



HILLCREST RECONSTRUCTION ENGAGEMENT

WHAT WE HEARD 2: THE ROADMAP

CITY OF WHITEHORSE
ENGINEERING SERVICES

JUNE 14, 2023

FINAL



WHAT WE HEARD 2: THE ROADMAP

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I. REVISION HISTORY

| VERSION | DATE | DESCRIPTION |
|---------|----------------|--------------|
| 1 | 2023 / 02 / 27 | First Draft |
| 2 | 2023 / 06 / 09 | Final |
| 3 | 2023 / 06 / 14 | Final Rev. 2 |
| 4 | 2023 / 06 / 26 | Final Rev. 3 |

II. EXECUTIVE SUMMARY

The City of Whitehorse is committed to providing robust and inclusive public engagement as they lead city building projects like the Hillcrest Reconstruction Project.

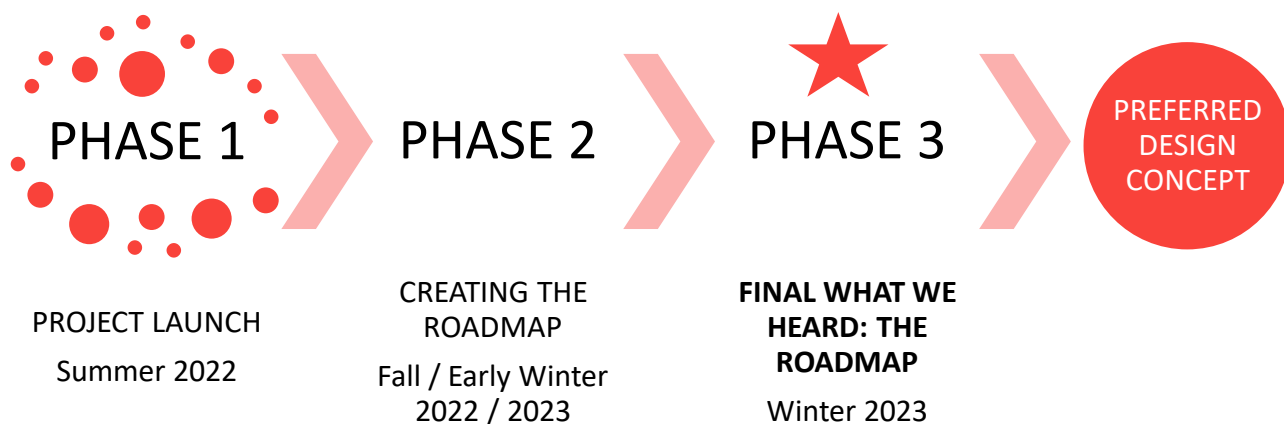
Public engagement was carried out throughout 2022 and early 2023 to inform the update of the conceptual design and provide information on the project to Hillcrest Residents.

The Project Team would like to thank everyone who took time to participate in the project engagement. Your input is important to the success of this project.

The engagement was led by the **City of Whitehorse Engineering Services** and their **consultant team**:

- **3PIkas**: Project Engagers and Conceptual Design leads, and
- **Associated Engineering**: Municipal Engineering and Technical Design Leads.

What We Heard: The Roadmap presents the results of **Phase 3** of the public engagement program, where we presented a Draft Concept and received feedback and ideas from residents.



Using the input, as well as technical direction from the project team, we prepared the **Final Design Concept for pre-design and consideration by Mayor and Council** (Preferred Concept) presented in this report in Section 4. Once approved by Council, the Preferred Concept will be further modified and refined in the detailed design stage. Special considerations for individual properties and utility connections, detailed layout of all streets, buried utilities, power, lighting, and construction are all dealt with in the detailed design phase.

The **Preferred Concept** sets the overall direction for the reconstruction project and includes all key above-ground public use features like streets, paths, sidewalks, greenspace trail connections, and landscaping. **It is rooted in extensive technical input from the engineering and planning team and the input of many Hillcrest residents who participated in the public engagement for this project.**

A summary of input from the latest round of engagement events (Second Open House & Survey) is included.

We heard a lot from many people. The comments and input are summarized in the report. Amongst all the feedback, we heard support for more traffic calming on Hillcrest Drive. As a result, Hillcrest Drive was narrowed from 8.5 meters to 7.5 meters to achieve the desired slow speeds in the neighbourhood.

Additionally, we heard strong support for moving the Hillcrest Drive non-motorized multi-use path to the north side of the street. As such, the non-motorized multi-use path was moved to the north side of the road right of way to avoid conflicts with property access on the south side.

On behalf of the City of Whitehorse, we are excited to present these changes and other key elements of the preferred concept in the overview map and accompanying illustrations and descriptions in Section 4.

Next Steps

- The final concept, preliminary design, and cost estimates will be submitted to City Council for approval to proceed to Detailed Design and Construction.
- Information and updates will continue to be provided to residents as the project progresses (Phase 1 in 2024, pending funding).
- Property owners: consider signing up for a free estimate to replace your utility connections within private property.
- Communication during construction will be key – more on this to come.
- Learn more about the project at engagewhitehorse.ca/hillcrest.

1 ENGAGEMENT OVERVIEW

1.1 HILLCREST RECONSTRUCTION PROJECT SUMMARY

Much of the water, sewer and road infrastructure in Hillcrest has reached the end of its service life and needs to be upgraded.

The City of Whitehorse is implementing the Hillcrest Reconstruction project to renew and revitalize this public infrastructure.

- The reconstruction project will replace 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 services within their property boundaries, most of which are now over 60 years old and are due for replacement.
- Financing options through the City of Whitehorse will be available for property owners who wish to replace their water and sewer service connections.
- Planning, public engagement, and conceptual design were completed in 2022 and early 2023.
- Detailed design is planned to start this spring, with the earliest possible construction start for phase 1 anticipated in the summer of 2024 (contingent on Funding Approval). The reconstruction project will be divided into the following four phases:
 - **Phase 1:** Roundel Road, Summit Drive, and Sunset Drive North from Roundel to Summit Drive (est. 2024)
 - **Phase 2:** Hillcrest Drive to Kluane Crescent / Dalton Intersection, and Chalet Crescent (est. 2025)
 - **Phase 3:** Remainder of Hillcrest Drive, Kluane Crescent, and Sunset Drive South (est. 2026)
 - **Phase 4:** Park Lane and Dalton Trail (est. 2027)
- Project information is available on engagewhitehorse.ca/hillcrest. The project team encourages Hillcrest residents to sign up and register for updates.

Property Owners: Be sure to Sign Up for a free cost estimate if you are interested in replacing your water and sewer services on your property (especially residents in Construction Phase 1 & 2). See Appendix A or visit engagewhitehorse.ca/hillcrest

1.2 ENGAGEMENT OBJECTIVES

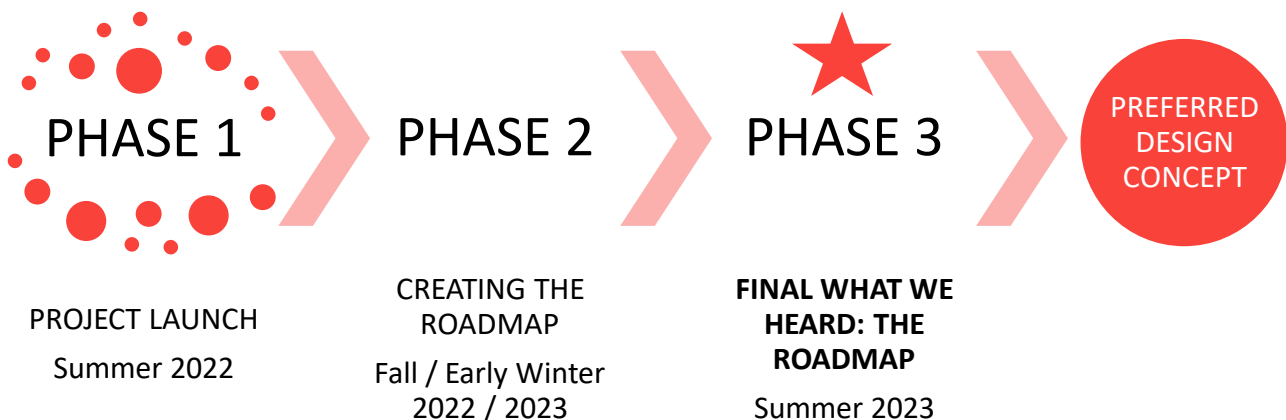
The engagement program for the second round of engagement was designed to achieve the following objectives:

- 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 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 project work plan. 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 and ‘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.

While Phase 2 focused on refining the previous design options and identifying the overall direction and the various proposed components, Phase 3 involves presenting the preferred concept.



1.4 OVERVIEW OF ENGAGEMENT PHASES 1-3

Phase 1 and 2: The focus of engagement in 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, various 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.

The results of engagement in phases 1 and 2 are summarized in the What We Heard: Building the Roadmap report, which was published on the project website on December 5, 2022.

Phase 3: In Phase 3, the project team took the input from the previous phases and created a Draft Concept to present to the public at a second Open House (December 13 at the Transportation Museum) and Survey (December 15 – January 15). Community input was received on what works, what may need adjusting, and what is missing in the Draft Concept to guide the completion of the Preferred Concept.

Additionally, on the construction preparation side, the project team prepared the following:

- A sign-up form for property owners to sign up for a free cost estimate and inspection for the location of water and sewer utilities to be replaced within their properties (a key step for getting utilities replaced for participating property owners).
- The sign-up form is available on the project website.
- A household mailer was sent in January 2023 to residents informing them of the need to sign up (online or with a phone call to the Project Engineer) for a free cost estimate (Construction Phase 1) to be eligible for the replacement of on-property water and sewer utilities later.

1.5 REPORT CONTENTS

- This report provides a **description and summary of the Phase 3 engagement** activities.
- The **Preferred Design Concept** (Section 4), with key features discussed in the context of the feedback received during all phases of the engagement process.

1.6 ENGAGEMENT NEXT STEPS

Engagement will continue for this project, and the City and project team remains committed to clear and effective communication as this project advances.

Design and funding:

- Hillcrest residents will be informed of the status of the pre-design process and any important changes during the refinement of the concept.
- Inform residents of public submission of pre-design to Council for approval.
- Residents will be informed when funding is secured for the project and advancement to tendering and construction is secured.

Construction:

- Continued engagement and communication to inform residents of construction timelines.
- Open lines of communication with residents to inform residents of construction activities and potential unavoidable disruptions.
- This may include mailers, presentations to Hillcrest Community Association, the contractor's public liaison, the website, etc.

2 PHASE 3 PROCESS

2.1 GETTING TO THE ROADMAP

The following engagement activities were implemented to ensure broad participation during Phase 3.

2.2 MAIL OUT

A project update mailer (Appendix A) was mailed to Hillcrest residents and property owners in mid-January 2023. The letter outlined updates to construction phasing and explained the need for property owners in Phase 1 (construction) interested in getting their utilities replaced to sign up for a free cost estimate as a first step.

A map describing the project phasing was provided, as well as information about the water conservation benefits of modern recirculating water connections. A detail drawing describing the recirculation pump is included in appendix B.

2.3 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 continued to provide key updates and information (e.g., Draft Concept Maps and Cross Sections, Survey 2, Utility Cost Estimate Sign Up link).

The engagement platform has been visited about **1,600** times since its launch. Of those visitors, **335** downloaded information (e.g., previous plans), and **122** people participated in the two surveys. The period after the second open house had the most site traffic.

2.4 OPEN HOUSE

About **50** Hillcrest residents attended the second Open House for the project on December 13, 2022, from 4:00 – 8:00 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:

- 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 Draft Design and weighed in on what worked, what didn't work, what was missing, and ideas for improvement.

2.5 SURVEY

A second online survey was prepared using the City of Whitehorse engagement platform to gather feedback from the community. The survey was open and posted on the engagement platform from December 15, 2022, until January 15, 2023. A copy of the survey questions can be found in Appendix C.

40 people submitted the survey. Like the second Open House, the survey focused on gaining feedback on the draft concept.

3 WHAT WE HEARD

The following is a high-level overview of what was heard through the second open house and survey responses. Complete survey responses are attached in Appendix D.

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 OPEN HOUSE 2

The focus of the second Open House was getting feedback on the updated draft conceptual plan for the Reconstruction.

Posters were displayed to solicit insights and initiate conversations with community members. Posters showed the draft layout of the roads, intersections, sidewalks, non-motorized multi-use paths, landscaped areas, and piped infrastructure.

Participants were given the opportunity to leave comments on the concept with sticky notes and discuss ideas or concerns with the project staff.



3.2 OVERVIEW OF INPUT

The following bullets highlight the input and ideas that came forward at the open house and are edited for clarity. Where input generated themes or overarching questions, a response is provided to clarify or make linkages to the preferred concept presented in Section 4.

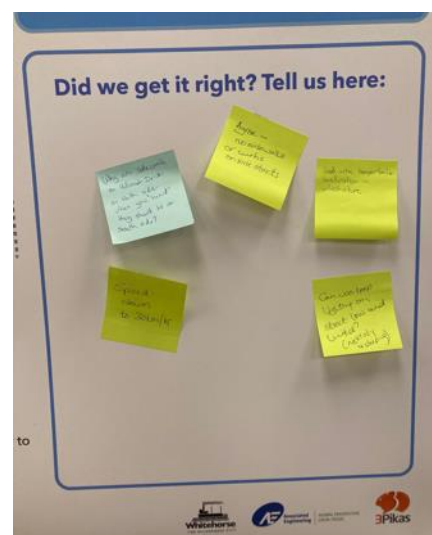
Many of the comments we received capture ideas or concerns relevant to the improvements contemplated for the reconstruction project (e.g., streets, intersections, paths, crossings, private utilities upgrades, etc.).

3.2.1 POSTERS 1 & 2: WHAT WE HEARD SO FAR + BURIED UTILITIES

Poster 1 included input from the first open house, survey, and stakeholder interviews. Poster 2 presented the conceptual design of buried utilities (piped water and sewer) for information. Specific feedback on the buried utilities concept was not received; however, the following feedback was provided:

What we heard:

- Some residents questioned sidewalks on Hillcrest Drive on the north side, while some prefer the south side.
- Minimal support for sidewalks or curbs on side streets (Shared Streets).
- Strong support for good active transportation consideration in infrastructure.
- Support for limited lighting on the street (night sky friendly and sleeping).
- Support for the speed limit to be reduced to 30 km/h.
- Support for keeping as many trees as possible.
- Support for low-density housing.



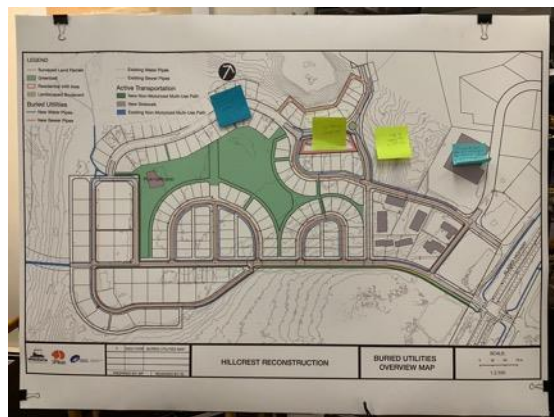
We also heard:

- A new path must be considered in the current roadway.
- No need to have the bus route all through Hillcrest. It should go across Burns Road. Folks can walk that far. Or take the bus that goes on Hamilton if that is closer.

3.2.2 OVERVIEW MAP

The overview map showed the overall Hillcrest Reconstruction draft concept. It included the draft design of the neighbourhood collector streets and shared (side) streets, as well as the proposed new bike path, landscaping, and raised intersection traffic calming infrastructure.

A lot of positive feedback was received with positive feedback on the overview map. Some of the participants noted some opportunities for improvement too. Summaries of what we heard are provided below, with clarifications in square parentheses (i.e., [...]).



What we heard:

Non-motorized transportation infrastructure:

- Concern about cyclist safety and driveway crossings [Path Concept on the South side of Hillcrest Drive West].
- A question about a potential rack to lock up bikes at the bus shelter. [at a bus stop on Hillcrest Drive near Dalton Trail].
- Support for putting a path on the north side to reduce the need for a crossing of the airport access road.
- The desire for improved transportation options around the gas station.

“Sidewalk or paved multi-use path on one side on Hillcrest Dr. We don’t need two.”

Residential infill:

- A concern about spring runoff from lots on Roundel Rd. and the surrounding roads. A resident was concerned that consideration should be given to runoff and drainage between properties.

Night sky:

- Support to minimize lighting to protect night skies [two support notes].
- Support for night sky-friendly streetlights! (e.g., Black Street stairs).
- A desire for a community garden (if the community desires) [pointing to Park Lane east / Hillcrest Drive].
- A concern that Bower trailhead drainage needs to be re-sloped to avoid collecting flow off Hillcrest Drive.

Construction questions from homeowners:

- Concerns that driveways could be partially damaged. A resident wondered if the City can allow them to pay for complete repaving at the same time as the City repairs their driveways after trenching.

- Questions about estimated costs for internal plumbing / digging.
- A question about directionally drilling the in-house plumbing.

We also heard:

- Consider a “low stress” non-motorized multi-use path from here, with a gentle climb up to Sunset / Summit intersection. [Pointing to Roundel east of Summit].
- Consider burying overhead powerlines.

3.2.3 DETAIL MAP 1: SUMMIT & ROUNDDEL

The detail maps showed the draft concept at a more detailed level and included conceptual cross-sections showing the street designs. The smaller-scale concept plan was used to inform participants about the features of the draft concept and hear feedback.

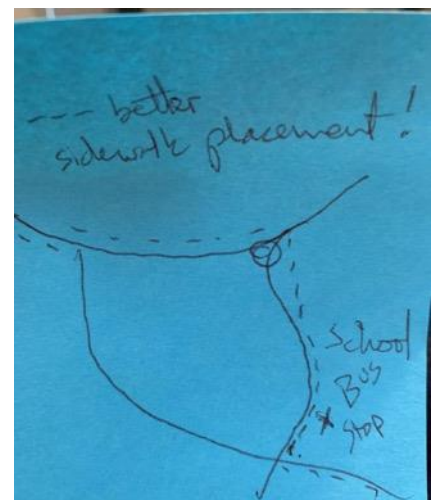


What we heard:

- Do not remove the existing “roundabout” on Summit Road.
- Most of the properties in Hillcrest have a buffer trail / green zone at the back. As such, there should be a similar trail or green zone applied to the infill area [pointing at the infill area].
- Support for low-density in the infill area.
- School bus stops for 4 or 5 busses twice daily on (the east side) [see post-it below]. It would be awesome to have some sidewalks on the east / north side (forest side [of Roundel / Summit] rather than up against fences).

We also heard:

- No roundabout.
- Concerns that Roundel would not be wide enough to accommodate sidewalk and vehicle parking in front of apartments.
- Replace the roundabout with a T intersection on Summit Road.
- Modify the right of way near the proposed roundabout by lot 130 to allow good road alignment.



3.2.4 DETAIL MAP 2: HILLCREST DRIVE TO DALTON TRAIL

What we heard:

- Fixing the gates is a priority [pointing to greenspace access between Kluane and Chalet off Hillcrest Drive, at other Greenbelt accesses / trail intersections].
- A bike path on Roundel from Burns to the frontage road crossing to the paved bike path should be considered.
- A gateway feature at the neighbourhood's entrance should be integrated into the design (e.g., roundabout, button, landscaping).



3.2.5 DETAIL MAP 3: PARK LANE, DALTON TRAIL, AND HILLCREST DRIVE WEST

What we heard:

- Moving the bike lane to the North side of Hillcrest Drive should be considered – between Park Lane and Dalton.
- Connect the bike path to Granger.
- Include lights and planters on the path to Granger [at Granger connector].



3.3 SUMMARY OF THE SURVEY RESULTS

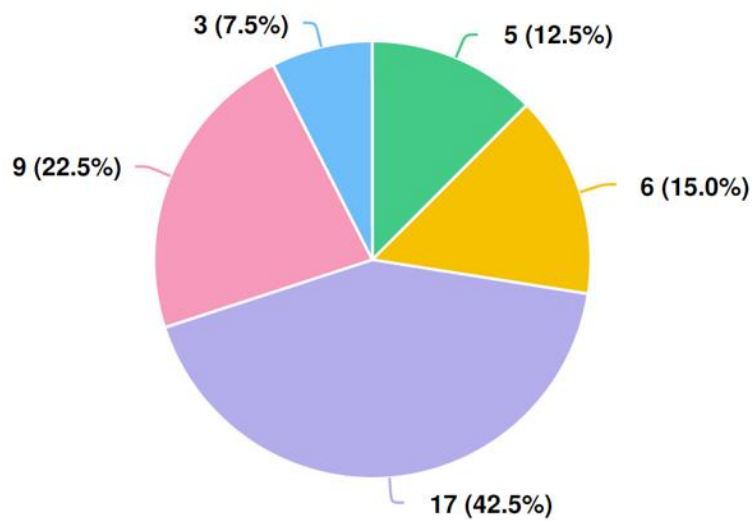
There were 40 responses to the survey from members of the public. This was the same number of responses as the first survey.

3.3.1 WHO ARE THE RESPONDENTS (QUESTIONS 1-2)

Introductory questions revealed the following about who responded to the survey:

- Participants from all four phases of the reconstruction project provided input.
- Most respondents live in Phase 3 and Phase 4 of the reconstruction project, with 12.5% and 15% of respondents living in Phases 1 and 2, respectively.
- Like the first survey, there were respondents from all streets in Hillcrest, with the highest representation from Hillcrest Drive (25%), followed by Kluane Crescent (17.5%), and Sunset Drive North (12.5%).

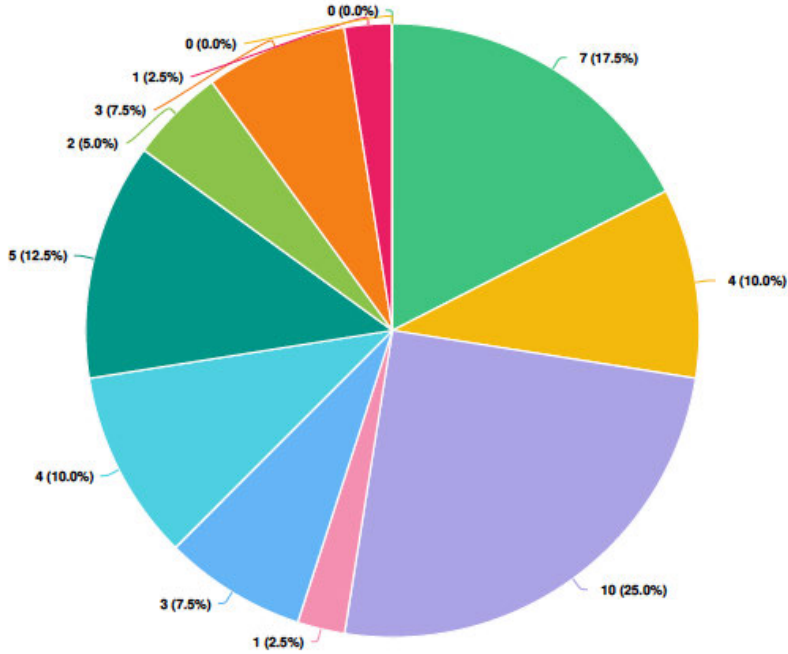
FIGURE 1: QUESTION 1 – IN WHAT PHASE OF THE RECONSTRUCTION DO YOU LIVE?



Question options

- Phase 1 ● Phase 2 ● Phase 3 ● Phase 4 ● I'm not sure.

FIGURE 2: QUESTION 2 - WHAT STREET DO YOU LIVE ON OR OWN PROPERTY IN HILLCREST?



- Question options**
- Kluane Crescent
 - Chalet Crescent
 - Hillcrest Drive
 - Roundel Road
 - Park Lane
 - Dalton Trail
 - Sunset Drive North
 - Sunset Drive South
 - I don't live in Hillcrest
 - Other (please specify)
 - Burns Road
 - Summit Road

3.3.2 STREET CROSS SECTIONS (QUESTIONS 3-6)

Questions 3, 4, 5, and 6 sought feedback on the conceptual street cross-sections. These questions began by describing the vision for the street (i.e., **Neighbourhood Collector** like Hillcrest Drive, Roundel East, and Sunset Drive North, or **Shared Streets** like Roundel Road (west of Summit Drive), Chalet and Klune Crescents, Park Lane West, Summit Drive, Sunset Drive South, and Dalton Trail and describing the different features like lane widths, non-motorized multi-use paths (MUPs), sidewalks, etc.

Most of the specific input we received was regarding Hillcrest Drive, the common transportation artery for much of the neighbourhood.

However, we did hear some important feedback on the Shared Streets as well. Respondents sought some areas of clarification about the Shared Streets, which are included below.

The **Neighbourhood Collectors** are designed to accommodate private vehicles and busses, with separate paths and sidewalks for non-motorized active transportation. The survey focused on Hillcrest Drive, which has the most features of the neighbourhood collectors.

The **Shared Streets** are designed to be used by all users without separation. They are design for low vehicle speeds (narrow, tight turning radius onto collectors) and low vehicle volumes. Boulevard space in the right of way varies in width, and can accommodate temporary uses.

What we heard: Shared streets

Parking on shared streets:

- Many participants were unsure whether parking would be available as part of the Shared Street design.
- We heard from many participants that they wish to have on-street or boulevard parking on Shared Streets for visitors, second vehicles, renter parking, and delivery and pick up of materials.

“People often need extra parking space and use the road. Making this a no parking zone may cause frustration.”

Street width and the shared street:

- Many respondents expressed support for the Shared Street Design concept. There were several comments articulating a desire for traffic calming on side streets (i.e., street design and landscaping, and signage for 30km/h speed).
- Some participants indicated wanting a sidewalk installed on the shared streets. We also heard a question about who would be responsible for landscaping in the boulevard areas.

What we heard: Neighbourhood collectors

Hillcrest Drive multi-use path and sidewalk concept:

- The feedback indicated strong support for the separated, year-round maintained, three-metre non-motorized multi-use path through Hillcrest Drive.
- Many respondents articulated that the path would be safer and more user-friendly if it was located on the north side of the right of way.
- Many respondents questioned if a sidewalk and MUP were needed and asked if just an MUP would be sufficient.
- We also heard that for some people, a separate path would not be needed. Others indicated support for the path location in the draft concept on the south side of the right of way.

“MUP should be on north side to reduce unnecessary crossings of Hillcrest Drive and Airport access road. North side will improve community connectivity and increase safety for active transportation users.”

Hillcrest Drive Street design:

- Many respondents said that the 4.25-meter driving lanes in the draft concept were too wide and that narrower lanes would be better suited to achieve slower vehicle speeds.
- We heard that the overlap of the street with the greenspace south of the right of way should be minimized.
- Some respondents indicated wanting on-street parking for additional vehicles on Hillcrest Drive, especially near the triplexes. Others indicated wanting a shared street design on Hillcrest Drive instead of a separate path.

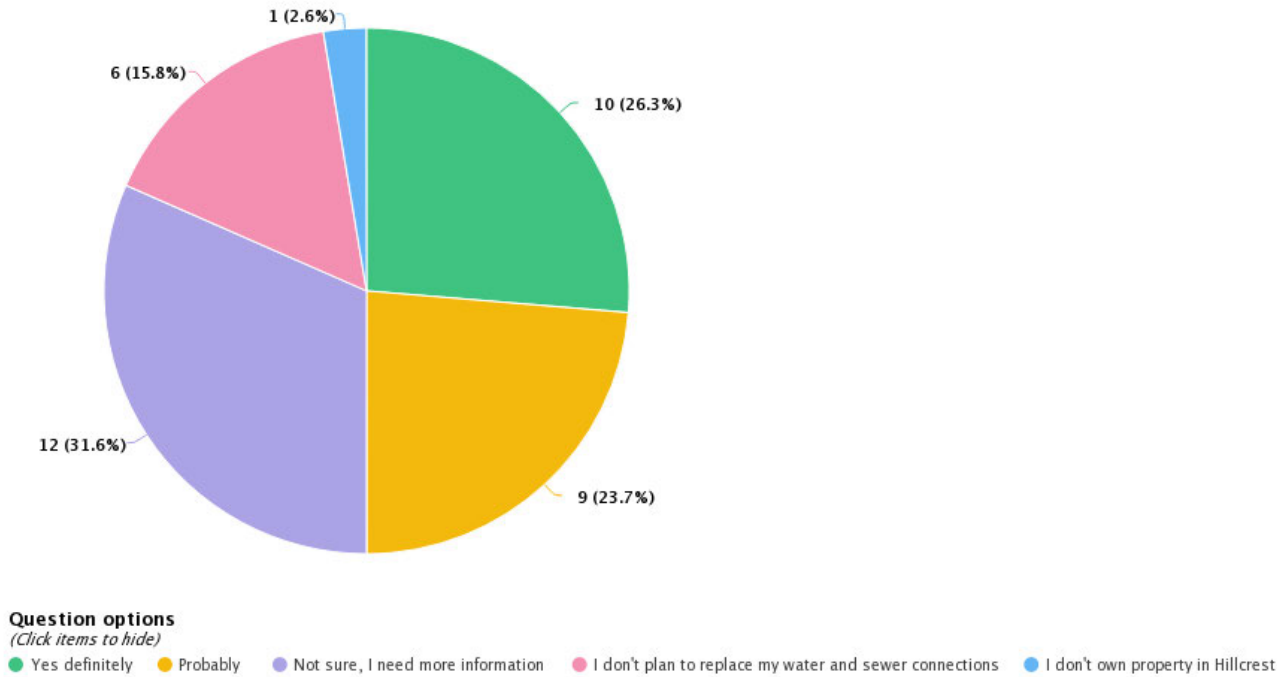
3.3.3 UTILITY CONNECTION INFORMATION QUESTIONS (QUESTIONS 8-10)

In addition to replacing and upgrading the street and active transportation infrastructure in Hillcrest, the City of Whitehorse will be replacing the buried water and sewer infrastructure. The reconstruction project will be a good time to replace the aging water and sewer connections to your home or rental unit(s) with the City's contractor. The cost of this work is the responsibility of property owners, and financing is available. The total cost will vary somewhat from property to property and will be refined before committing.

Question 8 asked participants to share their thoughts about replacing the utility connections on their property during the reconstruction project. **Question 9** asked for contact information for interested landowners, while **question 10** asked participants to provide any questions for the engineering team about replacing their utilities.

Asked whether they planned to replace their utilities, 50% of participants responded that they would or probably do so, with 32% unsure and wanting more information. 16% of respondents did not plan to replace, while only one respondent did not own property in Hillcrest (see Figure 3). Responses did not change significantly from the first survey when this question was also asked.

FIGURE 3: QUESTION 8 – DO YOU PLAN TO GET THE WATER AND SEWER CONNECTIONS ON YOUR PROPERTY REPLACED?



Question 10 yielded notable questions about the on-property utility replacement process and individual concerns. The participants' questions are provided below (they are edited for clarity). Answers from the project team are provided in blue (if you still have questions or want to follow up contact the City of Whitehorse Engineering Services):

- Can I get more specific information about SteeloXes?
 - Response: If you have a SteeloX and would like a separate water and sanitary service an application for subdivision must be completed with the City of Whitehorse. If excavation of crawlspace is required for installation of new services, work must be completed by another Contractor or by the property owner. To install a new sanitary service, excavation to bottom of footing is required for the City's Contractor to install the new service to the building. The City's Contractor will only install new water and sanitary services to the building. All work to connect the new services to the domestic water or sanitary is to be completed by a plumber and electrician (recirculation pump connection) who is hired by the property owner.
- How would this affect our water and sewer service during construction?
 - Response: Water services will be interrupted for a maximum of 8 hours. If the City's Contractor requires water shutoff for longer than 8 hours, they will provide residents with temporary water through exterior hose bibs. Sanitary service may be disrupted for a few hours in 1 day to connect the new service to the old service or building. Residents will be notified by the City's Contractor's Public Liaison of any disruptions to their water and sanitary.
- How long does it take to replace the utilities?
 - Response: Replacing the utilities (water, sanitary and storm) within the roadway will take around a month per block (intersection to intersection). Sections of the street may be phased to provide access to properties. Replacement of water and sanitary services take approximately 1 to 2 days depending on the complexity of the connection and if the connection will be at the property line or the building.
- What is the repayment / loan structure?
 - Response: The City is still preparing this. Details on the loan structure and repayment will be released soon.

- How will upgrades be done in relation to other building infrastructure, such as fences, buried power connections, decks and additions that may be in the pathway of the connections?
 - Response: The City's Contractor can remove fences, decks, etc. to accommodate service upgrades, however the property owner will be required to replace/re-install the removed infrastructure. Property owners may choose to remove their fence, decks, etc. prior to the City's Contractor doing the work to ensure it was removed how they would like it removed. In regard to additions, an inspection will be required to assess if the addition will impede the service installation. Our contractor will not excavate near shallow foundations/footings; however, if any damage occurs, it will be the contractor's responsibility to repair to existing or better condition, not including structures removed to facilitate installation.
- Need information regarding logistics, such as: What is the City's contractor doing versus what is the owner responsible for coordinating?
 - Response: The City's Contractor will be installing water and sanitary service either to property line (connecting to existing services) or to the building. The property owner has the responsibility to coordinate a plumber and electrician to connect the new water service to the building's domestic water and the recirculation pump (see Appendix A and Appendix B).
- It would be very helpful to provide a checklist of things that need to be considered in advance.
 - Response: See flow chart provided in most recent mailer sent in January 2023 (Appendix A).
- What work will need to be done inside the home?
 - Response: If you are planning to have the new water service installed to your building you will need to coordinate with a plumber and electrician to complete the interior work which includes connecting the new service to the domestic water system and installing a recirculation pump (Appendix B).
- What are the anticipated cost savings by doing this work at the same time as the project?
 - Response: The exact cost savings are unknown as it will depend on the complexity of the service connection and future changes in construction costs and inflation. However, it is expected that having your utility connection replaced during construction will be less expensive, as the road will already be removed, and utilities exposed.
- We live in a duplex that we own and were wondering if that means we will have to pay "double" or if we can just have the lines from each side conjoin with one connection (as it is set up now).
 - Response: Subdivided duplexes require separate water and sanitary lines installed to each side of the duplex. Duplexes that are kept under a condo corporation are able to keep the one service to both condo units. If you own both sides of the duplex and would like to replace the services to each unit, and it is subdivided (i.e., not a condo), you will have to pay for a separate service connection to each unit (i.e., "double").

- I need an explanation on how to separate condo utilities.
 - Response: If you have a Steelex and would like a separate water and sanitary service an application for subdivision must be completed with the City of Whitehorse. If excavation of crawlspace is required for installation of new services, work must be completed by an outside Contractor or by the property owner. To install a new sanitary service, excavation to bottom of footing is required for the City's Contractor to install the new service to the building. The City's Contractor will only install new water and sanitary services to the building. All work to connect the new services to the domestic water or sanitary is to be completed by a plumber and electrician (recirculation pump connection) who is hired by the property owner.
- What are the City's and Property owner's obligations to restore landscaping?
 - Response: It is the property owner's responsibility to restore their own property. This could include replacement of a fence, deck, landscaping, or other features that may be impacted.
- Is it possible to see the condition first before deciding on a replacement?
 - Response: If a property owner wishes to know the state of their service, they would need to hire a plumber to have inspections completed (e.g., pipe camera).
- If the city provides financing, do the payments carry on the property or with the property owner?
 - Response: Payments carry on with the property via City taxes.
- How wide will the trenches need to be to install the new pipes in the street?
 - Response: Trenches will be at least 2.5 meters (8 feet) deep and approximately 5 meters (16ft wide) for proper sloping. The trench width can be reduced to approximately 2 to 2.5 meters (6 to 8 feet) to accommodate a trench box, where required.
- What does a recirculation pump system look like?
 - A detailed schematic drawing of the recirculation pump system is provided in Appendix B.

Many of the above questions were answered in a mailer sent to all Hillcrest residences in January 2023 (the document is available in Appendix A and on the Project Website). More details about construction costs and responsibilities can be obtained by getting a free estimate (residents can sign up [here](#)).

3.3.4 ADDITIONAL INPUT FROM THE CITY OF WHITEHORSE

The City of Whitehorse provided the following additional information based on questions heard during home inspections completed for the Phase 1 area. These are provided to provide extra context and information within the theme of question 10 from the survey.

- If I decide to replace my services to my building, what will my new water and sanitary service look like? Where will the connections be made?
 - Response: Two water lines will be supplied through your building foundation, a supply line, and a recirculation line. You will be required to have a plumber and electrician come

to connect the new services to your domestic system and the recirculation pump. The sanitary service will be connected to the existing service on the outside of your building foundation wall.

- What happens to my new service if I have an addition or deck over or nearby the existing service?
 - Response: If you have a deck/addition/ that is not the full depth of your basement and is on or nearby your existing service, the water service can be re-routed to a different location to avoid undermining the deck/addition. However, the sanitary service must be kept in the same location unless the homeowner is willing to do further plumbing reconfiguration within the building. If the separation between your deck/addition and sanitary service line is less than 2.4 meters (8 feet) horizontally, the Contractor will replace your sanitary service as close to your deck/addition as possible without undermining the structure.

This means you will have a section of pipe that will not be replaced between your foundation wall and the new pipe. If the deck/addition is able to be removed and the home owner approves the removal, we recommend the home owner removes the structure to ensure it was removed how they would like it removed. Alternatively, the Contractor could remove the structure, however they will not re-install the structure, that will be the responsibility of the home owner.

The removal of the deck/addition could ensure the sanitary service, from the foundation wall to the sanitary main is replaced. Alternatively, the sanitary service could potentially be re-routed to an alternate location which may require a bend and clean-out to be installed outside of your building, and additional plumbing reconfiguration within the building by the owner to ensure all drains within the building connect to the new service.

- What if I have a detached garage/structure over my services?
 - Response: Similar to the above response, water services can be re-routed to an alternate location, however sanitary ideally follows the existing line. Depending on the availability of slope with your existing sanitary service we may be able to re-route the sanitary service with bends and clean-outs around a structure, however ideally the structure is removed to have the sanitary service stay in a straight line with the existing line.

3.3.5 OVERVIEW QUESTION (QUESTION 11)

Question 11 began by providing the following overview of the draft concept:

The Hillcrest Reconstruction Concept Overview builds on the previously completed design from 2017 and adds more features based on input from the public and the City of Whitehorse so far.

Highlights include:

- *New and narrow roads with tighter turning radiuses,*
- *Sidewalks on Hillcrest Drive and raised intersections, roundabouts, and safer alignment.*

- *Continuous, direct, lane-separated bike path on the south side of Hillcrest Drive from the 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).*
- *Bus stops are identified in the plan for upgrades to City's latest standards (shelters, signage, accessibility, and lighting).*
- *Replacement of all water, sewer, and power infrastructure in the road right of way. Replaced water sewer connections for property owners who 'opt in' to do so, completed by the City's Contractor.*
- *Closer to construction of their phase, property owners should engage with a plumber and electrician on extent and cost of work to connect new services from building to their domestic lines.*

Participants were then asked to provide feedback on the plan.

What we heard: Draft neighbourhood concept

We heard: Participants indicated support for a separated active transportation corridor through Hillcrest Drive, with some expressing excitement that these and other upgrades (e.g., constructed bus stops) were being proposed in the updated concept. We heard ideas for improving the concept, including:

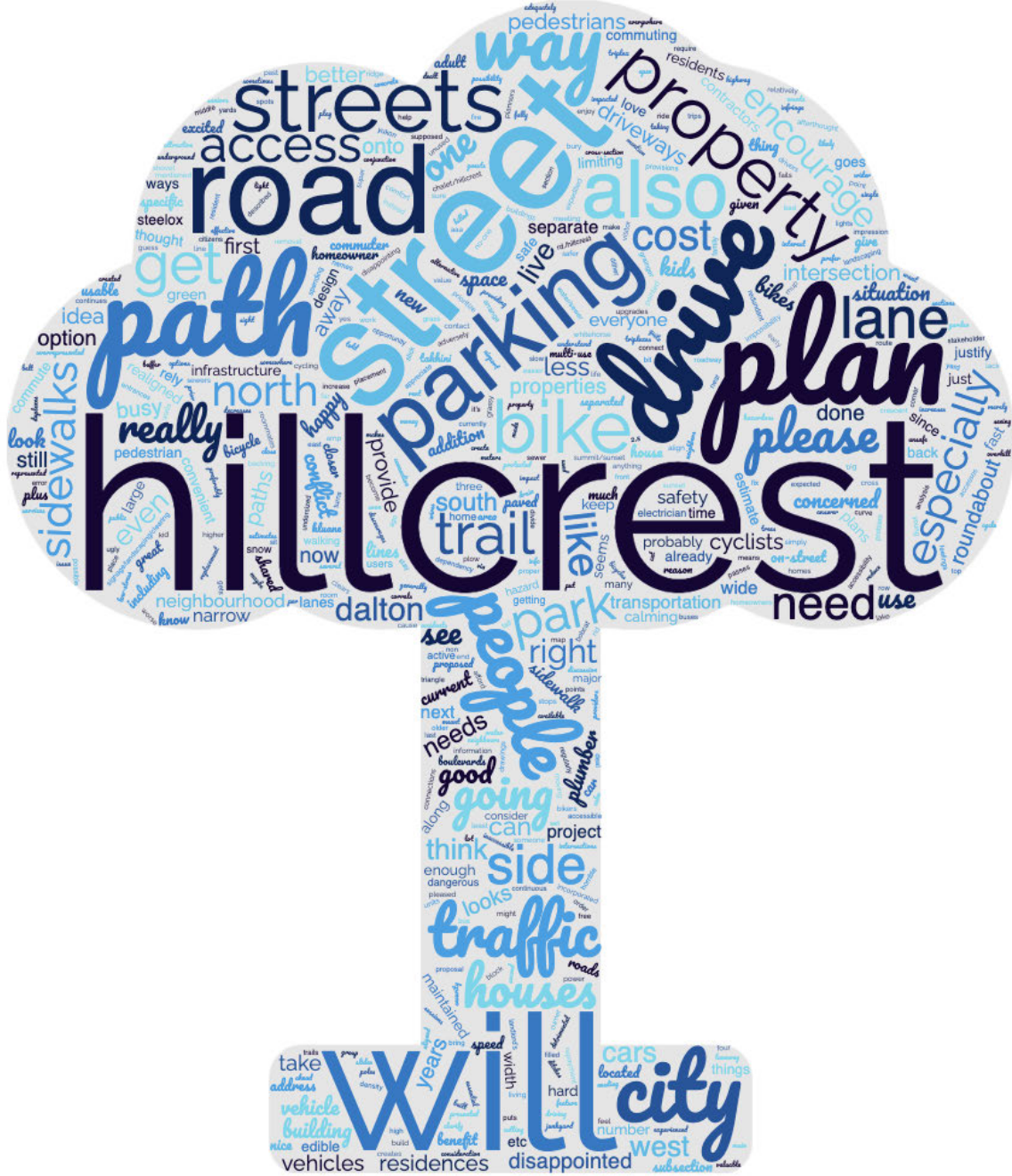
- Changing the multi-use path location to the North side of the right of way,
- Edible gardens (e.g., at the roundabout), and
- Landscaping for traffic calming.

We also heard:

- Support for more communication and collaboration with the City, especially regarding utility replacements for properties.
- Concern about losing street parking, especially on Hillcrest Drive.
- Concern about pedestrian safety, especially crossing Hillcrest Drive and walking on Shared Streets.
- Concern that street infrastructure will be too close to property lines, especially on Hillcrest Drive and Park Lane.

The word cloud below illustrates the frequency of different words in all the responses to question 11 – the bigger the word, the more often it was mentioned.

FIGURE 4: QUESTION 11 RESPONSES WORD CLOUD



4 PREFERRED CONCEPT: THE ROADMAP

The preferred concept presented in this section represents a significant milestone in the Hillcrest Reconstruction project (Figure 5). It is the ‘Road Map’ describing the key elements of the neighbourhood reconstruction, from streets to sidewalks and paths, to the treatment of landscaped areas, bus stops, lighting, and trail connections. It is the overarching guide for the detailed design phase, which is the next step in the reconstruction project. Construction is anticipated to start with Phase 1 in 2024, pending funding approval.

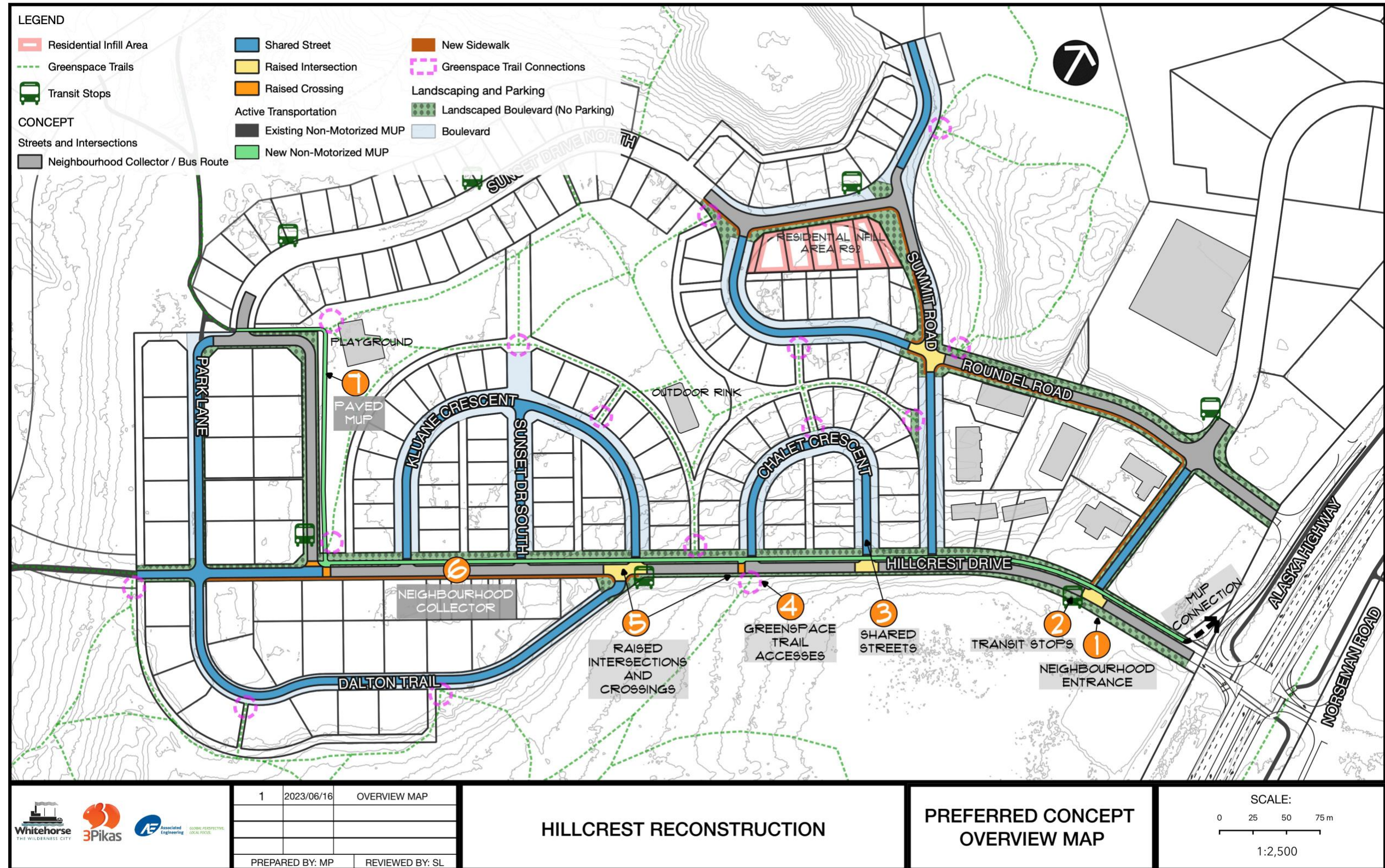
The Road Map is the culmination of the input from many Hillcrest residents, who, at the open houses, neighbourhood walks, and surveys, provided extensive feedback (summarized in this and the previous ‘What We Heard’ report) that guided the development of the design concept.

Further, the City of Whitehorse’s engineers and planners contributed to the design – translating public input and the City’s transportation objectives, policies, and standards, into tangible design direction and elements you see in the conceptual plan.

Finally, collaborating closely with multiple City Departments and incorporating public input, Associated Engineering and 3Pikas developed the preferred concept through multiple iterations and detailed reviews.

The result is a concept that has a similar look and feels to the concept developed in 2017 but with some important features and updates to align it with where Hillcrest is today and the direction the City of Whitehorse is going.

FIGURE 5: PREFERRED CONCEPT MAP



4.1 KEY CONCEPT FEATURES

Key design elements of the concept are provided in this section. This is an overview of the key design elements of the concept and is not a detailed plan. Each key design element (numbered area in Figure 5) above provides a brief context, illustrations (conceptual cross-sections and example photos) and directions (design intent and materials), and design considerations to inform the detailed engineering design.

1 Neighbourhood Entrance

A landscaped space welcomes residents and visitors to the Hillcrest Neighbourhood at Hillcrest Drive and Burns Road intersection. The neighbourhood sign and landscaping fit with the overall look and feel of the neighbourhood landscaping improvements and include the neighbourhood sign, native plants, and low-impact, small-scale natural landscaping (see Figure 6). The neighbourhood entrance implements the planned neighbourhood entrance included in the Hillcrest Neighbourhood Plan (City of Whitehorse and Inukshuk Planning, 2014).

Example Image or Illustration

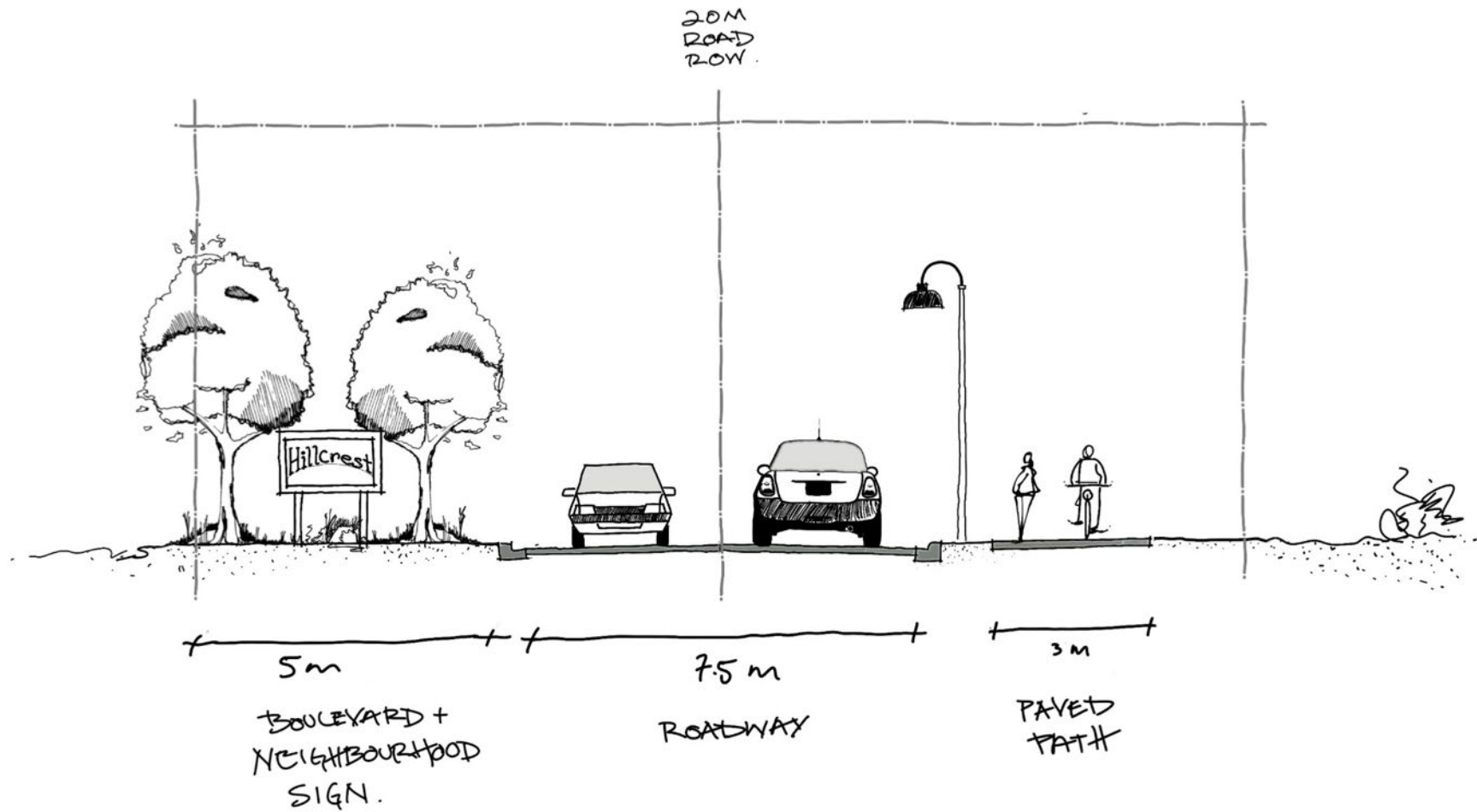


Design Intent / Direction

- A raised intersection provides traffic calming for vehicles entering the neighbourhood from the Alaska Highway, increasing safety for non-motorized road users.
- The raised intersection provides continuous path grades over the intersection for added protection and accessibility for non-motorized multi-use path users crossing Burns Road.
- The 3-meter paved path connects to the City path network along the Alaska Highway (eastbound) or the Hillcrest Neighbourhood (westbound).



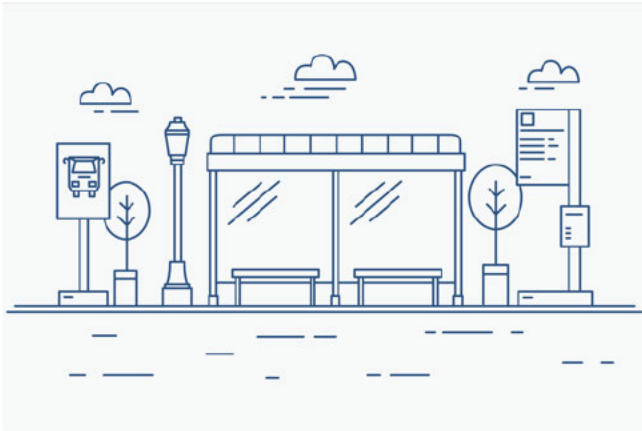
FIGURE 6: NEIGHBOURHOOD ENTRANCE CONCEPTUAL CROSS SECTION



2 Transit Stops

Bus transit service to Hillcrest is made more convenient and accessible through construction of new transit bus stops. The reconstruction project enhances the existing stops on Roundel Road, Park Lane East, and Hillcrest Drive.

Example Image or Illustration



Design Intent / Direction

- Transit stops are constructed to meet the City's new standards for level or service, accessibility, signage, and shelter from the elements (Standards are currently in development).
- Bus stop pads are inviting spaces that are, well lit, and where possible adjacent to pedestrian crossing areas (i.e., the raised intersections and crossings).
- Bus pads are built to accommodate future bus shelters.
- Where needed based on the City's guidance, new bus shelters incorporate neighbourhood, local, and First Nation Art.



3 Shared Streets

The intent of the **Shared Street** is to provide pedestrians priority within the right-of-way with no separation. The street design is appropriate for low vehicle volumes and shared use of the paved street space by all users. The concept is very similar in configuration to the current conditions, with a larger and more uniform flat boulevard area available because of the removal of the ditches. Curbs and gutters manage stormwater on all streets.

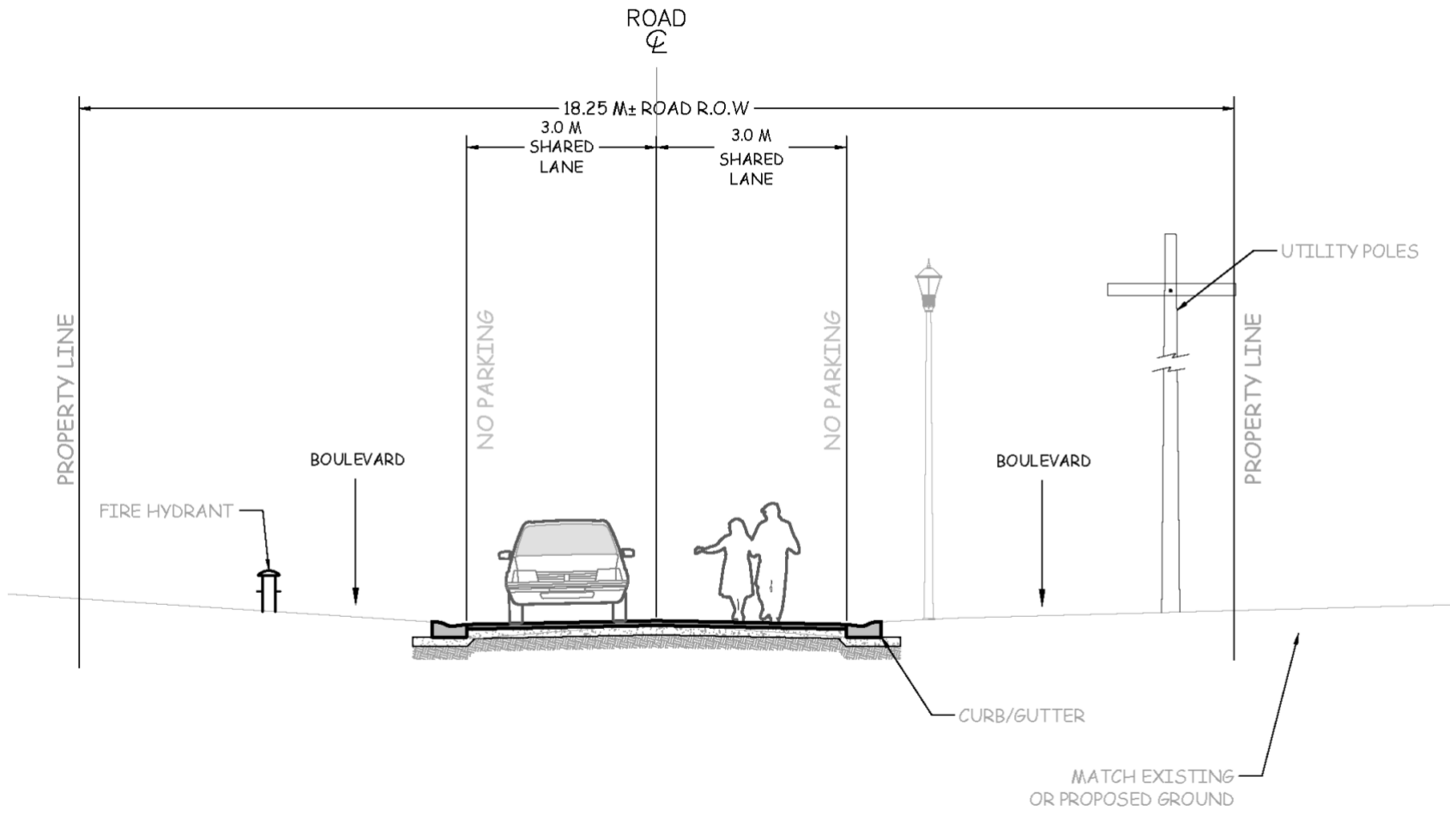
Example Image or Illustration



Design Intent / Direction

- Narrow driving lanes and tight turning radiuses onto collectors achieve low vehicle speeds (30km/h).
- Boulevard space in the right-of-way varies in width and usually can accommodate temporary uses, in compliance with City Bylaws and winter maintenance requirements (Figure 7).
- Pedestrians, cyclists, and other non-motorized users may use the cleared boulevard area or the street space to travel on Shared Streets.
- A shared street sign should be used at the entrance to a shared street.

FIGURE 7: SHARED STREET CONCEPTUAL CROSS SECTION



4 Greenspace Trail Accesses

Hillcrest has an amazing network of trails. The reconstruction project is an opportunity to improve the access points for these trails to make them more accessible, user-friendly, and beautiful.

Example Image or Illustration

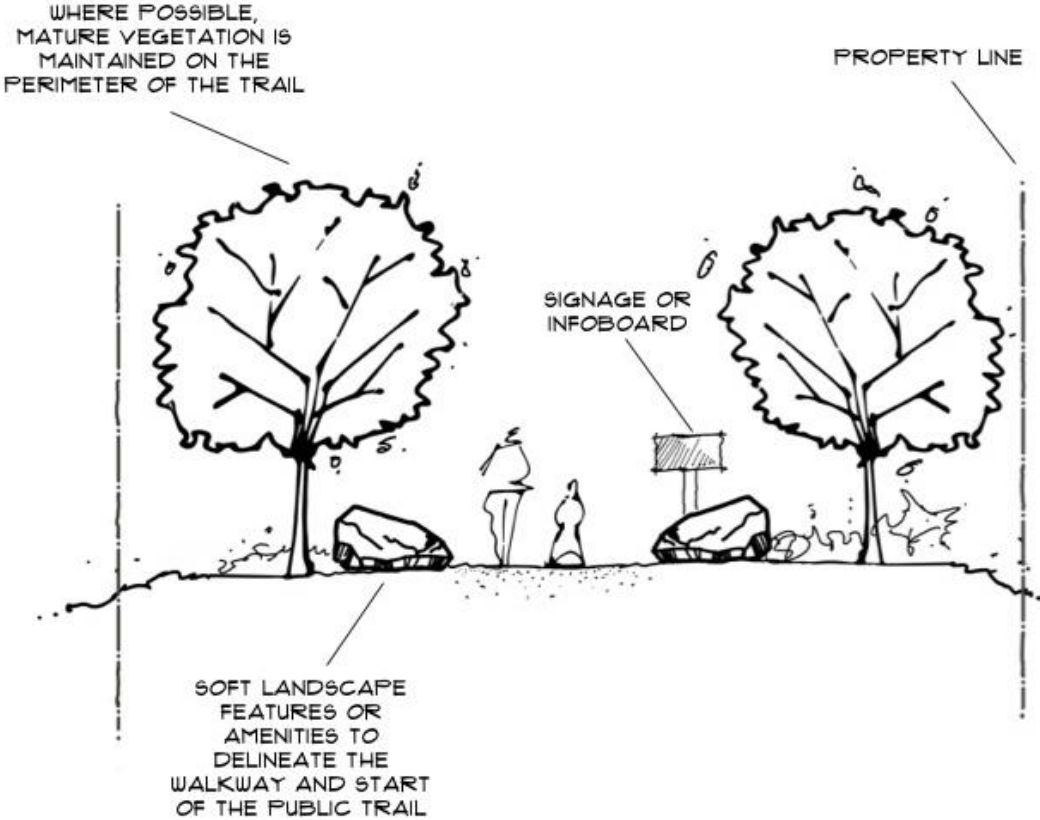


Design Intent / Direction

- Maintain a natural feel and limit vegetation removal where possible. Use natural materials like boulders or wood posts, as well as signage, to show the beginning of the public trail.
- Use granular crush material at access points to provide predictable footing as users enter the greenspace trails from the streets.
- Where grades are too steep, install wood stairs.
- Trails themselves are left in their existing state.



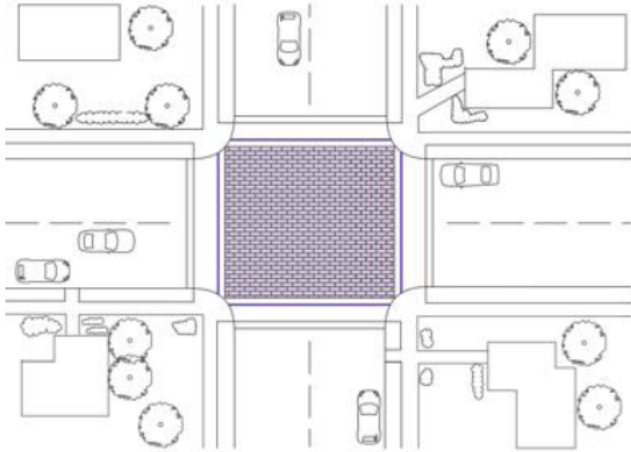
FIGURE 8: CONCEPTUAL GREENSPACE TRAIL ENTRANCE



5 Raised Intersections and Crossings

Higher vehicle traffic on the neighbourhood collector streets is calmed through a combination of raised intersections and crossings. These also provide a degree of protection for non-motorized street users crossing at these locations to cross neighbourhood collectors at intersections and key mid-block locations (i.e., higher visibility and lower vehicle speeds).

Example Image or Illustration



Design Intent / Direction

- The concept provides traffic calming at key intersections along the neighbourhood collector streets.
- Raised intersection design provides traffic calming and is comfortable to drive over at low speeds.
- Raised intersection design includes ramps up to and down off a consistent grade at the centre of the intersection.
- Raised intersections and crossings (combined with signage) provide traffic calming and allow pedestrians to cross at grade with the sidewalk / multi-use path.
- Raised crosswalks are ramped 'speed tables' that span the entire roadway at strategic midblock crossing locations on Hillcrest Drive and Park Lane East.
- The raised crosswalks will be defined with paint and or special paving materials. Tactile paving increases accessibility for visually impaired path users.

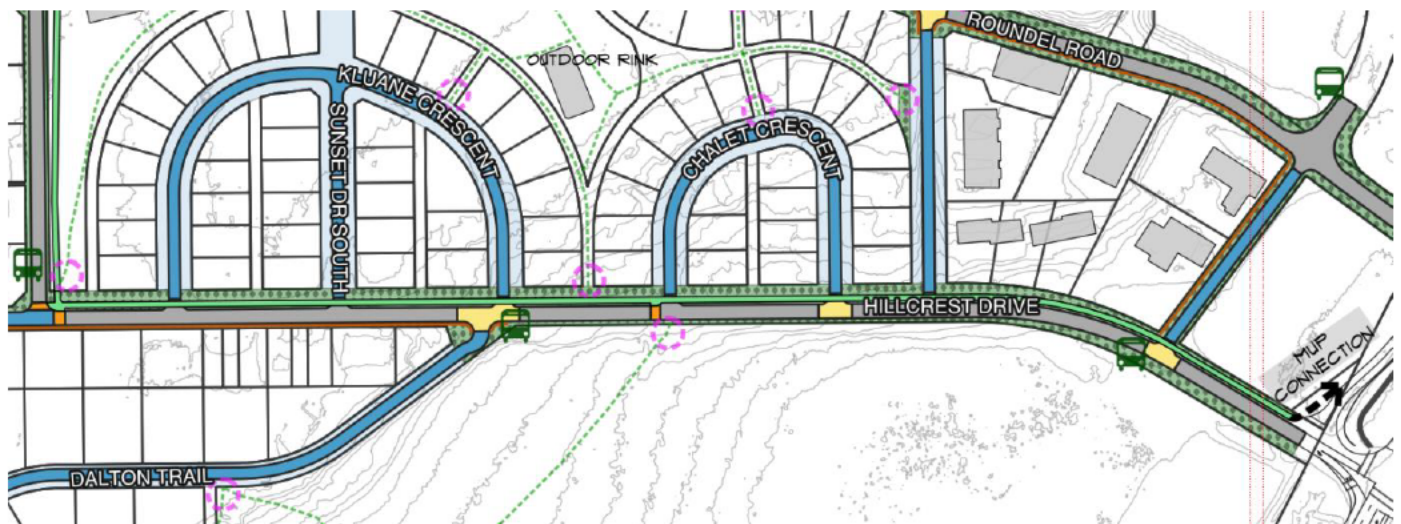
6 Hillcrest Drive Neighbourhood Collector

The Hillcrest Drive Neighbourhood Collector concept accommodates separated motorized and non-motorized travel within Hillcrest. It connects to existing paths and the Alaska Highway.

The **design intent / direction** for the street includes the following:

- 3.75-meter driving lanes to accommodate a mix of vehicle sizes at low speeds (30 km/h limit),
- Separated 3-meter paved non-motorized multi-use active transportation trail (north side) for year-round active transportation and connection,
- 1.5-meter concrete pedestrian sidewalk (south side) from Park Lane East to Dalton Trail / Hillcrest Drive Bus Stop area,
- Boulevard areas are landscaped with native grasses. Where appropriate, shrubs, berry bushes, and native tree species may be planted.
- Dark sky-safe lighting, and
- There are no parking areas (on the street or boulevard) allocated in the Neighbourhood Collector street design.

FIGURE 9: CLOSE UP OF CONCEPT PLAN



7 Paved Non-Motorized Multi-Use Path

The separated 3-meter paved non-motorized multi-use active transportation trail connects non-motorized users travelling within the neighbourhood connecting to the existing path network. Path connections include:

- Elijah Smith / Hamilton Boulevard Trail via the direct path beside Park Lane
- Granger Path (via short, shared street portion between Park Lane East and West) to Alaska Highway / Downtown Paths via the path on the north side of Hillcrest Drive.

3-meter path would not fit in narrower road right of way on Hillcrest Drive between Park Lane East and West, and this is why the design moves to a shared street for that short portion. Winter street clearing to connect the paths is planned.

Example Image or Illustration



Design Intent / Direction

- The path along Hillcrest Drive will include a **continuous** treatment through the shared street intersections at Park Lane East, Kluane, Sunset, Chalet, Summit and finally, Burns Road (see image showing an example of this crossing treatment.)
- The path is envisioned to have 'AAA' status and be maintained in all seasons, including snow removal.
- The City will work with the Government of Yukon Highways and Public works to design a safe and convenient connection to the Alaska Highway trails and Hillcrest Drive / Alaska Highway intersection (north side).

5 APPENDICES

APPENDIX A: PROJECT INFORMATION MAILER (JAN. 6, 2023)



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

January 6, 2023

Dear Resident,

Associated Engineering (B.C.) Ltd., on behalf of the City of Whitehorse, would like to update property owners within the Hillcrest Subdivision regarding the upcoming reconstruction project.

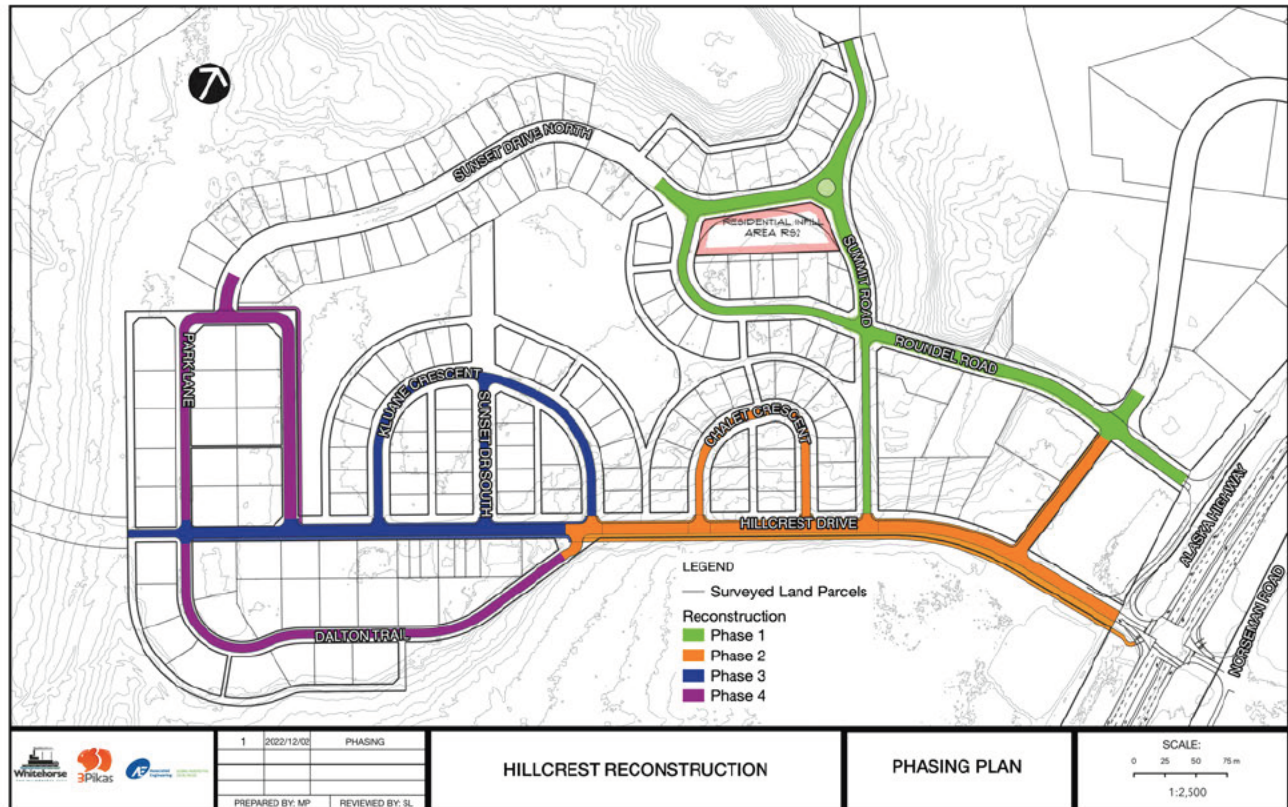
The Hillcrest Reconstruction project is broken out into the following phases (refer to figure below):

| Phase 1 | Phase 2 | Phase 3 | Phase 4 |
|--------------------|---|---|--------------|
| Roundel Road | Burns Road | Hillcrest Drive (Kluane Crescent to west end) | Park Lane |
| Summit Road | Chalet Crescent | Kluane Crescent | Dalton Trail |
| Sunset Drive North | Hillcrest Drive (Alaska Highway to Kluane Crescent) | Sunset Drive South | |



HILLCREST RECONSTRUCTION PROJECT

engagewhitehorse.ca/hillcrest



We request **all property owners and businesses** to fill out the contact form on the Engage Platform (<https://www.engagewhitehorse.ca/hillcrest>) or contact Kienna (cell phone and email provided at the end of this letter), who will add you to the contact list for future meetings/discussions. This contact list will also be provided to the successful Contractor's public liaison who will be providing updates during the construction process. Please let us know if you are considering opting-in to upgrade the water and sewer services within your property or not. The following information will be requested on the form through the Engage Platform or through contacting Kienna:

- Property Owner Name
- Hillcrest Property Address
- Mailing Address
- Phone Number
- Email Address
- Considering opting-in for new services within property

Please note there will be two more opportunities to inform your decision to finalize the opt-in for service upgrade:

- 1) An estimated cost will be provided after property inspections related to length of new service and required landscaping and structure removals for the alignment.
- 2) Final cost with an agreement and request for formal signature.





HILLCREST RECONSTRUCTION PROJECT

[engagewhitehorse.ca/hillcrest](https://www.engagewhitehorse.ca/hillcrest)

At this time, we would also like to meet with residents, property owners, and businesses that are within **Phase 1 (Roundel Road, Summit Road and Sunset Drive North)** who are considering to opt-in to upgrade their water and sewer services within their property. For those interested, an inspection on your property will be scheduled to help inform the cost estimate and details. There is no obligation to opt-in after the inspection; however, without an initial inspection there will be no later opportunity to opt-in for Phase 1. Please note, if you decide to opt-out for new services within your property during this project, replacement of these services outside of this project will cost more. Although we encourage feedback for those considering to opt-in for Phase 2 at this time, we will reach out again later in 2023 to organize inspections.

We request property owners who are considering to opt-in and are within **Phase 1 (Roundel Road, Summit Road and Sunset Drive North)** to contact Kienna (cell phone and email provided at the end of this letter), to specify a date and time to meet during business hours between **February 27th – March 10th, 2023 (excluding Saturdays and Sundays)**. Inspections of properties for Phase 2 (Burns Road and Chalet Crescent) is expected to occur October 2023.

Please note inspections and preparing estimates will not be a cost for the property owner.

We would like to remind all affected residents that there will be some inconveniences during construction and that we will do our best to ensure these are kept to a minimum and the project is completed in a timely manner. The successful contractor is required to provide a representative who can be contacted 24 hours a day to address any concerns of the residents. If your property is rented, please inform your tenants of the upcoming construction (Phase 1 anticipated to begin early summer 2024). If you are receiving this letter and you rent your property, please forward to the landlord.

Additionally, this letter has the following **attachments**:

- Brochure for recirculating water services
- Responsibilities flowchart for installation of new services

Please note Kienna will be unavailable February 1st - 22nd, please contact Gareth during this time. If you have questions about the project, please feel free to contact either of the contacts below or place inquiries through the Engage Platform (<https://www.engagewhitehorse.ca/hillcrest>):

Kienna Baker, EIT
Associated Engineering (B.C.) Ltd.

 867 332 0247

 bakerk@ae.ca

Gareth Earl, P.Eng.
City of Whitehorse

 867 689 1548

 gareth.earl@whitehorse.ca





HILLCREST RECONSTRUCTION PROJECT

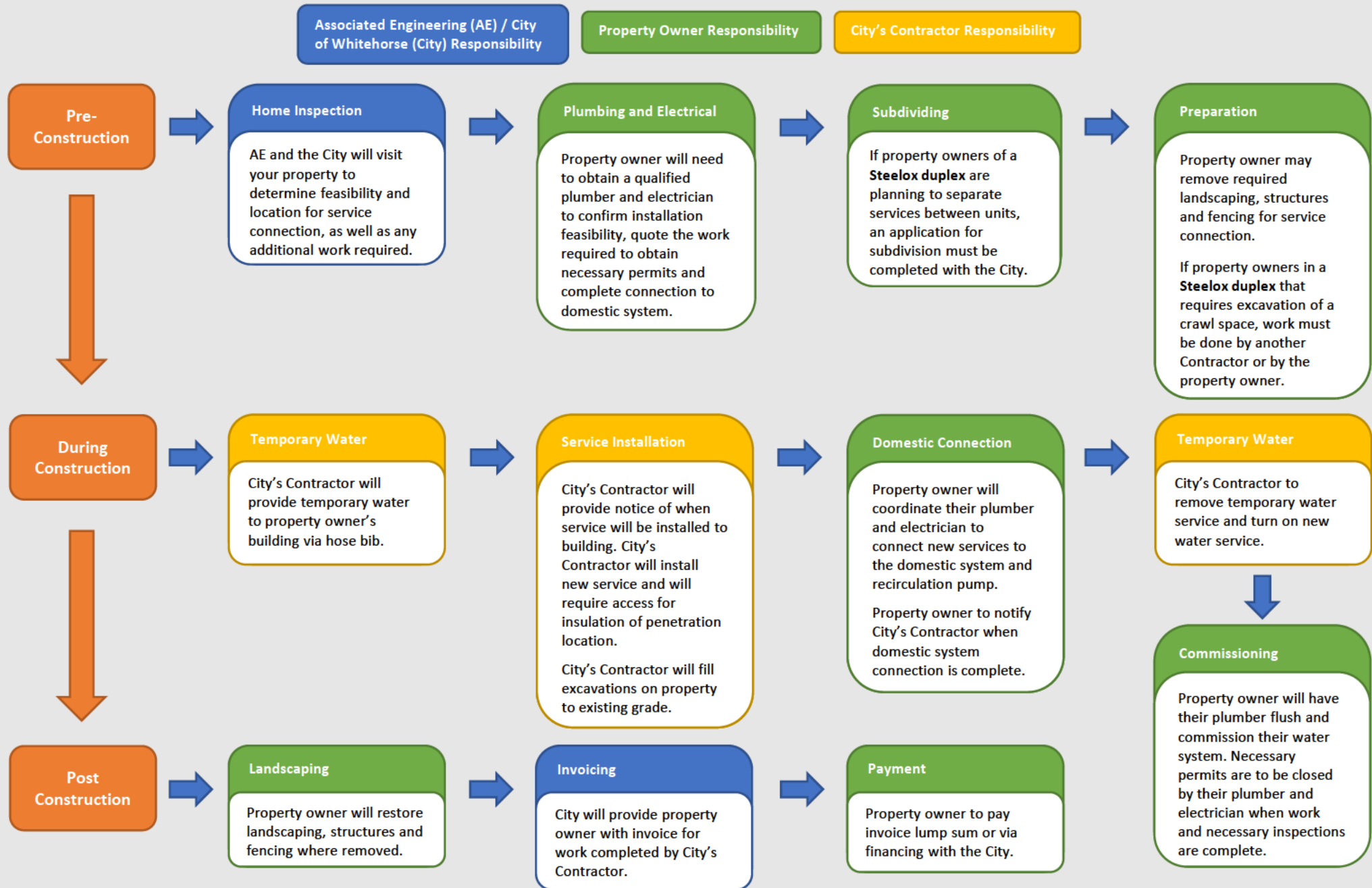
engagewhitehorse.ca/hillcrest

Useful Documents and Links (also available on the Engage Platform):

- Subdividing
 - <https://www.whitehorse.ca/business-in-whitehorse/zoning/subdivision-application/>
- Registered Electrical Contractors
 - <https://yukon.ca/en/find-registered-electrical-contractor>
- Electrical Permits and Inspections
 - <https://yukon.ca/en/housing-and-property/permits-and-inspections/get-electrical-permits-and-schedule-inspections>
- Plumbing Permits
 - <https://www.whitehorse.ca/wp-content/uploads/2022/04/PlumbingPermitApplicationP.pdf>



HILLCREST RECONSTRUCTION PROJECT RESPONSIBILITIES FLOWCHART FOR INSTALLATION OF NEW SERVICES



toward a more sustainable water service



THE CITY OF WHITEHORSE IS LOOKING TO MOVE AWAY FROM THE NON-SUSTAINABLE PRACTICE OF BLEEDING OF WATER SERVICES, TO A MORE SUSTAINABLE DUAL WATER SERVICE CONNECTION WITH A RECIRCULATION PUMP. OUR WATER IS A FINITE RESOURCE WE SHOULD PROTECT FOR THE FUTURE.



The way we do it now

Currently, houses and businesses are serviced by a single water line, which may freeze in the winter without heat trace or bleeding.

Bleeding water is the practice of having a constant flow of water in your service lines.

- Bleeding water is not a sustainable practice.
- Water costs money to treat and pump from the wells to the lagoons.
- Additional volume to treat and pump increases costs to the City, residents, and businesses.

Heat Trace maintains service lines free of ice by applying heat to a line.

- Heat trace is prone to failure and often people do not know when the heat trace fails.
- Heat trace can be difficult and costly to replace. Full replacement may require digging into the street.

The way we'd like to do it

- Move toward reliable, cost effective, sustainable methods of freeze protection of service lines.
- Dual water service connection from the in-street main to the building.
- Allow for installation of a recirculation pump to keep water moving in and out of the building, preventing freezing. This reduces water waste.
- Recirculation water services are common in northern communities.
- Recirculation pumps allow a building owner to easily check operation and replace as required.
- If water metering is undertaken in the future, water recirculation is very cost effective compared to bleeding.



Typical
recirculation
pump

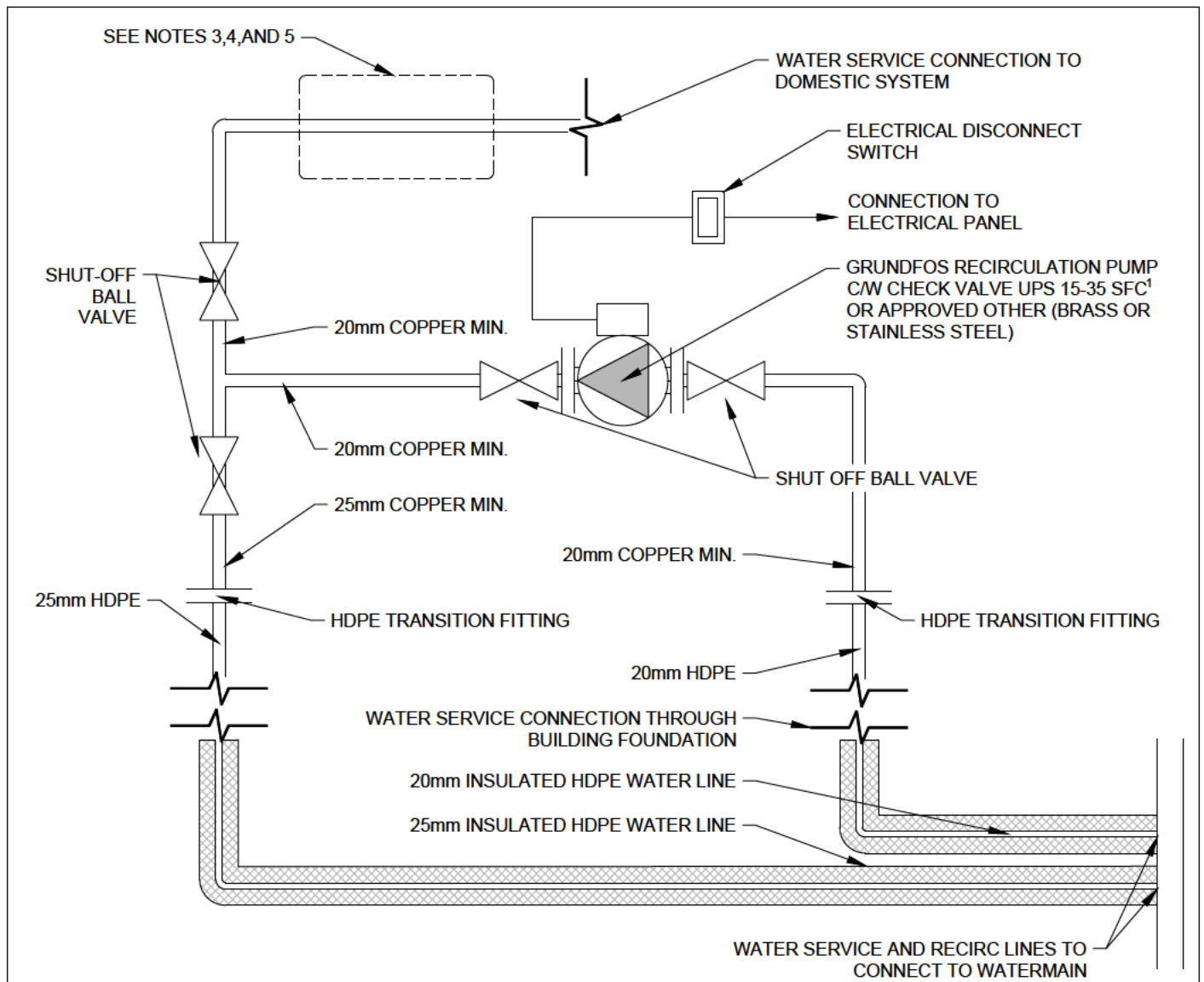
When would the change happen?

- The City of Whitehorse would like to phase in the change to recirculation water services during reconstruction opportunities.
- New construction is required to install recirculation services.
- Current infrastructure upgrades are having dual services installed to each property line. This will allow for future connections.

How much would it cost?

- The cost varies depending on the internal plumbing of each building and the length of the service lines from the water main in the street to the building. Additional cost will be required for piping from the water main, and any electrical or internal plumbing requirements.
- Yearly operational costs are similar or less than those for heat trace, and depend on the plumbing and distance to the street mains.

APPENDIX B: RECIRCULATION PUMP DETAIL DRAWING



NOTES:

1. WATER LINES AND RECIRCULATION PUMP SIZING INDICATED IN THIS DETAIL ARE FOR SINGLE DETACHED AND DUPLEX RESIDENTS. SIZING OF WATER LINES AND RECIRCULATION PUMP FOR MULTI-FAMILY RESIDENTS TO BE DETERMINED BY A MECHANICAL ENGINEER.
2. ELECTRICAL WORK MUST BE COMPLETED BY LICENSED ELECTRICIAN IN ACCORDANCE WITH LOCAL AND NATIONAL REGULATIONS
3. PRESSURE REDUCTION VALVE (PRV) AS REQUIRED BY PLUMBING CODE AND SPECIFIED FIXTURES WHERE LINE PRESSURE EXCEEDS 550 KPA (80 PSI).
4. WATER METER REQUIRED FOR RESIDENTS TRIPLEX OR MORE, AND ALL COMMERCIAL. ROOM MUST BE KEPT AVAILABLE FOR FUTURE WATER METERS IN RESIDENTS OF DUPLEX OR LESS, METER ROUGH IN BUILDING BYLAW 81.
5. DOMESTIC EXPANSION TANK REQUIRED WITH ALL PRVS OR BACKFLOW PREVENTORS.
6. ALL FITTINGS TO BE POTABLE SAFE, NO GALVANIZED, BLACK OR CAST IRON ALLOWED.



Engineering Department

WATER RECIRCULATION PUMP WITH RETURN

DATE: MAR 2023

STD DWG

A1.1

APPENDIX C: SURVEY 2 QUESTIONS

Hillcrest Reconstruction Project

Engage Whitehorse

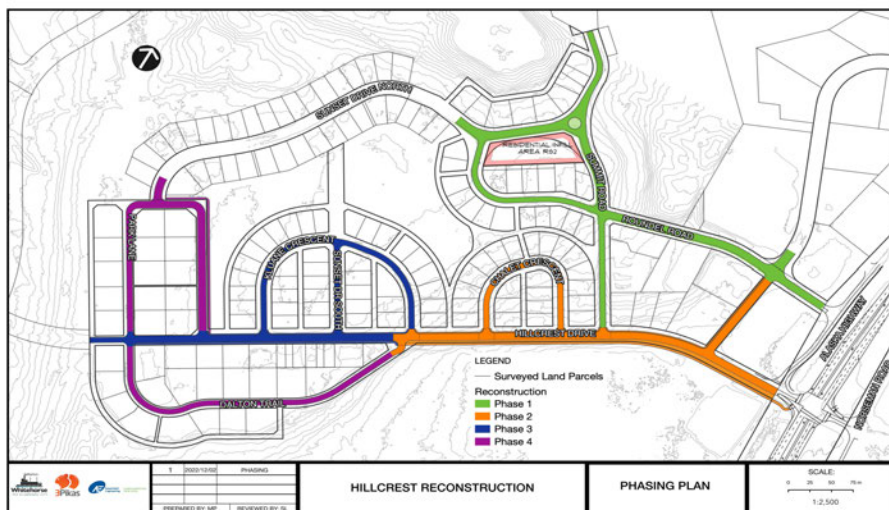
Hillcrest Reconstruction Survey #2

The City of Whitehorse and the Design Team are pleased to present the updated reconstruction concept which is now out for public comment.

Please read the [What We Heard report](#) to get an overview of the process and input so far. The updated [concept maps](#) and [cross sections](#) are available and will be useful as a reference as you do the survey.

Thanks for doing the survey!

The reconstruction project will be broken into four phases as shown in the map below. Phase 1 (green) could begin construction as early as summer 2023. With phases 2 (orange), 3 (blue), and 4 (purple) occurring over the next three construction seasons (i.e., 2024-2026).



Which phase of the development is your residence or business?

(Choose any one option)

- Phase 1
- Phase 2
- Phase 3
- Phase 4
- I'm not sure

Hillcrest Reconstruction Project

Engage Whitehorse

What street do you live on or own property on in Hillcrest?

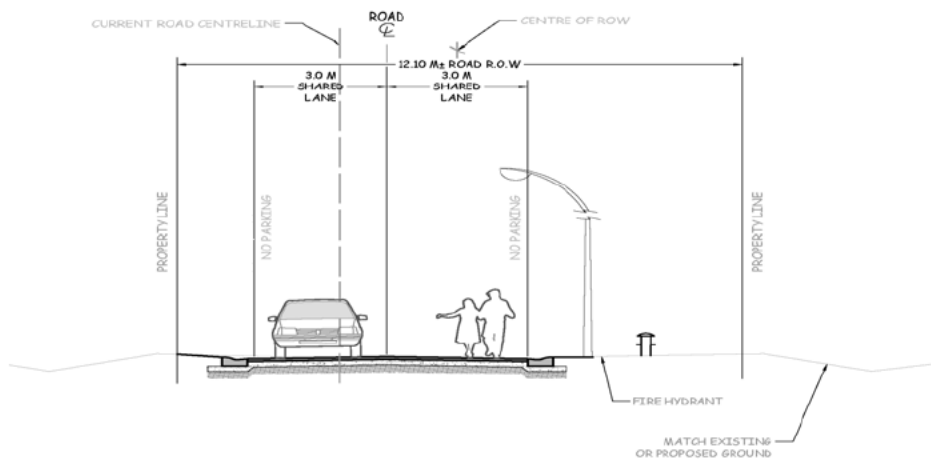
(Choose any one option (Required)

- Klwane Crescent
- Chalet Crescent
- Burns Road
- Hillcrest Drive
- Roundel Road
- Park Lane
- Dalton trail
- Sunset Drive North
- Sunset Drive South
- Summit Road
- don't live in Hillcrest
- Other (please specify)

Hillcrest Reconstruction Project

Engage Whitehorse

Park Lane (West) is envisioned to be a **shared street** with no on street parking. The following cross section describes the updated design of Park Lane (facing north). Different from the previous design, the street surface is not centred in the right of way to make the new street alignment more similar to how it looks today, while still having room to locate buried utilities in the Right of Way.



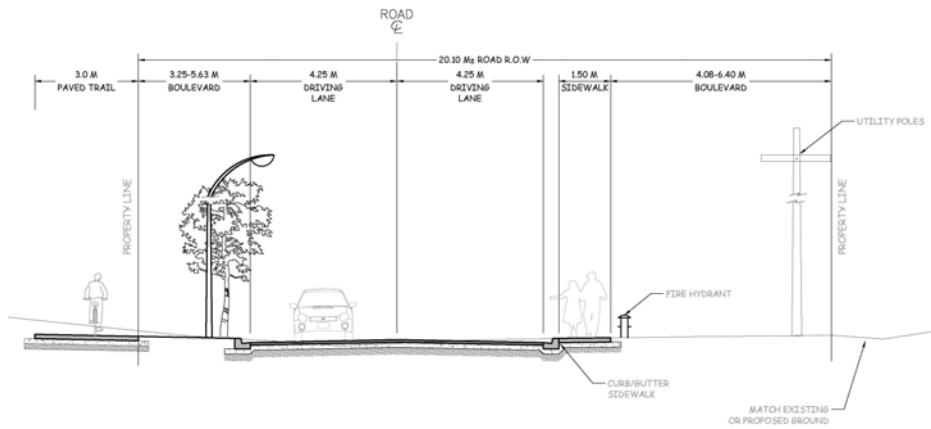
What are your thoughts on this design? Share your ideas and concerns below.

Hillcrest Drive between the Asaska Highway and Dalton Trail is envisioned to be a **neighbourhood collector** street with separated and continuous pedestrian and non-motorized active transportation routes.

Hillcrest Reconstruction Project

Engage Whitehorse

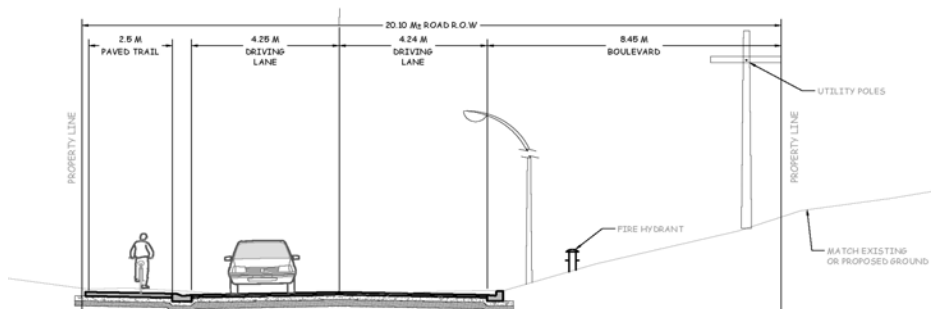
The cross section below describes the design updates for this section of Hillcrest Drive (facing west toward Dalton/Kuane/Hillcrest Drive intersection):



What are your thoughts on this design? Share your ideas and concerns below

Hillcrest Drive between Dalton Street and Park Lane (east) is intended to be a **neighbourhood collector** with separated continuous pedestrian and non-motorized active transportation paths. The main design change from the previous concept is the addition of a 2.5 m non-motorized active transportation path on the south side of the road right-of-way.

The cross section below describes the design updates for this section of Hillcrest Drive (facing west toward Park Lane / Hillcrest Drive intersection):



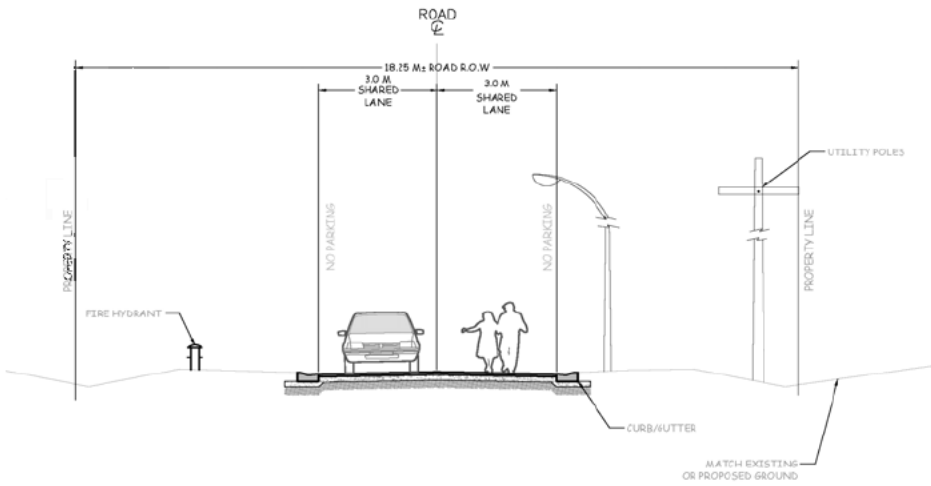
Hillcrest Reconstruction Project

Engage Whitehorse

What are your thoughts on this design? Share your ideas and concerns below

Round Road (west of Summit Drive), Chalet & Kluane Crescents, Park Lane West, and Summit Drive, and Dalton Trail are envisioned to be **shared streets** with no on-street parking. The following cross-section describes the updated design of these streets. The overall design for these streets is unchanged from the previous concept.

Note that Dalton Trail has a smaller 12m Right of Way, so would have smaller boulevard areas between the property line and the street.

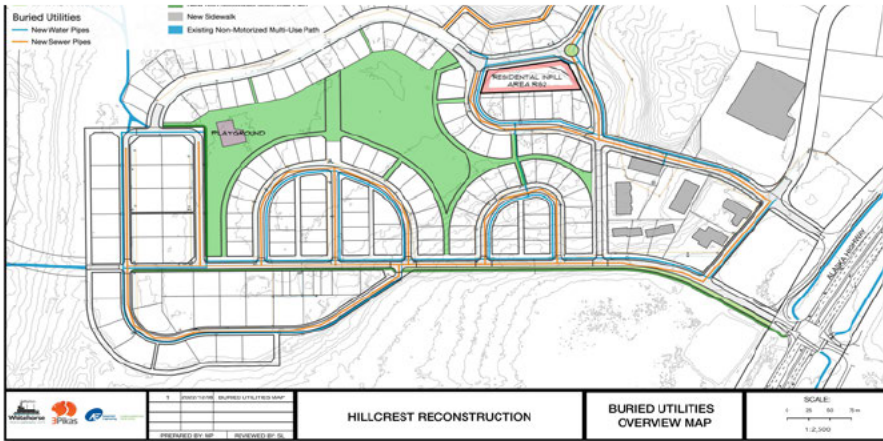


What are your thoughts on this design? Share your ideas and concerns below

In addition to replacing and upgrading the street and active transportation infrastructure in Hillcrest, the City will be replacing the buried water and sewer infrastructure.

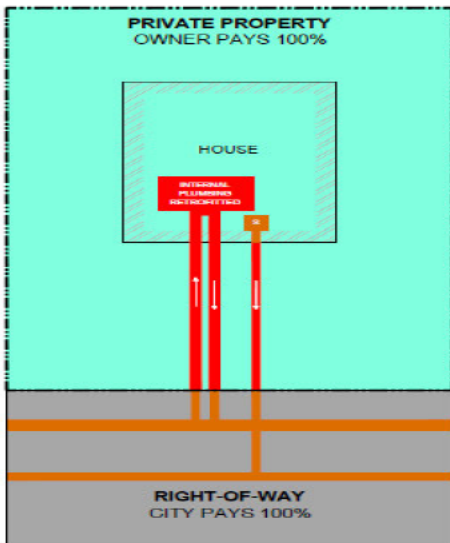
Hillcrest Reconstruction Project

Engage Whitehorse



The reconstruct on project w be a good t me to rep ace the ag ng water and sewer connect ons to your home or renta unt(s) by the Cty's contractor

The cost of ths work s the respons b ty of property owners and f nanc ng s ava ab e Tota cost w vary somewhat from one property to another and w be ref ned before comm tt ng (see ustrat on be ow)



At ths t me do you pan to get the water and sewer connect ons on your property rep aced as part of the reconstruct on project?

(Choose any one op ion)

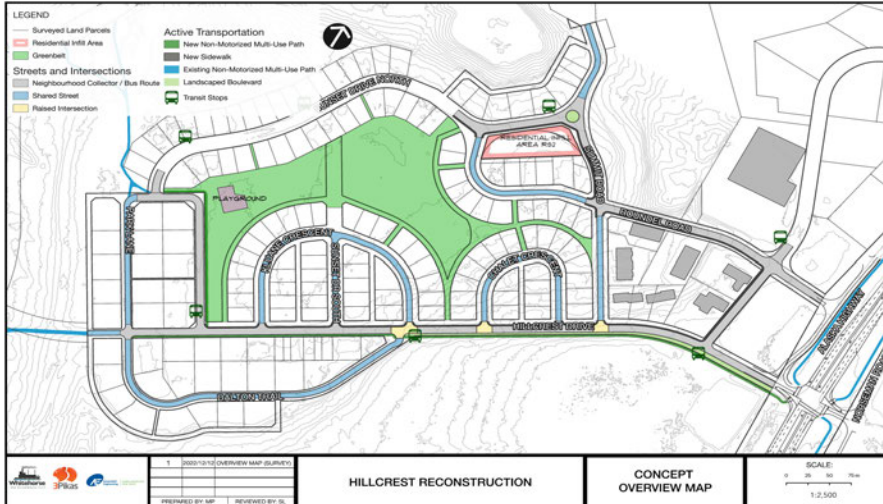
- Yes definitely
- Probably
- Not sure need more information
- don't plan to replace my water and sewer connections
- don't own property in Hillcrest

f you want to rece ve more nformat on (e g updated cost est mate construct on nformat on etc) about rep ac ng your water and sewer connect ons to your property please prov de your ema be ow so we can fo ow up w th you

Hillcrest Reconstruction Project

Engage Whitehorse

Do you have any comments or questions for the engineering team who will follow up with you about the option to replace your water and sewer connections?



The Hillcrest Reconstruction Concept Overview builds on the previous completed design from 2017 and adds more features based on input from the public and the City of Whitehorse so far.

Highlights include:

- New & narrow roads with higher turning radii.
- Sidewalks on Hillcrest Drive and raised intersections, roundabouts, and safer crossings.
- Continuous, direct, lane-separated bike path on the south side of Hillcrest Drive from the Asaska Highway to Granger connector.
- Park Lane path re-designed as a direct commuter connection.
- Greenspace accesses are defined for improvements (e.g., signage, landscaping and minor clearing where needed).
- Bus stops are defined in the plan for upgrades to City's accessibility standards (shelters, signage, accessibility, and lighting).
- Replacement of water, sewer, and power infrastructure in the road right-of-way.
- Replaced water sewer connections for property owners who 'opt in' to do so, completed by the City's Contractor.
- Cost-effective construction of the first phase, property owners should engage with a plumber and electrician on expenses and cost of work to connect new services from building to their homes.

What do you think of the updated plan?

Add your comments and thoughts below:

APPENDIX D: ALL SURVEY 2 RESPONSES

Hillcrest Reconstruction Survey #2

SURVEY RESPONSE REPORT

22 November 2021 - 19 January 2023

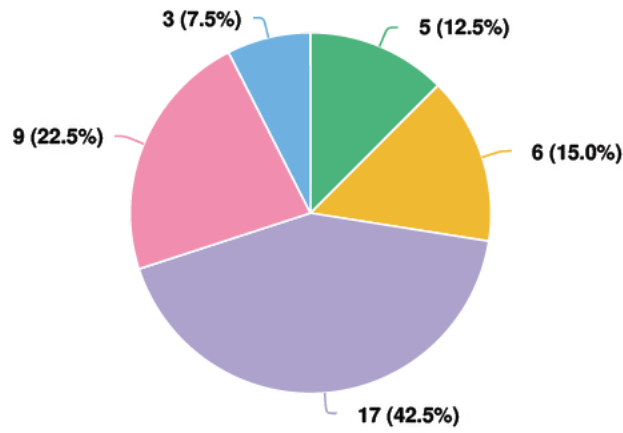
PROJECT NAME:

Hillcrest Reconstruction Project



SURVEY QUESTIONS

Q1 | The reconstruction project will be broken into four phases as shown in the map below. Phase 1 (green) could begin construct...

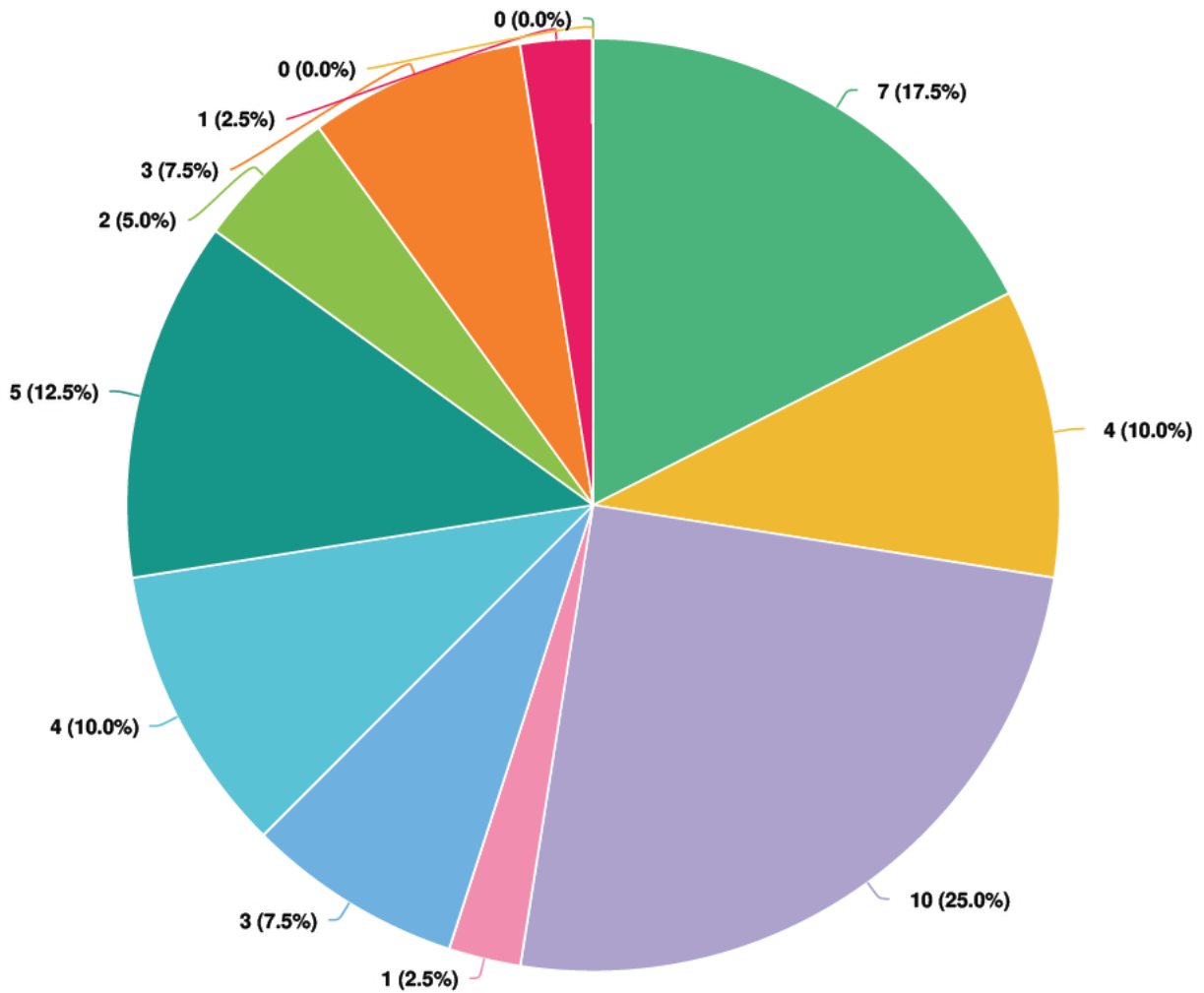


Question options

- Phase 1
- Phase 2
- Phase 3
- Phase 4
- I'm no sure

Optional question (40 response(s), 0 skipped)
Question type: Dropdown Question

Q2 What street do you live on or own property on in Hillcrest?

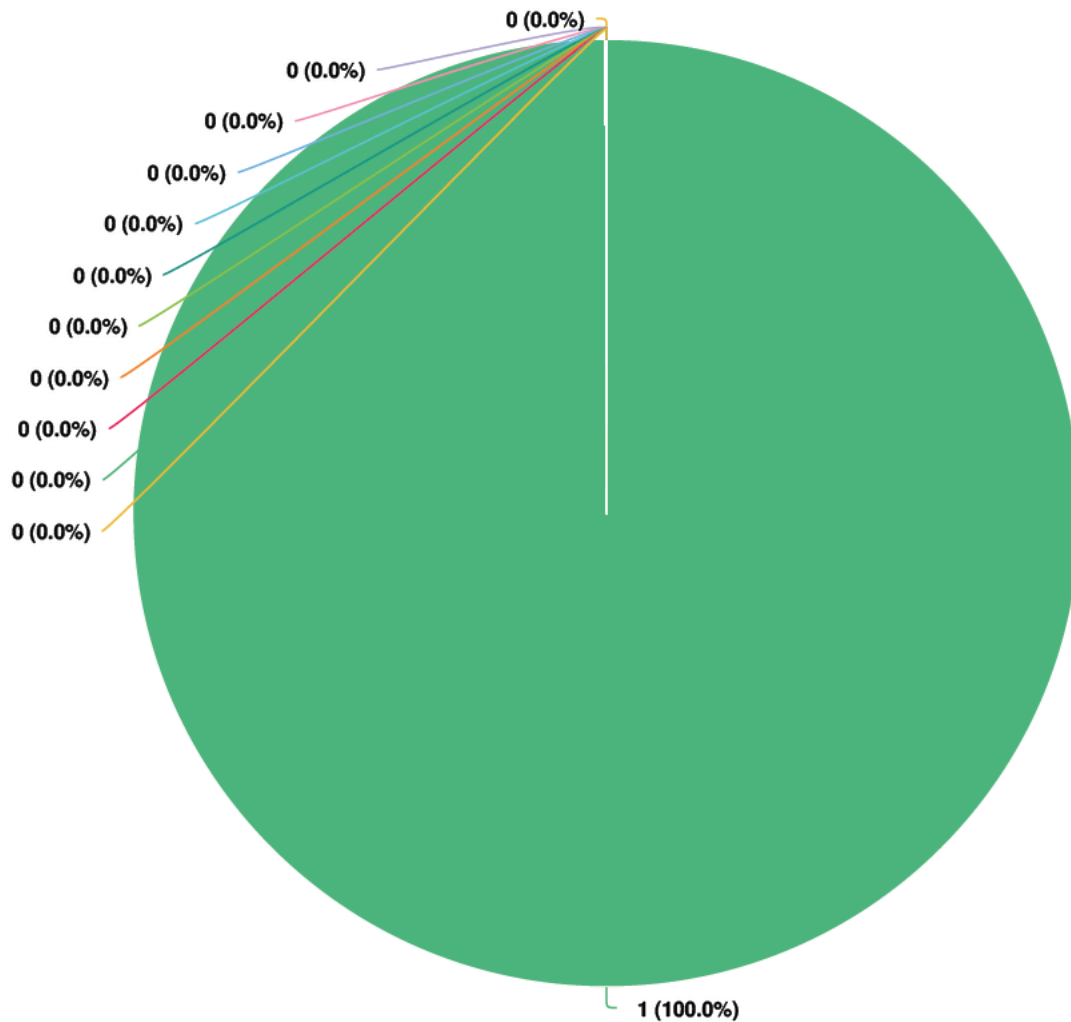


Question options

- Kuane Crescen
- Cha e Crescen
- H cres Dr ve
- Rounde Road
- Park Lane
- Da on Tra
- Sunse Dr ve Nor h
- Sunse Dr ve Sou h
- I don' ve n H cres
- O her (p ease spec fy)
- Burns Road
- Summ Road

Mandatory Question (40 response(s))
 Question type: Dropdown Question

Q3 Select which street in Hillcrest you live on:



Question options

- Other (please specify)
- Hillcrest Drive
- Rounde Road
- Burns Road
- Summ Road
- Cha e Crescen
- Kuane Crescen
- Da on Tra
- Park Lane
- Sunse Drive Sou h
- Sunse Drive Nor h
- I don' ve n Hillcrest

Mandatory Question (1 response(s))
Question type: Dropdown Question

Q4 Park Lane (West) is envisioned to be a shared street with no on street parking. The following cross section describes the updated design of Park Lane (facing north). Different from the previous design, the street surface is not centred in the right of way, to make the new street alignment more similar to how it looks today, while still having room to locate buried utilities in the Right of Way. What are your thoughts on this design? Share your ideas and concerns below.

Anonymous

12/16/2022 03:49 PM

What does shared lane mean? Are pedestrians intended to be using the same right of way as cars and trucks? If so, I feel this is inadequate. Cars and pedestrians do not belong in the same space. . . Sidewalks are needed to protect vulnerable space user

Anonymous

1/12/2023 05:01 AM

I understood that the street would be aligned to the property lines

Anonymous

1/12/2023 05:18 AM

I just wanted my front lawn/property lines back. The roadway is not following the property lines. Why is the realignment being changed! Also we can park on the road in front of our home now , what is changed?

Optional question (3 response(s), 37 skipped)

Question type: Single Line Question

Q5 Hillcrest Drive between the Alaska Highway and Dalton Trail is envisioned to be a neighbourhood collector street with separated and continuous pedestrian and non-motorized active transportation routes. The cross section below describes the design updates for this section of Hillcrest Drive (facing west, toward Dalton/Kluane/Hillcrest Drive intersection):
What are your thoughts on this design? Share your ideas and concerns below.

Anonymous

12/16/2022 03:49 PM

Great to see consideration given to protected bicycle traffic. The bicycle traffic would be more useful on the north side of the street. Most of Hillcrest lives on the north side so there would be less need to cross the street. Better connection to AK traffic

Anonymous

12/17/2022 01:27 PM

Pros: gutter, sidewalk, bike lane

Anonymous

12/19/2022 11:32 AM

I don't think the raised intersections are necessary - but otherwise a seems good.

Anonymous

12/19/2022 07:21 PM

It doesn't make sense to me to have a sidewalk on one side and another pathway on the other side. Walking and non-motorized paths should be together, and they should be on the south side of the road, away from the houses.

Anonymous

12/20/2022 04:38 AM

I like this idea to have the separation with the bike path

Anonymous

12/20/2022 02:20 PM

I am fine with this design. I'm not sure we need the sidewalk addition to the paved trail.

Anonymous

12/23/2022 04:59 PM

I am concerned about cyclist safety with diversions of the driveways on the south side of Hillcrest Dr; concerned no one will shove the sidewalk on the North side; concerned about the paved trail you are showing over the properties.

Anonymous

12/23/2022 06:23 PM

Looks good to me

Anonymous

12/31/2022 11:02 AM

Hard to tell from this drawing. I like that the bike lanes away from the cars.

Anonymous

1/03/2023 09:18 AM

Glad to see the bike path stay on the south side.

Anonymous

1/03/2023 12:12 PM

The separated bike trail needs to be really well thought out to actually be used by commuters. Even at that it might not be used for that purpose. Also, why would a cyclist heading west take the paved trail? It would be inconvenient to get on and off,

Anonymous

1/05/2023 02:48 PM

Why the bike paths on the south side of Hillcrest where all the driveways are, this is a source of conflicts, you will recreate what was done on Range Road in front of Toyota, DQ, etc. Maybe the sidewalk and the bike path should be on the same side.

Anonymous

1/05/2023 04:22 PM

Do not agree with non-pedestrian route. 6 months out of the year it will be covered with snow or it will be a snowplow. Most cyclist use trail off Hammon Blvd after Elijah Smith school as it is faster to get to Burns Road lights to cross.

Anonymous

1/05/2023 07:07 PM

This looks great, but I am curious where a lot of that width. With the existing road bed be widened into the green belt? Will motorized traffic access at the bottom of hillcrest drive be maintained and signed?

Anonymous

1/05/2023 09:44 PM

Except for the overhead utilities this seems pretty good, but please remember that separated bike paths have to be done well to actually be useful. Also, isn't that a bit wide for the driving lane? Wide streets encourage speeding.

Anonymous

1/06/2023 12:53 PM

On street parking is a problem on this road. Will on street parking be allowed on Hillcrest Drive?

Anonymous

1/06/2023 01:01 PM

This would be a fantastic design, however, having such a separate trail could be an issue if it is not properly regulated. Additionally, animal sightings are frequent occurrences in the area and this would give wild animals more cover and security.

Anonymous

1/06/2023 01:11 PM

MUP should be on north side to reduce unnecessary crossings of Hillcrest Drive and Airport access road. North side will improve community connectivity and increase safety for active transportation users.

Anonymous

1/06/2023 03:14 PM

I like this! It's nice that there are walkable trails on both sides. Often in the morning people will be walking on the road with dogs and you need to move into the left lane to give them enough space which is unsafe.

Anonymous

1/06/2023 05:08 PM

Active transportation infrastructure refers to physical structures and the built environment that support active transportation, such as pathways, protected bike lanes, multi-use trails and widened sidewalks to accommodate wheelchair users.

Anonymous

1/07/2023 05:41 PM

Where is parking for non-resident traffic users. No parking will push them to parking in crescents where they have no investment in safe, efficient parking. This causes conflict with resident parking which already faces pressure.

Anonymous

I'm not sure.

1/08/2023 09:46 PM

Anonymous

looks good

1/09/2023 08:42 AM

Anonymous

People drive here so fast already. I feel like the width of the driving lanes here are too wide and will not encourage traffic calming.

1/10/2023 10:12 AM

Anonymous

Generally good - but managing the crossing at the west end will be a challenge - why not just have the shared track on the north side, remove the sidewalk? This removes a hazardous crossing of downtown, and saves money

1/10/2023 09:46 AM

Anonymous

The sidewalk is too narrow for two strollers or a stroller and a wheelchair to meet. Why are there two lanes for cars but only one sidewalk? Car-first thinking par excellence even though we were promised inclusive designs.

1/11/2023 09:45 AM

Anonymous

I do not see the need for separate bike path AND pedestrian sidewalk. Make a 2 lane paved path that accommodates both, much like the waterfront trail downtown.

1/13/2023 01:35 PM

Anonymous

There is quite a slope at this area - it may require retaining walls.

1/13/2023 04:19 PM

Anonymous

A separate bike path is unlikely to be used by commuter cyclists unless done really well (safe crossings, no stopping/slowing down), and these are the people who cycle down Hillcrest Drive. The width of the lanes is too wide, encourages speeding.

1/14/2023 09:52 PM

Anonymous

Road is way too wide, but I guess it's ok. Can we please get buried utilities since the road will be opened up?

1/14/2023 10:09 PM

Anonymous

Looks okay but some on street parking is needed on Hillcrest Dr. between Downtown trail west intersection and Sunset south.

1/15/2023 01:56 PM

Anonymous

I don't see the point in the boulevard. Seems like it just consumes more of the greenspace than is necessary and might obscure visibility between drivers and people on the trail. Landscaping is a weak point for the city in other areas. Snow clearing?

1/15/2023 04:56 PM

Anonymous

1/15/2023 05:55 PM

Concerned about encroachment on greenbelt. I feel the boulevard
beside must use trees too wide. Could sidewalk be set back into the
boulevard for safety on N side? Need more details about raised
intersections. What does tighter turning mean?

Optional question (33 response(s), 7 skipped)

Question type: Single Line Question

Q6 Hillcrest Drive between Dalton trail and Park Lane (east) is intended to be a neighbourhood collector with separated continuous pedestrian and non-motorized active transportation paths. The main design change from the previous concept is the addition of a 2.5m non-motorized active transportation path on the south side of the road right of way. The cross section below describes the design updates for this section of Hillcrest Drive (facing west, toward Park Lane / Hillcrest Drive intersection): What are your thoughts on this design? Share your ideas and concerns below.

Anonymous

12/16/2022 03:49 PM

South side would be better for the path. There should also be a
sidewalk, even if cars get less right of way. This is a residential
neighbourhood. Cars don't need the space status quo says they do.
Let's build the hood for people, not cars. 30km/hr speed limit

Anonymous

12/17/2022 01:27 PM

Pros: bike lane, gutter, sidewalk. Concerns: I am wondering how the
width would affect our property line at 1 Chalet Cres

Anonymous

12/19/2022 11:32 AM

No comment

Anonymous

12/19/2022 07:21 PM

Not sure we need a paved trail.

Anonymous

12/20/2022 04:38 AM

Issue with bike path on south and the number of driveways that will be
crossing. It seems like a high risk as people often back out of their
driveways. Why not put on north side - safer - then cross over at
Dalton

Anonymous

12/20/2022 02:20 PM

I am fine with the non-motorized active transportation path. I'm
curious to see how that is going to work out with the townhouses on
Hillcrest Drive. There tends to be a lot of parking on the area where
the path is going to go.

Anonymous

12/23/2022 04:59 PM

Concerned about safety of cyc sts from motor sts eav ng dr veways.
Concerned about curb he ght and stormwater f ow down the street.

Anonymous

12/23/2022 06:23 PM

ooks good to me

Anonymous

12/31/2022 11:02 AM

It's hard to te anyth ng from these draw ngs. It's not c ear where
north, south, East, West are n your des gn.

Anonymous

1/03/2023 09:18 AM

Aga n, happy to see the path rema n on the south s de and be
separated from the roadway

Anonymous

1/03/2023 12:12 PM

Th s s awfu . Where are the s dewa ks? Why wou d cyc sts head ng
west take the paved path? Where s the bou evard between the
paved tra and the adjacent propert es? Why s the road not centered
n the r ght of way? What about park ng? P ease rev ew.

Anonymous

1/05/2023 02:48 PM

Why the b ke path s on the south s de of H crest where a the
dr veways are, th s s a source of conf cts. 4.25m s w de for a ane
hopefu y t's because there w be street park ng.

Anonymous

1/05/2023 04:22 PM

Wasted green space for a of 3 cyc st that use the road.

Anonymous

1/05/2023 07:07 PM

Why the south s de, when there so many obstac es and dr veways?
The north s de seem much safer and more conven ent.

Anonymous

1/05/2023 09:44 PM

Where d d the proposed s dewa k go? ots of peop e wa k here! Why
s the roadway d rect y aga nst the propert es on the south s de?
Every house on H crest s on that s de, not acceptab e. A so, ots of
peop e ve on th s sect on and requ re park ng.

Anonymous

1/06/2023 12:53 PM

M x ng pedestran and b cyc e traff c s not dea . Th s a qu te heav y
used b ke route.

Anonymous

1/06/2023 01:01 PM

There s current y m ted park ng and th s des gn seems to not ncude
on the street park ng wh ch s extens ve on the road. So u t mate y t

would be a poor design and a one way street if we are lucky.

Anonymous

1/06/2023 01:11 PM

MUP should be on north side to reduce conflict with driveways to the numerous steep locks and trippexes on the south side. A MUP on north side is safer and provides better community connectivity. But include a sidewalk on the sought side.

Anonymous

1/06/2023 03:14 PM

I think this looks good!

Anonymous

1/06/2023 05:08 PM

Prioritize SAFE Active Transportation Infrastructure Protected bicycle lanes are dedicated bicycle lanes with concrete medians and planters, bicycle parking corrals, or vehicle parking lanes that divide them from vehicle traffic.

Anonymous

1/08/2023 09:46 PM

I don't really have an opinion

Anonymous

1/09/2023 08:42 AM

awesome

Anonymous

1/09/2023 02:24 PM

these pictures are tiny! I can barely read the writing on them. A so, a map might better show where you intend to do each design. I find this a bit confusing.

Anonymous

1/10/2023 10:12 AM

The paved trail should be on the other south of the road. Having contraflow bicycle traffic on the north side of hillcrest drive with the driveways is dangerous. Someone would die. I want a sidewalk instead of a paved trail.

Anonymous

1/10/2023 09:46 AM

This is stupid. Putting a paved trail crossing a residential accesses is a massive, needless safety hazard. Reduce speed and integrate all road users - that's been proven time and again to improve safety. What you have here is a recipe for speeding.

Anonymous

1/11/2023 09:45 AM

There is no sidewalk and the bicycle trails narrower than on the connecting section. This is supposed to be future-proof design, so why do you again cement the primacy of the car? This is not acceptable.

Anonymous

1/13/2023 01:35 PM

Perfect! No sidewalk needed. Pedestrians can use paved tra .

Anonymous

1/13/2023 04:19 PM

good dea

Anonymous

1/14/2023 09:52 PM

This part desperately needs a sidewalk. The unnecessarily wide streets encourage fast driving, and why would you consider putting the roadway to the extreme south side when that's where all the houses are? Also, remember that people park on this street.

Anonymous

1/14/2023 10:09 PM

If it was too wide over down, then this is crazy side. Why? And what's the gap between the car and the cyclist? Will that be dangerous for bikes? How about a sidewalk? I walk my dog here every day and was looking forward to not being bowled over by cars

Anonymous

1/15/2023 01:56 PM

I think the separation between the road and bike lane should be minimal. This is a 40km/h neighbourhood with relatively low traffic so bikes should still be able to meander around the streets rather than be restricted to a single lane.

Anonymous

1/15/2023 05:55 PM

Need some separation between street & multi-use trail - just not huge like over Hillcrest Dr. Why is the N side boulevard so wide?

Optional question (32 response(s), 8 skipped)

Question type: Single Line Question

Q7 | Roundel Road (west of Summit Drive), Chalet and Kluane Crescents, Park Lane West, and Summit Drive, and Dalton Trail are envisioned to be shared streets with no on street parking. The following cross section describes the updated design of these streets. The overall design for these streets is unchanged from the previous concept. Note that Dalton Trail has a smaller 12m Right of Way, so would have have smaller boulevard areas between the property line and the street. What are your thoughts on this design? Share your ideas and concerns below.

Anonymous

12/16/2022 03:49 PM

No on-street parking should be the status quo in residential areas. Shared roads, not so much. Pedestrians are too vulnerable to be expected to share street with cars. Make space for sidewalk. Maybe one-way for cars?

- Anonymous
12/17/2022 01:27 PM
I'm having a hard time imagining Kuane with no street parking. I like the concept but where would all the current cars go?
- Anonymous
12/19/2022 11:32 AM
I am happy with the design - am glad there's no sidewalk being added
- Anonymous
12/19/2022 07:21 PM
People often need extra parking space and use the road. Making this a no parking zone may cause frustration.
- Anonymous
12/20/2022 04:38 AM
Is this the same plan for sunset south.
- Anonymous
12/20/2022 02:20 PM
Personally we are going to manage our vehicles so we won't be street parking, but what about visitors and multi-family homes. The street parking has increased a lot since we first started planning our street upgrades. More multi-family homes.
- Anonymous
12/23/2022 04:59 PM
It looks like there's no on-street parking for this whole area. Where do visitors park?
- Anonymous
12/23/2022 06:23 PM
not sure if I like this
- Anonymous
12/31/2022 11:02 AM
Same as above.
- Anonymous
1/03/2023 09:18 AM
Like this design, if there's sufficient signage/traffic calming. Where do visitors park if there's no on street parking? Is there anywhere to squeeze in multiple extra spots, like on N Jmegan at the end?
- Anonymous
1/03/2023 12:12 PM
This looks great, but please try to do something about the ridiculous vehicle parking on boulevards that's the current situation.
- Anonymous
1/05/2023 02:48 PM
Like it,
- Anonymous
1/05/2023 04:22 PM
Where are visitors supposed to park? Most driveways only hold one small vehicle.

Anonymous

1/05/2023 07:07 PM

Why parking on the right of way be allowed? Who will be responsible for the cost of landscaping the right of way? Many owners have been upgrading or maintaining that property for a long time.

Anonymous

1/05/2023 09:44 PM

Ha, no on-street parking must be a joke. Drive around those streets and you'll see how many people currently park on the boulevard, and that's exactly what will keep happening. Sidewalks would be a real nice too. Also, can the utilities please be buried?

Anonymous

1/06/2023 01:01 PM

Seems like an ok plan. Was previously the main entrance which has since changed.

Anonymous

1/06/2023 01:11 PM

Looks good if DESIGNED for $\approx 30\text{km/hr}$ speed.

Anonymous

1/06/2023 03:14 PM

It would be nice to see what you mean by the smaller boulevard areas on Dalton. I don't think that there's much street parking on that road anyways. It would be nice to know if driveways are being shortened or property will be cut into.

Anonymous

1/06/2023 05:08 PM

Bulb Protected bicycle lanes are dedicated bike lanes with concrete medians and planters, that divide them from vehicle traffic. When people walking know that people won't be riding the bikes on the sidewalks, walking feels more comfortable.

Anonymous

1/07/2023 05:41 PM

With the density of housing increasing on these streets through rentals, addition of suites, Air BnBs etc- where are the residents and guests going to be able to park?

Anonymous

1/08/2023 09:46 PM

I don't really know.

Anonymous

1/09/2023 08:42 AM

Okay good good

Anonymous

1/09/2023 02:24 PM

Needs better pictures

Anonymous

1/10/2023 10:12 AM

I understand this vision but think it's unrealistic. People have multiple vehicles, friends visiting. Sometimes they want to drop things off in

front of the r house. Hav ng no park ng on these streets w ncrease the # of cars parkedon h crest dr

Anonymous

1/10/2023 09:46 AM

W den Da ton and have on street park ng. You're eav ng no-where n the ne ghbourhood for v s tor park ng.

Anonymous

1/12/2023 05:01 AM

I ve at 110 Park ane and I wou d ke to park n front of my home. S nce when aren t you go ng to fo ow the property nes.The present roadway s about ten feet on my front awn! Thanks

Anonymous

1/13/2023 01:35 PM

On street park ng, pr mar y to accomodate guests, w happen whether t's perm tted or not. Current y, street park ng makes use of the dra nage d tches (.e. veh c es stradd e the road and d tch). The presence of a curb and narrow street may not work.

Anonymous

1/14/2023 09:52 PM

What about s dewa ks? If there's no on-street park ng, sn't t obv ous that peop e w cont nue park ng on the bou evard? On-street park ng s essent a when hav ng peop e v s t, or for fam es w th teenagers w th cars. Th s proposa has to change.

Anonymous

1/14/2023 10:09 PM

S dewa ks, p ease a ready! A so I have a veh c e parked on the street r ght now and I need to keep do ng that. Other peop e too. And how s that curb prevent ng peop e from park ng on the bou evards and mak ng t ook ke a junkyard?

Anonymous

1/15/2023 01:56 PM

I ke t!

Anonymous

1/15/2023 04:56 PM

Need before and after x sects to understand the changes. Do a res dents now park on own property? What about v s tors? Why are ut ty corr dors so w de? Does c ty nsta cu verts under dr veway access? Is K uane recentered?

Anonymous

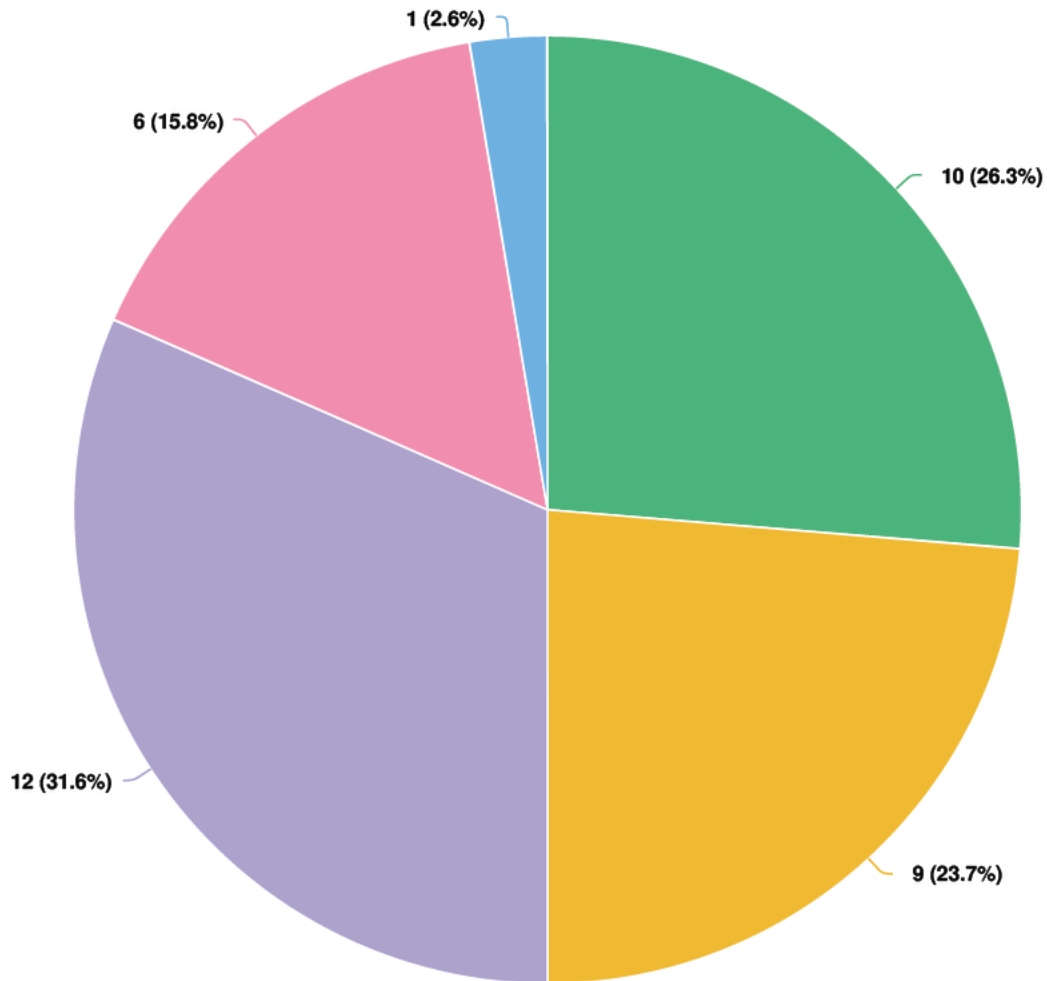
1/15/2023 05:55 PM

What s the v s on of where peop e w park on th s street g ven that there s no street park ng. How w the C ty manage th s?

Optional question (32 response(s), 8 sk pped)

Question type: S ng e L ne Quest on

Q8 In addition to replacing and upgrading the street and active transportation infrastructure in Hillcrest, the City will be replacing the buried water and sewer infrastructure. The reconstruction project will be a good time to replace the aging water...



Question options

- Yes definitely
- Probably
- No sure I need more information
- I don't plan to replace my water and sewer connections
- I don't own property in Hillcrest

Optional question (38 response(s), 2 skipped)
Question type: Dropdown Question

Q9 | If you want to receive more information (e.g., updated cost estimate, construction information, etc.) about replacing your water and sewer connections to your property please provide your email below so we can follow up with you.

Anonymous
12/16/2022 04:33 PM

Anonymous
12/17/2022 01:27 PM

Anonymous
12/19/2022 11:32 AM

Anonymous
12/20/2022 04:38 AM

Anonymous
12/20/2022 02:20 PM

Anonymous
12/23/2022 04:59 PM

Anonymous
12/31/2022 11:02 AM

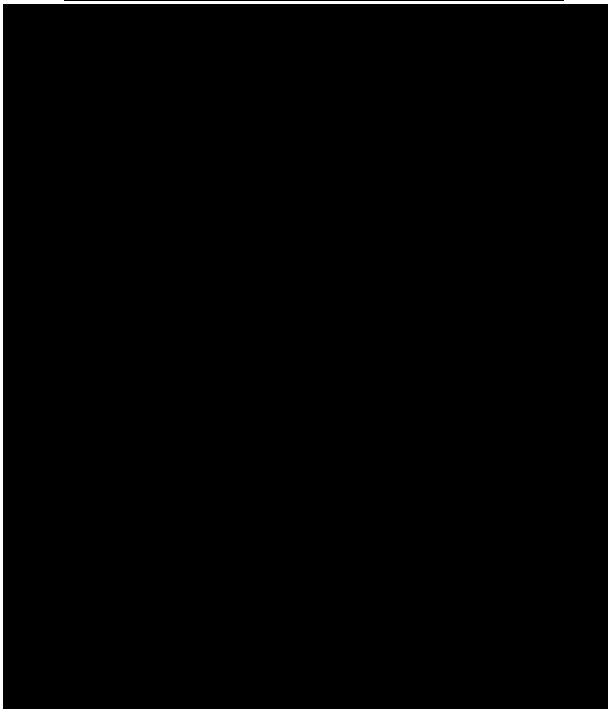
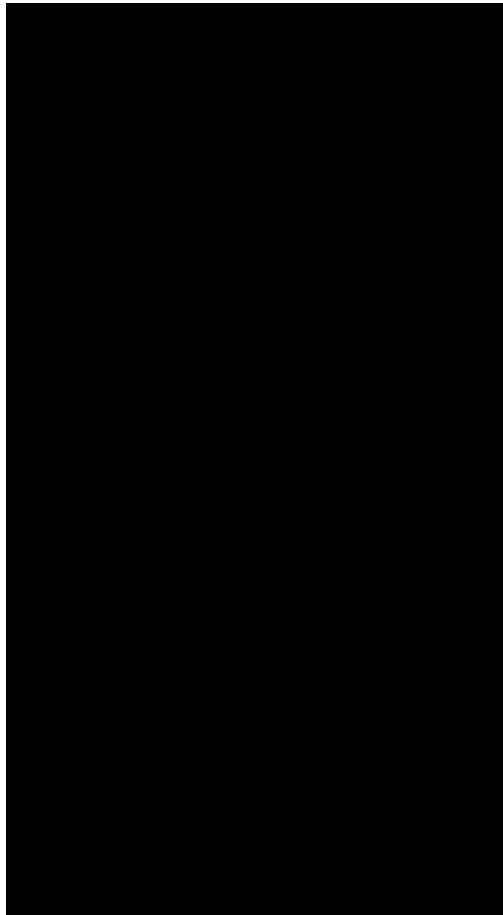
Anonymous
1/05/2023 07:07 PM

Anonymous
1/06/2023 12:53 PM

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1/06/2023 03:14 PM

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1/07/2023 05:41 PM

Anonymous
1/08/2023 09:46 PM



Anonymous

1/10/2023 09:46 AM

Anonymous

1/12/2023 05:01 AM

Anonymous

1/12/2023 05:18 AM

Anonymous

1/13/2023 01:35 PM

Anonymous

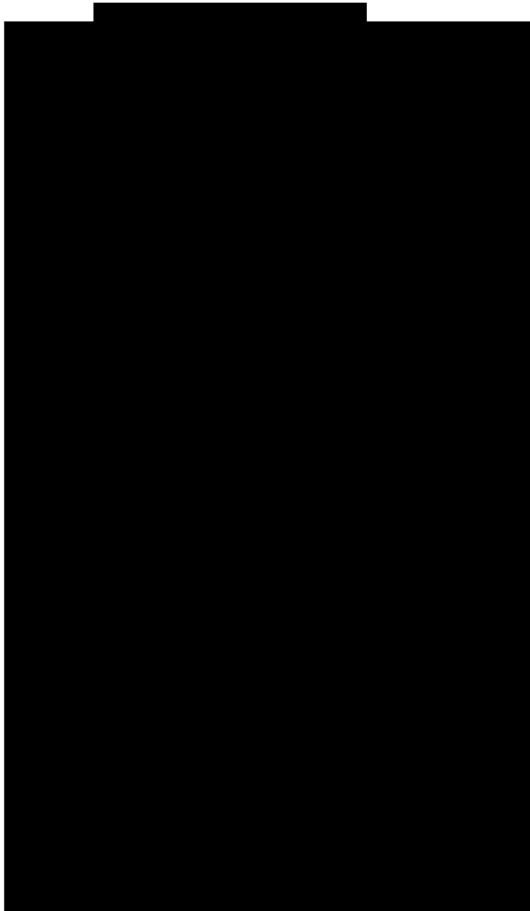
1/13/2023 04:19 PM

Anonymous

1/15/2023 04:56 PM

Anonymous

1/15/2023 05:55 PM



Optional question (19 response(s), 21 skipped)

Question type: Email Question

Q10 | Do you have any comments or questions for the engineering team who will follow up with you about the option to replace your water and sewer connections?

Anonymous

12/16/2022 04:33 PM

More specific information about steel box

Anonymous

12/17/2022 01:27 PM

How would this affect our service during construction, timeline, payment structure

Anonymous

12/19/2022 11:32 AM

I will have questions - I have a buried electrical cable running from the front of my house to where I can plug my car in. This electrical cable will cross with the water and sewer lines - pretty sure.

Anonymous

12/19/2022 07:21 PM

As much as possible, I think our neighborhood wants as little change as possible. Lights, pavement and concrete are not things I want to see more of.

Anonymous

12/20/2022 04:38 AM

How upgrades will be done in relation to other building infrastructure such as fences, decks and additions that may be in the pathway of the connections

Anonymous

12/20/2022 02:20 PM

Not at this time. Being phase 3, we can learn a lot watching the other phases.

Anonymous

12/23/2022 04:59 PM

Please provide a more detailed drawing of the sewer and water connections with arrows; Please provide depth of excavation details for connection to houses and any information on directional drilling or other plans for show crawl spaces/steelex.

Anonymous

12/31/2022 11:02 AM

Need clearer information, as early as possible! Need information regarding costs. What's city contractors doing vs. what's owner responsible for coordination? It would be very helpful to provide a checklist of things that need to be considered in advance.

Anonymous

1/05/2023 07:07 PM

Cost estimates, what work will need to be done inside the home? Are there anticipated savings by doing that same time at the project?

Anonymous

1/06/2023 01:01 PM

I am a renter, I do not know what my landlord's plans are in this regard.

Anonymous

1/06/2023 03:14 PM

We've in a duplex that we own and were wondering if that means we will have to pay "double" or if we can just have the lines combined and then be one connection (I believe that's how it already is)

Anonymous

1/08/2023 09:46 PM

No

Anonymous

1/10/2023 09:46 AM

Explanation on separating condoutlets. What's the city's obligation to restore my landscaping.

Anonymous

1/12/2023 05:01 AM

I just wanted you to know I was going to just get new water service as my sewer has a manhole access and is working fine.

Anonymous

I just wanted water connection as my sewer has a manhole access

1/12/2023 05:18 AM

on my awn. My sewer works great

Anonymous

1/13/2023 01:35 PM

Is there an opt on w th CoW contractor to have nes nspected w th camera from property ne to house? How about w th n the house (.e. beneath the foundat on)? Or wou d the owner have to acqu re a plumber to assess w th n the house? More quest ons!!

Anonymous

1/14/2023 10:09 PM

Is t poss b e to see the cond t on f rst before dec d ng on rep acement?

Anonymous

1/15/2023 04:56 PM

If the c ty prov des f nanc ng, do the payments carry on the property or w th the property owner?

Anonymous

1/15/2023 05:55 PM

How w de s the trench needed?

Optional question (19 response(s), 21 sk pped)

Question type: S ng e L ne Quest on

Q11 | The Hillcrest Reconstruction Concept Overview builds on the previously completed design from 2017, and adds more features based on input from the public and the City of Whitehorse so far. Highlights include: New and narrow roads with tighter turning radiuses. Sidewalks on Hillcrest Drive and raised intersections, roundabouts, and safer alignment. Continuous, direct, lane-separated bike path on the south side of Hillcrest Drive from the 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). Bus stops are identified in the plan for upgrades to City’s latest standards (shelters, signage, accessibility, and lighting). Replacement of all water, sewer, and power infrastructure in the road right of way. Replaced water sewer connections for property owners who 'opt in' to do so, completed by the City’s Contractor. Closer to construction of their phase, property owners should engage with a plumber and electrician on extent and cost of work to connect new services from building to their domestic lines. What do you think of the updated plan? Add your comments and thoughts below:

Anonymous

12/16/2022 03:49 PM

I am happy to see prov s ons for act ve transportat on and the m t ng or remova of on-street park ng. However, shared streets make pedestr ans va uab e. Pedestr ans requ re amp e space fu y separated from cars n a ne ghborhoods. Anyth ng ess than that w

d discourage walking and encourage driving - not what we should be aiming for. Let's build infrastructure that discourages car dependency and encourages active and public transportation.

Anonymous

12/16/2022 04:33 PM

City should provide estimate and meeting specific for steep slopes

Anonymous

12/17/2022 01:27 PM

Excited about it, I think the plan balances the current character of Hillcrest while making it more accessible and safe.

Anonymous

12/19/2022 11:32 AM

I was under the impression that the City would be discussing any requirements with the homeowners that are going ahead with the water/sewer upgrades and we would be receiving any cost estimate from the City. Is each homeowner expected to contact a plumber and electrician for cost estimates?? I thought we are doing this in conjunction with the City in order to use the contractors that will be working on this project already. Will you be providing names of those contractors to the homeowners if we are expected to get these estimates ourselves? Please advise.

Anonymous

12/19/2022 07:21 PM

Narrow roads are specified, but don't like the addition of sidewalks on the north side of Hillcrest drive. They should be on the south, next to the non-motorized trail, people can enjoy the trees and keep them away from houses.

Anonymous

12/20/2022 04:38 AM

There's minimal info provided about street parking, particularly on Hillcrest drive between Dayton and park. Can parallel parking spots be incorporated in the design on the north side. It seems there's some space with the wider area north of the road for that and the bike path.

Anonymous

12/20/2022 02:20 PM

Generally looks to me as good as it can get with an order neighbourhood with narrow roads and limited space to work with.

Anonymous

12/23/2022 04:59 PM

I think the bike paths hazardous and no one will shove the sidewalks. I think both walking and bike paths are overkill and a multi-use path would be sufficient. I think the city needs to provide more detail on options to connect domestic lines from buildings.

Anonymous

12/23/2022 06:23 PM

looks good to me

Anonymous

12/31/2022 11:02 AM

More detailed information on Stee ox. Should be a separate meeting and analysis done for these properties.

Anonymous

1/03/2023 09:18 AM

Looks great!

Anonymous

1/03/2023 12:12 PM

I take serious issue with the proposal for Hillcrest Drive, both as a resident on the street (128A Hillcrest) and as a cycle commuter. As a commuter, separated bike paths like that proposed down Hillcrest Drive are inconvenient, and simply aren't used if they're not on the right side of the road (as when heading west). Getting on/off the paths is a safety hazard, and cyclists will prefer to stay in the lane with the vehicles. In addition, have you thought about the snow removal implications? Even if the paths are plowed early prior to the morning commute, there will be a ridge of snow as soon as the plow passes on the road. This makes for a hazard, and renders the road inaccessible for some modes of transportation. As a homeowner on Hillcrest Drive, I cannot see how the city can justify keeping the road aligned to the extreme south of the right of way. A lot of the residences between Dalton Trail and Park Lake are on the south side of the street. Your proposal is detrimental to our property value to the benefit of other residences on the north side of the street, and continues the current hazardous situation of having a motorway so close to our home entrances and driveways. These houses mostly have kids, and we would benefit from having some buffer between our yards and the roadway. In addition, the current plan creates a hazard for cyclists by limiting our lines of sight when backing out onto the road. I would really appreciate having a discussion with someone about this: you can contact me at 867-689-5877. In addition, I don't see this plan properly addressing the free for all of parking and storage of vehicles on boulevards and access ways that is the current situation, and I am disappointed that the City is not taking the opportunity to bury services along major arteries where connections to houses are few or a ready underground.

Anonymous

1/05/2023 02:48 PM

Again, Bike lane on the south side of Hillcrest where all the driveways are located (vs none on the north side) is a major conflict and I am worried about the security of the users. Putting the bike path on the north side with the sidewalk will be much better. A so this will just feed moving the pedestrian right on the (corner of Hillcrest and HWay) from the south to the north.

Anonymous

Horrible plan. Getting rid of green space on Hillcrest drive. How are

1/05/2023 04:22 PM

sen ors supposed to afford water and sewer replacement with the high cost of living.

Anonymous

1/05/2023 07:07 PM

Pleased to see upgraded bus and commuter infrastructure. Generally happy with upgrades. Disappointing to see our districts being fed in.

Anonymous

1/05/2023 09:44 PM

I live on Hillcrest Drive, and I'm very disappointed in this plan. With the super wide road right of way, why is even considered to stick the road right next to the on-property lots that have frontage on Hillcrest Drive? This is unsafe, ugly, and takes away from property values. It would bring the road even closer to houses than it currently is, and I can't see a good reason for that. Also, the lack of on-street parking on most streets doesn't align with what people are currently doing or with a desire to densify housing. Like it or not, people need to park somewhere. If there's no on-street parking then people will have no choice but to park on boulevards, like they do now. People will not magically give up the vehicles, and they'll still have guests over. There simply needs to be some on-street parking that's convenient and accessible for everyone in the neighborhood. The proposed width of road for Hillcrest Drive also seems wayyy too wide, at (I think) 8.5 or 9 meters. Even a dual pickup is only ~2.5 meters wide! Narrow streets encourage people to slow down, and if there are sidewalks and bike paths then pedestrians and cyclists still have enough space. People already go way too fast on Hillcrest Drive, please don't give them a reason to keep doing so. One last thing: if there's any way to do it, please consider burying wires.... otherwise we'll have to look at them for the next 50 years.

Anonymous

1/06/2023 01:01 PM

What is the plan for Dalton Transporter? It was not mentioned as a specific cross-section in the plans described here.

Anonymous

1/06/2023 01:11 PM

Put Hillcrest Drive MUP on north side as per previous comments (improved accessibility, increased safety, less conflict, better connectivity, etc.). Consider adding a AAA transit connection (paved or unpaved) from Summit/Sunset intersection to Burns road via the ROW north of the Northern building. This would provide a low-stress option that is more direct than having to go all the way to Hillcrest Drive. Also would be needed as an alternative route during reconstruction of Hillcrest Drive.

Anonymous

1/06/2023 03:14 PM

I understand that the project will be quite costly to the property owners - is there going to be a financing option released or a payment plan for the cost of the project? Especially if you need to be "engaged

with a pumber or ectr c an" on top of that cost.

Anonymous

1/06/2023 05:08 PM

Prort ze SAFE Act ve Transportat on Infrastructure How many more peop e need to be k ed or njured n the C ty of Wh tehorse before improvements are made? Protected b ke anes ncrease both cyc ng and wa k ng tr ps. Protected b cyc e anes are ded cated b ke anes w th concrete med ans and p anters, b cyc e park ng corra s, or veh c e park ng anes that d v de them from veh c e traff c. Th s separat on ncreases fee ngs of safety and comfort, wh ch makes cyc ng an attract ve commut ng opt on.

Anonymous

1/07/2023 05:41 PM

New p an appears to cater to b cyc es. Wh e great- proport ona y- b bers are a sma subset on of transportat on users n th s area; a subset on a so overrepresented w th n the consu tant group for th s project. Aga n ra s ng po nt of conf ct of nterest. Whose vo ce s rea y represented at stakeho der meet ngs/ nfo sess ons- th nk ng not that of the ess than pr v eged who ve n the area. The nformat on needs to be presented n a more easy to understand way so that t s approachab e to a res dents and users.

Anonymous

1/08/2023 05:16 AM

Most of us have exper enced the near- mposs b ty of f nd ng a p umber and espec a y an ectr c an. The C ty shou d set up a contract w th p umb ng and ectr ca serv ce prov ders to be ava ab e for th s project, and arrange for repayment from property owners.

Anonymous

1/08/2023 09:46 PM

I'm not crazy about the roundabout at Summ t/Sunset Dr. I ove my qu et end of the street and am not happy about a the traff c nc ud ng busses, etc, be ng red rected to r ght n front of my home. There must be eas er ways to ca m the traff c on that curve of Sunset. P us, we a ove our grassy tr ang e. K ds pay on t; peop e s t on t. It s we -used as t s.

Anonymous

1/09/2023 08:42 AM

oh ya me key

Anonymous

1/09/2023 02:24 PM

I'm concerned about the dea for a roundabout to be ocat on of the grass tr ang e at the end of SUnset Dr. N. It w actua y cause veh c es to go c oser to the houses there.

Anonymous

1/10/2023 10:12 AM

I th nk t s worse than what we have. I know we don't p an for park ng but rea st ca y peop e re y on street park ng up here (take a dr ve through Takh n). Not hav ng park ng ava ab e on s de streets s go ng

to increase the number of cars parked along Hillcrest Drive. Residents on Hillcrest Drive above Dalton Trail are then going to be backing out of the driveway onto the street, past a wide paved path with contraflow bike traffic, and with reduced visibility from street parking. This is going to cause accidents. I don't think the width of the road on Hillcrest Drive is going to encourage traffic calming, which means more people are going to be speeding up Hillcrest Drive, so those accidents are going to be higher impact. I bike commute regularly and really don't consider Hillcrest Drive to be busy enough to warrant a separate bike lane. Having cyclists on the road between Dalton Trail and Park Lane would actually be more effective at calming traffic than this plan. I am disappointed there are no plans for a roundabout at the intersection of Hillcrest Drive and Dalton Trail. I wanted one with an edge garden like Takah has. I think this would help slow people down on Hillcrest Drive. I encourage any plan that includes (preferably edge) landscaping into its design to encourage traffic calming.

Anonymous

1/10/2023 09:46 AM

The sidewalk on the North side of Hillcrest Drive is not on the drawings on your first slides. Is there going to be one or not? The shared paved trail on the south side of Hillcrest Drive is a BAD idea, it will adversely impact safety, and reduce useable room. Many of us rely on visitor parking on street; in addition, when I purchased my house there was no off street parking, I've subsequently created some, but my quality of life will be impacted by not having on street parking. You are spending too much money on things no-one wants and neglecting what we actually need as a neighbourhood. Just create a safe, adequately paved, street and leave it at that.

Anonymous

1/11/2023 09:45 AM

The continuous, separated bike paths a fantastic feature. There are a number of issues with it: 1. It is too narrow to become a major commuting thoroughfare for bikes. Bikes cannot safely meet going up and down. 2. It needs to be maintained properly throughout the winter to be usable - this needs to be pointed out to the city, and it needs proper budgeting. Wheelhorse consultants know from experience that merely building things, with maintenance as an afterthought, does not work. Please don't repeat this error. 3. It does not connect to anything at the bottom. The intersection built by the Yukon Government's Highways Department is an insult to bikers and dangerous to use. Unless this is addressed, building the bike paths itself would be a waste of money. Please look into the possibility to create a continuous, separate bike path during Phase 1 instead of postponing usable bike infrastructure another four years.

Anonymous

1/12/2023 05:01 AM

I want my front yard back. Why is the road not being realigned to follow property lines?

Anonymous

1/12/2023 05:18 AM

Again I would like the property lines followed for the road right of way. Why was this changed?

Anonymous

1/13/2023 01:35 PM

I live next to an unused green belt access that is redundant, given 2 other access points nearby. Several years ago I consulted CoW about purchasing the access adjacent to my property line and was told it is possible given the additional access points, and my lot being undersized with a relatively large house. I would like this considered/resolved before any signage/landscaping/clearing is done. Can this be expedited with CoW?

Anonymous

1/13/2023 04:19 PM

pleased to see the path not cutting through the middle of the parkane park.

Anonymous

1/14/2023 09:52 PM

The updated plan does not align with how people use the streets already. Street parking is essential for many houses, especially higher density units like the one we rent in the trapexes. At the same time, the plan fails to take pedestrian safety into consideration on Hillcrest Drive west of Dalton Trail, with no sidewalk. Same goes for other streets, too, going at least as far as SSB by Aso, to space concerns for a lot of my neighbors on Hillcrest Drive to who I've spoken to so far. First, not having a sidewalk is ridiculous. The right of way is large, and if the concern is space then I'd suggest removing the bike lane as cyclists are unlikely to use it anyways. Second, your plan puts the roadway directly against the properties on the south side of Hillcrest, and there are NO properties on the north side of Hillcrest. Our neighbors with kids are especially concerned, but we are too. It's dangerous, but at least make our properties less likely to be stolen. Probably decreases my and our's property value too. Since no one on the north side of the street accesses the property from Hillcrest, why not put it at east centered in the right of way? We also need on street parking in this neighborhood, on all streets. Hillcrest is densifying as older homes get additions and duplexes get replaced by trapexes, and this means that more, not less, people will need to park on the street. We need something like Takhan, where on-street parking was mandated but streets kept narrow with hard curbs and vegetated boulevards. Our household is really concerned that we won't have room to park where we are parking now, across from 131 Hillcrest. We're three adult roommates with three cars! Same goes for the next trapex up (west) and the duplex east. These all have big households and park on the street. Our need for parking isn't going away, as much as I'd like for everyone to ride a bike. I'm also concerned about the proposed separate bike path on over Hillcrest Drive. There isn't that much traffic on Hillcrest Drive, and there has to

be a good reason for most commuter cyclists to get off the road and onto a path. Sometimes, doing so is dangerous (turns, stops) and drivers at intersections are less likely to see us. There's also the problem of snow clearing, especially when getting on + off the path. The road powers a way here before the bobcat that clears the airport trail and trail to Grainger, and I don't see how that will change. I'm not convinced that a separate bike path is a good thing here.

Anonymous

1/14/2023 10:09 PM

I'm concerned about the cost of changes on my property, but I guess that probably need to get done. I was really excited about this plan at first since it meant we'd finally get sidewalks and safer streets, but now I'm not so sure. Especially on busy streets we need sidewalks, and I'm concerned about how wide Hillcrest Drive is. That's the main way people on Kuane Crescent get to the trails, plus probably everyone on Chalet. Of course there's the property on Hillcrest Drive too. Everyone who parks a car on the street now probably will need to keep doing that, and other might start needing to do that too. We have three cars with a young adult kid at home, so maybe we won't need to by the time the street gets redone, but our neighbours might be in that situation! And what about when we have friends or family visiting? We really need to keep parking on the streets. Not everywhere is right now, but enough space so that people don't just park on the lawns. Our neighbourhood looks like a junkyard because people do that now, can we fix that please?

Anonymous

1/15/2023 01:56 PM

Traffic calming on Hillcrest drive between park Lane and Dalton trail would be a good idea people don't drive the posted speed here, including the buses.

Anonymous

1/15/2023 04:56 PM

Please carry placement of power poles, lights and fire hydrants on a streets. Would be helpful to have map layers - existing with new plan overlay. The cross sections are hard to interpret without seeing the current cross section. Good time to address new parking needs for multi-family residences. If there is no street parking, how will people deal with parking on the properties which have not been developed for parking. Good time to address alleyway usage/development/safety. Planners should go house to house to answer questions. 6 interviews is not enough and the open houses have not been at convenient times for everyone.

Anonymous

1/15/2023 05:55 PM

How is the access to the trail at Chalet/Hillcrest going to be dealt with? How will access from the alleyways to the sidewalks on Hillcrest Drive be constructed? Why no speed control at any intersections west of Kuane? People drive fast up there too. Will retaining walls on

Kuane Crescent be cut back? Who would rebuild them if yes? Is the sidewalk a multi-use path? Is Park Lane E. going to be realigned and with the multi-use trail on the park? Will there be a barrier between that trail and the street? What is the plan for water & sewer on the Hillcrest/Summit/Burns Rd./Hillcrest Drive block? No mention of storm sewers and where they would drain. Will bikes be allowed on the road street? I feel the school buses should all travel in the same direction and stops should be better planned.

Optional question (37 response(s), 3 skipped)

Question type: Essay Question