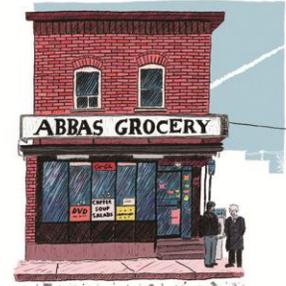


Zoning Study on Local Shops and Services in Residential Neighbourhoods



ONLINE QUESTIONNAIRE RESULTS

City of Ottawa
www.ottawa.ca/neighbourhoodstores

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1. Introduction

On November 21, 2013, the City of Ottawa, Planning and Growth Management Department, launched a zoning study on local shops and services in residential neighbourhoods. The study details were sent via e-mail to all registered community groups in Wards 12, 13, 14, 15, 17 & 18, advertised in local EMC newspapers, and available for review on the City's public consultation website at www.ottawa.ca/neighbourhoods. Additionally, the Neighbourhood Connections Office notified subscribers, and the lead planner (Andrew McCreight) was interviewed on the CBC morning show.

The launch of this study asked residents and interested parties to participate in an online questionnaire which was available through the study website until January 31, 2014.

2. Methodology

The objective of the online questionnaire was to engage the residents and interested parties of the study wards and seek their input on a number of key items surrounding local commercial zoning. The questionnaire was developed to understand important factors such as how people travel to local commercial uses, what type of commercial establishments are appropriate in a residential area, identifying potential areas where local commercial zoning could be applied, and an opportunity to provide general comments from residents with local expertise.

The online questionnaire was open for public response from November 21, 2013 to January 31, 2014. The questionnaire was accessible online through the study website at www.ottawa.ca/neighbourhoodstores. Access to the questionnaire was communicated via newspaper advertisements, e-mails to registered community groups, an interview on the CBC morning show, and postcards were disbursed at a variety of local convenience stores and shops throughout the study area.

There were eight questions in total, some multi-part, which comprised of a mix of open-ended and close-ended questions. The close-ended questions generally included an option for participants to add a supporting comment further to the provided answer.

The intent of this report is to provide of summary of the questionnaire results and convey what was heard from the participants within the study area.

3. Participation

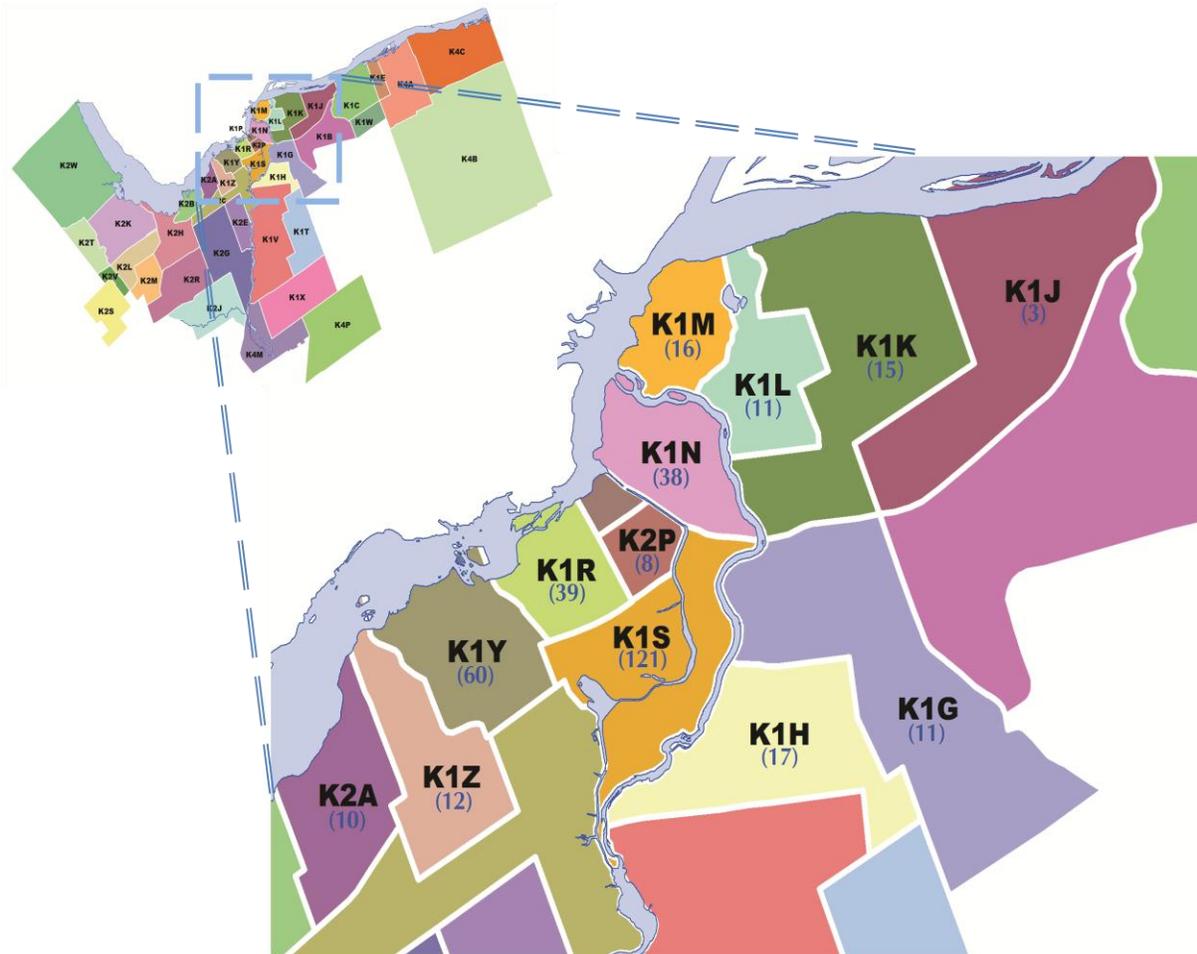
In total, there were 584 questionnaire participants; people who viewed and completed the questionnaire. However, from the completed questionnaires a total of 359 participants were from the study area, and these responses formed the basis for question results contained within this report. Responses received from outside the study area may be used for a subsequent study at a later date.

Participant Location

Participants were asked to submit their postal code (Forward Sortation Area or FSA). The 359 participants covered all areas of the study area and the map below illustrates the number of responses to this question based on the FSA submitted by the respondents.

Majority of the participants, accounting for just over 50% of the respondents, were from K1S and K1Y.

- K1S (121) - The Glebe, Old Ottawa South, Old Ottawa East, Carleton University, and Dow's Lake area.
- K1Y (60) - Champlain Park, Tunney's Pasture, West Wellington, Hintonburg, and Civic Hospital area



4. Questionnaire Results

This section of the report summarizes the question results from the online questionnaire with the purpose of identifying resident and interested parties' responses from the study area.

Question: Are there any small scale commercial/retail (corner stores, barber shops, coffee shops, small restaurants, small Laundromats, small florists, etc) sites located in your residential neighbourhood?

If yes, participants were asked what type of store? Location (street/intersection)? and what they liked/disliked about the identified store?

The initial question was close-ended with the option of a “yes” or “no” reply. 310 of the 359 participants answered “yes”, and those participants then responded to the three subsequent questions. These questions were asked to identify the location and land use of existing businesses that fit this description, and the responses gathered from these follow-up questions were used to identify existing legal non-conforming commercial sites that could be potential candidate sites for rezoning. The list of candidate sites and possible areas for rezoning are explained in a supporting document titled *Candidate Sites*. Identified sites which are already zoned to permit commercial uses were excluded from the results and candidate sites.

The next series of questions was with respect to how people get to and from local commercial sites.

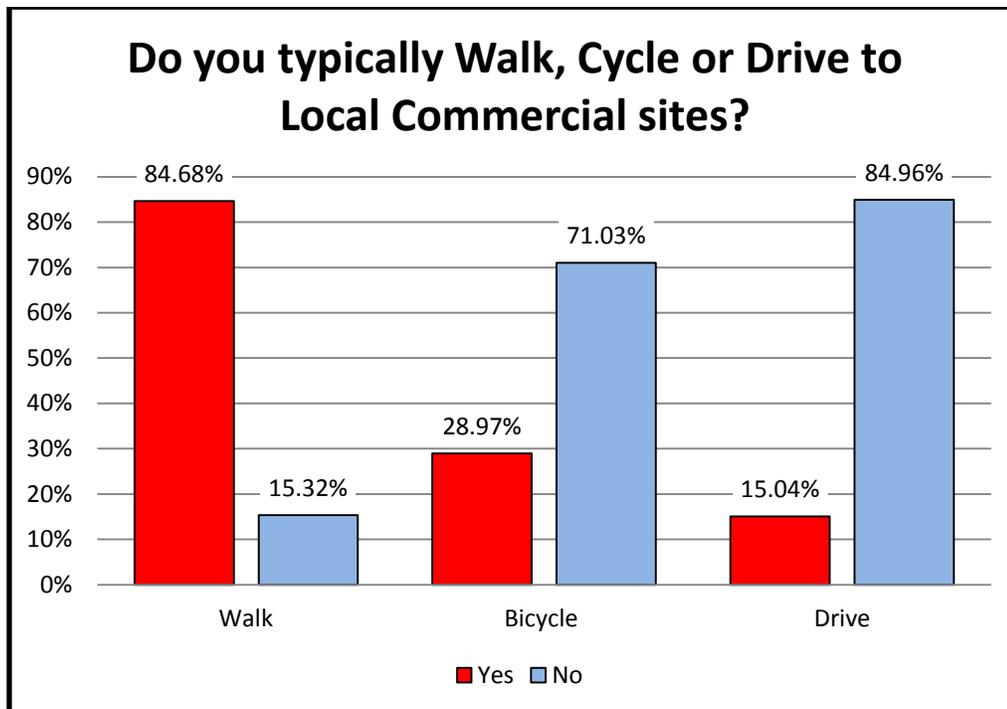
Questions:

Do you typically walk to local commercial sites?

Do you typically cycle to local commercial sites?

Do you typically drive to local commercial sites?

These questions were close-ended with the option of saying “yes” or “no” to each mode of travel. The 359 participants were able to respond to each question independently, meaning 359 responses for each mode, and the following illustrates the results.



It is important to note that participants may have selected all three modes, one mode of travel or a combination thereof. A significant amount of responses identified that nearly 85%, in this case 304 of the participants typically walk to local commercial uses within their residential neighbourhood. The next most popular mode of travel was by bicycle with 104 participants (28.97%) selecting “yes”, and last of all was driving with 54 participants (15.04%) identifying this as the typical mode of travel to local commercial establishments.

Question: Are you aware of any sites that were once commercial and have since been converted to residential?

If yes, participants were asked to identify the location of these site(s)

The initial question was close-ended with the option of a “yes” or “no” reply. 112 of the 359 participants answered “yes” and those participants then responded by identifying former commercial sites. Similar to previous questions, these questions were asked to identify the location and land use of former businesses that fit this description, and the responses gathered from these follow-up questions were used to locate former legal non-conforming commercial sites that could be potential candidate sites for rezoning. The list of candidate sites and possible areas for rezoning are explained in a supporting document titled *Candidate Sites*.

Question: Would you have any concerns if a drive-through facility were located close to your home?

This question was open-ended, meaning that respondents were invited to submit any response and were unable to select from pre-defined responses. 293 participants provided a response to this question, with 263 responses expressing a range of concerns, and 30 respondents indicating “no” to the question. The remainder of the participants (66) chose not comment.

The following are the reasons expressed as an opinion by the 293 participants indicating concern(s) they would have with a drive-through facility close to their home. Some of the concerns were expressed by multiple participants.

- Yes
- This does not foster community coherence. The car is already too dominant in Ottawa society
- Yes. As I already live close to busy, congested, polluted and very noisy intersections (Montreal/St. Laurent), this area cannot, should not be subjected to more of all of the above!
- Yes, we need to keep our neighborhood walking and biking friendly for all.
- Yes - reliability on drive-thru encourages the use of motor vehicles in the neighbourhood, where cycling and walking should be more supported.
- Walking and cycling much preferred as much healthier and safer for users and others. There are far too many cars on the streets already, especially in residential neighbourhoods. Gathering places for people very good idea!
- Yes. There is already a lot of traffic congestion
- Would prefer local stores and encourage pedestrian and bike traffic
- I would object
- Yes. It would affect traffic
- no sense of community; impersonal
- pollution and noise, idling
- No drive-thru facilities please.
- Yes. It would change the "main street" feel.
- It would be inappropriate
- NO way there's room in that part of the Market for a drive through service.
- Yes; we already have too much traffic and a drive-thru is not something which would be conducive to the goal of having a complete street in our neighbourhood (Old Ottawa East)
- Yes, drive-thrus provide relatively small amount of property tax per square foot of land, due to small proportion of land occupied by building, and there are the negative externalities (air and noise pollution, sedentary lifestyle, stress, collisions, opportunity cost of doing something more productive than driving and vehicle storage)
- Yes, absolutely. I absolutely would NOT want any kind of drive-through facility close to my home.
- I don't like the idea of having a drive-thru restaurant/Starbucks type place in the community. It would make it less appealing to live here - 100%
- That would not be desirable
- Yes. Increased traffic

- yes. But I do think a local corner store is what keeps a neighbourhood a neighbourhood, I mean where else do you get freezies in the summer
- Greatly prefer businesses that promote walking/ biking within the neighbourhood (rather than drive-thru, which tends to promote car use).
- Yes - this is a pedestrian oriented neighbourhood and I would find a drive-thru to be inconsistent with the neighbourhood dynamic
- yes - with all of the street calming measures have narrowed our streets - so a drive thru would just add more congestion to and area that is already too congested during high traffic times
- yes, please do not allow for drive thru's. They are unattractive, smog producing, and encourage vehicle dependency in a walkable, pedestrian-friendly neighbourhood.
- YES. Drive-throughs present an incredibly inefficient, high-footprint way of accessing commercial goods. Idling in a drive-through emits much more carbon than turning your car on/off to walk into the store, and can also cause traffic back-ups if the drive-through line extends into the road. I don't want to see any drive-throughs approved period, let alone in a walkable neighbourhood like mine. Also, drive-throughs generally come with chain stores and I'd rather not see things like Tim Hortons/McDonalds in my neighbourhood.
- yes, please privilege walking traffic
- Yes I would have concerns if there was a drive-thru facility located in the 'hood. I'd rather live in a pedestrian focussed neighbourhood.
- Yes. there is already gridlock on parkdale and holland is busy too. This area couldn't handle the increased traffic and idling of a drive thru. Overall they are bad for the environment and they do not promote walkability.
- Yes. Traffic is already bad in my neighbourhood as too many condos have been built in a very small area. Having a drive-through would make traffic worse. It is more appropriate for an industrial car-friendly area.
- Reliability on drive-thru encourages the use of motor vehicles in the neighbourhood, where cycling and walking should be more supported.
- How close do you mean? What type of facility?
- Do not want Drive-throughs
- Yes. Sounds quite unpleasant. I find cars to be obnoxious and I don't appreciate the light/air/noise pollution they produce.
- Yes. I do not like the idea of drive-thrus in residential neighbourhoods. I think commercial zones in residential areas should be reserved for quiet, pedestrian-friendly business.
- A primary purpose of local commercial is to promote walkable/bikeable neighbourhoods. Drive-thru facilities seem counterproductive.
- Yes, there is one for Tim Horton's now and it creates many traffic problems.
- Yes- long lineups cause traffic problems
- Yes. There is already a lot of traffic in the area as major roads and strip malls.
- Yes I have concerns. I chose to live, and I pay tax dollars to live in a residential area free of commercial facilities. If I wanted to live around commercial facilities I would do so.
- yes, i would be concerned traffic would get busier than it is and the intersection would get dangerous.

- yes, seems impersonal. People should get out of their cars and carry-on conversations. Creates a better sense of community.
- Yes, they create too much traffic by people driving through your neighbourhood.
- YES! My family does not want any more commercial enterprises here; we don't want the extra pollution or noise close to our homes. Do not use any current "green spaces" or current parks or open "un-used" land to build anything! We NEED the few remaining green spaces and open spaces/land/parks to remain as open land, green spaces in our neighbourhood, the Alta Vista-Ward 18. Do not build anymore buildings in our residential areas or on green spaces!
- There already is at least one (a Tim Horton's) but I'd prefer if Bank Street south were more pedestrian friendly and less driver-centric.
- NOT interested. We need shops, restaurants within walking distance
- Yes. Drive-thru means cars idling and extra pollution and traffic.
- Yes. I would like to see shops that are locally owned and that would bring our community together. I don't see a drive-thru being something that the residents of our neighbourhood would use or that would benefit our community. It would likely increase traffic and I believe the traffic through our community is already exceeding what the streets can handle (ie. Kilborn Ave - at rush hour it is difficult to cross, sidewalk only on one side of the street and few crossings).
- yes - it's already hard enough to get around the area. We don't need any more ingress/egress points
- yes. I don't like the traffic congestion it causes and the idling.
- Don't approve of drive-thrus. Not environmentally friendly and encourages laziness and car dependency.
- Yes. Our streets are all residential. However, there is no traditional Main St. or critical mass of commercial properties anywhere in Overbrook. If there was some continuity on Donald, perhaps some more consistent commercial development would occur. It would be nice to be able to walk to a coffee shop. The key is to create a Main Street, as opposed to creating a patchwork of zoning throughout a primarily residential area. Compared to all other downtown neighbourhoods, this really is the key missing factor here. If the community had a somewhere to "gather on the street", shop on foot, and/or grab a snack - more neighbours might get to know each other.
- Yes. I don't want that kind of commerce but I do support small, individual shopkeepers
- Yes if Tim Hortons
- Yes, mature residential neighbourhood. Planning needs to encourage commercial development that encourages walking and cycling. Do not want to facilitate vehicle based shopping or attract traffic to neighbourhood as a result of "convenience".
- Would probably increase traffic. Unlikely in our neighbourhood.
- Yes...increased traffic, congestion and emissions
- Yes. On-street or lot parking would suffice. We need to promote walking and cycling in these neighbourhoods.
- Yes. These cause traffic problems and detract from the neighbourhood.
- Yes, that would destroy our very walkable neighbourhood.
- yes - I do not want to deal with more traffic jams in this area
- yes, I prefer to have goods and services accessible to pedestrians.

- yes! There are enough car service in other areas keep the lower town for pedestrians and cyclists.
- YES! It would ruin the character of Sandy Hill and would privilege car traffic over pedestrians and cyclists.
- Yes, that's against the City's will to reduce car use in the city.
- Drive thru should only be located on highways.
- Yes if associated to fast food type of place.
- Many concerns - the danger of uncontrolled traffic, noise, stench, dirty air, hostile environment, and more
- Yes. Drive-thru has no place in dense residential areas like Sandy Hill. It's antithetical to all principals of a liveable city.
- Yes - everything should be pedestrian oriented. Why cater to laziness and CO2 emissions.
- Yes, massively. I am strongly opposed to having drive-through facilities in an old-character, inner city neighborhood.
- Yes, I find that there is too much focus on making it convenient to drive everywhere rather than encouraging other forms of transportation. Also, generally, if an environment is designed to accommodate motor vehicles, they are unsafe and unwelcoming to those travelling on foot or bicycle.
- Yes, absolutely. Keep drive-thru on main arteries. Car traffic has no place inside residential neighborhoods.
- The traffic volumes would, I imagine preclude a drive-thru.
- Yes. I would not like to have a drive-thru facility close to my home. I would not support businesses that encourage increased idling, or a significant increase in car traffic. The strength of small community businesses is their walkability.
- Yes...there really isn't ant place where a drive through facility is feasible
- Yes. It could cause traffic congestion on a major east-west corridor.
- I would have some concerns depending on the type of business. Fast food drive through, for example, would bring too much vehicle traffic to my immediate neighbourhood. The pedestrian nature of this district is one of the reasons I chose to buy a home here.
- Yes. It's completely inappropriate in a downtown neighbourhood since it encourages car use rather than walking/cycling.
- yes, very much both on main streets and residential areas. Little Italy and Chinatown should focus more on pedestrians and cyclists. Drive throughs are terrible for air quality and congestion.
- Yes, running vehicles create pollution and in these kinds of areas we do not need more vehicle traffic. If the stores are located properly they should all be accesible by walking or cycling.
- Yes. Walking is better for people and better for the neighbourhood. Many people in this neighbourhood don't drive. We are one block away from a busy commuter street (Booth) and two from Somerset. A drive through could attract more traffic to the neighbourhood.
- Auto services should not be allowed in the case of these local services, especially when it comes to establishments located in residential neighborhoods. A "drive-through" encourages the use of the car at the expense of other modes of transport and creates various public nuisances. The expectation from cars includes a source of noise and pollution and would

probably be seen as very unattractive by neighbors. However, a certain minimum amount of on-street parking must meet the needs of motorists.

- Yeah, I would not like the increased vehicular traffic on residential streets, nor would I like the spread of the impersonal sort of interactions which such facilities foster. We are isolated from our neighbours enough that we really don't need to encourage services that keep us locked away from each other in our cars, we should be encouraging people to get outside and to walk and meet and get to know the other people in their neighbourhoods
- Yes. I would object to any drive through facilities in my area.
- Yes. Drive-thrus are for lazy people. I would like fewer lazy driving people in my neighbourhood. We have enough already.
- Yes- We don't need that type of business. Less use of cars is better.
- Yes, traffic on Main Street it's already very busy during peak driving periods, I believe that a drive-thru would back things up further
- Yes, we live in a small quiet community with very little traffic. A drive through facility would create a lot more noise, traffic and pollution and would be undesirable. it would be fine on Main Street however.
- yes, the less cars in our neighbourhood the better. Main Street will become a "complete street", that should help.
- Yes. The neighbourhood needs walkable, local stores. Don't need passing through pick up a cheap meal drive-thru.
- Yes - absolutely do NOT want to increase non-residential traffic.
- Yes - I think that it would bring more vehicular traffic through (not necessarily "to") our neighbourhood. We have plenty already, thank you.
- Yes. Increased traffic, when the traffic volume has already increased dramatically over the past 10 years and will increase exponentially with the completion of the revamped Lansdown stadium area.
- Yea. Too busy with non neighbourhood driving traffic already. School is located at bank and Hopewell and there safety would be compromised. There are also no large lots to accommodate drivethru. Only one nearby is further south at bank and riverside.
- yes, it is out of character for this neighbourhood and invites people to stay in their cars. I want people to be out walking through my neighbourhood. It is nice to meet people that way and adds to the appeal of the neighbourhood.
- Yes. We urgently need to discourage or limit discretionary vehicle use, not encourage it.
- Main Street is going to become quite congested in the future with the new city design and the oblate development. A drive-through would make it even more so.
- traffic, noise, smell
- Yes, there is already enough traffic on Bank Street and now on connecting streets like Riverdale.
- do NOT want drive-through facilities
- Yes. The glebe is trying to promote walking, not driving
- Yes! Too much traffic noise. I like quiet and walking safely.
- Ours is a walkable neighbourhood, and we have traffic problems that have been the subject of other studies. Drive-throughs are neither needed nor appropriate here.

- It would not be a compatible form of development
- Most definitely, the traffic is bad enough!
- YES! this is not a neighbourhood suited for 'drive-thru' facilities.
- Yes, I would have concerns. Drive-thrus take away from neighbourhood character.
- Yes. I would be concerned about increased traffic, the pollution caused by idling vehicles, and hazards to pedestrians.
- yes, main street should be kept pedestrian friendly
- YES. The types of shops I'd like in the neighbourhood are more local, independent, specialty stores, (with a 'green' feel to them, and alternative/gluten-free/ organic type stores) that most people walk or bike to, NOT a drive-through type store.
- Yes, already a great deal of traffic
- Yes--this would encourage increased traffic, and we have too much car traffic in our neighbourhood already. I would much prefer that we encourage walking and cycling to local commerce instead.
- yes -- I would not like increased traffic and/or lineups on the street
- Yes. The neighbourhood is already very congested with traffic, I don't see a drive-thru really working.
- It would be lame
- Yes as it tends to attract more car traffic and this is more a bicycle/walk neighbourhood
- Yes, of the increase in moving vehicles in such a pedestrian area.
- Yes. Old Ottawa South is a family oriented central neighbourhood that would not be well suited to drive throughs. Drive-thrus are not appropriate near small residential areas due to increased idling (pollution) and dangers to small children. Drive-thrus could also be detrimental to existing commerce in the area that relies on pedestrian traffic.
- Yes. This neighborhood is very walk friendly. Why change that?!
- Yes. Where would all the cars go? How would we handle yet more traffic?
- yes - would prefer to see people walking rather than driving in our neighbourhood - small residential streets.
- yes - noisy, pollution from running engines, usually junk food
- Yes. Promotes car use and increases air and noise pollution.
- Yes, I prefer to live in a residential neighbourhood.
- Yes. Drive-throughs are intended for arterial roads where there is little foot traffic. They do not belong in residential neighbourhoods.
- yes..too much traffic. we like it quiet here..:)
- Yes. With Wellington street commercial boom and all the new condo towers surrounding the neighborhood, the car traffic has already tipped on our street . We need to reduce the usage of cars to maintain a safe and clean environment.
- Yes, Wellington is already a busy street. Having a drive-thru and the turns associated with it would add to the problems.
- Yes, I would object. This is a residential neighbourhood with considerable foot traffic among both children and adults. A drive through facility would attract non-residents into the neighbourhood, increasing traffic and risks to pedestrians. It would also result in increased

noise and idling of stationary traffic, negatively impacting our sound levels and air quality, which are already compromised due to our proximity to the Queensway.

- Yes, as we need to promote walking and bicycling to neighbourhood stores, not driving!
- Yes. I don't think there is the proper space for it and the heavy traffic flows in the area would also make it difficult.
- it wouldn't be ideal
- It depends on the type of drive-through. Large Chain = NO!, local retail = Yes!
- Idling should be stopped so drive thru facility should not be allowed in any neighbourhood.
- Yes, they perpetuate laziness and are poor for the environment. The idea of efficiency is a facade and should not trump the process of parking and stopping the car. One would also further congest an area already congested.
- Yes. It's not the appropriate type of restaurant establishment to have in a residential neighbourhood
- Drive thru facilities are not the most eco friendly environments and would not prefer to have any.
- There already is one fairly close. At morning rush hour, there can be traffic disruptions.
- yes .this is a walking, bicycling neighbourhood and anything that would encourage car traffic is contrary to the nature of the way this neighbourhood operates. This is not a car suburb
- Maybe; it depends where. There is a drive through McDonald's. Occasional rancid (?) smells but I'm far away that it doesn't bother me, other than the trash. I don't consider it a small retail/commercial establishment and we need more diversity.
- yes...neighbourhood restaurants/cafes should be opportunities to meet + greet neighbours not see them from the dashboard.
- Yes. The stated goal of pedestrian and cyclist oriented facility should be adhered to.
- yes. i live downtown so a drive thru would cause congestion and defeat the purpose of walking and cycling everywhere. storefronts need to be on the sidewalk.
- not keen on drive-through.
- yes! Could possibly slow traffic down.
- -We need to discourage car use as much as possible since it bad for both the health of individuals and for the environment
- Yes. I am opposed to drive-thru operations on principle as I believe they contribute to the degradation of the environment.
- We prefer to promote walking and cycling in our neighbourhood.
- Yes. Drive-thru facilities should be banned outright.
Yes. It would result in a busy drive-through with attracting a greater number of buyers.
- no, need lcbo, beer store, it is a walking area, with nothing to walk too
- inappropriate for neighbourhood.
- YES! DON'T DO IT! DISASTROUS! HORRIBLE!
- Yes, I would thoroughly object to a drive-thru anywhere in the urban neighbourhoods.
- Yes, as it would cause motor traffic across sidewalk, and cars idling.
- Yes - ambient air quality, encourages motor idling, GHG emissions
- yes, we need people out of their cars, not driving through public spaces pretending to be in private spaces. more people actually on the streets makes them safer.

- Yes - it would be an intrusion of noise and vehicular traffic that would interfere with the residential and pedestrian feel of the neighbourhood
- yes. The idiotic city practice of providing permission to ignore provision of parking has clogged our streets with cars whose owners have no parking at their place of residence. Non-conforming commercial activities add to this situation. Let's start putting the needs of the residents who are paying exorbitant property taxes first.
- Depends on the nature of the facility. Coffee or fast food - BAD. Beer store, maybe
- yes, I would be strongly against drive thrus in centretown, downtown, the market, glebe, hintonburg etc.
- drive thru is the wrong thing, we want to encourage walking and socializing not drive thru.
- Not practical, too little parking already
- Yes. Why would we need a drive thru? What purpose would such a facility serve in an older, established neighbourhood. People live here because they like the facilities. They don't want to modernize.
- Yes, the traffic patterns in our neighbourhood do not support a drive through facility
- Mmm. I'm not sure how popular these might be. Everyone I know downtown just walks places, this isn't like the suburbs where you need a car just to pick up your morning coffee. There's already plenty of traffic on morning/evening on weekdays, I have no problem if this creates more traffic (I walk to work). But if it increases traffic on weekends/weeknights, I would see this as lowering the quality of life downtown.
- If they are on Catherine or Bronson - not on Bank or Elgin. Certainly not in the residential zones
- Nothing drive through should be allowed in the urban core
- Yes. The community is too dense and the roads too narrow for a drive-thru facility
- Yes - I would have concerns about air pollution from idling, noise pollution from the order counter, and traffic congestion from line ups during busy times
- Yes, increasing vehicle traffic would NOT be on my list of priorities for this area. Additionally, most drive-thru locations use land inefficiently.
- Pollution by car exhaust. A drive-thru takes up too much property
- Yes. They would not fit in with my vision of the neighbourhood.
- Not practical since the traffic is already chaotic as it is in the Glebe. Old Ottawa South doesn't have a drive thru for the Tim Horton's because it was said that it's too congested there too.
- Yes definitely - would be out of character for a residential neighbourhood. They should be on main arteries.
- Yes--queuing cars spill out onto the sidewalk and block bicycles and other vehicles. They are unsafe in areas with high pedestrian volumes
- yes, I would be concerned about increased traffic. I prefer less cars in our neighbourhood.
- Yes - would increase risk to pedestrians, cyclists along a road with poor sidewalks and dangerous cycling conditions. Businesses using drive-through would duplicate existing types of businesses and likely replace existing local independents with franchises or national chains. This would provide no added value to local residents.
- potentially - it's often difficult to pull out on to bank from the stores located between sunnyside and riverdale. A drive--thru facility could make this even more difficult.

- that would depend what it was, a McDonalds would not be good, my concern is the high traffic demand on Main st which is severely bottle neck already and I feel it is very dangerous to bicycle up/down it as I commute to work and stores.
- Yes, too car centric and is non-compatible with pedestrians and cycling.
- Yes there is no place for drive through in my neighbourhood. It is nice for walking and I believe it should be kept that way.
- Yes, I'd have a lot of concerns. A drive-thru is not necessary. Very environmentally unfriendly. Noisy.
- Very much so. They should be primarily for walk in or bike in.
- Yes, and there is one, McDonald's. Noise disturbance by early morning tourist bus stops, and nightly noise from loud car stereos, screaming and loud conversations by people who are drunk, car chases, fights in the parking lot, etc. So yes, concerned. And the recent opening of a bar across the street on Bronson: loud music, in particular non-stop drumming, and people talking outside when I am trying to get to sleep.
- Yes I have concerns. A drive-thru is usually not associated with "small scale commercial". It would bring lots of external traffic from outside of the neighborhood. A drive-thru should not be allowed in a residential area.
- I would not wish to live near a drive-thru. In any case, this community is entirely residential and self-contained. No part abuts a main street. The location is wrong for a drive-thru, which would go under pretty quickly.
- Absolutely! If the whole idea of intensification is to reduce vehicle traffic and increase pedestrian and cycle traffic then there is no need to construct a drive thru of any kind and create auto congestion and idling. The City needs to make up its mind about what and who it plans to serve. Have you seen the line-up at the Esso for a car wash in warmer seasons?
- YES!!!! Driving in our neighbourhood is not the way to get places. There are already too many vehicles driving short distances in our neighbourhood.
- I would hate it
- drive-thru should be promoted only on outskirts of the neighbourhood.
- Yes I am very concerned about the traffic in the area
- Yes; a drive-through would be utterly inappropriate in the context of an urban neighbourhood such as Mechanicsville.
- yes. I don't like how line ups impact vehicle traffic on the roads and more importantly, how they impact the pedestrian and streetscape experience
- yes. need walkable services not more cars
- yes-excessive idling, noise, traffic congestion
- Yes. Drive-thru locations do not build "local" businesses. Rather, drive-thrus are predominantly big-chain food retailers. I would not support drive-thru businesses within residential areas. The noise and traffic impacts are too big - for no net improvement in "liveability".
- yes absolutely - these are the laziest inventions ever and cause major traffic problems - just look at the tim hortons at the corner of broadview and carling. bad news
- Local air quality should be a major concern in our communities and the ideling cars present in these drive throughs are not helpful. They also reinforce a driving culture which is not as helpful in a neighbourhood that is already facing traffic congestion issues

The following is a summary of the reasons expressed as an opinion by the 30 participants indicating that they would not have concern(s) with a drive-through facility close to their home.

- No
- Already have one. Tim Hortons.
- like what ...timmy's, pls provide examples
- Depends on the type of business. As well it has to be controlled. We have experience with the total lack of garbage control and property maintenance at a house where we used to live in Hunt Club. Total unmitigated disaster. One of the main reasons we left.
- Depends on how close, and what type of facility. I don't want any more cars around, please!
- if it was on Montreal road or Beechwood, it'd be fine.
- No, but I don't think a fast food drive-thru would be a good fit with neighbourhood or the types of stores already here. Drive-thru banking or coffee shops could work.
- No... however, I really prefer stores that are local (non-franchise), and encourage pedestrian and bike traffic, as opposed to cars.
- No. As a mother of small children, it is sometimes easier to drive-thru than get everyone out of the car, not just for food, but coffee, banking, etc.
- Not if it was high-density, e.g., had retail/residential above.
- Not at all. In fact, I support a drive-thru facility in our neighbourhood(e.g., Starbucks), recognizing that parking is limited on Main Street (even with the proposed renewal project).
- It depends on the type of drive-through. Large Chain = NO!, local retail = Yes!
- No, i think it would be more convenient to have a drive thru facility.
- No - there is one now -- a dry cleaner on the corner of Bank St and Cameron Ave.
- no but the traffic patterns of a busy street would have to be taken into account
- not if it was on Carling Avenue
- don't understand question - a drive-thru fast food restaurant? coffee shop? bank?
- No, as long as they were not too close to any residential, ie. at least fifty yards from any residential.
- Define "close"? I don't think I'd have any concerns.

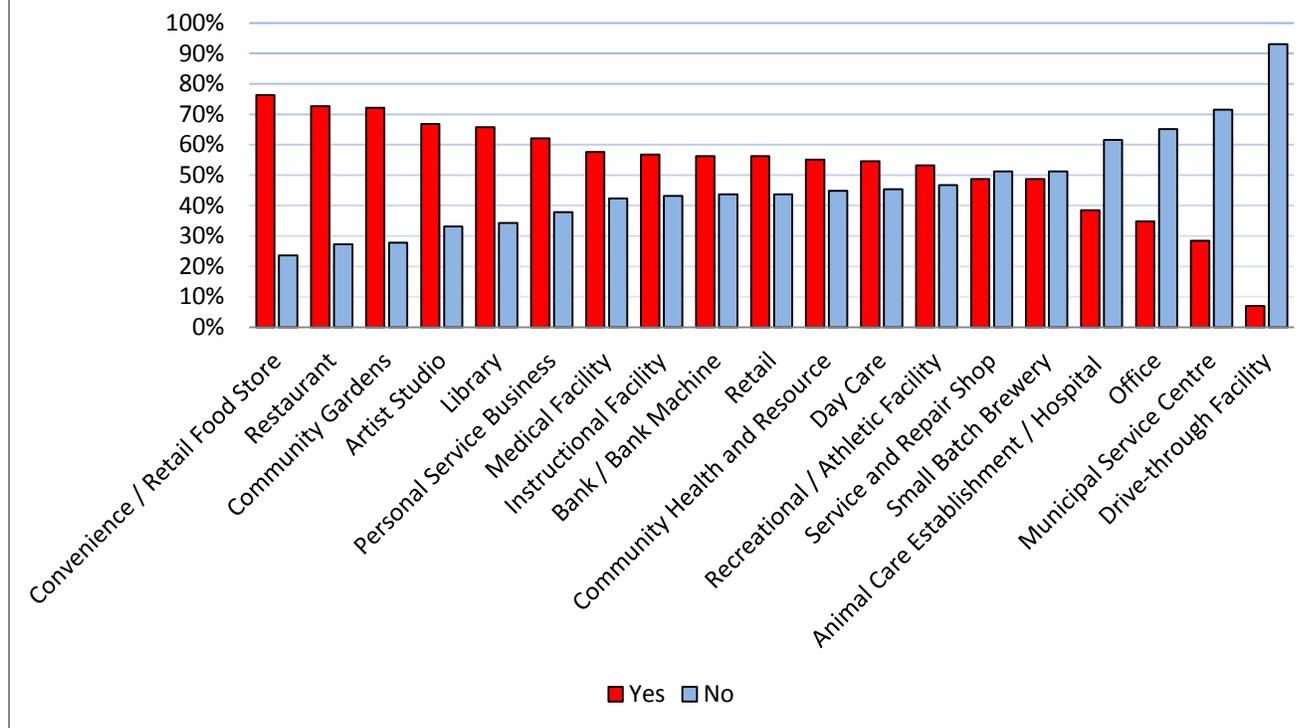
The next question provided a list of land uses typically permitted in a Local Commercial zone and participants were asked to select appropriate uses within a residential neighbourhood, and had an opportunity to provide a comment on each use.

Question: What type of commercial and services/convenience uses would you like to see in a residential neighbourhood? Please provide comments. Check any that apply

- *Animal Care Establishment / Animal Hospital*
- *Artist Studio*
- *Bank / Bank Machine*
- *Community Gardens*
- *Community Health and Resource Centre*
- *Convenience / Retail Food Store*
- *Day Care*
- *Drive-through Facility*
- *Instructional Facility (dance studio, martial arts school, training facility, etc.)*
- *Library*
- *Medical Facility (Doctor, Dentist, Optometrist, etc.)*
- *Municipal Service Centre*
- *Office*
- *Recreational / Athletic Facility*
- *Restaurant*
- *Retail Store*
- *Service and Repair Shop*
- *Small Batch Brewery*

This question was a combined closed-ended, whereby participants had the option to select any land use applicable from a pre-defined list, and open-ended, by providing the opportunity to comment on any of these uses. 359 participants responded to this question resulting in varying outcomes for each land use. The following image provides a summary of the results in order of highest to least selected uses whereby participants selected a use indicating “yes” for uses appropriate in a residential neighbourhood. Uses not selected were recorded as a “no”.

What type of local commercial and service/convenience uses would you like in your residential neighbourhood?



The following conveys the results for each use as well as a summary of the comments provided by the respondents.

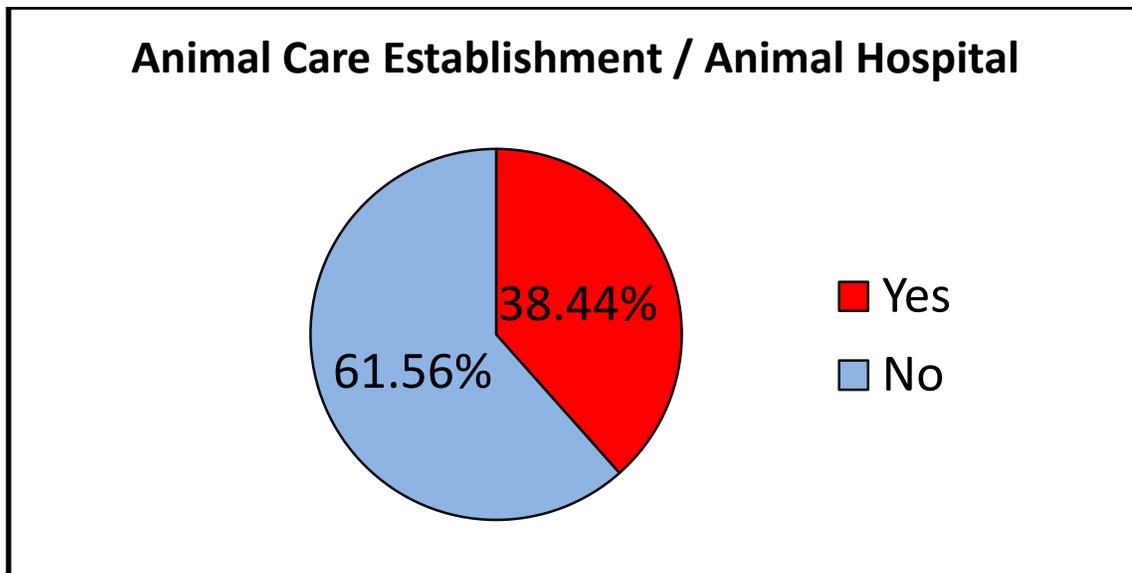
Animal Care Establishment / Animal Hospital

The zoning by-law 2008-250 defines these uses as follows:

Animal care establishment means an establishment for the caring, grooming and training of household pets, but does not include a **kenel** or an **animal hospital**.

Animal hospital means a facility:

- a) operated by one or more licensed veterinarians and associated staff;
- b) providing medical, surgical, grooming or similar services solely for household pets, but may include livestock where this use is permitted in a rural or industrial **zone**; and
- c) providing shelter in conjunction with the hospital only during the period of recovery.



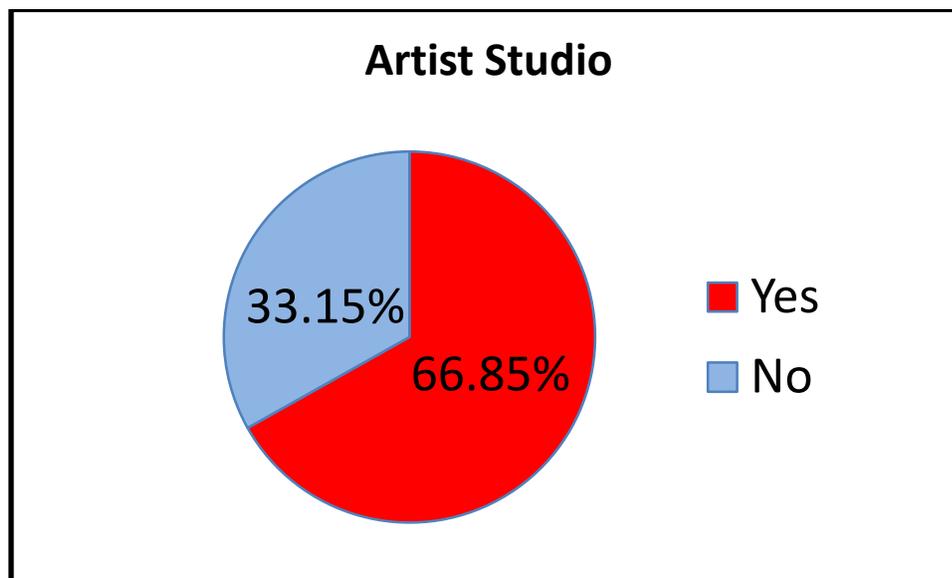
138 (38.44%) of the 359 respondents selected these land uses as one they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to these uses;

- We already have one
- reduce median journey distance and provide more in taxes than residential
- There are some in the area
- I have a dog
- Locals have pets and without car transport is complicated
- Having all of the options that I have selected available within your neighbour is convenient and encourages walking/bus/bicycle, which is beneficial on many levels
- We like cats
- most people have pets
- preferably on a mainstreet or mixed use area
- People have pets. They should be able to walk to a vet.
- Having one local helps people live without a car.
- Lots of demand for vets
- Not every pet owner has a car
- I use one of these in my current neighbourhood
- already in Old Ottawa South & Glebe and it works
- Old Ottawa South has most of these facilities on Bank Street and the rest are within the neighbourhood.
- And a dog park. A former park was converted to a parking lot; some of this space could reintroduce an area for dogs to play.
- A veterinarian that I can walk to.

Artist Studio

The zoning by-law 2008-250 defines this use as follows:

Artist studio means the workplace of an artist or craftsman, including a painter, a sculptor or a photographer, where goods including jewellery or fine art such as portraits or sculptures are produced in small quantity and may be provided for sale.



240 (66.85%) of the 359 respondents selected Artist Studio as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- time to promote art space at a low cost ... one teacher moved from Richmond to Merivale no longer in walking distance
- great one next to corner store at Preston and Elm
- no downside to this at all
- We know of some already
- adds to the atmosphere of the area
- Should try and promote art groups in all neighbourhoods. Every councillor should make this a mandate to help encourage diverse growth in their community
- Yes, and get rid of the marble statues along Wellington. They take up heaps of pedestrian space - need a better location for them.
- Artists aren't disturbing and need low rent places.
- We have a number of artists and musicians in the neighbourhood.
- Small scale in residential areas
- reduce median journey distance and provide more in taxes than residential
- Have one, but it won't last forever - good for "live-work" type use.

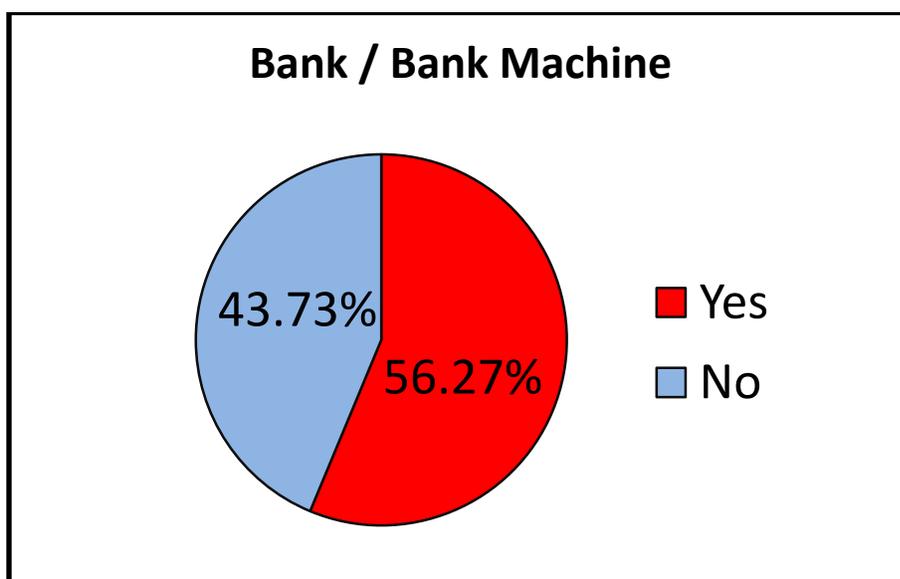
- Existing space already well-used - large number of local artists, but work from home studios or rent in outside neighbourhoods. Does not appear to be a big need for more space.
- Both in Old Ottawa South and Glebe, and it works.
- Assuming small, single or small group of artists — not simply a commercial art showroom/store
- Artistic vibrancy is always a good addition to a neighbourhood!
- Existing ones work well in neighbourhood
- would like more
- yes - provided that the activity practiced is exclusively within the building
- This would be great!
- Love ‘em
- I enjoy painting
- This is a real priority for our neighbourhood
- softer, more inclusive invites community

Bank / Bank Machine

The zoning by-law 2008-250 defines these uses as follows:

Bank means a **place** that provides a range of financial services and includes a trust company or other financial institution, and may include an **accessory use bank machine**.

Bank machine means a **principal use** automated banking terminal activated by a bank customer to obtain cash withdrawals and other banking services, but does not include a bank machine that is **accessory** to another **use**.



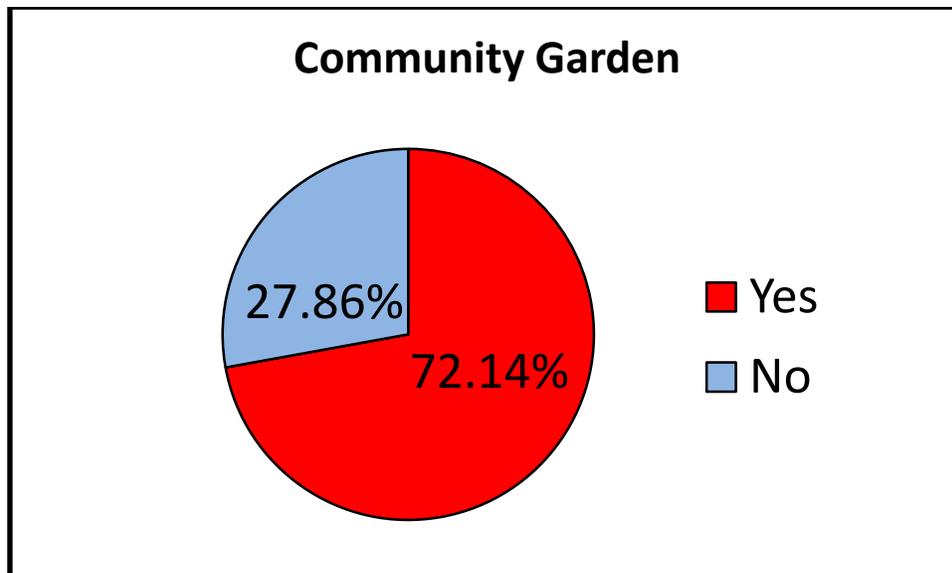
202 (56.27%) of the 359 respondents selected Bank / Bank Machine as uses they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to these uses;

- Useful
- We already one
- reduce median journey distance and provide more in taxes than residential
- community bank, like the TD at Bank & Glen
- Appreciate TD Bank on Rideau
- Good to have
- Always good, need to be safe and preferable not high cost third party. Don't like outdoor ones.
- Availability of bank/credit union machines (not high fee independent ATMs) inside businesses would be nice.
- There are few bank machines in the neighbourhood despite an increased population density.
- I use one of these in my current neighbourhood
- A window may be located outside of a convenience store, for example, but again, it must be located along a sidewalk and not accessible by a car service
- I really appreciate having a bank branch within walking distance
- already present on Main Street
- There's a definite need for a TD bank machine around here!
- Convenience
- Mainstreets only
- People should be able to walk to bank
- provide a needed service
- Withdraw money or easy deposit
- The more the better
- only on Dalhousie
- reasonably well served - need to maintain these
- easy to tuck into a store corner - have 2 financial institutions locally
- Plenty of these
- having one local helps people live without a car
- Would the bank machine be with my bank? Several Machines?

Community Garden

The zoning by-law 2008-250 defines this use as follows:

Community garden means a communal garden provided for the sole use of or consumption by the individual or individuals working the garden.



259 (72.14%) of the 359 respondents selected Community Garden as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

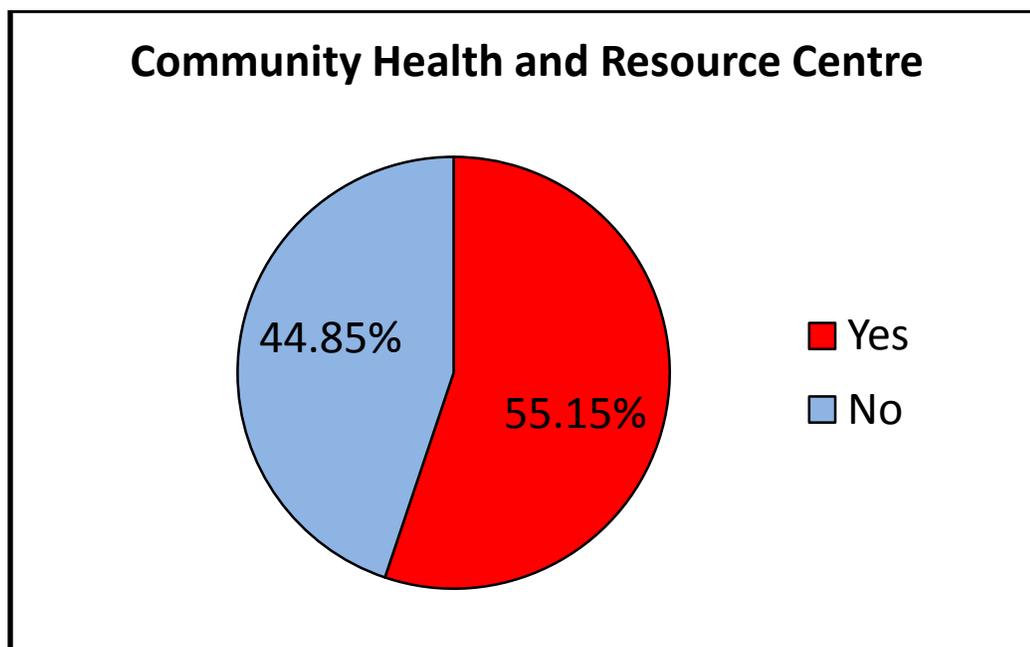
- The more the better
- YES! There is currently a parking lot suitable for one at Carling/Bell.
- Already have 2-3 of these, more is nice, but not essential
- We have no community gardens in our area. Tried to set one up once but the soil was contaminated. People keep asking for them though...
- if space is available
- would be nice to have this on ncc property along the parkway nearby
- need more of these
- Hintonburg needs one desperately.
- The local community associations could be given a mandate to manage this. it will help form a more positive relationship between city hall and the local communities
- great idea...not a lot of green space/parkettes in our neighbourhood
- More of these everywhere, please!
- we are losing a lot of green space with all of the lot line to lot line building
- yes, where a used car lot is located
- Useful for overly barren communities. In Champlain Park we have enough park and forest and residential front yard gardens to negate the need for a community garden.
- continued support for children's garden
- Would be good to convert derelict properties in community gardens! improves community building and healthy eating!!
- definitely, also a farmers market
- Community agriculture is increasingly important in urban areas.

- Excellent as temporary stopgap to install in places with little or no value (brownfields, wastelands)
- I would love to see more community gardening space in my neighbourhood. It would be nice if empty lots could be used for this purpose temporarily for terms of 1-3 years while development is pending.
- Sandy Hill has very few gardens and they are quite small. More would be great.
- This is a real priority for our neighbourhood
- Absolutely - if these aren't allowed in any area of the city, the zoning should be changed to accommodate them
- Expanded. Not enough plots.

Community Health and Resource Centre

The zoning by-law 2008-250 defines this use as follows:

Community health and resource centre means a **place** where members of the **public** are provided with health services, social support services, cultural, social or recreational programs or life/work skills training programs and where neither overnight care nor living accommodation is available.



198 (55.15%) of the 359 respondents selected Community Health and Resource Centre as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

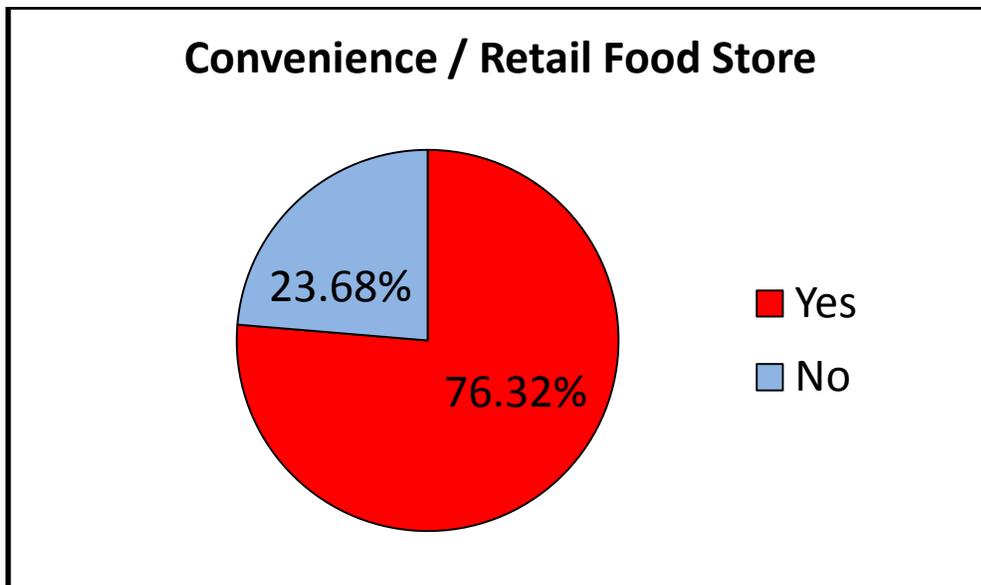
- One was promised for Balena Park
- We're well served because of the university health centre. Medical resources are important for an area
- but only if these don't become large destination centres like SWCHC, with civil service / employee parking lots; a freestanding dentist or doctor or acupuncture office if small scale enough
- We have satellite office
- Elgin has a clinic and it's used a lot I hear
- Desperately needed
- very important
- Always good to have a health centre nearby!
- It would be nice if we could convince someone to fill the office space above Shoppers (Bank and Sunnyside) with a walk-in clinic or something similar.
- Preferably on a mainstreet
- Having one local helps people live without a car
- Important to have such service centres located close to potential clients.
- Would be neat if it could be combined with a multi-use fitness studio, plus could help some seniors.
- Heron Park Community Center / Fieldhouse (at corner of Richard Ave & Clover Street) is too small for our growing community
- Yes in the Wellington West area
- Existing facility in old school that is in desperate need physical upgrades and accessibility upgrades in order to offer better variety of services.
- Access to community health services is critical for this area.

Convenience Store / Retail Food Store

The zoning by-law 2008-250 defines these uses as follows:

Convenience store means a **retail store** where a range of day-to-day items such as newspapers, confections, foodstuffs, sundries and other such household items are sold in small quantities.

Retail food store means a store where primarily food, as well as other personal, convenience and household items and services, is provided for sale directly to the **public** and includes a supermarket, butcher shop, bakery shop, produce outlet, delicatessen or farmer's market.



274 (76.32%) of the 359 respondents selected these land uses as one they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to these uses;

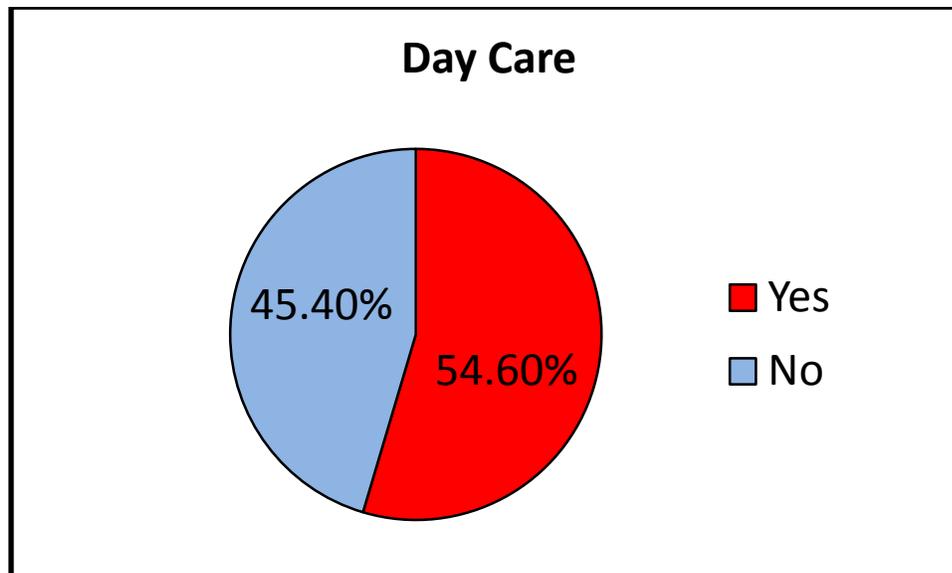
- Green grocer type - sell real food not junk food
- suburbs should be redesigned to encourage local convenience shops
- Only if very small (like the traditional corner store)
- There is Metro, Loblaw's, Herb & Spice, Sasloves
- Services to local residents should have been added to the condos built and on the main floor.
- Just lost a good Iranian corner store - another would be appreciated
- There are few grocery options in immediate area - need more variety within walking distance and butcher shop would be good. Unreliable bus service forces residents to drive to grocery stores outside of neighbourhood.
- should be a must in all communities
- I would much rather have a grocery store than a convenience store
- I use one of these in my current neighbourhood
- We already have several
- there is a desperate need for a conventional grocery store in this area
- Local Non-Chinese Grocery Store
- Small food shop ie. bakery, pre-cooked meals, etc
- middle sized grocery, e.g., Farm Boy
- Always helpful, especially after mealtime
- A corner store that sold FRESH FOOD not just chips and pop
- Hartman's is expensive; would be great to see more grocery options in the neighbourhood!
- If small mom & pop cafe

- Corner store selling fresh fruits and vegetables
- small retail, not a large grocery store
- closer than some of the bigger stores
- A decent small scale grocery store like they have in Toronto and Vancouver would improve the walkability of the neighbourhood.
- Small scale in residential areas
- We have just lost one good convenience store
- A deli would be nice
- This is the biggest need of the area - lack of grocery stores!!!
- I like to do all my grocery shopping on foot
- Anything. Can't even buy a newspaper in the neighbourhood.
- A grocery store in Little Italy
- Definitely, this is the market to test if the location is viable
- independent, not chains like Mac's or 7-11
- There are enough corner type stores but there needs to be a grocery or green grocer. People must drive to get quality fresh produce
- No nearby grocery where I am. Some of these small stores provide healthy food.
- Being close to a grocery store and farmers market is very important to my quality of life
- ONLY if locally owned (ie., not a chain store)
- What size of retail food store are you talking about? No problem with a corner store that carries the basics.
- I would like to be able to walk a few blocks to a corner store. As it is, the closest one is roughly 9 blocks away.
- okay with franchises.
- I like what they're doing in the US with corner store conversions.
<http://www.healthycornerstores.org/healthy-corner-stores-q-a>
- Grocery stores are lacking in Hintonburg/Mechanicsville. There is a long stretch between the Metro in Wellington West and Hartman's in Centretown without a full grocery store (Giant Tiger doesn't sell meat or proper veggies).
- only with NO parking lot, NO drive-through element, NO chains
- reduce median journey distance and provide more in taxes than residential
- We desperately need this after having lost Alpha Foods; we have Dixie Dairy but they are open very inconsistent hours
- Groceries within walking distance

Day Care

The zoning by-law 2008-250 defines this use as follows:

Day care means a **place** providing temporary care for any individual for a continuous period not exceeding twenty-four hours, but does not include the services of a health care practitioner.



196 (54.60%) of the 359 respondents selected Day Care as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

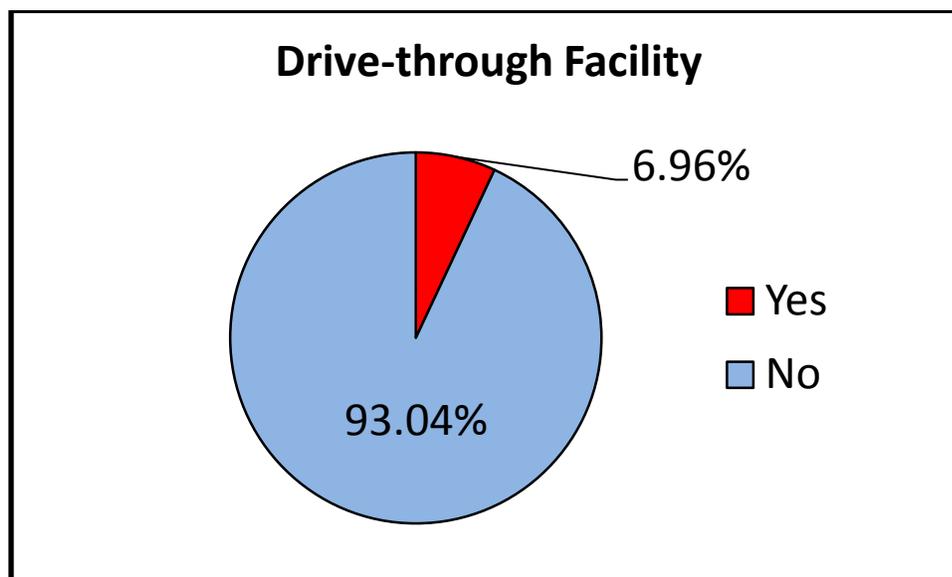
- reduce median journey distance and provide more in taxes than residential
- This is one that is in serious shortage in our neighbourhood. Need more desperately.
- Take care of children close to home
- These should be allowed in any residential neighbourhood - that's where the kids are!!
- Daycares that would focus on providing services to local residents within walk/bike distance would be a benefit.
- We have a head-start preschool. We could use some after school care.
- nuisance to neighbors in the morning and evening with the passing of many parents, but with some guidance is highly desirable
- having one local helps people live without a car
- some are in private homes...smaller ones...i support this
- Great for families
- Area has shortage of daycare spots, but growing # of families with kids
- have one already, but more are needed - perhaps down at the Lees Apts.
- Small, home daycares already exist
- don't have children, so it makes no difference to me
- Pretty quiet, and there's often local demand.
- Not just an institutionally-focused facility like the Children's Place daycare on Carling Ave - the waiting list is immense and they give priority to children of employees at the Royal and Civic hospitals - not people in the community right next door..
- Home daycare or a standalone operation I am fine with

- There is a huge shortage of daycare in our neighbourhood and this would be a definite priority for our family
- Very positive for neighbourhoods

Drive-through Facility

The zoning by-law 2008-250 defines this use as follows:

Drive-through facility means a premises used to provide or dispense products or services through an attendant or a window or an automated machine, to persons remaining in vehicles that are in a designated queuing space, and may be in combination with other land uses.



25 (6.96%) of the 359 respondents selected Drive-through Facility as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

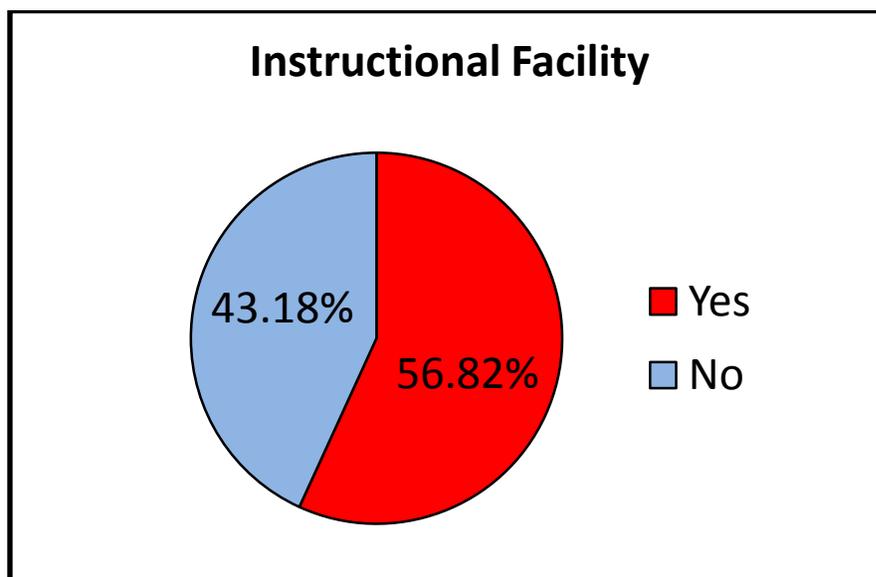
- No
- absolutely not - why encourage more car traffic
- No! Absolutely not!
- No need if we can walk everywhere
- Coffee
- We already have two - Bronson & Somerset and Bronson & Gladstone
- Quick thing
- Only on mainstreet or mixed-use areas
- Main Street could use drive-through coffee
- How about a bike-through at Art-is-in? I could support that.

- Yes, I find that there is too much focus on making it convenient to drive everywhere rather than encouraging other forms of transportation. Also, generally, if an environment is designed to accommodate motor vehicles, they are unsafe and unwelcoming to those travelling on foot or bicycle.
- No - creates traffic problems and bring outside traffic in.
- If by drive through you mean fast-food, then no. I do not like this concept.

Instructional Facility

The zoning by-law 2008-250 defines this use as follows:

Instructional facility means a business that provides practical instruction or training in an art, hobby, skill or trade; and includes things commonly referred to as a dance or music school or studio, a computer training facility, an art or craft school or studio, a martial arts school and any other similar school or similar studio.



204 (56.82%) of the 359 respondents selected Instructional Facility as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

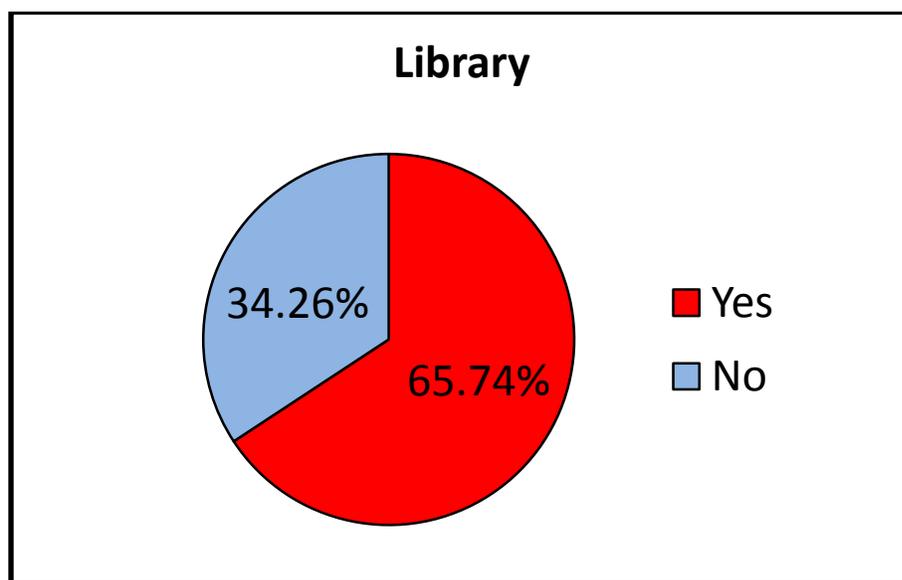
- We have the old town hall, Brantwood Field House and PS Personal Trainers
- reduce median journey distance and provide more in taxes than residential
- There is no such facility in walkable distance from our house.
- More of such services catering to a broad cross-section of generations in our community is important
- Entertainment

- I'm pretty sure we already have all of these
- having one local helps people live without a car
- Only on Dalhousie
- We have a Karate and Wellness studio
- This would be amazing, and a small, indy studio is needed in the area.
- yoga, pilates, dance etc
- not too large - traffic and completion
- Yes, exercise is good for communities and those who live in them
- there is a lack of commercial/retail and community space to accommodate these kinds of services
- nice to keep an active life
- My son wants to do martial arts and it's all in the burbs.
- Yes, if they were located on arterial roads with good transit connections.
- there are numerous music studios around, but larger gym type facilities have classes, with parent drop off and pickups and idling, these are esp. unwelcome on otherwise quiet streets that could be further calmed and pedestrianized rather than encouraging more traffic
- We have those, they are great to have nearby
- attracts people that can make area safer
- No - this isn't a 'neighbourhood' business and will attract traffic
- One was promised for Balena Park

Library

The zoning by-law 2008-250 defines this use as follows:

Library means a **public**, lending library.



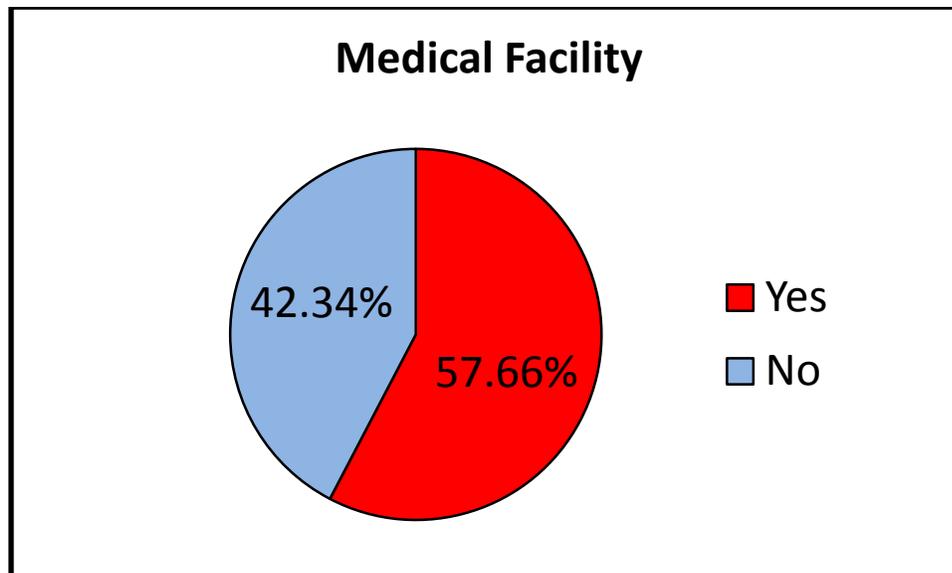
236 (65.74%) of the 359 respondents selected Library as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- Important and useful
- The Rideau St library is an important part of the fabric of the community
- Sure! More libraries please! They are the best possible gathering space in a community.
- got a bookmobile for that.
- great to be close to schools for projects
- study
- Only on Dalhousie
- wonderful near Carlingwood mall but within walking distance is great
- Always important to have a library in a community neighbourhood! learning is the key to life
- Need programmable indoor space for the community association.
- having one local helps people live without a car
- The nearest library is on Bank Street - it is within walking distance
- The existing branch at Bank & Echo Drive is a good scale and is well-patronized by walk-in customers.
- Yes. We have a lot of children, students, and seniors who would benefit.
- Fairly quiet, though there can be lots of traffic during the day.
- Closest one is too far away
- We have Rosemount
- Yes. Another one in the Wellington West area, besides the Rosemount in Hintonburg.
- Even if not an official Ottawa Public Library, it would be nice.
- We are close enough to Sunnyside Branch

Medical Facility

The zoning by-law 2008-250 defines this use as follows:

Medical facility means a **place** where a medical doctor, dentist or other legally qualified health care practitioner has his or her practice, and includes a medical or dental laboratory.



207 (57.66%) of the 359 respondents selected Medical Facility as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

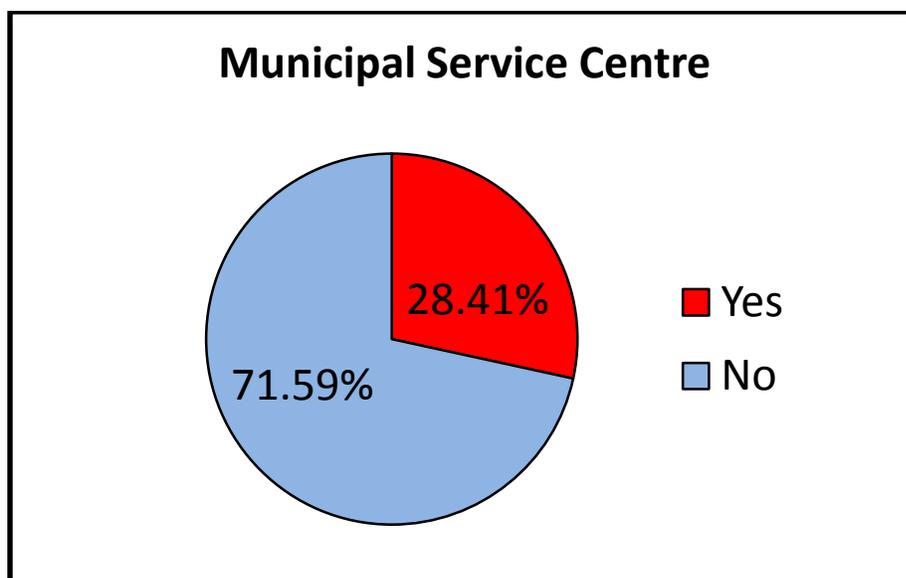
- but only if these don't become large destination centres like SWCHC, with civil service / employee parking lots; a freestanding dentist or doctor or acupuncture office if small scale enough
- very handy to walk to the Broadview medical center & so close to the schools is good but is also by necessity along a major arterial
- Have a significant number of these - take up a good chunk of existing commercial property in our area - need more diversity in businesses
- small scale, not a large clinic which requires a parking lot
- as people age, this becomes important, allows them to stay in the area
- not too large -traffic and competition
- There are already some medical facilities
- only on Dalhousie
- Works in the Glebe
- Practical
- Have one already but it needs some retrofits - the lab was closed
- We're well served because of the university health centre. Medical resources are important for an area.
- Local pharmacy, not a big box Shoppers Drug Mart
- Very much needed
- This would be another possibility for the office space above Shoppers (Bank & Sunnyside)
- Preferably on a mainstreet
- We have a few already, including at Somerset West Community Health Centre.

- Close check up
- Having one local helps people live without a car
- I use one of these in my current neighbourhood
- We have some; it's easy to walk to.
- This would be most convenient and there is a shortage of doctors in Ottawa. However, my doctor is located in another part of the city. A drop-in clinic and pharmacy would be good.
- This might be helpful - we are almost totally missing professional services
- reduce median journey distance and provide more in taxes than residential
- Depending on the size - for example, there are doctor or dentist offices along the north end of Alta Vista Drive which are small operations and not a problem. I don't want to see a medical building plunked down in a residential area.

Municipal Service Centre

The zoning by-law 2008-250 defines this use as follows:

Municipal service centre means a client service centre operated by the City of Ottawa and may include a community police centre.



102 (28.41%) of the 359 respondents selected Municipal Service Centre as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- Sure
- I would not want things like a municipal service centre because they are regional in scale and require larger sites than can be found on Bank St.
- not necessary, can be driven to since not used very often

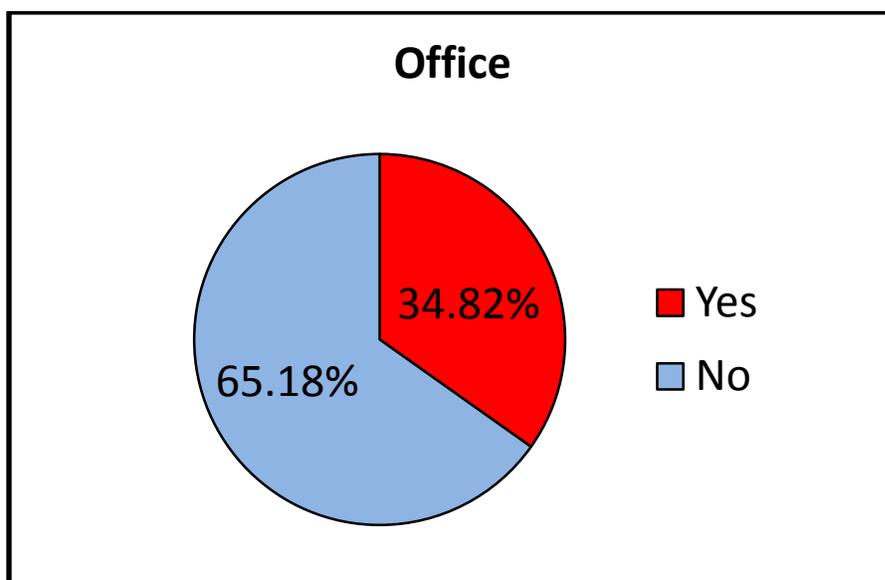
- We have the old Town Hall
- Too large, too drive in
- only on Dalhousie
- What do you mean?
- Post-office...or depot to pick up parcels. closest to us is wellington/Rosemount or Richmond/Golden
- Not that necessary here (for me -- might be for others)
- Local city community centre too small for growing demand and spaces not easily accessible for elderly/disabled due to heritage architecture.
- time to have neighbourhood based connection with local government community policing + neighbourhood planner

Office

The zoning by-law 2008-250 defines this use as follows:

Office means a **place** used by an agency, business or organization for:

- (a) the transaction of administrative, clerical, data processing or management business;
- (b) the practice of a profession other than a **medical facility**; or
- (c) the provision of government or social services and other similar services.



125 (34.82%) of the 359 respondents selected Office as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- reduce median journey distance and provide more in taxes than residential
- allows people to walk/bike to work
- Preferable in an existing building, rather than building a new office building.
- Key to liveable neighbourhoods is employment
- only on Dalhousie
- We have government services on Laurier and Preston.
- Small scale in residential if adequate parking is available
- Would like to see more mixed use to aid viability of other services
- not on ground floor - following TM7 zoning
- little office space in area to attract new companies
- Only if no parking lot, only if for very small self-owned business that did not involve regular client visits
- some small businesses might want the community atmosphere
- mixed use buildings benefit the neighborhood either splitting between retail/commercial and residential, or main floor retail and upstairs offices
- Mix offices and residential in Centretown
- if it's small
- I like office or dentist space in NEW multiuse buildings, but not as house conversions. We see a number of these conversions; they become cheap office space and the lot taken over for packed in car parking (see, for eg, the alphabet offices on Somerset opposite the dollar store west of the otrain). So, a very small office is good; house conversion not so good; and NO the city has proven itself incapable of having part office part residential you don't police it, don't respond to complains, so the residential eventually disappears
- will add employment and customers to an area
- To promote working/living in the same neighbourhood
- Depending on the size - if it's in someone's home, okay. Again, don't want to see an office building dropped into a residential area.

Personal Service Business

The zoning by-law 2008-250 defines this use as follows:

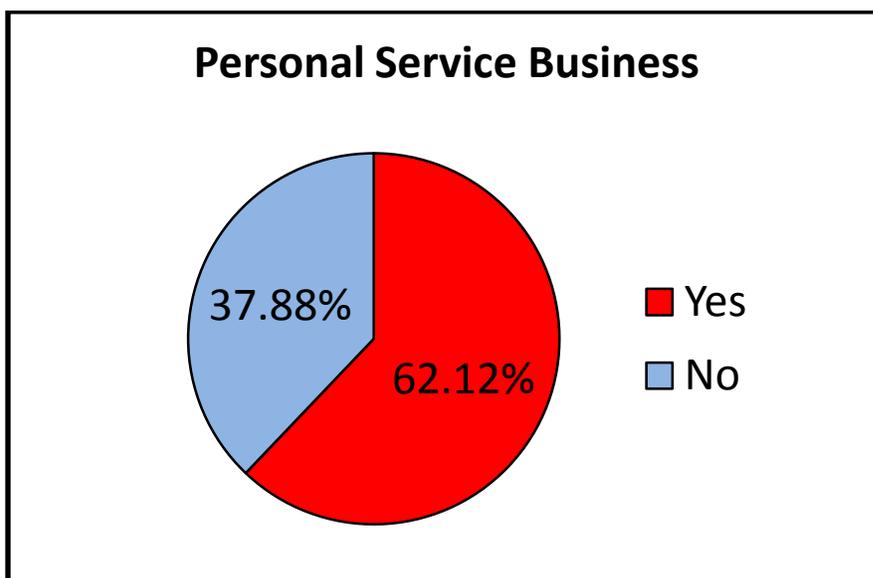
Personal service business means a **place** where:

- (a) a service is performed for the personal grooming and personal effects or clothing of the consumer, including a hair styling salon; tattoo and piercing parlours; spa; tanning salon; shoe repair shop; dry cleaning outlet and **accessory** dry cleaning equipment; laundromat; tailor shop

or dressmaker shop; or massage therapy service but excluding a body rub parlour;

(b) a consultation or information service is provided by a professional, other than a medical professional, including a travel agency or an interior decorator, or

(c) other personal or business services are provided, including a printing, publishing, photocopying, picture framing or photofinishing service, including self-service operations.



223 (62.12%) of the 359 respondents selected Personal Service Business as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

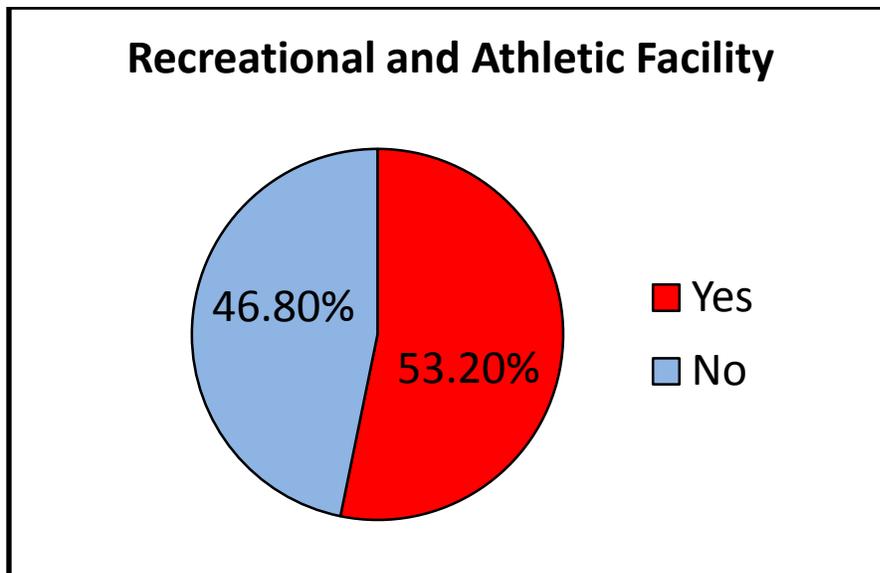
- We do not need massage services in a residential area.
- conducive to a meeting place for locals
- Great to have so you can walk
- People need haircuts. What's a travel agent?
- Flower shop
- practical

- Generally an appropriate local use. Many such ones on Rochester. marginal businesses and start-ups need cheap space, but alas, too many of these become grotty eyesores with uncaring landlords
- only on Dalhousie
- reduce median journey distance and provide more in taxes than residential
- Don't use these
- On larger main streets, or with very limited advertising space (no bright lights).
- Hair salon most important
- only if NO parking lot, NO chains, small, owner-managed, etc.
- All of these are good services in a walkable environment
- small scale, not a large facility which requires multiple parking spaces
- Coin laundries are very useful
- Already serviced by a number of these
- too many hair cutting places in the neighbourhood already
- Having one local helps people live without a car
- We have both barber shops and hair stylists
- We have a large # of hair salons/barbers - need more variety
- shoe repair, and tailor and hair salon all good
- I use one of these in my current neighbourhood
- good to have a hair dresser in private home is fine like a physical therapist or massage therapist
- Actually, I run a home-based massage therapy clinic (RMT, certified by the College of Massage Therapists of Ontario).

Recreational and Athletic Facility

The zoning by-law 2008-250 defines this use as follows:

Recreational and athletic facility means a **public place** designed and equipped with facilities such as a swimming pool, squash or tennis courts, gymnasias, weight-lifting and exercise rooms and used for recreational, fitness or athletic pastimes, and may include an **ancillary** sports field or sports arena.



191 (53.20%) of the 359 respondents selected Recreational and Athletic Facility as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- we have the old town hall and Brantwood field house
- reduce median journey distance and provide more in taxes than residential
- What size?? Not the Sportsplex but are you counting things like a fieldhouse?
- Practical and Healthy
- The near east end (Sandy Hill, Lowertown, Vanier) are poorly served by gyms. A large YMCA on Rideau St would be fantastic
- Yes please.
- Great for keeping everyone healthy and fit!
- Don't have the money for these
- Living Healthy
- Need meeting room in this area
- We have Plant Pool and McNabb Rec. Centre
- I use on of these in my current neighbourhood
- have this in our neighbourhood...great for the youth to walk to!
- place to stay fit and can be walked to
- City does good job of providing facilities. could have program that combines daycare
- Mainstreet preferred
- need one desperately in the WW area
- We should be encouraging people to walk/cycle to the gym
- include programmable indoor space for community association
- can be driven to but pools, rinks and a big green grass field are great to have close by

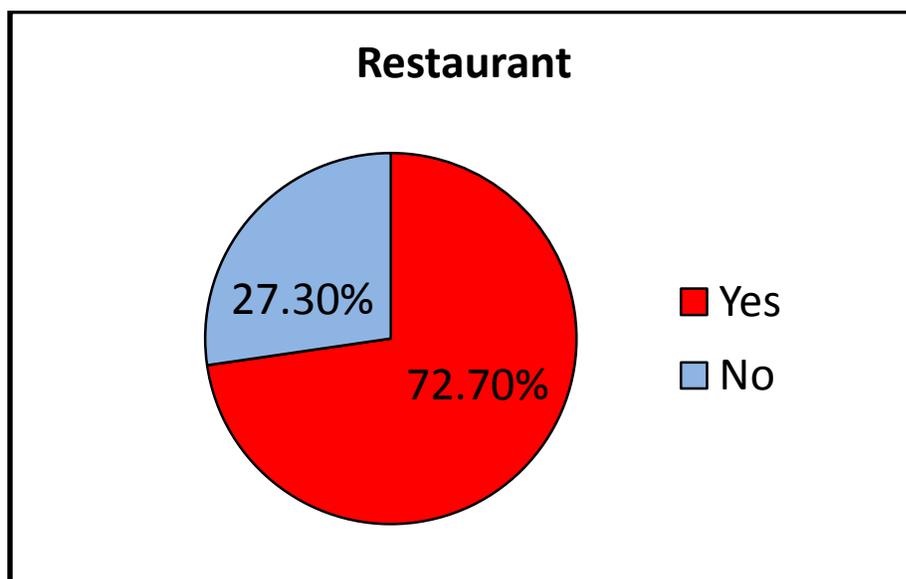
- needs parking lot, not suited for middle of a residential area, should be on a collector or Traditional Mainstreets
- This would be great
- One was promised for Balena Park

Restaurant

The zoning by-law 2008-250 defines this use as follows:

Restaurant includes a:

- Fast-food restaurant** which means a restaurant that sells food and beverages over a counter to
- (a) its customers for consumption in the restaurant, for consumption in a motor vehicle on the premises, or for consumption off the premises;
 - (b) **Full-service restaurant** which means a restaurant that sells and serves food and beverages to patrons seated at tables, for consumption on the premises; and
 - (c) **Take-out restaurant** which means a restaurant that does not have seating capacity for diners and instead:
 - (i) sells food and beverages over the counter for pick-up by the consumer for consumption off the premises, or
 - (ii) delivers food and beverages directly to the consumer for consumption off the premises, whether located in a **building** a motor vehicle or a **trailer**.



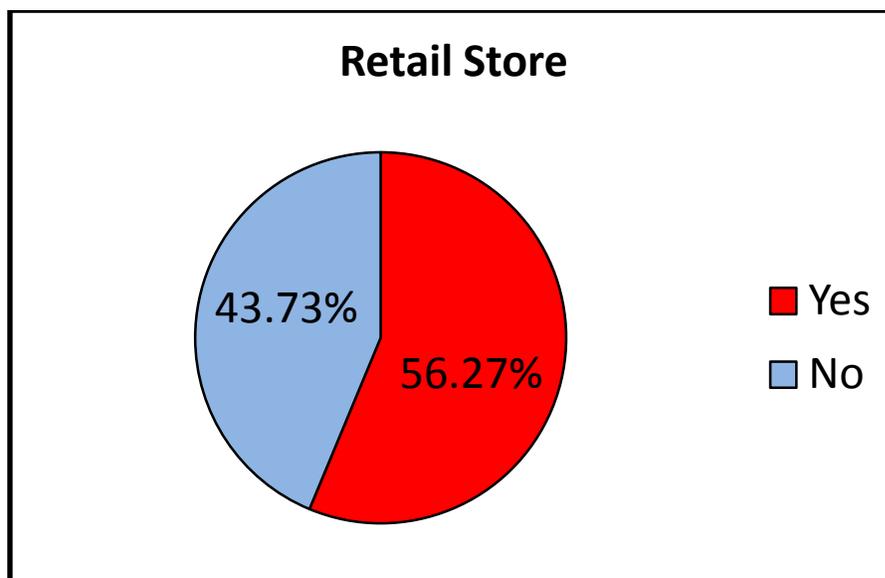
261 (72.70%) of the 359 respondents selected Restaurant as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- Already exists in neighbourhood
- small scale, little to no chains, store front adapted to fit area
- Like variety in restaurants - too much fast-food. need more evening establishments
- We have too many restaurants in Chinatown. Need more of a diversity of shops and services
- We have several Asian and Italian restaurants
- Coffee shop
- only on Dalhousie
- not food-like establishments, but a real food restaurant would be amazing.
- great to be able to walk so you can have a glass of wine with dinner
- Mainstreet preferred
- An additional restaurant would be welcome
- Very few restaurants in this area
- Main Street desperately needs a bar
- Laurier is the main st for the area and is underserved by retail and food.
- There is very little selection of restaurants in our area.
- a small one - yes
- Not fast food
- Small restaurant, useful when you want to rest after a walk, a small meeting place for locals
- More inclusive and brings people
- Scale of the restaurant is important, think small.
- reduce median journey distance and provide more in taxes than residential
- Our neighbourhood lacks restaurants - would welcome MANY more. This includes bars - would be nice to grab a glass of wine close to home.
- Small eateries, pubs, great idea
- We need upscale amenities catering to the non-student population
- would like more cafe type places
- enjoyable to walk to
- small ones, and should close early
- in middle of res. area must be cafe size, not resto size which brings car traffic
- And pubs. Limit the size, but a 'local' is a neighbourhood building institution
- why not walk to a restaurant rather than take a chance at driving
- small food/restaurant facility such as red apron foods where people can take out, not a sit down place, and not a franchise like McDonald's or Tim Hortons
- local pizza could work but don't mind walking 20 minutes to pick up pizza on Wellington
- cafe or eclectic shop close to schools for youth to grab a bite ...not open late in evening

Retail Store

The zoning by-law 2008-250 defines this use as follows:

Retail store means a **place** where consumer goods are displayed for sale or rent, or sold directly to the **public** for the purchaser's own use, and includes a garden centre and a home sales display court.



202 (56.27%) of the 359 respondents selected Retail Store as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

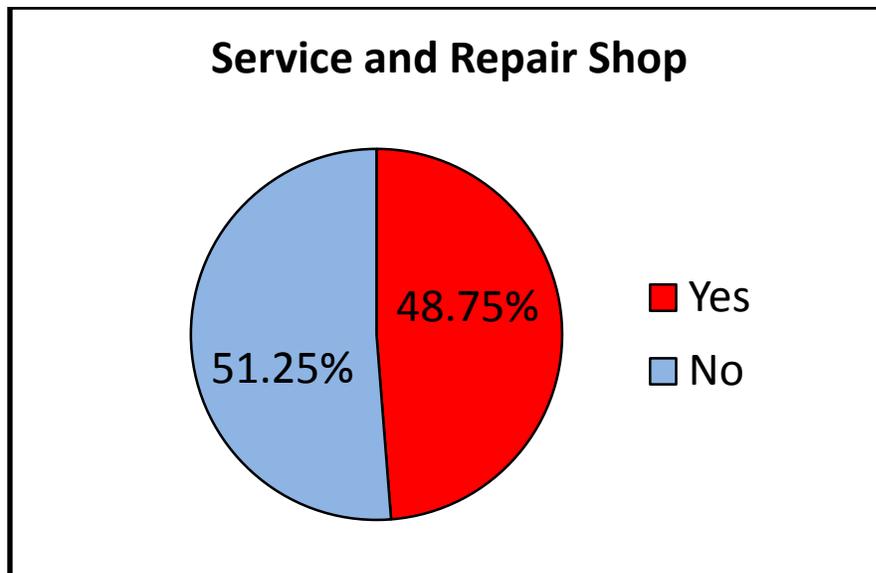
- I would love a Body Shop
- reduce median journey distance and provide more in taxes than residential
- Avoid chain stores
- Would like to have a health food store! Any stores should be small..pedestrian scale...NOT big box store format
- We need upscale amenities catering to the non-student population
- Laurier is the main st for the area and is underserved by retail and food.
- a small scale grocery store like a Farm Boy
- Hardware, clothing, drugstore
- no chain stores, no bigger than ground floor of single family home
- Only independent run businesses - not big box stores
- only on Dalhousie
- small ones

- sounds good, but what if it is a porno store? I like the greber plan having small storefronts on the bottom of centretown high rises, they support marginal biz like a spanish book shop, RMT, etc. Ottawa doesn't do enough to encourage or incubate biz but at the same time it has to be compatible with residential. Who will buy, stay, or fix up a house beside a porno shop, oops, sorry, an opposed sexual minority empowerment gathering centre and kink emporium. These have their place, on TM'S. Remember the spanking parlour on Somerset St -- it was discrete and no problem. Also, be wary of changes to prostitution laws. Do we want these small retail storefronts to have a red light bulb over top?
- We have several types of retail, including Preston Hardware which sells just about everything.
- No big-box stores
- small scale, no chain.
- ideally non-franchise
- so I can avoid a mall, walk to what I want
- no chains
- mainstreet preferred
- some shops like grocery and hardware are necessary
- very few retail shops, little variety
- coming with the Traditional Mainstreet
- limit size
- small store to encourage or incubate business but compatible with residential
- Pedestrian scale only
- Neighbourhood-oriented e.g. carries everyday items and does not serve as a magnet for traffic from outside the neighbourhood.

Service and Repair Shop

The zoning by-law 2008-250 defines this use as follows:

Service and repair shop means a **place** where personal effects and household goods and appliances are repaired, but does not include the repair of large equipment such as motor vehicles, heavy equipment or heavy motors.



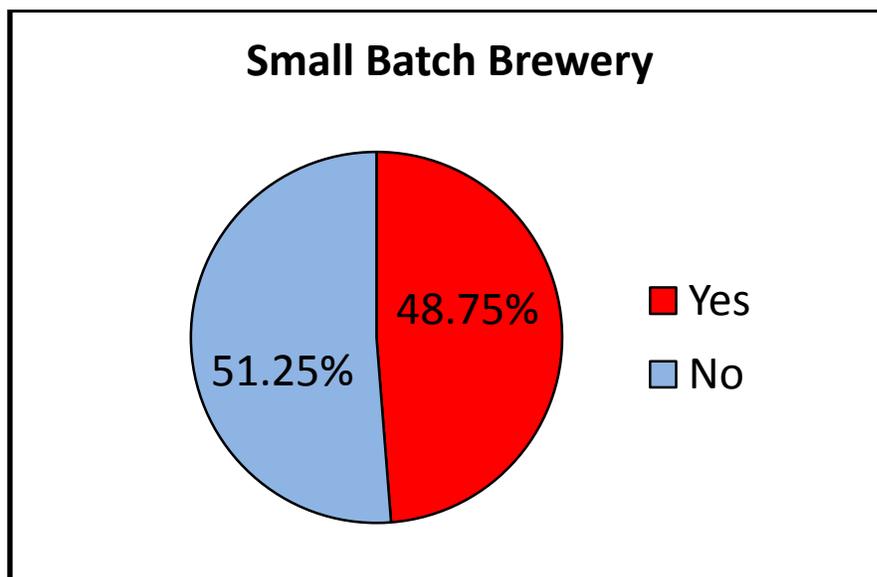
175 (48.75%) of the 359 respondents selected Service and Repair Shop as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- Already have heaps of these types of services
- It's good to have at least one gas station or garage in each community
- one is existing for bikes
- We have Frisby Tire and Speedy Muffler
- Small ones
- Dry Cleaners, Shoe repair
- only on Dalhousie
- Needed
- having one local helps people live without a car
- Hardware store, post office
- autos, appliances, watches ..?? unclear
- violin makers good! car repair garage who park all over the sidewalk are bad.
- cobbler; watch repair; key cutting
- reduce median journey distance and provide more in taxes than residential
- But not for cars, unless pre-existing
- somewhat idealist they are nice; in practice you can end up with junk stored outside (eg cycle store on catherine) vs cycle salvation which is an asset
- not for motorized vehicles or large appliances, none involving machine noises or fumes
- We have no local options for these
- We have a vacuum repair shop that sees lots of business.
- Shoe, watch repair etc but NOT a vehicle repair shop
- bikes sales and repair would be especially amazing for me

Small Batch Brewery

The zoning by-law 2008-250 defines this use as follows:

Small batch brewery means a **place** that offers an individual member of the general **public** the location, the material and the equipment with which to make beer or wine for that individual's own personal use.



175 (48.75%) of the 359 respondents selected Small Batch Brewery as a use they would like to see in their residential neighbourhood. The following summarizes comments that were provided in reference to this use;

- Sure, why not
- reduce median journey distance and provide more in taxes than residential
- This is an odd choice...I'd prefer to have a hardware store and bakery
- marginal. just barely a retail service.
- Useful
- I would love to see more small batch brewery options in the neighbourhood
- More beer!
- Not against it, anyway ... sure, why not?
- This is an excellent idea - brings together people for social gatherings!
- any pub (lost Angelo's two years ago)This would be amazing!
- if on mainstreet

- great feature to add to a neighbourhood
- if it remains small
- Liquor - wine store
- with pub!
- Love micro brews, but the smells from them might be a bit much for a residential neighbour
- Love these! Would be great to have more small batch brewers in the neighbourhood (as long as they are small businesses, no chains please), especially on streets with lots of foot traffic.
- Maybe a one-man operation but not any larger
- Beware of smells. Bridgehead roastery used to smell strongly but they put in a smoke capture system; there is another coffee roastery on breezehill or larch and we can smell it for blocks and blocks. Bakeries and Chinese food smell good occasionally, but not all the time, right next door. There is a wood oven pizza place on bronson near powell, that puffs smoke right outside an apt bldg next door. Hmm.
- I'd be keen to see a small brewery that makes on-site rather than just a brewpub which would feel like just another bar
- microbrewery can be driven to but The Beer Store should be accessible for people to return their empties
- Always a great idea
- small scale, little to no chains, store front adapted to fit area

Question:

What connector streets in the neighbourhood serve as a primary pedestrian/cyclist connection to the larger mainstreets?

Would a store location be appropriate on these streets or intersections?

These two corresponding questions were open-ended, meaning that respondents were invited to submit any response and were unable to select from a pre-defined responses. 283 participants (78.83%) provided a response to the first question, and where participants responded to the second question by expressing that a local commercial store would be appropriate on the identified street or intersection, this data was used to identify areas that are currently residential but could be potential candidate sites/locations for rezoning to allow some local commercial uses. Details of the candidate sites and areas for rezoning are explained in the document titled *Candidate Sites*.

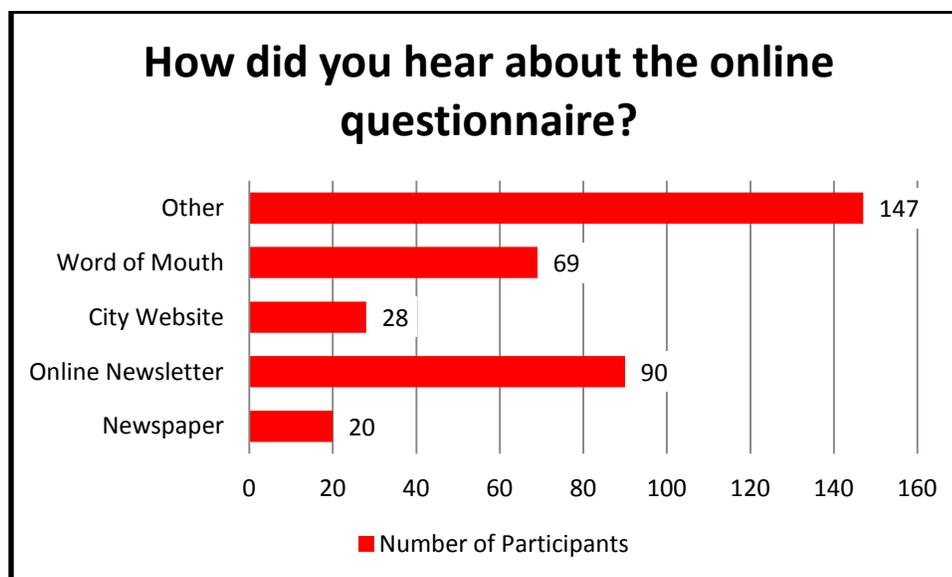
Question:

Where did you hear about this questionnaire? Check any that apply.

- Newspaper
- Online Newsletter
- City Website
- Word of Mouth
- Other

This series of questions were a combined closed-ended, whereby participants had the option to select any method of notification from a pre-defined list, and open-ended by providing the option through selecting “other” to convey any comment(s).

Participants were asked to identify how they heard about the online questionnaire for the study on local shops and services in residential neighbourhoods. Following “other” (147 respondents), the highest response was “online newsletter” with 90 respondents.



The participants that selected “other” had the opportunity to provide an additional comment, and majority of the responses identified hearing about the questionnaire through their local Community Association, while some other comments included social media, through the CBC radio interview, and by picking up the study postcard found in various stores and facilities throughout the study area.