

**This document is a
compilation of the
Engage.Ottawa "As
We Heard It"
reports for all five
Rural Wards.**

**All reports are fully
tabbed by topic using
Adobe Acrobat Pro and
are fully searchable by
word.**

**Ward 1 –
As We Heard it
Report**

Ward 1 – As We Heard it Report

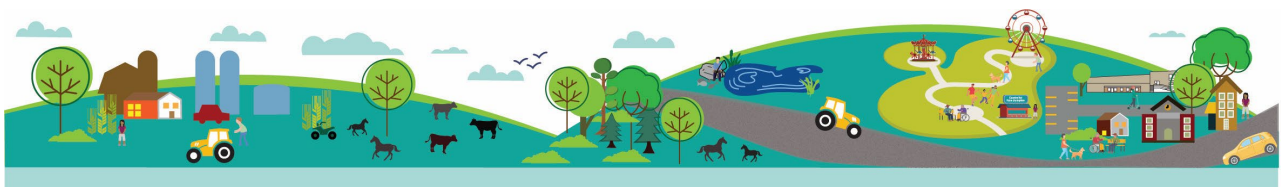
Introduction

At the City Council meeting of December 14, 2022, Councillor Clarke Kelly brought forward a motion directing the City of Ottawa to host a Rural Summit during the current Term of Council (2022-2026). The Rural Summit 2024's objective is to recommend improvements to the City of Ottawa services for residents and communities of rural Ottawa. These recommendations will be based on the feedback received from the various public consultation efforts taking place throughout the Rural Summit 2024 timeline.

The rural communities in the city of Ottawa are Ward 1 Orléans East-Cumberland, Ward 5 West Carleton-March, Ward 19 Orléans South-Navan, Ward 20 Osgoode, and Ward 21 Rideau-Jock.

In-person workshops have taken place in each of the rural wards in the hopes of gaining as much feedback as possible. Throughout these workshops, residents were given the opportunity to express their questions, comments, concerns, and ideas with City Councillors, City staff, and workshop attendees.

This As We Heard It report highlights the table themes and feedback captured from the Ward 1 workshop that took place on May 27, 2024.



Workshop Format

The Ward 1 workshop began at 7 PM and took place at the RJ Kennedy Arena. Attendees were encouraged to register at the Welcome Desk for attendance tracking purposes and to receive future project updates. There were approximately 30 attendees.

A brief presentation took place at the beginning of the evening which included opening remarks from Mayor Sutcliffe and Councillor Matthew Luloff as well as background information and workshop directions from City staff.

Following presentations, the workshop moved into roundtable discussions. There were five tables with predetermined themes as well as one open-ended table to allow discussion surrounding topics that did not fit into the outlined themes. Roundtable discussions took approximately one and a half hours. To give everyone the opportunity to participate at the various discussions, staff provided four different rounds lasting between 15-20 minutes at each table, with a short break occurring halfway through. Attendees were directed to begin with the table of their choice.

At each table, City staff were present to answer questions, engage with the attendees, take notes, and act as moderators. Staff main roles was to listen, record feedback and ensure everyone had the opportunity to share their input. After about 15 minutes, it was announced that round one had finished, and it was time to move tables for round two. Attendees moved to the next table of their choice, or remained at their current table, and the process began again. After around 90 minutes, roundtable discussions were concluded.

The evening ended with a City staff member from each table presenting some of the most popular comments shared at their table, as well as some closing comments from the councillor and the next steps in the Rural Summit 2024 process from City staff.

Table Themes

Table themes were selected based on the Rural Summit 2024 survey results. In preparation for each ward's workshop, the completed survey results were filtered to only show the responses received from respondents of the corresponding ward. From those results, the most popularly stated items and issues were grouped to create the table themes.

The table themes for the Ward 1 workshop were as follows:

1. Roads and Traffic
2. Environment
3. Community Safety
4. Economic Development
5. Transportation
6. Rural Inclusion & Other Topics

Public Feedback

Feedback received at the workshop has been grouped into themes and is provided below. The information provided is an inclusive list of comments received verbally and in writing from residents during the workshop. Throughout the report, feedback has been documented as it was heard from residents and represents a range of views.

Theme	Feedback Provided
Roads and Traffic	<ul style="list-style-type: none"> • Sightline issues along roadways. • Residents who live on the 174 feel it's too dangerous to pull out of their laneway. • Need for extended on-street parking in certain areas. • Cameron Street North-bound left turn is difficult to make, especially when there is ferry traffic. It can take up to 3 cycles to completely get through the intersection. • Request for additional green light time and/or a left turn signal to help with turning. • Request for a northbound auxiliary lane (right or left) to help alleviate queueing • Insufficient parking is leading to obstructive on-street parking by large vehicles. • Large pothole in vicinity of Cameron St/RR174 disrupts traffic. • Shoulder grading should be packed after completed. Otherwise, there is too much loose material. • Roads are damaged and require repaving, they are quickly damaged, potentially due to heavy truck traffic. • Large volumes of truck traffic on Old Montreal Road and Cameron Street are disruptive. • When the highway is closed, traffic diverts onto Old Montreal Road, which is disruptive. • Extension from Trim to the 174 was never completed. • The City should investigate a ring road to go around the city. • Brush overgrowth is blocking street signs. • All roads should have paved shoulders as this minimizes damage to lawns, stones in ditches and provides a place for cyclists and pedestrians. • Kinsella and the 174 is currently a 90 km zone but should be 70 km. 90 was decided when there were no houses, now there are houses everywhere and should be adjusted accordingly. • Need for an update on timing of connection of Frank Kenny Road to Trim Road. • Lack of connection is diverting traffic, especially truck traffic into the local neighborhoods. • The existing traffic circle at Frank Kenny/Innes is insufficiently sized for larger vehicles. • There is no shoulder on the 174 for police to conduct speed enforcement. • Speeding through the village – Especially on the Dunning Road flat stretch.

	<ul style="list-style-type: none"> • Old Montreal Road has gotten busier over time, making use of active transport along it is more difficult/dangerous. • Desire to see a long-term plan for Old Montreal Road to become more of a 'complete street'. • Request for the paved shoulder to be extended west to Cox Country Road to connect to the other existing paved portion of Old Montreal Road and provide continuous connection from Cumberland to Orleans.
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Topic	Feedback Provided
Ditching, Drainage and Water	<ul style="list-style-type: none"> • Ditches that are too steep/deep are too dangerous for residents to cut. The City should be maintaining them. • Need for better roadside grass cutting. Equipment needs to reach the bottom of the ditch. • Need for better ditch maintenance, especially if they are being used for storm water management. • The City's inventory of Cumberland's storm water management structures is incomplete. Areas without drainage, ex: Wilhaven and Dunning are not functioning. • There is excess underground water in Dunning Road and Willhaven. Better drainage is needed in that area. • Stormwater rate review: Need for more information on how the proposed assessment based on permeability work in rural areas on large agricultural properties and how it applies to estate lots.

Topic	Feedback Provided
Snow Removal	<ul style="list-style-type: none"> • There is too much gravel on lawns in the spring. • Need to educate plow operators on speed and snow throwing distance. They are causing damage to property including mailboxes and garbage/ recycling bins.

Topic	Feedback Provided
Solid Waste	<ul style="list-style-type: none"> • Residents on the 174 want a better solution for garbage pickup. Garbage cans get broken all the time. • Concerns about new garbage rules causing roadside dumping. What are the plans to deal with this? It will all happen in rural areas. • The City should investigate ideas for putting our garbage to use, such as an incinerate to create energy (heat or electricity). • Residents want to know the long-term plan for garbage.

	<ul style="list-style-type: none"> • Need for a better recycling system. More public education on what can be recycled. • Cameras should be installed in areas where dumping of garbage is common.
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Topic	Feedback Provided
Public Transit	<ul style="list-style-type: none"> • Need for more frequent public transit into Rockland. • It is hard to hire staff without proper public transit. • Request for improved ticketing and discounts for students and seniors. • There are safety concerns with taking transit due to poor passenger behavior on buses. The unsafe feeling stems from the people downtown and the housing situation. • Residents who used to take transit and really enjoyed the LRT now don't take transit after 8 in the evening as they are afraid of other passengers drinking on board, and fights starting on buses.

Topic	Feedback Provided
Emergency Services and Health Care	<ul style="list-style-type: none"> • Request to send police officers to schools to teach students road and bike safety. • Response time is long which is concerning during medical emergencies. People are driving themselves to a hospital rather than waiting for the ambulance because of this. • Taxpayers currently pay \$12 a year for paramedic services while it costs \$14 for a burn permit. Residents are willing to pay more to have paramedics and healthcare in their areas. • Large issue with ambulances waiting at hospitals to offload patients. Paramedics are frequently at level 0. • Emergency units are being pulled from the rural areas and into the downtown core which is unfair to rural residents. • Breaking and entering incidents are taking place during the day while everyone is at work. There is a need for an increased response to rising crime and petty theft.

	<ul style="list-style-type: none"> • Incidents where residents have called 911 and 311 and their cell phone pinged off the wrong tower and the dispatcher could not figure out where they were. • There is no healthcare in the village. How can we attract some health care services such as OPH to the village?
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Topic	Feedback Provided
Parks	<ul style="list-style-type: none"> • Some parks need updating. • Request to install pickle ball courts. • Request for more walking trails and paved pathways through parks. • Need for maintenance on the trail in Cambrian Heights off Lookout Drive.

Topic	Feedback Provided
Planning	<ul style="list-style-type: none"> • Need for faster review on private approach permits. It takes too long to get a permit. • Private approach should have a minimum of 12M and not 9M. • Building permits have unreasonable requirements and are onerous. • Concerned about developers buying farmland. • Need for a dedicated planner to shepherd applications in rural areas or educate planners on rural hurdles so they don't require the same steps as urban because there are different issues.

Topic	Feedback Provided
Economic Development	<ul style="list-style-type: none"> • Cumberland village should be a feeder village/hub for surrounding communities. • Navan has so much, and Cumberland can't have anything . The City says no to everything, it took four years to get a room added to the bakery. • Development only happens when market opportunities are there. • Ottawa Tourism needs to do a better job in promoting rural businesses. • The City should do a cost-benefit framework for rural wards to compare how much residents pay vs the amount of services they receive (an economic development analysis of the rural area, similar to the Urban Three).

Topic	Feedback Provided
Active Transportation	<ul style="list-style-type: none"> • More people will go out to the country if there are sidewalks or trail networks. It is better for tourism but also make it more popular of an area to live with kids. • There is no way to bike safely from Cumberland to Orleans without going on a major road. • Need for cycle networks to have a connecting route. • Request for a cycle network from Cumberland village to LRT station. • The bike path from one end of Cumberland to Innes is not properly maintained. • Bike access to Cumberland is needed. • More sidewalks are needed on Old Montreal Road.

Topic	Feedback Provided
Forestry and Climate Change	<ul style="list-style-type: none"> • The deforestation pace is inconsistent with the climate crisis (i.e., Tewin). • Need for more renewable energy projects and renewable energy storage projects. • Need for regulation on site alteration as tree removal has impacts outside the planning process. • Need for a tree planting program for rural areas.

Topic	Feedback Provided
Farming	<ul style="list-style-type: none"> • Smart Farm – make viable smart farm smaller and smaller.

Next Steps

“As We Heard It” reports for each of the ward workshops will be shared on the [Engage Ottawa project page](#) in chronological order.

City staff will be attending community events in each of the rural wards throughout the spring and summer to continue engaging with residents and promoting the Rural Summit 2024.

Residents are encouraged to continue to follow the **project website** for more information.

To provide any comments, questions or concerns regarding the Rural Summit 2024, please contact this project’s email address ruralsummit@ottawa.ca.

Conclusion

Thank you to all who participated and provided feedback, ideas, and concerns in this workshop and throughout the engagement process. The Rural Summit team is grateful for the community’s commitment to helping improve and strengthen our rural communities.

For more information on rural initiatives in our city please visit **Ottawa.ca**.

**Ward 5 –
As We Heard it
Report**



Ward 5 – As We Heard it Report

Introduction

At the City Council meeting of December 14, 2022, Councillor Clarke Kelly brought forward a motion directing the City of Ottawa to host a Rural Summit during the current Term of Council (2022-2026). The Rural Summit 2024's objective is to recommend improvements to the City of Ottawa services for residents and communities of rural Ottawa. These recommendations will be based on the feedback received from the various public consultation efforts taking place throughout the Rural Summit 2024 timeline.

The rural communities in the city of Ottawa are Ward 1 Orléans East-Cumberland, Ward 5 West Carleton-March, Ward 19 Orléans South-Navan, Ward 20 Osgoode, and Ward 21 Rideau-Jock.

In-person workshops have taken place in each of the rural wards in the hopes of gaining as much feedback as possible. Throughout these workshops, residents were given the opportunity to express their questions, comments, concerns, and ideas with City Councillors, City staff, and workshop attendees.

This “As We Heard It” report highlights the table themes and feedback captured from the Ward 5 workshop that took place on June 1, 2024.

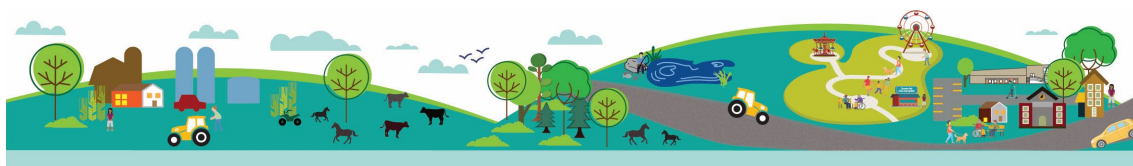
Workshop Format

The Ward 5 workshop consisted of a morning session that took place from 9 AM to 12:30 PM and an afternoon session that took place from 1:30 PM to 5:00 PM. Both sessions took place at the West Carleton Community Complex.

Attendees were encouraged to register at the Welcome Desk for attendance tracking purposes and to receive future project updates. There were approximately 115 attendees total.

A brief presentation took place at the beginning of each session which included opening remarks from Councillor Clarke Kelly as well as background information and workshop directions from City staff.

Following presentations, the sessions moved into roundtable discussions. Both sessions had seven tables with predetermined themes as well as one open-ended table to allow for discussions surrounding topics that did not fit into the outlined themes. Roundtable discussions took approximately two hours. To give everyone the opportunity



to participate at the various discussions, staff provided four different rounds lasting between 20-25 minutes at each table, with a 30-minute break occurring halfway through. Attendees were directed to begin with the table of their choice.

At each table, City staff were present to answer questions, engage with the attendees, take notes, and act as moderators. Staff's main roles were to listen, record feedback and ensure everyone had the opportunity to share their input and to promote respectful conversation. After about 20 minutes, it was announced that round one had finished, and it was time to move tables for round two. Attendees moved to the next table of their choice, or remained at their current table, and the process began again. After approximately two hours, roundtable discussions were wrapped up.

Each session ended with a City staff member from each table presenting some of the most popular comments shared at their table, as well as some closing comments from the Councillor and the next steps in the Rural Summit 2024 process from City staff. In addition, Mayor Sutcliffe provided closing remarks following the afternoon session and showcased his support for the Rural Summit 2024.

Table Themes

Table themes were selected based on the Rural Summit 2024 survey results. In preparation for each ward's workshop, the completed survey results were filtered to only show the responses received from respondents of the corresponding ward. From those results, the most popularly stated items and issues were grouped to create the table themes.

The table themes for the Ward 5 workshop were the following:

1. Agriculture
2. Environment
3. Community Services
4. Development and Zoning
5. Transportation
6. Health and Safety
7. Consultation and Communication
8. Other

Public Feedback

Feedback received at the workshop has been grouped into themes and is provided below. The information provided is an inclusive list of comments received verbally and in writing from residents throughout the workshop. Throughout the report, feedback has been documented as it was heard from residents and represents a range of views.

Theme	Feedback Provided
Roads and Traffic	<ul style="list-style-type: none"> • Road Maintenance in Ward is poor, every road is bad including Carp Road, Bayview Dr, Barlow Ct, Old Maple Lane, Vances Side Rd. • Request for a preventative maintenance program, inspection program to observe and address issues without relying on user reports. Requests for the maintenance team to have greater input on funding allocation. • Stop signs are over-used at intersections, request a review of intersections in the ward to see where yield signs, or roundabouts may be appropriate. • Lack of signage that tells you what road you are currently on - specific example: Carp and Kinburn. • Lack of compliance for traffic that should be stopping at stop signs on side road leading to accident near misses. Request enhanced signage and flashing lights to improve compliance. • At Dunrobin Road - Elevated number of lost control accidents with vehicles going into ditch, request safety/collision analysis to be conducted, Request lighting to aid in visibility of peds, cyclists, horseback riders. • Old Ship Road - issues with drivers joyriding, drifting. • Road noise from drivers is excessive with squealing tires and loud/lack of mufflers which frighten people. Request a designated area/track for sport drivers and enforcement. • Intersections have vegetation causing sightline issues including at, McHugo and Kedey and Dunrobin Rd and Crown Point Rd. • Request to keep Vances Side Road unpaved to prevent attracting traffic. • Carp Road is very busy and has become a heavy truck route - request review to change truck routing. • When calcium is placed on road, blows dust into neighboring homes, reduce calcium dust travel. • Currently there is only one road access to Constance Bay. Will City set up a second road access? • Resident said that they cannot see traffic on March Road when they are stopped at the stop line on Huntmar Rd (i.e., driver sightline concern). They have already contacted 3-1-1 but no action was taken.

	<ul style="list-style-type: none"> • We need more signs of slow-moving vehicles. • In winter, snow piles obstruct driver sightlines. In spring/summer, vegetation obstructs sightlines. • OPS often present at the intersection to catch speeders. The resident is reluctant to advance past the stop bar because OPS is present. • High speed on rural roads (posted speed 80km/h, operating speed 90-100km/h) is unsafe for cyclists and pedestrians without designate active transportation facilities. • The City needs to make sure the roads are safe for cars and cyclists, more bike paths if you want to encourage people to cycle more. • Historically, large tanker trucks have been used to haul manure. Each tanker can carry about 10 thousand gallons each. • There are several concerns with this tanker hauling method including: <ul style="list-style-type: none"> ○ Safety concerns about thousands of massive heavy vehicles travelling on the road network each year (e.g., near-miss incident between a passenger vehicle and manure tanker truck that could have been a head-on collision, near Ramsayville Rd & Piperville Rd). ○ Resident complaints about mud deposited along roadway by the tanker tires. ○ Resident complaints about odor ○ Wear-and-tear of City roads due to heavy loads
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Theme	Feedback Provided
Ditching, Drainage And Septic	<ul style="list-style-type: none"> • Using native species for pollinator, etc. also in rail corridor. Ex: County of Lanark. Not just pollinators, but all biodiversity. • Ditch maintenance in ward is insufficient. • Stormwater rate review. <ul style="list-style-type: none"> ○ Rural properties taxes for services they don't receive. ○ Lack of accountability. ○ Need for public education. ○ Where can we get information? The city needs to do a better job reaching out to residents. ○ How will this be implemented in rural area? ○ No confidence in the consultation pro forma. ○ Being taxed, but the ditch maintenance is infrequent and ineffective. • Stormwater rate reviews <ul style="list-style-type: none"> ○ Rural lands provide a service. An ecosystem service.

	<ul style="list-style-type: none"> • Septic system - rural lots seem planned *by septic*. There's a heavier expectation on business than rural
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Theme	Feedback Provided
Solid Waste	<ul style="list-style-type: none"> • There's more to be done. • More and better public education and outreach especially diversion. • Value of plastics and recyclables will go up. • Incineration is the wrong approach.

Theme	Feedback Provided
Parks and Forestry	<ul style="list-style-type: none"> • Walkable parks have been brought up to CO, local parks are needed in each village. • Make sure the Parks and Rec. Master Plan is respected in rural areas. • Constance Bay forest fire (Torbolton Forest) – Councillor set up a strategy to handle forest fires. • Does a similar plan exist for the Carp Ridge? For farmland? • City needs a global strategy to address more frequent and more dangerous forest fires. • Rural areas currently rely exclusively on volunteer firefighters.

Theme	Feedback Provided
Public Transit and Mobility	<ul style="list-style-type: none"> • Transportation needs – isolation is a major factor for all age groups, underserved area, no local bus to access the services they need. • Access to services, transportation (limited). • Park and Rides transportation - How are we getting to downtown events? Is our car the only option? • ParaTranspo is very slow (3 hour wait times noted) and has high barriers to entry with many forms and bureaucracy. Cannot be used by many residents as they don't qualify. • Request Transit on Demand pilot be expanded to their ward. • Ride-app services don't service the area (won't accept the rides), request consideration of a subsidy to incentivize. • Taxi pricing is very high (100+ dollars). • Request Park and Rides to be placed along the converted corridor to allow for regional travel. • Request of a review of a potential car share program in the Ward.

	<ul style="list-style-type: none"> • Cancer patients receive efficient access through volunteer drivers, request review into expanding this program to all medical visits. • Request a review of micro mobility options - senior living homes have implemented e-bike services to great effectiveness. • Need public bathrooms along transportation routes, near transit stops and cycling routes.
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Theme	Feedback Provided
Police Services	<ul style="list-style-type: none"> • City needs to be more proactive to mitigate safety issues. • Kinburn and John Shaw Rd. – hill with very little visibility on a road with traffic coming in both directions. There is a 50 km/h sign, but most people are speeding through and wouldn't have time to react if someone was pulling out of their laneway. More patrolling in the area could help. Extend the 30 km/h speed limit should be extended to John Shaw Road or a speed camera at the top of the hill are possible solutions. • Increase in dangerous driving and misuse of the roads (not stopping for school buses, unsafe passing of farm vehicles, etc.). Constance Bay, Dunrobin Rd., is especially dangerous. People are not adhering to the speed limits so more traffic calming must be integrated like speed cameras, speed display boards, pavement markings, and patrolling. • Galetta Rd. As you enter the town, area is bad for speeding. • Woodkilton Rd. - ATVs, farm equipment, lots of children, horses, dog walkers, regular traffic – such a variety of transportation is certainly a safety issue. • More public education on who to give traffic complaints to. • Speed camera or a speed bump is needed on Dunrobin, people are flying by going 120 km/h. • Torwood Dr. between Thomas A. Dolan Parkway & Vance Side Rd. - Speeding and stunt driving is very common – seeing active patrolling would be helpful. Unsafe passing, excessive noise, no muffler. Sound travels in the country. Residents have been unofficially directed to bring their noisy project cars to the rural roads and this is unfair to the residents who live there. Traffic calming measure installation is needed on Torwood Dr. Design issues – road markings and lines should be re-evaluated. No passing on this road.

	<ul style="list-style-type: none"> • Traffic survey to determine traffic calming measures requirements isn't fair in rural areas as there isn't the same amount of traffic. • Diamond View (people do not stop on this side, they drive right through the stop sign) and Donald B Munro. Upper Dwyer Hill (people also do not stop) and Kinburn Side Rd. • Carp Fair organizers relationship with police has diminished and needs to be re-established via seat meeting. Police play a very important role at the Fair to ensure safety as security has limitations on their capabilities. • Frequent speeding on Carp Rd. Also, people are going very fast on construction roads and shaking the homes as they pass. Kids, dogs, families live along this road and the speeding is very concerning. Drivers have no concern for those coming out of their driveways or parked on the shoulders. The road is freshly paved which is nice but is attracting a crowd wanting to speed. • Drivers frequently speed through Carp Village despite the community safety zone (higher fines). • Sidewalks are limited, requiring pedestrians to walk on the road. • What can be done in terms of traffic calming? • Posted 60km/h does not align with the rural road environment (low traffic volumes, wider lanes, etc.).
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Theme	Feedback Provided
First Responders And Emergency Preparedness	<ul style="list-style-type: none"> • Response times in the rural area are significantly higher. Short staff is common across the department, and it seems that rural areas get less services than urban areas – there is no response guarantee depending on numbers like there is in the urban areas. The resources need to be split urban vs. rural for better availability. • Only volunteer firefighters in certain areas, coverage isn't expansive enough. Full time positions at the volunteer stations could be a potential solution. • Fire Routing concerns at Constance Bay, only one road in and out available, risk during forest fires. • Arnprior Hospital is closer, and they end up servicing Ward 5 residents, can we get more services from rather than City paramedics? More paramedics needed between Carleton Place and the City of Ottawa.

	<ul style="list-style-type: none"> • It is unclear where emergency services will take residents. • Increase resident awareness regarding location of public health care services for the ward, rates of pay, etc. • With climate change, natural emergencies will become more regular and therefore emergency preparedness is a big concern. What is the route, how will we communicate – all these aspects. • What is the route, how will we communicate – all these aspects should be discussed and understood by the community. High level of understanding of how to respond to community emergencies. • A disaster preparedness group was organized after the tornado event. • Is there a disaster response plan for the Ward? Is there a designated meeting place? • What can the City do to raise awareness among residents about the emergency preparedness plan?
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Theme	Feedback Provided
Programming	<ul style="list-style-type: none"> • Walkable parks - brought it up to CO, local parks are needed in each village. • Policies that apply to the urban core might not apply to, or be reasonable, in the rural areas. • Access to Community supports and services – specific to mental health, all demographics, Western Ottawa Community Resources centre. • Youth programming – cooking, small programs have been extremely successful. • Partnerships with schools. • Childcare – clients on lists for over 2 years. • Rural youth engagement – programs and recreation, travel and access concerns, opportunities within each village. • Programs in schools – meeting the youth where they are. • Activity and social groups – more access. • Accessibility issues. • Access to recreation opportunities – Tourbolten Forest paths – purchase some of that land and incorporate it into the conversation area. • Increased amenities. • Making services more accessible. We need local services.

	<ul style="list-style-type: none"> • Restricted access to beachfronts – longstanding issue from the 60s access to private shorelines, public beach concerns – Courts is not helping – with the City’s legal team. • City could take actions to provide clarity with access – City should step in and provide clarity – Constance Bay • Airbnb’s impact on the local community. • Seniors – supports for seniors – access to supports, recreation opportunities, IE coffee chats etc. food assistance, homecare (PSWs don’t come out here), transportation for seniors, OC Transpo services (underutilized – how to leverage existing assets) • Barriers in communication – residents don’t know what services are offered in area – increased demands on those services. • Abuse – supports for access to programs and seniors and youth. • Ottawa Carleton Wildlife Centre representation – offers programs etc. • Medical – Connecting people to services, whole array of programs and services. • Increase in demand for services across the region – youth and adult programs – more complex needs, aging at home. • Adult programming in rural communities – organized for adults, might be community led. • Rural Youth Mental Health Collective - connecting people with basic mental health skills to assist in the community – November 2nd event. • Liability issues, low risk organization, this is an impediment, too many rules getting in the way of programs, access etc. • Access to programming and space for all ages – community building role. • Inequity with access for services across the rural area in contrast to the urban core. • Funding for community groups – rules/funding grandfathered in, not equal in rural areas, groups are required to self fund – not just a West Carleton issues – across all rural areas, lack of a voice. • Flexibility in service delivery – time, location, financial supports. • Community groups like Western Ottawa Community Resource Center help but need additional funding. • Issues getting support workers from urban areas to them. • Respecting of volunteer’s efforts and impacts to community. • City thinks they are in control of everything – its ‘our way’.
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	<ul style="list-style-type: none"> • Bureaucracy in the city gets in the way of community groups programming/access etc. • Engagement with the City – make it simple and clear and accessible, continuity in process. • Change in Councillor – change in process etc. access. • Western Ottawa Community Resources Centre – city funded. <ul style="list-style-type: none"> ○ Essential services for people who are unable to help themselves. ○ Access to essential services/access into the area for those who are providing services. ○ Communication of existing services. ○ Transportation issues to services. • Seniors are aging in the community – limited availability, private and public. They need access to basic services along with that residence as well as transportation access. • Senior/youth access to services – underserved. Residents need: day programs, children play groups (toy lending library), equitable access – come out to see the residents. • Disconnect in communications about what is available for services. • Outreach to existing groups to leverage the connections to get the word out. • Mental health supports in rural areas. • Need more volunteers to help. • Access to information – where/who to discuss with easier navigation. • Underserved rural area for those who are vulnerable. • City doesn't seem to care – priorities for other areas of the city. • Existing lack of infrastructure impacts those who are vulnerable. • Investment in youth clubs that promote art, sports etc. • 'Play Fair' program – access – more investment in rural areas – tailored for rural areas. • Gaps in programming for youth – access to the programs. • Library – limited hours, limited access not able to host programs at the locations. • Siloed information – of any type of information from the city is difficult to find. • Community associations not being recognized by the City – gaps in information. • Gap in youth programming for mental health.
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	<ul style="list-style-type: none"> • Services in the rural area. • Engagement with the city.
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Theme	Feedback Provided
Client Service Centers	<ul style="list-style-type: none"> • Having city staff come to the community to answer questions and provide updates. Too often, staff doesn't realize the difference between urban and rural. Maybe having a mobile service center setting up once a month. • 311/Service Centre is too far (Kanata) we need to find the information online. • The City needs rural communicator. Some staff that are specialist in rural issues. • 311 - Living near city boundaries sometimes residents are getting the 311 from Quebec. Not connected with subject matter expert so the answers take week to reach residents. • Do we need more staff for 311?

Theme	Feedback Provided
Recreational Services and Facilities	<ul style="list-style-type: none"> • Recreation space availability and cost – local group discount for community events. • Increased Services for disabled children – limited spaces available – on several waitlists. • Recreation specific for seniors i.e., Senior swims. • Diversity of recreation, recreation opportunities. • Facilitating recreation programs in close communities (i.e., Carleton Place swimming). • Audit should be required for availability of services for inclusive program in the City. • Audit – recreation services – who uses them? Out of areas increase use - this reduces access for West Carleton residents. • Leveraging existing private facilities for City programming to increase access. • Community Gardens – Dunrobin – commercial lot – City intends to sell, but community has invested time into the space (Christmas Tree planting etc.) enhance the entrance to the village. Is the property already sold? Private money and efforts have been invested into the area.

Theme	Feedback Provided
<p>Planning</p>	<ul style="list-style-type: none"> • Request for new development to be denser, to protect farmland. • The City needs to do a better job to send information to residents on new development. • The bylaws are designed for urban Ottawa and are not appropriate for rural. • Proposed battery plant: Approval process, resident input. The liability rests where? • Residential development proposed near Carp Fairgrounds (147 Langstaff). This would endanger the future of the fairground and conflict with new residents. • Concern with Staff having undue influence on decisions. • We need to preserve the village character and right now we are not on the right track. • Lower density development. • Don't consume farmland for development. • We need rural focused staff and appropriate policies for the rural area. • Dense village development adds demand for urban services and changes the rural character. • Alternatives for affordable housing in rural area. • Committee of adjustment doesn't have rural context. • Food brokerage needed for the rural area. • Rural Affairs office advocacy within city bureaucracy. This needs to be strengthened. • Revisit Tree bylaw, to prevent clear cutting. (Sensitive Tree Bylaw). • Development limits to preserve rural character. • Compensation to property owners to maintain environmentally sensitive land (non-residential/commercial). • Public education/consultation before decision made. • EP3 zoning should need permits for clear cutting trees. • We need a feedback mechanism for rural. • Lot size constraints in Constance Bay (Coach house). • Vacant unit tax - Attestation is unnecessary. This should be incorporated into the tax bill. • Loss of farmland and natural land to development. • City ownership + maintenance for redevelopment of commercial space (Dunrobin). • Shoreline (Constance Bay): Bylaw enforcement (On-site), public access and lack of maintenance of public shoreline. • Secondary Plans are not dated. • Mayor needs to advocate on behalf of the community for provincial proposals.

- Agri-tourism to augment farm incomes (small farm viability).
- Rules for facilities not appropriate to rural.
- Municipal support resolution (BESS) required but non-rural council may not support rural perspective.
- The time for severance is too long - expiry date.
- We need consultation on changes to zoning.
- Inconsistent application of zoning policy.
- Expense for rezoning applications.
- Infrastructure services for Carp Village (water quality poor and insufficient).
- Lack of public transit limits hiring staff.
- Promises of support for growth not fulfilled.
- Dunrobin secondary plan needed.
- Vacancy tax should apply to commercial.
- In-person staff meeting with residents. This would help build the relationship.
- We need technical assistance with planning applications.
- Inconsistent standards on water quality (severance).
- Inconsistent policies on zoning (Rural/urban not fair).
- Upfront guidance on the severance process. (Cost incurred unnecessary).
- Standards for water quality are out of date given technology available.
- Register on title any water quality concerns so the new owners are aware of limitations.
- Adjacent property owners affected by planning application should be notified.
- Must take into consideration off-site impacts on neighborhood properties.
- Require site visits for planning applications (severance). This would avoid errors.
- Community design plan are not influencing applications. Contradictory.
- City initiated Zoning By-law Amendment to prohibit a dwelling on the retained land of surplus farm dwelling, rather than applicant initiated.
- Zero fees for rezoning required as a condition of a surplus farm dwelling severance.
- Rural Internet: Bell Fibe not restoring ROW after installation.
- Zoning Bylaw review: we must do a better job in consulting with the rural communities and OFA especially on renewables.
- Engagement: ARAC needs more authority, and the engagement needs to occur before discussions.

	<ul style="list-style-type: none"> • The engagement needs to be a 2-way street and a process toward consensus. • Rural wells: we need to do better planning to prevent issues for landowners. + ditches and payment in rural areas. • Zoning bylaw should consider alternate technology (sceptics that would allow smaller lots) + adjust bylaw accordingly.
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Theme	Feedback Provided
Active Transportation	<ul style="list-style-type: none"> • Request conversion of unused rail corridors in the ward to multi-use pathways for people/active transportation. • Connect converted rail corridor running through Fitzroy to the Moody Station. • Cycling. • Generally, a lack of safe places in the ward to cycle. • Cyclists riding side by side on roads present an issue for drivers. • Roads with tight corners make cyclist visibility an issue. Problematic roads include Donald B. Munro Dr, Thomas Dolan Pkwy, Diamondview Rd, Woodkilton Road, Kinburn Side Rd, Carp Rd. • Request an expansion of the cycle network to add paved shoulders to separate cars and cyclists. • Request paved shoulder between Carp and Kanata to facilitate active transportation. • There is a lack of space / facilities for active transportation users on rural roads. • Resident said that they feel unsafe cycling from the intersection of Vances Side Rd & Woodkilton to town or Maclarens Landing. They feel safer travelling along Vances Side Rd, but they feel unsafe cycling on Woodkilton Rd. • Parents often walk along Woodkilton Rd with strollers. There are no designated pedestrian facilities. • Groups of cyclists often ride side-by-side – which is unsafe – on Thomas A. Dolan Pkwy. Coming over the hill there are poor visibility and safety concerns – drivers are concerned about striking a cyclist.

Theme	Feedback Provided
Environment	<ul style="list-style-type: none"> • Compensation for ecosystems. <ul style="list-style-type: none"> ○ Restriction on land uses should be compensated for the services that wetland and forest provide. ○ CLTIP not sufficient. ○ Example from the EV. for cows. • Wetland conservation. <ul style="list-style-type: none"> ○ More turtle signage. They are many mortality hotspots. ○ Maybe an alternative to signs would be pavement markers or flashing lights. • Wildlife protections on roads. We need appropriate measures and funding. • Conservation designations on private properties. <ul style="list-style-type: none"> ○ Private land management not always best practices. ○ They should be restrictions on uses management. • Water protection and conservation <ul style="list-style-type: none"> ○ Stormwater management review around permeable - based assessment should apply in rural area. ○ How can we apply this in rural area? Incentivize? ○ Environmental issue should have more of an impact especially in the rural area. • Protection agricultural land is important. • Protection of bees, beekeeping: Pesticides used by the city and private company. • Mosquitos control. • Flooding of the Carp River. <ul style="list-style-type: none"> ○ This has an impact on upstream development in Kanata. ○ Inadequate management of stormwater. ○ Impacts on farmland. • Protection of farmland. <ul style="list-style-type: none"> ○ Loss of farmland to renewables. ○ Use of Rural area to meet it's *green* goals: e.g., wind turbine and windfarm (goal of 700 wind turbine). ○ This should not interfere with residents' life. ○ The municipality should regulate more strongly. ○ Impacts of BESS on groundwater. ○ Contribution of farmland to environment. E.g., tree farm. • We need to protect Carp Ridge - important for natural ecosystem.

	<ul style="list-style-type: none"> • City environment plan - we need to make sure rural has a seat at the table. • Make sure rural is managed differently than urban/suburban. • Clarification on who pays for what with stormwater and how urban and rural differ.
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Theme	Feedback Provided
Water	<ul style="list-style-type: none"> • Aggregates - impacts on water: PTTW and where does it discharge. • Protection of drinking wells. <ul style="list-style-type: none"> ○ Cumulative water takings. ○ Impacts of development on wells: quarries blasting, siltation and development. ○ Village of Carp municipal well - how will it affect other well. • Well water: Impact on development and diversion of recharge to stormwater management systems. • Water table <ul style="list-style-type: none"> ○ Keep it safe and how do we protect it? ○ There aren't any protections other than source water zones. ○ Monitor a solution potentially. ○ Identify risk analysis at the table.

Theme	Feedback Provided
Renewable Energy	<ul style="list-style-type: none"> • Need for increased incentives for installations, especially larger installations. • Role for the city. • Benefit to the city. • Costs are too high. • Renewable energy: supportive of rural land for renewable. Should be landowners' choice. • Green buildings - residential <ul style="list-style-type: none"> ○ No incentive for new build. ○ Building standards should require accommodation of renewable energy. ○ Red tape and obstacles to feeding into the grid with hydro one. • Renewable energy <ul style="list-style-type: none"> ○ Supportive of renewable energy. ○ Not just a rural issue but a city-wide issue.

	<ul style="list-style-type: none"> ○ Finding space is challenging and complex. ○ Can't defer decisions and actions locally. ○ Require public education and discussion. ○ We are not prepared for natural disaster and extreme events. ○ BESS has their place. ○ Counterpoint: environmental concerns. ○ Used of city-owned land for BESS or renewable? ○ City purchase land? Self-funding own system. ○ Could this be a city projects? We need more leadership by the city. <ul style="list-style-type: none"> ● BESS concerns - It's a dates technology and we need public consultation.
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Theme	Feedback Provided
Rural Affairs	<ul style="list-style-type: none"> ● Look at other villages for best practice. What are other municipalities doing about amalgamation especially in rural communities. ● Avoiding getting policies/procedure designed for urban residents. ● Lack of consultation with rural residents. ● Farm/rural tourism needs development in Ottawa.

Theme	Feedback Provided
Ottawa.ca	<ul style="list-style-type: none"> ● Access to city document. The city needs to use plain language. ● Seeing action and making sure we establish timeline. ● City priority and priority setting. ● Rural needs a bigger voice to represent needs/issues. ● Pre-existing communities/organization - Can the city play a role in facilitating? ● Using AI to get information from the website to answer question. Can we bring AI to make it easier to navigate through Ottawa.ca. ● We need rural leadership to help provide information. ● Annual/bi-annual engagement with staff/partner organization (example 4-H). ● We need to make surveys more youth friendly. ● The feeling residents get when we engage with them is that the decision is already made. ● Where does it say this is done or this is happening in your community?

- How does the city reach rural residents? Are we using the same tactics as urban residents?
- Make the website simpler and easy to see city projects and timelines.
- More information on city employee and who's taking care of what.
- Hybrid work - how do phone call get triaged to people working from home.
- Zoom/Teams - Lot of advantages but lack the ability to have 2-way conversations.
- Hybrid/mixed methods of participating in engagements.
- Sometime the City doesn't provide the right environment. They listen and engage too late. The decision is already made. Councillor also have a part of the blame.
- We need to go beyond the executive summary.
- Solid waste did a great job with Q&A. Answers are public. Resident can see them.
- Are the documents/plans machine readable? Linkable indexes.
- We need to keep the message simple.
- We need to improve Ottawa.ca website. It's not easy to find information on there. It's not easy friendly.
- The City needs to bring back the city employee org. chart. Why can Toronto have it and not Ottawa.
- There's no continuity on Engage Ottawa (survey, wording, map, Q&A). Every engagement is different from department to department. We should create an engagement department where all the engagement would be centralized. Consultation would be consistent.
- If we only rely on Engage Ottawa, we are missing rural residents who are not as engage online.
- We are missing a lot of information from the city.
- More in-person consultation especially for issues that affect rural villages.
- Sometime the City is making decisions without consultation. This should never happen.

Theme	Feedback Provided
Council	<ul style="list-style-type: none"> • Urban Councillors voting on rural issues but don't live here. We need governance and ARAC to make decision on rural matters. • The need for a louder voice. It can be hard to be heard when the councillors are spread so thin. • Increase rural affairs office.

Theme	Feedback Provided
Agriculture	<ul style="list-style-type: none"> • Preservation of farmland. Scare of what happen in Wilmot township - expropriation of farmland for parks. • Is farmland a priority for the city. Buy as farmland and sell as industrial. • Farmers need fertilizers/chemicals, but the government restrict them. This brings lower food production. Nutrient act - Wetland restriction. • Classes of farmland. Agriculture land is scarce and very expensive. Especially if you must borrow. • Land speculation - foreign investment. • We need pasture lands too. • Farm succession planning - it is no longer lucrative to have a dairy farm. • 4H - disappearing kids in dairy. Went from 50 to 3. • Farming in Ottawa is changing. Not a lot of farm product you can make a living at. • Off farm jobs + diversification. • City regulations for new uses of farmland. Bank street rules for low use businesses. No flexibility for rural. Airbnb shut down. • Foreign versus local, student sharing of workforce. • Vacant unit tax and derelict buildings/houses. • Severing off house when you buy a farm can be a nightmare. • The road conditions are really poor. • We had better services before amalgamation (roads and plowing). • Communication - we need one rural point person for each rural ward (4 or 5 wards). • Sunshine farms - financing farm purchases (remnant of Walton Group). • Old Huntley Orchard - issues with getting farm #, grants and getting set up.

- Grant paper works takes too long. Rural office should help farmers fill out provincial and federal grants.
- Rural office need provide guidance and help especially for safety issue like fencing to keep cows in.
- Rural Affair Office needs to focus on many different rural issues.
- Drainage act - Municipal drains – process is fairly easy, but fees can be an issue for non-farmers.
- Stormwater fees - used to be roads.
- Stormwater is the wrong place to set fees for road culvert. Impermeable tax unfair.
- Don't develop on good farmland.
- Should the farmer be able to profit by selling their farmland? When it's gone it's gone.
- Clash with new residents especially urban resident who move to rural and don't understand the rural reality.
- We need a fully stocked rural office.
- Impacts of farming on neighbors. Understanding how herbicides works.
- Compensation/incentives for environmental benefits.
- Bees - No mow in May
- How can we make it attractive to farmers to not cash crop? There's no incentive to not cash crop.
- Food security.
- Dairy farming is diminishing. It's a 24/7 jobs with diminishing returns.
- Fertilizer crops cost 3x what chemical does.
- Farming is essential and we need to protect it.
- Farm gate versus cash cropping.
- All levels of government are missing the boat. They are not encouraging young people into farming. City - COOP - Farms and youth.
- Community gardens - what about edible forest (gardens) - raspberries, nut trees. Sharing foods. This might be a good idea. Who could lead or volunteer.
- Unused city property could be used for community gardens. We assume because we are rural, we don't need community gardens.
- Canada can be food secure if we choose to be. Right now, we import a lot of our food. Apple - Lamb. Right now, out of country lamb is cheaper than West Carleton lamb.

- Beekeepers - partner in food production - climate change, pesticides, mites, spraying lawns for mosquitos.
- Loss of farmland - 300 acres per day. We need to do something to protect farmland.
- City can educate what are the good for spraying ditches and eliminate noxious weeds. Spray in the evening or when there's no wind.
- Cut versus spray - cost issue. Private contractor vs city staff (insurance is covered by the contractor).
- One size fits all, weed control doesn't work. Lanark uses multi-pronged approach.
- Bug population is down, and bird population is down.
- Grants: The city has no grants or programs for farmers. Provincial you need to show profit first and then you can apply for a grant.
- How can we attract young people? Connect with youth. Mentorship programs?
- The agriculture community is huge, and we need a bigger voice.
- A farm is a business and needs to be viewed that way.
- Farmers must move large volumes of manure from their farms annually (mostly in the fall). For example, a large farm operation can generate 20 million gallons of manure.
- Manure drag lines are an alternative method of moving manure. It involves boring under roadways and installing pipelines to move the manure between farms.
- The City recently allowed manure drag lines. The farmer typically pays for installation, but it requires approval and coordination with the City. The farmer needs to enter into an official agreement with the City. The agreement requires that farmers obtain insurance due to liability concerns and pay easement charges (\$2-3k per year). This process can be daunting for small farms.
- Can the City be more accommodating to the implementation of manure lines?
- The City needs to do a better job to promote and let resident know what services/programs are available.

Next Steps

“As We Heard It” reports for each of the ward workshops will be shared on the [Engage Ottawa project page](#) in chronological order.

City staff will be attending community events in each of the rural wards throughout the spring and summer to continue engaging with residents and promoting the Rural Summit 2024.

Residents are encouraged to continue to follow the **project website** for more information.

To provide any comments, questions, or concerns regarding the Rural Summit 2024, please contact this project’s email address ruralsummit@ottawa.ca.

Conclusion

Thank you to all who participated and provided feedback, ideas, and concerns in this workshop and throughout the engagement process. The Rural Summit team is grateful for the community’s commitment to helping improve and strengthen our rural communities.

For more information on rural initiatives in our city please visit **Ottawa.ca**.

**Ward 19–
As We Heard it
Report**

Ward 19 – As We Heard It Report

Introduction

At the City Council meeting of December 14, 2022, Councillor Clarke Kelly brought forward a motion directing the City of Ottawa to host a Rural Summit during the current Term of Council (2022-2026). The Rural Summit 2024's objective is to recommend improvements to the City of Ottawa services for residents and communities of rural Ottawa. These recommendations will be based on the feedback received from the various public consultation efforts taking place throughout the Rural Summit 2024 timeline.

The rural communities in the city of Ottawa are Ward 1 Orléans East-Cumberland, Ward 5 West Carleton-March, Ward 19 Orléans South-Navan, Ward 20 Osgoode, and Ward 21 Rideau-Jock.

In-person workshops have taken place in each of the rural wards in the hopes of gaining as much feedback as possible. Throughout these workshops, residents were given the opportunity to express their questions, comments, concerns, and ideas with City Councillors, City staff, and workshop attendees.

This “As We Heard It” report highlights the themes and feedback captured from the Ward 19 workshops that took place on April 10, 2024 (English, Navan) and April 19, 2024 (French, Sarsfield).

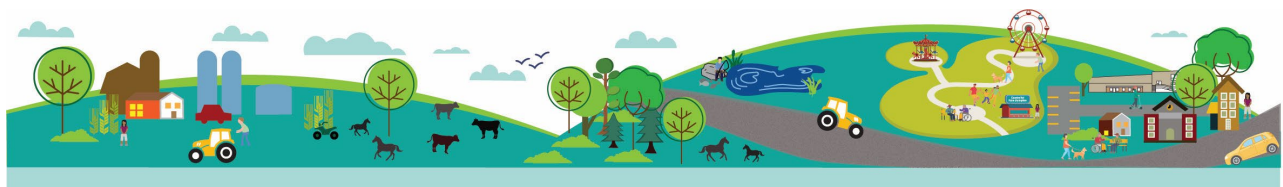
Workshop Format

The workshops began at 7 PM and took place at the Navan Arena and Sarsfield Community Centre.

Attendees were encouraged to register at the Welcome Desk for attendance tracking purposes and to receive future project updates. There were approximately 40 attendees at each workshop.

A brief presentation took place at the beginning of the evening which included opening remarks from Mayor Sutcliffe (Navan only) and Councillor Catherine Kitts as well as background information and workshop directions from City staff.

Following presentations, the workshop moved into roundtable discussions. The Navan workshop had five tables with predetermined themes as well as one open-ended table to allow for discussion on topics that did not fit into the outlined themes. The Sarsfield



workshop had four predetermined themed tables with the option to voice feedback on topics not directly outlined at any of the tables. Roundtable discussions took approximately one and a half hours. To give everyone the opportunity to participate in the various discussions, staff provided four different rounds lasting between 15 to 20 minutes at each table, with a short break occurring halfway through. Attendees were directed to begin with the table of their choice.

At each table, City staff were present to answer questions, engage with the attendees, take notes, and act as moderators. The staff's main roles were to listen, record feedback and ensure everyone had the opportunity to share their input. After about 15 minutes, it was announced that round one had finished, and it was time to move tables for round two. Attendees moved to the next table of their choice or remained at their current table and the process began again. After approximately 90 minutes, roundtable discussions were concluded.

The evening ended with a City staff member from each table presenting some of the most popular comments shared at their table, as well as some closing comments from the Councillor and the next steps in the Rural Summit 2024 process from City staff.

Table Themes

Table themes were selected based on the Rural Summit 2024 survey results. In preparation for each ward's workshop, the completed survey results were filtered to only show the responses received from respondents of the corresponding ward. From those results, the most popularly stated items and issues were grouped to create the table themes.

The table themes for the Navan workshop were as follows:

1. Public Works and Drainage
2. Environment
3. Emergency Services & City Services
4. Planning and Economic Development
5. Roads and Transportation
6. Other

The table themes for the Sarsfield workshop were as follows:

1. Public Works, Drainage and Environment
2. Emergency Services, Roads and Transportation
3. Planning, Economic Development and City Services
4. Francophone Services and Other

Public Feedback

Feedback received at the workshop has been grouped into themes and is provided below. The information provided is an inclusive list of comments received verbally and in writing from residents during the workshop. Throughout the report, feedback has been documented as it was heard from residents and represents a range of views.

Theme	Feedback Provided
Roads	<ul style="list-style-type: none"> • There needs to be more paving of gravel roads. • Gravel roads are inefficient and need better dust control. It would help to spread out the rock days before the rain. • Gravel roads need better grader operators, this can come from staff training. • Add paved shoulders on newly paved roads, especially when the roads are widened for bicycles. • Roads need better lifecycle assessments. • Rural roads should get the same budget as urban roads. • Large rural roads and regional roads should have a turning lane. • After road construction, contractors should be held accountable for cleanup of signs and silt fence as there is usually lots of garbage left behind. • Distance between guardrails on roadways does not allow enough room for farm equipment to pass through. • There is vegetation overgrown around guardrails. • Line painting needs to be done more often now that the City uses water-based paint. • Yellow lines are not very visible during rain events. • Agricultural routes and dirt roads see a lot of potholes and rocks. Suggestion: A town in Quebec has put down a form of mats to prevent road erosion to see if it would help. • Can we use recycled asphalt instead of rock three times a year? The City could explore alternative solutions for roads. • Frank Kenny Boulevard / Trim Road: The road was never finished. One kilometre of the final stretch to the LRT (northbound) is not finished. The detour is so long that it's faster to go to St. Laurent. • There are sightline issues on roads caused by overgrown weeds and brush. • Improve road conditions on Frank Kenny Road and Smith Road. • Paving stones are especially problematic on Ruissellet Road.

	<ul style="list-style-type: none"> • Mer Bleu Road and Navan Road were going to be Y lane roads, they should be built bigger to accommodate growth. • The province will be taking control of the highway—what is the plan? • The roads in Cornwall are much better. Why do they have better roads?
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Theme	Feedback Provided
Traffic Calming	<ul style="list-style-type: none"> • We need to be utilizing the radar boards statistics to allocate traffic calming services. • In need of speed cameras and speed signs in Sarsfield, there is supposed to be one speed panel on Sarsfield Road. • There are no streetlights on Navan Road. There are more and more people walking on this road at night. Ten people have been killed on Navan Road in the last 10 years. • People are driving too fast on Colonial Road. • Monitor speed and stop signs in Sarsfield. • Smith Road is a direct lane from the fire station to Milton which makes the road very dangerous as children are walking to and from school plus development is taking place, so more traffic is coming. • Update the intersection of Russel Road and Leitrim Road with a roundabout. • Oncoming traffic visibility is poor on Russland Road. • Innes Road and Cox Country Road has very bad sightline issues, there's a cedar hedge on private property blocking the view of oncoming traffic.

Theme	Feedback Provided
Trucking	<ul style="list-style-type: none"> • Big trucks with big loads of soil are making houses shake. The big trucks should be going on the gravel road where there are fewer houses. No trucks in the village. • Dunning road is trucking route, and they are coming down the hill very fast. • There are large machines on the road. Can we impose a weight limit for machines that are using our roads?

Theme	Feedback Provided
Traffic Signage	<ul style="list-style-type: none"> • Many traffic signs are knocked down and not reported. • Update the signs at the entrance to the village of Sarsfield. There are still signs from the former municipality of Cumberland. • We need speed signs on Sarsfield, arriving from Hammond Road (westbound).

Theme	Feedback Provided
Public Transit	<ul style="list-style-type: none"> • Need rural transportation as this is the only mode of transportation for youth and is needed in order for them to have access to mental health services, especially between Navan and Orléans. • It is a large area to cover. We need to be creative when it comes to public transit in rural communities. • People are not riding the bus because it is too time consuming. The bus route takes over an hour to get downtown because it goes through all the neighbourhoods. Suggestion to create an express route: three in the morning and three in the evening. Losing two and half hours a day is not doable. • Suggestion to have an express bus for Sarsfield and Navan to get to the LRT. • Suggestion to have an express bus from Chapel Hill to Blair Road. • Suggestion to have an express bus service from two community centres. • Suggestion to have an express bus option for getting to Place d'Orléans, Trim station. • The parking lot for the train to Blair is always full (Park & Ride has only 30 spots). Need more Park & Rides. • Only the 39 goes to the Trim Park & Ride (not often). • Buses go by the Park & Ride at Brian Coburn and Navan but nobody uses it. • We need express bus three times in the morning and three times to get from the community centre to Blair Road. • Public transportation is important for the environment. Lowering bus costs will equal fewer cars on the road, therefore less roadwork and helps climate change due to less pollution.

	<ul style="list-style-type: none"> • Bus 228 takes all the small roads in Navan and gets stuck in traffic on Renaud. It also takes 40 minutes to get to Blair and an hour and a half to the Civic Hospital (sometimes two hours). We are a car city, the public transportation network costs too much.
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Theme	Feedback Provided
Active Transportation	<ul style="list-style-type: none"> • Need for sidewalks on Smith Road. • Need sidewalks in Sarsfield. People are walking on the street. • Sidewalks are needed for teenagers to be able to get around safely. • Bicycle parking is needed in Millennium Park in Orléans. • Is it possible to have a quad trail beside the Prescott–Russell bike path? • There is a big difference in how the sides of the bike paths are maintained when you compare Ottawa and Prescott–Russell. There are lots of dead trees and garbage on the Ottawa side. • Rest areas are needed on the bike path. • More garbage and recycling bins are needed on the bike path. • Suggestion to leverage cycling tours of rural areas. Is it possible to have promotional signs on the bike path to promote local businesses and services?

Theme	Feedback Provided
Ditches	<ul style="list-style-type: none"> • City needs to put together a proper ditching maintenance plan. • Ditch infills are causing issues. • Residents are charged a ditch tax but not seeing enough being done to be charged at this rate. • Standing water in the ditches is dangerous for children. • There are overgrown grass, trees, and poisonous plants in the ditches. • Debris from accidents are left in ditches which impacts drainage, this needs to be cleaned. • Enforce By-law 2018-164. Ditches need to be maintained on private property. • We need better winter gravel road maintenance, there is too much stone being pushed into the ditches.

	<ul style="list-style-type: none"> • On Emmett Street, there are lots of paving stones in the ditch. • NCC needs to clear their ditches. City cleans up to them but there's nowhere for the water to go.
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Theme	Feedback Provided
Drainage and Water	<ul style="list-style-type: none"> • Need for more drainage studies, especially on condition of City ditches. • Drainage in the village of Navan needs to be looked at because the water is not flowing. • Need for better education on the maintenance of private culverts. • Drainage issues on private land need to be addressed because it's causing flooding on other people's land. • Drainage needs to be assessed on Russell Road from Carlsbad to Canaan Rod. • Municipal drains should be cleaned on a schedule. • The City neglects municipal drains. Rural drainage and storm water management is an issue. Certain creeks should be drainage ditches. • We need to monitor drains and creeks (the quality of the water). • Residents spoke about water patterns being changed by development and how it is affecting agricultural lands. Highlighted the challenges the community faces with the Bearbrook river flooding. Residents mentioned that there was a lack of consultation on drainage and believe that more engagement with farmers living near the river and the South Nation Conservation Authority would be good. Residents want to see better strategies for the management of water. • Some residents want the City to provide water to the rural villages including Navan. Others do not want City water. • Some residents have access to City water, while some residents must rely on well water. Residents were wondering if they would ever get City water and who decides that? • Residents shared their concern surrounding well water as they are seeing an increase in bacteria and sodium and the quality is decreasing over time. There is an absence of ongoing surveillance. The City needs to be proactive to address these concerns.

	<ul style="list-style-type: none"> • Suggestion to make water testing more accessible. Specifically in the spring when residents are being told to test their water, City staff should be available in the community during the weekend and more frequently. • With the increasing development, there are increasing pressures on the water table. To what extent is the City aware of the issue in terms of water volume and quality? Remove uncertainty associated with groundwater availability with a plan for rural water infrastructure.
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Theme	Feedback Provided
Snow Removal	<ul style="list-style-type: none"> • Contractors can't take snow to City snow dumps, this contributes to illegal snow dumps. We should allow for private use of City snow dumps. • There has been an increase in the privatization of snow removal. • The snow gets piled up high on sidewalks which makes it difficult to use. • Winter maintenance of North and South roads need better attention.

Theme	Feedback Provided
Solid Waste	<ul style="list-style-type: none"> • Concern about the proposed dump in Carlsbad Springs – smell, peoples' property values, Tewin. Does it make sense to have Tewin and a dump together? • Does the City have any power over the planning of the dump? • There is an overwhelming amount of garbage around Millennium Park. • There is a need for signage regarding garbage and no littering in Navan. • Would like to see a clean-up program (perhaps Cleaning the Capital needs to be better advertised or supported in rural areas - It could be more like the program Adopt-a-Road). • Need for transparency around the green bin program. • There has been an increase in illegal dumping. • People are dumping cars on rural roads. • Rural areas are the dumping ground for urban water. • There is a lot of construction waste that gets dumped in the ditches and sideroads.

	<ul style="list-style-type: none"> • The City needs to look at other options for garbage like incineration or plasma gasification. Suggestion to review Denmark as they are a good model for an incineration plan. • We should be creating energy and power with our garbage. Incineration could generate heat and energy, which is better than a garbage dump expansion. We need to look at the long-term picture. • If the City implements a bag limit, it will increase illegal dumping as residents are already seeing it happen quite frequently. • Suggestion to identify areas where there is lots of illegal dumping and installing signage discouraging illegal dumping and video surveillance to monitor these areas better. Beaton Road was highlighted as an area of concern. • Garbage containers should have wheels and covers like other municipalities such as Gatineau. • Save land for landfills, we need to protect our wells. • There are too many garbage trucks. • Mix leaves with garbage to have most be composted. • Concerns about the percentage of items that get recycled. It is disheartening to see so little recycled. • The Sarsfield Community Centre no longer has a place to dispose of garbage, so residents are unsure of how to dispose of trash from their events.
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Theme	Feedback Provided
Parks	<ul style="list-style-type: none"> • We should look at having drinking fountains added in the parks. • Have more signs in parks to remind the community of the no-dogs-in-parks rule. • Suggestion for a City-run dog park in Sarsfield. Why should the community be responsible for insurance management? • Need for maintenance of hiking trails, especially on Petrie Island. • Waste management in the parks is an issue. Garbage bins are often overflowing after park events. Better coordination is needed between the parks' allocation system and litter pickers.

	<ul style="list-style-type: none"> • Make improvements to Bearbrook Park (skatepark upgrade, better infrastructure, picnic table, drinking fountain and washroom). • A public tennis court is needed in Cumberland. • Resurface the tennis courts on Sarsfield. • Possibility of cement for the Sarsfield outdoor skateway and basketball hoops on the sides. Optimist Park in Vanier is a good example. • Sarsfield Park has nothing for adults or teenagers.
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Theme	Feedback Provided
Forestry	<ul style="list-style-type: none"> • The City must protect our forests. Deforestation is a big issue. Forests are very important, we need to protect them, an acre of forest is very valuable. • The cutting of trees affects wildlife and their habitats. • Is there plans to protect the rural areas? The clear cutting of tree is frustrating. • There are many dead trees, especially along the bike path. They are a fire hazard. • Concern regarding obtaining permits to cut dead trees or trees on private land, especially ones that could fall and damage homes. • Rural residents often have large plots of land and are losing many trees (i.e., from the derecho). Is it possible to provide access to more trees? • Damage from the derecho storm is still visible in Sarsfield. The City needs to get more involved. • Damage from the derecho storm is still visible in Sarsfield. The City needs to get more involved. • Suggestion for Forest Capitale to participate in tree planting. • Invasive plants are increasing and there are concerns from residents that it will spread from City land to their lands. Would like to see the removal of the invasive species. Suggestion to increase communications, public education, and promoting services within the community to address invasive species. • Forestry needs to cut back trees along roadways. • City needs to encourage residents to plant and protect native species as opposed to invasive species.

	<ul style="list-style-type: none"> • Would like to see more programs for wildflowers - in area where the City cuts down trees, replace them with wildflowers.
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Theme	Feedback Provided
Climate Change and Environment	<ul style="list-style-type: none"> • There isn't enough in the Climate Change Master Plan talking about the protection of forests and trees. Recommended suggestions were to add protected forests to the plan, offer financial incentives/tax reduction for those who protect their trees, increase education, and monitoring and by-laws. • No wind turbines, solar panels or battery storage locations in rural areas without consulting with the affected areas. Rural residents need to make decisions for rural areas. • Need for transparency regarding the life cycle cost of wind turbines. • No solar panels on farmland. • Solar panels are toxic. • Wind turbines kill bats and birds. • Solar panels and wind turbines require more studies. • Residents would like to see more environmental pilot projects.

Theme	Feedback Provided
Wildlife	<ul style="list-style-type: none"> • Beaver dams are happening more frequently, what is the game plan? • The City must develop an action plan for dealing with geese. • The City must develop an action plan for dealing with ticks. • Concerns about wild animals, particularly coyotes, as many have seen them close to their homes. • The Bearbrook river has less fish than before. • We have a crisis in biodiversity.

Theme	Feedback Provided
Farming	<ul style="list-style-type: none"> • The right to farm must be at the heart of future visions (i.e., as urban village areas grow, farmers must maintain the ability to build and grow). Same as other jurisdictions where agriculture is protected/promoted. • Protect agricultural land and better manage water and wetlands. • Farmers are denied access to certain programs because they are Ottawa residents. How can the City change this and support our farmers?

Theme	Feedback Provided
Police Services	<ul style="list-style-type: none"> • Need for more speed enforcement in the village (on the hill, Sarsfield). • Speed enforcement in Cumberland village is an issue, especially on Willhaven Road. • Need more policing on private noisy, modified racing vehicles. • Have bilingual police officers in predominantly French-speaking wards. • Homeowners should be notified when damage occurs on their property due to vehicular accidents.

Theme	Feedback Provided
Paramedic Services	<ul style="list-style-type: none"> • The ambulance response times are very long. • Need to ensure all ambulances are adequately equipped before they arrive at a scene. • Concern that residents do not get to choose their preferred hospital. • There are almost no ambulances from Navan. The ambulances come from Rockland. But it also takes an hour for an ambulance in Rockland.

Theme	Feedback Provided
By-law and Regulatory Services	<ul style="list-style-type: none"> • There is too much bureaucracy, especially regarding the by-laws.

Theme	Feedback Provided
Fire Services	<ul style="list-style-type: none"> • Suggestion for more green light messaging and an awareness campaign. • How would we react if we had a forest fires in Sarsfield? There are no springs. The nearest station would be Navan or Vars. • There are not enough fire hydrants. • The fire department used to be on Charlemagne but they moved it to Jeanne d'Arc for the LRT. Now, if there is a big fire, they're 20 minutes away

Theme	Feedback Provided
Emergency Preparedness	<ul style="list-style-type: none"> • There has been a lessening of emergency vehicle presence since amalgamation. • Need coaching from emergency services to teach the community how to assist each other during emergency circumstances. • Residents want to see a specific rural emergency plan for their neighbourhood. When there is a natural disaster or emergency, a lot of residents don't have access to water and electricity and cannot use their sump pump.

Theme	Feedback Provided
Client Service Centers	Hours and services should be expanded at Centrum – some services are only offered at Constellation.

Theme	Feedback Provided
Programming	<ul style="list-style-type: none"> • Not enough access to youth programs, especially mental services. Hard for youth to access those services in rural areas (lack of transit). • Transparency and accountability for groups who receive City of Ottawa money and are supposed to deliver programs in rural areas. • Suggestion to use social media to promote the City's programming in rural wards. • The City must make an effort to offer more programs in French for young people. French should not play second fiddle when it comes to youth programming.

Theme	Feedback Provided
Recreational Services and Facilities	<ul style="list-style-type: none"> • It's not a good use of funds to have big sports domes, it's better to have more affordable recreational spaces (splash park, skate park, etc). • The rates going up for seniors is a big issue for room rental. • Not enough services for seniors, accessibility isn't there. • Provide the Sarsfield community with access to a gymnasium. • The need for more senior drop-in sessions. • Vars needs a community center as it is a growing community. Suggestion for this community center to be in the center of the village for youth, seniors and community home residents to access as there are no transportation options to bring them elsewhere. • Cumberland Arena needs some love (very cold).

Theme	Feedback Provided
Libraries	The Bookmobile is important, but the hours do not really work for the community. Most community members are not free on Mondays from 2:30 p.m. to 4:30 p.m.

Theme	Feedback Provided
Arts and Culture	<ul style="list-style-type: none"> • More money is needed for arts, culture and heritage in rural communities. • We need more exhibit galleries to encourage artists not only from Ottawa, but also from all of Eastern Ontario.

Theme	Feedback Provided
Planning	<ul style="list-style-type: none"> • Rural towns and villages are dying. There is a freeze on rural zoning and village zones are very small. This could be solved by getting people together, making application processes quicker, and in general things getting done quicker. In Cumberland, there was a rural and urban zoning bylaw that worked really well. Could this be an option in the City of Ottawa? • Costs are high for permits. • Would like an explanation of the City's official plans more clearly. The City needs to do a better job reaching out to rural residents.

	<ul style="list-style-type: none">• There are no rural people involved in planning decisions. City staff don't seem as well-versed in rural planning issues.• Why can't the City work with the developers and consider the current residents. Do the construction once instead of disrupting traffic twice or more times.• The planning/construction process is overcomplicated for those that aren't the big developers. Staff are not used to working with individuals.• Applications aren't reviewed thoroughly enough which leads to too much back and forth between the applicant and staff. It takes a long time between each review. The initial review should cover everything, rather than missing issues the first time which requires applicants to do multiple rounds of reviews.• The application is too generic for building permits for anything other than houses. It does not apply to specific agricultural items like a silo, green bin, etc.• The City should expand on the notion of 15-minute communities to include a rural version. The rural version could be a complete community that works to draw people into the villages.• Need a long-term vision for what small communities can be with efficient public transportation within villages.• Developers have too much influence. The City should not permit inappropriate changes in zoning, especially wetlands.• Would like to see more permissions for farmers to sell by the roadside.• Issues expanding private farmland. A farmer's right to farm should take precedence over minimum distance separation.• The provincial changes also affect rural areas (bills 23, 109 and 185).
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Theme	Feedback Provided
<p>Economic Development</p>	<ul style="list-style-type: none"> • Would like to see more focus on creating a “main street” for all villages. Sarsfield wants a pub. • Need for more public toilets. • Need a Tim Horton’s in Navan. • Abandoned school in Sarsfield is a hugely missed opportunity. • When developing in rural areas, the City should think local before encouraging large businesses and big-box stores. • Rural Ottawa cannot attract investments if surrounding rural areas are more dynamic and growth focused. (i.e., Industrial Park on Russel/Ottawa border – Ottawa side is dormant). • We are losing our rural small businesses (banks, schools, etc.). They are leaving for Russell and Rockland because of lower taxes. Suggestion to implement micro-grants for rural businesses, similarly to the micro-grants given for rural community projects. • The City needs a program to support small businesses. Could there be incentive programs for small, rural and/or women owned businesses? • Suggestion for a mentorship program for small businesses and to help expand home businesses to in-store. • Could information be gathered on why rural businesses fizzle out? • Suggestion to create a village home-based business network. • Suggestion to have schools for children of business owners. • Ottawa tourism focuses too much on downtown – a lot of focus on large events, festivals. There needs to be more promotion of local activities, the Navan farmer’s market, the Prescott-Russell bike path, agri-tourism, and businesses in rural areas. • There is too much urban expansion in rural areas, farmland is being lost to houses. • There is more housing coming to Navan and Carlsbad, is the feel of the rural community going to change? • It is important to incorporate rural character in the plans for new development.

	<ul style="list-style-type: none"> • We need to stabilize the population in the rural area to ensure the vitality of villages. It's time to intensify in the built-up area, stop the sprawl. • Do not want Orleans to grow into the rural area. • Suggestion to create an economic development rural group. There could be annual targeted workshops with staff who deal with signage, zoning, economic dev., etc. • There is a lack of infrastructure for electric vehicle charging. Would like to see charging stations at the community centre to encourage residents to gather there.
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Theme	Feedback Provided
Rural Affairs and Communication to Rural Residents	<ul style="list-style-type: none"> • Need to form a rural committee (Council/Committee) to help ensure Rural areas are taken care of properly like how it was in the past. • The City should consider sending new rural residents welcome packages that are tailored to living in rural communities. • The City's Rural Ottawa website should have a description of the wards that are included among Ottawa's rural communities. • In terms of the Rural Affairs newsletter, there should be the option of selecting a ward-specific newsletter. Our rural communities in Ottawa are very distinct. • City staff directory doesn't exist any longer, would like to see that come back. • Website does not have contact information. • Would like there to be a rural business component on the City website.

Theme	Feedback Provided
French Services	<ul style="list-style-type: none"> • If a resident communicates with the City in French, the City's response should be in French. • Some third parties working for the City do not offer services in French. If a company works for the City, it should be able to communicate information to residents in French. • All communications from the City must be in French and received at the same time as English communications.

	<ul style="list-style-type: none"> • Need for bilingual front-line employees. • For public services, the City should always have someone on site who can speak French.
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Theme	Feedback Provided
Internet and Cellphone Service	<ul style="list-style-type: none"> • There is a huge need for reliable rural internet. • Cell service is a big issue in rural areas, especially in circumstances where residents need to call 311 or emergency services. • The need for fiber internet across Navan. At the moment only 50% of the residents have access to fiber internet. What's the plan for the future? • Suggestion to have Internet service in municipal buildings.

Theme	Feedback Provided
Hydro and Natural Gas Services	<ul style="list-style-type: none"> • Sarsfield has frequent electricity shortages, and the City does not seem to be doing anything about it. • It takes too long to get power back in rural areas, there should be underground powerlines. • Need access to natural gas for rural communities. We are limited in our choices. • Would like to see expansion of natural gas into Sarsfield.

Theme	Feedback Provided
Taxes	<ul style="list-style-type: none"> • Would like an explanation of the role of water in building infrastructure in rural Ottawa tax base. • City revenues are less than costs. How will city afford to maintain existing infrastructure when the tax revenue is growing slower than inflation, slower than the increase in new infrastructure, slower than the increased population and so much of the tax revenue is spent on operating costs rather than procedure assets? • Costs are too high for taxes based on services rural Ottawa receives

Theme	Feedback Provided
Misc.	<ul style="list-style-type: none"> • The population is growing faster than the infrastructure. We need to do something and invest in our rural infrastructure. • Would like a vision statement for the City. • Biggest pet peeve - how complicated the City is to maneuver due to bureaucracy and lack of clarity. • Homelessness is an issue. • Cannot use a one size fits all approach. Urban Ottawa is very different from rural Ottawa. • When it comes to managing rural communities, the City needs to recognize the difference between villages and the countryside. • Rural communities are losing trust in the City of Ottawa.

Next Steps

“As We Heard It” reports for each of the ward workshops will be shared on the [Engage Ottawa project page](#) in chronological order.

City staff will be attending community events in each of the rural wards throughout the spring and summer to continue engaging with residents and promoting the Rural Summit 2024.

Residents are encouraged to continue to follow the **project website** for more information.

To provide any comments, questions, or concerns regarding the Rural Summit 2024, please contact this project’s email address ruralsummit@ottawa.ca.

Conclusion

Thank you to all who participated and provided feedback, ideas, and concerns in this workshop and throughout the engagement process. The Rural Summit team is grateful for the community’s commitment to helping improve and strengthen our rural communities.

For more information on rural initiatives in our city please visit **Ottawa.ca**.

**Ward 20 –
As We Heard it
Report**

Ward 20 – As We Heard It Report

Introduction

At the City Council meeting of December 14, 2022, Councillor Clarke Kelly brought forward a motion directing the City of Ottawa to host a Rural Summit during the current Term of Council (2022-2026). The Rural Summit 2024's objective is to recommend improvements to the City of Ottawa services for residents and communities of rural Ottawa. These recommendations will be based on the feedback received from the various public consultation efforts taking place throughout the Rural Summit 2024 timeline.

The rural communities in the city of Ottawa are Ward 1 Orléans East-Cumberland, Ward 5 West Carleton-March, Ward 19 Orléans South-Navan, Ward 20 Osgoode, and Ward 21 Rideau-Jock.

In-person workshops have taken place in each of the rural wards in the hopes of gaining as much feedback as possible. Throughout these workshops, residents were given the opportunity to express their questions, comments, concerns, and ideas with City Councillors, City staff, and workshop attendees.

This “As We Heard It” report highlights the themes and feedback captured from the Ward 20 workshop that took place on April 24, 2024.

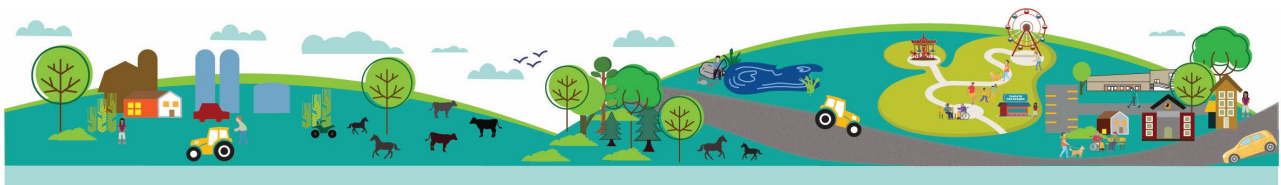
Workshop Format

The workshop began at 7 PM and took place at the Greely Community Center.

Attendees were encouraged to register at the Welcome Desk for attendance tracking purposes and to receive future project updates. There were approximately 90 attendees.

A brief presentation took place at the beginning of the evening which included opening remarks from Councillor George Darouze as well as background information and workshop directions from City staff.

Following presentations, the workshop moved into roundtable discussions. There were five tables with predetermined themes as well as one open-ended table to allow for discussion surrounding topics that did not fit into the outlined themes. Roundtable discussions took approximately one and a half hours. To give everyone the opportunity to participate at the various discussions, staff provided four different rounds lasting



between 15-20 minutes at each table, with a short break occurring halfway through. Attendees were directed to begin with the table of their choice.

At each table, City staff were present to answer questions, engage with the attendees, take notes, and act as moderators. Staff's main role was to listen, record feedback and to ensure everyone had the opportunity to share their input. After about 15 minutes, it was announced that round one had finished, and it was time to move tables for round two. Attendees moved to the next table of their choice or remained at their current table and the process began again. After approximately 90 minutes, roundtable discussions were concluded.

The evening ended with a City staff member from each table presenting some of the most popular comments shared at their table, as well as some closing comments from the Councillor and the next steps in the Rural Summit 2024 process from City staff.

Table Themes

Table themes were selected based on the Rural Summit 2024 survey results. In preparation for each ward's workshop, the completed survey results were filtered to only show the responses received from respondents of the corresponding ward. From those results, the most popularly stated items and issues were grouped to create the table themes.

The table themes for the Ward 20 workshop were as follows:

1. Road Rehabilitation and Maintenance
2. Agriculture and Environment
3. Emergency Services
4. Economic Development
5. Planning and Housing
6. Other

Public Feedback

Feedback received at the workshop has been grouped into themes and is provided below. The information provided is an inclusive list of comments received verbally and in writing from residents during the workshop. Throughout the report, feedback has been documented as it was heard from residents and represents a range of views.

Theme	Feedback Provided
Roads and Traffic	<ul style="list-style-type: none"> • There is a lack of road maintenance. • Equipment operators (City and contractors) need better training. • Road repairs are not being done soon enough. • Need to hold contractors accountable for damages to roads, shoulders, and ditches. • City needs to plan better i.e., change culverts and other infrastructure before paving a road. • Need better solutions for road repairs, they don't last. Enough with the Band-Aids. • Paved shoulders would solve many problems. It would allow room for cyclists, pedestrian walkers, less maintenance, and no more stone in ditches and lawns. • Need for gravel road maintenance. Calcium needs to be applied wider and sooner for better compaction. • There should be no use of the brushing machine on gravel. • Better notification is needed when there is work being done in areas, such as road paving and culvert replacements. • There is no street lighting in Carlsbad. • There should be an extra wide traffic circle rather than stop signs at Bank St. & Marvelville. • The roads are not built for the amount of traffic. • The intersection of Russell, Piperville and Boundary Road is a big concern as it is very dangerous. • Need for roads and roundabouts that allow room for farm equipment. • Something needs to be done about traffic from Osgoode to Manotick. It's getting too congested. • Large concern regarding Boundary Road, Russell Road, and Piperville Road intersections need to be reviewed. They are very dangerous. • PXO (Pedestrian Crossover) review is needed. Rural areas don't have the same number of pedestrians, but still require them for safe crossing. • PXO needs to be installed in Vars and the school. • PXO needs to be installed in Vernon to cross Bank St. • There are cars that blow the stop signs at the 8th Line Road and Parkway Road intersection. Has putting in the stop sign helped traffic calming at all?

	<ul style="list-style-type: none"> • Speed boards that store data should be utilized rather than traffic calming boards. • Need for school zone signage in Vars. • Need for public education and additional signage regarding farm equipment on roads. • Are residents allowed to put up their own signs?
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Theme	Feedback Provided
Trucking	<ul style="list-style-type: none"> • Truck traffic in villages is an issue. Trucks are too large to make proper turns and run over signs and damage property. They do not follow half loads and are causing damage to the roads. • Transport trucks travel over the speed limits and are running stop signs, especially on Marionville Road. • Victoria St. in Metcalfe is the main street and divides the town in two. Kids are always using it (school, dojo, walking). Transport trucks utilize this road and speeding. Crosswalk and speed signage are needed. There is a trucking route through Metcalfe even though there are many side roads that can be accessed to avoid the community.

Theme	Feedback Provided
Public Transit and Mobility	<ul style="list-style-type: none"> • There is no bus in Osgoode. It's difficult for residents to travel. • Lack of public transit options is impacting rural tourism since nobody can get here. • Lack of public transit options make it difficult for youth to travel, access employment, and for rural communities to work with Volunteer Ottawa. • Buses don't pick up people along the way to downtown Ottawa. • Transportation would be very beneficial to all the communities. The City needs a unique transportation solution that is not OC buses. • Suggestion for on demand transportation (ex. Innisville, North Grenville) - same idea as Uber or Lyft but a bus that will pick up multiple people. • Suggestion for residents to pay Uber a fee to go all the way across the village and the City subsidizes.

	<ul style="list-style-type: none"> • Suggestion for OC Transpo buses dedicated to schools. • Need for ParaTranspo in the rural areas. • Carlsbad, Vars, and Piperville have no lights on the streets where residents get on and off the bus. Need to improve bus stop quality as rural stops have no light or shelter.
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Theme	Feedback Provided
Active Transportation	<ul style="list-style-type: none"> • Rural communities are not walkable. • The sidewalks are so bad and not accessible, older people cannot use them. • More cycle pathways like NCC pathway network. Urban has lots of the pathway networks. Carlsbad needs sidewalks or paved shoulders to make it safer for people to walk and cycle.

Theme	Feedback Provided
Ditching	<ul style="list-style-type: none"> • Roadside brushing is required, the ditches are overgrown. • Gravel roads in the spring have 6" of stone in the ditches. • Ditching in residential areas is not being done. • Metcalfe village needs ditching assessed. Water is not flowing. • Ditches don't flow the way the ditching plans were drawn up. • Some ditches are too deep and steep to maintain, and the City doesn't cut the whole thing. • What is the future plan for ditching in all rural areas? Will there be a plan drawn up? • How do we get ditches cleared? The city needs to provide residents with this information.

Theme	Feedback Provided
Drainage and Water	<ul style="list-style-type: none"> • Cassidy Municipal Drain project - Nothing has been said or done for 3 years. Why are residents responsible to pay out of pocket to have the work done?

	<ul style="list-style-type: none"> • Need better explanations for resident on how municipal drains work and are maintained. • It is very hard to find information on municipal drains. • Need to address private drainage. People should be forced to clean ditches on their property. • Need for a water study in Metcalfe. • The supply of water in Carlsbad is a big issue and limits growth. • Many residents have well water in Metcalfe; a project to extend water services could not get provincial funding because they are part of the city. • Concern about use of salt on residential areas and contaminating wells. • Osgoode ward needs City water and sewers. • Some residents don't want city water because this will lead to more urban development. • Need support for septic and wells in affordable housing/long-term care facilities or else people will have to live in serviced areas.
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Theme	Feedback Provided
Solid Waste	<ul style="list-style-type: none"> • Need for alternative regarding garbage collection in rural area as illegal dumping is a big issue. • Waste reduction needs to be a priority. • Need the pros and cons for incineration. • Concern regarding location of landfill, what are the alternatives? • Do not want tags on bags. • Suggestion for a City location where residents could dispose of metal. • Public education for residents on how to dispose of hazardous waste.

Theme	Feedback Provided
Parks	<ul style="list-style-type: none"> • Need for recycling bins in parks. • The parks are old and not great. • Missing one large park. With urban sprawl this should be a priority. • Need for more nature trails.

Theme	Feedback Provided
Forestry	<ul style="list-style-type: none"> • Need for more tree trimming. There are sightline issues due to overgrown trees. • Dead trees along the roadsides are a fire hazard and awful to look at. They need to be cleaned up. • Suggestion to offer an incentive for forest retention/planting.

Theme	Feedback Provided
Climate Change and Environment	<ul style="list-style-type: none"> • Need for tighter groundwater, forest and tree canopy protection. • Need to protect environments from weather (ice, flooding, fire). • Need for more environmental energy use and environmental assessments. • Suggestion to incentivize environmental energy projects. • Need for more renewable energy projects. • Some areas are not farmed. We need more local small independent producers of renewable energy. • Renewable energy facilities. What are the pros and the cons and the economic opportunity? • Suggestion for smaller solar panels that feed into a battery storage system and could feed the village of Greely, or local. • Have a village invest in 50 acres and put the solar panels there – don't put them in the village. • The City needs to do a full and thorough advance consultation on wind turbines. • Climate action goes further than just renewable energy. • Request for information on climate change impacts from a rural perspective.

Theme	Feedback Provided
Farming	<ul style="list-style-type: none"> • Need for diversification of farm operations via support, expertise, and mechanisms. • Foreign investment in farmlands, agroindustry, and other uses.

	<ul style="list-style-type: none"> • Protection of good agricultural land. Respect and provide public education on LEAR. • Support for protection of smaller-scale agriculture.
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Theme	Feedback Provided
Policing	<ul style="list-style-type: none"> • Need for increased police presence. Rural areas cover a big ground with very sparse police. Why are there no police stations close by? • Where is the closest police presence in Osgoode? Some people will only visit rural areas if there are police stations nearby. • The community police officer is making a very positive impact on the community. This program should be expanded so there is an officer for each ward. • Is there a rural police force? Residents are willing to pay more in taxes for an improved police force. • Need for patrolling in parks as there is public intoxication from the baseball and softball leagues. • There are many littered beer cans on the Anderson onramp to the 416. What are the means of tracking impaired driving? • Need for increased speed patrolling. • There needs to be a better reporting system for speeding vehicles.

Theme	Feedback Provided
Paramedic Services	<ul style="list-style-type: none"> • Ambulances have a slow response time. • Hospital wait times are holding up paramedics with patients waiting to be seen which is significantly problematic. • Russel or Smith Falls ambulances show up before Ottawa ambulances. This is because resources are spread too thin. • Mental health is not taken as seriously as physical health. Only mental health crisis gets action, otherwise there is no mental health care or follow up.

Theme	Feedback Provided
Fire Services	<ul style="list-style-type: none"> • There is concern regarding farm fire regulations. • There is concern regarding the youth that were lighting fires in Metcalfe during the burn ban. • There is fire debris at the grandstands at the Metcalfe fairgrounds that need to be cleaned up.

Theme	Feedback Provided
Emergency Preparedness	<ul style="list-style-type: none"> • Backup power systems are needed in rural Ottawa. If there is no electricity, many have no access to water. Suggestion for the City to collaborate with Hydro One and gas stations to solve this issue. • Suggestion for there to be designated gas stations with backup generators so residents can still access gasoline for their backup generators. • Public education on where which fire stations/paramedic base/police station serve which rural areas • Ottawa is unique and shouldn't be compared to other municipalities. One size fits all approach doesn't work for the rural areas, especially when it comes to community safety.

Theme	Feedback Provided
Client Service Centers	<ul style="list-style-type: none"> • Hours need to be offered in the evening, not just during the day when people are working. • There is no reason for City services to stop at Metcalfe. • Need quicker responses for service requests.

Theme	Feedback Provided
Programming	<ul style="list-style-type: none"> • Need for access to social service centers, bring the services to the people. Oftentimes, the people that need the services can't access them if the services are far (no car and limited transit options).

	<ul style="list-style-type: none"> • Suggestion for there to be a designated social worker in each community/one in each rural ward. • The City needs to take a preventative approach to assist the community. This can be done with more youth & senior programming, mental health services, and substance abuse programs. • There's only one food bank in Ward 20 that is in a terrible location. The City should put together a mobile food bank that could go from community to community. • Need for a senior living facility and programs for the socialization of seniors. • Need for more accessible non-profit daycare. • The need for more youth programming, such as an after 4 program in Vars and a Youth Group Association. • Need for more OYA. We need one in every community. The City needs to help develop this in every village. • The City focuses on the urban core and doesn't have a huge pot of money for rural programming. • The City tries to roll-out the same programs from urban to rural but it doesn't work the same in the rural wards. The City must recognize that needs are different. • The City should be encouraging amenities and services to be more accessible in rural areas. <p style="margin-left: 40px;">There is a need for more rural specific funding. We operate as One City, but there are differences and challenges. There is overshadow from urban councillors but rural people are taxpayers as well.</p> • Not a lot of money from the City for art and culture besides the museum. • Need for a French high school.
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Theme	Feedback Provided
Recreational Services and Facilities	<ul style="list-style-type: none"> • Need for a community centre in Vars. It is very important for our residents to have a destination. • The City needs to reinvent how they run facilities in rural area, beginning with seniors and youth. • It should be free to use community centers, if it's not already booked for community events.

	<ul style="list-style-type: none"> • When we have a facility, they are underutilized (Greely for example). We need to find solutions to bring the people and have programs, so residents use our facility. • There is currently no access to a public indoor pool. • Typically, when there is new development in a community, it always comes with new services like splash pads, community centers, and new parks. We need to bring those same services to already established rural villages who don't have them.
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Theme	Feedback Provided
Planning and Development	<ul style="list-style-type: none"> • Suggestion to separate the planning department into rural and urban. • Residents don't understand the planning process in the city. We need to simplify and streamline the process for residents. • The building permit process is too long. • The inspection process is too slow. • There are delays for rural severances. Someone who has agriculture knowledge of the city should deal with those permits. • Exemptions are there to protect farmers, not developers. • The farm building permit process is atrocious for barns, animals and livestock issues. • Zoning requires property of at least 1 acre [0.4 ha] for a coach houses. Why not allow them on ½ acre [0.2 ha] lots? • The City should allow coach houses on smaller lots with private services. This could be a rental possibility for families and also a good opportunity for seniors. • Zoning rules should be around objectives, not processes. • There should be a higher fine for developers who break the rules. • Need for incentives for homeowners, not developers. • Need for more consultation on development that affects residents.

	<ul style="list-style-type: none"> • If the City is selling off land in Greely, there needs to be a consultation with Greely residents before any decisions are made. • There are concerns regarding the Tewin project, although the addition of 15,000 homes is good. • We need sustainable growth. • There is a need for new infrastructure, it should be first on priority list. • With a lack of development, there won't be younger families coming in.
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Theme	Feedback Provided
Economic Development	<ul style="list-style-type: none"> • The City should be helping promote growth and encouraging amenities and services to be more accessible, rural people are taxpayers as well. • There is a need for basic services in addition to the need for new amenities. • If we don't support and help villages to grow, they will die. • Need to find ways to encourage people to move out to rural Ottawa such as by making jobs accessible, having one bus that goes downtown and then comes back to main stop. This would also help farmers who are looking for people to work on the farms. • Need to find ways to keep people in the rural area i.e., have offices in rural areas that are approved for work instead of making rural workers go downtown. • When there is village growth, new amenities are needed to go along with it (children and senior programs, schools, businesses). • There's been a boom of people moving in but then there is nothing for youth. • It is impossible for Metcalfe to attract businesses without services, especially water. • In Vars there is a big piece of land that the City should invest in. It already has trails in the area, and land that can be used for community events. • Suggestion for development of a new hub in Greely because one couldn't be established in the village (besides industrial park).

	<ul style="list-style-type: none"> • There is a lack of agri-tourism. • Lacking fundamentals to bring tourists in, big gap for attracting people to rural Ottawa. • Suggestion to have a website that promotes rural tourism. • There is no place for businesses or social supports to set up shop. We need to rezone lands strategically if we want economic development in the area. • Put businesses away from residential areas. The City should reserve space in rural areas for economic development. • More small businesses. • Businesses want to stay in the community, but they can't afford it. • Limit foreign investors buying land – keep it local and keep our interests in mind. • Property (commercial) that is vacant and not accessible to other people (SAAB), this is a big complaint for quite a few areas. • Recognize needs that are different from the city. • Implement the trickle system – residents pay some and the City pays the rest.
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Theme	Feedback Provided
Housing	<ul style="list-style-type: none"> • Need for more variety in size of housing. • Renting prices are too expensive for seniors. Currently everything is market rent. • Need for senior apartments and housing. Nothing has been added recently. There's a long wait and property maintenance is an issue. • There are no rental options in rural areas. • Need for more affordable homes and deeply affordable housing (publicly funded) in rural communities.

Theme	Feedback Provided
Rural Affairs and Communication to Rural Residents	<ul style="list-style-type: none"> • Rural Business Association – discuss the trends. • Need improved advocacy for rural residents and issues with the provinces. Need for a better mechanism. • There is no help from the government. Suggestion for lower interest loans, incentives, and financial support. • Need for more rural specific funding – we operate as One City, but there are unique differences and challenges in rural areas. There is overshadow from urban councillors. • There is a systematic disconnect of rural and urban • We need to restructure bureaucracy to better reflect rural realities. • Need for increased knowledge and expertise of rural issues in all departments. • There is not enough rural staff and rural support staff. • Need for improved advocacy for rural residents and issues with the provinces. Need for a better mechanism. • The City doesn't listen to rural residents. We need accountability, transparency, enhanced political representation, broad advertising and advanced notice, and meetings outside of business hours. • Need for advanced information on the City agenda i..e, for meetings, applications and programs. • Why is there so much red tape to make basic decisions? • Engage the rural residents in more ways than just on Engage Ottawa.

Theme	Feedback Provided
Misc.	<ul style="list-style-type: none"> • Not all rural Ottawa has high speed internet. • Power outages are a problem. • Concern that the Rural Summit is window dressing.

	<ul style="list-style-type: none"> • Bank St closure this summer- this should not be an option. Find a way to allow traffic to pass. Detour is too long and will push too much traffic onto roads not set up for this. • The same people are running the volunteering in Greely. There is volunteer fatigue. How do we bring new people into volunteering? • Do the job right the first time so city workers don't need to keep coming back.
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Next Steps

“As We Heard It” reports for each of the ward workshops will be shared on the [Engage Ottawa project page](#) in chronological order.

City staff will be attending community events in each of the rural wards throughout the spring and summer to continue engaging with residents and promoting the Rural Summit 2024.

Residents are encouraged to continue to follow the **project website** for more information.

To provide any comments, questions or concerns regarding the Rural Summit 2024, please contact this project's email address ruralsummit@ottawa.ca.

Conclusion

Thank you to all who participated and provided feedback, ideas, and concerns in this workshop and throughout the engagement process. The Rural Summit team is grateful for the community's commitment to helping improve and strengthen our rural communities.

For more information on rural initiatives in our city please visit **Ottawa.ca**.

**Ward 21 –
As We Heard it
Report**

Ward 21 – As We Heard It Report

Introduction

At the City Council meeting of December 14, 2022, Councillor Clarke Kelly brought forward a motion directing the City of Ottawa to host a Rural Summit during the current Term of Council (2022-2026). The Rural Summit 2024's objective is to recommend improvements to the City of Ottawa services for residents and communities of rural Ottawa. These recommendations will be based on the feedback received from the various public consultation efforts taking place throughout the Rural Summit 2024 timeline.

The rural communities in the city of Ottawa are Ward 1 Orléans East-Cumberland, Ward 5 West Carleton-March, Ward 19 Orléans South-Navan, Ward 20 Osgoode, and Ward 21 Rideau-Jock.

In-person workshops have taken place in each of the rural wards in the hopes of gaining as much feedback as possible. Throughout these workshops, residents were given the opportunity to express their questions, comments, concerns, and ideas with City Councillors, City staff, and workshop attendees.

This As We Heard It report highlights the table themes and feedback captured from the Ward 21 workshop that took place on April 29, 2024.

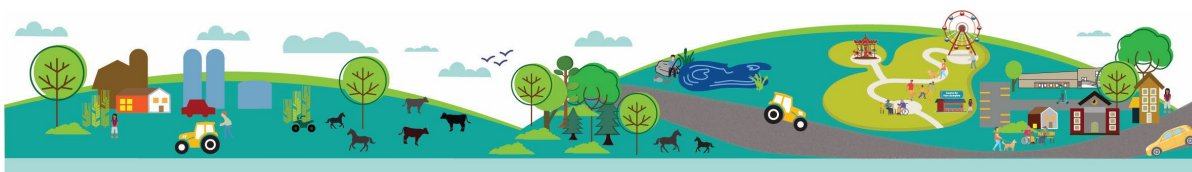
Workshop Format

The first portion of the Ward 21 workshop began with a drop-in session from 1 to 4 PM at the Alfred Taylor Center. Attendees were encouraged to register at the Welcome Desk for attendance tracking purposes and to receive future project updates.

Attendees were then able to freely move between ongoing conversations with Councillor David Brown, the Councillor's office staff, and City staff as well as other attendees to share their concerns, ideas, and feedback. There were approximately 120 attendees.

In addition, there were five tables with predetermined themes as well as one open-ended table to allow discussion surrounding topics that did not fit into the outlined themes. Each table was equipped with papers, pens, flipcharts, and markers to grant attendees the opportunity to express their feedback in a written format in addition to verbal.

The second portion of the workshop was dedicated to roundtable sessions that began at 6:30 PM at the same location.



A brief presentation took place at the beginning of the evening which included opening remarks from Councillor David Brown as well as background information and workshop directions from City staff.

Following presentations, the workshop moved into roundtable discussions. There were five tables with the same predetermined themes as earlier as well as one open-ended table. Roundtable discussions took approximately one and a half hours. To give everyone the opportunity to participate in the various discussions, staff provided four different rounds lasting between 15-20 minutes each, with a short break occurring halfway through. Attendees were directed to begin with the table of their choice.

At each table, City staff were present to answer questions, engage with the attendees, take notes, and act as moderators. Staff's main roles were to listen, record feedback, and ensure everyone had the opportunity to share their input. After about 15 minutes, it was announced that round one had finished, and it was time to move tables for round two. Attendees moved to the next table of their choice, or remained at their current table, and the process began again. After around 90 minutes, roundtable discussions were concluded.

The evening ended with a City staff member from each table presenting some of the most popular comments shared at their table, as well as some closing comments from the Councillor and the next steps in the Rural Summit 2024 process from City staff.

Table Themes

Table themes were selected based on the Rural Summit 2024 survey results. In preparation for each ward's workshop, the completed survey results were filtered to only show the responses received from respondents of the corresponding ward. From those results, the most popularly stated items and issues were grouped to create the table themes.

The table themes for the Ward 21 workshop were as follows:

1. Community Safety
2. Environment
3. Community Services
4. Development and Zoning
5. Transportation
6. Other

Public Feedback

Feedback received at the workshop has been grouped into themes and is provided below. The information provided is an inclusive list of comments received verbally and in writing from residents throughout the workshop. Throughout the report, feedback has been documented as it was heard from residents and represents a range of views.

In addition, Patricia Fitzgerald’s Grade 2 and 3 class from Richmond Public School have put together a report offering insight on their rural community and the perspective of young voices. Please see Appendix A to view this report.

Further feedback was submitted by the Manotick Community Village Association. Please see Appendix B to view this report.

Theme	Feedback Provided
<p>Roads</p>	<ul style="list-style-type: none"> • City does a good job with libraries, recreation, fire protection, but arterial road systems are at the bottom of the pile. • The paved condition of roads are horrible. • Review requirements for roads built with statutory labour. • Need incentives for landowners who keep vegetation along roads, water ways, forested areas. Tax incentive or another positive way to incentivize these decisions. • ARAC has to upgrade rural roads. • Standards are necessary. In rural areas, an intersection is given all the bells whistle, but the connecting sidewalk is very far away. The same money could be better used differently in rural areas than in urban areas. • The construction equipment damages the road and there’s no follow-up to ensure that the work is done properly. • The need for wider shoulders so we can all share the road. • Intersection design. A lot of the time it’s dangerous, especially Flewellyn and Shea. • The intersection of Perth and Eagleson Road is dangerous, and we need to do something about it. • Need a better system to fill potholes. • Need for an innovative approach to intersection visibility when it is too close to other intersections. • Road paving and maintenance on school bus routes should be a priority. • 3rd Line Road is unsafe for pedestrians, cyclists, and riders. There’s a lot of speeding and there’s no shoulders. • Road rehabilitation needed on 4th Line South and 3rd Line. • Road widening and fence: No encroachment agreement. Has this been removed? • Klondike Road is waterlogged due to municipal drain. • Dilworth Road is in awful condition, but it’s understood that it costs \$1 million per km to repave.

Theme	Feedback Provided
Traffic Calming	<ul style="list-style-type: none"> • Need to monitor speeding traffic coming in and out of villages. • Downstream traffic from warehouse proposals need to include all villages in rural areas. • Request for a traffic impact study for 416 new interchange to include impacts on Manotick Village. • There's huge traffic impact on villages from large commercial development. • There is excessive speeding on Roger Stevens. • Street parking on Roger Stevens, especially during celebrations, makes it difficult to exit private driveways and very dangerous as people are speeding by. Also, snowplows cannot get by. • Kemptville commuters heading north causes lots of speeding and traffic on McCordick Road. • In Manotick, there are more cars in the village using busy roads. • Traffic and speeding in Kars, especially in the mornings when people are speeding to drop off kids at school even though 50 km/hr. is posted. Enforcement is needed. • Reducing the speed limit from 80 to 70 could help. • Need for public education on the dangers of speeding. • Funding going into RSAP (Road Safety Action Plan) should be allocated into rural areas more fairly or more in general as there is a higher percentage of road deaths.

Theme	Feedback Provided
Trucking	<ul style="list-style-type: none"> • Need to ensure that large trucks are directed away from villages. • Request to limit truck access to 400-series highways and enforce it. • Trucking routes – Manotick Community Association study – 800 trucks a day going through. • No trucks through Manotick, they need to be rerouted.

Theme	Feedback Provided
Active Transportation	<ul style="list-style-type: none"> • Linear connections are needed. • Improve pedestrian safety along corridors in villages with sidewalks on Main Street. • Walking trails and sidewalks in areas with new homes or connecting with subdivisions in villages (North Gower) would encourage more walking or biking and would be safer.

	<ul style="list-style-type: none"> • Cyclists and horse riders need to wear bright colours (maybe a vest). • Need for active transportation within the villages. • Paved pathways don't have any lights which makes it difficult to see when walking at night and in the dark. • No crosswalks at the elementary school - crosswalk criteria should change for rural communities as they may not have the foot traffic needed to have a crosswalk. • Bikers driving alongside large machinery is dangerous. Posts are currently up to protect bikers and walkers, but farm equipment are now driving on the incoming lane. • There's no sidewalk on Manotick Mews. It's not pedestrian friendly. • There are new intersections with sidewalks to nowhere. • Increase funding to Missing Links Program. • Request for repaving shoulders for cycling.
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Theme	Feedback Provided
Public Transit	<ul style="list-style-type: none"> • Why can't ParaTranspo be used in rural areas as well? • For seniors who have to stop driving – there are challenges getting to and from the city. • Need public transit for university students and commuters. • With the increase in population in rural areas, how do we adjust our transportation to fill this demand? • Innovative public transportation solutions for those who don't have access to a personal car (youth and seniors). • Concerns that residents who will never use transit are having to pay for it.

Theme	Feedback Provided
Youth Support	<ul style="list-style-type: none"> • Importance of youth services in the community. • There is a total deficiency for youth to get any mental health support. • Sustainability funding is lacking for Osgood Youth Association and Youth Manotick Association. • Youth access to support and mental health services is only offered in the urban city which is only accessible if parents will drive them. • Something more mobile, even outside of City services, to provide funding to community-based services would work too. • Need for programs from 2:45 pm to 9 pm.

	<ul style="list-style-type: none"> • Need for community and social programs to encourage youth to participate and have accountability within their communities. • Need more services for children and a recreation space where kids can go. • Suggestion for coffee shops for kids but instead of coffee, offer stuffed animals, books, and toy libraries.
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Theme	Feedback Provided
Health and Mental Health Services	<ul style="list-style-type: none"> • Suggestion to work with western Ottawa Community Resource Centre to reach people that the City can't reach. This is resident driven, rather than the City process which is very top-down. • Request for a designated Mental Health Counselor in rural areas. • Mental health programs, services and support are needed for those most vulnerable in rural Ottawa (children, seniors, youth, and agriculture workers). • Need funding and systems in place for prevention regarding mental health calls. • Need for access to medical appointments. • Suggestion for a pop-up immunization or sexual health clinic. Would Ottawa Public Health fall into this? Collaboration, hub type services.

Theme	Feedback Provided
Programing	<ul style="list-style-type: none"> • There are no programs for mothers and children. Something where they can sing songs and play games. • There aren't any social programs for seniors in the village, unless we drive to into the city, 15-minute neighbourhoods don't exist in rural. • Suggestion for senior hub memberships in the rural areas. • Programs are successful, then disappear due to lack of funding. • Any recreation programs of interest are in the city – would be nice to see other programs out here. Limited both indoor and outdoor. • Bring Shakespeare in The Park into the rural areas sometimes instead of always going to Burritts Rapids, Oxford Mills etc. • Registering for City programs is really difficult and it's hard to navigate the system.

	<ul style="list-style-type: none"> • Increase access to recreation space and available timing as well as more flexibility around cancellation and amended booking. • More money for community regional partners. • Need for more community garden support. • Request for a paddle court in Manotick (racket sport). • We need accountability and a way to measure success when the City gives money to an organization or community group. • City doesn't direct them – mostly with Community Social Services Development, RCFS gets partnered in. • Can't expand programs because we're renting space in community centers because we are competing with other rentals. Different communities have different competitors for usage – some buildings are not used much.
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Theme	Feedback Provided
Swimming	<ul style="list-style-type: none"> • Cannot get into swimming lessons. • Request for an indoor pool, recreational centre or gym splashpad. • Pools are beneficial for all, especially for youth to gain the skill of swimming, and for those needing non-intensive physical exercise. • There are no pools anywhere. We have to go to Barrhaven for a splashpad and pickleball. • Need for a larger complex pool recreation type facility.

Theme	Feedback Provided
Libraries	<ul style="list-style-type: none"> • We need a new library in North Gower. The current library is too small.

Theme	Feedback Provided
Planning	<ul style="list-style-type: none"> • Make it easier to do subdivision. Make it easier to separate large lots for family houses. • We need to apply a rural lens to city planning [in the rural area]. One size does not fit all. • Careful planning is needed that preserves the character and feel of rural living. • It is hard to navigate through the Planning Department. • Severance process is stressful. There's no checklist. • Severed lot - Proximity to mineral aggregate zone. I had to get a study to get a building permit (today's rule). This should be grandfathered. I had to get a minor variance.

	<ul style="list-style-type: none"> • Severed lot. Make it simpler to sever a lot for agricultural lands. Especially if the land is not good agriculture land. • Severance in rural area: Tracking severance is impossible. Can't get a real person and we are not always consistent. • We should go through one person for severance - Takes too long. • Fast tracked with the new provincial legislation. How? Can the community find out? Checking Dev App but we see no action on the site. • Hard to see the progress. Dev App is not updated. • Planners at the City are always saying no and we don't know why. They always say this could be appealed. • SFD (Surplus Farm Dwelling policies). Time to get it done. Shouldn't have to get a ZBA for remnant land. Waste of money and time. • Notification of Zoning Bylaw Amendment. We have insufficient notification to rural residents for ZBA. Not told of the proposed changes. • Ability to sever smaller lots in agriculture area? • Building on floodplains. Conservancy. How did they get permission? • Tiny home. Why are they not permitted? People can afford them. • Is it possible to go beyond the Planning Act [for notification of new applications]? • Could we petition the Province to modify the notification distance [of Planning Applications]. Increase the minimum distances. Maybe longer distance for different applications • Building on floodplains. Clingin Lane in Manotick. They won't let the resident see the building permit. [a development with noted local history – concerns that residents nearby will be affected by drainage from this development in a low-lying area]. • Rural notification [for new applications] should be different requirements [extend further out than the distances in urban areas]. • Residents would like to have more information on the opportunities for their land. • Retirement lot - How do I do it? • Not complimentary to provide notice by mail.
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Theme	Feedback Provided
Economic Development	<ul style="list-style-type: none"> • Need to consider the environmental impacts of increased density. • Protect the character of rural villages. • Richmond looks like Barrhaven. We need to retain the flavour of rural areas. • Rural residents are not aware of changing rules. • 1 km around the village boundary is too small. • Development in Western Canada is better and quicker. • There is a lack of input from residents. • Infrastructure is not keeping up with the buildings. • Europe has better development policies. • New precedent for expansions with the new provincial policies. • Accumulated development. • Concerns about the MZO's and provincial policies. • Build up rather than out.. • Bringing water and sewers ruins rural villages. Avoid at all costs. • Paving over agriculture land. • Development without infrastructure (no water, sewer, or LRT). Look up Tewin, for example, between Ramsayville and Anderson. • Community of artisans in Merrickville – for local communities like North Gower or Richmond – grant system for community centre to put in some facilities like courses (glass blowing etc) stalls that offer food, associated with Mainstreet, or by the Community Centre, so you have a reason for going there. Products, courses, teaching, spaces for people to come and teach and make an income – create a centre in the town instead of somewhere just to drive through. • Provide grants to Community Association or to rec centre to create this, attracts people to teach, sell, etc. • Support grants for local markets. • Support local businesses. They are suffering post covid.

Theme	Feedback Provided
Housing	<ul style="list-style-type: none"> • There aren't supportive housing options in rural Ottawa. • Seniors should get to age in place. Seniors are having to leave their roots to find supportive housing in the city. • Focus on building up instead of out as there is limited land available. 151,000 homes are anticipated to be built within existing villages for the most part.

Theme	Feedback Provided
Food	<ul style="list-style-type: none"> • None in my community, closest is 10-15 minutes away, very inaccessible for those who need it. • No food service type at all in Osgoode. • Can look at other rural villages in Ontario to see how they service their communities. • Work with Community Associations to find solutions. Stigma associated with food banks. • Provincial funding to rural neighborhoods, not just urban • Royal Ottawa South Support Service – does food to buy, not food bank.

Theme	Feedback Provided
Rural Affairs and Communication to Rural Residents	<ul style="list-style-type: none"> • Councillor responding to emails – sends emails all on Monday on what is going on and that’s helping so much more. • Bring information to management. • Local specialization – community newspaper. • Look at social messaging to share information and what is going on. • Dependent on associations and partners to update information. • Filter option per town. • I wasn’t allowed to take a poster from the library to share the information. • More communication with community groups. • When making big changes to a village (like changing the zone for a warehouse) the whole village should be notified, not just neighbouring properties. • The city should not release any information in June because of vacation. • The city needs to simplify reports. It’s not always easy to understand. • We need a lot of consultation about new developments. • Lack of notice - Not enough notice on development applications. • We need to be transparent and streamlined. • Establish some city-wide public consultation standards and make sure we include feedback. The possibility to establish a city-wide public consultation office. • Have a toolkit for all the community association that’s updated every year. • Councillors and City staff need to do a better job in communicating the information to rural residents.

	<ul style="list-style-type: none"> • City website: impossible to find their way through it, for anything, search engine produces a ton of information – easier to google something and find the City page than go on the City page and search there. • ARAC meeting should be in Rural Ottawa, not Ben Franklin. • 5 Wards working very hard - Council as a whole does not understand living in rural Ottawa. Mayor has been extremely supportive of the Rural Summit. Rural Councillors would like to see some significant change. • We need to give more power to ARAC. • Looking to increase confidence from rural residents that their Councillors have the power to accomplish things. • Possibility to separate rural and urban decision-making. Empower rural decision-making.
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Theme	Feedback Provided
Client Service Centers	<ul style="list-style-type: none"> • No follow-up from 3-1-1, sent to voicemail, no call back. • Still having problems, outer boundary, bounced off a tower outside the city, the 3-1-1 says you don't live in the city. • It is extremely difficult to get conversation with somebody on the weekend. • Communicate by email, don't get an email for 10 days, pass to staff, gets an answer from 3-1-1, take out personal information of other staff member, responds back. • Sent in a request for something to be fixed and it doesn't get fixed. • Does not include your request in the response. • Call, get registration number, nothing ever comes of it. Would like to see someone come and see when an issue is there – like flooding, never do. • Call 311 leave a voice mail and no follow up. There should always be a follow-up. • Client service only opened 1 day or ½ day a week – is it worthwhile? Better way for contact with Community Services/Client Service out in rural area. • Service centres only open 1 or ½ day during the week. Expand the hours or maybe have a mobile option.

Theme	Feedback Provided
<p>Emergency Services</p>	<ul style="list-style-type: none"> • Funding Model for emergency/operational response– treat things as expense/cost centre – not as a service. • Who says it has to make a profit – it is offering a service which does not have to make a profit. • Rural still in City boundary – fundamental challenge – not like with amalgamation when rural got an incentive. • Response time - multiple calls were made regarding dead trees in a park. Windstorm last year there were over 6000 calls received. It took a while for some action. • Community police need to be more active in the rural area, flag patterns / collaboration with Youth programming and Community Health Centers. • Alcohol pollution in ditches, very concerning due to drinking & driving. Suggestion of rotation of traffic stops to avoid this. • Fire response is slow, need quicker access to fire services – same with ambulances to Dwyer Hill. • Fire prevention and education to be taught to the community. • Very limited police presence. • The dispatcher was rude, unresponsive, and hung up the phone. Police officers are dealing with “more important matters”. • Public education on what information to provide to make sure your call is prioritized. • Emergency preparedness within a community, public education is needed to allow neighborhoods to prepare for emergency circumstances. Main liaison between the communities and the EPS/Emergency Preparedness Plan staff to connect and share ideas. • Drinking and driving, lots of alcohol pollution in the ditches. • No Police presence in Manotick. • Street racing on Roger Stevens – police presence would lessen this. • Additional enforcement for off-roading vehicles (4-wheelers, skidoos, etc.) Especially during popular weekends. • Police Department Youth engagement, participants in and with youth groups. • Wood being kept at community centers; community centers being used as a resource center during emergency circumstances.

	<ul style="list-style-type: none"> • Decline in police presence, lack of relationships with police officers – getting to know them personally. • More community police. • Ambulance and emergency services response time. Benchmark for what Renfrew is doing. They are very innovative. • Emergency services - Ambulance non-responsive/timeframe. This is missing in rural areas. • In Beckett's Landing when they call emergency services or 311, they get the message that the service is not available. • Marlborough Forest By-Law changes should require consultation.
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Theme	Feedback Provided
Farmland	<ul style="list-style-type: none"> • Too much development. • It's the drip-drip, too much is getting lost and it's too vulnerable. • There's a lack of interest groups for defending farmland at the City/Province. We need to be louder in our advocacy with the province. • The city doesn't recognize the importance of maintaining farmland as a development issue. • There is a greater need to leverage the Experimental Farm for rural Ottawa. • This is an opportunity to productively work between the City and the farmers. • The Rural Affairs Office needs to be strengthened so that it can provide expert advice to farmers and help preserve farmland. • Look at best practice to support farmers. • We need to enable farmers to be good stewards of the land. • Preserving more nature and ensuring greater habitat space. • Living snow fences and preserving fence row. • No more clear cutting, particularly for developers. • Natural features of the land need to have much greater attention paid to them. • Provide incentive for preserving natural features. • Farming practices - clear striping properties create wind erosion. Hedge rows to help reduce wind and water erosion and increase birds to help in pest control. • How do we preserve prime agriculture land?

	<ul style="list-style-type: none"> • Pilot program coming forward to increase living fences. We need to also request hedgerows in between individual lots. No till farming is an option. Many farmers already do this. • Subdivision/urban development - Need to protect natural features that exist. OP was changed and zoning was changed so opportunities were lost. Losing a lot of farmland and protected land. Many animals are being displaced. Nothing pretty in new developments. Everything is very close together. • We are losing too much farmland. We need to protect them. • Urban sprawl is eating farmland. • Speculators buying land. We want it to be preserved. • Fragmenting farmland with severance is a concern. If a farmer severs 100 acres of land could a house be added to this land in 30 years when all the staff have been turned over.
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Theme	Feedback Provided
Renewable Energy	<ul style="list-style-type: none"> • The city needs to develop on what it wants. • The rural areas should not just be seen as a dumping group for industrial level of new generating capacity. • We can provide greater incentives for property owners. • Prioritize small-scale implementation of generation. • Leverage more existing buildings for renewable generation rather than prioritizing greenfield. • City needs to do a better job educating homeowners on solar and BESS solutions to help people get off the grip. • Sitting for wind turbines, there should be a 2 km set back. • Air quality - Constant threat would like to see incentives to using alternative methods to reduce the impact on air quality. Generate and we locally produced energy. The future is to electrify. • Somebody must pay for things that are environmentally positive. Farmers have some land available for solar panels and wind turbines. What does the city do to incentivize not using farmland for this? • Reviewing zoning bylaw for housing: proposed new parking spaces would all need to be EV ready. Renewable energy generation - will be fixing this by adding details to zoning by-law. Any proposal will be through ARAC and then through process at the province.

	<ul style="list-style-type: none"> • EV - If you don't have 200-amp service, many rural properties do not. This is for new development only. There are huge costs if you have a long laneway. If you have a new build now, you have to ask for permission to have your property EV ready. This idea might not be technically possible. • Climate emergencies will heighten. Residents should be in a position to survive for 3 days as there are not enough officers to respond quickly for all. Responsibility relies within the community. Public education, build communities with a variety of skills. Solar panels should be encouraged, battery storage, heat pumps to allow independence. Some programs are to be brought into place for rural communities because of the distance from neighbours. • Electricity (E-vehicle), the need for a rebate for home to upgrade. • Virtual community power plants (use rural communities as a pilot project for batteries) that would be community run. They would be small local hydro. • The need to push the energy evolution plan. • On-Farm Digesters for green energy
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Theme	Feedback Provided
Environment and Wildlife	<ul style="list-style-type: none"> • Spraying Wild Parsnip is ineffective and harming native species. Spray calibration is wrong, they are spraying trees. • We need to use goats! Allow residents from rural Ottawa to borrow goats for noxious weed management. • The current policies are not sufficient. Rural ditches are full of poison ivy. It is very dangerous for people, especially kids and animals. The current program is funded by left over money from snow plowing. • Greenbelt - Is it ever going to be used instead of the urban boundary? Use part of the green belt for housing. This would be less of a stress on the roads. More protection of species at risk. • Wetlands - some are being lost over time. We need to incentivize. Keep existing wetlands and possibly increase existing wetlands.

Theme	Feedback Provided
Forestry	<ul style="list-style-type: none"> • Restart the Marlborough Forest Advisory Committee, made up of landowners and user groups. • Marlborough Forest - gated roads, ATVs not permitted, resident can't access this land. Suggestion for a possible Standing Committee to be reinstated, include landowners and user groups. • Marlboro Forest is unmanaged – Roads are not maintained and the fire department cannot access the homes. • Site Alteration: The city should not permit interference in the removal of trees when the removal is part of normal farm practice. • Where any change or development is permitted, the city must do a better job preserving tree canopy. • Larger fines for contraventions of tree by-law and burn restriction (educate the public on burn rules and the bylaw). • There should be a minimum tree requirement for new development. • Marlborough Forest- there is no forest management plan. • Forest in rural areas have been cut down. Losing trails and incentivizing landowners to keep forest canopy. Use it for recreation. • Wooded/tree area - large swath that was clear-cut. There is no communication with the neighborhood. The landowner received compensation for the trees they had removed. Are there regulations in place now to stop this? • Cutting down trees? You should have to tell the city first so they can inform the neighborhood. Then the City could give existing or new incentives. • We need to do selective pruning with trees in ditches. • Protection of trees. • Trees on private property should belong to the property owner not the city. Why does the city own the trees on private property? • Retain the natural area/trees. • We are stripping everything to build houses. Destroying everything, especially our trees. • We need to build houses around trees. • Maintain existing mature trees.

	<ul style="list-style-type: none"> • Don't clear cut forest. Protect trees. • No bylaw for trees on private property. Could this be changed for rural residents?
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Theme	Feedback Provided
Parks	<ul style="list-style-type: none"> • Natural parks, how the City perceives their open space, needs to be much more connected with parks. • Importance of linear parks – or natural areas with pathways • Acquisition strategy for parkland – to save those areas that are absolutely unique to this whole city, and we are losing them. • How enjoyable are the destination parks because there are so many people there. • We need to do something about litter after sports games and tournaments. We need a better system to prevent overflowing garbage. Better support for community events (clean parks, extra garbage cans).

Theme	Feedback Provided
Solid Waste	<ul style="list-style-type: none"> • Incineration should be the City #1 priority. A dump is out of the dark ages. • In rural areas it takes a lot of time to organize garbage. Friday pick-up is difficult, Monday is much easier. Rethink zones when assigning contracts. • Landfill location is provincial jurisdiction, but city is not advocating for its residents. The city should stick up for rural residents. Most old landfill sites have been closed. Is there a remediation/reuse plan for these sites? At Springhill there is a landfill that is closed but City process is not up to date. • Moose Creek has a facility that is proven to work. • Incineration - Existing locations are looking to expand. A lot of rural reactions to projects like landfills. Project needs to be resilient. Leverage existing waste management facilities. We need to be proactive. • 90% of plastic worldwide is not recycled. City should not provide plastic water bottles at meeting, Currently, there is a cost on each water bottle that's been produced and used. • 3 garbage containers at every household are allowed. Can the city please explain how this reduces waste.

	<ul style="list-style-type: none"> • We need to educate more about composting. If you don't compost, it creates methane gas. Garbage reduction also needs to be part of education. • Hazardous dumps. • The city should survey other municipalities to develop a strategy to manage illegal dumping. • Garbage on the side of city roads.
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Theme	Feedback Provided
Water and Drainage	<ul style="list-style-type: none"> • Stormwater rate mailout - city is proposing a change based on permeability of your property, Logic is based on urban Ottawa. It is unclear how this works in rural Ottawa. City is currently in consultation. Will use satellite imagery and base off each individual property. • Major problem is a lot of water near me – stormwater runoff tax. Area has been greatly neglected. Wetland designation got taken off, drainage is a huge problem – Stittsville. • Major problem is a lot of water near me – stormwater runoff tax. The area has been greatly neglected. Wetland designation got taken off, drainage is a huge problem – Stittsville. • Stormwater - outlets are buried and losing aquatic features. • Drain requires maintenance in Malborough Forest. • Standing water in rural ditches is an issue that requires greater attention and investment (new culverts). • General maintenance. • Designation of Wetland. • The city should encourage the preservation and proper management practices of the Riparian areas near bodies of water. • Need greater investment in management of pollutants into watercourses/watersheds. Maybe partner with youth or school groups. • Who monitors the aquifer? • Is it possible to link the Zoning Bylaw to protect groundwater? • Water in ditches - If they just do ditching on 1 road then you can't cut your ditch. Stormwater tax is not for ditch maintenance, some culverts are put in too high which impedes drainage. Ditch infill is a challenge, former municipalities used to deal with things differently. New builds pay more attention.

	<ul style="list-style-type: none"> • Drainage and ditch - Who pays and how much is a challenge. Response from staff: Using old map (1969). Drainage act is provincial. • Drainage issues.
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Theme	Feedback Provided
Fleet	<ul style="list-style-type: none"> • Full-size trucks in city staff. We need to explore other options for vehicles that are more environmentally friendly.

Theme	Feedback Provided
Misc.	<ul style="list-style-type: none"> • We are worried of losing rural Ottawa voice with the intensification in urban Ottawa. What governance change can we do to prevent this? • Respect and preserve rural values, character, and connection to nature in planning, development, spending, policies, etc. We are not disposable, collateral after thought. • Re-wild her property - How does she do this in a respectful way? Looking for advice/resources, can this be built into the bylaw. Create incentive and bylaws to assist. • Damage caused by the contractor or developer. City is not taking responsibility. The city should be proactive. Maybe we need an investment in front-line staff/services. The city is committing to a standard but not living up to it. • City outreach for youth when they don't get a job at the city. If they are not selected for the interview, they get an email saying not selected and if they are not selected after an interview, they get feedback. • Quarry expansion in Munster and Dwyer Hill. Can policies be changed? • Preserve Rural lifestyle and values. • The interest of the neighborhood in rural villages is different than agriculture interest. • City spending money on consultants and lawyers. • Cell towers infrastructure. Rural areas have bad services. • Quarry causes issues with residents - Who's responsible? • Food trucks. How to get one? When is it permitted?

	<ul style="list-style-type: none"> • Rural internet is not always available. We need to notify residents of the expected timeframe. Economic development plan. • We need to bring back the org. chart for city staff. If Toronto has it, the City of Ottawa can have it. • There’s a big disconnect between Hydro Ottawa and Hydro One. We need a better management system. • Better cell coverage & high-speed internet – please advocate for us.
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Next Steps

“As We Heard It” reports for each of the ward workshops will be shared on the [Engage Ottawa project page](#) in chronological order.

City staff will be attending community events in each of the rural wards throughout the spring and summer to continue engaging with residents and promoting the Rural Summit 2024.

Residents are encouraged to continue to follow the **project website** for more information.

To provide any comments, questions, or concerns regarding the Rural Summit 2024, please contact this project’s email address ruralsummit@ottawa.ca.

Conclusion

Thank you to all who participated and provided feedback, ideas, and concerns in this workshop and throughout the engagement process. The Rural Summit team is grateful for the community’s commitment to helping improve and strengthen our rural communities.

For more information on rural initiatives in our city please visit **Ottawa.ca**.