

ATTACHMENTS RECEIVED WITH CORRESPONDENCE

RZ001146 - ZONING AMENDMENT BYLAW (7104 NANCY
GREENE DRIVE) NO. 2370, 2022

Attachments:

1. Zoning of Surrounding properties to the development
2. The Coops on 7104 Nancy Greene Drive
3. Guidelines for Evaluating Private sector Rezoning Proposals for Employee Housing
4. Comparative Evaluation Of Potential Resident Housing Sites In Whistler
5. 2019 Community Life Satisfaction Survey
6. GIS Mapping of Fitzsimmons Walk WHA buildings

Attachments:

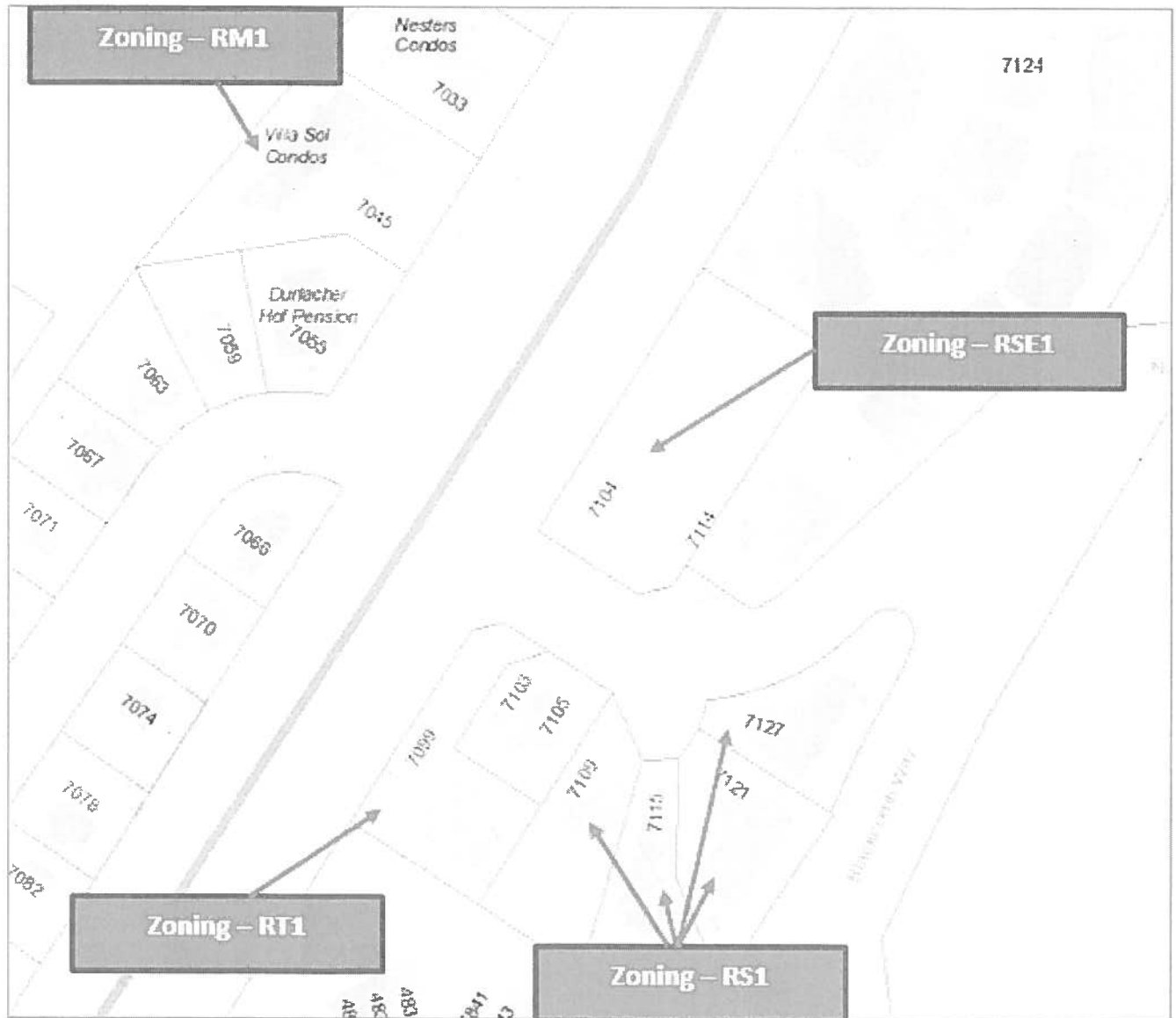
Attachment 1

Zoning of Surrounding properties to the development

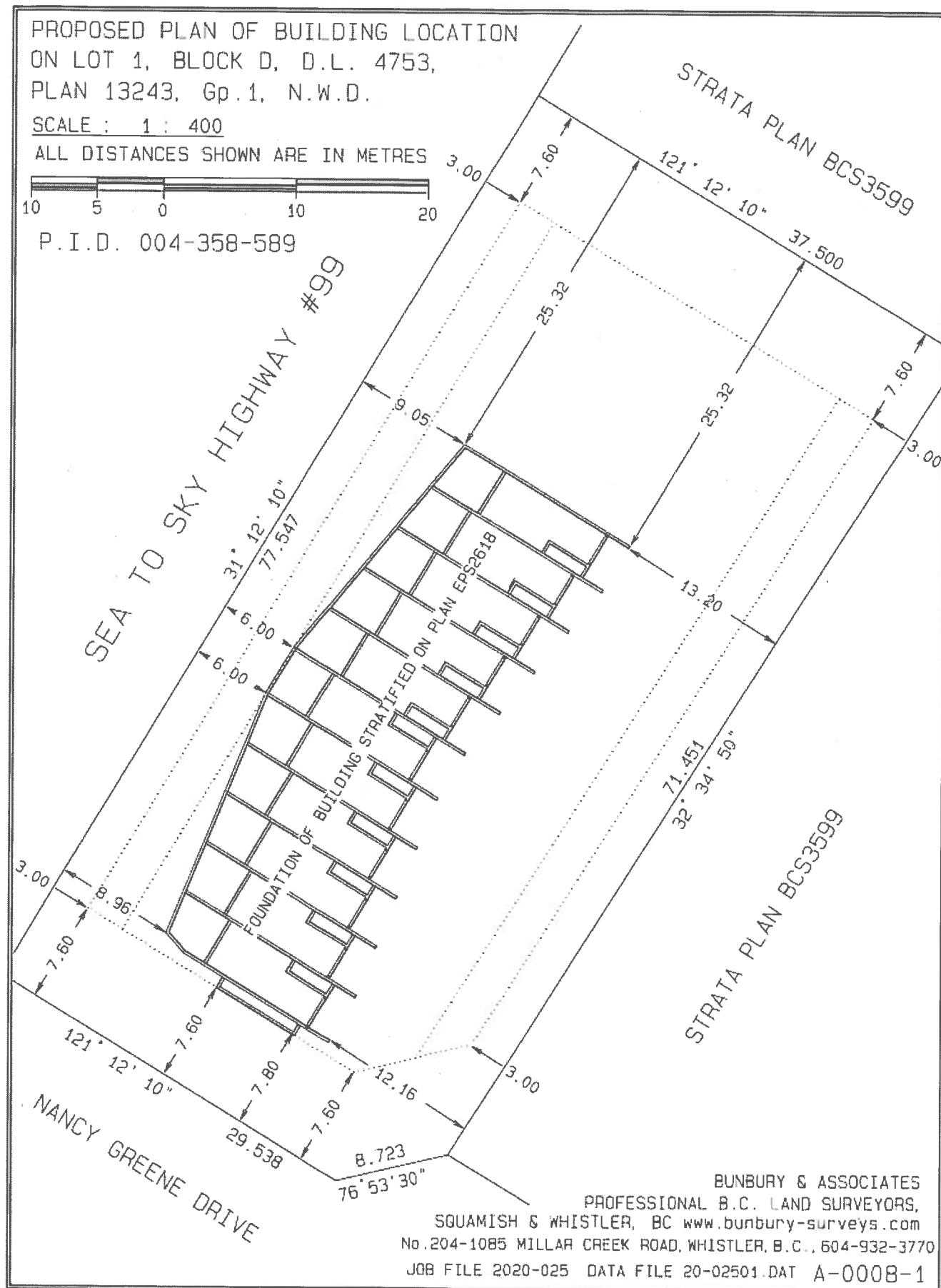
The Coops on 7104 Nancy Greene Drive

Guidelines for Evaluating Private sector Rezoning Proposals for Employee Housing

Zoning of Surrounding properties to the development



The Coops on 7104 Nancy Greene Drive



**GUIDELINES FOR EVALUATING PRIVATE SECTOR REZONING PROPOSALS
FOR EMPLOYEE HOUSING, revised March 26, 2019**

The following guidelines will be used by the Resort Municipality of Whistler to evaluate private sector rezoning proposals for employee housing. Employee housing proposals that meet these guidelines, and the policies of the municipality's Official Community Plan (OCP), are considered to provide clear and substantial benefits to the community and the resort, and may be supported for further consideration by Council.

Employee Housing Requirements - Occupancy and Rent Restrictions

1. Projects shall optimize the amount of employee housing within the proposed development and may include limited amounts of new unrestricted market accommodation to support project viability, design quality and employee housing livability and affordability objectives. All employee housing units will be subject to occupancy, price and rent restrictions secured through a Housing Agreement Bylaw and Housing Covenant registered on title in favour of the Resort Municipality of Whistler.
2. Projects may include either or both rental units or owner-occupied units taking into consideration the municipality's housing needs and priorities and the locational characteristics of the proposed development.
3. Eligibility for employee housing is restricted to Whistler Employees as defined by the Whistler Housing Authority.
4. Projects shall seek to achieve housing affordability objectives, with an allowance for reasonable returns on investment. Projects that are easily serviced and require minimal site disturbance, alteration and preparation are expected to have lower capital costs and are best-suited for further consideration. High cost projects that do not meet affordability objectives will not be supported.
5. For a project to be considered, proposed employee unit sales prices and rents must be less than for comparable unrestricted market housing. The project proponent will be required to submit a confidential project pro forma that identifies the proposed unit mix, sales prices or rents per unit, land cost, capital costs, revenues, operating costs, financing costs, equity contributions, cash flow projections and return on equity for review. Proposed sales prices and monthly rents will be evaluated relative to the proposed unit mix and median incomes of targeted employee occupants.
6. Initial sales prices and maximum monthly rents will be established prior to project approval and secured through a Housing Agreement Bylaw and Housing Covenant. Rents will be permitted to increase on an annual basis commencing after the first year of occupancy by up to the maximum allowable percentage rent increase published for each calendar year on the Province of BC's website for residential tenancies (BC Residential Tenancy Office). Sales prices will be permitted to increase by the percentage change in the Core Consumer Price Index for Canada from the date of purchase to the date of sale, consistent with current WHA standard housing agreements.
7. For rental properties, rental agreements, rent rolls, and unit occupancy must be submitted by the project owner/agent to the RMOW/WHA on an annual basis so that employee occupancy,

rent restrictions and rates are verified. Failure to submit this documentation on an annual basis will result in enforceable penalty.

8. Proposed housing types, unit mixes and sizes should meet identified housing needs in consultation with the RMOW/WHA. Consideration is to be given to Whistler Housing Authority ownership and rental waitlists.

Community Planning Considerations

9. Proposed developments shall be located within an area designated for development of residential accommodation.
10. The community supports an increase in Whistler's development capacity for additional employee housing, which is considered to provide clear and substantial benefits to the community and resort. A target of 500 bed units of employee housing has been established for proposed private sector employee housing developments over the next five years (2018-2023).
11. Sites located within or adjacent to existing neighbourhoods and developed areas are preferred.
12. Proposed densities, scale of development and form of housing should be appropriate for the site context. Visual impacts and impacts on solar access should be minimized.
13. Proposed developments shall be within a comfortable walking distance to a transit stop, and in close proximity to the valley trail, parks and community facilities, convenience goods and services and places of work.
14. Proposed developments must be capable of being served by Municipal water, sewer and fire protection services, and must be accessible via the local road system. Sites that are located in close proximity to, and are easily served by existing infrastructure and services, are preferred.
15. Previously disturbed sites, and sites that require minimal alteration and disruption are supported. Extensive site grading and alteration of the natural landscape should be minimized.
16. An Initial Environmental Review must be conducted. The proposed development shall not have unacceptable negative impacts on any environmentally sensitive lands, and shall adhere to all development permit guidelines for protection of the natural environment and applicable provincial and federal regulations.
17. Additional traffic volumes and patterns shall not exceed the service capacity of adjacent roadways.

Development Standards

18. Proposed developments shall achieve quality design, construction, finishing, and livability. Outdoor spaces and amenity areas should be integrated within site planning. Individual units should have access to outdoors through patios, balconies or common spaces, and should have adequate storage. Site landscaping shall be consistent with maintaining Whistler's natural mountain character and achieving FireSmart principles.
19. Proposed developments must meet RMOW green building standards.

20. Parking shall be provided on site and shall meet the requirements specified in Zoning and Parking Bylaw 303, 2015. Any proposed reduction in parking requirements must provide a detailed rationale that describes the unique circumstances or mitigation measures that would warrant consideration of the reduction.

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

SUMMARY REPORT

Prepared for: Whistler Housing Authority & Resort Municipality of Whistler

Submitted by: Cascade Environmental Resource Group Ltd.
CJ Anderson Civil Engineering Inc.
Drew Meredith
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Dated: March 2004



Drew Meredith

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1.0 INTRODUCTION

1.1 BACKGROUND

The *Whistler. It's Our Future* process recognizes the importance of additional resident restricted housing to the continued success and future sustainability of Whistler's resort community. But where should new resident housing be constructed? The planning process for the Comprehensive Sustainability Plan (CSP) is attempting to answer this question. The community has provided input on five suggested futures for Whistler, based on a number of Crown sites recommended for development of resident housing. To date, the CSP process has not yet taken into consideration the privately held lands available for housing in Whistler.

In December of 2003, Council of the Resort Municipality of Whistler (RMOW) commissioned, through the Whistler Housing Authority (WHA), a comparative analysis of privately held sites having a potential for development of new resident restricted housing in Whistler. The intent was to evaluate all remaining available lands to determine the most appropriate sites for the WHA to pursue. Although the primary purpose was to assess privately held lands, a few pieces of Crown lands that were deemed too small for CSP purposes have been included in this study. The study findings will assist the WHA, RMOW staff and Council in their review of the feasibility for developing those sites.

1.2 STUDY TEAM

The consultants retained as the study team are:

Cascade Environmental Resource Group Ltd.

- Mike Nelson, R.P.Bio., Principal, Senior Aquatic Ecologist
- Karina Andrus, B.A., M.Sc (Candidate), Resource Manager
- Chris McDougall, B.Sc. GIS A.S., GIS Manager

CJ Anderson Civil Engineering Inc.

- Cam Anderson, P. Eng., Principal Engineer
- Andrew Hamer, Engineer Technologist

Drew Meredith

Jensen Resort Planning Ltd.

- Sharon Jensen, Principal Planner

1.3 STUDY OBJECTIVE

The study objective was to identify and assess potential development sites for resident housing to accommodate seasonal and long-term rental needs, resident ownership opportunities, and housing for seniors. Criteria were established to evaluate the potential resident housing sites, addressing the ecological, social and economic priorities of sustainable residential development. The evaluation took into consideration Whistler's planning goals and policies as enumerated in various documents such as Whistler 2002 – Charting a Course for the Future (Vision), the Official Community Plan (OCP), *Whistler. It's Our Future*, the Whistler Environmental Strategy and Protected Area Network, and the CSP process. Based on the established ecological, social and economic criteria, each site was then evaluated within the four System Conditions of The Natural Step framework. The sites were compared by attendees of a workshop session, and given a qualitative ranking of development suitability.

2.0 STUDY METHODOLOGY

The study methodology consisted of a staged approach:

2.1 CONFIRM EVALUATION CRITERIA

The study team established a set of key criteria for the evaluation of the potential sites, based on the terms of reference provided by the WHA and on the development review policies contained in Whistler's planning documents. The criteria include both subjective matters and objective or quantifiable items and were presented at the workshop for discussion purposes. These criteria are listed and explained in Section 3.0 of this report.

2.2 IDENTIFY SITES FOR REVIEW

The study terms of reference from the WHA included a list of proposed sites for review. In addition to these proposed sites, the study team utilized the initial criteria to review all properties in the Whistler Valley and expand the list of potential resident housing sites. Through this process, the study team reviewed over a hundred potential sites. At this first stage of review (and as the study progressed), sites were not considered for further review if any of the following criteria were met:

- Contained primarily extreme topography
- Contained primarily severe environmental constraints
- Located too far north or south to be serviced cost-effectively in the foreseeable future
- Entailed excessive site access and development costs
- Designated for parkland use

2.3 RESEARCH BY STUDY TEAM

The study team compiled data on a broad level for each site, based on the evaluation criteria. The research program consisted of gathering existing information and utilizing existing knowledge on each potential housing site. The opportunities and constraints for development of each potential site are summarized within this report and the within attached appendices.

2.4 SITE CATEGORIES

No potential development site has the same characteristics as any other in Whistler. As this study progressed, a number of site categories were defined. Each potential site was placed into a category; however, even within these categories each site has its own peculiarities. The site categories are:

i. Potential Development Sites

The Potential Development Sites are the primary sites researched by the study team and comparatively evaluated at the workshop session. The majority of these sites are vacant with existing uses limited to forest, green space, cleared land or recreation trails. Some have minimal zoning such as RR-1 or RS-E1 and others are already zoned to allow for higher intensity residential and/or commercial uses.

ii. Under-Developed Sites

The Under-Developed Sites are those that are currently used for residential and/or commercial uses as allowed by current zoning, but are considered to be under-utilized. Generally, it is assumed that a component of resident housing can be included in any future redevelopment of these sites.

iii. Small Infill Sites & Road Ends

The Small Infill Sites & Road Ends are small pieces of land that can potentially accommodate some resident units. Most are assumed as suitable for single family and duplex units compatible with the adjacent existing neighbourhoods. Other potential uses for the publicly owned road ends include mailbox kiosks, bus stops, green buffers, recycling facility, etc. The list includes a few portions of parkland that may not be needed for recreation use or to act as green buffers.

2.5 COMPARATIVE SITE EVALUATION

A comparison of potential development sites is a subjective process, with each site having its own peculiarities, strengths and weaknesses. Given this, the study team relied on a workshop forum which included representatives of the WHA Board, Council, RMOW staff and WHA staff to provide additional site details and assess the merits and challenges of each site. The consulting team had compiled available data and summarized the opportunities and constraints of each potential site, and presented these findings at the workshop. The workshop participants provided comments on each site, confirmed the site categories, and conducted the qualitative evaluation required to comparatively rate the development suitability of each site. The workshop participants are listed below:

WORKSHOP PARTICIPANTS		
WHA Board Caroline Lamont Duane Jackson Steve Bayly	Council Hugh O'Reilly Gordon McKeever Marianne Wade	WHA Staff Tim Wake Marla Zucht
Municipal Staff Bill Barratt Bob MacPherson Mike Kirkegaard Jan Jansen Joe Paul John Nelson Mike Vance	Study Team Drew Meredith Cam Anderson Mike Nelson Karina Andrus Chris McDougall Sharon Jensen	<i>Absent with regrets:</i> <i>Jim Godfrey</i> <i>Ken Melamed</i> <i>Kristi Wells</i> <i>Nick Davies</i> <i>Kirby Brown</i>

The workshop session culminated in the final list of sites considered viable for pursuance as resident housing development sites. Through consensus, the workshop attendees also established a qualitative comparison ranking for each of the sites placed into the “Potential Development Sites” category. Based on the attendees’ knowledge and experience, the site ranking reflects the community’s goals for resident housing and applies good planning principals to the evaluation. Minutes of the workshop session are attached as Appendix “H” to this report.

Following the workshop session, the study team attended a meeting of the WHA Board to confirm the findings of the workshop attendees and to review the expectations for the final report. At that meeting the qualitative ranking categories were established as the following:

- **“Good”** – Sites for which appropriate development could occur.
- **“Moderate”** – Sites for which appropriate development is envisioned so long as some constraints can be mitigated.

- **“Fair”** – Sites with development potential but having some challenging constraints to development.
- **“Poor”** – Sites with little likelihood of suitable development opportunities in the foreseeable future.
- **“Zoned”** – Sites with zoning allowing for intensive mixed residential and / or commercial uses, but as yet undeveloped. The ultimate use and density will likely result from complex planning negotiations between the landowner and the Municipality, with each having the potential to yield a component of resident housing.

2.6 THE NATURAL STEP FRAMEWORK ASSESSMENT

During the CSP process, resident restricted housing was noted as a key to the success of Whistler’s future and sustainability. The planning process for *Whistler. It’s Our Future* also noted that many residents believe that the future vision of Whistler should not come at the expense of the environment or the social and economic vitality of the resort. In response to these objectives, the study team utilized a set of criteria, described below, to evaluate the potential sites within four System Conditions of The Natural Step (TNS) Framework. The study evaluation criteria address the environmental, social and economic priorities of Whistler’s identified vision for the future.

The TNS System Conditions used to evaluate the potential resident housing sites are listed below, and the associated criteria evaluation methodology is described. The TNS analysis can be found in the spreadsheet attached as Appendix “D” to this report.

i. **Nature is not subject to increasing concentrations of substances extracted from the earth’s crust**

To meet this System Condition within the context of potential resident housing site development, the criteria allowed each site to be assessed by the amount of non-renewable energy sources, such as fossil fuels, required to live in a particular location. It was assumed that sites located close to work centres and amenities would reduce the amount of driving and the associated fossil fuel consumption and increase the liveability of neighbourhoods. Likewise, the proximity to transit and pedestrian routes could also reduce the amount of driving required and enable the creation of walkable community clusters.

In addition to locational considerations, the aspect of the property was evaluated to determine the site’s passive solar energy potential for reducing the amount of energy required for heating. With respect to other sources of energy, the study team determined that the majority of sites within this study could be candidates for geothermal heating and that cost and size of development would be the determining factor for its application.

ii. Nature is not subject to increasing concentrations of substances produced by society

Given that resident housing is considered a key success factor for Whistler's future vision, this study assumed that some development will occur. The evaluation of this System Condition found that all sites would create an increase in waste and the use of substances produced by society. Through the use of sustainable building practices, which emphasize durability and a reduction in synthetic material use, development can be accomplished with a smaller ecological footprint. Building practices can include such things as green building techniques and materials purchase or the use of recycled materials and products.

In addition, the use of sustainable building practices and the concentration of development near work centres, amenities and transit/pedestrian routes (as analyzed in the first System Condition) can reduce the impacts from increased population. In certain instances, the re-development of a site has the potential to reduce the current use of synthetic products on a property (e.g. the pesticides and herbicides for manicured landscapes).

iii. Nature is not subject to increasing and continual degradation by physical means

The protection of Whistler's natural environment is identified as a priority for future planning and development of resident housing. To meet this System Condition, the sites were evaluated based on the existing site conditions within potential development pods. The development pods were created exclusive of watercourse and wetland riparian areas and slopes greater than 30%. The criteria were established to determine pods with the least amount of site disruption required to develop resident housing. In addition, the Protected Area Network (PAN) objectives were utilized to evaluate the potential impacts to the natural environment from development. Further, the potential for urban sprawl and impacts to green space were noted.

iv. People are not subject to conditions that systematically undermine their ability to meet their needs, locally and worldwide

This System Condition was utilized to evaluate the economic and social implications of the development of resident housing. While any development of affordable housing will increase the ability of residents to meet their basic needs and will improve local businesses and the resort experience, all potential development sites were evaluated on costs for development, neighbourhood compatibility, community building, amenity and cultural enhancement, access to recreation, schools and green space.

3.0 SITE EVALUATION CRITERIA

Each potential site was evaluated for suitability for development of resident housing. The findings are detailed on the spreadsheets attached as Appendix “B” and Appendix “C” to this report. The following provides a summary explanation of each item on each spreadsheet and describes the methodology of the evaluation criteria.

3.1 SITE INFORMATION

- **Site ID** – Each site is numbered, with the individual development pods of each site identified with an alphabetical designation.
- **Site Name** – Each site is identified by a commonly known name.

3.2 SITE & POTENTIAL DEVELOPMENT AREA SIZES

Each potential development site is unique. Some sites have development potential over their entirety, while others are divided into pods of potential development areas (PDAs). These PDAs were defined by eliminating the portions of sites with exclusionary environmental and development constraints, including slopes greater than 30%, and watercourse, wetland and riparian areas. The site areas provided on the spreadsheet within Appendix “B” are as follows:

- **Site Area (ha) Entire Property** – The size of each entire property is provided in hectares.
- **PDA Area – Hectares** – The size of each potential development area per site is provided in hectares.
- **PDA Area – Square Metres** – The size of each potential development area per site is provided in square metres.
- **PDA Area – Acres** – The size of each potential development area per site is provided in acres.

3.3 SUITABLE HOUSING TYPES

- **Housing Capacity** – The estimated density capacity per site was calculated based on the explanation provided in Section 3.9 below.

- **Type / Tenure** – A range of tenure types is needed for resident restricted housing in Whistler to provide for resident employee ownership opportunities and long-term rental needs. The spreadsheet of Appendix “B” suggests the appropriate type for each potential development site. Housing types considered include seasonal or long-term rental, ownership, and senior housing. For each site a form consistent with the type and character of the neighbourhoods within the vicinity of the site is proposed.
- **Form / Density** – A range of unit types and sizes was assumed, including single family, duplex, townhouse and apartment forms. For comparison purposes, consistent assumptions and density calculations were needed for the potential densities of each site. Thus, typical housing types currently found in Whistler were used. The type of housing deemed most suitable for each site is listed on the spreadsheet found in Appendix “B”. Actual development of any given site might yield different forms and densities. Mixed-use projects are generally recommended, including purpose-built spaces such as live/work units and housing for senior residents.

The typical housing types considered in this study are:

- Single Family:**
- Low density including detached and duplex units
 - Small detached and duplex building forms
- Townhouse:**
- Medium density with 0.3 average floor space ratio (FSR)
 - Buildings of two and three storeys
 - Allows building forms to step with natural topography
 - As per existing projects like Bear Ridge and Suncrest
- Apartment:**
- Higher density with 0.6 average floor space ratio (FSR)
 - Buildings up to four storeys (wood frame)
 - Appropriate in locations with moderate topography
 - As per projects such as Beaver Flats and Nesters Pond

3.4 LAND VALUE

The assessed land values listed in the spreadsheet found in Appendix “B” were obtained from the assessment roll. Assessed values are not available for all of the potential sites. Those sites without a land value include the development pods contained within unsurveyed Crown Lands and some small portions of large private parcels. It is very difficult to accurately estimate the values of these properties, given the many variables such as disparate ownership and the vast array of potential uses, and the study team did not wish to give any arbitrary values. The costs associated with these properties will be driven more by the costs to access, service and create a parcel than by the acquisition cost. Further land cost analysis could be addressed in a detailed comprehensive report.

3.5 COMPETING LAND USE INTERESTS

- **Current Land Use** – The Appendix “B” spreadsheet indicates the known existing uses of each potential development site. In many cases, the lands are listed as “vacant” with the forest type noted.
- **Other Potential Land Uses** – Many of the potential sites have the ability to provide for the development of other community amenities. The spreadsheet of Appendix “B” lists suitable uses (other than restricted resident housing) to provide for the needs and wants of the community as expressed in Whistler 2002 – Charting a Course for the Future. These other potential uses are based on knowledge of the study team and input at the workshop session. This study does not, however, consider the funding responsibility for these additional community amenities.
- **Existing Development Rights** – The zoning of each site determines the existing rights of development, and is indicated on the spreadsheet found in Appendix “B”. In a very few cases, bed units are allocated to a site in addition to the rights of the zoning.

3.6 LOCATIONAL CONSIDERATIONS

- **Neighbourhood Compatibility** – The spreadsheet found in Appendix “B” provides a subjective summary of neighbourhood compatibility for each site. Consideration was given to the potential positive and negative impacts to resident housing development from existing adjacent land uses and the impacts of the potential development to existing neighbouring uses.
- **Proximity to Transit and Pedestrian Routes** – The proximity to public transit and pedestrian access routes is ranked on the spreadsheet of Appendix “B” based on existing transit schedules and proximity of potential sites to bus routes and existing stops:

Village area and along #99 Function to Alpine:	Green (G)
North of Alpine / Emerald Estates:	Yellow (Y)
West Side Road / North of Emerald Estates:	Red (R)
- **Proximity to Places of Work** – Three primary business / commercial districts were identified within the municipal boundaries. They are Whistler Village, Creekside, and Function Junction. The proximity of the centre point of each PDA to one of the business / commercial district was determined using Geographical Information System (GIS) analysis. In cases where the “as the crow flies” methodology was inappropriate (eg. sites located across large water bodies such as

Alta Lake), sites were evaluated on an individual basis. Ranking was determined based on travel distance from the centre point of each PDA to the closest business / commercial district as outlined below:

Within 500 metres:	Green (G)
500 to 2000 meters:	Yellow (Y)
Greater than 2000 meters:	Red (R)

- **Proximity to Amenities and Services** – The spreadsheet found in Appendix “B” provides a subjective ranking of the proximity to amenities and services (clinic, cultural facility, community centres, schools, daycares, markets, shopping, restaurants, gas stations, other support services, and recreation such as trails, parks, golf courses, ski lifts, arena, swimming pool, etc.). Because recreation opportunities are found almost everywhere and other services vary throughout the valley, only two rankings were used:

Near Whistler Village, Nesters, Creekside or Alpine:	Green (G)
West Side of Alta Lake or in vicinity of Emerald Estates:	Red (R)

- **Within 10m of Hydro Right of Way** - A buffer of 10 metres along the rights of way for all major hydro transmission lines was established at the request of the workshop participants. PDAs that fall partially within the 10m buffer are identified on the spreadsheet.

3.7 ENVIRONMENTAL CONSTRAINTS

- **Topography – Slope <30%** – Development areas suitable for the physical constraints of buildings were assumed to be those with slopes less than 30%. Triangular Irregular Networks (TINs) were created using the 2m contour intervals supplied by the RMOW. Percent slope was then calculated from these TINs. Areas within the site polygons with slopes predominantly less than 30% were digitized and denoted as PDAs. Areas with slopes greater than 30% were removed from each applicable site in the calculation of potential development site area.
- **Riparian Setbacks and Wetlands** – Watercourses and wetlands were identified as per mapping supplied by the RMOW. All major and minor watercourses received a 30m riparian setback, measured from centreline of stream. All wetlands received a 15m riparian setback. As well, data from the 2004 Terrestrial Ecosystem Mapping (TEM) was incorporated and any polygons that were coded as WA (water) or WE (wetland) received riparian setbacks of 30m and 15m respectively. All riparian setback layers were then merged together along with the major watercourse and wetland polygons to create a sensitive hydrological region layer. Portions of PDAs which fell within the boundaries of this layer were removed from further calculations and studies. The study team noted that the RMOW Protected

Area Network (PAN) committee has identified the preservation of both riparian habitats and wetlands as key objectives.

- **Highway Buffer of 20m** – The extents of the PDAs were reduced along Highway 99 to accommodate the typical 20-metre green buffer established as a guideline in the OCP. Portions of PDAs within 20 metres of the Highway 99 right of way were excluded from further study. It is important to note that in some cases this 20-metre swath is treeless or has primarily deciduous trees that provide a visual buffer only in summer months. Also, in some areas (such as the commercial centres of Creekside and Whistler Village) establishing a highway buffer is of less relevance.
- **Forest Type** – Using the 2004 Whistler Terrestrial Ecosystem Mapping (TEM) supplied by the RMOW, an analysis was performed to determine the age of the primary component of each forest stand found within the PDAs of each site. The structural stage of the each primary component was identified and grouped accordingly. The following four structural stages were of interest in this study:

Structural Stage 4:

Pole/Sapling – trees > 10m tall; dense stands; usually aged 20-40 years

Structural Stage 5:

Young Forest – self-thinning, canopy layers developed; usually 40-80 years

Structural Stage 6:

Mature Forest – mature canopy trees; usually 80-250 years

Structural Stage 7:

Old Forest – old, structurally complex stands with snags; > 250 years

The study map series found in Appendix “A” indicates the structural stage(s) for each potential site. The area and percent area of each forest type found within each PDA was calculated and entered into the spreadsheet found in Appendix “B”. Of greatest concern are those sites that contain large portions of forest stands in structural stage 6 or 7. The PAN committee has identified the protection of both old growth / mature forests and second-growth forests as one of their objectives.

- **Contains Forested Floodplain** – Using the 2004 Whistler Terrestrial Ecosystem Mapping (TEM) supplied by the RMOW, an analysis was performed to determine if portions of potential development areas were located on forested floodplains (coded FL). The PAN committee has identified the protection of alluvial forests as one of their objectives. The study map series of Appendix “A” identifies the forested floodplains. Those sites that fall completely or partially within forested floodplains are identified with a “yes” notation in the “Contains Forested Floodplain” column of the spreadsheet found in Appendix “B”.
- **Within Floodplain** – Floodplain boundaries were digitized from map 89-16, sheets 1-4 of the Floodplain Mapping Program obtained through the Ministry of

Sustainable Resource Management, and are identified on the study map series found in Appendix “A”. The study team determined which sites lay within potential floodplain zones. It should be noted that some of the major creeks flowing into the Whistler Valley have not yet undergone the floodplain mapping process (notably Nineteen and Twenty-one Mile Creeks).

- **Aspect** – The natural amenity of sunshine penetration was determined through a calculation of aspect per potential site using the TIN generated from the 2m contour data supplied by the RMOW. The aspect per site is ranked on the Appendix “B” spreadsheet based on the following system:

Predominantly South Facing:	Green (G)
Predominantly Flat or Mixed:	Yellow (Y)
Predominantly North Facing:	Red (R)

3.8 ESTIMATED OFF-SITE COSTS FOR ACCESS AND INFRASTRUCTURE

Each site was reviewed based on the municipal composite infrastructure map to determine its proximity to existing infrastructure. Municipal topographic mapping was used to estimate the most likely off-site servicing corridors. An appropriate point on the edge of the development pod was chosen for servicing connections and the various utility connection distances were calculated. The off-site costs were then estimated based on these servicing extensions.

Site specific costs for special items required to construct the developments (such as intersections, bridges, water pressure reducing stations, sewage pump stations and tie-ins) have been included.

Costing was determined using the same unit rates that were applied in the RMOW’s CSP study that were prepared by Webster Engineering. The road costs are per linear metre of road and are based on various cross slope ranges and include assumptions on the extent of soil and bedrock. Similarly, a 40% allowance for engineering and contingencies was applied to determine the total off-site costs.

The total estimated off-site cost is listed per site on the spreadsheet found in Appendix “C”.

It should be noted that general municipal infrastructure upgrades are not included such as:

- Increasing the size of municipal water reservoirs to provide more peak balancing water storage; and
- Increasing the capacity of surcharged sections of the trunk sanitary sewer that may be necessary to construct.

3.9 ESTIMATED NUMBER OF POTENTIAL DWELLING UNITS & BED UNITS

The following criteria were used to first estimate the developable area of each PDA, and then to estimate the average number of dwelling units and the average number of bed units:

- **Developable Area (m²)** – To calculate the potential buildable floor area on each site the following was assumed:
 - The area of each individual development pod area was reduced by 30% to allow for roads and green space, resulting in the amount of site available for building locations. This site area is provided in square metres under the “Developable Area” column on the spreadsheet found in Appendix “C”.
 - It is assumed that the appropriate building type and density changes at a site slope of 20%. Densities are expressed via a floor space ratio (FSR). An FSR of 0.3 was applied for portions of each site between 20% and 30% slope. This FSR would allow for townhouse densities. An FSR of 0.6 was applied for the remaining portions having less than 20% slope. This FSR would allow for apartments. The total buildable floor area was determined for each development pod on the basis of these FSR’s.

- **Average Number of Dwelling Units (70 m² each)** – To calculate the average number of dwelling units per PDA, the following typical category ranges were assumed:

Studio:	425 square feet
One-Bedroom:	600 square feet
Two-Bedroom:	800 square feet
Three-Bedroom:	1,200 square feet

Based on the above unit sizes, the average dwelling unit size is 750 square feet (70 m²). Based on this average, the estimated number of potential dwelling units was calculated and listed on the Appendix “C” spreadsheet per development pod.

- **Average Number of Bed Units (3 per avg. unit)** – The OCP designates three bed units per unit at the assumed average size of 750 square feet (70 m²). Based on this average, the estimated number of potential bed units was calculated and listed on the Appendix “C” spreadsheet per development pod.

3.10 ESTIMATED ON-SITE INFRASTRUCTURE COSTS

The civil analysis estimated the infrastructure cost per potential bed unit for each site. To achieve this, the infrastructure costs for each development pod were estimated. This on-site

costing was based on reviewing the shape of the individual development pods and making an assessment of reasonable servicing corridors allowing for individual building pads.

Once the estimated cost per PDA was determined, the bed unit calculation was applied to each development pod. The total estimated on-site cost is listed per site on the spreadsheet found in Appendix “C”.

It should be noted that:

- Some properties have several separate development pods within them. The notes on the summary spreadsheets identify where the costing identified for a development pod is subject to the prior development of an adjacent pod.
- On-site costing values were determined in the same manner as the off-site costing including the 40% engineering and contingency allowance.
- Works and services charges and/or municipal fees have not been applied to any of the sites.

3.11 COMPARATIVE COSTS PER BED UNIT

As described above, the estimated development cost per bed unit per individual development pod was calculated and summarized on the spreadsheet found in Appendix “C”.

For comparison purposes, the costs per bed unit were separated into four categories. The following indicates each category along with the distribution of potential development pods (the final site list identifies 28 properties with a total of 49 development pods):

A:	< \$ 1,000	3 development pods
B:	\$ 1,000 to \$ 5,000	28 development pods
C:	\$ 5,000 to \$15,000	13 development pods
D:	\$15,000 to \$50,000	5 development pods

3.12 ECONOMIC INDICATORS

The study team recognized that some economic costs to development of the potential sites are identical for any site development. These include:

- Works & service charges
- Property taxes
- Benefits to local business of additional resident housing

The economic indicators relevant for comparison purposes (most of which can be assessed via the data provided in this study) include:

- Land cost (where applicable)
- Costs to access, service and prepare the site for construction
- Extraordinary site preparation and/or construction costs
- Proximity to existing transit routes, community facilities and other infrastructure
- Ongoing municipal costs for maintaining new roads and infrastructure
- Cost of extending transit service to new area
- Community costs of allowing more market bed units (if necessary)
- Benefits of other community amenities provided within a development project

Further study of the potential development sites should be conducted to assess the economic impacts of resident housing at the potential locations such as:

- The cost to displace a current use of the property compared with the overall benefits of achieving resident housing at that location
- The value of uses other than resident housing at that location

3.13 FEASIBILITY & TIMING OF DEVELOPMENT

The feasibility and timing of development for any of the potential sites will be dependent on many factors, including:

- The ability to access and service a site within a reasonable timeframe
- The landowner's desire and ability to develop resident housing
- The landowner's desire to sell the site to the WHA
- Opportunities for public/private partnerships

These determinations are beyond the scope of this study and would probably best be determined through a proposal call process, an invitation for applications for development of resident housing, or other mechanisms.

4.0 STUDY FINDINGS

4.1 STUDY DELIVERABLES

The study team has provided a number of documents in support of the study findings, attached as appendices to this report:

- “A” – Mapping – Illustrative mapping of the potential sites for resident housing
- “B” – Spreadsheet – Site Data, Land Use Criteria & Environmental Constraints
- “C” – Spreadsheet – Estimated Housing Densities & Servicing Costs

- “D” – Spreadsheet – TNS Framework Assessment
- “E” – List & Notes of Sites – Potential Development Sites
- “F” – List & Notes of Sites – Under-Developed Sites
- “G” – List & Notes of Sites – Small Infill Sites & Road Ends
- “H” – Workshop Minutes – Council, WHA Board/Staff, RMOW Staff, Study Team
- “I” – Study Resources & References

4.2 STUDY LIMITATIONS

A few cautionary notes should be considered when reviewing the study findings:

- The study provides a broad scale overview of potential sites for resident housing development. Given the budgetary and timing constraints of the study and the large scale of the research mapping, opportunities have been identified at a preliminary level. Further exploration and detailed technical site analysis on all of the parameters will be required for each potential site to confirm the development suitability.
- The initial comparative analysis conducted by the study team and the workshop attendees is generally cursory in nature, but has served to identify potential sites that warrant further study.
- While many of the costing analyses are the same as those used in the RMOW’s CSP process, fully incorporating all of those costs, including application of various timelines and associated costs, is beyond the scope of this study. As such, the estimated costs presented in this study cannot be directly compared to summary costs presented in the RMOW’s CSP study.
- It is difficult to review the actual degree of environmental sensitivity of each potential site because the scale of the study cannot guarantee accuracy. Some sites not designated with environmental constraints might in fact have some concerns, while some of the identified constraints might be of lesser concern once an on-ground detailed review is conducted.
- Larger questions such as the market value and/or acquisition of the properties are beyond the scope of this study, and are left for municipal representatives to tackle.

5.0 CONCLUSIONS

This report of potential sites available for the development of new resident restricted housing in Whistler is a compilation of the consulting team's findings and the expert opinions of the WHA staff and board members, RMOW staff and Council. This report identifies primarily privately held lands in Whistler that are suitable for resident housing.

In summary, a total of 61 potential sites were identified for additional resident housing in Whistler within the three site categories:

Potential Development Sites	33
Under-Developed Sites	15
Small Infill Sites & Road Ends	<u>13</u>
Total Potential Sites	61

The estimated housing capacity of the "Potential Development Sites" totals 8,477 units, each at an average size of 750 square feet (70 square metres). These numbers do not include the potential for new resident units on the "Under-Developed Sites" or on the "Small Infill Sites & Road Ends" which could provide for another few hundred units. Of course, not all of the sites identified in this study will be developed with the estimated level of resident housing, but development of even 20 percent of the potential units would equal 1,695 new resident units. With a designation of three bed units per average unit, this 20 percent development would translate into 5,086 potential new resident bed units. From these numbers we can conclude there is ample opportunity within the valley from Function Junction to Emerald Estates to provide for our housing needs into the foreseeable future.

This study has considered the success factors established by Whistler for a sustainable future and presents the current resident housing potential within the valley. Accordingly, any future planning decisions made by the RMOW and Council will need to consider how we can meet Whistler's housing needs without disrupting the existing fabric of our community.

The RMOW commissioned this study, through the WHA, to achieve an inventory and comparative analysis of potential resident housing sites. The study findings can be used as a tool to assist the RMOW and the WHA in a number of forums:

- **Reviewing rezoning applications** – To assess if a subject property is in a desirable location for resident housing, based on a comparison of all other potential sites.
- **Choosing 300 acres of Crown Land** – To provide a complete picture of the lands suitable for resident housing in Whistler to help choose the Olympic Legacy land bank, and to help determine the best use of that land.
- **Identifying and evaluating potential site(s) to purchase** – To assist the WHA in searches for properties to purchase for development of resident housing.

Respectfully submitted,

Drew Meredith

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Principal, Senior Aquatic Ecologist
Cascade Environmental Resource Group Ltd.

Cam Anderson
Professional Engineer
CJ Anderson Civil Engineering Inc.

Sharon Jensen
Principal Planner
Jensen Resort Planning Ltd.

6.0 APPENDICES

- “A”** – Mapping – Illustrative mapping of the potential sites for resident housing
- “B”** – Spreadsheet – Site Data, Land Use Criteria & Environmental Constraints
- “C”** – Spreadsheet – Estimated Housing Densities & Servicing Costs
- “D”** – Spreadsheet – TNS Framework Assessment
- “E”** – List & Notes of Sites – Potential Development Sites
- “F”** – List & Notes of Sites – Under-Developed Sites
- “G”** – List & Notes of Sites – Small Infill Sites & Road Ends
- “H”** – Workshop Minutes – Council, WHA Board/Staff, RMOW Staff, Study Team
- “I”** – Study Resources & References

APPENDIX “A” Mapping –Potential Sites for Resident Housing

APPENDIX “B” Spreadsheet - Site Data, Land Use Criteria & Environmental Constraints

Appendix "B" Comparative Evaluation of Potential Resident Housing Sites in Whistler - Site Data, Land Use Criteria Environmental Constraints Summary Table

Site ID	Site Name	Site & Plot Size			Housing Capacity (est. no. of units)	Suitable Housing Types	Form / Density	Assessed Value of Land (b)	Current Land Use	Competing Land Use Interests	Other Potential Land Uses	Existing Development	Local Environmental Considerations		Rating From Workshop																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
		Site Area (sq. ft.)	Plot Area (sq. ft.)	PDV Area (sq. ft.)									Proximity to Transit and Pedestrian	Proximity to Places of Work	Within 10m of ROW	Within Mature Forest	% Old Growth	Canopy Young Forest	% Young Forest	Total % Forested	Canopy Forested	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within Floodplain	Within 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Appendix "B" Comparative Evaluation of Potential Resident Housing Sites in Whistler - Site Data, Land Use Criteria Environmental Constraints Summary Table

Site ID	Site Name	Site Area (m ²)	Site & Plot Data			Suitable Housing Types	Form / Density	Land Value	Current Land Use	Competing Land Use Interests		Other Potential Land Uses	Existing Development	Local Environmental Considerations		Rating																
			Setback (m)	PD Area	PD Area Hectares					PD Area Acres	Measuring Capacity (sq. m)			Type / Tenure	Y	R	NO	YES	% Mature Forest	% Old Growth	% Young Forest	Contains Forested Patches	Within Floodplain	Rating From Workshop								
31c	Two Lots above Emerald (Lakeside)	as above	3396.46	0.34	0.84	19	As above	As above	Vacant - mature forest	As above	As above	As above	As above	Good, no neighbours adjacent, but across lake could have issue	Y	R	NO	YES	3396	100	0	0	NO	0	0	100	NO	NO	Y	Fair		
31d	Two Lots above Emerald (Lakeside)	as above	393.77	0.04	0.10	2	As above	As above	Vacant - mature forest	As above	As above	As above	As above	As above	Y	R	NO	YES	394	100	0	0	NO	0	0	100	NO	NO	Y	Fair		
32a	Parkhurst Lands (North)	64.74	63511.96	6.35	15.69	335	Rent / own	All	Gravel pit / lake trails - old growth forest	Recreation, single family	RSE1	As above	As above	No neighbours, close to other gravel pit operation	R	R	NO	YES	0	0	63512	100	YES	0	0	100	NO	NO	Y	Poor		
32b	Parkhurst Lands (North)	as above	4187.85	0.42	1.03	25	As above	As above	Vacant - forest	As above	As above	As above	As above	Gravel pit, on highway, no right lines on highway	R	R	NO	NO	0	0	0	0	YES	4188	100	100	100	NO	NO	Y	Poor	
32c	Parkhurst Lands (North)	as above	51649.72	5.19	12.81	211	As above	As above	Vacant - with old growth and mature forest	As above	As above	As above	As above	No neighbours	R	R	NO	YES	17593	34	12660	23	YES	22207	43	100	NO	NO	G	Poor		
32e	Parkhurst Lands (North)	as above	109734.56	10.97	27.12	509	As above	As above	Vacant - forest - with some mature forest	As above	As above	As above	As above	Helpport across road	R	R	NO	YES	60591	55	0	0	YES	49144	45	100	NO	NO	R	Poor		
32f	Parkhurst Lands (North)	as above	10970.78	1.09	2.69	70	As above	As above	Vacant - forest	As above	As above	As above	As above	Close to heliport	R	R	NO	NO	0	0	0	0	YES	10880	100	100	100	NO	NO	G	Poor	
33a	Parkhurst Lands (South)	62.37	219193.82	21.92	54.16	1018	Rent / own	All	Vacant / historic site / lake trails - forest - with some mature and old growth forest	Heritage / interpretive centre, recreation, single family	RSE1	As above	As above	Good aspect, no neighbours except across the lake	R	R	NO	YES	0	0	35142	16	YES	102032	47	63	NO	NO	Y	Poor		
33b	Parkhurst Lands (South)	as above	11864.93	1.19	2.93	67	As above	As above	Vacant - forest	As above	As above	As above	As above	No neighbours	R	R	NO	NO	0	0	0	0	YES	11865	100	100	100	NO	YES	R	Poor	
33c	Parkhurst Lands (South)	as above	50850.87	5.09	12.97	201	As above	As above	Vacant - forest	As above	As above	As above	As above	As above	R	R	NO	NO	0	0	0	0	YES	50851	100	100	100	NO	NO	Y	Poor	
33d	Parkhurst Lands (South)	as above	36856.19	3.69	9.11	198	As above	As above	Vacant - forest	As above	As above	As above	As above	As above	R	R	NO	NO	0	0	0	0	YES	36856	100	100	100	NO	NO	R	Poor	

APPENDIX “C” Spreadsheet – Estimated Housing Densities & Servicing Costs

REF ID	SITE NAME	OFFICE TOTAL		CYCLES	STATIONARY MAINT ON-ROAD TRAVEL	HYDROLOGIC	DEVELOPMENT AREA	NEW MP LOTS (% INCREASE)	NO OF RPD LOTS (per acre)	IS (per acre)	S UNIT PER ACRE	COMMENTS
SITE INFORMATION		COSTS						BED UNITS	S UNIT	NOTES		
1a	Alpha Creek Lands	\$518,000	\$331,000	PRV Stat, 1/2 year	\$840,000	*	4038	35	103	8250	Subject to the development of other pods within this polygon	
1b	Alpha Creek Lands	\$957,000	\$257,000	Pump	\$524,000	*	6740	52	157	8250	Subject to the development of other pods within this polygon	
1c	Alpha Creek Lands	\$906,000	\$233,000	Pump	\$1,129,000	*	2241	165	495	2090	Subject to the development of other pods within this polygon	
1d	Alpha Creek Lands	\$130,000	\$151,000	Hwy X Pump	\$281,000	*	4784	38	108	2610		
2a	Crown West of Pham	\$284,000	\$0		\$284,000	**	4178	27	81	3510	Site accessed and serviced via Site 4a (Pham)	
3a	Chickamauk North	\$1,454,000	\$704,000	Bridge, L Pump	\$2,198,000		17180	95	283	7770		
4a	Pham Property	\$1,418,000	\$277,000	L Pump, Serv in Rd	\$1,695,000		24391	150	440	3780		
5.1a	Crown at Old Gravel Road	\$86,000	\$32,000		\$118,000		586	4	13	11800		
5.2b	Crown at Old Gravel Road	\$142,000	\$77,000		\$219,000		420	2	5	43800		
5.2c	Crown at Old Gravel Road	\$57,000	\$58,000		\$115,000		164	10	31	3750		
6a	London Mountain Lodge	\$2,026,000	\$270,000	Bridge, L Pump	\$2,296,000		15233	89	266	8630		
6b	London Mountain Lodge	\$135,000	\$0		\$135,000	*	740	3	10	13500	Subject to the development of other pods within this polygon	
7.1a	Lots 33.34 - Stonebridge	\$142,000	\$405,000		\$547,000		1275	8	24	22800		
7.2b	Lots 33.34 - Stonebridge	\$57,000	\$71,000	S Pump, Serv in Rd	\$128,000		742	6	16	8000		
7.2c	Lots 33.34 - Stonebridge	\$142,000	\$0		\$142,000		2090	12	34	4180		
8.1a	Lots 33.34 - Stonebridge	\$142,000	\$955,000	PRV Station	\$1,137,000	*	2096	16	40	23210	Subject to the development of other pods within this polygon	
8.1b	Lots 33.34 - Stonebridge	\$947,000	\$16,000		\$963,000	*	25506	161	482	1600	Subject to the development of other pods within this polygon	
8.2a	Lots 33.34 - Stonebridge	\$284,000	\$106,000		\$390,000		4623	38	107	3680		
8.2d	Lots 33.34 - Stonebridge	\$676,000	\$1,771,000	Serv. in Ex. Rd's	\$2,448,000		6902	43	128	19110		
9a	Ranbury Property	\$142,000	\$199,000		\$341,000		2052	10	30	11370		
9b	Ranbury Property	\$152,000	\$572,000	Bridge	\$724,000		2770	15	45	16900		
10a	Triangle in Nordic	\$142,000	\$73,000	Small Pump	\$215,000		5438	25	73	2650		
11a	Highways Yard	\$957,000	\$398,000	Hwy X-qng Inter	\$1,248,000		9447	69	207	6040		
12a	Village Nbl Net 2021's Library/Museum	\$0	\$41,000	Serv. in Ex. Rd's	\$41,000		3672	31	94	440		
13a	Village North Lot 1/9 Forest	\$394,000	\$0		\$394,000		10836	93	278	1430		
14a	Cherwon Triangle	\$142,000	\$48,000	Serv. in Ex. Rd's	\$190,000		1046	8	25	7600		
15a	Whittier Racquet & Golf Hotel	\$518,000	\$0		\$518,000		13887	114	343	1530		
16a	Chewon's White Gold Site	\$0	\$24,000	Serv. in Ex. Rd's	\$24,000		690	5	16	1550		
17a	Shoestring Lodge (Boat Pub)	\$16,000	\$0		\$16,000		7816	66	197	90		
18a	Lost Lake Estates in White Gold	\$259,000	\$311,000		\$570,000		19007	141	424	1350	TWL 704m, site elev 650-650m: it is expected building will require sprinklers	
19.1c	Monsi West - Rainbow Substation	\$1,013,000	\$863,000	1/2 Intercept, L pump	\$1,818,000	*19.2	33193	220	687	2680	Shared access/servicing with Site 19.2 (Monsi West)	
19.2a	Monsi West - Ziegler Lands	\$130,000	\$549,000		\$679,000	*	3800	33	87	7000	Subject to the development of other pods within this polygon	
19.2b	Monsi West - Ziegler Lands	\$918,000	\$805,000	1/2 Intercept, L pump	\$1,323,000	*19.1	19204	165	482	2650	Shared access/servicing with Site 19.1 (Rainbow Substation)	
20a	Riverside Camp-across Ftz. Ck	\$354,000	\$977,000		\$1,281,000	**	14823	85	263	5030		
20b	Riverside Camp-across Ftz. Ck	\$223,000	\$1,652,000		\$1,875,000	**	6538					

ASSIGNED UNIT COSTS	
ITEMS	Unit
WATER	\$270
SAN	\$270
ROADS 0-20 XFALL	\$1,916
ROADS 20-40 XFALL	\$2,100
ROADS 20-40 (60%POC)	\$2,300
SERV. IN EXIST. ROADS	\$125
HAVY SERV. CROSSING	\$200
BRIDGES	\$15,000
FILL FOR ROADS	\$180
LARGE PUMP STATIONS	\$80,000
SMALL PUMP STATIONS	\$40,000
SAN FORCEMAIN TIE-IN	\$20,000
PRV STATION	\$100,000
COMPLETE INTERSECTION	\$200,000

-Subject to development of other pods within the polygon

-Subject to development of other pods within the polygon

-Subject of development of Site ID #

-Site costs are independent of other pods in polygon (for development of all sites in polygon use individual onsite costs with one(largest) off site cost)

-Onsite costs are for lower site (upper portion difficult to access)

The cost estimate is for feasibility purposes only, and is

The cost estimate is for feasibility purposes only, and is

recommend the full addition of the accuracy allowance.

The estimate includes:

* 20% Contingency & 15% Engineering

The estimate does not include the following

* Surveying, legal, or other consultant fees

* Upgrades/Relocation of municipal facilities

The estimate references sites as shown on the 'Potential

Housing Sites Map* provided by Cascade Environmental

Existing Whistler Village service information was obtained:

from RMCOW Water and Sanitary Composite Maps, Draft

— *Journal of the American Medical Association*, 1997

Development Area 12 - 2017-2019

Allowances for roads & green spaces of 30% of the

developable area has been applied to the calculation:

KEY

Extreme terrain - steep cliffs, river crossing, etc.

APPENDIX “D” Spreadsheet – TNS Framework Assessment

Appendix "D" Comparative Evaluation of Potential Resident Housing Sites in Whistler - The Natural Step Framework Assessment

Site ID	Site Name	System Condition 1 Reduce dependence on scarce Fossil Fuels/Minerals/Metals	System Condition 2 Reduce dependence on synthetic chemicals/products	System Condition 3 Protection of natural environment	System Condition 4 Meet basic needs
1a	Alpha Creek Lands	Good proximity to transit, work centre and amenities, potential increased traffic to south end of Whistler could be off set by decreased traffic due to proximity to Spring Creek school, Function and Creekside.	Increased use and waste of manmade materials with new development. Use of green building techniques and associated material purchase can minimize dependence on synthetic products.	Development pods A, B and D are entirely mature forest. Pod C is pole/sapling and mature forest. Potential impacts to riparian area to connect pods. Potential impact to green space along north side of Highway 99 between Function Junction and Twin Lakes.	Good neighbourhood compatibility. Enhancement of community clusters as a result of close proximity to Function Junction, Creekside and Spring Creek school and daycare.
1b	Alpha Creek Lands				
1c	Alpha Creek Lands				
1d	Alpha Creek Lands				
2a	Crown West of Prism	Good proximity to transit and pedestrian, and Creekside amenities. Moderate proximity to work centre due to access constraints. Potential increased traffic to south end of Whistler could be off set by decreased traffic due to proximity to Spring Creek school, Function and Creekside. Good southern exposure creating opportunities for utilizing passive solar energy.	as above	Majority of development pod is covered by mature forest. Potential impact to green space between Alpha Creek wetlands and hydro corridor. Potential impact to wildlife corridor. Access is dependant on development of adjacent property.	Potential development based on adjacent property, may be considered in future planning scenarios.
3a	Cheakamus North	Good proximity to amenities, transit and pedestrian access to Spring Creek. Moderate access to work centre due to access through neighbourhoods. Potential increased traffic to south end of Whistler could be off set by decreased traffic due to proximity to Spring Creek school and daycare, Function and Creekside.	as above	Development pod covered by pole/sapling, young and some mature forest. Potential impact to riparian area of Alpha Creek as a result of bridge construction between development pod and Bayshores. Potential impact to green space between Spring Creek and Bayshores on east side of Highway 99.	Development costs moderate. Road connection between Spring Creek and Bayshores would be a good neighbourhood amenity. Development could impact adjacent neighbourhoods with increased traffic. Enhancement of community clusters as a result of close proximity to Function Junction, Creekside and Spring Creek school.
4a	Prism Property	Good proximity to transit and pedestrian, and Creekside amenities. Moderate proximity to work centre due to access constraints. Potential increased traffic to south end of Whistler could be off set by decreased traffic due to proximity to Spring Creek school, Function and Creekside	as above	Development pod is entirely covered by mature forest. Potential impact to wetland pockets along the northern portion of development pod. Potential impact to green space on west side of Alta Lake Road between wetland and hydro corridor.	Development costs low. Potential conflict with existing neighbours. Enhancement of community clusters as a result of close proximity to Function Junction, Creekside and Spring Creek school. May be considered in future planning scenarios.
5.1a	Crown at Old Gravel Road	Moderate proximity to transit and work centres. Good proximity to Creekside amenities. Good southern exposure on some portions of the development pods, creating opportunities for utilizing passive solar energy.	as above	Development pods vacant and partially vegetated. TEM analysis did not identify forest type, further analysis is required to identify forest cover. Potential impact to green space along rail line.	Development costs moderate to high due to low number of bed units. Good neighbourhood compatibility. Enhancement of community clusters as a result of close proximity to Function Junction, Creekside and Spring Creek school. Good access to parks and recreation opportunities.
5.2b	Crown at Old Gravel Road				
5.2c	Crown at Old Gravel Road				
6a	London Mountain Lodge	Poor proximity to transit and pedestrian. Moderate proximity to work centres and Good proximity to amenities. Good southern exposure creating opportunities for utilizing passive solar energy.	as above	Development pods are entirely covered by mature forest. Potential impact to riparian areas as development of pod A requires bridge access from pod B. Existing cabin and barn onsite. Potential impact to green space on west side of Nila Lake between hydro corridor and rail line.	Development costs moderate. Good neighbourhood compatibility, subject to redevelopment. Potential for cultural amenities such as artist-in-residence housing.
6b	London Mountain Lodge				
7.1a	Lots 33 and 34 - Stonebridge	Poor proximity to transit and pedestrian. Moderate proximity to work centres and Good proximity to amenities.	as above	Development pods 7.2 B and C are entirely covered by pole/sapling forest as is part of pod 7.1A. Pod 7.1A and 7.2B not directly accessible from road, additional modification to landscape may be required. Development pod 8.1A is mature forest. Potential impact on green space at outlet of Alta Lake, upslope of rail line.	Development costs moderate to high with some sites already serviced. Minimal neighbours, therefore, potentially low impact Distance of housing could cause barriers to community building. Easy access to recreation trails.
7.2b	Lots 33 and 34 - Stonebridge				
7.2c	Lots 33 and 34 - Stonebridge				
8.1a	Lots 33 and 34 - Stonebridge				
8.1b	Lots 33 and 34 - Stonebridge	Poor proximity to transit and pedestrian and amenities, Moderate proximity to work centres.	as above	Development pod B is covered by mature forest, pod C is old growth forest. Potential impact on green space at southwest end of Alta Lake, upslope of rail line.	
8.2c	Lots 33 and 34 - Stonebridge				
8.2d	Lots 33 and 34 - Stonebridge	Poor proximity to transit and pedestrian, amenities and work centres.	as above	Development pod is entirely covered by old growth forest. Potential impact to green space between hydro corridor and Alta Lake Road.	

Appendix "D" Comparative Evaluation of Potential Resident Housing Sites in Whistler - The Natural Step Framework Assessment

Site ID	Site Name	System Condition 1 Reduce dependence on scarce Fossil Fuels/Minerals/Metals	System Condition 2 Reduce dependence on synthetic chemicals/products	System Condition 3 Protection of natural environment	System Condition 4 Meet basic needs
9a	Bunbury Property	Good proximity to transit, pedestrian and amenities, potential increased traffic to south end of Whistler could be off set by decreased traffic due to proximity to Spring Creek school, Function and Creekside.	as above	Development pod A is covered by pole / sapling forest with some veteran trees. Pod B is currently occupied by three single family homes.	Development costs moderate to high due to low number of bed units. Good neighbourhood compatibility. Good access to green space.
9b	Bunbury Property				
10a	Triangle in Nordic	Good proximity to transit and pedestrian, and amenities, Moderate proximity to work centres.	as above	Development pod is vacant and forested. TEM analysis did not identify forest type. Further analysis is required. Potential impact to green space at end of Aspen Ridge.	Development costs low. Good neighbourhood compatibility however access may be difficult. Residential infill site with good access to Creekside.
11a	Highways Yard	Good proximity to transit and pedestrian, Moderate access to work centres. Poor proximity to amenities, however; situated half way between Village and Creekside.	as above	Development pod contains partial area of young forest remainder of site is paved with existing structures. Potential environmental contamination from existing use. If required remediation could improve site conditions. Re-development of disturbed site may decrease current impact on natural environment.	Development costs low unless site remediation is required. Good neighbourhood compatibility. Good site for mixed use with community amenities.
12a	Village North Lots 2021 (Library/Museum)	Good proximity to transit, pedestrian, amenities and work centres.	as above	Development pod is a developed, primarily paved lot with existing buildings. Pod is adjacent to parkland.	Development costs low. Potential neighbourhood conflict as located within urban core, however; good opportunity for community clustering. Re-development could include mixed use and community amenities. Good access to daycare at MY Place, Valley Trail and recreational opportunities trails.
13a	Village North Lots 19 (Forest)	Good proximity to transit, pedestrian, amenities and work centres.	as above	Development pod is densely forested, however; TEM analysis did not identify. Site study is required to confirm forest type. Potential impact to green space within urban centre.	Development costs low. Potential neighbourhood conflict as located within urban core, however; good opportunity for community clustering. Development could include mixed use and community amenities. Good access to daycare at MY Place, Valley Trail and recreational opportunities trails.
14a	Chevron Triangle	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres, access required through adjacent site.	as above	Development pod is partially forested and site is known to be wet in nature. TEM analysis did not identify forest type, further site assessment is required. Potential impact to green space at intersection of Highway 99 and Lorimer Road.	Development costs low. Good neighbourhood compatibility provided access available through Whistler Racquet and Golf Hotel site. Residential infill close to walking trails and urban centre. Good access to schools and Valley Trail and recreation opportunities.
15a	Whistler Racquet & Golf Hotel	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres.	as above	Development pod is a vacant, disturbed, partially forested site.	Development costs low. Good neighbourhood compatibility. Good access to Valley Trail, recreation facilities, trails and park. Potential for cultural centres.
16a	Chevron White Gold Site	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres.	as above	Development pod is a vacant, disturbed site with little existing forest cover.	Development costs low. Moderate to poor neighbourhood compatibility as a result of proximity to highway. Good access to Valley Trail, Lost Lake recreational trails and green space and school.
17a	Shoestring Lodge (Boot Pub)	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres.	as above	Development pod is a developed, disturbed site which contains little existing forest cover.	Development costs low. Good potential for mixed use and community amenities. Good access to school, Lost Lake recreational trails and green space.
18a	Lost Lake Estates in White Gold	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres.	as above	Development pod is sparsely forested with young and old growth forest. Majority of property lies below design flood level for Fitzsimmons Creek.	Development costs low however water pressure could be an issue for apartment style development. Neighbourhood compatibility is good only if low density in keeping with existing community. Good access to Lost Lake recreational trails and green space.

Appendix "D" Comparative Evaluation of Potential Resident Housing Sites in Whistler - The Natural Step Framework Assessment

Site ID	Site Name	System Condition 1 Reduce dependence on scarce Fossil Fuels/Minerals/Metals	System Condition 2 Reduce dependence on synthetic chemicals/products	System Condition 3 Protection of natural environment	System Condition 4 Meet basic needs
19.1c	Mons West - Rainbow Substation	Good proximity to transit, pedestrian and amenities, Moderate proximity to work centres	as above	Development pod C partially covered by both mature and young forest. Eastern portion of pod C in forested floodplain. Further site investigation required to delineate forested floodplain extents. Landscape fragmented by hydro lines.	Development costs low. Development of an area master plan required to manage competing land uses and development of community cluster. Good access to recreational trails.
19.2a	Mons West - Zeppo Lands	Good proximity to transit, pedestrian and amenities, Poor proximity to work centres.	as above	Development pod A is covered by mature forest and is adjacent to wetland to the south, pod B contains partial area of mature forest, remainder of site is open space. Pod A is entirely within forested floodplain as is northeastern portion of pod B. Further site investigation required to delineate forested floodplain extents. Landscape fragmented by hydro lines.	
19.2b	Mons West - Zeppo Lands				
20a	Riverside Campground - across Fitzsimmons Creek	Good proximity to transit, pedestrian and amenities, Poor proximity to work centres. Good southern exposure creating opportunities for utilizing passive solar energy.	as above	Development pod B is entirely covered by mature forest, pod A is covered by primarily young forest and some mature forest. Potential alternate access from Riverside Campground will require construction of bridge over Fitzsimmons Creek, potential alternate access through Spruce Grove may impact wetland and forested floodplain. Potential impact on green space east of Fitzsimmons Creek, north of Spruce Grove Park.	Development costs moderate as a result of potential bridge construction. Potential conflict with tourist accommodation. Distance of housing from work centres could cause barrier to community building. Access to recreation is limited if accessed from campground.
20b	Riverside Campground - across Fitzsimmons Creek				
21a	Crown at 21 Mile Creek	Poor proximity to transit, pedestrian, amenities, work centres. Good southern exposure creating opportunities for utilizing passive solar energy.	as above	Development pod area completely covered by mature forest. Potential impact on green space along Alta Lake Road.	Development costs moderate. Good neighbourhood compatibility with potential low impact to neighbours. Distance of housing from work centres could cause barrier to community building. Extensive recreational trail network through site. May be considered in future planning scenarios.
22a	Crown West of Prospero	Good proximity to transit and pedestrian, Poor proximity to work and amenities. Good southern exposure creating opportunities for utilizing passive solar energy.	as above	Development pods completely covered by young forest, Pod A not directly accessible from road, therefore, access may require additional modification to landscape. Potential impact on green space along Alta Lake Road south of Alpine Meadows.	Potential development based on adjacent property. Development costs moderate. No potential neighbourhood conflicts identified. Distance of housing from work centres could cause barrier to community building. Good access to recreational trails.
22b	Crown West of Prospero				
23a	Propero Property	Good proximity to transit and pedestrian, Poor proximity to amenities and work centres.	as above	Development pods A and B are almost completely covered by young forest, pod C and part of B contain mature forest. Potential impact to riparian area if pods connected. Potential impact on green space along Alta Lake Road south of Alpine Meadows.	Development costs low due to high potential bed units. Good neighbourhood compatibility. Distance of housing from work centres could cause barrier to community building. Recreation trails throughout site.
23b	Propero Property				
23c	Propero Property				
24a	Crown End of Wedgeview Place	Good proximity to transit, pedestrian and amenities, Poor proximity to work centres.	as above	Development pod contains partial area of young forest. Potential impact to green space at end of Wedgeview Place.	Development costs moderate. Potential single family/infill site with good neighbourhood compatibility.
25a	Crown End of Mountainview Drive	Good proximity to transit, pedestrian and amenities, Poor proximity to work centres.	as above	Development pod contains partial area of young forest. Potential impact to green space at end of Mountainview Drive.	Development costs moderate. Potential single family/infill site with good neighbourhood compatibility.
26a	Rainbow Lands	Moderate proximity to transit and pedestrian, Poor proximity to work centres, Good proximity to amenities.	as above	Part of development pod B contains mature and old growth forest, development pod A is covered by young forest. Large forest area not captured by TEM analysis. Further site analysis required to identify forest type in pod B. Potential impact to riparian area if pods are connected. Potential impact to green space north of Alpine Meadows.	Development costs low. No neighbours however development could displace current use of property by local businesses.
26b	Rainbow Lands				

Appendix "D" Comparative Evaluation of Potential Resident Housing Sites in Whistler - The Natural Step Framework Assessment

Site ID	Site Name	System Condition 1 Reduce dependence on scarce Fossil Fuels/Minerals/Metals	System Condition 2 Reduce dependence on synthetic chemicals/products	System Condition 3 Protection of natural environment	System Condition 4 Meet basic needs
27a	Dickinson Triangle	Moderate proximity to transit and pedestrian, Poor proximity to work centres, Good proximity to amenities.	as above	Development pods entirely covered by mature forest. Potential impact on green space along highway between Alpine Meadows and Emerald Estates. Potential additional modification to landscape required to access Pod B due to extreme terrain.	Development costs low if access and water service provided through Rainbow site or CSP Emerald West site. No neighbourhood conflict issues identified. Good access to recreational trails.
27b	Dickinson Triangle				
28a	Two Lots above Emerald (North)	Moderate proximity to transit and pedestrian, Poor proximity to work centres and amenities.	as above	Development pods A, B and C contain areas of primarily old growth and some mature forest. Pods are almost entirely forest covered. Potential impact to riparian areas as a result of bridge construction. Area will require reservoir and water intake construction. Additional modification to the landscape required for servicing. Potential impact to green space north of Emerald Estates.	Development costs moderate to high. No neighbourhood conflict issues identified. Recreational trail through site. Potential increased sprawl of Emerald Estates.
28b	Two Lots above Emerald (North)				
28c	Two Lots above Emerald (North)				
29a	Crown Lands above Highways Yard	Good proximity to transit and pedestrian, Moderate access to work centres, Poor proximity to amenities.	as above	Development pod is covered by young and pole sapling forest. Potential impact to riparian areas as a result of bridge construction. Additional landscape modification required for connecting water services to reservoir and to access Pod B through extreme terrain. Potential impact on green space between Nordic Estates and Brio.	Development costs high. Potential neighbourhood conflict with increased traffic through access in Brio. Site within Controlled Recreation Area, therefore, potential conflict with ski hill operations and planning. Recreational trails through site.
29b	Crown Lands above Highways Yard				
29c	Crown Lands above Highways Yard				
30a	Whistler Golf Course (South Third)	Good proximity to transit, pedestrian, amenities and work centres.	Development may reduce synthetic chemicals used for golf course manicuring. Increased use and waste of manmade materials with new development. Use of green building techniques and associated material purchase can minimize dependence on synthetic products.	Development pod within existing manipulated landscape. Potential impact on anthropogenic green space. Poor soils noted on site, therefore, potential for extensive import of fill required for development. Further soil investigation required.	Development costs low due to high potential bed units. Potential neighbourhood conflicts. Potential impact to existing business and loss of resort experience. Considered not in keeping with Whistler It's Our Future success factors.
31a	Two Lots above Emerald (Lakeside)	Moderate proximity to transit and pedestrian, Poor work centres and amenities.	Increased use and waste of manmade materials with new development. Use of green building techniques and associated material purchase can minimize dependence on synthetic products.	Development pods A, C and D entirely covered by mature forest, pod B is covered by young forest. Potential impact on Green Lake as a result of sparsely forested foreshore. Potential impact on green space at north end of Green Lake.	Development costs moderate to high due to low number of potential bed units. No neighbourhood conflicts identified.
31b	Two Lots above Emerald (Lakeside)				
31c	Two Lots above Emerald (Lakeside)				
31d	Two Lots above Emerald (Lakeside)				
32a	Parkhurst Lands (North)	Poor proximity to transit, pedestrian, amenities, work centres in Whistler.	as above	Development pods A, C and E contain portion of old growth and mature forest, rest of site covered by young forest. Potential impact to riparian areas as southern development pods require bridge access across Green River. Potential impact to green space on east side of Green Lake between highway and hydro corridor.	Development costs high. No neighbourhood conflict issues identified. Recreational trails throughout site. Potential increased sprawl towards Pemberton neighbouring community.
32b	Parkhurst Lands (North)				
32c	Parkhurst Lands (North)				
32e	Parkhurst Lands (North)				
32f	Parkhurst Lands (North)				
33a	Parkhurst Lands (South)	Poor proximity to transit, pedestrian, amenities, work centres in Whistler.	as above	Development pods (primarily pod A) contain portion of old growth and mature forest, rest of site is entirely covered by young forest. Potential impact to riparian areas as development pods require bridge access across Green River. Potential impact to green space on east side of Green Lake between highway and hydro corridor.	Development costs high. No neighbourhood conflict issues identified. Potential impacts to heritage values of site. Recreational trails throughout site.
33b	Parkhurst Lands (South)				
33c	Parkhurst Lands (South)				
33d	Parkhurst Lands (South)				

APPENDIX “E” List & Notes of Sites – Potential Development Sites

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

APPENDIX “E”

LIST & NOTES OF SITES
POTENTIAL DEVELOPMENT SITES

Site 1 – Alpha Creek Lands

Consensus: Good**Summary Notes:**

- Vacant, mature forest, large wetland complex, PAN1
- Good access to transit, places to work and school, recreation
- Potential for community amenities
- Requires water pressure reducing station and two half-intersections
- Cost to service low

Workshop Input:

- Should include 20-metre buffer along the highway
- The TAG study suggested no further development at the south end given traffic concerns; however, that recommendation was made before Spring Creek was developed with community amenities needing further residents to effectively utilize the new facilities.

Site 2 – Crown West of Prism

Consensus: Fair**Summary Notes:**

- Vacant mature forest, wetland complex, PAN1
- Good access to transit, good proximity to amenities at Creekside, moderate to work sites
- Good southern aspect
- Development costs would be low

Workshop Input:

- Development depends on access through the adjacent Prism property
- Long-term site

Site 3 – Cheakamus North

Consensus: Good

Summary Notes:

- Vacant some mature, mostly young forest
- Potential impacts from traffic on adjacent neighbourhoods
- Will require bridge over Alpha Creek to Miller’s Pond
- Development costs would be moderate

Workshop Input:

- Road connection between Spring Creek and Millars Pond with a bridge over Alpha Creek would be a good neighbourhood amenity

Site 4 – Prism Property

Consensus: Fair

Summary Notes:

- Vacant mature forest
- Good access to transit, good proximity to amenities at Creekside, moderate to work sites
- Potential neighbourhood conflicts
- Development costs would be low

Workshop Input:

- Considered long-term, not a low-hanging fruit

Site 5 – Crown at Old Gravel Road

Consensus: Moderate

Summary Notes:

- Vacant
- Good neighbourhood compatibility, although adjacent to railway tracks
- Good southern exposure on some portions
- Proximity to work and transit moderate, good access to lakefront, trails and other recreation
- Development costs would be moderate to high due to low number of bed units

Workshop Input:

- Considered as part of the South Whistler neighbourhood, employee housing could help to utilize the amenities at Spring Creek and other South Whistler facilities
- Access to transit

Site 6 – London Mountain Lodge**Consensus: Zoned****Summary Notes:**

- Vacant, mature forest, except Hillman cabin and barn
- Proximity to transit is poor, proximity to work is moderate
- Aspect rated as poor
- Good for employee housing infill
- Moderate development costs (based on transfer of bed units)

Workshop Input:

- Existing zoning requires development of cabins for employees and artists-in-residence
- Potential to generate additional restricted housing

Sites 7 & 8 – Lots 33 and 34, Stonebridge**Consensus: Moderate****Summary Notes:**

- Vacant forested, some mature, some veteran trees
- Minimal impact to neighbours
- Proximity to transit is poor, proximity to work is moderate and poor
- Development costs would be moderate to high

Workshop Input:

- Owner can provide on-ground topographical survey and more detailed forest mapping
- One pod has an access easement for the Tyrol Lodge
- Some portions already serviced
- Proposed Nita Lake Connector will impact some of these sites
- Transit availability is “low” to west side, but different routings mean different frequencies
- Good trail access exists

Site 9 – Bunbury Property**Consensus: Zoned****Summary Notes:**

- 3 existing single family homes, vacant forested with veteran trees
- Good proximity to transit, moderate for proximity to work
- Development costs would be moderate to high (related to low number of bed units)

Workshop Input:

- Existing development rights are established via the bed unit inventory
- Low yield of employee units is expected within the overall development

Site 10 – Triangle in Nordic**Consensus: Good****Summary Notes:**

- Vacant forested
- Highway noise
- Infill of residential uses
- Access may be a problem
- Good proximity to transit and amenities, moderate for work
- Development costs would be low

Workshop Input:

- Include a 20-metre highway buffer

Site 11 –Highways Yard**Consensus: Good****Summary Notes:**

- Developable area currently used, cleared with some young forest
- Good proximity to transit, moderate for work, poor for amenities
- Low development costs.

Workshop Input:

- Must consider potential contamination issues (UST – industrial/commercial)

Site 12 – Village North Lots 20/21 (Library/Museum)**Consensus: Zoned****Summary Notes:**

- Parking lot with library and museum trailers
- Within urban centre – noise issues, potential neighbourhood conflicts
- Proximity to transit, work and amenities is good
- Within floodplain
- Development costs would be low

Workshop Input:

- Incorporate housing as part of the development

Site 13 – Village North Lots 1/9 (Forest)**Consensus: Zoned****Summary Notes:**

- Vacant, forest
- Within urban centre – noise issues, potential neighbourhood conflicts
- Proximity to transit, work and amenities is good
- Within floodplain
- Development costs would be low

Workshop Input:

- Incorporate housing as part of the development

Site 14 – Chevron Triangle**Consensus: Moderate****Summary Notes:**

- Vacant, forest, wet (needs further assessment); within floodplain
- Access through Whistler Racquet and Golf
- Proximity to transit and amenities is good, work moderate
- Development costs would be low

Workshop Input:

- Access through the adjacent Whistler Racquet and Golf Hotel site

Site 15 – Whistler Racquet and Golf Hotel**Consensus: Zoned****Summary Notes:**

- Vacant, partially forested
- Within floodplain
- Proximity to transit and amenities is good, work moderate
- Development costs would be low

Workshop Input:

- Some employee housing required under the existing zoning

Site 16 –Chevron White Gold Site**Consensus: Good****Summary Notes:**

- Vacant some trees
- Not best for residential
- Good proximity to transit, moderate for proximity to work
- Development costs are low

Workshop Input:

- Not suitable for a gas station

Site 17 – Shoestring Lodge (Boot Pub)**Consensus: Zoned****Summary Notes:**

- Lodge, restaurant, bar, etc., vacant land
- Good mixed use site
- Good proximity to transit, moderate for work
- Partially within floodplain
- Development costs would be low

Workshop Input:

- Incorporate housing as part of the development

Site 18 – Lost Lake Estates in White Gold**Consensus: Good****Summary Notes:**

- Single family house, vacant forested, some mature
- Within floodplain
- Water pressure issues for apartment style buildings
- Good proximity to transit and amenities, moderate for work
- Development costs would be low

Workshop Input:

- Potential soil issues must be considered

Site 19 – Mons West – Rainbow Substation & Zeppo Lands**Consensus: Fair****Summary Notes:**

- Mature and young forest, within floodplain
- Area requires comprehensive master plan due to competing land uses
- Fragmented area due to Hydro lines
- Good proximity to transit and amenities, moderate to poor for work
- Development costs are low

Workshop Input:

- An “energy mall” suggested for the substation site to bring new sources of fuel to Whistler

Site 20 – Riverside Campground – across Fitzsimmons Creek**Consensus: Zoned****Summary Notes:**

- Vacant, some mature forest
- Requires access and services via Spruce Grove Park
- Good proximity to transit and amenities, poor for work
- Good aspect
- Development costs would be moderate

Workshop Input:

- Given high cost of a bridge over creek, consider access through Spruce Grove Park
- May require bridge over Fitzsimmons Creek if Spruce Grove access is not approved

Site 21 – Crown at 21 Mile Creek**Consensus: Fair****Summary Notes:**

- Vacant, mature forest; good aspect
- Proximity to transit, work and amenities is poor
- No impact to neighbours
- Extensive trail network
- Moderate development costs

Workshop Input:

- High density needed to extend municipal services to this area
- Considered a long-term potential
- Existing trail access is important

Site 22 – Crown West of Prospero**Consensus: Fair****Summary Notes:**

- Vacant forested; good aspect
- No potential neighbourhood conflicts
- Proximity to transit moderate, work and amenities is poor
- Development costs are moderate

Workshop Input:

- Development will depend on access through the adjacent Prospero property

Site 23 – Prospero Property**Consensus: Moderate****Summary Notes:**

- Vacant forested, some mature
- Proximity to transit moderate, work and amenities is poor
- Development costs would be low due to high potential bed units

Workshop Input:

- While most of the property has development potential, the portion adjacent the Emerald Forest contains sensitive wetlands and should be deleted

Site 24 – Crown – End of Wedgeview Place**Consensus: Good****Summary Notes:**

- Vacant, forested
- Single family infill site, good compatibility with neighbours
- Proximity to transit and amenities is good, proximity to work is poor
- Moderate development costs

Workshop Input:

- Low-density use appropriate

Site 25 – Crown – End of Mountainview Drive**Consensus: Good****Summary Notes:**

- Vacant, forested
- Single family infill site, good compatibility with neighbours
- Proximity to transit and amenities is good, proximity to work poor
- Moderate development costs

Workshop Input:

- Consider provision of access to the panhandle lots above

Site 26 – Rainbow Lands**Consensus: Good****Summary Notes:**

- Rainbow Rentals, Whistler Paintball, temporary structures, nursery, some mature forest
- No neighbours
- Proximity to transit is moderate, work poor
- Limited downstream sewage capacity, upgrade may be required
- Development costs would be low

Workshop Input:

- Highway intersection and signalization is needed
- Potential public/private partnership with adjacent Crown lands and for the Olympic Village
- Add live/work uses to mitigate “poor” rating for proximity to employment opportunities
- Potential for other community/neighbourhood amenities
- Emerald sewer system design assumed an additional 1000 bed units

Site 27 – Dickinson Triangle**Consensus: Fair****Summary Notes:**

- Vacant, mature forest
- Proximity to transit moderate, poor proximity to work, proximity to amenities is good
- No neighbours
- Limited downstream sewage capacity, upgrade may be required
- Development costs are low

Workshop Input:

- Needs access and water service through the Rainbow site or through the “Emerald West” site identified under the CSP

Site 28 – Two Lots Above Emerald (North)**Consensus: Fair****Summary Notes:**

- Vacant, mature forest, some old growth
- Proximity to transit is moderate, work and amenities is poor; some trails
- No impact to neighbours; proximity to heliport
- Limited downstream sewage capacity, upgrade may be required
- Moderate to high development costs

Workshop Input:

- Servicing will be challenging (pressure zone)
- Transit rating is too high (should be red)
- Environmental issues regarding the forest, and consider existing trails

Site 29 – Crown Lands above Highways Yard**Consensus: Poor****Summary Notes:**

- Vacant mature and young forest
- Within controlled recreation area
- Accessed through Brio subdivision; some development pods not accessible
- Good proximity to transit, moderate for work, poor for amenities
- Development costs moderate

Workshop Input:

- Costs to access and service should be listed as moderate to high

Site 30 – Whistler Golf Course (South Third)**Consensus: Poor****Summary Notes:**

- Golf course
- Proximity to transit, work and amenities good
- Displacement of golf course would result in loss of recreation amenity, potential loss of adjacent property values and other impacts
- Low development costs

Workshop Input:

- The golf course is an existing amenity, an asset adjacent the Village with easy access for visitors – why throw it away?
- Whistler is rated the #1 golfing destination in Canada –courses by Nicklaus, Palmer, Jones
- Golf courses mature like fine wine – with millions of dollars invested over time
- Development as a residential use would go against the success factors identified by Whistler – It's Our Future
- Poor soils

Site 31 – Two Lots above Emerald (Lakeside)**Consensus: Poor****Summary Notes:**

- Vacant, mature forest
- Proximity to transit is moderate, work and amenities is poor
- Proximity to heliport
- Limited downstream sewage capacity, upgrade may be required
- High development costs

Workshop Input:

- Very long term servicing

Site 32 – Parkhurst Lands (North)**Consensus: Poor****Summary Notes:**

- Vacant, forested, some mature and old growth, gravel pit, trails
- Proximity to transit, work and amenities is poor
- Bridge required to access pod e
- Proximity to heliport
- Limited downstream sewage capacity, upgrade may be required
- High development costs

Workshop Input:

- Very long term servicing

Site 33 – Parkhurst Lands (South)**Consensus: Poor****Summary Notes:**

- Vacant, forested, some mature and old growth, historic site, bike trails
- Proximity to transit, work and amenities is poor
- Bridge required over Green River
- Railway crossing required
- Isolated development pockets with difficult access
- Proximity to heliport
- Limited downstream sewage capacity, upgrade may be required
- High development costs

Workshop Input:

- Very long term servicing
-

APPENDIX “F” List & Notes of Sites – Under-Developed Sites

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

APPENDIX “F”

**LIST & NOTES OF SITES
UNDER-DEVELOPED SITES**

Site 1 – Tyrol Lodge

- Club cabin and mature forest
- Proximity to transit is poor, proximity to work is moderate
- Good views, no neighbours
- On railway
- Development costs are low
- Consider the visual sensitivities of this lakeside location

Site 2 – International Hostel

- Include employee housing in redevelopment

Site 3 – Properties along Lake Placid Road

- Include employee housing in each redevelopment

Site 4 – Nordic Club Cabins

- All zoned LR-2

Site 5 – Whistler Golf Course – Parking Lot & Maintenance Area

- Surface parking lot and maintenance yard
- Proximity to transit, work and amenities is good
- Low development costs
- Good opportunity to consider converting a surface parking lot to an underground parkade with housing above, and to utilize an under-developed maintenance yard
- Low visibility from market housing high above

Site 6 – Whistler Golf Driving Range

- Existing driving range
- Within urban centre, noise issues
- Potential neighbourhood conflicts
- Proximity to transit, work and amenities is good
- Within floodplain
- Development costs are low
- Other uses considered include a fire hall adjacent the highway and the Olympic medals plaza
- Incorporate a few employee units at the end of the site

Site 7 – Municipal Hall and Fire Hall

- Include employee housing in redevelopment

Site 8 – Day Skier Parking Lots

- Potential for geothermal utility
- Possibly move training berm for housing along Blackcomb Way

Site 9 – Blackcomb Day parking Lots 6-8

- Parking lot, ski hill staff, snowmobile base area
- Development heights could be restricted due to low water pressures
- Proximity to transit and amenities is good, proximity to work is moderate (except for mountain)
- Good for mountain staff housing
- Development costs would be low
- Many competing existing and potential uses, including Olympic venues
- Incorporate housing as part of the development

Site 10 – Chateau Golf Course Clubhouse Site

- Include employee housing in redevelopment

Site 11 – BC Ambulance, Westel, Telus, Dandelion Daycare

- Add employee housing to each existing use

Site 12 – Mons West – Weather Station, Centra Gas, Public Works Yard

- Area requires comprehensive master plan due to competing land uses
- Good proximity to transit and amenities, moderate to poor for work
- Development costs are low
- Consider better use of employee housing at this location

Site 13 – Mons East – Whistler Service Park, Pomeroy, Nicklaus Maintenance Yard

- Existing industrial uses and potential contamination

Site 14 – Fire Hall in Alpine Meadows

- Add employee housing to the existing use

Site 15 – Mountainview Lots in Alpine

- Potential to develop the access pieces of each panhandle lot if an alternate access is provided to the upper portions
-

APPENDIX “G” List & Notes of Sites – Small Infill Sites & Road Ends

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

APPENDIX “G”

**LIST & NOTES OF SITES
SMALL INFILL SITES & ROAD ENDS**

Site 1 – Whisky Jack Parking Lot

- Owner interested in constructing employee housing over excess parking

Site 2 – Across from Rimrock / East side of Hwy 99

- Vacant forested
- Highway noise major negative impact
- Infill of residential uses
- Good proximity to transit, work and amenities
- Development costs would be moderate (related to low number of bed units, small size)
- Fee simple parcel owned by the RMOW
- 20-metre highway buffer would preclude any development, but the existing rock cut could be the visual buffer
- Mini recycling centre and/or a mailbox kiosk is being considered for this site

Site 3 – Lot at end of Nordic cul-de-sac

- Fee simple owned by RMOW?
- Single family use consistent with adjacent properties

Site 4 – Park above Old Mill Lane

- Potential for one or two houses or duplexes

Site 5 – Road end on Alta Lake Road

- Single family use consistent with adjacent properties

Site 6 – Park above Nature Reserve

- Flat area adjacent potential Crown development site

Site 7 – Park south of White Gold

- Single family use consistent with adjacent properties

Site 8 – End of Fitzsimmons Road North

- Single family use consistent with adjacent properties

Site 9 – Parcel adjacent Shoestring Lodge

- Owned by RMOW, road, or Shoestring?

Site 10 – Part of Lorimer Road

- Single family use consistent with adjacent properties

Site 11 – End of Easy Street

- Single family use consistent with adjacent properties

Site 12 – End of Balsam Way

- Single family use consistent with adjacent properties

Site 13 – End of Alpine Way

- Mostly steep terrain within riparian setback
 - Single family use consistent with adjacent properties
-

APPENDIX “H” Workshop Minutes – Council, WHA Board/Staff, RMOW Staff

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

APPENDIX “H”

WORKSHOP MINUTES

COUNCIL, WHA BOARD/STAFF, RMOW STAFF, STUDY TEAM

On February 11, 2004, the consulting team for the study of sites potentially available for resident housing conducted a workshop with members of the WHA Board, Council, municipal staff and WHA staff. The consulting team had compiled available data and summarized the opportunities and constraints for development of each potential site. The purpose of the workshop was to present these findings, gather additional details and opinions from the workshop participants, assess the merits and challenges of each site, and comparatively rate the development suitability of each, culminating in a short-list of sites for presentation to Whistler’s Council. This document summarizes the input provided at the workshop.

WORKSHOP PARTICIPANTS		
WHA Board Caroline Lamont Duane Jackson Steve Bayly	Council Hugh O’Reilly Gordon McKeever Marianne Wade	WHA Staff Tim Wake Marla Zucht
Municipal Staff Bill Barratt Bob MacPherson Jan Jansen Joe Paul John Nelson Mike Vance	Consulting Team Drew Meredith Cam Anderson Mike Nelson Karina Andrus Chris McDougall Sharon Jensen	<i>Absent with regrets:</i> <i>Jim Godfrey</i> <i>Ken Melamed</i> <i>Kristi Wells</i> <i>Nick Davies</i> <i>Kirby Brown</i>

GENERAL SUGGESTIONS

- Land cost is considered of lesser relevance where employee housing can be provided on “free” Crown Land and/or can be acquired as an amenity contribution from a developer of private lands.
- A 20-metre buffer should be mapped for all sites along Highway 99.
- For buffer and aesthetic purposes, a 10-metre setback should be mapped along all major hydro transmission lines.
- Transportation needs are different for different employee tenures.

RATINGS AND CATEGORIES

- Properties that are currently zoned for development should be given a “Zoned” rating. These will likely be developed as permitted under their market zoning, but can also provide employee housing as a component of a mixed-use project.
- Negotiations for alternate uses and densities of zoned properties, and for bed unit transfers and comprehensive development schemes for multiple properties will be undertaken by the Municipality, and is not part of the terms of reference for this study.
- Properties with an existing use based on the current zoning should be moved to the “Under-Developed” category.
- Properties that are very small should be moved to the “Small Infill” category.

ADDITIONAL SITES CONSIDERED

- **Whistler 900/1000 at Mid-Station** – not added:
 - Mid-station was built to accommodate a 5-storey building atop it some day.
 - Road access is required through Brio with a stretch of about five miles needed.
 - This site is one of Intrawest’s Crown option sites and might be slated for other uses – Intrawest should be consulted.
- **Municipal Hall and Fire Hall** – added to the “Under-Developed” category:
 - Housing could be incorporated as part of a re-development.
- **Ambulance, Westel, Telus, Daycare** – added to the “Under-Developed” category:
 - Housing could be added to the existing uses.

REVIEW OF POTENTIAL SITES

Site 1 – Crown Land, South Function

Consensus: Delete

- The sewer “smell” will be remedied, but it will never be at a “zero” level.
- A cluster of sites were identified in this location under the CSP process, but were not considered further given the desire to maintain a visual quality of entering Whistler.
- A grade separation might be needed for the railway crossing.
- A highway realignment might go through a portion of this site.

Site 2 – Alpha Creek Lands

Consensus: No designation was assigned

- A 20-metre buffer should be shown along the highway.
- The TAG study suggested no further development at the south end given traffic concerns; however, that recommendation was made before Spring Creek was developed with community amenities needing further residents to effectively utilize the new facilities.

Site 3 – Crown West of Prism

Consensus: “C”

- Development depends on access through the adjacent Prism property.
- Long-term site.

Site 4 – Cheakamus North

Consensus: “A”

- A road connection between Spring Creek and Millars Pond with a bridge over Alpha Creek is wanted/needed through this site.
- Development, including the desired road connection, would be a good neighbourhood amenity.

Site 5 – Prism Property

Consensus: “C”

- Considered long-term, not a low-hanging fruit.

Site 6 – Crown at Old Gravel Road**Consensus: "B"**

- Considered as part of the South Whistler neighbourhood, employee housing could help to utilize the amenities at Spring Creek and other South Whistler facilities.
- Access to transit.

Site 7 – Crown East of Prism-North of Alta Lake Rd**Consensus: Delete**

- Access would be tough give the sloping topography.

Site 8 – London Mountain Lodge**Consensus: "Zoned"**

- The existing zoning requires development of seven cabins for employees and artists-in-residence.
- There may be opportunities to generate additional restricted housing and/or to transfer bed units to/from the property.

Site 9 – Tyrol Lodge**Consensus: Move to Under-Developed category**

- Any re-development must consider the visual sensitivities of this lakeside location.

Sites 10 & 11 – Lots 33 and 34, Stonebridge**Consensus: "B"**

- An on-ground topographical survey and more detailed forest mapping are available from the owner for review.
- Site 10(c) has an access easement through it for the Tyrol Lodge.
- Some of these leftover sites are already serviced.
- The proposed Nita Lake Connector will impact some of these sites.
- Transit availability is "low" to the west side, although different routings mean different frequencies.
- Good trail access exists.

Site 12 – Rainbow Park**Consensus: Delete**

- Obtained as parkland through expropriation and should not be used for anything but park.

Site 13 – North End BC Rail Properties**Consensus: Delete**

- Difficult access.

Site 14 – Bunbury Property**Consensus: Zoned**

- The existing development rights are established via the bed unit inventory.
- A low yield of employee units is expected within the overall development.

Site 15 – Across from Rimrock – East side of Hwy 99**Consensus: Move to “Small Infill” category**

- A 20-metre highway buffer would preclude any development, but the existing rock cut could be the visual buffer.
- A mini recycling centre and/or a mailbox kiosk is being considered for this site.

Site 16 – Triangle in Nordic**Consensus: “A”**

- Include a 20-metre highway buffer.

Site 17 – Crown Land Above Highway Yard**Consensus: Delete**

- Costs to access and service are moderate to high.

Site 18 – Highway Yard**Consensus: “A”**

- Potential contamination issues must be considered (UST – industrial/commercial).

Site 19(a) – Whistler Golf Course – South Third**Consensus: Delete**

- The golf course is an existing amenity, an asset adjacent the Village with easy access for visitors – why throw it away?
- Whistler is rated the #1 golfing destination in Canada – with courses designed by Nicklaus, Palmer and Jones.
- Golf courses mature like fine wine – with millions of dollars invested over time.
- Development as a residential use would go against the success factors identified by Whistler – It's Our Future.
- Poor soils.

Site 19(b) – Whistler Golf Course – Parking Lot & Maintenance Yard**Consensus: Move to Under-Developed category**

- Good opportunity to consider converting a surface parking lot to an underground parkade with housing above, and to utilize an under-developed maintenance yard.
- Low visibility from market housing high above.

Site 20 – Whistler Golf Driving Range**Consensus: Move to Under-Developed category**

- Same concerns as 19(a).
- Other uses considered include a fire hall adjacent the highway and the Olympic medals plaza.
- A few employee units can probably be incorporated at the end of the site.

Site 21 – Blackcomb Day parking Lots 6-8**Consensus: Move to Under-Developed category**

- Many competing existing and potential uses.
- Housing could be incorporated as part of the development.

Site 22 – Village North Lot 20/21 (Library/Museum Site)**Consensus: Zoned**

- Housing could be incorporated as part of the development.

Site 23 – Village North Lot 1/9 (Forest)

Consensus: Zoned

- Housing could be incorporated as part of the development.

Site 24 – Chevron Triangle

Consensus: “B”

- Any development should be with access through the adjacent Whistler Racquet and Golf Hotel site.

Site 25 – Whistler Racquet and Golf Hotel

Consensus: Zoned

- Some employee housing is required as part of the development under the existing zoning.

Site 26 –Chevron White Gold Site

Consensus: “A”

- The community and Council have already decided that this site is not suitable for a gas station.

Site 27 – Shoestring Lodge (Boot Pub)

Consensus: Zoned

- Housing could be incorporated as part of the development.

Site 28 – Lost Lake Estates in White Gold

Consensus: “A”

- Potential soil issues must be considered via consultation with Bob MacPherson.

Site 29 – Mons West

- The consulting team suggested all sites in the Mons West area be considered under a neighbourhood planning exercise by municipal staff as there have been many suggestions for various competing uses in this area.
- A recently suggested use for this site is an “energy mall” to bring new sources of fuel to Whistler.
- Although a comprehensive plan is needed, the workshop attendees suggested this study identify the issues and categorize each site as vacant or currently in use:

Site 29(a) – Weather Station – Consensus: Move to Under-Developed category

Site 29(b) – Centra Gas – Consensus: Move to Under-Developed category

Site 29(c) – Public Works Yard –Consensus: Move to Under-Developed category

Site 29(d) – Rainbow Substation – Consensus: “C”

Site 29(e) – Zeppo’s South – Consensus: “C”

Site 29(f) – Zeppo’s North – Consensus: “C”

Site 30 – Riverside Campground across Fitzsimmons Creek

Consensus: Zoned

- Given the high cost of a bridge over Fitzsimmons Creek, alternate access should be considered through Spruce Grove Park.

Site 31 – Crown Land at 21 Mile Creek

Consensus: “C”

- A high density would be needed to extend municipal services to this area.
- Considered a long-term potential.
- The existing trail access is important.

Site 32 – Crown Land West of Prospero

Consensus: “C”

- Development will depend on access through the adjacent Prospero property.

Site 33 – Prospero Property

- While most of the property has development potential, the portion adjacent the Emerald Forest contains sensitive wetlands and should be deleted:

Site 33(a) – Consensus: “B”

Site 33(b) – Consensus: Delete

Site 33(c) – Consensus: “B”

Site 34 – End of Wedgeview Place (Crown)

Consensus: “A”

- A low-density use would be appropriate.

Site 35 – Edgewater Property

Consensus: Delete

- The Edgewater site is environmentally sensitive.

Site 36 – End of Mountainview Drive (Crown)

Consensus: “A”

- Provision of access to the panhandle lots above should be considered.

Site 37 – Rainbow Lands

Consensus: “A”

- A highway intersection and signalization is needed.
- A public/private partnership with the adjacent Crown lands is possible.
- Adding some live/work uses could mitigate the “poor” rating for proximity to employment opportunities.
- Potential for other community/neighbourhood amenities.
- The design of the Emerald sewer system assumed an additional 1000 bed units.
- Potential for the Olympic Village.

Site 38 – Dickinson Triangle

Consensus: “C”

- Needs access and water service through the Rainbow site or through the “Emerald West” site identified under the CSP.

Site 39 – Two Lots Above Emerald - West

Consensus: “C”

- Servicing will be challenging (pressure zone).
- The transit rating is too high (should be red).
- Environmental issues regarding the forest.
- Existing trails should be considered.

Site 40 – Two Lots Above Emerald - East

Consensus: Delete

- Very long term servicing.

Site 41 – Parkhurst - North

Consensus: Delete

- Very long term servicing.

Site 42 – Parkhurst - South

Consensus: Delete

- Very long term servicing.
-

APPENDIX “I” Study Resources & References

COMPARATIVE EVALUATION OF POTENTIAL RESIDENT HOUSING SITES IN WHISTLER

APPENDIX "I"

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- Existing Trails
- 10m contours
- 2m contours
- BC Hydro - ROW
- BC Rail – ROW
- Hwy. 99 - ROW
- Golf Courses
- Major Water Courses
- Minor Water Courses
- Park
- RMOW cadastre
- Roads – All Types
- Swamp
- Swamp - Temporary
- 2003 Terrestrial Ecosystem Mapping
- Valley Trail
- Zones (Municipal Zoning)
- 2003 Digital Orthophotos (12.5cm resolution) – provided in geo-sid format



2019 Community Life Satisfaction Survey

Final Survey Results – Detailed Findings Report

Prepared for: **Resort Municipality of Whistler**

Prepared by: **Forum Research Inc.**



1 April 2019

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Background and Research Objectives

Project Background

The Resort Municipality of Whistler has a comprehensive community strategic plan called 'Whistler 2020' and a comprehensive corporate plan. A monitoring and reporting program is a component of both plans, which includes numerous indicators of community life and the Resort Municipality of Whistler's services that contribute to measuring Whistler's success and sustainability. While many different sources (but primarily Statistics Canada) are available to measure social and economic indicators of success, there are also many gaps, necessitating the need for a community survey that captures the information on an annual basis. The study is conducted to monitor Whistler's success at meeting goals that relate to community life, economic success and partnerships, the corporate plan as well as annual municipal budgets.

Research Objectives

The objectives of the 2019 Community Life Satisfaction Survey were to:

- Determine overall satisfaction with quality of life in Whistler;
- Determine the level of satisfaction and importance of services provided by the Resort Municipality of Whistler;
- Determine residents' perceptions when it comes to value for taxes paid, engagement and communication approaches, and
- Benchmark the results of the 2019 Community Life Satisfaction Survey with those from 2008, 2009, 2010, 2012, 2013, 2014, 2015, 2016, 2017, and 2018.

Research Design and Key Dates

Similar to research completed in 2010, between 2012-2015, and 2018, 2019 surveying focused on two key stakeholder groups. The research approach for these segments is detailed below.

1. **Permanent Residents** (those who own or rent property in Whistler and live there year-round)
 - Research was conducted via live agent Computer-Assisted-Telephone-Interviewing (CATI) of residents who live in the Resort Municipality of Whistler on a year-round basis. Respondents were called between 5pm and 9pm from January 21st, 2019 to February 7th, 2019. A total of 300 interviews were conducted, each approximately 13 minutes in length. Residents were reached either on a land line (23%) or cell phone (77%) using numbers generated by random digit dialing technology.
2. **Second Homeowners** (those who own property in Whistler but primarily live elsewhere)
 - Research among second home owners was conducted via live agent Computer-Assisted-Telephone Interviewing (CATI). Respondents were called between 5pm and 9pm from January 21st, 2019 to February 5th, 2019. A total of 202 interviews were conducted, each approximately 12 minutes in length. Although a proportion of second homeowners were found in the process of random sampling, the Resort Municipality of Whistler supplied a copy of their database of Whistler property owners who were then contacted directly. Residents were reached either on a land line (95%) or cell phone (5%) using numbers generated by random digit dialing technology.

Margin of Error

- The margin of error for a simple random sample of 300 interviews among permanent residents is +/- 5.59% at the 95% confidence level (or 19 times out of 20, if the study were to be repeated).
- The margin of error among second home owners cannot be calculated due to the unknown population of this group.

Additional Methodological Considerations

- As previously stated, only permanent residents and second homeowners were included in the survey in 2010, between 2012-2015, and in 2018. The additional component of surveying seasonal residents was added in 2017 but surveying with this group was not included this year.
- For the sample to be as representative as possible, CPO (cell phone only) households were included in the sample. Cell phone only households are those that no longer have a landline, and therefore can only be contacted via cell phone.
- The additional online survey component was continued this year, where a version of the survey was made available online via theWhistler.ca website. Results of this survey are available separately.

Questions and Analysis

Historical Tracking Questions

There are 14 indicator questions that have been asked in the Community Life Satisfaction Survey for the Resort Municipality of Whistler historically; these remain unchanged for benchmarking purposes. All 'don't know' and 'no opinion' responses were removed from the analysis.

Derived Importance

Forum Research introduced 'derived importance' to help determine strategic priorities for the Resort Municipality of Whistler. Derived importance is a statistical calculation based on the correlation between input variables (i.e. satisfaction with various aspects of life) and an outcome variable (i.e. overall satisfaction with Whistler as a place to live). Specifically, for this study, one of the questions trying to be answered is: How much impact does a change in satisfaction of a particular aspect of life in Whistler, have on satisfaction with life in Whistler overall? This correlation reveals the extent to which various aspects of life are related to, or possibly drive, overall satisfaction. **Ultimately, driver analysis relies on a statistical predictive model to determine priorities for the Resort Municipality of Whistler moving forward and can help inform the allocation of municipal policy or funding.**

Significance Testing

Forum Research applied statistical significance testing to compare survey results for 2018 with previous years. Statistical significance testing tells us whether differences between the observed percentages are reflective of real differences in the population or are merely a chance occurrence. It is important to note that significance testing considers differences in percentage points and other factors such as sample size, distribution, percentage, etc. For this reason, it may be found given two sets of variables with the same percentage point difference that one reveals a statistically significant difference in the population, which the other does not. Throughout the report results are compared to previous years with downward or upward trends highlighted as either 'significant' or merely 'directional'. Percentage spreads necessary for differences to be significant vary depending upon base sizes.

The following notations are used to identify significant differences in results throughout this report:

▲ Significantly higher ▲ Directionally higher ▼ Significantly lower ▼ Directionally lower

Significance is tested at the 95% confidence level. Directionally higher/lower is not yet statistically significant at the 95% confidence level but suggests a possible emerging trend of interest to the Resort Municipality of Whistler.

Executive Summary

Overall, the results of the 2019 Community Life Satisfaction Survey were very positive.

The majority of both permanent resident and second homeowner respondents said they are satisfied with community life in Whistler, services offered by the Resort Municipality of Whistler, and are receiving good value for their property tax dollars.

Permanent Residents

The majority of permanent resident respondents were satisfied with Whistler as a place to live/spend time (89%).

When it came to life in Whistler, permanent resident respondents were most satisfied with the recreation trails for hiking and mountain biking (98%), the ability to get around by bike and foot (98%), as well as the opportunities available for recreational activities (97%).

Regarding next steps, a derived importance analysis reveals that the top priorities to improving overall satisfaction with aspects of life in the Resort Municipality of Whistler moving forward are the ability to get around Whistler by personal automobile/vehicle, the ability to travel to and from Whistler on Highway 99, and career and employment opportunities.

Looking towards the future, a derived importance analysis reveals that the top priorities to improve overall value for taxes paid among permanent resident respondents are water utilities for your residence, village maintenance, the overall planning of the resort community, waste, recycling and composting services, and municipal hall main customer service counter.

Second Homeowners

Almost all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (94%); the majority (60%) are “very satisfied”.

Second homeowner respondents were most satisfied with opportunities available for recreational physical activities (98%), the ability to get around by bike and foot (97%), and recreation trails for hiking and mountain biking (97%).

Thinking about the services offered by the Resort Municipality of Whistler, second homeowner respondents are most satisfied with the maintenance of community parks and trails (97%), village maintenance (96%), as well as water utilities for residences (95%).

Detailed Findings

Living in Whistler: Housing, Employment, and Income

Permanent Residents

- The average self-assessed value of a permanent resident respondent's primary Whistler residence is \$1.253 million dollars (up from \$1.246 in 2018 and \$1 million in 2017).
- 60% of permanent resident respondents spend less than 30% of their income on housing.
- 75% of permanent resident respondents pay less than 40% of their income on housing.
- Over 8-in-10 permanent resident respondents are either employed or self-employed (86%), 1-in-10 are retired (9%), while 2% are students. Two percent (2%) are unemployed, and not seeking work.
- The median personal income range among permanent resident respondents is \$40,000 to \$45,000. The median personal annual income in 2019 is \$42,000.
- The median household family income range is \$110,000 to \$114,999. The median annual household income is \$109,700.

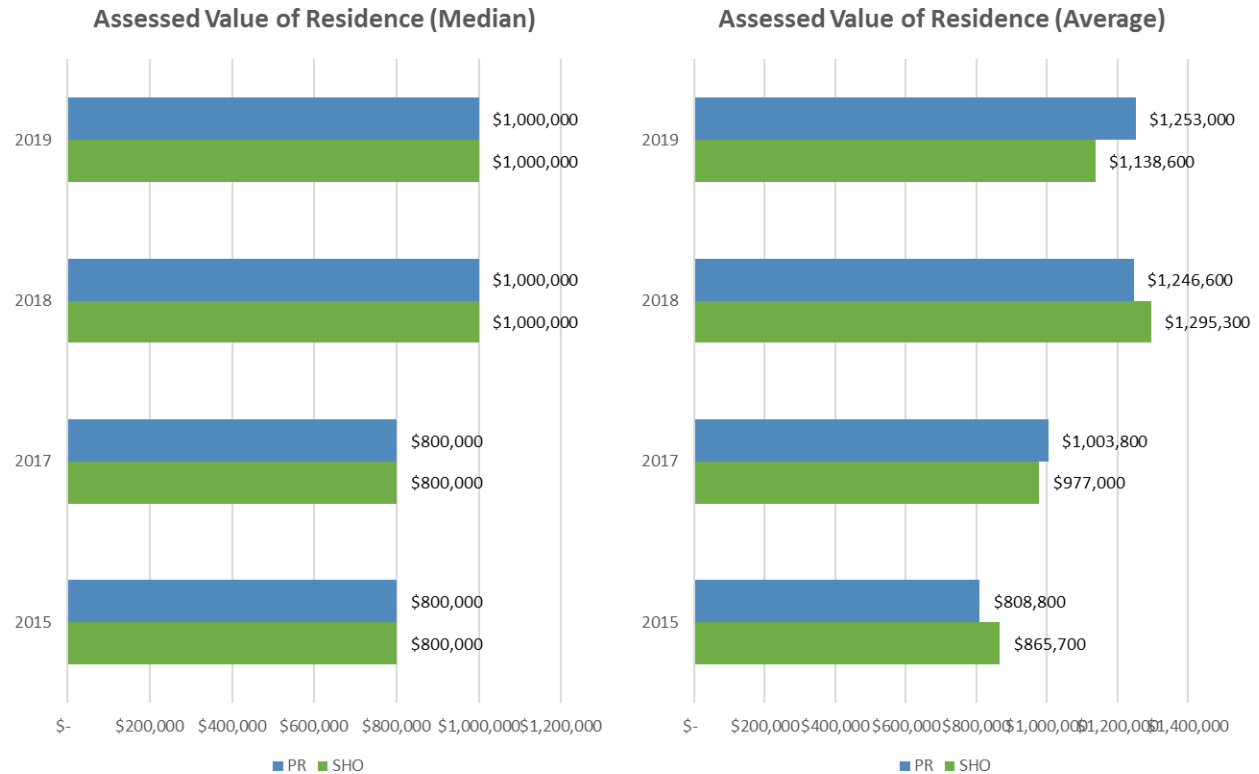
Second Homeowners

- The average self-assessed value of a second homeowner respondent's Whistler residence is \$1.138 million (down from \$1.295 million in 2018 but up from \$977,000 in 2017).
- One third of second homeowner respondents are either employed or self-employed (32%), over 3-in-5 are retired (61%). One percent (1%) are unemployed, and not seeking work, while 1% are students.

Assessed Value of Whistler Residence

Roughly three in ten (29%) permanent resident respondents assessed the value of their property between \$200,000 and \$400,000, another fifth of respondents (21%) between \$600k and \$800k, and half (50%) assessed at \$1 million dollars or more. The average assessed value by permanent resident respondents is \$1.253 million dollars (up from \$1.246 in 2018 and \$1 million in 2017). Significantly more permanent resident respondents assessed the value of their property to be over \$2 million (27%), when in comparison to previous years dating back to 2009, 2%-5% respondents valued their home at that amount. Also, in comparison to 2017 results, 14% more assessed the value of their property to be over \$2 million (13%→27%).

Of second homeowner respondents, 19% assessed their property between \$200,000 and \$400,000, 20% assessed between \$600,000 and \$800,000, and 61% at \$1 million dollars or more. On average, second homeowner respondents assessed the value of their property at \$1.138 million (down from \$1.295 million in 2018 but up from \$977,000 in 2017).



Q4. What is the assessed value of your primary Whistler residence? Would it be closer to...?

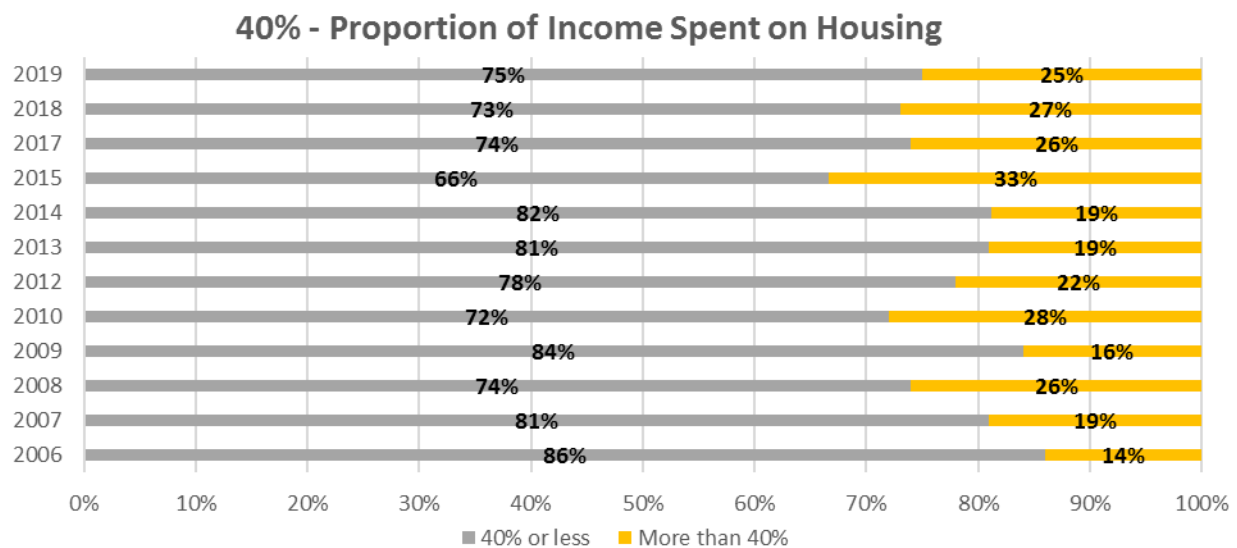
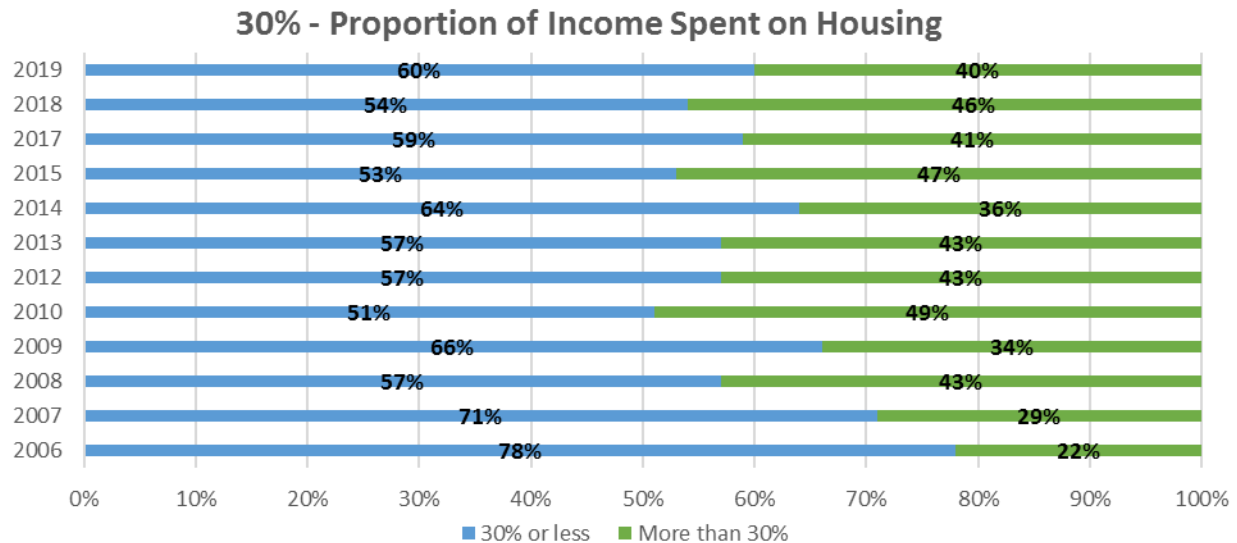
BASE: Total Permanent Residents: 2015 (n=224), 2017 (n=178), 2018 (n=212), 2019 (n=300)

BASE: Total Second Homeowners: 2015 (n=201), 2017 (n=200), 2018 (n=170), 2019 (n=202)

Income Spent on Housing – Permanent Residents

When looking at only permanent resident respondents, 40% spend more than 30% of their income on housing. Permanent resident respondents spending more than 30% of their income on housing decreased significantly in 2019 from 2018 by 6pp mirroring 2017 results (46%→40%).

Furthermore, one quarter of permanent resident respondents (25%) pay less than 40% of their income on housing. This is relatively consistent with historical scores for this measure and remains relatively unchanged from last year decreasing by 2pp (27%→25%).



Employment and Median Income Levels – Personal and Household

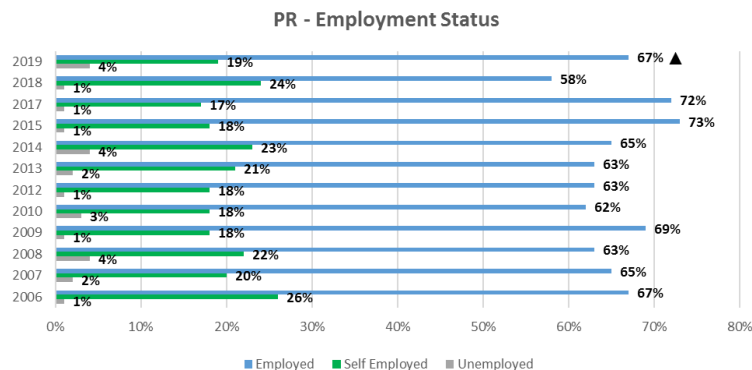
Permanent resident respondents are significantly more likely to be employed when compared to second homeowner respondents (67%, compared to 18%), while second homeowners are significantly more likely to be retired when compared to permanent resident respondents (61%, compared to 9%).

Employment Status		
	PR (N=300) %	SHO (N=202) %
Employed	67	18
Self Employed	19	16
Student	2	1
Retired	9	61
Unemployed (not seeking work)	2	1
Unemployed (seeking work)	2	4

Just under 7-in-10 permanent resident respondents are employed (67%), 1-in-5 are self-employed (19%), and 2% are unemployed, although seeking work. Significantly more respondents are employed when compared to historical findings in 2018; employment has increased significantly 9pp from the previous year ending a downward trend in employment scores. Those identifying as unemployed, but seeking work, has remained a consistent score unchanged from previous years (2%).

The median personal income range among permanent resident respondents is \$40,000 to \$45,000. This is down from \$55,000 to \$59,999 reported in 2018 and \$50,000 to \$54,999 reported on in 2017, along with levels reported in 2015 (\$50,000 to \$75,000). However, this is in line with levels reported in 2014, 2013, 2012, 2010, and 2009 (\$40,000 to \$45,000). The median household family income range is \$105,000 to \$109,999. This is also down from \$110,000 to \$114,999 reported in 2018, 2017, and 2015. However, it remains higher than those incomes reported in 2014, 2013, and 2010 (\$90,000 to \$95,000).

The median personal annual income in 2019 is \$42,000 (down significantly from 2018 at \$55,000 and \$52,000 in 2017). The median annual household income (respondents who are married or living common law or who are single with children living under the roof that are financially dependent on them) is \$109,700 (relatively consistent with last year). It should be noted that even though significantly more people are employed, income has dropped significantly.



Q3) Are you currently...? BASE: Total Permanent Residents: 2006 (n=301), 2007 (n=201), 2008 (n=300), 2009 (n=305), 2010 (n=300), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257), 2017 (n=300), 2018 (n=303) 2019 (n=300)

Community Life

Permanent Residents

- 89% of permanent resident respondents are satisfied (very/somewhat) with Whistler as a place to live; one in two are “very satisfied” this year (50%, increasing 3pp from 47% in 2018).
- Highest satisfaction ratings were recorded for:
 - recreation trails for hiking and mountain biking (98%; up 1pp),
 - ability to get around by bike and foot (98%; up 4pp), and
 - opportunities available for recreational activities (97%; up 1pp).
- Lowest satisfaction ratings were recorded for:
 - personal opportunities for formal learning through schools/colleges/other with accredited courses in Whistler/Sea-to-Sky corridor (34%; down 8pp),
 - ability to get around Whistler by personal vehicle (63%; down 6pp), and
 - ability to travel to and from Whistler on Highway 99 (66%; up 2pp).
- There were no significant increases in satisfaction levels between 2018 and 2019.
- The most popular mode of transportation permanent resident respondents indicated they employ for travelling to and from work is by vehicle, travelling alone in both the winter months (55%), and summer months (41%).

Second Homeowners

- Nearly all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (94%); the majority (60%) was “very satisfied”.
- Highest satisfaction ratings were recorded for (changes in satisfaction noted below are not statistically significant):
 - opportunities available for recreational physical activities (98%; down 1pp),
 - ability to get around by bike and foot (97%; up 1pp), and
 - recreation trails for hiking and mountain biking (97%; no change).
- Lowest satisfaction ratings were recorded for (changes in satisfaction noted below are not statistically significant):
 - ability to travel to and from Whistler on Highway 99 (77%, down 4pp), and
 - personal opportunities for formal learning through schools and colleges with accredited courses in Whistler (43%).

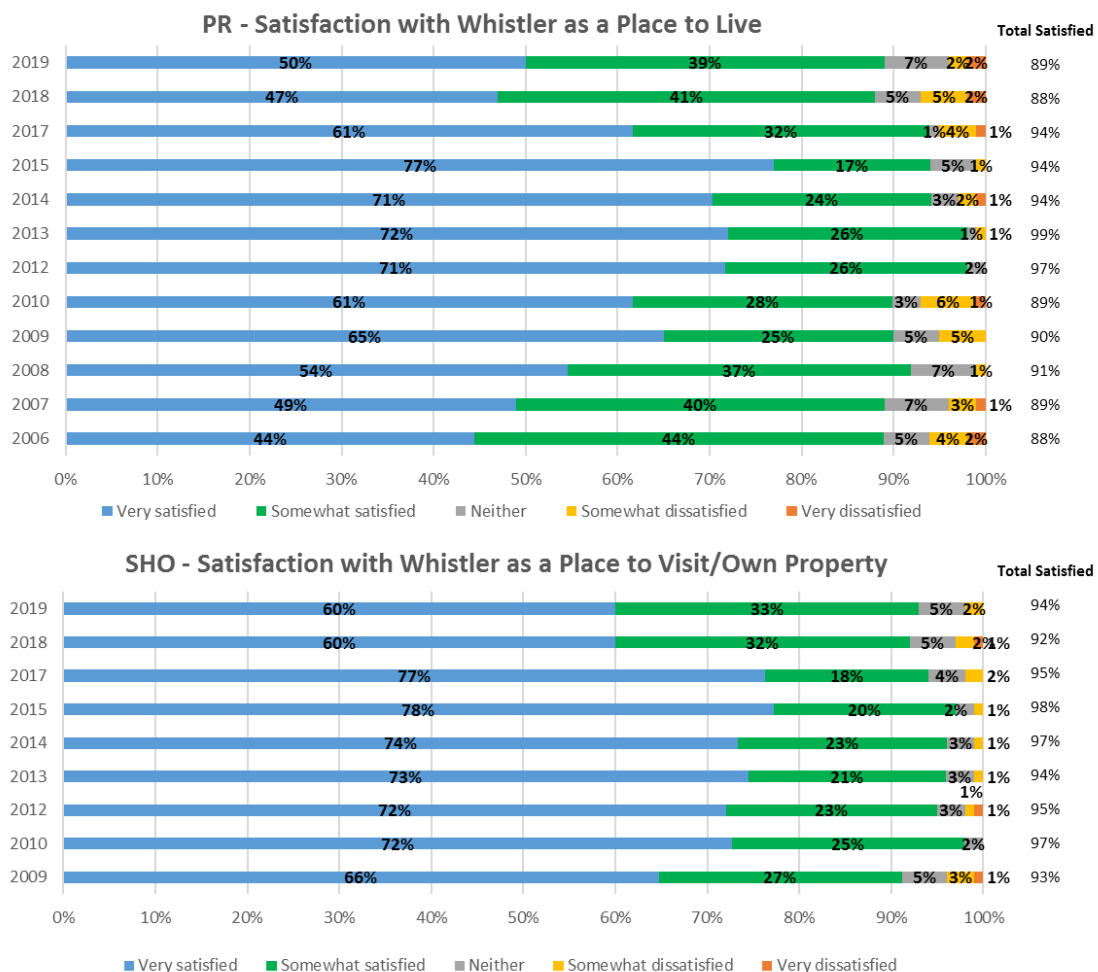
Whistler as a Place to Live/Spend Time

The majority of permanent (89%) and second homeowner (94%) respondents were satisfied with Whistler as a place to live/spend time.

There are no significant changes for this measure when comparing 2019 scores with 2018 results. Satisfaction scores remain consistent for both permanent resident and second homeowner respondents when compared to the previous year.

However, second homeowner respondents continued to be significantly more likely to be “very satisfied” when compared to permanent residents (60%, compared to 50%). This aligns with 2018 scores.

Permanent residents who own their homes were significantly more satisfied with Whistler as a place to live/spend time when compared to permanent resident renters (95%, compared to 82%).



Q5. Overall, how satisfied are you with Whistler as a place to live (PR) / visit and own property (SHO)? Are you...?

BASE: Total Permanent Residents (with an opinion): 2006 (n=301), 2008 (n=300), 2009 (n=303), 2010 (n=300), 2012 (n=300), 2013 (n=299), 2014 (n=301), 2015 (n=257), 2017 (n=291), 2018 (n=303), 2019 (n=300)

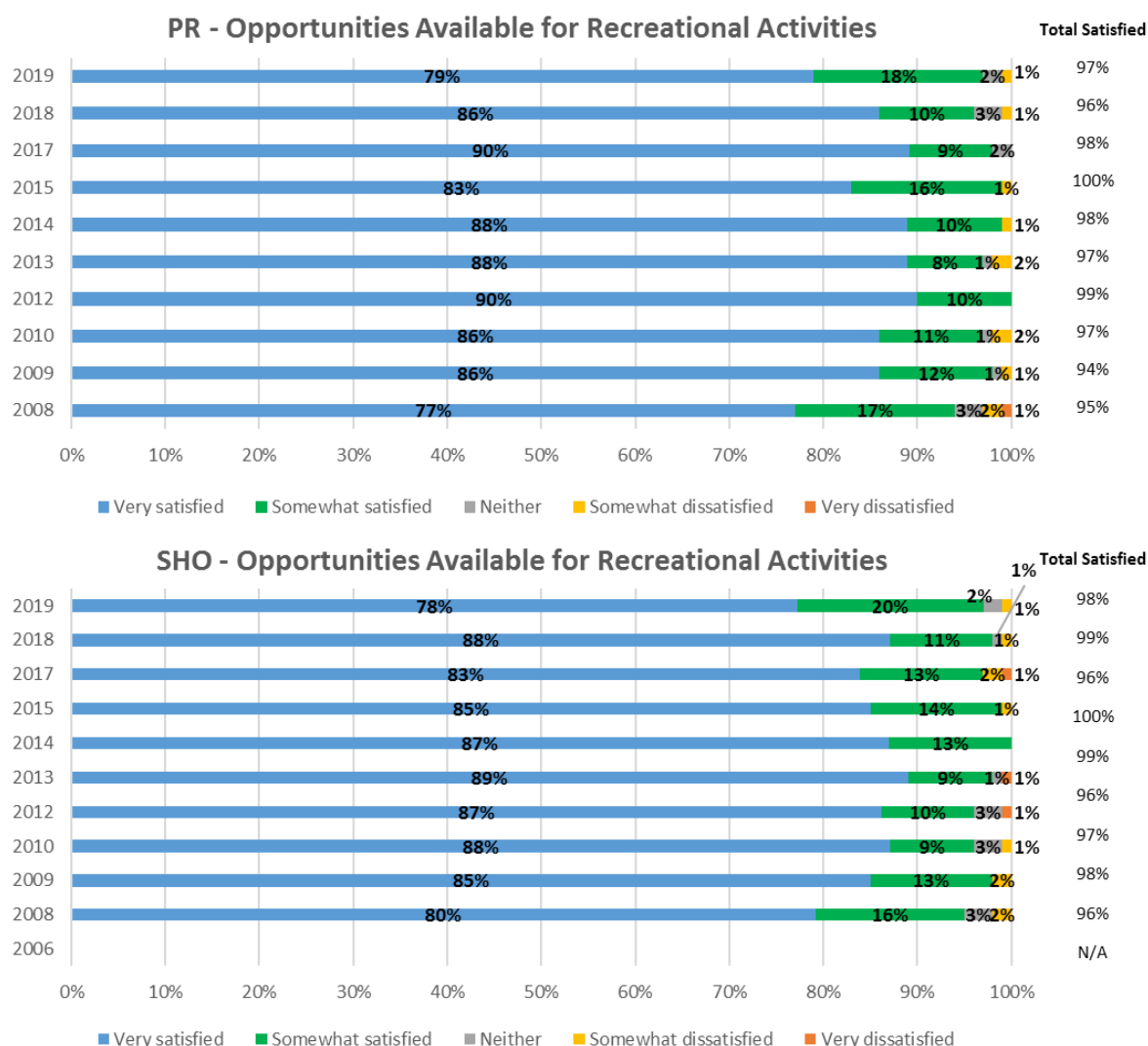
Total Second Homeowners (with an opinion): 2006 (n=200), 2008 (n=203), 2009 (n=197), 2010 (n=197), 2012 (n=197), 2013 (n=195), 2014 (n=197), 2015 (n=199), 2017 (n=199), 2018 (n=170), 2019 (n=202)

Opportunities Available for Recreational Physical Activities

Nearly all permanent resident (97%) and second homeowner (98%) respondents were satisfied with the opportunities available for recreational physical activities in Whistler.

There are no significant differences between permanent resident and second homeowner respondent scores for this aspect of life in Whistler.

When comparing 2019 results with 2018, both permanent residents and second homeowner respondents were significantly less likely to be “very satisfied” but more likely to be “somewhat satisfied” when it came to opportunities available for recreational physical activities in Whistler (PR: down 7pp for “very,” up 8pp for “somewhat,” SHO: down 10pp for “very,” up 9pp for “somewhat”).



Q6a. How satisfied are you with the following aspects of life in Whistler? Are you...? Opportunities available for recreational physical activities
 BASE: Total Permanent Residents (with an opinion): 2006 (n=301), 2008 (n=300), 2009 (n=303), 2010 (n=300), 2012 (n=300), 2013 (n=299), 2014 (n=301), 2015 (n=257), 2017 (n=291), 2018 (n=303), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2006 (n=200), 2008 (n=203), 2009 (n=197), 2010 (n=197), 2012 (n=197), 2013 (n=195), 2014 (n=197), 2015 (n=199), 2017 (n=199), 2018 (n=170), 2019 (n=202)

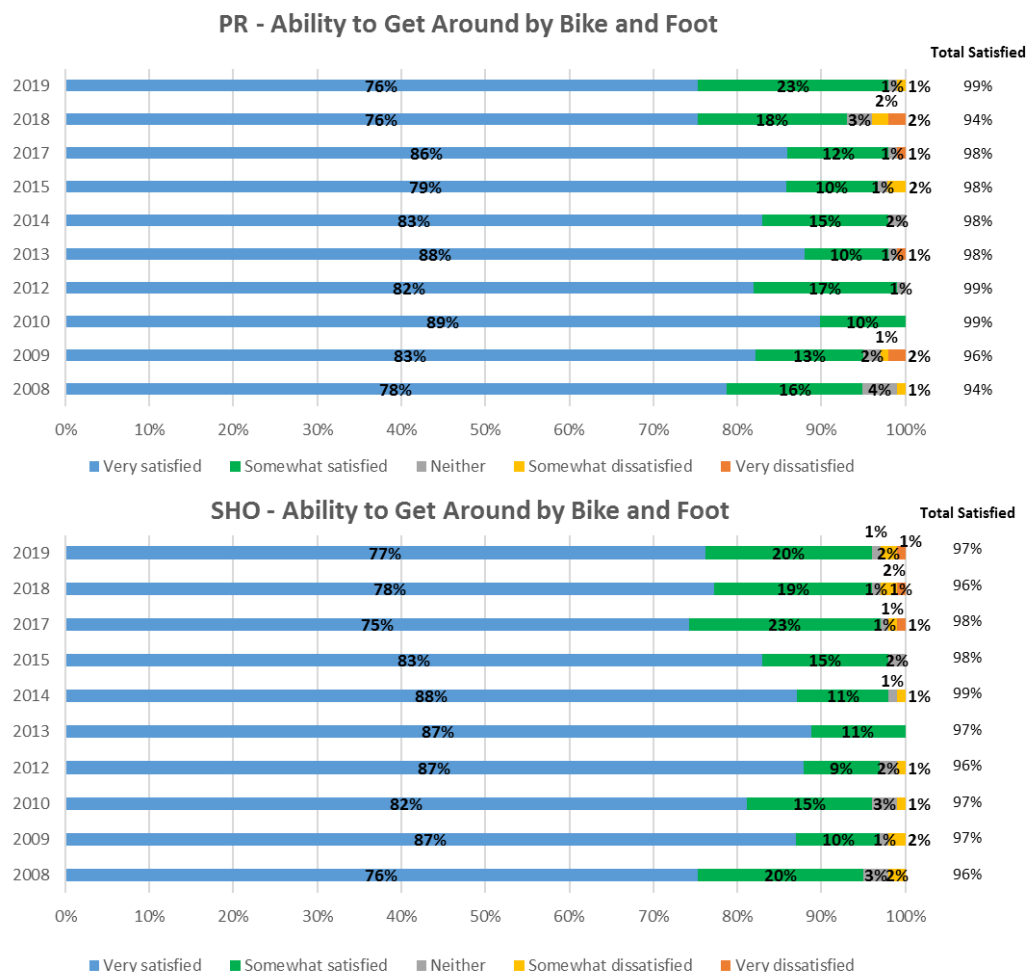
Ability to Get Around by Bike and Foot

Satisfaction with the ability to get around by bike and foot in Whistler was high among both permanent resident (99%) and second homeowner (97%) respondents.

Even though scores for permanent residents being “very satisfied” in 2019 were consistent with 2018 scores, a higher proportion of residents were “somewhat satisfied” with the ability to get around by bike and foot increasing by 5pp (18%→23%). There were no changes in scores for secondary homeowners for this measure when comparing 2019 to 2018.

There are also no significant differences between permanent resident and second homeowner respondents for this aspect of life in Whistler.

Male second homeowners were more satisfied with the ability to get around by bike and foot in Whistler when compared to females (100%, compared to 94%).



Q.6c) How satisfied are you with the following aspects of life in Whistler? “Ability to get around by bike and foot”

BASE: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=304), 2010 (n=299), 2012 (n=300), 2013 (n=298), 2014 (n=298), 2015 (n=257), 2017 (n=290), 2018 (n=303), 2019 (n=300)

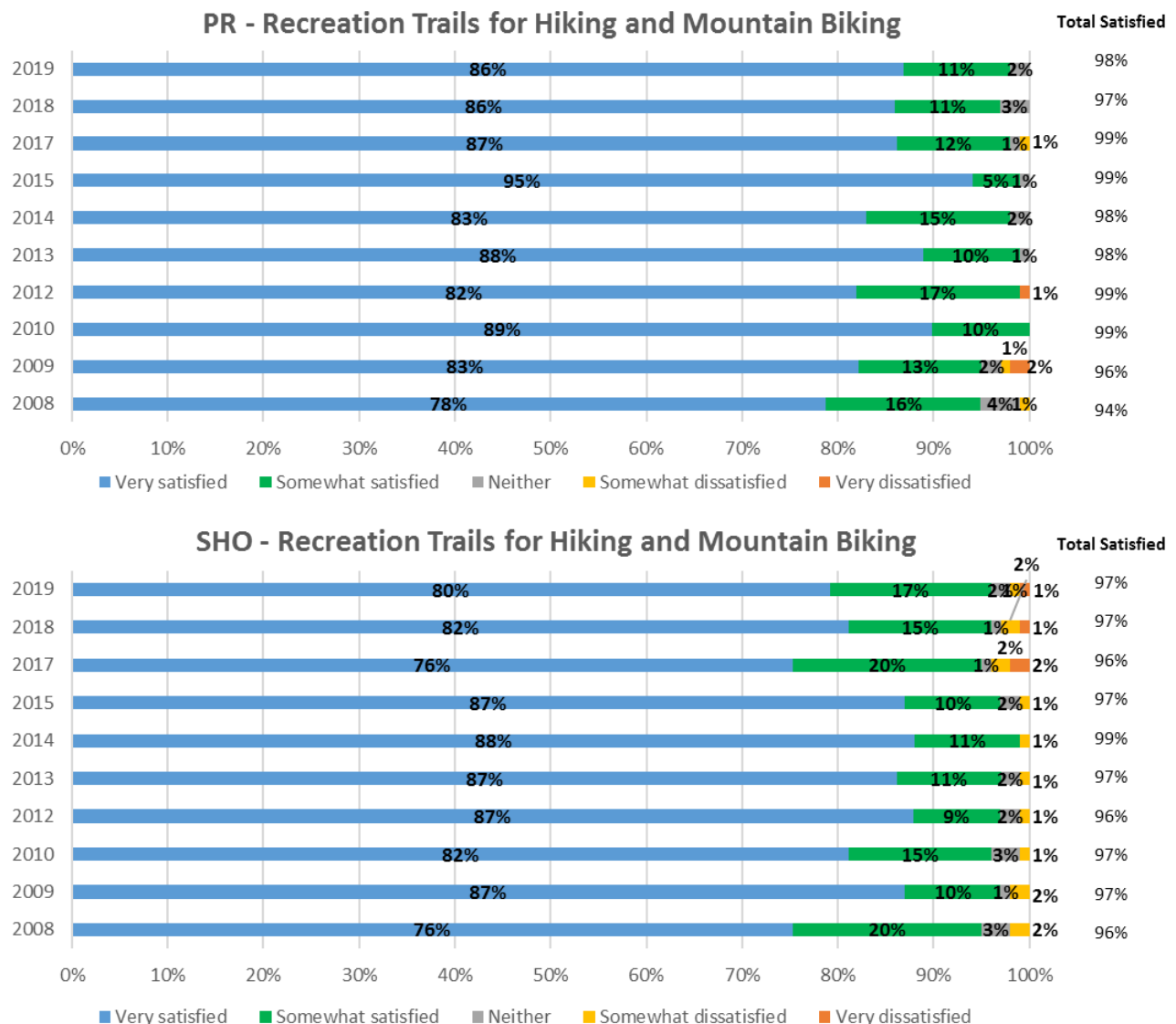
Total Second Homeowners (with an opinion): 2008 (n=205), 2009 (n=198), 2010 (n=191), 2012 (n=199), 2013 (n=187), 2014 (n=198), 2015 (n=192), 2017 (n=198), 2018 (n=170), 2019 (n=202)

Recreation Trails for Hiking and Mountain Biking

Nearly all permanent resident and second homeowner respondents said they were satisfied with recreation trails for hiking and mountain biking (permanent resident: 98%, second homeowner: 97%).

While permanent resident respondents were significantly more likely to be “very satisfied” (86%, compared to 80%), second homeowner respondents were significantly more likely to be “somewhat satisfied” (17%, compared to 11%).

There are no significant findings when looking at differences in satisfaction for this aspect between 2019 scores and previous years.



Q.6d) How satisfied are you with the following aspects of life in Whistler? “Recreation trails for hiking and mountain biking”

BASE: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=304), 2010 (n=299), 2012 (n=300), 2013 (n=298), 2014 (n=298), 2015 (n=257), 2017 (n=290), 2018 (n=294), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=205), 2009 (n=198), 2010 (n=191), 2012 (n=199), 2013 (n=187), 2014 (n=198), 2015 (n=192), 2017 (n=198), 2018 (n=168), 2019 (n=202)

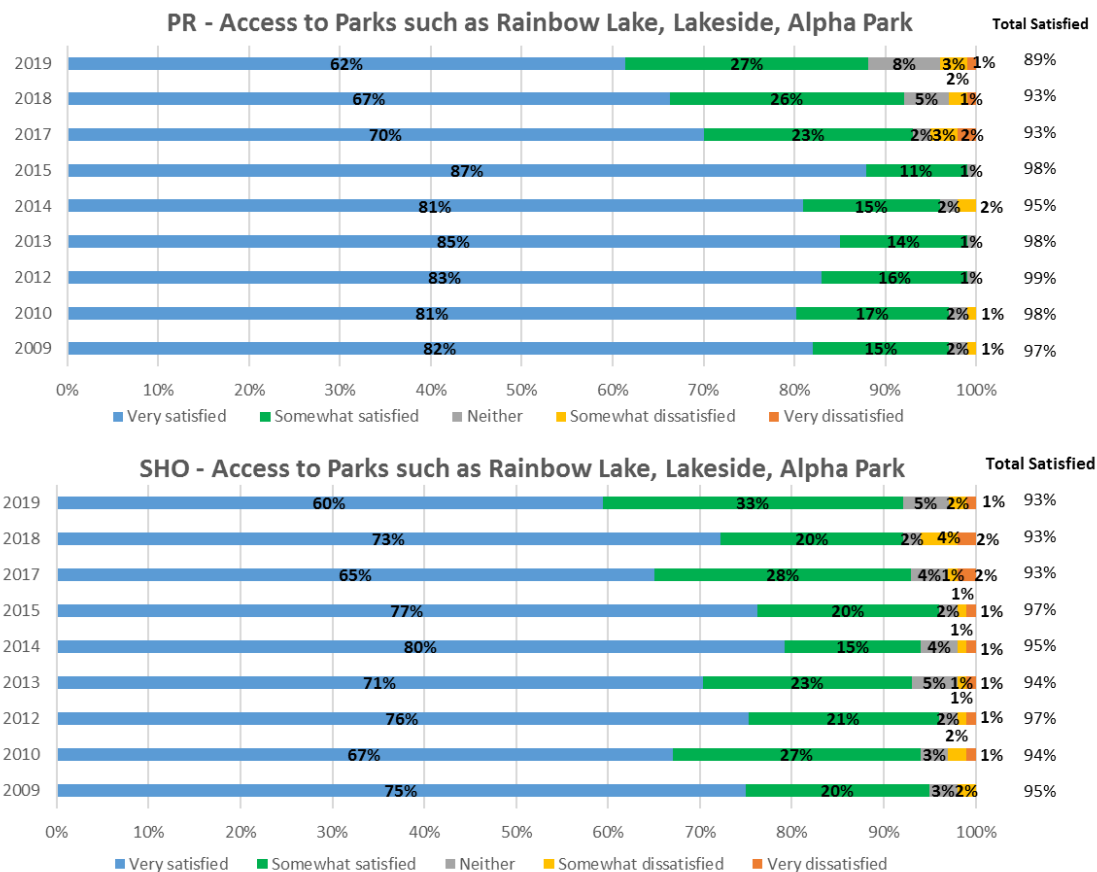
Access to Parks such as Rainbow Park, Lakeside, Alpha Lake Park

The majority of permanent resident and second homeowner respondents were satisfied with access to parks such as Rainbow Park, Lakeside, and Alpha Lake (89% for permanent resident, 93% for second homeowner).

When comparing 2019 results with 2018, permanent resident respondents were less likely to be “very satisfied” dropping 5pp (67%→62%). This score appears to be trending downward and this has been occurring since 2017.

Secondary homeowners were also less likely to be “very satisfied” and this drop was significant. “Very satisfied” scores dropped by 13pp (73%→60%). However, “somewhat satisfied” scores increased by 13pp (20%→33%).

Those unemployed permanent residents were more likely to be satisfied with access to parks when compared to those employed respondents (95%, compared to 87%). Furthermore, male second homeowners were more satisfied with this aspect when compared to females (97%, compared to 89%).



Q.6e) How satisfied are you with the following aspects of life in Whistler? “Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park”
 BASE: Total Permanent Residents (with an opinion): 2009 (n=304), 2010 (n=299), 2012 (n=299), 2013 (n=299), 2014 (n=297), 2015 (n=256); 2017 (n=284), 2018 (n=300), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2009 (n=197), 2010 (n=189), 2012 (n=195), 2013 (n=191), 2014 (n=192), 2015 (n=195); 2017 (n=187), 2018 (n=168), 2019 (n=202)

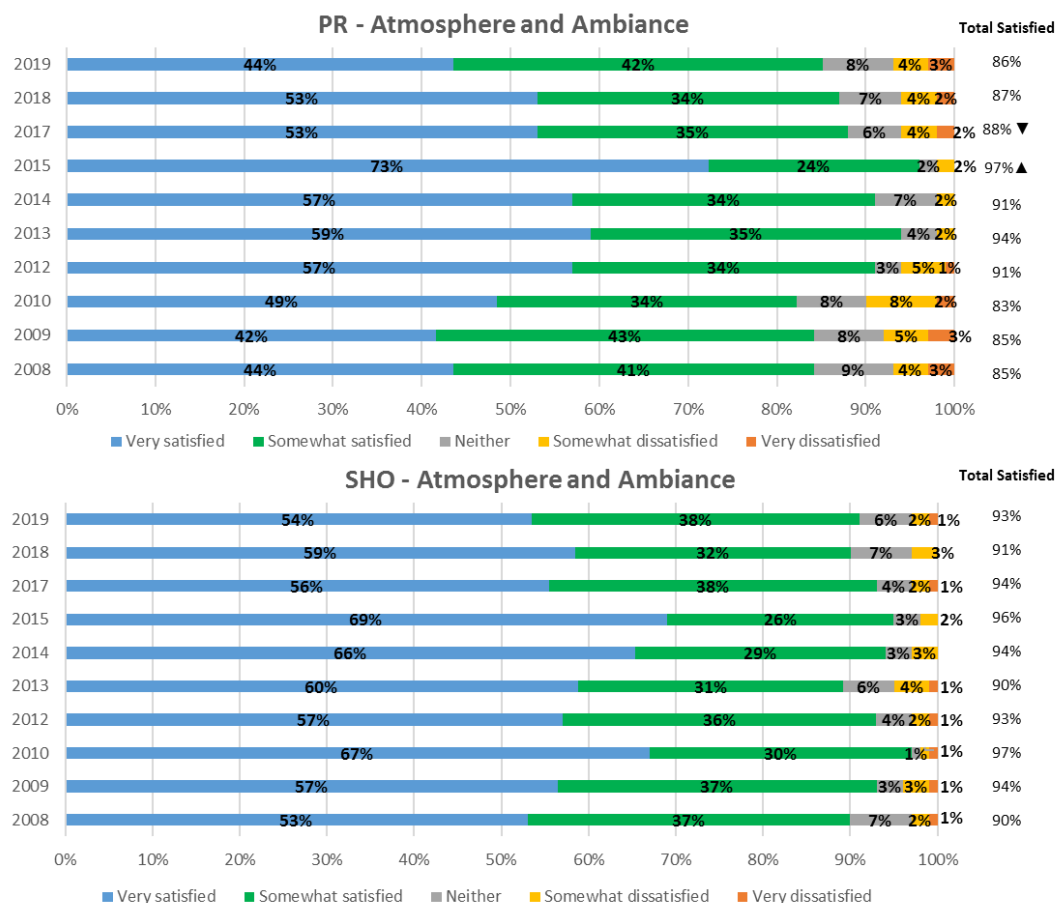
Atmosphere and Ambiance

The majority of permanent resident (86%) and second homeowner (93%) respondents said they were satisfied (very/somewhat) with the atmosphere and ambiance in Whistler Village in 2019.

Second homeowner respondents continue to be significantly more likely to be “very satisfied” with the atmosphere and ambiance in Whistler than were permanent resident respondents (54%, compared to 44%). Second homeowners were also significantly more satisfied at the top two-box level as well (93%, compared to 86%).

When comparing 2019 scores to historical findings, permanent resident respondents were significantly less likely to be “very satisfied” dropping 9pp from the previous year. This score appears to be trending downward and this has been occurring since 2017.

Those permanent resident respondents between 35-54 were significantly more likely to be very satisfied when compared to both younger and older respondents (92%, compared to 80%, 85%, respectively).



Q6g) How satisfied are you with the following aspects of life in Whistler? “Atmosphere and ambiance of Whistler Village”

Total Permanent Residents (with an opinion): 2008 (n=299), 2009 (n=300), 2010 (n=296), 2012 (n=299), 2013 (n=297), 2014 (n=300), 2015 (n=255); 2017 (n=287), 2018 (n=300), 2019 (n=300)

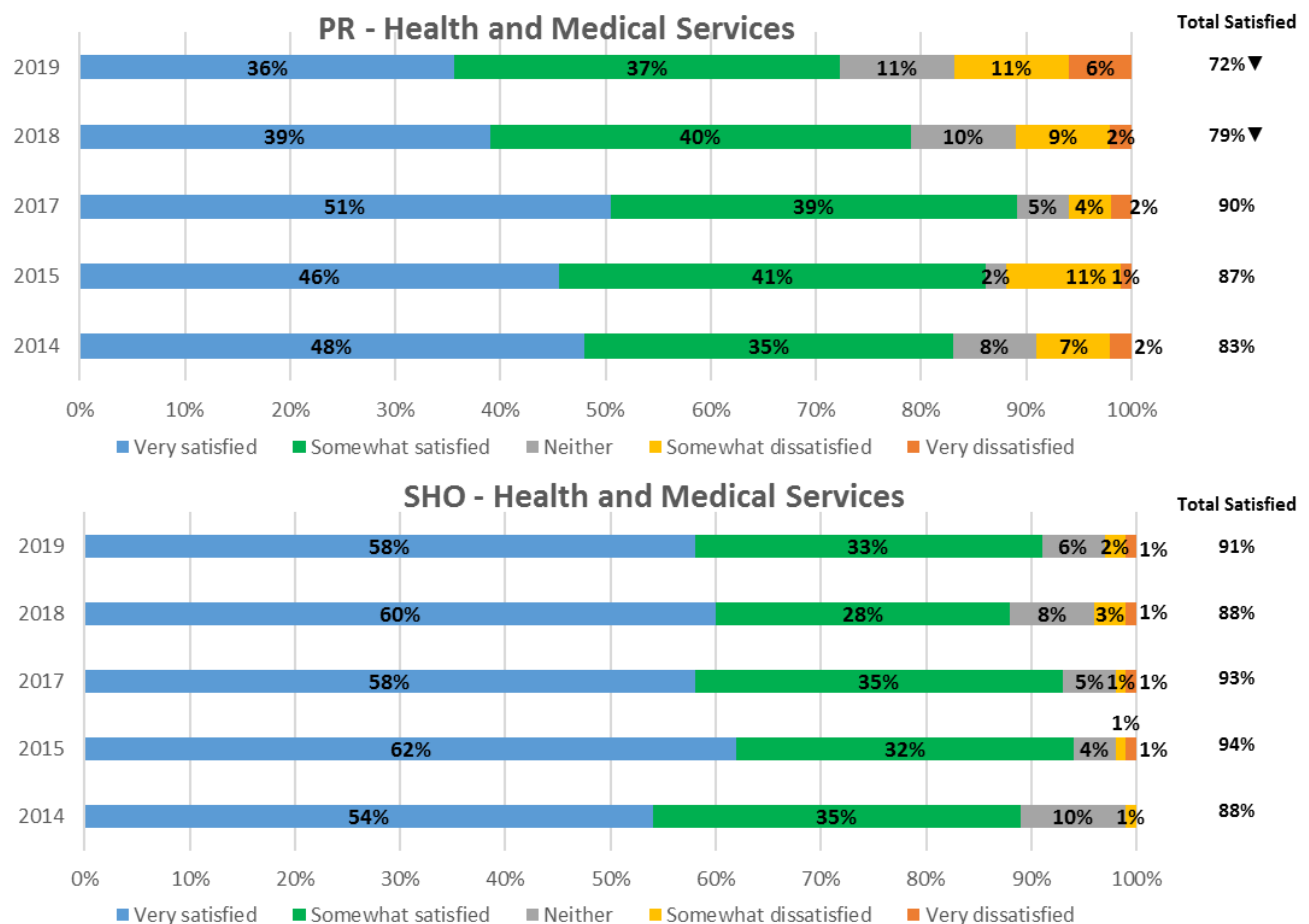
Total Second Homeowners (with an opinion): 2008 (n=204), 2009 (n=199), 2010 (n=199), 2012 (n=195), 2013 (n=196), 2014 (n=199), 2015 (n=198), 2017 (n=198), 2018 (n=169), 2019 (n=202)

Health and Medical Services

Roughly three-quarters of permanent resident (72%) and the majority of second homeowner (91%) respondents said they were satisfied (very/somewhat) with health and medical services in Whistler.

Second homeowner respondents (91%) were significantly more satisfied with health and medical services compared to permanent resident respondents (72%) whose score dropped significantly by 7pp from last year to this year (79%→72%). This score has been trending downward since 2017. Those respondents in the higher household income brackets are significantly less satisfied (22% Very/Somewhat dissatisfied for those with a household income of \$50K, compared to 3% for those in the lowest household income bracket.

Second homeowner respondents continued to be significantly more likely to be “very satisfied” when compared to permanent resident respondents (58%, compared to 36%). Second homeowner scores remain consistent year over year for this aspect of life in Whistler.



Q6i) How satisfied are you with the following aspects of life in Whistler? “Health and medical services”

BASE: Total Permanent Residents (with an opinion): 2014 (n=297), 2015 (n=255), 2017 (n=278), 2018 (n=295), 2019 (n=300)

Total Second Homeowners (with an opinion): 2014 (n=165), 2015 (n=170), 2017 (n=161) 2018 (n=150), 2019 (n=202)

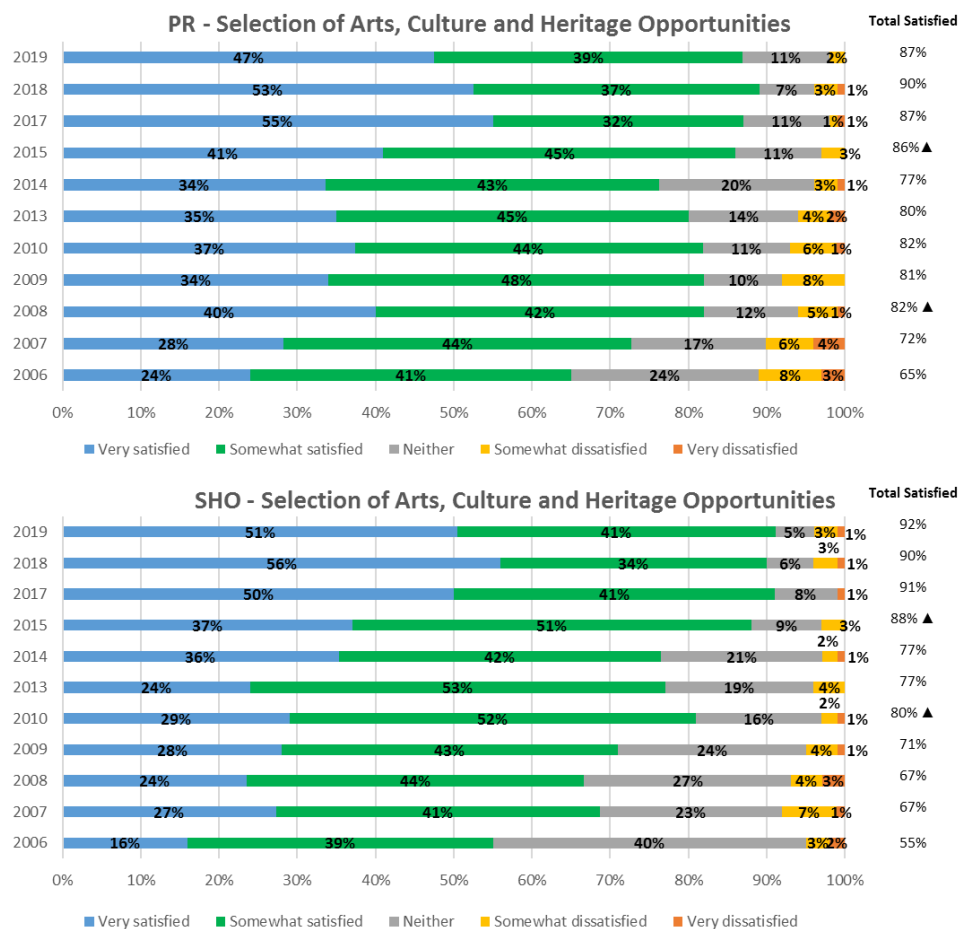
Selection of Arts, Culture and Heritage Opportunities

The majority of permanent resident (87%) and second homeowner (92%) respondents said they were satisfied (very/somewhat) with the selection of Arts, Culture and Heritage opportunities in Whistler.

Permanent resident respondents who own their home were significantly more likely to indicate they were satisfied with the selection of Arts, Culture and Heritage opportunities when compared to those who rent (91%, compared to 82%).

There are no significant differences when comparing permanent resident and second homeowner respondent results for this aspect of life in Whistler.

When comparing 2019 scores with historical results, “very satisfied” scores amongst permanent residents appear to be trending downward. This score has dropped 8pp since 2017 (55%→53%→47%).



Q6b) How satisfied are you with the following aspects of life in Whistler? “Selection of arts, culture and heritage opportunities”

Total Permanent Residents (with an opinion): 2006 (n=292), 2007 (n=195), 2008 (n=297), 2009 (n=299), 2010 (n=293), 2013 (n=294), 2014 (n=295), 2015 (n=252), 2017 (n=279), 2018 (N=296), 2019 (n=300)

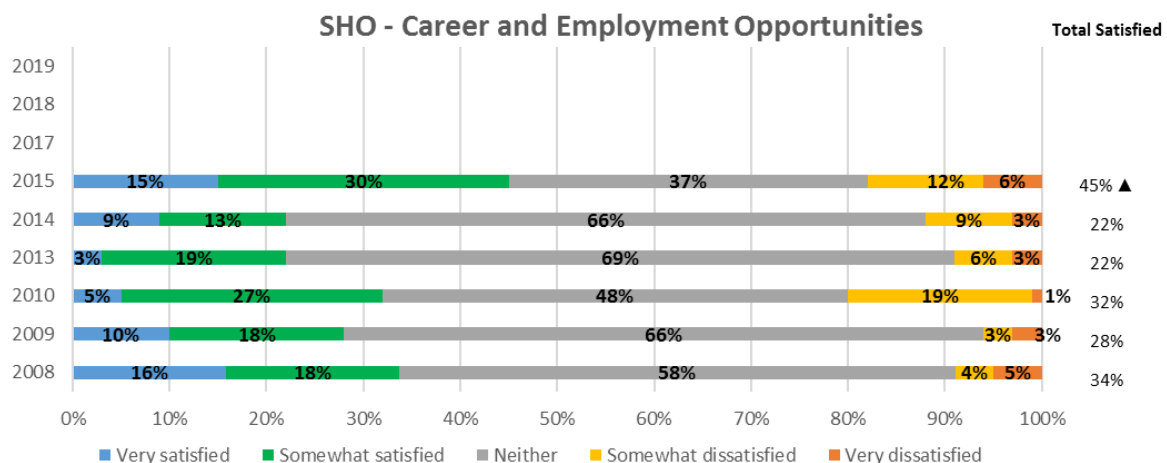
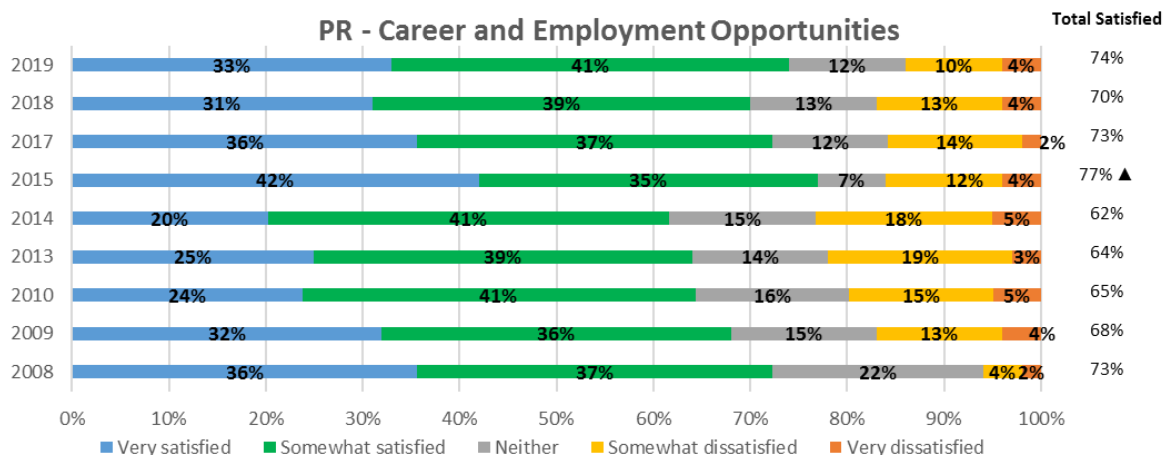
Total Second Homeowners (with an opinion): 2006 (n=170), 2007 (n=173), 2008 (n=195), 2009 (n=185), 2010 (n=179), 2013 (n=168), 2014 (n=180), 2015 (n=178), 2017 (n=186), 2018 (N=164), 2019 (n=202)

Career and Employment Opportunities

Roughly three-quarters of permanent resident respondents said they are satisfied (very/somewhat) with career and employment opportunities in Whistler (74%). This score does not vary significantly from year to year.

Second homeowners were not asked about this aspect in 2017, 2018, and 2019.

Male permanent resident respondents were significantly more satisfied with career and employment opportunities in Whistler when compared to female respondents (79%, compared to 67%).



Q6H) How satisfied are you with the following aspects of life in Whistler? "Career and employment opportunities"

Total Permanent Residents (with an opinion): 2008 (n=292), 2009 (n=273), 2010 (n=266), 2013 (n=267), 2014 (n=262), 2015 (n=244), 2017 (n=276), 2018 (N=283), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=168), 2009 (n=115), 2010 (n=98), 2013 (n=90), 2014 (n=88), 2015 (n=67), 2017 NA, 2018 NA, 2019 NA

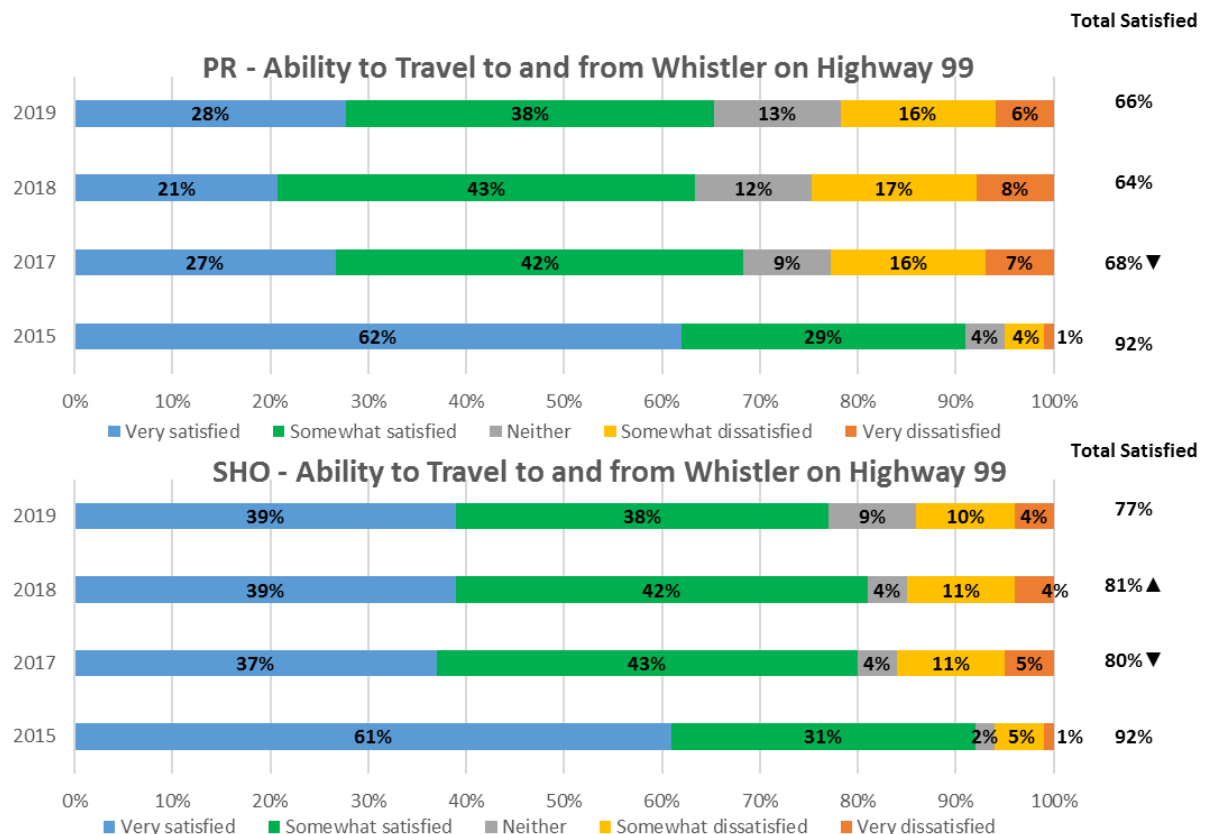
Ability to Travel to and from Whistler on Highway 99

Roughly two-thirds of permanent residents (66%) and over three-quarters of second homeowner (77%) respondents said they were satisfied (very/somewhat) with the ability to travel to and from Whistler on highway 99.

Second homeowner respondents (77%) were significantly more satisfied compared to permanent resident respondents (66%).

Permanent resident respondents were significantly more likely to say they were “very satisfied” this year when compared to the previous year increasing by 7pp (21%→28%). This ended a downward trend that had been occurring since 2015.

When compared to permanent resident respondents, second homeowner respondents were significantly more likely to be “very satisfied” in 2019 (39% vs. 28%).



Q6k) How satisfied are you with the following aspects of life in Whistler? “Ability to travel to and from Whistler on Highway 99”

BASE: Total Permanent Residents (with an opinion) 2015 (n=256), 2017 (n=286), 2018 (n=300), 2019 (n=300)

Total Second Homeowners (with an opinion) 2015 (n=200), 2017 (n=196), 2018 (n=170), 2019 (n=202)

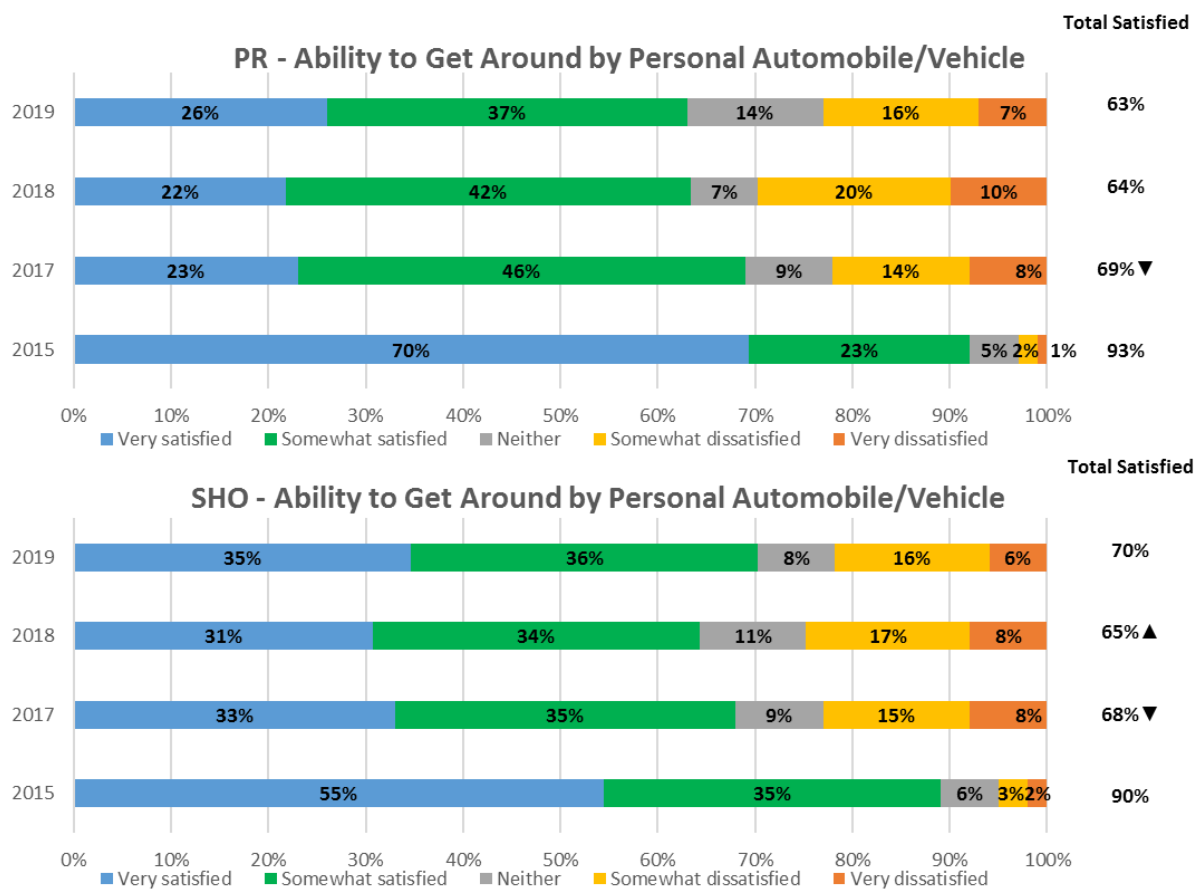
Ability to Get Around by Personal Automobile/Vehicle

Roughly 3-in-5 permanent resident (63%) and the majority of second homeowner (70%) respondents said they were satisfied (very/somewhat) with the ability to get around by personal automobile/vehicle.

Scores for permanent resident respondents were consistent with previous years when regarding this aspect of life in Whistler.

Similarly, to other aspects, second homeowner respondents were significantly more likely to be “very satisfied” when compared to permanent resident respondents (35%, compared to 26%).

Those unemployed permanent residents were significantly more likely to be satisfied with the ability to get around by personal automobile/vehicle when compared to those employed (78%, compared to 60%).



Q6j) How satisfied are you with the following aspects of life in Whistler? “Ability to get around Whistler by personal automobile / vehicle”

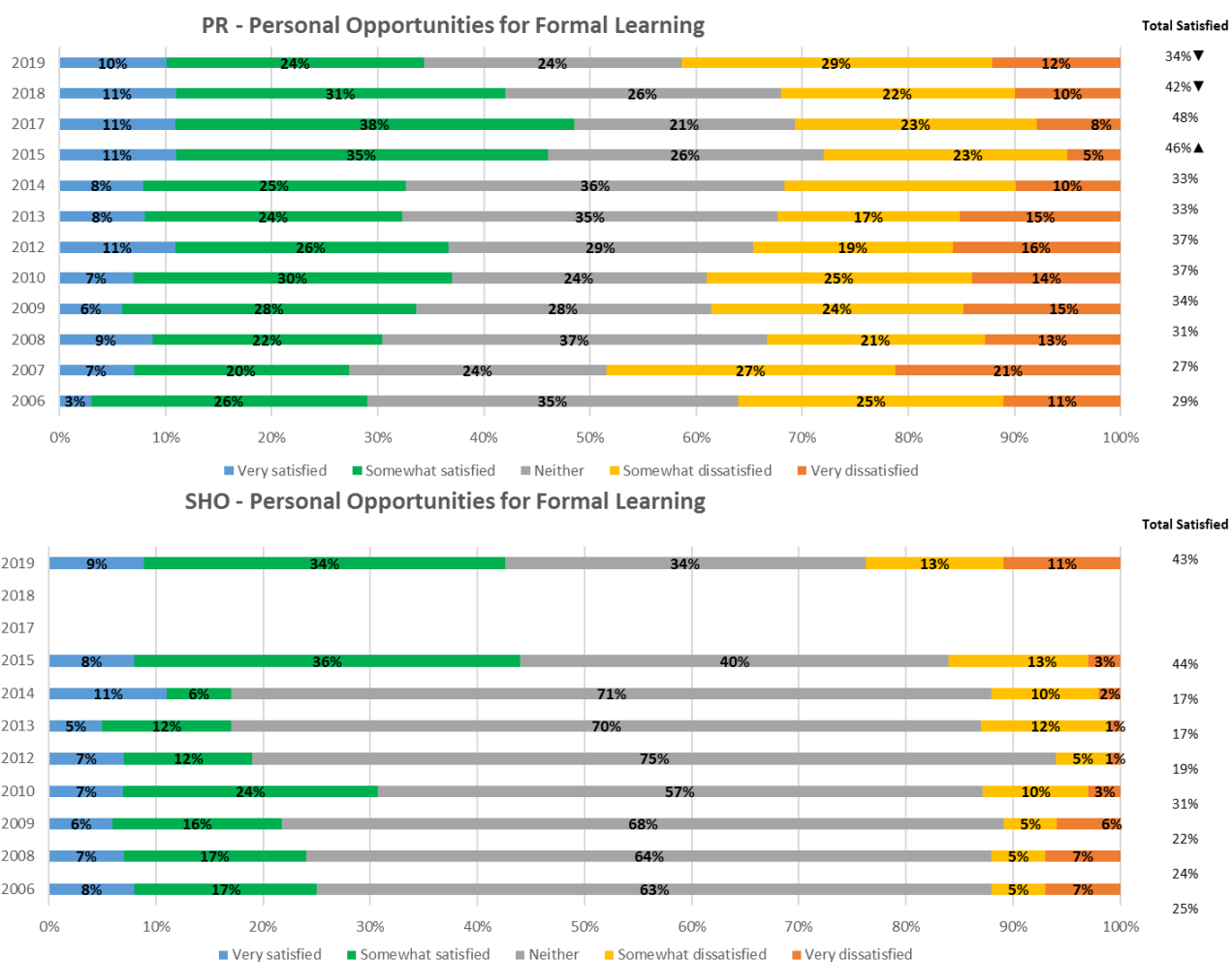
Total Permanent Residents (with an opinion): 2015 (n=253), 2017 (n=197), 2018 (n=295), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=199), 2017 (n=195), 2018 (n=169), 2019 (n=202)

Personal Opportunities for Formal Learning through Schools and Colleges with Accredited Courses in Whistler

When it comes to personal opportunities for formal learning through schools and colleges with accredited courses in Whistler, just over one-third of permanent resident respondents were satisfied (34%). Satisfaction decreased for a second year in a row. Satisfaction dropped by 8% for this measure when compared to 2018 scores (42%→34%); it's dropped 14% when compared to 2017 scores (48%→34%).

Second homeowners were not asked about this aspect in both 2017 and 2018. In 2019 however, scores ran parallel with 2015 results – when this question was last asked of this group.



Q6f) How satisfied are you with the following aspects of life in Whistler? "Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor"

Total Permanent Residents (with an opinion): 2006 (n=280), 2007 (n=171), 2008 (n=287), 2009 (n=264), 2010 (n=266), 2012 (n=242), 2013 (n=252), 2014 (n=267), 2015 (n=238), 2017 (n=247), 2018 (n=240), 2019 (n=300)

Total Second Homeowners (with an opinion): 2006 (n=200), 2007 (n=208), 2008 (n=149), 2009 (n=186), 2010 (n=92), 2012 (n=84), 2013 (n=93), 2014 (n=63), 2015 (n=62), 2017 NA, 2018 NA, 2019 (n=202)

Historical Comparison – Permanent Residents

The following chart presents top two box percent satisfaction of permanent resident respondents for aspects of life in the Resort Municipality of Whistler for 2019 compared to 2010, 2012, 2013, 2014, 2015, 2017, and 2018. In other words, this chart indicates the total % of those permanent residents who indicated they were very or somewhat satisfied with various aspects of life in Whistler.

Aspect of Life	2010	2012	2013	2014	2015	2017	2018	2019
	%							
Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor	37	37	33	33	46	48	42	34 ▼
Career and employment opportunities	65	-	64	62	77	73	70	74
Selection of Arts, Culture and Heritage opportunities	82	-	80	77	86	87	90	87
Health and medical services	-	-	-	83	87	90	79	72 ▼
Recreation trails for hiking and mountain biking	99	99	98	98	99	99	97	98
Ability to get around by bike and foot	99	99	98	98	98	98	94	98
Whistler as a Place to Live/Spend Time	89	97	99	94	94	94	88	89
Opportunities available for recreational physical activities	97	99	97	98	100	98	96	97
Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	98	99	98	95	98	93	93	89
Atmosphere and ambiance of Whistler Village	83	91	94	91	97	88	87	86
Ability to travel to and from Whistler on Highway 99	-	-	-	-	92	68	64	66
Ability to get around Whistler by personal automobile/vehicle	-	-	-	-	93	69	64	63

Suggested Priorities for Improving Satisfaction with Whistler as a Place to Live – Permanent Residents

The priority items displayed in the table below considers two important pieces of information. First, derived importance, which is the correlation of each community attribute with overall satisfaction with Resort Municipality of Whistler; and second, room for improvement in satisfaction scores (i.e. percentage of respondents who did not give a top 2 box score for that aspect of life in Whistler). By focusing on those aspects identified as the most important and have the most room for improvement, the Resort Municipality of Whistler can use this feedback to work towards improving overall satisfaction with Whistler as a place to live.

The priority table below reveals that the top priorities to improve overall satisfaction with aspects of life in the Resort Municipality of Whistler moving forward are: **(1) ability to get around Whistler by personal automobile/vehicle, (2) ability to travel to and from Whistler on Highway 99, and (3) career and employment opportunities.**

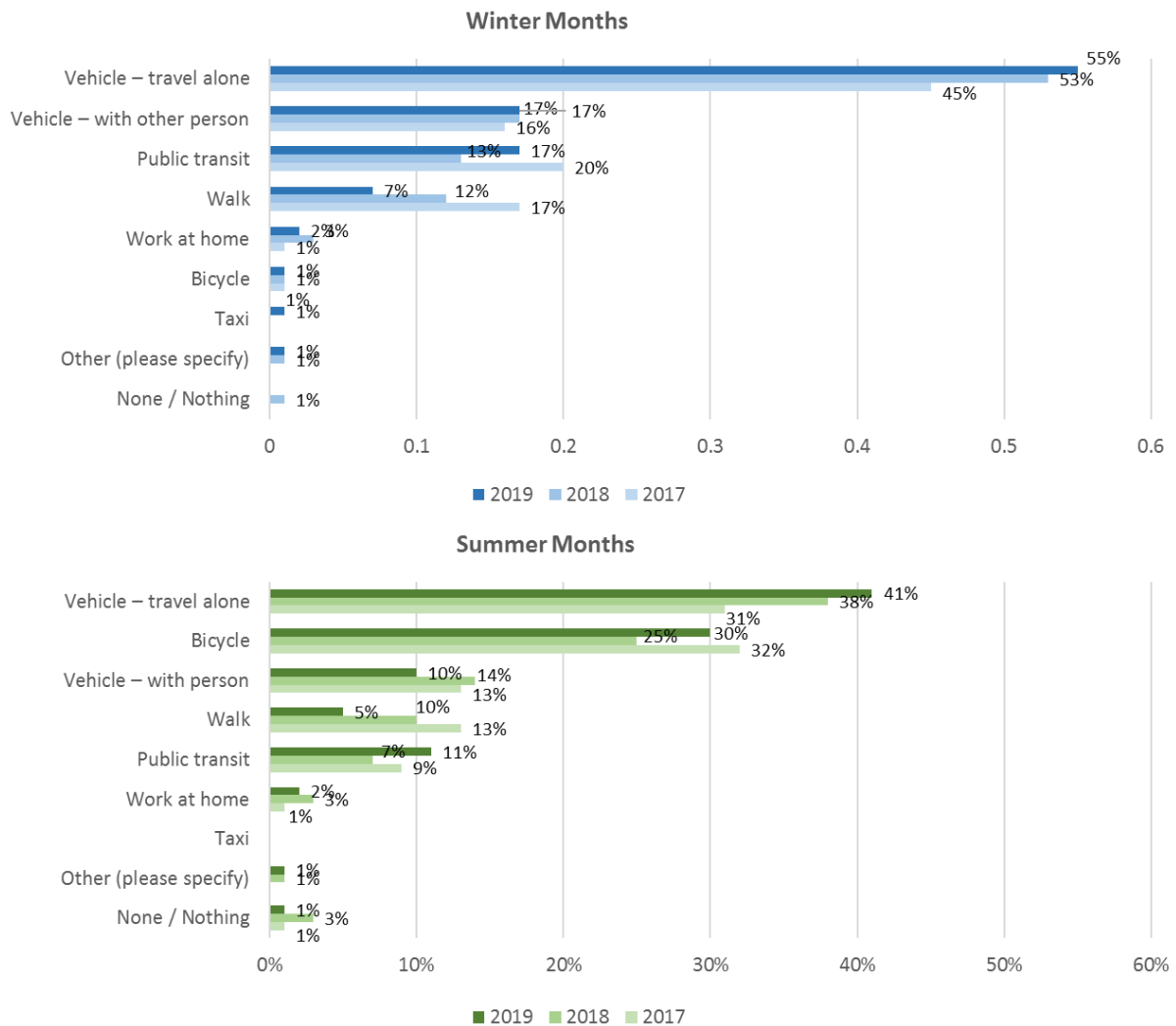
High Priority
Medium Priority
Low Priority

Priority	Aspect of Life	Performance	Importance
1	Ability to get around Whistler by personal automobile/vehicle	63	0.254
2	Ability to travel to and from Whistler on Highway 99	66	0.233
3	Career and employment opportunities	74	0.196
4	Health and medical services	72	0.143
5	Atmosphere and ambiance of Whistler Village	86	0.143
6	Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	89	0.167
7	Selection of Arts, Culture and Heritage opportunities	87	0.104
8	Recreation trails for hiking and mountain biking	98	0.116
9	Ability to get around by bike and foot	98	0.100
10	Opportunities available for recreational physical activities	97	0.064
11	Personal opportunities for formal learning	34	-0.260

Mode of Transportation Travelling to and From Work – Permanent Residents

The most popular mode of transportation permanent resident respondents indicated they employ for travelling to and from work is by vehicle, travelling alone in both the winter months (55%), and summer months (41%).

Scores remained relatively consistent across the winter month scores except for walking which dropped 5pp from the previous year (12%→7%). Scores also remained relatively consistent across the summer month scores except for bicycling which increased by 5pp from the previous year (25%→30%).



Q7. What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

Q8. What mode of transportation do you tend to use most often to travel to and from work in Whistler during the summer months?

Permanent Residents (currently employed/self-employed): 2017 (n=257), 2018 (n=303), 2019 (n=300)

Most Important Issues Facing Community

First Mention

Permanent resident respondents named housing as the most important issue facing their community that should receive the greatest attention from municipal leaders (52%). Transportation was considered the second most important issue facing the Whistler community by permanent residents (18%).

Second homeowner respondents also named housing as the most important issue facing their community that should receive the greatest attention from municipal leaders (24%), transportation as the second most important issue facing the Whistler community by second homeowner respondents (23%).

Most important Issue Facing the Community of Whistler – First Mention

	Most Important Issue Facing the Community of Whistler: FIRST Mention																	
	PR									SHO								
	'08	'09	'12	'13	'14	'15	'17	'18	'19	'08	'09	'12	'13	'14	'15	'17	'18	'19
	301	305	300	300	301	257	291	303	300	200	200	200	200	200	200	200	170	202
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Housing	45	41	5▼	12▲	19▲	41▲	49	57▲	52	22	19	7▼	9	7	16▲	19	22	24
Housing (unspecified)	14	18	1▼	1	3▲	19▲	31▲	31	30	6	2▼	2	-	-	2	27▲	6▼	5
Lack of affordable housing	20	19	3▲	8▲	13▲	16	12	21▲	19	4	6	3	6	4	4	2	7	6
Lack of employee housing	11	5▼	<1	1	2	7▲	5	6	4	13	11	2▼	3	3	11▲	11	9	12
Lack of seniors housing	-	-	1	1	<1	<1	<1	<1	<1	-	-	-	1	1	-	-	-	-
Transportation	4	2	10▲	10	7	2▼	26▲	16▼	18	10	9	11	10	9	9	41▲	37	23
Traffic congestion	<1	<1	-	-	<1	<1	10	4▼	6	2	2	-	1	1	3	22	14▼	9
Sea to Sky Highway	1	-	-	<1	1	-	2	4	2	2	3	-	1	-	<1	6	4	3
improvements/needs better	1	-	<1	<1	2	-	5	2	3	-	2	3	-	-	-	5	4	2
Transportation (unspecified)	-	1	3▲	3	2	<1	3	1	<1	3	2	5	7	8	3▼	5	<1	2
Charging for parking/lack of	-	<1	7▲	7	2▼	1	2	<1	3	2	1	4▲	2	1	1	3	2	<1
free parking	1	1	-	<1	<1	-	3	<1	2	2	1	-	1	-	2▲	<1	3	2
Needed improvements to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
public transit	1	1	-	<1	<1	-	3	<1	2	2	1	-	1	-	2▲	<1	3	2
Road maintenance	1	1	-	<1	<1	-	3	<1	2	2	1	-	1	-	2▲	<1	3	2
RMOW Operational	16	17	18	17	14	10	3▼	7	5	15	20	24	21	20	19	8▼	6	9
Concerns																		
Too focused on tourism and	<1	2	2	1	3▲	<1	1	3	2	1	1	1	2	2	-	<1	3	1
not the needs of residents	3	<1	2	1	4▲	<1▼	<1	1	-	1	1	-	-	-	-	<1	-	-
Lack of community services	2	3	-	2	1	<1	<1	1	-	1	2	-	-	1	-	1	-	-
Lack of accountability to the	4	7	9	4▼	2	1	<1	<1	<1	2	2	6▲	8	5	3	1	<1	1
public by RMOW council	4	1▼	2	3	2	<1	<1	<1	1	5	3	6	4	10▲	6	3	1	4
RMOW spending/ allocation	-	1	-	1	1	<1	-	<1	<1	-	1	-	1	-	-	<1	-	1
of taxes for services/ budget	1	1	-	1	1	-	<1	<1	-	4	4	2	2	1	-	-	-	<1
Taxes (unspecified)	1	1	-	1	1	-	<1	<1	-	1	4▲	2	1	1	9▲	2▼	<1	<1
Improvements to garbage	1	1	-	1	1	-	<1	<1	-	1	4▲	2	1	1	9▲	2▼	<1	<1
collection/ recycling	1	1	-	1	1	-	<1	<1	-	1	4▲	2	1	1	9▲	2▼	<1	<1
Zoning regulations	1	1	-	1	1	-	<1	<1	-	1	4▲	2	1	1	9▲	2▼	<1	<1
Not keeping up with	1	1	<1	1	1	7▲	<1	-	<1	1	4▲	2	1	1	9▲	2▼	<1	<1
infrastructure demands (i.e.	1	1	2	3	-	-	-	-	-	1	4▲	6	5	-	2	-	-	1
sewers/water)	1	1	2	3	-	-	-	-	-	1	4▲	6	5	-	2	-	-	1
Property taxes	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
Other	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
Environmental	9	11	14	5▼	7	7	4	4	4	19	17	14	10	16▲	8▼	9	5	12
Overdevelopment/Future	2	5▲	3	1	1	<1	2	3	1	15	13	10	6	12▲	2▼	7▲	3	7
Growth Plan	3	3	2	1	1	<1	-	<1	<1	2	3	1	2	1	2	-	1	1
Sustainability	5	3	6▲	3▼	5	5	2	-	2	3	2	3	3	4	5	3	<1	5▲
Environment	-	-	3	1	1	<1	-	-	-	-	-	1	-	-	-	-	-	-
Asphalt Plant Concerns	-	-	<1	-	-	<1	-	-	-	-	-	-	-	-	-	-	-	-
Logging	-	-	<1	-	-	<1	-	-	-	-	-	-	-	-	-	-	-	-
Other																		
Lack of employment options	<1	<1	2	3	5	1▼	-	2	1	-	-	-	2	1	1	-	<1	-
Safety/Crime	-	<1	<1	2	1	5▲	2▼	<1	2	2	5	2	3	2	▲6	-	3	<1
Lack of childcare services	-	3	-	-	-	4▲	1	<1	1	-	-	-	-	-	-	<1	-	-
Rowdy/drank/ disruptive	-	-	-	3	1▼	3	<1	<1	-	-	-	-	2	2	1	<1	1	-
tourists/ not family friendly	1	1	1	2	2	1	1	<1	2	2	1	1	-	1	1	<1	<1	-
Healthcare	-	2	2	1	2	1	-	<1	<1	-	-	-	1	1	1	-	<1	-
Education concerns/lack of	1	3	1▼	2	2	1	1	<1	-	-	1	1	3	5	1▼	<1	-	-
schools	-	1	-	-	-	<1	1	<1	-	-	1	-	-	-	<1	2	-	<1
Need more recreation	2	-	-	1	2	1	-	-	<1	1	-	-	-	3	-▼	-	<1	-
facilities/improvements in	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
parks and recreation	-	1	-	-	-	<1	1	<1	-	-	1	-	-	-	<1	2	-	<1
Losing the Whistler	-	-	-	1	2	1	-	-	<1	1	-	-	-	3	-▼	-	<1	-
ambiance	2	-	-	1	2	1	-	-	<1	1	-	-	-	3	-▼	-	<1	-
Employee shortage	-	-	3	4	2	4	<1	-	<1	-	-	9	6	4	4	<1	-	-
Need to attract tourists/	-	-	3	4	2	4	<1	-	<1	-	-	9	6	4	4	<1	-	-
better promotion of	3	5	5	7	8	2▼	4	-▼	1	1	3	3	4	4	3	4	1	5
Whistler	-	-	9	6	7	1▼	<1	-	-	-	-	4	4	3	1	1	-	-
Cost of living	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Economic stability/ local	-	<1	-	-	<1	-	-	-	-	-	-	-	1	1	<1	-	-	-
business	-	-	1	1	<1	-	-	-	-	-	-	1	2	-	-	-	-	-
Arts and cultural events	3	6	-	-	-	-	-	-	-	2	4	-	-	-	-	-	-	-
Need another gas station	-	<1	-	-	-	-	-	-	-	-	-	-	-	-	-	<1	-	-
Whistler University	-	-	1	1	<1	-	-	-	-	-	-	1	2	-	-	-	-	-
Concerns regarding the	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Olympics	-	<1	-	-	-	-	-	-	-	-	-	-	-	-	-	<1	-	-
Not enough retail options for	4	3	3	1	2	11▲	1	4	5	4	5	3	1	2	14▲	1▼	7▲	6
locals	13	5▼	27▲	22	20	0▼	<1	2	-	22	17	25▲	25	24	1▼	<1	-	<1
Miscellaneous issues																		
No issues																		

Q11a. What is the most important issue facing your community that should receive the greatest attention from your local leaders?

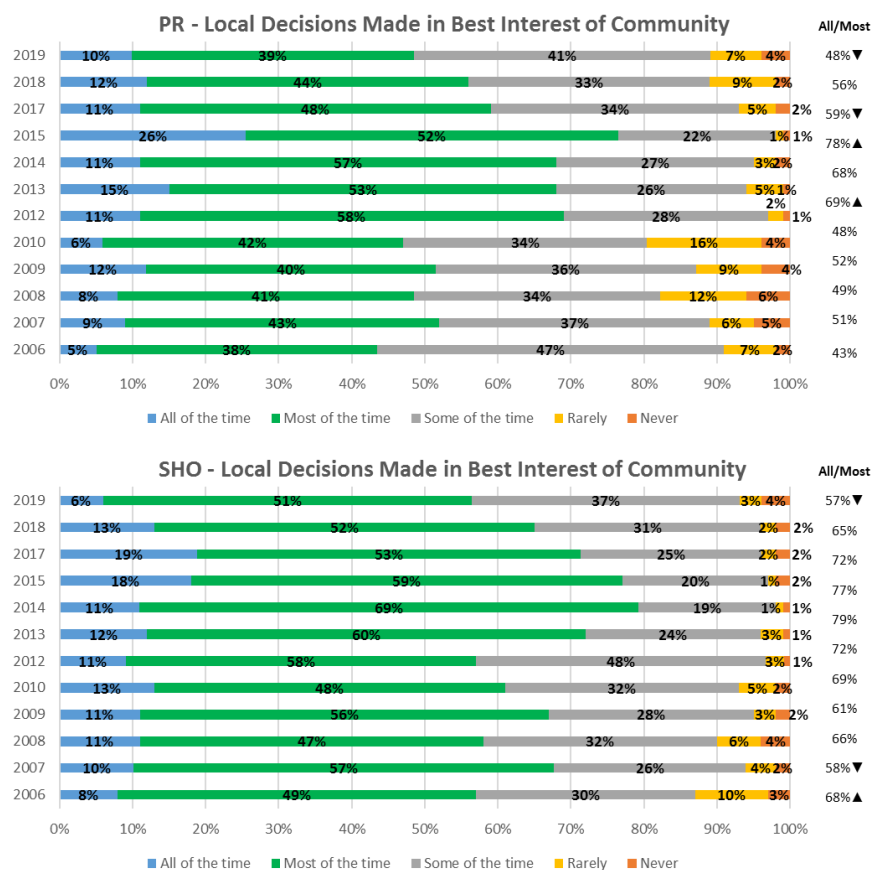
Municipal Decision Makers (Previously, “Local” Decision Makers)

Second homeowner respondents were significantly more likely to say municipal decision makers have the resort community in mind when making decisions when compared to permanent resident respondents (57%, compared to 48%).

Both permanent resident and second homeowner respondents were significantly less likely to say municipal decision makers have the resort community in mind when making decisions when compared to last year. The permanent resident score dropped by 8pp for this measure (56%→48%) and 8pp for second homeowners (65%→57%).

Furthermore, second homeowners were significantly less likely to say municipal decision makers have the resort community in mind when making decisions “all the time” when compared to 2018 scores dropping by 7pp (13%→6%).

Historically, this question was framed as asking about “local” decision makers, rather than “municipal” until this year in 2019.



Q11c. Would you say municipal decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions...?

Total Permanent Residents (with an opinion): 2006 (n=289), 2007 (n=197), 2008 (n=300), 2009 (n=299), 2010 (n=298), 2012 (n=292), 2013 (n=293), 2014 (n=298), 2015 (n=257), 2017 (n=291), 2018 (n=303), 2019 (n=300)

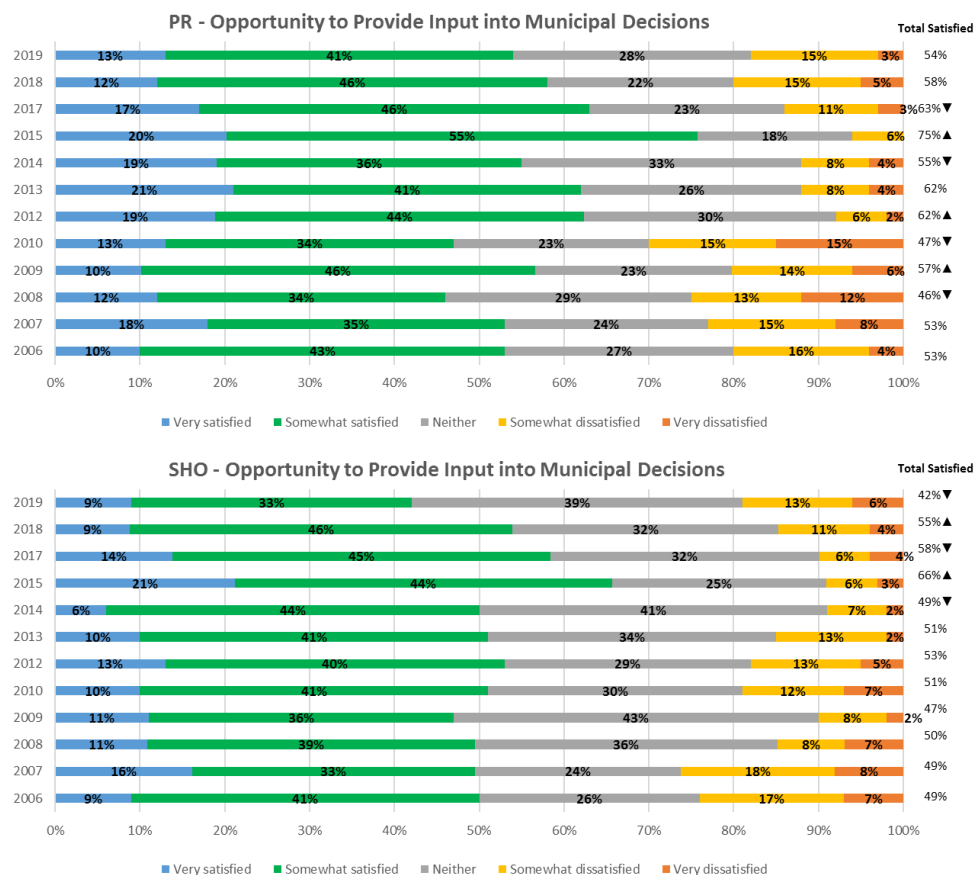
Total Second Homeowners (with an opinion): 2006 (n=192), 2007 (n=177), 2008 (n=197), 2009 (n=187), 2010 (n=196), 2012 (n=178), 2013 (n=174), 2014 (n=184), 2015 (n=201), 2017 (n=200), 2018 (n=170), 2019 (n=202)

Input into Decision Making

Over half of permanent resident and two in five second homeowner respondents said they were satisfied with the existing opportunities to provide input into municipal decision making in Whistler (54%, 42%, respectively).

Second homeowner respondents were significantly less likely to be satisfied with this measure when compared to the previous year. “Somewhat satisfied” scores dropped significantly from the previous year by 13pp (46%→33%). The total satisfied score also dropped significantly from the previous year by 13pp (55%→42%).

Satisfaction amongst both permanent resident and second homeowner respondents has been trending downward for both groups since 2015. Satisfaction has dropped 21pp since 2015 amongst permanent residents (75%→63%→58%→54%), while satisfaction has dropped 24pp since 2015 amongst second homeowners (66%→55%→51%→42%).



Q12. How satisfied are you with the existing opportunities to provide input into municipal decision making in Whistler?

Total Permanent Residents (with an opinion):

2006 (n=295), 2007 (n=195), 2008 (n=299), 2009 (n=302), 2010 (n=295), 2012 (n=292), 2013 (n=288), 2014 (n=290), 2015 (n=248), 2017 (n=280), 2018 (n=303)

Total Second Homeowners (with an opinion): 2006 (n=190), 2007 (n=181), 2008 (n=196), 2009 (n=180), 2010 (n=179), 2012 (n=174), 2013 (n=165), 2014 (n=168), 2015 (n=171), 2017 (n=153), 2018 (n=170), 2019 n=(202)

Satisfaction with Services

Permanent Residents

- Services receiving the highest overall satisfaction ratings among permanent resident respondents in 2019 included:
 - maintenance of community parks and trails (96%),
 - village maintenance (95%), as well as
 - fire inspection and composting services (92%).
- Overall, satisfaction levels in 2019 largely remained at par with levels reported in 2018. A significant increase in satisfaction was recorded for:
 - building and land development services (46%→52%),
 - local transit services (69%→79%), and
 - parking options (27%→41%).
- There was a decrease in satisfaction in one service in 2019 when compared to 2018:
 - snow clearing on local roads (not including highway 99) (77%→66%).

Second Homeowners

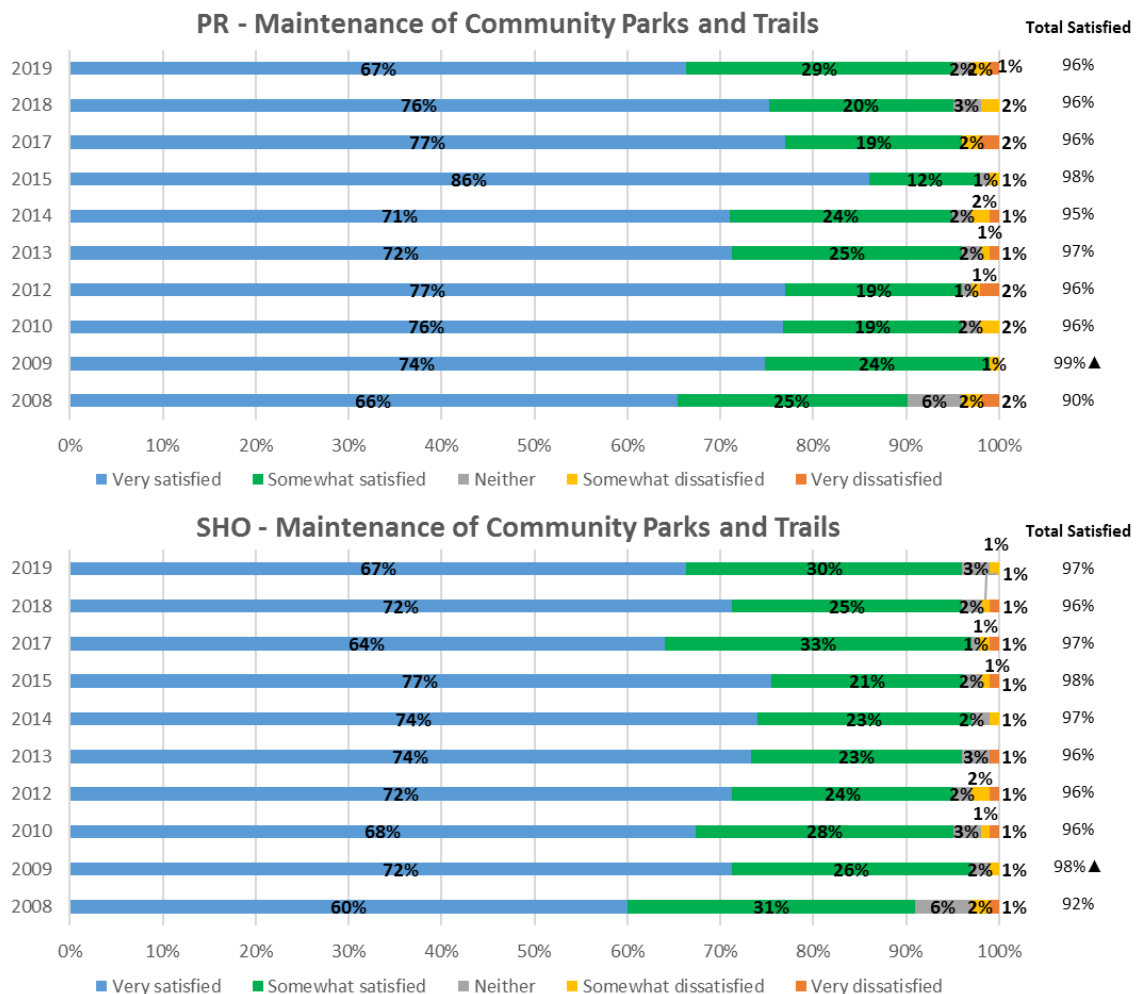
- Services receiving the highest overall ratings among second homeowner respondents in 2018 included:
 - maintenance of community parks and trails (97%),
 - village maintenance (96%), as well as
 - water utilities for residences (95%).
- Significant satisfaction increases among second homeowner respondents was recorded for:
 - parking options (41%→50%), and
 - municipal hall main customer service counter (65%→78%).
- There were no significant decreases in satisfaction among second homeowner respondents regarding services offered by Whistler.

Maintenance of Community Parks and Trails

Almost all permanent resident and second homeowner respondents said they are satisfied (very/somewhat) with the maintenance of community parks and trails in Whistler (96%, 97%, respectively).

There are no significant differences between the two groups surveyed regarding this service.

Permanent resident respondents were significantly less likely to say they were “very satisfied” with the maintenance of community parks and trails in Whistler when compared to historical findings. This score has been trending downward since 2015 and has dropped 19pp since then (86% in 2015, down to 67% in 2019).



Q14a. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Maintenance of community parks and trails

Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=303), 2010 (n=296), 2012 (n=300), 2013 (n=298), 2014 (n=300), 2015 (n=257), 2017 (n=291), 2018 (n=302), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=202), 2009 (n=198), 2010 (n=196), 2012 (n=193), 2013 (n=193), 2014 (n=196), 2015 (n=197), 2017 (n=195), 2018 (n=170), 2019 (n=202)

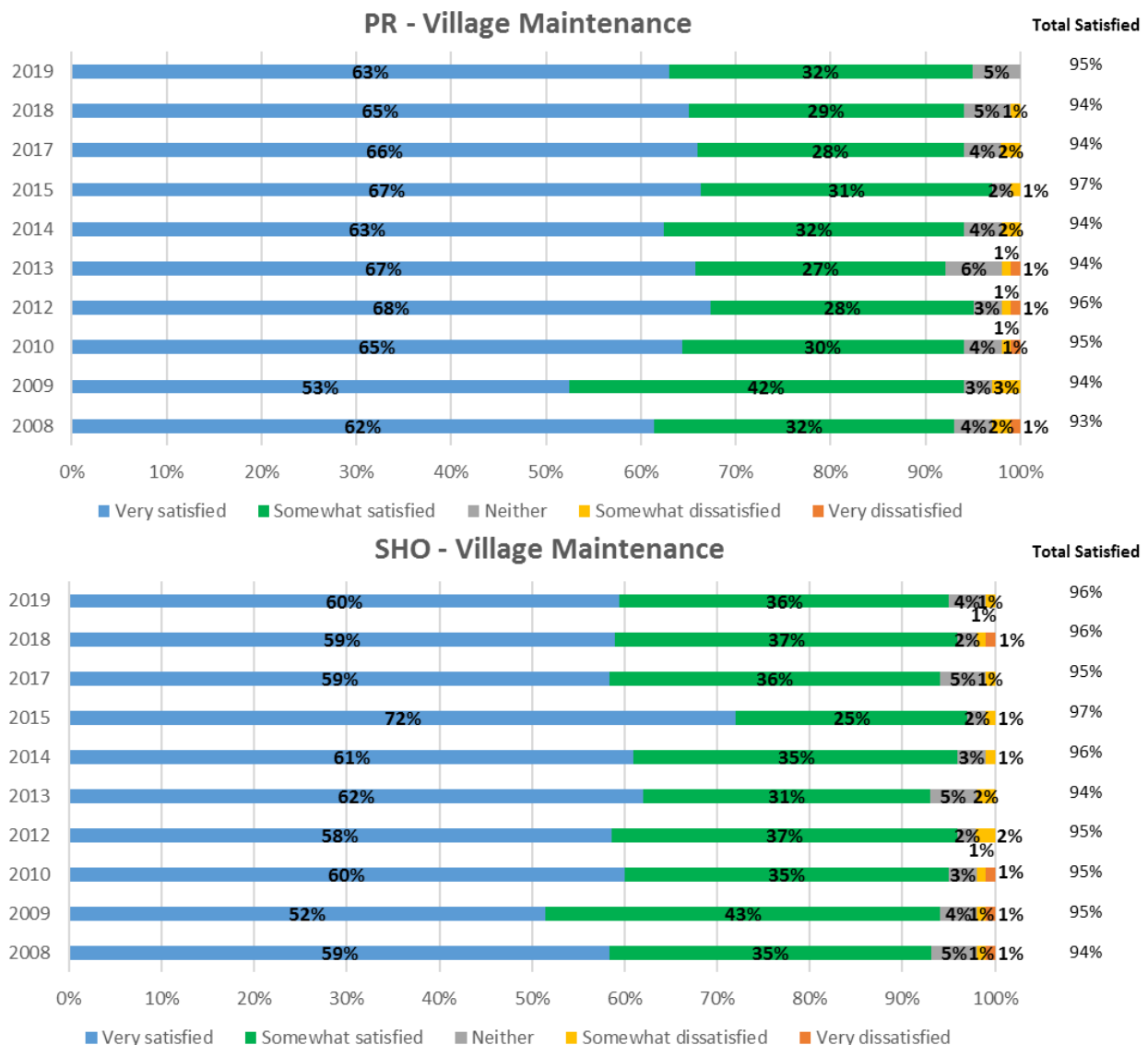
Village Maintenance

Nearly all permanent resident (95%) and second homeowner (96%) respondents said they were satisfied (very/somewhat) with village maintenance.

There are no significant differences between the two groups surveyed with regard to this service.

There are no significant differences when comparing 2019 findings with historical results.

Female permanent resident respondents were significantly more satisfied with village maintenance when compared to males (98%, compared to 92%).

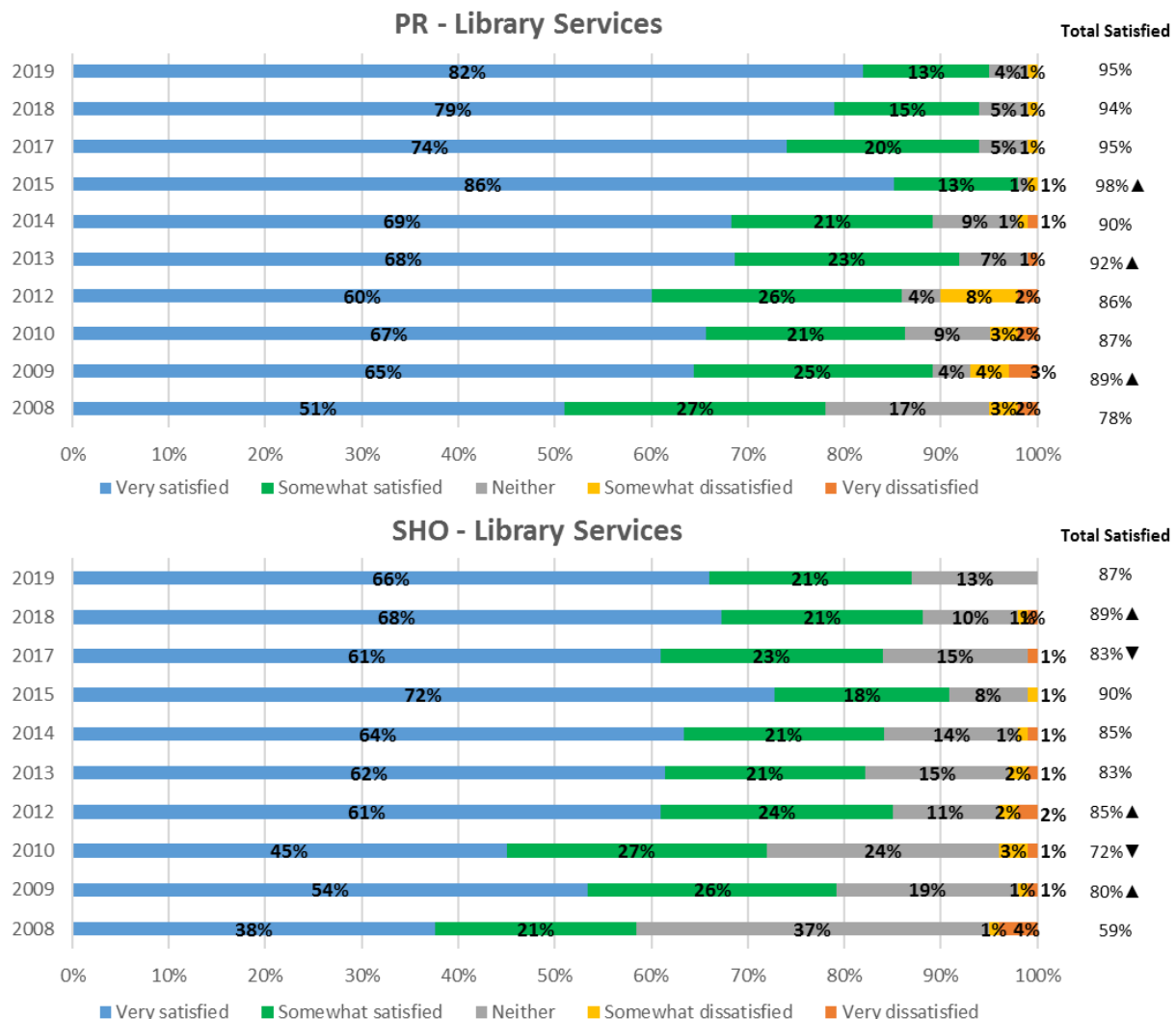


Q14c. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Village maintenance
 BASE: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=301), 2010 (n=291), 2012 (n=299), 2013 (n=298), 2014 (n=299), 2015 (n=257), 2017 (n=290), 2018 (n=301), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2008 (n=203), 2009 (n=193), 2010 (n=197), 2012 (n=190), 2013 (n=189), 2014 (n=195), 2015 (n=196), 2017 (n=194), 2018 (n=166), 2019 (n=202)

Library Services

The majority of permanent resident and second homeowner respondents said they were satisfied (very/somewhat) with the library services offered by the Resort Municipality of Whistler (95%, 87%, respectively).

Permanent resident respondents were significantly more likely to be “very satisfied” with library services when compared to second homeowner residents (89%, compared to 66%). This has been a trend since 2013. Furthermore, it should also be noted the “very satisfied” score amongst permanent residents appears to be trending upward; this score has increased 8% since 2017.



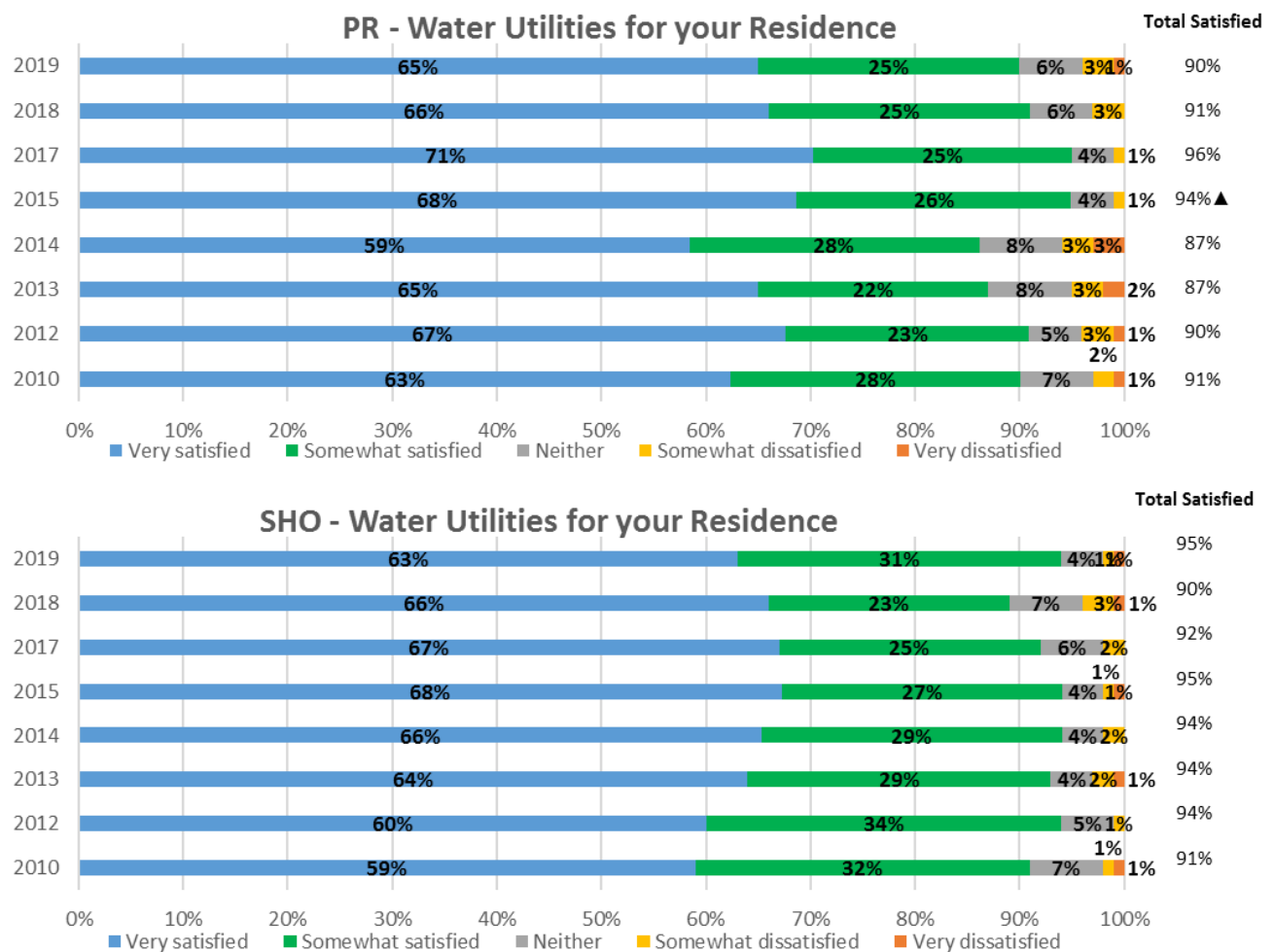
Q14k. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Library services
 Base: Total Permanent Residents (with an opinion): 2008 (n=296), 2009 (n=296), 2010 (n=292), 2012 (n=276), 2013 (n=283), 2014 (n=293), 2015 (n=245); 2017 (n=265), 2018 (n=290), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2008 (n=180), 2009 (n=161), 2010 (n=161), 2012 (n=126), 2013 (n=137), 2014 (n=136), 2015 (n=158), 2017 (n=136), 2018 (n=152), 2019 (n=202)

Water Utilities for your Residence

Nearly all permanent resident (90%) and second homeowner respondents (95%) said they were satisfied (very/somewhat) with water utilities for their residence.

There are no significant differences between second homeowner and permanent resident responses for this service.

When comparing 2019 results with historical findings, second homeowners were significantly more likely to say they were “somewhat satisfied” with this service increasing their satisfaction score by 8pp (23%→31%).



Q14o. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Water utilities for your residence

Base: Total Permanent Residents (with an opinion): 2010 (n=292), 2012 (n=287), 2013 (n=294), 2014 (n=297), 2015 (n=255), 2017 (n=X) 2018 (n=297), 2019 (n=300)

Total Second Homeowners (with an opinion): 2010 (n=192), 2012 (n=193), 2013 (n=187), 2014 (n=189), 2015 (n=189), 2017 (n=X), 2018 (n=167), 2019 (n=202)

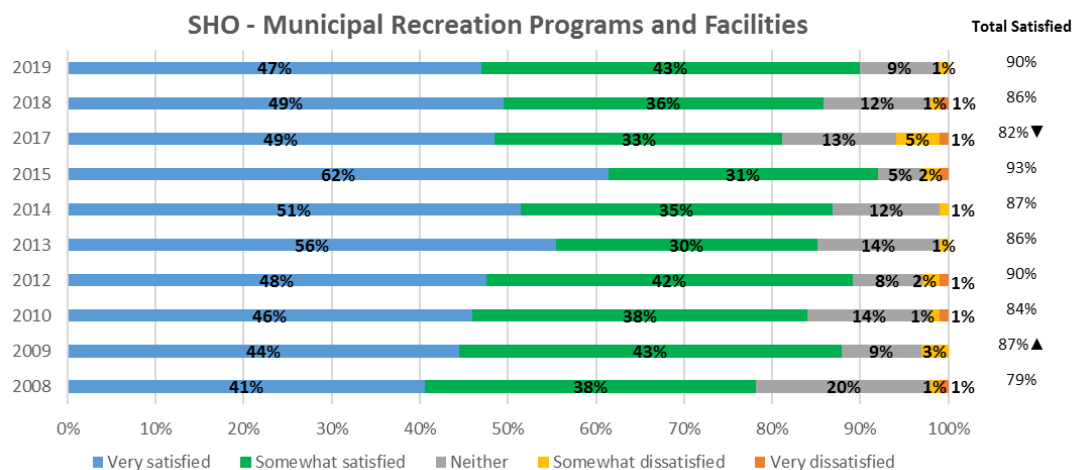
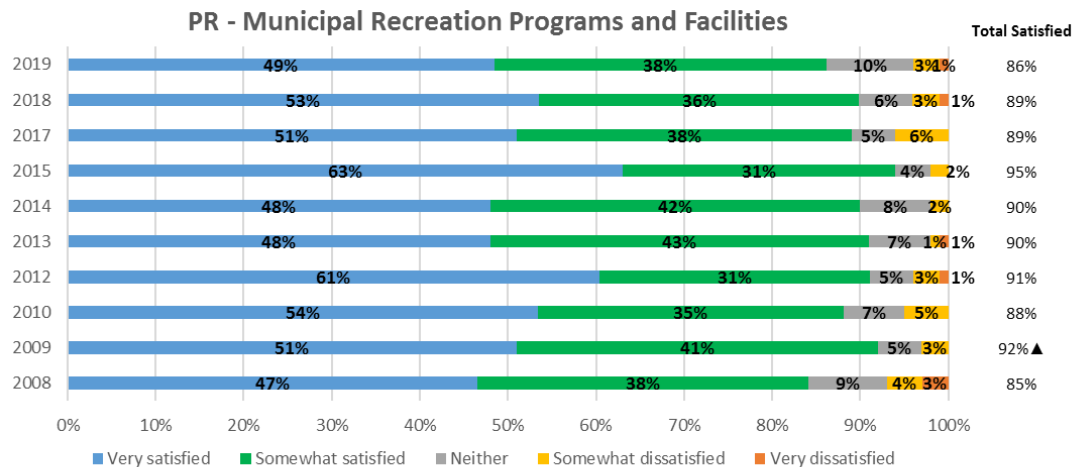
Municipal Recreation Programs and Facilities

The majority of permanent resident (86%) and second homeowner (90%) respondents said they are satisfied with municipal recreational programs and facilities offered by the Resort Municipality of Whistler.

There are no significant differences when comparing responses between second homeowners and permanent residents.

When comparing 2019 results with historical findings, second homeowners were significantly more likely to say they were “somewhat satisfied” with this service increasing their satisfaction score by 7pp (36%→43%).

Those employed second homeowners were significantly more satisfied with this service when compared to those unemployed (97%, compared to 87%).



Q14e. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Municipal recreational programs and facilities

Base: Total Permanent Residents (with an opinion):

2008 (n=298), 2009 (n=297), 2010 (n=288), 2012 (n=289), 2013 (n=288), 2014 (n=287), 2015 (n=256), (n=285), 2018 (n=294), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=195), 2009 (n=183), 2010 (n=179), 2012 (n=165), 2013 (n=162), 2014 (n=164), 2015 (n=179), 2017 (n=174), 2018 (n=158), 2019 (n=202)

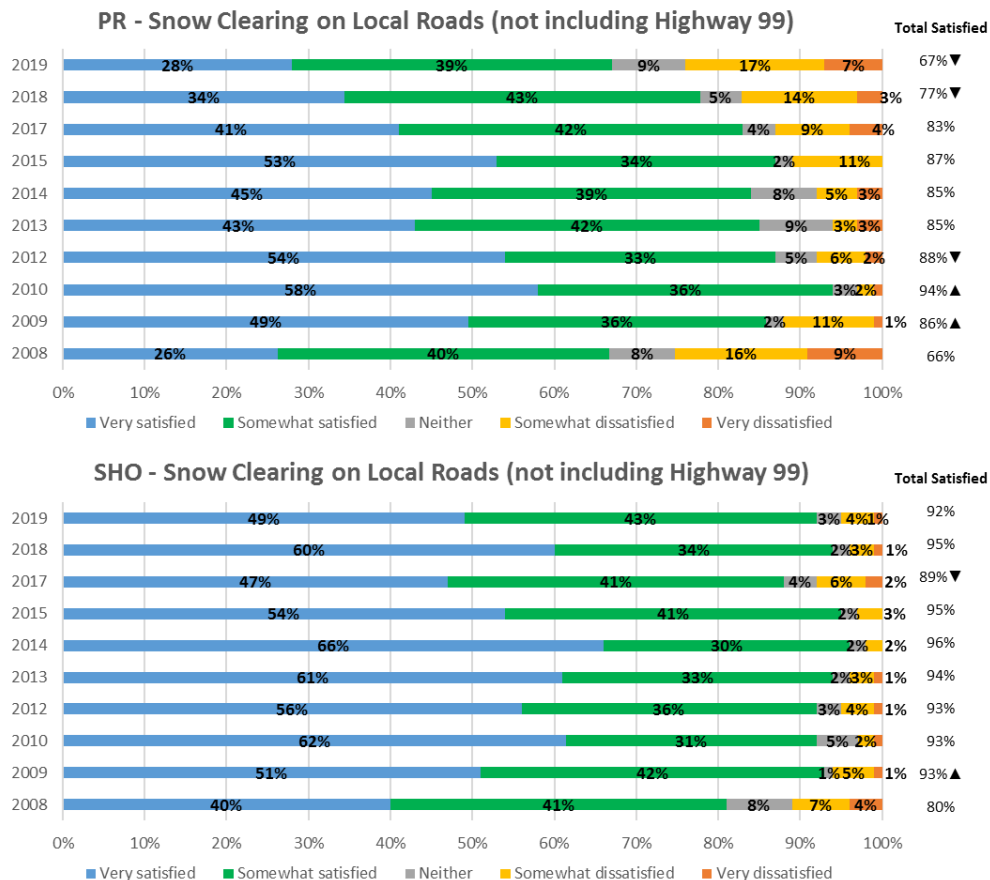
Snow Clearing on Local Roads (not including Highway 99)

Two thirds of permanent residents and the majority of second homeowner respondents are satisfied with snow clearing on local roads in Whistler (not including Highway 99) (67%, 92%, respectively).

Permanent resident respondents were significantly less likely to be satisfied with this service when compared to historical results dropping 10pp from the previous year (77%→67%). Satisfaction with this service has been trending downward year over year since 2015 dropped 20pp since then (87% in 2015 to 67% in 2019). Second homeowner respondents were significantly less likely to say they were “very satisfied” when compared to last year’s findings dropping 11pp (60%→49%).

Second homeowners have been significantly more satisfied with snow clearing on local roads in Whistler (not including Highway 99) consistently year over year since this aspect has been measured dating back to 2008, when compared to permanent residents, and this trend continues in 2019.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (77% for 55+, compared to 65% for <35 and 62% for 35-54).



Q14m. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Snow clearing on local roads, not including HWY 99

Base: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=304), 2010 (n=300), 2012 (n=293), 2013 (n=292), 2014 (n=297), 2015 (n=252), 2017 (n=240), 2018 (n=302), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=204), 2009 (n=196), 2010 (n=195), 2012 (n=190), 2013 (n=190), 2014 (n=187), 2015 (n=197), 2017 (n=170), 2018 (n=156), 2019 (n=202)

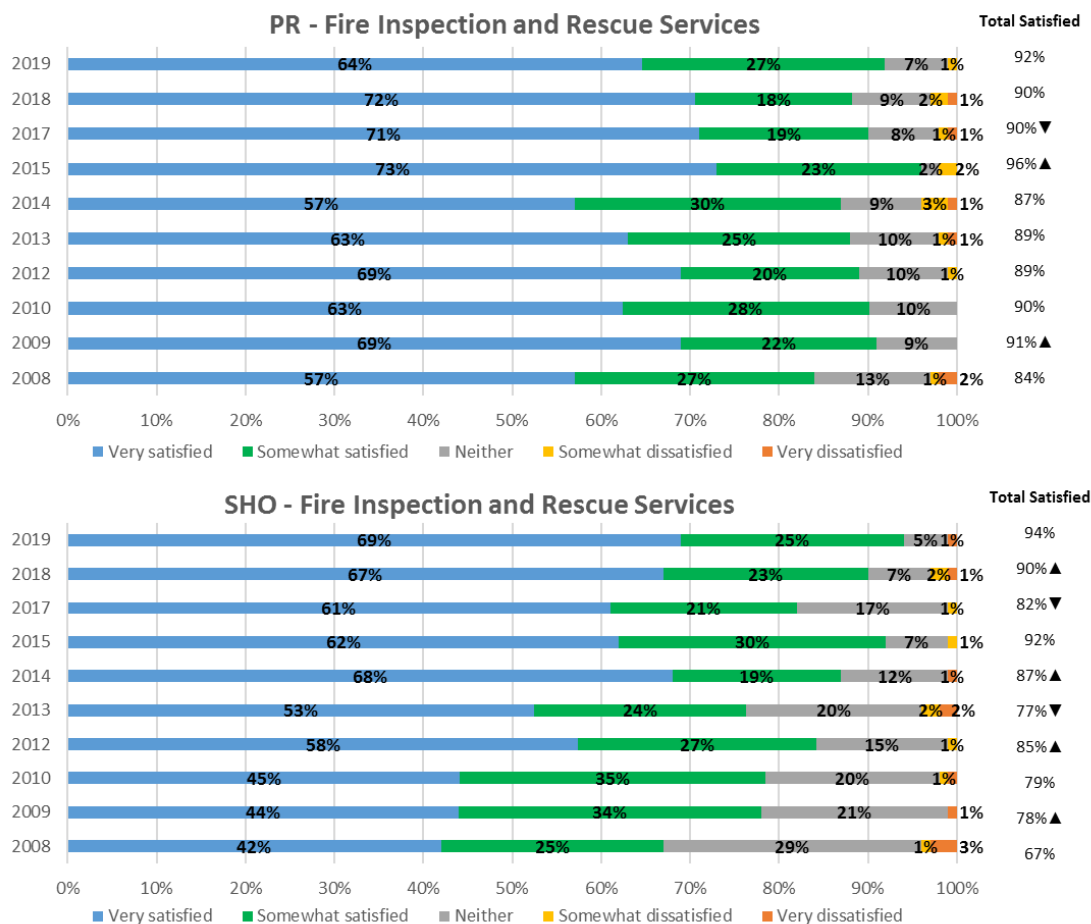
Fire Inspection and Rescue Services

Nearly all permanent resident (92%) and second homeowner (94%) respondents were satisfied (very/somewhat) with fire inspection and rescue services in Whistler.

Although total satisfaction scores for both groups are roughly the same, permanent resident respondents were significantly less likely to say they are “very satisfied” with fire inspection and rescue services in Whistler when compared to 2018 dropping 8pp (72%→64%).

Satisfaction for this measure has been trending upward amongst second homeowners since 2017 increasing by 12pp over the last two years (82%→90%→94%).

Female permanent residents were significantly more satisfied with this service when compared to males (96%, compared to 89%).



Q14g. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Fire inspections and rescue services

Base: Total Permanent Residents (with an opinion): 2008 (n=294), 2009 (n=287), 2010 (n=275), 2012 (n=277), 2013 (n=278), 2014 (n=275), 2015 (n=246), 2017 (n=272), 2018 (n=285), 2019 (n=300)

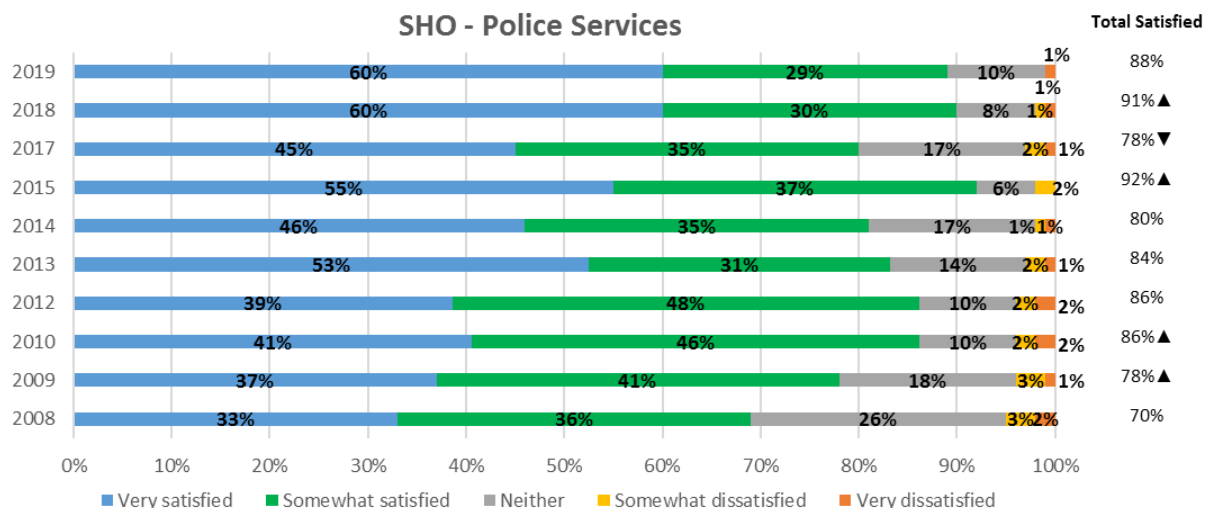
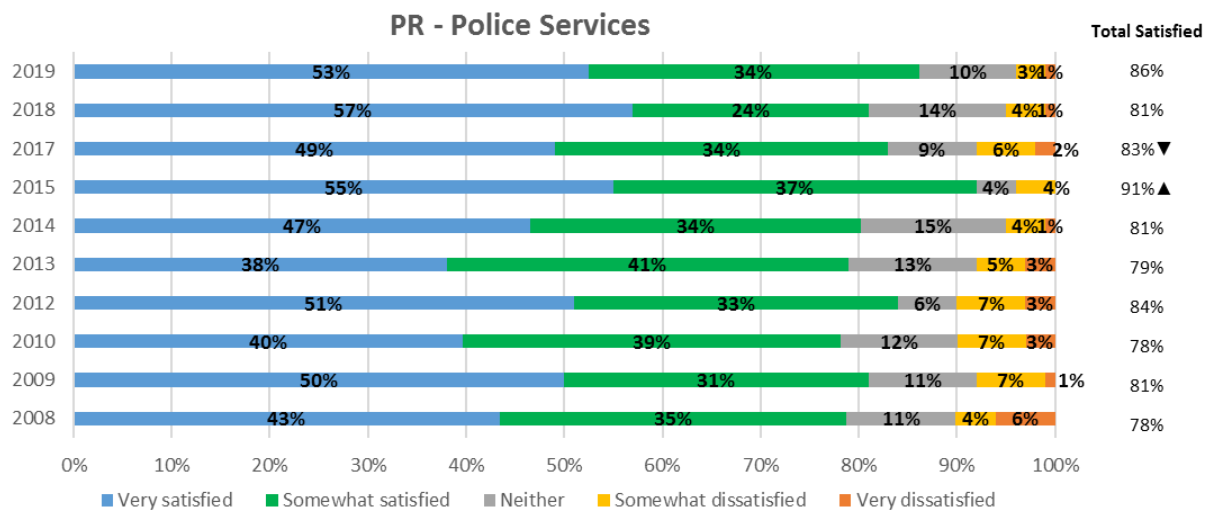
Total Second Homeowners (with an opinion): 2008 (n=184), 2009 (n=154), 2010 (n=148), 2012 (n=124), 2013 (n=137), 2014 (n=134), 2015 (n=161), 2017 (n=165), 2018 (n=150), 2019 (n=202)

Police Services

The majority of permanent resident respondents (86%) and second homeowner respondents (88%) were satisfied (very/somewhat) with police services in Whistler.

Scores amongst second homeowners remained consistent with last year's findings. However, permanent resident respondents were significantly more likely to say they were "somewhat satisfied" with this service when compared to last year increasing by 10pp (24%→34%).

When comparing responses amongst the two groups surveyed, second homeowners continued to be significantly more "very satisfied" with this service when compared to permanent residents (60%, compared to 53%).



Q14f. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Police services

Base: Total Permanent Residents (with an opinion): 2008 (n=296), 2009 (n=293), 2010 (n=292), 2012 (n=290), 2013 (n=287), 2014 (n=298), 2015 (n=251), 2017 (n=283), 2018 (n=293), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=198), 2009 (n=179), 2010 (n=175), 2012 (n=168), 2013 (n=160), 2014 (n=158), 2015 (n=181), 2017 (n=172), 2018 (n=149), 2019 (n=202)

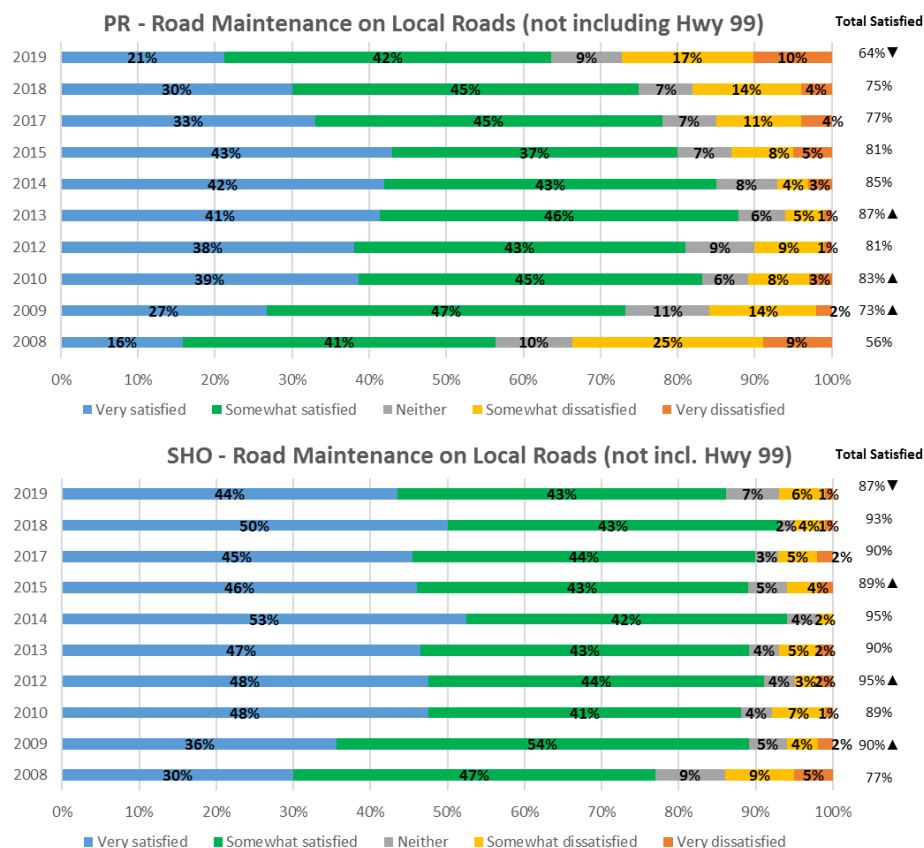
Road Maintenance on Local Roads (not including Highway 99)

Roughly two-thirds of permanent resident (64%) and the majority of second homeowner (87%) respondents said they were satisfied (very/somewhat) with road maintenance on local roads in Whistler, not including highway 99.

Second homeowner respondents were significantly more satisfied with road maintenance compared to permanent resident respondents (87%, compared to 64%). They were also significantly more likely to say they were “very satisfied” (44%, compared to 21% for permanent residents).

When comparing 2019 survey results with historical findings, satisfaction with this measure has been trending downward amongst permanent residents since 2013. Total satisfaction scores have dropped by 23pp since 2013 (87%→64%) and the 11pp drop from last year was significant (75%→64%). Satisfaction with road maintenance on local roads in Whistler, not including Highway 99 has been relatively consistent year after year amongst second homeowners.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (76% for 55+, compared to 57% for <35 and 61% for 35-54).



Q14I. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Road maintenance on local roads, not including HWY 99

Base: Total Permanent Residents (with an opinion): 2008 (n=298), 2009 (n=304), 2010 (n=300), 2012 (n=299), 2013 (n=300), 2014 (n=299), 2015 (n=257), 2017 (n=289), 2018 (n=293), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=204), 2009 (n=200), 2010 (n=197), 2012 (n=189), 2013 (n=197), 2014 (n=196), 2015 (n=197), 2017 (n=196), 2018 (n=168), 2019 (n=202)

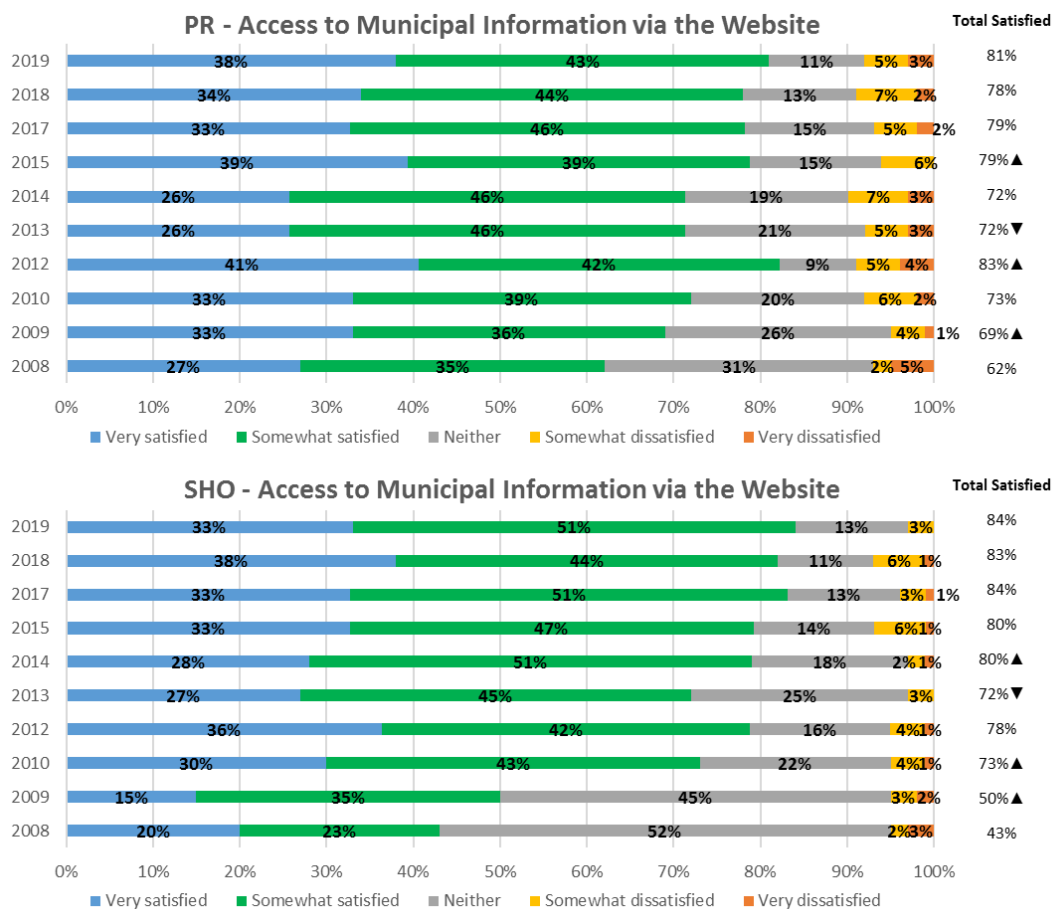
Access to Municipal Information via the Website

Over eight in ten permanent resident (81%) and second homeowner (84%) respondents said they were satisfied (very/somewhat) with access to municipal information via the Whistler website.

As with most of the other services provided by Whistler, second homeowner respondents continue to be more satisfied (84%, compared to 81%). However, permanent residents were more “very satisfied” with access to information via the Whistler website when compared to second homeowners (38%, compared to 33%). Second homeowners were significantly more likely to be “somewhat satisfied” (51%, compared to 43% for permanent residents).

When comparing 2019 results with historical findings, second homeowners were significantly more likely to be “somewhat satisfied” this year (51%, compared to 44%).

Female permanent residents were significantly more satisfied with this service when compared to males (87%, compared to 76%).



Q14i. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Access to municipal information via the website

Base: Total Permanent Residents (with an opinion): 2008 (n=279), 2009 (n=242), 2010 (n=272), 2012 (n=261), 2013 (n=257), 2014 (n=264), 2015 (n=236), 2017 (n=257), 2018 (n=272), 2019 (n=300)

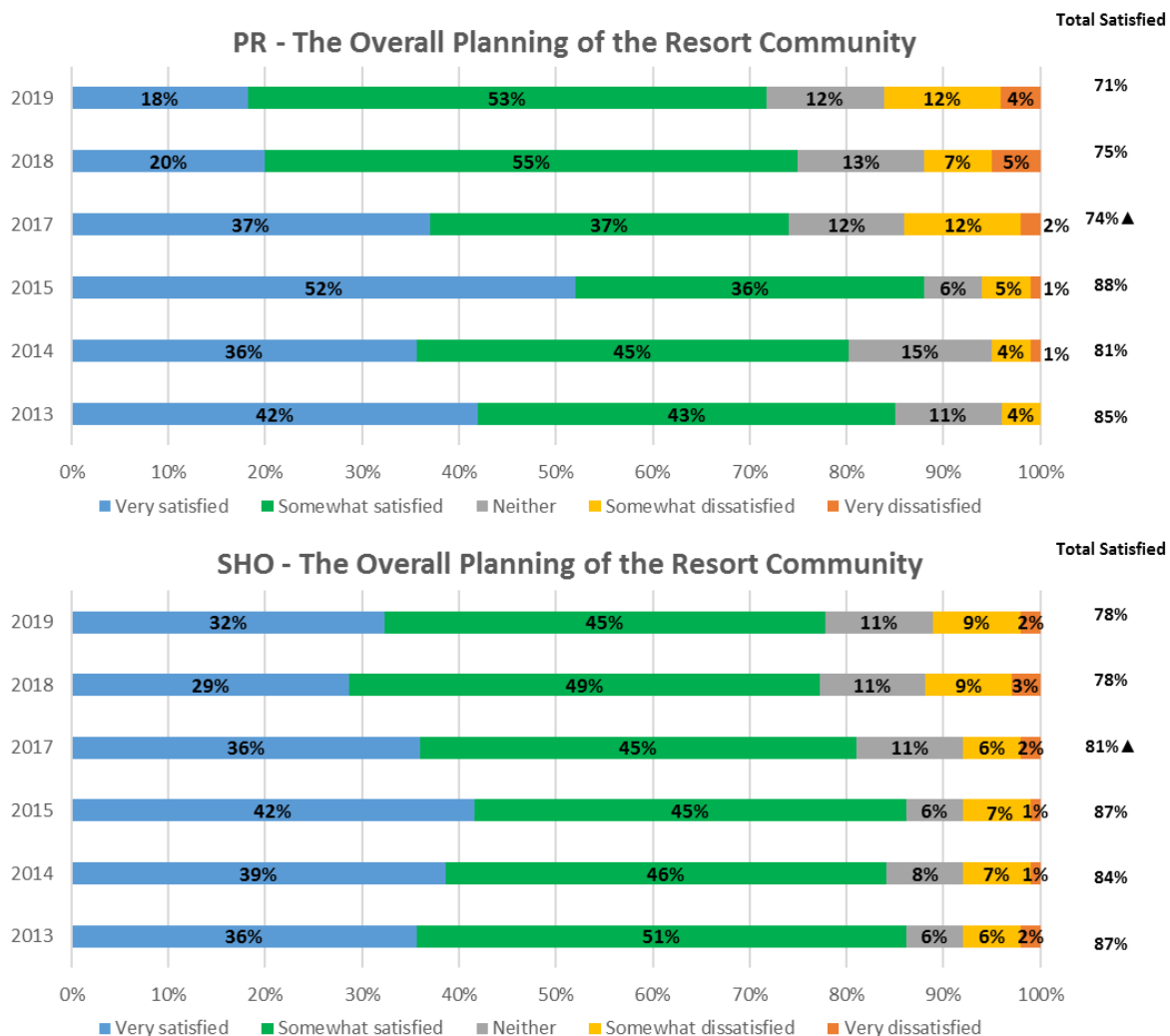
Total Second Homeowners (with an opinion): 2008 (n=176), 2009 (n=127), 2010 (n=163), 2012 (n=146), 2013 (n=129), 2014 (n=142), 2015 (n=159), 2017 (n=151), 2018 (n=143), 2019 (n=202)

The Overall Planning of the Resort Community

The majority of permanent resident (71%) and second homeowner (78%) respondents said they were satisfied (very/somewhat) with the overall planning of the resort community.

Respondents being satisfied with the overall planning of the resort community has been relatively consistent for both permanent residents and second homeowners. There have been slight changes to both groups but those increases/decreases are not significant year over year.

Secondary residents are significantly more satisfied with this service when compared to permanent residents (78%, compared to 71%).



Q14d. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Overall planning of the resort community

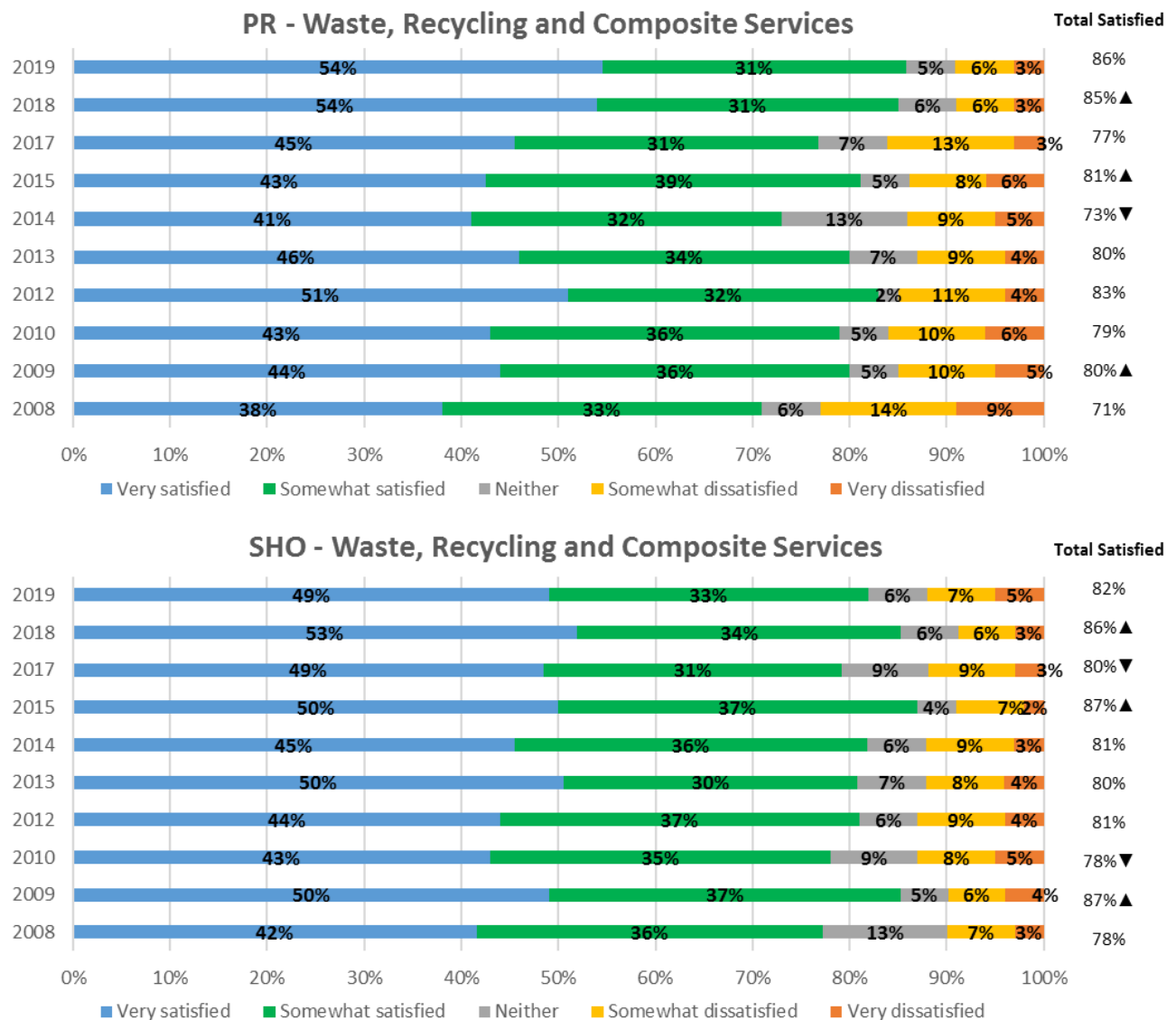
Base: Total Permanent Residents (with an opinion): 2013 (n=295), 2014 (n=296), 2015 (n=250), 2017 (n=285), 2019 (n=300)

Total Second Homeowners (with an opinion): 2013 (n=188), 2014 (n=192), 2015 (n=197), 2017 (n=157), 2018 (n=168), 2019 (n=202)

Waste, Recycling and Composite Services

Over eight in ten permanent resident (86%) and second homeowner (82%) respondents said they were satisfied (very/somewhat) with the waste, recycling and composite services offered by the Resort Municipality of Whistler.

Both permanent residents and second homeowner scores were consistent with last year's findings and there are no significant differences between the two groups.



Q14n. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Waste, recycling and composting services

Base: Total Permanent Residents (with an opinion): 2008 (n=299), 2009 (n=305), 2010 (n=300), 2012 (n=298), 2013 (n=299), 2014 (n=298), 2015 (n=248), 2017 (n=288), 2018 (n=302), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=200), 2009 (n=194), 2010 (n=188), 2012 (n=183), 2013 (n=181), 2014 (n=183), 2015 (n=188), 2017 (n=186), 2018 (n=167), 2019 (n=202)

Local Transit Services

The majority of permanent resident (79%) and second homeowner (87%) respondents said they were satisfied (very/somewhat) with local transit services in Whistler.

Significantly more second homeowner respondents were satisfied with local transit services in Whistler when compared to permanent resident respondents (87%, compared to 79%). Furthermore, second homeowner respondents were significantly more likely to say they were “very satisfied” when compared to permanent resident respondents (54%, compared to 37%) and 2018 scores (54%, compared to 43%).

Permanent residents were significantly more likely to be satisfied with this service when compared to the previous year increasing their score by 10pp (69%→79%). Although not significant from last year to this year, second homeowners appear to be experiencing an upward trend in satisfaction increasing by 15pp over the last two years (72%→83%→87%).

Permanent residents living as singles or couples without children were significantly more satisfied with this service in Whistler when compared to families (88%, 85%, compared to 65%).



Q14b. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Local transit services
 Base: Total Permanent Residents (with an opinion): 2008 (n=291), 2009 (n=280), 2010 (n=271), 2012 (n=257), 2013 (n=255), 2014 (n=261), 2015 (n=230), 2017 (n=275), 2018 (n=285), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2008 (n=189), 2009 (n=166), 2010 (n=176), 2012 (n=152), 2013 (n=159), 2014 (n=161), 2015 (n=176), 2017 (n=168), 2018 (n=158), 2019 (n=202)

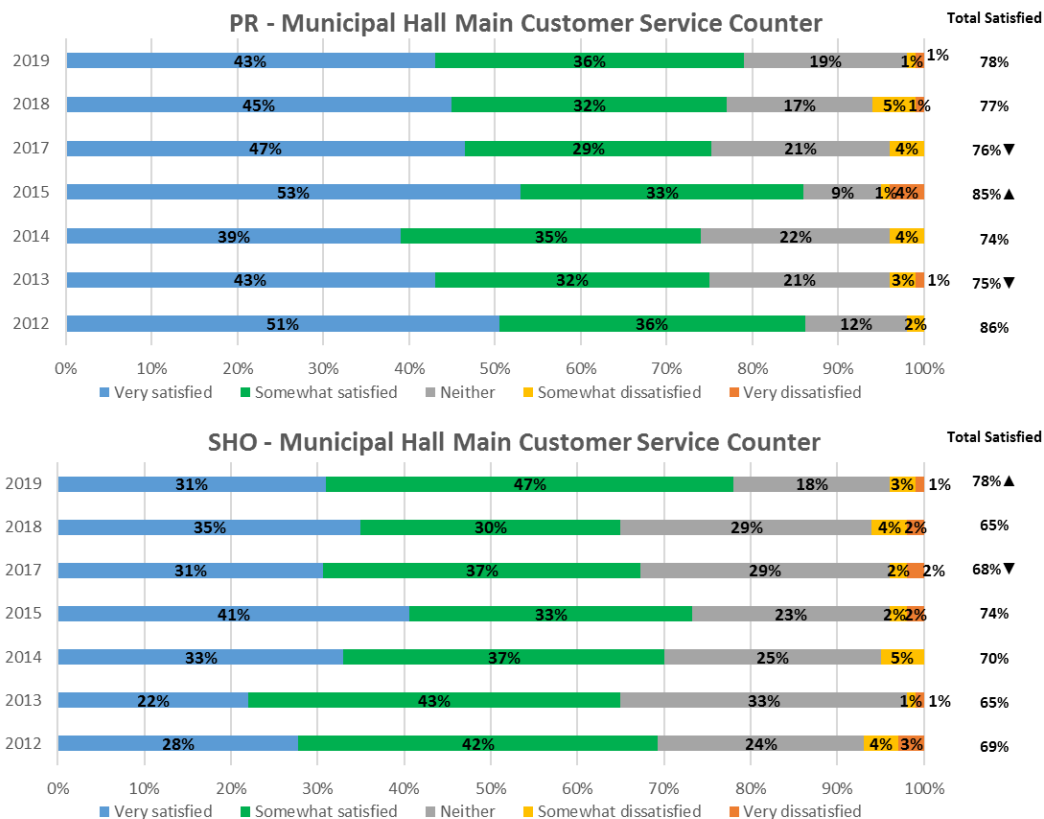
Municipal Hall Main Customer Service Counter

The majority of permanent resident and second homeowner respondents said they were satisfied with the main customer service counter at Municipal Hall (78% for both).

Second homeowner respondents were significantly more likely to be satisfied with the main customer service counter at Municipal Hall when compared the previous year increasing its score by 13pp (78%, compared to 65%).

Permanent resident respondents were significantly more likely to say they were “very satisfied” when compared to second homeowners (43%, compared to 31%), while second homeowners were significantly more likely to be “somewhat satisfied” (47%, compared to 36% for permanent residents).

Those permanent residents who own their homes were significantly more satisfied with this service when compared to those permanent residents who rent (94%, compared to 78%). Furthermore, male second homeowners were significantly more satisfied with this service when compared to females (84%, compared to 72%).



Q14h. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Municipal Hall main customer service counter

Total Permanent Residents (with an opinion): 2012 (n=272), 2013 (n=271), 2014 (n=273), 2015 (n=224), 2017 (n=236), 2018 (n=274), 2019 (n=300)

Total Second Homeowners (with an opinion): 2012 (n=98), 2013 (n=109), 2014 (n=108), 2015 (n=133), 2017 (n=123), 2018 (n=126), 2019 (n=202)

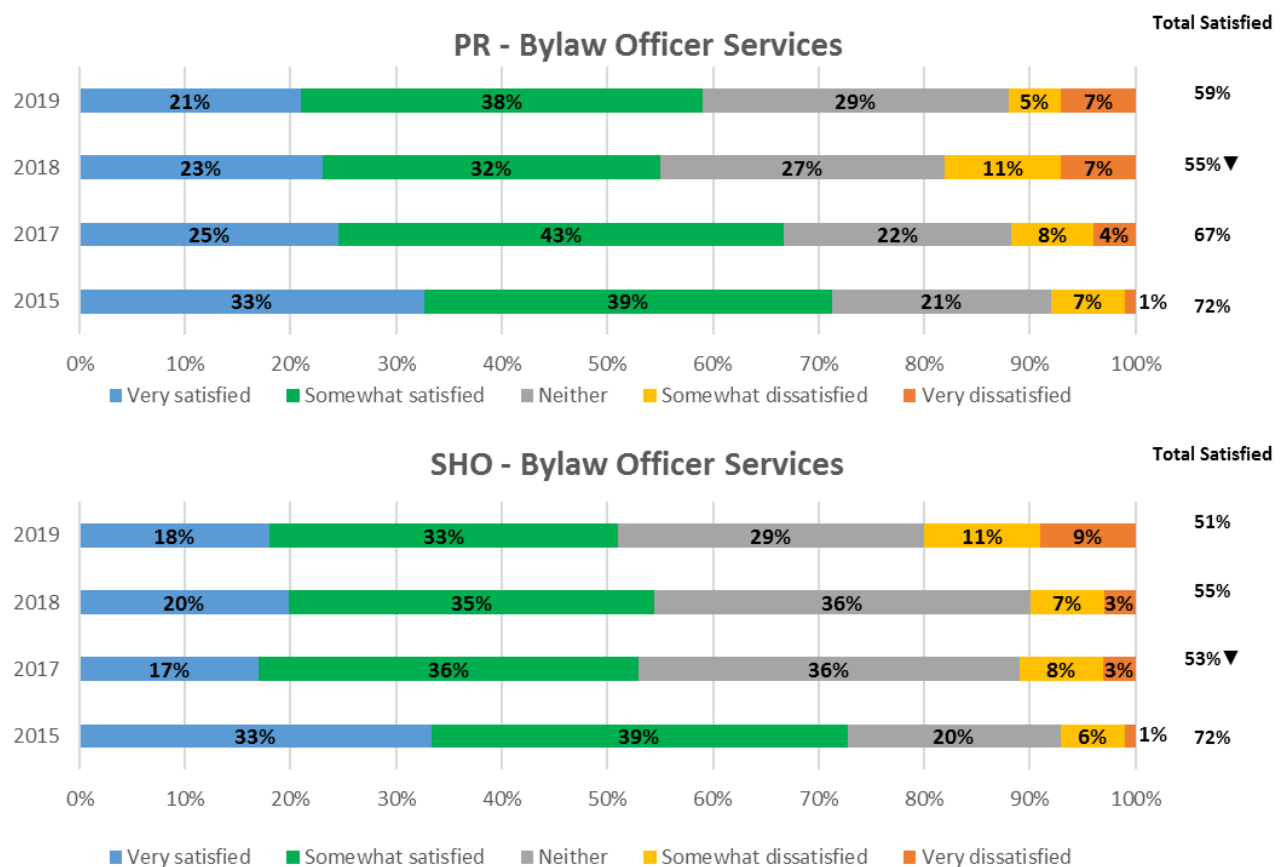
Bylaw Officer Services

When it comes to bylaw officer services, over half of both permanent resident and second homeowner respondents said they were satisfied (very/somewhat) (59%, 51%, respectively).

Permanent residents are significantly more likely to be satisfied with this service when compared to second homeowners (59%, compared to 51%). Furthermore, permanent residents were significantly more likely to say they were “somewhat satisfied” when compared to last years findings (up 6pp, from 32% to 38%).

Secondary homeowner satisfaction with this service remains consistent this year with last year’s results.

Male second homeowners were significantly more satisfied with this service when compared to females (61%, compared to 41%).



Q14q. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Bylaw officer services

Total Permanent Residents (with an opinion): 2015 (n=244), 2017 (n=271), 2018 (n=276), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=145), 2017 (n=135), 2018 (n=140), 2019 (n=202)

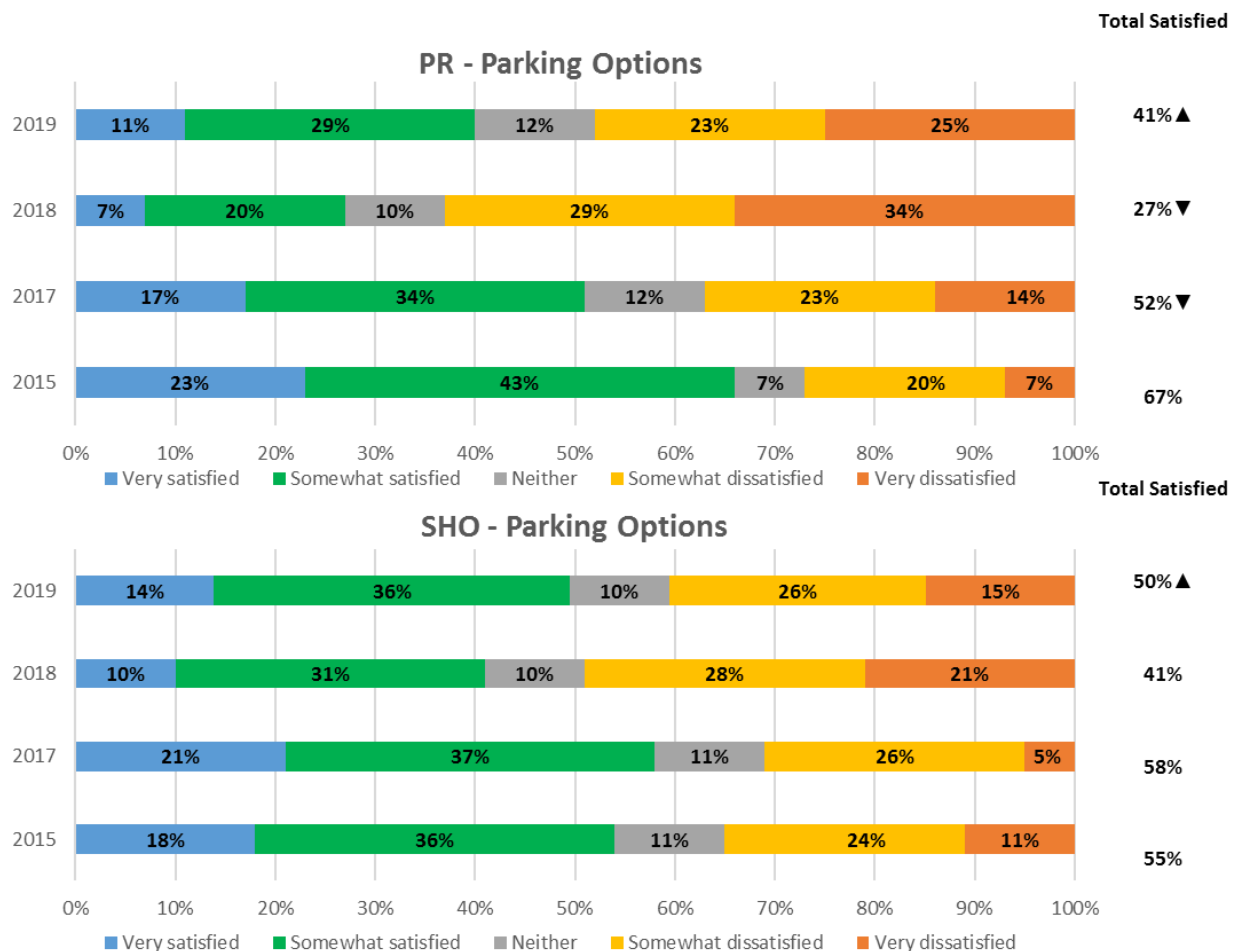
Parking Options

Just over two in five permanent resident respondents (41%) and one in two second homeowner respondents (51%) said they were satisfied (very/somewhat) with parking options in Whistler.

Second homeowner respondents (51%) continued to be significantly more satisfied with parking options compared to permanent resident respondents (41%).

Satisfaction amongst both groups surveyed increased significantly from the previous year. Permanent residents reversed a downward trending score by increasing their satisfaction score by 14pp from 2018 to 2019 (27%→41%). Furthermore, second homeowners also increased their satisfaction significantly by 9pp from 41% to 50% this year.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (50% for 55+, compared to 40% for <35 and 38% for 35-54).



Q14p. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Parking options

Total Permanent Residents (with an opinion): 2015 (n=253), 2017 (n=287), 2018 (n=294), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=196), 2017 (n=195), 2018 (n=168), 2019 (n=202)

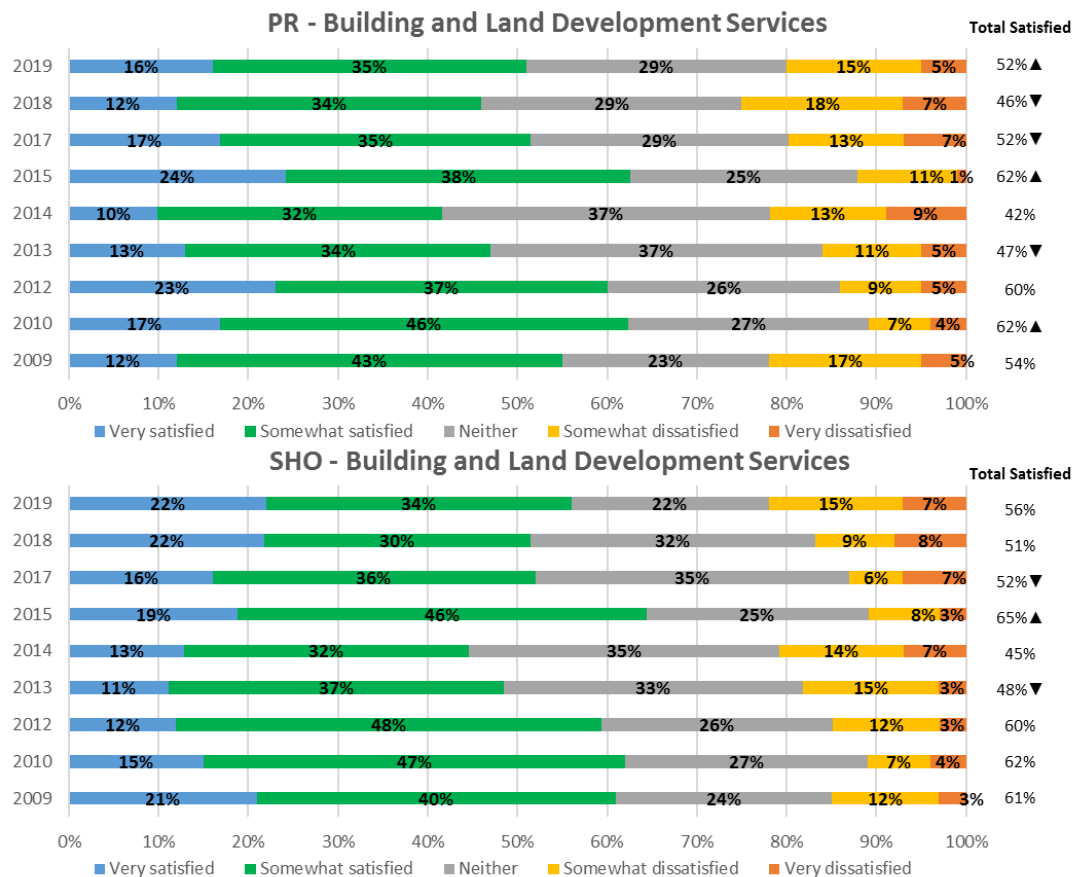
Building and Land Development Services

Over half of all permanent resident respondents (52%) and second homeowner respondents (56%) said they were satisfied with building and land development services in Whistler.

Satisfaction with this service amongst permanent resident respondents has increased by 6pp since 2018 mirroring 2017 results (52%→46%→52%). This satisfaction score increase also ends a downward trending score for this measure amongst this group.

Satisfaction scores amongst second homeowners with building and land development services in Whistler increased by 5pp from the previous year (51%→56%) and this group continues to be more satisfied at an overall level.

Male second homeowners were significantly more satisfied with this service when compared to females (60%, compared to 52%).



Q14j. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Building and land development services

Total Permanent Residents (with an opinion): 2009 (n=258), 2010 (n=271), 2012 (n=250), 2013 (n=242), 2014 (n=234), 2015 (n=216), 2017 (n=239), 2018 (n=256), 2019 (n=300)

Total Second Homeowners (with an opinion): 2009 (n=161), 2010 (n=165), 2012 (n=141), 2013 (n=118), 2014 (n=124), 2015 (n=143), 2017 (n=131), 2018 (n=142), 2019 (n=202)

Historical Comparison – Permanent Residents

The following chart presents top two box satisfaction score (very/somewhat satisfied) of permanent resident respondents for services provided by the Resort Municipality of Whistler for 2019 compared to 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

In 2019, satisfaction with services stayed relatively static for several of the services measured.

However, satisfaction increased significantly for building and land development services by 6% (46%→52%), local transit services by 10% (69%→79%), and parking options by 14% (27%→41%).

Satisfaction decreased significantly for library services by 8% (94%→82%) and snow clearing on local roads, not including HWY 99 by 10% (77%→67%).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019
Building and Land Development services	62%	60%	47%	42%	62%	52%	46%	52% ▲
Water utilities for your residence	91%	90%	87%	87%	94%	96%	91%	90%
Access to municipal information via the website	73%	83%	72%	72%	79%	79%	78%	81%
Library services	87%	86%	92%	90%	98%	95%	94%	95%
Waste, recycling and composting services	79%	83%	80%	73%	81%	77%	85%	86%
Fire inspection and rescue services	90%	89%	89%	87%	96%	90%	90%	92%
Municipal hall main customer service counter	-	86%	75%	74%	85%	76%	77%	78%
Local transit services	68%	53%	57%	69%	70%	71%	69%	79% ▲
Police services	78%	84%	79%	81%	91%	83%	81%	86%
Maintenance of community parks and trails	96%	96%	97%	95%	98%	96%	96%	96%
Village maintenance	95%	96%	94%	94%	97%	94%	94%	95%
Municipal recreational programs and facilities	88%	88%	90%	90%	95%	89%	89%	86%
Snow clearing on local roads, not including HWY 99	94%	87%	85%	85%	87%	83%	77%	67% ▼
The overall planning of the resort community	-	-	85%	81%	88%	74%	75%	71%
Road maintenance on local roads, not including HWY 99	83%	81%	87%	85%	81%	77%	75%	64%
Parking options	-	-	-	-	67%	52%	27%	41% ▲
Bylaw Officer services	-	-	-	-	72%	67%	55%	59%

Historical Comparison – Second Homeowners

The following chart presents top two box satisfaction scores (very/somewhat satisfied) of second homeowner respondents for services provided by the Resort Municipality of Whistler for 2019 compared to 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

In 2019, satisfaction with services stayed relatively static for all except for two services that experienced significant increases in satisfaction scores. Satisfaction with municipal hall main customer service counter increased by 13% (65%→78%) and parking option satisfaction increased by 9% (41%→50%).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019
Building and Land Development services	62%	60%	48%	45%	65%	52%	51%	56%
Water utilities for your residence	91%	94%	94%	94%	95%	92%	90%	95%
Access to municipal information via the website	73%	78%	72%	80%	80%	84%	83%	84%
Library services	72%	85%	83%	85%	90%	83%	89%	87%
Waste, recycling and composting services	78%	81%	81%	81%	87%	80%	86%	82%
Fire inspection and rescue services	79%	85%	77%	87%	92%	82%	90%	94%
Municipal hall main customer service counter	---	69%	65%	70%	74%	68%	65%	78%▲
Local transit services	84%	65%	82%	80%	90%	72%	83%	87%
Police services	86%	86%	84%	80%	92%	78%	91%	88%
Maintenance of community parks and trails	96%	96%	96%	97%	98%	97%	96%	97%
Village maintenance	95%	95%	94%	96%	97%	95%	96%	96%
Municipal recreational programs and facilities	84%	90%	86%	87%	93%	82%	86%	90%
Snow clearing on local roads, not including HWY 99	93%	93%	94%	96%	95%	89%	95%	92%
The overall planning of the resort community	---	---	87%	84%	87%	81%	78%	78%
Road maintenance on local roads, not including HWY 99	89%	92%	90%	95%	89%	90%	93%	87%
Parking options	---	---	---	---	55%	58%	41%	50%▲
Bylaw Officer services	---	---	---	---	72%	53%	55%	51%

Suggested Priorities for Value for Money

This derived importance analysis shows the correlation between satisfaction with discrete services offered by the Resort Municipality of Whistler and overall value for money for services provided by Whistler.

This analysis reveals that top priorities to improve overall value for money among permanent residents are: **(1) water utilities for your residence, (2) village maintenance, (3) the overall planning of the resort community, (4) waste, recycling and composting services, and (5) municipal hall main customer service counter.**

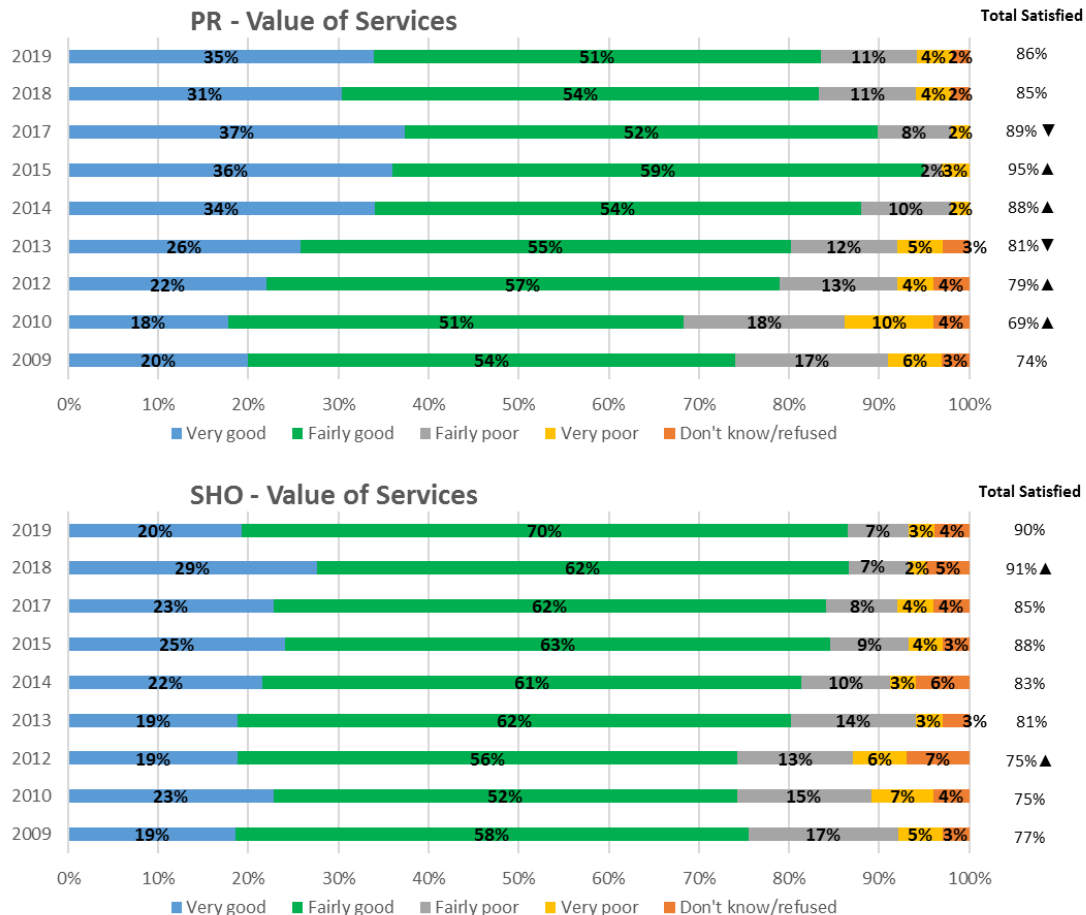
High Priority
Medium Priority
Low Priority

Priority	Services	Performance	Importance
1	Water utilities for your residence	90	0.294
2	Village maintenance	95	0.266
3	The overall planning of the resort community	71	0.291
4	Waste, recycling and composting services	86	0.215
5	Municipal hall main customer service counter	78	0.232
6	Snow clearing on local roads, not including HWY 99	67	0.252
7	Police services	86	0.177
8	Access to municipal information via the website	81	0.181
9	Bylaw Officer services	59	0.229
10	Maintenance of community parks and trails	96	0.106
11	Library services	82	0.089
12	Building and Land Development services	52	0.119
13	Fire inspection and rescue services	92	0.060
14	Local transit services	79	0.054
15	Road maintenance on local roads, not including HWY 99	64	0.007
16	Parking options	41	-0.350
17	Municipal recreational programs and facilities	86	-0.240

Value of Services Received for Property Tax Dollars

The majority of permanent resident (86%) and second homeowner (90%) respondents said they receive good value (very/fairly) for their property tax dollars.

Second homeowner respondents were significantly less likely to feel they received “very good” value for their tax dollars in 2019 when compared to last year’s results (29%, compared to 20%). Permanent residents were significantly more likely to feel they received “very good” value for their tax dollars when compared to secondary homeowners (35%, compared to 20%).



Q16. As you may be aware, about 1/3 of the property tax you pay goes directly to the provincial government, the other portion, estimated at approximately \$_____ goes to the municipality of Whistler in order to fund all the services you receive. Thinking about all the services provided by the municipality, would you say that over all you get good value or poor value for that portion of your property tax dollar?

BASE: Total Permanent Residents (property owners): 2009 (n=211), 2010 (n=236), 2012 (n=233), 2013 (n=194), 2014 (n=202), 2015 (n=223), 2017 (n=169), 2018 (n=172), 2019 (n=300)

Total Second Homeowners (property owners): 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200), 2014 (n=200), 2015 (n=195), 2017 (n=200), 2018 (n=162), 2019 (n=202)

Health and Community Relationships

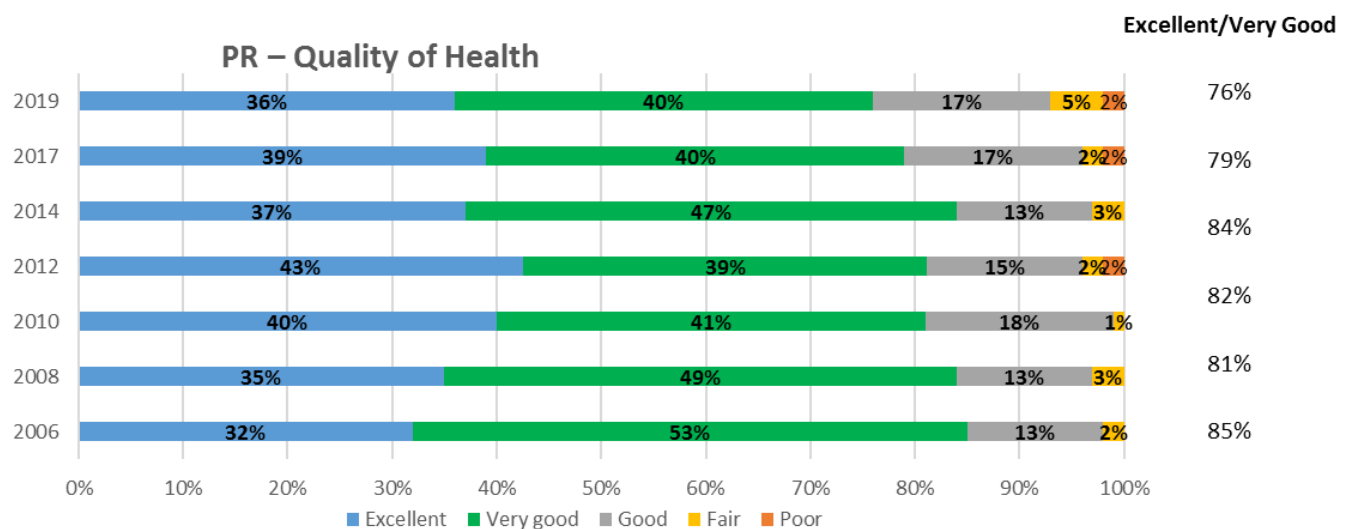
Physical, Mental, and Social Well-Being

Three in four permanent resident respondents (76%) rated their physical, mental and social well-being, in general as excellent or very good.

Those respondents in the highest household income bracket were the most likely to rate their physical, mental and social well-being excellent or very good when compared to lower household income brackets (84% for \$100K+, compared to 52% for <\$50K and 80% for those \$50K-\$99K).

Furthermore, those in a relationship without children were the most likely group to rate their physical, mental and social well-being excellent or very good when compared to single respondents and families (90%, compared to 70% and 74%, respectively).

In comparison to previous years, the quality of physical, mental and social well-being has been trending downward since 2014. Excellent or very good ratings have dropped by 8pp since 2014. Since this question was last asked in 2017, there has also been a slight decrease by 3pp in the last two years.



Q9. Thinking of your physical, mental and social well-being, in general, how would you rate your health?

BASE: Total Permanent Residents (property owners): 2019 (n=300), 2017 (n=291), 2014 (n=301), 2012 (n=300), 2010 (n=300), 2008 (n=300), 2006 (n=301)

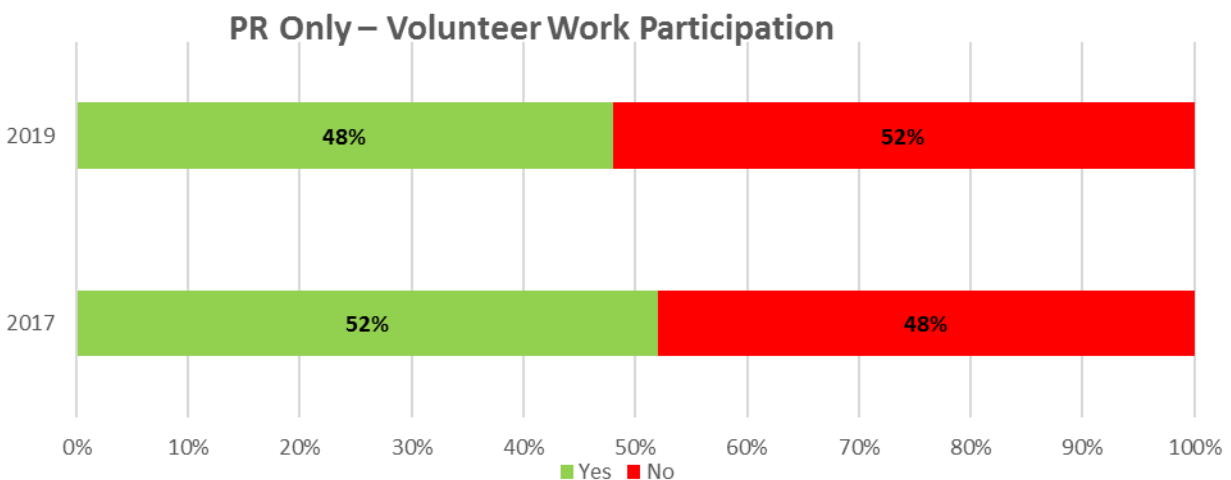
Volunteer Work Participation

One in two permanent residents participated in unpaid volunteer work for a Whistler organization/group in the past 12 months (48%).

Females were significantly more likely to volunteer their time when compared to male respondents (56%, compared to 42%). Furthermore, those with families were significantly more likely to volunteer their time when compared to single respondents and couples (60%, compared to 40%, 46%, respectively).

Homeowners were significantly more likely to volunteer along with those in the oldest age bracket when compared to those who rented and were younger (61%, 57% compared to 34%, 46% respectively).

This score remains relatively consistent with the last time this question was asked in 2017. Roughly half of all respondents volunteer their time.



Q10A. In the past 12 months, did you do any unpaid volunteer work for any organization or group in Whistler, for example, social service groups, schools, arts and culture groups, business associations, municipal affairs, etc?

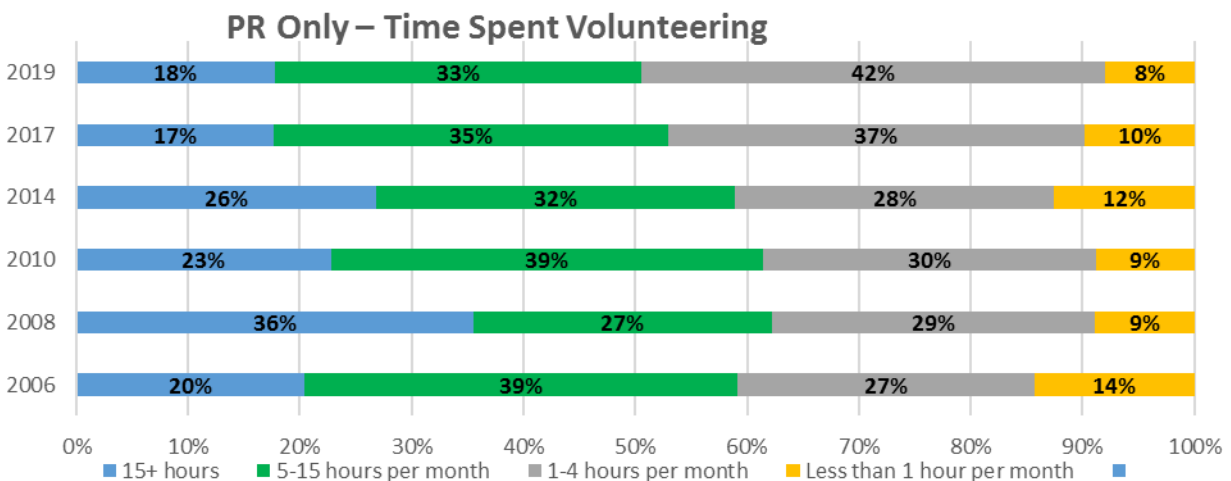
BASE: Total Permanent Residents (property owners): 2019 (n=300), 2017 (n=301)

Time Spent Volunteering

When asked, on average, how many hours permanent residents volunteered per month, over two in five volunteered 1-4 hours (42%), followed by one third volunteering 5-15 hours of their time (33%). One in five volunteered for 15+ hours (18%), while 8% volunteered for less than 1 hour.

The last time this question was asked was in 2017. Significantly more respondents were volunteering 1-4 hours per week in 2019 than they were in 2017; this score increased by 5% in the last 2 years.

The number of respondents volunteering for longer periods of time has been trending downward since 2010. In 2010, 62% of respondents were volunteering for at least 5 hours a month where in comparison to 2019, only 51% are volunteering that much of their time.



Q10b. And on average, about how many hours per month did you volunteer in Whistler?

BASE: Total Permanent Residents (property owners): 2019 (n=144)

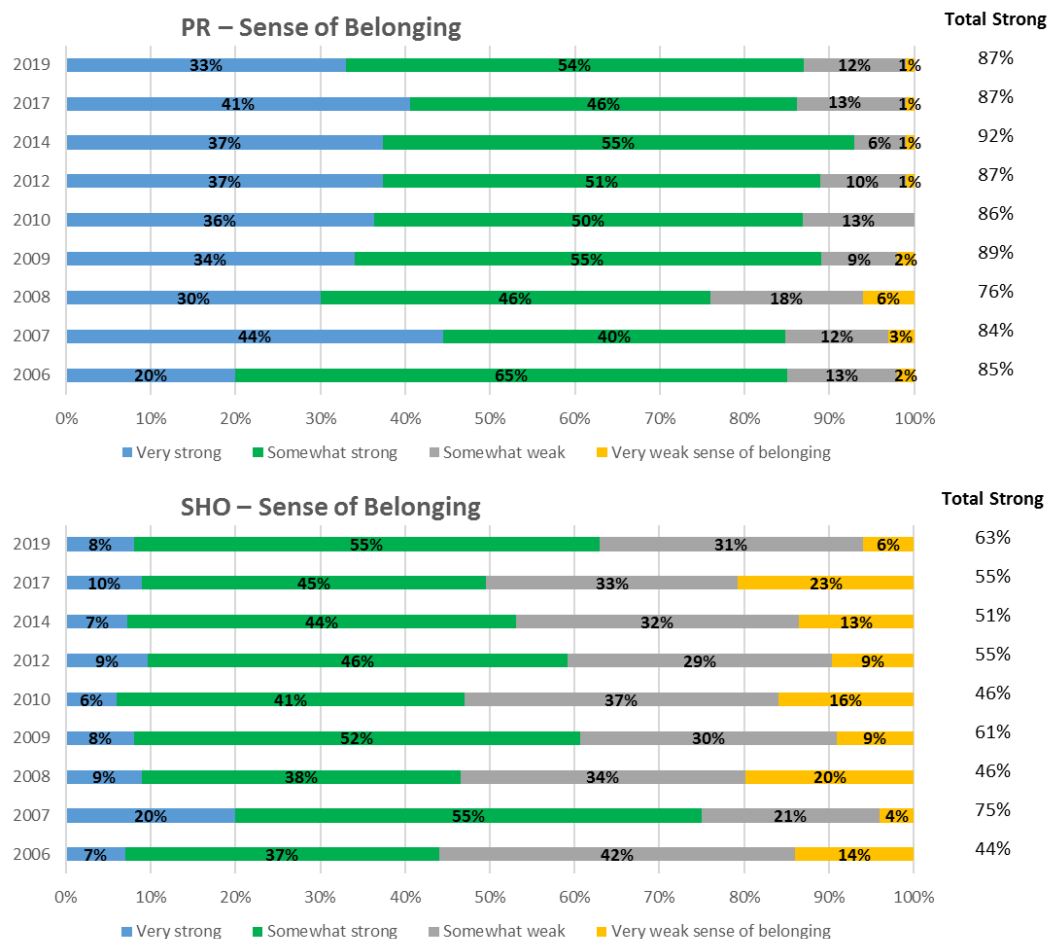
Sense of Belonging

The majority of permanent residents (87%) and roughly two thirds of second homeowners (63%) had a strong sense of belonging to the community of Whistler (very/somewhat).

Permanent residents were significantly more likely to say they had a strong belonging when compared to second homeowners (87%, compared 63%).

Those permanent residents with a household income of \$50K-\$99K were significantly more likely to say they had a strong sense of belonging when compared to the other household income groups (96%, compared to 57% for <\$50K and 87% for those with \$100K+).

Scores amongst permanent residents when compared to previous years for this measure are consistent at a T2B level. However, significantly less respondents said their sense of belonging was “very” strong when compared to 2017 results dropped by 9% (41%→33%). Furthermore, significantly more second homeowners felt a very strong or somewhat strong sense of belonging when compared to 2017 increasing by 8% over two years (55%→63%).



Q11. How would you describe your sense of belonging to the community of Whistler? Would you say it is...?

BASE: Total Permanent Residents (property owners): 2019 (n=300)

Total Second Homeowners (property owners): 2019 (n=200)

Appendix

Demographics

Permanent resident responses were weighted to reflect Canada's most recent census statistics.

Second homeowner responses were left unweighted.

Demographics		
	Permanent Residents n=300 %	Second Homeowners n=202 %
Gender		
Male	55	47
Female	45	53
Age		
18-34	43	2
35-44	19	3
45-54	16	13
55-64	11	28
65+	8	52
Marital Status		
Married/Common-law	55	N/A
Single	44	N/A
Dependent Children		
None	62	N/A
1	14	N/A
2	15	N/A
3	3	N/A
4+	4	N/A
Employment Status		
Employed	67	18
Self-Employed	19	16
Student	2	1
Retired	9	61
Not working (seeking/not seeking work)	4	5
Home Tenure		
Own	51	100
Rent	49	0

Main Questionnaire

**Resort Municipality of Whistler
2019 CLS Survey
Final**

Forum Research Inc.

Dec 2019

N=500
Permanent Resident Survey n=300 ((Q1=1 OR Q1A=2) & Q2=1)
Second Homeowner n=200 (Q1=1 & Q2=2 OR 3)

Section 1 – INTRODUCTION

Hello, I'm _____ from Forum Research, a professional opinion research firm and I am conducting an annual community satisfaction and budget survey on behalf of the Resort Municipality of Whistler.

The survey will only take about 12 minutes to complete and is conducted annually to monitor Whistler's success at meeting goals that relate to community life, economic success and partnerships, the corporate plan as well as annual municipal budgets. This is strictly an opinion survey; we are not selling or soliciting anything.

May I please speak to the person in your household that is 18 years of age or older and has celebrated the most recent birthday?

INTERVIEW INSTRUCTIONS:

IF ASKED, PROVIDE THE ANSWERS BELOW.

- **WHY?** This survey is conducted annually to monitor Whistler's success at meeting goals that relate to community life, economic success and partnerships, the corporate plan as well as annual municipal budgets.
- **WHO?** We need to speak to a cross---section of people who live or own property in Whistler. Everyone's opinions are important to us.
- **CONFIDENTIALITY.** All responses are confidential and anonymous.
- **LENGTH.** The survey will take about 12 minutes.
- **SOLICITATION.** This is strictly an opinion survey; we are not selling or soliciting anything.
- **HOW NUMBER WAS RETRIEVED.** Your phone number was selected at random for participation in this research.
- **WHO IS CONDUCTING SURVEY?** The survey is being conducted for the Resort Municipality of Whistler.
- **CONTACT.** Contact name: RMOW 604-935-8121.

01	Yes, will do survey now	→ CONTINUE
02	Yes, will do survey later	→ RESCHEDULE
T2	No	→ THANK AND TERMINATE

IF NOT A GOOD TIME: I would like to arrange a time that would be more convenient. When would that be?

RESCHEDULE (DATE/TIME)

INTRO1. Before we start, have I reached you on a cellular device or landline?

- a. Cellular device
- b. Landline

ASK IF INTRO1=1. IF NOT, SKIP

INTRO2. Do you own a landline?

- a. Yes
- b. No

→ CPO CATEGORY

Section 2 – SURVEY

A. Main

1. a. To begin, do you own or rent this residence that I am calling you at in Whistler? Or if Cell: do you own or rent a residence in Whistler?

- | | | |
|---|--|--------------------------|
| 1 | Own | → CONTINUE TO Q2 |
| 2 | Rent | → CONTINUE TO Q2 |
| 3 | Just visiting | → TERMINATE |
| 4 | It's a business | → TERMINATE |
| 5 | Not reached at Whistler residence, not on cell | → CONTINUE TO Q1B |

1. b. Can you confirm that you currently own a property in Whistler?

- | | | |
|---|-----|-------------------------|
| 1 | Yes | → CONTINUE TO Q2 |
| 2 | No | → TERMINATE |

2. Are you currently living in Whistler...? **READ LIST [ONE ANSWER ONLY]**

- | | | |
|---|------------------------------------|------------------------------|
| 1 | Full-time, permanently year-round | |
| 2 | Full-time for just a season or two | → IF Q1A=2, TERMINATE |
| 3 | Live full-time elsewhere | → IF Q1A=2, TERMINATE |

3. Are you currently...? **READ LIST [ONE ANSWER ONLY]**

- 1 Employed
- 2 Self-employed
- 3 Not working – seeking work
- 4 Not working – not seeking work
- 5 Student
- 6 Retired

B. Community Life

5. Overall, how satisfied are you with Whistler as a place to live/own property/visit for 2nd homeowners? Are you ...? **[READ LIST]**

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied
- 9 Don't Know **[DO NOT READ]**

6. How satisfied are you with the following aspects of life in Whistler? Are you...? **[ROTATE, READ]**

	Very satisfied	Somewhat Satisfied	Neither Satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/NA
a. Opportunities available for recreational physical activities	5	4	3	2	1	9
b. Selection of Arts, Culture and Heritage opportunities	5	4	3	2	1	9
c. Ability to get around by bike and by foot	5	4	3	2	1	9
d. Recreational trails for hiking and mountain biking	5	4	3	2	1	9
e. Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park	5	4	3	2	1	9
f. Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and the Sea-to-Sky corridor	5	4	3	2	1	9
g. Atmosphere and ambiance of Whistler Village	5	4	3	2	1	9
h. Career and employment	5	4	3	2	1	9

opportunities (PR ONLY)						
i. Health and Medical Services	5	4	3	2	1	9
j. Ability to get around Whistler by personal automobile / vehicle	5	4	3	2	1	9
k. Ability to travel to and from Whistler on Highway 99	5	4	3	2	1	9

7. **DON'T NEED 2nd homeowners (Ask if Employed Q3=1-2)** What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

- 1 Vehicle – travel alone
- 2 Vehicle – travel with another person
- 3 Public transit
- 4 Taxi
- 5 Walk
- 6 Bicycle
- 7 Other **SPECIFY, RECORD** _____

8. **DON'T NEED 2nd homeowners (Ask if Employed Q3=1-2)** And the summer months...?

- 1 Vehicle – travel alone
- 2 Vehicle – travel with another person
- 3 Public transit
- 4 Taxi
- 5 Walk
- 6 Bicycle
- 7 Other **SPECIFY, RECORD** _____

C. Health and Community Relationships

The following section consists of questions related to personal health and wellbeing.

9. **PERMANENT ONLY** Thinking of your physical, mental and social well-being, in general, how would you rate your health? **[READ]**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

10.a **PERMANENT ONLY** In the past 12 months, did you do any unpaid volunteer work for any organization or group in Whistler, for example, READ ENTIRE LIST social service groups, schools, arts and culture groups, business associations, municipal affairs, etc?

- 1 Yes
- 2 No → **GO TO Q.16**

10.b. **PERMANENT ONLY** And on average, about how many hours per month did you volunteer in Whistler?

- 1 Over 15 hours
- 2 5 to 15 hours per month
- 3 1 to 4 hours per month
- 4 Less than one hour per month

11a. How would you describe your sense of belonging to the community of Whistler? Would you say it is:

- 4 Very strong
- 3 Somewhat strong
- 2 Somewhat weak
- 1 Very weak sense of belonging

D. Community Issues and Decisions

11a. What is the most important issue facing your community that should receive the greatest attention from your local leaders? **RECORD**

11b. Would you say municipal decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions...? **READ**

- 1 All the time
- 2 Most of the time
- 3 Some of the time
- 4 Rarely
- 5 Never

12. How satisfied are you with the existing opportunities to provide input to municipal decision making in Whistler?

READ IF NECESSARY: Examples include decisions to: plan for the resort's future, make decisions regarding land use, or decide on investments for resort community amenities, programs and services.

- 5 Very satisfied
- 4 Somewhat satisfied

- 3 Neither satisfied nor dissatisfied
 2 Somewhat dissatisfied
 1 Very dissatisfied
 9 Don't Know **[DO NOT READ]**

14. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? **[ROTATE, READ]**

	Very satisfied	Somewhat Satisfied	Neither Satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/NA
a. Maintenance of community parks and trails	5	4	3	2	1	9
b. Local transit services	5	4	3	2	1	9
c. Village maintenance	5	4	3	2	1	9
d. The overall planning of the resort community	5	4	3	2	1	9
e. Municipal recreational programs and facilities	5	4	3	2	1	9
f. Police services	5	4	3	2	1	9
g. Fire inspections and rescue services	5	4	3	2	1	9
h. Municipal hall main customer service counter	5	4	3	2	1	9
i. Access to municipal Information via the website	5	4	3	2	1	9
j. Building and land development services	5	4	3	2	1	9
k. Library services	5	4	3	2	1	9
l. Road maintenance on local roads, not including HWY 99	5	4	3	2	1	9
m. Snow clearing on local roads, not including HWY 99	5	4	3	2	1	9
n. Waste, recycling and composting services	5	4	3	2	1	9
o. Water utilities for your residence	5	4	3	2	1	9

p. Parking options	5	4	3	2	1	9
q. Bylaw Officer services	5	4	3	2	1	9

IF Q1=1:

16. As you may be aware, about 1/3 of the property tax you pay goes directly to the provincial government, the other portion, estimated at approximately \$___ goes to the municipality of Whistler in order to fund all the services you receive. Thinking about all the services provided by the municipality, would you say that over all you get good value or poor value for that portion of your property tax dollar?

- 4 Very good value
- 3 Fairly good value
- 2 Fairly poor value
- 1 Very poor value

4. **IF Q1=1:**

What is the assessed value of your primary Whistler residence? Would it be closer to...?

READ LIST [IF MORE THAN ONE, MOST FREQUENTED]

NOTE: If sensitive to providing an answer, state the figure is used later in the survey for a question related to property taxes..

- 1 \$200,000
- 2 \$400,000
- 3 \$600,000
- 4 \$800,000
- 5 \$1,000,000
- 6 \$1,500,000
- 7 \$2,000,000
- 8 \$2,500,000
- 9 \$3,000,000
- 10 \$3,500,000
- 11 \$4,000,000

E. Demographics

18. The final section asks some questions about yourself and just to remind you, all answers will be kept confidential and anonymous.

Are you living as a single adult or with a partner in a married/common law relationship?

IF NEEDED: Common Law means living with someone for 12 months without a break due to relationship issues lasting more than 90 days.

- 1 Single
- 2 Married / Common law
- 3 Refused (DO NOT READ)

19. How many children or adults living under the same roof that are financially dependent on you?
-

20. SKIP IF 18 is 2 or 19 is more than 0

Which of the following categories best describes your personal annual income, before taxes, including all sources of income such as wages, tips, investment income, rental revenue and social assistance?

- 1 Less than \$25,000
 - a. Is that...?
 - i. Less than \$15,000
 - ii. \$15,000 to \$19,999
 - iii. \$20,000 or more
 - iv. Refused
 - v. Don't know
- 2 \$25,000 to less than \$50,000
 - a. Is that...?
 - i. Less than \$30,000
 - ii. \$30,000 to \$34,999
 - iii. \$35,000 to \$39,999
 - iv. \$40,000 to \$44,999
 - v. \$40,000 to \$44,999
 - vi. Refused
 - vii. Don't know
- 3 \$50,000 to less than \$75,000
 - a. Is that...?
 - i. Less than \$55,000
 - ii. \$55,000 to \$59,999
 - iii. \$60,000 to \$64,999
 - iv. \$65,000 to \$69,999
 - v. \$70,000 or more
 - vi. Refused
 - vii. Don't know
- 4 \$75,000 to less than \$100,000
 - a. Is that...?
 - i. Less than \$80,000
 - ii. \$80,000 to \$84,999
 - iii. \$85,000 to \$89,999
 - iv. \$90,000 to \$94,999
 - v. \$95,000 or more
 - vi. Refused
 - vii. Don't know
- 5 \$100,000 to less than \$125,000
 - a. Is that...?
 - i. Less than \$105,000

- ii. \$105,00 to \$109,999
 - iii. \$110,000 to \$114,999
 - iv. \$115,000 to \$119,999
 - v. \$120,000 or more
 - vi. Refused
 - vii. Don't know
- 6 \$125,000 or more
 - a. Is that...?
 - i. Less than \$130,000
 - ii. \$130,000 to \$134,999
 - iii. \$135,000 to \$139,999
 - iv. \$140,000 to \$144,999
 - v. \$145,000 to \$149,999
 - vi. \$150,000 or more
 - vii. Refused
 - viii. Don't know
- 7 Refused
- 8 Don't know

[SKIP IF Q18=1 and Q19= 0 or none]

21. Which of the following categories best describes your annual 'GROSS' household income, including all sources of income such as wages, tips, investment income, rental revenue and social assistance from yourself, your partner, and any children living under the same roof.

- 1 Less than \$25,000
 - a. Is that...?
 - i. Less than \$15,000
 - ii. \$15,000 to \$19,999
 - iii. \$20,000 or more
 - iv. Refused
 - v. Don't know
- 2 \$25,000 to less than \$50,000
 - a. Is that...?
 - i. Less than \$30,000
 - ii. \$30,000 to \$34,999
 - iii. \$35,000 to \$39,999
 - iv. \$40,000 to \$44,999
 - v. \$40,000 to \$44,999
 - vi. Refused
 - vii. Don't know
- 3 \$50,000 to less than \$75,000
 - a. Is that...?
 - i. Less than \$55,000
 - ii. \$55,000 to \$59,999
 - iii. \$60,000 to \$64,999
 - iv. \$65,000 to \$69,999
 - v. \$70,000 or more
 - vi. Refused

- vii. Don't know
- 4 \$75,000 to less than \$100,000
 - a. Is that...?
 - i. Less than \$80,000
 - ii. \$80,000 to \$84,999
 - iii. \$85,000 to \$89,999
 - iv. \$90,000 to \$94,999
 - v. \$95,000 or more
 - vi. Refused
 - vii. Don't know
- 5 \$100,000 to less than \$125,000
 - a. Is that...?
 - i. Less than \$105,000
 - ii. \$105,00 to \$109,999
 - iii. \$110,000 to \$114,999
 - iv. \$115,000 to \$119,999
 - v. \$120,000 or more
 - vi. Refused
 - vii. Don't know
- 6 \$125,000 or more
 - a. Is that...?
 - i. Less than \$130,000
 - ii. \$130,000 to \$134,999
 - iii. \$135,000 to \$139,999
 - iv. \$140,000 to \$144,999
 - v. \$145,000 to \$149,999
 - vi. \$150,000 or more
 - vii. Refused
 - viii. Don't know
- 7 Refused
- 8 Don't know

[ASK IF Q1=2 and Q18=1] DON'T NEED 2nd homeowners

22a. Approximately how much in total do you spend per month on housing, including your portion of the rent, electricity and heating?

- 1 _____ Record \$ per month
- 2 Don't know
- 3 Refused

[ASK IF Q1=1 and Q18=1] DON'T NEED 2nd homeowners

22b. Excluding property taxes approximately how much in total do you spend per month on housing, including mortgage payments, electricity and heating?

- 1 _____ Record \$ per month
- 2 Don't know
- 3 Refused

[ASK IF Q1=2 and Q18=2] DON'T NEED 2nd homeowners

22c. Approximately how much in total do you estimate you and your partner spend per month on housing, including rent, electricity and heating?

- 4 _____ Record \$ per month
- 5 Don't know
- 6 Refused

[ASK IF Q1=1 and Q18=2] DON'T NEED 2nd homeowners

22d. Excluding property taxes approximately how much in total do you and your partner estimate you spend per month on housing, including mortgage payments, electricity and heating?

- 4 _____ Record \$ per month
- 5 Don't know
- 6 Refused

23. In what year were you born?

- 1 _____ Record year
- 2 Refused

24. Record gender. DO NOT ASK.

- 1 Female
- 2 Male

THANK AND TERMINATE

