

“AS WE HEARD IT”

Comments and Questions from the Rail Construction Program’s Connectivity Review Study for the South Extension

Summary

Local community leaders were invited to a series of virtual Public Advisory Committee meetings in April to discuss proposed connectivity enhancements to Stage 2 LRT stations along the Southern Extension of the Trillium Line: Gladstone, Carling, Carleton, Mooney’s Bay, Walkley, Greenboro, South Keys, Leitrim, Bowesville and Limebank stations.

This information was then made available online, for feedback from the general public between May 1st and May 15th. The collective feedback received by the City is noted in this report.

General themes include:

- Accessible features in and around stations
- Providing safe pedestrian crossings that are protected from vehicular traffic
- Providing safe cycling connections to and around LRT stations, that are protected from vehicular traffic
- Maintaining vehicular traffic, and providing vehicular connections to LRT stations
- Providing adequate and safe bicycle parking
- Ensuring bus stop locations are well situated for quick transfers

There will still be some refinements and issues to resolve. The Stage 2 LRT office continues to move forward to get the best solution for pedestrians, cyclists, transit users and motorists as they navigate to, from and through the new transit stations.

Community members are always welcome to submit questions and feedback on project activities via stage2@ottawa.ca.

Acronyms:

MUP – Multi-use pathways

PPUDO – Passenger Pick-up and Drop-off

LRT – Light Rail Train

TMP – Transportation Master Plan

General Comments

“I believe that line 2 should have 2 train tracks all the way throughout the proposed route. While I enjoyed taking line 2 from South Keys to Bayview it was extremely lengthy in time as the trains move significantly slower than line 1 and have to stop often waiting for the other train to pass by.”

“Widening the MUPs to separate cyclists and pedestrians is a good idea and perhaps could be used in all new MUPs.”

“Way more bike parking at all stations from Carleton to and including Bayview (with the extension and increased volume, you’ll see more riders, hence more parking will be needed at Bayview, too). In normal times, you’ll see along the Confederation Line bikes locked up to trees, fences, anywhere people can. Seriously, way more parking is needed and you’ll get more ridership because if “last-mile” riders have nowhere to park their bikes, they’re not coming. 🙄”

“At many OC Transpo stations currently, bike racks are frequently implemented in such a way that they cannot be accessed from both sides. This can be due to adjacent facilities and even bike shelter walls/support pillars that do not provide enough clearance to manoeuvre around already-parked bikes. As a result, the theoretical capacity of the racks cannot be met. All this is to say that space for bike parking areas needs to be carefully planned to ensure that the number of spaces can really be achieved.”

“After viewing the various locations on my bicycle, it seems that the line should terminate at the “OC Transpo - Riverview Park & Ride” station since there is already a parking lot there, and there appears to be a corridor available for the purpose. Going this far would allow more people to take the O-Train, and it is also closer to the east part of Barrhaven, which is just across the river from that location. Some people may also take the O-Train to this location simply to view the Rideau River for recreational/leisure purposes, which should, in my opinion, also be a consideration for a public transit project. It’s not just for “commuting to work”, but for other purposes such as shopping and recreation.”

“The new LRT has too many slippery surfaces for me to feel safe. So, a big improvement for any station or station access is to use flooring materials that are not slippery or smooth. Ice, water and snow makes already slippery ceramic tile floors even worse.”

“Please consider that since the LRT ride to Tremblay station will already be quite lengthy, having accessible rapid transit to get to Limebank station from our neighbourhood (close to Scorpio Mews) will be very helpful. Tacking an additional 30 minutes on to the trip by walking does not make transit a realistic option.”

“I don’t find this form of consultation, where we are not able to provide feedback everyone else can hear, or read, to be very equitable. Have the good people from the City, and Alta Planning seen this guidance from Untokening? <http://www.untokening.org/updates/2020/4/8/mobility-justice-and-covid-19>. It suggests “do not plan future projects at a time when equitable public participation is not possible.” I know everyone is doing their best in challenging times, but I urge you to consider a more participatory, collaborative approach to consultations.”

“I am a 66-year-old amputee who has NEVER been on the LRT because I am afraid to fall on the slippery glossy ceramic tiles. Before LRT I used to park in a handicap parking spot at Greenboro and a 97 or 98 bus straight downtown, and then return same way. The new LRT has too many slippery surfaces for me to feel safe. So, a big improvement for any station or station access is to use flooring materials that are not slippery or smooth. Ice, water and snow makes already slippery ceramic tile floors even worse. I can’t risk a fall, people are always in a huge impatient hurry, so I take an UBER when I have to travel downtown. Not with covid of course, but before that, and will again once it is settled. Even free senior Wednesdays are irrelevant to me.”

City’s response - The City continues to learn from the experiences of and feedback from customers, following the opening of Line 1. A number of improvements were made at several Line 1 stations last fall, including the installation of anti-slip mats and application of a non-slip coating to stairs, to address customer concerns about slippery floor tiles and surfaces.

“In general, I am concerned with connectivity to local buses, especially at Stations such as EY Centre and to the south. Hopefully we have learned from the terrible Hurdman design for movement to buses from LRT. While the kiss-and-ride and Taxi/ride-share platform is only a few feet from the stairs/escalators, bus users going home or to the hospital must walk up to several hundred meters to get to D and E stops, past several empty shelters. And platform depths were so narrow people had to walk and stand on the roadway until extra pathways were subsequently added BEHIND the shelters. Plus, the paths were so exposed

scaffolding had to be added to protect walkers. Plus shelters are small and either unheated, or not heated enough for cold windy winter nights when buses might be as much as a hour apart. Contrast this to Billings Bridge, Greenboro Station, or many TTC subway to bus transfers where users can exit the subway, walk inside and wait inside, until their bus arrives, only a few feet from a real doorway. Check out Sheppard West/Downsview transfer or many other subway endpoints.”

City's response - Your feedback about the connection between LRT stations and the local busses is very important and has been sent to OC Transpo for their consideration. There were many lessons learned from Stage 1 of the LRT, one of which is ensuring that passenger's transition from rail to bus is a smooth one.

“Stations and trains require improved heating and cooling for winter and summer months respectively. Travellers consistently report feeling cold in stations, on platforms, and in the trains during winter. Many passengers are observed riding the elevators to keep warm while waiting for connecting buses. The main entrances to several stations such as Pimisi are open, inviting cold winds into the station where passengers are seeking shelter from the elements while waiting for connecting buses. Stations need to be covered and have improved heating facilities for passengers where full coverage is not possible. Design should be created with consideration that the city is characterized by cold temperatures during 8 months of the year. Heating within the train should be augmented. Due to frequent opening and closing of doors, heat is quickly lost and passengers remark feeling cold in the train.”

“Presently, staff who are stationed on platforms are using their voices to communicate as loudly as possible across the ends of the platform to crowds of passengers who may or may not hear their directions. Installation of digital and audible announcements over speakers will make train schedule and safety announcements more consistent, timed in delivery, audible, and efficient.”

“The digital bus schedule monitors are very helpful as passengers disembark from the train and proceed to catch connecting buses. These monitors need to be installed in more numbers along strategic points along the platform. This will allow people who disembark and travel the length of the platforms to either board the elevator or stairs toward the bus platforms, multiple opportunities to access the bus schedule board and reduce obstructions along the platform. Presently, passengers are crowding over each other to see the digital timetable, while others are opting to avoid using them due to the crowding.”

“Access points to and from the stations must be perceived as safe during rush hours as well as isolated hours of the early morning and night. Landscaping should consist of low-lying shrubbery (2 ft. maximum growth). Trees should be spaced at least 10 feet apart with foliage or a canopy that is well above 7 ft. in height. Clearing and trimming of bushes and overgrown brush should occur seasonally to ensure clear sightlines and visibility. Pedestrian lights should be installed along the length of all pathways to provide consistent lighting and prevent shadowed areas that are unlit. Pathways should be equipped with emergency call boxes along the route. Signage should be provided along both ends of pathways that indicate the name of the station and any populated main landmarks or streets within close proximity.”

“Stations require traffic guiding measures for careening travelers in an orderly fashion along bus platform so that lines can be formed while permitting others access to move freely from one end of the platform to the other. Install a colour and textured lane designed for queuing or lining up for the bus. Install digital boards indicating which direction to walk for bus numbers once exiting train station. Widen platforms to accommodate larger numbers of people exiting the train station to connect to local buses.”

“Fare stations at certain stations are located outside. Passengers are often cold and find it difficult to purchase fares in these unsheltered areas. Fare stations should be in sheltered warm areas as opposed to open spaces outside the station. In extremely windy, rainy and snowy conditions, travellers find it difficult to purchase fares while standing outside. If the existing fare station cannot be moved, creating a three-way transparent wind barrier enclosure to help protect against the elements would improve this situation.”

“Widening the MUPs to separate cyclists and pedestrians is a good idea and perhaps could be used in all new MUPs.”

City’s response - The current practice is to provide separate cycling and walking spaces when volumes grow, so there is potential for MUPs to be converted to separate facilities in the future. The Active Transportation Plan will consider developing some guidance on the appropriate contexts where we would separate those.

General Questions

Will track construction begin before, during or after the station construction?

Track construction and station construction will occur concurrently.

How will the tracks cross roadways?

All structures will be grade separated from the road. This will provide the highest level of safety and highest level of service for all users.

Can you please share all the questions, and all the answers, to all participants?

All questions and answers will be summarized in the meeting follow-up

Will there be any in-person consultations (once we are past social distancing) or Zoom or Telephone on Stage II? I am worried that many residents, who are marginalized will not find online feedback process accessible?

The Stage 2 team is committed to staying connected with residents and providing ongoing updates to residents.

For the MUPs: are there separate lanes for cyclists and pedestrians?

MUPs are shared between pedestrians and cyclists. There is typically a centerline on an asphalt MUP to split people by direction, but pedestrians and cyclists are not separated. Where MUPs are built with a stonedust surface, a centerline will not be provided.

What about the airport?

The airport was not part of the Connectivity Review. The proposed station will have a direct connection to the airport terminal.

Have you visited the future stations?

Yes, several members of our team have visited the future stations.

Are the plans dictated by funds?

Yes, the costs are part of the decision to follow through with the proposed connectivity enhancements. If Stage 2 is unable to implement, then the proposed enhancements will be recommended to the Transportation Master Plan (TMP).

In the details for several stations, it is said that the plan is to "future proof" the station to double the number of bike parking spaces. Does this mean only that space is being reserved (no racks yet), and would this space be co-located with the initially supplied bike racks?

The Project Agreement stipulates that the contractor must 'future-proof' for a doubling of the bike parking at every Stage 2 LRT station. This means that during the design of the station, the contractors must ensure that there is enough room for OC Transpo to install additional bike parking after the station is open to the public.

The Stage 2 LRT office is working closely with OC Transpo to ensure that the bike parking is installed in such a way to ensure that the maximum number of bikes can park at any one time.

How the train will be crossing under or over Limebank station - Limebank road; Leitrim station - Albion road; Uplands station - uplands drive; Iris station - Iris road

At Limebank Road, Leitrim Road, and Uplands Drive, the rail will go on a bridge over the road. At Iris Road, the road will go on a bridge over the rail.

Is the section from Gladstone station through to South Keys going to remain as single track or, will it be expanded to dual (side-by-side tracks) one going in each direction? This may be answers elsewhere. If so, please point me to the site that has the info. I suspect that it will remain single track, otherwise the Dows Lake tunnel would need to be widened (big dollars) and a new bridge added over the Rideau River at Carleton (more big dollars).

The section between Gladstone to South Keys will be a mix of single track and double track. The bridge over the Rideau River and Dow's Lake tunnel will remain as single track, but double track sections will be implemented north of Carling Station, at Carleton Station, and between Mooney's Bay and Walkley Station.

Can you please tell me when the station construction is expected to commence? Will track construction begin before, during or after the station construction?

Work for stations' construction has begun. In particular, in the south, at the future Limebank, Bowesville and Leitrim stations. Since the Trillium Line has shut down, more construction is taking place along the northern section of the alignment. Trackwork started in July 2020.

Has there been any investigation of a pathway along the line from Heron Rd north to the Rideau River? *City staff have reviewed the addition of a path connecting Mooney's Bay station to the Rideau River and it is included in the City's long-term plan Cycling Plan. Much of the property along the rail corridor in the section between Mooney's Bay and the Rideau River belongs to the Federal Government. The City's Transportation Planning group is in talks with the Federal government to ensure that this link will be a possibility in the future.*

For all stations, is there something for when it's pouring rain?

Roof structures will cover all vertical circulation elements (stairs and ramps within the Stations, stairs and ramps providing access to the Stations outside of the Fare Paid Zone and elevators). There will be no roof over the platforms except South Keys and some roof coverage at Airport. All the platforms will have weather protected Transecure shelters and Passenger shelters.

Will the MUP's be cleared year round?

Some MUPS are maintained to pedestrian standards, some to a cycling standard and some not at all. The City is yet to determine which pathways are to be winter maintained. Any MUPs built with a stonedust surface rather than asphalt would not typically be winter maintained.

What are the rules about e-scooters on MUPs?

The Province's 5-year electric kick scooter (e-scooter) pilot permits e-scooters on MUPs. As part of the Province's pilot, municipalities, like Ottawa, are required to opt-in to the provincial pilot before they are permitted locally. On June 10, 2020, Ottawa City Council approved the [Electric Kick Scooter Strategy and Pilot Project, Draft By-law and Bike Sharing and Electric Kick Scooter Sharing Agreements with Service Providers](#) (Items 7 and 8). Under the City's approved pilot, private and shared e-scooters are permitted to operate on the City's MUPs, cycling facilities, such as cycle tracks and bike lanes, and on roads with speed limits of 50 km/h or lower. E-scooters are not permitted to operate on NCC MUPs, sidewalks or in transit stations.

In regard to proper parking, shared e-scooters must be parked upright in the sidewalk furniture zone, the area closest to the curb that is in line with trees, benches and bike racks, and out of the way of pedestrian travel.

Residents and businesses can report inappropriately parked e-scooters directly to the e-scooter provider. Each e-scooter includes contact information for the providers. Companies must move the e-scooter within one hour. Bird Canada can be contacted at 1-866-205-2442, Lime can be contacted at 1-888-546-3345, and Roll can be contacted at 1-833-954-0027.

Additional information on e-scooters can be found at the following link:

<https://ottawa.ca/en/parking-roads-and-travel/cycling/e-scooters>

How possible is it to add items to the future projects (the ones in orange). The MUPs allow folks to cycle from Bowesville to Mooney's Bay. I would like the city to continue this pathway to the new bridge at Carleton. The City's Transportation Master Plan (TMP) will be undertaking public consultation including opportunities for the public to identify new connections for pedestrians and/or cyclists. This consultation can be found at ottawa.ca/tmpupdate

Bayview Station

I was unable to find plans or details about the bus connections and/or bus loop at Bayview. How will passengers transfer to local bus connections and how will the night bus service connect?

No changes are planned regarding the westbound bus stop, adjacent to the Bayview Station plaza. The current eastbound bus stop, east of Bayview Rd is a temporary facility until construction at 900 Albert is completed. At that time, the bus stop will be relocated to in front of the new building and adjacent to a new signalized intersection. When this occurs, customers transferring between Bayview station and the eastbound bus stop can do so either by crossing at street level or by moving through the station building, the new pedestrian bridge over the Line 2 tracks and through the new Trinity building. Overnight service will continue to serve these designated stops.

How will the new East-side platform of Bayview-Line 2 connect into the rest of the station, in terms of elevators and fare-paid zone transfers?

There will be no changes to how the east-side Line 2 platform connects to the rest of the station. It is still within the fare paid zone with access to the station elevators and stairs. Customers can enter the station through the existing entrances or through a new fare-gate entrance at the south end of the Line 2 platform. This entrance connects to the multi-use pathway adjacent to Tom Brown Arena and the new pedestrian bridge from the Trinity Building with a separate set of stairs and elevator, outside the fare paid zone.

Will the foot bridge connecting 900 Albert (Trinity Project) to the expanded Bayview be usable when the station is closed? Will that bridge be within a fare-paid zone?

The bridge is not within the fare-paid zone and access will be granted during the operating hours of Line 2.

Gladstone Station Comments

“Second entrance to the south is suggested to (1) handle the large number of people with planned intensification in this area as well as (2) provide a second entrance in case the first is out of order. As 85th percentile speed along this section of Gladstone is estimated to be closer to 50kph based on observations from road radar at Irving Avenue, suggest that pedestrian/cycling crossing at Gladstone be traffic calmed via a raised crossing to slow car traffic and reduce the risk of serious injury. Gladstone raised crossing should also include a protected island to allow cyclists turning left onto the Trillium MUP when traveling east downhill, a space to wait to make the turn safely.

Plan to twin the Trillium MUP between Bayview Station and Beech Street to segregate cycling and pedestrian space. Already, this is a very busy corridor, and with planned intensification, this MUP will easily be beyond capacity.

Ensure all pedestrian and cycling facilities are planned for year-round use (especially during winter months)."

City's response - Gladstone station is being designed to accommodate future integrated entrances at 1 story above grade, from development on both east and west sides of the alignment. There will be a pedestrian crossing at Gladstone Ave, by the station entrance which will provide a seamless crossing for residents using the multi-use pathway. The City's Traffic Safety and Transportation Services group will be reviewing the design of the pedestrian crossing. Your ideas of including a raised crossing as well as a protected island for cyclists turning left will be forwarded to the City's Traffic safety group. The idea of twinning the MUP from Bayview to Beech was not previously raised as part of the Stage 2 Connectivity Project. This will be forwarded to our colleagues in the Transportation Planning group, for consideration in the Transportation Master Plan (TMP) update.

Gladstone Station

Can beg buttons be removed at crossings, and can they somehow be automated?

Decisions regarding the operation of traffic control signals will be made by the City of Ottawa Traffic Operations staff. Automated actuation of the pedestrian crossing is possible but will depend on demand levels at various times of day and is not something that the Stage 2 office can promise.

Is the bridge over Laurel still a pedestrian only bridge?

Yes, a pedestrian/cycling bridge from Laurel over the tracks is planned and will be built at a later date.

Trinity is proposing a huge development next Gladstone Station. Is the station design incorporating that development?

There will not be a direct connection between Trinity's new development and the station. The station is being designed to protect for a second level to ensure overhead connections are supported for future development on both the east and west side of Gladstone Station.

Will the bike lanes along Gladstone be connected on either end to further existing safe cycling lanes, cycle tracks, etc, or are we building in more missing links?

The cycling network expansion sometimes does create "missing links" that need to be addressed through other projects down the road. The full length of Gladstone is identified as a cycling route in the Transportation Master Plan (TMP). The Ottawa Cycling Plan identified Gladstone Avenue from Preston Street to Parkdale Avenue as a cycling project within the affordable network.

How far will the bus stops be from the station/crossing?

The bus stops will be in front of the Gladstone station. OC prioritizes the proximity of bus stops to station entrances.

As with most LRT renderings there is little or no depiction of accessible features as there is with ccling features and no depiction of accessible PPUDOs or of different disabilities who might use the stations. Ottawa is made up of 22% representation of persons with disabilities that is potentially 22000 users.

The early station renderings shown at the Public Advisory Committee meetings are being updated to more accurately reflect the diversity of Ottawa's population, including the diversity of those with disabilities. As well, they will be updated to more accurately reflect the presence of key accessibility features. The City recognizes the importance of ensuring all Stage 2 facilities are fully accessible, and all designs will be reviewed to ensure

they meet or exceed all relevant accessibility standards, including the AODA and the City of Ottawa Accessibility Design Standards.

Will there be a washroom?

For Trillium Line, public washrooms will be provided at Limebank Station and Bayview Station. Public washrooms currently exist at Bayview Station.

How many elevators will there be?

There will be two elevators, one on each side.

Carling Station

Can the bike parking be increased to 40?

The Stage 2 office is intending to start with 20 bike parking spaces. If the demand is there, the City will consider expanding.

Are there plans to increase sidewalk width on the approach to the stations?

There are no substantial modifications to the Gladstone or Carling curb lines as part of the Stage 2 LRT project. The cycling/ transit lanes along Carling go from Bronson to Sherwood and will be extended along Carling by 2024.

Is Carling station just one track? when development happens on the west side, will that connect?

Yes, at Carling, it remains a single track. The track is doubled just north of the 417 Highway. However, the track stays as a single track through the Dows Lake tunnel. Residents from the development on the west side of Carling will connect through the Hickory Street pedestrian bridge or along Carling.

The website mentions improvements to the westbound bus stop. These are welcomed, but the eastbound bus stop would also benefit from improvements. The current stop is located west of the rail line. Transferring from an eastbound bus to Line 2 requires walking the narrow sidewalks over the rail bridge to access the pedestrian crossing. Moving the eastbound bus stop to the east would shorten walking distances for bus/train connections.

At this time no sidewalk enhancements are being planned for Carling Ave, nor are there changes being planned for the east-bound bus stop. The land east of Carling Station is private property. If the east bound bus stop were to be moved to that location, it would require purchasing property or expropriation.

Current traffic signals at Carling and Trillum MUP are designed in a way where vehicles traveling east down the hill on Carling may confuse this traffic light with the next traffic light at Preston and Carling. This creates a dangerous situation with vehicles running the lights (I have experienced this). What are the solutions?

Prioritize pedestrians/cyclists at Carling Traffic signals. This occurs during off-hours, but often pedestrians/cyclists must wait for an extended length of time during the day.

Your comments regarding the pedestrian crossing at Carling will be forwarded to our Traffic Safety group who have been actively participating in the Stage 2 Connectivity Review

Carleton Station Comments

"I am VERY happy to see that the underpass will be widened and that a second underpass will be created to deal with surges in arrivals and departures that happen over most of the school year. I did not, however, see any information on widening the paths that serve (or will serve) these underpasses. In particular, on the east side of the station, the path is cordoned off with a barrier around the parking lot which creates a dense, corridor-like flow along that side. This is not good for people with anxiety who don't like to be in close quarters.

This is why many attempt to cut across the parking lot. Please consider widening the pathways that serve these underpasses, particularly on the east side of the station.”

City’s response - Carleton University will be developing a Connectivity Plan for their campus in order to ensure that students, staff and community residents can make their way safely and comfortably from the station to the campus buildings and surrounding neighbourhoods. The second underpass north of the station is a future Carleton project and will not be operational by the time the Trillium Line opens.

“I live in Old Ottawa South and hence I’m very interested in the connectivity of the Carleton station.”

Carleton Station

How did you arrive at a number for the quantity of bike spaces?

Multiple factors were taken into consideration including the number of people living near the station, the projected ridership volumes, and the number of destinations near the station.

Could there be a connection to Carleton's existing underground pathway system?

Carleton University is using this opportunity to add a portion of underground tunnel below the tracks for a future connection to their tunnel system. Stage 2 is building the pedestrian underpass with no connections to the tunnel system. The connections will be completed by Carleton University in future and is not the Stage 2 project’s responsibility.

Will the pedestrian/cycle bridge be maintained in winter, including the access through Vincent Massey Park?

The new pedestrian bridge is designed to be winter maintained. Vincent Massey Park is owned and maintained by the NCC. Winter maintenance of the bridge will be discussed with the City’s Operations staff and NCC staff to determine feasibility.

What is the width of the new pedestrian/cycling bridge?

The new cycling pedestrian bridge will have a minimum width of 5m at all points.

Will the widened underpass at the station permit cycling through it? Will the new underpass to the north of the station be of similar width and permit cycling?

The underpasses at Carleton University will be built to allow for cyclists. The underpass to the north is a future Carleton project and will not be operational by the time the Trillium Line opens.

There are two distinct entrances to the station, one can enter at one side, realize that one really wanted to go in the other direction, exit the station, but be denied access on the other side with an "already swiped" error message. Could this be changed please?

Unfortunately, the Stage 2 project was unable to change the station entrances at Carleton, as this station will not have a central platform between the tracks, such as at Pimisi Station, but instead will have platforms on either side of the tracks.

Mooney’s Bay Station Comments

“Since Heron Road is already part of an important cycling route--the City’s Cross-town Bikeway #7--and since it is to receive improved facilities (raised cycle tracks) when the Baseline BRT line is built, a safer link from the road down to the station is needed to support multi-mode trips. The current ramp with one switchback merges with the pedestrian route at the bottom of the parallel stairway. Not only does the current ramp width cause congestion between cyclists going in opposing directions and other people using mobility aids, but also everyone is funneled into that one corridor close to the station. So the ramp needs to be wider, especially at the switchback. It should also have a completely separated space until the bottom of the descent to avoid

conflicts with those on foot. As there will also be people bypassing the station on bike because of the through route offered by the MUP between Heron and the Brookfield roundabout, the station plaza details need to be carefully designed, again to avoid conflicts.”

City’s response - Your comments with regard to the safety of cyclists descending from Heron to Mooney’s Bay station have been taken into consideration. The Stage 2 LRT office is currently actively working with the Federal government representatives at Confederation Heights to determine the best way for bikes to move through the space. Most of the property at this station belongs to the federal government, which is why collaboration is necessary.

“The Mooney’s Bay station could be improved with a second entrance at the south end of the platform to better serve Riverside Park residents and pedestrians accessing Line 2. The current station entrance is located at the far north side of the platform while the only residential area around the station is located directly south of it, with residents accessing the line with the multi-use pathway. The entire Riverside Park neighbourhood is located south of the platform and with an elongated platform will need to access the platform by walking on the path alongside the platform for almost its entire length to access the north entrance and then double back, and likewise the reverse for exiting the train, residents exiting the train will have to walk the platform north and double back to walk to their homes in the neighbourhood. An entrance on the south end could encourage resident usage of light rail, especially with higher density residential units being built on Brookfield Avenue. The north end entrance is well oriented to serve riders connecting to buses on Heron but a new south end entrance that connects to the pathway would better serve residents in the area and encourage light rail use.”

City’s response – The Stage 2 LRT office has requested that the contractor future-proof Mooney’s Bay station to include a second entrance at the southern end.

“At Mooney’s Bay Station, the website mentions improvements to the westbound bus stop. These are welcomed, but the eastbound bus stop would also benefit from improvements. The current stop is isolated west of the rail line. Transferring from an eastbound bus to Line 2 requires walking the narrow sidewalks over the rail bridge to access the pedestrian crossing. Moving the eastbound bus stop to the east would shorten walking distances for bus/train connections.

A: The east-west pathway that connects to the employment campus, on PSPC property north of the heating plant, is in poor condition and is too narrow to accommodate pedestrians and cyclists. It should be widened to 3m. The curb ramps at the west end of the pathway must also be improved.

B: As an alternative, if widening is not possible, the gate access should remain permanently open in order to allow cyclists to bypass the pathway using the road in front of the heating plant.

C: There is a well-worn desire line to the stairway leading to the Heron Rd. bus stops. A formal walkway should be added in this location. Items A and B address the bottleneck created by the existing pathway in providing a cycling connection between the office campus and the MUP that runs south.

City’s response - The Stage 2 office will be adding lighting to the MUP south of the station. This path is also slated for regular maintenance and upgrades through the City’s Maintenance Group. The heating plant close to Mooney’s Bay Station belongs to the Federal Government. The City is currently in talks with the Federal Government to determine how to best improve the cycling infrastructure at this station. City staff have reviewed the addition of a path connecting Mooney’s Bay station to the Rideau River and it is included in the City’s long term plan Cycling Plan. Much of the property along the rail corridor in the section between Mooney’s Bay and the Rideau River belongs to the Federal Government and the City’s Transportation Planning group is in talks with the Federal government to ensure that this link will be a possibility in the future.

“Thank you for planning to add lights along the pathway between the Mooney’s Bay station and the traffic circle on Brookfield Road. At the Mooney’s Bay station, a lot of money has been spent on providing railings to

manage passenger traffic toward the entrance. I understand that, since this station was built beside a hill, it is very slippery in the winter due to water running down the hill... but if you are approaching from the south you do have to go through a kind of labyrinth to join the flow of traffic to the entrance of the station. It's more than a little silly. As well, that pathway to the entrance needs to be widened, because passengers leaving the station are walking right into the middle of a narrow rec path and getting clipped by cyclists who all of a sudden find themselves in the middle of a crowd of people. Removing some of these railings might help. I know you plan to retain the existing station entrance, but does this mean that you can do nothing about the pathway around it? Removing the railings may help with snow removal, too."

"It would be wonderful if a proper kiss-and-ride area could be arranged near Mooney's Bay station. I notice this in the plans for other stations. Perhaps future joint plans with whoever runs the Canada Post site? Here's why: in the winter, it can be too icy to walk home from the station, and the stops for the 90 bus are distant. Actually, is there a way to re-route the 90 Greenboro (Hurdman direction is great) that could make it come closer to the station, such as having it turn right on Heron, into the Tilley Building area, and come under Heron Road right beside the walkway to the station, rather than turning left across many lanes of heavy traffic? Once it picked up people at the Mooney's Bay station, it could turn right at the 3-way stop, go past the parking garage, turn left at the 4-way main intersection, and rejoin the existing route."

The Stage 2 LRT office is working closely with the planners at Confederation Heights, who have initiated a Master Plan redevelopment for the area. Your comments regarding the re-routing of the 90 have been passed on to OC Transpo's Service Planning group.

"A new second entrance or steps should be provided at Mooneys Bay Station so MUP pedestrian users do not need to backtrack needlessly several hundred feet."

City's response - The Stage 2 LRT office has requested that the contractor future-proof Mooney's Bay station to include a second entrance at the southern end.

"Because of the location of the new Carleton U. 832-unit residence on Brookfield Dr., I suspect that many will use the most direct and safest route to access Mooney's Bay Station. This means crossing at the first intersection to the east of the residence before the Brookfield Dr. roundabout and passing in front of Health Canada. I say safest because there not yet any pedestrian/cyclist's priority crossing to access the MUP in proximity to the roundabout. Therefore, please widen and improve pathway for pedestrians and cyclists next to Public Works Canada heating facility. Plan for appropriate water drainage and winter maintenance for pedestrian and cyclist use. Disable revert red at the traffic lights at Brookfield Dr. and Health Canada. This puts active transportation users in a very dangerous situation when trying to access the Brookfield Dr MUP from Health Canada side. Bikes activate sensor but it is easy to roll off too soon and get stuck in middle with car traffic coming at you. Provide a pathway following the desire line from sidewalk next to Public Works heating facility to the switchback ramp. Plan for winter use and maintenance. Widen and improve switchback ramp for cyclist and pedestrian use considering all-season use for both modes of transport"

City's response - We are working closely with Federal representatives of the Confederation Heights property to ensure that pedestrian and cycling access to and through Mooney's Bay station is enhanced. You can stay up to date in the Transportation Master Plan's work through this link: <https://engage.ottawa.ca/transportation-master-plan>. The Stage 2 office will be convening a Working Group to review winter maintenance and lighting of all new municipal infrastructure being built by the Stage 2 office. This is a priority for the team and will be finalized in advance of Stage 2 opening.

Mooney's Bay Station

Why is the current bike parking so limited--just 5 places? How many additional spaces are being considered and what is the timing for the additional places?

Currently there is only one 4-ring bike parking facility. In part, this is because of the limited amount of City-owned land at this location; most of the land around Mooney's Bay station is owned by the Federal

Government. Stage 2 will be working with Federal partners and local Councillors to determine how many bike parking spaces are required and work to have those in place when the Trillium Line opens.

Has the plan to move this station to the north of Heron Road been abandoned?

There were some preliminary discussions concerning moving the station to the north, in combination with PSPC reviewing the overall redevelopment of Confederation Heights.

Could a proper kiss-and-ride area be arranged near Mooney's Bay station?

The Stage 2 LRT office is working closely with the planners at Confederation Heights, who are initiating the Master Plan redevelopment for the area.

Walkley Station

How easy will it be to walk to Walkley station from the north side of the street?

Residents will be able to cross from the new LRT station on the south side of Walkley to the north side of Walkley either by using the signalized intersection at Walkley and the Transitway off-ramp or at the signalized intersection at Walkley and Glenhaven/Anand Private.

Can the stairs be converted to an escalator? Seems like a lot of stairs to climb.

There will be an elevator for residents who do not wish to take the stairs.

The kiss & ride is important. Will it be on both sides of Walkley Rd?

The passenger pick up and drop off (PPU DO) planned on Walkley is only planned for the south side.

What is the status of the path to the SE to connect the station to Bank St.?

Right now the multi-use path along the east side of Walkley station will end at the parking lot to the south of the condo building. The City's Transportation Planning group is finalising the connection to Bank Street.

Are you coordinating with the City's plans for cycling to connect Riverside Dr & Bank St on Walkley Rd?

The Stage 2 LRT office is working closely with our colleagues in the Transportation Planning group. The City is developing a functional design to provide cycling connectivity from Riverside Drive to Bank Street along Walkley Road.

Will there be easy access to the MUP on the East side of the Airport parkway from Walkley Station?

Residents who want to access the MUP on the east side of the Airport parkway will take the elevators or stairs from Walkley Rd, through the Walkley Transitway station.

Could the station be extended under Walkley so that there is existing rain/snow cover, as well as an entrance from the north side of the street, and maybe from Westvalley Private?

The location of the stations will not be changing. Roof structures will cover all vertical circulation elements (stairs and ramps within the Stations, stairs and ramps providing access to the Stations outside of the Fare Paid Zone and elevators). There will be no roof over the platforms except at South Keys and some roof coverage at Airport. All the platforms will have weather protected Transecure shelters and Passenger shelters. Creating a connection Westvalley Private would require purchasing a property and is not within the scope of the Stage 2 Connectivity Review.

Will it be possible to pass from the bus station to the train station without going up to Walkley Road?

No, transitway bus passengers will need to exit up to Walkley Road to transfer to Walkley O-Train station. Most bus passengers are expected to transfer at Greenboro and South Keys stations.

How would you get your bike from Walkley Road down to where the station/Transitway is without using stairs?
At the Walkley O-Train station, there will be an elevator that will go from the street level to the platform level. In addition, there will be grooves or "runnels" along the edges of the stairs to facilitate moving a bike up and down the stairs. The existing Transitway station has elevators on the north side of Walkley Road that lead to the platform level and the MUP. No changes are being made to the existing Transitway station as part of Stage 2.

At Walkley, will there also be an entry/exit at the south end of the Station? Many users may wish to go to the new apartments being built to the south, to the LCBO or new Starbucks etc. and not want to back-track like they need to do from the Mooneys Bay bike path. How exactly will the Kiss and Ride work? Will it be on Walkley or between the Hotel and first apartment?

There will only be one station entrance at Walkley, however the pedestrian path immediately to the east of the station, and leading to the south, will be upgraded. The Pick Up and Drop Off (PPUDO) on Walkley is planned for the south side of Walkley, to the east of the station.

Greenboro Station Comments

"I am happy to see the MUP connection to Bank Street and the cross-ride at Bank/Johnston. The cycling facility proposed for Johnston Rd should be included if possible; without this facility the cross-ride at Bank/Johnston will have nothing to connect to on the east side."

City's response - Our colleagues in Transportation Planning identified the cycling facility along Johnston as a priority.

Greenboro Station

Will the station still be accessed from the East side only?

Yes. Access to the station is from the east side only. The connection through to the west will remain at South Keys station.

Is this a new MUP from Bank to Greenboro Station or an enhanced MUP?

It will be a new MUP.

How can people connect to the Sawmill Creek Pathway from Greenboro?

Residents will be able to access the Sawmill Creek Pathway from South Keys station.

How are you going to mitigate the issue that the access road to Greenboro is a choke point that can become very congested because of the taxi stand, pedestrians, the car drop-off point, cars entering and exiting the park and ride as well as the shopping mall.

Greenboro Station's PPUDO and accessible parking area were redesigned and improved by OC Transpo about five years ago to meet the City of Ottawa's Accessibility Design Standards. There will not be any significant changes to these. All Stage 2 designs will be reviewed to ensure designs mitigate conflicts between users where possible.

Could we get a connection to the Sawmill Creek MUP?

The Stage 2 LRT project will not be adding a connection to the Sawmill Creek pathway at Greenboro Station. This option was reviewed as part of the planning process but was deemed cost prohibitive. The link to the Sawmill Creek pathway will remain through the South Keys Station. Additionally, a new path will now allow cyclists and pedestrians to travel south, from South Keys, all the way to Bowesville Station.

What type of cycling facility (cycle track, painted bike lane, MUP) on Johnston Road is being assumed in the design of crossrides at the Bank and Johnston intersection? Is the Johnston Road facility (Ottawa Cycling Plan project P1-7b) going to be built by the City in sync with the station work?

The exact details of Greenboro station connectivity and the Bank Street crossride still need to be identified. Cycling facilities along Johnston Road are not within the current scope of the Stage 2 LRT project, however we are working with colleagues in Transportation Planning and they are aware of the connectivity desire here. Project P1-7 (Hunt Club Neighborhood Greenway) has been completed without making any modifications to Johnston Road at this time.

South Keys Station Comments

"I am supportive of the proposals, especially the cycle tracks between the station and Daze. I recommend that the eastern half of "G" (cycle tracks on Daze/Cahill from the South Keys mall entrance to Southgate Rd) be included in the project. South of Hunt Club Rd, a connection should be provided to the MUP to be build along the line. A new MUP should be constructed to connect to West Bridle Path Park."

City's response - The extension of the cycle track across Bank street has been passed on to our colleagues in the Transportation Planning group. They will include it in their Transportation Master Plan and Cycling and Pedestrian plan updates which are currently underway. You can add your input by following this link:

<https://engage.ottawa.ca/transportation-master-plan>

"Bike parking on the Sawmill Creek side of the station."

South Keys Station

Why can't trains be coordinated so that some run from the airport directly to Bayview, rather than changing trains at South Keys?

While the Airport Link track infrastructure will protect for direct-to-Bayview service, this scenario would force a transfer on passengers travelling north from South Keys Station. Due to the much higher passenger volumes going to or from Limebank Station, this operational scenario is unlikely.

Connect the north-south MUP along Airport Parkway directly into the airport via EY Centre. I know it's been eliminated from the plans, so please register a complaint or please let me know who to complain/appeal to." Could this mini MUP to Uplands Drive be future-proofed in case the funding does ever come through for a direct link from the north-South MUP to YOW?

Your suggestion to connect the north-south MUP along the airport parkway has been sent for consideration to the City staff who are leading the Cycling/ Active Transportation Plan Update. You can stay up to date with this initiative and provide additional feedback by signing up at <https://engage.ottawa.ca/transportation-master-plan>.

Will you be adding cycle traffic lights to the intersections on Daze (Bank and Daze in particular)?

The Stage 2 LRT office will recommend that the Transportation Master Plan (TMP) add crossrides at the Daze intersections in the update which is currently underway.

What provisions are made in terms of elevators, wider walking paths etc. for those on wheelchairs or those carrying strollers?

Similar to Stage 1, all Stage 2 stations will be designed to be fully accessible to residents and visitors of all abilities, according to the principles of universal design and the City of Ottawa's Accessibility Design Standards.

How will the cycle track (F) join Daze, at the existing lights (Daze and station access driveway)?

If the recommendation to add cycle tracks along the station access driveway goes ahead, we will explore options to incorporate the tracks into the design of the Daze intersection.

Could you describe the transfer points from Airport - South Keys - Main Line?
Simply by crossing the platform. There will be no vertical changes.

Will the cycling facility on Cahill and Daze (OCP project P2-19) to meet up with the proposed station cycle track (enhancement F) have its schedule accelerated, so as to be ready at roughly the same time? Will any bike parking be supplied on the Sawmill Creek Pathway side of the station?

The Stage 2 LRT Team and Transportation Planning staff will review this issue further. At this time there is no confirmed implementation date for Cycling Plan project P2-19 along Cahill and Daze. There will be bicycle parking located on the west side of South Keys station, accessible from the Sawmill Creek Pathway.

At the Airport, will there be a secure heated waiting area? People waiting should be able to wait in a secure air conditioned and heated area and not be forced to walk or queue outside in cold or heat.

At the Airport station the concourse will be enclosed. It will include 16 seats and be monitored by CCTV. The Trans Secure Area will be weather protected. there will be a direct link from the airport to the LRT station, with no need to go outside.

Leitrim Station Comments

"I support the improvements shown. The traffic signals at Albion/Quinn/Fenton are an important component of the connection to the Findlay Creek community and these should be installed as soon as possible."

City's response - At this time the cycling connection to Findlay Creek will remain an informal one, with the hope that it will be prioritized through the Transportation Master Plan. As the paved shoulders along Albion are wide, a MUP along the east side is not being prioritized.

Leitrim Station

Please explain how Quinn Road will be used?

Quinn Rd will be used for pedestrians and cyclists accessing the station. The cut through to the station for pedestrians will be via the multi-use pathway, across Gilligan. Vehicles will not be able to use Quinn to access the Park and Ride

How will cars access the park and ride? Where is the drop off?

Motorists will enter the station and park-and-ride via Gilligan Road. There will be a PPUDO at Leitrim Station, located close to the station entrance. This PPUDO will have space for about four vehicles.

How will the rest of the connection to Findlay Creek (shown as D on the map) work?

At this time the cycling connection to Findlay Creek will remain an informal one, with the hope that it will be prioritized through the Transportation Master Plan. As the paved shoulders along Albion are wide, a MUP along the east side is not being prioritized.

Bowesville Station Comments

"I was surprised to read that the MUP along the line only runs from South Keys to Bowesville Station."

Bowesville Station

Do you have a ridership study on ridership from the south end - for instance from the Osgoode area?

While we are currently waiting on the Transportation Study from IBI, The City has set out a target of at least 33% modal share to transit for this Community. That means that 33% of trips will be completed by transit. All transportation decisions including roadway design and expansions have this target as the main premise and will be supportive of its achievement or surpassing.

What is the plan for Bowesville - it is a natural connector to Findlay creek? Lots of potential riders there?
Findlay Creek residents would likely access Leitrim Station as it is closest to them. Bowesville will be the main Park and Ride, with 800 available spaces.

Will the overpass at Bowesville Road be large enough to support future road expansion and transport trucks passing underneath?

Yes. The design for the Bowesville overpass includes enough room for the future widening of Bowesville Road.

Is there any MUP connection provided between Limebank and Bowesville? Are there any future MUPs to be built to provide a connection from Bowesville to the existing Riverside South community or future subdivisions (e.g. the eastern extension of Spratt Rd or the extension of Boothfield St?)

At this time there is no MUP planned between Bowesville and Limebank station. As the new community develops between Limebank Station and Bowesville Station, the City will continue to work with the developers to integrate the adjacent sections of the MUP, and community connectivity as part of the subdivision approvals. The draft Land Use Plan for the area shows MUPs paralleling the rail corridor on the north and south sides with connections into the future communities.

Limebank Station Comments

"My feedback about the project is regarding transit connectivity being important to service the phase 15 development of Riverside South. From my calculations, it'll take approximately 30 minutes for us to walk from our house to the Main St. area, where the Limebank station will be. Therefore, please consider that since the LRT ride to Tremblay station will already be quite lengthy, having accessible rapid transit to get to Limebank station from our neighbourhood will be very helpful. Tacking an additional 30 minutes on to the trip by walking does not make transit a realistic option...and we bought in this area given that we were under the impression that LRT service would be a convenient option eventually."

Limebank Station

Where is the connection to the Barrhaven BRT?

The LRT will end at Limebank Station where it will eventually connect to the BRT. The timing of the construction of the BRT is unknown.

Is there a park and ride at Limebank? Does anyone anticipate this will be a huge problem, especially because it's the terminus?

The Park and Ride will be provided at Bowesville station (800 spaces) and at Leitrim station (330 spaces). Limebank station will be at the heart of a new Riverside South community, which is designated as a Mixed-use Centre in the Official Plan Housing and employment density will be the priority there.

Is there a drop off - Para Transpo area?

There will be two PPUDOs at Limebank Station, which will each have space for about three vehicles. There will also be a Para Transpo drop off area, close to the station entrance.

What is the average distance between stations?

This varies between 800m between Bayview and Gladstone to a few kilometres at the end of the line. Roughly 3.5km between Limebank and Bowesville.