



Transportation Action Plan 2018 Results

31 December 2018

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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 and 2018. This report follows the *Transportation Action Plan Summer 2017 Results* report, released on 9 November 2017.

1.1 Transportation Action Plan

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

Many of the Action Plan initiatives implemented in summer 2017 were maintained in winter 2018, 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.

1.2 Conditions 2016–2018

The results presented in Sections 2 and 3 include comparisons of results for 2018 with results for the previous two years, 2016 and 2017. Parking surveys were conducted in winter and summer in 2016, but only summer surveys were conducted in 2017.

In considering the changes over the past two years, it is useful to compare activity levels in 2018 to 2017 and 2016:

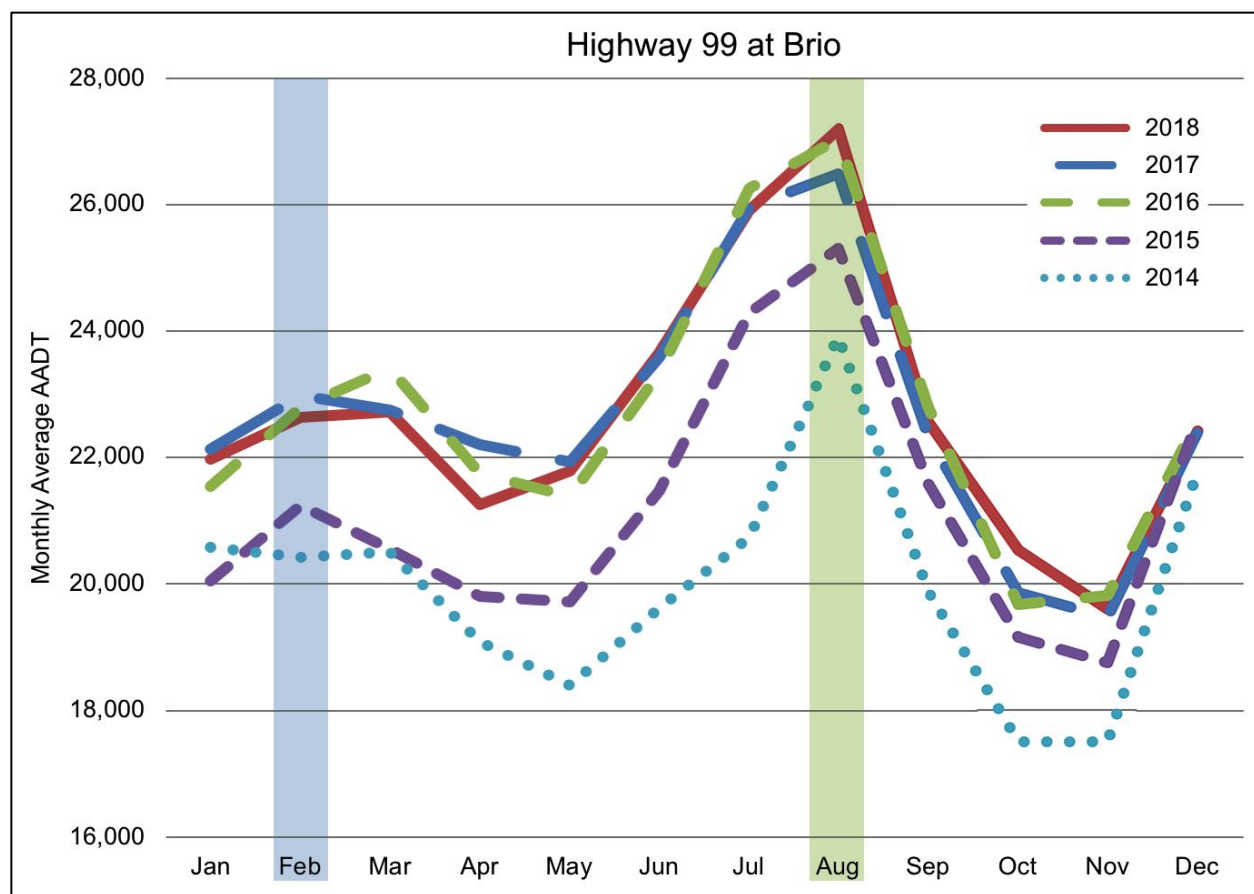
- **Traffic:** Figure 1.1 illustrates average daily traffic volumes on Highway 99 at Brio, by month from January 2014 through to December 2018. February and August are the months when parking surveys were conducted, and these are highlighted in Figure 1.1. Traffic volumes increased significantly in 2016 from previous years, but have remained consistent since then. Monthly average traffic was only 1% lower in February 2018 as compared with February 2017, and was 3% higher in August 2018 as compared with August 2017.
- **Visitors:** Skier numbers in winter 2017-18 set a record for the third consecutive year, as reported by Vail Resorts. Tourism Whistler reported similar visitor numbers in summer 2018 as the previous summer, and hotel occupancy levels in summer 2018 were only 1% higher than in 2017.

These comparisons indicate that 2018 was similar to 2016 and 2017 in terms of activity, as measured by highway traffic, hotel occupancy and numbers of skiers and visitors. This means that observed differences in parking, transit use and other transportation services over the past two years are likely due to the Transportation Action Plan rather than other external factors.

1.2.1 Transportation to Work 2018 vs 2017

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. Figure 1.2 presents the findings of the 2017 and 2018 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).

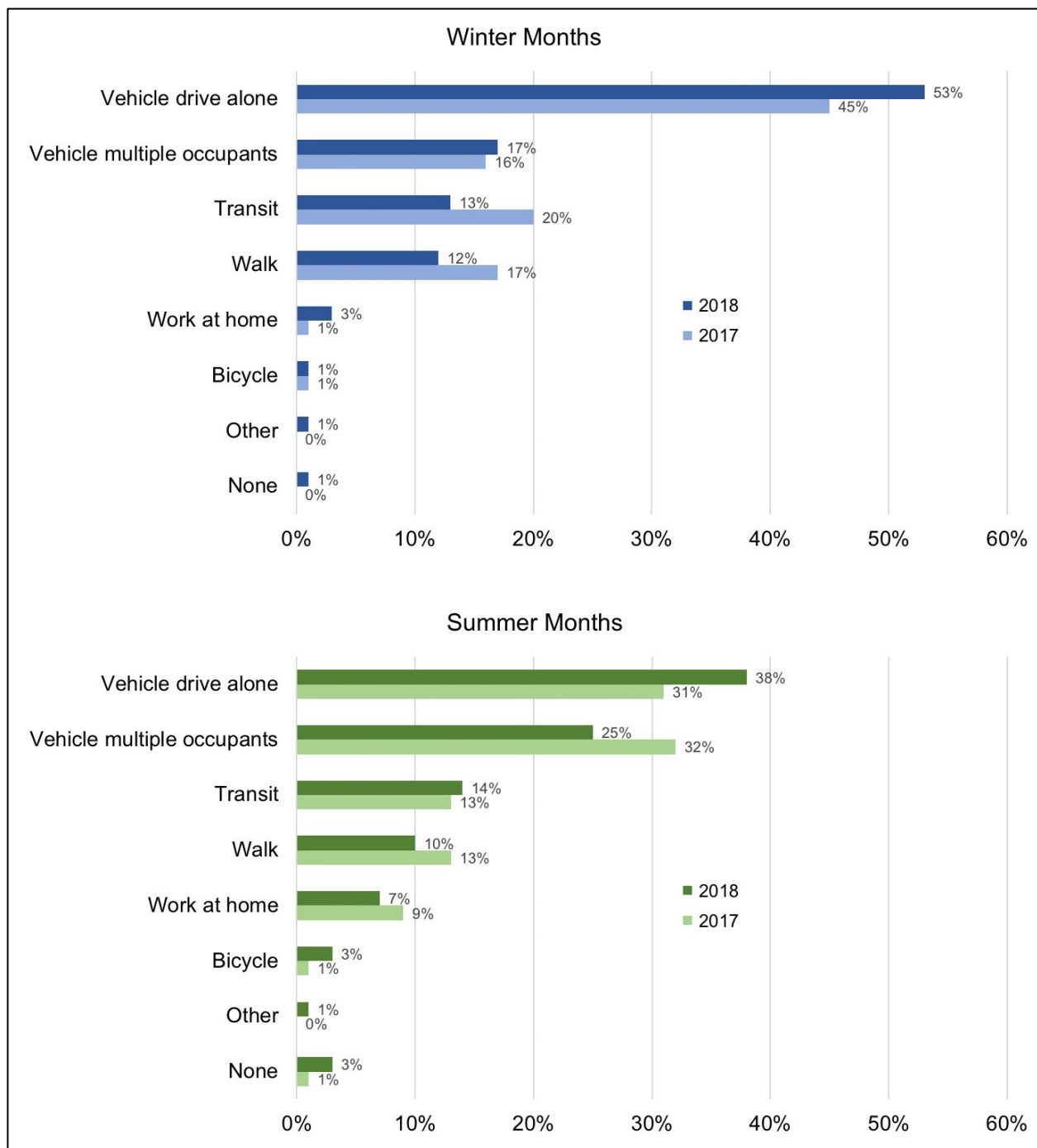
Figure 1.1 – Highway 99 traffic at Brio, January 2014 through December 2018



The significant difference from 2017 to 2018 is an increase in the proportion of permanent residents who reported driving alone to work, in both winter and summer. 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.

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. 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, Final Draft, April 2018

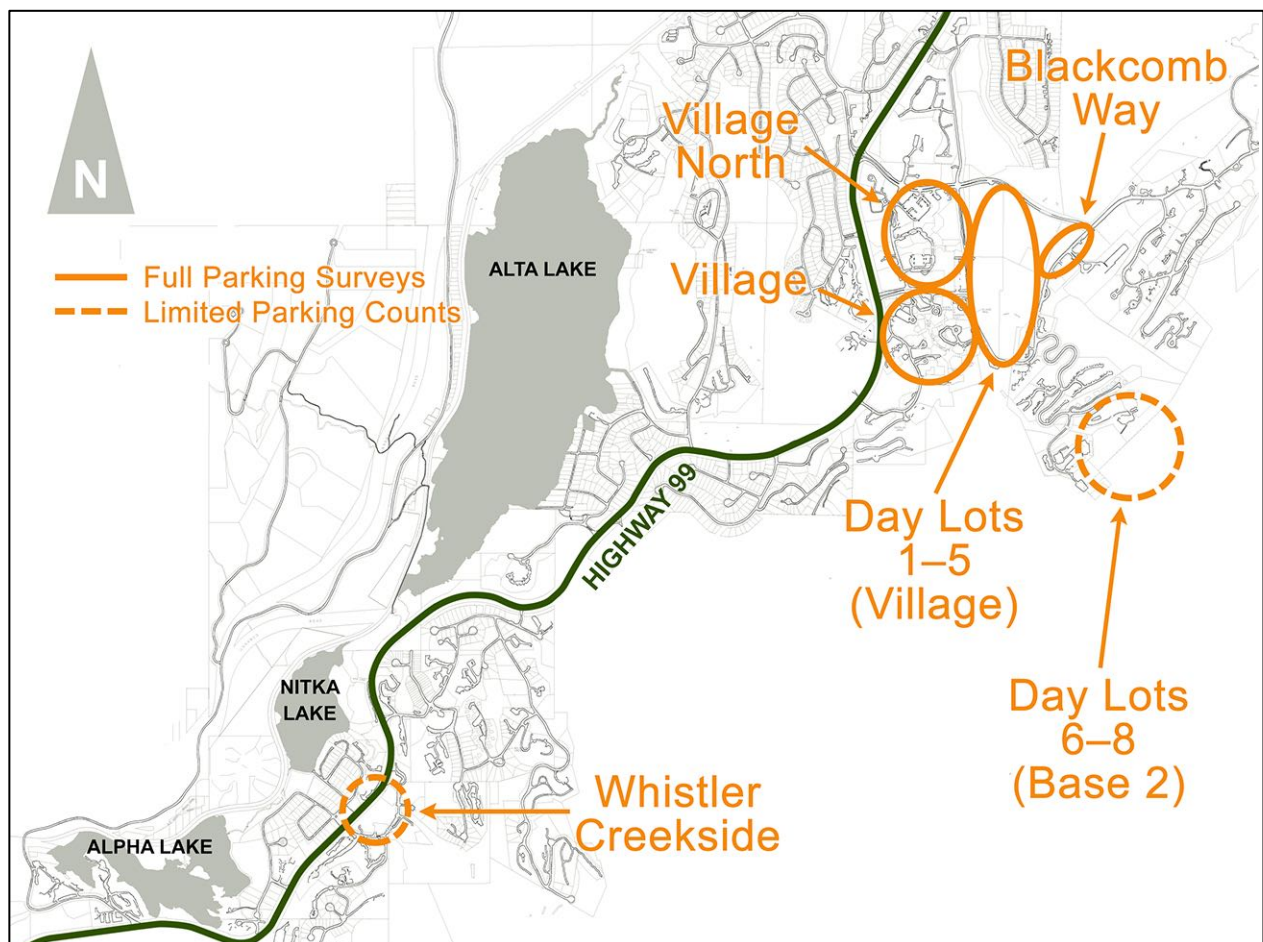
2 Parking

This report presents the results of parking surveys undertaken in winter and summer 2018. These are compared to the results of similar parking surveys undertaken in 2016 and 2017 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 2018



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:

- 392 parking spaces in municipal parking lots and street parking in the Village, including parking on Main Street, at the Conference Centre, library and other locations. Street parking on Blackcomb Way in the Upper Village was included for the first time in 2018.
- 1,700 parking stalls in Day Lots 1 through 5 in Whistler Village
- 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.
- 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:

- Eight 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.
- The 13 parking stalls at the Gateway Loop were occupied by construction equipment and vehicles during winter 2017-18 and were not available for parking.
- The north part of Day Lot 5 is used for snow storage during the winter, and most of this area is 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. Day Lot 5 was not paved in winter 2018, but was paved by the summer.
- 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, 2018

Location	Lot	Surface	Under-ground	Parking Stalls	2018 Survey
Village	Conference Centre surface	✓		66/74	✓
	Conference Centre underground		✓	153	✓
	Gateway bus loop	✓		13	✓
	Gateway visitors centre	✓		7	✓
	Village Green	✓		9	✓
	Sundial	✓		6	✓
				254/262	
	Pan Pacific Village Centre		✓	338	✓
	Blackcomb Lodge		✓	44	
	Westin		✓	345	✓
Village North	Pan Pacific Mountainside		✓	110	
				837	
	Main Street	✓		81	✓
	Library		✓	21/19	✓
	Municipal hall	✓		24	✓
				126/124	
	Marketplace	✓		276	✓
	Brewhouse		✓	48	✓
	Town Plaza		✓	92	✓
	Pinnacle		✓	78	✓
Day Lots				494	
	Day Lot 1	✓		214	✓
	Day Lot 2	✓		265	✓
	Day Lot 3 West	✓		212	✓
	Day Lot 3 East (winter/summer)	✓		109/75	✓
	Day Lot 4	✓		640	✓
	Day Lot 5 (winter/summer)	✓		122/260	✓
				1,562/1,666	
	Upper Village			25	✓
	Blackcomb Way s/o Chateau	✓		16	✓
Base 2	Glacier Lodge		✓	92	
	Le Chamois		✓	133	
	Day Lot 6 (winter only)	✓		380	✓
	Day Lot 7 (winter only)	✓		360	✓
	Day Lot 8 (winter only)	✓		340	✓
				1,080	
	Creekside			101	✓
	Overheight	✓		78	✓
	Levels P1–P4 (winter/summer)		✓	1,279/703	✓
				1,458/882	
Totals (Winter/Summer)				5,944/4,398	

2.1.2 Parking Surveys

Parking surveys were undertaken in winter 2017-18 on a known peak weekend as well as two typical “near peak” weekends:

- Saturday and Sunday 17 and 18 February, which is the Presidents Day long weekend in the U.S., and the Family Day long weekend in the rest of Canada. While this is typically a peak weekend in terms of visitor numbers, it is only a “near-peak” weekend in terms of parking demand.
- Saturday and Sunday 24 and 25 February represent a “near-peak” weekend with parking demand higher than on the previous 17/18 February weekend but not as high as on the following 3/4 March weekend.
- Saturday and Sunday 3 and 4 March represent a peak weekend with the highest parking demand of the three survey weekends.

Parking surveys were undertaken in summer 2018 on a known peak weekend and one typical “near peak” weekend:

- Saturday and Sunday 4 and 5 August, which is the BC Day long weekend and a peak weekend during the summer.
- Saturday and Sunday 25 and 26 August represent a “near peak” weekend, when there were no large events or holidays (it was the weekend after Crankworx and the weekend prior to the Labour Day weekend).

Two types of manual parking surveys were undertaken in 2018:

- **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 10:00 am to 6:00 pm. Additional counts were undertaken from 6:00 am to 6:00 pm on the third survey weekend during the winter.
 - In private lots with publicly-accessible parking, counts were undertaken as frequently as every hour, or as little as once or twice a day in the case of some hotel lots where there was little change in parking during the day.
- **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 1-hour intervals from 6:00 am to 6:00 pm during the winter, and at 2-hour intervals from 10:00 am to 6:00 pm during the summer.
 - At Gateway Loop at 5-minute intervals from 3:00 to 7:00 pm (the period identified through observation as the peak period of parking activity) 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 long weekends, when residents and visitors are more likely to expect capacity conditions, provided that there is adequate availability on the remaining days.

2.3 Results Winter 2017-18

Figure 2.2 indicates daily combined pay parking revenues from transactions in municipal parking lots in the Village and Day Lots on weekends and holidays during the ski season from 23 November 2017 through 22 April 2018. Days on which parking surveys were undertaken are indicated in Figure 2.2 with asterisks and light blue columns. Parking revenues on all three survey weekends were representative of the average weekend revenue figure during the ski season.

It is important to note that there is no direct correlation between daily parking revenues and daily parking demand, as monthly 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). For example, Figure 2.2 indicates that of the six survey days, the second-highest parking revenue was on Sunday 18 February, while the survey results presented later in this section show that parking occupancies were the third-lowest on that day. This is likely the result of a greater proportion of out-of-town visitors on the first weekend (the Presidents Day and Family Day long weekend), as visitors generally pay for parking directly and don’t use monthly passes. The impacts of monthly passes are discussed in detail in Section 2.3.1.

Table 2.2 and Figure 2.3 summarize peak parking occupancies on the six survey days during winter 2018. Significant results include:

- The overall peak parking occupancy in municipal lots in the Village (surface and underground) was at or below the 85% target on all six survey days.
- In Day Lots 1 through 5, the overall peak parking occupancy was at or below the 90% target on five of the six survey days, and only reached 91% on one day.
- Day Lots 6, 7 and 8 at Base 2 were full on four of the six survey days. While the results in Figures 2.3 and Table 2.2 suggest the Base 2 lots were more than 100% occupied, these figures are calculated using the nominal capacity for each lot. Because the lots are unpaved and the capacity of each lot depends on how vehicles are parked, on peak days when vehicles are parked close together it is possible to fit more vehicles in each lot than 100% of the nominal capacity.
- Day parking at Creekside (levels P1 through P4 plus overheight parking on the top level) was full on three of the six survey days.
- Private lots have limited capacity on all days.

Figure 2.2 – Village and Day Lot municipal parking revenue, winter 2017-18

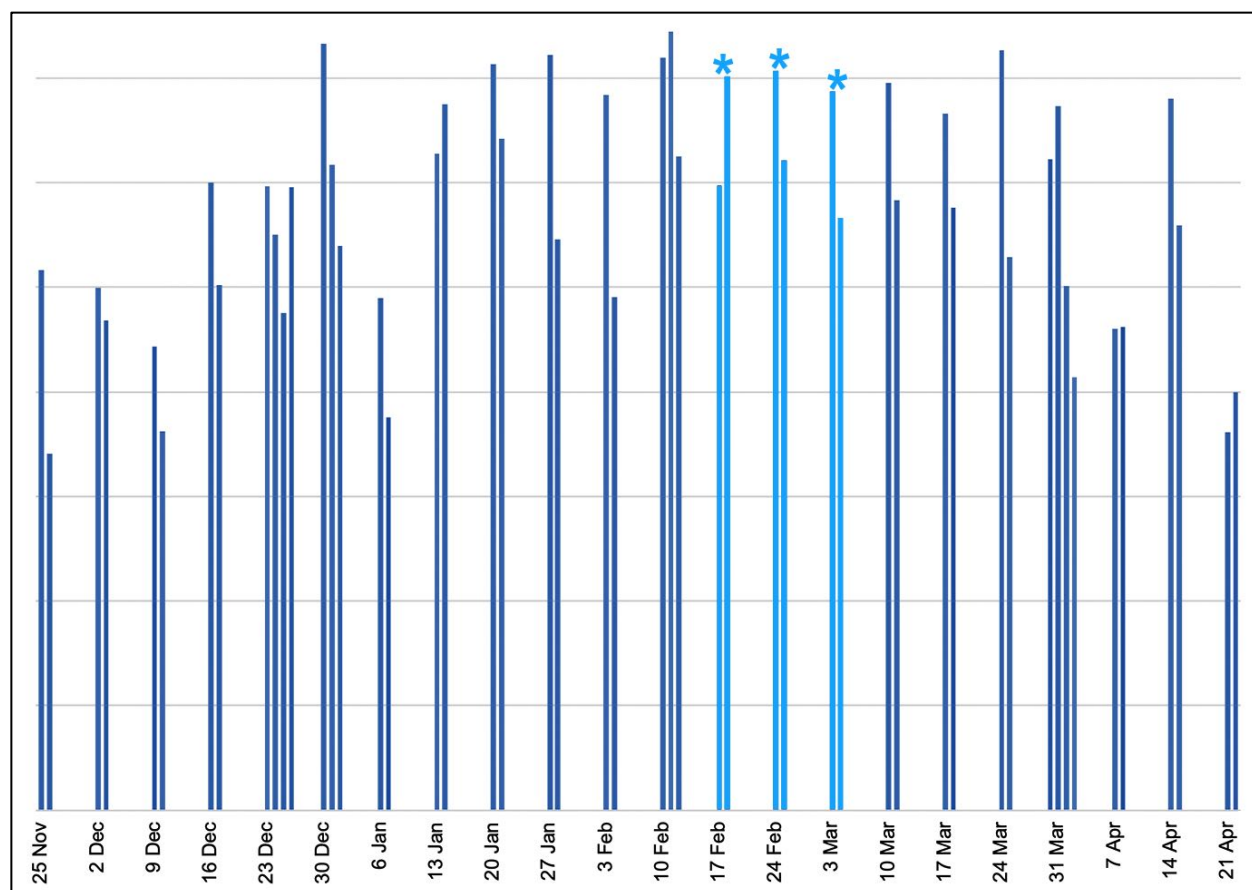
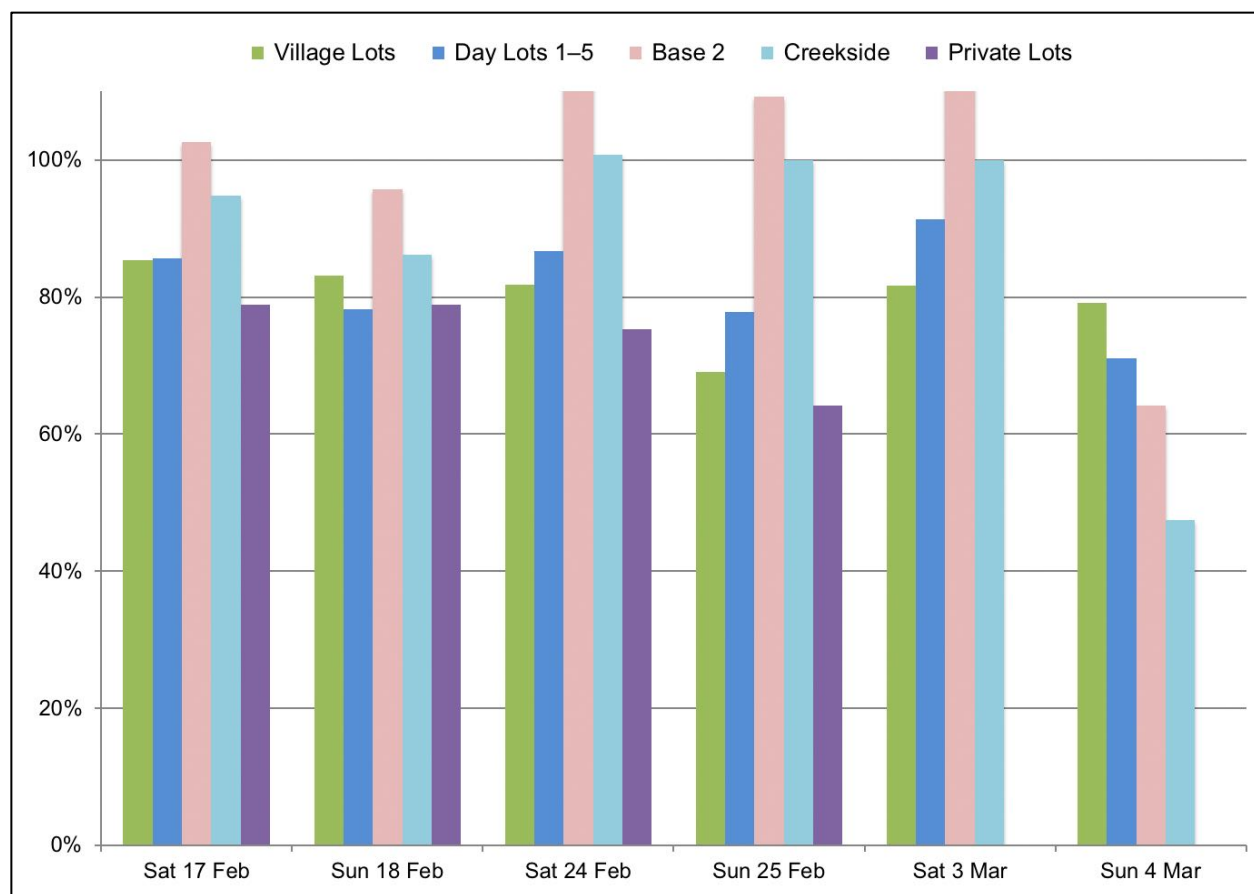


Table 2.2 – Peak parking occupancies, winter 2018

	Capacity	Sat 17 Feb	Sun 18 Feb	Sat 24 Feb	Sun 25 Feb	Sat 3 Mar	Sun 4 Mar
Village:							
• Main Street	81	77%	85%	87%	82%	83%	81%
• Conf. Centre*	219	93%	81%	83%	69%	84%	92%
• Other Village	67	74%	88%	85%	69%	77%	60%
All Village	367	85%	83%	82%	69%	82%	79%
Day Lots 1–5	1,668	86%	78%	87%	78%	91%	71%
Base 2 Lots 6–8	1,080	103%	96%	110%	109%	110%	64%
Creekside	1,357	95%	86%	101%	100%	100%	47%
Private lots	1,177	79%	79%	75%	64%	Not surveyed	
* Surface and underground parking							

Figure 2.3 – Peak parking occupancies, winter 2018



2.3.1 Day Lot Results

There were approximately 1,600 parking spaces available in the Day Lots in Whistler Village (Lots 1 through 5) during winter 2017-18 (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 2.4 provides a comparison of peak parking occupancies in the Day Lots in winter 2018 compared to winter 2016. In winter 2018 the maximum occupancy of the Day Lots was at or below the target 90% on all six days (the maximum was 91% on Saturday 3 March), whereas in winter 2016 the maximum occupancy was 107% on the peak day.

Figure 2.4 – Day Lot peak parking occupancies, winter 2018 vs. winter 2016

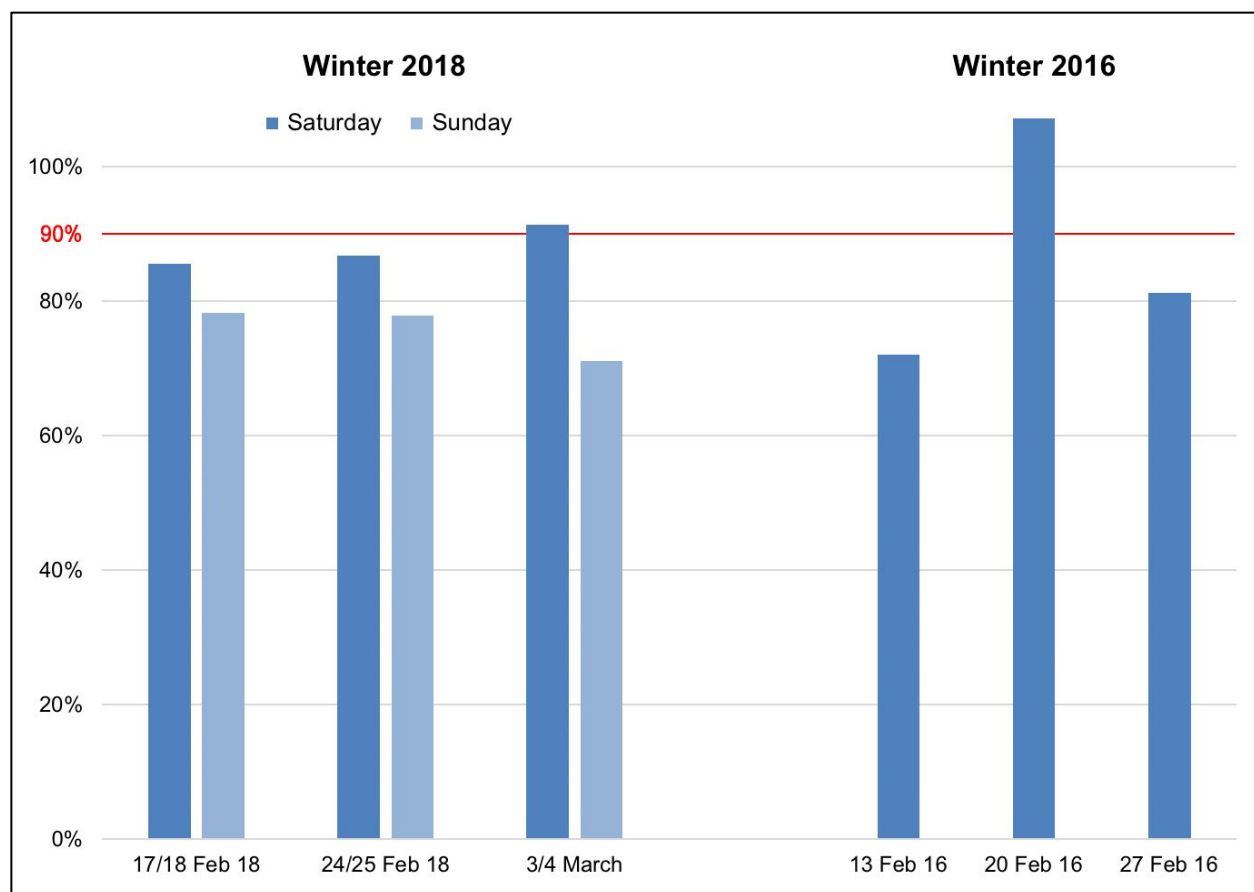


Table 2.4 compares average peak occupancies for winter 2017-18 and winter 2015-16, indicating an increase from 56% overall parking occupancy in winter 2014-16 to 62% in winter 2017-18. Figure 2.5 illustrates average peak occupancies in the Day Lots for winter 2017-18. These percentages are calculated as the average of the observed peak occupancies in each lot on each day over the ski season (which in winter 2017-18 was from 23 November 2017 to 22 April 2018).

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 2.4 indicate that this was successful, as occupancies now lower in Day Lots 1 through 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 now averaged 53%.
- Lot 6 at Base 2 averaged 73% occupancy in 2016, and now averaged 93% for winter 2018.
- Creekside averaged 52% occupancy in 2016, and now averaged 58%.

Table 2.4 – Day Lot season average peak occupancies, winter 2017-18 vs. winter 2015-16

Lot		Capacity Winter 2017-18	Average Peak Occupancies	
			Winter 2017-18	Winter 2015-16
Village	Lot 1	214 vehicles	86%	83%
	Lot 2	265	74%	64%
	Lot 3 E/W	321	37%	24%
	Lot 4	640	53%	80%
	Lot 5	228	29%	48%
Base 2	Lot 6	380	93%	73%
	Lot 7	360	76%	56%
	Lot 8	340	47%	34%
Creekside		1,357	58%	52%
All Lots		4,105 vehicles	62%	56%

Figure 2.5 – Day Lot season average peak occupancies, winter 2017-18

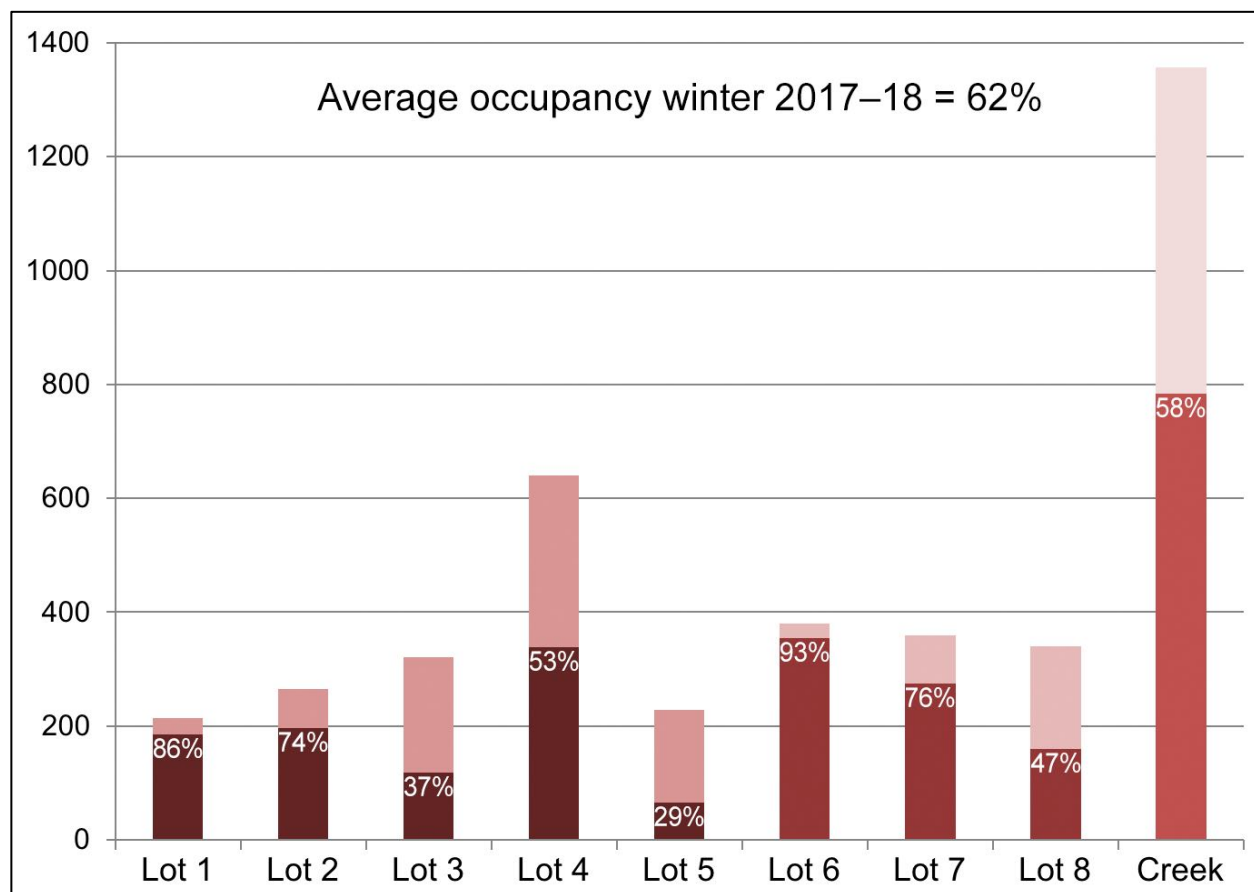


Figure 2.6 illustrates peak parking occupancies in the Village day lots on the six survey days in winter 2018. Significant results include:

- 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 monthly 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 five of six days, only exceeding the target and reaching 93% in Lot 4 on Saturday 3 March, the peak day with the highest parking demand.

Figure 2.6 – Day Lots 1–5 peak parking occupancy by lot, winter 2018

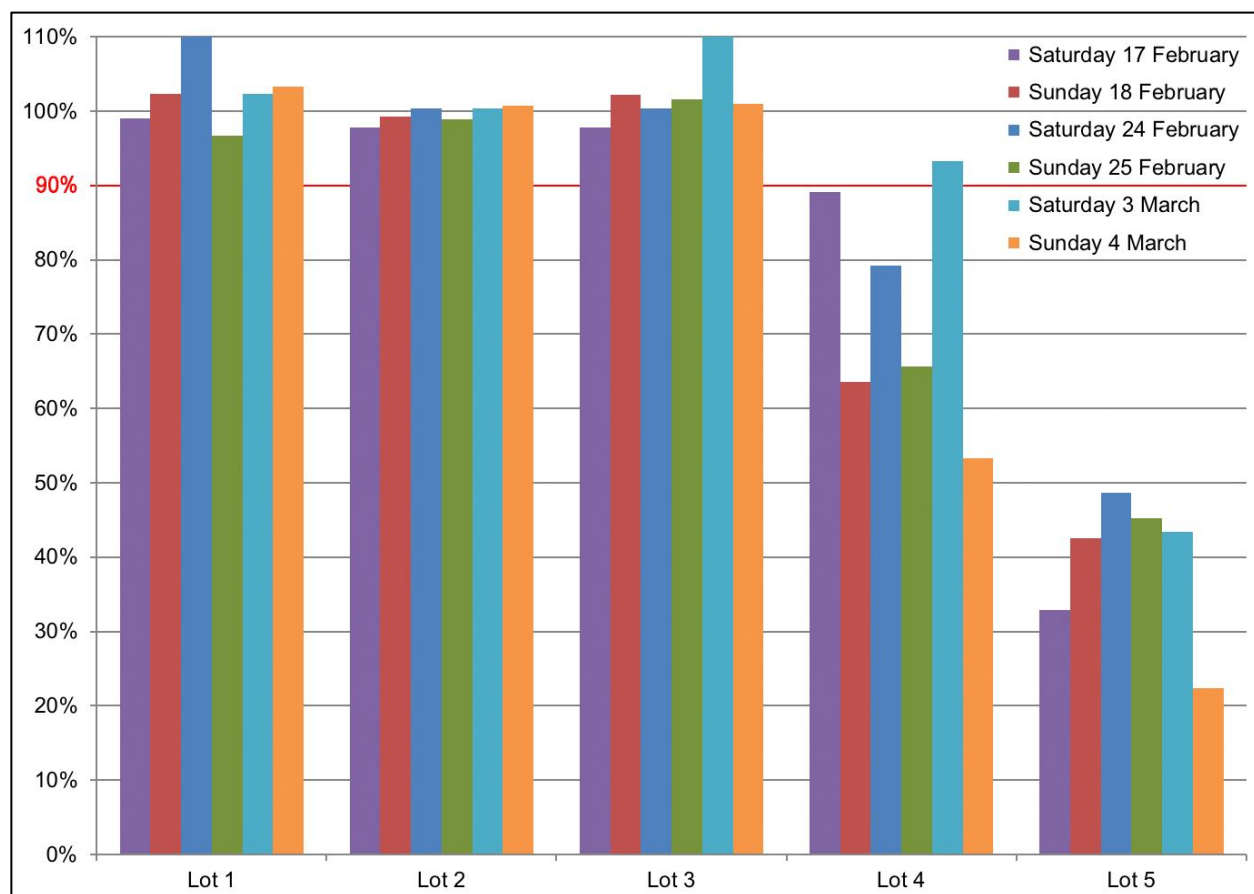


Figure 2.7 illustrates occupancies in the Village day lots in winter 2018 by time of day. Of the six survey days, the occupancy only exceeded the 90% target for three hours on one day, from just before noon to after 2:00 pm.

Figure 2.7 – Day Lots 1–5 parking occupancy by time of day, winter 2018

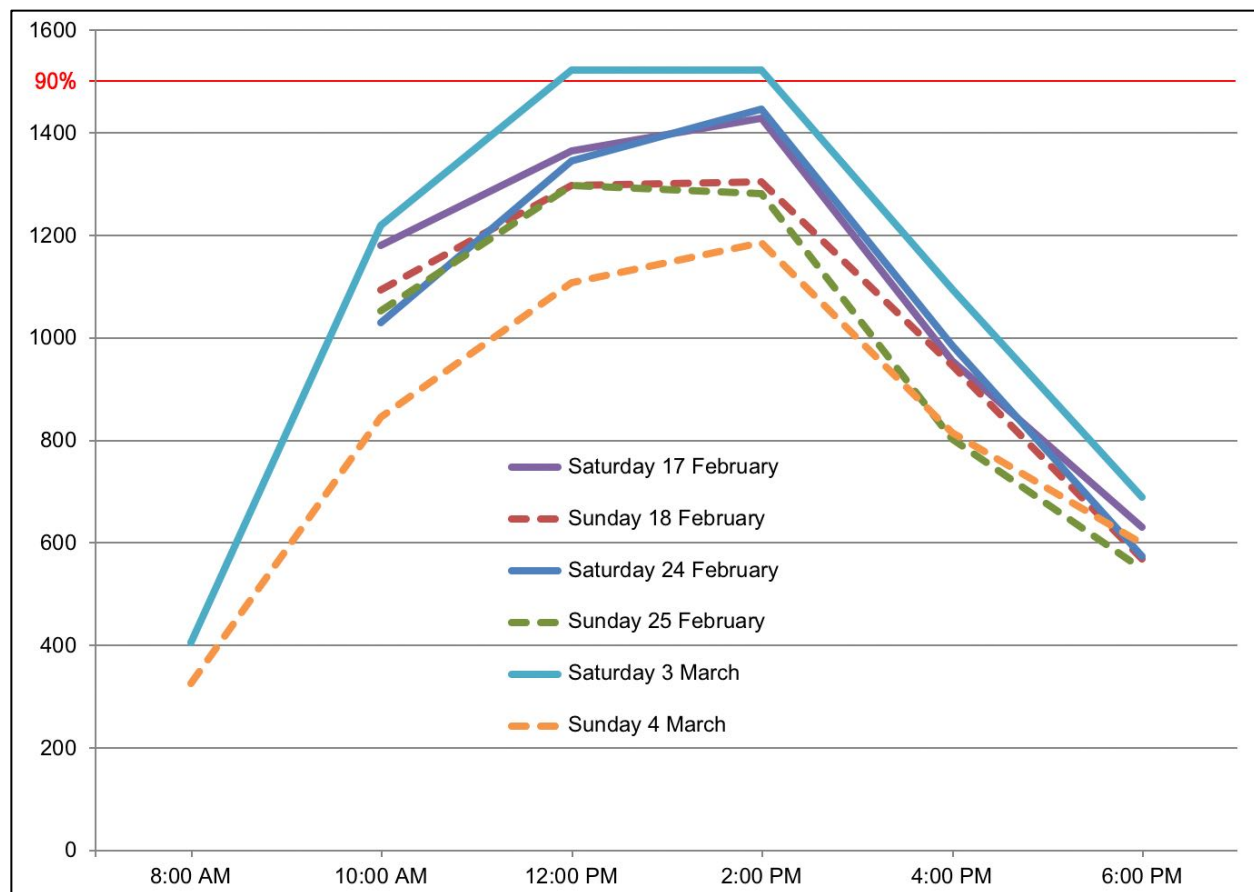
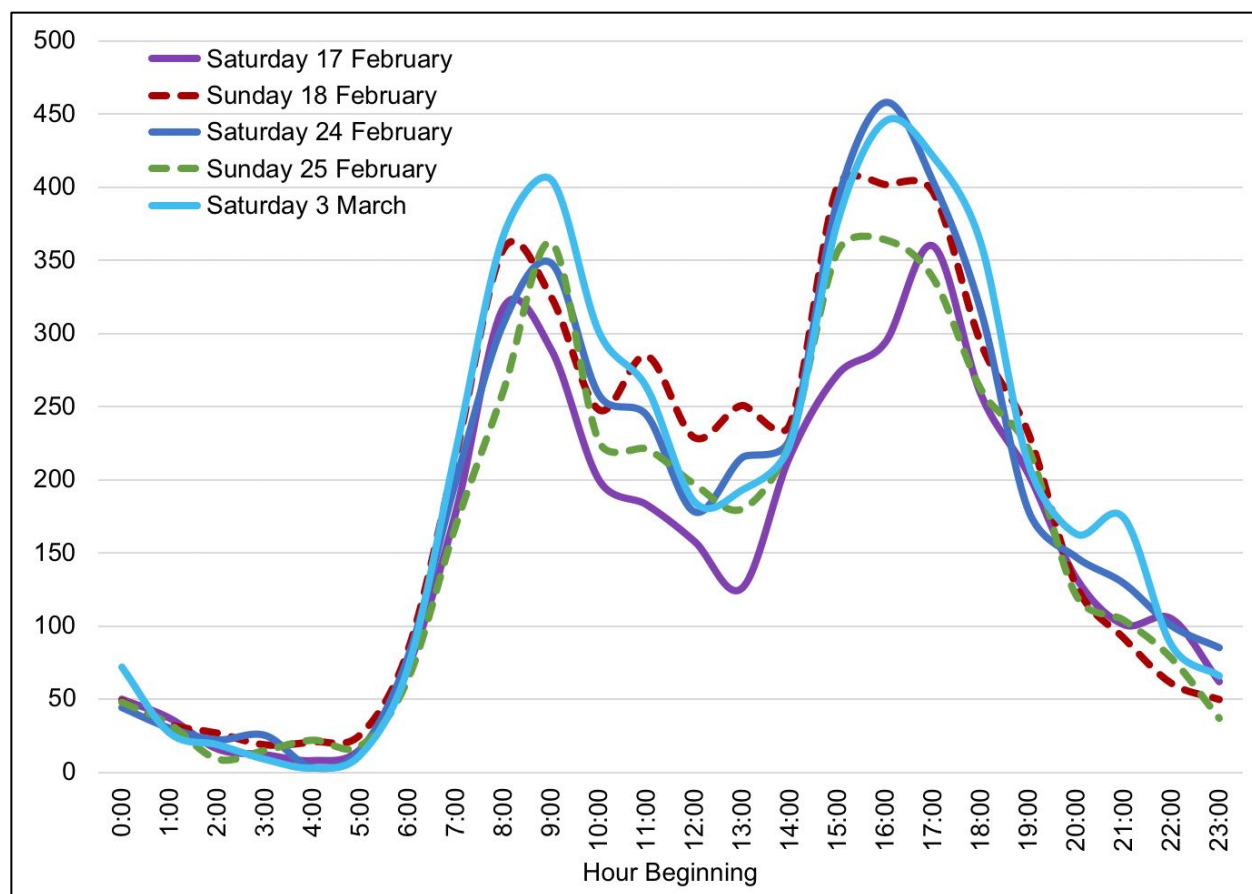


Figure 2.8 illustrates traffic into and out of the Day Lots at the access on Blackcomb Way at Lot 3, recorded on the first five survey days (data are not available for the last survey on Sunday 4 March). Incoming traffic in the morning peaks around 9:00 am, while outgoing traffic in the afternoon peaks around 4:00 pm. Traffic continues to leave the Day Lots right up to 3:00 am, the time after which parking is prohibited to allow for snow clearing.

Figure 2.8 – Day Lot traffic by time of day, Blackcomb Way access road, winter 2018



One of the factors affecting occupancy in the Day Lots is the numbers of parking passes in use, which are summarized in Table 2.5. In summer 2017, the price for 1-month general parking passes (valid in Lots 1, 2 and 3) was increased to \$50 per month, and new passes for employees and residents to park in Lots 4 and 5 were introduced at \$30 per month. The 3-month and 6-month parking passes were discontinued.

A significant number of 1-month general parking passes are purchased during winter months, up to 578 passes in December. There are only 800 parking stalls in Lots 1 through 3, and with more than 450 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 exceeded 90% on all survey days, and even exceeded 100% on several days, as illustrated in Figure 2.6.

Even at an increased price of \$50 per month, many people clearly consider a parking pass 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 each weekend, 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 2.5 – Parking passes sold in winter 2017-18

	General Parking Lots 1–3	Employees/Residents Lots 4–5			Totals
		Carpool	Whistler Home	Other Home	
November	271	–	–	–	271
December	578	58	232	112	980
January	523	86	393	167	1,169
February	451	74	271	128	924
March	469	19	158	63	709
April	262	0	28	7	297
Totals	2,554	237	1,082	477	4,350

During the winter, overnight parking is prohibited from 3:00 to 6:00 am in all Day Lots to allow for snow clearing. Despite this, vehicles are frequently left overnight in the Day Lots, as shown in Figure 2.9 (this photo was taken on the morning of Sunday 18 February following a significant snowfall). A count of overnight parkers at 6:00 am on Saturday 3 March identified 36 vehicles in the Day Lots that had been parked overnight.

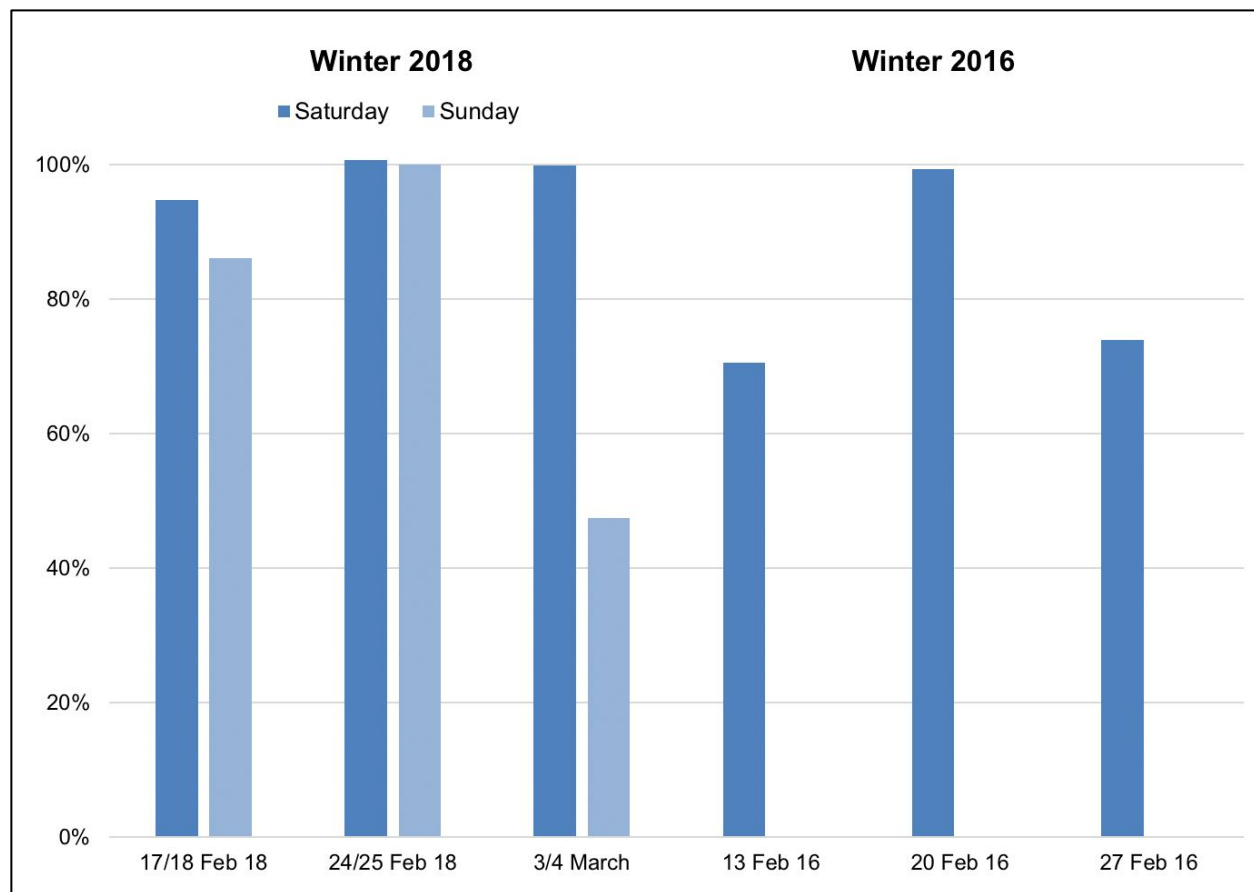
Figure 2.9 – Vehicle parked overnight in Day Lot 1



Free parking is available in the parkade at Whistler Creekside, where there is a total of 1,279 stalls for day parking on levels P1 through P4, 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 2.10 provides a comparison of peak parking occupancies in the Creekside parkade in winter 2018 compared to winter 2016, for day parking stalls (levels P1 through P4 plus overheight parking). In winter 2018 the parking occupancy was 100% on three of the six survey days, whereas in winter 2016 the occupancy almost reached 100% on one of three days.

The most likely reason for the increased occupancy at Creekside in winter 2017-18 is the introduction of pay parking in Day Lots 4 and 5. This was the desired effect of the Transportation Action Plan to make better use of existing parking facilities by shifting the demand for free parking from the Village Day Lots to the more difficult to find lots in Creekside and Base 2.

Figure 2.10 – Creekside peak parking occupancies, winter 2018 vs. winter 2016



2.3.2 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.

2.3.2.1 Municipal Parking in the Village

There was a total of 367 parking stalls available in municipal lots and street parking in the Village during winter 2017-18. 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 2.11 provides a comparison of peak parking occupancies in the Village in winter 2018 compared to 2016. In winter 2018 the maximum occupancy of Village parking lots was at or below the target 85% on all four days (the maximum was 85% on Saturday 17 February), whereas in winter 2016 the occupancy exceeded the 85% target on both days and was a maximum of 95%.

Figure 2.11 – Village peak parking occupancies, winter 2018 vs. winter 2016

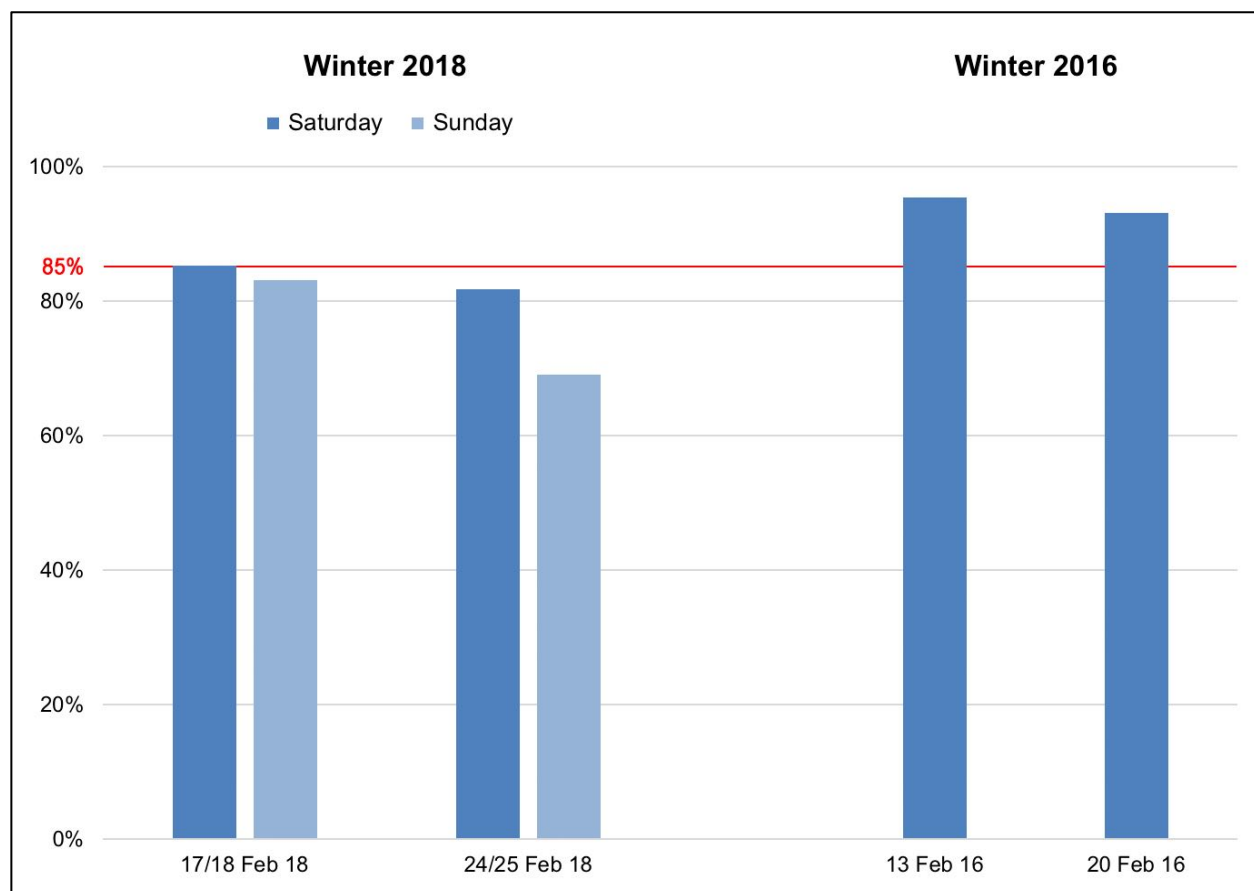


Figure 2.12 illustrates the total occupancy in all Village municipal lots over the first four survey days (only partial surveys were conducted in the Village on the last weekend, and the results are therefore not included in Figures 2.10 and 2.11). Table 2.6 summarizes peak occupancies by location on each day. The most significant result is that the overall parking occupancy did not exceed 85% on any day, which means that at any time it would not have been difficult to find a parking spot in the Village. Although peak occupancies exceeded 85% in some locations, specifically the small parking lots at the library, the Gateway visitors centre, Village Green and Sundial Crescent, there was availability in larger parking lots nearby such as the Conference Centre, Main Street and at the municipal hall.

Figure 2.12 – Village municipal lot parking occupancy by time of day, winter 2018

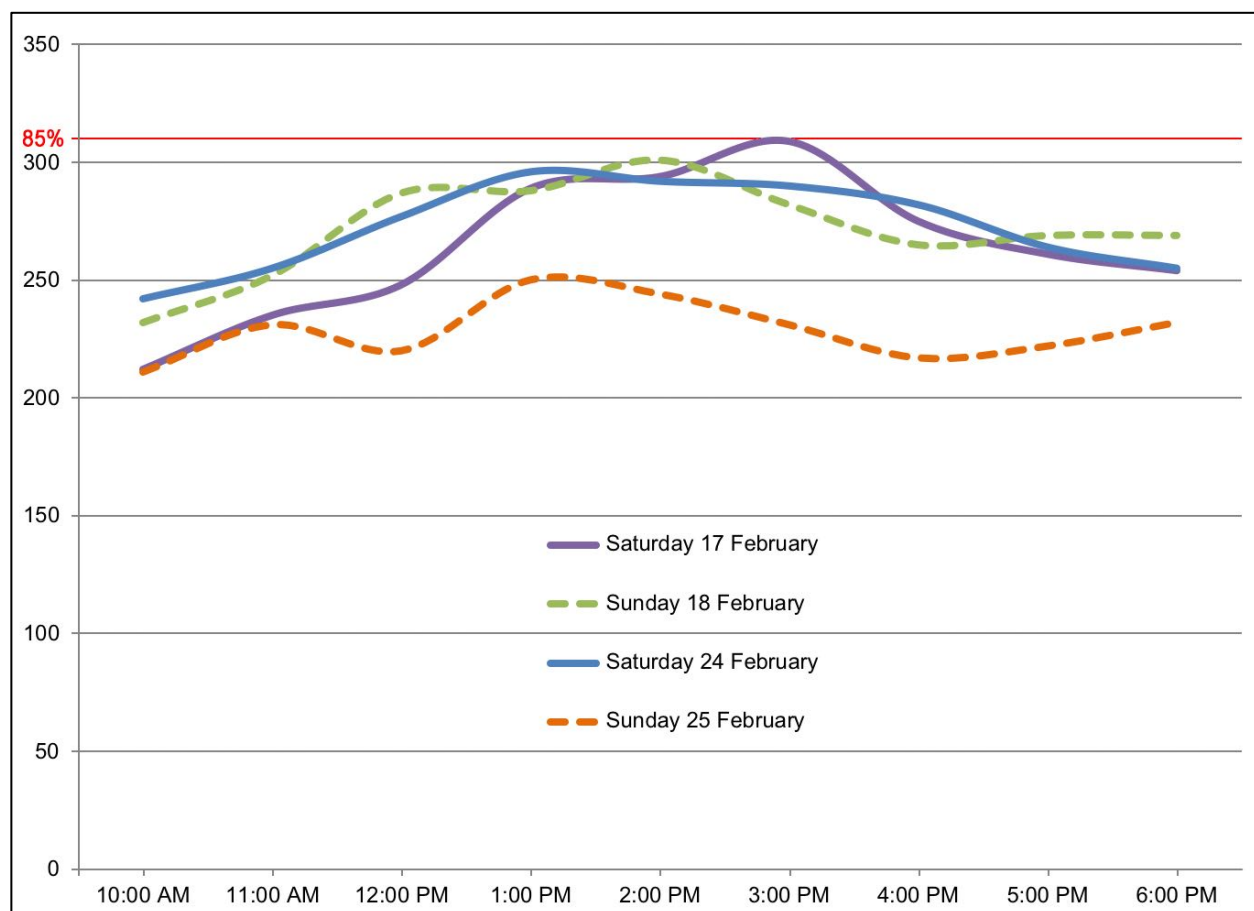


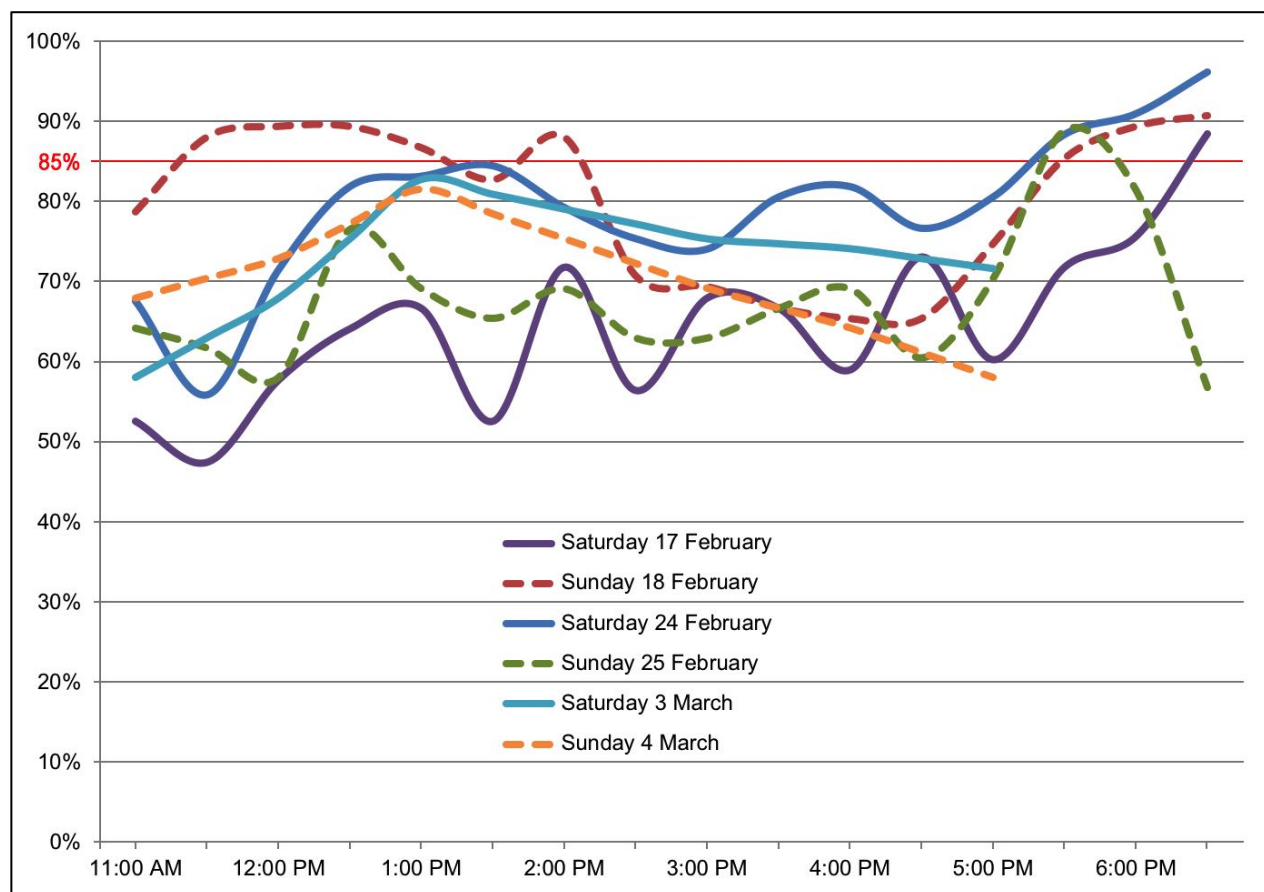
Figure 2.13 provides a closer look at parking occupancies on Main Street, where there is a total of 81 parking stalls:

- Average occupancies over the entire day (from 11:00 am to 6:30 pm) ranged from 65% on Saturday 17 February to 79% on Saturday 24 February to a high of 80% on Sunday 18 February.
- Occupancies were highest in the evenings after 5:30 pm. Throughout the rest of the day, occupancies only exceeded 85% in late morning and early afternoon on Sunday 18 February.

Table 2.6 – Village municipal lot peak parking occupancies, winter 2018

		Saturday 17 Feb	Sunday 18 Feb	Saturday 24 Feb	Sunday 25 Feb
Main Street		77%	88%	88%	79%
Library		95%	105%	100%	82%
Municipal hall		50%	79%	79%	71%
Conference Centre	Surface	84%	84%	81%	76%
	Underground	97%	81%	86%	69%
Visitor centre/credit union		71%	100%	86%	86%
Village Green		89%	111%	111%	89%
Sundial		100%	100%	100%	100%
All Village municipal lots		85%	84%	82%	68%

Figure 2.13 – Main Street parking occupancy, winter 2018



The time limit for parking on Main Street is 2 hours, reduced from 4 hours in previous years. The price is \$1.00 for the first hour, and increases to \$2.00 for the second hour to encourage shorter-term parking. Table 2.7 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 10 min, which is consistent with results from previous parking surveys.
- There were many vehicles parked beyond the 2-hour time limit, as indicated in orange in Table 2.7. Overall, 7% of the time parking stalls were occupied by vehicles parked overtime.
- The average duration for vehicles parked overtime was 3 hours and 20 minutes, an hour and 20 minutes more than the 2-hour time limit. Several vehicles were parked for 7 or more hours, including one vehicle that was already there when the parking survey began at 11:00 am and remained there after the parking survey ended at 6:30 pm (indicated in Table 2.7 as 8.0+ hours on Sunday 18 February).
- 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.

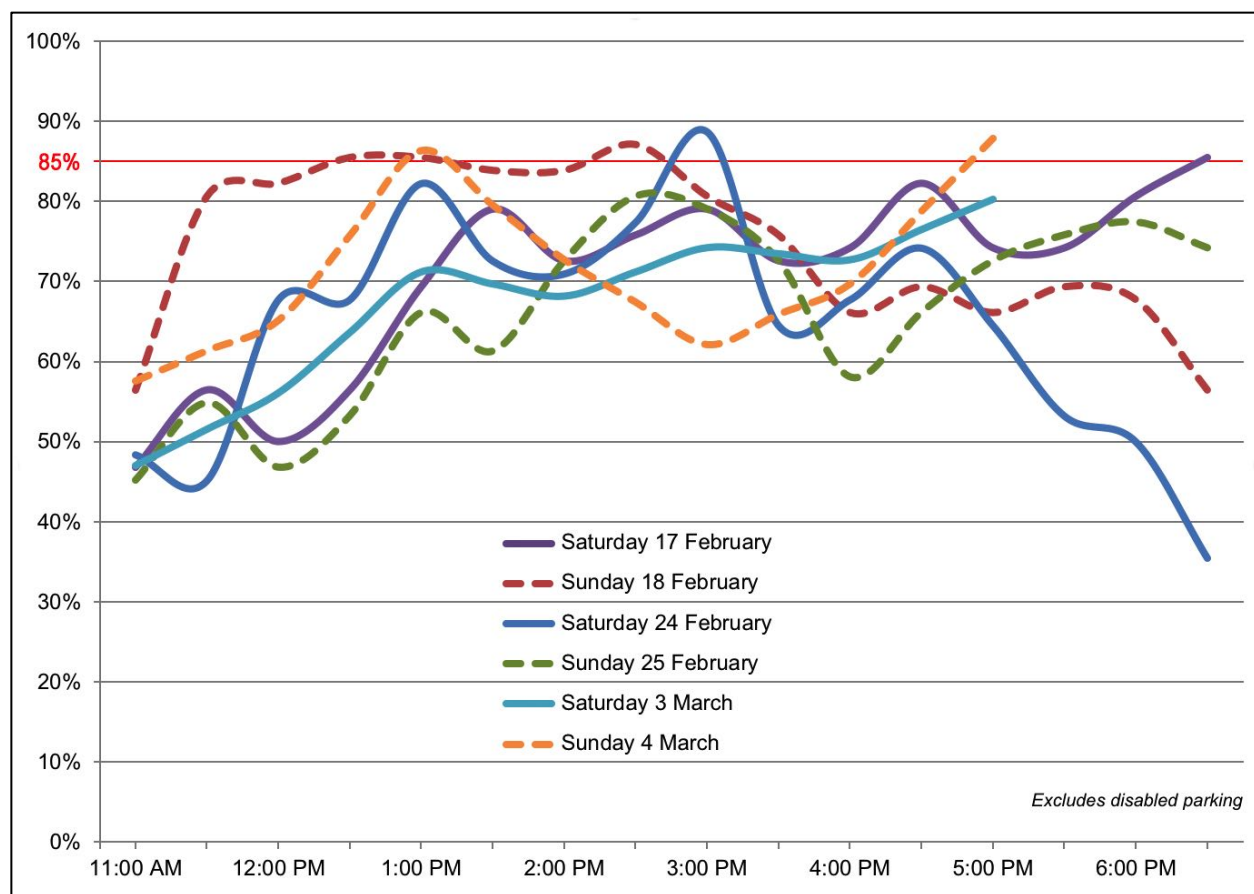
Table 2.7 – Main Street surface lot parking duration, winter 2018

	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 17 February	1 hr 12 min	7.0 hr	58%	3%	5%	34%
Sunday 18 February	1 hr 10 min	8.0+ hr	73%	3%	5%	19%
Saturday 24 February	1 hr 4 min	6.0 hr	73%	3%	4%	20%
Sunday 25 February	1 hr 14 min	7.5 hr	61%	3%	4%	32%
Average all days	1 hr 10 min	8.0+ hr	67%	3%	4%	26%

Figure 2.14 illustrates parking occupancies in the surface parking lot at the Conference Centre, where there was a total of 66 parking stalls (including four stalls for persons with disabilities, but not including eight stalls blocked off by concrete barriers during the winter due to the risk of snow sliding off the Conference Centre roof):

- Average occupancies over the entire day (from 11:00 am to 6:30 pm) ranged from 61% on Sunday 24 February to 71% on Sunday 17 February.
- Occupancies only exceeded 85% briefly, and decreased to less than 85% within an hour.

Figure 2.14 – Conference Centre surface lot parking occupancy, winter 2018



The time limit for parking in the surface lot at the Conference Centre is 2 hours, reduced from 4 hours in previous years. Table 2.8 provides a summary of observed parking durations:

- The average parking duration was 1 hour and 22 minutes, which is similar to results from previous parking surveys.
- A significant number of vehicles were parked in the surface lot beyond the 2-hour time limit. Overall, 9% of the time parking stalls were occupied by vehicles parked overtime.
- The average duration for vehicles parked overtime was 3 hours and 30 minutes, an hour and 30 minutes more than the 2-hour time limit.

Table 2.8 – Conference Centre surface lot parking duration, winter 2018

	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 17 February	1 hr 21 min	7.5 hr	57%	4%	7%	32%
Sunday 18 February	1 hr 35 min	7.5 hr	58%	3%	10%	29%
Saturday 24 February	1 hr 17 min	7.5 hr	56%	2%	3%	39%
Sunday 25 February	1 hr 14 min	7.0 hr	56%	3%	5%	36%
Average all days	1 hr 22 min	7.5 hr	57%	3%	6%	34%

2.3.2.2 Street Parking on Blackcomb Way

Winter 2018 was the first time a survey was conducted of the 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. To determine occupancy and parking duration, licence plate surveys were conducted on Saturday and Sunday 3 and 4 March from 6:00 am to 6:00 pm.

Parking on Blackcomb Way is free, and the time limit is two hours. The average duration for all vehicles on the 3/4 March weekend was 2 hours and 15 minutes, which is 15 minutes longer than the time limit. Almost one-third of vehicles were parked overtime beyond the 2-hour time limit, with an average duration for overtime parkers of 4 hours and 20 minutes, and a maximum duration of 12 hours.

The occupancy of parking on Blackcomb Way is illustrated in Figure 2.15. By 9:00 am both days the occupancy had exceeded the 85% target, and by 10:00 am all 25 parking spaces were full. Maximum occupancy was 108% on both 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.”

Figure 2.16 shows a vehicle parked in the “no parking” area beyond the north end of the 2-hour parking zone, but does not show the fire hydrant just to the right of the vehicle’s rear bumper. At the south end of the parking zone, vehicles parked in the “no parking” area are less than 6 m from a marked crosswalk, contrary to motor vehicle regulations.

Figure 2.15 – Blackcomb Way parking occupancy, winter 2018

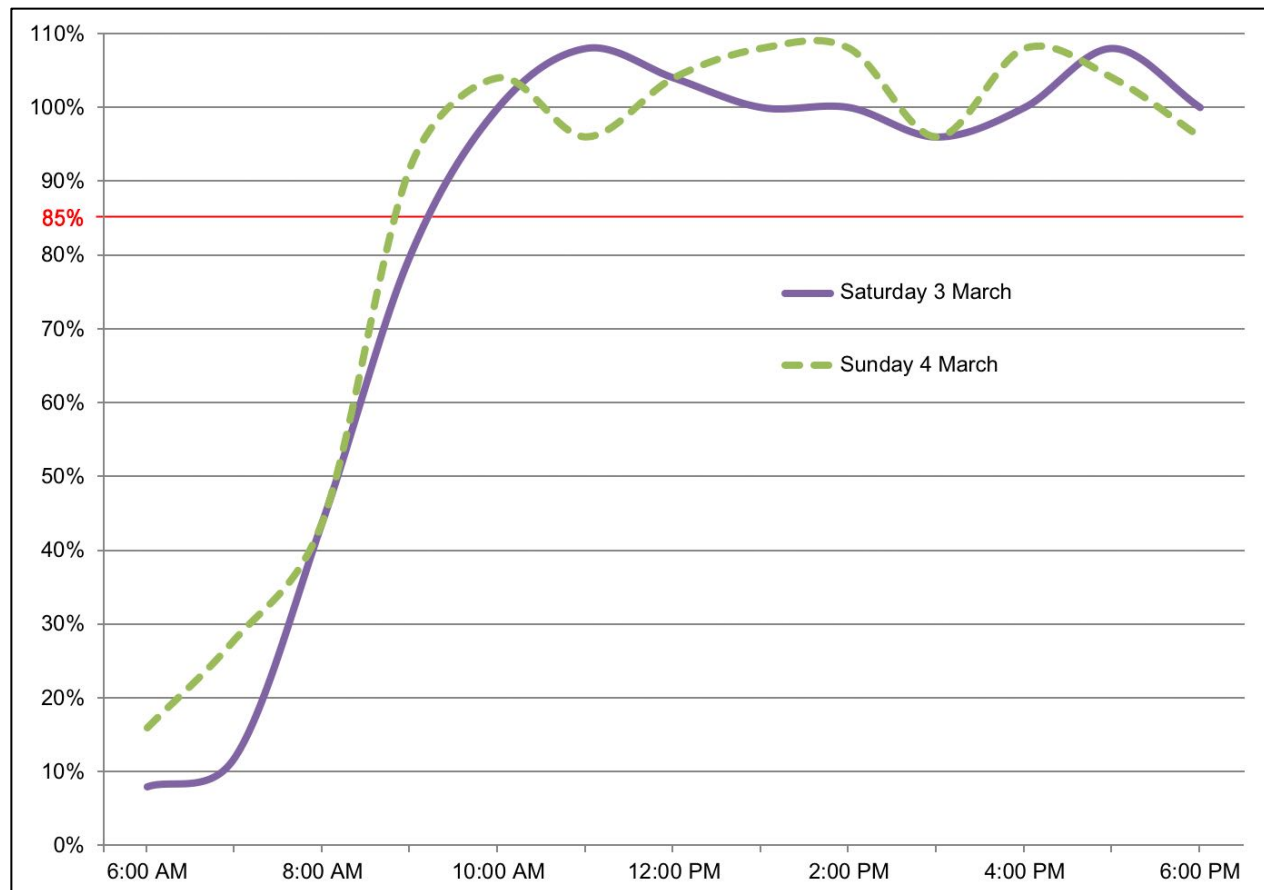


Figure 2.16 – Vehicle parked beyond designated parking zone on Blackcomb Way



2.3.2.3 Private Lots in the Village

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

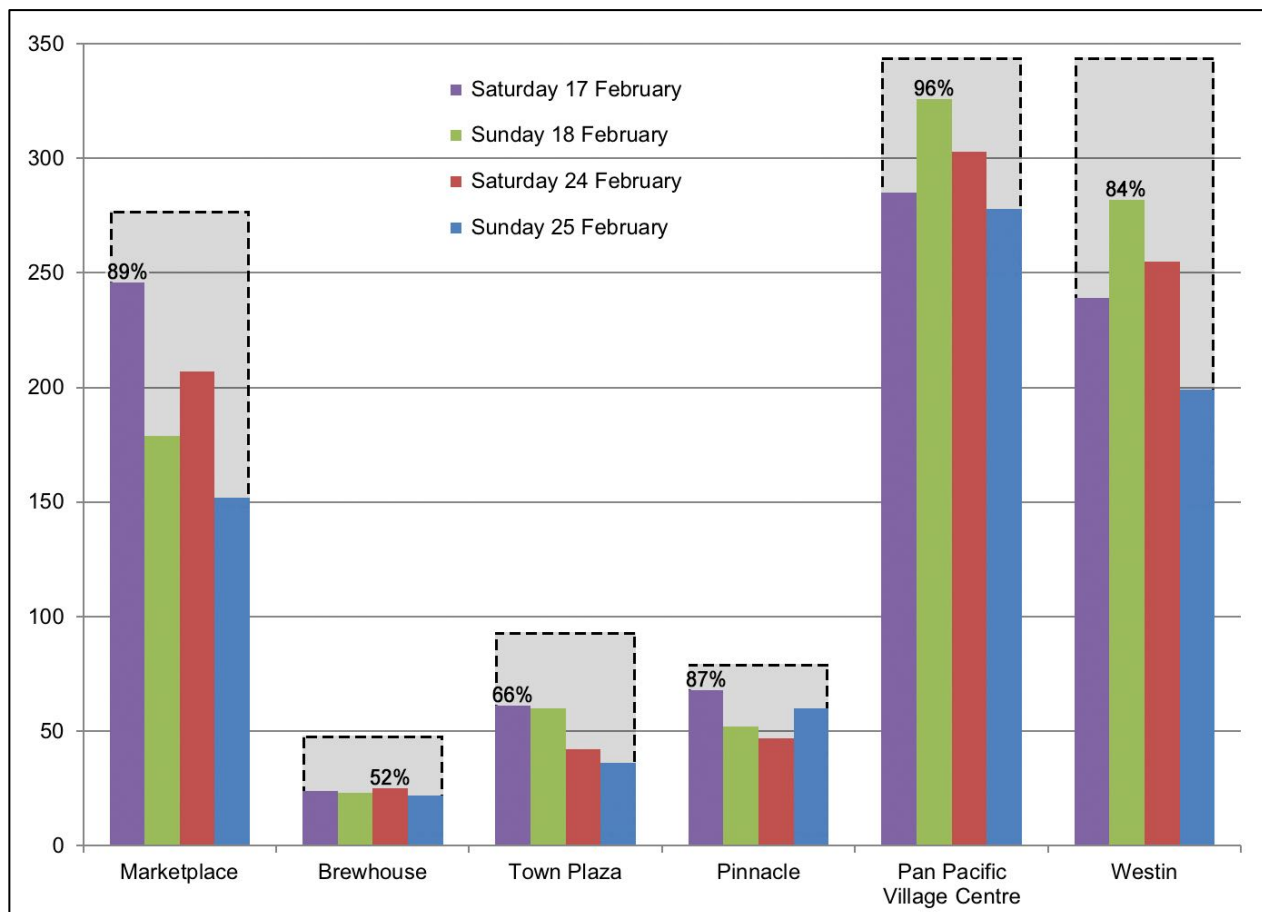
- Hotels – Pan Pacific Village Centre/Peak Lodge, Westin and Pinnacle (761 stalls total).
- The Brewhouse lot (48 stalls).
- The Town Plaza lot (92 stalls).
- Marketplace parking lot (276 stalls)

Prices in private parking lots are generally high. Rates range from \$2.00 to \$4.25 per hour, from \$15 to \$25 per day, and up to \$42.50 for 24 hours. The exception is the Pan Pacific Village Centre/Peak Lodge lot where parking costs \$10 per day, which is the same as Day Lots 1 through 3, and \$5 more than Lots 4 and 5. Parking at Marketplace is limited to two hours, and is free for the first hour and \$2.35 or \$3.00 for the second hour if paid through the smartphone app or at a parking machine.

Figure 2.17 summarizes peak daytime occupancies in private parking lots on the first four survey days (private lots were not surveyed on the last weekend). The results indicate that during the daytime parking is available most days in most publicly-accessible private parking lots in the Village:

- Daytime parking occupancies in hotels ranged from 59% to 96%.
- The total number of empty parking stalls available to the public in the hotels that were surveyed ranged from 245 to 420 stalls.
- Occupancies were low in the Brewhouse and Town Plaza lots, ranging from 39% to 68%. Likely reasons for this are that these private lots are more expensive than municipal lots, and neither of these underground lots are well signed nor prominently identified, and as a result may be likely overlooked by many motorists.

Figure 2.17 – Private lots peak daytime parking occupancies, winter 2018



2.4 Results Summer 2018

Figure 2.18 indicates daily combined pay parking revenues from transactions in municipal parking lots in the Village and Day Lots on weekends during the summer from 15 June through 15 September 2018. Days on which parking surveys were undertaken are indicated in Figure 2.18 with asterisks and light 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 monthly passes are not reflected in daily revenues, yet they account for a significant proportion of parking activity (as discussed in detail in Section 2.4.1).

Table 2.9 and Figure 2.19 summarize peak parking occupancies on the four survey days during summer 2018. Significant results include:

- The overall peak parking occupancy in the Village was at or below the 85% target on all six survey days.
- In Day Lots 1 through 5, the overall peak parking occupancy exceeded the 90% target on the BC Day long weekend, but remained well below the 90% target on the second weekend.
- Day parking at Creekside (levels P1 and P2 plus overheight parking on the top level) reached a maximum of 15% occupancy on the survey days.
- Private lots have limited capacity on all days.

Figure 2.18 – Village and Day Lot municipal parking revenue, summer 2018

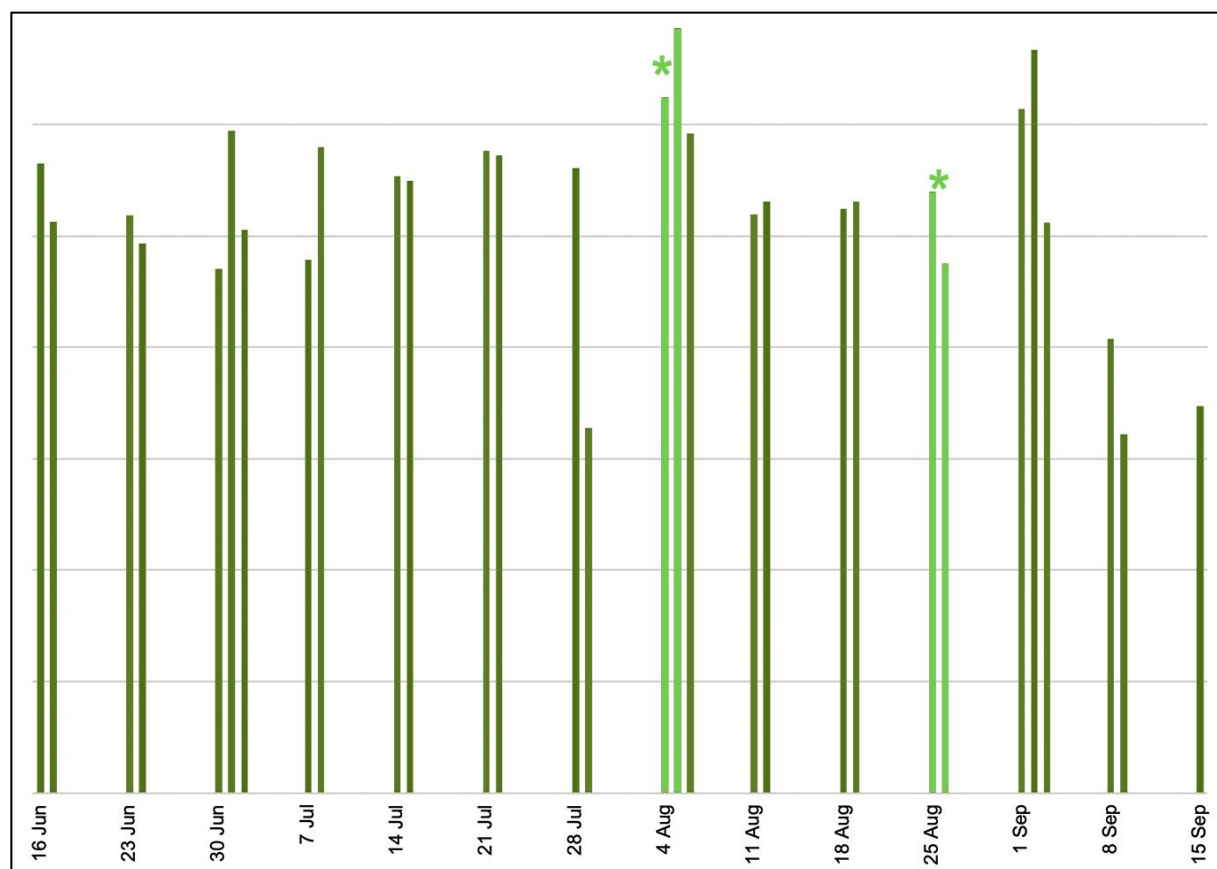
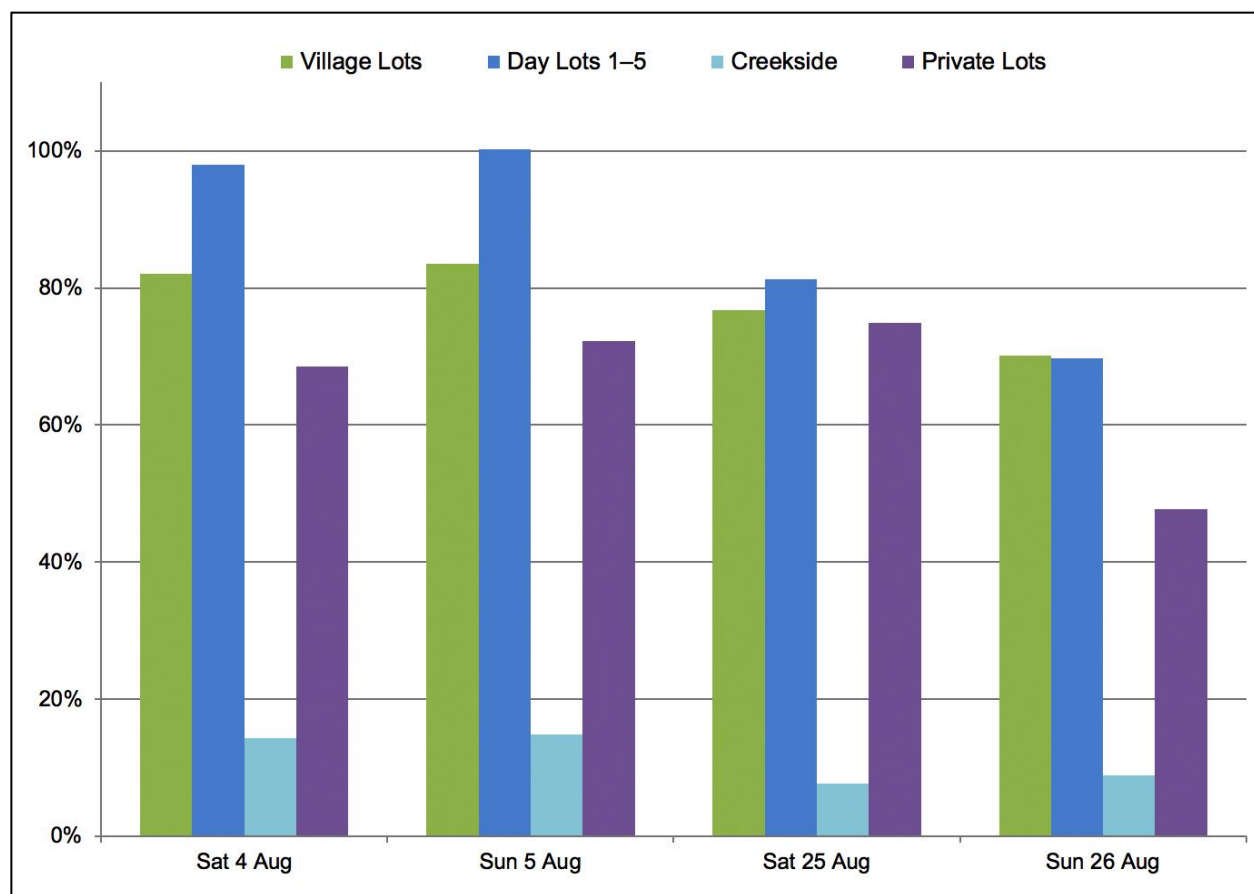


Table 2.9 – Peak parking occupancies, summer 2018

	Capacity	Saturday 4 August	Sunday 5 August	Saturday 25 August	Sunday 26 August
Village:					
• Main Street	81	90%	93%	91%	89%
• Conference Centre*	227	83%	90%	78%	67%
• Other Village	78	79%	72%	72%	60%
All Village	386	82%	83%	77%	70%
Day Lots 1–5	1,666	98%	100%	81%	70%
Creekside	781	14%	15%	8%	9%
Private lots	1,177	69%	72%	75%	48%
* Surface and underground parking					

Figure 2.19 – Peak parking occupancies, summer 2018



2.4.1 Day Lot Results

There was a total of 1,666 parking spaces available in the Day Lots in the Village (Lots 1 through 5) during summer 2018. Figure 2.20 provides a comparison of peak parking occupancies in the Day Lots in summer 2018 compared to the two previous summers. In summer 2018 the maximum occupancy of the Day Lots exceeded the target 90% on the BC Day long weekend, reaching 100%, whereas in summer 2016 the maximum occupancy was 102% on the peak day.

Figure 2.20 – Day Lot peak parking occupancies, summer 2018 vs. 2017 vs. 2016

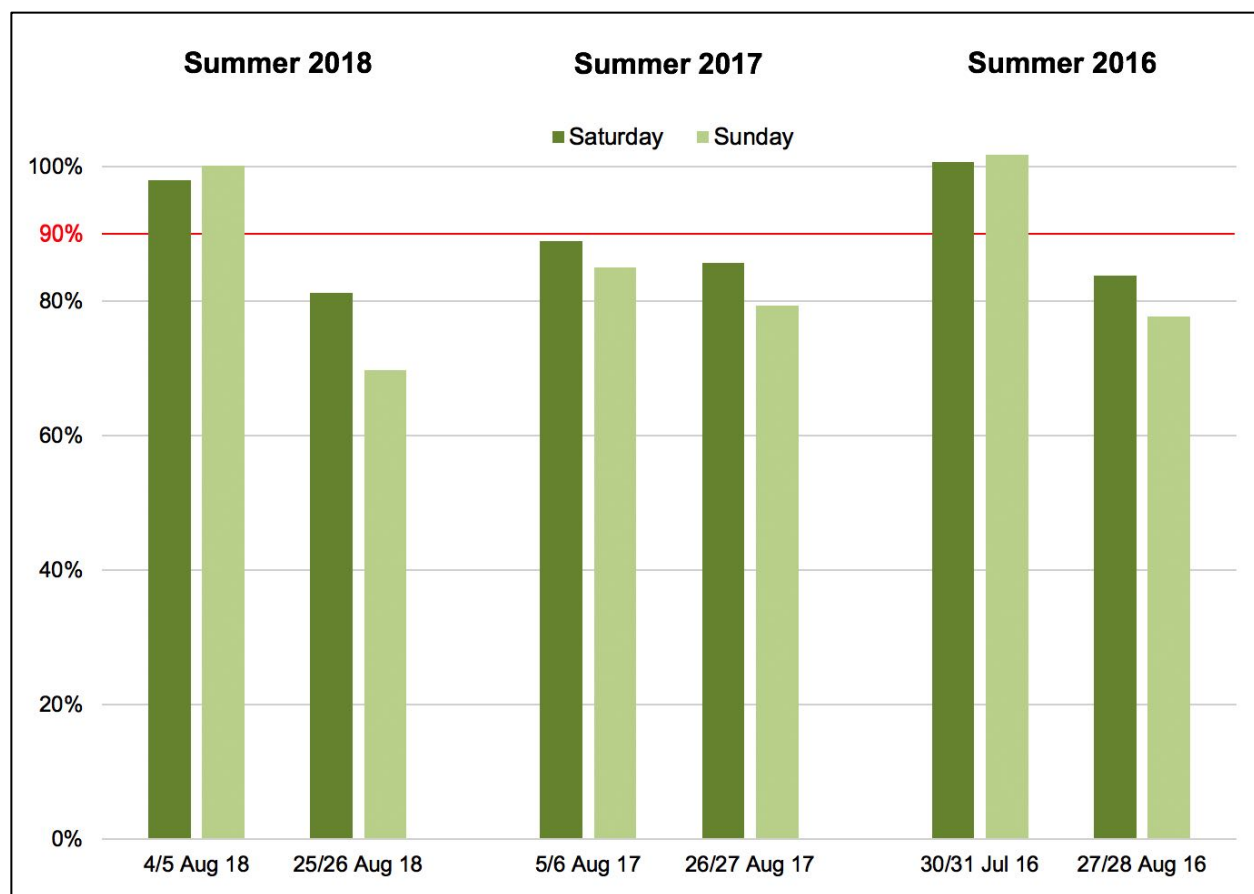


Figure 2.21 illustrates peak parking occupancies in the Village day lots on the four survey days in summer 2018. There is a significant difference between the parking demand in Lots 1 through 3 and Lots 4 and 5:

- Occupancy in Lots 1 through 3 was at or above 90% on all days.
- Although occupancy in Lots 4 and 5 exceeded 90% on the BC Day long weekend, when there were more visitors in Whistler, it was much lower on the second weekend when there was no special event scheduled and there was likely to be fewer visitors.

This result suggests that the reason Lots 1 through 3 are full all the time is not visitors, but local residents and employees who park in the Day Lots on a regular basis. As discussed below, many of these people have purchased parking passes for Lots 1 through 3.

Figure 2.21 – Day Lots 1–5 peak parking occupancy by lot, summer 2018

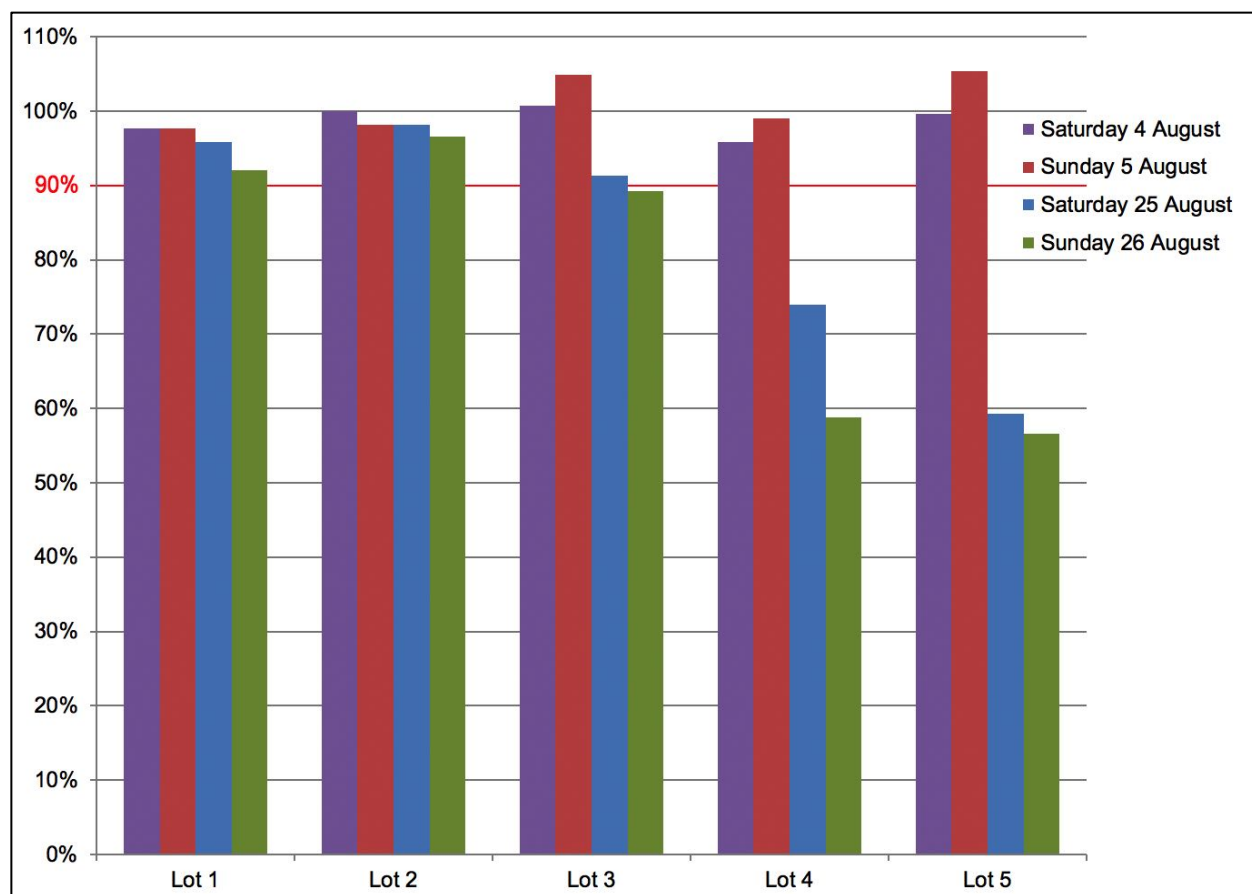


Figure 2.22 illustrates occupancies in the Village day lots in summer 2018 by time of day. The occupancy exceeded the 90% target on the BC Day Long weekend, for three hours on Saturday and for five hours on Sunday.

Figure 2.22 – Day Lots 1–5 parking occupancy by time of day, summer 2018

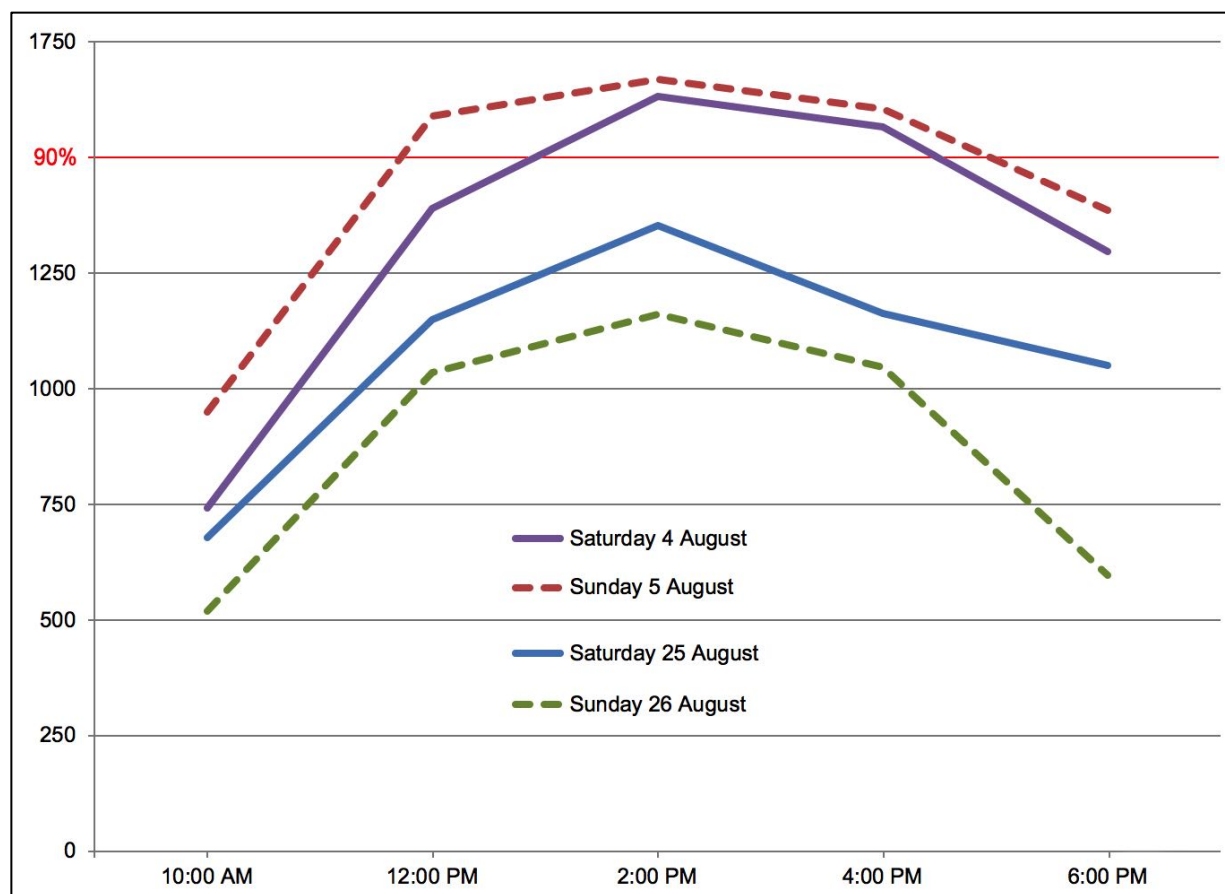


Table 2.10 compares the number of days during summer 2018, 2017 and 2016 when the Day Lots filled to capacity. The Day Lots filled to capacity on 12 days in summer 2018. Nine of those days occurred when some lots were partially or completely closed to public parking for special events, including Ironman (Lot 4) and Crankworx (Lot 2). The remaining three days were on a long weekend (Sunday of the BC Day long weekend, and Saturday and Sunday of the Labour Day long weekend).

Table 2.10 – Number of days Day Lots were full, summer 2018 vs. 2017 vs. 2016

	Summer 2018	Summer 2017	Summer 2016
Friday	2	1	6
Saturday	3	4	9
Sunday	4	4	9
Monday–Thursday	3	2	11
Totals	12	11	35
Longboard festival	—	—	2
Pemberton Music Festival	—	—	2
Ironman	2	4	4
Crankworx	7	4	12
No special events	3	3	15

Interviews were conducted of people parking in the Day Lots on several days over the summer. The majority of people (86%) surveyed were visitors, as it proved to be difficult to intercept people who use monthly passes (generally residents and employees). Six out of seven (87%) survey respondents reported that finding parking was easy, and less than 7% reported it was difficult to find parking (and even at times that some people reported it was difficult, others reported it was easy). Three-quarters (74%) of people planned to park all day, and the majority (55%) were destined to the Village (other popular destinations were hiking and biking on the mountain and biking the Valley Trail). A common request was for better signage directing motorists to the Day Lots (especially to Lot 5), and better signage in the parking lots explaining prices and times (especially that parking is free after 5 pm).

One of the factors affecting occupancy is the numbers of parking passes sold for the Day Lots, which are summarized in Table 2.11. A significant number of 1-month general parking passes are purchased during summer months, up to 406 passes in July. There are only 800 parking stalls in Lots 1 through 3, and with more than 400 passes in circulation on the BC Day long weekend when the first parking surveys were conducted it is not surprising that peak occupancies in Lots 1, 2 and 3 exceeded 90%.

At a price of \$50 per month, many people clearly consider a parking pass 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. More importantly, once someone has purchased 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 2.11 – Parking passes sold in summer 2018

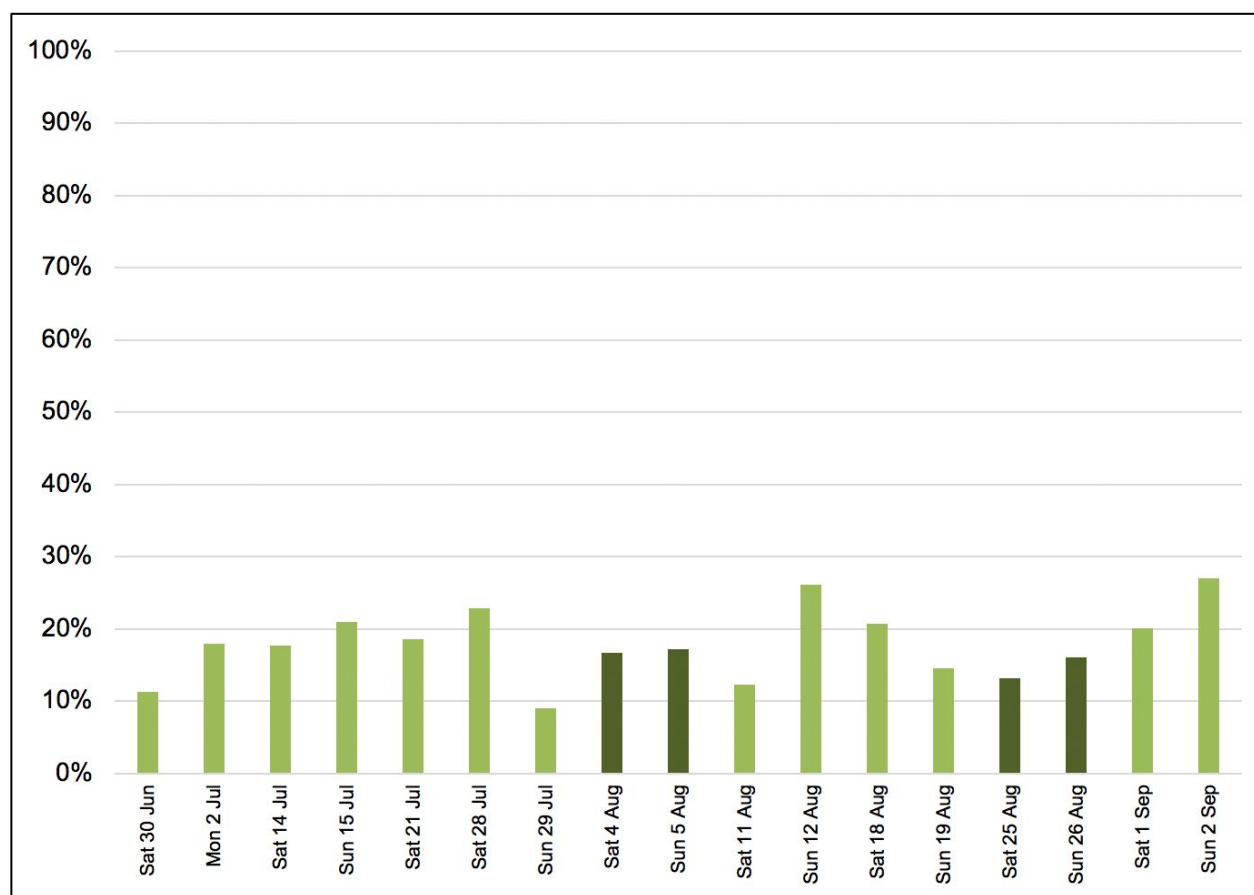
	General Parking Lots 1–3	Lots 4–5		Totals
		Carpool	Employees/ Residents	
June	356	26	127	509
July	406	14	154	574
August	351	4	108	463
September	66	0	9	75
Totals	1,179	44	398	1,621

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 2.23 shows peak parking occupancies in the Creekside parkade in summer 2018, for day parking stalls (levels P1 and P2 plus overheight parking). The four days that parking surveys were undertaken in the Village are indicated in dark green (some Saturdays and Sundays are missing from Figure 2.23 as the Creekside parkade was not surveyed on these days). The days with the highest numbers of vehicles at Creekside were Sunday 12 August (the first weekend of Crankworx) when there were 204 vehicles (26% of the parkade capacity) and Sunday 2 September (the Labour Day long weekend) when there were 211 vehicles (27% of capacity).

Figure 2.23 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.

Interviews were conducted of people parking at Whistler Creekside on several days over the summer. All survey respondents reported that finding parking at Creekside was easy. Several people indicated that they prefer to park at Creekside rather than in the Village, and the most common comments (from half the respondents) was a request that the parking at Creekside remain free.

Figure 2.23 – Creekside peak parking occupancies, summer 2018



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 386 parking stalls available in municipal lots and street parking in the Village during summer 2018. 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 2.24 provides a comparison of peak parking occupancies in the Village in summer 2018 compared to summer 2017 and 2016. In summer 2018 the maximum occupancy of Village parking lots was at or below the target 85% on all four days (the maximum was 83% on Sunday 5 August). In contrast, in summer 2016 the parking occupancy in the Village reached 97%.

Figure 2.24 – Village peak parking occupancies, summer 2018 vs. 2017 vs. 2016

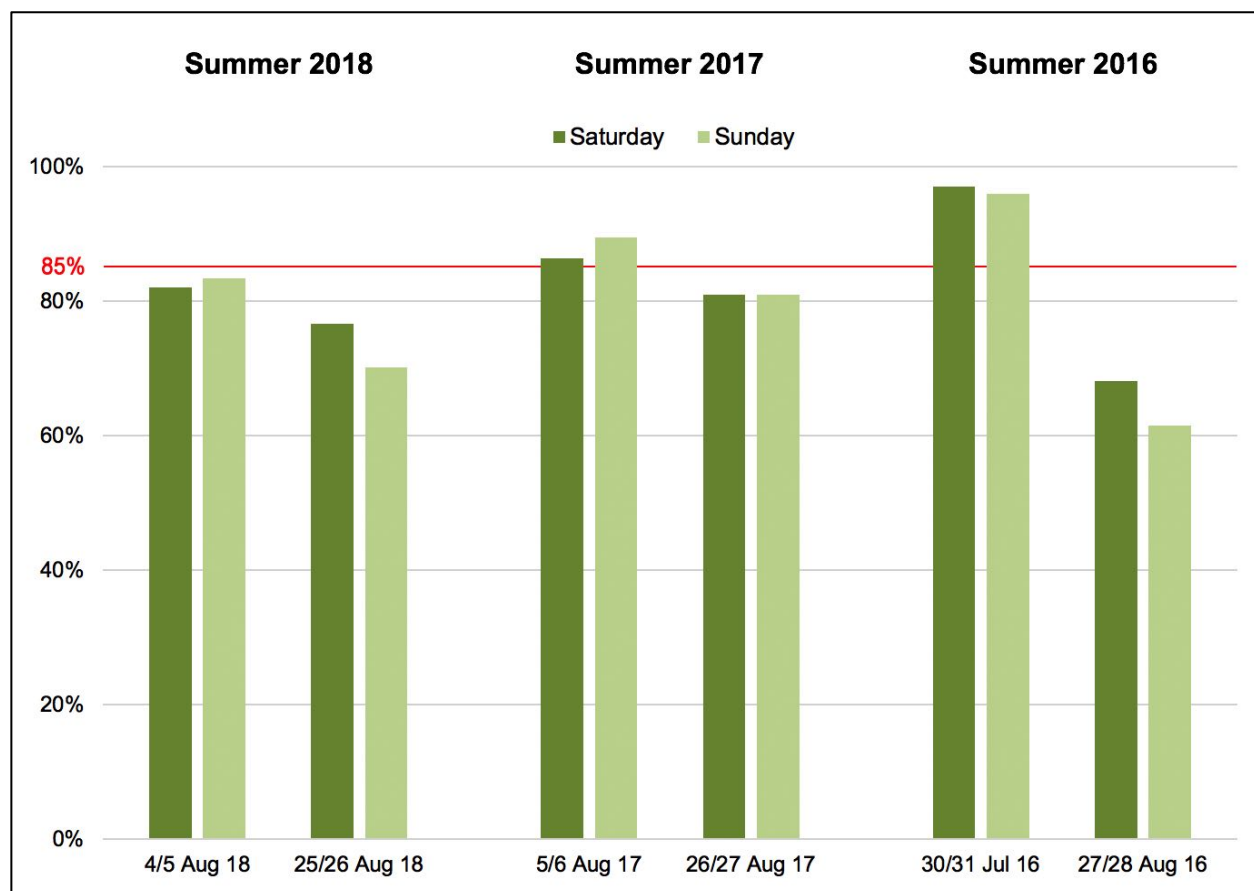


Figure 2.25 illustrates the total occupancy in all Village municipal lots over the four survey days, and Table 2.12 summarizes peak occupancies by location on each day. The most significant result is that the overall parking occupancy did not exceed 85% on any day, which means that at any time it would not have been difficult to find a parking spot in the Village. Although peak occupancies exceeded 85% in some locations, particularly the small parking lots at the library, Gateway Loop, Village Green and Sundial Crescent, there was availability in larger parking lots nearby such as the Conference Centre, Main Street and at the municipal hall.

Figure 2.25 – Village municipal lot parking occupancy by time of day, summer 2018

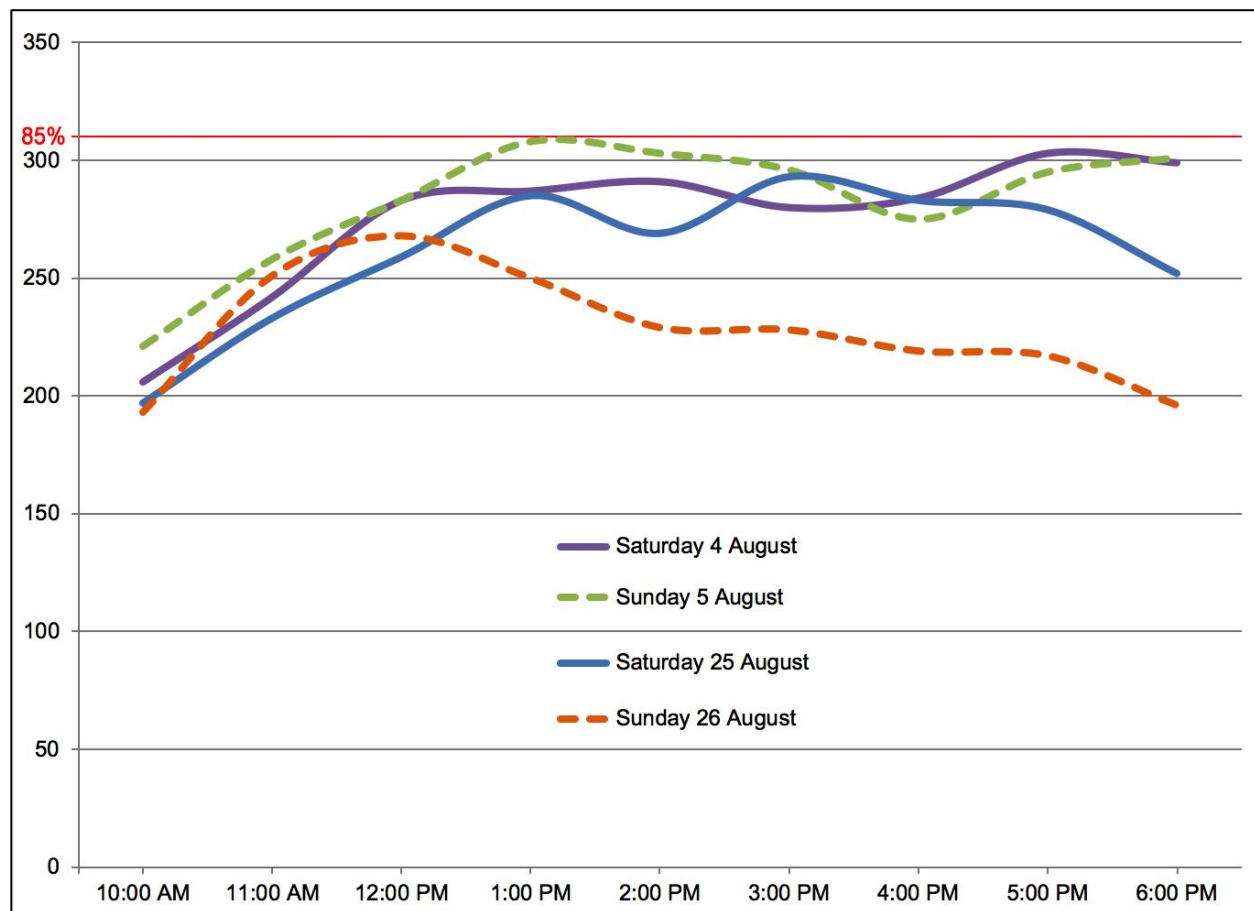
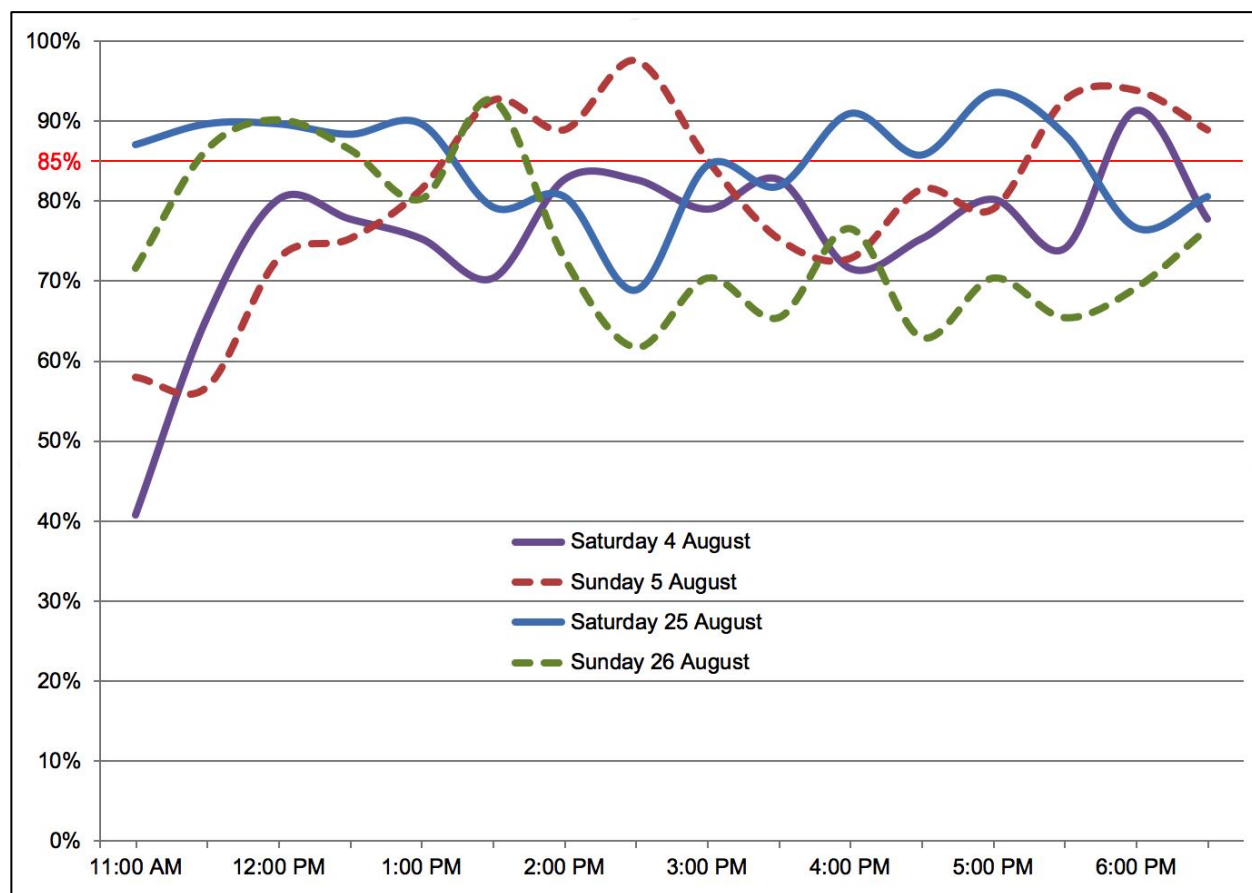


Table 2.12 – Village municipal lot peak parking occupancies, summer 2018

		Saturday 4 August	Sunday 5 August	Saturday 25 August	Sunday 26 August
Main Street		90%	93%	91%	89%
Library		79%	100%	68%	68%
Municipal hall		75%	71%	63%	38%
Conference Centre	Surface	98%	102%	90%	71%
	Underground	78%	85%	73%	66%
Gateway Loop		77%	100%	100%	85%
Visitor centre/credit union		100%	100%	100%	100%
Village Green		100%	100%	100%	100%
Sundial		100%	100%	100%	83%
All Village municipal lots		82%	83%	79%	73%

Figure 2.13 provides a closer look at parking occupancies on Main Street, where there is a total of 81 parking stalls. Occupancies exceeded 85% on every day, at different times during the day. The maximum observed occupancy was 98% for half an hour on the Sunday afternoon of the BC Day long weekend.

Figure 2.26 – Main Street parking occupancy, summer 2018



The time limit for parking on Main Street is 2 hours, reduced from 4 hours in previous years. The price is \$1.00 for the first hour, and increases to \$2.00 for the second hour to encourage shorter-term parking. Table 2.13 provides a summary of the observed durations of parking on Main Street, and there are several significant findings:

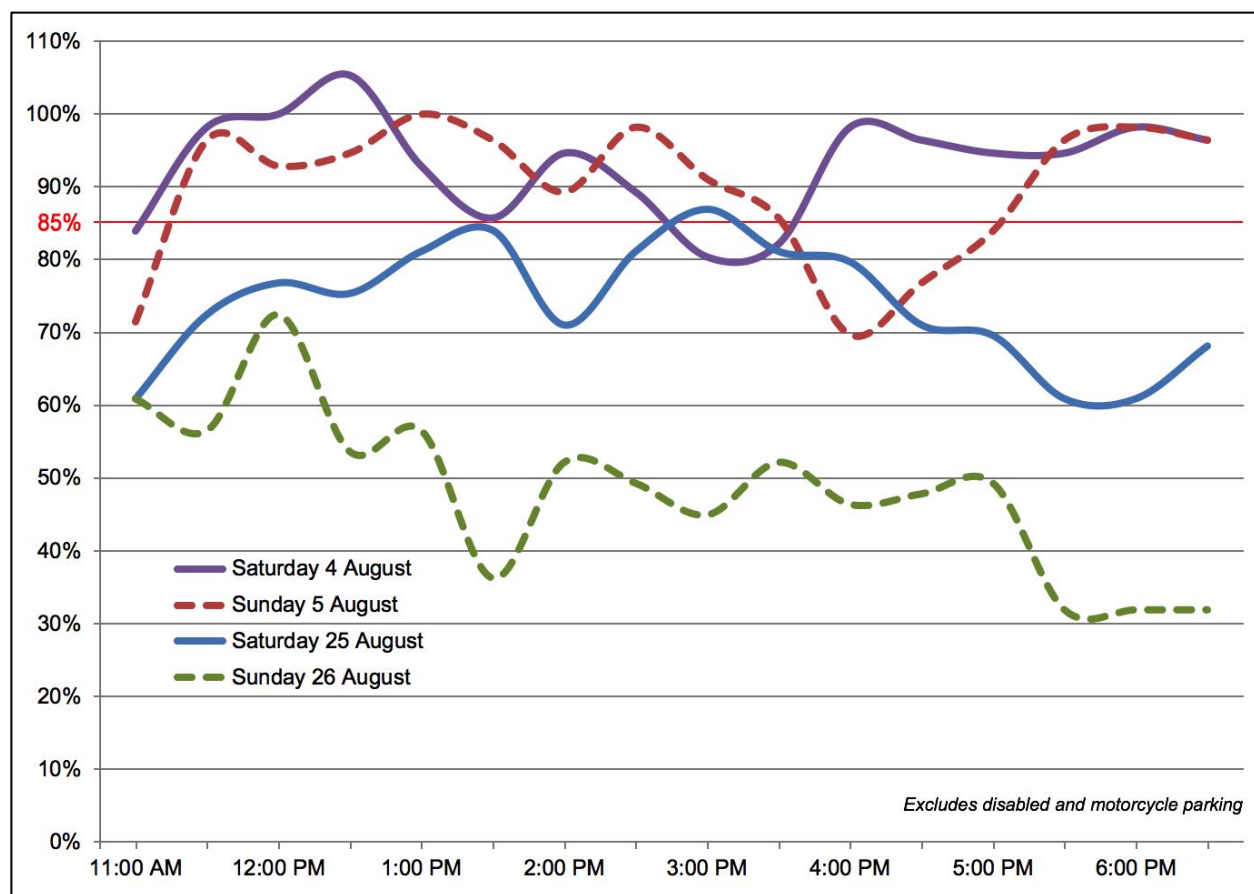
- The average parking duration was 1 hour and 12 min, which is consistent with results from previous parking surveys.
- There were many vehicles parked beyond the 2-hour time limit, as indicated in orange in Table 2.13. Overall, 10% of the time parking stalls were occupied by vehicles parked overtime.
- The average duration for vehicles parked overtime was 3 hours and 12 minutes, an hour and 12 minutes more 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 survey began at 11:00 am and remained there after the parking survey ended at 6:30 pm (indicated in Table 2.13 as 8.0+ hours).
- Overtime parking occurs almost entirely in general-use stalls. There were 3 overtime vehicles in disabled stalls on Main Street, compared to 190 overtime vehicles in general-use stalls.
- 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 2.13 – Main Street surface lot parking duration, summer 2018

	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 4 August	1 hr 14 min	7.5 hr	67%	4%	5%	24%
Sunday 5 August	1 hr 9 min	8.0+ hr	73%	3%	5%	19%
Saturday 25 August	1 hr 23 min	8.0+ hr	72%	7%	7%	14%
Sunday 26 August	1 hr 5 min	7.5 hr	69%	2%	5%	24%
Average all days	1 hr 12 min	8.0+ hr	70%	4%	6%	20%

Figure 2.27 illustrates parking occupancies in the surface parking lot at the Conference Centre, where there is a total of 74 parking stalls, including four stalls for persons with disabilities. 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 Wanderlust. Occupancy exceeded 85% for most of the long weekend, reaching an overfull peak occupancy of 105%. In contrast, occupancies only exceeded 85% for half an hour on the second weekend.

Figure 2.27 – Conference Centre surface lot parking occupancy, summer 2018



The time limit for parking in the surface lot at the Conference Centre is 2 hours, reduced from 4 hours in previous years. Table 2.14 provides a summary of observed parking durations:

- The average parking duration was 1 hour and 20 minutes, which is similar to results from previous parking surveys.
- A significant number of vehicles were parked in the surface lot beyond the 2-hour time limit. Overall, 12% 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 more than the 2-hour time limit. Several vehicles were parked for 7 or more hours, including three vehicles that were already there when the parking survey began at 11:00 am and remained there after the parking survey ended at 6:30 pm (two on Sunday 5 August and one on Saturday 25 August, indicated in Table 2.14 as 8.0+ hours).
- Overtime parking occurs almost entirely in general-use stalls. There were 3 overtime vehicles in disabled stalls at the Conference Centre, compared to 176 overtime vehicles in general-use stalls.

Table 2.14 – Conference Centre surface lot parking duration, summer 2018

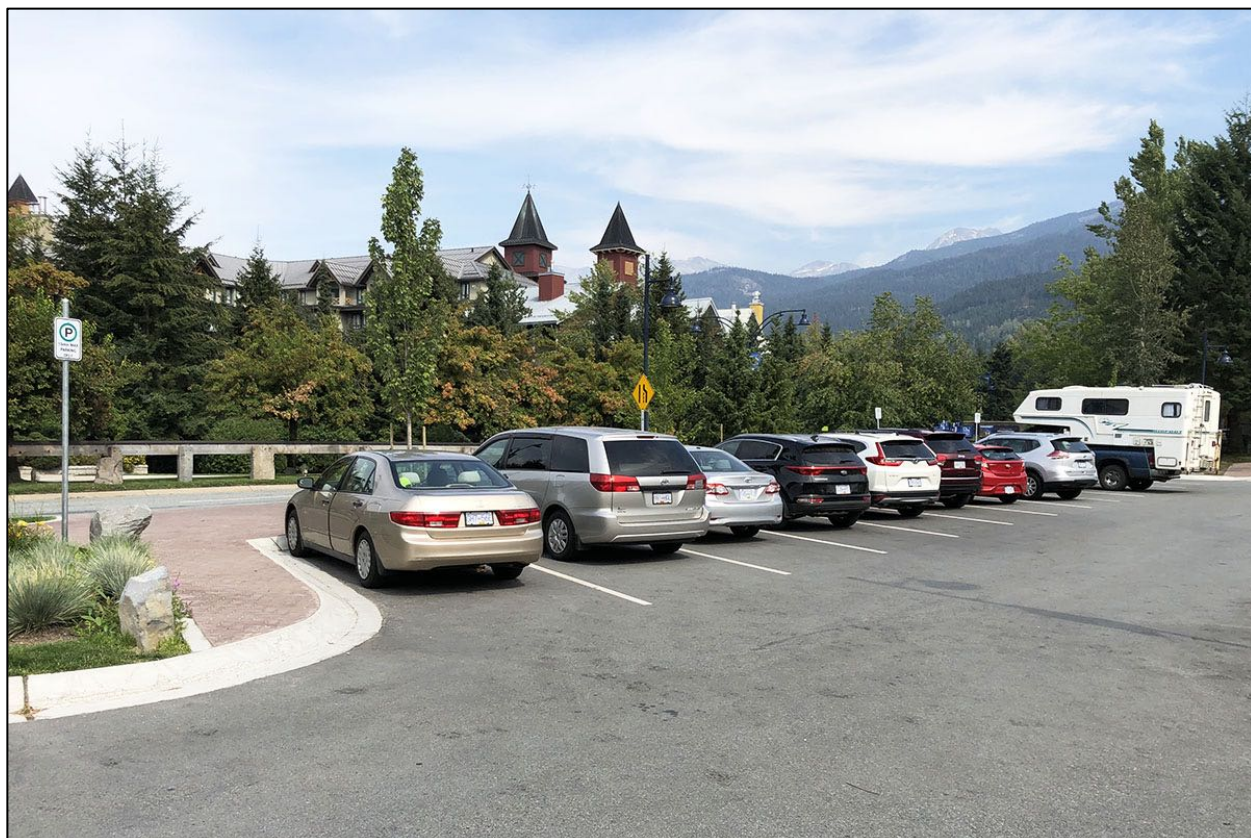
	Duration		Occupancy by Duration			
	Average	Maximum	0–2 hours	2.5 hours	3+ hours	Empty
Saturday 4 August	1 hr 23 min	7.5 hr	76%	4%	9%	12%
Sunday 5 August	1 hr 28 min	8.0+ hr	71%	5%	11%	14%
Saturday 25 August	1 hr 13 min	8.0+ hr	61%	4%	6%	30%
Sunday 26 August	1 hr 15 min	5.5 hr	37%	4%	5%	54%
Average all days	1 hr 20 min	8.0+ hr	63%	4%	8%	25%

There are 13 parking stalls at the new Gateway Loop, shown in Figure 2.28 (10 stalls are standard size, and three stalls at the east end are longer to accommodate larger vehicles). Parking is free and is limited to a maximum of 15 minutes. As shown in Table 2.15, almost two-thirds of the time the stalls at Gateway Loop were occupied by vehicles parked overtime, which are indicated in orange in the table. The maximum time a vehicle was observed parked at Gateway Loop was 90 minutes, and the vehicle was still there when the parking survey ended.

Table 2.15 – Gateway Loop parking occupancy and duration, summer 2018

	Duration			
	0–15 mins	20–25 mins	30+ mins	Empty
Occupancy by duration	15%	39%	23%	23%
Average duration	9 min	23 min	46 min	

Figure 2.28 – Free 15-minute parking at Gateway Loop



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. Figure 2.29 illustrates occupancies on the four survey days in summer 2018. Most of the time the occupancy exceeded the 85% target, and on both Sundays the occupancy exceeded 100% for several hours, with one additional vehicle parked in the “no parking” area beyond the end of the 2-hour parking zone.

For summer 2018 pricing was introduced for parking on Blackcomb Way, at the same rate as in the Village (\$1.00 for the first hour, and \$2.00 for the second hour). Table 2.16 provides a summary of the observed durations of parking on Blackcomb Way. The average parking duration is 1 hour and 19 minutes, comparable to results for the Conference Centre and Main Street. However, the key observation is that 22% of the time parking stalls are occupied by vehicles parked overtime. These vehicles were parked overtime for an average of 3 hours and 19 minutes.

Figure 2.29 – Blackcomb Way parking occupancy, summer 2018

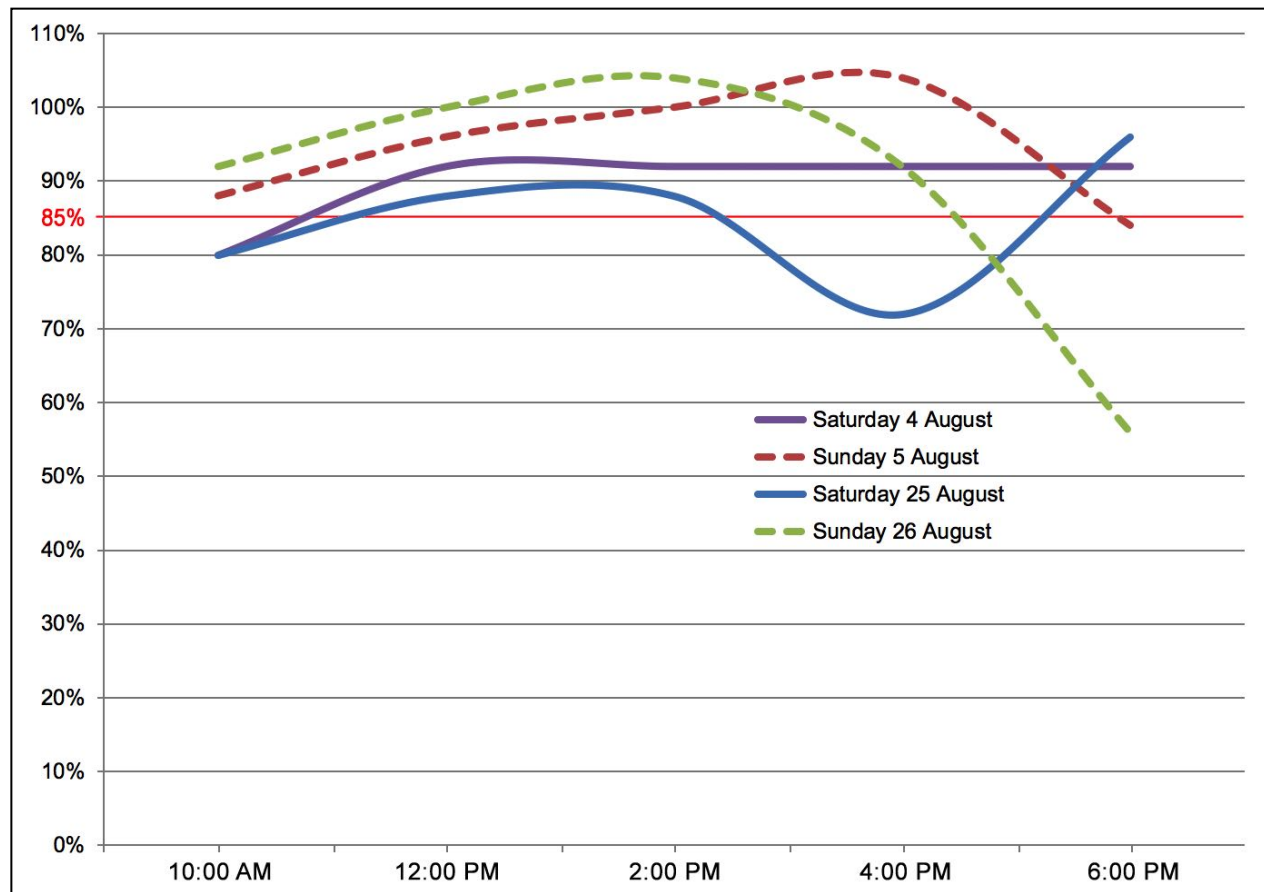


Table 2.16 – Blackcomb Way parking duration, summer 2018

	Duration		Occupancy by Duration			Average Overtime Duration
	Average	Max.	0–2 hours	> 2 hours	Empty	
Saturday 4 August	1 hr 25 min	> 4 hr	62%	27%	10%	3 hr 24 min
Sunday 5 August	1 hr 20 min	> 4 hr	70%	25%	6%	3 hr 20 min
Saturday 25 August	1 hr 8 min	> 2 hr	75%	10%	15%	3 hr 0 min
Sunday 26 August	1 hr 22 min	> 6 hr	64%	25%	11%	3 hr 20 min
Average all days	1 hr 19 min	> 6 hr	68%	22%	11%	3 hr 19 min

2.4.2.3 Private Lots in the Village

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

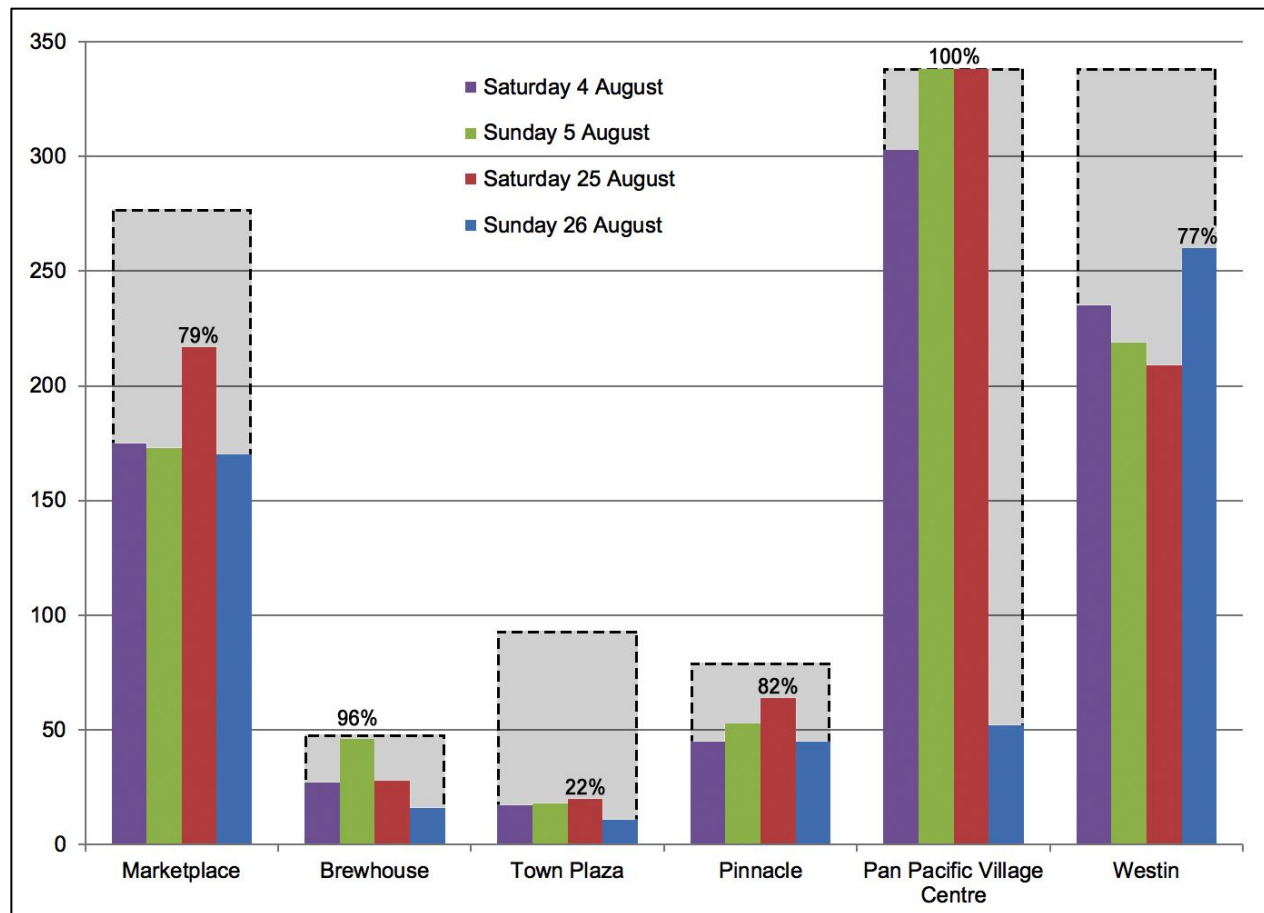
- Hotels – Pan Pacific Village Centre/Peak Lodge, Westin and Pinnacle (761 stalls total).
- The Brewhouse lot (48 stalls).
- The Town Plaza lot (92 stalls).
- Marketplace parking lot (276 stalls)

Prices in most private parking lots are significantly higher than in municipal parking lots. Rates range from \$2.00 to \$4.25 per hour, from \$15 to \$25 per day, and up to \$42.50 for 24 hours. The exception is the Pan Pacific Village Centre/Peak Lodge lot where parking costs \$10 per day, which is the same as Day Lots 1 through 3, and \$5 more than Lots 4 and 5. Parking at Marketplace is limited to two hours, and is free for the first hour and \$2.35 or \$3.00 for the second hour if paid through the smartphone app or at a parking machine.

Figure 2.30 summarizes peak daytime occupancies in private parking lots on the four survey days (private lots were not surveyed on the last weekend). The results indicate that during the daytime parking is available most days in most publicly-accessible private parking lots in the Village:

- Daytime parking occupancies in hotels ranged from 15% to 100%. On two days (Sunday 5 August and Saturday 25 August) the gate to the parkade at the Pan Pacific Village Centre was closed because the lot was full.
- The total number of empty parking stalls available to the public in the hotels that were surveyed ranged from 290 to over 600 stalls.
- Occupancy was low in the Town Plaza lot, ranging from 12% to 22%. Not only is parking at Town Plaza more expensive than in municipal lots, the underground lot is not well signed nor prominently identified, and as a result it may be overlooked by many motorists.

Figure 2.30 – Private lots peak daytime parking occupancies, summer 2018



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 Saturdays, Sundays and holiday Mondays from 16 June through 16 September. Transit service is free on route 5 (the Upper Village shuttle) and route 8 (the Lost Lake shuttle), so in practice the change to free transit affects only routes 6, 7 and 20 through 32 (routes were changed in 2018, and in previous years the routes affected by free transit service were routes 1, 2, 6 and 7).

The 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 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.

Table 3.1 summarizes average daily ridership in summer 2018, 2017 and 2016 (Canada Day through Labour Day), broken down by Saturdays, Sundays, holiday Mondays and weekdays, and by paid and free transit days. 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 2018 and 2017, amounting to an increase of 77%. It is also interesting to note that average weekday ridership was 9% higher in 2017 than in 2016, and 6% higher in 2018 than in 2017, 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, Canada Day through Labour Day

	Summer 2018		Summer 2017		Summer 2016	
	Routes 6, 7, 20–32		Routes 1, 2, 6, 7		Routes 1, 2, 6, 7	
	Pay	Free	Pay	Free	Pay	Free
Saturday	3,470	5,400	n/a	5,390	3,070	4,680
Sunday	3,200	4,780	n/a	4,650	2,970	–
Holiday Monday		3,580		3,930	2,060	–
Weekday	3,610		3,390		3,110	

“Pass-ups” (so-called because the bus “passes up” people waiting at the bus stop) continued to be a problem in summer 2018 due to the popularity of the free transit service and the overall increase in

transit ridership. The majority of pass-ups occurred between Whistler Creekside and the Village, and many of these pass-ups involved cyclists who were left behind because the bike rack on the bus was already full. In summer 2018, numbers of cyclist pass-ups increased on weekdays when there was less bike rack capacity available, and on the second weekend of Crankworx 245 passengers were passed up during a three-hour period preceding a popular event. In total, a reported 488 people were passed up by buses in summer 2018, a decrease from the 561 people passed-up in summer 2017.

3.2 Secure Bicycle Parking

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

- 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 was installed in the parking area below the Library with capacity for 20 bicycles.

The bicycle valet service operates similar to 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 Figures 3.1 and 3.2, a secure fenced area is provided for bicycle storage, and is supervised by at least one attendant at all times. The bicycle valet service operated in three locations:

- At the farmer's market in the Upper Village on Sundays from 17 June through 16 September. A total of 1,137 bicycles were checked in over 14 Sundays, averaging 81 bicycles per day.
- At Olympic Plaza in Village North during evening concerts from 30 June through 1 September. A total of 419 bicycles were checked in during 11 concerts, averaging 38 bicycles per concert.
- At Crankworx in Lot 2 on Saturday 18 August from noon to 8:00 pm.

Figure 3.1 – Bicycle valet parking, Olympic Plaza, summer 2018



Figure 3.2 – Bicycle valet parking, Olympic Plaza, summer 2018

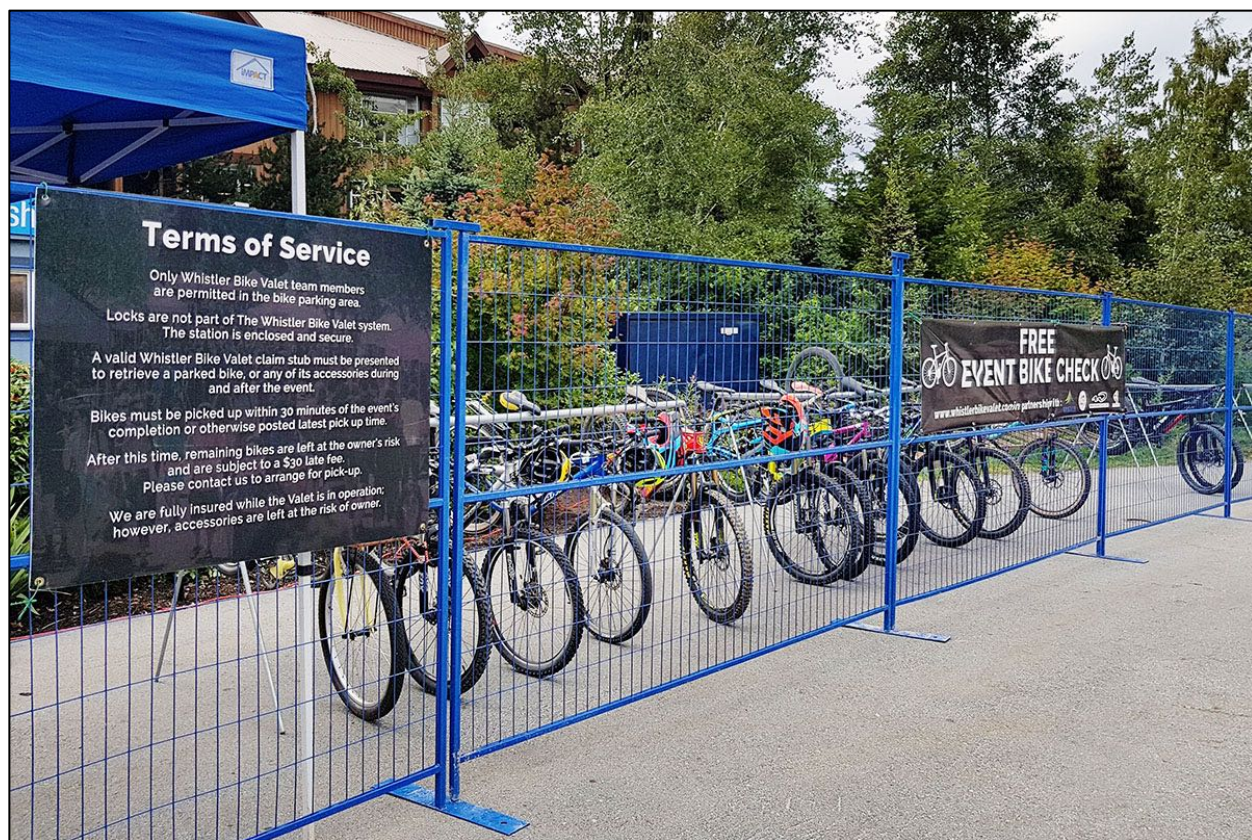


Table 3.2 summarizes the residences of people who used the bicycle valet parking service. Half were from Whistler and almost a quarter were from Metro Vancouver. The remainder were visitors from further away, and very few were from Pemberton and Squamish. These results are consistent with the results from summer 2017.

Table 3.2 – Residences of persons using bicycle valet parking, summer 2018

Residence	Total Bicycles	Proportion
Whistler	786	50.5%
Pemberton	7	0.5%
Squamish	11	0.7%
Metro Vancouver	363	23.3%
Other British Columbia	73	4.7%
Other Canada	35	2.3%
United States	158	10.2%
Elsewhere in the world	122	7.8%
Totals	1,555	100%

Interviews were conducted of people using the bicycle valet service on several days over the summer, at both the farmer's market and at events. Seventy percent of survey respondents live in Whistler (58% of these people were homeowners and 48% were renters), and 24% were visitors. Most respondents (90%) indicated that they would have ridden their bikes to Village that day even if there wasn't a bicycle valet service available. Common requests were for the bicycle valet service to be available more days, to be at more events with more advertising of the service at events, and for more bike racks and secure parking facilities everywhere in the Village.

3.3 Carpool Parking Passes

Carpool parking passes were introduced in December 2017. The passes are valid in Day Lots 4 and 5 only, and allow residents and employees to attach up to four 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:

- “Real” carpools, with different vehicles registered in different households. In a “real” 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.

Almost 200 carpool passes were sold over the winter:

- “Real” carpools accounted for up to 16 passes in use at any given time. There was a total of 38 persons in “real” carpools, an average of 2.4 persons per carpool.
- “Convenience” carpools accounted for approximately 180 carpool passes, most of which had two registered vehicles.

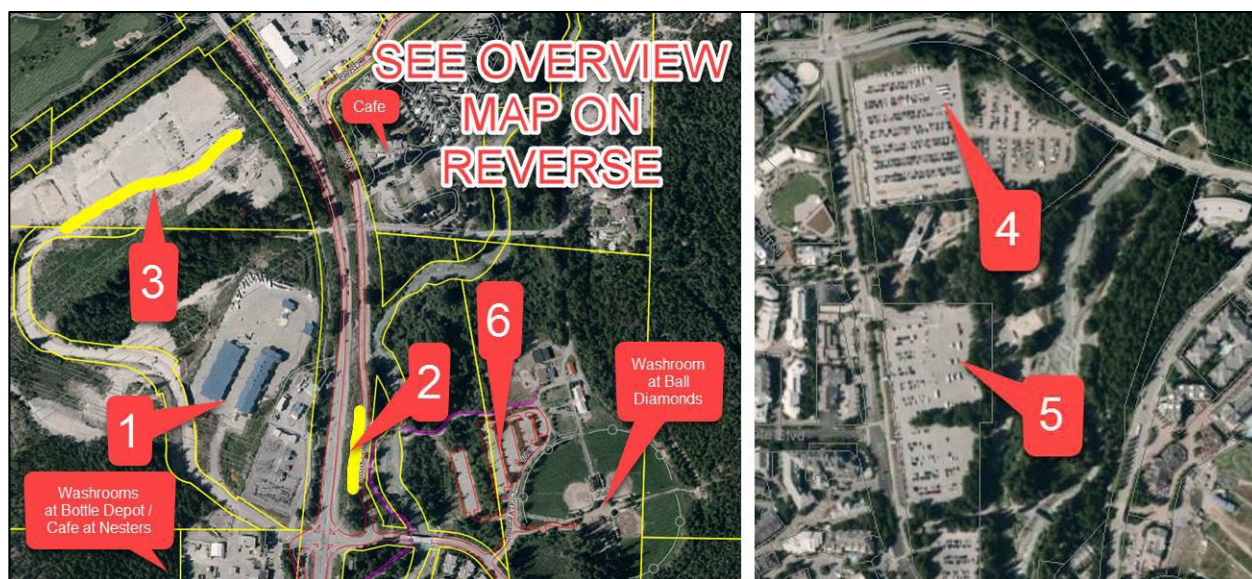
3.4 Commercial Buses

In previous years, commercial buses parked for free in a reserved area of Lot 4 with a capacity of up to 10 buses. In order to maximize the capacity of the Day Lots for general purpose parking, some buses were relocated to five other locations nearby, as 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.
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.

4. Day Lot 4. Parking for full-size buses (35 or more seats) is permitted in the designated “bus parking area” (Figure 3.4). Pay parking in effect at \$5 per hour to a maximum of \$25 during summer and winter, and overnight parking is permitted.
5. Day Lot 3 East. Parking for minibuses (under 35 seats) was available on request, and is permitted during the winter only. Pay parking in effect at \$5 per hour to a maximum of \$20 per day. Overnight parking is prohibited.
6. Spruce Grove Park. Buses were permitted to park in Lot 4 at Spruce Grove Park, and in Lot 3 on weekends and holidays in the winter.

Figure 3.3 – Commercial bus parking locations, winter 2018



The designated bus parking area in Lot 4 shown in Figure 3.4 has a capacity of up to 14 buses. Over the summer, the average daytime occupancy in Lot 4 was 6.5 buses, and the maximum of 14 buses was observed on two days (it should be noted that daily observations were conducted at peak times for general parking, and may not have captured peak times for buses). Twelve buses were observed on two of the four summer survey days, and the maximum occupancies on the other two days were 7 and 9 buses. A maximum occupancy of 8 buses was observed on three of the six winter survey days.

The price for commercial bus parking in Lot is \$5 per hour, to a maximum of \$25 per day. Almost \$6,000 was collected in revenue from buses during summer 2018. Comparing revenues to observed numbers of buses suggests that not all bus operators paid for parking. This is not surprising, as at the time, a parking infraction ticket was \$20, which is \$5 less than the price of parking a bus for the day (the cost of a parking infraction has since been raised to \$35).

Figure 3.4 – Lot 4 commercial bus parking area, summer 2018



3.5 Parking in Residential Neighbourhoods

During summer 2017, complaints were received from residents in four neighbourhoods close to Whistler 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. This additional parking was particularly a problem on weekends, and appeared to be the result of introducing pay parking in Day Lots 4 and 5, which were previously free.

During summer and winter 2018, counts were undertaken on residential streets near the Village where additional parking had been observed the previous summer. These streets are shown in Figure 3.5. Residents and their visitors can park on the street, which means that not every vehicle parked on-street is non-resident parking. To determine the “baseline” level of on-street parking in these neighbourhoods, counts were conducted on four weekends when parking in Lots 4 and 5 was free; one in November 2017 before the ski season began, one in early December 2017 at the beginning of ski season, one in April 2018 on the last weekend of ski season, and one in September. Counts were then repeated in February and August on the same weekends as the parking surveys, as well as four Wednesdays during July and August.

Table 3.3 summarizes the results of the parking surveys in neighbourhoods near the Village. Average numbers of vehicles parked on-street during the ski season when pay parking was in effect in Day Lots 4 and 5 were lower than during baseline weekends in November, December and April. These results indicate that there was no significant amount of additional parking in residential neighbourhoods during the winter.

Figure 3.5 – Neighbourhood parking survey locations near Village

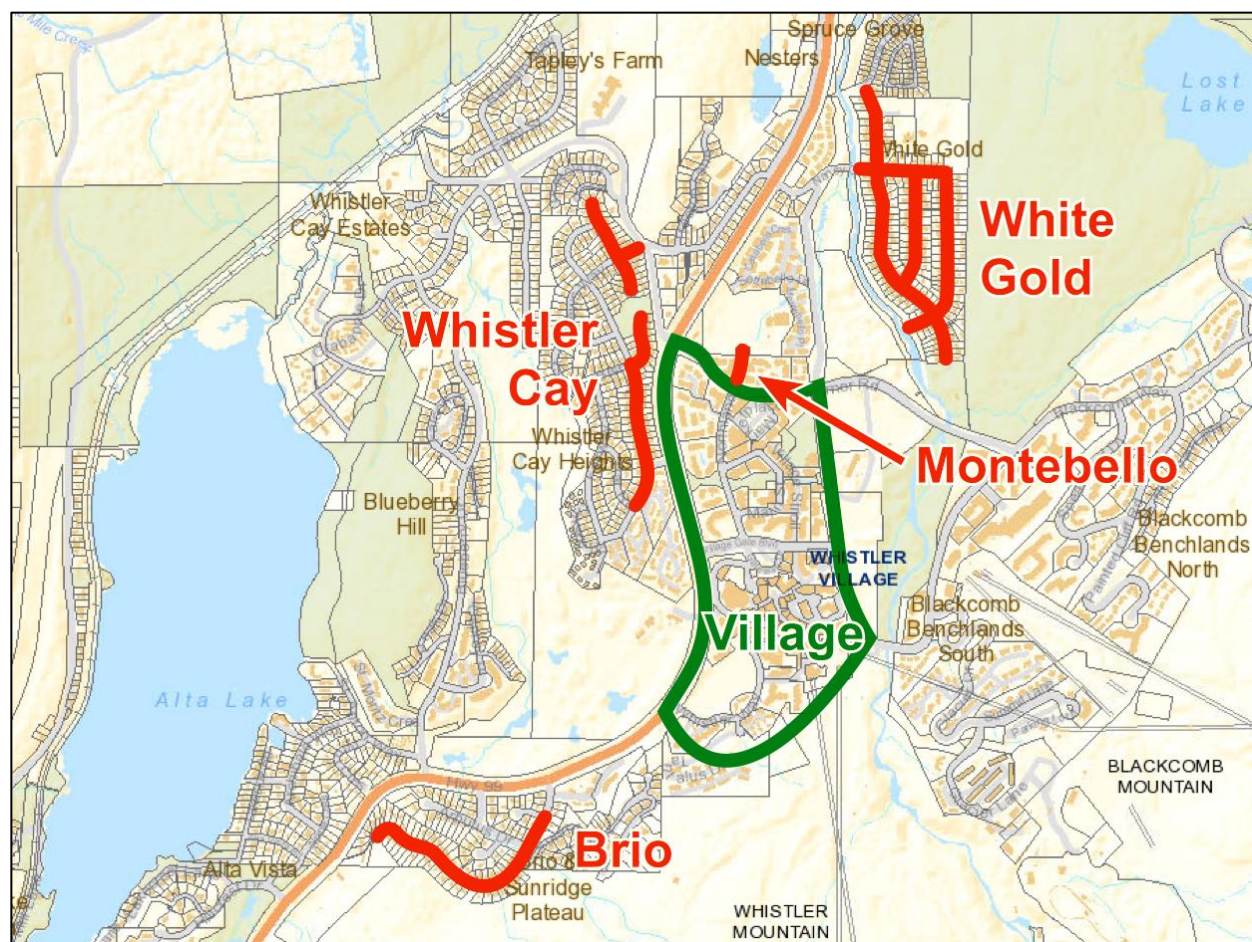


Table 3.3 – Parking in residential neighbourhoods near Village

	Days	Dates	Vehicles Parked On-Street
Baseline	Saturday/Sunday	4/5 November 2017	18 avg.
	Saturday	9 December 2017	16 avg.
	Saturday/Sunday	21/22 April 2018	23 avg.
	Saturday/Sunday	29/30 September 2018	58 avg.
Winter	Saturday/Sunday	17/18 February 2018	13 avg.
	Saturday/Sunday	24/25 February 2018	15 avg.
Summer	Wednesday	4, 18 & 25 July, 1 August 2018	56 avg.
	Saturday/Sunday	4/5 August 2018	80 avg.
	Saturday/Sunday	25/26 August 2018	60 avg.

On the other hand, Table 3.3 indicates that during the summer there are significant numbers of additional vehicles parked in residential neighbourhoods near the Village. Significant numbers of

vehicles were also observed on two sunny days in late September when Day Lots 4 and 5 were free and had available capacity, suggesting that the additional parking is not entirely the result of pay parking in the Village but is also influenced by weather and other factors.

Additional parking is not limited to neighbourhoods near the Village. Table 3.4 summarizes parking counts conducted in five other locations in residential neighbourhoods near popular attractions, during summer 2018 and in late September. Although the number of vehicles parked in each location varies from day to day, the peak numbers of vehicles parked in these other neighbourhoods are comparable to the numbers observed in neighbourhoods near the Village. Similar numbers of vehicles have also been reported by residents in other neighbourhoods on streets located near popular trailheads, such as the new SkyWalk Trail on Mountainview Drive.

These observations and anecdotal reports indicate that additional parking in residential neighbourhoods is an issue throughout the municipality. Consequently, it is important that corrective actions are applied on an equitable basis throughout Whistler, rather than targeting specific neighbourhoods, to ensure that non-resident parking issues doesn't simply relocate elsewhere, and to minimize the potential for backlash from the community over any parking restrictions.

Table 3.4 – Vehicles parked on-street in residential neighbourhoods, 2018

Location	Summer									Autumn	
	Wed 4 Jul	Wed 11 Jul	Wed 18 Jul	Wed 25 Jul	Wed 1 Aug	Sat 4 Aug	Sun 5 Aug	Sat 25 Aug	Sun 26 Aug	Sun 23 Sep	Sat 29 Sep
Hillcrest Dr. @ Lakeside Park	0	19	10	17	13	5	20	2	1	0	1
Blackcomb Way @ Lost Lake Rd.	11	10	13	11	13	0	21	0	11	12	0
Lake Placid Rd. @ Alpha Lake	17	21	19	18	20	29	38	0	1	22	0
Alta Lake Rd. @ Long Dock	0	25	0	0	0	1	4	0	2	0	0
Alta Lake Rd. @ Rainbow Park	0	1	3	19	0	2	88	0	0	0	0

4 Conclusions and Recommendations

The Transportation Action Plan has been successful to date. The results of the summer and winter 2018 parking surveys, 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 findings from summer and winter 2018, and provides recommendations regarding further actions that could be undertaken in 2019 or later to achieve the objectives of the Transportation Action Plan.

4.1 Conclusions

This section highlights key conclusions from the parking surveys and other measures of transportation services.

The first phase of the Transportation Action Plan implemented in summer 2017 was successful. The results presented in the *Transportation Action Plan Summer 2017 Results* report (released 9 November 2017) indicate that parking availability was improved in summer 2017, the free transit service was even more popular than during the pilot project in summer 2016, and the bicycle valet parking service was well-used.

4.1.1 Winter 2018

The success of the Transportation Action Plan continued in winter 2017-18. The results presented in Section 2 indicate that parking availability in the Village was improved as compared with previous winters. As discussed in Section 3, there were not any parking problems in residential neighbourhoods or with commercial buses. Key conclusions for winter 2018 are summarized below.

The results for winter 2017-18 suggest that parking is now less of an issue during the winter than during the summer. Key conclusions regarding parking in winter 2018 include:

- **Day Lots 1–5:** Overall occupancy of the five day lots remained at or below the target 90% occupancy level at all times on five of six days, and only reached 91% for three hours on the peak day. This is a significant improvement from winter 2016 when occupancy levels were much higher and reached 107%.
- **Parking passes:** Day Lots 1 through 3 were full every day, while Lots 4 and 5 had ample capacity at all times. The key reason for this disparity between occupancy levels is the number of monthly parking passes in use. There were over 450 passes in use in February and March when the parking surveys were undertaken, amounting to more than half of the 800 parking spaces in Lots 1 through 3.

- **Municipal lots in the Village:** The overall parking occupancy in the Village never exceeded the 85% target, and only reached 85% on one day. This is a significant improvement from winter 2016 when parking occupancy was well above the 85% target and was as high as 95%.
- **Overtime parkers:** Parking stalls on Main Street and in the Conference Centre surface lot were occupied by overtime parkers 7% to 9% of the time in winter 2018. Vehicles were parked overtime an average of more than 3 hours in zones designated as 2-hour time limits.
- **Blackcomb Way in Upper Village:** Up to 27 vehicles were observed parked on-street on Blackcomb Way, in an area with capacity for 25 vehicles. Almost one-third of vehicles were parked beyond the 2-hour limit, for an average of 4 hours and 19 minutes, and up to 12 hours.
- **Private lots:** Maximum daytime occupancies in private lots ranged from 39% to 96%, indicating that parking is available most days in most publicly-accessible private lots in the Village.
- **Base 2 and Creekside:** The free parking at Base 2 and Whistler Creekside is well-used in winter. The Base 2 lots were full on four of the six survey days, and at Creekside the parking occupancy reached 100% on three of six survey days. This is a significant increase from winter 2016, particularly at Creekside, and reflects the desired effect of the Transportation Action Plan to make better use of existing parking facilities by shifting the demand for free parking from the Village to the Day Lots at Base 2 and the parkade at Whistler Creekside.
- **Information:** The municipality's online parking map does not include all publicly available parking (for example, the Pinnacle hotel), is not accurate (for example, parking at Le Chamois is only available Mondays through Fridays) or is out of date (for example, the parking at Gateway loop was occupied by construction equipment and vehicles).
- **Commercial buses:** The designated bus parking area in Lot 4 had a capacity of up to 12 buses, and a maximum of eight buses were observed during the daytime on three of six days.

4.1.2 Summer 2018

The Transportation Action Plan continued to be successful in summer 2018. Parking availability was improved in the Village, ridership on the free transit service matched the previous summer, and the bicycle valet parking was again a popular service.

Specific conclusions regarding parking in summer 2018 include:

- **Day Lots 1–5:** Although occupancy exceeded the 90% target on the BC Day long weekend, parking availability was improved overall. The Day Lots filled to capacity on 12 days in summer 2018, comparable to the 11 days in summer 2017, and only a third of the 35 days that the Day Lots were full in summer 2016.
- **Parking passes:** Hundreds of parking passes were sold during summer 2018, creating an incentive for pass holders to drive and park as much as possible to get their money's worth, and resulting in high occupancies in Day Lots 1 through 3. This is a primary reason why parking occupancies in the Day Lots exceeded 90% on the long weekend.

- **Municipal lots in the Village:** The target of 15% availability (85% occupancy) was achieved on all four survey days in summer 2018.
- **Overtime parkers:** The parking duration surveys on Main Street at the Conference Centre, at Gateway Loop and on Blackcomb Way all indicate that a significant number of persons parked beyond time limits in summer 2018, some for the entire day.
- **Creekside:** Although it was free, the Creekside parkade was not well-used during the summer. Peak occupancies were 26% one day during Crankworx, and 27% on the Sunday of the Labour Day weekend.
- **Private lots:** Parking was available in all private lots at most times. In particular, the Town Plaza lots remained largely empty.

Key conclusions regarding other elements of the Transportation Action Plan in summer 2018 include:

- **Free transit:** The free transit service on weekends and holiday Mondays was successful, attracting as many riders as during summer 2017. Weekday paid transit ridership increased by 6% as compared with summer 2017, possibly due to some people trying the free service on weekends continued to use transit on weekdays as well.
- **Bicycle valet parking:** The bicycle valet parking service was popular and well-used. Common requests were to expand the service to additional locations, longer hours and more days of the week, and to better advertise the availability of the service, especially at events.
- **Neighbourhood parking:** Surveys conducted in neighbourhoods near the Village, parks and other popular attractions indicate that on some days there are significant numbers of additional vehicles parked in these neighbourhoods.
- **Commercial buses:** The designated area for buses in Lot 4 was well-used, averaging 6.5 buses per day. The bus area was expanded to a capacity of 14 buses, and was only observed full in the daytime on two days during the summer.

4.2 Recommendations

This section presents recommendations for 2019 and beyond, based on the conclusions highlighted above for summer and winter 2018.

Key recommendations to improve parking availability and address parking management issues include:

- **Parking passes:** To address availability problems in Day Lots 1 through 3 in both winter and summer, the municipality should consider raising the price of general parking passes and/or introducing other types of parking passes such as an X-times pass or a pass that is valid only for weekdays, to reduce the parking demand on peak days and encourage employees and residents to use other transportation modes on some days.

- **Parking enforcement** is an essential component of a successful parking management plan. 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.
 - 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 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, a pilot project to display parking availability at the Conference Centre underground lot, 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 free transit service on weekends and holiday Mondays in summer 2018 demonstrates that it is a key component of the Transportation Action Plan, and should be continued in summer 2019 and beyond.
- **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 2019 on bus routes operating between Whistler Creekside and Whistler Village.
- **Bicycle valet parking:** The bicycle valet parking service provides secure bicycle parking, and was popular and well-used. The days and hours when the bicycle valet parking service is available should be expanded to match the days and times when free transit service is provided, and where arrangements can be made with event operators, the service should 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 throughout the municipality. Municipal staff and TAG should consider corrective actions that can be applied on an equitable basis throughout Whistler, rather than targeting specific neighbourhoods, to ensure that non-resident parking issues do not simply relocate elsewhere, and to minimize the potential for backlash from the community over additional parking restrictions.
- **Commercial bus parking** in Day Lot 4 was well-used and provides sufficient capacity to accommodate the parking demand. Additional signage and information should be provided to emphasize that parking is for commercial buses and to indicate where RVs and other oversize vehicles should be parked during peak and off-peak season, and to clarify rules for use of the commercial bus parking area.