



# **Transportation Action Plan 2019 Results**

30 December 2019

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for the Resort Municipality of Whistler

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# 1 Introduction

This report presents the results of the short-term actions in Whistler's Transportation Action Plan, which were implemented in 2017 through 2019. This report follows the *Transportation Action Plan Summer 2017 Results* report, released on 9 November 2017, and the *Transportation Action Plan 2018 Results* report, released on 31 December 2018.

## 1.1 Whistler Transportation Action Plan

The Whistler Transportation Action Plan 2018–2028 is the long-term transportation plan for the community approved by Resort Municipality of Whistler (RMOW) Council on 2 October 2018. Concurrently with the development of this plan, the Short-Term Action Plan (2017) and the Medium-Term Action plan (2018–2019) were developed and approved by RMOW Council.

The Transportation Action Plan identifies a range of priority transportation actions to be implemented in the short-, medium- and longer-term. The Action Plan was developed in response to increasing issues affecting transportation to, from and around Whistler. With an increasing permanent population and more visitors to Whistler, transportation is more of a challenge than ever, especially parking availability, traffic congestion and transit capacity. To identify the best strategies and actions to address these issues, municipal Council reactivated the Transportation Advisory Group (TAG) in late 2015 to provide advice and recommendations on the development of a Transportation Action Plan.

TAG is composed of a group of diverse stakeholders representing Tourism Whistler, the Whistler Chamber of Commerce, Whistler-Blackcomb, BC Transit, the Ministry of Transportation and Infrastructure, and four citizens-at-large, plus representatives of various municipal departments. These stakeholders worked together to develop a Transportation Action Plan that identified short, medium and long-term actions to address transportation issues. TAG initially focused on refining and prioritizing actions that could be implemented in 2017. The draft Action Plan was presented to Council in December 2016, and was followed by an extensive public engagement process in January and February 2017. The Transportation Action Plan was adopted by Council in June 2017, and the first phase of the Action Plan was implemented in summer 2017.

The Action Plan supports TAG's vision that 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. Recommended actions in the short- and medium-term plans are separated into five strategy areas:

- Highway 99 efficiencies, which include an accident investigation assessment, an intersection investigation, and a capacity review examining the potential for additional lanes, intersection upgrades, and other changes to improve capacity of the highway.
- Transit improvements, including increased transit service on key routes at key times, free transit on summer weekends and holiday Mondays, reduced monthly pass prices, a new Spirit

Transit Pass, and an expanded Family Travel Program. Parking revenues are used to offset the costs of transit improvements.

- Peak day operations plans to help control the flow of traffic into and out of municipal parking lots, and secure bicycle parking to encourage more trips by bicycle instead of by automobile.
- Better parking management, including actions to improve parking availability, and better information regarding parking.
- Preferred transportation modes are supported with actions to improve bicycle parking and Valley Trail linkages, encourage car-sharing and upgrade the Gateway bus loop.

### **1.1.1 Summer 2017 Actions**

The summer phase of the Action Plan was implemented on 1 July 2017. Improvements to transit service in summer 2017 included:

- Free transit operated on Saturdays, Sundays and holiday Mondays all summer, all day. This was a continuation of the successful pilot project in summer 2016 that operated on six Saturdays from the BC Day weekend to the Labour Day weekend.
- The frequency of transit service was increased on Routes 1 and 2 to provide 15-minute service from both the north and the south ends of Whistler.
- The price of the monthly transit pass was reduced by \$15 to \$50 per month, to match the new price of a monthly parking pass.
- The Family Travel Program was expanded to allow any fare paying adult to travel with up to three children aged 12 for free. Previously, the program was only available to adult pass holders.

More bicycle parking was available in the summer. Additional bicycle racks were installed in the Village, and a free secure bicycle valet parking service was provided in the Village on weekends.

Changes to parking prices and regulations in the Day Lots included:

- Pricing was introduced for parking in Lots 4 and 5 at \$5 per day, in effect for peak summer months from 1 July through 4 September 2017.
- The price in Lots 1, 2 and 3 was increased from \$8 to \$10 per day.
- New 1-month and 2-month parking passes were available for employees and residents to park in Lots 4 and 5, priced at \$30 per month.
- In Lots 1, 2 and 3, the price of the 1-month general parking pass was increased by \$20 to \$50 per month, to match the new reduced price of a monthly transit pass. The 3-month and 6-month parking passes that were sold previously were eliminated in summer 2017.
- Oversize vehicles such as RVs and vehicles with trailers were relocated to the eastern half of Lot 3, and a new price of \$20 per day was applied to oversize vehicles. Previously, there was not a higher rate for oversized vehicles regardless of how many parking stalls were occupied.

- Commercial buses that in previous summers had parked in Lot 4 were relocated out of the Day Lots to several locations near the Village. Removing the bus parking area that had a capacity of up to 10 buses created an additional 58 general purpose parking stalls in Lot 4.

Changes to parking prices and regulations in the Village included:

- The time limits for parking on Main Street, at Village Green, at the municipal hall and in the surface lot at the Conference Centre were reduced from 4 hours to 2 hours.
- The time limits at Gateway Loop, the Visitor Centre and on Sundial Crescent were reduced from 2 hours to 1 hour. The 10 parking stalls at the Gateway Loop were not available during winter 2017-18 as they were occupied by construction equipment and vehicles.
- Parking in municipal lots in the Village was free after 7:00 pm, two hours earlier than in previous years when pay parking was in effect until 9:00 pm.

### **1.1.2 Winter 2017-18 Actions**

Action Plan initiatives implemented in summer 2017 were maintained in winter 2017-18, including changes to parking time limits and pricing. New actions included:

- A \$5 per day price for Lots 4 and 5 was in effect for the peak winter season from 15 December 2017 through 15 April 2018.
- An area of Lot 4 was designated for commercial bus parking, with capacity for up to 12 buses. Bus parking was priced at \$5 per hour to a maximum of \$25 per day.
- A carpool pass program was introduced for Lots 4 and 5, allowing passholders to register up to five vehicles per pass (only one of which could be parked at a time).
- A GIS-based web map identifying parking locations, hours and rates. The parking section of the Tourism Whistler app was also enhanced with additional information.
- A discounted Spirit Transit Pass was introduced as a benefit to people that completed the Chamber of Commerce's Whistler Experience customer service training program.

Significant changes were made to transit service in winter 2017-18. The bus route network was simplified, most noticeably with the former Valley Connector (route 1) separated into two routes north and south of the Village. Other routes were renamed and renumbered to better indicate the network structure and route destinations, and to prepare for future service expansions. The frequency of transit service was also increased during all time periods.

Active transportation options were supported by increased snow clearing on the Valley Trail, promoting the existing track set trail for cross-country skiing from Alpine Meadows to the Village, as well as a new online map indicating snow-cleared routes.

### **1.1.3 Summer 2018 Actions**

The key Action Plan initiatives implemented in summer 2017 returned again in summer 2018, including peak season pay parking in Day Lots 4 and 5, free transit service on weekends and holiday Mondays, and a free bike valet service at the Farmers' Market and special events in the Village. For summer 2018 the summer peak season was defined as June 15 to September 15. New changes to parking pricing and regulations in summer 2018 included:

- Pay parking was introduced for the 25 spaces on Blackcomb Way in the Upper Village, and was priced the same as in the Village (\$1 for the first hour and \$2 for the second hour).
- Free parking was provided in the 13 stalls at Gateway Loop, with a 15-minute time limit.
- The capacity of the commercial bus parking area in Lot 4 was increased to 14 buses.

### **1.1.4 Winter 2018-19 Actions**

Action Plan initiatives implemented in 2017 and 2018 were maintained in winter 2018-19, including changes to parking time limits and pricing. New actions included:

- A new Route 10 "Valley Express" service was introduced in December 2018, operating between Emerald Estates and Function Junction/Cheakamus Crossing with a scheduled travel time of 30 minutes. This pilot project is intended to better connect neighbourhoods north and south of the Village during peak periods by providing a one-seat trip with no need to transfer buses in the Village. Travel times are minimized as Route 10 does not detour into Whistler Village or Whistler Creekside but serves these areas with new bus stops along Highway 99.
- Carpool passes for Lots 4 and 5 could also be purchased on-line (in addition to purchasing in person at the Municipal Hall).
- Six stalls in Day Lot 4 were converted to Singing Pass Trail parking stalls where parking is permitted up to three days with a BC Parks reservation number.

### **1.1.5 Summer 2019 Actions**

Summer 2019 continued the same initiatives as in the two previous summers, including peak season pay parking in Day Lots 4 and 5, free transit service on weekends and holiday Mondays, and a free bike valet service at the Farmers' Market and special events at Whistler Olympic Plaza in the Village. As in the previous year, the summer peak season was defined as 15 June to 15 September. New changes to parking pricing and regulations in summer 2019 included:

- The free bike valet service provided at evening concerts in Whistler Olympic Plaza was expanded to include Saturday daytime from 11 am to 6 pm. This meant that on seven Saturdays the service was available from 11 am through to 10 pm.
- Secure bicycle parking was available in an enclosure in the Library parking lot from 16 April through 16 October, with a capacity of 30 bicycles.
- The Route 10 Valley Express service continued through the spring/summer/fall transit season at a reduced service level.

- The free transit service on weekends and holiday Mondays ended on Labour Day (2 September) consistent with the last day of summer service on Route 8 Lost Lake Shuttle.
- Motorcycle parking areas were implemented in Day Lots 3 and 4, with the motorcycle parking price at half of the vehicle price (applicable in the motorcycle parking areas only).
- A dynamic parking availability sign was installed at the end of July at the entrance to the underground parking at the Whistler Conference Centre, indicating the number of available parking stalls.
- The number of parking stalls in the Conference Centre surface lot was increased when the lot was restriped, adding 6 additional general stalls and one additional accessible stall.
- The number of parking stalls in Day Lots 4 and 5 was reduced due to Transport Canada requirements for emergency helicopter landing areas associated with the Health Centre Heliport. Parking stalls on the north side of Lot 4 were closed, reducing the total capacity from 640 to 618 stalls. Most of the unpaved north part of Lot 5 was closed to parking, reducing the capacity of Lot 5 by approximately 115 vehicles.
- The company managing Smart Park technology ceased operation, and as a result on 15 June 2019 the municipality stopped accepting payments for parking in the Village using Smart Park meters.
- PayByPhone became available as a means of paying for parking in municipal lots in the Village in summer 2019.
- On-line purchase of carpool passes for Day Lots 4 and 5 was available beginning in June 2019.

## 1.2 Conditions 2016–2019

In considering the changes resulting from the Transportation Action Plan, it is useful to compare activity levels in 2019 with the previous three years when parking surveys were conducted (2016 through 2018) as well as the years before then.

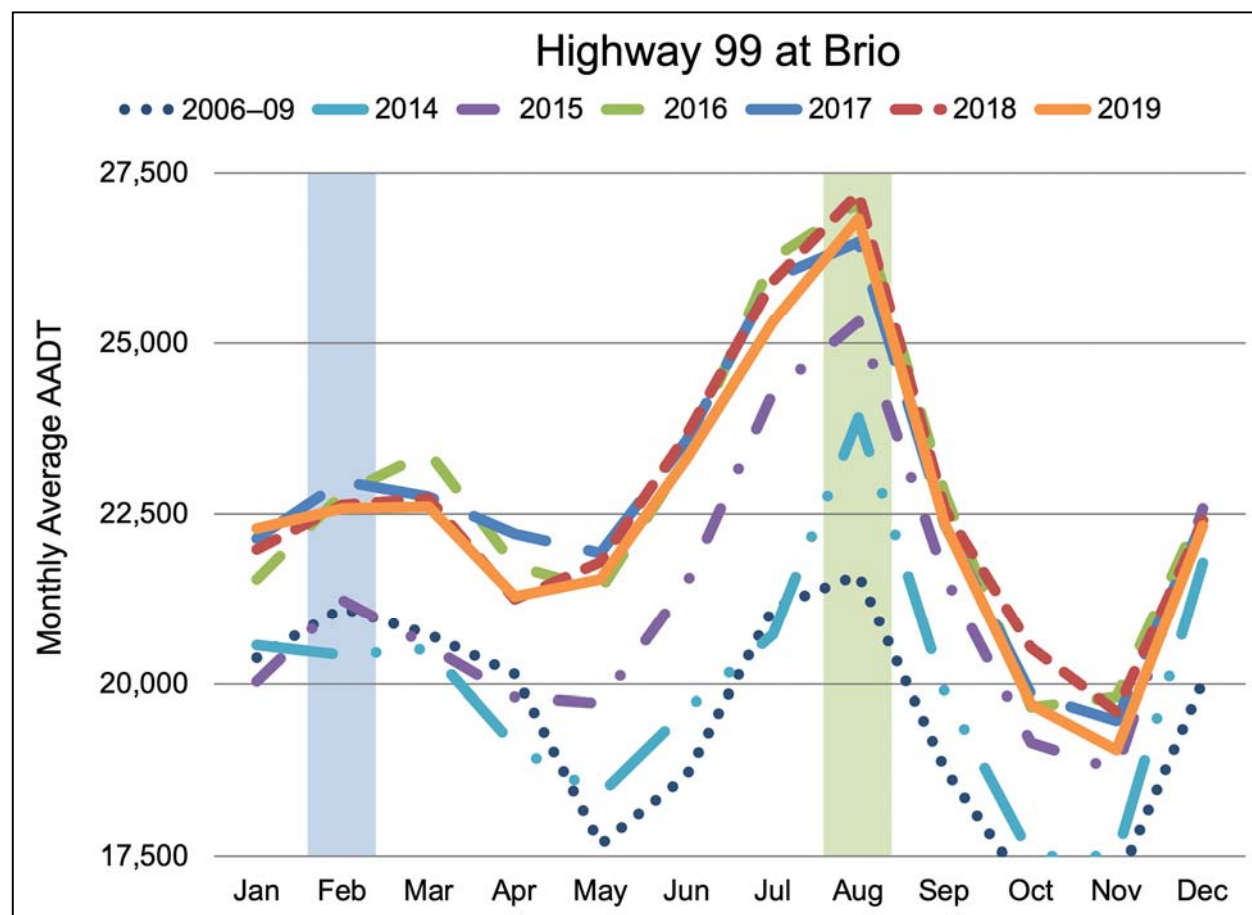
Figure 1.1 illustrates average daily traffic volumes on Highway 99 at Brio, by month through to December 2019. February and August are the months when parking surveys are conducted, and these are highlighted in Figure 1.1. Significant changes in traffic patterns include:

- Winter traffic volumes increased approximately 10% in 2016 as compared to previous years, but have not increased significantly since then, remaining consistent over the past four years.
- Summer traffic volumes increased steadily from 2006 through to 2016, amounting to a total increase of approximately 25%. Summer traffic volumes have not increased significantly since 2016, remaining consistent over the past four years.
- In 2006 through 2009, average daily summer traffic volumes were only 3% higher than winter volumes. By 2019, the difference increased to 16% more traffic in the summer than the winter. Even during the summer shoulder months (June and September), traffic volumes are higher than during any of the winter months.

- Average daily traffic was only 1% lower in February 2019 as compared with the February average for the previous three years, and was only 0.3% lower in August 2019 as compared with the August average for the previous three years.
- Since 2016, traffic to and from locations south of Whistler has increased 3% and 6% northbound and southbound, respectively, while traffic on Highway 99 in Whistler (at Brio) has decreased 3% northbound and remained the same southbound. This suggests an increase in regional traffic has been offset by a reduction in local traffic within Whistler.

Tourism Whistler reported room night totals in 2019 were 2% less in the winter and 3% more in the summer compared with 2018. Summer 2019 recorded the highest room night total on record in the resort, while winter room nights have seen slight declines year-over-year since the highest peak winter figures experienced in winter 2016/17.

**Figure 1.1 – Highway 99 average daily traffic at Brio to December 2019**



These comparisons indicate that 2019 was similar to 2016 through 2018 in terms of activity, as measured by highway traffic and hotel occupancy. This means that observed differences in parking, transit use and other transportation services over the past three years are likely due to the Transportation Action Plan rather than other external factors.



### 1.2.1 Transportation to Work

The Community Life Satisfaction Survey is conducted almost every year on behalf of the municipality, and monitors success at meeting goals that relate to community life, economic success and partnerships, the municipality's corporate plan as well as annual budgets.

One of the significant findings in 2019 is that permanent residents identified transportation as the second- most important issue facing their community that should receive the greatest attention from municipal leaders.

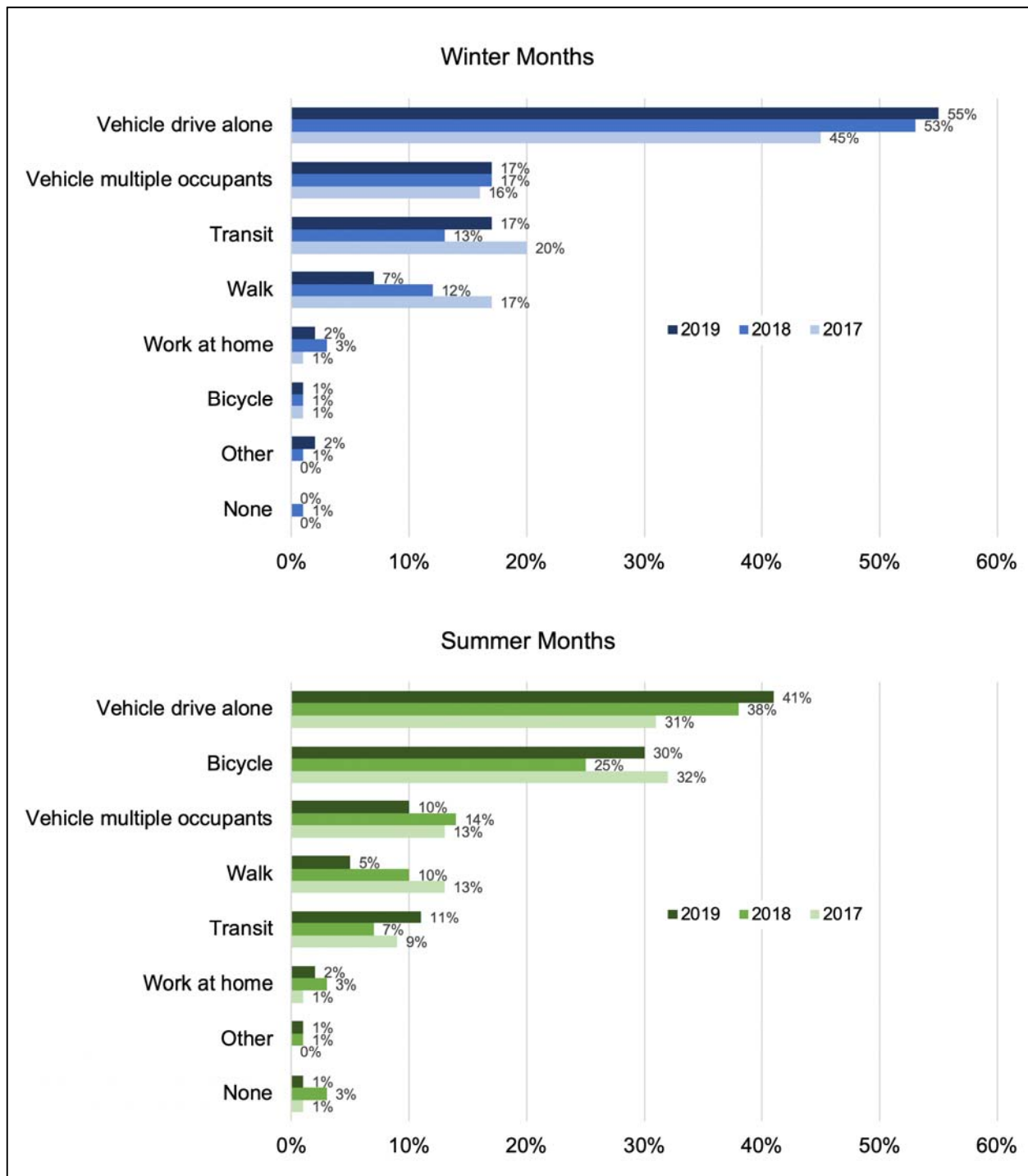
Among permanent residents, satisfaction with transit services increased from 69% in 2018 to 79% in 2019, and satisfaction with parking options increased from 27% to 41%. Satisfaction also increased among second homeowners in Whistler, from 83% to 87% for transit services and from 41% to 50% for parking options.

Figure 1.2 presents the findings of the 2017, 2018 and 2019 surveys regarding transportation modes that permanent residents use to travel to and from work (data are not available for 2016 as the Community Life Satisfaction Survey timing moved from October/November to January/February).

Results for 2019 show a continuing trend of increased driving alone to work, offset by reductions in some other modes, most notably walking. It is important to recognize that data based on self-reported travel behaviour are not as reliable as observed data, and in this case observed data shows a consistent level of traffic and parking demand, and increased transit ridership over the same period.

Anecdotal reports from permanent residents that they are driving alone to work more often may be due in part to the success of the Transportation Action Plan. Improving parking availability has not only benefited visitors, but also residents, with the result that more permanent residents may perceive driving to work as an attractive option. Residents have also observed that the \$30 monthly price of a resident/employee parking pass is less expensive than a transit pass, and have reported driving for this reason. As discussed in Section 4, this "side effect" of the Action Plan can be remedied by adjusting the relative prices of parking (particularly monthly parking passes) and other transportation modes, so that transit and other modes are more attractive to residents commuting to work, and driving alone is less attractive.

**Figure 1.2 – Transportation to/from work, permanent residents**



Source: Community Life Satisfaction Survey, April 2019

Note: Chart replaced on 4 March 2020 with correct labels for summer data

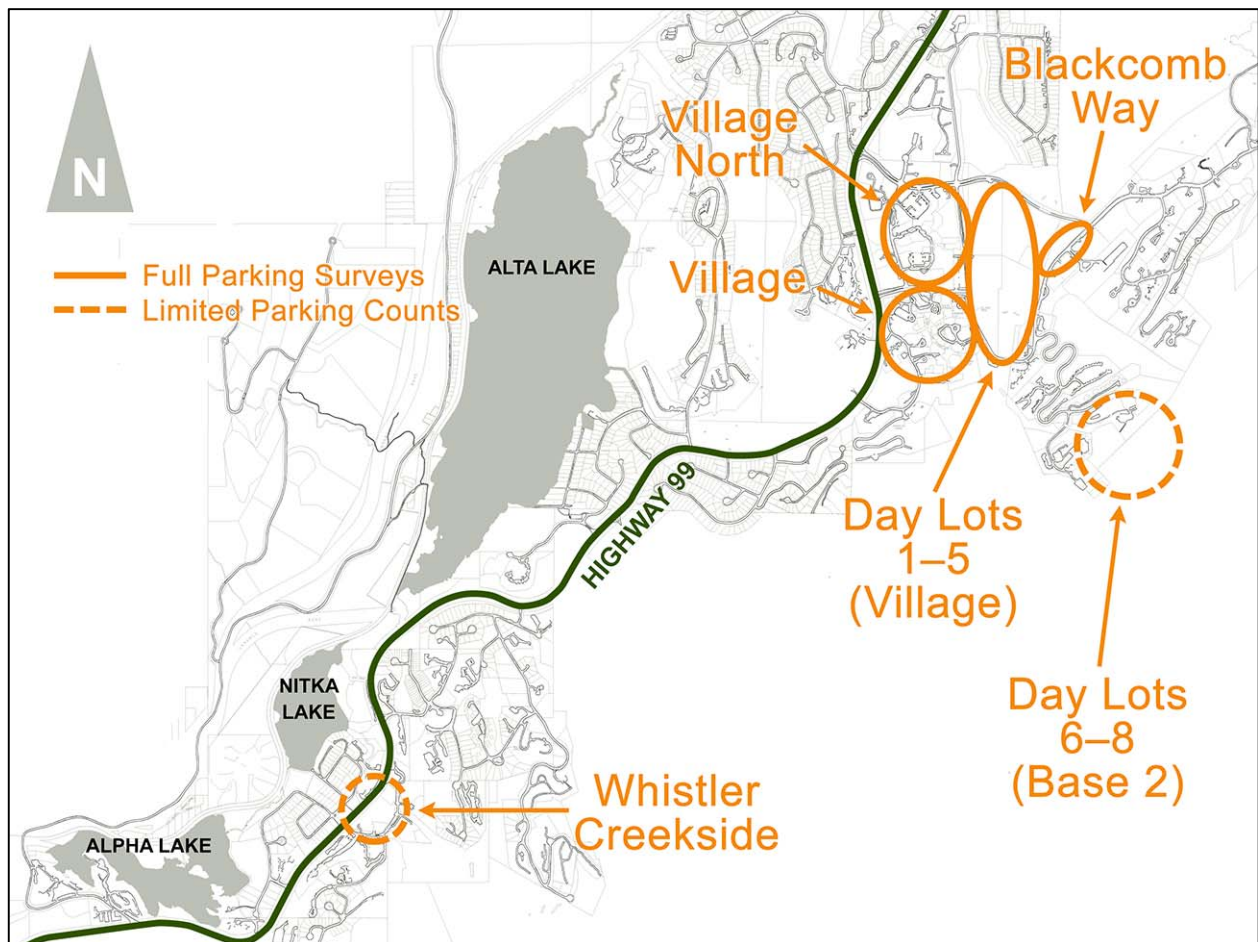
## 2 Parking

This report presents the results of parking surveys undertaken in winter and summer 2019. These are compared to the results of similar parking surveys undertaken in 2016, 2017 and 2018 to identify changes in parking usage and patterns that can be attributed to the Transportation Action Plan.

### 2.1 Parking Data

Parking surveys were undertaken in public and private lots in Whistler Village. Limited counts of parked vehicles and buses were also undertaken at Whistler Creekside and during the winter in Lots 6, 7 and 8 at Base 2. These locations are illustrated in Figure 2.1.

**Figure 2.1 – Parking survey locations, winter and summer 2019**



The scope of the surveys was limited to publicly-accessible parking, which is parking that any member of the public can use on a casual, non-reserved basis. This includes:

- 383 to 396 parking spaces in municipal parking lots and street parking in the Village, in winter and summer respectively, including parking on Main Street, at the Conference Centre, library and other locations, and street parking on Blackcomb Way in the Upper Village.
- 1,485 to 1,538 parking stalls in Day Lots 1 through 5 in Whistler Village, in summer and winter respectively.
- 1,080 parking spaces in Day Lots 6 through 8 at Base 2 during the winter.
- 1,458 stalls in the Whistler Creekside parkade during the winter, and 882 stalls during the summer when levels P3 and P4 are closed.
- Motorcycle parking provided in the Conference Centre surface lot, and in Day Lots 3 and 4.
- Over 900 stalls in hotels and other private parking lots in Whistler Village that are open to the general public, plus 276 stalls in the parking lot at Marketplace, which is privately operated.

### **2.1.1 Parking Inventory**

Table 2.1 provides a summary of all publicly accessible parking locations in Whistler Village, Base 2 and Whistler Creekside available during the winter and summer, including municipal parking lots and street parking, as well as private lots accessible to the general public. The last column of the table indicates the facilities where parking surveys were conducted. Notes regarding the numbers in Table 2.1 include:

- Seven stalls in the Conference Centre parking lot are blocked off during the winter due to a risk of falling snow from the Conference Centre roof and are not available for parking.
- Day Lots 6, 7 and 8 are not paved, and consequently the numbers of parking spaces indicated in Table 2.1 are estimated based on the area of each lot and observed parking patterns.
- The numbers of parking stalls in hotel lots that are available to the public varies depending on how the hotel allocates parking among general public parking and other uses such as guest parking, valet parking, employee parking and parking reserved for other uses.
- The Creekside parkade includes 1,279 all-day parking stalls on levels P1 through P4, plus 78 overhead stalls and 101 stalls for 15-minute, 1-hour and 2-hour parking on the top surface level. During the summer, parking in the parkade is available on levels P1 and P2 only (703 stalls plus surface stalls). Ten parking stalls designated for daycare drop-off and pick-up, and 10 stalls designated for taxi and bus parking are not included in the numbers in Table 2.1.

**Table 2.1 – Inventory of publicly accessible parking, 2019**

Location	Lot	Surface	Under-ground	Parking Stalls		2019 Surveys
				General	Access	
Village	Conference Centre surface (w/s)	✓		63/75	4/5	✓
	Conference Centre underground		✓	153	0	✓
	Gateway bus loop	✓		13	0	✓
	Gateway visitors centre	✓		6	1	✓
	Village Green	✓		8	1	✓
	Sundial	✓		4	2	✓
				247/259	8/9	
	Pan Pacific Village Centre		✓	338		✓
	Westin		✓	345		✓
	Pan Pacific Mountainside		✓	110		
			793			
Village North	Main Street	✓		78	3	✓
	Library		✓	17	2	✓
	Municipal hall	✓		27	1	✓
				122	6	
	Marketplace	✓		273	3	✓
	Brewhouse		✓	47	1	✓
	Town Plaza		✓	92	0	✓
			412	4		
Day Lots	Day Lot 1	✓		205	5	✓
	Day Lot 2	✓		259	9	✓
	Day Lot 3 West	✓		172	10	✓
	Day Lot 3 East (winter/summer)	✓		107/73	0	✓
	Day Lot 4 (winter/summer*)	✓		640/618	6	✓
	Day Lot 5**	✓		122	3/4	✓
				1,505/1,449	33/34	
Upper Village	Blackcomb Way s/o Chateau	✓		25	0	✓
	Glacier Lodge		✓	16		✓
	Le Chamois		✓	92		
				133	0	
Base 2	Day Lot 6 (winter only)	✓		380		✓
	Day Lot 7 (winter only)	✓		360		✓
	Day Lot 8 (winter only)	✓		340		✓
				1,080	0	
Creekside	15-min, 1-hour and 2-hours	✓		98	3	✓
	Overheight	✓		78		✓
	Levels P1–P4 (winter/summer)		✓	1,269/693	10	✓
				1,445/869	13	
Totals (Winter/Summer)				5,737/5,117 + 64/66		
* Day Lot 4 capacity reduced by 22 stalls in summer 2019 for emergency helicopter landing area						
** Day Lot 5 unpaved section designated for emergency helicopter landing, not available for parking						

## 2.1.2 Parking Surveys

The parking demand and associated problems are not as severe in the winter as in the summer, and consequently parking surveys are undertaken every two years in the winter rather than every year as they are in the summer. Full parking surveys were undertaken in winter 2016 and 2018, and are planned again in winter 2020. For winter 2019 a small number of surveys were undertaken in selected locations to measure any changes as a result of changes in parking regulations, pricing and enforcement, as well as Action Plan initiatives.

Limited parking surveys were undertaken in winter 2018-19 on the following three weekends, which are the same survey weekends as in previous winters:

- Saturday and Sunday 16 and 17 February, which is the Family Day long weekend in Canada and the Presidents Day long weekend in the U.S.
- Saturday and Sunday 23 and 24 February.
- Saturday and Sunday 2 and 3 March.

Full parking surveys were undertaken in summer 2018 on two weekends, which are the same survey weekends as in previous summers:

- Saturday and Sunday 3 and 4 August, which is the BC Day long weekend and a peak weekend during the summer.
- Saturday and Sunday 24 and 25 August, the weekend after Crankworx and the weekend prior to the Labour Day weekend, when there were no large events or holidays.

Two types of manual parking surveys were undertaken in 2019:

- **Occupancy:** Counts of the numbers of vehicles in parking lots were undertaken at regular intervals:
  - In municipal parking lots in the Village, counts were undertaken every hour from 10:00 am to 6:00 pm.
  - In Day Lots 1 to 5, counts were undertaken every two hours from 7:00 am to 5:00 pm in the winter, and from 10:00 am to 6:00 pm in the summer.
  - In private lots with publicly-accessible parking, counts were undertaken every two hours.
- **Duration and turnover:** The amount of time that vehicles were parked was calculated from records of licence plates:
  - On Main Street and in the surface lot at the Conference Centre licence plate surveys were undertaken at 30-minute intervals from 11:00 am to 6:30 pm.
  - On Blackcomb Way at 2-hour intervals from 7:00 am to 5:00 pm during the winter, and from 10:00 am to 6:00 pm during the summer.

Data from the parking surveys was supplemented with data from the following sources:

- The municipality provided data regarding parking transactions in the Day Lots and municipal parking lots in the Village, plus numbers of monthly parking passes sold and counts of vehicles entering and exiting the Day Lots.
- Whistler-Blackcomb undertook daily counts of vehicles parked in the Creekside parkade, Lots 6, 7 and 8 at Base 2, and Lots 1 through 5 in the Village.

## 2.2 Parking Availability

Availability is a key concept in any discussion of parking. Availability refers to the number or percentage of unoccupied parking stalls that are available at any given time for a motorist to park in. Parking surveys typically measure occupancy, which is the number or percentage of parking stalls in a facility that are occupied at any given time. It is preferable, however, to consider availability rather than occupancy, as availability is what motorists looking for parking experience, and the lack of availability is what generates complaints from the visitors, residents and businesses.

Ensuring adequate availability is the primary objective in managing parking facilities. The goal is to:

- Maximize the use of a valuable resource (parking) and maximize revenue.
- Maintain adequate availability of parking to attract visitors and customers, and positively affect their experience.
- Minimize or avoid negative impacts associated with parking, such as congestion and motorist frustration.

A general “rule of thumb” in the parking industry is that the optimum occupancy of a parking facility is 85%, which is equivalent to 15% availability. This is an appropriate target for street parking and shorter-term lots such as those in the Village. For parking lots where people park for longer periods of time, such as the Day Lots, the target occupancy can be as high as 90%, which is equivalent to 10% availability. In any case, when occupancy exceeds 90% (meaning availability is less than 10%) it indicates a problem and a need for action to improve availability.

The 10% and 15% availability targets recognize that at any given moment the availability in a specific parking lot could be higher or lower than 10% or 15%. Parking surveys are typically conducted at one-hour intervals (sometimes at 30-minute intervals, and sometimes every two or more hours). This means that if a parking survey at 1:00 pm measured 15% availability and the next survey at 2:00 pm measured 15% availability, even though the actual availability between 1:00 and 2:00 pm could have been lower than 15% at times, availability was likely adequate for much of the hour.

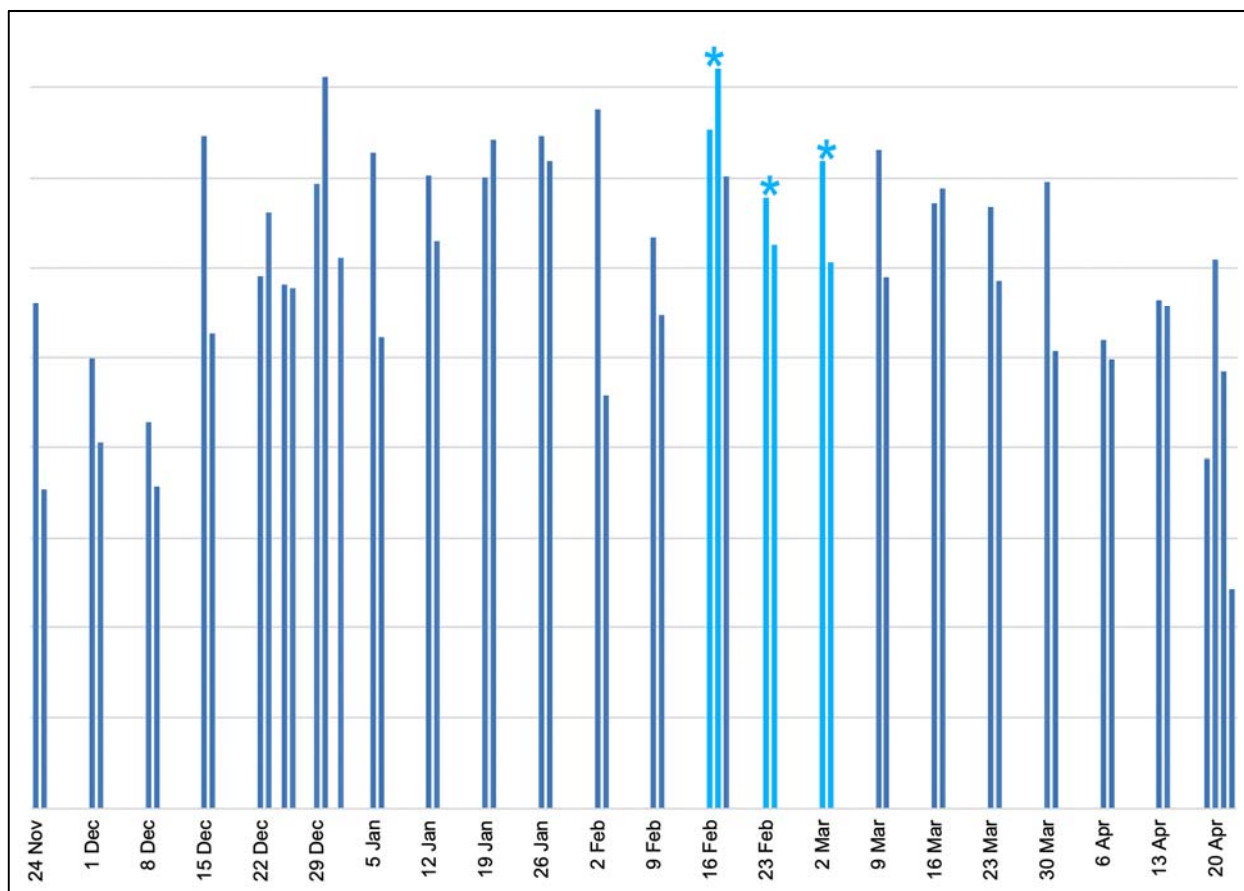
Over time, data collected from parking surveys and other sources will help staff and decision makers assess the suitability of the 10% and 15% availability targets to conditions in Whistler. For example, it might be that during the winter a 5% availability target is appropriate for the Day Lots, as most people park for the day to go skiing, while during the summer there is greater turnover in the Day Lots and the 10% availability target would remain the appropriate target.

The other question that can be answered over time is on how many days is it acceptable for availability during peak times to be less than target levels. Roads and other transportation facilities are typically designed to accommodate “near peak” demands rather than the worst day of the year, and the same approach can be used in managing parking. Staff and decision makers may consider it acceptable for parking availability to be less than the target level during special events, holidays and on long weekends, if there is adequate availability on other days.

## 2.3 Results Winter 2018-19

Figure 2.2 indicates daily parking revenues for municipal parking lots in the Village and the Day Lots on weekends and holidays during the ski season from 22 November 2018 through 22 April 2019. Days on which parking surveys were undertaken are indicated in Figure 2.2 with asterisks and light blue columns. Parking revenues on the first survey weekend (the long weekend) were higher than any other weekend during the winter, indicating peak parking conditions. Parking revenues on the other two survey weekends represent “near peak” parking conditions. It is important to note that there is no direct correlation between daily parking revenues and daily parking demand, as parking passes are not reflected in daily revenues, yet they account for a significant proportion of parking activity (as discussed in detail later in this section).

**Figure 2.2 – Village and Day Lot municipal parking revenue, winter 2018-19**





### 2.3.1 Day Lot Results

There were approximately 1,550 parking spaces available in the Day Lots in Whistler Village (Lots 1 through 5) during winter 2018-19 (the number varied based on the capacity available in Lot 5, where the size of the snow mound permitted some parking in the north part of the lot on some days). Figure 2.3 provides a comparison of peak parking occupancies in the Day Lots in winter 2019 compared to winter 2016 and winter 2018. This winter, the maximum occupancy of the Day Lots was below the target 90% on the three survey days. In comparison, the 90% target was exceeded on one of six days in winter 2018, and on one of three days in winter 2016 when the maximum occupancy reached 107%.

**Figure 2.3 – Day Lot peak parking occupancies, winter 2019 vs. 2018 vs. 2016**

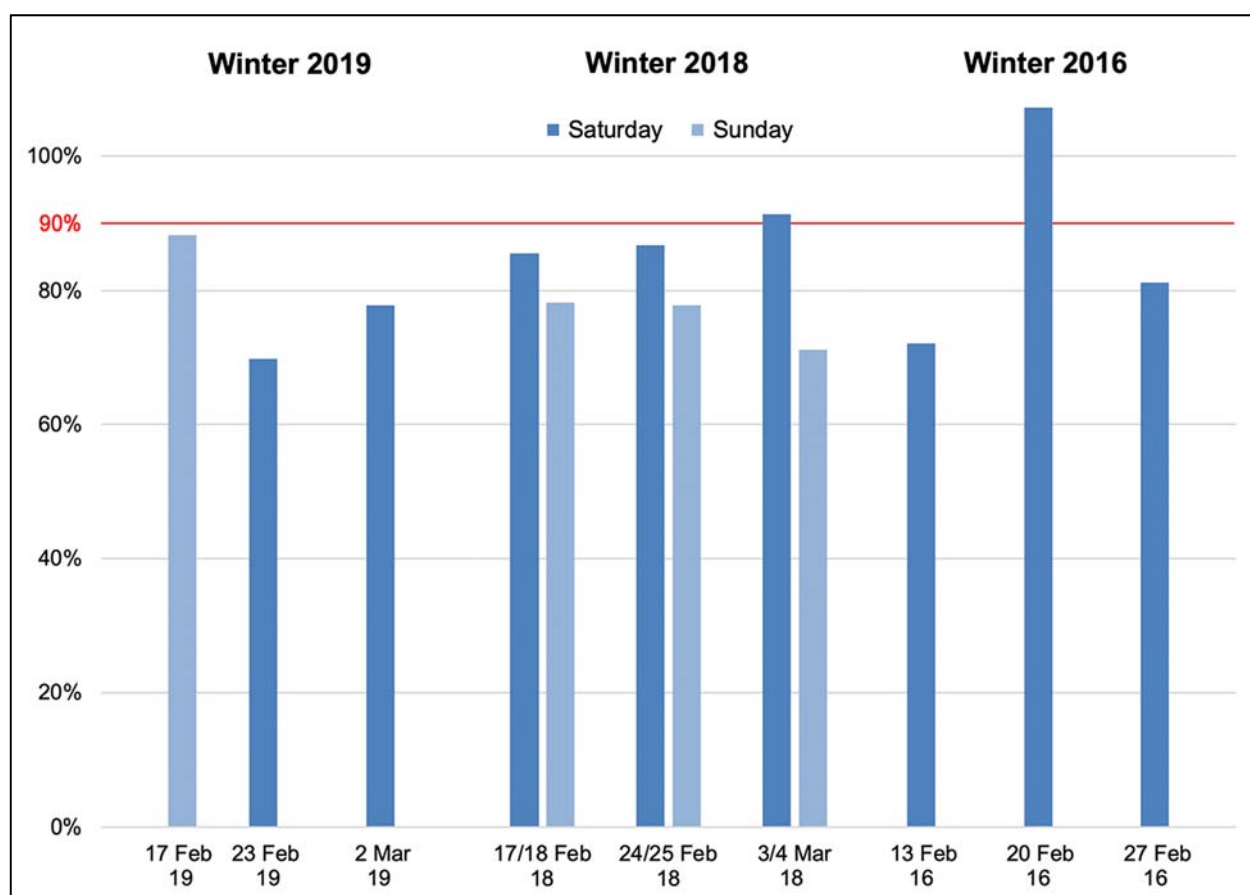


Table 2.2 compares average peak occupancies for winter 2018-19 and the two previous winters when parking surveys were undertaken. The overall parking occupancy increased from 56% in winter 2015-16 to 63% in winter 2018-19. Figure 2.4 illustrates average peak occupancies in the Day Lots for winter 2018-19. These percentages are calculated as the average of the observed peak occupancies in each lot on each day over the ski season (22 November 2018 through 22 April 2019).

One of the objectives in the Transportation Action Plan was to make better use of existing parking facilities by shifting the demand for the most convenient parking from the Village day lots to the

Day Lots at Base 2 and the parkade at Whistler Creekside. The results in Table 2.2 indicate that this was successful, as occupancies are now lower in Day Lots 4 and 5, and are higher at Base 2 (Day Lots 6, 7 and 8) and Creekside:

- Lot 4 averaged 80% occupancy in 2016 when parking was free. Occupancy in 2019 averaged 53%.
- Lot 6 at Base 2 averaged 73% occupancy in 2016, and averaged 99% in 2019.
- Creekside averaged 52% occupancy in 2016, and averaged 63% in 2019.

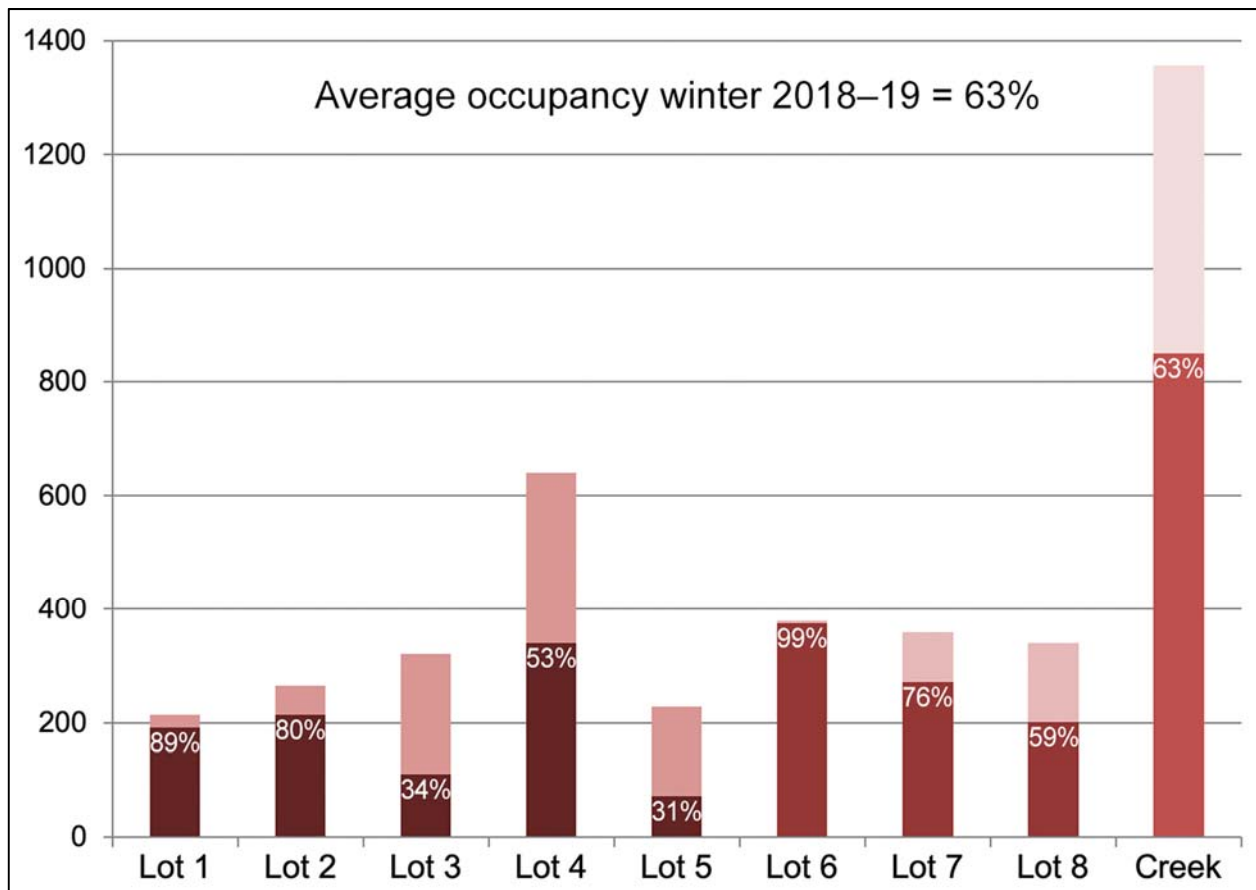
Lots 1 through 3 continued to be well-used, with higher average occupancies in 2019 than in 2016. As discussed below, this is the result of a high number of general parking passes in use in winter 2018-19.

Figure 2.5 illustrates average peak occupancies in the Day Lots (including Base 2 and Creekside) by day of the week for winter 2018-19. The weekday average occupancy was 57%, and the weekend average occupancy was 79%.

**Table 2.2 – Day Lot season average peak occupancies, winter 2019 vs. 2018 vs. 2016**

Lot		Capacity Winter 2019	Average Peak Occupancies		
			Winter 2019	Winter 2018	Winter 2016
Village	Lot 1	214 vehicles	89%	86%	83%
	Lot 2	265	80%	74%	64%
	Lot 3 E/W	321	34%	37%	24%
	Lot 4	640	53%	53%	80%
	Lot 5	228	31%	29%	48%
	<i>Subtotal</i>	<i>1,668</i>	<i>56%</i>	<i>54%</i>	<i>61%</i>
Base 2	Lot 6	380	99%	93%	73%
	Lot 7	360	76%	76%	56%
	Lot 8	340	59%	47%	34%
	<i>Subtotal</i>	<i>1,080</i>	<i>82%</i>	<i>79%</i>	<i>56%</i>
Creekside		1,357	63%	58%	52%
<b>All Lots</b>		<b>4,105 vehicles</b>	<b>63%</b>	<b>62%</b>	<b>56%</b>

**Figure 2.4 – Day Lot season average peak occupancies by lot, winter 2018-19**



**Figure 2.5 – Day Lot season average peak occupancies by day, winter 2018-19**

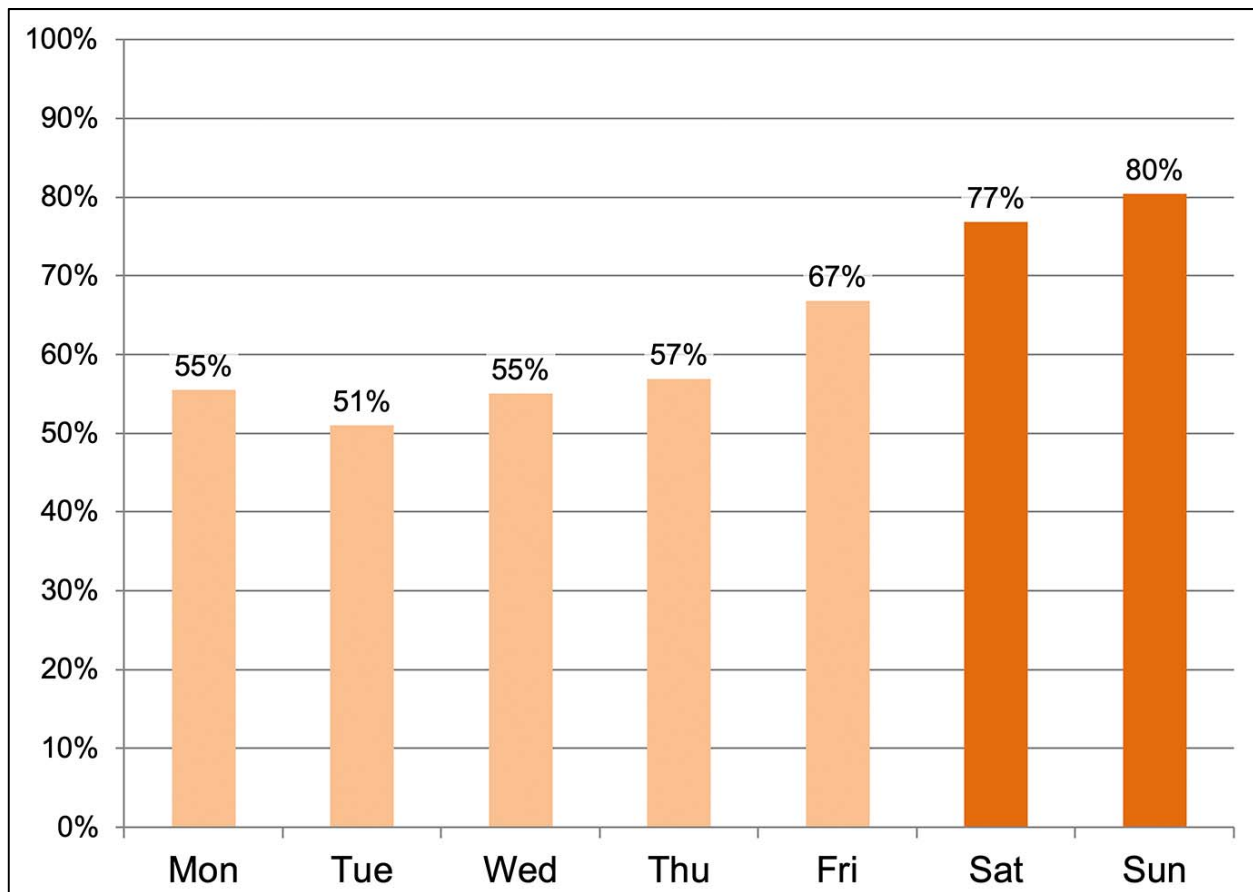


Figure 2.6 illustrates peak parking occupancies in the Village day lots on the three survey days in winter 2019. Significant results include:

- Occupancies consistently exceeded the 90% target only in the \$10 lots (Day Lots 1, 2 and 3). A key reason for this is the number of general parking passes that were sold during winter months (discussed in detail below).
- Occupancy remained at or below the 90% target in the \$5 lots (Day Lots 4 and 5) on most days, only exceeding the target and reaching 97% in Lot 4 on Sunday 17 February, the peak day with the highest parking demand during the winter season.

**Figure 2.6 – Day Lots 1–5 peak parking occupancy by lot, winter 2019**



One of the factors affecting occupancy in the Day Lots is the numbers of parking passes in use, which are summarized in Table 2.3. A general parking pass is priced at \$50 per month and is valid in all Day Lots (and is the only pass valid in Lots 1, 2 and 3). A pass for employees and residents to park in Lots 4 and 5 is priced at \$30 per month.

A significant number of general parking passes are purchased during winter months, up to 760 passes in January. There is only a total of 800 parking stalls in Lots 1, 2 and 3, and with more than 500 passes in circulation in February and March when the parking surveys were conducted it is not surprising that peak occupancies in Lots 1, 2 and 3 were 100%, as illustrated in Figure 2.6.

Many people clearly consider a \$50 parking pass to be a good deal. For someone who drives to work five days a week, a total of 20 days per month, the average daily cost of parking is only \$2.50. If they also ski one day a week, the price drops to as little as \$2.00 per day. More importantly, once someone has bought a parking pass they are motivated to drive and park as much as possible to get their money's worth. This creates an incentive that is counter to the municipality's objective of shifting trips to transit and other modes.

**Table 2.3 – Parking passes sold in winter 2018-19**

	<b>Lots 1–3</b>	<b>Lots 4–5</b>		<b>Totals</b>
	<b>General Parking</b>	<b>Carpool</b>	<b>Employees/Residents</b>	
November	298	–		298
December	704	63	532	1,299
January	760	58	471	1,289
February	560	64	386	1,010
March	524	53	284	861
April	400	–		400
<b>Totals</b>	<b>3,246</b>	<b>238</b>	<b>1,673</b>	<b>5,157</b>

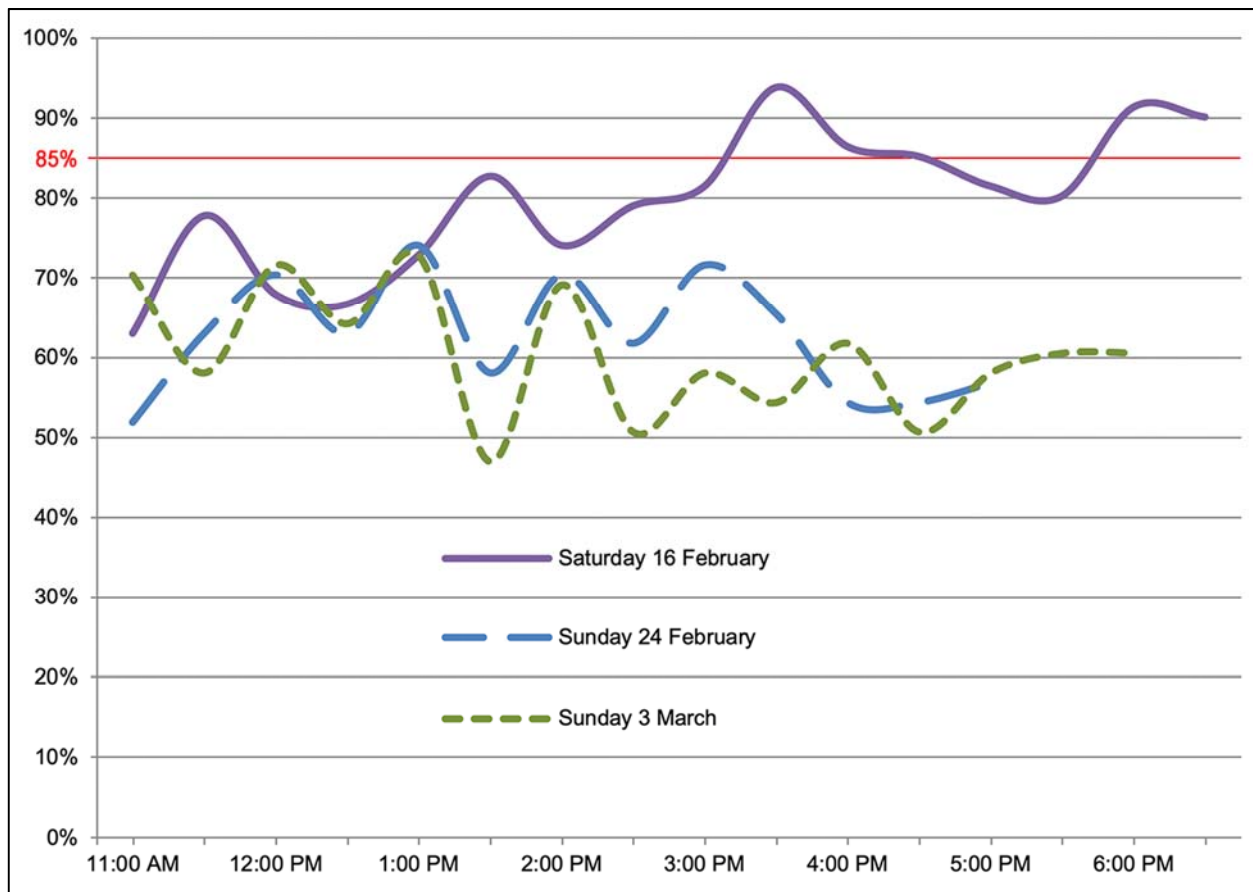
## 2.3.2 Village Results

This section presents the results of surveys of the parking lots and street parking in the Village operated by the municipality.

### 2.3.2.1 Municipal Parking in the Village

Figure 2.7 illustrates parking occupancies on Main Street, where there is a total of 81 parking stalls (78 general stalls plus 3 accessible stalls). The target 85% occupancy was only exceeded on one day on the long weekend, in the late afternoon and evening. In comparison, in winter 2018 the occupancy exceeded 85% on three of the six survey days, also in the late afternoon and evening. The results for winter 2019 show a significant improvement from 2018, and even more so compared with winter 2016 when the occupancy exceeded 85% on all four survey days, on some days for most of the day.

**Figure 2.7 – Main Street parking occupancy, winter 2019**



The time limit for parking on Main Street is 2 hours. The price is \$1.00 for the first hour, and increases to \$2.00 for the second hour to encourage shorter-term parking. Table 2.4 provides a summary of the observed durations of parking on Main Street, and there are several significant findings:

- The average parking duration was 1 hour and 3 min, which is a slight reduction from previous years.
- There were several vehicles parked beyond the 2-hour time limit, as indicated in orange in Table 2.4. Overall, 7% of the time parking stalls were occupied by vehicles parked overtime.
- The average duration for vehicles parked overtime was 3 hours and 6 minutes, over an hour more than the 2-hour time limit, and some vehicles were observed parked for as much as 7 hours. It is worth noting that the ticket machines on Main Street permit parkers to pay for two or more consecutive parking sessions.
- While some vehicles that arrive and depart frequently (pizza delivery and realtors, for example) from the same parking stall may have been counted as overtime parkers, they likely only represent a small proportion of all the overtime parkers observed on Main Street.

**Table 2.4 – Main Street parking duration, winter 2019**

	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 16 February	1 hr 4 min	7.0 hr	74%	3%	5%	18%
Sunday 24 February	1 hr 14 min	6.0 hr	56%	4%	4%	36%
Sunday 3 March	0 hr 55 min	7.5 hr	59%	2%	4%	38%
<b>Average all days</b>	<b>1 hr 3 min</b>	<b>7.5 hr</b>	<b>65%</b>	<b>3%</b>	<b>4%</b>	<b>28%</b>
<b>Winter 2018</b>	<b>1 hr 10 min</b>	<b>8.0+ hr</b>	<b>67%</b>	<b>3%</b>	<b>4%</b>	<b>26%</b>

There are 13 parking stalls available at the Gateway Loop where parking is free with a 15-minute time limit. Two stalls are standard size, and three stalls are larger to accommodate RVs and other large vehicles. Table 2.5 summarizes parking occupancies observed on two days. The maximum observed occupancy was 9 of the 13 parking stalls, indicating no capacity problems during the winter.

**Table 2.5 – Gateway Loop parking occupancy, winter 2019**

		Standard stalls (10)	Large stalls (3)	Buses (8)
Saturday 16 February	Average Maximum	2.3 vehicles 6 vehicles	1.4 vehicles 3 vehicles	2.8 buses 5 buses
Sunday 24 February	Average Maximum	1.8 vehicles 4 vehicles	1.0 vehicles 2 vehicles	2.6 buses 5 buses
<b>Average both days</b>	<b>Average Maximum</b>	<b>2.0 vehicles 6 vehicles</b>	<b>1.2 vehicles 3 vehicles</b>	<b>2.7 buses 5 buses</b>

### 2.3.2.2 Street Parking on Blackcomb Way

There are 25 parking spaces on Blackcomb Way in the Upper Village, on the west (southbound) side of the road across from the Glacier Lodge and Le Chamois hotels. Parking on Blackcomb Way is limited to two hours, and is priced the same as in the Village (\$1 for the first hour, \$2 for the second hour). In December 2019 the time period for pay parking was changed to 8:00 am from the previous 10:00 am. Parking was free in winter 2018 (but still limited to 2 hours).

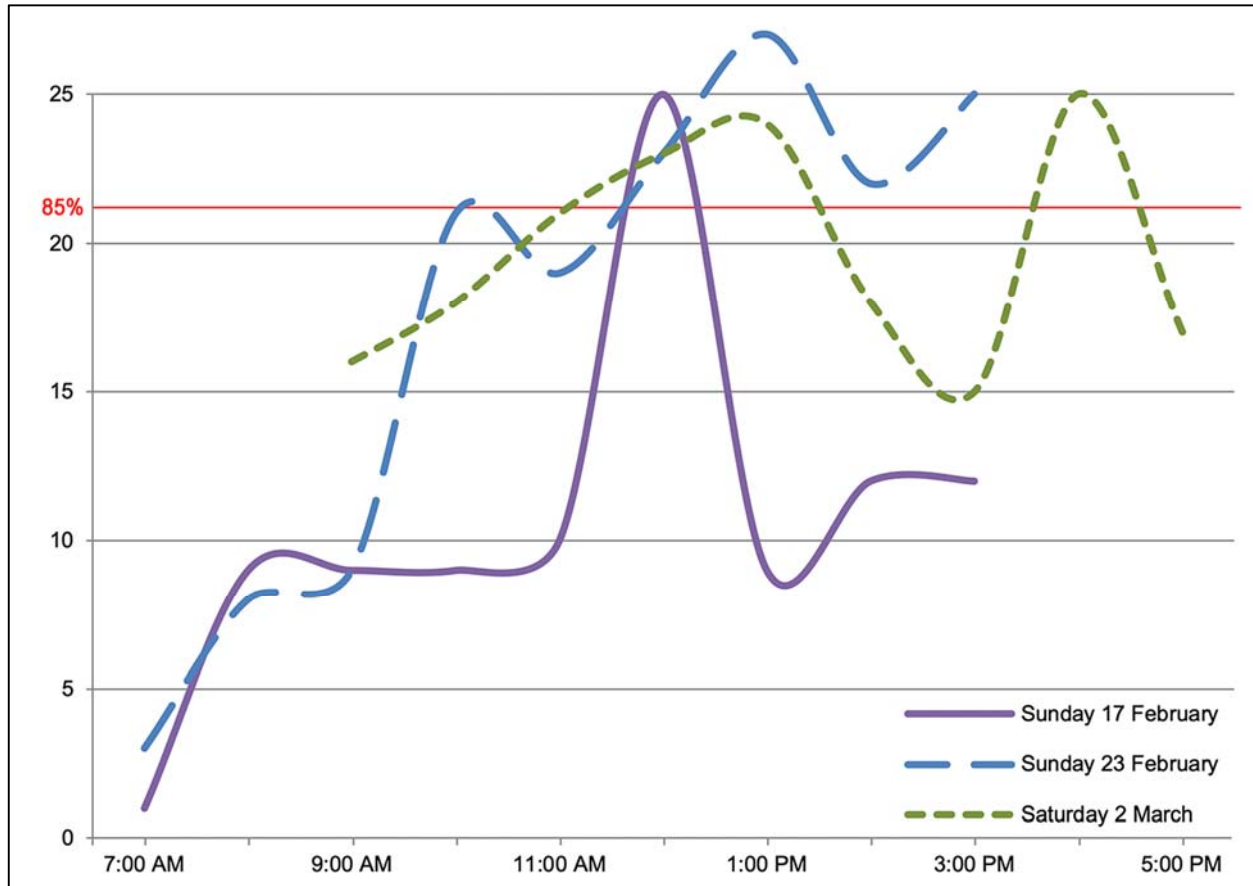
Parking occupancy on Blackcomb Way is illustrated in Figure 2.8. By late morning the occupancy had exceeded the 85% target on all three survey days. The maximum occupancy was 108% on one of the three days, when there was a total of 27 vehicles parked on Blackcomb Way, with one vehicle parked beyond each end of the 2-hour zone in an area signed as “no parking.”

Table 2.6 summarizes parking durations observed on three days on Blackcomb Way. The average duration for all vehicles was 1 hour and 40 minutes, a significant reduction from the previous



winter when the average duration was 2 hours and 15 minutes (with the same 2-hour time limit). Almost one-fifth of vehicles were parked overtime beyond the 2-hour time limit, with an average duration for overtime parkers of 3 hours and 51 minutes.

**Figure 2.8 – Blackcomb Way parking occupancy, winter 2019**



**Table 2.6 – Blackcomb Way parking duration, winter 2019**

	Duration		Occupancy by Duration		
	Average	Maximum	0–2 hours	3+ hours	Empty
Sunday 17 February	1 hr 33 min	7.0 hr	32%	11%	57%
Saturday 23 February	1 hr 52 min	6.0 hr	43%	27%	30%
Saturday 2 March	1 hr 34 min	5.0 hr	61%	18%	21%
<b>Average all days</b>	<b>1 hr 40 min</b>	<b>7.0 hr</b>	<b>45%</b>	<b>19%</b>	<b>36%</b>
<b>Winter 2018</b>	<b>2 hr 15 min</b>	<b>12.0 hr</b>	<b>34%</b>	<b>49%</b>	<b>17%</b>

## 2.4 Results Summer 2019

Figure 2.9 indicates daily parking revenues for municipal parking lots in the Village and the Day Lots on weekends and holidays during the summer from 15 June through 15 September 2019. Days on which parking surveys were undertaken are indicated in Figure 2.9 with asterisks and dark green columns. One of the survey days was the Sunday of the BC Day long weekend, when parking revenues were the highest of any day during the summer. It is important to note that there is no direct correlation between daily parking revenues and daily parking demand, as parking passes are not reflected in daily revenues, yet they account for a significant proportion of parking activity (as discussed in detail later in this section).

**Figure 2.9: Village and Day Lot municipal parking revenue, summer 2019**

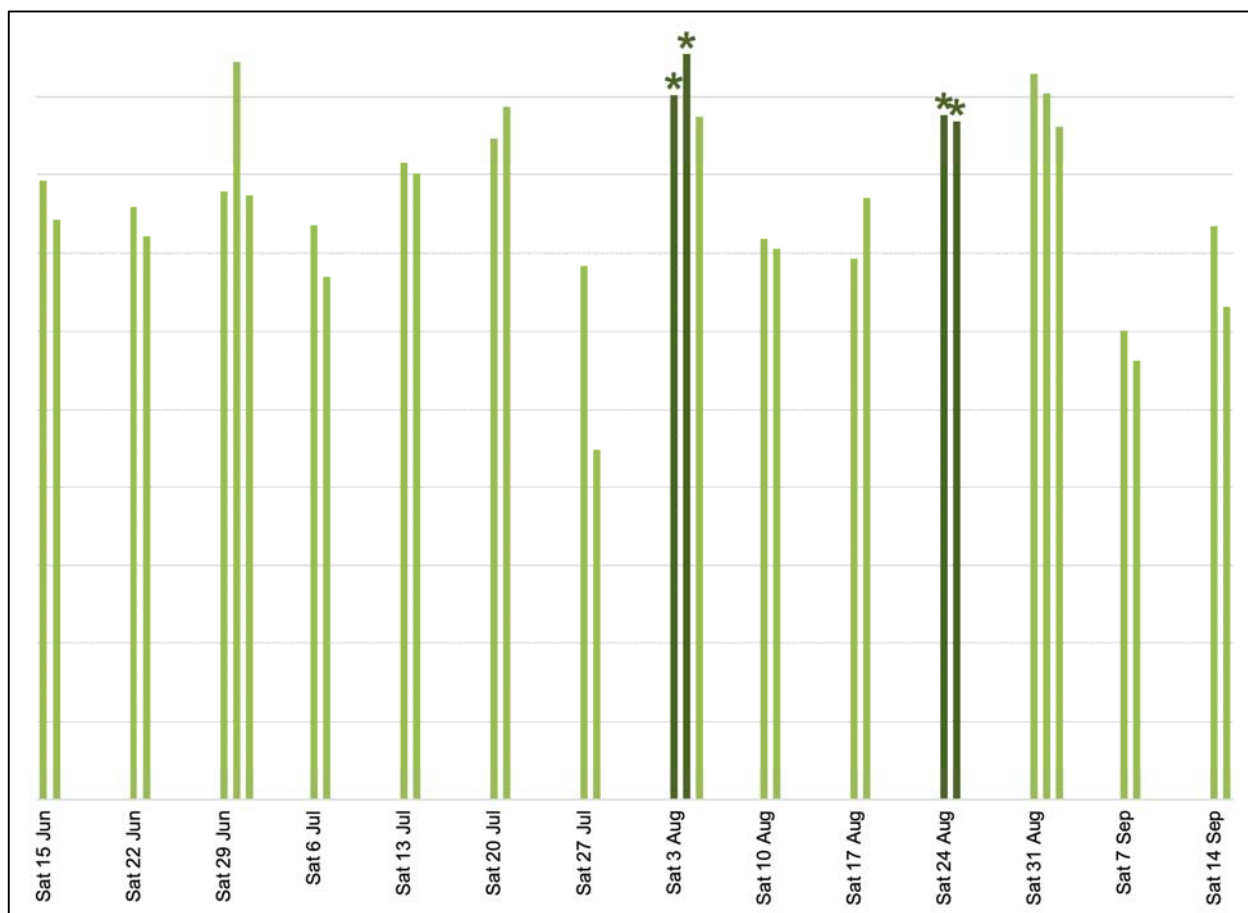


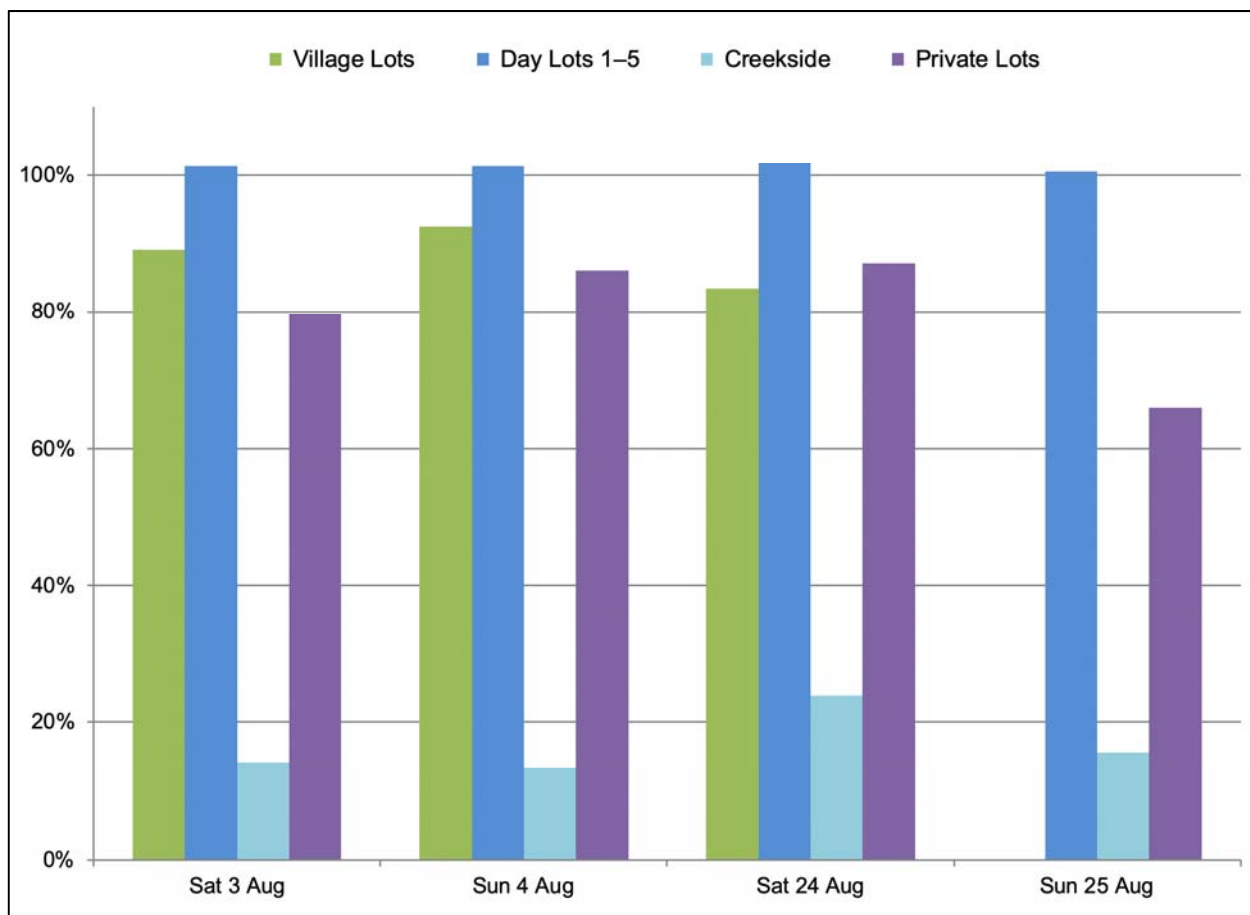
Table 2.7 and Figure 2.10 summarize peak parking occupancies on the four survey days during summer 2019. Significant results include:

- The overall peak parking occupancy in the Village exceeded the 85% target on two of the first three survey days (there is no overall percentage for the last day, Sunday 25 August due to problems with the survey that resulted in incomplete data).
- In Day Lots 1 through 5, the overall peak parking occupancy exceeded the 90% target on all four survey days.
- Day parking at Creekside (levels P1 and P2 plus overheight parking on the top level) reached a maximum of 24% occupancy on the survey days.
- Private lots have limited availability on all days.

**Table 2.7 – Peak parking occupancies, summer 2019**

	Capacity	Saturday 3 August	Sunday 4 August	Saturday 25 August	Sunday 25 August
Village*					
• Main Street	78	88%	94%	96%	91%
• Conference Centre**	226	98%	98%	81%	
• Other Village	76	76%	75%	83%	
All Village*	380	89%	92%	83%	n/a
Day Lots 1–5*	1,451	101%	101%	102%	101%
Creekside	882	14%	13%	24%	16%
Private lots	1,095	80%	86%	87%	66%
* Excludes accessible parking stalls      **Surface and underground parking					

**Figure 2.10 – Peak parking occupancies, summer 2019**



### 2.4.1 Day Lot Results

There was a total of 1,451 parking spaces available in the Day Lots in the Village (Lots 1 through 5) during summer 2019. Figure 2.11 provides a comparison of peak parking occupancies in the Day Lots in summer 2019 compared to the three previous summers. In summer 2019, not only did the maximum occupancy of the Day Lots exceed the target 90% on all four survey days, it exceeded 100% every day. The initial improvements seen in the first year of the Action Plan in 2017 have now disappeared. It is worth noting that part of the reason for the increased occupancy levels in summer 2019 is that the capacity of Day Lots 4 and 5 was reduced by approximately 137 parking spaces to provide for emergency helicopter landing areas.

**Figure 2.11 – Day Lot peak parking occupancies, summer 2019 vs. 2016–2018**

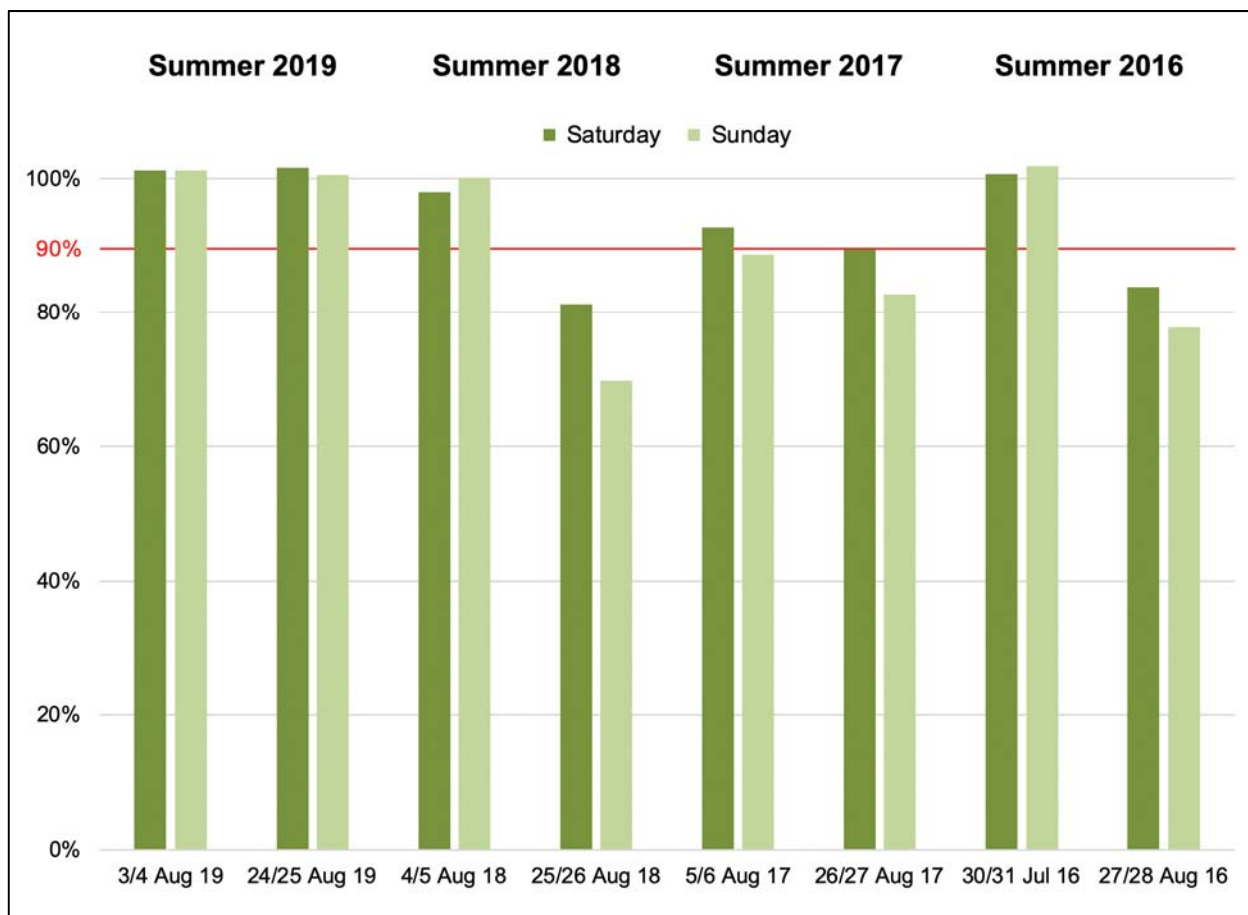
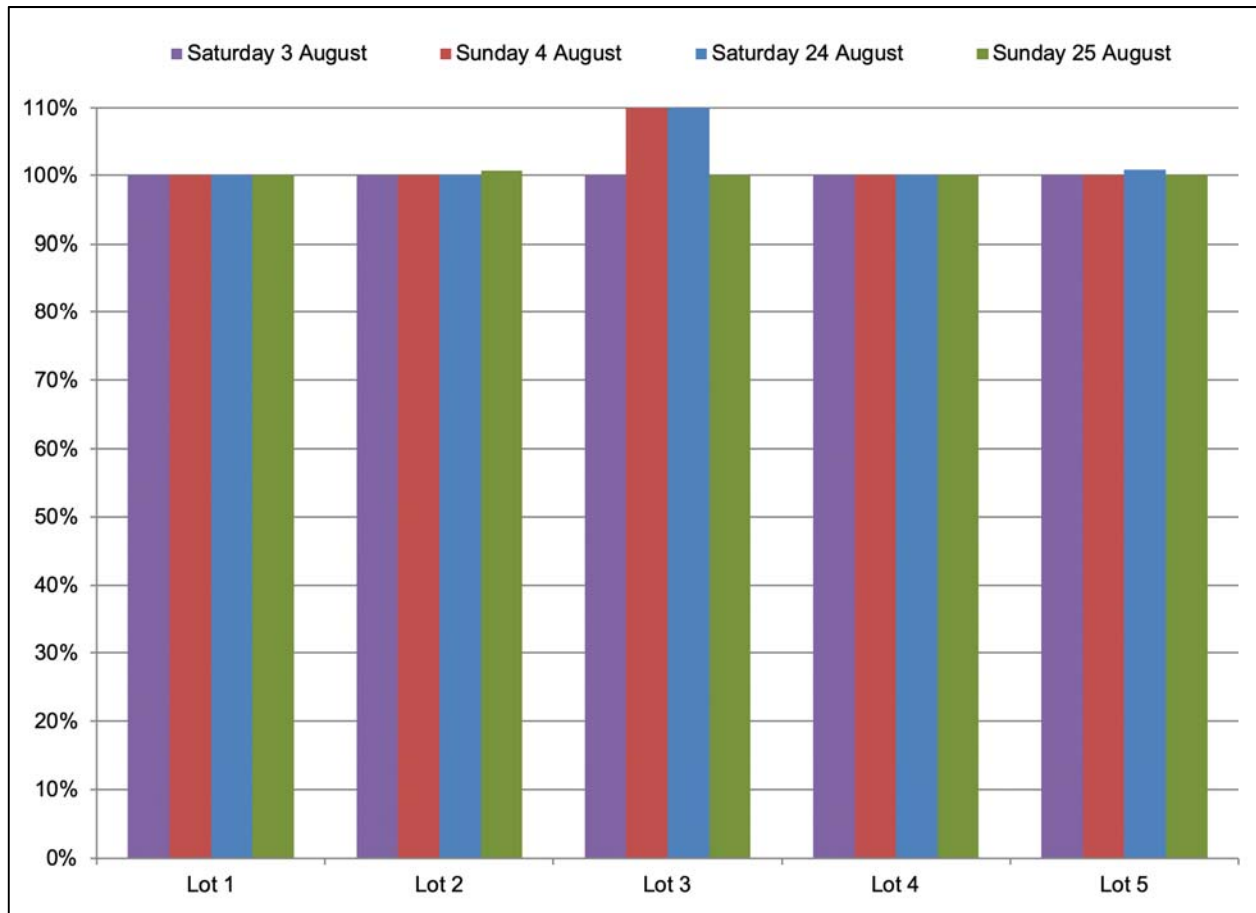


Figure 2.12 illustrates peak parking occupancies in Day Lots 1 through 5 on the four survey days in summer 2019. All five lots were full on all days, in particular Lot 3 East, where some oversize parking stalls were occupied by two vehicles as shown in Figure 2.13, and other vehicles were parked in locations where there are not marked parking stalls.

In previous summers, Lots 1 through 3 were full all days but there was still parking available in Lots 4 and 5. This imbalance in the parking demand was attributed to the large number of parking passes sold for Lots 1 through 3. This year, as discussed later in this section, not only was a large number of passes sold for Lots 1 through 3, but a large number was also sold for Lots 4 and 5. As a result, all day lots filled to capacity on all days. The problem was exacerbated by the reduction in the capacity of Day Lots 4 and 5 by approximately 137 parking stalls to provide emergency helicopter landing areas.

**Figure 2.12 – Day Lots 1–5 peak parking occupancy by lot, summer 2019**



**Figure 2.13 – Lot 3 East oversize parking, summer 2019**

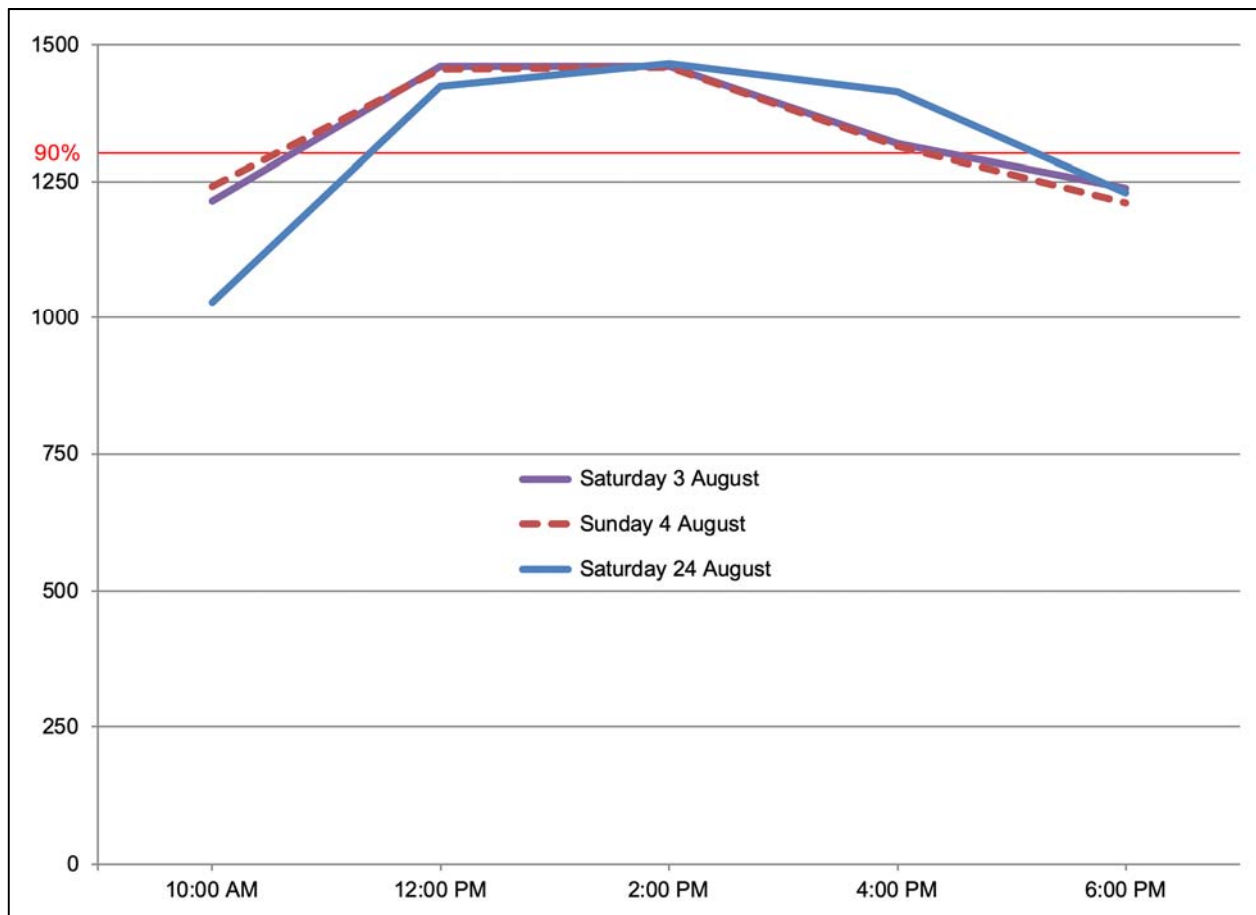


Figure 2.14 illustrates occupancies in the Day Lots by time of day. The occupancy exceeded the 90% target for approximately hours each day. This is an increase from 2018 when the occupancy exceeded 90% only on the BC Day long weekend and for approximately three hours.

Figure 2.15 and Figure 2.16 illustrate average peak occupancies in Day Lots 1 through 5 and Creekside by lot and by day of the week for summer 2019 (from Saturday 15 June through to Sunday 15 September). Key results include:

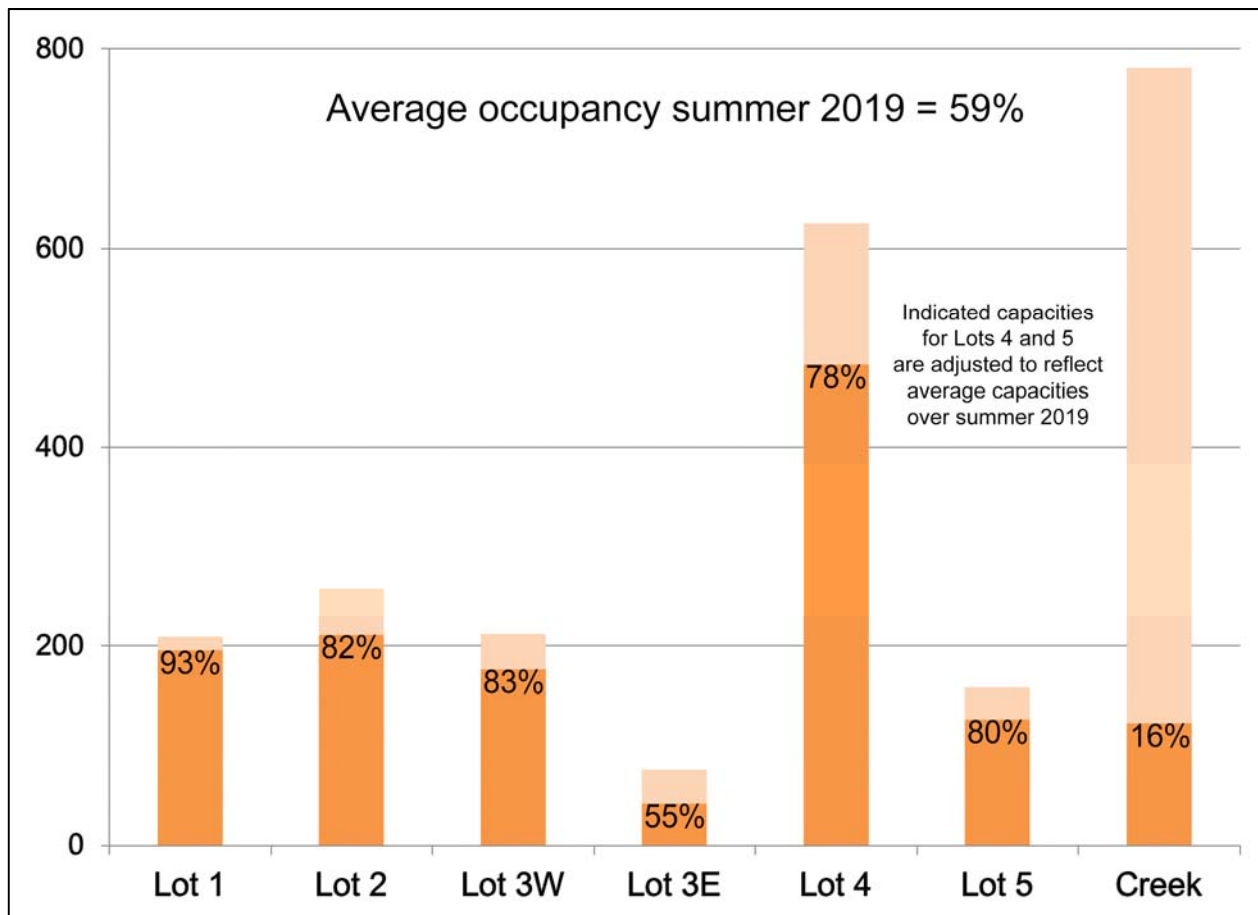
- Seasonal average peak occupancies in Day Lots 1 through 5 ranged from 78% to 93%, with the exception of Lot 3 East where the majority of the stalls are reserved for oversize vehicle parking.
- Unlike in winter, the demand for parking in the summer does not vary much throughout the week. The weekday average occupancy was 54%, and the weekend average occupancy was 59%.

**Figure 2.14 – Day Lots 1–5 parking occupancy by time of day, summer 2019**





**Figure 2.15 – Day Lot season average peak occupancies by lot, summer 2019**



**Figure 2.16 – Day Lot season average peak occupancies by day, summer 2019**

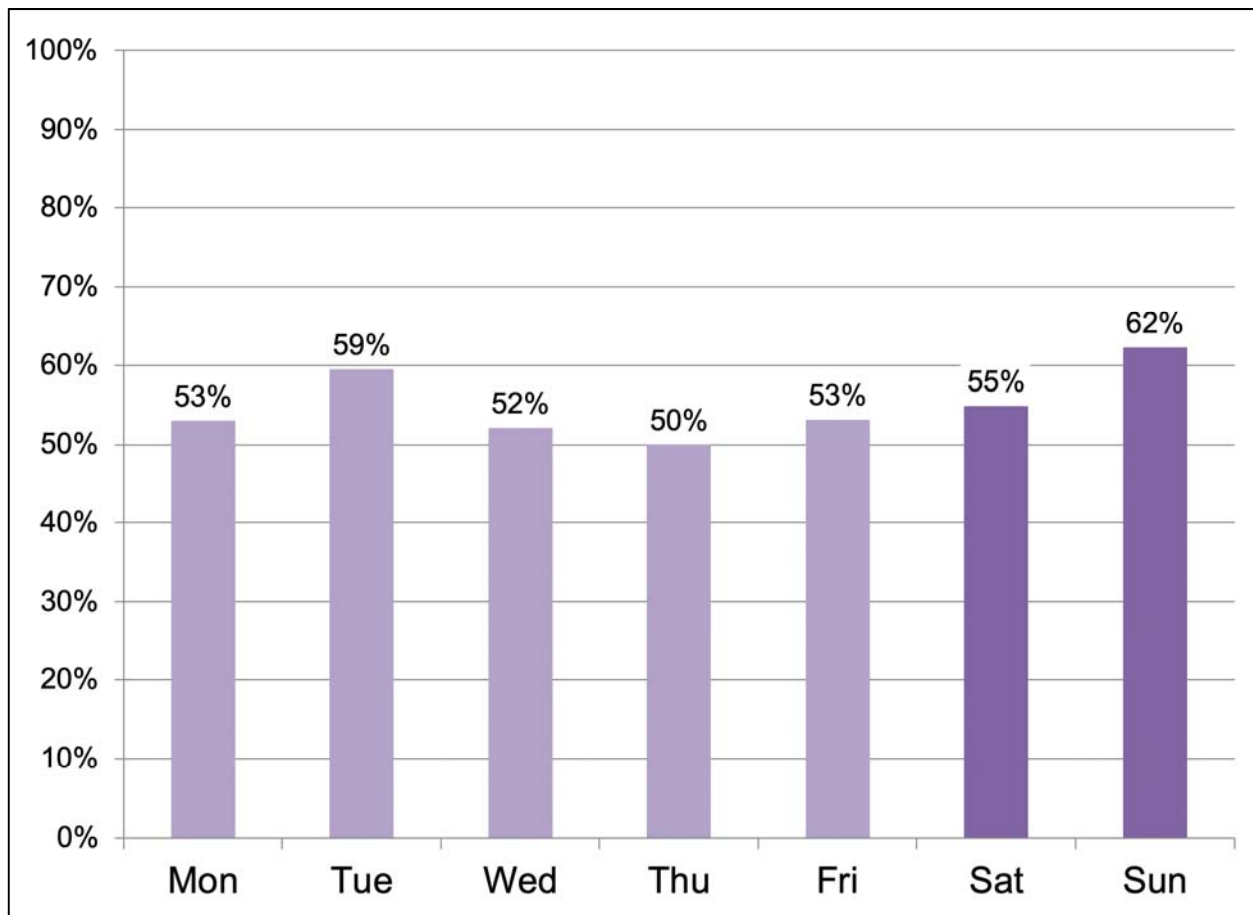


Table 2.8 compares the number of days when the Day Lots filled to capacity during the past four summers. The 31 full days in 2019 is a significant increase from 2017 and 2018, and is slightly less than the number of full days in 2016 before the Transportation Action Plan was implemented.

**Table 2.8 – Number of days when Day Lots were full, summer 2019 vs. 2016–2018**

	Summer 2019	Summer 2018	Summer 2017	Summer 2016
Friday	3	2	1	6
Saturday	4	3	4	9
Sunday	7	4	4	9
Monday–Thursday	17	3	2	11
<b>Totals</b>	<b>31</b>	<b>12</b>	<b>11</b>	<b>35</b>
Longboard festival	–	–	–	2
Pemberton Music Festival	–	–	–	2
Ironman	0	2	4	4
Crankworx	12	7	4	12
No special events	19	3	3	15

A key factor affecting occupancy is the numbers of parking passes sold for the Day Lots, which are summarized in Table 2.9. A significant number of 1-month general parking passes are purchased during summer months, up to 500 passes in July. This is an increase from 2018 when up to 400 passes were sold in one month. There are 660 general parking stalls in Lots 1 through 3 (excluding oversize stalls), and the 500 parking passes in circulation amounts to three-quarters of the capacity of Lots 1 through 3.

Similarly, there was a large number of carpool and employee/resident parking passes sold for Lots 4 and 5, over 500 per month for the first two monthly periods. The more than 1,500 passes sold in summer 2019 for Lots 4 and 5 is more than triple the number sold the previous summer. There is a total of 740 parking stalls in Lots 4 and 5, and the number of parking passes in circulation amounts to two-thirds of the capacity of these lots. Given the numbers of passes in circulation it is not surprising that peak occupancies in all of the Day Lots exceeded 100%.

At a price of \$50 per month for a general parking pass or \$30 for an employee/resident pass, many people clearly consider a parking pass to be a good deal. For an employee who drives to work five days a week and parks in Lot 4, the average daily cost of parking is only \$1.50. More importantly, once someone has purchased a parking pass they are incentivized to drive and park as much as possible to get their money's worth, which is an incentive that is counter to the municipality's objective of shifting trips to transit and other modes.

**Table 2.9 – Parking passes sold in summer 2019**

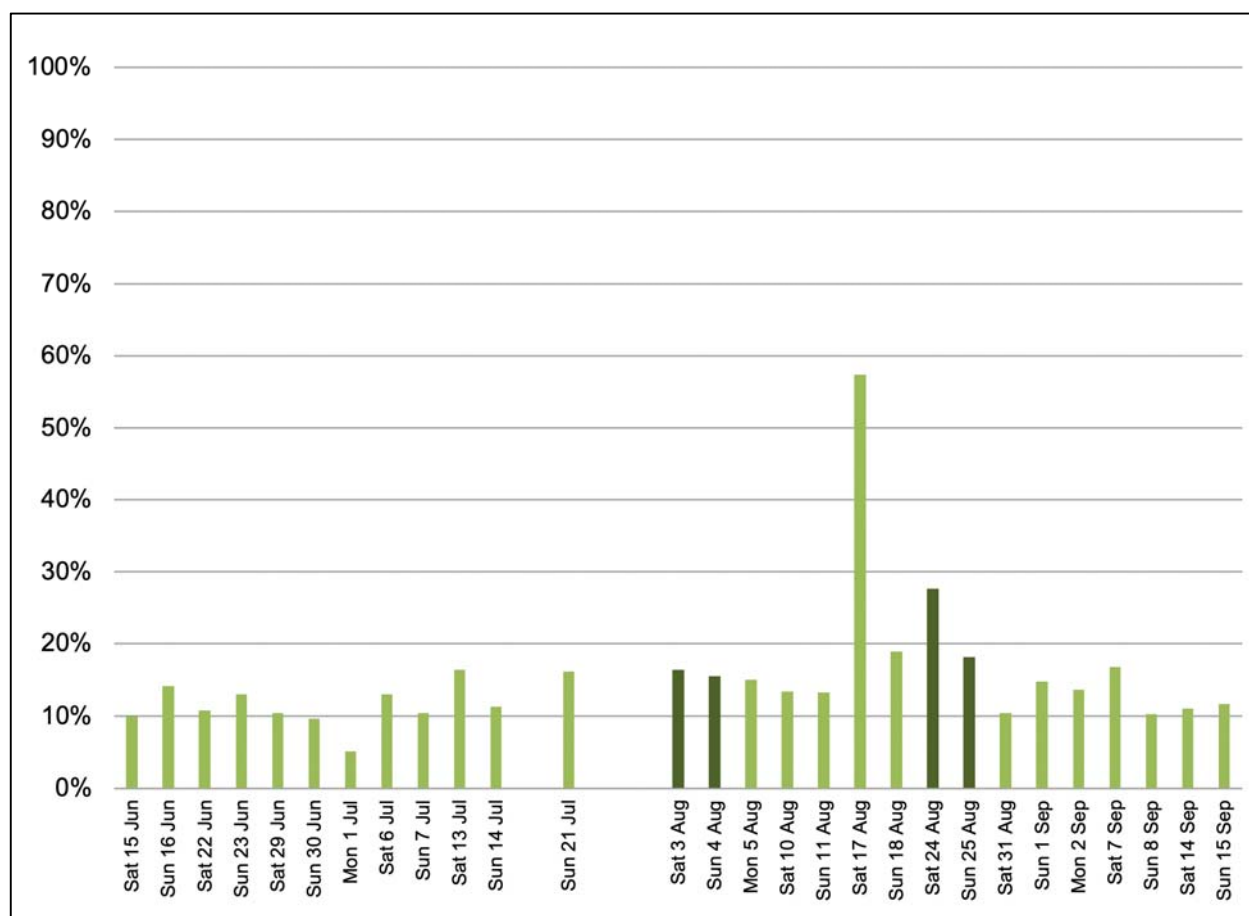
	Lots 1–3	Lots 4–5		Totals
	General Parking	Carpool	Employees/Residents	
May	271			271
June	429			429
July	500	101	440	1,041
August	449	112	442	1,003
September	246	107	342	695
<b>Totals</b>	<b>1,895</b>	<b>320</b>	<b>1,224</b>	<b>3,439</b>

Free parking is available in the parkade at Whistler Creekside, where there are 703 stalls for day parking on levels P1 and P2 (levels P3 and P4 are closed during the summer), plus 78 stalls on the top surface level for day parking for overheight vehicles (there are also 101 surface stalls for 15-minute, 1-hour and 2-hour parking). Figure 2.17 shows peak parking occupancies at Creekside for day parking stalls (levels P1 and P2 plus overheight parking) on weekends and holidays. The four days that parking surveys were undertaken in the Village are indicated in dark green (some Saturdays and Sundays are missing from Figure 2.17 as the Creekside parkade was not surveyed on these days). The day with the highest number of vehicles at Creekside was the Saturday on the last weekend of Crankworx during the Red Bull Joyride when the parkade was more than 50% full.

Figure 2.17 indicates that there is still considerable parking capacity available at Creekside during the summer. The Transportation Action Plan has been effective in shifting the demand for free

parking from the Village Day Lots to Whistler Creekside (and Base 2) during the winter. Additional actions should be considered to replicate this effect in the summer.

**Figure 2.17 – Creekside peak parking occupancies, summer 2019**



## 2.4.2 Village Results

This section presents the results of the parking surveys in the Village, including parking lots and street parking operated by the municipality, and publicly-accessible parking in hotels and other private lots.

### 2.4.2.1 Municipal Parking in the Village

There was a total of 380 parking stalls available in municipal lots and street parking in the Village during summer 2019 (excluding accessible parking). This includes underground parking at the Conference Centre and Library, but does not include parking at Marketplace, which is privately-operated. It also does not include the 25 parking stalls on Blackcomb Way in the Upper Village.

Figure 2.18 provides a comparison of peak parking occupancies in the Village in summer 2019 compared to the previous three years. In summer 2019 the maximum occupancy of Village parking lots exceeded the target 85% on the BC Day long weekend, reaching 92%. This is higher than in

summer 2018 but similar to the results for summer 2017. In contrast, in summer 2016 the maximum parking occupancy in the Village reached 97%.

**Figure 2.18 – Village peak parking occupancies, summer 2019 vs. 2016–2018**

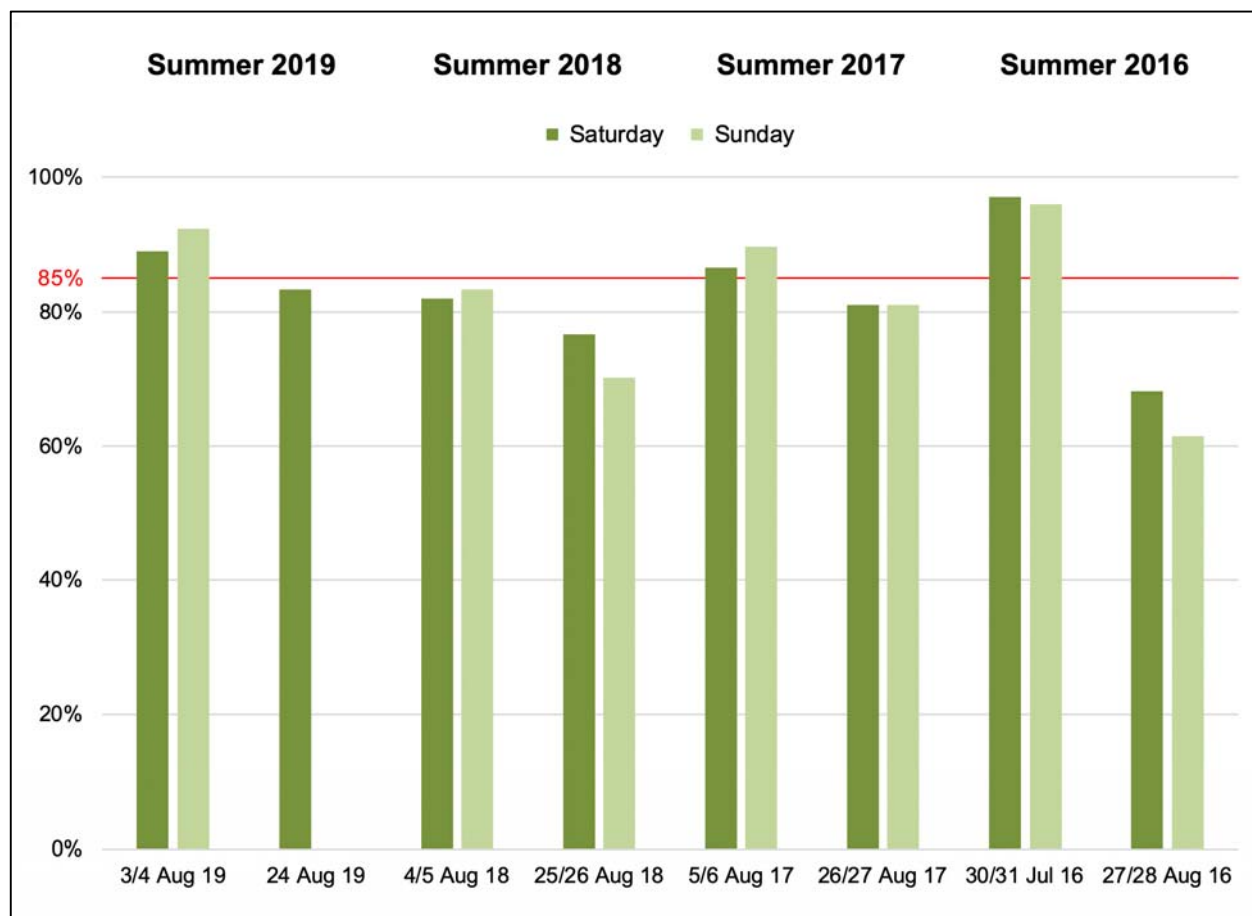
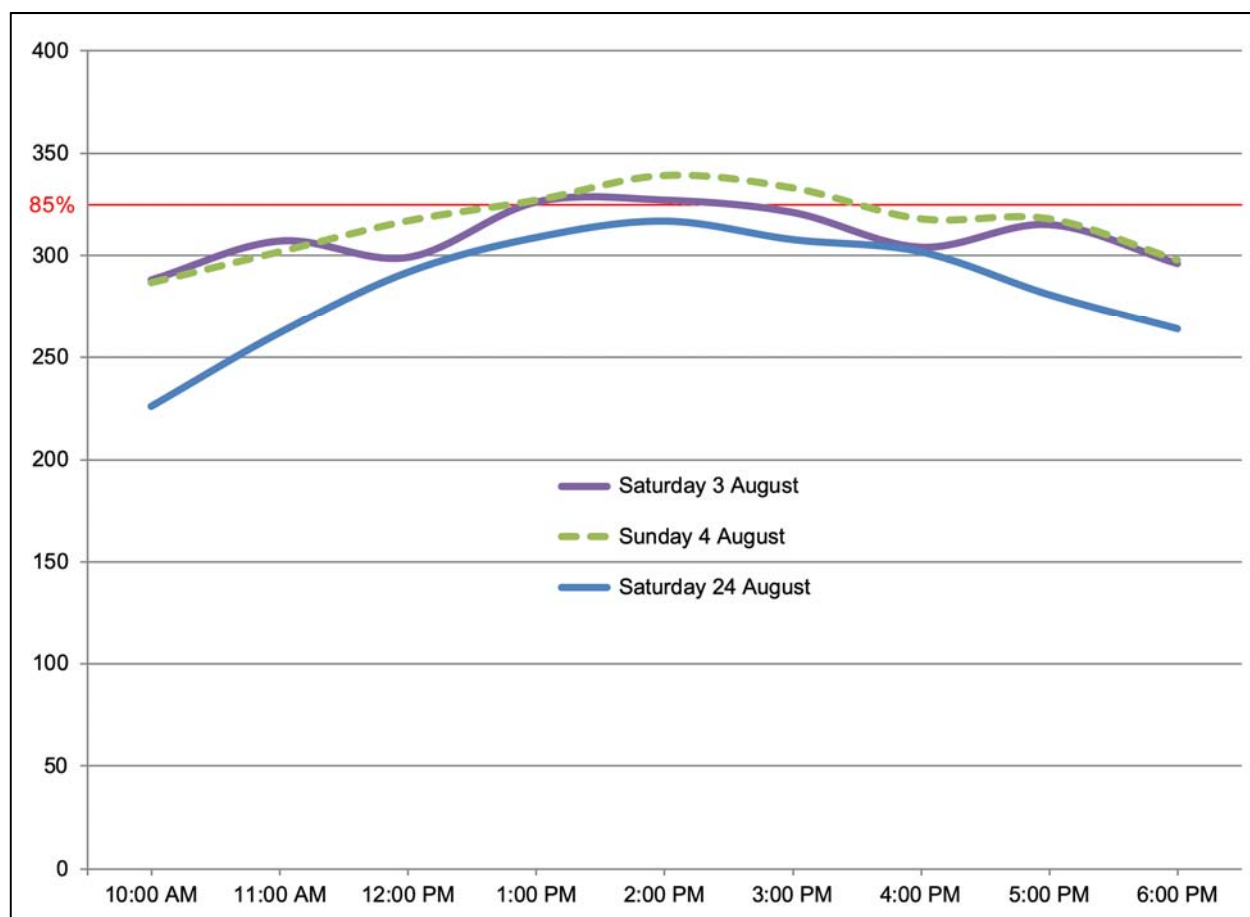


Figure 2.19 illustrates the total occupancy in all Village municipal lots on the first three survey days (results are incomplete for the fourth day), and Table 2.10 summarizes peak occupancies by location on each day. The overall parking occupancy only exceeded 85% by a significant margin for two hours on one day, the Sunday of the BC Day long weekend, which means that at most times it would not have been difficult to find a parking spot in the Village.

**Figure 2.19 – Village municipal lot parking occupancy by time of day, summer 2019**

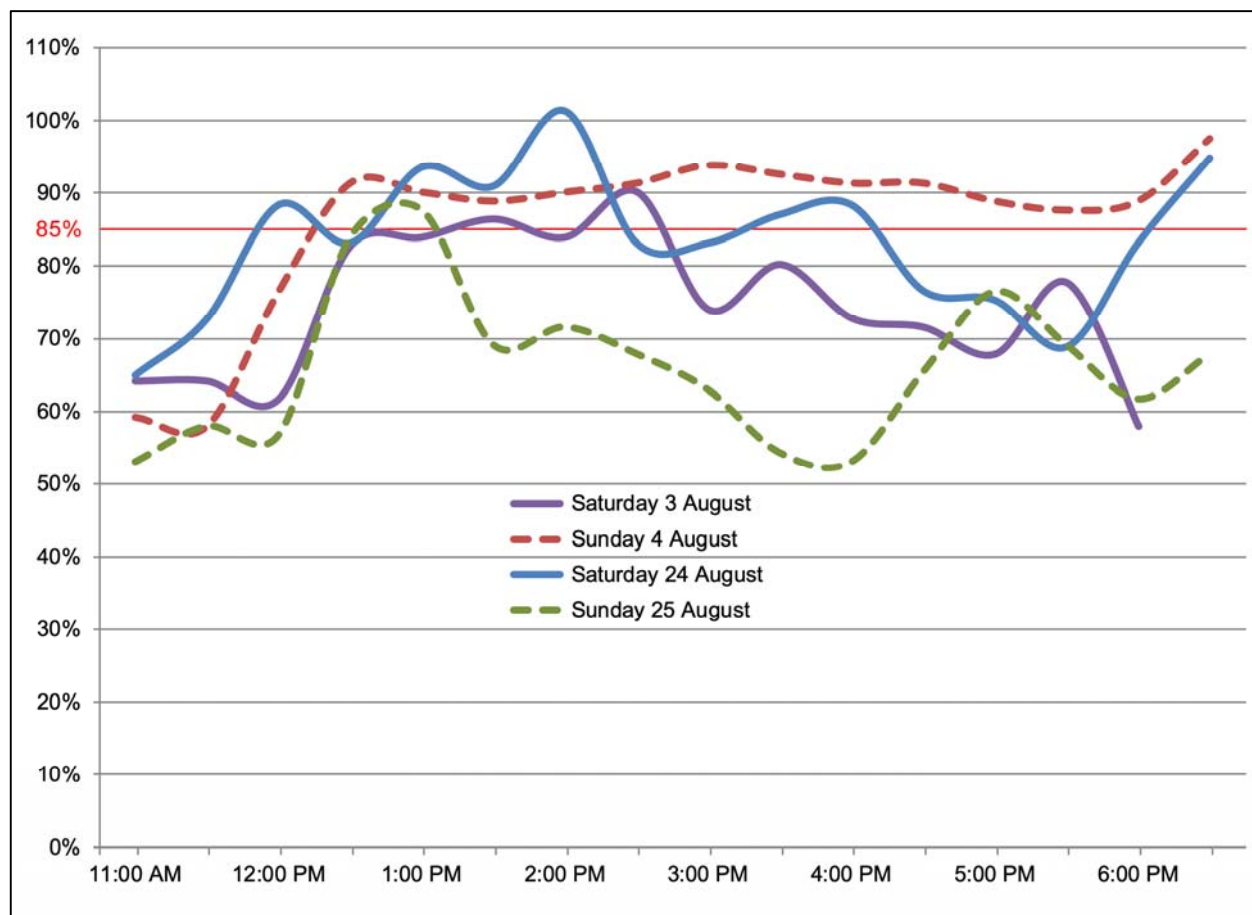


**Table 2.10 – Village municipal lot peak parking occupancies, summer 2019**

		Saturday 3 August	Sunday 4 August	Saturday 24 August	Sunday 25 August
Main Street		88%	94%	96%	91%
Library		100%	94%	100%	
Municipal hall		82%	71%	82%	
Conference Centre	Surface	103%	98%	85%	72%
	Underground	99%	98%	81%	
Gateway Loop		85%	85%	69%	
Visitor centre/credit union		100%	100%	100%	
Village Green		100%	100%	150%	
Sundial		100%	100%	100%	
<b>All Village municipal lots</b>		<b>89%</b>	<b>92%</b>	<b>83%</b>	<b>–</b>

Figure 2.20 provides a closer look at parking occupancies on Main Street, where there is a total of 81 parking stalls (including three accessible parking stalls). Occupancies exceeded 85% on each day, at different times during the day, and the maximum observed occupancy exceeded 100% for half an hour.

**Figure 2.20 – Main Street parking occupancy, summer 2019**



The time limit for parking on Main Street is 2 hours. The price is \$1.00 for the first hour, and increases to \$2.00 for the second hour to encourage shorter-term parking. Table 2.11 provides a summary of the observed durations of parking on Main Street, and there are several significant findings:

- The average parking duration was 1 hour and 7 min, which is slightly less than in the two previous summers.
- There were several vehicles parked beyond the 2-hour time limit, as indicated in orange in Table 2.11. Overall, 8% of the time parking stalls were occupied by vehicles parked overtime.
- The average duration for vehicles parked overtime was 3 hours and 24 minutes, an hour and 24 minutes longer than the 2-hour time limit. Several vehicles were parked for 7 or more hours, including two vehicles that were already there when the parking surveys began at 11:00 am and remained there after the surveys ended at 6:30 pm (indicated in Table 2.11 as 8.0+ hours).

- While some vehicles that arrive and depart frequently (pizza delivery and realtors, for example) from the same parking stall may have been counted as overtime parkers, they likely only represent a small proportion of all the overtime parkers observed on Main Street.

**Table 2.11 – Main Street surface lot parking duration, summer 2019**

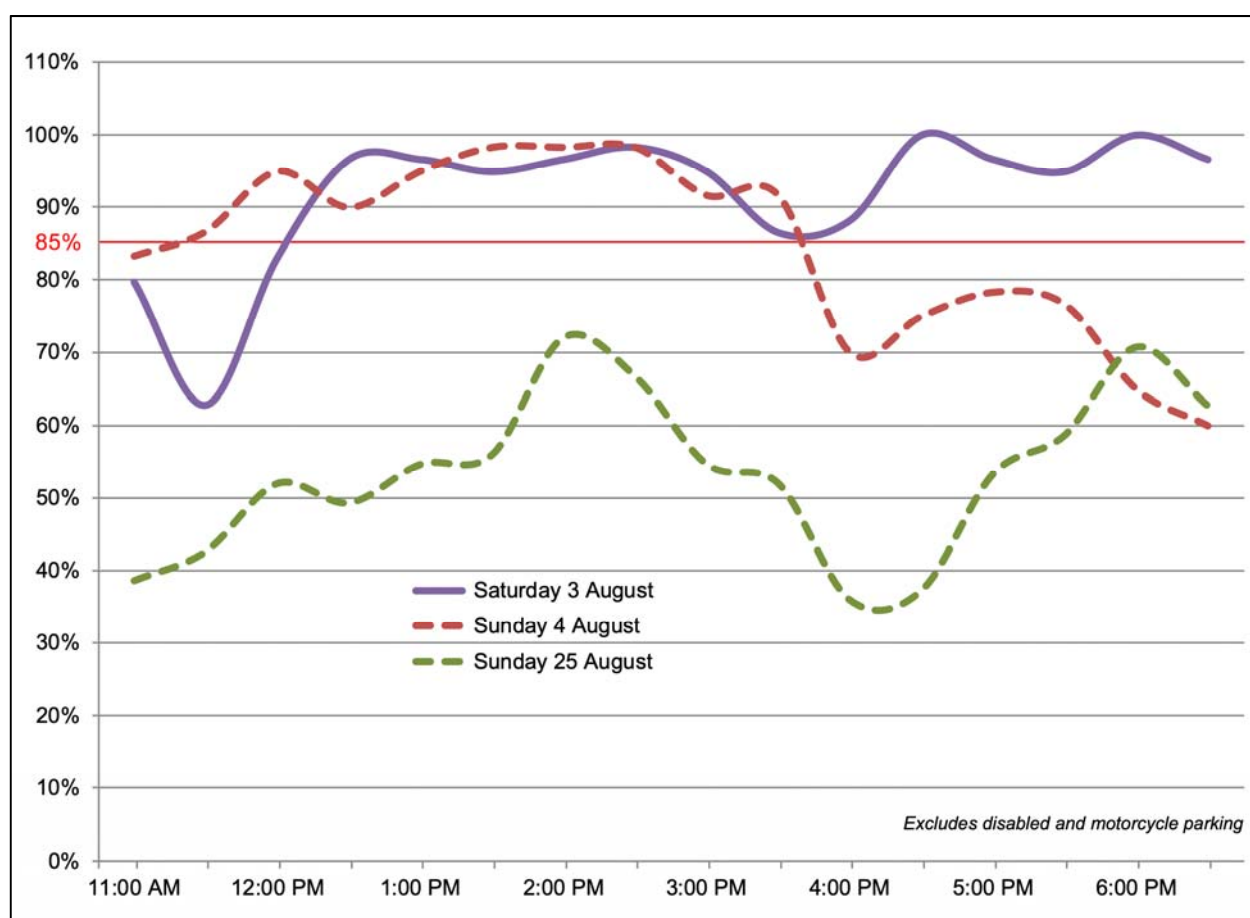
	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 3 August	1 hr 1 min	<b>7.5+ hr</b>	68%	3%	4%	26%
Sunday 4 August	1 hr 15 min	<b>8.0+ hr</b>	74%	4%	9%	13%
Saturday 24 August	1 hr 8 min	<b>8.0+ hr</b>	77%	3%	5%	15%
Sunday 25 August	1 hr 4 min	<b>7.5+ hr</b>	63%	2%	3%	32%
<b>Average all days</b>	<b>1 hr 7 min</b>	<b>8.0+ hr</b>	<b>71%</b>	<b>3%</b>	<b>5%</b>	<b>21%</b>
<b>Summer 2018</b>	<b>1 hr 12 min</b>	<b>8.0+ hr</b>	<b>70%</b>	<b>4%</b>	<b>6%</b>	<b>20%</b>
<b>Summer 2017</b>	<b>1 hr 13 min</b>	<b>8.0+ hr</b>	<b>69%</b>	<b>3%</b>	<b>7%</b>	<b>21%</b>

There is a total of 80 parking stalls in the Conference Centre surface parking lot (including five accessible parking stalls). The parking lot was restriped in summer 2019, increasing the number of parking stalls from previous years by five general stalls and one accessible stall. The capacity of the Conference Centre lot was reduced on the BC Day long weekend when 13 parking stalls were roped off and marked as reserved for the Wanderlust festival.

Figure 2.21 illustrates parking occupancies in the surface parking lot at the Conference Centre. Occupancy exceeded 85% for most of the long weekend, reaching a peak occupancy of 100% on the Saturday. In contrast, the occupancies only reached 72% on the Saturday of the second weekend.



**Figure 2.21 – Conference Centre surface lot parking occupancy, summer 2019**



The time limit for parking in the surface lot at the Conference Centre is 2 hours. Table 2.12 provides a summary of observed parking durations:

- The average parking duration was 1 hour and 37 minutes, which is an increase from previous summers.
- A significant number of vehicles were parked in the surface lot beyond the 2-hour time limit. Overall, 18% of the time parking stalls were occupied by vehicles parked overtime. This represents an increase in overtime parking from the two previous summers
- The average duration for vehicles parked overtime was 3 hours and 48 minutes, almost twice as long as the 2-hour time limit. Several vehicles were parked for 7 or more hours, including ten vehicles that were already there when the parking surveys began at 11:00 am and remained there after the surveys ended at 6:30 pm (indicated in Table 2.12 as 8.0+ hours).

**Table 2.12 – Conference Centre surface lot parking duration, summer 2019**

	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 3 August	1 hr 37 min	8.0+ hr	66%	6%	15%	13%
Sunday 4 August	2 hr 1 min	8.0+ hr	55%	7%	19%	19%
Saturday 24 August	1 hr 15 min	8.0+ hr	38%	2%	5%	55%
<b>Average all days</b>	<b>1 hr 37 min</b>	<b>8.0+ hr</b>	<b>54%</b>	<b>5%</b>	<b>13%</b>	<b>28%</b>
<b>Summer 2018</b>	<b>1 hr 20 min</b>	<b>8.0+ hr</b>	<b>63%</b>	<b>4%</b>	<b>8%</b>	<b>25%</b>
<b>Summer 2017</b>	<b>1 hr 22 min</b>	<b>8.0+ hr</b>	<b>63%</b>	<b>4%</b>	<b>9%</b>	<b>24%</b>

A parking counting system was installed in the Conference Centre underground parking in summer 2019, displaying the number of available parking stalls, as shown in Figure 2.22. The system incorporates a vehicle counter on the ramp between levels 1 and 2, and a second counter on the ramp between level 3 and the bottom level 4, which is reserved for monthly passes. The system counts and displays the total number of vehicles parked on levels 2 and 3, and separately counts vehicles parked on level 4. Although parking stalls on level 1 are not counted, at times when there are few parking stalls available on levels 2 and 3 there are likely few or no stalls available on level 1, and therefore there is no need to include them in the displayed count of available stalls. Not counting level 1 simplifies the equipment requirements and reduces the potential for miscalculations.

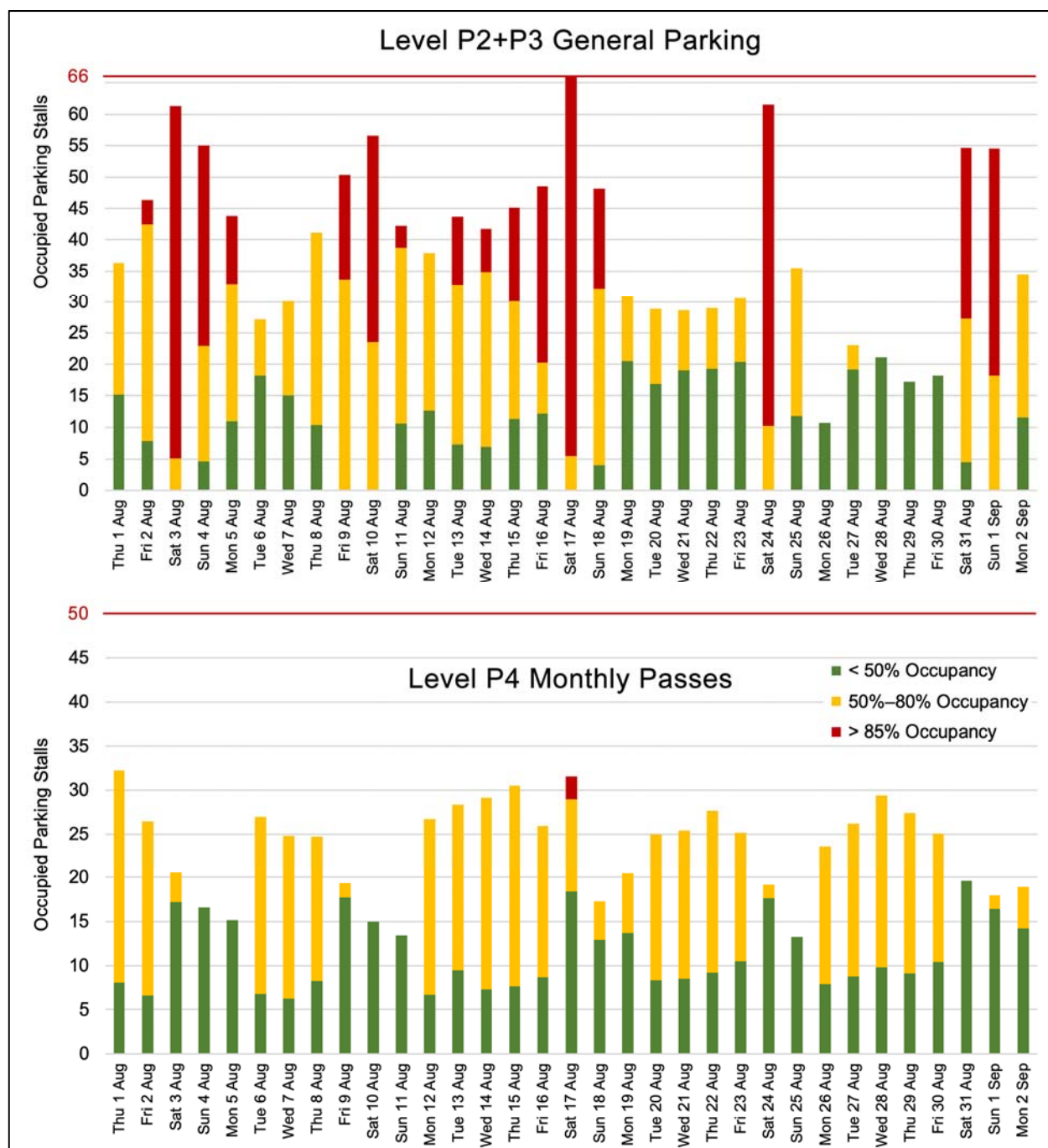
Figure 2.23 illustrates average occupancies from 9:00 am to 9:00 pm each day from 1 August when the counting system was fully operational through to Labour Day 2 September. Occupancy is indicated as the average number of vehicles parked during the 12-hour time period. The total capacity of levels 2 and 3 is 66 vehicles, and the capacity of level 4 is 50 vehicles (indicated with red lines). Figure 2.23 also indicates the percentage of time that parking stalls were less than 50% occupied (green), 50% to 80% occupied (yellow) or over the target 85% occupancy (red). Key results include:

- Parking demand on levels 2 and 3 (general parking) is highest on Saturdays when occupancies exceed 85% for the majority of the day. Levels 2 and 3 were 100% occupied from 9:00 am to 9:00 pm on the last Saturday of Crankworx.
- The occupancy on levels 2 and 3 exceeded 85% for 22% of the time from 1 August through 2 September. In contrast, the occupancy on level 4 (which is reserved for monthly passes) only exceeded 85% for one hour on one day, which is equivalent to one-quarter of one percent of the time.
- The imbalance between occupancies on levels 2 and 3 and level 4 suggests that reserving level 4 for monthly passes results in under-utilization of the 50 parking stalls on the bottom level. The municipality should consider opening level 4 to general parking, and could also consider also eliminating parking passes for the Conference Centre.

Figure 2.22 – Parking count display sign, Conference Centre underground parking



Figure 2.23 – Conference Centre underground parking occupancy, summer 2019

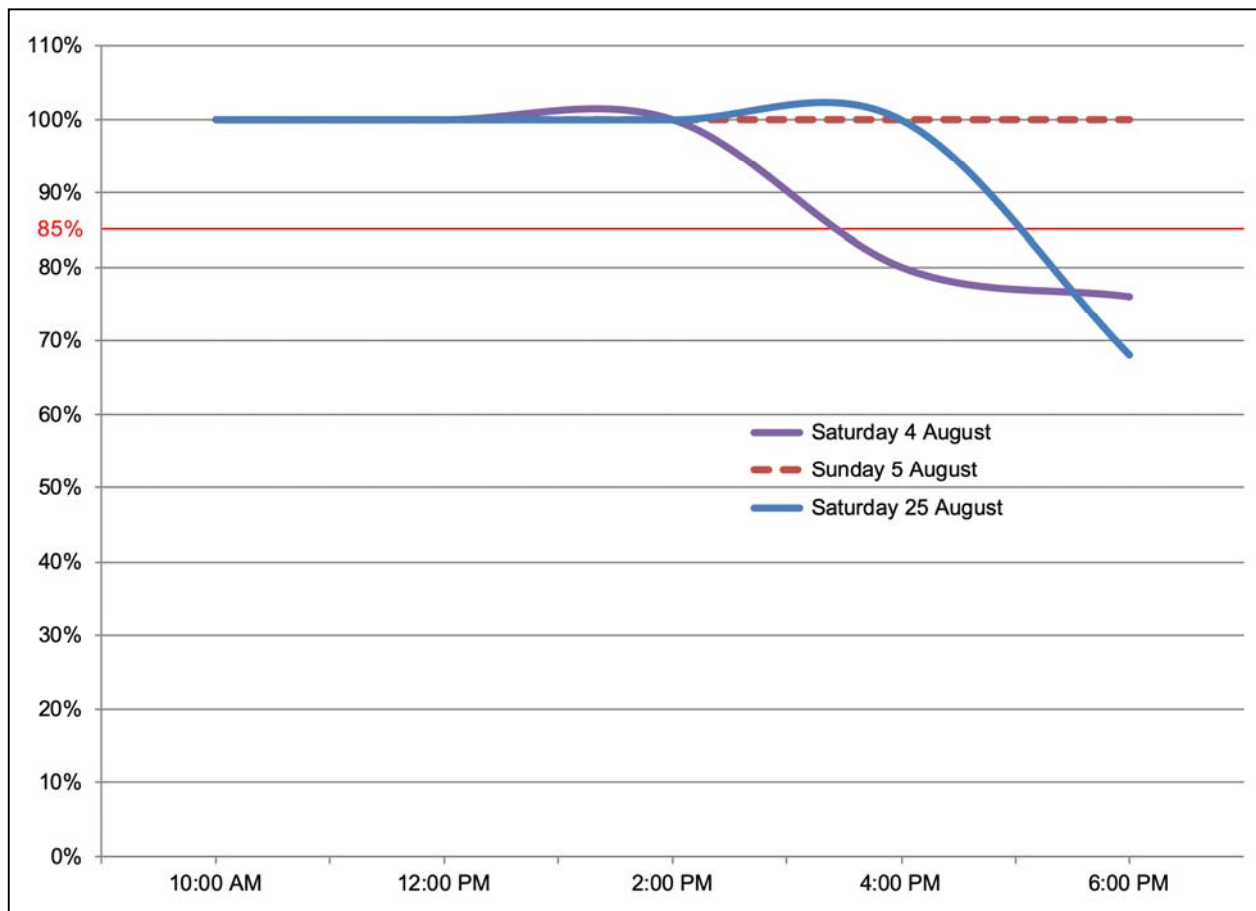


### 2.4.2.2 Street Parking on Blackcomb Way

There are 25 parking stalls on Blackcomb Way in the Upper Village, with a time limit of two hours, priced at the same rate as in the Village (\$1.00 for the first hour, and \$2.00 for the second hour). Figure 2.24 illustrates occupancies on the first three survey days in summer 2019 (no data are available for the last survey day, Sunday 25 August). Most of the time the occupancy exceeded the 85% target, and on the Sunday of the BC Day long weekend the occupancy was 100% for the entire time of the parking survey. The occupancy exceeded 100% on the other two survey days when one additional vehicle parked in the “no parking” area beyond the end of the 2-hour parking zone.

Table 2.13 provides a summary of the observed durations of parking on Blackcomb Way. The average parking duration is 1 hour and 29 minutes, comparable to results for the Conference Centre and Main Street. However, the significant result is that 33% of the time parking stalls are occupied by vehicles parked overtime, a substantial increase from the 22% observed in 2018. These vehicles were parked overtime for an average of 3 hours and 16 minutes.

**Figure 2.24 – Blackcomb Way parking occupancy, summer 2019**





**Table 2.13 – Blackcomb Way parking duration, summer 2019**

	Duration		Occupancy by Duration			Average Overtime Duration
	Average	Max.	0–2 hours	> 2 hours	Empty	
Saturday 3 August	1 hr 37 min	> 4 hr	54%	38%	9%	3 hr 12 min
Sunday 4 August	1 hr 17 min	> 4 hr	75%	25%	0%	3 hr 6 min
Saturday 24 August	1 hr 34 min	> 4 hr	57%	37%	6%	3 hr 27 min
<b>Average all days</b>	<b>1 hr 29 min</b>	<b>&gt; 4 hr</b>	<b>62%</b>	<b>33%</b>	<b>5%</b>	<b>3 hr 16 min</b>
<b>Summer 2018</b>	<b>1 hr 19 min</b>	<b>&gt; 6 hr</b>	<b>68%</b>	<b>22%</b>	<b>11%</b>	<b>3 hr 19 min</b>

### 2.4.2.3 Private Lots in the Village

Approximately 1,100 parking stalls were surveyed in private parking lots with publicly-accessible parking:

- Hotels – Pan Pacific Village Centre/Peak Lodge and Westin (683 stalls total).
- The Brewhouse lot (48 stalls).
- The Town Plaza lot (92 stalls).
- Marketplace parking lot (276 stalls)

Prices in most private parking lots are significantly higher than in municipal parking lots, up to \$4.25 per hour and up to \$42.50 for 24 hours. The exception is the Pan Pacific Village Centre/Peak Lodge lot where parking costs \$11 per 12-hour day, which is only \$1.00 more than Day Lots 1 through 3, and \$6 more than Lots 4 and 5. Parking at Marketplace is limited to two hours, and is free for the first hour and \$3.00 for the second hour.

Significant results of the parking surveys regarding private parking lots include:

- Daytime parking occupancies in hotels ranged from 70% to 100%. On one day (Sunday 4 August) the gate to the parkade at the Pan Pacific Village Centre was closed because the lot was full.
- Occupancy in the Town Plaza and Brewhouse lots ranged from 45% to 66%. Not only is parking in both these lots more expensive than in municipal lots, the lots are not well signed nor prominently identified, and as a result they may be overlooked by many motorists.

## 3 Other Transportation Actions

This section presents the results of other actions implemented as part of the Transportation Action Plan, including free transit service on summer weekends and holiday Mondays, a free bicycle valet parking service, carpool parking passes and parking for commercial buses. Additional parking in residential neighbourhoods near the Village and popular attractions is also examined.

### 3.1 Transit

Transit service on all bus routes was free on peak days — Saturdays, Sundays and holiday Mondays — from 15 June through to Labour Day on 2 September. Transit service is free at all times on route 5 (the Upper Village shuttle) and route 8 (the Lost Lake shuttle), so in practice the peak day free transit service only affects routes 6, 7 and 10 through 32.

The peak day free transit service began with a pilot project in summer 2016, when transit was free on six Saturdays from the BC Day long weekend through to Labour Day. In 2017 the peak day free service was expanded to Saturdays, Sundays and holiday Mondays from Canada Day through Labour Day. In 2018 the free service was extended two weeks earlier and two weeks later, to coincide with changes to the dates when parking charges were in effect in Lots 4 and 5, and the free bike valet service was provided at the farmers' market on Sundays. In 2019 the service period was shortened to remove the two weekends after Labour Day.

Table 3.1 summarizes average daily ridership in summer 2019, 2018, 2017 and 2016 (Canada Day through Labour Day), on Saturdays, Sundays and holiday Mondays when transit was free, and on weekdays when fares were paid. The most significant result is the increase in ridership on Saturdays, from just over 3,000 rides per day in the first part of summer 2016 before free transit was introduced, to an average of 5,400 rides per day in summer 2019, 2018 and 2017, amounting to an increase of 77%. Sunday ridership similarly increased from 3,000 rides per day in 2016 and 2017 to an average of 4,750 rides per day on free Sundays. It is also interesting to note that average weekday ridership was 9% higher in 2017 than in 2016, 6% higher in 2018 than in 2017, and 10% higher in 2019 than in 2018, suggesting that some people trying the free service on weekends continued to use transit on weekdays as well.

**Table 3.1 – Average daily summer ridership on transit routes with weekday fares**

	Summer 2019		Summer 2018		Summer 2017		Summer 2016	
	Pay	Free*	Pay	Free*	Pay	Free*	Pay	Free*
Saturday	3,850**	<b>5,360</b>	3,470**	<b>5,400</b>	3,470**	<b>5,390</b>	3,070	<b>4,680</b>
Sunday	4,090**	<b>4,840</b>	3,350**	<b>4,780</b>	3,020**	<b>4,650</b>	2,970	—
Holiday Monday		<b>3,960</b>		<b>3,580</b>		<b>3,930</b>	2,060	—
Weekday	3,970		3,610		3,390		3,110	
* Canada Day through Labour Day      ** Average June ridership prior to free weekends								

“Pass-ups” (which occur when a bus “passes up” people waiting at the bus stop) continued to be a problem in summer 2019 due to the popularity of the free transit service and the overall increase in transit ridership. Table 3.2 compares pass-ups in summer 2019 and summer 2018. Key results include:

- Two-thirds of pass-ups in summer 2019 occurred because the bus was full and no additional passengers could board, and the remaining one-third of pass-ups involved cyclists who were left behind because the bike rack on the bus was already full.
- There were 34% more pass-ups in summer 2019 due to bike racks being full. This increase is likely due in part to a 16% increase in the number of bicycles carried on buses in summer 2019 (a total of 12,700 bicycles carried on buses from 1 May to 30 September 2019, compared with 10,950 bicycles for the same period in 2018).
- There were fewer pass-ups in summer 2019 due to buses being full, but that result is because of the 245 pass-ups in August 2018 just before the Red Bull Joyride. If the August 2018 pass-ups are not included in calculations, the net result is that there was a 35% increase in pass-ups in summer 2019 due to buses being full.

**Table 3.2 – Transit passenger pass-ups summer 2019 vs. 2018**

	2019			2018		
	Bike Rack Full	Bus Full	Total	Bike Rack Full	Bus Full	Total
May	15	37	52	28	134	162
June	17	7	24	8	0	8
July	16	96	112	16	6	22
August	60	57	117	21	245	266
September (to 24 Sept.)	6	17	23	12	18	30
<b>Totals</b>	<b>114</b>	<b>214</b>	<b>328</b>	<b>85</b>	<b>403</b>	<b>488</b>
<b>Change from 2018</b>	<b>+34%</b>	<b>-47%</b>	<b>-33%</b>			

## 3.2 Secure Bicycle Parking

Recognizing that concerns regarding bicycle theft are a significant deterrent to cycling, the municipality offered secure bicycle parking:

- A complimentary bicycle valet parking service to encourage people to travel to the Village by bicycle. This was a continuation of the service first offered in 2017.
- A secure bicycle enclosure in the parking area below the Library with capacity for 30 bicycles.

The bicycle valet service operates like a coat check service. Cyclists check their bicycles with an attendant and are issued numbered tickets that they later use to reclaim their bicycles. As shown in Figure 3.1, a secure fenced area is provided for bicycle storage, and is always supervised by at least one attendant. The bicycle valet service operated in three locations:

- At the farmers market in the Upper Village on Sundays from 16 June through to the Labour Day weekend (1 September).



- At Olympic Plaza in Village North during evening concerts from 1 July through 31 August. The bike valet was also available during the daytime on three Saturdays in July and three in August.
- At Crankworx in Lot 2 from Wednesday through Saturday 14 to 17 August.

**Figure 3.1 – Bicycle valet parking at Crankworx, summer 2019**



Table 3.3 summarizes the numbers of bicycles checked at each of the three bike valet locations, and the residences of people who used the bicycle valet service. Significant results include:

- The bike valet operated on 28 days during summer 2019. A total of more than 2,600 bicycles were checked in, an average of 93 bicycles per day.
- The farmers market was the most popular location with over half the bicycles (1,359 bikes). The highest demand occurred on Saturday 31 August (the Labour Day long weekend) at Olympic Plaza when 211 bicycles were checked in.
- The hours for the bike valet were extended to the daytime on six Saturdays at Olympic Plaza, in addition to the evening for the concerts. The service began at 11:00 am rather than at 6:00

pm. On these extended Saturdays, 55% of bicycles were checked in during the daytime, and 45% were checked in the evenings.

- Half of the persons using the bike valet service were from Whistler and just over a quarter were from Metro Vancouver. The remainder of users were visitors from further away, and few were from Pemberton and Squamish. A higher proportion of users at Crankworx were visitors. These results are consistent with the results from previous summers.

**Table 3.3 – Bike valet statistics, summer 2019**

	<b>Farmers Market</b>	<b>Olympic Plaza</b>	<b>Crankworx</b>	<b>Totals</b>
Days	11	13	4	<b>28</b>
Bicycles	1,359	1,028	223	<b>2,610</b>
Bicycles per day	124/day	79/day	56/day	<b>93/day</b>
Whistler	50%	53%	29%	<b>49%</b>
Pemberton	0%	1%	2%	<b>1%</b>
Squamish	1%	3%	3%	<b>2%</b>
Metro Vancouver	25%	28%	36%	<b>27%</b>
Other British Columbia	4%	4%	6%	<b>4%</b>
Other Canada	1%	3%	3%	<b>2%</b>
United States	11%	7%	11%	<b>10%</b>
Elsewhere in the world	6%	1%	9%	<b>4%</b>

### 3.3 Accessible Parking

There is a total of 50 accessible parking stalls in municipal parking lots in the Village and in Day Lots 1 through 5.

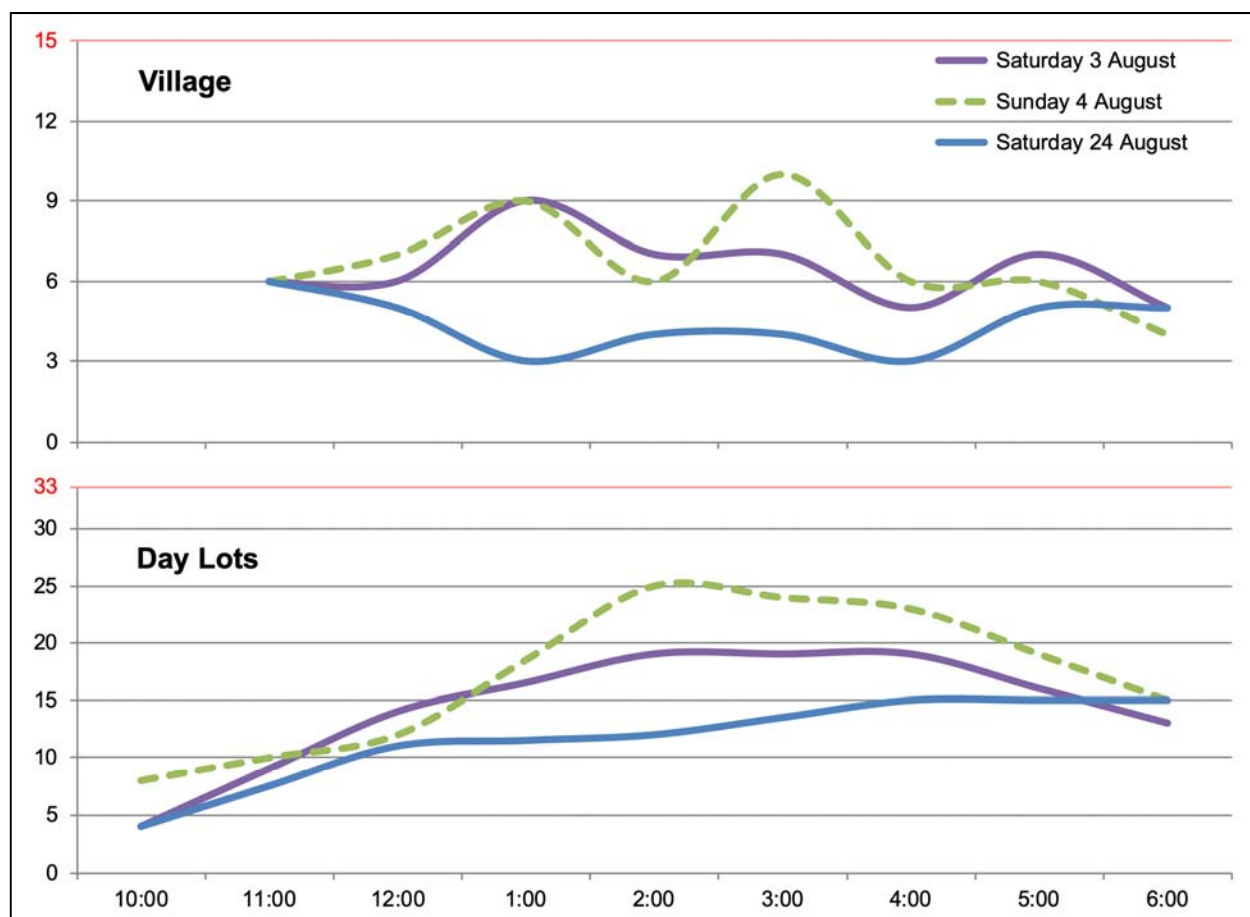
Table 3.4 summarizes the number of accessible stalls in each location, and the maximum occupancies observed on three survey days (three accessible stalls on Sundial Crescent that are not pay parking are not included in Table 3.4). It is important to note that the totals indicated in italics and bold reflect the maximum number of vehicles observed parked in accessible stalls in the Village and in the Day Lots at the same time, and are not the sum of the numbers above, as the maximum numbers of vehicles in each location were observed at different times.

Figure 3.2 illustrates the number of vehicles parked in accessible stalls in the Village and the Day lots over the course of each day during summer 2019. Overall, the peak demand for accessible parking amounted to two-thirds of the 15 stalls (later increased to 16) available in the Village, and three-quarters of the 33 stalls (later increased to 34) in the Day Lots.

**Table 3.4 – Accessible parking, peak occupancies, summer 2019**

Location		Number of Stalls	Maximum Occupancy		
			Saturday 3 August	Sunday 4 August	Saturday 24 August
Conference Centre (surface)		4/5*	2	2	1
Visitor Centre (credit union)		1	1	1	1
Village Green		1	1	1	1
Sundial (pay parking stalls only)		2	1	2	2
Main Street		3	3	3	2
Library		2	1	1	1
Municipal Hall		2	0	1	1
<i>Village accessible parking</i>		<i>15/16</i>	<i>9</i>	<i>10</i>	<i>6</i>
Day Lots	Lot 1	5	3	5	5
	Lot 2	9	6	8	5
	Lot 3 West	10	5	7	4
	Lot 4	6	4	5	5
	Lot 5	3/4**	2	3	0
<i>Day Lot accessible parking</i>		<i>33/34</i>	<i>19</i>	<i>25</i>	<i>15</i>
<b>All accessible parking</b>		<b>48/50</b>	<b>26</b>	<b>34</b>	<b>20</b>
* One additional accessible stall in August      ** One additional accessible stall in August					

**Figure 3.2 – Accessible parking occupancy, summer 2019**



### 3.4 Motorcycle Parking

Designated parking for motorcycles is provided in the following three locations. The price of parking is reduced 50% for motorcycles parked in these locations only.

- Conference Centre surface parking lot
- Day Lot 3 East
- Day Lot 4

Table 3.5 summarizes observed numbers of motorcycles in the designated parking areas. The Conference Centre parking area was obstructed by construction equipment on the BC Day long weekend, and was not surveyed on Saturday 24 August, so data are only available for Sunday 25 August. The two motorcycle parking areas in the Day Lots were not surveyed on Sunday 26 August.

The designated motorcycle parking in Lot 3 east was well-used, with a maximum occupancy of 7 motorcycles, two-thirds of the capacity of this parking area. In contrast, the motorcycle parking

area in Lot 4 was not well used, remaining empty much of the time and with a maximum of only two motorcycles on one occasion.

The results for the Conference Centre are lower than in previous summers, when there was up to 10 motorcycles in the designated parking area. The lower numbers for summer 2019 are likely because the area was occupied for several weeks by construction equipment and was not available for motorcycle parking, and because after the construction equipment was removed the municipality's parking web page still indicated it was "temporarily closed due to construction."

**Table 3.5 – Motorcycle parking occupancy, summer 2019**

Location	Date	10:00am	12:00pm	2:00pm	4:00pm	6:00pm
Conference Centre	Sunday 25 August	1	1	2	2	1
Day Lot 3 East	Saturday 3 August	0	2	4	1	3
	Sunday 4 August	0	0	3	1	2
	Saturday 24 August	0	7	2	2	1
Day Lot 4	Saturday 3 August	0	0	0	0	1
	Sunday 4 August	0	0	1	0	1
	Saturday 24 August	0	0	2	1	1

### 3.5 Carpool Parking Passes

Carpool parking passes are valid in Day Lots 4 and 5 only, and allow residents and employees to attach up to five license plates to a single pass (only one vehicle can be used at a time). The intent in introducing the passes was to encourage carpooling and reduce traffic and parking demand in the Village.

There are two types of carpools using the program:

- "Conventional" carpools, with different vehicles registered in different households. In a "conventional" carpool, the driver stops at one or more locations along the way to pick up other members of the carpool.
- "Convenience" carpools, with different vehicles all registered to the same household. "Convenience" carpoolers are not constrained to using the same vehicle every day, and can use different vehicles as desired. Examples of "convenience" carpools include a husband and wife, roommates, and in a few cases one person who owns multiple vehicles.

There were 558 carpool passes sold in 2019, an average of 80 passes per month for the seven months when passes were required to park in Lots 4 and 5.

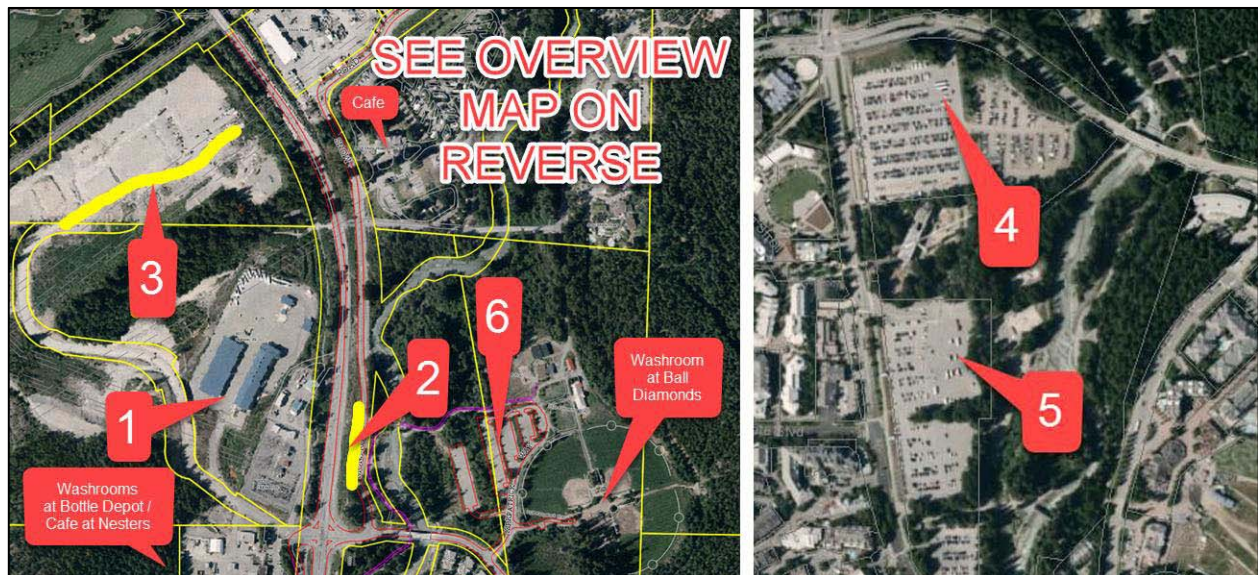


## 3.6 Commercial Buses

Parking for commercial buses is available in six locations, illustrated in Figure 3.3:

1. The BC Transit yard on Nesters Road. This is a secure facility, for which an annual contract with BC Transit is required, and an associated cost to use the facility.
2. Mons Road. Bus parking is permitted on the shoulder on the west side of the road in designated areas only, and overnight parking is permitted for free.
3. Nesters Road. Bus parking is permitted on the shoulder on the east side of the road in the Nesters Crossing industrial area, and overnight parking is permitted for free.
4. Day Lot 4. Parking for full-size buses (35 or more seats) is permitted in the designated “bus parking area.” Pay parking is in effect during summer and winter at \$5 per hour to a maximum of \$25, and overnight parking is permitted.
5. Day Lot 3 East. Parking for minibuses (under 35 seats) is available on request during the winter only. Pay parking is in effect at \$5 per hour to a maximum of \$20 per day. Overnight parking is prohibited.
6. Spruce Grove Park. On busy event weekends, buses are directed to park in Lot 4 at Spruce Grove Park, and in Lot 3.

**Figure 3.3 – Commercial bus parking locations**



The designated bus parking area in Lot 4 has a capacity of up to 14 buses. Occupancies during winter and summer 2019 were:

- During winter 2019 the average number of buses in Lot 4 during the daytime was 4.2 buses. The maximum of 14 buses was observed on only 3 of 138 days.
- During summer 2019 the average number of buses was 7.1 buses, and the maximum of 14 buses was observed on 7 of 85 days (a total of 16 buses was observed on one of these days).

### 3.7 Parking in Residential Neighbourhoods

The municipality has received complaints from residents in neighbourhoods near the Village regarding additional vehicles parked on-street that did not belong to residents of the street, but rather appeared to be visitors looking for free parking. In response, surveys were conducted during summer 2018 on selected streets in four residential neighbourhoods (Montebello, White Gold, Whistler Cay and Brio), which confirmed a significant amount of additional parking on residential streets during the summer.

Parking issues are not limited to neighbourhoods near the Village. Observations and anecdotal reports indicate that parking is also an issue near municipal parks and trailheads. To measure the extent of the issue in these other locations, parking surveys were conducted in summer 2019 near 13 trailheads and two parks, at midday on 15 weekdays and weekends from 15 June through 2 September (Labour Day). Of these 15 locations, the data indicate that five are “hot spots” where parking is a recurring issue, frequently exceeding the desirable limit of 85% occupancy:

- The Sea to Sky Trail/Train Wreck trailhead in Cheakamus Crossing. The parking area on Whistler Quarry Road at Jane Lakes FSR has a capacity of 14 vehicles. Occupancy exceeded 85% on 7 of the 15 survey days, with overflow parking nearby on the shoulders of Whistler Quarry Road and Jane Lakes FSR.
- Stonebridge Drive at Alta Lake Road. The parking area on Stonebridge Drive has a capacity of 10 vehicles. Occupancy exceeded 85% on 4 of the 15 survey days.
- The 21 Mile/Rainbow Lake trailhead. The parking area on the north side of Alta Lake Road at 21 Mile Creek has a capacity of 20 vehicles. Occupancy exceeded 85% on 5 of the 15 survey days. Additional vehicles were parked in the lot to the east on the south side of Alta Lake Road, which remained below 85% occupancy on all days.
- The Whistler Interpretive Forest main parking lot on Cheakamus Lake Road east of Highway 99. The lot has a capacity of 35 vehicles, and occupancy exceeded 85% on 4 of the 15 survey days, and on one day exceeded 100% due to vehicles parked in locations within the lot not designated for parking. When the lot is full, additional vehicles were sometimes parked nearby on the shoulders of Cheakamus Lake Road.
- Rainbow Park. The parking lot was filled to capacity on 5 of the 15 survey days, and on two days exceed 100% capacity due to vehicles parked in locations within the lot not designated for parking. Overflow parking occurred on the shoulders on Alta Lake Road north and south of Rainbow Park.

Mountainview Drive was a problem area for parking in previous years, and the municipality undertook a number of actions in 2019 to address the issue:

- In April, the municipality hosted a neighbourhood meeting to discuss concerns and potential solutions to parking problems on Mountainview Drive.
- In June, recognizing that visitors to Whistler may not fully understand that parking is prohibited on the odd-numbered side of the street as described on the large sign at the beginning of Mountainview Drive, the municipality installed “No Parking” signs along Mountainview Drive

and in the cul-de-sac at the end of the road to indicate where parking is not permitted in accordance with municipal bylaws.

- The trailhead designation was also removed from municipal and Tourism Whistler maps.
- This was followed by outreach to over 100 websites, blogs and other social media sites to request that visitors wishing to access the trailhead use alternative parking and be respectful of neighbourhood residents.

There were nine parking complaints received from Mountainview Drive in 2019. Only two complaints were received after the “No Parking” signs were installed and other actions were undertaken, and only one of these complaints was likely related to parking for trail access. This indicates that the municipality’s efforts on Mountainview Drive were effective in addressing parking problems.



## 4 Conclusions and Recommendations

The Transportation Action Plan has been successful to date. The results of the parking surveys in 2019 plus other transportation performance measures demonstrate progress towards achieving the Transportation Advisory Group's vision that 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.

This section summarizes key conclusions from summer and winter 2019, and provides recommendations regarding further actions that could be undertaken in 2020 or later to achieve the objectives of the Transportation Action Plan.

### 4.1 Conclusions

#### Winter 2019:

- Highway congestion at peak times is the primary transportation problem
- Parking availability is a secondary issue
- Parking availability targets were generally achieved
- The increasing popularity of monthly parking passes creates congestion in Day Lots 1–3
- Problems with overtime parking continued

#### Summer 2019:

- Parking is the primary transportation problem
- Parking availability targets were not met, particularly in the Day Lots which were full to capacity
- Monthly parking passes create congestion in all Day Lots 1–5
- The Creekside parkade remains underutilized
- Problems with overtime parking continued
- An increase in regional traffic to/from Whistler has been offset by reductions in local traffic on Highway 99 within Whistler

### 4.2 Recommendations

Key recommendations to improve parking availability and address parking management issues in 2020 and beyond, based on the conclusions highlighted above, include:

- **Parking passes:** The municipality should consider raising the prices of general parking passes (Lots 1–3) and employee/resident passes (lots 4–5) to address availability problems. In addition, the municipality should investigate other pass options that would encourage employees and residents to use other transportation modes on peak days rather than driving and parking.
- **Parking enforcement** is an essential component of a successful parking management program. Without adequate enforcement, it is more difficult to achieve the targets of 10% or 15%

availability. Increased enforcement (more personnel, more frequent patrols and enhanced technologies) is needed to counteract:

- Overtime parking in high-demand lots in the Village and on Blackcomb Way, at high-demand times (particularly weekends).
- Overnight parking in the day lots, especially in the winter when vehicles parked overnight impede snow clearing.
- Illegal parking in residential neighbourhoods, which is primarily an issue in the summer.
- **Creekside:** To encourage more people to park at Whistler Creekside during the summer and make use of the free transit service to the Village, additional means of providing information regarding parking and free transit options at Creekside should be considered, including signs on Highway 99 northbound.
- **Information:** To make better use of under-utilized facilities and avoid congestion in high-demand areas, more information about parking should be provided, for motorists in the Village looking for parking, and for visitors before they travel to Whistler. Such information includes (but is not limited to) signs directing motorists to parking, printed and electronic maps of parking lots with information about prices and time limits, and expanded search, information and other features in the municipality's smartphone parking app. The municipality, Tourism Whistler and the Chamber of Commerce should also work with private parking operators to include all publicly available parking, and keep information up to date.

Recommendations regarding other transportation services and facilities include:

- **Free transit:** The success of the peak day free transit service on weekends and holiday Mondays demonstrates that it is a key component of the Transportation Action Plan, and should be continued in summer 2020 and beyond. The municipality should consider expanding free transit to Fridays to capture all weekend users (consistent with the winter definition of weekends) and to other popular holiday weekends at other times of the year, such as Victoria Day and Thanksgiving.
- **Increased transit service.** To address capacity problems that result in full buses leaving riders behind at a bus stop, and to encourage more people to use transit, the frequency of service should be increased on weekends and event days in summer 2020, particularly on bus routes operating between Whistler Creekside and Whistler Village.
- **Bicycle valet parking:** The bicycle valet parking service provides secure bicycle parking, and is popular and well-used. The success in summer 2019 expanding the bike valet to Saturday daytime hours indicates strong demand for the service and supports expanding the bike valet hours to match the days and times when free transit service is provided (including Fridays and other popular holiday weekends if free transit is expanded to these days). Where arrangements can be made with event operators, the service should also be offered at more special events.
- **Secure bicycle parking:** In addition to the bicycle valet parking service, there is a need for secure bicycle parking that is available to employees and others in the Village on a daily basis, during the daytime and into the evening. The municipality should promote the new bicycle enclosure at the Library, and implement other types of secure parking facilities, including

partnering with the private sector to build or convert automobile parking stalls to secure bike parking for their staff, customers and guests.

- **Neighbourhood parking:** Observations and reports from residents indicate that additional vehicles are often parked in residential neighbourhoods in locations the municipality, close to the Village, municipal parks and popular trailheads. Consistent with the Recreation Trails Strategy, the municipality should consider actions to address parking in residential neighbourhoods, including:
  - Community engagement regarding alternative means of providing access to trailheads so as to reduce the amount of vehicle parking required or preclude the need for parking altogether, such as a shuttle bus service.
  - A standardized approach for managing and enforcing neighbourhood parking “hot spots,” based on the successful experience in managing parking on Mountainview Drive.
  - A standardized set of trailhead parking types, with criteria for the implementation of each type, which would apply for off street parking areas as well as on-street parking.