



Image Source: Parks Canada - Luuk Wijk

What We Heard Report

Builders Meeting #4: 2025 Season Review Workshop

Held on November 28, 2025

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Workshop overview

When: Friday, November 28, 2025, from 9:00 AM - 12:00 PM.

Where: Quorum Room of the Jasper Library and Cultural Centre, 500 Robson Street.

Who: A cross-section of people with expertise in building in Jasper:

- Parks Canada (Planning and Development and Operations).
- Municipality of Jasper (Urban Design and Standards Department and Operations Department).
- Builders and contractors working in Jasper.
- Utilities.

A total of 31 people attended.

Purpose: To identify what worked well and what did not work well during the 2025 construction season. Create solutions for the short-term, and for the 2026 construction season.

Topics discussed included:

- Development review and approval processes.
- Construction coordination.
- Servicing/utility installations and coordination.
- Shared staging/laydown areas.

Agenda:

- Welcome + introduction.
- What worked well in 2025?
- What didn't work so well in 2025?
- What practical solutions can we see?
- Next steps.
- Close.
- Lunch.

Our agreements during the workshop:

- We listen with compassion + curiosity.
- We hold stories + personal information in confidence.
- We ask for what we need + offer what we can.
- We stretch together into our highest mutual possibilities.
- We agree to pause when we feel the need to pause.
- Confusion is an opportunity for something new.
- We expect something novel, vital + important will happen at any time.



**HOW DO WE ORGANIZE
FOR EFFICIENT + EFFECTIVE + NEIGHBOURLY
SIMULTANEOUS REDEVELOPMENT
OF JASPER?**

What worked well? (2025 construction season)

Key themes of **what worked well** during the 2025 construction season, as expressed by workshop participants, are summarized below.

Collaboration and communication

- Weekly utility coordination forums helped resolve issues early and build trust.
- Builder meetings were valuable touchpoints.
- Pre-application meetings (virtual and in-person) made planning easier.
- Teamwork across contractors, utilities, and MOJ staff improved efficiency.
- Communication was fast and responsive.
- The ability to quickly reach a person for answers was appreciated.
- Monthly newsletters were very helpful.
- Building relationships through meet-and-greets and orientations for contractors new to Jasper.

Utilities and infrastructure progress

- Major progress in Cabin Creek utilities.
- Faster utility approvals and better coordination.
- ATCO electric support was especially appreciated.
- Coordination between MOJ, Parks, and utilities improved.
- Shared trenching and services between properties reduced duplication.

Tools and resources

- The Builder's Guide was useful and accessible in digital and paper formats.
- The Rebuild Status map updates acted as a reliable reference.
- Industry bulletins improved awareness.
- Orientation for new trades and companies supported smoother onboarding.

Construction coordination and site management

- Construction Coordinator role helped navigate issues.
- Traffic flow planning worked better than expected.
- New streetlights in Cabin Creek added safety.
- Shared service equipment such as porta potties and generators supported multiple builds.

- Laydown areas and prefab construction were beneficial.

Staffing and capacity

- Mid-year staff increases reduced bottlenecks for permits.
- Faster approvals from the Development Office.
- Better support to – and from – government partners.
- More personnel available to answer questions.

Accommodation solutions for workers

- Accommodation solutions allowed workforces to stay on-site or nearby.
- Remote support and camp rooms prevented workforce shortages.
- Providing accommodation solutions for workers is considered essential to the success of rebuilding.

Other successes and positive impacts

- Momentum grew steadily throughout the year.
- Some anticipated issues never materialized due to proactive planning.
- Creativity increased – especially solving problems in real time.
- Good weather contributed to timely progress.

Top repeated strengths

- Collaboration and communication.
- Builder support resources.
- Utilities and infrastructure upgrades.
- Staffing and response-time improvements.
- Housing solutions for workers.

What didn't work well? (2025 construction season)

Key themes of **what didn't work well** during the 2025 construction season, as expressed by workshop participants, are summarized below.

Logistical and operational obstacles

- Parking and laydown space issues:
 - People using lots for laydown without approval.
 - Lack of space for laydown areas.
 - Parking passes unclear and inconsistent enforcement.
 - Hard for subcontractors to obtain permits.
 - Traffic flow disruptions. Too many large trucks in Cabin Creek.
 - Concrete and pump truck availability issues.
- Road and alley closures:
 - Too many poorly timed closures.
 - Not enough notice for subcontractors.
 - Coordination issues with utility shutdowns.
- Marmot Pit:
 - Hours not communicated clearly.
 - Limited access caused delays.

Utility coordination and service installation problems

- Coordinating utility timelines was difficult.
- Excavation occurring before utility approvals.
- Working safely around existing utilities.
- Too many gas lines were hit.
- Deep services tied in after shallow and inefficient sequencing.

Permitting, approvals, and enforcement gaps

- Obtaining permits was too slow and required too many forms and checklists.
- Variance approvals were unclear and unpredictable.
- Fire Smart requirements conflicted with local guidance.
- Inconsistent enforcement:
 - Parking permits.
 - Business licenses.
 - Site inspections.

- Prime contractors expected to police subcontractors.
- Require more clarity on “why have passes if not enforced?”

Communication gaps

- Too many resources. Hard to find specific information.
- Navigation of MOJ and Parks Canada websites was problematic.
- Delays notifying subcontractors of changes.
- Slow lab results for contaminated lots.
- Learning curve for new builders and homeowners.

Capacity, staffing, and workforce issues

- Shortage of qualified trades.
- Cost of reconstruction is high.
- MOJ and contractors are under-resourced.
- Staff burnout and decision fatigue.
- Need more staff in Development Office mid-year.

Policy and standards barriers

- More clarity needed on:
 - Variance processes.
 - Fire Smart expectations.
 - Rooftop sprinkler guidance.
- “One-size fits all” rules do not work for all builds.
- Adjusting to more stringent regulations around soil storage and environmental approvals in a national park.

Community and neighbour impact concerns

- Damage to MOJ property from construction.
- Trespassing onto neighbouring lots.
- Spoil piles left too long, and rocks not hauled away.
- Not enough celebration of success.

Challenges and solutions explored

Workshop participants identified **16 topics**. Participants then chose the topics that interested them most and worked on the idea with others or individually. Their work is transcribed verbatim, below.

Topic	Perceived challenge	Suggested solution	Next steps	Explorers
1. Accommodation for Out-of-Town Workers	- Limited and temporary camp rooms and projected shortage in 2026. - Red Cross rooms available but have to be leased by individuals. - Alternative and traditional camping options lack facilities. - Too far from town and require personal RVs to use.	- Allow general contractors to lease rooms directly from Red Cross. - Shower, kitchen trailers, more campsite blocks for residents and workers. - Transport from camp sites. - Employ locals - central point of contact.	- Investigate opportunities. - Bring forward to housing team.	5 explorers
2. ATCO Coordination (Gas and Electric)	Coordinating gas and electric installs to home.	Providing the opportunity for builders to install underground power service in conjunction with gas install.	Communicate on Jasper Rebuild page and ATCO website.	5 explorers
3. Business License / Park Permits	- Who issues park passes to subtrades? Whose name is on the passes? - Does MOJ not do passes for trades? - Lost revenue on permits. - Multiple subtrades working for different general contractors. - Who polices licensing subtrades and looks into qualifications?	General contractor or prime cover business license for subtrades.	Nothing noted.	2 explorers
4. Building Sprinkler Guidelines (External)	- Current FireSmart guidelines through Parks' website point to BC FireSmart documents which do not recommend roof top sprinklers. - Local Fire Department encourages sprinklers.	- Parks / MOJ / JVFD need to agree on guidance regarding building sprinklers. - Provide clarity to homeowners and builders.	- Push topic to Parks and MOJ Fire staff. - Issue guidance.	1 explorer
5. Flow of Traffic in Construction Areas (Cabin Creek)	Large trucks, delivery, materials, booms all going on their own way.	- Create a flow (one-way in and one-way out). - Create a map and have general contractors handout to all subcontractors and delivery drivers. - Try and get rid of tourists in construction zones. Use "WE ARE WORKING HERE" signs. - Get locals and staff aware of construction network.	- Create a map. - Decide on best flow direction. - Design some signs that catch your eye.	2 explorers

Topic	Perceived challenge	Suggested solution	Next steps	Explorers
		• Make it one way temporarily.		
6. Laydown Areas for Construction Materials	• Storing material far from site. • Not enough space on lot to store building materials. • Contractors don't want to use laydown areas. • Contractors need their vehicles for tools and can't use parking spaces for build materials.	• Utilizing MOJ public spaces with townsite. • Asking permission of neighbouring lot (won't be valid super long). • Better project planning. • Have to use woodlot and other storage areas. • Enforcement and fines for not staying within leasehold or provided laydown areas.	• Add back-up areas for when storage laydowns are full. • Bring to Compliance Enforcement Working Group. • Strict enforcement of site / laydown areas. • Speak with MOJ regarding townsite laydown areas. • Camera or security guard at wood lot. • Review of bylaws.	• 5 explorers
7. Lot Servicing Confusion (especially deep services)	• Identifying power and gas service locations. • Communication channels. • Need to share decisions. • Can builders install both gas and electric? • Conditions to mark location.	• Coordination and consistency. • Stub off power service on lot corners. • Use stub off for construction power. • Someone onsite for the install.	• Nothing noted.	• 5 explorers
8. MOJ Utility Coordination (H2O / Sewer)	• Scheduling MOJ utility team. • Excavating to laterals. • Primes have little to no control over when subs come to site.	• 1 week to 10 days to get organized. • More communication between contractors, construction coordinator, and subs.	• Bylaw amendment for lateral lines. • Timing - Notice for tie-in. • New utility application form.	• 1 explorer
9. Parking for Trades	• 2026 season will be very busy with contractor vehicles and SPSU permits. • Residents, trucks, etc. • Subs don't know where to park. • Most contractors have all their tools in their trucks. • Storage/staging areas (SPSUs).	• Off-site parking lot with transit for workers. • Contractor specific bus. • Vans with 12+ seats (no tourists). • Parking "Map" for where they can park. • Only essential trucks on site. • Better signage. • More staff doing SPSUs. • More SPSU comms. • Contractor specific "welcome" package with all rules. • If possible, within "walking distance".	• SPSU map - Parks Canada and MOJ to create. • Wood lot.	• 3 explorers

Topic	Perceived challenge	Suggested solution	Next steps	Explorers
		• SPSU notice to everyone. • SPSU on Engage Jasper.		
10. Permit Process	• Process is long. • Too many checklists/forms. • Not accurate. • Too many policy changes. • Most are like-for-like. • Variances take too long. • Outdated forms. • Non-relevant info on forms. • Clarity on “foundation only permit”. • Too many permits - DPs / BPs / COCs, etc. • Policy changes post bid. • More consistent.	• Foundation only checklist. • BPs come directly through safety codes. • More flexible options for variances.	• New Community Plan.	• 1 explorer
11. Quality Control of Who Is Excavating Our Infrastructure	• Excavators who may not be familiar with our (Jasper) ground and do not know all conflicts in ground. Not experienced with proper techniques of backfill. • Quality of concrete. • Material used for backfill (rock size / 10 code). • Foundation methods.	• Quality control. • Vet the operator for years of experience.	• Nothing noted.	• 1 explorer
12. Recruitment of Qualified Trades	• Finding and retaining qualified workers who want to work in Jasper.	• Advertise locally – apprenticeship opportunities. • Notices in bulletin. • Amplify word-of-mouth opportunities (social media). • Incentives (i.e., local discounts). • Employ local (Jasper, Hinton, and Valemount). • Worker shuttle.	• Newsletter / bulletin.	• 2 explorers
13. Arch Motif – Roof Pitch Guidelines & Variances	• Design vision vs. rebuild reality vs. insurance coverage limitations (\$30k bonus). • “Like-for-like” not being approved in Cabin Creek West. • Innovative and marginally similar projects to rebuild projects are not supported.	• An alternative variance stream? (for Cabin Creek West?). • Red Cross funding opportunities to close the budget gap? • What standards can be relaxed?	• Nothing noted.	• 1 explorer

Topic	Perceived challenge	Suggested solution	Next steps	Explorers
14. Excavation & Spoil Piles	- Space for spoil piles, currently going on neighbouring sites, no where to store excavation soil, large rocks and boulders being backfilled, against building code and not safe for foundation. - Bringing soil to Hinton is too far.	- Have Marmot Pit or certain area of the park open to receive and screen excavation soils. - Have Parks hire someone to screen soil piles. - Have better hours to access the pit (normal business hours), keep the pit open all winter. - Shorter timeline to get clean fill permit. - Allow builders to apply for clean fill permits/excavation at the DP stage or make it part of the BP and not a separate permit.	Bring forward to construction coordination group for solutions.	3 explorers
15. Temp Sidewalk, Street & Road Closures	Coordinate timing.	- Ongoing temporary sidewalk parking lane closures (i.e., drywall deliveries, concrete pours). - Create a safe work procedure. - Bylaw flexibility and collaborative.	Nothing noted.	1 explorer
16. Utilities (Hit Lines)	Working safely around existing utilities, hit lines (3 gas hit lines!), safely backfilling, emergency response times for ATCO.	- Messaging and mandatory ground disturbance training. - ATCO: Looking into solutions for shutting off blowing gas more quickly.	Nothing noted.	5 explorers

Next steps

At the conclusion of the meeting, participants identified **actions** to take before our next gathering on February 4, 2026:

Utilities

Action
1. Education session for general contractors (safety)
2. 4-party service trench
3. Utility coordination

Communications

Action
4. Connect trades with industry bulletin
5. What We Heard Report
6. Resident safety around construction

Construction coordination

Action
7. Lane closures for short term activities (SPSUs)
8. Notice and availability for street use (SPSUs)
9. Traffic flow plan in Cabin Creek
10. Marmot Pit

Administrative

Action
11. Business licencing for sub-contractors
12. Bi-weekly Prime meetings

Accommodation

Action
13. Accommodation for out-of-town workers

Details about the above **actions** can be found in the notes above.