



# What We Heard

Whistle Bend Green Streets Public Input Sessions

October 2022

# Purpose

This report provides a summary of the input collected during the public input sessions to inform the final design of the Whistle Bend Green Streets. Whistle Bend residents expressed concern that the implementation of the Whistle Bend Phase 4 and 5 Green Streets was inconsistent with the concept design. The objective of this engagement period was therefore to seek residents' feedback on their preferred final design option for Whistle Bend Phase 4 and 5 Green Streets.

## Summary Organization

This engagement summary is organized into 3 parts; each part is described briefly below.

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*An overview of the Whistle Bend Green Streets.*

#### 1.1 What is a Green Street?

#### 1.2 Whistle Bend Phase 4 and 5 Green Street Implementation

##### 1.2.1 Utilities on Green Streets

##### 1.2.2 Fire Emergency Vehicle Access Route Requirements

#### 1.3 Final Design Options

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*A brief description of the process undertaken.*

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#### 2.2 Whistle Bend Green Street Webpage

#### 2.3 Engagement Activities

#### 2.4 Feedback Options

##### 2.4.1 Public Input Session Comments and Questions

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# **Section 1 - Background**

# Background

## 1.1 What is a Green Street?

### OVERVIEW

Green Streets are public right-of-ways envisioned as linear parks and designed in a “park-like” way, allowing for pedestrian, cycling, and emergency access only. Green Streets intend to:

- Support and add a unique character, look, and feel to a neighbourhood;
- Provide significant open space amenities for adjacent residents and the larger community;
- Encourage pedestrian activity; and
- Support a strong social interaction/community and safe space for residents.

### DESCRIPTION

In Section 5.2.8 of the 2013 Golder Associates Ltd. Whistle Bend Neighbourhood Phases 3-7: Planning, Design & Preliminary Engineering Servicing Report (2013 Golder Associates Ltd. Report), the Green Street concept is described as a corridor consisting of a 10.0 m width plus 2.0 m on each side for access and constructability of underground utilities. Underground utilities include power/communications cable, water, and sanitary sewer. The corridor also includes a 2.5 m wide meandering paved pathway, trees, and lighting as shown in Appendix 1 of this report.

The 2013 Golder Associates Ltd. Report also lists various requirements for the detailed design and construction of the Green Street corridors and adjacent private properties. Of note:

- Dwelling units should front onto the green street.
- Lots abutting the Green Street are not permitted to have fencing in front (landscaping only).
- Flexible setbacks allow for options in placement and size of outdoor amenity space and options to maximize solar exposure.
- Where Green Streets exist, rear lanes provide access and infrastructure.
- Building address should be from the lane but also indicated in the front.
- Mail delivery is accessed from side street community mail boxes, located adjacent to the sidewalk and pathway.
- Parking is located within the rear yard and on the lane. On-street parking is located on the side streets only.



# 1.2 Whistle Bend Phase 4 and 5 Green Streets Implementation

In 2021, the Phase 5 Green Street was partially implemented with a 6 m wide paved path due to fire emergency access requirements. Residents expressed concern at the inconsistency between this paving and the concept design described above. The Phase 4 Green Street was also graded to be paved with a 6-metre path (see Figure 1), however, due to resident concerns, completion of the green street implementation was put on hold while the City of Whitehorse (City) and the Government of Yukon (YG) engaged with residents to seek their input on their preferred final design of the Green Streets.



**Figure 1 - Whistle Bend Phase 4 Green Street grading between Iditarod Lane and Tanana Lane**

## 1.2.1 UTILITIES ON GREEN STREETS

As per the 2013 Golder Associates Ltd. Report, the Green Street concept included underground utilities within the corridor. This was considered an economical solution as lots on both sides of the corridor could be serviced by the same utility line. Fire hydrants are therefore located within the Green Street corridor due to the location of the water utility line.

## 1.2.2 FIRE EMERGENCY VEHICLE ACCESS ROUTE REQUIREMENTS

As the fire hydrants are located within the Green Street corridor, the City of Whitehorse's Fire and Protective Services require a 6.0 m wide path to ensure access can be achieved and operations can be conducted effectively and safely. This requirement is based on the *National Building Code of Canada* and the *National Fire Code of Canada* requirements.

## Section 1 - Background

### 1.3 Final Design Options

The City and YG prepared two final design option renderings to present to residents (see Appendix 2).

#### DESIGN OPTION 1

Design Option 1 would continue the implementation of the Whistle Bend Phase 5 Green Streets, with a 6-metre paved path and the fire hydrants remaining where they are. The Green Streets would remain as fire department access routes and receive the highest priority for snow removal.

**Estimated Completion: Spring 2023**

#### Pros:

- Green Street will remain clear of snow throughout the winter to maintain emergency vehicle access;
- Provides a wider paved area for a range of uses (e.g. street hockey, basketball, etc.); and
- Retain parking on both sides of lanes adjacent to Green Streets.

#### Cons:

- Requires higher ongoing operational costs due to a higher snow removal priority;
- Requires address numbering on both sides of the lot and Green Street access redesign;
- Lack of individual emergency access and path connections due to drainage design; and
- Utilities limit landscaping.



Figure 2 - Design Option 1: Fire hydrants remain with a 6-metre paved Green Street

## Section 1 - Background

### DESIGN OPTION 2

Design Option 2 would have the existing pavement and grading on the Green Streets removed and replaced with a 3-metre paved path, closer to the original design described in section 1.1 of this report. This would require placing additional fire hydrants within the adjacent lanes of the Green Streets. These lanes would lose street parking on one side of the lane, to keep a 6-metre access route available at all times for Fire Services.

**Estimated Completion: Summer 2023**

**Pros:**

- The design stays closer to the original concept;
- Less carbon-intensive to keep the original design; and
- Lower ongoing operational costs due to no snow removal costs.

**Cons:**

- Loss of parking within lanes adjacent to Green Streets;
- High capital cost to locate fire hydrants on adjacent lanes;
- Will require rework of current Green streets; and
- Green Street path won't be kept cleared of snow by the City and will be individual residents' responsibility.



Figure 3 Design Option 2: Fire hydrants in lanes with a 3-metre paved Green Street

## **Section 2 - Engagement Overview**



# Section 2 - Engagement Overview

Given the concerns expressed by residents on the implementation of the Green Streets, the City and YG decided to host Public Input Sessions to gather residents' input on their preferred Green Street design and answer questions. The sessions were hosted by the City and included staff from the City's Planning and Sustainability Services, Engineering Services and Land and Building Services departments, and YG's Land Management and Land Development Branches. The process for the Public Input Sessions is described in detail below.

## 2.1 Resident Notifications

Residents were notified of the first Public Input Session by a letter delivered to their door. The letter detailed the date and location of the event, an online link to the final design options, and contact information for the City planner responsible for the engagement. Given the short-notice residents received for the first Public Input Session, a second Public Input Session was added, to be held the following week. Residents were notified through a mailed letter, which included the date, location, and a print of the final design options. Based on resident input, it was decided to change the location of the second Public Input Session to the Whistle Bend Phase 5 Green Street between Sadie Lane and Luella Lane. Residents were notified of this change with a letter delivered to their door.

Notified residents were those whose property was on a Green Street, or on a lane adjacent to a Green Street impacted by a potential loss of on-street parking spaces.

The City also communicated information on the Public Input Sessions through residents on a 'Whistle Bend Green Streets' Facebook Page.

## 2.2 Whistle Bend Green Streets Webpage

A document visualizing the two final design options, as well as the potential pros and cons for each, was uploaded to the City's website at [whitehorse.ca/wbgreenstreets](http://whitehorse.ca/wbgreenstreets). A copy of this document can be seen in Appendix 2.

The webpage URL was circulated in all of the resident notifications and displayed on posters at the Public Input sessions. A QR code linking to this document was also created and displayed on posters at the sessions and flyers handed out at the Input Sessions. The QR code was scanned a total of 46 times.

## 2.3 Engagement Activities

### PUBLIC INPUT SESSION POP-UPS

Two Public Input Sessions were held in Whistle Bend, at two different Green Streets. The sessions consisted of a pop-up event to display the final design options, gather input, and answer questions. The sessions were attended by a total of 46 participants.

#### Session 1:

Thursday October 6, 4:30 PM – 7:30 PM

Whistle Bend Phase 4 Green Street

27 attendees



Figure 4 - October 6 Public Input Session: Whistle Bend Phase 4 Green Street

#### Session 2:

Thursday October 13, 4:30 PM – 7:30 PM

Whistle Bend Phase 5 Green Street

19 Attendees



Figure 5 - October 13 Public Input Session - Whistle Bend Phase 5 Green Street

## 2.4 Input Options

Several methods were used to gather input from residents during the engagement process.

All input received was reviewed by the project team and categorized based on its content<sup>1</sup>.

### 2.4.1 PUBLIC INPUT SESSION COMMENTS AND QUESTIONS

During the public input sessions, participants engaged with City and YG staff to discuss the final design options and ask questions. These comments and questions are described in the Key Themes section of the What We Heard portion of this report. Frequently asked questions from the sessions can be seen in Appendix 3.

### 2.4.2 DISPLAY BOARD COMMENTS

Attendees at the Public Input session were encouraged to pin sticky notes to the final design options display board, indicating their design option preference or other general comments. A total of 23 sticky notes were received, which can be seen in Appendix 4.

### 2.4.3 FORMAL SUBMISSIONS

Public Input submissions were received by the City by email up to Friday, October 28. A total of 14 formal submissions were received.<sup>2</sup>

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<sup>1</sup> Copies of verbatim feedback can be provided upon request at [planning@whitehorse.ca](mailto:planning@whitehorse.ca).

<sup>2</sup> Three submissions were also received after the October 28 deadline. Although they are not included in this report, comments made were generally similar to others received prior to the deadline and are therefore still considered to be reflected within this report.

## **Section 3 - What We Heard**

# What We Heard

The following is an overview of what was heard during the engagement period. Where themes are discussed, the information reflects the responses received through formal submissions, Public Input Session verbal interactions, or other means of submission.

## 3.1 Summary

In total, the City received 56 comments from residents.

Of those comments that expressed a design preference, the majority preferred Design Option 2 (see Figure 6).

As described below, the key reason behind this preference is Design Option 2's adherence to the original vision for the Green Streets (see Figure 7).

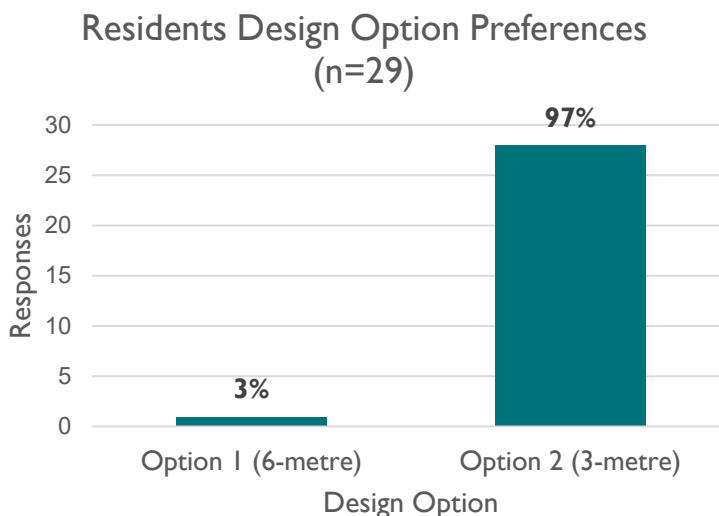


Figure 6 - Resident Design Preference (n=29)



## Section 3 – What We Heard

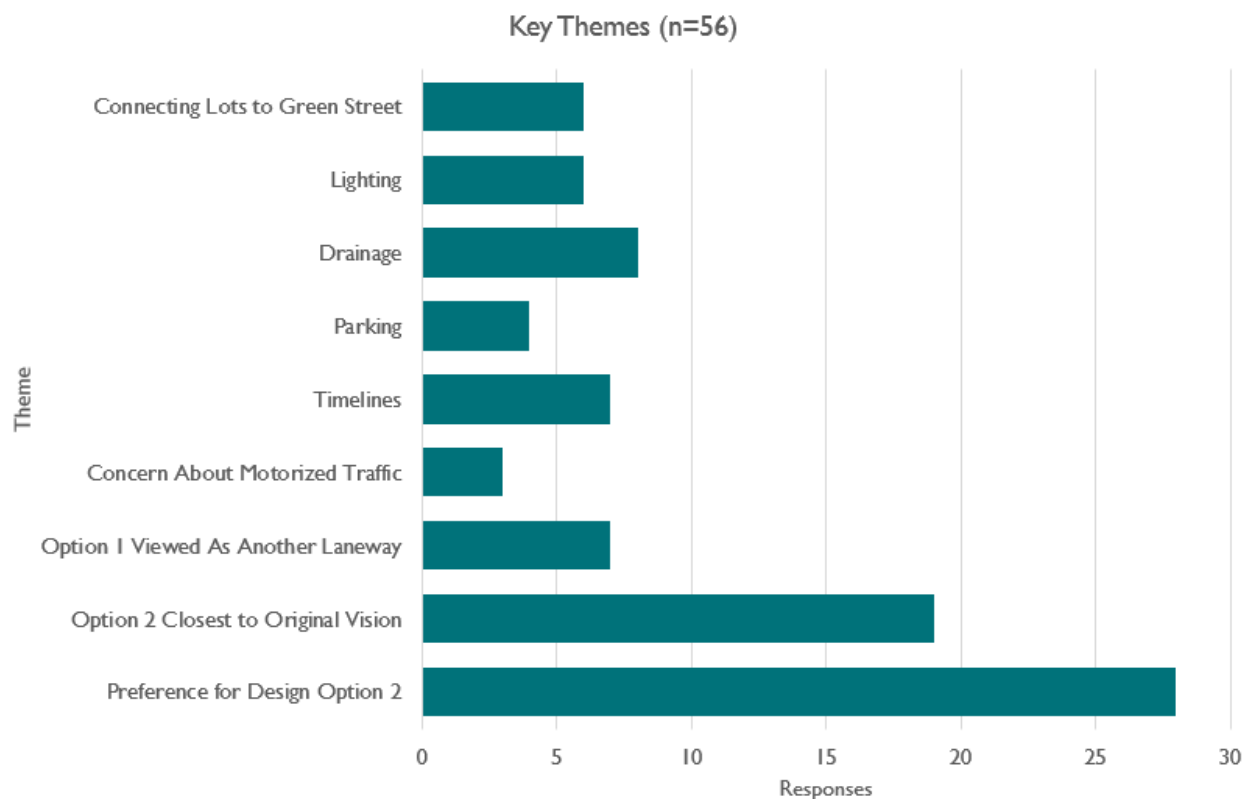


Figure 7 - Key Themes (n=56)

Below is a summary of the key themes identified during the public input process. Direct resident comments on specific issues have been detailed in Sections 3.2.1, 3.2.2, and 3.2.3.

### DESIGN OPTION 2 CLOSEST TO THE ORIGINAL VISION

Many residents expressed that direct access to a linear park was a major factor in their decision to purchase a lot on the Green Street. For some, a smaller lot size was made up for by having access to the park. Another reason given for this preference is the additional greenery and landscaping options the 3-metre path provides. For some residents, a linear park also allows more community connections to be made and aligns with their lifestyles.

### DESIGN OPTION 1 IS VIEWED AS ANOTHER LANEWAY

Many residents expressed that Design Option 1 felt like another laneway and not a Green Street. In particular, residents were concerned about a lack of green space between the paved path and their lots.

### CONCERN ABOUT MOTORIZED TRAFFIC

Some residents expressed concern about the possibility of motorized vehicles (snowmobiles, ATVs, etc.) using the 6-metre Green Street as a transportation corridor.

## Section 3 – What We Heard

### TIMELINES

Some residents expressed concern about the timelines required to complete either design option and would like to see the Green Street completed as soon as possible.

### PARKING

No residents expressed concern about a potential loss of street parking on lanes adjacent to the Green Streets. Some residents expressed they had no concern over loss of parking, mentioning that there is ample driveway parking on each lot along Whistle Bend's Green Streets.

### DRAINAGE

Many residents expressed concern about how drainage was going to work with either design option. Some residents noted current issues with snow melt and drainage. Others expressed concern about the higher-than-expected elevation of the Whistle Bend Phase 5 Green Street pavement and the potential flooding it could cause.

### LIGHTING

Some residents expressed concern about the style of lighting being used on the Green Street, in that it is not pedestrian-scaled. Further, frustration was expressed about the lack of lighting on the Whistle Bend Phase 5 Green Street between Sadie Lane and Luella Lane.

### CONNECTING LOTS TO GREEN STREET

Many residents expressed concern about how they are supposed to connect their lot to the Green Streets with walkways. Of particular concern is residents whose lots are fronting the side of the Green Street being used for drainage, and how they can connect without disrupting drainage.

## 3.2 Direct Feedback from Residents

### 3.2.1 DESIGN OPTION 1

#### Motorized Traffic

- “One of my main concerns with introducing a wide road... particularly one that will be plowed year round is that this will open up the risk of this being used by motorized traffic, even with the installation of gates. People can drive around these, particularly on a motorbike, ATV or skidoo, and I can just envision these ripping down a wide paved path at night...”

#### Drainage

- “Drainage, snow storage, where is it going?”
- “Difference in elevation and the problems caused by snowmelt, two of the problems facing homeowners next to green streets.”
- “This would also mean removing the asphalt from the green street between Luella Lane and Sadie Lane, ensuring that the grade/level of the green street will be lowered and more

## Section 3 – What We Heard

level to the properties, including proper drainage for rain and snow.”

### Accessibility

- “We bought this house is because the path down the Green Street is supposed to be able to connect to each house, which in turn would give us access to the paved network of paths. The 6m path/vehicle access does not allow for this and therefore creates an accessibility barrier for my daughter. We have already landscaped our yard in anticipation of the path being 3m and being able to connect, as

### 3.2.2 DESIGN OPTION 2

#### Closer to Original Design

- “I would like to see our green street completed as per option 2 with a 2.5 metre paved green street. This is pretty much what we expected when we purchased our new home.”
- “I too am very disappointment with the 6m-wide paved street that does not conform with the vision of a 3m-wide path winding through a pedestrian-friendly green area. Green streets were supposed to “replace typical streetscapes with a linear park”
- “The 6m path takes up about 20ft (6m) of the 46ft wide(14m) “green street”, e.g. almost half, which leaves little room on either side of what is paved for landscaping and would in effect feel like just a paved street.”
- “My mother and I both support the proposed design 2 for the 2.5 meter paved Green Street. We like the extra space in front of the house and the extra greenery on the street afforded with the second design.”
- “As the sales agreement and advertising states it should be a “meandering path” (e.g. meander towards both edges of the street). This would be much more aesthetically pleasing but also allow for larger landscaped areas and so give it a more park

was advertised and in the sales agreement. The laneway is dark/unlit and does not provide good pedestrian/wheelchair access as it is entirely designed for vehicle access.”

### Timelines

- “We just want to see the Green Street completed in Whistle Bend Phase 5. We are tired of construction, and having a newborn baby, we don't want to deal with the noise of ripping up the pavement and then laying it down again

like/greenspace feel, which was the intention as I understand it.”

- “We would like to see the relocation of the fire hydrants on all green streets to the lanes, to allow for the return to the promised green streets when properties were purchased.”
- “We have no yard, so the Green Street (3m) makes up for it. There is value to us to living on a green street, it why we bought where we did.”
- “We only bought on this Green Street because the lack of yard space was made up for by a promised linear park.”
- “Preference for Option 2. My purchase was based on this idea and it is important for lifestyle.”
- “Preference for Option 2. More like the original idea, the reason we moved onto Iditarod”

### Parking

- “I do not have an issue with losing parking spaces in the lane.”
- “I am totally okay with losing lane parking in exchange for moving the hydrants.”
- “Every lot on WB Phase 5 Green Street has parking, it's not an issue”

## Section 3 – What We Heard

### Community Connectedness

- “My vision for the green street, and one that I think is shared by many of those who bought here, is the ability for this type of development to create a unique small-scale neighbourhood.... Also known as a pocket neighbourhood. This provides a unique setting to develop meaningful relationships with neighbours, and the physical relationship between the houses and the green street create the basis for developing a community. Having an access road going down the middle of this takes away from this, particularly with the restrictions that come with having a fire lane run down the middle of that space.”
- “We have two young daughters and the house has a small backyard, so the idea of

having a green space that we all could share with our community was very appealing.”

### Timelines

- “I was very disappointed to hear that when moving the fire hydrant it would take 2 years to complete. As mentioned in my previous email Completion of phase 4 should be a priority. Seems to me that there this should be enough time to plan, design, prepare, award tenders, and complete construction in 2023 if given a high priority.”
- “There is absolutely no need that this should take years to resolve as there is plenty of time to do the design and get it out for tender in 2023.”

## 3.2.3 OTHER CONCERNS

### Lighting

- “I would like to City and YG to consider how decorative pedestrian scaled lighting can be incorporated on the streets. Currently all lighting matches the roadway lighting used elsewhere in Whistle Bend. This should be pedestrian scaled, not for meant to light for cars.”
- “Lighting on Green Street is very high and very bright. Could be shining down into people’s rooms or living rooms.”
- “We would also like our lighting completed on our green street between Luella and Sadie Lanes. Our green street borders the Indigenous land, and with no lighting on our two lanes as well, it is very dark with only 1 street light currently completed.”

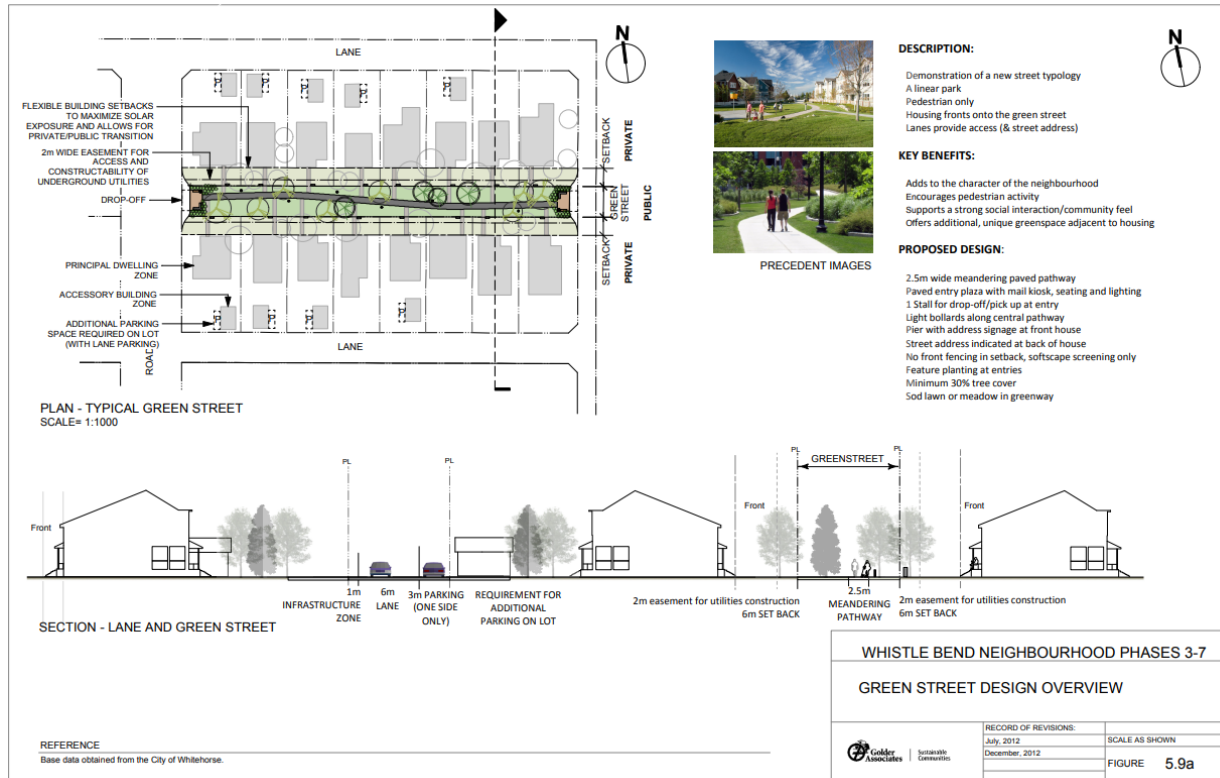
### Consultation and Decision-Making Process

- “What is the plan for communicating further development of either of these options for property owners?”

### Lot Connections to Green Streets

- “There is no indication of how we will connect our homes to the paved street without creating even worse drainage issues.”
- “The laneways also have no sidewalk, so without a connection to the green street there is no pedestrian access for those who need it.”
- “I would like the City to communicate how pedestrian connections are to be made between the front doors facing the green street and the pathway.”
- “How can people connect their front door walkways to the paved Green Street?”
- “How can we connect the front of our lots over the drainage swale?”

# APPENDIX 1: 2013 GOLDER ASSOCIATES LTD. WHISTLE BEND NEIGHBOURHOOD PHASES 3-7: PLANNING, DESIGN & PRELIMINARY ENGINEERING SERVICING REPORT – FIGURE 5.9A GREEN STREETS DESIGN OVERVIEW





### APPENDIX 2: FINAL DESIGN OPTIONS



#### Public Input Sessions for: Whistle Bend Green Streets

**Please note, we have moved the location for tonight's Public Input Session to the Green Street located between Sadie Lane and Luella Lane.**

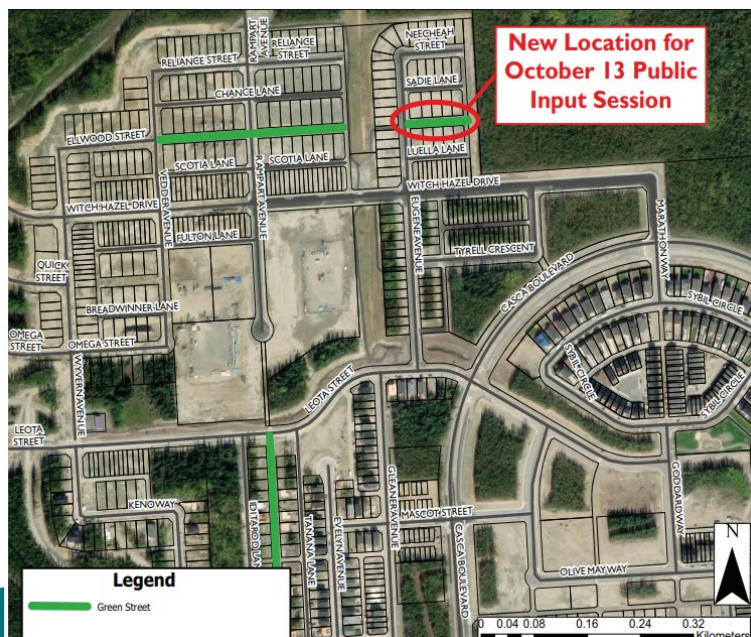
City of Whitehorse and Government of Yukon Staff will be in your neighbourhood to seek input on the preferred design of the Whistle Bend Green Streets.

**When:** October 13, 2022: 4:30 to 7:30 PM

**Location:** Green Street located between \*Sadie Lane and Luella Lane\*

For enquiries on the proposed design options, contact Mathieu Marois, Senior Planner, at 867-687-3270 or [mathieu.marois@whitehorse.ca](mailto:mathieu.marois@whitehorse.ca).

Any person wishing to attend the public input session may do so. If you would like to give your input in writing or by phone, please contact Mathieu Marois.



### Proposed Design 1 - Fire hydrants remain with a 6 metre paved Green Street



#### Pros:

- Green Street will remain cleared of snow throughout the winter to maintain emergency vehicle access;
- Provides a wider paved area for a range of uses (e.g. street hockey); and
- Retain parking in lanes adjacent to Green Streets

#### Cons:

- Requires higher ongoing operational costs due to a higher snow removal priority;
- Requires double addresses and Green Street access redesign;
- Lack of individual emergency accesses and path connections; and
- Utilities limit landscaping and residents will need to maintain landscaping

## Proposed Design 2 - Fire hydrants moved with a 3 metre paved Green Street



### Pros:

- Green Street design stays closer to the original design/Whistle Bend Master Plan;
- Less carbon intensive to keep the original design; and
- Lower ongoing operational costs due to no additional snow removal costs

### Cons:

- Loss of parking within lanes adjacent to Green Streets;
- High capital cost to relocate fire hydrants to adjacent lanes;
- Will require some rework of Whistle Bend Phase 5 Green Street; and
- Green Street Path won't be kept cleared of snow by the City , and snow clearing will be individual residents' responsibility

### APPENDIX 3: FREQUENTLY ASKED QUESTIONS

**Q: How will drainage work for each proposed Green Street design option?**

Each Green Street will have a drainage swale on one side of the paved path to collect and direct stormwater and snow melt.

**Q: Why were the Fire Hydrants put on the Green Street in the first place?**

The original concept recommended having all utilities, including water, going through the Green Street corridor. This has directed the location of the fire hydrants.

**Q: Will the initial grading on the Whistle Bend Phase 4 Green Street be ripped up to allow for landscaping (e.g. grass, trees)?**

The initial grading needs to be removed to put topsoil in for landscaping.

**Q: Will there be vehicle access for the 6-metre design option?**

Barriers will be installed to block vehicle access. Only emergency vehicles will be able to access the Green Street.

**Q: What are the completion timelines for each proposed design option?**

Design Option 1: (6-metre paved): Spring 2023

Design Option 2: (3-metre paved): Summer 2023

**Q: Who is responsible for snow removal?**

Design Option 1: Due to the need for emergency access and the lack of regular vehicle traffic, the 6-metre paved Green Street will be cleared by the City and receive the highest priority for snow removal.

Design Option 2: The City will not clear the 3-metre paved Green Street of snow. It will be the responsibility of individual property owners.

**Q: Who will make the final decision and how will it be made?**


The City is responsible for conceptual planning and YG is responsible for detailed design, construction management and land sale agreements.



### APPENDIX 4: DISPLAY BOARD STICKY NOTES

**Proposed Design 1 - Fire hydrants remain with a 6 metre paved Green Street**

Please just get it completed.



**Pros:**

- Green Street will remain cleared of snow throughout the winter to maintain emergency vehicle access;
- Provides a wider paved area for a range of uses (e.g. street hockey); and
- Retain parking in lanes adjacent to Green Streets

**Cons:**

- Requires higher ongoing operational costs due to a higher snow removal priority;
- Requires double addresses and Green Street access redesign;

[illegible]

Small park  
end of  
Keno Way

hazard  
tripping  
access from  
drainage

drainage  
snow storage  
when is it  
going

laneway in  
the middle?

light  
hasn't  
happened  
yet

2 years  
to change fire  
hydrants to  
lanes

water  
valve

6m Roadway  
is basically  
Road

? WHAT IS  
THE PLAN FOR  
SNOW REMOVAL &  
SNOW MGMT?