

Pemberton Valley Transit

Route 99 Pemberton Commuter Engagement Summary Report



February 2019

OVERVIEW

The Sea to Sky Transit Future Plan was completed in 2015. It was a 25-year strategic plan developed by BC Transit in Collaboration with multiple local partners within the Sea to Sky Region, including the Village of Pemberton. Pemberton had a goal to provide midday or evening Regional Transit service between Whistler and Pemberton. Now that the service is provided, Pemberton residents have shown interest in more evening service. In September of 2018, Pemberton approved 800 hours of transit service expansion to provide an additional evening trip.

PUBLIC ENGAGEMENT

To determine what time would be most useful to residents and customers of the Route 99 Pemberton Commuter, BC Transit proceeded with conducting an online survey inquiring how customers currently use transit and what they see would be best for them in new service. The online survey was conducted between January 29th to February 12th 2019.

Results

There were a total of 322 respondents, with 56% currently using the service and 44% not. The majority of respondents utilize the route 99 Pemberton Commuter for work, and the majority use it for the entire work week. Over 60% of the respondents live in the downtown core, so the fact that over 50% of the respondents walk to the service makes sense. The most common work start and end times are 8:00am and 5:00pm respectively, both of which are currently served by existing service on the route 99 Pemberton Commuter. See the Appendix for charts summarizing these key results.

The results show that there was a marginal preference for an additional evening trip over a midday trip, although both options had strong levels of support (Figure 1). Within the proposed evening trip windows, the 9:00pm-9:59pm window received the strongest support (Figure 2), and the results also show that many Pemberton residents working in Whistler have shifts ending at 9:00pm (Figure 3).

RECOMMENDATIONS

- Based on the survey results, BC Transit recommends that Pemberton add a round trip on route 99 Pemberton Commuter departing the Gondola Transit Exchange in Whistler to meet a 9:00pm shift end time.

Future Considerations

- The survey results also show significant latent demand for a midday trip on the route 99 Pemberton Commuter between 10:00am and 2:00pm (Figure 1).

Figure 1 – Additional Trip Time Option Preference

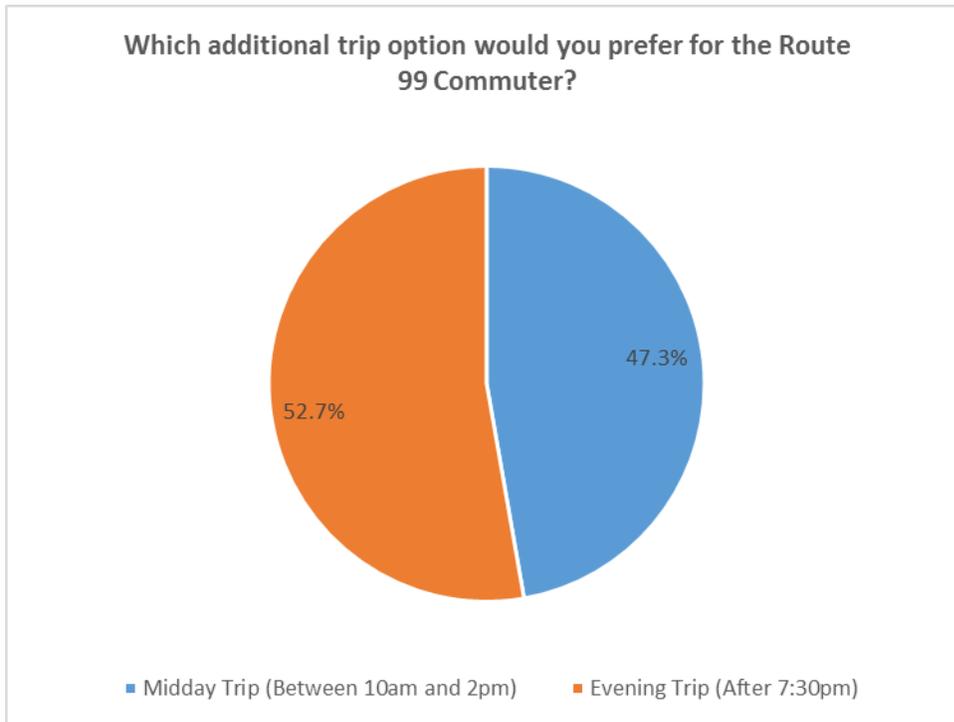


Figure 2 – Additional Trip Time Window

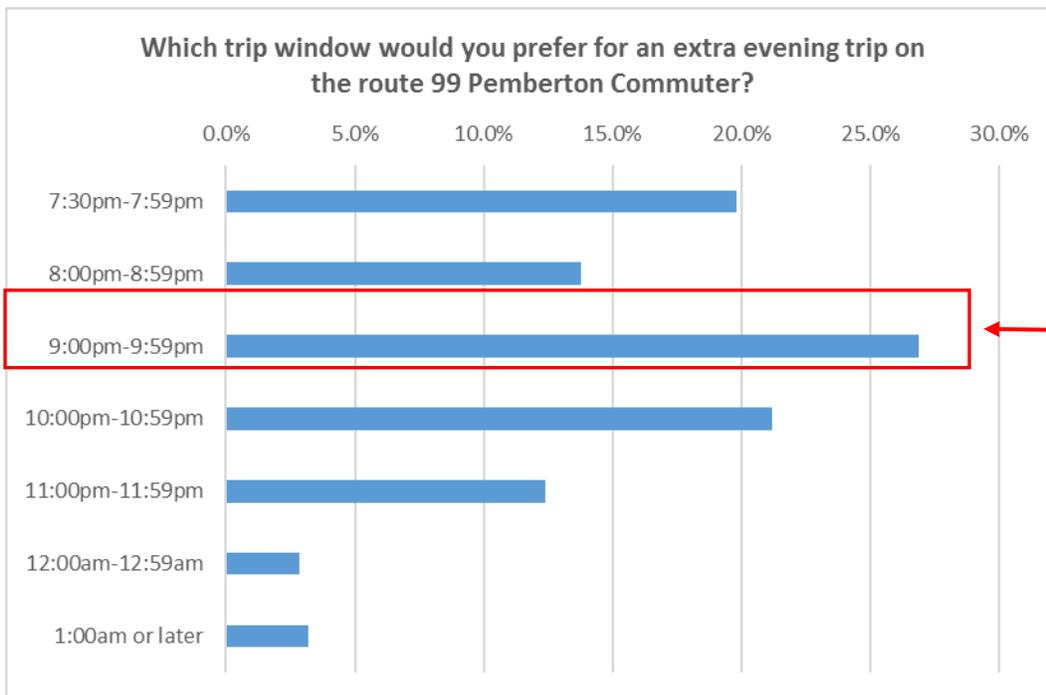
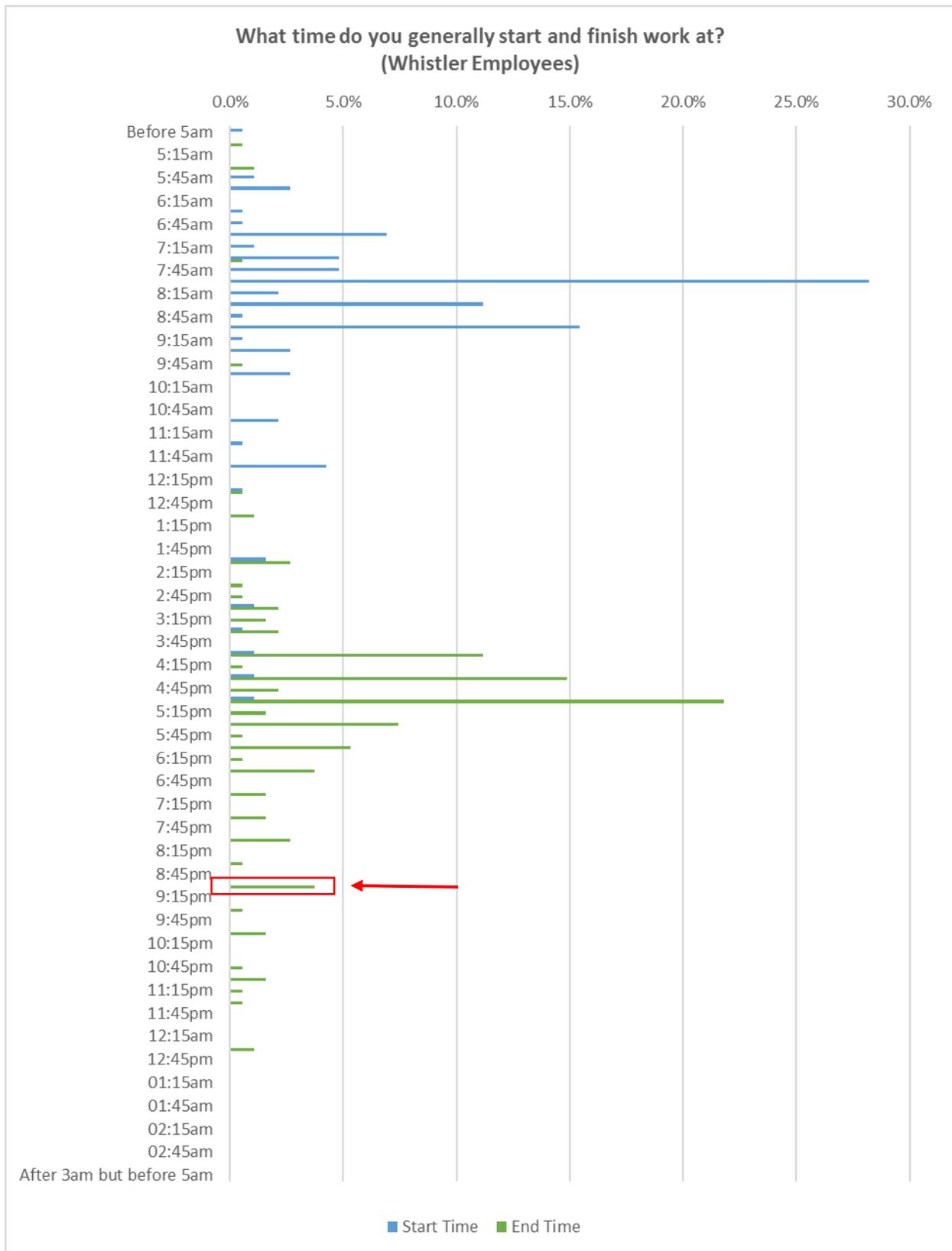
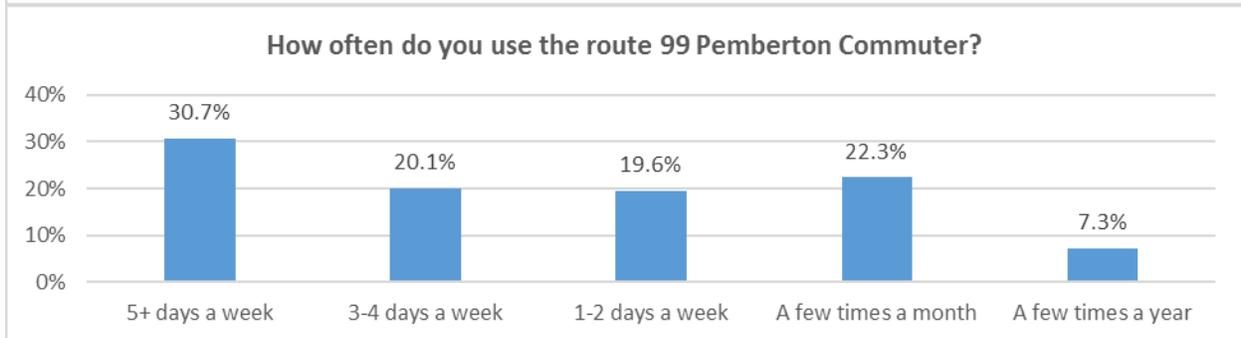
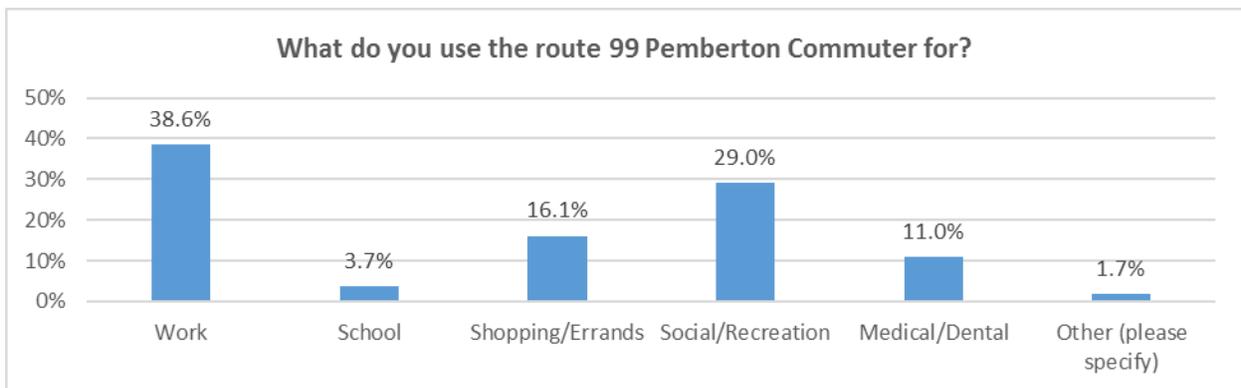
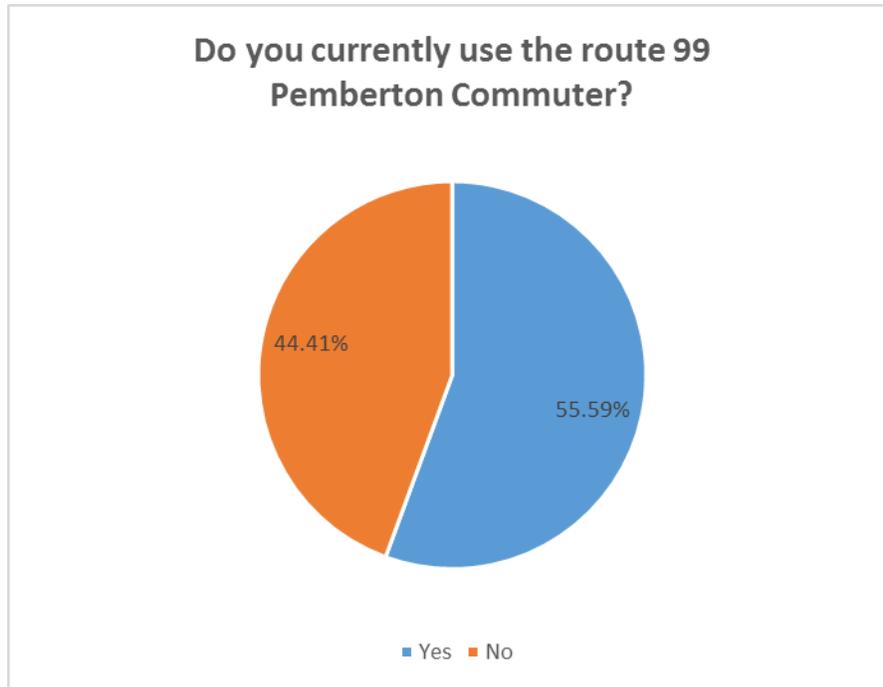


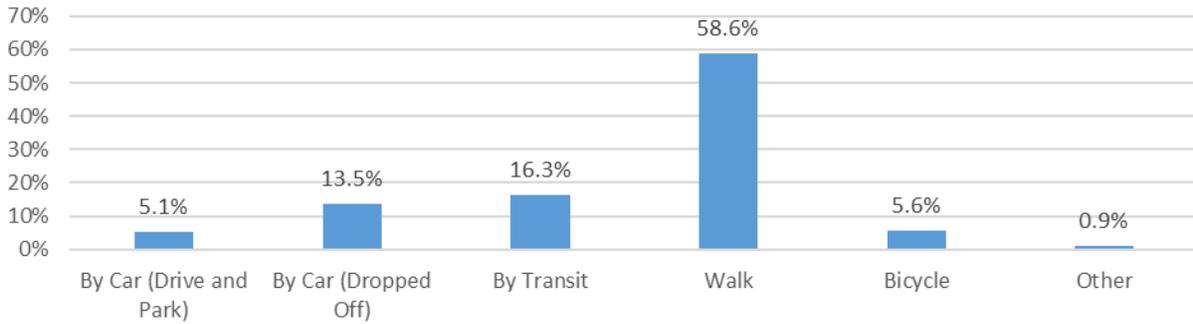
Figure 3 – Whistler Employee Work Start and End Times (Pemberton Residents)



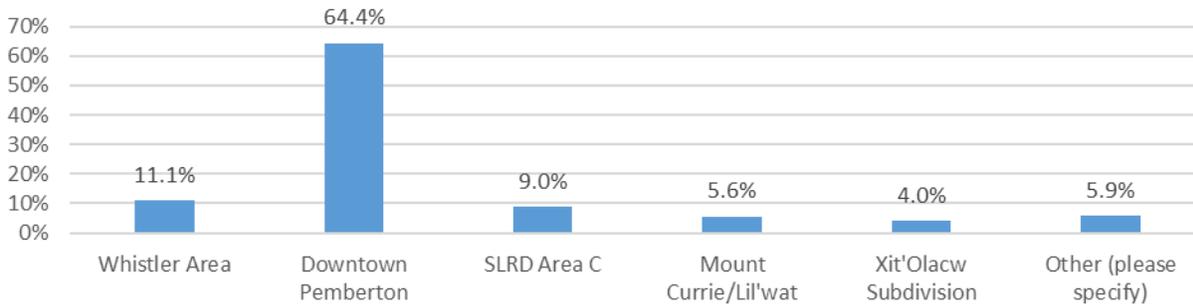
APPENDIX – ADDITIONAL SURVEY RESULTS



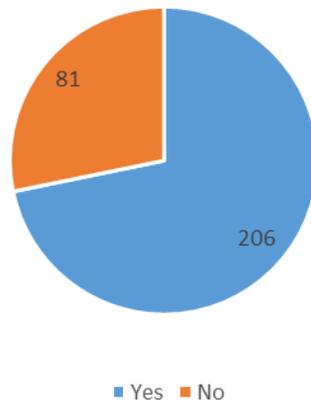
How do you usually access the route 99 Pemberton Commuter?



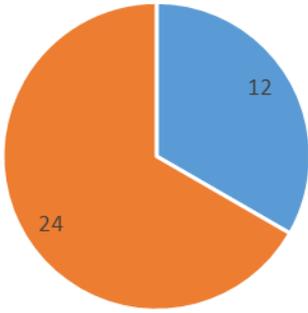
Where do you live?



Do you work in the Whistler area? (Pemberton Residents)



Do you work in the Pemberton area?
(Whistler Residents)



■ Yes ■ No