

## As We Heard It Report

Launched in June 2019, the Transportation Master Plan (TMP) update is a multi-year exercise to develop the City's blueprint for planning, building, and operating its walking, cycling, transit and road networks over the next several decades. The TMP includes a vision and guiding principles, and also identifies the transportation facilities, services and policies to serve Ottawa from today to 2046.

This report summarizes the results of Phase 3 of consultation on the TMP update. As part of the Phase 3 consultation, the public was invited to provide feedback on close to 70 proposed transportation-related policies to be included in Part 1 of the TMP.



## Table of Contents

Approach.....	03
Phase 3 Engagement Overview.....	04
Key Themes and Feedback on the Proposed TMP Policies.....	06
Next Steps.....	14
Appendix A: Additional Feedback on the Proposed TMP Policies.....	15
Appendix B: Survey Results.....	29



# As We Heard It

## Approach:

Ottawa's Transportation Master Plan update includes five phases of public engagement and is expected to be completed and approved by Council in two parts.

Phase 1: Confirming the Direction (Fall 2019)	Public engagement on existing conditions, vision and guiding principles
Phase 2: Policy Connections (Fall 2020)	Public engagement on priority issues identified in Phase 1: new mobility, equity and inclusion, and active transportation. Engagement included mapping pedestrian and cycling infrastructure missing links
Phase 3: The Path Forward (Fall 2021)	Public engagement on draft TMP Policies, Active Transportation Candidate Projects, Rural Active Transportation Network, and Climate Change Discussion Paper
TMP Part 1 Completion (Q1 2023)	Transportation Committee and Council approval of TMP Part 1 – Policies and Active Transportation Projects
Phase 4: On the Horizon (Spring/Fall 2023)	Public engagement on Origin-Destination Survey results and existing travel patterns
Phase 5: Mapping the Course (Spring 2024)	Public engagement on proposed road and transit networks, and project priorities
TMP Part 2 Completion (Fall 2024)	Transportation Committee and Council approval of TMP Part 2 – Capital Infrastructure Plan



# As We Heard It

## Phase 3 Engagement Overview

Phase 3 public engagement on the draft TMP Part 1 - Policies solicited feedback on a proposed vision, guiding principles and nearly 70 proposed policies that provide a framework for improving Ottawa's transportation system and achieving the mobility objectives of the new Official Plan. Policies and supporting actions are included to address climate change, advance the City's health and equity goals, and respond to emerging travel trends and technologies. The draft policies and supporting actions expand on the mobility policies and objectives within the City's new Official Plan.

As part of the Phase 3 engagement, the City also solicited feedback on the set of proposed Active Transportation Candidate Projects and a proposed update to the Rural Active Transportation Network. Active Transportation Candidate Projects included 92 pedestrian projects, 84 cycling projects and 44 feasibility study projects to address critical missing links in the City's active transportation networks. The Rural Active Transportation Network consisted of a map indicating where paved shoulders are intended to be added to rural roads at the time of resurfacing.

As part of Phase 3 public engagement, residents and stakeholders were invited to provide input through the tools and activities in the table below. A significant number of residents participated in the consultation through these various channels.



# As We Heard It

15 highlight sheets on the proposed policies, with online questionnaires for each highlight sheet	Up to 494 respondents per survey; 4,609 responses in total to the 15 surveys
Virtual Public Open House	166 participants, 78 questions received
AT Candidate Projects Interactive Online Consultation Tool	3500 participants
Rural AT Network Interactive Online Map	435 comments added to the map
Six workshops with the Ambassadors Working Group, communities and industry stakeholders	206 participants
Emails to the TMP Inbox (TMPUpdate@ottawa.ca)	Over 200 emails received

This report outlines the key themes heard with respect to the proposed transportation policies. A separate report will document the feedback received on the Active Transportation Candidate Projects and Rural Active Transportation Network.



# As We Heard It

## Key Themes and Feedback on the Proposed TMP Policies

The City received a wide variety of questions and comments on the draft TMP Part 1 Policies including over 200 resident emails, 342 responses to open-ended survey questions, and 166 participants at the citywide Open House event.

Most residents who participated in the consultation expressed a high level of support for the progressive vision and policy direction provided by the draft TMP. Residents indicated that they were happy to see policies and actions that prioritize sustainable transportation, address climate change, advance the City's equity goals, and respond to emerging travel trends and technologies. Many residents expressed concern that the TMP Part 1 is not bold enough and/or does not call for fast enough changes to the City's transportation networks. Several residents suggested a need for stronger tools to ensure implementation, including clearer language, greater use of metrics, and/or a commitment to regular reporting on progress. A few residents expressed concern that the TMP puts too much emphasis on sustainable modes, and that the proposed changes will negatively impact the many residents who drive for transportation.

A topic-specific summary of key themes and commonly heard feedback from residents is provided below. Appendix A includes more detail on the specific feedback received and suggested changes to the TMP Part 1 – Policies as proposed by residents. Appendix B provides the full survey results. Throughout the report, feedback is documented as it was heard from residents and represents a range of views. While all resident comments have been reviewed by City staff, not all feedback will lead to changes to the TMP Part 1 – Policies. As part of finalizing the TMP Part 1 – Policies, we will post a document that shows how the comments we received led to changes in the draft policies.



# As We Heard It

Topic	Key Themes
<b>15-Minute Neighbourhoods, Active Transportation, Safe Roads and Complete Streets</b>	<ul style="list-style-type: none"><li>• Resident priorities include adding new walking and cycling facilities to mainstreets and key routes, and modifying intersections so that they are safer for pedestrians and cyclists.</li><li>• Land use patterns, street network designs and pathway shortcuts are also very important to 15-minute neighbourhoods.</li><li>• Winter maintenance of active transportation facilities is a high priority.</li><li>• Residents support use of streets for place-making, and value amenities such as benches, street trees and greenery, public art, patios, and washrooms.</li><li>• Residents are requesting high quality cycling facilities that provide physical separation from vehicles.</li><li>• Safety is a top priority and should be a key theme throughout the TMP.</li><li>• Residents would like faster action to create complete streets and 15-minute neighbourhoods.</li></ul>



# As We Heard It

Topic	Key Themes
Transit	<ul style="list-style-type: none"><li>• Residents value transit travel speed and reliability.</li><li>• Priorities to improve transit include on-road priority measures, transit frequency improvements, real-time transit information, and transit fare reductions.</li><li>• There is significant interest in how new technologies can improve the transit customer experience.</li><li>• Improving walking and cycling facilities that lead to rapid transit stations is also a priority.</li><li>• Some residents are interested in potential routing changes to better accommodate trips that do not go through downtown (i.e. suburb to suburb, or outer urban to outer urban).</li><li>• Some residents expressed the importance of off-peak transit service for non-work trips and for vulnerable communities, where there may be a higher prevalence of shift workers.</li></ul>



# As We Heard It

Topic	Key Themes
<b>Emerging Technologies and the Pandemic</b>	<ul style="list-style-type: none"><li>• Many residents have an interest in seeing the City leverage new technologies to improve transportation. There was a high level of support for harnessing “big data” sources to improve transportation planning and operations.</li><li>• Residents have a range of views on automated vehicle (AV) technology. Some residents expressed concern about AVs increasing congestion and creating problems on city streets, while others feel AV technology can bring significant benefits to transit and other aspects of the transportation system.</li><li>• As the City moves out of the pandemic, residents identified improving active transportation as a top priority, followed by monitoring transit ridership to ensure that routes and schedules support post-pandemic travel needs.</li><li>• Several residents also indicated that the City should pursue a publicly funded bike-share system integrated with transit, and that the TMP should account for the uncertainty within the mobility environment.</li></ul>



# As We Heard It

Topic	Key Themes
<b>Encouraging Sustainable Travel</b>	<ul style="list-style-type: none"><li>• Most residents were supportive of the TMP policy directions to encourage sustainable travel.</li><li>• Many residents requested stronger policy wording to prioritize sustainable modes, and/or to disincentive driving.</li><li>• For the City's work on programs, products, services and incentives to encourage the use of sustainable modes of transportation, residents selected the following priorities: workplace focused programs, active school travel programs, and car-free zones in strategic locations such as in front of schools during peak drop-off and pick-up times.</li><li>• Some residents voiced concerns about projects or policies that may make driving difficult or inconvenient, since they expect driving to remain an important mode of travel for many individuals and households in Ottawa.</li></ul>



# As We Heard It

Topic	Key Themes
<p><b>Equity, Priority Neighbourhoods and Rural Transportation</b></p>	<ul style="list-style-type: none"> <li>• Residents expressed support for policies that advance equity and inclusion.</li> <li>• For the City’s work on equity and inclusion, residents identified the top three focus areas as follows: designing streets for all ages and abilities; ensuring that affordable housing is available near rapid transit stations and frequent bus routes; and increasing transportation-related investments in neighbourhoods with high concentrations of vulnerable residents.</li> <li>• Most residents agreed that the City should make a strong effort to prioritize projects that benefit neighbourhoods with more vulnerable residents even if that means deferring some investments that benefit other neighbourhoods. However, a few residents expressed concern about the implications of this policy for other neighbourhoods.</li> <li>• There were several requests for stronger commitments on equity metrics, targets and/or reporting to ensure implementation of these policies.</li> <li>• The top priority to enhance rural transportation was projects to improve active transportation infrastructure within rural villages.</li> <li>• Several residents identified the need for better transit connections for rural residents.</li> </ul>



# As We Heard It

Topic	Key Themes
<b>Curb Space and the Movement of Goods</b>	<ul style="list-style-type: none"><li>• Residents were supportive of policies to review and modernize the use of curb space.</li><li>• For future changes to the use of curb space on commercial main streets, residents selected the most important uses as follows: bike lanes, bus lanes, food truck stands and/or restaurant patios, and vehicle parking.</li><li>• Some residents noted that convenient on-street parking is important for local businesses.</li><li>• Many residents provided feedback on the proposal policies related to goods movement and emphasized the importance of reducing the volume of non-local trucks driving between Highway 417 and the Macdonald-Cartier bridge.</li><li>• The top three actions identified to improve goods movement and reduce the impact of trucks on city neighbourhoods were: building a new crossing over the Ottawa River to reduce trucks traveling through downtown; encouraging the use of electric vehicles and cargo-bikes for delivering goods; and encouraging companies to use smaller vehicles for delivering goods in neighbourhoods and within the downtown.</li><li>• Several residents identified the need to revise truck routes in order to reduce the volume of trucks driving through rural villages.</li></ul>



# As We Heard It

Topic	Key Themes
<p><b>Climate Change, Affordability, Capital Infrastructure and the TMP Part 2</b></p>	<ul style="list-style-type: none"> <li>• Most residents agree that the City should invest in infrastructure that supports sustainable transportation modes and minimize the construction of new roads except where needed to provide access to new communities.</li> <li>• There is significant support for pursuing additional funding sources to implement all of the projects required to achieve the City’s greenhouse gas (GHG) emissions reductions targets.</li> <li>• Several residents questioned whether GHG targets could be achieved using existing funding sources and/or suggested re-allocating funding from road projects to transit and active transportation projects.</li> <li>• Residents suggested various tools and approaches to support the shift to sustainable modes such as congestion pricing, other driving pricing tools, and road space re-allocation.</li> <li>• Many residents emphasized the need to accelerate the Greenbank Road Realignment and Southwest Transitway extension to support development.</li> <li>• Residents have a strong interest in the TMP Part 2 and require adequate opportunities to provide input on the proposed networks and projects.</li> </ul>



# As We Heard It

## Next Steps:

The proposed TMP policies are being reviewed and updated in light of the feedback received as part of the Phase 3 consultation. We will be issuing a revised version of the draft policies prior to bringing them to Transportation Committee and Council for approval in Q1 of 2023. Residents will have the opportunity to share thoughts and opinions regarding the proposed policies as part of the Transportation Committee meeting (either by submitting comments in writing before the meeting, or speaking at the meeting directly). We will also be posting a document that shows how the comments we received led to changes in the policies.

The policies in Part 1 of the TMP represent an important step in the realization of the Official Plan's vision for Ottawa in 2046. Expanding and improving upon the 2013 TMP, these policies provide a framework for the evolution of the transportation system to help meet broader objectives and place an increased emphasis on key issues raised by Ottawa residents.

These policies also set the stage for the next step in the TMP update process: the development of the City's Capital Infrastructure Plan (Part 2 of the TMP). The Capital Infrastructure Plan will review and analyze the effectiveness of Ottawa's current transportation system and propose changes to the road, rapid transit, and transit priority networks to achieve the City's transportation vision and accommodate anticipated growth. This analysis will consider future mobility needs and evolving travel patterns based on the planned 2022 Origin-Destination Travel Survey. You will have opportunities to provide feedback on the proposed projects, implementation phasing, and investment priorities as part of future phases of public engagement, so please stay tuned.

In the meantime, residents are always welcome to provide feedback on the Transportation Master Plan Update by emailing [tmpupdate@ottawa.ca](mailto:tmpupdate@ottawa.ca).



# As We Heard It

## Appendix A: Additional Feedback on the Proposed TMP Policies

This section provides additional resident feedback and suggestions on the draft TMP Part 1 – Policies. Feedback is presented below as it was heard from residents and represents a range of views. While all resident comments have been reviewed by City staff, the summary below is intended to capture the key themes and suggestions; not all feedback is documented in this report.

### Climate Change and Natural Systems

- I agree that climate change should be a high priority within the draft TMP. Given the Climate Emergency, it is very important to have a climate lens on all new transportation projects.
- Significant investments will be required in transit, active transportation and resilience measures.
- It is good to see the TMP emphasis on trees, shade and stormwater management considerations as part of transportation projects. It is important to reduce paved surfaces.
- Funding should be re-allocated from vehicular transportation to transit and active transportation projects to achieve the City's transportation vision and meet greenhouse gas (GHG) targets within the current funding envelope.
- Ottawa's GHG emissions are trivial on a global scale. We should focus on electric vehicles and efficient housing.
- Electric vehicles should be considered "sustainable transportation" along with walking, cycling and transit, and prioritized within the TMP policies.
- Roundabouts and other approaches to improve traffic flow could help to reduce GHG emissions.
- Too much weight is placed on electric vehicles as a way of meeting climate targets, and there is inadequate attention to the drawbacks of electric vehicles.
- More on- and off-street charging stations are needed for electric vehicles and e-bikes.
- The City should consider tools such as car-free zones, low emissions zones, higher parking fees, and congestion pricing.
- The City should advocate for (or provide) rebates for e-bikes, similar to rebates for electric cars.
- The NCC Greenbelt should not be treated as a convenient route for building new or widened roads.
- Mitigating environmental impacts of roadway projects should not be limited to those next to or through the Greenbelt. The City should follow in the footsteps of Montreal and Toronto and develop a Green Streets Strategy.
- The City should consider the embodied carbon in roads and transportation projects.



# As We Heard It

## Equity and Health

- It is good to see that the draft TMP Part 1 features the theme of equity prominently.
- I appreciate the acknowledgment of the effect of car-dependent infrastructure on those with a lower income.
- The city must define metrics and set targets for how it will improve equity in the transportation system, so we can tell if the actions the city takes are effective.
- The policy regarding investment in TMP priority neighbourhoods is important. New tracking, budgeting or reporting mechanisms may be needed to ensure its implementation.
- The City must ensure that the focus on TMP priority neighbourhoods does not discriminate against other neighbourhoods (e.g. for investments in public transit and shadeways).
- Projects should continue to be evaluated based on need, expected benefits cost-effectiveness regardless of neighbourhood demographics.
- There should be an equity-focused action on transit service, particularly in light of the pandemic, with lower-income residents overrepresented among essential workers.
- Transit service should accommodate shift workers, since vulnerable communities tend to have a prevalence of shift workers.
- Accessibility should be further emphasized under this theme.
- The City must ensure that a strong Healthy Streets policy is meaningfully enacted throughout the organization.
- Healthy Streets should be advanced through the following actions: Encourage high-level city staff to sign up for the Healthy Streets Foundation Training; incorporate health impacts in all reports to Transportation Committee; lead a culture change at City Hall; and install retractable bollards to create a network of downtown and neighbourhood-level healthy streets that can promptly restrict traffic, creating more people friendly-streets and spaces where people choose to walk and bike.
- We must consider the impacts of changes on the most marginalized populations; for example, limiting parking or driving near schools or workplaces may make it difficult for marginalized populations who rely on driving to complete their trips.
- Negative externalities of vehicle travel (e.g. safety, air pollution, noise) are higher on arterials and collectors where housing is less expensive; this is an equity issue that TMP policies can help to address by improving arterials and collectors.



# As We Heard It

## Pandemic, Emerging Technologies and Travel Trends

- There is significant uncertainty, risk and change in the mobility environment, given the pandemic, emerging technologies, and new mobility services. The TMP needs to consider these uncertainties.
- Transit infrastructure investments and service planning should reflect evolving and post-pandemic conditions. The transit system has been designed to bring workers to and from the downtown core, but this peak transit commuting pattern may never return to pre-pandemic conditions.
- Bikeshare should be further emphasized in the TMP policies. A publicly funded and publicly operated bikeshare network is essential to integrate active transportation and public transit.
- The draft TMP Part 1 should be clearer about the risks of automated vehicle technology, such as increased traffic congestion.
- The draft TMP Part 1 should provide greater support to the automated transit plans and pilots that are being led by external organizations in Ottawa, such as in Kanata North.
- The City should have a greater focus on electric vehicles and encourage smaller vehicles; automated vehicles will not arrive in the foreseeable future.
- The City should explore additional technologies for enforcement of traffic regulations.
- Even once the pandemic is over, some people will never go back to physically commuting to their place of work on a regular basis. This supports building more active transportation infrastructure and fewer roads.



# As We Heard It

## Place-Making and 15-Minute Neighbourhoods

- The policies are good but should go further. The TMP should call for faster, more ambitious changes to support transit, active transportation and 15-minute neighbourhoods.
- The City must ensure that new greenfield developments are built as 15-minute neighbourhoods. This includes designing good street patterns for new neighbourhoods.
- In existing neighbourhoods, many changes are needed to achieve 15-minute neighbourhoods. Examples include cycling facilities on main streets and key routes; traffic calming to reduce vehicle speeds; shortcuts; and more.
- Winter maintenance of walking and cycling facilities is critical to 15-minute neighbourhoods.
- It is very important for walking routes to be enjoyable and welcoming – for example, with shade, trees, greenery, benches, public art, public washrooms, “parkettes” etc.
- It is important to densify urban and suburban neighborhoods to make communities more walkable, with amenities close enough to preclude driving.
- Revise zoning to ensure that parking lots are at the rear of buildings and to encourage grocery stores (especially small neighbourhood grocery stores).
- Outer Urban and Suburban areas would benefit from a change of zoning to allow home-based businesses, to help achieve the objective that many daily needs can be met within a 15-minute walk from home.
- Further discussion of transects is warranted in the draft TMP Part 1, to advance the Official Plan objectives and policies.
- Seasonal or temporary street reallocations should be a key focus of the City. They can be implemented quickly and at a low cost. They are immediately safer, help to foster community interaction, add greenery, allow for creativity and cultural expression, support local businesses, promote tourism, and provide opportunities for rest and play.
- The City should design a process whereby seasonal or temporary street reallocations may be easily requested, or a toolkit to assist with planning and implementation.
- The policies on place-making and “destination streets” could be clearer in stating that the City intends to evolve certain streets over time to prioritize their function as ‘destination’ streets.
- Ottawa should have more “destination streets”, including Wellington Street.
- Consider more seasonal street closures to private vehicles in the downtown and inner urban area, for example sections of Bank Street and Somerset.
- Consider the use of bollards, planters or point closures to create “low traffic neighbourhoods”.
- Schools should be designed with a pedestrian-first approach.



# As We Heard It

## Network Principles and Complete Streets

- There is a contradiction between the TMP principles to prioritize vulnerable users and sustainable modes, versus the desire to provide an acceptable level of service for all modes.
- To achieve the mode shift targets, the TMP should more explicitly aim to disincentivize driving.
- The draft TMP Part 1 should include the concept of “induced demand”, given the large body of evidence. When roadway capacity is added, people change their travel behaviour and drive more; this generated traffic often fills a significant portion of the added capacity.
- “Complete streets” should not mean equal access for all modes. Getting to 50% of trips made by active transportation/transit requires de-prioritizing the private automobile including through pricing.
- Driving around Ottawa should be slower than it is today, while walking, cycling or taking transit should be faster, safer and more convenient than today.
- Separation of pedestrians and cyclists from traffic is critical to protect vulnerable road users. The TMP should feature stronger policy wording about reallocating space in the ROW to accommodate separate walking and cycling facilities if they cannot be accommodated within the existing lane arrangement.
- Roundabouts should be recognized as a major barrier for cyclists and pedestrians, especially where vehicle speeds are high. The City needs to work on roundabout design, and also work with the MTO to allow cyclists to bike across roundabouts.
- The City should make greater use of small roundabouts.
- The public should be more effectively engaged to design the best possible complete street projects.
- Where possible, the City should avoid increasing the total amount of hard surfaces when adding cycling facilities to existing streets.
- Trees should be provided between the street and sidewalk/cycling facilities as a buffer.
- It is becoming increasingly difficult to fit all the desired elements within the right-of-way.
- It is unreasonable to expect that the majority of trips in Ottawa will be made by walking, cycling, transit, or carpool by 2046 given an aging population and the mobility needs of families. Personal transportation by car remains the preferred choice for the majority of residents, especially those with children.



# As We Heard It

## Walking

- The policies within the draft TMP seem like they will move Ottawa in the right direction, towards a more walkable city. Implementation of policies will be important.
- Wider sidewalks and a greater number of formal midblock crossings are very important to enable walking.
- The draft TMP Part 1 should make it clearer that developers will be expected to add sidewalks on existing local streets to support intensification.
- The draft TMP Part 1 should include stronger language on reducing pedestrian delay and prioritizing pedestrians at traffic signals. For example, traffic signal optimization usually means long cycle lengths at intersections with minor streets. This could be the focus during the peak hours to address peak capacity needs, but at other times of day, the City should try to provide a short cycle length to reduce wait times for pedestrians and cyclists. Ottawa should look to Toronto's signal operations strategy, which is much more pedestrian-friendly.
- The draft TMP Part 1 should include stronger language to implement "No Right Turn on Red" restrictions in more locations, to improve pedestrian safety.
- The draft TMP Part 1 should call for removal or deactivation of pedestrian push buttons ("beg buttons") in more locations, so that the pedestrian phase is called automatically each cycle. This would improve convenience for pedestrians.
- The draft TMP Part 1 should further emphasize the relationship between vehicle speed, noise, and pedestrian comfort.
- To create convenient crossings for pedestrians, crossings should be spaced more frequently than every 200m.
- Ottawa's 1970s era roads such as Carling, Merivale, and St-Laurent are essential for accessing amenities on foot, but are unsafe and unpleasant for walking since they were built for high speeds with sidewalks directly adjacent to the roadway. Strategies should be proposed to target these and other roads that were identified as "barriers" by the Official Plan 15-Minute Neighbourhood report ([map A-7](#)). A short-term, low-cost measure to improve walkability could be to reduce vehicle speeds.
- All new pathways should be lit by default, rather than assessing pathways for lighting on a case-by-case basis.
- The City should expand its programs to encourage walking (and cycling) to school.



# As We Heard It

## Cycling

- I appreciate the proactive and comprehensive nature of the policies.
- International best practice points to five principles that define an effective bike network: connectedness, directness, safety, comfort and attractiveness. These should be reflected in the TMP policies.
- Bike facilities must be attractive and comfortable; they must be designed for year-round use, including proper drainage and grading, and ample room for snow storage.
- Retrofits and resurfacing should incorporate physical protection—like pinned curbs or Kwik Kerbs—rather than just paint. Buffered/protected bike lanes should be provided wherever possible.
- Whenever a road is resurfaced, any possible improvements to encourage cycling, such as painted bike lanes, should be made.
- Some local streets should include dedicated cycling facilities. This is important to promote safe cycling routes to school. Local streets with high volumes or that provide connections to an important building or pathway should also have segregated cycling infrastructure.
- The City should add contraflow bike lanes on all one-way streets.
- It is important for bridges to be safe for cyclists. The draft TMP should call for the use of short-term pilot projects as an opportunity to test reallocation of roadway space that improves bridges and crossings of major barriers.
- The draft TMP Part 1 should include stronger policy language for providing cycling infrastructure where it would require the removal of on-street parking or lane reconfiguration.
- The draft TMP Part 1 should further emphasize the importance of connecting cycling facilities to adjacent cycling routes to avoid creating new missing links and/or gaps in the network.
- The winter cycling network needs to be far more than double by 2030; the City of Ottawa clears 13,000 kilometres of roads yet has only committed to doubling the current 40-50 km Winter Cycling Network. This target should be much more ambitious.
- The draft TMP Part 1 should focus less on winter cycling; winter cycling will never be a preferred method of transportation for most residents, especially older adults and people with disabilities.
- The City should create a cycling map of routes considered suitable for All Ages and Abilities.
- It was good to see the policy to improve bicycle parking and storage in new buildings. The draft TMP Part 1 should also consider and address the bike parking needs of people in existing high-density housing.
- Secure bike parking should be rolled out in more locations, especially at rapid transit stations.
- The City should have a greater focus on off-road multi-use pathways for cycling.
- Cycling information and education are very important. The City should do more to promote and/or deliver cycling information and education, including advocacy to the Province for embedding cycling education within the school curriculum. The draft TMP Part 1 should go further in emphasizing this theme.



# As We Heard It

## Transit

- The draft TMP Part 1 should include a stronger emphasis on transit frequency and reliability.
- In order to support the new Official Plan objectives, transit needs to support the primary travel needs of residents who live in Hubs, where parking will not be provided at a 1:1 ratio with new units.
- The City should focus on improving off-peak service. Many “frequent” routes drop to 30-minute service after 6PM which does not provide the service people need in order to rely on transit.
- Transit travel times between suburban or outer urban neighbourhoods are prohibitive; routes should be reviewed to make these trips more attractive.
- Bus routes should be simplified.
- Transit cleanliness and comfort are very important to users: for example, public washrooms, protected bus shelters and stations, electric buses. Retail in transit stations would be a benefit to customers and could generate revenue for the City.
- The City should focus on connections to Ottawa’s new LRT system for all modes of travel, especially walking and cycling.
- Bike share should be part of the City’s transit system and Presto payment.
- The draft TMP should put more emphasis on adopting new technologies and incorporating them into the public transit system. This should include on-demand transit and the adoption of self-driving automated vehicles.
- GPS real-time information needs to be improved, especially where routes start.
- The City should reduce transit fares or offer free transit. The cost of transit should always be less than the cost of driving a car.
- The City should not get rid of Park and Rides as they help to encourage the use of public transit; however, it may be appropriate to move them.
- As noted in the draft policies, it is very important to monitor transit ridership and travel patterns so that this can inform service optimization. The draft TMP should include an action related to reporting to Transit Commission on ridership changes and associated service adjustments.
- The City should include marginalized groups in assessing public transit; for these residents in particular, not all trips are to/from downtown.
- Expanding and improving public transit is critical to encourage people to drive less; the draft TMP should focus more on public transit and less on walking and cycling.



# As We Heard It

## Roads

- The Official Plan and draft TMP Part 1 policies regarding “access” and “flow and capacity” streets are helpful. A limitation of the Official Plan table is it identifies many road types as “flow/access” rather than picking one; trying to do both results in doing neither one well.
- “Flow and capacity” streets have very limited usefulness in the downtown and inner urban transects. The draft TMP Part 1 should introduce clear policies to restrict flow streets in the urban transects and a systematic plan for converting flow streets to access streets in high-density areas.
- Residents in all transects (including inner urban) will continue to drive for non-work trips; car use must be accommodated.
- Flow streets must be maintained so that people, goods and services can move efficiently.
- Traffic speeds are fine the way they are.
- Access streets should be designed for 30km/hr, not 50 km/hr. In particular, streets in the downtown core should be defined as “access streets” and limited to 30 km/hr or 40 km/hr. Ottawa should avoid “stroads” and focus on “access streets” to make neighbourhoods more walkable.
- Getting from place to place quickly should remain a central goal of our transportation system. The draft TMP Part 1 should therefore avoid a blanket goal of lowering speed limits below what is already in place. Main thoroughfares without houses directly on the street should allow for higher speeds, while streets with houses directly on them warrant slower speeds.
- There should be a moratorium on road widenings, with lane conversions to create space for active transportation and public transit.
- The policy on avoiding road widenings parallel to rapid transit is not strong enough; it leaves too much room for these projects to proceed.
- The policy emphasizing intersection modifications to address congestion fails to acknowledge the negative impacts of intersection widenings on the public realm and pedestrian level of service.
- The City should locate hydro and other utilities underground at the time of new road construction or road reconstruction.
- The City should invest more in road resurfacing, to benefit cars and bikes alike.
- Do not close streets to traffic. As the city grows, traffic will increase.



# As We Heard It

## Safety

- Road safety should be a more prominent theme within the draft TMP Part 1.
- Traffic signal optimization needs to consider the needs of pedestrians and cyclists as well as vehicles. This includes the elimination of red-revert traffic signals.
- Traffic signal optimization should be based on the metric of “person delay” not “vehicle delay”.
- Though the plan calls for a 20% reduction in the rate of fatal and major injury collisions by 2024, the City’s longer-term goal is for zero fatalities on streets by 2035. This is an extremely long period to aim for zero deaths. Why only 20% immediately? The City should aim higher.
- The City should formally adopt Vision Zero.
- The draft TMP Part 1 should emphasize speed limit enforcement including speed cameras / photo radar. The pilot project was very successful and demonstrated the need for expanding the pilot throughout the city.



# As We Heard It

## Rural Transportation

- The draft TMP Part 1 inadequately recognizes the challenges of Rural Transportation. The Official Plan notes that “current challenges for business development within Villages and the rural area can be attributed to ... [amongst others] ...the lack of connectivity in both technology (internet) and mobility (transit).”
- While progress to advance sustainable transportation in the rural areas will most likely be slower than in the urban and suburban areas, rural sustainable mobility needs should be addressed in the TMP.
- Improvements to rural transit should consider on-demand transit options.
- At a minimum, the TMP should provide guidance related to seeking innovative and affordable transportation solutions for the rural area.
- It will be important to have different strategies for urban and rural communities.
- There is a need to review the truck transportation network so that routes do not take trucks through rural villages.
- Paved shoulders should be provided on routes used by cyclists in rural areas.



# As We Heard It

## Goods Movement

- The draft TMP Part 1 should provide a more accurate description of the downtown truck problem. The problem should be characterized as the volume of non-local trucks (i.e. not making a stop in the downtown) driving between Highway 417 and the Macdonald-Cartier bridge.
- It is very important to find a solution to the downtown truck problem. A solution must provide an appropriate and effective connection between Highway 417 and Quebec Highways 5 and 50.
- The text currently implies that a new bridge is the only potential solution to the downtown truck problem. A tunnel or other options should also remain on the table.
- There may be the potential for more diversity in routes for interprovincial truck traffic, rather than focusing it all through a single route.
- Pricing tools should be explored to discourage trucks from driving through downtown, as well as a new bridge outside City boundaries.
- The City should consider restricting delivery hours for heavy trucks to off-peak times of day in the downtown and other areas with on-street loading zones.
- Citywide, for the design of curb radii, the City should undertake a data collection effort to determine where large trucks presently make turns, allowing this data to be used for future design projects.
- The City needs to maintain prompt, efficient delivery of goods and services and should not take away road space.
- It is a significant problem when Trucks and delivery vans park in bike lanes.
- The draft policy regarding off-street loading requirements may cause problems and increase costs; this should be reviewed.
- The City should avoid locating warehouses and industrial developments such as the new Amazon facility far from the urban area when there is lots of available real estate closer to the city; this will increase vehicle kilometres traveled.



# As We Heard It

## Curbside Management and Parking

- It is good to see the policy emphasis on modernizing the use of curb space; we need to rethink how this public space is used.
- Curbside parking should be discouraged through pricing and supply in order to encourage more sustainable modes of transportation and to free up curb space for more beneficial uses, such as wider sidewalks, separate cycling lanes, benches and patios.
- Convenient on-street parking is very important for local businesses.
- There should be no on-street parking on commercial main streets.
- Studies from other cities have shown that bike lanes are good for business. Can street parking be repurposed for other modes of transport? If not, are sustainable modes actually being prioritized?
- Free parking should not exist on main streets. Parking prices should be comparable to the bus/train fare to encourage transit use.
- The City should provide more designated accessible parking spots.
- Para Transpo pick-up and drop-off must be maintained.
- No Parking and No Stopping areas should be more strictly enforced.
- Electric vehicle charging stations should be in parking lots rather than curbside, because they are longer-term users.



# As We Heard It

## TMP Part 2 – Development of the Capital Infrastructure Plan & Affordability Assessment

- The TMP Part 2 should prioritize the Greenbank Road Realignment and Southwest Transitway Extension. This is a critical project to support development and would also address safety concerns with the current Greenbank Road alignment.
- The Alta Vista Transportation Corridor should be removed from the new Official Plan and Transportation Master Plan.
- The Alta Vista Transportation Corridor should be constructed from Conroy.
- Rapid transit needs to be expanded within the core and inner urban transects. These are the areas that will experience the most intensification and are characterized by narrow rights of way, making BRT and even transit priority measures difficult to implement.
- The City should consider “streetcar-style” light rail transit on urban streets.
- The City should investigate how rapid transit links may be implemented along or under Bank St. (Parliament Station to O-Train Line 2) and Rideau St./Montreal Rd. (Rideau Station to Blair or Montreal Station).
- The Baseline and Carling transit corridors should be the City’s priority, rather than LRT extensions to Barrhaven and Kanata.
- The TMP Part 2 should include ambitious cycling modal share targets.
- The City should consider congestion pricing or other driving pricing tools, as well as parking levies and car-free zones.
- The TMP should include additional funding for active transportation and transit. Active transportation projects should be accelerated.
- Private vehicle infrastructure is expensive. Reducing reliance on motor vehicles is key to making our city more livable and more affordable.
- The TMP should consider the full costs and benefits to society of shifting to sustainable modes (e.g. climate resilience, reduced road maintenance costs, decreased health costs, lower private expenditures on vehicle ownership and use).
- How will the City implement and pay for the policies and actions in the TMP Part 1?
- The City should ensure that policies and pricing tools account for the full costs of suburban growth and development.
- It is unclear where and when the real substantive debate about projects occurs. It seems very hard to do that during the TMP Part 2, because there is such a large set of potential projects and a limited timeframe. Many years later, at the Environmental Assessment stage (which is when most residents get engaged), it seems to be too late to consider whether a project is still the right idea; I have never seen an Environmental Assessment that concluded that a road project wasn’t necessary.
- The City should provide a concrete plan regarding the studies, data, and documents that will be shared with the public as part of TMP Part 2 analysis and public consultation. The public requires an opportunity to provide meaningful input into the TMP Part 2.



# As We Heard It

## Appendix B: Survey Results

The Phase 3 consultation included 15 online questionnaires, to accompany the 15 policy highlight sheets. Each questionnaire included one or two multiple choice survey questions. The surveys received between 224 and 494 respondents; the table below identifies the number of respondents to each survey.

<b>Survey Theme</b>	<b>Number of Respondents</b>
<b>15-Minute Neighbourhoods</b>	494
<b>Active Transportation</b>	411
<b>Affordability and Capital Infrastructure</b>	280
<b>Climate Change</b>	305
<b>Curb Space Management</b>	304
<b>Emerging Technologies</b>	278
<b>Encourage Sustainable Travel</b>	304
<b>Equity</b>	243
<b>(Equity) Priority Neighbourhoods</b>	318



# As We Heard It

<b>Survey Theme</b>	<b>Number of Respondents</b>
<b>Movement of Goods</b>	239
<b>Pandemic</b>	234
<b>Rural</b>	224
<b>Safe Roads &amp; Complete Streets</b>	376
<b>Transects</b>	247
<b>Transit</b>	352
<b>Total Responses to All Surveys</b>	<b>4,609</b>

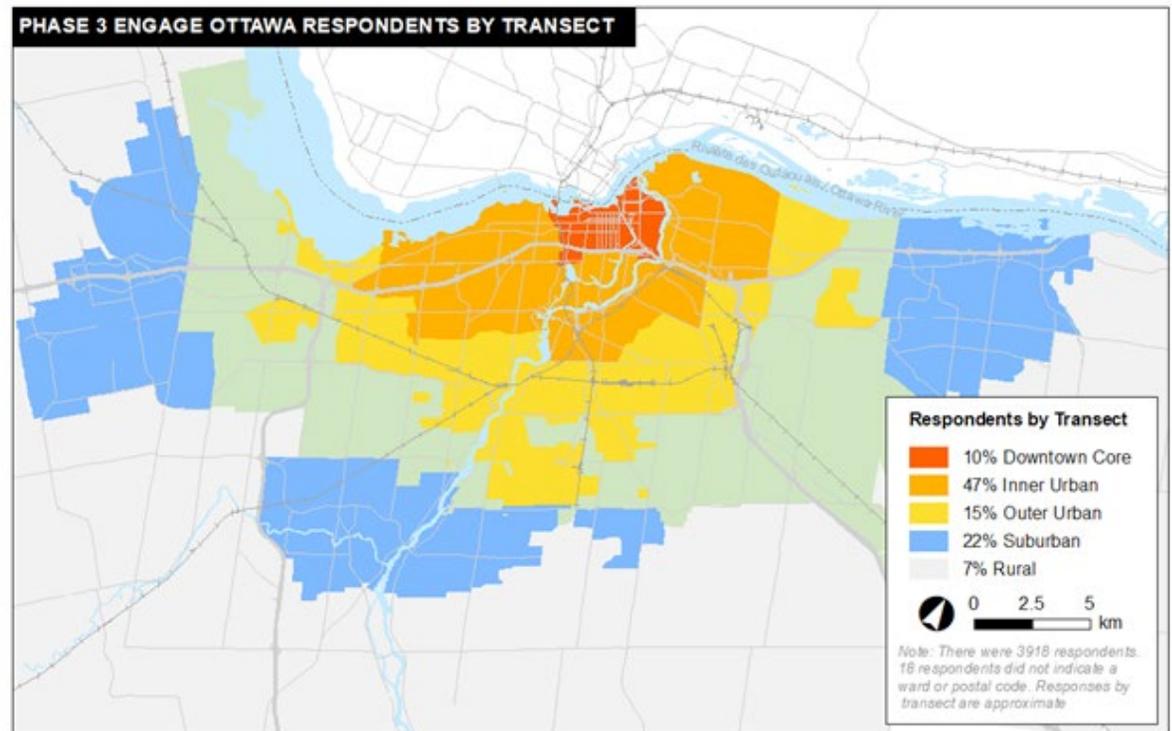
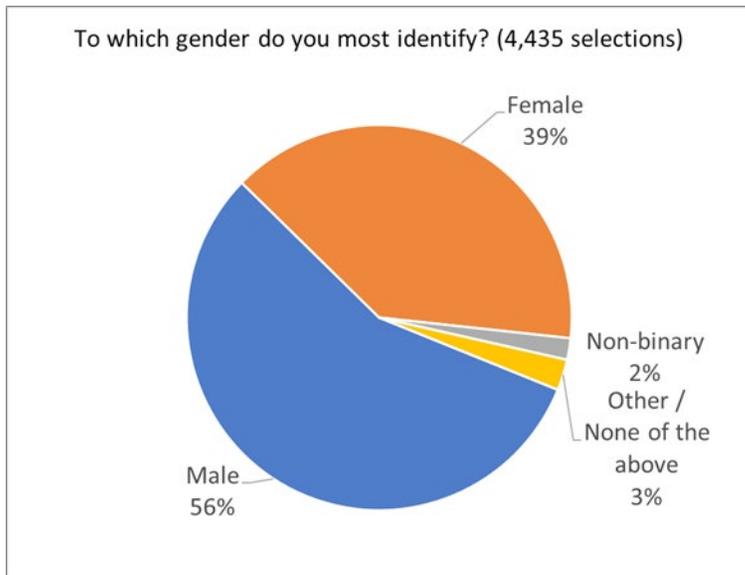
Results for these survey questions are presented in this Appendix, organized by theme. Each questionnaire also included the open-ended question, “Please let us know your feedback on the draft Transportation Master Plan policies”. Feedback received through the open-ended questions is included in Appendix A.



# As We Heard It

Surveys also asked for the gender and postal code of respondents. Aggregated information on the respondents to all surveys is presented below. Overall, 56% of respondents self-identified as male, while 39% self-identified as female.

Respondents were asked to share their postal code in the surveys. This assists in understanding what parts of the city have participated in this phase of the TMP engagement. The image below maps out the different response rates across the city. As shown, there was participation from residents from all parts of the city, providing a broad range of perspectives from different geographic areas.



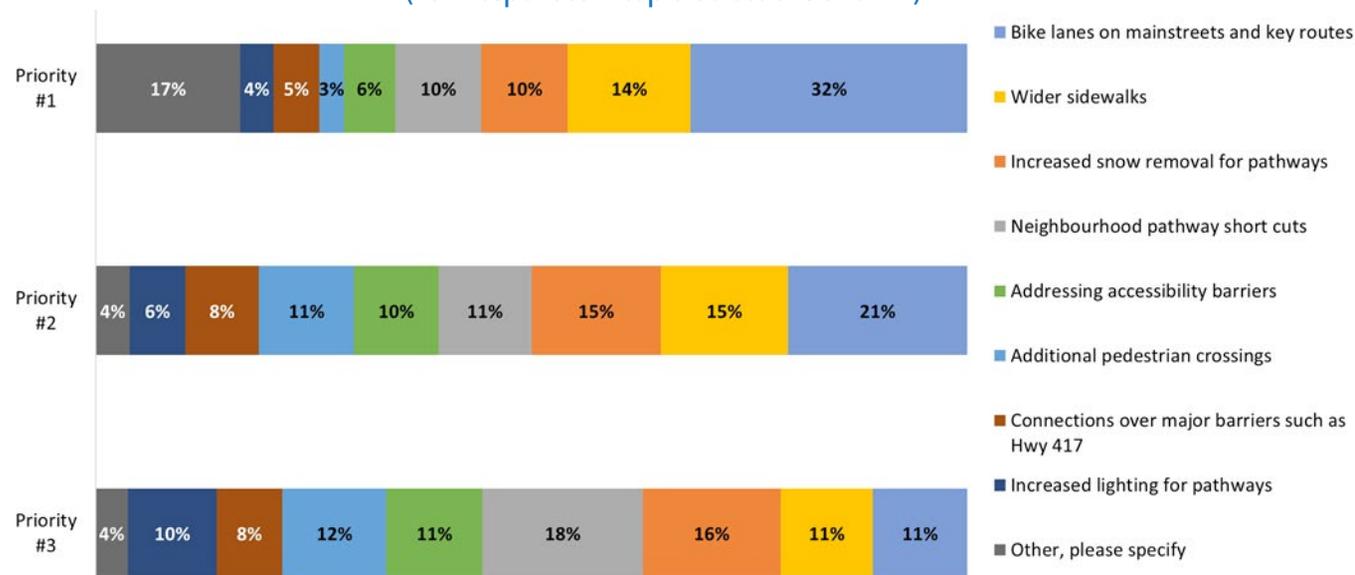
# As We Heard It

## 15-Minute Neighbourhoods

The two questions in this survey asked how the City can make walking and cycling more attractive for community trips, and how to create and/or improve “destination streets” so that they become places where people want to spend time, meet with friends, etc.

When asked about the investments in infrastructure and services that can help to make walking and cycling more attractive for daily and weekly trips, adding bike lanes on mainstreets and key routes was selected most often as the top ranked option, followed by wider sidewalks and increased snow removal for pathways. For residents who selected “other”, the most common responses included physically separated cycling facilities, better winter maintenance of sidewalks, repairing cracked sidewalks, more sidewalks, traffic calming, public washrooms, and land use changes to bring more destinations within a 15-minute walk.

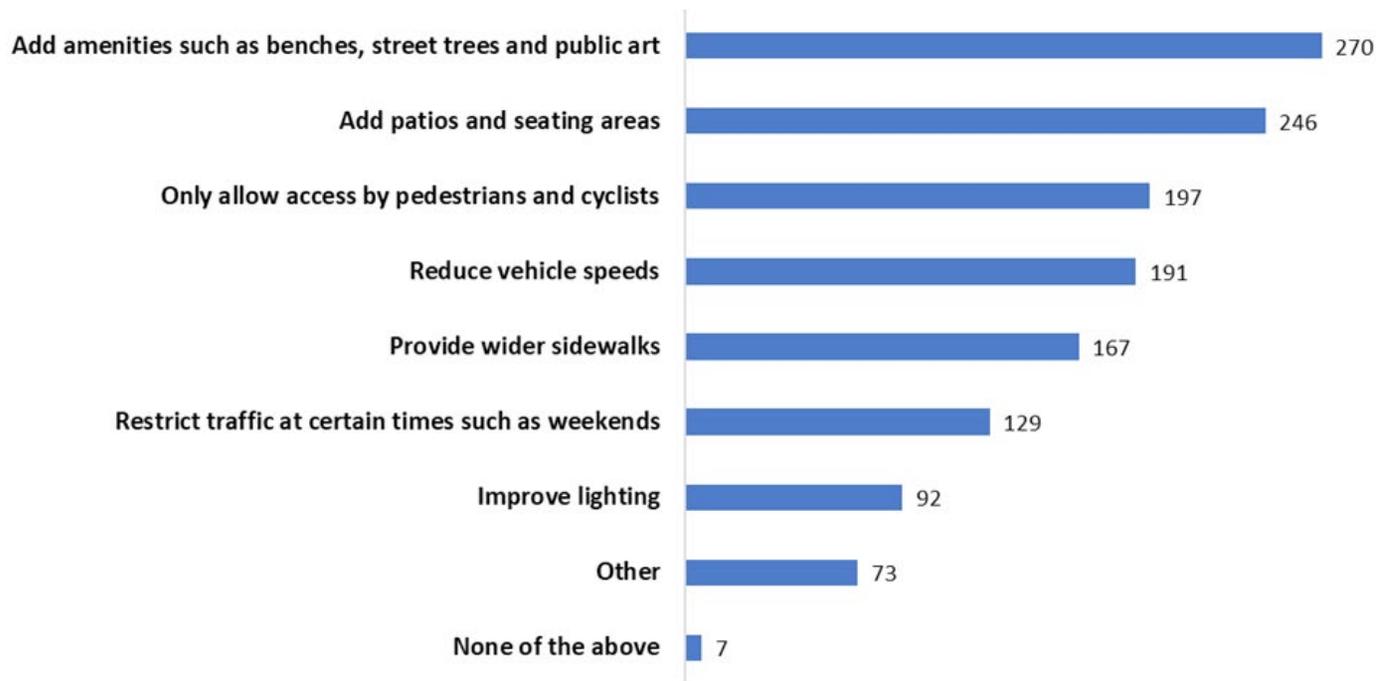
Creating neighbourhoods where many daily and weekly needs can be met within a 15-minute walk or bike ride is a cornerstone of the new Official Plan. What investments in infrastructure and services can help to make walking and cycling more attractive for daily and weekly trips? Rank in order of priority. (494 responses – top 3 selections shown.)



# As We Heard It

When asked about how the City can create and/or improve “destination” streets, respondents identified amenities such as benches, street trees and public art as most important, followed by patios and seating areas. Only allowing access by pedestrians and cyclists; reducing vehicle speeds; and providing wider sidewalks were also commonly selected. Residents who selected “other” provided a range of suggestions such as small green spaces, public washrooms, truck restrictions, and encouraging more businesses and attractions.

How can the City create “destination” streets in your neighbourhood or improve ones that already exist so that they become places where people want to spend time, meet with friends, etc.? Select the three that are most important to you. (494 respondents, 1,372 selections)





# As We Heard It

## Affordability and Capital Infrastructure

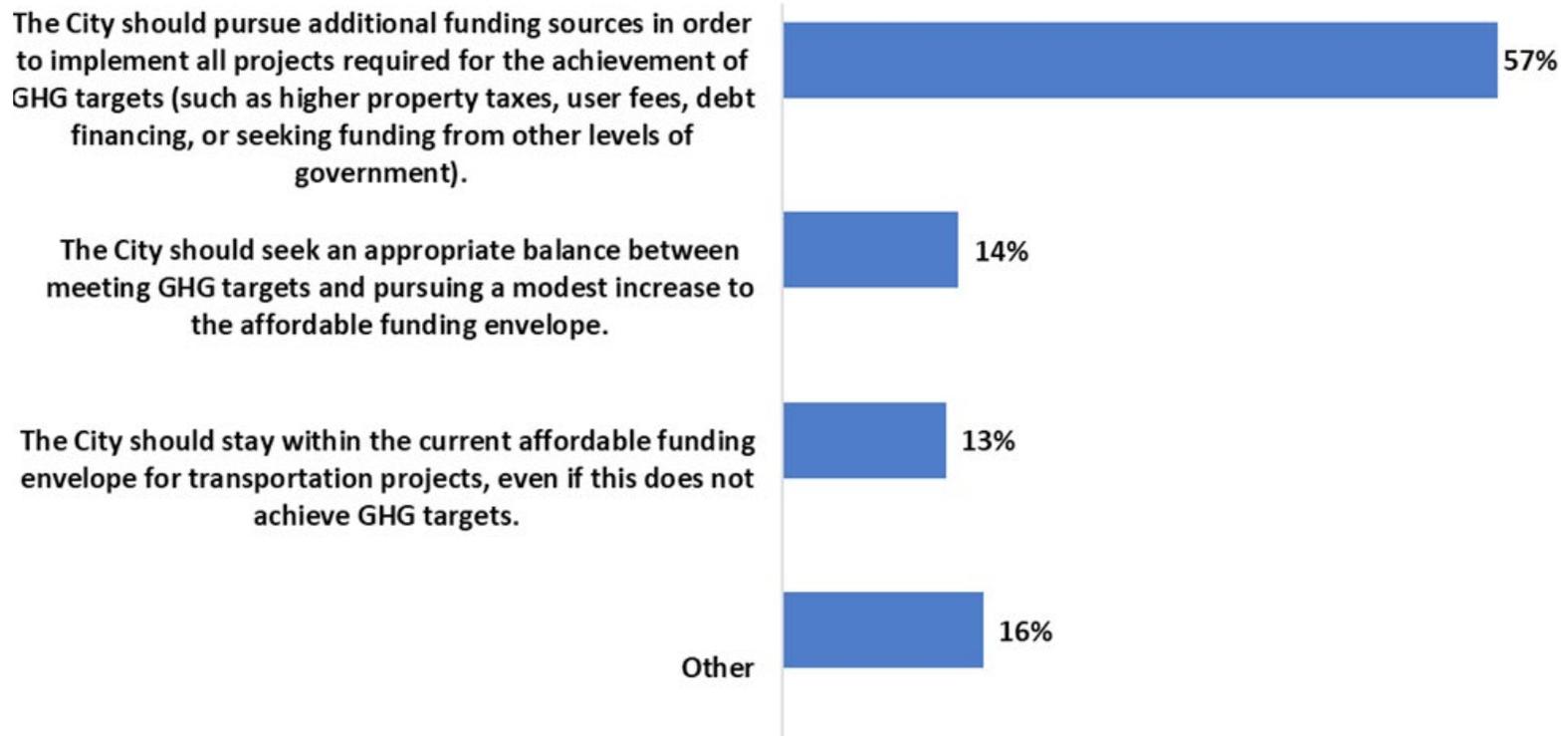
The survey question on affordability asked residents to consider a potential trade-off between staying within the current affordable funding envelope versus pursuing additional investment in sustainable transportation beyond current affordable funding levels in order to achieve GHG emissions reduction targets. A majority of respondents selected, "The City should pursue additional funding sources in order to implement all projects required for the achievement of GHG targets (such as higher property taxes, user fees, debt financing, or seeking funding from other levels of government)." Respondents who selected "other" provided a range of responses with suggestions such as the following:

- Reducing investments in road projects to increase investment in walking, cycling and transit
- Prioritizing or re-prioritizing transportation projects to maximize GHG emissions reduction
- Implementing road pricing or congestion pricing to advance GHG emissions reduction and generate revenue for transportation projects
- Implementing parking levies, increasing parking fees and/or implementing demand-based parking pricing to increase revenue
- Limiting urban boundary expansion and/or ensuring that new greenfield developments cover the full costs of this style of development (through development charges and/or property taxes)
- Increasing investment in asset management to repair existing roads, curbs, sidewalks, etc.
- Pursuing transportation projects that provide the best return on investment, considering all lifecycle costs and benefits
- Pursuing funding from other levels of government, philanthropists and major corporations
- Delaying or cancelling new road and road widening projects



# As We Heard It

The City must maintain a strong focus on affordability in order to continue to deliver the infrastructure and services that residents and businesses rely on. At the same time, achieving the City's greenhouse gas (GHG) emissions reduction targets is expected to require additional investment in sustainable transportation beyond current affordable funding levels. Please select the statement that you agree with most. (280 responses)

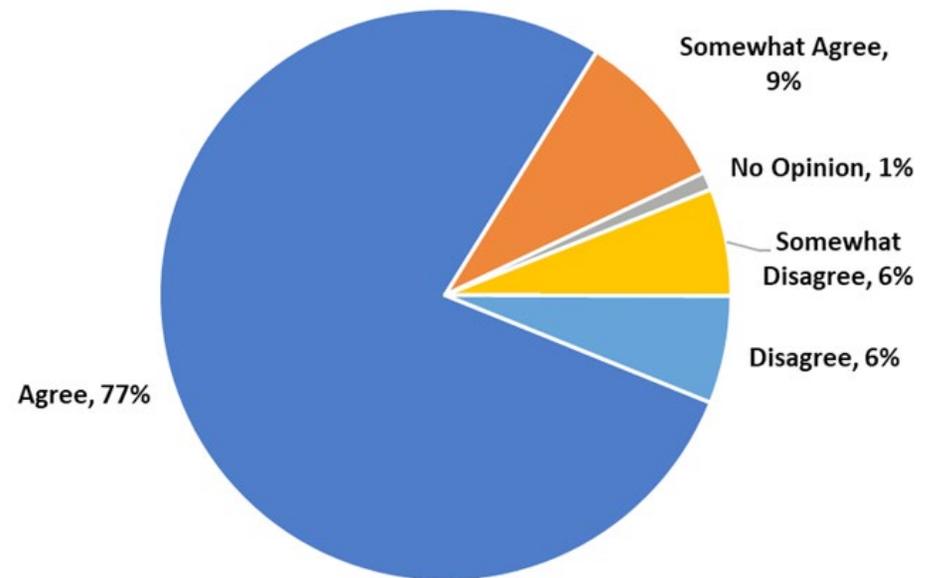


# As We Heard It

## Climate Change

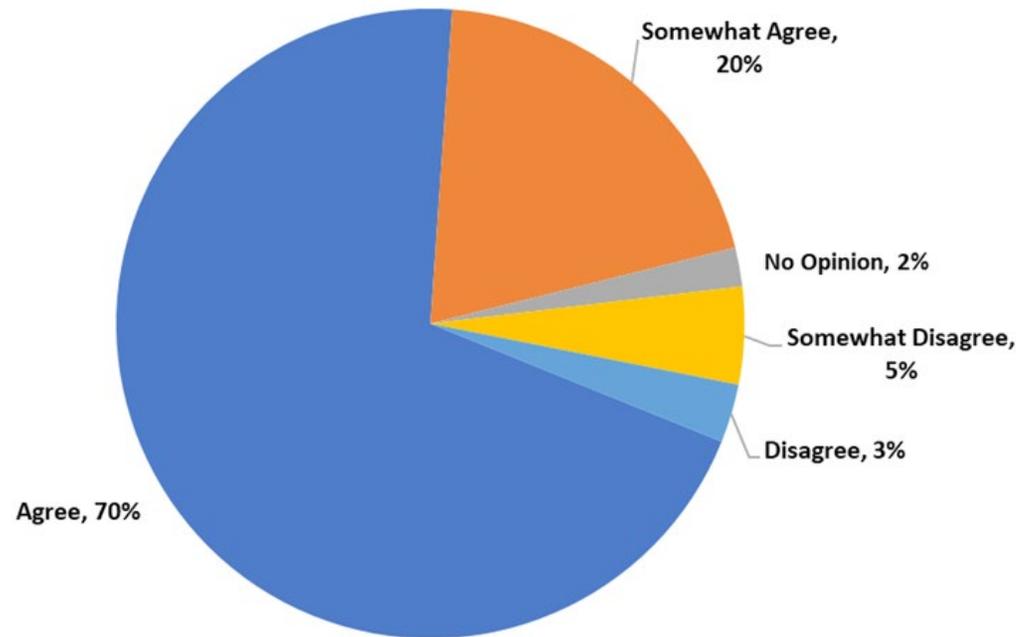
The first survey question asked respondents to indicate their level of support for investing in sustainable transportation and minimizing road construction, in support of GHG emissions reduction. Over three quarters of respondents agreed with the statement, “The City should invest in infrastructure that supports sustainable transportation modes and minimize the construction of new roads except where needed to provide access to new communities.” In the second survey question, 70% of respondents agreed that “the TMP should emphasize climate change adaptation, requiring more focus on trees, shade, vegetation, and stormwater management as part of complete streets design, even if this means fewer projects can be implemented with available funding”.

City Council declared a climate emergency on April 24, 2019 and established aggressive targets for reducing greenhouse gas emissions. Achieving these targets will require shifts in vehicle technology. It will also require shifts in travel behavior to more sustainable methods of travel, such as walking, cycling, transit, or carpooling. Tell us your level of support for the following statement: The City should invest in infrastructure that supports sustainable transportation modes and minimize the construction of new roads except where needed to provide access to new communities. (305 respondents)



# As We Heard It

To what extent do you agree that the TMP should emphasize climate change adaptation, requiring more focus on trees, shade, vegetation, and stormwater management as part of complete streets design, even if this means fewer projects can be implemented with available funding? (305 Respondents)

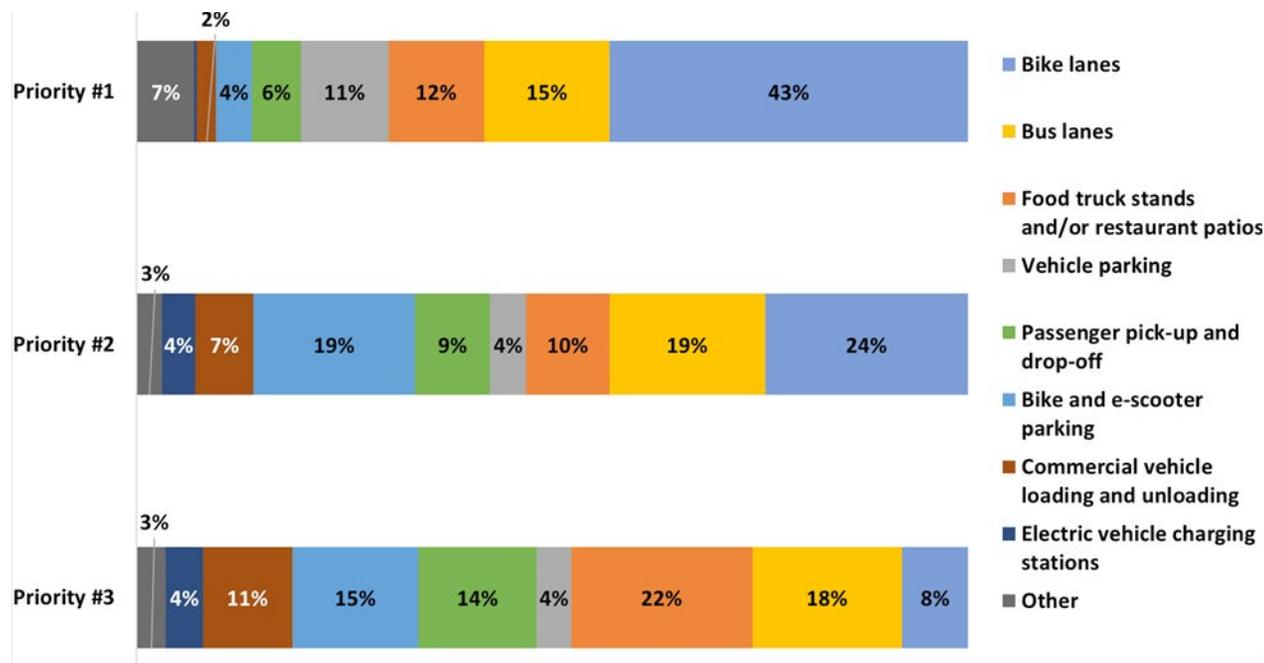


# As We Heard It

## Curb Space Management

The question in this theme asked respondents to rank the importance of nine different possible uses of the curb for their nearest commercial main street. Bike lanes were the top ranked priority by the largest number of respondents, followed by bus lanes, food truck stands or restaurant patios, and vehicle parking. Respondents who selected "other" identified features such as wider sidewalks, trees and greenery, physically separated cycling facilities, bus stops, and parking / drop-off areas for people with disabilities. Respondents also noted that many of the options are not mutually exclusive and can vary by time of day or season.

The Transportation Master Plan will provide a framework to modernize the management of the City's curb space. Thinking about your nearest commercial main street (e.g. Bank Street, Manotick Main Street, Marketplace Avenue, etc.), which of the following uses of curb space are most important? Rank in order of importance. (304 respondents)

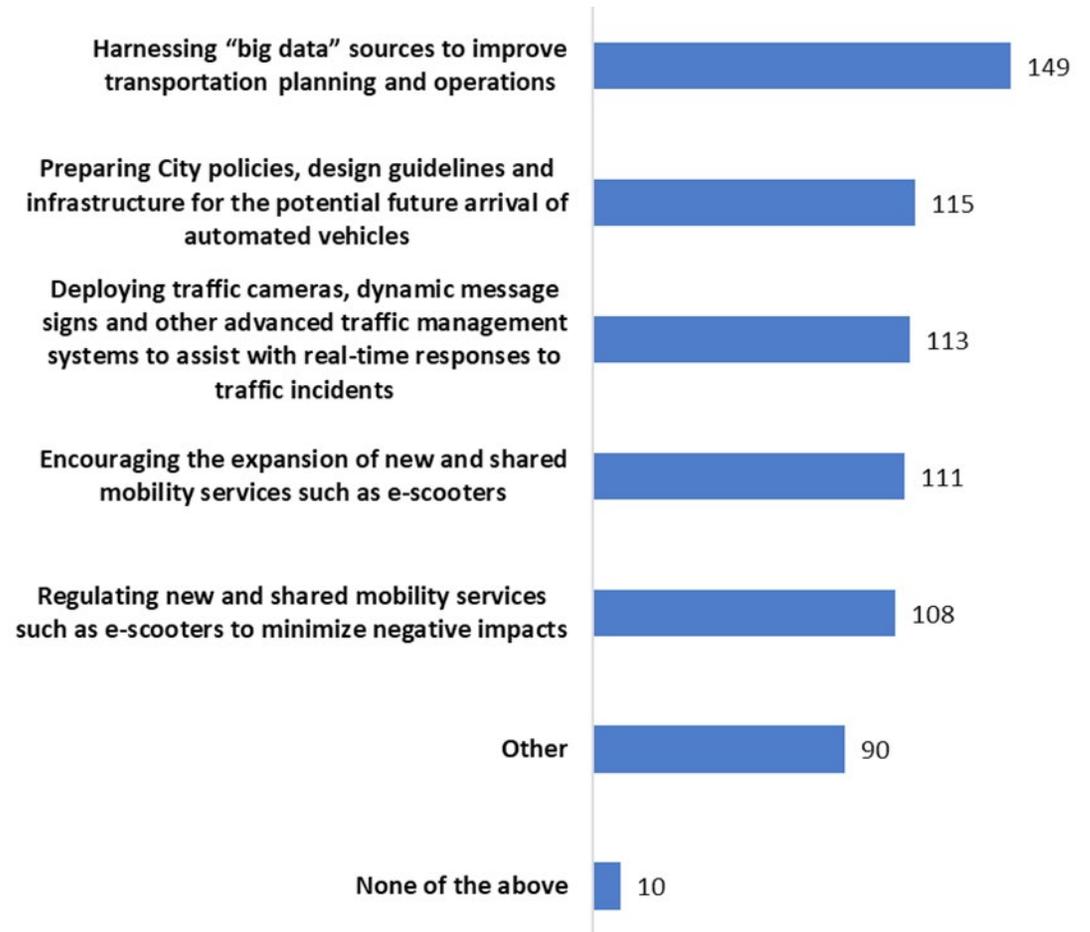


# As We Heard It

## Emerging Technologies

The question in this theme asked what the City should focus on in preparing for and implementing new technologies, given the potential impact of these technologies on how we move around the City. The most selected option was harnessing “big data” sources to improve transportation planning and operations. The other four options were selected by similar numbers of respondents. Respondents who selected “other” provided a range of suggestions for the City to focus on including: electric vehicle charging stations, multi-modal trip planning tools/mobile applications, “smart” intersections / traffic signal optimization, congestion pricing/cordon pricing, on-demand transit, free Wi-Fi on transit, and improvements to real-time transit information.

New transportation technologies will have a significant impact on how we move around the city. Please select the top 3 of the following you think the City should focus on. (278 responses, 696 selections)

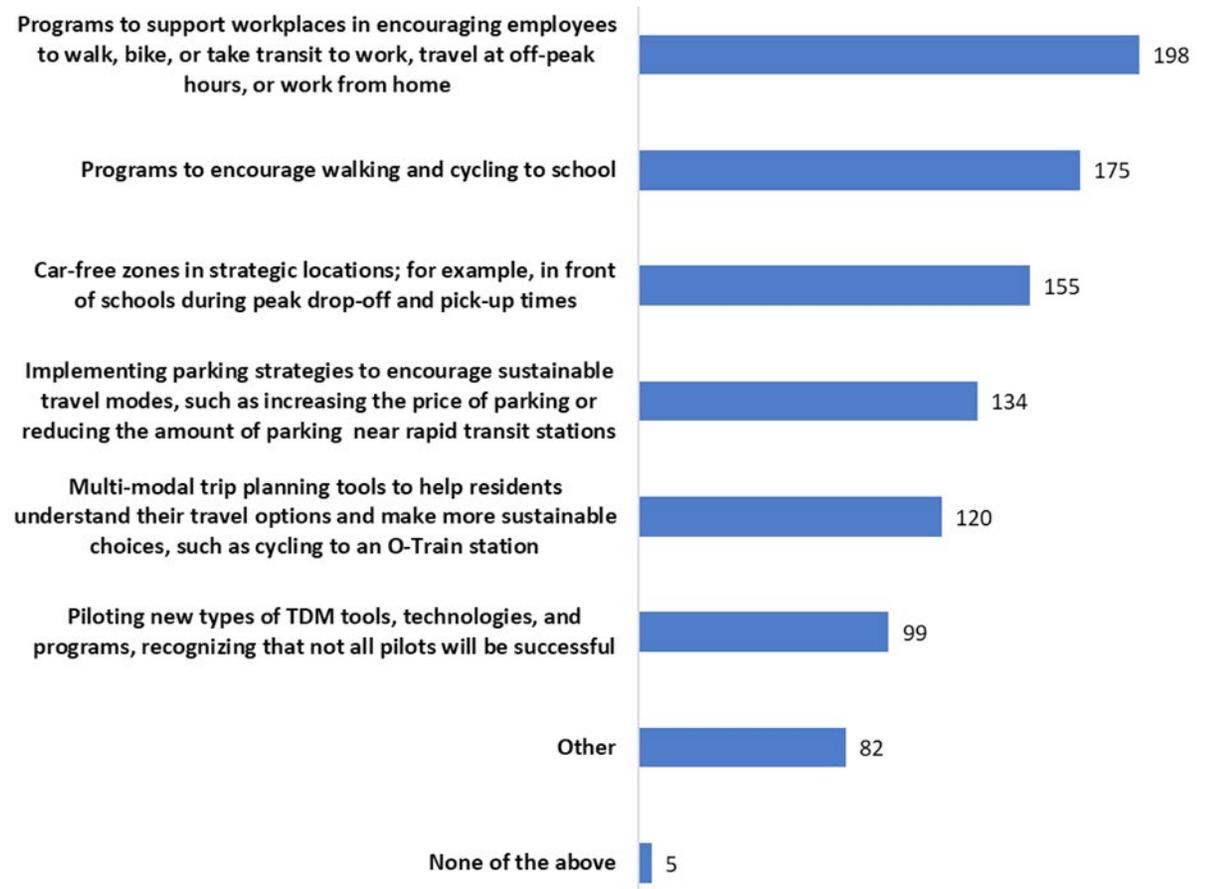


# As We Heard It

## Encourage Sustainable Travel

The question in this theme asked respondents about the policies, programs, products, services and incentives that should be priorities as part of the City's efforts to encourage sustainable travel. Workplace-focused programs were selected by the largest number of respondents, followed by school travel programs and car-free zones in strategic locations. Respondents who selected "other" provided a wide range of suggested priorities such as transit reliability, transit service improvements, car sharing, cycling education, EV charging infrastructure, park and rides, separated cycling facilities, low-emission zones, congestion pricing, driver education, and strategies related to parking supply and management.

Transportation Demand Management (TDM) consists of policies, programs, products, services and incentives to encourage the use of sustainable modes of transportation and to reduce demand for singleoccupant car trips, particularly during peak periods. Which of the following do you think should be priorities as part of the City's TDM work? (304 respondents, 968 selections)

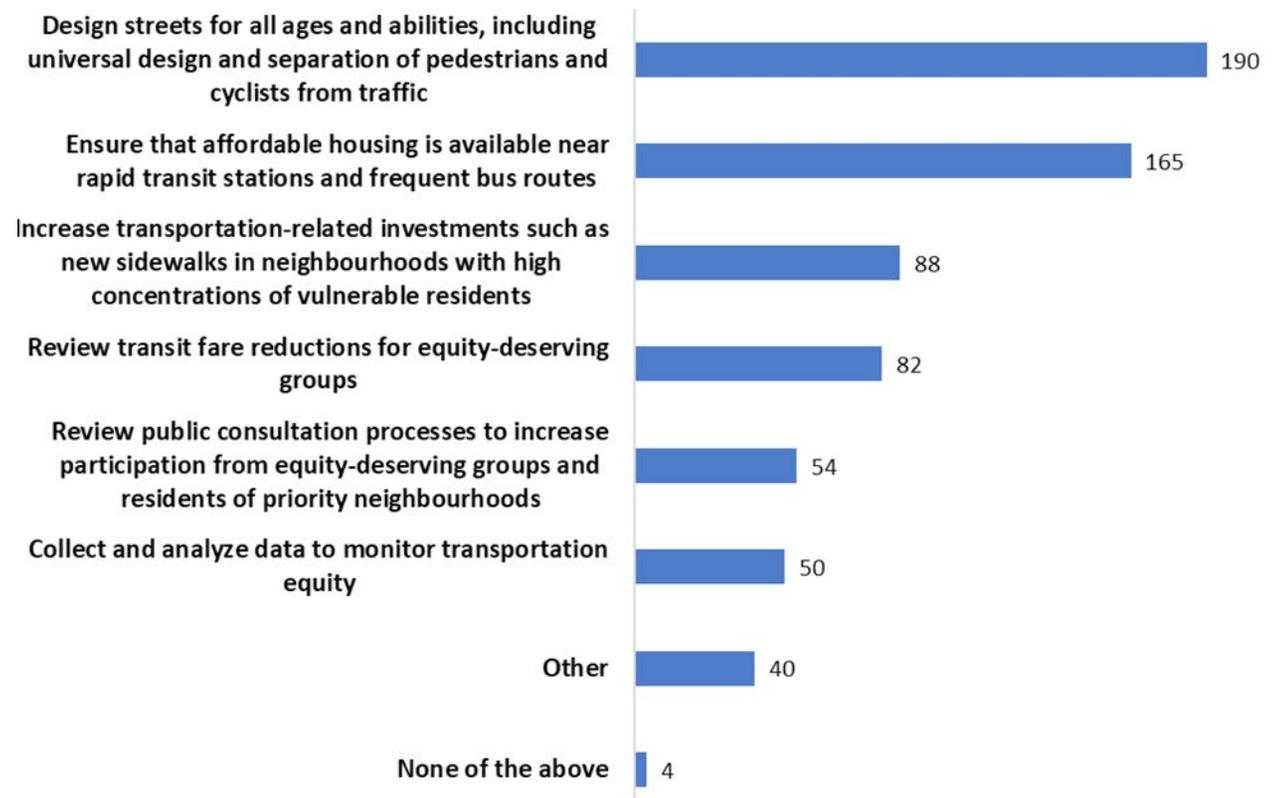


# As We Heard It

## Equity

The question in this theme asked what the City should focus on to ensure that everyone has the opportunity to access employment, education, shops and services. Designing streets for all ages and abilities was the option selected by the most respondents, followed by ensuring that affordable housing is available near rapid transit stations and frequent bus routes. Respondents who selected “other” identified strategies such as providing free transit, public washrooms, improved sidewalk quality and width, better snow clearing, and zoning changes to support intensification closer to amenities.

Select the top three areas you think the City should focus on to ensure that everyone has opportunities to access essential services like employment, education, shops and services.  
(243 respondents, 673 selections)



# As We Heard It

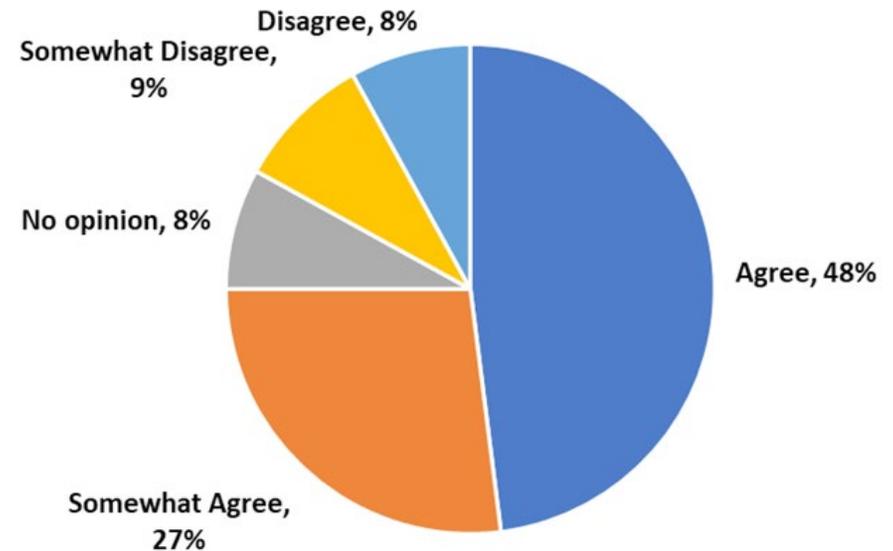
## (Equity) Priority Neighbourhoods

Within this theme, respondents were asked to consider an equity policy that would place a stronger focus on investments in neighbourhoods with more vulnerable residents who may face transportation-related barriers to social and economic participation. Three quarters of respondents indicated that they “agree” or “somewhat agree” that the City should make a strong effort to prioritize projects that benefit neighbourhoods with more vulnerable residents, even if that means deferring some investments that benefit other neighbourhoods.

The City would like to address inequities in the transportation system. This includes a stronger focus on investments in areas with high numbers of vulnerable residents who may face barriers to social and economic participation. At the same time, the City will continue to pursue bundled projects in all neighbourhoods to take advantage of potential cost-savings and efficiencies.

Tell us your level of support for the following statement: The City should make a strong effort to prioritize projects that benefit neighbourhoods with more vulnerable residents even if that means deferring some investments that benefit other neighbourhoods.

(318 respondents)



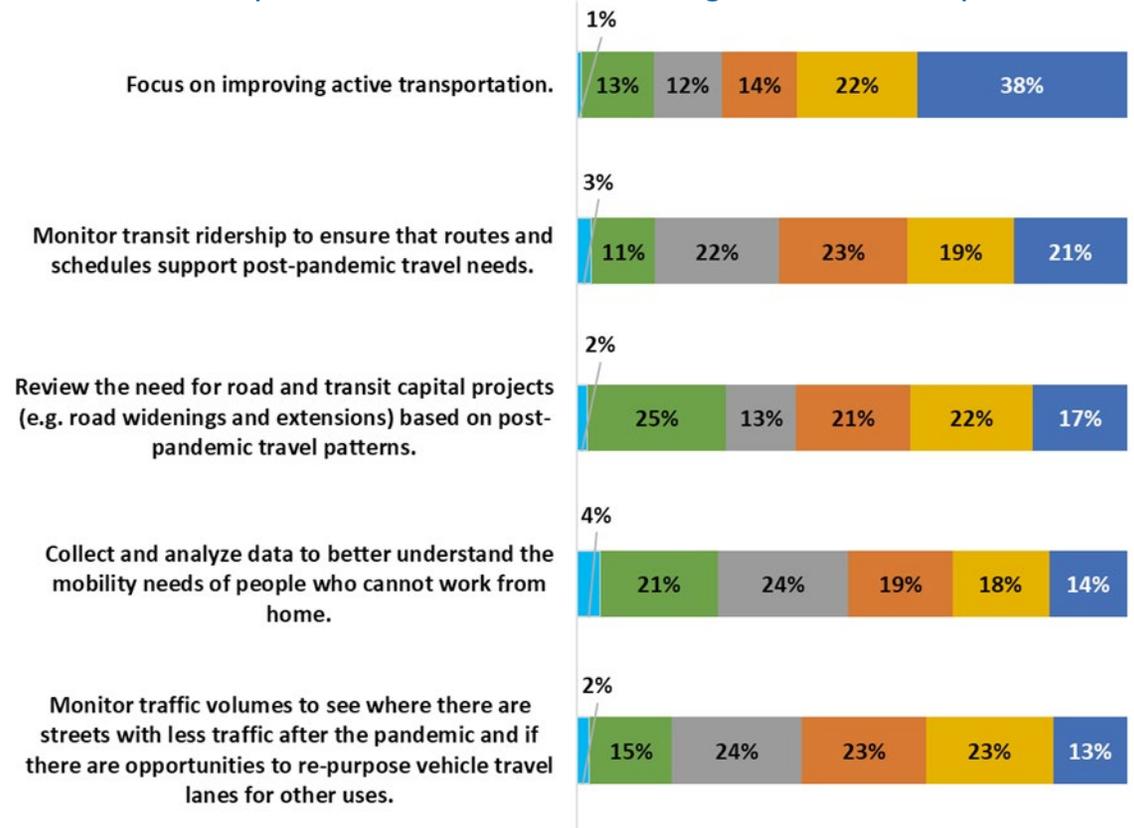


# As We Heard It

## Pandemic

This survey question asked respondents to rate the importance of actions that the City could focus on, as Ottawa moves out of the pandemic. The highest rated action was improving active transportation, followed by monitoring transit ridership to ensure that routes and schedules support post-pandemic travel needs. There was also good support for the other three actions: reviewing the need for TMP capital projects; monitoring traffic volumes to identify opportunities to repurpose vehicle lanes; and collecting data to better understand the mobility needs of people who cannot work from home. At least half of the respondents rated each of these three options as important (rating of 1, 2, or 3). Fifty-two respondents selected "other" and identified actions such as reviewing options for micro-transit and on-demand transit; rebuilding transit ridership through service improvements and cost reductions; redesigning streets for slower speeds; encouraging car sharing; cancelling road widening projects; repairing existing streets, curbs and sidewalks; and maintaining the road network to ensure that seniors and other residents can still drive.

As the City moves out of the pandemic, where should it focus its efforts?  
Rate the importance of each of the following actions. (234 respondents)



Rating: 1=highest importance, 6 = lowest importance

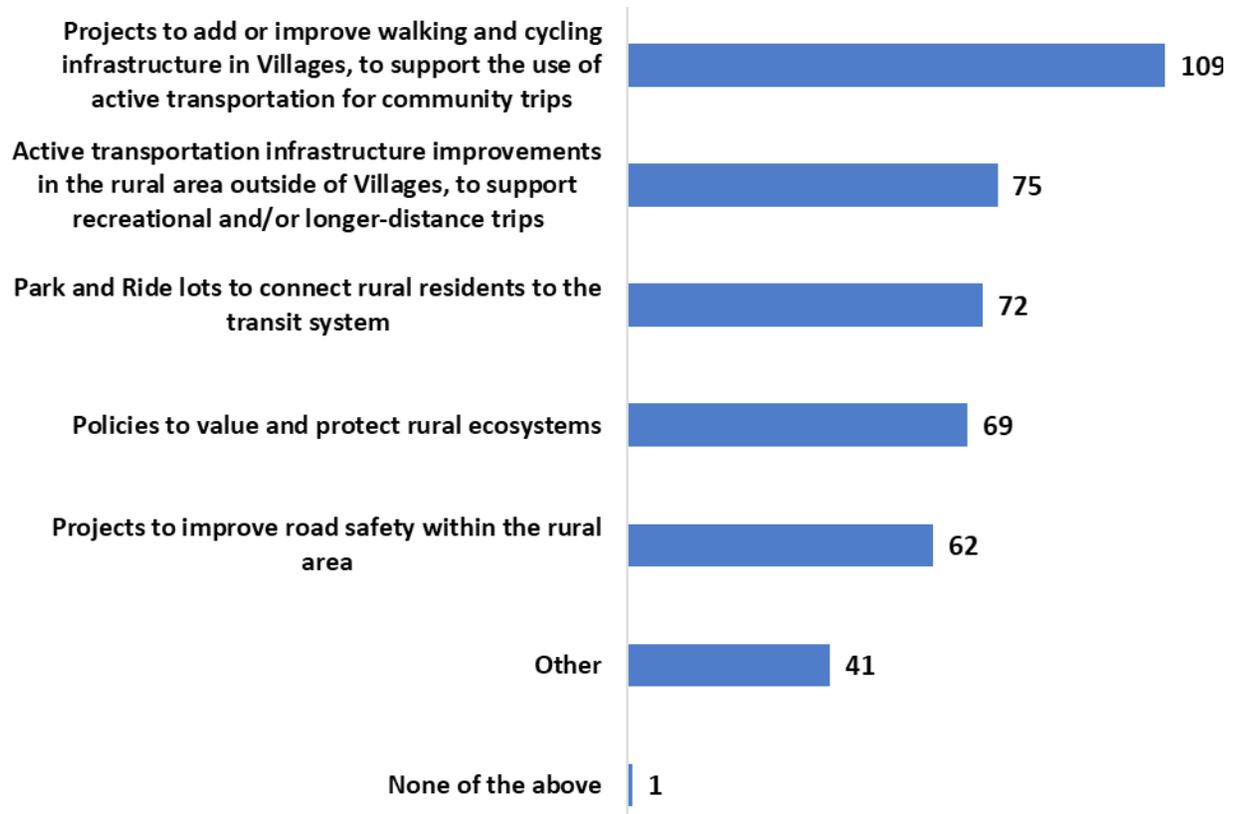


# As We Heard It

## Rural

This survey question asked what the City should focus on to enhance rural transportation. The most selected action was to add or improve walking and cycling infrastructure in Villages, to support the use of active transportation for community trips. The other four options received similar levels of support. Many respondents who selected “other” identified the need to reduce the number of trucks that pass through rural villages by revising the truck route network. Other suggested actions included: adding paved shoulders to rural roads, improving transit connections between villages and the urban area, investing in transit options such as on-demand transit to connect rural residents to the transit network, adding roundabouts or medians to rural roads, adding charging stations for electric vehicles, exploring commuter rail, and building or improving recreational trails.

What do you think the City should focus on to enhance rural transportation? Please select up to two. (224 respondents, 429 selections)

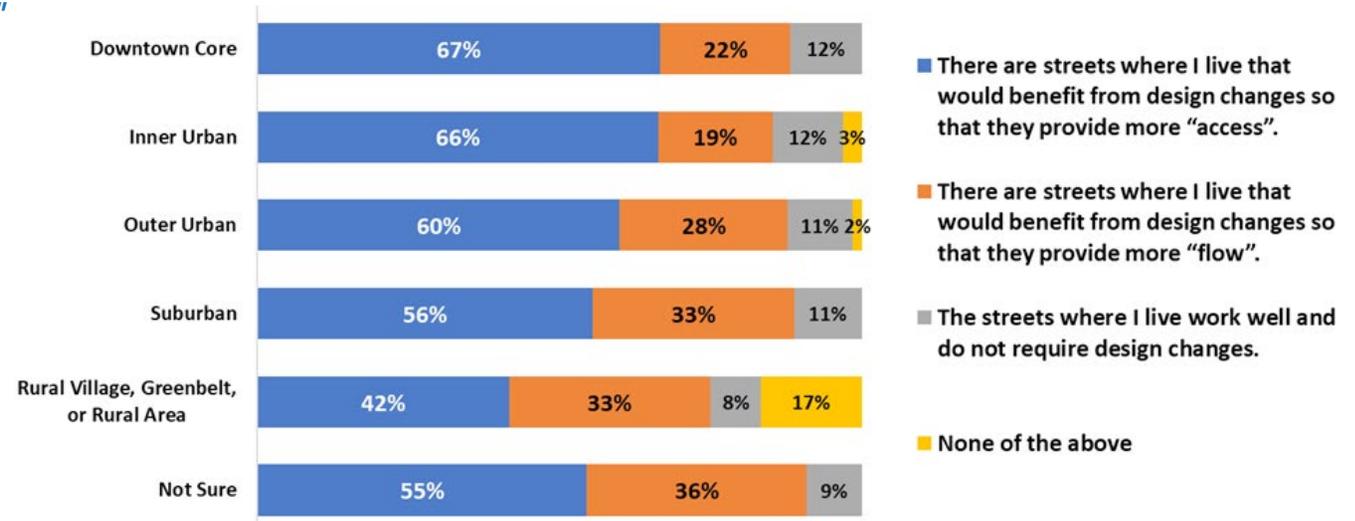


# As We Heard It

## Transects

Within this theme, respondents were asked to identify the transect where they live and to select the type of design changes (if any) that would be beneficial for the streets in their area. Within all transects except the Rural transect, more than half of residents reported that there are streets that would benefit from design changes so that they provide more “access”. In the Downtown Urban and Inner Urban Transects, the desire for more “access” was strongest, accounting for two thirds of responses. Within the Outer Urban and Suburban Transects, approximately a third of residents indicated that there are streets that would benefit from changes so that they provide more “flow”. The Rural transect had a smaller number of respondents; just under half of respondents identified the need for design changes to provide more “access”, while one third of respondents identified the need for more “flow”.

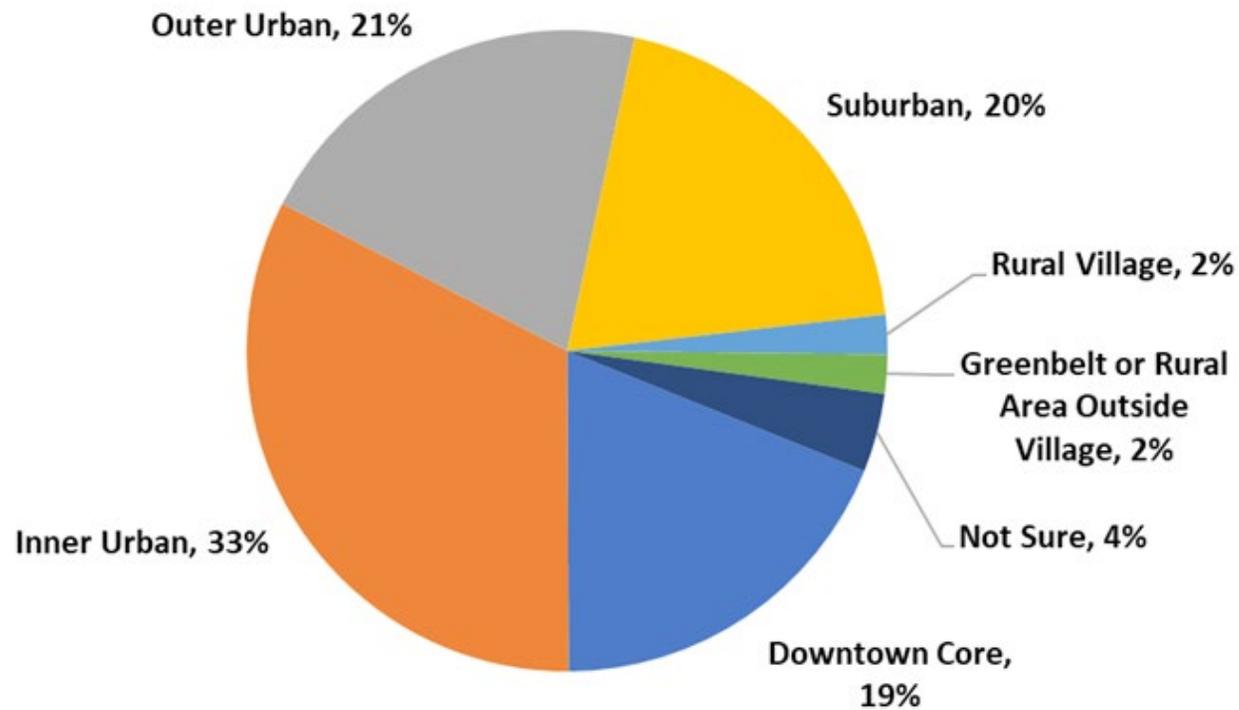
The City introducing the concept of “access” and “flow” streets to inform road design. “Access” streets are intended to have a close relationship with surrounding land uses, with slower vehicle speeds, less emphasis on movement of vehicles, and more frequent pedestrian crossings. “Flow” streets are intended to move people from one area of the city to another with minimal delay. Which of the statements do you agree with? (247 responses)



# As We Heard It

## Transects

What transect do you live in? (247 responses)

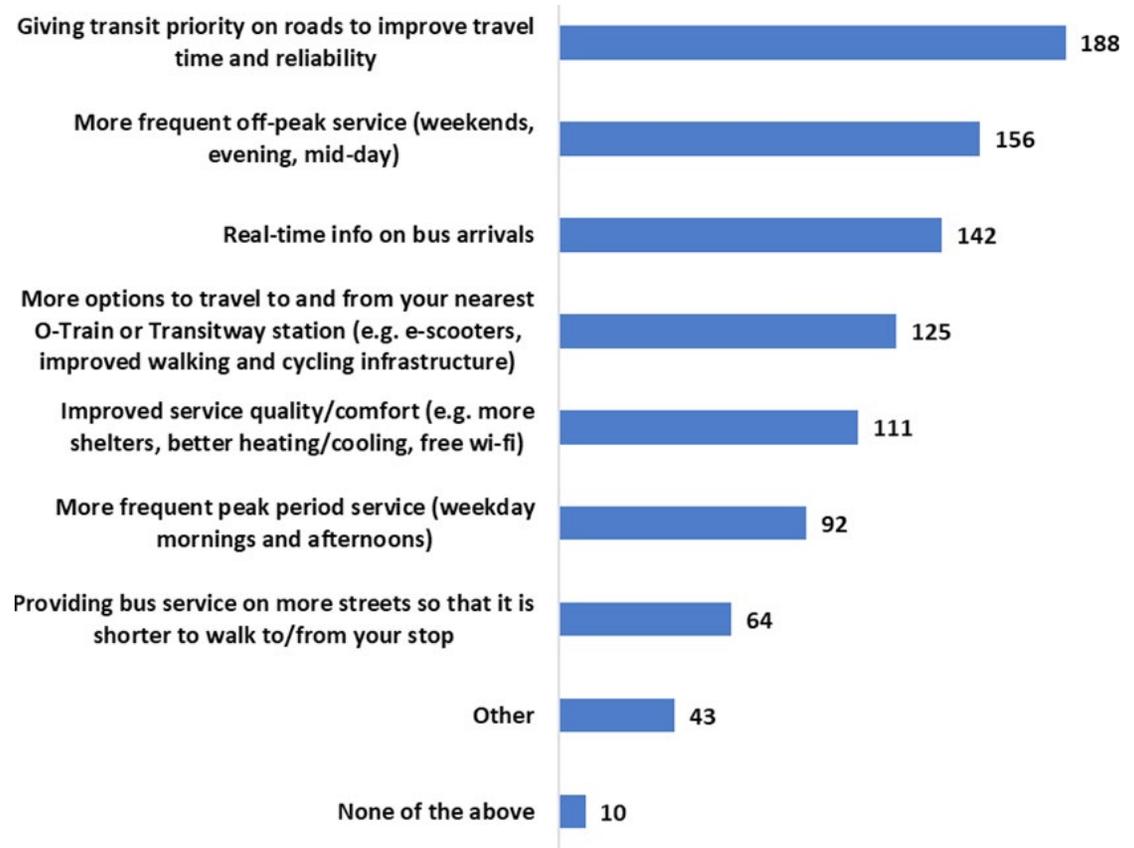


# As We Heard It

The first question in this theme asked respondents about the actions that would encourage them to take transit more frequently. The most selected option was giving transit priority on roads to improve travel time and reliability. More frequent off-peak service and real-time information on bus arrivals were the second and third most selected actions, respectively. Respondents that selected "other" identified actions such as the following: reduced fares; more frequent service at all times of day; improved routes for suburb-to-suburb trips; improved routes for outer-urban to outer-urban trips; rural transit hubs outside of villages; free transit; public washrooms; simplified routes; and shorter walking distances.

## Transit

There are many ways to improve public transit service. Which of the following actions below would encourage you to take transit more frequently? Please select up to three. (352 respondents, 831 selections)



# As We Heard It

The second question in this theme asked respondents about the actions that would make it easier for them to access the City's rapid transit network. The most selected action was improving walking and cycling facilities that lead to stations, followed by improved winter maintenance of walking and cycling facilities leading to stations, and improved local bus service connecting to stations. Respondents that selected "other" identified actions such as increased frequencies of local bus connections, improved weather protection at stops and stations, bikeshare at transit stations, rural transit hubs outside villages, reduced fares, public washrooms, and larger Park and Ride lots.

Which of the following would make it easier for you to access the Transitway and O-Train network? Please select up to three.  
(352 respondents, 886 selections)

