

Driver/Operator Survey for Mount Royal Bus/Shuttle Lot

Survey Objectives

- Gauge feedback about Town changes to lot since summer 2025
- Collect input for future potential improvements
- Compare results to same questions used in fall 2025 survey

Methodology

Survey was available online at banffviewpoints.ca/busparking on September 6, 2026.

Between September 8 and October 3, 2026, the survey collected input.

A visitor agent provided drivers in the lot a flyer with a QR code to take a survey on their phone. The Town also emailed local commercial bus/shuttle operators with business licences the link to the survey.

In 2025, the survey collected input from August 31 – October 1, 2025. The survey was promoted with signs in the parking lot because the change to 15-minute loading was a new requirement. An agent was not used in 2025. Signage was not used in 2026 to promote the survey.

96 complete surveys were collected in 2026.

25 completed surveys were collected in 2025.

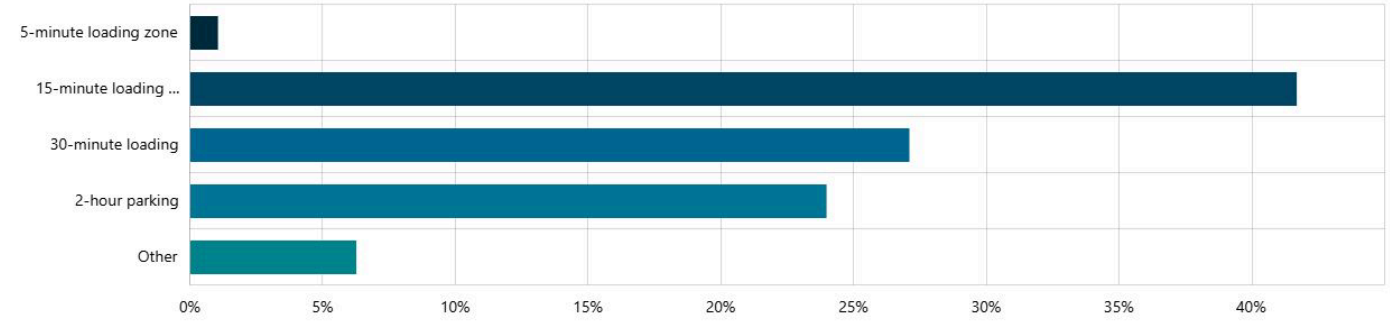
> The 2026 survey used feedback from open-ended questions in the 2025 survey to create multiple choice questions to make participation easier. The 2026 survey received three times more survey responses but this change in question style reduces comparability from year-to-year.

The 2026 survey included the following preamble:

According to the Town's preliminary data, implementing the 15-minute loading zone helped increase loading stall turnover, creating capacity for more buses, and fewer periods when buses and shuttles could not access the lot.

2026 Question 1

Which TIME LIMIT do you prefer for buses and shuttles in the Mount Royal commercial lot?



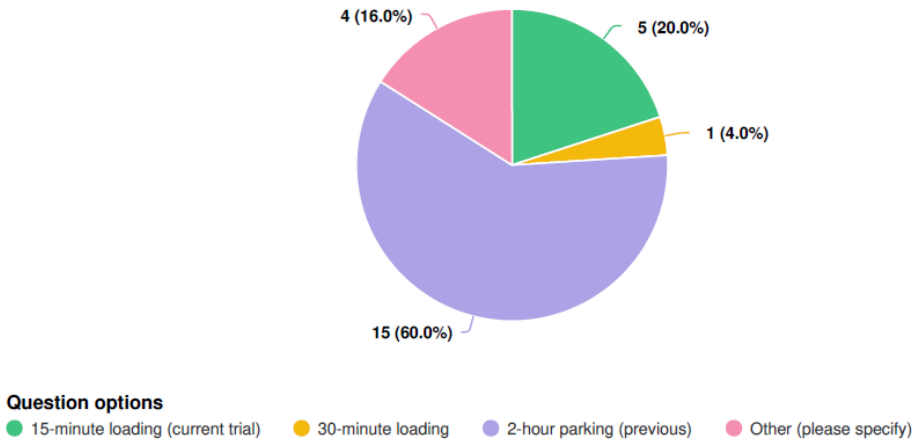
Answer choices	Percent	Count
5-minute loading zone	1.04%	1
15-minute loading (current)	41.67%	40
30-minute loading	27.08%	26
2-hour parking	23.96%	23
Other	6.25%	6
Total	**100.00%**	**96**

2025 Other:

- Large buses should have more time to park. Overnight parking should be allowed again for large buses, having to leave at say 8am
- Once passengers are dropped off, there are no other places a coach can go to park and wait. Parking at the lot on Eagle Cres is not a viable option for the drivers.
- One hour
- 24 hour for motor Coach's no small buses/vans
- 45 minute
- 45

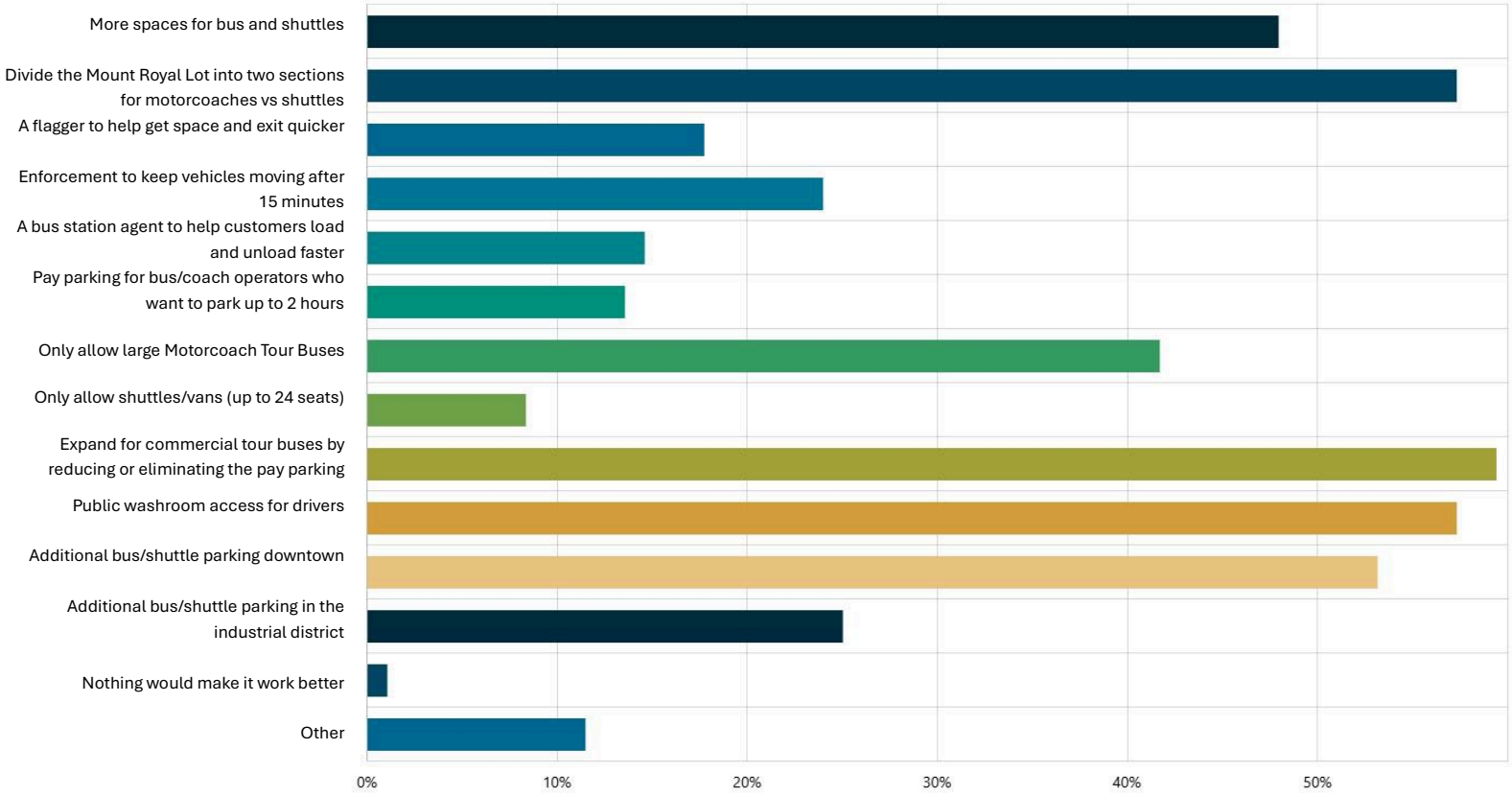
2025

Q1 Which time limit do you prefer for the Mount Royal commercial bus/shuttle parking lot?



2026 Question 2

What would you support to make 15-Minute Loading work <u>better for drivers</u> in the Mount Royal Bus Lot?



Other:

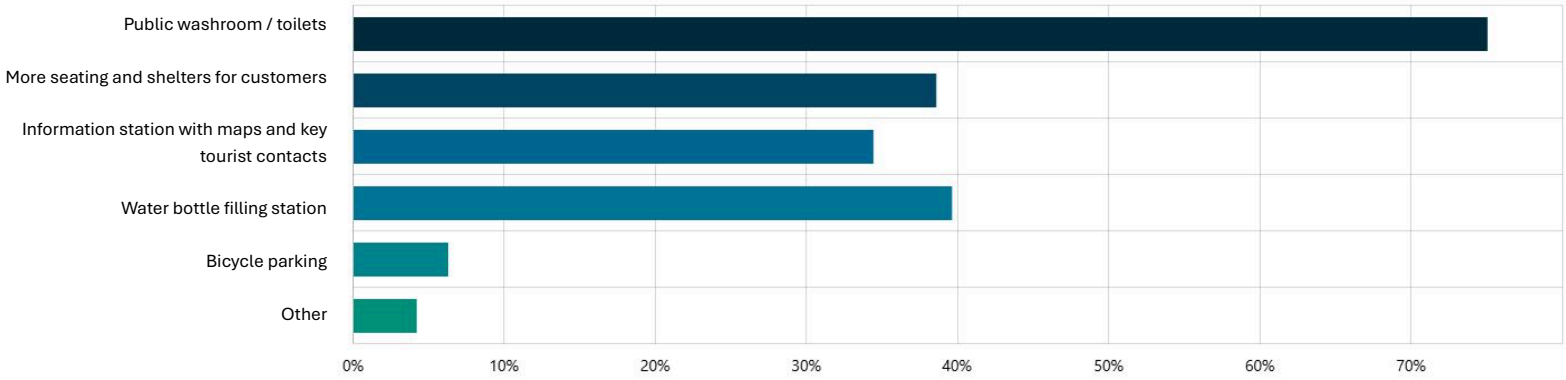
- I don't think coaches and RVs should be allowed downtown
- Sprinters and vans park in train station charge them
- get rid of vans parking in bus spots
- The shuttles, such as Flix, Vivo and many more should be moved to the train station or Brewster area. There are so many passengers in the lot that there will be a serious accident someday. People catching the shuttles do not pay attention to the coaches moving in and out. I realize that the drivers have to watch for pedestrians, but safety is a two way street. It is so dark at night and the people waiting for shuttles do not make themselves known to the coach Drivers.
- Earlier parking time at the railway station 18:00
- We need a bigger parking lot for the Motorcoaches especially overnight. The industrial parking beside how dirty n dusty it is always full up. Mind you how much we spent on taxis back n forth from the hotels as a driver from out of town. I find the biggest issues we deal with here in Banff is the parking for our Motorcoaches. So please look into this issue as soon as possible.

- Also washrooms for passengers as they do not allow washroom usage at Mt Royal Hotel
- Pay for 24 hour parking at industrial parking like at Whistler parking 8. 6:00pm to 8:00am at train station parking.
- Reserve the first 3/4 parking spaces closest to MRH for full size coaches then the other spaces for mini buses/vans to double up. for full size
- During night time should have easy access to park the bus
- Stop allowing 14 passenger vans into the lot.

Answer choices	Percent	Count
More spaces for bus and shuttles to stop and load/unload	47.92%	46
Divide the Mount Royal Lot into two sections with one section reserved for motorcoach tour buses, and one section reserved only for shuttles/vans with 24 or fewer seats	57.29%	55
A flagger to help buses/shuttles get a space and exit quicker	17.71%	17
Enforcement to keep vehicles moving after 15 minutes	23.96%	23
A bus station agent to help customers load and unload faster	14.58%	14
Pay parking for bus/coach operators who want to park up to 2 hours	13.54%	13
Only allow large Motorcoach Tour Buses in the Mount Royal Bus Lot	41.67%	40
Only allow shuttle buses and vans (up to 24 seats) in the Mount Royal Bus Lot	8.33%	8
Expand the area for commercial tour buses and shuttles at the Mount Royal lot by reducing or eliminating the pay parking area for personal vehicles.	59.38%	57
Public washroom access for drivers	57.29%	55
Additional bus/shuttle parking somewhere near downtown	53.13%	51
Additional bus/shuttle parking in the industrial district	25.00%	24
Nothing would make it work better	1.04%	1
Other	11.46%	11

2026 Question 3

What else would you suggest to make this Mount Royal Bus Lot better for customers?



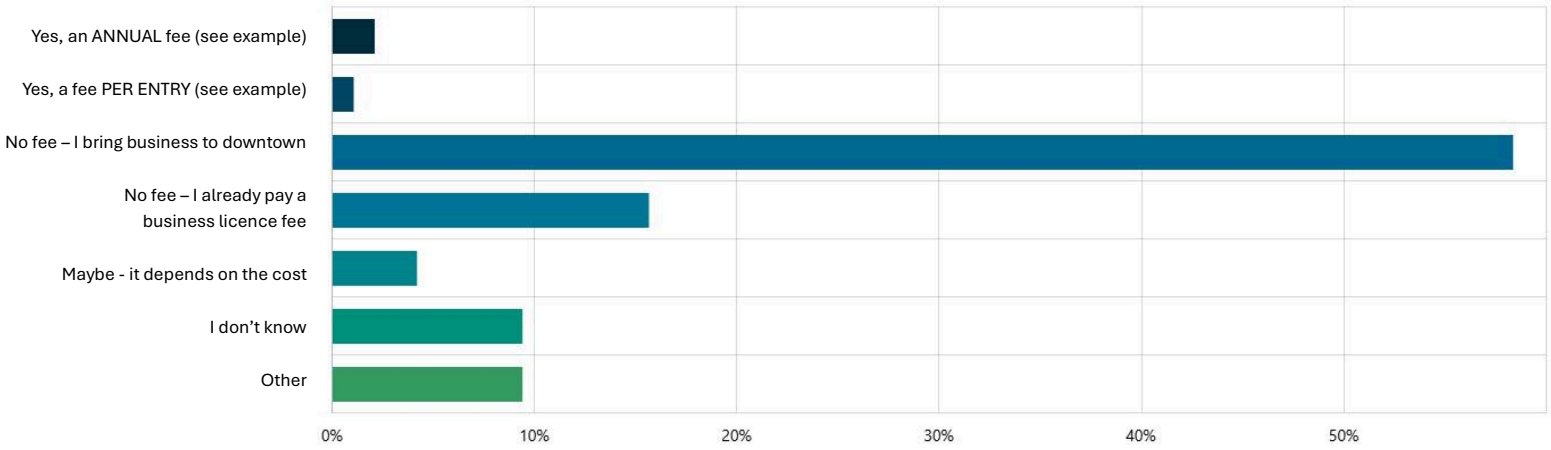
Answer choices	Percent	Count
Public washroom / toilets	75.00%	72
More seating and shelters for customers	38.54%	37
Information station with maps and key tourist contacts	34.38%	33
Water bottle filling station	39.58%	38
Bicycle parking	6.25%	6
Other	4.17%	4

Other:

- Lighting! The place is pitch black after dark, and icy too in the winter. It's a perfect place for a robbery.
- nothing
- If shuttles were moved from Mount Royal then most of the items won't be needed.
- Bus information personnel

2026 Question 4

Should there be a USER FEE for bus and shuttle operators to help pay for any suggestions above and other improvements in the Mount Royal Bus Lot?



Answer choices	Percent	Count
Yes, an ANNUAL fee (for example, the City of Vancouver charges Motorcoaches at the cruise ship terminal $2,000 per season)	2.08%	2
Yes, a fee PER ENTRY (e.g. Vancouver charges tour buses $25 per day at the cruise ship terminal; and Parks Canada at Moraine Lake charges an entry fee each time, ranging from Vans costing $169.54 to Motorcoaches costing $641.83 per entry)	1.04%	1
No fee – I bring business to downtown	58.33%	56
No fee – I already pay a business licence fee	15.63%	15
Maybe - it depends on the cost	4.17%	4
I don't know	9.38%	9
Other	9.38%	9
Total	**100.00%**	**96**

Other:

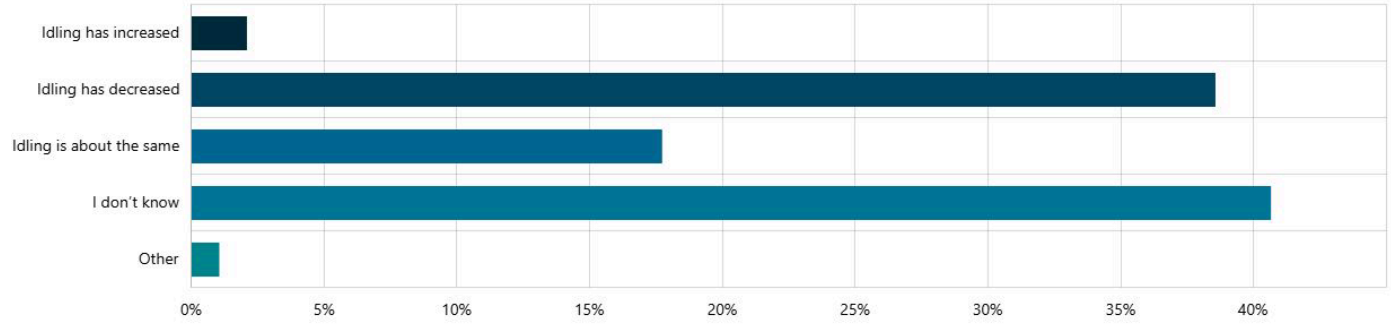
- No coaches downtown
- Yes a few would help fund the operation but the same time make sure the curb parking on beaver street is limited to 15 minutes. Keep them moving. Charge the 24 or less shuttles the same price as coaches.
- The City of Vancouver charges that amount and access to the sea terminal are at its worst. I would leave things as no fees. To the question of more overnight parking the coach parking in the industrial area should be expanded and parking should be enforced so that RVs, gravel trucks, other commercial non coach

vehicles should not park in the spaces. This might be a place for fees to spend the night are implemented.

- A fee for out of town businesses make sense, but for operators based locally in Banff, that own property in Banff an access fee for downtown seems ridiculous
- We barely use the lot (maybe 3-4 times/year), while some operators use the lot every day of the year. It doesn't seem equitable that all operators might pay $2,000/season to use the lot a couple times.
- A $20.00 for 24 hr parking in designated spaces like in Victoria
- A fee only for operators without a banff business licence
- option for both annual and per use fees so frequent users can get discount by buying the annual, while infrequent users only pay for their usage.
- We pay into other parking and business license's. A fee for companies out of the park who use this Mt Royal parking

2026 Question 5

Commercial vehicles are not permitted to idle when parked or loading. Do you think idling of buses and shuttles in the Mount Royal Bus Lot has improved or gotten worse since last year?



Answer choices	Percent	Count
Idling has increased	2.08%	2
Idling has decreased	38.54%	37
Idling is about the same	17.71%	17
I don't know	40.63%	39
Other	1.04%	1
Total	**100.00%**	**96**

Other: People idle for over 15 minutes sometimes. I work at Moraine and have seen people idle for over an hour! People don't know the rules nor do they care!

2026 Question 6

Do you have other suggestions or comments about parking for <u>vans/shuttles</u> with up to 24 seats in the town of Banff?

- They should not be allowed to occupy a coach bus parking spot. There should be separate coach and van parking.
- Not in the Mount Royal parking lot
- For them to have there own parking and Loading/unloading area would be ideal
- Outside city limets
- Drop in train station
- Somewhere else please. They abuse their privilege.
- At least allowed to park for 30 mins
- There are too many of them, they obstruct lanes for larger buses to drive/park in, and have a general lack of courtesy+ a disregard for the rules, and get in the way of larger buses at every single hotel, not only mount royal.
- Need more space for vans
- Smaller vehicles should have designated parking and use up motorcoach spots
- They can fit in parking stalls, why use full size bus stalls, really annoying
- Get rid of cars in lot. Make the car area for vans and expand coach parking
- They should be able to park close to so set parking spits just for vans on the outside
- More bus parking, Stop restrictions on street corners and curbs designed to trap a bus
- Shifting the smaller shuttles to an alternative location in town means the Mount Royal lot could be reserved for motorcoaches who need the additional space to turn and navigate
- In addition to my above suggestion. Shuttles could also drop off at an area where Roam buses are ready to move the passengers to their destination.
- Signage with logos of approved tour operators so people know who to look for as their tour operator
- They should not take up full coach parking! We need coach parking - vans should be where paid parking is at Mount Royal. Often one small van takes up the spot if 2 full coaches - they need to go somewhere else!
- Have a designated area for them to load/unload. They can fit a lot of places a tour buses cannot.
- A parking área for them instead of personal vehicles pay parking area
- A station where drivers can access electric bikes/scooters from the parking lot
- use private vehicle lot for vans
- Elinmate comercial suvs parking in bus spots
- There must be another parking near downtown or may allow street parking for 14/24 seater by this there will be more space for big motorcoach
- Take out the pay parking behind the Mount Royal and use that for the absolutely large amount of vans in the park now
- Take over the whole parking lot
- more space to park
- Need to figure out by time slot
- Suggest another stop area for the wait time between drop-off and pick-up with easy access!
- Use the Central Park lot with washrooms available
- they should there own parking space
- They should have separated/ with the coach

- Your sign says shuttles park on the street. This has never happened. My suggestion is that if you advertise the policy, follow through.
- Why not make Mt Royal large motor coaches only and Beaver St for shuttle buses
- Turn the paid parking lot into shuttle bus/van parking
- Right now the buses can't park for a short while so they drive around town till its time to load again causing congestion
- Washrooms for guests and drivers in the lot. How can you enforce a 15 minute parking when nobody nearby lets bus drivers use the washroom?? Also so inconvenient for guests to not have something practical nearby
- reach shuttle reduces car traffic, and should be treated as an asset to the town, bringing in business while reducing traffic. removing car parking in more locations to prioritise and encourage bus use is the easy forward
- More space we need as minimum 30 minutes allowance
- No parking h in coach area , better driver training ,there are lots 9f local smaller can type buses, the drivers are very bad. I don't know why this is looked at lore seriously
- We need more space please
- This size of vans are increasing in numbers and should be kept seperate from the larger tour buses
- Create more pull outs along Banff Avenue specifically for busses.
- It can be tight, limiting coach buses during busy hours may help decrease traffic issues

2026 Question 7

Do you have other suggestions or comments about parking for tour buses / motorcoaches in the town of Banff?

- Don't allow
- Overnight parking should be monitored closer and limited in the downtown area.
- Yes I do. I see there is a possible parking out towards and closer to Johnson's Lake as well as the Boat/ craft inspection area for RVs to park and take Roam into town then Coaches can park near the train station where the RVs are now so coaches can park
- Outside city limets
- Make space at the Cave and Basin better marked.
- They should leave at least 15 mins after unloading or loading their pax
- There is a lack of parking for a motor coach operator to get food, etc. Although we know where to go, there is no designated washroom in town for us to go to. There isn't a lot of space for out of town motor coach operators to park a bus and go get food.
- Overnight coach parking is a HUGE issue. Out of town parking in the industrial area is poorly designed with minimal spaces and very dirty and duty. Designated street parking like Jasper would help tremendously.
- Make parking available for the grocery store. How are out of town drivers supposed to eat when there's no parking in Banff for motorcoaches, shuttle vans are able to use car stalls, buses can't, and we're not allowed to park on the streets
- We need loading zones only 24 hours a day in front of hotels. Where no layby exists allow double parking for pickups and drop offs, which the law allows for
- CN train all gravel parking lot from 6am-6pm
- Separate parking for the tour bused
- More bus parking, Stop restrictions on street corners and curbs designed to trap a bus
- How about using the train station area as a dedicated bus station?
- The big tour buses bring people to downtown businesses. There should be more flexibility and availability for big buses.
- Yes we need more! You are discouraging car use and narrowing streets to make traffic slower but this is difficult for buses to get around! We want buses and less cars yet TOB has made the streets impossible for many buses and parking is a nightmare!
- Create an area for tour buses to park somewhere close to downtown, so the drivers could grab a coffee or meal while there tour group is visiting downtown.
- Earlier parking for the train station 18:00
- Limited but Pre booked and paid parking stalls for motorcoaches available on main streets
- Yes I would let the tour buses to park over night downtown n leaving by 8 am as a limit but we need parking for days off too.
- perhaps another lot as well
- Expand
- Coaches still need a place to go, besides the compound between 8:00am - 8-00pm
- There is completely not enough
- Motor coaches bring a ton of business and people to Banff and reduce vehicle traffic in the town as there should be more parking for these buses

- Tour coaches are bringing customers into businesses and we are treated with no where to sit while passengers are boosting business in Banff/ there seriously needs to be a place in town for coaches to park without being fined or forced to move
- Hourly parking around the Tim Hortons area.
- An agent in the immediate vicinity to help people with online tickets find their tour operators.
- Stop allowing RVs to just park anywhere in town. Why can't a park a coach on the road but a 50ft RV with tag axle can park on the road.
- turn the MR lot into a coach parking, shuttles go to another lot. They stay there for long periods of time.
- More time so driver does not need to round again and again
- Should be allowed to park in front of the hotels we have our groups at ,I will not park in the dist industrial area , dirtiest the buses and no one pays my taxi fair for me
- More space is what we need
- There is no facilities for tour bus drivers to get food limit to 15 mins loading unloading behind mount royal no parking downtown near food outlets parking only in commercial district no food outlets there where are drivers suppose to eat
- Create more spots for unloading. Maybe allow us into Roam spots for unloading purposes.
- We appreciate what the town has done at the East train station public parking and other solutions

2026 Question 8

Do you have comments or suggestions about the <u>commercial bus parking lot</u> in the <u>Industrial District (at 300 Hawk Ave.)</u>?

- That's a great idea and is there a charge for that area?? There should be.
- Yes I do. Make it 24 hour parking for coaches and if possible Pay Parking is good and no handing out of Parking tickets by the town. Some drivers need DOT 24 hours off to reset Pay parking per day is ok Get rid of the gravel pit. Dust free and parking lin
- Stop putting construction equipment in there
- Only motor coach should be allowed to park there.
- Keep local operators out, and do not use it as a Town dumping ground. Expand it.
- More free parking please
- Parking in town needed for out of town/large motor coaches, we don't often have time to park in the industrial area and walk to get food.
- It needs to be paved, lit up at night with defined spaces and more spaces. Given the number of overnight coaches, there is alternative in town
- Buy the whole lot and get rid of the fence
- That's a joke. How do drivers get food and drink?. Where's the toilet? Who pays for the taxi? How limited is our time.
- It would be nice if there were washrooms for drivers to use.
- Make it much bigger and only for motorcoaches
- Needs more space
- more parking for buses
- Please expand this area - many times I have arrived around 7:00 PM and there are no spaces available and I have to start hunting for a space late at night as my hours are expiring and I am tired. It would be awesome to have an expanded area - plus
- It still should be only available for out of town buses, not local companies using it for their equipment.
- There's no easy way for the driver to get back into Town (aside from taxi). Parking at the back of the train station parking lot over night would be far more helpful.
- Too far away, not enough spots there.
- Too far away inconvenient for tour bus drivers.
- Should be paved
- 24 hours for Tour company motor coaches
- It's not safe especially if the driver parks there after hours during the night, n it's very very dirty too. So more lights Bath has to be done to it.
- fills up fast, is another lot available as well?
- Crossing tracks, fix and allow like in Canmore at the supermarkets
- The chance of getting behind a train is too high to risk going there.
- Pave expand and paint lines
- Pave it & expand it
- Please clear the towns fenced area back to parking and ticket the local companies using it
- need more space
- More promotions
- Out of town operators who don't have groups staying overnnight should not be allowed to park there.
- With tours the coach bus is expected to be washed and all it takes is a drive by for the coach to be dusted off/ a paved area with washroom and garbage would be appreciated

- Pave it with lines. Safety lighting.
- I should be paved and only out of town buses allowed
- Parking small during at night time they have a sign how to park the bus properly
- 12 hours is not enough. Some drivers may require a 24 or 36 hour reset and legally cannot move the coach. Drivers are being punished for following hours of service regulations.
- The town should be charging overnight coaches to park. $50-100/night wouldn't sway anyone
- get rid of the company in the back of lot. pave the lot, make a spot for the shuttles so more coaches can park. charge a fee for night parking and put on a gate to keep other companies out.
- I don't use it, I would like options close enough to Banff town that I can walk to get lunch and back in an hour
- Yes
- It is bad ,dusty , inconsiderate drivers make it very bad for those of us that are
- We need more space
- Not patrolled 2 semi's with trailers parked in there the construction rock company using a lot of the space
- Restrict usage to motor coaches only. Ideally, paved with painted lines.
- Make more spots there.
- We use this from time to time, we have a parking agreement with Norquay to facilitate the summer months.

2026 Question 9

Do you have <u>any other suggestions or concerns</u> about commercial shuttles and coach tour buses parking, bus routes or other transportation issues in the Town of Banff?

- "I managed to stay away from getting a parking ticket this summer but many drivers were upset to get one for no real reason
    - If the Town of Banff wants motor coaches to be in Banff which saves many cars from parking here, there has to be a safe place where 45ft coaches can park
    - I know parking is limited for Locals, Visitors and Coaches. Coaches are mostly for the summer
    - For the 12 hour lot out in the compound to make it a 24 hour lot and a Pay lot is ok too
    - Most places in Whistler or Victoria is pay parking
    - Drivers may need to reset their hours and the need for 24-36 hours off is required by DOT on occasion. Drivers also finish early 3-4 o'clock or could work late too and especially to find coach parking late at night is very hard thus parking somewhere not allowed for a coach-we need some space for that
    - There has to be a happy medium for a 45 ft coach and the Town of Banff
    - It is Great to be able to Park at the Train Station Lot from 8pm-8 am
    - It would be Wonderful to be able to Park a 45 ft coach somewhere for 2-4 hours during the day closer than the compound where there is a Toilet or a few places to eat"
- Please make room for us
- They should stay more than 15 mins
- Too many 24 seater shuttles blocking bus loading zones. 24 seater shuttles cause congestion, lack courtesy, training, and have a disregard for loading rules. Caribou hotel is one of the biggest issue areas, with smaller vans/buses parking MUCH longer than 20 minutes, forcing large buses to park blocking a lane, and not being on the sidewalk makes loading passengers with mobility issues more difficult. Motor coach parking is limited as is, and the parking areas at Mount Royal should be separate, to allow for both to have their own spaces to load and park. There is not enough space to park a large bus in town, and it is not fair to drivers to limit us to industrial area. It becomes difficult to make a run to a grocery store, or pharmacy, or even fast food on a short(and rare) break when you aren't permitted to park anywhere near it.
- We are told we can use the train parking lot. However 9 times of out 10, it is difficult to get in given the huge amount of cars parked and the tight turning areas to park without incidents.
- Keep small shuttles out of full-size bus spots, they have more options buses don't. Also, introduce Uber to Banff, tired of relying on an ancient taxi system with moody dispatchers and unrateable moody drivers. Or make the taxis free for drivers. My company won't pay for tips so I pay tips out of my own pocket. Maybe drivers shouldn't be obligated to tip Banff Taxi etc. Apparently it's a $900 fine for walking across the railroad tracks. Not cool and forces the drivers to rely on taxis
- Please, quit restricting coaches from Marten, Cougar- east of Fox, Moose, Re-open Caribou from Banff to Lynx(whose

idea was this? This was a major enviro friendly, safe route in and out of town (and you landlocked the Brewster lodge)). WE ARE THE GREEN, NOT LOST, MOST SPACE EFFICIENT FORM OF TRANSPORTATION

- Parking for drivers with access to washrooms, please.
- Cougar street....Banff treats bus drivers like crap, I have got 3 tickets this year....complete bs!
- "It would be great if you could provide safe, legal pedestrian access across the tracks into town from the parking lot in the industrial district. Taxis are expensive and not always available to get from/to the lot.
    - Exit from the mount royal lot is dangerous as vehicles are clashing with pedestrians - removing the parking lot and provided dedicated pedestrian and vehicle movement zones that are separate would increase safety.
    - Thank you for the chance to provide feedback!"
- Lack of shuttles parking lots
- "Using buses for all parking is inadequate. The problem is that mini buses are abusing the coach parking. There should be 2 parking options and it should be enforced.
    - 1. Coach Parking. 35 feet or greater
    - 2. Mini Bus Parking. Less than 35 feet
    - I know that in the Transport Department a bus is designated as holding 11 or more people including the driver. It is time to update that definition.
    - Also tour operators that have trailers and carry sporting equipment such as bikes should be banned from all bus parking. They will park in Coach parking take their group on a ride for hours then return and have a picnic besides their van. They are using valuable parking space to make profit from public parking. If you try and talk to them they get irate a swear at you."
- I think there is an abuse of the "out of town overnight lot" and the industrial district in general. Buses from companies who are not based in Banff who don't pay commercial real estate fees in Banff are using the industrial area as free storage for their vehicles so they can operate in Banff all summer long. There are out of town companies who litter the industrial area every night all summer long parking their buses on the side of the road. Better enforcement of the overnight lot and the industrial district after hours is needed for companies that want to operate here but don't want to pay for commercial storage for their fleet.
- We need bus parking for all size vehicles. TOB is recommending more and more tourists to arrive by public transit, but when we need to leave our vehicle overnight or for a few hours during the day, there doesn't seem to be anywhere to go and park.
- Time for intercept lot for cars - only local cars in townsite and guests with hotel reservations - day trippers should not be allowed cars - buses only from intercept lot. Need more parking for full coaches. Too many small vans taking up bus parking - they need to be somewhere else altogether- away from Mount Royal. Use BCHS parking lot for vans and mini coaches in summer!!
- Tour buses cost a lot to come into the park and bring a lot of business. But the facilities are limited where they can park and/or sit while there group is visiting and

spending money. Should be more areas for tour buses.

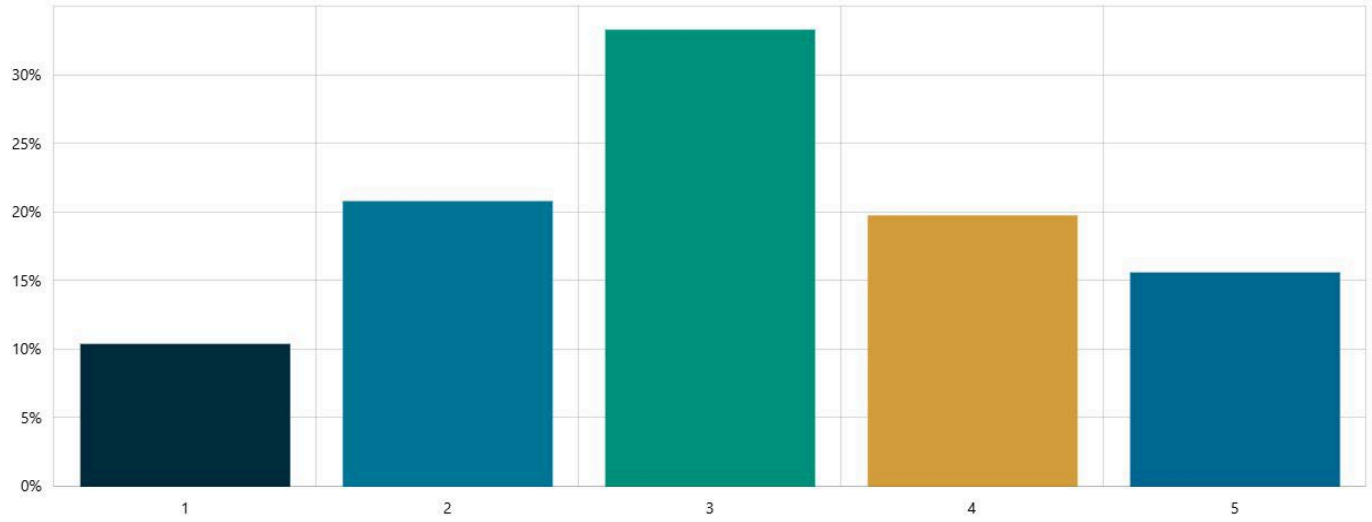
- Earlier parking for Motor Coaches at the train station 18:00
- Allow a area for motor coaches to be able to park for 24hours if they are in need of time off or reset time
- Big concern for surprise corner and it's parking... it is an accident waiting to happen!
- "Would like to say thank you for the turn support and traffic control around the congested areas.
    - Some of us try our best to work with you but even then it still can be a nightmare.
    - Please tell the government to stop giving the parks away for free."
- "We need a place to park.
    - Downtown wound be great so we can buy something to eat. Mount Royal parking lot is great for that.
    - Parking with enough time to at least get take out.
    - Parking for us to park over night somewhere is needed too."
- More places for 30 minutes parking.
- All of the shuttle services that primarily take people to Lake Louise and Moraine Lake do not reduce vehicle use in the town of Banff. Companies that are not Banff licensed businesses should not be allowed to park overnight in Banff unless they have groups staying in Banff.
- All drivers would like to see more ease of parking. We bring a lot of guests to Banff and when we need to drive every 15 min it increases fuel consumption and co2 in the atmosphere. If there is more parking we will see a reduction in this.
- Bylaw officers could help by moving vehicles out of the few areas a coach bus can park/ more centrally located parking while waiting for customers would be appreciated
- "A bus zone on Wolf st public washroom area for Calgary schedule buses.
    - Drivers must stay with their bus at Mt Royal at all times."
- we give business for the town they should have parking for coaches. They should get rid off it the car parking make in mount royal hotel it for 24 seater and sprinter
- "Pop-up tour operators using ticketing apps that do not display in an obvious manner the tour operators brand or name for easy identification should not be permitted to use the parking. How can you tell if they're even safe or legally registered to do business?
    - Some of the equipment is obviously substandard (doors held closed with bungee cords, excessive smoke, vehicles 20+ years old) and raises questions about public safety."
- There is not enough parking for buses and shuttles. increase parking somewhere. Where ever you make parking, have the transit bus available to these lots all day long on a regular buses. These lots should be close the available food sources as drivers also need to eat.
- If there's no bathroom in the joint royal lot at least make a practical bus stop on the outskirts of town that would be a good bathroom stop for people on buses without trying to find hotels that will let us use their place.
- Keep 30 minutes parking time
- "Some of the rules in the Town of Banff actually work in favour of drivers-cum-tour guides, such as the 15-minute parking limit.
    - Many visitors expect driver-guides to get off the vehicle and accompany them for shopping or restaurant orders.

They often take this service for granted as part of our job. The town's parking regulations give us a reasonable excuse to decline these unreasonable requests."

- I feel business has improved therefore we need more space because our current parking lot is so small considering the population
- Banff town offers free parking for cars ?? But penalizes tour buses ? No parking restricted roads no amenities for drivers
- More enforcement of private vehicles in the bus zones.
- There is less and less room for coach buses on side streets, I realize its complicated and may be a Parks Canada negotiating piece but being able to use the space at the old Cadet camp would be a good side of Banff solution for an additional hub.

2026 Question 10

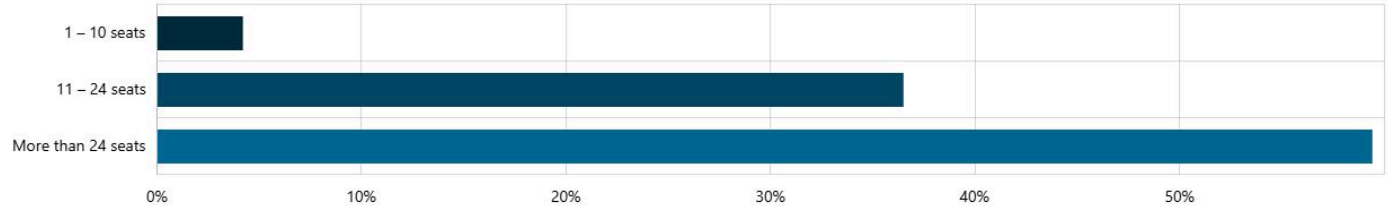
How would you rate your overall SATISFACTION with the current Mount Royal Bus Lot? (Participants were asked to use STARS – 1 star for low, 5 stars for top rating)



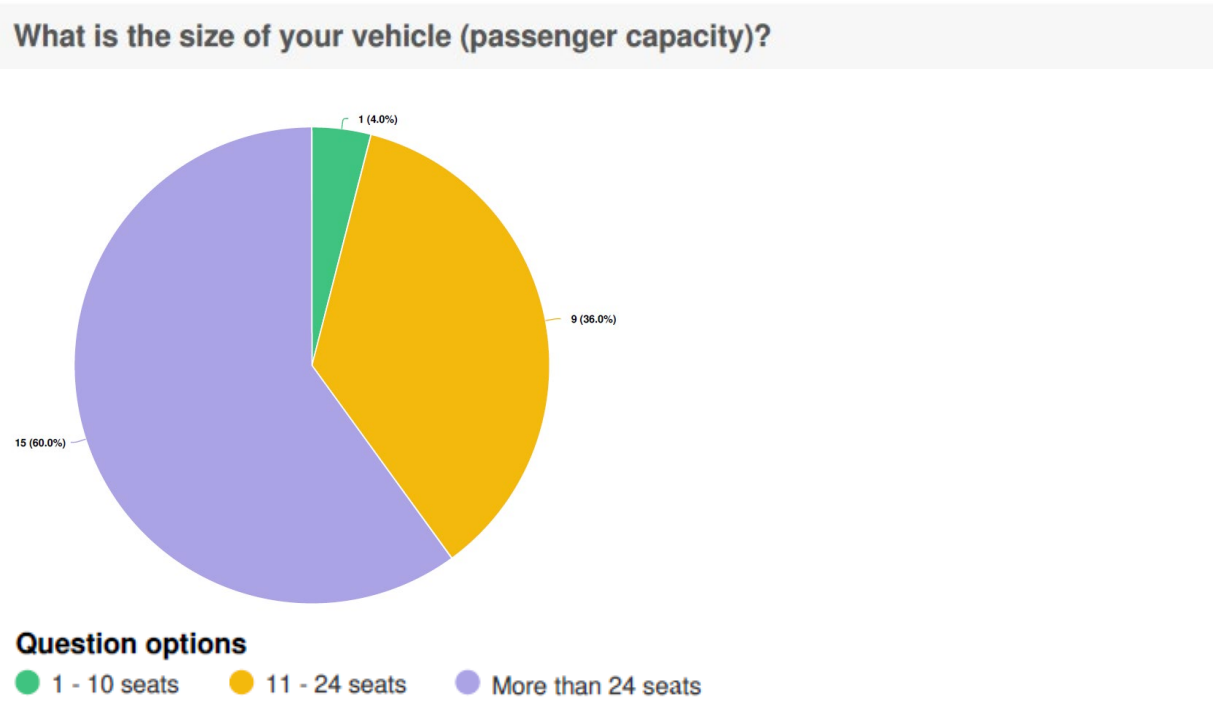
1	2	3	4	5	Count	Weighted average
10.42% 10	20.83% 20	33.33% 32	19.79% 19	15.63% 15	96	3.09

2026 Question 11

What is the SIZE of your vehicle by the NUMBER OF SEATS? (If you have multiple vehicles, indicate the size of most vehicles)

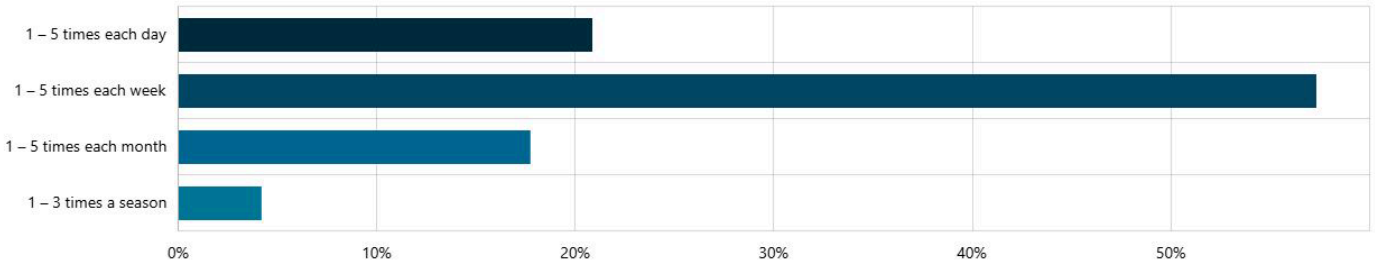


2025

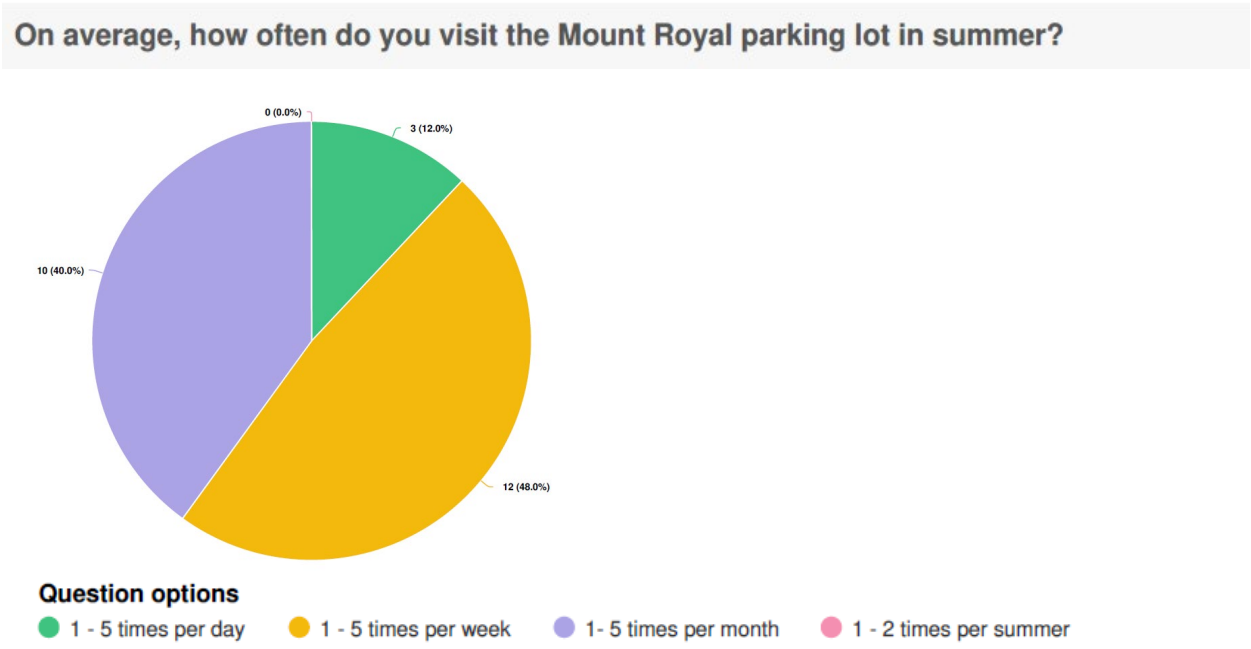


2026 Question 12

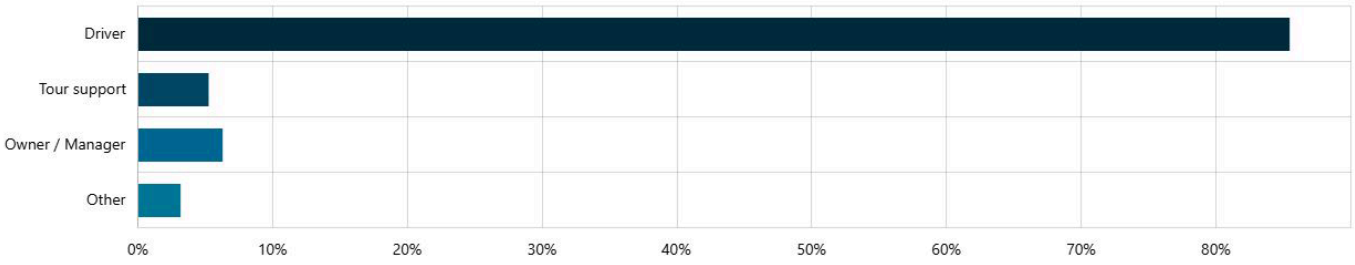
On average, HOW OFTEN do you visit the Mount Royal parking lot in SUMMER?



2025



2026 Question 13 **What is your ROLE?** (survey participant)



Other: Driver/Tour Guide; Driver and Manager; user

2026 Question 14

What is the name of your bus/shuttle company?
(Optional. The answers to this question are not be connected to answers. This question is used to help gauge the participants are from a range of operators and known companies)

