



Traffic Services Catalogue



Table of Contents

Information on Traffic Services	5
Speeding	6
Speed Limit Signs	7
Gateway Speed Limit Signage	8
Speed Limit Changes.....	9
30 km/h Speed Limit Petition Process.....	10
40 km/h Speed Limit Petition Process.....	12
Temporary Traffic Calming Measures (TTCM)	13
Speed Display Boards	14
Speed Humps	15
Cut-Through Traffic.....	17
Safer Roads Ottawa Program.....	19
2020-2024 Road Safety Action Plan	19
Pathway Patrol Program.....	21
'Slow Down For Us!' Signs	22
Safety Improvement Program.....	23
Cycling Safety Improvement Program.....	23
Pedestrian Safety Evaluation Program	24
Pedestrian Access and Intersection Ramping & Small Localized Active Transportation Program.....	25
Guiderail Review	26
Red Light Cameras	27
Revised: October 2022	2

Automated Speed Enforcement Cameras.....	28
School Speed Zone	30
Adult School Crossing Guard Program	31
'School Area' Signs.....	32
Request for School Bus Loading Zone.....	33
Pedestrian Crossover (PXOs)	34
Crosswalk Pavement Markings	36
'Pedestrians Ahead' Warning Signs	37
'Bicycles Crossing Ahead' Signs	38
'Playground Ahead' Signs.....	39
'Deer Crossing' Signs	40
Flashing Amber Beacons.....	42
Curve Signs.....	43
Stop Signs	44
'Stop Ahead' Signs.....	45
Pedestrian Traffic Signals	46
New Roundabouts or Traffic Control Signals	47
Left Turn Signal	48
Pedestrian Crossing Time Review	50
Pedestrian Countdown Signal	51
Accessible Pedestrian Signals (APS).....	53
Streetlights	54
Truck Routes	54
Revised: October 2022	3

E-Cargo Bikes	55
Parking Signs	57
Unsigned Parking Regulations	59
Winter Parking Regulations	60
Temporary Consideration Parking Permits	62
Residential Block Parties	63
Marches and Demonstrations	64
Other Events Within the City Right-of-Way	65
On-Street Residential Parking Permits	66
Visitor's Parking Permits	68
Special Events Parking Permits	68
Special Events Parking Permit – Funerals	69
Health Care Parking Permits	70
Guest Parking Permits	71
Business Identity Card Parking Permit	72
Day Care Parking Permits	73
Musician and artist loading permit	74
Kiss and Ride Program	75
Traffic Counts and Speed Data	76
Collision Data	77
Police Enforcement and Unsafe Drivers	78

Information on Traffic Services

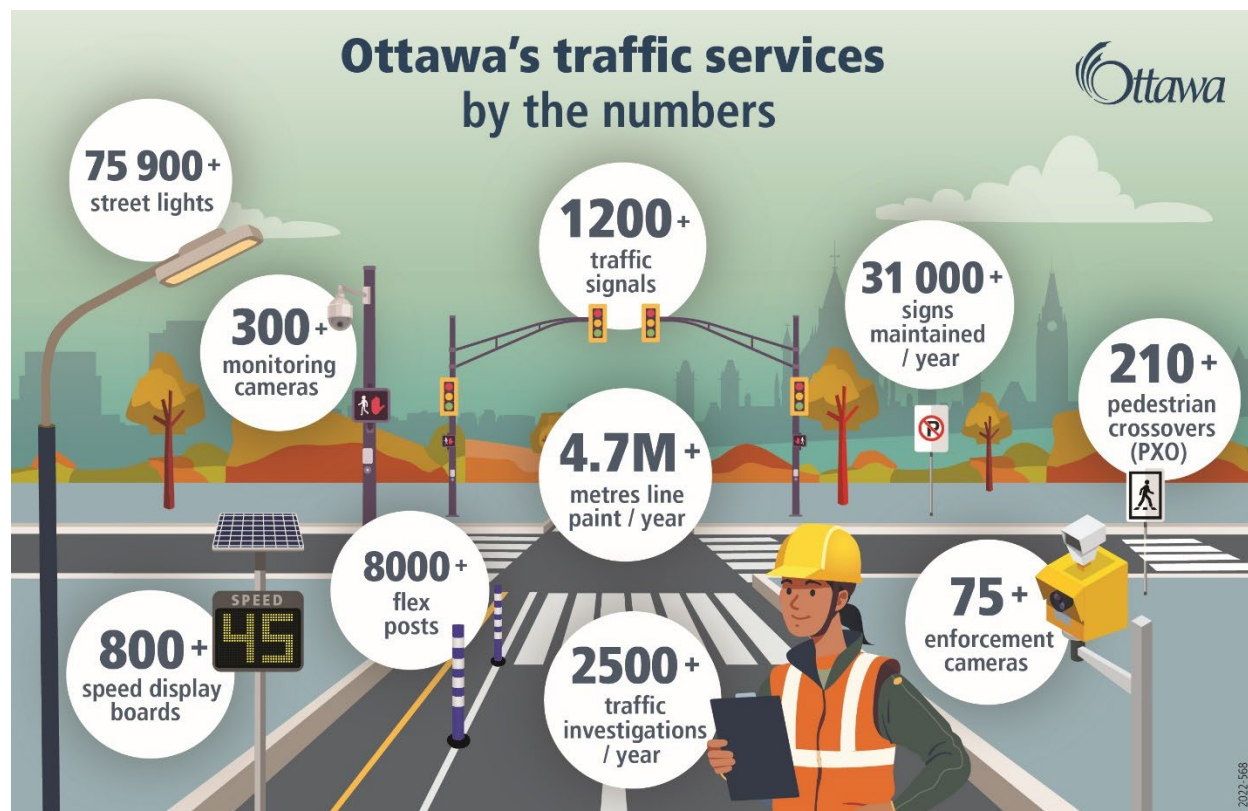


Figure 1 – Traffic Services operational infographic

Our transportation network is for everyone: pedestrians, cyclists, motorcyclists, vehicles, and transit. Traffic Services aims to maximize the safety, efficiency, and predictability of the existing road network by:

- Reducing road safety risks through engineering, education, and enforcement;
- Reducing delays, congestion, and subsequent air emissions through ongoing real-time monitoring and use of technologies that increase efficiency of traffic signal systems, and;
- Testing of emerging equipment and materials to increase durability through our winter and summer seasons, as well as reduce environmental impacts.

For additional information on programs or traffic management in general, please visit ottawa.ca/en/parking-roads-and-travel.

Speeding

Speeding is a major concern for residents within Ottawa. The City of Ottawa receives thousands of requests each year to improve the level of safety on city streets and rural roadways by addressing speeding concerns.

In densely populated areas in Ontario, where there are no posted speed limits, the maximum speed is 50 km/h.

Roadway and traffic conditions influence operating speeds and drivers tend to drive at speeds that **they** perceive as safe and comfortable. For instance, speeds travelled along straight, wide sections of roadways with very low volumes will be higher than along a road with numerous cyclists, parked vehicles, driveways and side streets. The more drivers feel constrained, the lower their travelled speed. In general, the majority of motorists will ignore posted speed limits that are lower than typical operating speeds the road engineering permits comfortably. Permanent roadway modifications are not always a viable solution and as such, enforcement and awareness are key in helping address speeding issues.

Things to Consider

- Speed display boards help bring awareness to drivers about their actual speed.
- Parked vehicles make drivers feel constrained and can contribute to lower operating speeds.
- Residents often suggest stop signs as a measure to slow traffic. Stop signs are not speed control devices; they provide right-of-way at an intersection. The inappropriate installation of stop signs can lead to:
 - Low driver compliance, which increases risks to pedestrians, cyclists and motorists, who expect drivers to come to a full stop.
 - Increase in the average speed travelled between intersections as motorists try to make up for lost time. Increased speeds jeopardize the safety of all road users, especially those who are most vulnerable.

How You Can Take Action

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [online reporting tool](#). Remember to provide the time of day that the incident occurred. The details included in each recorded call help the police identify any speeding hotspots or patterns.

Contact your Ward Councillor to discuss a location of concern with high-reoccurring speeding, to learn of any past studies and/or community discussion.

Remain conscious and mindful of your speed when driving through your own community, and the communities of others. This is the shared responsibility of every driver.

Speed Limit Signs

Speed limit signs indicate the legal speed limit on a roadway. When there is no posted speed limit sign, the legal speed limit defaults to 50 km/h. This law is consistent throughout the Province of Ontario.

There are four types of speed limit signs:

- **Maximum Speed Begins** – Where there is a change in speed limit along a roadway.
- **Maximum Speed** – After each cross street along a roadway on which the speed limit applies.
- **Maximum Speed Ahead** – Where the speed limit changes by more than 20 km/h. A Maximum Speed Ahead sign is placed in advance of the first Maximum Speed Begins sign to provide drivers the time to adjust their speed before entering the new speed zone.
- **Gateway Speed Limit Sign** - At each entry point to a community where a speed lower than 50 km/h is in effect. The speed limit applies to all roadways within the applicable area.

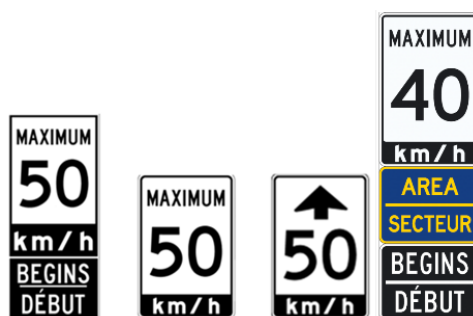


Figure 2 - Speed limit signs

Things to Consider

- Changing the speed limit of a roadway has little effect on the speed of drivers and should be accompanied by other behaviour-changing measures.
- Studies show that changes to roadway configuration are more effective in slowing driver speed than lowering speed limits.

How You Can Take Action

To request a speed limit sign or to report a damaged sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Gateway Speed Limit Signage

Bill 65 – Safer School Zones Act 2017 amended the Highway Traffic Act (HTA) to permit new gateway speed limit signage. Since then, municipalities in Ontario have the authority to establish speed limits lower than 50 km/h within neighbourhoods using gateway speed limit signage.

In August 2018, City Council approved Traffic Services' approach for the implementation of [gateway speed limit signage](#) in local residential areas. Council simultaneously approved the Gateway Speed Limit Signage By-law (By-Law No. 2018-288) which provides Traffic Services the delegated authority to:

- Establish and designate certain residential areas with a reduced speed limit of 40 km/h consistent with the Speed Zoning Policy as determined; or,
- Establish and designate certain residential areas with a reduced speed limit of 30 km/h consistent with the 30 km/h Speed Limit Policy as determined; and,
- Post the associated gateway speed limit signage accordingly.



Figure 3 - Gateway Speed Limit Signs

Things to Consider

- In new subdivisions, speed limits are established for local residential roadways using gateway speed limit signage at 30 km/h or 40 km/h, relative to design features.
- Areas consisting of roadways designated with the following classifications as defined in the current City of Ottawa Transportation Master Plan and meeting the identified criteria below, are eligible for 40 km/h gateway speed limit signage:
 - Local Roads which are located in residential areas only, and,

- Collector roads if they are currently posted at 40 km/h or if they meet the 40 km/h speed limit criteria as established in the City of Ottawa Speed Zoning Policy.
- All neighborhood areas which meet the criteria for 40 km/h Gateway Speed Limit Signage will eventually be signed as per available Council-approved program funding.

How You Can Take Action

To determine whether your neighbourhood area is eligible for 40 km/h Speed Limit Gateway Signage, or for more information on the program, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will conduct a site investigation and collect the necessary data to review the residential area roadways to assess its eligibility.

Step 2: The assessment will determine how many gateway signs are required for the area, and how many existing speed limit signs will need to be removed. Then, a cost estimate will be developed. Concurrence from the Ward Councillor is required for both implementation and funding.

Step 3: If the Ward Councillor is in agreement with implementation of Gateway Speed Limit Signage, a work order is created and submitted to the Signs Unit for installation within six to eight weeks, or as operational demands allow.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Speed Limit Changes

Speed limit signs are used to communicate the legal speed limit on a roadway. In the City of Ottawa, if there are no speed limit signs along a roadway, the default maximum speed is 50 km/h.

In Ottawa, speed limits are set according to the Speed Zoning Policy, the 30 Km/h Speed Limit Policy on Existing Roadways, and Gateway Speed Limit Signage Guidelines. Residents can seek to have the speed limit reduced on their street and the process differs based on the roadway classification and existing operating speeds. Where a petition is required, there must be a clear consensus of at least 66% of residents on the entire street in favour of the reduction, along with the Ward Councillor's concurrence, to lower the speed limit.

Things to Consider

- A change in speed limit signage may not affect the speed at which drivers travel.
- A change in speed limit requires the installation of regulatory signage. Where applicable, the change in speed limit could result in the installation of signage on the City's portion of a resident's property.

How You Can Take Action

To initiate a reduction in speed limit on your roadway, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: The speed change request will be assigned to a Traffic Assessment Specialist. City staff will review your request and contact you to discuss available options and processes. If a petition is required, staff will create and provide you with a petition document. As the proponent, you will be responsible to visit every address listed on the petition form. The completed petition form must be returned to the Traffic Assessment Specialist who will review the results. If at least 66% of residents listed on the petition are in favour, the Specialist will notify the ward councillor to seek support.

Step 2: If the necessary criteria are met, and a lower speed limit is applicable, the Traffic Assessment Specialist will submit a work order for the installation of the new signs. The new speed limit signs will usually be installed within six to eight weeks, or as operational demands allow. Requests for speed limit signs received during winter months are scheduled the following spring for operational reasons.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS on-line reporting tool.

30 km/h Speed Limit Petition Process

The implementation of 30 km/h speed limits on existing roadways in Ottawa is based on industry best practices. Criteria related to the Roadway and Traffic Environment, in addition to the surrounding Active Transportation Environment, are assessed to determine the applicability of the reduced speed limit.

There are two scenarios where streets may be eligible for a posted speed limit conversion to 30 km/h. These are:

Scenario 1: The operational speed of the existing roadway is equal to or less than 35 km/h. The operational speed is defined as the 85th percentile speed. In this case, a posted speed limit of 30 km/h will be implemented.

Scenario 2: The existing roadway has an operating speed greater than 35 km/h and meets the Roadway and Traffic Environment criteria, the Active Transportation Environment criteria, and the petition process requirements.

Things to Consider

- The change in speed limit signage may not affect a driver's speed.
- The change in speed limit requires the installation of regulatory signage along the entire roadway. A change in speed limit could result in the installation of signage on or near the City's portion of a resident's property.

How You Can Take Action

To request a change in speed limit to 30 km/h on a roadway, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request to establish a 30 km/h speed limit is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will conduct a site investigation and collect the necessary data to review the roadway to assess its eligibility. Where the roadway has an operating speed greater than 35 km/h and the necessary Roadway and Traffic Environment criteria is met, staff will offer the requestor a petition to change the speed limit to 30 km/h. If the operating speed of the roadway is less than or equal to 35 km/h a petition is not required to implement a 30 km/h speed limit.

Step 2: Upon agreement from the Ward Councillor, the Specialist will provide the petition document to the resident, referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only serves to inform City staff of the proportion of residents who support the change in speed limit, but also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Specialist.

Step 3: The Specialist will review the petition results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek their support. Then, a work order will be issued, and the new 30 km/h speed limit signs will usually be installed within six to eight weeks, or as operational demands allow.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

40 km/h Speed Limit Petition Process

Now that municipalities within Ontario have the authority to designate larger areas with a common lower speed limit, the petition process is no longer a reasonable option for residents on local residential roadways.

In order for the 40 km/h speed limit to be implemented, there must be a clear consensus of at least 66% of residents on the entire street in favour of the reduction. There must also be support from the Ward Councillor.

Things to Consider

- The change in speed limit signage often does not affect the speed at which drivers travel.
- The change in speed limit requires the installation of regulatory signage along the entire roadway. Under current legislation, a speed limit sign is required after every cross-street along the corridor. Though every effort is made to locate signs on existing posts, the change in speed limit could result in the installation of signage on the City's portion of your property.

How You Can Take Action

To initiate a change in speed limit on a local residential roadway, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: If the street qualifies for a speed reduction via petition, the request will be assigned to a Traffic Assessment Specialist. A petition document containing all addresses to be petitioned will be created by City staff.

Step 2: The Traffic Assessment Specialist will provide the petition document to the resident who initiated the request referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only service to inform City staff of the proportion of residents who support the change in speed limit, but it also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Traffic Assessment Specialist as per the instructions on the petition.

Step 3: Upon receipt of the petition, the Traffic Assessment Specialist will review the results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek support. If the ward councillor agrees, a work order will be issued and the new 40 km/h speed limit signs will usually be installed within six to eight weeks, or as operational demands allow.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Temporary Traffic Calming Measures (TTCM)

Speeding and driver behaviour are major concerns for residents. Each year, inquiries are received in pursuit of traffic calming measures to address these issues across all neighbourhoods in Ottawa. Unfortunately, permanent roadway modifications are not always a viable solution. Some locations of concern may not meet the necessary criteria for permanent modifications or in certain instances, the impacts of such modifications are undesirable.

The Temporary Traffic Calming Measures (TTCM) Program facilitates the installation of effective, lower-cost traffic calming measures that are temporary and/or seasonal in nature. These are quickly and easily installed and can be modified where applicable - offering temporary solutions for areas that often do not meet warrant for permanent roadway modifications. Each ward is allotted an annual budget to cover installations and new materials, and these funds are allocated with Ward Councillor approval. In 2022, \$50,000 was budgeted for each ward.

Some examples of measures under the TTCM program include:

- Flex Stakes / Cyclo-Zone Delineators
- Pavement Markings;
- Speed Display Boards
- Planter Boxes
- Community Entrance Signage
- Localized permanent Speed Humps



Figure 4 - Examples of Temporary Traffic Calming Measures

Things to Consider

- Requests for TTCM are subject to a review of existing vehicular speeds, driver behaviour and collision history to verify the safety concern.

- Locations for TTCM are developed in consultation with Ward Councillors.
- Potential measures must be assessed to determine if they are feasible or desirable at the specific location.
- The implementation of approved TTCM is subject to availability of funding. The Program receives an annual funding allotment to cover the cost of materials and installation. In 2022, \$50,000 was budgeted for each ward.
- Concurrence from the Ward Councillor is required to review the feasibility of TTCM for the specific location.

How You Can Take Action

To determine if a roadway qualifies for Temporary Traffic Calming measures, please contact your Ward Councillor, call 3-1-1 (TTY: 613-580-2401), or email 311@ottawa.ca.

Our Service to You

Step 1: Your request will be assigned to a Traffic Assessment Specialist who will review the location by comparing speed, traffic volumes and collision history to verify the prevalence of the traffic safety issue cited in the request.

Step 2: Based on the results of the review, the Traffic Assessment Specialist will either provide you with options for other traffic safety/operational measures or forward your request to the Temporary Traffic Calming Unit as a viable candidate for a feasibility study.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Speed Display Boards

Speed display boards help alert drivers to the speed at which they are travelling. Although results may vary, speed display boards have been found to generally reduce operating speeds by 2 to 4 km/h when in place. Most of the units used by the City of Ottawa collect speed data, which helps City staff identify areas where speeding is an ongoing issue.



Figure 5 – Solar-powered speed display board

Things to Consider

- Speed display boards are purchased through the Ward Councillor's budget for Temporary Traffic Calming Measures (TTCM).

How You Can Take Action

To request the installation of a speed board please contact your Ward Councillor call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca. To report damage to a speed display board, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Your request will be assigned to a Coordinator, Temporary Traffic Calming who will review the location with the Ward Councillor's office to determine whether the device is appropriate for the roadway. This review includes but is not limited to, roadway type, speed limit, geometric features and physical installation possibilities.

Step 2: Based on the collaborated review, the Ward Councillor will determine if the measure will be implemented. Once/if installed, Traffic Services staff can review the data, speed and volume of the vehicles passing-by the device and provide to the Ward Councillor to measure their effectiveness.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Speed Humps

Speed humps are used as a traffic calming measure and can be effective in reducing speeds. Speed humps are self-enforcing and usually have few secondary impacts when used on local roads. Typically, in order to implement this type of permanent traffic calming measure on a roadway, a [Neighbourhood Traffic Calming \(NTC\)](#) Study must first be completed. If a location does not meet the requirements of the NTC program, a

speed hump may still be considered for implementation under the Temporary Traffic Calming Measures (TTCM) program.



Figure 6 - Speed hump and signage

Things to Consider

- Locations that are considered viable for a traffic study are subject to the Neighbourhood Traffic Calming Program priority list. Only those highest-ranked locations will be prioritized for future study and subsequent implementation of potential traffic calming measures (including speed humps and/or other permanent measures).
- Locations that are not considered viable for a traffic study under the NTC program may be referred for consideration for implementation under the TTCM program. Locations that meet the technical requirements will be considered and prioritised by the Councillor under the ward's annual TTCM program.
- Undesired secondary impacts, including vibrations, or delays to emergency vehicles and diversion of traffic to local roadways can be a greater concern when traffic calming measures are used on main roadways and thoroughfares.
- The NTC and TTCM Programs are reserved for local and minor collector streets within neighbourhoods that do not benefit from planned road modifications from other programs. The qualification processes for these Programs are required to manage limited resources and should not be viewed as “warrants” for traffic calming measures.

How You Can Take Action

To determine if a roadway qualifies for a Neighbourhood Traffic Calming (NTC) Study, or for Temporary Traffic Calming Measures (TTCM) please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Your request will be assigned to a Traffic Assessment Specialist who will review the location by comparing speed, traffic volumes and collision history against the criteria set in the Neighbourhood Traffic Calming (NTC) Study screening guidelines.

Step 2: Based on the results of the review, the Traffic Assessment Specialist will either discuss other potential speed deterrent options with you or forward your request to the NTC Study Unit as a viable candidate for study or forward your request to the ward Councillor's office for consideration under the annual Temporary Traffic Calming Measures (TTCM) Program.

Step 3 (NTC): Studies for the highest-ranking requests on the list are initiated, as resources permit. It is then determined whether there is community support for the study. Speeding concerns are confirmed with a preliminary investigation, which could include reviewing results of any previous road or traffic calming projects at that location, and available road user data, such as speeds and volumes.

Step 4 (NTC): Based on the findings of the study, a traffic calming plan would be developed in consultation with the local community and other stakeholders, prior to recommending a final plan for approval.

Step 3 (TTCM): Possible locations are reviewed for their technical merit. Locations where speed humps are not technically feasible are considered for alternative TTC measures. Locations that meet the technical requirements are referred to the Ward Councillor's office for their concurrence.

Step 4 (TTCM): The immediate community is consulted on locations that meet the technical requirements and have Ward Councillor support, typically by way of petition undertaken by the Councillor's office or through a community representative.

Step 5 (TTCM): Locations that achieve community support (at least 66% of those petitioned in favour) may be selected and prioritized for implementation by the Ward Councillor under the TTCM program.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Cut-Through Traffic

Neighbourhood traffic concerns sometimes relate to traffic volumes on local and collector roadways within a community. This can occur when a higher classification

roadway experiences a bottleneck that slows down traffic, making alternative routes through a community more attractive. This is often referred to as a short-cut or cut-through traffic.

Physical and regulatory traffic management measures can reduce traffic volumes in one of two ways: they close streets or prohibit turning movements to eliminate traffic or they remove bottlenecks on preferred alternative streets to encourage traffic diversion to these routes. In order to implement permanent traffic calming measures on a roadway, a [Neighbourhood Traffic Calming](#) (NTC) Study must first be completed.



Figure 7 - Signage used to inform motorists of no right turn movements

Things to Consider

- Locations forwarded to NTC Program are subject to a prioritization process. Only those locations ranking the highest on the list will be studied and, if warranted, permanent traffic calming measures will be implemented.
- Closures can have significant secondary impacts as they eliminate both through and local traffic as well as access for emergency vehicles.
- Turning prohibitions also restrict local traffic but can exempt emergency vehicles. They are typically less effective than closures as compliance is often an issue.
- Only Local and Minor Collector roadways are considered for NTC Studies.

How You Can Take Action

To determine if a roadway qualifies for a Neighbourhood Traffic Calming (NTC) Study, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Assessment Specialist. The Specialist will review the location by comparing speed, traffic volumes and collision history to the criteria in the NTC screening guidelines.

Step 2: If the location meets the criteria, the Traffic Assessment Specialist will officially submit the request to the Neighbourhood Traffic Calming (NTC) Study group as a viable candidate for a NTC Study.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Safer Roads Ottawa Program

The Safer Roads Ottawa Program is a leading community partnership between Ottawa Fire Services, Ottawa Paramedic Service, Ottawa Police Service, Ottawa Public Health and the Public Works Department, committed to preventing or eliminating road deaths and serious injuries for all people in the City of Ottawa, through culture change, community engagement, and development of a sustainable safe transportation environment.

Residents planning a community event or activity where road safety is a key element are encouraged to contact Safer Roads Ottawa via sro@ottawa.ca to learn of ways the outreach team can offer support.

Things to Consider

- The Safer Roads Ottawa outreach team can offer community support through the supply of safety gear, presentations, event presence, distribution of informative literature, etc.
- Determine how your activity or event intersects with the 2020-2024 Strategic Road Safety Action Plan; outreach themes align to this plan and include pedestrian safety, cyclist safety, motorcyclist safety, impaired, aggressive and distracted driving, intersection safety, and rural road safety.
- The expected size and reach of your activity (e.g., targeted demographic, audience, location).

How You Can Take Action

If you're interested in receiving support from Safer Roads Ottawa on a community initiative, please reach out to sro@ottawa.ca.

2020-2024 Road Safety Action Plan

The 2020-2024 Strategic [Road Safety Action Plan](#) is a comprehensive and proactive strategy approved by City Council in December 2019. It is a five-year plan that builds on

the City's existing road safety programs. The plan is based on the Safe Systems approach to road safety, and is guided by the theme of *Think Safety, Act Safely* – in recognition of the shared responsibility and the change in culture required to continue the progress towards zero fatalities and major injuries.



Figure 8 – 2020-2024 Strategic Road Safety Action Plan theme image: 'Think Safety, Act Safely'

It is delivered by internal partners involved in education, enforcement and engineering aspects of road safety. Delivery is coordinated by the Safer Roads Ottawa program, which is governed by a steering committee composed of senior representatives from Ottawa Fire Services, Ottawa Paramedic Service, Ottawa Police Service, Ottawa Public Health, the Public Works Department and the Regional Supervising Coroner.

The plan focuses on reducing fatal and major injury collisions, with 4 main emphasis areas:

- Vulnerable road users (pedestrians, motorcyclists and cyclists)
- Intersections
- Rural areas
- High-risk driver behaviour (aggressive, distracted & impaired)

Things to Consider

- Each year, staff deliver a presentation to Transportation Committee seeking Council approval for planned engineering, enforcement and education countermeasures, which focus on each of the plan's emphasis area.
- Locations for improvements are selected based on a data-driven approach, with the goal of reducing fatal and major injury collisions.

- Locations with a high occurrence or risk of fatal and major injury collisions are prioritized for improvements.

How You Can Take Action

If you're interested in learning more about the Road Safety Action Plan or Road Safety in general please visit [Ottawa.ca](https://ottawa.ca).

Pathway Patrol Program

Ottawa's pathways have amazing scenery to discover and are a great way to get in and around our city. Overseen by Safer Roads Ottawa, Pathway Patrol is a volunteer program designed to help make Ottawa pathways safer for all users, whether you walk, run, roll, or cycle.

Interacting with visitors and residents on City of Ottawa and National Capital Commission pathways, Pathway Patrollers are there to help improve the pathway experience for users. Since 1997, they have acted as ambassadors on the pathways and can provide such services as helpful tips, directions, first aid and basic bicycle repairs, to name a few.



Figure 9 – Pathway Patrol Program

Things to Consider

Volunteers with the Pathway Patrol Program will:

- Meet new people who love being active outdoors
- Work as part of a team and learn new skills
- Explore new parts of this great city
- Interact with residents to help improve their experience of using the pathways
- Be a positive role model for pathway etiquette and cycling safety

How You Can Take Action

If you're interested in joining the Pathway Patrollers team, please reach out to pathwaypatrol@ottawa.ca.

More information about the Pathway Patrol Program can be found on ottawa.ca/pathwaypatrolvolunteer.

‘Slow Down For Us!’ Signs

Slow down for us signs are distributed as part of the Safer Roads Ottawa Program. It brings awareness to the community that there are speeding concerns within a neighbourhood where children are at play, particularly in summer. These signs are distributed each spring through fall and placed in the community by residents.



Figure 10 - 'Slow Down For Us!' Signage

Things to Consider

- The success of 'Slow Down For Us!' signs relies heavily on community involvement.

How You Can Take Action

To request a 'Slow Down For Us' sign, contact your Ward Councillor's office or contact Safer Roads Ottawa via sro@ottawa.ca.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Safety Improvement Program

The Safety Improvement Program (SIP) provides an opportunity for the City to mitigate crashes at high collision and high collision risk locations. The program monitors approximately 15,000 reported traffic collisions each year in order to identify locations with existing road safety issues based on collision trends and collision prediction techniques that quantify safety risks. Roadway modifications are undertaken at these locations to help improve road safety performance of the City's transportation network. The program is carried out on an annual basis, when year-end traffic collision and volume data becomes available and takes all road users, including pedestrians and cyclists, into consideration.

SIP assessments lead to recommended changes to signage, pavement markings, traffic control signal timings and phases and/or the installation of skid-resistant asphalt and roadway geometric modifications. Most implemented recommendations are low-cost and high-return measures that provide operational benefits as well as improved safety.

Routine monitoring is conducted to help us understand which measures help and which do not.

Things to Consider

- Collisions have a number of contributing factors including human factors, roadway factors and vehicle factors.
- Road safety is a shared responsibility.

How You Can Take Action

To learn about previous Safety Improvement studies or to determine if a location has been studied, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Cycling Safety Improvement Program

The Cycling Safety Improvement Program (CSIP) addresses cycling safety concerns at various locations across the City. The program involves identifying locations with a high number of collisions and/or reported concerns, screening and prioritizing the locations and conducting an engineering review. Staff then recommend appropriate, feasible solutions that may improve cyclist safety. Solutions may include, but are not limited to, the installation of signs, pavement markings or the implementation of minor design changes. Each location improved through the program is monitored to evaluate and review the effectiveness of the implemented solutions.

Things to Consider

- Locations are screened for program eligibility. Screening criteria includes connectivity within the cycling network, identified safety issues (including collision history) and the cost for the installation of the proposed mitigation measures.
- The CSIP puts a strong emphasis on community consultation in order to best identify locations of concern and to implement community-supported improvements.

How You Can Take Action

To suggest a location for a cycling safety review, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to the Coordinator, Cycling and Pedestrian Safety for consideration in the program's eligibility screening process.

Step 2: If the location meets appropriate criteria, your feedback may be required on cycling conflicts that you have encountered and on suggested solutions for safety improvements. Additional public consultation may also take place to ensure that concerns and suggested solutions are thoroughly understood.

Step 3: Appropriate solutions to improve cyclist safety are selected and implemented once funding becomes available.

Pedestrian Safety Evaluation Program

The Pedestrian Safety Evaluation Program (PSEP) has been established to help address pedestrian safety concerns at intersections across the City. The program involves identifying and screening intersections of concern, conducting an engineering review to identify factors contributing to collisions and conflicts, and implementing solutions to help improve pedestrian safety.

Things to Consider

- Signalized and unsignalized intersections can be reviewed through the PSEP
- Although collision history is a key metric in identifying intersections of concern, other factors, such as traffic volumes, operating speeds and the pedestrian crossing distance, for example, are also important. These are used to determine the pedestrian safety index for the intersection.
- The PSEP puts a strong emphasis on community consultation in order to best identify locations of concern and to implement community-supported improvements.

How You Can Take Action

To request a pedestrian safety review of an intersection, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to the Coordinator, Cycling and Pedestrian Safety to calculate the pedestrian intersection safety index and to consider the location for further review.

Step 2: If the location meets the criteria for further review, your feedback may be required with regard to pedestrian conflicts that you have encountered, and what suggested solutions you might have for safety improvement. Additional public consultation may also take place to ensure that concerns and suggested solutions are thoroughly understood.

Step 3: Appropriate solutions to improve pedestrian safety will be selected and implemented once funding becomes available.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Pedestrian Access and Intersection Ramping & Small Localized Active Transportation Program

The Pedestrian Access and Intersection Ramping (PAIR) Program was established to address accessibility and short missing pedestrian or cycling connections. The PAIR Program focuses on the accessibility issues at pre-existing formal pedestrian crossings. The upgrades under PAIR would include curb ramping and TWSIs. The Small Localized Active Transportation (SLoAT) Program addresses short missing sidewalk links and connections for pedestrians and cyclists.

Things to Consider

- Only PXOs, Stop Control, Adult School Crossing Guard warranted locations with missing curb ramping or TWSIs may be eligible for PAIR.
- Eligible missing sidewalk connections are typically under 50m

How You Can Take Action

To request a PAIR/SLoAT review, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Monitoring and Evaluations Technologist for review.

Step 2: If the location meets the criteria for construction, it will be reviewed for coordination opportunities with larger planned projects. Other isolated locations will be prioritized for implementation based on accessibility, as well as proximity to nearby schools.

Step 3: Prioritized locations will be placed on a list for construction as funding becomes available.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Guiderail Review

Roadside guiderail reviews address roadside safety by determining if a guiderail may reduce the severity of crashes at locations where there are a high number of run-off-the-road collisions. Engineering warrants developed by the Ministry of Transportation Ontario are applied to determine guiderail effectiveness.



Figure 11 - Guiderail along a curved road

Things to Consider

- A guiderail can be a roadside hazard in itself. It is better to provide a clear area beside the road so that errant vehicles can stop safely and return to the roadway.
- Guiderails are only used when this clear area is not present.
- Guiderails are typically warranted along roadway curves and near bridges on high-speed rural roadways.

How You Can Take Action

To learn if a roadway is appropriate for guiderails or to report damaged guiderails, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for a guiderail is received, it is assigned to the Coordinator, Safety Improvement Program. The Coordinator conducts a review of the roadway's collision history and site characteristics to determine if the location meets the criteria for the installation of a guiderail.

Step 2: If the location identified is a suitable candidate, a request for installation will be formally sent to the City of Ottawa's Asset Management group who will install the guiderail once funding becomes available.

Red Light Cameras

The Red Light Camera Program is an initiative to improve intersection safety. The two main goals of the Program are to reduce right-angled collisions and to reduce the severity of injuries to help improve road safety at the targeted intersections. Collisions resulting from red-light running tend to be more severe than other collisions because they usually involve at least one vehicle travelling very quickly and colliding with another vehicle at a right angle. Studies have shown that the installation of [red light cameras](#) is effective in reducing right angle collisions, however it can cause increases in rear-end collisions, which are typically less severe.

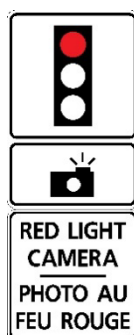


Figure 12 - Red Light Camera Sign

Things to Consider:

- To maximize the positive benefits of red light cameras, site selection considers collision history, including frequency, type, and severity.
- A review of all signalized intersections is conducted each year to determine the locations that would benefit the most from red-light running cameras.
- In certain instances, red light cameras cannot be installed at high collision locations due to physical constraints.

How You Can Take Action

To request that an intersection be considered as a location for a red light camera installation please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for a red light camera is received, it is assigned to a Safety Improvement Program Coordinator for review.

Step 2: If the location meets the necessary collision history criteria and is deemed suitable for a red light camera installation, the location will be prioritized for installation once the funding become available.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Automated Speed Enforcement Cameras

Automated Speed Enforcement (ASE) is a system that uses a camera to enforce speed limits in order to reduce overall speeds and the risk of serious injury in the event of a collision. In Ottawa these cameras are located in certain community safety zones near schools, and as of 2023 near certain playgrounds, where speeding is a risk to vulnerable road users and children. Motorists photographed speeding through these areas will get a ticket mailed to the registered plate owner of the vehicle within 30 days.

“Coming soon” warning signs are installed for at least 90 days wherever a speed camera will be placed to alert motorists of its upcoming installation or re-installation.

A list of all current ASE cameras is updated regularly on [Ottawa.ca](https://ottawa.ca). Revenue generated is reinvested into the City of Ottawa’s Strategic [Road Safety Action Plan](#) program’s various education, engineering, and enforcement efforts to reduce fatal and major injury collisions.



Figure 13 – Municipal Speed Camera Coming Soon



Figure 14 – Municipal Speed Camera in use

Things to Consider:

- To maximize the positive benefits of ASE cameras, site selection near schools is based on a data-driven approach considering factors that contribute to the risk of collision such as:
 - Level of compliance with posted speed limit
 - Volume of pedestrians
 - Number of reported collisions
 - Whether nearby schools are participating in Safe and Active Transportation to School (SATS)
- In certain instances, cameras cannot be installed due to physical constraints.
- Roadways will be reprioritized annually (as new data is available) for future installation of ASE cameras as funding becomes available.

How You Can Take Action

To request that a roadway be considered as a location for ASE camera installation please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for an ASE camera is received, it is assigned to the Automated Enforcement Analyst for review.

Step 2: If the location meets the necessary criteria and is deemed suitable for camera enforcement, the location will be prioritized for installation once funding becomes available.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

School Speed Zone

A school speed zone is a location where a reduced speed limit has been established on a roadway adjacent to a school. The reduced speed limit is typically in effect 7:00am to 6:00pm on weekdays from September through June. The *City of Ottawa Speed Zoning Policy for Urban and Rural Roads* is a Council approved policy that defines the criteria required to install a school speed zone. The City of Ottawa works closely with all school boards to ensure that areas in and around schools are appropriately signed according to municipal and Provincial standards.

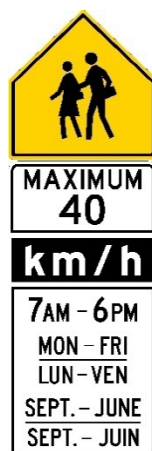


Figure 15 - School speed zone with time restrictions

Things to Consider

- This type of warning sign is most effective at locations where there is a noticeable presence of children.

Revised: October 2022

- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request a location review for a school speed zone, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request is received, it will be assigned to the Traffic Investigations unit for review.

Step 2: If the location is a suitable candidate for School Speed Zone signs, the signs will be installed within six to eight weeks, or as operational demands allow.

To request speeding enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

Adult School Crossing Guard Program

Adult School Crossing Guards are trained and paid individuals who stop traffic to facilitate roadway crossing for primary school children on their way to and from school. The Guards can be located at intersections or mid-block locations. Special signage and pavement markings are used to define the crossing location.



Figure 16 - 'School Crossing Ahead' warning sign

Things to Consider

- The City is unable to fund Adult School Crossing Guards at every requested location. Therefore, a council-approved warrant process must be followed to

recommend areas for Guards. The number of Guards issued in a school year is subject to the available program budget.

- For all recommended Guard locations, a council-approved prioritization process is followed to identify the new locations for guards, when the budget allows.
- Requests for guards received by March 31 of a given year will be evaluated that same spring for implementation, budget permitting, at the beginning of the following school year.
- If the request is received after March 31, the evaluation will be part of the following year's review.
- Funding for new guards is subject to Council approval during the annual budget process.

How You Can Take Action

To request a location review for an Adult School Crossing Guard, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request is received, it will be assigned to the Traffic Investigations unit for review. They will contact the resident with the results of a recent evaluation or will inform the resident that an investigation will take place.

Step 2: If an investigation is required, they will review the location based on a council-approved set of criteria which considers both the number of school-aged children crossing at the location and the type of traffic control at the said location. Traffic control examples include a stop-controlled intersection, signalized intersection, or mid-block location. If the necessary criteria are met, staff will recommend that an Adult School Crossing Guard be implemented.

To request enforcement, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

'School Area' Signs

'School Area' warning signs are placed on the side of the roadway on the approach to a school providing motorists with advanced warning that there are children in the area. Drivers should be vigilant when driving through a 'school area' as children may enter the roadway unexpectedly.



Figure 17 - 'School Area' warning sign

Things to Consider

- This sign can only be used where there is a school adjacent to the roadway.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request a 'School Area' warning sign at a school or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request for a sign is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will conduct a review of the area to determine if the location meets the criteria for the installation of 'School Area' warning signage.

Step 2: If the location identified is a suitable candidate, the signs will be installed.

Request for School Bus Loading Zone

A school bus loading zone is an area designated on the roadway by municipal bylaw, where school buses stop to pick-up and drop-off students near their school. The school bus loading zone helps to provide a safe location for students boarding and exiting the bus. The zone also provides a warning to passing motorists of the potential for school bus/pedestrian interactions.

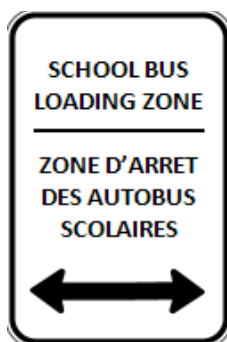


Figure 18 - 'School Bus Loading Zone' warning sign

Things to Consider

- School bus loading zones are located on the same side of the roadway as the school facility so that students do not have to cross the roadway.
- No other vehicles can stop in School Bus Loading Zones.

How You Can Take Action

To request a school bus loading zone sign or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for a school bus loading zone is received, it is assigned to the Coordinator, School Zone Traffic Safety for review.

Step 2: The Coordinator will review the location with the school's Principal, the applicable school board, and the Ottawa Student Transportation Authority to determine if a school bus loading zone is required. The coordinator will inform the resident requesting the school bus loading zone with the outcome of the review. If the location meets the requirements for a 'School Bus Loading Zone', the signs will be installed.

Pedestrian Crossover (PXOs)

[Pedestrian Crossovers](#) (PXOs) are designated areas that allow pedestrians to more safely cross roadways. Vehicles must yield to pedestrians waiting to cross at these locations, and pedestrians must not begin to cross unless it is safe to do so. PXOs are distinguished from other traffic control measures by the regulatory sign as shown below, and markings.

At locations where it is warranted, pedestrian-activated flashing beacons may be installed to alert drivers of the pedestrian crossing. Audible signals are not a design criterion for PXOs and are not installed at pedestrian crossovers.

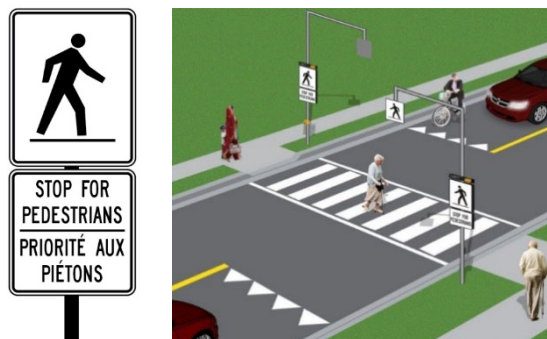


Figure 19 – 'PXO' Sign and Rendering

The regulations for PXOs are determined by the *Ontario Highway Traffic Act*:

- Drivers must stop and yield to pedestrians that are crossing or want to cross at a designated crossover. In doing so drivers also need to wait until the pedestrian has completely crossed the road (curb to curb, or road edge to road edge) before proceeding. At roundabouts, drivers must wait until the pedestrian has crossed the directional lanes in which vehicles are travelling.
- Cyclists operating on the road with motor vehicles have the same responsibilities and face the same fines as vehicle drivers – the law requires that cyclists stop and yield the whole roadway to pedestrians.
- When crossing at PXO locations, cyclists must dismount and walk their bicycle across the road.
- Vehicles must not pass any other vehicle within 30 meters prior to a PXO.
- Stopping is prohibited within 30m (minimum) on approach side of a PXO and 15m (minimum) on leaving side.

Things to Consider

- Pedestrians must always be cautious and ensure that approaching vehicles are about to stop before proceeding to cross at a PXO.
- PXOs are not intended as a speed control measure as they are not effective in this type of application.
- PXO signs are not used in conjunction with any other type of controlled crossing.

How You Can Take Action

- For more information on PXO operation, fines, locations and/or to learn if a location is appropriate for a PXO, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Management Coordinator who will contact the resident with the results of a recent evaluation or to confirm that a traffic/pedestrian count will be scheduled.

Step 2: Pedestrian survey and traffic volume data will be analyzed to determine if the criteria for the installation of a PXO is met.

Step 3: If a location meets the necessary warrant and safety criteria as indicated in the Ontario Traffic Manual Book 15, it will be added to the warranted PXO priority list. Each year the list is reviewed, and locations are prioritized for construction based on a series of factors such as collision, volume and speed data, and roadway classification.

Step 4: Once locations are selected for potential construction, the Ward Councillor will be consulted. Yearly budget funding will determine the number of locations implemented and timelines for those installations.

Crosswalk Pavement Markings

Crosswalk pavement markings are applied to the roadway to indicate where pedestrians are supposed to cross. These markings are applied at traffic control signals, pedestrian signals, locations controlled by adult school crossing guards, Pedestrian Crossovers (PXOs), roundabouts, and at some stop or yield-controlled intersections. The markings provide an additional reminder to motorists to look for pedestrians.

Two parallel, solid lines are used to designate a pedestrian crossing. However, at crossings where there is a higher number of vehicle and pedestrian interactions, “ladder” type pavement markings (shown below) may be used to enhance the crosswalk visibility. Special School Crossing markings (shown below) are sometimes used at locations controlled by adult school crossing guards.

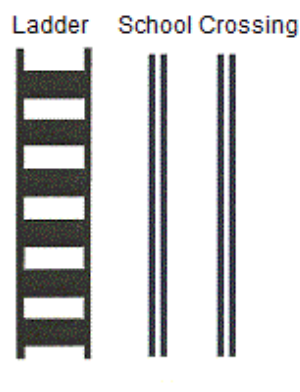


Figure 20 – Specialty crosswalk pavement markings

Things to Consider

- Crosswalk pavement markings are only applied at controlled crossings. Occasionally, there are operational or accessibility issues that may prevent the installation of a painted crosswalk on every leg of a controlled intersection.
- They can also be installed at locations where a pedestrian signal or an adult school crossing guard is present.
- Pavement markings are applied between April and November. If a request for installation is made during the winter months, it will be reviewed and implemented in the following spring or early summer.

How You Can Take Action

To learn if crosswalk pavement markings are appropriate at an intersection or to request the re-painting of existing pavement markings, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for new pavement markings is received, it is assigned to a Traffic Assessment Specialist. The Specialist will conduct a review to determine if the location meets the criteria for crosswalk pavement markings. Where traffic and pedestrian volumes are high, ladder markings may be implemented.

Step 2: If the location is suitable, pavement markings will be scheduled for installation.

‘Pedestrians Ahead’ Warning Signs

‘Pedestrians Ahead’ warning signs are used to provide advance warning to motorists and other road users, informing them that they are approaching an area in which

Revised: October 2022

unexpected pedestrians may be walking along and/or crossing the roadway. Within the urban area, you may see these signs on the approaches to pedestrian walkway connections, or on approaches to seniors' residences. In rural areas, they are often installed where motorists may not expect pedestrians on the roadway.

A 'Seniors' tab may be installed below a 'Pedestrians Ahead' warning sign where investigations have determined that older adult pedestrians are common, such as near a retirement facility, older adult centre or adult lifestyle community.



Figure 21 - 'Pedestrians Ahead' warning signs

Things to Consider

- This type of warning sign is not a speed control device.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request a 'Pedestrians Ahead' warning sign or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once the request for a warning sign is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will conduct a review of the area to determine if the location meets the criteria for the installation of this type of signage.

Step 2: If the identified location is suitable for 'Pedestrians Ahead' signage, the signs will be installed.

'Bicycles Crossing Ahead' Signs

'Bicycles Crossing Ahead' warning signs are used to warn motorists and other road users that they should exercise caution as cyclists may be on, or near, the roadway in the approaching area. These warning signs are installed at locations in advance of a

bicycle crossing, or where there are higher cyclist and vehicle interactions. For instance, signs are often installed where cyclists frequently cross a roadway at a midblock location.

'Bicycles Crossing Ahead' warning signs may include an arrow pointing right and left below the image of the bicycle to warn drivers to look in both directions for cyclists who may be entering the roadway from a multi-use pathway or other facility.



Figure 223 - 'Bicycles Crossing Ahead' warning sign

Things to Consider

- This type of warning sign is not a speed control device.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request a 'Bicycles Crossing Ahead' warning sign or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request for warning signs is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will conduct a review of the area to determine if the location meets the criteria for this type of sign.

Step 2: If the location is a suitable candidate for 'Bicycles Crossing Ahead' signage, the signs will be installed.

'Playground Ahead' Signs

'Playground Ahead' warning signs are installed on the side of the roadway on the approach to an officially designated city park or playground. These signs provide motorists with advance notice to exercise additional caution as pedestrians/children may be walking/running along and/or crossing the roadway.



Figure 234 - 'Playground Ahead' warning sign

Things to Consider

- This sign is only installed where there is an officially designated city park adjacent to the roadway.
- This sign is not installed near schools and is not meant to communicate that children may be playing on the road.
- This type of warning sign is not used as a speed control device.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request 'Playground Ahead' warning signs at a park or a playground or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request for warning signs is received, it will be assigned to a Traffic Assessment Specialist who will conduct a review of the area to determine if the location meets the criteria for the installation of this type of sign.

Step 2: If the location is suitable for 'Playground Ahead' signs, the signs will be installed.

'Deer Crossing' Signs

'Deer Crossing' warning signs are used on roadways to provide advanced warning to motorists to exercise additional caution as deer may be walking along or crossing the roadway ahead. These signs are installed in locations where there is evidence of a specific minimum number of collisions involving deer on the roadway.



Figure 24 - 'Deer Crossing' warning sign

Things to Consider

- This type of warning sign is not used as a speed control device.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To request 'Deer Crossing' warning signs or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca

Our Service to You

Step 1: Once a request for warning signs is received, it will be assigned to the Coordinator of the Safety Improvement Program. The Coordinator will conduct a review of the area and review collision statistics to determine if the location meets the criteria for the sign.

Step 2: If the location is appropriate for 'Deer Crossing' signs, the signs will be installed.

Flashing Amber Beacons

Flashing amber beacons are used to enhance warning signs or regulatory signs at locations where physical roadway conditions require a driver's increased awareness. The use of flashing amber beacons is limited to very specific locations given their cost and maintenance needs.



Figure 25 - Types of signs that may include flashing amber beacons

Things to Consider

- Some flashing amber beacons flash constantly, like on 'sharp curve ahead' signs or 'low clearance' signs.
- Some flashing amber beacons flash at specific times, like on approach to a hidden traffic signal during the 'red' phase, or on a 'school speed zone' sign during school times.
- Placing these beacons or signs in inappropriate areas leads to a general disregard for beacons or signs by the travelling public.

How You Can Take Action

To learn if a location is appropriate for flashing amber beacons or to report a damaged or malfunctioning amber beacon, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for flashing amber beacons is received, it will be assigned to a Traffic Assessment Specialist who will conduct a site investigation and review collision statistics to determine if the location meets the necessary criteria for installation.

Step 2: If the location is suitable for flashing amber beacons, they will be designed and installed once funding is available.

Curve Signs

Curve warning signs have several different designs and are used to provide advance warning to motorists of an upcoming change in the horizontal alignment of the roadway. These signs may be accompanied by a distance tab, on which the distance is identified in metres to the upcoming curve in the roadway. They may also include an advisory speed tab, which indicates the recommended driving speed to approach and travel within the curve.

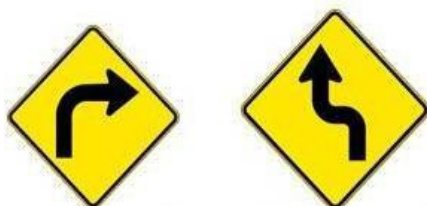


Figure 26a - Curve warning signs



Figure 26b - Curve warning sign tabs

Things to Consider

Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To learn if a location is appropriate for curve warning signs or to report a damaged or missing sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for warning signs is received, it is assigned to a Traffic Assessment Specialist who will conduct a site investigation and review collision statistics to determine if the location meets the criteria for installation. They will also determine if a reduced speed limit is required.

Step 2: If the location identified is suitable for a curve warning sign, signs will be installed.

Stop Signs

Stop signs are a form of traffic control used to assign the right-of-way at intersections; they are not speed control devices. Minimum criteria must be met for the installation of stop signs at an intersection. Where applicable, stop signs are also supplemented with an 'All-Way' tab, placed below the sign. Red flashing beacons may accompany stop signs where an intersection has an above average collision rate or where the stop signs may not be clearly visible on the approach to the intersection.



Figure 27 - Standard stop sign

Things to Consider

- The City of Ottawa uses a Council approved policy ([approved in Fall of 2020](#)) for the installation of multi way- stops based on a warrant system that considers traffic, cycling and pedestrian volumes, collisions data, adjacent land use
- The introduction of unnecessary all-way stop signs has been shown to generate an increase in the average speed travelled between intersections as motorists try to make up for lost time. Increased speeds jeopardize the safety of all road users, especially those who are most vulnerable.
- The installation of unnecessary all-way stop signs usually results in a low compliance rate to the stop control, leading to motorists completing "rolling stops". Failing to yield the right-of-way jeopardises the safety of pedestrians, cyclists and all who expect drivers to come to a full stop.

How You Can Take Action

To learn if stop signs or all-way stops are appropriate at an intersection or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for stop signs is received, it is assigned to a Traffic Assessment Specialist. The Specialist conducts a study to determine if the location meets the

Revised: October 2022

criteria for the installation of a stop sign. The study assesses traffic volumes, sightlines on the approach to the intersection, collision statistics, the proximity to other traffic control devices and neighbouring land use.

Step 2: If the location is suitable for all-way stop control, the signs will be installed.

To request enforcement, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

‘Stop Ahead’ Signs

‘Stop Ahead’ warning signs are used to warn motorists and other road users that they are approaching a stop sign at an intersection and that they will have to stop. These signs are typically installed where the roadway alignment obstructs a motorist’s sightlines of an upcoming stop sign or in rural areas where drivers on higher speed roads would not expect to stop.



Figure 28 - ‘Stop Ahead’ warning sign

Things to Consider

- Certain criteria must be met for the installation of the signs. For instance, ‘Stop Ahead’ warning signs can be installed in locations where there is evidence that drivers are not noticing or heeding to an existing stop sign.
- Placing these signs in areas where they are not required leads to a general disregard for signs by the travelling public.

How You Can Take Action

To learn if a location is appropriate for ‘Stop Ahead’ warning signs or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for warning signs is received, it will be assigned to a Traffic Assessment Specialist who will conduct a study to determine if, based on the posted speed limit, there are sightline issues that affect a driver's ability to come to a safe stop.

Step 2: If the location is suitable for a 'Stop 'Ahead' warning sign, the signs will be installed.

Pedestrian Traffic Signals

[Pedestrian traffic signals](#) are a form of controlled pedestrian crossing that provides the right-of-way to pedestrians crossing the roadway when the walk signal is displayed. These types of signals can be located along a roadway at mid-block locations (midblock pedestrian signal) or at intersections (intersection pedestrian signal). City Council approval is required for funding and installation of all new pedestrian signal installations.

Things to Consider

- The pedestrian traffic signal review process can take several months to complete. Reviews mostly take place in the fall, after traffic and pedestrian count data is collected in spring and summer.
- Pedestrian traffic signal implementation costs are relatively high. As a result, only those locations that satisfy a set of minimum criteria as identified in the Ontario Traffic Manual (OTM) may be considered for implementation of pedestrian signals.

How You Can Take Action

To learn if a location is appropriate for a pedestrian traffic signal, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once the request is received, it will be assigned to a Traffic Engineer. The Engineer will contact you with the results of a recent review of the location or inform you that a review will be conducted.

Step 2: Pedestrian survey and traffic volume data will be analyzed to determine if the location meets the criteria for the installation of a new pedestrian traffic signal.

Step 3: If the location meets the necessary criteria, the Ward Councillor will be made aware. If support is received from the Ward Councillor for the signal to be installed, staff will confirm whether any roadway modifications are required to implement the signal. As stipulated in the Ontario Municipal Act, if roadway modifications are required, public consultation will take place.

Step 4: All warranted pedestrian signal installations requiring roadway modifications will be prioritized and added to a list for design and construction as funding becomes available.

Step 5: Pedestrian Signals are installed following funding approval by Council through the City of Ottawa Budget Process. Pedestrian traffic signals are installed sometime between the spring and fall period of the approved budget year for construction, depending on the extent of the roadway modification required.

New Roundabouts or Traffic Control Signals

[Traffic control signals](#) and roundabouts are traffic control devices used to allocate right-of-way at an intersection. When traffic volumes at a stop-controlled intersection increase to the point that they cause delays or result in increased collisions, a higher form of traffic control, like traffic control signals or roundabouts, may be necessary. Roundabouts are considered for implementation at all locations that meet criteria for traffic control signals. City Council approval is required for all new traffic signal and roundabout installations, and approval is obtained through the City of Ottawa's budget process.

Things to Consider

- The review process for traffic control signals or roundabouts may take several months to complete. Reviews mostly take place in the spring, summer and fall months to accommodate the required traffic count.
- Traffic Signal and roundabout implementation costs are high. As a result, only those locations that satisfy a set of minimum criteria as identified in the Ontario Traffic Manual (OTM) may be considered for the implementation of a traffic signal/roundabout.
- The installation of roundabouts and traffic signals can only proceed once the required funding is available through Council-approval.

How You Can Take Action

To learn if a location is appropriate for a traffic control signal or a roundabout, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Engineer. The Engineer will contact you with the results of a recent review of the location or inform you that a review will be conducted.

Step 2: Traffic volume and collision data will be analyzed to determine if the criteria for the installation of a new traffic control signal or a roundabout are met.

Step 3: If a location meets the criteria for the installation of a traffic control signal/roundabout, the City of Ottawa undertakes a functional design exercise that recommends the appropriate form of traffic control (roundabout or traffic signal) for the intersection. The ward councillor will be informed of the recommended traffic control and as stipulated in the Ontario Municipal Act, if roadway modifications are required, public consultation will take place.

Step 4: All roundabout and traffic signal installations requiring roadway modifications, that are supported through public consultation, will be considered as part of the proposed budget for the New Traffic Control Devices Program.

Step 5: Roundabouts and traffic signals are installed following funding approval by Council through the City of Ottawa Budget Process. They are generally installed sometime between the spring and fall period of the approved budget year for construction, depending on the extent of the roadway modifications required.

Left Turn Signal

Left turn signals are traffic control features used to assign the right-of-way for left turning vehicles at intersections. A left turn phase facilitates left turning traffic to help improve the overall capacity and/or safety of the intersection.

Fully protected Left Turn (vehicles turn on green arrow only)

A fully protected left turn phase is only considered when there is a geometric or visibility issue at the intersection, or if there is a historical collision pattern involving left turning vehicles. Fully protected phasing is also required for safety reasons at locations with dual left turn movements.

Since this type of operation is much more restrictive for left turn movements, longer queues build up and vehicle storage requirements must be taken into consideration.

A systematic approach is used to review and prioritize locations for fully protected left turn installations, focusing on areas with demonstrated left turn collision patterns. The investigation would include a review intersection geometry and analysis of traffic operations.



Figure 29 - Example of a Fully Protected Left Turn Signal

Protected/Permissive Left Turns (vehicles turn on green arrow or green light)

Review and prioritization of locations for protected/permissive left turn signal uses a systematic approach considering intersection geometry and analysis of traffic operations such as the existence of a left turn lane, traffic volumes, and how well left-turn traffic is currently being serviced. Staff will also determine the effect implementation would have on other traffic using the intersection. Typically, installation of protected/permissive left turn is only considered when all the following criteria are met:

1. There are more than two vehicles turning left per signal cycle (on average) in the heaviest hour of traffic.
2. The left-turning movement experiences an unacceptable level of service (for example if more than 50% of left turning vehicles wait through more than one red indication to complete their turn).
3. There is sufficient intersection capacity to provide an acceptable level of service for all other movements after the left-turn is installed.



Figure 30 - Example of Protected/Permissive Left Turn Signal

Things to Consider

- Minimum criteria must be met for the implementation of a left turn signal.
- The installation of left turn signals at locations that do not meet the minimum criteria has been shown to increase delays to other intersection users with little benefit to left turning vehicles. It usually results in a lower capacity of the intersection,

increased vehicle queuing, and an overall reduced synchronization of traffic movements along the corridor.

- Left turn arrows also result in longer cycle lengths, which can impact delays.
- Pedestrian delays may be increased due to installation of the left turn signal, however their safety does improve.

How You Can Take Action

To learn if left turn signals are appropriate at an intersection, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to the Coordinator, Safety Improvement Program or Traffic Control Engineer who coordinates the study to determine if the location meets the criteria for installation of a left turn signal. The study reviews the intersection geometry, traffic volumes, the effect the left turn signal would have on other traffic using the intersection, the latest collision statistics at the intersection, and how well left-turn traffic is currently being serviced at the intersection.

Step 2: If the location meets criteria, the installation of a left turn signal will be scheduled and completed. In some cases, geometric modifications are required to install protected left turns, such as adding in medians or extending left turn lanes. In these cases, installation is subject to funding and design/construction timelines.

Pedestrian Crossing Time Review

Most signalized intersections citywide are equipped with pedestrian signals. Pedestrian signals assign pedestrians the right-of-way to cross at an intersection while providing enough time to do so safely at an average walking speed before opposing vehicles proceed.



Figure 31 - Examples Push Buttons



Figure 32 - Walk Signal (Left) / Don't Walk Signal (Right)

Things to Consider

- Where a “push button” sign is present, the push button must be pressed to activate the pedestrian crossing signal in the direction you wish to cross; where applicable, pressing and holding down the button for three consecutive seconds will also activate the audible signal.
- The standard duration of the ‘Walk Signal’ off the sidestreet is seven seconds; however, in some cases it may be greater.
- The ‘Walk Signal’ serves as an indication that the pedestrian may begin to cross.
- Pedestrians must not begin their crossing during the “Don’t Walk” signal whether it is flashing or steady.
- Longer flashing ‘Don’t Walk’ time is provided at intersections utilized by a large number of young children, senior citizens or mobility-impaired persons.

How You Can Take Action

If you are experiencing difficulty completing your pedestrian crossing at a signalized intersection and would like the allocated crossing time reviewed, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Engineer/Technologist who reviews the existing signal timing.

Step 2: Upon completion of the review, should the crossing time be deemed insufficient, the pedestrian crossing timing may be extended.

Pedestrian Countdown Signal

A Pedestrian Countdown Signal (PCS) is a visual communication to pedestrians which relays how much time is remaining for the flashing ‘Don’t Walk’ interval at signalized intersections. The PCS program ensures all newly constructed signalized intersections are built to include this technology. Older existing signalized intersections are generally equipped with a PCS when they are retrofitted with Accessible Pedestrian Signals (APS) to comply with the Design of Public Spaces Standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Revised: October 2022



Figure 33 - Pedestrian Countdown Signal Display

Things to Consider

- To activate the PCS of the flashing 'Don't Walk Signal', pedestrians must press the push button. The PCS begins when the flashing "Don't Walk Signal" appears.
- The duration of the PCS provides enough time for pedestrians, who have already initiated their crossing, to cross at a normal walking speed to either the other side of the intersection or, if present, the wide central median.
- Pedestrians should not begin their crossing during the PCS countdown.

How You Can Take Action

To request that an intersection be equipped with a Pedestrian Countdown Signal (PCS) display or to report an issue with a PCS, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received for the installation of a PCS, it is assigned to a Traffic Engineer/Technologist who determines if the location is suitable for a PCS display. Both the intersection's geometry and existing infrastructure are taken into consideration.

Step 2: If the location is suitable for the PCS displays, it will be scheduled and installed once resources become available.

Accessible Pedestrian Signals (APS)

[Accessible pedestrian signals \(APS\)](#) are a form of controlled pedestrian crossing that uses audible, vibro-tactile, and visible methods to provide the right-of-way to all pedestrians (including people who are blind, visually impaired, or deaf-blind) during various stages of crossing the roadway. Some of these APS locations have beeping “locator tones” which assist pedestrians in locating the pushbutton.

Things to Consider

- All newly constructed or replacement traffic signals as of January 1, 2016 in the City of Ottawa are built to include Accessible Pedestrian Signals (APS) to comply with the *Design of Public Spaces Standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.
- Retrofitting signals with APS can be quite costly, especially where modifications to the roadway or curbside are required.
- Signal retrofits with APS are dependent on the Council-approved budget for the Accessible Pedestrian Program.
- APS are activated similarly to any signalized intersection currently equipped with a push button. To activate, simply press the “raised tactile arrow button” once or at locations with touchless actuated options, just wave your hand in front of the pushbutton. Wait for the walk signal to appear.
- To activate the audible tone and/or vibro-tactile indicator portion of the walk signal, pedestrians must push and hold the crosswalk button or at locations with touchless actuated option, just hold your hand in front of the button for a minimum of three seconds.

How You Can Take Action

To request an intersection be retrofitted with APS technology, or to report an issue with an APS such as a very loud or constant sound please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request for APS is received, it is assigned to a Traffic Engineer/Technologist who determines if the location is suitable for the APS installation. Intersection geometry and existing infrastructure are taken into account.

Step 2: If the location is suitable for the APS installation, it will be scheduled and installed once resources become available.

Streetlights

Traffic Services maintains most street and pathway lights in the City of Ottawa along roadways, pathways, and Highway 174. Streetlights along the MacDonald-Cartier Bridge and the Rideau Canal are maintained by federal partners. Maintenance responsibilities on OC Transpo property, in city parks, and on decorative and specialty lights at certain destinations such as Sparks Street is completed by other partners.

The [LED Streetlight Conversion Project](#) was initiated in 2016, in partnership with Hydro Ottawa and Envari Energy Solutions Inc. to convert 58,000 standard streetlight fixtures in the City to LED technology, from high-pressure sodium lights. This initiative has the following goals and anticipated benefits:

- 50 to 65% reduction in street lighting energy usage;
- 50% reduction in street lighting maintenance costs;
- More precise roadway lighting levels, and reduction of light pollution through the use of Lighting Control Systems;
- Enhanced monitoring through instantaneous reporting of malfunctioning lights; and,
- Improved safety as a result of LED colour rendering (clearer light).

As of Q2 2022, 56,820 street light fixtures have been converted to LED technology.

How You Can Take Action

To request a new street light, or maintenance of an existing light standard including open hand hole cover, exposed wires, or any damage, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Truck Routes

The City of Ottawa has an extensive [truck route](#) system that is essential to efficiently and effectively moving goods within the City while balancing the impact on residential areas. Most arterial roads within the city are part of the truck route system. The City tries to minimize the impact on residential areas by providing several alternative routes to truck drivers. The majority of truck routes are considered full-load and trucks may utilize them year-round. There are some routes which have limited weight restrictions during mid-March and mid-May as a result of spring thaw. There are also some City of Ottawa truck routes that have time of day usage restrictions.

Truck routes are signed using “permissive” signage, which means that the signs will indicate roadways that trucks must use for general & through travel. “No Heavy Trucks”

signs are only installed where there has been a demonstrated issue of trucks inappropriately deviating from designated truck routes onto non-truck routes.



Figure 34 - Permissive and non-permissive truck route signage

Things to Consider

- Heavy vehicles are allowed to leave a truck route to make a delivery, perform services requiring a heavy vehicle, to house, store or repair a heavy vehicle, or to perform a service for the City of Ottawa.
- Once the service is completed, the heavy vehicle must return to the nearest truck route as soon as possible.
- An Urban Truck Route Map and a Rural Truck Route Map are available on ottawa.ca.

How You Can Take Action

To learn if a roadway is appropriate for Truck Route signage or to report a damaged or lost sign, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Assessment Specialist who conducts a study to determine if the location meets the requirements for the installation of truck route signs.

Step 2: If the location is a suitable candidate for 'Truck Route' signage, the signs will be installed.

To request enforcement, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).

E-Cargo Bikes

The Province of Ontario's *Bill 282 (Moving Ontarians More Safely)* and *Ontario Regulation 141/21*, updates the definition of "power-assisted bicycles" and introduced permission for municipalities to permit operation of cargo power-assisted bicycles.

E-cargo bikes are **cargo power-assisted bicycles** which can be used to travel and carry goods in an eco-friendly way, and riders must follow the same rules of the road as set out in the Ontario Highway Traffic Act (HTA) that currently apply to cyclists, with some exceptions.

As of September 2021, e-cargo bikes are permitted to operate on City of Ottawa roadways, cycle tracks and bike lanes, along with other facilities. There are separate conditions for personal use and commercial use e-cargo bikes, which tend to be larger and used in a different way than personal use ones.

Commercial e-cargo bikes are not permitted to be used on a multi-use pathway due to their typical larger size and weight. The City of Ottawa has defined commercial e-cargo bike as any cargo power-assisted bicycle that:

- Is greater than 950 millimetres in width
- Has a weight greater than 120 kilograms unladen
- Is used for the conveyance of cargo, parcels or goods for commercial purposes; or
- Is used for hire for the conveyance of persons.

Personal e-cargo bikes are any cargo power-assisted bicycle that does not meet the definition of a commercial cargo power assisted bicycle. Personal cargo power-assisted bicycles are permitted to operate on a multi-use pathway, unless prohibited by official sign.

More generally, the Province of Ontario defines the criteria of an e-cargo bike, and [requirements for safe and legal operation](#).

Parking e-cargo bikes

E-cargo bikes are considered as vehicles under the Highway Traffic Act.

Personal use e-cargo bikes are allowed to park in any cargo power-assisted bicycle parking facilities or regular bike parking facilities in the city, such as ring and post racks, ring racks, bicycle corrals that support bicycles in an upright position, furniture zones. Valid payment needs to be made if required at the parking facility. No temporary or long-term parking within a furniture zone in a manner that obstructs pedestrian access to benches, bus stops or other amenities is allowed.

The same parking restrictions apply to commercial e-cargo bikes, except that 15-minute parking is allowed in loading zones and no parking zones, with an E-cargo Bike Parking Permit.

Commercial E-Cargo Bike Operators

Commercial e-cargo bikes must comply with all provisions for cargo power-assisted bicycles, and comply with some additional requirements:

- Must have clear logo or legal name of the e-cargo bike operator on at least two opposing sides of the vehicle
- Must have clear marking with a unique four-digit number on the same two opposing sides as the logo or legal name of the e-cargo bike operator, with each number no less than 50 millimetres in height
- Must apply for an E-cargo Bike Parking Permit for short-term parking privileges in loading zones and no parking zones; and,
- May be asked from the city to provide anonymized trip and routing data for planning purposes.

For any use of cargo power-assisted bicycle for commercial conduct of business for hire for the **conveyance of persons**, the e-cargo bike operator:

- Must obtain a rickshaw licence
- Must operate with e-cargo bikes that has been legitimately manufactured for passenger carrying purposes; and,
- Must ensure that all riders and passengers wear a helmet during the ride of e-cargo bikes.

Parking Signs

Parking signs inform motorists where they may or may not park their vehicles and/or the maximum permitted parking duration. Parking signs are installed in locations where the parking regulations differ from the unsigned regulations covered in the City's Traffic and Parking Bylaw. If there are multiple parking signs on a street, drivers must read the regulations on each sign, from the top-down. Parking regulations can be changed on a residential street through a petition process.



Figure 35 - Parking regulation signage

Things to Consider

- Parking that is well utilized often serves to help reduce the speed of traffic on a roadway.
- The installation of parking regulation signs could result in the installation of signage on the City's portion of your property frontage.
- A change to parking regulations may result in loss of on-street parking for residents and their visitors.

How You Can Take Action

If you think a roadway requires a change to the existing parking regulations, have questions about the regulations, or wish to report a vehicle that is inappropriately parked, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received to change existing parking regulations, it is assigned to a Traffic Assessment Specialist for review. The Specialist reviews background history and collision records associated to the roadway and completes a site visit. If there are no safety issues associated to the requested parking regulation change, the resident will be offered to pursue the request through a formal petition process.

Step 2: If the resident wishes to proceed, the Specialist will provide a petition document to the resident, now referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only serves to inform City staff of the proportion of residents who support the change in parking regulations, but also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Specialist.

Step 3: The Specialist will review the petition results. If a minimum of 66% of residents are in favour, the Specialist will notify the ward councillor of the desired change to seek support. If the ward councillor is supportive, a work order will be issued, and the new parking regulation signs will be installed shortly thereafter.

Unsigned Parking Regulations

There are a number of parking regulations that are covered under the City's Traffic and Parking Bylaw for which signs are not typically posted. These are often referred to as unsigned regulations. Motorists should familiarize themselves with all parking regulations applied to city roadways, particularly those that are unsigned.

Parking is prohibited in the following locations whether signs have been posted or not:

- In excess of three hours on weekdays between 7 a.m. and 7 p.m.
- In excess of six hours on weekends and holidays, between 7:00 a.m. and 7 p.m.
- In such a position that will prevent the convenient removal of any other vehicle previously parked or standing.
- Within 9 meters of an intersection.
- Within 3 meters of a fire hydrant.
- Within 1.5 meters of a driveway.
- On a roadway that is 6 meters or less in width.
- On any portion of a highway not intended for vehicle parking.
- During snow removal and street sweeping operations.
- On any highway where there are parking meters, no person shall remain parked unless such vehicle is parked entirely within the area designated as a parking meter space.
- For the purpose of repairing a vehicle, unless the repairs have been necessitated by an emergency.

Stopping is prohibited at the following locations whether signs have been posted or not:

- Within a pedestrian crossover, within 30 meters of the approach side of a pedestrian cross over and within 15 meters of the leaving side of a pedestrian crossover.
- On or partly over a sidewalk.
- Within 34 meters of the approach side of a bus stop and within 18 meters of the leaving side of a bus stop, as marked by the bus stop flag.
- Within an intersection or crosswalk.
- Between the hours of 7 a.m. to 7 p.m. within 30 meters of the approach to a school crosswalk and within 10 meters of the leaving side of a school crosswalk.
- On the roadway side of a stopped or parked vehicle.
- Within an underpass, upon a bridge, or within 30 meters of any such structure.

Things to Consider

- Sign installation and maintenance can be costly.
- Sign clutter can be confusing and aesthetically unpleasing.

- Posting regulations could result in signs being installed on the City's portion of your property frontage.
- It is the driver's responsibility to know and follow the parking regulations in the Traffic and Parking Bylaw.
- The City will periodically inform the public of the Traffic and Parking Bylaw in local print media. It is also available on [Traffic and Parking Bylaw](#).

How You Can Take Action

Should you have any further questions regarding the City's parking regulations or wish to report a vehicle that is parked illegally, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: If a request is received for consideration of signing an unsigned parking regulation, it is assigned to a Traffic Assessment Specialist for review. The Specialist reviews background history and collision records associated to the roadway and completes a site visit.

Step 2: It should be noted that only under special circumstances will unsigned parking regulations be signed. If upon review, it is determined that the location will likely benefit from the installation of parking regulation signage, an order will be created to have the signs installed as soon as operational conditions allow.

Winter Parking Regulations

Some roadways are subject to winter parking regulations. Parking on these roadways is prohibited generally beginning on December 1st through to March 31st of the following year. Signage posted at these locations include dates for when the regulations are in effect for that particular street. Winter parking regulations can be implemented by the City in order to improve roadway safety or resolve known snow removal/maintenance issues as identified by the City, or as a result of a successful petition process by a resident.



Figure 36 - Winter parking regulation signage

Things to Consider

- Parking that is well used often helps to reduce the speed of traffic on a roadway.
- The installation of winter parking regulation signs could result in the installation of signage on the City's portion of your property frontage.
- A change to parking regulations may result in the loss of on-street parking for residents and their visitors.
- Temporary and unsigned [Winter Weather Parking Bans](#) may be called during winter months

How You Can Take Action

To request an investigation of a roadway to determine if winter parking regulations are appropriate or to report a vehicle parked illegally, please call 3-1-1 (TTY:613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request to investigate a roadway for winter parking regulations is received, it will be assigned to a Traffic Assessment Specialist. The Specialist reviews the background history and collision records associated to the roadway and completes a site visit. If there are no safety issues associated to the requested parking regulation change, the resident will be offered to pursue the request through a formal petition process. If there is a safety issue identified by staff, winter parking regulations will be implemented in time for the following winter season.

Step 2: If the resident wishes to proceed, the Specialist will provide a petition document to the resident, now referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only serves to inform City staff of the proportion of residents who support the change in parking regulations, but also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Specialist.

Step 3: The Specialist will review the petition results. If a minimum of 66% of residents are in favour, the Specialist will notify the ward councillor of the desired change to seek support. If the ward councillor is supportive, a work order will be issued, and the new parking regulation signs will be installed shortly thereafter.

Temporary Consideration Parking Permits

The [Temporary Consideration Parking Permit](#) Program provides temporary, short-term on-street parking privileges under special circumstances. In general, permits are issued when off-street parking spaces are temporarily displaced, such as during off-street construction when a property's parking spaces may be occupied with construction activities or garbage dumpsters. Permits may be issued for both residential and non-residential uses.

Temporary Consideration Parking Permits allow for overtime parking only. Temporary Consideration Parking Permits do not override existing signed or unsigned parking/stopping prohibitions unless specified on the permit and are not applicable for use in spaces when payment is required.

Things to Consider

- The applicant must be the property owner or authorized property manager.
- Consideration Parking Permit costs are prorated and consistent with On-Street residential parking permits.
- Temporary Consideration Parking Permits are license plate specific.
- Temporary on-street parking privileges will only be considered if doing so will not adversely affect the privileges of other permit holders, the overall supply of on-street parking, traffic circulation, road safety, or road operations and maintenance.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the following information:

- The number of usually available off-street parking spaces.
- The number of temporarily displaced off-street parking spaces.
- The nature of the off-street activities that will temporarily displace parking.
- That the applicant sought alternative off-street parking arrangements of providing the required temporary parking, but other arrangements were unavailable.

Step 2: A Client Services agent may forward the request to Traffic Services for a roadway safety and capacity perspective review and approval for issuance as necessary.

Step 3: Once the information is verified and payment is accepted, the Temporary Consideration Parking Permit will be provided to the applicant.

Residential Block Parties

Permission from the City is required to use any portion of the City right-of-way to host a residential block party. The City of Ottawa works with event organizers to ensure special events are successful and contribute positively to the community. The special event process is governed by the Special Events on City Streets [By-law No. 2001-260](#) and the Special Events on Public and Private Property [By-law No. 2013-232](#).

Things to Consider

- Event organizers must submit their application a minimum of 28 days in advance of the event if the event includes the use and/or closure of a roadway or highway.
- A traffic plan may be requested depending on the complexity of the event's implications on traffic mobility.
- At locations where road closures are needed, a barricade must be installed to close access to the roadway, and someone must be present to supervise the barricade at all times.
- It is the responsibility of the event organizer to make every effort to ensure that those residing within the block closure limits are informed of the event details.

How You Can Take Action

To request a Traffic Management Special Events Permit for your residential block party, please fill out and submit the [Residential Block Party online Application form](#) or contact the Traffic Management Unit directly by e-mail, SpecialEventsTraffic@ottawa.ca/ÉvenementsSpéciauxCirculation@ottawa.ca or by telephone via 3-1-1.

Our Service to You

Step 1: Once your application is received, the City of Ottawa will contact the event organizer to clarify details of the planned event.

Step 2: The Traffic Management Unit or Events Central may require additional information or permits/licenses for the event, depending on elements of the event (for

example, additional licensing is required if the event will include alcohol). Please refer to the [City of Ottawa Event Guide](#) for more information on additional requirements.

Step 3: If the event is approved, a Traffic Management Special Events Permit will be provided to the event organizer, outlining the details of the right-of-way use and any additional requirements for the event to proceed within the City right-of-way.

Step 4: The event organizer will be asked to sign a waiver form which will be provided by the City of Ottawa. For certain events, the organizer must provide proof of General Liability Insurance in relation to the special event with limits of not less than two million dollars (\$2,000,000.00) inclusive per occurrence for bodily injury, death and damage to property, including loss of use thereof. The General Liability Insurance Policy must be in the name of the organizer and must name the City of Ottawa as an additional insured.

Step 5: Once the signed waiver form and proof of insurance (if required) is received, the event may proceed as described in the provided Traffic Management Special Events Permit.

Marches and Demonstrations

For demonstrations and marches occurring on City right-of-way (including roadways or sidewalks), the City of Ottawa can provide a Traffic Management Special Events Letter of Approval to event organizers. Although a Letter of Approval is not required for demonstrations and marches, following the Letter of Approval process allows event organizers to work with City staff to ensure that the event runs safely and smoothly.

Things to Consider

- Demonstrations and marches must follow the regulations outlined in the Special Events on City Streets [By-law No. 2001-260](#).
- Event organizers are asked to submit their application a minimum of 28 days in advance of the event when possible, although last-minute requests can often be accommodated.
- Ottawa Police will be notified of your planned event. They may require that your event be supervised. If that is the case, the event organizer will need to contact Ottawa Police either by e-mail at SpecialEvents@ottawapolice.ca or by telephone at 613-236-1222 extension 2487 to make the necessary arrangements.
- A road-by-road listing of a march's planned route must be provided.

How You Can Take Action

To request a Traffic Management Special Events Letter of Approval for your demonstration or march, please fill out and submit the [Demonstration/March online Application form](#) or contact the Traffic Management Unit directly by e-mail,

SpecialEventsTraffic@ottawa.ca/ÉvenementsSpéciauxCirculation@ottawa.ca or by telephone via 3-1-1.

Our Service to You

Step 1: Once your application is received, the City of Ottawa will contact the event organizer to clarify details of the planned event.

Step 2: Event details will be provided to Ottawa Police Services and City of Ottawa Traffic Management staff for their review. Ottawa Police and City staff may provide feedback to the organizer to ensure the event is conducted safely.

Step 3: A Traffic Management Special Events Letter of Approval will be provided to the event organizer, outlining the details of the event and the agreed-upon right-of-way use.

Other Events Within the City Right-of-Way

Permission from the City is required to use any portion of the City right-of-way to host a parade, festival, race, walk/bike ride or other special event. The City of Ottawa works with event organizers to ensure special events are successful and contribute positively to the community. The special event process is governed by the Special Events on City Streets [By-law No. 2001-260](#) and the Special Events on Public and Private Property [By-law No. 2013-232](#). For outdoor events with expected attendance of 500 or more, the special event approval process is through the Event Central Unit of the City of Ottawa.

Things to Consider

- Please refer to the [City of Ottawa Event Guide](#) for more information on planning an event in the City of Ottawa and for required application timelines.
- Additional information or permits/licenses may be required for the event, depending on elements of the event (for example, additional licensing is required if the event will include alcohol). Refer to the [City of Ottawa Event Guide](#) for more details.
- A traffic plan may be requested depending on the complexity of the event's implications on traffic mobility.
- At locations where road closures are needed, a barricade must be installed to close access to the roadway and someone must be present to supervised the barricade at all times.
- For linear events following a route (such as runs, walks, marches, bike rides or races and parades), a turn-by-turn list for each roadway will be required.
- It is the responsibility of the event organizer to make every effort to ensure that residents, institutions and businesses who may be affected by the event are informed of the event details.

How You Can Take Action

To apply for a parade, festival, race, walk/bike ride or other special event within City right-of-way, please use fill out and submit the [Application for Special Events](#) or contact Event Central by e-mail at EventCentral@ottawa.ca or by telephone via 3-1-1.

Our Service to You

Step 1: Once the request is received, it will be assigned to an Event Central staff member. The staff member will contact the event organizer to clarify details of the planned event and to identify timelines which must be met.

Step 2: Once sufficient details are received, the event details will be circulated to various City representatives for their respective department's approval. Among others, this will include Traffic Management for use of the right-of-way and OC Transpo if implications to transit are anticipated.

Step 3: Depending on the nature of the event, the event organizer(s) may be asked to attend a Special Events Advisory Team (SEAT) meeting to discuss concerns or provide clarification on event details. If the event is simple, the file will be sent out electronically for review, with stakeholders contacting the event organizer directly to provide comments or questions.

Step 4: The event organizer will be asked to sign a waiver form and to provide proof of General Liability Insurance in relation to the special event with limits of no less than two million dollars (\$2,000,000.00) inclusive per occurrence for bodily injury, death and damage to property, including loss of use thereof. The General Liability Insurance Policy must be in the name of the organizer and must name the City of Ottawa as an additional insured. Please refer to the [City of Ottawa Event Guide](#) for additional details.

Step 5: Once event details are finalized and licensing and insurance requirements are met, the event organizer will be provided a Special Events Permit and Traffic Management Special Events Permit (where City right-of-way is being used).

On-Street Residential Parking Permits

The [On-Street Residential Parking Permit Program](#) is in effect within certain zones in the city. The permit allows the holder to park up to 48 hours in the same legal parking space and to be excluded from overnight winter parking restrictions between December 1st and March 31st.

To qualify for permit privileges, residents must live in a zone that allows permit parking and prove that they do not have access to off-street parking. A new zone can be established through a petition process.

Things to Consider

- There is a per vehicle cost to obtain an On-Street Residential Parking Permit. These fees are annually set by City Council through the budget process.
- Planned day or nighttime snow removal restrictions apply to all vehicles, including those with On-Street Residential Parking Permits.
- On-street residential parking permits do not reserve or guarantee space for the holders.
- The permit may be cancelled if the permit holder fails to conform to the permit regulations.
- To establish a zone, the roadway must be in one of the officially designated areas, defined as either an Urban Area or Village.
- Zones cannot be established on arterial roadways or on roadways where adjacent land use is not primarily residential.
- Zones are not established to resolve an individual need or needs for any individual property.
- Permits are not applicable to parking spaces during times when payment is required.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: Once a request to establish a Residential On-Street Parking Permit zone is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will undertake a site visit to determine if the location meets the required conditions and if there are any safety issues or other constraints associated with the request. If there are no concerns, the resident will be offered to pursue the request through a formal petition process.

Step 2: If the resident wishes to proceed, the Specialist will provide a petition document to the resident, now referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only serves to inform City staff of the proportion of residents who support the change in parking regulations, but also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Specialist.

Step 3: The Specialist will review the petition results. If the appropriate number of residents are in favour, as per City Council's approved On-Street Parking Permit Policy, the Specialist will notify the ward councillor of the desired change to seek support. If the ward councillor is supportive, a work order will be issued and the new parking regulation signs will be installed.

Visitor's Parking Permits

Where an On-Street Residential Parking Permit Program has been established, the special parking privileges may be extended to short-term visitors of residents in that zone.

Things to Consider

For short-term visitors, the following eligibility and validity provisions shall apply:

- The resident must make the application on behalf of his or her visitor and reference the visitor's vehicle.
- Visitor Parking Permits are issued for periods of one day or more but do not to exceed two weeks.
- Visitor Parking Permits have similar eligibility, validity, privileges and conditions to those identified in the On-Street Residential Parking Permit Program.
- There is a per vehicle cost to obtain a Visitor On-Street Parking Permit. These fees are set by City Council annually through the budget process and for Visitor Parking Permits are consistent prorated On-Street Residential fees. Refunds will not be issued. If lost, a small fee is charged for a replacement permit.
- Daytime or nighttime planned snow removal restrictions apply to all vehicles, including those with Visitor On-Street Parking Permits.
- On-street residential parking permits do not reserve or guarantee space for the holders.
- The permit may be cancelled if the permit holder fails to conform to the permit regulations.

How You Can Take Action

To request this permit on behalf of a visitor, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Special Events Parking Permits

The [Special Events Parking Permit](#) Program provides short-term on-street parking privileges for infrequent, not-for-profit or charitable events at locations such as schools, places of worship, and other institutions. Special Event Parking Permits allow for overtime parking on identified adjacent streets when long-duration parking for a special event is anticipated and cannot be accommodated off-street.

Things to Consider

- To apply for a Special Events Parking Permit, the applicant must be either the property owner where the special event is located, or the event manager/organizer authorized by the owner.
- In recognition that the eligible special events are typically not-for-profit or charitable, the City may charge a nominal fee that accounts for the cost of permit issuance. The costs cover all vehicles as necessary for the event and are updated annually.
- These permits do not override existing signed and unsigned parking/stopping prohibitions unless specified on the permit and are not applicable in parking spaces during times when payment is required.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the following information:

- The nature of the special event.
- The date(s), time of day, and duration.
- The number of available off-street parking spaces.
- The approximate number of on-street parking spaces required.
- That the applicant sought alternative off-street parking arrangements for the required temporary parking, but other arrangements were unavailable. That means to reduce vehicle demands, such as the promotion of walking, cycling, transit use, and ridesharing were considered.

Step 2: A Client Services agent may forward the request to Traffic Services for review from a roadway safety and capacity perspective and approval for insurance as necessary.

Step 3: Once the information is verified and payment is accepted, the Special Events Parking Permit will be provided to the applicant.

Special Events Parking Permit – Funerals

The [Special Events Parking Permit for Funerals](#) Program provides short-term on-street parking privileges for funerals. In general, permits are issued to provide patrons with some relief from time-restriction regulations when special parking demands are anticipated that cannot be accommodated off-street.

Things to Consider

- There is no cost associated with obtaining this permit.
- The permit is intended to allow patrons of a funeral to park longer than is otherwise permitted on specified streets.
- It is not intended to provide any special privilege with respect to paid parking locations, loading zones, no stopping zones, or parking-prohibited areas.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the following information:

- The date(s), time of day, and duration of the funeral.
- The number of available off-street parking spaces.
- The approximate number of required on-street parking spaces.

Step 2: A Client Services agent may forward the request to Traffic Services for review from a roadway safety and capacity perspective and approval for issuance as necessary.

Step 3: Once the information is verified, the Special Events Parking Permit for Funerals will be provided to the applicant.

Health Care Parking Permits

The [Health Care Parking Permit Program](#) provides special parking privileges to residents requiring in-home health care services that are both frequent and of long-duration. The permits are issued when there is insufficient parking to accommodate the health care provider and/or where on-street parking time-limit restrictions are typically shorter than the duration of the in-home care visit.

Things to Consider

- The permit is associated to the residential address of the person being cared for. The resident receives and manages the permit, but it is used by the health care provider. Only one Health Care Parking Permit shall be issued per residence.
- The permit is not intended to allow health care professionals to park on-street for long periods on a city-wide basis.
- There is no cost associated with this permit; however, it must be renewed annually.

- These permits do not override existing signed or unsigned regulations unless specified on the permit and are not applicable at parking spaces during times when payment is required.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the following information:

- A description of the type, frequency and typical duration per visit of in-home health care being provided.
- Verification that off-street parking is unavailable either on the premises or in a public or private parking facility nearby.
- A description of the on-street parking time-restriction regulations on the street providing access to the residence.
- Verification that the health care provider is otherwise frequently unable to adhere to parking regulations.
- Documentation from a health care professional or agency that confirms that necessary in-home health care services are being provided.

Step 2: Once the information is verified, the Health Care Parking Permit will be provided to the applicant.

Guest Parking Permits

The [Guest Parking Permit](#) Program provides special parking privileges for guests of residents. The permits allow a maximum of three (3) hour parking within a defined Guest Parking Permit Zone. These zones are usually established on residential streets located close to hospitals or sports venues where parking restrictions, such as 'No Parking' or 1- or 2-hour time-limit zones have been established due to the high demand for on-street parking. Guest Parking Permit Zones can be established through a petition process.

Things to Consider

- The permit is associated to the residential address of the applicant. The resident receives and manages the permits used by their guests.
- There is an annual cost per household for up to five (5) permits or as otherwise specified for a particular zone. Refunds will not be issued if lost and a small fee is

charged for replacement permits. The fees are set by City Council annually through the budget process.

- Zones cannot be established on arterial roadways or on roadways where the adjacent land use is not primarily residential.
- Daytime or nighttime planned snow removal restrictions apply to all vehicles, including those with Visitor On-Street Parking Permits.
- This permit does not reserve or guarantee space for the permit holders.
- The permit may be cancelled if the permit holder fails to conform to the permit regulations

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: Once a request to establish a Guest Parking Permit zone is received, it will be assigned to a Traffic Assessment Specialist. The Specialist will undertake a site visit to determine if the location meets the required conditions and if there are any safety issues or other constraints associated with the request. If none are present, the resident will be offered to pursue the request through a formal petition process.

Step 2: If the resident wishes to proceed, the Specialist will provide a petition document to the resident, now referred to as the proponent. It is the responsibility of the proponent to visit every address listed on the petition form provided by the City. The petition not only serves to inform City staff of the proportion of residents who support the change in parking regulations, but also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Specialist.

Step 3: The Specialist will review the petition results. If the appropriate number of residents are in favour, as per City Council's approved On-Street Parking Permit Policy, the Specialist will notify the ward councillor of the desired change to seek support. If the ward councillor is supportive, a work order will be issued, and the new parking regulation signs will be installed shortly thereafter.

Business Identity Card Parking Permit

The [Business Identity Card Parking Permit](#) provides special short-term parking privileges for drivers of commercial or delivery and pick-up vehicles, not including passenger services, in the downtown and business districts. The card is essentially a permit that allows drivers to temporarily park on-street in Loading Zones and signed No Parking Zones. It is primarily for business-related drivers and is applicable across the city, where defined loading or no parking zones exist along the street. The permit is not

intended to provide any special privileges during times when payment for parking is required or in other parking-restricted areas.

Things to Consider

- Permit holders are allowed to stop, for the purposes of delivery, pick-up, or loading, for up to 15 minutes in a No Parking Zone or Loading Zone.
- The permits are only valid on-street and permit holders are not exempt from paying parking meters.
- Other than the special on-street parking privileges specified by the permit, all other traffic and parking regulations will apply.
- Applicants are required to complete an application form and provide proof of their eligibility by describing, in writing, the nature of their business or service that requires being involved in the delivery and/or pick-up of goods, packages, or messages in the normal conduct of that business or the provision of service.
- There is an annual cost per vehicle for the Business Identity Card Parking Permit. Refunds will not be issued. A small replacement cost is charged, if the permit is lost. The fees are set by City Council annually through the budget process.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: Once the driver's business information is verified, the Business Identity Card Parking Permit will be provided to the applicant.

Day Care Parking Permits

The [Day Care Parking Permit](#) Program provides a safe and convenient manner to drop-off and pick-up children without causing a significant disruption to on-street parking availability or street operation. The Day Care Parking Permit involves establishing a 'No Parking' zone along the street frontage of the property. It allows vehicles to stop and park for short durations to pick-up and drop-off children.

Things to Consider

- The applicant (Day Care) must complete an application form and provide evidence, including that they are an administrative manager of a licensed Day Care centre, justification for the required number of parking permits, and the vehicle owner name and license plate number of each vehicle requiring a permit.
- If approved, No Parking zones are established on-street adjacent to the Day Care centre, and the permits are to be used to provide special 15-minute parking privileges for loading and unloading in that zone only. The No Parking zones may be

time-of-day and time-of-week specific, and the special privileges are applicable only during those specified times.

- Permits are only granted for the registered owners of vehicles who have dependents who are patrons of the associated Day Care.
- The Day Care is responsible for distributing the permits to the registered vehicle owners and to inform permit holders of the permit privileges and limitations.
- There is an annual cost per Day Care facility for as many vehicles as may be approved. Refunds will not be issued. A small replacement fee is charged if the permit is lost. The fees are set by City Council annually through the budget process.
- Each Day Care permit expires within one year of issuance. The permits must be renewed annually.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the information as noted above.

Step 2: A Client Services agent will forward the request to Traffic Services for review from a roadway safety and capacity perspective and approval for issuance as necessary.

Step 3: If approved, a work order will be issued for installation of the appropriate “No Parking” signs, if needed.

Step 4: Once the information is verified, payment is received, and vehicle data is provided to Client Services, the Day Care Parking Permits will be provided to the permit applicant, responsible for distribution of permits to their patrons.

Musician and artist loading permit

The [Musician and Artist Loading Permit](#) is to give frequent live music venues the ability to provide special short-term parking privileges to vehicles loading music and/or artistic equipment in or out of the permit holding venue.

Each permit will allow drivers to temporarily park on-street in a “Loading Zone” or signed “No Parking Zone” with the ability to leave vehicles displaying the musician and artist loading permit unattended and/or inactive for up to 15 minutes at a time, in addition to the time spent actively loading/un-loading the vehicle. A venue would be eligible for a maximum of 3 permits for the single fee. The venue retains the permits and provides

them to the operators who must return them to the venue once the loading activity has been completed.

Things to Consider

- The permit is available to venues hosting 15 or more live music events throughout the year.
- There is an annual cost to the venue.
- Musician and artist loading permits do not reserve or guarantee space near the venue.
- The permit may be cancelled if the permit holder fails to conform to the permit regulations.

How You Can Take Action

To request this permit, complete an [online application](#), or call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca, and state the reasons why the permit is required as well as all relevant requirements.

Our Service to You

Step 1: A Client Service Centre agent will ask the applicant to provide the information as noted above.

Step 2: A Client Services agent will forward the request to Traffic Services for review from a roadway safety and capacity perspective and approval for issuance as necessary.

Step 3: If approved, a work order will be issued for installation of the appropriate “Loading” or “No Parking” signs, if needed.

Step 4: Once the information is verified and payment is received, the Musician and Artist Loading Permit will be provided to the permit applicant, responsible for distribution as needed.

Kiss and Ride Program

The ‘Kiss and Ride’ program is the creation of a designated area on the school property to allow for student pick-up and drop-off activities by parents and guardians. A defined specific space helps to improve traffic operations on school property and on the adjacent school streets. It also creates a safer environment for the students arriving and departing from the school. The ‘Kiss and Ride’ program is generally only established at schools where a large driveway is available.



Figure 37 - 'Kiss and Ride' program signage

Things to Consider

- The school board must be actively involved in establishing, managing and maintaining a 'Kiss and Ride' set up at the school.
- The program functions best at school sites with semi-circular driveways and two access points.

How You Can Take Action

To request a 'Kiss and Ride' program be considered at a school, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Our Service to You

Step 1: Once a request is received, it is assigned to a Traffic Assessment Specialist. The Specialist will review the location and make recommendations as to whether or not the location is appropriate for the 'Kiss and Ride' program. If there is a suitable location to establish a 'Kiss and Ride' program, the Specialist will inform the school.

Step 2: The school board or school will undertake public consultation with the school council and/or parents.

Step 3: After public consultation is complete, if the school wishes to proceed with a 'Kiss and Ride' program, the signs and pavement markings will be installed.

Traffic Counts and Speed Data

The City of Ottawa gathers traffic, pedestrian and cycling data through various forms of traffic surveys. The main types of traffic data used in investigations undertaken by Traffic Services staff are as follows:

- Traffic volume data, such as the number of vehicles, pedestrians and cyclists traveling through a specific stretch of road or intersection,

Revised: October 2022

- Traffic classification, such as the number of vehicles in each vehicle class – car, bus, truck – passing or at a certain point, and,
- Speed data, such as the speed of vehicles travelling over a certain point.

Speed and volume data can be collected in a number of ways, such as:

Turning Movement Counts

An Automatic Traffic Recorder, known as Miovision, conducts these traffic counts. These are small cameras at the top of a 7.5 metre pole. They collect information on the number of vehicles, pedestrians, and cyclists that are entering an intersection.

Pneumatic Automatic Traffic Recorder

Road tubes are placed across the roadway and are programmed to collect traffic volume, speed and type of vehicle such as a car, truck or bus. They are used for vehicle data only; they cannot collect pedestrian or cyclist data.

Side-fire non-intrusive Traffic Data Collector

These devices can accurately collect multi-lane, bidirectional traffic volumes and speeds. They are not used to collect pedestrian or cyclist data.

Speed Radar Boards

This device looks similar to a speed limit sign with an LED display. They inform motorists of their speed as they approach. The speed and volume of vehicles passing by these devices can be logged into a database.

Spot Speed Survey

Spot Speed surveys use a handheld speed radar gun. These surveys are typically taken during uncongested times when drivers are able to travel at higher speeds.

How You Can Take Action

To browse available traffic-related data sets, visit Open Ottawa via open.ottawa.ca.

To request specific traffic data, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Collision Data

The City of Ottawa gathers information from over 10,000+ vehicular collisions in our city each year from partners including Ottawa Police Service, Ontario Provincial Police, and Royal Canadian Mounted Police. This information is reviewed, validated, and released

to the public via Open Ottawa and in the form of an Annual Road Safety Report prepared by Safer Roads Ottawa.

The Annual Road Safety Report provides statistical data on all reported collisions on City of Ottawa roads during a five year period. It can assist agencies and individuals involved in road safety in evaluating performance of road safety programs, policies, and strategies. Unreported collisions and collisions on private property are not included.

Annual Road Safety Reports are available on [Ottawa.ca](https://ottawa.ca).

To browse available collision-related data sets, visit Open Ottawa via open.ottawa.ca.

To request specific traffic data, please call 3-1-1 (TTY: 613-580-2401) or email 311@ottawa.ca.

Police Enforcement and Unsafe Drivers

To request enforcement or to report unsafe driving, please call the Ottawa Police Service (OPS) at 613-236-1222 extension 7300 or use the OPS [on-line reporting tool](#).