

Baseline-Greenbank Transit Priority Intersection Improvements

Summary of questions and answers related to construction and traffic management activities from the webinar held on August 28, 2025.

Question	Answer
Construction	
What plan will be set in place to ensure homeowners can get in and out of their parking lot to access their homes during construction? When not possible to access our homes, what will the City do?	The project team is committed to ensuring that homeowners will always have access to their properties during construction. While there may be temporary adjustments or minor delays due to the nature of the work, access to driveways and parking areas will be maintained throughout the project. The contractor will work to minimize disruptions and ensure clear communication with residents.
Will there be an option for pre-construction inspection of private residences in case of damage caused by the contractor during construction as a result of things like vibrations, damage from heavy equipment, damage to internet cables, etc.?	Pre-construction inspections of private residences have already been completed for residences within 30m of the construction limits. The contractor is required to follow strict guidelines and best practices to minimize the risk of damage to private property, including managing vibrations and ensuring careful operation of heavy equipment. If any issues arise during construction, residents are encouraged to report them immediately so they can be investigated and addressed promptly. The City and the contractor are committed to working with homeowners to resolve any concerns that may occur during the course of the project.
How do you identify vibrations as "too strong"? Are my own dated pictures of my foundation enough, in case there's damage later?	<p>Vibrations during construction are monitored and managed to ensure they remain within acceptable industry standards, which are designed to prevent damage to nearby structures. The contractor may use specialized equipment to measure vibration levels and ensure compliance with these standards.</p> <p>If you are concerned about potential damage, taking dated photographs of your foundation and other areas of your home before construction begins is a good precautionary step. While these photos can be helpful in documenting the condition of your property, any claims of damage would typically require further investigation to determine the cause. If you notice any issues during or after construction, please report them to the City or the contractor as soon as possible so they can be assessed and addressed appropriately.</p>
How will you evaluate the current status of the water pipes, etc in the housing association located between Baseline Road and Monterey Drive? These are not owned by the city.	Typical construction of this nature is not anticipated to cause adjacent issues. If any issues arise during construction, residents are encouraged to report them immediately so they can be investigated and addressed promptly. The City and the contractor are committed to working with homeowners to resolve any concerns that may occur during the course of the project.

Have you taken soil and ground water samples under the former gas station at Greenbank Road and Baseline Road? How will soils be managed if it is contaminated?	Soil samples have been collected within the construction limits and have been analyzed for contaminants of potential concern. Soils generated from the construction activities will be managed in accordance with Ontario Regulation 406/19 – On-Site and Excess Soil Management.
How will emergency vehicles be impacted by construction with the planned lane closures?	The project team works closely with emergency services, including fire, police, and paramedic services, to ensure that emergency vehicles can navigate the construction zone without significant delays. While lane closures and reduced capacity may temporarily impact general traffic, accommodations are made to always prioritize access for emergency vehicles.
The scope of work does not seem that extensive, why can't this project be completed in a few months in one construction season?	There is a significant amount of work required to upgrade the Baseline Road and Greenbank Road intersection including drainage infrastructure, underground cables and ducts, hydro pole and wiring relocations and concrete work, all while traffic is being maintained through the intersection. The work would be significantly faster should the intersection be fully closed to all traffic, but the City recognizes the need to ensure mobility to all users during construction and as such, never contemplated closing the entire intersection.
Why can't this work not be accelerated to include weekends and evenings?	While we understand the desire to accelerate construction by extending work hours to evenings and weekends, there are several factors that must be considered. These include noise restrictions in residential areas, worker safety, availability of materials, and the need to balance efficiency with minimizing disruptions to the community. Additionally, extended hours can increase costs and may not always result in significant time savings due to the complexity of the work involved.
Will we be able to enter the parking lot that is on Greenbank Road south of Baseline Road, between Monterey Drive and Baseline Road?	Yes, access to the parking lot on Greenbank Road will be maintained throughout construction. While there may be temporary adjustments or minor delays due to the work, the project team and contractor are committed to ensuring that access to businesses and properties remains available at all times.
Oversight of the impacts of this project should not be left to residents.	The City will be providing oversight of this project full-time during construction. That said, the City highly values input from the community during construction on traffic and construction related issues.
Will there be enough space during construction for large moving trucks to go in and out of the parking lot between Baseline Road and Greenbank Road?	Yes, the project team and contractor are committed to ensuring that access to the parking lot is maintained throughout construction, including for large vehicles such as moving trucks. While there may be temporary adjustments to traffic flow or lane configurations, the contractor will work to ensure that sufficient space is available for vehicles to enter and exit safely.

General	
How much will this cost, and why is this needed?	Project budget information, project scope, project rationale and drawings can be found on the City's project website .
Will traffic signals be installed at the intersection of Baseline Road and Rockway Crescent?	Intersection work at Rockway Crescent and Baseline Road is not part of this project. The City has initiated a separate project to reconstruct the intersection with engineering design planned for 2026. The City's project team is working with the Ward Councillor to identify an appropriate date to conduct a public information session for this project in 2026.
When are the other segments of the bus rapid transit infrastructure further east and west along Baseline Road anticipated to be implemented?	<p>The Baseline Bus Rapid Transit is being implemented in phases, starting with the current project at the Baseline and Greenbank roads intersection. It is identified by the City in the Transportation Master Plan as a needs-based transit network, to be implemented sequentially as need and budgets are realized.</p> <ul style="list-style-type: none"> • Phase 2 (Algonquin Station to Heron Station) is designed and waiting on construction funding. It is identified in the Transportation Master Plan as a priority network with construction anticipated prior to 2046, pending funding commitments from federal and provincial governments. • Phase 3 (Bayshore Station to Algonquin Station) is currently identified post 2046 in the Transportation Master Plan. It will also be dependent on funding commitment from federal and provincial governments. <p>The January 2025 presentation provides greater detail and can be found on the EngageOttawa webpage.</p>
What are the timelines for this project?	Construction is scheduled to begin September 2025 and be completed by end of 2026.
Will the project eliminate general vehicle lanes in favour of bus only lanes along Baseline Road and at the intersection?	No, the project will not eliminate general vehicle lanes in favor of bus-only lanes along Baseline Road or at the intersection. The design has been carefully planned to ensure that general-purpose vehicle lanes are maintained while also accommodating improvements for public transit. This approach aims to balance the needs of all road users and enhance overall traffic flow and accessibility in the area.
What are the impacts on traffic flow?	The transportation studies conducted during the detailed design process have determined that Baseline Road and Greenbank Road will have adequate capacity to meet their planned function. These studies are based on comprehensive traffic data collected and account for anticipated future traffic growth due to the intensification of surrounding communities.
Will there be work during the winter months, impacting traffic?	At this time, the contractor is not planning any major winter operations that would significantly impact traffic. However, it is important to note that construction schedules can be fluid and

	subject to change based on various factors, including weather conditions and project requirements. Any updates regarding winter work and potential traffic impacts will be communicated as the project progresses.
<p>Will these new signals support the needs of vision impaired residents?</p> <p>Can people with mobility challenges press and receive a longer time to cross?</p>	The new signalized intersection follows both AODA (Accessibility for Ontarians with Disabilities Act) and protected intersection guidelines. Pole placement, AODA pushbuttons, audible tones, and TWSI (Tactile Walking Surface Indicators) are included to meet accessibility requirements. The crossing time is typically calculated based on expected lower walking speeds and provides sufficient time to clear the intersection, including amber and red clearance phases to ensure the intersection is fully cleared.
Once the Bus Rapid Transit (BRT) is in place, will buses be traveling down the center two lanes or will they travel along the outside as they do at present?	For this phase of construction, buses will continue to travel along the outside lanes.
What will the speed limit be going south on Greenbank Road as you pass Baseline Road?	The posted speed limit will be unchanged as a result of construction.
How will plowing work in the winter?	Snow plowing and winter maintenance will continue throughout the construction period to ensure roads remain safe and accessible. The City's winter maintenance team will coordinate closely with the contractor to address any unique challenges posed by the construction zone, such as narrowed lanes or temporary traffic configurations.
LRT	
What is the status of the 417 ramp closures? Are there concerns with the ramp closures overlapping with this project? When will the ramps be re-opened?	Please refer to the LRT Stage 2 website for ongoing construction impacts and communication. Specific comments related to this work can be emailed to stage2@ottawa.ca .
Temporary traffic calming	
The recently installed temporary traffic calming measures do not appear to reduce speed.	Temporary traffic calming measures are implemented to improve safety and encourage reduced speeds, but we understand that their effectiveness can vary depending on the location and driver behavior. We will monitor the situation closely and evaluate the impact of these measures. If necessary, adjustments or additional measures may be considered to ensure the

	intended outcomes are achieved. Your input is valuable, and we appreciate your patience as we work to address this concern.
Some temporary traffic control measures are too close to parked cars, leaving no space for cyclists to pass safely.	We understand the importance of ensuring that temporary traffic control measures provide safe passage for all road users, including cyclists. Your feedback has been shared with the project team to review the placement of these measures and adjust where necessary to improve safety and accessibility. We appreciate your patience and cooperation as we work to address this concern.
Access to Monterey Drive from Baseline Road, west of Guthrie Street needs to be maintained and also needs temporary traffic control measures.	While we understand the concern regarding access to Monterey Drive from Baseline Road, west of Guthrie Street, this specific area is not within the scope of the current project. However, we appreciate your feedback and will ensure it is documented and shared with the appropriate team for consideration in future planning or initiatives.
Will you be adding more temporary traffic calming measures and speed signs or signage to the neighbourhood surrounding Qualicum Street? The traffic calming signs on Draper Place did not extend into this neighborhood.	<p>Addition temporary traffic calming measures or signage in the neighborhood surrounding Qualicum Street has not currently been identified based on our initial review of expected construction related traffic issues. The City is committed to monitoring the construction traffic impacts and adjust measures as may be appropriate.</p> <p>Traffic issues related to the construction project can be directed to the City project manager. Feel free to copy the ward councilor on traffic calming concerns at your discretion.</p> <p>For immediate traffic safety issues, please direct your inquiry to 311 or to the police depending on the severity of the situation.</p>
Traffic	
How will school buses get to the neighbourhood schools during construction?	During construction, there will not be any full lane closures; however, lane capacity will be reduced, which may result in delays. School buses will still be able to access neighborhood schools, as no full detours are planned. We encourage all road users, including school bus operators, to plan for potential delays and allow extra travel time during construction. The project team is committed to maintaining access and minimizing disruptions as much as possible.
Baseline Road is used as a detour when the Queensway is blocked due to accidents, etc. How is the work on Baseline Road mitigating this extra traffic? It happens often, particularly in winter.	<p>Should there be any emergencies requiring the MTO to detour traffic to Baseline Road, the City will coordinate it's traffic management efforts with the MTO to mitigate traffic impacts along the Baseline Road corridor when feasible.</p> <p>There is no work currently planned to take place during the winter months at the Baseline/Greenbank intersection.</p>

Will data such as volume, speed and times of day be collected for traffic on local routes (cut through routes)?	Yes, the City will be performing additional speed and volume counts along the areas that the temporary traffic calming measures were implemented.
With expected lane closures on Baseline Road travelling east - what specifically will be done to prevent those drivers from turning left onto Morrison Drive to get to the Lisa Avenue and Pinecrest Road intersection?	There are currently no turn restrictions for doing a left turn to Morrison Drive from Baseline Road, travelling east. The City has installed temporary traffic control measures along Morrison Drive. Should there be traffic safety issues along Morrison Drive, and at the Lisa Avenue/Greenbank Road intersection, the City will determine if any additional measures are warranted. Additional measures to be considered will depend on actual issues on-site. The City welcomes residents to report safety concerns during construction.
The intersection at Lisa Avenue and Greenbank Road is difficult to get through. How are you going to improve that intersection to account for the extra traffic that will be heading that way to avoid Baseline Road and Greenbank Road? Can you add an advanced green to the light? Pedestrians crossing there in the morning usually take up most of the green light time, leaving only a few seconds for cars to rush through.	We understand that the intersection at Lisa Avenue and Greenbank Road may experience increased traffic as drivers adjust their routes during construction. At this time, there are no significant changes planned for this intersection, as it is within an active construction zone and delays are an expected part of the process. While we are not currently planning to add an advanced green light, we will monitor traffic patterns and signal timing to ensure the intersection operates as efficiently as possible under the circumstances.
Will you remove the no right turn to Cobden Road and Highgate Road when travelling west along Baseline Road (no right turn from 7am to 9am)?	No, this will remain as an existing condition. Ongoing monitoring will be performed, and additional mitigation factors will be reviewed should it be warranted and technically feasible.
Will traffic be monitored to identify if traffic signal timing needs to be adjusted?	Signals and Traffic Services performs ongoing regular monitoring of traffic and impacts within and on the surrounding streets. Traffic control set up adjustments and signal timing adjustments are evaluated and completed when warranted and technically feasible.
Given the reduction from two to one turning lanes going from west on Baseline Road to south on Greenbank Road, will the turning light time be extended?	Signals and Traffic Services performs ongoing regular monitoring of traffic and impacts within and on the surrounding streets. Traffic control set up adjustments and signal timing adjustments are evaluated and completed when warranted and technically feasible.

Will you be hiring crossing guards for Lisa Avenue and Greenbank Road? Baseline Road and Greenbank Road? Ongoing or just during this project?	The need for flagging personnel at intersections such as Lisa Avenue and Greenbank Road or Baseline Road and Greenbank Road will be assessed based on pedestrian safety requirements and traffic conditions. If deemed necessary, flagging personnel may be deployed either temporarily during the project or on an ongoing basis, depending on the specific needs and safety identified.
Is there a plan to reopen Ashley Street to help relieve traffic at the Baseline Road and Greenbank Road intersection?	Ashley Street was closed to facilitate LRT Stage 2 construction. Please refer to their website for ongoing construction impacts and communication. Specific comments related to this work can be emailed to: stage2@ottawa.ca
Based on your traffic calculations, how long can a driver expect to wait to get through the intersection during the rush hours.	Traffic analysis usually looks at queue lengths, capacity, and delays to guide intersection design. During construction, however, wait times at Baseline Road and Greenbank Road depend on many factors such as traffic flow, staging setup, weather, available space, and even Highway 417 conditions. Because of this, it is not possible to give an exact prediction. What we can say is that signal timing and operations are adjusted as much as technically possible to help reduce delays, while still meeting minimum operational requirements and safety standards. When that is no longer enough, we review conditions in real time, consider construction limits, listen to public feedback, and work on changes to the construction setup to help ease the impact.
Could traffic to and from Barrhaven be restricted to other north/south roadways, to reduce the north/south traffic on Greenbank Road?	There is no plan to close roads or redirect traffic as a result of this project. Construction signs are posted and motorists from outside the local community will adjust their travel patterns to avoid unnecessary delays.
So far, traffic management appears to facilitate vehicles. I do not see ways that cyclists will be moved safely through this work zone.	We recognize the importance of accommodating all road users, including cyclists. While existing cycling facilities in the area are limited, this project is focused on creating dedicated infrastructure to improve safety and accessibility for cyclists in the future. During construction, we will make efforts to manage traffic with all users in mind.
Trees	
What are the impacts to trees, and how many new trees are being provided?	<p>Due to the limited available space within the city right-of-way, there is not much opportunity to plant trees. The narrow corridor presented significant design constraints, and as a result, the decision was made not to include a green buffer in order to minimize the amount of private property required for the project.</p> <p>While this approach helps reduce the overall impact on adjacent properties, it does limit the ability to incorporate new trees within the right-of-way.</p>

	The project will be providing financial compensation to Forestry Services to contribute to their annual planting programs.
Will the tree cutting include Greenbank Road or just along Baseline Road?	The tree removals associated with this project will primarily occur along Baseline Road, including areas near the corners of the Baseline Road and Greenbank Road intersection. Efforts have been made to minimize the impact on trees wherever possible, with removals limited to what is necessary to accommodate the planned improvements in the area.
As you can't put many new trees due to lack of space, is there any compensation provided for the removed trees so that the City can provide trees elsewhere in the neighbourhood or the City?	<p>The project will be providing financial compensation to Forestry Services to contribute to their annual planting programs.</p> <p>The Ward Councillor has expressed interest in hearing directly from local residents as to where tree compensation can be directed within the ward.</p>