



DRAFT



TRANSPORTATION MASTER PLAN UPDATE

WHAT WE HEARD REPORT

FUTURE NETWORK IMPROVEMENTS

SUMMARY OF PHASE 2
CONSULTATION
FEBRUARY 2023



DRAFT

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 public consultation on the Transportation Master Plan Update Phase 2: Future Network Improvements between January 24 and February 7, 2023.

TABLE OF CONTENTS

DRAFT

PHASE 2 - FUTURE NETWORK IMPROVEMENTS SUMMARY HIGHLIGHTS..... 4

1. THE TRANSPORTATION MASTER PLAN 7

2. PHASE 2: FUTURE NETWORK IMPROVEMENTS..... 8

 2.1 OVERVIEW AND SUMMARY 8

 2.2 PARTNER AND TECHNICAL STAKEHOLDER CONSULTATION MEETINGS 9

 2.3 PUBLIC CONSULTATION EVENTS.....10

3. PUBLIC PARTICIPATION..... 12

4. HOW WE CONNECTED/OUTREACH 13

 4.1 SOCIAL MEDIA..... 14

5. HIGHLIGHTS OF WHAT WE HEARD..... 16

6. WHAT WE HEARD..... 17

 6.1 THE INFORMATION SESSION..... 17

 6.2 THE FEEDBACK FORM 19


7. NEXT STEPS: CONNECTING PEOPLE NOW AND IN THE FUTURE 23

Appendix A: OCP Growth Concept Map.....25

TRANSPORTATION MASTER PLAN UPDATE PHASE 2 - FUTURE NETWORK IMPROVEMENTS SUMMARY HIGHLIGHTS

City to confirm numbers

How we connected


 **2** public service announcements sent to 7,211 people

 **2** digital road signs

 **2** print newspaper ads


 **3** social media posts that reached an estimated **5,294** people

 **215** newsletters sent out to OurWK.ca project subscribers

 **1** fact sheet displayed at the in-person Information Session and posted to OurWK.ca/tmp

 **1** ad on Facebook with 8,497 impressions

 **1** in-person Information Session

 Website updates and materials provided at OurWK.ca/tmp

Social media interactions

 **16,076** total social media impressions

 **3,912** Facebook impressions with **321** reactions, comments and shares

 **1,619** Twitter impression

 **2,048** Instagram impressions with **55** likes

 **8,497** Facebook impressions through ads with **581** clicks, like and shares

CONNECT WEST KELOWNA

How people participated



XXX people visited OurWK.ca/tmp



87 people participated in an in-person Information Session



150 people responded to an online and/or paper Feedback Form

What we heard, at a glance

People told us that they:



Generally support the recommended network improvements



Think the recommendations align with the OCP Update



Would like to see more improvements to the pedestrian and cycling network



Prioritize sidewalks and road intersections and connections



Want to make sure seniors, children and people with disabilities can safely access the transit, cycling and pedestrian options

Virtual and in-person technical meetings were held with:

COMMUNITY PARTNERS

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

LOCAL GOVERNMENT/ PUBLIC SECTOR

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

EMERGENCY SERVICES

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

DEVELOPMENT

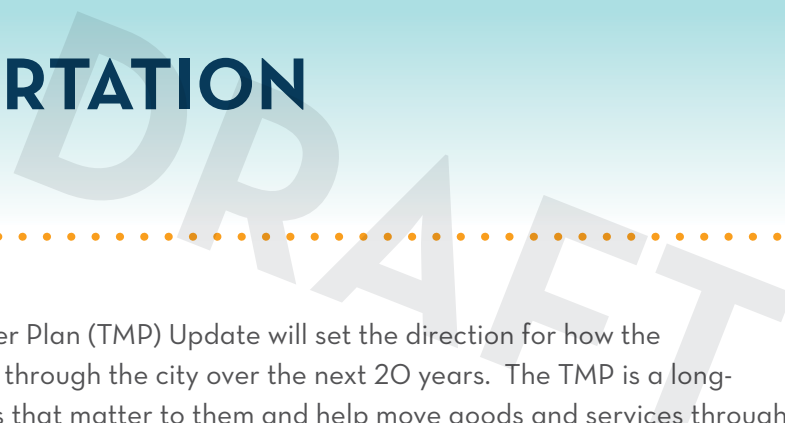
- ▶ The Urban Development Institute

DRAFT

“The highest priority for West Kelowna should be easier access to transit, active transportation infrastructure that encourages active lifestyles and construction or realignment of roads to enhance safety for all.

Resident

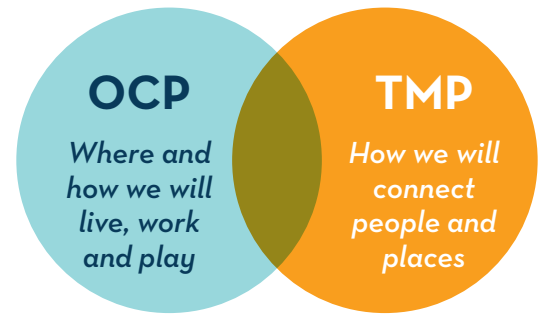
1. THE TRANSPORTATION MASTER PLAN



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.

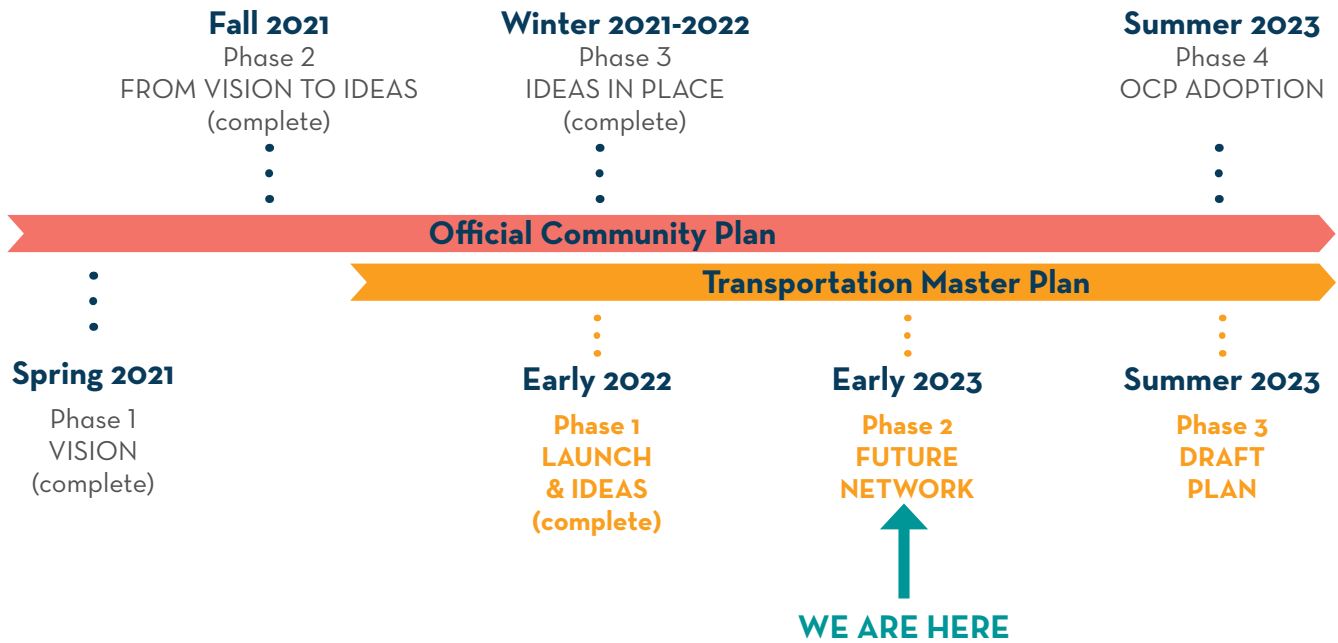
Phase 1 of the TMP Update focused on understanding current transportation challenges and identifying opportunities for improvement. Phase 2 of the TMP Update will recommend a future transportation network based on how and where the city plans to grow.

The TMP is being developed in conjunction with the 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 the 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 projects.

2. PHASE 2: FUTURE NETWORK IMPROVEMENTS

DRAFT

2.1 OVERVIEW AND SUMMARY

This What We Heard Report describes the consultation activities and community input received between January 24 and February 7, 2023 during Phase 2: Future Network Improvements of the TMP Update development process.

Phase 2 builds on input received from the community during OCP consultation in 2021 and Phase 1 TMP consultation in 2022. During OCP consultation, you told us you want a West Kelowna with vibrant city centres and complete, connected communities where you can walk, bike and take transit easily. You also want to preserve the beaches, parks and urban agriculture that makes West Kelowna unique.

During TMP Phase 1 consultation in 2022, you told us you want to see:



Safe bike routes



Roads that work for all users



More sidewalks



Improved emergency and evacuation routes



Improved transit



Safe and welcoming streets



A connected community



Equitable access for all

Who We Heard From

To ensure engagement with diverse audiences during Phase 2, we offered online and in-person engagement opportunities including:

- ▶ Comments and idea sharing through OurWK.ca/tmp
- ▶ A public Information Session for people to connect directly with OCP and TMP teams
- ▶ A Feedback Form available at the Information Session and at OurWK.ca
- ▶ Meetings with key partners and stakeholders

During TMP Phase 2 consultation, we heard from community partners, stakeholders and the public from neighbourhoods across West Kelowna.

DRAFT

2.2 PARTNER AND TECHNICAL STAKEHOLDER CONSULTATION MEETINGS

During Phase 2: Future Network Improvements, the City held ~~ten~~ technical meetings with representatives from Westbank First Nation, Ministry of Transportation and Infrastructure, local governments, emergency services and development.

In the meetings, representatives from the City provided an update on the recommended future transportation network improvements and asked for feedback and comments.

These meetings built on information received during TMP Phase 1 consultation, including input from individuals and groups representing **active transportation, agriculture, business, neighbourhoods, people with diverse abilities, seniors and youth.**

The City held virtual and in-person meetings with:

COMMUNITY PARTNERS

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

LOCAL GOVERNMENT/PUBLIC SECTOR

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

EMERGENCY SERVICES

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

DEVELOPMENT

- ▶ The Urban Development Institute

UPDATE AS NEEDED

PHASE 2: FUTURE NETWORK IMPROVEMENTS continued

DRAFT

Feedback Form

Residents were asked to share their thoughts on the recommended network improvements through a series of structured questions on a Feedback Form. The Feedback Form was available online at OurWK.ca and at the Information Session.



3. PUBLIC PARTICIPATION

DRAFT

During consultation with the public, the City received:

Numbers require confirmation

 **789** visits to [OurWK.ca/tmp](https://www.ourwk.ca/tmp) engagement platform

 **87** participants to the In-person Information Session at Mount Boucherie Secondary School

 **150** online Feedback Forms



4. HOW WE CONNECTED/OUTREACH

To gather diverse perspectives from all West Kelowna neighbourhoods and interests, a variety of channels and methods were used to invite people to the online and in-person engagement events.

In advance of and during the Phase 2 consultation period, the City:

- ▶ Emailed two Public Service Announcements to more than 7,000 West Kelowna residents to let them know about the engagement opportunities
- ▶ Distributed 215 newsletters to OurWK project subscribers
- ▶ Placed two print newspaper ads
- ▶ Posted to the Castanet events calendar and the City of West Kelowna events calendar
- ▶ Deployed two digital road signs to share information
- ▶ Posted to social media including Facebook, Twitter and Instagram
- ▶ Advertised on social media
- ▶ Posted all materials and up-to-date information on [OurWK.ca/tmp](https://www.ourwk.ca/tmp)

CONNECT WEST KELOWNA

SHAPING HOW WE MOVE: THE TRANSPORTATION MASTER PLAN 2040

The City of West Kelowna's Transportation Master Plan (TMP) Update will set the direction for how we walk, cycle, drive and take transit through the city. The TMP is a long-range 20-year plan that will connect people to the places and help move goods and services through our community. The TMP Update is being developed together with the City's Official Community Plan (OCP) Update and is guided by key directions from the OurWK Community Vision (2020-2040).

Phase 2 of the TMP Update will recommend a future transportation network based on how and where the city plans to grow.

Together, the OCP Update and the TMP Update will help create a vibrant, walkable and connected West Kelowna and we want to hear from you!

"A connected community is a more engaged community, has economic benefits and is more inviting to visitors." - West Kelowna Resident, TMP Phase 1 What We Heard Report

BUILDING ON THE OFFICIAL COMMUNITY PLAN UPDATE

During OCP consultation in 2021 you told us you want a West Kelowna with vibrant city centres and complete, connected communities where you can walk, bike and take transit easily. You also want to preserve the beaches, parks and urban agriculture that makes West Kelowna unique.

During TMP Phase 1 consultation in 2022, you told us you want to see:

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

TRANSPORTATION MASTER PLAN CONSULTATION
Jan. 24 - Feb. 7, 2023
[OurWK.ca/tmp](https://www.ourwk.ca/tmp)

City of West Kelowna
Published by Sprout Social • January 30 at 3:09 PM

Come chat with us!

We're inviting the community to drop by Mount Boucherie Secondary School on Feb. 1 to chat with us in person and learn more about updates to our Official Community Plan and Transportation Master Plan. Your input will shape our city now and into the future.

Wednesday, Feb. 1
Mount Boucherie Secondary School
Multi-purpose Room
2751 Cameron Road, West Kelowna
4:30 p.m. - 8 p.m.

Can't make it in person? Visit www.ourwk.ca to review the display boards and complete the online feedback form. Deadline for input is Feb. 7.

CONNECT WEST KELOWNA

Help shape our city!

OURWK.CA
Engage West Kelowna
Stay informed by joining Engage West Kelowna

Learn more

10:43 WESTKELOWNACITY Posts

CONNECT WEST KELOWNA

Help shape our city!

11 likes

westkelownacity Last call for input! Consultation closes Tuesday, Feb. 7 for the Official Community Plan (OCP) and Transportation Master Plan (TMP).


Your feedback will be used to help finalize our long-term plans as we move towards the community's vision of a vibrant, walkable and connected West Kelowna.

Getting involved is easy – visit [OurWK.ca](https://www.ourwk.ca) to get started:

- View the OCP and TMP information session materials
- Read the Draft OCP document

4.1 SOCIAL MEDIA


Earned Social Media Reach

 **Facebook**
3,912 impressions
321 reactions, comments, shares

 **Twitter**
1,619 impressions


 **Instagram**
2,048 impressions
55 likes

Digital Advertising

 **Facebook**
8,497 people reached
581 clicks, comments, shares

Many social media postings also promoted the OCP consultation.

How we connected

 **2** public service announcements sent to 7,211 people

 **2** digital road signs

 **2** print newspaper ads


 **3** social media posts that reached an estimated **5,294** people

 **215** newsletters sent out to **OurWK.ca** project subscribers

 **1** fact sheet displayed at the in-person Information Session and posted to **OurWK.ca/tmp**

 **1** ad on Facebook with 8,497 impressions

 **1** in-person Information Session

 Website updates and materials provided at **OurWK.ca/tmp**



DRAFT

Improving transit connections to KSS, UBC and Okanagan College in Kelowna is a priority. Having to wait 50 minutes for a [bus] connection is quite unbelievable in 2023.

West Kelowna resident

5. HIGHLIGHTS OF WHAT WE HEARD

Following extensive technical analysis and consultation with stakeholders and the public, it has been determined that **West Kelowna's current transportation network, with key improvements**, has the capacity to support the future growth identified in West Kelowna's OCP 2040 and achieve the vision of becoming a vibrant, walkable and connected community.

At the Information Session and through an online and paper Feedback Form, West Kelowna residents were asked to share their thoughts on the recommended key improvements to West Kelowna's transportation network.

Highlights

During the consultation, Information Session participants and Feedback Form respondents said they:

- ▶ Generally support the recommended network improvements
- ▶ Think the recommendations align with the future Growth Concept as outlined in the OCP Update
- ▶ Would like to see continued improvements to the pedestrian and cycling network
- ▶ See sidewalks and road intersection and connections as the priority areas where West Kelowna's transportation system requires improvement, followed by bike lanes and transit
- ▶ Would like to make sure seniors, children and people with disabilities can safely access the transit, cycling and pedestrian options

6. WHAT WE HEARD

6.1 THE INFORMATION SESSION

About 87 people attended the Information Session held at Mount Boucherie Secondary School on February 1, 2023. City staff were available to answer questions and display boards, maps, videos and fact sheets provided information about the OCP, the TMP, and the recommended network improvements.

Overall, most people that connected with City staff indicated that they were supportive of the recommended network improvements.

Other comments expressed by participants to the Information Session include:

Suggested Pedestrian and Cycling Improvements:

- ▶ Keep working on improving the pedestrian and cycling network, including a connection to the waterfront
- ▶ Cyclists need more space to ride on Gellatly Road South from Boucherie Road
- ▶ There needs to be separated bike lanes on arterial roads
- ▶ The Westside Trail/Trail 2000/Trail of the Okanagan need to be completed
- ▶ Completion of the Boucherie multi-use path is badly needed
- ▶ A pedestrian overpass is needed at Highway 97 and Daimler
- ▶ There needs to be space to walk on Glencoe Road
- ▶ A pedestrian connection is required through Westbank First Nation land to travel from Carate Road to Carrington Road
- ▶ The next phase of the Westside Wine Trail needs to be completed [Suggest removing; J to confirm]
- ▶ Consider a safety audit for people with disabilities

Suggested Road Improvements:

- ▶ Flashing crosswalks are needed on busy roads such as Shannon Lake Road and Boucherie Road
- ▶ Intersections need improvement at Old Okanagan Highway and Butt Road, Shannon Lake Road and Asquith Road, and Shannon Lake and Tallus Ridge Road
- ▶ Need another road connection from Westbank Centre to the waterfront
- ▶ Gellatly Road South needs to be completed
- ▶ More roundabouts
- ▶ Happy to see emergency access being incorporated into the overall plan

DRAFT

Suggested Transit Improvements:

- ▶ Need more convenient transit options
- ▶ Need a Park and Ride

We Also Heard:

- ▶ Support for the coordination that has taken place with Westbank First Nation and the Ministry of Transportation and Infrastructure
- ▶ Encouragement for the Ministry of Transportation and Infrastructure to:
 - remove the Highway 97 couplet
 - build interchanges at Highway 97 and Boucherie Road, Hudson Road, Ross Road, Daimler Road and Westlake Road

DRAFT

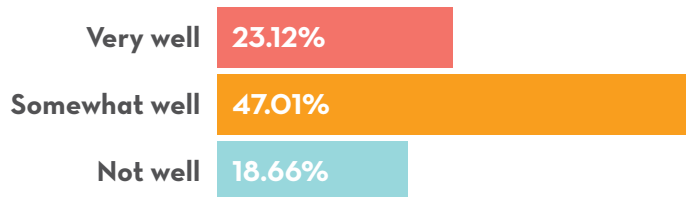
6.2 THE FEEDBACK FORM

About 150 residents representing most West Kelowna neighbourhoods responded to a combination OCP and TMP paper and online Feedback Form available at the Information Session and at OurWK.ca.

Here's what we heard, related to the TMP:

Q1. How well do you think the recommendations align with the future Growth Concept as outlined in the Official Community Plan?

70% said the recommendations align very well or somewhat well. 18% said the recommendations do not align well.



Comments include:

- ▶ Sidewalk and bike lane upgrades are very welcome
- ▶ Improvements to existing roads may not be enough to serve new development
- ▶ Would like to see pedestrian pathways through park-like setting, traffic-calmed neighbourhoods and vineyards
- ▶ Seniors, children and people with disabilities should be able to safely access the transit, cycling and pedestrian options
- ▶ Would like to see comprehensive and frequent transit from all West Kelowna neighbourhoods to West Kelowna city centre and downtown Kelowna

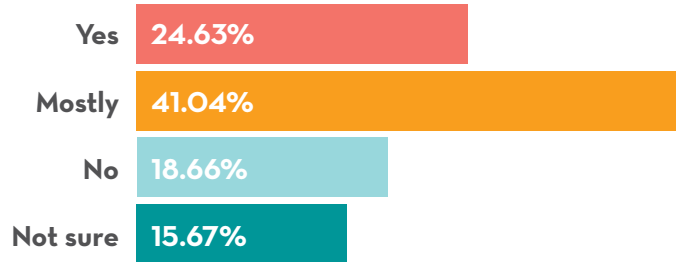
“Having a route through West Kelowna that includes distinct cycling and pedestrian spaces would be great.”

WHAT WE HEARD continued

DRAFT

Q2. Do you think the improvements will help people use and enjoy new ways of getting around?

67% said yes or mostly, 18 % said no.

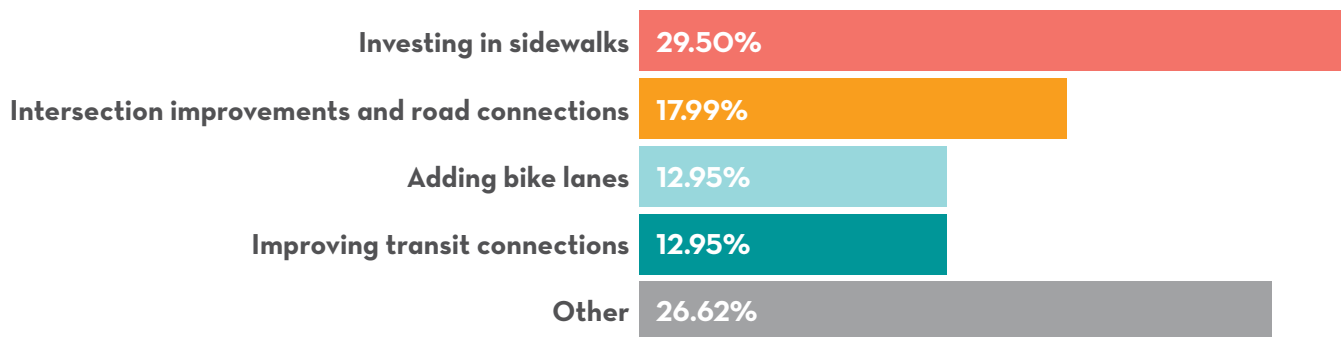


Comments include:

- ▶ Improving the car, cycling and transit commute into Kelowna should be a top priority
- ▶ We need safe routes to get kids to and from school

Q3. What aspects of West Kelowna's transportation system should be considered the highest priority areas?

Investing in sidewalks was identified as the most important priority, followed by road intersection and connection improvements and then bike lanes and transit connections.



Comments include:

- ▶ Add dedicated left and right turn lanes off Highway 97
- ▶ Complete the Westside Trail to connect to Kelowna and Peachland and meet British Columbia Active Transportation Design Guide
- ▶ Improve transit connections to Kelowna Secondary School, University of British Columbia Okanagan and Okanagan College
- ▶ Improve the roads we already have to reduce potholes
- ▶ Synchronize the traffic lights
- ▶ Improve street lighting

"A bus to the beach is important for the youth of our community."

DRAFT

Q4. Are there any transportation improvements that you think are missing or should be added?

Comments included:

Suggested Road Improvements:

- ▶ Improve intersections at Butt Road and Old Okanagan Highway, Gellatly Road, Boucherie Road, Shannon Lake Road, Tallus Ridge Drive, Glencoe Road and Butt Road
- ▶ Improve access in and out of Glenrosa
- ▶ Minimize traffic signals on Highway 97 to reduce congestion
- ▶ Improve highway lighting between Ross Road and Bartley Road
- ▶ Address evacuation plans

Many of these suggestions have already been incorporated as part of the the Recommended Future Network Improvements. [Is this true?]

Suggested Transit Improvements:

- ▶ Make it safer and more convenient for youth, seniors, lower income members of our community to get around without a car – on the bus, on bike paths and on sidewalks
- ▶ Add a Park and Ride
- ▶ Provide more frequent, smaller buses; a community bus on a loop
- ▶ Improve transit service for Casa Loma, Tallus Ridge and Shannon Lake

Suggested Pedestrian and Cycling Improvements:

- ▶ Improve the cycling infrastructure on South Gellatly Road
- ▶ Extend the sidewalks and bike lanes on Elliot Road to Springer Park
- ▶ Widen the shoulder on Shannon Lake Road
- ▶ Provide a connecting bike lane from Stevens/Westlake with Horizon/Boucherie to provide a safe route home from Kelowna for many West Kelowna cyclists

General comments:

- ▶ Work with the Ministry to address the lake crossing into Kelowna and remove the Highway 97 couplet
- ▶ Improve connections through Westbank First Nation land

DRAFT

Q5. Is there anything else we should consider as we advance the TMP toward completion?

Comments included:

- ▶ The roads leading into Gellatly Bay are busy and often seem unsafe
- ▶ Plan for extra traffic as Goats Peak is developed
- ▶ Consider parking, as the Westbank Urban Centre becomes more dense
- ▶ I'd like to see an Active Transportation Plan on the same scale as the TMP
- ▶ Snow clearing and road maintenance on existing roads is extremely important

90% of respondents were 25 years and older. Nearly 50% of respondents were greater than 55 years old.



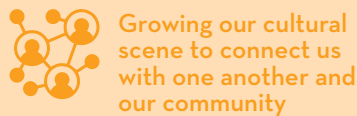
7. NEXT STEPS: CONNECTING PEOPLE NOW AND IN THE FUTURE

This phase of consultation focused on seeking community input on a recommended future transportation network based on how and where the city plans to grow.

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.

By making strategic investments to improve our existing networks, we will provide safe bike routes, more sidewalks, improved transit, enhanced active transportation connections, improved emergency access routes and roads that work for all users.

Your feedback will help guide and inform Council as the TMP update is completed. The Draft Transportation Master Plan is scheduled to be shared with the public this summer.



OUR
CONNECTIVITY



DRAFT

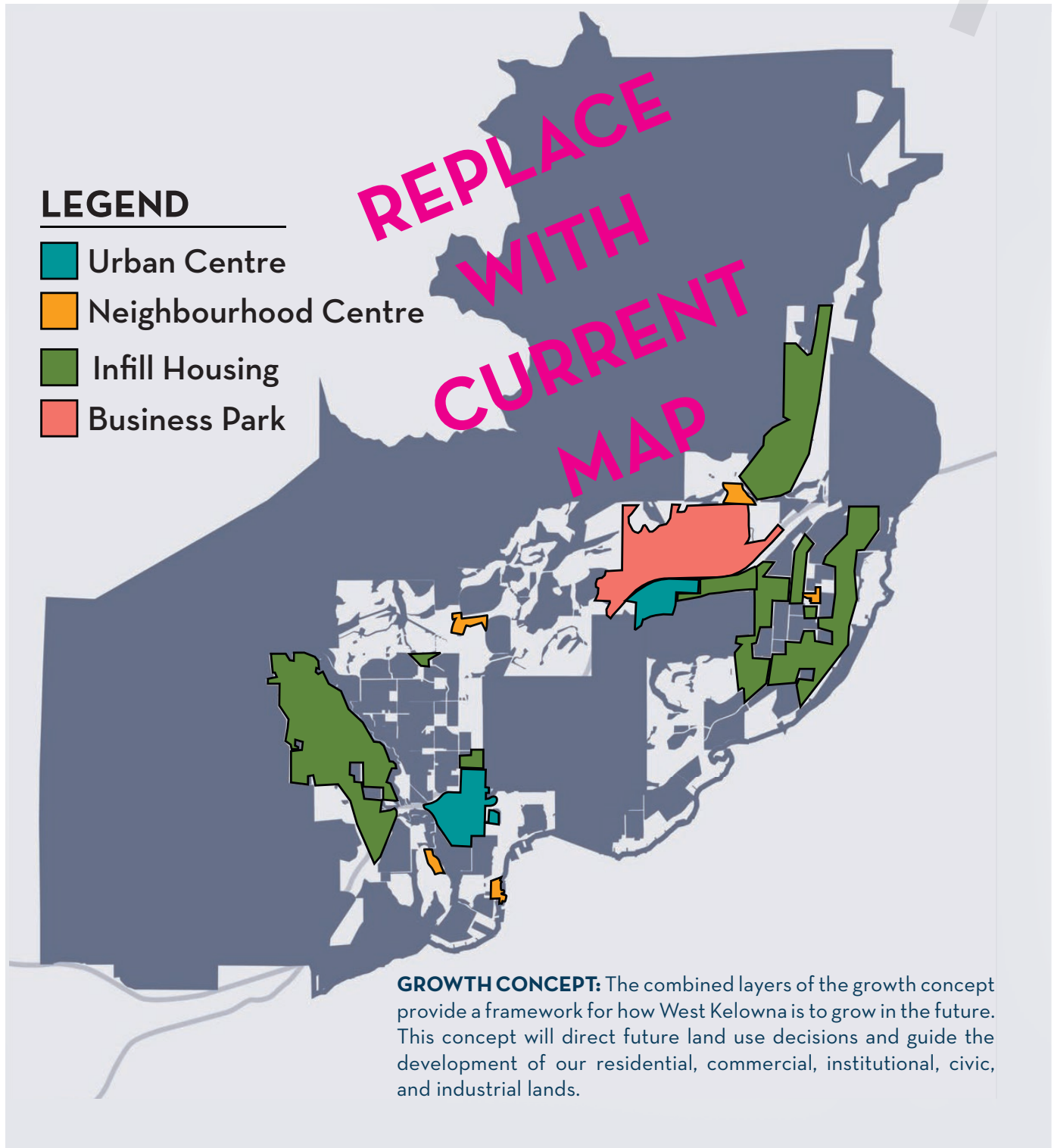
Lanes designed for pedestrians or bikers will create a healthier and safer community.

Participant

APPENDICES

DRAFT

APPENDIX A: OCP GROWTH CONCEPT MAP



DRAFT

For more information about West Kelowna's
Transportation Master Plan Update, please visit
OurWK.ca/tmp

