

City of Whitehorse

Trail Plan

What We Heard Report

Prepared for:



Prepared by:

LEFS
ASSOCIATES

Status: Final Report

August 6, 2020

Contact Information:

509-318 Homer St, **Vancouver** BC Canada, V6B 2V2 | p: 604.899.3806

51 Wolseley St, **Toronto** ON Canada, M5T 1A4 | p: 416 645 7033 | f: 415.645.7046

8 Boswell Crescent, **Whitehorse** YT Canada, Y1A 4T3 | p: 867.332.3806

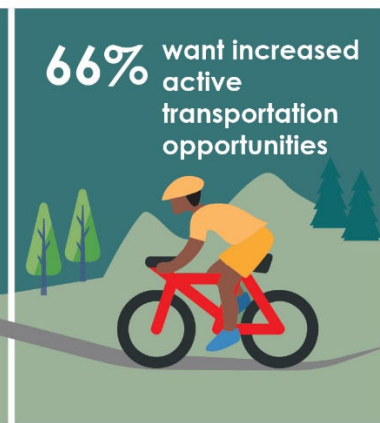
info@elac.ca | www.elac.ca

This What We Heard summary report was prepared as Task 2 of the Whitehorse Trail Plan process.

TABLE OF CONTENTS

1	Introduction.....	5
1.1	What is the Trail Plan	5
1.2	Overall Planning Process.....	5
2	Engagement Strategy	6
2.1	Engagement Purpose	6
2.2	Commitment to the Public	6
2.3	How We Reached Out.....	7
2.4	Engagement Tools.....	7
3	Online Survey – Summary Results	9
4	Interviews – Key Themes	28
5	Conclusion	31
	Appendix A – Trail Plan Fact Sheet.....	32
	Appendix B – Online Survey.....	33
	Appendix C – Interview Questions.....	34

CITY OF WHITEHORSE TRAIL PLAN



* from Trail Plan online survey May 2020

1 INTRODUCTION

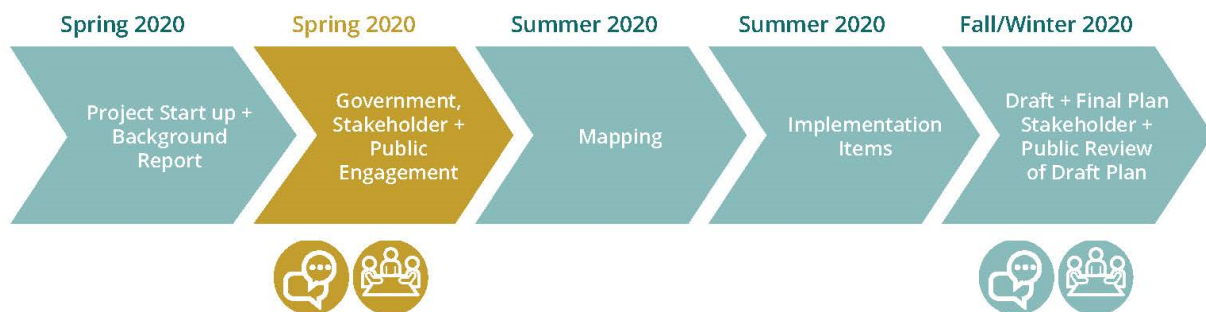
1.1 WHAT IS THE TRAIL PLAN

The City of Whitehorse is developing a Trail Plan to identify strategic priorities and direct the City in future trails-related initiatives, policies, and actions over the next ten years. The Plan will outline what we have, where we want to go, and how to make that happen. Key areas to be addressed include:

- Establish a **community vision** for the Whitehorse trail network;
- Build upon and **integrate existing policies**, bylaws, management plans and safety documents;
- Conduct a **meaningful engagement process** with government, stakeholders and the public;
- Emphasize **key issues and opportunities** for the existing trail network;
- Improve **connectivity** between neighbourhoods and community amenities;
- Explore opportunities to **increase active transportation** and **recreational opportunities**;
- Identify opportunities for **new trail development** and growth;
- Propose a concept for developing a **standardized trail classification** and permitted use system;
- Recommend updates to **conflict resolution policies** and procedures;
- Outline strategies to develop an **inventory of trails**, amenities and wayfinding signage;
- Mitigate impacts on **ecologically significant areas** through thoughtful planning processes, and
- Provide a long-term plan containing **practical and innovative recommendations** that ensures the success of future trail planning and management initiatives.

1.2 OVERALL PLANNING PROCESS

The Trail Planning process includes the following five tasks. This What We Heard report summarizes feedback received during Task 2 of the planning process.



2 ENGAGEMENT STRATEGY

2.1 ENGAGEMENT PURPOSE

The objectives of the Task 2 Engagement process are to:

- Increase knowledge of the City’s trail network;
- Understand satisfaction with the existing trail network;
- Understand the public’s needs and demands for trails, trail use, demographics, and values;
- Understand any barriers to using trails;
- Understand prevalent trail issues, and concerns;
- Understand people’s vision for the future, including potential for growth and new trail development;
- Identify areas for enhanced trail connectivity, other actions and improvements;
- Identify partnership and cooperation opportunities within a shared trails culture, and
- Understand resident and trail user’s ideas on issues and opportunities for the trail network.

Public and stakeholder feedback will be used to understand what people think about existing the trail network and inform the drafting of a well-supported vision for the future.

2.2 COMMITMENT TO THE PUBLIC

The Trail Plan engagement process was designed using the International Association for Public Participation (IAP2) spectrum of public participation as a guide. IAP2 is an internationally recognized organization that advances good public participation practices. Engagement activities range from the ‘Consult’ level to ‘Involve’.

Consult requires keeping the public informed, listening to and acknowledging concerns and aspirations, and providing feedback on how input influenced the decision.

Involve means working directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. The planning team will incorporate these ideas into the draft plan and outline how the public, government and stakeholder input influenced the recommendations.

2.3 HOW WE REACHED OUT

The City of Whitehorse website was used as a primary information sharing tool. It was updated with information about the project objectives and planning process through a project Fact Sheet (Appendix A – Trail Plan Fact Sheet), and a link to the online survey.

A list of internal and external stakeholders with an interest in the project was compiled by the consultant team and the City of Whitehorse. A total of 40 organizations were contacted by email with a copy of the Trail Plan Fact Sheet, an invitation to complete the survey, and a request to get the word out to their organization’s members and others in their networks.

2.4 ENGAGEMENT TOOLS

Task 2 engagement centered around two key activities:

- A public survey administered online, and
- Interviews with government and stakeholder representatives.

2.4.1 ONLINE PUBLIC SURVEY

Input from the public was sought through an online survey (Appendix B – Online Survey). Survey responses were collected from May 5 to May 26, 2020. The survey received a high level of attention from the public receiving a total of 1,415 responses. The survey was hosted on the online platform SurveyMonkey and was posted to social media (Facebook, Twitter) and the City of Whitehorse website. For those who preferred to complete the survey on paper, hardcopy surveys were made available. Ninety-seven percent of survey respondents were from Whitehorse, with most of the remaining responses coming from elsewhere in the Yukon. Online survey results are summarized in section 3.

Engagement by the Numbers

- 1,415 public surveys completed
- 40 organizations contacted to participate
- 15 one-on-one government and stakeholder interviews

2.4.2 STAKEHOLDER INTERVIEWS

Government and internal and external stakeholder groups with an interest in trails were invited to participate in one-on-one interviews. A total of 18 people or organizations were contacted for an interview, including First Nations, City of Whitehorse departments, and trail user groups. One-on-one interviews were conducted over the phone, or by video conference with the following representatives:

GOVERNMENT & STAKEHOLDER INTERVIEWS

- Contagious Mountain Bike Club: Sammy Salter and Rob McConnell
- Klondike Snowmobile Association: Mark Daniels
- Whitehorse Cross Country Ski Club: Jan Polivka, Jonathan Kerr
- Yukon Climbing Access Society: Vanessa Scharf
- Alpine Club of Canada – Yukon Section: Geneviève Favreau and Vanessa Scharf
- Active Trails Whitehorse Association: Keith Lay and Pat Milligan
- Whitehorse Urban Cycling Coalition: Forest Pearson, Debbie Higgins, Priyank Thatte, and Sierra Van Der Meer
- Whitehorse Walks: Peter Long
- Yukon Orienteering Association: Afan Jones and Erik Blake
- Ta'an Kwäch'än Council: Natalie Leclerc and Anne-Marie Miller
- Kwanlin Dün First Nation: Duncan Martin
- City of Whitehorse Trail Crew Leader: Meagan Wilson
- City of Whitehorse Senior Planner: Mike Ellis
- City of Whitehorse Environmental Coordinator: Sabine Schweiger

The input received through the stakeholder interviews is summarized into key themes in Section 4.

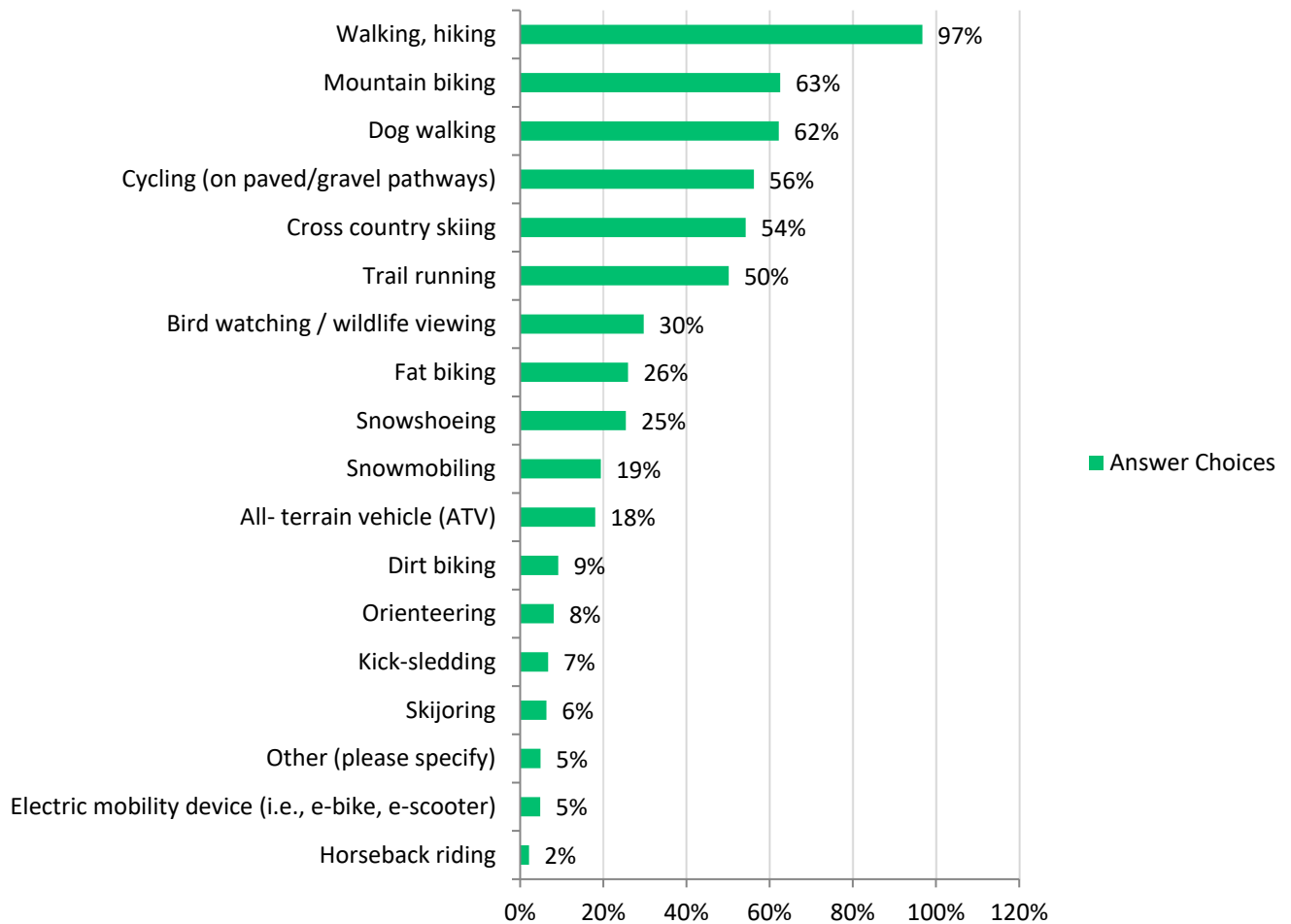
3 ONLINE SURVEY – SUMMARY RESULTS

Key findings from the online survey:

- The most popular trail activities for survey respondents were walking/hiking, mountain biking, and dog walking.
- The most noted reason for using trails was to exercise.
- “Lack of information about trails” and being “too busy” were top reasons preventing survey respondents from using trails more often.
- Survey respondents were generally satisfied with their trail experiences, trail maintenance, trail management.
- The most frequent conflicts noted by survey respondents on trails were associated with dog walking activities and motorized vehicle use on trails.
- “Improving trail connections between neighbourhoods”, “Developing new trails”, and “Improving existing trails” were top priorities for future improvements to the Whitehorse trail network.
- “Increasing active transportation opportunities”, “improving trail connections between neighbourhoods and community amenities”, and “improving local trail connections” were top priorities for future new trail development in Whitehorse.
- The vision and guiding principles that resonated the most with survey respondents were “Benefits for our community (social, cultural, health, economic, environmental, climate change)” and “Environmental and cultural stewardship.”

Q1. Most survey respondents (97%) used Whitehorse trails for walking. The next most popular activities on trails according to the survey were mountain biking (63%), dog walking (62%), cycling (on paved or gravel pathways) (56%), cross country skiing (54%) and trail running (50%).

Q1. Indicate all of the activities that you participate in when using Whitehorse trails. (Select all that apply)



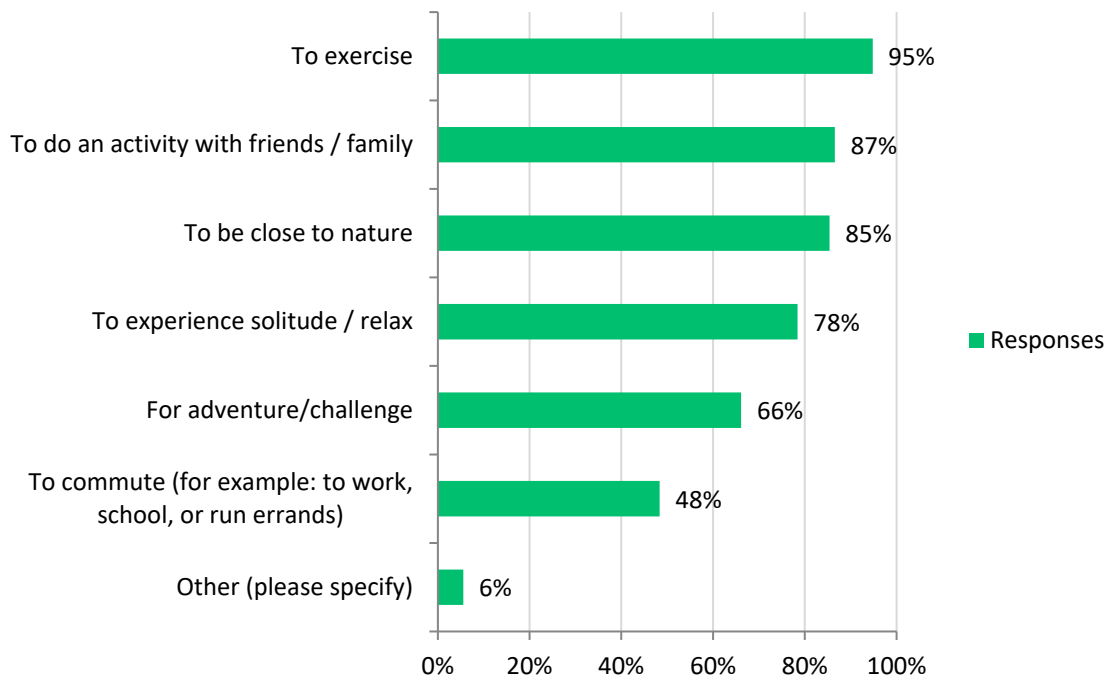
Other trail activities that survey respondents indicated they took part in included:

- Roller sports (skateboarding, scootering, rollerblading, and longboarding) (17 mentions)
- Commuting (getting from A to B) (7 mentions)
- Health reasons (therapeutic walks, exercise) (7 mentions)
- Geocaching (4 mentions)

- Photography (2 mentions)
- Berry picking
- Trail maintenance and winter trail grooming

Q2. Most survey respondents (95%) indicated that they use the trail network to exercise. Activities with friends and family (87%) and to be close to nature (85%) were other popular reasons for getting out on the trails.

Q2. From the list below, indicate why you use the trail network. (Select all that apply)



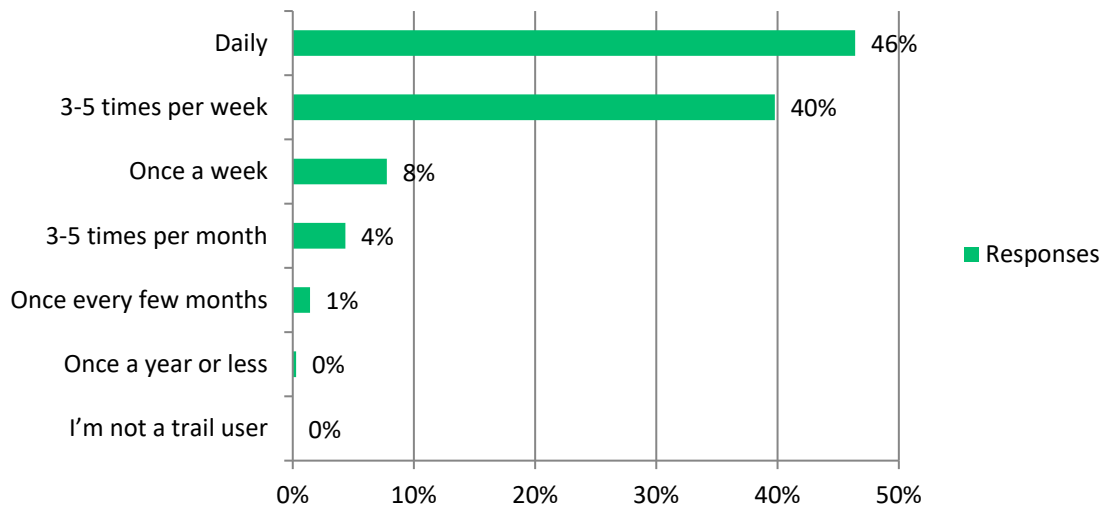
Other reasons for using the trails noted by survey respondents included:

- Exercising the dog (25 mentions)
- Nature appreciation (10 mentions)
- For fun (6 mentions)
- Mental health/ mindfulness

- Art: painting, photography
- Volunteer work

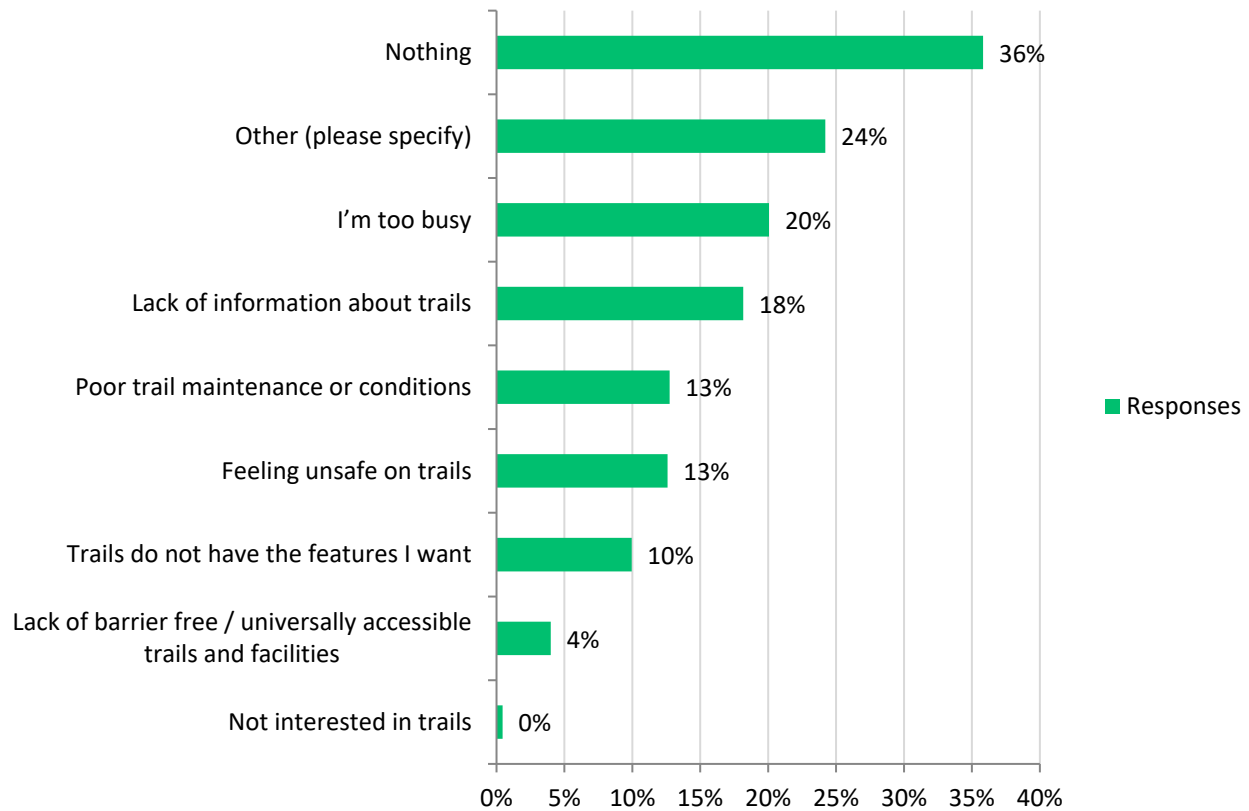
Q3. Most survey respondents (86%) indicated that they either used trails daily (46%) or about 3-5 times per week (40%).

Q3. How frequently do you use City of Whitehorse trails?



Q4. While 36% of survey respondents indicated that nothing prevented them from using trails in Whitehorse, busy schedules (20%) and lack of information about trails (18%) were the two most prominent barriers to increased trail use.

Q4. Is there anything that prevents you from using our trail network more often? (Select all that apply)



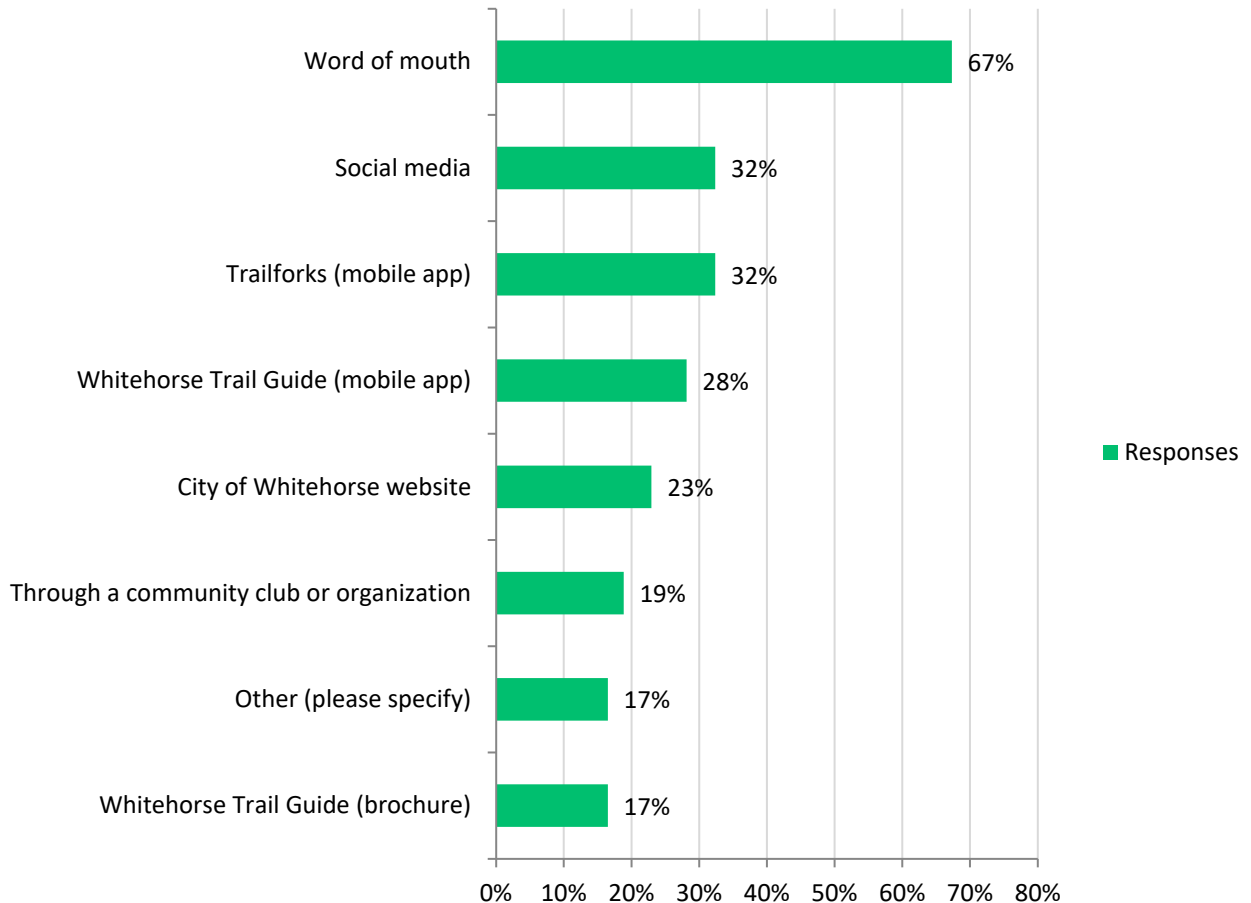
Other things preventing survey respondents from using trails more often included:

- Lack of connectivity (57 mentions)
- Off leash dogs, dog poop on trails (41 mentions)
- Too many motorized vehicles on trails (37 mentions)
- Poor trail conditions/lack of facilities (trails not plowed, unpaved, no washrooms, eroded trails, overgrown, gravel preventing kicksledding, ice, mud) (35 mentions)
- Lack of mapping and signage (20 mentions)

- Lack of motorized trails/too many restrictions for motorized vehicle use on trails (21 mentions)
- Safety (bears, wolves, other trail users) (23 mentions)

Q5. Most survey respondents (67%) indicated that they get trail information by word of mouth, while 32% of respondents got information from social media, 32% got information from the Trailforks mobile app, and 28% from the Whitehorse Trail Guide (app). Only 23% of survey respondents used the City of Whitehorse website and 17% used the Whitehorse Trail Guide (brochure) to obtain trail information.

Q5. Where do you go to find information about Whitehorse trails? (Select all that apply)

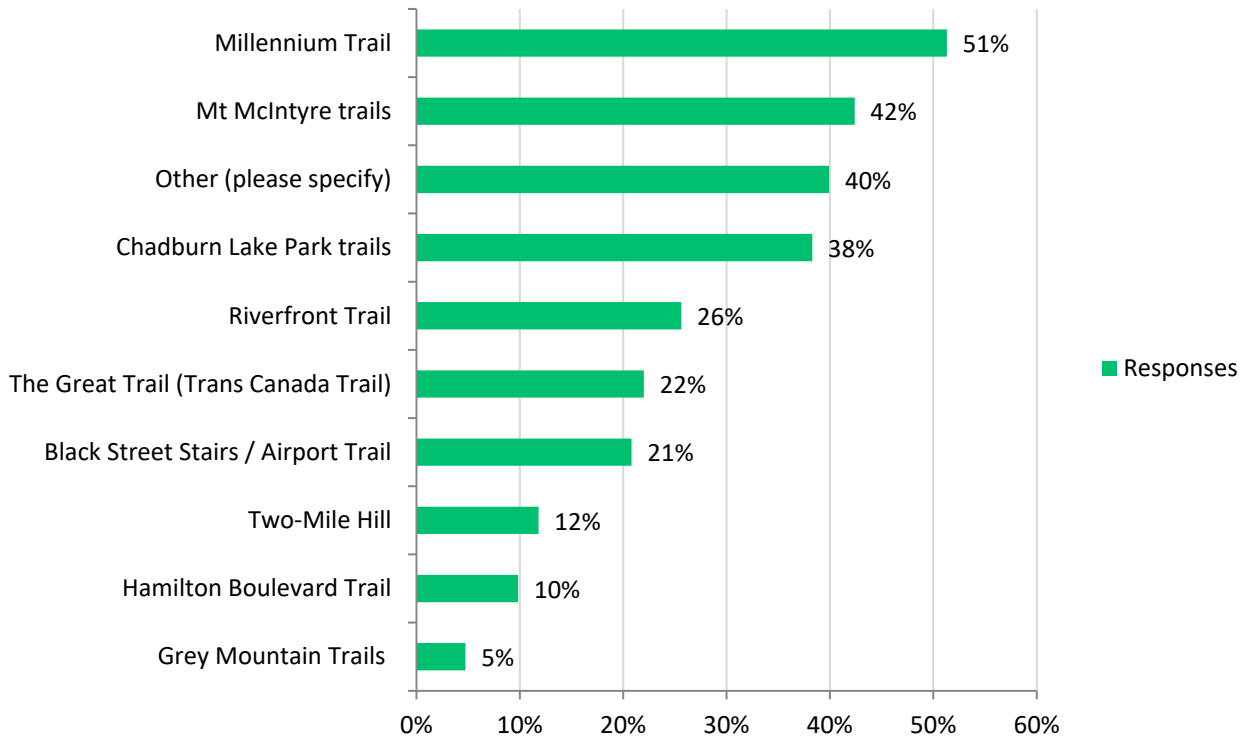


Other sources of information indicated by survey respondents included:

- Personal experience on the trails/exploring (94 mentions)
- Google maps (14 mentions)
- Yukon Hiking website (13 mentions)
- Trail maps/signage/markers (8 mentions)
- WhitehorseWalks website (6 mentions)
- Hikes and Bikes Book (6 mentions)
- All Trails App (4 mentions)

Q6. Most survey respondents (51%) indicated that they used Millennium Trail most often out of the list provided. Other well used trails were Mt. McIntyre Trails (42%) and Chadburn Lake Park Trails (38%).

Q6. Which of the following trails do you use most often? Select your top three.



Other trails mentioned by survey respondents included:

- Porter Creek Trails (55 mentions)

- Copper Ridge Trails (51 mentions)
- Wolf Creek Campground Area (30 mentions)
- Takhini (28 mentions)
- McIntyre Creek (25 mentions)
- Hillcrest (20 mentions)

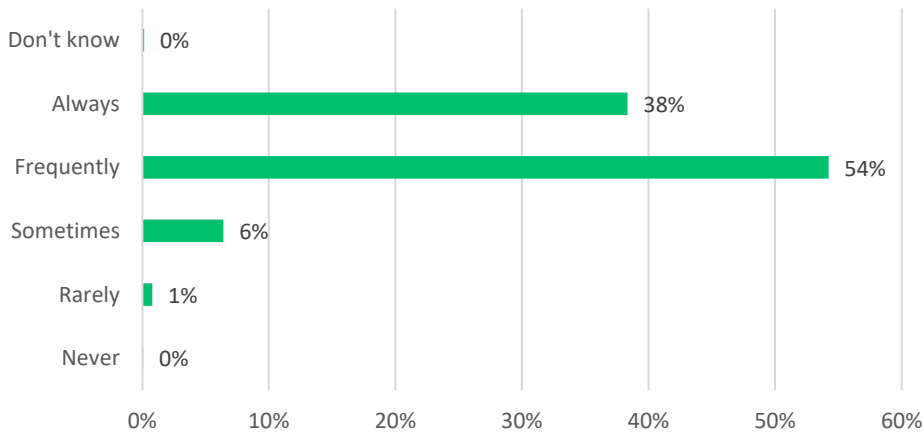
Q7. When asked about overall satisfaction of the Whitehorse trail network, most survey respondents were satisfied with their experiences, trail maintenance and trail management in Whitehorse.

Most (92%) of survey respondents indicated that they frequently (54%) or always (38%) have satisfying experiences on trails.

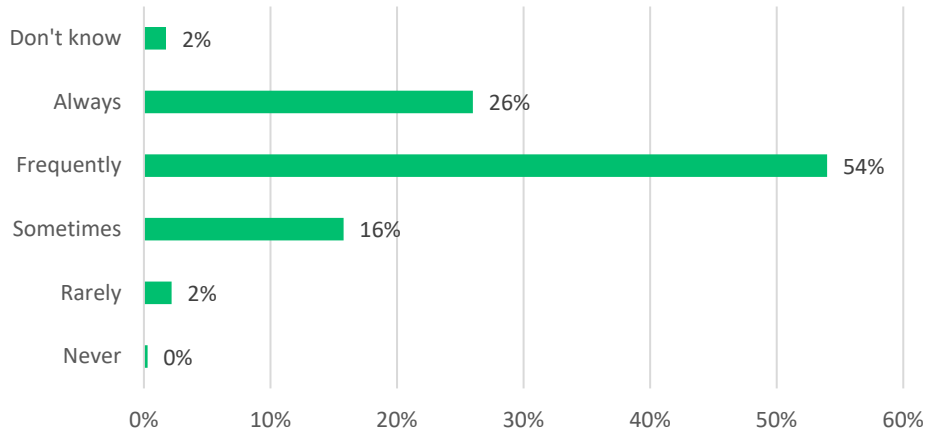
Eighty percent (80%) indicated that they are frequently (54%) or always (26%) satisfied with the maintenance on trails.

Sixty five percent (65%) indicated that they were either frequently (47%) or always (18%) satisfied with the management of the Whitehorse trail network.

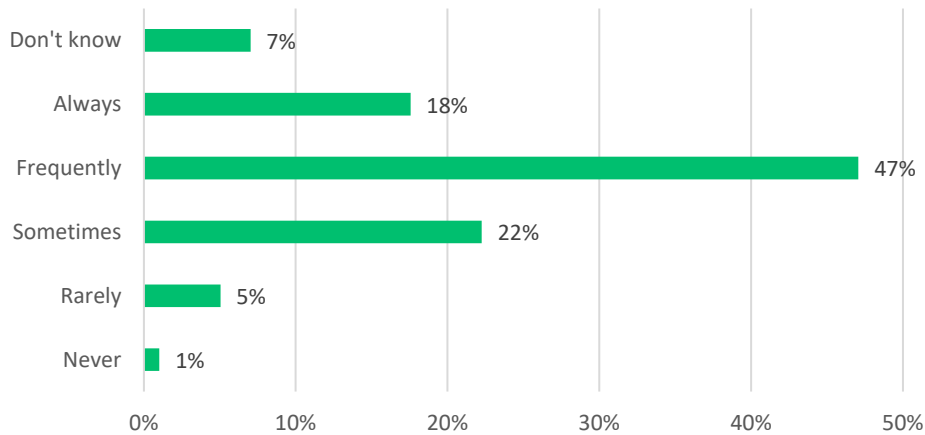
On the whole, do you have satisfying experiences on the Whitehorse trail network?



On the whole, are you satisfied with the maintenance of the Whitehorse trail network?

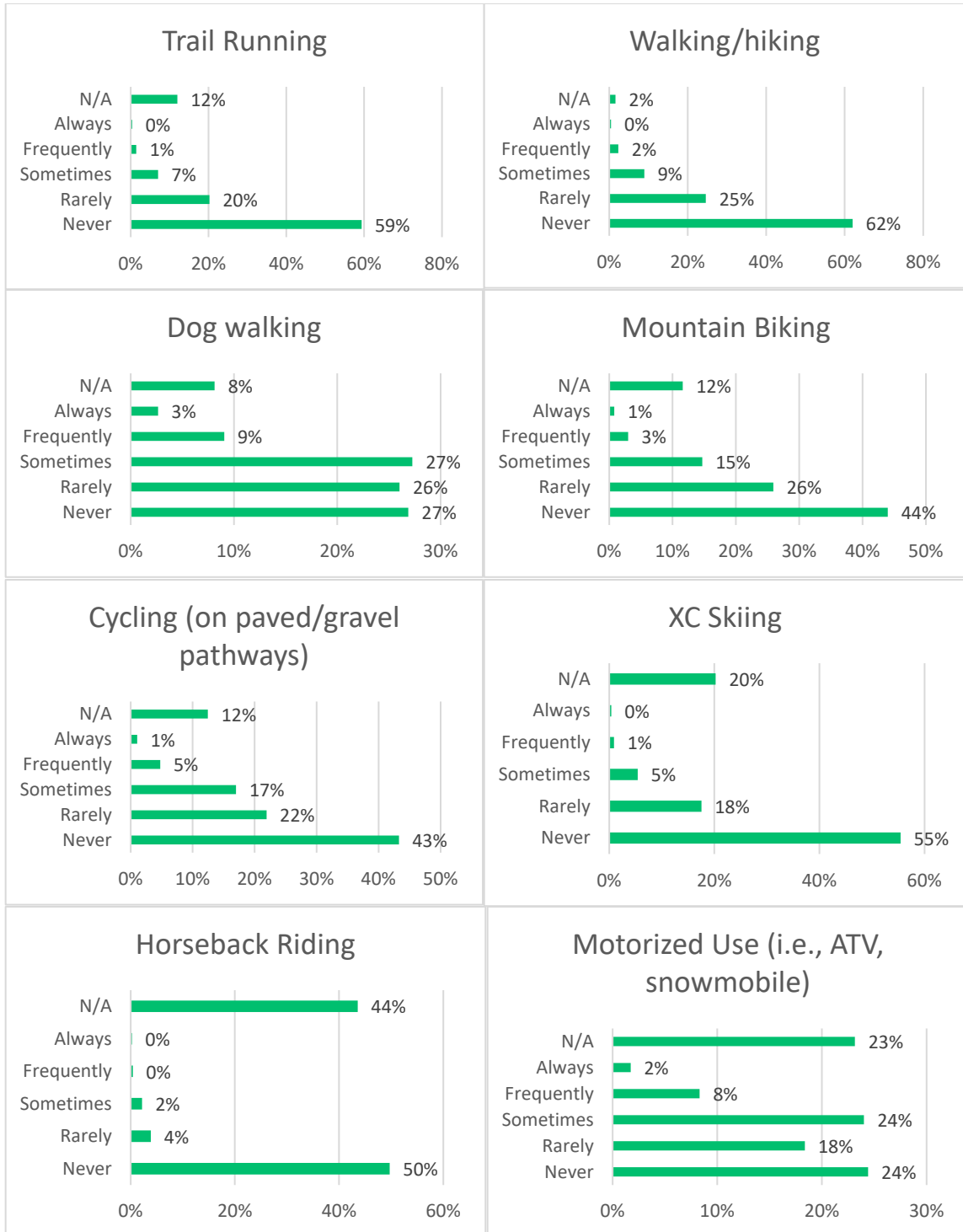


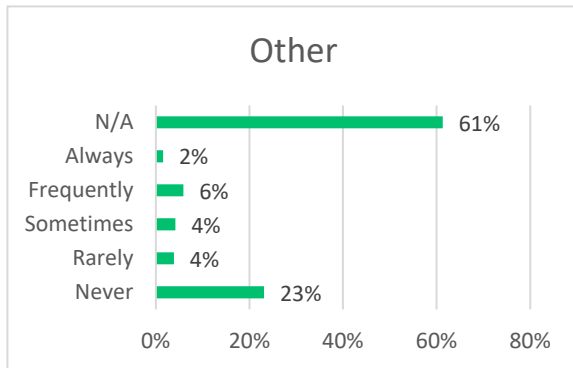
On the whole, are you satisfied with the management of the Whitehorse trail network?



Q8. In general, survey respondents reported that they never or rarely have conflicts on trails. From those who responded indicating they have experienced conflicts, the most frequent conflicts on trails were associated with dog walking activities and motorized trail vehicle use on trails.

Twelve percent of respondents indicated that they frequently (9%) or always (3%) experienced conflicts on trails associated with dog walking and 10% of respondents indicated they have either frequently (8%) or always (2%) experienced conflict associated with motorized vehicle use on trails.





Other conflicts that survey respondents always or frequently encountered:

- Accessibility
- Cross country ski trails impacted by fat biking/walking
- Incomplete trails
- Wild animals

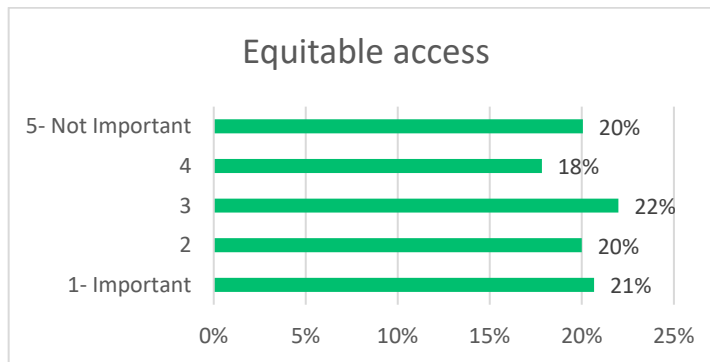
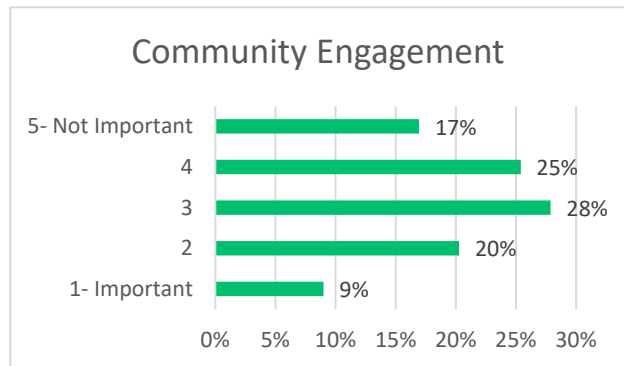
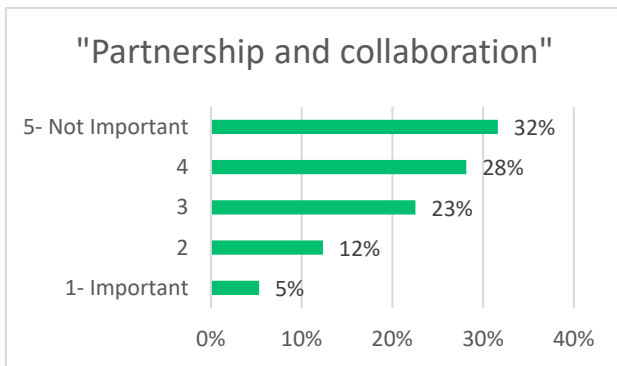
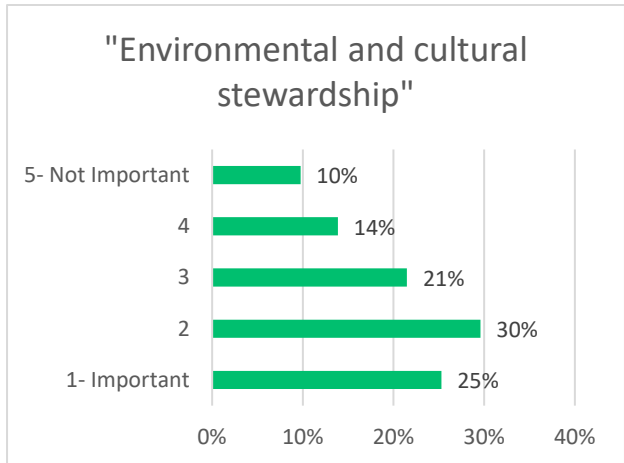
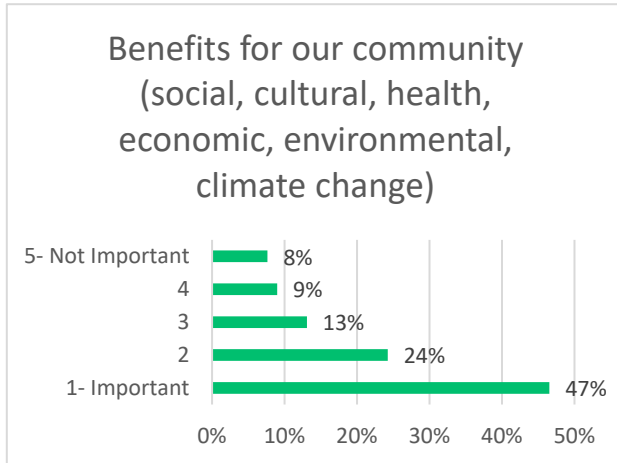
Q9. When asked to rank vision and guiding principles for the Whitehorse Trail Network:

The vision and guiding principle that resonated the most with survey respondents were “Benefits for our community (social, cultural, health, economic, environmental, climate change)” with 71% of respondents indicating this ranked either a 1 (47%) or 2 (24%) importance to them.

“Environmental and cultural stewardship” was also important to survey respondents. Fifty five percent (55%) indicating this was important to them, with 25% ranking 1 in importance and 30% ranking 2 importance.

“Partnership and collaboration received the least support with over half (60%) of respondents indicating this was not important to them. Thirty two percent (32%) ranking 5, least importance and 28% ranking 4, low importance. “Equitable Access” and “Community Engagement” both received fairly neutral sentiments from survey respondents.

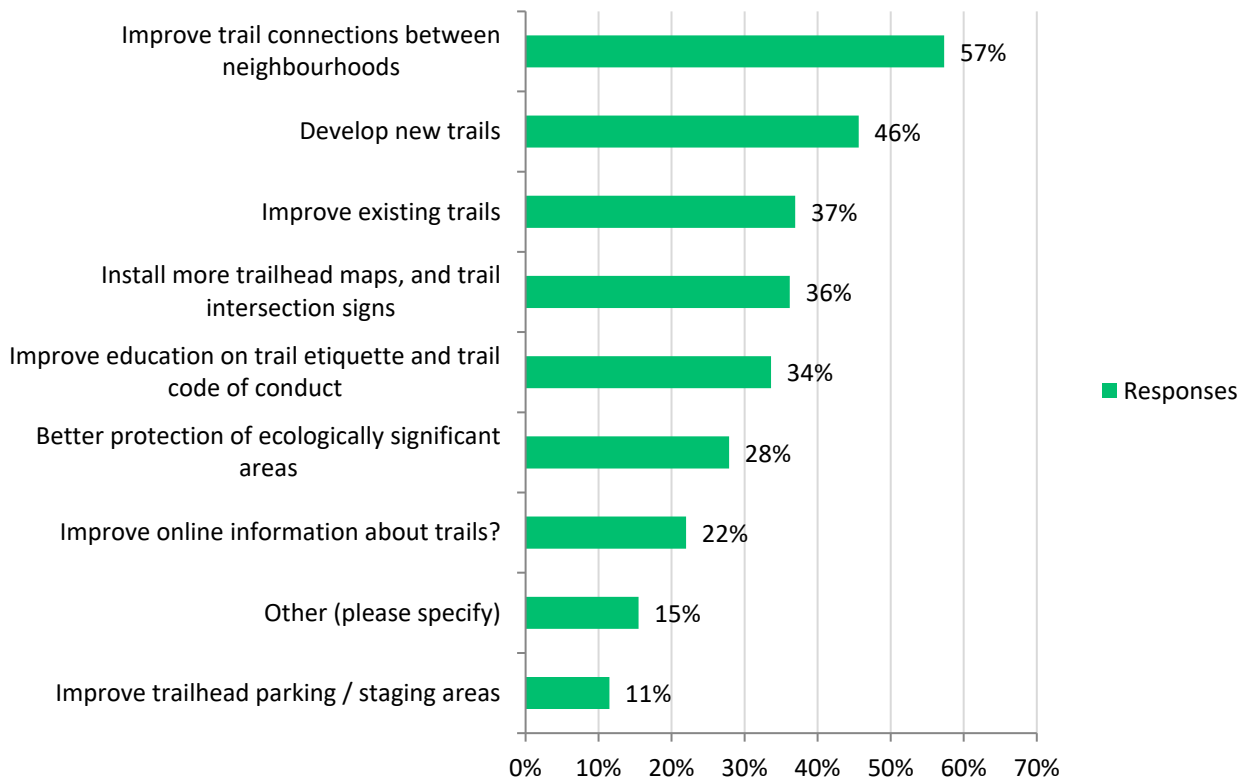
The City is working to establish a community vision and guiding principles for the Whitehorse trail network. Which of these guiding values for future trails are most important to you? [Please rank from highest importance (1) to lowest (5)]



Q10. When asked about priorities for future improvements to the trail network in Whitehorse, the top three priorities selected were:

- “Improving trail connections between neighbourhoods” (57%)
- “Developing new trails” (46%)
- “Improving existing trails” (37%)

Please select your top 3 priorities for future improvements to the trails network.



Other suggested priorities included:

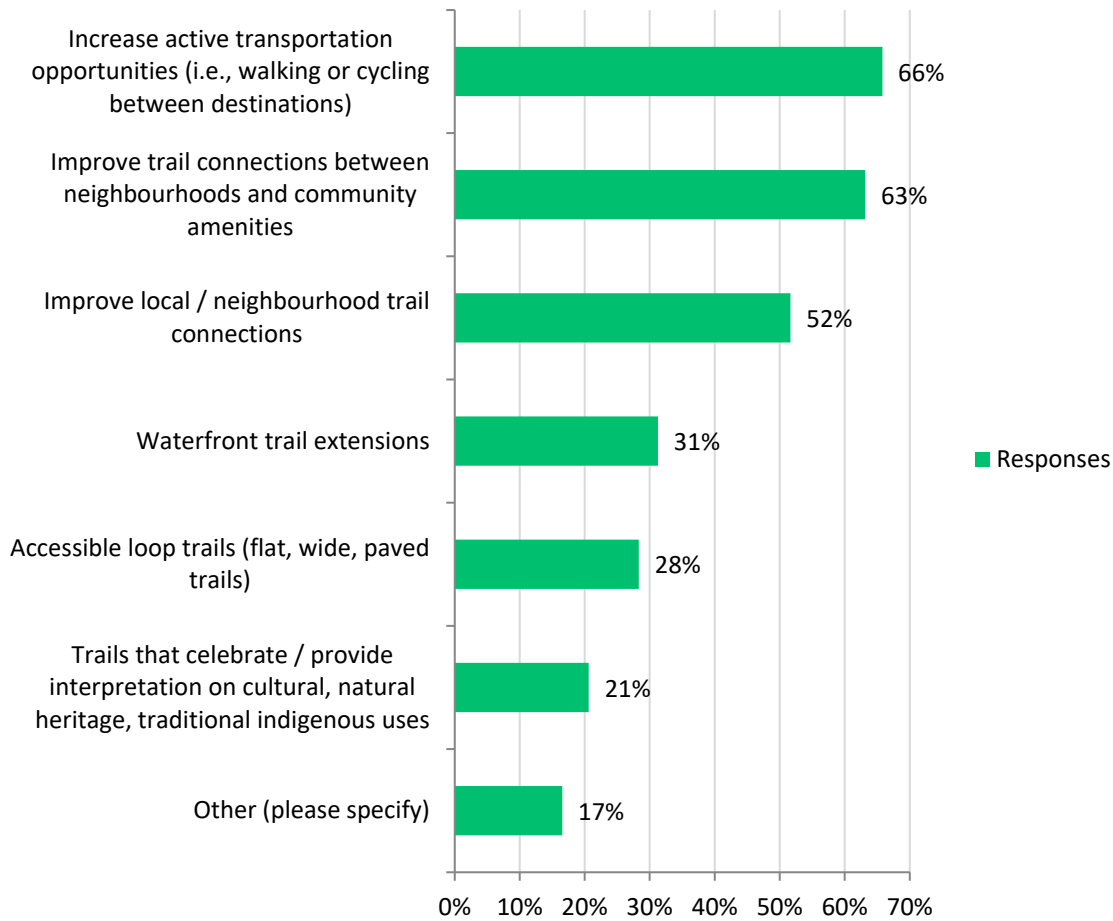
- Increasing motorized trail access (27 mentions)
- Bylaw enforcement Improvments particularly for off-leash dogs (26 mentions)
- Limiting/restricting motorized trail access/use (26 mentions)
- Improve connectivity (24 mentions)
- Trail maintenance and facility improvements (20 mentions) such as improvements to winter maintenance, litter reduction, garbage cans, adding washroom facilities

- Improving mountain bike trails (16 mentions)
- Improve signage and wayfinding (11 mentions)

Q11. When asked about priorities for future new trail development in Whitehorse, the top three selected priorities were:

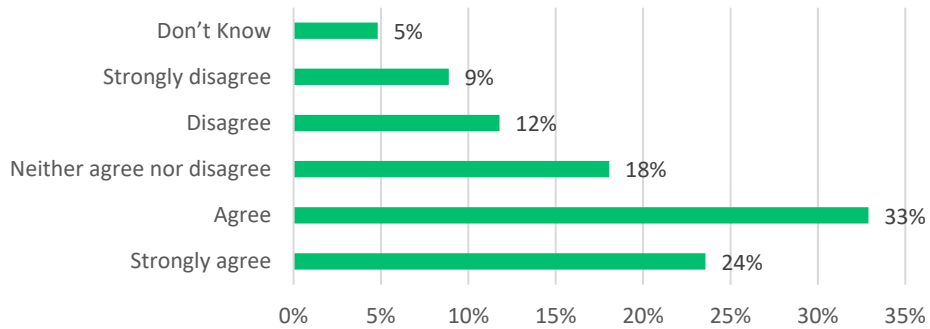
- “Increase active transportation opportunities (i.e., walking or cycling between destinations)” (66%)
- “Improve trail connections between neighbourhoods and community amenities” (63%)
- “Improve local / neighbourhood trail connections” (52%)

Q11. When considering potential future new trail development, what should be the priorities? Select your top three.

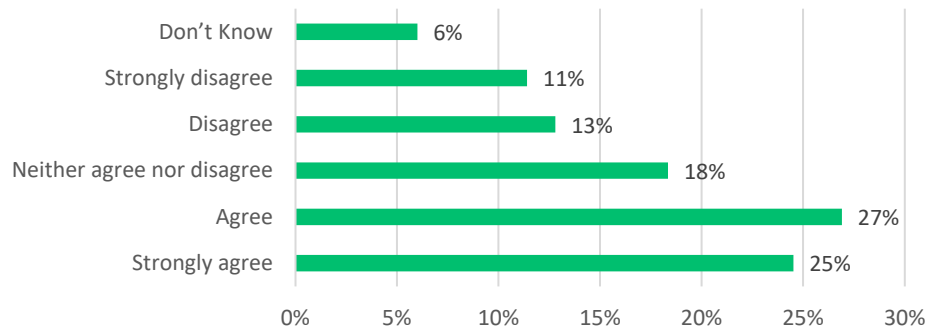


Q12. When asked how much they agree or disagree with the following statements about e-biking, over half (57%) of respondents either strongly agreed (24%) or agreed (33%) with allowing pedal assist e-bikes on trails where cycling is already permitted, while over half also indicated that they strongly agree (25%) or agree (27%) with limiting throttle e-bikes and high speed electric devices to trails and roads designated for motorized vehicles.

Allow pedal assist e-bikes (motor provides assistance when pedalling, up to 32km an hour) on trails where mountain bikes or other cycling is already permitted



Limit throttle activated e-bikes (motor assists without pedalling) and high-speed electric devices to trails and roads designated for motorized vehicles.



Q13. Do you have any other comments related to Whitehorse trails that you would like to share?

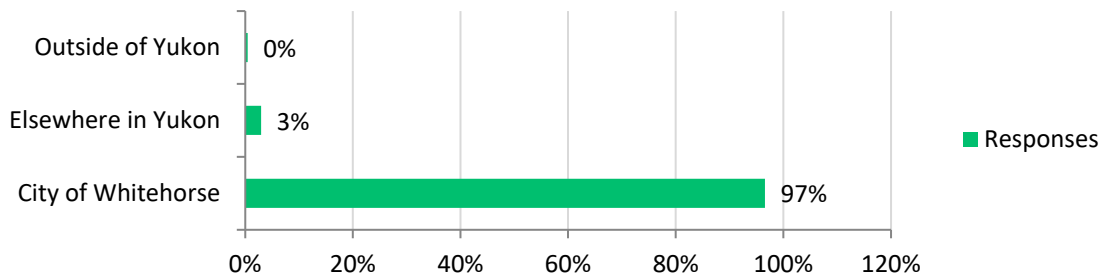
Below is a sample of comments from survey respondents:

- “Whitehorse has a great trail system and I would like the City to improve information on trails.”
- “So long as e-bike riders know and follow etiquette and dog owners do the same, I think we can all get along!”
- “The off-road trail network is so impressive but the in-town (commuting) network needs some work.”

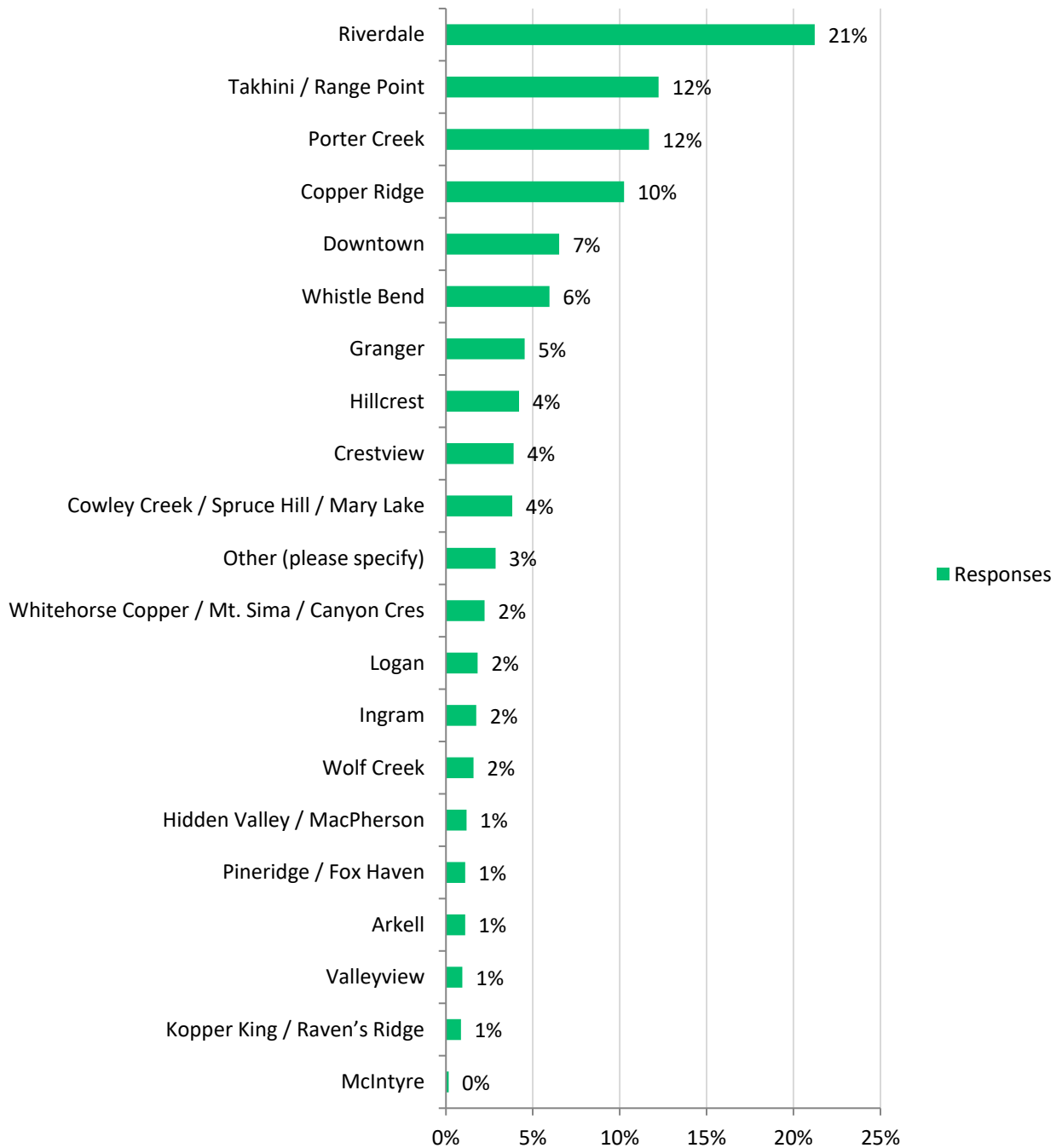
- “I would like to see good trail connections between all neighborhoods.”
- “In regards to e-bikes, the only ones I've seen are a very small handful that are all being used to haul children and to commute. Each time that bike is used, it represents one less car on the road that day. What a great thing! Let's encourage more of it! :)”
- “Trail etiquette at trailheads would be huge.”
- “Whitehorse trail system is awesome already..world class. Lets keep them that way.”
- “Fully support the development of more mountain biking trails and the organizations that do this work.”
- “Remember that not all users are mountain bikers... sometimes motorized access (atv, skido, e-bikes) are the only option for people who wish to access trails, lakes, etc.”
- “Keep up the good work. More development of heritage/cultural interpretation, and partnerships with First Nations.”

Demographic Questions:

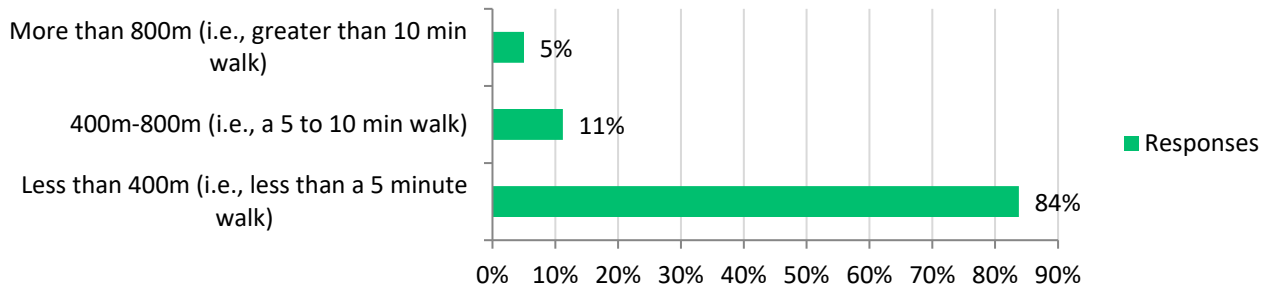
Where do you live? (Choose one option)



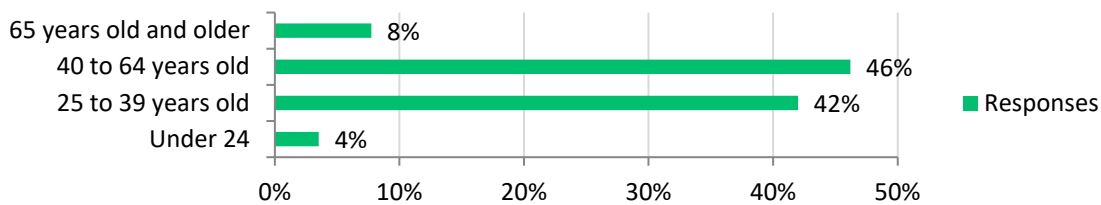
If you are a Whitehorse resident, which neighbourhood do you live in? (Choose one option)



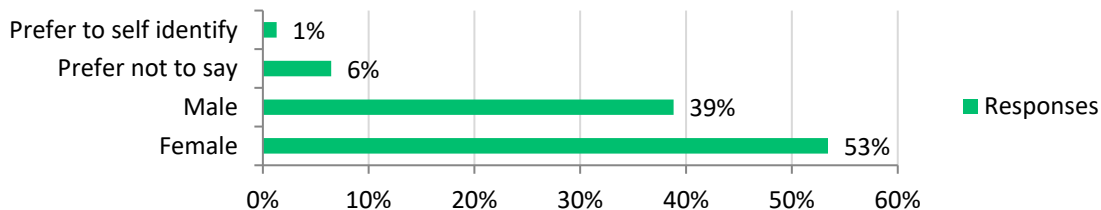
How close is your residence to a trail? (Choose one option)



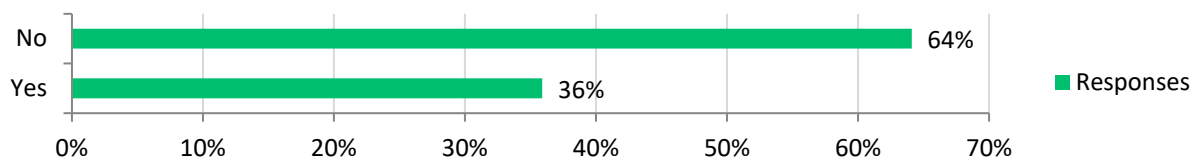
How old are you? (Choose one option)



Do you identify as (Choose one option)



Do you have children under the age of 18 living at home? (Choose one option)



4 INTERVIEWS – KEY THEMES

During the interviews, stakeholder groups were asked to share their thoughts about trail issues and opportunities and hopes for the future. Feedback emerging from the interviews is summarized below:

4.1.1 WHAT IS VALUED ABOUT THE WHITEHORSE TRAIL NETWORK?

- Trails receive a high level of care and maintenance
- Every neighborhood has access to recreational trails
- Easy to access the trail network; (walk/ride/bike) from home
- Trail system supports health and wellness of the community
- The City has a dedicated trail crew
- Incredible variety and number of trails
- People move here for the trails, part of the lifestyle
- Trails have unique qualities – access to alpine, views, incredible scenery and unique landscapes
- Winter trail use, Whitehorse is a winter City

4.1.2 WHAT IS GREAT THAT YOU WOULD LIKE TO SEE MORE OF?

- Signage is great; more wayfinding signage like at Grey Mountain
- More interpretive signage (education and opportunities)
- More education and etiquette around shared use
- Signage that integrates First Nations language and traditional place names
- Celebration of First Nation trails and heritage routes

4.1.3 WHAT CHALLENGES EXIST?

- More people on trails:
 - Number of trail users is growing – will continue as the City densifies
 - Increased use can result in environmental degradation and conflict on some trails
- Climate change impacts, including:
 - More challenging grooming efforts for winter uses;
 - Freeze thaw can be a safety issue on paved commuter routes;
 - Trail erosion is exacerbated with increased precipitation (especially along ridges);
 - Longer shoulder seasons puts increased pressure on some trails;

- Wetter weather requires more frequent cutting back of overgrowth, and
- Access to winter use trails in early season can be an issue in low snow areas.
- User conflicts: many user groups reported no conflicts encountered on trails, while others reported user conflicts at hotspots, especially:
 - Between pedestrians and cyclists on the riverfront trail;
 - Between non-motorized and motorized uses, and
 - Issues with off leash dogs.
- Education/etiquette:
 - Need more education on shared trail use/etiquette
 - Confusion regarding trail use classifications
- Environmental and cultural features:
 - New trail development needs to consider wildlife and heritage values
- Lack of Information:
 - Lack of up to date GIS mapping for all trails
- Other Challenges:
 - Maintaining a large trail network with limited resources
 - Need to encourage appropriate trail use on First Nations settlement lands
 - Need to maintain equitable access while keeping the trail network sustainable
 - Fire smarting impacts on trail system

4.1.4 OPPORTUNITIES – IMPROVE EXISTING TRAILS

- Active Transportation Trails:
 - Improve connectivity of paved commuter trails
 - Improve winter maintenance of paved commuter trails; establish priority routes for maintenance
 - Improve interfaces of paved trail routes with the on-street network, especially at intersections and sidewalks
 - Consider widening some paved commuter trails, address hot spots on well used trails
- Trail Options:
 - Build option lines off existing trails
 - Build switchback trail options where access points are too steep/icy in the winter

- Shared Trail use:
 - More signage / education around trail etiquette
 - Support out & away trails for motorized users

4.1.5 OPPORTUNITIES – NEW TRAIL DEVELOPMENT

- Trail Connections
 - Opportunity for paved commuter trails connecting neighbourhoods and downtown
 - Identify loops trails (of varying lengths) connecting points of interest
 - Enhance connections and access points for recreational winter use
 - Continue to build on partnerships and world class trail system
 - Link trail planning with FireSmart planning to identify future trail corridors

4.1.6 OPPORTUNITIES TO COLLABORATE

- First Nations Collaboration:
 - Involve and consult with First Nations in trails related projects, early in process
- Volunteers:
 - Develop a roadmap to guide volunteer user groups on points of contact and trail resources available
- Public:
 - Improve communication of new trails to public and user groups
 - More trail mapping
- Trail Users:
 - Bring stakeholders together to find opportunities to collaborate on areas of mutual interest – planning for winter use in the face of climate change and desire for sustainability
 - Expand the trail stewardship concept to include other groups where appropriate

5 CONCLUSION

Based on the public, stakeholder and government input received, the Whitehorse trail network is a highly valued asset and important part of the community identity. Residents are proud of the trail network as a world class asset, and value the variety and number of trails, the accessibility of the network from home, and the health and wellness benefits it provides. There is interest in promoting the value of shared use trails and developing a trail network that is sustainable and accessible to all.

APPENDIX A – TRAIL PLAN FACT SHEET

Whitehorse Trail Plan

LEES
ASSOCIATES

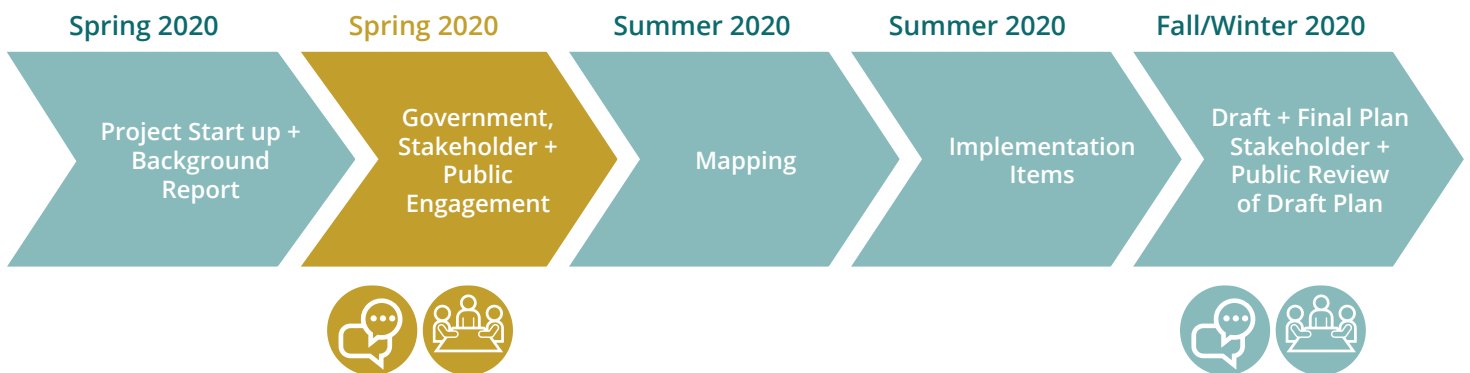


What is the 2020 Trail Plan?

The City of Whitehorse is developing a trail plan to identify strategic priorities and direct the City in future trails-related initiatives, policies, and actions over the next ten years. The Plan will outline what we have, where we want to go, and how to make that happen.



What is the Project Timeline?



How Can I Participate?

Your input is essential! We need your help to create a plan that reflects our community's needs and aspirations for our trail network. Please share your thoughts by participating in our online survey.

Online Survey: May 5 to 26, 2020

Click here for the survey!
surveymonkeys.com/r/COWtrailplan

How Will My Feedback Be Used?

Public and stakeholder feedback will be used to understand what people think about the existing trail network and inform the drafting of a well-supported vision for the future.

Learn more about the project at whitehorse.ca/trails

Whitehorse

Trail Plan

LEFS
ASSOCIATES



Purpose of the Project

The primary objective of this project is to develop a Trail Plan that directly benefits local trail users and the community through a shared vision. This long range planning document will identify strategic priorities and direct the City in future trails-related initiatives, policies, and actions spanning the next ten years.



Key Areas To Be Addressed Include:

- » Establish a community vision for the Whitehorse trail network;
- » Build upon and integrate existing policies, bylaws, management plans and safety documents;
- » Conduct a meaningful engagement process with government, stakeholders and the public;
- » Emphasize key issues and opportunities for the existing trail network;
- » Improve connectivity between neighbourhoods and community amenities;
- » Explore opportunities to increase active transportation and recreational opportunities;
- » Identify opportunities for new trail development and growth;
- » Propose a concept for developing a standardized trail classification and permitted use system;
- » Recommend updates to conflict resolution policies and procedures;
- » Outline strategies for developing an extensive inventory of trails, amenities and wayfinding signage;
- » Mitigate impacts on ecologically significant areas through thoughtful planning processes;
- » Develop a comprehensive, innovative, inclusive, and visually appealing planning document, and
- » Provide a long-term plan containing practical and innovative recommendations that ensures the success of future trail planning and management initiatives.

Learn more about the project at whitehorse.ca/trails

Whitehorse Trail Plan

LEFS
ASSOCIATES



Our Commitment to You

Using the IAP2 spectrum of public participation as a guide, the Trail Plan engagement will range from the 'Consult' level to 'Involve'.

Consult requires keeping the public informed, listening to and acknowledging your concerns and aspirations, and providing feedback on how public input influenced decisions.

Involve means working directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. The planning team will incorporate these ideas into the draft plan and outline how the public and stakeholder input influenced the recommendations.

Who is the City Engaging With?

- » City of Whitehorse Council
- » Yukon Government
- » Kwanlin Dün First Nation
- » Ta'an Kwäch'än Council
- » Trail Stewards
- » Trail User Groups
- » Community Organizations and Interest Groups
- » Relevant Businesses
- » Neighbourhood and Community Associations



Engagement Process Deliverables

"What We Heard" Engagement Summaries – detailing public and stakeholder input.

Learn more about the project at whitehorse.ca/trails

APPENDIX B – ONLINE SURVEY



WHITEHORSE TRAIL PLAN- PUBLIC SURVEY

We want to hear from you! The City of Whitehorse is developing a Trail Plan to identify priorities and direct the City in future trails-related initiatives, policies and actions over the next 10 years. We need your help to create a plan that reflects our communities' needs and aspirations for trails. Please fill out this survey and let us know what you think.

SECTION 1: TRAIL USE

The following questions ask about your **USE** of the trail network. Think about how you have used trails in Whitehorse **over the past two years**. Consider all times of year when responding to the questions.

1. Indicate ALL of the activities that you participate in when using Whitehorse trails. (Select all that apply)

<input type="checkbox"/> Walking, hiking	<input type="checkbox"/> Dog walking	<input type="checkbox"/> Horseback riding
<input type="checkbox"/> Cross country skiing	<input type="checkbox"/> Bird watching / wildlife viewing	<input type="checkbox"/> Kick-sledding
<input type="checkbox"/> Trail running	<input type="checkbox"/> Snowshoeing	<input type="checkbox"/> Snowmobiling
<input type="checkbox"/> Mountain biking	<input type="checkbox"/> Skijoring	<input type="checkbox"/> All-terrain vehicle (ATV)
<input type="checkbox"/> Fat biking	<input type="checkbox"/> Orienteering	<input type="checkbox"/> Dirt biking
<input type="checkbox"/> Cycling (on paved / gravel pathways)	<input type="checkbox"/> Electric mobility device (i.e., e-bike, e-scooter)	<input type="checkbox"/> Other (please specify):

2. From the list below, indicate why you use the trail network. (Select all that apply)

<input type="checkbox"/> To exercise	<input type="checkbox"/> To be close to nature	<input type="checkbox"/> For adventure/challenge
<input type="checkbox"/> To commute (for example: to work, school, or run errands)	<input type="checkbox"/> To do an activity with friends / family	<input type="checkbox"/> To experience solitude / relax
<input type="checkbox"/> Other (please specify):		



3. How frequently do you use City of Whitehorse trails?

<input type="checkbox"/> Daily	<input type="checkbox"/> 3-5 times per week	<input type="checkbox"/> Once a week
<input type="checkbox"/> 3-5 times per month	<input type="checkbox"/> Once every few months	<input type="checkbox"/> Once a year or less
<input type="checkbox"/> I'm not a trail user		

4. Is there anything that prevents you from using our trail network more often? (Select all that apply)

<input type="checkbox"/> I'm too busy	<input type="checkbox"/> Trails do not have the features I want	<input type="checkbox"/> Lack of information about trails
<input type="checkbox"/> Feeling unsafe on trails	<input type="checkbox"/> Poor trail maintenance or conditions	<input type="checkbox"/> Not interested in trails
<input type="checkbox"/> Lack of barrier free / universally accessible trails and facilities	<input type="checkbox"/> Nothing	<input type="checkbox"/> Other, please specify:

5. Where do you go to find information about Whitehorse trails? (Select all that apply)

<input type="checkbox"/> City of Whitehorse website	<input type="checkbox"/> Through a community club or organization: _____	<input type="checkbox"/> Word of mouth
<input type="checkbox"/> Whitehorse Trail Guide (mobile app)	<input type="checkbox"/> Trailforks (mobile app)	<input type="checkbox"/> Social media
<input type="checkbox"/> Whitehorse Trail Guide (brochure)	<input type="checkbox"/> Other, please specify:	



6. Which of the following trails do you use most often? Select your top three.

<input type="checkbox"/> Millennium Trail	<input type="checkbox"/> Riverfront Trail	<input type="checkbox"/> Black Street Stairs / Airport Trail
<input type="checkbox"/> Two-Mile Hill	<input type="checkbox"/> Mt McIntyre trails	<input type="checkbox"/> Chadburn Lake Park trails
<input type="checkbox"/> Hamilton Boulevard Trail	<input type="checkbox"/> The Great Trail (Trans Canada Trail)	<input type="checkbox"/> Other, please specify:

SECTION 2: EXPERIENCES

The following questions ask about your **EXPERIENCES** while using the trail system. Think about your experiences on trails in Whitehorse **over the past two years**. Consider all times of year when responding to the questions.

7. Please indicate your overall satisfaction with our trail network.

	Never	Rarely	Sometimes	Frequently	Always	Don't know
On the whole, do you have satisfying experiences on the Whitehorse trail network?	1	2	3	4	5	
On the whole, are you satisfied with the maintenance of the Whitehorse trail network?	1	2	3	4	5	
On the whole, are you satisfied with the management of the Whitehorse trail network?	1	2	3	4	5	



8. From the list below, indicate the frequency of CONFLICTS that you have had with EACH of the following activities:

I have had CONFLICTS with: Never Rarely Sometimes Frequently Always N/A

Trail running	1	2	3	4	5	
Walking/hiking	1	2	3	4	5	
Dog walking	1	2	3	4	5	
Mountain biking	1	2	3	4	5	
Cycling (on paved/gravel pathways)	1	2	3	4	5	
XC Skiing	1	2	3	4	5	
Horseback riding	1	2	3	4	5	
Motorized Use (i.e., ATV, snowmobile)	1	2	3	4	5	
Other (please specify):	1	2	3	4	5	

Please elaborate:



SECTION 3: FUTURE USE

The following questions ask about your thoughts on FUTURE PLANNING for the trail network.

9. The City is working to establish a community vision and guiding principles for the Whitehorse trail network. Which of these guiding values for future trails are most important to you?
 [Please rank from highest importance (1) to lowest (5)]

<input type="checkbox"/> Equitable access	<input type="checkbox"/> Environmental and cultural stewardship	<input type="checkbox"/> Partnership and collaboration
<input type="checkbox"/> Community Engagement	<input type="checkbox"/> Benefits for our community (social, cultural, health, economic, environmental, climate change)	<input type="checkbox"/> Other, please specify:

10. Please select your TOP 3 PRIORITIES for future improvements to the trail network.

<input type="checkbox"/> Improve existing trails	<input type="checkbox"/> Improve trailhead parking / staging areas	<input type="checkbox"/> Develop new trails
<input type="checkbox"/> Improve trail connections between neighbourhoods	<input type="checkbox"/> Install more trailhead maps, and trail intersection signs	<input type="checkbox"/> Improve education on trail etiquette and trail code of conduct
<input type="checkbox"/> Improve online information about trails?	<input type="checkbox"/> Better protection of ecologically significant areas	<input type="checkbox"/> Other, please specify:

11. When considering potential future new trail development, what should be the priorities?
 Select your top three priorities.

<input type="checkbox"/> Waterfront trail extensions	<input type="checkbox"/> Improve trail connections between neighbourhoods and community amenities	<input type="checkbox"/> Trails that celebrate / provide interpretation on cultural, natural heritage, traditional indigenous uses
<input type="checkbox"/> Accessible loop trails (flat, wide, paved trails)	<input type="checkbox"/> Improve local / neighbourhood trail connections	<input type="checkbox"/> Increase active transportation opportunities (i.e., walking or cycling between destinations)
<input type="checkbox"/> Other, please specify		



12. The following question relates to use of e-bikes on the trail network. Do you agree or disagree with the following potential strategies regarding e-bikes on trails?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Don't Know

Allow pedal assist e-bikes (motor provides assistance when pedalling, up to 32km an hour) on trails where mountain bikes or other cycling is already permitted						
Limit throttle activated e-bikes (motor assists without pedalling) and high-speed electric devices to trails and roads designated for motorized vehicles.						
Other Comments? (please specify)						

13. Do you have any other comments related to Whitehorse trails that you would like to share?

SECTION 4: BACKGROUND INFORMATION

These questions ask about you. We use this information to assist us in compiling the survey results. Your answers to these questions will not identify you in any way.

14a. Where do you live? (Choose one option)

City of Whitehorse
 Elsewhere in Yukon
 Outside of Yukon



14b. If you are a Whitehorse resident, which neighbourhood do you live in? (Choose one option)

<input type="checkbox"/> Arkell	<input type="checkbox"/> Copper Ridge	<input type="checkbox"/> Cowley Creek / Spruce Hill / Mary Lake
<input type="checkbox"/> Crestview	<input type="checkbox"/> Downtown	<input type="checkbox"/> Granger
<input type="checkbox"/> Hidden Valley / MacPherson	<input type="checkbox"/> Hillcrest	<input type="checkbox"/> Ingram
<input type="checkbox"/> Kopper King / Raven's Ridge	<input type="checkbox"/> Logan	<input type="checkbox"/> McIntyre
<input type="checkbox"/> Pineridge / Fox Haven	<input type="checkbox"/> Porter Creek	<input type="checkbox"/> Riverdale
<input type="checkbox"/> Takhini / Range Point	<input type="checkbox"/> Valleyview	<input type="checkbox"/> Whistle Bend
<input type="checkbox"/> Whitehorse Copper / Mt. Sima / Canyon Cres	<input type="checkbox"/> Wolf Creek	<input type="checkbox"/> Other, please specify:

14c. How close is your residence to a trail? (Choose one option)

<input type="checkbox"/> Less than 400m (i.e., less than a 5 minute walk)	<input type="checkbox"/> 400m-800m (i.e., a 5 to 10 min walk)	<input type="checkbox"/> More than 800m (i.e., greater than 10 min walk)
---	---	--

15a. How old are you? (Choose one option)

<input type="checkbox"/> Under 24	<input type="checkbox"/> 25 to 39 years old	<input type="checkbox"/> 40 to 64 years old	<input type="checkbox"/> 65 years old and older
-----------------------------------	---	---	---

15b. Do you identify as (Choose one option)

<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Prefer to self identify: _____
---------------------------------	-------------------------------	--	---

15c. Do you have children under the age of 18 living at home? (Choose one option)

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Thank you for your valuable input!

APPENDIX C – INTERVIEW QUESTIONS

WHITEHORSE 2020 TRAIL PLAN

TRAIL USER GROUP STAKEHOLDER INTERVIEWS

1. (Introductions)
2. Please tell us about your organization's mission or mandate. What are the key issues for your organization and those it serves? What are your organization's key goals for the future that relate to the trail network?
3. What do you value most about the Whitehorse trail network?
4. What is great that the City of Whitehorse do more of?
5. What are the biggest challenges you see in relation to the Whitehorse trail network?
6. What opportunities do you see for improving existing trails over the next 10 years?
7. What types of new trail development should be prioritized?
8. If there was one thing you would do to improve the trail network what would it be?
9. Are there initiatives your organization is working on that we should be aware of or consider through this planning process?
10. Of all the things we've talked about, what is the most important?
11. Is there anything else you would like to tell us, or comment on?