



City of Ottawa Integrated Street Furniture Policy and Design Guidelines

August 12, 2009



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Executive Summary

Ottawa's Integrated Street Furniture Program (ISFP) provides the City with an important opportunity to elevate the quality of the public realm through the design, installation, and placement of a cohesive network of street furniture.

In certain parts of the City, current street furniture is cluttered along streets and lacks coordination in design, appearance, and placement. With many of the City's existing street furniture contracts set to expire in 2011, Ottawa has an opportunity to rethink the look and feel of its streetscapes with new furniture that is high quality, accessible, well maintained, and functional. At the same time, this is an opportunity to address unmet service needs.

The ISFP is implemented through a Request for Proposal (RFP) whereby proponents are asked to provide street furniture to the City in return for advertising rights on certain elements. In order to capture the input of a broad range of stakeholders, focus group sessions were conducted with current contract holders and potential proponents, industry experts, community associations, Business Improvement Areas (BIAs), arts and cultural groups, tourism industry representatives, the design and technology community, the National Capital Commission (NCC), and the general public. It was decided that the elements included under this Program are transit shelters, benches, litter/recycling receptacles, multi-publication boxes, and information/wayfinding kiosks.

Since the ISFP incorporates a number of different street amenities under a single contract, fewer advertisements are needed to cover the costs of furniture, and as a result will reduce clutter on the streets. Advertising will be permitted only on transit shelters and information/wayfinding kiosks.

An important part of developing a coordinated street furniture program is to establish design objectives for new street furniture. For Ottawa, new street furniture should be a family of high quality furniture that is adaptable, safe and secure, accessible, functional, easy to maintain, and incorporates sustainability and technological innovation.

Given that Ottawa is a diverse city made up of urban, suburban, and rural communities, new street furniture implemented under the ISFP will be modified according to the area, level of transit service and future street furniture needs. Proponents are expected to design street furniture that responds to various site conditions.

This document provides the guiding principles and approach to the design and placement of new street furniture in Ottawa. These design and policy guidelines inform the design and placement of furniture in the ISFP and are included with the ISFP Request for Proposal submissions. This document provides the guiding principles and approach to the design and placement of new street furniture provided through either private or public funding in Ottawa.

1 Introduction

1.1 The Opportunity

On September 10, 2008 City Council adopted a report directing staff to develop an Integrated Street Furniture Program (ISFP) for the City of Ottawa. The ISFP provides a framework to improve Ottawa's streetscape through the design and placement of high quality street furniture. The Program ensures that the residents of Ottawa receive enhanced service at a lower cost while creating beautiful, distinctive, and uncluttered streetscapes.

Currently, Ottawa's streets contain over 4,000 items of furniture, which are part of four separately managed street furniture contracts with various private sector companies. The City's inventory also includes furniture provided by the City, its agencies, and other public funding sources. This has resulted in a lack of coordination in the design, appearance, and placement of street furnishings. For example, many of the street furniture elements found on Ottawa's sidewalks consist of a range of materials, colours, styles, and quality. In some cases, the elements are primarily recognized for their advertising component rather than their function. Ottawa's streetscapes are in need of an integrated street furniture initiative to create a more cohesive identity for its streets.

The guidelines contained in this document inform ISFP design and placement decisions and provide helpful guidance on any future furniture programs implemented in the public right-of-way. This document will be used in a competitive bid process with a Request for Proposal (RFP). The selected proponent will enter into a 20-year contract with the City to provide street furniture and revenue in exchange for advertising space on certain elements. The vendor will be responsible for the design, fabrication, installation, maintenance, and replacement of street furniture elements. The Program seeks to improve the public realm by providing consistent, high quality, and flexible street furnishings that will extend to urban, suburban, and rural areas.



Jockvale Road Bench - Ottawa, Canada



Lisgar Street Newspaper Boxes - Ottawa, Canada



St. Laurent Boulevard Bench - Ottawa, Canada



Richmond Road Transit Shelter - Ottawa, Canada

1.2 Street Furniture Precedent

A number of North American cities have been successful in developing street furniture programs. Research conducted on programs in Vancouver, Toronto, Minneapolis, Boston, Oakland, Chicago, and New York City demonstrated that in the majority of cases, private sector companies provided for the design, fabrication, installation, maintenance, and replacement of coordinated street furniture at little or no cost to the municipality. In each case, the companies provided a supply of street furniture at no cost to the City in exchange for advertising rights.

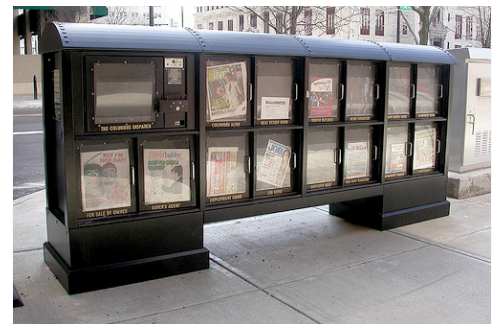
For example, one municipality's street furniture program secured furniture elements through an RFP process that included transit shelters, litter/recycling receptacles, benches, multi-publication structures, information/wayfinding structures, postering/neighbourhood information pillars, public washrooms, and bicycle parking units. Advertising, however, was limited to only transit shelters and information/wayfinding structures.

A number of best practices have been identified in these programs. These include:

- The importance of establishing a common vision in the design, function, and placement of street furniture early on in the process.
- The importance of developing a set of clear design and policy guidelines to inform proponents' submissions and to be used as criteria to evaluate submissions.
- Coordinating the design, placement, and advertising on street furniture to make streets more attractive.



Bench - Gloucester, UK



Multi-Publication Box - Toronto, Canada



Transit Shelter - Moscow, Russia



Newsstand - New York City, New York

1.3 Coordinated Street Furniture

The term “integrated street furniture” refers to the design, functionality, and placement of street amenities in a coordinated manner in order to enhance the public realm. Street Furniture is a collective term used to describe functional elements installed in the public right-of-way for the use and convenience of the public. The right-of-way is the public area between property lines that allows for the passage of people and goods. It includes the street, sidewalk, bicycle paths, and often extends right to a building face along older Mainstreets.

The range of elements considered street furniture can include, but are not limited to the following: litter/recycling receptacles, benches, transit shelters, bicycle parking, newspaper boxes, information kiosks, public washrooms, and advertising pillars. In some cases, larger infrastructure elements such as street lighting, tree planters, utility poles, and decorative paving are included in this list. However, these street elements are outside the scope of Ottawa’s ISFP.

It should be noted that at the February 11, 2009 meeting Council removed bicycle parking from the ISFP. However, bicycle parking will continue to be a component of street furniture and moving forward the City will use the policy direction in this document to guide the design and placement of bicycle parking.

The City of Ottawa has decided to include the following five elements in the ISFP:

- Transit Shelters
- Benches
- Litter/Recycling Receptacles
- Information/Wayfinding Kiosks
- Multi-Publication Boxes

1.4 The Role of Advertising

Ottawa has several existing contracts with private sector companies to provide street furniture in exchange for advertising rights. The purpose of the new ISFP is to bundle these existing and expiring contracts into one new contract covering the five elements.

The primary purpose of the ISFP is to provide functional coordinated street furniture at little or no cost to the City and not to create new advertising space. However, advertising is necessary to cover the costs of the design, installation, and maintenance of street furniture, which otherwise would have to be purchased and maintained by the City. A portion of the revenues generated through advertising may be returned to the City.

Best practice research and stakeholder consultations have shown the importance of striking a balance between service needs and revenue generating potential in public places. As such, this Program ensures that advertising is secondary to the purpose and function of street furniture elements.

Specific criteria for advertising on street furniture elements are presented in Section 7.

2 Context

2.1 Impetus

The City of Ottawa maintains a number of its own street furniture elements and has contracted out responsibility to private sector companies for the remaining elements. These include transit shelters, litter/recycling receptacles, bicycle parking, and benches. To date, elements have generally not been designed or placed in a coordinated manner.

The majority of the existing contracts expire in 2011. As a result, there is an opportunity for the City to articulate its vision of a high quality, well designed, and coordinated suite of street furniture.

The ISFP has a 20-year term, which means it is important to get the design of Ottawa’s new street furniture right. The first step in this process involves developing a vision of how Ottawa’s street furniture should look and feel. This document provides criteria and guidelines for the design and placement of new street furniture that will help articulate this vision.

Related Guidelines and Policies

A number of City initiatives, guidelines, and policies have informed the Policy and Design Guidelines. These include:

- Ottawa’s Official Plan, Section 2.5.1 “Compatibility and Community Design”
- Downtown Urban Design Strategy 2020
- Urban Design Guidelines: Traditional Mainstreets, Arterial Mainstreets, Regional Roads, Right-of-Way Lighting Policy
- City of Ottawa Road Corridor Planning & Design Guidelines
- City of Ottawa Municipal Accessibility Plan (COMAP)
- City of Ottawa Community Design Plans
- Design Guidelines for the Development of Rural Villages



Clarence Street Garbage Receptacle - Ottawa, Canada



St. Laurent Blvd Newspaper Boxes - Ottawa, Canada



Merivale Road Bench - Ottawa, Canada



Bank Street Receptacle - Ottawa, Canada

2.2 Planning Context

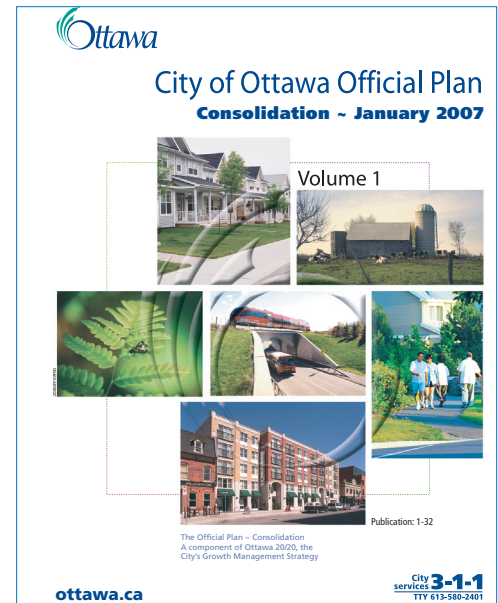
Section 3.6 of the City of Ottawa Official Plan sets out policies to direct growth and intensification to target areas in ways that support a mix of use, encourage walking and public transit, and promote liveable communities. The Official Plan also recognizes the importance of good urban design in creating vibrant and liveable pedestrian environments. While new and targeted growth creates an opportunity and demand for well designed and properly placed furniture, it could occur in areas where space constraints above and below grade are limited. These issues will be taken into account in the placement of street furniture.

The main policy areas identified in the Official Plan that relate to the ISFP include the Central Area, Mainstreets, Mixed Use Centres, and Villages. Proponents are expected to design and produce high quality street furniture with a degree of customization and adaptability to address the character of the various precincts. These areas and their relevance to the ISFP are discussed in the next sections. A map of the City of Ottawa Official Plan policy areas is provided in Appendix 2.

Central Area

The Central Area is an area that can accommodate directed urban growth. As more housing is built downtown, walking, cycling, and transit use will become more of a priority. There are many distinct streets in this area including Bank Street, Elgin Street, Rideau Street, and the National Capital Commission's Confederation Boulevard. More than half of the City's Business Improvement Areas (BIAs) are located downtown.

It is expected that the design of new street furniture is of high quality and incorporates a degree of customization to satisfy the needs of local BIAs and help distinguish character areas in the downtown. At busy transit stops where space permits, the full suite of street furniture and/or a longer transit shelter will be installed. "Longer" means twice the length of a transit shelter. At stops where space is constrained, a narrow shelter design or bench will be used instead.



Mainstreets

Mainstreets represent significant opportunities for intensification through compact, pedestrian-friendly, and mixed-use patterns of development. There are two types of Mainstreets: Traditional and Arterial.

Traditional Mainstreets were generally developed prior to 1945, and contain a mix of uses, with narrow lots and frontages, resulting in a more pedestrian-friendly environment. Traditional Mainstreets often have a 20 metre or less right-of-way and very narrow sidewalks. To ensure pedestrian movement is not impeded, a narrow transit shelter will be installed or in many cases it may not be possible to install a shelter and/or the suite of furniture at all.

Arterial Mainstreets were primarily developed after 1945. Adjacent lots are often larger in size with varied setbacks and lower densities. Land-uses have been primarily commercial and auto-oriented. Street furniture will be placed in a way that provides for pedestrian connections to adjacent commercial uses and existing pathways. In higher traffic areas, furniture will be placed in the outer boulevard and have a greater offset from the curb.

Mixed Use Centres

Mixed Use Centres are identified as strategic areas located along the Rapid Transit Network adjacent to major roads. These areas are seen as having a high potential to accommodate compact and mixed-use development. Town Centres like Kanata, Orleans, and South Nepean are focal points for housing, jobs, and commercial services.

Where space and (future) ridership permit, the full suite of street furniture will be applied. Future rapid-transit stops and emerging mixed-use pedestrian streets will be identified as potential street furniture roll-out locations.

Villages

The amalgamated City of Ottawa now includes 26 Villages varying in size and character. A mix of uses and a pedestrian-friendly streetscape are important principles guiding development in Villages.

Many of the Village Mainstreets have narrow right-of-ways, small setbacks, limited transit service, and an important heritage character.

It is expected that new street furniture is placed in a way to respond to this context by limiting the size and quantity of the furniture installed, especially along Mainstreets lined with stores. Street furniture must be of a high quality and timeless design as to not detract from the established character in these areas.

2.3 Official Plan Review

The areas indicated above in Section 2.2 represent the City's most important people places are collectively known as 'Design Priority Areas' in the City's updated Official Plan, which Council approved in June 2009. Design Priority Areas support the Official Plan's objectives to direct growth, enhance the pedestrian environment, and provide a focus for coordinating urban design efforts, particularly in those communities undergoing intensification.

The identification of Design Priority Areas is important to the implementation of the ISFP as it identifies areas deemed priorities of Council for streetscape enhancements. It is expected that there will be opportunities to customize certain elements of the base suite of furniture in these areas. In the future, Design Priority Areas may also receive upgraded furnishings provided by other public or private investment; however, they will not carry advertisements on them.

2.4 Related Initiatives in Ottawa

Existing Furniture Contracts

Ottawa has a number of street furniture agreements in place, generally with the intent of providing a public service while transferring associated costs to the private sector in exchange for advertising opportunities. The City initially harmonized the contract expiry dates for existing furniture to July, 2010. City Council recently agreed to extend contract termination to July, 2011.

Infrastructure Renewal Projects

The City of Ottawa conducts a number of infrastructure renewal projects on an ongoing basis. In some cases, these projects incorporate streetscape improvements that deliver certain street furniture amenities. These projects have primarily been implemented within BIAs. Where new street furnishings are introduced in these areas, they are typically designed to reflect the unique character of the area and may be used by a local BIA to incorporate branding and marketing initiatives.

The City will coordinate the ISFP with the new street furniture being implemented under infrastructure renewal projects. Any new street furniture recently installed as part of these projects will remain. Where new furniture suites are in the pipeline or currently funded, they will proceed and certain ISFP elements may be installed. For future renewal projects, the complete suite of ISFP furniture will be installed in a coordinated manner. The City, in consultation with the successful proponent, will determine what elements need to be replaced based on life-cycle analysis. Appropriately scaled transit shelters will be installed in all locations across the City so that transit stops are consistent and easy to identify for transit users.



Preston Street Rehabilitation Project will include paving treatment, gateway features, street trees, benches, bike racks and receptacles.



Bank Street Reconstruction project includes updated benches, receptacles and tree planting.



Updated bench, shelter and receptacle along Wellington Street West.



Existing bus shelters along Rideau Street.



Lighting and banner along Confederation Boulevard.



Decorative lighting along Confederation Boulevard.



Benches along Confederation Boulevard.

National Capital Commission (NCC) and Confederation Boulevard

The NCC is responsible for ensuring that the design and development of any project on federal lands is compatible with the unique historical and natural context. In the last two decades, the NCC has undertaken major streetscape improvements along Confederation Boulevard, a 7.5 kilometre ceremonial route in the heart of the Capital. This initiative included installing distinctive street furniture to promote the Capital experience. The amenities include banners, pedestrian signs, map models, wayfinding/information kiosks, and lampposts topped with maple leaves, tree-lined walkways, benches, receptacles, and bus shelters with modified designs specifically for Confederation Boulevard. The furniture elements, with the exception of the transit shelters, are managed through the NCC.

Through consultations with the NCC, it was determined that they may be interested in using certain ISFP elements along Confederation Boulevard if they are in keeping with NCC standards.



Confederation Boulevard route in red (Source: City of Ottawa)

Proposed Rapid Transit Network

The term of the ISFP contract will be for 20 years. In the event that the Rapid Transit Network expansion is approved, an opportunity to coordinate furniture with new transit stations should be explored through consultation with the ISFP Organizational Unit and appropriate City Departments.

3 The Process and Scope of the ISFP

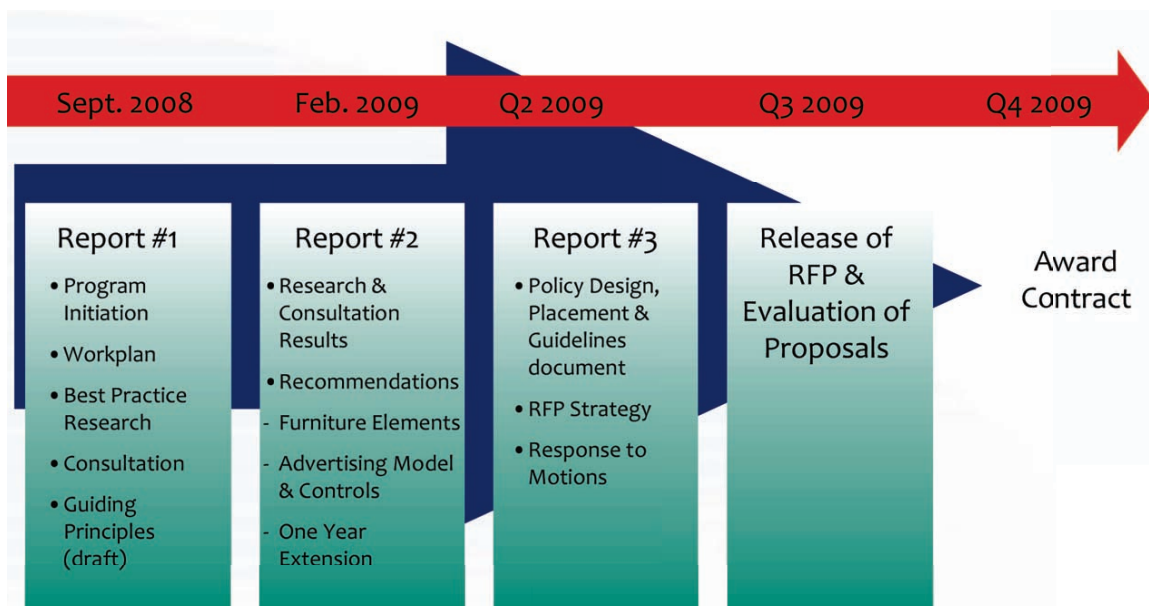


Members of Ottawa's design community participate in the Industry Design and Functionality Workshop on February 17, 2009.

The ISFP is being developed through a number of stages. In addition to research on coordinated street furniture programs in other jurisdictions, there have been public consultation events, stakeholder interviews, and consultations with Ottawa's BIAs. An Industry Design and Functionality Workshop was held with Ottawa's professional design community in February 2009. The experts invited to participate in the Workshop offered ideas and opinions on street furniture design and functionality. Input from the consultations and Workshop informed the Core Design Principles in Section 4 of this document.

The ISFP was created through the following stages:

Figure 1: ISFP Timelines



3.1 Project Scope

Geographic

The ISFP applies to the vast majority of Ottawa including rural villages, suburban areas, as well as urban areas and the downtown. Expansion of the program will occur based on the physical growth of the City and the needs of existing and future communities. Refer to Appendix 2 for a map of the City of Ottawa Official Plan policy areas.

Range of Furniture

The street furniture elements were selected based on the research and analysis of best practice examples and public and industry consultations. The specific street furniture elements that are included in the ISFP are transit shelters, benches, litter/recycling receptacles, information/wayfinding kiosks, and multi-publication boxes.

Services Provided

The successful proponent will be responsible for the design, installation, maintenance, and repair of the street furniture elements identified above.

Opportunities for Enhancement

An important theme identified from public consultations and the Industry Design and Functionality Workshop is the need for street furniture design to be flexible to accommodate new technology as it becomes available and to allow for customization of certain furniture elements. Proponents are asked to explain how their designs can be adapted to incorporate emerging technologies. In addition, it may be appropriate in certain areas such as BIAs and Design Priority Areas to consider opportunities for customization to the base suite of furniture. This can be achieved, for example, by incorporating a unique graphic identification, glass etching, plaques, or colour. These geographic areas may be further enhanced through other elements outside the scope of the ISFP, such as paving treatments, bollards, tree planters, signage, and banners. Finally, opportunities for sponsored programs, including public art, may be considered as an adjunct to the ISFP.

4 Core Design Principles

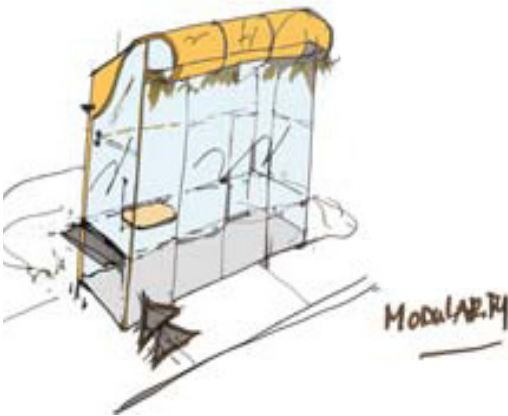


The following section outlines design principles that are key considerations to ensure that the City's future street furniture is a high quality family of elements that are functional, modular, innovative, accessible, and appropriate to Ottawa as the Nation's Capital. The principles have been developed based on best practice research, City design guidelines, public consultation and the Industry Design & Functionality Workshop. The images provided in this section are sketches created by Workshop participants to illustrate certain design principles.

High Quality

The design of new street furniture sets a high design standard for the City.

- Elements are part of a family of coordinated street furniture that is timeless, well designed, and appropriately represents Ottawa.
- Elements must incorporate high quality, durable materials and finishes that withstand intense use, severe weather, and vandalism.



Modularity & Adaptability

Elements must be designed to allow for use in a variety of locations and permit certain customization techniques.

- Elements must be designed as a coordinated family of furniture that allow for future upgrades and easy repairs through the use of replaceable modular components or a kit of parts.
- Elements must be designed as a modular system with a minimal physical footprint.
- Elements must be designed with modular parts that are available in a range of sizes for use in different site conditions. For example, transit shelters will have standard, narrow and longer design for different sidewalk widths and ridership levels.



Safety and Security

Safety and security must be incorporated into the design of all street furniture. This includes protecting pedestrians from injury and crime.

- All elements must incorporate safe materials and design standards to prevent injury.
- Elements must be designed with personal security in mind. For example, space should be left between elements and the ground so feet are visible.
- All elements must support the principles of Crime Prevention Through Environmental Design (CPTED). For example, proper lighting and visibility considerations at night should be incorporated into the design of transit shelters. Special consideration should be given to the design of transit shelters in at risk areas of the City.

Accessibility

The design and function of all street furniture elements must be accessible for all users and follow the principles of Universal Design. The Universal Design approach seeks to create designs that are usable by all people to the greatest extent possible without the need for adaptation or specialized design.

- Accessibility of elements for persons with disabilities, children, and the elderly are of the utmost importance.
- All elements must incorporate adequate clearances to accommodate wheelchairs and scooters, as well as have bases that are cane detectable.
- All transit shelters must provide suitable seating and resting ledges.
- Elements should allow for the ease of use for those with hearing and vision loss. For example, information/wayfinding kiosks could include audio and directional technology. Elements such as litter/

recycling receptacles could incorporate a tactile identification system.

- All elements must be designed in a manner that creates a barrier-free walkway. Special attention should be given to the height and protrusion of objects into the sidewalk corridor (for example, protruding hooks or signs).

Sustainability and Technological Innovation

Street furniture must be designed to promote sustainability and incorporate innovative technology.

- Elements should incorporate greener and energy efficient technologies such as LED lighting or solar panels. This could also include using recycled or local materials in the design of elements.
- Elements should be designed to accommodate new technologies as they become available (such as WiFi technology, real-time bus schedule screen, digital advertising, LCD, GPS, cell phone or call-in information access and touch screens).
- Elements should be designed to incorporate interactive media. For example, wayfinding/information kiosks and shelters could provide interactive digital maps.
- Elements should be designed using the latest materials to withstand vandalism including graffiti, scratchiti, and skateboard grinding.

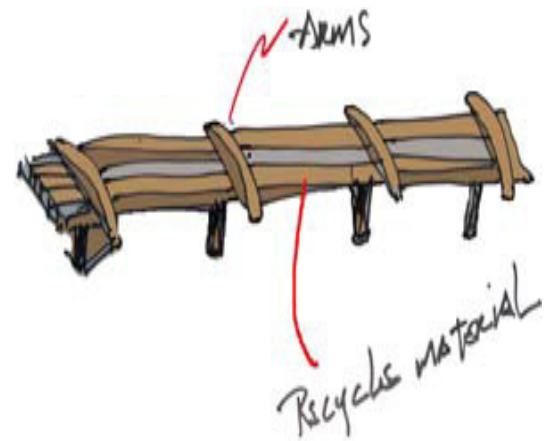
Functionality and Maintenance

Street furniture elements must be designed to ensure they can be properly used and maintained in any circumstance.

- Elements must be designed to an appropriate size and scale. Size and scale of furniture should respond to its function.
- Elements must be designed to ensure the ease of use and maintenance in any given situation including extreme weather conditions, physical challenges from vehicles, snowploughs, and

construction. For example, litter/recycling receptacles must be ergonomically designed, not only to encourage the public use of them, but also to facilitate efficient and safe collection.

- Elements must protect from rain and snow, and are resistant to salt, corrosion, and fire. Elements must incorporate graffiti and vandal resistant materials.
- Elements must be designed using standard maintenance components. For example, litter/recycling receptacles should be designed to fit standard commercial garbage and recycling bags.
- Elements must provide a service and be appropriately designed and placed in a manner to serve the intended users.
- Elements are designed to allow for the replacement of individual parts.



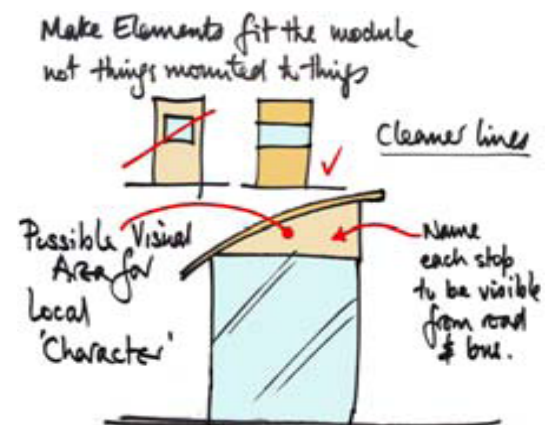
Character

- Certain elements must be designed to provide a consistent brand and identity across the City, but also reflect an Ottawa identity.
- Certain elements in specific locations or contexts are designed to incorporate customizable components.
- For example: elements have the ability to be customized to support existing character in BIAs and special areas. This can be achieved through incorporating a unique graphic identification, glass etching, colour, or finish.



Comfort and Convenience

- Elements must be designed with the user in mind. Comfortable materials should be used at points of contact such as bench seats.
- Certain elements such as transit shelters could incorporate additions that provide an additional level of comfort and convenience to the passenger depending on location and context. This could include folding shelves for bags, use of street intersections to identify bus stops on shelter glass, and a community notice or poster board.



5 Ottawa's Right-of-Ways, Roads, Sidewalks & Boulevards

This section includes guidelines for the organization of space along the sidewalk, outlines Ottawa's roads and their characteristics, and provides typical right-of-way dimensions. This information is intended to help guide decisions on street furniture locations and placement in different right-of-way scenarios. Refer to Ottawa's Official Plan (Annex 1 - Road Classifications and Right-of-Ways) for a detailed list of roads by classification type.

Road Classification

The City of Ottawa's Official Plan identifies three main road types: Arterial, Collector and Local Roads. For the purposes of this document, these main road types are used to help inform future decisions on the location and placement of street furniture. The key roads that relate to ISFP are as follows:

Arterial Roads

Arterial roads, formerly known as regional roads, function as major public corridors in urban communities and villages, carrying large volumes of traffic, but also serving pedestrians, cyclists and public transit. The roadway and its boulevard are designed to meet the needs of these users through the provision, where appropriate, of such features as sidewalks, cycling lanes, bus stops and shelters. Additional roadside features may include street furniture, pedestrian-scale lighting, and landscaping. Many of the City's pedestrian friendly roads are arterials. Pedestrian comfort is achieved through comprehensive right-of-way design in strategic areas that includes on street parking, traffic calming, and pedestrian enhancements such as wider sidewalks and shade trees.

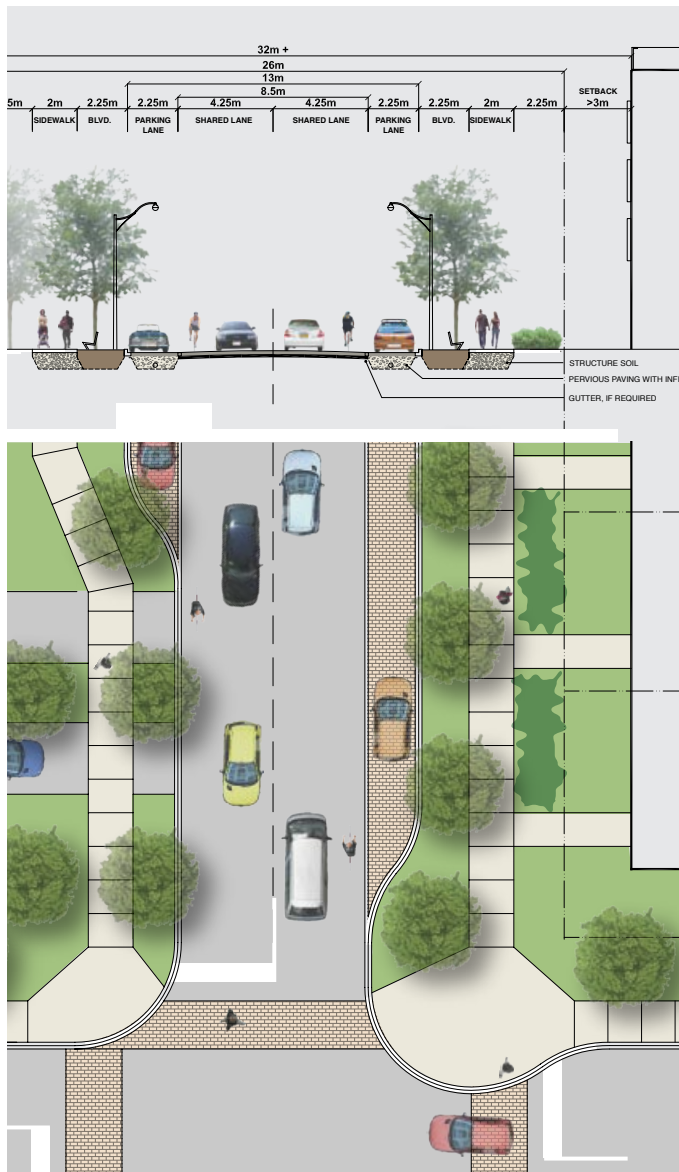
Major Collector and Collector Roads

Collector roads are the principal streets in urban, rural, and village neighbourhoods and are used by local residents, commercial vehicles, transit, cyclists, and pedestrians. Tree plantings, bus stops, and other streetscape features create roadways that are integrated within their neighbourhood.

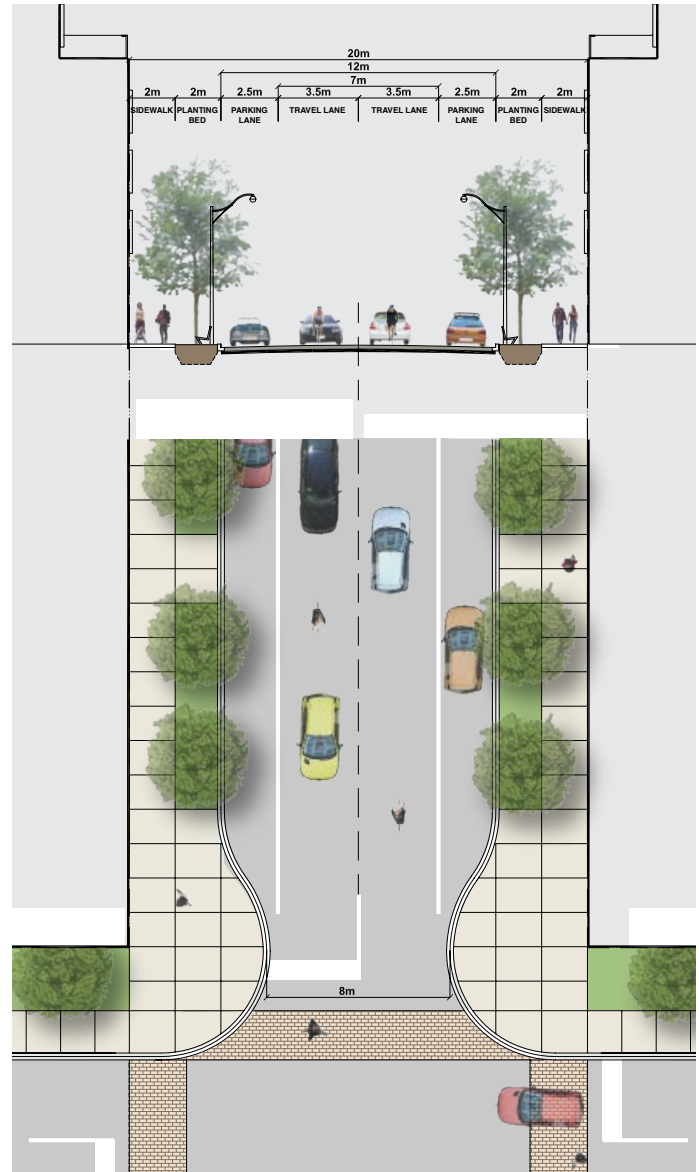
Local Roads

Local roads are found within communities and distribute traffic from arterial and collector roads to individual properties, typically over short distances. Pedestrians and cyclists are major users of local roads, starting or finishing their journeys along these roads.

Collector Road and Right-of-Way Examples

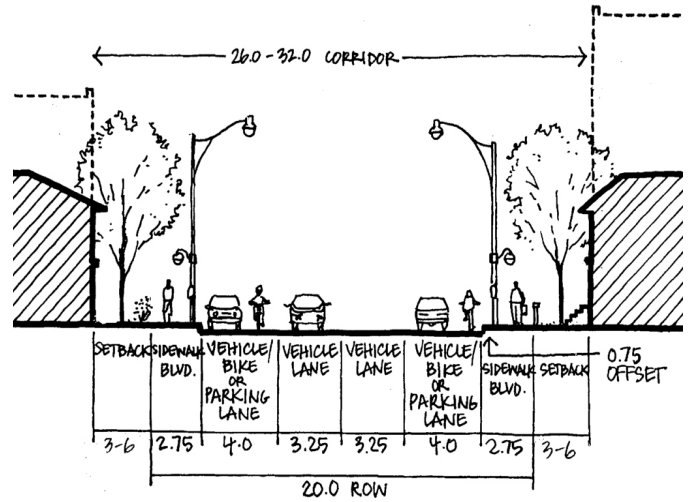
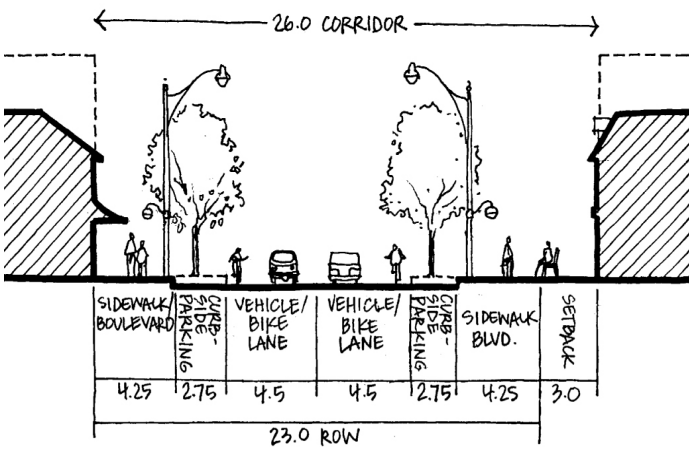
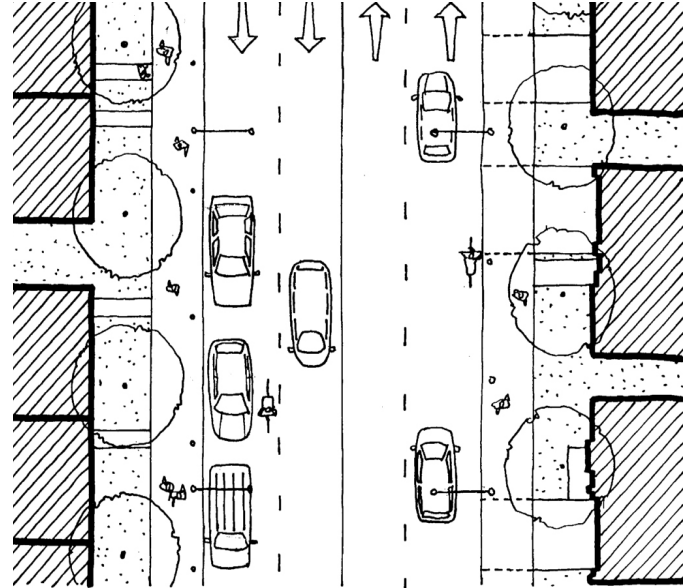
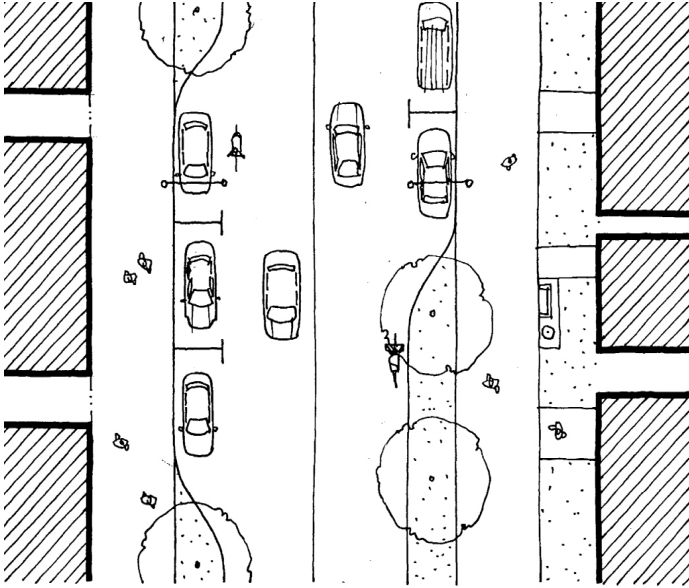


Typical unconstrained Collector road right-of-way
(Source: City of Ottawa)



Typical constrained Collector road right-of-way
(Source: City of Ottawa)

Arterial Road and Right-of-Way Examples



Typical unconstrained Arterial road right-of-way
(Source: City of Ottawa)

Typical constrained Arterial road right-of-way
(Source: City of Ottawa)

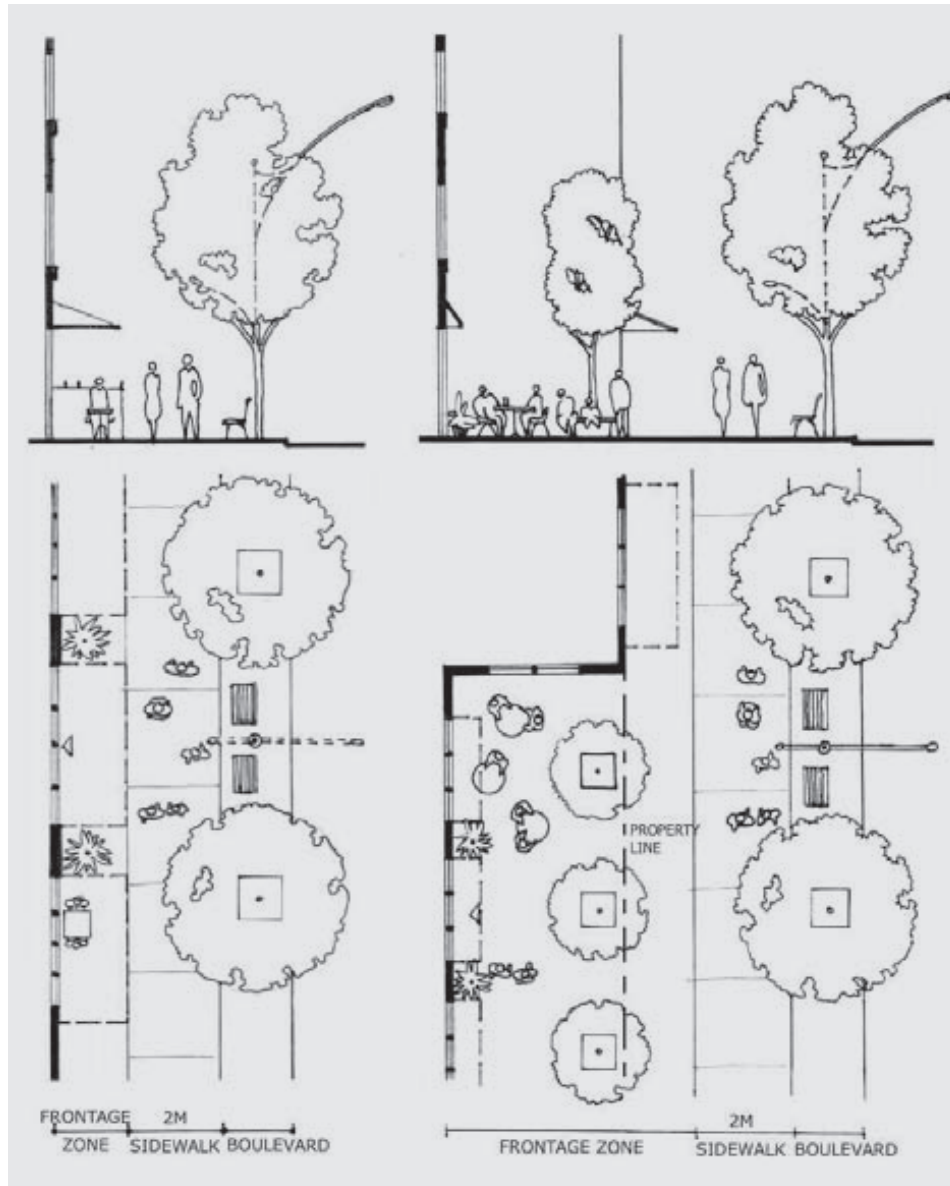
Road Edge Organization

Sidewalk (Pedestrian Clearway): This area provides for the movement of pedestrians and must be a clear, barrier-free path that allows for pedestrians (including wheelchair users) to pass each other on the sidewalk. At a minimum it should be 1.8 metres wide. In certain areas of the City, sidewalks are wider to accommodate higher pedestrian volumes. Where space is constricted, sidewalks are narrower than the 1.8 metre standard.

Outer Boulevard (Road Edge): This refers to the space between the curb and the pedestrian clearway. This is the space dedicated to the non-travel functions of the roadway, where trees, light poles, utilities, transit stops, and street furniture is located. Available space is often limited. Appropriately sized street furniture elements must be suitably placed in the boulevard to ensure that pedestrians and maintenance staff can access elements without difficulty and that tree root systems are taken into account.

Inner Boulevard (Frontage Zone): The area for public use between the property line and the sidewalk. It can be used for canopies, outdoor patios, special merchant displays, and in some cases planting. This zone can be very narrow and limited to the right-of-way or it can be wider and include adjacent land.

Street Section Example



Street section showing sidewalk, outer boulevard and inner boulevard/frontage zone.
(Source: City of Ottawa)

Typical Right-of-Way Dimensions

Given that the three types of major roads are found throughout Ottawa’s urban, suburban and rural villages, it is necessary to delineate based on the dimensions of the right-of-way when considering different scenarios for street furniture placement. Right-of-ways either constrained or unconstrained in the urban context including rural villages, and typically unconstrained in the suburban context. These standards help to inform street furniture placement and orientation in the public right-of-way. See Table 1.

Table 1: Right-of-Way Dimensions

	Urban		Suburban
	Constrained	Unconstrained	
Right-of-Way (ROW) Width	20 metres or less	23, 26, 30 metres	30, 34, 37.5, 44.5 metres
Sidewalk	1.8 metres +	1.8 metres +	1.8 metres +
Boulevard	N/A	2-3 metres	2-4 metres
Frontage Zone	0.25 metres	0.25-0.5 metres	0.5 metres
Furnishing/ Planting Zone	1.5 metres at the curb		3 metres
Characteristics	Typically found in denser urban or village areas with minimal building setbacks and a mix of uses. High potential for traffic of all modes.	Typically found in denser urban or village areas with minimal building setbacks, a mix of uses and low and mid-rise buildings. High potential for traffic of all modes.	Generally have wide ROWs with four to six lanes bordered by low density residential or commercial. Vehicle traffic is high in many areas. Potential for moderate bicycle and pedestrian volumes.
*Street Furniture Considerations	<ul style="list-style-type: none"> - Install a narrow shelter - If shelter cannot be accommodated, place schedule display case or bench - Not appropriate to install full suite of furniture - Setback 0.6metres from curb 	<ul style="list-style-type: none"> - Where space and ridership permit, install a longer shelter and full suite of furniture - Setback 1.0 to 1.5 metres from curb 	<ul style="list-style-type: none"> - Where space and ridership permit, install a longer shelter and full suite - In lower ridership areas, install schedule display case and/or bench - In higher traffic areas, furniture will have a greater offset from the curb - Setback 1.5 metres from curb.

6 Design & Placement Guidelines

The following section includes principles for placing street furniture in the right-of-way as well as specific design and placement guidelines for each street furniture element. In addition, the process for approving street furniture locations is outlined. These are general guidelines and the successful proponent is required to consult further with City of Ottawa staff to determine proper street furniture placement and rollout locations. The location and orientation of street furniture requires the approval of the ISFP Organizational Unit. The City has the right to instruct the contactor to adjust or remove street furniture due to improper placement or significant service change.

6.1 Placement Criteria

The following principles should be considered when placing street furniture. It should be noted that these guidelines are for standard City locations. Confederation Boulevard has unique requirements that may differ from these standards. It is understood that site constraints may modify the following placement goals:

- Establish and maintain a clear, 1.8 metre unobstructed sidewalk for pedestrian movement and sidewalk operations.
- Place furniture approximately 0.6 metres from the curb.
- Place street furniture in a manner that is accessible to all users.
- Locate furniture at approved locations.
- Maintain visibility and sightlines at all intersections in the placement of furniture.
- Install furniture that is appropriately sized and scaled to its function.
- Cluster streetscape elements wherever possible to minimize visual clutter. For convenience, concentrate amenities at transit stops and in areas of high service need.

- On narrow sidewalks, cluster street furniture in-line between the curb and sidewalk to separate pedestrians from vehicles and cyclists traveling on the adjacent roadway. On wider, higher-speed roads, place furniture in the outer boulevard or frontage zone.
- Place furniture in a manner that does not impede its maintenance, service, or repair.
- Coordinate location of furniture based on location of other elements on the street (for example, lighting, utilities, trees).
- Coordinate location based on adjacent land use such as entrances, walkways, or driveways.

No furniture will be placed in a manner which:

- Provides less than a minimum width of 1.8 metres for clear, unobstructed pedestrian travel.
- Interferes with existing trees and future tree planting.
- Creates a hazard to utilities or maintenance operations, or obstructs utility access openings, garbage disposal bins, access to buildings, walkways or driveways.
- Prevents mechanical snow removal or cleaning between elements.
- Creates a safety hazard, height constraint, or visibility obstruction for pedestrians and vehicles.
- Unreasonably obscures signs or bus stops.
- Protrudes into the sidewalk in a manner that creates an obstruction for maintenance operations or pedestrians with a mobility impairment or vision loss. Elements should not protrude between 0.7 and 2.0 metres into the sidewalk.
- Is less than 0.6 metres from the curb.
- Blocks access to curbside or frontage zone activities such as: bus zone, loading zone, taxi zone, police vehicle zone, excursion loading zone, hotel loading zone, private driveway access, and/or building entrances.

6.2 Street Furniture Design & Placement Criteria

The following criteria are presented as general guidelines to inform the design and placement of Ottawa’s street furniture. The RFP provides more specific criteria for each of the street furniture elements. Occasionally, reference is made to specific design solutions including materials. The City recognizes that alternative solutions may be possible provided that they meet the City’s objectives.

Transit Shelter (And Bench)

Design

- Three different shelter sizes are required to accommodate varying sidewalk widths and site conditions. One standard shelter for a standard sidewalk width, one narrow shelter for a narrow sidewalk width, and a longer shelter where space and ridership permit.
- Placed on concrete pads that are slightly sloped to permit drainage. Concrete pads should be 2.2 x 3.5 metres and transit shelters should be approximately 1.5 x 3.0 metres (Source: OC Transpo). A minimum 15 metre bus loading pad is required at each transit stop.
- Constructed predominantly of glass. Design may include a tapering transparent, translucent or solid roof, aluminum posts, or other non-corrosive material, or a cantilevered design to reduce footprint.
- Design shelters with transparent sides for maximum visibility to and from the interior for personal safety reasons and so that transit users can see approaching buses.
- Incorporate a bench that deters lying down with such devices as a centre arm rest. Install a bench inside the shelter secured to the ground or rear by single attachment.
- Provide protection from sunlight as well as shelter from inclement weather.
- Provide adequate lighting inside the shelter. Insert where electrical connection is provided.



Transit Shelter - New York City, New York



Transit Shelter - Boston, Massachusetts



Transit Shelter - Vancouver, Canada

- Design to provide the ease of maintenance including the washing and replacing of glass panels, cleaning of floors, and snow removal from the roof and around shelter.
- Design shelter to manage water dripping from roof away from the shelter and from walking and standing areas.
- Provide a double-sided lockable map frame to display transit routes.
- Incorporate double-sided lockable advertising panels on a single side of the shelter, no larger than 1.8 x 1.2 metres (4 x 6 feet). The panels must not block visibility of oncoming transit vehicles.
- Consider integrating a bus stop flag or post into outside of shelter design.
- Identify street location on shelter glass or bus stop flag/post.
- Note that there may be specific situations where a unique shelter design is required to best respond to the high volumes of transit users. In such cases, the City has the right to look to an alternate supplier if the ISFP contractor cannot meet the specified needs for such locations.

Placement

- Where space permits, locate shelters in the outer boulevard or road edge to maximize passenger convenience.
- Shelters should be located at all high volume stops as identified by OC Transpo.
- Shelters and other street furniture elements in a bus zone should not interfere with the function, operation, and maintenance of a transit stop.
- Ensure a clear, hard surface area connected to a sidewalk of 1.5 to 2 metres wide in front of a shelter to permit safe exit by passengers, including wheelchair users.
- In all cases, shelters should be set back at least 0.6 metres from curbs and sidewalks to protect them from damage by snowploughs and vehicles.
- If a shelter is relocated, the removal of the concrete pad should be addressed.



Narrow Transit Shelter -Toronto, Canada

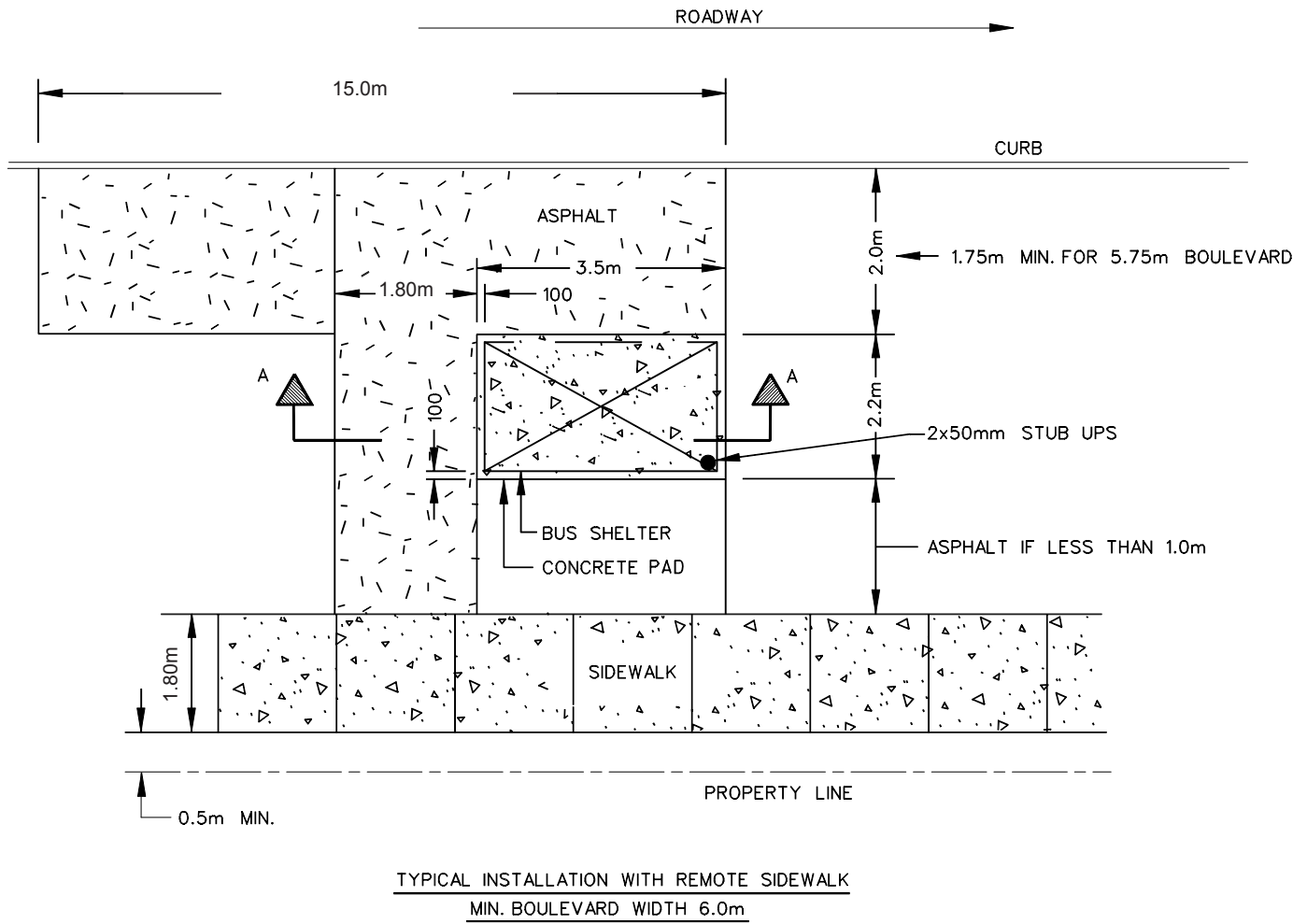


Transit Shelter - Los Angeles, California



Transit Shelter - Chicago, Illinois

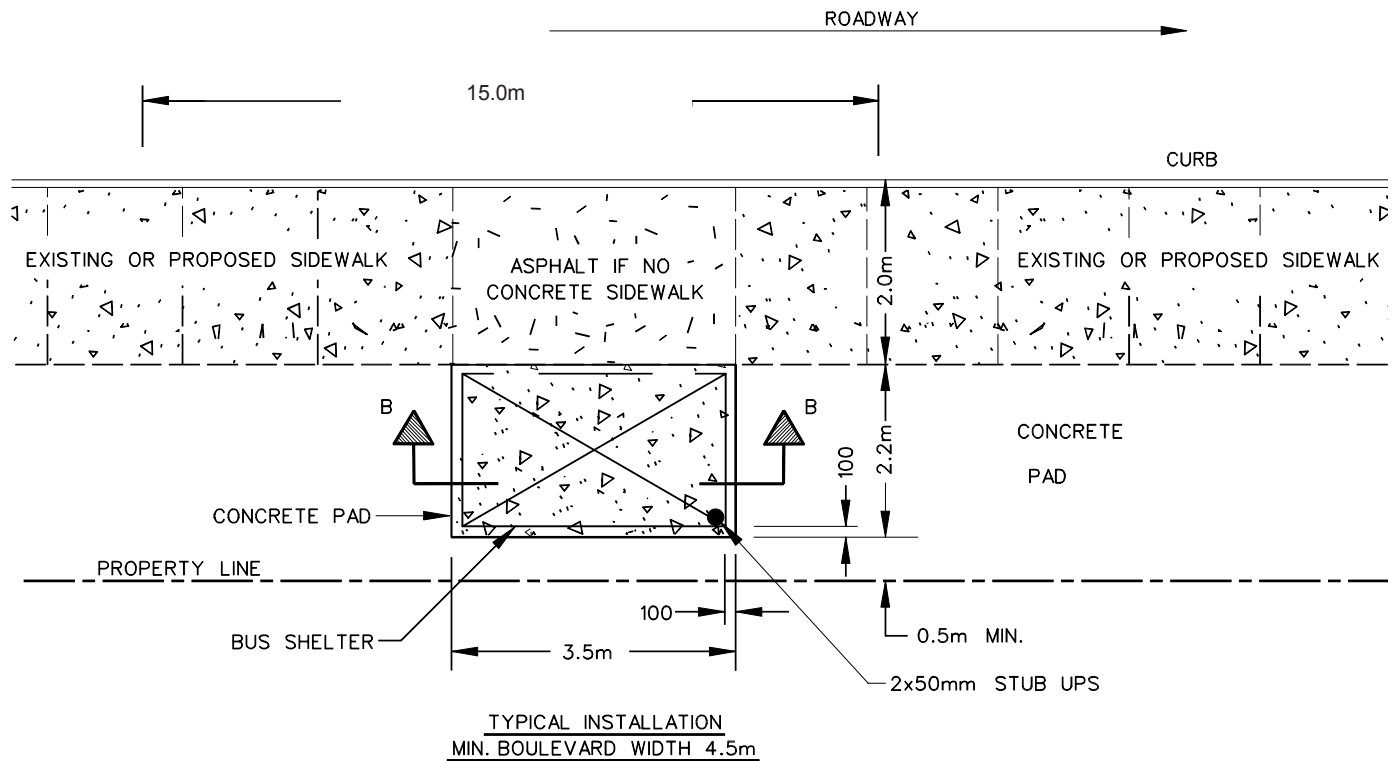
Shelter Placement Example #1



Typical placement criteria for concrete pad and transit shelter installation for 1.8 metre or less sidewalk.

(Source: O.C Transpo, City of Ottawa)

Shelter Placement Example #2



Typical placement criteria for concrete pad and transit shelter installation for 1.8 metre sidewalk.

(Source: O.C Transpo, City of Ottawa)



Bench - Vancouver, Canada



Litter/Recycling Receptacle - Tokyo, Japan



Litter/Recycling Receptacle - Toronto, Canada

Benches (Stand-Alone)

Design

- Comfortable design with back, end arms, and centre arm.
- Incorporate metal, wood or wood substitute materials.
- Stackable design to ensure benches can be easily stored in winter months and anchored in place when in use, but easy to remove.
- No advertising on benches.

Placement

- Install benches at locations where transit shelters are not located.
- Where transit ridership or space is limited, it may be more appropriate to install a bench instead of a transit shelter.
- In areas of high transit ridership, it is expected that a shelter and bench is installed.

Litter/Recycling Receptacles

Design

- Two different sizes of receptacles are required. A larger size for high traffic areas and a smaller size for use in areas with sidewalk space constraints.
- Provide covered openings to protect against snow and rain infiltration, minimize odour, and prevent access by rodents.
- Incorporate a minimum of three-streams to allow for separating litter, paper, plastic, and metal.
- Designed to fit standard commercial garbage and recycling bags.
- Design openings to facilitate ease of use and maintenance (for example, handles on bins and a hinged lid for easy removal).
- No advertising on receptacles.

Placement

- Locate 0.6 metres from the curb face.
- Placed in an unobtrusive, convenient, and accessible manner that allows for the ease of use and maintenance.
- Minimize the visual impact that affects drivers and pedestrians sight lines.
- Orient the openings on the pedestrian side of the receptacle, away from the street.

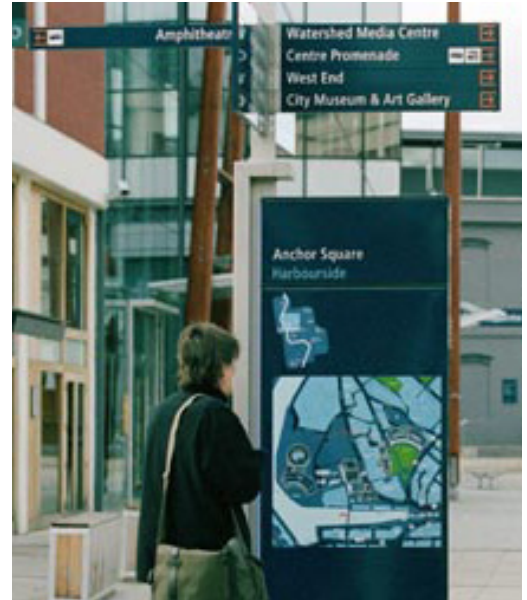
Information/Wayfinding Kiosks

Design

- Incorporate map display, or community information and events.
- Provide for interactive and digital media where electrical connections are provided.
- Could be stand-alone or integrated into other elements to minimize footprint.
- May incorporate advertising.

Placement

- Placed a minimum distance of 0.6 metres from curb face where a concrete curb is provided, or a minimum of 3 metres where a concrete curb is not provided.
- Placed in highly pedestrianized tourist areas or BIAs as an introduction into community.
- Must not be placed within 3 metres of an intersection.



Information/wayfinding - Bristol, UK



Information/wayfinding - Detroit, Michigan



Bicycle Racks - Pittsburgh, Pennsylvania



Bicycle Rack - Louisville, Kentucky



Post and Ring bicycle racks - Washington, D.C

Bicycle Parking

At the February 11, 2009 meeting, Council removed bicycle parking with advertising from the ISFP. Bicycle parking will continue to be a component of street furniture and as such the policy direction in this document guides future design and placement decisions.

Design

- Secure, vandal-proof design that is resistant to cutting, breaking, and prevents theft.
- Accommodate at least two bicycles.
- Provide for a minimum of two points of contact for securing bicycle.
- Occupy a minimal footprint.
- Design could incorporate a playful or whimsical aspect.
- Provide rack designs that are appropriate for constrained and unconstrained locations.
- Durable for all weather conditions.

Placement

- Must be installed to ensure that bicycles using the racks remain outside the 1.8 metres of pedestrian travel area and do not overhang the curb.
- Bicycle racks must be installed a minimum distance of 0.6 metres from the curb edge.
- Racks must not be placed so that bicycles using them are within: bus zone, loading zone, taxi zone, police vehicle zone, excursion loading zone, or hotel loading zone.
- Sufficient clearance between the bicycle rack and buildings, furniture, and fences should be provided to accommodate the length of a bicycle (approximately 1.75 metres).

- Racks should be placed in well-lit and highly visible locations to ensure security of property and personal safety.

Multi-Publication Boxes

Design

- Could incorporate a modular design to minimize the footprint along constrained right-of-ways (for example, single stackable boxes that can be grouped to form a smaller or larger unit).
- Where a multi-publication box is not appropriate to install, a newspaper box organizer (fence or corral) can be considered. It should provide for a minimum of 3 publications and maximum of 6 newspaper boxes.
- Designed to prevent theft, cutting, or breaking.

Placement

- The minimum distance of a publication box from the curb is 0.6 metres.
- The unit should be elevated above the street grade to facilitate cleaning of the sidewalk under and around the unit.
- If stacked, the height should allow access to all users. The length should not obscure visibility and become a barrier on its own.
- The unit should be limited to placement in highly pedestrianized areas of the City or where a high concentration of boxes exist.



Multi-Publication Box - San Francisco



Newspaper Box Organizer - Toronto, Canada



Multi-Publication Box - Vancouver, Canada

6.3 Approval Process for Furniture Locations

The ISFP Organizational Unit is responsible for approving street furniture locations and liaising with appropriate internal and external stakeholders as well as consulting with the successful proponent on street furniture locations. The Unit is also responsible for ensuring that advertising content and placement follows City standards. The Unit's first task is to identify priority areas for street furniture roll-out.

6.4 Relevant Documents

The following documents should be consulted for further information regarding street furniture and City of Ottawa policies:

- City of Ottawa Urban Design Guidelines (Traditional Mainstreets, Regional Road Corridors, Arterial Mainstreets, Right-of-Way Lighting Policy, Transit-Oriented Development Guidelines)
- City of Ottawa Official Plan
- City of Ottawa Municipal Accessibility Plan
- Downtown Ottawa Urban Design Strategy 2020
- Relevant City By-Laws
- City of Ottawa – Typical Bus Pad Diagrams
- City of Ottawa Community Design Plans

There are also a number of emerging documents that should also be consulted:

- Transportation Master Plan
- Street Design Policy: Special Streets
- Design Guidelines for the Development of Rural Villages

7 Advertising

Currently, a number of competing companies are responsible for the design, installation, and maintenance of existing street furniture in Ottawa. The ISFP incorporates a number of different street amenities under a single contract. Fewer advertisements diminishes the perception of clutter and creates an advertising venue that is arguably more attractive to advertisers.

Under this Program, advertising must be tastefully integrated into the design of street furniture. As a result, the amount, size, scale, placement, and content of advertising must follow certain requirements. Distancing requirements between ISFP elements that include advertising will be determined.

7.1 Advertising Objectives

- Advertising is permitted only on transit shelters and information/wayfinding kiosks. Adverts will not be installed on every transit shelter. The successful proponent will work with the ISFP Organization Unit to determine advert locations.
- The design and placement of street furniture should relate to its function; advertising should be secondary to this function. The size and scale should not be modified or enlarged to accommodate larger advertising panels.
- All advertising must be contained within the furniture element.
- Local business, BIA, and public service advertising must be accommodated.
- Primary advertising format, which is not permitted to exceed the standard 1.2 x 1.8 metres (4 x 6 feet), is permitted on transit shelters.

- No more than one street furniture element with advertising is permitted at a given location or where a cluster of street furniture is located. Information/wayfinding kiosks with advertising may be located in between but not adjacent to transit stops with advertising on shelters.
- Transit shelter advertising is placed only at transit stops and separated by the distance between each stop.
- No advertising-driven street furniture programs in addition to the ISFP are permitted in the right-of-way. As an exception, bicycle parking with advertising delivered separately from the ISFP is permitted only at transit stops where there is no advertising on a transit shelter or in locations without shelters. Bicycle parking with advertising is not permitted in locations where a shelter or information/wayfinding kiosk is placed.

For information on advertising standards that must be adhered to, refer to the following documents:

- Canadian Code of Advertising Standards - <http://www.adstandards.com/en/Standards/canCodeOfAdStandards.asp>
- City's Corporate Sponsorship and Advertising Policy - http://www.ottawa.ca/city_hall/policies/sponsorship/policy_en.pdf

8 Conclusion

The ISFP provides an opportunity to elevate the quality of Ottawa's public realm. The Program creates a vision for the design and placement of new street furniture. To make Ottawa's public sidewalks more beautiful and attractive, while also enhancing the design and function of street amenities.

Sidewalks bring meaning to public life. Not only are they a focal point for our daily activities, but they also create an identity for residents and visitors to relate to. With thoughtfully placed, well designed, accessible, and user-friendly street furniture, a new, distinctive identity can be achieved in Ottawa's streetscapes.

Appendix 1: ISFP Guiding Principles

The Program has seven guiding principles:

Improve the Streetscape and Preserve Identity: The City's streetscape can be improved if street furniture has a common look and feel. Additionally, there is a high potential for increased visual clutter if services are expanded without a comprehensive policy. Although the program is seeking a common look and feel, it is not intended to provide a "one size fits all" approach, and therefore needs to be flexible enough so that street furniture can be tailored to specific areas where the street has developed a defined cultural identity. In addition, streetscape elements that have been designed through public consultation as part of a street renewal project will be recognized and preserved.

Provide a service: There must be an existing service or an identified and demonstrated need for street furniture. Advertising is secondary to the purpose of the structure.

Enhance Service: There is a need for additional services in various parts of the City. The provision of these services will be appropriate for the potential users and for the streetscape context.

Ensure and Encompass Accessibility, Environmental Sustainability, Safety and Technological Innovation: It is important that the design of all new furniture is easily accessible and safe for residents to use. The new furniture should also be designed using recycled and environmentally and technologically sound materials.

Improve Coordination: Advertising on various types of street furniture may compete for the same audience and changes in individual agreements can significantly undermine revenue potential of other agreements.

Offset capital and operating cost: Costs associated with the initial acquisition, ongoing maintenance, and periodic renewal of street furniture is transferred from the City to the service provider.

Generate revenue: Portions of the advertising proceeds generated from the street furniture are returned to the City as a revenue stream in order to reflect the value to the service provider derived from the use of the City's right-of-way.

Appendix 2: City of Ottawa Official Plan Map

