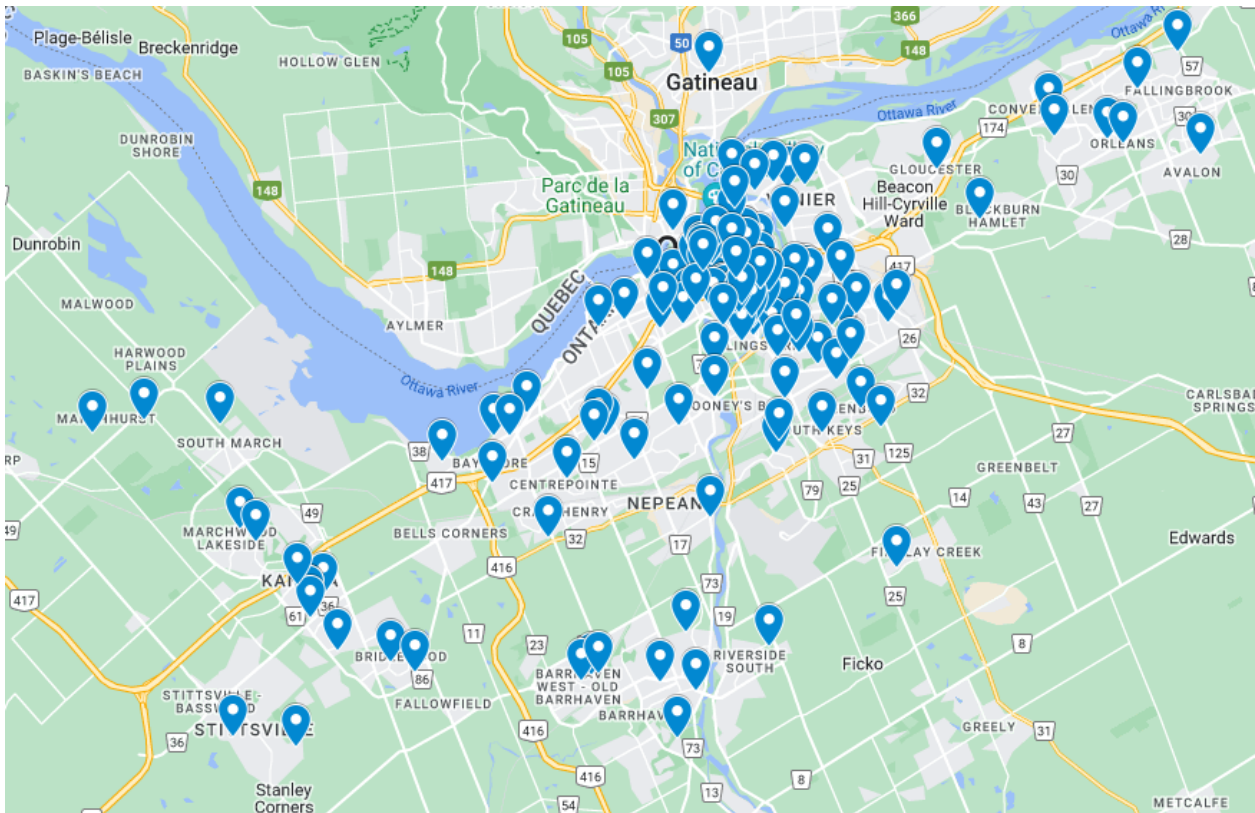


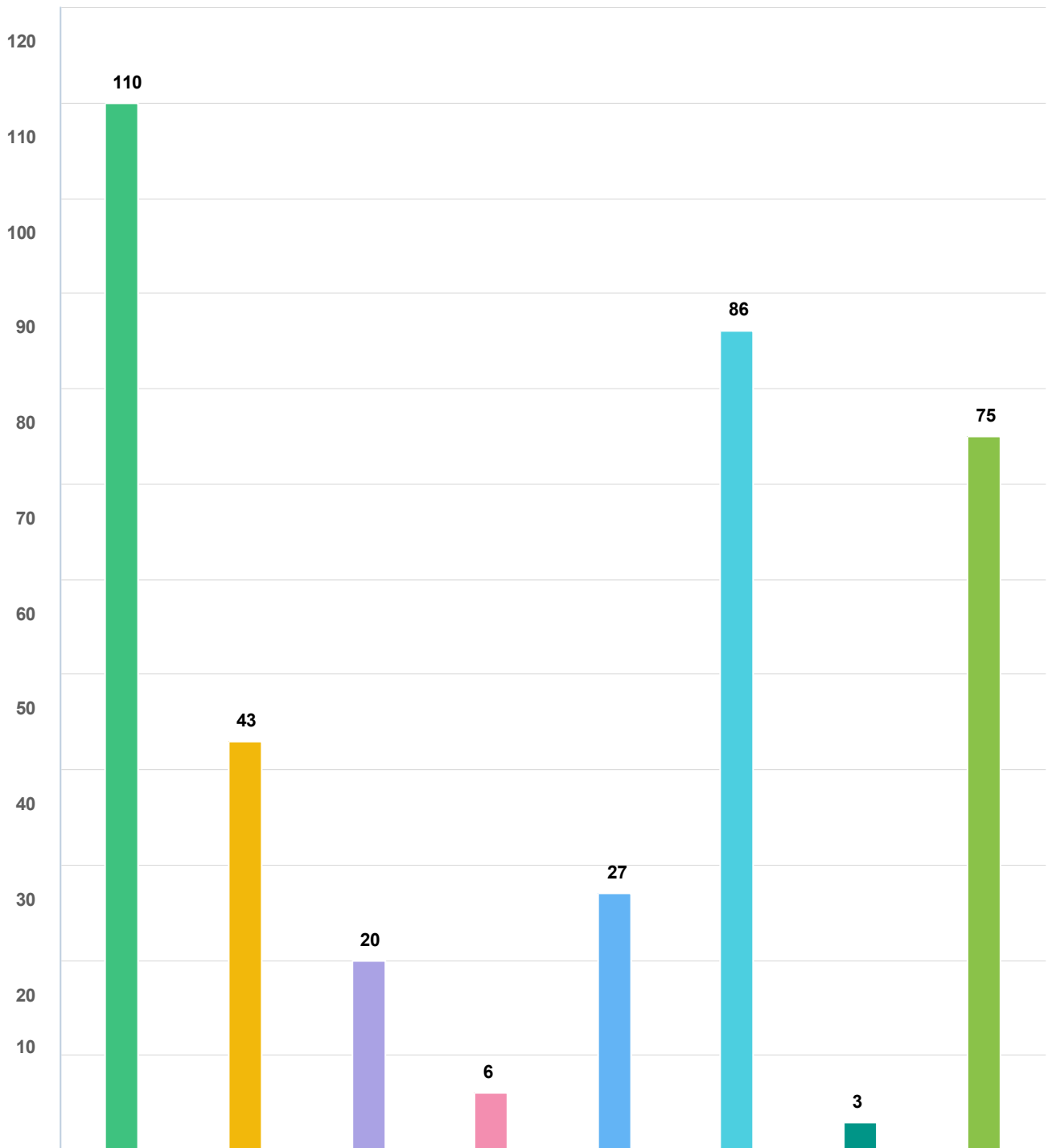
Q1 Please enter your postal code (No space)

The most recent public survey was launched on May 21 and was concluded on June 24. The survey garnered hundreds of responses from all parts of the City, including rural areas, with the most coming from the inner and outer transects. This map provides a visual representation of the locations of some respondents. Survey responses were also received from rural areas not shown on this map.

Link to the map:

<https://www.google.com/maps/d/edit?mid=13HE9JMo2GNsoAg17zdOycECFamHFqT0&usp=sharing>)

Q2 How did you hear about Lansdowne 2.0?

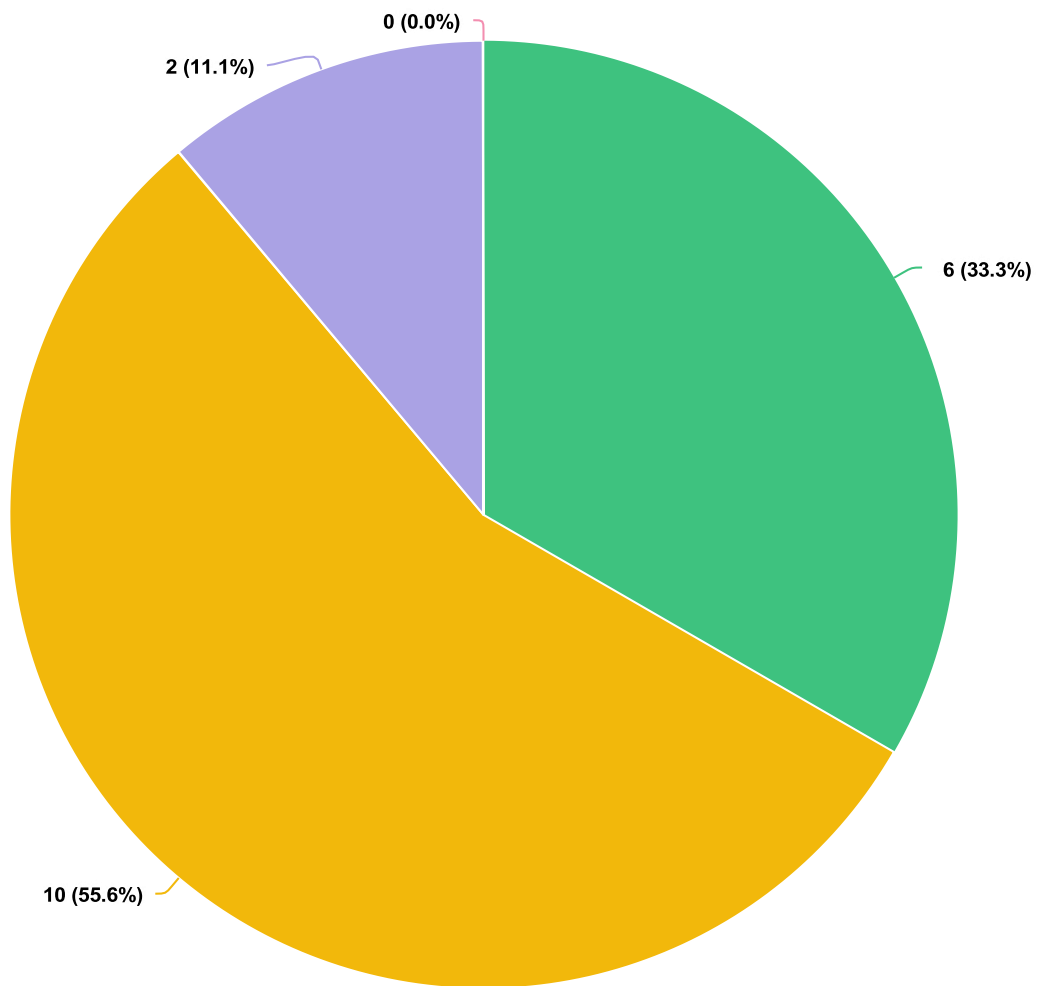


Question options

- Ward Councillor
- Engage Ottawa
- Advertisements
- Pop-Up Event
- Information Session
- Word of mouth
- At another City of Ottawa consultation
- Other (please specify)

Most responses to this survey question noted that they heard about LPP 2.0 through their ward Councillor, word of mouth, and Engage Ottawa.

Q3 Can you please tell us which advertisement made you aware of Lansdowne 2.0?

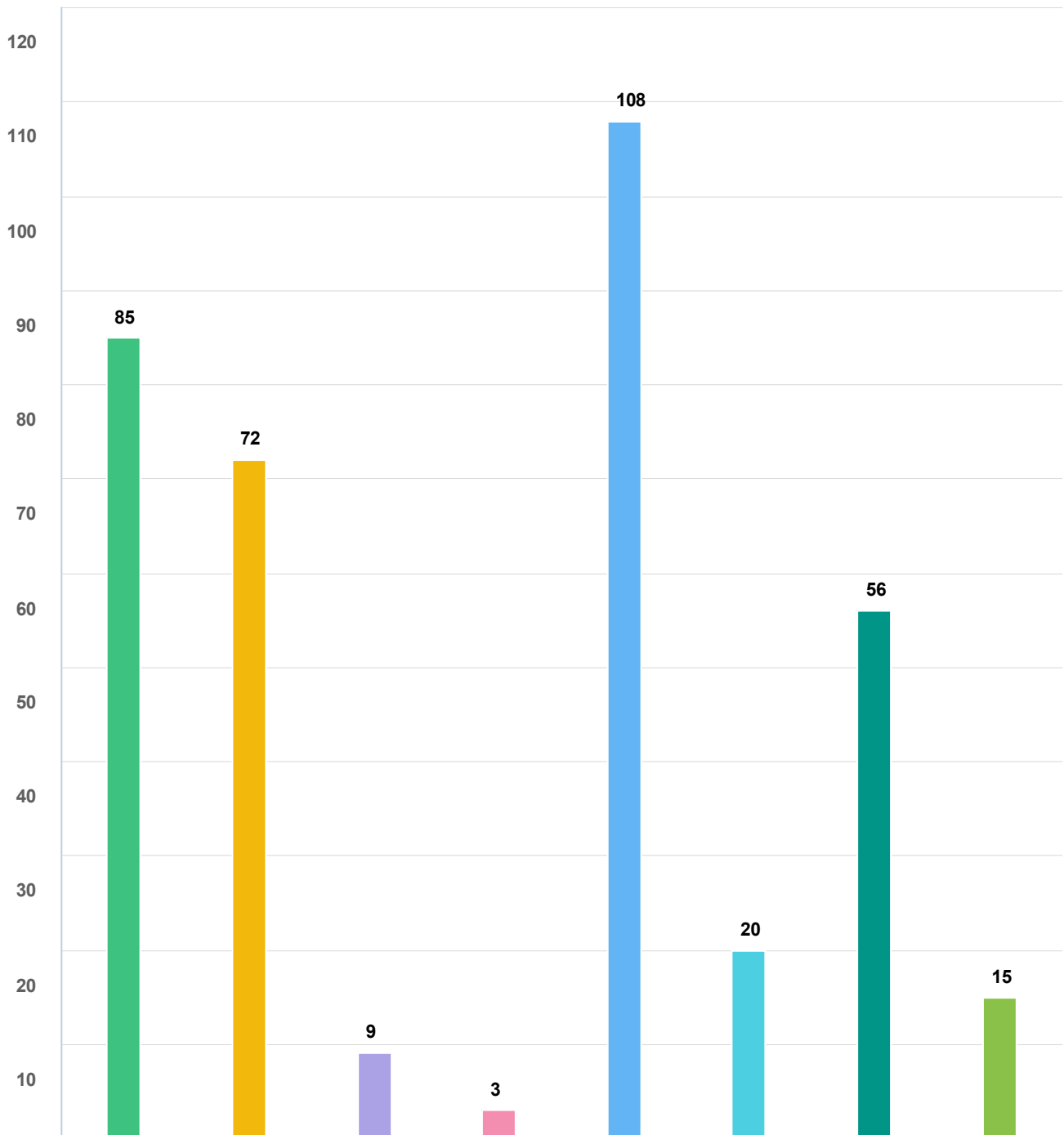


Question options

- Citywide poster campaign
- Online advertisements
- OC Transpo advertisements
- Digital Billboard

Advertisements were used to inform residents of upcoming engagement opportunities and education of the overall project. Online advertisements were the most popular and most successful form of advertising to bring awareness of LPP 2.0, with over half of the respondents responding with online advertisements. Others noted the City-wide poster campaign made them aware of LPP 2.0. Due to the number of skipped responses, it is possible that additional forms of advertising were not listed.

Q4 Did you participate in any of the engagement opportunities? Please choose all that apply:



Question options

- Engage Ottawa
- Virtual Community Comment and Information Sessions
- Virtual Coffee Chat
- Ambassadors Working Group Meeting
- Community Surveys
- Pop-up Events
- I did not participate
- Other (please specify)

All but one respondent answered this question which is an indication of people's preferred method of engagement. The engagement opportunity most frequented by users was the community surveys, followed by the Engage Ottawa webpage and the virtual Community Comment and Information Sessions. Fifteen percent of respondents did not participate in any of the engagement opportunities.

Q5 - What did you like about the pop-up events and/or was there anything missing that could have made it a better event?

While this question only received a small number of responses, they were very helpful. Most of the responses assumed that the pop-up events and consultation were less helpful, indicating that staff were not listening to residents or the City had already decided what would be in the final report. Some noted there was not enough time to have a long discussion. Others felt like a 3D model would have been beneficial.

Q6 - What did you like about the community surveys and/or was there anything missing that could have made it a better event?

The responses to this survey question varied. Some respondents appreciated being able to provide their feedback, opinions, and concerns. Others were concerned about the wording of the questions, the use of the information being provided, and assumed that staff were not taking the feedback into account. Others appreciated the “As we Heard It” reports that were released publicly summarizing the survey results.

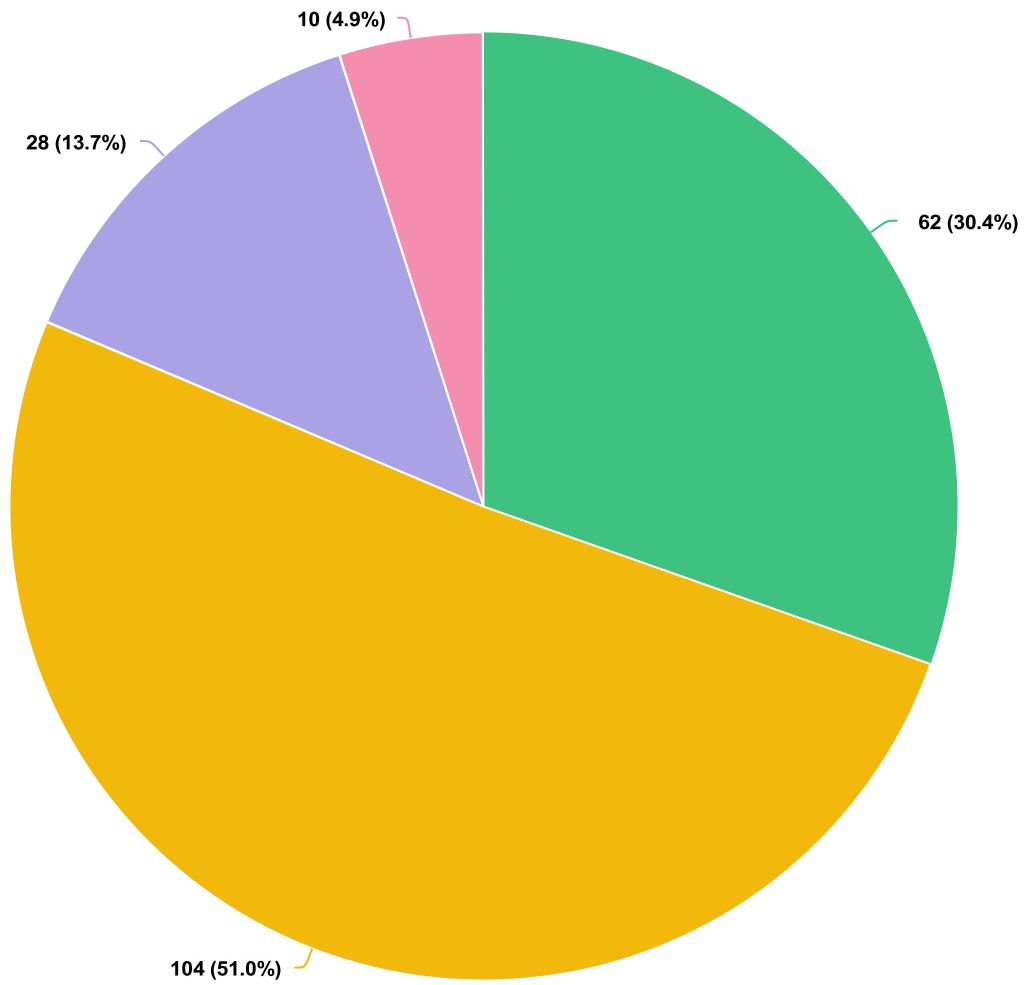
Q7 - What did you like about the virtual Community Comment and Information Sessions and/or was there anything missing that could have made it a better event?

The responses to this survey question were both positive and negative. Many respondents appreciated the City hosting multiple Community Comment and Information Sessions and felt they were easy to access, convenient to attend, inclusive, informative, and provided dialogue with residents. Other respondents felt that the sessions were either too long or short, that staff were not listening or that decisions had already been made. Some also felt that they would have preferred more in-person sessions.

Q8 - What did you like about the virtual coffee chat and/or was there anything missing that could have made it a better event?

Most respondents skipped this question. Staff could perceive this as most who skipped the question did not attend any coffee chats. Those that did respond appreciated the opportunity to ask questions and receive information in a smaller group or individual setting. There were a few comments that indicated the coffee chats were not useful.

Q9 Was the amount of project information provided sufficient?

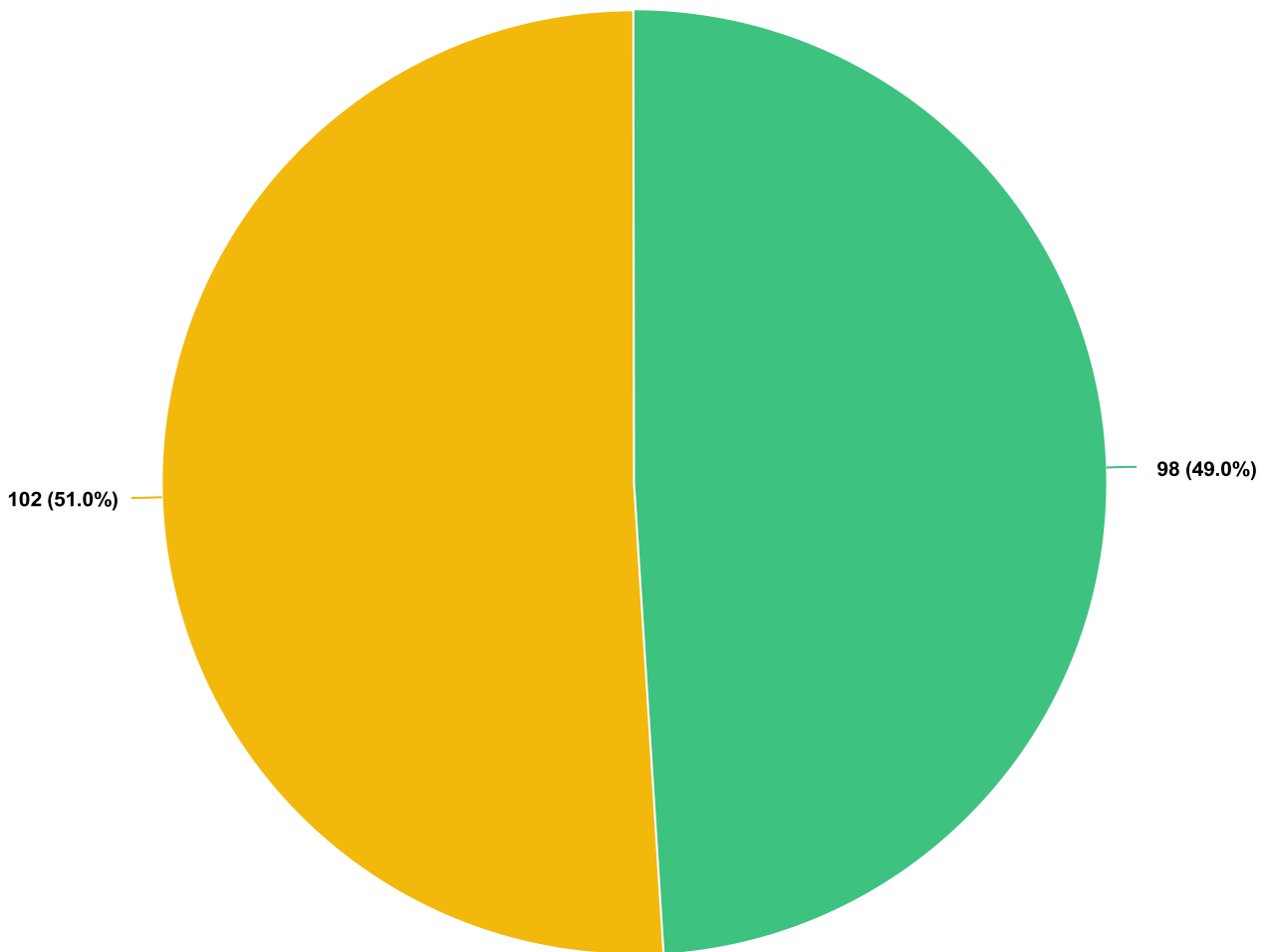


Question options

- Yes
- No
- Don't know
- N/A

Fifty-one per cent of respondents answered 'no', 30 per cent answered 'yes', and 13 per cent answered 'don't know'.

Q10 Are there any engagement opportunities you wish had been offered but were not?



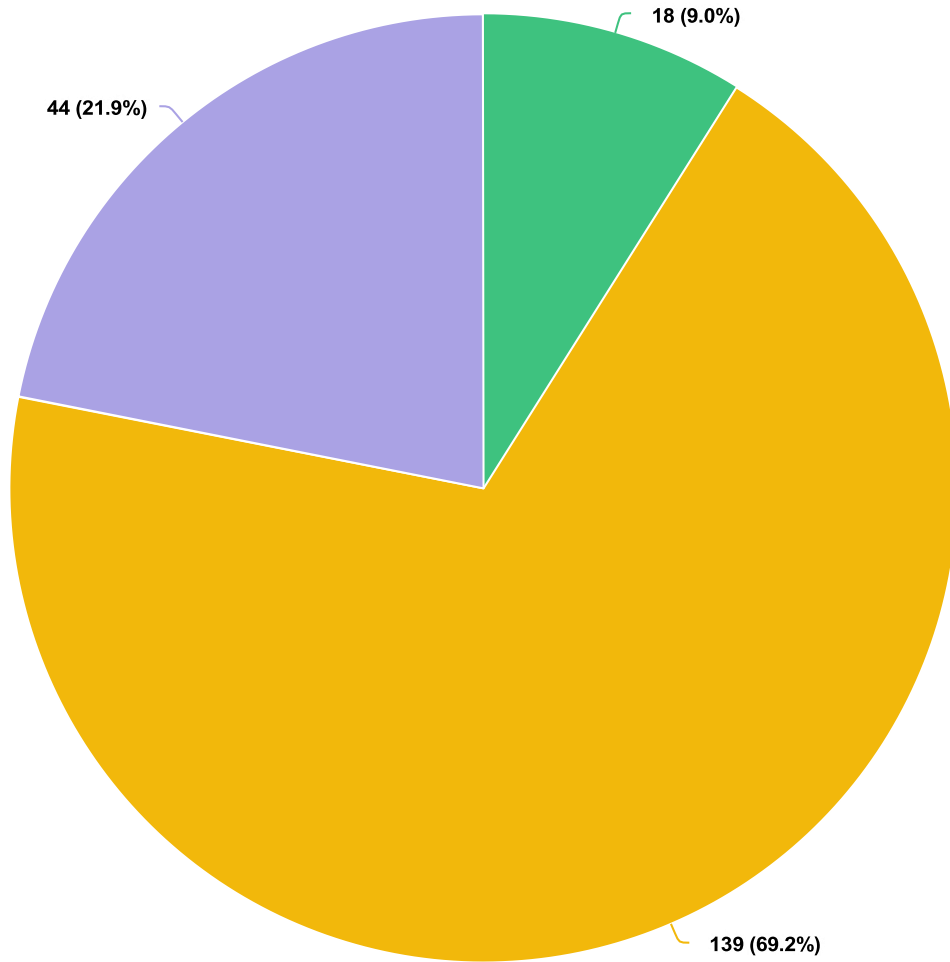
Question options

- Yes
- No

Fifty-one per cent said 'no'; 49 per cent said 'yes'.

The responses to this question included many individuals addressing their overall concerns with various parts of the project. Respondents wanted more in-person events and workshops, more information sessions on specific topics, and more sessions related directly to the financial aspects of the proposal. Some individuals felt that more surveys and polls could have been helpful, as well as awareness about the release of the surveys. Additionally, some respondents noted that they would have preferred the consultations to start earlier in the process.

Q12 | Do you feel your feedback was considered?



Question options

- Yes
- No
- N/A

Unfortunately, most respondents did not feel that City staff considered their feedback and concerns. Sixty-nine per cent responded with 'no' versus nine per cent for 'yes' and 21 per cent responding with 'N/A'.

Q13 | Please rank your preferred method of engagement. 1 being least preferred, and 5 being most preferred:



The highest preferences for method of engagement were through online surveys, e-mail, virtual Information and Comment sessions and Engage Ottawa. Pop-up events, advertisements, and virtual coffee chats followed respectively in score.

Q14 - How else can the City of Ottawa improve its engagement and consultation process?

While there was some positive feedback, most of the comments were directed at staff to improve listening to feedback and concerns from residents. Many comments noted that they felt this was a “done deal” from the start and the consultation process was just a formality. Many respondents also noted that they felt their feedback was not reflected in the updated designs.