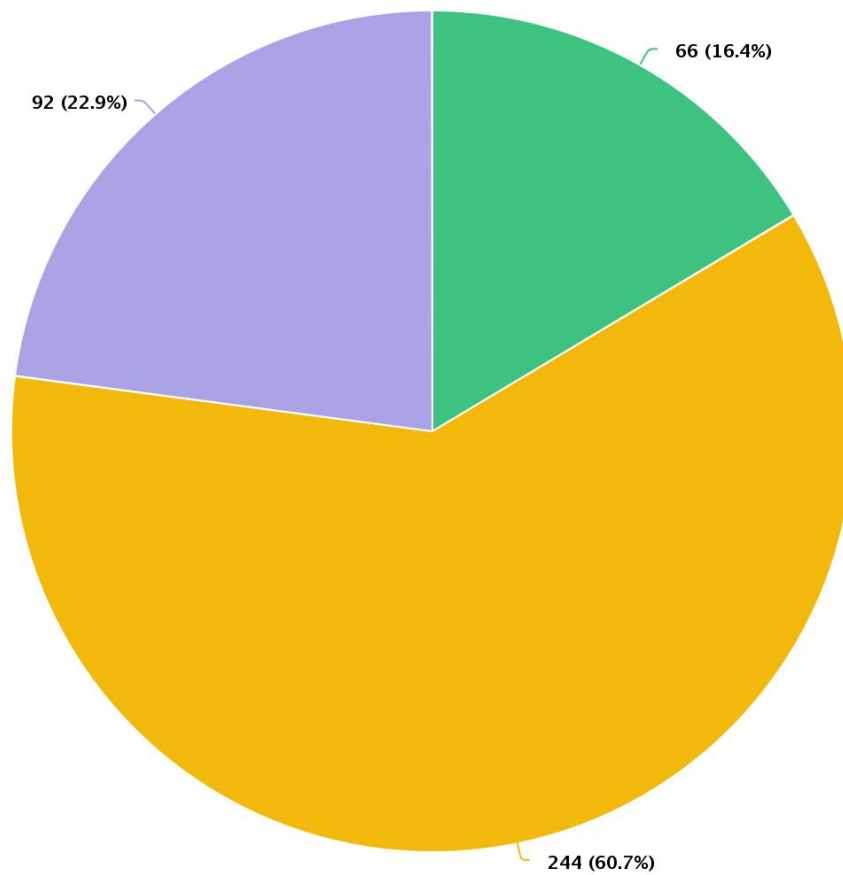
Q16 Did you or a member of your household in Banff experience temporary or permanent layoff, or reduced hours, since March?



Question options
(Click items to hide)

● No ● Yes

Q17 Currently, are you predominantly working...

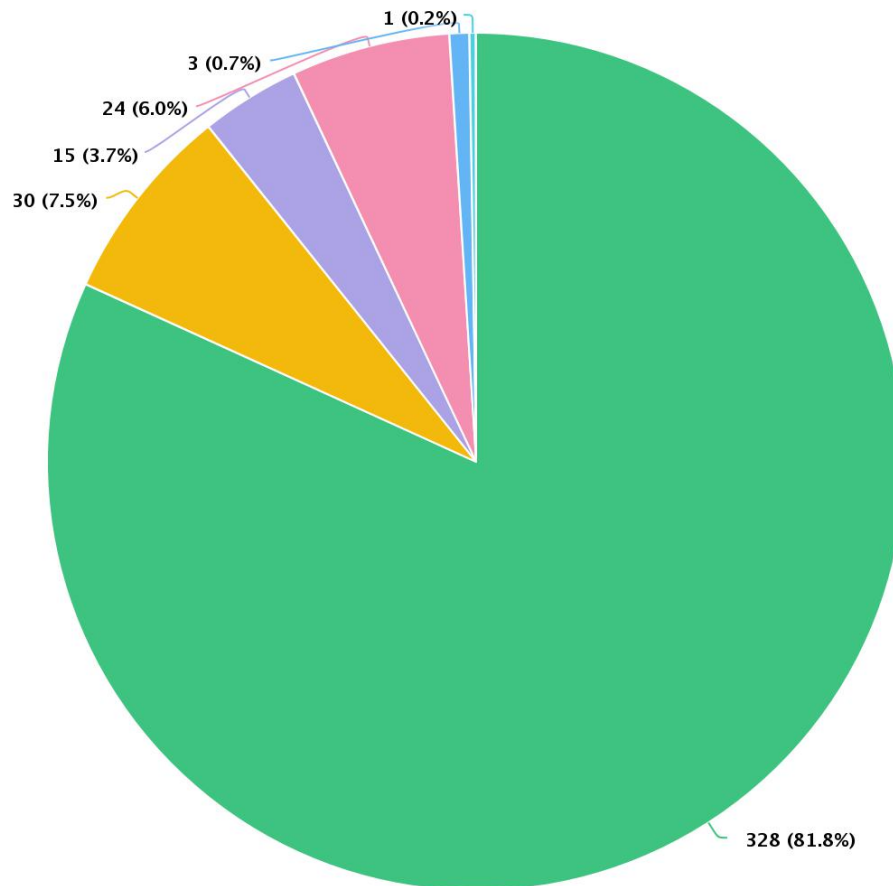


Question options

(Click items to hide)

☐ I am not working
 ☒ At my workplace
 ☐ At home

Q18 Did you / your household have trouble accessing adequate food, in March - June?

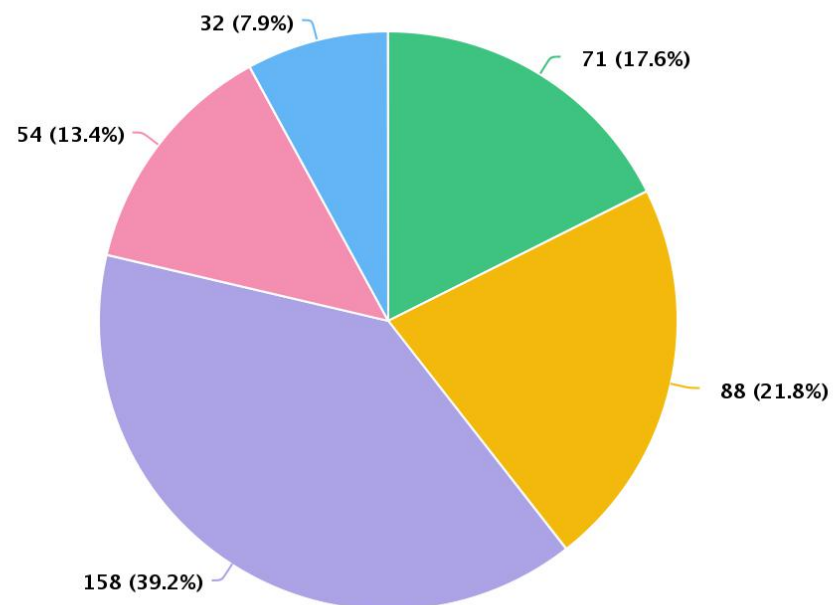


Question options

(Click items to hide)

- Daily
- 2-3 times per week
- Weekly
- 2-3 times per month
- Monthly
- Never

Q19 How would you rate your household's current level of stress with your finances?

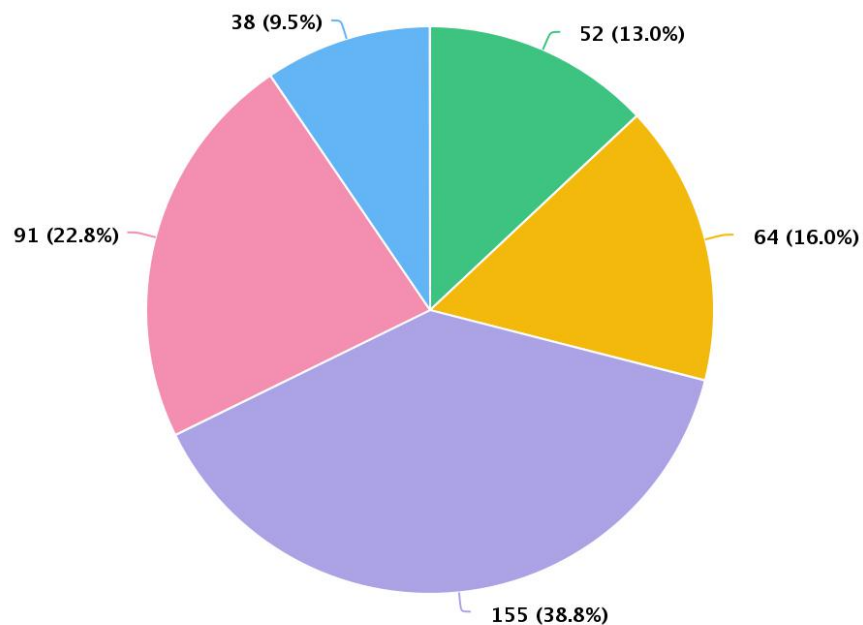


Question options

(Click items to hide)

● Very High
 ● High
 ● Moderate
 ● Low
 ● Very low

Q20 How much mental and emotional support have you received from friends, family and co-workers in Banff during the COVID-19 pandemic?

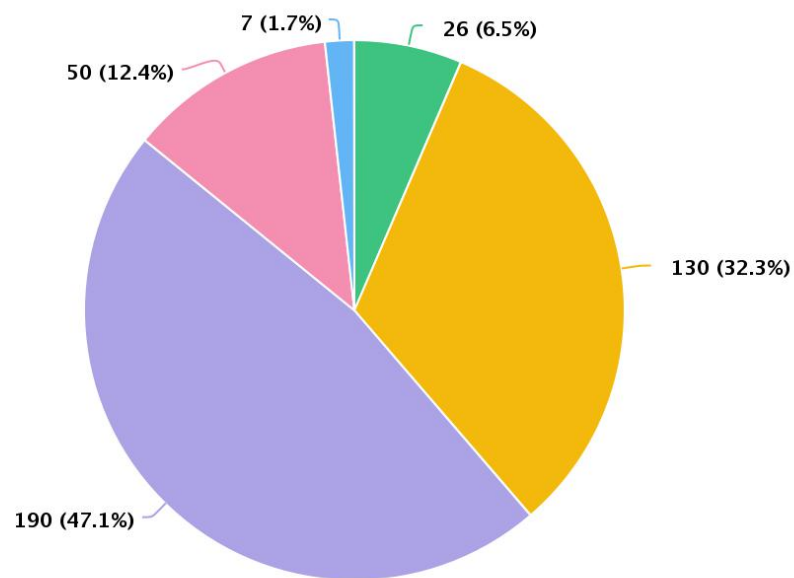


Question options

(Click items to hide)

● Very high
 ● High
 ● Moderate
 ● Low
 ● Very low

Q21 How do you expect your financial situation to change over the next 12 months?

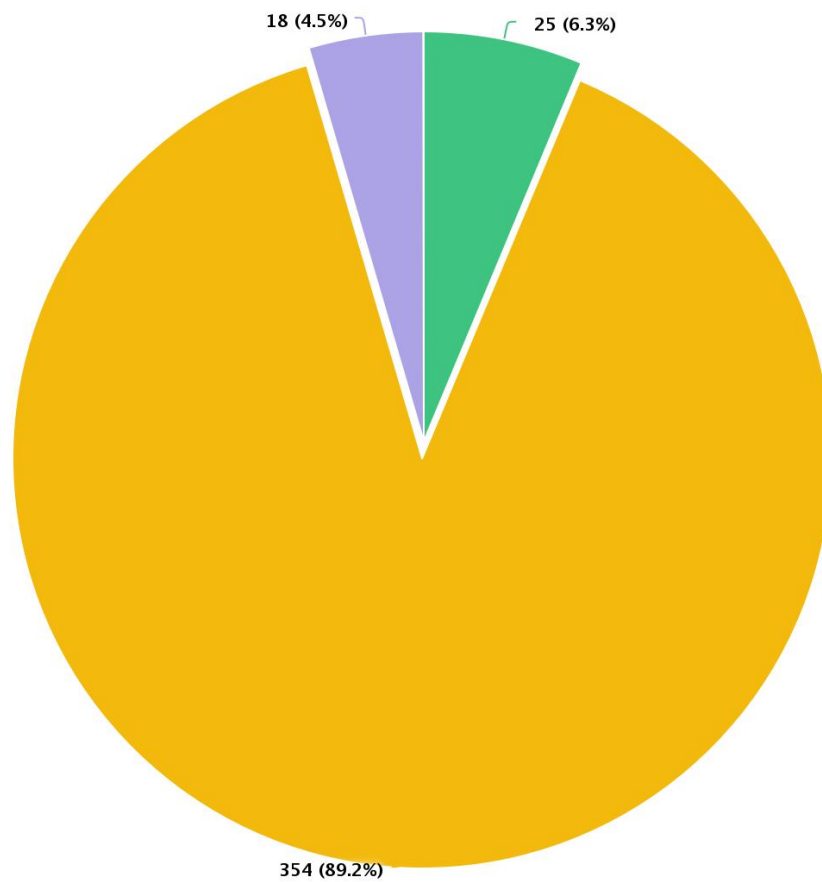


Question options

(Click items to hide)

☐ Much better
 ☐ Better
 ☐ About the same
 ☐ Worse
 ☐ Much worse

Q22 Have you experienced discrimination about COVID-19 in relation to your ethnicity in Banff?

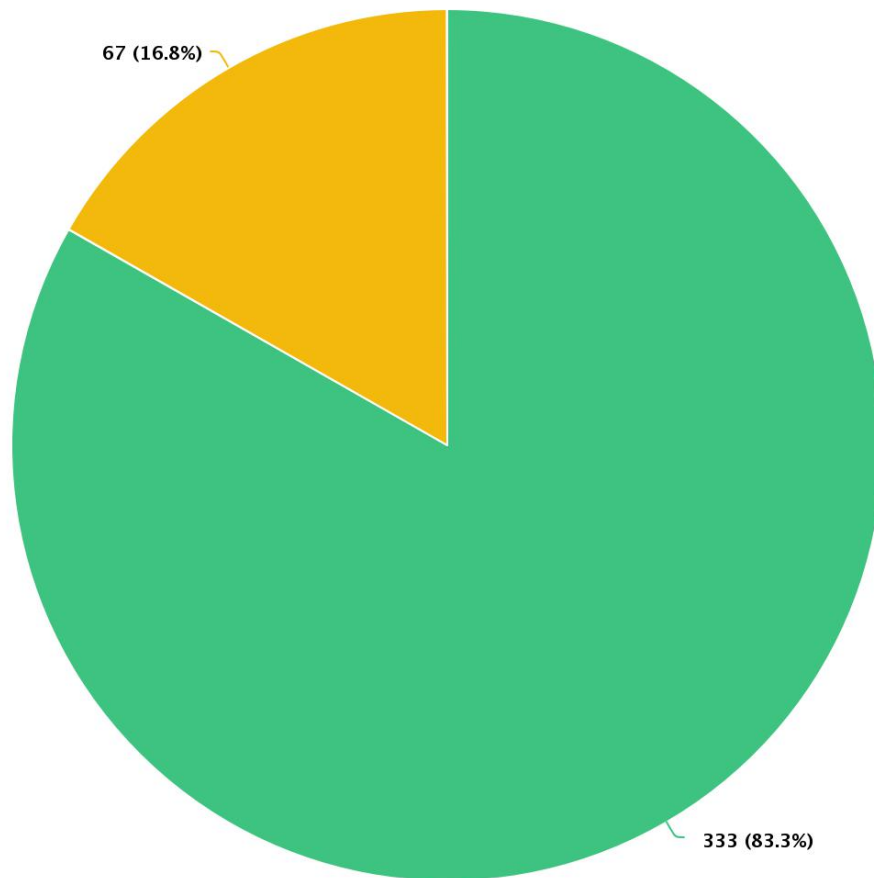


Question options

(Click items to hide)

☐ I don't live in Banff
 ☐ No
 ☐ Yes

Q23 Did your method of transportation change during the COVID pandemic?



Question options

(Click items to hide)

☒ Yes, please explain:
 ☒ No



Q23 Did your method of transportation change during the COVID pandemic?

17% said "Yes."

Comments:

Stopped or reduced use of transit (20)

- I stopped taking the bus
- I stopped taking the roam bus to Lake Louise for work.
- I used to ride a bike to work in Banff, now I drive to work in Canmore
- No longer using bus service
- I bought a car to drive more and no longer take buses.
- the #7 bus has been put on hiatus
- Would usually take advantage of Roam transit, and would share vehicles with friends. With Covid we Walked more, and also drove my own car more - to avoid sharing with others
- stopped taking the Roam bus
- I stopped taking the bus
- Stopped taking bus and walking. I only cycle and occasionally drive
- Ceased taking public transit.
- There was less bus times resulting in me driving to work which wasn't ideal
- No roam bus for safety reason
- Have used Roam much less frequently, have much less need for non self propelled transport anyway.
- My daughter used to ride the bus to work. As she has asthma, public transit during this pandemic is not the best idea. She drives or we drive her to/from work now. Safer for her.
- Stopped taking Roam (regional route 3) to Canmore
- Less/ no busses taken
- Stopped taking public transit, purchased a car and started riding bike more frequently.
- Not much Roam bus schedule

- I am driving my own car more, and taking less public transit.

Walking or cycling more/drive less (23)

- Began walking more instead of driving
- Because of the Banff Ave closure I opted to ride my bike to and from work when I could. However this is incredibly challenging as I have a child so it not only takes time that I should be spending with her but also makes dropping her off and picking her up from camps challenging.
- Biking
- We began cycling everywhere.
- Walk/bike more. Reduced car insurance and avoid gassing up
- We are driving way less to save on fuel.
- Wasn't driving as much -- mainly because we weren't going anywhere.
- We sold a vehicle and purchased an ebike
- More walking, less driving.
- Because of Banff Ave closure I no longer drive to and from work. I ride a bike - which I know you will look at like a good thing, but it takes time from my daughter (who is under enough stress with COVID and no school) and is complicated because I now rely on other people to drive her to and from day camp.
- Didn't drive for almost 2 months - walked or biked everywhere
- I walked more and took advantage of the quiet streets while Banff was closed to visitors.
- lots of biking
- More use of bicycle

- Bike everywhere, as driving in town is too stressful, grocery shop in Canmore as parking very limited in Banff.
- used my car much less
- I biked more. But I did not go out as often either. Less trips to the grocery store or Canmore.
- bike & e-bike not car
- Started walking more.
- Cycled more when streets were quiet
- biking much more
- Walked a lot more

No need for commuting (3)

- I now work at home
- Didn't need to go anywhere so just walked
- I drive less, as I am no longer commuting for work. I now walk and ride downtown a lot.

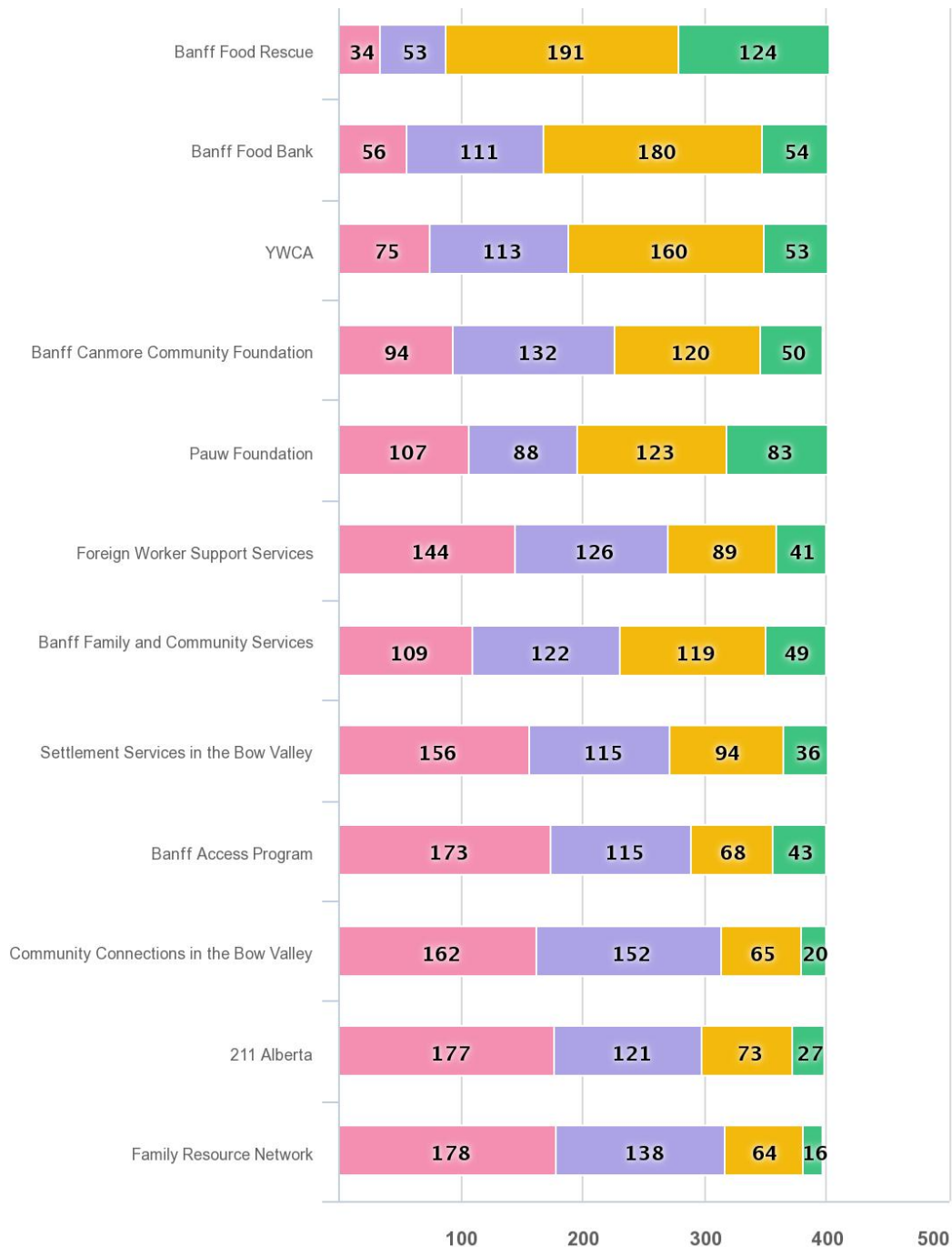
Drive more (3)

- I drove my car more to avoid being near people.
- Had to use my personal vehicle instead of staff transportation etc
- Used to walk or bike. But now use car mostly.

Other

- I normally ride my bike but there are so many road closures and we are no longer allowed to ride in the pedestrian area and Bear street shopping is a nightmare on my bike. So I have to zig-zag/backtrack in many places to achieve my goals.
- I bike as my main form of transportation every summer. And am doing so now.
I don't have a car, and I haven't been able to get out of Banff easily.
- No more carpooling with kids.
- Because of the difficulty finding parking near my house (otter st) I only drive when I have to. Most of the time biking everywhere because it can take up to 20 mins to find a parking spot
- Limited transpiration to and from Calgary making hard to access services not available in banff
- I was unable to ride my bicycle down Banff ave. Or wolf St. Or bear St. Or even the pedestrian bridge some days due to crowding

Q24 How knowledgeable are you about support services from the following local community organizations/programs?



Question options

(Click items to hide)

● Don't know at all
 ● Don't know much
 ● I know something
 ● I know a lot

Q25 How safe would you feel travelling using these methods in the near future?

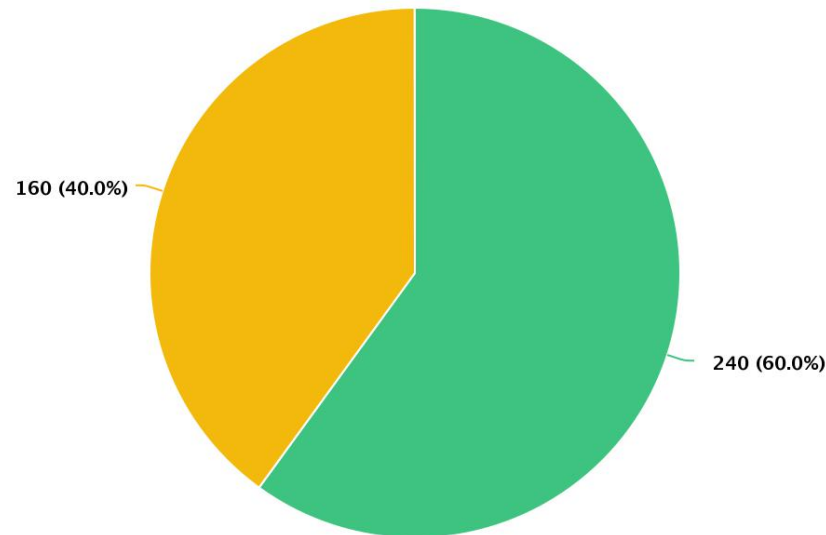


Question options

(Click items to hide)

Very unsafe Unsafe Safe Very Safe

Q Are you registered to receive an emergency alert (text or email) from the Town of Banff (banff.ca/emergency) in the event of wildfire, COVID outbreak, flood, train derailment, severe storm, human violence, or animal threat?

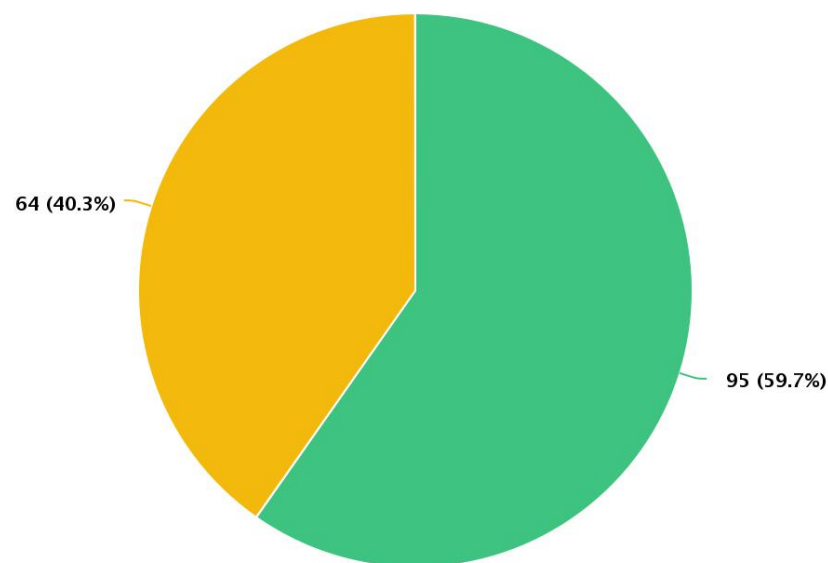


Question options
(Click items to hide)

☐ No ☒ Yes

If No, would you like to register so you will be made aware of any emergency in Banff?

Individuals who said they would like to register are sent an email with directions to sign up for Alerts.

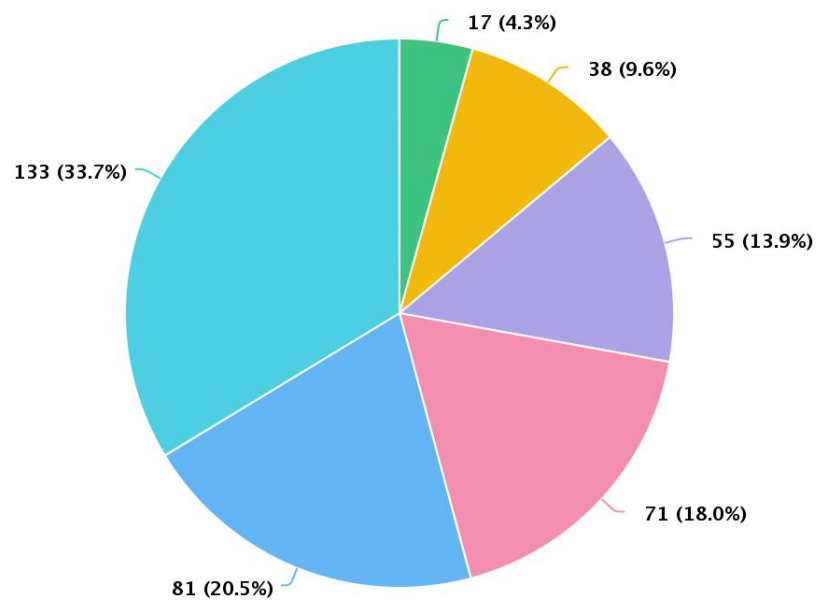


Question options
(Click items to hide)

● No ● Yes

Demographics of all Survey Participants

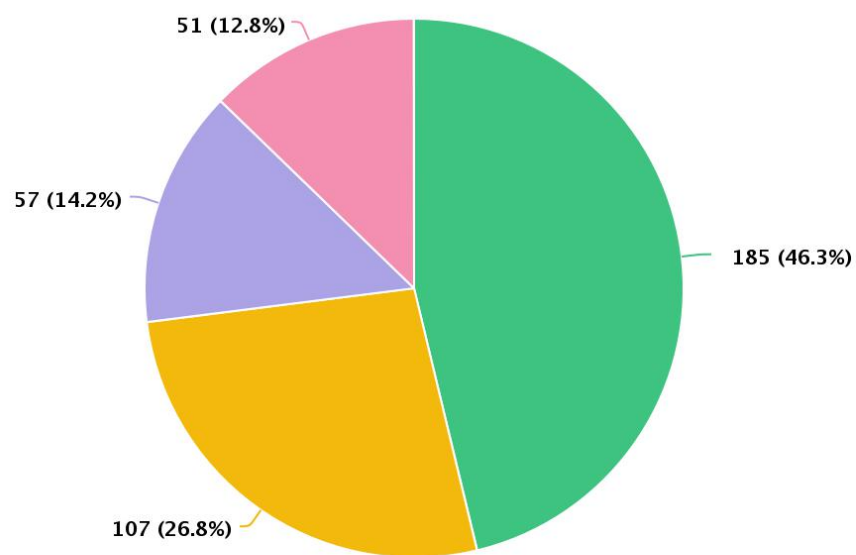
Q How many years have you lived in Banff?



Question options (Click items to hide)

- More than 20 years
- 11-20 years
- 6-10 years
- 3-5 years
- 1-2 years
- Less than 1 year

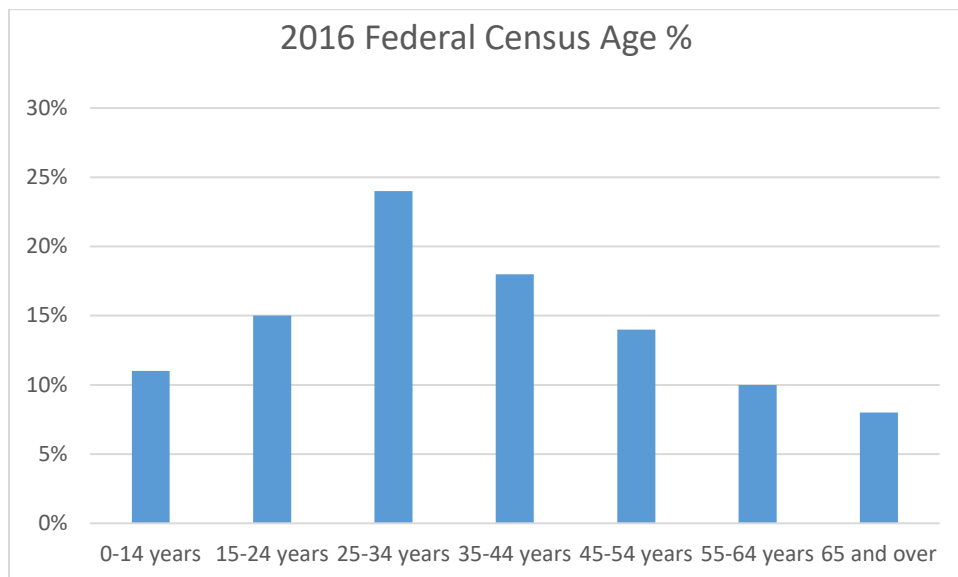
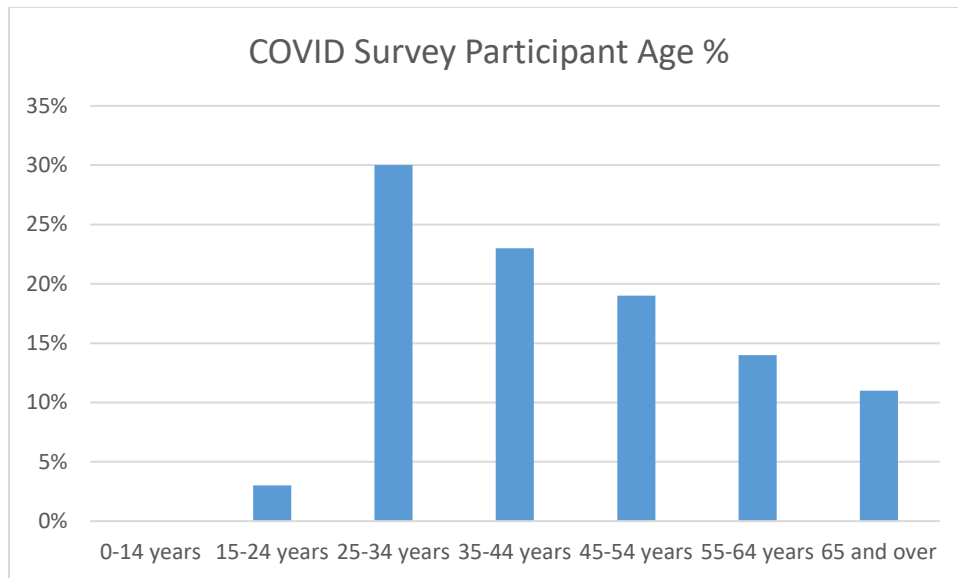
Q Would you say your employment is...



Question options

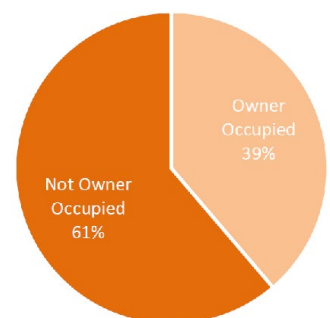
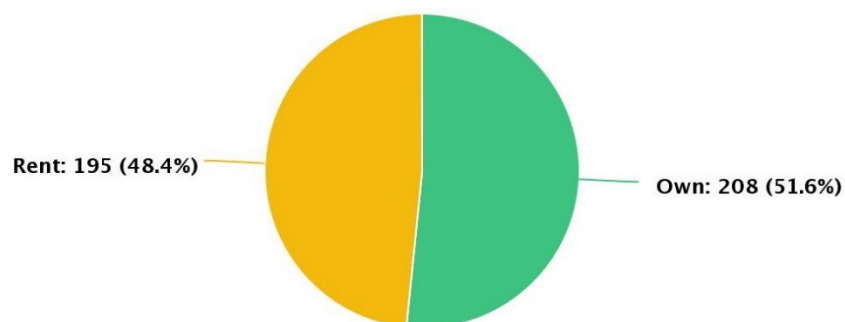
(Click items to hide)

- I am not currently working
- Not at all related to tourism
- Indirectly related to tourism
- Directly related to tourism

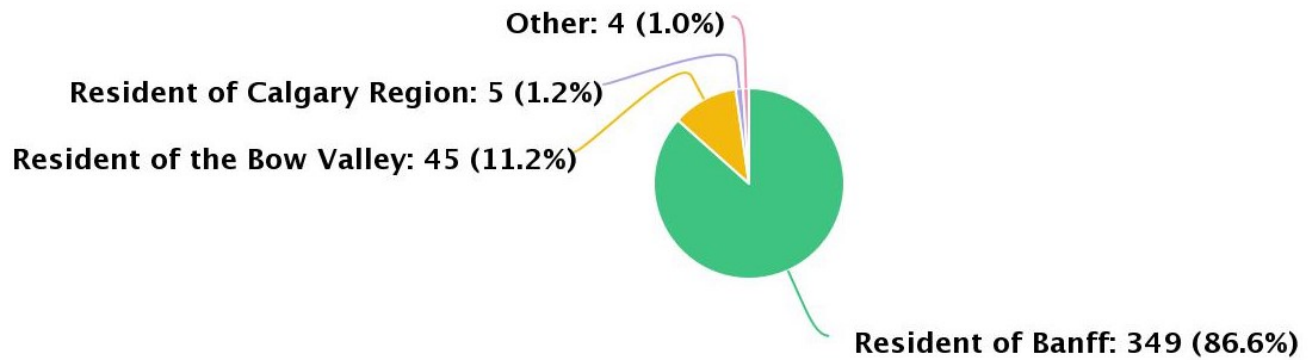


Do you Rent or Own?

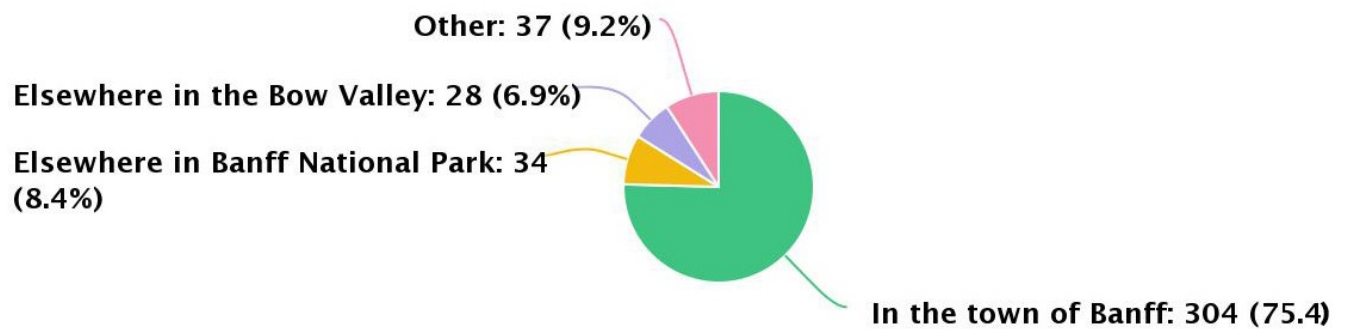
(2017 Town Census)



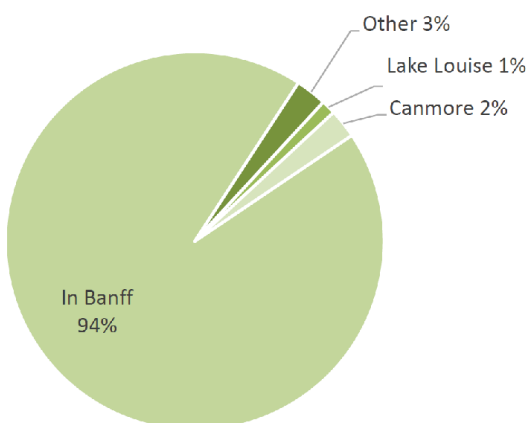
Where do you live?



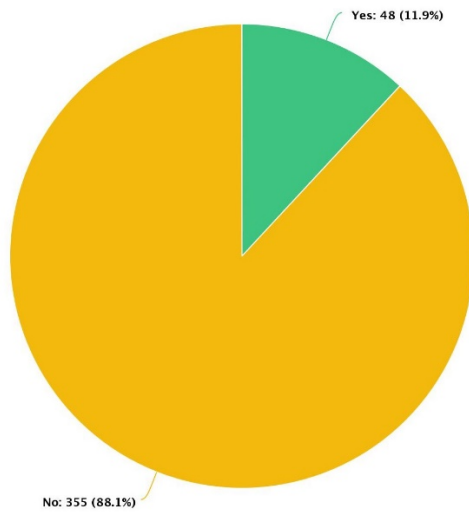
Where do you work?



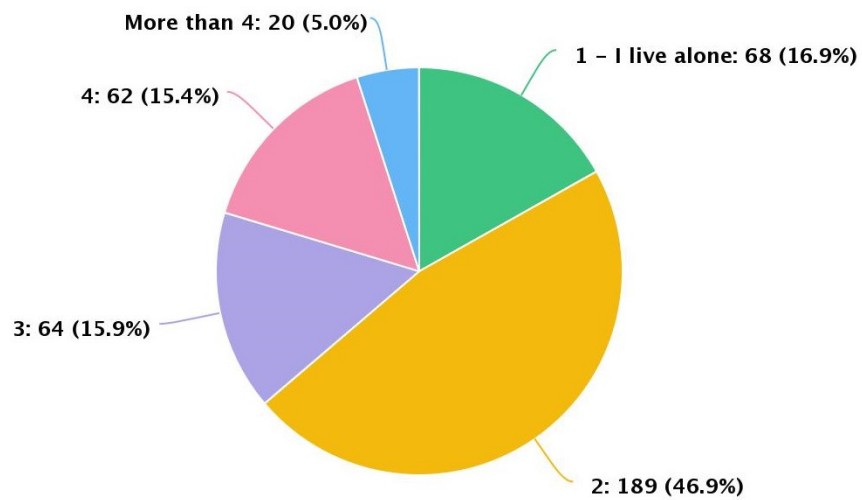
(2017 Town Census)



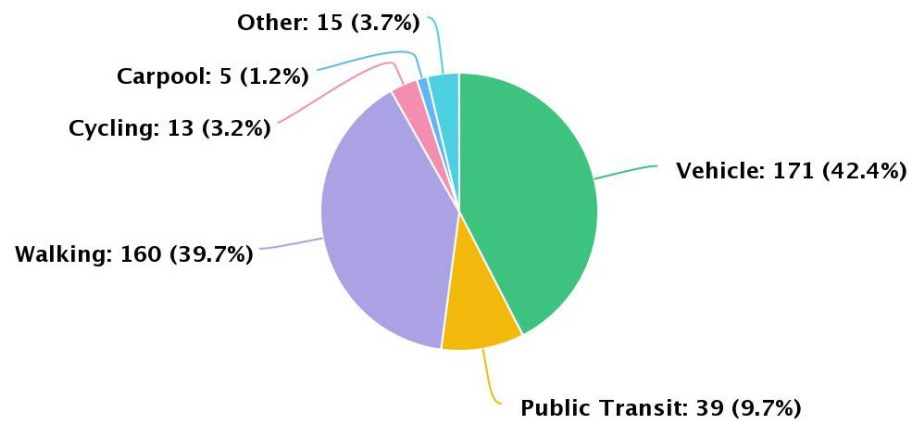
Do you own a business in the town of Banff?



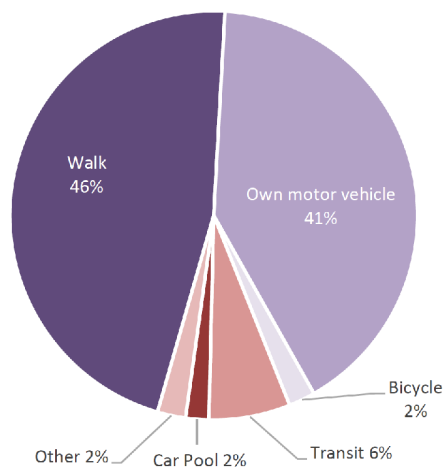
How many people in your family live in your home?



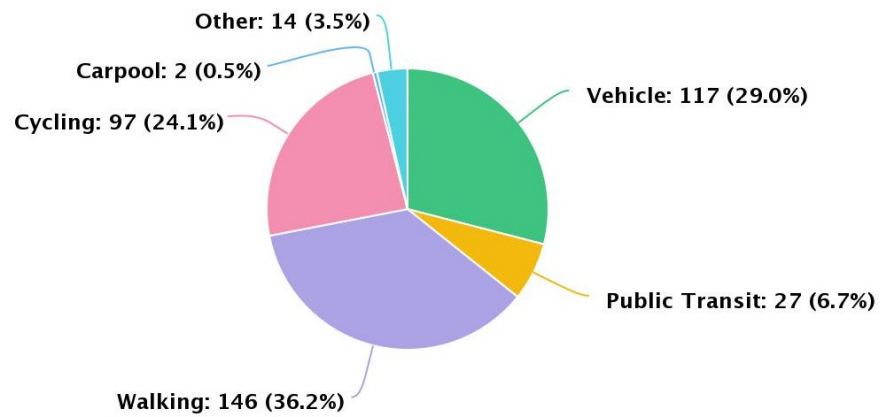
What is your primary method of commuting in winter?



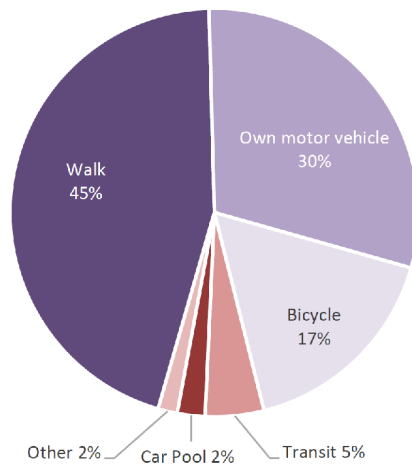
(2017 Town of Banff Census - commuting in winter)



What is your primary method of commuting in summer?



(2017 Town of Banff Census - commuting in summer)



Appendix - Verbatim Comments

Q11 What I like the most about the downtown pedestrian zone is:

Aesthetic/ Vibrant atmosphere (38)

- It feels like there is a festival every day. Very fun. Love the patios. People are happy and smiling and eating on the medians and kids on scooters... love it.
- The general feel is wonderful and relaxed
- Feels more relaxed
- Vibrancy - renewed atmosphere.
- I love the outdoor spaces for the restaurant's, makes it seem festive.
- The overall feel of downtown is more open, more of a market feel & looks great.
- It gives a more relaxed atmosphere and I believe it is necessary until avaccine is in place and available to all the public
- The added space to walk and the al fresco dining and shop features on the street create a lovely atmosphere. I live on Cave Ave and was concerned with how traffic across the bridge would flow given the st closures, but there have been no issues this year.
- How quiet it is without the traffic constantly moving down it.
- All of it
- Festive atmosphere
- Great photos of the mountains.
- peaceful and friendly experience, cleaner air,
- a sense of festivity
- Improved aesthetics of Banff Avenue;
- Atmosphere and increased space to walk. Made Banff Ave much more enjoyable.
- The vibe that it gives to town.
- It gave Banff an incredible buzz in a crazy time
- It provides a party atmosphere, and the flowers are attractive
- the festival - yet safe – atmosphere

- I enjoy the 'festive feel' however, this was not the intention any may be misguided in the advertising.
- Looks nice
- View of Cascade from the middle of the street
- Really cool vibe.
- av is very vibrant and it looks amazing .
- I looks much more beautiful without vehicles and waiting for traffic lights amongst hundreds of people.
- It looks nice
- Its cute.
- Less crowded, fun, looks good,
- Love the space to walk freely, and the European vibe
- Feels European
- Great atmosphere, the space and how businesses are allowed to be on the street- very engaging
- Great atmosphere for visitors and residents when walking downtown
- It looks festive, like there is something happening, very appealing with the tents and planters. Gives space to everyone & an opportunity for Parks and TOB to have a presence on the street
- Looks great, provides quaint walking space
- Beautiful space to take photos and take in the views etc.
- A lot of work and care was obviously done to make the area look like it is

More Space (38)

- Extra space
- Extra space from crowded sidewalks - Wonderful
- Less crowded, more room to walk, I feel much less frustrated

- More room, less stressful walking Banff ave.
- Creates a space to spread out in a high traffic area
- Space and being able to move
- More space to wonder around
- Everyone can spread out.
- More space and no vehicles
- Free to walk about with more space
- It's less crowded, great idea even without the pandemic
- More space
- The space! The sidewalks are far too small to support Banff tourism, COVID or not
- Space, freedom to walk, less pollution
- Extra walking room
- Fewer vehicles, more ambulatory space, less hurried environmental feeling.
- the open space concept
- more space for walking,
- The extra space and it seemed to drive people to park at the train station.
- The open space. Great for walking and less congestion.
- The Space and the open feeling
- Space.
- Freedom to stay off sidewalks
- More space
- Added space for visitors to move around.
- More room
- More room to walk, and restaurants have more patio room.
- Space
- Space room people focused Space to walk,
- Room to walk
- The extra space and the ease for people to take picture in the centre of Banff Ave
- It allows space to walk without crowding
- It seems like a more environmentally solution for our little park town. The

crowds on the sidewalks are now spread out.

- on and along the street; eliminates parking along the two pedestrian zone blocks thereby forcing people to walk more.
- Created more space to distance for visitors. It was a welcoming atmosphere.
- More useable outdoor space in the summer is good. Everyone wants to be outside when the weather is nice.
- Puts People First! And feels great to walk down the middle of Banff Avenue

Safer (Socially Distancing provided safety for Visitors 29) (Masks 9)

- Feeling safe, free masks
- That masks are being enforced now and it's easier to distance a mask.
- Active presence of bylaw/ mask team
- Mandatory masking
- Giving out masks, and having people out to remind others to put them on.
- Masks are mandatory
- That masks are mandatory now, before it was not possible to keep 6 ft mask free.
- My husband is 70 and likes to go for a walk each day. I know now he will wear a mask and be safer. I can relax.
- I feel it did make it feel safer for visitors
- Allows us to enjoy Banff Ave while feeling safe.
- Also our visitors and our residents feel very safe by not being forced to be on crowded sidewalks
- Safer.
- Space to allow social distancing and for businesses to have a larger capacity during COVID-19
- Safety,
- Increased ability to Social Distance - much safer!

- It allows for people to spread out more, and for people to feel safer at restaurants
- it allows physical distancing for those who choose to.
- There is ability to walk down the street rather than the path which enables me to be physically distant from many other pedestrians.
- Promotes active transportation, promotes safety
- Allows for some social distancing.
- The open space
- people can keep safe distance
- makes people feel safe
- it works in a Covid19 year
- People not walking right next to me, but then again some still do
- good enough space for social distance. no longer worry about bad manner visitor drivers at least the downtown
- Not needing to worry about tourists who just step out into traffic to get photos with Cascade.
- Being able to stay an appropriate distance from other people
- the ability to help facilitate social distancing, and creating a walking downtown.
- It gives more space for people to travel freely and practice physical distancing.
- Walking and bring able to spread out.
- You can actually have the liberty to walk with 2 meters physical distancing
- Extra space for visitors to maintain physical distancing
- It allowed for more options to
- physical distancing by being able to use the whole area and not worry about
- walking into the road to avoid someone.
- Social distancing,
- the wider areas for pedestrians to better socially distance

Being Car-Free (31)

- Better environment with fewer cars jockeying for parking
- The lack of traffic on Banff Avenue - I live on the 100 block of Banff Avenue
- Car - free is the best! More ability to walk, more pedestrian friendly.
- It's novelty, it was nice to try out and see how it feels to walk down the middle of the street.
- finally a chance to stroll and shop, eat and enjoy Banff Ave without cars!
- I prefer pedestrian spaces without cars, I think it was a hit with tourists and most locals
- Pedestrian & bike friendly instead of car focused
- the lack of vehicle traffic, plain and simple
- No cars,
- Long overdue to close Banff Ave to traffic
- By diverting day users to that parking lot by the train station, it has significantly reduced the amount of traffic across the bridge because people aren't just 'driving around' Banff, but are actually getting out of their cars. No line ups on Mtn Ave!
- not car focused
- No cars, bikes or horses. Lots of room to walk.
- I like pedestrian zone. I think more thought has to go into traffic flow. Example making 4 way stops on Otters St.
- No cars
- Freedom to wander around and safe from cars driving everywhere
- No cars makes this quiet
- The absence of cars and using it as primarily pedestrian zone.
- Walking on the street with no cars
- car free
- no cars, finally!



- No cars
- More pedestrian friendly
- I love being able to walk on Banff Avenue and the lack of traffic
- No cars
- Fewer cars
- It's good to see less car traffic.
- It has has a great peaceful feel to it versus having cars driving on the streets. You can enjoy the avenue much more and all the great views as well
- A space for people instead of cars.

Good For Banff Economy (26)

- Helps businesses, provides a tiny bit more room for distancing
- addition to the Banff experience. I think the town has done a fantastic job
- implementing and helped businesses maintain viability during tough times while also maintaining safety
- For me, during COVID, I don't like it, but for businesses it's good.
- the outdoor retail spaces
- It allows businesses to add outdoor seating/setup to partially make up for the lower number of tables/space inside due to distancing.
- May encourage more shopping and spending time in the core
- Right now I like it because it is better for businesses.
- Better for the business, more spaces for tourists
- I liked the outside terrace options for restaurants. I sure hope they didn't have to pay a fee to do that. They are already suffering with the ridiculous spacing requirements within the restaurants!
- It gave businesses more opportunity to make some money during the pandemic. In winter this probably won't be an option. I think it made being on Banff Avenue a much more enjoyable

- experience in the summer time and allowed people to social distance
- The room allows people to saunter and linger. It's great for public life and businesses must be benefitting from it greatly which is particularly great in Banff, considering the tax split.
- Businesses being able to allow for social distancing, restaurant specific for extra seating due to 50% capacity indoors.
- Better for both businesses and visitors.
- allows businesses to maintain level of business
- Good image for Banff
- Keeps people safe while supporting local business.
- The added capacity for businesses on Banff Avenue that have lost a lot of space inside their building. it gives these businesses a chance to maintain some revenue while being strongly restricted about how they can do this.
- more foot traffic = more spontaneous shopping = more business for the same amount of people
- It's good to see support for businesses and less car traffic.
Helping to keep restaurants open for business, very concerned for business well being into Fall
- It's good to see support for businesses
- It has created a hub for businesses to remain busy
- The fact that the business can try to survive in this difficult time.
- without it my business and other business would likely not have survived this pandemic.
- good for business

Patio Space (25)

- the patios
- More room for restaurant patios.
- Patio seating
- The patio spaces
- Bigger patios for restaurants

- The outdoor patios are beautiful and create a great atmosphere for both visitors and locals. Additional space on the side walks is appreciated.
- Slowing restaurants to seat more people
- I love seeing the tables & umbrellas
- love the atmosphere
- The general feel of the street, priority given to pedestrians
- Loved everything about it! It felt like a lovely European town square with sidewalk cafes and families gathered. All the irritation of visitors crossing against lights, standing in the street for photos, etc were gone.
- Seeing people enjoy it
- Patios, I like how restaurants and bars can have more outdoor patio spaces
- Outdoor dining,
- The outdoor dining,
- More outdoor spaces to eat and
- Extra space and patio areas for bars and restaurants.
- Outdoor patios, less noise pollution,
- the patios
- To have more space to walk! To have patio to eat outside!
- Added patio space - this is how I make my living.
- A nice contrast to the chaos of Bear Street (an insane idea).
- It's the right way forward
- I love that businesses along Banff Ave can now have patios and if this is long term, they can increase overall seating which is amazing for them all!!
- outdoor eating spaces,

Flowers (20)

- (7) Flowers look great, Flowers, Flowers, Beautiful flowers, The flowers! the flowers, flowers,
- Landscaping,
- I also think it looks very nice with all

- Beautification
- The planters Like the flower planters, very beautiful flowers! The flowers are lovely.
- The sunflowers.
- The flowers look nice.
- It looks great and has a fun feel to it.
- It looks nice
- The flower planters
- Planters,
- greenery
- beautiful flower boxes,
- much more plants and other greenery

Freedom of movement (20)

- I can avoid the tourist hotspots easily and plan my routes better.
- It has made it easier to move quicker while walking downtown banff
- I do like that it created free movement and a fun relaxed atmosphere
- downtown.
- I can cross the street everywhere, it looks good.
- Makes it nice to walk freely around all of the shops too without worrying
- about traffic
- I can walk through Banff ave without a traffic jam of people
- Easier to get around
- Freedom to move around and keeping physical distancing.
- being able to walk freely along the streets
- I can get away from the wandering tourists on the sidewalks.
- I could walk and bike around easier.
- Being able to navigate around large clumps of tourists
- Ability to access businesses on both sides of the street without having to wait at Cross walks.
- Quicker for me to walk to work.
- Safety for pedestrians

- There is less of a risk of getting hit by a vehicle on Banff Ave due to visitors not paying attention/not understanding the crosswalks which was always a concern for me.
- Able to usually walk there without being shoulder to shoulder, like the sidewalks of summer usually would be
- More safe space for pedestrian.

Should be Permanently Car Free (19)

- always a pedestrian zone (rustic fencing, planters etc)
- Feels nicer with no cars around. Banff should be a walking town with no vehicles allowed in
- Having banff ave closed was amazing - it should always be that way – with some changes
- There are no cars and it's nice to walk on Banff Ave. It should be this way year round.
- Have always wanted this. But FAR more has to be done managing private
- vehicles coming into town. Too many trolling the residential streets looking for
- parking still!!! Should stay car free.
- Beyond the pandemic I think the pedestrian zone is the way to go.
- Wide open area for people to mingle and hang out. It would be great after COVID is dealt with.
- In another summer I feel it would be good to do provided traffic is sent to the train station lot.
- I think this would be an AMAZING addition to our town in winter as well. Even when this pandemic is over, would be great to see this pedestrian only area continue!!
- Please make this permanent. No cars
- I love the idea, and would like to see it in the future. Would like to see more
- Feels safe. Lots of space. Neat way to browse. Allows crossing for shoppers

- without concern for traffic. Should be in place every summer fr now on
- variety, "street vendors" offered and not just the same restaurants. Otherwise keep it going. For next year ban RV's from town this will help with traffic.
- Closing Banff avenue and make it pedestrian Zone only.
- All the patio on Banff Ave Street is a great idea, I really hope it will come back every summer.
- It should have been done regardless of Covid
- Really think it is a great opportunity to continue doing!

Sense of Community/Quality of Life (13)

- This area is so much more welcoming to everyone. I believe people stroll longer and have more time to look at each and every business rather than being scurried along by the mass crowds
- Having a true community feel is fantastic!
- I like it for regular life. I think it improved the quality of our town and its attractiveness as a tourist destination.
- I actually want to go and spend time downtown
- Good vibe! Love the freedom to wander the street.
- Has a better feel to it. Traffic flow for getting across the bridge is much better than previous summers due to the increase time for left/right turn signals
- Great person friendly environment - very attractive to visitors
- It connects the town with people again. Instead of traffic over ruling everything.
- It gets people out walking more and people need that right now.
- It's the first time I've ever seen locals hanging out on Banff Avenue. The space and freedom of movement made the

downtown a destination for people and not for motor vehicles. We could keep our 2nd floor office window open!

- Feels more like a community, forget about the Covid business, it should be cobble stone street, business keep inside of their own buildings when Covid over. Create gardens, sitting area, walking zones
- summer feeling, close community
- Welcoming, safe place for visitors and our community

Less car noise or fumes (11)

- The lack of air and noise pollution beside my place of work.
- Also nice not to be sucking Diesel fumes.
- No traffic at all, more quiet no fuel smoke, good for environment
- The atmosphere of a downtown commercial zone without the interruption of exhaust, engine noise etc.
- The exhaust from the traffic causes extreme air and noise pollution in my home - and it's a good strategy moving forward for Banff to be more bike and pedestrian friendly
- Less fumes - cleaner air
- Peace and quiet. No disgusting vehicles polluting the air
- No exhaust car noise on Banff Ave - it's so much more enjoyable
- less traffic, noise and smell of cars and tour buses.
- less pollution,
- I hope it means less car emissions!

Felt safer with no cars (10)

- It seems more leisurely for people walking in Banff Ave now.
- I haven't felt like I was going to get hit crossing the streets once this summer

usual summers it's between 10-20 times.

- It is easy to cross the Banff Avenue. Safe, there is no stupid driver on the Banff Avenue.
- No more tour buses and late night intoxicated drivers drag racing after last Call
- easy to explore the town safely
- safer for young children to walk everywhere no worries about cars
- Safer for crossing the street - no more random jaywalkers in traffic
- Nice to walk on Banff Ave without worrying about cars, not being confined to pavement
- No vehicles or traffic impeding walking.
- No cars, and safer to walk without being crowded.
- More Space and safer roadways for pedestrians and drivers. If it was open for cars and people are trying to social distance then we would have more issues with pedestrians and vehical transports

Enhanced Visitor Experience (10)

- Good Marketing to bring visitors back to town.
- It offers a much needed and welcomed visitor experience. It also helped immensely with traffic congestion downtown and got people walking. The smile on visitors faces (pre mask bylaw) was widespread and you could sense and feel their enjoyment.
- Great way to allow space for visitors to spread out instead of being restricted to sidewalk. Very scenic.
- improved customer experience even as volumes increased.
- Nicer guest experience.
- I've being in Banff for 43 years and I've never seen visitors so happy .
- Visitors like it

- It makes a beautiful impression of our town, and offers a lovely way for
- people to sit in the street and dine with the mountains in full view. It keeps my immune suppressed body safe. I have been able to consider going into public spaces
- The open road is nice for visitors
- The “look” and the PR boost

No Bikes (4)

- no bikes allowed
- no bikes
- The signs that enforce the rules. NO grey area. No bike riding!
- No cars, bikes or horses.

Neutral (4)

- It was a good year to test this idea. Still crowded but I don't spend much time
- downtown anyway . We've also had good weather for all the outdoor space
- Not sure people still walk in groups, on the street or on the sidewalk
- Haven't had a chance to visit it yet but driving by it looks neat!

Q12 What I dislike most about the downtown pedestrian zone is:

Tents/Aesthetics (75)

- Zigzaggy because of circus tents and carts and tables
- It's even harder to allow the 2m social distancing with all these setup
- Still too much crowding, not enough space due to tents in middle of road, zero social distancing
- The tent defeated the purpose of even closing down Banff ave as it ended up
- Too many large tents and obstacles, needs to be umbrellas and more equitable representation.
- Too many tents which limits the space for distancing.
- The ugly tents that crowd the walking space.
- Allowing businesses to block the entire lane and putting up giant circus tents. It completely contradicted to close Banff avenue and make it pedestrian zone. Perhaps some open lane would have been helpful. People don't like to walk zigzag.
- Of course it's about the restaurants. Somehow Banff has made it unfun and not very vibrant. It feels like a highly corporatized outdoor environment. It has no energy
- When I first heard of it I thought it was a good idea. However the one time I passed through it (7AM) I was disappointed that at least on the west side the entire driving lanes (curb to curb) had been taken up by tents. Forcing pedestrians to the east.
- The event feel. Too busy. No possible way to social distance. Was told it was to create a safer space to maintain social distancing - but that is IMPOSSIBLE
- Although safety was the reason I go behind the street closer it backfired with the tents and have people on the sidewalks not in the street. It would be the tents taking up valuable space
- Putting the tents up created many bottlenecks making social distancing impossible.
- Businesses being able to put up huge tents on Banff Ave significantly limiting the space needed to properly physical distance.
- There are too many tents and I find that there are not many restrictions on how large the establishment tents are. Reduces the area where we can walk distantly
- No uniformity in the tents/patio structures. Also a lot of businesses on Banff Ave with patios are not following proper AHS sanitizing procedures.
- It was done was to allow restaurants to have people sit outside. Businesses put up tents, basically creating indoor spaces outside: defied the purpose.
- originally we were told it was to spread out then I saw the tents so not truthful
- Tents act as a pinch-point.
- Purported purpose was physical distancing, though in reality restaurant tents drastically reduced distancing. Restaurant tents were plugged into town electricity. Traffic and parking were disastrous due to Bear St. closure.
- Tents - but understand that the decision was made so quickly that businesses had to figure out the best thing possible for their business – with minimal investment until it's confirmed that it will be done in summers for the future.
- Restaurant tents taking up too much room on the street. Restaurants service ought to be restricted to the sidewalk immediately outside the establishment, keeping the road surface available for pedestrians to safely distance.

- Tents could be improved, dismounting from bike at low use times, mask use outdoors in general.
- I wish we had the whole 2 lanes to walk down instead of having to dodge tents and restaurant seating. Seems pointless to me in the covid fact. I agree it's good for business, I just wish there was a better implication.
- Tents make it look like a circus.
- The tents are taking too much space on the road!!! It's even more complicated to walk by zigzagging between the big tents. They should only occupied one lane of the road (and not two).
- uneven patio setups cause it to vary between super super crowded and quite empty
- too many obstacles (planters, tents etc) to navigate around
- Tent
- There is no extra space to walk because businesses have taken over the road. So the sidewalk is just as crowded. Does not help with social distancing whilst walking
- there's far too many tents,
- it encouraged people to congregate more in one spot, then the tents make social distancing very hard to do.
- Tents taking away the open space
- The white tents and not being able to walk on the road on the west side of Banff Ave due to the white tents
- I think the tents have defeated the purpose of creating more walking space. From what I observed in the 100 block the sidewalks were just as crowded as normal. The tents also created a disadvantage to any business that did not have access
- biggest concern is the size of some of the tents. It really made those parts of the streets busier and takes away from the extra room. For next year I would be concerned with the return of tour buses etc. Traffic would be brutal.
- The restaurant tents although I understand it is good for their business. My initial thought was that it was for pedestrians to move more safely at a distance. I think the restaurant tents take away from distancing measures for pedestrians.
- The purpose was to allow social distancing but it actually prevented it with all the tents. I only visited the Downtown Pedestrian Zone once all summer, not worth the risk in my opinion.
- erecting tents was counterproductive. Social distancing isn't always possible as the space is reduced and the initial good idea nixed
- Tent distribution unfair to certain businesses only, some restaurants got nothing. Better to leave space to walk. Tents should not be permanent when capacity is not restricted anymore.
- My understanding was that the streets would be open to create more space for pedestrians to walk, but businesses have put tents taking space away
- The positioning of the tents needs more planning as there's a bottleneck area around McDonalds
- Allowing businesses to set up tents completely negated any effect you might have had by closing it. It increases crowding. It increases your chance of getting Covid as there are people in large groups at a bar not wearing masks because they are drinking.
- with less space for pedestrians
- All the tents and patios funnel people into small areas
- The unappealing visual of the tents
- It is more of a carnival midway than a safe pedestrian zone. perhaps need a Ferris wheel and a zipline.
- The big white circus tents went up and the businesses pushed out into the street causing congestion.



- I hate seeing tents, they are taking up too much room & make it look like a Farmers Market
- tents and carts and tables.
- the tents, the size of some patio's - the tents were visually disruptive, made it feel like a circus and took up way too much room and created pinch points. Those with patio space should have been allotted Banff ave space.
- The tents you allowed to be erected on the street. Makes social distancing not possible. Only makes the main street restaurants more busy than second floor or off street businesses
- To much space was taken up by business and there circus tents instead of leaving it vacant for social distancing.
- All of the pedestrians. But seriously, the tents are ugly they could look more natural
- The shops that have clothing etc outside. Looks so tacky and makes it look like a market - feel like there should have been a uniform so everything had a similar look to it
- Some tents are not looking the nicest.
- too cluttered with tents! Has the appearance of a market or circus.
- it doesn't look good anymore with all the tents in the middle of the road.
- The gaudy tents and clothing racks.
- The terrible shops popping up, I mean who wants a crappy wooden stall selling cuddly toys, this is a national park not a theme park
- The Circus like tents
- the tents were an eye sore and should not have been allowed they took away from the scenery of Banff.
- The tents and merchandise all over the street looked cheap and tacky.
- Looks and feels like a circus with all the tents.
- The tents make Banff Ave look like a Circus. They have taken up so much space on the street

- Style and number of "tents" for business does detract from the overall experience. I agree that it is necessary this summer for businesses to survive, and I would like to see the road closures happen every summer, but without the business tents and patio
- Dirty and crowded, like a bad carnival
- the big white tents
- The tents for restaurants are sporadically spaced out, so you constantly have to weave in and out around them, would prefer they restaurant areas were on sidewalks and then we could easily walk straight down the road. Feel pushed into strangers sometimes.
- the circus tents are UNSIGHTLY.
- some displays looked junky!
- I am not sure I love the tents.
- Retail displays
- Restaurant tents and areas are too big - should only take up 1 lane.
- Visually unappealing
- The stupid tents which take up the entire road and negate the entire purpose of widening the sidewalks.
- traffic disruption and circus tents
- Crowded. Zigzaggy because of circus

People are not social distancing (70)

- Still lots of people not distancing.
- It is extremely crowded and impossible to social distance
- Impossible to maintain social distancing, The outdoor seating for businesses does not allow for proper social distancing of pedestrians.
- Still lots of people not distancing.
- It is extremely crowded and impossible to social distance
- Impossible to maintain social distancing. Crowded.
- The outdoor seating for businesses does not allow for proper social distancing of pedestrians.

- Needs enforcement and or education later in the evening. The "antimaskers"
- The fact that restaurants were able to spread out, defeated their purpose of allowing more space for social distancing.
- Although everyone is wearing masks, they do not socially distance
- Social distancing definitely isn't happening. People seem oblivious
- People still don't distance there when walking.
- A lot of people in this area don't respect the physical distancing protocols, don't know how to wear and handle their masks properly, they walk in big groups and don't move or make any effort to allow you your space. I use the alley behind Town Hall.
- Well if the reason was to allow more social distancing having shops on their defeats the purpose. I do like it though
- Have patios for restaurants. But that then takes away and has pedestrians funnel back onto sidewalks
- Seems as though people do not fully understand it, and still use the sidewalks. As a local, I'm always walking down the middle of the road and see that the sidewalks are still as busy as ever.
- That all the extra restaurant patios reduced space for socially distancing on Banff Ave but not enough space too many people
- It did nothing to help with social distancing It only helped the restaurants get more people to serve.
- Still no social distancing
- Still lack of social distancing
- It didn't reduce crowding at all as the majority of visitors still cram into the sidewalks
- no social distancing,
- Too many people and it is still very crowded
- Too much crowded
- Some of the bottlenecks like between the Balkan and the Keg: difficult to keep a distance between people.
- Hard to keep distances with others.
- Congesting it with businesses defeats the point of spacing for Covid.
- the sidewalks are just as crowded as ever, making Social Distancing nearly impossible
- The restaurant and store tents that were added created more crowding and less space to social distance, lots of people do not wear their masks properly and are in close proximity to others.
- it gave people the false sense of safety and still didn't wear masks. People should have been given tickets can't say it is mandatory/required and not enforce it. People learn it isn't really that serious.
- visitors unwilling or unaware to distance - pinch points with not enough room to distance at times. Too crowded on weekends
- Still have too many people not wearing mask on the area
- Increased traffics and parking issues. We require more enforcement. Though most of us are here to welcome guests we must remember that we also live here and safety for our citizens and children is just as important.
- Make it then screw it up with all the tents and retail venues thus removing space for social distancing
- The lack of ability to social distance
- That laws aren't enforced, and tickets aren't issued to violators
- People with no masks or masks below their noses.
- By law/rcmp presence isn't as strongly felt during week days
- Caribou street on the maple leaf stretch is really hard for social distancing. The masks made me feel better though!



- White circus tents, not enough public seating, too crowded on roadway to walk.
- Many tents occupy too much of the street, especially Caribou St is very crowded and hard to get by.
- On weekends it does not feel like there is enough room to socially distance, there are still hundreds of people on the street and the tents of the businesses have taken up the majority of the space.
- If you originally made it wider for pedestrians, don't allow business to serve food there where people can take off their masks and force others to crowd on the pavement again
- Now it is getting too crowded with commercial businesses selling everything. Step it back a few notches, more like in Europe. This street should be for pedestrians NOT extended uses for stores, etc in the long run.
- It is way too crowded,
- Too many booths and restaurants. The idea was to create space but people still had to get close together. the street should be empty.
- It doesn't provide space to practice social distancing. People are walking past food being delivered to outdoor seating areas. Restaurants should block the sidewalks for their patios and keep the middle vehicle lanes open for pedestrians.
- that Business space has encroached on actual pedestrian space, making the space available for physical distancing less. that servers have to carry food/drinks over the sidewalk to the street. Tents make for even less accessibility for special needs.
- Most people like to gather in groups without thinking other people's safety
- I don't always trust that others in the zone are as aware as others – getting too close, walking or overtaking you as

they would any other time. Some behaviour causes anxiety.

- small space to keep safe distance
- It took too long to have a Town presence to enforce mask use, distancing, no bikes.
- People who don't cover their noses with their masks.
- Mandatory mask
- It's saying it's okay for tourist to visit and spread their germs. No one is ticketing non-mask wearers.
- How cramped it is with businesses which negates the idea of being able to support physical distancing. I also live next to the area and worry about the traffic it would cause in a "regular" year as it's been pretty bad
- I still don't feel safe as a lot of visitors don't care about social distancing and I still see a lot of people not wearing masks. I have to tell people daily to move three steps over from me.
- The peace officers not talking or approaching pedestrians without mask on. It seems they're more interested giving parking tickets and talking to the Banff Mask distribution staff, then in force mask wearing.
- People not wearing their masks
- The congestion and the ignorant people who do not wear masks or make up bullshit excuses
- It was clearly done for the businesses and not for pedestrians. Look at streets like this in Europe for how it's done. Should be more pedestrian friendly especially with the pandemic, no room to
- social distance
- Visitors still not intentionally distancing themselves.
- It wasn't a good place for social distancing
- Most people still crowded the street not using the extra space. Making it difficult

to cross the sidewalk when serving on the street.

- I has taken up so much social distancing space that's I now walk the alley ways and not on Banff Ave
- All of the pop-up tents take away the extra walking space, to allow for proper social distancing.
- The amount of outdoor restaurants and tents. I wouldn't like my food brought outside past crowds of people to my table outside anyway.
- On 100 and Caribou businesses expanded so much onto the road in places there were choke points and not enough space to physically distance.

Too crowded (51)

- Too crowded due to uncontrolled/unlimited restaurant usage of the area.
- Too many visitors from out of town.
- Too many people and maybe have restaurants only on one side for more pace
- Lineups on sidewalk
- Too crowded on Caribou, forces everyone on the sidewalk as there us no walking space in the street.
- Would be interesting to see a street rebuild to better accommodate pedestrians
- It is crowded. I don't think it has helped with social distancing much because he patios force people into narrow corridors in many places. There are too many tourists for safe distancing, so I avoid it whenever possible.
- too high number of tourists
- Too crowded due to uncontrolled/unlimited restaurant usage of the area
- Still need to manage the private vehicles coming into town. As a longtime resident I know to avoid downtown anyway. It's FAR too busy,

especially now. People still crowd the sidewalks!!! That's where the "shops" are. Lots without masks too. Keep trying!

- Being touted as "safer" for crowding when really it's packed with people due to restaurants and shops taking up space on the street
- Too busy, it's its own attraction now.
- Physical distancing isn't working.
- As a local I'm not using it . Too many visitors
- With extra services on the street, the street seems crowded.
- The fact that there is no space now to social distance and I won't even walk through there.
- Crowding and mandatory masks.
- It can often be quite crowded
- People still crowd the sidewalks despite there's being more available space
- in the street
- Still packed full of people on wknds.
- Many people do not practice physical distancing - even though there is
- space.
- It creates pedestrian bottlenecks which defeats the purpose of giving people more room for social/physical distancing.
- more space
- Too crowded with tents - circumventing all the tents funneling people defeats the purpose of social distancing
- While I understand the need for outside restaurant seating, it does make the remaining area more congested for walking.
- Way too crowded with the tents on the roadway.
- Very crowded
- The amount of businesses using caribou street, feels very crowded
- Didn't decrease crowding
- most people don't even walk down the street. mostly crowded in the sidewalk still.

- Too many visitors are here. It is sooo busy. Without Covid it would be great
- Sidewalks still quite crowded
- It has made the downtown too busy. People are coming here to just walk Banff Ave.
- There are too many tourists at the moment
- You continue to encourage tourism without any regard for capping the number of visitors in town or at the hotels, there is no required screening/testing in place, or any kind of COVID protocol for tourists. Anyone can visit - without repercussions..
- with the patios there's not actually space to distance
- People are not social distancing,
- The original intent was to remove crowding from sidewalks, but the commercial recovery aspect became too significant. I love the idea of beergardens on Banff Ave but buseinss space should have been limited to one side of street for clearer walking paths.
- Because you have added it all of the tents etc for dining establishments, it has not really reduced crowding. Furthermore, if we were at regular visitation levels, the traffic crossing the bridge would be untenable.
- Businesses over ran the streets with patios creating very limited space for pedesterians. The point was to encourage distancing but on banff ave and caribou it's so tight due to the patio barriers, you're forced to squeeze next to people
- Touted as this massive covid precaution when all it's done is increase pedestrian density (I still do not disagree with it being implemented, but is disingenuous to say that was the result)
- patios were too big especially near Starbucks
- Allowing some restaurants to take up so much space, and other unnecessary

booths when the area was originally ment for people to space out.

- The patios could be on the sidewalk, directly outside businesses preventing running food thru busy sidewalk.

Traffic Diverted to Residential Area/Visitors parking in residential areas (35)

- There was no consultation with residents who reside on the adjacent roads. I have empathy for the locally owned business operators and hope that the closure has helped, but I absolutely disagree with traffic being diverted onto residential streets.
- Due to significant construction in town it is difficult to know for certain how
- much traffic will really be in residential areas, but seemed to be more bus and
- large vehicle traffic in residential areas
- Diverting traffic and backups on residential streets
- Visitors using residential parking
- instead of the new large lot that was built by the train station
- Here is a still an issue with nonresidents parking in residential streets and although it didn't affect me so much traffic would have been worse around. Better signage could help and penalties for nonresidents parking outside of lots
- It has caused more crowding on surrounding residential streets.
- More cars going down the residential streets
- Increased traffic on residential roads
- Too much traffic in residential areas.
- Living on the 100 block of Beaver street and having to deal with more traffic and less parking. Hearing idiots from Calgary and Edmonton revving their engines by my house late at night. People should have to park outside of town and take public transport.

- increased number of vehicles parked in residential streets and tourists moving around in residential areas
- More traffic on our street but it still is not bad.
- Parking is at a premium in Banff and people will not abide with the signs and park anywhere, it is frustrating
- The traffic is a bit heavier on side streets.
- It's resulted in more cars parked in residential areas
- Parking issues. When full as a resident I can't quickly park and grab something. Access to some businesses were extremely difficult.
- Added traffic to residential streets (ex. Moose & Beaver). Limited parking on residential streets for residents who have to park on the road. Anyway, to get permit parking on residential streets.
- The side streets are not equipped to handle all the summer traffic. As a local, trying to get out of town to go grocery shopping can take upwards of an hour on the weekends to get in and out of Banff which is very frustrating.
- More vehicles driving and parking on my street.
- Screws up traffics throughout Banff. Making it almost impossible for locals to park in front of our own homes.
- It has re-directed traffic into the residential area. I have had to be parking on now busy streets and my car has been damaged by the traffic it has created
- then traffic on residential street
- more traffic on my street, less parking for residents,
- Less space for residential parking on Beaver as visitors are parking on Beaver as they now drive on it. We need residential parking zones.
- There were LOTS of extra vehicles parked on residential streets

- really messed up my street parking, I can never find a spot on the weekends!
- Lack of Parking
- Idiots parking everywhere but the new parking lot intercept lot now!!!!!!!!!!
- It blocks my way to work. and too much noise with tourists parking beside my house
- Accessing businesses with your car (picking up large items)
- Traffic problems, no parking close to go quick in/out of stores/coffee shops.
- Too many close calls on side streets. Side streets too narrow.

Traffic Delays/Congestion (29)

- Traffic delays everywhere else in town.
- Traffic congestion (although I think it's worth it)
- Traffic issues from Norquay entrance to across the bridge and back. If you are to permanently implement this, you need to make sure there is strong traffic flow around these 2 blocks. Contact Bow Ave to Gopher. Bow (in) and Lynx (out) one-way traffic.
- Too many chock points for congestion.
- Too much construction on other streets while Banff Ave closed.
- traffic congestion,
- traffic congestion,
- There is a huge amount of congestion not just on the 100 & 200 blocks on Beaver, but also on the 300, 400 blocks
- Traffic pushed onto Beaver and Lynx streets
- It works this summer, but will create traffic chaos under normal circumstances
- Vehicle traffic. Parking on Beaver. Difficult to get to Middle Springs. Congestion. UNSAFE
- It appears very congested particularly on weekends
- The added traffic congestion, less local parking spots, more tourist confusion.

- Traffic wasn't much of an issue this year; however, I worry what the bridge and Mountain Ave would look like once visitors are going to the Hot Pools and Gondola once again. I fear the Banff Ave closure will cause major traffic delays.
- Lack of planning for traffic flow. For example: No green arrow for right turn off
- Banff Ave when traffic turning left off Buffalo has a protected green. Closing
- the cross walk on the east side off Bear and Buffalo would help traffic flow
- greatly.
- Se The traffic and parking problems it causes on the side streets
- Concerned about increased traffic back ups to the other side of the bridge
- businesses and hot pools are operating at full capacity.
- size of the business areas re-condenses pedestrians. main concern is traffic /
- parking on residential streets in (hopefully) normal summers, not too bad at
- the moment.
- Worried about traffic effect on bridge in busier years
- Traffic jams
- Traffic was made worse.
- I realize this poses a problem with traffic and vehicle congestion.
- Traffic delays everywhere else in town.

Nothing (25)

- nothing I think it is quite welcoming
- NOTHING
- Nothing.
- Nothing, it's great
- Nothing - I like everything about it!
- We aren't doing it year round. I'd love to see the street closed off permanently and to create a winter carnival atmosphere in the street. Why not

dining outside during the terrible flu/cold season?

- Nothing
- nothing
- I do not dislike anything about the pedestrian zone
- Nothing
- Nothing
- It should be an annual occurrence!!
- I liked it, there is nothing I don't like about it
- Nothing
- Nothing
- Nothing
- There is nothing not to like . I love it
- perfect as is. Please, please, please, do NOT open Banff Ave for cars, ever.
- None
- Nothing, I liked it all! In fact I would be incredibly happy to see this happening
- every summer!!!!
- Nothing
- Loved Banff Ave closure
- That the town will likely take it away due to pressure from the archaic few.
- That it isn't permanent.

Not Bike Friendly (14)

- No thought given whatsoever to bicycle commuters. The downtown feels completely cutoff to us by bike.
- I'm unable to get from my house to my office by bike without going around
- There is no bike lane
- Not being able to ride my bike through it
- Not being able to bike or skate through.
- Would be cool to have a designated bike lane
- bikes not allowed
- I also disliked that cycling wasn't allowed.
- Not being able to cycle my bike through

- bikes should be allowed
- It's not bike friendly,
- No bicycle access.
- I have to walk my bike
- It's more inconvenient to get across the bridge; there should be a lane for cyclists/skateboarders

Unfair Advantage to Businesses in Car Free Area (12)

- Some business have more space with bigger tents which seems unfair to other businesses. Their space should have been restricted to the same for every business or only to spread the same length as your business
- The unfair advantage given to the businesses in this location.
- the allocation of outdoor seating- be that the number of seating provided and that some business appear to have much greater areas than others
- Takes business away from already struggling Bear St.
- the lack of consideration for all other business
- The opportunity for businesses to have extra space on Banff Ave seems somewhat unfair to the many others not provided this due to their location and have such seen less significantly less foot traffic
- Allocation of spaces does not seem to have been fairly allotted.
- it seems unfair that 2nd level businesses were not allowed street space
- clear preference for BHC, not fair for all businesses, destroyed Bear St and added this unfair competition, claimed social distancing and banned bikes but then added outdoor seating
- Not equal promoting all Banff businesses. It is unfair to business on the 300 block. We have lost a lot of business to 1 & 2 block. Would you

consider inviting in business outside the 1 & 2 block with marketing or allowing larger signage.

- Only a few restaurants benefited from this and it was a costly event for a few to benefit.
- It should have been extended to include other businesses on Bear and Wolf

Garbage (13)

- The garbage!!
- Also the amount of garbage that was left about after a busy weekend was appalling.
- visitors place garbage on the street - need more garbage bin?
- Garbage all over.
- Too much garbage and masks littered on my street
- Too much garbage.
- Littering of visitors.
- there seems to be so much more rubbish on the street than previous years
- garbage. Perhaps visitors are reluctant to use their hands to open bear proof bins?
- It looks like carnival grounds; litter everywhere!
- So much trash left most of the time.
- There is not enough bins for people to throw their garbage away.
- there is litter everywhere, people (visitors) don't care at all about what Banff has been doing to welcome them. They show NO respect for the residents

Accessibility due to closures and construction (11)

- The combination of Banff Ave and Best Street being closed at the same time makes it hard to get across town and



access businesses in this area, especially if unable to walk long distances

- Pedestrian zone is good, it's the construction in and around bear street that's an inviting nightmare
- It's not ideal that it's been set up at a time when there are so many other closures and roads works. (I.e. bare street and the hotel project on lynx street.
- Lack of alternative options getting across bridge in cars, especially with bear
- st And lynx st road works. I agree with closing of Banff ave however to do this during a 'normal' year would cause huge issues for traffic.
- As above it's great just not sustainable once you add tour buses & campers back into the mix
- People still trying to drive downtown
- Longer commute to get through town.
- All the construction
- It created major difficulty to drive around town, especially with the huge amount of construction.
- unfortunate that there is so much construction on Bear st at the same time, but when completed, it would be a great ongoing initiative
- increased traffic on residential streets. the businesses conspiring to shut down banff avenue by saying it was to allow more space on banff ave for social distancing but in reality was only to benefit their businesses.
- Obvious that the only concern was for the business to make more money

Only Helping Businesses (10)

- Obvious that the only concern was for the business to make more money
- It affected all the business apart from downtown like restaurants outside downtown as people are only interested

in sitting in downtown tents. it's a complete leverage and unethical

- It was lauded as a way to provide more space for pedestrians to socially distance but was turned into a village market for select businesses to take advantage of. It was ill thought out and rushed into.
- The restaurants taking up entire lanes with the seating so you have to walk to the other side to get around, would have been better narrower.
- The misrepresentation of social distancing was an excuse to expand business opportunities for merchants. As a resident, we avoid Banff Avenue, but have to live with the massive increases in traffic, parking and noise in adjacent residential areas.
- there's no revenue for the town via fees for the sidewalk seating, it feels like it was done more to appease businesses than protect residents.
- Considering it was for visitors to have more room for social distancing and to avoid being tightly packed I'm not sure why a great many businesses have moved out onto the street which reduces the extra social distancing space that was initially touted!?

More enforcement against bikes and skateboards who are going through the pedestrian zone (and one against dogs) (9)

- The signs clearly say no bikes, but everyone seems to ride their bikes Through
- Bicycle and skateboard (not that bad but annoying.)
- Cyclists
- skateboarders
- better control required for bikes, skateboards, roller blades. I believe dogs should not be allowed, I witnessed a "dog fight" and several uncomfortable

dogs due to other dogs and animated environment.

- People biking and skateboarding through it
- also alot of bikers still on it and skateboarders,
- Some people don't get off their bikes or skateboard when entering the pedestrian zone
- still some people take a bike and skate board

Hinders Emergency Vehicles (6)

- Hinders emergency traffic across the bridge
- Hinders emergency traffic across the bridge
- the lack of emergency access
- No emergency traffic could get across the bridge with concrete pilons at eac
- Emergency services vehicles are not able to easily access most areas. I live in between banff ave and bear street and I fear that fire trucks would not be able to access my building.
- A good image for Banff would be having transit an emergency vehicle access at minimum on Banff Avenue. Encouraging public transportation in a national park and making it a priority!

Anti Masks (4)

- I dislike the mandatory masks in this zone even though it is outside!
- The mandatory mask is a completely ridiculous.
- Mandatory masks outside
- Wearing a mask

Misc. (3)

- Bus stops moved to Beaver St. there was no signs telling me when the next bus was coming and not very nice place to wait for my bus.
- Bus stations are too far.
- More though into it's set up, felt a bit rushed getting set up but not surprising as the situation was evolving quickly.
- A small but very vocal group of short sighted people not thinking about the future of tourism, or how to create a fantastic guest experience in a national park

Not accessible for disabilities (1)

- Not friendly for visitors and residents with accessibility needs. Discriminatory toward differently abled people and those with mobility limitations. Will not work in the winter with cold temperatures. At -15 or -20 it is an ineffective strategy.



Q15 Do you have any suggestions for the Town of Banff to make the community safer? Total Comments 247

Well done TOB (35)

- Stay the course for the balance of this calendar year and hope the winter months don't see a second wave that would be detrimental to our community and economy!
- Doing a great job! Keep educating visitors and complainers. I once lived in Quebec City where many streets are pedestrian-only and it makes for such a great relaxed atmosphere to roam the space without traffic concerns.
- Town of Banff is doing an amazing job making our community safe .
- Keep the downtown vehicle closure. Without it, there's no Social Distancing on a busy day. It is the best thing we've done to Downtown in years.
- Looooooooove the street closed to cars!! Could be extended a few more
- Great job town!!!
- I commend ToB's action on this pandemic.
- Banff is doing a great job.
- I think the town did a great job
- no i think everything that's been done is appropriate and covers the safety needs.
- I think the Town did a great job considering how quickly things evolved.
- There is no previous template showing how to handle balancing tourism and local citizens health during a global pandemic.
- I think the community is doing a good job at keeping Covid numbers low. At this point anything beyond what the community is doing is up to individuals personal responsibility. I am grateful to live in this community.
- Keep up the good work -
- Town is doing a great job with the time and money provided
- You have done an excellent job. Have visited Jasper this summer and the feeling of walking on those sidewalks with fear doesn't compare to being in Banff
- Not an easy time to be decision makers, you won't be able to please everyone but keep up the good work :)
- I think you all are doing a fantastic job.
- The province (AHS/Gov't of AB) has done a fantastic job keeping Albertans safe. The Town does not need to continuously exceed provincially mandated policy.
- I think you have done a FABULOUS job this summer - THANK YOU !!!
- You've done a fantastic job already!
- Keep up the good work folks!
- I feel the Town's response to the pandemic has been proactive and well implemented.
- The TOB is doing great, I feel completely safe if I avoid downtown at busy times.
- I think the town has and is doing a great job.
- Continue the path you are on. Try anything and don't be afraid o cancel if it does not work. Experiment and be bold!
- I would like to thank Council, Chief Adamo and all the other staff of the Town whom have done a great job of keeping us safe over the last 6 months.
- I appreciate your hard work. I think our town has done a better job than others.
- You're doing a great job!
- The town did a good job with traffic .
- Please take care of this beautiful place, you are doing a great job so far, and I believe we can always do better. Thank you very much for your time and attention



- The town did really good this summer! Thank you!
- I think you have done a tremendous job of making it as safe as possible, and I applaud the ToB for taking extra steps liking mandating mask use in crowded outdoor spaces as well.
- I think they have done a great job.
- Thanks for all that you do!

Limit Visitors (34)

- Restrict the # of visitors
- Limit the amount of people coming into town. Most businesses could not afford to bring enough staff back. And the people who are working- as great full as they are to have a job- are burning out very fast from the amount of visitors coming into town. This is causing staff to call in sick and leave colleagues short, which in turn greatly effects the guest services we are able to provide in Banff. And leaves visitors disappointed in their experience as the town is not even close to staffed properly for the business levels. Perhaps some more of the towns revenues could go back into the businesses so they could bring back enough staff to properly service the town's visitors. Too much, too fast for the town, and it's residents are suffering greatly. I'm currently working 12-14 hour days, don't see my family and it's still not enough to keep up.
- Limit tourists.
- Less tourists during Covid !!
- Now more than ever this town needs to manage volume. There's only so much the town can handle
- There needs to be a cap on the number of people in the townsite - it has been unbearably crowded this summer
- Limit visitors.
- Work with Parks Canada to limit total visitor numbers to no more than say 10,000 persons per day. But given the

number of annual passes issued by Parks Canada, I don't see how that can be implemented as it would mean almost no day passes are issued for Banff National Park.

- Parks Canada and the Town of Banff should work together to limit visitors.
- This space can only take so much abuse. Look at other tourist destinations around the world; quality of life for residents is terrible because the space is overloaded with tourists. Yes, it creates jobs, pays everyone's bills, etc. BUT, for the environment and for the sustainability of our buildings and residents, we need to start making restrictions on the amount of visitors to the town.
- Limit the number of people visiting Banff. It's good to have visitors for businesses, but it's getting ridiculously busy and we can't maintain 2 m distance. My daughters said that they had only a 30 cm distance on Caribou Street near Eddy Burger as people are waiting to enter the restaurant and the sidewalk is narrow.
- There should be some restriction on the number of people in town.
- How do you justify crowding with safety from COVID-19? If there is a second wave (as predicted) the results on locals can be substantial. Perhaps you could give consideration to the human and vehicle traffic saturating streets near our schools and residential areas. The physical danger at some point and noise discomfort has and/or will become excessive. Banff has become the noise pollution capital of destination recreation locations. We tolerate, or even promote straight pipe motorcycles, hotrod junkies and load drunks; all without even an effort to control or police. The principals of a national park, nature and resulting benefits has become a bad joke. Please understand that my comments are not

those of a social progressive; quite the opposite!

- less visitors
- A cap on visitors
- There needs to be a cap on the number of people in the townsite -
- Limit daily visitors or enforce social distancing more.
- limit visitor numbers
- Limit daily visitors;
- Limit the amount of tourists coming into the park. More safety officers
- We have to do something about the volume of people crammed into this small town.
- Downtown
- Need 2 limit the number of visitors
- Less business first attitude during covid. If you are making more space for pedestrians than do so. Don't fill it with ugly circus tents so we can attract more people to the community.
- visitation cap. Better enforcement of visitation and time spent in Banff. How are you ensuring people quarantine for 14 days after arriving and before doing tourist activities? If is possible to mandate that hotels and bnbs only book rooms for 2 weeks and no less?
- Limiting number of visitors coming into Banff. Also more enforcement of allowing US cars to enter the national park.
- Also think there should be a town capacity with day and overnight visitors to help with overcrowding
- Limit visitors to keep residents safe and to maintain social distancing guidelines.
- Limit the number of people coming into the town of Banff.
- Limit the amount of people allowed in
- Limit the number of people allowed to visit the town. Stop allowing greed to influence these decisions.
- Limit the number of visitors allowed in Town per day

No visitor restrictions (2)

- No, please refocus efforts on helping the local community rebuild economically. Business and staff need the ability to rebuild without undue
- restrictions on visitors from the town of Banff. If it was not for the visitor economy, the town of Banff wouldn't exist, and Council would do well to remember that fact.

Mask Enforcement & Education (29)

- I think you have done everything within your power to ensure the safety of residents. Particularly since this should have been a provincial mandate to ensure consistency for regional visitors. At the same time I feel like everyone needs to be responsible for their own health and stop waiting for other people to do this for them. I am hoping with the bylaw that this becomes a habit for people along with being socially unacceptable to not wear a mask and that people continue that practice when people are not able to physically distance themselves.
- More bylaw officers to educate and enforce mask wearing
- Education/reminders for the public on proper mask use (lots of masks but sitting on people's chins/ nose hanging out- not effective). Also education reminders for the public on staying away/home when sick, even mildest symptoms (multiple times in the community people letting me know they have a mild symptoms but "I'm sure it's not Covid" they are still out and active in the community)
- If we are educating non-maskers downtown, please include education for semi-maskers (people who cover their mouth but not their nose).



- Enforce mandatory mask usage throughout the town and be more strict on those that do not follow. I still see many people walking along the downtown area not wearing their mask and bylaw officers walk by without doing anything.
- mandatory masks on the bridge - both the road one and the pedestrian one
- After pedestrian zone removed, mandatory masks continue on Banff Ave downtown sidewalks and expanded area (downtown zone (Elk to Buffalo, Banff Ave to river)
- I think the mask by law needs to be a bit stricter, I've heard people saying that they aren't going to wear a mask as no ones going to stop them anyways. I hear this a lot from a booth I work at along Banff Ave. Overall, I love what is happening to help make the community safer. Thank you all!!!
- I like that masks were added for Bear Street. It's very tight there with all the construction.
- The mask rule is a good idea but it needs to be enforced! Rules aren't rules if they aren't enforce - they're just suggestions.
- Masks should be mandatory for the entire park, no exceptions, and large fines if people aren't wearing masks
- Please enforce mandatory mask by law. No point of making the by law butnot forcing it. Social distancing should be too .
- Enforce the temporary bylaws. I constantly see people with masks under their nose which defeats the purpose. Perhaps consider providing/subsidizing reusable masks for residents to reduce waste.
- I've been downtown only a few times (after 7pm) and witnessed more than 20ppl each time without masks, or not wearing them properly. Someone has to

be ticketing at all times of the day to keep our residents safe. There are stores I'd like to shop in, but haven't because I don't feel safe with all the tourist and their improper mask wearing.

- mandatory masks required outside wherever you cannot maintain 2 m distance.
- I love the mask bylaw. It makes me feel much safer than I felt in July. Thank you!
- Please enforce mask wearing. It isn't yet happening on Bear streets and its intersections. Please also monitor smokers in those areas.
- I really like that masks are now mandatory I just wish they were here from June 1st!
- Too many people on trails downtown etc that are not social distancing hand sanitizing wearing masks.
- the mask requirement in the pedestrian zone was a great decision!
- Hand out masks at entrances to downtown zone - not just in the middle.
- identification/visibility with police services, by-law enforcement and Banff National Park enforcement personnel; including canine familiarization patrols.
- Actually In force the mask bylaw
- More enforcement of bylaws
- You can mandate wearing a mask, but I work in a very busy essential service in Banff and Id say about 70% of people are not wearing masks properly: covering nose, mouth and chin. Even staff. If you're going to mandate something for public safety, enforce it too or you're just wasting everyone's time.
- Mandatory masks on Bear St, and more enforcement after peak hours
- I know the Town has adopted "education" vs ticketing but would like to see more ticketing. Perhaps the hiring of "street performers" who can

confidently and humorously educate and demonstrate safe Covid practices without ticking off or offending visitors. I am hearing that restaurant staff are dealing with extremely rude patrons not wanting to adhere to the rules and are being subjected to really disrespectful behaviours by their customers. These roving performers combined with bylaw presence in and out of restaurants during peak dining times might help.

Resident Zones, Parking Passes (21)

- Resident passes (I know locals feel underappreciated, and that our only purpose is to work and go home.)
- resident pass parking
- Make entry into Banff town site for residents only.
- Resident parking pass only if it is free.
- Residents only parking pass.
- More focus on the community instead of visitors.
- Bylaw needs to back off a bit on ticketing the locals for parking as well.
- it has been unbearably crowded this summer which is extremely dangerous and negligent during a pandemic even with a mandatory mask bylaw. It has been very stressfully living here.
- Resident parking passes for street parking with clear signs stating residential parking only. Paid parking in lots except for train station parking with free shuttles (yay for creating new jobs!). Residents passes can be valid for paid parking lots.
- Help out locals not just the tourists.
- Second, I think the parking issue in the residential areas is still a problem. Parking passes for residential area is most reasonable to reduce unknown traffic in areas that are dedicated for residential cars. Those spaces are needed for those cars especially those

that do not have a big driveway. Reduces the traffic on lawns as well from visitors. As they just park on the side of the road on the grass. It is technically private property. That is also a problem.

- Residential blocks should be for residents only, I have struggled all summer to try and find a space within 3 blocks of my house and the speeding drivers have nearly hit my partner twice while she was cycling home from work.
- I agree with paid parking, would like to see if we are displaying a resident parks pass for instance (do not recreate and spend money on making something else) then we are allowed to park for say 2 hours at a time – you need 1 hour for a dentist appt and then time to pick up groceries, 1/2 hour is just not enough.
- visitors should have been forced to Park at the train station and only locals and those with hotel reservations and special needs should have been allowed to drive into town. NO RV's/Trailers in the core ever!
- Force all tourist traffic to the train station parking or their hotels.
- Time to focus on including community in the Banff experience. Tourists, especially recently abuse and neglect this town.
- They need to be held accountable. I know, it's a tourist town. But it's nothing without the people who work here. Nothing.
- Keep thinking of how to stop people coming into residential areas
- The steps taken by the town have been good but we need to take them a step further to keep day traffic outside the core and away from the residential areas. Local traffic only signs and no exit signs would be a start and allowing owners to use Private Parking signs in our residential areas so there is less

temptation for visitors to go on the hunt for parking in residential areas. Signs at the entrances to indicate parking restrictions in place. Restrict town access to RVs and other large vehicles (delivery and service vehicles excluded of course). STOP the traffic before it has a. Hanse to enter the area.

- PLEASE STOP PUSHING FOR PAID PARKING!!!!

Highway/ Traffic Control and Enforcement (19)

- Oh- please stop forcing all traffic to turn towards train station on weekends!! Locals should be able to continue- was a hilarious stream of cars going to the roundabout, turning right, then turning left onto the street they were just diverted from. I still think visitors should be “forced” to park there but it should be coordinated
- Restrict visitor vehicle access to the down town.
- It has been the best experience having the roads closed. They should remain that way.
- If the town closes banff avenue again I think that beaver, Lynx, buffalo and wolf street should all be 1 way traffic
- Like a giant round about Europe has been doing this for decades and it works great That way you could have 2 lanes of traffic turning to and from bridge.
- limiting vehicular traffic in residential areas. beaver street and muskrat street were a joke this year with traffic and it would be exponentially worse if traffic volumes were up with rental cars and tour buses that we usually see in the summer months. it is a nice idea but you can not close 4 lanes of traffic on the main street in town and expect it not to negatively impact residential roads.

- Make 4 way stops on Muskrat, the same as Beaver Street.
- Open Banff Avenue
- The intersections have become really dangerous, and it’s nice to walk around knowing no car is going to turn on a red light- because now they can’t! The intersection at the Lux is the worst though (although the construction has helped haha) cars there constantly drive through the stop signs. Please find a way to make this intersection safer.
- MORE BY-LAW OFFICERS to enforce the rules ie. see above for the bridge sidewalk CONTINUE with staff directing traffic by the post office and not just on market days or put in stop lights. MOVE THE "BANFF" sign elsewhere....someone is going to get hit with all the tourists running to the sign or PREVENT PARKING totally along the road
- more law enforcement at 4 way stops surrounding residential streets
- I try to avoid downtown in the summer as it’s just too busy. I think the ped zone would be fun for non COVID summers but I wouldn’t spend time there anyway.
- Open up all roads for vehicles
- Actively enforce speed limit on Elk st and clearly sign as school zone. Put speed bumps or other ways of slowing cars down on Elk st. and Beaver St.
- Install traffic light going onto Railway st. Work on traffic circle to make it pedestrian friendly and clear to drivers.
- While downtown has been closed the now three way light at the bridge gets very congested. I have noticed especially when it is raining everyone begins driving and that is when the congestion is the worst. It can take up to 30 minutes to get from the pedestrian bridge near muskrat to the intersection. I believe it is the left hand turn light is just not long enough of an advance

- green to help with the congestion.
- On busy summer days, maybe a check stop for incoming vehicles after the trans Canada exit; anyone visiting for the day is directed back to the highway to take the second exit and a directions to the new parking lot. Many people from Calgary I'm sure still use the first exit regardless of road signs. Might help with congestion by the IGA
- Move the "banff" sign to the east entrance, as the west entrance is already congested and there is not a safe place for tourists to pullover - the east entrance provides a lot more space and would redirect traffic

Pedestrian Zone (16)

- 100,200 and 300 block of Banff ave to be closed every summer.
- Having banff ave closed has made banff safer.
- Please keep the one and two hundred blocks closed to traffic all year or at least from May to end of October
- The pedestrian zone should not include businesses - only be for pedestrian
- More public transport, open air tram. traffic at this time until a more formal plan is made.
- I would like to keep the pedestrian zone but have residential parking permits and a bike lane through the pedestrian area
- The Pedestrian Zone is a huge step in the right direction for improving quality of life for residents and visitor experience for tourists in Banff!
- More public education on walking.
- Build another vehicle bridge. Build another pedestrian bridge. Add lanes to the current pedestrian bridge.
- put a pedestrian bridge across the train tracks to the Compound
- vehicle bridge, pedestrian bridge, all Bow River trails, and everywhere else in

entire town where can't maintain 2 m distance

- I think it would of been logical to of given business space on the sidewalk and allowed the road and additional areas for pedestrians instead of pedestrians still being cramped onto the sidewalk.
- Get rid of the stalls so people can move about on Banff ave,
- Limit businesses from encroaching on pedestrian areas.
- it is ok to have the street closed, but let's not get ahead of ourselves and try to make a business, and add more business in the street. It is ok to closed Banff street, but we don't need more business over that street in any time, despite de corona situation. We need to maintain a certain level of business to protect the wild life.
- Even if we are to open up the 100 and 200 blocks again for traffic. Two issues, biking is still considered a "vehicle" I hope that it will be distinguished, ensuring that the "pedestrian walk ways" are free of bikes.

Parking/Shuttle (15)

- Eliminate parking too close to intersections.
- I think the signage and diversion techniques for the intercept parking lot leave much to be desired, as does the flow, especially at the "traffic circle" (make it a real one). That said, it seems to have done a great job at diverting campers from downtown, you could double the camper space.
- More parking for residents
- Enforced visitor parking outside of cbd.
- Stop vehicles from entering the townsite - mandate parking at the Lericon lot. Also now with visitors parking in all spots on beaver and muskrat the stop signs to cross the



intersecting streets becomes so packed its very hard to see if a car is there. You have to pull so far out into the intersection to see if its clear that it becomes hazardous.

- Open up the street for winter so the ski buses can do the usual routes. And no one wants to sit on a patio in -20 anyways. The sidewalks are enough for winter. It would be nice to be ongoing for the summers but more parking for tourists in their own area and leave side street parking for residents
- More parking options outside the centre of town with more shuttle access from those locations into town
- More parking at the entrance to Banff, and more shuttle service.
- Have paid parking downtown,
- and shuttles.
- parking outside downtown with shuttles to the town needs to be considered.....
- Transit from parking lots to hot springs etc. Stop unnecessary tourist traffic going through town
- Limit parking in residential areas to allow for physical distances on very narrow sidewalks OR narrow drive lanes and force vehicles to park away from the curb to allow for wider sidewalks.
- Make use of that parking lot. It is a current waste of space. Everyone is parking down marten and squirrel making it incredibly difficult to find parking when you live here.
- Mandate your bylaw officers to actually right tickets for vehicles breaking parking laws in residential areas. We have given up calling them as they will not ticket cars parked in our driveway.

Misc Comments (13)

- The wait time for testing is too long in our community. Faster to drive to YYC,

but many residents dont have the means to get there.

- A motorized open air covered large golf cart type vehicle to be used by people who can not walk well to access the shops/BMO. This would require a lot of work to decide the parameters and operation system
- the same about entertainment - music and shows are great for a day or weekend when a festival is going on, but Banff Ave is busy enough from a sensory perspective already, I would probably avoid it if I heard a speaker system on a Saturday for the sake of animating the street. In my mind, music and shows should happen off Banff Ave to pull pedestrians into a less busy area of downtown. I think we can focus on great streets throughout the downtown core to spread visitor traffic and placemake so I don't think too much more should be done to emphasize Banff Ave as "the place to be".
- Limit the number of large construction permits out at one time. Too many streets were closed at once this summer, making it much more difficult for emergency services to get around
- Remaining vigilant and being flexible as circumstances change.
- Keep the FEAR based news to a dull roar. There are positive happenings in the world. Cleaner air, water etc forgetting about Covid, when the fear settles, the town should start implementing electric vehicle options, solar energy, green energy. Certainly would be great to see higher end stores downtown. Nice to see the changes made at 111 Banff Avenue store fronts.
- Update website on cases
- Update your covid webpage on a regular basis, it was not changed for weeks during july, kept in the dark about cases

- Add designated photo opportunity spots to encourage people to be more predictable and less likely to take photos in impractical places. Move the giant Banff letters to the park by the river. Have more open picnic areas.
- move that bloody Banff sign from norquay road to the Central Park, we have had enough of it and the planters being all over the road!
- Less emphasis on drinking and drugs. Banff as a party town makes a few rich people richer, but it's so loud here. More community centered activities. Yes it's a tourist town, but the people who are the heartbeat of this town are shat on. Poor wages, ridiculously high rents. Have you been in some of the housing here? Former dining rooms now littered with mattresses and sheets hung as dividers. Quality of life for some is plush but a lot of people who make this town tick are treated like garbage. There is a massive drug and alcohol problem in this town. The noise pollution is at an all time high. Extremely loud cars and trucks racing the streets all hours of the night.
- Construction noise is crazy. There are way too many sites with closed streets. Garbage removal at 6am on Sat and Sunday?? Can anyone get sleep? I mean anyone who isn't well off living on a quiet street in their paid for homes when homes were affordable. My rent is HALF my income!!!! And I am lucky!!? That's before utilities for my drafty old home. Before food, kids needs (born here). You really need to examine your use of the word affordable. Base it on the wage of an actual worker in this town. Not a wealthy long term local who thinks \$2800/month for a 3 bed rental is affordable on \$15-\$18 an hour.
- Focus more on Suicide and Drug overdoses and the increased levels of domestic violence that is actually

affecting the community and the residents who live and work here.

Extreme (13)

- And loud drug and alcohol fuelled voices really, really carry at 3:30 am. Enough already!
- Yeah. Don't encourage people to be anonymous **** in Banff.
- The mask wearing, hand sanitizing (not actual hand washing in real bathrooms) protocols are false and promote bad practices. They are counter intuitive to good health and are not measures for hygiene and the spread of disease. Please allow citizens their right to choose what is safe and appropriate for them, individually. There is enough counter and reputable science available that needs to be considered and it flies in the face of current protocols for safety. Please listen, Banff. Few tourists want to visit within a dictatorship.
- Stop being so dumb. Think for yourselves. More families will go bankrupt, commit suicide, increase substance abuse, more assaults in the home from the financial despair that you are creating by worrying about the effects of essentially a cold. Actually look at the figures and not take the word of corrupt WHO and UN as gospel
- stop buying into the scam demic, backup, step outside of the box and look at the numbers... does this make sense ? are you being lied to ?
- Yes, stop the nonsense mask bylaw. Any infringement on my freedom and I won't take my business down town.
- Reduce the rampant fear mongering that is deranging the public and setting community members against each other.
- yes karen the mayor and her staff should resign. they should tell the truth about the mask and how they are

harming people. I am so sad to see this country falling apart and into liberal hands. this showing by the town of banff

- Close Town
- The business community has too much influence on the Mayor to pull in tourists to shop, eat, and pollute during Covid-19. Shutter the town until the 1st, 2nd, 3rd waves of the pandemic have abated. Open it when a vaccine has been developed. The health of Banff's residents should be the primary focus.
- Please consider a lockdown if cases continue to rise. I know the economy is crucial also but to what cost of those who uphold the small mountain town

No Mandatory Masks (12)

- As soon as people leave the mask mandatory area people remove their mask, so it doesn't really makes sense. Inside the shops people still pay cash and touch everything which is uncontrollable especially in retails, as they have to touch products to decide if they would buy it or not. having mask mandatory is quite pointless. Please lift the mandatory mask. As soon as schools starts banff businesses will slow down. we are currently feeling it during weekdays. Hand sanitizers in every corner inside an establishment is enough for us to feel safe during this pandemic. thank you
- Use common sense not all people are comfortable with face coverings take a stand and think of all people, some seniors find them hard to tolerate, children, and the disabled not everyone can or is comfortable with having their mouth and nose covered, do not make them mandatory!
- Please provide evidence for outdoor masking, as it is it appears to be a 'feel

good' measure rather than anything actually endorsed by our scientists or officials. Decisions should be based on available evidence, instead of 'feeling safe' and keeping up appearances.

- Get rid of mandatory masks outdoors.
- As long as we can physically distance, DO NOT mandate mask wearing outside more than 100/200 block of Banff Avenue! I have easily physically distanced everywhere, as I am mindful to do so.
- Remove the Mask by-law.. studies are crystal clear that they are ineffective and actually worsen the rate of transmission when used inappropriately.
- I feel strongly that the community is already very safe and the Town of Banff has over reacted with the mask bylaw. I do not believe mask enhance the safety of the residents, business operators and visitors within the Town of Banff.
- Yes, stop the nonsense mask bylaw. Any infringement on my freedom and I won't take my business down town.
- Focus more on Suicide and Drug overdoses and the increased levels of domestic violence that is actually affecting the community and the residents who live and work here.
- Trusting people to know what kind of health guidelines to following in public areas rather than implementing bylaws and regulations.
- No, too much has been done

Don't Favour DT Business (10)

- When you really want to support busieness do it equally, Here its always support to downtown restuarants and business and this is pure injustice to all other business who are not in downtown. Be fair in policies as everyone is paying taxes.

- Don't bend the knee to the bhc, pursuit, etc and do what helps their business the most, while putting others at risk
- Reduce outdoor businesses in Banff Ave.
- I think the closure on Banff Ave has hit a sweet spot in terms of the amount of commercial presence on the street. I know every business wants to be down there, but too much more and personally I would find it too busy.
- Quit the silliness. Most things being done lately seem to be for the sole benefit of business. More is NOT better. Time to focus on ALL residents not just businesses. Ever increasing tourism is untenable.
- Equitable distribution of tent / patio space. The fact the west side businesses get two lanes to setup their space, vs. one lane for east side is patently unfair and misguided and I transparent
- enforcement of regulations so all businesses are playing from the same playbook
- closing banff ave was amazing but more consultation about the tents and patios should have been done (please note I do not own a business!)
- Do not allow restaurants and shops to take over the road on Caribou. It is extremely awkward to travel on the sidewalks.
- Patios on Banff Ave and Caribou should not take up so much space. Caribou essentially forces all pedestrians to stay on the sidewalk. Crowds form as they decided what patio to choose, line ups form outside of Starbucks. Social distancing is happening. Banff ave is the same in certain areas where there is a cluster of patios.

Add Bike Lanes, Bike Safety, Enforcement (10)

- A bicycle lane and bike racks. There is a lot of bike theft that comes in Banff to

steal our expensive bikes, maybe a bit more security would be beneficial for all of us.

- Maybe a much enforced signage for the cyclists in the 100-200 zone in Banff Avenue. Regardless of the age who is biking in the area. Even the skates and skateboards.
- Bike lanes to navigate around town when biking with younger kids. Tourists don't pay as much attention to younger kids on the road and the sidewalks
- Enforce road safety rules for bikes and NO skateboards on town roads
- By law officers ticketing more people for riding bikes, skateboards on sidewalks and those without proper safety gear.
- More bike lane in the core center!
- more bike lanes in town
- Less vehicles, more bikes!
- Please embrace cycling and walking even more
- Give the bicycle and longboarders tickets for not obey the signs red lightsstop signs etc.

General Bylaw Enforcement (9)

- Increase RCMP foot patrolling rather than responding only by vehicle.
- Preventative rather than reactionary policing.
- More enforcement of bylaws!
- Bylaw enforcement must be increased. A bylaw is only effective if it is backed up by warnings and tickets.
- Unfortunately there seems to still be a lot of people that do not follow/adhere to rules and i never see bylaw officers patrolling to help enforce those rules.
- Since implementing the mask bylaw, this is by far the safest town I have ever lived in, out of 4 provinces, 2 territories, 4 countries, on 3 continents.



- STRICT enforcement of dismounting bikes and skateboards and masking be more strict until this thing is over
- It would also help if there were more bylaw officers out, especially into the evening as there are a lot of people on Banff Avenue
- breaking numerous bylaws after 6pm. Also if you're going to hand out masks to all residences in Banff, don't forget about the people who don't live in detached residences - lots of people live in apartments above retail spaces.
- One thing that I believe you guys should be doing better is to fine people that don't obey the rules, regulations and laws. Please
- start to control people, if they can't park, fine everyone that does, if you can't use that trail, fine those who choose to ignore the rules
- Kindly check businesses' protocols pertaining to sanitation (e.g. room sanitation). Majority of our locals are frontliners and there is no point of advertising our town as a safe tourist destination if the staff are not protected.
- Don't allow indoor sports to be played if 2m distancing cannot be maintained

Garbage/Sanitation (6)

- Please add more facilities to ensure that the sidewalk is cleaner. There is no point of giving out so many disposable masks when people/visitors are just tossing them on the ground. Can we have more signage for hand sanitizing stations and garbage bins? How about separate automatic garbage bins just for masks? Probably need to move towards that for bins in the future to reduce the surface contact time.
- Have proper disposal for masks.
- Try washing down the garbage can lids and handles once in a while. That goes

for the small black garbages along Banff Ave but also the residential organics, blue recycle, and brown bins. They are very filthy and not maintained. The ground and cement steps around the bins are truly filthy and littered with broken glass food scraps, liquid waste spills, and debris. It's awful and they need a heavy duty pressure wash spray and clean-up much more frequently.

- There is also so much litter EVERYWHERE so there needs to be more education for tourists regarding why this is so dangerous for people and wildlife and there needs to be an increase in staff picking up trash.
- Remind visa holders that they are guests to this country and BNP and that their garbage does not magically disappear when they leave it outside the bins.
- Have more trash cans and public washrooms. Improve facilities at key visitation areas such as Bow Falls, Hoodoo lookout

RV Ban (4)

- Please ban RV's from driving through town, many of them are rentals and do not know how to properly drive such a large vehicle. They jam up traffic, take up 3 to 5 parking spots on residential streets. They are dangerous for our children riding bikes to and from schools. They need to go directly to campground's or Free parking by Train station.
- Make Banff Traffic one way & no campers or trailers allowed in town (go to your site only and take public transportation)
- A plan when tour buses return.

Educate Visitors (2)

- Educate visitors. Wearing a mask doesn't mean they can walk in the middle of sidewalk, not doing social distance at non dt pedestrian zone. Bikers still give others enough distance too.
- Public education regarding garbage and litter left all over town. Vistor respect for social distancing, I find that really lacking.



Q26 Do you have any other comments about this survey or COVID-19 for the Town of Banff?

Mandatory Masks and Enforcement (28)

- I think you have done everything within your power to ensure the safety of residents. Particularly since this should have been a provincial mandate to ensure consistency for regional visitors. At the same time I feel like everyone needs to be responsible for their own health and stop waiting for other people to do this for them. I am hoping with the bylaw that this becomes a habit for people along with being socially unacceptable to not wear a mask and that people continue that practice when people are not able to physically distance themselves.
- More bylaw officers to educate and enforce mask wearing
- Education/reminders for the public on proper mask use (lots of masks but sitting on people's chins/ nose hanging out- not effective). Also education/reminders for the public on staying away/home when sick, even mildest symptoms (multiple times in the community people letting me know they have a mild symptoms but "I'm sure it's not Covid" they are still out and active in the community)
- If we are educating non-maskers downtown, please include education for semi-maskers (people who cover their mouth but not their nose).
- Enforce mandatory mask usage throughout the town and be more strict on those that do not follow. I still see many people walking along the downtown area not wearing their mask and bylaw officers walk by without doing anything.
- mandatory masks on the bridge - both the road one and the pedestrian one
- After pedestrian zone removed, mandatory masks continue on Banff Ave downtown sidewalks and expanded area (downtown zone (Elk to Buffalo, Banff Ave to river)
- I think the mask by law needs to be a bit stricter, I've heard people saying that they aren't going to wear a mask as no ones going to stop them anyways. I hear this a lot from a booth I work at along Banff Ave. Overall, I love what is happening to help make the community safer. Thank you all!!!
- I like that masks were added for Bear Street. It's very tight there with all the construction.
- The mask rule is a good idea but it needs to be enforced! Rules aren't rules if they aren't enforce - they're just suggestions.
- Masks should be mandatory for the entire park, no exceptions, and large fines if people aren't wearing masks
- Please enforce mandatory mask by law. No point of making the by law but not forcing it. Social distancing should be too .
- Enforce the temporary bylaws. I constantly see people with masks under their nose which defeats the purpose. Perhaps consider providing/subsidizing reusable masks for residents to reduce waste.
- I've been downtown only a few times (after 7pm) and witnessed more than 20 ppl each time without masks, or not wearing them properly. Someone has to be ticketing at all times of the day to keep our residents safe. There are stores I'd like to shop in, but haven't because I don't feel safe with all the tourist and their improper mask wearing.



- mandatory masks required outside wherever you cannot maintain 2 m distance.
- I love the mask bylaw. It makes me feel much safer than I felt in July. Thank you!
- Please enforce mask wearing. It isn't yet happening on Bear streets and its intersections. Please also monitor smokers in those areas.
- I really like that masks are now mandatory I just wish they were here from June 1st!
- Too many people on trails downtown etc that are not social distancing hand sanitizing wearing masks.
- the mask requirement in the pedestrian zone was a great decision!
- Hand out masks at entrances to downtown zone - not just in the middle.
- identification/visibility with police services, by-law enforcement and Banff National Park enforcement personnel; including canine familiarization patrols.
- Actually In force the mask bylaw
- More enforcement of bylaws!
- You can mandate wearing a mask, but I work in a very busy essential service in Banff and I'd say about 70% of people are not wearing masks properly: covering nose, mouth and chin. Even staff. If you're going to mandate something for public safety, enforce it too or you're just wasting everyone's time.
- Mandatory masks on Bear St, and more enforcement after peak hours
- I know the Town has adopted "education" vs ticketing but would like to see more ticketing. Perhaps the hiring of "street performers" who can confidently and humorously educate and demonstrate safe Covid practices without ticking off or offending visitors. I am hearing that restaurant staff are dealing with extremely rude patrons not wanting to adhere to the rules and

are being subjected to really disrespectful behaviours by their customers. These roving performers combined with bylaw presence in and out of restaurants during peak dining times might help.

Positive Feedback (26)

- Congrats on your efforts - has been great to see.
- Thank you for all of the hard work during this stressful time!
- The town of Banff is doing a great job! Thank you for keeping us safe and informed. There's always room for improvement but it shows that you are working hard to keep the citizens and visitors safe and healthy.
- Thanks for keeping Banff safe, seems like we are on the right track!
- I think the Town and the staff have done a very good job dealing with a difficult situation.
- Thank you for all you've done
- Again to thank everyone whose work has kept this old fat guy healthy over the last several months
- I know it's very hard to please everyone but overall the response Banff has had to COVID-19 is better than most towns I have seen. I am happy that it is taken seriously and that people are made aware of the risks
- good work everyone ! However, act quicker when enforcing bylaws like mandatory masks, its a small inconvenience compared to the possible outcome.
- Thanks for all your efforts
- Overall the response to COVID was handled very well in Banff.
- I was very please that Banff close the door. It was bad for business but we were safe. I think that in the future we should consider what lake Louise is doing when we are full , we are full.

- I wish the province took more of a lead, but I think the town has done a great job of picking up the slack and handling the COVID response.
- I have been impressed and appreciate the Town's thorough response to Covid 19, thank you.
- I think you've done an excellent job managing the situation. I appreciate the 100, 200 block closure and mandatory masks rules.
- I love Banff, the city is doing a great job. This is an unpredictable situation, and I believe Banff adapt quickly to be able to reopen.
- Thank you for the TOB's continued efforts to keep our residents and visitors safe.
- Generally TOB has done a very good job. Hats off to Silvio, for his hours of work co-ordinating our safety net.
- I think the great town did a great job at the beginning of the pandemic.
- Though I don't agree with all of the measures that were put in place, I know it is because I wanted things to stay as normal as possible to best deal with the mental health side of things. I do believe that this is being stretched out far too long though. We need to get back on the road to recovery and stop implementing new safety precautions. It's time to start regaining some normalcy and learn to live with covid.
- You guys did an amazing job. Bravo!
- Thank you for the **leadership** and supports provided during covid-19.
- Thanks for all your hard work, it doesn't go unnoticed!
- thanks again for everything!
- Thanks for all you are doing/have done!
- Thanks for implementing it
- When the second wave comes be proactive, not reactive this time. Close town to essential workers etc as soon as the second wave starts. We are a small community that is already

overwhelmed with visitors this summer. It's coming. Be prepared.

- Please lift the mandatory mask. More hand sanitizers is better, or hand washing areas is much better. Provide healthy food guides and Promote healthy living, inform people to exercise more and use the great outdoors to boost their immune system. People would praise you more if you increase promoting that. Thanks!

Continue with Car Free (9)

- Thank you for closing Banff Ave to cars. Please consider making it permanent and possibly including one more block as pedestrian only
- Keep downtown pedestrianized every summer
- Now lets keep 100/200 blocks closed for cars - all year :)
- It would be great if visitors park only at visitor parking (train station and Fenlands for free) except overnight visitors for Banff hotels in the future. Our streets are full without international travelers in 2020 and we need to think about how to welcome them back in town. I'm concerned about littering on the pedestrian zone. Cigarette butts everywhere... It would be great if we could make the ped zone NO SMOKING. It's busy and clouded already and
- Overall I have been happy with the efforts the town as made but think there could be improvements around enforcement. we don't need to share secondhand smoke in such small areas. Walking and smoking shouldn't be allowed and smokers need to smoke and put cigarette butts in ashtrays at designated smoking areas.
- If traffic can be managed sufficiently once tour buses and international travellers return in the future, I'd like to



see the 100, 200 block closure remain throughout summer and early fall. It creates a great vibe and additional space for local businesses and diners/shoppers.

- Getting people out of their cars before they get into Banff has been key to keeping the traffic numbers at a livable level. We were worried that the opposite would happen and people would just drive around in their cars and clog up the streets on the weekends without going to the businesses downtown. I hope to see more of this type of traffic control in the future – just from talking with friends and family, so many residents are happy with the reduced number of cars driving around town and are happy to be here this summer. It makes it a more enjoyable experience for everyone (residents and visitors), and it is something that Banff could use as a highlight of a visit to Banff in the future.
- Town of Banff and Parks Canada should be looking at ways to eco friendly tourism such as road closures and the 1a highway closure. It was so nice to see people out of their cars enjoying the area. There is no need to be driving down Banff Ave if you are a visitor and much more enjoyable to be walking the avenue
- I wish council allowed the Banff Ave closure for longer this fall to support local businesses that struggled through the pandemic and this quieter summer. Banff needs these businesses to continue. Painting lines and removing planters seem like strange reasons to not extend the closure a little longer to end of September or Thanksgiving.

Reconsider Car Free in Future (12)

- I mentioned that I thought we shouldn't extend the pedestrian zone of Banff

Avenue 1 to winter - this is just for practical reasons - visitor numbers are lower and eating in a tent at -20 isn't really practical. For the occasional special event such as the Santa Claus parade or the winter Festival is fine.

- If you can figure out how to make the bridge 4 lanes of traffic (remove pedestrian lanes) and funnel the traffic out of Banff down Lynx St and back the highway faster than the pedestrian zone will be great during summers. Until the traffic congestion is fixed in normal summer visitor capacity weekends, you can't close Banff Ave permanently.
- Please do not close Banff Avenue to vehicular traffic the town is not designed for it. Also the circus tents are unsightly and tarnish the postcard streetscape of Banff Avenue
- Open Banff Avenue!
- Please remember that this is a unique year and deciding on keeping the pedestrian area in the future shouldn't be based on this year and the lack of bus tours and tourists.
- Please do not try and make the 100 and 200 blocks a yearly thing
- Please do not repeat the closure of Banff Avenue to vehicles.
- DO NOT shut the town down again to deal with future rises in cases. At 85% unemployment the town simply cannot afford it other than the existing well off. Measures are in place to drastically reduce cases.
- Fully appreciate the fact that the Town needs to do some safety measures but at what cost of businesses suffering? , found it VERY disturbing when I saw comments from locals via Facebook, town website etc, telling visitors to stay away we don't need them here if they don't wear a mask...WOW...they are our main source of business and income, why we exist, but if you're a

- pompous rich person, I guess it does not matter if visitors come or not!
- The Banff Avenue closure greatly added to the madness of trying to do anything necessary downtown considering the Bear Street construction and the hotel construction on Lynx Street and not to mention the insanity of the Wednesday market. The mask mandate is good. To take an injured senior to the doctor on Bear Street - you know, where all the doctors, dentists, optometrists, physiotherapists and registry offices are - is extremely unsafe, then to do the same on Banff Avenue is a disgrace. Banff is becoming one of those places where people will not recommend travel to. Town of Banff does not care about the visitor experience, the natural environment nor the quality of life of the locals that keep everything running, now and in the past.
 - Security and safety (health, mental health, financial and social) depends on being able to find ways to deal reasonably with this pandemic while allowing businesses and their staff to operate without undue restrictions. If the Town of Banff keeps interfering with businesses to a level in excess of AHS Guidance, longer term prosperity will be significantly hindered. Please defer to Dr. Hinshaw and the skilled health officials guiding and advising the Provincial Government rather than going over and above AHS Guidance. Kindly do not make it any more difficult for businesses and individuals to rebuild and recover by imposing additional restrictions over and above what AHS recommends. Please also keep individuals with mobility restrictions at the forefront of planning. Sometimes the needs of these people get forgotten when people with the privilege of full

unrestricted mobility and no disabilities are making the decisions. This needs to be a huge factor when considering pedestrian zones. Not everyone has the physical privilege to be able to walk long distances or ride a bike.

- I am a little disappointed that the closure of the downtown core to vehicles has been claimed as a reaction to COVID when it has been in planning for a long time. I think this doesn't show much transparency between local government and the public.

Concern for Businesses that are Beyond Car Free Zone (6)

- It is no secret that pressure from the hospitality collective is what led to closing Banff Avenue. While Bear st has been all but forgotten. No apparent help for business on Bear st has been shown and it is absolutely disgraceful that no pressure on Commercial landlords for rent relief made it into councils discussion. The truth is that the people who can really make a difference in how business and residents are affected do not feel the same impact. The fallout will be felt by November as more businesses close, and more residents cannot make rent. The town seriously needs to consider a tax revenue loss of up to 50% for 2020.
- Businesses in the downtown core are ok due to more visitors accessing, but businesses in other location are still under tough conditions. Please consider some more support for them especially during fall and winter.
- The town needs to do a better job of directing people to Bear Street.
- Please look at Banff Business as a whole. Open communication up to businesses outside of the 100 and 200 block.

- Please keep an eye in Bear street, you are killing the business over there with the renovations. Atleast after 430 the big / huge noise machines should stop. Make sure you have a person in each street you close to give direction, in these two weeks I work I heard some many guests of the restaurant complaining, this gives the city and the business a bad image.
- The logistics of closing the 100 & 200 blocks of Banff Ave maybe weren't the best considering that Bear St was going through major renos and Lynx St was also experiencing traffic issues due to construction. The flaggers at the entrances was good to make people head the Liricon lot however exceptions or COVID passes should have been given to residents so that they were not also directed to that lot when they live across the bridge.

Restrict Tents (5)

- I get that businesses need space to have more customers, so I understand the tents on Banff Ave. I just don't feel this created a safe environment for residents. People are still walking close to each other and a lot of them notwearing masks. Once COVID is over, and if closure of Banff Ave continues, there should be no tents, just space for pedestrians to walk.
- The tents and patios and the number of people on Banff Ave and downtown has stopped me from going downtown except for the Pharmacy and essentials at Nestor.
- The closing down of Banff Ave., was great other than the large tents
- for the pedestrianized portion of banff ave it would be nice to have all vendor tents aligned so that there is a clear path as right now you need to navigate around all the tents.

- But PLEASE - get rid of the tents. Giving some businesses the advantage over others is just wrong!! As said, this has caused over crowding on sidewalks.

Parking/Shuttle (5)

- To maximize effectiveness of the new parking lot outside of downtown (train station - no, that's NOT actually considered downtown, nor has it ever been in my 30 years here...), a free and frequent shuttle must be available daily.
- I truly hope the town will really attempt to have residential street parking evaluated and enforced.
- One of the most beautiful attractions in Banff Townsite, Bow Avenue and the Bow River, has been turned into an unsightly parking lot. Parking should be concentrated at the new parking area at the train station with shuttles into town.
- Please keep the 1A closed to traffic as well. I hope you will also get involved in keeping the 1A closed to vehicle traffic in the summer as I think it was fantastic for tourists and local businesses
- the issue residents are having with parking needs to be addressed, paid parking should not be implemented for residents as a solution.

Stricter Enforcement COVID Measures and Limiting Visitors (15)

- Thank you for your prompt action to make residents safer. Especially the mandatory masks, that might save us from an outbreak with ALL the tourists.
- Thank you for encouraging the use of masks. That's going to be helpful ongoingly for those of us with immune suppressed conditions. It isn't just preventing illness -- it saves our lives,

because we wouldn't be able to survive covid-19.

- Thank you for the mask rules downtown and in indoor spaces. It will help keep our community members who work with the public safer. Banff ave should be closed every summer- the festival atmosphere is really fun and locals and visitors are happy and shopping and eating in patios (instead of driving around looking for parking)
- Thank you for the mask bylaw, and for closing Banff Ave to cars. Please consider making it permanent and possibly including one more block as pedestrian only
- Make masks mandatory for the entire park and issue large fine for people not wearing masks
- Stop "Free mask". If visitors needs a face mask, they should buy it at the retail store. There are so many kind of masks. Support local bushiness !
- Please get more by-law officers to educate and enforce mask usage
- Thanks for making masks mandatory!
- I appreciate the and mandatory masks rules
- Since April we lost our renter making the "affordability" of rent much harder. I don't feel safe at all renting our room and have had to take on another job, on top of my 96 hours a week on call job. My family can not risk taking in a renter who we can not be sure of the precautions they take. Opening bars was careless. Managing intoxicated 20 somethings is a naive and dangerous experiment. As stated previously, the town has a massive substance abuse issue. Liquor stores opened til 2am!!? Really? How does one properly and safely mask in a bar again?? Who's actually able to manage this..?
- Please consider limiting the number of visitors coming into town should the pandemic take a turn for the worst

during flu season. Last spring the RCMP and bylaw were only discouraging visitors rather than making it mandatory to turn around.

- Limit tourists
- Uncapped visitor numbers and non-enforced mandates. The town is contradicting itself by it's actions.
- There a still a number of people that do not follow restrictions and I would feel more comfortable seeing/knowing bylaw are out helping enforce rule and issuing tickets.

Choosing Business over Public Safety (6)

- Sad how keeping businesses making profits is more important to the town than public health and safety. Profits over health is what is seems like to me.
- I also saw in the RMO this week the price tag of the Banff Ave COVID response and all the extras that come along with it..... disappointing when the majority of the benefits went to the commercial business sector.
- Feel like the importance of the tourist took precedence over the citizens of town.
- For once listen to what people are writing, the community is feeling so under appreciated and always like tourists are put first
- I would like to see more of a focus on the citizens and working class of Banff and less of a focus on the business owning level of banff
- Community input is important for sure but listening to that input is crucial to ensure everyone not JUST the BUSINESSES get what our community needs and requires long term! Think of the local people who pay taxes and elect Mayor and Council! This IS a Democracy afterall!!!!!!!!!!!!!!!!!!!!!!



Too Much Enforcement (8)

- Leave more to provincial / federal authorities. TOB constantly oversteps it's responsibility as a municipality (in everything, not just COVID response).
- Society is asking alot of it's members to keep everyone safe from COVID-19 transmission. When asked to do something supported by science and evidence, compliance has been shown to follow - via education. When asked - or legislated - to do something in excess of supported evidence, support will diminish. Banff has remained safe even while inviting thousands of visitors daily, without mask bylaw, without checkstops etc. When reasonable feedback is provided regarding opinions contrary to excessive safety protocols, the courtesy of conversation and debate is essential to avoid significant frustration within the community.
- Please stop outdoor requirement for masks at the end of September. I want to breathe our fresh air unhindered.
- i really think this is terrible what has been done to the people... it all the scam and most
- people are waking up to it.... please stop pushing your false narrative with masks and fear and let us live our lives honestly. we flatten the curve now leave us alone!!!!!!!!!!!!!! i lost my job because of the masks.... i will be coming at you in the court of the law.... reverse the mask law!!!!!!!!!!!!!!
- Wearing a face mask should be voluntary and NOT mandatory

Issues with Survey (20)

Pro (5)

- I think surveys are one of the medium where government official may hear the voice of the residents, so therefore I am encouraging to make surveys more

known to the community and make it often

- Thank you for creating this survey. I greatly appreciate it!
- I hope you continue to ask for feedback from the community and take their comments and suggestions seriously.
- Well done to the survey creators and readers. It takes a lot of time and effort to get opinions, but I appreciate that my voice gets heard!
- I thought this survey was a bit long, but it's good to ask input from the public.

Too Long (5)

- Survey is too long
- Wide reaching - some more of the questions could have had write-in portions to better reflect wide range of experiences.
- It is too long. I am sure some people gave up half way through
- Some questions were difficult to answer yes or no. Perhaps next time the survey can include other and an option for comments allowed for each question.
- Your surveys are LONG

Categories (10)

- Should have a category for people who are retired and also those who are
- disabled or want their voices heard in this survey
- The answer options did not capture my feelings/ knowledge about many of the topics asked.
- A professional survey should ask first questions that addressed opinions on opening Banff, the health risks and perhaps the step taken to promote and invite the substantial crowds (business promotion). It is glaringly obvious that avoiding these questions was the objective in slanting the survey.
- Many of your questions force the user to pick a side. This survey is missing a "neutral" option for most answers. The bias is also quite evident. Should a

survey not remain neutral in order to truly discover the participants' opinions?

- In this survey, it is quite evident that the bias is pro-COVID, so to speak. It is worded in such a way that it seems the TOB is looking for pats on the back or confirmation of what it thinks it already knows. If the aim is instead to truly
- gather public opinion, try using more neutral language and offer all possible opinion choices - not just those in compliance with official policy. Lastly, I noticed several typos. When your editor is reviewing the final product before publishing, it is best practice to print the text content as our eyes often miss typos on screen but catch them better on paper. Best of luck improving this
- On some questions, Not Applicable or "Somewhat agree" is recommended, as some of them is neither a yes nor a no.
- So many of these answer options do not apply so I have left them blank so as not to misrepresent my situation. Hope this is accepted with some blanks
- While i appreciate the opportunity to participate in the survey, the questions do not adequately address the concerns the questions are set up to make Mayor and council seem to be paying attention, not everyone owns a home In Banff some are in Staff Accom and soon will have no where to go or no employment
- Some of the questions have no relevance to living in Banff. For example taking a cruise, or driving your own car?
- Some wording in this survey doesn't make sense, also some questions should have more of a variety of response.
- I do not visit friends in their homes or eat in restaurants, please edit your survey to offer an option for n/a for the first page

- survey often didnt have all the options needed to select how I feel. Should have a long comment section so i can include my actual perspective, nit filtered through the answers provided that skew the 'public opinion' to only what you've asked.
- terrible survey especially the beginning questions.

Misc Comments (14)

- The cost of living in Banff is astronomical. Yet your access program is limited to people who make minimum wage. A single mom could use this program. You should increase the max wage. Or find otherwise to help single mothers
- I avoid going downtown unless I have to. Banff Registry should be open to the public more than what it is, surprised they haven't changed that.
- Roam transit aren't cleaning their busses in between drop offs
- Did the TOB provide daily street cleanup protocols for restaurant operators in the pedestrian zones? I am concerned with an increase in animal attractants on the road. 2. Please do not divert traffic from Banff Ave on to residential streets again. It would have been appreciated if you had taken the time to reach out to those who reside on neighbouring streets prior to the implementation of the diversion. Thank you for creating the survey.
- Pandemic blown WAY OUT OF PROPORTION
- My challenges about food were not about being fed but about getting items without having to drive to Canmore. The stores in Banff are poor and were worse at the height of the issues. I feel food trapped in Banff.

- Reign that in and REDUCE TOB OPERATING BUDGET JUST LIKE EVERY OTHER BUSINESS IN BANFF.
- Underground street crossings would cut down on foot traffic at major intersections.
- Not having a green space for children to run around in April and May was brutal and very hard on children's mental health. Not sure why elementary school field was locked off, we took our kids to parking lots to run around.
- Banff is very special, it should be shared. It should not continue to escalate into more hotels, thus eliminating residential homes in LUI of staff accommodations Banff should be

enjoyed by all people, not just party goers.

- I'm very disappointed about the new rules regarding sports. In the winter normally I am playing rec hockey and indoor soccer. During the stress of Covid I have been looking forward to the winter sports to destress but now we have to pick one sport. I would strongly encourage more leniency with team sports as it is a huge part of our community and is critical for our mental health.
- Be more open with community input and spending. Research and development ideas more rather than rash implementation. Reign in spending on certain things.