

# TRANSIT *future*

▶ *actionplan*

## WHISTLER

2022



# Territorial Acknowledgement

We would like to acknowledge with respect that BC Transit carries out its work on the traditional territories of indigenous nations through out British Columbia

Resort Municipality of Whistler (RMOW) lies within the ancestral and unceded traditional territory of the Squamish Nation and Lil'Wat Nation.

Here in Victoria we are on the lands of the Lkwungen People, also known as the Songhees and Esquimalt First nations Communities.

**We thank them for allowing us to live, work, and play on their lands.**

# Table of Contents

<b>01</b>	Whistler Transit Vision	<b>06</b>	Engagement	<b>11</b>	Infrastructure Strategies 2022-27
<b>02</b>	BC Transit Future Transit Initiatives	<b>07</b>	What We Heard	<b>12</b>	Investment Strategy
<b>03</b>	Whistler Transit Today	<b>08</b>	Future Network Service	<b>13</b>	Moving Forward
<b>04</b>	Transit Need	<b>09</b>	Service Priorities 2022-2027	<b>14</b>	Acknowledgements
<b>05</b>	System Performance & BC Transit Covid Response Plan	<b>10</b>	Future Network Infrastructure		

# 01 Transit Vision

Transit is a preferred choice for residents and tourists, attracting riders through comfortable, safe, accessible, convenient and reliable service.

The role of the Transit Future Action Plan (TFAP) is to build on the existing [Sea to Sky Transit Future Plan \(TFP, 2015\)](#) and add service and infrastructure priorities for the community.

The TFAP upholds community goals and objectives contained in the RMOW Official Community Plan and works to strengthen the link between transportation and land-use in support of sustainable growth. The Plan also serves to inform any future local or regional transportation plans.



Transportation and Land Use to reduce emissions and traffic noise



Coordinated approach to make transit the preferred choice



Transit-supportive land use policies



Development of transit to integrate with active modes



Transit links to mountains, schools, and appropriate facilities at transit stops

# 02 BC Transit Future Initiatives

Over the next five years the RMOW will continue to push for the electrification of their transit fleet, the better integration of their transit service with active modes of transportation and getting more riders into buses.

BC Transit's Strategic Plan provides the blue print for how we will facilitate the transformation and pursue our common vision of the future to create responsive and reliable services, improving integration with other mobility providers, introducing electronic fares, building more transit supportive infrastructure and transitioning to greener fleets.

For more information, please visit BC Transit's Strategic Plan <https://www.bctransit.com/transforming-your-journey>.

[Low Carbon Fleet Program](#)

**Transit Digital On Demand – Feasibility**

[Electronic Fare Strategy - Umo](#)

[NextRide](#)

[BC Transit Development Referral Program](#)

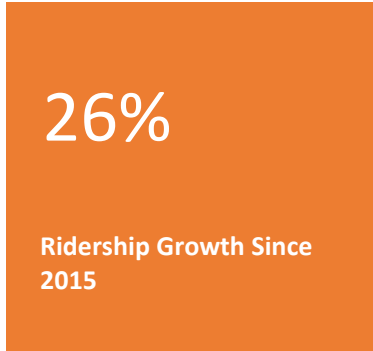
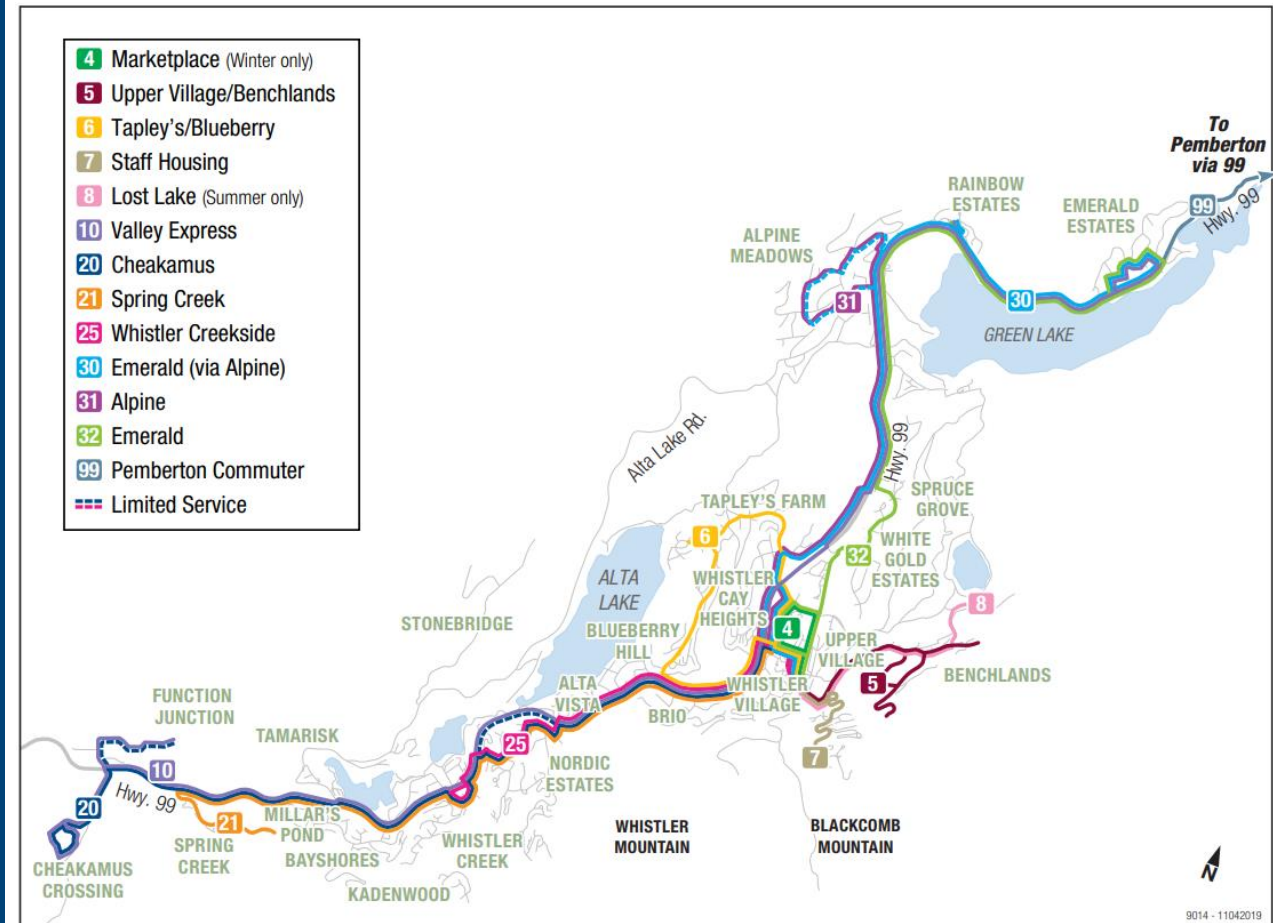
# 03 Transit Today

## Whistler Transit Ridership is Growing

Established in 1991 with five buses in operation, the service has expanded to 31 vehicles carrying 3.2 million passengers in 2019, a 26% increase over the past five years. Ridership has dropped considerably in 2020/21 to 1.4 million passengers due to the COVID-19 pandemic. The system operates utilizing over 74,800 annual service hours. Service expansions have occurred incrementally as resources have become available. Final decisions on fares, routes, and service levels are made by the RMOW.

The Whistler Conventional Transit System consists of 13 routes; three of which are free to the passenger (4 Marketplace, 5 Upper Village/Benchlands, and 8 Lost Lake); and four of which are seasonal as seen in the image to the right.

Automated Passenger Counters (APC) systems are now standard on all buses in the RMOW. This enables accurate tracking of ridership statistics.



# 03 Transit Today

Whistler transit service profile provides significant coverage.

Whistler enjoys high frequency and span of transit service in its peak season from November to April. Service frequency decreases in the spring/summer/fall to reflect transit travel demand. Transit operates seven days a week, 365 days a year.

The table to the right highlights current span of service during winter months and summer months, which are further defined in chapter 06 System Performance.

Neighbourhood	Routes	Winter Service Span	Routes	Spring/Summer/Fall Service Span
Emerald	10, 30, 32	5:30 a.m. – 3:30 a.m.	10, 30, 32	5:30 a.m. – 3:30 a.m.
Rainbow	10, 30, 32	5:30 a.m. – 3:30 a.m.	10, 30, 32	5:30 a.m. – 3:30 a.m.
Alpine	10, 30, 31	5:30 a.m. – 3:30 a.m.	10, 30, 31	5:30 a.m. – 3:30 a.m.
Nesters	10, 30, 31	5:30 a.m. – 3:30 a.m.	10, 30	5:30 a.m. – 3:30 a.m.
White Gold/Spruce Grove	32	6:00 a.m. – 9:00 p.m.	-	No Service
Marketplace	4	7:00 a.m. – 9:00 p.m.	-	No Service
Upper Village/Benchlands	5	6:30 a.m. – 1:00 a.m.	5	9:30 a.m. - 1:00 a.m.
Nordic	20, 21, 25	5:30 a.m. – 3:15 a.m.	20, 21, 25	5:30 a.m. – 3:15 a.m.
Whistler Creek	10, 20, 20x, 21, 25	5:30 a.m. – 3:15 a.m.	10, 20, 21, 25	5:30 a.m. – 3:15 a.m.
Brio/Tamarisk/Bayshores*	10, 20, 20x, 21	5:30 a.m. – 3:15 a.m.	10, 20, 21	5:30 a.m. – 3:15 a.m.
Spring Creek	21	6:00 a.m. – 1:00 a.m.	21	8:30 a.m. – 9:30 p.m.
Function	10, 20	5:30 a.m. – 3:00 a.m.	10, 20	5:30 a.m. – 3:00 a.m.
Cheakamus Crossing	10, 20, 20x	5:30 a.m. – 3:15 a.m.	10, 20	5:30 a.m. – 3:15 a.m.
Staff Housing	7	5:30 a.m. – 2:45 a.m.	7	6:15 a.m. – 2:45 a.m.
Tapley's/Blueberry	6	6:00 a.m. – 1:30 a.m.	6	6:30 a.m. – midnight
Lost Lake	-	No service	8	11:00 a.m. – 6:00 p.m.

\*Served by highway stop only

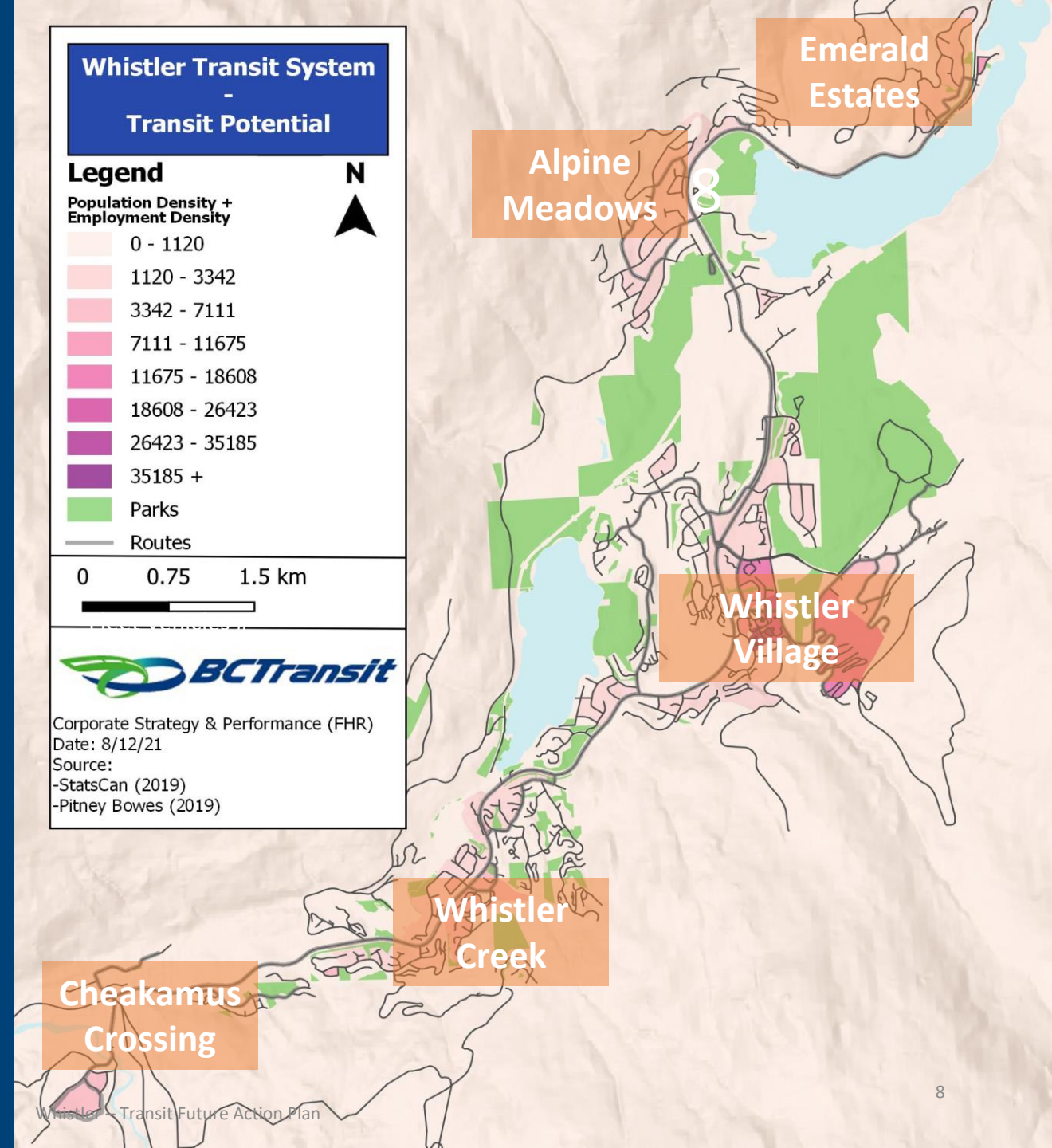
# 04 Transit Need

## Who is Whistler?

The Resort Municipality of Whistler is situated 120km or 90 minutes north of Vancouver by car. Incorporated as Canada's first designated resort municipality in 1975, the RMOW hosts nearly three million annual visitors. Whistler's population fluctuates throughout the year with temporary staff and visitors. Their annual estimated population equivalent\* increased by 15% from the completion of the TFP in 2015 to 2019, but has fallen by 7% in 2020. In the 2021 Census of Population conducted by Statistics Canada, Whistler recorded a population of 13,982 living in 5,597 of its 10,065 total private dwellings, an increase of 19% from its 2016 population of 11,746.

The map to the right details the relationship between population density and employment density in Whistler. Service is well aligned with where the majority of people are located.

*\*Average number of visitors, temporary residents and permanent residents during their peak season*





# 05 System Performance

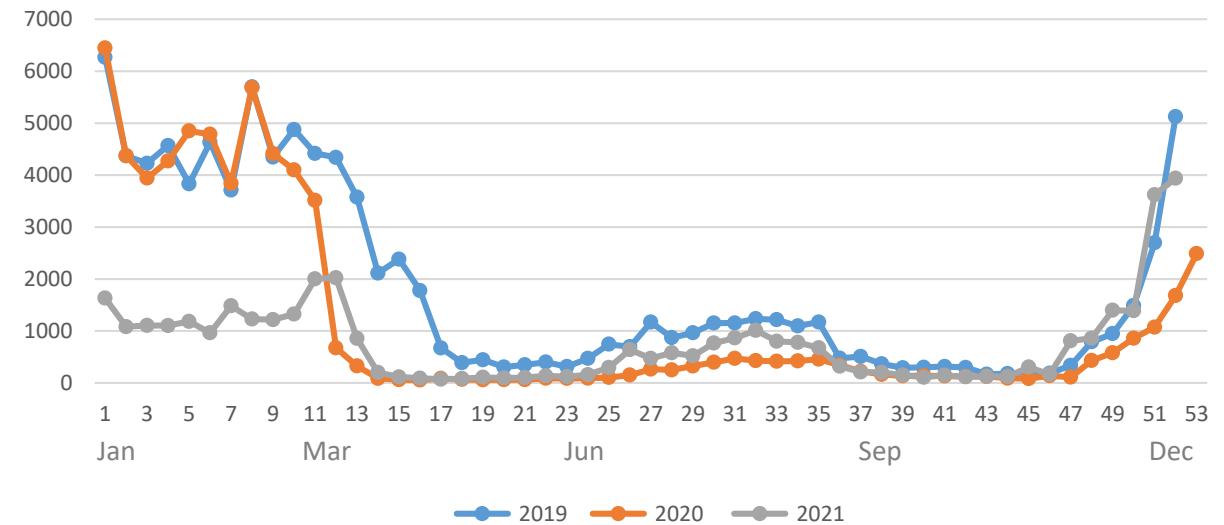
## COVID-19 Impact

Ridership across the province of British Columbia has been significantly impacted by the pandemic, remaining at approximately 50% of typical ridership (2019).

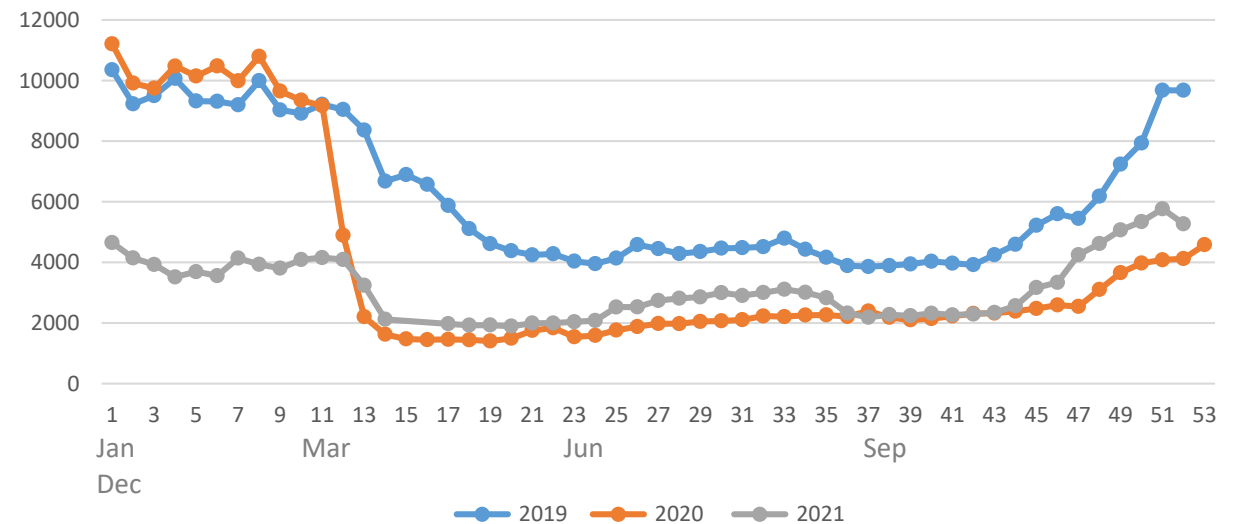
As seen in the graphs to the right, the majority of ridership lost in Whistler can be attributed to the free routes. Between January and April of 2021, ridership dropped to 20% of normal levels on the free routes. Ridership did not drop past 40% for the paid routes. Lack of tourism and temporary staff are major factors in decreased ridership levels.

It is expected that ridership will not return to 2019 levels for another one to three years, with winter ridership taking the majority of the loss. **For the purposes of this plan, reference to ridership trends will be based on 2019 data to ensure it is reflective of future trends unless otherwise stated.**

Average Daily Ridership 2019 to 2021 – Free Routes



Average Daily Ridership 2019 to 2021 – Paid Routes



Source: APC

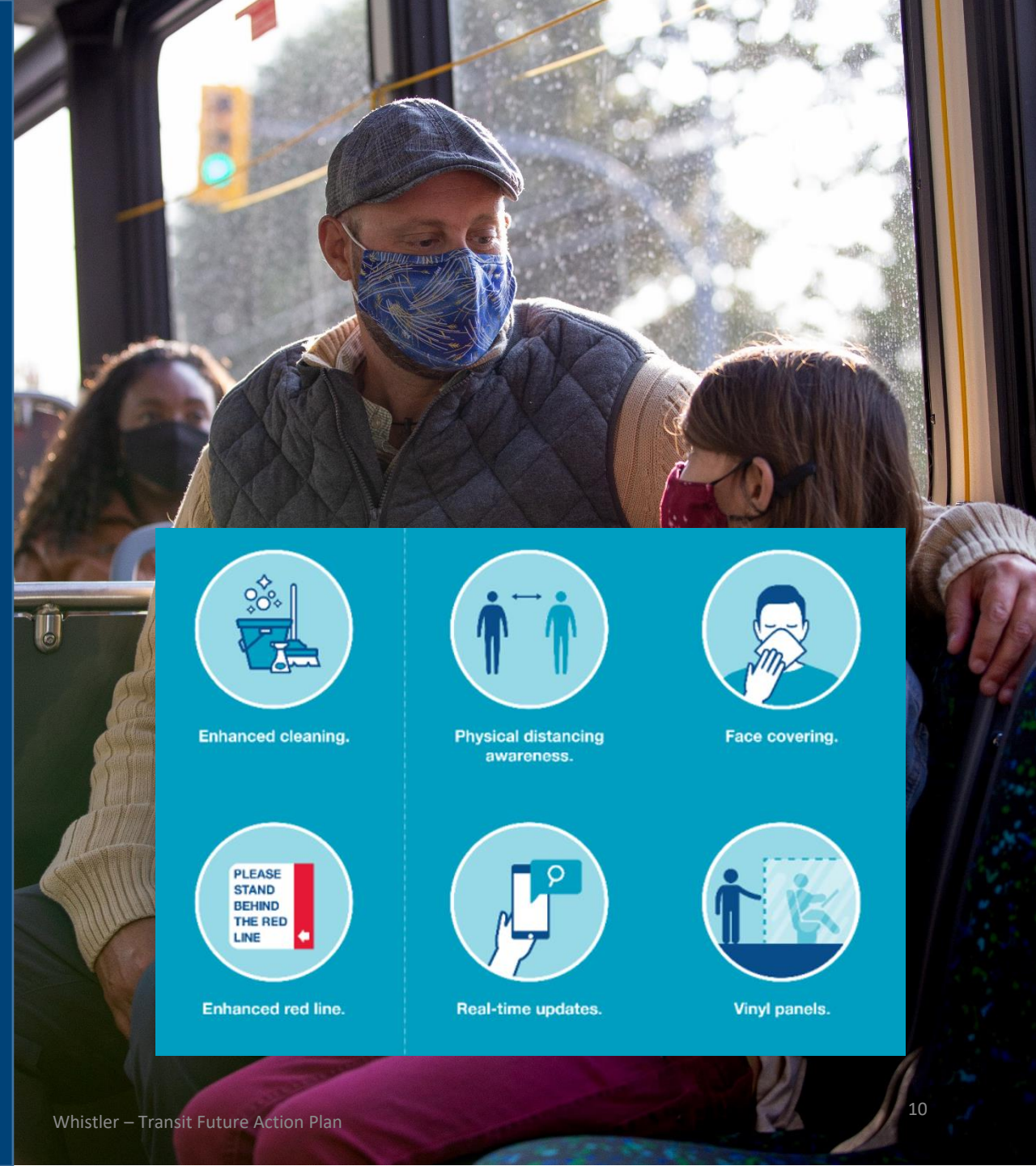
# 05 COVID-19 Response Plan

BC Transits top priority is the safety of our passengers and operators.

Following the guidance of the Provincial Health Office and WorkSafeBC, and drawing on the best practices of the transit industry worldwide, BC Transit has implemented measures on our buses to respond to COVID-19, and have put a plan together to align with BC's Restart Plan see the strategy and details at <https://bctransit.com/COVID19>.

To support ridership return the Province of British Columbia has provided restart funding to the Local Government sponsors to ensure the continued effective delivery of transit across your transit system.

**Free Transit for Children 12 and Under program** was introduced in September 2021 this aligns with BC Transits commitment to delivering initiatives to drive new and effective measures to improve your transit experience. The program enhances the RMOW High School Transit Pass by helping grow young ridership, create life-long transit users and further reduce congestion on our roads. This program replaced the RMOW Family Travel Program.



- Enhanced cleaning.
- Physical distancing awareness.
- Face covering.
- Enhanced red line.
- Real-time updates.
- Vinyl panels.

# 05 System Performance

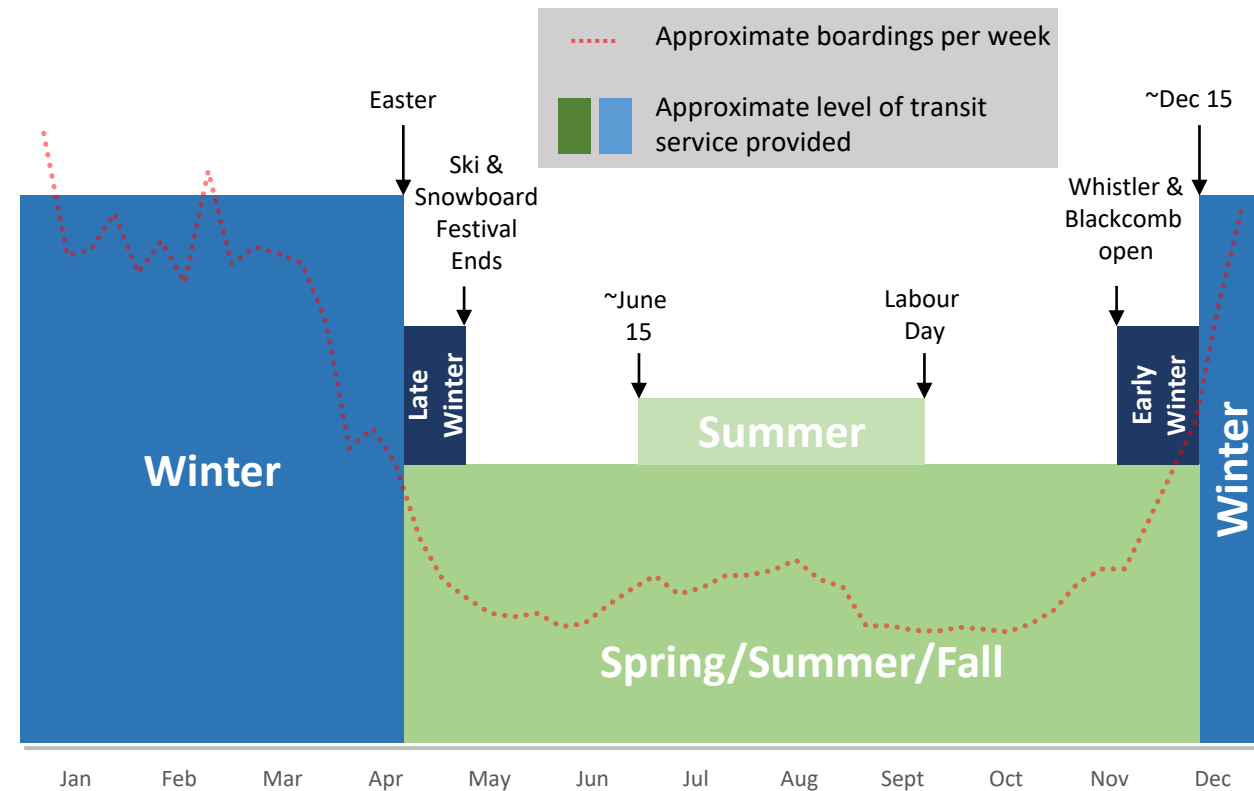
## Seasons in Whistler

Ridership in Whistler varies significantly by season. It is clear in the illustration to the right that ridership is at its peak during the winter season.

### Winter

Between the months of December and April, service levels are at their highest to accommodate the influx of travel dependent winter staff and visitors. During these months, weekend (Friday to Sunday) and holiday service levels are greater than weekday (Monday to Thursday) to accommodate the associated demand.

7 Staff Housing underwent a pilot project in 2014/15 which provided free service in the late evening and early mornings to improve safety and accessibility for residents living in Glacier Staff Housing area. This sponsored free service is one reason why the productivity is so high typically in winter.



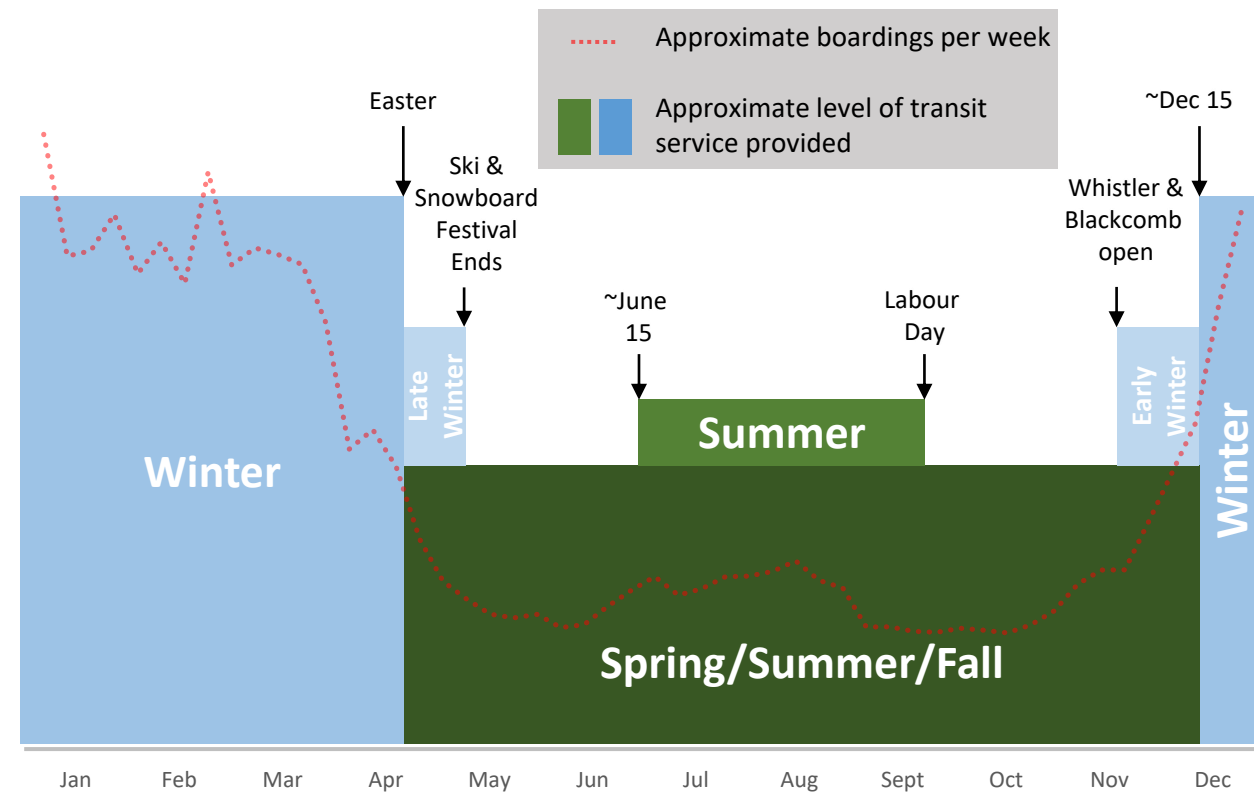
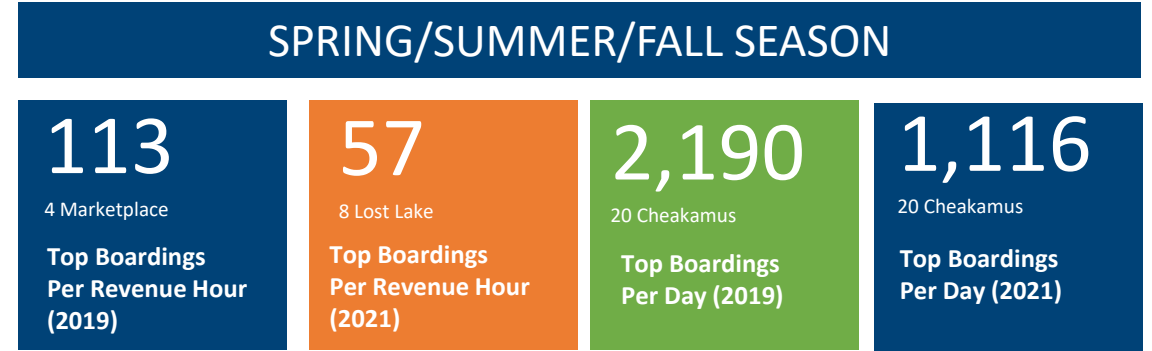
Source: APC

# 05 System Performance

## Spring/Summer/Fall

Between the spring, summer and fall months of May through November daily service levels are reduced to align with decreased travel demand. An increase in active transportation during these months is observed to influence travel demand. During the transition between the two seasons, layers of service are added to support the “ramp-down” and “ramp-up” of demand.

In the middle of summer between ~June 15 and Labour Day, the seasonal route 8 Lost Lake shuttle daily service returns and an additional layer of service is added to weekends (Saturday, Sunday and statutory holidays) to accommodate the increase in summer travel demand. The free summer weekends and statutory holidays are funded by pay parking revenue generated through Day Lots 1 to 5.



Source: APC

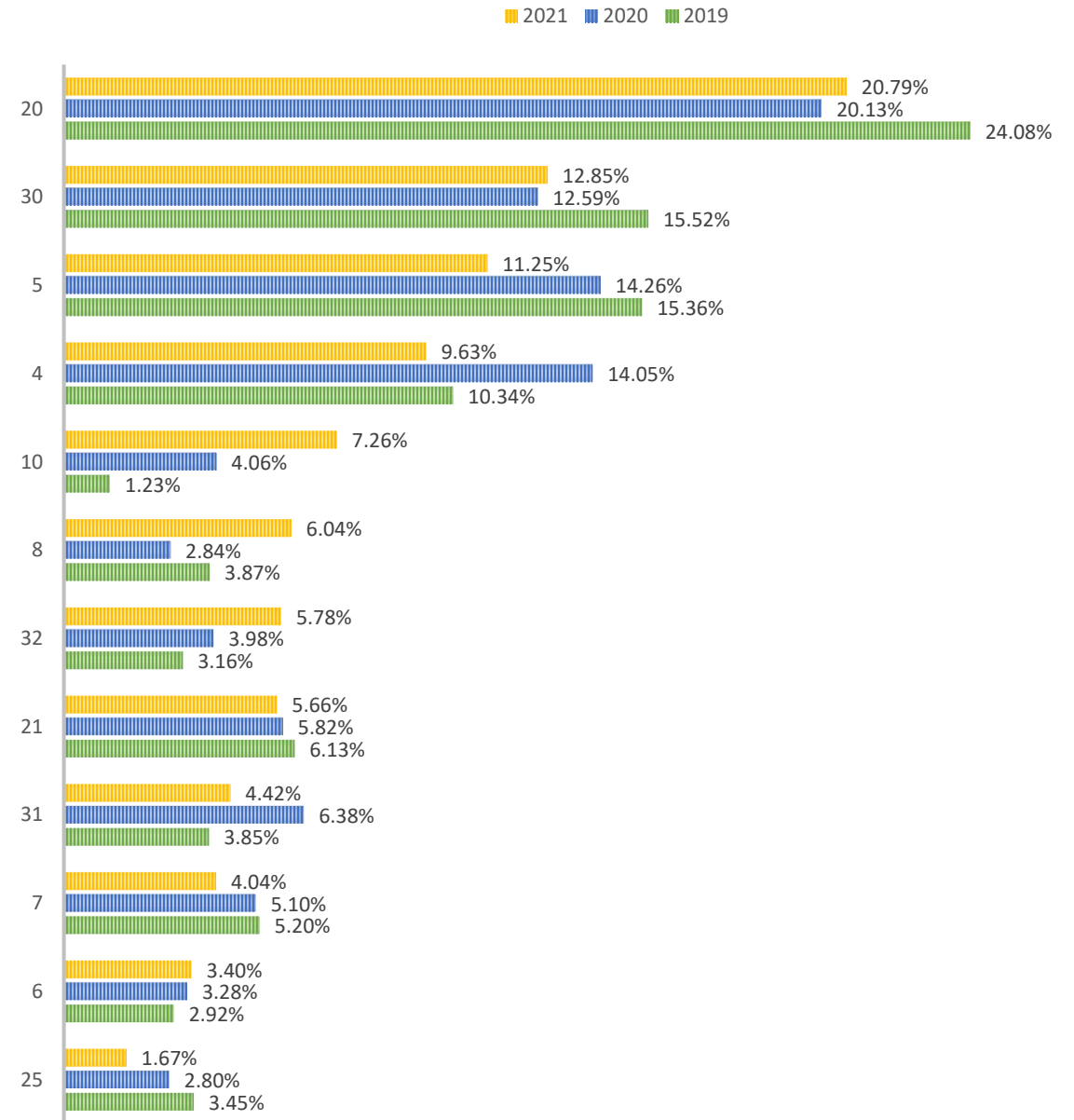
# 05 System Performance

## Key Takeaways

**Route 20 Cheakamus/Village** moves the most people in the system, followed by routes **30 Emerald/Village** and **5 Upper Village/Benchlands**.

**Route 10 Valley Express** has grown by 175% between 2019 and 2021, becoming the 5<sup>th</sup> busiest route. Additionally, it was the only route to see an increase in ridership through the pandemic.

**Free Village Shuttle routes (4 Marketplace, 5 Upper Village/Benchlands and 8 Lost Lake)** have lost the majority of ridership in 2021 due to their reliance on tourism which has been significantly affected by the COVID-19 pandemic.



Percent of Total Ridership by Route (2019 to 2021) Source: APC

# 06 Engagement

## How we Engaged with the Whistler Community

As part of BC Transit’s commitment to public engagement, outreach was carried out to identify draft service and infrastructure through workshops with key stakeholders as well as public engagement.

Between February 20, 2020 to February 29, 2020 BC Transit completed an on-board transit passenger survey. The results were used to inform the Fall 2020 schedule as well as further TFAP engagement.

Online engagement was launched online from January 5, 2021 to February 7, 2021. BC Transit also worked with Whistler to deliver paper surveys in response to community feedback. Marketing to the community was facilitated through a variety of tools including: a project website, newspaper ads in the Pique Newsmagazine, mail-out ads to residential addresses, internal bus ads and social media advertisements.



**6** Key Stakeholder Representatives (TMAC)\*



**1,222** Total Comments



**755** Online Survey Respondents



**88** Pins Added to Map



**0** Open house attendees\*\*



**1,890** Page Views

*\* Subject to change after further review*

*\*\*Due to the pandemic, in-person engagement was cancelled*

# 07 What we heard

## 10 Valley Express improvements top of mind

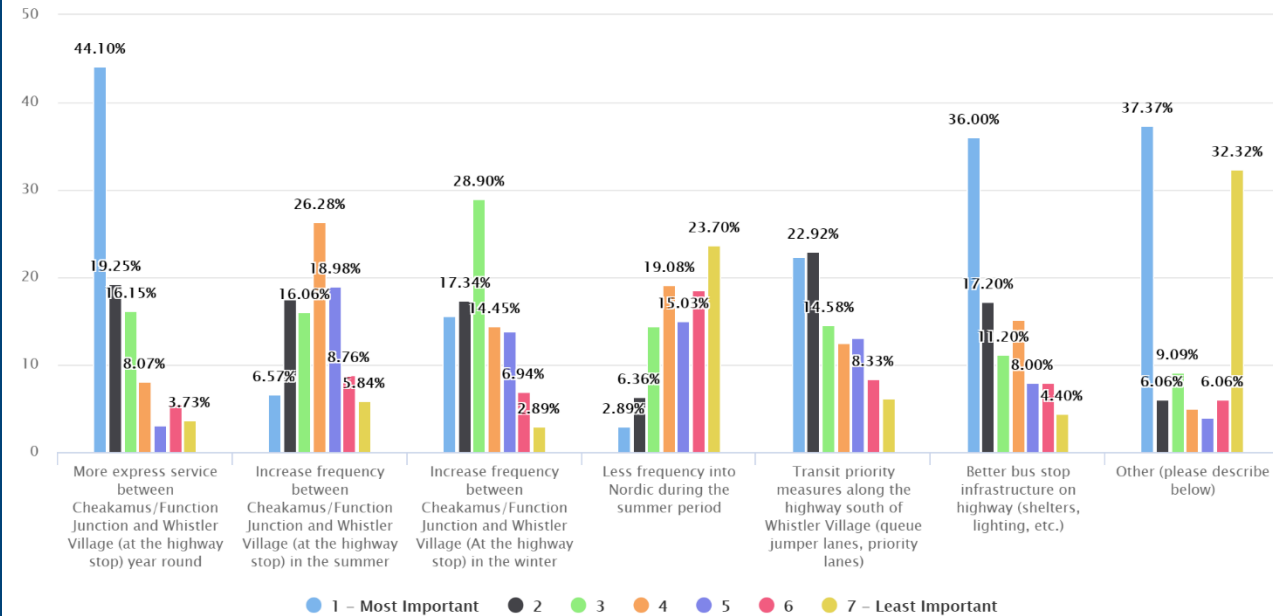
**Whistler South** – Majority of respondents wanted to see improved service to service south of Whistler Village.

**Frequency and Span** – between Cheakamus Crossing and Whistler Village. Majority wanted to see it in the form of express service.

**Infrastructure**- Desire for transit priority measures and improved bus stops along the highway.

**Service to Other Areas** – Most respondents wanted to see service being provided in some capacity to Alta Lake.

More information can be found in the engagement summary at [engage.bctransit.com/whistler](https://engage.bctransit.com/whistler).



# 08 Your Future Network

## Transit Mode Share Targets

**Transit Mode Share** is the percentage of all trips that are made by transit in a given community. In 2015 it was determined that the average mode share in Whistler was 15%, with a goal of 16% by 2020 and 25% by 2040.

Using the same metrics that calculated mode share in 2015, the mode share in 2019 remained similar at 14.5%, and decreased in 2020 to 7% due to the pandemic. For this reason it is recommended that the transit mode share goals do not change from the TFP.

Whistler Mode Share	2015 TFP	2021 TFAP
Current Transit Mode Share	15%	7%*
2020 Transit Mode Share Target	16%	-
2025 Transit Mode Share Target	20%	20%
2040 Transit Mode Share Target	25%	25%

\*2019 mode share was 14.5%

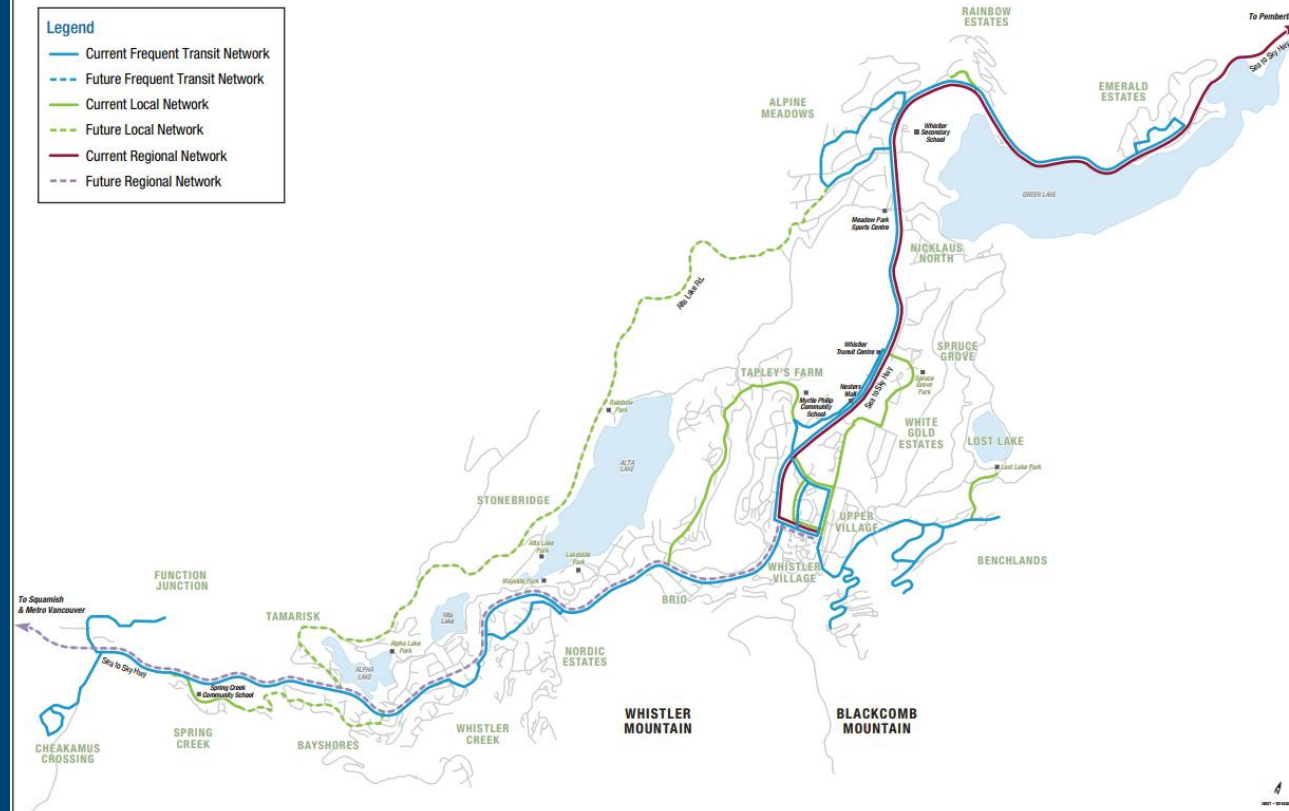


# 08 Your Future Network

## Future Network

In the 2015 Transit Future Plan, a future network was created based on three transit layers, the Core Transit Network, Local Transit Network, and Regional Transit. For consistency with BC Transit best practices, it is recommended to change Core Transit Network to Frequent Transit Network (or FTN). Furthermore, the local transit network is split into ridership and coverage based to provide more clarity to the routing.

## Whistler Transit



**Frequent Transit Network** – Links people to major destinations within Whistler, typically through the Whistler Village and not deviating into neighbourhoods.

**Local Transit Network – Ridership** – Links people to destinations within neighbourhoods, connecting to Whistler Village. These routes focus on ridership and therefore have additional frequency.

**Local Transit Network – Coverage** – Links people to destinations within neighbourhoods, as well as to the other Transit Networks. These routes provide coverage by deviating off the direct path more often.

# 08 Your Future Network

## Network Service Standards

The success of the Transit Future Network in Whistler is not achieved by the service simply being implemented, as described in the Service Priorities section of this Plan. Integrated and continuous planning, designing, monitoring, and optimizing of the transit network is required to achieve Whistler’s Transit Future. The monitoring and optimizing aspects of this work can be informed by tailored Service Standards that guide local governments and BC Transit staff in determining and managing community expectations regarding the level of transit service to be provided. Specifically, Service Standards for transit in Whistler outline the minimum acceptable span and frequency of transit service.

Span of service defines the operating hours that a route is in service. In the case of Whistler, transit service already operates 23 hours per day, seven days per week 365 days a week, so improving transit service can be limited to tailoring service by season and by neighbourhood.

Transit Service Type	Transit Service Description	Existing Routes	Long Term Routes	Period	Recommended Transit Service Span	Recommended Transit Service Frequency
Frequent Transit	Links people to major destinations within Whistler, typically through the Whistler Village and not deviating into neighbourhoods.	10*	10	Monday to Friday	5:30 a.m. to 10:00 p.m.	Service every 15-30 minutes
				Saturday	5:30 a.m. to 10:00 p.m.	Service every 15-30 minutes
				Sunday and Holiday	5:30 a.m. to 10:00 p.m.	Service every 15-30 minutes
Local Transit - Ridership	Links people to destinations within neighbourhoods while providing connections to other Transit Networks. Focus on ridership.	6, 7, 20, 30	6, 7, 20, 30	Monday to Friday	5:30 a.m. to 3:30 a.m.	Service every 15-30 minutes
				Saturday	5:30 a.m. to 3:30 a.m.	Service every 15-30 minutes
				Sunday and Holiday	5:30 a.m. to 3:30 a.m.	Service every 15-30 minutes
Local Transit - Coverage	Links people to destinations within neighbourhoods while providing connections to other Transit Networks. Focus on coverage.	4**, 5, 8**, 21, 25,31, 32	4, 5, 8, 21, 25,31, 32 as well as potential service to Alta Lake Road	Monday to Friday	6:30 a.m. to Midnight	30-60 minutes
				Saturday	6:30 a.m. to Midnight	30-60 minutes
				Sunday and Holiday	6:30 a.m. to Midnight	30-60 minutes

\*Service is not at this level yet due to its recent implementation  
 \*\* Seasonal routes do not match recommended transit service span

# 08 Your Future Network

## Network Performance Guidelines

Performance Guidelines are unique evaluation tools that can be used to help plan new transit services, make adjustments to existing service, and measure how well the transit system is progressing towards achieving its goals. These guidelines will evolve with the growth of transit service in Whistler.

### System Level

The original goal of 10% improvement over the 2014 baseline was surpassed in 2019 at the system level but has since dropped in 2021. Therefore the goal should remain the same until ridership returns to pre-pandemic levels.

### Route Level

Due to local route productivity it is recommended that the LTN performance measure increases to better match ridership trends.

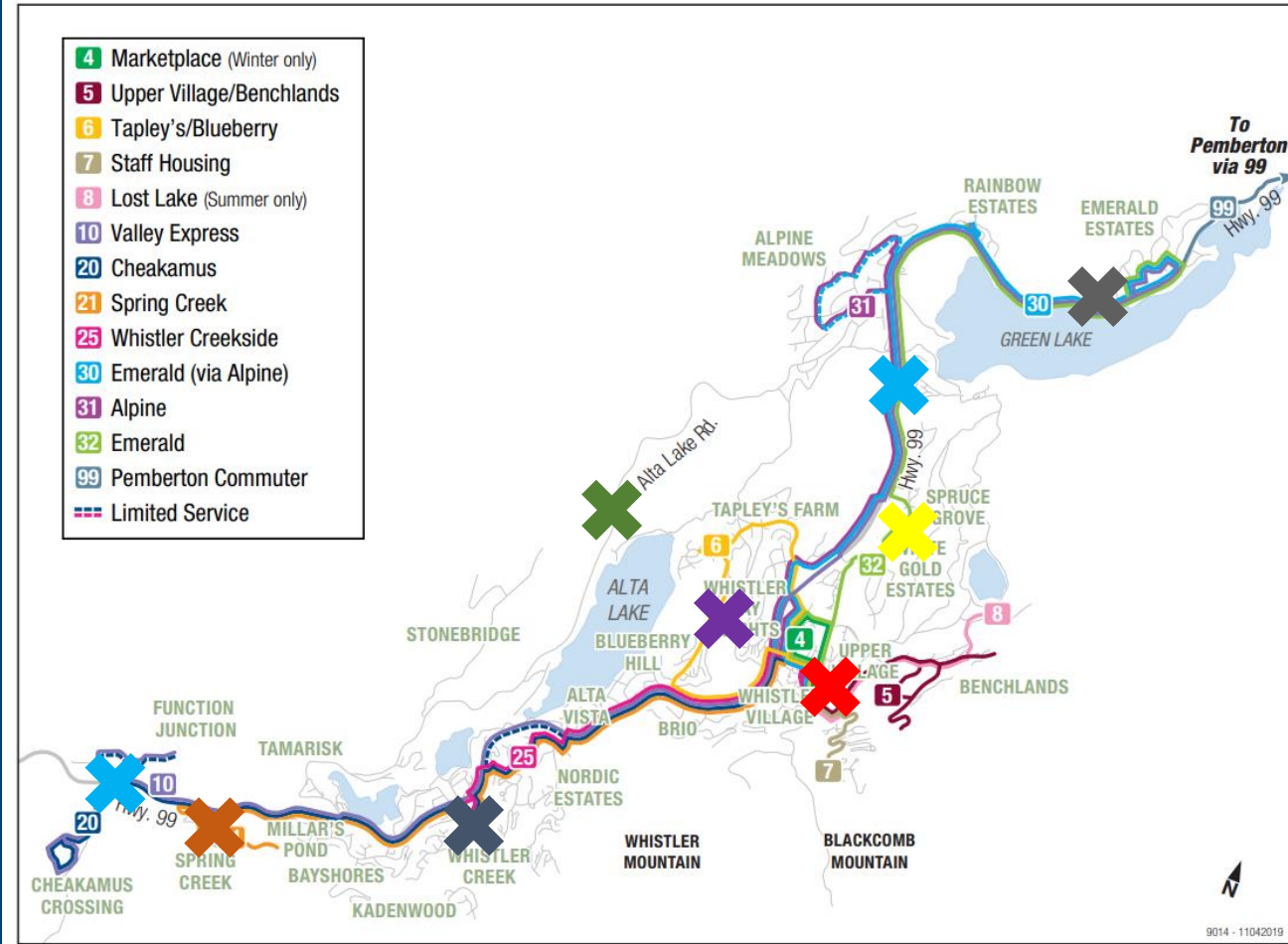
Performance Measure	Definition	2014 Baseline	2019	2021	2040 Target
<b>System Level</b>					
Average boardings per revenue hour	Measures the total volume of ridership as compared to the total capacity of transit service	39.7	59.2	28	44
Cost per passenger trip	Measures the average cost to provide service per passenger trip	\$4.06	\$3.49	\$7.88	\$3.65
Cost recovery	Measures the financial performance of the transit system, usually expressed in terms of total operating revenue after total operating expenses	27.1%	30.86%	10.4%	30%
<b>Route Level</b>					
Average boardings per revenue hour	Measures the total volume of ridership as compared to the supply of transit service	N/A	51.9	24.4	FTN: 40
			67.8	38.1	LTN: 40
Average rides per trip	Measures the total number of people that board a vehicle on a specific trip specific trip and route		18.3	7.2	FTN: 30
			12.4	5.6	LTN: 12

# 08 Your Future Network

## Service Improvements

To continue to work towards the goals set in the 2015 TFP and to work towards new goals set in this plan, service improvements have to be made across the system.

Through a combination of public engagement results as well as APC data, service level improvements have been outlined in this plan focusing on all areas of service as shown in the image to the right.



10 Valley Express Improvements

Optimize 6 Blueberry/ Tapley's

Optimize Whistler Village transit

30 Emerald Improvements

Removal of 32 Emerald (via Alpine)

New service to Alta Lake Road

Whistler Creek Improvements

Spring Creek Improvements

# 09 Service Priorities 2023-24

Priority	Description	Expansion Resources
Return to pre-pandemic seasonality	Expand shoulder winter seasons and full winter season to align with pre-pandemic schedules.	2,000 service hours \$\$ ~\$115,000*
10 Valley Express Service Change Package (1/5)	Changes to the 10 Valley Express routing envision removal of service from Nesters Mall and a pilot project to introduce service into Whistler Village.	1,000 service hours \$ ~\$68,000*
10 Valley Express Service Change Package (2/5)	Increase frequency of 10 Valley Express to 15 minutes during key commuter times in the spring/summer/fall.	2,000 service hours \$\$ ~\$115,000*
<b>Total Resources Required in 2023/24</b>		<b>5,000 service hours ~\$298,000</b>

# 09 Service Priorities 2024-25

Priority	Description	Expansion Resources
Improve 30 Emerald Frequency	Add additional trips in the evening to provide 15 minute service during key commuter time in spring/summer/fall.	1,000 service hours \$
Improve 25 Whistler Creek Frequency	Provide additional service throughout day to fill pre-existing gaps.	750 service hours \$
10 Valley Express Service Change Package (3/5)	Expand service span an hour in the morning and an hour in the evening.	1,000 service hours, 1 bus \$
	<b>Total Resources Required in 2024/25</b>	<b>2,750 service hours, 1 bus</b>

# 09 Service Priorities 2025-26

Priority	Description	Expansion Resources
20 Cheakamus Service Change Package (1/2)	Improve peak frequency in Spring/Summer/Fall to more similarly match the winter seasons.	2,900 service hours, 2 bus \$\$\$
Introduce modified 6 Blueberry/32 Emerald Optimization	Expand service on 6 Blueberry to incorporate Spruce Grove and White Gold neighbourhoods, as well as Nesters Mall. Removal of 32 Emerald due to new coverage provided. Additionally, add bidirectional service.	5,100 service hours, 1 bus \$\$\$\$
10 Valley Express Service Change Package (4/5)	Remove service from Nesters Mall on 10 Valley express due to new coverage provided by 6 Blueberry. Requires infrastructure improvement on highway.	+500 service hours \$
21 Spring Creek Service Change Package (1/2)	Expand service in evening.	500 service hours \$
<b>Total Resources Required in 2025/26</b>		<b>8,000 hours, 3 bus</b>

# 09 Service Priorities 2026-27

Priority	Description	Expansion Resources
10 Valley Express Service Change Package (5/5)	Improve frequency throughout entire year.	3,500 service hours, 2 buses \$\$\$\$
	<b>Total Resources Required in 2026/27</b>	<b>3,500 service hours and 2 buses</b>



# 09 Service Priorities 2027-28

Priority	Description	Expansion Resources
20 Cheakamus Service Change Package (2/2)	Expand summer weekend service frequency improvement to include more days.	2,150 service hours, 1 bus \$\$\$
21 Spring Creek Service Change Package (2/2)*	Improved service in the morning throughout entire year.	1,900 service hours, 1 bus \$\$\$
Alta Lake Service	Potential introductory service to Alta Lake Road and surrounding areas.	2,500 service hours, 1 bus \$\$\$
<b>Total Resources Required in 2027/28</b>		<b>6,550 service hours and 3 buses</b>

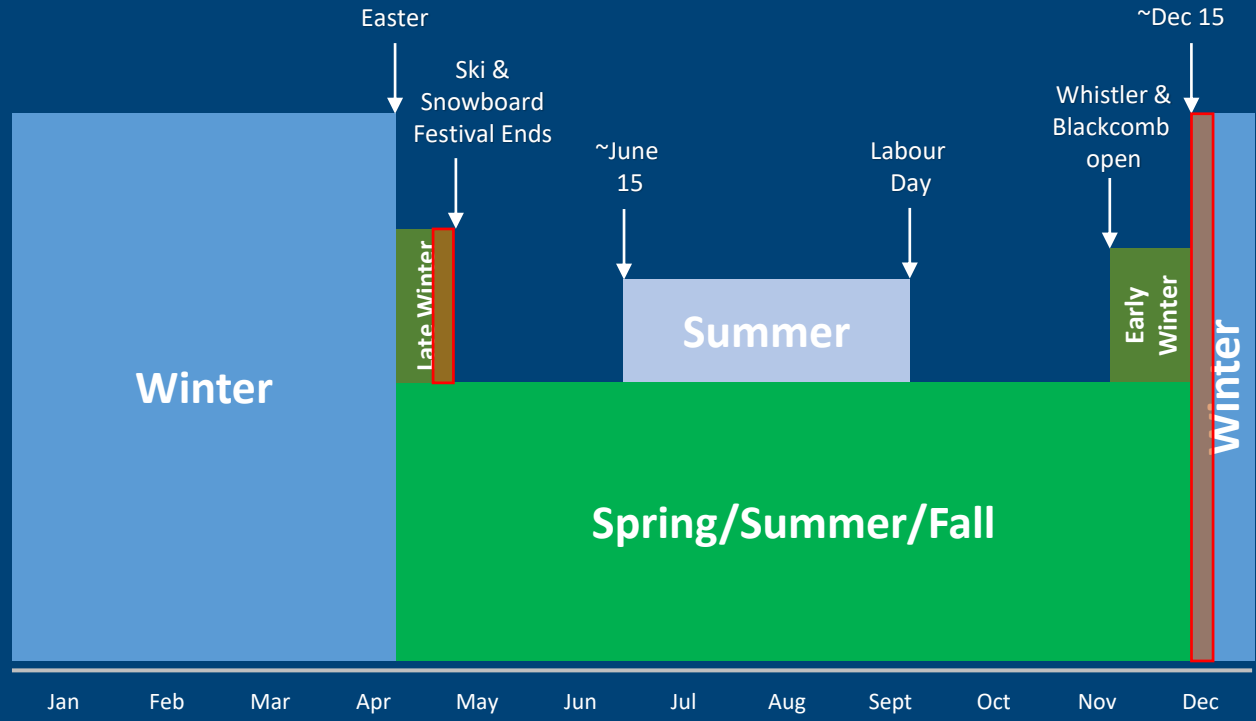
# Return to pre-pandemic Seasonality

Extend shoulder seasons to parallel service levels prior to the pandemic

Due to the COVID-19 pandemic the winter season in Whistler saw a reduction in service days in March and April 2020 and 2021 due to resort closures. As a result of the loss of expansion hours and the revising of routes 10 Valley Express, 20 Cheakamus and 30 Emerald, full winter service had to be moved back by 14 days to December 18 in 2021. This proposal will look to bring back the Late Winter service in April 2023 and begin service earlier in December 2023.

**2,000**  
Annual service hours

Additional service in 2022/23  
  Approximate level of transit service provided



# Whistler South

## *Service Improvements*

Whistler South is comprised of routes 10\*, 20, 20x, 21 and 25. Not only do these routes produce the most ridership, but respondents to the engagement indicated this was the highest priority area to focus on.

*\*10 Valley Express is incorporated in Whistler North as well*



# 10 Valley Express Service Package

## Boost service frequency and span

10 Valley Express had the most support for improvement during public engagement. Additionally, it is the only route to have growing ridership annually from 2019 to 2021 as compared to all other routes, which have seen a decrease due to the pandemic.

This proposal includes five sub-priorities that are intended to bring the 10 Valley Express up to an *FTN level* of transit service. It is broken down into each proposal and associated implementation year. This is to be in coordination with Highway 99 infrastructure improvements.

6,000

Annual service hours

2

Heavy-duty vehicle

Page  
24 - 25

Sub-Priority	Implementation Year	Expansion Resources
Frequency Improvement (SSF only)	2023	2,000 hours
Introduce pilot project to service Northlands Blvd	2023	1,000 hours
Expand span of service by two hours year-round	2024/25	1,000 hours
Frequency Improvement (year-round)	2025/26	3,500 hours, 2 buses
Optimize service in Nesters Mall	2025/26	+500 hours

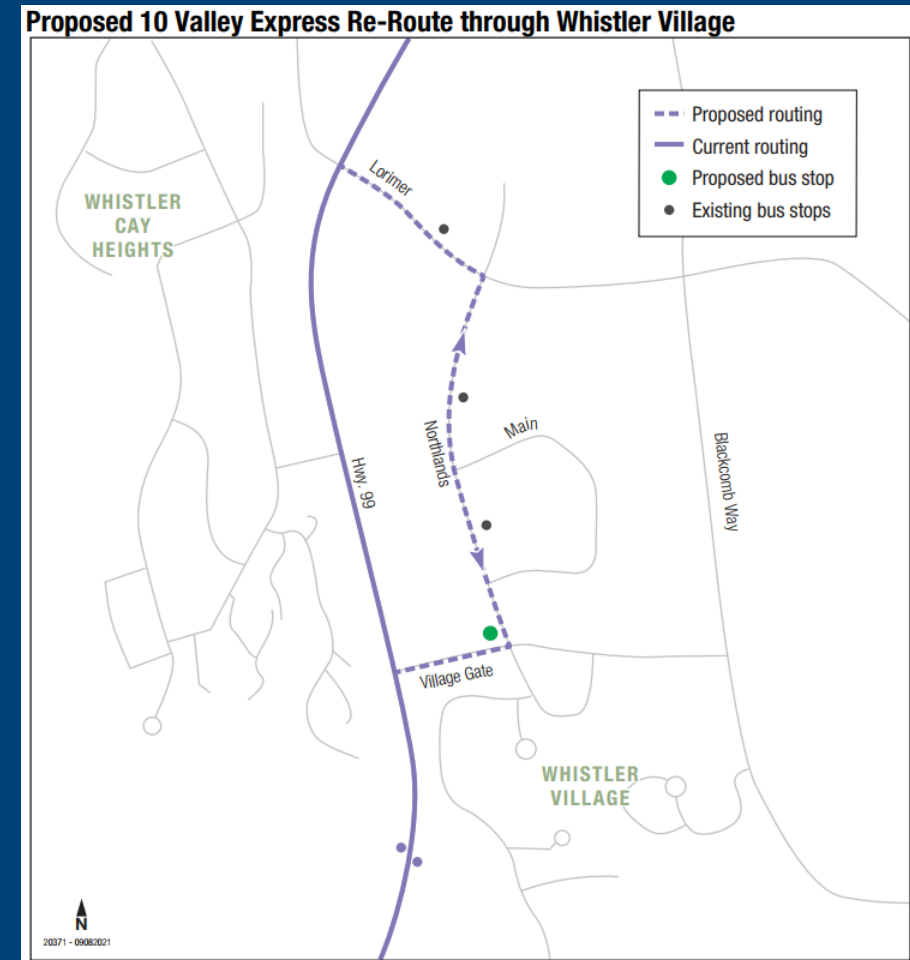
# Optimize 10 Valley Express – Phase One

## Service Whistler Village on 10 Valley Express

This proposal looks at the integration of a pilot project to test routing service into Whistler Village during off-peak hours. If ridership and public feedback is positive after the trial period (one year) BC Transit and the Resort Municipality of Whistler will implement the change permanently.

1,000

Annual service hours



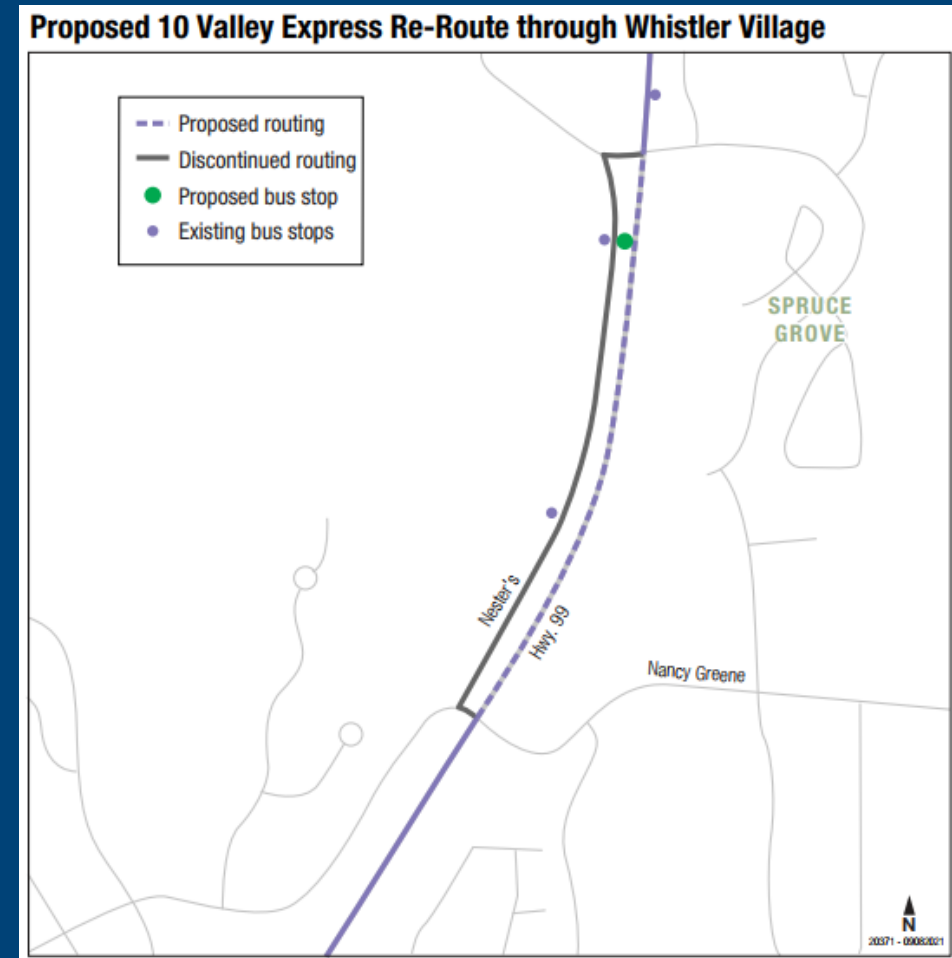
# Optimize 10 Valley Express – Phase Two

Remove service from Nesters Mall and reallocate resources

This proposal envisions the removal of service from Nesters Mall to make 10 Valley Express more efficient. Highway infrastructure improvements are required prior to this change occurring. Resources would be reallocated into other service change proposals.

+500

Annual service hours



# 20 Cheakamus Improvement Package

## Boost service frequency and span

This proposal includes two sub-priorities that look to make transit in Whistler South more convenient. Route 20 has historically been the largest generator of paid ridership. Consequently, public engagement had supported 20 Cheakamus as the main priority for improvement in the evening over all other areas for improvement next to 10 Valley Express evening improvement.



Sub-Priority	Implementation Year	Expansion Resources
Frequency Improvement (SSF only)	2023/24	2,300 hours
Improve weekend service frequencies separate from weekday (SSF only)	2023/24	2,000 hours

# Fill in service gap on 25 Whistler Creek

Add trips to provide more consistent service throughout day on 25 Whistler Creek

Currently, 25 Whistler Creek operates during the winter months and infrequently during the summer. This proposal will look to improve the frequency during the winter to provide six additional trips during the midday and evening time periods to reach consistent service every 30 minutes.

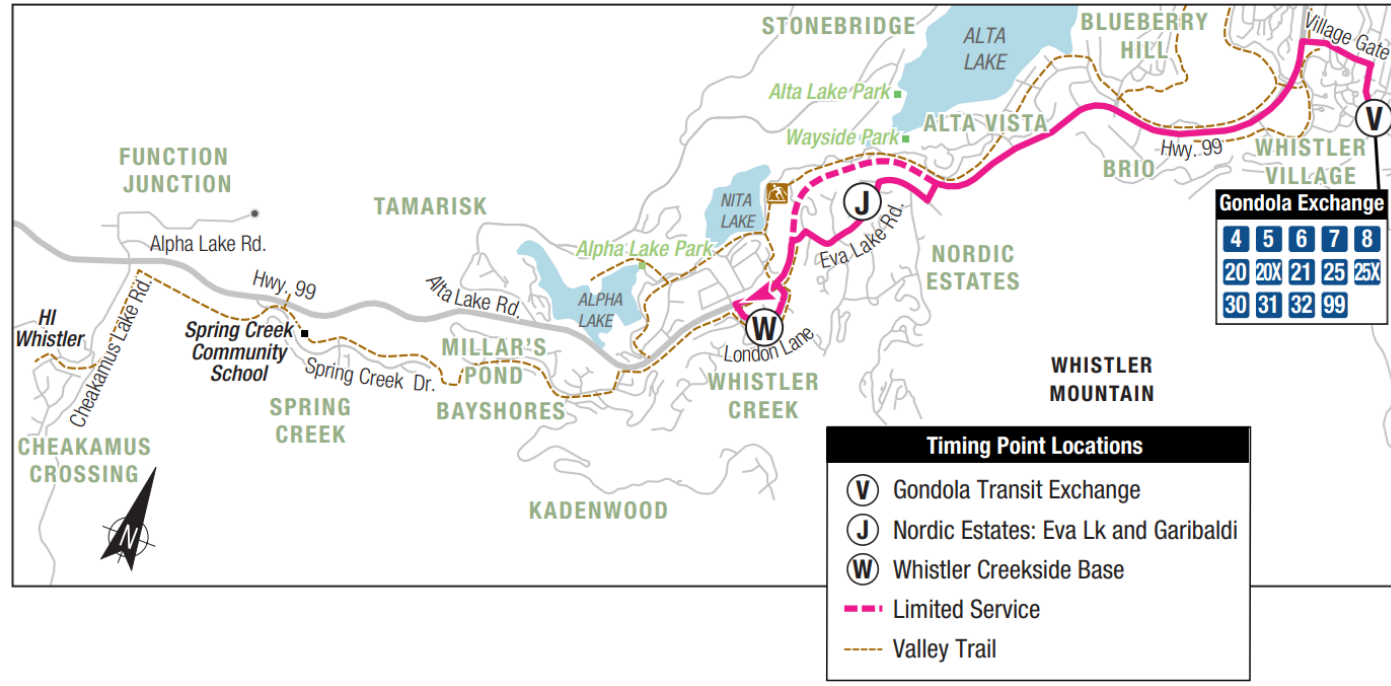
750

Annual service hours

1

Heavy-duty vehicle

## 25/25X Whistler Creekside





# 21 Spring Creek Improvement Package

## Boost service frequency and span

This proposal includes two sub-priorities that look to make transit in Spring Creek more convenient. Route 21 historically was the fifth most productive route in terms of ridership (2019). Engagement suggested that improving the morning frequency and evening span was most important. Ridership highlights demand in the evening during the spring/summer/fall.

Sub-Priority	Implementation Year	Expansion Resources
Add service span in evening during the spring/summer/fall	2025/26	500 hours
Improve morning service to 30 minute frequency year-round	2026/27	1,900 hours, 1 bus

2,400

Annual service hours

1

Heavy-duty vehicle

# Whistler North

## *Service Improvements*

Whistler North is comprised of routes 10\*, 30, 31 and 32. Although there is less ridership demand than in Whistler South, service levels should continue to grow to ensure future demand is supported.

*\*10 Valley Express is incorporated in Whistler South as well*



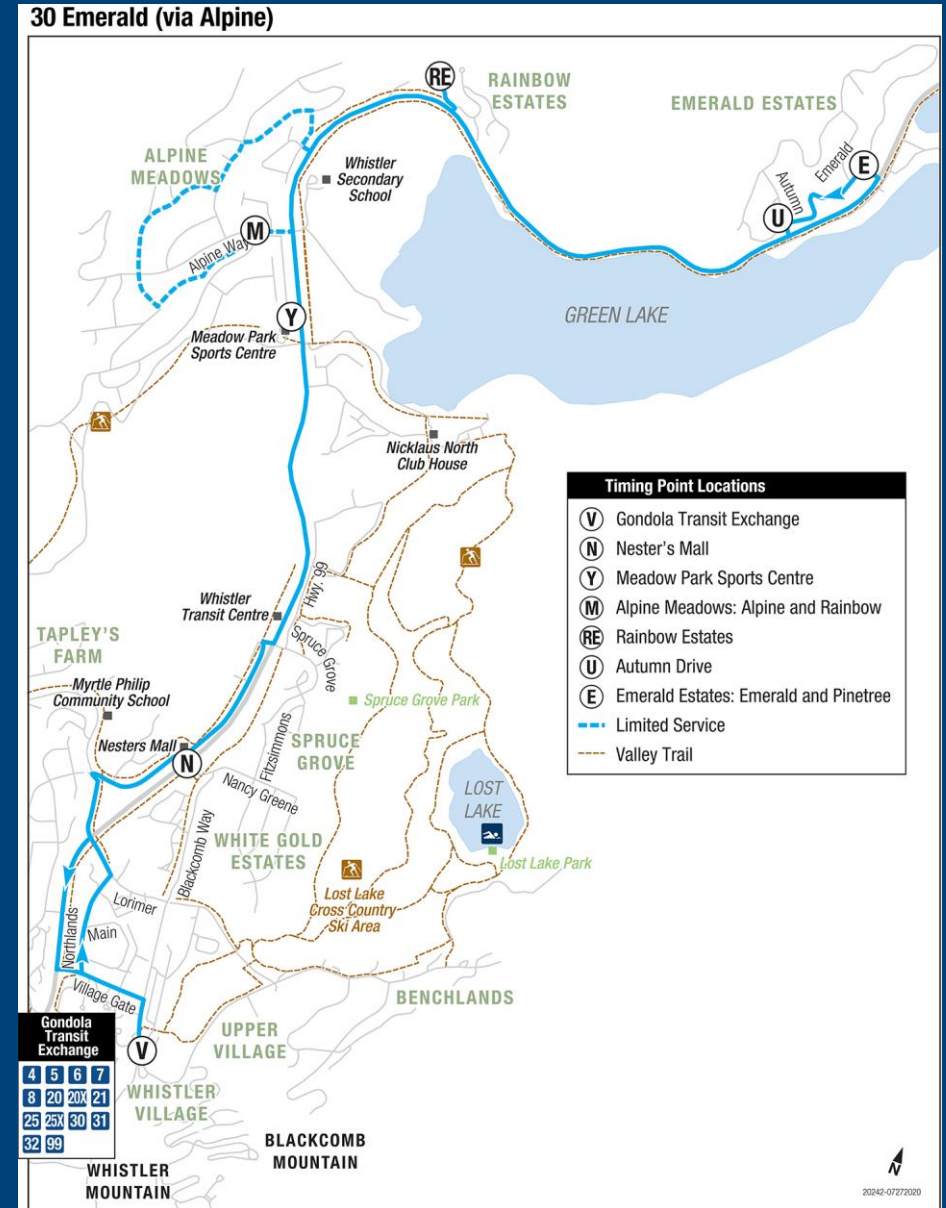
# Improve service on 30 Emerald

Add additional trips in the evening in in the Spring/Summer/Fall

This proposal will look to remove the gap of service that currently exists in the evening on 30 Emerald in spring/summer/fall. The third most important priority during engagement was improving direct service between Emerald Estates and Whistler Village. Additionally, 30 Emerald remains the second busiest route in Whistler.

1,000

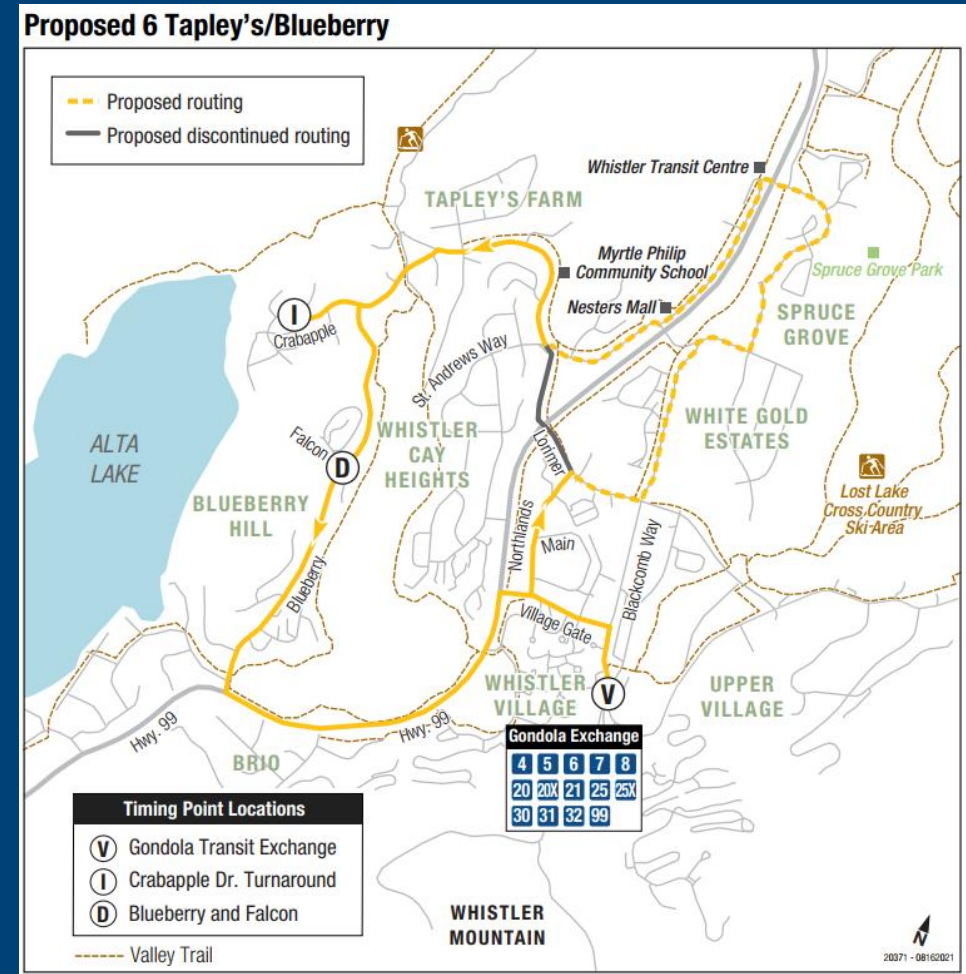
Annual service hours



# Modify 6 Blueberry and remove 32 Emerald

Incorporate Nesters Mall, White Gold Estates and Spruce Grove

This proposal envisions 6 Blueberry providing service to White Gold/Spruce Grove as well as Nesters Mall. 32 Emerald would be removed and additional resources would be added to 6 Blueberry to allow for bidirectional service.



**4,100**  
Annual service hours

**1**  
Heavy-duty vehicle

# Introductory service to Alta Lake Road

*Provide service to Alta Lake Road in the spring/summer/fall*

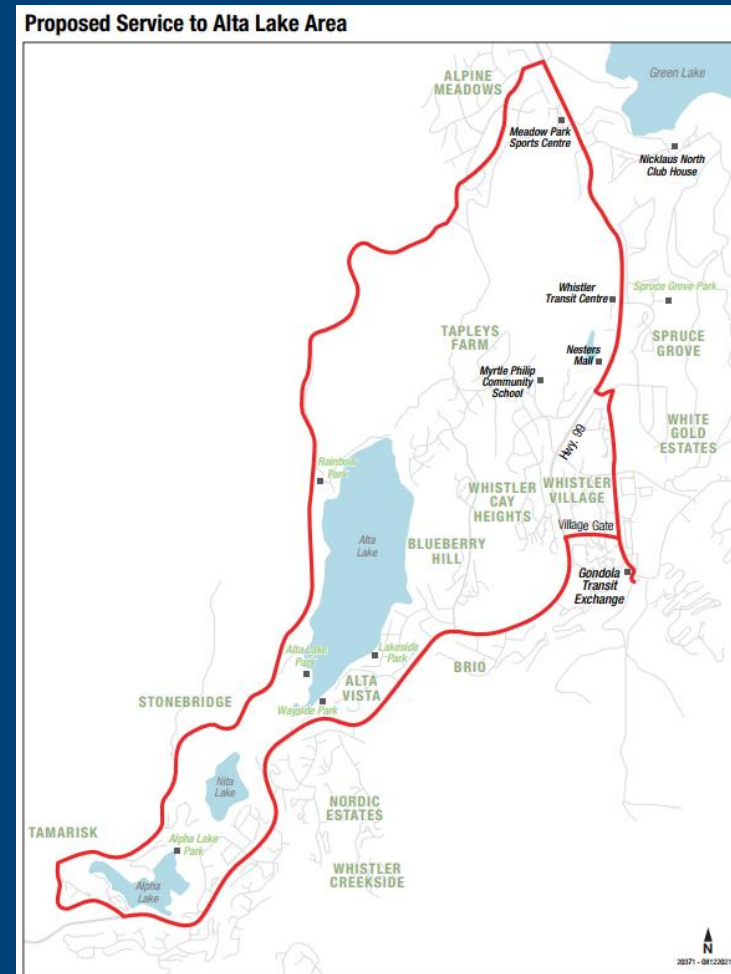
Providing new service in Whistler came up throughout public engagement, and having local service to Alta Lake was the top priority. This proposal will evaluate the potential to provide service to Alta Lake Road, requiring additional engagement closer to implementation.

2,500

Annual service hours

1

Heavy-duty vehicle



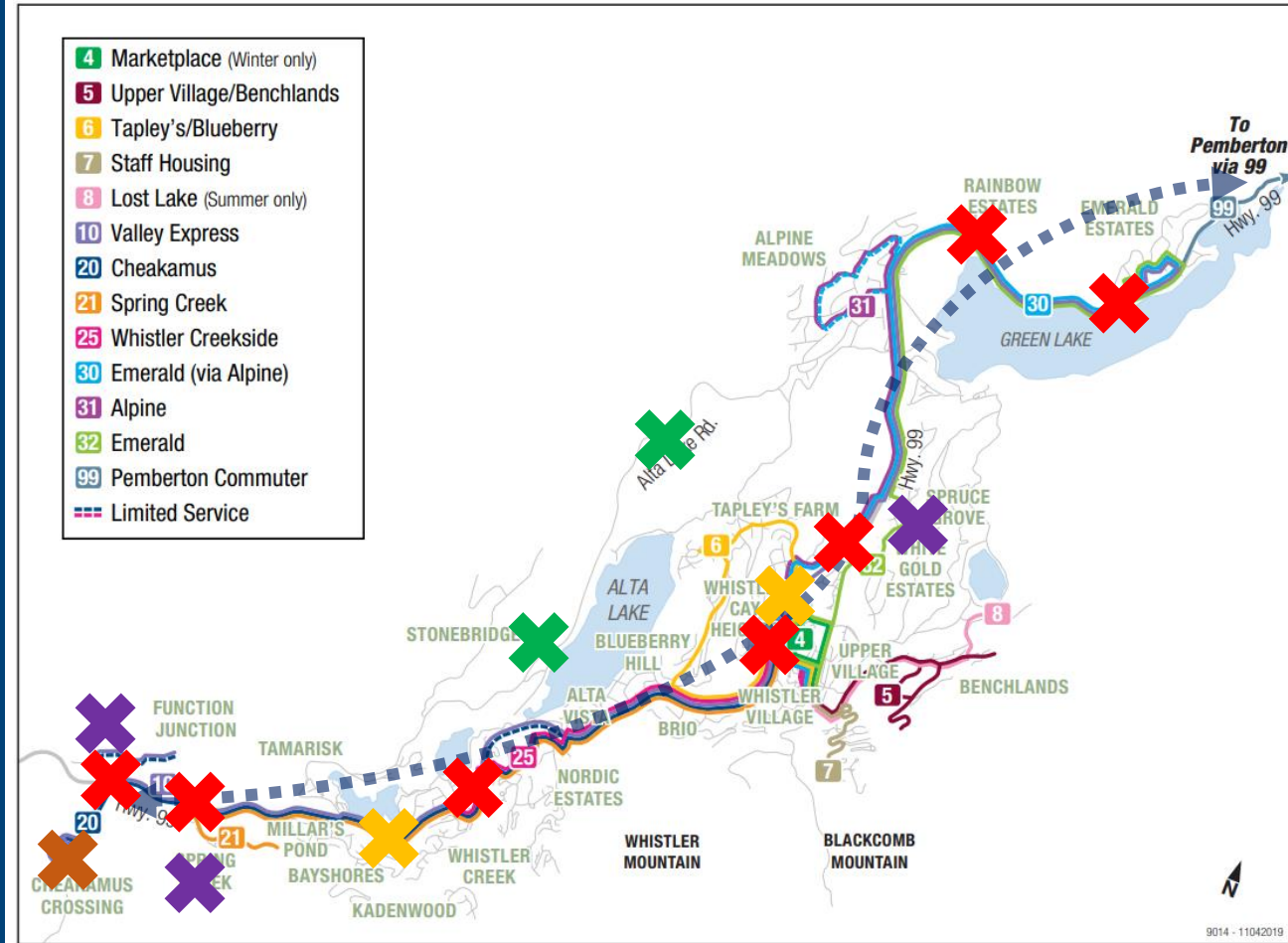
# 10 Your Future Network

## Infrastructure Improvements

To ensure that the service level improvements can be reached, various supporting infrastructure improvements are required.

These infrastructure priorities will help to shape Whistler Transit System over the next five years providing improved transit infrastructure for customer convenience and safety.

Prior to continued investment in the 10 Valley Express, infrastructure improvements are required along the highway at the noted areas to ensure safe and accessible transit.



\*Location to be determined during implementation

- Red X: 10 Valley Express stop improvements
- Yellow X: Transit priority measures
- Purple X: Review operations of routing
- Orange X: Park & Ride
- Blue dashed arrow: Rapid Transit Network Study
- Green X: Bus stop infrastructure\*

# 11 Infrastructure Priorities 2022-2027

Priority	Description	Resources/Partners
Highway bus stops (multiple locations)	Highway bus stops from temporary to permanent at Highway 99 at Village Gate Boulevard SB and NB, as well as Highway 99 at London Lane/Lake Placid Road, others TBD	BC Transit, RMOW, MOTI, BC Transit Shelter Program, Minor Betterments Program
Rapid Transit Network Study	In cooperation with MOTI, the goal of this study will be to ensure 10 Valley Express is optimally routed with opportunities for new transit priority measures and bus stops sited and preliminary designs completed.	BC Transit, RMOW, MOTI, Consultant TBD
Review operation of routes in Whistler South	After completion of new highway stops and an RTN Study, evaluate opportunities for improved routing 21 Spring Creek and 10 Valley Express routing in Function Junction.	BC Transit, RMOW, MOTI, Consultant TBD
Parking Facility in Cheakamus Crossing	Park and Ride construction in Cheakamus Crossing to support future population growth and potential interregional travel.	BC Transit, RMOW

# 12 Investment Strategy

## Funding the plan

To achieve the goals of this plan, capital and operating investments in the transit system will be required over the next five years and beyond. Annual operating costs are based on service hours that are projected to increase by 25,800 hours.

The plan also calls for capital investments that include:

- An additional 9 buses added to the transit fleet\*
- A Rapid Transit Network Study
- Improvements to customer amenities at transit stops

Given the level of transit investment anticipated over the coming decades, BC Transit and its funding partners will need to evaluate stable and predictable funding sources beyond the existing mechanisms.

*\*Dependent on fleet changes through electrification of the BC Transit fleet this number may increase.*

*Any changes will be presented to the RMOW prior to inclusion in future expansions.*





# 13 Moving Forward

## Monitoring + Implementation

Performance of the transit system is monitored on an annual basis, which is typical for transit systems of this size. Performance may be monitored more closely after a significant service change to evaluate the change.

Service improvements will be integrated into the Three Year Transit Improvement Process (TIP), which is updated on an annual basis. Priorities are subject to shift from year to year based on available resources. Infrastructure improvements will be incorporated into BC Transit's Capital Plan. Prior to implementation of service changes, BC Transit planning staff will work with staff at the RMOW to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be conducted to ensure priorities in years two to five of the plan are supported by the public at that time.



# 14 Acknowledgments

The development of this Transit Future Action Plan provides the planning overview for the development of the Whistler transit system.

This plan was made possible by participation from provincial and local governments, key stakeholders and the public. BC Transit would like to thank staff from:

- Service Resort Municipality of Whistler
- Lil'Wat Nation
- Squamish-Lil'Wat Cultural Centre
- Whistler Housing Authority
- Whistler Chamber of Commerce
- Whistler Blackcomb
- Tourism Whistler
- Whistler Secondary School Student Council
- Whistler Youth Centre
- Whistler Transportation Advisory Group
- Whistler Transit Management Advisory Committee
- The Hotel Association of Whistler
- Mature Action Committee
- Whistler Community Services Society
- Restaurant Association of Whistler
- The Measuring Up Select Committee of Council (Accessibility and Inclusion Committee)
- Ministry of Transportation and Infrastructure

