



WHAT WE HEARD

HOLLYDELL NEIGHBOURHOOD TRAFFIC CALMING STUDY

IMPROVING TRAFFIC MANAGEMENT IN THE HOLLYDELL NEIGHBOURHOOD

March 2024

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Introduction

The City of Kelowna is reviewing opportunities to implement traffic calming measures in the Hollydell neighbourhood under the City's Neighbourhood Traffic Calming Program.

For more information about the neighbourhood traffic calming program, go to

<https://www.kelowna.ca/roads-transportation/traffic/traffic-calming>

Project Overview

Through a neighbourhood traffic calming study, the Project Team will make recommendations so people who drive, walk, bike, and roll are safer and more comfortable in the neighbourhood.

Traffic calming studies are an important way for the City to improve neighbourhood road safety and traffic management. This study aims to improve road safety through traffic calming measures for all community members who use these neighbourhood streets.

Project Timeline



We have completed Round 2 of community engagement in Phase 2 of the project. Now, we will select a preferred traffic calming concept. In April 2024, the Project Team will present a traffic calming plan for approval by residents of the neighbourhood.

For more information about this project, go to <https://getinvolved.kelowna.ca/hollydell>

Engagement Overview

Are you a neighbourhood resident? Do you or your children go to school in the neighbourhood? Do you often walk, bike, roll, or drive in the neighbourhood? If so, this report is for you!

In Round 2 of engagement, we invited residents to share their feedback at an open house and participate in our online survey.

The online survey was open from February 16, 2024, until March 10, 2023. The City also held an open house on February 28, 2024, from 3:30 PM to 7:30 PM at Springvalley Middle School.

We had a total of 145 participants in this second round of engagement. Thanks to everyone who participated and shared their feedback.

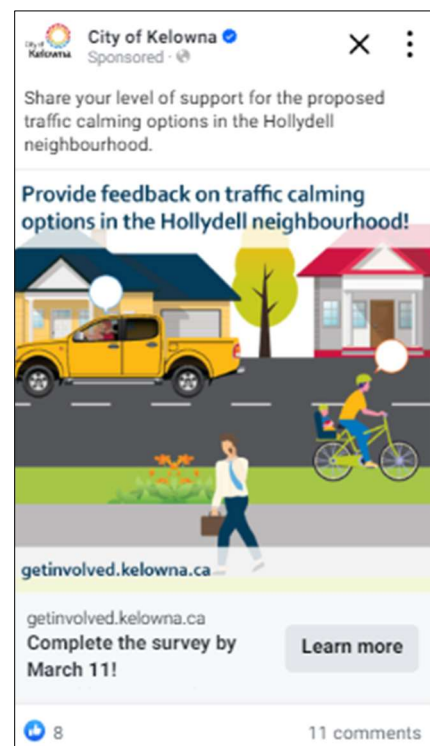
Engagement in numbers

- 959 page views
- 117 survey participants
- 28 open house participants
- 30 post cards were handed out at the school pop-up event

Promotion

As this study continues to only pertain to those who live or travel within the Hollydell neighborhood, promotional tactics were highly targeted. A total of 10 posters were placed in high-traffic areas including schools, parks and transit stops.

A META (Facebook and Instagram) ad targeting the study area directed people to the Get Involved page where information about the project, survey and open house were stored. This ad reached approximately 10,000 people and resulted in 617 clicks. An email sent from the administration team at Springvalley Middle School to the parents also contained a promotional blurb outlining the open house and engagement opportunity.



Summary of What We Heard

The following provides a detailed summary of survey results and feedback from the survey and the drop-in open house.

Survey

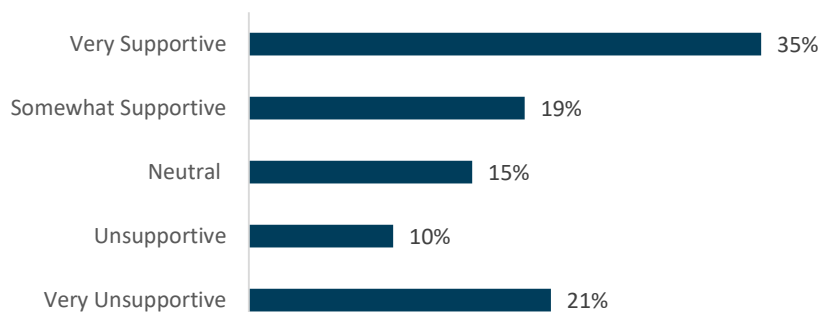
This section summarizes what we heard from 117 participants who shared their feedback through the online survey.

Results from open surveys such as this are a collection of opinions and perceptions from interested or potentially affected residents, and not a statistically random sample of all Kelowna residents. This report contains results from the open survey. Due to the opt-in and open method, results are qualitative in nature and cannot be said to represent views of all Kelowna citizens.

Quigley Road

Level of support for speed cushions

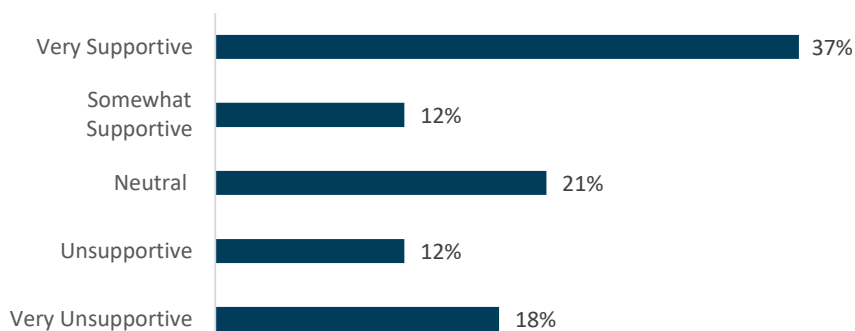
Over half of participants (54 per cent) said that are very supportive (35 per cent) or somewhat supportive (19 per cent). Some participants (31 per cent) said that they are very unsupportive (21 per cent) or unsupportive (10 per cent). Other participants were neutral (15 per cent).



111 participants

Level of support for curb extensions at the Quigley and Mitchell intersection

Almost half of participants (49 per cent) said that are very supportive (37 per cent) or somewhat supportive (12 per cent). Some participants (30 per cent) said they are very unsupportive (18 per cent) or unsupportive (12 per cent). Other participants were neutral (21 per cent).



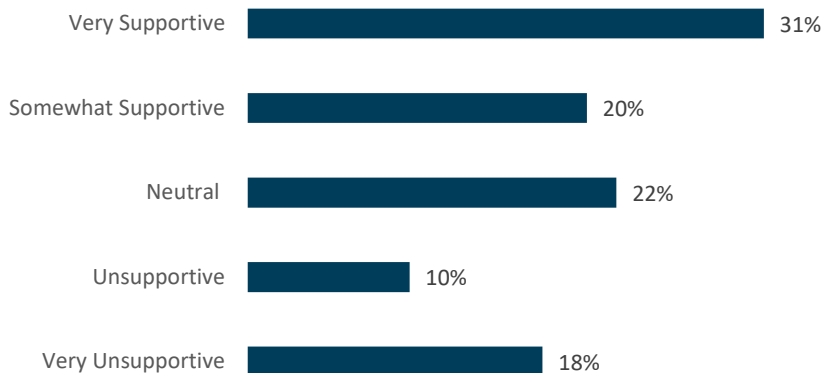
113 participants

Quigley and Kitch Road

We asked people about their level of support for each of the proposed traffic calming options at the intersection of Quigley and Kitch Rd through the Safe Routes for Schools program.

Level of support for curb extensions

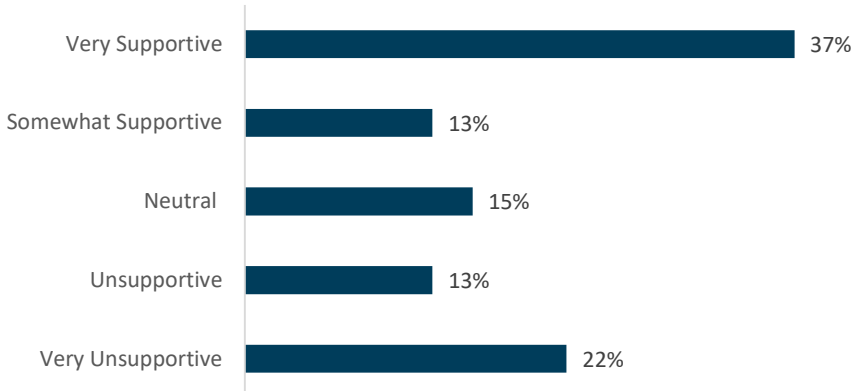
Over half of participants (51 per cent) said that are very supportive (31 per cent) or somewhat supportive (20 per cent). Some participants (28 per cent) said they are very unsupportive (18 per cent) or unsupportive (10 per cent). Other participants were neutral (22 per cent).



114 participants

Level of support for a traffic circle

Almost half of participants (50 per cent) said that are very supportive (37 per cent) or somewhat supportive (13 per cent). Some participants (35 per cent) said they are very unsupportive (22 per cent) or unsupportive (13 per cent). Other participants were neutral (15 per cent).



110 participants

When comparing the level of support for the proposed traffic calming options at the intersection of Quigley and Kitch Rd, both the curb extensions and the traffic circle gathered considerable support from the community. With similar percentages of participants expressing support for each option, it suggests that there's a balanced preference between the two, therefore either curb extensions or the traffic circle could be implemented.

Concerns and suggestions along Quigley Rd

We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Quigley Road.

Speed humps: Many respondents expressed dislike for speed humps, citing concerns such as noise, inconvenience, and potential damage to vehicles. Some people thought that speed humps might be a problem for cars close to the ground and would increase overall noise levels. Some fear that putting in speed humps won't stop cars from going fast; they'll go fast on other streets.

Curbs and traffic circles: While there was mixed feedback on curbs and traffic circles some respondents favored them over speed humps. Some suggested that traffic circles might be more effective for managing traffic flow while expressing concerns about pedestrian safety and navigation. Several respondents highlighted concerns about pedestrian safety, particularly regarding traffic circles and curb extensions. There were mentions of difficulties in navigating traffic circles and potential dangers for cyclists with curb extensions.

Quigley and Mitchell All Way Stop: Some residents expressed dissatisfaction with existing four-way stop at Mitchell Road and Quigley Road.

Specific Suggestions for Alternatives: Making buses run better, safer cycling facilities, better signage for speed, and enhanced enforcement of existing traffic regulations.

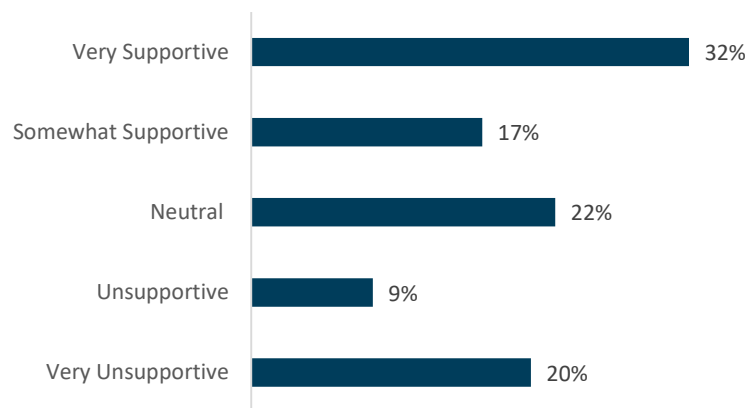
Vehicle speeds: Some people disagreed on whether speeding is a concern. Some think cars are going at acceptable speeds, while others are worried about speeding vehicles.

Opposition to Traffic Calming Measures: Some residents conveyed opposition to any form of traffic calming, expressing concerns about the amount of money spent on traffic calming measures.

Davie Road

Speed Humps along Davie Road

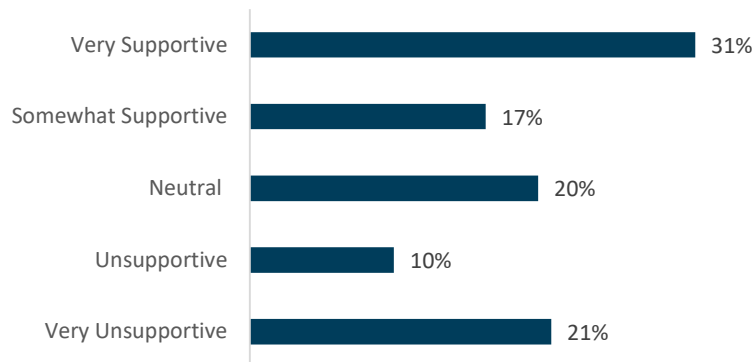
Almost half of participants (49 per cent) said that are very supportive (32 per cent) or somewhat supportive (17 per cent). Some participants (29 per cent) said they are very unsupportive (20 per cent) or unsupportive (9 per cent). Other participants were neutral (22 per cent).



113 participants

Traffic Circle at Davie and Hollydell Intersection

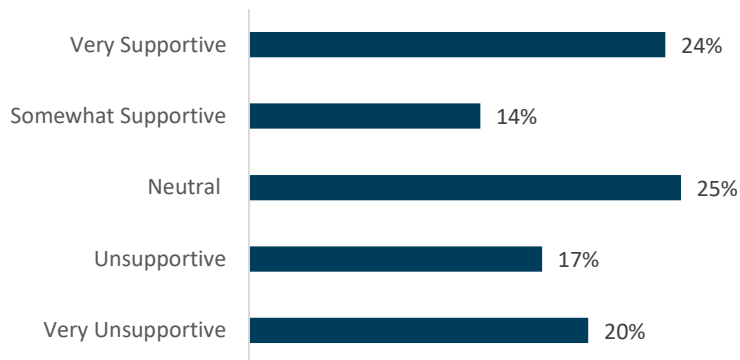
Almost half of participants (48 per cent) said that are very supportive (31 per cent) or somewhat supportive (17 per cent). Some participants (31 per cent) said they are very unsupportive (21 per cent) or unsupportive (10 per cent). Other participants were neutral (20 per cent).



108 participants

Traffic Circle at Davie and Tataryn

Almost half of participants (38 per cent) said that are very supportive (24 per cent) or somewhat supportive (14 per cent). Some participants (37 per cent) said they are very unsupportive (20 per cent) or unsupportive (17 per cent). Other participants were neutral (25 per cent).



111 participants

Concerns and suggestions for traffic calming along Davie Rd

We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Davie Road.

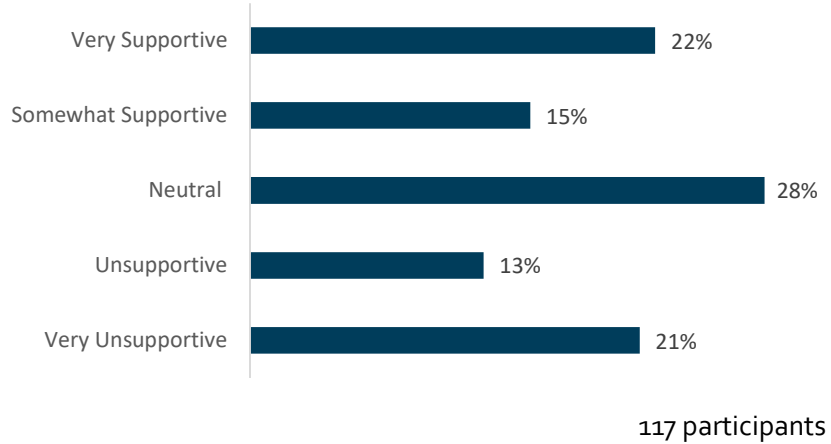
Speed humps: Some people preferred speed humps and others did not due to concerns about noise, inconvenience, and potential damage to vehicle.

Traffic circles: Some are concerned about the effectiveness of traffic circles, particularly the impact on trailers were also raised in areas where only some are familiar with their use. While others preferred traffic circles to slow traffic particularly at intersections where stop sign violations were observed. They emphasized the need for improved safety given there is a lack of sidewalks and Hollydell is a residential area.

Graham Road

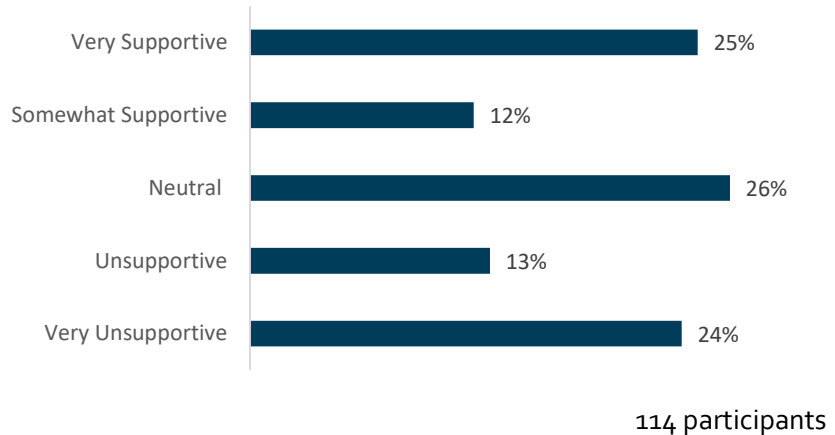
Centre median at Graham and Irma Road

Some participants (37 per cent) said that are very supportive (22 per cent) or somewhat supportive (15 per cent). Some participants (34 per cent) said they are very unsupportive (21 per cent) or unsupportive (13 per cent). Other participants were neutral (28 per cent).



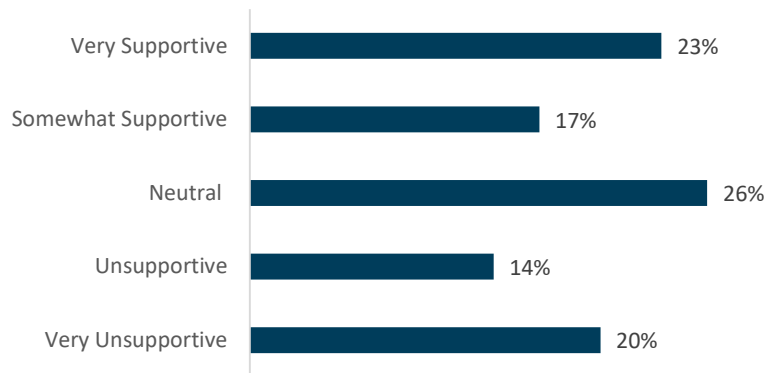
Traffic circle at Graham and Irma Road

Almost half of participants (37 per cent) said that are very supportive (25 per cent) or somewhat supportive (12 per cent). Some participants (37 per cent) said they are very unsupportive (24 per cent) or unsupportive (13 per cent). Other participants were neutral (26 per cent).



Gentle Road curves midblock at Graham Road

Some participants (40 per cent) said that are very supportive (23 per cent) or somewhat supportive (17 per cent). Some participants (34 per cent) said they are very unsupportive (20 per cent) or unsupportive (14 per cent). Other participants were neutral (26 per cent).



115 participants

Centre median midblock at Graham Road

Some participants (39 per cent) said that are very supportive (23 per cent) or somewhat supportive (16 per cent). Some participants (39 per cent) said they are very unsupportive (20 per cent) or unsupportive (19 per cent). Other participants were neutral (23 per cent).



115 participants

Concerns and suggestions

We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Graham Road.

Centre medians and road curves: Many suggested that the proposed center medians are unnecessary, as they may further reduce parking spaces, worsen traffic congestion, aggravate drivers, and complicate snow removal. Some felt that these measures would not address the underlying issues or were unnecessary for the level of traffic on Graham Road.

Traffic circles: Some are concerned about the necessity of a traffic circle, particularly at the intersections of Graham and Irma.

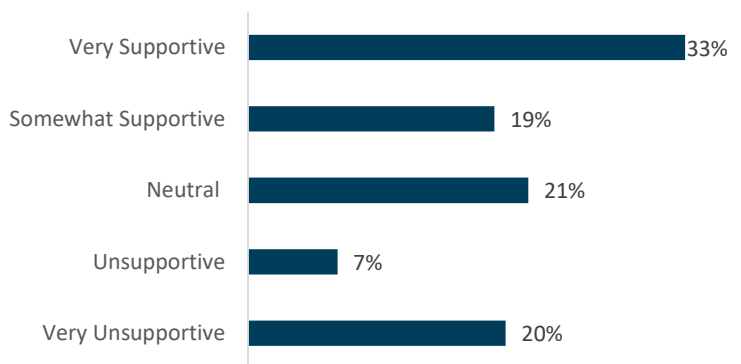
Transit and safety: Some are concerned about how buses navigate narrow streets and whether they contribute to speeding.

Concern for people who walk, roll, and cycle: Concerns were raised about the potential impact on bicyclists and pedestrians, particularly regarding the squeezing effect of curbs and the hindrance to sidewalk usage.

Hollydell, Elwyn and Falkirk Road

Concrete curb extension at Hollydell and Dundee Road

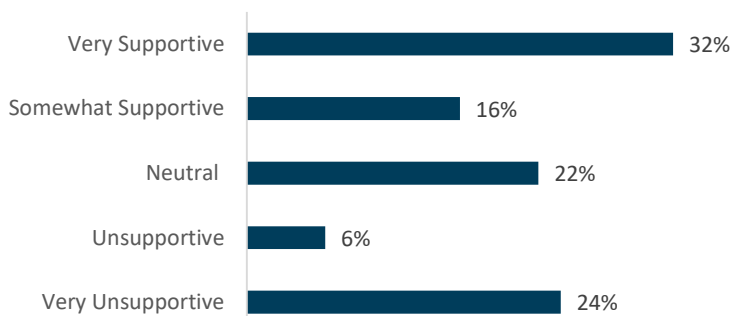
Over half of participants (52 per cent) said that are very supportive (33 per cent) or somewhat supportive (19 per cent). Some participants (27 per cent) said they are very unsupportive (20 per cent) or unsupportive (7 per cent). Other participants were neutral (21 per cent).



117 participants

Speed cushions along Hollydell Road and Elwyn Road

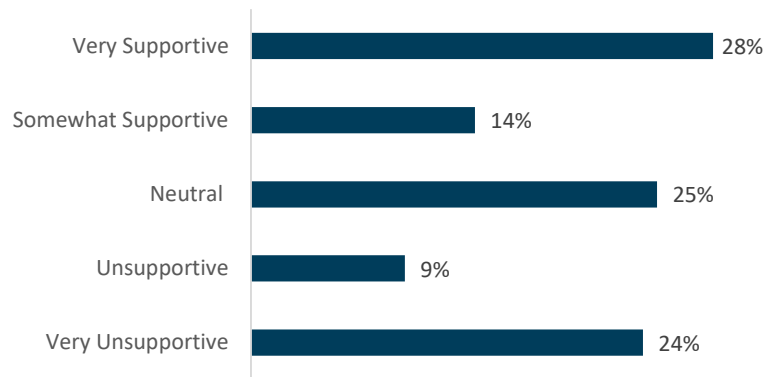
Almost half of participants (48 per cent) said that are very supportive (32 per cent) or somewhat supportive (16 per cent). Some participants (30 per cent) said they are very unsupportive (24 per cent) or unsupportive (6 per cent). Other participants were neutral (22 per cent).



118 participants

Speed hump along Falkirk Road

Some participants (42 per cent) said that are very supportive (28 per cent) or somewhat supportive (14 per cent). Some participants (33 per cent) said they are very unsupportive (24 per cent) or unsupportive (9 per cent). Other participants were neutral (25 per cent).



117 participants

Concerns and suggestions

We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Hollydell, Elwyn and Falkirk Road.

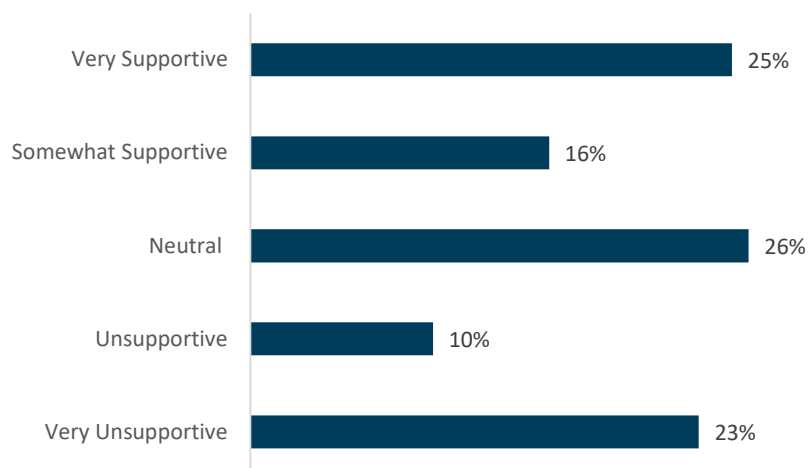
Traffic calming measures: While some residents see the value in traffic calming measures like speed humps to slow down traffic, some expressed that speed humps / cushions are not necessary and cause traffic issues. Some supported crosswalks and curb extensions in front of parks and areas where speeding is a significant problem.

Bicycle Safety: Some residents shared concerns that curb extensions may decrease safety and comfortability of people who bike.

Tataryn and Theodora Road

Speed humps along Tataryn Road

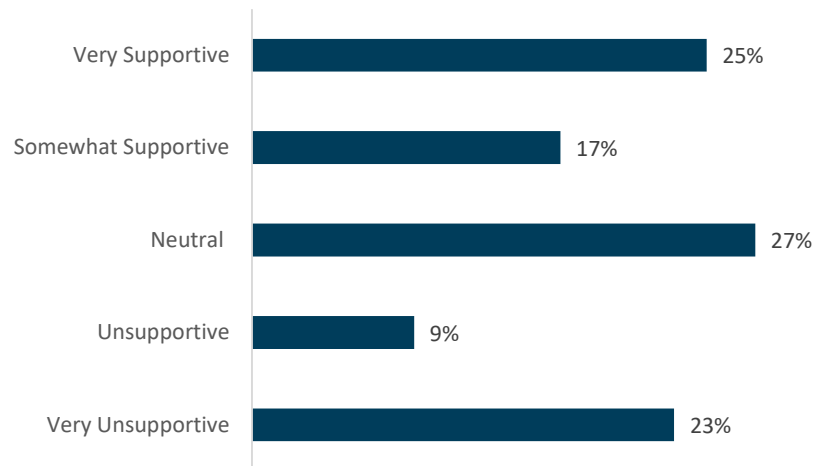
Some participants (41 per cent) said that are very supportive (25 per cent) or somewhat supportive (16 per cent). Some participants (33 per cent) said they are very unsupportive (23 per cent) or unsupportive (10 per cent). Other participants were neutral (26 per cent).



115 participants

Speed humps along Theodora Road

Some participants (42 per cent) said that are very supportive (25 per cent) or somewhat supportive (17 per cent). Some participants (32 per cent) said they are very unsupportive (23 per cent) or unsupportive (9 per cent). Other participants were neutral (27 per cent).



114 participants

Concerns and suggestions

We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Tataryn and Theodora Road.

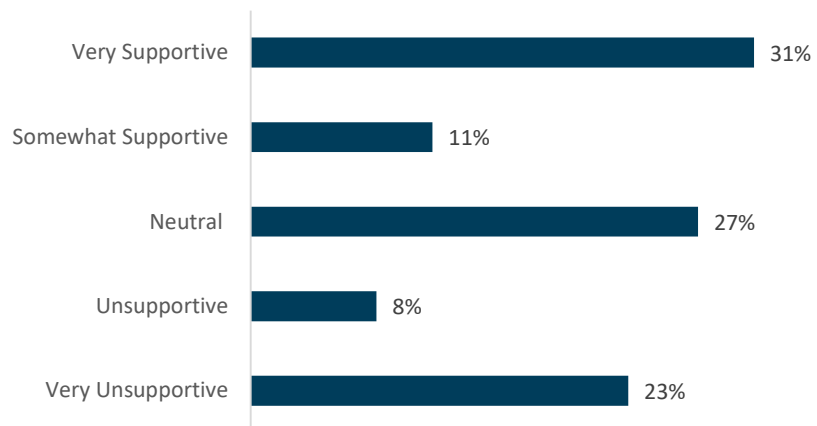
Speed Humps: Some participants had concerns about speed humps, including the number of speed humps, the placement near intersection and that this measure may redistribute traffic to Graham Road. Others shared that speed humps are an appropriate solution to slow down traffic in residential areas.

School traffic: Some people said that traffic calming measures is only needed near schools.

Matt and Kitch Road

Speed humps on Matt Road

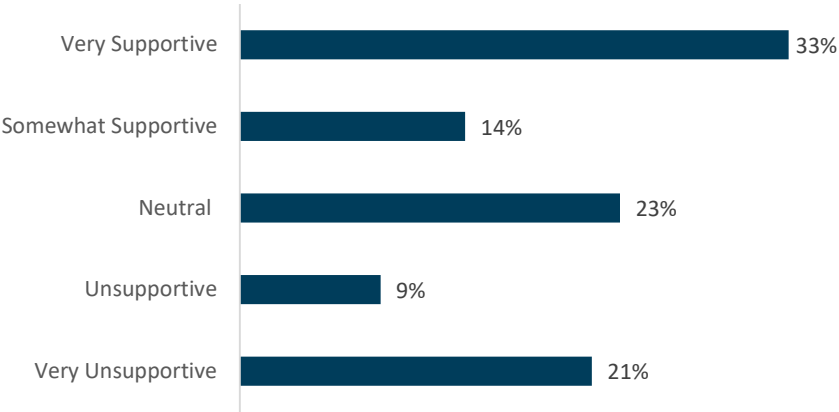
Some participants (42 per cent) said that are very supportive (31 per cent) or somewhat supportive (11 per cent). Some participants (31 per cent) said they are very unsupportive (23 per cent) or unsupportive (8 per cent). Other participants were neutral (27 per cent).



117 participants

Speed humps on Kitch Road

Some participants (47 per cent) said that are very supportive (33 per cent) or somewhat supportive (14 per cent). Some participants (30 per cent) said they are very unsupportive (21 per cent) or unsupportive (9 per cent). Other participants were neutral (23 per cent).



117 participants

Concerns and suggestions

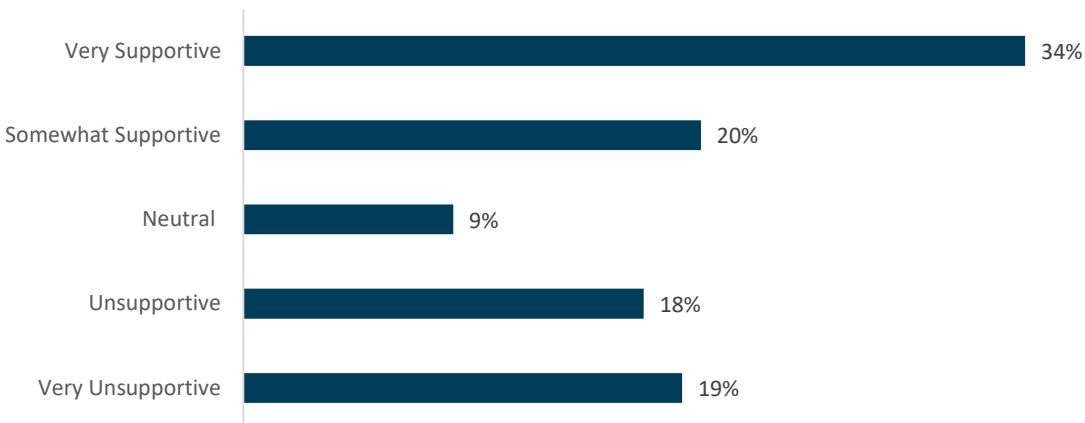
We asked if people had any concerns or suggestions regarding the proposed traffic calming measures on Matt and Kitch Road.

Pedestrian Safety on Matt Rd: Some highlighted safety concerns, especially for children walking to school on curved roads with poor visibility due to street parking and fast-driving vehicles. However, some feel that the parked cars already narrows the road, potentially reducing the need for additional traffic calming measures.

School Zone Considerations: Residents acknowledge that Kitch Road is within a school zone, which may warrant specific traffic calming measures such as speed humps during school pick-up and drop-off periods. However, some residents express that there is limited traffic on Matt and Kitch roads, especially outside of peak pick-up and drop-off times at the nearby school.

Level of Support for the Draft Plan

Over half of participants (54 per cent) said that are very supportive (34 per cent) or somewhat supportive (20 per cent). Some participants (37 per cent) said they are very unsupportive (19 per cent) or unsupportive (18 per cent). Other participants were neutral (9 per cent).



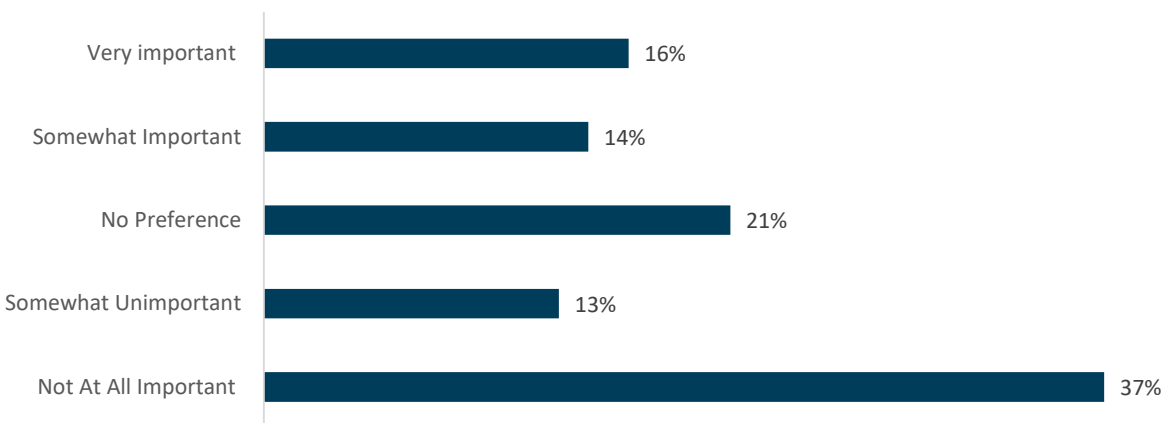
120 participants

Level of Support for Temporary vs Permanent Materials

We asked participants how important or unimportant traffic calming features are if they use higher-cost concrete curb options that are easier to maintain (e.g. snow clearing, street sweeping) but can be applied at fewer locations.

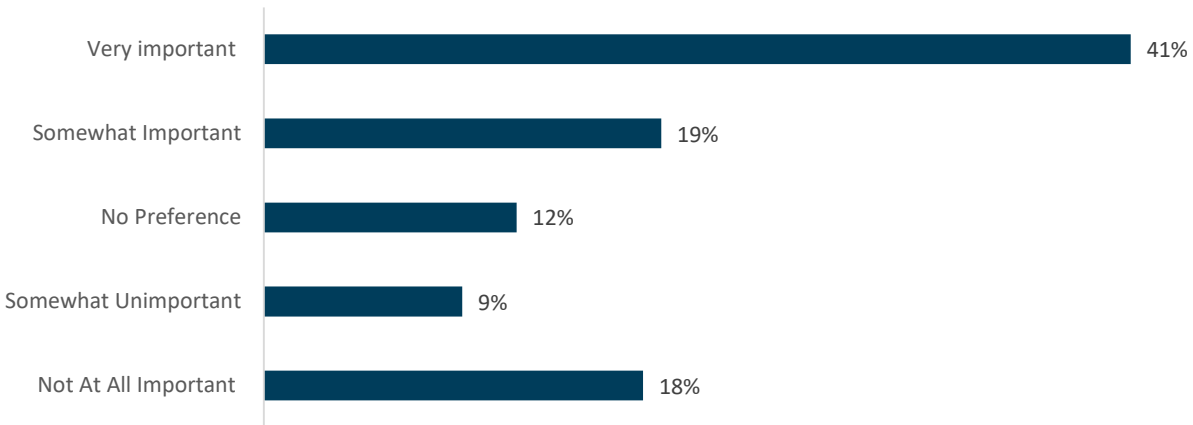
Level of Support for Temporary Materials

Some participants (30 per cent) said that temporary materials are very important (16 per cent) or somewhat important (14 per cent). Half of participants (50 per cent) said they are not at all important (37 per cent) or somewhat unimportant (13 per cent). Other participants had no preference (21 per cent).



Level of Support for Permanent Materials

Most participants (60 per cent) said that permanent materials are very important (41 per cent) or somewhat important (19 per cent). Some participants (27 per cent) said they are not at all important (18 per cent) or somewhat unimportant (9 per cent). Other participants had no preference (12 per cent).



118 participants

Additional Comments about the Plan

We asked people if they had additional comments about the Plan.

Support for Traffic Calming: Some residents are supportive of efforts to slow down traffic such as raised crosswalks, curb extensions, chicanes, and narrower lanes making the neighborhood more walkable and livable.

Pedestrian safety: Some participants said they would like safer crosswalks, especially near schools and parks.

Speed humps: Some participants were concerned about the number and placement of speed humps, and their impact on buses. Some had concerns for vehicles and snow clearing if speed humps were installed.

Aesthetics: Some participants wanted traffic calming measures to look good, particularly they did not like the appearance of yellow traffic calming curbs.

Local traffic versus through traffic: Some participants suggested that traffic issues are mainly on specific roads with through traffic, like Graham and Hollydell and Elwyn Road.

Larger vehicles: Some participants are concerned that curb extensions may make it difficult for trailers and large vehicles to maneuver, which is a concern in areas with many large vehicles.

Concern for people who bike: The potential negative impact of curb extensions on bicyclists is raised, emphasizing the need for careful consideration of their safety.

Snow Removal: Some participants shared their concerns about snow removal with the proposed changes, stressing the importance of maintaining clear roads during winter.

Budget: Some participants expressed concerns about too much investment in traffic calming measures in the neighbourhood.

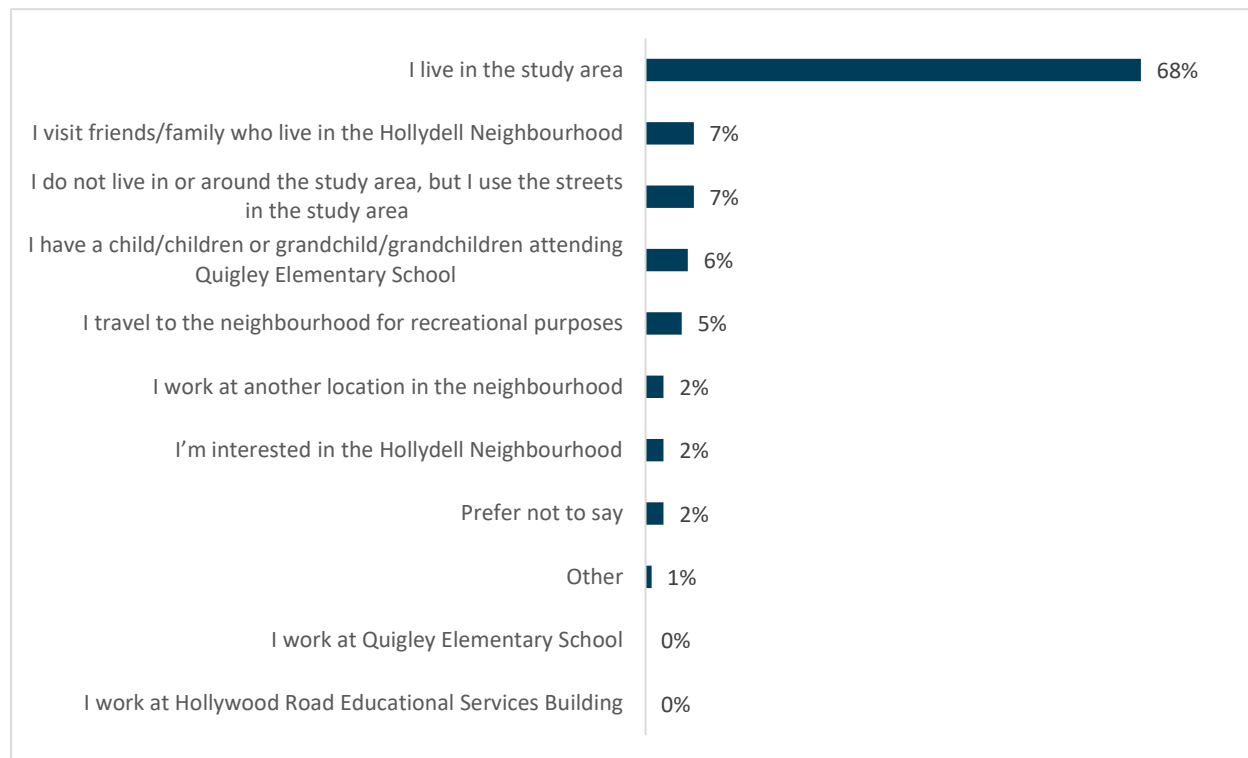
Community engagement: Some participants requested more information and engagement with residents on proposed measures.

Who We Heard From

We wanted to ensure that we heard from a range of community voices. Demographic questions were optional. The following describes more about who we heard in the survey.

Connection to the Study Area

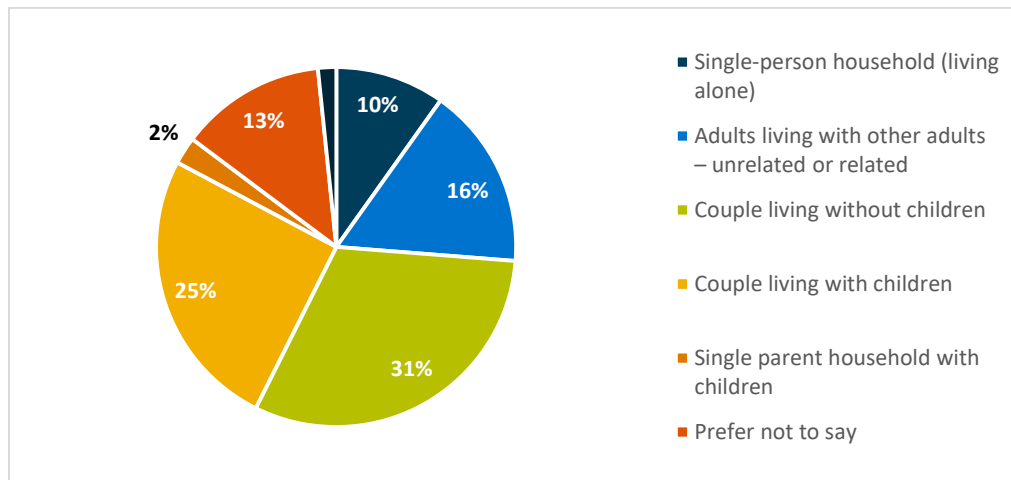
Most participants (68 per cent) who responded to the survey reported that they live in the study area.



121 participants

Household identities

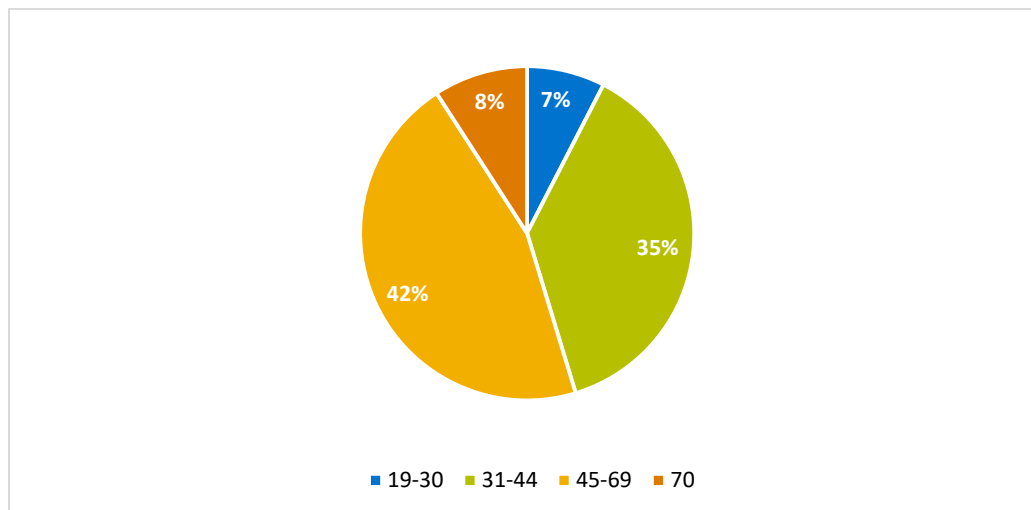
We heard from many diverse groups of households.



122 participants

Age

We heard from people who represent a diverse range of ages. Most participants (77 per cent) were of the ages from 31-69 years of age.

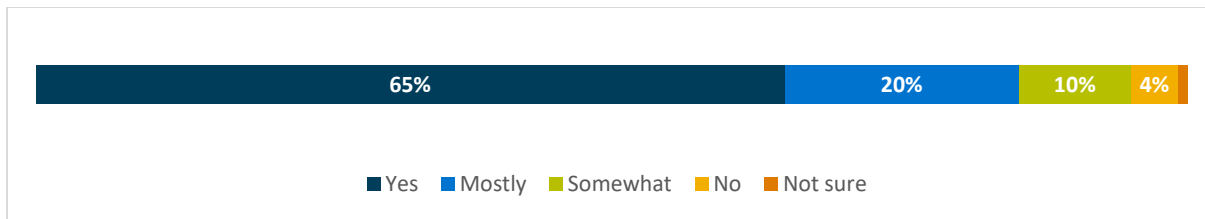


122 participants

Participant Feedback

Information provided

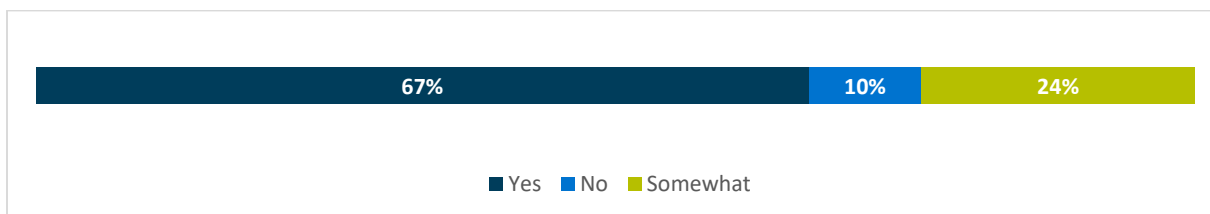
We asked participants if they had enough information to participate in a meaningful way. Most participants (65 per cent) said they had enough information.



123 participants

Understanding of how input will be used

We asked participants if they understood how their input would be used. Most participants (67 per cent) said they understood.



123 participants

Open House

We asked people to provide their feedback at the open house. Questions asked at this event were like the online survey. This section summarizes key themes from what we heard from the 28 participants who attended the open house.

We asked participants if they supported the proposed traffic calming measures, what their preferred options was, and if they had any comments. The following shows participants responses to these questions and provides a summary of comments.

Quigley Road

Some participants liked the idea of marked crosswalks for pedestrians. Some would rather have traffic circle than curb extensions to slow down cars because they think it works better. And some participants were okay with curb extensions to make streets safer, but not everyone thought they're a good idea.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive | Your preferred option |
|--|-----------------|---------------------|---------|--------------|-------------------|-----------------------|
| Curb Extension | 2 | | | 1 | | 1 |
| Traffic Circle | 3 | | | | 1 | 1 |
| Speed Cushions | 1 | | | | 1 | |
| Curb Extension – Quigley/Mitchell Intersection | | | | 1 | 1 | |

Davie Road

Some participants wanted speed humps near Davie Road Park because the hill and curve there make drivers drive too fast. They said it is not safe for older people and kids going to the park or the Sikh Temple. Drivers use this street to skip the traffic light at Gerstmar, and they don't stop at the stop sign at Davie and Hollydell.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive |
|--|-----------------|---------------------|---------|--------------|-------------------|
| Speed Humps | 3 | | | | 1 |
| Traffic Circle at Davie/Hollydell Intersection | 3 | | | | |
| Traffic Circle at Davie/Tataryn Intersection | | | | | |

Graham Road

Some participants felt that there's no need for traffic calming because parked cars already make it hard for trailers to get through. Adding any more obstacles would just make things worse. They observed cars parked on the street and didn't want to lose any parking spaces. Participants said that buses and trucks, especially those with trailers, are having a hard time because the road is already too narrow. They felt that taking away parking isn't an option because there's not much parking to begin with. It was noted that bus stops also reduce the number of stalls, so it is desirable to maintain as much parking as possible.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive | Your preferred option |
|---------------------------------------|-----------------|---------------------|---------|--------------|-------------------|-----------------------|
| Central Median | | 1 | | | 5 | 1 |
| Traffic Circle | | | | 1 | 5 | |
| Graham Road Midblock – Road Narrowing | | | | 1 | 5 | |
| Graham Road Midblock - Median | | 2 | | | 5 | |

Hollydell, Elwyn, and Falkirk Road

Some participants observed that people aren't obeying traffic rules, especially at the stop sign. While there's support for traffic calming measures and a marked crosswalk on Hollydell Road, one resident mentioned that adding a new curb on the south side would remove some parking. Speed humps are seen as a good idea because they don't stop residents from accessing their homes, even those with recreational vehicles.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive | Your preferred option |
|--|-----------------|---------------------|---------|--------------|-------------------|-----------------------|
| Speed Cushion – Hollydell Road | 3 | | | | | |
| Curb Extension – Hollydell/Dundas Intersection | 2 | | | | | |
| Speed Humps – Falkirk Road | 3 | | | | | |

Tataryn and Theodora Road

Some participants felt that speeding is not a problem, and no traffic calming is required.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive |
|----------------------------------|-----------------|---------------------|---------|--------------|-------------------|
| Speed Humps | 1 | | | | 1 |

Matt and Kitch Road

Some participants felt that there was a need for signage, speed zone, driver compliance of stop signs and description of cost of proposed measures.

| Proposed Traffic Calming Measure | Very Supportive | Somewhat Supportive | Neutral | Unsupportive | Very Unsupportive |
|----------------------------------|-----------------|---------------------|---------|--------------|-------------------|
| Speed Humps – Kitch Road | 1 | | | | |
| Speed Humps – Matt Road | 2 | | | | |

Phone Calls

City staff received 4 phone calls from residents sharing their feedback about this traffic calming study. Some residents said that they don't want speed humps because there are too many and they are too close together. This can be a big problem for big trucks that carry gravel, because they don't want to drive over so many humps all the time. They think this might make it hard for trucks to do their jobs every day. Instead, they suggest putting up stop signs at all corners of the intersections on Hollydell and Elwyn, and at Elwyn and Davie intersection, to help slow down cars. Some residents mentioned high

vehicular speeds were observed on Hollydell Road near the small hill by the park. They're also worried that drivers might knock over an electricity pole near traffic circle. Some believe the City should have more police enforcement or other ways to make sure people don't speed, rather than changing the roads.

Next Steps

Following the public engagement, we will finalize the traffic calming plan for the neighbourhood based on your comments as well as technical and financial considerations.

Mark your calendars for April 2023 – we'll be conducting a community support survey to gauge the level of support for the final traffic calming plan.

For more information about this project, go to <https://getinvolved.kelowna.ca/hollydell>