



2017 DRAFT TRANSPORTATION ACTION PLAN

Summary Community Engagement Phase 1 – April 4, 2017

Prepared for the Transportation Advisory Group

This document was prepared for the Transportation Advisory Group (TAG) and
Resort Municipality of Whistler (RMOW) by

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SUSTAINABILITY
WHISTLER

Introduction	1
Short-term Action Plan Engagement Activities	1
COMMUNICATIONS	2
Who Participated?	2
What Was Said: Summary of Feedback.....	4
OVERVIEW	4
KEY STRATEGY FEEDBACK	6
Detailed Feedback	7
HIGHWAY 99 EFFICIENCIES	7
TRANSIT IMPROVEMENTS	10
PEAK DAY OPERATIONS	14
PARKING MANAGEMENT	17
PREFERRED TRANSPORTATION OPTIONS	20
COMMUNICATIONS	23
OTHER: MEDIUM/LONG-TERM ACTIONS BEYOND 2017.....	24
OTHER: GENERAL	26

Introduction

The Whistler 2017 draft Transportation Action Plan is the compilation of priority transportation actions to be implemented in the short-term, i.e. in the year 2017 developed by the Transportation Advisory Group (TAG).

The development of the draft Action Plan was in response to increasing issues affecting transportation to, from and within the resort community. With an increased permanent population (the community grew to 11,854, an increase of 21% from six years ago) as well as continued increasing visitation numbers year-round, transportation challenges of parking availability, traffic congestion, transit service levels, and opportunities for preferred modes of transportation are being felt more than ever. To identify the best strategies and actions to address these pressing issues, the Resort Municipality of Whistler (RMOW) Council tasked the Transportation Advisory Group (TAG) to provide advice and recommendations on the development of a Transportation Action Plan.

This document is a summary of the community engagement and feedback related to TAG's 2017 draft Transportation Action Plan received from the over 200 attendees at the three hour January 17, 2017 Transportation Community Forum at the Whistler Conference Centre and through the over 500 completed on-line surveys. Comments were received and summarized on the 2017 short-term actions as well as medium and long-term actions. It is clear from the survey participation especially in the thoughtful responses to the open-ended questions that many people want to contribute to this conversation on both short-term and medium/long-term actions.

2017 Draft Transportation Action Plan Engagement Activities

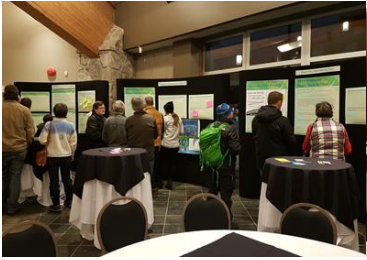
TAG and the RMOW engaged the community to seek input on their recommended short-term 2017 transportation actions. The actions were categorized under five strategies and a general 'other' category. Recognizing that some solutions may require a longer planning horizon, input was sought in this other category for both medium-term and long-term actions.

Engagement activities kicked off on January 17th, 2017 with a three hour Transportation Community Forum at the Whistler Conference Centre and then continued until February 7th, 2017 through an online survey.

Transportation Community Forum

The Transportation Community Forum on January 17th started off with a few speakers from TAG as well as a formal presentation on some of the research that informed the draft strategies and actions. An interactive display provided an opportunity for direct feedback on draft actions throughout the event. Following the presentations, participants were asked to participate in up to two facilitated conversations about the proposed actions in the following strategies: Highway 99 Efficiencies, Transit Improvements, Better Parking Management, Preferred Transportation Options, Peak Day Operations Plan, and other medium and long-term action ideas.

Interactive Displays



Presentations



World Café Roundtables

Online Survey

The online survey ran from January 18th and through to February 7th. The survey consisted of 21 questions and closely mirrored the line of questioning that was used at the Transportation Community Forum. Survey questions sought input on the level of support for specific actions while providing an opportunity for participants to contribute ideas that improved the draft actions and for adding missing actions. Some questions at the end of the survey allowed for open-ended comments.

COMMUNICATIONS

The Transportation Community Forum and the online survey were promoted through the RMOW e-newsletter, social media channels, traditional media and some partner communications channels (e.g. Chamber of Commerce e-newsletter, Tourism Whistler and Whistler Blackcomb electronic channels).

Who Participated?

The Transportation Community Forum approximately 200 participants for the presentations during the first half of the evening, with about 60-70 people remaining to participate in the facilitated roundtable conversations. Approximately 520 people participated in the online survey. Demographic information was not captured during the public forum event, but was captured as part of the online survey.

The online survey demographic results revealed that young adults (above age 24) all the way up to Whistler's seniors participated in the survey. The majority of the participants were clearly in the 25-34 age bracket followed by the 35-44 age bracket, which quite closely resembles Whistler's age profile. There were low survey participation rates in the under 18 and in the 18-24 demographic, and relatively high participation rates in the over 55 demographic.

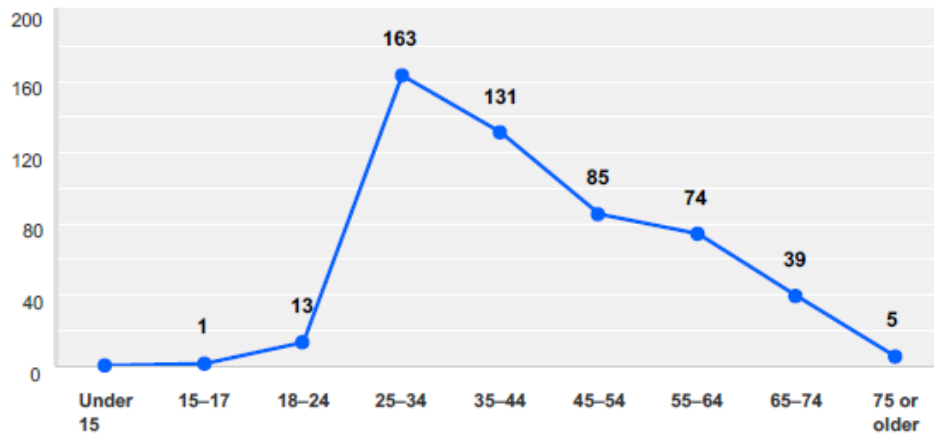
Survey participant gender was biased slightly toward females (53% of participants), with males making up 47% of survey participants.

Most survey participants live with others in a partner (42%) or family relationship (31%), and the remaining participants were single living alone (10%), or single and living with others (16%).



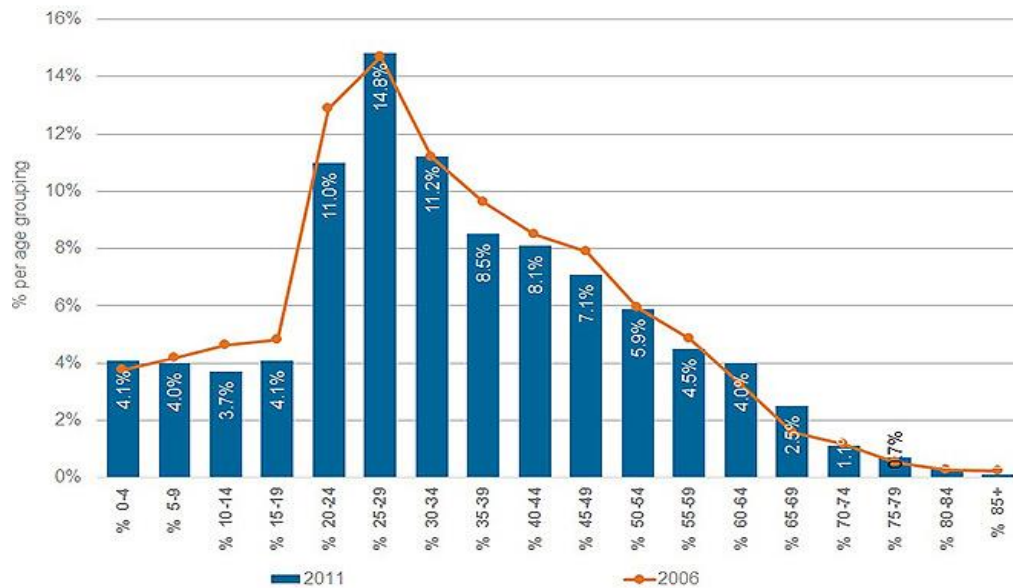
Q1 Age:

Answered: 511 Skipped: 1

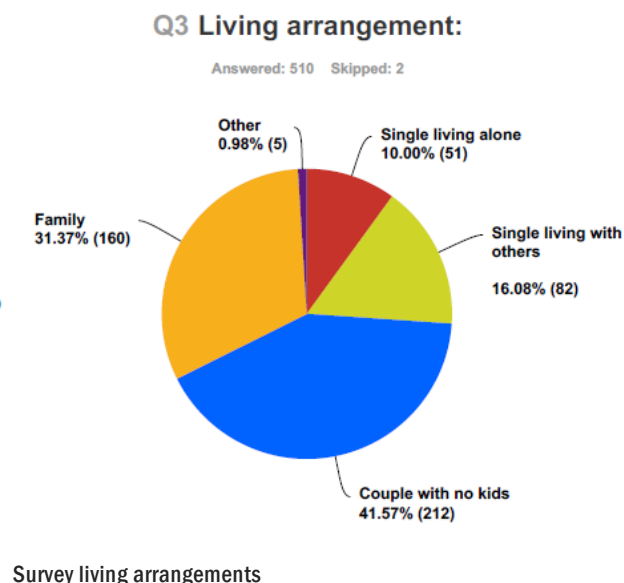
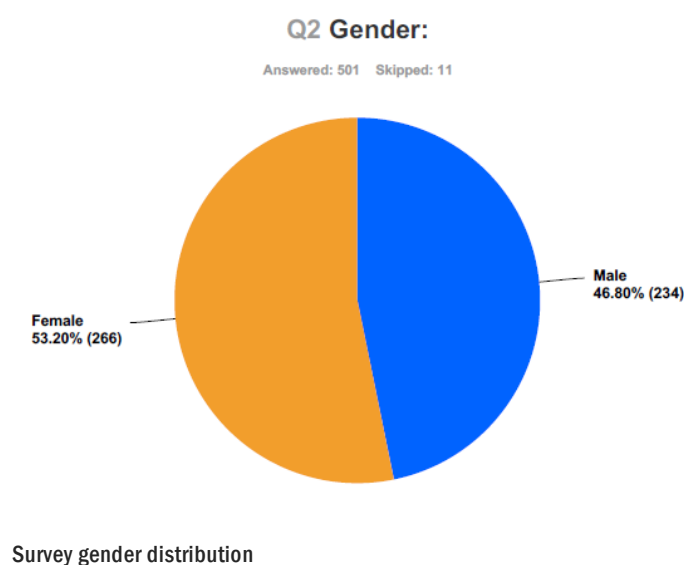


Survey age profile

Age Distribution



Whistler Age Distribution, Census Data



What Was Said: Summary of Feedback

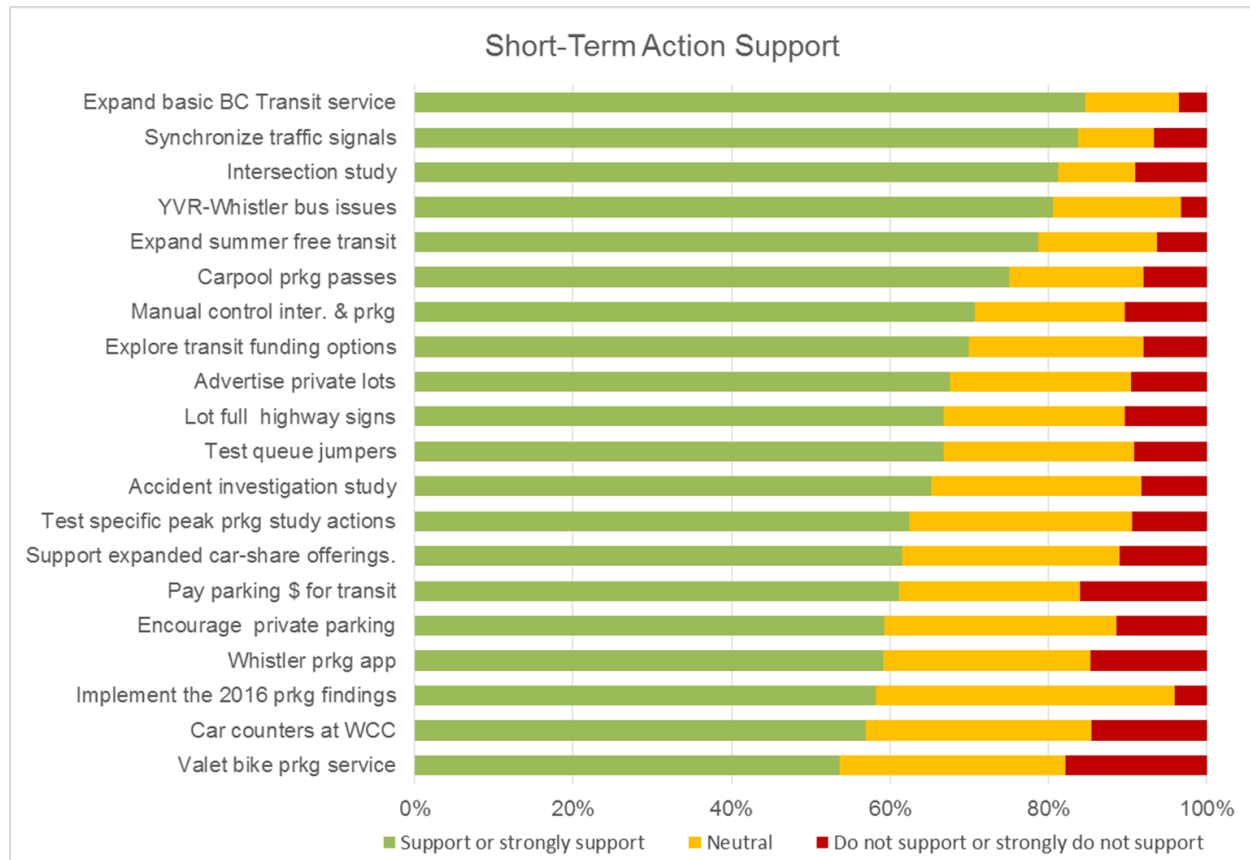
OVERVIEW

The majority of Transportation Community Forum participants and online survey respondents supported or strongly supported the draft short-term strategy actions as presented. In the online survey, overall support was strongest for short-term actions relating to the Highway 99 Efficiencies and Improving Transit strategies. A recurring theme throughout the online and forum comments cautioned that increased parking within existing areas may exacerbate congestion issues on the highway.

Survey participants stuck with the survey most of the way through with 80-95% commenting on all the draft actions. Specific actions receiving the most overall support¹ include: expanding basic BC Transit service in 2017 & 2018; exploring synchronizing the traffic signals on Highway 99; undertaking a highway intersection study; addressing the challenges of the Vancouver/YVR bus service; and expanding the free transit pilot to Saturdays and Sundays and festival weekends. Developing solutions ‘like we had during the Olympics’ was read quite often in the comments.

¹ Question answer responses include strongly do not support, do not support, neutral, support and strongly support. Overall support includes support and strongly support responses.

Other actions receiving over 50% support include: testing bicycle valet parking for events and weekends; investigating car counters and lot full signs for the Whistler Conference Centre parking; implementing the recommendations of the 2016 Whistler Parking Study; encouraging the use of private parking lots by visitors; and developing a parking app.

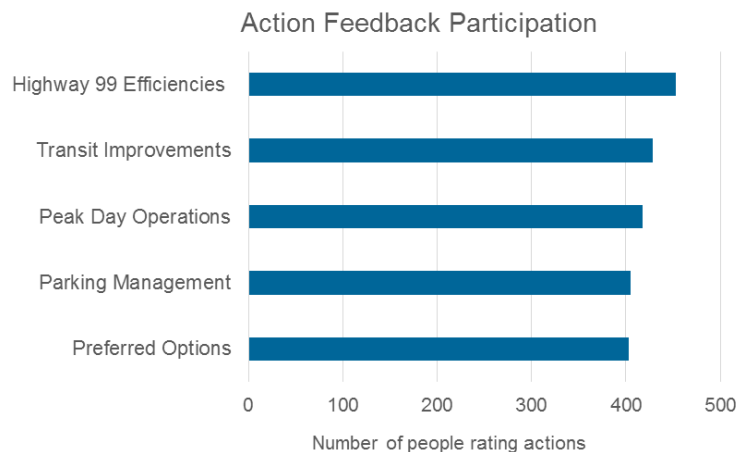


Survey participants were certainly engaged in this topic with many of them providing detailed comments for each of the strategies and the overall topic of transportation. Many of the comments about existing and new actions spanned across multiple strategies. The comments most frequently suggested were: improving local public transportation (better schedules, lower cost (free), special lanes, YVR/Vancouver train); implementing parking solutions (park and ride bus or gondola, more parking, pay parking, and resident parking options); lanes on Highway 99 through Whistler (counter flow lanes, HOV lanes, more lanes in general); as well as many specific suggestions for intersections. Medium and long-term action suggestions often mirrored the short-term action themes but with additional detail and commitment.

It is clear from the survey participation that that many people want to contribute to this conversation on both short-term and medium/long-term actions.

LEVEL OF FEEDBACK BY STRATEGY

Both the survey and the forum sought feedback on the five strategies and associated actions. A total of 517 people participated in the survey with a large majority of them indicating their level of support for the actions. Feedback on actions was relatively equal among the strategies with about 453 respondents commenting on Highway 99 Efficiencies, 428 commenting on Transit Improvements, 418 commenting on Peak Day Operations Plan, 405 commenting on Better Parking Management, and 403 commenting on Preferred Transportation Options.



Survey participants were also asked to provide open-ended comments to the following questions:

What would make these actions more effective?

And

Are there any short-term actions that are missing from this Strategy Area?

Participation in the open-ended comment questions was generally lower than in the level of support questions. The number of comments varied somewhat between the strategies with Highway 99 Efficiencies receiving the greatest number of comments (304) and Preferred Transportation Options receiving the least at just 115.



The following section provides detailed results for each action under each individual strategy as well as a summary of the comments received.

Detailed Strategy Feedback

HIGHWAY 99 EFFICIENCIES

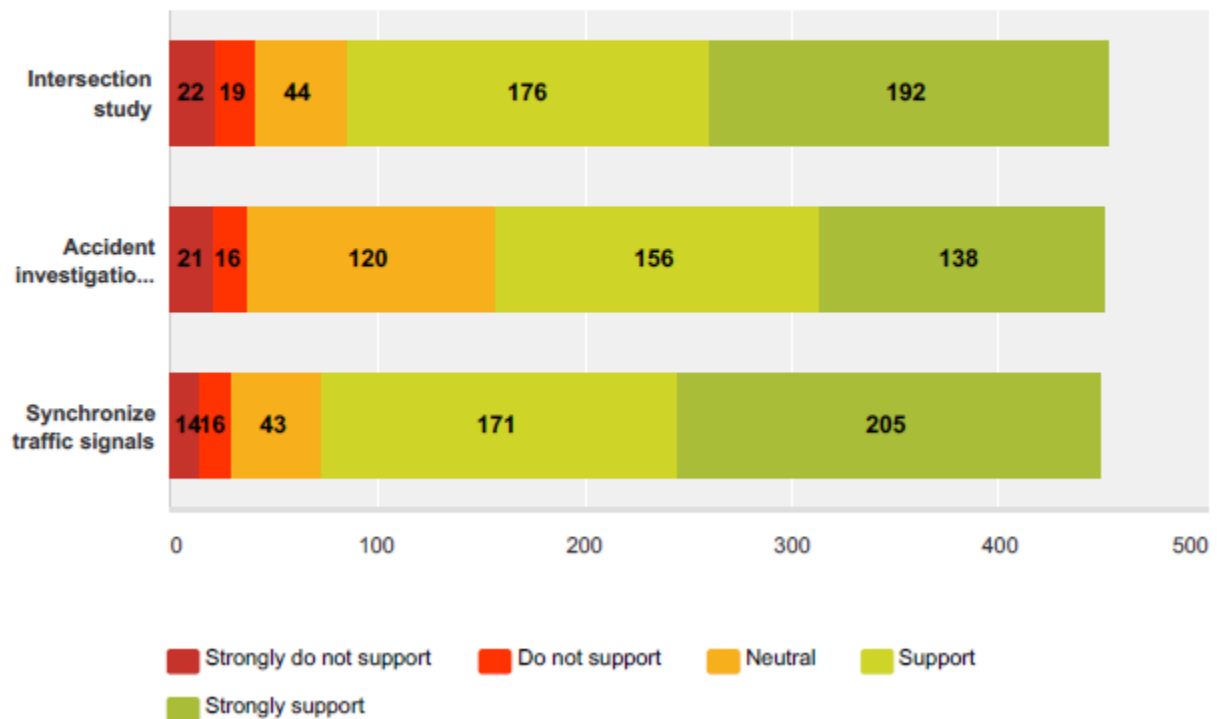
SURVEY FEEDBACK

LEVEL OF SUPPORT

Survey participants were generally supportive of the Highway 99 Efficiencies' actions with the most support for intersection solutions such as an intersection study and synchronizing intersection lights. The majority of participants also supported accident investigation work but support was not as strong as it was for the other two actions. Transportation Community Forum poster feedback (using sticky dots to indicate preferences) were also mostly supportive of the three actions.

Q4 What is your level of support for each of the following actions:

Answered: 453 Skipped: 59



SUMMARY OF “WHAT WOULD MAKE ACTIONS MORE EFFECTIVE?”

Comments mainly provided specific tactics and tools to consider as part of the actions for this strategy. Most comments focused on intersection improvements and there was also a large number of suggestions directed toward improved transit as well as ‘action’ versus more studies.

- Improve intersections (44 comments)
 - a. Adjust or synchronize traffic signals/lights depending on flow/peak times, remove lights (25 comments)
 - b. Pedestrian bypasses over or under (15 comments)
 - c. Support for roundabouts at intersections, a few unsupportive (13 comments)
 - d. Access to residential subdivisions (6 comments)
- Improved public transportation services and other preferred modes (18 comments)
 - a. Better options (8 comments)
 - b. Trail / Rail options (4 comments)
 - c. Park & Ride (4 comments)
 - d. Bus lane (3 comments)
 - e. Bike lanes (2 comments)
 - f. Free shuttle (1 comment)
- Use 3rd lane as an alternate counter flow lane (13 comments)
- More lanes for traffic, for example like during the Olympics (10 comments)
- Traffic flaggers at peak times (4 comments)
- Improve turn lanes into residential subdivisions (3 comments)
- Better snow removal (2 comments)
- Better snow tire checks (2 comments)
- Avoid highway closures – reduce time (2 comments)
- No left turn during peak times (1 comment)
- Toll highway (1 comment)
- Charge to park in lots 4 & 5 (1 comment)
- Parking and ski base at Cheakamus (1 comment)
- Build a bypass through Westside Road (1 comment for and 1 against)
- Other (43 comments)
 - a. More action, enough studies (19 comments)
 - b. More information needed, study low/peak times (5 comments)
 - c. Accident investigation, mixed support (4 comments)
 - d. Olympic strategy revisited (3 comments)
 - e. Engagement (2 comments)

2017 Proposed Short-Term Actions

Tell us what you think! Hwy 99 Efficiencies

Place a sticky dot along each scale to indicate your level of support for each action:

☹️ _____ ☺️
Not at all supportive Completely supportive

1. Undertake highway intersection study to explore ways to increase movement of people and goods through all signalized and unsignalized intersections (including exploring road line re-alignment to allow easier exits and highway crossings from subdivisions as well as where can roundabouts increase traffic flow in Whistler).
 ☹️ _____ ☺️
2. Implement accident investigation study recommendations to improve accident investigation times.
 ☹️ _____ ☺️
3. Explore synchronizing traffic signals along Highway 99 in both winter and summer.
 ☹️ _____ ☺️

Handwritten sticky note: you need to ask this question ???
doh!

“Biased lights to improve flow during busy periods. i.e. lights biased southbound from 3pm to 6 Saturdays and Sundays and any other days when an event is on.”

- f. Target priority intersections (1 comment)
- g. Info already available (police reports, DriveBC, ICBC) (1 comment)
- h. General, observations or unclear (7 comments)

SUMMARY OF “ARE THERE ANY SHORT-TERM ACTIONS THAT ARE MISSING FROM THIS STRATEGY AREA?”

The majority of responses to this question fell into one of four categories with the top two number of comments relating to additional lanes/counterflow or improved public transit options. Intersection solutions such as traffic light adjustments or manual traffic control options made up the next most frequented comments.

- Three lanes or more with an alternate counter flow lane or express bus lane (29 comments)
- Public transportation (28 comments)
 - a. Improved / free/reduced price shuttle bus (12 comments)
 - b. Park and ride shuttle bus services (6 comments)
 - c. Train / rail service (5 comments)
 - d. Commuter bus service (3 comments)
 - e. Express bus lane (2 comments)
- Traffic lights (23 comments)
 - a. Synchronize (16 comments)
 - b. Remove delayed left turn at Function (3 comments)
 - c. Other (2 comments)
 - d. Change Function and Creekside lights - longer waits but allow traffic to flow two ways always (1 comment)
- Manual traffic control with flaggers during peak times (20 comments)
- Creekside intersection improvements (6 comments)
- Better snow removal (6 comments)
- Snow tire enforcement (5 comments)
- Roundabouts at intersections (5 comments)
- Pedestrian bypass overpass/underpass (3 comments)
- More action (3 comments)
- Bike lanes on highway / from Cheakamus to Village (3 comments)
- Alta Lake Road bypass route (2 comments)
- Move services from Function closer to the Village (2 comments)
- Gondola access from Cheakamus (2 comments)
- Toll highway (2 comments)
- Traffic law and parking enforcements (2 comments)
- Pay parking in all lots (2 comments)
- Widen highway (2 comments)
- Better road lines / markings (2 comments)
- Use right turn lane to village gate over golf course bridge (2 comments)
- Need long-term plan (1 comment)
- Sign on highway advising of parking limits (1 comment)

“Use the additional lane of the highway (created for the Olympics) as an HOV lane that switches direction based on traffic volume at different times of day”

- Commuter parking lot in Function (1 comment)
- Widen village gate/northlands intersection to allow for right hand merge (1 comment)
- Ensure that bus stops on the highway are aligned with valley trail or other pedestrian access points (1 comment)
- Fix flooding on Highway 99 at Alta Vista (1 comment)
- Coordinate with existing sources of accident information (1 comment)
- Linking neighbourhoods (1 comment)

Notable action additions from the community forum: Incent users to not use private cars; host a local accident investigation team; regional transit.

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Similar to the online survey the roundtable conversations indicated the most support for intersection studies and traffic signal synchronization. There was a feeling from the group that accident investigation times can only be improved marginally. Accidents, while having a significant impact on traffic, occur far less frequently than congestion. There was also a feeling by some that light signal changes have been tried in the past with little impact. Action ideas were quite specific and matched the categories of actions captured in the online survey, such as reworking intersections, optimizing traffic signals, adjusting lanes on the highway for traffic or buses, and highway safety improvements.

TRANSIT IMPROVEMENTS

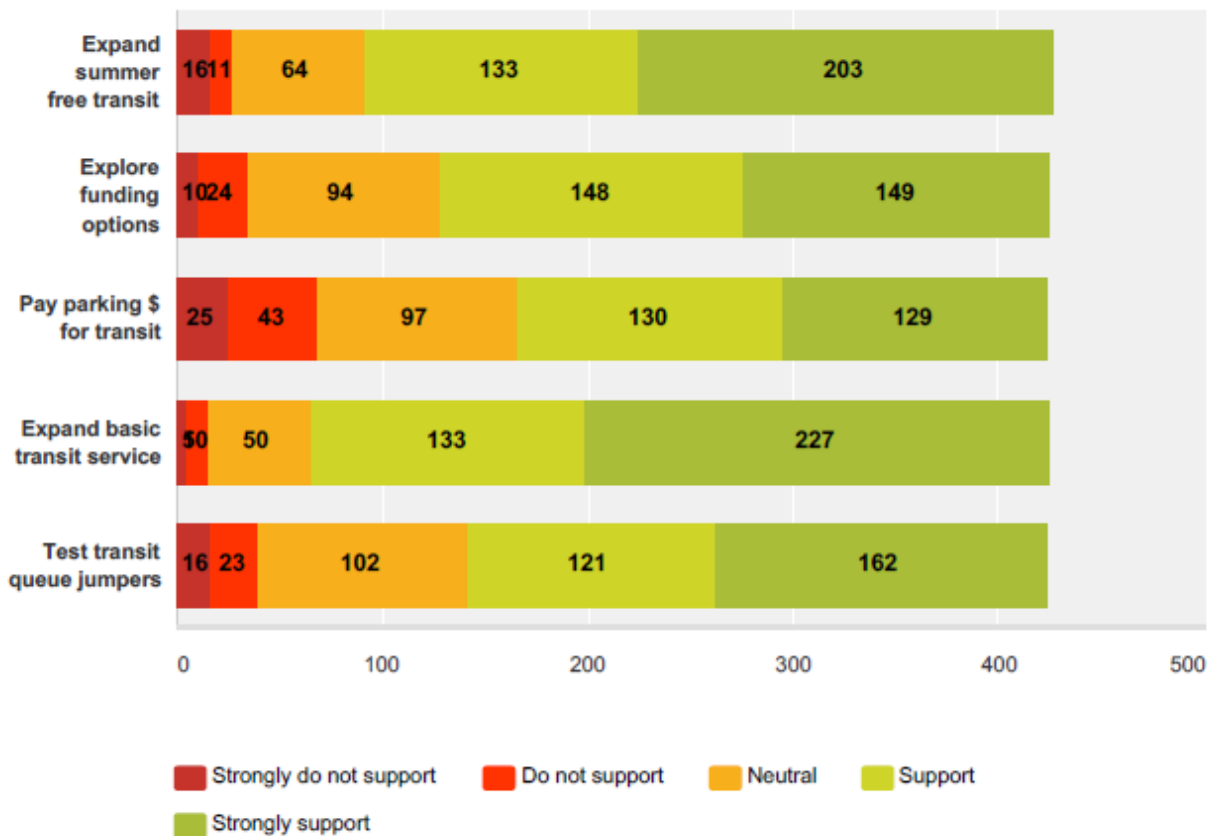
SURVEY FEEDBACK

LEVEL OF SUPPORT

Survey participants were supportive of some of the Transit Improvements actions with the most support for transit expansion actions such as expanding the basic level of service and expanding summer free transit opportunities on weekends. The majority of participants also supported exploring funding options to reduce the cost to users and testing queue jumper lanes in the summer, but support was not as strong as it was for the expansion actions. Using pay parking revenue to reduce transit fares was supported by the majority of respondents (62% supported or strongly supported).

Q7 What is your level of support for each of the following actions:

Answered: 428 Skipped: 84



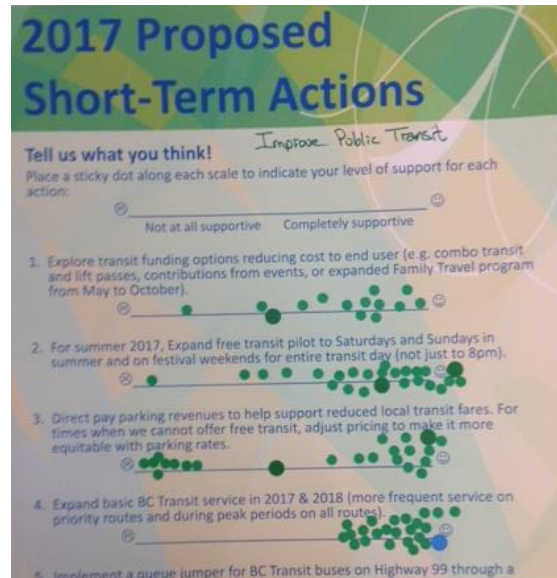
SUMMARY OF “WHAT WOULD MAKE IT MORE EFFECTIVE?”

Not surprisingly, most comments related to changes to bus services. The most frequent comments focused on making the bus service more attractive (especially compared to automobiles), including incentives or less expensive services and improving the frequency of service and schedules both within and to/from Whistler.

- Bus service (62 comments)
 - a. More incentives, cheaper or free service (22 comments)
 - b. Better frequency / scheduling, more consistent seasonally (16 comments)
 - c. Highway express service in Whistler (8 comments)
 - d. More commercial bus services from Vancouver, Squamish and Pemberton (12 comments)
 - e. Park and ride shuttle from Cheakamus (10 comments)
 - f. Should save time and money compared to driving (3 comments)
 - g. Dog friendly (3 comments)
- Expand highway or express lane for busses and cabs (HOV) (19 comments)

- Pay parking in all lots / no free parking (8 comments) [2 comments against pay parking in lots 4&5]
- Monthly parking pass should cost way more than bus pass (4 comments)
- Queue jumping not in favour / won't work (3 comments)
- Train service (2 comments)
- Transit is not the issue / should not be the focus (3 comments)
- Higher capacity buses (1 comment)
- Work with the provincial government and TransLink on expanding the Compass system to BC Transit regions including Whistler, Pemberton, and Squamish. (1 comment)
- Every parking meters and stations should be equipped with a multipurpose contactless reader for mobile (including Apple Pay, Android Pay, Samsung Pay, Microsoft Wallet, Huawei Pay, MI Pay, AMEX Pay, and more) (1 comment)
- Need to enforce queue jumping (1 comment)
- No concerts or events (1 comment)

Notable action additions from the community forum: none



*“Transit **MUST** be the faster, cheaper alternative to driving and parking if people are going to choose it over the status quo.”*

SUMMARY OF “ARE THERE ANY SHORT-TERM ACTIONS THAT ARE MISSING FROM THIS STRATEGY AREA?”

The majority of responses focused on adjusting bus services and the expansion of service up and down Highway 99. Counterflow or 3rd lanes for buses were also recommended in order to help facilitate easier transit movement during congested periods.

Public transportation (50 comments)

- h. Better scheduling, more frequent, better routes (14 comments)
- i. Commuter buses to Squamish (Pemberton), not just peak times, affordable (12 comments)
- j. Whistler highway express bus service, Emerald to Function (11 comments)
- k. Free shuttle / cheaper buses (free kids) (9 comments)
- l. More bike racks + kids bikes (4 comments)
- m. Offer more payments options (1 comment)
- n. Spring Creek bus stop (1 comment)
- o. Trains (1 comments)
- p. Safer bus stops on the highway in both directions (shelter) (1 comment)
- q. Study on how to vastly improve highway pedestrian safety where people have to walk along or across the highway to access bus stops. (1 comment)
- r. Allow people to take garbage, compost, and recycling in leak proof containers that can fit on ones lap. (1 comment)

“I’ve always been curious about running a pilot where we get rid of all the bus routes and the schedule and just have all the busses drive up and down the highway via the Village and Creekside”

- 3rd lane contraflow (7 comments)
- HOV lane (including taxis) (7 comments)
- Pay parking in all lots, money funds: public transit improvements, flaggers, 3rd lane (7 comments)
- Park and ride service from Cheakamus (4 comments)
- Tourism strategy tax day-trippers / attract multi-day visitors (4 comments)
- Question about queue jumper / request for definition (3 comments)
- Use Blackcomb gondola + parking in lots 6-8 in summer (2 comments)
- Better communication / awareness building campaign (2 comments)
- Roundabouts at all intersections (1 comment)
- Pedestrian bypass (1 comment)
- Remove bike lanes on highway (1 comment)
- Allow Uber (1 comment)
- Signs on highway in North Vancouver warning of travel times (1 comment)
- How will you do that, give timed receipts on the bus to match parking rates? (1 comment)

Notable action additions from the community forum: valley wide gondola services; better lighting, improved access to bus stops and better bus stop lighting. The remaining additions from the forum primarily relate to Highway 99 efficiencies such as roundabouts; intersection improvements and traffic routing.

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Similar to the online survey the roundtable conversations indicated the support for expanding free transit to weekends in the summer for the entire day, and to expand basic transit service in 2017 and 2018. Both groups at the forum were more supportive of implementing a pay parking fund to help support reduced transit fares than the survey respondents. Exploring other funding options received mixed support with more support for funding contributions from events and expanding the family travel program than an approach involving combo lift/transit pass ticket contributions. Queue jumper lane support was also mixed, with support from one group and some concern from the other with respect to how it would increase the wait time for cars.

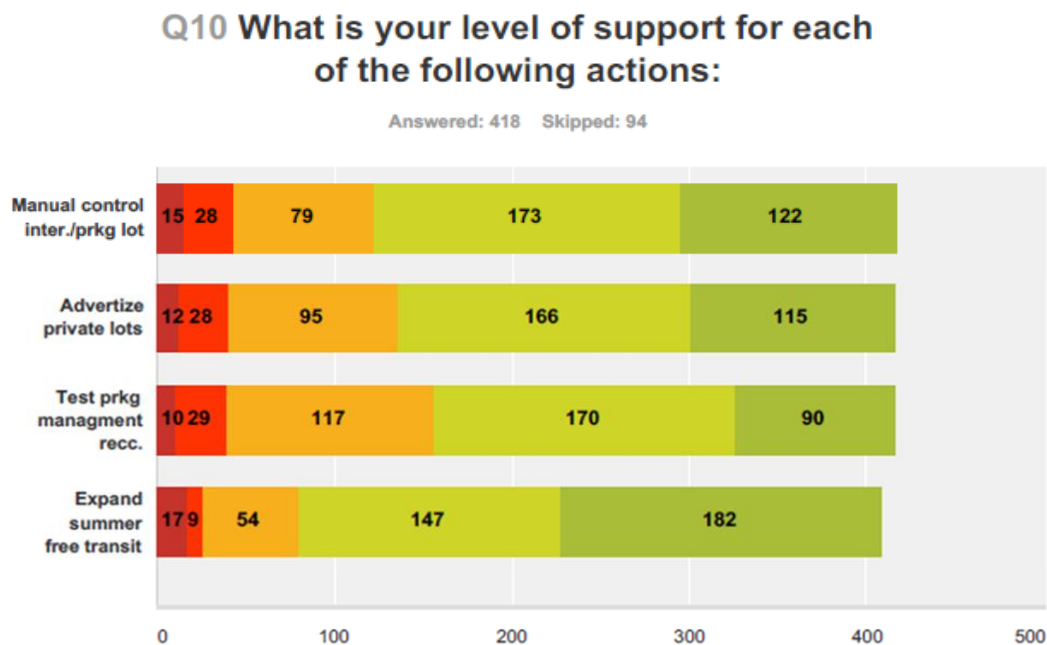
Communication actions for transit improvements included promoting existing services locally (e.g. family travel program) and regionally to visitors, making the Whistler Transit System schedule more user friendly, promoting the 'thanks for the brake' rules and using social media.

PEAK DAY OPERATIONS PLAN

SURVEY FEEDBACK

LEVEL OF SUPPORT

Survey participants were most supportive of expanding summer free transit opportunities, then of manually controlled intersections and parking lots. A large majority of participants also supported working with private parking lots to advertise and direct traffic to underutilized lots. Survey participants were supportive of testing parking management recommendations.



SUMMARY OF “WHAT WOULD MAKE IT MORE EFFECTIVE?”

Both parking and transit/gondola solutions topped the list of comments with parking comments relating to using underutilized lots, pricing that is fair and using gondolas or buses to move people around and to the resort. Many comments focused on solutions to reduce traffic in resort with transit and satellite parking and feel that more or easier parking in resort (Creekside to Village) may work against highway capacity issues.

- Pay parking (15 comments)
 - a. Signs showing availability and pricing of alternate parking (4 comments)
 - b. More at Cheakamus (3 comments)
 - c. Free or reduced employee parking (3 comments)
 - d. Increase costs in busy lots (2 comments)
 - e. Taller underground (1 comment)
 - f. Improve tech (1 comment)
 - g. More free parking (1 comment)
- Public transportation (15 comments)

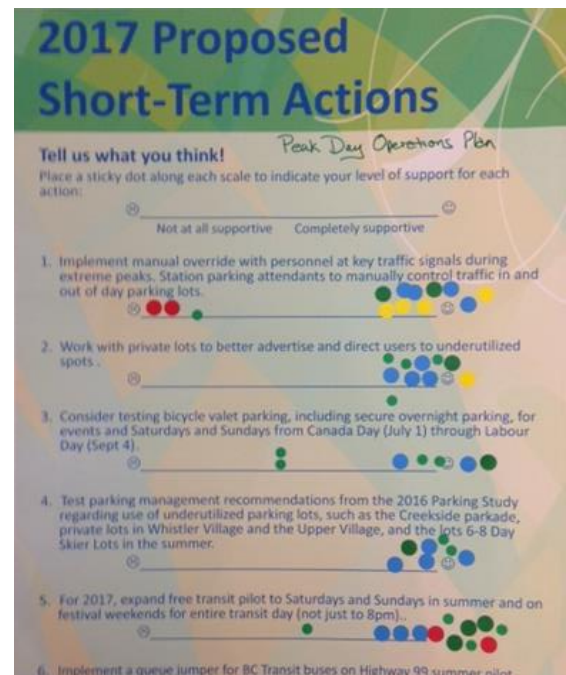
- a. Free (with ski pass) (8 comments)
 - b. Improve services (3 comments)
 - c. Highway express (1 comment)
 - d. Smaller shuttles for subdivisions (1 comment)
 - e. Reduce fares (1 comment)
 - f. Train (1 comment)
- Park in lots 6-8 in summer with gondola access / shuttle bus (12 comments)
- Park and ride (9 comments)
- Signs, apps/website to communicate availability of parking (8 comments)
- Reduce traffic (7 comments)
- Manual light override (5 comments for, and 1 comment against)
- Expand highway (4 comments)
- Flaggers (3 comments for, and 1 comment against)
- Creekside parking issues (flaggers/expand) (2 comments)
- Traffic lights synchronized (1 comment)
- Remove lights from intersections (1 comment)
- Shuttle bus attendant (1 comment)
- Tourist tax (1 comment)
- Other: need long-term plan, don't help commercial lots, negative comments (9 comments)

Notable action additions from the community forum: Adding roundabouts, better transportation options from Vancouver.

SUMMARY OF “ARE THERE ANY SHORT-TERM ACTIONS THAT ARE MISSING FROM THIS STRATEGY AREA?”

Parking availability, free transit and park and ride solutions in south Whistler represent the top short-term action categories to include under this strategy area.

- Parking (18 comments)
 - a. Build new parking lots (4 comments)
 - b. Parking access issues at Creekside (3 comments)
 - c. Employee parking options (2 comments)
 - d. Pay in all lots (2 comments)
 - e. Increase parking costs, especially monthly passes (2 comments)
 - f. Parking attendants (1 comment for, 1 against)



“Using alternative parking just causes more issues further down the highway. Why give out free buses on just the weekend.”

- g. RV only parking area (1 comment)
- h. New parking technology / revenue options (1 comment)
- Public transportation [free] (7 comments)
- Park and ride from Callaghan or Cheakamus (6 comments)
- Communication: benefits of bussing, incentives, traffic news (5 comments)
- Expand highway (4 comments)
- Park in lots 6-8 and use gondola to access in summer (3 comments)
- Incentives: visitors to leave car at home, carpool parking (2 comments)
- Events impact / free shuttle (2 comments)
- Study (rental cars from airport) (2 comments)
- Need new signage (1 comment)
- Expand Valley trail (1 comment)

“Consider a multi-level parking structure south of Whistler that also provides a frequent shuttle service to only 2 stops, Creekside and the Village.”

Notable action additions from the community forum: Increased transit services in Whistler and on Highway 99, ability to bring more items on the bus (e.g. bikes)

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Roundtable participants overwhelmingly supported manually controlling both intersections and parking lot flow during peak days to help manage traffic flow in and out of the resort. Testing parking recommendations and free transit on weekends in the summer received the next greatest level of support. Queue jumper lanes and working with private parking lot owners received lower levels of support, with the bicycle valet parking receiving the lowest level of support.

Participants felt that most bike riders are self-sufficient and that a bicycle valet parking service would offer little value and impact. Participants felt that, with the limited amount of road space, queue jumper lanes may lead to an increase in congestion for private vehicles rather than a decrease overall congestion. Support for queue jumpers would increase if it was shown not to impact the existing traffic congestion by limiting space on the road. In fact there was support for implementing a counter flow strategy quickly using cones and personnel to help manage traffic flow on peak days. Other short term actions focused on limiting usage of parking lots for events and on using southern parking lots with shuttle services. Ensuring that accommodation providers communicate the pedestrian nature of the Village to guests before they arrive could also help to reduce the number of visitor private cars on the highway and taking up parking spaces.

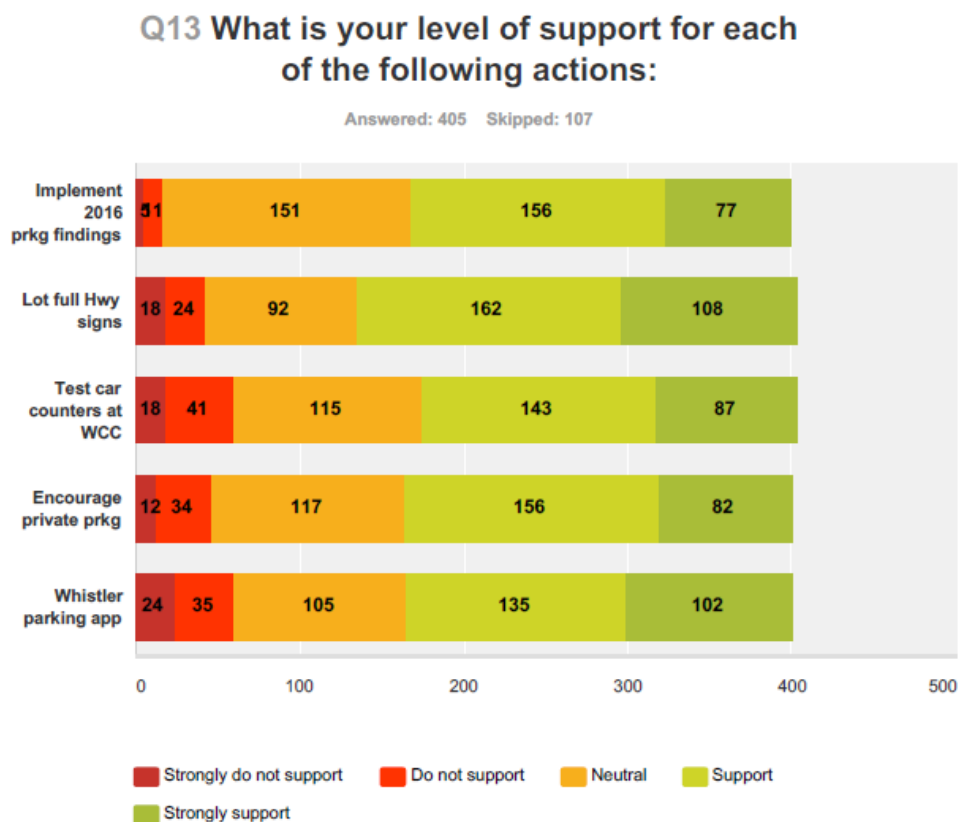
Top medium to long term actions included a median barrier to reduce traffic incidents on the highway and adding counter-flow lanes.

BETTER PARKING MANAGEMENT

SURVEY FEEDBACK

LEVEL OF SUPPORT

A higher percentage of respondents chose Neutral and indicated they wanted more information especially regarding Parking Actions. Adding signs on the highway indicating parking lot vacancy levels received the most support while all the other actions received relatively equal levels of support.



SUMMARY OF “WHAT WOULD MAKE IT MORE EFFECTIVE?”

Parking management comments favoured parking availability signs over parking app solutions and highlighted the importance of less traffic along with park and ride or transit solutions. Comments also included changes to current parking services such as more parking availability, expanding pay parking, local/employee discounts, and enforcing current parking regulations.

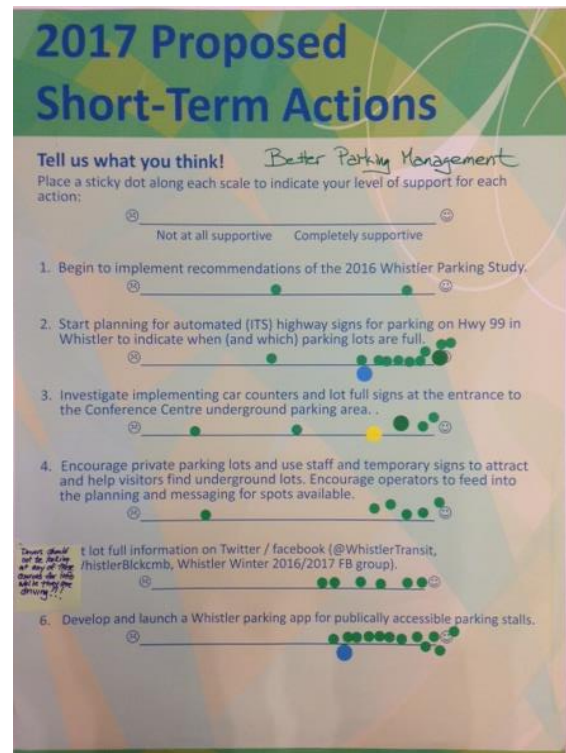
- Parking app (19 comments)
 - a. No app (12 comments)
 - b. Incorporate in existing app (4 comments)
 - c. Support (3 comments)
- Parking availability signs on highway (11 comments)

- Reduce traffic - no more parking (9 comments)
- Park and ride (6 comments)
- Build more parking (5 comments)
- Take action (5 comments)
- Encourage public transit (4 comments)
- Pay parking in all lots / increase price depending on demand (4 comments)
- Offer incentives (3 comments)
- Enforce parking regulations / reduce max time (3 comments)
- Need more info on parking study (3 comments)
- Resident/employee parking area/discount (3 comments)
- Investigate underutilized/non-visible lots (2 comments)
- No more signs (2 comments)
- Parking attendants (1 comment)
- Consistent pay stations (1 comment)
- Day-tripper tax (1 comment)
- Coordinate with private lot owners (1 comment)
- New parking designed with egress in mind (1 comment)
- Expert help (1 comment)
- Gondola (1 comment)

Notable action additions from the community forum: none

SUMMARY OF “ARE THERE ANY SHORT-TERM ACTIONS THAT ARE MISSING FROM THIS STRATEGY AREA?”

- Park and ride (4 comments)
- More parking (3 comments)
- Resident / employee parking options [hotels] (3 comments)
- Highway sign showing availability (2 comment for, and 1 against)
- Take action (2 comments)
- Charge in all parking lots (2 comments)



drivers would need to look at. Visible and up to date signage is more effective. Signage must react to spots being freed up when people leave otherwise everyone will ignore them.”

- Flaggers (2 comments)
- Gondola park in lots 6-8 (2 comments)
- Increase parking prices to match demand (2 comments)
- Public transportation (2 comments)
- WB should be part of the conversation (1 comment)
- Connect Bayshores with Spring Creek (1 comment)
- Day-tripper tax (1 comment)
- Expand highway (1 comment)
- Lot 5 snow removal (1 comment)
- Parking app (1 comment)
- Pay for parking by phone (1 comment)
- Don't use public money to support commercial (1 comments)
- Preferred parking spots for high occupancy vehicles (1 comment)

“Implement pay parking in all of the day lots including an option for passes for workforce, and incentives/ reserves spaces for car poolers. The reality is pay parking will help with turnover and use of parking, and is an incentive to get locals to use other modes of transportation.”

Notable action additions from the community forum: There was concern that some actions especially those related to social media would encourage distracted driving.

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Roundtable conversations focused on general parking issues and specifically the details for implementing the recommendations from the Whistler Parking Study. As such, there was general support for implementing the parking study actions. The remaining actions received strong support, though there was some concern that highway signage may contribute to congestion as drivers slow down to read the signs. This strong support for parking management actions differed somewhat from the survey findings, that didn't have as strong support.

Medium-long term actions focused on general support for simple pricing structures in all Whistler lots. There was strong support for varying parking pricing for local employees vs. residents vs. visitors. Other suggestions included good signage for public lots and using the right technology to support parking.

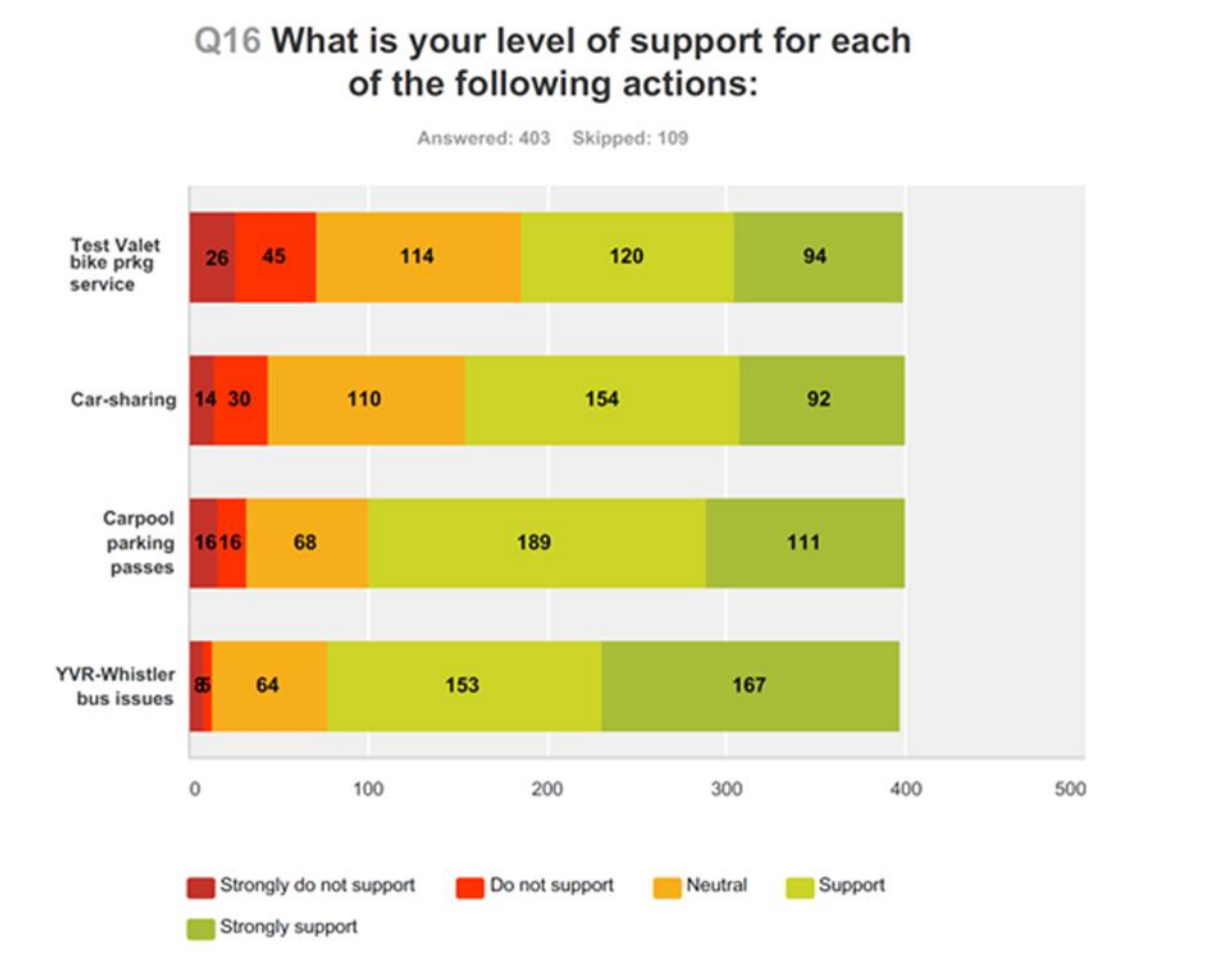
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PREFERRED TRANSPORTATION OPTIONS

SURVEY FEEDBACK

LEVEL OF SUPPORT

The Preferred Transportation Options actions that received the most support were the ones addressing the cost and location of the Vancouver/YVT to Whistler bus services, and for developing reduced rate parking passes for carpools. Survey participants were supportive, though less enthusiastic, of the proposed bicycle valet parking and the support car-share offerings actions.



SUMMARY OF “WHAT WOULD MAKE IT MORE EFFECTIVE?”

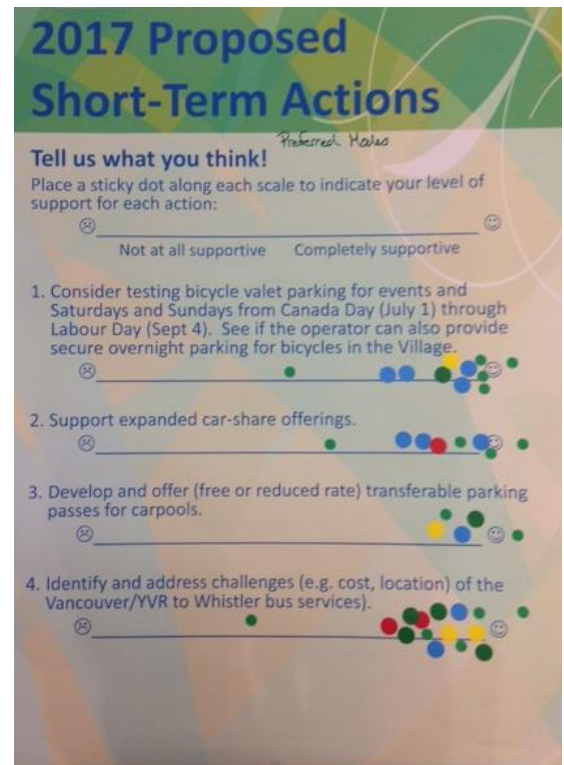
Preferred transportation action comments were quite diverse with most suggestions focusing on better connections to Metro Vancouver and the airport (YVR) as well as improved communications strategies for city/local people to leave their cars at home. Other frequent comments stressed train services or car/ride share programs. Support for the bike valet parking was mixed. People were in favour of “secure” bike parking but felt that a “valet” service involved extra cost and was too restrictive.

- YVR bus service more frequent and affordable (13 comments)
- Use communications strategy to educate people to leave their car at home [city and YVR] (7 comments)
- Train/rail service (6 comments)
- Car/ride share program (5 comments)
- Bike valet (4 comments agree, 5 comments disagree)
- Better bus service from Vancouver (5 comments)
- Transferable carpool parking pass (2 comment for, and 2 comments against)
- More bike racks (4 comments)
- Alternative car rental (Uber, Car2Go) (2 comments)
- Reduce cars (2 comments)
- Higher monthly parking pass costs (1 comment)
- Incentives to walk/bike (1 comment)
- Address local traffic (1 comment)
- Shower are for bikers (1 comment)
- Snow tires on rental cars (1 comment)
- Study local vs. visitor traffic impacts (1 comment)
- Build bus depot at tennis club (1 comment)
- More parking (1 comment)
- Improve Valley/Village commuting bike routes (1 comment)
- Increased safety for pedestrians at intersections, valley trail and highway (1 comment)

Notable actions from the community forum: Emphasis on better bike lanes in subdivisions and raised bike lanes.

SUMMARY OF “ARE THERE ANY SHORT-TERM ACTIONS THAT ARE MISSING FROM THIS STRATEGY AREA?”

- Bike racks, infrastructure, incentives, rentals, valet (6 comments)
- Ride/car sharing (6 comments)
- Train service (6 comments)
- Better, more affordable YVR connections (5 comments)
- Squamish/Pemberton bus connections (3 comments)
- Type of visitor day tripper vs multi-day visitor (2 comments)
- Horseshoe Bay connections (2 comments)
- Improve commuter trails/routes (2 comments)
- Better bus service from Vancouver (2 comments)
- Park and ride (1 comment)
- Free shuttle bus (1 comment)
- All info on RMOW website (1 comment)



“The heart of our problem is too many tourist cars coming into Whistler, both daily and for weekly holidays. If the bus service was better from Vancouver/YVR (cheaper and more frequent - including smaller buses in non-peak hours) then fewer tourist cars will come to Whistler.”

“Better valley trail clearing in the winter to allow safer walking and biking and consider more incentives for bikers.”

- More info needed (1 comment)
- Carpools - make sure they have to prove (by photo) that they had the required passengers that day to get the benefit, otherwise it is ripe for abuse. (1 comment)
- List all YVR and Vancouver bus options on Tourism Whistler website (1 comment)

Notable action additions from the community forum: Planning for electric bikes

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Despite identifying a few challenges, the support for preferred transportation actions focused on improved transit service from YVR to Whistler. The bike valet parking for special events action received the least support of the four actions. Car sharing and carpool parking incentives received about equal levels of support at the table discussions.

Low participation rates at previous bike valet parking locations and concern about the convenience of the bike valet parking locations explained the lower levels of support for this action idea. In order to make it more effective it needs to be tested and piloted so users can better understand it.

Ideas for improving the YVR/Vancouver to Whistler bus action included making it a better option than driving, better communication of the services, and a more organized and efficient system.

COMMUNICATIONS

SUMMARY OF “WHAT WOULD MAKE COMMUNICATIONS EFFECTIVE?”

Not surprisingly, survey participants indicated multiple ways and locations to communicate information and messaging around transportation. The top ideas for communication channels included overhead signs on the highway or day lots, websites such as DriveBC and existing Apps such as Whistler Blackcomb's. Social media and more traditional methods such as newspapers and email were also noted. The majority of other ideas were targeted at the specific strategies such as parking, public transportation and expanding the highway.

- Communication strategies (58 comments)
 - a. Signs overhead highway / day lots (12 comments)
 - b. App [WB, existing] (11 comments)
 - c. Website [RMOW, DriveBC] / cams (10 comments)
 - d. Social media (7 comments)
 - e. Newspapers (7 comments)
 - f. Email (3 comments)
 - g. Target visitors / visitors centre (5 comments)
 - h. Radio (3 comments)
 - i. Buses / bus stops (2 comments)
- Parking (14 comments)
 - a. All lots paid + increase cost (4 comments)
 - b. Don't increase cost (2 comments)
 - c. Employee options (2 comments)
 - d. Expand (1 comment)
 - e. More short-term options (1 comment)
 - f. Counter outside lots showing availability (2 comment)
 - g. Disabled space issues (1 comment)
- Public transportation (13 comments)
 - a. Free or cheaper (4 comments)
 - b. Incentives (3 comments)
 - c. Increased frequency, and based on demand (3 comments)
 - d. Readable schedule and tracking apps (3 comment)
 - e. Improved schedule accuracy (2 comments)
 - f. Allow dogs (1 comment)
 - g. Transit lane (1 comment)
 - h. Include in ski pass (1 comment)
 - i. Express bus (1 comment)
- Expand highway (10 comments, 1 no)
- Trains (6 comments)
- Take action (6 comments)
- Park and ride (5 comments)
- Encourage people from Vancouver to bus (3 comments)
- Free shuttle bus (3 comments)

“Bus stop signs, Whistler Facebook pages, Pique news, radio, Tourism Whistler, RMOW and WB websites for how to get to Whistler should list all alternative transportation methods for getting to Whistler and travelling within including e-bikes.”

- Study barriers, traffic flow, etc. (3 comment)
- Offer incentives public transit/walk/bike (4 comments)
- Traffic lights (2 comments)
- Bike valet (2 comments)
- Reduce cars (2 comments)
- YVR bus cheaper/include in ski pass (2 comments)
- Roundabouts (2 comments)
- Gondola + parking in lots 6-8 (2 comments)
- Gondola Cheakamus (1 comment)
- Safe left turns into subdivisions (1 comment)
- Snow tire checks (1 comment)
- Don't close left turn lanes [Creekside] (1 comment)
- Lift ticket includes transit/parking
- No ski drop off area (1 comment)
- Ride share (1 comment)
- Overpass at Bayshores (1 comment)

OTHER: MEDIUM/LONG-TERM ACTIONS BEYOND 2017

SUMMARY OF “SUGGESTIONS FOR MEDIUM AND LONG TERM ACTIONS?”

Survey participants provided 244 comments on medium/long-term transportation actions. Expanding the highway and/or adding a third lane received the most comments with 48 in general support of this idea. Train service also continued to be a popular suggestion with 36 comments, and park/ride and public transportation receiving 23 and 22 comments respectively. Increased parking locations combined with comments on increased prices and ‘all paid’ lots also received 18 comments. The remaining popular suggestions related to overpasses, gondolas and regional public transportation.



- Expand highway / 3rd lane (48 comments. 2 no comments)
- Train service (36 comments)
- Park and ride (23 comments)
- Public transportation cheaper/free/more (22 comments)
- Parking more / increase prices / all paid (18 comments)
- Pedestrian bypasses (13 comments)
- Roundabouts (10 comments, 1 no)
- Gondola from Cheakamus (5 comments)
- Squamish/Pemberton/Horseshoe Bay bus service (5 comments)
- Bypass road [Westside] (3 comments)
- Bike lanes on highway (3 comments)

- Gondola + lots 6-8 (3 comments)
- HOV lane (3 comments)
- Traffic lights (3 comments)
- Congestion / day tripper tax (2 comment)
- Move Function services closer to the Village (2 comments)
- Limit visitors (2 comments)
- Expert input (1 comment)
- Stagger inflow and outflow (2 comments)
- Locker room and lockers in village (2 comments)
- WB pays (1 comment)
- YVR service improvements (1 comment)
- Electric bike rental (1 comment)
- Highway toll (1 comment)
- Railway (1 comment)
- Valley-wide Gondola (1 comment)

Notable action additions from the Community Forum include: none

SUMMARY OF COMMUNITY FORUM TABLE DISCUSSIONS

Actions receiving the most support from the table discussions included: multi-faceted community transit; HOV lanes (all the way to the Village), paid parking directed at transit and a high speed train. Actions receiving the least support from the discussions included: more lanes for cars only; and a regular speed train. Other comments included: limiting development south of Creekside to reduce congestion; moving commercial goods to train; more lanes would just fill up Whistler faster; and reducing trips to Function.

OTHER: GENERAL

SUMMARY OF “DO YOU HAVE ANY OTHER FEEDBACK REGARDING IMPROVING TRANSPORTATION AROUND WHISTLER?”

Like the feedback for many of the other survey questions, public transportation related comments dominated the responses. A highway express bus, safe routes to bus pick up drop of areas, more buses and cheaper fares made up a few of the other top public transportation comments. Widening the highway in some configuration was noted again in this section as were parking actions such as making all parking lots pay for use.

- Public Transport (40 comments)
 - a. Highway express bus (10 comments)
 - b. Pedestrian safety: route to buses (7 comments)
 - c. More buses (6 comments)
 - d. Free/cheaper buses (6 comments)
 - e. Rail system (5 comments)
 - f. Commute services to Pemby and Squamish (4 comments)
 - g. Improve access to bus stops from subdivisions (2 comments)
 - h. Bus lane (2 comments)
 - i. Dogs on buses (2 comments)
 - j. Other: app hard to use, more bike racks, Black Tusk, bus depot, Vancouver service.
- Widen highway (15 comments for, 2 against)
- Take action (11 comments)
- Parking (10 comments)
 - a. All paid lots (4 comments)
 - b. More parking (4 comments)
 - c. Increase prices (1 comment) / Don't increase parking prices (3 comments)
 - d. Seasonal restrictions (1 comment)
- Look after local needs/local traffic routes (10 comments)
- Bike (electric, highway path, storage, promote) (5 comments)
- Focus on visitors traffic/peak times (4 comments)
- Gondola access (4 comments)
- Traffic lights (4 comments)
- Roundabouts (3 comments)
- WB input needed (2 comments)
- Clear foot paths (2 comments)
- Look at leading communities/countries for inspiration (Japan/Europe) (2 comments)
- Toll highway (2 comments)
- At capacity / limit growth (2 comments)
- Improve highway (1 comment)

- Affordable housing near Village (1 comment)
- More engagement (2 comments)
- - Park and ride (5 comments)
- - Reduce traffic (3 comments)
- - Move Function Junction services closer to the Village (2 comments)
- - No more big/free events (2 comments)
- - Traffic law enforcement (2 comments)
- - Ride share (1 comment)
- - Stakeholders ride transit for a week (1 comment)
- - Fences along highway (1 comment)

