



HILLCREST RECONSTRUCTION ENGAGEMENT

WHAT WE HEARD 1: CREATING THE ROADMAP

CITY OF WHITEHORSE
ENGINEERING SERVICES

DECEMBER 5, 2022

FINAL



WHAT WE HEARD 1: CREATING THE ROADMAP

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I. REVISION HISTORY

VERSION	DATE	DESCRIPTION
1	2022 / 11 / 28	First Draft Submitted for Review
2	2022 / 12 / 05	Final for Publication

1 ENGAGEMENT OVERVIEW

1.1 BACKGROUND

Much of the water, sewer and road infrastructure in Hillcrest has reached the end of its service life and needs to be upgraded. The **Hillcrest Reconstruction project** is being carried out by the City of Whitehorse to renew and revitalize this public infrastructure.

The Hillcrest Reconstruction project is being initiated by the City of Whitehorse to renew and revitalize this public infrastructure. The first Hillcrest Reconstruction Project design concept was completed in 2012, then updated in 2016. In 2017, the Local Improvement Charge (LIC) bylaw was defeated due to a lack of community support. The 2016 conceptual designs for the improvements were prepared with input from Hillcrest residents.

Since 2017, the City developed the Infrastructure Reconstruction and Local Improvement Policy. The policy reflects a more commonly used approach across Canada where the City takes responsibility for replacing infrastructure within the road right-of-way without the need for a neighbourhood referendum.

The reconstruction project encompasses replacement of all roads and buried utilities in the neighbourhood, except for Sunset Drive North between Roundel and Park Lane. This portion of the subdivision was constructed in 1979, and as such will not be upgraded at this time. Property owners will be given the opportunity to upgrade their buried water and sewer service connections, most of which are now over 60 years old and are due for replacement, through a lone program.

The 2012 and 2016 concepts remain a valuable starting point for this 2022 update. The engagement of Hillcrest residents and neighbourhood stakeholders is an important part of the project: the City of Whitehorse is committed to informing and involving the public in the conceptual design process, which is now underway. Engagement and dialogue will continue as the design progresses.

A second open house is scheduled for December 13, 2022, at the Transportation Museum 4 – 7:30 PM. A second survey will be available from December 13, 2022, to January 6, 2023. This second round of engagement will provide opportunities to share ideas and insights into the Updated Conceptual plan.

Public engagement, planning, and detailed design are being completed in 2022 and through the winter of 2023, with the earliest possible construction start anticipated in the summer of 2023 (contingent on Funding Approval). The reconstruction works will be divided into four phases.

Project information is available on engagewhitehorse.ca/hillcrest. The project team encourages everyone to sign up and register for updates.

1.2 ENGAGEMENT OBJECTIVES

The engagement program was designed to achieve the following objectives:

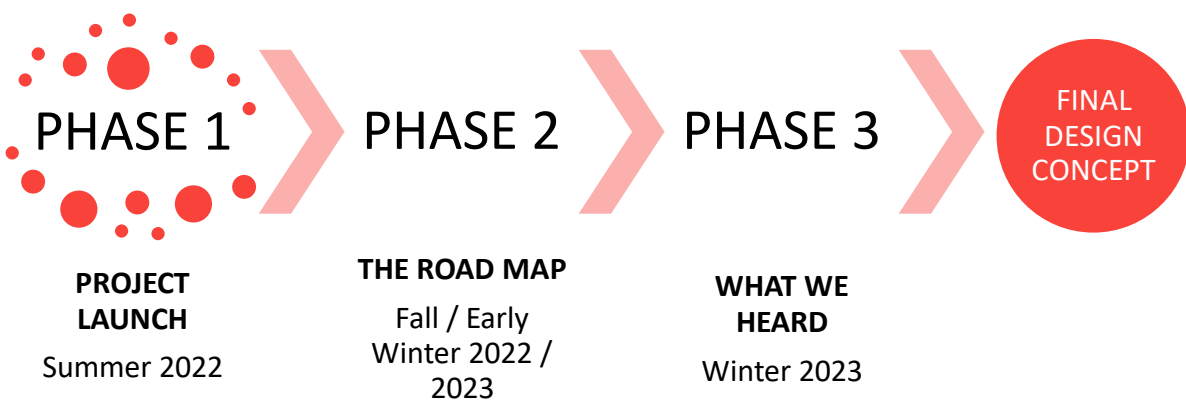
- Raise awareness and understanding of the existing infrastructure system.
- Identify values and interests as they relate to transportation and servicing.
- Identify transportation needs and collect information on current transportation behaviours and potential behaviour changes.
- Explore key issues, opportunities, and challenges.
- Facilitate engaging, meaningful, and impactful discussions about mobility and the future of transportation in Hillcrest.
- Understand the expected level of services.
- Strengthen relationships with key community members and identify champions to help advance priorities.
- Develop an understanding of property owner responsibilities and potential financial implications.

1.3 ENGAGEMENT PROCESS

The engagement program is being delivered in three phases in alignment with the overall project workplan. Phase 1 focused on re-engaging the community, informing, and sharing information about the project. The goal for this phase was to better understand values as well as ‘what’s working’ and ‘what’s not working’ in Hillcrest to define how people want the reconstruction of the transportation network and streetscape to look in the future.

Phase 2 focuses on further refining the previous design options and identifying the overall direction and the various proposed components before diving into the revisions.

Phase 3 will focus on gathering input into the revised option and providing opportunities for final input into the preferred design.



1.4 OVERVIEW OF PHASES 1 AND 2

As stated above, the focus of Phases 1 and 2 was to: inform and educate residents about the process, understand experiences and perceptions of the current infrastructure, and explore opportunities.

During Phases 1 and 2, a variety of engagement strategies were employed to gain feedback from the public and key community stakeholders. Public engagement activities during Phases 1 and 2 included:

- Community conversations (interviews and neighbourhood walks);
- Stakeholder interviews;
- A project website (engagewhitehorse.ca/hillcrest);
- A project open house, which included mapping activities and general questions and answers; and
- An online survey.

1.5 REPORT CONTENTS

This report provides a description of the engagement and engagement activities undertaken as part of Phases 1 and 2 of the Hillcrest Reconstruction Project, as well as a summary of the feedback received during the engagement activities. Next steps in the engagement process are outlined in Section 4. Summaries of participant feedback are included in the report appendices.

2 PHASES 1 AND 2 PROCESS OVERVIEW

2.1 CREATING THE ROADMAP

To fulfill the objectives of the Hillcrest Reconstruction engagement strategy, a comprehensive approach targeting stakeholders and the community through a range of engagement tactics was adopted for Phases 1 and 2. This provided multiple opportunities for public participation as part of an inclusive process.

The following engagement activities were implemented to ensure broad participation from key stakeholders and members of the public during Phases 1 and 2.

2.2 INTERVIEWS AND NEIGHBOURHOOD WALKS

The engagement team completed a series of key stakeholder interviews at the outset of the project. Interviews were conducted to get input on the project and explore ideas, barriers, and interests from different perspectives. Where possible, interviews with residents were completed as part of ‘neighbourhood walks’ to help solicit feedback on specific areas and features in the neighbourhood.

Interviews included:

- Six long-time residents, including the current and past chair of the Hillcrest Neighbourhood Association;
- Manager of the City of Whitehorse Fleet and Transportation Maintenance; and,
- Director of the Government of Yukon Highways and Public Works – Transportation Engineering Branch.

2.3 MAIL OUT

A project start-up letter (Appendix A) was mailed to Hillcrest residents and property owners in mid-June 2022. The letter outlined the project goals, planned public engagement, and changes to the process since the Local Improvement Charge was rejected by Hillcrest residents in a referendum in 2017. Key messages included:

- *Property owners will be given the opportunity to take advantage of the project to upgrade their buried water and sewer service connections, most of which are now over 60 years old and are due for replacement, at their expense*
- *Since 2017, the City of Whitehorse has developed the Infrastructure Reconstruction and Local Improvement Policy. The policy reflects a more commonly used approach across Canada where the City takes responsibility and assumes the costs for replacing the infrastructure within the road right of way without the need for a neighbourhood referendum.*

- *The reconstruction project is more than the replacement of aging infrastructure. It is an opportunity to revitalize the neighbourhood streetscape and make tangible improvements that will benefit Hillcrest Residents for years to come.*

2.4 ONLINE ENGAGEMENT PLATFORM

The Hillcrest Reconstruction project and engagement page was launched on the City of Whitehorse's engagement platform on June 13, 2022 (www.engagewhitehorse.ca/hillcrest). The platform includes a sign-up feature for project updates, project background information, documents from the previous design, upcoming events, updates, schedules, and an online survey.

The engagement platform was visited **398** times since its launch. Of those visitors, **154** downloaded information (e.g., previous plans), and **82** people participated in the survey.

2.5 OPEN HOUSE

About **40** Hillcrest residents attended the first Open House for the project on June 28, 2022, from 3:30 – 7:30 PM at the Yukon Transportation Museum in Whitehorse. Individuals, young families, and seniors all contributed their thoughts and asked questions of the project team, which included:

- Michael Abbott, Engineer and City of Whitehorse Project Lead;
- Taylor Eshpeter, Engineer and Manager of the City of Whitehorse Engineering Department;
- Kienna Baker, Civil Engineer-in-Training, Associated Engineering;
- Matthias Purdon, Engagement Facilitator, 3Pikas; and,
- Simon Lapointe, Engagement Facilitator, 3Pikas.

Participants provided input on the three 2017 design concept options and weighed in on features that could be incorporated into the new concept. There was also a check-in on the vision statements presented in the 2014 Hillcrest Neighbourhood Plan. Photos of the completed boards are included in Appendix B.

2.6 SURVEY

An online survey was prepared using the City of Whitehorse engagement platform to gather feedback from the community. A link to the website was posted on the engagement platform from June 28 until July 15, 2022. The survey questions and summary of the responses is included in section 3.3.

3 WHAT WE HEARD

The following is a high-level overview of what was heard through the interviews, neighbourhood walk, open house, and survey responses. A complete record of the Open House poster input is included in Appendix B.

The approach to summarize all the input to date includes finding common themes and ideas. As such, the summaries should not be considered representative of the views of all members of the community. The goal is to show a snapshot or cross-section of the community's input from their participation in different engagement events.

3.1 KEY INPUT FROM INTERVIEWS

3.1.1 INTERVIEW FEEDBACK FROM LONGTIME RESIDENTS

The interviews with Hillcrest residents, including current and past presidents of the neighbourhood association, were instructive in the early stages of the project to gain context and local knowledge. These interviews were completed in May and June 2022.

A selection of key input is summarized below:

Comments on the entrance to the neighbourhood:

- Landscaping and road design should distinguish neighbourhood areas from the Alaska Highway (e.g., slower speeds, change in look and feel).

Comments on Hillcrest Drive:

- Parking in parts of Hillcrest Drive makes the road too narrow for two vehicles to fit through. This creates an unsafe pinch point.
- Many young families live in triplexes, and traffic is moving too fast. Landscaped curb extensions and buffers between driving lanes were suggested to calm traffic and make it safer.

Comments on the cycling path and sidewalk on Hillcrest Drive:

- 2016 concept proposes a trail crossing from the north side to the south side at Dalton Trail. Crossing the road is not preferred by some.
- Landscaped physical separations are preferred for cycling paths.
- The trail along Park Lane to Hamilton Connector Trail can be in or right beside the Right-of-Way and should be a direct connection.

Comments on centering roads in right of way:

- It was a challenge in 2016, especially for the west side of Park Lane.
- There is a feeling that there are ‘winners’ and ‘losers’ when the street is re-centered, which needs to be managed. Communication on the changes with the property owner is important.

Comments on bus stops:

- Need better bus stops (shelters, signage, grading / concrete pad and landscaping were suggested).

Comments on streets, curbs, and drainage:

- Residents want narrow streets for traffic calming.
- The use of curb and gutter approach is not unanimous, but there was agreement in 2016 that this is the best approach.
- The current ditch and swale system is not working. Some of the issues interviewees brought up include:
 - Unorganized storm runoff on Hillcrest Drive and other streets (“Hillcrest Drive Creek”)
 - Breakdown of driveway culverts,
 - Ponding in right of way and properties,
 - The gradual encroachment of ditch areas (e.g., backfilling of the ditch by landowners for vehicle or trailer storage).

Comments on laneways and greenspace:

- The project should look at opportunities to better define laneways, public space, and access to green space.
- Can a water connection be brought into the central greenspace for potential future recreational development (public washroom, water fountain, ice rink water etc.)?

Comments on intersections:

- The path to Elijah Smith / Sunset Drive North / Park Lane intersection needs to be better defined. It is confusing for all users.
- Dalton Trail / Kluane Crescent / Hillcrest Drive intersection should slow traffic (e.g., raised intersection, chicanes, and curb extensions before and after).

Comments on the previous design process in 2015-2017:

- Incorporating community feedback (e.g., narrowing some roads for traffic calming) helped develop a generally well-received concept in the neighbourhood.

3.2 OPEN HOUSE

Posters were displayed to solicit insights and initiate conversations with stakeholders and community members. Participants were given the opportunity to leave comments on the concepts with sticky notes and discuss ideas or concerns with the project staff.

In addition, green and red dot stickers were used to identify features or ideas they liked ('Love It' – green dot) and disliked ('Needs improvement' – red dot) in what we call a 'Dotmocracy.' The participants used the dots to rate concepts and ideas on the posters and other participants' comments.



3.2.1 OVERVIEW OF INPUT

The following bullets highlight the key themes and ideas that came forward at the open house. The themes generally capture ideas or input heard more often (at the open house and in other engagement events), and that apply more directly to the kinds of improvements being contemplated for the reconstruction project (e.g., streets, intersections, bike paths etc.). To review all the input received on the comment boards, see Appendix B.

Vision Check-in

- A check-in on the vision statements from the 2016 Neighbourhood Plan showed that the vision is generally resonating today.
- Most support was seen for the vision statement about Hillcrest being *interconnected* and enjoying a *village character*.

What's Changed?

- Higher need for pedestrian and cycling infrastructure, as these modes are much more popular today.
- More children and young families have moved in over the past few years.
- Vehicle parking and storage of trailers in the roadway is a more significant issue today than it was historically.

What's Changed?

“Neighbourhood has many new young families with children”

“Many people cycle and use active transport all year (including winter).”

Features

- **Continuous crossings**, where the sidewalk material (e.g., concrete) is continued through a road crossing, were much more popular than the traditional non-continuous crossing.
 - Several stickies expressed strong interest in continuous crossings.
 - Some commented that using raised crossing was less preferred than continuous crossing.
- **Vegetated Medians** were preferred compared to hard-surfaced medians
 - The use of vegetated medians separate bike lanes from vehicle lanes was popular.
 - There were mixed responses regarding incorporating a median to divide vehicle lanes on Hillcrest Drive. The majority opposed or suggested that there needed to be more space for this kind of feature.
- **Stand-alone** and lane-separated bike paths were rated similarly by participants.



Ideas:

Many ideas were shared, including traffic calming measures like raised intersections. Some participants expressed their desire to see landscaped areas with native plants, while others shared that they did not think that Hillcrest Drive needed a median and that room for a bike path and sidewalk was the priority.

Ideas?

“Looking forward to sidewalks and raised intersections to make our neighborhood safer for kids and active transportation.”

2016 Concept Options:

The options posters allowed participants to comment and discuss the three (3) historical concepts from 2016 and weigh in on the different features of each. The main differences between the concepts were the treatment of Hillcrest Drive, namely:



- Landscaped Median (Option 1) or no median (Options 2 & 3)
- Bike path south of Hillcrest Drive in the Greenspace (Options 1 & 2) or Lane separated bike path with landscaped boulevard buffer (Option 3).
- Vegetated boulevard buffer for north side sidewalk (Option 2) (no buffer for Option 1, and partial buffer in Option 3, east of Summit Drive).

“Don’t care for 3m ‘meandering’ paved path in Greenbelt. Not appropriate for greenbelt. Maybe better on roadside (Park Lane) of greenbelt.”

The most substantial support was for Option 3, with the following key reasons given by participants:

- Provides the most direct and convenient cycling connection.
- No paved trails in the green space area south of Hillcrest Drive: so ecological values are less impacted.
- It avoids climbing the steep embankment at Dalton Trail and Hillcrest Drive.
- The inclusion in Option 3 of a landscaped buffer between the roadway and the cycling path, and part of the sidewalk, was supported.
- Median is not necessary or preferred and is not as high a priority as the cycling path on the Hillcrest roadway.

Option 3:
“Like this bike path”
“Like the Landscaping”

Many Ideas to improve on the 2016 Concepts were also shared. A snapshot of the key ideas that were shared includes:

- Continue the separated cycling path to the Granger connector trail on Hillcrest Drive.
- “Reclaiming” access points to greenspace trails and improving Granger trail connection (fix gate for better access).
- Direct cycling path along Park Lane, not the meandering path that is shown in the 2016 options.

- Make street parking safer on Hillcrest Drive.
- Improve lighting in select areas like Summit Drive.
- Separated pedestrian and cycling paths, where possible.
- Add a welcome sign at the entrance to the neighbourhood.
- Retain the neighbourhood’s natural feel and connection with the woods (e.g., keep single-track dirt trails in greenspace).

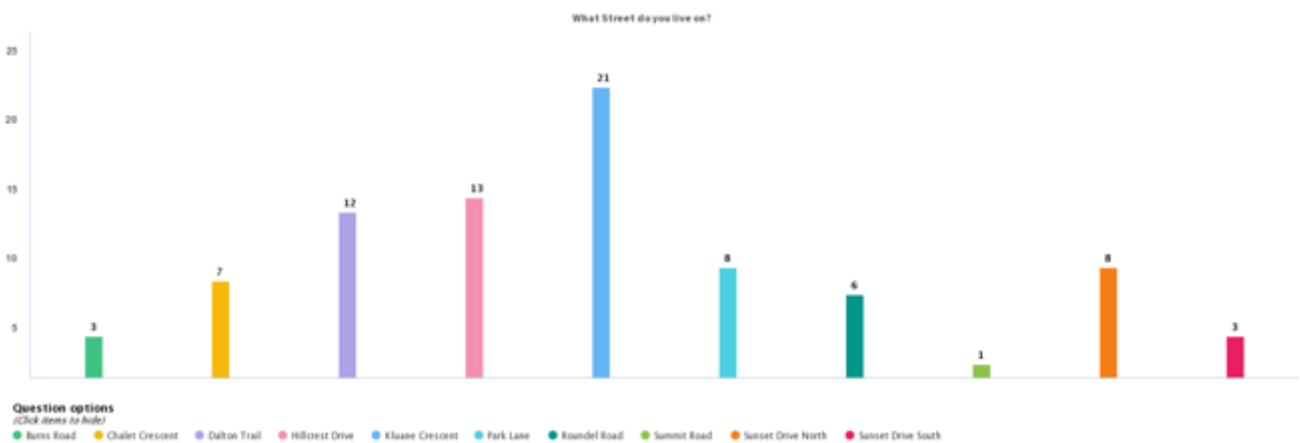
3.3 SUMMARY OF THE SURVEY RESULTS

3.3.1 WHO ARE THE RESPONDENTS (QUESTIONS 1- 4)

There were 82 responses to the survey from members of the public. Introductory questions revealed the following about who responded to the survey:

- 80 of the 82 respondents reported living in Hillcrest.
- Representation from all Hillcrest neighbourhood streets was received, with the most responses from residents of Kluane Crescent, Hillcrest Drive, and Dalton Trail (see **Figure 1**).
- Sixty-two of the respondents (75%) are adult residents who own their property in Hillcrest, which equates to 75 percent of respondents. The remaining respondents of this question are renting, own a rental property in Hillcrest, are youth, or responded as other and did not specify.

FIGURE 1: WHAT STREET DO YOU LIVE ON?



3.3.2 WATER AND SEWER CONNECTIONS (QUESTIONS 5-6)

Participants in the survey were asked if they were planning on replacing their aging water and sewer connections during the reconstruction. This work would be the financial responsibility of the homeowner, and financing will be made available.

- A majority of the respondents (54%) indicated that they plan to replace their service connections.
- Almost all remaining respondents (40%) indicated that they were still deciding whether to ‘opt in’ for replacement and needed more information.
- Four respondents (6%) replied that they planned not to replace their connections.
- 40% of the respondents indicated wanting more information on the cost of replacing service connection. 39% indicated wanting more information on the cost of construction and Landscaping, with others having more specific questions (13%) or wanting more information about financing (7%).

FIGURE 2: WILL YOU BE REPLACING YOUR CONNECTIONS?

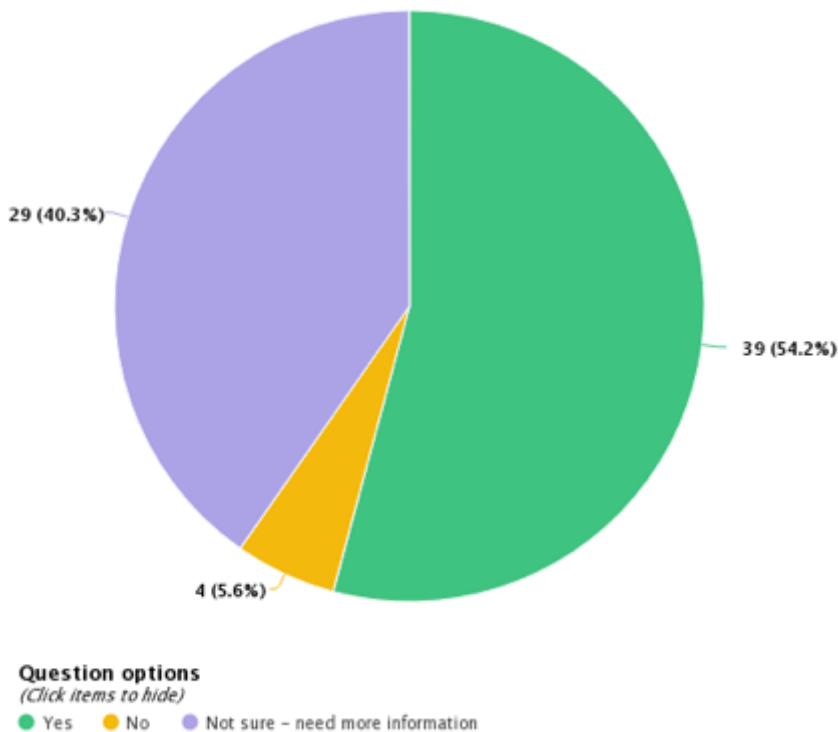
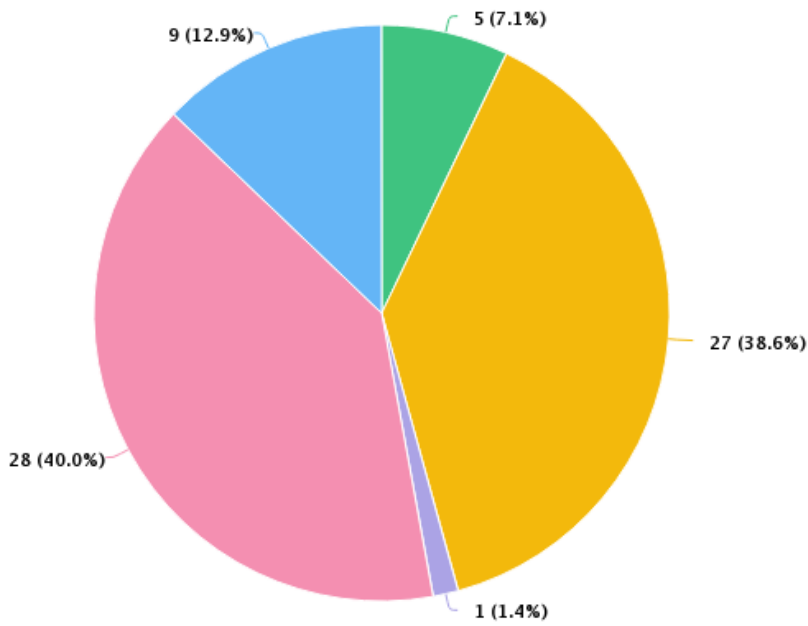


FIGURE 3: WHAT INFORMATION WOULD MOST INFORM YOUR DECISION?



Question options

(Click items to hide)

- Other (please specify) ● Cost ● Long term benefits ● Construction (installation and landscaping) ● Financing

3.3.3 IMPROVEMENTS IN THE NEIGHBOURHOOD (QUESTIONS 7–11)

Questions 7 through 11 asked participants to weigh in on the improvements planned for the Hillcrest Reconstruction project.

In question 7, respondents ranked the following improvements from highest to lowest importance. The overall ranking based on the averages of all responses was:

1. Safer pedestrian and cycling road crossings
2. Traffic calming
3. Better drainage
4. Bike paths
5. Safer intersections for vehicles and other street users
6. Landscaping
7. Shared streets
8. Street parking
9. Lighting
10. Better access to trails
11. Improved bus stops

Question 8 sought to understand what improvements to public infrastructure participants want to see in Hillcrest. **Figure 4** is a word cloud generated with the responses to the questions with the bigger words more frequently used than the smaller ones. Within the written responses, the following three themes emerged:

- **Streets:** Desire to have improved and durable road surface with good winter maintenance and adequate space for parking.
 - Most responses called for narrower streets as part of traffic calming, although some wanted wider roads and longer sightlines.
 - Many called for improvements to on-street parking.
 - Some respondents want their current boulevard parking areas maintained.
- **Maintaining current neighbourhood feel:** Respondents expressed that they are happy with how the neighbourhood looks and feels. Many respondents also shared that the reconstruction project should, where possible, avoid significant changes to the ‘cozy’ or ‘quaint’ neighbourhood feel.
- **Pedestrian and cycling:** There were many ideas shared by participants on how to improve safety for non-motorized users, such as:
 - Better visibility for pedestrians at intersections
 - Sidewalks on Hillcrest Drive
 - Bike Path on Hillcrest Drive
 - Traffic Calming designs such as:
 - Raised intersections, particularly on Hillcrest Drive.
 - Narrow side streets
 - Narrower crossings at intersections
 - Lower posted speed limits

““[Want to see] better intersection and traffic calming to protect the most vulnerable (kids, pedestrians, and cyclists)”

Question 10 sought insights into what improvements participants envisioned for Hillcrest Drive. The responses to this question were quite consistent with the following key elements:

- One sidewalk added on the south side of the street.
- Dedicated paved bike path.
- Traffic calming (speed bumps, raised intersections, lower speed limits).
- Access to on-street parking.

Question 11 asked participants what improvements they would like to see made to benefit the neighbourhood in the winter months. The following two main themes emerged:

- Need for more prompt snow clearing of the non-motorized pathways which connect Hillcrest to the downtown.
- The second was the need for a strategy to mitigate potential conflict between on-street parking and snow clearance (e.g., posting a notice to vacate the street for ploughing).

3.3.4 THE HILLCREST NEIGHBOURHOOD PLAN

Question 12 is a 'check-in' on the Hillcrest Neighbourhood Plan from 2014. The question asked participants to rate three vision statements from the Neighbourhood Plan and how they resonate with them today. The following responses were received:

1. *Hillcrest is a connected community. This includes social and physical connectivity. Trails connect green spaces and other neighbourhoods through and around Hillcrest*
 - 73% of people answered that this statement resonates with them today.
2. *Hillcrest has a village character, often described as smallness, interconnected community, and quaintness.*
 - The support for this statement was lower at 60%, with the remaining respondents either somewhat agreeing with the statement or disagreeing with it.
3. *There is a desire for organic or evolutionary growth at a pace and scale similar to historical growth that retains the social and architectural diversity that emerged over the years*
 - The support for this statement was split, with 51% agreeing and the rest somewhat agreeing, disagreeing, or neither agreeing nor disagreeing.

Overall, the 2014 Neighbourhood Plan's vision statements still resonate with residents. Statements 2 and 3 regarding neighbourhood character and growth have good support but may be viewed with more ambiguity compared to statement 1 regarding connectivity, which saw the strongest support.

3.3.5 WHAT DOES SUCCESS LOOK LIKE?

Question 13 asked participants what success would look like for the reconstruction project. There were many great responses to this question. Some echoed earlier responses, and three ‘ideas of success’ emerged:

- Reconstruction builds safer streets for all users.
- Implementation and construction ensure the project is carried out efficiently, with as little disruption as possible.
- Servicing upgrades are affordable for homeowners, and construction is manageable and well carried out on properties.
- Good communication between the City and residents throughout construction.
- Hillcrest is a beautiful neighbourhood with calm traffic.
- The historic and quaint feel of the streets is maintained.
- Streets and utilities are brought to modern standards.

4 CONCLUSION

The engagement completed focused on providing background information on the project (e.g., the previous design, and engagement, done in 2016–2017) and giving residents and stakeholders opportunities to provide input to inform the revised conceptual design option. The input and themes from residents and stakeholders gathered over the summer of 2022 are summarized in this As We Heard It report.

The key turning points on the roadmap where input directly shapes the conceptual design are summarized below. This input, combined with technical and planning input from the City of Whitehorse and Associated Engineering, gives us the ‘roadmap’ that guided the development of the updated concept.

The project team reviewed the input from all the engagements to date in preparing this ‘What We Heard’ report. **The development of the *Updated Reconstruction Concept Plan* reflects our best effort to incorporate this input into the update of the 2016 design.** This is an iterative and technical process, with input from the City and project engineers to ensure the updated plan is technically sound, safe, and conforms to the latest design and construction standards.

The following section walks through some key input and where you’ll see it incorporated into the updated concept. This list is not exhaustive, and we will look for your feedback.

4.1 WHAT WE HEARD AND THE UPDATED CONCEPT

What we heard about streets:

- Want them to be safe for all users (pedestrians, cyclists, vehicles, children & seniors).
- Side streets are shared by all users and designed for low vehicle speeds - no sidewalks on side streets.
- All of Hillcrest Drive has separated pedestrian and cycling spaces and traffic calming at intersections.
- Try to keep the ‘cozy’ neighbourhood character.
- Accommodate vehicle parking and driveways without high curbs.

Where you’ll see this in the updated concept: Narrow roads, tighter turning radiuses to slow vehicle turning movements, sidewalks on Hillcrest Drive and raised crossings at three intersections, the roundabout at Summit Drive and Sunset Drive North, and safer street alignment.

What we heard about active transportation:

- That new bike paths are lane separated, as direct as possible, and avoid steep slopes and intersections, when possible—no meandering bike paths through green space.
- Preference for the option with a separate bike path located on the south side of Hillcrest Drive with a landscaped buffer between the roadway and path.
- Accesses to recreational green space trails improved and made more formal.

Where you'll see this in the updated concept: Complete, direct, lane-separated bike path on the south side of Hillcrest Drive from Alaska Highway to Granger connector, Park Lane path is re-designed as a direct commuter connection, greenspace accesses are identified for improvements (e.g., signage, landscaping and minor clearing where needed).

What we heard about Transit:

- That community members want easier, safer, and more convenient access to transit.

Where you'll see this in the updated concept: Bus stops are identified in the plan for upgrades to City's latest standards (shelters, signage, accessibility, and lighting).

5 APPENDICES

5.1 APPENDIX A: JUNE 2022 MAIL OUT



HILLCREST RECONSTRUCTION PROJECT




engagewhitehorse.ca/hillcrest

 867-668-8305
 engineering@whitehorse.ca
 City of Whitehorse Engineering Services
2121 Second Avenue
Whitehorse, YT Y1A 1C2

TO:

**Hillcrest residents and
property owners**

June 7, 2022

 867-668-8305
 engineering@whitehorse.ca
 City of Whitehorse Engineering Services
2121 Second Avenue
Whitehorse, YT Y1A 1C2

Dear Resident,

Much of the water, sewer and road infrastructure in Hillcrest has reached the end of its service life and needs to be upgraded. The Hillcrest Reconstruction project is being initiated by the City of Whitehorse to renew and revitalize this public infrastructure.

Property owners will be given the opportunity to take advantage of the project to upgrade their buried water and sewer service connections, most of which are now over 60 years old and are due for replacement, at their expense. New household connections will require a recirculation system for frost protection which will dramatically reduce water consumption from bleeders.

The reconstruction project encompasses replacement of all roads and buried utilities in the neighbourhood, except for Sunset Drive North between Roundel and Park Lane. This portion of the subdivision was constructed in 1979, and as such will not be upgraded at this time.

Public engagement, planning, and detailed design are being completed in 2022 and through the winter of 2023, with construction anticipated to begin in Spring of 2023 (contingent on Funding Approval). The reconstruction works will be divided into four phases.

This letter outlines the project background, and key next steps where residents are encouraged to get involved to provide input into the design concept and learn about the benefits and financial options for upgrading utility connections.

BACKGROUND

The first Hillcrest Reconstruction Project design concept was completed in 2012, then updated in 2016. In 2017 the Local Improvement Charge (LIC) bylaw was defeated due to a lack of community support.

The 2016 conceptual designs for the improvements were prepared with input from Hillcrest residents. These concepts remain a valuable starting point as this process is re-initiated in 2022.

Since 2017, the City of Whitehorse developed the Infrastructure Reconstruction and Local Improvement Policy. The policy reflects a more commonly used approach across Canada where the City takes responsibility for replacing infrastructure within the road right of way, without the need for a neighbourhood referendum. There will no longer be objection processes to determine whether the project should proceed or not.

The decision is now made through the City's capital budget process. Property owners now have the choice to Opt-In for the replacement of private services on their property. This involves excavating and replacing the water and sewer pipes from the property line to the building, backfilling, and landscaping. An infrastructure loan program to assist with financing of these works will be in place for those who wish to participate. More details on financing options for property owners will be made available and the City is committed to answering property owners' questions about their options as the project moves forward.

Replacing private utilities during reconstruction is easier (road and utilities are exposed) and cheaper as property owners can take advantage of the City's contractors and equipment already mobilized in the neighbourhood.

RECONSTRUCTION

The reconstruction project is more than replacement of aging infrastructure. It is an opportunity to revitalize the neighbourhood streetscape and make tangible improvements that will benefit Hillcrest Residents for years to come. Built improvements will include:

- Newly paved streets;
- Drainage and lighting improvements;
- Bike lanes;
- Traffic calming;
- Landscaping;
- Pedestrian friendly sidewalks;
- Safe and accessible transit bus stops; and
- Improved and more accessible trail connections



NEXT STEPS

Recognizing that this is a significant project for the Hillcrest community with lasting implications for residents, the City is committed to a robust public engagement process where residents will be able to provide input at all stages. The City values your input and there will be many ways to get involved, including open houses, surveys, and online engagement during the conceptual design phase happening this spring and summer.

Please register and subscribe to receive project updates and sign up for the Open House at:
engagewhitehorse.ca/hillcrest

Regards,

**City of Whitehorse,
Engineering Services**



5.2 APPENDIX B: OPEN HOUSE 1 RECORD

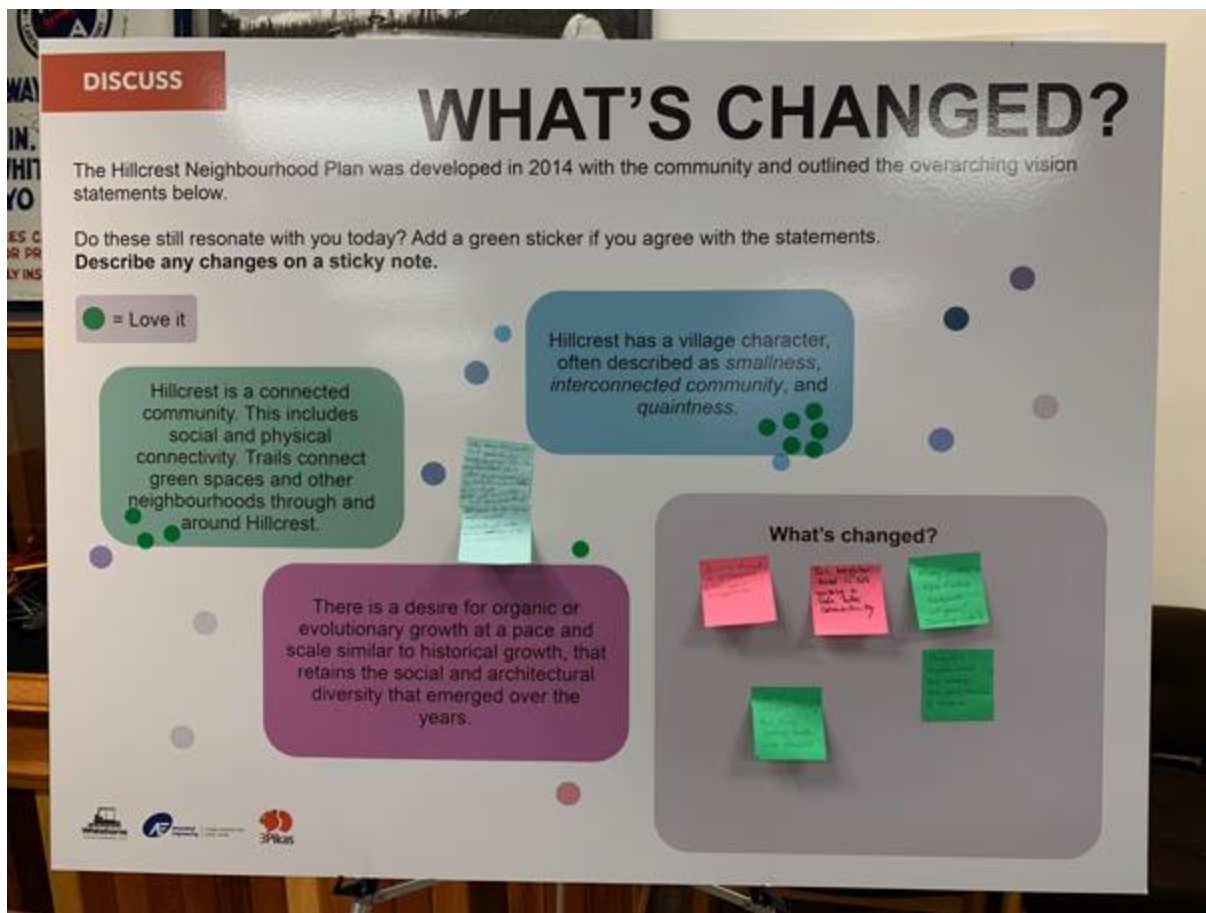
OPEN HOUSE WRITTEN COMMENTS

Posters were used to solicit insights and start conversations with stakeholders and community members. Participants were given the opportunity to leave their comments on the concepts with sticky notes and discuss their ideas or concerns with the project staff.

In addition, green and red dot stickers were used to identify features or ideas they liked ('Love It'-green dot) and disliked ('Needs improvement' - red dot) in what we call a 'Dotmocracy.' The participants used the dots to rate both concepts on the posters and other participants' comments.

The following are the complete comments (verbatim) from the first open-house posters. Participants' notes always follow the orange bullets.

WHAT'S CHANGED POSTER



STICKY NOTE COMMENTS: WHAT'S CHANGED?

- This neighbourhood is still missing safe bike connectivity.
- Many people cycle and use active transport all year (including winter).
- The neighbourhood has many new young families with children.
- Every street is plugged with cars and campers.
- Agree with the campers issue. And scary speeding traffic and no sidewalk.

MISCELLANEOUS STICKY NOTE COMMENTS:

- Why does Hillcrest need the bus route to go through the neighbourhood while others have no stops? Just needs to go to Burns Road and Summit Drive. Sunset Drive is too narrow for bus.

'DOTMOCRACY': 2014 VISION STATEMENTS

Vision Statement 1 from poster: Hillcrest is a connected community. This includes social and physical connectivity. Trails connect green spaces and other neighbourhoods through and around Hillcrest.

- Green dots: 3 // Red dots: 0

Vision Statement 2 from poster: Hillcrest has a village character, often described as smallness, interconnected community, and quaintness.

- Green dots: 7 // Red dots: 0

Vision Statement 3 from poster: There is a desire for organic or evolutionary growth at a pace and scale similar to historical growth, that retains the social and architectural diversity that emerged over the years.

- Green dots: 1 // Red dots: 0

FEATURES POSTER



'DOTMOCRACY' AND STICKY NOTE COMMENTS ON FEATURES:

Sidewalk crossings

1. Non-Continuous Crossing:

- Green dots: 2 // Red dots: 0

Comments:

- These are terrible to bike across

2. Continuous Crossing:

- Green dots: 9 // Red dots: 0

Comments:

- Community members are main users of Hillcrest Drive and path/bike as such the lane needs to be efficient
- This is the way
- Yes, please! Safe and maintains separation
- No sidewalk on Kluane
- No sidewalk on Chalet crescent. Please! Thank you. Stay with the 2016 plan for Chalet Cres.

Surfaced Medians

1. Surfaced Median

- Green dots: 0 // Red dots: 1

2. Vegetated Median

- Green dots: 10 // Red dots: 1

Comments:

- Vegetated for aesthetic and climate reasons. Infiltration is important for increasing precip. and greenery lowers “urban island” heat effect

Bike Paths

1. Lane Separated

- Green dots: 3 // Red dot: 0

Comments:

- Prefer separated not stand-alone bike path on Hillcrest Drive and part of Roundel Rd.

2. Stand Alone

- Green dots: 4 // Red dots: 1

Comments:

- Stand alone is best when daily use is for commuting.
- Please avoid too much unnecessary serpentine meandering.

NEIGHBOURHOOD FEATURES IDEAS STICKY NOTES:

- Traffic should be slow enough that pedestrians, cyclists and kids feel safe.
- Limit or even eliminate on-street parking. Visual buffer, but also hazardous for kids and bikes.
- Yes, to greened medians on Hillcrest Drive. Other traffic calming measures too?

- Looking forward to sidewalks and raised intersections to make our neighborhood safer for kids and active transportation.
- Highway intersection got worse for cyclers. Please fix.
- Our city needs more lots and infill is one of the most sustainable ways to do it! Hillcrest can support a few more lots.
- Please don't widen or re-route Kluane Cr. We need communal parking area.
- Make sure residents understand how wide the streets actually are (i.e., Hillcrest Dr., Park Lane) - people's properties are stretched to city land.
- Please don't make paved trails through any bush area.
 - Green dots: 1 // Red dots: 0
- The space if a median could be used as a bike lane instead.
- Why the need for any median? The roads are small enough already. Medians are cause for potential accidents.
- Median is a nice chance to have native plants and vegetation in line with community character and make it safe.
- Please don't make our trails driveable.
 - Green dots: 3 // Red dots: 0
- Do we have an opportunity to make the Hillcrest Dr and Alaska Hwy more cyclist friendly.
- No median. Too narrow.
 - Green dots: 3 // Red dots: 0

2016 CONCEPT 1 POSTER



DOTMOCRACY: OPTION 1 KEY METRICS

1. Landscaped Median:

- Green dots: 1 // Red dots: 5

2. Bike path in greenspace south of Hillcrest Drive:

- Green dots: 0 // Red dots: 3

3. Raised intersections:

- Green dots: 4 // Red dots: 0

4. Gateway sign with landscaping

- Green dots: 2 // Red dots: 0

STICKY NOTE COMMENTS ON OPTION 1:

Pedestrian features: sidewalks and paths:

- There is a super packed and lovely trail (in greenspace east of Park Lane) would be sad to lose (to paved path).
- Don't care for 3m 'meandering' paved path in Greenbelt. Not appropriate for greenbelt. Maybe better on road side (Park Lane) of greenbelt.
- Preserve Park Lane greenbelt for community gardens - avoid trail cross crossing area.
- Snow clearing of Hillcrest Drive sidewalks (especially north side where there are fewer properties) should be done by the City.
- Pedestrian paths everywhere. Kids, people, with walkers and wheelchairs... Public space for everyone, not for cars only.

Cycling paths:

- Where is bike lane on Roundel Road (up from Burns road)
- Move bike / pedestrian path paralleling Park Lane closer to Park Lane.
- Separate Bike lanes along Hillcrest Drive.
- Bike path in this concept crosses forested area and steep hills. Less accessible.

Vegetation & Greenspace:

- What are the plans for the vegetation trees on Summit Drive?
- Keep trees in the proposed infill. Animals use it as a corridor.
- Keep the greenbelt on the east side of Summit Road as is.

Servicing:

- The sewer and water run through Northlight Church parking lot. The ROW impacts our ability to expand the building toward hillcrest drive. Will this location be changed?

Lighting:

- We need streetlight on Summit Rd.

Snow Removal:

- Snow removal on Summit Road please.
 - Green dots: 1 // Red dots: 1

2016 CONCEPT 2 POSTER



DOTMOCRACY: OPTION 2 KEY METRICS

- 1. Landscaped boulevard (north side) beside sidewalk:**
 - Green dots: 2 // Red dots: 0
- 2. Raised intersections:**
 - Green dots: 1 // Red dots: 0
- 3. Bike path in greenspace south of Hillcrest Drive:**
 - Green dots: 0 // Red dots: 3
- 4. Gateway sign with landscaping**
 - Green dots: 3 // Red dots: 0

STICKY NOTE COMMENTS ON OPTION 2:

Streets:

- Lower the speed limit.
- Do we need this crosswalk between Dalton and Summit? That's three in a small distance.
- Like the narrow character of the streets and keep it slow.
- Please place speed bumps on Summit Rd.

Cycling paths:

- Regarding the paved path connection to Granger: Wide enough for a double chariot! (please!)
- Why path in the woods? Why does the sidewalk end at the road?
- Bike lanes on Roundel Road.
- Steep grade where the bike path meets Dalton Trail.

Pedestrian features: sidewalks and paths:

- Separated bike and walking paths.
- Team sidewalk on Roundel Road.
- People appear to be in favour of the raised intersections.

Land Use:

- Community garden on Hillcrest Dr south of Sunset Drive South.
- Infill decreases property owner value and life quality.

Vegetation and Greenspace:

- The park entrance on Sunset Drive is a junk repository. Can there be something done to prevent this?

Signage:

- Neighborhood sign at the entrance of the subdivision
 - Green dots: 3 // Red dots: 0

Transit:

- Very minor but make the bus stops protected and more appealing including cigarette disposal - big issue in the community clean up!

2016 CONCEPT 3 POSTER



DOTMOCRACY: OPTION 3 KEY METRICS

- 1. Treatment of Hillcrest Drive: Landscape Boulevard & Separated Bike Path on south side of Hillcrest Drive**
 - Green dots: 12 // Red dots: 1
- 2. Raised intersections:**
 - Green dots: 3 // Red dots: 1
- 3. Paved active transportation connection to Granger**
 - Green dots: 3 // Red dots: 0

STICKY NOTE COMMENTS ON OPTION 3:

Streets and Parking:

- More roundabouts would be great, safer for cyclists!
- If no dedicated bike path on the west half of Hillcrest Drive, then traffic calming to slow vehicle speeds is needed.
- Reasonable street parking on Hillcrest Drive 128-133.

Cycling paths:

- Is there a plan to connect the bike path all the way through Hillcrest Drive?
- Like the landscaping!
- Gate to Granger connector path needs to be fixed so that wider cargo bikes / trailers can fit. The metal barrier is unsafe.

Land Use:

- Please infill so we can stop looking at people's junk and vehicles.
- Please go easy on the infill: we like the bush!

Vegetation and Greenspace:

- Please reclaim this space!
- This needs to be returned to greenspace. Not clear that it is public (i.e., parking lots, ATV on park)

Transit:

- Why does Hillcrest need the bus route to go all the way through? Respondent wanted a central pick up like Valleyview, located at Burns Road.