



Canada Walks Master Class

Case Study

Kelowna and West Kelowna 2009



Transport Canada

Transports Canada

Canada Walks Master Class Case Study

by Canada Walks, in partnership with Walk21

Canada Walks is an initiative of Green Communities Canada

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- ◆ Bronwen Thornton, Walk21, UK
- ◆ Rodney Tolley, Walk21, Honorary Research Fellow, Staffordshire University
- ◆ Jim Walker, Chief Executive Walk England
- ◆ Jacky Kennedy, Canada Walks, Green Communities Canada
- ◆ Jody Rosenblatt Naderi, University of Texas AM, U.S.A.
- ◆ Paul Young, Public Space Workshop, Toronto, Canada
- ◆ Catherine O'Brien, Cape Breton University, Canada
- ◆ Adrian Bell, Applied Information Group, Vancouver, Canada
- ◆ Gordon Price, Program Director, Simon Fraser University Lecture Series

Green Communities Canada recognizes our funding partners:

- ◆ Moving on Sustainable Transportation (MOST), Transport Canada
- ◆ Each city who contributed cash and in-kind to make this project possible

Overview

► Introduction

What is the International Charter for Walking?

The International Charter for Walking was developed by a team of international experts as part of the Walk21 conference series and was formally launched at the 2006 Walk21 conference in Melbourne. Since that time it has been translated into several languages, and communities and individuals around the world have signed the Charter including many from Canada. To view and sign the Charter visit www.walk21.com.

What is Walk21?

Walk21 is an organization that exists to champion the development of healthy, sustainable and efficient communities where people can and do choose to walk. Each year, Walk21 hosts an international conference that brings together visionary and influential planners, practitioners, politicians and advocates to discuss the development of walkable communities. For more information about Walk21, visit www.walk21.com.

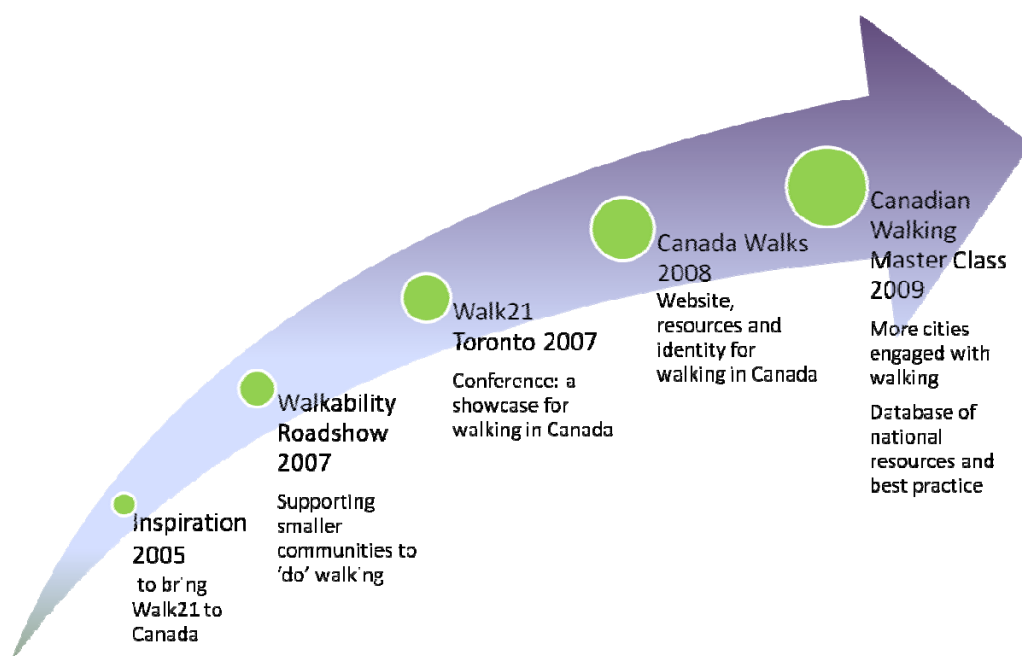
The Canadian Walking Master Class project was initiated to support the implementation of active and sustainable transportation policies and plans in communities across Canada.

Through a step-by-step process that includes inspiring political and senior decision makers, training professionals, engaging the public and providing international expertise and ideas to specific walkability issues and opportunities, the project aims to support local action to deliver enhanced walking environments and enable people to walk more.

The Walking Master Class builds on the success of the Canadian Walkability Roadshow 2007, to bring this proven process to more communities across Canada and enable them to deliver communities where people choose to walk.

Many communities across Canada have conducted Active Transportation (AT) or Sustainable Transportation (ST) workshops and have completed AT/ST community plans. However, often in these communities there are missing links between creating a plan and implementing that plan.

The International Charter for Walking provides both the strategic direction and detailed actions for creating walkable communities around the world. The Master Class uses the International Charter for Walking in a Canadian context to benchmark walking within communities and as the foundation for building more walkable communities through ideas, initiatives, inspiration and action.



Overview

What is Canada Walks?

Canada Walks is an initiative of Green Communities Canada that aims to become *the* national body to go to for information and action about walkable communities and active transportation across Canada. The mission of Canada Walks is to change the current social paradigm so that walkable communities are the cultural and social norm in Canada.

The main goal of Canada Walks is to increase the number of Canadians walking, both for pleasure and for transportation. To achieve this goal, Canada Walks focuses on:

- supporting the creation of more walkable communities, i.e. changing the built environment to make walking a safe and inviting choice;
- and changing Canadians' walking attitudes and habits so that they *choose* to walk.



The Master Class team worked with four Canadian communities:

- ◆ Hamilton, Ontario, with representation from Halton Region, Region of Peel, Region of Waterloo and the Town of Milton
- ◆ Moncton, New Brunswick
- ◆ Kelowna and West Kelowna, British Columbia
- ◆ Whitehorse, Yukon Territory
- ◆ plus an extra workshop in Vancouver, British Columbia.

Whitehorse,
Yukon

Kelowna and
West Kelowna,
British Columbia

Metro Vancouver
British Columbia



Hamilton, Ontario

Moncton,
New Brunswick

The Master Class was supported by local experts and facilitated by Green Communities Canada.

The team were:

- ◆ Jacky Kennedy, Green Communities Canada
- ◆ Bronwen Thornton, Walk21, United Kingdom
- ◆ Rodney Tolley, Walk21, United Kingdom
- ◆ Jody Rosenblatt Naderi, University of Texas AM, U.S.A.
- ◆ Paul Young, Public Space Workshop, Canada
- ◆ Dr. Catherine O'Brien, Cape Breton University, Canada
- ◆ Jim Walker, Walk England, United Kingdom
- ◆ Adrian Bell, Applied Information Group, Canada
- ◆ Gordon Price, Simon Fraser University Lecture Series, Canada

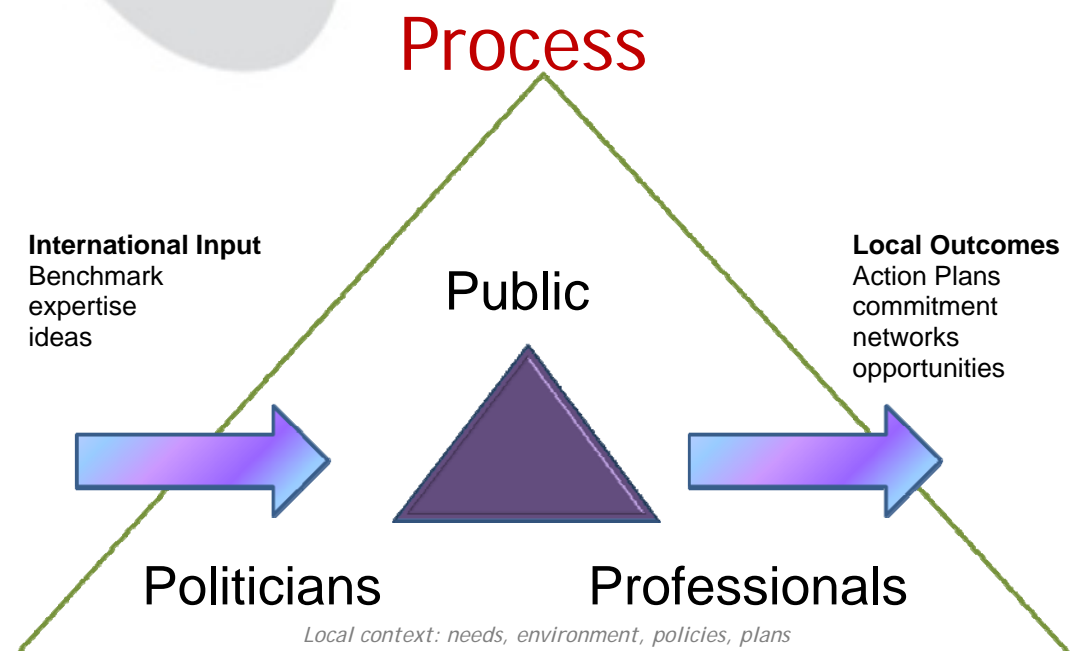
Overview

► Objectives

1. To promote walking as an indicator of sustainable, healthy places and demonstrate the benefits of walkable communities to reducing the impacts of climate change.
2. To encourage and educate transportation professionals, municipal decision-makers, local NGOs and ENGOs, and members of the public to commit and invest in practical actions which build sustainable, liveable places where people choose to walk.
3. To research, publish and share Canadian best practice as part of the continuing process of ensuring the International Charter for Walking is a practical delivery framework for local action.
4. To build and support a national network of skilled professionals across Canada to share and evolve best practice and deliver walkable communities.
5. To showcase the positive outcomes for each city and to follow their progress for one year following completion of the project.

► Outcomes

1. A national political understanding, appreciation and commitment to sustainable, healthy communities where people choose to walk.
2. A national community of connected professionals skilled with the tools and knowledge of how to deliver more Canadian walkable communities.
3. Engaged communities demanding infrastructure and services that give residents the chance to choose to walk as an everyday activity.
4. Projects planned with detailed timelines for completion, including infrastructure upgrades and programs to track the increases in the number of people walking.



Overview

► Program

The project consisted of the following steps:

Questionnaire to benchmark against International Charter for Walking and to identify opportunities and challenges within each Municipality and community



Analysis and Homework to develop Agenda for each community and prepare for the Master Class community visits



Webinar with each community to share issues, ideas and initiatives



Master Class in each community - consisting of three days of activities encompassing the following:

- ◆ Breakfast Presentations to inspire councillors and senior staff
- ◆ Workshops to support and skill professionals
- ◆ Walkabouts to identify opportunities and issues
- ◆ Community Meetings to engage the public
- ◆ Best Practice Notes to share ideas
- ◆ Wrap up Presentations to feedback and motivate senior managers.



The project and results were presented at the Walk21 International Conference on Walking and Liveable Communities in New York City in October 2009 and all Master Class case studies will be published on www.canadawalks.ca.

Case Study: KELOWNA and WEST KELOWNA

Background

► Background

This Master Class was a joint venture with the City of Kelowna and District of West Kelowna, two communities on Lake Okanagan in British Columbia's Okanagan Valley. The District of West Kelowna as a newly formed municipality, is building the foundations of a sustainable future with new transport plans, policies and projects. The City of Kelowna, as a long established jurisdiction, continues to experience substantial population growth and needs to meet the future needs of many new residents, as well as a busy summer tourist season. Kelowna is the largest city in the Okanagan Valley. With a population of 115,000 Kelowna boasts all the amenities of a major city - fine dining, unique shops and a vibrant cultural life - yet orchards and vineyards thrive not far from the downtown core and beaches line the City's lake front.

The community of West Kelowna is located across Okanagan Lake from Kelowna. West Kelowna enjoys all the charms of life in the Okanagan Valley, yet at a quieter, more relaxing pace. It has numerous orchards, wineries, golf courses, and a nearby ski resort. The allure of this area has meant rapid growth and development, in particular within the past decade, straining the resources of local governments who have struggled to manage this growth responsibly while steering the future of these two communities toward sustainability.



Both Kelowna and West Kelowna face challenges as they plan for their futures. Each of these communities have lands within their boundaries that are protected agricultural zones (Agricultural Land Reserve) that break up developed zones, both have experienced sprawled and hillside development which have fragmented the cities and both communities are cut in half by a major provincial highway.

Kelowna, as a previously small town becoming a larger city, Kelowna has recognized a need to plan for defined, dense urban town centers and transit oriented development in order to facilitate active transportation and transit. Kelowna's most recent Official Community Plan addresses this land use issue and guides the future of the Kelowna's transportation network with an increased focus on shifting people to active transportation and transit. Supporting plans are currently in development to further guide the community into a more sustainable future, for example an extensive Active Transportation Plan is currently in development.

West Kelowna faces its own challenges, having only recently become a municipality. West Kelowna's road network consists mostly of rural cross sections and the development that has occurred throughout the district has led to increased sprawl with limited focus on density and town center development. Another unique challenge facing West Kelowna is the need to work in partnership with West Bank First Nations whose lands occupy a large portion of the region effectively splitting the district in two. West Bank First Nations government is quite progressive and has done a great deal to move the area forward attracting businesses and residents to the area. Together these two local governments will shape the future of the region.

Case Study: KELOWNA and WEST KELOWNA

Background

Both communities as well as other neighboring jurisdictions recognize the need to work together in planning transportation networks and transit to strengthen the region as a whole. Kelowna and West Kelowna have roles in the planning of regional transit infrastructure and services as well as regionally significant cycling and walking corridors. .

This case study provides details on the shared workshop sessions as well as the individual site visits and walking audits. This report contains particular notes for each municipality, especially from the site visits, but can also be read as a single piece for the whole area. Many of the issues discussed, particularly land-use planning and allocation of road space are faced on both sides of the lake, due to their shared legacy of vehicle-centric provision.

In addition, the level of service they will both need to provide for pedestrians, to see an increase in walking in their towns, is also consistent on both sides of the lake, as it is for many cities around the world. Thus many of the recommendations in this report are for both municipalities, with some particular notes reflecting the different status of official plans and policies and/or evolution of each municipality's existing infrastructure.

Preparing for the Master Class

► Preparing for the Master Class

In preparation for the Master Class, the two cities were asked to clarify why they became involved and what their hopes and expectations were for participation. The initial web conference was a shared discussion with some particular responses below.

Why do you want to be involved?

To help our elected officials and staff/professionals to gain further respect and appreciation of walking issues and barriers and to get excited about change!
To help us ensure walkability is well understood and will continue to be factored into all future planning with a desire to continually improve
For West Kelowna particularly, as a new jurisdiction, we want to make walking legitimate and relevant as we develop plans and strategies for the future.

How can the Master Class help you?

Getting development/engineering/planning staff and politicians excited/motivated about potential future as fully walkable cities.
By showing that neither programming nor infrastructure alone can initiate the change, we need both.

What do you want to achieve for your community short term/long term?

Short Term: Get people talking and thinking about walkability.
Get people excited about ensuring future planning and zoning factor in walkability.

Long Term: Cities that are walkable/connected, that are very inviting to experience as a pedestrian, where people think to walk first when making a trip to school/work/shopping, etc.

Case Study: KELOWNA and WEST KELOWNA

Master Class Events

► Master Class events in Kelowna and West Kelowna

- ◆ Pre-visit Benchmarking Questionnaire and webinar - with input from both jurisdictions
- ◆ Breakfast Presentation - over 100 attendees including the Mayors of both cities, Councillors, Senior Managers and local citizens.
- ◆ Workshop - 40 professional staff and residents from both Cities
- ◆ Walkabouts and debriefs - In West Kelowna the walkabout started in the town centre area and went down to the waterfront. Participants included the Mayor, district staff and representatives from the regional TDM group.
- ◆ In Kelowna, the walkabouts were in Glenmore in the areas surrounding Glenmore Elementary School, and in Rutland in the area surrounding Rutland Secondary and Middle schools. These walkabouts included participants from various City of Kelowna departments, health authority representatives, the local school district and local residents and parents.
- ◆ Workshops with Schools - Glenmore Elementary School hosted this workshop with participants invited from parents groups, school district #23, Interior Health and local engineering firms.
- ◆ Community Meeting - in attendance were 23 people from various community organizations, local walking and accessibility groups, businesses, seniors and interested citizens from both sides of the lake.
- ◆ Wrap up presentation - to Councillors and Senior Managers from both jurisdictions
- ◆ Best Practice Notes Discussion - with core local team from Kelowna and West Kelowna
- ◆ Presentation at the Mayor's Environmental Awards - by Dr. Rodney Tolley

Expert Team

- ◆ Bronwen Thornton, Development Director Walk21
- ◆ Rodney Tolley, Honourary Research Fellow, Staffordshire University, UK
- ◆ Catherine O'Brien, Cape Breton University, Canada
- ◆ Jacky Kennedy, Director Canada Walks, Green Communities Canada.

Case Study: KELOWNA and WEST KELOWNA

Participants

► Participants

City of Kelowna

- ◆ The Mayor and Councillors
- ◆ Many senior managers and staff from departments within the Municipality:
 - ◇ Infrastructure Planning
 - ◇ Recreation
 - ◇ Transportation Demand Management (TDM)
 - ◇ Long Range Planning · Economic Development
 - ◇ Tourism · Community Development
 - ◇ Community Services School District #23
 - ◇ Parents and students from Glenmore School
 - ◇ Glenmore Residents Association
 - ◇ Kelowna Cycling Coalition
 - ◇ University of British Columbia
 - ◇ Okanagan Learning Exchange
 - ◇ Interior Health Authority
 - ◇ RCMP
 - ◇ Various community groups representing the disabled and seniors
 - ◇ Downtown Kelowna Association (local business association)
 - ◇ Fortis BC
 - ◇ Local residents
 - ◇ Local engineering firms

District of West Kelowna

- ◆ The Mayor and Councillors
- ◆ Departmental representatives including Planning and Recreation Services

Media coverage

- ◆ Astral Media, AM radio interview with Rodney
- ◆ CBC Radio 1, 88.9 FM, All Points West with Dave King - interview with Jacky
- ◆ Westside Weekly; Daily Courier - joined us on our walkabout
- ◆ Shaw Cable TV - at the Glenmore school workshop

Case Study: KELOWNA and WEST KELOWNA

Questionnaire

► Pre-visit Benchmarking Questionnaire and webinar

Highlights from the Questionnaire for Kelowna

The top 3 priorities for increasing walking in Kelowna, identified in the Questionnaire:

1. Improve the quality of the pedestrian environment for all (children, people with strollers, disabled, etc.) and increase pedestrian safety. For example: prioritize pedestrians over vehicles, especially at intersections: e.g. remove the need to activate walk signals with a button. Also stop all traffic flow during pedestrian crossing times wherever feasible. (e.g. town centres).
2. Expand the City's sidewalk network in accordance with the project recommendations outlined within the sidewalk master plan and those that will be recommended with the upcoming Active Transportation Plan. Focus heavily on connectivity so that pedestrian networks effectively connect neighbourhoods and provide efficient routes to services, in particular schools, parks, retail services, work places and transit.
3. Expand the TDM program and Recreation programming to include more walking programs/initiatives (local, provincial and federal initiatives) and work toward the completion of an active transportation master plan (as is currently underway). The City's sidewalk master plan, bicycle network master plan and off-street pathways plans are becoming dated and it is recognized that there is a need to plan these facilities holistically in the future and to continually integrate these modes with transit.

The top 3 barriers to more walking in Kelowna, identified in the Questionnaire:

1. Lack of a seamless, complete sidewalk network in various areas as well as overall geographical size of community (sprawl due to topographical and land use barriers, i.e. lands within the Agricultural Land Reserve that are within the City);
2. Perception of danger-vehicular conflict at intersections/lack of connectivity in particular cited as major barriers to walking by adults as well as parents who may not allow youth to walk or bike to school;
3. Vehicle culture -high car ownership and acceptance, past development allowing urban sprawl with limited densification/mixed use development in outlying areas.

Also, to an extent, topography in outlying hillside communities. Citizens must travel by car to shop/work/school.

Case Study: KELOWNA and WEST KELOWNA

Questionnaire

Highlights from the Questionnaire for West Kelowna:

The top 3 priorities for increasing walking in West Kelowna, identified in the Questionnaire:

1. Creating Healthy Communities
2. Building Pedestrian Linkages
3. Implementing the Climate Action Charter

The top 3 barriers to more walking in West Kelowna, identified in the Questionnaire:

1. Lack of facilities: need more sidewalks, safe routes, linkages and aesthetic value.
2. Weather: can be very hot in summer and sidewalk snow clearing in winter.
3. Sprawl and related car mentality - also lack of localized destinations to walk to.

Case Study: KELOWNA and WEST KELOWNA

Professional
Workshop

► Notes from Participants

The morning commenced with a presentation from Dr. Rodney Tolley giving a global perspective on the imperatives for providing walkable communities and examples from cities and towns around the world. This was followed with questions and discussion of the key issues raised by the presentation. After a short break, Bronwen Thornton gave an outline of the day's activities and introduced the principles of the International Charter for Walking.

The professionals and citizens at the workshop then worked in small groups to brainstorm ideas and opportunities for supporting walking in Kelowna and West Kelowna against the International Charter for Walking. Small groups worked on each of the eight principles of the Charter, and then regrouped against a different principle to review the ideas proposed, expand on them and contribute new ones. Finally, participants selected the 'best' idea to report to the larger group and the group then reviewed this list for what could be done within six months and/or at low cost, and which ideas were for the longer term.



Key Points from participants of both jurisdictions

- 1. Increased Inclusive mobility*
Mapping - ensure the community knows what's there to walk to; where are the pedestrian walkways to get children away from high traffic areas; mapping amenities like public washrooms on trails, downtown, etc.
- 2. Well Designed and Managed Spaces for People*
Quick win: more way-finding and signing re distances in downtown core; provide community specific information in neighbourhoods; in the Glenmore/Rutland areas do pilot projects and see if we can get sponsored signs.
Long term: link climate action emission targets with transportation plans; can get financial credits for this so that's a good incentive.
- 3. Improved Integration of Networks* · Connectivity between existing routes and paths in the east, west, north, south - between the rail trail and Mission Greenway; would provide enhancement to the grid
Quick win: improve mapping and signage to reinforce those networks.
- 4. Supportive Land-use and Spatial Planning*
Consistent policies throughout region - high level down to implementation. Prioritize investments around walk radii - schools, hospitals, town centres; reward density; focus projects where the people are already walking as a starter.

Case Study: KELOWNA and WEST KELOWNA

Professional
Workshop

5. *Reduced Road Danger*

A group did not look specifically at this issue but it came up in discussion in all other areas and will be recognised throughout the rest of the day

The Mayor of Kelowna said the biggest issue people contact her about is traffic calming.

6. *Less Crime and Fear of Crime*

Engage community leaders; through them engage neighbourhood associations, who to call and when to take care of issues; use the Neighbourhood Issue Resolution Committee (NIRC).

Improve lighting - more signage.

7. *More supportive authorities*

Active partnering with RCMP and bylaw officers to support traffic calming measures; enforcing measures in downtown core; not scaring people away so it's not an 'adventure' to walk downtown.

Better control of snow removal on sidewalks; tax incentives program for people to clear their own sidewalks, determine how much it would cost for city to remove snow and reward people. -City responsible for clearing sidewalks - homeowners clear the road!! Calgary!!

8. *Culture of Walking*

Temporary or permanent closure of Bernard Street, between Water to Lawrence - for 30 days of summer, or perhaps even 90 days - between July and August; maybe also at Christmas (12 days of Christmas). Also potential to close Rutland Rd?

Install a 'scrambled intersection' at Ellis and Doyle as a trial; perhaps on Bernard and Water or Pandosy and Klo as well.



Case Study: KELOWNA and WEST KELOWNA

Professional
Workshop

► Key Themes

From the above work, five themes that are consistent with all the principles of the Charter were identified:

- ◆ the need for signage and way finding.
- ◆ managing traffic.
- ◆ supporting pedestrians.
- ◆ reviewing allocation of space to traffic.

The group determined that they wanted to spend the focussed afternoon session on signage and wayfinding and how to address the challenges in the downtown areas of both communities. The need to manage traffic would sit as an underlying issue through the discussion of these two elements.

In the afternoon session, the group heard from Dr. Catherine O'Brien, of Cape Breton University, New Brunswick who spoke on the subject of *sustainable happiness*, the role walking can play in achieving it and the importance of facilitating and encouraging walking to school for children.

Sustainable happiness merges principles from happiness studies and sustainability. It underscores the opportunities for individuals, organizations, and governments to contribute to well-being, sustainably.

Catherine's definition is: sustainable happiness is happiness that contributes to individual, community and/or global well-being and does not exploit other people, the environment or future generations.

The well-being benefits of walking are an example of sustainable happiness. Catherine outlined recent research that links happiness with health and wellness and how central happiness is to wellness and can be an important contributor to primary health care. Thus, providing environments and opportunities for people to walk, to enjoy time spent walking with friends to school, and to incorporate walking into daily routines can lead to happier, healthier communities.

Split into two groups the participants looked at the following questions in relation to 1. Downtowns and 2. Wayfinding:

- ◆ What are the existing opportunities?
- ◆ What are the key issues to be addressed?
- ◆ What are the challenges to be overcome?
- ◆ What resources are required?
- ◆ Who will be involved?

Case Study: KELOWNA and WEST KELOWNA

Professional
Workshop

1. Downtown

Opportunities

Some discussion of what the boundaries of downtown Kelowna are or are perceived to be:

- South of Bernard to the highway - current definition of downtown
- North of highway 97 (Harvey Ave) to Prospera Place Arena
- Does it extend south to Sutherland Ave area, the heritage area?
- Where do people walk from to get to downtown?
- Is it just the commercial area or bigger than this?
- Two urban centres and a number of village centres in Kelowna downtown ? Participants may have been referring to the fact that there are village/town centers elsewhere in the city such as Pandosy Village south of downtown along the lake.
- From Ellis Street at Bernard Avenue walking for 15 minutes - would we reach Gordon Drive? Yes, we'd pass it.
- 15 minutes from the waterfront? Is this a suitable boundary or definition of the downtown area?

Vote: is it 15 minutes from waterfront East? Yes Is the highway the southern most edge of downtown?

- If Gordon is east boundary - would end up in Capri mall area - lots of opportunities, becoming more of a commercial center of it's own
- Like the idea of 15 min walk from corner Ellis/Bernard
- Create more pedestrian oriented environments - trees, merchandising/commercial service offerings, open streets, free shuttle bus between downtown and south Pandosy core; more development - more eyes on street, more downtown ???
- Make pedestrian crossings automatic on busy streets
- Back alleys and laneways needs some work - *Melbourne example - repopulated city centre and used laneways and arcades as wonderful places to stroll - cleaned it all up - use them as an asset*
- Programming - open up Bernard - predictable and regular, people need to know what's going on - events and activities at least throughout the summer
- Convert one way streets to two way streets
- Central green at the corner of Richter/Hwy 97 to reduce visual and pollutant impact of traffic (mixed use development project pushed by the City)
- Bring UBCO or Okanagan College campus downtown to add life

Issues

- How can we work with merchants to create what everyone wants?
- Political will - consistent message from all stakeholders about vision
- Development of public lands - sold and turned into housing - need process for this
- Parking - don't want too much; don't want it to be a priority but you want them to know where it is, so people do come downtown. peripheral parking stations, along highway?
- Regulations - vendors - ensure bylaw officers don't ask merchants to move on
- Industrial north end - truck route - can we re-route them? Don't want to scare out employers in north end.
- Dead zones and crime in certain areas

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Professional
Workshop

Resources

- We have good Political support
- Communications strategy to tell population about benefits Funding required - can be through new development charges
- Revisit downtown plans and have as a living document
- Ensure walkable, lively streets are priority in downtown development

Who

- Core residents
- School District 23
- Commercial, business and property owners
- City of Kelowna
- Bicycle coalition
- Access/mobility advisory groups
- Downtown Business Association

Comments from Master Class team:

Catherine: not too much about children and youth or the university's involvement. We need to ensure we engage everyone in the discussion

Rodney: you will need to gather data - who is going downtown, how do they arrive, need a data collection exercise to give you the right kind of evidence; firm data base to refute myths from shopkeepers that will come up; need solid evidence to resist the arguments that improving public space at the expense of parking will hurt their business or that people won't come. Data and surveys from elsewhere show increased consumer spend with improved public space.



2. Wayfinding

Opportunities

- Identify consistently - create local identities for downtown, Rutland, Glenmore, the Mission, Abbott Street, Downtown as has been done within the Cultural District.- has themed wayfinding and information signage.
- Mission Creek Greenway - signs shows kms but doesn't say where you can get to, nothing about the terrain, needs improving, waterfront simple signage - walking/biking
- Review existing signage - establish best practice from international expertise - create a checklist for developing signs and wayfinding systems to enable consistent applications of maps online, finger posts, etc. Imbed these within area planning processes, parks planning and transportation network planning.

Case Study: KELOWNA and WEST KELOWNA

Professional Workshop

- Built environment - work with children, schools and PACs to improve school areas. They know their areas best.
- Let's put kiosks in high pedestrian traffic areas; cross promotion between centres (for example, promote walking for Padosy Village in downtown info kiosks); walk locally first to identify local centres

Issues:

- Budget. Lack of sufficient, dependable long term funding for initiatives.
- Connecting routes, facilities, schools, shops - Ensuring creation of an entire walkable area and budgeting for annual infills or network connection deficiencies.
- Need to decrease car traffic to improve safety and the overall walking experience city wide.
- Changing elements on SRTS - trees, sidewalks, boulevards, creating buffer zone so families feel safer; sidewalks exist but many are monolithic.
- When redoing road for reconstruction providing trees and grass boulevards is not as expensive as people imagine, especially for the benefit gained.
- Engineers having existing plans but need to change them to be more walking friendly.
- Traffic calming can be achieved simply by narrowing street corridors.- change policies - bring to Council.
- Comments from staff re OCP: want to ensure ideas/comments get considered and are not watered down.
- Adopt the International Charter for Walking and the Child and Youth Friendly Land Use and Transportation Planning Guidelines for children. These can be found at www.walk21.com and http://www.phac-aspc.gc.ca/seniors-aines/publications/public/healthy-sante/age_friendly_rural/planning-eng.php

Who will be involved:

- Chamber of Commerce
- URBA, DKA, RDCO West Kelowna, Lake Country, Peachland
- Seniors, children, schools, PAS, COPA
- Neighborhood associations
- Developers - need sustainability checklists
- The Mayor and Council · Ministry of Transportation and Infrastructure
- Interior Health Authority

Case Study: KELOWNA and WEST KELOWNA

Community Workshop

The workshop, held at the downtown Kelowna Senior's Center commenced with presentations about the Master Class, the International Charter for Walking, sustainable happiness and what is currently underway locally.

The group were then asked to brainstorm against two questions:

1. Imagining: In 18 months - 2 years time, what changes have occurred to improve/increase walking in Kelowna and West Kelowna?
2. What role did you play? Identify some actions that helped make it happen?

The key themes to emerge for Question 1 about what changes took place:

- Equal money is spent on alternative transportation - the same as they spend on roads.
- A walkable strategic plan in place to link all the disconnects, trails and sidewalks in all areas of the city, Agricultural Land Reserve (ALR) and Regional District of the Central Okanagan (RDCO)
- Have more walking and bike trails next to major streets (separated from cars, like Abbott) that are inviting and safe and connect shopping, houses and work all over the city
- Develop a shoreline walkway along perimeter of lake
- Pedestrian focus based on European cities - pedestrians first on Bernard - space for cafes, boutiques. Leave the car at home or park 20 minutes away and walk, if you want people to still drive on those roads then allocate times
- More trees, benches, landscaping along pathways to make it more pleasant to walk.

The key themes to emerge for Question 2 about how these ideas happened are:

- Provincial and federal funding
- Developers fund infrastructure and allocate 20% of land to parks and pathways
- Neighborhood education program and events
- Take what other countries have done and what works and use it to educate and inform families, schools, etc.
- Political and public will.
- Create awareness for small businesses - they are the ones who will need to be convinced - they need to support pedestrian first approach - people in cars don't spend money but people who are walking do.
- Ensure new developments - new roadways have trees, benches, and landscaping along walkways.
- Encouraging mixes of uses (residents, commercial, institutional) through OCP.

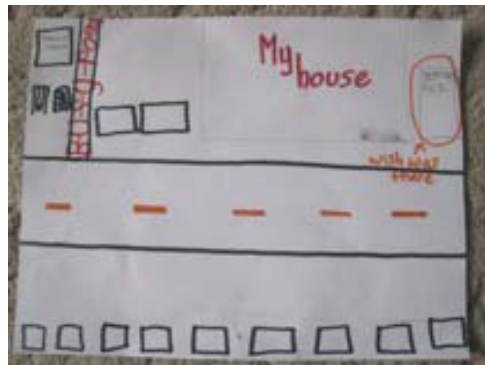


Case Study: KELOWNA and WEST KELOWNA

Community Workshop

Glenmore School Workshop

Catherine O'Brien met with grade 4 students to discuss their journeys to school. The students created maps of their routes to school, emphasising their mode of travel. Some of the students presented their travel to school stories at the workshop held later in the day.



Approximately 45 people attended the workshop at Glenmore School, including:

- Parents and students from Glenmore School
- Glenmore Residents Association
- Kelowna Cycling Coalition
- University of British Columbia Okanagan Learning Exchange
- RCMP
- Kelowna City Parks Department
- Kelowna and West Kelowna staff

A presentation was provided by Glenmore parents on their work to date on the Cool Ways to School initiative as well as a presentation on the Glenmore Footprint Days (a week long evening walking program adapted from Holland that students and families participated in). Shaw Cable filmed the workshop and interviewed some of the participants.

Plans are underway to work with nursing students of University of British Columbia Okanagan Learning Exchange to develop a Trailblazerz program for Glenmore. Trailblazerz is a student-led Walking School Bus, based on a similar initiative from Waterloo, Ontario.

Meetings are scheduled with City staff to review infrastructure changes identified through the Cool Ways to School process. Since the Master Class took place Glenmore parents presented the Cool Ways project to the Glenmore Valley Community Association where they conducted a survey - 14 surveys were completed.

Case Study: KELOWNA and WEST KELOWNA

Walkabout
Kelowna

► Walkabouts

Notes from Experts

The walkabouts were the opportunity for the team to walk around selected streets in the city and discuss site specific issues, ideas and projects, for locals to 'see' the streets from an outsider's informed perspective and for the outsiders to experience walking in Kelowna and West Kelowna directly.

The team spent time in West Kelowna, walking around the central shops and down to the Waterfront. In Kelowna, the team went out to Glenmore, around Glenmore Elementary School and Rutland, around Rutland Secondary and Middle schools. The following notes relate to specific issues raised in each city at particular locations during the walkabouts. However, the findings from these sites apply not only to both cities but to many other places around each city as well.



Walkabout in Kelowna

The extraordinary commitment and work undertaken by the local PAC group from Glenmore Elementary School to not only request, but document, prioritise and cost works for improving walking and cycling facilities in their neighbourhood is exceptional in any city and warrants a high level of attention from the city council. This level of willingness to get involved is any authorities' "dream" when it comes to engaging the community on this issue and Kelowna should be using this as an exemplar neighborhood for walking facilities. It has recently been reported that this exceptional work is being used to create a tool kit, framework and funding model to bring this to other areas of the city.



Case Study: KELOWNA and WEST KELOWNA

Walkabout Kelowna

Kelowna's current vehicle-centric, highway-centred mode of providing roadspace is carving up Glenmore faster than these ideas for preserving its walkability can be documented. Where does a sustainable transport plan start if not at people's front doors and with access to their local services? Although standard sidewalks are included as a component in road projects, the sheer scale of the corridor and increased traffic volumes deter people from walking.

Crossing big, busy roads is not what parents are willing to let their children do alone. Plans to widen the road will fail to deliver the bare minimum for walking (and cycling), yet alone an equal (or higher) level of service for these sustainable modes. The main link between Glenmore and the Bankhead area, Parkinson Recreation Center, and the Rails with Trails Phase 1 pathway, High Road, provides no proper cycling facilities and minimal, almost hazardous walking facilities. This intersection fails to provide a safe and comfortable crossing, let alone a key link in a network of bike and walking routes. It is key points like this that deter people from choosing to walk or cycle, as they cannot readily or easily understand how to navigate this intersection safely. And if they are wanting to bring children with them to the park, they will be even less inclined to try.



This crossing is particularly challenging as, not only are vehicles approaching on a high speed slip lane, but the drivers are looking away from where these people are waiting to cross. Everyone we observed waited until there was an almost complete lack of traffic before venturing to cross the road. Every time this woman wants to access her local park with her son and baby she has to take unacceptable risks to cross the road. People walking and cycling should be rewarded with safe crossing points.

Case Study: KELOWNA and WEST KELOWNA

Walkabout
Kelowna



When the investment in roads is as expansive and expensive as the above, it is disappointing that the investment in sidewalks, through this residential area, is not only minimal but also compromised by lightpoles and signposts. Why not build a boulevard with trees, cycle lanes and walkways, more akin to Abbott Street than Highway 97? Vehicle traffic can still flow through the area, but cycling and walking are given a chance as well. There is no technical reason why facilities such as these cannot co-exist with busier roads, in fact, busier roads warrant facilities like this to mitigate the impact of vehicle traffic.

This level of provision could be the standard for Kelowna and West Kelowna! It needs to be seen as standard provision, rather than a selective recreational one.



Facilities like this are one step closer to proper provision, but still compromise both the pedestrian and cycling facilities. On such a major road, to truly attract cycling, a buffer zone to physically separate the cycle lane from the traffic and planting to make it all more attractive, is essential. The budget for planting down the middle of the road, could have stretched to the sides, for much greater benefit to the user. The woman in this picture walked her whole journey pressed hard against the right hand side of the sidewalk, as far from the traffic as she could.

Local traffic does respond to management techniques as this speed sign near a school clearly demonstrated to the team. Traffic was obviously moving more slowly and carefully through the school zone during the required times.



Case Study: KELOWNA and WEST KELOWNA

Walkabout West Kelowna

Walkabout in West Kelowna

While sidewalks in the centre of West Kelowna provide a minimum level of service for people to move along the street, they do not tempt people out of their cars, invite them to linger, or spend time enjoying the shops. This centre is simply a thoroughfare for both vehicles and people. The identity of this area needs a 'sense of place', traffic needs to be two-way and the people space to be attractive, for example with seating and trees.



Despite a lack of pedestrian facilities in many parts of West Kelowna, people are still choosing to walk, albeit on the shoulder of the road. This is not a particularly safe or comfortable option. It does indicate demand which the Council can meet with some quality pedestrian facilities.

A sidewalk does not automatically an attractive walking environment make! Especially around schools, sidewalks should not be hard against the curb, but set back with a buffer zone of trees and grass, creating a safer, more comfortable place to walk, especially for children.



It is encouraging to see that where new developments are being built there are good walking facilities being installed. These new facilities need to be well linked in to the broader community and destinations such as the waterfront or centre of town to attract people to use them. If the pieces don't join up, then people won't begin the journey on foot in the first place.

Local shopping centres are ideal locations to focus opportunities to encourage people to walk. They are generally within walking distance of local neighbourhoods, they can support a sense of community by providing places for people to spend time and 'bump into' each other, they can be the centre of local neighbourhood walking maps and they are the businesses that might sponsor local walking events.



Case Study: KELOWNA and WEST KELOWNA

Walkabout West Kelowna

But access to these centres for people on foot needs to be carefully designed and given equal priority to vehicle traffic, instead of assuming people will walk up the drive if at all! People may never imagine it's possible to walk to these shops if they don't see good pedestrian access into them (like to Perc's as in this image). A good entrance needs to flow into a wide, comfortable walkway around the shops, that does not have vehicle fronts or backs overhanging the path. In particular locations the path can bump out even wider, to enable chairs and planting so that people can pause and spend time in their local centre.



The walkway along the waterfront in West Kelowna is a low key, beautiful place to wander. The closeness of the traffic is mitigated by the lake and with places to rest along the way, it makes a perfect afternoon's walk. Building a direct pedestrian link between the lakefront and the town is imperative for encouraging people to venture down here without their cars. It would be superb if there was an opportunity to divert the volume of motor traffic from the road here, so that only slow, localised traffic was carried.

It is essential that all facilities of this nature are fully accessible for people in wheelchairs or with other mobility needs. Surface treatments, small bridges, and signage, all help to ensure that all users can enjoy the waterfront. Even the beaches can be more accessible with wooden ramping, such as this image from Barcelona, to enable people in wheelchairs, or mums with prams, to venture closer to the water's edge.



Wrap up and Next Steps

On the last morning the Master Class team met with managers and staff from the councils of Kelowna and West Kelowna and local citizens to present their findings and ideas from the range of walkabouts and workshops held over the preceding days. This group discussed the critical issues for the two cities and where the next steps for change might be taken.

Case Study: KELOWNA and WEST KELOWNA

Key Findings and
Recommendations
City of Kelowna

► Key Findings and Recommendations for Kelowna

Kelowna is a city blessed with the natural beauty of Lake Okanagan, the surrounding hills and a mild climate. It is also a boomtown with the population expected to continue growing substantially in the years ahead. The city is already working to make its future a sustainable, active one and this work must continue. But it will only succeed if the nexus between population growth and traffic growth is broken. Unrestrained traffic growth will destroy the dream which attracts people to Kelowna in the first place.

The City of Kelowna is built on a road network that is generous in both space, speed and capacity for motor vehicle traffic. New roads are still engineered to highway standards with local roads being treated as feeder streets, through traffic is being prioritised over local movement and vehicle access is still the design norm.

The beginnings of a community that is enabled to walk are also there and we found momentum within the council and the community to move forward in big bold steps. It is time for serious, sustained investment in transit, connected to walking and cycling routes which are protected from car traffic. It is time to grow health in the community through walkability, to make walking the priority for staff and to work with the willing in the community to guarantee Kelowna's quality of life.

A major paradigm shift is required, not just adjustments at the margins, but a commitment to centre all decisions on people. Keeping Kelowna beautiful, creating a vibrant city for the future that isn't diminished by traffic will require an uncompromising position to prioritize people and good public realm.

There are many aspects of the City of Kelowna that provide genuine opportunities for making change:

- The grid layout of the downtown provides an existing legible and connected network for building walking opportunities into and reducing the impact of traffic on those streets.
- The extensive amount of road space, which can potentially be reallocated for a greater mix of uses and rebalanced for a safer, more attractive streetscape without substantially compromising movement of motor traffic.
- The space within big box developments and surrounding streets can provide attractive and safe pedestrian access to encourage people to walk to their local shops.
- There are numerous neighbourhood centres and distinctive town centres that provide the nucleus for building local walkable communities, prioritising streetworks, promotional activities and interventions.
- The impressive work along the lakefront, Abbott Street and by the community in Glenmore sets a high standard of facility or process that can be translated to other areas. The energy and enthusiasm in the community and city staff for walking requires support and the appropriate allocation of resources, personnel and priorities to help them deliver more walking
- Good transit services can support mode shift for longer distance trips and more local walking trips. Transit won't solve everything and will in fact solve nothing if it is not supported by good walking environments, so it is imperative to ensure quality access from people's front doors.

Case Study: KELOWNA and WEST KELOWNA

Key Findings and Recommendations City of Kelowna

The responses in the questionnaires and the observations of the visiting expert team were consolidated into this descriptive graph against the 8 principles of the International Charter for Walking. The graph provide a qualitative snapshot to highlight where achievements have already been realised and where there is work to do in Kelowna.

City of Kelowna Benchmark against the International Charter for Walking



► Key Findings and Recommendations for West Kelowna

West Kelowna is a community newly formed and seeking to define and design its future. Some trails and walking programs are already available, but with new policies and plans to be developed for the community, there is so much potential to be realised here, it is a very exciting time. Now is the time to draw on international best practice and the learning curves of others to ensure the right framework to design and deliver more walking for West Kelowna is written into all plans, policies and procedures.

The existing transport infrastructure, like Kelowna and so much of Canada, is almost entirely premised on motor vehicle movement only. It will be a challenge to realise more walking in West Kelowna, so every aspect from the big picture vision right down to design details must be working to meet this challenge. West Kelowna, having been mostly rural in the past, has a road network designed on rural standards/cross sections. Prior to incorporation most district roads were under the jurisdiction of the ministry of transportation and were maintained to minimum standards. West Kelowna is now working toward going from rural to urban standards on many corridors as the community grows and increases in population.

Some key elements of a walking framework for West Kelowna will be:

1. Making walking the priority in all transportation master plans, policies and standards. Adopting a road user hierarchy that puts pedestrians at the top of the list can be an effective means of communicating this expectation with staff, the public and developers.
2. Establishing clear guidelines and standards for providing high quality walking infrastructure on all road projects both new and retrofitted.
3. Collecting quantitative and qualitative data about walking to inform investment decisions and guide projects to deliver success.
4. Building a relationship with the community so that the voice of people who want to walk is not drowned out by the roar of the motor lobby.

In addition, West Kelowna will need to realise existing opportunities:

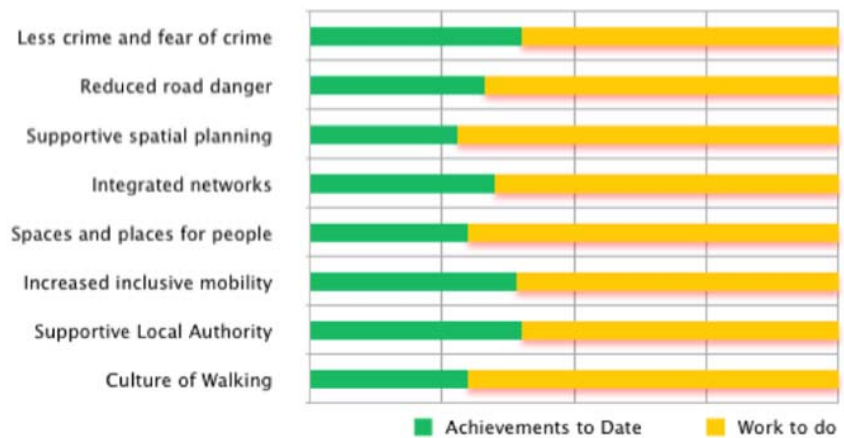
- The extensive amount of road space, which can potentially be reallocated for a greater mix of uses and rebalanced for a safer, more attractive streetscape without substantially compromising movement of motor traffic.
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- Good transit services can support mode shift for longer distance trips and more local walking trips. Transit won't solve everything and will in fact solve nothing if it is not supported by good walking environments, so it is imperative to ensure quality access from people's front doors.

Case Study: KELOWNA and WEST KELOWNA

Key Findings and Recommendations West Kelowna

The responses in the questionnaires and the observations of the visiting expert team were consolidated into this descriptive graph against the 8 principles of the International Charter for Walking. The graph provide a qualitative snapshot to highlight where achievements have already been realised and where there is work to do in West Kelowna.

District of West Kelowna Benchmark against the International Charter for Walking



Recommendations
against
The International
Charter for Walking

► Recommendations against The International Charter for Walking

As is illustrated in the above graphs and as was immediately apparent when visiting Kelowna and West Kelowna, the key factors affecting walking in the city is the allocation of space to vehicles and thus the dominance of motor vehicle traffic. This dominance has created a public realm that is unappealing to walk in and in many areas actually fails to provide freedom of movement for everyone in the city, particularly the young, the elderly and the disabled.

While there is work to be done within all the principles of the Charter, adopting as a priority the intent to increase mobility for everyone and provide nice places to spend time in the public realm will begin to address the most pressing needs.

On the following pages are key findings and recommendations mapped against the 8 principles of the International Charter for Walking which provide an overview of the type of works that the City of Kelowna and District of West Kelowna can undertake to start building more walkable communities and ensuring the viability and liveability of their communities for generations to come. Most of the recommendations apply to both jurisdictions, but some will be specific to either Kelowna or West Kelowna, based on the particular issues and ideas raised during workshops or walkabouts.

For West Kelowna, many of these recommendations should be written into their new policies and plans as well as part of a program for retrofitting existing environments.

For Kelowna, these recommendations should inform reviews of their policies and plans as well as current projects and infrastructure programs.

Case Study: KELOWNA and WEST KELOWNA

Recommendations
against
The International
Charter for Walking

1. Increased inclusive mobility

People in communities have the right to accessible streets, squares, buildings and public transport systems regardless of their age, ability, gender, income level, language, ethnic, cultural or religious background, strengthening the freedom and autonomy of all people, and contributing to social inclusion, solidarity and democracy.

Key Findings

The independent mobility of children, young adults, people with a disability and seniors is currently compromised by the dominance of motor vehicle priority in both Cities. The allocation of space to motor vehicles, distances to destinations, vehicle speeds, insufficient safe crossing points and the impact of noise and air pollution on comfortable and attractive walking opportunities all deter these groups from choosing to walk or being allowed to walk.



All the recommendations outlined in this report, which will build a more walkable community for the people of Kelowna and West Kelowna, must be premised on ensuring access to local communities for everyone, especially groups with particular needs. An accessible walking environment (linked with public transit) is key to enabling everyone, but especially those who do not have their own vehicle, to enjoy their local shops, schools and services. It can also liberate parents from being the family taxi 24 hours a day (which is a major cause of Kelowna peak traffic congestion) and provides them with positive opportunities to teach their children street skills and road safety to enable them to travel independently on foot.

Being able to walk on a daily basis to local shops and services, can provide the necessary physical activity (low impact but weight bearing) for older people to sustain good health and strong bodies as they age (reducing the burden on the health care system). It can reduce reliance on either group/community transport vehicles or expensive taxis to get about and sustain good mental health. Linking to transit for longer journeys is essential to support older people to stay engaged with their city, their community and each other.

Recommendations

- 1.1 Identify priority areas to develop walking opportunities or improve existing facilities, such as where more seniors or people with a disability live, around schools, youth facilities and local centres and along key routes into and around downtown or to public buildings. Map demographics against crash statistics and local services to target these areas. For example, extend crossing times at lights outside a seniors' residential home.
- 1.2 Continue implementing current systems for supporting people with a disability, ensure all road crossings provide wheeled access (curb cuts) and identify new opportunities for enhancing access for people with a disability, such as beach

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access for wheelchairs. Support for people with a visual impairment also needs to be provided in both new developments/streetworks and retrofitted in priority areas. For example, tactile and high contrast guides on pavements.

- 1.3 Best routes to schools, enhanced public transit stops and services, priority access for walking in local centres, seating, mapping and information, are all actions that will specifically support inclusive mobility for the most marginalised as well as the most able. These are discussed more fully on the following pages.
- 1.4 Ensure all policies, plans and projects, including the OCPs, downtown development guidelines and the Active Transportation Plans, have inclusive mobility as one of the defining principles and that the priority of this is clearly communicated to builders and contractors and inspected during construction for compliance and quality implementation.

Information about child and youth friendly planning can be found in the *Child and Youth Friendly Land Use and Transport Planning Guidelines* for British Columbia at www.kidsonthemove.ca Information about age-friendly planning is available at http://www.phac-aspc.gc.ca/seniors-aines/publications/public/healthy-sante/age_friendly_rural/planning-eng.php



Case Study: KELOWNA and WEST KELOWNA

Recommendations
against
The International
Charter for Walking

2. Well designed and managed spaces and places for people

Communities have the right to live in a healthy, convenient and attractive environment tailored to their needs, and to freely enjoy the amenities of public areas in comfort and safety away from intrusive noise and pollution.

Key Findings

Where work has been undertaken with a focus on walking (and cycling), such as the lakefront areas of Kelowna and West Kelowna, the results are fantastic public space, creating high quality opportunities to enjoy both the waterfront and a lovely walk/ride.

In addition, certain streets and neighbourhoods have benefited from changes that reduce the impact of motor vehicle traffic and provide a more comfortable walking (and cycling) experience, for example Abbott Street and Kelowna's Cultural District. Unfortunately, this quality of facility exists only in small pockets throughout the region, while the opportunities to provide them and to connect them to each other, are much more numerous. Connecting these existing facilities and working toward a seamless network should be a top priority.



Having already created these quality public spaces for people to enjoy on foot (or bike) Kelowna has proven it can be done. It just needs to be done as standard not only in special high profile areas. A few new mixed-use developments also demonstrate the potential for new ways of building for the future. But creating good public space around these mixed use developments still needs to be a priority. The building alone is not enough, how it meets the street and creates space is a critical element in ensuring walkability. Ensure lively street frontages in new developments with retail space at ground level and residential above.

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Recommendations
against
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Charter for Walking

Where big box developments already exist and continue to be the dominant land-use planning model, it is imperative that facilities are not only designed with walking access in mind but that existing sites are retrofitted with clear, direct and safe walking access, through the desert of car parking, good signage and links between businesses, so that, *at least*, local people can choose to walk there.

Historically, sidewalks have not been provided in local streets and this presents an opportunity to create quiet shared zone streets where people and vehicles share the roadway, potentially children can (and already do) play and the street is a neighbourly/ common space. This already happens organically in parts of the city. The city can support these informal 'home zones' by allowing residents to install barriers and warning signs to approaching traffic or by providing signs and promoting the concept to the community.

Recommendations

- 2.1 Publish a public realm strategy (currently working on the Bernard Ave (main street) and Ellis Street Streetscaping plans) for the whole of downtown that complements the proposed new development and ensures it is *all* making a positive and cohesive contribution to public space, and thus the vibrancy of the city. Commit to a high quality urban experience that defines downtown Kelowna and does so *throughout* the immediate street network and links into surrounding suburbs. Ensure the off-street spaces that are created are connected by beautiful on-street spaces and that there is a continuity of experience for people walking.

Widen sidewalks, plant street trees, make all streets two ways or contain space on one way streets to manage traffic speeds and impacts, design and manage on-street parking and loading zones to minimise their impact on the quality of the space. Provide benches and places for people to enjoy the quality of downtown and for cafes and restaurants to spill out into. It is essential to narrow road space to achieve this - the visual impact alone detracts from the quality of the space, squeezing people into the edges and confirming vehicle dominance of the space.

- 2.2 Identify local neighbourhood centres and prioritise pedestrian access and amenities in these areas, including clear access points into and around the centres, seating, local information boards, comfortable crossing times at traffic lights, good lighting for pedestrians, not just vehicles and space (1.8m minimum width) for strollers, wheelchairs and other mobility devices. Create a sense that vehicles are perched around the edges of a place for people rather than people are squeezed into the remnants of vehicle space.
- 2.3 Recognise the need to retrofit big box developments and make them more inviting and accessible for pedestrians so at least the people living or working closest can choose to walk - good crossing points at the road, clear walking routes through the parking lots and direct to the door, connections between big boxes and shops and over the longer term develop plans for strategic infilling of parking lots with residential and commercial uses.

Case Study: KELOWNA and WEST KELOWNA

Recommendations
against
The International
Charter for Walking

- 2.4 Identify 15 minute walking zones around all centres and prioritize these areas for pedestrian access. Reduce the barrier effect of major roads and highways by providing clear, safe, comfortable priority crossing points. Walk21 always advocates pedestrians are provided for at street level, but recognises in a few circumstances, it can be necessary or preferable to provide subways, (such as on the lakefront under Highway 97). These must be generous, not minimal, comfortably wide, high and well lit with good sightlines through to the other side and fully accessible, i.e. ramps not steps. This subway maintains the level of service for pedestrians to continue their journey along the water's edge, but is too narrow to be a completely comfortable access way.
- 2.5 Support the shared use of road space in local streets without sidewalks by enabling local residents to develop local area plans to install signs and barriers to slow vehicle traffic and create space for children to play and neighbours to meet. Promote the concept to communities across the city and develop a tool kit for neighborhoods to develop these plans as part of council's support for more walking, (as is being done within the AT Plan).



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Recommendations
against
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Charter for Walking

3. Improved integration of networks

Communities have the right to a network of connected, direct and easy to follow walking routes which are safe, comfortable, attractive and well maintained, linking their homes, shops, schools, parks, public transport interchanges, green spaces and other important destinations.

Key Findings

Kelowna has been building some very attractive walking (and cycling) facilities, for example the Abbott Street Recreation Corridor and the Rails with Trails multi-use corridor. These pieces of pleasant walking environments and streets in Kelowna are unfortunately isolated experiences, not only cut off from each other but also from where many people live. The waterfront in West Kelowna is similarly attractive but cut off from people's homes.

Failing to properly connect these facilities into their catchments, i.e. where people live, undermines the success of the infrastructure before it can even be measured. The best facility in the city won't attract people to use it if they cannot get there safely and comfortably. Where walking (and cycling) routes intersect with major roads (and highways) extra care and attention must be paid to provide clear, direct and safe opportunities to cross.

Kelowna has a consistent provision of sidewalks along the majority of main streets and roads. The quantity of sidewalks is impressive and does provide a connected network for walking. However, the presence of high speed, high volume traffic on many of these roads, lack of sufficient crossing points and lack of amenity along the edges, detracts from the quality of this provision, its comfort, convenience, and attractiveness.

West Kelowna appears to have less sidewalks than Kelowna but many people were observed walking along the unfinished road edges. Providing sidewalks is key to inviting people to walk, but they must provide an attractive option, not just be a minimal strip of concrete against the curb.

There is a need to provide different sidewalk widths and placements for different road classifications, i.e. wider sidewalks on major collectors that are not monolithic, or right against the roadway. A buffer zone between the sidewalk and the roadway with grass and/or trees makes a substantial improvement for pedestrians. Narrow sidewalks close to busy roads are not desirable to walk along. They are noisy, have poor air quality and are perceived as unsafe.

An efficient and effective transit system can only succeed if it is well linked into its catchment areas with good quality walking facilities and provides high quality stops and stations. Reward people for choosing transit with wide sidewalks, somewhere to sit, shelter, good lighting and information about the service and the local area. This central bus station in Kelowna is a good start for quality provision, but needs to be well linked into the downtown with priority walking routes and good signages.

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Recommendations
against
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Recommendations

- 3.1 Identify a comprehensive network of walking routes which are safe, comfortable and attractive, and that provide access to both local services, city attractions and public transit, as well as longer distance links. Prioritize this network for providing signage/wayfinding, infrastructure improvements, traffic reduction, road space reallocation and other amenities to support walking such as benches, trees, bins and high quality lighting. For Kelowna, extend the work identified within the Sidewalk Master Plan and upcoming Active Transportation Plan. For West Kelowna, ensure the network is a priority within all transport and official community plans and parks and recreation plans for the district.
- 3.2 Ensure all new developments in the downtown and throughout Kelowna and West Kelowna maintain or provide connected, high quality walking facilities, especially at intersections and road crossings.
- 3.3 Link in existing trails and paths, such as the Mission Creek Greenway with local attractions and other longer distance walking routes.
- 3.4 Identify best routes to schools through travel planning with schools and prioritise these for comprehensive improvements. Green Communities Canada is expanding the School Travel Planning project within British Columbia so there is room for Kelowna to get on board to start a pilot project in the 2010/2011 school year.
- 3.5 Identify and develop 'best routes' to transit stops and hubs within the commuter catchment to encourage people to walk. Ensure bus and transit stops are high quality, attractive, useful places for people to wait for their bus, find out information about the timetable and the local area, i.e. walking distances/times to destinations.



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Recommendations
against
The International
Charter for Walking

4. Supportive land-use and spatial planning

Communities have the right to expect land-use and spatial planning policies which allow them to walk to the majority of everyday services and facilities, maximising the opportunities for walking, reducing car-dependency and contributing to community life.

Key Findings

The City of Kelowna and District of West Kelowna have very prescribed capacities for planning land-use and development, due to commitments to agricultural lands, first nations lands, natural landforms and development control. This prescription is an asset for the city and will preserve what makes the area an attractive place to live. This prescription underpins the imperative to start providing a city that maximises land-usage and creates a city that is highly liveable, walkable and desirable. Kelowna and West Kelowna cannot afford to waste space, either with inefficient road networks, car park deserts or single use developments. It is imperative that all future developments are built with the people as the design standard and priority mode of transport not vehicles and that existing developments are reviewed for opportunities to retrofit quality walking opportunities and facilities, so that people are given the choice and freedom to walk - from their front door.

Transport planning needs to be premised on a traffic restraint model rather than a traditional predict and provide model. Future growth does not need to be premised on continual traffic growth. It is also imperative to relinquish the perception that new communities need high volume high speed traffic corridors, corridors which often sacrifice the quality and safety of existing communities.

Kelowna already recognises that managing growth in the area will be essential to ensure the reasons people come to Kelowna are not destroyed, i.e. the hills, the lakes and the climate. It is also a city with strong local nodes and neighbourhoods around which to orient walking infrastructure and provide public transit links. While the grid network is a strong foundation for more walkable neighbourhoods, the current distances in the sprawled suburban areas work against encouraging people to walk. However, in the examples of suburban sprawl we visited, there were people choosing to walk, young teenagers, older people, children and parents.

Recommendations

- 4.1 Review planning policies and guidelines to ensure walking is given (at least) equal priority with other modes and higher priority in residential neighbourhoods, local shopping streets and around schools for all new developments.
- 4.2 Identify opportunities to reduce sprawl by continuing to build mixed use developments into existing street networks, consolidating housing around town centres and ensuring street layouts that are continuous and connected to enable people to choose the shortest, most comfortable route to local centres.
- 4.3 Mitigate the impacts of existing sprawl by ensuring sidewalks along all residential streets, safe crossing points and priority for children walking to

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school. Create mid-block crossing opportunities with at least access points and refuge islands between traffic light controlled intersections to provide direct access to centres.

- 4.4 Insist on proper pedestrian access to big box developments such as wide (space), continuous (no changes in level) and safe (clear crossing points) pedestrian walkways into and between (along) separate businesses. Ensure the pedestrian phasing on traffic controlled intersections leading into these developments provide sufficient safe crossing time and that a full pedestrian phase is provided on each change of the light.
- 4.5 Provide space for people to create and enjoy their community within the existing streetscape by providing pockets of public space, bulb-outs, temporary podiums in parking spaces and the opportunity to close streets to motor vehicles and open them to people on foot on specific days of the summer.

5. Reduced road danger

Communities have the right for their streets to be designed to prevent accidents and to be enjoyable, safe and convenient for people walking - especially children, the elderly and people with limited abilities

Key Findings

The volume, speed, noise and size of motor vehicle traffic throughout Kelowna and West Kelowna creates roaring rivers of vehicles that are dangerous to cross, drown out the needs of non-motorised modes and allow for only a few quiet eddies and sidestreams for people to walk, cycle or enjoy public space.

It is imperative that the danger presented by the high volume and speed of motor traffic is mitigated with safer sidewalks, regular crossing points and traffic management measures.

On major roads, particularly with shops and services on both sides, the distances between intersections and thus safe crossing points are much greater than an appropriate level of service for people walking. Having to divert so far from your direction of travel will often deter people, especially older and less able walkers from believing walking to be a viable means of travel. Frequent and safe crossing points, especially where walking routes or priority streets meet busy streets are essential to reduce the barrier created by the road or highway.

Permitting right turns on red lights for vehicle traffic fundamentally undermines a person's comfort and safety when they are crossing the street. Not only newcomers like the Master Class team, but many locals were observed in near misses with vehicles turning right when pedestrians are crossing on a green man and the driver is not looking for, let alone giving way to pedestrians. Reducing the design radius on slip lanes and all intersections can also slow vehicles down, enabling them more time to observe and pass through the intersection safely.

Addressing the danger motor traffic presents to pedestrians can be done without having a substantial or detrimental impact on the movement of motor vehicles throughout Kelowna.

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Recommendations

- 5.1 Introduce traffic management measures to reduce traffic volumes and speed throughout Kelowna and West Kelowna, but especially through downtown, along key shopping streets, around schools and in residential areas. For example, continue to improve transit services, narrow street space with bulb-outs beyond parked cars (and beyond) at crossing points to reduce crossing distances, plant trees and install bike lanes and sidewalks of the standard provided in Abbott Street on key routes from residential areas to local shops and services.
- 5.2 Ideally, remove the right for vehicles to turn right on red, but in light of the political reality of such a proposal, identify key intersections with either significant crash statistics or high pedestrian flows to restrict right turn on red in selected locations.
- 5.3 Review truck routes through downtown areas and contain heavy vehicle traffic as much as possible to prescribed streets, limited hours of travel and slow speeds.
- 5.4 Reward slower speeds by programming the flow of green lights down long corridors to change for vehicles travelling at 50kmh.

6. Less crime and fear of crime

Communities have the right to expect an urban environment designed, maintained and policed to reduce crime and the fear of crime.

Key Findings

Crime and fear of crime did not come up as a substantial issue that affected choosing to walk in Kelowna or West Kelowna, except in particular parts of downtown and general neighbourhood concerns about personal security and lighting.

Improved public spaces and pedestrian corridors lead to more people in public spaces and walking along our streets which puts more eyes on the street, deterring crime. People attract people, so attracting people to walk to local neighbourhood centres, schools and services and around downtown will create a greater sense of ease.

Lighting for pedestrians needs to be low height and continuous to create a feeling of confidence and comfort in the environment. Especially along best routes to transit stops and at transit stops, good lighting is essential to making transit attractive and safe.

Recommendations

- 6.1 Create opportunities and space for people to spend time in the public realm which displaces anti-social activities and intentions. Hold events and activities in the downtown and other town centres, regularly and enable

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local community events to prosper by streamlining the events approval process and providing clear, accessible information on the process. Facilitate street closures and other municipal support mechanisms such as providing barriers.

- 6.2 Undertake walking audits during the day and after dark to ensure lighting, sightlines, and cleanliness are providing an environment that is not only safe to walk in, but feels safe to walk in.
- 6.3 Utilize Crime Prevention Through Environmental Design principles (CPTED) to ensure new developments support safe streets and public spaces (for example, no blank facades, hiding places, poor lighting, etc.).
- 6.4 Provide high quality lighting for pedestrians along best routes to transit stops and at transit stops and stations. This lighting should be bright white with lamps placed at a lower level than traditional street lighting and close enough to avoid pools of darkness. Maintain transit stops and stations to a high level of cleanliness and care.

7. More supportive authorities

Communities have the right to expect authorities to provide for, support and safeguard their ability and choice to walk.

Key Findings

The two cities are clearly committed to an active and sustainable future for their communities. Plans for new developments around the city all have pedestrian movement and sustainability principles at their heart. This commitment was also demonstrated by participation in the Master Class by the Mayors, councillors and senior managers. There was a high level of engagement and expertise amongst city staff and contractors alongside some self-proclaimed pockets of disinterest. Professional development for all staff about walking will enable officers to not only prioritize walking within their projects, but to know how to cost effectively deliver best practice facilities and opportunities for walking in Kelowna and West Kelowna.

It is imperative that both Municipalities continue to shift from a traffic/motor vehicle centred approach to a sustainable transport approach. And this shift needs to take some bold new steps. Perhaps it is time to suspend or reduce funding for road networks and build only sustainable transport facilities such as high quality cycling and walking boulevards and re-designate existing road space to HOV lanes as has been done on the main highway corridor.

The citizens of Kelowna and West Kelowna have identified walking as a mode they want to take up as part of addressing the traffic calming and management they desire. The city needs to reward this impetus with projects, big and small, that create high quality walking facilities, crossing points and connectivity around the city.

For some of the easier, quicker wins, the best starting point is to work with the communities that are already walkable and enhance their accessibility and level of service. In particular the dedication of the community in Glenmore warrants

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immediate reward with proper walking facilities and good links to other paths and routes.

The city also needs to know more about walking, what attracts people, deters them, where they walk and when. The city needs to build on the few facts they have already to paint a comprehensive picture that can inform future decision making, target funding and measure success.

Recommendations

We invite the Mayors of both jurisdictions to sign the International Charter for Walking to demonstrate their commitment to walking and to establish strategic guidance on how that commitment can be realized through the range of existing projects and opportunities underway, through additional budget commitments to new projects and through a policy review to ensure walking is a priority across each Municipality.

- 7.1 Consolidate the different projects underway that support more walking and new initiatives into a Walking Master Plan. This can include the Active Transportation Plan, chapters of the Transportation Plan and all development projects, health initiatives, i-go TDM program and more. This would provide a clear platform for promoting walking both within the municipality and to the community as a whole. Adopt a road user hierarchy that places pedestrians at the top of the list.
- 7.2 Build expertise and understanding of walking across all disciplines within the two municipalities through a Walking Network that fosters internal relationships, professional development opportunities and collaborative work on projects. Cross fertilize ideas between different work groups and the two municipalities via e-newsletters, lunchtime training sessions and meeting opportunities.
- 7.3 Work with the willing in communities to build momentum for more walking. In particular support the community improvement planning work already done in Glenmore to enhance the local walking opportunities and promote walking to other residents.
- 7.4 Collect data about walking on a consistent city-wide basis to inform strategic transport planning as well as on a local project specific basis to influence decisions and designs for improvements. Data should be both quantitative (counts) and qualitative (barriers, motivations, experience).

8. A culture of walking

Communities have a right to up-to-date, good quality, accessible information on where they can walk and the quality of the experience. People should be given opportunities to celebrate and enjoy walking as part of their everyday social, cultural and political life.

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Key Findings

Kelowna's downtown already has the beginnings of a fantastic walking culture with its popular lakeside parks and pathways and the hidden secrets of the cultural district. Information boards and folding maps help the visitor (and local) navigate the different zones and look beyond the street network.

But to really foster walking in the city, this quality and experience needs to happen on the streets of downtown as well as the lakefront and cultural district. In addition to the proposed developments in downtown, which link more effectively with the lakefront, it is essential that all streets and lanes in the downtown are creating a walkable environment.

Learning to walk again takes time and commitment by the city. Invite people into their public space by closing the roads to motor traffic on weekends all summer or even Sundays all year. Give people reasons to come out, hold events, activities, invite local businesses to spill into the space, play music, street theatre, and encourage farmers markets.

Growing an everyday culture of walking starts at people's front doors, not at the end of a car journey. When they step out the door, people need to not only have destinations within reach but know that they are there and how to best get there. Local shopping centres and community facilities can provide a focus for local walking trips.

Walking to school and around your local neighbourhood should be standard for all children. But the impact of not walking can be seen in these two images - one a child who walks and knows his neighbourhood and one a child who is driven and knows only the road in front.

Across Canada communities are coming together to work on School Travel Planning (STP), a comprehensive approach to dealing with the many behavioural and environmental issues of the school run. School Travel Planning utilizes a community-based approach that has proven effective, in a Canadian pilot test as well as other parts of the world, at getting more children to walk and bike to school thereby reducing traffic congestion at schools, improving air quality, decreasing climate change impacts, and improving student physical fitness and alertness. Key community stakeholders (school boards, municipalities, police, public health professionals, parents, educators and children/youth) work together with an STP Facilitator to identify and solve their school transportation problems.



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Recommendations

- 8.1 Establish best practice guidelines for wayfinding and signage systems for walking based on international examples and experience. Review existing signage and information systems against these guidelines and international best practice for future print runs or updates.
- 8.2 Develop local walking maps and campaigns supported by the businesses and other services in local neighbourhoods and shopping streets. Reward people who walk to the local shops and businesses with incentives, discounts, a nice place to sit down in, for example.
- 8.3 Hold events to invite people into public space and learn how to enjoy it, i.e. neighbourhood centres, local schools, churches, parks. Provide space for cafes and stalls to spill onto the street.
- 8.4 Open the streets of downtown to people throughout the summer to invite the crowds who flock to the waterfront to explore downtown as well.
- 8.5 Commission and install public artworks along key walking routes and streets to both promote the route and enhance the experience for people using it.
- 8.6 Walk to School - both Kelowna and West Kelowna should investigate the potential of the School Travel Planning approach to increasing active travel to local schools. Visit [http:// www.saferoutestoschool.ca](http://www.saferoutestoschool.ca) or contact HASTE BC.
- 8.7 Hold a community treasure hunt to walk the city and identify hidden treasures (that already exist) which either celebrate the city, are iconic points in the city or are simply amusing.
- 8.8 Hold regular health walks for seniors, young parents and others to improve not only their physical fitness but to introduce them to walking routes around the city.