

Public Engagement Summary Report

Whistler 10 Valley Express Service Review
March 2023

Resort Municipality of
Whistler



Background

1.1 About the 10 Valley Express Service Review

BC Transit and the Resort Municipality of Whistler (RMOW) recently introduced changes to the 10 Valley Express to address issues with safety and customer feedback. The route 10 Valley Express was originally designed to connect neighborhoods north of Whistler Village to employment sites south of Whistler Village, however different usage patterns have emerged since the service launched in 2018. Two new routing variations were introduced in September 2022 to accommodate these usage patterns. This service review aims to determine whether the changes to the route are functioning well for the community.

1.2 Engagement Objective

To support the service review, a public engagement process was undertaken to ensure that the service and infrastructure changes are reflective of community desires, and that the changes align with public interest.

The engagement objective for the 10 Valley Express Service Review is to:

- Receive feedback from the public on specific service changes to the route 10 that were implemented in September 2022
- Gather public input on areas for improvement, including service optimization, departure and arrival times as well as routing improvements.

1.3 Engagement Strategy

The engagement approach for this Service Review follows the International Association of Public Participation (IAP2) Spectrum of Public Participation and was comprised of the following tools:

Project Website and Survey

Level on IAP2 Spectrum: Consult

- Purpose: To act as a hub for public engagement for the 10 Valley Express Service Review. The project website hosted an online survey.

Survey Process

Two routing variations were introduced to the route 10 Valley Express in September 2022 in response to changes in usage patterns. Following these modifications, engagement was proposed to determine whether the routing variations were working for the community. Public engagement was conducted in December 2022, consisting of an online survey attached as Appendix B and project webpage where participants could learn more about the routing as well as about previous planning work completed in Whistler.

The results were synthesized into this report and will be used to inform the next two service changes in Whistler (June 17 2023 and September 5 2023).

Engagement Overview

Project Website and Survey

An online survey was made available in December 2022 using the BangTheTable platform.



502 Online Survey Respondents



694 Total Comments



727 Website Page Views

Promotional Tools



Media Advisory

Advisory released on the BC Transit Media Releases and Advisories portal



Internal Bus Ads

Ads placed inside buses advertising the survey and ways to participate



Newspaper Ads

Ads placed in the Whistler Pique News Magazine



Social Media

Facebook and Twitter Posts were used to draw awareness to the survey

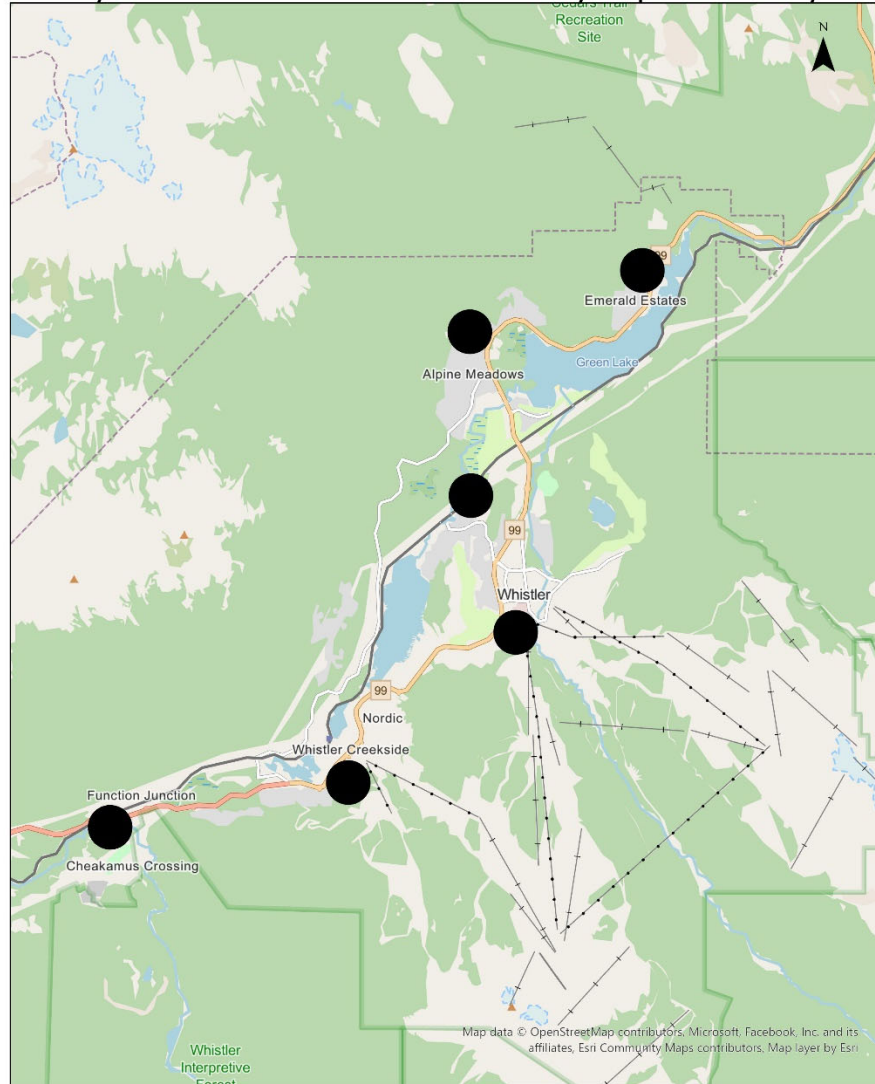
Direct Mail

The RMOW sent emails with the survey purpose and link to all RMOW employees, to Glacier Staff Housing residents, the Whistler Chamber of Commerce and all 6-month, 12-month and Highschool Bus Pass holders.

Key Destinations

Residents were asked where their key destinations were when using the 10 Valley Express. The top six destinations included Whistler Village, Function Junction, Alpine Meadows, Whistler Creekside, Rainbow Estates, and Nesters/Spruce Grove.

Key Destinations - Whistler 10 Valley Express Survey



What We Heard

Support for Both Route Variations (Function Junction and Whistler Village)

In general, both route 10 variations were supported by users. Respondents were asked for their level of support for each of the route variations and were prompted to add additional comments or suggestions for the route.

Roughly 86% of impacted respondents supported the Whistler Village route variation, with 8.2% not impacted (Figure 1). The key themes in the comments for the Whistler Village route variation include adding additional southbound stops along Northlands Boulevard and Lorimer Road. Many respondents had concerns about delays caused by routing into the village. Two respondents mentioned integrating the Gateway Loop into the routing for the 10 Valley Express.

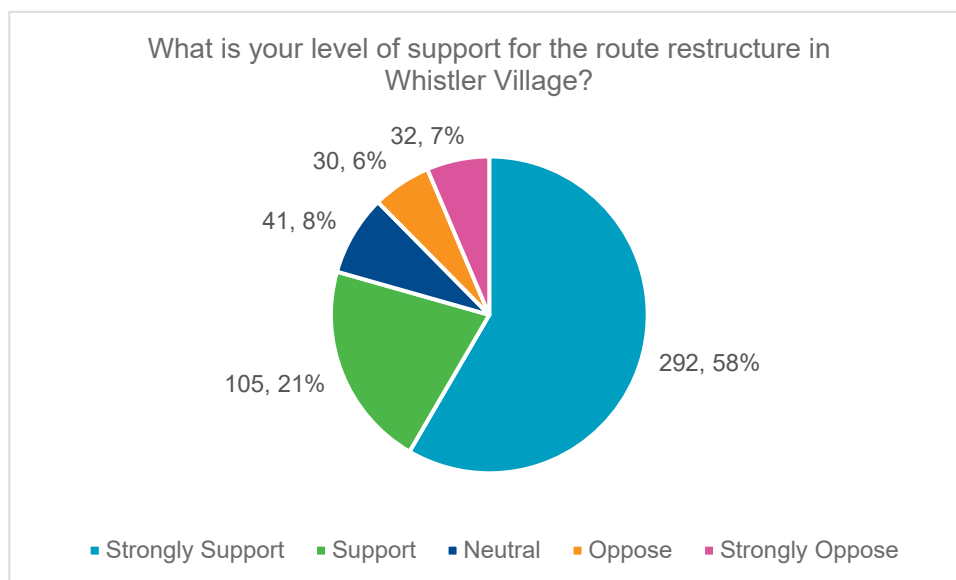


Figure 1 – Support levels for the route 10 Valley Express restructure in Whistler Village

Roughly 44% of impacted users supported the Function Junction route variation, with 44% not impacted (Figure 2). The key themes in the comments for the Function Junction variant include amalgamating stops for the routes 10 and 20 and improving bus stop infrastructure on Miller Creek Road. Some respondents noted there has been confusion for users still trying to access route 10 from Alpha Lake Road and requested more signage indicating the route restructure. Others were concerned about the restructure causing delays and preferred the previous routing through Alpha Lake Road. Many comments indicated respondents did not want to service Function Junction at all.

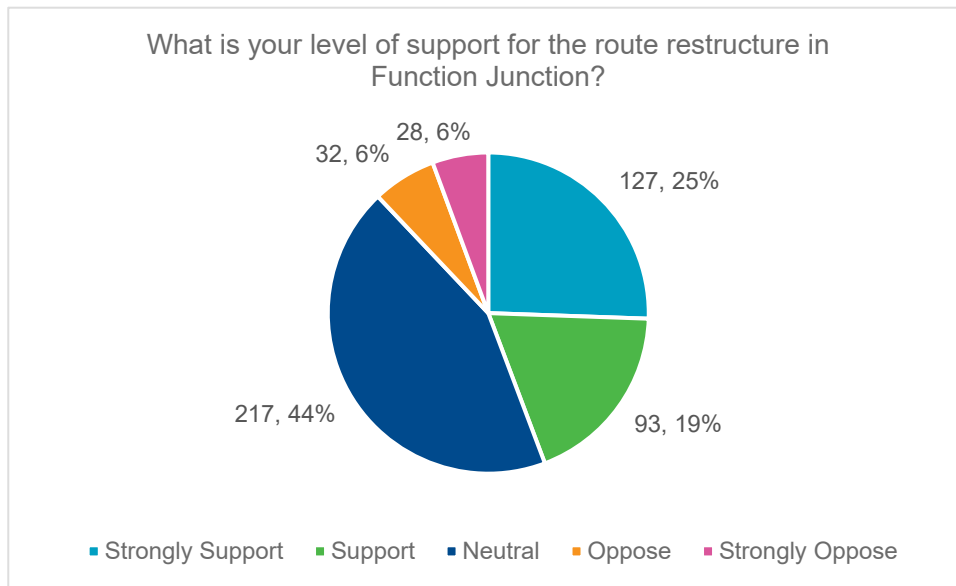


Figure 2 - Support levels for the route 10 Valley Express restructure in Function Junction

Function Junction Trip Timing

Respondents were asked to select their preferred arrival and departure time windows for Function Junction. For those who utilize Function Junction, before 6:45am was the most popular arrival time at with 44 responses followed by 6:45 to 7:00am with 33 responses (Figure 3).

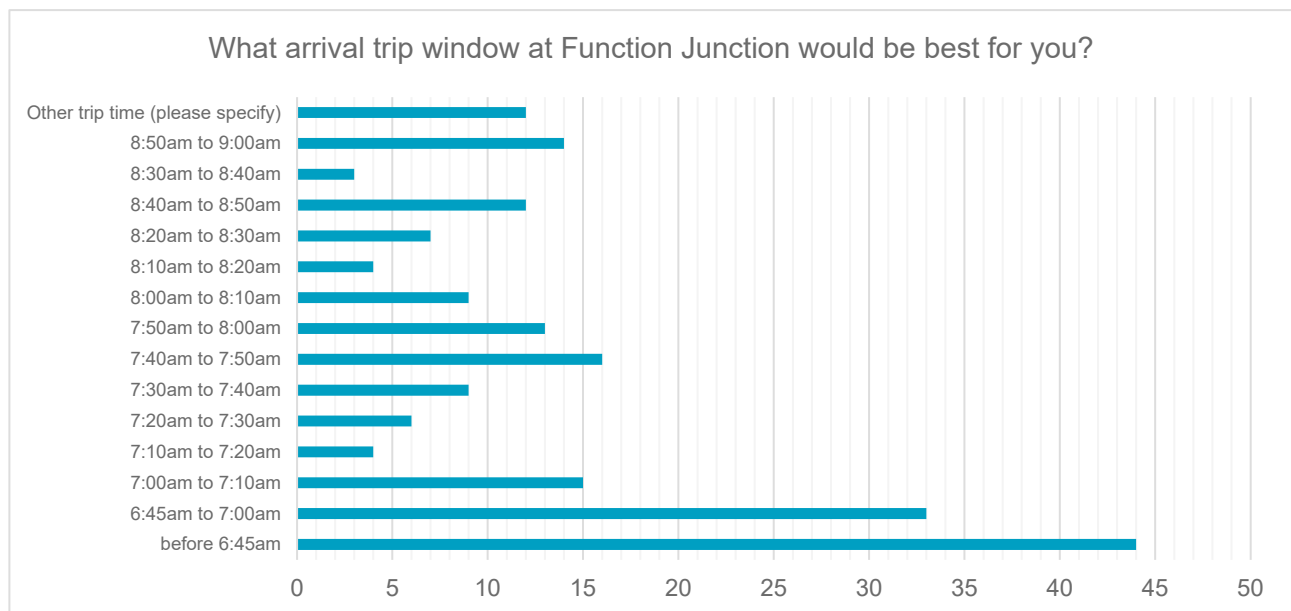


Figure 3 – Arrival Trip Windows at Function Junction

The most popular departure time window for Function Junction was 5:50pm to 6:00pm with 39 responses, followed by 3:00pm to 3:10pm with 19 (Figure 4). 33 respondents chose the “Other” category, and primarily specified a need for departure after 6:00pm.

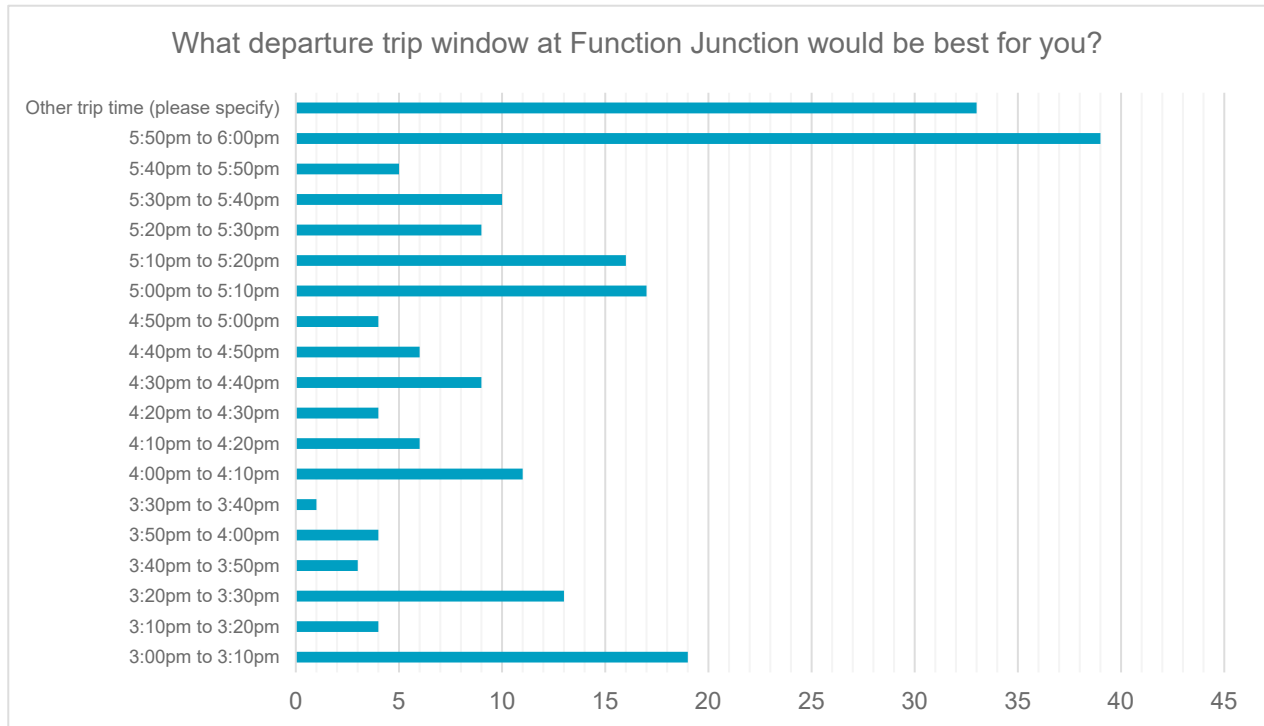


Figure 4 – Departure Trip Windows at Function Junction.

Travel Patterns

Respondents were asked to indicate how they use the 10 Valley Express in terms of location and timeframe. For respondents who do not currently use this route, they were prompted to respond how they would if they were to start using it. The most common trip start location for users of the 10 Valley Express was Alpine Meadows (16%), followed by Emerald Estates (15%), and then Bayshores (13%).

The majority of respondents (52%) indicated Whistler Village was their destination when using the 10 Valley Express. Other common destinations included Function Junction, (13%), Alpine Meadows (9%), and Whistler Creekside (7%).

Respondents traveling southbound utilize the 10 Valley Express throughout the day. The most common southbound travel time is 7:00am to 8:00am (17.5%), followed by 5:00pm to 6:00pm (10.6%). The majority (61%) of southbound travelers are using the 10 Valley Express during peak times from 6:00am to 9:00am and 4:00pm to 7:00pm. Similarly, respondents traveling northbound utilize the 10 Valley Express throughout the day, however usage is more concentrated in the evenings. The most common northbound travel time is after 7:00pm (15%), followed by 5:00pm to

6:00pm (12%). Figure 5 compares travel timing on the 10 Valley Express for northbound and southbound travelers.

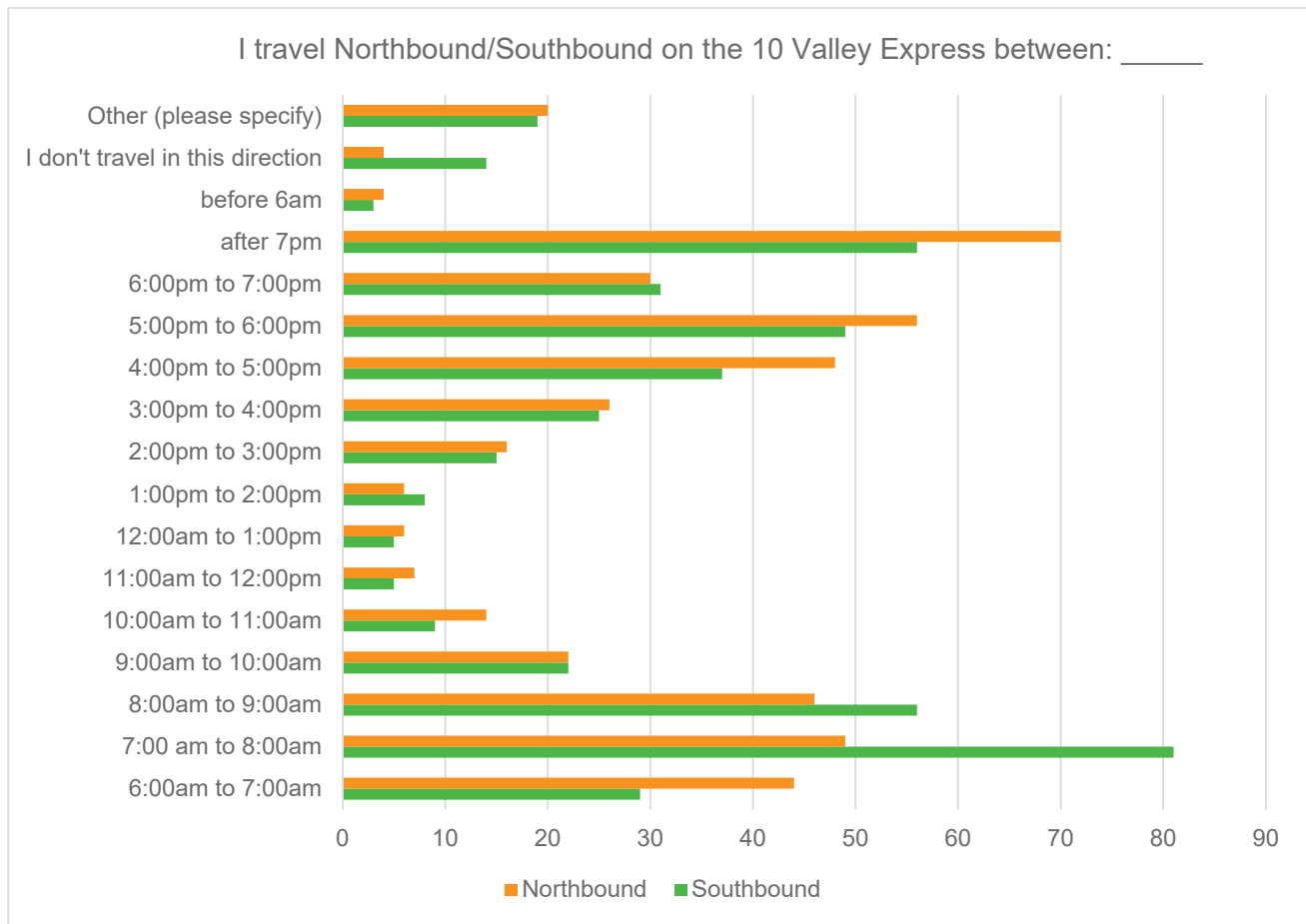


Figure 5 – Northbound and Southbound Travel Timing

Key themes that emerged from comments left about travel patterns on the 10 Valley Express include:

- Increasing service frequency throughout the day
- Extending service later into the evening
- Maintaining service frequency throughout the summer

Some respondents suggested reducing service for other routes in Whistler in order to increase frequency for the route 10. Overall, respondents used this comment section to indicate support and appreciation for the 10 Valley Express.

Service Optimization

The majority of respondents (71%) indicated support for reducing routes 20 Cheakamus, 20X Cheakamus, 30 Emerald, and 32 Emerald in order to increase service for the 10 Valley Express, while 29% did not support this option (Figure 6). Of the respondents who wanted to see changes to the proposal, individuals commented they wanted to ensure the routes 31, 21 and 25s would also be used to offset the reduction of 20s, 20Xs, 30s and 32s. Other respondents indicated that the span would have to increase to ensure parity between the loss of service from the optimization. Many respondents indicated that the route 10 makes the 20X unnecessary due to the routing.

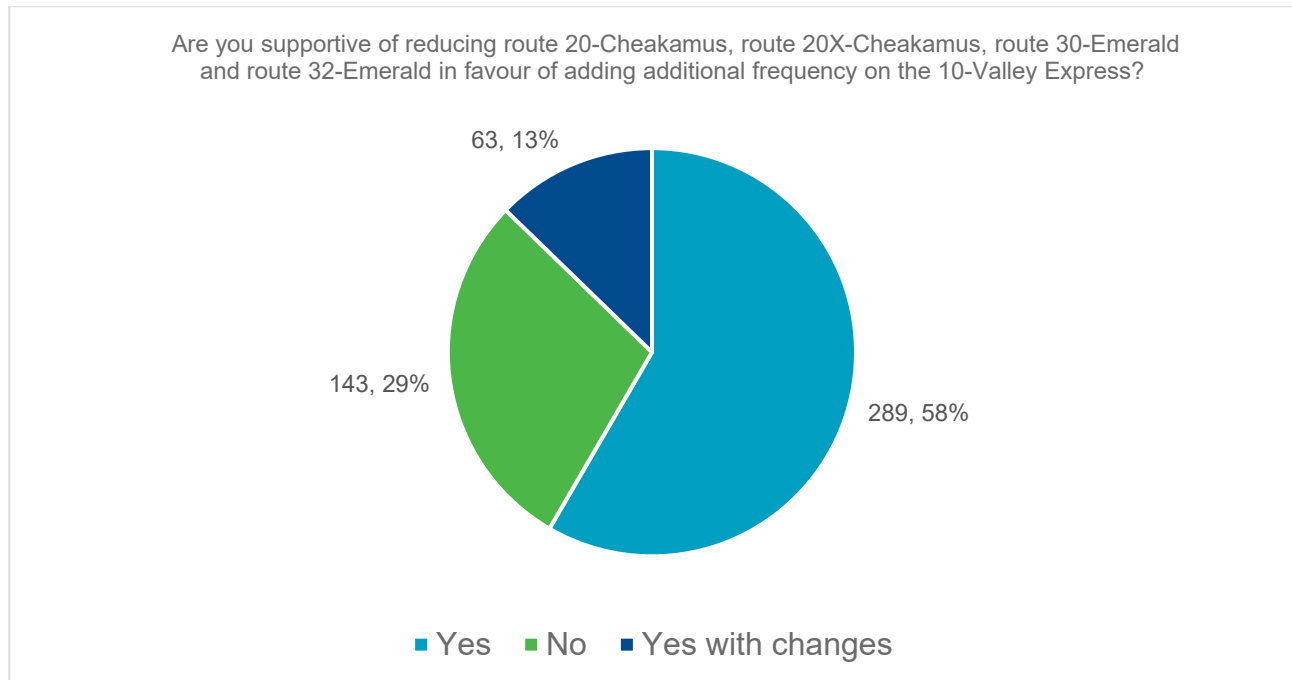


Figure 6 – Support for reducing other Whistler routes in favour of increasing frequency for the 10 Valley Express

Who We Heard From

The survey received completions from all neighbourhoods in Whistler, with the most being received from Alpine Meadows (17%), Emerald Estates (15%), and Whistler Creekside (13%). The majority (52%) of respondents are frequent transit users that use the bus 5+ days per week. Only four respondents indicated that they do not use transit at all.

Gender Based Analysis Plus (GBA+)

Respondents of all age groups were well represented. Based on Statistics Canada 2021 Census Profile the 25-34 and 35-44 age groups were over-represented where the 65-74 age group was slightly under-represented. Most respondents identified themselves as women (55%). Based on the Statistics Canada 2021 Census profile women were slightly over-represented in this survey,

while men were slightly under-represented. Indigenous Peoples, that is, people who identify with Aboriginal, First Nations (Status/Non-Status), Metis, or Inuk (Inuit) cultural or ancestral backgrounds were well-represented by this survey based on the Statistics Canada 2021 Census Profile. Sixteen respondents (3.2%) indicated that they identify as a person with a disability. Eight respondents indicated that they identify as a member of the LGBTQ*2S community, and one respondent indicated that their gender identity or expression differs from their sex identified at birth. Only four respondents indicated that they identify as a person of colour or racialized person. Based on the Statistics Canada 2021 Census profile, people of colour were underrepresented by this survey.

Next Steps

This engagement report will be presented to the Whistler Transit Management Advisory Committee (TMAC) in March 2023. The results will be used to inform the upcoming service change in Summer (June 17, 2023) and Fall (September 5, 2023). This report will also be used to inform future service changes when evaluating opportunities to add more trips based on the trip time responses in the survey. They will be incorporated into BC Transit's Transit Improvement Process (TIPs) for incorporation into the annual budgeting process.

Appendix A

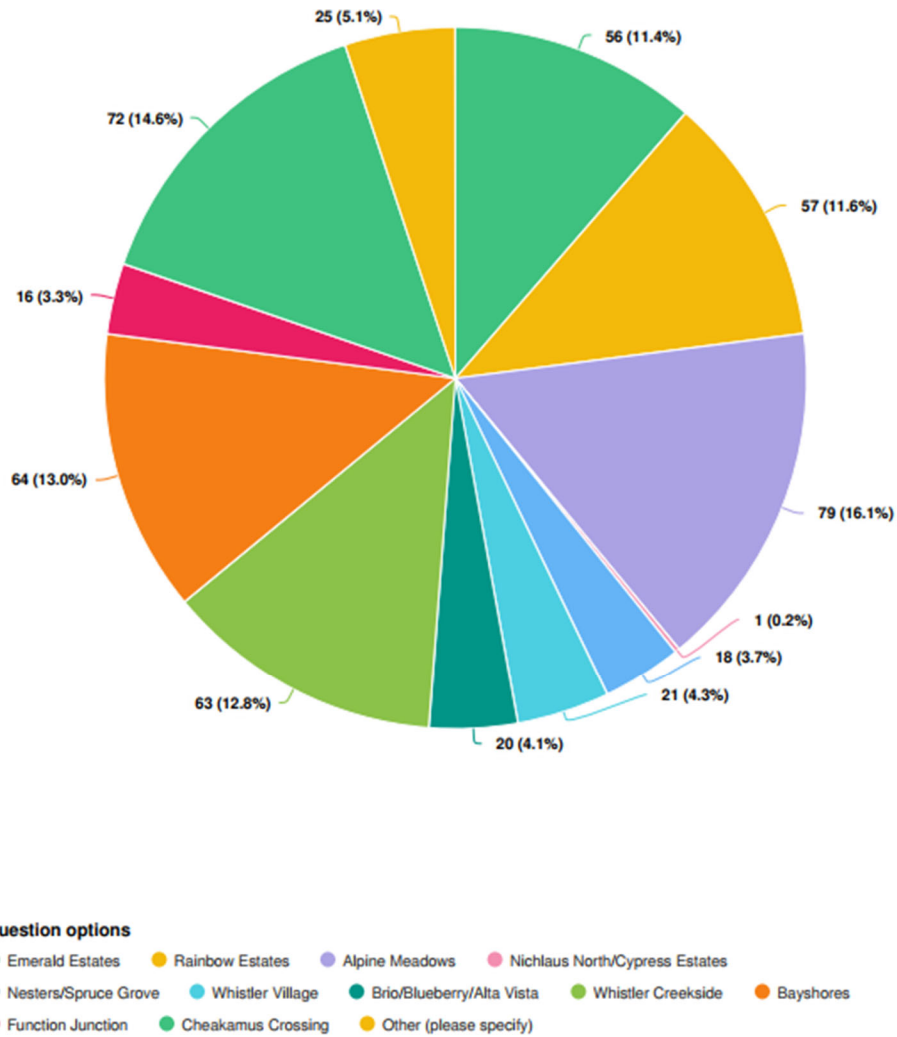
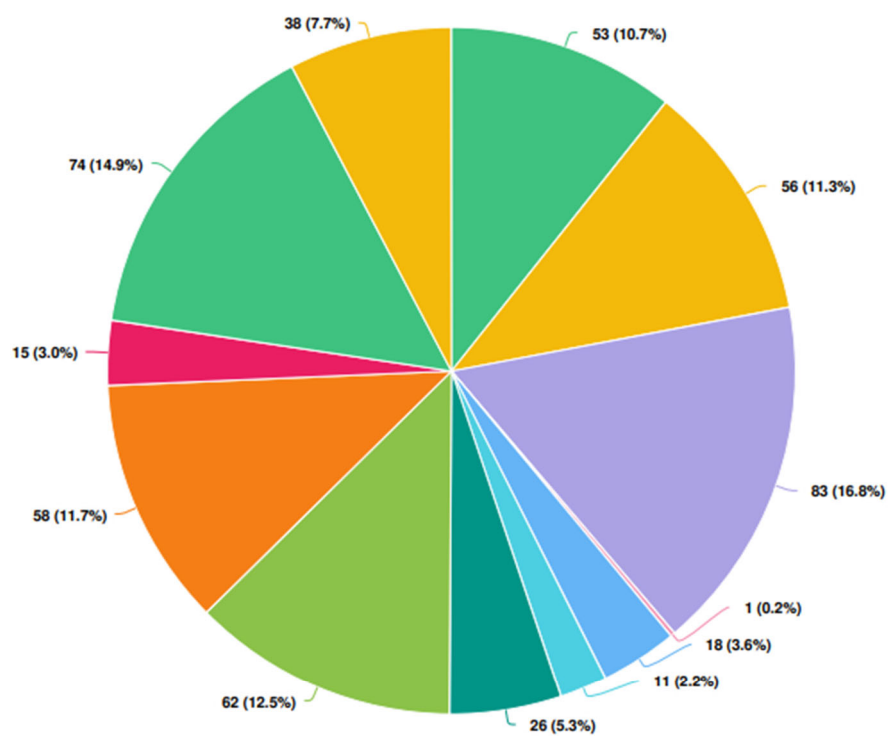


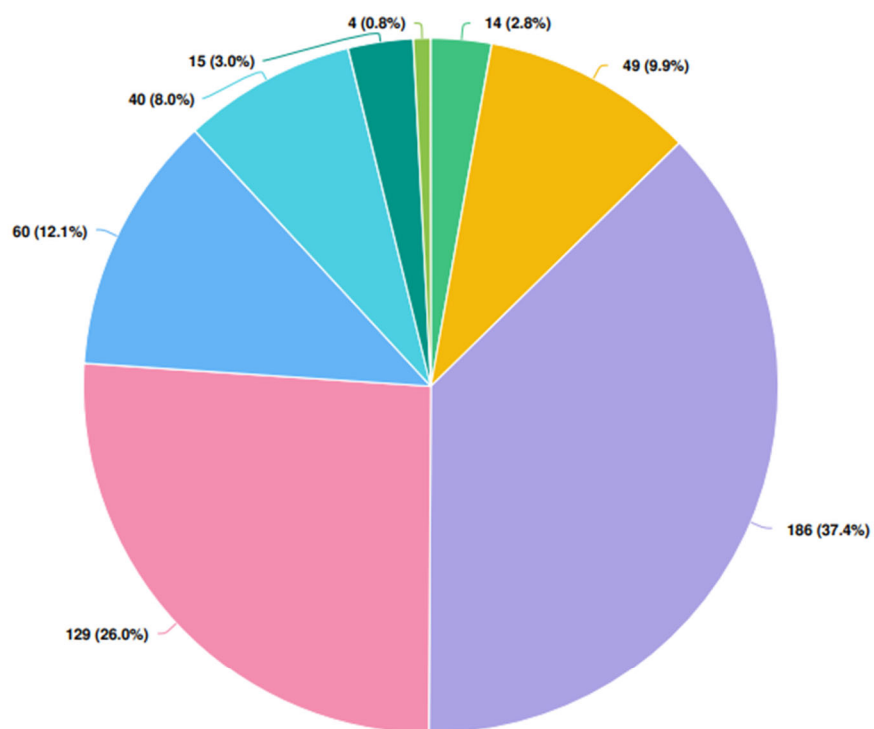
Figure 7: 10 Valley Express Trip Start Locations in Whistler



Question options

- Emerald Estates Rainbow Estates Alpine Meadows Nicholas North/Cypress Estates
- Nesters/Spruce Grove Whistler Village Brio/Blueberry/Alta Vista Whistler Creekside Bayshores
- Function Cheakamus Crossing Other (please specify)

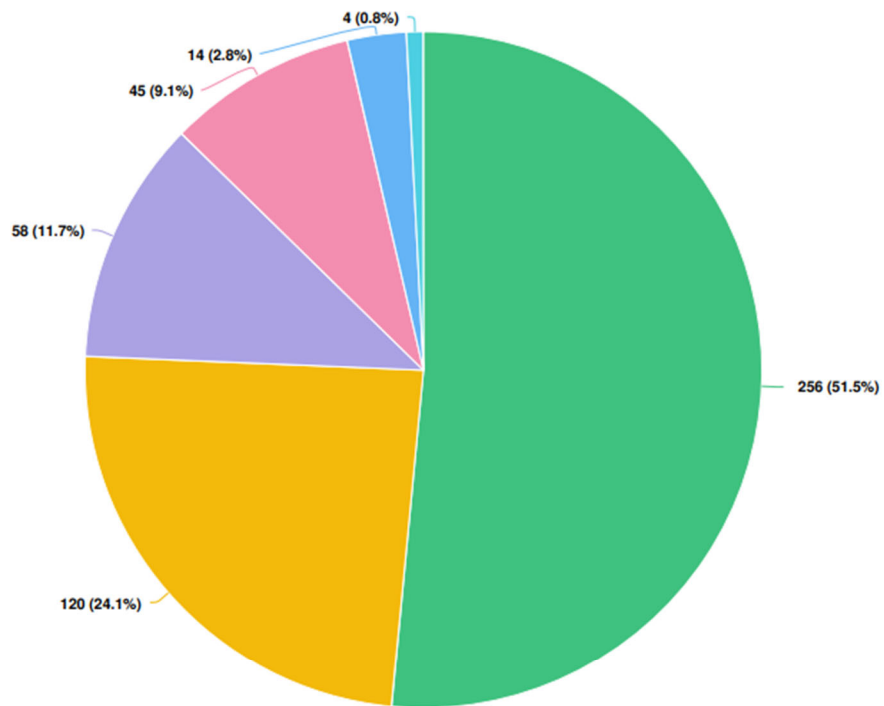
Figure 8: 10 Where Respondents live in Whistler



Question options

Under 18 19-24 25-34 35-44 45-54 55-64 65-74 75+

Figure 9: Respondent Ages



Question options

- 5+ days a week ● 3-4 times a week ● 1-2 times a week ● A few times a month ● A few times a year
● I do not use transit

Figure 10: Respondent Ridership

10 Valley Express Route Variation Survey

10 Valley Express Service Review

BC Transit, in collaboration with the Resort Municipality of Whistler has introduced changes of the 10 Valley Express to address issues with safety and customer feedback. The route 10 Valley Express was originally designed to connect neighbourhoods north of Whistler Village to employment sites south of Whistler Village. We have discovered different usage patterns emerge since the service launched in 2018.

This survey is seeking feedback on the following:

- Routing of two variations that were introduced in September 2022
- Timing of arrivals and departures in Function Junction

Your feedback will be used to refine service starting in summer 2023.

By checking this box you acknowledge that the personal information you provide here will be used for the 10 Valley Express Route Change Survey. BC Transit collects and manages your personal information as required by Sec. 26 of the Freedom of Information and Protection of Privacy Act. If you have questions about how your personal information is managed, please contact Bronson Bullivant, Senior Transit Planner at bbullivant@bctransit.com.

(Choose all that apply) (Required)

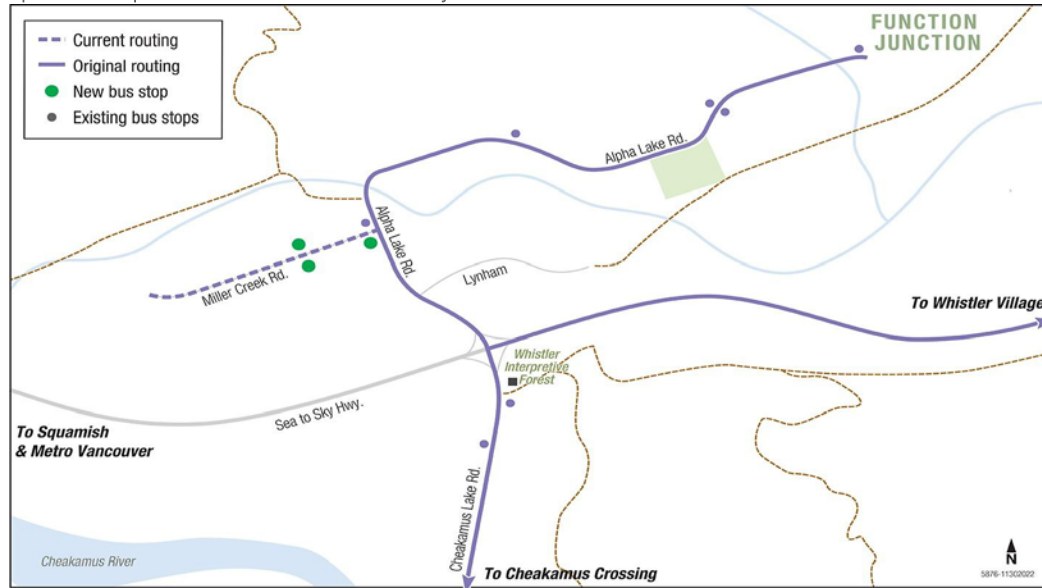
☐ Yes

10 Valley Express Pilot Review

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10 Valley Express - Function Junction Variant

This route variation was introduced to add additional service area coverage along Millar Creek Road, and make the route more express in operation. Alpha Lake Road is still service by route 20 Cheakamus.



What is your level of support for the route restructure in Function Junction?

(Choose any one option)

- ☐ Strongly Support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly Oppose

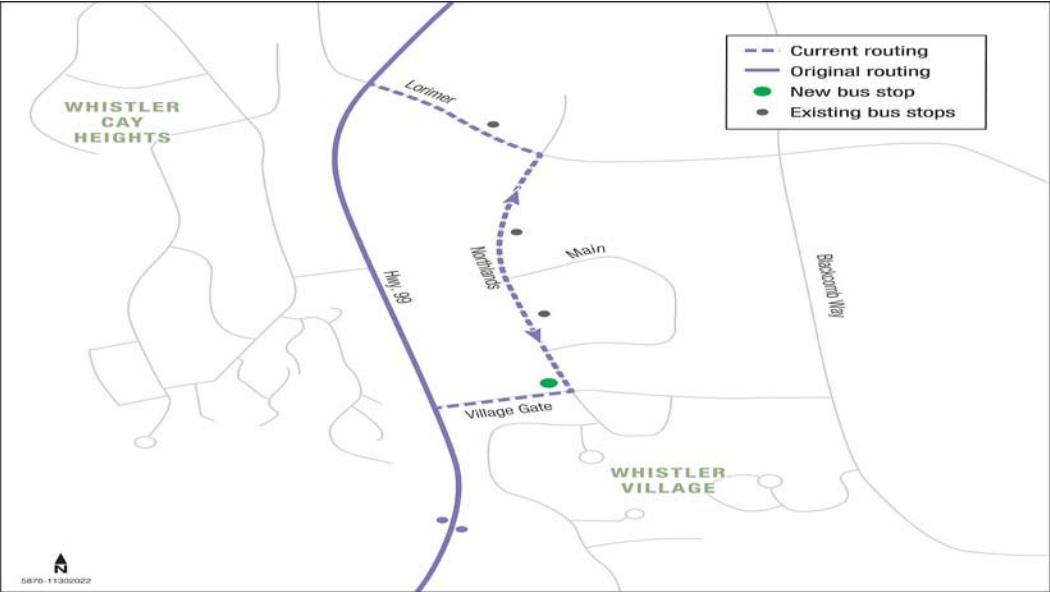
Do you have any comments or suggestions regarding the restructure in Function Junction?

10 Valley Express Pilot Review

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10 Valley Express - Whistler Village Variant

This route variation was introduced to improve safety of 10 Valley Express by routing through Whistler Village along Northlands Boulevard. This removes the necessity to cross the highway if a riders gets off the stop at the village in the southbound direction. This is especially important during darker hours of the day. Additionally, this reroute provides the opportunity for new riders to use the service, and allows for riders who may have missed their trip on the 10 Valley Express to catch either a 20 or 30 more easily.



What is your level of support for the route restructure in Whistler Village?

(Choose any one option)

- ☐ Strongly Support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly Oppose

Do you have any comments or suggestions for the route restructure in Whistler Village?

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10 Valley Express - AM Key Trip Times - Function Junction

The 10 Valley Express arrives at Function Junction at different times during the winter and summer season before 9:00am, typical of work start times. In the winter (December to April) the bus arrives at Millar Creek Road at:

6:47am, 7:17am, 7:43am, 8:17am and 8:49am

In the summer (April to November) the bus arrives at:

7:42am, 8:14am and 8:51am

What arrival trip window at Function Junction would be best for you?

(Choose any one option)

- ☐ I don't travel to Function Junction
- ☐ before 6:45am
- ☐ 6:45am to 7:00am
- ☐ 7:00am to 7:10am
- ☐ 7:10am to 7:20am
- ☐ 7:20am to 7:30am
- ☐ 7:30am to 7:40am
- ☐ 7:40am to 7:50am
- ☐ 7:50am to 8:00am
- ☐ 8:00am to 8:10am
- ☐ 8:10am to 8:20am
- ☐ 8:20am to 8:30am
- ☐ 8:40am to 8:50am
- ☐ 8:30am to 8:40am
- ☐ 8:50am to 9:00am
- ☐ Other trip time (please specify)

10 Valley Express Pilot Review

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10 Valley Express - PM Key Trip Times - Function Junction

The 10 Valley Express leaves Function Junction at different times during the winter and summer season after 3:00pm, typical of work end times. In the winter (December to April) the bus departs Millar Creek Road at:

3:12pm, 4:12pm, 4:42pm, 5:12pm, 5:42pm and 5:52pm

In the summer (April to November) the bus leaves at:

2:58pm, 3:13pm, 3:40pm, 4:10pm, 4:39pm, 5:10pm, 5:25pm, 5:45pm

What departure trip window at Function Junction would be best for you?

(Choose any one option)

- ☐ I don't travel to Function Junction
- ☐ 3:00pm to 3:10pm
- ☐ 3:10pm to 3:20pm
- ☐ 3:20pm to 3:30pm
- ☐ 3:40pm to 3:50pm
- ☐ 3:50pm to 4:00pm
- ☐ 3:30pm to 3:40pm
- ☐ 4:00pm to 4:10pm
- ☐ 4:10pm to 4:20pm
- ☐ 4:20pm to 4:30pm
- ☐ 4:30pm to 4:40pm
- ☐ 4:40pm to 4:50pm
- ☐ 4:50pm to 5:00pm
- ☐ 5:00pm to 5:10pm
- ☐ 5:10pm to 5:20pm
- ☐ 5:20pm to 5:30pm
- ☐ 5:30pm to 5:40pm
- ☐ 5:40pm to 5:50pm
- ☐ 5:50pm to 6:00pm
- ☐ Other trip time (please specify)

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Tell us how you are currently using the 10 Valley Express

These questions are tailored towards how you may be using the route. If you don't currently utilize it, let us know how you would if you were to start using 10 Valley Express.

I start my trip in:

(Choose any one option)

- ☐ Emerald Estates
- ☐ Rainbow Estates
- ☐ Alpine Meadows
- ☐ Nicholas North/Cypress Estates
- ☐ Nesters/Spruce Grove
- ☐ Whistler Village
- ☐ Brio/Blueberry/Alta Vista
- ☐ Whistler Creekside
- ☐ Bayshores
- ☐ Function Junction
- ☐ Cheakamus Crossing
- ☐ Other (please specify)

I end my trip in:

(Choose any one option)

- ☐ Emerald Estates
- ☐ Rainbow Estates
- ☐ Alpine Meadows
- ☐ Nicholas North/Cypress Estates
- ☐ Nesters/Spruce Grove
- ☐ Whistler Village
- ☐ Brio/Blueberry/Alta Vista
- ☐ Whistler Creekside
- ☐ Bayshores
- ☐ Function Junction
- ☐ Cheakamus Crossing
- ☐ Other (please specify)

I travel southbound between:

(Choose any one option)

- ☐ 6:00am to 7:00am
- ☐ 7:00 am to 8:00am
- ☐ 8:00am to 9:00am
- ☐ 9:00am to 10:00am
- ☐ 10:00am to 11:00am
- ☐ 11:00am to 12:00pm
- ☐ 12:00am to 1:00pm
- ☐ 1:00pm to 2:00pm

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- ☐ 1:00pm to 2:00pm
- ☐ 2:00pm to 3:00pm
- ☐ 3:00pm to 4:00pm
- ☐ 4:00pm to 5:00pm
- ☐ 5:00pm to 6:00pm
- ☐ 6:00pm to 7:00pm
- ☐ after 7pm
- ☐ before 6am
- ☐ I don't travel southbound
- ☐ Other (please specify)

I travel northbound between:

(Choose any one option)

- ☐ 6:00am to 7:00am
- ☐ 7:00 am to 8:00am
- ☐ 8:00am to 9:00am
- ☐ 9:00am to 10:00am
- ☐ 10:00am to 11:00am
- ☐ 11:00am to 12:00pm
- ☐ 12:00am to 1:00pm
- ☐ 1:00pm to 2:00pm
- ☐ 2:00pm to 3:00pm
- ☐ 3:00pm to 4:00pm
- ☐ 4:00pm to 5:00pm
- ☐ 5:00pm to 6:00pm
- ☐ 6:00pm to 7:00pm
- ☐ after 7pm
- ☐ before 6am
- ☐ I don't travel southbound
- ☐ Other (please specify)

Do you have other comments about your travel patterns on the 10 Valley Express?

Service Optimization

Every year, Whistler seeks to improve transit service by expanding (adding) service on the roads. This is only possible when the Government of British Columbia commits to expansion. When this is not possible, BC Transit and the RMOW look to optimize, or look to reduce service in one area to improve service in another.

Are you supportive of reducing route 20-Cheakamus (via Nordic), route 20X-Cheakamus, route 30-Emerald (via Nesters) and route 32-Emerald (via Spruce Grove) in favour of adding additional frequency on the 10-Valley Express?

This type of service change may also involve adding more route 31-Alpine-only and route 21-Spring Creek or 25-Whistler Creekside to continue to provide 30 minute service into Alpine Meadows and Nordic Estates.

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(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Yes with changes (please specify)

About You

Are you completing this survey as a representative of an organization?

(Choose any one option)

- ☐ No
- ☐ Yes (please specify)

Where do you live in Whistler?

(Choose any one option)

- ☐ Emerald Estates
- ☐ Rainbow Estates
- ☐ Alpine Meadows
- ☐ Nicholas North/Cypress Estates
- ☐ Nesters/Spruce Grove
- ☐ Whistler Village
- ☐ Brio/Blueberry/Alta Vista
- ☐ Whistler Creekside
- ☐ Bayshores
- ☐ Function
- ☐ Cheakamus Crossing
- ☐ Other (please specify)

What is your age?

(Choose any one option)

- ☐ Under 18
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

How often do you currently ride the bus?

(Choose any one option)

- ☐ 5+ days a week
- ☐ 3-4 times a week
- ☐ 1-2 times a week
- ☐ A few times a month
- ☐ A few times a year
- ☐ I do not use transit

How do you identify?

(Choose any one option)

- ☐ Woman

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- ☐ Man
- ☐ Non-binary (including polygender, genderqueer, agender, bigender, and others)
- ☐ Two-Spirited
- ☐ Other cultural genders
- ☐ I prefer not to answer
- ☐ Not listed here (please specify)

Do you identify as an Indigenous Person, that is, a person who identifies with Aboriginal, First Nations (Status/Non-Status), Metis, or Inuk (Inuit) cultural and/or ancestral background?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I prefer not to answer

Do you identify as a person with a disability?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ I prefer not to answer

In addition to, or other than your gender identify and/or identify as an Indigenous Person and/or identifying as a person with a disability, do you identify as belonging to additional equity-seeking groups?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I prefer not to answer

Note: Equity-seeking groups are communities that face significant collective challenges in participating in society. This marginalization could be created by attitudinal, history, social, and environmental barriers based on age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation, transgender status, etc.

Answer this question only if you have chosen Yes for In addition to, or other than your gender identify and/or identify as an Indigenous Person and/or identifying as a person with a disability, do you identify as belonging to additional equity-seeking groups?

Check all that apply:

(Choose any one option)

- ☐ I am a person of colour or racialized person
- ☐ I am a deaf person, person with disabilities, and/or a person living with mental illness
- ☐ My gender identify or gender expression differs from my sex assigned at birth
- ☐ I identify as a member or the LGBTQ*25 community

Note: BC Transit acknowledges that Persons of Colour is an umbrella term for a diverse spectrum of racialized peoples who have experienced vastly different historical disadvantages and barriers to participation in Canadian society and recognizes its use as a term to build understanding and solidarity between people. Please note that BC Transit subscribes to the social model of disability, which views disability as a consequence of environmental, social, and attitudinal barriers that prevent people with disabilities from fully participating in society, as opposed to the medical model of disability that focuses on an individual's person's so called physical or mental limitations. Please note that individuals who experience socio-economic disadvantage have not been identified in this survey, as BC Transit does not collect information on it's applicants' personal income, expense levels, or socio-economic status. However, BC Transit recognizes that poverty and class discrimination pose significant challenges to participation in the community, and therefore, endeavors to address social-economic barriers and promote social equality through its broader equity initiatives.