



REPORT | INFORMATION REPORT TO COUNCIL

PRESENTED: May 23, 2017

REPORT: 17-051

FROM: Infrastructure Services

FILE: 546

SUBJECT: WHISTLER 2017 TRANSPORTATION ACTION PLAN RECOMMENDATION

COMMENT/RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER

That the recommendation of the General Manager of Infrastructure Services be endorsed.

RECOMMENDATION

That Council receive this Information Report to Council No.17-051 regarding the recommended Whistler 2017 Transportation Action Plan.

REFERENCES

Appendix A – Report to Council No.17-043 Transportation Advisory Group's 2017 Draft Transportation Action Plan – Community Feedback Summary.

Appendix B – Whistler 2017 Transportation Action Plan Table, May 2017.

PURPOSE OF REPORT

The purpose of this report is to inform Council and the public of the recommended Whistler 2017 Transportation Action Plan. This short-term plan focuses on actions that can be delivered in 2017. The Plan, developed by the Transportation Advisory Group (TAG) over the past several months with revisions based on extensive community feedback and input from stakeholder groups, will move Whistler towards TAG's vision for transportation:

Whistler's Transportation System efficiently and affordably moves people and products to, from and within Whistler while delivering a high quality experience and minimizing impacts on natural areas.

DISCUSSION

Background

The Whistler 2017 Transportation Action Plan is the compilation of priority transportation actions to be implemented in the short-term, i.e. in the year 2017. The development of the Action Plan was in response to increasing issues affecting transportation to, from and within the resort community. With an increased permanent population in Whistler (the community grew to 11,854, an increase of 21% from six years ago) as well as continued increasing visitation numbers, transportation challenges of parking availability and traffic congestion 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 reactivated the Transportation Advisory Group (TAG) to provide advice and recommendations on the development of a Transportation Action Plan.

TAG is composed of a group of diverse stakeholders representing Whistler Blackcomb, Tourism Whistler, the Whistler Chamber of Commerce, BC Transit, the Ministry of Transportation and Infrastructure, Resort Municipality of Whistler (RMOW), and four citizens-at-large. The diversity of this group has been a huge asset for bringing forward a wide variety of options and ways to solve problems.

TAG members were the leaders behind the creation of the Whistler 2017 Transportation Action Plan and significant community input was received and incorporated in the development of the Plan. Prior to sharing the draft Plan with Council at the December 6, 2016 meeting, TAG met seven times over the course of 16 months to:

- Identify and confirm the key transportation issues facing the community;
- Commission transportation studies to provide the data and information behind the transportation concerns;
- Review the results of the research and identify the potential short-term actions to address the issues;
- Start identifying medium and long-term actions; and
- Prioritize the key actions for 2017.

As directed by Council at the December 6th meeting, RMOW staff in partnership with the Transportation Advisory Group (TAG) hosted a Transportation Community Forum at the Whistler Conference Centre on January 18, 2017. The event was followed up by an online survey open through February 7, 2017. The purpose of the forum and online survey were to share TAG's purpose and role, to share the highlights of TAG's learnings from the evidence-based research which formed the basis of the proposed 2017 Transportation Action Plan, and most importantly, to gather feedback on the plan. The Community Engagement Summary report was presented to Council on May 9, 2017 and is included as Appendix A.

Since the January forum, TAG has met for two in person and one electronic workshop to review the community feedback on the short-term actions, and revise and confirm the action plan. The recommended Whistler 2017 Transportation Action Plan as outlined in Appendix B is a package developed using a consensus model.

Often, when two potential options were available, TAG chose the option that was most consistent with the other parts of the package and provided a reasonable option for everyone – residents, employees and visitors. If the action could not be executed in 2017, it was moved to the medium (2018-2020) or long-term (2020 and beyond) action lists.

RMOW staff have met with key stakeholders including the Day Lot Operating Committee, Tourism Whistler Board of Directors and the Whistler Chamber of Commerce Board of Directors to further refine the plan.

Winter 2016/2017 Transportation Action Plan Results

At the December 6, 2016 council meeting and at the January Transportation Community Forum, it was noted that several actions were either in process or about to be initiated in the winter.

RMOW staff initiated the Highway Accident Investigation assessment report. The report is scheduled to be presented to Council in June 2017. The first phase of Gateway Loop construction is underway and scheduled to be completed by June 30th with Phase 2 starting up right after Labour Day. RMOW staff added snow clearing to the new valley trail linking Alpine Meadows to the Village providing a winter commuting option for walkers and cyclists from the north.

Prior to the peak winter traffic season, RMOW staff met with Ministry of Transportation and Infrastructure (MoTI) to review and revise the timing plans for the Highway 99 traffic signals from Function through Lorimer Road. MoTI staff implemented the new timings the week of December 20th. The RMOW also worked with Whistler-Blackcomb and MoTI staff to have manual control of intersections from Creekside to Function Junction (and the Creekside parking lot) for nine Sundays and holiday Mondays from January 3 through February 19. Preliminary analysis indicate that there was no measurable increase in vehicle throughput, however traffic was more organized exiting Whistler Creek and many people reported an improved driving experience having traffic control personnel at the intersections. Resort partners continued to promote alternative parking locations and transit/coach travel.

In partnership with BC Transit and Whistler Transit Ltd, additional service hours were added to the winter 2016/2017 schedule, the review of Route 1 Valley Connector was initiated, the review of Routes 4/5 continued through the winter, as did work on the feasibility study of the Sea to Sky Corridor Regional Transit plan. BC Transit is aiming to report out on this work in June so that the recommendations can be included in the upcoming planned transit service expansions.

Over the winter, the RMOW staff and Whistler-Blackcomb staff increased the management of overnight parking in the Day Lots and encouraged people to move to appropriate locations such as the Library or Conference Centre underground lots so as not to interfere with snow clearing operations.

The results of many of the winter actions also feed into the recommended Summer 2017 Transportation Action Plan.

Summer 2017 Transportation Action Plan Recommendations

As indicated in the draft Transportation Action Plan presented to Council in late 2016, the recommended actions have been broken into five strategy areas: Highway 99 Efficiencies, Transit Improvements, Peak Day Operations Plan, Better Parking Management, and Preferred Transportation Modes. A summary table of all the recommended actions can be found in Appendix B, and the details of the recommended action items are as follows:

Highway 99 Efficiencies

- Complete Highway Accident Investigation Assessment – report to Council in June 2017
- Undertake Highway Intersection Investigation – work to start early summer 2017
- Support Highway 99 Capacity Review being undertaken by MoTI. This review will look at additional lanes, intersection upgrades, and other changes to improve capacity of the highway

Transit Improvements

- Provide free transit on 10 summer weekends (Saturdays, Sundays, and holiday Mondays) between July 1 and September 4.
- Add transit service hours where needed most, including during periods of free transit and at the beginning of winter service levels.

- Parking revenue will be utilized to reduce the cost of transit passes and to fund the free summer weekend transit.
- The Family Travel program will be expanded to include any fare-paying adult between May 1 and October 31. Currently this program allows an adult with a transit pass (1-day, 1-,6- or 12-month) to bring up to three children (age 12 and under) for free.

Peak Day Operations Plan

- Parking personnel will be used during special events to help control the flow of traffic into and out of municipal parking lots.
- Secure bicycle parking will be tested during summer events.
- Communications to promote alternative parking locations, including the launch of a parking app, will be used during busy seasons.

Better Parking Management

- A pilot project will utilize changeable message boards with parking information on Highway 99. The goal of these message boards will be to help visitors find parking more easily.
- A “car counter” and message board for the Conference Centre underground parking lot will be tested to provide almost real-time information to let people know when the lot is nearing capacity or is full.
- The strategy to improve parking availability (full details below) will be implemented beginning July 1, 2017.

Preferred Transportation Modes

- The Gateway Loop upgrade will be completed in 2017 to help support increased regional bus traffic.
- RMOW and TAG partners will help support increased car-share offerings that may be offered by private car-share companies.
- The RMOW will continue to improve Valley Trail linkages, specifically with improvements along Parkwood Drive, a section near the Skateboard park, and an extension of the Valley Trail on Whistler Road near the Rimrock restaurant.
- Bicycle parking with additional security features will be tested in Whistler Village starting in July.

The strategy to improve parking availability requires a multi-faceted approach to ensure the success of this action while not having adverse impacts on traffic congestion. Improving parking availability includes actions from other strategy areas including the free transit and more buses on summer weekends, reducing the price of monthly transit passes, adding more transit service, and providing secure bicycle parking in Whistler Village.

As well as providing these incentives for preferred transportation modes, there are recommended changes to parking rates in Day Lots 1, 2, and 3, the Library and Conference Centre parking lots, and charging a discounted rate for parking in Lots 4 and 5 during peak seasons (summer and winter). Reducing allowable parking duration on street and surface parking within the Village area will also help encourage turn over. The tables below illustrate the recommended changes:

<u>Preferred Transportation Modes</u>	Details	When
Free Transit Summer Weekends	Saturday, Sunday and holiday Mondays	Canada Day through Labour Day
Reduced Bus Pass Prices	Reduce monthly pass from \$65 to \$50	Start July
More Transit Service	1,750 more hours of service (1 additional bus in the fleet)	Phase 1 – July 1 Phase 2 – mid-Nov
Bicycle Parking	Secure Bicycle parking in Whistler Village	Start July
Bus Queue Jumper	Pilot a queue jumper for BC Transit buses to bypass congestion at Whistler Creekside	Canada Day through Labour Day

<u>Parking</u>	Details	When
Day Lots 1, 2, and 3	Daily Rate \$10 (was \$8) Monthly Rate \$50 (was \$30) Max stay 24 hrs	Start July 1
Day Lots 4 & 5	Daily \$5 Resident & Employee Only Monthly Pass \$30 Max stay 24 hrs	<u>Peak seasons only</u> winter & summer Summer 2017 = Jul 1-Sep 4 Winter = Dec 15 - Apr 15
Other Village Underground and Surface Parking	Increase Conference Centre and Library Parking Rates Surface lots free after 7PM instead of 9PM	Start July 1

It is expected that learnings and insights gained through the implementation of the proposed recommendations will inform future evolution of the initiatives.

WHISTLER 2020 ANALYSIS

W2020 Strategy	TOWARD Descriptions of success that resolution moves us toward	Comments
Transportation	Transportation preferences and options are developed, promoted and supported so that inter-community mobility minimizes the negative impacts of traditional modes of travel. Residents, businesses and visitors are increasingly aware of the importance and benefits of preferred transportation choices.	<p>Transportation congestion to, from within Whistler is once again an issue both in the winter and in the summer. Transportation infrastructure and policy affect almost all parts of the resort community. The Transportation Advisory Group, which is composed of a group of diverse stakeholders, has been reviewing the current issues as well as data collected related the current issues and has started formulating potential recommended short, medium and long-term actions.</p> <p>Many of the proposed actions will need participation from stakeholders to refine and implement. The TAG members have hosted a Transportation Community Forum in January 2017 and further input has been received through an online survey hosted on www.whistler.ca/MovingWhistler for three weeks following the forum.</p>
Partnership	Partners work together to achieve mutual benefit. Partners meaningfully engage stakeholders and practice “good governance” guided by Whistler’s Partnership Principles.	
Economic	Effective partnerships with government and tourism organizations support economic health. The Whistler community shares resources and works together to compete in the destination resort market. Whistler is an integral part of the region’s economy and works collaboratively with stakeholders.	
Finance	The long-term consequences of decisions are carefully considered. Whistler lives within its financial means	
Visitor Experience	Communications, travel and services are accessible, seamless and convenient at all phases of visitors’ trips, from prior to departure until after returning home.	
Learning	Learning opportunities foster collaboration, trust and community engagement and build the community’s capacity for achieving Whistler’s vision of success and sustainability for future generations.	
Resident Affordability	Residents have access to affordable goods and services that meet their needs.	

W2020 Strategy	AWAY FROM Descriptions of success that resolution moves away from	Mitigation Strategies and Comments
Finance	Whistler lives within its financial means.	The recommended 2017 Transportation Action Plan costs & can be balanced utilizing funds from the Community Transportation Initiative Fund.

OTHER POLICY CONSIDERATIONS

Information sharing between the Transportation Advisory Group and the Mayor's Housing Task Force has been initiated and will continue as these two groups continue progress towards their respective goals.

BUDGET CONSIDERATIONS

The 2017 – 2021 Five-year Financial Plan includes a capital budget of \$100,000 to support TAG studies and initiatives in 2017. The bulk of the recommended actions can be accomplished within this budget, but the strategy to improve parking availability requires further explanation.

The suite of recommended actions to improve parking availability is estimated to cost \$510,000 in 2017, and generate an additional \$210,000 in revenue. The total parking revenue from Day Lots 1 to 5 that is available for use towards Community Transportation Initiatives (CTI) is estimated at \$510,000 in 2017, and is expected to fully fund the costs of the recommended strategy to improve parking availability.

The Day Lot Operating Committee (Whistler-Blackcomb and RMOW representatives) has agreed in principle to the recommended Action Plan and funding proposal.

The tables below illustrate the anticipated costs and revenues to the Community Transportation Initiatives Fund:

Costs	Estimated Costs (2017)	Description
Free Transit Summer Weekends	\$165,000	Free transit 23 days, increased service & communications
Reduced Bus Pass Prices (including Spirit Product)	\$225,000	Reduced pass price
More Transit Service	\$60,000	RMOW portion of transit costs
Bicycle Parking	\$30,000	Capital cost
Bus Queue Jumper	\$30,000	Capital & operations costs
Total	\$510,000	

Revenues	Estimated Revenues (2017)	Description
Lots 1, 2, and 3	\$500,000 (including rate increases)	Amounts from Daily & Monthly passes available to CTI Funds
Lots 4 & 5	\$40,000 revenue, but equals startup costs including installing meters	Daily & Monthly passes
Other Village Parking	\$10,000	Increased rates
Total	\$510,000	

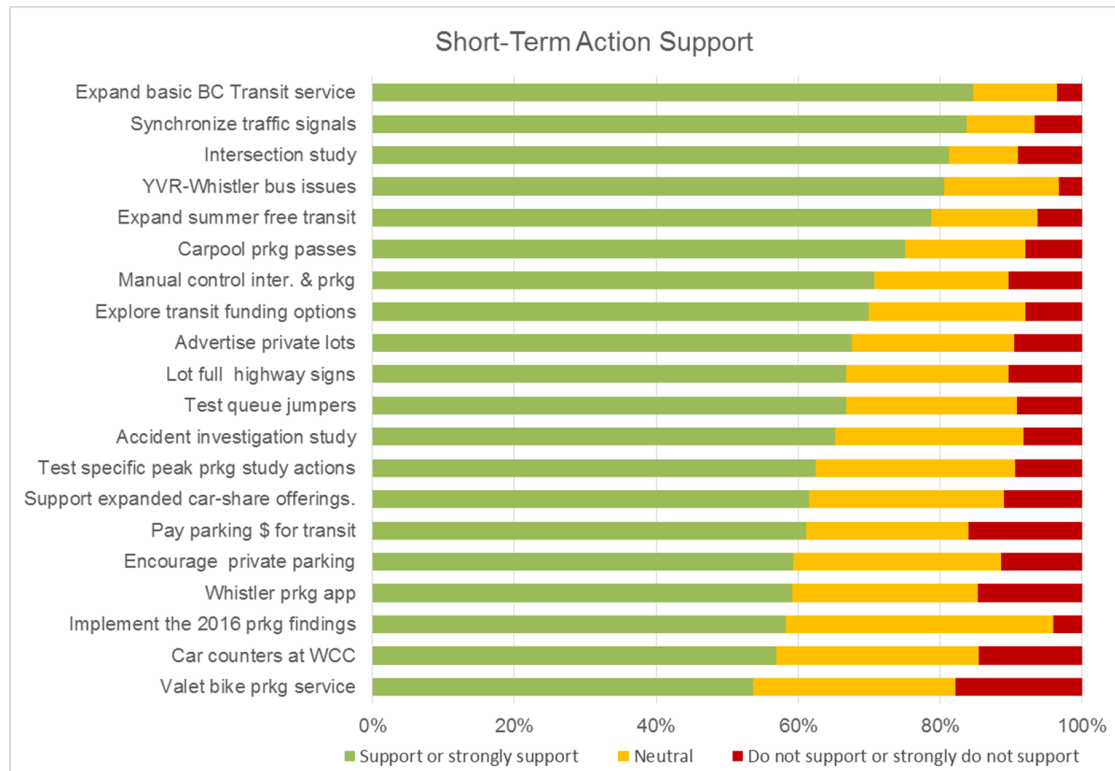
COMMUNITY ENGAGEMENT AND CONSULTATION

Appendix A is a detailed summary of the community engagement including the January 17, 2017 Community Transportation Forum and the subsequent online survey. All material related to the forum and TAG's work are posted on www.whistler.ca/MovingWhistler.

TAG, with the support of RMOW staff, engaged the community to seek input on the 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 17, 2017 with a Community Transportation Forum at the Whistler Conference Centre from 5pm to 8pm which attracted more than 200 participants. Community engagement continued until February 7, 2017 via an online survey. A total of 517 people participated in the online survey which consisted of 21 questions and closely mirrored the line of questioning that was used at the Community Transportation Forum.

The majority of Community Transportation Forum participants and online survey respondents supported or strongly supported all of the TAG's proposed 2017 actions as presented. In the online survey, overall support was strongest for short-term actions relating to the Highway 99 Efficiencies and Improve Transit strategies. All actions were supported by more than half of, and more than 80% of respondents were either supportive or neutral regarding all actions. No actions were unsupported by more than 18% of those surveyed. The graph below provides a visual summary of the overall level of support which ranged from 54% to 85% for TAG's proposed 2017 actions.



A recurring theme throughout the online and forum comments was ensuring that actions complimented each other and worked toward the goal of easing congestion on Highway 99 and in the Village parking lots. Details of each strategy area, including a summary of open-ended comments on what could make the actions even more effective, are available in the Community Engagement Summary report.

The Transportation Advisory Group has met to review the input and revise the proposed 2017 Transportation Action Plan based on the feedback.

SUMMARY

The 2017 Transportation Action Plan was developed over the course of a year and a half, involving expertise from the TAG members and RMOW staff, transportation studies undertaken by Drdul Community Transportation Planning, and input from the community through a forum and on-line surveys. TAG has met to review the input and revise the 2017 Whistler Transportation Action Plan based on the feedback received. The recommended actions presented in this report are intended to help alleviate the highway and parking congestion issues recently experienced in Whistler.

Respectfully submitted,

Emma DaSanto
TDM COORDINATOR
for
James Hallisey, P.Eng.
GENERAL MANAGER OF INFRASTRUCTURE SERVICES



REPORT | INFORMATION REPORT TO COUNCIL

PRESENTED: May 9, 2017

REPORT: 17-043

FROM: Infrastructure Services

FILE: 546

SUBJECT: 2017 DRAFT TRANSPORTATION ACTION PLAN – COMMUNITY FEEDBACK

COMMENT/RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER

That the recommendation of the General Manager of Infrastructure Services be endorsed.

RECOMMENDATION

That Information Report to Council No.17-043 regarding community feedback related to the Transportation Advisory Group's 2017 Draft Transportation Action Plan be received.

REFERENCES

Appendix A – 2017 Draft Transportation Action Plan – Community Engagement Summary Phase 1, April 4, 2017

PURPOSE OF REPORT

The purpose of this report is to update Council on the community engagement and feedback related to the Transportation Advisory Group's (TAG) proposed 2017 Transportation Action Plan.

DISCUSSION

The Transportation Advisory Group (TAG) is a Select Committee of Council formed to provide advice and recommendations regarding the assessment of, planning for, and implementation of strategic options to resolve transportation related issues affecting the resort community from a social, environmental and economic point of view. TAG is composed of a group of diverse stakeholders representing the Resort Municipality of Whistler (RMOW), Whistler Blackcomb, Tourism Whistler, the Whistler Chamber of Commerce, BC Transit, the Ministry of Transportation and Infrastructure, and four citizens-at-large.

On December 6, 2016, RMOW staff provided an update to Council on the Transportation Advisory Group's proposed 2017 transportation action plan. Council passed the following motion:

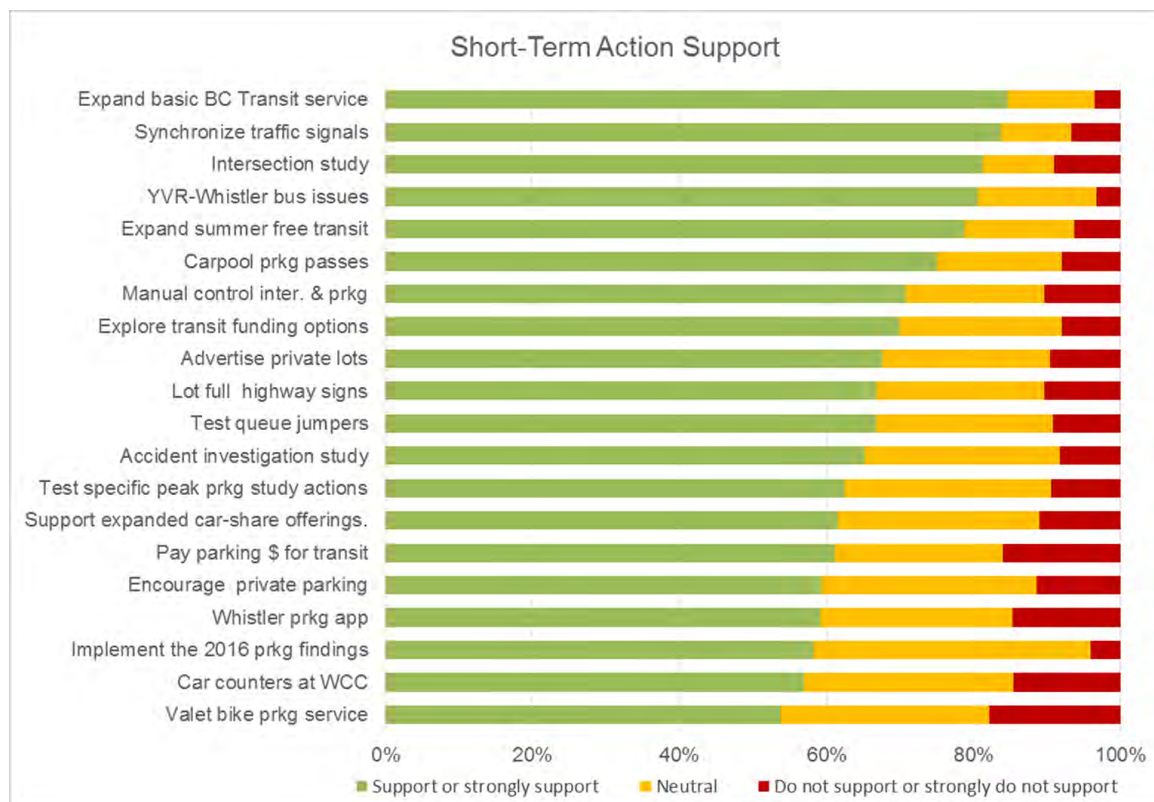
***That** Council direct the General Manager of Infrastructure Services to organize a Community Forum focused on Transportation in partnership with the Transportation Advisory Group for early 2017.*

TAG, with the support of RMOW staff, engaged the community to seek input on the 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 17, 2017 with a Community Transportation Forum at the Whistler Conference Centre from 5pm to 8pm which attracted more than 200 participants. Community engagement continued until February 7, 2017 via an online survey. A total of 517 people participated in the online survey which consisted of 21 questions and closely mirrored the line of questioning that was used at the Community Transportation Forum.

The feedback has been summarized in the 26 page report attached as Appendix A - 2017 Draft Transportation Action Plan – Community Engagement Summary Phase 1 - April 4, 2017. The graph below provides a visual summary of the overall level of support which ranged from 54% to 85% for TAG’s proposed 2017 actions.



The majority of Community Transportation Forum participants and online survey respondents supported or strongly supported all of 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 Improve Transit strategies. All actions were supported by more than half of respondents, and more than 80% of respondents were either supportive or neutral regarding all actions. No actions were unsupported by more than 18% of those surveyed. Details of each strategy area, including a summary of open-ended comments on what could make the actions even more effective, are available in the summary report.

A recurring theme throughout the online and forum comments was ensuring that actions complemented each other and worked toward the goal of easing congestion on Highway 99 and in the Village parking lots.

The Transportation Advisory Group has met to review the input and has been working at revising the proposed Transportation Action plan based on the feedback.

WHISTLER 2020 ANALYSIS

W2020 Strategy	TOWARD Descriptions of success that resolution moves us toward	Comments
Transportation	Transportation preferences and options are developed, promoted and supported so that inter-community mobility minimizes the negative impacts of traditional modes of travel. Residents, businesses and visitors are increasingly aware of the importance and benefits of preferred transportation choices.	Transportation congestion to, from within Whistler is once again an issue both in the winter and in the summer. Transportation infrastructure and policy affect almost all parts of the resort community. The Transportation Advisory Group, which is composed of a group of diverse stakeholders, has been reviewing the current issues as well as data collected related the current issues and has started formulating potential recommended short, medium and long-term actions. Many of the proposed actions will need participation from stakeholders to refine and implement. The TAG members have hosted a Transportation Community Forum in January 2017 and further input has been received through an online survey hosted on www.whistler.ca/MovingWhistler for three weeks following the forum.
Partnership	Partners work together to achieve mutual benefit. Partners meaningfully engage stakeholders and practice “good governance” guided by Whistler’s Partnership Principles.	
Economic	Effective partnerships with government and tourism organizations support economic health. The Whistler community shares resources and works together to compete in the destination resort market. Whistler is an integral part of the region’s economy and works collaboratively with stakeholders.	
Finance	The long-term consequences of decisions are carefully considered.	
Visitor Experience	Communications, travel and services are accessible, seamless and convenient at all phases of visitors’ trips, from prior to departure until after returning home.	
Learning	Learning opportunities foster collaboration, trust and community engagement and build the community’s capacity for achieving Whistler’s vision of success and sustainability for future generations.	
Resident Affordability	Residents have access to affordable goods and services that meet their needs.	

W2020 Strategy	AWAY FROM Descriptions of success that resolution moves away from	Mitigation Strategies and Comments
Finance	Whistler lives within its financial means.	There are costs associated with hosting public events and conducting surveys. However, these are considered minor compared to the benefits gained from a shared vision and comprehensive action plan.

BUDGET CONSIDERATIONS

Expenses related to the Community Transportation Forum and online survey, including RMOW staff and consultant time, venue rental, advertising and notification costs were either part of the 2017 Infrastructure Services operations budget or the capital program included in the 2017 – 2021 Five-year Financial Plan for traffic studies to support TAG.

COMMUNITY ENGAGEMENT AND CONSULTATION

This report is a summary of the January 17, 2017 Community Transportation Forum and the subsequent online survey. All material related to the forum and TAG's work are posted on www.whistler.ca/MovingWhistler.

SUMMARY

In December 2016, Council authorized staff to organize a community transportation forum in early 2017. The Transportation Advisory Group (TAG) hosted the Community Transportation Forum on January 17, 2017 at the Whistler Conference Centre followed up with an online survey to review the proposed 2017 Transportation Action Plan. The community feedback received is summarized in Appendix A – 2017 Draft Transportation Action Plan – Community Engagement Summary Phase 1, April 4, 2017.

TAG has met to review the input and revise the 2017 Whistler Transportation Action Plan based on the feedback received.

Respectfully submitted,

Emma DaSanto
TDM COORDINATOR
for
James Hallisey, P.Eng.
GENERAL MANAGER OF INFRASTRUCTURE SERVICES



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**

CENTRE *for*
SUSTAINABILITY
WHISTLER

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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 January 17, 2017 Transportation Community Forum 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

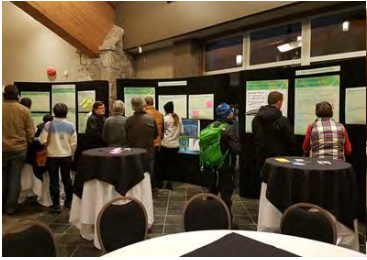
TAG and the RMOW engaged the community to seek input on their recommended short-term 2017 transportation actions. The actions were categorized under five strategies and a general 'other' category. Recognizing that some solutions may require a longer planning horizon, input was sought in this other category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

Engagement activities kicked off on January 17th, 2017 with a Transportation Community Forum 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.

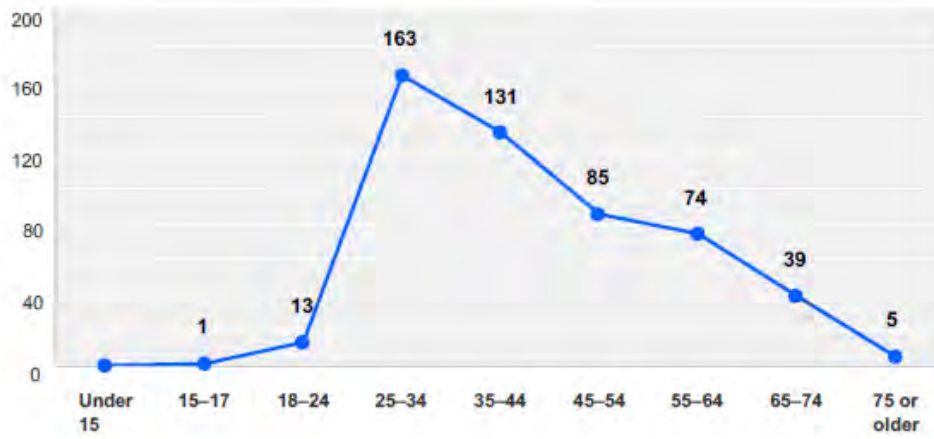
Survey participant gender was biased slightly toward females (53% of participants), with males making up 47% of survey participants.

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

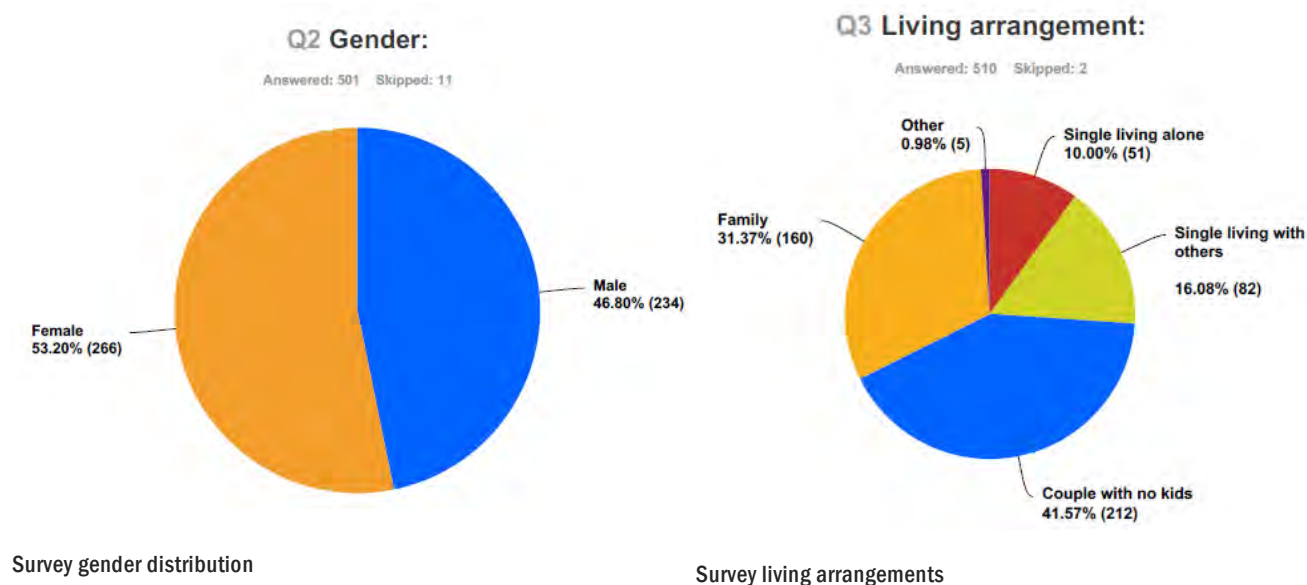


Survey age profile

Age Distribution



Whistler Age Distribution, Census Data



What Was Said: Summary of Feedback

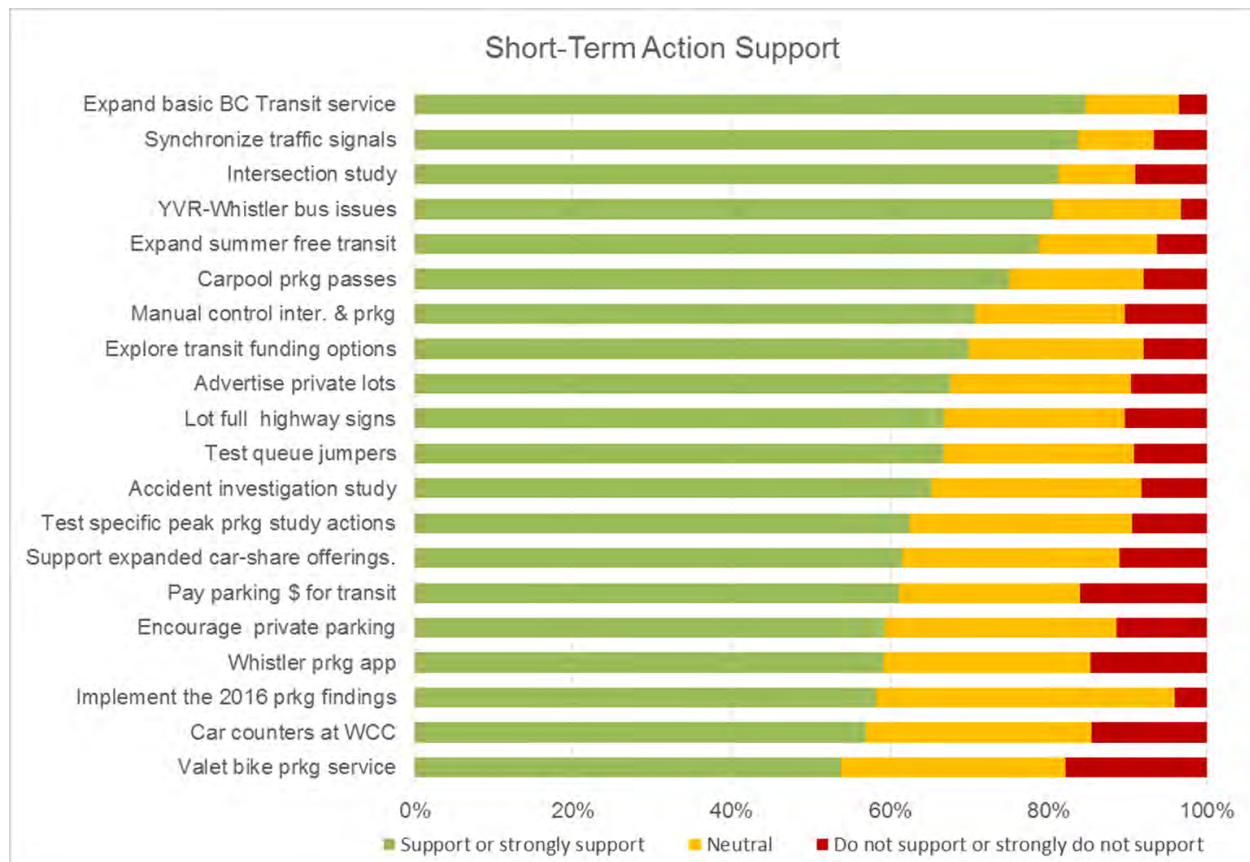
OVERVIEW

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

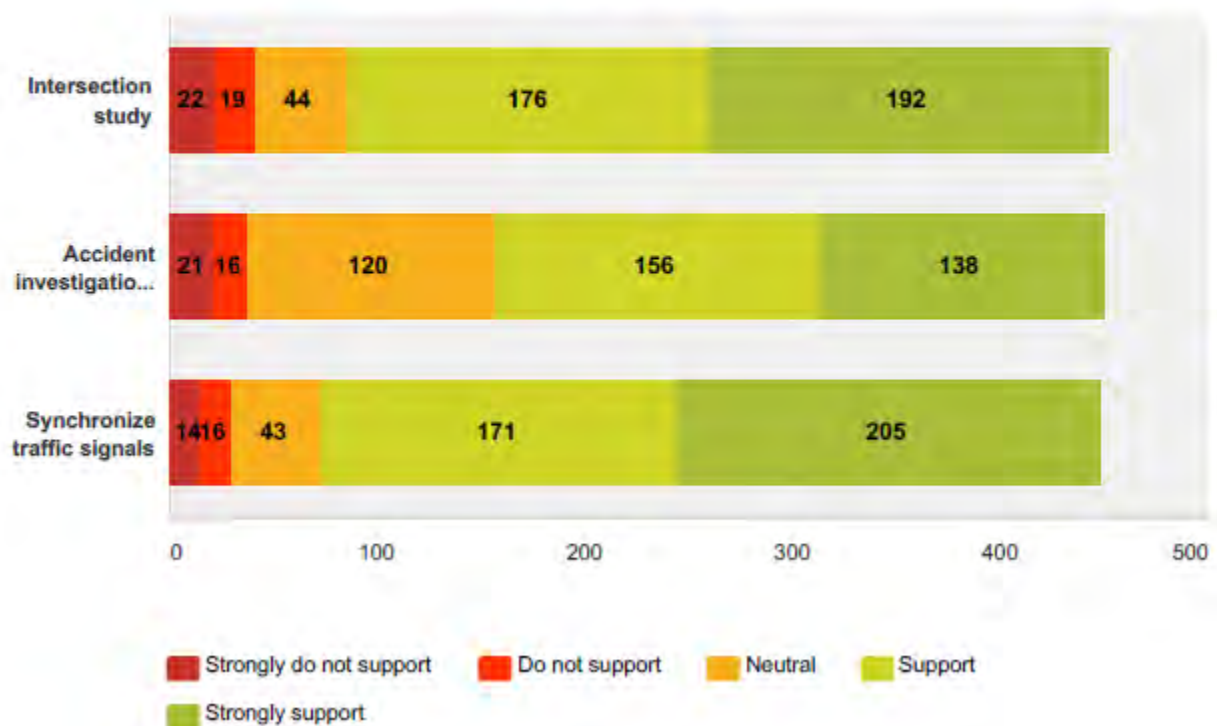
SURVEY FEEDBACK

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:

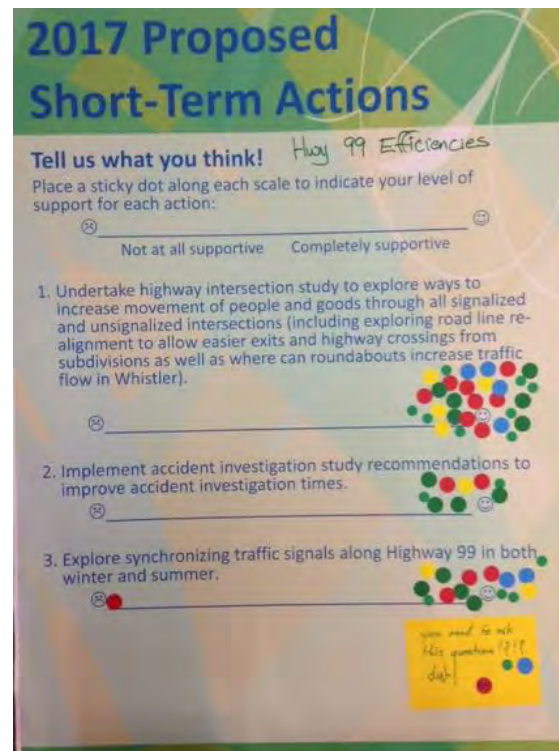
Answered: 453 Skipped: 59



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)



“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

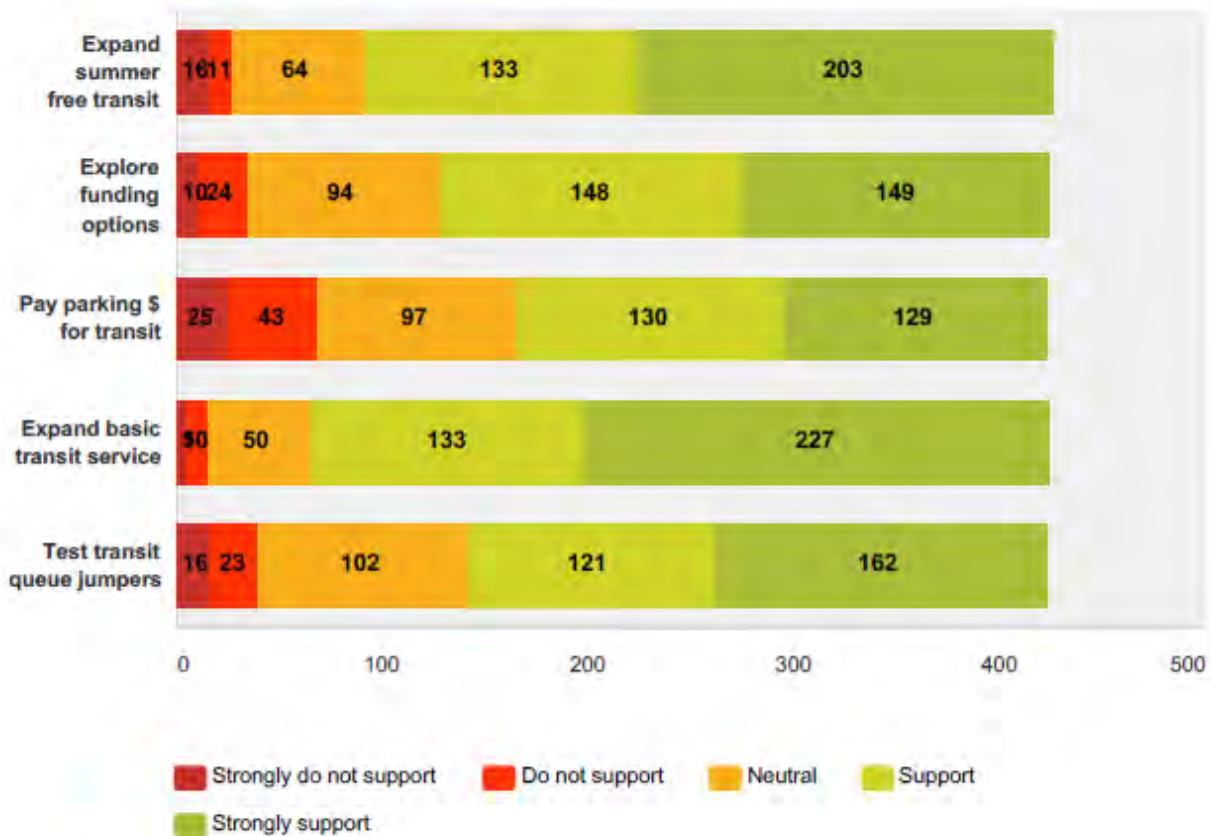
SURVEY FEEDBACK

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



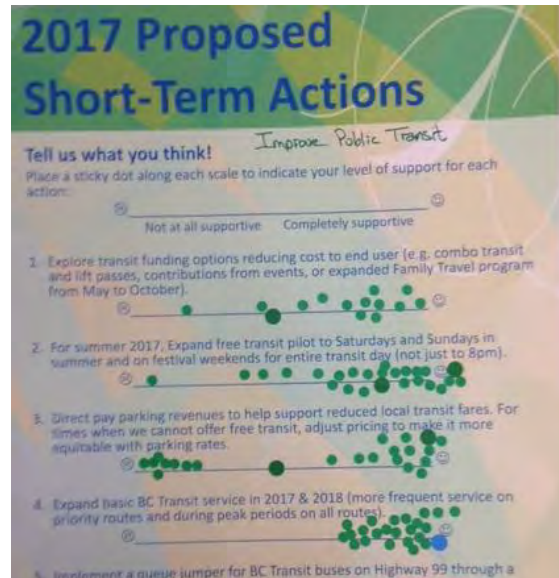
SUMMARY OF “WHAT WOULD MAKE IT MORE EFFECTIVE?”

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.

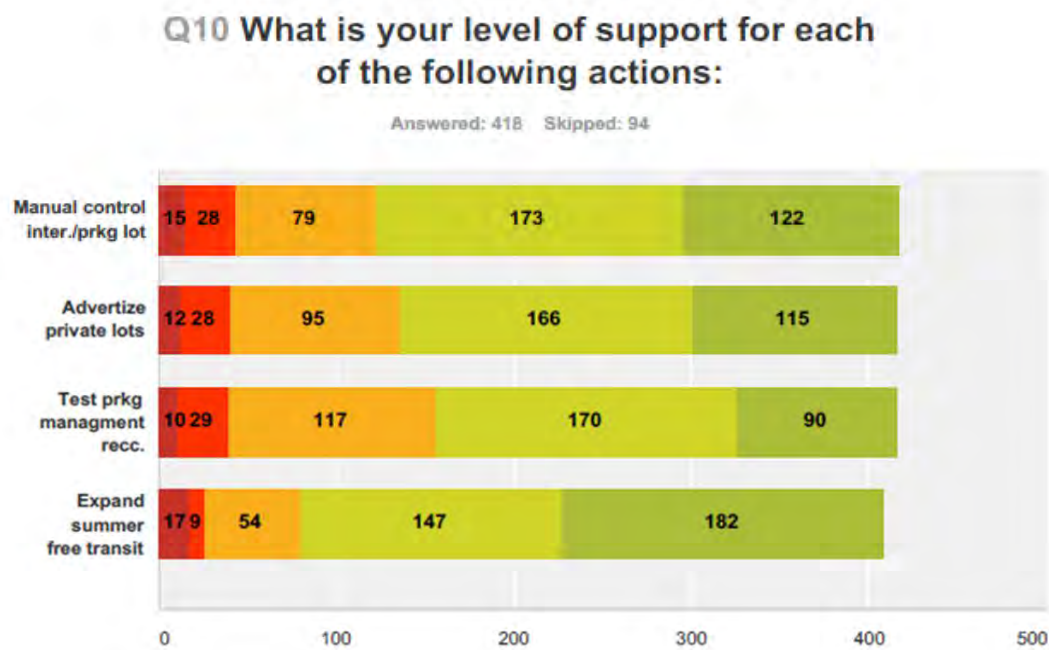
Communication actions for transit improvements included promoting existing services locally (e.g. family travel program) and regionally to visitors, making the Whistler Transit System schedule more user friendly, promoting the 'thanks for the brake' rules and using social media.

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)

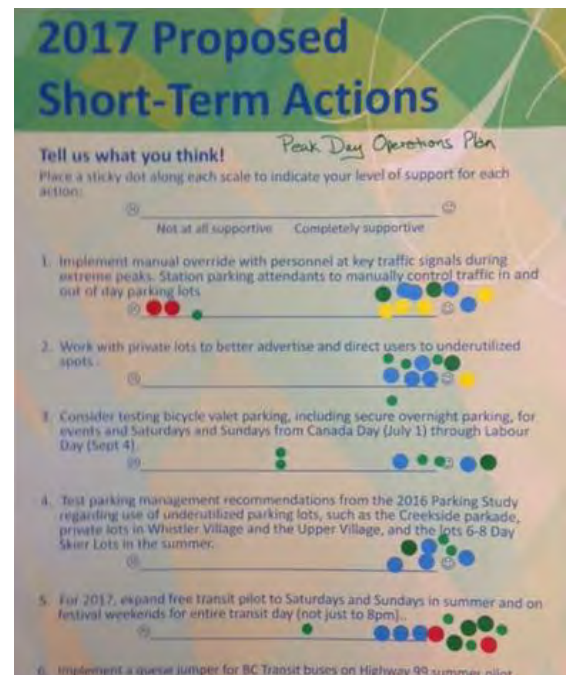
- a. Free (with ski pass) (8 comments)
 - b. Improve services (3 comments)
 - c. Highway express (1 comment)
 - d. Smaller shuttles for subdivisions (1 comment)
 - e. Reduce fares (1 comment)
 - f. Train (1 comment)
- Park in lots 6-8 in summer with gondola access / shuttle bus (12 comments)
- Park and 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.

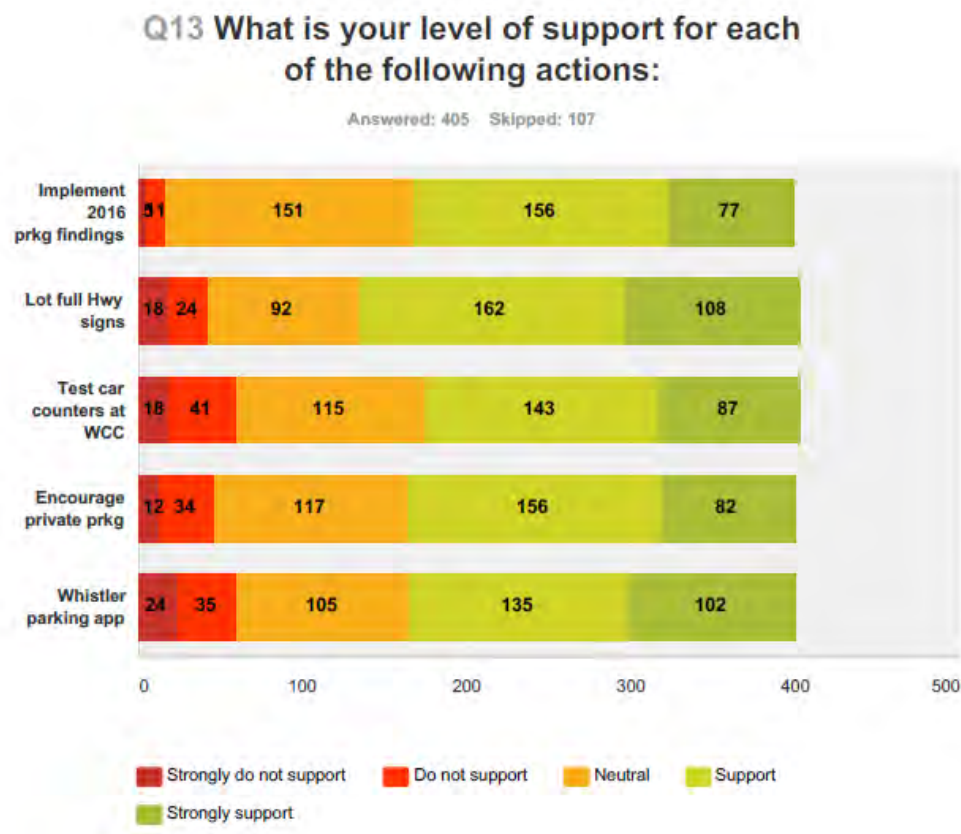
Top medium to long term actions included a median barrier to reduce traffic incidents on the highway and adding counter-flow lanes.

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.

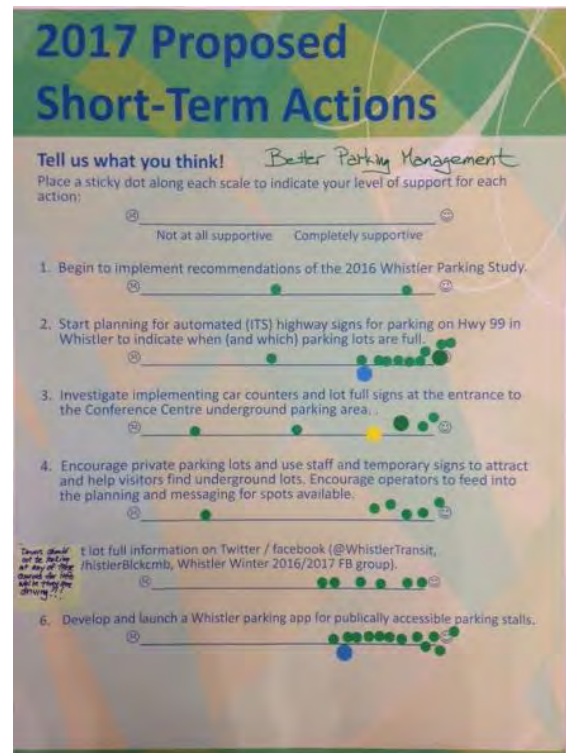
- Parking app (19 comments)
 - a. No app (12 comments)
 - b. Incorporate in existing app (4 comments)
 - c. Support (3 comments)
- Parking availability signs on highway (11 comments)

- 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.

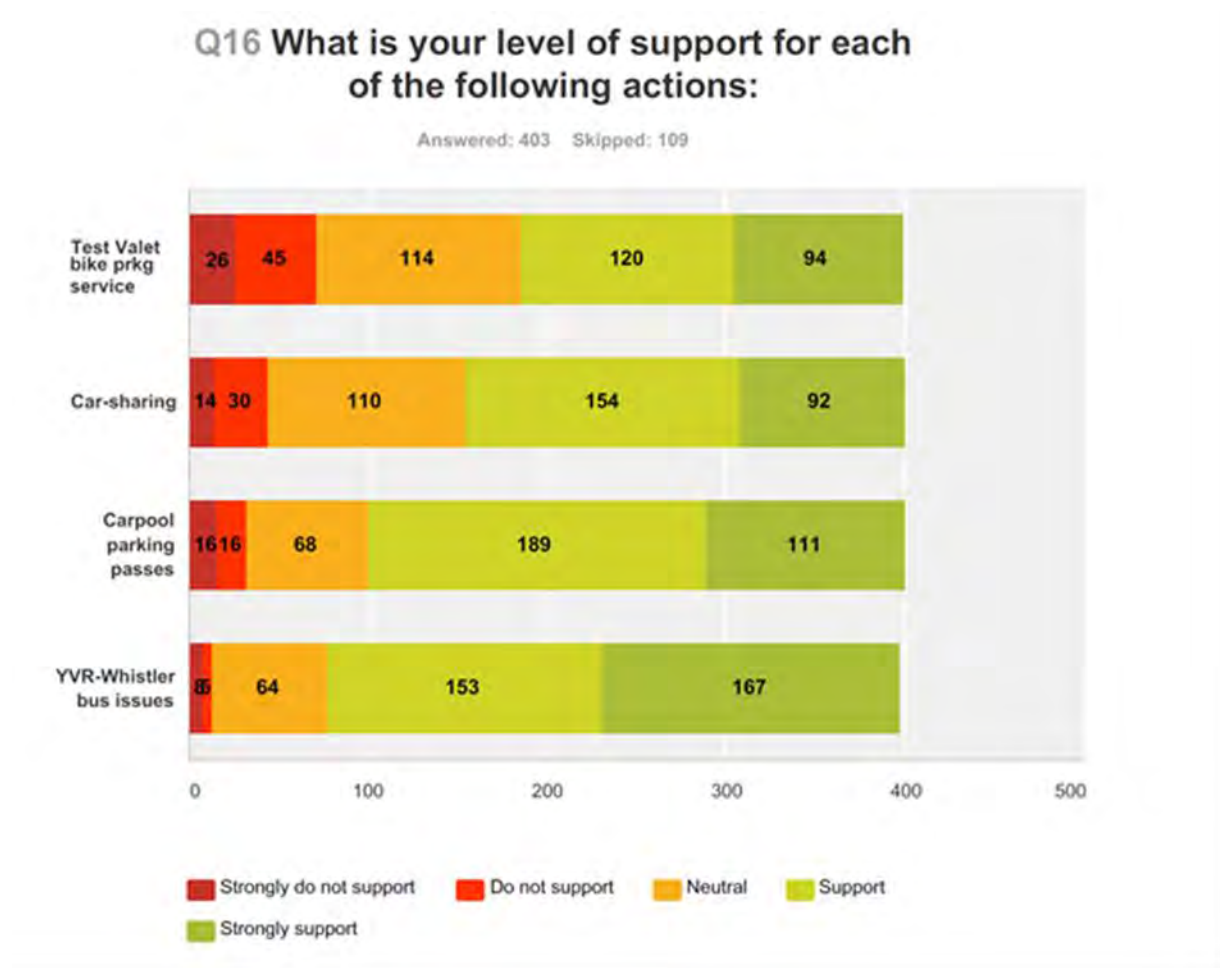
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PREFERRED TRANSPORTATION OPTIONS

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?”

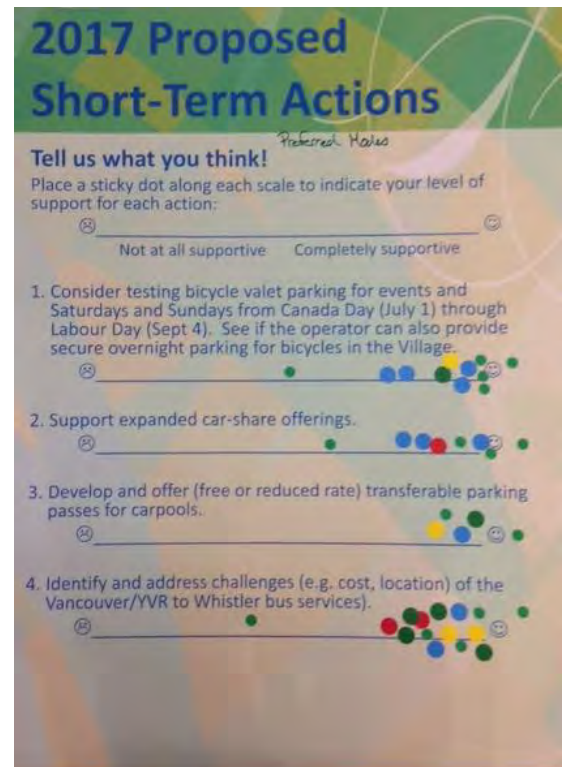
Preferred transportation action comments were quite diverse with most suggestions focusing on better connections to Metro Vancouver and the airport (YVR) as well as improved communications strategies for city/local people to leave their cars at home. Other frequent comments stressed train services or 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)

Whistler 2017 Transportation Action Plan – May 2017

Strategy Areas						
2017 Actions		Highway 99 Efficiencies	Transit Improvements	Peak Day Operations Plan	Better Parking Management	Preferred Transportation Options
	1	Undertake highway intersections study to explore ways to increase traffic movement (including road line re-alignment, highway crossings from subdivisions, and use of roundabouts).	Expand basic BC Transit service in 2017 & 2018 <ul style="list-style-type: none"> More frequent service on priority routes from 7am to 10pm (15 minutes in winter, 30 minutes in summer) 15 minute service on all routes during peak periods 	Implement manual override with personnel at key traffic signals during extreme peaks. Station parking attendants as needed to manually control traffic in and out of day parking lots.	Begin to implement recommendations of 2016 Whistler Parking Study: reduced time limits; increased availability of short-term parking in Village; increased daily and monthly rates.	Develop and implement a secure bicycle parking system, including overnight parking, for events and Saturdays and Sundays from Canada Day (July 1) through Labour Day (Sept 4).
	2	Implement accident investigation study recommendations to improve accident investigation times.	Expand the Family Travel program to allow any fare paying adult to take up to three children 12 and under for free from May to October.	Work with private parking lot owners to better advertise and direct users to underutilized spots.	Start planning for automated (ITS) highway signs on Hwy 99 or apps for parking in Whistler to indicate when (and which) parking lots are full.	Work with car share companies to expand their car-share offerings in Whistler.
	3	Implement pilot project to synchronize traffic signals along Hwy 99 in summer and allow for longer green in direction of busier traffic flow.	For 2017, provide free transit for entire transit day on 10 Saturdays and Sundays in summer.	Develop and implement a secure bicycle parking system, including secure overnight parking, for events and Saturdays and Sundays from Canada Day (July 1) through Labour Day (Sept 4).	Investigate implementing car counters and lot full signs at the entrance to the Conference Centre underground parking area.	Develop and offer free or reduced rate transferable parking passes for carpools.
	4	Continue emergency highway closure or congestion protocol.	Implement pay parking fund to help support reduced local transit fares.	Direct Peak Day traffic to underutilized parking lots, such as the Creekside parkade, private lots in Whistler Village and the Upper Village, and the lots 6-8 Day Skier Lots in the summer.	Encourage private parking lots to use staff and temporary signs to attract and help visitors find underground lots. Encourage operators to feed into the planning and messaging for spots available.	Meet with the Vancouver/YVR to Whistler bus service providers to identify and address challenges for riders (e.g. cost, location).
	5	Support MoTI's assessment of options to add capacity to Highway 99 through Whistler.	Meet with WB/Vail to begin discussions about transit and lift combo passes, and contributions from lift tickets to transit. Meet with key event producers to require contributions from events.	For 2017, provide free transit pilot for entire transit day on 10 Saturdays, 10 Sundays and 3 holiday Mondays in summer.	Develop and launch a Whistler parking app for publically accessible parking stalls.	Post speed limits in certain areas on Valley Trail to reduce speeds and improve safety.
	6		Implement a BC Transit bus queue jumper summer pilot project on Highway 99.			
			Improve user-friendliness and readability of bus schedule information.			

Communications Approach:

- Provide regular updates about the Transportation Actions that are being implemented
- More effectively promote and share information about transit passes and transit products that offer affordability for families (e.g. Family Travel program)
- Identify and regularly communicate key messages such as not requiring use of private vehicles in resort
- Better promote options to driving to and within Whistler (e.g. regional bus services, Valley Trail for commuting)
- Expand communications program with Resort Partners to share information about traffic numbers, delays and disruptions to Hwy 99; communicate about transportation and parking options on all booking sites
- Provide better signage on highway and in resort about traffic and parking
- Raise awareness of Thanks for the Brake legislation
- Use social media more effectively to post information (on traffic, parking, transit, etc.)
 - @WhistlerTransit
 - @WhistlerBlckcmb
- Whistler Winter 2016/17 FB group, Whistler Summer 2017 FB Group