



WHAT WE HEARD REPORT

2023 Whitehorse North Trail Plan Satisfaction Survey

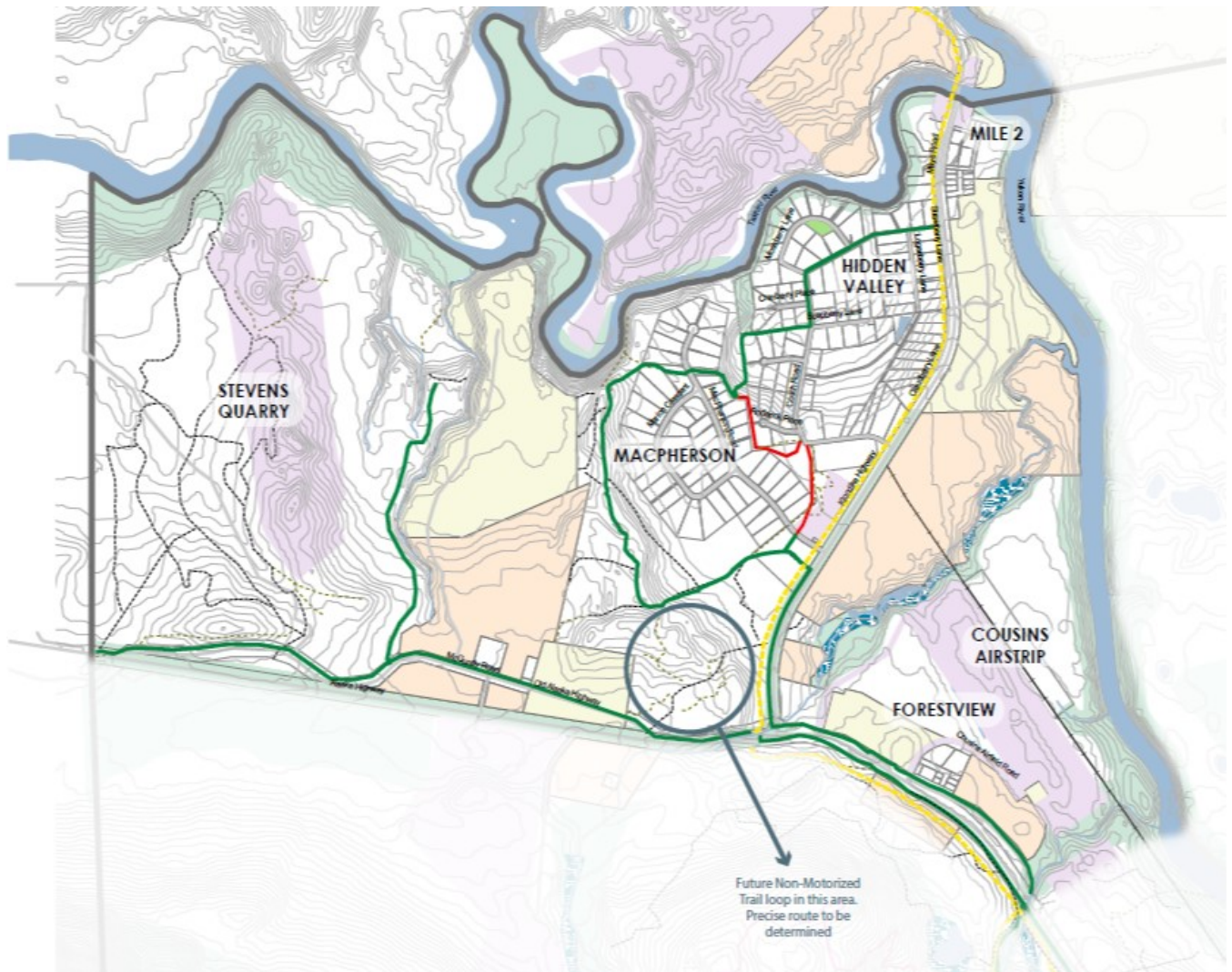




TABLE OF CONTENTS

ENGAGEMENT OVERVIEW	1
1.1 Engagement Purpose	1
1.2 Engagement Strategy	1
1.2 Communications	1
WHAT WE HEARD – SURVEY SUMMARY	3
2.1 Demographics	3
2.2 Level of Satisfaction.....	3
2.3 Comments on the 2022 Whitehorse North Plan	4
CONCLUSION.....	6
APPENDIX A – SURVEY QUESTIONS	7
APPENDIX B – ENGAGEMENT STATISTICS	9



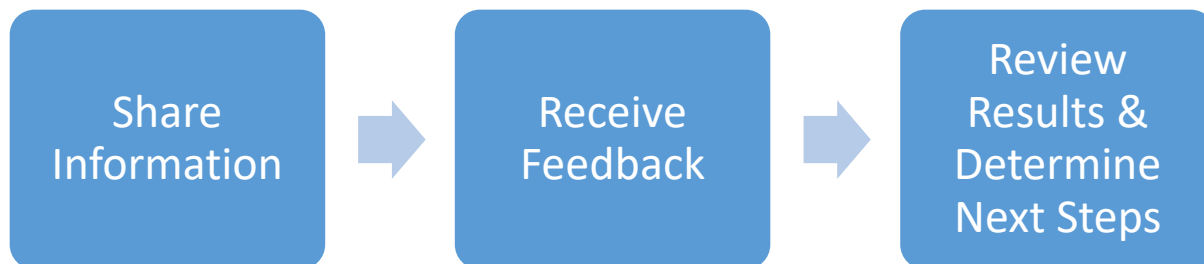
ENGAGEMENT OVERVIEW

1.1 Engagement Purpose

In 2022, the City completed a trail plan for the Whitehorse North area, which encompasses the MacPherson, Hidden Valley, Forestview, and Mayo Road neighbourhoods. Due to concerns expressed by some residents in the area about this project, the decision to conduct a survey was made in order to help determine if the residents are satisfied with the plan or not. The results of this survey aim to help determine next steps, and whether further engagement is necessary.

1.2 Engagement Strategy

City of Whitehorse administration developed an online survey to share information and solicit feedback about the 2022 Whitehorse North Trail Plan. The survey was hosted on the Engage Whitehorse website (<https://www.engagewhitehorse.ca/whitehorse-north-trail-plan>) and advertised through the City's communication channels. A project webpage was developed to host the survey, and provide information about the 2022 Whitehorse North Trail Plan. The webpage also included information about the level of engagement, a timeline, important links, and any updates throughout the engagement process.



1.2 Communications

A variety of methods were used to conduct communications regarding the survey with Whitehorse North residents, the general public, First Nations, and trail stewards.

Whitehorse North Residents

Whitehorse North property owners were contacted by mail in July 2023, using addresses registered with the City of Whitehorse. A total of 185 mail-outs were distributed. The mail-out package included letter with an overview of the project, the 2022 Whitehorse North Trail Plan map, and a link to complete the online survey.



General Public

The Whitehorse North Trail Plan engagement was advertised on the City's social media channels, as well as through the City News Highlights on July 14, 2023 and September 1, 2023.

First Nations

The Kwanlin Dün First Nation and the Ta'an Kwäch'an Council staff were contacted via email to provide feedback. Kwanlin Dün First Nation staff responded via email to the invitation, and noted that they did not have any comments to offer with regards to the Plan.

A meeting with the Ta'an Kwach'an Council staff was conducted in August 2023. Although TKC staff did not note issues with the Whitehorse North Trail Plan, it should be noted that the MacPherson Trail provides access points to TKC settlement lands that connect from the trail to a settlement land parcel. TKC staff described challenges with managing access to settlement land, including trail modification and reduction in the peaceful enjoyment of settlement lands by its citizens. The City and TKC will continue to work together to ensure adequate trail management.

Trail Stewards

The Contagious Mountain Bike Club and Klondike Snowmobile Association were contacted via email to provide feedback about the Whitehorse North Trail Plan. No specific issues were presented by either user group about the plan.



WHAT WE HEARD – SURVEY SUMMARY

The online survey was available to the public from July 14, 2023 until September 15, 2023. During that time, the City received 92 survey responses. Feedback was also received from eight individuals by written email responses. The survey was composed of five questions that aimed to determine the level of satisfaction with the Plan, including key themes of potential dissatisfaction. Statistics and survey questions referenced are included in the appendices of this report.

2.1 Demographics

Sixty-six (66) of 92 participants indicated they are residents of Whitehorse North. Survey responses included residents from Hidden Valley (32), Macpherson (24), Mayo Road (7), and Forestview (3).

Sixty-seven (67) of 92 participants identified their year of birth, in which 84% indicated that they were between the ages of 25 and 64. Significant under-representation occurred in the survey for those under 25 years old (4%), and significant over-representation occurred for those between 35 and 44 years old (31%) when compared to Whitehorse population census profile data for their respective age categories (Statistics Canada, 2021).

2.2 Level of Satisfaction

When asked in Question #1 if the survey participant is satisfied with the 2022 Whitehorse North Trail Plan, 17 participants indicated they were satisfied with the 2022 plan, 65 indicated they were not satisfied, and 10 did not indicate whether they were satisfied or not. Out of the 92 responses, 71% of participants indicated they were not satisfied with the 2022 Whitehorse North Trail Plan. In Whitehorse North, 73% of participants indicated they were not satisfied with the Plan.

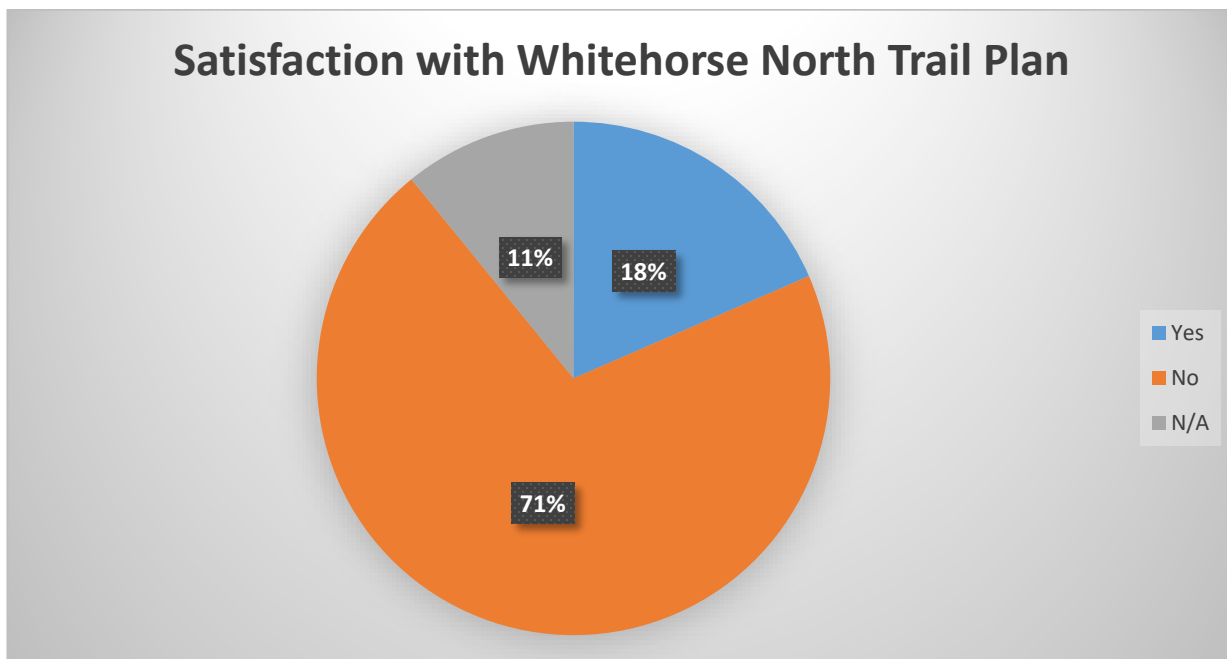


Figure 1: Level of Satisfaction Selected by Survey Participants



When prompted to indicate the reasons for dissatisfaction with plan, the most common reason selected was “The final plan does not address my expectations for the Whitehorse North Trail Plan network”, with 66% of participants including this option in their responses.



Figure 2: Reasons Selected by Participants for Dissatisfaction.

2.3 Comments on the 2022 Whitehorse North Plan

Question #2 asked if participants have any additional comments or concerns regarding the Whitehorse North Trail Plan. Fifty-three (53) comments were received in addition to twenty-eight (28) comments provided in Question #1.

Key themes from comments included:

Support for non-motorized trail designations

- Concerns about motorized multi-use trails in close proximity to residential properties.
- Specified that the MacPherson trail should be non-motorized, citing the safety of non-motorized users, noise disruption, and the rutting and widening of the trails from motorized use.
- Desire for development of more non-motorized trails.
- Desire to exclude snowmobiles from non-motorized trails.

Support for motorized trail designations

- Desire for more motorized multi-use trails in the plan that are accessible to ATVs and snowmobiles
- Belief that the trails should be shared between motorized and non-motorized users.
- Dissatisfaction with the non-motorized designation of the trail between Hidden Valley Elementary School and Couch Road.
- Concerns with potential costs to the City if additional restrictions are implemented.
- Support for snowmobile use as they pack the snow on the trail surface for walking.



Requests for active transportation infrastructure

- Dissatisfaction with the lack of integration of the Whitehorse North trail network with the rest of the City trail network.
- Suggestions for a paved trail along the Alaska highway in order to provide an active transportation route separate from motorized vehicles on the highway.

Dissatisfaction with the trail planning process

- Dissatisfaction with the trail planning process, and the level of information provided in the Plan.

Existing trails not identified on the map

- Request for the City to add existing trails in the Plan.



CONCLUSION

The online survey received a high level of participation from the general public and residents of Whitehorse North. The majority of responses were submitted by residents of Whitehorse North (72%), and most Whitehorse North residents indicated that they were not satisfied with the plan (73%). The majority of survey responses identified that the final plan does not address their expectations for the Whitehorse North Trail Plan network. The most frequent comments were location specific, which addressed motorized and non-motorized trail designations that resulted from the plan, as well existing trails left off the map.



APPENDIX A – SURVEY QUESTIONS

WHITEHORSE NORTH TRAIL PLAN- SURVEY

We want to hear from you! We want to ensure that the 2022 Whitehorse North Trail Plan reflects the community's needs and aspirations for trails. Please fill out this survey and let us know what you think. Thank you!

1. Are you satisfied with the 2022 Whitehorse North Trail Plan?

Yes

No

N/A

If you responded "no", please indicate the reasons you are not satisfied with the 2022 Whitehorse North Trail Plan

- The final plan does not address my expectations for the Whitehorse North Trail plan network.
- I do not understand how the plan will be implemented
- I was not provided an opportunity to participate in the 2022 Whitehorse North Trail planning process
- I was not aware of the 2022 trail planning process and therefore did not participate.
- Other (50 word maximum)



2. Do you have any additional comments or concerns regarding the Whitehorse North Trail Plan? (200 word maximum)

The following 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.

3. What is your year of birth?

4. Select the option that best describes your gender identity

- Man Woman Non-Binary
 Trans-gender I do not identify with any options provided
 I prefer not to say

5. Where do you live? (Choose one option)

- MacPherson Hidden Valley Mayo Road
 Forestview Elsewhere in the City of Whitehorse
 Elsewhere in Yukon Outside of Yukon

Thank you for your valuable input!



APPENDIX B – ENGAGEMENT STATISTICS

Table 1: Level of Satisfaction Selected by Survey Participants.

Question 1: Are you satisfied with the 2022 Whitehorse North Trail Plan?	Yes	No	N/A
	17	65	10

Figure 1: Level of Satisfaction Selected by Survey Participants.

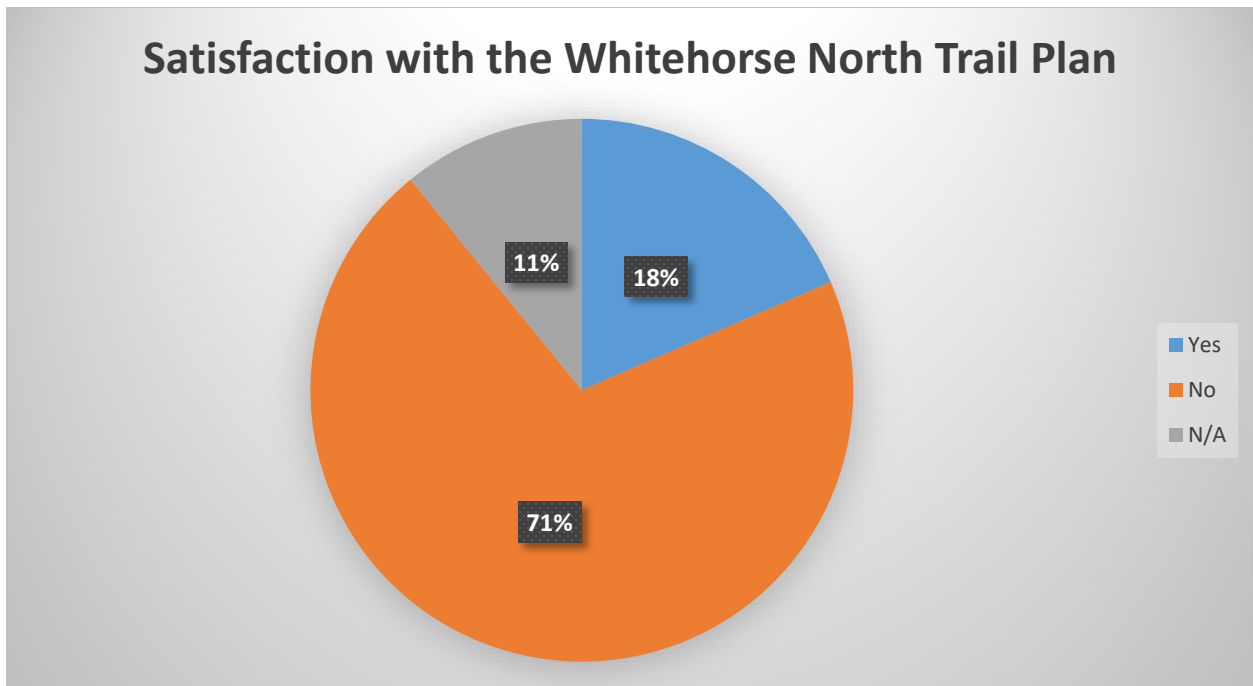




Table 2: Reasons Selected by Participants for Dissatisfaction

If you responded “no” to Question 1, please indicate the reasons you are not satisfied with the 2022 Whitehorse North Trail Plan	
The final plan does not address my expectations for the Whitehorse North Trail Plan network.	43
I do not understand how the plan will be implemented.	10
I was not provided an opportunity to participate in the 2022 Whitehorse North Trail planning process.	15
I was not aware of the 2022 trail planning process and therefore did not participate.	25
Other (50 word maximum)	28
Other (50 word maximum)	28

Figure 2: Reasons Selected by Participants for Dissatisfaction





Table 3: Locations of Participants Corresponding with Satisfaction Response.

Whitehorse North Trail Plan Satisfaction	MacPherson	Hidden Valley	Mayo Road	Forestview	Elsewhere in Whitehorse	Elsewhere in the Yukon	Outside of the Yukon
Yes	3	6	0	2	4	1	1
No	19	22	6	1	14	3	0
N/A	2	4	1	0	3	0	0
Total	24	32	7	3	21	4	1

Location of Respondents

Figure 3: Locations of Participants Corresponding with Satisfaction Response.

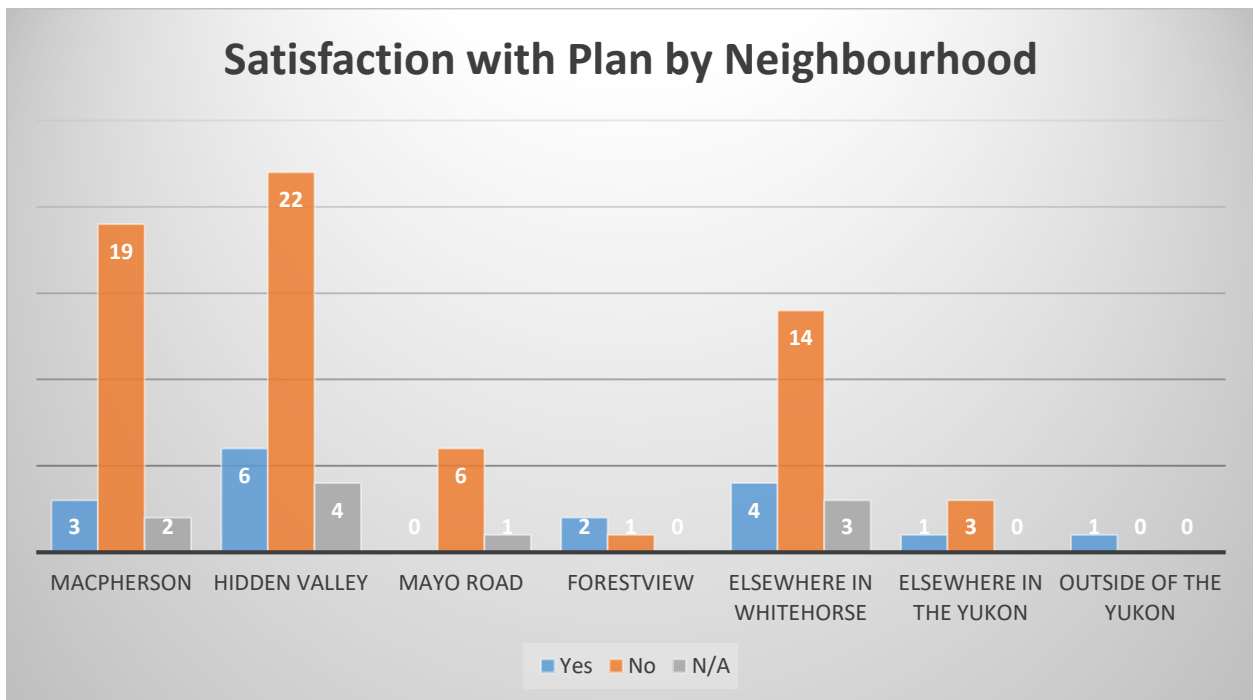




Table 4: Age of Survey Participants.

Age of Respondents	Number of Respondents
Under 18	1
18 – 24	2
25 – 34	14
35 – 44	21
45 – 54	12
55 – 64	10
65 or over	8
Total	67
Age of Respondents	Number of Respondents

Figure 4: Age of Survey Participants.

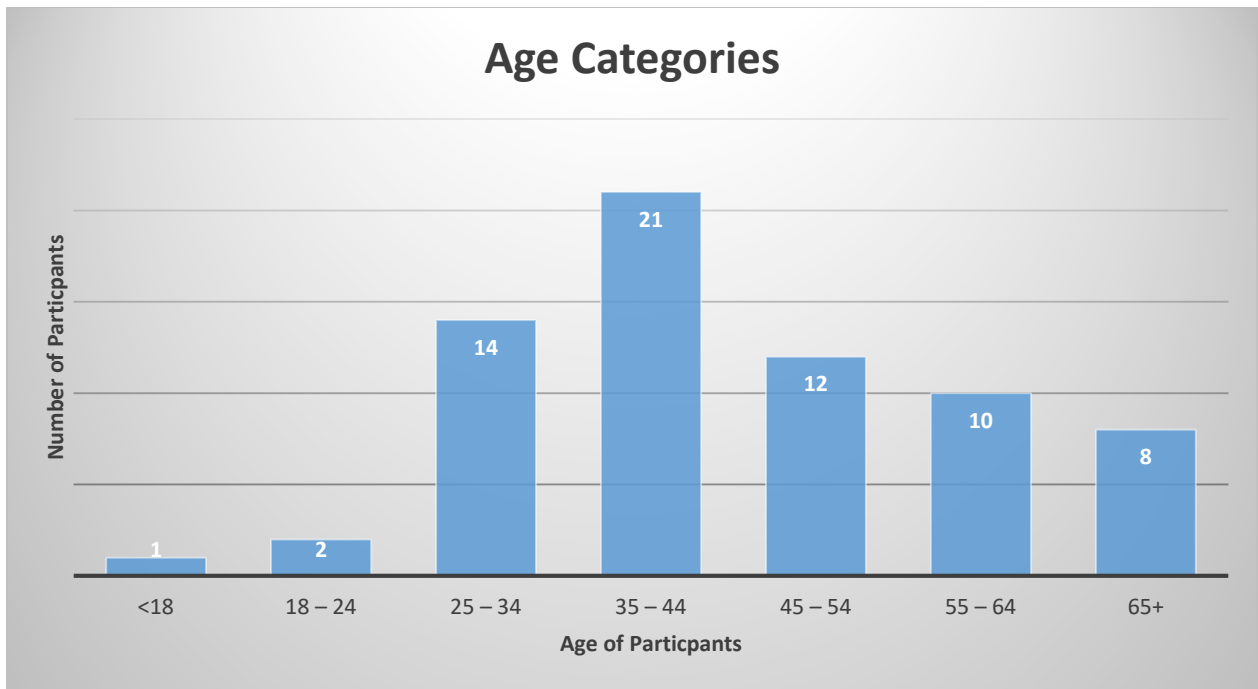




Table 5: Gender Identity of Survey Participants Corresponding with Question #1 Response.

Whitehorse North Trail Plan Satisfaction	Man	Woman	Non-Binary	Trans-gender	I prefer not to say	No Response
Yes	10	5	0		2	0
No	22	32	2		5	4
N/A	4	4	0		1	1
Total	36	41	2	0	8	5

Gender Identity

Figure 5: Gender Identity of Survey Participants

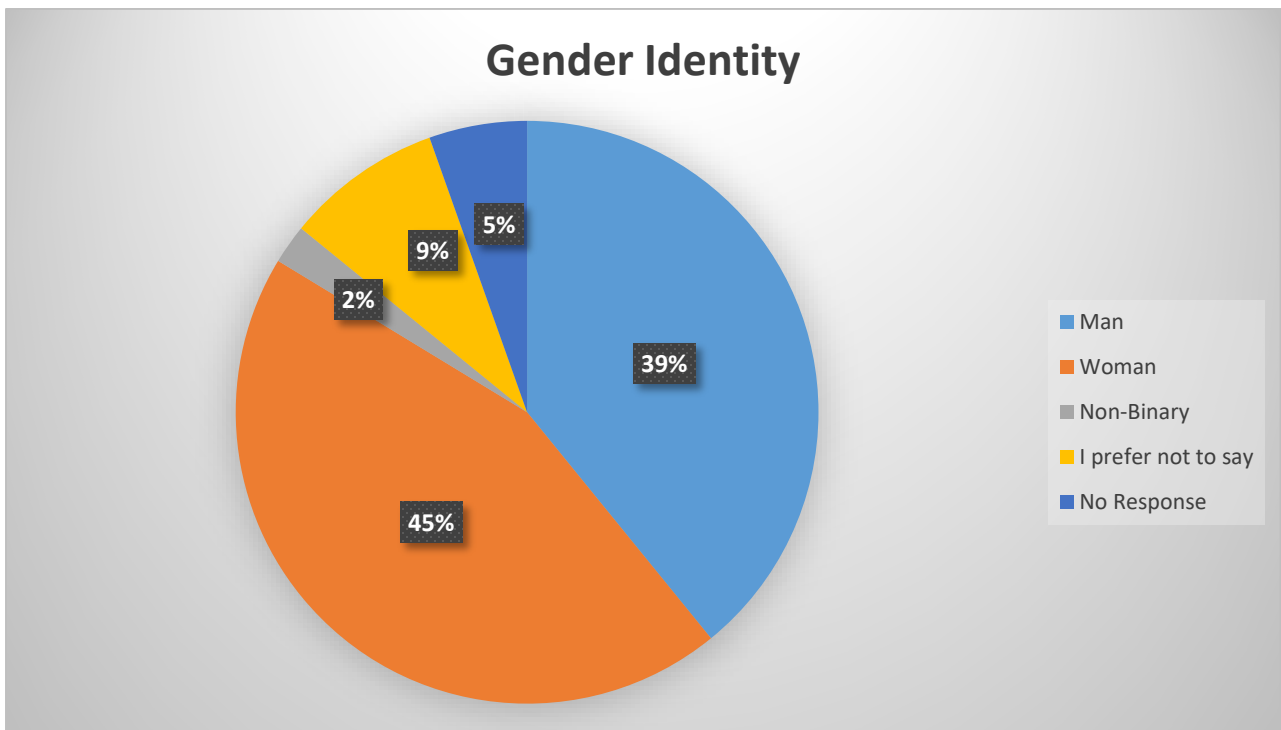




Table 6: Location of Survey Participants.

Neighbourhood	MacPherson	Hidden Valley	Mayo Road	Forestview	Elsewhere in Whitehorse	Elsewhere in the Yukon	Outside of the Yukon
Total	24	32	7	3	21	4	1

Location of Participants

Figure 6: Location of Survey Participants

