

# **CITY OF WHITEHORSE – STANDING COMMITTEES**

Monday, February 1, 2016 – 5:30 p.m.

Council Chambers, City Hall

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## **CALL TO ORDER**

## **ADOPTION OF AGENDA**

## **PROCLAMATIONS**

## **DELEGATES**

## **PUBLIC HEALTH AND SAFETY COMMITTEE**

1. Monthly Activity Reports
2. New Business

## **DEVELOPMENT SERVICES COMMITTEE**

1. Waste Management – Commercial Sectors
2. Monthly Activity Reports
3. New Business

## **CORPORATE SERVICES COMMITTEE**

1. Monthly Activity Reports
2. New Business

## **CITY PLANNING COMMITTEE**

1. Zoning Bylaw Amendment – Administrative Edits
2. Monthly Activity Report
3. New Business

## **CITY OPERATIONS COMMITTEE**

1. Monthly Activity Reports
2. New Business

## **COMMUNITY SERVICES COMMITTEE**

1. 2010-2014 Whitehorse Transit Report Card – For Information Only
2. Monthly Activity Reports
3. New Business

CITY OF WHITEHORSE  
PUBLIC HEALTH AND SAFETY COMMITTEE

Date: Monday, February 1, 2016

Location: Council Chambers, City Hall

Chair: Jocelyn Curteanu      Vice-Chair: Robert Fendrick



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1. Quarterly Activity Reports - For Information Only	1 - 2
1.1 Bylaw Services	
1.2 Fire Department	
2. New Business	

**Chairperson shall ask if there is anyone present who wishes to speak to the Committee**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Bylaw Services**

**Accomplishments:**

1. Recruitment of Trail Constable
2. Traffic control for Spruce Bog Fair, Remembrance Day, Winterval Festival, Family First Night
3. Food for Fines Promotion 2015

**Current Efforts:**

1. Installation of signs on motorized multiple use trails
2. Advertising for Snowmobile Bylaw requirements and setting up an Educational Booth at the Canada Games Centre
3. Rogers Hometown Hockey – Special Event Road Closure

**Planned Activities:**

1. Yukon Sourdough Rendezvous Society – Special Event Road Closure and parade traffic control
2. Review of Graffiti and Anti-Bullying Bylaw legislation
3. Vehicle for Hire compliance inspections

**Critical Statistics for October, November and December, 2015**

- ◆ Number of accessible parking violation tickets issued = 8
- ◆ Number of parking meter tickets issued = 2864

## ACTIVITY REPORT – November 2015 to January 2016

### Fire Department

#### Accomplishments:

1. New chief training officer for the department started in the beginning of January.
2. Completed emergency management training for staff of our emergency measures centre. Dates confirmed for more training in 2016

#### Current Efforts:

1. Working with the Fire Prevention Officer, Fire Marshall's Office and building owners to ensure citizen safety in local buildings
2. Working with procurement on a request for proposals for a new pumper-tanker
3. In conjunction with other departments, developing a request for proposals for new dispatch and record keeping software and a comprehensive medical procedure and program to ensure the safety of firefighters

#### Planned Activities:

1. Create a memorandum of understanding with YG Emergency Measures for use of the Public Alerting System
2. Work with communications to improve fire prevention messaging using various forms of media
3. Departmental strategic planning in February

#### Critical Statistics:

Fire Suppression 2015							
Type of Call	Oct.-Dec.	Year To Date	Fire Dollar Loss	Property Saved		Oct.-Dec.	Year to Date
Alarm no fire	70	290	\$0.00	\$0.00	Public Fire Prevention Inquiries	24	55
False alarm	5	18	\$0.00	\$0.00	Public Education and Relations (Schools Offices, etc.)	33	84
Carbon Monoxide Alarm	12	53	\$0.00	\$0.00	Fire Hall Tours	0	0
Imminent fire hazard	0	44	\$0.00	\$0.00	Fire Safety Inspections (site visits)	32	101
Chimney fire	10	31	\$0.00	\$0.00	Plan Reviews	13	39
Motor vehicle accident	27	79	\$0.00	\$0.00	Fire Protection System Inquiries	11	29
Public Hazard	9	28	\$0.00	\$0.00	Fire Drills/ Evac Planning (assist with planning & audit drills)	0	0
Hazardous Materials incident	0	0	\$0.00	\$0.00	Telephone Inquiries -- Fire Safety	50	143
Trash/rubbish	2	14	\$0.00	\$0.00	Telephone Inquiries -- Code Items	24	67
Grass/brush	7	46	\$0.00	\$0.00	Telephone Inquiries -- Fire Protection Systems	8	27
Rescue	2	9	\$0.00	\$0.00	Fire Investigations	4	12
Assist other agency	5	29	\$0.00	\$0.00	Fire Pit Inspections	0	37
Vehicle fire	5	21	\$69,000.00	\$3,000.00	Fire Inspections -- Shifts	0	178
Structural fire	4	22	\$450,000.00	\$5,495,000.00	<b>Total Fire Prevention Activities</b>	<b>199</b>	<b>772</b>
<b>Totals</b>	<b>158</b>	<b>684</b>	<b>\$519,000.00</b>	<b>\$5,498,000.00</b>	<b>Training Activities</b>	<b>0</b>	<b>0</b>
					Training of Casual Firefighters	0	0
					Full-time Member training	0	214
					Volunteer Training	0	147
					Driver Training	0	64
					Other Training	0	50
					Recruit Training	0	0
					<b>Total Training Hours</b>	<b>0</b>	<b>474</b>

NOTE: Imminent fire hazards and the associated value of the property saved are a result of incidents such as a pot left on the stove that, which left unattended, would probably result in a fire in the kitchen. The value of the property saved is the potential damage that could occur if the condition was not noticed.

CITY OF WHITEHORSE  
DEVELOPMENT SERVICES COMMITTEE AGENDA

Date: Monday, February 1, 2016  
Location: Council Chambers, City Hall  
Chair: Betty Irwin      Vice-Chair: Dan Boyd



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2.1 Director of Development Services	
2.2 Economic Development	
2.3 Environmental Sustainability	
3. New Business	

**Chairperson shall ask if there is anyone  
present who wishes to speak to the  
Committee**

## **ADMINISTRATIVE REPORT**

**TO:** Development Services Committee  
**FROM:** Administration  
**DATE:** February 1, 2016  
**RE:** Waste Management – Commercial Sectors

### **ISSUE**

Engage with business community in Whitehorse regarding waste management.

### **REFERENCE**

- 2013 Solid Waste Action Plan (SWAP)

### **HISTORY**

Nearly 90% of waste generated in Whitehorse is from the Industrial, Commercial, and Institutional (ICI) and Construction and Demolition (C&D) sectors. Recognizing this, the 2013 Solid Waste Action Plan focused waste diversion programs and plans on these two sectors. The commercial sectors in Whitehorse responded, and much of the increase in waste diversion since 2013 is thanks to the efforts of Whitehorse businesses.

However, there is still work to do as hazardous materials, metals, organics, and recyclables are entering the City's landfill in significant volumes. Next steps are required to ensure Whitehorse's waste diversion rate continues to increase.

Whitehorse businesses have unique challenges and innovative ideas in waste management. Engaging with businesses on next steps will help the City develop the most effective plans and programs for the business sector to continue its waste diversion efforts.

### **ALTERNATIVES**

1. Direct administration to engage with businesses about waste diversion plans.
2. Refer the matter back to administration for further consideration.

### **ANALYSIS**

Best practice for waste management in the commercial sector is source separation of different waste materials. Source separation means that businesses have different storage containers and collection services for different types of waste (i.e. organics, cardboard, and hazardous materials are separated from residual waste). It results in higher levels of diversion, but requires set-up and installation by businesses, and enforcement by the municipality.

Source separation is beneficial because materials are not contaminated and mixed in together; therefore each material can be appropriately handled (recyclable materials can be recycled, organics can be composted, and hazardous materials can be disposed safely).

Requiring businesses to source separate their waste has the added benefit of providing the waste industry (collectors, processors, etc) with the market demand required to provide (and charge for) additional services. This will provide much-needed business revenue for recycling of certain materials.

Engaging the business community on effective waste management at their place of business will help ensure challenges are addressed and next steps are better tailored to business needs. Residents would also be engaged on future programs in waste diversion, as contamination in black and green carts continues to be high.

Following consultation, amendments to reflect future waste management efforts will be drafted to the Waste Management Bylaw for further consideration.

**ADMINISTRATIVE RECOMMENDATION**

THAT Council direct administration to engage with the business community regarding next steps in waste diversion and updates to the Waste Management Bylaw.

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Director of Development Services**

**Accomplishments:**

1. Assisted with finalization of Request for Proposals for Curb-side Recycling
2. Completed staff performance reviews
3. Assisted with finalization of Capital Budget

**Current Efforts:**

1. Assist with finalization of Operating and Maintenance Budget
2. Housing Action Plan Implementation Committee
3. Land Development Implementation Agreement for Phase 3 Whistle Bend

**Planned Activities:**

1. Housing Action Plan Implementation Committee RFP evaluations
2. Land Development Implementation Agreement for Phase 3 Whistle Bend presentation to Council
3. Latecomer Bylaw presentation

**Critical Statistics:**



**QUARTERLY ACTIVITY REPORT – November 2015- January 2016**  
**Economic Development**

**Accomplishments:**

1. Retail & Entertainment Demand Report contract award
2. Resource Development Preparation and Readiness Report contract award
3. Met with various partners to discuss economic development opportunities

**Current Efforts:**

1. Retail & Entertainment Demand Survey
2. Business bylaw and policy review
3. Local purchasing policy analysis

**Planned Activities:**

1. Complete Vulnerable People – Business Roundtable Report
2. Negotiate 2016 Funding agreements with YG Ec Dev
3. Continue outreach on Retail & Entertainment Demand and Resource Development Preparation and Readiness projects

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Environmental Sustainability**

**Accomplishments:**

1. Updated waste diversion and Whitehorse Sustainability Plan websites launched
2. Ride Share contract awarded to Ride Shark
3. Partnered with Yukon Government and Health Canada to install ten air quality monitors throughout Whitehorse

**Current Efforts:**

1. Preparing Ride Share for spring launch
2. Working with Yukon Energy Corporation and other partners to plan Transportation Showcase in spring
3. Ongoing recruitment of participants to commercial collection of organic waste

**Planned Activities:**

1. Release Request for Proposals for curbside recycling service
2. Participate in Zero Waste Conference in March
3. Plan events and activities for Bike to Work Week

**Critical Statistics:**

Oops! Campaign:

- Three neighbourhoods visited in last three months (Riverdale, Copper Ridge, Crestview)
- Twenty nine Oops! stickers handed out for organics (green) cart
- Nine Oops! stickers handed out for waste (black) cart

Commercial Organics:

- A total of 200 tonnes of organic waste diverted by the commercial sector in 2015
- A total of 75 participants in the commercial organics collection pilot

Waste Diversion:

- 2015 Waste Diversion Rate: 34%
- 106% increase in recycling since 2012
- 55% increase in organics since 2012
- 20% less waste going to the landfill since 2012

**CITY OF WHITEHORSE  
CORPORATE SERVICES COMMITTEE AGENDA**

**Date:** Monday, February 1, 2016

**Location:** Council Chambers, City Hall

**Chair:** Dan Boyd      **Vice-Chair:** Roslyn Woodcock



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1.1 City Manager	
1.2 Business and Technology Systems	
1.3 Financial Services	
1.4 Human Resources	
1.5 Legislative Services	
1.6 Strategic Communications	
<b>2. New Business</b>	

**Chairperson shall ask if there is anyone present who wishes to speak to the Committee**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**City Manager**

**Accomplishments:**

1. Oversight of Building Consolidation team internal and external efforts
2. Hiring of Manager of Business and Technology Services
3. Continued Councillor briefing

**Current Efforts:**

1. Strategic planning preparations
2. Operation and Maintenance budget preparations
3. Oversight of Building Consolidation Project

**Planned Activities:**

1. Councillor oriented strategic planning
2. Operations and Maintenance budget tabling
3. Oversight of Building Consolidation Project

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Business & Technology Systems**

**Accomplishments:**

1. Upgraded our GP system from 2010-2015
2. Completed request for proposals for SharePoint and chose vendor
3. Preparations for release of requests for proposals for Fire/Bylaw Software

**Current Efforts:**

1. 10GB network upgrade for infrastructure
2. SharePoint installation
3. Replace older domain controller with 2012 version & update DHCP

**Planned Activities:**

1. Citywide forms intranet page
2. Upgrade Kace workstation management appliances
3. Network Administrator recruitment

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Financial Services**

**Accomplishments:**

1. Finalization and presentation of 2016 – 2019 Capital Budget
2. Recruited new Payroll Supervisor and a new Senior Procurement Officer
3. Met with all departments to setup 2016 Worktech jobs, payroll defaults and standing purchase orders

**Current Efforts:**

1. Development of operating budgets
2. Year-end processes including account reconciliations, grant applications, and capital funding in preparation for year-end financial reporting and external audit
3. Recruitment activities for one procurement position and three financial analysts, and continued participation in the job evaluation process for several departmental positions

**Planned Activities:**

1. Preparation of 2015 annual financial statements and external financial audit
2. 2016 property tax billing and collection
3. Continue work with Asset Management, Contaminated Sites, and Building Consolidation groups as well as various departments on the financial implications of their projects

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Human Resources**

**Accomplishments:**

1. Business process improvement – short term disability process
2. Applicant tracking system – vendor selection
3. Schedule set for attaining Certificate of Recognition in corporate safety

**Current Efforts:**

1. City Manager Divisional recruitment
2. Welcoming the lesbian, gay, bisexual, transgendered community at work
3. Business process improvement preparations – recruitment

**Planned Activities:**

1. Departmental strategic planning process for 2016 to 2018
2. LEAN Process review of recruitment practices
3. Total compensation data review and update

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Legislative Services Department**

**Accomplishments:**

1. Completed new Council orientation
2. Facilitated appointments to Council Advisory Committees
3. Completed staffing of new Policy Analyst position

**Current Efforts:**

1. Preparation for corporate strategic planning
2. Development of Departmental Operational Plan for 2016/17
3. Archiving old records

**Planned Activities:**

1. Corporate Records Assessment
2. Inventory and assessment of Corporate Policy Needs
3. Intranet Site Development for Legislative Services Department

**Critical Statistics:**



**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Strategic Communications**

**Accomplishments:**

1. Completed new council media training
2. Social media and website content reviews
3. Ongoing communications support for Council and departments

**Current Efforts:**

1. Development of Departmental Strategic Plan for 2016/17
2. City-wide public engagement review
3. Rogers Hometown Hockey event

**Planned Activities:**

1. Implement and promote new social media forms internally
2. Intranet foundation planning and implementation
3. Complete full Emergency Measures training for Communications Department

**Critical Statistics:**

CITY OF WHITEHORSE  
CITY PLANNING COMMITTEE AGENDA

Date: Monday, February 1, 2016

Location: Council Chambers, City Hall

Chair: Robert Fendrick

Vice-Chair: Samson Hartland



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1. Zoning Bylaw Amendment - Administrative Edits	1 - 18
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2.1 Planning and Building Services	
3. New Business	

**Chairperson shall ask if there is anyone present who wishes to speak to the Committee**

File #: Z-01-2016

## **ADMINISTRATIVE REPORT**

<b>TO:</b> Planning Committee
<b>FROM:</b> Administration
<b>DATE:</b> February 1, 2016
<b>RE:</b> Zoning Bylaw Amendment – Administrative Edits

### **ISSUE**

Miscellaneous administrative amendments to Zoning Bylaw 2012-20

### **REFERENCE**

- *Municipal Act*
- Official Community Plan (2010)
- Zoning Bylaw 2012-20
- Schwatka Lake Area Plan (2015)
- Bylaw 2016-07
- Takhini North Planning Study (2008)

### **HISTORY**

The zoning amendments proposed in Bylaw 2016-07 have been developed to clarify and correct errors found through use and review of the Zoning Bylaw. In addition, the adoption of the Schwatka Lake Area Plan and the Takhini North Planning Study means that minor zoning map amendments are required for implementation.

### **ALTERNATIVES**

- Option 1: Proceed with the amendments under the bylaw process  
Option 2: Direct administration to amend the proposed bylaw  
Option 3: Do not proceed with the amendments

### **ANALYSIS**

The following sections of the Zoning Bylaw will be amended:

- definitions
- development permit applications
- general development regulations
- Specific use regulations
- parking regulations
- specific zones
- zoning maps

The proposed schedule for the zoning amendment is:

First Reading:	February 8	Public Hearing:	March 14
Report to Committee:	March 21	2 <sup>nd</sup> & 3 <sup>rd</sup> Reading:	March 29

The proposed notification strategy will include newspaper ads, letters to property owners, and contact with neighbourhood associations.

The “Additional Analysis from Administration” document attached to this report has been provided to list and analyze the proposed changes.

### **ADMINISTRATIVE RECOMMENDATION**

THAT Bylaw 2016-07, a bylaw to amend the Zoning Bylaw with respect to a number of administrative edits, be brought forward for due consideration under the bylaw process

File #: Z-01-2016 February 1, 2016

## Additional Analysis from Administration

*Additional information from administration on Bylaw 2016-07 – miscellaneous administrative amendments to Zoning Bylaw 2012-20*

### PROPOSED BYLAW EDITS

Seven categories of changes to the Zoning Bylaw are proposed. The section changes to the Zoning Bylaw are noted in *italics*. In-depth analysis for the more complicated proposed amendments has been included in a separate section

#### 1. Adjustments to Definitions

Day-to-day usage of the bylaw has led to a suggestion to adjust definitions in order to support the regulations found within. (*Edits within section 2.2*)

Minor clarifications are proposed for the definitions for:

- **Eating and Drinking Establishments:** Modify to differentiate between licensed and non-licensed premises. Further analysis is included on page 5.
- **Garden Suites:** Modify to allow garden suites in conjunction with fee simple duplex housing. Further analysis is included on page 6.
- **Site Coverage:** Modify to specifically exclude any cantilevered portion of a building above the first storey in site coverage calculations. The proposed change addresses a missing regulation in the bylaw and will have no impact on developers.

#### 2. Additions to Development Permit Applications

The General Development Regulations section of the bylaw provides regulations on how and when permits are required and issued, and the procedures for processing permit applications. The following change is proposed:

- **Permit application requirement:** Currently, the bylaw does not specifically require an applicant's site plan to show how their development may impact adjacent boulevards. This is an issue for application review as there may be off-site implications for a proposed development that are not identified. Examples include access/parking being provided where there is conflict with mailboxes, light standards, or electrical equipment, or designs that may impact drainage swales/ditches. The proposed change would make this a requirement for all permit applications. (*Add new subsection 4.4.1 f) (11)*)

#### 3. Refinement of General Development Regulations

The General Development Regulations section of the bylaw lists regulations that apply generally throughout the city, such as accessory development, lighting, storage, landscaping, and walkways. The following changes are proposed:

- **Fencing requirements:** Currently the bylaw states that fences and walls shall be consistent with the character of the zone in which they are located. The proposed change would specify that chain link fencing over 1.2 m (4 ft) and barbed wire fencing of any height are not permitted in conjunction with residential uses. The

proposed change clarifies and existing regulation and would not change how the Zoning Bylaw is currently implemented. (*Modify section 5.5.2.4*)

- **Residential Landscaping requirements:** Currently, the bylaw requires that the groundcover of landscape areas must be a suitable landscape material, which includes non-organic materials such as washed gravel and shale. The amendment would add that the landscaping area must be designed in such a way that this non-organic material is contained on the lot and does not impact public streets or sidewalks. (*Modify section 5.5.2.8*)
- **Residential Storage areas:** Currently the bylaw provides for the storage of recreational vehicles, utility trailers, and boats to project up to 2.0 m into a front yard setback. The proposed amendment would allow these items to project 2.0 m into the *front yard* and require that they be stored in a driveway, which is limited to 50% of the lot frontage. Allowing storage of these items at the front of the property impacts site lines for drivers and property owners, blocks sidewalks, and shades homes during winter months. The proposed change would help with enforcement of an existing regulation, as well as close a loophole recently identified by administration. (*Modify subsection 5.5.3.1 (j)*)
- **Industrial Landscaping Requirements:** Currently the bylaw requires landscaping as part of any industrial development. The proposed change would allow this requirement to be fulfilled through retention of natural vegetation. Upon review of other jurisdictions, landscaping requirements in industrial zones were found to be uncommon. Also, requiring landscaping at the front of an industrial lot, that in many cases will be behind a fence or natural buffer is impractical. The proposed amendment would also allow landscaping to occur on boulevards where approved by the City Engineer. (*Modify section 5.5.3.3 (c)*)

#### 4. Specific Use Edits

The Specific Use regulations sections of the bylaw give detailed regulations on various specific uses. The following changes are proposed:

- **Comprehensive Development Zones:** Currently the bylaw requires various design requirements for building facades in the comprehensive development zones (Whistle Bend, Takhini North, and Ingram). The requirements include siding material and colour, as well as trim material and size. The proposed change is to allow the Development Officer discretion to relax these requirements where additional design features such as building articulations, glazing and/or landscaping have been proposed. The purpose of the proposed change is to allow design flexibility, while still maintaining some standard for construction. Administration has received several applications for architecturally diverse structures that do not meet the letter of the bylaw, but exceed the intent. (*Add new subsection 6.4.2 e*)
- **Garden Suites:** Currently, garden suites must meet setback requirements for the principal building, except that the rear setback may be reduced to 0.6 m when there is a lane. Also, garden suites are not permitted on a lot with a duplex. The amendment would extend the ability to reduce the rear setback where the rear lot line is adjacent to a public right-of-way or publicly owned land. The amendment would also allow a garden suite where a fee simple duplex exists, granted that the

lot size is at least 555 m<sup>2</sup>. Further analysis is included on page 6. *(Modify section 6.7.2 and 6.7.6)*

- **Home-based Businesses:** Currently the bylaw provides an entirely separate set of regulations for major and minor home-based businesses. The regulations incorrectly state that a major home-based business shall be a conditional use unless otherwise approved by Council. The proposed change would delete these sections as they are redundant. *(Modify subsection 6.9.1 a) and 6.10.1 a))*

#### 5. Modifications to Parking Regulations

The following amendments to parking regulations are proposed:

- **Maximum parking regulations:** Currently the bylaw limits the maximum number of parking stalls allowed in the CS zone, which is not supported by the Downtown Parking Plan. The proposed amendment would remove the restriction. The proposed change would allow a large scale retail business, such as Walmart or Superstore, to develop standard parking designs that are common in other jurisdictions. *(Modify section 7.3.7 g))*
- **Location of parking:** Currently the bylaw allows parking to be located in an exterior or interior side yard setback, which may be visible to the public. The proposed change would add the regulation that where parking is provided in the exterior side yard setback or an interior side yard setback adjacent to a public thoroughfare, it must be screened from view by either fencing or landscaping. The purpose of this proposed amendment is to address a gap in the regulations where screening is required in some situations but not others. This gap was created when a distinction was created between interior and exterior side yard setbacks. *(Modify section 7.6.3)*

#### 6. Change of Permitted Uses in Specific Zones

The following amendments to specific zones are proposed:

- **Numerous zones allowing Major Home-Based Businesses:** Section 6.9.1 c) states that a major home-based business is not permitted in a multiple housing unit as it attracts traffic and customers. However, major home-based businesses are listed as secondary uses in multiple family zones. The proposed amendment would remove major home-based businesses from the following zones:
  - RCM – Comprehensive Residential Multiple Family
  - RCM2 – Comprehensive Residential Multiple Family 2
  - RCM3 – Comprehensive Residential Multiple Family 3
  - RCT – Comprehensive Residential Townhouses
  - RCT2 – Courtyard Townhouses
  - RM – Residential Multiple Housing
  - RP – Residential Mobile Home Park
  - CIM – Mixed Use Commercial/Industrial
  - CN – Neighbourhood Commercial
  - CNC – Comprehensive Neighbourhood Commercial
  - CS – Service Commercial

Major home-based businesses would also be added as a secondary use in the AG-Agriculture zone. *(Add or delete uses in specified zones)*

- **Licensed premises in the CM1 and CM2 zones:** The Zoning Bylaw allows eating and drinking establishments as a principal use in the CM1 and CM2 zones. This use could include restaurants, bars, coffee shops, pubs, etc., which may create noise and other disturbances in areas that are still comprised of predominantly single family housing. The proposed change would make eating and drinking establishments that are licensed under the *Yukon Liquor Act* a conditional use, allowing Council to put them under further scrutiny and mitigate any potential issues. This change would apply to the entire CM1 zone and a small section of the CM2 zone. Further analysis is included on page 5. (*Modify sections 10.5.2 d), 10.5.4 a), 10.6.7 a) (1), 10.6.7 b) (1)*)
- **Burns Road CIM Zoning:** Currently, properties on Burns Road/Wasson Place (Hillcrest Industrial Area) are zoned CIM – Mixed Use Commercial/Industrial. Several of these properties also have special restrictions placed on them, including:
  - 15 m setback required for developments adjacent to slopes >30%
  - Fabrication shops, outdoor storage, and industrial, salvage are prohibited
  - Multiple residential permitted above ground floor as secondary use

These restrictions are not applied uniformly across the Hillcrest Industrial area, which creates confusion. There are also inconsistencies that may make existing uses non-conforming. The proposed change would:

- add trucking terminals and fabrication shops as principal uses
- allow outdoor storage as a secondary use
- consolidate the special restrictions into one clause in the zoning bylaw

Further analysis is included on page 6. (*Modify sections 10.4.8 (c and d)*)

- **Garden and Living Suites in the RCS2, RS, and RS2 zones:** Currently, the Zoning Bylaw only allows either one garden suite or one living suite per lot in conjunction with a single family dwelling. However, triplex housing is permitted as a principal use for larger lots (980 m<sup>2</sup> in the RCS2 zone and 1208 m<sup>2</sup> in the RS and RS2 zones). The proposed change would allow one garden suite and one living suite to be developed in conjunction with a single family dwelling on lots where a triplex would be permitted. Further analysis is included on page 6. (*Add new subsections 9.75. l), 9.15.5 m), and 9.16.5 n)*)

## 7. Mapping Amendments

Four mapping changes are proposed:

- **Schwatka Lake area:** The existing PR-Parks and Recreation zone would be expanded along the western shore of Schwatka Lake to accommodate additional float plane docks. This proposed change is consistent with the Schwatka Lake Area Plan and will allow for additional dock sites. (*Modify Map 17*)
- **Takhini North area:** Lot expansions are being proposed for several lots located on Nijmegen Road in Takhini North. The proposed change would amend the area adjacent to these lots from PG-Greenbelt to RCS2-Comprehensive Residential Single Family 2. A closed portion of road right-of way would also be changed to PG-Greenbelt. These changes were supported by the public and Council through

the Takhini North planning process in 2008. The purpose of this amendment is to allow for lot expansions through disposition of City land. (*Modify Map 9*)

- **Pepsi Softball Centre:** The recently approved lease for the Pepsi Softball Centre extends outside of the current zoning designation. The proposed change would amend the zoning from PG-Greenbelt to PR-Parks and Recreation to include the entire lease area. (*Modify Map 9*)
- **McLean Lake Quarries:** The current zoning does not match the existing quarry leases on McLean Lake Road, some of which have been operating for well over a decade, and may continue to operate for the foreseeable future. The proposed change would amend the zoning from PE-Environmental Protection to IQ-Quarries to include the existing lease boundaries. (*Modify Map 18*)

### **ANALYSIS ON BYLAW EDITS**

The following changes, or groups of changes, are more significant in nature. Therefore, administration is providing further analysis on how the changes will impact development and/or landowners.

#### **Eating and Drinking Establishments**

This change incorporates changes to definitions and uses in specific mixed-use zones. Currently, “eating and drinking establishments” includes neighbourhood pubs, bars, and other premises licensed under the *Yukon Liquor Act*. The City has received complaints regarding licensed premises when they are in close proximity to low density residential neighbourhoods. The complaints were generally regarding noise, patrons congregating outside at late hours, and potential crime increase.

The proposed change is intended to alleviate the concerns of property owners by making “eating and drinking establishments (premises licensed under the *Yukon Liquor Act*)” a conditional use in mixed-use zones that allow single detached dwellings. This includes the CM1 zone and the CM2 zone where is applied outside of Downtown, such as Centennial Street and Range Road.

The implication of this change is that any licensed premises applying for a permit in these areas would be subject to a conditional use approval process, by which Council could consider additional regulations such as hours of operations or limited outdoor seating. Existing, non-licensed premises would also be subject to the conditional use process if they applied for a liquor licenses at their location.

#### **Secondary Suites**

Secondary suites are a simple way to increase density and housing stock without expanding the municipal servicing network. Currently, the City of Whitehorse allows secondary suites in conjunction with most single detached dwellings throughout the city. However, there are two changes being contemplated as part of Bylaw 2016-07 that will allow more flexibility for secondary suite development.

#### ***Garden Suites***

Currently, garden suites are only permitted where a single detached dwelling is the principal use. The purpose of this regulation is that there could be a significant impact on property owners in a condominium situation, such as a duplex, triplex or townhouse



configuration. However, there are many duplexes that are held as fee simple title (both duplex halves are independently owned with no common property) and situated on large lots.

Administration is proposing that garden suites be permitted in conjunction with fee simple duplexes, where the minimum lot size is 555 m<sup>2</sup>. This lot type is large enough to have limited impact on the other duplex owner and a suite provides additional density and income. Living suites, located within the principal dwelling, would still not be permitted as part of a duplex unit as per the National Building Code of Canada.

There is also a proposal to reduce the rear yard setback for garden suites where the property is adjacent to publicly owned land, such as greenbelt or park. Reducing the setback in this situation has no adverse impacts on neighbouring properties and provides flexibility for property owners.

#### *Additional Secondary Suites*

Bylaw 2016-07 proposes to allow both a garden suite and living suite on properties where a minimum lot size requirement is met. The Zoning Bylaw already allows triplex housing in the RCS2, RS, and RS2. Based on lot area, the maximum number of units would not be changing, as the proposed bylaw would only change the allowable form in which they may be provided. Other development regulations, such as minimum lot size, setbacks, site coverage, building height, gross floor area ratio, and separation distances would continue to limit the size and scale of development.

#### Burns Road/Wasson Place

This area was historically developed as a mix of commercial and light industrial uses under the IS zone. When the Zoning Bylaw was updated in 2012, this area was changed to CIM zoning, which included several special restrictions to capture the historical uses on numerous lots.

This led to situations where existing uses were unintentionally made non-conforming, made the regulations difficult to interpret, and provided inconsistent rules throughout the area. Administration has contacted property owners to discuss their businesses and use of properties and is proposing amendments that will simplify the regulations and eliminate any non-conforming concerns.

The proposed change will allow property owners to expand their businesses and provide one set of regulations for Burns Road and Wasson Place.

# CITY OF WHITEHORSE

## BYLAW 2016-07

A bylaw to amend Zoning Bylaw 2012-20

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WHEREAS section 289 of the *Municipal Act* provides that a zoning bylaw may prohibit, regulate and control the use and development of land and buildings in a municipality; and

WHEREAS section 294 of the *Municipal Act* provides for amendment of the Zoning Bylaw; and

WHEREAS it is deemed desirable that the City of Whitehorse Zoning Bylaw be amended with respect to a number of administrative edits;

NOW THEREFORE the council of the municipality of the City of Whitehorse, in open meeting assembled, hereby ENACTS AS FOLLOWS:

1. Section 2.2 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing definitions for “eating and drinking establishment”, “garden suite” and “site coverage” and substituting therefore new definitions as follows:

“EATING AND DRINKING ESTABLISHMENT” means the use of land and premises for the preparing and offering of foods and beverages for sale to the public for the consumption within the premises or taken or delivered off-site, including bards, neighbourhood pubs, licensed restaurants, cafes, delicatessens, tearooms, lunchrooms, refreshment stands, and take-out restaurants but excluding a drive-through component. For the purpose of this bylaw, eating and drinking establishments licensed under the *Yukon Liquor Act* will be considered a separate use from those that are not. The process of an existing eating and drinking establishment becoming licensed under the *Yukon Liquor Act* is considered a change of use under this bylaw.

“GARDEN SUITE” means a secondary dwelling unit located on a lot where the principal use is either single detached housing or a fee simple duplex.

“SITE COVERAGE” means the percentage of horizontal area of a lot that may be built upon including accessory buildings or structures excluding steps, eaves, cornices and similar projections, courtyards, terraces or patios, driveways, aisles and parking stalls. Cantilevered portions of buildings above the first storey will not be included in site coverage calculations.”

2. Section 4 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 4.4.1 f) (11) as follows and renumbering the remaining subsections accordingly:

“4.4.1 f) (11) proposed impacts or improvements to the boulevard including remediation, revegetation, landscaping, construction of drainage infrastructure, paving, or other treatment;

# Zoning Amendment Bylaw 2016-07

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3. Section 4 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 4.5.1 j) and substituting a new subsection 4.5.1 j) as follows:

“4.5.1 j) confirmation of consultation with utility providers, including but not limited to, ATCO Electric Yukon and NorthwesTel Inc., on servicing options for the proposed development (for commercial and multiple residential developments only)”

4. Section 5 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 5.5.2.4 and substituting a new section 5.5.2.4 as follows:

“5.5.2.4 Fence and wall materials shall be consistent with the character of the zone in which they are to be located. Barbed wired fencing or chain link fencing over 1.2 m is not permitted in conjunction with residential uses. Barbed wired fencing may only be permitted as a fence top in CH, IA, IQ, IS and PS zones where additional security is required, or around a public utility structure in any zone. The height of a fence or wall shall be measured from grade. Where the fence or wall is adjacent a property line, the height shall be measured with reference to the grade of the abutting property. Where a fence is located on top of a retaining wall, berm or similar structure, the height of the fence shall include the height of the supporting structure. On a corner lot, both yards fronting streets shall respect the height limitation for front yards. Specific regulations by zone class are included in section 5.5.3.”

5. Section 5 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 5.5.2.8 and substituting a new section 5.5.2.8 as follows:

“5.5.2.8 New landscape plantings shall consist of herbaceous and/or woody plant species known to be hardy in the Whitehorse area. Where possible, to provide winter interest, evergreen shrubs and trees and/or deciduous shrubs and trees that have interesting bark, fruit, or form shall be used. A list of recommended woody plant species is provided in Recommended Woody Plant Species for Whitehorse, which is available from Planning and Building Services and the Parks and Trails Departments. The minimum size of deciduous trees is 60 mm calliper. The minimum size of coniferous trees is 1.75 m height as measured from ground level. The minimum size of shrubs is #2 pot (2 gallon) or 1.0 m height balled-and-burlapped as measured from ground level.

The ground of the landscape area must be covered with a landscape material, such as, but not limited to turf-seeded, turf-sodded, weed barrier fabric, mulch, decorative pavers, washed gravel, shale or similar treatments and/or flower beds. A Development Officer may require a combination of different landscape ground cover treatments for the purpose of increasing the diversity and appeal of the landscape area. In no instances shall non-organic material be used as the sole landscape ground cover on a site. In the case where gravel, shale, mulch, or a similar loose material is used for landscaping, suitable containment must be implemented to the satisfaction of the Development Officer, to ensure that

# Zoning Amendment Bylaw 2016-07

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the material is maintained on private property and does not migrate on to public streets, sidewalks, etc.

Driveways, walkways, parking spaces and utility services boxes may interrupt a landscape planting area. These interruptions will not reduce the area used in calculating landscaping planting areas. Where the calculation of the total number of trees or shrubs required results in a fractional number, the total number of trees and shrubs required shall be the next highest whole number. Landscape plantings shall not obstruct sightlines within a sight triangle. Specific regulations by zone class are included in section 5.5.3.

6. Section 5 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 5.5.3.1j) and substituting a new section 5.5.3.1 j) as follows:

“5.5.3.1 j) Between the period of October 31<sup>st</sup> and May 1<sup>st</sup>, recreational vehicles, utility trailers, and boats shall be stored in the rear or interior side yard or may be stored in a in a front yard driveway, provided they do not project further than 2.0 m into a front yard. In the case of a corner lot, recreational vehicles, utility trailers, and boats may be stored in an exterior side yard provided that the area is screened from view with either fencing or landscaping. At all other times of the year, recreational vehicles, utility trailers, and boats may be stored in a front yard driveway. At no time shall any part of a stored unit be within 2 m of the interior edge of a sidewalk or curb/edge of road if there is no sidewalk.”

7. Section 5 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 5.5.3.3 c) and substituting a new section 5.5.3.3 c) as follows:

“5.5.3.3 c) Landscape plantings are required for new developments in all industrial zones. The required landscape planting area in square metres is calculated based on 3.0 m x total public road frontage of the property in metres. Requirements in all industrial zones are a minimum 2.0 m wide landscape planting area with on tree planted per 50 m<sup>2</sup> landscape planting area or one shrub planted per 30 m<sup>2</sup> of landscape planting area, or any combination thereof to meet the standard. Landscaping requirements may be fulfilled through retention of natural vegetation where applicable. Landscaping or natural treatment of the adjacent boulevard may also meet landscaping requirements, subject to approval by the Development Officer and City Engineer. The document *2002 City of Whitehorse Landscaping Guidelines for Industrial Development*, available from Planning and Building Services, provides illustrated examples. Landscaping or natural vegetation should promote a gateway entrance to the lot.”

## Zoning Amendment Bylaw 2016-07

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8. Section 6 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 6.4.2 e) as follows:
  - “6.4.2 e) Where additional design features, building articulations, glazing, and/or other façade improvements have been proposed, the regulations in section 6.4.2 may be relaxed at the discretion of the Development officer.”
9. Section 6 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 6.7.2 and substituting therefore a new subsection 6.7.2 as follows:
  - “6.7.2 Where the principal use is a single detached dwelling, the minimum allowable lot size for a garden suite is 555 m<sup>2</sup>. The minimum lot area may be reduced if there is lane access.”
10. Section 6 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 6.7.3 as follows and renumbering the remaining sections accordingly:
  - “6.7.3 Where the principal use is a fee simple duplex dwelling, the minimum allowable lot size for a garden suite is 555 m<sup>2</sup>.”
11. Section 6 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 6.7.4 and substituting therefore a new subsection 6.7.4 as follows:
  - “6.7.4 Garden suites are subject to the development regulations applicable to principal uses in each zone (i.e. buildings are not to be regulated as an accessory building/structure). However, in no case shall the side yard setback for a garden suite be 0 m.”
12. Section 6 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 6.7.6 and adding a new subsection 6.7.6 as follows:
  - “6.7.6 Notwithstanding section 6.7.4, the minimum rear yard setback for garden suites with lane access is 0.6 m. The rear yard setback for garden suites without lane access may also be reduced to 0.6 m, at the discretion of the Development Officer, if the rear lot line is adjacent to a public right-of-way or undeveloped or publicly owned land such greenbelt, parks, schools, etc.”
13. Section 6 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing sections 6.9.1 a) and 6.10.1 a) and renumbering the remaining sections accordingly.
14. Section 7 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 7.3.7 g) and replacing it with a new subsection 7.3.7 g) as follows:
  - “7.3.7 g) For all developments except “parking garages”, the maximum parking supply rate is 25% greater than the minimum rate established in table 7.3.6. Variances shall not be granted on the parking minimum. Maximum parking regulations shall not apply to single detached housing, duplexes, or secondary suites.”

# Zoning Amendment Bylaw 2016-07

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15. Section 7 of Zoning Bylaw 2012-20 is hereby amended by deleting the existing section 7.6.3 and substituting therefore a new section 7.6.3 as follows:
- “7.6.3 In a residential zone, off-street parking spaces shall not be located:
- a) in the front yard setback of a lot in a residential zone, unless it is used as a driveway; or
  - b) in the exterior side yard setback, or an interior side yard setback adjacent to a public thoroughfare (lane, trail, etc.), unless the parking area is screened from view by either fencing or landscaping.”
16. Section 9 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsections 9.3.4 b), 9.4.4 b) and 9.5.4 b) and renumbering the remaining subsections accordingly.
17. Section 9 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 9.7.5 l) as follows:
- “9.7.5 l) Lots with a minimum aggregate lot area of 980 m<sup>2</sup> are permitted to have both a living suite and a garden suite, subject to the regulations of this bylaw.”
18. Section 9 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsections 9.8.4 d), 9.9.4 a), 9.10.4 a), and 9.12.4 a) and renumbering the remaining subsections accordingly.
19. Section 9 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 9.15.5 m) as follows:
- “9.15.5 m) Lots with a minimum aggregate lot area of 1208 m<sup>2</sup> are permitted to have both a living suite and a garden suite, subject to the regulations of this bylaw.”
20. Section 9 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 9.16.5 n) as follows:
- “9.16.5 n) Lots with a minimum aggregate lot area of 1208 m<sup>2</sup> are permitted to have both a living suite and a garden suite, subject to the regulations of this bylaw.”
21. Section 10 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 10.4.8 b) and substituting a new subsection 10.4.8 b) as follows:
- “10.4.8 b) All lots located on Burns Road and Wasson Place are designated CIMx with the following special restrictions:
- Trucking terminals shall be permitted as a principal use;
  - Industrial, salvage shall not be permitted;
  - A 15 m rear yard setback is required for all development adjacent to slopes greater than 30%; and
  - Multiple residential housing is permitted as a secondary use above the ground floor on Lot 23, Plan 2009-0107 (2 Wasson Place).”

## Zoning Amendment Bylaw 2016-07

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22. Section 10 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsections 10.4.8 c), 10.4.8 d) and 10.4.8 e) and renumbering the remaining subsections accordingly.
23. Section 10 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 10.5.2 d) and substituting therefore a new subsection 10.5.2 d) as follows:

“10.5.2 d) eating and drinking establishments (excluding premises licensed under the *Yukon Liquor Act*)”
24. Section 10 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 10.5.4 a) and renumbering the remaining subsections, as follows:

“10.5.4 a) eating and drinking establishments (premises licensed under the *Yukon Liquor Act*)”
25. Section 10 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 10.6.7 a) (1) and adding a new subsection 10.6.7 a) (1) as follows:

“10.6. a) (1) The addition of single detached dwellings and gas bars as principal uses and eating and drinking establishments (premises licensed under the *Yukon Liquor Act*) as a conditional use”
26. Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 10.6.7 b) (1) and adding a new subsection 10.6.7 b) (1) as follows:

“10.6.7 b) (1) The addition of gas bars as principal uses and eating and drinking establishments (premises licensed under the *Yukon Liquor Act*) as a conditional use”
27. Section 10 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsections 10.8.3 d), 10.9.3 c), and 10.13.3 c) and renumbering the remaining subsections accordingly.
28. Section 11 of Zoning Bylaw 2012-20 is hereby amended by deleting subsection 11.4.7 b) and renumbering the remaining sections accordingly.
29. Section 12 of Zoning Bylaw 2012-20 is hereby amended by deleting existing subsection 12.4.5 c) and substituting a new subsection 12.4.5 c) as follows:

“12.4.5 c) The maximum floor area ratio is 0.9.”
30. Section 12 of Zoning Bylaw 2012-20 is hereby amended by deleting existing section 12.6.2 e) and substituting a new subsection 12.6.2 e) as follows:

“12.6.2 e) nature interpretation facilities”
31. Section 12 of Zoning Bylaw 2012-20 is hereby amended by adding a new subsection 12.6.2 f) as follows and renumbering the existing subsections accordingly:

“12.6.2 f) parks”

# Zoning Amendment Bylaw 2016-07

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32. The zoning maps attached to and forming part of Zoning Bylaw 2012-20 are hereby amended by changing the zoning of a parcel of vacant Commissioner's land, located on the western shore of Schwatka Lake, from PE-Environmental Protection to PR-Parks and Recreation, as indicated on the sketch attached hereto as Appendix "A" and forming part of this bylaw.
33. The zoning maps attached to and forming part of Zoning Bylaw 2012-20 are hereby amended by changing the zoning of a portion of Lot 339, Plan 2009-0135 LTO and a closed portion of the Normandy Road right-of-way, located in the Takhini North subdivision, from PG-Greenbelt and RCS2-Comprehensive Residential Single Family 2 to PG-Greenbelt and RCS2-Comprehensive Residential Single Family 2, as indicated on the sketch attached hereto as Appendix "B" and forming part of this bylaw.
34. The zoning maps attached to and forming part of Zoning Bylaw 2012-20 are hereby amended by changing the zoning of a portion of the Mountainview Drive Road Right-of-Way on Plan 73587 LTO, (Pepsi Softball Centre), from PG-Greenbelt to PR-Parks and Recreation as indicated on the sketch attached hereto as Appendix "C" and forming part of this bylaw.
35. The zoning maps attached to and forming part of Zoning Bylaw 2012-20 are hereby amended by changing the zoning of portions of Yukon Government quarry leases 940173 and 880205, from PE-Environmental Protection to IQ-Quarries, and a portion of vacant Commissioner's Land from IQ-Quarries to PE-Environmental Protection, as indicated on the sketch attached hereto as Appendix "D" and forming part of this bylaw.
36. Where modified zones signified with an "x" are added or deleted, the mapping notations will be adjusted accordingly.
37. This bylaw shall come into force and effect upon the final passing thereof.

**FIRST READING:**

**PUBLIC NOTICE:**

**PUBLIC HEARING:**

**SECOND READING:**

**THIRD READING and ADOPTION:**

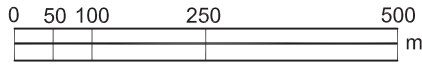
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Mayor

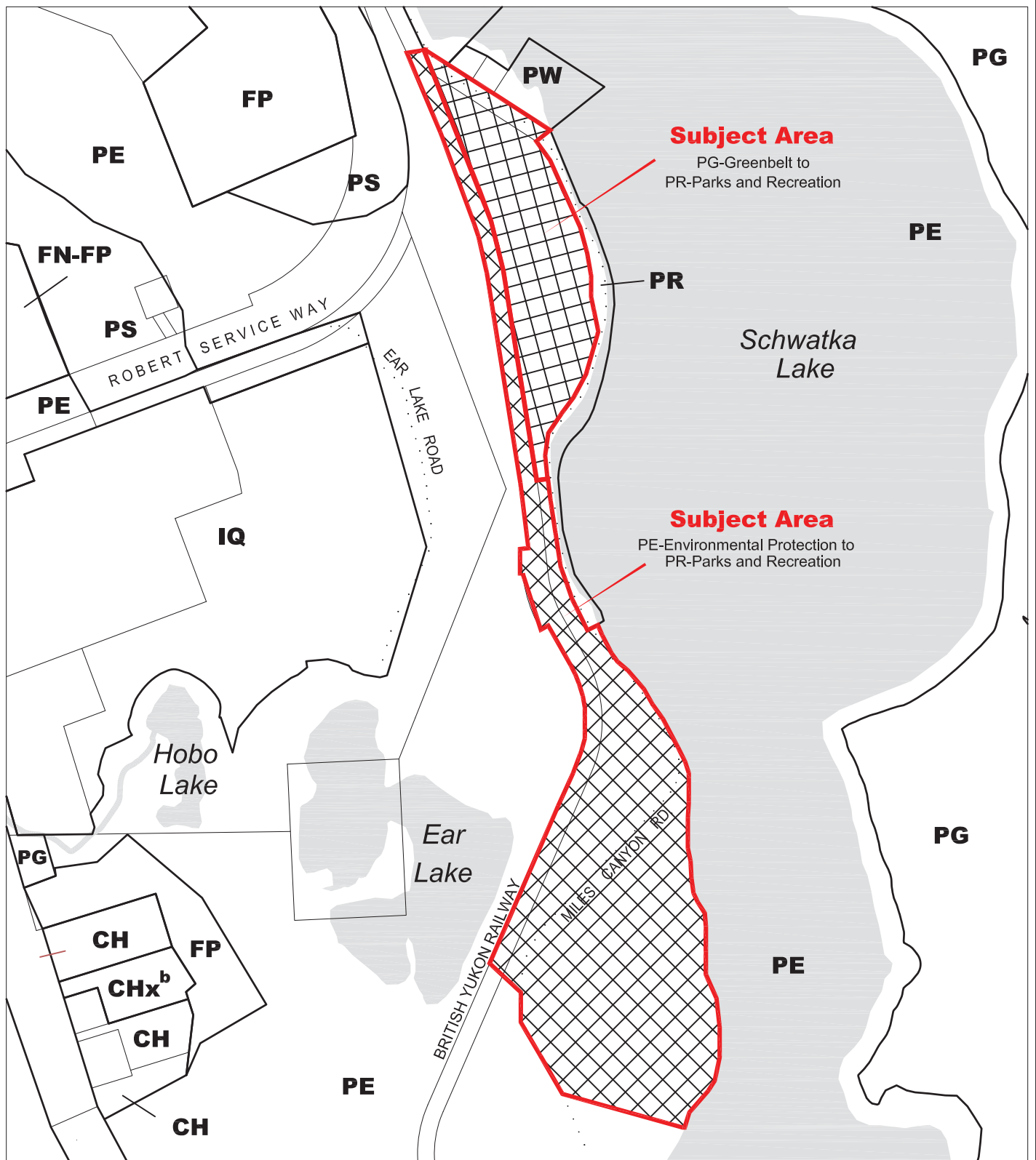
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City Clerk






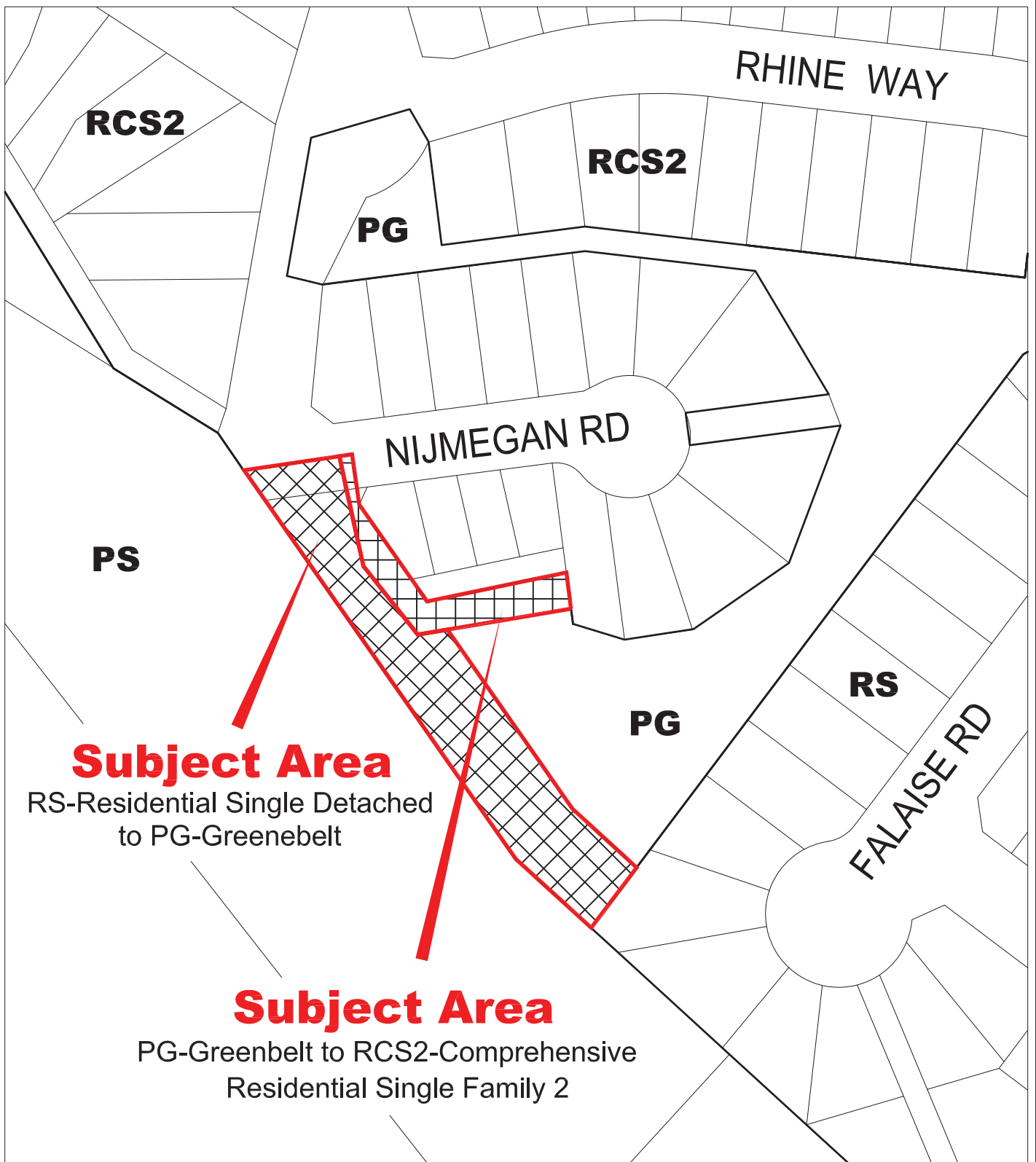
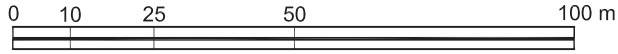
CITY OF WHITEHORSE  
BYLAW 2016-07  
APPENDIX 'A'



Bylaw 2016-07  
A bylaw to make administrative edits and mapping changes to  
Zoning Bylaw 2012-20.


**LEGEND**

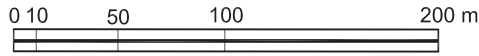
 SUBJECT AREA



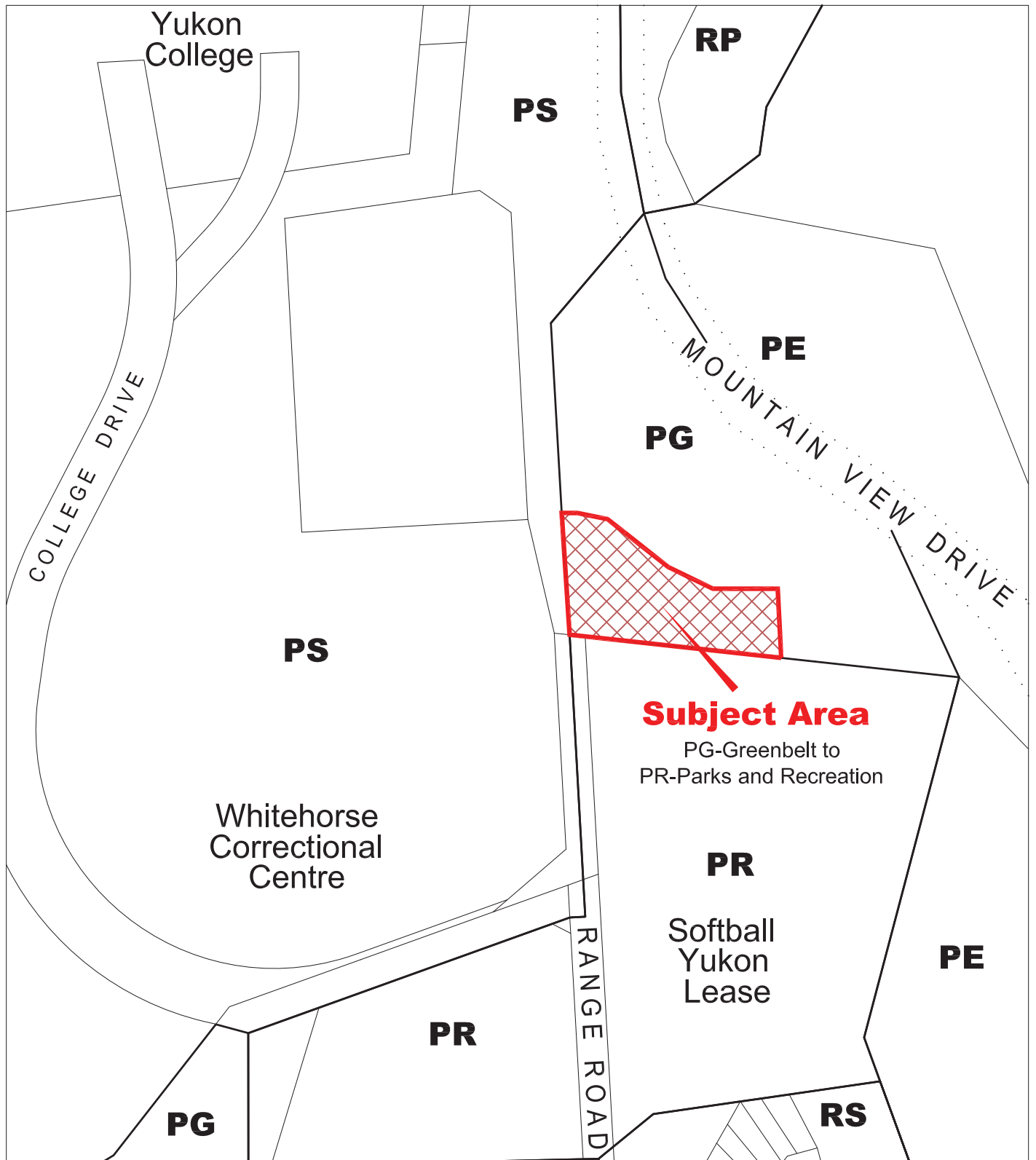
Bylaw 2016-07  
A bylaw to make administrative edits and mapping changes to  
Zoning Bylaw 2012-20.

**LEGEND**

 SUBJECT AREA




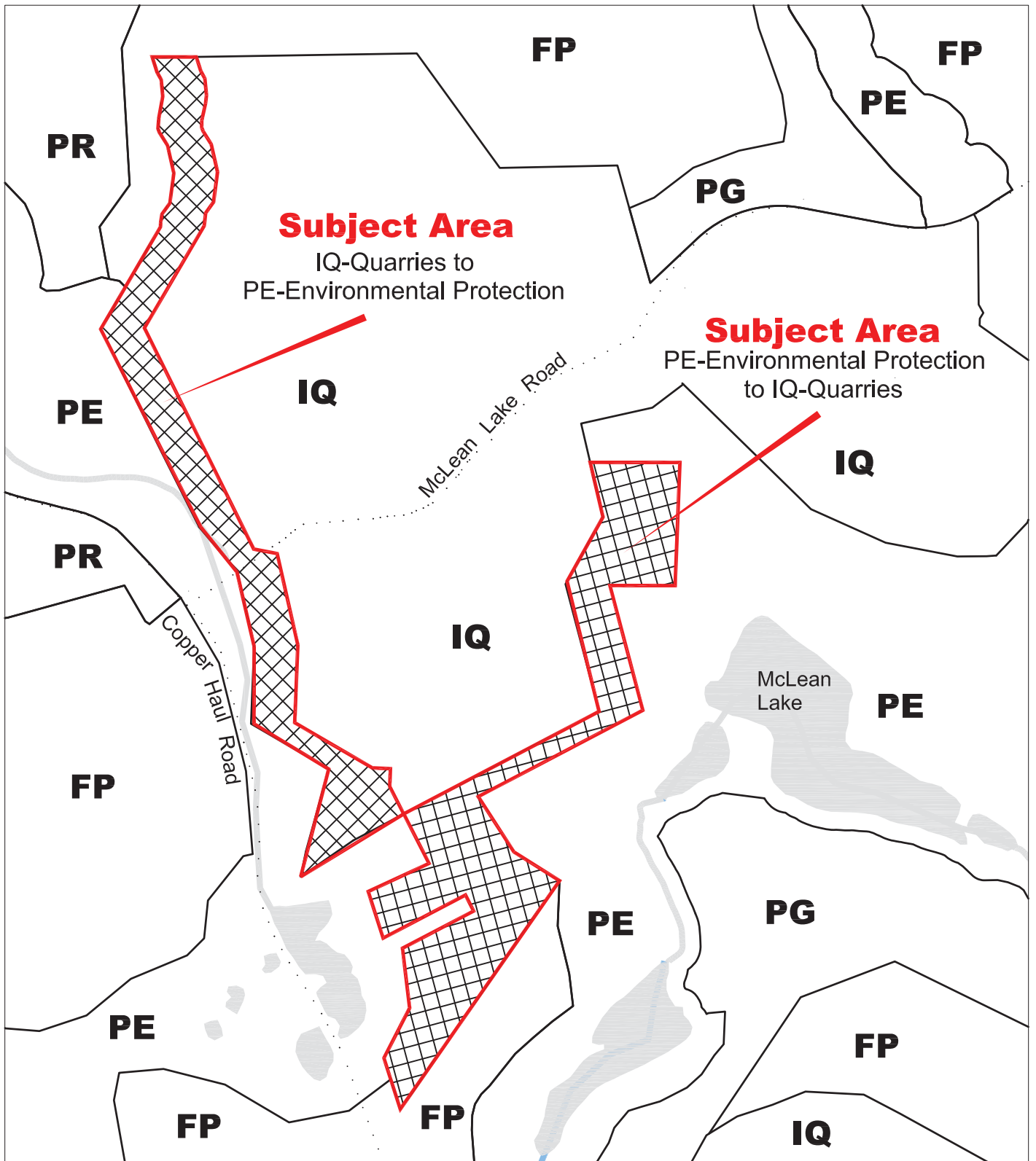
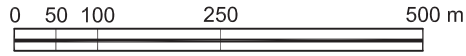
CITY OF WHITEHORSE  
BYLAW 2016-07  
APPENDIX 'C'



Bylaw 2016-07  
A bylaw to make administrative edits and mapping changes to  
Zoning Bylaw 2012-20.


**LEGEND**

 SUBJECT AREA



Bylaw 2016-07  
A bylaw to make administrative edits and mapping changes to  
Zoning Bylaw 2012-20.

**LEGEND**

 SUBJECT AREA

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Planning and Building Services**

**Accomplishments:**

1. Released mixed-use, commercial land (704 Main Street) for public bid process
2. Released request for proposals for Urban Containment Boundary (Northern and Southern) planning contracts
3. Hired consultant and held first public events for Chadburn Lake Park Mgmt. Plan

**Current Efforts:**

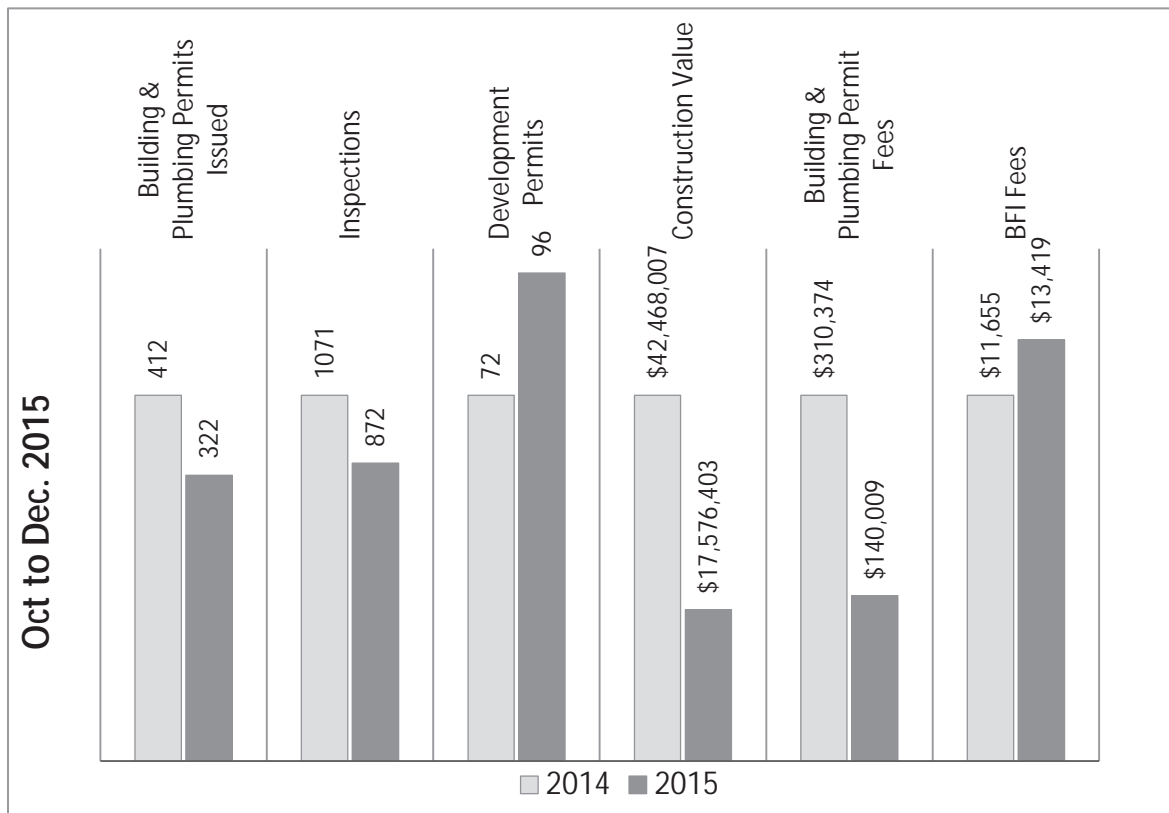
1. Work with consultant to design new Schwatka Lake plane/boat launch
2. Work with Yukon Housing to promote Secondary Suites incentive programs
3. Participate in Parking/Transportation Management Committee

**Planned Activities:**

1. Assist Engineering Services with Spring public engagement activities
2. Award Urban Containment Boundary (Northern and Southern) planning contracts
3. Prepare Request for Proposal for update to Downtown/Marwell Area Plans

**Monthly Building Statistics for Oct to Dec 2015**

	<u>2014</u>	<u>2015</u>
Total Building & Plumbing Permits Issued	412	322
Total Inspections	1071	872
Total Residential Development Permits	72	96
Total Construction Dollar Value(*)	\$42,468,007	\$17,576,403
Total Building & Plumbing Permit Fees(*)	\$310,374	\$140,009
BFI Fees	\$11,655	\$13,419



\* **NOTE:** The fourth quarter 2014 construction values / building & plumbing permit fees 2014 were higher than typical due to the following major construction projects: Interior Reno: Extra Foods – \$2,900,000.00; 48 Unit Senior's Complex - \$5,465,710.00; New F.H. Collins - \$24,712,102.00; 71 Aksala Drive (Summerhill) - 20 residential units – Approx. \$2,559,800.00.

CITY OF WHITEHORSE  
CITY OPERATIONS COMMITTEE AGENDA

Date: Monday, February 1, 2016

Location: Council Chambers, City Hall

Chair: Roslyn Woodcock      Vice-Chair: Betty Irwin



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	Pages
1. Quarterly Activity Reports - For Information Only	1 - 4
1.1 Director of Infrastructure and Operations	
1.2 Engineering Services	
1.3 Operations	
1.4 Water and Waste Services	
2. New Business	

**Chairperson shall ask if there is anyone present who wishes to speak to the Committee**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Director of Infrastructure & Operations**

**Accomplishments:**

1. Complete review of past Safety Records (2014/15) and YWCHSB status
2. Update and Review of Capital and Operation Financial Budgets
3. Reviewed BCP study completed by KZA. Also reviewed site options and co-location with YG

**Current Efforts:**

1. BCP Phase 1 – Operations Building Project. Leased land on Range Road. ID project overall scope.
2. Operating Budget Review
3. Asset Management – development of new policy

**Planned Activities:**

1. BCP Phase 1 – Project funding and completion of RFP
2. Safety – working alone recommendations
3. Asset Management committee and consultant reviews

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Engineering Services**

**Accomplishments:**

1. Year-end wrap-up of 2015 Capital Projects
2. Applications to Building Canada Fund for five projects
3. 2015 project Construction Completion Certificates and Final Acceptance Certificates

**Current Efforts:**

1. Asset Management Database and Work Order integration
2. Design/Planning of 2016 projects (Sixth Avenue reconstruction, Hillcrest LIC)
3. Servicing Standards Manual updates/revisions

**Planned Activities:**

1. Whistle Bend Project Management transfer from YG
2. Tendering of approved 2016 Capital Projects
3. Sixth Avenue residents' meeting to discuss reconstruction design

**Critical Statistics:**



**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Operations Department**

**Accomplishments:**

1. 2016 Capital Budget
2. 2016 Snow and Ice Control and Transportation Maintenance Policies approved
3. Annual facility and equipment shutdowns/restarts

**Current Efforts:**

1. Winter facility, road and equipment maintenance ongoing
2. Planning, design, and tender specification development for 2016
3. 2015 year-end reconciliations

**Planned Activities:**

1. Annual building maintenance work and capital projects
2. Implementation of 2016 O&M Budget, work plans
3. Asset management work

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Water and Waste Services**

**Accomplishments:**

1. Repair water main failure at 4<sup>th</sup> and Wood
2. Drinking Water Security CASM
3. Drinking Water/Wastewater, and Landfill Sampling Program Tenders

**Current Efforts:**

1. Work Order System Implementation – Asset Management
2. Commissioning of new production wells 4N and 10
3. Mosquito Control Program Tender

**Planned Activities:**

1. Organic certification of City compost
2. Security camera installation at Landfill Gatehouse
3. Fuel Storage in Riverdale Education/Awareness program

**Critical Statistics:**

CITY OF WHITEHORSE  
COMMUNITY SERVICES COMMITTEE

Date: Monday, February 1, 2016

Location: Council Chambers, City Hall

Chair: Samson Hartland Vice-Chair: Jocelyn Curteanu



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	Pages
1. 2010-2014 Whitehorse Transit Report Card – For Information Only	1 - 12
2. Quarterly Activity Reports - For Information Only	13 - 16
2.1 Director of Community and Recreation Services	
2.2 Parks and Community Development	
2.3 Recreation and Facility Services	
2.4 Transit Services	
3. New Business	

**Chairperson shall ask if there is anyone present who wishes to speak to the Committee**

# ADMINISTRATIVE REPORT

<b>TO:</b> Community Services Committee
<b>FROM:</b> Administration
<b>DATE:</b> February 1, 2016
<b>RE:</b> 2010-2014 Whitehorse Transit Report Card – For Information Only

## ISSUE

Review of Whitehorse Transit Service

## REFERENCE

Attachment

## HISTORY

In advance of the budget submission for 2016, Whitehorse Transit staff retained the services of Transit Consulting Network to provide a 3<sup>rd</sup> party review of Transit services.

## ANALYSIS

An objective review was undertaken with the focus of answering questions such as “How well is Transit doing?” and “Are we receiving value from our investment?”. Performance over a period of 5 years was reviewed and compared with Transit services across Canada (the peer group) to create a report card. Some highlights of the report are listed below.

Canada-wide transit ridership grew by 9% from 2010 to 2014 while Whitehorse Transit ridership grew by a very impressive 72% (from 318,456 passengers in 2010 to 546,496 passengers in 2014). In comparison, the peer group ridership dropped by 10% over the same period. The magnitude of the successful growth in transit use can be attributed to a number of Whitehorse Transit initiatives since 2010, namely:

- 2011:
  - There was extensive revamping and expansion of the transit system’s route and schedules, which provided service to link new areas of the City together;
  - Increase marketing and communications to be more effective
- 2012:
  - A group transit pass program was initiated
  - A pilot project with high school education transit passes was launched
  - The Arctic Winter Games took place where Transit played a strong role in transporting attendees, tourists, athletes, and volunteers
- 2013:
  - Evening service was introduced

- A transit outreach program was focussed on large employers and Yukon College students to market the evening service and build on the group transit pass program launched in 2012
- A universal pass (U-Pass) program was initiated for full time students at Yukon College
- 2014:
  - A new route was introduced during peak service linking Copper Ridge, Granger, McIntyre, CGC, Takhini, Yukon College with Porter Creek and Whistle Bend
  - High school passes increased from 320 passes per month to 500 passes per month

Between 2010 and 2014, Whitehorse Transit's service hours grew by 86% while its peer group remained unchanged when compared to 2010. In looking at that uncharacteristic growth it is important to bear in mind that much of the increase in service took place in 2014 when Transit service was expanded to better accommodate Yukon College students and Transit's support of the U-Pass program.

When Whitehorse Transit expanded its hours of operation into the evening periods and added peak service in 2014, three key benefits were realized:

- Existing transit users are now able to travel outside of normal work hours to access goods and services – this increases transit use and improves the quality of life for those that have no other means of travel
- Transit travel became more direct for many transit customers
- The need to own a vehicle or that second or third household vehicle was mitigated

While transit service growth in the rest of the country was relatively flat over the five year period covered in this report, Whitehorse Transit expanded considerably. This expansion also enabled the City of Whitehorse to catch up in terms of coverage and hours of operation. The investment in service provides households with the opportunity to reduce auto ownership and related costs, which can go a long way to saving households several thousands of dollars annually. This helps the local economy since savings would likely be reinvested locally on goods and services. Although transit services cannot compete with private automobiles in terms of comfort and speed, the City of Whitehorse made transit a more viable choice of travel for residents, particularly for those that have no other choice as well as those wishing to reduce their reliance on a private vehicle.

Based on the City's year-to-date transit ridership to October 31, 2015 it is estimated that transit ridership will grow further by 15% over 2014 to approximately 630,000. This represents a doubling of transit use since 2010.

The data suggests that Whitehorse Transit has improved the quality of life of Whitehorse residents and the report also suggests that the Transit performance improvement trend is likely to continue in 2015 and beyond.



# Introduction

In 2014, the City of Whitehorse invested \$3,417,867 to provide 29,878 hours of bus service to its residents. After taking into account passenger fares paid and other revenues, the net cost to taxpayers was \$2,400,450. This is significant for the 2014 population of 27,962 reported in the same year. Like other municipal services provided by the City, budgets are developed each year for approval and Council must make difficult decisions in setting municipal priorities based on information brought forward by staff.

In advance of the 2016 budget submission, staff of Whitehorse Transit set out to answer two questions, namely, “How well is transit doing?” and “Are we receiving value from our investment?” To answer these two questions, the City of Whitehorse retained the services of Wally Beck, President of Transit Consulting Network (TCN), to undertake an objective review of the Whitehorse Transit service performance over the last five years (2010-2014). Mr. Beck is well qualified, possessing over 40 years of transit experience with 23 years in the municipal sector and 17 years as a transit consultant. To provide additional perspective, TCN then looked at the Whitehorse Transit peer group and the transit industry in general across Canada, comparing 2014 with 2010 statistics. Collectively, the end result is presented in the form of a “report card” to better enable members of Council to ascertain their opinions on “value for money” relative to transit expenditures.

The Canadian Urban Transit Association (CUTA) has kept records of individual transit systems and their performance across Canada since the 1970’s when transit systems began reporting data annually. The data is summarized in the Canadian Urban Transit Fact Book. This mature database has evolved over the years, is consistent and contains many definitions, which are designed for industry professionals.

Exhibit 1: 2010-2014 Whitehorse Transit Performance Data quantifies the change in efficiency and effectiveness performance over the five-year period. Exhibit 2: 2014 Vs 2010 Peer Review Performance Data was provided to compare how Whitehorse Transit performed in relation to:

- Other transit systems in its peer group (the 43 CUTA member transit systems with a municipal population below 50,000) ; and
- Transit services across Canada in general regardless of dissimilar structure, size and service area when compared to Whitehorse.

## 2010-2014 Whitehorse Transit Performance Data

2010 - 2014 Whitehorse Transit - Canadian Urban Transit Association Statistics											
Year	Total Population	Service Area Population	Revenue Vehicle Hours	Revenue Passengers	Revenue Passengers per hour	Cost per Hour	Cost per Passenger	Average Passenger Fare	Net Cost Per Capita	Revenue Passengers per Capita	Revenue Vehicle Hours per Capita
2010	26,418	18,900	16,097	318,456	19.78	\$87.41	\$5.68	\$2.11	\$51.62	16.85	0.85
2011	27,129	21,773	16,845	340,265	20.20	\$115.52	\$7.28	\$1.97	\$81.81	15.63	0.77
2012	27,232	22,156	21,765	421,342	19.36	\$101.44	\$6.46	\$1.98	\$82.62	19.02	0.98
2013	27,773	22,493	22,484	471,232	20.96	\$102.83	\$6.11	\$1.95	\$87.15	20.95	1.00
2014	27,962	23,192	29,878	546,496	18.29	\$81.12	\$5.35	\$1.77	\$85.85	23.56	1.29
<b>Change 2014 Vs 2010</b>	1,544	4,292	13,781	228,040	-1.49	-\$6.29	-\$0.33	-\$0.34	\$34.23	6.71	0.44
<b>% Change 2014 Vs 2010</b>	6%	23%	86%	72%	-8%	-7%	-6%	-16%	66%	40%	52%

Exhibit 1: Whitehorse Transit 2010-2014 Performance Data



## 2014 Vs 2010 Peer Review Performance Data

2014 Vs 2010 Canadian Urban Transit Association Statistics Peer Review									
Jurisdiction	Revenue Vehicle Hours	Revenue Passengers	Revenue Passengers per Hour	Cost per hour	Cost per passenger	Average Passenger Fare	Net Cost Per Capita	Revenue Passengers per Capita	Revenue Vehicle Hours per Capita
Whitehorse 2010	16,097	318,456	19.78	\$87.41	5.68	\$2.11	\$51.62	16.85	0.85
Whitehorse 2014	29,878	546,496	18.29	\$81.12	5.35	\$1.77	\$85.85	23.56	1.29
<50,000 population 2010	711,206	16,589,521	23.33	\$93.64	4.50	\$1.84	\$24.07	15.10	0.73
<50,000 population 2014	709,558	14,957,114	21.08	\$91.96	4.91	\$1.54	\$25.14	14.07	0.69
Canada 2010	46,554,811	1,905,749,867	40.94	\$124.15	3.28	\$1.75	\$81.22	83.32	2.05
Canada 2014	49,494,802	2,068,590,109	41.79	\$136.27	3.60	\$1.92	\$96.42	92.14	2.22
<b>% Change 2014 vs 2010</b>									
Whitehorse	86%	72%	-8%	-7%	-6%	-16%	66%	40%	52%
<50,000 Pop	0%	-10%	-10%	-2%	9%	-16%	4%	-7%	-5%
Canada	6%	9%	2%	10%	10%	10%	19%	11%	8%

**Exhibit 2: 2014 Vs 2010 Peer Review Performance Data**

It should be noted that transit systems across Canada are difficult to compare directly with Whitehorse Transit since transit operating environments can vary significantly due to factors such as:

- Population density and demographics
- Labour costs
- Climate and topography
- Local bus fare policies
- School board transportation policies
- Availability of higher-level government funding
- Local financial commitment to transit

Regardless of the variability of the operating environments and funding challenges, Whitehorse Transit performed extremely well based on our findings as illustrated in the following Whitehorse Transit Report Card section.

# Whitehorse Transit Report Card

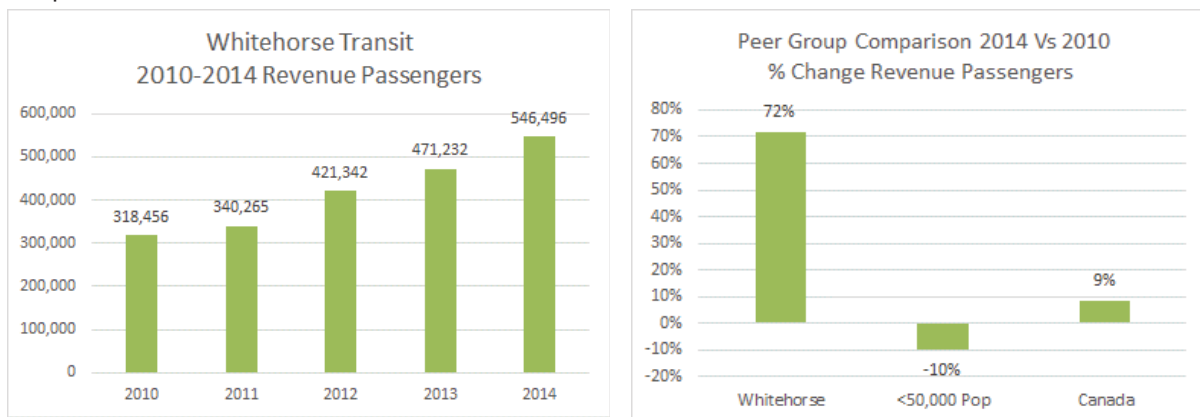
The Transit Report Card consists of two sections, described as follows:

- Transit Service Performance: focus on ridership and service
- Transit Financial Performance: focus on costs efficiencies

## Whitehorse Transit Service Performance

### Annual Transit Ridership

Exhibit 3 illustrates the growth in transit use since 2010 and is compared to the peer group during the same period.



**Exhibit 3: 2010-2014 Transit Ridership**

Canada-wide transit ridership grew by 9% from 2010 to 2014 while Whitehorse Transit ridership grew by a very impressive 72% (from 318,456 passengers in 2010 to 546,496 passengers in 2014). In comparison, the peer group ridership dropped by 10% over the same period. The magnitude of the successful growth in transit use can be attributed to a number of Whitehorse Transit initiatives since 2010, namely:

- 2011:
  - There was extensive revamping and expansion of the transit system's route and schedules, which provided service to link new areas of the City together;
  - Ramp-up of marketing and communications to more reasonable levels
- 2012:
  - A group transit pass program was initiated
  - A pilot project with high school education transit passes was launched
  - The Arctic Winter Games took place where Transit played a strong role in transporting attendees, tourists, athletes, and volunteers
- 2013:
  - Evening service was introduced
  - A transit outreach program was focussed on large employers and Yukon College students to market the evening service and build on the group transit pass program launched in 2012
  - A universal pass (U-Pass) program was initiated for full time students at Yukon College
- 2014:



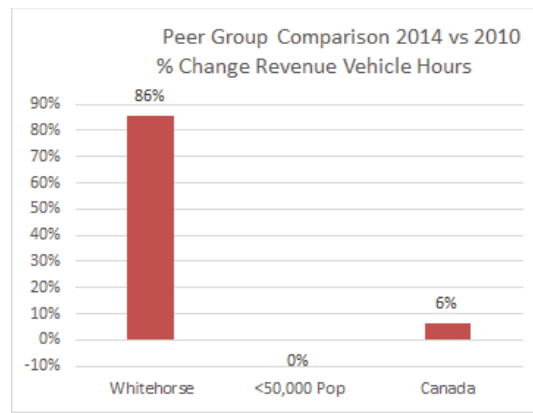
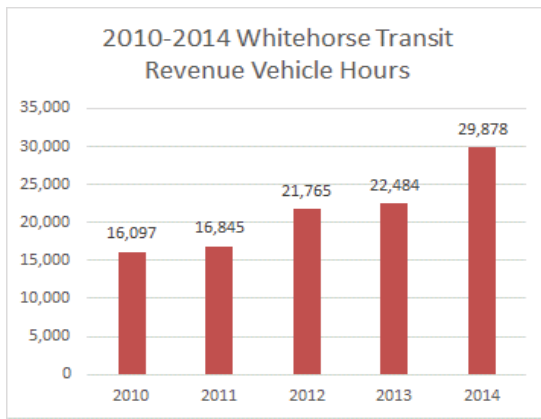


- A new route was introduced during peak service linking Copper Ridge, Granger, McIntyre, CGC, Takhini, Yukon College with Porter Creek and Whistle Bend
- High school passes increased from 320 passes per month to 500 passes per month

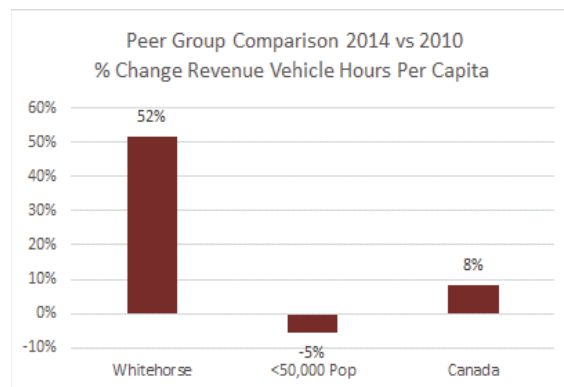
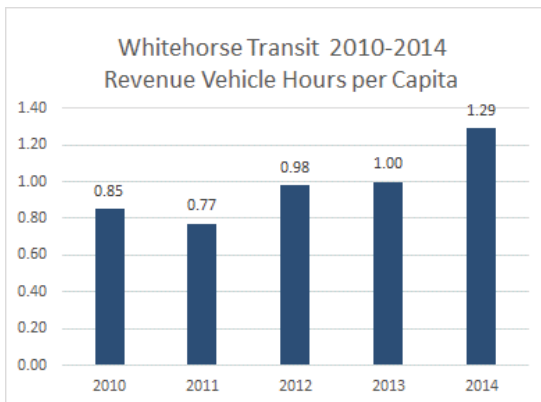
Based on year-to-date transit ridership to October 31, 2015 it is estimated that transit ridership will grow further by 15% over 2014 to approximately 630,000 this year. This represents a doubling of transit use since 2010.

### Transit Service Hours

Exhibit 4, 2010-2014 Revenue Vehicle Hours, represents the annual number of hours that buses are in service when fares are collected. Exhibit 5, Revenue Vehicle Hours per Capita, represents the number of revenue hours of bus service each year in relation to the population served.



**Exhibit 4: 2010-2014 Revenue Vehicle Hours**



**Exhibit 5: 2010-2014 Revenue Vehicle Hours per Capita**

Between 2010 and 2014, Whitehorse Transit’s service hours grew by 86% while its peer group remained unchanged when compared to 2010. The 1.29 revenue vehicle hours of service per capita that was provided sets Whitehorse apart from the peer group average of 0.69 hours per capita, bearing in mind that much of the increase in service took place in 2014 when service was expanded to better accommodate Yukon College students and Transit’s support of the U-Pass program.

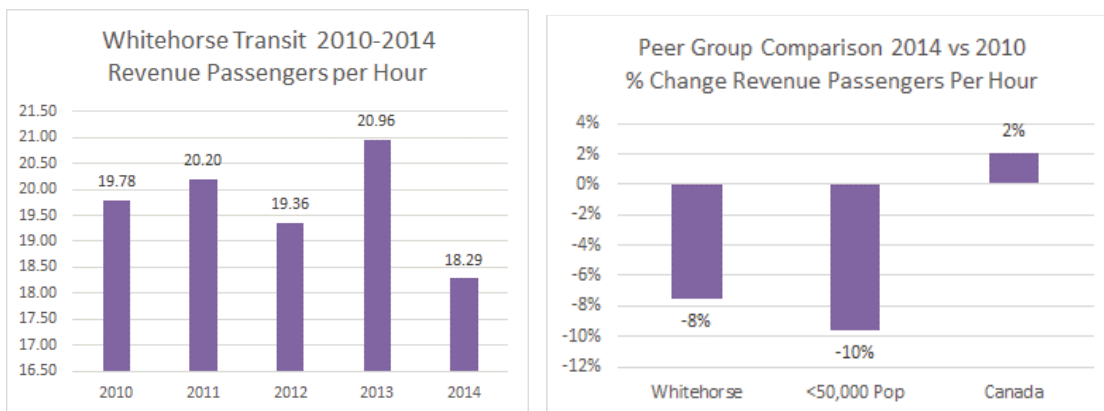


When Whitehorse Transit expanded its hours of operation into the evening periods and added peak service in 2014, three key benefits were realized:

- Existing transit users are now able to travel outside of normal work hours to access goods and services – this increases transit use and improves the quality of life for those that have no other means of travel
- Transit travel became more direct for many transit customers
- The need to own a vehicle or that second or third household vehicle was mitigated

While transit service growth in the rest of the country was relatively flat over the five year period covered in this report, Whitehorse Transit expanded considerably; however, the expansion was also enabled the City of Whitehorse to catch up in terms of coverage and hours of operation. The investment in service provides households with the opportunity to reduce auto ownership and related costs, which can go a long way to saving households several thousands of dollars annually. This helps the local economy since savings would likely be reinvested locally on goods and services. Although transit cannot compete with private automobiles in terms of comfort and speed, the City of Whitehorse made transit a more viable choice of travel for residents, particularly for those that have no other choice as well as those wishing to reduce their reliance on a private vehicle..

### Passengers per Hour



**Exhibit 6: 2010-2014 Passengers per Hour**

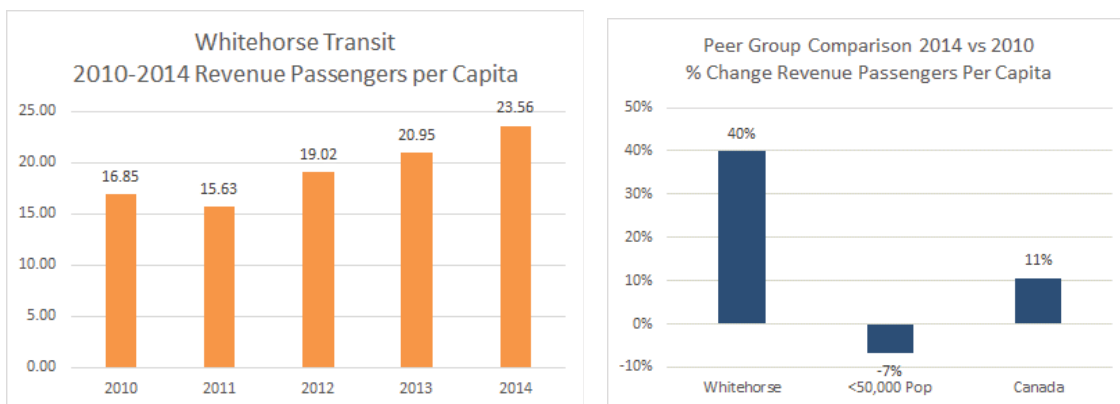
One measure of transit system efficiency is the number of revenue passengers carried per hour of service. In 2013, Whitehorse Transit carried an average of 21 passengers per hour and in 2014, even with adding approximately 7000 hours to its service routes, this figure had only declined by 2.5 passengers per hour. This remarkable achievement reflects the fact that between 2010 and 2014, Whitehorse Transit almost doubled its ridership. What this means is that, despite years of expanding hours of service to meet the current and future needs of a growing community, Whitehorse Transit essentially maintained its passenger per hour numbers, bettering its Canadian peer group performance by 2% overall. The door has been opened to future ridership growth.



The slight reduction in efficiency occurring between 2013 and 2014 is far outweighed by the 72% growth in transit use since 2010. It is expected that transit efficiency will return to 2013 levels as transit staff build on the success of the U-Pass program and continued outreach initiatives. As mentioned earlier, transit ridership is expected to increase by 15% in 2015 in comparison to 2014, which will improve transit system efficiency.

### Revenue Passengers per Capita

Revenue Passengers per Capita represents the average number of revenue passengers carried based on the service area population and is a key “effectiveness” indicator of a transit system. The higher the increase in value, the more effective transit becomes.



**Exhibit 7: 2010-2014 Passengers per Capita**

The 40% growth in the Revenue Passengers per Capita from 2010 to 2014 in Whitehorse is more than commendable. The 23.56 trips per capita in 2014 is also 67% higher than its peer group during the same year, which experienced an overall decline of 7% since 2010.

While population served by transit grew by 23% since 2010, the 40% increase in the trips per capita means that transit use is growing at a rate faster than the population served. From this observation, it is possible to suggest the following:

- Transit is becoming a more integral component of urban growth;
- Transit is reducing the carbon footprint of the City of Whitehorse;
- Transit is growing in popularity.

### Summary of Transit Service Performance

Whitehorse Transit is doing what it was designed to do and more important, it has the ability to build on its successes and grow transit ridership further. Of course, the question remains “Are we receiving value for our money?”



## Whitehorse Transit Financial Performance

Transit has evolved in developed countries from being privately operated businesses designed for profit into municipally supported services that operate at a loss – a ‘deficit’. This began in the late 1960s and early 1970s due to urban sprawl, which impacted transit efficiencies. For example, where one kilometre of bus route provided service to thousands of residents in the past, this is no longer the norm for all but the downtown areas of most major cities. The cost of providing transit service to more sparse developments eventually forced the private sector to relinquish transit to the public through local municipal ownership.

Given that transit operates at a loss, public transit is now designed to minimize deficits under municipal control rather than maximize profits under private sector control. This is what sets public transit apart from other important municipal services. For example, few question what the deficit of a roadway is; they just know it’s needed to get from point A to point B.

Whitehorse Transit is a municipal service that proactively measures transit service and financial performance on an ongoing basis. Fortunately, this translates to a high level of financial accountability, which is needed for political decision-makers when setting budgets. In this regard, a number of financial measures were investigated for the Transit Report Card review.

### Cost per Hour

Cost per Hour is a financial measure, which is calculated using the total direct operating expense incurred divided by the total number of hours that buses travel in a year. Direct operating expenses cover wages and fuel that vary with the hours or kilometres of service provided (i.e. variable expenses), and fixed operating costs such as the transit garage and transit administration.



**Exhibit 8: 2010-2014 Cost per Hour**

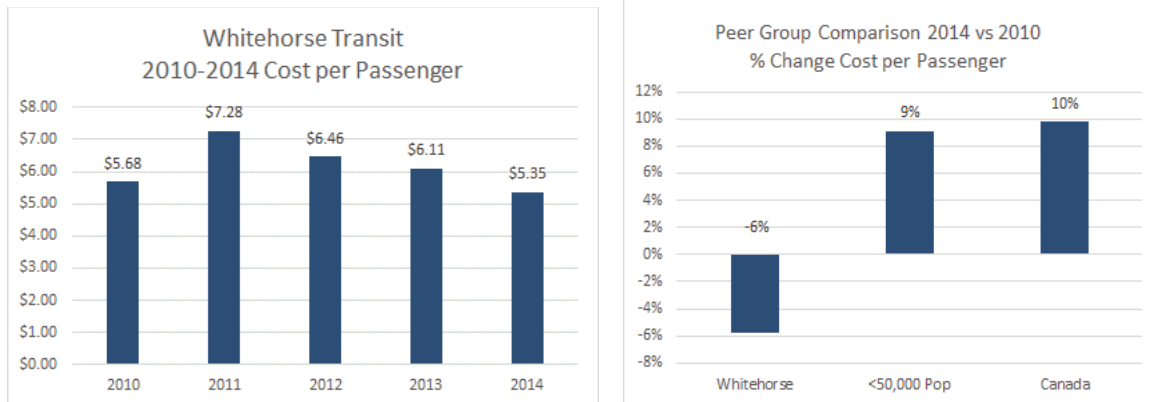
The Whitehorse Transit cost per hour has dropped 7% between 2010 and 2014, which is notable given the Canada-wide average hourly cost rose by 10%. Although impressive, there were anomalies in the jump in cost from 2010 (\$87.41 per hour) to 2011 (\$115.52 per hour) and the significant drop from 2013 (\$102.83 per hour) to 2014 (\$81.12 per hour), explained as follows:

- In 2011, there were extensive changes to the transit system that required significant marketing and communications initiatives with the public, and the construction of many new bus stops for the new routes; these enhancements continued into subsequent years
- In 2014, service hours increased by 30% over 2013, while administrative and other costs remained stable. This reduced the hourly cost significantly.



### Cost per Passenger

Cost per Passenger is calculated by using the total direct operating expense incurred divided by the total number or revenue passengers that travelled in the year. If the number of passengers carried increases by more than the cost, the cost per passenger will decrease, accordingly;

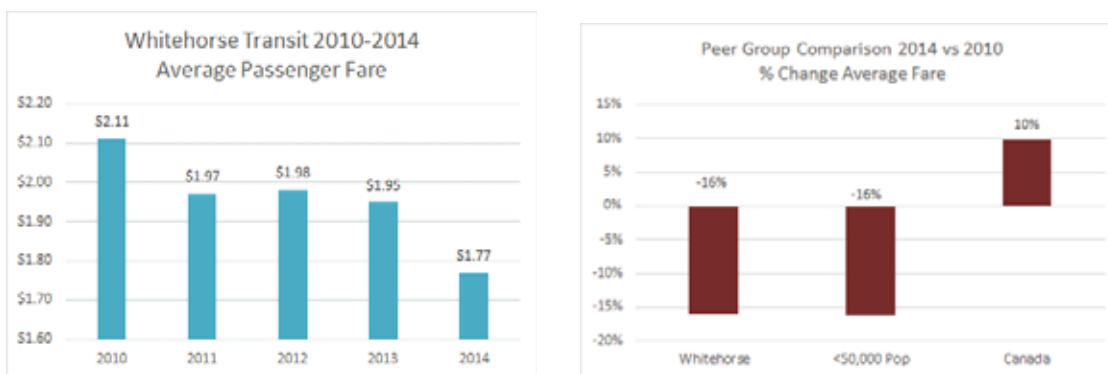


**Exhibit 10: 2010-2014 Average Passenger Fare**

The 6% drop in the cost per passenger between 2010 and 2014 is significantly lower than its peer group at +9% and Canada-wide (+10%). This significant cost efficiency improvement can be attributed to the 72% increase in transit demand while direct operating costs dropped by 7% during the same period. This is expected to improve further in 2015.

### Average Passenger Fare

The Average Passenger Fare is the total fares collected (cash, tickets, passes) divided by the total number of revenue boardings in the year.



**Exhibit 10: 2010-2014 Average Passenger Fare**

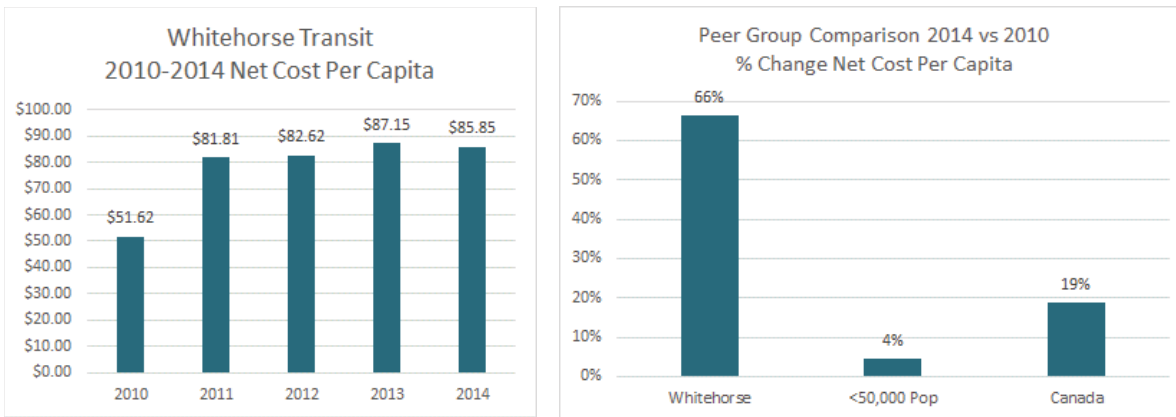
The average fare collected by Whitehorse Transit in 2014 (\$1.77) was 16% lower (\$2.11) than five years earlier in 2010, which is similar to its peer group reduction (16%) but well below the Canada-wide average fare increase of 10%. Bus fare pricing policies vary between municipalities across Canada to reflect local hourly costs and inflation, service hours provided and concessions fares (e.g. seniors and students, and discounted tickets and passes).



Fortunately, the 72% increase in transit demand and reduced hourly costs during the same period help offset the impact of the average fare decrease and inflation; however, it does impact the cost to taxpayers (see Net Cost per Capita).

### Net Cost per Capita

'Net Cost per Capita' is financial performance indicator, which is calculated using the annual municipal operating contribution on a per capita based on the total municipal population reported. The value of the indicator does not reflect the tax paid by individual taxpayers, rather, it is simply a value that is used for comparison purposes only.



**Exhibit 11: 2010-2014 Net Cost per Capita**

The total operating cost of transit was reported at \$2.1 million in 2010 then increased by 38% to \$2.9 million in 2011. This is a result of the necessary service expansion that took place and is reflected in the jump in the Net Cost per Capita in 2011. The Net Cost per Capita is heavily influenced by local regional labour and fuel costs, the quantity of service provided, the total municipal population, transit demand, and average bus fare. You will note that between 2014 and 2010, the Net Cost per Capita increased by 86% from \$51.62 to \$85.85 yet when compared to 2011 (\$81.81), the Net Cost per Capita in 2014 (\$85.85) represents an increase of 5%, which is in line with the peer group 2010-2014 average of 4%.

Compared to its peer group, Whitehorse Transit expended \$85.85 per Capita versus the peer group average of \$25.14; however, this investment has translated to a far more effective transit service that carries an average of 23.56 Passengers per Capita in comparison to its peer group at 14.07 Passengers per Capita. This is indicative of previous and current Councils' commitment to meeting the needs of those that have no other means of affordable travel and to better enable transit to become a mode of choice.

### Transit Report Card Summary

The 2010-2014 Report Card set out to answer two questions:

- "How well is transit doing?" in terms of service performance efficiency and effectiveness
- "Are we receiving value from our investment?" in terms of receiving a return on the municipal tax dollar

To answer these two questions, we looked at both the service performance and financial performance of Whitehorse Transit over the 2010 – 2014 five-year period then quantified the change from 2010 to 2014 in comparison to Whitehorse Transit's peer group and with all transit systems across Canada.

Whitehorse Transit's service performance was remarkable over the 2010-2014 five-year period and in comparison to its peer group and all transit systems across Canada. A key finding is that while the transit service area population grew by 23% through service expansion, transit ridership grew by 72% - more than 3 times as much. This has translated to a 40% more effective transit system, which is measured by the number of Revenue Passengers per Capita growing from 16.85 in 2010 to 23.56 in 2014. Transit effectiveness in the City of Whitehorse was also 67% higher than the peer group average of 14.07 Revenue Passengers per Capita.

This transit performance improvement trend is likely to continue into 2015 based on the expected year-to-date 15% transit ridership growth in 2015 over 2014 to approximately 630,000 this year. This represents a doubling of transit use since 2010, which suggests other service performance measures will improve further. In order to attain this success, investments were required in terms of working with the community to build ridership and setting aside the tax dollars to support the service.

From a financial investment perspective, the City of Whitehorse invested \$81.81 per capita in 2011, which increased by 5% to \$85.85 in 2014. The Whitehorse Transit peer group average investment per capita was 3.4 times higher than its peer group average of \$25.14 in 2014 but is more in line with the Canada-wide investment of \$96.42 per capita. This can be directly attributed to 1.29 Revenue Vehicle Hours per Capita of Whitehorse Transit service, which is 1.9 times that of the peer group and about 40% less than all transit systems in Canada in 2014. This helps explain why the effectiveness of Whitehorse Transit was 67% higher than the peer group.

"Are we receiving value for money" is not a question that can only be answered by the City of Whitehorse. The data suggests that the more a municipality invests in transit service delivery, the more effective transit will be. Since 2010, there is no doubt that Whitehorse Transit has improved the quality of life of City of Whitehorse residents by providing an affordable alternative to the automobile. Whether or not someone owns a vehicle, transit benefits all residents and will continue to do so as transit grows in popularity.

In the opinion of Transit Consulting Network, Whitehorse Transit staff should be commended for being proactive in addressing public transit needs through enhanced community engagement with the limited staff resources in place, and for improving transit system performance since 2010. The gains made by Whitehorse Transit; could only be attained because of the City of Whitehorse Council's continuing financial commitment to those that need transit to access employment, educational institutions, goods and other services within the community.

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Director Community and Recreation Services Division**

**Accomplishments:**

1. Completed Handy Bus Agreement with Yukon Government Health and Social Services Department
2. Capital budget approved
3. Completed training for Emergency Operations and LGBTQQI

**Current Efforts:**

1. Hosting Rogers Hometown Hockey Tour
2. Supporting departments with work plans and strategic planning
3. Ongoing operating budget process

**Planned Activities:**

1. Internal working committee to complete an action plan to address Truth and Reconciliation Commission Calls to Action for municipalities
2. Participate in Regional Roundtable on Murdered and Missing Aboriginal Girls and Women
3. Facilitate Job Evaluation Committee ratings meetings

**Critical Statistics:**



**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**

**Parks and Community Development**

**Accomplishments:**

1. Coordinated and executed the Hometown Hockey Slide and Skate event
2. Completed the installation of winter light displays for City and YG
3. Updated the City Motorized Multi Use Trail map and posted it on the City's website

**Current Efforts:**

1. Planning and preparing for annual winter events: Roger's Hometown Hockey, Yukon Quest, Snow Carving Challenge and Sourdough Rendezvous
2. Civic Dinner management of logistics, RSVPs, vendors and entertainment
3. Preparing for upcoming Porter Creek neighborhood trail task force working group sessions

**Planned Activities:**

1. Volunteer of the Year event planning
2. Spring recruitment/staff orientation session
3. Crestview trail planning report to Council

**Critical Statistics:**

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Recreation and Facility Services**

**Accomplishments:**

1. Coordination and delivery of Winter Active Living Guide, Christmas drop-in schedule and camps
2. Hosted Family First Night Event (over 1,500 in attendance), Halloween Spooktacular and Remembrance Day
3. Increase in memberships over 2014

**Current Efforts:**

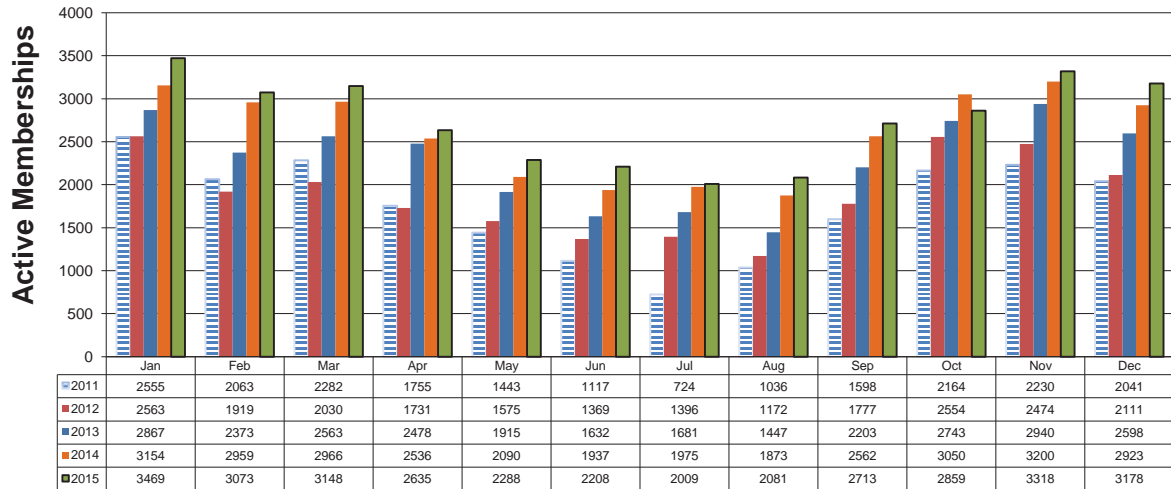
1. Spring program planning and Summer Camp planning and recruitment
2. Hosting Rogers Hometown Hockey
3. Recreation Software RFP evaluation

**Planned Activities:**

1. Spring Recreation Grants
2. Facility User Age Guidelines/Restrictions
3. Ice out & arena maintenance

**CGC Active Membership Statistics:**

**Canada Games Centre Memberships**



**Monthly Activity**    2011    2012    2013    2014    2015

**QUARTERLY ACTIVITY REPORT – November 2015 to January 2016**  
**Transit Department**

**Accomplishments:**

1. Completed Handy Bus Agreement with YG
2. Capital Budget
3. Completed 5 Year Review/Report Card

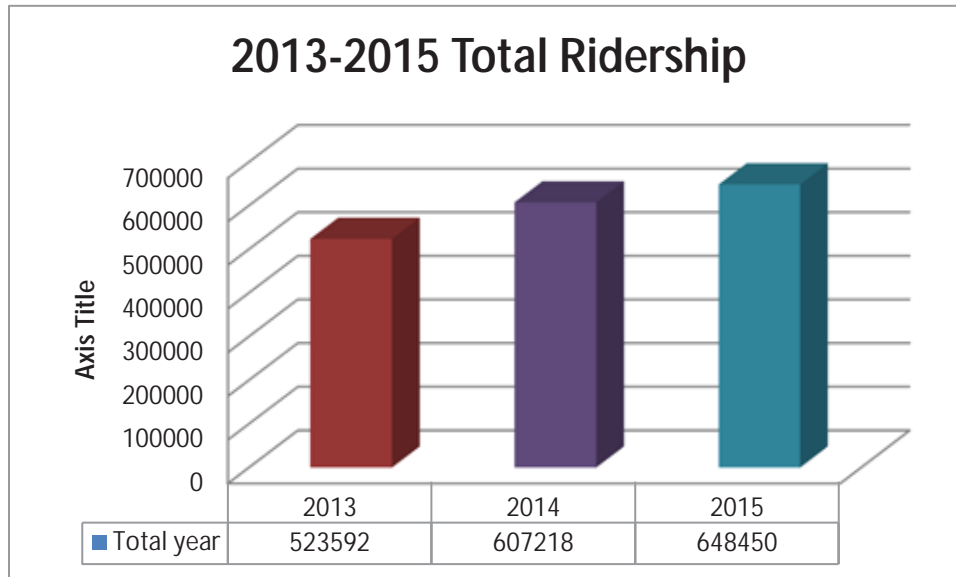
**Current Efforts:**

1. Report to Council on five year Transit Report Card
2. New amenities bus stop design partnership with KDFN and Yukon College
3. Bus tender with Gas Tax funding

**Planned Activities:**

1. Partnering with Yukon Research Centre and Total North Communications on a Transit Live data feed
2. Draft a Bus Stop Amenities Guideline
3. 2015 CUTA statistical data submission

**Critical Statistics: 2013-2015 Ridership Data**



24% increase in Ridership in 3 years