



# TRANSPORTATION MASTER PLAN UPDATE

WHAT WE HEARD REPORT  
**LAUNCH AND IDEAS**

**SUMMARY OF PHASE 1  
CONSULTATION**  
APRIL 2022



This What We Heard Report has been produced for the City of West Kelowna by James Laurence Group in collaboration with the City of West Kelowna and HDR. It reflects community input received during partner, stakeholder and public consultation on the Transportation Master Plan Update Phase 1: Launch and Ideas between February 14 and March 6, 2022.

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# TRANSPORTATION MASTER PLAN UPDATE PHASE 1 - LAUNCH AND IDEAS SUMMARY HIGHLIGHTS

## How we connected

-  **2** e-News updates sent to **3,506** people (one launch update and one open house announcement)
-  **2** public service announcements and **2** news releases
-  **47** email invitations to community partners and stakeholder groups
-  **156** email notifications to community organizations
-  **2** digital road signs
-  **4** print newspaper ads
-  **1** online news ad with a reach of **475,264** readers
-  **2** ads on social media with a total reach of **6,529** impressions
-  **1** video produced and shared about the TMP and OCP
-  **1** fact sheet
-  **1** postcard
-  **3** pop-up display locations
-  Website updates and materials provided at [OurWK.ca/tmp](http://OurWK.ca/tmp)

## Social media interactions

-  **17,498** total social media impressions
-  **4,636** people reached through ads about the consultation with **104** clicks, likes, shares, reactions and comments
-  **1,893** people reached through ads about the open house with **25** clicks, likes, shares, reactions and comments
-  **3,396** Facebook impressions with **311** clicks, likes, shares, reactions and comments
-  **3,470** Twitter impressions with **23** likes, retweets and engagement
-  **473** Instagram impressions with **443** people reached at least once
-  **3,630** impressions for the video about the TMP and OCP



# CONNECT WEST KELOWNA

## How people participated



**439** people visited [OurWK.ca/tmp](http://OurWK.ca/tmp)



**123** ideas portal comments received



**130** mapping tool contributions



**66** post-it note comments at the Westbank Library and Royal LePage Arena pop-up displays



**40** visitors to the pop-up display at the West Kelowna Warriors game



**54** people participated in **13** individual and **6** small group meetings with stakeholders



**26** groups and organizations participated in meetings



**90** people attended the open house

People told us they want the Transportation Master Plan update to set the direction for:



**Safe bike routes**



**More sidewalks**



**Improved transit**



**A connected community**



**Roads that work for all users**



**Improved emergency and evacuation routes**



**Safe and welcoming streets**

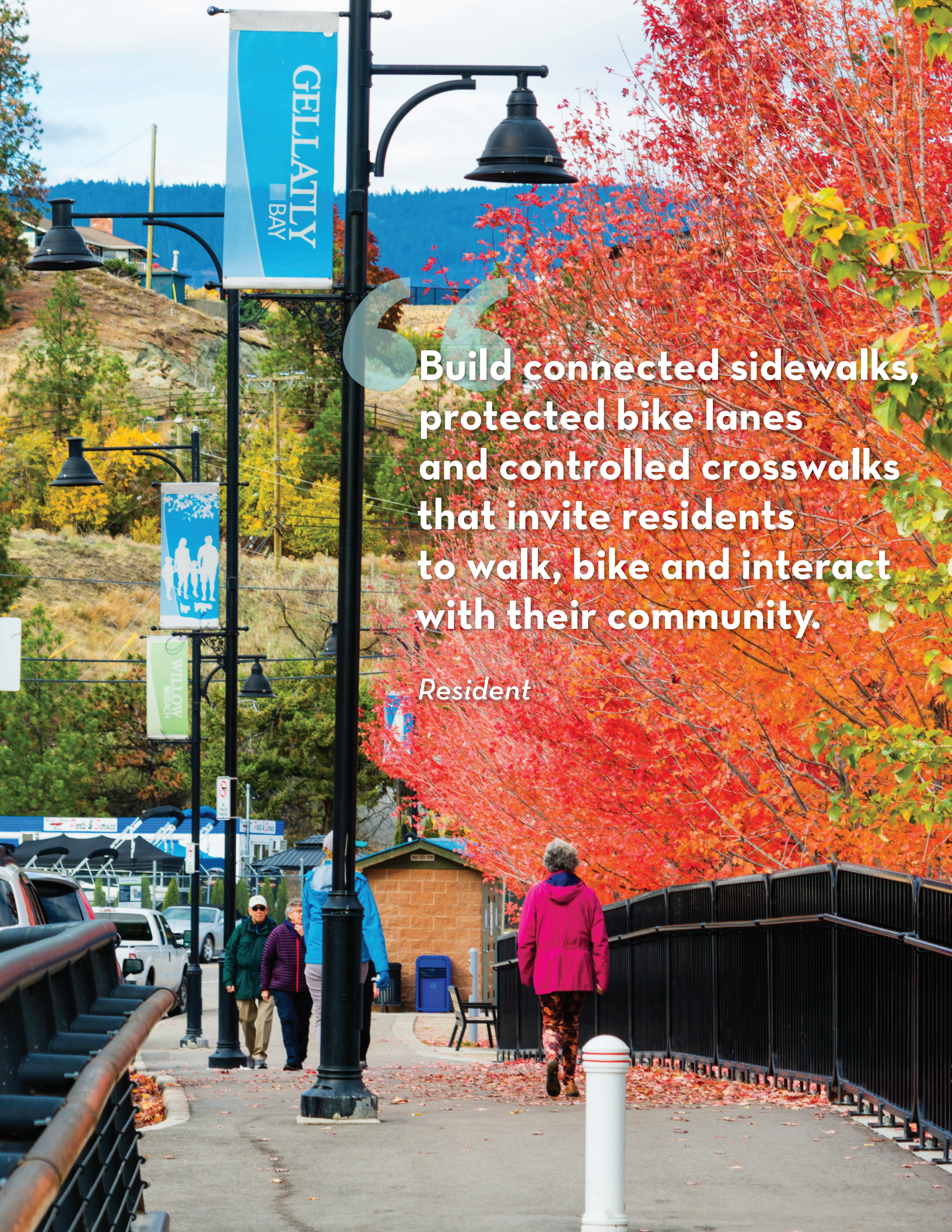


**Equitable access for all**

## Virtual and in-person meetings were held with:

- ▶ Active Transportation
- ▶ Agriculture
- ▶ Business
- ▶ Community Partners
- ▶ Education
- ▶ Emergency Services
- ▶ Local Government/ Public Sector
- ▶ Neighbourhoods
- ▶ People with Diverse Abilities
- ▶ Seniors
- ▶ Youth





GELLATLY  
BAY



WILLOW  
MOTION

No Left Turn

“Build connected sidewalks, protected bike lanes and controlled crosswalks that invite residents to walk, bike and interact with their community.”

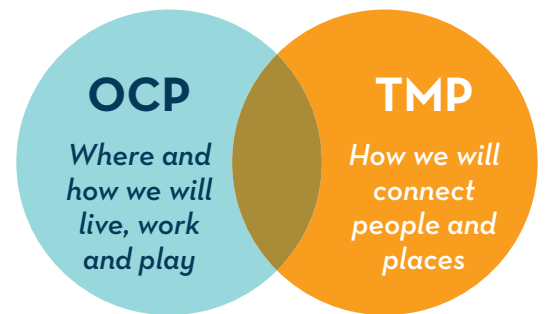
*Resident*

# 1. THE TRANSPORTATION MASTER PLAN

The City of West Kelowna’s Transportation Master Plan (TMP) Update will set the direction for how the community will walk, cycle, drive and take transit through the city over the next 20 years. The TMP is a long-range plan that will connect people to the places that matter to them and help move goods and services through the community.

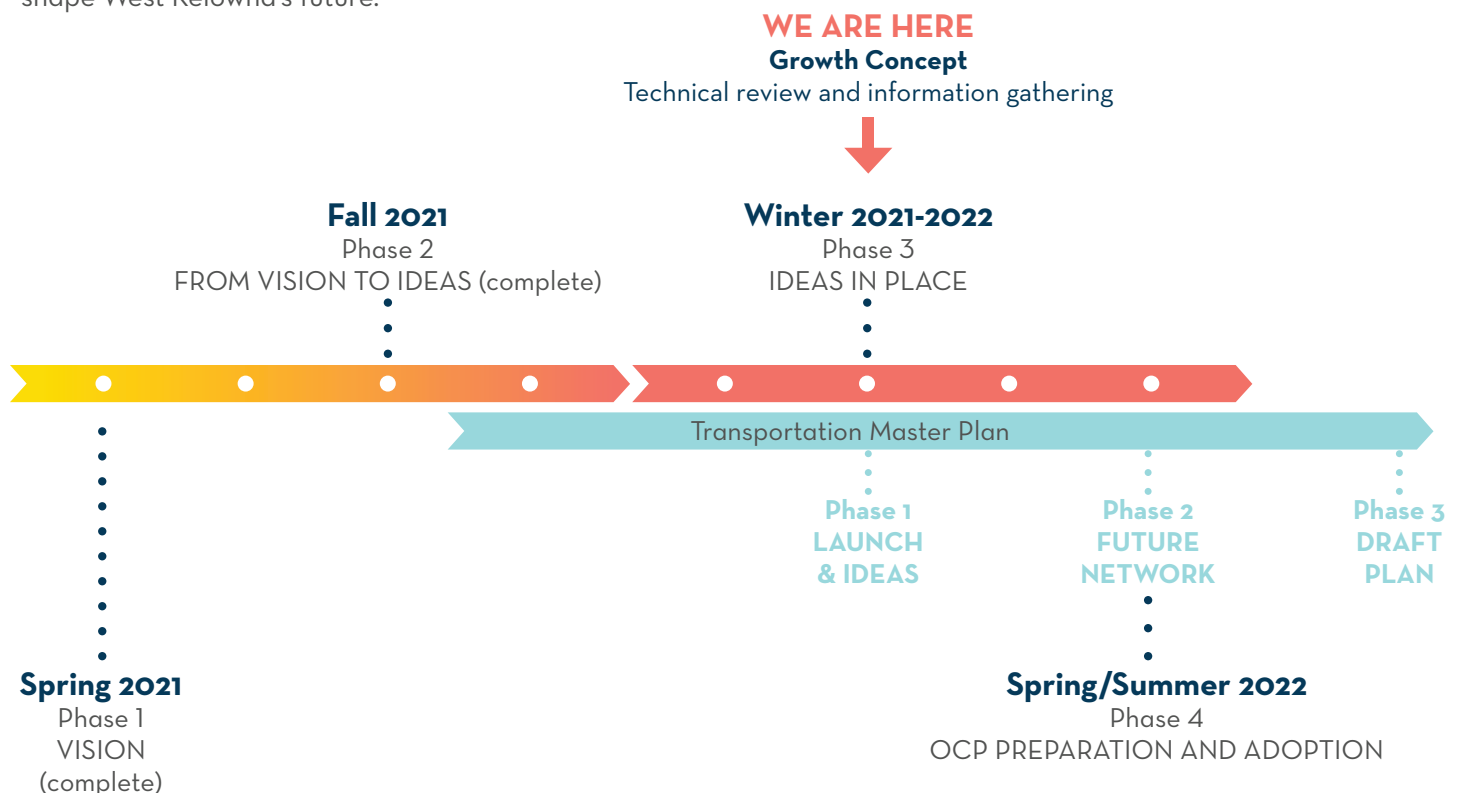
This phase of the TMP focused on understanding current transportation challenges and identifying opportunities for improvements. Later phases will recommend a future transportation network based on how and where the City plans future growth.

The TMP is being developed in conjunction with the City’s Official Community Plan (OCP) Update. Together the OCP and the TMP will help create the community’s vision of a vibrant, walkable and connected West Kelowna.



## CONSULTATION TIMELINE

Consultation with partners, stakeholders and the public will take place at every phase of the project. Each phase will build on information gathered through OCP planning and consultation process, TMP technical work, and TMP consultation. The following timeline demonstrates how the OCP and TMP are working together to help shape West Kelowna’s future.



**Public and stakeholder consultation will take place at every phase of the project.**

# 2. PHASE 1: LAUNCH AND IDEAS

## 2.1 OVERVIEW

This What We Heard Report describes the consultation activities and community input that was received between February 14 and March 6, 2022 during Phase 1: Launch and Ideas of the TMP development process. Phase 1 of the consultation on the Transportation Master Plan focused on letting people know that planning is underway and asking partners, stakeholders and the public to share their interests and ideas related to their current and future transportation needs.

To ensure engagement with diverse audiences at the early stage of planning, we offered a variety of online and in-person engagement opportunities including:

- ▶ Individual meetings with partners and stakeholders
- ▶ Small group meetings with interested organizations
- ▶ Comments and idea sharing through the Ideas Portal and Mapping Tool on **OurWK.ca/tmp**
- ▶ Pop-up displays in key locations for the community to share ideas on post-it notes
- ▶ An open house for people to connect directly with OCP and TMP teams

### Who We Heard From

We heard from community partners, stakeholders and the public from neighbourhoods all across West Kelowna with diverse voices representing a variety of interests and perspectives including agriculture, active transportation, youth and seniors, people with diverse abilities, emergency services and safe evacuation routes.

### What We Heard

The people we heard from told us they want the Transportation Master Plan to set the direction for:

- ▶ Safe bike routes
- ▶ More sidewalks
- ▶ Improved transit
- ▶ A connected community
- ▶ Roads that work for all users
- ▶ Improved emergency and evacuation routes
- ▶ Safe and welcoming streets
- ▶ Equitable access for all

# PHASE 1: LAUNCH AND IDEAS continued

## 2.2 PARTNER AND STAKEHOLDER CONSULTATION EVENTS

### Individual Meetings and Small Group Meetings

During Phase 1: Launch and Ideas, the City invited more than 26 organizations representing a wide variety of interests including agriculture, business, youth, seniors, people with diverse abilities, emergency services, development, health, education, active transportation, and neighborhoods, to participate in individual and small group meetings.

Most meetings were held virtually. At their request and consistent with the reduction in public health restrictions, the small group meetings with seniors and youth were held in person. City staff and the transportation planning lead for the TMP participated in all meetings. Meetings were independently facilitated and comments were noted.

Recognizing the need to work closely with its partners, the City also held TMP-specific meetings with Westbank First Nation and Ministry of Transportation and Infrastructure.

In the meetings, representatives from the City provided an update on the TMP process and desired growth patterns identified through the OCP process and asked:

- ▶ **What would make it easier for you to move around West Kelowna now and in the future?**
- ▶ **How can we create more connected communities, more welcoming and walkable streets, more efficient road networks and more transportation options for people?**

Between February 28 and March 18, 2022, the City held virtual and in-person meetings with:

#### ACTIVE TRANSPORTATION

- ▶ The Trail of the Okanagans Society
- ▶ BC Cycling Coalition
- ▶ Gellatly Bay Trails and Parks Society
- ▶ Kelowna Area Cycling Coalition

#### AGRICULTURE

- ▶ Bylands Nurseries Ltd
- ▶ Off the Grid Organic Winery

#### BUSINESS

- ▶ Greater Westside Board of Trade

#### DEVELOPMENT

- ▶ Victor Projects

#### COMMUNITY PARTNERS

- ▶ Ministry of Transportation and Infrastructure
- ▶ Westbank First Nation

#### EDUCATION

- ▶ School District #23

#### EMERGENCY SERVICES

- ▶ RCMP
- ▶ BC Emergency Health Services
- ▶ West Kelowna Fire Rescue
- ▶ BC Wildfire Service

#### LOCAL GOVERNMENT/PUBLIC SECTOR

- ▶ Regional District of Central Okanagan
- ▶ City of Kelowna
- ▶ Interior Health
- ▶ BC Transit

#### NEIGHBOURHOODS

- ▶ Lakeview Heights Community Association
- ▶ Shannon Lake Neighbourhood Association
- ▶ Gellatly Bay Goats Peak Community Association
- ▶ Casa Loma Community Association

#### PEOPLE WITH DIVERSE ABILITIES

- ▶ Pathways Abilities Society

#### SENIORS

- ▶ Westside Senior Citizens Activity Centre

#### YOUTH

- ▶ Westside Youth Centre

# PHASE 1: LAUNCH AND IDEAS continued

## 2.3 PUBLIC CONSULTATION EVENTS

To make it easy for the public to get involved, the City held a variety of online and in-person public consultation events including Share Your Ideas, Map Your Favourite Places, pop-up displays and an open house.

### Online: Share Your Ideas and Map Your Favourite Places

#### Share Your Ideas

Residents were invited to share their ideas and post their thoughts on an online ideas portal.

To guide the discussion, people were provided with information about the transportation planning process and asked questions including:

What do you like to do and where do you like to go in West Kelowna?

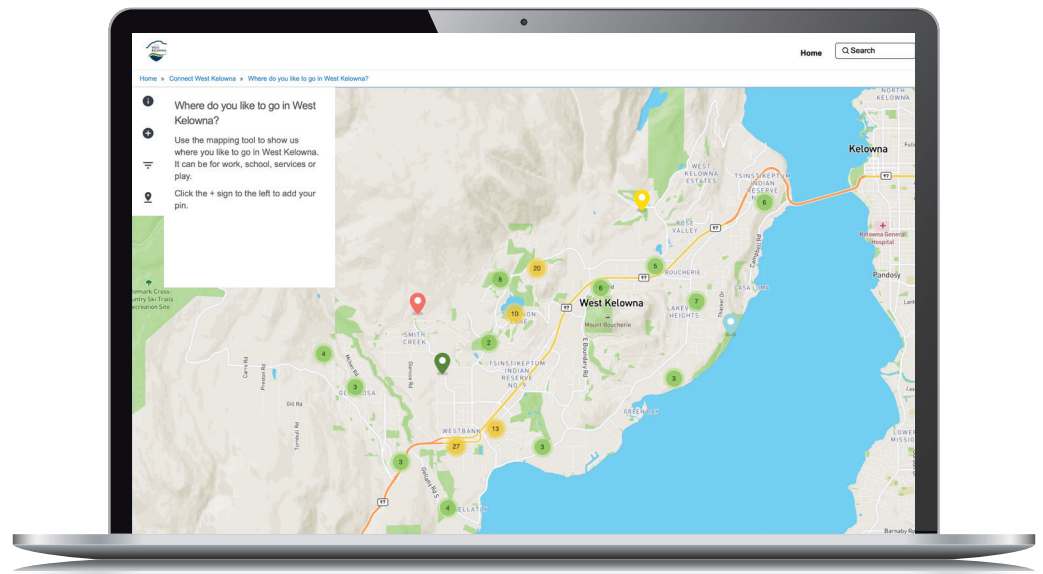
What would make it easier for you to get where you want to go?

What makes a street feel welcoming?

What specific transportation improvements would help connect your neighbourhood to the people and places you want to visit?

#### Map Your Favourite Places

Using an interactive map, people placed a pin to locate their neighbourhoods and show where they like to go in West Kelowna, including areas where they like to go by bike, transit or walking.



# PHASE 1: LAUNCH AND IDEAS continued

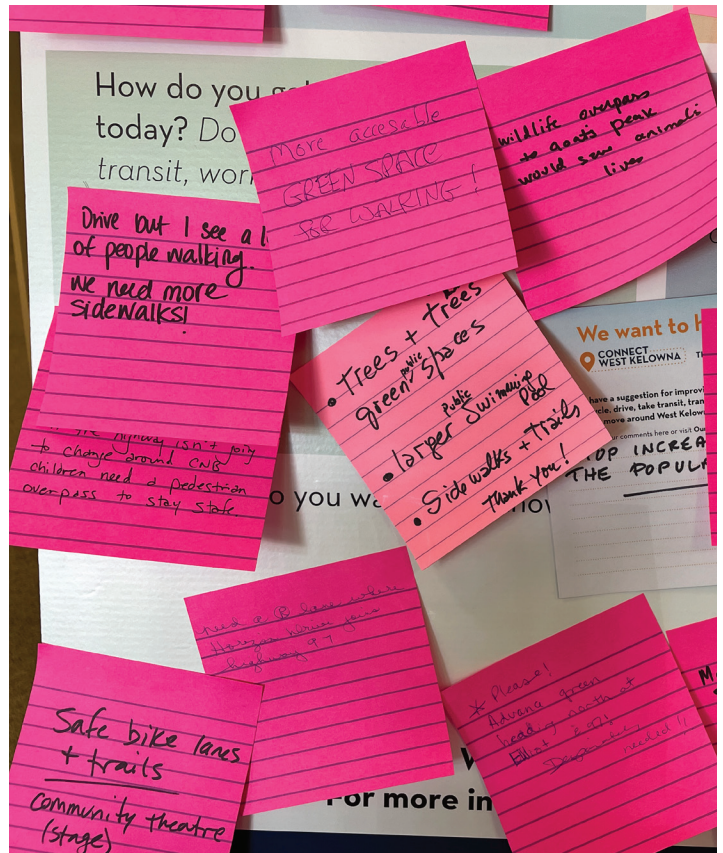
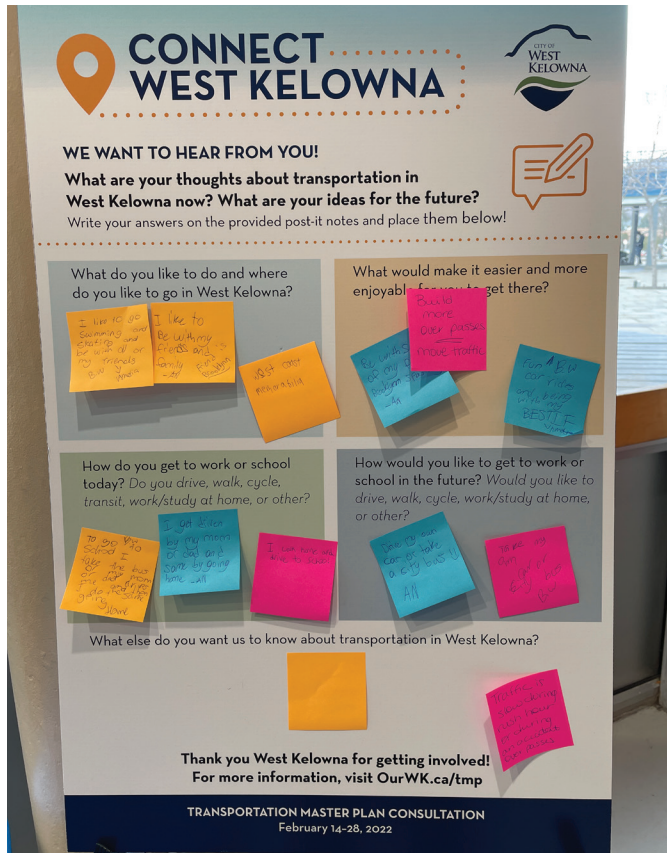
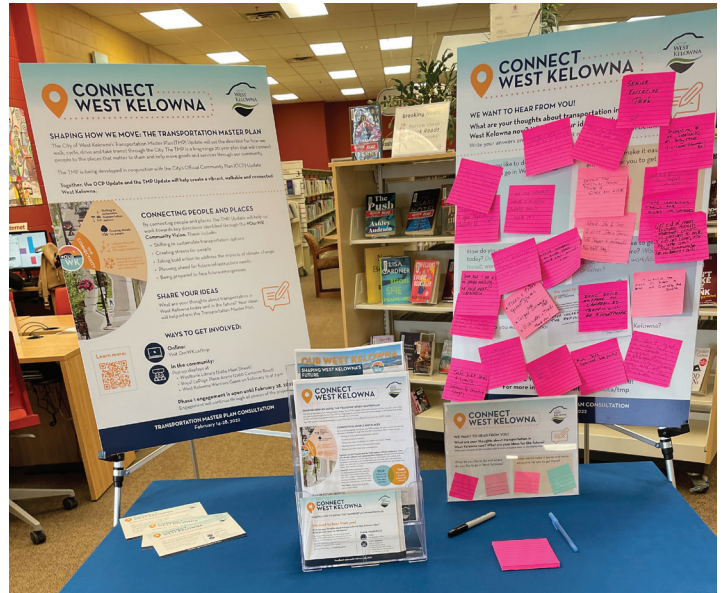
## In-Person: Pop-up Displays and Open House

### Pop-up Displays

The City placed three pop-up displays in key locations, asking the public for their thoughts about transportation in West Kelowna now and their ideas for the future. The display included a fact sheet describing the Transportation Master Plan and display boards. People were invited to use post-it notes to share their thoughts and ideas.

Pop-up displays were set up at:

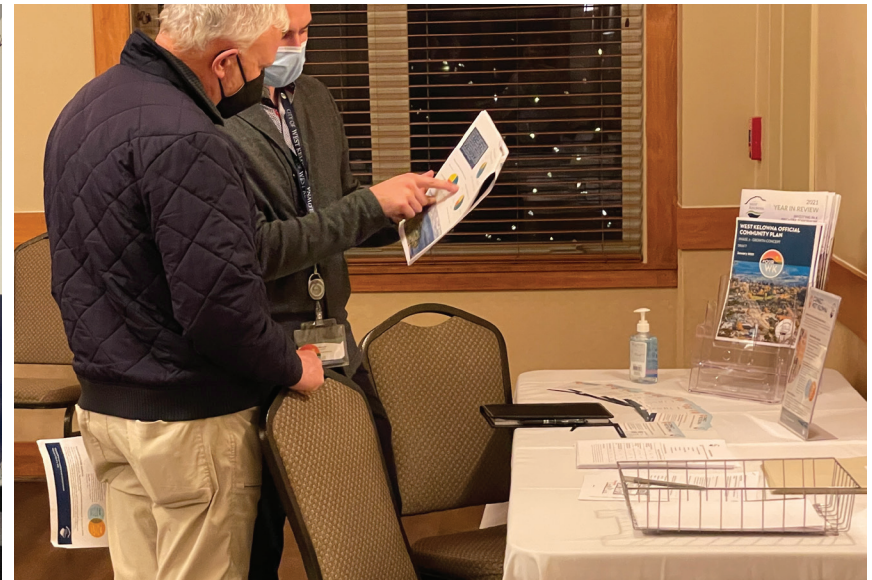
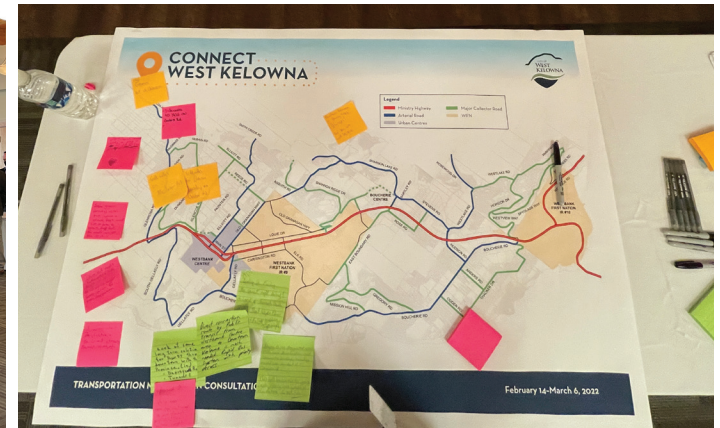
- ▶ Westbank Library
- ▶ Royal LePage Place Arena
- ▶ West Kelowna Warriors Game (on February 19)



# PHASE 1: LAUNCH AND IDEAS continued

## Open House

On March 3, the City held an open house to share information and receive feedback on the TMP, the OCP and Development Cost Charges (DCCs). The open house was held at the Cove Lakeside Resort from 4:00 p.m. to 8:00 p.m. and featured display boards and mapping activities. City staff and elected officials shared the OCP's proposed Growth Concept and were on hand to answer questions and receive input. (See Appendix B for the OCP Growth Concept map.)



# 3. PARTICIPATION

## 3.1 PARTNER AND STAKEHOLDER PARTICIPATION

Groups and organizations from across West Kelowna provided their input to early planning through 13 individual meetings and six small group meetings.

## 3.2 PUBLIC PARTICIPATION

During consultation with the public, the City received:

- ▶ 439 visits to the **OurWK.ca/tmp** engagement platform
- ▶ 123 contributions to the ideas portal
- ▶ 130 contributions to the mapping tool
- ▶ 66 post-it note comments at the Westbank Library and Royal LePage Arena pop-up displays
- ▶ 40 visitors to the display at the West Kelowna Warriors game
- ▶ 90 participants to the open house at the Cove Lakeside Resort



**439** people visited **OurWK.ca/tmp**



**123** ideas portal comments received



**130** mapping tool contributions



**54** people participated in **13** individual and **6** small group meetings with stakeholders



**26** groups and organizations participated in meetings



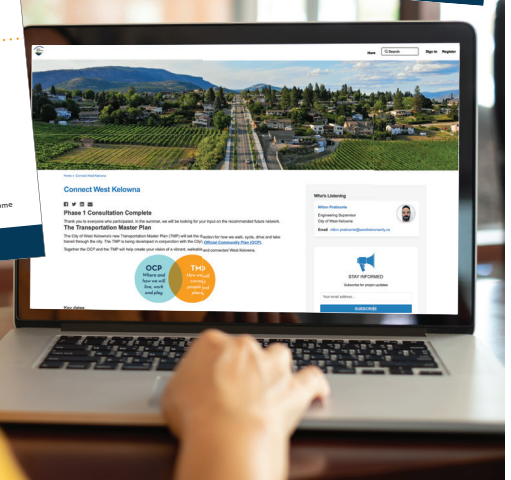
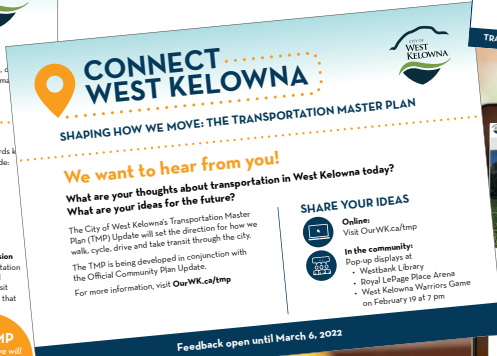
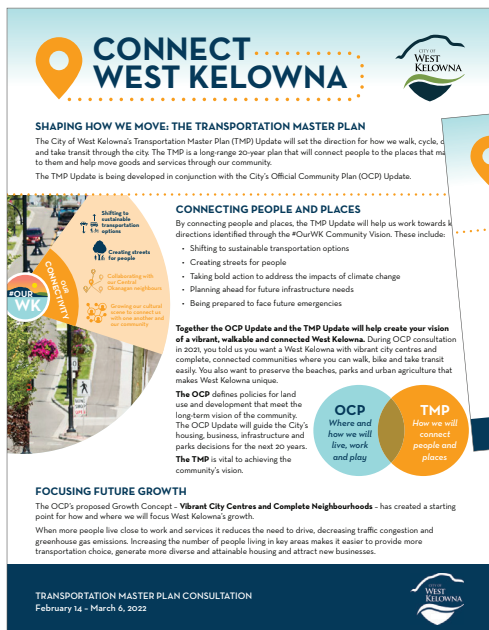
**90** people attended the open house

# 4. HOW WE CONNECTED/OUTREACH

To ensure diverse voices and perspectives were shared from all West Kelowna neighbourhoods and interest groups, a variety of channels and methods were used to publicly launch the Transportation Master Plan and invite people to share their thoughts and ideas.


In advance of and during the Phase 1 consultation period, the City:


- ▶ Sent email invitations to 47 community partners and stakeholder groups
- ▶ Notified 156 community organizations by email
- ▶ Sent e-News launch updates to 3,506 people
- ▶ Sent e-News open house information to 3,506 people
- ▶ Distributed two public service announcements
- ▶ Sent out two news releases
- ▶ Produced and shared a video about the TMP and OCP
- ▶ Placed four print newspaper ads
- ▶ Placed one digital ad in an online news outlet
- ▶ Deployed two digital road signs to share information
- ▶ Posted to social media including Facebook, Twitter and Instagram
- ▶ Advertised on social media to extend our reach
- ▶ Provided fact sheets and postcards at the pop-up displays, Westside Seniors Activity Centre and Westside Youth Centre
- ▶ Posted all materials and up-to-date information on [OurWK.ca/tmp](http://OurWK.ca/tmp)





## 4.1 SOCIAL MEDIA

### Earned Social Media Reach


 **Facebook**  
3,396 impressions  
311 clicks, comments and shares


 **Twitter**  
3,470 impressions  
23 clicks

 **Instagram**  
473 impressions  
443 people saw the posts at least once


 **Video about the TMP and OCP**  
3,630 impressions on Facebook, Twitter and Instagram


### Digital Advertising


 **Facebook - consultation**  
4,636 people reached


 **Facebook - open house**  
1,893 people reached

### How we connected


 **2** e-News updates sent to **3,506** people (one launch update and one open house announcement)

 **2** public service announcements and **2** news releases

 **47** email invitations to community partners and stakeholder groups


 **156** email notifications to community organizations

 **2** digital road signs

 **4** print newspaper ads

 **1** online news ad with a reach of **475,264** readers


 **2** ads on social media with a total reach of **6,529** impressions

 **1** video produced and shared about the TMP and OCP

 **1** fact sheet

 **1** postcard

 **3** pop-up display locations

 Website updates and materials provided at [OurWK.ca/tmp](http://OurWK.ca/tmp)



“Do what it takes to make cycling safe for everyone – from eight-year-olds to eighty-year-olds.”

*Small group meeting participant*

# 5. HIGHLIGHTS OF WHAT WE HEARD

Through discussions with partners and stakeholders, and in-person and online comments from residents, you told us you want the Transportation Master Plan to align with the OCP and set the direction for:



## Safe bike routes

A safe and connected bike infrastructure will help encourage an active lifestyle, decrease road congestion, support the local economy and reduce emissions from vehicles.



## More sidewalks

Safe and connected sidewalks will encourage people to walk to more places, create a healthier and more active population and reduce short vehicle trips.



## Improved transit

Transit that is easier for people of all ages and abilities to use, more frequent and accesses more places efficiently will increase ridership and help reduce travel by car.



## A connected community

Improving active transportation connections within neighbourhoods, between neighbourhoods and urban centres, across the highway and to parks will help build a connected community and support a shift to more active modes of travel.



## Roads that work for all road users

Traffic congestion is a challenge for residents, businesses and agricultural users. Making space for all types of vehicles and ensuring traffic flows smoothly is a priority.



## Improved emergency and evacuation routes

Moving emergency vehicles and people in and out of neighbourhoods during an emergency or evacuation is a critical safety issue for residents and emergency responders.



## Safe and welcoming streets

Better lighting and crosswalks will help draw people of all ages and abilities to sidewalks, local businesses and outdoor areas.



## Equitable access for all

Transportation is a key driver of equity and inclusion. Make sure people in lower income neighbourhoods, youth, people with diverse abilities, seniors and others can easily access jobs, friends, groceries, services, recreation and places that matter to them.

“Active transportation is one of the greatest tools to increase equity within a community.”

*Interior Health*



# 6. WHAT WE HEARD

## 6.1 PARTNERS AND STAKEHOLDERS

Through 13 individual meetings and six small group meetings, online engagement, pop-up displays and an in-person open house, we heard:



### Safe Bike Routes

#### **Make safe cycling routes for all cyclists.**

Safety for all users of the road, including cyclists, pedestrians and cars is the most important priority. This can be addressed through separating cycle paths from traffic and separating pedestrians from cyclists.

Children and youth used to ride their bikes to school. Work to make that a safe option again in West Kelowna. Ensure designated future bike paths are protected from obstructions like gates and signage. Make the BC Active Transportation Guide the standard for West Kelowna.

#### **Connect cycling routes to the places people want to go.**

Lack of connected bike routes is a major challenge for cyclists in West Kelowna. There are significant gaps that make it dangerous or impossible for people to cycle.

Connectivity is a consideration at many levels – from making sure the safe bike route doesn't end abruptly, continuing it through features such as roundabouts and intersections and connecting it to destinations within West Kelowna and outside West Kelowna, such as Kelowna and Peachland.

Specific areas of focus include: Thacker Road, Boucherie Road, the Montigny Road area at the bottom of Boucherie Road up to the wineries and down into Green Bay and the Shannon Lake area. It was also noted that increased hotel and residential development has resulted in more bike and e-bike travel along Elliott and Glencoe, where there is no bike and no shoulder for cyclists to ride on.

## WHAT WE HEARD continued



### More Sidewalks

#### **Build and maintain safe, connected sidewalks**

West Kelowna needs more sidewalks that take people to the places they want to visit like shopping, recreation, jobs and parks. For example, without sidewalks, it difficult for youth and families to walk to services like the Johnson Bentley Memorial Aquatic Centre, for seniors to access the Westside Senior Citizens Activity Centre and for people to walk to their jobs, even when they are close to their home.

Connecting sidewalks and trail networks to schools would make it easier for families to walk to school together with strollers and bikes and ensuring there are safe sidewalks to transit services will help people safely access transit. Separating sidewalks from traffic will increase pedestrian comfort and safety. Maintaining older sidewalks makes it easier for all people, including those with walkers and wheelchairs, to move along them safely. Clearing the snow off sidewalks in the winter makes it safer and easier for everyone to walk in cold weather, including people with reduced mobility.



### Improved Transit

#### **Look for ways to have more transit, more often in more areas.**

Transit provides a vital connection to activities and services for many West Kelowna residents. It is one of the most important modes of independent travel for youth and provides rapid bus service to the University of British Columbia - Okanagan Campus and service to Okanagan College. The new Westside Secondary School planned for West Kelowna is a good opportunity to serve a 1,200-student school with public transit.

Many people choose not to take transit because buses don't run to their neighbourhood frequently enough, or multiple connections make it less convenient and efficient than driving.

The perception of safety on transit, especially at night, was expressed as a concern by young people, who suggested they would like to see more security on night buses.

Seniors who have driven all their lives and expect to be transitioning away from driving due to their age or health don't have the information they need about buses or bus routes and don't feel confident bus shelters and access will safely meet their needs. It was suggested that education about the transit system might help support their transition from single vehicles to transit.

HandyDART is a valued service that transports people with diverse abilities including people with mobility or developmental issues and seniors to essential services like medical appointments, but it isn't available to take people to restaurants, to visit friends or family, or to go to a movie or a park. It requires advance booking and a short trip to the doctor can take several hours. Alternatives to HandyDART, such as a volunteer network of drivers, should be explored.

## WHAT WE HEARD continued



### A Connected Community

#### **Connect people within and between neighbourhoods and to urban centres**

Connect sidewalks, trails, streets and transit to make it easier and more enjoyable for people to move around West Kelowna. This will help achieve the community's vision of a vibrant, walkable and connected West Kelowna and support the key growth areas outlined in the OCP Growth Concept.

Highway 97, parks and agricultural areas and busy roads form a barrier that makes it difficult for people to travel between neighbourhoods. As a result, people often drive short distances rather than try to walk.

Make sure people have different options for how they can move within and between neighbourhoods and to urban centres. This includes walking trails, stairs, sidewalks and safe crosswalks that connect people to town centres, wineries, pubs, medical services and other places people want to visit.

Transit, bike routes, and good road connections will help connect neighbourhoods to each other and to town centres.

The more connections you can provide the more porous and connected the community will be. Identify the low-hanging fruit – the places you can connect easily and connect those first.



### Roads that Work for All Road Users

#### **Roads need to work for all road users including, cars, trucks, farm vehicles, emergency vehicles, transit buses, bicycles, wheelchairs and pedestrians.**

Consider all these users when planning new roads for residential and commercial developments. For example, plan new developments to support transit, with space for transit shelters and easy and safe pedestrian access to transit stops.

Planners were asked to remember that additional infrastructure adds to development costs and may not be the right choice for every neighbourhood.

Speeding is an issue in many residential communities, creating increased risk for cyclists and pedestrians.

It is important to find solutions for the conflict between agriculture and community traffic. Byland Road and Bartley Road and Juliann Road and Stevens Road, as well as Gellatly Road are problem areas where the volume of farm vehicles, trucks, semi-trailers and commuting and residential vehicles has all increased dramatically.

“Evacuation is the number one priority for fire and flood plain areas.”

*Resident*



## WHAT WE HEARD continued



### Improved Emergency and Evacuation Routes

#### **Consider emergency response and evacuation in the Transportation Master Plan.**

Ensure there are safe and accessible routes in and out of all neighbourhoods for emergency personnel and residents in case of an emergency or evacuation.

Emergency response in the event of a house fire or health emergency and the safe and efficient evacuation of residents in the event of a wildfire or flood are important considerations for transportation planning.

Many existing neighbourhoods do not have adequate access and egress due to narrow roads and inadequate turnaround areas for large vehicles. Gates separating residential areas can also pose a barrier to emergency response.

All new development work underway should plan for emergency access and egress roads. It is important to be aware that an increase in people and more compact neighbourhoods increases the number of people, vehicles, boats and trailers that people will be trying to move out in the event of a wildfire or flood.



### Safe and Welcoming Streets

#### **Make streets safe for people during the day and at night.**

Many people choose to drive when they would prefer to walk because the streets aren't safe and welcoming. Lighting, edging on sidewalks, crosswalks, better ways to cross the street and improved signage and wayfinding will help remove barriers and make it easier for people to walk to access businesses, shops, services, recreation and neighbours.

Young people talked about feeling unsafe walking by themselves. Seniors and people with mobility challenges talked about the additional burden caused by proximity to traffic, potholes, high-traffic intersections, discontinued sections of sidewalks and snow.



### Equitable Access for All

#### **Active transportation is an important tool to increase equity within a community.**

When you bring a safe transportation pathway to a person who is socially isolated, has low income or has mobility issue you provide that person with access to foods and social interaction. Consider that people with disabilities and lower incomes often live further away from the urban centres. Identify and plan transportation for lower income areas.



**A connected community  
is a more engaged  
community, has economic  
benefits and is more  
inviting to visitors.**

*Shannon Lake resident*

# WHAT WE HEARD continued

## Future Trends

West Kelowna is a young and vibrant community. Unprecedented growth on the Greater Westside and changing climate conditions will affect West Kelowna over the next 20 years. Partners and stakeholders identified the following future trends for consideration in the Transportation Master Plan:

- ▶ A regional focus, particularly as people continue to live, work and play in multiple communities
- ▶ Manufacturing and other 'clusters' of like businesses
- ▶ Employers sourcing goods and services closer to home
- ▶ The new Westside Secondary School and other new schools in fast-growing neighbourhoods
- ▶ More wineries, hotels and homes increasing foot and cycling traffic in key areas
- ▶ More people continuing to work at home
- ▶ Major new developments nearby, such as the New Monaco development planned for Peachland will bring additional traffic to West Kelowna
- ▶ Technology and a distributed work force making it possible for more people to choose to live and work in West Kelowna
- ▶ On-demand transit service potentially bringing transit to hard-to-serve areas

Partners and stakeholders recommended the TMP consider future plans, including:

- ▶ Central Okanagan Public Schools Long Term Facilities Plan
- ▶ The Central Okanagan Integrated Transportation Strategy - Ministry of Transportation and Infrastructure (MoTI)
- ▶ The Regional Transportation Plan - Sustainable Transportation Partnership of the Central Okanagan (STPCO)
- ▶ Westbank First Nation future development

## 6.2 PUBLIC

### Ideas Portal

People contributed 123 comments to the Share Your Ideas site on [OurWK.ca/tmp](https://www.ourwk.ca/tmp). Here are some examples:



#### Safe Bike Routes

We would like to see safe, connected bike routes that make it easier to bike to school, work, shopping, recreation and other destinations.

- ▶ Safe biking routes are needed:
  - On Thacker, Shannon Lake Road and Boucherie Road
  - Along Highway 97 to Kelowna
  - Along Gellatly Road
  - On Glencoe and Elliott
  - From the Bennett Bridge to the Gellatly Bay waterfront
  - From Green Bay to Kalamoior and Campbell Road
  - From the Bennet Bridge to Peachland
- ▶ Boucherie Road needs a safe multi-use path
- ▶ Highway 97 is the only cycle route between Glenrosa and Kelowna
- ▶ Add a shoulder or multi-use bike path on Glencoe Road



#### More Sidewalks

Investing in sidewalks positively impacts residents, the local economy and the environment.

- ▶ Safe sidewalks and crossings are needed:
  - On Boucherie Road, especially south of Volcanic Hills
  - Along Gellatly Road
  - Along Lower Glenrosa Road to Paynter Road
  - Along Shannon Lake Road
  - Near Glen Canyon Regional Park



#### Improved Transit

Bus routes and frequency need to be improved

- ▶ Consider a shuttle service along the Boucherie wine trail
- ▶ The walk to the Boucherie Mountain Bus Exchange is on a busy road with no sidewalks
- ▶ Add a bus route from the intersection of Boucherie Road and Gellatly Road to Glenrosa to reflect increased demand
- ▶ Increase the frequency of #28 along Shannon Lake Road
- ▶ Getting over the bridge to Kelowna takes too long by bus
- ▶ We need good transit connections to the airport
- ▶ Ensure future developments can accommodate buses

Investment in active transportation will encourage residents to walk and bike, providing positive impacts on climate change, physical and mental health and community economics.

*Resident*

# WHAT WE HEARD continued



## A Connected Community

Continue connecting neighbourhoods with biking and walking trails.

- ▶ Connect the entire city by providing recreation routes through the Agricultural Land Reserve properties
- ▶ Create a continuous multi-use pathway that would encourage tourism and commuting while improving access to businesses, shops, waterfront and cultural centres



## Roads that Work for All Road Users

Consider the needs of all road users.

- ▶ Add overpasses at traffic lights to improve the flow of traffic along Highway 97
- ▶ Provide access to local businesses and communities without travelling on Highway 97
- ▶ Reroute heavy trucks off Main Street
- ▶ Improve active transportation options to reduce demand on roads
- ▶ Rethink the couplet with consideration for residents and local businesses
- ▶ Turn Main Street into a pedestrian only area to encourage growth of the city centre



## Improved Emergency and Evacuation Routes

Evacuation is the number one priority for fire and flood plain areas.

- ▶ Increase evacuation capacity and infrastructure before allowing additional development
- ▶ Roads need to have at least two entrances and exits
- ▶ New developments must not flow into existing narrow roads
- ▶ It is time for a reliable exit from Glenrosa, such as a bridge across Powers Creek; Jackpine Forest Service Road is a seasonal rough road and isn't adequate for evacuation



## Safe and Welcoming Streets

Create safe and welcoming streets by:

- ▶ Separating pedestrians and cyclists from traffic
- ▶ Ensuring good visibility for all road users
- ▶ Making sure there are no hazards, such as potholes or broken sidewalks



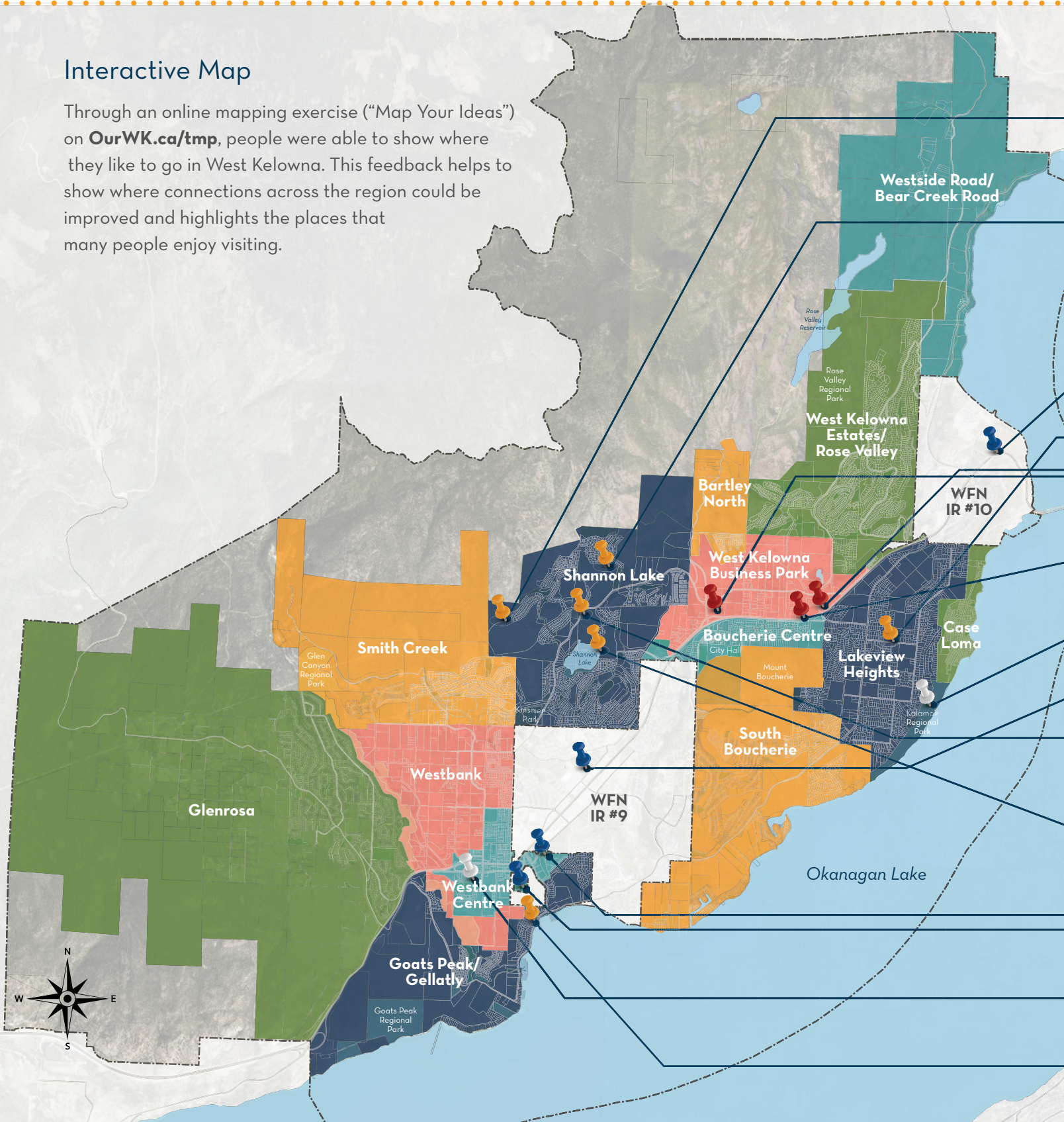
We love to walk and bike along the wine trail. We're hoping Boucherie gets safe pedestrian routes.

*Resident*

# WHAT WE HEARD continued

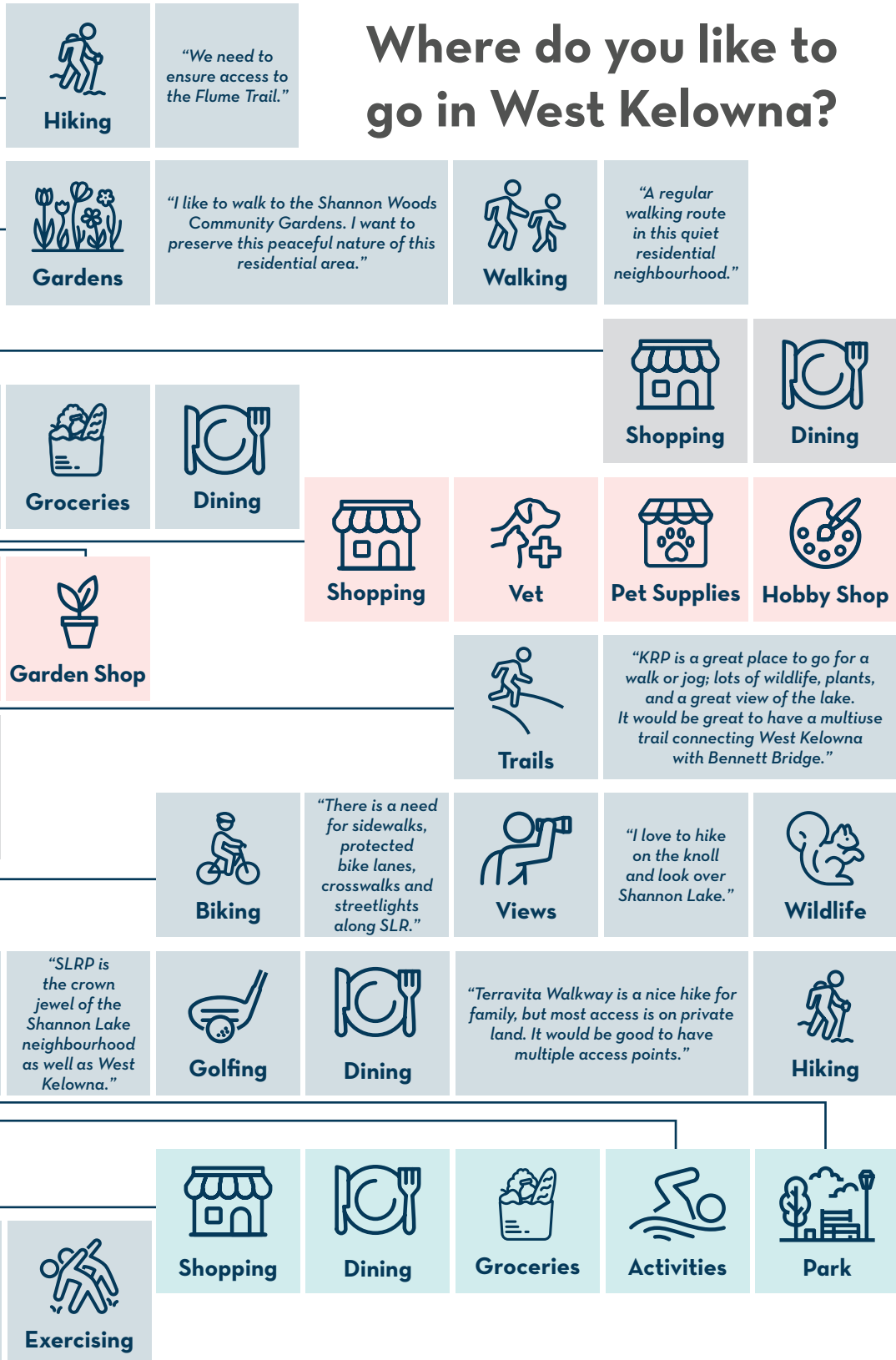
## Interactive Map

Through an online mapping exercise (“Map Your Ideas”) on [OurWK.ca/tmp](http://OurWK.ca/tmp), people were able to show where they like to go in West Kelowna. This feedback helps to show where connections across the region could be improved and highlights the places that many people enjoy visiting.



# WHAT WE HEARD continued

## Where do you like to go in West Kelowna?



# WHAT WE HEARD continued

## Pop-up Displays

Residents added post-it notes to the pop-up displays at the Westbank Library, Royal LePage Place Arena and the Warriors Game. Here's what they posted:

### What do you like to do and where do you like to go?

I like to go swimming and skating and be with all of my friends.

Little grocery store & coffee shop in Gellatly Rd

Lakefront and connecting walking trails.

Dance and hockey

### How do you get to work or school today?

I drive to school and walk home

I take the bus to school

My mom or dad drives me and then I do the same going home.

### How would you like to get to work or school?

It would be nice to have a bus on Gellatly Rd. South

Drive my own car or take a bus

## WHAT WE HEARD continued

### What would make it easier for you to get around?

Better sidewalks and crosswalks

More connected trails for bikers and walkers

More sidewalks + street light! = Safety for all

Boucherie and Sunnyside crosswalk

More walking paths along the waterfront

Better road lighting

More separated bike paths

Sidewalk from Shannon Lake Road all the way into Westbank

A new bridge and road

### What else do you want us to know about transportation in West Kelowna?

The one road, one bridge is not enough. Traffic is often plugged up and if there is an accident, you can't get through and adding will make it worse. Buses are stuck in traffic too.

Please! Advance green heading north at Elliot and 97! Desperately needed!

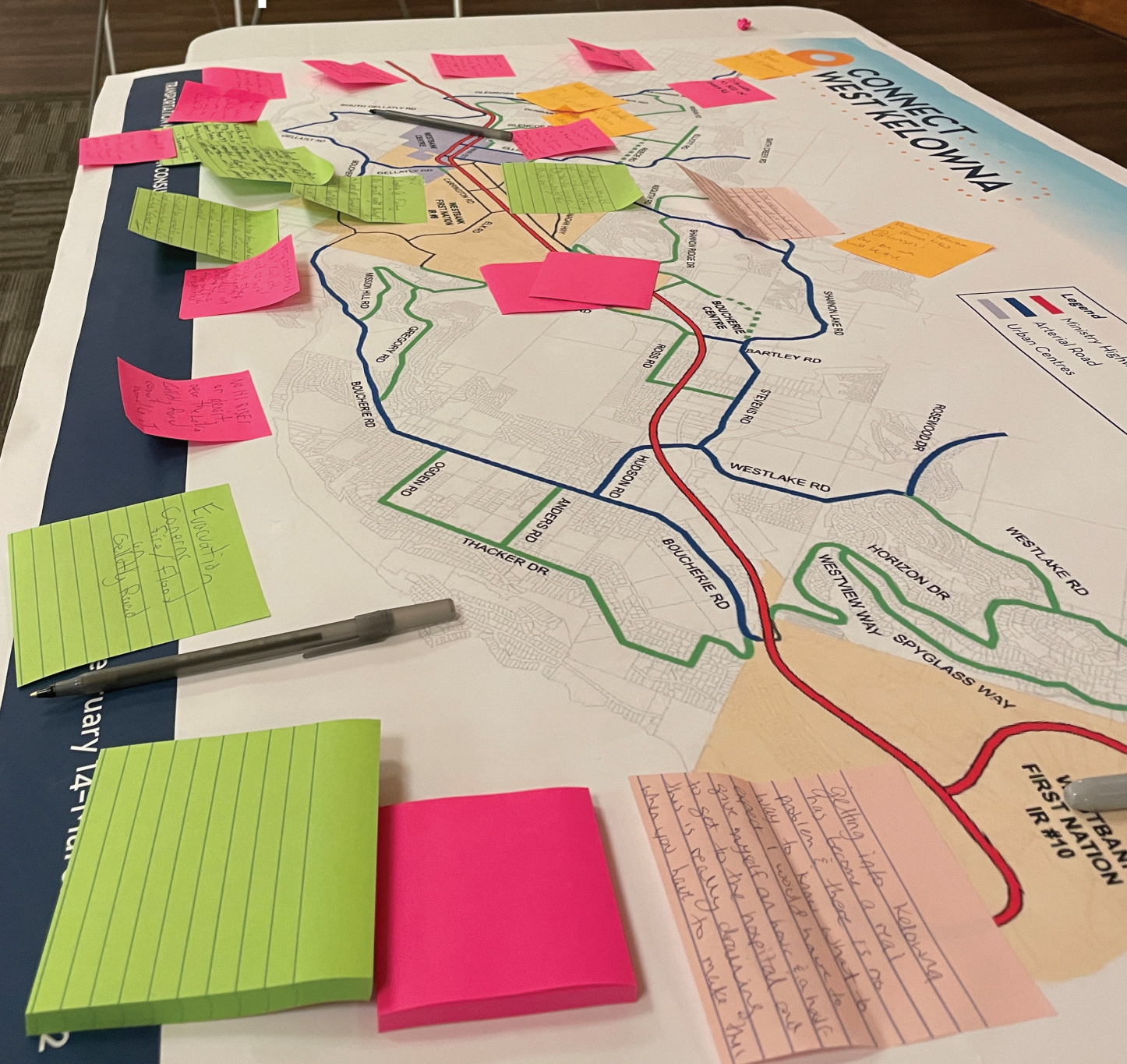
Rebuild the road on Upper Glenrosa Rd past the firehall – it needs a subbase.

Need a right lane where Horizon joins Highway 97.

Alternative route out of Vineyard View/ Pinot Noir Drive neighbourhood with all the new housing development traffic will increase. If an incident were to happen on the road there is not a stable alternative route

Lit crosswalks in Shannon Lake Rd at Shannon Way

Thank you West Kelowna for helping to make our city an even better place to live!



# 7. NEXT STEPS: CONNECTING PEOPLE NOW AND IN THE FUTURE

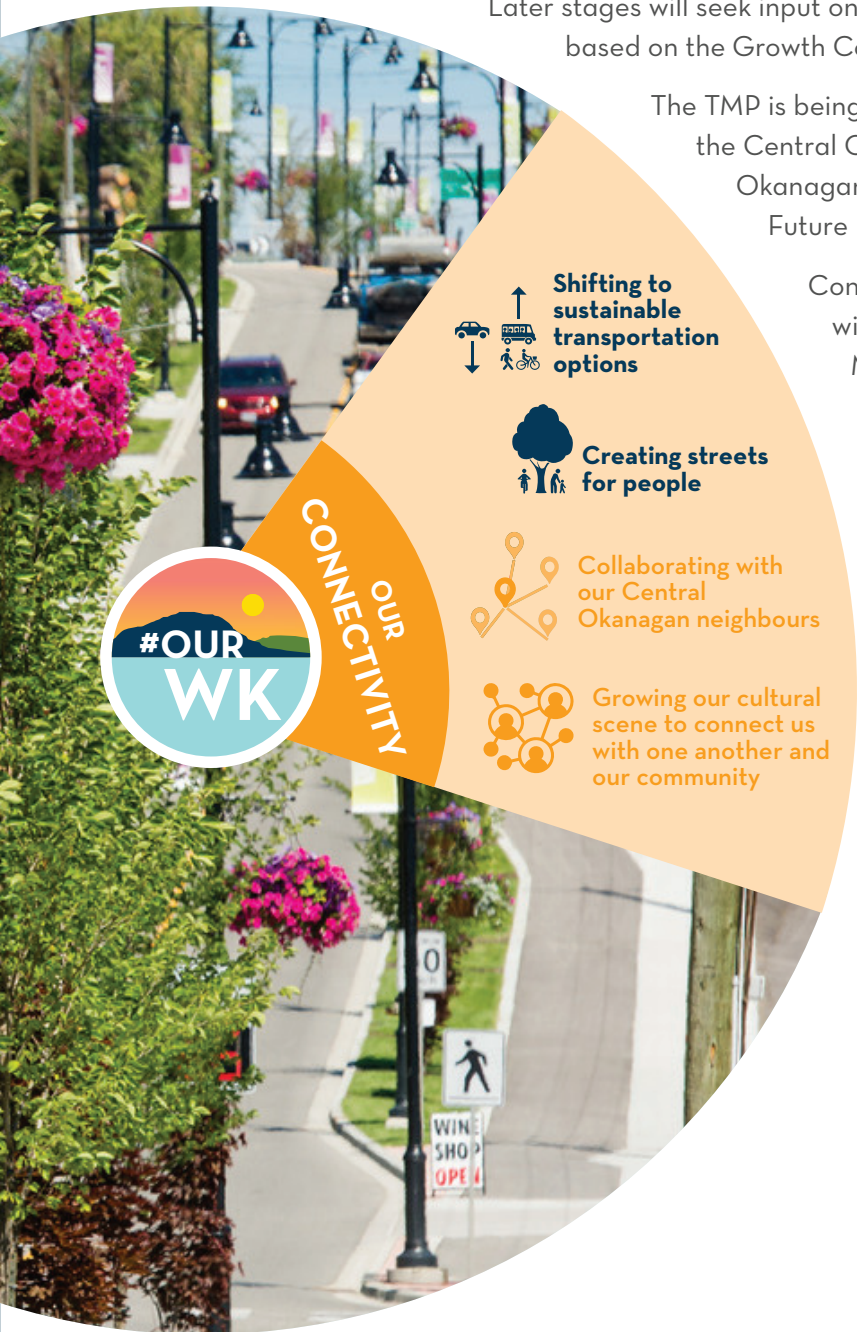
This phase of planning is focused on understanding the existing transportation network. In this phase, we asked the questions:

- ▶ **What would make it easier for you to move around West Kelowna now and in the future?**
- ▶ **How can we create more connected communities, more welcoming and walkable streets, more efficient road networks and more transportation options for people?**

Later stages will seek input on a recommended future transportation network, based on the Growth Concept identified through the OCP.

The TMP is being developed with the OCP and will coordinate with the Central Okanagan Regional Transportation Plan, the Central Okanagan Integrated Transportation Strategy, the BC Transit Future Plan and Westbank First Nation plans.

Consultation with partners, stakeholders and the public will continue through every phase of Transportation Master Plan development.





“

I would like to say that I think it is amazing that the City is reaching out. The investment in consulting with us early on is really appreciated.

*Participant in small group meeting*

# APPENDICES

## APPENDIX A: INDIVIDUAL AND SMALL GROUP MEETINGS

### Individual Meetings

The following organizations provided input to the TMP through individual meetings with representatives from their organization:

- ▶ BC Transit
- ▶ Casa Loma Community Association
- ▶ City of Kelowna
- ▶ Gellatly Bay Goats Peak Community Association
- ▶ Greater Westside Board of Trade
- ▶ Interior Health
- ▶ Lakeview Heights Community Association
- ▶ Regional District of Central Okanagan
- ▶ School District #23
- ▶ Shannon Lake Neighbourhood Association
- ▶ Victor Projects

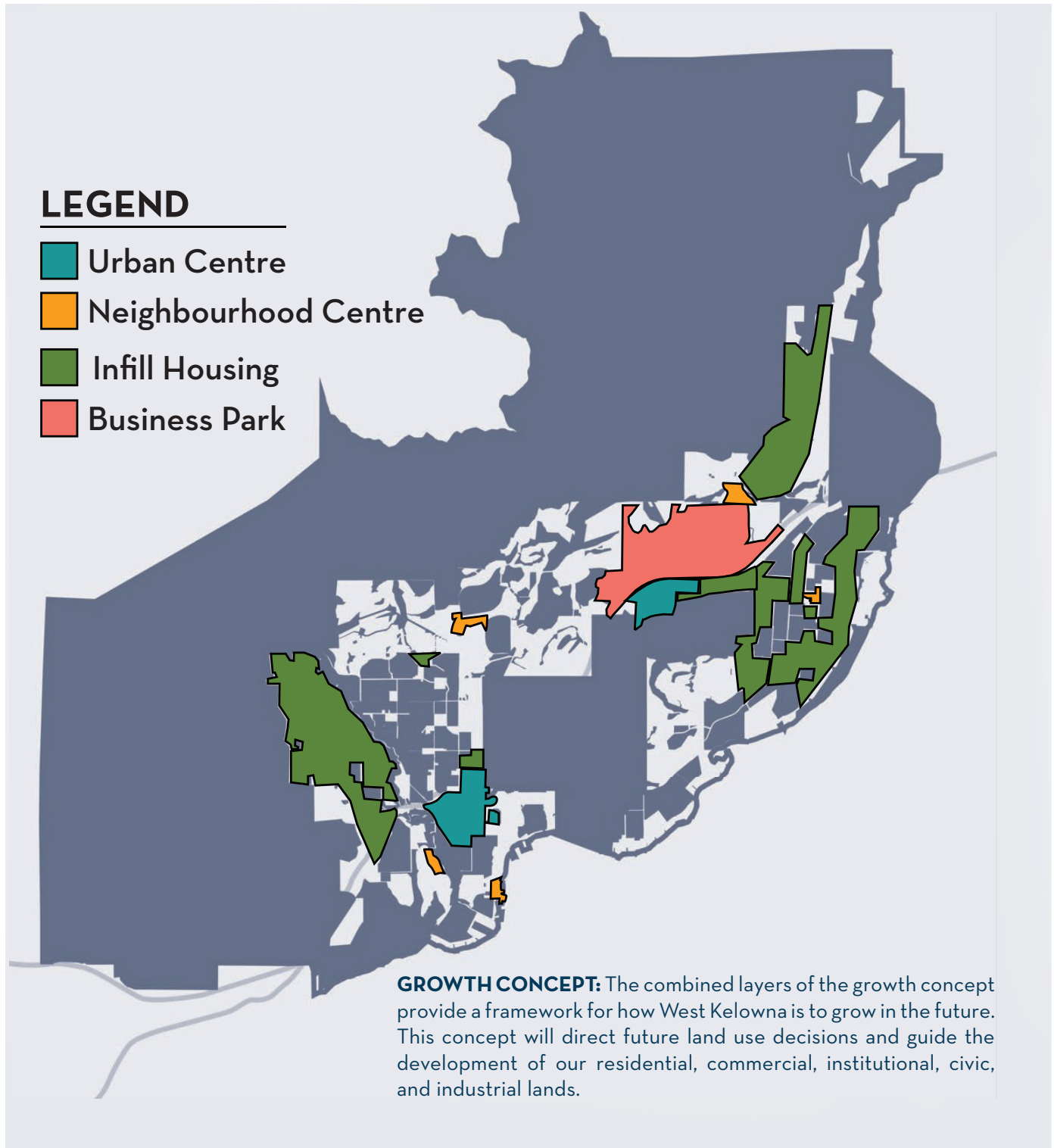
We also met with project partners, Westbank First Nation and the Ministry of Transportation and Infrastructure.

### Small Group Meetings

The following organizations provided input to the TMP through small group meetings with representatives from a variety of organizations:

- ▶ BC Cycling Coalition
- ▶ BC Emergency Health Services
- ▶ BC Wildfire Service
- ▶ Bylands Nurseries Ltd
- ▶ Gellatly Bay Trails and Parks Society
- ▶ Kelowna Area Cycling Coalition
- ▶ Off the Grid Organic Winery
- ▶ Pathways Abilities Society
- ▶ RCMP
- ▶ The Trail of the Okanagans Society
- ▶ West Kelowna Fire Rescue
- ▶ Westside Senior Citizens Activity Centre
- ▶ Westside Youth Centre

## APPENDIX B: OCP GROWTH CONCEPT MAP





For more information about West Kelowna's  
Transportation Master Plan Update, please visit  
**[OurWK.ca/tmp](http://OurWK.ca/tmp)**

