

**Solicitation No.:**  
5P420-23-0277/A

**Amendment No.:**  
00

**Contracting Authority:**  
Daniel Nguyen

**Client Reference No.:**  
n/a

**Title:**  
Moraine Lake Shuttle Service – Lake Louise, AB

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## **Moraine Lake Alpine Start Shuttle – Banff National Park**

### **1. Objective(s)**

Parks Canada Agency (PCA) is implementing a daily reservation-based fee-for-service early morning shuttle departing from the Lake Louise Lakeshore to Moraine Lake from June 1 – October 14, 2024 (inclusive).

#### **1.2 Reference Documents**

Appendix A: Moraine Lake Alpine Start shuttle service schedule and routing maps

Appendix B: Parking Lot Pickup and Dropoff Locations

Appendix C: Daily driver count sheets

Appendix D: Parking Payment Example

### **2. Background**

Moraine Lake is an iconic Canadian destination located in the Lake Louise area of Banff National Park. It welcomes hundreds of thousands of domestic and international visitors each year. Throughout the past decade, the roads providing access to Moraine Lake have faced obstruction due to illegal parking and congestion from personal vehicle traffic, including a growing number of RVs. This has led to safety concerns and an increasingly negative visitor experience. To help alleviate traffic congestion, increase safety for residents, staff and visitors, and improve visitor experience in the Lake Louise area a traffic management strategy has been in place since 2016. Traffic is now managed from June to mid-October. This ongoing strategy continues to enhance traffic management protocols to maintain traffic flow and offer shuttle services for visitors to the Lake Louise area.

Since 2010, visitation to the Lake Louise area has increased steadily and traffic congestion has reached a level that requires active management to ensure the safety of visitors, staff, and residents. In 2019, Lake Louise Drive saw 2.1 million vehicles (two-way), up 76% from 2010. Parks Canada first implemented a larch season shuttle service to Moraine Lake in 2013. Demand has since driven growth of the program. In 2017, the Parks Canada shuttle ran daily in the summer months (May to October) to Lake Louise. Daily summer service to Moraine Lake began in 2018. In 2019, all Parks Canada shuttles to Lake Louise and Moraine Lake had a nominal fee focused on cost recovery. In 2022, increasing vehicle access demand for Moraine Lake continued to exceed operational and safety capacity. In 2023, personal vehicle access to Moraine Lake was restricted year-round. Visitors wishing to visit Moraine Lake are now required to reserve a Parks Canada shuttle or use commercial transportation and other active modes. On average, there were 2600 visitors using the Parks Canada shuttles and an additional 2200 visitors using external commercial operators to access Moraine Lake daily from June to October in 2023.

Due to wildlife sensitivities impacting the Whitehorn Drive corridor, the current Parks Canada shuttle offer from the Lake Louise Park and Ride is restricted to a 6:30 a.m. start. Some user groups requiring an earlier start, whether to start a mountaineering objective or to catch the sunrise on the lake, cannot be accommodated. While various commercial operators offered early morning and sunrise shuttles to visitors in 2023, the costs may have been limiting to some users. Parks Canada is committed to providing an affordable early morning shuttle option for visitors to access Moraine Lake. The Lake Louise, Yoho and Kootenay Field Unit is working with stakeholders to deliver on this shuttle offer, and continuous improvement to traffic management and public transit access in the Lake Louise area.

### **3. Scope of Work**

\*Please note: All relevant dates and times reflect the service request for 2024. In the event of an option year being exercised, all relevant dates and times will be reviewed and altered to reflect the service

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requirements for that calendar year. This information will be reviewed with the Contractor, no less than 2 (two) months before the start of the first segment of the contract in any given option year.

**The Contractor is responsible for the following:**

**3.1. Tasks/Technical Specifications**

The Contractor must provide return shuttle service from the upper Lake Louise Lakeshore parking lot to the Moraine Lake parking area. This shuttle service will operate for 136 (one hundred and thirty-six) days in June, July, August, September, and October 2024. The shuttle service departs daily at 4:00 a.m. and 5:00 a.m. from the upper Lake Louise Lakeshore parking lot between June 1 and October 14, 2024, and must return passengers back to the Lake Louise Lakeshore on the return trips.

The Contractor must accommodate a minimum of 50 passengers per departure. This can be achieved with one or two buses per departure time.

- All drivers must be on site at the upper Lake Louise Lakeshore parking lot 20 minutes before the first scheduled departure. All necessary vehicle safety inspections, commercial documentation and driver logbooks (if required) must be completed before arriving on site.
- All shuttles must be in position to begin loading visitors 15 minutes before the scheduled departure time. This shuttle must depart promptly at the publicized time (4:00 a.m. and 5:00 a.m. from June 1 to October 14, 2024).
- The 5:00 a.m. shuttle(s) will remain at Moraine Lake until 5:30 a.m. to return to the upper Lake Louise Lakeshore parking lot with any returning passengers. Any passengers remaining at Moraine Lake after 5:30 a.m. will be able to ride on one of the Parks Canada Lake Connector shuttles once the regular service begins. The first regular service shuttle will arrive at Moraine Lake at approximately 7:00 a.m., departing shortly after.

Note that the total distance in between the upper Lake Louise Lakeshore parking lot and the Moraine Lake parking lot is 14.2 km and that uninterrupted travel time is approximately 21 minutes one way. Based on statistics from previous years, at least an additional 10 minutes will be estimated to account for pickup and drop-off times, and possible traffic congestion.

Relevant schedules and site maps for the “Moraine Lake Alpine Start shuttle service” are defined in “Appendix A”.

**3.2. Level of Service**

The Contractor must:

- 3.2.1** Identify one (1) project lead, they must have at least two (2) years of experience managing a contract that is similar in scope, nature and complexity to the requirements described herein. The project lead must be made known to the PCA Project Authority at the commencement of the Contract.

Any staffing changes to replace the identified project lead must be reported to the PCA Project Authority in advance. The replacement project lead must still meet all experience requirements identified in this section.

This individual is responsible for the following:

- Act as the point of contact for the PCA Project Authority.

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- Act as a liaison between the PCA Project Authority and all other contractor staff and/or subcontractor(s) onsite carrying out work under this contract.
- Receiving on behalf of the Contractor, any request, direction, or other communication from the PCA Project Authority in relation to the work being performed under the contract.
- Training, orientation and overseeing performance of the contractor staff and/or subcontractor(s) to the contract requirements and obligations.
  - a. Provide the PCA Project Authority a “daily duty roster” that clearly outlines the vehicle and staffing allocation to fulfill the contract requirements each day. The “daily duty roster” must be provided a minimum of one (1) day in advance, at or before 5:00 p.m. The “daily duty roster” must be provided by either email or directly to the PCA project authority. This “daily duty roster” must inform the PCA Project of the driver that will be working on site and which vehicle unit number they will be driving.

Any changes that occur due to staff illness or injury must be communicated to the PCA Project Authority as soon as possible on the day of.

Ensure all drivers complete the provided “Daily count sheet” for their assigned routing that day. Example sheet is provided in “Appendix C”.

- 3.2.2** Ensure all “Daily count sheets” are submitted to the PCA Project Authority either directly or by email before 5:00 p.m. each day.
- 3.2.3** Report any incidents, accidents, near misses or safety concerns directly to the PCA project authority. These reports (when required) must be sent by email no later than 9:00 p.m. on the day of the occurrence.
- 3.2.4** Ensure the shuttles are clearly marked with the company logo and indicate that contract services are being provided.
- 3.2.5** Communicate written or oral messages on behalf of Park Canada to shuttle riders.
- 3.2.6** Ensure that any comments or complaints that are received by the PCA Project authority in relation to the Contractor are responded to within 48 hours. If follow up investigation is required, daily updates must be provided to the PCA Project authority by 5:00 p.m. each day until the situation is resolved.
- 3.2.7** Display signs provided by Parks Canada in each shuttle.
- 3.2.8** Ensure monthly invoices are line itemized and any additional charges are clearly noted.
- 3.2.9** Ensure fueling and maintenance of shuttles will not impact daily schedules and level of service.
- 3.2.10** Provide transportation to all pets that conform to the PCA requirements. Pets must be small enough to fit into a carrier and the carrier must be placed on the visitors lap at all times during

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travel. Note that service animals are permitted to board at all times with no restrictions.

- 3.2.11** Ensure that any passenger boarding the shuttle provides proof of their pre-paid shuttle reservation. This confirmation will be included in their reservation and can be shown in the form of a digital or a paper copy of their reservation.
- 3.2.12** Ensure that any passengers boarding the shuttle provide proof of their parking payment. This may be included in their reservation in the form of an email and/or a paper copy or a printed ticket from the onsite parking machine. Acceptable parking payment receipt examples are provided in "Appendix D".
- 3.2.13** Provide/collect a Parks Canada Lake Connector shuttle ticket or token for return trip to each passenger.
- 3.2.14** Provide all shuttle drivers with matching uniforms that clearly identifies them as the shuttle service drivers (e.g. as simple as black pants and a white shirt with an appropriate identifier name tag).
- 3.2.15** Ensure all shuttle drivers can communicate in English and preferably in French if capable.
- 3.2.16** Ensure that all shuttle drivers assist in the loading and unloading of passengers, including checking and collecting passenger tickets, loading strollers, baggage and permitted recreational items.
- 3.2.17** Ensure drivers are aware of the routes and protocols ahead of time, (i.e. new drivers must not show up mid-season unacquainted with the program, and/or routes).
- 3.2.18** Ensure drivers have attended and completed a shuttle program orientation provided by Parks Canada prior to the operation of any shuttle service under the contract. Training will be provided to ensure drivers understand protocol and equipment required to operate entry gates or barriers that may be encountered while in service of the contract.
- 3.2.19** Provide driver's accommodation at its own cost (if required).
- 3.2.20** Provide excellent customer service.
- 3.2.21** Ensure that all shuttle drivers present Parks Canada in a positive and professional manner.
- 3.2.22** In the event of a breakdown, provide a replacement shuttle within 24 hours to fulfill contract requirements with a minimum seating capacity of 50 passengers on location.
- 3.2.23** Keep each shuttle clean at all times.

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**3.2.24** Provide adequate number of shuttles and drivers to meet the schedule requirements.

### **3.3. Additional Contractor Responsibilities**

In accordance with the Alberta Traffic Safety Act and Transport Canada Canada's Motor Vehicle Transportation Act (1987) and National Safety Code, the Contractor must:

- 3.3.1** Ensure that each shuttle driver has a clean driving abstract and that they are appropriately licensed to drive the passenger shuttles for the duration of the contract.
- 3.3.2** Ensure that the shuttles are properly geared and have sufficient power to safely and effectively operate when fully loaded.
- 3.3.3** Maintain operating status as required by Transportation Alberta:  
<http://www.transportation.alberta.ca/content/doctype276/production/edmanual.pdf>
- 3.3.4** Obtain and maintain specified insurance requirements as set out in the contract;
- 3.3.5** Ensure that all shuttles are approved for this service through the Commercial Vehicle Inspection Program (CVIP) and have a valid permit for the duration of the Contract (proof must be provided to the PCA Project Authority prior to the operation of any shuttle in the performance of the work under the Contract).
- 3.3.6** Obtain and maintain insurance the specific insurance requirements for the duration of the Contract;

Additionally, the contractor must:

- 3.3.7** Obtain and maintain a Parks Canada Business Licence for operation in Banff National Park.
- 3.3.8** Provide the service with minimal or no supervision from Parks Canada on site

### **3.4 Constraints**

- 3.4.1** Parks Canada reserves the right to request the removal of any drivers and a replacement is to be provided at no cost.
- 3.4.2** Under no circumstances are drivers to accept any form of financial compensation (gratuities) from passengers.
- 3.4.3** Parks Canada reserves the right to seek third party shuttle suppliers in the event that contracted shuttles do not fulfill the contractual obligations on any given day. In this case, the supplier will forfeit payment for the service that was not provided.

### **4.0 Support by Parks Canada**

Parks Canada shall:

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- 4.1 Provide a shuttle program orientation to all shuttle drivers.
- 4.2 Provide daily schedules.
- 4.3 Provide the next day's manifest by email by 6:00 p.m. each day.
- 4.4 Provide a Parks Canada shuttle sign to display on each shuttle.
- 4.5 Provide a seasonal supply of Parks Canada Lake Connector shuttle tickets or tokens for distribution/collection to each passenger.
- 4.6 Provide a site map identifying the pickup and drop-off locations.
- 4.7 Provide all information surrounding visitor comments or complaints in regard to shuttle operations or driver conduct within 48 hours of receiving the information.
- 4.8 Provide drivers all necessary training and equipment to operate entry gates or barriers that may be encountered while in service of the contract.
- 4.9 Provide internet and phone access where available

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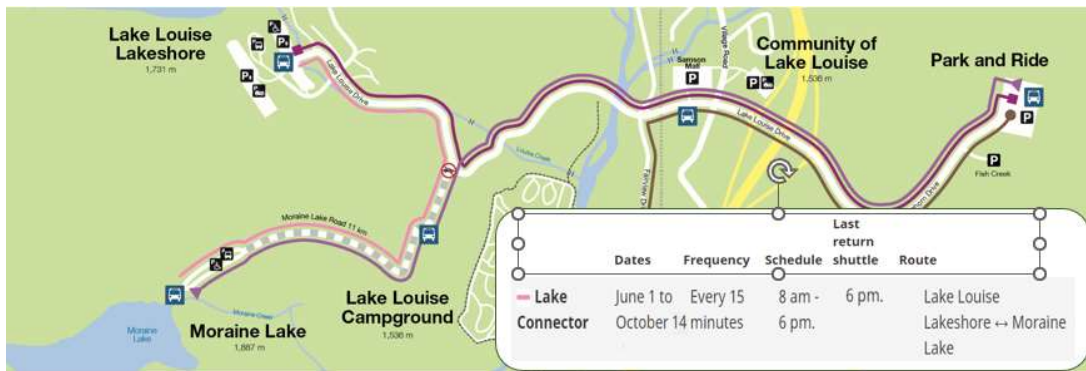
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## Appendix A: Moraine Lake Alpine Start Shuttle Service Schedule and routing Maps

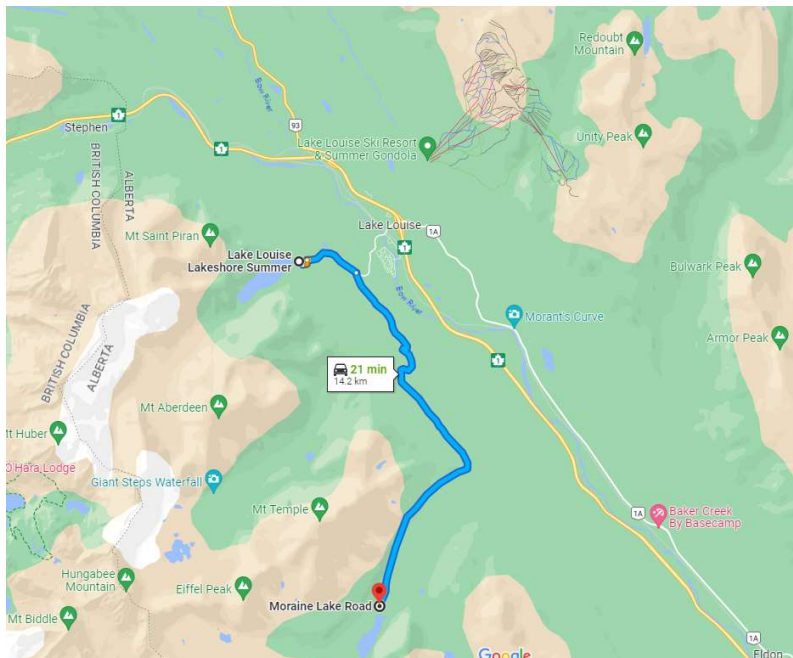
### A. Moraine Lake Alpine Start Shuttle Service Schedule – June 1 to October 14, 2024

Moraine Lake Alpine Start Shuttle Service - June 1 to October 14, 2024			
Shuttle	Pickup Location	Begin Loading	Departs
1	Upper Lake Louise Lakeshore parking lot	3:45 a.m.	4:00 a.m.
2	Upper Lake Louise Lakeshore parking lot	4:50 a.m.	5:00 a.m.
3	Moraine Lake parking lot	5:25 a.m.	5:30 a.m.

### B. Moraine Lake Alpine Start Shuttle Service Maps - The Alpine Start shuttle route will follow the Lake Connector shuttle route on the below map.



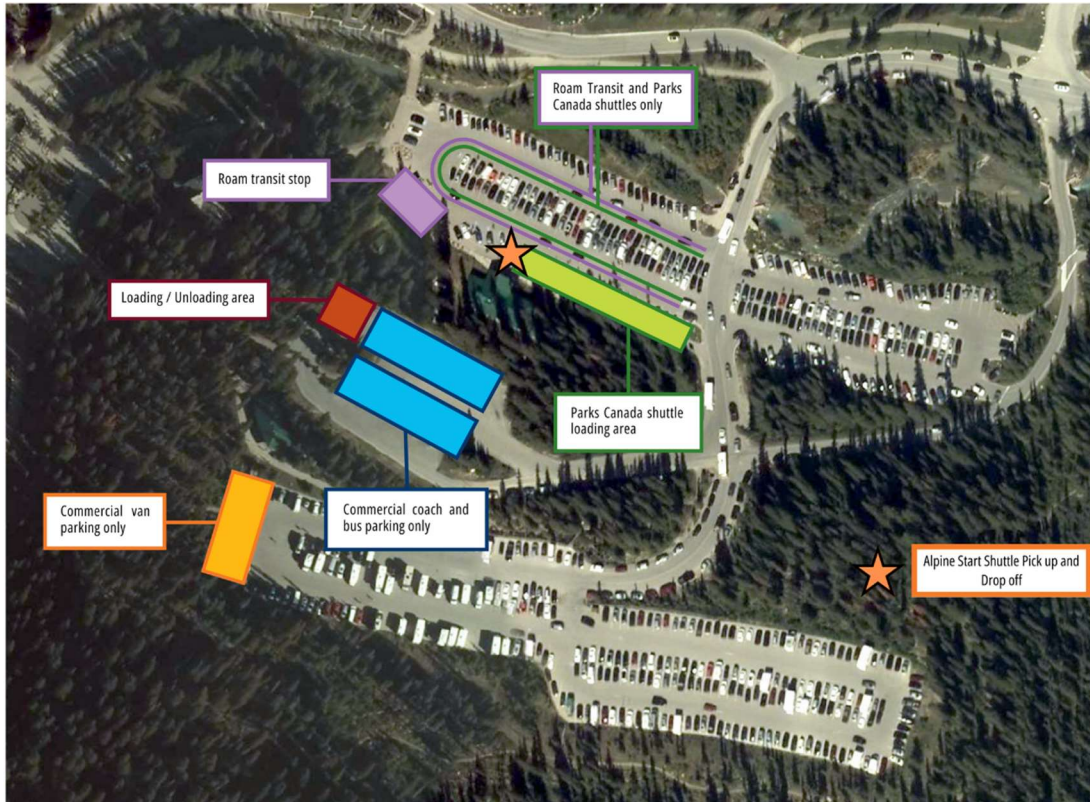
### C. Travel time between Lake Louise lakeshore and Moraine Lake.



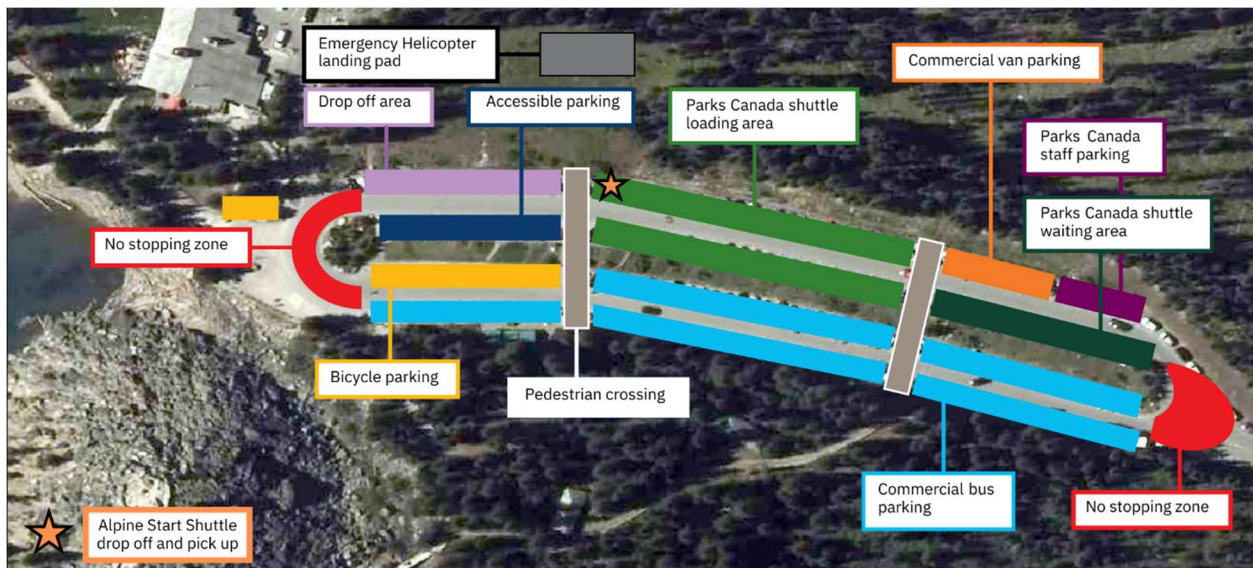


## Appendix B: Parking Lot Pickup and Dropoff Locations

### A. Upper Lake Louise Lakeshore Parking Lot



### B. Moraine Lake Parking Lot





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**Appendix C – Daily Driver Count Sheets**

**MORaine LAKE ALPINE START**

**PASSENGER COUNT**

**\*\*PLEASE REMEMBER TO MARK THE DATE\*\***

**DATE:**

**DEPARTING LAKE LOUISE**

DEPARTURE TIME	PASSENGER COUNT

**DEPARTING MORaine LAKE**

DEPARTURE TIME	PASSENGER COUNT

**Appendix D: Parking Payment Example**



*This is an example receipt. A full information package with all valid receipt options for the 2024 season will be given to the successful contractor by April 30, 2024.*