

May  
2020

# Highway 97 Lake Country Planning Study (Glenmore / Beaver Lake Road)

PUBLIC OPEN HOUSE  
FEBRUARY 5<sup>TH</sup>, 2020

ENGAGEMENT SUMMARY REPORT  
PREPARED FOR THE BC MINISTRY OF TRANSPORTATION & INFRASTRUCTURE  
BY URBAN SYSTEMS LTD.

## **EXECUTIVE SUMMARY**

The Ministry of Transportation and Infrastructure retained Urban Systems Ltd. to undertake a planning study of the almost 5 km section of Highway 97 between Duck Lake and Lodge Road (LKI Segment 1221 km 13.18 – 17.56). Two public engagement events were held during this study. The purpose of this report is to summarize the findings from the second public engagement event, which was an open house held on February 5<sup>th</sup>, 2020 between 3:00 pm and 7:00 pm at Winfield Memorial Hall in Lake Country.

The objectives of the second public engagement event were to present the project to the public, summarize previous stakeholder feedback, and gather public input on the four potential improvement options:

- Option A1 – Glenmore Road to Commonwealth Road
- Option A2 – Glenmore Road to Jim Bailey Road
- Option A3 – Glenmore Road to Main Street
- Option B1 – Winfield Town Centre

Approximately 136 community members attended and participated in the public open house. Twelve project team members (seven ministry staff and five Urban Systems employees) attended the open house to engage in discussion with public attendees and to provide clarification and answer any questions

The ministry also used PlaceSpeak, an online, location-based citizen engagement platform, to supplement the in-person engagement which provided four feedback opportunities:

- **Feedback Form (Survey):** 15 questions designed to gauge public opinion of and support for the potential improvement options (same questions as at the in-person open house)
- **Placelt:** Allowed users to pin comments directly on a map of the study area. Participants could view all previously pinned comments and they could “like” or “dislike” these comments.
- **Poll:** Asked participants whether they prefer, “Attending and providing feedback at a ministry open house” or “Reviewing the materials/engaging with the ministry online.”
- **Discussion:** Provided an online space for participants to provide open-ended comments relating to each of the four improvement options. Users could also respond to comments made by other individuals and “like” or “dislike” any comments.

In addition to the online feedback opportunities through PlaceSpeak, participants could submit the feedback form in-person at the open house, by mail, or by email. Community members also submitted emails to the project manager containing general comments related to the information presented at the public open house.

The engagement opportunities available to the public and the number of responses received for each opportunity are summarized below in **Table A.1**.

**Table A.1: Engagement Opportunities & Responses Summary**

| Engagement Opportunity |                       | # of Responses |
|------------------------|-----------------------|----------------|
| PlaceSpeak (Online)    | Feedback Form         | 147            |
|                        | PlaceIt               | 9              |
|                        | Poll                  | 110            |
|                        | Discussion            | 51             |
| In-Person              | Feedback Form         | 60             |
|                        | Open House Attendance | 136+           |
| Other                  | Email                 | 28             |

Engagement responses and results were reviewed by each engagement activity. The results of all engagement activity feedback were then combined by option to understand the overall themes specific to each option. The concluding public feedback results are described below:

- **Option A1**
  - Concern was noted about increasing truck traffic on Commonwealth Road and how that would impact the residents and community in the area.
  - Support for this option related to improving access between Highway 97 and the Jim Bailey industrial area and utilizing the existing road network.
- **Option A2**
  - Overall feedback for Option A2 was evenly split between positive and negative comments. Concerns focussed primarily on providing local road network connectivity and maintaining highway access.
- **Option A3**
  - Respondents who preferred Option A3 over the other options liked that it appears to have fewer land impacts and provides direct connectivity with Main Street.
  - Participants were concerned with the impacts that Option A3 will have on businesses along Highway 97. Community members also noted the lack of a viable interim solution, which is greatly desired.
- **Option B1**
  - Support for Option B1 highlighted improvements to safety and mobility. Participants also noted that the local road network connections would enhance connectivity and active transportation.
  - Opposition for Option B1 raised concerns regarding increased speeds along Highway 97 and increased traffic demand near Lodge Road.

The results identified in this report will be integrated into the next phases of the project to help refine and evaluate the concept options.

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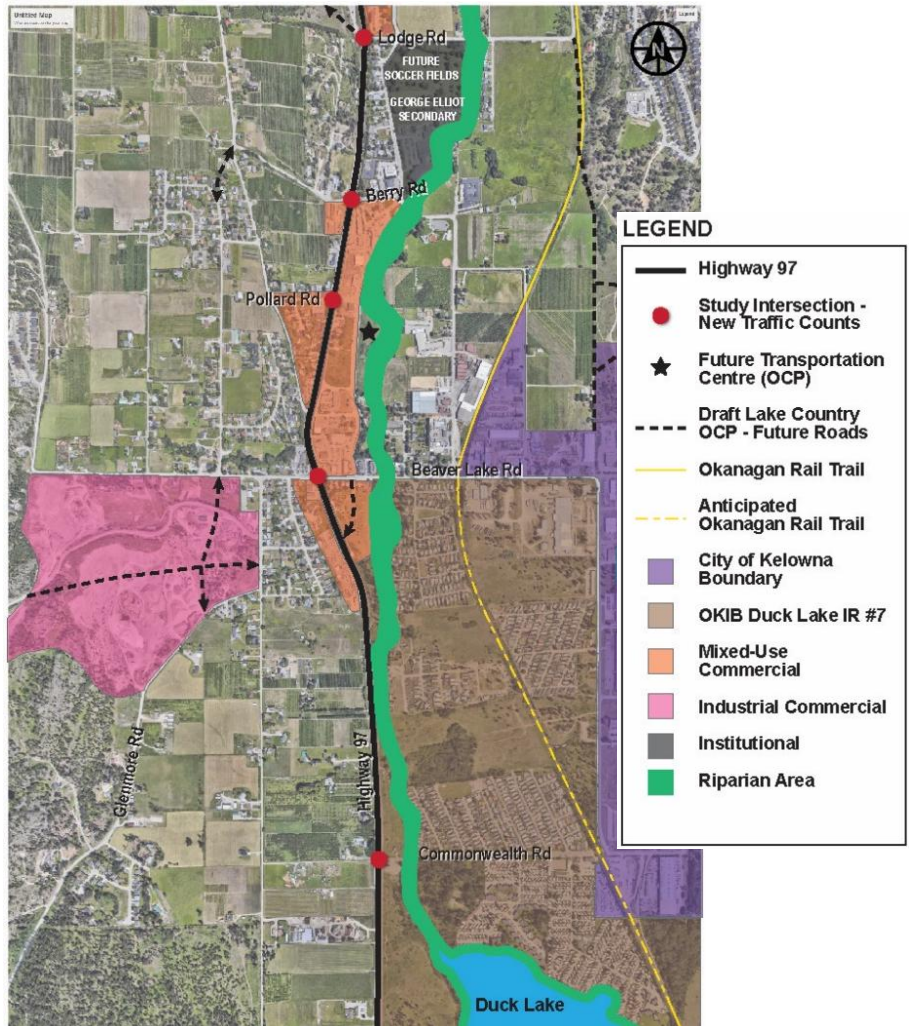
## APPENDIX: Feedback Form

## 1. PROJECT INTRODUCTION

Highway 97 through the Okanagan is an important corridor that connects communities, regional/provincial activity centres, and other provincial highways. The study area consists of the section of Highway 97 between approximately Duck Lake and Lodge Road (LKI Segment 1221 km 13.18 – 17.56), with a total length of almost 5 km. It is primarily characterized as a 4-lane, divided, arterial highway that transitions between low-speed urban sections of 50 km/h and high-speed rural sections of 90 km/h.

This planning study will recommend a long-term infrastructure improvement strategy for the section of Highway 97 between Duck Lake and Lodge Road. The plan will include an access strategy, intersection upgrades, access modifications, and supporting frontage/municipal road requirements. Special consideration will be given to the Highway 97 / Glenmore - Beaver Lake Road intersection where a long-term strategy will be identified. This project was guided through a variety of public engagement opportunities that occurred throughout the project.

Figure 0.1: Study Area



### 1.1 Public Engagement Events

Two public engagement events were held throughout the study. Public feedback from both phases has been and will be used to develop the Technical Memos, which will be assembled into a final report.

|                      |         |   |                                 |
|----------------------|---------|---|---------------------------------|
| Public Engagement #1 | Phase 2 | Existing & Future Conditions              | June 19 <sup>th</sup> , 2019    |
| Public Engagement #2 | Phase 3 | Option Development & Improvement Strategy | February 5 <sup>th</sup> , 2020 |

The objective of the second public engagement event was to present the project to the public, summarize the previous stakeholder feedback, and gather public input on the four potential improvement options:

- Option A1 – Glenmore Road to Commonwealth Road
- Option A2 – Glenmore Road to Jim Bailey Road
- Option A3 – Glenmore Road to Main Street
- Option B1 – Winfield Town Centre

### 1.2 Public Engagement #1 – A Recap

The first public engagement event was held on June 19<sup>th</sup>, 2019 between 7:00 pm and 9:00 pm at the District of Lake Country Senior’s Activity Centre. The purpose of the workshop was to review and verify the existing and future conditions assessment work that was completed to date, to gather input to verify the previously compiled data and analysis, and help form the guiding principles that were the basis for the option development.

Over 70 people attended and participated. The workshop portion of the meeting was in the format of a “World Café” and the meeting agenda was as follows:

1. Project Overview and Introduction
2. World Café Topics:
  - Traffic, Mobility and Safety
  - Walking, Cycling and Transit
  - Land Use and Environment
3. Roundtable Discussions
4. Guiding Principles Discussion
5. Next Steps

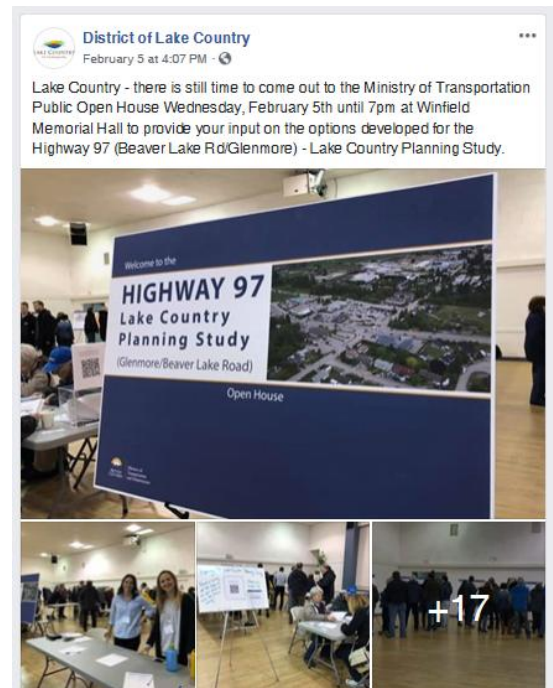




## 2. Public Engagement #2

The second public engagement event was an open house held on February 5<sup>th</sup>, 2020 between 3:00 pm and 7:00 pm at Winfield Memorial Hall. The purpose of the open house was to present the project to the public, summarize the previous stakeholder feedback, and gather public input on the potential improvement options. Display panels were created to convey details of the project, including the project overview, problem definition, and guiding principles that were used to inform the option development. Summaries of the previous stakeholder engagement and option development process were also presented. Long-term improvements and interim improvements (where applicable) were presented for each option, with a description of each option's characteristics and key considerations.

Approximately 136 people attended and participated in the public open house on February 5<sup>th</sup>, 2020.



### 2.1 Media Coverage & Advertising

Prior to the event, the ministry issued a news release to promote the open house. The ministry also advertised the event on Facebook and on their project website. This event information was then promoted by several television and print news outlets and local municipal social media channels.

### 2.2 PlaceSpeak Overview

To aid in the engagement process, the ministry utilized an online location-based citizen engagement platform called PlaceSpeak. To participate, users were asked to complete a short profile on the PlaceSpeak website that links to where they live. This informs users when other project engagement opportunities arise near their community and enables confirmation that engagement feedback originates from community members.

On the project's PlaceSpeak page, participants could review the project information and resources (including display panels presented at the open house) and submit their feedback. The PlaceSpeak page included the following engagement tools and feedback opportunities, which are described in more detail in the sections below:

- Feedback Form
- Placelt Map
- Poll
- Open Discussion

PlaceSpeak also tracks the number of users visiting the website. As of March 31<sup>st</sup>, 2020, this project's PlaceSpeak page has received 2,350 views.

### **2.3 Feedback Form**

A feedback form consisting of 15 questions was prepared to gauge public response to the potential improvement options. The feedback form was available in hard copy at the open house or online through the PlaceSpeak website and on the ministry's project website. A copy of the form is included in the **Appendix**. Participants were required to submit their feedback forms, in hard copy or online, between February 5<sup>th</sup>, 2020 and February 19<sup>th</sup>, 2020.

The questions on the feedback form were divided into three categories.

- Current Transportation Conditions
- Improvement Options
- Additional Comments

A total of 207 feedback forms were received, including 60 hard copy responses and 147 online responses. The feedback form results are summarized in **Section 4.1**.

### **2.4 Placelt**

PlaceSpeak's Placelt function allowed users to pin comments directly on a map of the study area. Participants could view all previously pinned comments, and they could "like" or "dislike" these comments.

Nine comments were posted on the project's Placelt map, which are summarized in **Section 4.2**.

### **2.5 Poll**

A one-question poll was created to understand what method of public engagement community members generally prefer. Participants could either select, "Attending and providing feedback at a ministry open house" or "Reviewing the materials/engaging with the ministry online." The poll was only available on the PlaceSpeak website. Community members who submitted feedback using email or the hard copy feedback form were not polled.

The poll was open until February 19<sup>th</sup>, 2020 and received 110 responses. The poll results are summarized in **Section 4.3**.

### **2.6 Discussion**

The PlaceSpeak Discussion area allowed participants to provide open-ended comments. Users could also respond to comments made by other individuals and "like" or "dislike" any comments. The Highway 97 Lake Country Planning Study Discussion page had separate Discussion threads for each of the four improvement options, which included a prompt that asked participants for their thoughts on the relevant improvement option.



The total number of individual responses on the PlaceSpeak Discussion area are summarized below in **Table 2.1**, and the common themes are identified in **Section 4.4**.

Table 2.1: Total Number of Individual Responses on the PlaceSpeak Discussion

|                  |    |
|------------------|----|
| <b>OPTION A1</b> | 28 |
| <b>OPTION A2</b> | 5  |
| <b>OPTION A3</b> | 14 |
| <b>OPTION B1</b> | 4  |

## **2.7 Other Feedback**

In addition to the public engagement tools and feedback opportunities outlined above, the project manager received 28 emails from community members containing responses to the information presented at the open house. These emails were reviewed, and common themes are discussed in **Section 3.5**.

### 3. Engagement Analysis

The results from each of the five engagement tools and feedback opportunities are analyzed below.

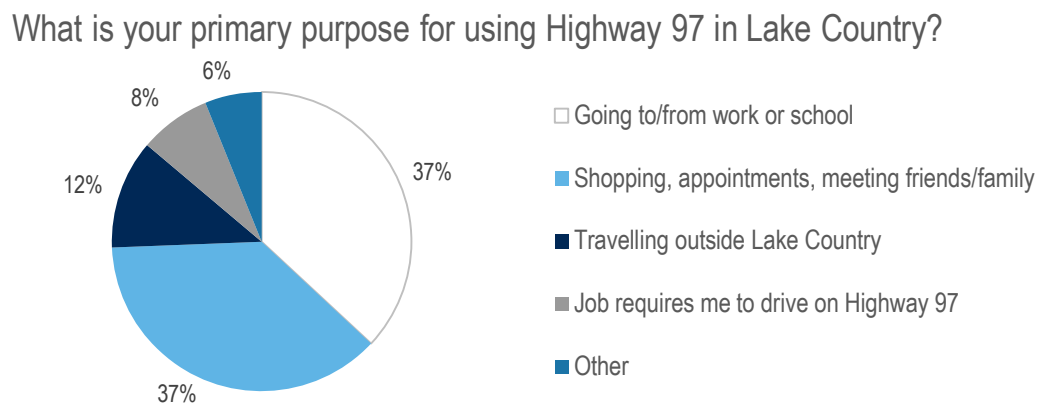
#### 3.1 Feedback Form

The online and hard copy Public Engagement Feedback Form responses were analyzed to determine any trends. The findings for each of the 15 questions in the three categories are summarized below.

##### 3.1.1 Current Transportation Conditions

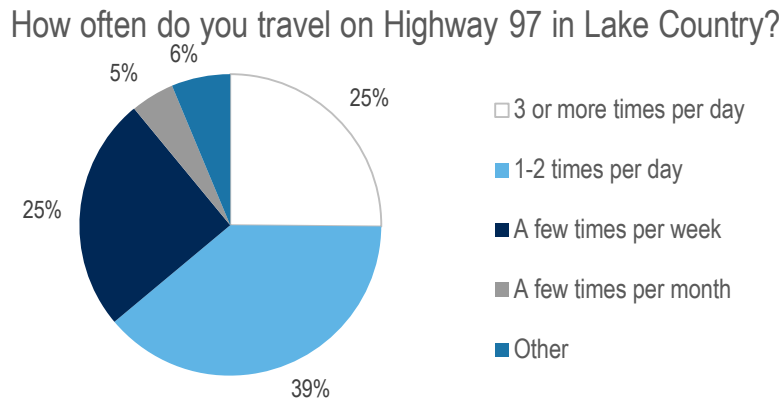
**Question 1** asked participants to identify their primary purpose for using Highway 97 in Lake Country. Respondents were asked to select only one option. This question received 195 responses, which are summarized below in **Figure 3.1**. The results indicate that the two primary purposes for using Highway 97 in Lake Country are for personal errands (such as shopping, appointments, and meeting friends or family) and commuting between home and work or school.

Figure 3.1: Feedback Form - Question 1



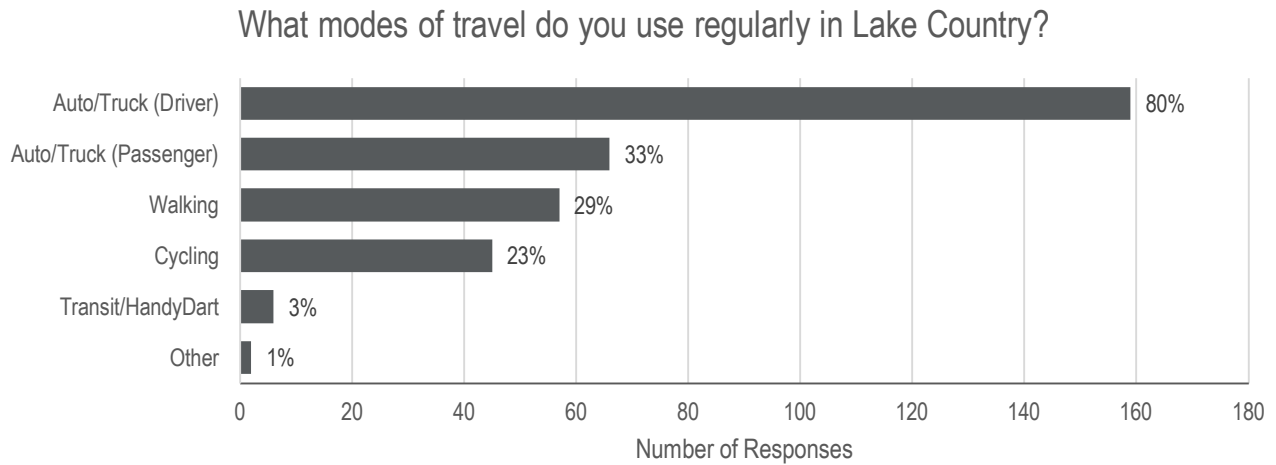
**Question 2** asked participants to identify how frequently they travel along Highway 97 in Lake Country, and respondents could only select one answer. This question received 191 responses. The results are summarized below in **Figure 3.2**. Eighty-nine percent of respondents indicated that they travel on Highway 97 in Lake Country at least a few times per week, and 64% of respondents indicated that they travel along the study corridor at least once a day.

Figure 3.2: Feedback Form - Question 2



In **Question 3**, participants were asked to identify all modes of travel that they use regularly in Lake Country. Each respondent could select more than one option. This question was completed by 200 participants, for a total of 335 responses. The results, shown below in **Figure 3.3**, find that automobiles/trucks are the most common mode of transportation in Lake Country among respondents, with 80% of respondents indicating that they drive regularly and 33% indicating that they are a passenger regularly. Walking and cycling were also identified as regular modes of transportation (29% and 23%, respectively).

Figure 3.3: Feedback Form - Question 3



### 3.1.2 Improvement Options

The Improvement Options section of the feedback form was organized such that the same two questions were asked for each improvement option. The first question asked respondents to identify the extent to which they believe that the specific option would improve key considerations within the study area, and the response was formatted as shown below:

|  | Not at All               | Somewhat                 | Neutral                  | Mostly                   | Significantly            | Unsure                   |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Traffic Mobility (reduces delays & congestion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Highway & Intersection Safety                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Road Connections                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Active Transportation* & Community Liveability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic Development Opportunities             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Land & Environment                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

\*Walking, cycling, and transit

The second option-specific question gave respondents the opportunity to express their overall level of support for that option. The response format is presented below:

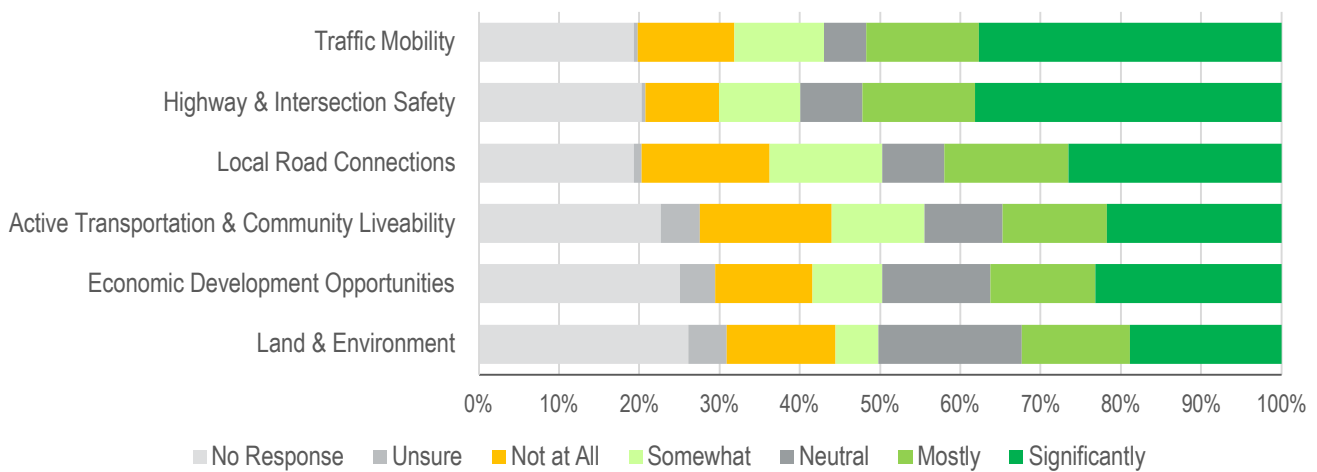
| Strongly Oppose          | Oppose                   | Neutral                  | Support                  | Strongly Support         |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Option A1

**Question 4** asked participants to identify the extent to which they believe Option A1 improves key considerations within the study area. Results indicate that over half of participants believe that Option A1 would significantly/mostly improve Traffic Mobility and Highway & Intersection Safety. As illustrated below in **Figure 3.4**, 35% of participants believe that Option A1 would improve the other four considerations. However, 30% of participants believe that Option A1 would somewhat/not at all improve Local Road Connections and Active Transportation & Community Liveability.

Figure 3.4: Feedback Form - Question 4

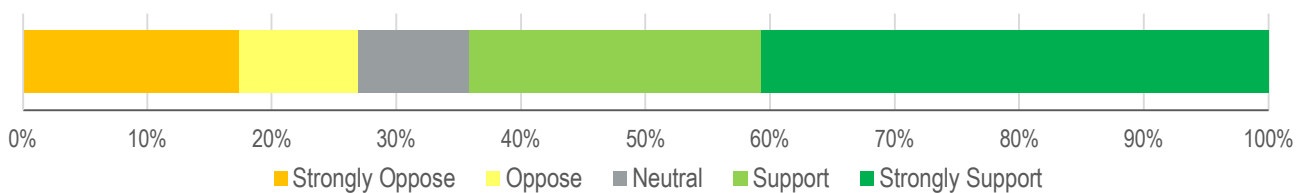
To what extent do you think Option A1 improves each of the following?



A total of 167 participants filled out **Question 5**, which asked for their level of support for Option A1. The results, which are summarized below in **Figure 3.5**, find that 64% of respondents support/strongly support Option A1, and 27% oppose/strongly oppose Option A1.

Figure 3.5: Feedback Form - Question 5

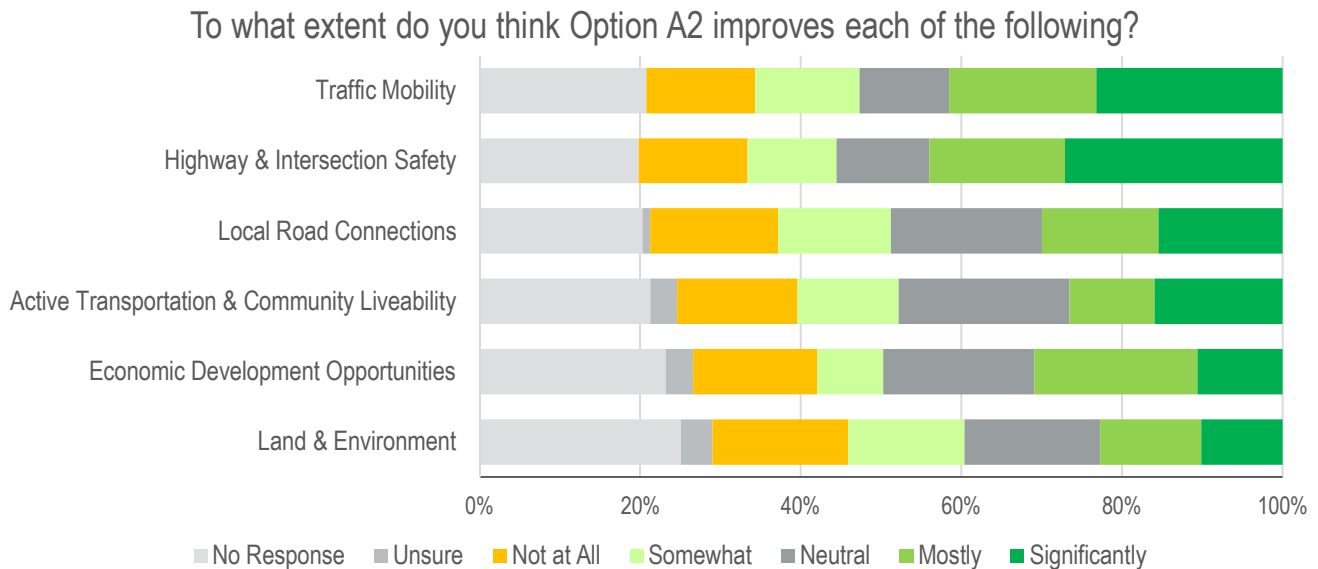
To what extent do you support Option A1 as a recommended option?



Option A2

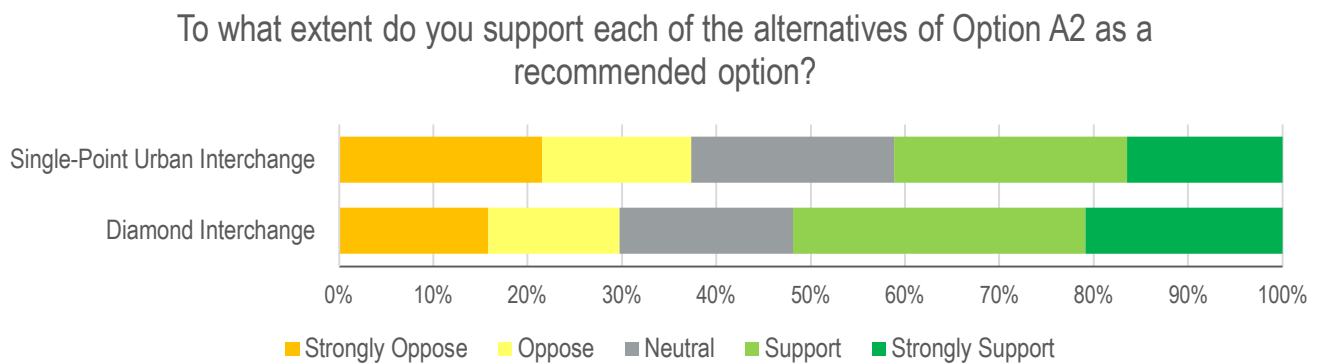
In **Question 6**, participants identified the extent to which they believe that Option A2 improves the key considerations identified above. As illustrated below in **Figure 3.6**, 43% of participants believe that Option A2 would significantly/mostly improve Traffic Mobility and Highway & Intersection Safety, while 25% believe that Option A2 would somewhat/not at all improve these considerations. Furthermore, 30% of respondents believe that Option A2 would somewhat/not at all improve Traffic Mobility, Local Road Connections, Active Transportation & Community Liveability, and Land & Environment.

Figure 3.6: Feedback Form - Question 6



**Question 7** was completed by 158 respondents, who were given the opportunity to express their overall level of support for each of the Option A2 alternatives. The results, shown below in **Figure 3.7**, demonstrate that the diamond interchange alternative is more popular than the single-point urban interchange (SPUI) alternative, with 52% of respondents indicating that they support/strongly support the diamond interchange alternative and 42% indicating that they support/strongly support the SPUI alternative.

Figure 3.7: Feedback Form - Question 7

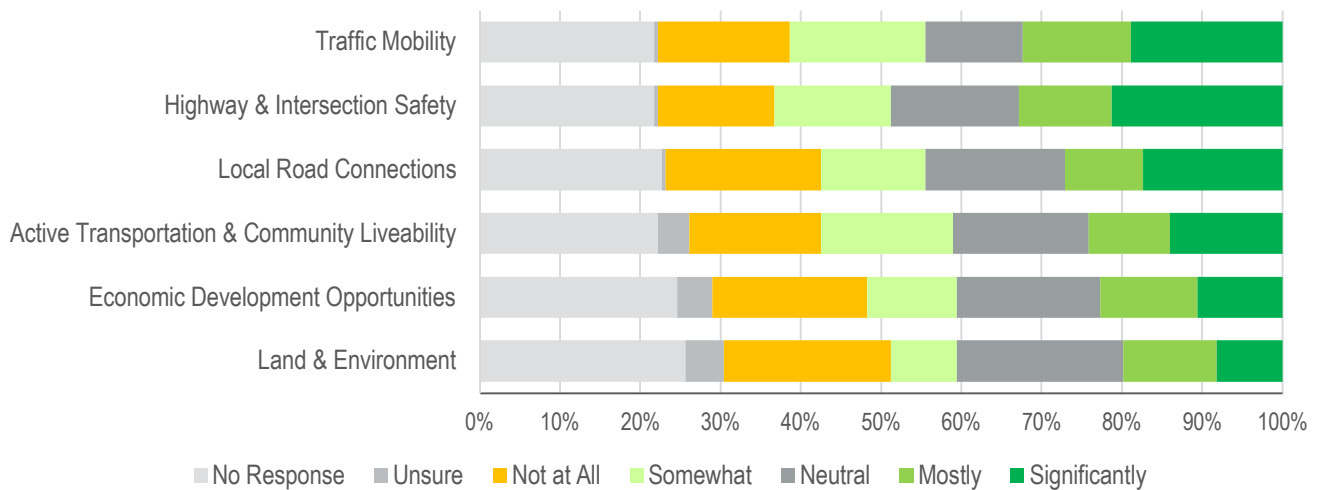


Option A3

**Question 8** allowed participants to identify the extent to which they believe Option A3 improves key considerations and aspects within the study area. As illustrated below in **Figure 3.8**, the analysis finds that 32% of participants believe that Option A3 will significantly/mostly improve Traffic Mobility and Highway & Intersection Safety, and roughly the same number of participants believe that it will somewhat/not at all improve these considerations. More respondents believe that these options will somewhat/not at all improve Local Road Connections, Active Transportation & Community Liveability, Economic Development Opportunities, and Land & Environment compared to those who believe that it will significantly/mostly improve these considerations.

Figure 3.8: Feedback Form - Question 8

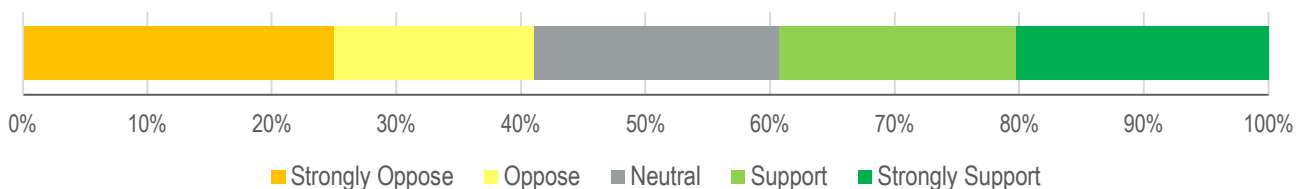
To what extent do you think Option A3 improves each of the following?



**Question 9** was completed by 168 participants who expressed their overall level of support for Option A3, as summarized below in **Figure 3.9**. The results find that 40% of respondents support/strongly support Option A3 and 40% oppose/strongly oppose Option A3.

Figure 3.9: Feedback Form - Question 9

To what extent do you support Option A3 as a recommended option?



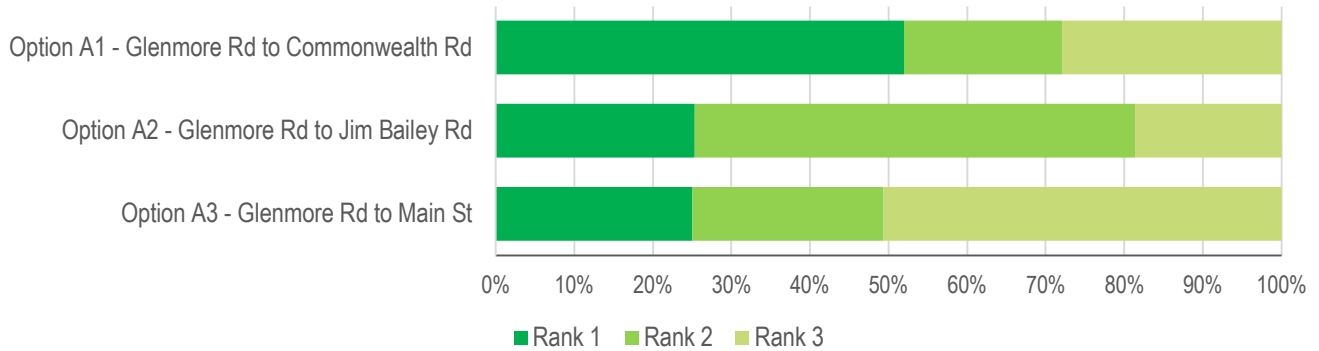


### Option A Summary

**Question 10** asked respondents to rank Options A1-A3 in order of preference, with Rank 1 being the most preferred option and Rank 3 being the least preferred option. Each rank position received between 148 and 156 responses. The results are summarized below in **Figure 3.10** and show that Option A1 was the highest ranked option with approximately half of respondents placing Option A1 as their first preference. Option A2 was the most second ranked option, and Option A3 was the most third ranked option.

Figure 3.10: Feedback Form - Question 10

Options A1 through A3 each provide a potential solution for improving transportation conditions through the south end of the study area in Lake Country. Please rank the options by preference.

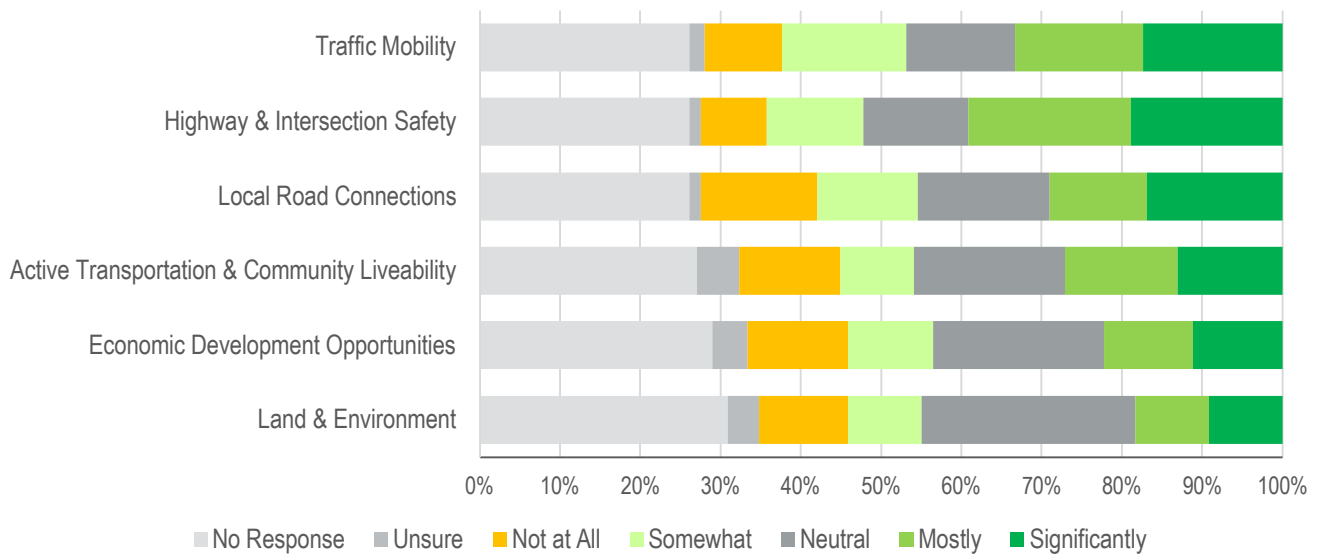


Option B1

The results from **Question 11** are summarized below in **Figure 3.11**. The question asked participants to identify the extent to which they believe that Option B1 improves the key considerations identified above. Participants believe that Option B1 will improve Highway & Intersection Safety the most out of all key considerations, with 39% of respondents indicating that they think Option B1 will significantly/mostly improve this consideration. Participants think Option B1 will cause the least improvement to Land & Environment, with only 18% believing that Option B1 will significantly/mostly improve this consideration. However, Land & Environment also received the most neutral responses (27%) of all the considerations related to Option B1.

Figure 3.11: Feedback Form - Question 11

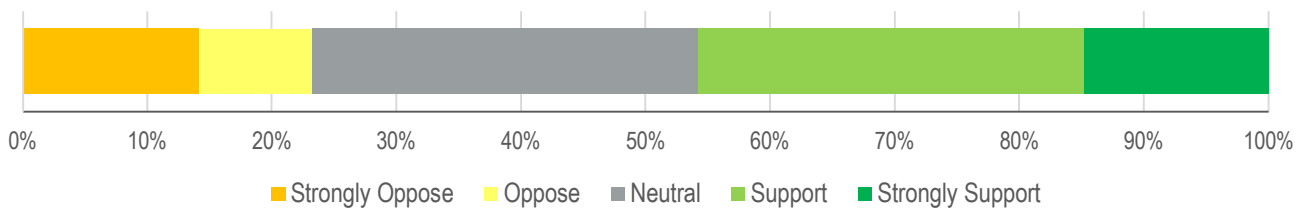
To what extent do you think Option B1 improves each of the following?



**Question 12** asked participants to identify their level of support for Option B1. This question received 155 responses. The results from this question, which are summarized below in **Figure 3.12**, demonstrate that 46% of respondents support/strongly support Option B1, 23% oppose/strongly oppose Option B1, and 32% are neutral.

Figure 3.12: Feedback Form - Question 12

To what extent do you support Option B1 as a recommended option?



### 3.1.3 Other Considerations

**Question 13** asked how participants would like to see active transportation incorporated into the four options. A total of 97 participants responded to this question. Three key themes emerged from these responses and are summarized below:

1. Enhance Lake Country's overall active transportation network and, specifically, local connections to supplement the Okanagan Rail Trail. Many respondents suggest sidewalks and bike lanes, particularly along secondary roads and commercial routes that do not currently have active transportation infrastructure.
2. Provide safe highway crossings for pedestrians and cyclists by prioritizing cycling infrastructure and separated pedestrian facilities on any underpass or overpass structures that are built.
3. Improve transit infrastructure, including new or upgraded bus stop facilities, more routes to provide connections between important destinations in Lake Country and the Okanagan Valley, and an increase in service frequency to existing routes and stops.

**Question 14** gave participants the opportunity to provide any additional open-ended comments on the information presented through the public engagement. A total of 92 participants responded to this question. Most respondents answered this question with more detailed comments and considerations regarding each specific option. Some respondents suggested modifications to the presented concepts, or alternative options and considerations. Other respondents voiced concerns regarding the existing conditions in the study area, including high speeds on the highway, traffic congestion, and safety concerns.

The common themes that emerged from these responses highlight some of the community's priorities and concerns. The common themes that are applicable to all four options are:

- Desire for a solution that can be implemented in the shorter-term to mitigate the existing issues in the study area.
- Concerns around community and business impacts with the improvement option concepts.
- Maintain and enhance connectivity between the local road network and the highway, specifically to Main Street and the downtown core.
- Ensure truck traffic and access to the Jim Bailey industrial area is accommodated.
- Prioritize pedestrian and cyclist access, connectivity, and safety.
- Provide safe cross-highway connections for active transportation and local roads.

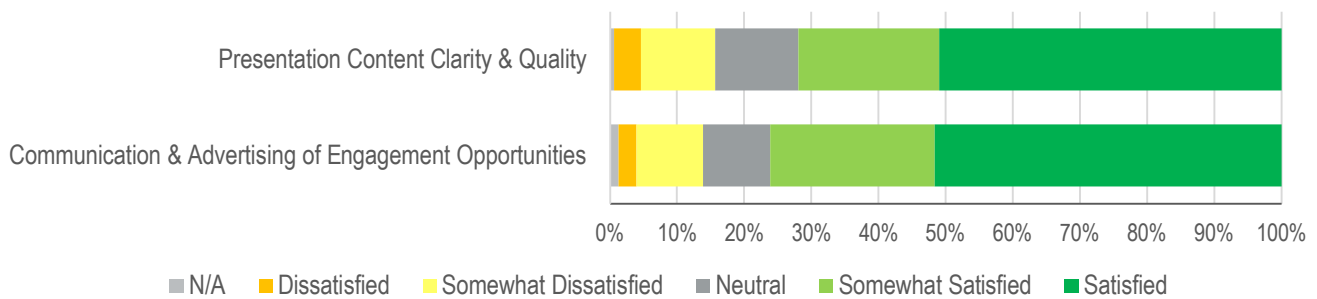
Option A1 was mentioned the most out of all the options. While most comments were supportive of this option, many respondents were also concerned about its potential impacts to community and safety.

Access management and interchanges were also mentioned in many comments. Most respondents were generally in support of closing or restricting access, providing frontage roads, and constructing a grade-separated interchange.

**Question 15** asked survey respondents to express their overall satisfaction with the engagement presentation, format, and process. The question received 152 responses. The results, shown below in **Figure 3.13**, indicate that 72% of respondents were satisfied/somewhat satisfied with the Communication & Advertising of Engagement Opportunities, while 15% were dissatisfied/somewhat dissatisfied. Similarly, 76% of respondents were satisfied/somewhat satisfied with the Presentation Content Clarity & Quality, and 13% were dissatisfied/somewhat dissatisfied.

Figure 3.13: Feedback Form - Question 15

Please indicate how satisfied you are with the overall engagement presentation, format, and process.



### 3.2 Placelt

A total of nine comments or notes were submitted on the Placelt page on PlaceSpeak. Option A1 received six comments and Options A2 and A3 each received one comment. There was also one general comment.

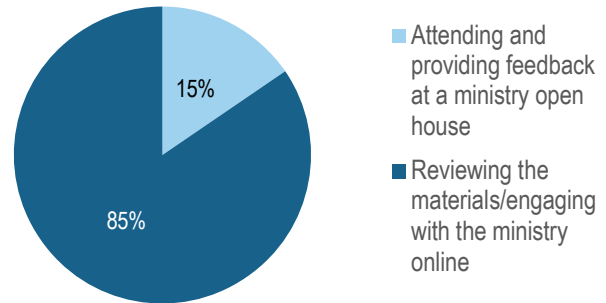
Most comments referring to Option A1 were concerned with or opposed to the overall concept due to its potential impacts on safety, congestion, and residential areas in the community. Two respondents who commented on Option A1 stated that Option A3 is their preferred option. One respondent noted that they support the proposed frontage roads in the Option A1 concept.

The Option A2 and A3 comments both expressed concern about potential impacts to the Voyager RV business.

### 3.3 Poll

A total of 110 respondents completed the poll on PlaceSpeak. The poll results are summarized in **Figure 3.14** on the right. Overall, 85% of respondents indicated that they prefer to review materials and engage with the ministry online, while 15% of respondents indicate that they prefer to attend and provide feedback at an open house. However, results from this poll are likely skewed since it was only available online on PlaceSpeak. Community members who submitted feedback via other channels (hard copy feedback form, email, etc.) were not polled.

Figure 3.14: PlaceSpeak Poll Results  
 What method of public engagement do you generally prefer?



Based on the poll respondents' online PlaceSpeak profiles, 92 participants reside in Lake Country or surrounding municipalities (Kelowna, Regional District of North Okanagan, and Okanagan Indian Band IR #7).

### 3.4 Discussion

The discussion comments were reviewed, and responses were removed for the analysis if they were posted by the project administrator. Some comments were combined if they were a continuation of a previous comment by the same respondent. The total number of comments received, and the number of responses included in the analysis are summarized below in **Table 3.1**:

Table 3.1: PlaceSpeak Discussion Comment Summary

|                  | Comments Received | Comments Analyzed |
|------------------|-------------------|-------------------|
| <b>OPTION A1</b> | 28                | 19                |
| <b>OPTION A2</b> | 5                 | 5                 |
| <b>OPTION A3</b> | 14                | 9                 |
| <b>OPTION B1</b> | 4                 | 4                 |

#### Option A1:

Many comments submitted in the Option A1 discussion thread posed concerns regarding potential impacts to the nearby residential community and neighbourhood. Respondents were concerned that increasing traffic along Commonwealth Road and other residential roads will increase noise and congestion and decrease safety. However, one respondent noted that this option may have a lower cost compared to other options and solves the existing issues with road grades at Beaver Lake Road.

**Option A2:**

All five comments in the Option A2 discussion thread were critical of the concept. Two respondents indicated that Option A2 is less favorable than the other options, and two respondents expressed concern about maintaining local network connectivity.

**Option A3:**

A common theme among the feedback for Option A3 was concern regarding business impacts. However, other respondents noted that this option mitigates impacts to lands and neighbourhoods and provides optimal network connectivity because it includes a direct connection to Main Street.

**Option B1:**

Only four comments were submitted in the Option B1 discussion thread. Of the four respondents, three expressed concern with the interchange at Lodge Road due to potential increased traffic and congestion. The fourth respondent was in favour of Option B1 due to improving mobility by removing traffic signals along Highway 97.

**3.5 Other Feedback**

The project manager received 28 emails containing additional comments and feedback about this study and the presented conceptual options. Many of the email respondents (15 of the 28) voiced opposition for Option A1 due to concerns about safety, increasing congestion and truck traffic, and disrupting the community along Commonwealth Road and other adjacent neighbourhoods. Ten of the 15 respondents that clearly expressed opposition for Option A1 stated that they reside in the area near Commonwealth Road.

Other comments received via email aligned with the feedback form, Discussion, and Placelt responses. Respondents highlighted the need for a short-term solution due to the existing congestion and safety concerns. They also expressed a desire to prioritize active transportation, truck access and connectivity, network connectivity and access management.

A couple of emails included appreciation and satisfaction with the overall project and engagement process.

## **4. OPTION ANALYSIS & CONCLUSION**

Engagement responses and results were reviewed by each engagement activity. The results of all engagement activity feedback were then combined by option to understand the overall themes specific to each option. The results from phase two of the public engagement will be integrated in the next phases of the project to help refine and evaluate the concept options and determine a preferred implementation strategy. The concluding feedback results are described below by option:

### **4.1 Option A1**

Many public engagement participants expressed support for Option A1 because of the improved access between Highway 97 and the Jim Bailey industrial area. Participants were also in favour of Option A1 as it utilizes the existing road network and may have a lower cost compared to other options. However, a large proportion of the feedback expressed concern about increasing truck traffic on Commonwealth Road and how that would impact the residents and community in the area.

### **4.2 Option A2**

Overall feedback for Option A2 was evenly split between positive and negative comments. Concerns focussed primarily on reduced network connectivity and providing adequate local roads and highway accesses. Feedback specific to this option did not identify a significant benefit or cost compared to the other alternative concepts.

### **4.3 Option A3**

Respondents who prefer Option A3 over the other options noted that this option appears to have fewer land impacts and provides a direct connection to Main Street, which participants viewed as a benefit. However, participants were concerned about the impacts that Option A3 may have on businesses on Highway 97. Many comments also noted that this option does not have a viable interim solution, which is greatly desired.

### **4.4 Option B1**

Feedback was split for Option B1 between support and opposition. Those who support Option B1 tend to think that the proposed interchange and access management strategy will improve safety and mobility. Supporters also noted that the local road network connections will enhance connectivity and active transportation.

Some of the respondents who oppose Option B1 are concerned that removing the traffic signals will increase speeds along Highway 97, and some expressed concern about increasing traffic demand at Lodge Road because the area near Lodge Road and Bottom Wood Lake Road (east of Highway 97) is already congested.



# Appendix: Feedback Form

Highway 97 Lake Country Planning Study  
(Glenmore/Beaver Lake Road)  
Public Engagement Feedback Form

Please answer the following questions on this form and submit it before you leave. Alternatively, the comment form may be printed online at [gov.bc.ca/highway97-lakecountryplanningstudy](http://gov.bc.ca/highway97-lakecountryplanningstudy) and mailed to the address below:

Ministry of Transportation and Infrastructure  
Attn: Sarin Warman  
342-447 Columbia St  
Kamloops, BC V2C 2T3

All feedback must be received by **February 19<sup>th</sup>, 2020**.

Your comments and feedback are collected by the Ministry of Transportation and Infrastructure under sections 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act ("FOIPPA"), for the purposes of soliciting the public's feedback on the Highway 97 Lake Country Planning Study (Glenmore/Beaver Lake Road). **To protect your own privacy and the privacy of others, please do not include any personal information including phone numbers and email addresses in the body of your comments. Please do not share personal information about others. This survey is voluntary, and a response is encouraged, not required.**

Should you have any questions about the collection of this information please contact:  
Sarin Warman, Senior Project Manager, Ministry of Transportation and Infrastructure 250-828-4959.

#### CURRENT TRANSPORTATION CONDITIONS

1. What is your primary purpose for using Highway 97 in Lake Country? (please select only one)
  - Going to/from work or school
  - Shopping, appointments, meeting friends/family
  - Job requires me to drive on Highway 97
  - Travelling outside Lake Country
  - Other \_\_\_\_\_
2. How often do you travel on Highway 97 in Lake Country? (please select only one)
  - 3 or more times per day
  - 1-2 times per day
  - A few times per week
  - A few times per month
  - Other \_\_\_\_\_
3. Which modes of travel do you use regularly in Lake Country? (choose all that apply)
  - Walking
  - Cycling
  - Auto/truck (driver)
  - Auto/truck (passenger)
  - Transit/HandyDart
  - Other \_\_\_\_\_

**IMPROVEMENT OPTIONS**

**OPTION A1 – GLENMORE RD TO COMMONWEALTH RD**

4. To what extent do you think **Option A1 – Glenmore Rd to Commonwealth Rd** improves each of the following?

|  | Not at All               | Somewhat                 | Neutral                  | Mostly                   | Significantly            | Unsure                   |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Traffic Mobility (reduces delays & congestion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Highway & Intersection Safety                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Road Connections                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Active Transportation* & Community Liveability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic Development Opportunities             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Land & Environment                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

\*Walking, cycling, and transit

5. To what extent do you support **Option A1 – Glenmore Rd to Commonwealth Rd** as a recommended improvement?

| Strongly Oppose          | Oppose                   | Neutral                  | Support                  | Strongly Support         |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**OPTION A2 – GLENMORE RD TO JIM BAILEY RD**

6. To what extent do you think **Option A2 – Glenmore Rd to Jim Bailey Rd** improves each of the following?

|  | Not at All               | Somewhat                 | Neutral                  | Mostly                   | Significantly            | Unsure                   |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Traffic Mobility (reduces delays & congestion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Highway & Intersection Safety                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Road Connections                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Active Transportation & Community Liveability  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic Development Opportunities             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Land & Environment                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. To what extent do you support each of the alternatives of **Option A2 – Glenmore Rd to Jim Bailey Rd** as a recommended improvement?

| Alternative                    | Strongly Oppose          | Oppose                   | Neutral                  | Support                  | Strongly Support         |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Single-Point Urban Interchange | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Diamond Interchange            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**OPTION A3 – GLENMORE RD TO MAIN ST**

8. To what extent do you think **Option A3 – Glenmore Rd to Main St** improves each of the following?

|  | Not at All               | Somewhat                 | Neutral                  | Mostly                   | Significantly            | Unsure                   |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Traffic Mobility (reduces delays & congestion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Highway & Intersection Safety                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Road Connections                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Active Transportation & Community Liveability  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic Development Opportunities             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Land & Environment                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. To what extent do you support **Option A3 – Glenmore Rd to Main St** as a recommended improvement?

| Strongly Oppose          | Oppose                   | Neutral                  | Support                  | Strongly Support         |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**OPTION COMPARISON**

10. Options 1 through 3 each provide a potential solution for improving transportation conditions through the south end of the study area in Lake Country. Please rank the options by preference from 1 through 3 (with 1 being your preferred choice and 3 your least preferred choice):

- Option A1 – Glenmore Rd to Commonwealth Rd \_\_\_\_\_
- Option A2 – Glenmore Rd to Jim Bailey Rd \_\_\_\_\_
- Option A3 – Glenmore Rd to Main St \_\_\_\_\_

**OPTION B1 – WINFIELD TOWN CENTRE**

11. To what extent do you think **Option B1 – Winfield Town Centre** improves each of the following?

|  | Not at All               | Somewhat                 | Neutral                  | Mostly                   | Significantly            | Unsure                   |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Traffic Mobility (reduces delays & congestion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Highway & Intersection Safety                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Road Connections                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Active Transportation & Community Liveability  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic Development Opportunities             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Land & Environment                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. To what extent do you support **Option B1 – Winfield Town Centre** as a recommended improvement?

| Strongly Oppose          | Oppose                   | Neutral                  | Support                  | Strongly Support         |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**ADDITIONAL COMMENTS**

13. Improvements to walking, cycling and transit (active transportation) infrastructure will be considered with public input and future planning. How would you like to see active transportation incorporated into these options? i.e. what opportunities do you think are important to consider?

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14. Please provide any additional comments on the information presented through this public engagement opportunity:

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15. Please indicate how satisfied you are with the overall engagement presentation, format, and process:

|   | Dissatisfied             | Somewhat Dissatisfied    | Neutral                  | Somewhat Satisfied       | Satisfied                | N/A                      |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Communication & Advertising of Engagement Opportunities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Presentation Content Clarity & Quality                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

*THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FEEDBACK FORM ON THE HIGHWAY 97 LAKE COUNTRY PLANNING STUDY (GLENMORE/BEAVER LAKE ROAD).*