



West Transitway Extension Bayshore Station to West of Moodie Drive

Document 6 – Consultation Record



A member of  **MMM GROUP**



Recognizing the importance of stakeholder participation in the planning process, a comprehensive consultation program is being undertaken to ensure that all concerns and issues are identified and given appropriate consideration early and throughout the study.

This consultation program includes four Public Open Houses (POH) that were scheduled to coincide with key milestones of the study. To date, three Public Open Houses have been held and a fourth POH is scheduled to occur as part of the formal EA approvals process.

Input received through the study consultation efforts provided valuable guidance towards the development of a Preliminary Recommended Plan. A complete record of all comments and concerns received from members of the public are on file with the City of Ottawa and will be included in the Environmental Project Report. The following summarizes the comments and concerns expressed with regards to information presented at the POHs.

Refer to Chapter 4 of the report titled *Review of Potential Implementation Scenarios* (Document 5) for additional information on the consultation activities being undertaken for this study.

Summary of Comments – POH 1, POH 2, POH 3
West Transitway Extension from Bayshore Station to Moodie Drive

I.D. #	SUMMARY OF COMMENTS	FREQUENCY OF RESPONSE	RESPONSE
1.0 Project need			
1.1	There are not enough users at Moodie to justify a transit hub.	12	The need for a station at Moodie Drive has been determined in consultation with OC Transpo.
1.2	The cost and time savings will only be achieved once entire Transitway is operational, in 20 years. Resolve Transitway issues to the east and west before rushing through with this project.	9	The implementation of this section of the Transitway will increase service reliability. The full build out of the rest of the Transitway, will contribute to additional time savings across the Transitway network. Improved reliability will increase ridership and reduce operational and capital costs.
1.3	Understand need for project – support investment in public transit infrastructure.	8	Comment noted.
1.4	The identified problems could be addressed by taking advantage of the existing bus lanes on Highway 417 and making minor modifications to existing bus routes and roads (i.e. buses not stopping at Bayshore; realigning roads).	6	In the eastbound direction, buses travelling from Kanata/ Stittsville operate in a shoulder bus-only lane on Highway 417 from Eagleson Road to Moodie Drive. East of Moodie Drive, buses operate in mixed traffic because it is not possible with the current configuration of the highway to designate or build any form of bus-only lane due to the conflict with auto traffic exiting the eastbound lanes to join Highway 416 (to avoid the 416 ramp, buses would be required to weave from the shoulder lane into the through lanes and back into the shoulder lane to exit at Holly Acres). In the westbound direction, the northernmost lane was built as a bus-only shoulder lane but has been converted to a mixed-use auxiliary lane since the installation of barriers to prevent the unsafe multi-lane change (weave) from northbound Highway 416/ westbound Highway 417 exit to Moodie Drive
1.5	The expansion is not justified by the current demand for service.	5	The Transitway extension addresses an immediate need for a primary rapid transit corridor that extends from the Southwest Transitway to Kanata. The extension will address operational issues associated with running scheduled bus service in mixed traffic that contributes to decreased service reliability and trip delays. The City's transit strategy is intended not only to satisfy current demand for transit service, but also to increase transit ridership.
1.6	The EAs were done 10 years ago and are not sustainable today; they shouldn't be used to justify the need for a Transitway.	5	The need for the extension of the West Transitway from the Southwest Transitway to Kanata forms an integral component of the City's long range Transportation Master Plan which was approved by Council in November 2008.
1.7	Two minutes time saving doesn't justify the need for such an expensive project. There is no need for this project.	8	See response as per issue 1.2 above.
1.8	Building the Transitway takes away from goal of light rail conversion – only focus on light rail conversion when it is needed to avoid unnecessary construction spending.	2	The City has set a goal to achieve a peak hour transit modal split of 30% by 2031. Council has directed that conversion to rail will only occur once population and employment density targets are achieved in the west urban community.
1.9	Light rail is not an issue at the moment – leave it out of options/discussion.	2	The design must accommodate the potential future conversion of the Transitway to rail.
1.10	Need real demonstration of need for project (bus driver complaints, real savings in time etc.).	1	The extension of the West Transitway from the SW Transitway to Kanata is needed to achieve the 30% peak hour transit modal split objective. The timing for this phase of the West Transitway Extension is driven by the need to improve transit service reliability in the corridor by reducing travel time variability during peak periods. In addition to attracting new riders in the longer term, this project will result in tangible cost savings to the City by improving reliability and reducing travel times.
1.11	Where is the proof of the reported bottleneck on the EB Queensway at Holly Acres Road?	1	Transit service reliability can be measured in terms of travel time variability. In this section, travel times vary between 6 and 11 minutes in the peak hour, which makes operating an on-time, reliable bus service difficult.
1.12	What is the justification for this project given the high cost? Is this good value for taxpayer money?	2	By comparing the benefits (# of annual passengers, capital and operation cost savings) to the cost of the project, the 2008 TMP Update identified this extension of the Transitway network as one of the highest returns on transit investment for the City.
1.13	Does the City have funding for this project? If not, where will it come from?	1	The City has funding for the interim implementation of the project.
1.14	There is no need for this project until other elements of the Transitway have been constructed.	2	This project is to implement a plan for the extension of the West Transitway between Bayshore Station and Moodie Drive as identified in the Transportation Master Plan (TMP). The implementation of the TMP network, including the full extension of the West Transitway to Kanata and future conversion to rail, was prioritized in the TMP and documented in the Capital Works Plan. This project was identified as a phase 1, increment 1 project subject to immediate implementation provided the availability of funding and is needed to address existing transit service reliability issues associated with the operation of buses in mixed traffic on Highway 417.
2.0 Process			
2.1	The process is not transparent: <ul style="list-style-type: none"> The corridor was selected prior to the consultation; Public concerns are being ignored; Consultation was planned for a time when people were away; and 	18	Comments and input are welcome throughout the process. While a <u>preliminary</u> recommended route (corridor) was identified at the first Open House, this was based on a high level screening of effects and, as indicated at the Open House, would be re-examined based on public feedback, agency input and additional technical studies. Two more POHs are scheduled to correspond with key decision milestones in order to ensure stakeholder participation in the

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	<ul style="list-style-type: none">The project is moving forward too quickly.		determination of a recommended plan. In addition, stakeholder consultation meetings are also being held throughout the study.
2.2	The evaluation process is not weighted properly. Impacts to natural and social environments were poorly analyzed and seem to be given less attention than other issues, such as cost. A new evaluation is required.	14	High level criteria and performance measures were developed and applied for the corridor screening which addressed all aspects of the environment. Weighting of particular factors was based on the magnitude of impact and the difference in effect amongst alternatives. Following the comments received from the June 25, 2009 public open house (POH), the criteria and evaluation methodology have been refined, additional investigations and analysis have been undertaken and the route evaluation has been revisited.
2.3	A second public meeting is needed before a corridor is selected as many variables and information were missing from the analysis (at grade vs above/below grade; noise & air quality). Ensure community has all information before the corridor is selected.	7	Meetings with the Community Association were held on September 1, 2009, November 2, 2009, January 12, 2010 and February 4, 2010 prior to finalizing the route selection. These meetings were organized as stakeholders meeting and not a public open house. The second open house will be held once a recommended route has been identified and will be used to obtain feedback on preliminary design alternatives.
2.4	More information on the alternatives would be helpful at the next public meeting explaining the advantages and disadvantages of each corridor.	2	A comprehensive report documenting the advantages and disadvantages of each route alternative has been complete and will be shared with members of the public.
2.5	No costing analysis available to compare 4 options.	1	A comparative costing analysis was included in the route evaluation. A D level cost estimate has been prepared and is included in the "Assessment of Effects and Comparative Evaluation of Route Alternatives" (AECERA) report.
2.6	Public meeting notice should have been sent directly to registered homeowners; not only through the community association.	1	Notices of POH #1 were advertised in the Ottawa Citizen, the Kitchissippi Times, Le Droit, Nepean this Week, and the New EMC. In addition, a newsletter detailing the date, time and agenda for the POH was prepared and distributed to homeowners in the study area by Canada Post as unaddressed ad mail.
2.7	The City will be conducting a biased study if alignments are only developed for the preferred option. Just because the City can move forward to the EA with only one option does not mean that the City can do a less than thorough job of analyzing the four options proposed at the start. The community expects a more thorough analysis of all four options.	1	A more detailed assessment of effects and comparative evaluation has been undertaken following POH #1 and is documented in the AECERA Report. Planning has been fully integrated with the design process to ensure that decision making is phased, narrowing progressively until a recommended plan is selected.
2.8	When will the MTO, NCC and City staff be in the same room with taxpayers to respond to questions?	1	All questions and comments received from members of the public have been incorporated into study documentation which will in turn be reviewed by all members of the TAC.
2.9	Will the NCC be required to complete a Federal EA before it can dispose of these lands?	1	If NCC lands are required, a Federal Screening will likely be required under CEAA.
2.10	Will proposed alignments be developed & presented (at Council) for all 4 corridor options?	1	The recommended plan will be presented to Council (i.e. final route, alignment and mitigation).
3.0 Preferred Corridor			
3.1	Prefer south alignment (corridor "D") as it has fewest impacts to noise, residents' quality of life and the environment. It does not impact the newly constructed berm or the bicycle path.	14	Comment noted.
3.2	Prefer north alignment (corridor "B") with necessary mitigation measures (noise, environmental, recreational). Located close to highway, may be incentive for people to take transit. It would be a net cost savings and may limit growth of lanes for cars. Highway expansions are not a sustainable transit solution.	5	Comment noted.
3.3	Prefer median alignment (corridor "C") as the centre of Highway 417 is the most logical line for light rail. This option should be studied in more detail by the City.	2	Comment noted.
3.4	The recommended corridor is very close to housing.	3	Comment noted. The recommended route presented at the Open House was preliminary in nature. A more thorough analysis of potential effects has been undertaken. Potential effects posed by the proximity of housing are an important factor in the evaluation.
3.5	There is no clear justification for why the north alignment is preferred. A clear justification should be developed before the extension is built to Kanata to avoid mistakes/high costs in the future. An alignment south of the Queensway would make more sense as it would connect to Scotiabank Place and take advantage of the existing Park & Ride on Eagleson Rd.	4	Two approved provincial Individual Environmental Assessments (IEA), the 1994 <i>West Transitway Extension Individual Environmental Assessment, from Woodroffe Avenue to Acres Road</i> and the 1997 <i>West Urban Community Transit Integration Study and Environmental Assessment</i> , evaluated and selected the route north of the Queensway as the technically preferred rapid transit route for the westerly extension of the Transitway network. This route has been protected from development through Kanata. The Eagleson Park & Ride lot will continue to serve the needs of west urban commuters as the Transitway network is extended westerly.
3.6	The selected corridor should not impinge further on Lakeview residents re: noise, pollution, environmental impacts.	2	As the study progresses, the level of engineering and environmental investigations will increase. Environmental specialists will work iteratively with the design team to ensure that preliminary design alternatives are fully assessed, and the recommended plan minimizes environmental impacts through avoidance, mitigation, and if necessary, compensation.
3.7	The yellow corridor is a distraction from the red option.	1	The yellow route, formerly a railway corridor, was selected for evaluation as it was previously used as a transportation corridor.
3.8	Drawbacks of corridor C & D are not well explained in the evaluation. More details are needed.	1	See response as per issue 2.7, above.

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3.9	What is the distance between the Red corridor and the houses on Aero Dr. and the Stillwater Creek development?		1	The distance between the Queensway North route (red corridor) and housing ranges from 110 m, +/- 2.5 m at its narrowest point and 250 m, +/- 2.5 m at its widest point.
3.10	The Queensway South route is a better option.		3	This study examined four potential routes for the location of the Transitway, including a route south of the highway. The assessment and evaluation of these four routes considered impacts to the natural and social/cultural environments as well as technical considerations. Based on this assessment and evaluation, it was found that the cost associated with locating the Transitway on the south side of the highway was not justifiable given the availability of other route alternatives that satisfied study objectives and did not result in impacts that could not be mitigated through design. For more information, review the AECERA Report.
3.11	The Transitway route should not be located along the north side of Highway 417.		79	The rationale for locating the Transitway on the north side of Highway 417 was documented in the AECERA Report (MRC, February 2010).
3.12	The Transitway route should be located along the south side of Highway 417 or in the median.		74	The rationale for locating the Transitway on the north side of Highway 417 was documented in the AECERA Report (MRC, February 2010).
4.0 Comments on Preliminary Design Alternatives				
4.1	The City should proceed directly to the implementation of a final solution as it will result in better value-for-money and minimize “throw-away” construction costs.		2	The City has a policy to defer of the cost of grade separating rapid transit elements and improving service reliability by incrementally introducing measures to isolate transit from mixed traffic. If possible, the implementation of this project will be phased in order to achieve this objective.
4.2	Prefers Holly Acres alternative A2		2	Comment noted.
4.3	Prefers Mainline alternative A		2	Comment noted.
4.4	Prefers Moodie Drive alternative B1		2	Comment noted.
	4.4.1	Widen Moodie at the Transitway station to provide a drop-off/pick-up lane.	1	Comment noted.
	4.4.2	Moodie Drive alternative B1 is the best option from a pedestrian perspective.	1	Comment noted. Currently there are no sidewalks on the Moodie Drive structure making pedestrian access to a station on the bridge challenging.
4.5	Prefers Moodie Drive alternative B2 from a pedestrian perspective as it is more pedestrian friendly than the other options.		1	Comment noted.
4.6	Prefers Moodie Drive alternative A1 as all other alternatives will result in an uncomfortable, alienating experience at the transit stations.		1	Comment noted.
4.7	A tunnel should have been considered as an option.		1	The option of tunneling under the highway was investigated during the route selection stage and is documented in the Assessment of Effects and Comparative Evaluation of Route Alternatives (AECERA) report. The cost of building a tunnel under the highway was not justifiable given the minimal noise levels increases anticipated with a route along the north side of the highway.
5.0 Comments on Implementation Plan				
5.1	Supports the interim plan.		1	Comment Noted.
5.2	Inquired about the length of time an at-grade configuration would be in place at Holly Acres Road.		1	Traffic modeling has shown that an at-grade intersection at Holly Acres functions well beyond 2031. A decision regarding whether to defer the grade separation at Holly Acres Road will consider all factors (including impacts to the natural, social, cultural and transportation environments).
5.3	Indicated that local routes 166 and 169 could be re-routed from Woodbridge Cr. to Holly Acres Rd. in the interim.		1	Comment noted.
5.4	Save money by not constructing a bridge until later and reviewing the bridge option at that time.		1	Comment noted.
5.5	The interim implementation phase is not needed.		76	The City's approved TMP directs the City to defer the costs of grade-separating rapid transit elements by incrementally introducing measure to isolate buses from mixed traffic. Potential interim configurations that achieve the deferral of grade separations are therefore being explored.
5.6	The interim phase will have no cost recovery until the full build out from Bayshore to Moodie to Eagleson.		76	An interim configuration will remove buses from mixed traffic on highway 417 and thereby improve transit service reliability. Improved reliability translates directly into operation cost savings for OC Transpo as fewer buses are required to maintain an acceptable level of service. Unreliability in one section of the network results in cascading and compounding reliability issues throughout the network which leads to a corresponding increase in operation costs network-wide.
5.7	The construction of the Transitway from Bayshore to Eagleson should be constructed as one project.		70	Bus only lanes on Highway 417 between Eagleson and Bayshore operate well. The current source of delays is at the Highway 416/417 interchange. By constructing the Transitway from Bayshore to Moodie, this source of delay, and transit service unreliability will be resolved.
5.8	The interim phase will create safety issues for pedestrians and cyclists on Moodie Drive Bridge.		68	Based on feedback received at community meetings and in consultation with City advisory groups, significant design changes are proposed to improve the pedestrian and cyclist environment on Moodie Drive including: relocating cycling lanes to the shoulders,

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			removing one traffic lane in the southbound direction to provide wider bike lanes and a raised 3.0 m multi-use pathway, and providing bike boxes at highway ramp terminal intersections to give cyclists priority.
5.9	The Transitway should cross Holly Acres Road with a grade separation (in order to reduce impacts to traffic flow, the pedestrian/cycling network and noise levels).	67	Comment noted. Subsequent review of potential impacts to future transit operations during bridge construction have led to the recommendation for a grade separated crossing of Holly Acres Road in the near term.
5.10	The BRT phase should be skipped and instead the implementation of an LRT along this route should be accelerated.	2	The rapid transit network is being implemented in accordance with the TMP Capital Works Plan.
5.11	The Transitway from Bayshore to Moodie should be built after the Transitway from the Southwest Transitway to Pinecrest.	1	The implementation of the City's rapid transit network is guided by the Capital Works Plan included in the Transportation Master Plan. This plan identifies the section from Bayshore to Moodie as a Phase 1 Increment 1 transit investment subject to immediate implementation provided the availability of funding. The City has an approved EA for the extension of the Transitway to SW Transitway, but are currently completing a planning study to examine interim options to extend the Transitway from the SW Transitway to Pinecrest. This section is identified as a Phase 2 project.
5.12	There is no immediate need for the implementation of this project.	1	Currently, buses (both westbound and eastbound) must travel in mixed traffic environments between Moodie Drive and Holly Acres Road. Operation unpredictable, mixed traffic environments make transit service less reliable and more expensive to operate. This project will result in immediate improvements to transit service reliability.
6.0 Transitway Stations			
6.1	There is no ridership to support a station at Corkstown Road.	4	The 2008 Transportation Master Plan identified the need for a station in the vicinity of the Moodie Drive interchange to support current and future ridership by providing access to employment lands and neighboring residential communities. According the 2031 AM Trans Model (TMP Scenario), during the AM peak hour, approximately 600 person trips are expected to transfer at this station (primarily in the westbound direction).
6.2	There should not be a "kiss and ride" at Corkstown station as it will result in negative traffic impacts.	2	The provision of a kiss and ride facility at the station will be further examined as the recommended plan is refined.
6.3	A station should be located at Eagleson.	1	The approved West Urban Community Transit Integration and EA Study (1997) identifies three stations in Kanata (one at Terry Fox – constructed; another to connect to the Castlefrank Pedestrian Bridge; and a third just west of Eagleson Road).
6.4	The Corkstown station location would be very awkward, poorly located and inefficient.	1	The Corkstown station location is fully integrated with the existing multi-use pathway network and is easily accessible from nearby employment and residential lands.
6.5	Corkstown station will introduce crime to the community.	1	Comment noted.
6.6	NCC Greenbelt land should not be used to build a Transitway Station.	72	A decision regarding the location of Transitway stations in the Greenbelt will be made as part of the Greenbelt Master Plan review process. Of the two station locations evaluated as part of this study, the station at Corkstown Road is preferable as it provides enhanced accessibility, operational flexibility and design opportunities whilst avoiding significant effects to the natural environment.
6.7	A Transitway Station should not be built along Corkstown Road.	70	A Transitway Station along Corkstown Road will improve accessibility for some residents in the Crystal Beach/Lakeview area as well as employees at the Abbot Point of Care and Nortel Carling facilities. In 2031, the TMP predicts 600 transfers at this station during the morning peak hour.
6.8	A Transitway Station should not be built at Moodie Drive.	64	The Preliminary Recommended Plan does not include a station at Moodie Drive.
6.9	There is not enough ridership to support a full Transitway station at Corkstown Road.	1	See response to comment 2.2, above.
7.0 Impacts to the natural and social environment			
7.1	Concerns about the potential loss of recreational facilities and about the potential impacts to natural environment.	27	Further investigations have been completed to ensure a full understanding of potential effects to recreational resources and the natural environment. This analysis has been used to re-examine the evaluation of route alternatives and is documented in the AECERA report.
7.2	Preserve soccer field.	7	The soccer field will be maintained.
7.3	Concerned about negative impacts to/loss of NCC land, including potential impacts to Stony Swamp (into which Stillwater Creek drains).	3	Stony Swamp is located more than 5 km upstream of the study area and the flow conditions of Stillwater Creek are regulated by a number of control points. Impacts to Stony Swamp from any work on the proposed Transitway are therefore not expected. Nevertheless all efforts will be made to ensure that the conveyance characteristics are maintained should any modifications become necessary. Consultation with the NCC is on-going throughout the process.
7.4	Stillwater Creek is a conservation area that should be protected from development. Homeowners have signed covenants on land uses to preserve the creek and now the City wishes to diminish the quality of the creek despite its status as a conservation area. This is seems unfair.	3	The City recognizes the importance of Stillwater Creek natural area. Any potential impacts this area will be minimized and mitigation measures will be developed.
7.5	The City has double standards – the removal of mature trees is outlawed, but the City is proposing to cut down a natural urban forest.	2	The City will minimize any potential impacts to vegetation and will comply with all requirements from agencies, including the City's own policy with regards to the removal of trees.

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7.6	Property values will be negatively impacted.	2	Answer pending.
7.7	Agricultural land is abundant outside the City and needs less protection than green spaces and urban forest.	1	The Provincial Policy Statement clearly places value on the protection of agricultural land. Therefore, in addition to natural environmental features, impacts to agricultural property must be given consideration.
7.8	This project will destroy homes, green space and playgrounds. It will ruin the quality of life in the city and does not fit with City goals of attracting quality residents and businesses.	1	Potential impacts to natural and social environments will be minimized and mitigated through the planning and design process. No routes will require the removal of homes or playgrounds.
7.9	Waste of money to have to rebuild path again.	1	The extent of reconstruction, if required, will be minimized through the planning and design process.
7.10	Recommended mitigation measures: <ul style="list-style-type: none"> Maintain path during construction. Given that the area is a heavily used by wildlife, provisions should be made for wildlife to move from one side to the other if future Transitway extension impedes wildlife corridors. 	1	At this time there are no anticipated impacts to wildlife movement. However should any impacts be identified in future stages of the EA/design process, mitigation measures will be developed. The pathway will be maintained during construction.
7.11	Concern that the cumulative impacts of transportation infrastructure projects are not captured by a single EA – there should be more coordination between the City and MTO on these projects.	1	Comment noted.
7.12	Concern about intensification of residential development resulting from the Transitway.	1	Decisions about land use are subject to the City's planning and development approval process.
7.13	How many mature Black Maple trees, and other trees or rare plants are there in the urban forest and how many will need to be removed?	1	An inventory of natural features has been completed and is documented in the AECERA report. Preliminary footprint impacts for each alternative has been identified and also documented in the report.
7.14	How many trees would be lost as a result of building the Transitway on NCC land?	3	Transitway footprints have been developed for each route alternative in order to identify (quantitatively), the potential impacts to vegetation communities. This information is included in the AECERA report.
7.15	Will Stillwater Creek be relocated/redirected if this project proceeds? If so, how?	1	Every opportunity to avoid impacts to existing watercourses will be explored during the design process. Should impacts be identified, measures will be implemented to mitigate. Fluvial Geomorphologists have been included in the Project Team to ensure any impacts to watercourses are properly managed.
7.16	If Transitway requires MTO lands, forested area would be lost and bike path would need to be moved. Has area been walked (around the MTO fence) to view ravine, forest, and bike path?	1	See response as per issue 7.1, above. Site investigations have been carried out.
7.17	What kind of lighting is planned? Concerned about light pollution (www.darkskiesawareness.org)	1	The Transitway corridor is not illuminated; only Transitway stations are illuminated. Lighting design will included recommendations for cut off light controls to control stray light.
7.18	The proposed preliminary design alternatives will result in significant negative impacts to the natural environment.	3	An Environmental Assessment will be undertaken in accordance with the TPAP process and CEAA process. Provincial and Federal approval of the Environmental Assessment will be required which will ensure that impacts to the environment are minimized and that necessary mitigation measures are taken.
7.19	The proposed preliminary design alternatives will result in negative impacts to recreational infrastructure.	3	There is a requirement for the realignment of the NCC pathway near Moodie Drive. Where possible, enhancements to the existing network will be implemented.
7.20	Encroaching on the soccer fields at the north east corner of Corkstown Road is unacceptable as parking in this area is currently a problem and extending a transit station there will make it worse.	1	Comment noted.
7.21	Concerns about the environmental impacts associated with the project.	77	Conceptual measures to mitigate anticipated environmental effects have been incorporated directly into the Preliminary Recommended Plan. Based on the assessment of environmental impacts completed in support of the design evaluation process, significant environmental effects are not anticipated. A detailed impact assessment will be completed as part of provincial and federal EA processes and detailed mitigation measures will be incorporated into design drawings and contract specifications as required. All applicable permits and approvals will be obtained prior to construction and construction activities will be monitored to ensure incidental disturbance is kept to a minimum.
7.22	Concerns about increased pollution.	2	This project is not expected to result in reduced air quality. The City is moving forward with the implementation of it's rapid transit network as part of an overall strategy to reduce vehicular dependence (and thereby reduce emissions).
7.23	Concerns that there are more impacts to the environment associated with the Highway 417 North route then the Highway 417 South route.	1	A comparative evaluation was completed and documented in the AECERA Report. Impacts associated with the Queensway North Route are not considered significant and can be mitigated through design.
7.24	Concerns about decreases in property value associated with the project.	1	Comment noted.
7.25	The construction of the Transitway on the north side of the highway will negatively impact the recreational pathway and the ability of residents to enjoy their property.	1	Conceptual measures to mitigate anticipated environmental effects have been incorporated directly into the Preliminary Recommended Plan, including the construction of a 750 m long retaining wall to avoid encroachment into Greenbelt lands and to ensure the Transitway is maintained within the

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			Highway 417 right-of-way. Several enhancements to the existing multi-use pathway network are proposed including a new pathway on the Moodie Drive bridge over Highway 417.
8.0 Concerns about Noise / Vibration			
8.1	A noise barrier is needed – existing noise levels are already too high and impede quality of life.	18	Further noise analysis has been undertaken. The technical warrant for a noise barrier will be determined through this work and results have been shared with MTO.
8.2	Would like a comparison of the noise levels of all 4 corridors before making a decision. Noise analysis should not just be done by computer model, but also use real noise measures.	6	Further noise analysis has been undertaken, including in-situ testing.
8.3	The cumulative impact of 416 interchange, Carling Ave, Corkstown Rd. as shortcut for traffic and now Transitway extension will further increase noise levels for the community.	43	See responses as per issues 8.1 and 8.2, above.
8.4	There was no specific information about noise reduction in the presentation and noise didn't seem to be a factor in the evaluation	1	Information on existing noise levels was provided in the display material and hand-outs at the public open house. Impact from noise for the various corridors was evaluated based on distance to noise-sensitive receivers. Further noise analysis has been undertaken including in-situ testing.
8.5	There were errors in the noise analysis document – Hwy 416 was not included in the list of highways and the quoted MTO noise level for receptor #137 was wrong.	1	Noise levels for Highway 416 were incorporated into the noise analysis by combining the traffic volumes from the 417 / 416 interchange. Since all of the vehicle traffic on Highway 416 either originates from or travels through the 417 / 416 interchange, the traffic volumes are represented by the Highway 417 geometry. The noise level for MTO receptor #137 was incorrect in the MTO report; the City has confirmed the error with MTO.
8.6	If using MTO lands for one of the options, does this leave room for MTO noise barriers, as previously promised?	1	The technical warrant for noise barriers is being evaluated and will be reviewed with MTO as the project progresses.
8.7	How will the decision for or against noise barriers be made?	1	This study will determine the technical warrant for noise attenuation. The final decision regarding whether noise barriers will be installed will be made by Council.
8.8	If installing noise barriers will result in an impact to the natural environment, will the City and/or NCC refuse them on these grounds?	1	All potential impacts of the design and associated mitigation measures will be evaluated as part of the assessment of preliminary design alternatives. Every effort will be made to avoid impacts to the natural environment.
8.9	If the Lakeview berm is removed, does this obligate the City to put in noise barriers or replace the berm?	1	The berm will not be removed.
8.10	How much space do noise barriers require?	1	Noise barriers can be accommodated on barrier walls.
8.11	Could there be an agreement between the City and MTO to cost-share a noise barrier?	1	The need and location for noise barriers are being evaluated and discussed with MTO as the project progresses.
8.12	The 417 expansion is shaking the house – will there be compensation if Transitway construction damages the house?	1	Standard contract provisions with regards to construction damage liability will be included in any design contract package.
8.13	Noise levels are already high in the area and the proposed preliminary design alternatives will result in an increase in noise levels with no guarantee of mitigation.	6	The primary source of existing and ambient noise levels in this area is Highway 417. The Ministry of Transportation has determined that sound barriers are warranted in certain locations within the study area. The Transitway will be designed so as not to preclude the future construction of these sound barriers by MTO.
8.14	There are currently vibration issues resulting from buses on Holly Acres Rd. The addition of buses in both directions in this area will cause even more vibration issues.	2	Due to the separation from sensitive receivers, proximity to the highway, and use of semi-integral abutments (no expansion joints on the bridge) the grade separation of Holly Acres road is not expected to result in a perceptible increase in ground vibrations over ambient levels.
8.15	There is a need for noise barriers in the final Recommended Plan.	76	The Ministry of Transportation has committed to providing noise barriers in accordance with their retrofit noise barrier program. The Preliminary Recommended Plan accommodates the installation of the MTO barriers.
8.16	Noise barriers should be paid for by the City of Ottawa or MTO or both.	85	The MTO has committed to providing noise barriers in accordance with their retrofit noise barrier program. The City of Ottawa is not responsible for installing these barriers in accordance with the <i>Environmental Noise Control Guidelines for Capital Works Projects</i> .
8.17	Concerns about increase in noise levels associated with the project.	7	The contribution to environmental noise associated with Transitway buses will be indistinguishable from background traffic (highway) noise in the horizon year. See response to 8.16.
9.0 Concerns about impacts to cyclists/pedestrians			
9.1	There is an opportunity to improve pedestrian movement along the Corkstown corridor and to connect the community with Corkstown station. Currently, there are no paved shoulders or sidewalks along Corkstown Road and this area could use improvement.	4	Cycling and pedestrian connectivity has been included as an evaluation criterion in the assessment of preliminary design alternatives. The feasibility of providing sidewalks on Corkstown Road will be further explored as the recommended plan is refined.
9.2	The project should be designed to maximize pedestrian and cyclist safety.	1	Cycling and pedestrian connectivity has been included as an evaluation criterion in the assessment of preliminary design alternatives.

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			Measures to enhance the pedestrian and cycling network will be incorporated into the Recommended Plan.
9.3	Moodie Drive Alternative B1 does not provide pedestrian access to the station. Although it connects directly with Moodie, it will be very difficult for people using the station to drop off, to wait , etc...	1	Comment noted.
9.4	The Moodie Drive interim alternative (interim A) does not provide for drop offs; walkways, etc...	1	Comment noted.
9.5	Concerns about the impacts to cyclists and pedestrians networks within and between communities.	1	Based on feedback received at community meetings and in consultation with City advisory groups, significant design changes are proposed to improve the pedestrian and cyclist environment on Moodie Drive including: relocating cycling lanes to the shoulders, removing one traffic lane in the southbound direction to provide wider bike lanes and a 3.0 multi-use pathway, and providing bike boxes at highway ramp terminal intersections to give cyclists priority. In addition, the Preliminary Recommended Plan includes upgrades to the pathway network at Holly Acres Road including a new connection to Aero Drive.
9.6	The added volume at Holly Acres during an at-grade Transitway crossing will make it difficult for cyclists and pedestrian walking/biking through the intersection.	1	Subsequent review of potential impacts to future transit operations during bridge construction have led to the recommendation for a grade separated crossing of Holly Acres Road in the near term.
9.7	Would like to see a pedestrian crossing at the Moodie Drive overpass of 417.	1	Based on feedback received at community meetings and in consultation with City advisory groups, significant design changes are proposed to improve the pedestrian and cyclist environment on Moodie Drive including a new 3.0 multi-use pathway on the structure.
10.0 Traffic/Transit Operations			
10.1	What are the LRT needs? It doesn't make sense to have to build the Transitway twice.	3	The Transitway is being designed to accommodate the future potential conversion to rail technology.
10.2	Who will the Transitway serve?	2	The Transitway will serve City of Ottawa residents and in particular the west urban community.
10.3	Why would a portion of the Transitway east of Bayshore be completed before the western section?	1	The westerly extension of the Transitway network is being completed in stages in accordance with the 2008 Transportation Master Plan.
10.4	Little information has been provided relating to how and where the proposed Transitway will cross Holly Acres Rd. The method chosen will have significant impacts on the costs of the project and the noise, vibration and air pollution impacts for residents.	1	As all four route alternatives must cross Holly Acres, there is no difference amongst alternatives and therefore this was not considered relevant to the comparative evaluation of route alternatives. However, impacts associated with the Holly Acres crossing will be fully evaluated and mitigation measures will be developed as part of the preliminary and detail design.
10.5	Community needs to understand which bus routes are impacted. Need this information in order to properly understand the problem.	1	The westerly extension of the Transitway will provide faster, more reliable service for travelers on the 60s-series bus routes (60-65; 68) and on routes 96, 101, 167, 261, 262, and 263. The Transitway extension will not impact the local bus route (route 166) that provides local service to the Crystal Beach community.
10.6	How does the new water main along Corkstown Rd. or the structures at Holly Acres affect this project? Could the watermain project be incorporated with Transitway extension to minimize construction impacts to community?	1	Consultation with the department of public works indicates that the water main installation along Corkstown Rd. does not present any significant impact to this project. The coordination of construction staging opportunities will be investigated through the design process.
10.7	What are the City's long term plans for the Transitway in the study area?	1	Previously completed planning studies have identified an exclusive, 2 lane BRT facility in the study area with an on-line station near Moodie Dr. The need for this station will be re-examined as part of this study. There are currently no plans for additional park and ride lots or railway yards.
10.8	How wide is a Transitway including lay-by's?	1	Preliminary designs are being prepared to identify approximate footprints for each alternative. These designs are included in the AECERA Report and will be further refined in preliminary design.
10.9	What is the distance between the widened Queensway and the houses in the Crystal Beach community?	1	The Queensway has been widened into the median. The distance between the widened Queensway and the homes has not changed due to the highway widening.
10.10	Real traffic/delay problem is access to Moodie and Holly Acres from Hwy 416 and 417.	1	Comment noted.
10.11	Need confirmation from MTO about use of right-of-way. Conflicting information was presented at the Open House about whether MTO land can be used. If it can't be used, the red option will be pushed further north, destroying the bike path.	3	MTO is a member of the Technical Advisory Committee (TAC) and is aware of the potential use of their right-of-way. The City and MTO have been collaborating on developing a corridor sharing agreement for projects of this nature. The full footprint impacts will be considered as part of the assessment of effects.
10.12	Can permission be granted to the City by MTO to permit dedicated bus lanes on the Queensway from Bayshore to Moodie Dr.?	3	MTO has advised that there is a demonstrated need for the 4 through traffic lanes in each direction in this area.
10.13	Inquired as to whether the Transitway extension would permit local buses to exit on and off Holly Acres. Indicated that the current routing of local busses 166 and	1	The existing local bus access from Holly Acres Road to Bayshore Station will be maintained.

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	169 on Woodridge Cr. is inefficient and that the buses should ultimately be re-routed to Holly Acres. Inquired whether the Transitway could be designed to permit bus entry/exit to/from Holly Acres.		
10.14	Inquired about what connections will be provided for local Transitway buses if these connections are not provided at Corkstown station.	1	If the station were located at Moodie Drive (and not Corkstown) local access to the Transitway can be provided from Corkstown Road west of Moodie Drive. Local buses will also be able to access the Transitway at Bayshore Station.
10.15	The AECERA Report does not address in detail the terminal at Moodie Drive. Indicated that any future report presented to council should address this terminal in detail.	1	The main purpose of the AECERA Report was to identify and document the selection of a preferred Transitway route. The analysis and evaluation of implementation scenarios will be presented at POH 3 and included in the report to Transit Committee.
10.16	Indicated that the City should plan for integrating the re-use of the former freight rail lines.	1	The former freight rail lines were considered as a possible corridor alternative in two previous environmental assessments (EAs) and were not carried forward as the Queensway corridor was recommended and approved by City Council.
10.17	Remove the 'No right turn' onto the 417 from Holly Acres headed south.	1	Comment noted.
10.18	The current plans do not take into account the recent revisions to Highway 417. Indicated that there has been significant improvement in western traffic flow patterns since the expansion of the highway.	1	The recent Queensway expansion has effectively shifted the 'bottleneck' in highway traffic from east of Eagleson to east of the Highway 416/417 interchange. Whereas previously, this bottleneck occurred in an area where buses operated in exclusive bus only lanes, the current source of delays occurs in an area where buses are required to operate in mixed traffic. The highway expansion has therefore not improved transit service reliability.
10.19	The focus of the project should not be to save travel time but instead to increase the number of buses from Bayshore to reduce the need to stand on buses.	1	The focus of this project is to improve transit service reliability by removing buses from mixed traffic.
10.20	Concerned that the proposed plan consists of a number of stop-gap measures that avoid tackling the main issue of building a transit system that works. The transit system should have been designed in conjunction with the Highway 417 widening. Further, the transit system should be moved off the parkway altogether and placed along Richmond Road.	1	This project is to implement a plan for the extension of the West Transitway between Bayshore Station and Moodie Drive as identified in the Transportation Master Plan (TMP). The implementation of the TMP network, including the full extension of the West Transitway to Kanata and future conversion to rail, is being prioritized and implemented in phases as it would not be feasible to construct the entire network at once. The Queensway corridor was recommended and approved by Council as the preferred location for the West Transitway extension in two previous environmental assessments (EAs).
10.21	Concerns that the Transitway will affect traffic flow to nearby destinations such as Bells Corners, Andy Haydon Park and the Nepean Sailing Club.	1	The only potential traffic impact associated with this project is the proposed near term and interim configurations at Moodie Drive. Traffic modelling have shown that these configurations will provide an acceptable level of service at the intersection.
10.22	Suggestion that tolls should be collected on the bridges and that LRT should be built along the south side of Highway 417 once enough money is raised.	1	Comment Noted.
11.0 Mitigation			
11.1	Must ensure access to southbound Moodie Drive by installing lights at Carling & Crystal Beach and at Ullswater & Carling.	2	Comment noted.
11.2	Construct noise barriers between Bayshore and Moodie on the north side of the Transitway	3	Comment noted. See response as per comment 8.14 above.
11.3	Provide additional visual screening (and perhaps move the bike path slightly north) at a location that is approximately in line with the two crescents off Corkstown Road (mainly at Brookbend and slightly less so at Creekwood)	1	Comment noted. Mitigation measures will be developed following the identification of a preliminary design and documented in the recommended plan.
11.4	Employ all measures to protect wildlife and the environment.	1	Comment noted. Mitigation measures to ensure the full protection of wildlife and the natural environment during construction will be developed following the identification of a preliminary design and documented in the recommended plan.
12.0 Request for information presented at POH 1			
12.1	Could the information presented at the Open House be made available to the public? <ul style="list-style-type: none">The map of corridor alternativesCopy of the presentationNoise and vibration analysis displays	5	Information presented at the public open house (POH) will be made available on the City's project website.
12.2	CBLCA has asked for the detailed analysis which has not been forthcoming.	3	See response as per issue 2.7, above.
12.3	Could more information be provided about the potential station at Moodie Drive? The information displayed at the POH was unclear and misleading.	3	See response as per issue 1.1, above.
12.4	Could the following documents be provided to the community: <ul style="list-style-type: none">Background documents of existing conditions re: noise, vibration and air qualityThe comment sheet	1	See response as per issue 12.1, above. Background reports have been appended to the AECERA report which will be circulated to the CBLCA following review by the technical advisory committee.

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	<ul style="list-style-type: none">Draft analysis and evaluation of corridors documentSlide presentation.		
12.5	Why wasn't the RVCA included in the first TAC meeting?	1	Only directly impacted agencies were included in the first TAC meeting. It was always foreseen that other relevant agencies would be added as the study progressed.
13.0 Request for information presented at POH 2			
13.1	All information should be available on the City of Ottawa website, including relevant email addresses to facilitate public engagement and feedback.	1	Information presented at each open house is provided on the study FTP site following each open house, as indicated on the display material. The FTP site can be accessed by following this link ftp.mrc.ca and entering this information: Username: wte-public Password: openhouse
14.0 Request for information presented at POH 3			
14.1	Would like to obtain a copy of the Power Point presentation and drawings presented at the POH for members of the public that were not able to attend the meeting.	1	Information can be accessed on the project FTP site. The FTP site can be accessed by following this link ftp.mrc.ca and entering this information: Username: wte-public Password: openhouse
15.0 Requests for additional information, evaluations / studies			
15.1	There seemed to be little factual information presented at the Open House indicating the anticipated environmental and social impacts. More detailed and up-to-date environmental evaluations need to be completed.	3	See response as per issue 2.7, above.
15.2	Could additional noise testing be undertaken for the houses on Creek's End Lane? This area has been missed by previous testing.	3	In-situ noise measurements have been taken at two receivers on Creek's End Lane.
15.3	What is the time savings? This issue needs more research.	1	In the long-term, an exclusive bus rapid transit (BRT) facility in this corridor is expected to reduce average travel times by 3 minutes in the peak hour/ peak direction.
15.4	Where is the acquisition plan?	1	A property request plan will be developed during Preliminary and Detail design once a preferred route has been identified.
15.5	Does the City have an inventory of wildlife and the natural urban forest north of the Queensway?	1	Yes, environmental specialists have completed field surveys and conducted background reviews to compile an inventory of existing aquatic and terrestrial ecological features.
15.2	Has an agreement been reached with the NCC for the use of their land? The presentation did not contain any information about the NCC.	3	The NCC is a member of the study's Transportation Advisory Committee (TAC). Consultation with the NCC will be on-going throughout the project.
15.2	When will plans showing the relocation of the recreational path be made available?	1	Should a relocation of the pathway be required, plans will be produced during preliminary design and presented to the public at subsequent POHs.
15.2	Will the inventory the RVCA is conducting this summer be taken into account before a choice is made regarding the Transitway route?	1	The RVCA has been contacted as part of the natural environmental inventory completed for this study. All available information is being used to identify potential sensitivities.
15.3	Requested a hard copy of the report on effects to wildlife.	1	The detailed impact assessment report will be prepared once a Preliminary Recommended Plan has been identified. A screening level impact assessment will be used to identify this preliminary plan. The screening is included in study documentation and posted on the ftp site.
15.4	Requested additional documentation on the proposed options at Holly Acres and Moodie so as to review them before making a decision.	1	Information can be accessed on the project FTP site.
15.5	Suggested that a complete analysis of the variations along the entire Transitway extension route has not been undertaken and that it is important to do so given the considerable costs of the project and the fact that time savings are dependent on variations along the entire route.	1	In accordance with the Ontario EA Act, the City has examined a 'reasonable range' of alternatives for the extension of the Transitway including corridor alternatives, route alternatives and design alternatives.
15.6	There is a need for a full review by Ontario Ministry of Transport, the City of Ottawa and the NCC, with adjoining Community Associations, of the future west Transitway routing.	72	Comment Noted.
16.0 Questions about Cost			
16.1	What is the cost estimate for this project?	3	D level cost estimates have been prepared for each route alternative and are documented the AECERA Report.

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16.2	What is the cost for the following: <ul style="list-style-type: none">– Tunnel under the 417?– Tunnel for the extension north of the 417?– Crossing the 417 south at Eagleson?	1	See response as per issue 15.1, above. A cut and cover tunnel option has been included in the D level cost estimate. The potential cost of containing the entire extension within a tunnel is not considered a “reasonable alternative” due to cost and technical constraints. The City has no plans to cross Highway 417 south at Eagleson.
16.3	What is the cost of moving the Eagleson Park & Ride to the north-side of the Queensway? Has there been a study or EA done?	1	The City has no plans to move the Eagleson Park & Ride. It will continue to serve the needs of west urban commuters as the Transitway network is extended westerly (pedestrian linkages). The West Urban Community Environmental Assessment identified the Transitway corridor north of Highway 417 through Kanata.
16.4	How was the \$13 million savings arrived at? This should be balanced by disclosing the full capital infrastructure cost (\$38-69.5 million) of constructing the extension.	1	See response as per issue 15.1, above.
16.5	What is the cost savings of the project in real terms, not reduction in transit time as this does not appear to be possible?	1	As with any transit investment, cost savings are a function of reduced travel times and improved service reliability.
16.6	What are the costs of constructing a station at Moodie Drive? Does this affect the overall costing of the project and the selection of the preferred corridor?	1	See response as per issue 1.1, above.
17.0 Council Vote			
17.1	Concerns that Council vote should be delayed to the Fall or Winter to provide more time for assessment and to avoid Council Vote falling during the summary holiday time.	3	It is the City’s intention to implement the near term project in 2011. As such, Council approval will be sought as scheduled.
17.2	The decision regarding this project should be made after the fall election.	1	Comment Noted. See response 16.1
18.0 Suggestions			
18.1	It would be more cost effective and efficient for the Transitway to be south of Highway 417, beginning with a tunnel at ground level under the elevated 417 interchange.	2	Comment noted. Costing for tunnel options is being investigated.
18.2	Instead of a Moodie transit hub, on-campus stops could serve the needs of Nortel and Abbott Point-of-Care facility.	1	Comment noted.
18.3	Construct a Park and Ride near the Bayshore interchange – allows for people to drive and park safely and take the bus. This is not provided for in the plan. Another possible location is south of the 417.	1	Comment noted.
18.4	Use technologies that give buses/LRT vehicles right-of-way to minimize need for stopping when changing grades / crossing roads.	1	Comment noted.
18.5	Incorporate LRT rails when building Transitway to avoid future upgrade costs.	1	Comment noted.
18.6	Add fencing as a mitigation measure to prevent wildlife from entering Transitway/highway.	1	Transitway corridors are fenced.
18.7	If this project is trying to directly serve the Crystal Beach community, it would have been better to keep the express bus service (route 59) – it seems as though bus service has been cut to the community quite a bit recently.	1	Comment forwarded to OC Transpo. OC Transpo has advised that the express bus route (route 59) has been combined with new route 166 trips to offer more frequent service. For additional information, see response as per issue 6.5.2, above.
18.8	Minimize the slope of the Transitway overpass to minimize noise impacts associated with buses climbing (or braking) on an incline.	1	Comment noted.
18.9	The Queensway Carleton Hospital link should be taken into consideration during the planning of this project.	2	The provision of an intensive rapid transit corridor connecting Baseline to Bayshore will be the subject of a future EA Study and is beyond the scope of this assignment. The Preliminary Recommended Plan does not preclude this link.
19.0 Miscellaneous			
19.1	After flooding (July 25), picture of flooded Moodie soccer field sent, showing that this isn’t an appropriate location for a transit station.	2	Comment noted.
19.2	This community has already been through enough (2 major highways, fight off industrial bridge to Quebec) and now this project.	1	Comment noted.
19.3	Legal and government funding challenges are possible if the process (proper environmental impact assessments) isn’t properly followed.	1	Comment noted.
19.4	No relation to the use of adjacent land (no good information on future of it – will it be commercial, residential...)	1	Within the project area, lands to the north of Highway 417 between Holly Acres Road and Moodie Drive are designated as Rural Landscape in the Greenbelt Master Plan. Lands east of Holly Acres Road are designated General Urban Area in the City of Ottawa

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			Official Plan and are zoned for residential uses. Lands designated Buildable Site Area in the Greenbelt Master Plan are located along the east side of Moodie Drive, north of Corkstown Road. These land use designations were included as an evaluation criterion in the assessment of route and preliminary design alternatives.
19.5	Inquired if it is possible to relocate the eastbound Queensway ramp on the north side of Richmond Road (as shown on a provided map). It was also inquired whether this was considered as part of the Highway 416 to Anderson Road Queensway widening, and if so, why it was not chosen.	1	The recommended alternative for Highway 417 provides for 1 additional eastbound lane between Richmond and Pinecrest. By relocating the on-ramp and acceleration lane to the west, the existing acceleration lane can become the future through lane. If the ramp and acceleration lane were retained in the existing location, a physical widening of the road in front of Queensline Drive would be required, resulting in significant impact to residential properties.