



DEHART COMMUNITY PARK **WHAT WE HEARD** **PHASE 2 CONSULTATION REPORT**

April 27, 2023



BENCH

Document prepared by EcoPlan



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ENGAGEMENT SUMMARY

The City of Kelowna is updating the design for DeHart Community Park and is engaging with community members during the planning process. The engagement process was divided into two phases. The purpose of the first phase of public consultation was to gather residents' feedback on priorities for DeHart Community Park future amenities and features in order to update the park schematic design. The purpose of the second phase of consultation was to gather feedback on a draft schematic park design to help finalize the park design. The City has funding to develop the park and wishes to ensure the plan fits the needs of residents in the Mission neighbourhood and throughout the City of Kelowna before proceeding with construction in 2023/ 2024.

Phase 1 of consultation took place in Fall 2022. During that engagement process, 477 residents offered feedback on park priorities and desired future amenities through an online survey, three in-person walkshops and an online workshop. The Phase 1 'What We Heard' consultation report was posted on the City of Kelowna's Get Involved project page in January 2023.

This Phase 2 'What We Heard' consultation report summarizes the DeHart Community Park community engagement that took place in March 2023. In this phase, the City and consulting team presented a proposed schematic park plan and invited public feedback to inform and support finalization of the park plan. During this consultation phase, the City heard from 355 residents through an online survey and in-person open house with walking tours.

Overarching Themes

Based on an analysis of comments received through community consultation, the following noteworthy themes emerged. These general findings are followed by more detailed results in the report.

- **Overwhelming support for the proposed park concept:** Feedback from participants in both the open house and online survey showed significant support for the concepts as presented with **92%** indicating the proposed design concept met or mostly met community priorities. Qualitative responses show that there is a general sense of excitement and anticipation to see this park being developed in the community.
- **Concerns with parking:** While most participants expressed support for the proposed concept when asked specifically about parking, some participants raised concerns. Feedback was mixed, with most (participants that expressed concern) indicating there was insufficient parking to support park activities (i.e., soccer games, community garden use) or during the winter when fewer people are walking or biking to the park. In contrast, some thought too much parking was proposed for local use.
- **Noise considerations:** Of the feedback from participants raising concerns, there were several comments about noise considerations. Respondents are concerned with how the dog park, skatepark, live event space, and pickleball courts could potentially result

in noisy disruptions to the residential area. Some comments suggested moving the noisy activities closer to the busy street areas and planting more trees as a noise buffer.

- **Dogs:** There were a number of comments about dogs, including the positioning of the off-leash area, noise concerns, and dog access throughout the park. Regarding the positioning, some expressed safety concerns with the proximity of the dog area to the tennis courts and exercise area. Others raised concerns about the potential impact of noise from dogs on the nearby residences. Some comments requested that dogs be allowed on-leash throughout the entire park and that there be a fenced off-leash area.
- **Court space:** Many participants commented on court space, including enthusiasm for the space available and requests for more space to be made available. Several responses raised concerns there is insufficient pickleball space considering its growing popularity. Others are concerned there are insufficient publicly available tennis courts.

CONSULTATION APPROACH

Consultation methods used in the second round of engagement included an in-person open house on March 15 from 2-6pm and an online survey on the Get Involved Kelowna project page available from March 14 to April 2, 2023. The goal of Phase 2 was to gather community feedback on the proposed schematic park plan.

At the open house, attendees were invited to review the following information:

- Open house display boards (12) that included the project background, what's changed since the development of the 2010 park concept plan, key themes heard from the first engagement in fall 2022, site analysis (existing access, use, vegetation, noise) and an explanation of what the goal of carbon neutrality means for the park plan, and proposed concept plan enlargements, precedent images and text-based descriptions of various park amenities;
- Seven Illustrations of the park from various viewpoints to provide an immersive, on-the-ground look at the proposed park plan;
- A large-scale site concept plan, with a detailed legend explaining the overall park design.

Periodically throughout the open house, the project consultants and City staff walked with participants through the park and talked about the features of the proposed schematic park design. Participants were able to discuss aspects of the design and have questions answered by project team members. The walks were led by the design consultants, BENCH Site Design and Matthew Thomson Design, and City of Kelowna Parks and Buildings Planning and Communications staff.

Open House participants were invited to fill out a survey in-person or online. The online survey and open house surveys included the same 10 questions. Both surveys asked respondents for

feedback on the proposed park features, and whether the proposed park concept delivered on priorities identified by the community during the first phase of consultation.

Communications & Advertising

In the second round of engagement, communications efforts supported promoting the online survey and onsite open house to share the updated park design. Communications included the following:

- **Get Involved Kelowna** is the City's public engagement platform for a wide range of projects. The DeHart Community Park page (<https://getinvolved.kelowna.ca/dehartpark>) was launched on October 18, 2022.

Background information on the park, project timeline, relevant documents and online surveys are hosted on this page. This project page has been regularly updated to provide current information, report back on inputs received, and advertise consultation opportunities.



Image: Castanet.net Advertisement

- **Social Media** advertising through existing City of Kelowna channels during Phase 2 included three posts and two paid ads running between March 22–28, both reaching >100,000 viewers totalling 100+ reactions.



Image: Castanet.net Advertisement

- **Media Advertising** during Phase 2 included a public notice placed in City in Action, Kelowna's public notice system, on March 18, and an ad ran on Castanet.net between March 18-24, which received 117 clicks.
- **On-site posters** with information about the project background, engagement opportunities, and a QR code leading to the project Get Involved page were placed at various entrance points into the park. The QR code had 66 scans through to the project page.
- **On-site digital display** board advertising open house date.

- **Two on-site vinyl signs** with the project webpage URL were posted on the site perimeter fence around existing park entrances. These posters were installed in October 2022 and will remain throughout 2023, until construction begins.

- **A Spring into Action newsletter** through Get Involved was sent to 6,742 people with a 70% open rate.

- **Emails and letters** were sent by City Park staff to known DeHart Community Park stakeholder groups including: participants from the Phase 1 consultation; Kelowna Fire Hall #4; Okanagan Mission Tennis Club; Okanagan Mission Community Hall Association (Red Barn); Community gardeners; Active Living Kelowna; Lower Mission neighbouring schools (Anne McClymont Elementary, Okanagan Mission Secondary, Dorothea Walker Elementary, Bellevue Creek Elementary); Okanagan Mission Residents Association; and Okanagan Mission Lions Club.

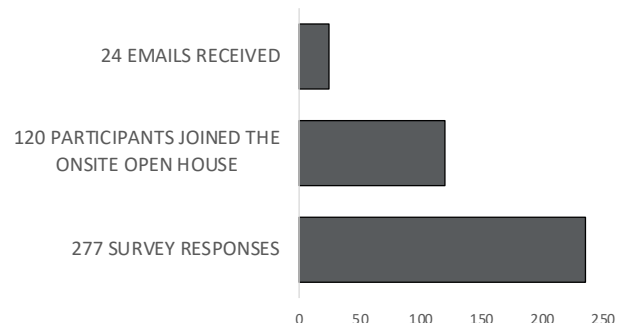


Image: Onsite signage

Who Participated?

OPEN HOUSE & ONLINE SURVEY

Overall, 355¹ people participated in the second round of consultation to share feedback on the proposed schematic park plan. The questions in the online survey and open house survey were the same. The results of both surveys are consolidated in this report.



OPEN HOUSE AND WALKING TOURS

An estimated 120 residents attended the open house on March 15, 2023, from 2-6pm. Presentation boards describing the project background, site analysis, conceptual design process and proposed concept design were set up in the park and staff and consultants were present to answer questions from the public.

¹ This total reflects the # 120 Open House attendees and the 235 online survey responses. Open House participants were given the option of completing a survey onsite or online.

Open house attendees were offered handouts and asked to complete a hard-copy survey; in total, 42 paper survey forms were submitted to the project team at the open house.

ONLINE SURVEY

Two-hundred and thirty-five (235) community members participated in the online survey, through the project page, between March 14 to April 2, 2023.

EMAIL RESPONSES

Twenty-four (24) emails were received by City Park staff during Phase 2 in response to the updated schematic design. Email correspondence consisted of requests for information, questions, and feedback on designs. Feedback has been incorporated as part of the overarching themes of this report.

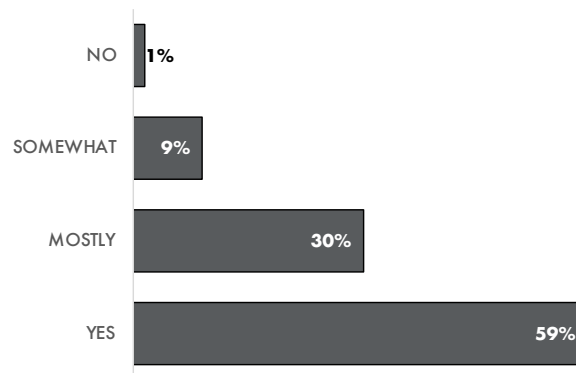


Images: Onsite walking tour at DeHart Community Park on March 15, 2023.

ONLINE & OPEN HOUSE SURVEY SUMMARY

In total, 277 community members participated in the Phase 2 online survey and open house paper survey. The following is a summary of perspectives shared by respondents. Please see Appendix A for detailed survey results.

- **92%** of survey participants think the identified community priorities meet their needs for DeHart Park.
- **89%** of survey respondents supported the updated schematic design. When asked if the proposed concept delivers on community priorities 59% responded 'Yes' and 30% responded 'Mostly'.



Question: Do you think the proposed park concept plan delivers on the community priorities?

- Over **90%** of responses to each of the proposed design concepts were positive ('Yes' and 'Mostly'). Respondents expressed a general sense of excitement and anticipation to see the park developed as proposed.
- Many responses included enthusiastic feedback generally and comments on specific elements. Some of the features participants responded most positively toward include:
 - Bike access and use (pump track, bike parking)
 - Pickleball courts
 - Mature tree retention and vegetation
 - Youth and children's activities
- Of those that expressed concern (less than 10%), the main comments include:
 - Parking, access, and safety concerns (pedestrian safety, lighting, increased parking needs)
 - Noise considerations (effects of increased activity on surrounding residences)
 - Dog use (off-leash areas, noise, proximity to children and court areas)
 - Desire for more pickleball and tennis courts

APPENDICES

Appendix A: Survey Results

WHO PARTICIPATED

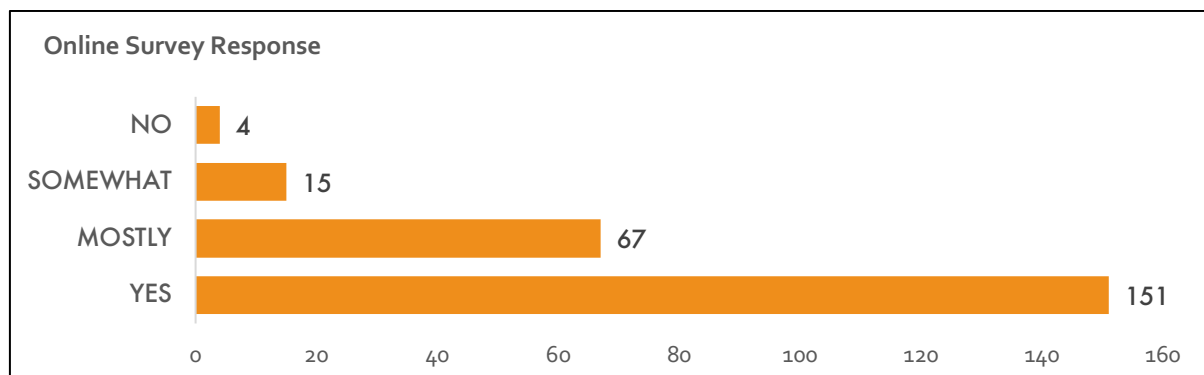
Between March 14 and April 2, 277 community members provided feedback through a survey, online (235) or during the onsite open house (42).

PART 1: DEHART COMMUNITY PARK FEATURES

QUESTION 1: Do the community priorities meet your needs for DeHart Park?

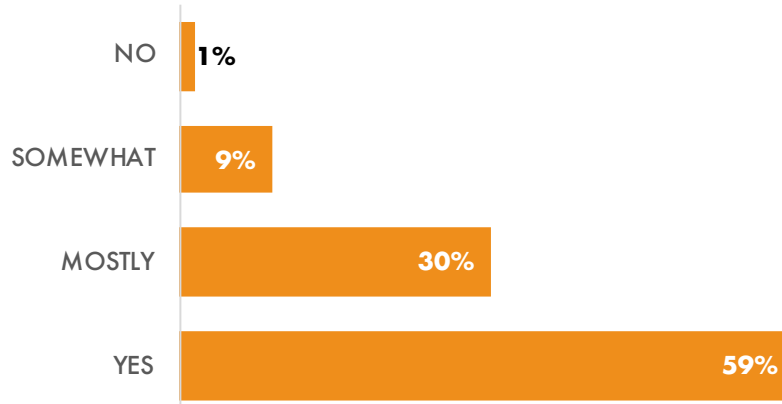
Note: In Question 1 of the open house paper survey, respondents were given the option to respond to each priority separately. In the online survey, respondents were asked to respond to the priorities altogether. The results have been separated to reflect this.

| Open House Survey Response | | | | |
|--|-----------|----------|----------|----------|
| Priorities | YES | MOSTLY | SOMEWHAT | NO |
| Natural Elements: Preserving existing mature trees and enhancing natural vegetated areas | 31 | 8 | 1 | 1 |
| Diversity of Activities: Providing a diversity of activities including walking, dog walking, gardening | 31 | 7 | 0 | 2 |
| Diversity of Recreation: Adding recreational amenities including courts and play structures that reflect the diversity of ages in the Lower Mission neighbourhood | 30 | 6 | 5 | 0 |
| Community Gathering Spaces: Creating spaces that support community gathering including covered space, seating, and picnic area. | 30 | 6 | 4 | 2 |
| Access and Safety: Improved pedestrian, cycling and vehicle access into the park site with attention to lighting, sidewalks, road crossings and pathway connections on all sides. | 29 | 5 | 4 | 2 |
| Noise: Amenities are positioned to minimize the effects of traffic noise and the uses are well sited with consideration for surrounding residential neighbours. | 29 | 2 | 9 | 1 |
| Average | 30 | 6 | 4 | 1 |



QUESTION 2: Do you think the proposed park concept plan delivers on the community priorities?

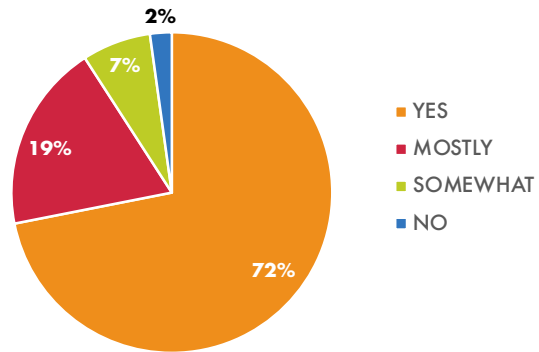
Note: Questions 2-13 of the open house paper survey and online survey are identical. The following shows the combined results from 42 paper surveys and 235 online survey responses.



PART 2: DEHART COMMUNITY PARK CONCEPT PLAN ILLUSTRATIONS

QUESTION 3: *The park entrance at the corner of DeHart Road and Gordon Drive proposes a defined park entrance, diverse seating, games, active transportation corridor (multi-use trail) connection along DeHart Road, lighting, and both shade and retention of existing mature trees.*

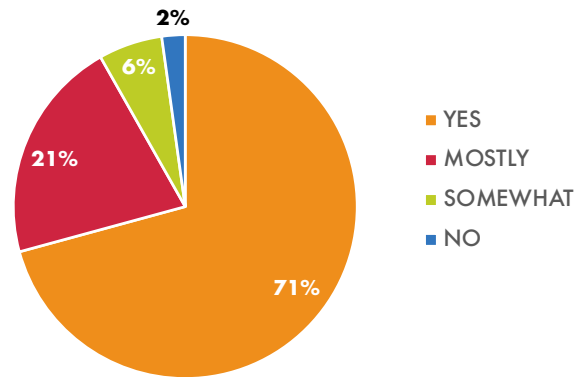
Do you think this approach delivers on park priorities?



DEHART COMMUNITY PARK CONCEPT PLAN ILLUSTRATIONS

QUESTION 4: Looking west, further into the park, along the promenade and toward the washroom building and mature grove of existing trees, the design proposes parking spaces, covered picnic tables, event space and diverse seating areas.

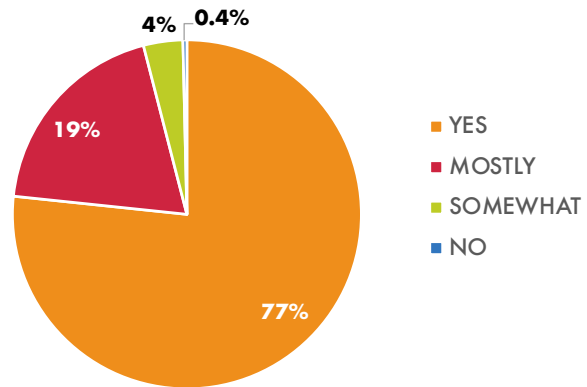
Do you think this approach delivers on park priorities?



DEHART COMMUNITY PARK CONCEPT PLAN ILLUSTRATIONS

QUESTION 5: At the north edge of the park, the design proposes bike parking, bike pump track, picnic table area, pedestrian path, and retention of mature trees.

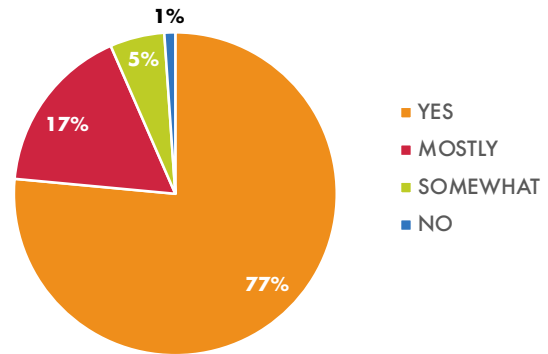
Do you think this approach delivers on park priorities?



DEHART COMMUNITY PARK CONCEPT PLAN ILLUSTRATIONS

QUESTION 6: *In the middle of the park, the design proposes a walking loop and field (on right), pathways, children's playground, naturalized vegetation with area for collecting stormwater, retention of existing mature trees, and enhancement of natural vegetation to support wildlife habitat.*

Do you think this approach delivers on park priorities?



QUESTION 7: *The project team would appreciate your feedback on the proposed concept plan to support in finalizing the plan. Do you have any further comments about the updated concept for DeHart Park? (max. 40 words)*

The following table includes unedited qualitative survey feedback in response to Park Objectives, grouped into categories. Email correspondence received by City Park staff has also been incorporated in this table.

| Dogs Use and Noise Considerations |
|---|
| Allow dog walking on paths on leash |
| Please allow on-leash dogs in park |
| 1 acre dog run, o sports except Tennis |
| Dog park should be twice the size. Not enough parking to support 2 soccer fields!!! |
| There will be a specific area for dogs? |
| Community Garden, Natural Dog Park |
| Please move the dog area away from my yard |
| Where is the off-leash area for dogs? |
| I think the dog park size could be increased as it's the only off leash dog park in the area |
| I believed there was to be an off-leash area for dogs. |
| Important dog park features - lights for the evening, softer ground for dogs -woodchips can cause injury |
| Dog park bad idea. |
| I don't think a dog park is appropriate where young children will visit and especially ride bikes. |
| I didn't see an off leash dog park, but I trust it is in there somewhere and I just missed it. |
| I'm thrilled there is an off-leash dog area but I request that it be separated into two areas, one general and another for smaller dogs. My small dog was overpowered by large dogs in Central Green dog park which is not divided. Please allow dogs in the rest of the park, "on-leash". Glad to see that keeping trees is important. |
| Dog park noise proximity to Sherwood houses is too close! You wouldn't want it in your backyard |
| Would switch dog park with pollinator meadow (#21). |
| Would be sweet to have a dog wash station or for dirty children. |
| It would not be advisable to have the dog park right next to exercise area without a buffer on perimeter or the southend. Maybe planting trees in between? With a buffer along residential fence the exercise area would need to be a bit wider (North to South). |
| Move dog park further from houses. Rentable gathering spaces are a noise concern for many. |
| I live in the area and I am a dog owner and parent, I do not think a dog park should not be part |
| I feel like the dog area might be too close to the tennis courts and exercise area. They tend to be a little loud when dogs are playing and barking, maybe add more buffering trees or shrubs or shift it slightly. |
| Not much parking options. Dog area will be noisy neighbors, better near road. |
| Pickleball & Tennis |
| More pickleball courts needed please :) |
| Can we have a pickleball court as well? |
| Glad to see the inclusion of Pickleball |
| More than 3 pickleball courts needed |
| Pickleball and basketball sharing courts |
| More pickleball courts are needed to accommodate our community for fast growing healthy activity! |
| Please ensure there are Pickleball Courts included. |
| Love that tennis and pickleball are being kept separate and not on the same court. |
| You will have constant conflict if the pickleball courts are shared with basketball |
| Yes to pickleball courts |

| |
|---|
| Please build pickleball courts |
| Yes, to new Pickleball Courts + add PB lines to existing tennis courts |
| With the popularity of pickleball today, is it a good idea to have the courts shared with basketball? |
| Tennis players upset by pickleball noise |
| It's amazing! I would like to see that the tennis courts are free for public use without booking. |
| I think there needs to be more parking. And the PB courts need to be expanded. |
| The plan doesn't accommodate sufficient pickleball courts. Shared pickleball and basketball?? |
| Super excited for Pickleball courts |
| Yes to pickleball courts |
| More pickleball courts. If would be very useful if the soccer fields were artificial turf. |
| I think the plan is great. Only suggestion would be to have FOUR Pickleball Courts, NOT 3. |
| Yes to Pickleball. |
| With the popularity of pickleball today, is it a good idea to have the courts shared with basketball |
| Yes, to new Pickleball Courts + add PB lines to existing tennis courts |
| More pickle ball courts, remove yoga/ exercise area, more parking stalls overall |
| Will the tennis courts and pickle ball courts be available to rate paying members on weekend? |
| I would like to see at least 8 pickleball courts. |
| Community Garden |
| Community Garden, Natural Dog Park |
| Is the community garden wheelchair accessible? |
| Greatly increase Community Garden |
| Pollinators like bees would be appreciated. Please don't build a tennis court beside our community gardens (organic) You will certainly have to use fertilizer or round up and we want to keep our gardens organic. No smaller gardens, they are already too small. |
| I haven't seen the community gardens. The existing ones need to be replicated. |
| Parking needs to be available near the community garden (not just for maintenance). Some of the mature trees are hideous and should be removed. |
| Concerns over limited parking if entrance is at Dehart/Gordon. Partnership with OXA for plantings |
| We need more community gardens. Plant pollinators in the gardens! Win-win |
| Please ensure community garden has 44 full size plots, deer fence & adjacent parking |
| Where is the community garden |
| #18 needs complete rethink Better used for more communal use, more garden plots, expanded play area |
| Parking & Access |
| Not close to enough parking |
| Lack of parking for soccer games 8 teams x 12 players x 1.5 cars per player = 144 cars |
| Is 28 car spaces too many for a park designed for local community use? More green space around lot |
| More parking in area 21 off Gordon. 2 soccer fields =40 kids, 50 parking stall minimum please. |
| There is very little bike parking available. |
| There is very little walking traffic at Gordon |
| Add fence between field and parking lot |
| EV chargers. |
| Concerned there won't be enough parking |
| There is very little walking traffic at Gordon/Dehart - how will that be a main entry point? |
| May need more parking. |
| Not much parking options. Dog area will be noisy neighbors, better near road. |
| More parking recommended for winter when less people are biking. More bicycle parking recommended. |

| |
|---|
| 28 Parking stalls is a lot. There is no need for so many. |
| Traffic calming on Dehart Rd. Speed bumps to minimize speeding and a cross walk to make it accessible |
| Get rid of the parking - there's tons on-street on Dehart - disappointed to see more soccer fields |
| A crosswalk in middle of Dehart Rd to help children and parents cross safer |
| I'm concerned about the opposite side of Dehart road not having a sidewalk as a number of people will be coming and going from the park as well as a number of students walk to and from school along both sides of the road. |
| I'm very concerned about traffic. The entrance to Westpoint Drive is already too congested |
| Parking for 21 cars is ridiculously short of a need. |
| Parking @ Firehall looks awkward & too tight, have lighting for night, Commercial unit @prime corner |
| Bike Access & Park Use |
| More parking recommended for winter when less people are biking. More bicycle parking recommended. |
| Please support our youth with facilities that do not require a structured team. Review your skatepark and bike park plans carefully. The youth have gone many years without skate and bike park outlets. |
| More parking recommended for winter when less people are biking. More bicycle parking recommended. |
| I think that the thing that would make this park the most attractive would be making sure there is a high density of mature trees, activities for all age groups (teens and young adults love ping pong) and strengthening the ATC leading to the park with separated bike lanes. |
| Need for enhanced secure parking for bikes |
| Would love to see a couple bike racks near the playground seating so I can keep an eye on it even though its locked up. Doesn't need to be a whole bay, just a parallel to the path is perfect. |
| LOVE the pumptrack! MTBCO can help 🤔 |
| Bike Path Access |
| Less bike pump and more general use/walk |
| Separate bike paths or wider sidewalks |
| Bike parking should be spread out |
| I would like to see a skills area for bikes; drops, jumps etc from beginner to expert |
| MUST keep the bike pump track! 10000000% |
| Excellent work on this plan. Thank you! Very excited about the bike pump track for my family. |
| The bike lane on top right is dangerous. Skateboard park should be bigger with more options. |
| Y'all rock! Had tears in my eyes for the dog area and pump track FABULOUS WORK TEAM!! ❤️ |
| If the illustration is accurate, then there is very little bike parking available. |
| Little accessibility; unsafe design for adjacent bike lanes/no connection to park. Duplicated infras |
| The pump track is a much needed addition, and the retention of mature trees is a must |
| Like all the green space A bike pump track is a must |
| o pump tracks in Okngn! Sicamous may get a Velo Sol'n soon. Pls let Kelowna be 1st and best tracks. |
| Please consider mountain bike features in the pump track, such as jumps - Kelowna needs this!! |
| Awesome! So needed in this area. Bike park will be well used! |
| Please ensure the pump track is paved to reduce maintenance and improve usage. Need more of these. |
| I definitely support the idea of a bike pump track in the park. |
| Pump tracks keep kids off drugs too! |
| Please make sure the bike park has interesting sections suitable for older children and teens. |
| Other Amenities & Considerations |
| Add fence between field and parking lot |
| Will the playground be challenging? |
| Missing calisthenics/parkour, it's huge! |
| Too many picnic tables |

| |
|---|
| Playground is too small. |
| How will security be addressed? |
| Please include an all-gender washroom. |
| Would be nice to see volleyball courts |
| Would be nice to see some public art |
| We have lots of playgrounds....nothing for teenagers. Would love to see more sport courts and a skate |
| Keep large field just grass, no soccer lines. |
| I think we ABSOLUTELY need the splash park. Beach is too difficult safety wise with young ones. |
| Running track would be nice. Two sports fields aren't needed given other fields closeby. |
| More sport courts. Basketball, Volleyball, Tennis and Pickle ball courts required |
| Add drinking fountains, wider path from NW to SE corners, safer crossing at Gordon/Dehart. |
| Outdoor Pool |
| Do Not name it Dehart Park. Please name it something indigenous |
| This looks amazing! Would love a full size baseball field with grass infield at another site in the lower mission (E6-mission rec park) |
| Outdoor Running/walking track |
| I think that the thing that would make this park the most attractive would be making sure there is a high density of mature trees, activities for all age groups (teens and young adults love ping pong) and strengthening the ATC leading to the park with separated bike lanes. |
| I believe a commerce area would have been a good idea in area close to Gordon and Dehart. The water spray kids area should be larger. |
| I think more field space is unnecessary given fields that already exist. More court spaces (basketball + pickleball would be used more year long. |
| Can b-ball court have 6 hoops set up? 2 more north side/south side, 3 more pickle? Amazing plans!!!! |
| Winter activities? Distinguished spot for addressing? (like statue sq), fresh water facility? |
| Would love to see if we could use recycled items |
| The focus should be on preserving natural habitats and xeriscaping. |
| Instead of the water/sand play area, next to the playground, you should add a small splash pad. |
| The plan is great! We could consider areas for other games like Boche or horseshoes |
| For any lighting features would appreciate dim and warm lighting that does not affect night vision |
| Please make the playground targeted for ages 0-5. We have nothing like this in lower mission. |
| It would be nice if you added a box lacrosse / roller hockey area. We only have one in the city. |
| General Feedback |
| Great design and exciting to see! |
| Great idea, very fitting for the area |
| I think it all looks great. |
| Looks amazing, let's make it happen! |
| Looks awesome. So much going on. |
| Excellent plan! |
| Thank you for the diversity! |
| Love the plan. Surprised you could get a |
| This is beautiful! Love big trees! |
| Build it now! |
| It's been a long time coming, but it's what the lower mission community requires . |
| Full sized soccer field could be used for adult soccer game and split for child/youth soccer games. |
| This design is fantastic! A neighbour in the area for 25 years - this will be an absolute gem. |
| This is a wonderful idea! |

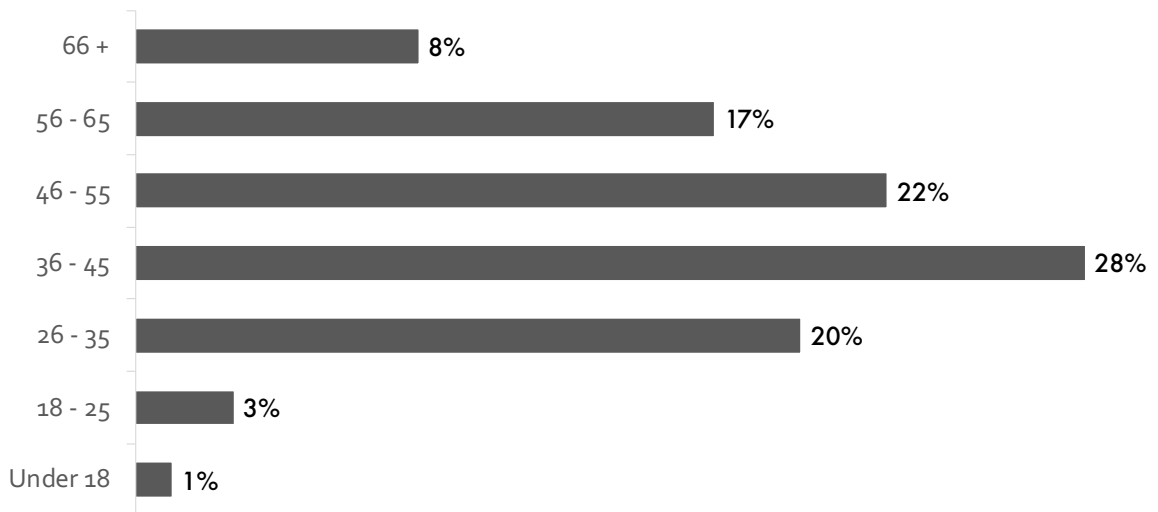
| |
|--|
| No it looks great |
| Well done. Continued access to the Trafalgar Square well for maintenance is important. Thanks |
| The inclusion of a pump track is awesome looking forward to coming to the park! |
| I am very excited about the bike park even at my age! The bike park will be a great addition . |
| I'm very impressed and excited for my family as we are across the street. Please keep ping pong ad pickleball. |
| It looks good |
| So glad the plan is to develop the whole park at once |
| Great design, looking forward to see it. |
| AMAZING JOB!! Cannot wait for it! |
| I love the plan and hope it can be built with as many features as shown. |
| Thank you for keeping the mature trees and restricting the use of concrete. |
| Love the design! Looking forward to having a accessible community space in our area! |
| Very happy! Such a great idea:) |
| Please follow-up after a year with a review of what is working or not, revise planting choices etc. |
| This plan meets the needs of our neighbourhood demographic |
| Great job on the design, looking forward to seeing it develop |
| The Balsam School Grade 1 students really love the bathrooms, the food truck, and preserving trees. |
| Great to see this happening! Long over due. |

PART 3: ABOUT YOU

QUESTION 8: *Did you participate in the Fall 2022 DeHart Community Park Public Consultation process?*



QUESTION 9: *Which age category are you?*



QUESTION 10: *Why did you participate in the survey?*

