



OPERATING A COMMERCIAL VEHICLE ON MORaine LAKE ROAD BANFF NATIONAL PARK 2024

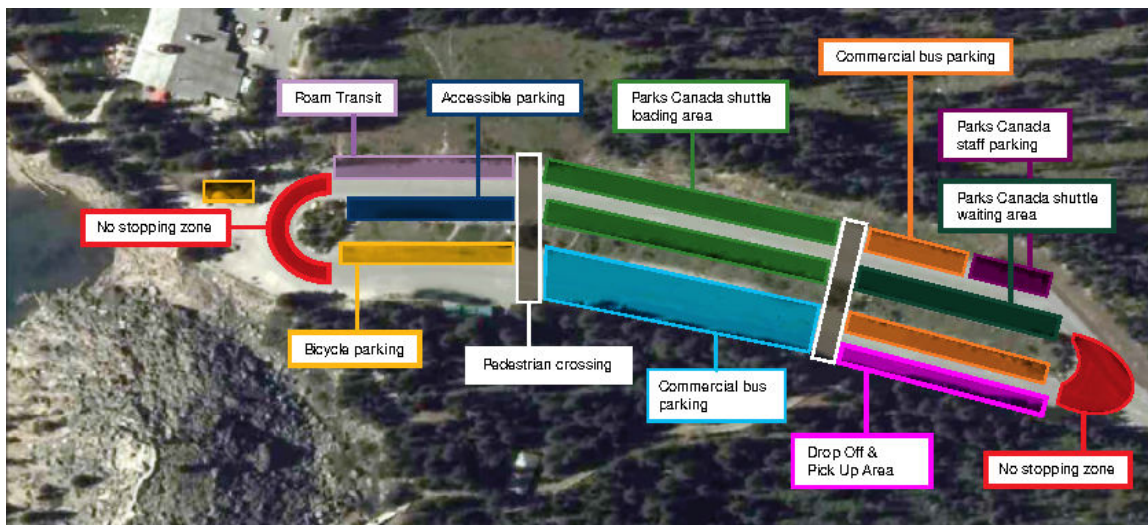
In 2023, Parks Canada made changes to the way visitors accessed Moraine Lake. Due to safety concerns and negative visitor experience caused by 24-hour visitor demand for parking that far surpassed capacity, personal vehicles were no longer allowed on Moraine Lake Road. To ensure visitors could still have a variety of opportunities to visit Moraine Lake, a pilot program was initiated that would issue a specific business licence add-on to permit commercial bus operators meeting licencing requirements.

For 2024, Parks Canada will extend this pilot project for one more year. Parks Canada shuttles, Roam Public Transit, and commercial buses meeting licencing requirements will be permitted access from June to mid-October.

For the 2024 season, operators will once again be required to obtain a business licence add-on that indicates they have been approved for travel on Moraine Lake Road. This Moraine Lake Road add-on is separate from a regular business licence and can be applied for once a 2024-2025 shuttle or tour bus business licence has been finalized for Banff National Park. In 2024, there will be no additional fees for this add-on, which will include a unique decal that is issued to each commercial vehicle.

A Banff National Park business licence and Moraine Lake Road add-on and decal alone do not grant access to Moraine Lake Road. Vehicles will be required to display commercial vehicle registration issued by the province, territory or state of governance. No vehicles will be given access to Moraine Lake without the appropriate business licence, permits, and decals.

It is the responsibility of the operator to ensure all requirements are met with respect to proper commercial vehicle registration. Consistent with the 2023 season, compliance checks by RCMP and other law enforcement agencies will occur throughout the season to ensure operators are maintaining safety and regulatory standards.



Parking zones at the Moraine Lake parking lot for the 2024-2025 season.



Changes in 2024

- All commercial vehicles must have a capacity of 11 or more persons (10 plus a driver). **There will no longer be an exemption for taxis.** Parks Canada is currently reviewing options for emergency pickup services (after hours pickup from Moraine Lake and exit only). A new system is also being developed for operators who access Moraine Lake Road in between the hours of 8pm and 7am. More information will be available during the application process for operators who require this access.
- With the success of the Moraine Lake Road add-on in fostering a diverse and vibrant commercial offer, Parks Canada is planning to transition from the pilot phase to a multi-year approach based on the ongoing role of commercial operators and evolving traffic management volumes, requirements and costs. In 2024 the Moraine Lake add-on will still be issued under the pilot phase, at the same price point as in 2023. It is expected that starting in 2025, as Parks Canada transitions to provide more certainty to operators and visitors, this will be re-evaluated. A sustainable system that allows continued commercial shuttle and tour access to the Moraine Lake Road closure area will need to take into account the related operational costs, as well as run parallel to an affordable public shuttle option for visitors, while ensuring best value for Canadians.
- Applications will no longer be accepted for the Moraine Lake Road add-on after the deadline of **July 15, 2024.**
- Parks Canada has authorized left hand turns for licensed commercial vehicle operators who have received a Moraine Lake Road add-on onto (or from) Lake Louise Drive. Parks Canada may reinstate the restrictions at any time should it compromise visitor safety or create unacceptable levels of traffic congestion.
- Vehicle decals will be issued to a specific license plate and fleet number which must be submitted to Parks Canada during the application process. Operators who lease vehicles can convey this information as it becomes available. Existing non-transportation commercial businesses who hire a third-party operator for a driver and vehicle do not need to apply for the Moraine Lake Road add-on, but must have a Banff National Park business licence. The hired third-party operator that provides the vehicle and driver must have both a business licence and the Moraine Lake Road add-on.
- Operators must ensure that they have seat capacity to return all clients to their vehicles (located in pre-approved parking locations if within the national park) on the same day of travel.
- Parks Canada will be repairing and making critical improvements to Lake Louise Drive. Details about the project can be found at <http://parks.canada.ca/lldrive>.



OPERATORS APPLYING THROUGH A DIFFERENT NATIONAL PARK

Banff (East), Jasper, Waterton Lakes, Mount Revelstoke, Glacier

1. Complete a 2024-2025 shuttle or tour bus licence application through the respective business licence department. 2024-2025 applications will be available mid-March 2024.
2. E-mail llykbusinesslicence@pc.gc.ca to request an application for the add-on.
3. An application for the add-on will be forwarded and will include the following requirements. **Please complete fully and provide all documentation.**
 - ✓ A copy of your **finalized** shuttle or tour bus business licence
 - ✓ Completed Moraine Lake Road Operator Survey
 - ✓ Completed Vehicle Info Submission Sheet
 - ✓ Signed business licence document for Moraine Lake Road add-on
 - ✓ If applicable, letters of permission for directing clients to park on third-party lessee property. This includes the maximum amount of allocated parking stalls.
4. Upon completion, pick up your allotted decals from the Lake Louise Visitor Centre **or** indicate a physical address for mail out.

OPERATORS APPLYING THROUGH LAKE LOUISE, YOHO, KOOTENAY

1. Complete a 2024-2025 shuttle or tour bus licence application through LLYK at llykbusinesslicence@pc.gc.ca. Request an application for the add-on.
2. An application for the add-on will be forwarded and will include the following requirements. **Please complete fully and provide all documentation.**
 - ✓ Completed Moraine Lake Road Operator Survey
 - ✓ Completed Vehicle Info Submission Sheet
 - ✓ Signed business licence document for Moraine Lake Road add-on
 - ✓ If applicable, letters of permission for directing clients to park on third-party lessee property. This includes the maximum amount of allocated parking stalls.
3. Upon completion, pick up your allotted decals from the Lake Louise Visitor Centre **or** indicate a physical address for mail out.



FREQUENTLY ASKED QUESTIONS

What types of vehicles are permitted on Moraine Lake Road?

- Commercial buses are permitted. Commercial buses are defined as commercially registered vehicles that can transport 11 or more persons.
- It is the responsibility of the operator to ensure all requirements are met with respect to proper commercial vehicle registration.
- All vehicles must be affiliated with an operator that has a business license for Banff National Park and the Moraine Lake Road add-on. The vehicle must display the new decal affixed to the windshield that matches its license plate. Photocopies are not valid.
- Parks Canada shuttles, Roam Public Transit, and emergency response vehicles are permitted. Vehicles with a valid disabled parking hang tag are permitted. Vehicles with existing reservations for businesses at Moraine Lake are permitted. Vehicles associated with the emergency pickup service are permitted.

I hold a business licence in Banff National Park, does that make me a commercial transportation provider?

- No, holding a business licence in Banff National Park does not automatically qualify you as a commercial transportation provider. Commercial transportation providers go through a specific application process with certain requirements. If interested in becoming a commercial transportation provider, please reach out to the respective Parks Canada office which issued your business licence.
- Business licence holders who are not approved commercial transportation providers will be required to book seats on a Parks Canada shuttle or arrange transportation with an approved provider if they wish to travel to Moraine Lake with clients.

I've been awarded a shuttle or tour bus business licence. Where can I direct clients to park their vehicles?

- There is no parking permitted in any Parks Canada parking lots, public parking areas, and trailheads within the national parks. These areas are not authorized locations to direct clients to park their vehicles before they use a commercial shuttle service.
- Businesses wishing to base their operations in the national parks (outside the Town of Banff), such as the community of Lake Louise, must obtain permission from third-party lessees, such as commercial accommodation providers. This written permission **must** include the number of parking stalls allocated to the operator. Operators are required to submit these letters of permission during the application process. Approved parking locations will be indicated for each operator on their Moraine Lake Road add-on.
- Operators with approved parking locations **must** direct their clients to these locations.
- Once clients have parked their vehicles in approved locations, operators are permitted to pick up and drop-off these **existing** clients throughout the national parks, adhering to local restrictions, closures, and regulations. Operators must ensure that they have seat capacity to return all clients to their vehicles (located in these approved parking locations if within the national park) on the same day of travel.
- Operators may not solicit **new** clients in any Parks Canada parking lots, public parking areas, or trailheads.



I am a contractor working for Moraine Lake Lodge. Do I need to apply for the Moraine Lake Road add-on in addition to my business licence?

- No, contractors working for Moraine Lake Lodge will be let through but must park in the Moraine Lake Lodge parking area, not in the Parks Canada lot. Contractors should coordinate with Moraine Lake Lodge in advance to obtain a gate access code, or speak to the onsite Parks Canada staff upon arrival.

Can I turn left onto or off of Moraine Lake Road?

- Parks Canada has decided to authorize left turn access only for licensed commercial vehicle operators who have received a Moraine Lake Road add-on when entering or departing Moraine Lake Road onto (or from) Lake Louise Drive starting June 1, 2024.
- Please note that restrictions may be reinstated to left turn access at any time should it compromise visitor safety or create unacceptable levels of traffic congestion. Additionally, construction plans for infrastructure improvement along Lake Louise Drive during the 2024 operating season may require additional traffic restrictions.

Can I park my van or bus overnight in the Moraine Lake parking lot?

- No, overnight parking is not permitted unless your tour group is on a multi-day backcountry experience.

Where can I park once at Moraine Lake?

- Commercial buses have separate, defined parking spaces in the Moraine Lake parking lot (see image on page 1). In 2024, these spaces are designed to separate vehicles by length.
- Commercial buses **under** 25 feet in total length will park in the **orange** “commercial bus parking” area. Commercial buses **over** 25 feet in length will park in the similarly labeled **blue** area.

What happens if the parking is full?

- If all commercial bus parking is full, no additional parking is available. Operators will be given access to drop-off their passengers, but they will not be able to remain on site.
- Arrangements must be made to organize a pick-up time with the group and the vehicle will be required to leave the parking area until the scheduled pick-up time. There will be a 10-minute maximum allowance for passenger drop-off and pick-up.
- Business licenses do not give the licensee any rights or priority of access in the national park, including parking. Parking in Banff National Park is on a first-come first-serve basis, including all commercial vehicles. Parking on road shoulders is illegal.
- When deemed necessary for park management purposes, the Superintendent may close any area to public use or traffic, including access or parking.

Additional info for commercial operators:

<https://parks.canada.ca/pn-np/ab/banff/visit/parkbus/louise/commerciaux-commercial>