

Banff Train Station Public Parking Lot User Survey

Survey Objectives

We want to know **who is using Train Station Public Parking Lot** – if visitors **go into town or go out of town** – primarily, as part of a review of who is the intended user for the Train Station Parking Lot.

Methodology

Survey was deployed online at banffviewpoints.ca/parking2026 on August 16, 2026.

Between August 16 and Sept. 26, 2026, visitor agents intercepted people who parked at the train station parking lot and provided them with a QR code to take a survey by their phone, and participants were provided a coffee shop gift card for completing the survey.

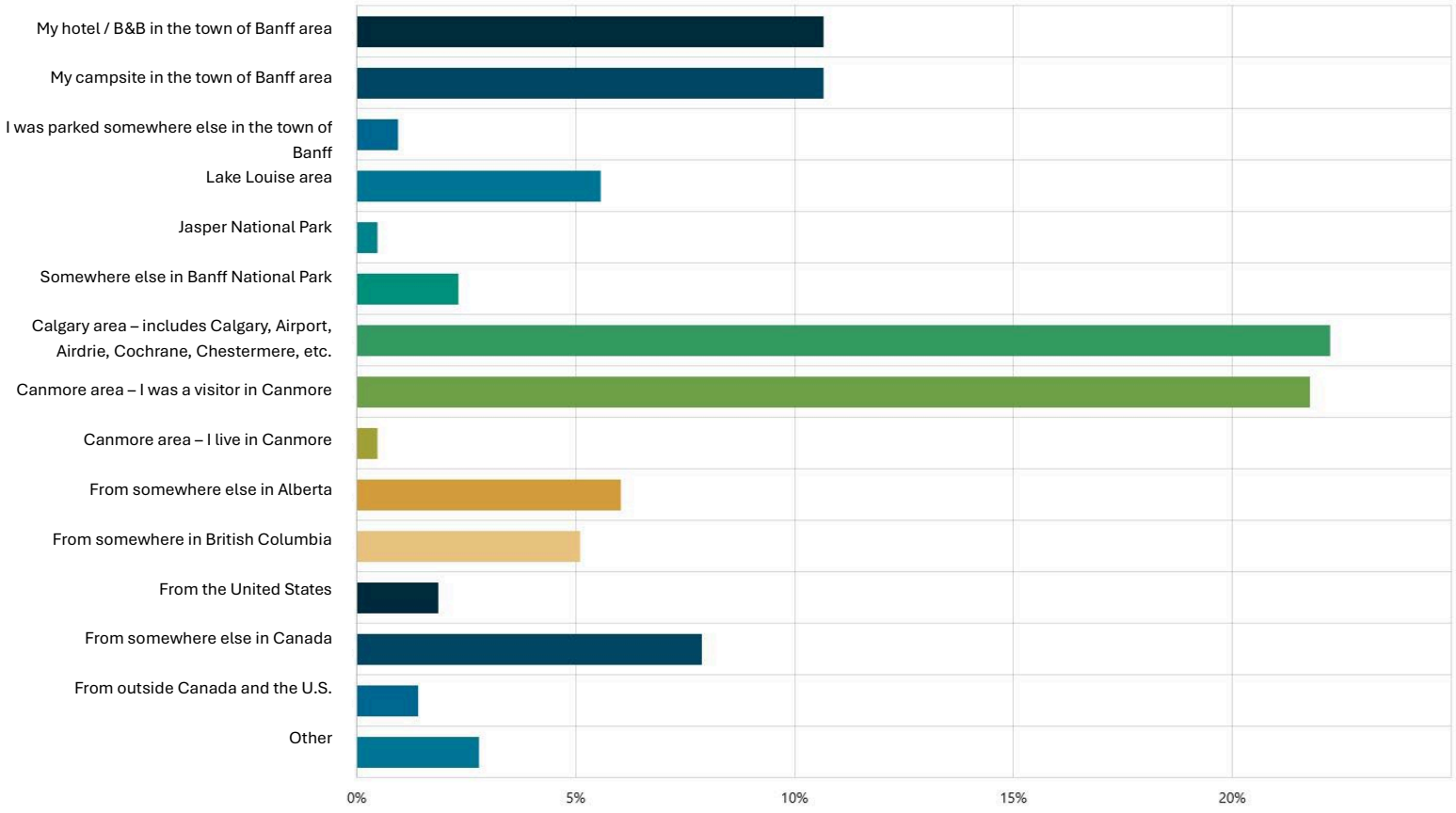
425 complete surveys were collected (at Fenlands and Train Station).

Question 1 **Where are you parking today, right now?**

(This question differentiates respondents from identical survey undertaken at Fenlands Rec Centre Parking Lot)

The responses below are only for the **216** respondents who parked at the **Train Station Public Parking Lot**.

Question 2 **Where did you come from today, before you parked here?**



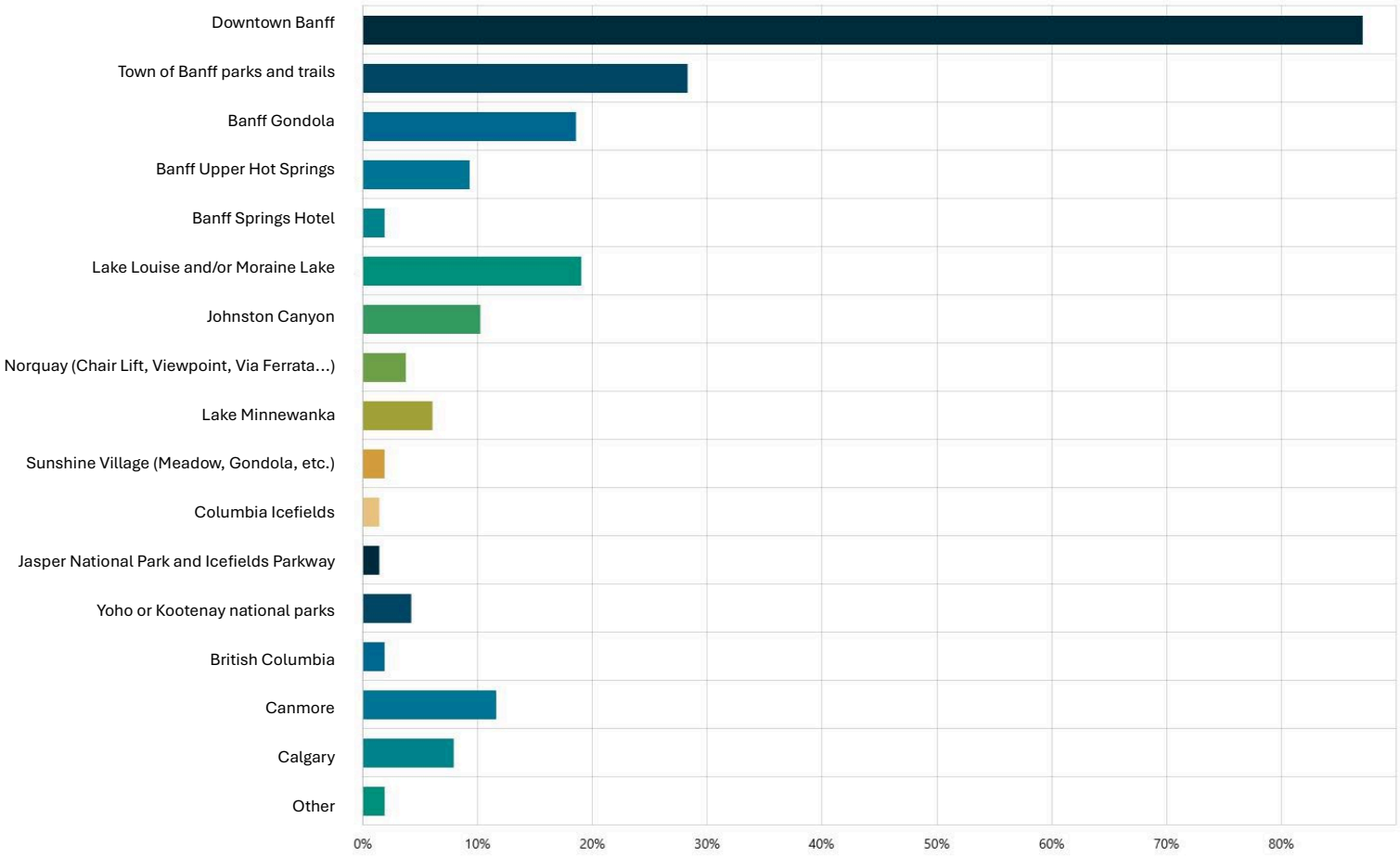
Answer choices	Percent	Count
My hotel / B&B in the town of Banff area	10.65%	23
My campsite in the town of Banff area	10.65%	23
I was parked somewhere else in the town of Banff	0.93%	2
Lake Louise area	5.56%	12
Jasper National Park	0.46%	1
Somewhere else in Banff National Park	2.31%	5
Calgary area – includes Calgary, Airport, Airdrie, Cochrane, Chestermere, etc.	22.22%	48
Canmore area – I was a visitor in Canmore	21.76%	47
Canmore area – I live in Canmore	0.46%	1
From somewhere else in Alberta	6.02%	13

From somewhere in British Columbia	5.09%	11
From the United States	1.85%	4
From somewhere else in Canada	7.87%	17
From outside Canada and the U.S.	1.39%	3
Other	2.78%	6
Total	**100.00%**	**216**

Other:

- Mount Norquay
- Jasper
- Bow River valley
- Campsite in Kananaskis
- Golden
- Saskatchewan

Question 3 **Where do you think you will visit TODAY? (Check any that apply)**



Answer choices	Percent	Count
Downtown Banff	87.04%	188
Town of Banff parks and trails	28.24%	61
Banff Gondola	18.52%	40
Banff Upper Hot Springs	9.26%	20
Banff Springs Hotel	1.85%	4
Lake Louise and/or Moraine Lake	18.98%	41
Johnston Canyon	10.19%	22
Norquay (Chair Lift, Viewpoint, Via Ferrata etc.)	3.70%	8
Lake Minnewanka	6.02%	13
Sunshine Village (Meadow, Gondola, etc.)	1.85%	4
Columbia Icefields	1.39%	3
Jasper National Park and Icefields Parkway	1.39%	3
Yoho or Kootenay national parks	4.17%	9
British Columbia	1.85%	4
Canmore	11.57%	25
Calgary	7.87%	17
Other	1.85%	4

Other:

- Bow glacier
- Lake Louise, radium hot springs
- Cave and Basin and golf course
- Bow falls, cave& basin

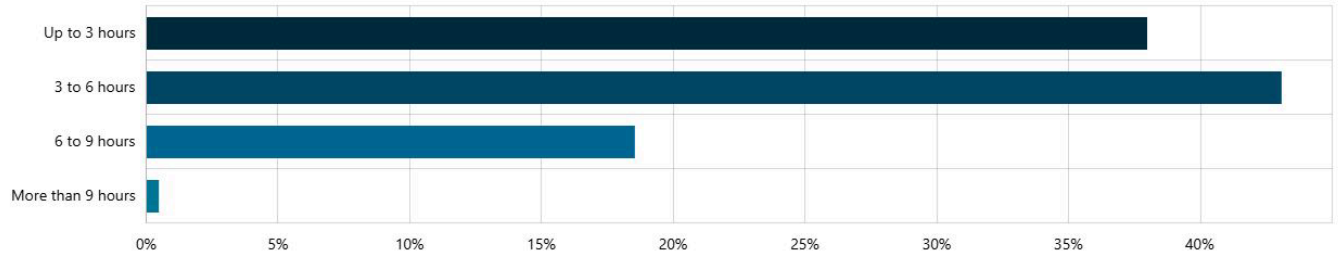
Question 4 **What is your primary destination today?**
Where is the main place you intend to visit from here?



- Kananaskis
- Gondola
- Downtown
- Just walk around and explore
- Norquay
- Town of Banff . Walking trail and shopping.
- Yoho national park
- Banff tie
- Banff downtown
- Downtown Banff
- Downtown Banff
- Kelowna
- downtown
- Just the town of Banff
- We went to lake Louise area however really wanted to stop by in Banff to see what it is all about
- Shops
- Banff town
- Gondola
- Banff Downtown
- Monods
- Three bears brewery for lunch, then walking downtown and hoping to get Lindt hot cocoa
- Banff town
- Beaver tails!
- Food
- Lake Louise
- Field
- Banff Town and Lake Louise
- Lake Louise and Banff
- Downtown Banff
- Just exploring downtown Banff.
- Camping at Two Jack Lake and then back to Calgary
- Restaurant
- Radium Hot Springs
- Banff National Park
- Calgary
- places around Banff
- Banff
- Banff
- Banff
- Moraine lake
- Banff
- Banff
- Downtown Banff, tunnel mountain summit
- Downtown
- Downtown Banff
- Johnston canyon after lunch
- Lake Louise
- Banff
- Lake Moraine
- Lake Moraine
- Banff town centre
- Johnson Canyon
- Lake Louise, big beehive hike and Banff town
- Lake Louis
- Lake Louise
- Banff
- Friends
- Calgary
- Gondola
- Banff
- Two Jack campground
- Gondola
- Strolling around
- Lake lousie
- Revelstoke
- Two Jackson lake
- Fairmont
- Downtown
- Bear Street Tavern
- Campground
- Tunnel mountain Village campground
- Bow glacier
- Banff city
- Banff Canoe Club

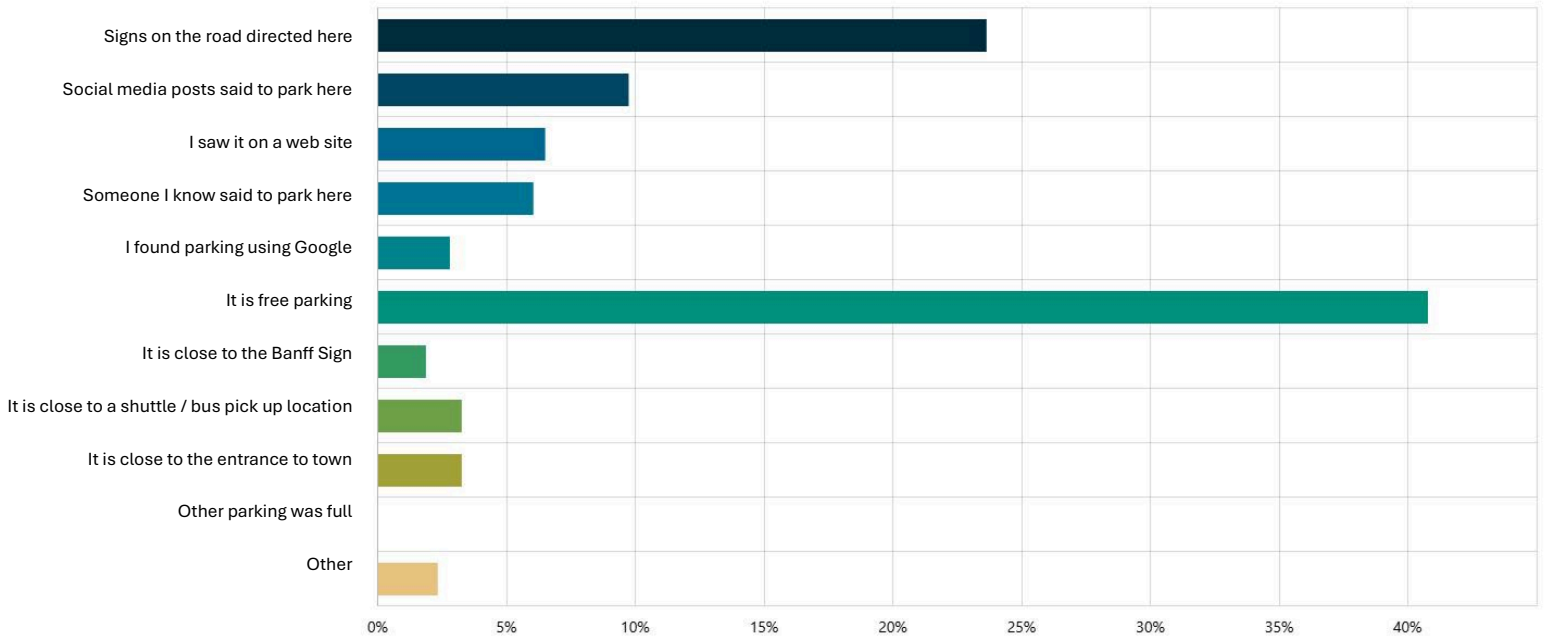
- Banff Gandola
- Banff
- Gondola
- Juniper hotel
- Juniper bistro
- Lake Louise
- Jasper
- Lupo
- Tourism
- Banff downtown
- Downtown banff
- Downtown
- Banff downtown
- Banff
- Johnston Canyon
- Hiking
- Downtown
- Banff town
- Lake lousie
- Vancouver
- Lake morano
- Banff downtown
- Moraine lake
- Banff
- Banff
- Down town
- Lake Louise
- Lake louise
- Banff Downtown Street
- Golden
- Exploring
- To look around
- Lake Louise
- Canyon
- Shops and hot springs
- Vacationing
- Banff City
- Sulpher Mountain
- Lake louise
- Downtown banff
- Lake Louise
- Banff
- Banff
- Louise
- Band town
- Gondola
- Banff
- Banff Gondola
- Banff
- Bow Falls
- Banff
- Golf course
- Downtown Banff
- Banff
- Banff
- Banff and Lake Louise
- Trails and downtown
- Banff, lake Louise, and Canmore
- Kootney
- Banff Town
- Lake Louise
- Gondola
- Banff
- Hiking
- Sundance canyon
- Banff Trails, Bow River and Nice Views
- Banff
- Canmore and Banff towns
- Downtown banff
- Lake Louise
- Downtown
- Banff and canmore
- Kootenay national park
- Hoodoo trail
- Town
- Lake Louise / Moraine Lake
- Lake Louie
- Banff
- Band downtown
- Banff
- Several places
- Lake Louise
- Peyto Lake
- Moraine
- Downtown
- Lake Louise
- Lake Louise
- Hot springs
- Banff
- Louise
- Johnston Canyon
- Lake Louise
- Town
- Gondola and open bus tour
- Lake Moraine
- Banff gondola

Question 5 **How long do you expect to be parked here today, roughly?**



Answer choices	Percent	Count
Up to 3 hours	37.96%	82
3 to 6 hours	43.06%	93
6 to 9 hours	18.52%	40
More than 9 hours	0.46%	1
Total	**100.00%**	**216**

Question 6 **What was the MAIN reason you chose to park here today?**

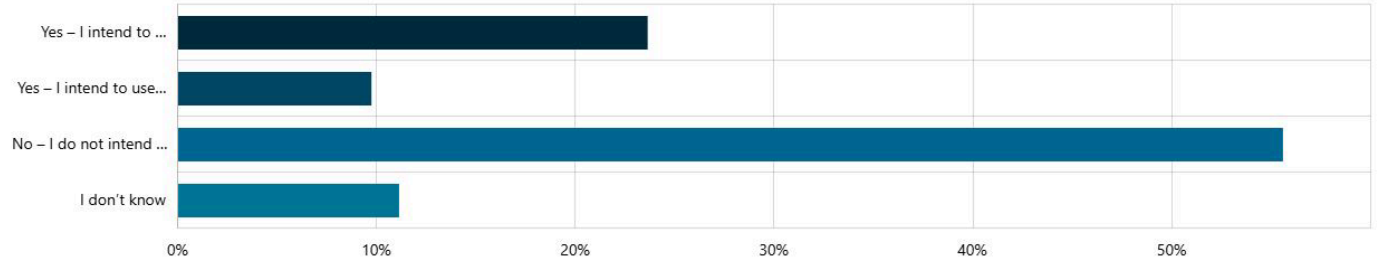


Other:

- ChatGPT recommended
- Because it was close
- I park here all the time
- Used it before
- National park entry staff advice

Answer choices	Percent	Count
Signs on the road directed here	23.61%	51
Social media posts said to park here	9.72%	21
I saw it on a web site	6.48%	14
Someone I know said to park here	6.02%	13
I found parking using Google	2.78%	6
It is free parking	40.74%	88
It is close to the Banff Sign	1.85%	4
It is close to a shuttle / bus pick up location	3.24%	7
It is close to the entrance to town	3.24%	7
Other parking was full	0%	0
Other	2.31%	5
Total	**100.00%**	**216**

Question 7 **Will you use a bus or shuttle today?**



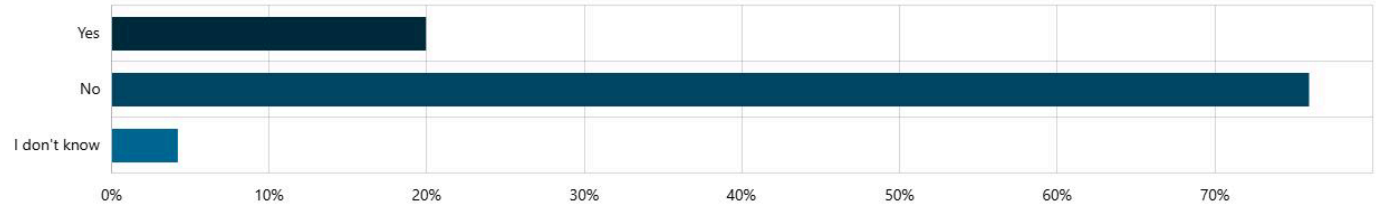
Answer choices	Percent	Count
Yes – I intend to take a Roam Public Transit bus	23.61%	51
Yes – I intend to use a commercial bus or shuttle today	9.72%	21
No – I do not intend to take a bus or shuttle today	55.56%	120
I don't know	11.11%	24
Total	**100.00%**	**216**

Question 8 **Are you DRIVING or being driven in a personal vehicle to the Lake Louise area today? (includes Moraine)**



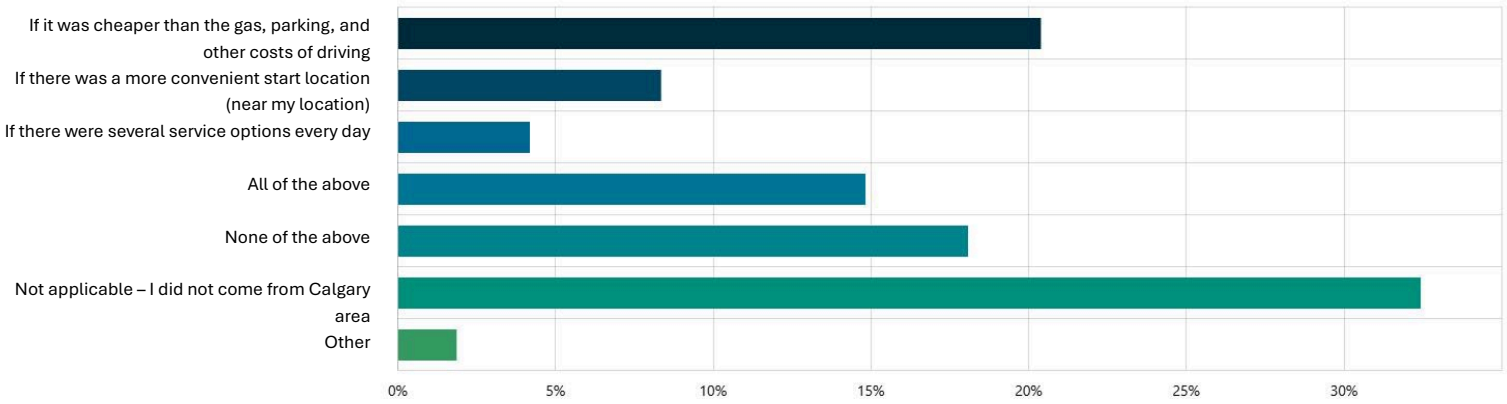
Answer choices	Percent	Count
Yes	47.22%	102
No	46.30%	100
I don't know	6.48%	14
Total	**100.00%**	**216**

Question 9 **Are you taking a BUS or SHUTTLE to the Lake Louise area today? (includes Moraine)**



Answer choices	Percent	Count
Yes	19.91%	43
No	75.93%	164
I don't know	4.17%	9
Total	**100.00%**	**216**

Question 10 **If you came from the Calgary area, what would make you consider taking a bus/shuttle service from Calgary instead of driving?**



Answer choices	Percent	Count
If it was cheaper than the gas, parking, and other costs of driving	20.37%	44
If there was a more convenient start location (near my location)	8.33%	18
If there were several service options every day	4.17%	9
All of the above	14.81%	32
None of the above	18.06%	39
Not applicable – I did not come from Calgary area	32.41%	70
Other	1.85%	4
Total	**100.00%**	**216**

Please leave any suggestions or comments to improve your experience.

- More handicap parking
- Appreciate the free parking. PLEASE keep it free !!!
- More signs for free parking also for overflow parking we have no idea
- Great Parkside
- More transit options in town and around the banff area and frequent transit service
- it is great and we saw deer!!
- We had a good experience
- Make it bigger
- Thank you for the free and convenient parking to this beautiful area!
- good place to visit n free parking area saves money
- The parking lot worked great for us on two different occasions. Restrooms also worked really well. Free wifi would be great on the future.
- Everything is nice
- Free parking is awesome
- Keep this space free, Banff is beautiful but parking fees are too much with the current cost of living expenses

- We love this parking lot! Thank you!
- Enable train operations
- None so far
- parking lot nicely marked - thanks!
- More free parking would be lovely! This is a beautiful town!
- Thanks for the free, convenient parking.
- Very good signage
- Great signage
- No suggestion! Great experience
- More public transport to the sites
- More Parking
- I love the convient way
- Signs were somewhat confusing, but it's also our first time
- Great experience
- Its fine
- Great service and beautiful weather with amazing sites
- Free parking is great
- Love it here!
- Bigger lot
- Make bigger parking
- Signage could be a bit clearer. I didn't see the second lot until circling a few times
- Great to offer free parking
- Beautiful area!!!
- Parking lot is great no issues
- Maybe there could be a difference between long or short RVs, with a short one we often can make a car spot work
- None
- Very well planned urban community
- Appreciate the free parking
- Thanks for the free parking!
- Create more free parking or reduce the parking charges
- Thank you for the free parking space.
- Limit the no of visitors and cars
- More free parking
- Bnaff is awesome
- Railway line between Calgary and Baff and regular buses would be very useful
- All good
- Good guy taking surveys really helpful
- Nothing