



TRANSPORTATION MASTER PLAN ENGAGEMENT SUMMARY REPORT

PHASE 2 ENGAGEMENT



Engagement Timeline

November 2022 to July 2023

Indigenous Acknowledgment

The City of Whitehorse is proudly located within the traditional territory of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council whose histories, languages, and cultures continue to influence our vibrant community, and on whose traditional territory the Whitehorse Transportation Master Plan will guide for years to come.



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1. PHASE 2 ENGAGEMENT OVERVIEW

1.2 Summary

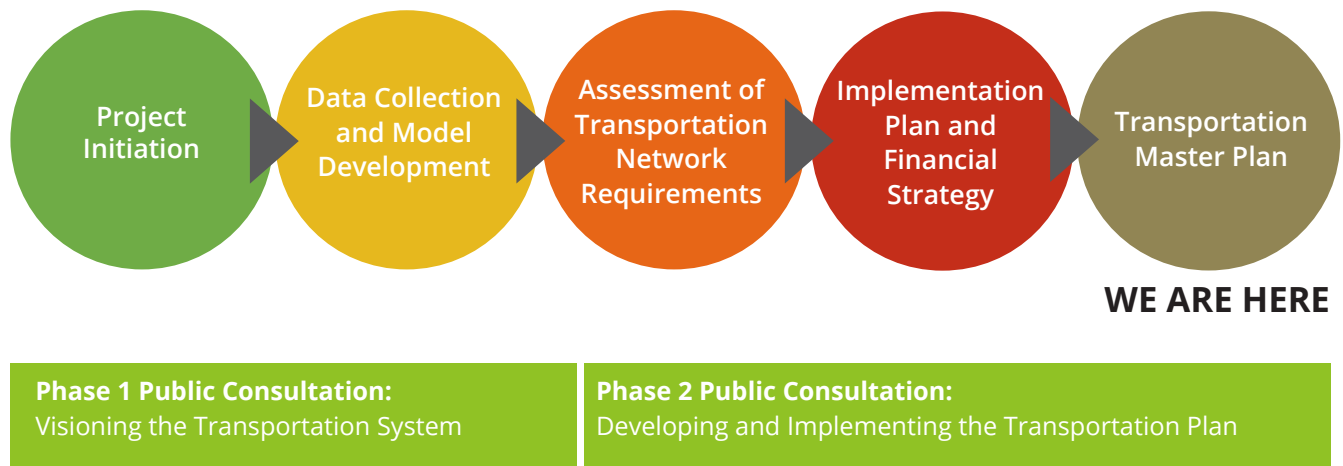
This engagement summary report summarizes the second phase of engagement for the Whitehorse Transportation Master Plan (TMP) project. It focuses on sharing information and receiving feedback regarding the proposed strategies and actions.

The City of Whitehorse is developing a TMP to establish a long-term vision for the transportation network within the City. The TMP aims to provide a framework for working towards an optimized, safe, equitable, and sustainable transportation system. It will address existing complex transportation issues, quantify the expected level of service from the public, and set our vision and priorities as a community in shaping a multi-modal transportation network.

1.2 Engagement Overview

Phase 1 – Engagement focused on understanding how the current transportation network is experienced and perceived, as well as how people envision the transportation network in the future. Phase 1 was carried out from April 2021 to February 2022, and the first ‘What We Heard’ report was published on October 25, 2022.

Phase 2 – Engagement focused on gaining insights into the public’s priorities and overall level of satisfaction with key areas that were shared in the draft Transportation Master Plan (draft TMP) before finalizing the plan for Council approval. Engagement events and activities were held to provide opportunities for the community public to learn about and provide input on key areas of the proposed strategies and actions.





1.3 Phase 2: Engagement at a Glance

The community was engaged in a variety of ways to share information and receive feedback for the TMP and maximize the overall quality and quantity of engagement reach and feedback.

Key highlights from Phase 2 Engagement include:

- **Open House #2** – 34 in-person attendees and over 120 comments on key elements of the draft TMP.
- **Survey #3** – Over 160 survey respondents ranked their priorities within the plan and provided comments and feedback on the draft TMP.

How We Engaged

The following engagement activities were conducted.

- **November 15, 2022 – Webinar 2: “Visions and Goals”**

Webinar #3, titled “Visions and Goals” was held on November 15, 2022, from 6:00 to 7:00 pm. The primary focus of this webinar was to inform the community about the Phase I Engagement results, introduce good practices around the world, and emphasize the Whitehorse OCP Visions and Goals. The event was hosted on Zoom and promoted by the City of Whitehorse through Eventbrite and various City social media channels and communications portals.

Approximately ten (10) participants attended the live webinar. The webinar was made available online for playback after the event.

- **June 14, 2023 – Open House 2: “Whitehorse Moves”**

Open House #2, titled “Whitehorse Moves” was held on June 14, 2023, from 4:30 to 6:30 pm at the Kwanlin Dün Cultural Centre in downtown Whitehorse. The purpose of this event was to gather feedback on key areas of the draft TMP that were developed in the previous phases of the project. The event was promoted on the Transportation Master Plan project page, City social media channels, and other City communications portals.

A total of 34 people attended the event. Attendees actively engaged with project staff and provided written responses on various aspects of the draft TMP.

- **Online Survey #2**

The community was invited to provide feedback through an online survey on the Transportation Master Plan (TMP) project page on Engage Whitehorse. This survey asked participants to rank and prioritize the proposed strategies and actions and provide written response to clarify their choice.

The survey was available online from June 1, 2023, to July 5, 2023, and received a total of one-hundred-sixty-three (163) responses. While the survey results reflect a wide range of perspectives, the majority of respondents focused on topics related to active transportation and traffic safety. For detailed survey questions and results, please refer to **Appendix A**.

- **June 7, 2023 – Webinar 3: “How We Move”**

Webinar #3, titled “How We Move” was held on June 7, 2023, from 6:00 to 7:00 pm. The primary focus of this webinar was to inform the community about the proposed strategies and actions prior to subsequent engagement activities intended to solicit feedback.

During the webinar, participants were presented the results of traffic modelling, as well as the objectives, policies, goals, and transportation improvements across all modes outlined in the draft TMP. The event was hosted on Zoom and promoted by the City of Whitehorse through Eventbrite and various City social media channels and communications portals.

Approximately ten (10) participants attended the live webinar. The webinar was made available online for playback after the event.

Limitations

While a variety of tactics, means, and methods were used to reach a diverse range of people, results from surveys, open houses, and webinars are not a statistically random sample of Whitehorse citizens due to the opt-in and open nature of the participation. To improve the quality and reliability of feedback, the survey required participant registration – which may have contributed to marginally lower survey participation rates. Still, due to the opt-in nature of the participation, results do not necessarily represent the views of all Whitehorse citizens. Throughout the engagement process, efforts were made to reach as many interested community members as possible and engage them in the ideas within the proposed City of Whitehorse TMP.



2. WHAT WE HEARD

Key Themes

Across all Phase 2 Engagement activities, several key themes emerged the community.

Policy Projects

Throughout the engagement, we received valuable input on the strategies and policy directions outlined in the draft TMP. Among the five overarching strategies, accessibility and sustainability, as well as transportation options for all ages, abilities, and incomes, were prioritized by the majority of survey respondents. Furthermore, two specific policy directions garnered the highest priority in the survey:

- Develop a Transportation Demand Management Policy to encourage active transportation and transit use while reducing the number of private vehicle trips;
- Develop a Complete Streets Policy and an updated Design and Maintenance Standards Manual to create a safe, accessible, and inclusive transportation network that accommodates the needs of all road users by updating the City's design standards.

In summary, the community's feedback emphasized the need for increased and improved transportation options within the city, reductions in traffic congestion, and the implementation of traffic calming measures.

Safety and Active Transportation Projects

During the engagement, many participants expressed a strong desire for improved pedestrian and cycling safety. Key priorities included:

- Enhanced enforcement of existing traffic laws.
- Implementation of effective traffic calming measures.
- Upgrades to traffic signal hardware for active transportation users and improve safety.
- Better maintenance of the active transportation path network and expanding the protected path network along the east-west corridors downtown and to Whistle Bend.

Transit Projects

Participants expressed increased priority for the following transit-related improvements, such as:

- Increased peak-hour transit service and frequency.
- Enhancing the overall transit user experience through improved frequency, signage, shelters, benches, and priority lanes to improve transit reliability.
- Desire for a higher share of overall trips to be taken by transit.

Intersection and Crossings

Participants provided feedback regarding the proposed intersection and crossing improvements. Highlights include the following:

- Highest-rated improvements included 2nd and 4th Avenue intersection enhancements and active transportation crosswalk improvements across the City.
- Concerns were raised about the safety of the Two Mile Hill Road / Industrial Road intersection for active transportation users.
- Suggestions for improving downtown crossings encompassed better signage, traffic calming, raised crossings at strategic locations.
- Emphasis on prioritizing pedestrian safety, particularly along major corridors (2nd Avenue, Two Mile Hill, Hamilton Boulevard, Alaska Highway) was a dominant theme. Some respondents expressed their concern that the proposed changes to 2nd Avenue and 4th Avenue, respectively could negatively impact the flow of vehicular traffic.

Major Projects

- Eight proposed major infrastructure projects were presented to engagement participants. Of the proposed major infrastructure projects, survey respondents placed the top priority project based on the survey results was the **new pedestrian bridge crossing the Yukon River downtown, followed by two transit projects (Hamilton Boulevard / Two Mile Hill Road / 4th Avenue corridor transit signal priority project, and Mountain View / Copper Road / Quartz Road corridor transit priority signals).**

At the Open House and in the survey, strong support was heard for the 2nd Avenue Street Reallocation project that includes reallocating street space to widened sidewalks, and dedicate curb lanes for transit use during peak hours and parking during off-peak hours.

Certain road capacity projects were proposed to address congestion and improve traffic flow. Survey respondents indicated lower priority towards these road capacity improvements including 12th Avenue, Mountain View Drive, and Copper Road / Quartz Road corridor. However, feedback was heard from some participants that the level of service for vehicle should be improved, especially in the more traffic prone areas between downtown and Whistle Bend / Riverdale neighbourhoods.

Mixed responses were heard from survey respondents regarding the proposed vehicular bridge crossing the Yukon River. Many participants stated concerns with prioritizing a second vehicular crossing, while some expressed their view that a second bridge could alleviate traffic issues in Riverdale and improve access to the Whitehorse General Hospital.

Parking Projects

Feedback on parking included:

- Suggestions to promote car-share programs in the downtown.
- Identification of the need for increased parking options in the downtown periphery.
- Ideas to reduce downtown parking demand through increased transit and active transportation usage.

2.1 Summary of Feedback

The Phase 2 Engagement events garnered a lot of feedback on the draft TMP. The following sections provide a summary of what was heard across phase 2 engagement activities and events.

2.2 Open House 2: Whitehorse Moves

The Open House event attracted over 34 participants during the two-hour session. Upon arrival, attendees were introduced to the engagement tools and methods, including the use of colored dot stickers to identify their priorities (i.e., 'votes') and sticky notes for written comments.

The following section provides a high-level summary of the key comments that emerged during the second public open house. Complete results from Open House can be found in **Appendix E**.

Public Open House



2.2.1 VISION - STRATEGIES - ACTIONS

During the Open House, attendees were invited to share their thoughts on the draft TMP's Vision, Strategies, and Actions. Many of the attendees had questions regarding the implementation process and suggested their own ideas. Others expressed the need for a clearer vision and priority statements in the draft TMP.

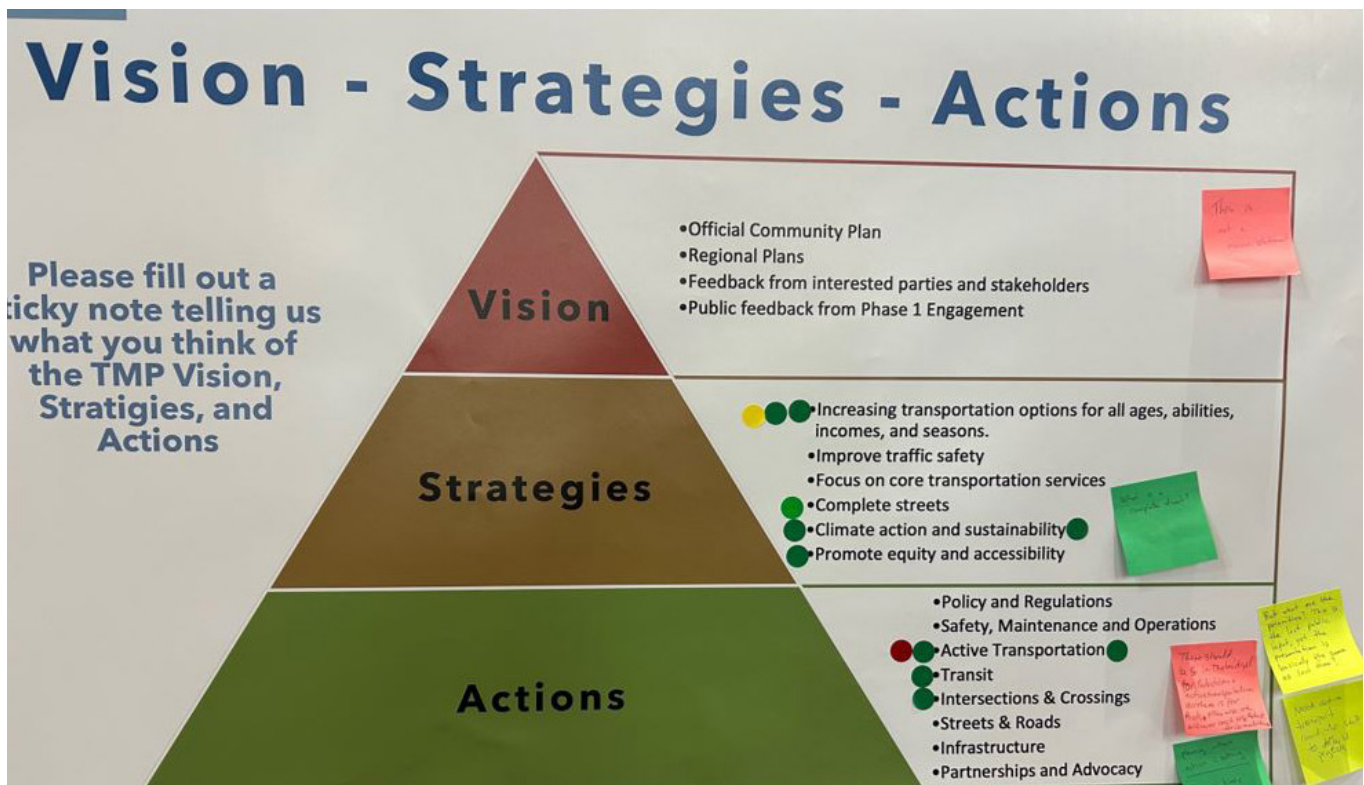
Some of the comments are listed below:

- **Rapid Implementation:** Some attendees recommended the use of rapid implementation practices to initiate projects quickly, emphasizing low-cost street improvements that enhance safety and comfort of pedestrians, cyclists, and drivers.
- **Vision Statement:** Include a vision statement in the TMP.
- **Timely Implementation:** The importance of timely implementation was emphasized by several participants.

Priorities:

- The strategy statement **"Increase transportation options for all ages, abilities, incomes, and seasons"** received 3 votes.
- The **"Active Transportation"** action received 3 votes.

Vision, Strategies, and Actions Poster



2.2.2 DRAFT TMP GOALS

Attendees were asked to provide input on goals that the plan should aspire towards:

Priorities:

- Develop a complete, connected, and maintained Always Available For All Ages and Abilities (5A) active transportation network to connect all neighbourhoods and schools. **(16 votes)**
- Develop a Complete Streets policy and update the Design and Maintenance Standards. **(5 votes)**
- Work towards zero traffic-related serious injuries and fatalities on City streets. **(4 votes)**

2.2.3 INTERSECTIONS & CROSSINGS

During the Open House, attendees provided valuable feedback regarding intersection and crossing projects, with a focus on traffic safety and specific intersection improvements.

Some of the comments are listed below:

- **Traffic Enforcement:** Attendees emphasized the need to increase traffic enforcement to address issues like speeding and running red lights.
- **Bike Path Separation:** There were suggestions to separate bike paths to enhance cyclist safety and prevent collisions.
- **2nd Avenue Crossing Improvements:** Specific feedback was given regarding the need for improvements at crossings along 2nd Avenue.

Priorities:

- Encourage walking or cycling activity by creating a safe, well-connected network of walking or cycling facilities through a Crosswalk Improvement Program. **(3 votes)**
- 2nd Avenue & 4th Avenue intersection improvements. **(2 votes)**



2.2.4 ACTIVE TRANSPORTATION

During the Open House, attendees provided valuable feedback regarding active transportation principles and improvements, particularly focusing on year-round safety and the need for more active transportation infrastructure and budget.

Some of the comments are listed below:

- Make bike paths safe year-round.
- Connect Two Mile Hill Road to the waterfront trail.
- Better snow clearing of pathways.

Priorities:

- Enhance the cohesiveness of the network. **(10 votes)**
- Downtown active transportation improvements along north-south corridors. Main improvement types include multi-use pathway (3rd Avenue, 6th Avenue), protected bicycle pathway (4th Ave), buffered bicycle lane (6th Avenue), and neighbourhood greenway (3rd Avenue, 6th Avenue). **(9 votes)**
- Downtown active transportation upgrades along east-west corridors. Main improvement types include protected bicycle pathway (2nd Avenue, Ogilvie Street, Black Street, and Wood Street), and neighbourhood greenways (Ogilvie Street, Black Street, Wood Street, Hanson Street, Hoge Street, and Lowe Street). **(8 votes)**

Active Transportation Poster



2.2.5 TRANSIT

- The draft TMP transit principles, actions, and projects poster contained information about planned transit improvements and guiding principles for transit improvements. Attendees were prompted for feedback with the following question: **What do you think about the draft TMP Actions?**

Some of the comments are listed below:

- Make riding transit a first-class experience.
- Better bus infrastructure, people are desperate for it.
- Next bus in X minutes live on Google Maps or bus stop display.

Priorities:

- Bus stop infrastructure improvement. **(4 votes)**
- Peak-hour transit service and frequency improvements. **(4 votes)**
- Handy bus program improvements. **(2 votes)**



2.2.6 MAJOR PROJECTS

The Major Projects poster presented attendees with a list of the planned and on-going projects outlined within the draft TMP. Attendees were also provided with a map showing the locations of these projects within the City of Whitehorse.

Some of the comments are listed below:

- The twinning of Mountain View Drive goes against almost all the listed TMP goals. Why not build the active transportation route first, and then see if you need the speedway.
- There isn't a road in/out of Whistle Bend with a sidewalk and no bike path in / out of Whistle Bend.
- A new vehicle bridge will not reduce congestion in Riverdale or the industrial area and will continue to encourage a car-centric city.

Priorities:

- 2nd Avenue Street Reallocation project. **(10 votes)**
- New pedestrian bridge crossing the Yukon River. **(4 votes)**
- New vehicular bridge crossing the Yukon River. **(4 votes)**

Major Projects Poster

Major Projects

MAJOR PROJECTS

- **Mountain View** Mountain View Dr. / Copper Rd / Quartz Rd corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service;
- **Hamilton Blvd / Two Mile Hill Rd / 4th Ave** corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.
- **Mountain View Dr. / Copper Rd / Quartz Rd** corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.
- **2nd Ave** complete streets project to encourage active transportation activities, supports downtown vitality, and foster economic development. Key improvements include reducing vehicular travel from 4 lanes to 2 lanes, dedicating curb lanes to transit use only during peak hours and parking during off-peak hours, and reallocating roadway space to sidewalks.
- New **pedestrian bridge crossing the Yukon River** connecting downtown, hospital areas, and Riverdale / Grey Mountain trail system.
- New **vehicular bridge crossing the Yukon River** (Location TBD).
- Roadway improvement along **12th Avenue** to improve traffic conditions and connectivity between communities in the north and Alaska Hwy.
- Roadway improvements along **Whistle Bend Way / Wann Rd** to improve traffic conditions and connectivity between communities in the north and Alaska Hwy / Mountain View Dr.
- **Mountain View Dr. / Copper Rd / Quartz Rd** corridor widening project (Southbound direction to 2 lanes) to mitigate traffic congestion.

LEGEND
 Consider Improvement Project
 Interaction Improvement Project

Whitehorse Transportation Master Plan:
whitehorse.ca/tmp

● = YOUR PRIORITY

2.3 Online Survey

Members of the public were invited to provide feedback through an online survey on the draft TMP. The survey featured a variety of questions, both long and short form, to enable participants to express their thoughts.

The survey was accessible online through the City's engagement platform Engage Whitehorse from June 1, 2023, to July 5, 2023, and received responses from one-hundred-sixty-three (163) participants. Comprehensive results and comments can be found in Appendix D of this report.

2.3.1 DEMOGRAPHICS

The demographic data collected offers insight into the survey participants. The quality and diversity of responses provide a brief understanding of transportation values, issues, and opportunities.

All the respondents who answered the postal code question indicated they lived within the City of Whitehorse.

Of the 163 respondents, approximately 70% identified as Caucasian, while the remaining 30% either did not answer the question or identified as a member of a different ethnicity.

In general, the majority of respondents (35%) fell into the age group of between 35 and 44 years old, followed by 23% of respondents who were aged between 45 and 54. For a detailed breakdown of age demographics, please refer to Figure 8.

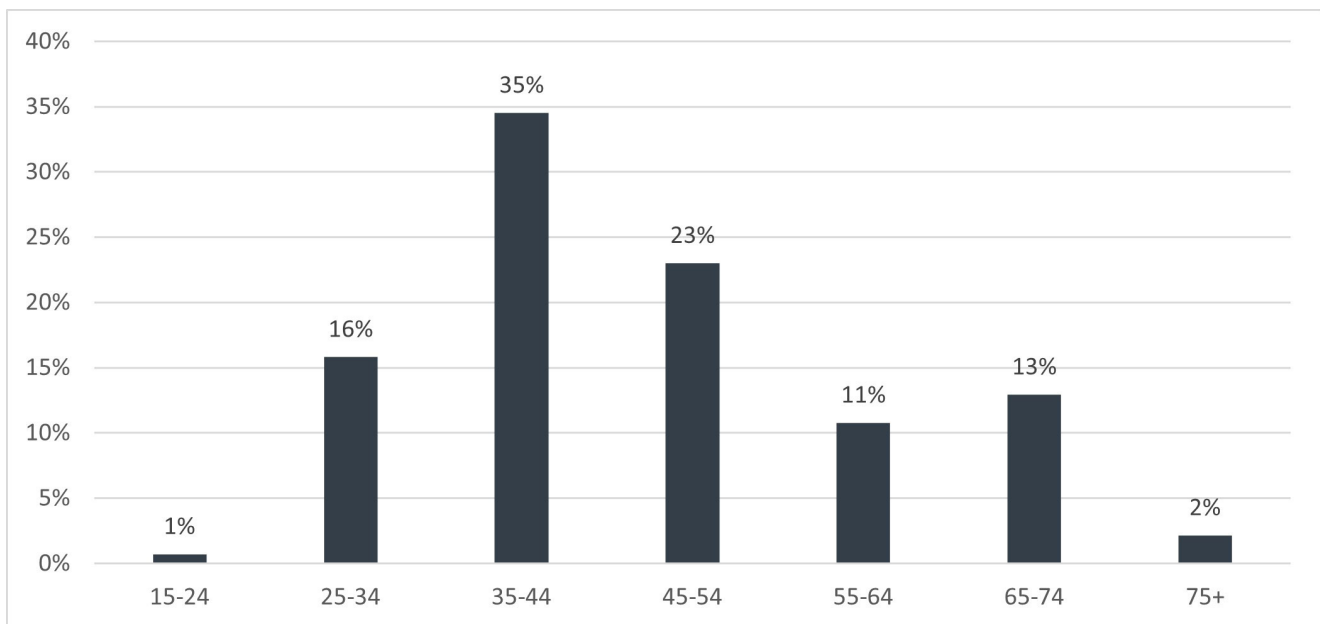


Figure 8: Age Distribution of Survey Respondents

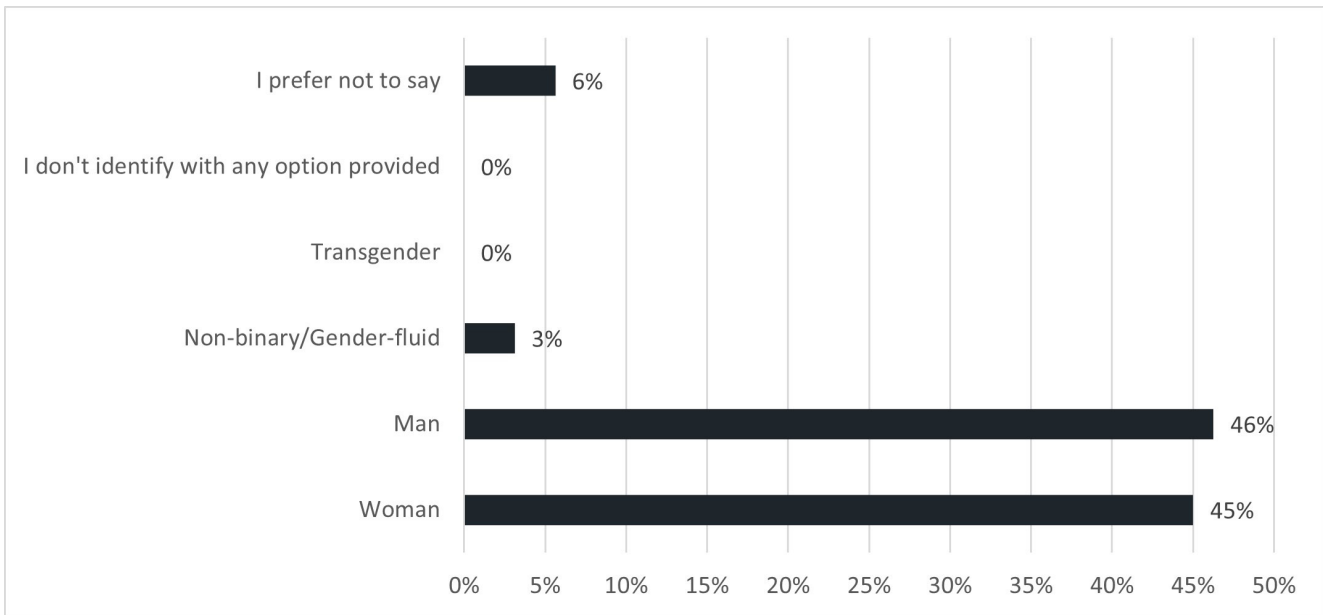


Figure 9: Gender of Survey Respondents

Survey respondents were generally split equally between those who identified as either men or women. The remaining respondents either were not comfortable answering the question or identified as another gender identity. The full breakdown of the gender of respondents can be seen in Figure 9.

14% of respondents identified as having a disability, while the remaining 86% of individuals either preferred not to answer the question or indicated they did not have a disability. Specific percentages for each group can be found in Figure 10.

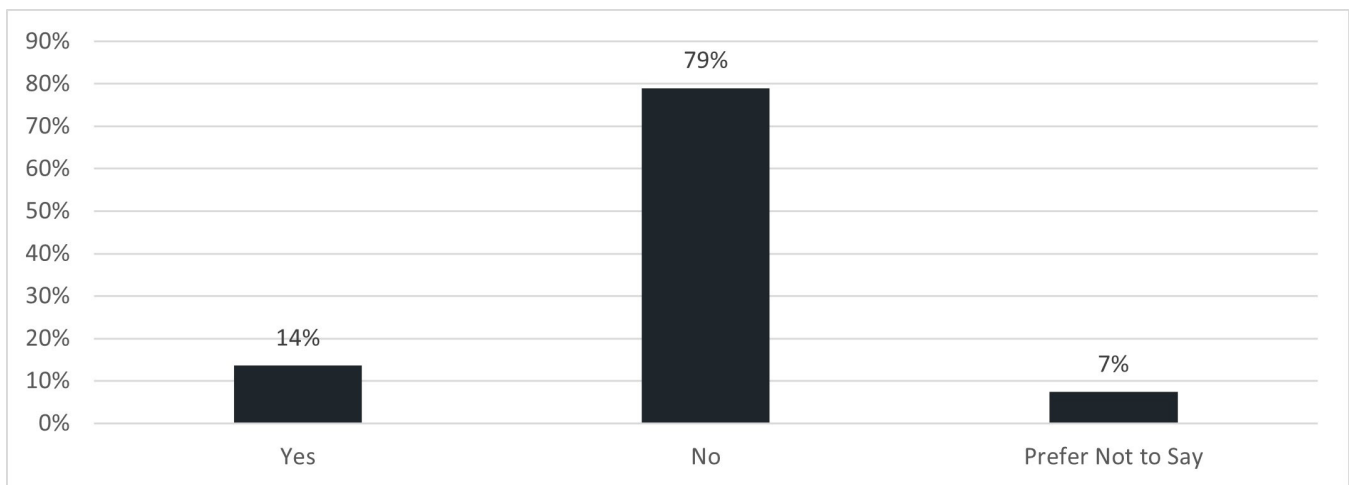


Figure 10: Self-Identification of Disability of Survey Respondents

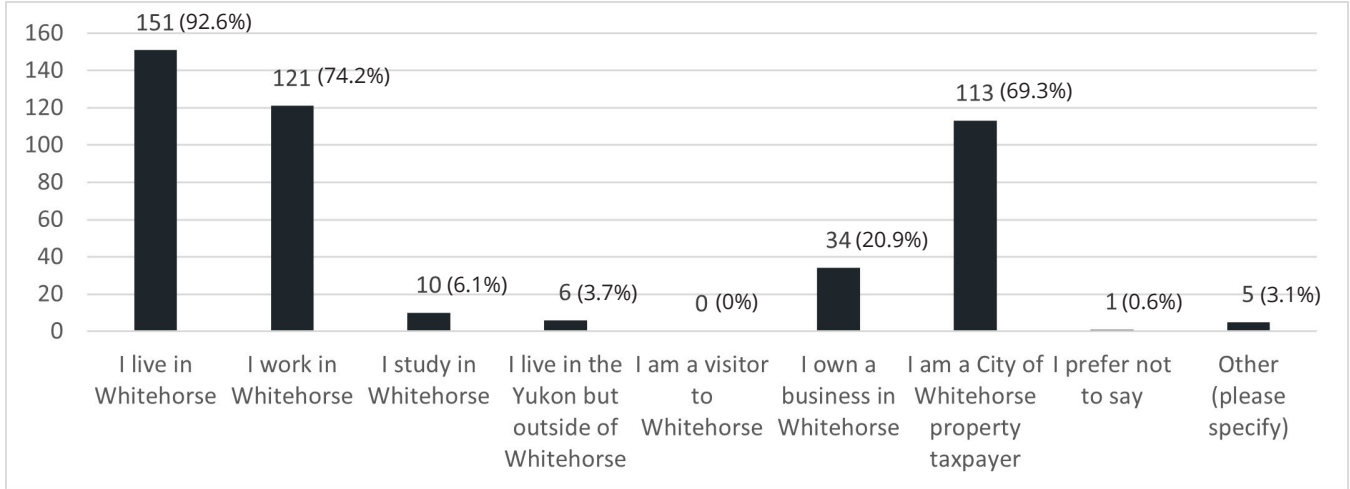


Figure 11: Relationship of Survey Respondents to Whitehorse

Respondents were asked to indicate their connection to the City of Whitehorse. The majority of individuals who responded selected multiple connections, including living in the City of Whitehorse, working in the City, and paying property taxes within the City.

Others identified that they own a business within the City and/or study in the City. A full breakdown of the number of individuals who selected each category can be seen in Figure 11.



2.3.2 PRIORITY PROJECTS AND STRATEGIES

Respondents were asked to rank their priority strategies and projects in the draft TMP, followed by short-answer questions that allowed participants to provide additional comments on their rankings.

The overall and average ranking given to each of the projects, strategies, principles, or policies is presented for each ranking question. The overall ranking represents the statement with the highest overall priority among all respondents, while the average rank is an average of the ranking of the statement among all respondents. The closer the average rank is to 1, the more unified the support was for the statement.

Bar charts are used to represent the number of individuals who ranked a statement in a certain way, with these graphs illustrating the top three responses.

2.3.2.1 High-Level Strategies and Support for the 2040 Draft TMP

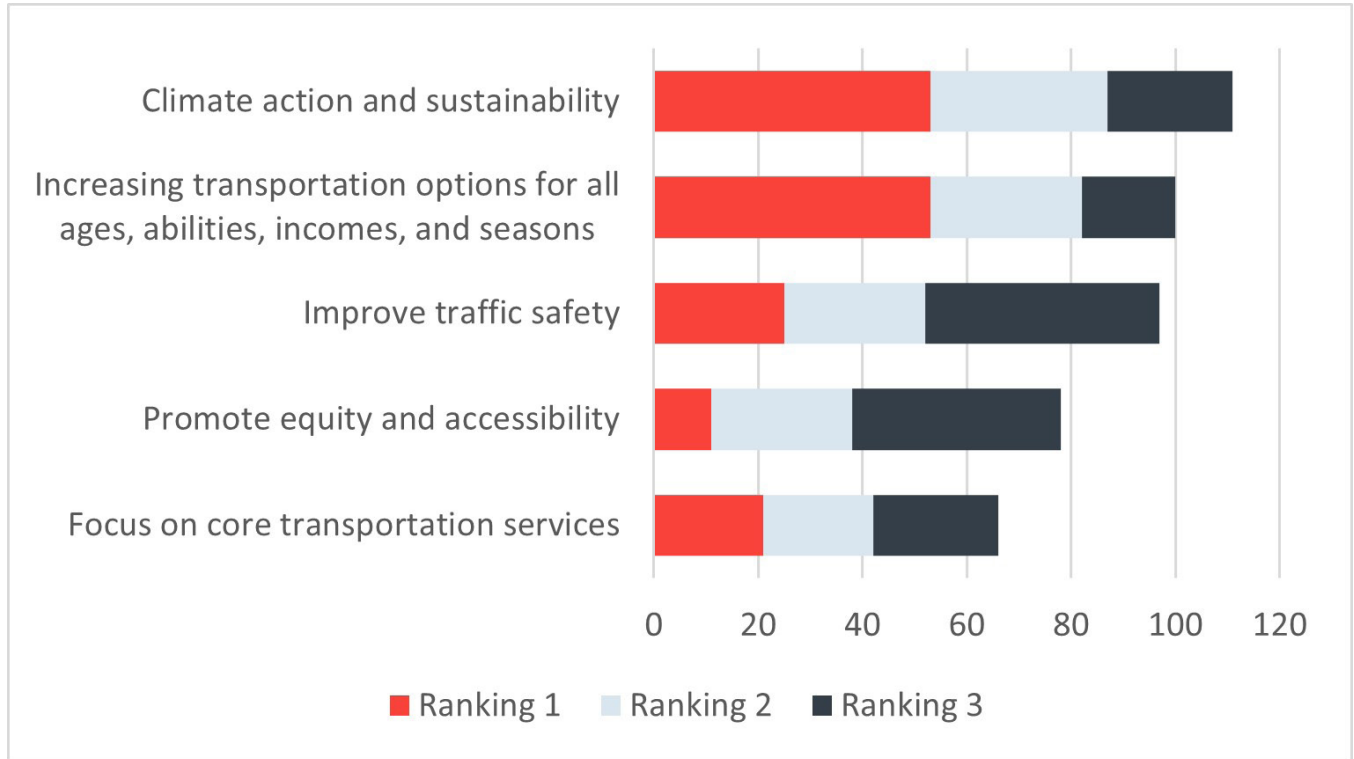
Q.3 Please rank order your preference/priority for the following high-level strategies for improving Whitehorse's transportation system.

Table 1: High-Level Strategies for Improving Whitehorse's Transportation Systems

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	2.2	Increasing transportation options for all ages, abilities, incomes, and seasons.
2	2.6	Climate action and sustainability.
3	3.1	Improve traffic safety.
4	3.4	Promote equity and accessibility.
5	3.6	Focus on core transportation services.



Figure 12: Strategies For Improving Transportation Systems



Please provide your comments or reasons for supporting or not supporting the updates to the 2040 mode share targets:

Respondents expressed comments emphasizing the need to focus on environmental protection, sustainability, and public health. Throughout their responses, there was a clear emphasis on prioritizing active transportation, improving cycling infrastructure, and promoting alternatives to single-occupancy vehicles. Overall, the survey responses reflect a strong preference for sustainable and active transportation options.

2.3.2.2 POLICY AND REGULATION INPUT

Q.4 Please rank your preference for the following policy and regulation directions.

Table 2: Policy and Regulation Directions

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	2.8	Develop a Transportation Demand Management Policy to encourage more active transportation and transit use and reduce the number of private vehicle trips.
2	3.3	Develop a Complete Streets Policy and update Design and Maintenance Standards Manual to create safe, accessible, and inclusive transportation network that accommodate the needs of all road users from the design standard level.
3	4.2	Develop a Neighbourhood Traffic Calming Policy to encourage safe driving and reduce traffic volumes on neighbourhood streets.
4	4.5	Conduct a comprehensive transportation bylaw/policy review (City speed limits, recreational motorized use on the City’s transportation network, parking regulations, roadway maintenance, etc.).
5	4.6	Develop a Vision Zero Policy to further improve road safety and reduce collision rates and severity.
6	5.1	Develop a Project Management Policy to refine transportation project procedures and influence their outcomes from many aspects including planning, budgeting, scheduling, risk management, public and stakeholder engagement, quality control, and monitoring.
7	5.1	Develop a New Mobility Policy to enable seamless and efficient mobility for people and goods.
8	6.4	Develop an On-Street Parking Policy to improve parking regulations and parking experience.

What are your thoughts on the top policy and regulation directions?

The responses emphasize the need to prioritize safe and accessible travel. Respondents stressed the importance of sustainable, equitable, and inclusive transportation that accommodates the needs of all road users. Respondents called for separate infrastructure for pedestrians, cyclists, and vehicles to ensure safety.

The inclusion of bus lanes, higher frequency winter bus services, and tourist-friendly transportation is also emphasized in many of the responses. Overall, responses advocated for better public transit systems, improved facilities for active transportation, and prioritization of pedestrian safety and infrastructure.

2.3.2.3 SAFETY, MAINTENANCE, AND OPERATIONS INPUT

Q.6 Please rank your preference for the following Safety, Maintenance, and Operations projects.

Table 3: Safety, Maintenance and Operations

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	2.6	Upgrade traffic signal detection systems at key intersections with known issues.
2	3.5	Review signal timings of signalized intersections every three years.
3	3.8	Traffic signal hardware upgrades (bike pushbuttons, detection systems, Accessible Pedestrian Signals).
4	4.6	Improve pedestrian/cyclist's safety at signalized intersections through lead pedestrian interval / lead bicycle interval initiative.
5	4.7	Create interactive maps to help residents familiarize with the City's transportation network.
6	5.4	Further improve response time of emergency vehicles and develop emergency response route mapping and signage.
7	5.5	Conduct a comprehensive inventory of the City's transportation infrastructure and assets.
8	5.8	Develop an on-street electric vehicle charging network.

What are your thoughts on the Safety, Maintenance, and Operations priority projects?

The responses highlight the need for improved pedestrian and cyclist safety, with specific concerns regarding intersections and the development of protected biking infrastructure. Enforcement of existing regulations, traffic calming measures, and addressing hazards on bike paths are highlighted as crucial for safety. Overall, there is a call for prioritizing active transportation infrastructure, pedestrian safety, and efficient traffic flow while reducing car dependency.



2.3.2.4 ACTIVE TRANSPORTATION INPUT

Q.8 Please rank your preference for the following groups of active transportation projects to improve the Always Available for All Ages and Abilities (5A) active transportation network.

Table 4: Always Available for All Ages and Abilities

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	4.9	Downtown active transportation improvements along north-south corridors. Improvements include multi-use pathway (3 rd Avenue, 6 th Avenue), protected bicycle pathway (4 th Avenue), buffered bicycle lane (6 th Avenue), and neighbourhood greenway (3 rd Avenue, 6 th Avenue).
2	5.2	Downtown active transportation improvements along east-west corridors. Improvements include protected bicycle pathway (2 nd Avenue, Ogilvie, Black, and Wood Street), and neighbourhood greenway (Ogilvie, Black, Wood, Hanson, Hoge, and Lowe Street).
3	5.6	Mountain View Drive / Copper Road / Quartz Road corridor protected bicycle pathway to improve connectivity between Whistle Bend neighbourhood, downtown, and neighbourhoods in-between.
4	6.0	Alaska Highway active transportation improvements to upgrade and fill gaps of the multi-use pathway corridor along the highway corridor.
5	7.4	Robert Service Way active transportation improvements including multi-use pathway and protected bicycle pathway
6	7.6	Hamilton Boulevard corridor separated bicycle pathway project.
7	7.7	Takhini neighbourhood active transportation improvements including multi-use pathway (University Drive), protected bicycle pathway (Range Road), and neighbourhood greenway (Normandy Road, Falaise Road).
8	7.8	Range Road north active transportation improvements.
9	8.4	Hospital area active transportation improvements including protected bicycle pathway (Lewes Boulevard and Hospital Road) and multi-use pathway (to connect to the proposed pedestrian bridge).
10	8.6	Riverdale neighbourhood active transportation improvements including multi-use pathway (Selkirk Street, etc.), protected bicycle pathway (Alek Road, Lewes Boulevard, and Nisutlin Drive), and neighbourhood greenway (Teslin Road).
11	8.8	Porter Creek neighbourhood active transportation improvements including multi-use pathway (12 th Avenue E, Centennial Street, Hickory Street, and Wann Road) and buffered bicycle lane (Sycamore Street).
12	8.9	Marwell area multi-use pathway improvements (Industrial Rd, Quartz Avenue, Tlingit Street, and Tungsten Road).
13	10.3	Pine Street area active transportation improvements including multi-use pathway and protected bicycle pathway (Pine Street).
14	10.4	Multi-use pathway system within the Whistle Bend neighbourhood.
15	12.3	Ice Lake Road active transportation improvements.

What are your thoughts on the active transportation projects?

The respondents indicated the need to prioritize active transportation in the downtown area and stressed the importance of connectivity between urban centres. They also mentioned the need for comprehensive planning which considers the different needs of various neighbourhoods and focused on connecting Whistle Bend. The importance of safe and convenient routes, along with proper snow removal, was emphasized.

Again, the responses highlighted the importance of prioritizing pedestrian safety, safe active transportation infrastructure, and the development of a comprehensive four-season active transportation network in Whitehorse.

2.3.2.5 TRANSIT INPUT

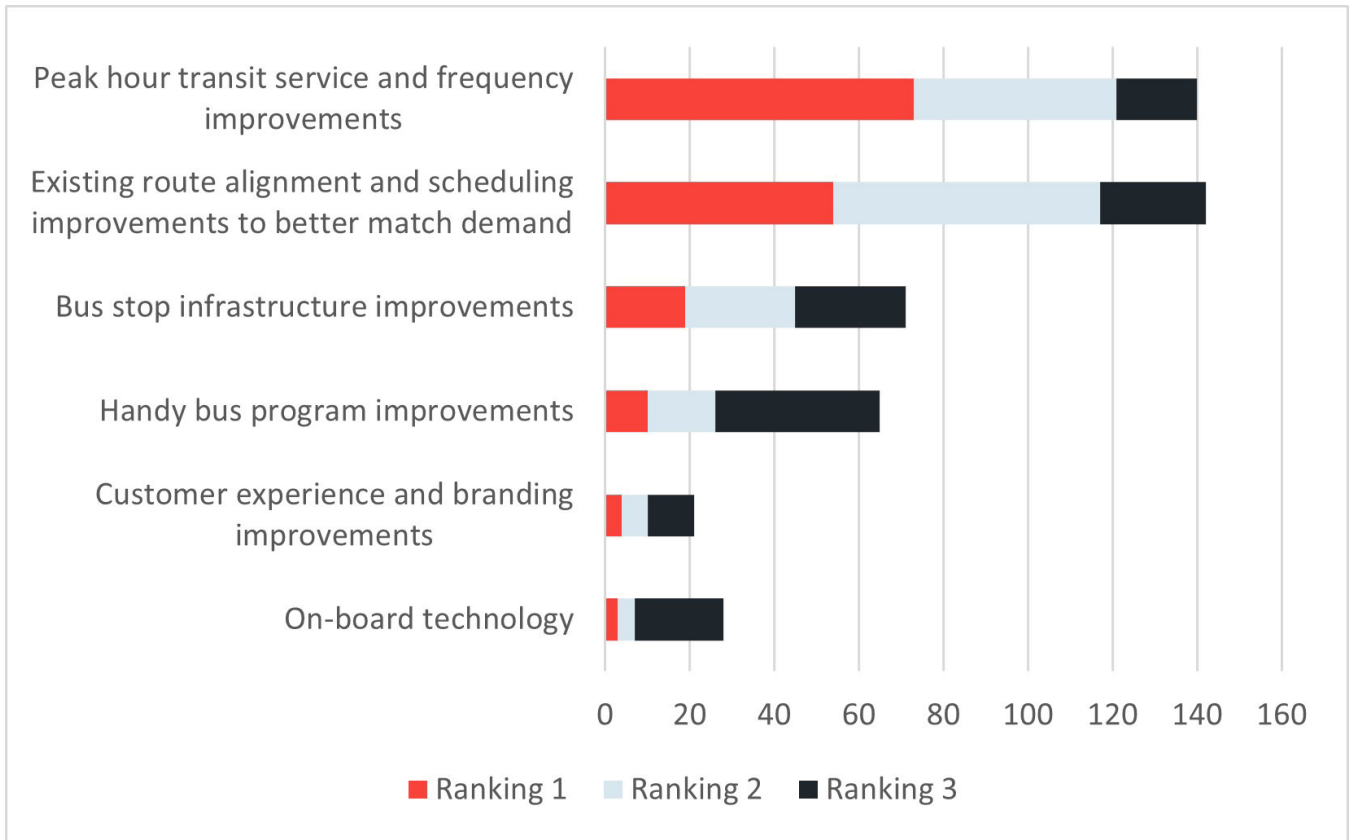
Q.10 Please rank your preference for the following Transit projects.

Table 5: Transit Improvements

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	2.0	Peak hour transit service and frequency improvements.
2	2.1	Existing route alignment and scheduling improvements to better match demand.
3	3.3	Bus stop infrastructure improvements.
4	3.8	Handy bus program improvements.
5	4.8	Customer experience and branding improvements.
6	4.9	On-board technology.



Figure 13: Transit Improvements



What are your thoughts on transit improvements?

The respondents highlighted the need to prioritize transit frequency and reliability in Whitehorse’s transit system. They emphasized that for public transportation to be a viable option, key service features such as dependency, frequency, reliability, coverage, travel time, and connectivity need to be further improved.

Many also suggested the need for safer bus stops that promote ridership during winter months, and they noted the current state of disrepair of most stops. Overall, the responses indicated a need to make public transit an attractive and reliable choice that meets the needs of a winter City.

2.3.2.6 INTERSECTION AND CROSSINGS INPUT

Q.12 Please rank your preference for the following intersection and crossings improvements.

Table 6: Crossing Improvements

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	2.6	2 nd Avenue & 4 th Avenue intersection improvements.
2	2.7	Crosswalk improvement program.
3	2.8	Intersection improvements / roundabouts along Hamilton Boulevard – Two Mile Hill Road.
4	3.6	Intersection improvements along Mountain View Drive (Whistle Bend Way, Range Road, etc.).
5	3.8	Downtown half/full signals.
6	4.7	Centennial Street & 12 th Avenue / 15 th Avenue E intersection improvement.

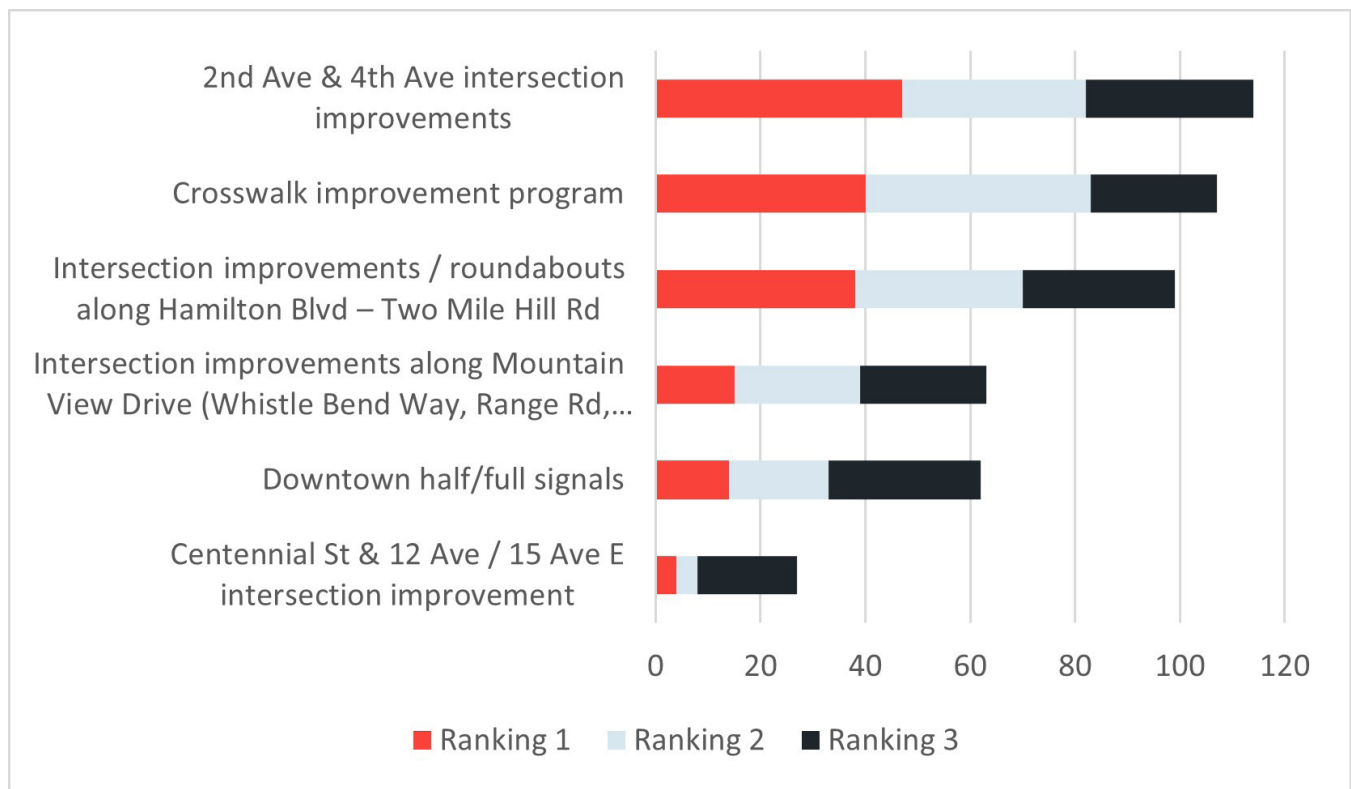


Figure 14: Crossings Improvements

What are your thoughts on the intersection and crossings improvements?

Respondents highlighted concerns about pedestrian safety and the need for improvements at intersections in Whitehorse. They pointed out specific intersections that they deemed unsafe and dangerous, including those at Chilkoot Way, 2nd and 4th Avenue, Two Mile Hill Road and Industrial Road, and Range Road.

Respondents also suggested the need for safer crosswalks, raised pedestrian crossings, improved visibility, and advanced green signals for left turns. Overall, there was a clear emphasis on prioritizing pedestrian safety, particularly along 2nd Avenue, a dominant comment throughout the responses.

2.3.2.7 INPUT ON PARKING

Q.14 Please rank your preference for the following parking projects.

Table 7: Parking Projects

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	3.3	Evaluate, integrate, and promote parking for car share programs (e.g., for members of car share co-operatives and businesses).
2	3.7	Consider the parking implications and the City's role relative to emerging trends (e.g., electrical vehicles, autonomous vehicles, connected vehicles).
3	3.7	Adjust parking rates for peak hours and off-peak hours, parking passes, and parking fines.
4	4.1	Accessible parking stalls upgrades.
5	4.2	Improve parking related technologies (e.g., new parking metres, mobile applications, handheld enforcement devices).
6	4.3	Expand parking supply for commuters. Consider structured public parking to the periphery of the Downtown core.
7	4.7	Improve and coordinate parking signage.

What are your thoughts on the top parking projects?

Some respondents expressed that people have unrealistic expectations about parking and oppose spending taxes on developing new parking infrastructure. Many respondents emphasize the need to make parking more expensive to incentive active transportation and transit use.

Those who did not cite a need to increase the parking costs indicated a focus on reducing the demand for parking through alternatives such as carpooling, public transit, and active transportation. While the majority of responses suggested a lower emphasis on parking, several respondents did suggest that more parking, particularly in the form of a parkade, may be necessary at the periphery of the City.

2.3.2.8 MAJOR PROJECTS INPUT

Q.16 Please rank your preference for the following Major Infrastructure Improvements projects.

Table 8: Major Infrastructure Improvement Projects

Priority Ranking (1 to 5)		
Overall	Average	Statement
1	3.6	New pedestrian bridge crossing the Yukon River connecting downtown, hospital areas, and Riverdale / Grey Mountain trail system.
2	4.0	Hamilton Boulevard / Two Mile Hill Road / 4 th Avenue corridor transit signal priority project to improve transit level of service.
3	4.0	Mountain View Drive / Copper Road / Quartz Road corridor transit signal priority project (including transit queue jump lanes and transit priority signals priority signal) to improve transit level of service.
4	4.1	2 nd Avenue complete streets project: Improvements include reducing vehicular travel lanes from 4 to 2 lanes, dedicate curb lanes to transit use only during peak hours and parking during off-peak hours, and reallocate roadway space to sidewalks.
5	4.9	Roadway improvements along Whistle Bend Way / Wann Road to improve traffic conditions and connectivity between communities in the north and Alaska Highway / Mountain View Drive.
6	5.0	Mountain View Drive / Copper Road / Quartz Road corridor widening project (Southbound direction to 2 lanes) to mitigate traffic congestion.
7	5.1	New vehicular bridge crossing the Yukon River (Location and timing TBD).
8	5.4	Roadway improvement along 12 th Avenue to improve traffic conditions and connectivity between communities in the north and Alaska Highway.

Do you have anything else to add?

Overall, respondents indicated a need for a shift away from car-centric transportation planning. They suggested that prioritizing active transportation was crucial to reducing congestion in downtown. Many respondents expressed that road widening would not effectively alleviate traffic and flow issues.

Some respondents indicated the necessity of a new vehicle or pedestrian bridge over the Yukon River or expressed skepticism regarding the purpose of the 2nd Avenue project.



Appendix A (Posters)

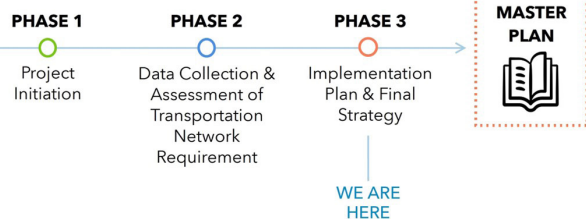


to the second public open house for the Whitehorse Transportation Master Plan (TMP).

Acknowledgement

The City of Whitehorse recognizes and acknowledges that this project is taking place on the Traditional Territories of the Ta'an Kwäch'än Council and Kwanlin Dün First Nation whose land, cultures, histories, and languages will continue to guide and influence how we move around our beautiful city for many years to come.

The Study Process and Key Statistics for Phase II



How to Get Involved

There are several ways you can provide your feedback.

- Take the survey
- Visit the website and learn more about TMP

Phase I Engagement Stats

- 1,200 visits to the project website
- 180 survey submissions
- 100 attendees to virtual and live engagement events



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What We Heard

Phase 1 engagement focused on understanding how the current transportation network is experienced and perceived and how people want the transportation network to look in the future.

KEY THEMES FROM THE ENGAGEMENT

The TMP Phase I surveys, webinars, open house, and targeted engagement highlighted the following key themes.

Increasing Transportation Options for all Ages, Abilities, Incomes, and Seasons

Many comments cited concerns with the lack of reasonable transportation options presently available in Whitehorse besides driving. Many comments expressed desire for increasing affordable, safe, equitable, and sustainable transportation options throughout the year. Frequent mentions included encouraging and promoting year-round active transportation options and enhanced transit services.



Improve Traffic Safety

Comments cited concerns about traffic safety in Whitehorse. Many comments cited concerns with speeding on urban streets and in residential neighbourhoods, lack of enforcement, near-misses, red light running, school zone traffic safety, and pedestrian crossing safety. Many comments expressed a desire to conduct more traffic calming and road safety improvements at key locations throughout the City.

Focus on Core Transportation Services

Comments cited concerns with the level of service that the city was providing in maintenance of existing transportation infrastructure and basic transportation services such as transit and winter maintenance. Comments expressed a desire to enhance transportation services such as winter maintenance and transit.

Complete Streets

Comments cited concern about the City's response to sustainability, climate change mitigation and adaptation, and the City's role in enabling residents to make sustainable transportation choices. Others cited concerns that the City was falling behind on following through on greenhouse gas emission reduction targets. Comments expressed desire for increased action on climate change by encouragement and prioritization of sustainable forms of transportation.

Climate Action and Sustainability

Comments expressed concerns that the way the City presently designs transportation infrastructure is perceived to be unsafe and inaccessible for the increasing diversity of transportation users that exist within Whitehorse. Other comments expressed concern that the City's design approach is car-centric. Other comments expressed desire for the City to be bold and creative and reallocate street space for street activities, placemaking, and supporting community and economic activity.



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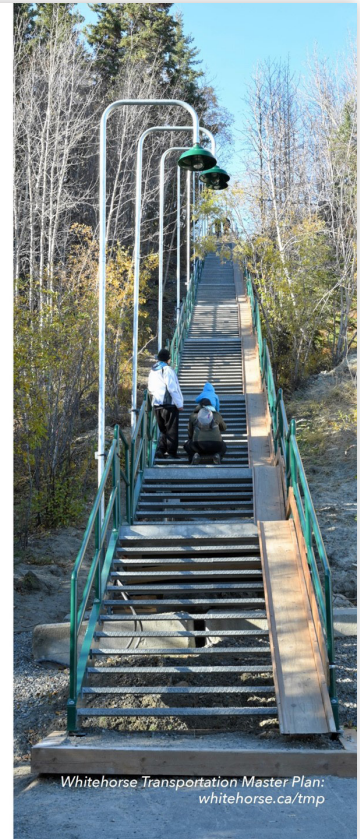
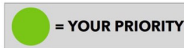
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Key TMP Goals

The Whitehorse TMP is our chance to plan together for the future of travel on our sidewalks, trails, streets, and roads. The new City of Whitehorse TMP will incorporate these goals to create the Master Plan:

- Develop a complete streets policy and update Design and Maintenance Standards.
- Work towards more efficient intersections during peak traffic hours.
- By 2040, 40% of all trips will be taken by shared or sustainable transportation.
- Develop a complete, connected, and maintained *Always Available for All Ages and Abilities* (5A) active transportation network to connect all neighbourhoods and schools.
- Work towards zero traffic-related serious injuries and fatalities on City streets.
- Identify opportunities to implement transportation demand management measures.
- Improve transit level of service and customer experience

Please fill out a sticky note telling us what you think of the TMP goals



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Vision - Strategies - Actions

Please fill out a sticky note telling us what you think of the TMP Vision, Strategies, and Actions



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Intersections & Crossings

INTERSECTION & CROSSING ACTIONS

- Improve pedestrian/cyclist safety
- Crosswalk improvement program

INTERSECTION & CROSSING PROJECTS



Encourage **walking or cycling** activity by creating a safe, well-connected network of walking or cycling facilities through a Crosswalk Improvement Program.



Work towards more efficient intersections during peak traffic hours through the following projects:

Intersection improvements / roundabouts along **Hamilton Blvd - Two Mile Hill Rd.**

Intersection improvements along **Mountain View Drive (Whistle Bend Way, Range Rd, etc.).**

Centennial St & 12 Ave / 15 Ave E intersection improvement.

2nd Ave & 4th Ave intersection improvements.



= YOUR PRIORITY

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Active Transportation

ACTIVE TRANSPORTATION PRINCIPLES

- Improve network connectivity, coverage, and spacing
- Encourage more trip purposes for all ages and abilities
- Improve safety
- Enhance the cohesiveness of the network
- Support network effects
- Ease of implementation
- Enhance equity and Accessibility

PROPOSED NETWORK IMPROVEMENTS



Hamilton Blvd. corridor separated bicycle pathway project.



Downtown active transportation upgrades along east-west corridors. Main improvement types include protected bicycle pathway (2nd Ave, Ogilvie St, Black St, and Wood St), and neighbourhood greenways (Ogilvie St, Black St, Wood St, Hanson St, Hoge St, and Lowe St).



Downtown active transportation improvements along north-south corridors. Main improvement types include multi-use pathway (3rd Ave, 6th Ave), protected bicycle pathway (4th Ave), buffered bicycle lane (6th Ave), and neighbourhood greenway (3rd Ave, 6th Ave).



Riverdale neighbourhood active transportation improvements including multi-use pathway (Selkirk St, etc.), protected bicycle pathway (Alsek Rd, Lewes Blvd, and Nisutlin Dr), and neighbourhood greenway (Teslin Rd).

Hospital area active transportation improvements including protected bicycle pathway (Lewes Blvd and Hospital Rd) and multi-use pathway (to connect to the proposed pedestrian bridge).



= YOUR PRIORITY

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Transit

TRANSIT PRINCIPLES

- Peak-hour transit service and frequency improvements
- Incorporate the Transit Master Plan recommendations



TRANSIT ACTIONS

Key Transit Actions

- Peak-hour transit service and frequency improvements
- Existing route alignment and scheduling improvements to better match demand
- On-board technology
- Handy bus program improvements
- Customer experience and branding improvements
- Bus stop infrastructure improvements

TRANSIT PROJECTS



Hamilton Blvd / Two Mile Hill Rd / 4th Ave corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.

2nd Ave complete streets project to encourage active transportation activities, support downtown vitality, and foster economic development. Key improvements include reduce vehicular travel from 4 lanes to 2 lanes, dedicate curb lanes to transit use only during peak hours and parking during off-peak hours, and reallocate roadway space to sidewalks;

Mountain View Dr. / Copper Rd / Quartz Rd corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.

● = YOUR PRIORITY

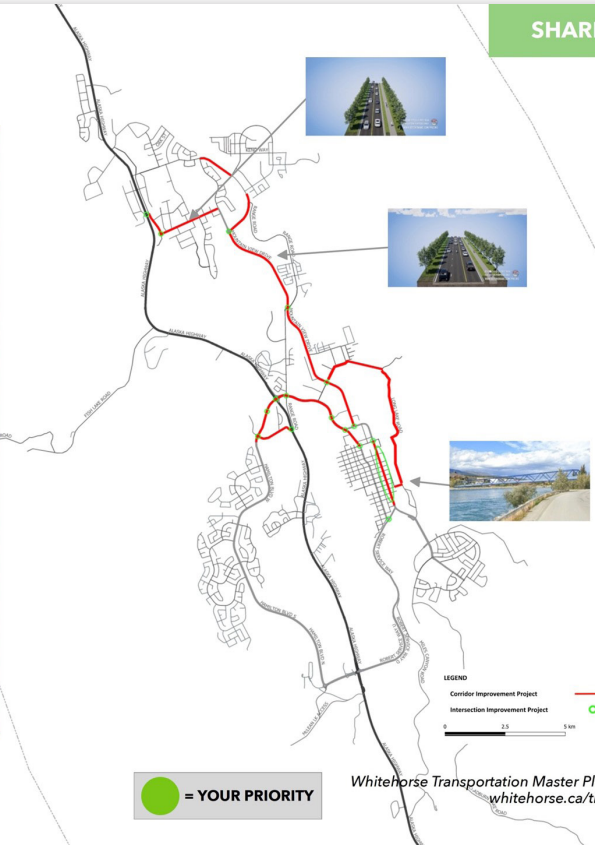
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Major Projects

MAJOR PROJECTS

- **Mountain View** Mountain View Dr. / Copper Rd / Quartz Rd corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service;
- **Hamilton Blvd / Two Mile Hill Rd / 4th Ave** corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.
- **Mountain View Dr. / Copper Rd / Quartz Rd** corridor transit signal priority project (including transit queue jump lanes and transit queue priority signal) to improve transit level of service.
- **2nd Ave** complete streets project to encourage active transportation activities, supports downtown vitality, and foster economic development. Key improvements include reducing vehicular travel from 4 lanes to 2 lanes, dedicating curb lanes to transit use only during peak hours and parking during off-peak hours, and reallocating roadway space to sidewalks.
- New **pedestrian bridge crossing the Yukon River** connecting downtown, hospital areas, and Riverdale / Grey Mountain trail system.
- New **vehicular bridge crossing the Yukon River** (Location TBD).
- Roadway improvement along **12th Avenue** to improve traffic conditions and connectivity between communities in the north and Alaska Hwy.
- Roadway improvements along **Whistle Bend Way / Wann Rd** to improve traffic conditions and connectivity between communities in the north and Alaska Hwy / Mountain View Dr.
- **Mountain View Dr. / Copper Rd / Quartz Rd** corridor widening project (Southbound direction to 2 lanes) to mitigate traffic congestion.



LEGEND
 Corridor Improvement Project
 Intersection Improvement Project

● = YOUR PRIORITY

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Thank You for Your Input

Thank you for your continued involvement throughout the Transportation Master Planning Process.

Please use this space to share with us anything else you may want to add.



Whitehorse Transportation Master Plan:
whitehorse.ca/tmp



Appendix B (Open House Comments)

'Goals' Poster

- How about using near-side traffic signals to prevent cars from stopping or rolling through crosswalks.
- Stop building intersections with wide sweeping turns that encourage drivers to perform rolling right-hand turns at red lights and stop signs.
- We won't ever get to 40% while we continue to promote or cater to single-occupancy vehicles to build new roads.
- Agree to capacity.
- Data from the census shows Whitehorse is becoming more car-dependant.
- Need defined maintenance routes for AT – plowing – single route tip to trail continues maintenance in winter.
- Bus shelter for bus stop closest to Valleyview (on Hamilton).
- Transportation demand management would work at odds with increasing “commuter” parking in the webinar. We should stop subsidizing free / chop public parking.
- Enough Planning! Use rapid implementation practices to start doing this now.
- More efficient doesn't mean more flow of cars.
- Where is accessibility.
- Tie in with OCP goals.

'Vision - Strategies - Actions' Poster

- Need active transport corridor staff to do build projects.
- But what are the priorities? This is the last public input, yet the presentation is basically the same as last time.
- Planning without action = nothing.
- Focus on timely implementation!
- There should be \$ in the budget for pedestrian and active transportation like there is for roads. Otherwise, we will never reach 40% reduced climate change.
- This is not a vision statement.
- What is a Complete street.

'Intersections & Crossings' Poster

- Better access for bikes and pedestrians to the lower Grey Mountain Road parking across Alsek. Pedestrian access from Takhini to Mount Mac trail system. Protected bike intersection on 4th Avenue.
- Increase traffic enforcement to many people speeding + running lights.
- Better clearing of snow from sidewalks.
- Intersection improvements needed on South Access Road + Alaska Highway for the bike path.
- 2nd Avenue south crossing improvements.
- Flawed study for roundabouts on Hamilton.
- Better placement of signal buttons for cyclists.
- Separate bike paths so bikes won't get sideswiped.
- Raise all crossings.
- Stop building intersections with wide sweeping corners.
- Use near-side signals to discourage cars from intruding into the crosswalk.

'Active Transportation' Poster

- All the roadwork happening in Whitehorse right now is for cars. What does that say?
- Keep the railway intact as a transportation corridor.
- Winter access to whistle-bend and porter creek (including snow clearing).
- Connect Range Point to Whistle Bend using a paved path along range road.
- Connect 2 Mile Hill to the waterfront trail, possibly using Chilkoot Way.
- Protected bike lane on 4th to Ogilvie.
- More capacity on waterfront trail for AT.
- Connect waterfront trail to 2 Mile Hill.
- Free transit rides from Canadian Tire to CGC.
- Make bike paths safe year-round.
- Need to see the implementation schedule for the completion of the bicycle network plan.
- Whitehorse trails crew makes bikeable connector trails on clay cliffs.
- Stop planning Start implementation.
- Design for winter.
- Clear all routes.
- Better snow clearing of pathways.
- How is connectivity different from cohesiveness?
- Bike lane and walking lane separation.
- Better/running handy shuttle in high use area at peak times which loop around every 15 minutes.
- More enforcement of speed limit (2 Mile Hill).
- Year-round use, please – clear snow.
- Need access between black St stairs and Valleyview for walking.
- Strong enforcement of vehicles using bicycle lanes.
- Have dedicated staff for snow clearing.

'Intersections & Crossings' Poster

- Include a separate active transit route to Whistle Bend.
- Include AT connections to every bus stop.
- Make riding transit a first-class experience.
- Build practice stations where cyclists can practice leading their bikes on the front of a bus it can be intimidating.
- Better bus infrastructure, people are desperate for it.
- Access to public transportation from Valleyview.
- Have better bus stops + benches, there's no excuse for people sitting in the dirt beside the road.
- Valleyview needs paved lighted access to a transit stop.
- Does this include bikes? Not part of bike path.
- Better and more frequent transit will create greater demand for it.
- Next bus in X minutes live on Google Maps or bus stop display.
- Make it more convenient (faster, more frequent) bis service or else people will continue to take personal cars.
- City bus to hidden valley.

'Major Projects' Poster

- Build a monorail.
- What are the priorities? How will the project be "scored" to into the budget? Why no AT? Other than two bridges.
- Won't this just move congestion down the line? I support bus/transit/AT improvement, not a second vehicle lane.
- More AT infrastructure.
- Is this the only option? Can we invest in bike lanes instead?
- The twinning mountain view goes against almost all the listed TMP goals. Why not build the active transportation route first, and then see if you need the speedway.
- And what are these two southbound lanes feeding into? Bring lots of cars into downtown faster is going to create other issues of congestion.
- How does it make sense to improve traffic throughout? 2 lanes on Mountain View Drive when there will still be traffic back up at the choke point to downtown – possibly even exacerbated by plan for 2nd Ave. Transit and active transport first of the traffic will be put because it the only viable choice.
- Mountain view twinning bad.
- Climate change & sustainability was identified as a problem, should be a priority of major projects.
- Remember how well more lane has worked for LA and Toronto.
- There is no sidewalk nor bike lanes in or out of Whistle Bend.
- The budget for roads and active transportation should reflect the goal.
- Need connectivity from Valley View to Hamilton Boulevard.
- Need access and connectivity from between Black Street and Valleyview neighbourhood
- Many of these projects do not reflect the priorities of engagement from phase 1. Specifically, climate goals, and moving away from a car-centric approach.
- Have separate bus lanes – make transit better.
- A new vehicle bridge will not reduce congestion in Riverdale or the industrial area, and will continue to encourage a car-centric city.
- Make bike paths to/from every neighbourhood and downtown safe for everyone.
- The intersection at Hamilton and the highway is too dangerous.
- There isn't a road in/out of Whistle Bend with sidewalk and no bike path in / out of Whistle Bend.
- The huge disconnect between the major project and the other 3 boards that address active transportation.
- Why is active transportation not major project.
- Ban oversized vehicles weight limits for downtown.
- New car bridge Alsek Road to Robert service to bypass landslides.



'Thank You' Poster

- Sidewalks need to be wider.
- 15 minute cities.
- What about applying walkability into whistle bend.
- I have no confidence in the process or the outcomes.
- AT is mentioned throughout except where it matters – on the major projects board. So it will ever get funded/built.
- Plan for the electrification of buses.
- No more bridge gutters. Separate bike paths in every neighbourhood are connected safely so that everyone of all ages can use them.
- I live in Takhini West and ride a bike downtown. We need another connection from 2 mile hill to the path along the river.
- More handy bus stops in Takhini East, higher frequency.
- There is a push to put an underground tunnel from Takhini subdivision to the other side of the Alaska Hwy. If this is considered. Please do full study regarding bear corridors from Haeckel Hill across the Hwy. I agree a bridge is needed but it needs to be an overpass to keep wildlife from using it.
- Make parking available from south to north so that commenters can drive on the highway and then bike downtown.
- Closing off streets to vehicles is a great idea (1st-2nd), do it to more streets and do it year-round.
- It is a good principle to reduce traffic on 2nd however at the same time are trying to improve traffic flow from Whistle Bend. The bottleneck is still downtown. First focus on providing bike and transit infrastructure so people have an option 4th Ave needs a protected bike lane and intersection from more than 2nd, needs painted gutters.
- Change bylaws to favour AT users.
- Connect whistle bend with multi-use paths.
- Good active transport links.
- Snow clearing.
- Ban vehicles downtown.
- Transportation equity, crosswalk on 2nd, pedestrian bridge, active transportation.
- School zones in more areas.
- All talk no action. Very clear that the vision is to increase traffic through the development of new road infrastructure.
- I have low confidence in the successful implementation of this plan.

