

**Viscount Avenue, Harrold Place and Veteran Avenue integrated renewal
Public information session #1 (June 17 to July 8, 2024)**

Comments/Responses

| | Summary of comment | Response |
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| 1 | There is a community mailbox at Viscount Avenue and Carling Avenue, will there be a provision for the mail delivery van to park in order to service that community mailbox? | There will be no interruption in mail delivery throughout construction. If it is determined that access to the community mailbox cannot be maintained, Canada Post will be contacted to relocate the mailbox temporarily during construction. |
| 2 | Why are you expanding the sidewalks and adding speed humps? | The design of traffic calming measures including speed humps has been completed to meet City Council's approved Strategic Road Safety Action Plan that recommends when reconstruction occurs on local residential streets, that they be designed for a 30 km/h operating speed. A sidewalk width of 2.0 m is preferred by the City. 1.8 m is the minimum City standard sidewalk width to meet accessibility standards. Therefore, the sidewalks require widening to meet the minimum standard and since there is additional room, the sidewalk will be 2.0 m wide. |
| 3 | Do you take pre-construction surveys? | The contractor is responsible to complete a pre-construction survey. Letters from the contractor's pre-construction survey company will provide notices to all homes within the immediate area outlining details on how to schedule an inspection, and if you permit access to some or all areas of the interior of your home, exterior of your home, or if you do not wish to have a pre-construction survey completed. The contractor is responsible for any damage that occurs, and a record of pre-construction conditions will help establish if the damage was a pre-existing condition, or if it was caused by the contractor. |
| 4 | For the calming measures on Harrold Place, you should rethink the five speed humps and 30km/h as it is not needed on a dead-end street. | The design of traffic calming measures including speed humps has been completed to meet City Council's approved Strategic Road Safety Action Plan that recommends when reconstruction occurs on local residential streets, that they be designed for a 30 km/h operating speed. The number of speed humps required on Harrold Place will be reviewed with the dead-end in mind during detail design. |
| 5 | How do you coordinate the lead pipe replacement? | <p>Option 1 You may choose to do the work yourself by hiring your own contractor. The only constraint is that you may not carry out your work while the City's contractor is working near your house and when the City's contractor is replacing your water service up to your property line. Concurrent work on your adjacent land may create a safety hazard for the City's contractor. There may be an opportunity to coordinate your work when the City's contractor is working at a distance from your house, but this would need to be coordinated directly with the City's contractor. Alternatively, your private service can be replaced before or after the City's construction project.</p> <p>Option 2 There is a possibility that the City's contractor would be willing to replace your private water service at the same time as they are replacing the water service up to your property line. If the City's contractor is willing to</p> |

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| | | <p>carry out private water service replacements and you choose this option, you would then be hiring and paying the City's contractor directly. If you are interested in this arrangement, please contact the contractor directly to find out the availability and details of this option. Contact information for the City's contractor will be shared before construction start.</p> <p>For both options above, you can apply for a rebate of up to \$1000 through the Lead Pipe Replacement Program if your water service pipe is made of lead. Also note that a Building Permit is required. Please visit ottawa.ca/leadpipes for further details about the program.</p> |
| 6 | Where will the construction start? | The City does not dictate methodology to the contractor as this may increase price unnecessarily. Once the contract is awarded, the contractor will provide a schedule outlining which streets will be constructed first. However, it is likely that the contractor will choose to start construction at the tie-in to existing infrastructure in the Carling Avenue and Merivale Road intersection followed by Viscount Avenue work and remaining works. |
| 7 | How far will you dig up to property line? 4ft? | Replacement of sanitary and water services within the City right of way requires excavation up to the property line and approximately two meters on each side of the water service shutoff valve (also referred to as a stand post). |
| 8 | On Harold Place will you dig up a service that was replaced 4-5 years ago? | A new service will be installed to your property line, regardless of the condition of the existing service, to ensure that there are no potential points of failure (splices/connections) on your service under the roadway or sidewalk. |
| 9 | Currently, the Merivale Road and Viscount Avenue intersection pools, will there be new measures for this? | Yes, proposed pavement elevations and catch basins throughout the project will be designed to achieve sufficient drainage in all areas. |
| 10 | Can we add more trees to Harrold Place Park? | This will be reviewed with the City's forestry department during detail design. |
| 11 | Since this project will be spanned over several years, how will the trenches work? | The City does not dictate methodology to the contractor as this may increase price unnecessarily. Once the contract is awarded, the contractor will provide a schedule outlining which streets will be constructed first. However, it is likely that the contractor will choose to start construction at the tie-in to existing infrastructure in the Carling Avenue and Merivale Road intersection followed by Viscount Avenue work and remaining works. |
| 12 | What time of day will construction occur? | <p>The City does not dictate methodology to the contractor as this may increase price unnecessarily. Once the contract is awarded, the contractor will provide their planned working days and hours. Any proposed night work or weekend work is subject to City approval. Night work outside of the typical operating hours requires an approved Noise By-law exemption and residents will be made aware in advance of the work. Typically, contractors work from 7 or 7:30 am to 5 or 6 pm, Monday to Friday. While typically not common for work on residential streets, at times the contractor may need to perform night or weekend work to complete specific components of work.</p> <p>The City's contractor will take every precaution to minimize interruptions to everyday life but, as you can appreciate, there may be some inconvenience during the course of the work, such as delays when travelling around the construction zone, noise, dust and vibrations.</p> |

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| 13 | Where will the snow go? | Snow will be stored within the City right of way like prior to construction. It is not expected that construction will continue over the winter; however, it should be noted that the site may be left in a temporary condition until the contractor can return the following spring to complete the work. |
| 14 | How will the construction affect the rats? | The possibility of requiring the contractor to complete rat-baiting prior to and during construction will be reviewed during detail design. |
| 15 | Can we add line painting that says SLOW, down the middle of the road? Not where the cars park. | Comment noted. Line painting will be reviewed with the City's traffic department during detail design. |
| 16 | Does Harrold Place have to be a one-way? | Yes, due to widening of the sidewalks to meet the City design standard, the proposed road width cannot support two-way traffic. |
| 17 | Will you be posting 30Km/h signs? | Yes, gateway 30km/hr signage will be placed at the entrance to the community which will apply to all streets. |
| 18 | Where will residents be able to park on the street when all adjacent streets are under construction? | At times during construction, you will temporarily lose access to your driveway while work is occurring in front of your home. However, access to your home will be provided at all times. During these temporary disruptions, a Temporary On-Street Parking Permit will be made available to allow on-street parking within two blocks of your residence should parking disruptions occur. Residents with electric vehicles will need to find alternative charging arrangements when access is restricted. The use of extension cords within the public right of way is not permitted. The City and its contractor will try to ensure adequate parking is available within close proximity to your home. Should you require a disability-related accommodation, please contact the City Project Manager. |
| 19 | I love the plans to make Harrold Place one way and to install speed bumps throughout the renewal site. | Comment noted. |
| 20 | There are also a lot of young children biking to school in the area, both on the sidewalks and the roads. Sidewalks with minimal grade changes will help young ones learn. On the road, bike lanes and other bike safety measures would be much appreciated. | Comment noted. Bike safety measures will be reviewed with the City's traffic department during detail design. |
| 21 | Very nice project overall, embraces raised crossings and intersections very nicely! Only suggestion is to consider making both the north and south Harold Place intersections one large combined raised intersection. In which case bollards or planters between the roadway portion. | Traffic will be maintained on Veteran Avenue through the Harrold Place intersections. This will reduce traffic on Harrold Place. |
| 22 | Viscount Avenue: I fully support slowing down cars with narrower roads and slow features. I do wonder if instead of more concrete (e.g. wider sidewalks and concrete curb extensions), would it be possible to introduce increased green areas, e.g. grass along the sidewalk, a grassy curb extension. Old trees are | Comment noted. The possibility for grassed curb extensions will be discussed with the City Traffic Department. |

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| | disappearing on this street because of disease and weather, it is difficult to find space to grow new trees, this could be an opportunity to create that space. | |
| 23 | <p>Viscount Avenue: Decreasing parking spots is good, however, you have decreased the number for the west side a bit too much. There will be a new build on Carling Avenue/Merivale Road that is an apartment building with no parking, they will use Viscount Avenue to park.</p> <p>Harrold Place/Veteran Avenue: Support everything, Veteran Avenue needs slow down features. Is there an opportunity to put in a water tap on the east side of Harrold Place(grass area)? Great potential for community garden, water access would be very useful.</p> | <p>Comment about water access noted. Landscaping and streetscaping features will be reviewed during the detail design.</p> <p>Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides.</p> |
| 24 | I am curious to know the benefit of reduced parking on Viscount Avenue. I feel it is a case of "not in my backyard" - residents don't want hospital employees parking on the street... I cannot see a benefit to widening sidewalks and reducing parking. Speed bumps yes. I'm all for traffic calming but that can be done without losing parking. There is a building going up at Merivale Road and Carling Avenue that will not have parking - how can we reduce parking spaces in buildings and reduce street parking? | Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides. |
| 25 | We are a two-car home and rely on street parking in the evening, so we don't have to juggle cars. I don't put our needs above the safety of the community. It is possible to have both? | Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides. |
| 26 | <p>I noticed in the presentation, mention of giving trees more space - I understand sidewalks would be widened towards the street but how does that give trees more space?</p> <p>Also, wheelchairs, strollers, two people side by side fit on the sidewalks - why widen them? What is the benefit?</p> <p>Ultimately, I believe traffic calming is the goal after infrastructure? Could we accomplish this without losing parking on Viscount Avenue?</p> | There will be more space for canopy growth following construction compared to existing conditions where branches interfere with traffic. A sidewalk width of 1.8m is required for accessibility to allow a wheelchair to pass another wheelchair. 1.8 m is the minimum City standard sidewalk width. A sidewalk width of 2.0 metres is preferred by the City. Therefore, the sidewalks require widening to meet the minimum standard and since there is additional room, the sidewalk will be 2.0 metres wide. The design of traffic calming measures including narrower roadways, speed humps, curb extensions and raised crosswalks has been completed to a 30 km/h design standard. There is no way to accomplish traffic calming and maintain all parking on Viscount Avenue. |

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| 27 | Thank you for this thoughtful plan! I'm very supportive of the traffic calming measures, especially on Veteran Avenue near Harrold Place Park and at the Merivale Road and Viscount Avenue crossing. We have young kids and see drivers blowing through those two locations all the time. I also love the idea of reducing Harrold Place to one direction... it just makes sense! | Comment noted. |
| 28 | I'm quite concerned about removing so much street parking on Viscount Avenue. Since almost every driveway on the street is shared, street parking is essential for visitors, and for families with more than one vehicle (to be able to swap the order of cars out in driveways). I have no problem with hospital staff parking on Viscount Avenue during the day, and I make a lot of use of street parking on evenings and weekends when family comes over to visit with my young kids | Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides. |
| 29 | I'm concerned about the disruption to the front stretch of each yard. We lost our old maple tree a few years back and just had it replaced with a new city tree recently, and I would hate for it to be lost. I'm also an avid gardener, and my kids and I have planted a pretty elaborate tiered garden on the elevation from the old tree's root system. I'd like to know more about the extent of that disruption and the plans to restore it. | Work within the City's property limits, including replacing water and sewer services up to the property line, often requires removal of existing landscaping features within the areas of excavation. Prior to construction, existing vegetation and landscaping will be documented and the contractor will be required to reinstate the disturbed areas close to existing conditions; however, if you have special plant species or are quite fond of certain plants, some homeowners choose to transplant those plants to other areas of their property. |
| 30 | Concerns about limiting street parking. There is a new low-rise apartment building planned for development at 1240 Carling Avenue, with no parking included, meaning that residents will likely need to park on Viscount Avenue. The proposed reduced parking spots will make it hard for residents to find a spot for their vehicles. | Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides. |
| 31 | I am in agreement of street narrowing on Viscount Avenue and would ask that the City considers adding extra grass space/green space instead of simply widening the sidewalks. Also, our street has several old trees that have been damaged in recent storms, I hope | The possibility for grassed curb extensions will be reviewed with the City's Traffic department during detail design. Where possible, existing trees will be protected. Planting new trees will be reviewed with the City's forestry department during detail design. |

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| | that prioritizing tree protection will top of mind for this, as well as planting new trees where possible. | |
| 32 | On City property in front of my house, I have a red oak tree, a blue spruce tree, and the edge of a cedar hedge, all of which I would like to have protected during the work. | Work within the City's property limits, including replacing water and sewer services up to the property line, often requires removal of existing landscaping features within the areas of excavation. Prior to construction, existing vegetation and landscaping will be documented and the contractor will be required to reinstate the disturbed areas close to existing conditions; however, if you have special plant species or are quite fond of certain plants, some homeowners choose to transplant those plants to other areas of their property. Depending on the location of your services in relation to the trees in question, it may be possible to line your existing sewer service rather than replace it or install your water service using trenchless methods to protect specific trees. This will be reviewed further during detail design. |
| 33 | Narrowing Viscount Avenue where it meets Carling Avenue will make driving difficult with snowbanks. As it is now, you have to be careful. The space now at that corner is comfortable for driving. | Comment noted. City Traffic is planning to discuss snow clearing concerns with the Operations Department. |
| 34 | I like the space of Viscount Avenue now. You do not feel in danger of collision, as you do on the narrow Parkdale Avenue, from Carling Avenue heading north. So, narrowing Viscount Avenue is not something I would recommend. I want to keep the island on Viscount Avenue. It adds peace to the area. Losing parking spots will squeeze residents, particularly with regard to visitors who arrive by car, as well as service vehicles. Parking on the street now is a challenge. | Parking restrictions on one side of the road is required as the proposed 8.5m road width, to support the widened sidewalks to current City standards, as well as the resulting roadway width reduction to meet the City's 30km/h design standard, cannot facilitate parking on both sides. |
| 35 | Questioning the number of speed humps on Harold Place and less on the west end of Viscount Avenue where speeding is common around the corner towards Carling Avenue. I do really like the traffic island on Viscount Avenue as it provides a bit of green space and in the winter snow storage. Perhaps an art installation could be considered to recognize the heritage nature of the area? | The number of speed humps on Harrold place will be reviewed; however, it should be noted that there are specific criteria that need to be met with respect to their spacing and positioning. The raised crossing at the Merivale Road and Viscount Avenue intersection should alleviate speeding in that area. Thank you for your suggestion for the location of an art installation. All City road projects over \$2 million have funds allocated for public art, but sometimes funds are pooled and put toward one larger art installation. Your suggestion will be reviewed further with the City public art program during detail design. |
| 36 | I'm concerned for the proposed traffic calming measures and reduced road width along the west end of Viscount Avenue especially where it meets Carling Avenue. During the winter months due to the snowplow routes the volume of snow that is piled here can make it | Comment noted. City Traffic is planning to discuss snow clearing concerns with the Operations Department. |

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| | very difficult for residents to get into the driveways of the three houses closest to Carling Avenue. Adding the bump outs and raised crosswalk at Carling Avenue I think will be very problematic during the winter, making it difficult to enter Carling Avenue. | |
| 37 | Additional concerns about the increase in the rat problem with the construction, as they continue to have access to the garbage dumpsters at the restaurant at Carling Avenue/Viscount Avenue. It has taken much time to convince the restaurant to pay for an abatement program (after years of paying myself) and worried that the construction will accelerate the problem and cause yet more damage to my property. | The possibility of requiring the contractor to complete rat-baiting prior to and during construction will be reviewed during detail design. |
| 38 | We do have difficulty accepting the reduction of Harrold Place to be one-way traffic. The amount of increased vehicle flow at the end of the street (by the current grass-island) that would result from this change somewhat defeats the purpose of easing traffic/ traffic calming measures, as residents will just be speeding to get all the way around the circle as opposed to just traveling half the distance (at a maximum). Throw in the increased emissions from the additional 250 metre drive by every single car that enters the street, time the lifespan of this updated (30 years?), and the benefits is questionable. In addition to this, snow clearing for the city staff in winter months would be considerably more difficult and dangerous. The city uses graders to clear the snow on Harrold Place, and they travel against the flow of traffic (if it were to be changed to a one-way as shown in the presentation) in order to push the snow into the centre islands, as opposed to on the sidewalks. Would this still be possible if the road is one direction, in the opposite direction, and narrowed by the wider sidewalks? | The proposed road width which is being implemented to achieve a 30 km/h design standard does not support two-way traffic. City Traffic Planning to discuss snow clearing concerns with the Operations Department. |
| 39 | If the streets can't remain as a two-way, then the proposed joining of the grassy end islands to the centre islands should be reconsidered. | Comment noted. This will be reviewed during detail design. |

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| 40 | <p>Parking restrictions have been increased on Viscount and Veteran avenues as part of this proposal (number of available spots), however, there have been no modifications to the parking restrictions on Harrold Place. With the increased restrictions on Viscount and Veteran avenues, this will only encourage hospital staff and visitors to park on Harrold Place and increase traffic and density around the splash pad and playground (children trying to see through/ past parked cars when crossing the street etc.). We would like to see an increased parking restrictions be considered on Harrold Place, as snow clearing in the winter months is already significantly impacted due to hospital staff parking along the street. With narrower street and additional parked cars on Harrold Place, this will only worsen.</p> | <p>Increased parking restrictions on Viscount and Veteran avenues are required to achieve a 30 km/h design standard due to traffic calming measures including roadway narrowing, curb extensions and speed humps. There is no need to increase parking restrictions on Harrold Place to achieve a 30 km/h design standard; however, this will be reviewed further during detail design.</p> |
| 41 | <p>Signage to mark the ramp leading out of the Harrold Place Park. Clear and obvious signage is needed to warn drivers that there is a ramp leading out of the park pathway down Harrold Place on the northwest side of the park. There is currently no indication that there is an entrance to the park at the location.</p> | <p>Comment noted. This will be reviewed with the City's Traffic Department during detail design.</p> |
| 42 | <p>Parking and safe access for people who come to the splash pad and park. Many families come by car to Harrold Place to play in the park year-round. I have seen far too many close calls with children and adults coming to and from the park. I wonder if it would be safer to have parking on this inside (park side) of the street, so that no one needs to cross the road in the middle of the block to get to the park?</p> | <p>Parking is proposed on Harrold Place on the side with the sidewalk only for accessibility. The proposed road width doesn't support parking on both sides.</p> |
| 43 | <p>Yield vs Stop signs at Harrold Place and Veteran Avenue. I have noticed that many people driving on Harrold Place do not take much time to check for traffic on Veteran Avenue before turning from Harrold Place to Veteran Avenue. Those intersections are the route for children and families going to the park, and can be very busy on evenings, weekends and warm summer days. I wonder if a stop sign would be safer than the yield signs</p> | <p>Comment noted. This will be reviewed during detail design.</p> |

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| | that are currently on Harrold Place at those intersections. | |
| 44 | Snow is not removed on Harrold Place, only pushed towards the inner-loop curb, forming snowbanks taking up progressively more road space over winter. Eventually a whole driving lane, especially because snow-plow drivers seem wary of driving to close to the mailbox opposite #35 and #39. So, coupled with Royal Ottawa employees parking routinely, unbothered and unticked over 8-hour working days, winter. How will a post-renewal structurally narrowed road and #39 curb extension cope with that? | City Traffic is planning to discuss snow clearing concerns with the Operations Department. Relocating the mailboxes will be reviewed with Canada Post. |
| 45 | The proposed regimented longer-distance one-way flow combined with the inner-loop road closure would force the 10 houses conveniently closer to Veteran Avenue and would also force the Royal Ottawa employee parkers to regularly drive a circuit all around Harrold Place, increasing traffic in the dead-end area. Why? | Due to narrowing of the road to meet the City's 30km/hr design standard and the widening of the sidewalks, the proposed road width cannot support two-way traffic. |
| 46 | The City's plan proposes speed humps. What speed do people think we drive at here? | The design of traffic calming measures including speed humps has been completed to meet City Council's approved Strategic Road Safety Action Plan that recommends when reconstruction occurs on local residential streets, that they be designed for a 30 km/h operating speed. |
| 47 | If the crosswalks are set back from the edge of curb of the street parallel to the crosswalk, the sidewalk winter plowing doesn't line up with the depressed curb. This results in the crosswalk no longer being accessible due to the curbs in the pedestrian path of travel. | City Traffic is planning to discuss snow clearing concerns with the Operations Department. |
| 48 | Will there be any traffic calming measures for Merivale Road and Carling Avenue? | Not as part of this project as it is outside the scope of this project. However, the separate future Merivale Road and Carling Avenue project is aware of public concerns. |
| 49 | The Viscount Avenue/Merivale Road crosswalk is not an issue, no need for a raised crosswalk, the issue is the stop sign as cars are not stopping. | Traffic calming measures for the flow through lane on Merivale Road is outside the scope of this project. However, the separate future Merivale Road project is aware of the issue and will be designing traffic calming measures accordingly. The design of traffic calming measures including speed humps has been completed to meet City Council's approved Strategic Road Safety Action Plan that recommends when reconstruction occurs on local residential streets, that they be designed for a 30 km/h operating speed. |
| 50 | Drivers definitely blow through the crosswalk at Viscount Avenue and Merivale Road super fast so anything we can do to make it safer to cross there is appreciated. | Traffic calming measures for the flow through lane on Merivale Road is outside the scope of this project. However, the separate future Merivale Road project is aware of the issue and will be designing traffic calming measures accordingly. |

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| 51 | Speed hump on Merivale Triangle (between community garden and Viscount Avenue) - Dangerous intersection for pedestrians, cars fly down this lane and often don't stop at the crosswalk. I understand the City have said this piece is not part of the planning, however, it looks like the contractors will have to dig a part of this road up so I would really recommend looking into putting in a speed hump here to slow cars down. | Traffic calming measures for the flow through lane on Merivale Road is outside the scope of this project. However, the separate future Merivale Road project is aware of the issue and will be designing traffic calming measures accordingly. |
| 52 | Traffic calming measures welcomed on Viscount Avenue! Vehicles frequently turn quickly onto Viscount Avenue from Merivale Road. I would urge the City to reconsider adding a speed hump before the crossing on Merivale Road at Viscount Avenue (east of Community Gardens), as it is a very dangerous crossing. Despite a crosswalk, vehicles (including city buses) do not stop and drive through very quickly. The City might consider closing off Viscount Avenue at Merivale Road, so vehicles can't come in from Merivale Road, but can get out from Viscount Avenue. | Traffic calming measures for the flow through lane on Merivale Road is outside the scope of this project. However, the separate future Merivale Road project is aware of the issue and will be designing traffic calming measures accordingly. The design of traffic calming measures including a raised cross walk on Viscount Avenue at the Merivale Road intersection has been completed to a 30 km/h design standard. Closing off Viscount Avenue at the Merivale Road intersection will be reviewed during the preliminary and detail design with the City's traffic department. |
| 53 | Viscount Avenue/Merivale Road crossing, there is a very dangerous crossing from Viscount Avenue to the island at the corner of Merivale Road and Carling Avenue. There is a "stop for pedestrians" sign, but it is rare that drivers stop or even slow down. Traffic calming (e.g., raised intersection) and /or explicit pedestrian crossing lights are needed there to prevent serious injuries or death to pedestrians. | Traffic calming measures for the flow through lane on Merivale Road is outside the scope of this project. However, the separate future Merivale Road project is aware of the issue and will be designing traffic calming measures accordingly. |